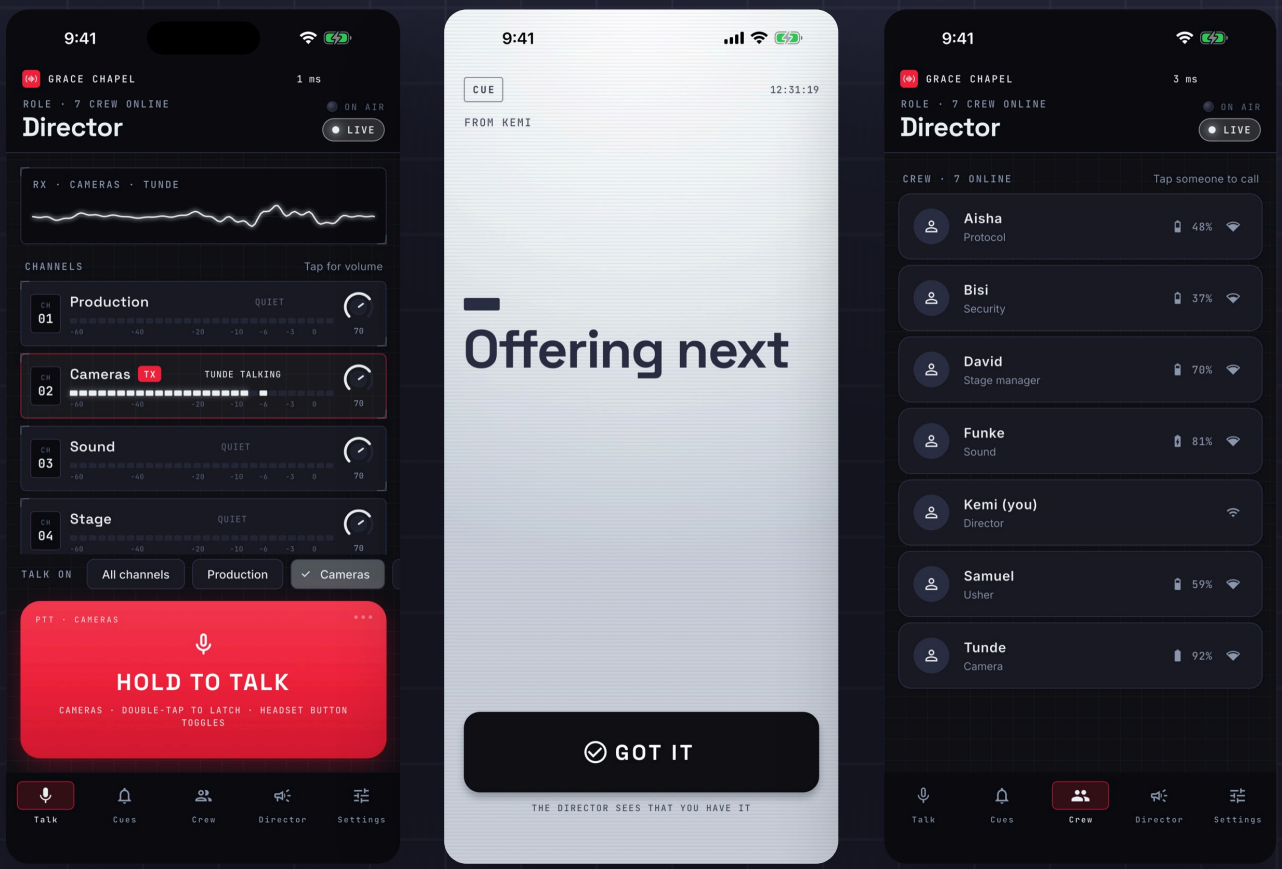
TeqComms

HOW-TO GUIDE · 3 OF 3

The crew app

For everyone on the crew: ushers, sound, cameras, stage, security and the director. Join in seconds, talk at the press of a button, and never miss a cue.



