

IP Audio Dispatch Console User Guide



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1. Login

Download links of IP Audio Dispatch Console.

IP Audio Dispatch Console for Windows users:

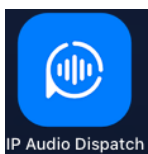
http://www.zycoo.com/downloads/ip-audio/IP_Audio_Dispatch_latest.exe

IP Audio Dispatch Console for MacOS users:

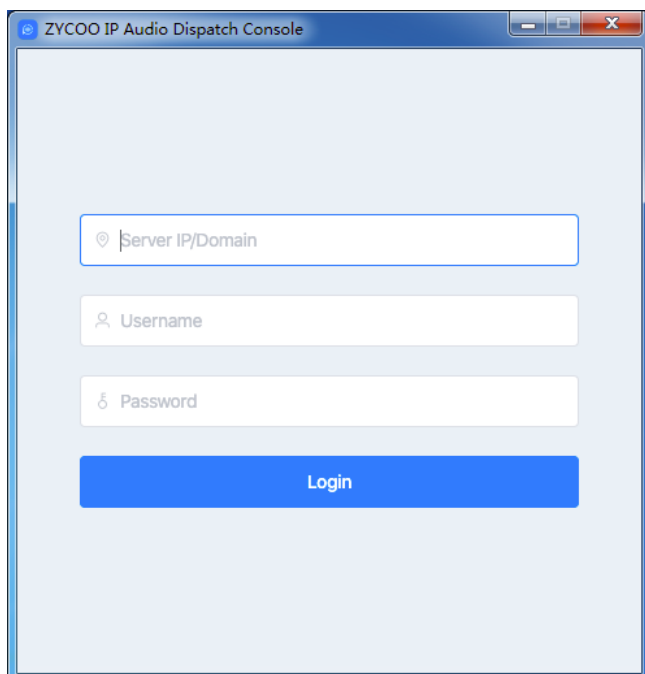
http://www.zycoo.com/downloads/ip-audio/IP_Audio_Dispatch_latest.dmg

For IP Audio Dispatch Console for Linux, please contact ZYCOO sales or distributor.

After installation, double click on the IP Audio Dispatch console application icon to launch the application.



Login screen as below.

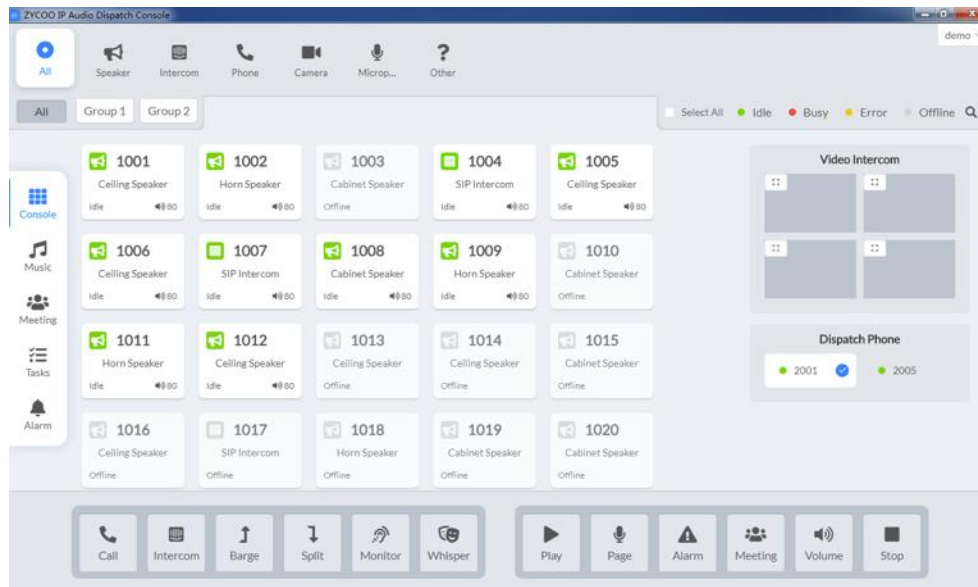
The image shows the login screen of the ZYCOO IP Audio Dispatch Console. The window has a title bar that says "ZYCOO IP Audio Dispatch Console". The main area is light blue and contains three input fields: "Server IP/Domain" with a location pin icon, "Username" with a person icon, and "Password" with a key icon. Below these fields is a blue "Login" button.

Enter the server address, user name and password to sign in.

If you don't know the server address or user name and password, please ask the IP Audio Center administrator for help.

2. Menu Introduction

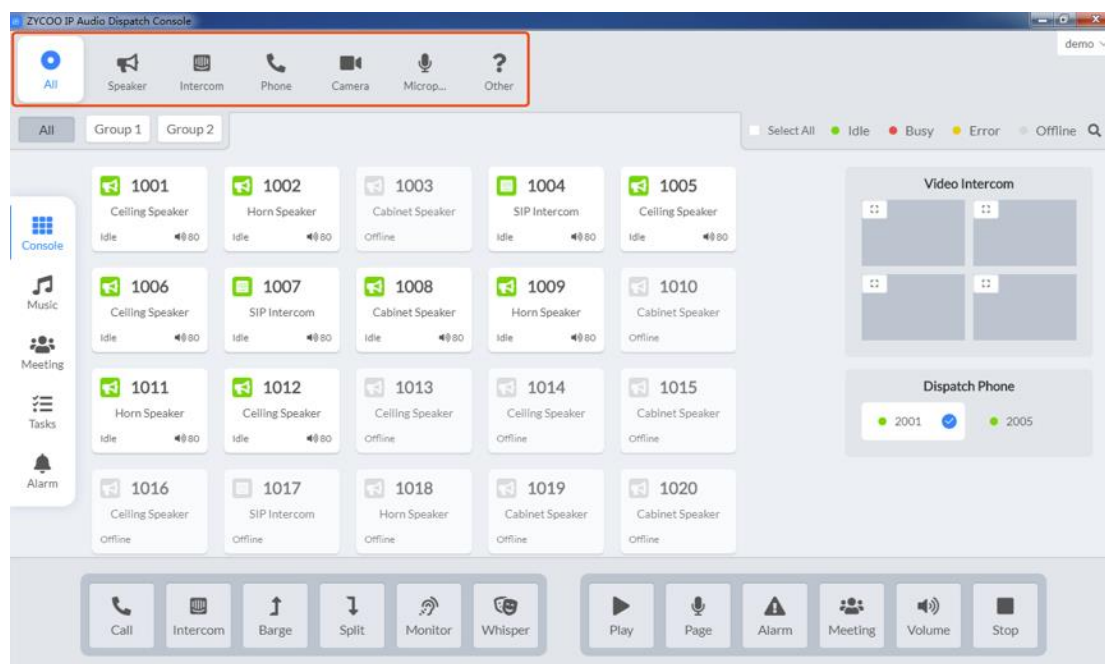
After login, users will first see the Console interface of the IP Audio Dispatch Console, as shown in the figure below.



