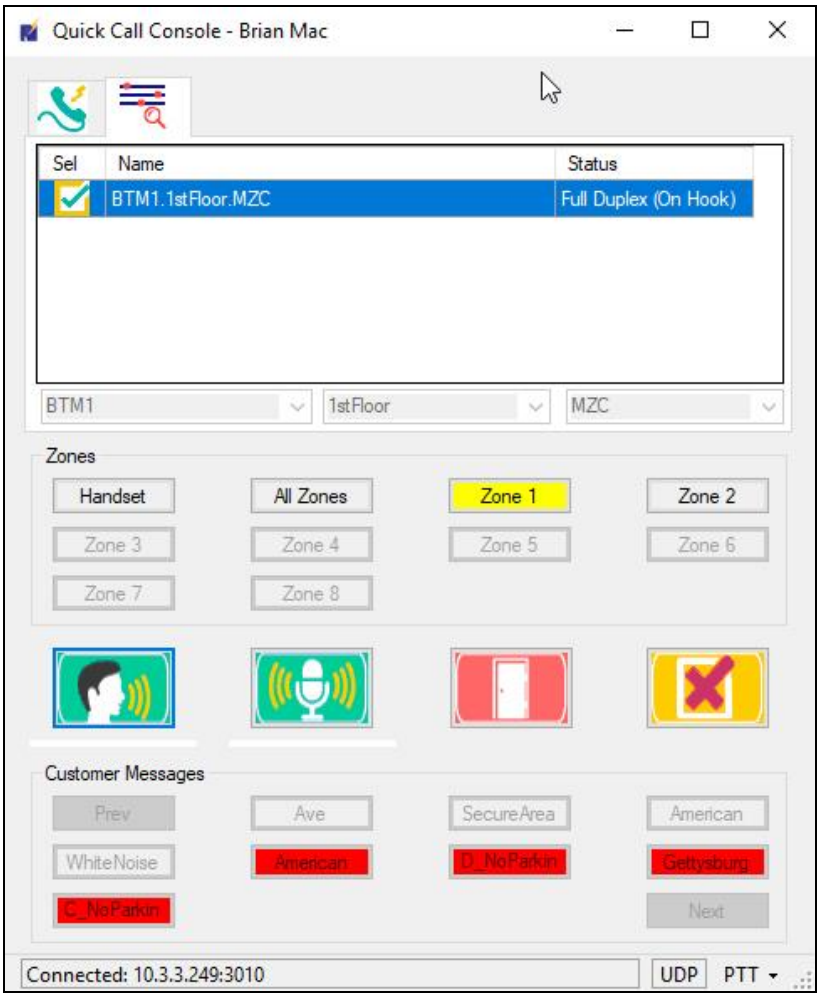
TalkMaster™ FOCUS

QuickCall Console

Reference Manual



DIGITAL ACOUSTICS

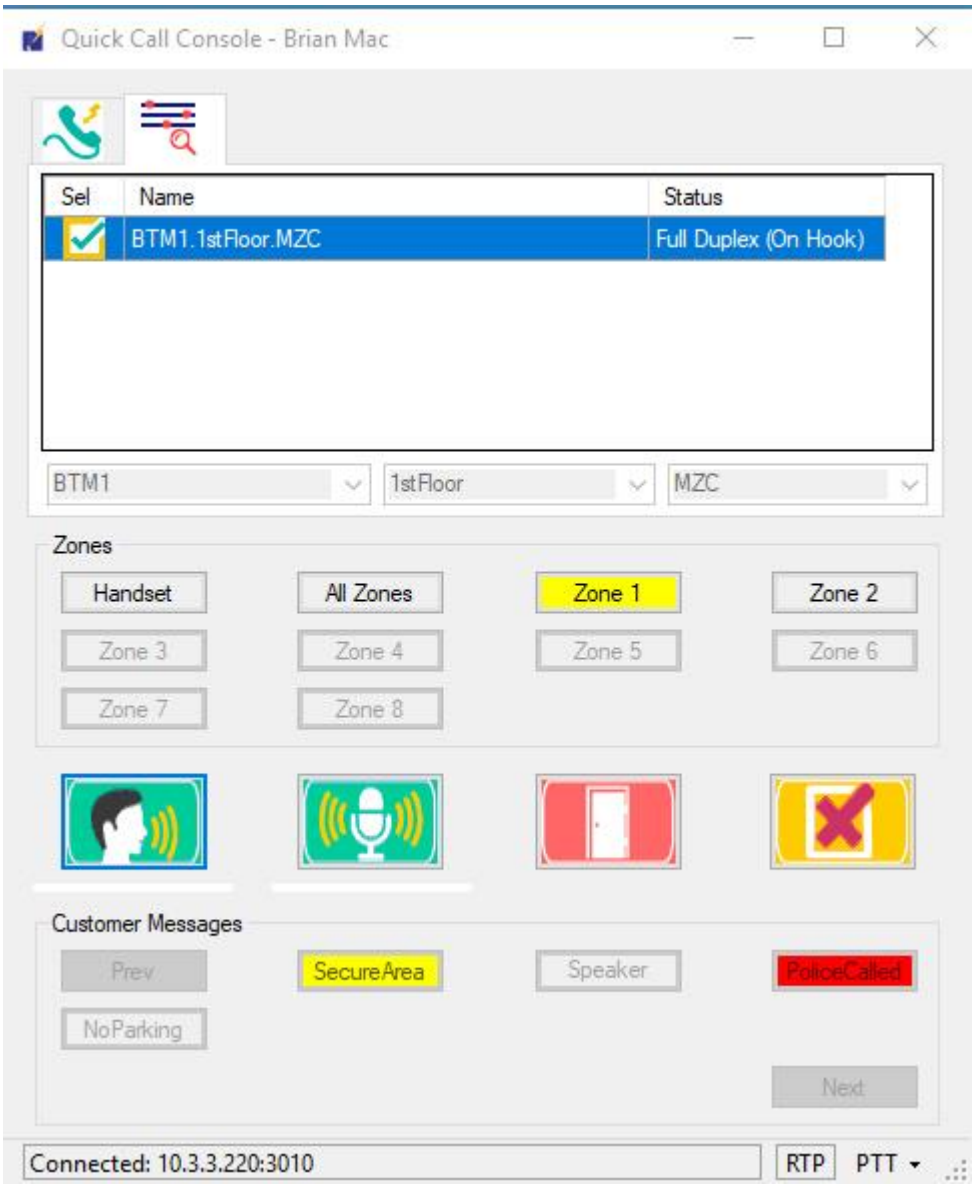
Table of Contents

Getting Started 1
Welcome 1
Release Notes 1
Overview 2
Screen Layout 3
IP7-MZC Zone Definition 4
Logon dialog 5
Incoming Call tab 9
Incoming Calls 9
Calls Waiting List 10
Search/Filter tab 13
Searching for an IP Endpoint 13
IP Endpoint Communication 19
Selecting Zones for an IP7-MZC 19
Controlling an Audio Session 20
Opening a Door 22
Sending Customer Messages 22
System Menu Options 25
System Menu 25
Configuration Settings 25
Configuration Settings - Main 26
Configuration Settings - Audio tab 27
Configuration Settings - Fail Forward tab 28
Configuration Settings - View tab 29
Screen Position 30
Help Menu Options 30
Support Information 31
Contacting Technical Support 31
About Us 31
Index 33

Getting Started

Welcome

Welcome to the TalkMaster FOCUS QuickCall Console. QuickCall is designed to answer incoming calls generated by TalkMaster FOCUS and/or to make outgoing calls by looking up an IP Audio Endpoint.



Release Notes

August 2017

- Initial Release

Overview

The QuickCall Console has been designed to facilitate IP Audio Endpoint communications in TalkMaster FOCUS environments with many endpoints such as call centers.

The application is designed to answer incoming calls generated by TalkMaster FOCUS or to make outgoing calls by quickly looking up an IP Endpoint.

Before using the QuickCall Console, an IP Endpoint naming convention should be established. The QuickCall Console reviews the IP Endpoint names and breaks them up into three tiers to enable quick lookups based on the IP Endpoint names. The naming convention should specify a **Separator** character to distinguish the three tiers in the IP Endpoint Name. The QuickCall Console needs to be configured with the **Separator** character. This option can be set on each individual PC or the **QuickCall Master Configuration** program can be used to set system wide configuration settings.

Incoming calls

Incoming Calls are generated by TalkMaster FOCUS in the following situations:

- The **Talk** button is pressed on an on an ii3 or IP7
- On IPs configured with the **HANDSET** option checked on the **Admin Console --> IP Endpoints --> Options 2** tab when the Handset is taken Off-Hook
- On the IP7-MZC-FD configured with the **Zone Controller has handset** option checked on the **Admin Console --> IP Endpoints --> ZC --> Options** tab when the attached analog phone is taken Off-Hook

Outgoing calls

To make an outgoing call, the QuickCall Console builds a list of all first level values of the IP Endpoints Location Name so the Operator can select one of them from a drop down. Once selected, a list of the corresponding 2nd level values will be displayed in a drop down, followed by the third level. The names of the three tiers will default to **Customer**, **Site** and **Device**, but can be configured to different values along with the **Separator** character used in the Location Name. The **QuickCall Master Configuration Utility** can be used to set system wide configuration options that will be used by all QuickCall Operators.