TEQCOMMS FOR IPHONE AND ANDROID

COMMS.TEQPACE.COM

In this guide

01	Get the app	iPhone and Android
02	Join the crew	Scan, name, join
03	Your screen	What the top tells you
04	Talk	Hold, latch, channels, volume
05	Cues	Got it
06	Ushers and silent roles	Cues only
07	Crew list and private calls	
08	For directors	All-call, talk keys, sending cues
09	Settings	Speaker, sounds, vibration
10	Setup check	When voice breaks up
11	Keep TeqComms running	Screen off, battery savers
12	Messages and fixes	Troubleshooting
13	On duty in 30 seconds	The pocket card

No account

Scan the QR the host shows and type your name. That's it.

Wi-Fi only

Talk goes over the venue Wi-Fi, never your data plan.

Your role

The director gives you a role. It decides what you hear and where you can talk.

> HOW THIS GUIDE TALKS
>
> Words in ‹**angle quotes**› are exactly what you see on the screen. The screenshots are from the real app on iPhone, with a made-up crew at "Grace Chapel". Android looks the same.

01 Get the app

TeqComms is free for crew. Install it before the day, while you have mobile data.

iPhone

Search "TeqComms" in the App Store. Needs iOS 15.5 or later.

Android

Search "TeqComms" in Google Play. Needs Android 10 or later. Links for both are at comms.teqpace.com/download.

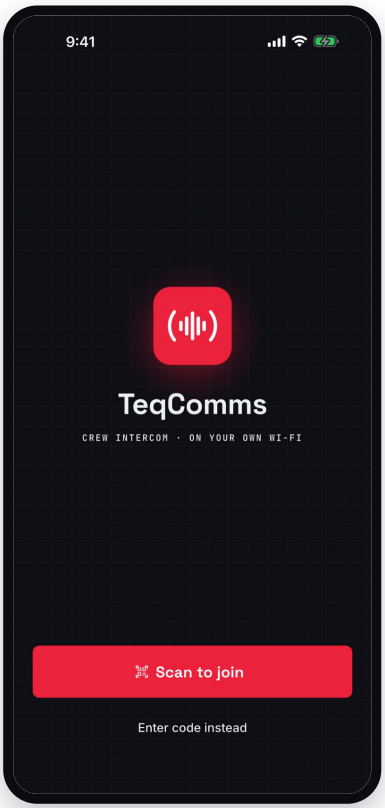
Bring

- A charged phone, ideally with a power bank for long services.
- Earphones or a Bluetooth earpiece, so only you hear the intercom. Without them the sound comes from the earpiece (quiet), not the loudspeaker.

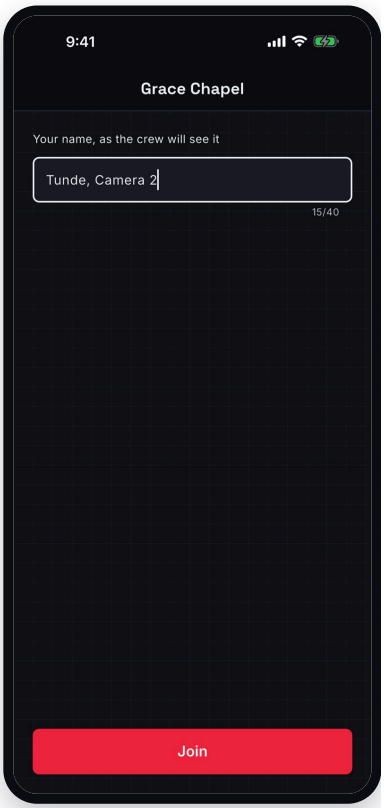
02 Join the crew

You join by scanning the QR code on the host: a computer screen, a projector, or the director's phone.

1. Connect to the venue's **main** Wi-Fi (not guest), or to the director's hotspot if they tell you to. Turn off mobile data while on duty.
2. Open TeqComms and tap ‹**Scan to join**›. Allow the camera.
3. Point the camera at the host's QR code.
4. Type ‹**Your name, as the crew will see it**›, for example "Tunde" or "Camera 2", and tap ‹**Join**›.
5. Allow the **microphone** (and on iPhone, **local network**) when asked. You're in.



Welcome. Scan to join.



Your name, then Join.