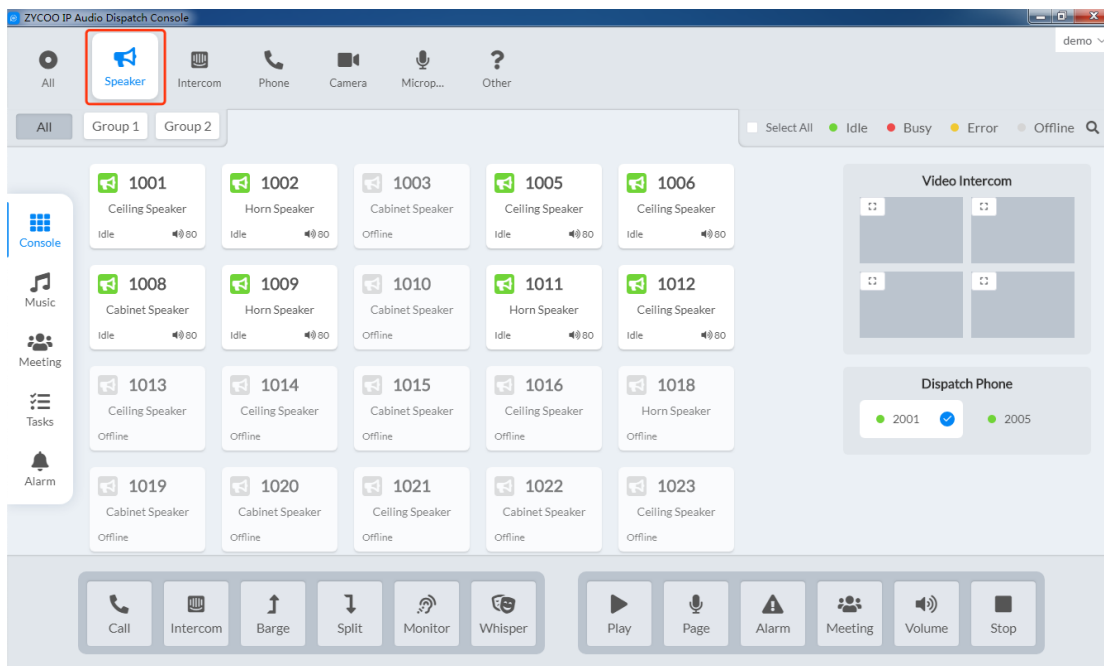
There's the main menu area on the left, including Console, Music, Conference and Alarm.

And on the bottom, there are options of call and PA control options.

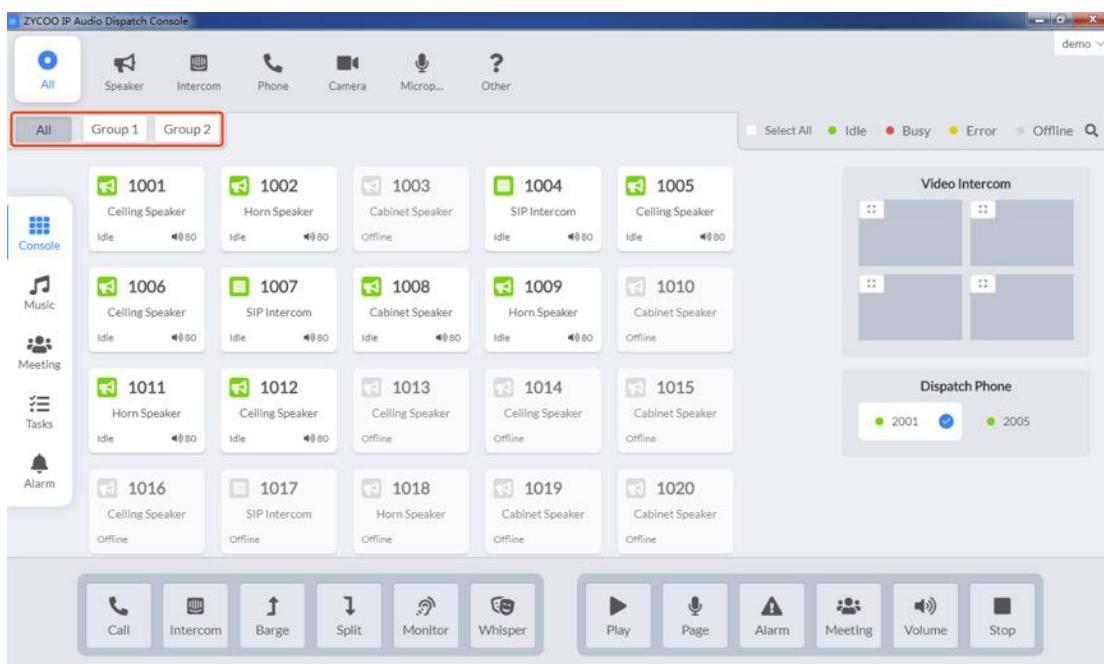
On the top, there are labels created by the IP Audio Center admin user, to label the IP Audio devices with the same property, for example the device types, like speaker devices, intercom devices, IP phones and other IP audio devices which can be connected to the IP Audio Center.



