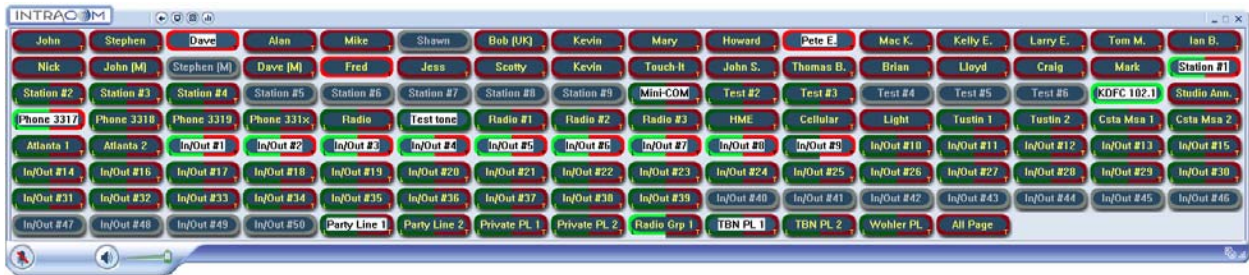




# VCOM Control Panel User Guide

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# 1. INTRODUCTION

## 1.1 VCOM

VCOM is a non-blocking, all software multi-channel/multi-access Intercom over Internet Protocol based on a dedicated server, multiple client architecture. VCOM is engineered for professional, mission critical communications in broadcast, production, military, aerospace, government applications, and beyond.

This document provides information on how to install, configure, and use VCOM software. A troubleshooting section addresses commonly encountered issues. Additionally, a product features list is included.

## 1.2 SYSTEM REQUIREMENTS

- Hardware Requirements
  - Dedicated: Pentium Celeron 1.0 GHz or equivalent w/ 1 GB RAM
  - Multi-purpose: Pentium 4, 2.0 GHz or equivalent w/ 1 GB RAM
  - Mac Compatibility: Dual Core Intel Processor Macbook, Macbook Pro, or Mac desktop running Windows XP; Any Mac running Parallels with suggested 2 GB RAM

*Lower processing power PCs can be used however audio quality may be comprised under heavy CPU loads*

- Software Requirement
  - All versions of Windows® XP and Windows® Vista, including versions for Tablet PCs
- Network Requirement
  - Recommended configuration: 100BaseT connection over private LAN
  - Minimum configuration: 56kbps dial-up connection over public Internet
  - Bandwidth Utilization per client:

Audio Sample Rate	Data Rate (Kbps) [ATS=20ms*]	Data Rate (Kbps) [ATS=40ms*]	Data Rate (Kbps) [ATS=60ms*]	Data Rate (Kbps) [ATS=80ms*]	Data Rate (Kbps) [ATS=100ms*]
8 KHz	32	23.6	20.8	19.4	18.56
16 KHz	44.8	36.4	33.6	32.2	31.36
32 KHz	46.8	38.4	35.6	34.2	33.36

\*ATS = Audio Time Slice per packet which controls how many 20ms audio frames are transmitted within a single UDP packet. As each UDP packet requires a fixed amount of overhead, the more frames sent at the same time, the less the UDP overhead which conserves network bandwidth. Conversely, the more audio frames sent per transmission, the greater the system latency and the potential audible consequence of a lost packet. The default is 20ms.

