# IP Audio Dispatch APP User Guide

# Contents

# *Overview*

## *Introduction*

IP Audio Dispatch App is a simple and easy to use mobile application developed for ZYCOO IP Audio dispatch users. The app allows users of iPhone or Android based devices a mobile alternative to the PC based dispatch console.

With the IP Audio Dispatch App, background music, pre-recorded message paging, emergency paging and IP audio endpoint status monitoring can be configured and maintained.

IP Audio Dispatch App is a useful application which is perfect for when the dispatch users have to leave their dispatch PC or full dispatch functionality is not critical.

## *Features*

IP Audio Dispatch App can be considered as a simplified version of the IP Audio Dispatch Console which can be installed on mobile phones. Below is a feature comparison table of the IP Audio Dispatch App and the IP Audio Dispatch Console.

| Features/Applications | IP Audio Dispatch App | IP Audio Dispatch Console |
|---|---|---|
| Click/tap to call | Not supported | Supported |
| Upload Audio Files | Not supported | Supported |
| Create Playlist | Not supported | Supported |
| Create Triggered Paging | Not supported | Supported |
| Manage Conferences | Not supported | Supported |
| Call Spy | Not supported | Supported |
| Whisper Spy | Not supported | Supported |
| Barge Spy | Not supported | Supported |
| Call Split | Not supported | Supported |
| Video Intercom | Not supported | Supported |
| Manage Recordings | Not supported | Supported |
| Music Player | Supported | Supported |
| Click/tap to Page | Supported | Supported |
| Click/tap to Alarm | Supported | Supported |
| Volume Control | Supported | Supported |
| Text-to-Speech (TTS) Paging | Supported | Supported |
| Prerecorded Message Paging | Supported | Supported |
| Endpoints Status Monitoring | Supported | Supported |
| Alarm List | Supported | Supported |
| Fault Report List | Supported | Supported |

## Installation

The IP Audio Dispatch App has Android and iOS versions, please use your mobile phone to scan the below QR codes to install the application.

IP Audio Dispatch App for iPhone

IP Audio Dispatch App for Android Phones





# Login

## Run the App

 After installation, tap on the app icon as shown left to run the app.

If it's the first time running the app, users need to grant network, microphone and camera access permissions for IP Audio Dispatch App.

Network permission must be enabled for the app being able to connect to IP Audio Center server.

Microphone needs to be enabled if prerecorded message paging feature is required, as the app needs to use the microphone of the mobile phone for users to record a message for paging.

Camera needs to be enabled if users also have IP Audio Dispatch Console installed at the same time, as they can use the QR code provided by IP Audio Dispatch Console for quick login of the IP Audio Dispatch App.

## User Login



The login screen of the IP Audio Dispatch App is as shown left.

Users need to input server address, username and password to sign in, if you don't have the login credentials please contact the IP Audio Center system administrator for help.

If you have installed IP Audio Dispatch Console on your PC and have logged in, please go to Settings -> Advanced Settings, and scan the "Mobile App Login QR Code" to sign in.
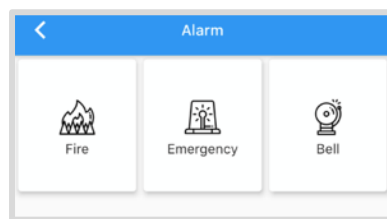
# *Paging*

## *Alarm Paging*

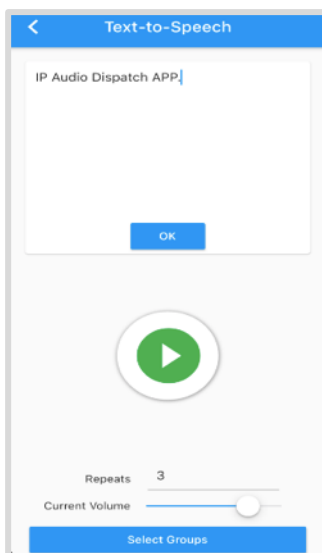After login, users will first see the paging main screen as shown below.
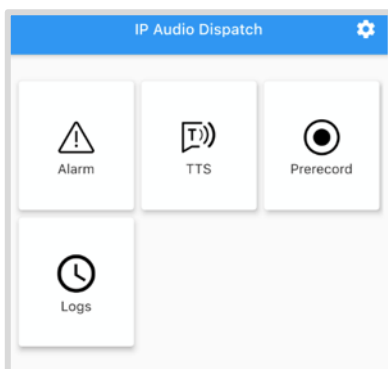


To sound alarm, tap on the Alarm icon to enter the alarm menu.



Select an alarm type then next select the paging groups and then tap on Start to sound alarm. To stop the alarm, tap on Stop.