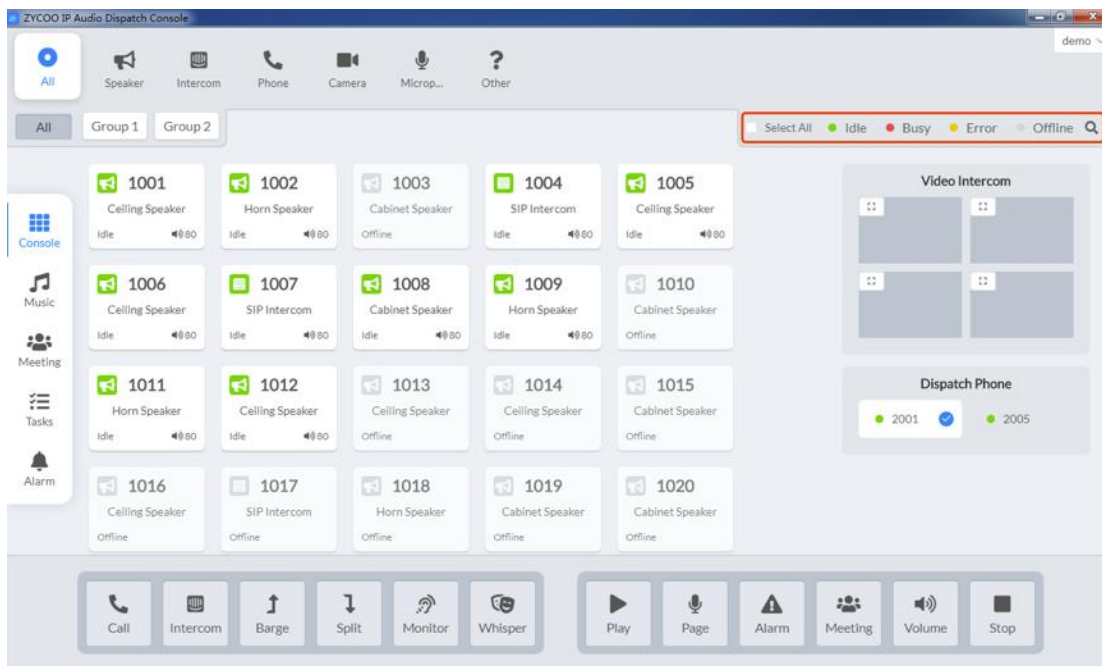
Click on one of the labels, you can show this kind of devices only in the current paging group. Like in the figure below, speaker device is selected, and in the device list area, it's shown the speaker devices in this group only.



Beneath the device label menu is the paging group list, select one of the groups to list all group devices in the device list area.

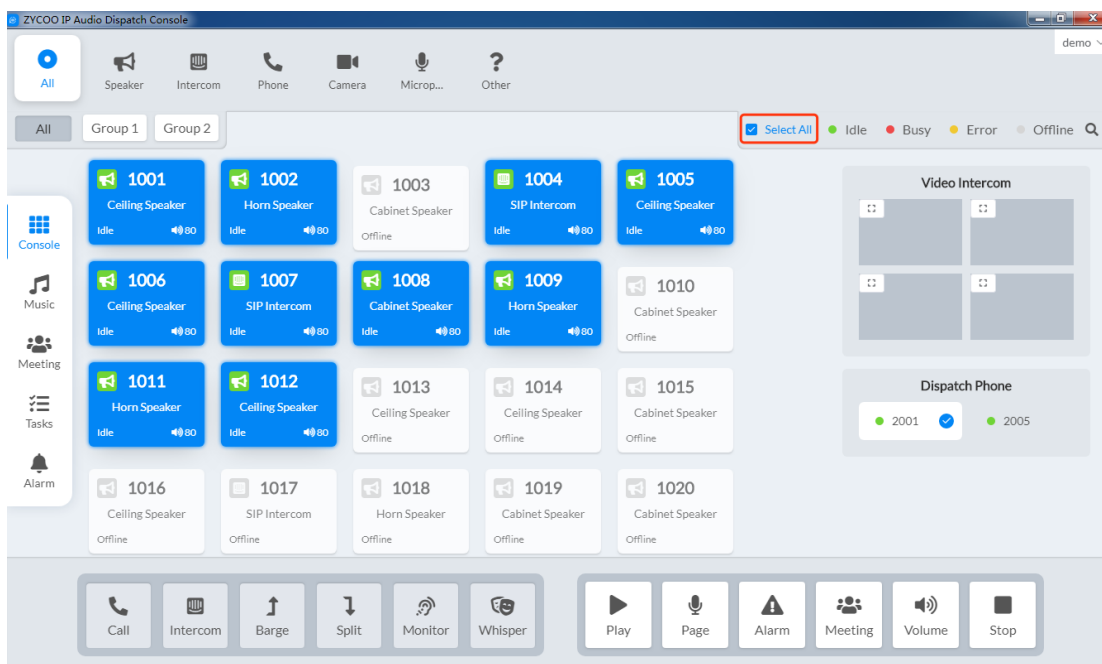


Besides device labels, groups, the IP audio devices can be also filtered by status in the device list area. Device status including Idle, Busy, Error and Offline. Please refer to the figure below.




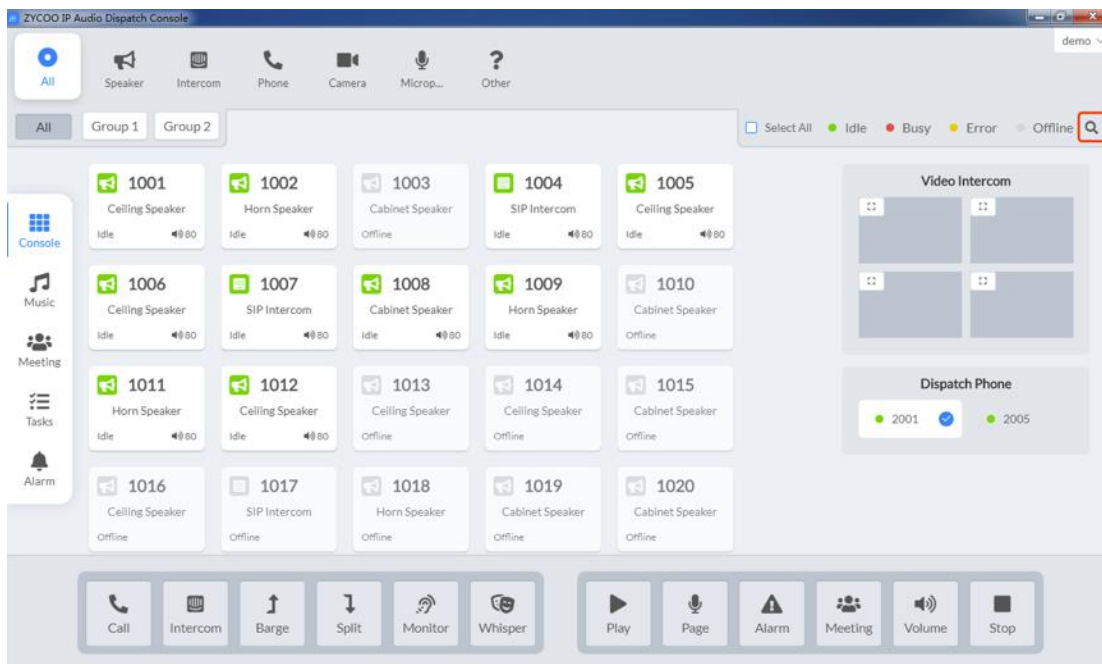
By clicking on one of the status from the device status bar, you can filter all devices in the selected status in the device list area. Like click on Busy status to show all busy devices in the selected group, click on Busy again to show all devices.