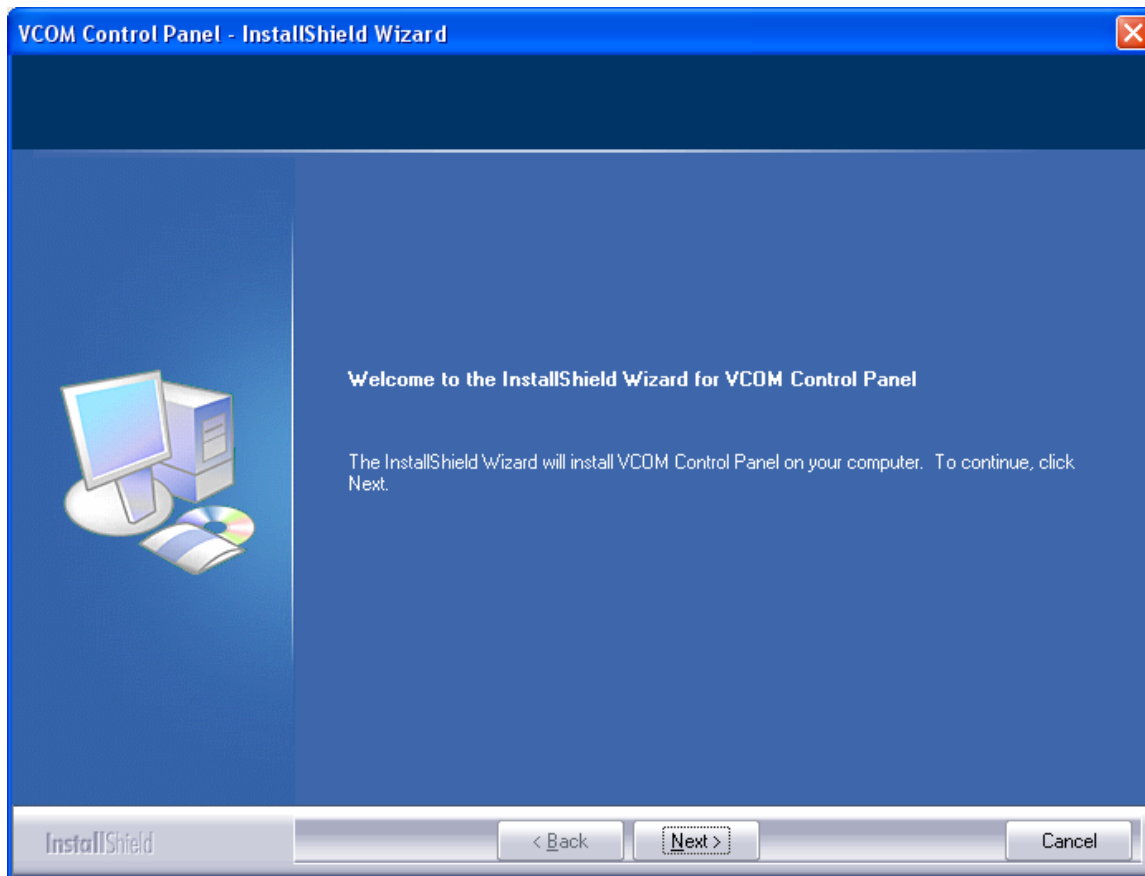
- Firewall Requirements
  - Allow TCP connection for data on port 1000 and UDP connection for audio on port 1000

## 2. INSTALLATION

### 1.1 WINDOWS

Locate the VCOM Control Panel setup application, typically named 'VCOM\_Control\_Panel\_Setup.exe,' that was provided either electronically or on CD.

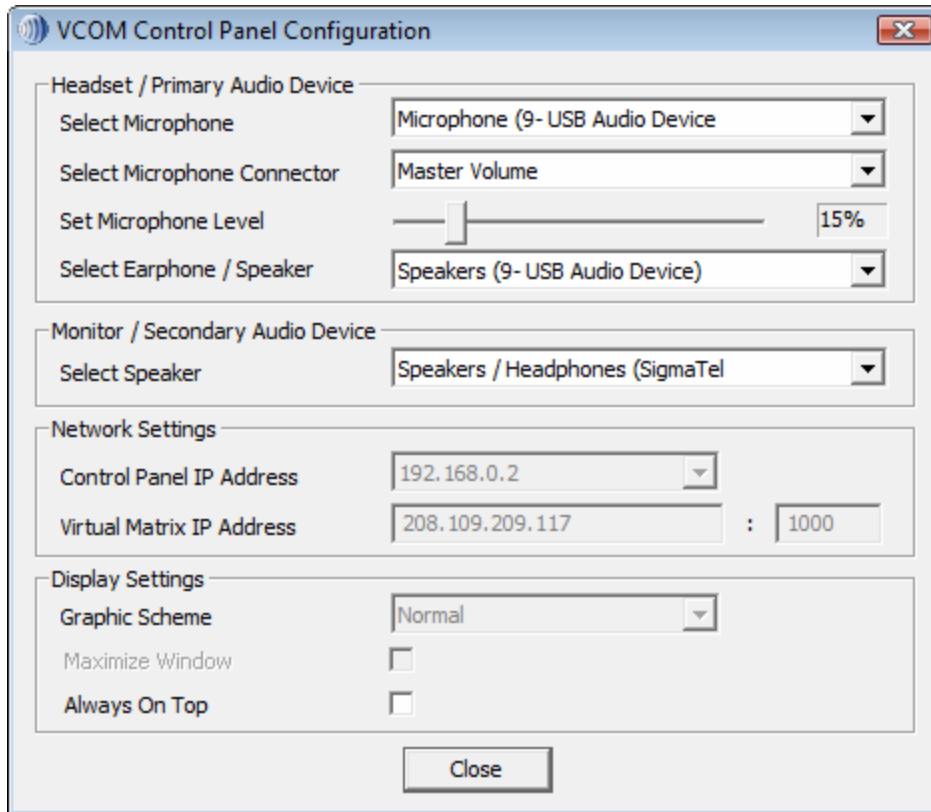
Run the installer and follow the prompts. You will need to accept IntraCom Systems' License Agreement to install the software.



