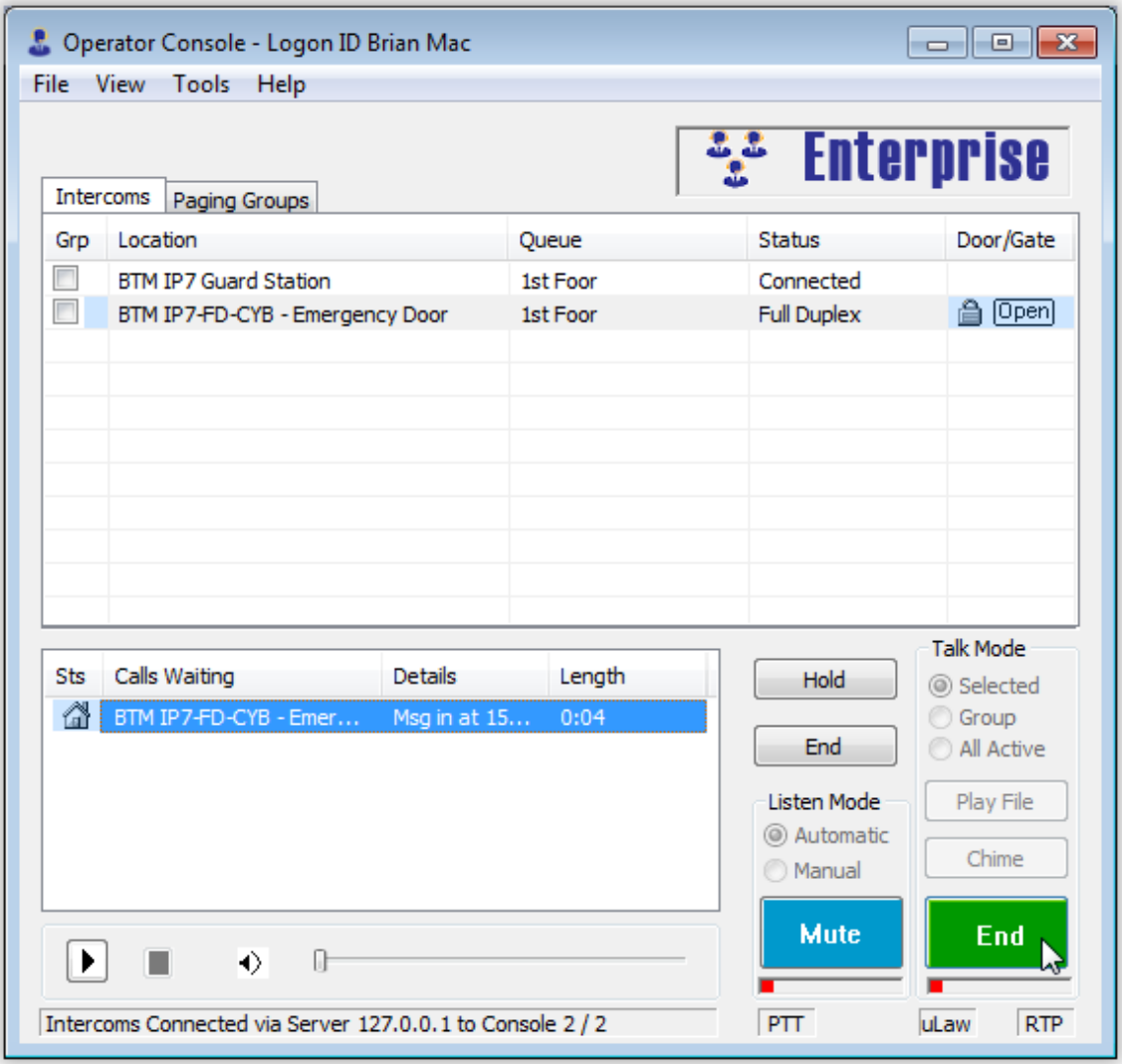
TalkMaster™ FOCUS

Operator Console

Reference Manual



DIGITAL ACOUSTICS

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Welcome To Operator Console

Welcome

Welcome to the TalkMaster FOCUS Operator Console. The Operator Console is designed to work with the TalkMaster FOCUS Enterprise and Solo Edition Server and ii3/IP7 IP Intercoms/Paging Endpoints from Digital Acoustics, LLC.

If upgrading from an earlier version, please see the Release Notes topic.

For an overview of Operator Console, please see the Operator Console Overview topic.

Release Notes

Version 6.0- Release June 2018

- Added menu option **Search --> Search IP Endpoint List** and keyboard equivalent ctrl+f
- If an Operator tries to answer a call and the "Your Call Is Being Connected" message is still playing, the Operator Console will wait for it to complete instead of displaying the "Intercom In Use or Not Available" warning message

Version 5.2.6 - Release April 2018

- Added updated RTSP Viewer drivers for the TalkMaster Video licensed product to include H.265 camera support

Version 5.2.5 - Release January 2018

- Corrected an issue where pressing the **CHIME** button followed by the **TALK** button would generate an Incoming Call
- Corrected an issue where after acknowledging the error message “Intercom in use or not available” for a Full-Duplex IP Endpoint, the message would keep being displayed
- Corrected an issue where an Operator could change to the **Paging** tab while listening to an IP Endpoint on the **Intercoms** tab which caused the error “Cannot listen to a group of speakers” to be displayed
- Corrected an issue where after stopping a **Repeating Message** to a **Paging Group**, the **Paging Group** would sometimes be unavailable afterwards

Version 5.2 - Release June 2016

- Fixed an issue where answering a call on an IP Endpoint that's TALK button was still engaged would cause the Operator Console to crash
- On the Intercoms tab, the **Play File** button and the **Talk Mode** radio buttons have been deprecated. They can be re-enabled in the **Preferences - Layout** tab, but users are encouraged to use the **Paging Groups** tab to play server based **Messages**
- Added an option to **Preferences - Main** to **Disable keyboard interface on Call Announce** dialog. This prevents an operator from accidently answering a call while using the keyboard when the **Call Announce** dialog is presented

Version 5.1 - Release September 2015

- Added Associated and Monitored Video as Licensed Options. Associated streaming video is configured in TMAC, and those video streams can be “associated” with an IP7 endpoint to be shown when that endpoint is used in TMOC. Monitored streams are configured in TMOC and are selected from available video sources that are defined in TMAC.

Version 4.1 - Released December 2013

- Help->About shows license information.

Version 4.0 - Released December 2012

- The Operator Console has been enhanced with Fail Forward. If the connection between the Console and the TalkMaster FOCUS Server is broken, the Operator Console can automatically "fail forward" to a backup TalkMaster FOCUS Server. Refer to **Console Fail Forward Overview** for more information.
- The Operator Console has been enhanced to Monitor (listen to) multiple IP7 endpoints. Refer to the **Monitoring Overview** for more information.
- The Background Music toggle has been added to the **Intercoms** tab as an optional field. Refer to the **Intercom List** topic for more information.
- The columns displayed on the **Intercoms** tab can be controlled by the **Preferences --> Layout** tab.
- The Operator Console now uses the uLaw codec for all microphone options, so the **Use uLaw** option has been removed from the **Preferences --> Audio and Volume** tab.
- An Operator can be configured to logon on to multiple consoles at the same time. Refer the **Admin Console --> Operators** tab.

Version 3.0 - Released January 2012

- The Operator Console now has the ability to send and receive audio to and from the TalkMaster FOCUS Server using the RTP Protocol (commands are still sent via TCP). RTP is the default setting for new installs. To specify the option for selecting RTP or TCP for audio between the TalkMaster FOCUS Server and Operator Console, refer to the Logon topic.
- The **Incoming Call** announcement can now be specified to play on a different audio device than the one being used for Talk/Listen operations. This enables the Operator to use a Headset for talking and listening to a IP Endpoint but have the Incoming Call announcement play on a separate speaker. Refer to the Preferences - Audio and Volume topic for details.

- For Half-Duplex options, mouse clicks and keystrokes associated with the Talk/Listen buttons are buffered to prevent them from being missed.
- The Operator Console has been enhanced to communicate with **full-duplex** IP7 endpoints. Refer to the Duplex Options topic for details.
- The **Groups** tab has been renamed to the **Paging Groups** tab.
- Paging Group can now be defined with one of three delivery options:
    - The **Send immediately to available** option starts playing the live or pre-recorded Message immediately.
    - The **Queued – When some are available** option records microphone audio, then attempts to play the recorded or pre-recorded audio as soon as one or more IP Endpoints allocated to Group are available.
    - The **Queued - When all are available** option records microphone audio, then attempts to play the recorded or pre-recorded audio as soon as all IP Endpoints allocated to the Group become available before the audio starts playing.
- A pre-recorded audio Message can now be created with the **Message Repeats until Stopped** option. These messages can be selected in the Operator Console and sent to a non-Queued Paging Group. Once the repeating message has been started, it will not stop till the Operator ends the operation.
- The slider for the IP Endpoint Volume Control has been replaced with a drop down box where the exact volume setting can be chosen.

Version 2.0.2 - Released December 2010

- Prevented selection of other options while a Group Message was being played.
- Fixed an "Intercom in Use" issue caused by the "Console Refresh" command being run while an Intercom call is on Hold.
- Fix for trying to end call before finishing TALK.

Version 2.0 - Released October 2009

- Added a new Groups tab that allows an Operator to select a pre-defined Group and send them a pre-defined audio Message.
- Added the ability to sort on the Status column in the Intercoms tab in addition to the Location, Queue and IP Address.
- Added support to Call an Intercom with the HS-x1 Handset installed.
- Removed the option to display the System Events window.
- Corrected miscellaneous errors.

Version 1.4 - Releases June 2008

- Added the ability for Operators with ADMIN rights to set Intercom/Paging Endpoint Volume.

- Added the Release button to allow Operator Console to communicate with Intercoms that have the **Remote Listen Disable** option set.
- Added the ability for the Operator Console to automatically log back in if the connection to the Server is interrupted or if the Server is restarted.
- Added support to receive uLaw audio from IP7 devices. Please review the Preferences - Audio and Volume topic.
- Added support for the IP7 **Sensor** option that monitors the status of a door. Please review the **Door/Gate** topic under the Intercom List.
- Added an option to the Tools menu to open the folder where support information is stored.
- Added the status of "In Use" for Intercoms placed on Hold. Please review the Calls Waiting List topic.
- Changed the Preferences option **Hide when minimized** to **Minimize to System Tray on Close (X)**. On new installations, this option is not selected.
- Added localization support for English, French, Italian, German, Spanish and Portuguese languages. The system uses the **Windows Control Panel** - -> **Regional and Languages Options** setting to determine which language to use.

Version 1.3 - Released April 2007

- Enabled mouse and keyboard selection in the main Intercom List.
- Added **Shift Key - Click** support to check the Grp box on multiple rows.
- Added the ability to click the Grp column heading to clear or select the Grp box on all connected Intercoms.
- Enabled the Wheel Mouse scrolling in Intercom List.
- Improved program speed when enabling the menu option "Tools - Record program events to file".
- Corrected miscellaneous errors.

Version 1.2 - Released October 2006

- Changed format of Microphone audio from PCM to uLAW to improve audio at the Intercom.
- Added support for Intercom option - "Call Button".
- Added the ability to use the Enter key to activate the Door Open icon for a selected Intercom.
- Allow a Group page even if one or more intercoms within the group are currently busy.
- When answering a call from an Intercom that is no longer in Overflow status, the Intercom will remain in the Intercom List until the call is completed.
- Enabled Up and Down Cursor keys in the Calls Waiting list.
- Changed temporary Call Queue location to the user's Local Settings\Temp sub-directory.

- Corrected Intercom Error Handling routines.
- Corrected miscellaneous errors.

Version 1.0 - Released November 2005

- Initial Release

System Requirements

The minimum requirements* to run **Operator Console** are:

- Windows 7, Windows 8.1, Windows 10, Windows Server 2012 or Windows Server 2016.
- 2 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor.
- At least 2GB RAM (32bit) or 4GB RAM (64bit) for single concurrent end point support.
- 20 MB Available Disk space.
- Windows supported Sound Card with headset or microphone and speakers.

* These are minimum requirements. As systems grow in size and complexity, more resources are required.

Operator Console Overview

Operator Console is the component of the TalkMaster FOCUS Solo or Enterprise Edition system that allows an Operator to communicate with users at IP Intercom and Paging Endpoints. Operator Consoles and IP Intercoms are both configured to connect to the Server. The Server takes care of connecting Intercoms/Paging Endpoints to the proper Consoles based on rules configured through the Admin Console.

Operators can carry out 2-way audio conversations with an IP Endpoint and can send 1-way audio pages to one or more IP Intercoms/Paging Endpoints.

Multiple Operators can manage logical groups of Intercoms/Paging Endpoints called Queues. When an Intercom's button is pressed, the Server will place an entry in the Calls Waiting list of all operator consoles that are currently managing the Intercom's Queue. The first operator console to respond will interact with that intercom for the duration of the call. During that time, the intercom will be unavailable to the other Operator Consoles.

When the amount of calls exceeds the defined service level of a Queue, a call queue is put in Overflow status automatically directing unanswered calls to additional operator consoles. Each Operator can manage one or more Primary Queues and/or Overflow Intercoms.

Depending on the hardware used, 2-way audio sessions can use either half-duplex or full-duplex audio. Refer to the following topics for an overview of full-duplex and half-duplex 2-way audio sessions:

- Full-Duplex Audio Session
- Half-Duplex Audio Session

Operators can also send 1-way audio pages to pre-defined Groups of Intercoms/Paging Endpoints. The Operator can use the PC's microphone to do a live or queued page or can send pre-recorded Messages that are associated with the selected Paging Group. Refer to the following topics for an overview of sending live or pre-recorded audio to a Paging Group:

- Sample Paging Session using a Microphone
- Sample Paging Session using a Pre-Recorded Message

With additional licensing of TalkMaster FOCUS Vision, RTSP video sources can be monitored or associated with IP end points, and displayed while the operator is interacting with the endpoint. Adequate network bandwidth and connectivity between TMOC and the video source must be available and maintained in order to ensure reliable video streaming performance. Video source definitions are configured in TalkMaster FOCUS Administration Console (TMAC).

Console Fail Forward Overview

The **Console Fail Forward** feature can be used along with the **IP Endpoint Fail Forward** feature to provide redundancy for critical Intercom and Paging Endpoint communications.

