urmet

IPERVOICE SYSTEM

SWITCHBOARD INSTALLATION AND USER MANUAL

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SWITCHBOARD

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1   INTRODUCTION

The user-friendly "Switchboard" software has been designed and realized to allow a concierge attendant of a building to perform and manage all switchboard calls and typical functions.

The software is provided on a CD-ROM with IP system server 1039/1 or can be downloaded from Urmet Internet site (http://www.urmet.com).

To work properly, the software must be installed on a PC provided with audio card, in order to establish audio communications with call modules, VoIP telephones and terminals in the apartments.

1.1   HARDWARE AND SOFTWARE REQUIREMENTS

PC minimum requirements are the following:

- ➢ **Processor:** 1 GHz 32-bit (x86 Core Duo) compatible with Microsoft Windows Vista 32-bit (Home Premium) or Microsoft Windows 7 32-bit (Home Premium, Professional or Ultimate)

- ➢ **RAM and disk space:** 1 Gbyte RAM and 250 Mbyte of available disk space

- ➢ **Audio card:** compatible with Microsoft Windows Vista 32-bit (Home Premium) or Microsoft Windows 7 32-bit (Home Premium, Professional or Ultimate)

- ➢ **Video card:** compatible with Microsoft Windows Vista 32-bit (Home Premium) or Microsoft Windows 7 32-bit (Home Premium, Professional or Ultimate), 1024 x 768 pixel min. resolution

- ➢ **Webcam[1]:** compatible with Microsoft Windows Vista 32-bit (Home Premium) or Microsoft Windows 7 32-bit (Home Premium, Professional or Ultimate)

- ➢ 1 USB port for the connection of the external door phone 1039/41 (optional)

- ➢ **Ethernet interface:** 10 / 100 Mbit/s.

It is important to check settings of Windows Vista and Windows 7 UAC[2] module protection, which must be configured as follows:

- ➢ Microsoft Windows Vista: UAC disabled

- ➢ Microsoft Windows 7: UAC in standard configuration (default)

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[1] "Switchboard" doesn't need any webcam, which is requested if a video communication must be established from the switchboard to the other devices able to display images.
[2] UAC – Acronym of **U**ser **A**ccess **C**ontrol, Microsoft protection module for Windows Vista, which manages PC users rights, in order to avoid the execution of dangerous software or system data or components damages.

1.2   PRE-INSTALLATION CHECKS / UPDATES

Before starting the installation procedure, check that on the PC there is not any previous installation of Switchboard application. In this case, remove the old version before installing the new one.

2   INSTALLATION

The installation software starts automatically when the CD-ROM is inserted in the driver. If it has been downloaded from Urmet Internet site, launch Setup.exe present in the installation package.

If the CD-ROM software doesn't start automatically, launch the CD-ROM setup.exe.

During installation phases, follow the indications displayed in interface windows.

✋   **Warning:**   to correctly perform the installation procedure of Switchboard application, the user must access the PC with System administrator rights, otherwise the installation will not be properly performed.

When the installation has been completed, check that the folder where the application has been installed (for ex., *C:\Programmi\Switchboard*), allows the user a complete access to the application. To check this:

➢ Start "File manager" and find the Switchboard application folder

➢ Click right and select the menu item "Properties"

➢ Select the tab "Security" and check that the user or the group have the "Full control" of the folder

In order to use the Switchboard application in IPervoice system, the switchboard must be configured as described in paragraph "Concierge switchboard configuration" in "Installation technical manual" of IPervoice system. This operation must be performed by the installer during system configuration.

2.1 WINDOWS FIREWALL CONFIGURATION

During the first concierge switchboard execution, Windows operating system could ask the user to open the communication ports on IP network used to communicate with IPervoice server. This operation is needed to make the system work properly. If the protection is performed by "Windows Firewall" module, the display will show a message, as in Figure 1.
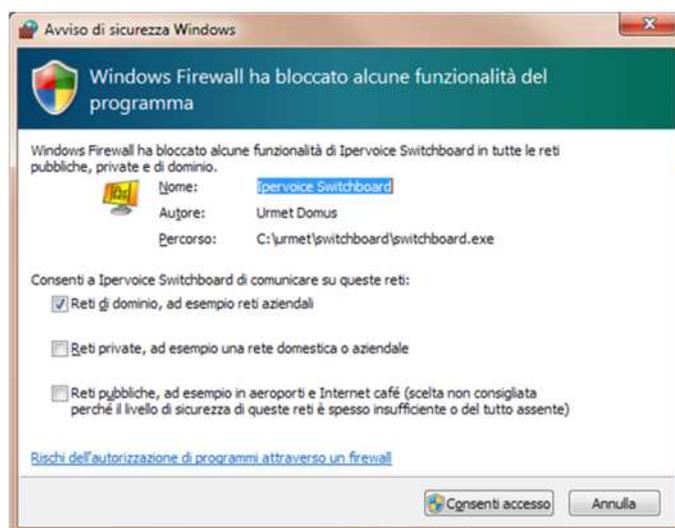
Figure 1: Windows Firewall unlock

Select the desired network[3] and press "Allow access" to continue.

2.2 USAGE IN SYSTEMS WITH MORE THAN ONE ETHERNET INTERFACE

The following window could appear if the application is executed on a PC with more than one Ethernet network interface (for ex., 1 CAT5 interface and 1 Wi-Fi interface):
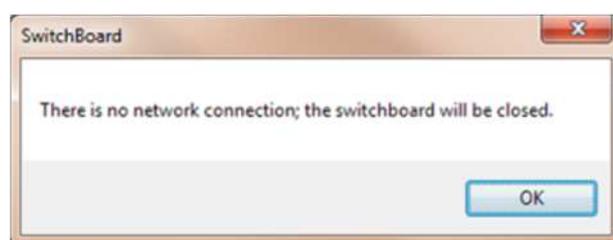
Figure 2: Switchboard startup – No network interface

In this case, the configuration file in the installation folder must be changed. The file, called "**switchboard.cfg**"[4], is a text file and can be edited by notepad or similar applications.

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[3] For further information about the network where the PC is used as Concierge Switchboard, ask the System Administrator.
[4] If the configuration file is edited outside the Switchboard application, this should not be running. In addition, the file **switchboard_bkp.cfg** must be deleted.

Open the file and perform the following operations, as shown in Figure 4:

If there are more than one network interface, to solve connection problems follow the procedure below:

➢ If the Switchboard is used in a multi-site environment (for further details, see "Menu Settings – Multi-site configuration" on page 55), configure the PC Ethernet interface used to connect to IPervoice network with a static IP address, selected for example in an interval from **192.168.1.2** to **192.168.1.253** (for ex. 192.168.1.100), set the "Subnet mask" to **255.255.0.0**; do not set the "Pre-defined gateway" as shown in Figure 3.

➢ If the switchboard is used in a single-site environment, it is also possible to automatically configure the PC Ethernet interface (DHCP). In this case, set the MAC_ADDRESS parameter in the configuration file, as shown below.

➢ Configured other PC network interfaces as needed (for ex. in DHCP mode), avoiding configuration conflicts among interfaces.
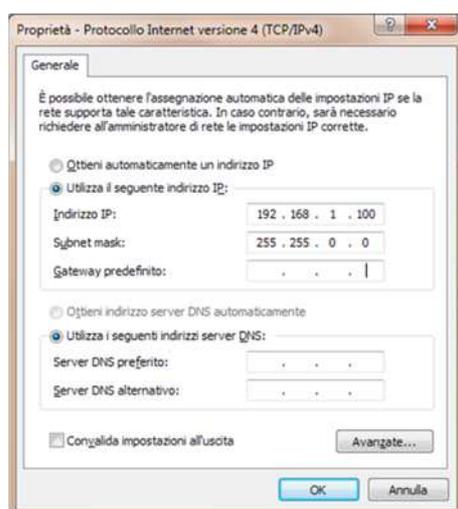
Figure 3: Setting of network interface connected to IPervoice

Open the file and perform the following operations, as shown in Figure 4:

➢ Find the section [SETTINGS] and change or add the following rows:

➢ SIP_SERVER=192.168.1.1

➢ DEFAULT_GATEWAY=192.168.1.1

➢ PHP_SERVER_HOSTNAME=192.168.1.1

➢ ADAPTER_IP:= <IP address of the interface used by Switchboard application>

➢ MAC_ADDRESS: <MAC address of the network interface connected to IPervoice>[5]
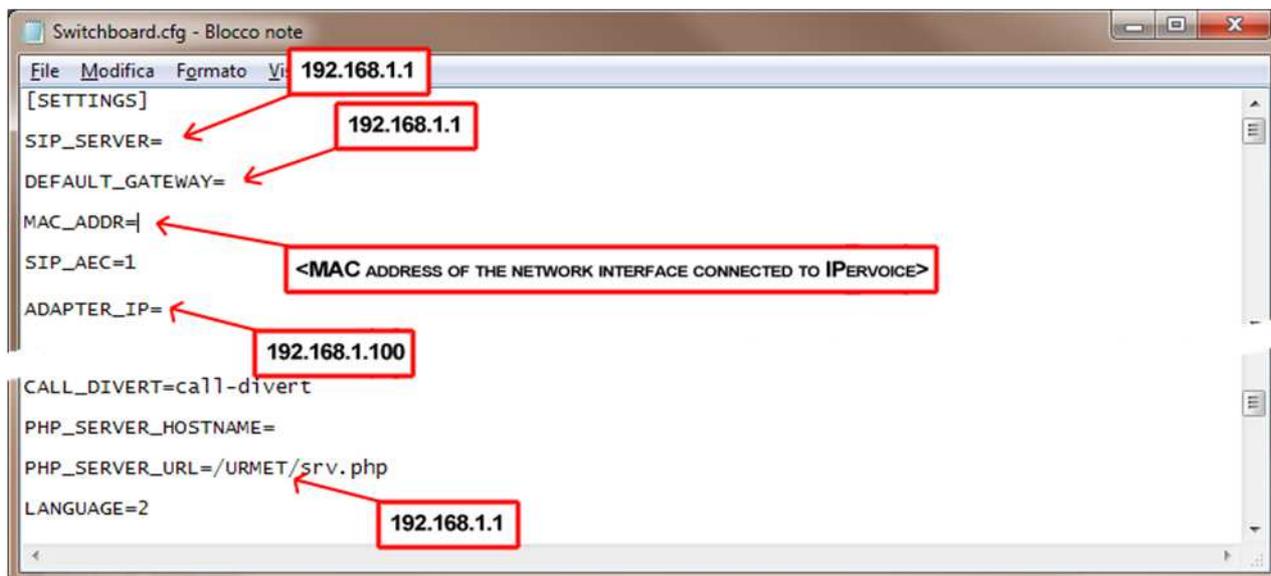
Figure 4: Switchboard Installation – Network interface configuration

🖐 **Note:** except for MAC_ADDRESS parameter, the other configuration data can be set using the application. It is not necessary to modify "manually" the configuration file.