> YOU DON'T PICK A ROLE
> You start as Camera until the director gives you your role. Your screen changes by itself when they do.

Other ways in

- **Hotspot Wi-Fi QR**: if you scan a Wi-Fi QR, the app tells you to join that Wi-Fi in Settings first, then scan the join QR.
- ‹**Enter code instead**›: paste a join code (it starts `teqcomms://join?`) if someone sent you one.
- ‹**Rejoin Grace Chapel**›: next time, rejoin the last venue without scanning.

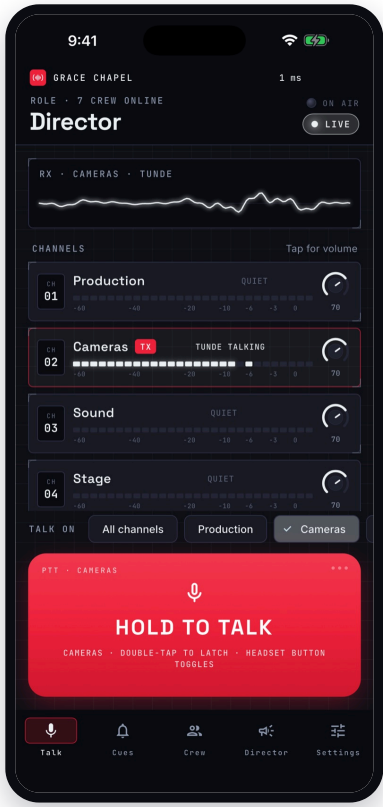
03 Your screen

The top of the app is the same on every tab:

- The **venue** name, Wi-Fi signal (Android) and the delay to the host in ms.
- **ROLE · N CREW ONLINE** and your role in big letters.
- The **ON AIR** lamp lights red only while your microphone is open.
- A REC badge appears when the host is recording. Private calls are never recorded.

STATUS	MEANS
LIVE	Connected, voice working.
CONNECTING AUDIO	Connected, voice still starting.
RECONNECTING	Lost the link; trying again by itself.
DISCONNECTED	Gave up. See the message on screen.

Tabs along the bottom: **Talk**, **Cues**, **Crew**, **Settings**, and **Director** if your role has all-call.



Talk tab with Tunde talking on Cameras.

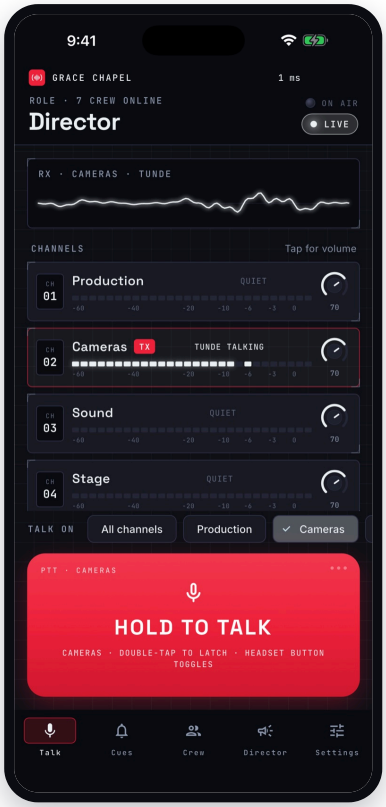
04 Talk

Push to talk

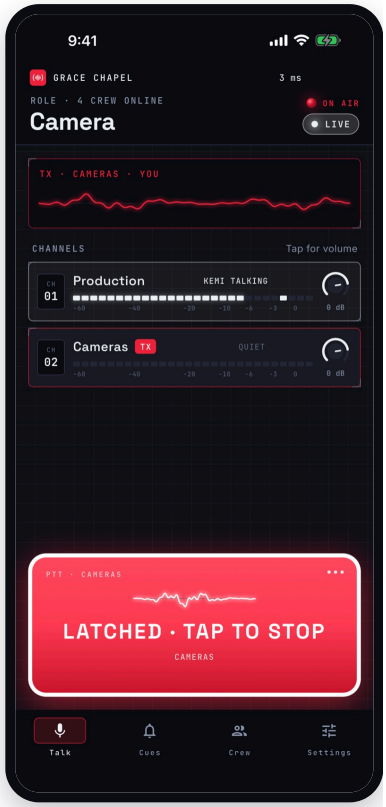
- **Hold** the big red ‹**HOLD TO TALK**› button while you speak. Let go to stop.
- **Double-tap** it to **latch**: the mic stays open without holding (‹**LATCHED · TAP TO STOP**›). Tap once to stop. The host stops a latch after 10 minutes.
- The button is grey (‹**WAITING FOR AUDIO...**›) until you're connected.