Digital Acoustics' **Fail Forward** technology recognizes when Operator Consoles and IP Endpoints have lost connection to the Primary TalkMaster FOCUS Server. The Operator Console and the IP Endpoints then automatically connect to a backup TalkMaster FOCUS Server to restore communications. The IP Endpoints and Operator Consoles can optionally be set to automatically reconnect to the Primary TalkMaster FOCUS Server when it becomes available.

If connection with the Primary TalkMaster FOCUS Server is lost:

- The Operator Console will automatically attempt to retry the Logon to the Primary Server
- If the Primary Server still cannot be reached, the Operator Console will attempt to Logon to a Fail Forward server (up to three can be specified). If the Operator Console is unable to Logon to one of the Servers, it will wait 10 seconds, then will continue to retry logging on till the Primary or a Fail Forward Server has been reached
- Once the Operator Console has logged on to a Fail Forward Server, any IP Endpoints that have been configured to connect to the same Fail Forward server should appear in the Intercom List *****
- The IP Address of the connected Server is displayed at the bottom of the Operator Console display
- If the **Automatically Return To Primary Address** option has been selected, the Operator Console will begin checking for the Primary Server after being connected to a Fail Forward server for 60 seconds
- If the **Automatically Return To Primary Address** option has not been selected, manual intervention is required to have the Operator Console log back onto the Primary Server when it is available:
    - The Operator can log off, then log back on to the Primary Server
    - An administrator can restart the Fail Forward Server which will force the Operator Console to automatically retry logging in to the Primary Server

To setup the **Console Fail Forward** feature, refer to the **Logon** or the **Preferences - Connections** dialog.

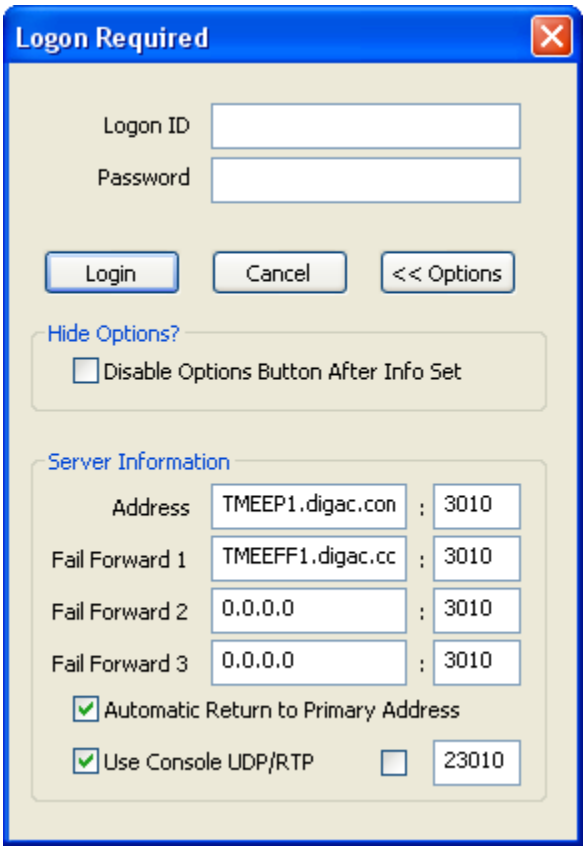
To setup the IP Enpdpoint Fail Forward feature, refer to the **Admin Console --> IP Endpoints --> Options 1** tab

***** The amount time it takes for the IP Endpoints to appear on the Operator Console varies based on the model and configuration. The ii3 Endpoints try to reconnect to the Primary Server for 120 seconds before

failing forward. The IP7 Endpoints can be configured to attempt to reconnect to the Primary Server for 5 to 90 seconds before failing forward.

Logon

When Operator Console is started, the Logon dialog is displayed:



- **Logon ID** -Operator ID as configured in the **Admin Console --> Operators** tab.
- **Password** - Enter the corresponding Operator's password. This field is case sensitive.

  *Please Note - an **Operator** can only be logged on to a single Console at a time unless the **Allow Multiple Logons** option in the **Admin Console --> Operators** tab has been selected.*

- **Login** button - Click to process the login information.
- **Cancel** button - Click to cancel the logon operation and close the Operator Console.
- **Options** button - Click to toggle the display of the **Connections** information*.
- **Hide Options?** - **Disable Options button After Info Set -** If this option is selected, the **Options** button will be "grayed out" to prevent the **Connection** information from being changed. If the **Connection** information needs to be changed, logon to the Operator Console as an Operator that has been defined with the **Administrator Rights** option in the **Admin Console --> Operators tab**, then select menu option **Preferences --> Connections.**
- **Connections**
  - **Address -** (required) Enter the IP Address or DNS of the Primary TalkMaster FOCUS Server. Once the **Address** has been entered, the Logon Options will not be displayed.

- **Fail Forward 1 -** (optional) Enter the IP Address or DNS of the first Fail Forward TalkMaster FOCUS Server.
- **Fail Forward 2 -** (optional) Enter the IP Address or DNS of the second Fail Forward TalkMaster FOCUS Server.
- **Fail Forward 3 -** (optional) Enter the IP Address or DNS of the third Fail Forward TalkMaster FOCUS Server.
- **Automatic Return to Primary -** Check this box to have the Operator Console automatically determine when the Primary TalkMaster FOCUS Server is available and reconnect to it. The Operator Console will wait 60 seconds before attempting to return to the Primary Server.

Please Note *- the Fail Forward Server should have the same configuration as the Primary TalkMaster FOCUS Server. Refer to the* ***Admin Console --> File*** *menu for information on* ***Exporting*** *the Primary Servers configuration and* ***Importing*** *it to the Fail Forward Server(s).*

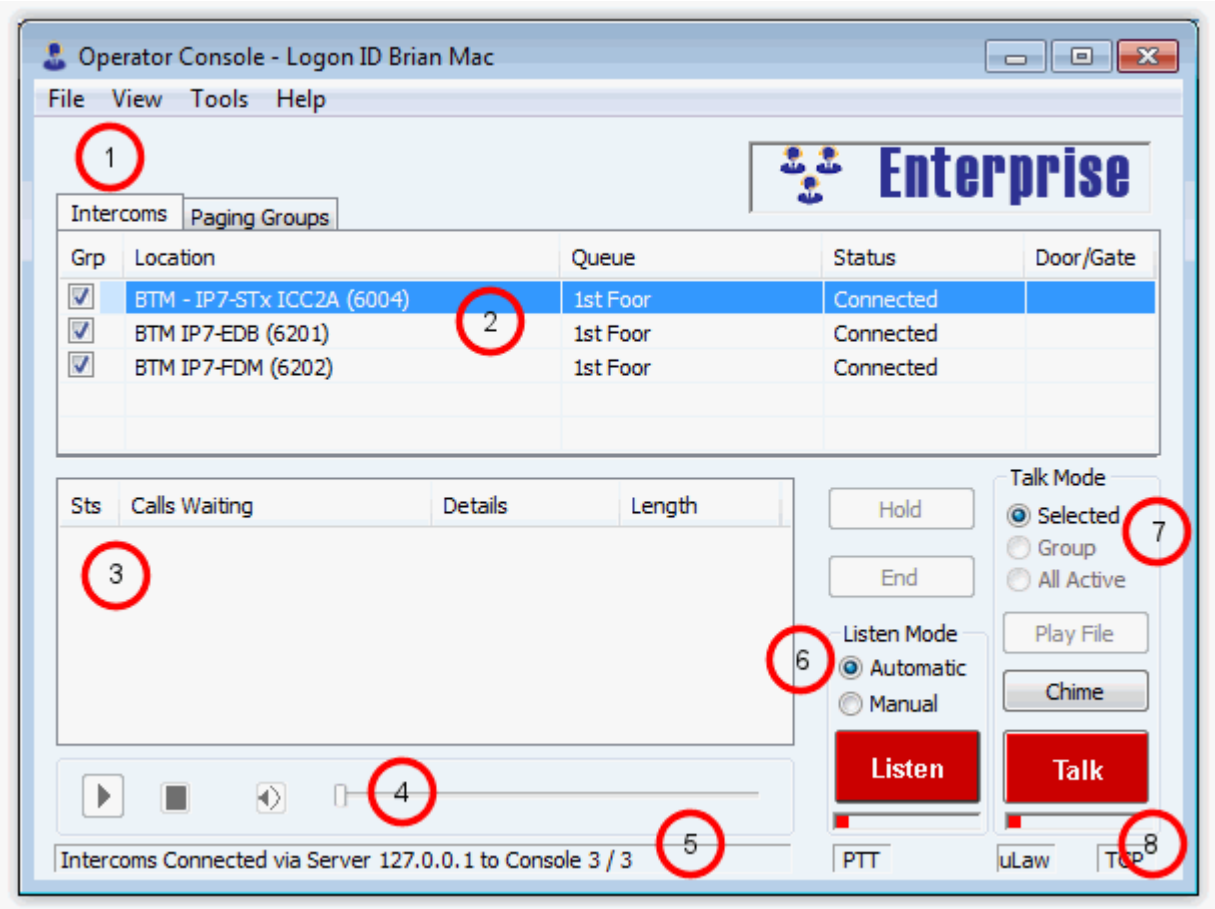
- **Use UPD/RTP** - Check this box to send/receive audio to/from the Server using the RTP Protocol instead of the TCP Protocol (TCP is always used to send and receive commands to/from the Server). This reduces audio lag on the network. If there is a NAT'd router between this Operator Console and the Server, RTP will not work unless a fixed RTP port is specified and the appropriate Firewall port is opened up. If this option is unchecked, the Console will only use the TCP Protocol when communicating with the Server. The protocol that is in use is displayed in the lower right hand corner of the main display.
- **Fixed RTP Port -** Used to specify a fixed RTP Port for the Operator Console. If no port is specified, UDP Port 23010 will be used. If 23010 is not available, the port will be incremented until a free port is found.

Please Note *- The use of UDP/RTP is required if using Full Duplex Intercoms. It is also strongly recommended if the Monitoring feature is to be used.*

* The information below the **Options** button is automatically displayed till the Operator Console successfully logs into the TalkMaster FOCUS Server. Press the Options button to display the information again.

Main Screen

The main Screen is composed of two tabs, the Intercoms tab and the Groups tab.



1. Intercoms/Paging Groups/ Monitoring tabs - The Intercoms tab is used for 2-way audio communication with Intercoms as well as 1-way audio with selected Intercoms/Paging Endpoints. The Paging Groups tab is used for 1-way audio paging using pre-defined Paging Groups and pre-recorded Messages. The Monitoring tab can be used to monitor (listen to) multiple IP Endpoints at the same time. The Paging Groups and Monitoring tabs can be hidden by selecting menu option **View --> Preferences**, by selecting the Layout tab.

2. Intercom List - Lists Intercoms currently assigned to this TalkMaster FOCUS Console. Some columns on this tab can be hidden by selecting menu option **View --> Preferences**, the selecting the Layout tab.

3. Calls Waiting List - Lists Intercom calls that are unanswered, or are in progress.

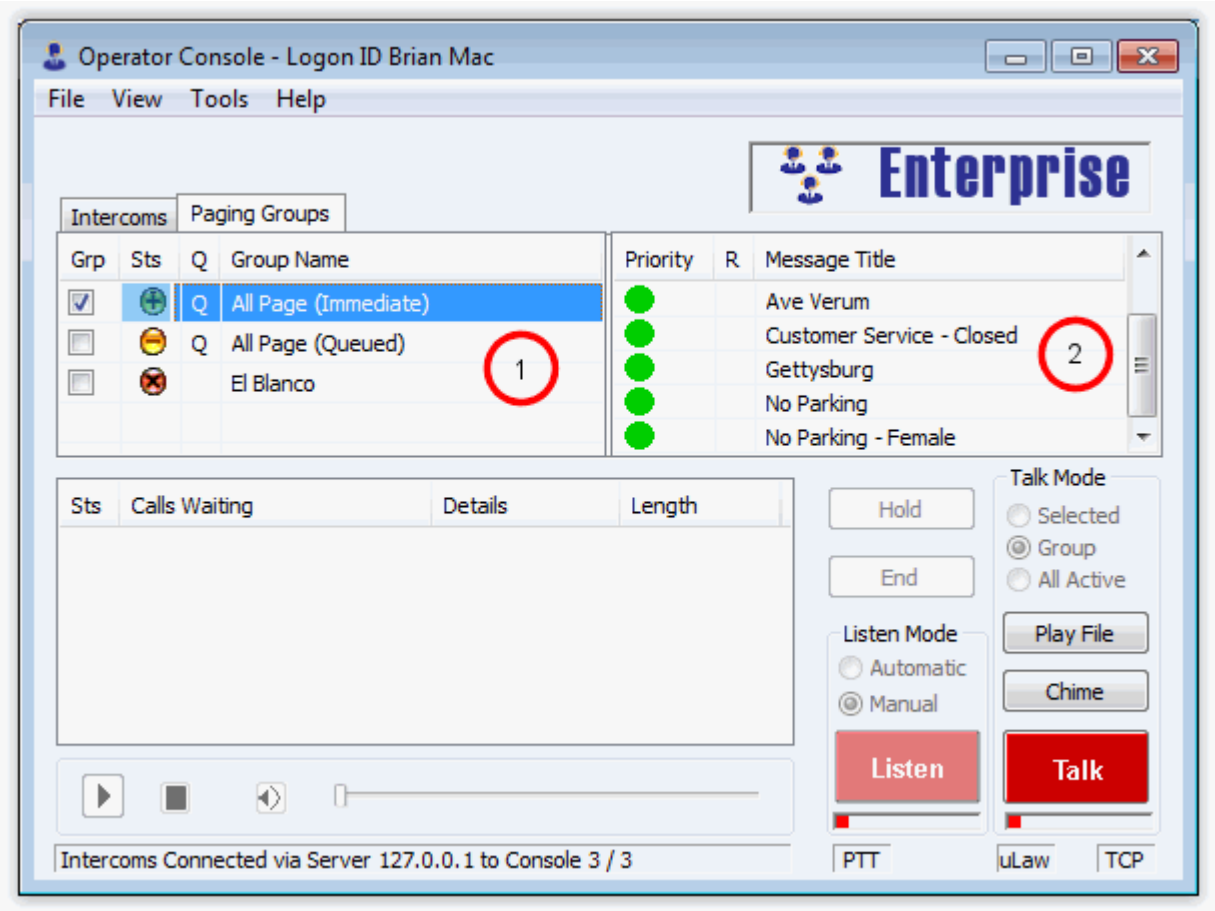
4. Message Player - Plays messages that have been recorded during an incoming call.