2.3   DOOR PHONE 1039/41 INSTALLATION

It is suggested to connect an additional door phone 1039/41 to the computer in order to make more immediate and easy all the communications with visitors and system users.
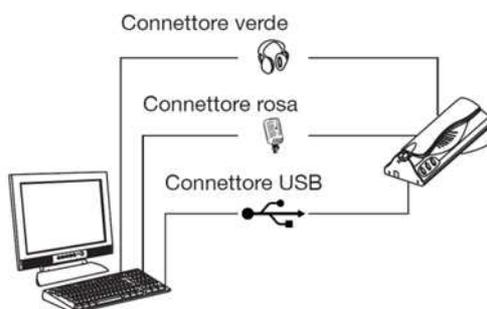
Figure 5 : Concierge switchboard – Door phone 1039/41 connections

To correctly use for the first time the door phone 1039/41, follow the procedure below:

➢ Start the Switchboard application (for any problem, see chapter "Starting the Program " on page 12)

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[5] The MAC address is composed by 6 couples of hexadecimal digits (ex.: : 00:1E:37:82:9B:4B) and identifies uniquely the network interface. To find the correct MAC address, ask the Network Administrator.

➢ Connect the door phone 1039/41 to a free USB port of the PC. Perform also the other audio connections, as shown in Figure 5.

➢ Wait until the display shows a window with the message "A USB Door Phone 1039-41 has been detected"

➢ Press OK to finish.

2.4 AUDIO DEVICES CONFIGURATION

Default settings of audio devices usually ensure the proper operation of Switchboard application. If PC loudspeakers don't work or the visitor can't hear the attendant speaking in the microphone, perform some checks on system audio devices.

✋ **Warning:** Images shown below are referred to a Realtek audio card; if your audio card is different from the shown one, images could be slightly different or without some specific settings.

2.4.1 SPEAKER (AUDIO DEVICES)

Start "Sound and audio devices" control panel by selecting the respective item from the menu activated by the right click on the loudspeaker icon in Windows bar.
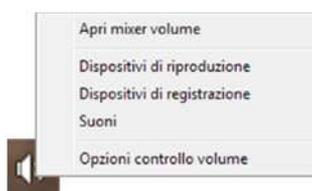
If there are more than one audio device, check that the default device is "loudspeakers", as shown in Figure 6.
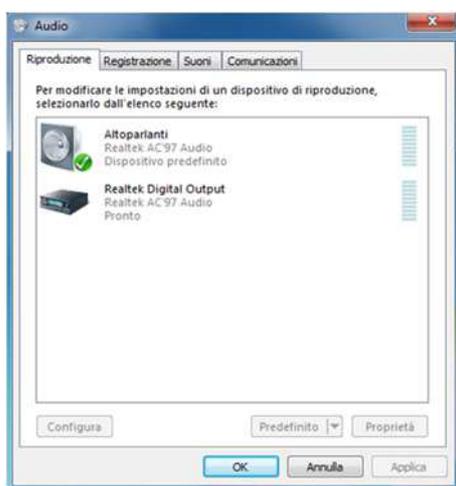
Figure 6: Checking default audio device setting

Select the device and press the button "Properties" to open the respective window (Figure 7). In the section "Enhancements" check that all audio effects are disabled, with reference to the option "Voice cancellation".
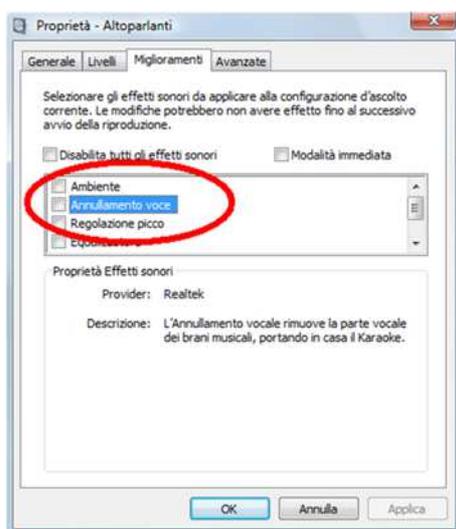
Figure 7: Disabling sound effects

2.4.2 MICROPHONE (RECORDING DEVICES)

Follow the same procedure to open the control panel "Recording devices" and check that the microphone is the default recording device.

Figure 8: Checking default recording device setting

Select the device and press the button "Properties" to access the settings window.

In sections "Custom", "Levels" and "Advanced" check the following settings (as shown in Figure 9):

Custom: Select Mic Boost option

Levels: Check that the microphone level is sufficient (greater or equal to 50)

Advanced: Select options "Allow application to take exclusive control of this device" and "Give exclusive mode applications priority".
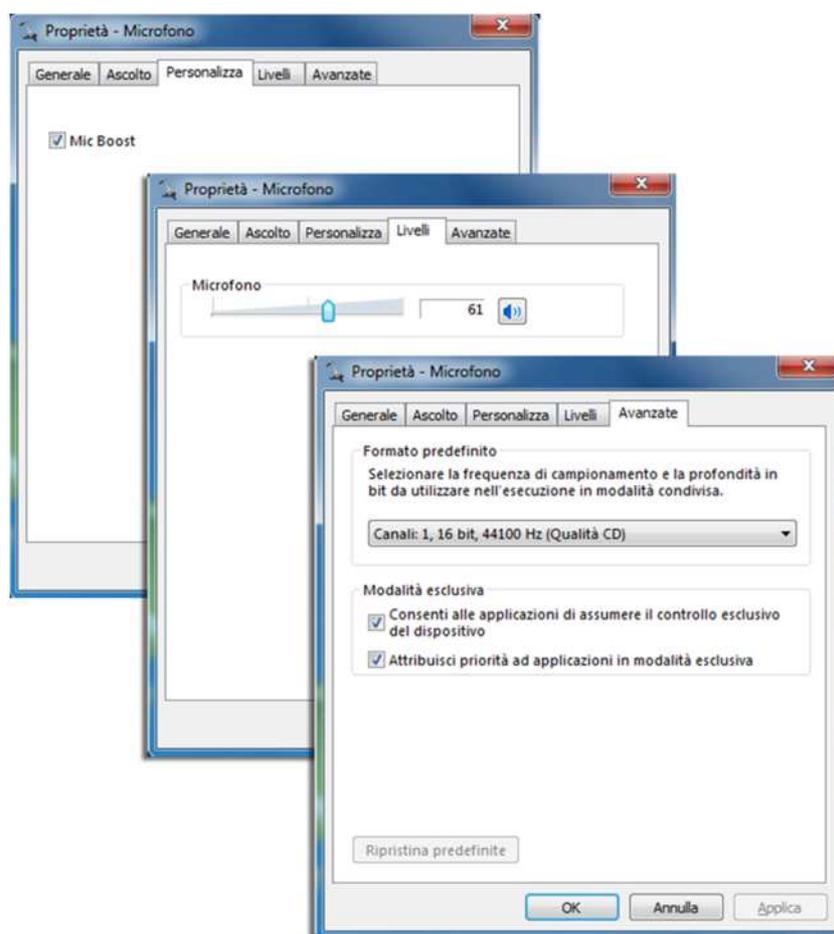
Figure 9: Playback device properties

3   STARTING THE PROGRAM

To start the program "Switchboard", select the icon, as shown below.
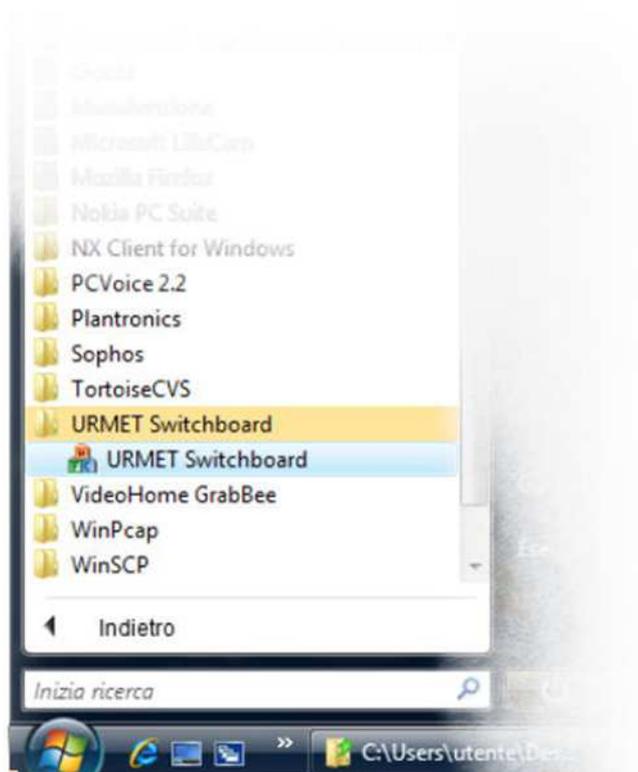
Note: for a more comfortable use, it is suggested to use a touch screen monitor, to directly select all software functions.

During the start-up phase, the Switchboard application performs the registration to the server where it has been configured[6], the screen is shown in Figure 10.
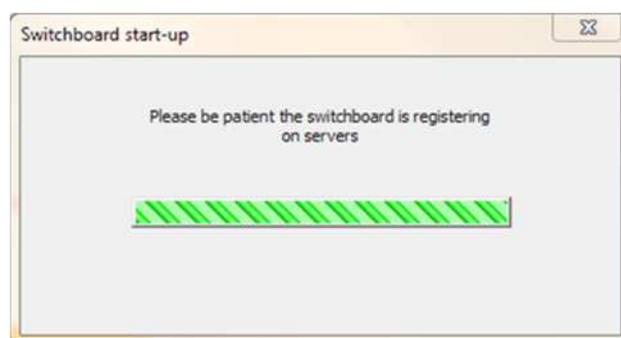
Figure 10: Program start-up – Registration to configured servers

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[6] In case of multi-site systems, the operation could require some minutes, according to the number of servers which must be reached by the application.

If, during the start-up phase, one or more servers can not be reached, or if the switchboard has not been registered to IPervoice server yet, the system will inform the user with a dialog window, as shown in Figure 11.
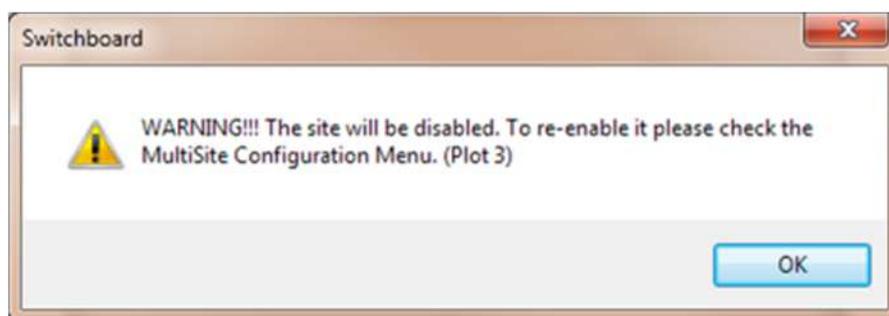
Figure 11: Program start-up – Site disabling warning

✋ **Warning:** if, during the start-up phase, the site can't be registered, this is disabled: this means that, at the next Switchboard start-up, the site will not be contacted any more. To enable again it, see paragraph "Menu Settings – Multi-site configuration" on page 55.