Buttons that talk

- **Android**: hold **volume-down** to talk (while TeqComms is on screen). A wired or Bluetooth headset button: hold to talk, short press to latch or unlatch.
- **iPhone**: the headset play/pause button latches and unlatches.



Hold to talk.



Latched: ON AIR until you tap.

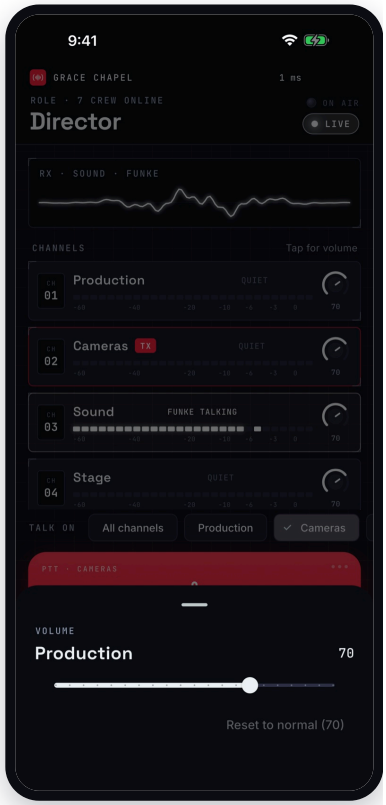
Channels and volume

CHANNELS lists every channel your role hears. Each shows **QUIET** or who is talking, with a meter. The red TX tag marks the channel you talk on.

If your role can talk on more than one channel, choose under ‹**TALK ON**› before you press the button.

Tap a channel to set its volume: 70 is normal, 100 is loudest, 0 mutes it. ‹**Reset to normal (70)**› puts it back.

> TIP
> Turn down a busy channel you only need to half-hear, instead of muting it.



Channel volume.

05 Cues

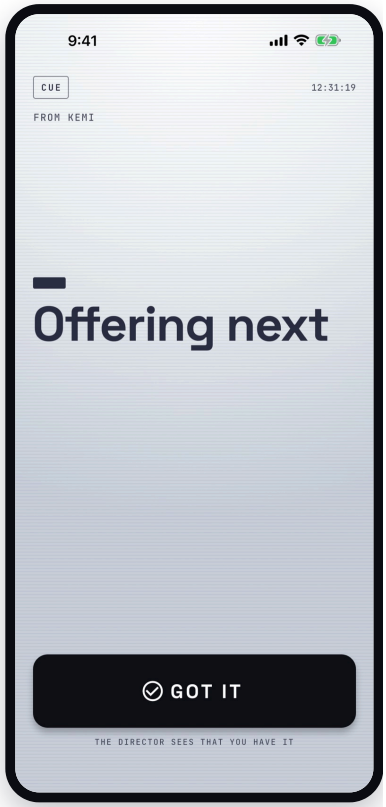
A cue is a message from the director, like "Offering next". It fills your screen and vibrates, even with the screen off.

1. Read the cue. **FROM** shows who sent it and the time.
2. Tap ‹**GOT IT**›. *"The director sees that you have it."*
3. If more cues are waiting, the next one shows.

CUE	LOOKS AND FEELS
Short / Long	Light card, one short or long buzz and a chime.
Urgent	Red card. Buzzes and chimes again and again until you tap Got it.

The **Cues** tab keeps the last cues, newest first, with a ‹**Got it**› button on any you missed. A dot on the tab means one is waiting.

> FREE PLAN
> On the Free plan cues arrive as text without vibration.