A few example IP Endpoint naming conventions are show below:

Customer, **Site**, **Zone** with a Separator character of a **period**

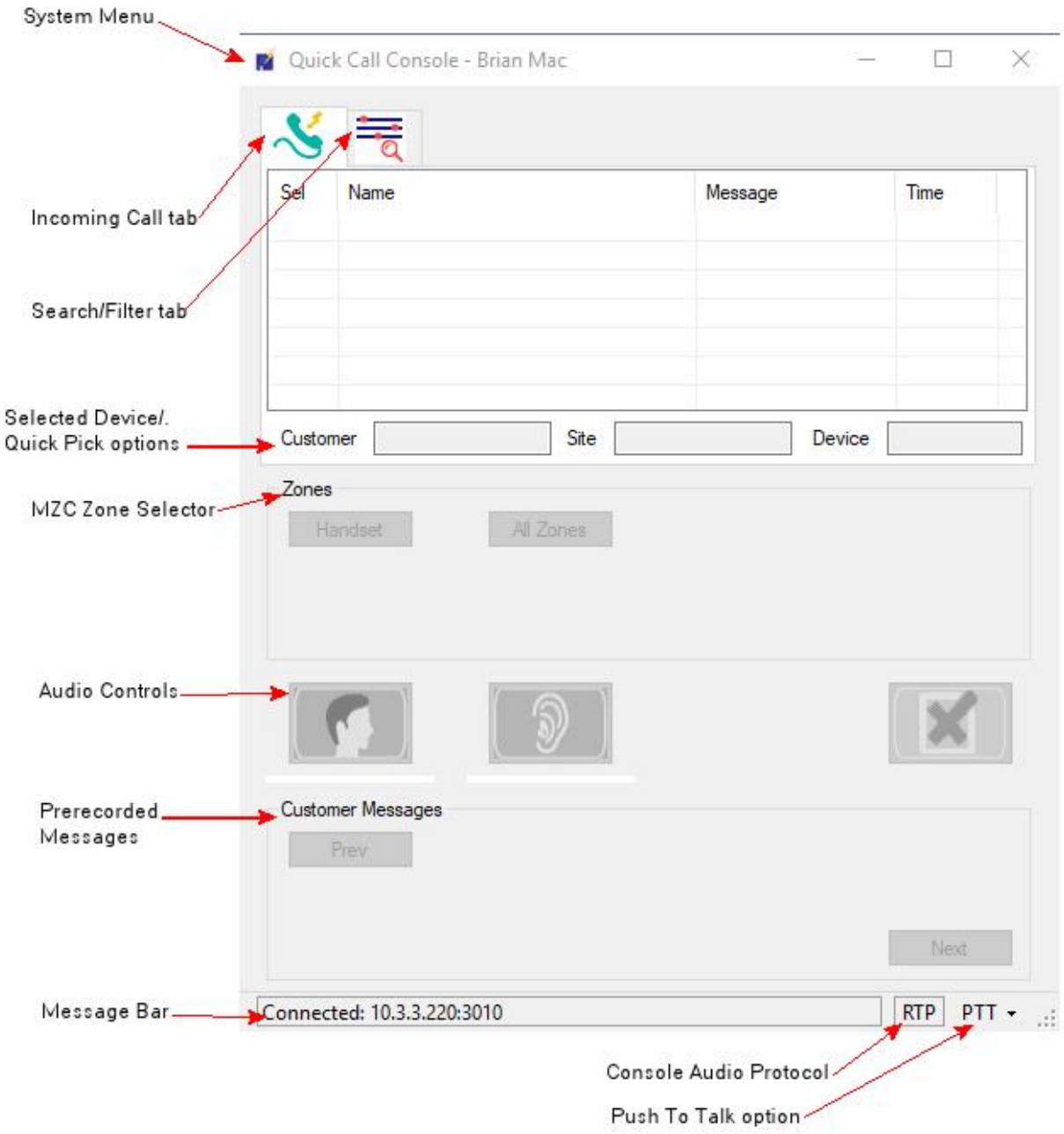
- VFX.0741.BackDock
- VFX.0741.OverheadSpeaker
- VFX.0942.BackDock
- VFX.0942.FrontCounter
- VFX.0942.OverheadSpeaker

Campus, **Building**, **Floor** with a Separator character of a **dash**

- MainCampus-StuartHall-1stFloor
- MainCampus-StuartHall-2ndFloor
- MainCampus-Cafe-MainFloor
- RemoteCampus-LectureHall-Basement
- RemoteCamput-Cafe-MainFloor

Screen Layout

After loging on to the QuickCall Console, the following screen is displayed:

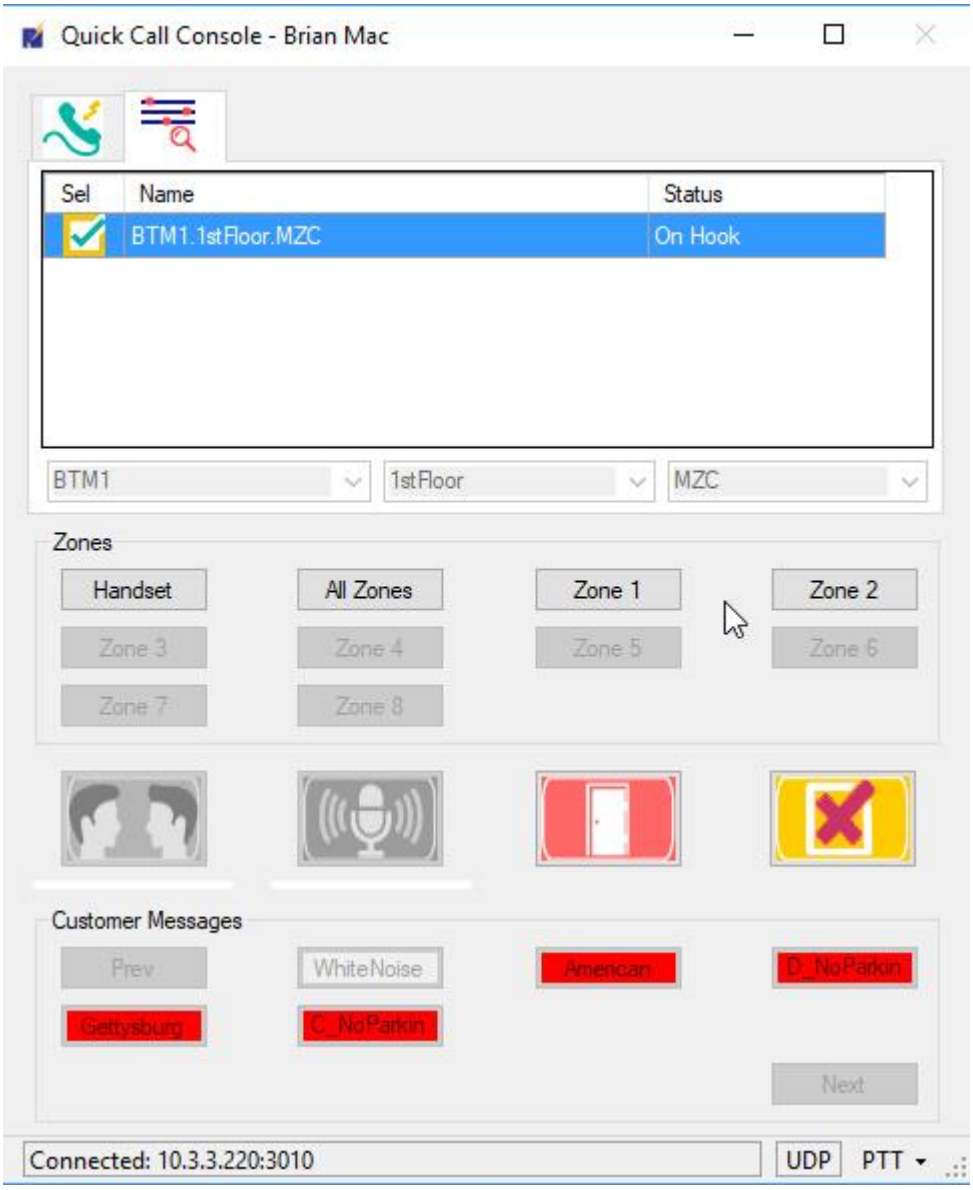


- **System Menu** - Clicking the System Menu option provides access to the **Configuration**, **Log**, **Display Log Folder**, **Screen Position**, **About**, and **Logoff** menu options
- **Incoming Calls** tab - Displays a list of the current calls that are waiting to be answered
- **Search/Filter** tab - Provides an Operator to quickly select a device through a three-tier drop down list
- **Selected Device/Quick Pick Options** - On the Incoming Calls tab, this area displays the currently selected IP Endpoint. On the Search/Filter tab, the three drop downs provide the ability to select a specific IP Endpoint
- **MZC Zone Selector** - If an IP7-MZC - Multi Zone Controller is selected, the Operator can determine which Audio Zone(s) is to be activated
- **Audio Controls** - Provides Talk/Listen controls for half-duplex IP Endpoints and Start/Mute controls for full-duplex IP Endpoints
- **Prerecorded Messages** - Buttons are displayed for each prerecorded audio file that has been set up for the selected IP Endpoint
- **Message Bar** - Shows the server the console is connected to
- **Console Audio Protocol** - Tracks the option **Configuration --> Main --> Use RTP Audio**. Displays as either RTP or TCP
- **Push To Talk Options** - Tracks the option **Configuration --> Main --> PTT for Talk**. Highlighted in green when active. Click the down arrow, then click PTT to toggle