At the end of the start-up phase, if it has been successfully completed, or at least one of the configured servers has been reached by the Switchboard, the user will be asked to enter username and password in the login form (shown in Figure 12):

Figure 12: Program start-up – Login phase

If the authentication[7] has been successful, the system will allow the application to access.

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[7] Username and password used to access the system are defined during IPervoice system installation/configuration phase; please refer to the system administrator.

The display will show:

1. Pull-down menus bar
2. Address book
3. Call 1 data area
4. Call 1 data area activation
5. Call transfer
6. Video images
7. Microphone volume adjustment
8. Loudspeaker volume adjustment
9. Conversation on-hold / resume
10. Switchboard status
11. Pedestrian electric lock activation
12. Input error correction
13. Gate opening
14. Microphone deactivation
15. Call forwarding

16. Last code repetition
17. Alphanumeric keyboard
18. Call waiting notification
19. Special code activation
20. Closing of communication in progress
21. Call 2 data area activation
22. Call 2 data area
23. System device failure indicator (blinking in case of failure)
24. Open door indicator (blinking in case of open door)
25. Start of an application external to the switchboard
26. Switchboard code
27. Call log (blinking in case of unanswered calls)
28. Alarm log (blinking in case of alarms in progress)

3.1 APPLICATION AUTOMATIC UPGRADE

IPervoice system can automatically upgrade its IP devices in order to keep the consistency with the software executed in IPervoice server. When the Switchboard application is launched, it could happen that the upgrade procedure is automatically activated. This will download the upgrade package (Figure 13) from the server and upgrade locally the application[8]. At the end, the application will reboot to complete the upgrade procedure, as shown in Figure 14.
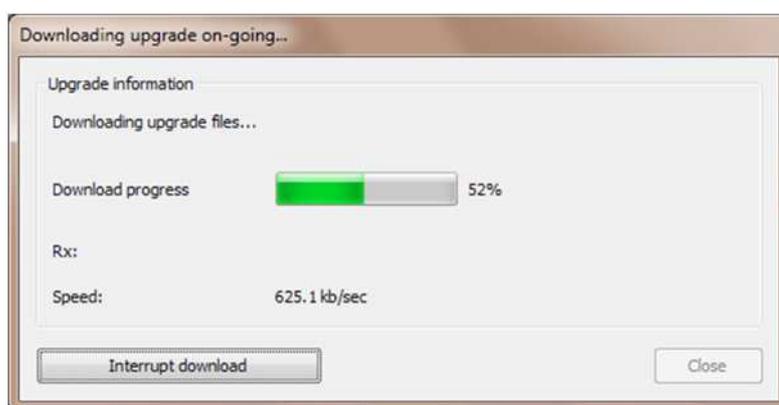
Figure 13: Automatic upgrade – Download from IPervoice server
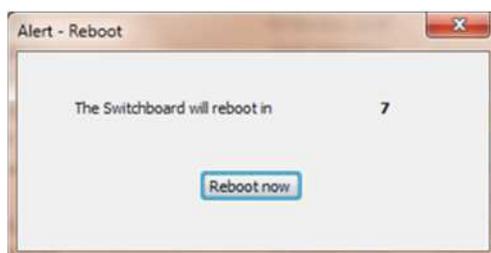
Figure 14: Automatic upgrade – Application reboot

✋ **Warning:** if "Windows Firewall" is not disabled or there is an antivirus software, the application upgrade process could not be possible. In the first case, check that the requested operations have been performed as described in paragraph "Installation – Windows Firewall Configuration" on page 6, in the second case see the respective manuals.

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[8] To correctly complete the software upgrade, the Windows user must have PC administrator rights.

4   OPERATING MODE

More than one switchboard can be installed in the same system, operating on different competence areas or on the same area. The competence area of a switchboard is composed by the group of door unit codes and the group of user codes assigned to the switchboard.

The definition of competence areas with respective users and door units managed by the switchboard is performed during programming phases. See paragraph "Concierge switchboard – Competence Area" in "Installation technical manual" of IPervoice system.

Switchboard operating behaviors depend on its operating status.

To change switchboard operating mode, click on "switchboard status" area (10) and select the desired mode: **DAY**, **NIGHT** or **STAND-BY**.

Switchboard operating modes are described below.

4.1   SWITCHBOARD IN OFF OR STANDBY MODE

This mode is indicated by STAND BY in "switchboard status" area.

When the switchboard is in off or standby mode, it doesn't perform any operations.

Calls coming from door units are directly addressed to users.

Calls coming from apartment stations are lost.
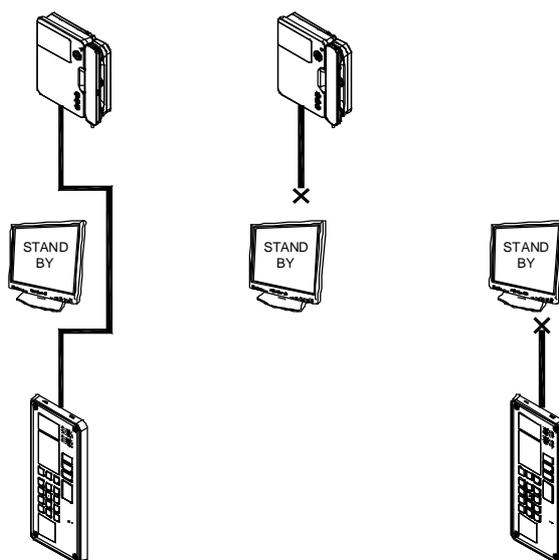
Figure 15: Call scheme with switchboard in standby mode

If in the system there are more than one switchboard with the same competences, the service of the "off" switchboard will be directed to the "on" ones.

4.2   SWITCHBOARD IN NIGHT MODE

This mode is indicated by ⬛︎☾ in "switchboard status" area.

In this mode, the concierge service is disabled and calls coming from door units are directly addressed to users.

If a call is addressed to the user "switchboard", this will operate as an apartment station.

Calls coming from and addressed to apartment stations are normally performed.
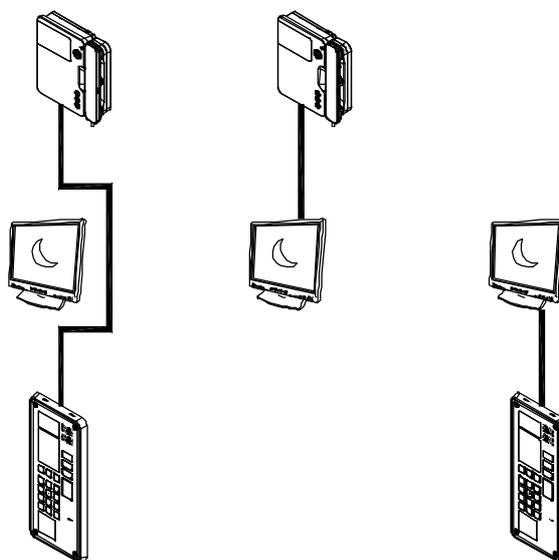
Figure 16: Call scheme with switchboard in night mode

4.3　SWITCHBOARD IN DAY MODE

This mode is indicated by [☀] in "switchboard status" area.

In this mode the switchboard performs the concierge service and intercepts calls coming from apartment stations and addressed to the users of the competence area.

The switchboard can call any apartment station and user calls are normally received.
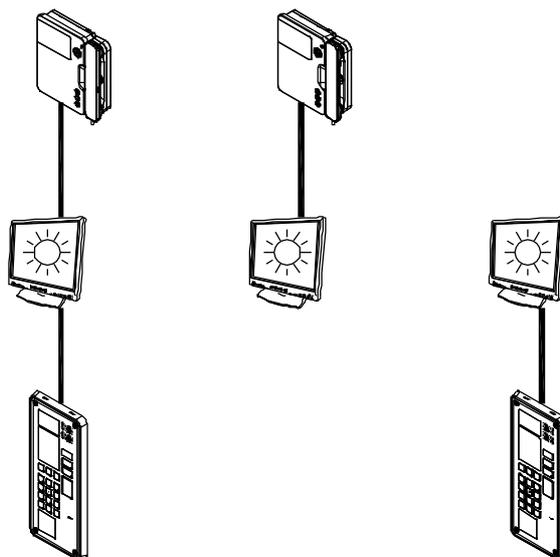
Figure 17: Call scheme with switchboard in day mode

5 SWITCHBOARD USAGE

5.1 CALL RECEIVED FROM A DOOR UNIT

When the switchboard is in day mode, if the door unit sends a call which is in the switchboard competence, the software "Switchboard" will show the following information:

➢ The caller is shown in the call data area (3);

➢ The field "call waiting notification" blinks;

➢ In video images area (6) images coming from the door unit camera appear.

The attendant can establish an audio connection with the visitor by pressing the field "call waiting notification" (if an headset is used) or picking up the handset of 1039/41 device.

If the attendant is busy on another conversation, new call will be notified inside free call data area (3) or (22). The attendant can answer directly by pressing "Call data area activation" button (4) or (21), or by pressing Hold button, then answering the call. In both cases the first conversation will be put in hold.

➢ To resume the call on hold, press the button (9) after selecting the corresponding call data area (3) or (22).

➢ To close a communication, press the button or hang up the handset of 1039/41.

5.2 CALL RECEIVED FROM A USER
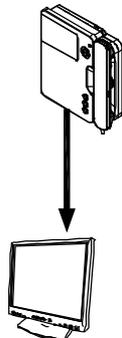
If a user calls the switchboard which is not in standby mode, the switchboard software shows the following information:

➢ The caller is shown in the call data area (3);

➢ The field "call waiting notification" [icon] blinks;

The attendant can establish an audio connection with the visitor by pressing the field "call waiting notification" [icon] (if an headset is used) or picking up the handset of 1039/41 device.

If the attendant is busy on another conversation, new call will be notified inside free call data area (3) or (22). The attendant can answer directly by pressing "Call data area activation" button (4) or (21), or by pressing Hold button, then answering the call. In both cases the first conversation will be put in hold.

➢ To resume the call on hold, press the button (9) after selecting the corresponding call data area (3) or (22).

➢ To close a communication, press the button [icon] or hang up the handset of 1039/41.

5.3 CALL TO A USER WITH A CODE
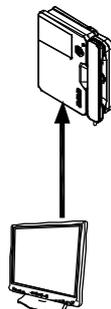
If the user code to be called is known, operate as follows:

➤ Press the button [1] to activate the respective call data area;

➤ Enter the user code on the keyboard.