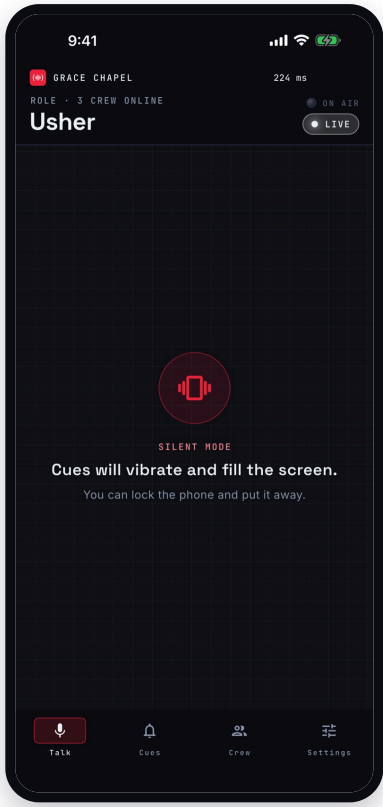
A cue. Tap GOT IT.

06 Ushers and silent roles

Some roles never talk and never make a sound in the room: by default **Usher** and **Protocol**. Their Talk tab shows **SILENT MODE**.

- *"Cues will vibrate and fill the screen."*
- *"You can lock the phone and put it away."* Keep it in a pocket where you'll feel it.
- **LAST CUE** shows the most recent cue, in case you need to check.
- Protocol also **hears** the Production channel. Set its volume in Settings → **CHANNEL VOLUME**.
- Silent roles can't make or take private calls.

> **FOR USHERS**
>
> Turn on **Alert sounds** only if you want a chime too. Most ushers leave the phone on vibrate and feel the cue.



Silent mode for an usher.

07 Crew list and private calls

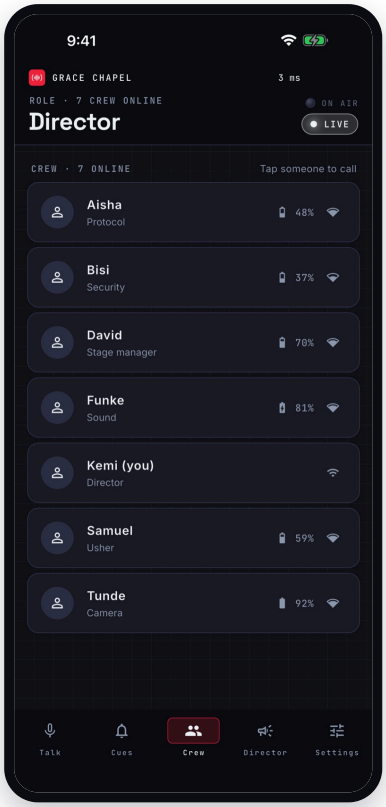
The **Crew** tab lists everyone online first: name, role, battery (red below 20%) and Wi-Fi. A highlighted row means they're talking, with the channel.

Call someone privately

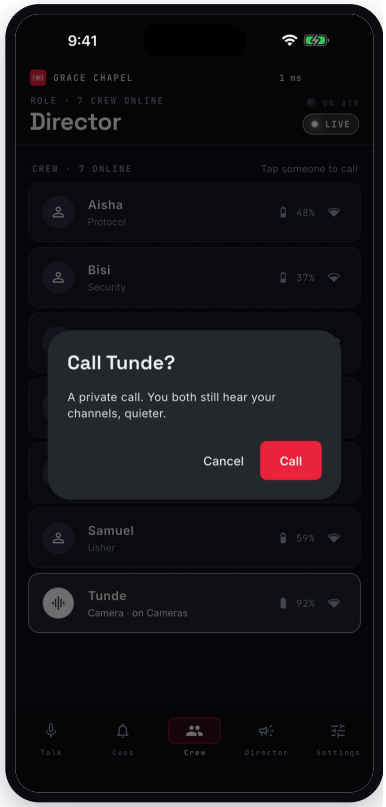
1. Tap their name, then ‹**Call**›. You both still hear your channels, quieter.
2. A bar shows ‹**Calling…**›, then *"In a call with…"*. Your mic stays open to them: no need to hold anything.
3. Tap ‹**End**› to hang up.