5. Status Bar - Displays the TalkMaster FOCUS Server IP and the number of Intercoms connected / "total managed" by this TalkMaster FOCUS Console.

6. Listen Mode - Determines how the Listen button is activated.

7. Talk Mode - Determines which Intercoms to send audio to.

8. Options Bar - Shows when the PTT, uLaw and RTP options are being used.



1. Paging Groups - Pre-defined paging Groups assigned to this Operator Console.
2. Paging Messages - Pre-defined paging Messages that are assigned to the selected Paging Group.

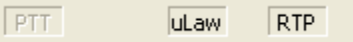
Status Bar

The Status Bar is located at the bottom left hand side of the Operator Console display. It shows:

- The IP address of the TalkMaster FOCUS Server the Operator Console is connected to.
- The number of Intercoms/Paging Endpoints that are currently connected (have a status of Connected or in use).
- The number of Intercoms/Paging Endpoints managed by this Operator.

Options Bar

The Options Bar shows which options are in affect for this Operator Console.



PTT - Indicates that the **Talk** button must held down with the mouse (or the Space Bar on the keyboard must be held down) while speaking into the microphone. If this option is grayed out, clicking the **Talk** button once (or pressing the Space Bar on the keyboard once) will toggle the state of the **Talk** button. This option is specified in Preferences.

uLaw - Indicates that audio sent from the microphone will be sent in uLaw.

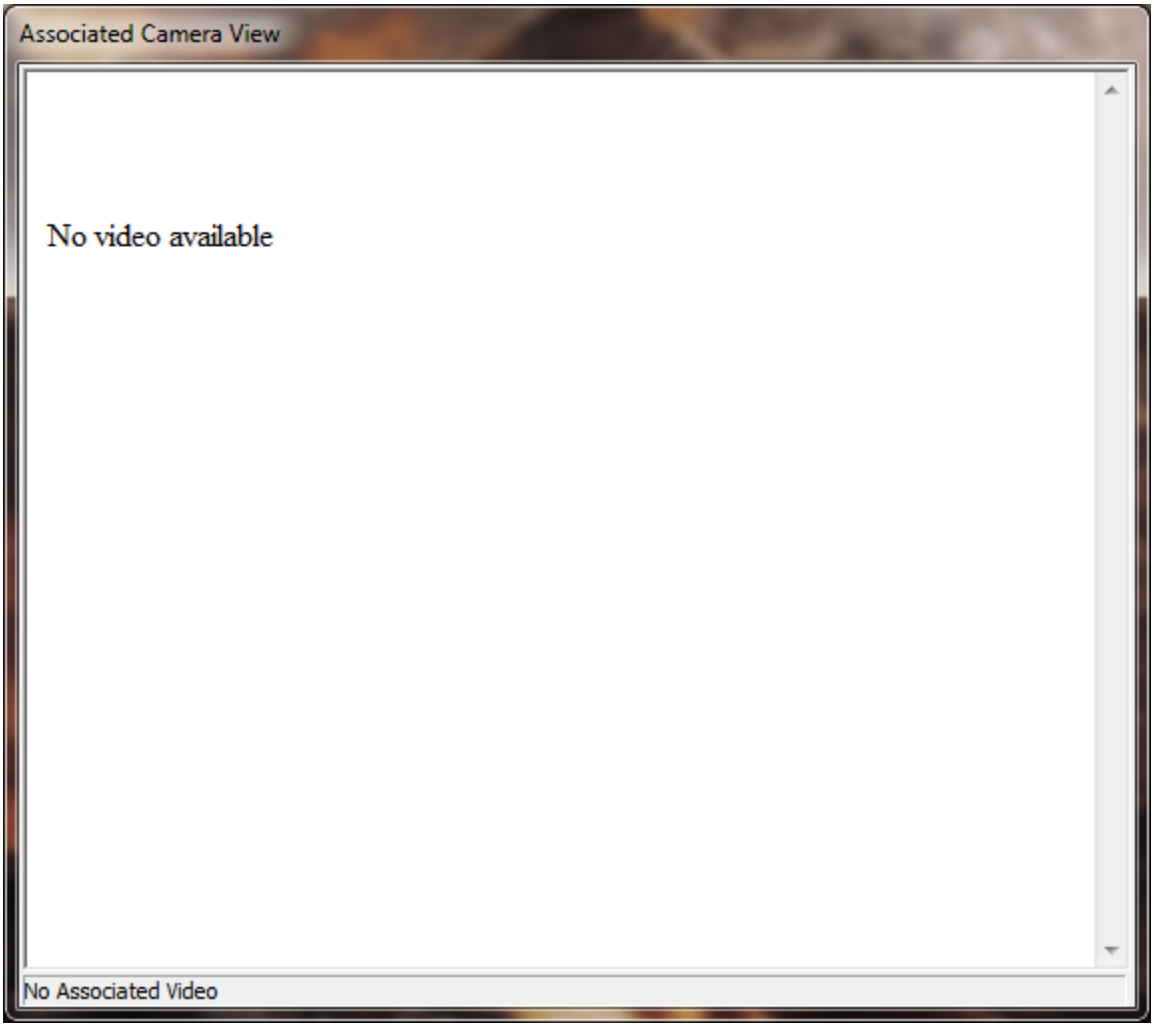
RTP/TCP - Indicates the protocol that is being used to transfer audio between the Console and Server. This option is specified on the Logon dialog.

Monitored Video Screen

The Monitored Video Screen is available when the TalkMaster FOCUS License includes the Video option. The Monitored Video window is configured using menu option View --> Monitored Video

Associated Video Screen

The Associated Video Screen is available when the TalkMaster FOCUS License includes the Video option. The Associated Video window is configured using menu option View --> Monitored Video

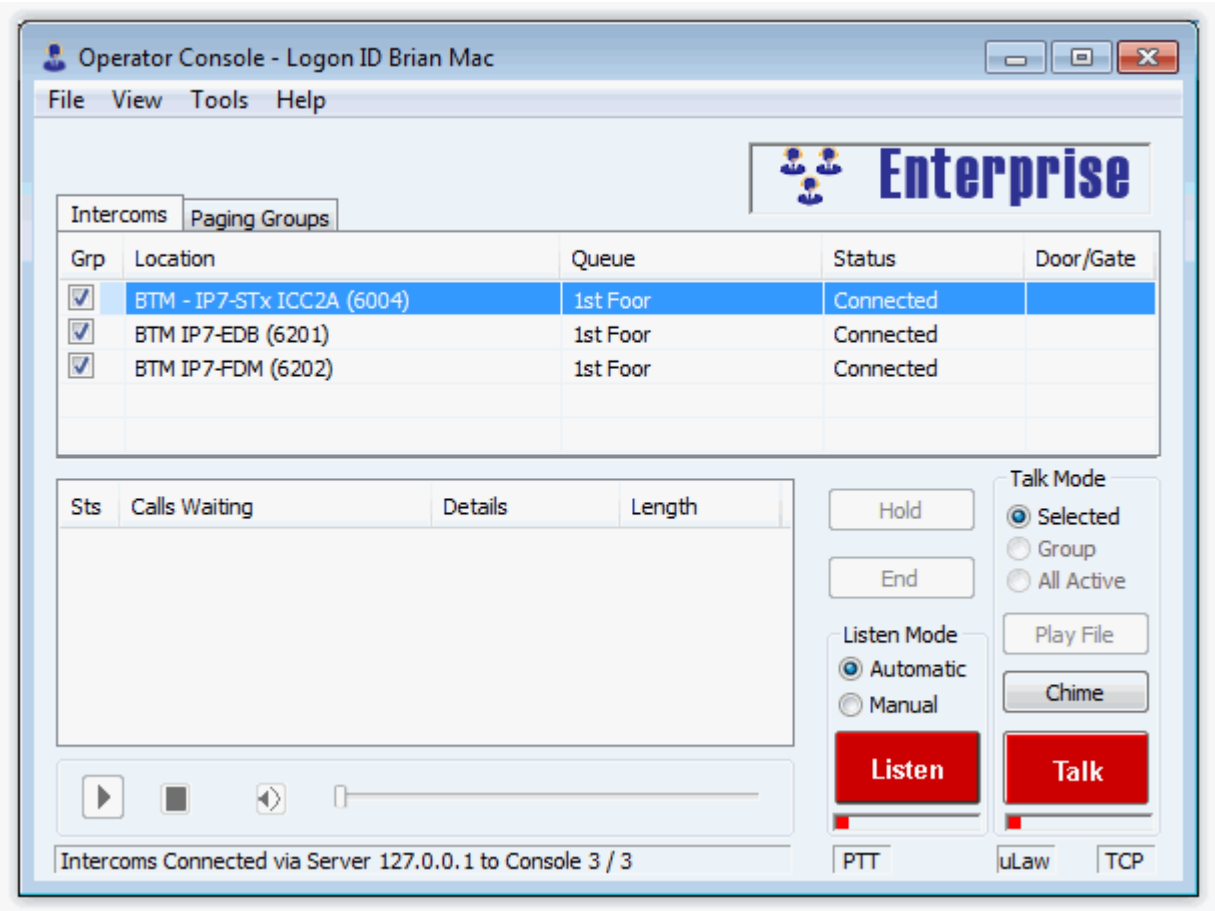

Associated Camera View
No video available
No Associated Video

Using the Intercoms Tab

Intercoms Tab

The Intercoms Tab enables an Operator to carry on 2-way audio communications with an Intercom. The Operator can also send 1-way audio to a manually selected group of Intercoms/Paging Endpoints.

Select menu option **View --> Preferences**, then select the Layout tab to change the columns displayed on the Intercoms tab.



Review the following topics for an overview of how to use the Intercoms tab:

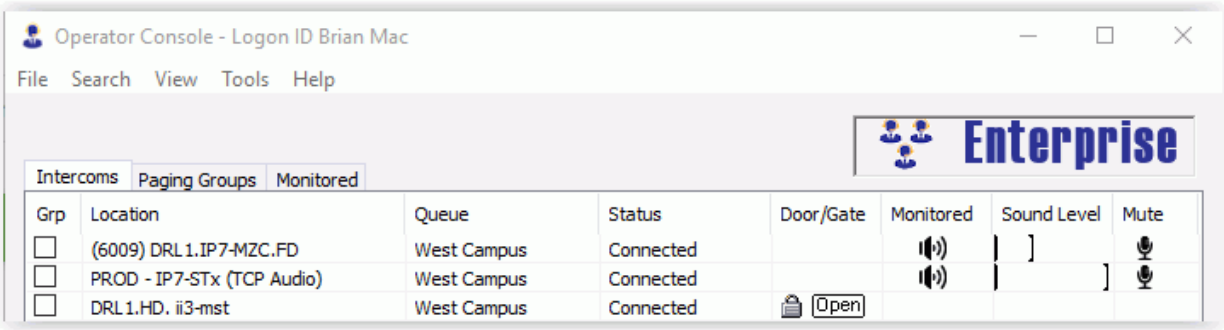
How to answer an incoming half duplex Intercom call

How to initiate an outgoing half duplex Intercom call

How to answer an incoming full duplex Intercom call

Intercom List

The Intercom List shows all of the Intercoms that are currently being monitored.



- **Grp** - Please Note that the capabilities associated with this option have been deprecated. To re-enable the ability to select a group of IP Endpoints, follow the instructions found under **View --> Preferences--> Layout** for **Show Deprecated Options**. Checking this box and setting **Talk Mode** to **Group** allows multiple Intercoms to be included in the **Talk**, **Chime** or **Play File** operation (only one Intercom can be listened to at a time). Multiple rows can be selected by clicking on a Location name, then holding the Shift key and clicking the Location name in another row. Select/Unselect all rows by clicking the **Grp** column header.

- **Location** - Identifies the IP Endpoint by its friendly Name.

- **Queue** - Identifies the Queue that the Intercom is assigned to.

- **Status** - Identifies whether the Intercom is currently available or in use.

- **Door/Gate** - When the ICON is present, the Intercom's Door/Gate Relay can be activated by clicking the ICON. The relay is activated for the number of seconds defined in the Intercom settings.

  If the IP7 **Sensor** is connected to a door open monitor switch:

  - If the **Door/Gate** ICON is pressed, the ICON will change to yellow as long as the door is opened.

  - If the **Door/Gate** ICON has not been pressed, the ICON changes to red as long as the door is opened.

- **IP Address** - Displays the IP Endpoint's current IP Address.

- **Music** - If the IP Endpoint supports the Background Music feature, click the ICON to toggle the feature on/off. This causes the Endpoint to "reboot" with its new configuration.

- **Monitored** - If the IP Endpoint supports the Monitoring (listen to) feature, click the monitor ICON under the **Monitored** column for each IP7 that is to be monitored. Refer to the **Monitoring Overview** for more information. If the IP7 Endpoint is currently playing background music, it will be suspended until the monitoring operation is ended.

- **Sound Level** - The Sound Level Meter graphically displays the microphone volume of the Endpoint being monitored. Click on the Sound Level Meter to reset the level to zero. Click on the **Sound Level** column header to reset all sound levels to zero.

- **Mute** - If an Endpoint is being monitored, click the mute ICON to toggle on/off muting for this Endpoint. If a monitored Endpoint is muted, it continues to send audio to the Operator Console and update the **Sound Level** meter, but the audio is not heard on the audio card used for Monitoring. Click on the **Mute** column header to mute/unmute all monitored Endpoints.

Right clicking on an IP Endpoint displays the ICOM ID and the Firmware revision of the Intercom.