✋ **Warning:** To enter alphanumeric user codes, a keyboard connected to the PC is needed.

➤ The entered code is shown in the call data area (3):

✋ **Warning:** If the switchboard has been configured to manage more IPervoice sites, before entering the code, select the site to be called with the pull-down menu in the upper side of the call area, as shown in the following figure:

➤ If a wrong character is entered, press the button "C" to delete the last entered character;

➤ After entering the code press the button [⌂];

✋ **Warning:** If the code entered is wrong, the call is not performed and there are no warning messages.

➤ To close a call in progress, press the button [×];

➤ If the user is free, the apartment station starts ringing, if the user is busy, the following message will appear:

➢ When the user picks the handset up, a communication is established with the switchboard;

➢ In this case, in the call data area appears the message "Connected" and the video images area (6) shows the same image displayed on the video door phone monitor.

➢ At the end of conversation, when the user hangs the handset up, the switchboard goes back to the previous state;

➢ To repeat the last call to a user, press the button **RP** .

5.4 CALL TO A USER WITH THE ADDRESS BOOK

If the user code is unknown, operate as follows:

➢ Press the button **1** to activate the respective call data area (3);

➢ Select the button "Address book" , the following window will appear:

User search:
write in this area the user name; its code appears automatically.

Competence codes:
select this item to reduce the user list to switchboard competence codes only.

Sites list:
if the switchboard manages more than one IPervoice sites, select the site where to perform the search.

User list:
this section contains all the user names and codes that can be selected.

Function buttons
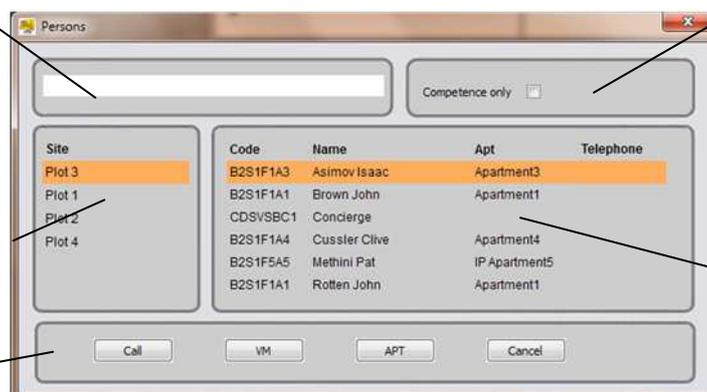
Figure 18: Selection from the address book – User list

✋ **Warning:** "VM" and "APT" function buttons allow to access "Voicemail" and "Apartments" functions; see paragraphs "Voicemail" on page 48 and "Address book" on page 32.

➢ To perform a call, select a user in the "user list" area or write the name, or part of it, in the "user search" area and press the button Call ;

✋ **Warning:** If the switchboard has been configured to manage several IPervoice sites, select the site where to perform the search, then enter the name to be searched. If the user has not been found, select another site from the list; the system will automatically performs a new search of the previous name.

➢ The user code appears in the call data area, which indicates also that the call is in progress:

➢ If the user is free, the apartment station starts ringing, if the user is busy, the following message will appear:

➢ If the user answers from a video door phone and the switchboard is provided with a Webcam, the called user will see on the display the image coming from the Webcam;

➢ At the end of conversation, when the user hangs the handset up, the switchboard goes back to the previous state;

➢ To repeat the last call to a user, press the button RP .

5.5 RECEIVING A CALL FROM A DOOR UNIT AND FORWARDING TO A USER (CONCIERGE SERVICE)

If a call is sent from the door unit to a user included in the competence area, when the switchboard is in day mode, the "Switchboard" software shows the following information:

➢ The caller is shown in the call data area (3);

🖐 **Warning:** If the switchboard has been configured to manage several IPervoice sites, the pull-down menu in the upper side of the call area shows the site which originates the call, as in the example shown in the following figure:

➢ The field "call waiting notification" 🎵 blinks;

The video images area (6) will show images coming from the door unit camera.

The attendant can establish an audio connection with the visitor by pressing the field "call waiting notification" 🎵 (if an headset is used) or picking up the handset of 1039/41 device.

To call the user in the apartment, the attendant must operate as follows:

➢ Select the second call data area by clicking on the button ![button with 2] ;

➢ Enter the code of the desired user and press ![bell button] or select the name from the directory (see paragraph "Call to a User with the Address Book " on page 22) and press the button ![Call] ;

➢ During this phase, the door unit will be put on hold:

➢ When the user picks the handset up in the apartment, a communication is established with the switchboard;

In this case, in the call data area appears the message "Connected" and the video images area (6) shows the same image displayed on the video door phone monitor (if the switchboard is provided with a Webcam, otherwise a steady image will be displayed);

➢ To establish a communication between the door unit and the user, press the button ![button] .

✋ **Warning:** If the switchboard has been configured to manage several IPervoice sites, the call can be forwarded to another user only in the same site.

5.6 RECEIVING A CALL FROM AN APARTMENT STATION AND FORWARDING TO ANOTHER USER

If a user calls the switchboard and this is not in standby mode, the switchboard management software shows the following information:

> ➢ The call data area (3) shows the caller code;

> ➢ The field "call waiting notification" ♫ blinks;

The attendant can establish an audio connection with the user by pressing the field "call waiting notification" ♫ (if an headset is used) or picking up the handset of 1039/41 device.

To forward the call to a second user in the switchboard competence area, the attendant must operate as follows:

> ➢ Select the second call data area by clicking on the button ▮2▮;

> ➢ Enter the code of the desired user and press 🔔 or select the name from the address book (see paragraph "Call to a User with the Address Book " on page 22) and press the button [Call];

> ➢ During this phase, the caller will be put on hold:

> ➢ When the user picks the handset up in the apartment, a communication is established with the switchboard;

> ➢ In this case, in the call data area appears the message "Connected" and the video images area shows the same image displayed on the video door phone monitor (if the switchboard is provided with a Webcam, otherwise a steady image will be displayed);

> ➢ To establish a communication between the two users, press the button ▮↩↪▮.

Otherwise, to forward directly the call, without speaking with the destination apartment station, operate as follows:

➢ Select the second call data area by clicking on the button **2** ;

➢ Enter the code of the desired user and press ↩↪ ;

➢ During this phase, the caller will be put on hold:

On hold   B1S1F108

⟩ B2S1F7A3

➢ When the user picks the handset up in the apartment, a communication is established with the apartment station.

✋ **Warning:** If the switchboard has been configured to manage several IPervoice sites, the call can be forwarded to another user only in the same site.

5.7 DOOR LOCK RELEASE COMMANDS AND SPECIAL CODES

5.7.1 DOOR OPENING

System electric locks can be activated from the switchboard interface by clicking on the button ⚿ to open the pedestrian door or the button ?⦀⦀ to open the gate. The functions performed by these buttons and by the button on the door phone 1039/41 depend on system conditions and settings performed during programming phase. See "Installation technical manual" of IPervoice system.

If a specific lock must be activated, regardless of its configuration, operate as follows:

➢ With the pull-down menu "Tool" access to "Door opener" window:

Site	Name	Type	Call module
Plot 3	Door (CMsipp)	Gate	Call Module sipp
Plot 1	Door (CM1)	Gate	Call Module 1
Plot 2	Door (CM2)	Gate	Call Module 2
Plot 4	Gate (CMsipp)	Gate	Call Module sipp
	Gate (CM1)	Gate	Call Module 1
	Gate (CM2)	Gate	Call Module 2
	KeyReader1 Door	Gate	Keyreader 1

[Ok]   [Open]
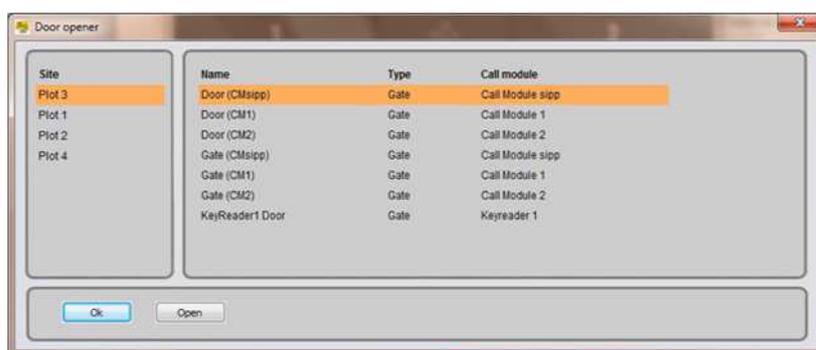
Figure 19: Manual door opening

➢ Select a lock and activate it by pressing the button [Open].

✋ **Warning:** If the switchboard has been configured to manage several IPervoice sites, select the site from the list on the left of the opening door mask; the switchboard will update the door list in the selected site, then the door to be managed.

If the switchboard has received a call from a door unit, use the button [🔑] or [👥] to activate one of the two electric locks connected to the caller device.

The switchboard interface shows the door status: the icon [🚪] starts blinking if the door is open since more than 30 seconds. Click on this icon to open the following window, displaying data of open doors:
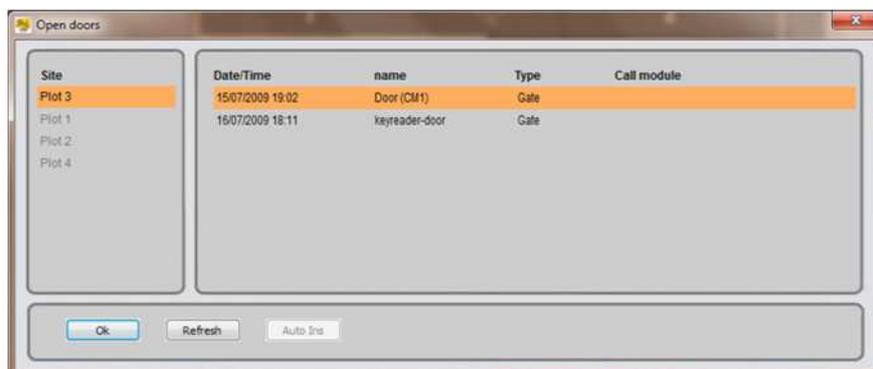
Figure 20: Opened doors state

✋ **Warning:** The state of the doors controlled by call modules (for ex.: 1039/13 or 1039/14) and by IP key readers (1039/88) can only be displayed if a specific door sensor has been connected to their terminal pins (magnetic micro contacts or equivalent).

5.7.2 USE OF SPECIAL CODES

This function allows to send a specific command to a "Special Decoder" module (1039/80) in IPervoice system. The attendant can activate an output by entering the code assigned during configuration. For further details, see paragraph "Special Decoder" in chapter "IPervoice system advanced configuration" of "Installation technical manual" of IPervoice system.