When someone calls you, the screen shows *"… is calling"* with ‹**Decline**› and ‹**Answer**›, and the phone rings.

> PLANS
> Private calls need the Starter plan or higher. Calls are never recorded.



Crew, with battery and Wi-Fi.



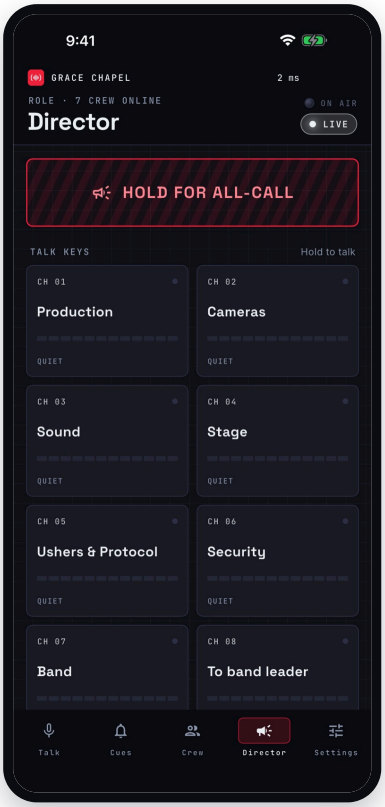
Call someone.

08 For directors

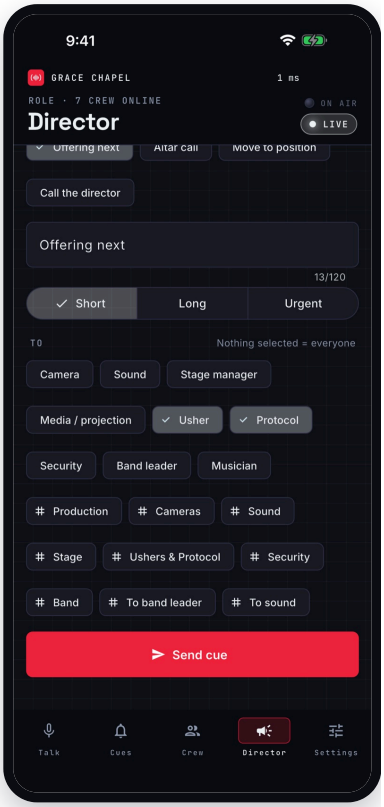
If your role has all-call (Director by default), you get the **Director** tab.

All-call and talk keys

- **Hold ‹HOLD FOR ALL-CALL›** to talk to everyone; other voices are turned down. It turns solid red while live. Needs the Church plan or higher.
- **TALK KEYS**: one per channel. Hold a key to talk on that channel; it shows who's talking on each.



All-call and talk keys.



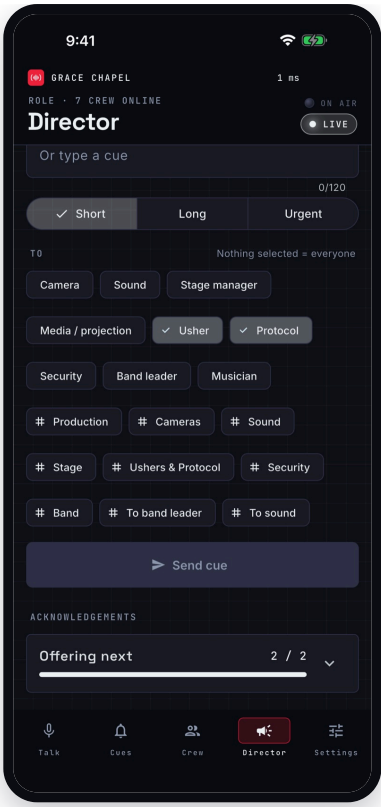
Offering next to Usher and Protocol.

Send a cue

1. Tap a preset (Stand by, Go, Offering next, Altar call…) or type under ‹**Or type a cue**›.
2. Choose ‹**Short**›, ‹**Long**› or ‹**Urgent**›.
3. Under **TO**, tap roles and channels. *Nothing selected = everyone.* Send ushers' cues by role.
4. Tap ‹**Send cue**›.