IP7-MZC Zone Definition

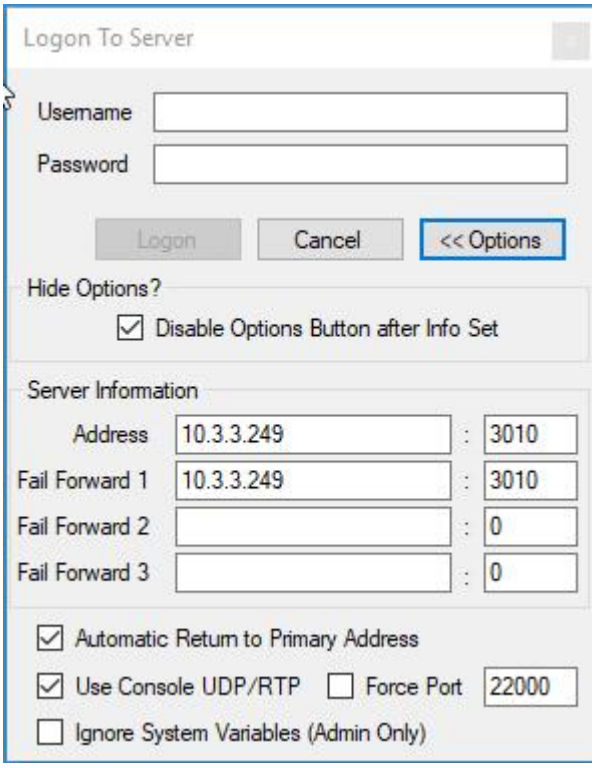
An **IP7-MZC-FD - Multi Zone Controller** is an IP Audio device that can be configured with up to 48 full duplex audio zones. The zones can be dynamically turned on/off at any time during an audio session. The IP7-MZC-FD can also have a analog telephone connected to it that can communicate over the IP7-MZC-FDs IP connection. When an IP7-MZC-FD is configured, up to eight **Zone Groups** can be created. Each Zone Group can define the speakers and/or microphones in one or more zones that can be activated at the same time.

The QuickCall Console enables the buttons for any **Zone Groups** that have been configured for the selected IP7-MZC-FD. It also displays buttons for the **Handset** and **All Zones**.



Logon dialog

After opening the application, a Logon dialog box is displayed.



Enter a User Name and Password that has been defined in the TalkMaster FOCUS Administrator Console.

- **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 **Server 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 QuickCall 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 and the Console Port. Once the Address has been entered, the Logon Options will not be displayed.
  - **Fail Forward 1** - (optional) Enter the IP Address or DNS and the Console Port of the first Fail Forward TalkMaster FOCUS Server.
  - **Fail Forward 2** - (optional) Enter the IP Address or DNS and the Console Port of the second Fail Forward TalkMaster FOCUS Server.
  - **Fail Forward 3** - (optional) Enter the IP Address or DNS and the Console Port 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*

- **Ignore System Variables (Admin Only)** - Using the **QuickCall Global Configuration Settings** application, a system administrator can define TalkMaster **System Variables** to override local Configuration settings. An Operator that has been defined with the **Administrator Rights** option in the **Admin Console --> Operators tab** can check this option to temporarily use the local Configuration settings

* 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.

Incoming Call tab

Incoming Calls

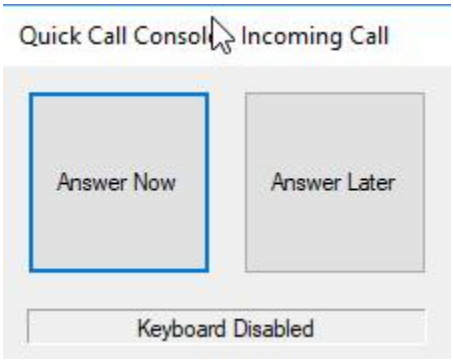
Incoming Calls are generated by TalkMaster FOCUS in the following situations:

- The **Talk** button is pressed on an on an ii3 or IP7
- A Digital Acoustics' Handset (model HS-A1) is taken Off-Hook on IP7s configured with the **HANDSET** option checked on the **Admin Console --> IP Endpoints --> Options 2** tab
- The Handset for an analog phone is taken Off-Hook on IP7-MZC-FDs configured with the **Zone Controller has handset** option checked on the **Admin Console --> IP Endpoints --> ZC --> Options** tab

***Note**: If a handset is taken Off-Hook and placed back On-Hook before the call is answered, the incoming call entry is automatically deleted.*

***Note:** if multiple Operators try to answer the call, the first one to select the **Answer Now** button or the **Sel** ICON in the list box will be assigned the call and the **Incoming Call** dialog and the entry in the **Calls Waiting List** will automatically be removed for all other Operators*

The **Incoming Call** dialog will pop up with the **Answer Now** or **Answer Later** buttons, the IP Endpoint will be listed in the Calls Waiting List and the Operator will hear the "incoming call" message:



- Pressing **Answer Now** will select the IP Endpoint so an audio session can be started.
    - By default, the pressing the **Space Bar** or clicking the **Answer Now** button will answer the call. To disable the keyboard on this dialog**,** check the **Disable Keyboard During Call Announcement** option in the **System Menu --> Configuration Settings --> Audio** tab.
    - The **Incoming Call** dialog will not pop up if the **Enable Incoming Call Popup** option is unchecked in the **System Menu --> Configuration Settings --> Audio** tab.
    - The "incoming call" message can be replaced with a custom audio message by specifying a different wave file in the **Announcement** option in the **System Menu --> Configuration Settings --> Audio** tab
- Pressing **Answer Later** will close the Incoming Call dialog. The Operator can then select the call from the Calls Waiting List at any time. If the call has not been answered within the **Incoming Call Guard Time** (defined in the **System Menu --> Configuration Settings --> Audio** tab), the Incoming Call dialog will pop up again

If the Operator is in an audio session with an IP Endpoint and a new call comes in:

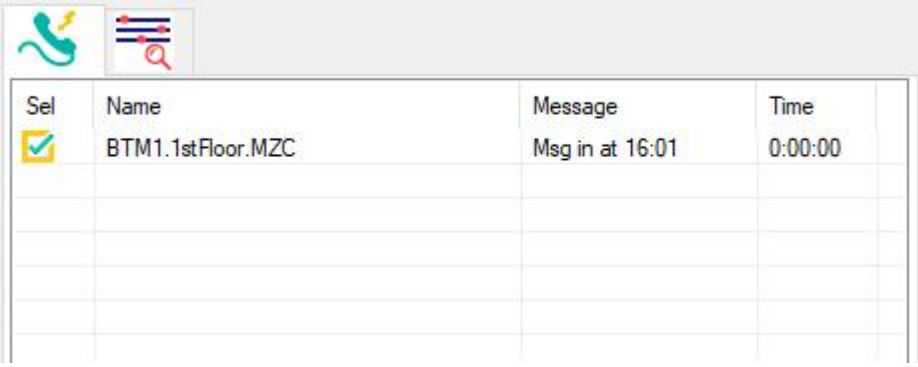
- The call will be added to the Calls Waiting List
- The Incoming Call dialog will not be displayed

- The Incoming Call Announcement will not be displayed

Once the Operator completes the current call, they can answer the next call from the Calls Waiting List. If they do not answer it, The Incoming Call dialog and the Announcement will play within the time specified in the **Incoming Call Guard Time** option in the **System Menu --> Configuration Settings --> Audio** tab.