Except device status, you can select all devices in the device list area by clicking on Select All checkbox.

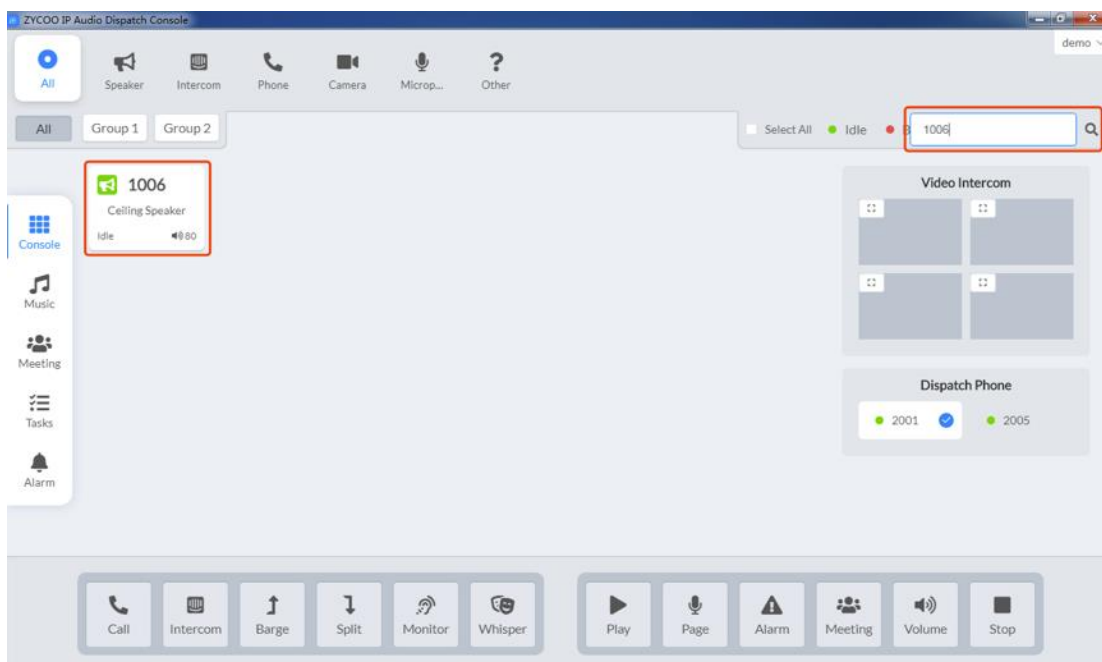



Clicking on Select All again to unselect all.

If there are too many devices in the device list area, you can search a specific device by simply clicking on the  icon.



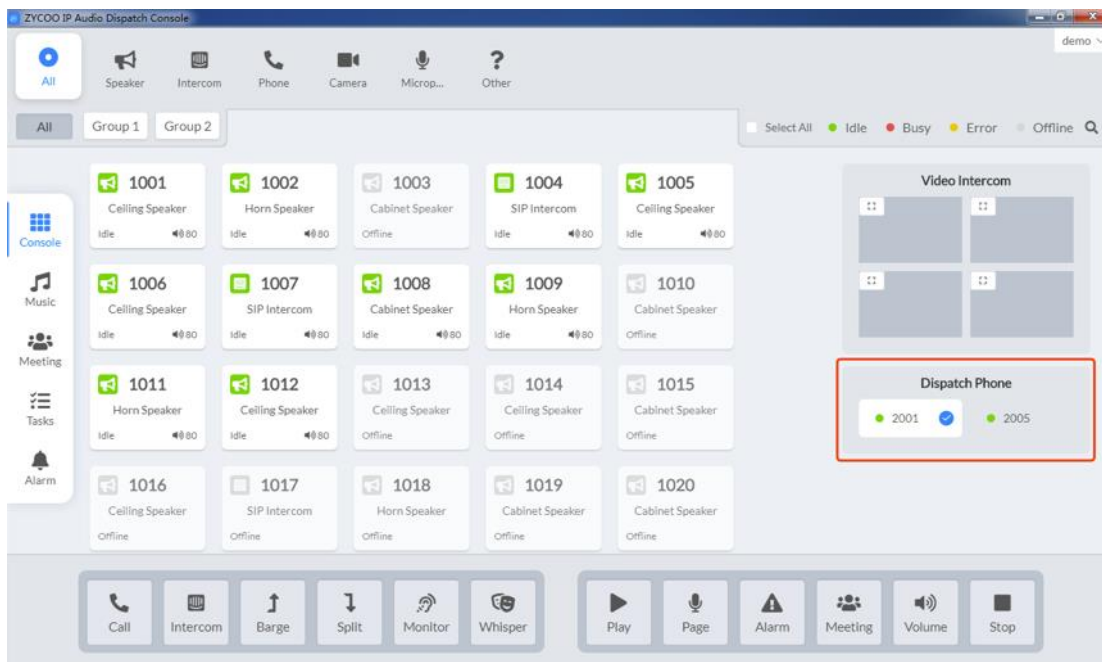
For example, to search device number 1006, input the number 1006 in the search box to start searching.



To clear the searching results, please clear the number in the search box, or you can click on the  icon again to clear the search results.