To send a command using a special code operate as follows:

➢ Press the button [1] to activate the respective call data area;

➢ Enter the code on the keyboard;

➢ The code appears in the call data area (3):

✋ **Warning:** If the switchboard has been configured to manage several IPervoice sites, before entering the code, select the site to which the special code must be sent with the pull-down menu on the upper side of the call area, as shown in the following figure:

➢ After entering the code, press the button [SPEC];

➢ If the code is correct, it will be sent to the assigned decoder; the display will show the effect in the call area:

6   PULL-DOWN MENU BAR

At the top of the "Switchboard" software window there are the following pull-down menus:

View   Tools   Settings   Help

➢   "View" menu contains the following commands:

Active calls
Address book   ▸
Alarms
Broken devices
Calls memory
Camera
Log
Open doors

➢   "Tools" menu contains the following commands:

Call module messages   ▸
Concierge Service Config
Lift interface commands
Output list
Door opener
CCTV Cameras
Textmessage
Voicemail
External Application Config
Call Divert Config
Trade
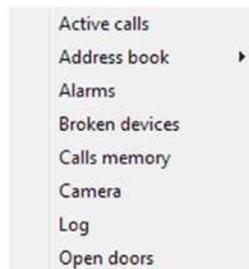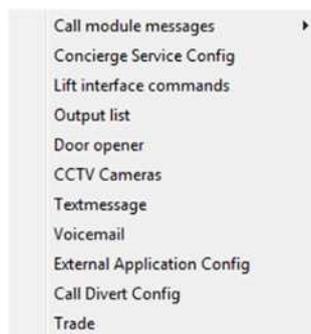
➢   "Settings" menu contains the following commands:

Switchboard configuration
Melody configuration
Multi-site configuration

➢   "Help" menu contains the following commands:

Online help
Information on Switchboard
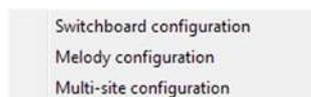
The commands available with the pull-down menu bar are described in the following pages.

6.1 VIEW MENU

6.1.1 ACTIVE CALLS

In "View" menu, press this command; the following window will appear, where all system communications and the following commands are listed:
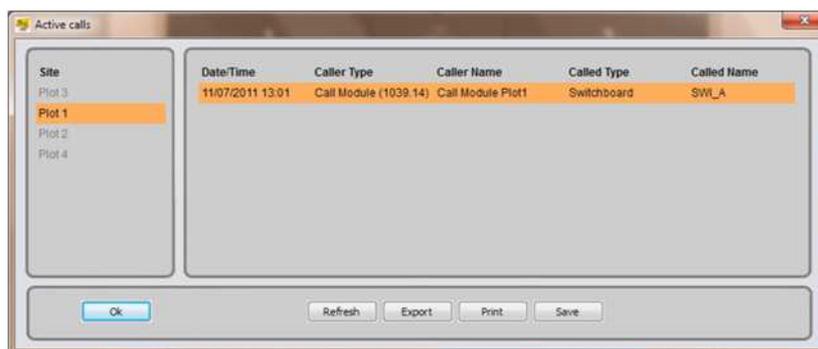
Figure 21: Active communications list

In multi-site systems, the list on the left allows to select the site where to check active communications. To make managing operations easier, the switchboard highlights with **bold** the sites where there are active communications (Figure 22).

Figure 22 - Sites list: theme of concerned sites

OK	Used to close the window and go back to switchboard default operating mode
Refresh	Used to update the list of active calls
Export	Used to export the list of active calls into a .csv table
Print	Used to export the list of active calls into a .rtf text file and open automatically the file with the default editor (for ex. Microsoft Office Word)
Save	Used to export the list of active calls into a .rtf text file

6.1.2 ADDRESS BOOK

As already mentioned in chapter "Call to a User with the Address Book " on page 22, it is possible to call

a user by selecting the code from a list. To display the list, press the button [icon] or select the command "Address book – Person" in "View" menu.

Figure 23: Address book

To find a user, write the name in the white area on the top left, or scroll the list in the centre of the window. In multi-site systems, before scrolling the list or enter the name to be searched, select the site from the list on the left side of the display.

After selecting the code, press the button [Call] to send the call.
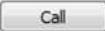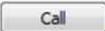
Besides the button [Call], used to send calls, at the bottom of the window there are the button [VM], used to open the window and send voice messages (see paragraph "Voicemail" on page 48) and the button [Cancel], used to close the window and go back to switchboard default operating mode.
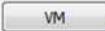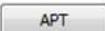
The fourth button [APT] allows to open the list of system apartment codes.
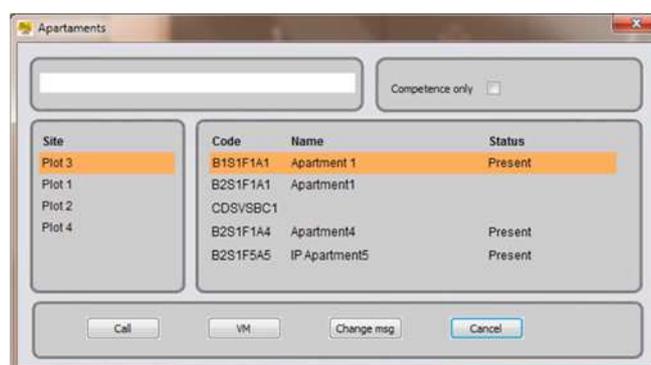
Figure 24: Address book – Apartment displaying mode

The same window can be opened from the "View" menu with the command "Address book – Apartment".

The functions available in this window are the same described for the window of user list, except for the button ⟨Change msg⟩, which allows to change the message displayed on door units when the user is absent, as shown in the following figure:
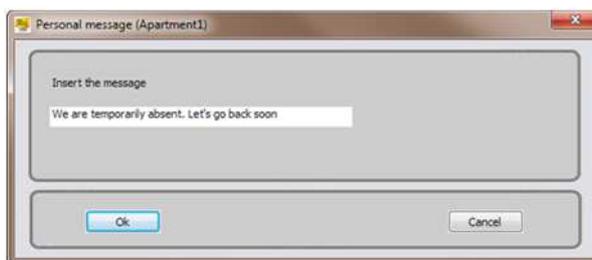
Figure 25: Absence message setting

6.1.3 ALARMS

If configured for this purpose, the system allows to send to the concierge switchboard all alarm signals detected by alarm control panels 1061 present in apartments.

All signals can be displayed by pressing the command "Alarms" in menu "View".

The window contains the list of alarms detected by the system and the following commands:

Room Monitor	Used to activate the room monitor feature from the apartment that has originated the panic alarm
Refresh	Used to update the alarm list
Reset	Used to delete the selected alarm (*)
Cancel	Used to close the window and go back to switchboard default operating mode.

(*)   According to settings performed during system programming, the command "prereset" can appear instead of "reset". The "prereset" command allows to temporarily disable alarm signalling, in order to perform specific tests.
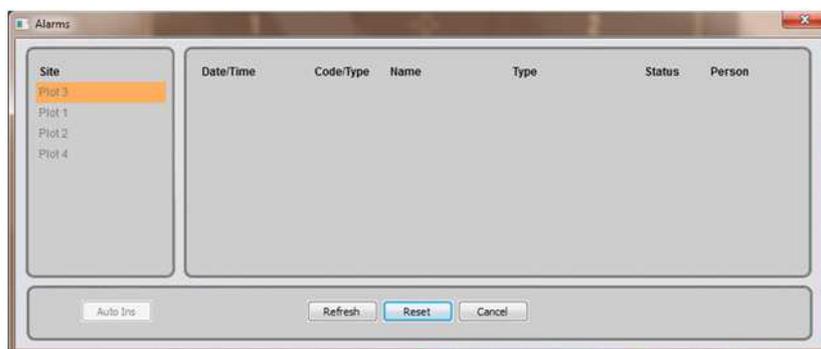
Figure 26: Alarm list

The presence of a new alarm is signalled in the switchboard main screen by the icon ![icon], which blinks.

Click on the main screen icon to open the window "Alarms" described in this paragraph.

As described above, the list on the left allows to select the site and manage its active alarms.

✋ **Warning:** when the alarm window is opened, the system always starts with the first site of the list, even if it hasn't any active alarms; the switchboard highlights with **bold** the sites where there are alarms, to make check operations easier.

ROOM MONITOR: PANIC ALARM MANAGEMENT WITH MORE THAN ONE SWITCHBOARD

The attendant can start a mono-directional room monitor session (the audio stream flows from the apartment who has raised the alarm to the switchboard), by pressing ![Room Monitor] button. This button will be automatically enabled in case of Panic Alarm event. If more than one Switchboard is defined in the system, the alarm will be sent to all the switchboards belonging to the same "competence" area. Only the switchboard who will activate room monitor[9] will take charge of managing the alarm[10], silencing the acoustic signal on the other switchboards; no one is entitled to reset or re-activate room monitor for this alarm.
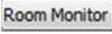
✋ **Warning:** the room-monitor feature has the highest priority in the iPervoice system, activating it, prevents the switchboard to receive another call, as putting it in hold state, until the room-monitor has been terminated.

---

[9] If the room monitor is activated on an indoor station belonging to a CAT5 analog riser, the duration will be limited to 45 seconds, whereafter the system will perform the deactivation in an automatic way. The switchboard operator can still reactivate it, whenever it deems it necessary.

[10] If conditional reset mode is set, by pressing room monitor also the prereset procedure will start; no user action is required.

6.1.4 BROKEN DEVICES

In normal operating mode, the switchboard checks periodically that all devices are working properly. If a failure is detected, in the main screen the icon [icon] starts blinking.

Click on the icon or press the button "Broken devices", in the menu "View", to open the following window, that contains a list of all broken devices and the following commands:

OK	Used to close the window and go back to switchboard default operating mode
Refresh	Used to update the list of broken devices
Print	Used to export the list of broken devices into a .rtf text file
Export	Used to export the list of broken devices into a .csv table
Poll	Used to check the operating state of the selected device
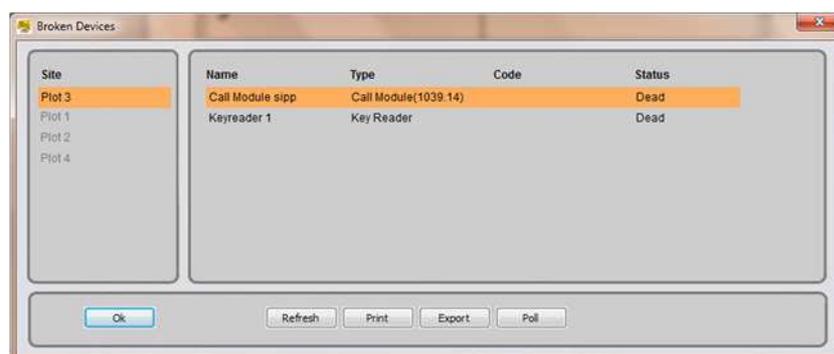
Figure 27: List of broken devices

In multi-site systems, remember to select the site from the list on the left. Then check if there are not correctly working devices.