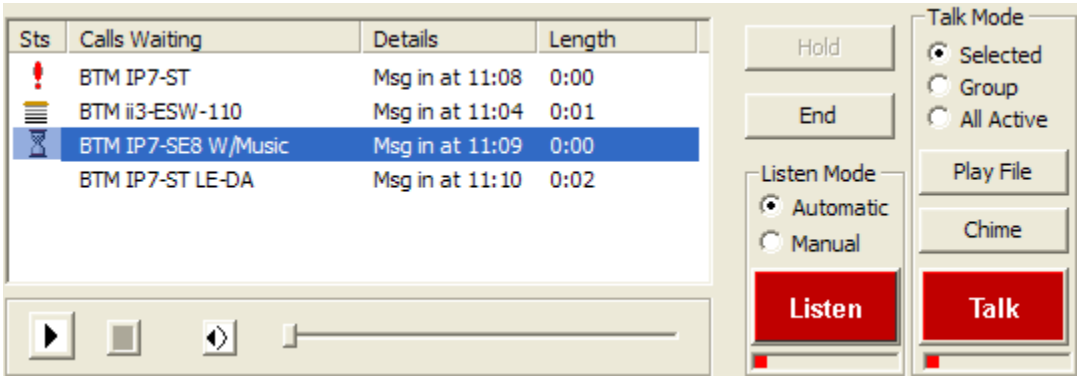
When **Talk Mode** is set to **Selected**, the currently selected Intercom is highlighted with a blue background.

Intercoms can be dynamically "added to" and "removed from" the Intercom List based upon Queue Overflows.

Clicking on the **Location**, **Queue**, **Status**, **Door/Gate**, **IP Address**, **Music** or **Monitored** column headers will sort the list by that field.

Calls Waiting List

The Calls Waiting List shows a list of incoming calls. The list is automatically sorted into Priority sequence, with the highest priority Intercom listed first. As soon as **Talk** or **Listen** is selected for a call in the Calls Waiting List, it is removed from the Calls Waiting List in all other Consoles that are assigned to that Intercom.



The columns definitions are:

- **Sts** - Identifies the Call status as an ICON.
    - - Priority Intercom waiting to be answered. Intercoms appear in the list in order of their priority.
    - - Call has been answered and is currently being serviced.
    - - Call has been answered by this Console and is on Hold.
    - - Call is in overflow status waiting to be answered.
    - Blank - A non-priority call is waiting to be answered.
- **Calls Waiting** - Identifies the calling IP Endpoint by its friendly Name.
- **Details** - Identifies the time the call came in.
- **Length** - Identifies the length of a recorded message from an incoming call. The recorded message can be played back using the Message Player.

Select one of the following options:

- **Talk/Start** - Turns on PC's microphone to talk to an IP Endpoint or starts a full duplex conversation with an IP Endpoint.
- **Listen/Mute** - Turns on the PC's speaker to listen to the intercom user. For a full duplex call, mutes the Operator's microphone.

- **End** - Ends a call with an intercom user and removes it from the Calls Waiting list.
- **Hold** - Keeps a call available in the Calls Waiting List while another call is handled. The Intercom Status changes to "In Use" and is unavailable to any other Operator Console until the call is Ended.

To **answer** a call from the **Calls Waiting List**:

- Select the IP Endpoint to communicate with by clicking on it.
- Activate **Talk** or **Listen.**
- The call is removed from the **Calls Waiting List** on other Consoles and the Status ICON will change to .
- When done, click **End** or press the **Escape** key and the call is removed from the Calls Waiting List.

To put a call on **Hold:**

- Select the IP Endpoint from the **Calls Waiting List** to be placed on hold.
- Click the **Hold** button or press the Backspace key.
- The Status ICON will change to .
- Select another inbound call from the Calls Waiting List or make an Outbound call by selecting an IP Endpoint from the Intercom List.

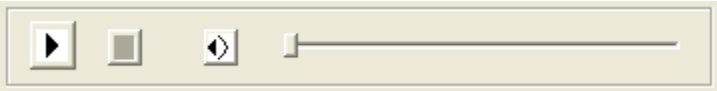
To remove a call from **Hold:**

- Click on the IP Endpoint (Status ICON will be).
- Activate the **Talk**, **Listen**, or **End** button.

Message Player

Use the Message Player to playback audio that was recorded from an incoming call.

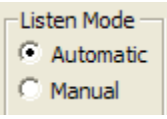
Note: Audio can be recorded in the Calls Waiting List while the Call button is pressed if ***Record Audio in Call Queue*** *has been checked in the Admin Console.*



- Select the call from the **Calls Waiting List.**
- Press the **Hold** button.
- Click the **Play** button and the audio will begin playing.
- The **Play** button changes to a **Pause** button to allow the playback operation to be paused.
- To stop the playback operation, click the **Stop** button .
- To mute the playback operation, click the **Mute** button .

Listen Mode

For half-duplex audio operations with an Intercom, **Listen Mode** determines if the **Listen** button is automatically turned on when the **Talk** button is turned off.



When set to **Automatic**, the **Listen** button is automatically activated when the **Talk** button is deactivated. This allows the Intercom user to operate in a "hands free" mode.

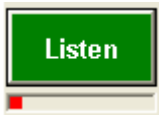
When set to **Manual**, the **Listen** button must be activated by the Operator or by pressing the Call button on the Intercom.

Listen Button

The **Listen** button plays half-duplex audio from the currently selected Intercom on the PC's Speakers.

If **Listen Mode** is set to **Automatic**, the **Listen** button will be activated any time the **Talk** button is deactivated.

The **Listen** button is red when not active

and green when it is active 

There is a VU meter under the button that shows relative level of incoming audio. As the audio level increases the VU Meter extends to the right going from green to yellow to red.

The **Listen** button can be activated by the Operator by:

- Single clicking the Listen button with the mouse. OR
- Pressing the "L" key on the keyboard.

Only one Intercom can be listened to at a time.

Release Button

The **Release** button replaces the **Listen** button when an Intercom/Paging Endpoint is configured with the **Remote Listen Disable** option. The **Remote Listen Disable** option prevents the **Operator Console** from "listening in" on an Intercom without the Intercom User's knowledge. In this mode, the Intercom User must press the Intercom's **Talk** button when responding to the **Operator Console**. Please see the Sample "Remote Listen Disable" Session for details.

The **Release** button is inactive

until an Intercom is selected and the Talk button is pressed.

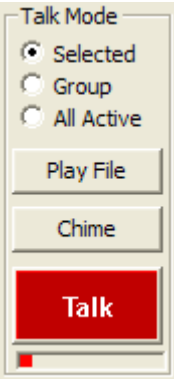
When the Talk button is released the Release button becomes active

.

Talk Mode

The **Talk Mode** radio buttons have been deprecated as of V5.2.1. They can be re-enabled checking the **Show Deprecated Options** box in menu option **View --> Preferences --> Layout**

The **Talk Mode** setting determines which Intercom(s) will be used in audio operations with the Operator Console.



- **Selected** - 2-way intercom audio is sent to / received from the intercom currently highlighted in blue in the Intercom List using the TALK and LISTEN buttons.
- **Group** - 1-way paging audio is sent to any intercom that has a **check mark** in the **Grp** column of the Intercom List.
- **All Active** - 1-way paging audio is sent to all intercoms in the Intercom List.

*Switching from **Selected** to either **Group** or **All Active** automatically disables the **Listen** button. Refer to the Monitoring feature for listening to multiple Intercoms.*

When using **Group** or **All Active** *mode, 1-way audio is sent to the intercoms using the network protocol selected in the **Admin Console --> Setup --> Paging Method** tab.*

Play File - Opens the File dialog to allow selection of pre-recorded wav files to be sent to the Intercom(s) identified by the **Talk Mode**. **Play File** changes to **Stop File** while a file is being sent to one or more intercoms. An audio file can be terminated by clicking **Stop File**. Refer to the Paging Groups tab to use the Paging Groups and Messages configured using the Admin Console.

To play a .wav file on the Intercom(s), audio files must be encoded in either 8khz 8 bit PCM or 16 bit uLaw format. 3rd party software.

Chime - A recording of four successive beeps is sent to the Intercom(s) identified by the **Talk Mode.** This feature is typically used to announce a call to an Intercom from Operator Console or to test an Intercom(s) speaker.

Talk - Will turn on the PC's microphone to send the audio to the Intercom(s) identified by the **Talk Mode.**

Talk Button

The **Talk** button turns on the PC's microphone to send half-duplex audio to one or more IP Endpoints selected in the Intercom List. When a single Intercom is selected, a 2-way half-duplex conversion can be carried on. If multiple IP Endpoints are selected, a 1-way audio page can be sent.

The **Talk** button is red when not active

and green when it is active

.

There is a VU meter under the button that shows relative level of outgoing audio. As the audio level increases the VU Meter extends to the right going from green to yellow to red.

By default, the **Talk** button is activated by:

- Clicking and holding the mouse on the Talk button. OR
- Pressing and holding the Space Bar.

By un-checking the **Hold down Talk button while speaking (PTT)** box in menu option View - Preferences, the **Talk** button can be toggled by:

- Single clicking the **Talk** button with the mouse. OR
- Tapping the space bar.

Call Button

The **Call** button replaces the Talk button when the HS-x1 Handset is installed on an Intercom.

If no call is in progress, clicking on the Call button

will initiate a call to the Intercom. A ring tone will be heard in the Operator Console and on the Handset till the Handset is picked up or the Operator presses the End button

or selects a different Intercom. Once the Intercom is picked up, the Operator Console's Listen button will be activated and the End button will be changed to a Talk button.

Refer to the Talk button topic for additional information.

Start Button

The **Start** button starts a full duplex audio session between the Operator and the IP Endpoint selected in the Intercom List. The Start button appears whenever the selected IP Endpoint is configured with the Full Duplex option.

The **Start** button is red when not active

and green when it is active

.

There is a VU meter under the button that shows relative level of outgoing audio. As the audio level increases the VU Meter extends to the right going from green to yellow to red.

The **Start** button is activated by:

- Clicking the **Start** button. OR
- Pressing the Space Bar.

The **Start** button changes to the **Stop** button when activated. To deactivate:

- Clicking the **Stop** button. OR
- Press the Space Bar.

When stopped, If the call was initiated by the Console Operator, the call is terminated. If the call was initiated by the IP Endpoint, the call is automatically placed on Hold.

Mute Button

The **Mute** button is used to mute the Operator's microphone during a full duplex audio session with an IP Endpoint. This allows the Operator to temporarily change the session to "listen only".

The **Mute** button is displayed when a full duplex call is in session

and if activated, changes to **Unmute**

.

There is a VU meter under the button that shows relative level of incoming audio. As the audio level increases the VU Meter extends to the right going from green to yellow to red.

The **Mute** button is activated by:

- Clicking the **Mute** button. OR
- Pressing the Space Bar.

The **Start** button changes to the **Stop** button when activated. To deactivate:

- Clicking the **Stop** button. OR
- Press the "s" key on the keyboard.

IP Endpoint Volume Control

To display the **IP Endpoint Volume Controls**, select menu option **View → Preferences**, select the Audio and Volume tab and check the **Setup Volume** check box. This menu option only appears for Operators defined in the **Admin Console** with the **Administrator Rights** option.

The volume controls are displayed to set the volume of each IP Endpoint to its desired volume after the system has been installed. Please note that the **Calls Waiting** list is hidden while the IP Endpoint Volume Controls are displayed.

Volume can be set for an Intercom/Paging Endpoint, for a group of Intercoms/Paging Endpoints or for all Active devices.

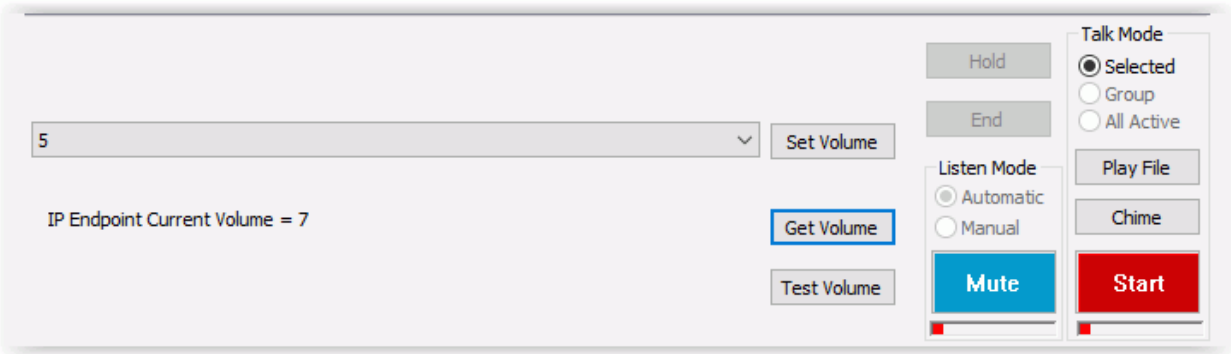
- To set the volume for an individual device, set the **Talk Mode** to **Selected** and highlight a device in the Intercom list.
- To set the volume for a group of devices, set the **Talk Mode** to **Group** and check the GRP box next to the desired devices in the Intercom list.

- To set the volume for all devices, set the **Talk Mode** to **All Active.**

Set Volume - Select one of the seven audio levels from the drop down list and then press the **Set Volume** button. The endpoint(s) identified by the current **Talk Mode** will be set to the selected volume setting. The **Get Volume** button must be used before setting the volume for a single IP Endpoint.

Get Volume - If **Talk Mode** is set to **Selected**, pressing the **Get Volume** button will retrieve the current volume setting for the highlighted device.

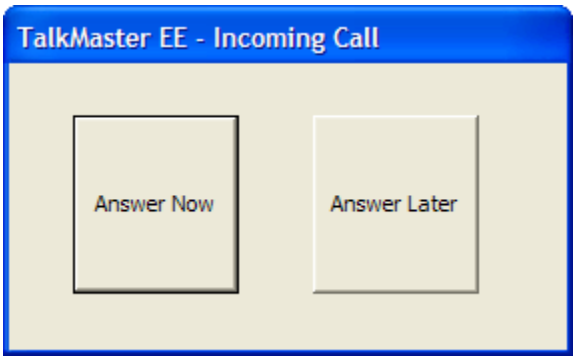
Test Volume - Pressing the **Test Volume** button begins playing a pre-recorded audio file that is defined in the Audio and Volume tab of the **View → Preferences** dialog. The **Test Volume** button changes to **Stop Test**, and the file will continue to be sent to the selected endpoint(s) until the **Stop Test** button is pressed. Volume cannot be changed while audio is being sent to the endpoint(s).



To remove the **Intercom Volume Controls**, select menu option "View → Preferences", select the **Audio and Volume** tab and uncheck the **Setup Volume** check box. Stopping and restarting the Operator Console will also remove the **Intercom Volume Controls** from the main dialog.

Incoming Call

The Incoming Call dialog is displayed when an Intercom Users presses the Call button and the Preference **Activate Call Announcement** has been checked.