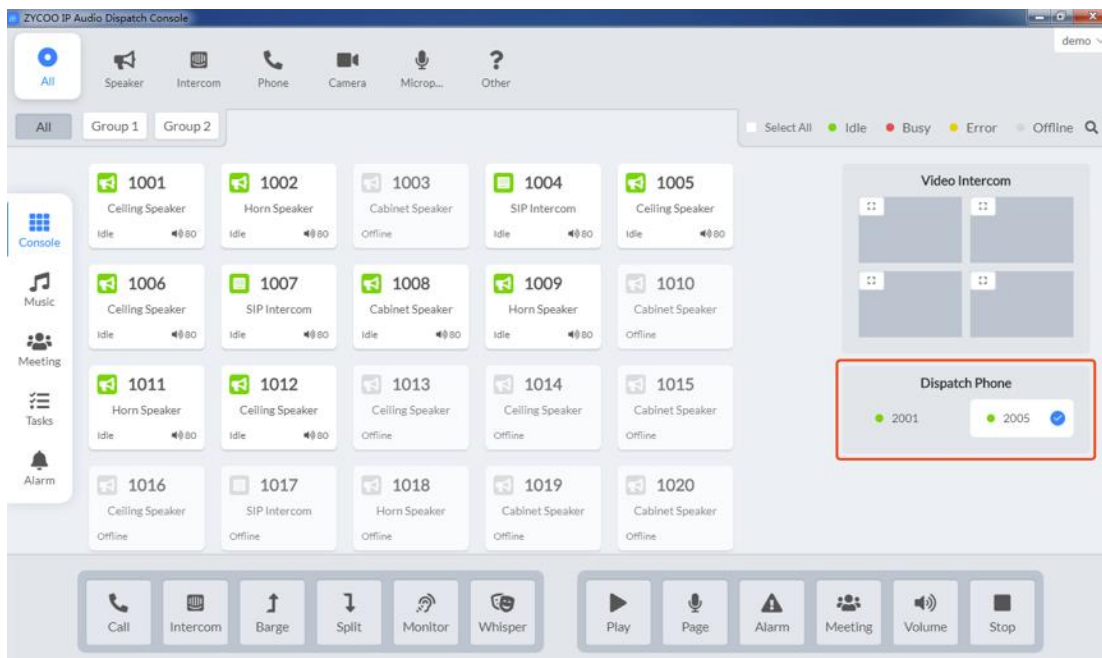
Beneath the device status bar, there's the Video Intercom area, the video intercom feature will be introduced later.

And beneath the video intercom area, there's the dispatch phone status area. Each dispatch user can have one or several phones as dispatch phones. Two of the phones will be displayed here. See the figure below.



If the dispatch user has more than one dispatch phone, calling any one of the phone numbers, it will cause the system to ring all of the phones of this dispatch user. Either to ring them all at the same time or to ring them in order, it depends on the configurations made by the IP Audio Center admin user.

If the phones are configured to ring in order, then the dispatch user can set up the priority of the phones, by default, the phone displayed on the left is configured with higher priority, so it will ring at first, to change the priority, simply click on the phone displayed on the right.

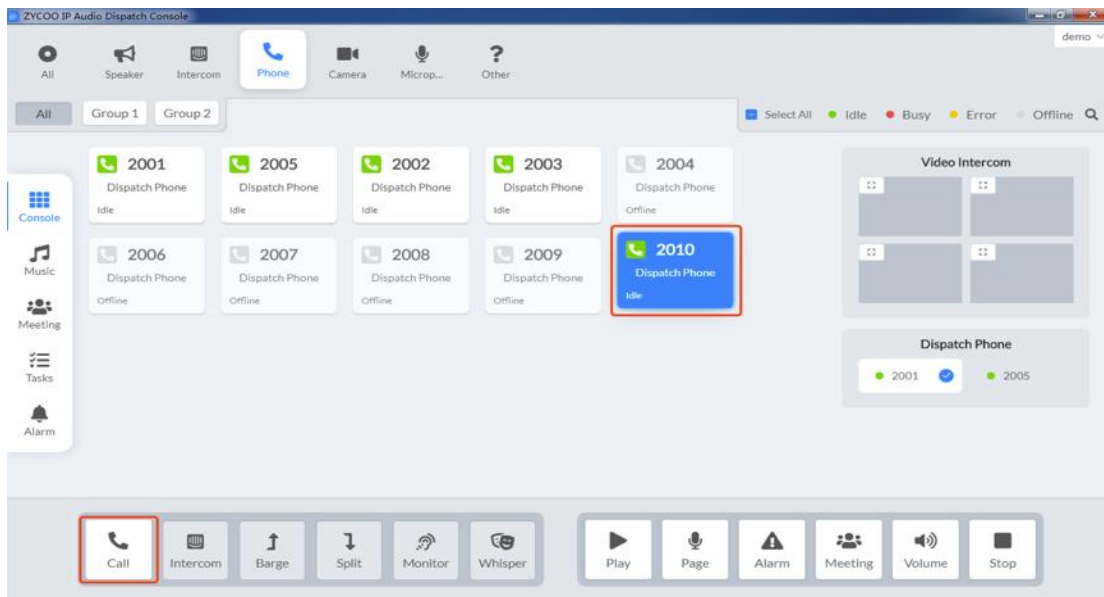


When the phone on the right side displayed as selected as shown in the figure above, then the phone priority had been changed, the incoming calls calling any of the dispatch user's phone numbers will ring this phone at first place.