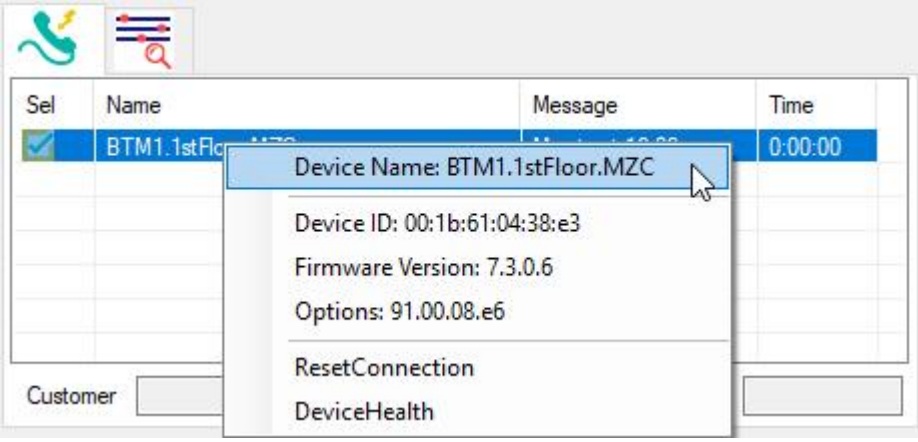
Calls Waiting List

The Calls Waiting list displays a list of unanswered Incoming Calls. Normally, the Incoming Call dialog will be displayed first, but depending on the Configuration settings, an Operator may be able to select an incoming call from the Calls Waiting list.

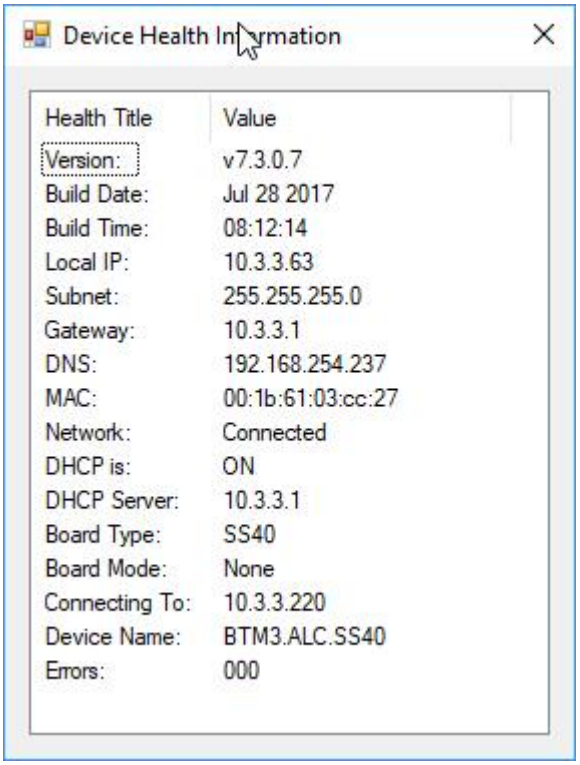


To select a call for an audio operation, click on the **Sel** column ICON.

To display detailed information about a device, right click on the entry:



- **Device ID** (12 digit MAC address), **Firmware Version** and **IP Endpoint Options**
- **Reset Connection** - Closes the connection between the IP Endpoint and TalkMaster Server. Once the IP Endpoint is disconnected, it will automatically attempt to reconnect
- **Device Health** - Displays the current network status and any internal errors reported by the IP Endpoint


Device Health Information
Health Title
Value
Version:
v7.3.0.7
Build Date:
Jul 28 2017
Build Time:
08:12:14
Local IP:
10.3.3.63
Subnet:
255.255.255.0
Gateway:
10.3.3.1
DNS:
192.168.254.237
MAC:
00:1b:61:03:cc:27
Network:
Connected
DHCP is:
ON
DHCP Server:
10.3.3.1
Board Type:
SS40
Board Mode:
None
Connecting To:
10.3.3.220
Device Name:
BTM3.ALC.SS40
Errors:
000

Search/Filter tab

Searching for an IP Endpoint

The Search/Filter tab provides an Operator with the ability to quickly find a specific IP Endpoint. When an IP Endpoint is named, it should be created so that the name can be broken down into three parts. Each part of the name is identified by a **Separator** character. The QuickCall Console creates a drop down lists for each combination of the three tiers.

The three tiers are named Customer, Site, and Device, but these can be globally defined along with the Separator character so all QuickCall Operators see the same information (refer to the **QuickCall Master Configuration Utility**). Here are a few examples:

Customer, Site, Device with a Separator character of a period

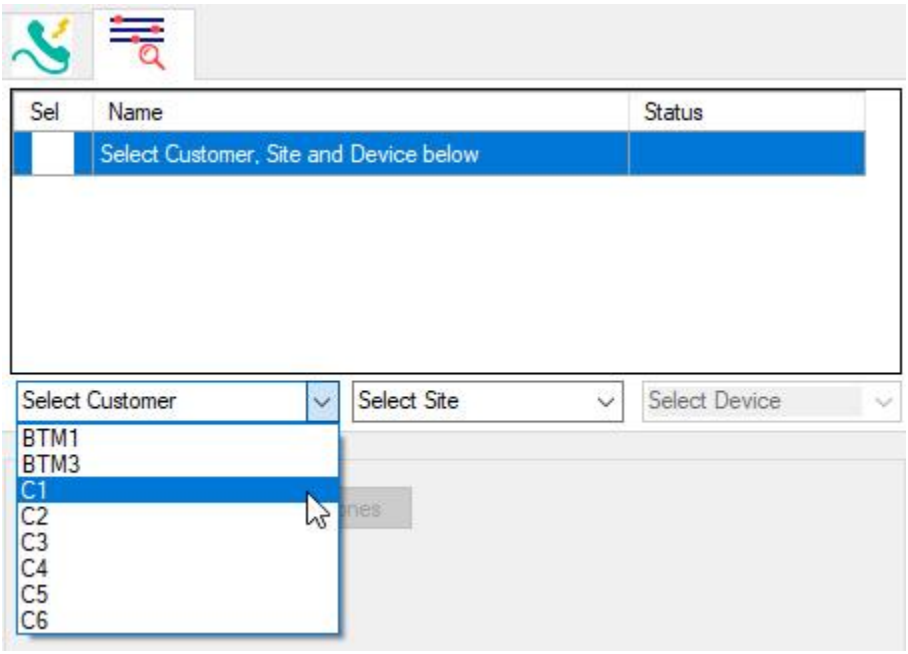
- ACD.0741.BackDock
- ACD.0741.OverheadSpeaker
- VFX.0942.BackDock
- VFX.0942.FrontCounter
- VFX.1074.OverheadSpeaker

Campus, Building, Floor with a Separator character of a dash

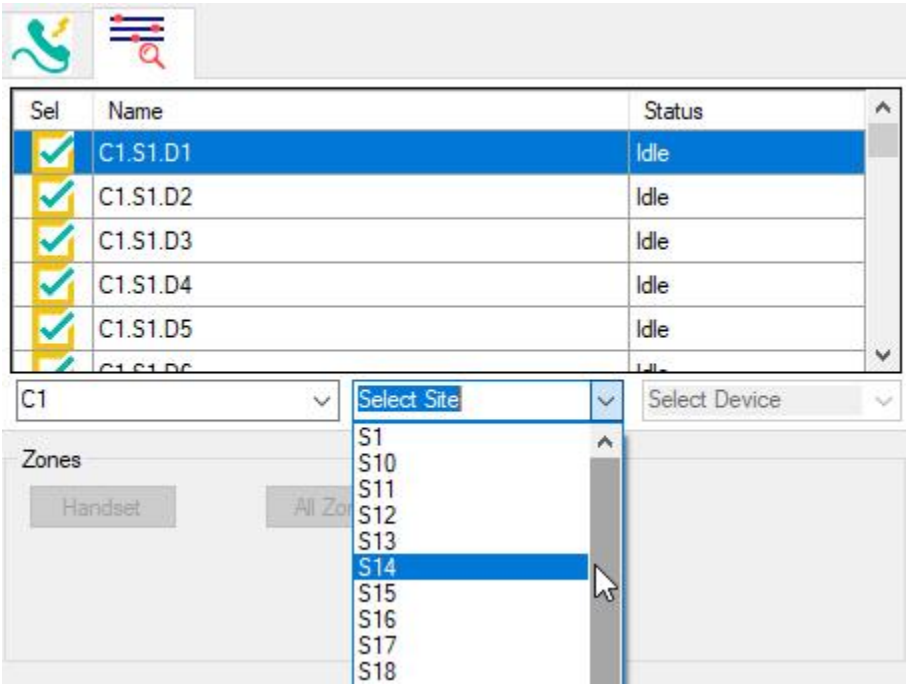
- MainCampus-StuartHall-1stFloor
- MainCampus-StuartHall-2ndFloor
- MainCampus-Cafe-MainFloor
- RemoteCampus-LectureHall-Basement
- RemoteCamput-Cafe-MainFloor

To search/filter for an IP Endpoint:

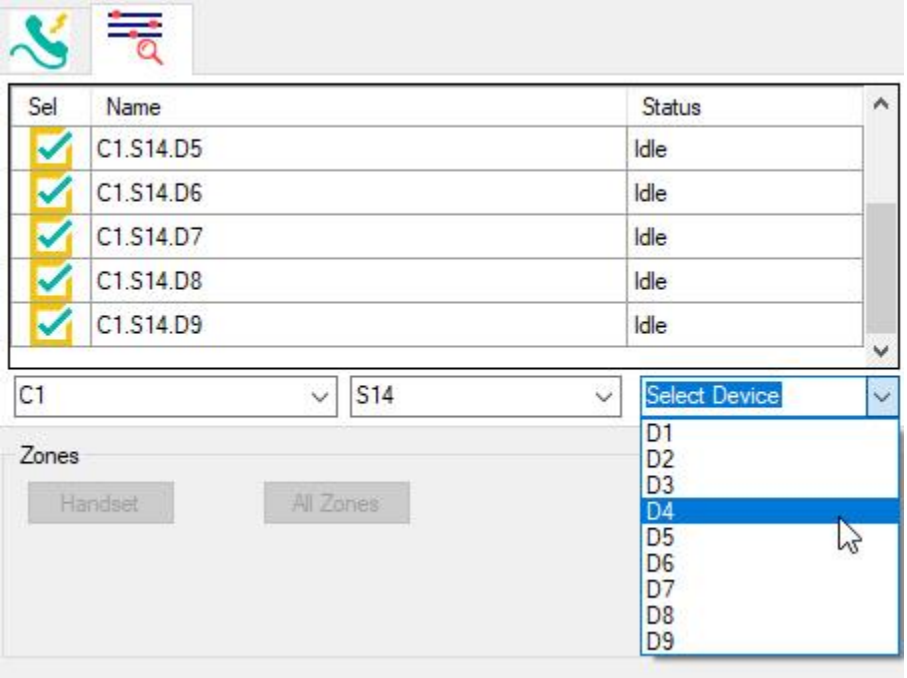
- Click or tab to the first quick pick drop down
- Start typing a name or press the down/up arrows or click on the drop down arrow and select an entry



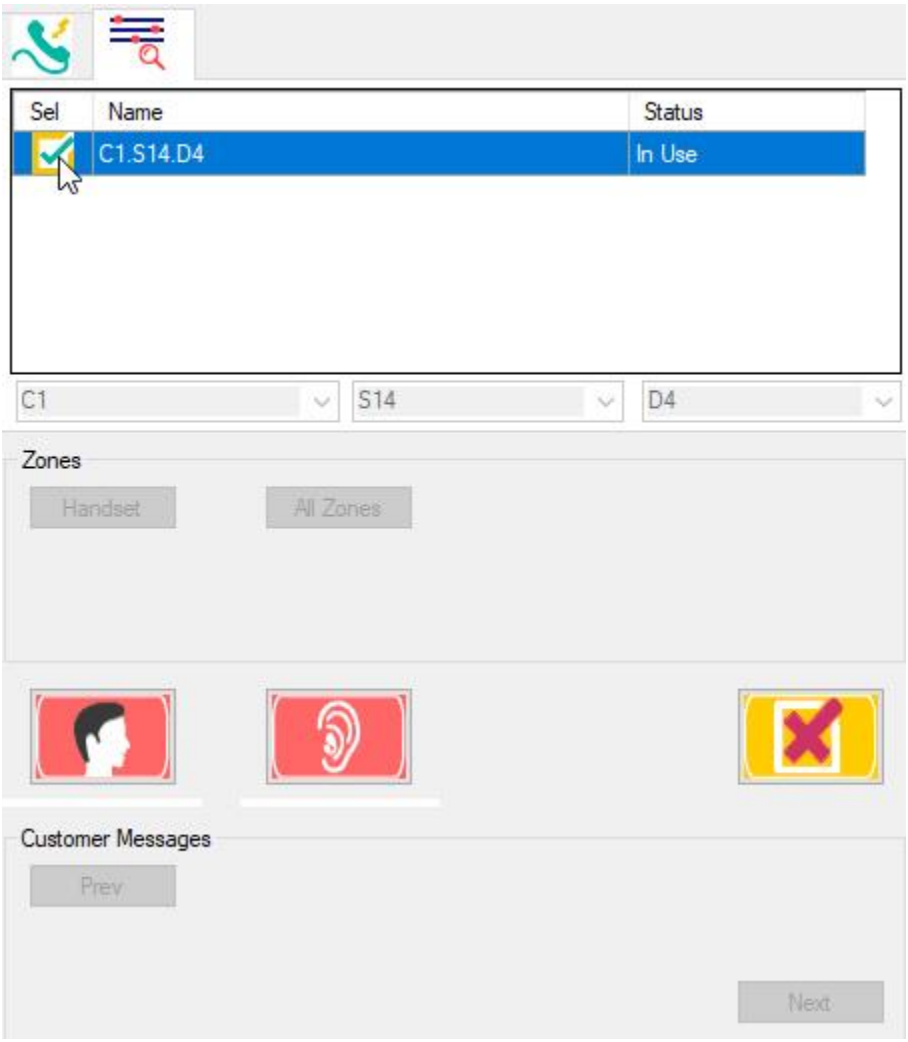
- The list box will display IP Endpoints that match the selected first tier
- Tab or click on the second tier. The drop down will automatically be filtered to show the second tier of only those IP Endpoints that match the selected first tier
- Start typing the second tier of a name or press the down/up arrows or click on the drop down arrow and select an entry



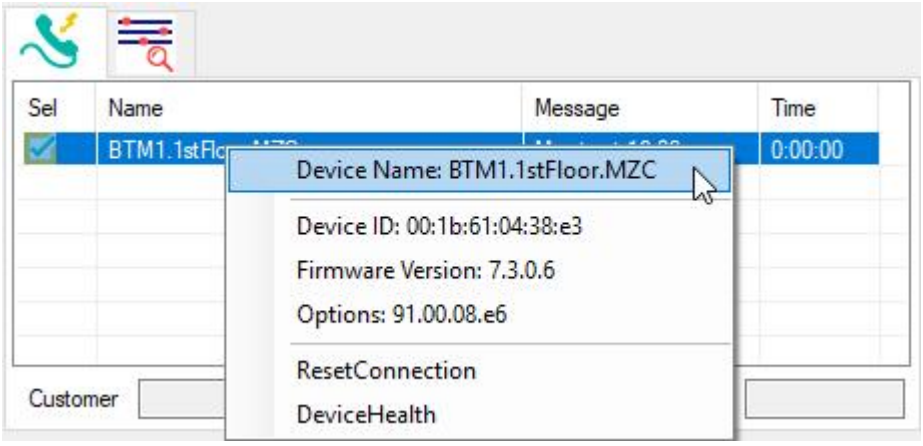
- The list box will narrow the display to IP Endpoints that match both the first tier and second tiers
- Tab or click on the third tier. The drop down will automatically be filtered to show the third tier of only those IP Endpoints that match the selected first and second tiers
- Start typing the third tier of a name or press the down/up arrows or click on the drop down arrow and select an entry



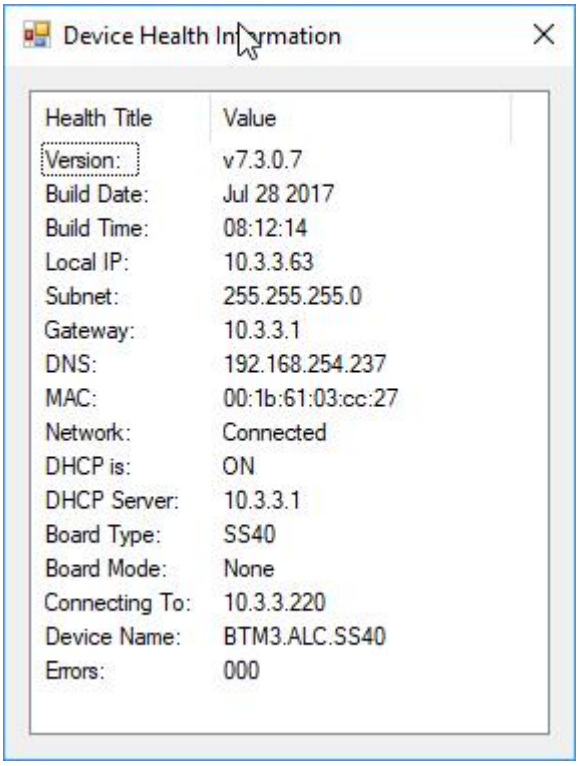
- The list box will narrow the display to IP Endpoints that match the first, second and third tiers
- Click on the **Sel** ICON for the desired IP Endpoint to select it for audio operations or right click to display detailed information about the endpoint



To display detailed information about an IP Endpoint, right click on the entry:



- **Device ID** (12 digit MAC address), **Firmware Version** and **IP Endpoint Options**
- **Reset Connection** - Closes the connection between the IP Endpoint and TalkMaster Server. Once the IP Endpoint is disconnected, it will automatically attempt to reconnect
- **Device Health** - Displays the current network status and any internal errors reported by the IP Endpoint