Clicking **Answer Now** or pressing the **Enter** key will close this dialog and bring up the main Operator Console screen.

Clicking **Answer Later** will close this dialog and will silence the Audible alert for 30 seconds.

The Keyboard can be disabled for this dialog by selecting menu option View --> Preferences and checking the **Disable keyboard interface on Call Announce dialog**

Duplex Options

Digital Acoustics' supports several levels of audio duplexing options between Operator Consoles and IP Endpoints.

- **Full Duplex** - both the Console Operator and the Intercom user can speak "hands free" at the same time. Based on the volume of the IP7's Speaker and its proximity to the IP7's Microphone, the IP7's microphone may be muted if the Console Operator is speaking. Once the Console Operator stops talking, the Intercom user can speak
- **Half Duplex** - the Console Operator can speak when the TALK button is activated in the software. When the TALK button is deactivated, the Intercom user can speak "hands free"
- **Push-to-Talk Half-Duplex** - the Console Operator can speak when the TALK button is activated in the software. When the TALK button is deactivated, the Intercom user can press the Intercom's TALK switch to speak

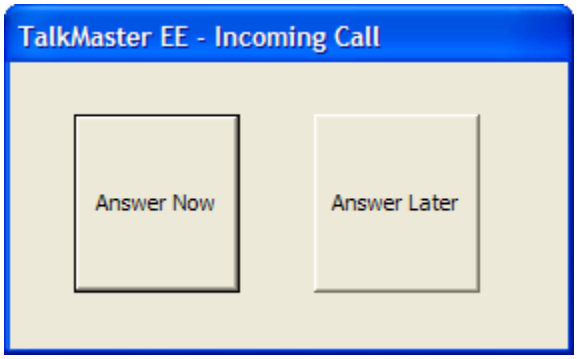
For the **Full Duplex**, specific hardware is required:

- The IP Endpoint must be an IP7 with a handset or an IP Endpoint with Acoustic Echo Cancelling (AEC) hardware feature.(Such as the IP7-FD or IP7-FX)
- The Operator Console must use a handset, headset or a Windows Audio Device that supports Acoustic Echo Cancelling or a headset

Sample Full-Duplex Session

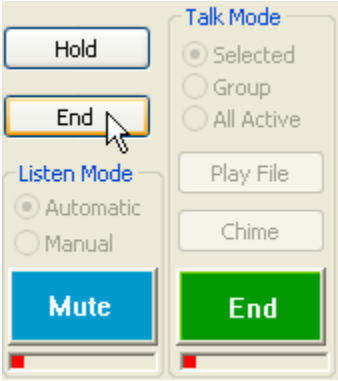
Below is a sample full duplex audio session that is initiated by the Intercom User. The Console Operator User answers the call and both parities are able to speek "hands free". The IP Endpoint must be configured for full duplex.

- A user presses the Talk button on an Intercom.
- At the Operator Console, the incoming call is placed in the Calls Waiting List.
- The Incoming Call dialog opens to announce the call.



- The Operator presses the **Start** button.

- Both the Operator and Intercom User are able to speak hands free. Depending on the proximity and volume of the Intercom's speaker and microphone, the conversation can be either Full-Duplex or Hands Free Duplex.
- The Operator's microphone can be muted by toggling the MUTE button.
- To end the conversation with the Intercom, the Operator presses the **Escape** key on the keyboard or clicks the **End** button in the software.

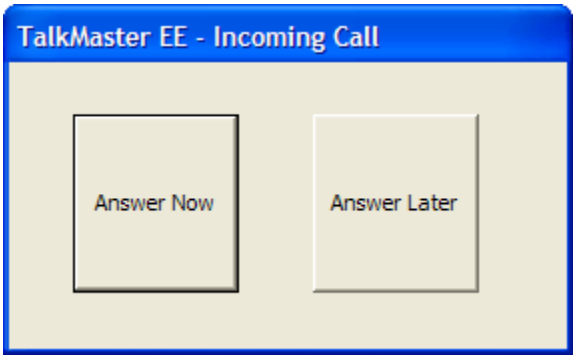


Sample Half-Duplex Session

Below is a sample half-duplex session that is initiated by a User pressing an Intercom's Talk button.

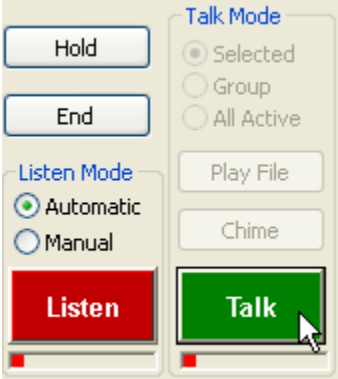
The following example assumes the Preference ***Hold down Talk button while speaking (PTT)*** *has been set.*

- A user presses the Talk button on an Intercom.
- At the Operator Console, the incoming call is placed in the Calls Waiting List.
- The Incoming Call dialog opens to announce the call.

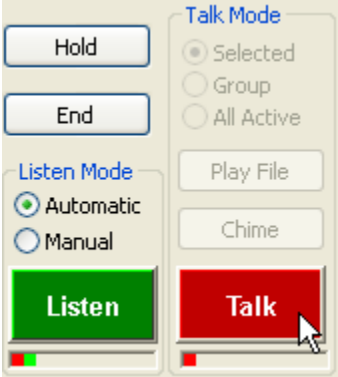


- The Operator presses the **Answer Call Now** button.

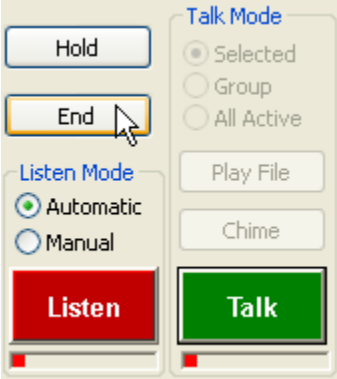
- The Operator presses and holds down the **Space Bar** to active the **Talk** button and speaks to the Intercom User.



- The Operator releases the **Space Bar** and **Listen** is automatically turned on.



- The user at the Intercom is able to respond "hands free".
- Each time the Operator holds down the **Space Bar**, the **Talk** button is activated. When the **Space Bar** is released, the **Talk** button is turned off and the **Listen** button is engaged.
- To end the conversation with an Intercom, the Operator presses the **Escape** key on the keyboard or clicks the **End** button in the software.

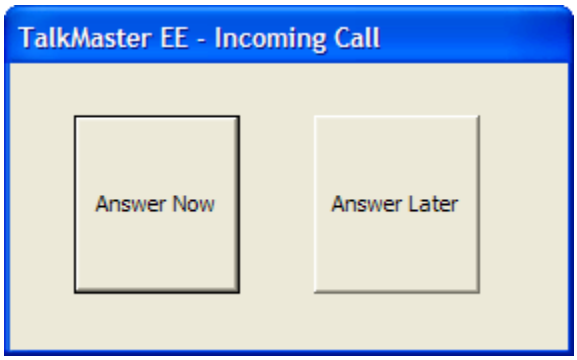


Sample "Remote Listen Disable" Session

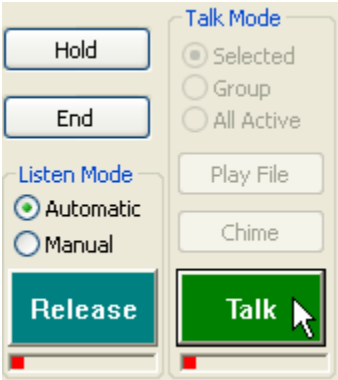
Below is a sample session that is initiated by a User pressing an Intercom **Talk** button on an Intercom that has the **Remote Listen Disable** option set. The **Remote Listen Disable** option prevents the Operator Console from "listening in" to an Intercom unless the **Talk** button on the Intercom is pressed.

*The following example assumes the Preference **Hold down Talk button while speaking (PTT)** has been set and the Intercom has been configured with the **Remote Listen Disabl**e option.*

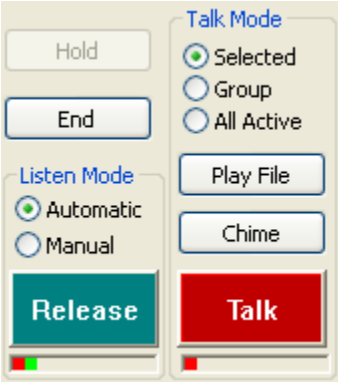
- The user presses the **Talk** button on an Intercom.
- At the Operator Console, the incoming call is placed in the Calls Waiting List.
- The Incoming Call dialog opens to announce the call.
- The Operator presses the **Answer Now** button.



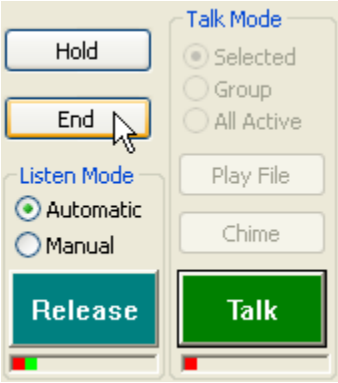
- The Operator establishes a "call session" by pressing and holding the Space Bar to activate the **Talk** and **Release** buttons available.



- The Operator speaks to the Intercom user while holding down the **Space Bar.**
- The Operator releases the **Space Bar** to stop talking. The Intercom user presses the Talk switch on the IP Endpoint to respond.



- The Intercom User releases the **Talk** button on the IP Endpoint.
- Each time the Operator holds down the **Space Bar**, the **Talk** button is activated. When the **Space Bar** is released, the **Talk** button is turned off.
- The Intercom user must press the **Push to Talk** button on the Intercom to talk to the Operator.
- The Intercom's status will be set to **In Use** until the call session is ended.
- To end the call session, the Operator must press the **Escape** key, or click the **End** button in the software.



Keyboard Shortcuts

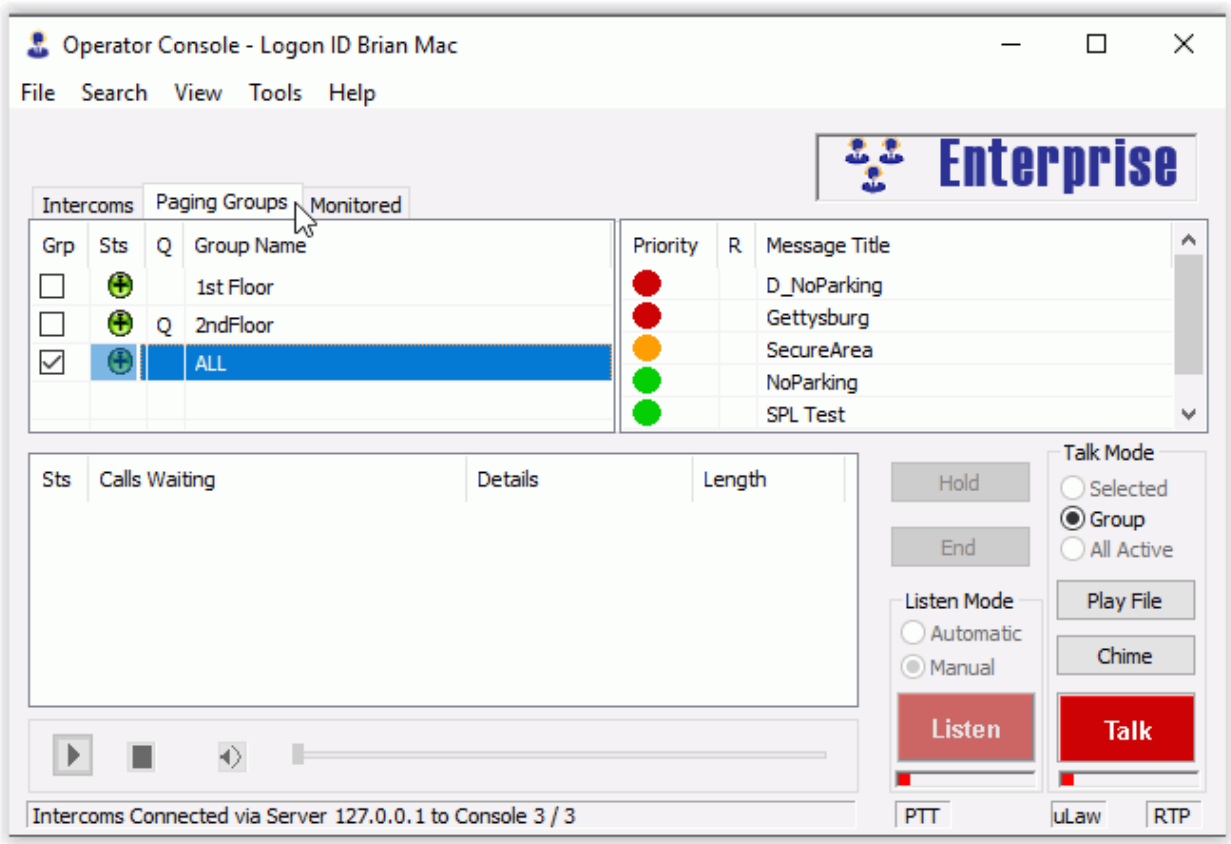
The following Keyboard shortcut can be used in Operator Console:

- Talk button = Press and hold Spacebar or tap the Space Bar depending on the Preference **Hold down Talk button while speaking (PTT)**
- Listen button = "L" key
- End button = Escape key
- Hold button = Backspace key (only applies to calls in the **Calls Waiting** list)
- Door Open Icon = Enter key
- Open the Search dialog = ctrl+f

Using the Paging Groups tab

Paging Groups tab

The Paging Groups tab enables an Operator to send live or pre-recorded audio Messages to pre-defined Groups of Intercoms/Paging Endpoints.



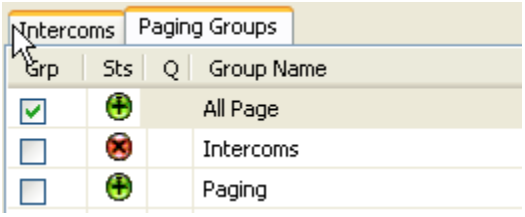
Review the following topics for an overview of how to use the Paging Groups tab:

[How to send a pre-recorded message to a Group of Intercoms/Paging Endpoints]

[How to send microphone audio to a Group of Intercoms/Paging Endpoints]

Using Paging Groups

The **Paging Groups** assigned to the Operator are listed on the left hand side of the screen.