Once installation is complete check the 'Launch VCOM Control Panel' box and click 'Finish.'

### **3. CONFIGURATION**

When running the 'VCOM Control Panel' for the first time, the 'VCOM Control Panel Configuration' screen will automatically appear.



Under 'Headset / Primary Audio Device,' the primary audio input/output device must be selected. Typically this will be a USB headset however any audio input and output device can be used. Use the 'Select Microphone' drop down to locate the correct audio input device. Often, but not always, the 'Select Microphone' and 'Select Earphone / Speaker' drop downs will automatically default to the correct settings. The 'Select Microphone Connector' drop down allows selection of which input jack the audio input device is to use. Typically this will be named 'Microphone.' Use 'Set Microphone Level' to adjust your microphone audio level if necessary. If AGC (Automatic Gain Control) is enabled, adjusting this control will not affect the audio level sent to the Virtual Matrix however an improper base setting may result in audio distortion. Use the 'Select Earphone / Speaker' drop down to locate the correct audio output device if not already defaulted. Do NOT select the version of your audio output device that says 'DirectSound' in front of it unless you are running more than one VCOM Control Panel on a single PC. NOTE: Headset operation is recommended however if only a standard PC Microphone and Speaker are available select these as the Headset / Primary Audio Device Microphone and Earphone / Speaker and leave the 'Select Speaker' drop down under Monitor / Secondary Audio Device at '(None).'

Under 'Monitor / Secondary Audio Device,' the secondary audio output device can be selected. Typically this will be an external speaker that will allow monitoring the VCOM even when the headset is removed. Do NOT select the version of your audio output device that says 'DirectSound' in front of it unless you are running more than one VCOM Control Panel on a single PC.

NOTE: If you are running more than one VCOM Control Panel on a single PC, Under 'Select Earphone / Speaker' and 'Monitor / Secondary Audio Device,' select the version of your audio output that has 'DirectSound' in front of it. Make sure NOT to select the 'DirectSound' version(s) unless you are running more than one VCOM Control Panel on a single PC as it will otherwise cause audio problems such as distortion.

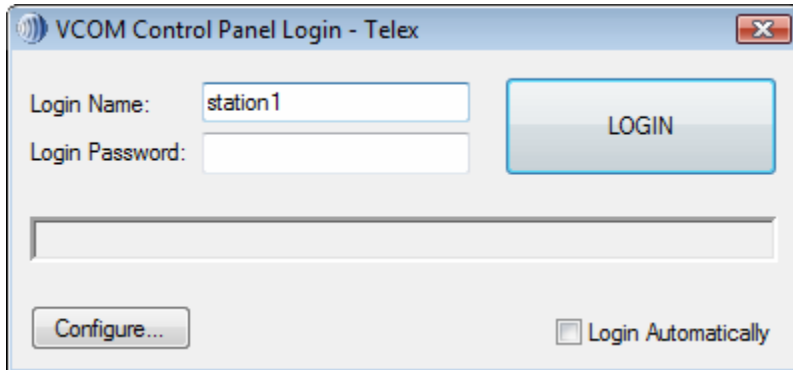
Under 'Network Settings' enter the 'Control Panel IP Address' which is your computer's IP address and should already be inputted however some PC's may have multiple connections so be sure that the correct address is selected. Enter the 'Virtual Matrix IP Address' and port number (after the colon) supplied by your system administrator.

