



Smart Talk

For Android™ and iOS

Quick Start Guide

About Smart Talk

Smart Talk is a comprehensive and secure business communication solution that allows instant connection between remote teams. It is a fully customizable solution, tailored to the size and scope of any organization.

The Smart Talk app is designed for Android and iPhone. The browser-based version is called WebChat.

Note: *While using Smart Talk on your device, you cannot change the application name or logo.*

Supported Devices

- For iOS, Smart Talk is qualified on iPhone 15 iOS 17.1.1
- For Android, Smart Talk is qualified on Android 10 and above

Smart Talk is specifically qualified on the following Honeywell devices:

- CT47 Android 12, CT40 Android 11, CT45XP Android 12, CK65 Android 10

Smart Talk is specifically qualified on the following non-Honeywell devices:

- Samsung S22 Ultra Android 14


Login

Open ID enables clients to validate an end user's identity based on authentication performed by an authorization server as well as obtain basic profile information about the end user.

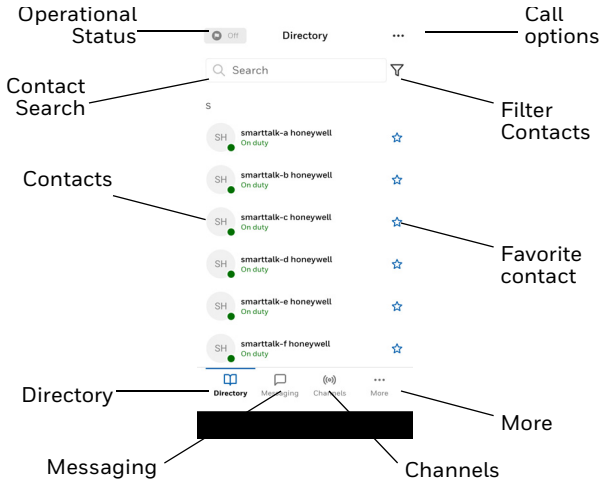
If the Open ID feature is enabled and configured in the Super Admin, you will only be able to connect via Open ID on your mobile device.

Note: *The device must have a network connection while using Smart Talk.*



1. Tap the Smart Talk icon  on your device.
2. When the app opens, tap **Get started**.
3. Enter your **Organization ID** and tap **Next**.
4. Enter your **Login Name** and **Password** then tap **Connect**.

User Interface



The Smart Talk screen displays the following options:

Option	Description
Directory	A list of all contacts, including current status.
Messaging	Recent calls and conversations.
Channels	Push-To-Talk group calls already set by the Smart Talk admin.
More	Quick access to your user information, settings and options.

Option	Description
Operational Status	Additional information about your location or activity.
Call options	Displays available call options (Call, Video call, Push to talk, Broadcast video, Conference call).
Directory search	Enter a name in the search field to search for a contact or group.
Directory search filter	Filter the contacts list by connectivity/ Availability and category.
Contact	Contacts are either an individual user or a group.
Favorite contact	Tap the star icon to make a contact a favorite. Favorite contacts are moved to the top of the list.

Note: *Smart Talk can only be used in portrait mode.*

Make a Call

Calls are made through Smart Talk using VoIP (Voice Over Internet Protocol). The VoIP call uses the Internet instead of the classic telephone networks, transforming the analogical audio signals into numeric data transferable via Internet.

1. With the Smart Talk app open, tap the Directory icon.
2. Tap the More Options icon.

3. Tap the type of call you want to make (Call, Video call, Push to talk, Broadcast video, or Conference call).

Note: Refer to the Smart Talk User Guide for more information on the call types.

4. Tap the contact or group you want to call in the Directory. If you selected Push to talk, Broadcast video, or Conference call, you can select multiple contacts.
5. Tap **Start**.

When you place a call, the following options are displayed depending on the call status:

Call Status	Description
Calling	A call is being placed to the selected user.
Call timer	The called party has accepted the call.
Call ended	One of the users has ended the call.
Call declined	The recipient has declined the call.

During the call, you have the following options:

Option	Description
Put the call on speaker	Put the call on speaker to share audio with other users or to continue the conversation while performing other tasks.
Mute call	Mute the call. To unmute the call, tap the button again.
Put the call on hold	Tap the pause button to put the call on hold.

Option	Description
More	To see the additional options, tap the three dots.
Broadcast Video	Share a live video in real-time.
Go to conversation	Go to the conversation with the caller.
End call	End the call.

Send a Message

You can use Smart Talk to send and receive text messages.

In the Messaging section, all recent calls and conversations are displayed, including missed calls.

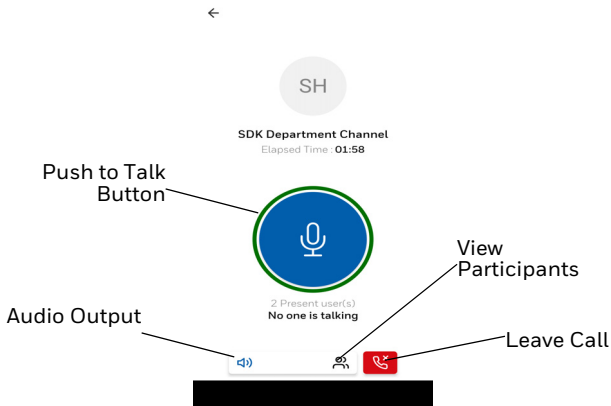
New conversations are displayed in the conversation list. If there is already a conversation, the new message created is added to the current conversation list.

1. On the Directory tab, tap the name of a contact.
2. Use the onscreen keyboard to enter a message.
3. To attach a file, such as an image or video, tap the paper clip and select the type of file to attach. Follow the prompts for the selected file type.
4. To attach a voice memo, tap the microphone then record your message.
5. Tap the arrow icon to send.

Connect to Channels

A Push-To-Talk channel allows users from the same group to connect to a channel (like standard walkie-talkie devices). Each group is associated with a Push-To-Talk channel. Groups are created by your Smart Talk administrator.

1. Select the Channels tab.
The tab displays a list of all channels the logged in user is assigned to. Refer to the user guide for more information on connecting to multiple channels.
2. Turn the slider on to join a channel.
When you connect to a channel, you will see the number of users currently logged on to that channel. If someone is talking, their user name is displayed.
3. To become the active speaker, press and hold the Push-to-Talk button. If your mobile computer has a Push-to-Talk button, you can press and hold that to speak instead of using the on-screen button.
When you are holding the Push-to-Talk button the display indicates, “You are talking.”



The following options are available after you join a channel:

Option	Description
Push to Talk	Press and hold the Push to Talk button to become the active speaker.
Audio Output	Switch between available audio outputs.
View Participants	Tap the icon to view a list of all participants in the currently in the channel.
Leave Call	Leave the channel.

Log Out

To log out from your account, select the More tab then tap **Logout**. A confirmation pop-up is displayed. Tap **Logout** to confirm.

Support

Go to sps.honeywell.com and select **Support** to search our knowledge base for a solution or to log into the Technical Support portal.

Documentation

Product documentation is available at sps.honeywell.com.

Limited Warranty

For warranty information, go to sps.honeywell.com and then select **Support > Productivity > Warranties**.

Patents

For patent information, see www.hsmpats.com.

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