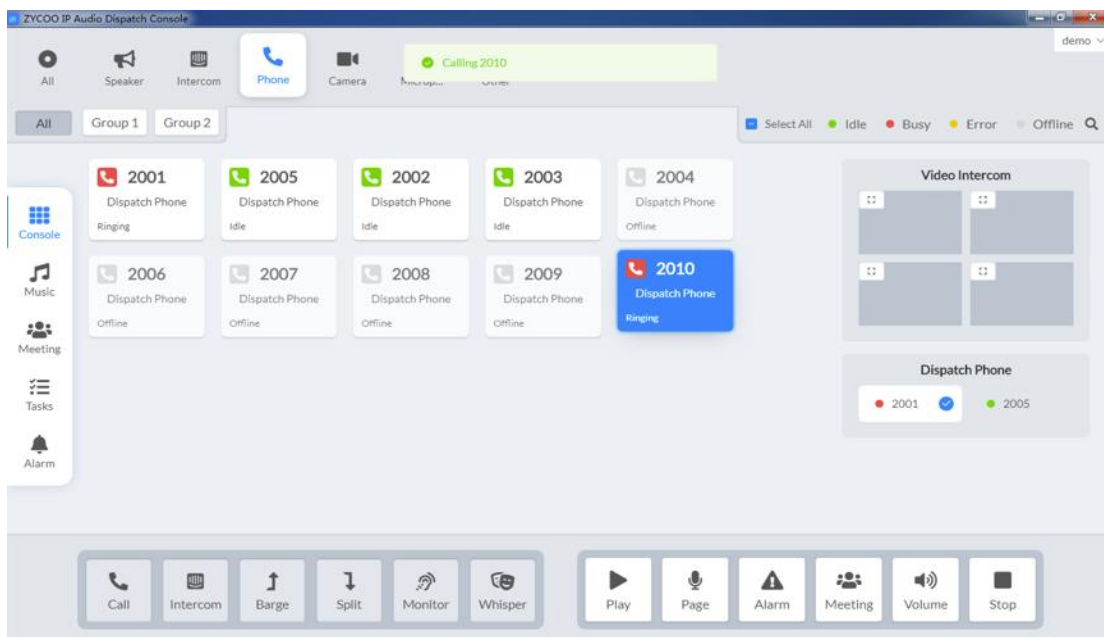
3. Console


Make Calls

To make a call to an IP phone, first select it from the device list, then click on the  button.



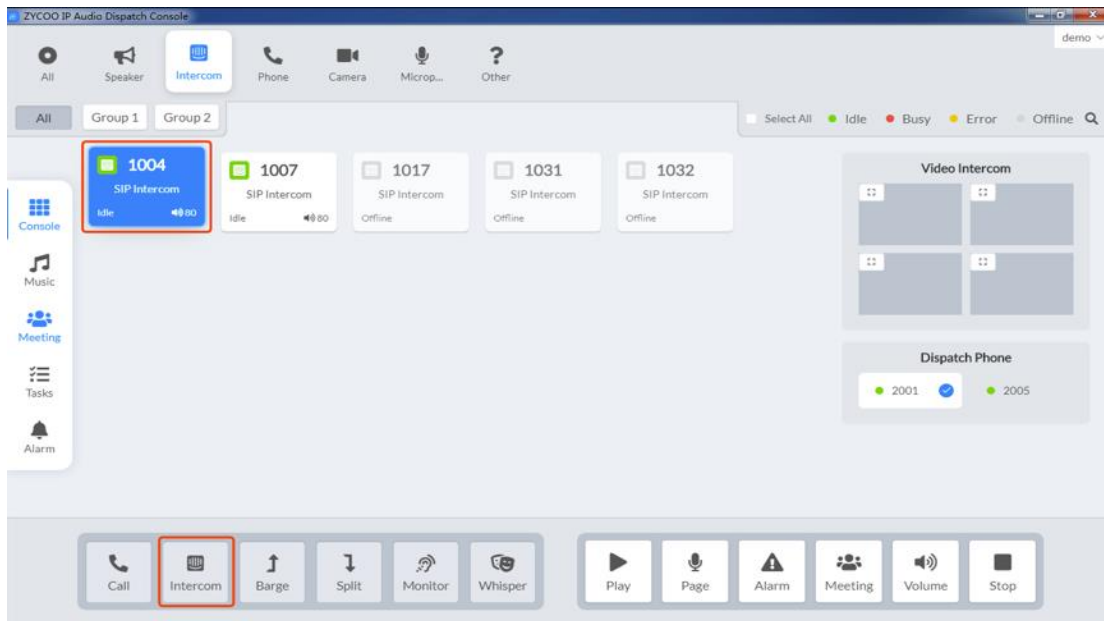
The dispatch phone will ring first, when dispatch user picks up the phone it will call the selected IP phone, now you will see both the dispatch phone and the called IP phone are in busy states.



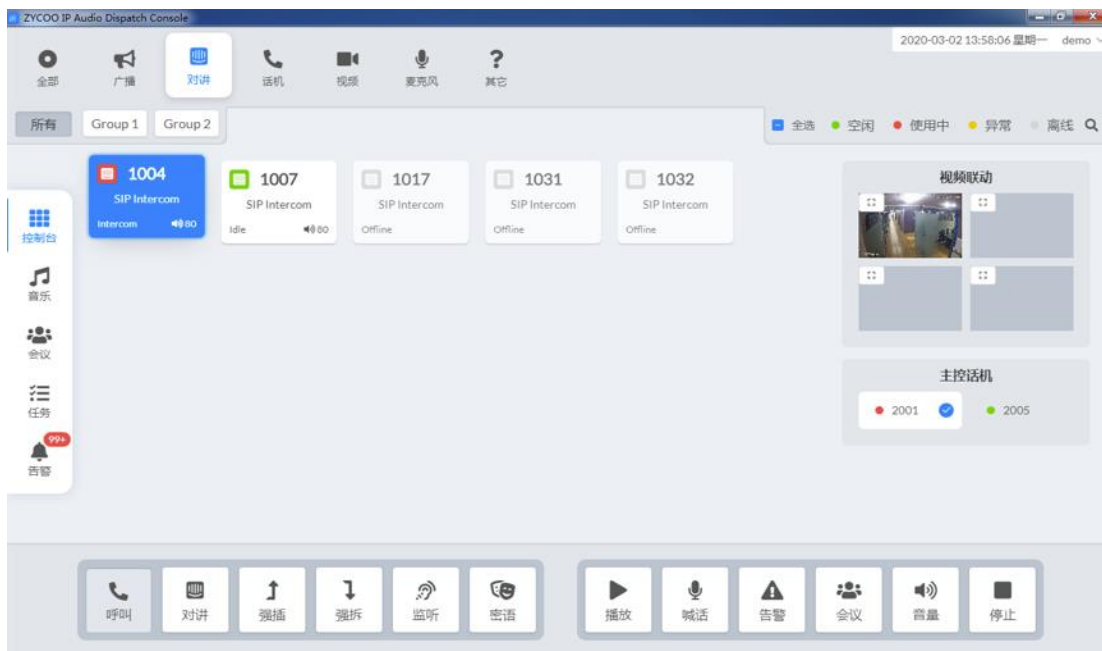
To stop calling before the IP phone user answering the call, simply hang up the dispatch phone or select the dispatch phone or the called IP phone from the device list and click on the  button. And you can end an established phone call the same way.

Intercom and Video Intercom

To make an intercom call, first select the intercom device from the device list, then click on the  button.




If the intercom device is a video intercom or it has been integrated with an IP camera, then in the video intercom area dispatch user will be able to see the real-time image from the video intercom or from the IP camera.