Grp - The **Grp** column is used to select multiple **Groups** to send an audio page to. To select more than one **Group**, click on the **Grp** column for each **Group** to be selected. Clicking anywhere else on the screen clears all check marks in this column.

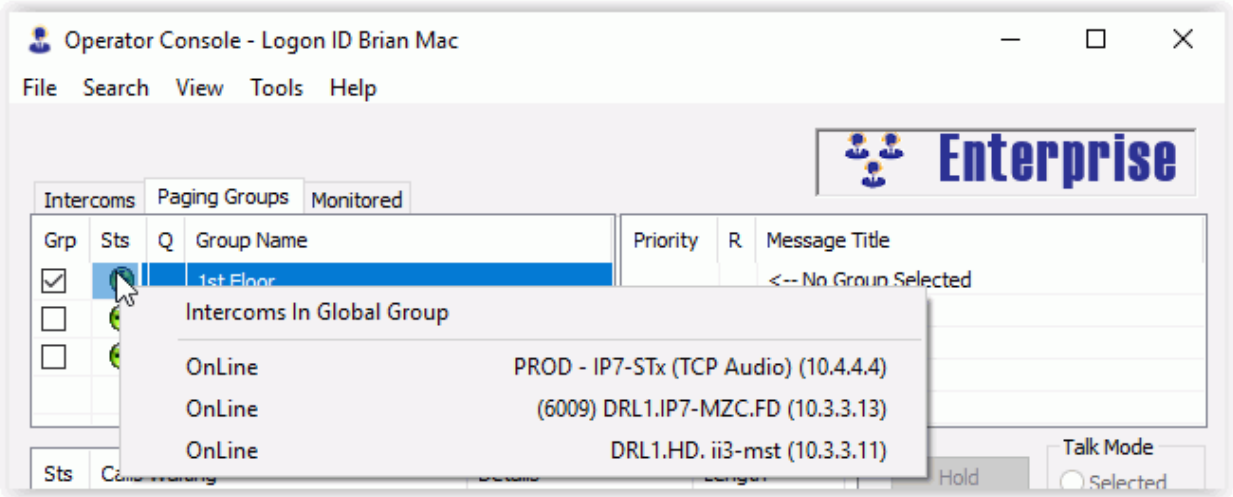
Sts - The Sts column is a visual indicator of the connection status of the Intercoms/Paging Endpoints within the Group.

- The ICON shows that all Intercoms/Paging Endpoints are connected to the Server.
- The ICON shows that one or more Intercoms/Paging Endpoints are disconnected from the Server.
- The ICON shows that all Intercoms/Paging Endpoints are disconnected from the Server.

Q - A "Q" in this column indicates that the Paging Group is defined as a Queued Group. For pre-recorded Messages, the message is played when some or all of the IP Endpoints in the Paging Group are available (based on the delivery option of the Paging Group). For messages sent through the Operator Console's microphone, the audio is recorded, then played when some or all of the IP Endpoints in the Paging Group are available (based on the delivery option of the Paging Group).

Group Name - The name of the Group as defined in the Admin Console. To select a single **Group**, click on the Group Name. This will clear any check marks in the **Grp** column.

To see the Intercoms/Paging Endpoints in the Group, right click on it.



Once one or more **Groups** have been selected, a **Message** may be selected to send a pre-recorded **Message** or the **Talk** button may be engaged to send audio via the PC's microphone.

Messages

The Messages assigned to the selected **Group(s)** are displayed on the left hand side of the screen. If multiple **Groups** have been selected, only those **Messages** common to all of the selected **Groups** are displayed.

Priority - The Priority column give a visual indicator of the priority of the Message. Clicking the Priority column header will sort the messages by priority order.

R - The R column indicates that once the message is started, it will repeat till the Operator presses the **Stop File** button.

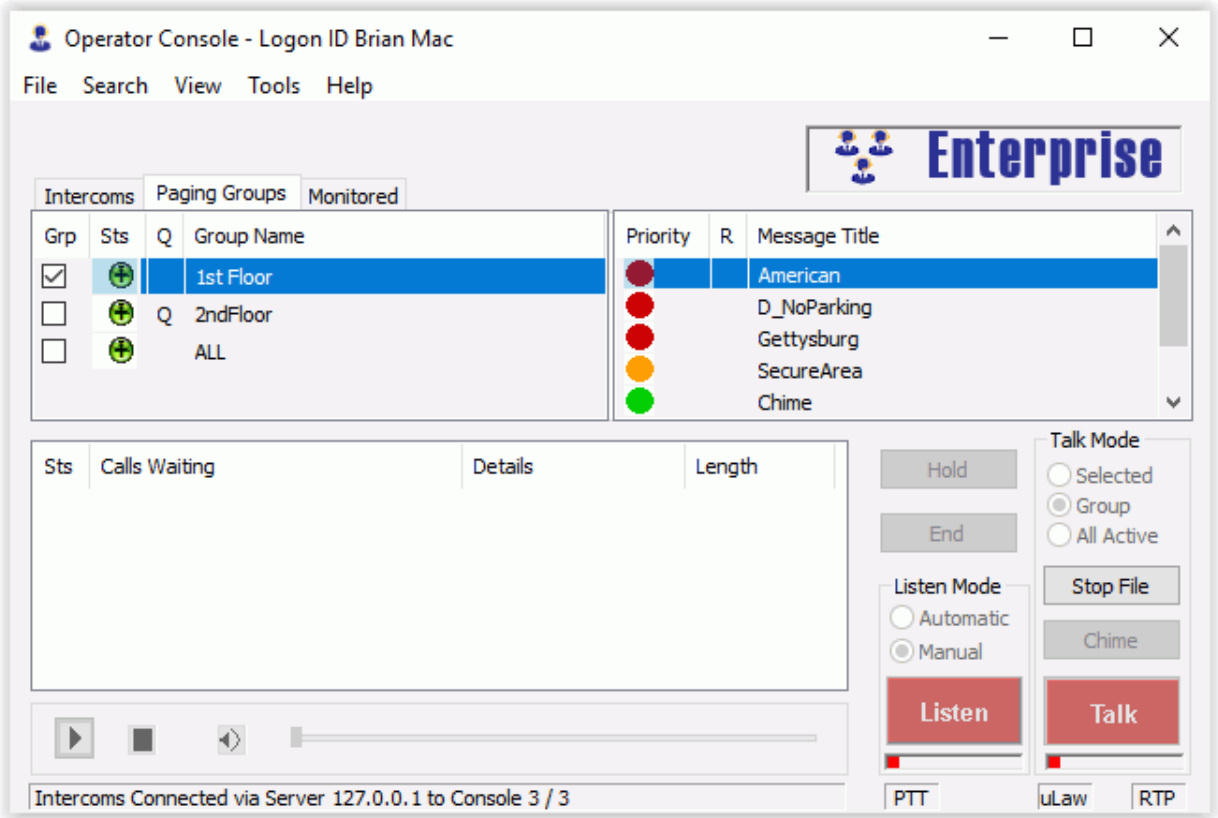
Message Title - The Message Title column lists the Message name defined in the in the Admin Console. Clicking on the Message Title column header will sort the Messages by their name.

Once the **Message** has been selected, pressing the **Play File** button will send or queue the **Message** to be sent.

Sample Paging Session using a Pre-Recorded Message

The following is an example of sending a pre-recorded Message to a Group of Intercoms/Paging Endpoints:

- The Operator selects the **Group** tab at the top of the Operator Console screen.
- From the left side of the screen, the Operator selects a **Group** by clicking on the Group Name.
- The associated pre-recorded Messages for that Group are displayed on the right hand side of the screen.
- The Operator selects a **Message** by clicking on the Message name.
- The Operator presses the **Play File** button.
- The **Play File** button changes to **Stop File** and the File is sent to the group(s).



- The Operator can end the Message by pressing the **Stop File** button at any time.
- When the **Message** has finished playing, the **Stop File** button changes back to **Play File**. If the pre-recorded **Message** has been configured to repeat, the Operator must press the **Stop File** button to end the **Message.**

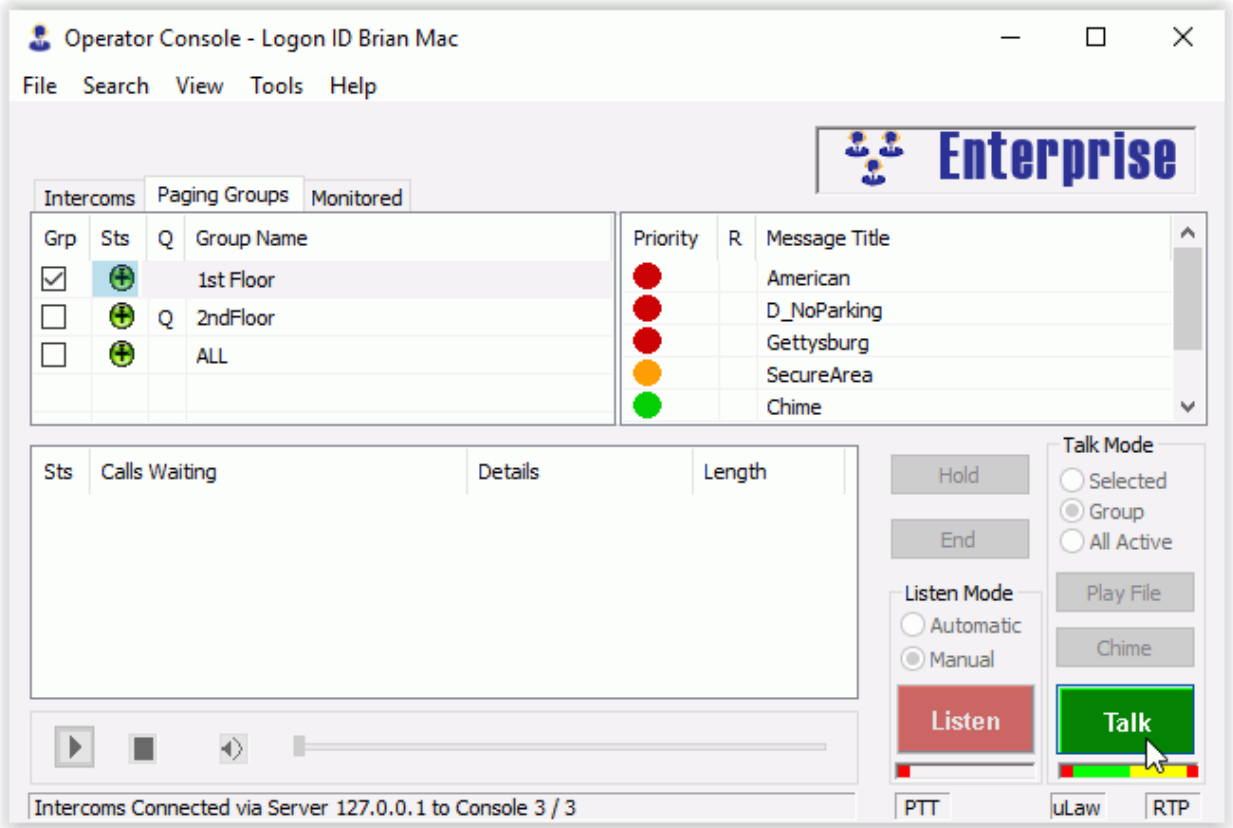
To select multiple Groups:

- The Operator selects the **Group** tab at the top of the Operator Console screen.

- From the left side of the screen, the Operator selects a **Group** by clicking on the Grp column for each group.
- The associated pre-recorded Messages for those Groups are combined and only those common to the selected Groups are displayed on the right hand side of the screen.
- The Operator selects a **Message** by clicking on the Message name.
- The Operator presses the **Play File** button.
- The **Play File** button changes to **Stop File** and the file is played to the group(s).
- The Operator can end the Message by pressing the **Stop File** button at any time.
- When the **Message** has finished playing, the **Stop File** button changes back to **Play File**. If the pre-recorded **Message** has been configured to repeat, the Operator must press the **Stop File** button to end the **Message.**

Sample Paging Session using Microphone Audio

- The Operator selects the **Group** tab at the top of the Operator Console screen.
- From the left side of the screen, the Operator selects one or more **Groups** by clicking on the Grp column for each group.
- The Operator engages the **Talk** button by pressing and holding the Space Bar on the keyboard and begins speaking. The microphone audio is either streamed to the group(s) or recorded and queued.
- When the Operator is done speaking, the Space Bar is released.


Operator Console - Logon ID Brian Mac
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Enterprise
Intercoms
Paging Groups
Monitored
Grp Sts Q Group Name
1st Floor
Q 2ndFloor
ALL
Priority R Message Title
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D_NoParking
Gettysburg
SecureArea
Chime
Sts Calls Waiting Details Length
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Manual
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Monitoring multiple Endpoints

Monitoring Overview

TalkMaster FOCUS Operator Console, in conjunction with TalkMaster FOCUS Server, supports to the ability to monitor (listen to) the audio from multiple IP7 Intercoms at the same time. Monitoring is not available on the ii3 series IP Intercoms.

Monitored Audio is NOT recorded by the TalkMaster FOCUS Server

Monitoring is a low priority operation on the IP7. The following normal audio operations will interrupt a monitoring session:

- Initiating a call from the IP7 to a Console by pressing the TALK button on the IP7.
- Initiating a call with the IP7 from a Console.
- Initiating a 1-way audio page from a Console to the IP7 by pressing the TALK, CHIME or PLAY FILE button.
- Initiating a call from the IP7 to a SIP Extension by pressing the TALK or LISTEN button on the IP7.
- Initiating a call from a SIP system to the IP7.

The IP7 resumes monitoring once the audio operation has completed.

The only audio operation that Monitoring will interrupt is an IP7 playing Background Music.

Monitoring is NOT an exclusive operation. Multiple Operator Consoles can monitor the same IP7 at the same time. The TalkMaster FOCUS Server will receive the audio from the IP7 Intercom and will forward that audio to each Console that is monitoring it.

To aid the Operator in determining which IP7 the audio is originating from:

- The Audio from the monitored devices is mixed into a single audio stream for each Operator Console.
- A Sound Level meter is displayed for each device.
- The Operator can mute the audio from one or more devices.
- Multiple audio cards can be used by the Operator Console.

Monitored audio that is being received by the Operator Console from multiple IP7s is mixed together by "averaging" the audio into a single stream for the Operator's audio comfort. The volume of the mixed audio is typically quieter than the audio from a single IP7.