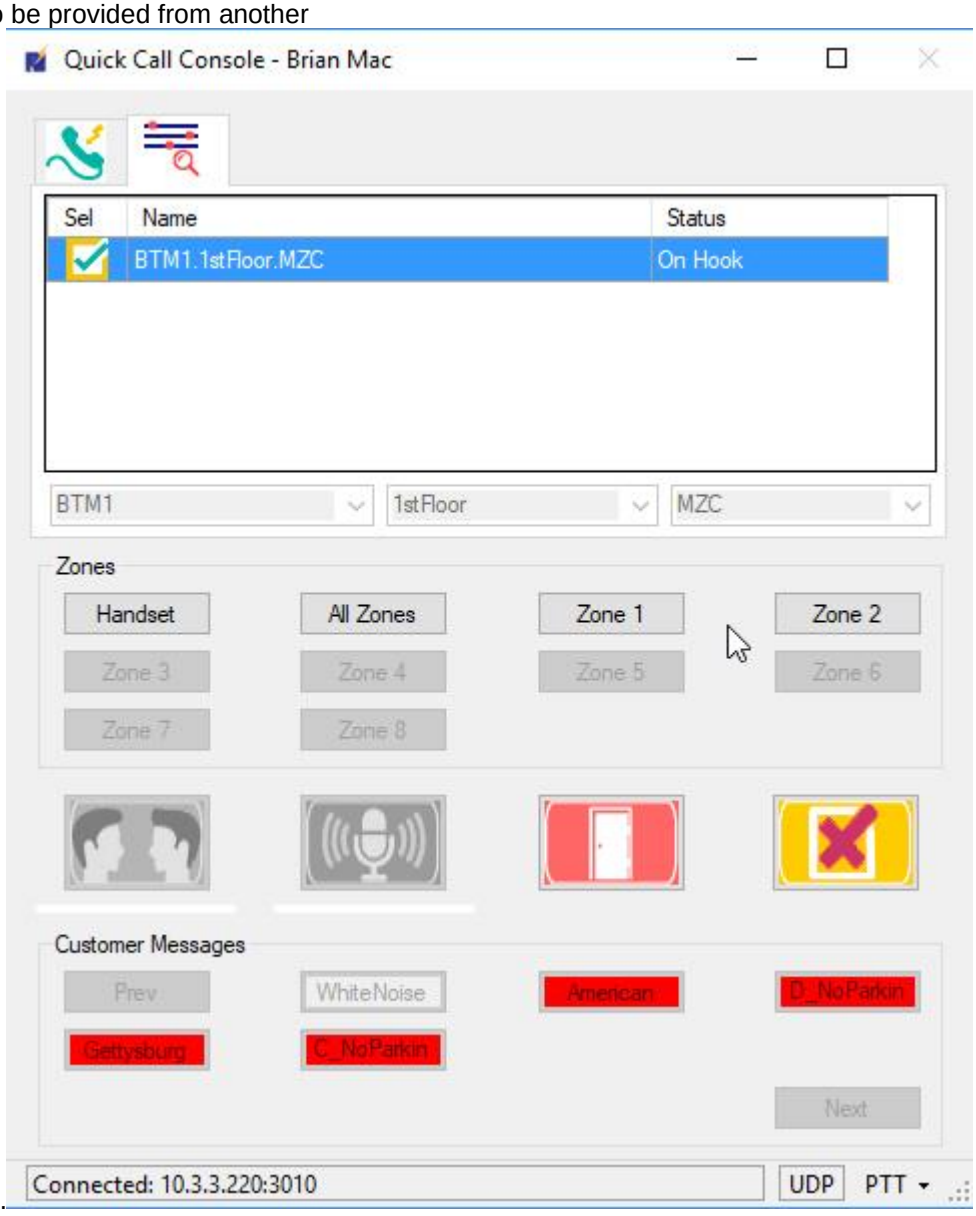
Notes:

- An IP Endpoint can be selected from the list box for audio operation at any time by clicking the ICON in the **Sel** column
- IP Endpoints that do not have properly formatted names (i.e. missing Separator character) will still show up in the first or second tier drop down boxes

IP Endpoint Communication

Selecting Zones for an IP7-MZC

An **IP7-MZC-FD - Multi Zone Controller** is an IP Audio device that can be configured with up to 48 full duplex audio zones. The zones can be dynamically turned on/off at any time during an audio session. The IP7-MZC-FD can also have a analog telephone connected to it that can communicate over the IP7-MZC-FDs IP connection. The definitions for each zone will need to be standardized for an implementation (Zone 1 = Front Door, Zone 2 = Back Door, Zone 3 = Register, Zone 4 = Overhead Paging, etc) or will need to be provided from another system.



If an Operator selects an IP7-MZC-FD, the Audio Controls will be inactive till a Zone has been selected.

- The Operator must select an audio zone before the audio controls are enabled

- If the Handset attached to the IP7-MZC-FD has been taken off hook or is taken off hook at any time during the call, the HANDSET zone will automatically be selected so the Operator can carry on a private conversation with the user

Controlling an Audio Session

The Audio Controls are activated when an IP Endpoint is selected from either the **Incoming Call** dialog or from the **Search/Filter** tab. If the selected IP Endpoint is a model IP7-MZC, a Zone must be selected as well. The audio controls that appear for a IP Endpoint depend on it's capabilities and configuration. The audio controls can be activated using either the PC's keyboard or the mouse.

Note:

*If the **PTT for Talk** option has been checked in the **Configuration --> Main** settings, the **Talk** button can be activated in one of two ways:*

- *Press and hold the **Space Bar** while the Operator is talking and release the **Space Bar** to stop*
- *Click and hold down the **Talk** button while the Operator is talking and release the **Talk** button to stop*
- *If the selected IP Endpoint is in Half-Duplex mode, the **Listen** button is automatically activated when talking stops*
- *The PTT drop down in the lower right hand corner of the screen is highlighted in green in this mode*

*If the **PTT for Talk** option has not been checked in the **Configuration --> Main** settings, the **Talk** button can be activated as follows:*

- *Press and release the **Space Bar** to start talking and then press and release the **Space Bar** to stop talking*
- *Click the **Talk** button while the Operator is talking and release the **Talk** button to stop*
- *If the selected IP Endpoint is in Half-Duplex mode, the **Listen** button must be activated by the Operator*
- *The PTT drop down in the lower right hand corner of the screen is not highlighted in this mode*

Speaker Only IP Endpoint - Only he **TALK** button will be enabled for IP Endpoints that are configured with the **Supports Full-Duplex** option unchecked in the **Admin Console --> IP Endpoints --> Options 1** tab and with the **Remote Listen Disable** option checked in the **Admin Console --> IP Endpoints --> Options 2** tab

Press the Space Bar or click the red **Talk** button to start talking. The **Talk** button will turn green to indicate that it is active. Refer to the **Note** above to stop talking

Half-Duplex IP Endpoint - Both the **TALK** and **LISTEN** buttons will be enabled for IP Endpoints that are configured with the **Supports Full-Duplex** option unchecked in the **Admin Console --> IP Endpoints --> Options 1** tab

Press the Space Bar or click the red **Talk** button to start talking. The **Talk** button will turn green to indicate that it is active. Refer to the **Note** above to stop talking

When the talking is finished and the PTT option is in affect, the Listen button is automatically engaged. If PTT option is not if affect, press the "l" key or click the **Listen** button. To stop listening, press the "l" key or click the **Listen** button

Full-Duplex IP Endpoint - The **Full Duplex** button will be enabled for IP Endpoints that are configured with the **Supports Full-Duplex** option checked in the **Admin Console --> IP Endpoints --> Options 1** tab

Press the Space Bar or click the red **Full Duplex** button to enable full-duplex"hands free" talking with the user at the IP Endpoint. The Full Duplex and **Local Microphone** buttons will turn green to indicate they are active

Pressing the "m" key or clicking the **Local Microphone** button will toggle muting of the Operator's local microphone enabling them to listen, but not be heard. The **Local Microphone** button will turn red to indicate that it is not active

To end an audio session, either press the **ESC** key or click the **Close** button. The IP Endpoint will be deselected and the Audio Controls will be grayed-out

If the IP Endpoint was selected from the **Search/Filter** tab, the list box will be displayed with the second tier of the IP Endpoint's name selected

Opening a Door

If a selected IP Endpoint has an onboard relay that has been configured with the **Relay Mode** option set to **Door / Relay Output** in the **Admin Console --> IP Endpoints --> Options 1** tab, the **Door Relay** button will appear next to the Audio Controls. This enables an Operator to open a door after verifying someone's identity.

Press the **Enter** key or click the red **Door Relay** button to open the door. The **Door Relay** button will turn green to indicate that it is active. Once the IP Endpoint's relay turns off, the **Door Relay** button will automatically turn red

Sending Customer Messages

Once an IP Endpoint has been selected and the Audio Controls are activated, the Operator can optionally send a pre-recorded message to the IP Endpoint.

Pre-recorded **Messages** are stored on the TalkMaster FOCUS Server and are associated with IP Endpoints defined in a **Paging Group**. The QuickCall Console displays any **Message** that is associated with a **Paging Group** that the IP Endpoint is a member of.

The **Next** button is enabled when there are more messages that can fit into the **Messages** box. Press **Next** to see additional messages. Press **Prev** to display the prior set of messages.