Under 'Display Settings' you can change the 'Graphic Scheme' from 'Normal' to 'Large.' This will make the selectors on the VCOM Control Panel larger to optimize use on small, high resolution screens such as are common with Handhelds, Tablet PCs, and other Touchscreen computer devices. Select 'Maximize Window' to justify the VCOM Control Panel to fit the entire screen. This setting is typically used for dedicated Touchscreen applications. Select 'Always On Top' to have the VCOM Control Panel stay in front of other applications.



*'Large' view (top graphic) and 'Normal' view (bottom graphic) shown above*

When complete, click the 'Close' button to save the configured settings and close the VCOM Control Panel Configuration dialog box. The 'VCOM Login' window will appear.

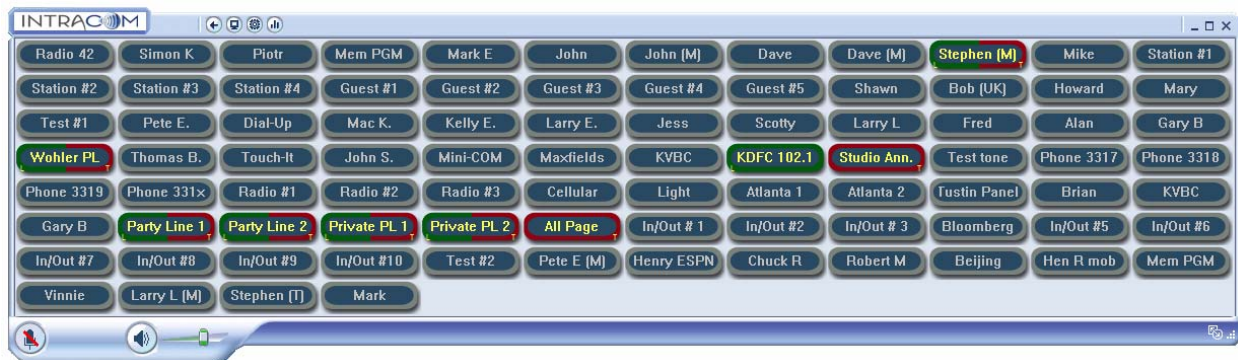


Enter the Login Name and Login Password (if configured for password protection) supplied by your system administrator and click the 'Login' button.

*Note to system administrators: you can find default logins for users and devices in the VCOM System Administration application (default login name 'admin' with no login password), in the main window under 'Client Configuration.'* Refer to the VCOM System Administration User Guide for more information.

If a Firewall is active, you may be asked for permission to allow the VCOM Control Panel to communicate with the VCOM Virtual Matrix in which case you should select 'Allow' and 'do not ask me again' or their equivalents.

Your Control Panel will appear.



For subsequent logins click on your 'VCOM Control Panel' shortcut icon on your desktop or click on your Start menu and select 'All Programs.' Locate the 'IntraCom' folder and select 'VCOM Control Panel.'

*The VCOM Control Panel software installation is now complete and you are ready to communicate.*

## 4. OPERATION

### 4.1 BASIC FUNCTIONALITY AND FEATURES

This section covers the basic functionality and features of your VCOM Control Panel. Section 4.2, Conducting Multi-channel/Multi-access Communications, details the system's operation.



The control panel can be minimized and will "pop-up" when a new call is received.

#### Talk/Listen Selectors

The main display provides a series of buttons referred to as Talk and Listen selectors. An available Talk selector is red and an available Listen selector is green. Some selector provide for dual Talk/Listen selector operation. The Talk and Listen selectors are optionally shown with a Selector Legend indicated as 'L' for Listen and 'T' for talk for operators with color recognition disabilities. If a selector is grayed out, this indicates that the source or destination is not connected to the system and as such not available for selecting a talk or listen. To activate a Listen to a particular source click a dim green selector. When active the selector will be bright green. To deactivate a listen to a particular source click the bright green selector. To activate a Talk to a particular destination click a dim red selector. When active the selector will be bright red. To deactivate a talk to a particular source click the bright red selector. To use a selector in momentary mode click and hold the selector; it will deactivate when you release.