6.1.5 CALL MEMORY

If the switchboard attendant doesn't answer a call, this is stored in a list and the icon [icon] starts blinking.

Select the command "Call memory" from the pull-down menus or click on the icon: the following window appears, where it is possible to see the list of unanswered calls.

At the bottom of the window the following commands are available:

Call	Used to recall the user left without answer
Refresh	Used to update the call list
Del	Used to delete the unanswered call from the list
Cancel	Used to close the window and go back to switchboard default operating mode
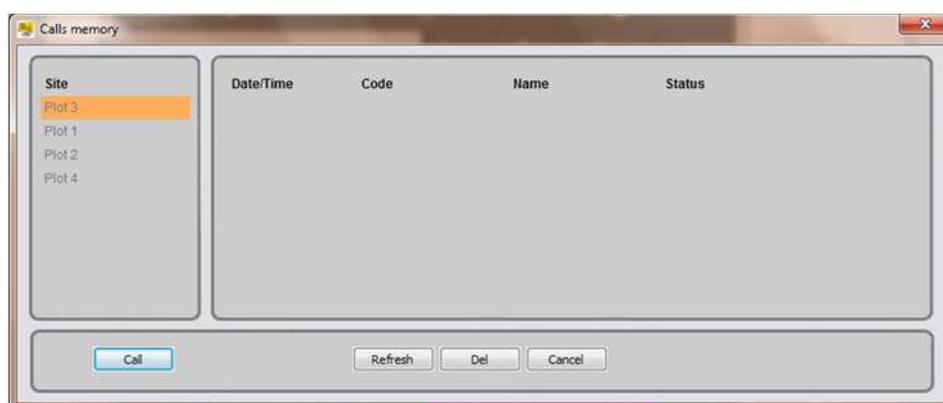
Figure 28: List of unanswered calls

In multi-site systems, remember to select the site from the list on the left. Then check if there are unanswered calls.

6.1.6   CAMERA

This command allows to activate a window, used to display images coming from the local switchboard Webcam.

6.1.7   LOG

This command, available in menu "Views", allows to display all the events recorded by the concierge switchboard.

The top of the window allows to search data by setting the following filters:

- IPervoice site where to perform the search
- Event start date and time (press the button "Enable" to enable the filter)
- Event end date and time (press the button "Enable" to enable the filter)
- Event type
- Device originating the event
- Device receiving the event
- Signalling type

After setting parameters, press the button [Search] to start the search. Results will be listed in the centre of the window shown in Figure 29.
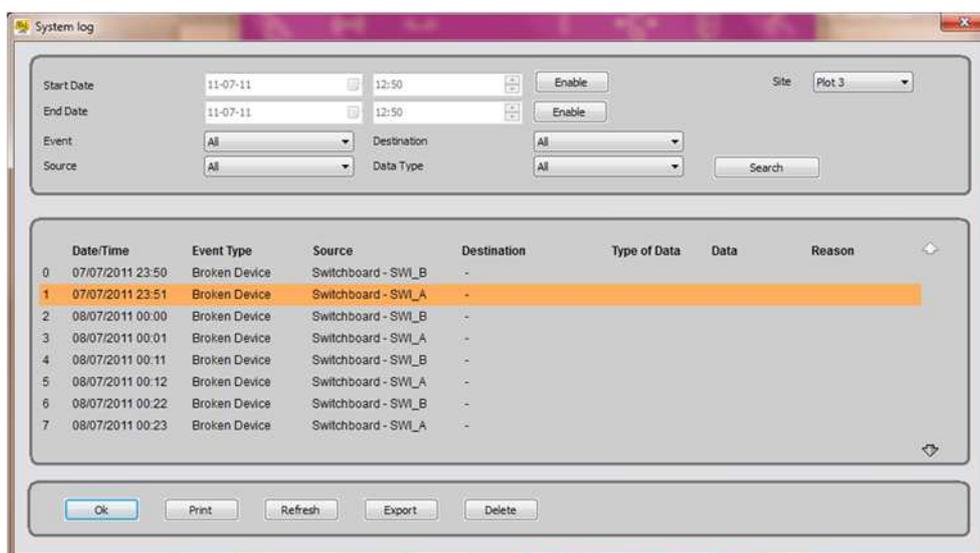
Figure 29: Event log displaying

✋ **Warning:** the events shown in the result window are referred to the selected IPervoice site; if there are more than one site, it could be necessary to repeat the search for all the sites managed by the switchboard.

The bottom of the window contains the following commands:

OK	Used to close the window and go back to switchboard default operating mode
Print	Used to export the list of events displayed in the centre of the window into a .rtf text file
Refresh	Used to update the events list
Export	Used to export the events list into a .csv table
Delete	Used to delete events in the list

6.1.8 OPENED DOORS

It is possible to display the status of the connected doors of devices equipped with open door sensor (see note on page 28). In menu "View" select the command "Opened doors"; a window will appear, containing the list of doors opened since at least 30 seconds[11].

The same window can be displayed by clicking on the icon [icon], which blinks each time a door is left open.
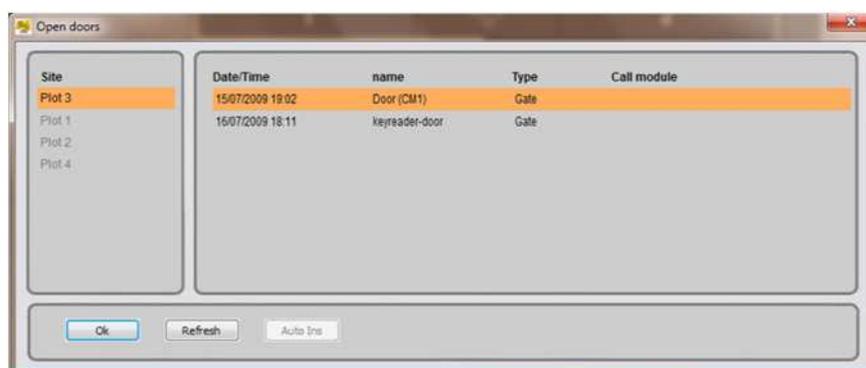
Figure 30: Opened doors list

At the bottom of the window two function buttons are available:

OK	Used to close the window and go back to switchboard default operating mode
Refresh	Used to update the list of opened doors (check and update are performed automatically each 30 seconds)

---

[11] The "door left open" timeout is a parameter which can be configured on IPervoice

6.2 MENU TOOLS

6.2.1 CALL MODULE MESSAGES

To customize the welcome text message displayed on call modules, access the menu "Call module messages – Welcome messages". The following window will appear:
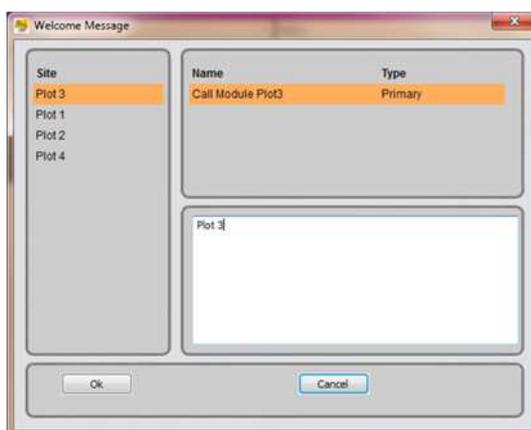
Figure 31: Welcome message setting

To change a message follow the procedure below:

➢ Select from the sites list the desired IPervoice site;

➢ Select at the top the call module containing the welcome message to be changed;

➢ Enter the message text in the centre of the window;

➢ Confirm with the button [Ok] or exit from the window with the button [Cancel].

In this way, the change will be permanent; if it is needed to temporarily change the message, access the following window (Figure 32) with the command "Call module messages – Temporary messages".

This function can be used, for example, to show business hours or instruction for calls performed when the switchboard attendant isn't present.

Figure 32: Temporary welcome message setting

To enter a new temporary message, follow the procedure below:

➢ Select from the sites list the desired IPervoice site;

➢ Press the button [New] ;

➢ A new window will open; enter the message name and the text to be displayed and confirm with the button [Ok]
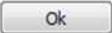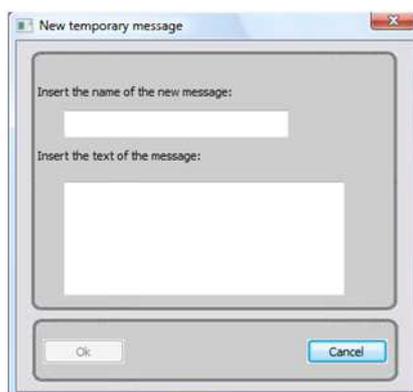
➢ Open the list of call modules to which to associate the message by pressing the button [Call Module] ;
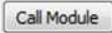
➢ Select the call modules where the message will be displayed and confirm with [Ok] ;
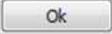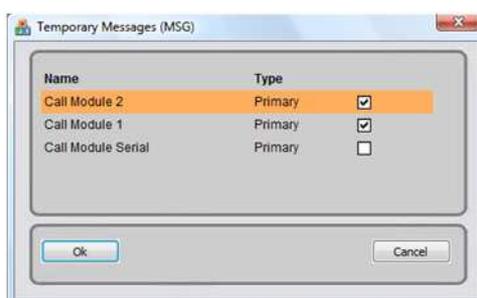
➢ Open the window "Calendar" used to set message display time with the button [Calendar] ;
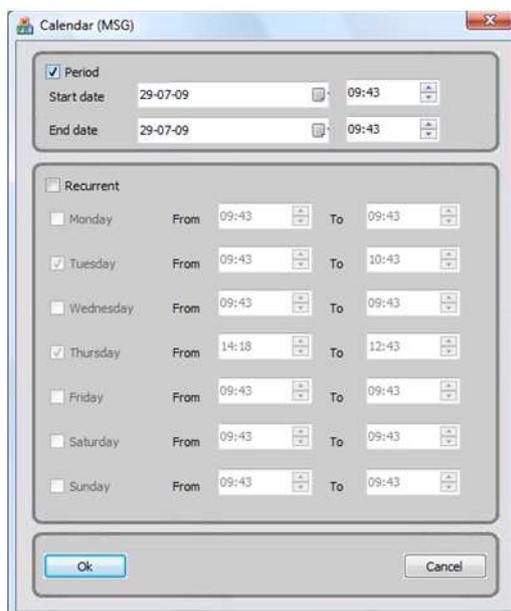
At the top it is possible to set time bands with start date/time and end date/time; this solution can be applied, for example, during holidays.

At the bottom it is possible to set weekly displaying times, for example during weekends or night time.

➢ To confirm settings, press the button [Ok] in the "calendar" and in the main window.
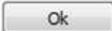
In the main window there are also buttons [Modify] and [Delete], which allow to modify and delete the messages in the list.