The **Sound Level** meter shows the current volume level, the ten second moving average and the Max volume level that has been reached.

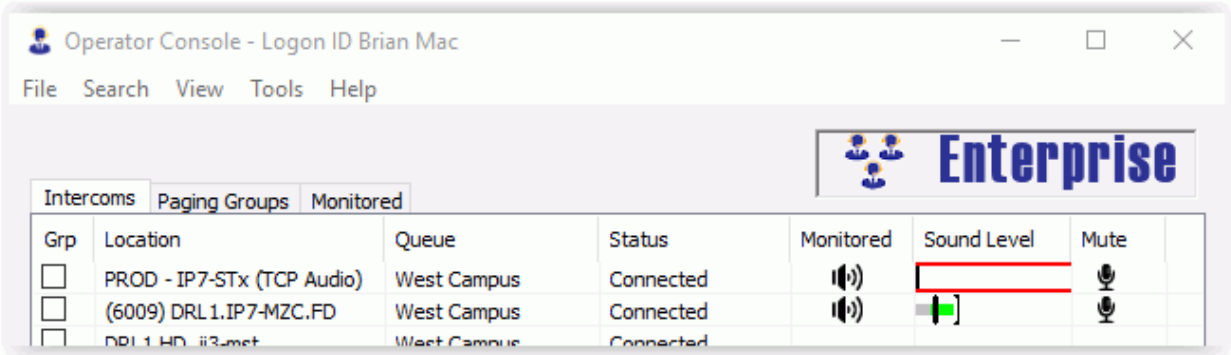
The TalkMaster FOCUS Operator can mute the audio from one or more of the monitored devices. The Sound Level meter continues to be updated while the audio is muted.

The Operator Console can be configured to use a separate audio card in the PC to play the monitored audio or the same audio card can be used for both "normal" and monitored audio operations. If the same audio card is being used for both, the monitored audio is automatically muted when the Operator starts a "normal" audio operation. If a different audio card is specified, the monitored audio will continue to be

played while the Operator engages in "normal" audio operations. In either case, the Sound Level meters for the monitored devices will continue to be updated.

Monitoring on the Intercoms tab

The Operator Console can listen to multiple IP7 Endpoints at the same time by using the Monitoring feature.



To setup monitoring in the Operator Console:

- Select menu option **View --> Preferences**, then click the **Audio and Volume** tab.
- Select the Audio Card to be used to play the monitored audio on.
- Select the **Layout** tab. Make sure the following columns are selected:
    - Monitor Indicator
    - Sound Level
    - Mute Indicator
- Close the Preferences.

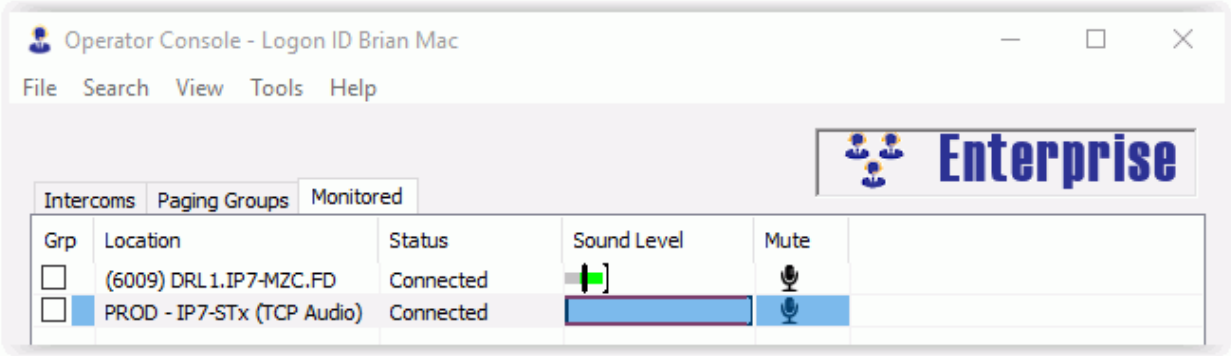
On the **Intercoms** tab:

- Click the monitor ICON under the **Monitored** column for each IP7 that is to be monitored. If the IP7 Endpoint is currently playing background music, it will be suspended till the monitoring operation is ended.
- The monitored audio is played on the Audio Card specified in the **Audio and Volume** tab of the **Preferences.**
- The **Sound Level** meter graphically displays the sound level coming from the IP7 Endpoint.
- The Operator Console can perform any other operation while monitoring is active such as:
    - Listen to a specific Endpoint
    - Receive incoming calls
    - Make outgoing calls
    - Send a message to a Paging Group
- If a monitored Endpoint is involved in any other audio operation (other than playing background music), monitoring for that endpoint will be suspended till the other audio operation is complete.

- To mute an Endpoint, click the mute ICON under the **Mute** column. If a monitored Endpoint is muted, it continues to send audio to the Operator Console and update the **Sound Level** meter, but the audio is not heard on the audio card used for Monitoring.
- If the Operator Console is closed while monitoring one or more IP7s, monitoring will automatically resume on the same Endpoints when the Operator Console is started again.

Monitoring on the Monitored tab

The display of the Monitored tab is a configurable option. Select menu option **View --> Preferences**, then select the **Layout** tab and place a check next to the **Monitor Tab** option.



- The **Monitored** tab makes it easier to view the **Sound Level** meters when a large number of Endpoints appear on the **Intercoms** tab, but only a few of them are being monitored. Only the IP7s that are currently being monitored will appear on this tab.
- The only audio operation that can be performed on this tab is to mute or unmute an endpoint. A muted Endpoint continues to send audio to the Operator Console and update the Sound Level meter.
- If any other operation is to be performed, highlight the Endpoint, then switch to the **Intercoms** tab.

Menu Options

File Menu

The File Menu has the following options:

- **Logoff** - Will logoff the current Operator and open the Logon dialog.
- **Exit** - Will end the Operator Console program.

Search Menu

The **Search** menu has the following option:

- **Search IP Endpoint List** - opens the **Search IP Endpoint List** dialog to search IP Endpoints by any part of the **Location Name**, **ICOM ID** or **IP Address**
    - This will search for a match within the IP Endpoint's Location Name, IP Address and ICOM ID (even if the field is not displayed in the list box)
    - The search will automatically wrap when it reaches the end of the list
    - Enter the string to search for and click either the FIND PREV or FIND NEXT button
    - The dialog can stay open and be repositioned while other tabs are selected
    - A history of previous searches made can be selected from the **Find what:** drop down arrow

View Menu

The View Menu has the following options:

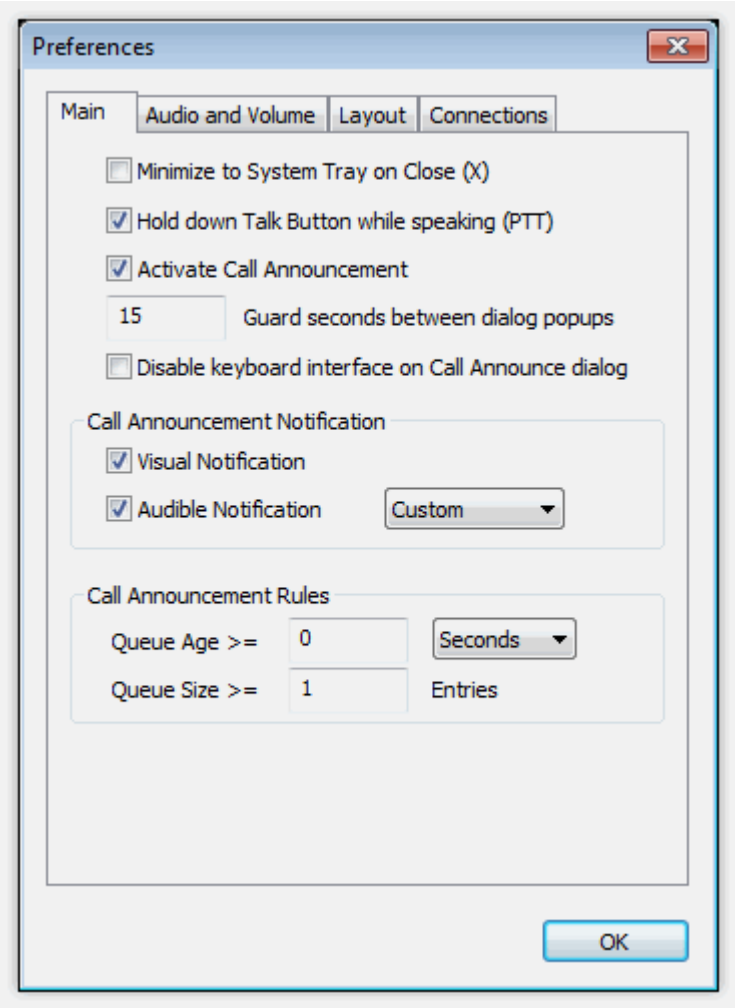
- **Screen Position** - Allows the Operator Console and the Video windows sizes and positions to be saved or to be reset it to the default size and position.
- **Preferences** - Opens the Preferences window. This menu option is only displayed if the Operator is defined with the **Administrator Rights** option in the **Admin Console --> Operators** tab.
- **Monitored Video -** Allows the adjustment and setting for monitored video screens and setup.

Preferences - Main

The **Preferences** dialog configures the way Operator Console will behave for the current Windows user that has logged on to this computer.

The **Preferences** menu only appears if the Operator is defined with Administrator Rights in the Admin Console.

Main tab



Minimize to System Tray on Close (X) - Checking this option will cause Operator Console to be minimized to the Windows system tray when the X in the upper right hand corner of the screen is selected. Use menu option "File → Exit" to close Operator Console.

Hold down Talk button while speaking (PTT) - The **Talk** button is activated by pressing and holding down the **Space Bar** or by clicking on the **Talk** button and holding the mouse button down. **PTT** displays in the Options bar in the lower right hand corner of the Operator Console screen.

If this option is not checked, the **Talk** button is activated / deactivated by single clicking the **Talk** button or tapping the **Space Bar** on the computer keyboard.

Activate Call Announcement - This option brings up the Incoming Call dialog when a call arrives in the Calls Waiting List. This action can be delayed by altering the Call Announcement Rules below.

Disable keyboard interface on Call Announce dialog - Check this option to force the Operator to use the Mouse to acknowledge the Incoming Call dialog. Selecting this option prevents Operators from accidently answering calls while entering data through the keyboard.

Call Announcement Notification

- **Visual Notification** - Causes the Operator Console title bar and task bar icon to flash.
- **Audible Notification** - Causes the selected audio file to be played at the Operator Console at 5 second intervals till the Incoming Call dialog is acknowledged. Select the Door Bell or the

Custom option from the list. If Custom is selected, record a file named custom_announcement.wav in the iSupport subdirectory of the Operator Console program directory. *If you record a new wave file, it should only be one or two seconds long since the wav file will not be interrupted once it starts playing!*

Call Announcement Rules - The Call Announcement rules determine when the Call Announcement Notifications will be sent.

- **Queue Age >=** - After the oldest call in the Calls Waiting list has been waiting for this amount of time.
- **Queue Size >=** - After the number of calls in the Calls Waiting List has reached this value.

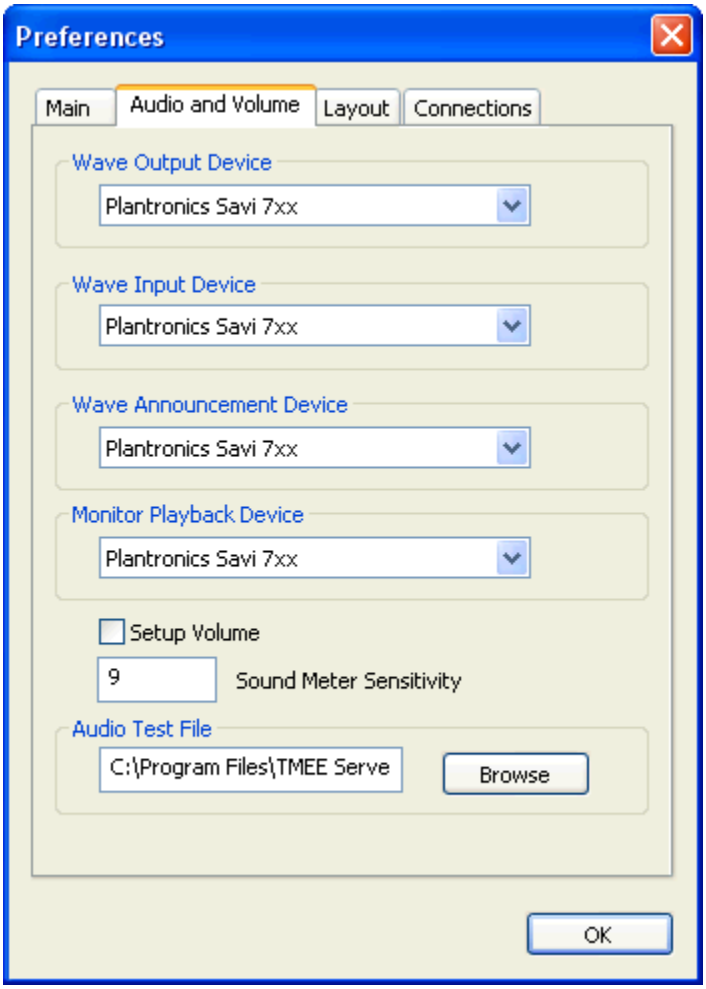
If both **Queue Age** and **Queue Size** are specified, both must be true before Call Announcement will be activated.

Preferences - Audio and Volume

The **Preferences** - **Audio and Volume** tab determines the PC audio devices to be used, the audio format used on the Intercoms/Paging Endpoints and allows the **Intercom Volume Controls** to be used on the main dialog.

The **Preferences** menu only appears if the Operator is defined with Administrative Rights in the Admin Console.

Audio and Volume Tab:



Wave Output Device - Select the speaker or headphone device to be used to listen to the IP Endpoints.

Wave Input Device - Select the microphone device to be used to talk to an IP Endpoint.

Wave Announce Device - Select the speaker or headphone device to be used to play the Incoming Call announcement.

Monitor Playback Device - Select the speaker or headphone device to be used to listen to Monitored IP Endpoints.