Who has it

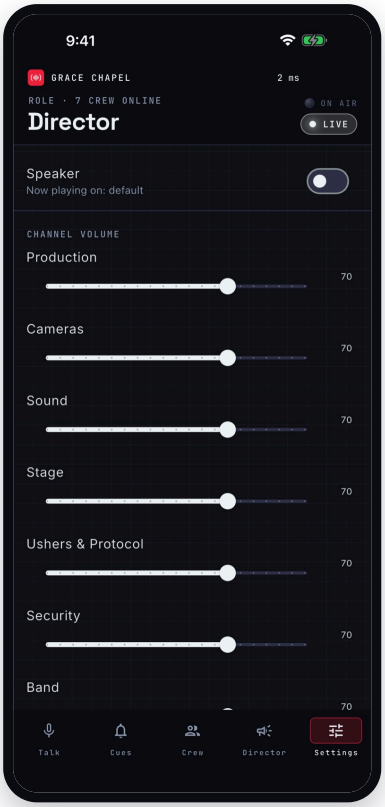
ACKNOWLEDGEMENTS shows each cue with how many have tapped Got it, for example **2 / 2**. Tap a cue to see each person: a check means they have it, a clock means still waiting. A soft sound plays with each new Got it.



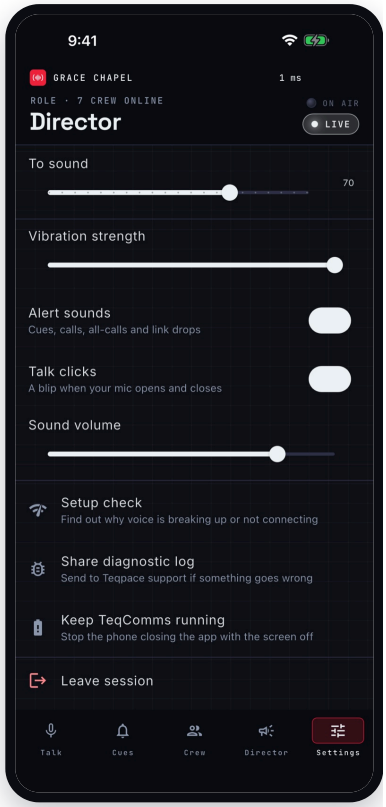
Acknowledgements: 2 of 2.

09 Settings

- **Speaker**: play through the loudspeaker. It shows where sound is going now (headset, Bluetooth, earpiece…). Headsets are used by themselves when connected.
- **CHANNEL VOLUME**: the same volume as tapping a channel.
- **Vibration strength**: let go to feel a sample (on phones that support it).
- **Alert sounds**: chimes for cues, calls, all-calls and link drops.
- **Talk clicks**: a blip when your mic opens and closes.
- **Sound volume** for those chimes.
- **Setup check**: why voice breaks up or won't connect (section 10).
- **Share diagnostic log**: send it to Teqpace support if something goes wrong. Nothing is sent unless you share it.
- **Keep TeqComms running**: stop Android closing the app (section 11).
- **Leave session**: leaves for good; next time you join as a new member with the default role.



Speaker and channel volume.

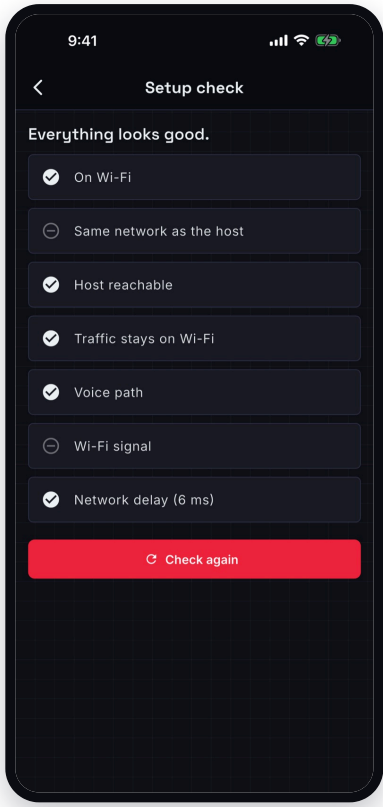


Sounds, Setup check and Leave session.