6.2.2 CONCIERGE SERVICE CONFIG

This function allows to set the switchboard operating mode. From the menu "Tools" select the item "Concierge service config"; the following window will appear:

Figure 33: Concierge service configuration – Operating states

To change the operating mode follow the procedure below:

➢ Select "DAY", "NIGHT" or "STANDBY" for switchboard state;

➢ If "NIGHT" or "STANDBY" have been selected and the competence area must be transferred, click on the item "Select a Switchboard", then select the destination switchboard for calls.

➢ Confirm by pressing the button [Ok], or the button [Apply] to continue without closing the window, or leave the operation by pressing the button [Cancel].

Press the button [Details...] to display information about switchboard competence area. The following window will appear:
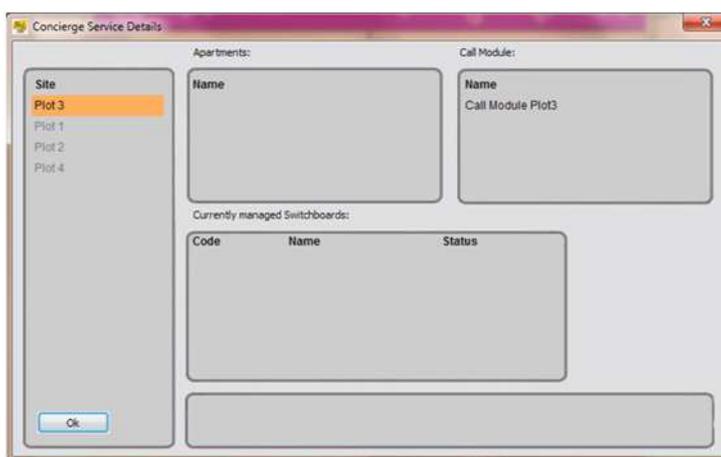
Figure 34: Concierge Service Configuration – Competence area details

If the switchboard manages more than one IPervoice site, select the site from the respective list to check its competence information.

6.2.3 LIFT INTERFACE COMMANDS

If one or more lift interfaces (1039/37) are installed in IPervoice system, lifts can be enabled in order to allow the user to reach only the desired apartment. To enable the lift, access this menu; on the left boxes define block, stair and floor codes of the apartment that the user wants to reach. On the right box, define the time during which the lift will be enabled.

✍ **Warning:** If the switchboard has been configured to manage more than one IPervoice site, to enable lifts select the site from the pull-down menu on the upper side of the window, as shown in Figure 35.
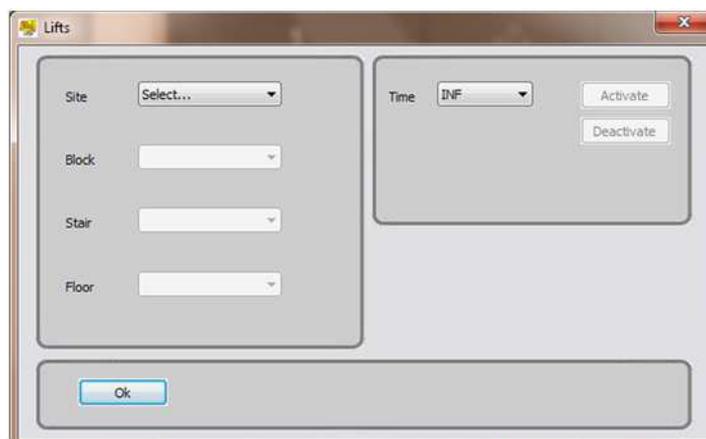
Figure 35: Lift interface commands setting

6.2.4 OUTPUT LIST

Selecting the item "Output list", a window will appear where all the available command devices are listed. Select a device and activate it with the button [On], deactivate it with the button [Off] or activate it in timed mode with [Toggle].
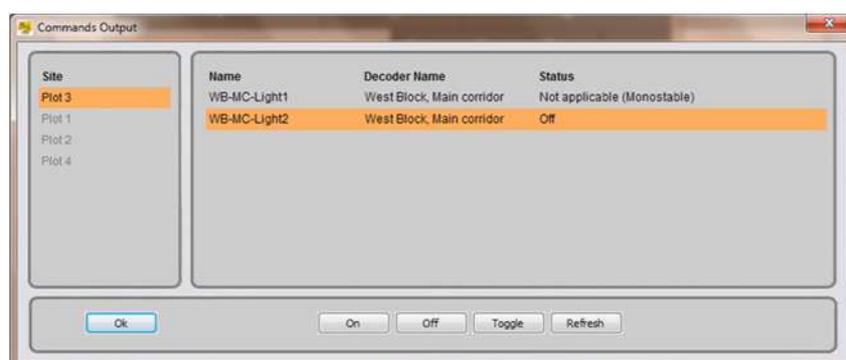
Figure 36: Output devices list

To update devices outputs press the button [Refresh].

In multi-site systems it could be necessary to change the selected site before selecting the desired output.

✋ **Warning:** If a command device has been configured in "Monostable" mode, only the button "On" will be enabled, that will activate the output for the configured time. For further information, refer to chapter "IPervoice devices advanced configuration", paragraph "Special decoder" in "Installation technical manual" of IPervoice system.

6.2.5 DOOR OPENER

Select this function in the menu "Tools" to display the list of all electric locks managed by IPervoice system.

To select and activate a lock, press the button Open .
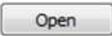
Figure 37: Door lock release commands
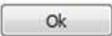
Press the button Ok to close the window and go back to switchboard default operating mode.

As above, in multi-site systems, select the desired site from the list to read the doors list associated.

6.2.6 CCTV CAMERAS

Select the menu item "CCTV Cameras" to display all system cameras. These can be call modules or video server 1039/69 cameras.
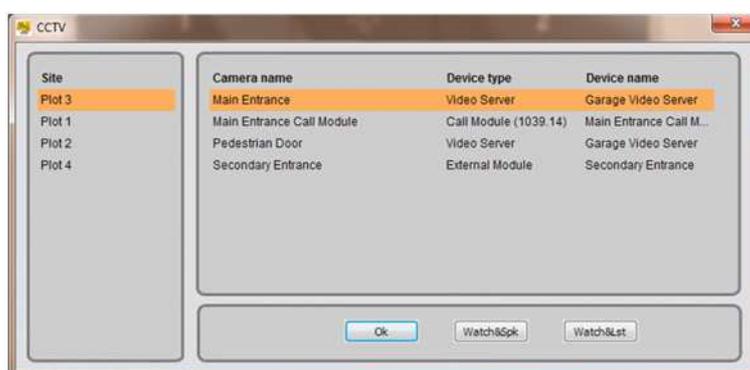
Figure 38: Cameras list

To display images coming from one of these cameras, follow the procedure below:

 ➢ Select the desired site from the list;

 ➢ Select the desired camera;

> ➢ Press the button [Watch&Spk] to see images and establish a bidirectional audio communication with the camera module, or the button [Watch&Lst] to display images and hear sounds coming from the camera module, without establishing a communication[12].

✋ **Warning:**   In the first case, the camera leds will turn on, in the second case they will stay off to keep audio-video control secret.

✋ **Note:**   "Switchboard" software allows to display at the same time also the images coming from a second camera. In this case, the active camera will show at the bottom right the image captured by the switchboard Webcam (if present).

> ➢ Captured images will be displayed on the switchboard main screen, in video images area (6); the following message will appear in call data area (3):

> ➢ To stop image displaying, press the button ✕ .
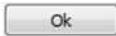
> ➢ Press the button [Ok] to close the window and go back to switchboard default operating mode.

6.2.7   TEXT MESSAGE

Select the menu item "Text Message" to define text message and send them to system users. The following window will appear:

Figure 39: Text Message setting

---

[12] Mono or bidirectional audio channel is not available if cameras are connected to video servers 1039/69

Per poter creare un nuovo messaggio procedere come indicato di seguito:

To create a message follow the procedure below:

- ➢ Press the button [New] ;
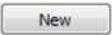
- ➢ Enter at the top left of the window a mnemonic name to identify the text message

Name	Date	Time
Message01	01/06/2012	11:10
Message02	01/06/2012	11:13
Message03	01/06/2012	11:20
Text Message 04		

- ➢ Type desidered text at the top right text box area;

> This is a Switchboard text message
>
> [Ok]
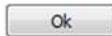
- ➢ Press the button [Ok] to save the new message

✋ **Warning:** the maximum characters per line is **22**, the maximum rows is **7**.

- ➢ The name assigned to the text message is put in the list with recording date and time;

To send the message to a user, perform as follows:

- ➢ Select the destination user following one of these two methods:

  → Select site, block, floor, apartment and user codes among those available in the lists:

Site	Plot 3			[Select Apt]
Block	All	Floor		[Select Pers]
Stair		Apt		[Send]

✋ **Warning:** If one or more of the 4 code fields has not been filled in, the message will be sent to all the users belonging to the block, stair or floor indicated. For example, if the code S1 is selected in field "stair", all the apartments with stair code S1 will receive the message.

  → Select the destination apartment by selecting it from the list, pressing the button [Select Apt] and confirm with the button [Select]:

→ It is also possible to identify the destination apartment by selecting the apartment user. To do this, press the button [Select Pers] after selecting it from the list and confirm with the button [Select].

➢ Press the button [Send] to send the message.

To delete one or more messages previously recorded, select them and press the button "Delete".

Press the button "OK" to close the window and go back to switchboard default operating mode.

✋ **Warning:** System will convert the text message in a static image before to send it to user voice mail. It will be managed by the system as a standard video door phone answering machine message. For details about apartment station message notification, listening and deletion, refer to the user manual provided with respective devices.

6.2.8 VOICEMAIL

This function can also be selected with the button [VM] in address book main screen (see paragraph "Call to a User with the Address Book " on page 22). It allows to record audio messages and send them to system users.

The following window will appear:

Figure 40: Voice message setting

To record a message follow the procedure below:

➢ Press the button [New];

➢ Enter at the top left of the window a mnemonic name to identify the message:
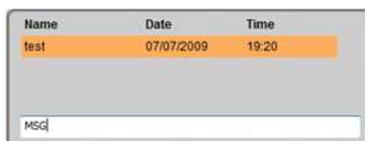
➢ Press the button [●] to start recording the message;

✋ **Warning:** The max. duration of the message is 30 seconds.

➢ Once the message has been recorded, press the button [■];

➢ The name assigned to the message is put in the list with recording date and time;

➢ To listen to the recorded message, press the button [▶];

To send the message to a user, perform as follows:

➢ Select the destination user following one of these two methods:

→ Select site, block, floor, apartment and user codes among those available in the lists:

Warning: If one or more of the 4 code fields has not been filled in, the message will be sent to all the users belonging to the block, stair or floor indicated. For example, if the code S1 is selected in field "stair", all the apartments with stair code S1 will receive the message.

→ Select the destination apartment by selecting it from the list, pressing the button [Select Apt] and confirm with the button [Select]:

→ It is also possible to identify the destination apartment by selecting the apartment user. To do this, press the button [Select Pers] after selecting it from the list and confirm with the button [Select].