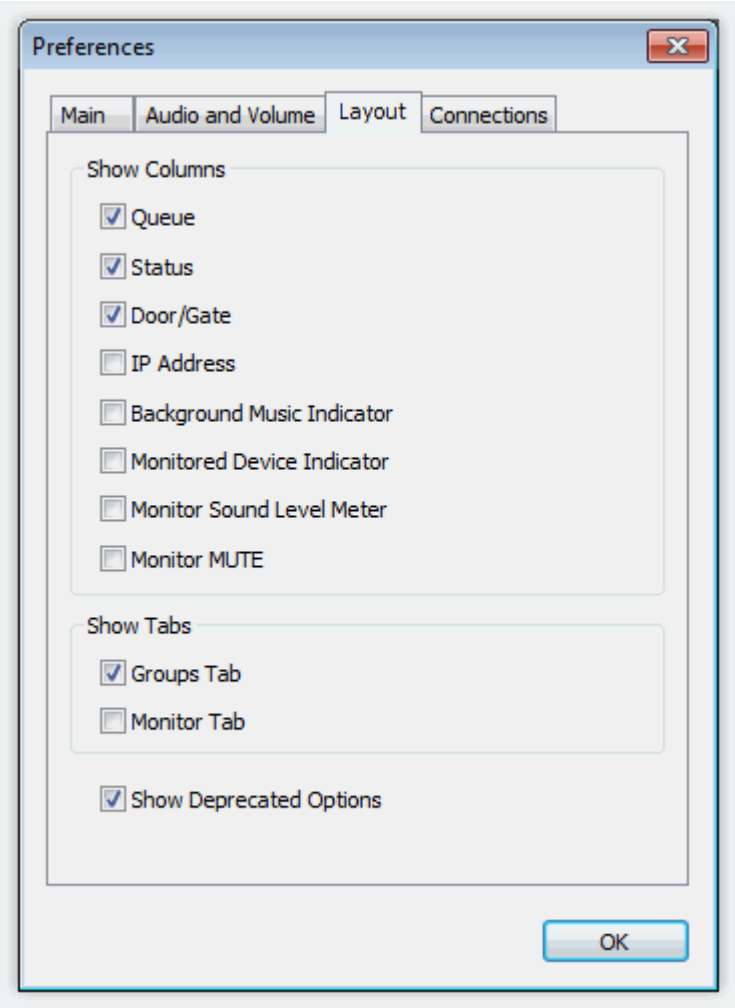
Setup Volume - Select this box to display the IP Endpoint Volume Control on the main dialog.

Sound Level Sensitivity - Entering a value in this box adjusts the sensitivity of the MAX value in the Sound Level Meter. If the Sound Level Meter is hitting the MAX value too frequently, adjust this value to adjust the amount of time it takes to set the MAX. Generally, this value is set between 8 and 16.

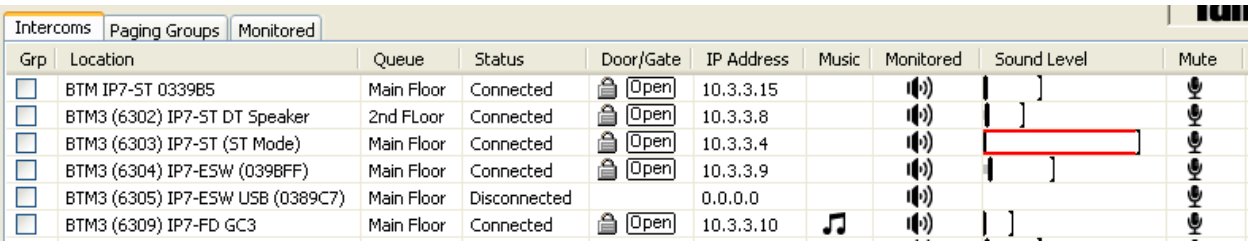
Audio Test File - Enter the name of a pre-recorded audio file to be used for testing in the IP Endpoint Volume Control. The file should be a .wav in uLaw format with a sample rate of 8kHz.

Preferences - Layout

The **Preferences - -> Layout** dialog determines the fields and tabs that will be displayed in the Operator Console.



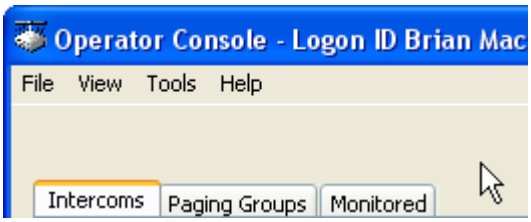
Show Columns - Place a check next to the columns that should be displayed on the **Intercoms** tab.



- **Queue** - Display the name of the Queue the IP Endpoint is a member of.
- **Status** - Display the Status of the Endpoint (Connected, Disconnected, Talking, Listening, etc).
- **Door/Gate** - Display the ICON used for activating the IP Endpoint's onboard Relay to open a door.
- **IP Address** - Display the IP Address of the IP Endpoint.
- **Background Music Indicator** - Display the Background Music indicator of the IP Endpoint. If the IP Endpoint supports Background Music, click the ICON to toggle on/off the Background Music option.

- **Monitored Device Indicator** - Display the Monitored Device indicator of the IP Endpoint. If the IP Endpoint supports Monitoring, click the ICON to toggle on/off the Monitoring option.
- **Sound Level** - Display the Sound Level for Monitored Endpoints. If the IP Endpoint is being Monoitored, the Sound Level displays the current, last 10 second average and max volume level for this IP Endpoint.
- **Mute** - Display the Monitor Mute ICON for Monitored Endpoints. When Endpoints are being monitored, the audio for individual endpoints can be muted. The Monitor Sound Level will continue to be updated when a monitored Endpoint is muted.

Show Tabs

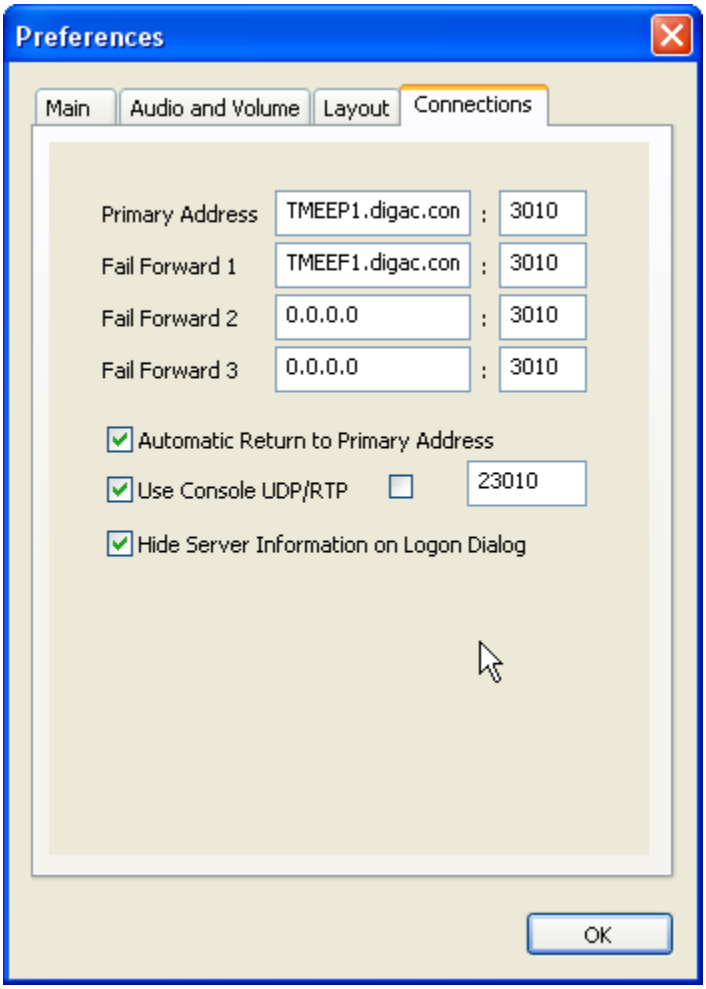


- **Groups tab** - Display the **Paging Groups** tab.
- **Monitor tab** - Display the **Monitor** tab.

Show Deprecated Options - As of version 5.2.1, the **Play File** button and the **Group** and **All Active** options under **Talk Mode** on the main screen have been deprecated and are disabled by default. Select this option to enable the options again. Users are encouraged to use **Paging Groups** in place of selecting a group of IP Endpoints and server based **Messages** instead playing local audio files.

Preferences - Connections

The Preferences --> Connections Tab determines the Primary and Fail Forward TalkMaster FOCUS Servers as well as the type of connection with the selected TalkMaster FOCUS Server. This information is initially filled out from the Logon dialog on the initial connection to the TalkMaster FOCUS Server. Once this information has been entered, it can be hidden from a Operator that does not have the Administrator Rights option.



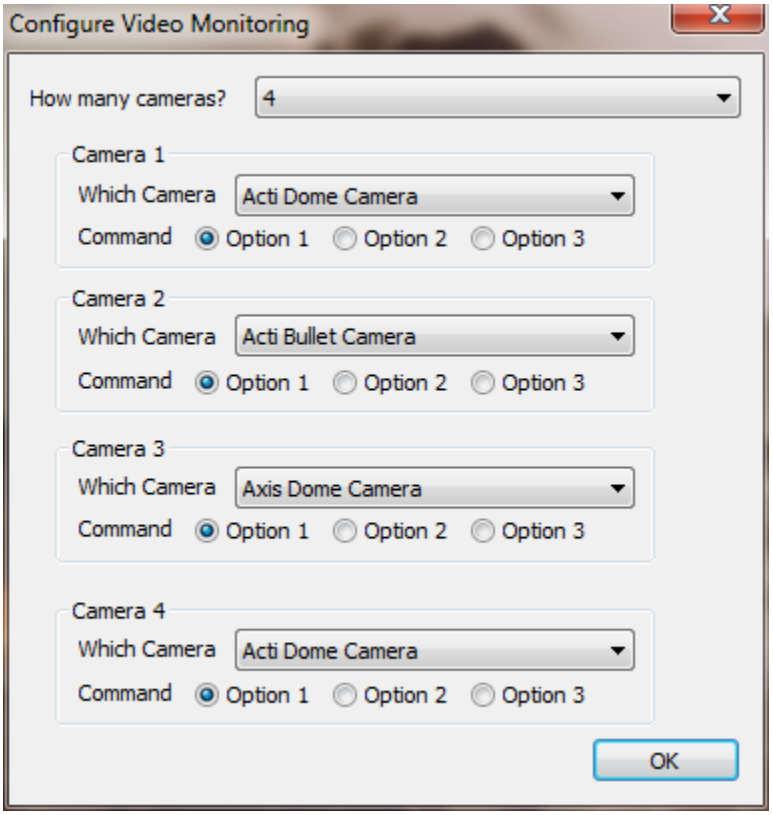
- **Address -** (required) Enter the IP Address or DNS of the Primary TalkMaster FOCUS Server. Once the **Address** has been entered, the Logon Options will not be displayed. If this field is set to 0.0.0.0, the **Options** on the Logon dialog will be displayed.
- **Fail Forward 1 -** (optional) Enter the IP Address or DNS of the first Fail Forward TalkMaster FOCUS Server.
- **Fail Forward 2 -** (optional) Enter the IP Address or DNS of the second Fail Forward TalkMaster FOCUS Server.
- **Fail Forward 3 -** (optional) Enter the IP Address or DNS of the third Fail Forward TalkMaster FOCUS Server.
- **Automatic Return to Primary -** Check this box to have the Operator Console automatically determine when the Primary TalkMaster FOCUS Server is available and reconnect to it.
- **Use UPD/RTP** - Check this box to send/receive audio to/from the Server using the RTP Protocol instead of the TCP Protocol (TCP is always used to send and receive commands to/from the Server). This reduces audio lag on congested networks and is required if using Full Duplex Intercoms. If there is a NAT'd router between this Operator Console and the Server, RTP will not work unless a fixed RTP port is specified and the appropriate Firewall port is opened up. If this option is unchecked, the Console will only use the TCP Protocol when

communicating with the Server. The protocol that is in use is displayed in the lower right hand corner of the main display.

- **Fixed RTP Port -** Used to specify a fixed RTP Port for the Operator Console. If no port is specified, UDP Port 23010 will be used. If 23010 is not available, the port will be incremented till a free port is found.
- **Hide Connection Information on Logon Dialog -** If this option is selected, the **Options** button on the Logon dialog will be "grayed out" to prevent the **Connection** information from being changed. If the Connection information needs to be changed, logon to the Operator Console with using an Operator that has been defined with the Administrator Rights option in the **Admin Console --> Operators** tab, then select menu option **Preferences -- > Connections.**

Monitored Video

Configure Monitored Video - Provides the ability to configure a video window with that can be monitored next to the Operator Console window. The video window can display up to four cameras. The cameras must be defined in the Admin Console under the **IP Video Sources** tab.



How many cameras? - Choose 1 or 4 cameras from the dropdown list to be displayed for continuous monitoring. Up to four separate cameras can be specified for the display.

Which Camera - Select a camera that has been defined in the Admin Console under the IP Video Sources tab

Command - The Options refer to different settings the camera has been configured with. For instance, one option may be set for 30 FPS and one for 15 FPS

Show Monitored Video - Checking this option shows the Monitored Video Window next to the Operator Console window. The Video will be displayed at all times.

Show Associated Video - Checking this option shows the shows the Associated Video Window next to the Operator Console window. The video is displayed from the time a call is answered till the time it is finished.

Tools Menu

The Tools Menu has the following option:

Record program events to file - Selecting this option toggles on the writing of tracking information for use by Digital Acoustics Technical Support. Do not select this option unless instructed to do so by Digital Acoustics Technical Support.

Open Support Folder - Selecting this option opens the folder where the consoleTracking.txt file is stored. This information is recorded in the "Application Data\Digital Acoustics" folder located under the Documents and Settings folder in the sub-directory of the currently logged in Windows user.

Help Menu

The Help Menu has the following options:

- **Help on using TalkMaster FOCUS** - Opens the interactive Help system.
- **Online documentation** - Opens a web browser to the TalkMaster FOCUS Documentation page.
- **Digital Acoustics Web Site** - Opens a web browser to the Digital Acoustics home page.
- **About** - displays the version of software.

Support Information

Contacting Technical Support

For information on contacting Technical Support, please visit our web site at:

www.digitalacoustics.com/support

About Us

Digital Acoustics, LLC

www.digitalacoustics.com

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