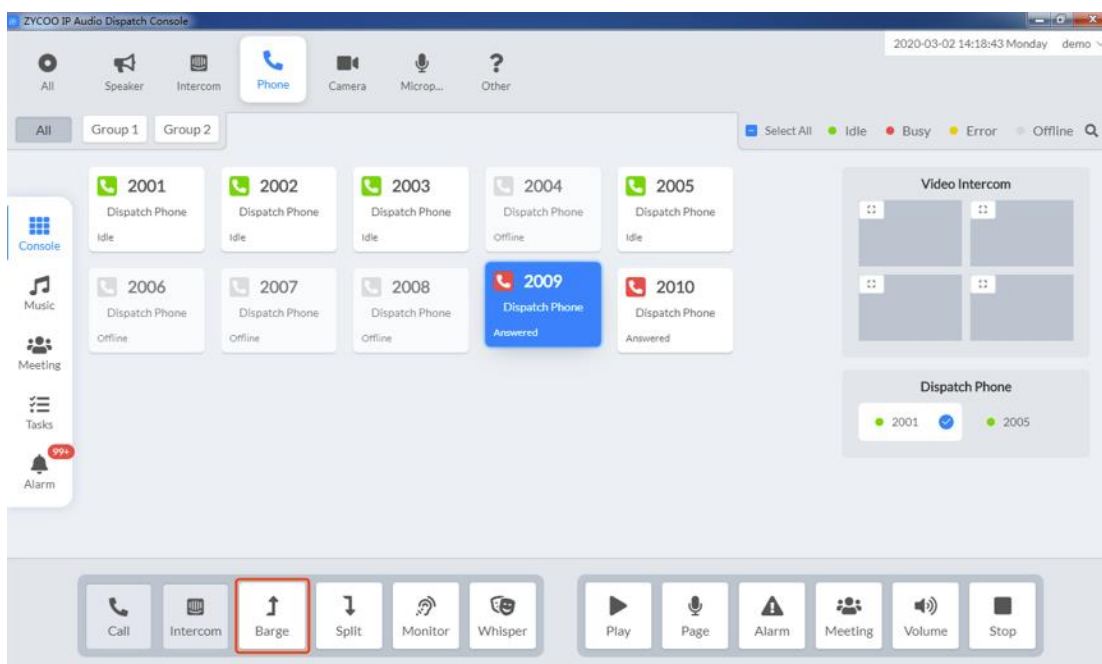


The image will be provided once the call request is sent, no matter the intercom device answers the call automatically with or without any delay.

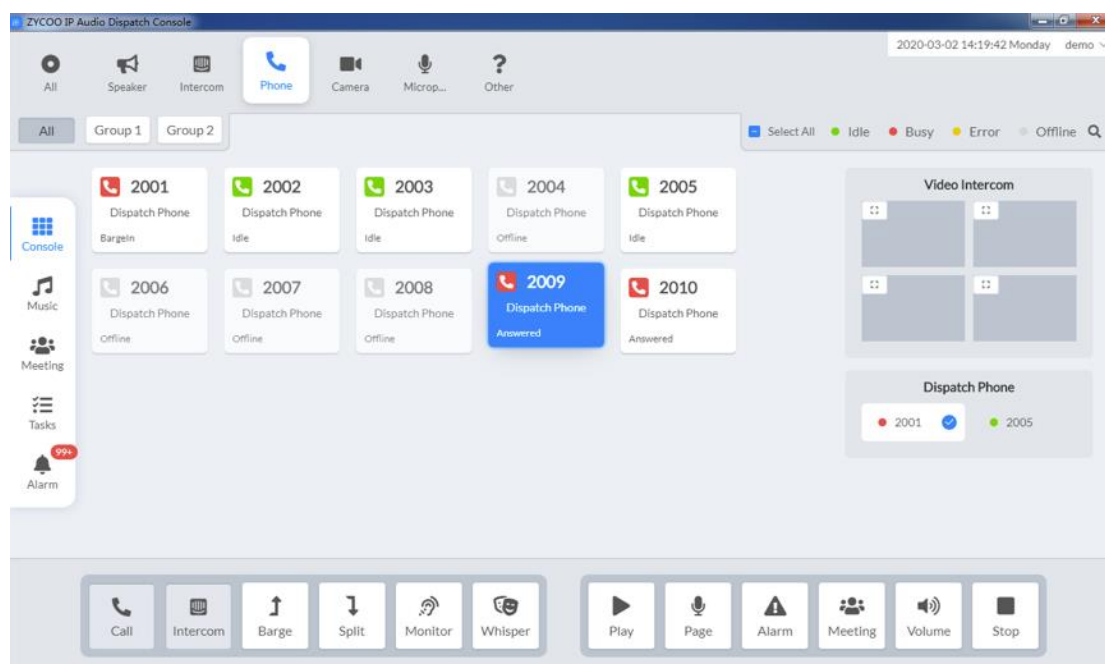
Except calling an intercom device that video will be provided, there will be video if the intercom device calls the dispatch phone as well.


Barge Spy

Call barge spy feature can be used with IP phone calls and the intercom calls. When an IP phone or an intercom device is in call, select the device and then click on the  button.




Then the dispatch phone will ring, now you answer the call and then you will be barged in to the call. Now you have actually started a 3-way calling.