➢ Press the button [Send] to send the message.

To delete one or more messages previously recorded, select them and press the button "Delete".

Press the button "OK" to close the window and go back to switchboard default operating mode.

Warning: the message sent to the user voice mail is managed by the system as a standard video door phone answering machine message. For details about apartment station message notification, listening and deletion, refer to the user manual provided with respective devices.

6.2.9   CALL DIVERT CONFIG

This function allows to activate the call divert; the calls addressed to the switchboard will be redirected to a VoIP telephone in the system.
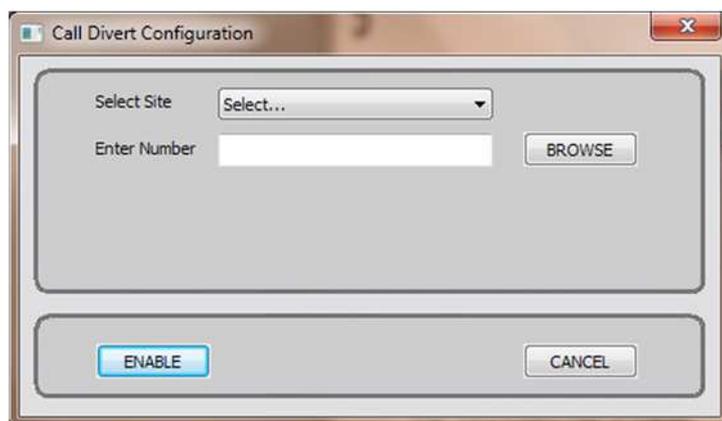
Figure 41: Call divert configuration

To configure the call divert, select the menu item "Call Divert Config" to open the window and then perform the following operations:

➢ In the pull-down menu in the upper side of the window select the site of the device to which the call must be diverted;

➢ Enter the user number to which all the calls addressed to the switchboard must be redirected;

➢ Otherwise, press the button BROWSE to see the list of the available VoIP telephones;
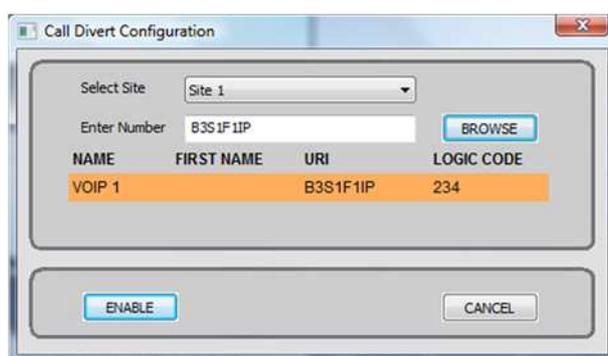
➢ Select the desired telephone;

➢ Press the button ENABLE to activate the diversion and close the window

➢ To disable the call divert, open again the configuration window and press the button DISABLE.

☝ **Warning:**   "Call Divert Config" feature is not available for multi-site plants.

6.2.10 TRADE

This function allows to configure automatic door lock release profiles associated to call modules. The configuration window is shown in Figure 42.
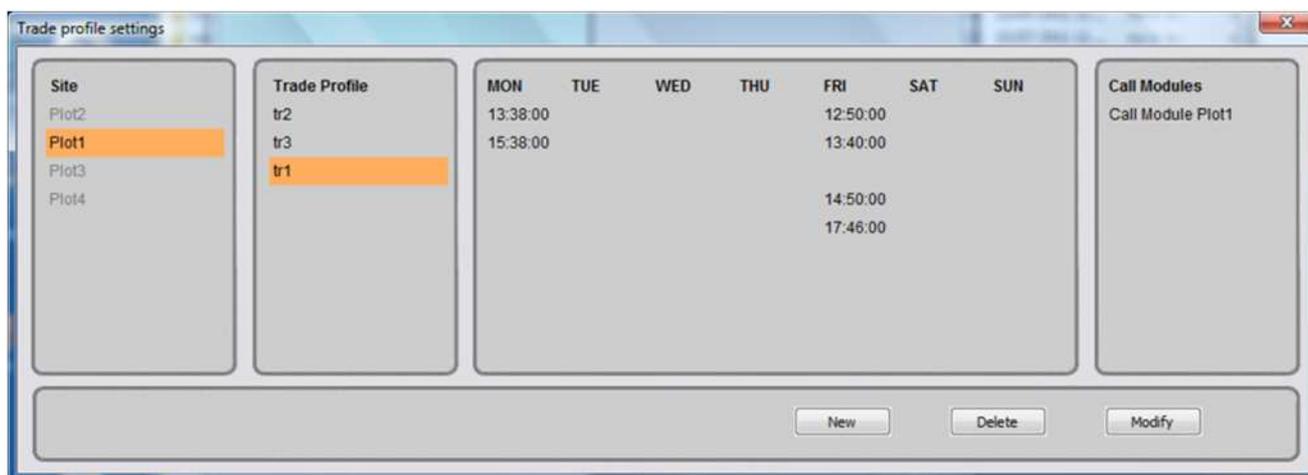
Figure 42: Automatic door lock release profiles configuration

The window shows the list of previously configured profiles, if present, grouped by belonging site; for each profile, weekly time bands and associated call modules are visible.

To configure a new profile, operate as follows:

➢ Select the site where to add the new door lock release profile;

➢ Press the button [New] ;

➢ Enter the profile name in the text box "Profile Name";

➢ For each selected day of the week, choose at least one interval among the three available ones, as shown in the figure below, and select the "check box" to enable programming;

☝ **Warning:** intervals must not overlap, otherwise the system will not save the parameters

➤ From the right list, select the call modules where the automatic door lock release profile must be activated;

➤ If the call module has already been associated to another profile, the character ***** will be displayed near its name. If this device is associated to the new profile, the system will inform the operator about the change with the following warning window:
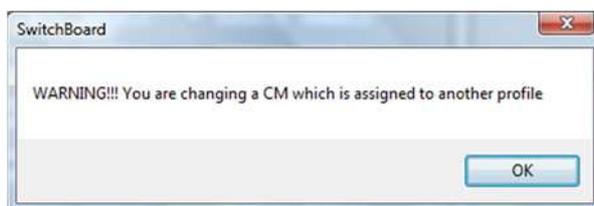
➤ To complete the operation press the button [Ok] or the button [Cancel] to undo the operation and go back to profiles list.

6.3 MENU SETTINGS

6.3.1 SWITCHBOARD CONFIGURATION

Access this window with the command "Switchboard Configuration" in "Settings" menu in order to change the PC peripherals used by the switchboard to perform audio communications and images shooting.

The window is shown in Figure 33. Press the button [Ok] to confirm changes and press the button [Cancel] to go back to switchboard default operating mode.

Figure 43: Concierge switchboard audio and video configuration

6.3.2   MELODY CONFIGURATION

To change melodies played by the switchboard according to call types, access the following window with the command "Melody Configuration".
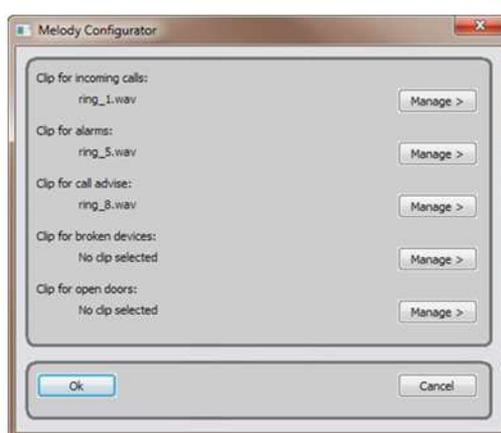
Figure 44: Melody configuration

Clip for incoming calls	Audio file for incoming call
Clip for alarms	Audio file for alarm event
Clip for call advise	Audio file for call waiting
Clip for broken devices	Audio file for broken devices
Clip for open doors	Audio file for open door/s

It is possible to assign to each audio event a .wav[13] audio file, selected from disk units or computer peripherals. Press the button $\boxed{\text{Manage >}}$ to access the following pull-down menu:
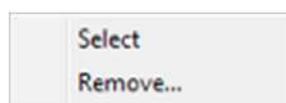
With the item "Select" access the browser in order to search the desired melody in computer folders. To delete a previously selected melody, click on the item "Remove" in the same menu.

Confirm the changes with the button $\boxed{\text{Ok}}$, press the button $\boxed{\text{Cancel}}$ to go back to switchboard default operating mode.
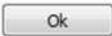
✋   **Warning:**   To make changes effective, reboot the "switchboard" application.

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[13] WAV – acronym of "*Waveform audio file format*". It is a standard file format used to play sounds on PC.

6.3.3 MULTI-SITE CONFIGURATION

This function allows to access Switchboard software multi-site configuration. If there are more than one IPervoice server, the system is a multi-site system. In this case, each server manages a group of buildings, stairs and apartments which are grouped into a logical unit called site. Several sites can communicate among them to extend IPervoice system features. To operate in more than one site, concierge switchboards must be enabled on respective servers during system installation with IPervoice FrontEnd. Some registration operations must also be performed on the switchboard. Select the item "Multi-site configuration" from the menu "Setting" to display the window shown in Figure 45.

Figure 45: Multi-site configuration

In the upper side there is the list of previously registered sites, if present. To perform the first configuration operate as follows:

➢ Enter the local IP address, which will be used to register to IPervoice servers.

✋ **Warning:** This address is identified in Switchboard application configuration file with the parameter ADAPTER_IP (for further information see the paragraph "Installation - Usage in Systems with more than one Ethernet Interface" on page 6)

➢ Press the button Add, the site configuration page will be displayed;
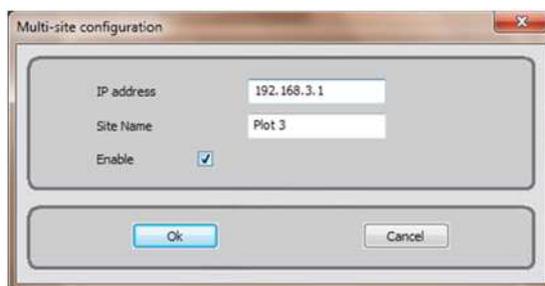
➢ Enter the server address in the box "IP address";

➢ Enter the unique site name in the box "Site Name": this will be the name shown by the switchboard to the user when the application is running;

➢ Enable the switchboard to registration to the server by selecting the check box "Enable";
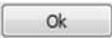
➢ Press the button [Ok] to save information and go back to the previous page.

✋ **Warning:**   to make changes effectives, reboot Switchboard application.

6.4   MENU HELP

6.4.1   ONLINE HELP

This function is not available yet.

6.4.2   INFORMATION ON SWITCHBOARD

To display information about switchboard IP and MAC addresses and about the firmware version, select the item "Information on Switchboard" from the menu "Help". An example is shown in Figure 35.

Figure 46: Information