Selectors display channel state using the following patterns:

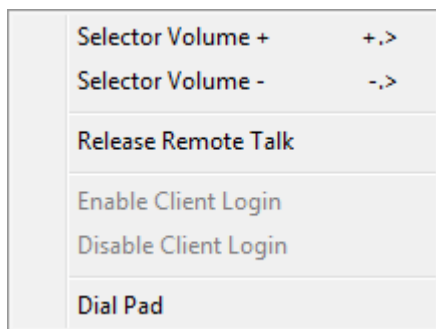
- Voice activity: color oscillation of selector name

- Incoming call: fast flash of talk selector (NOTE: click on the selector to establish a return voice path)
- Device active tally (e.g. telephone off hook): slow flash of talk selector
- In-use tally: slow double flash of talk selector

A selector can refer to either an individual source or destination or to a Group Call or Party Line. A Group Call is a single selector that activates a Talk and Listen to multiple destinations. A Party Line is a dynamic conference whereby activation of the associated selector automatically makes you a participant of the selected conference. When talking to a Party Line you talk to everyone who is listening to that Party Line. When listening to a Party Line, you listen to everyone who is talking to that Party Line.

### Selector Context Menu

Right click on a selector to bring up the Selector Content Menu.



'Selector Volume +' and 'Selector Volume -' increase/decrease individual channel levels a maximum of 18dB in 6dB steps. You can also use your computer keyboard by first ensuring that the application has keyboard focus, highlighting the label you want to change with the mouse and then use the +/- keys on the numeric keypad.

Select 'Release Remote Talk' to unlatch another user's talk path to you.

Users designated as Administrator can select 'Disable Client Login' to log out a user and prohibit re-entry; select 'Enable Client Login' to restore login privileges to the user.

### Integrated Telephone Interface

When used in conjunction with a supported Telephone Interface device, the Control Panel supports both outbound call initiation and inbound call reception.

To make a call right click the selector corresponding to the telephone interface to bring up the context menu and select the dial pad option. Input

the number to call and click 'Dial' to initiate the connection. This will also turn on the talk and listen functions and leave them on until they are released which will then drop the call. Any number of operators may join the call by turning on their talk and listen buttons but the line will be held off hook until all operators have released their talk buttons.

To receive a call click on the flashing selector which signals an incoming call. Depending on availability, Caller ID may display the telephone number of the caller.

### Microphone

To mute your microphone, click the microphone button on the lower left hand portion of the control panel.

### Earphone and Speaker Level Adjustments

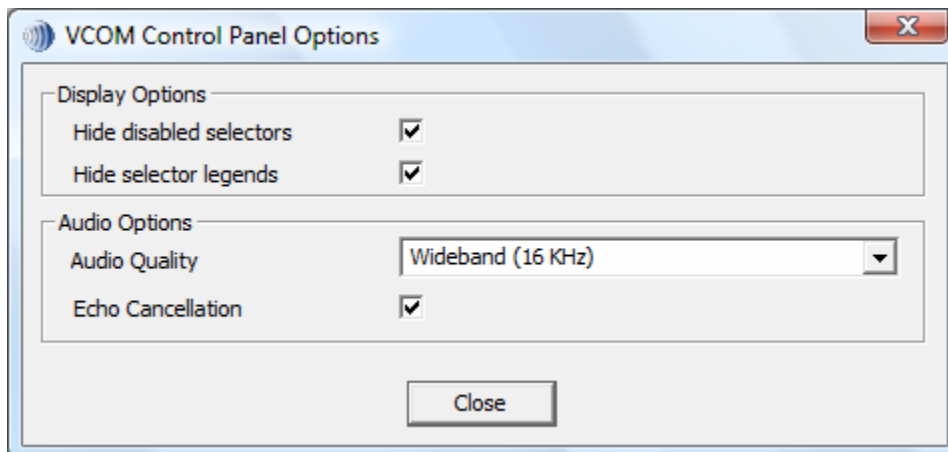
To mute the speakers used to monitor the system, click the speaker button on the lower left hand side of the control panel. Use the associated slider to adjust the volume of both the speakers used to monitor the system and your headset volume across all channels.