Messages are color coded based on priority:

- **No color** - Normal
- **Yellow** - Important
- **Red** - Emergency

Hover over a button to see the complete message name.

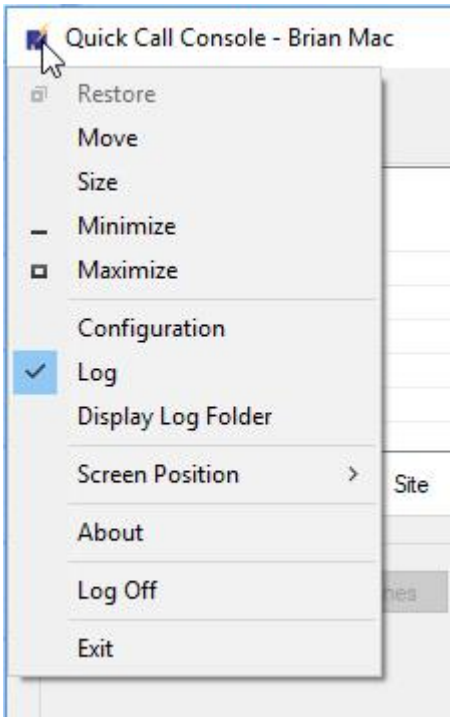
To send a pre-recorded message:

- Press the associated button
- The button name changes to **Stop** (or to **Stop Repeat** for a Message that repeats)
- Pressing the **Stop** or **Stop Repeat** will end the message immediately
- If the **Escape** key is pressed or the **Close** button is clicked, while a Message is playing the message is stopped

System Menu Options

System Menu

To open the **System Menu** for the QuickCall Console, click on the QuickCall ICON in the upper left hand corner of the screen.



Configuration - Opens the QuickCall Configuration dialog. Only Operators defined with **Administrative Rights** in the TalkMaster Admin Console can make configuration changes

Log - If instructed by Digital Acoustics Technical Support, click this option to enable tracking of QuickCall program events. A check mark next to the option indicates the Log is active

Display Log Folder - Opens the folder containing the QuickCall program events that have been logged

Screen Position - Displays options for saving the screen position of the QuickCall Console

About - Displays QuickCall program version and TalkMaster FOCUS Licenses information

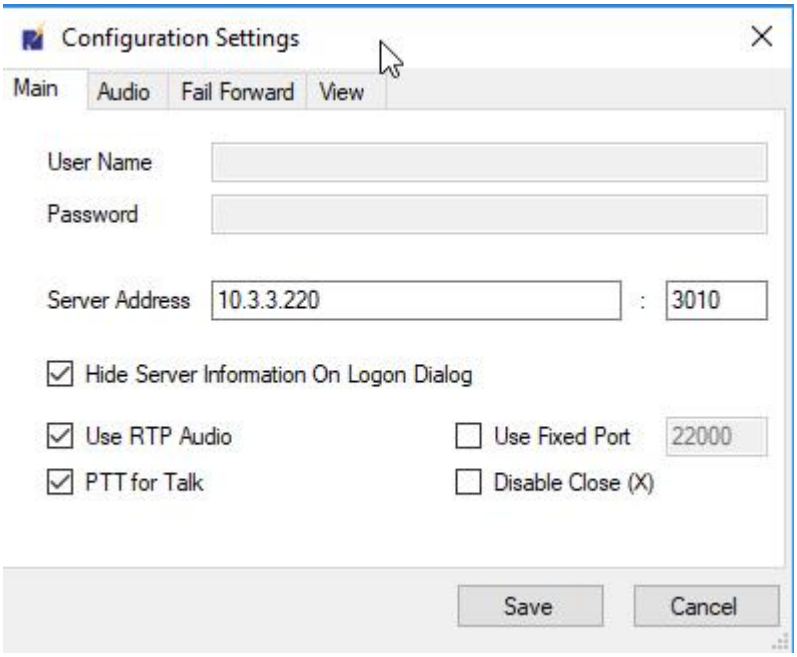
Logoff - Logs off the current Operator and returns to the Logo dialog

Exit - Logs off the current Operator and exits the program

Configuration Settings

The Configuration Settings consists of four tabs has the following option. Only Operators defined with **Administrative Rights** in the TalkMaster Admin Console can make configuration changes.

These options can be set on each individual PC or the **QuickCall Master Configuration** program can be used to set system wide configuration settings.

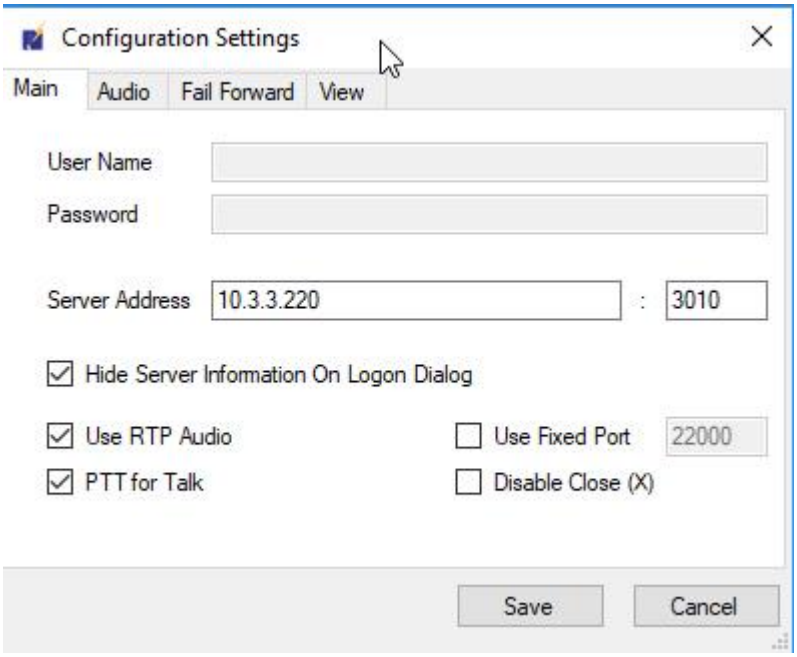


- **Main** tab - Displays the main connection and option settings
- **Audio** tab - Displays the local PC audio options
- **Fail Forward** tab - displays the Fail Forward options
- **View** tab - Displays the View options

Configuration Settings - Main

The Main tab is used to specify the primary connection and option settings for the QuickCall Console. Only Operators defined with **Administrative Rights** in the TalkMaster Admin Console can make configuration changes.

These options can be set on each individual PC or the **QuickCall Master Configuration** program can be used to set system wide configuration settings.

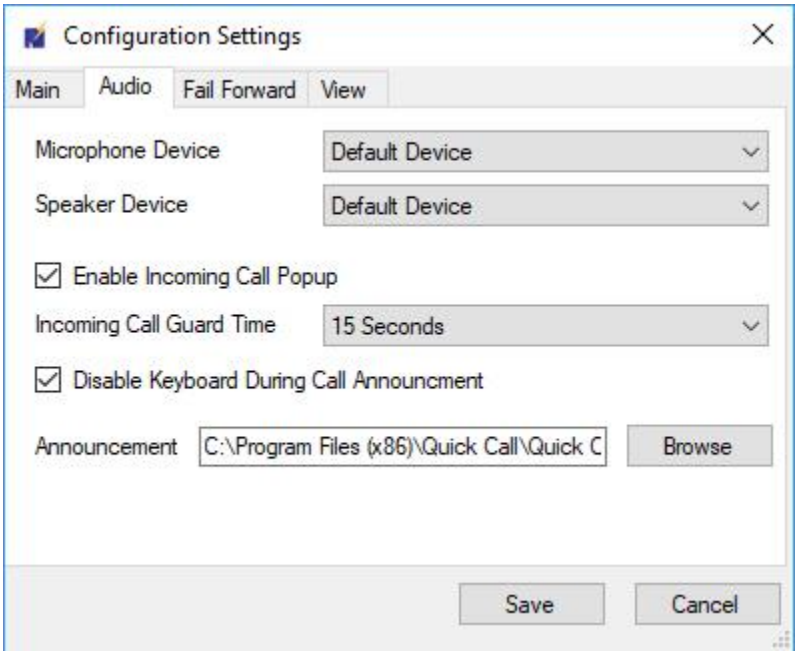


- **User Name** - not currently used
- **Password** - not currently used
- **Server Address:Port** - Specify the IP Address or DNS of the Primary TalkMaster FOCUS Server. The Port will default to 3010
- **Hide Server Information On Logon Dialog** - If checked, the **Options** button on the Logon dialog will be hidden so operators do not accidently change any of the settings
- **Use RTP Audio** - The QuickCall Console sends and receives Command and Audio traffic with the TalkMaster FOCUS Server via a TCP Connection. If this box is checked (default), the Audio traffic will be sent and received via RTP which helps minimize delays. *Note: During logon, if the QuickCall Console is unable to send and receive RTP traffic with the TalkMaster FOCUS Server, TCP will be used*
- **Use Fixed Port** - When the **Use RTP Audio** box is checked, the QuickCall Console will select a free port to use for the RTP traffic. Check this box and specify a fixed RTP port if a specific port needs to be used (for instance, if needed for opening the Port on a Firewall)
- **PTT for Talk** - When the **Push to Talk** option is checked (default), the Operator must press and hold the Space Bar or click and hold the TALK button to activate the local micrphone
- **Disable Close (X)** - When checked, the (X) in the upper right-hand corner of the screen is disabled. This prevents Operators from accidentally closing the QuickCall Console. To close the program, click the System Menu and select the **Exit** option

Configuration Settings - Audio tab

The Audio tab specifies the configuration of the audio settings used on the local PC. Only Operators defined with **Administrative Rights** in the TalkMaster Admin Console can make configuration changes.