## *TTS Paging*



TTS paging on the IP Audio Dispatch App is different with TTS paging on the IP Audio Dispatch Console. On IP Audio Dispatch Console, TTS is used to create triggered paging, including immediate, timetable and dial number triggered paging. On IP Audio Dispatch App TTS is used for immediate paging, users can page the text contents right after the converting from text to speech.

Tap on the TTS icon to enter TTS menu.

Input or paste the text contents in the text box and tap on OK, the text contents will be converted to audio, tap on the play button you can playback the audio for review.

If the audio is ready for paging, then set the paging repeats and the volume, and then tap on Select Groups to select paging groups for paging, after this tap on Start button to start TTS paging.

## Prerecorded Message Paging

Prerecorded message paging on IP Audio Dispatch App is different with on the IP Audio Dispatch Console. On IP Audio Dispatch Console, prerecorded message is used to create triggered paging, but on IP Audio Dispatch App, prerecorded message is used for immediate paging, users can page out the prerecorded message right after the recording is done.

Tap on the Prerecord icon to enter prerecorded message paging menu.

Press and hold the microphone icon to record a message, when done release to stop recording. Now a play button will appear, tap on it to playback the record message for review. If the recording is not good enough, press and hold the record button to repeat the recording process. If the recording is ready for paging, then tap on Select Groups button to select a paging group and then tap on Start button to start prerecorded message paging.
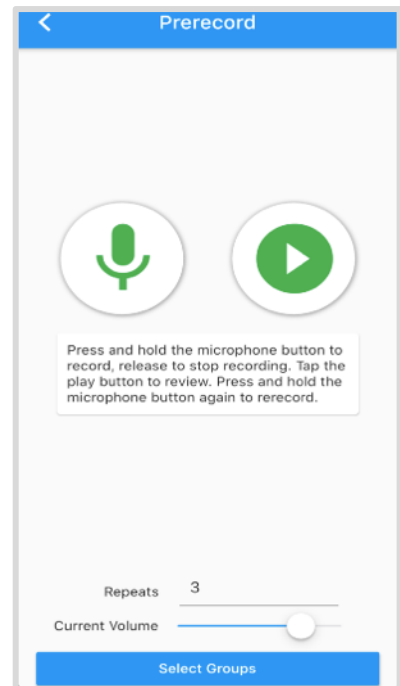


## Logs

Under the Logs menu, users are able to check the alarm paging logs and the endpoint fault report logs.

The alarm paging logs including alarms paged from the IP Audio Dispatch Console and the IP Audio Dispatch App, users can have information of the initiator and the confirmation status of the alarm events.

The endpoint fault report logs including status changing from idle to offline and connection error.

# *Endpoints and Group*

## *Endpoints*

Under the Devices menu, users can do centralized management and status monitoring to all IP Audio devices that belongs to the paging groups the user have permission to access.

The devices can be filtered by using the status indication icon, for example, tap on the red status icon to show all devices which are in use.
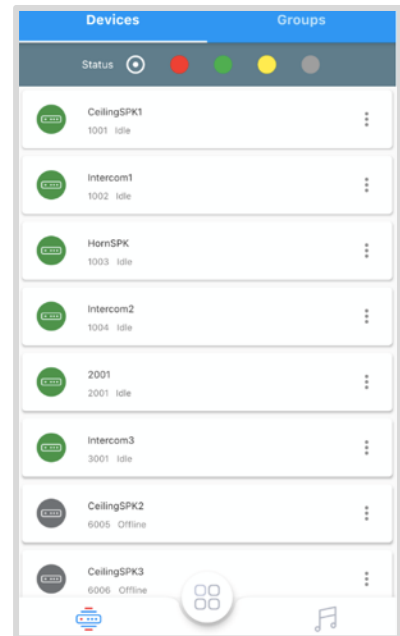
Tap on the options button on the right side of the device icon, users can have more management options to a specific IP audio device.
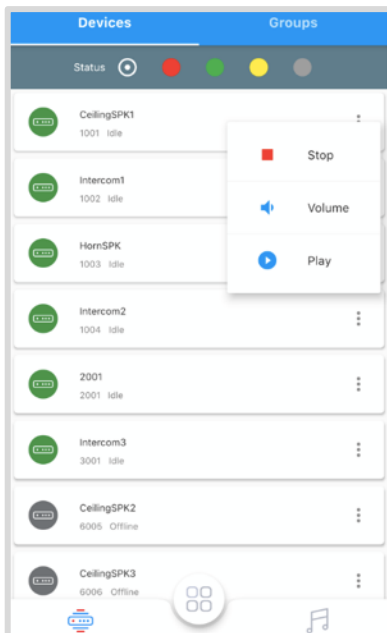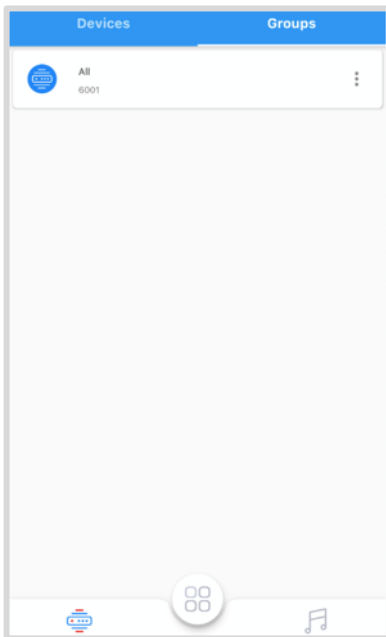