### Control Panel Buttons

The first button found on the upper left portion of the control panel (🏠) logs the control panel off and brings the user back to the 'VCOM Control Panel Login' screen.

The second button found on the upper left portion of the control panel (🖥️) displays the 'VCOM Control Panel Configuration' window, which is also accessible from the Login screen. For a description of this window, please refer to the Installation section of this manual.

The third button found on the upper left portion of the control panel (⚙️) brings you to the 'VCOM Control Panel Options' window.



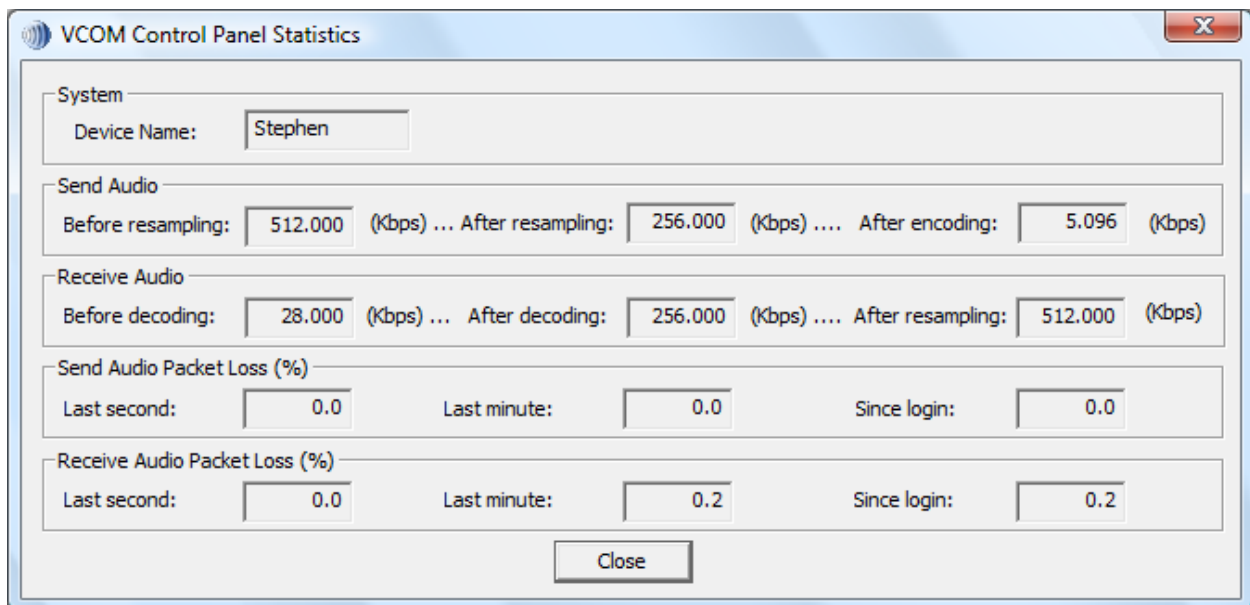
Under 'Display Options' select 'Hide disabled selectors' to hide the selectors assigned to users or audio devices not logged into the system. When they come online they will dynamically appear.

Select 'Hide selector legends' to hide on-selector listen ('L') and talk ('T') identifiers.

Under 'Audio Options,' 'Audio Quality,' depending on how your system administrator has configured the system you can select up to three different audio sampling rates: Narrowband (8KHz), Wideband (16KHz), and Ultra Wideband (32KHz).

Select 'Echo Cancellation' to activate the Control Panel's echo cancellation feature. Note that this function is designed to reduce the possible echo heard by someone talking to your Control Panel and will have no audible effect on what is heard by this Control Panel.

The fourth button found on the upper left portion of the control panel (🔊) brings you to the 'Statistics' window that displays your send and receive audio rates and packet loss data.



Put the control panel in focus and type 's' on your keyboard to display the status bar. The status bar displays metrics relevant to the given user's experience including a log of missed tallies, activated listen keys, and current party line participation. The status bar will automatically appear

when a listen is activated to the given user and also if a tally is missed so upon return the user will know they were called and by whom.



### Control Panel Context Menu

Right click anywhere on the control panel other than over the selectors to display the Control Panel Context Menu.