10 Setup check

If voice breaks up or the app won't connect, run Settings → ‹**Setup check**›. It tests the network and tells you what to fix. Tap ‹**Check again**› after fixing.

CHECK	IF IT FAILS
On Wi-Fi	Connect to the venue Wi-Fi or the host's hotspot.
Same network as the host	You're on a different Wi-Fi from the host.
Host reachable	The router keeps devices apart. Use the main Wi-Fi, not guest.
Traffic stays on Wi-Fi	Turn off mobile data while on duty.
Voice path	Voice is blocked: ask the host to check the firewall.
Wi-Fi signal	Weak Wi-Fi here: move closer to the router.
Network delay	The network is busy; voice may lag.
QR is current	This QR is from an older session: scan the new one.



Setup check.

On iPhone, the Wi-Fi and signal checks are skipped: iOS doesn't let apps read them.

11 Keep TeqComms running

TeqComms keeps working with the screen locked, so you can put the phone away. Some Android phones close apps to save battery: do these steps **once**.

Settings → ‹**Keep TeqComms running**› shows whether battery optimisation is off (green) or still on (red), with steps for your phone. ‹**Open battery settings**› takes you there.

PHONE	STEPS
Tecno, Infinix, itel	Phone Master: turn on **Auto-start**; App power saving → **No restrictions**; lock TeqComms in Recent apps.
Xiaomi, Redmi, POCO	Turn on **Autostart**; Battery saver → **No restrictions**; lock it in Recent apps.
Samsung	Battery → **Unrestricted**; not in Sleeping apps; add to **Never sleeping apps**.
Other phones	**Don't optimise** or **Unrestricted**; allow auto-start.

PHONE	STEPS
iPhone	Nothing to do. Just don't swipe TeqComms away.

DON'T SWIPE IT AWAY

Closing TeqComms from Recent apps takes you off the intercom. If the link drops for any other reason, the app reconnects by itself for up to 30 minutes and you keep your place and role.

12 Messages and fixes

YOU SEE	WHAT TO DO
This QR is no longer valid. Ask for the new one and scan again.	The director reset the QR. Scan the new one.
The director removed you from the session.	Talk to the director. If they say so, scan the QR again to rejoin.
The crew is full. Ask the director.	The venue's plan is full. Someone has to leave, or the plan be upgraded.
Can't reach the host. Scan the QR again.	Check you're on the same Wi-Fi as the host; run Setup check.
Microphone permission is needed to talk.	Allow the microphone for TeqComms in the phone's settings.
Please update the TeqComms app.	Update from the App Store or Google Play.
RECONNECTING	Wait: it reconnects by itself. Move closer to the router if it keeps happening.
I hear nothing	Check your role hears a channel, the channel volume isn't 0, and your earphones are connected. Ask the director if your role is right.
The talk button is grey	Still connecting, or your role is silent (cues only).
All-call is locked	It comes with the Church plan.

The disconnected screen has ‹**Scan again**› and ‹**Run setup check**›.

Still stuck?

Settings → **Share diagnostic log**, and send it to **hello@teqpace.com**. Help pages: **comms.teqpace.com/support**.

13 On duty in 30 seconds

Cut this out, or keep it on your phone.

1 · Wi-Fi

Main venue Wi-Fi (not guest). Mobile data off. Earphones in.

2 · Join

TeqComms → Scan to join → scan the host QR → your name → Join.

3 · Check

The pill says LIVE and your role is right. If not, ask the director.

Talk

Hold the red button. Double-tap to latch, tap to stop. ON AIR = they hear you.

Cue

Your phone buzzes and the screen fills. Read it, tap GOT IT.

Problems

Settings → Setup check. Then tell the director.

GOOD HABITS

Press first, then speak. Keep it short. Say who you're talking to: "Camera 2, from director...". Don't swipe the app away. Charge before the service.