These options can be set on each individual PC or the **QuickCall Master Configuration** program can be used to set system wide configuration settings.

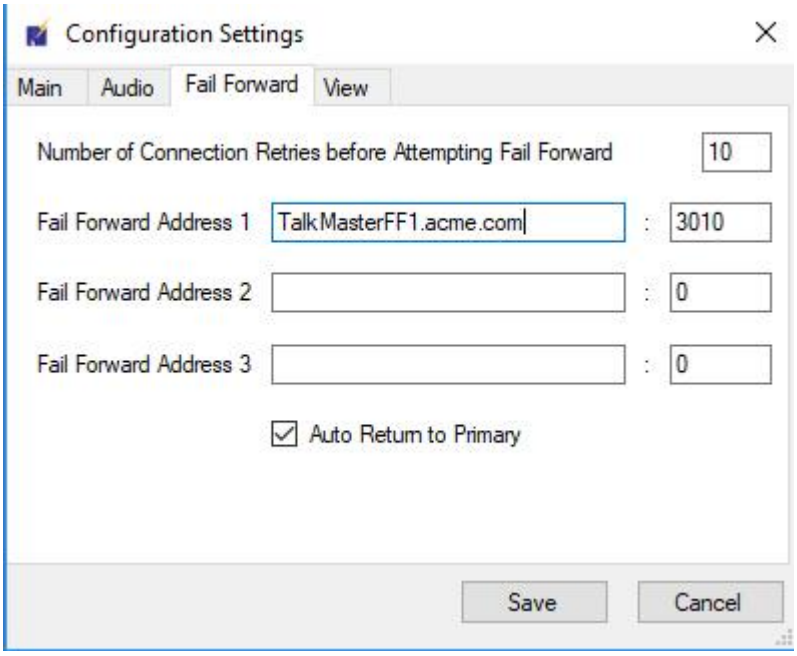


- **Microphone Device** - If a device other than the default Microphone on the PC will be used for talking to IP Endpoints, select it from the drop down
- **Speaker Device** - If a device other than the default Speaker on the PC will be used for listening to IP Endpoints, select it from the drop down
- **Enable Incoming Call Popup** - When this box is checked and the Operator does not have an audio session in progress, the Incoming Call dialog will display when a new call comes in
- **Incoming Call Guard Time** - This
- **Disable Keyboard During Call Announcement** - If this option is checked, the keyboard is disabled when the Incoming Call dialog pops up. This prevents an Operator from accidently answering a call using the Space Bar
- **Announcement** - Specifies the name of the wav file that plays when an Incoming Cal is waiting to be answered. The default wav file plays "incoming call".

Configuration Settings - Fail Forward tab

The **Fail Forward** tab controls the settings for connections to alternate servers if the Primary TalkMaster FOCUS Server is unavailable. Only Operators defined with **Administrative Rights** in the TalkMaster Admin Console can make configuration changes.

These options can be set on each individual PC or the **QuickCall Master Configuration** program can be used to set system wide configuration settings.

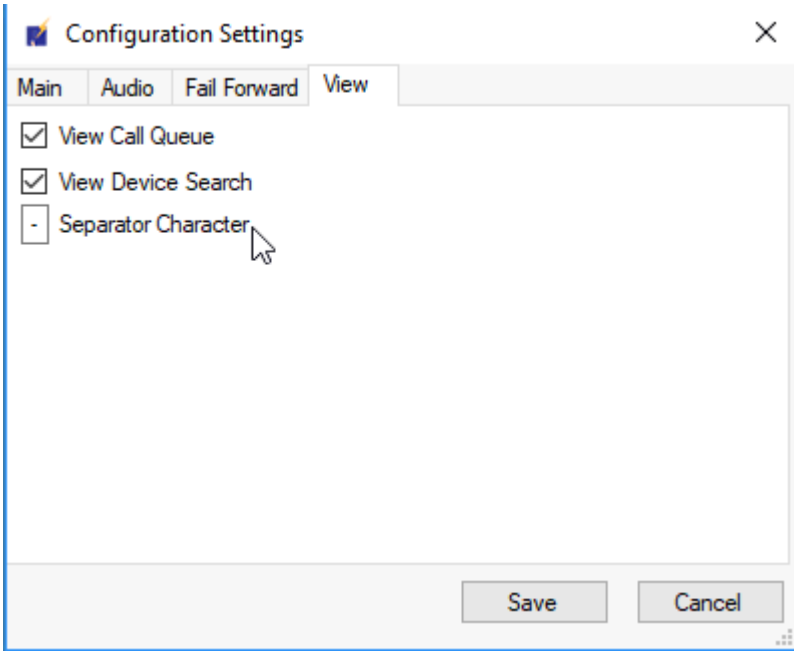


- **Number of Connection Retries before Attempting Fail Forward** - If the connection to the Primary TalkMaster FOCUS Server fails, this specifies the number of times the connection will be retried before attempting to connect to a fail forward server
- **Fail Forward Address 1:Port** - IP Address or DNS and Port of the first fail forward server
- **Fail Forward Address 2:Port** - IP Address or DNS and Port of the second fail forward server
- **Fail Forward Address 3:Port** - IP Address or DNS and Port of the third fail forward server
- **Auto Return to Primary** - If this option is checked and a connection is made to a Fail Forward server, the Primary Server will attempt to be contacted every 30 seconds. If the Primary Server becomes available, then the QuickCall Console will disconnect from the Fail Forward server and will log back on to the Primary server

Configuration Settings - View tab

The **View** tab controls the settings for the **Incoming Calls** tab and Search/Filter tab as well as the Separator character. Only Operators defined with **Administrative Rights** in the TalkMaster Admin Console can make configuration changes.

These options can be set on each individual PC or the **QuickCall Master Configuration** program can be used to set system wide configuration settings.



- **View Incoming Call** tab - When this option is checked (default), the **Incoming Call** tab will be displayed. If the option is unchecked, the tab will not be shown
- **View Serach/Filter** tab - When this option is checked (default), the **Search/Filter** tab will be displayed. If the option is unchecked, the tab will not be shown
- **Separator Character** - Specifies the character used to separate the three tiers of the IP Endpoint Name on the **Search/Filter** tab

Screen Position

The screen position and window size of the QuickCall Console can be saved so that the next time the application starts, it will open it the same location on the Operator's monitor.

The Operator can also reset the saved position so the QuickCall Console so that it will open in the middle of the primary monitor.

Help Menu Options

The Help Menu has the following options:

- **About** - displays the current software version as well as the TalkMaster License information

Support Information

Contacting Technical Support

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

www.digitalacoustics.com

About Us

Digital Acoustics, LLC

www.digitalacoustics.com

Digital Acoustics®, TalkMaster FOCUS®, ii3®, IP7® and UBAM® are trademarks of Digital Acoustics LLC. All other marks used are properties of their respective owners. Digital Acoustics' product designs are packaged by leading manufacturers around the world.

© 2007 - 2019 Digital Acoustics, LLC

All Rights Reserved

Index

A

About Us....31
All Zones....5, 20
Answer Later....9
Answer Now....9

C

Calls Waiting List....9, 10
Configuration Settings....25, 29

D

Device Health....10, 13
Disable Keyboard During Call Announcement.27
Door Relay button....22

E

Enable incoming call popup....9, 27

F

Fail Forward tab....28

H

Handset....5

I

Incoming Call Announcement....9, 27
Incoming Call Guard Time....9, 27
Incoming Call tab....29
Incoming Calls....9, 10, 29
Initial Setup....2
IP Endpoint Name....2
IP7-MZC Zone Definition....5

L

Listen....20

M

Microphone....27

O

Overview....2

P

PC....27
  Microphone....27
  Speaker....27
Pre-recorded messages....22

Q

QuickCall Master Configuration....25

R

Relay Mode....22
Reset Connection....10, 13
RTP Audio....6, 26

S

Screen Layout....3
Screen Position....30
Search/Filter tab....29
Sel ICON....9, 13
Separator Character....2, 29
Space Bar....9, 20
Speaker....27
STOP Message....22
System Menu....25

T

Talk....20
TCP Audio....26
Technical Support....31

W

Wav file....27

Z

Zone Groups....5
Zones for an ip7-mzc-fd....19

Notes

www.digitalacoustics.com

© Copyright 2005-2022 Digital Acoustics LLC, All Rights Reserved