Microphone On/Off	Enter
Speaker On/Off	M
Volume +	+,>
Volume -	-,<
Always on Top	T
Status Window	S
Statistics	
Compact	C,B
Expand	C,B
Restore	
Minimize	
Maximize	
Logout	
Close	
About ...	

Select 'Always on Top' to keep your control panel always in the foreground.

Select 'Compact' to hide your control panel's borders.

Select 'Expand' to show your control panel's borders.

The control panel can be oriented vertically (in various degrees) by clicking and holding on the left or right edge of the frame and dragging it horizontally.

Select 'About VCOM' to view your control panel version and support contact information.

## 4.2 MULTI-CHANNEL, MULTI-ACCESS COMMUNICATIONS

Following is a detailed functional description of how to use the VCOM Control Panel for multi-channel, multi-access communications. Note, the system is “Non-blocking” meaning that any number of operators may talk to a single operator simultaneously; no busy condition will result. When a talk is pushed the audio path is completed with no action required by the called party.

### Selector Configuration

When you log into your control panel you will see a number of color-coded buttons, referred to as Selectors that you activate by clicking with your mouse. There are three primary types of selector configurations, that your systems administrator has the ability to program:

- 1) Point-to-Point for communication directly between two operators
- 2) Group Call for communication from one operator to many operators simultaneously
- 3) Party Line for a dynamic group conference

The Selector Configuration can typically be construed by the names on the keys, which your system administrator has complete flexibility in naming. A Point-to-Point may show an individual’s name or function, such as ‘Sam,’ ‘Director,’ or ‘Plant Mgr.’ A Group Call may be named descriptively such as ‘Paging,’ ‘Emergency,’ or ‘Security.’ Similarly, a Party Line may be named ‘Conference.’

### Selector Colors and Function

- Gray keys signify an offline Point-to-Point which indicates that the associated Control Panel or Device Interface is not connected to the VCOM Virtual Matrix.
- Green keys are Listen keys. A dim green key signifies an online Point-to-Point or Group Call channel meaning the operator(s) on the other end of the channel are logged into the system. Party Lines always appear online. You can only listen on a channel when you activate it by clicking on it, changing the dim green key to bright green.
- Red keys are Talk keys. A dim red key signifies an operator on the other end of the channel is logged into the system. You can only talk on a channel when you activate it by clicking on it, changing the dark red key to bright red. A blinking red key on a Point-to-

Point channel signifies that the operator on the other end is calling you; click on the key to establish a return voice path.

- Green/red keys signify combined talk/listen keys. Click on the left portion of the selector to activate a Listen; click on the right of the selector to activate a Talk; click on the middle of the selector to activate a Talk/Listen.

Point-to-Points are typically assigned as talk only to prevent monitoring of other Control Panel communications. Party Lines typically have talk and listen keys. Group Call channels typically are assigned as talk only. You can listen and/or talk to as many channels as are available on your control panel, simultaneously.

Dynamic 'Answer Back' selectors indicate incoming calls from clients for whom a dedicated key is not programmed.

## **IFB**

IFB serves as a voice cueing mechanism for on-air talent. The talent listens to a program audio signal which can be interrupted by the voice of a production person (such as a director or producer) for the purpose of giving instructions to the talent regarding the show in progress.

Once IFB is configured (refer to the VCOM System Administration Application User Guide for detail instruction on configuring IFB), click on your IFB key to establish a line of communication with the receiving user. The button will be set to "momentary only" so the IFB function will remain active only while the key is pressed. All other active listen channels of the receiving user will be temporarily muted or dimmed until the sending user releases his/her IFB key. Upon release of the key normal operation will be restored. All control keys programmed to operate the same IFB output will flash to indicate that the function is in use.

## **ISO**

ISO is an intercom function by which a temporary and private communications link is established between an operator who is located at an intercom control panel and another operator. The function is valuable wherever a short term private exchange is required between two operators who are normally sharing the conversation required to accomplish a group activity. The most common use for this function is in television production for camera and video operators. The function also is found in military and commercial systems.

Once ISO is configured (refer to the VCOM System Administration Application User Guide for detail instruction on configuring ISO), click on your ISO key to establish a private line of communication with the programmed destination station or port. Pressing the key again releases the ISO function and the system returns to normal operation. While the function is in use keys that are programmed on multiple panels for the same destination will flash to indicate that the function is in use.