By using the Stop option, users can stop paging/call on the selected IP audio device.

By using the Volume option, users can adjust the IP audio device's volume level in real time.

And by using Paly option, users can play music to the selected IP Audio device. Select a playlist and tap on Start button to start music playing on the device.

## *Groups*



Under the Groups menu, users can manage all paging groups which the users have permission to access.

Tap on the options button on the right side of the group icon, users can stop all current paging and calls on all IP audio devices in this group. And there are also options to set volume level and play music to the IP audio devices within the group.

The Stop option will terminate all current paging, intercom calls and phones within this group. The volume option can be used to setup a general volume level for all IP audio devices in this group. And the Play option can 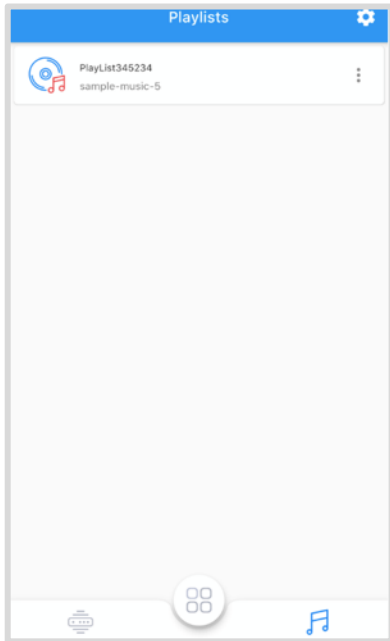be used to play music to this group, tap on the Play option and next select a playlist and then tap on Start button to start playing music to this group.
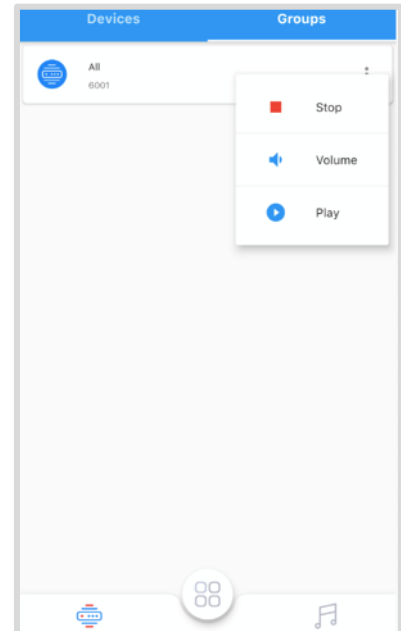
# Playlist

On the Playlists screen, users can see all music playlist available in the IP Audio Center system.

Beneath the playlist name is the music which is currently playing.

Tap on one of the playlists, users can enter the player interface for more music options.
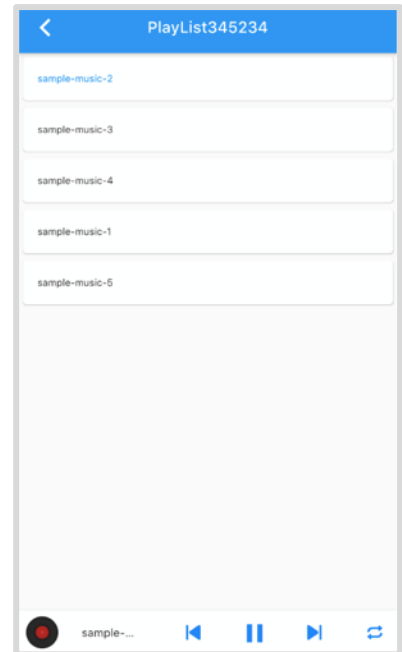
Within the music player screen, users have options to pause the music, switch to previous or next track, and change the music playing order.

Available playing orders:

⇄ : Cycle

⇄ : Single Cycle

⤬ : Shuffle

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ZYCOO, NEEQ Code 839487, is the leading developer and manufacturer of IP telephony devices and related systems, devoting itself over the past years to R&D powerful and scalable voice over IP (VoIP) solutions that mainly serve the SMEs market and industry filed.