## **Interfacing with other Systems**

VCOM interfaces with two-way radios, hardware-based communications systems, and public/private telephone networks. These channels are typically designated to reflect such and may be talk only (such as paging) or talk/listen. They can be set up as Point-to-Points, Group Calls, or Party Lines depending on functional requirements. For use with a two-way radio, clicking on the talk key initiates the transmit function. Refer to the VCOM Device Interface User Guide for information on setting up interfaces.

## **5. TROUBLESHOOTING**

Following are answers to the most commonly experienced issues of new users.

**Q: When attempting to login to the Virtual Matrix I get a “Cannot connect to Virtual Matrix” message?**

A: The Control Panel is unable to establish a TCP/IP data connection with the Virtual Matrix. Check the Control Panel Configuration to ensure ‘Control Panel IP Address’ is valid and represents a valid and active network connection. Ensure that the ‘Virtual Matrix IP Address’ is entered exactly as provided with the designated port number. Check to ensure a corporate firewall is not intentionally blocking the designated TCP/IP data port.

**Q: When attempting to login to the Virtual Matrix I get a “Unable to establish return audio path” message?**

A: The Control Panel is unable to establish a UDP audio connection with the Virtual Matrix. Check to ensure a corporate firewall is not intentionally blocking the designated UDP audio port which is typically the same as the TCP/IP data port.

**Q: When attempting to login to the Virtual Matrix I get a "Provided user name and/or password is invalid!" message?**

A: The Control Panel is unable to validate the username and password. Check to ensure the name is typed exactly as provided as the username and password are both case sensitive. Check to ensure the correct TCP/IP data port is specified to ensure you are logging in to the correct system.

**Q: Why can I hear people but they can't hear me?**

A: Click 'Configure' from your login window or the control panel. Under 'Headset / Primary Audio Device' verify that the correct microphone is chosen under 'Select Microphone' and that the correct headset microphone input is selected under 'Select Headset Mic Input.' Verify that the microphone level is not set to zero.

On the lower left hand corner of your control panel check to see that your microphone is not muted represented by a red line through the microphone image. Each click on the image cycles between microphone on and microphone mute.

Click the statistics icon and under 'Send Audio Rate,' verify that audio packets are being sent. If not, there may be a problem with the selected Headset device. NOTE: The 'Send Audio Rate' will not indicate that audio packets are being sent during silent periods.

Check that your system is functioning correctly by going to your 'Sounds and Audio Devices Properties' found in your Windows Control Panel. Select 'Voice.' Under 'Voice playback' and 'Voice recording,' select 'USB Audio' and click 'Test hardware' towards the bottom of the page and follow the wizard.

**Q: Why can people hear me but I can't hear them?**

A: Click 'Configure' from your login window or the control panel. Under 'Headset / Primary Audio Device',' verify that the correct earphone or speaker is selected under Select "Earphone / Speaker'.

Check to ensure that the Volume slider is toward the right side of the slider bar.

Click the Statistics button and under 'Receive Audio Rate' verify that audio packets are being received. If not, you are likely being blocked by your firewall and you should consult your network administrator. NOTE: The

'Receive Audio Rate' will not indicate that audio packets are being received during silent periods.

Check your audio device master volume either by clicking on the speaker icon in your system's tray or by going to 'Sounds and Audio Devices' found in your Windows Control Panel. Select 'Voice.' Under 'Voice playback,' select your selected Headset and/or Speaker and click 'Volume.' Adjust the slider bar under 'Volume' and check that the mute button is not selected.

Check that your system is functioning correctly by going to your 'Sounds and Audio Devices Properties' found in your Windows Control Panel. Select 'Voice.' Under 'Voice playback' and 'Voice recording,' select your selected Headset and/or Speaker and click 'Test hardware' towards the bottom of the page and follow the wizard.

## **6. SUPPORT**

Visit our web site at [www.intracomsystem.com](http://www.intracomsystem.com) for general information.

Email us at [support@intracomsystem.com](mailto:support@intracomsystem.com) for questions not addressed in the sections above or call our technical support hotline at 818-357-2347.

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