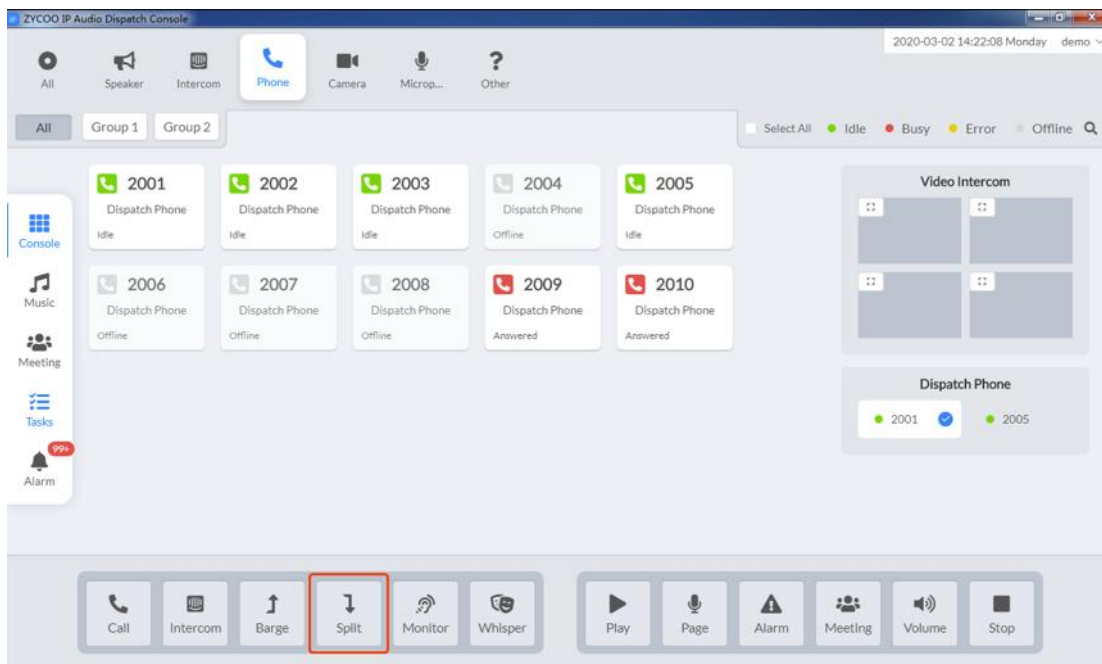


To exit the 3-way calling, simply hangup the dispatch phone or select the dispatch phone from the device list and click on the  button.

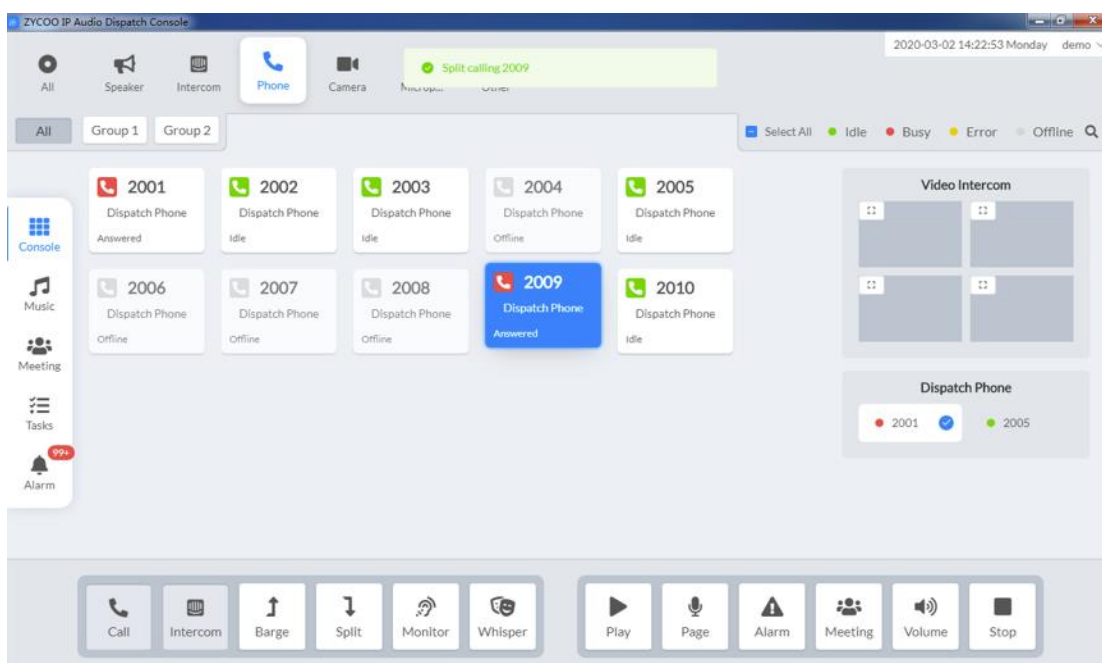
Call Split

Call split feature can be used with IP phone calls or intercom calls. It can force the selected calling party to establish a new call with the dispatch user and hangup the other calling party.

For example, IP phone user 2009 is in call with 2010, dispatch user wants to talk to 2009 about some emergency, dispatch user can select number 2009 and then click on the  button.



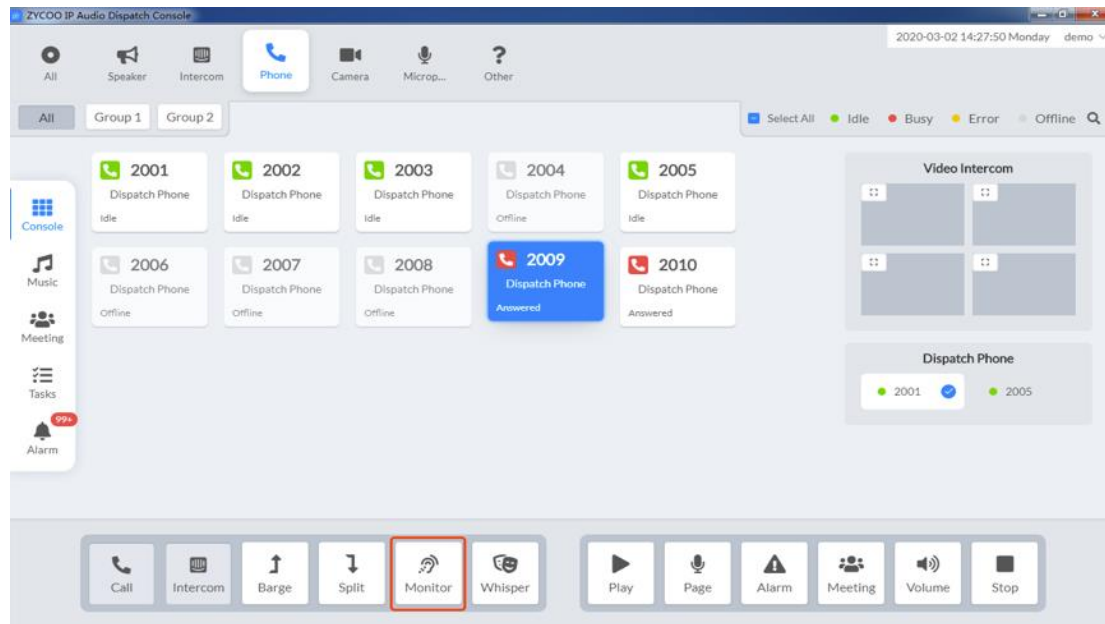
The dispatch phone will ring, when dispatch user answers the call, IP phone 2010 will be disconnected and 2009 will talk with the dispatch user directly.



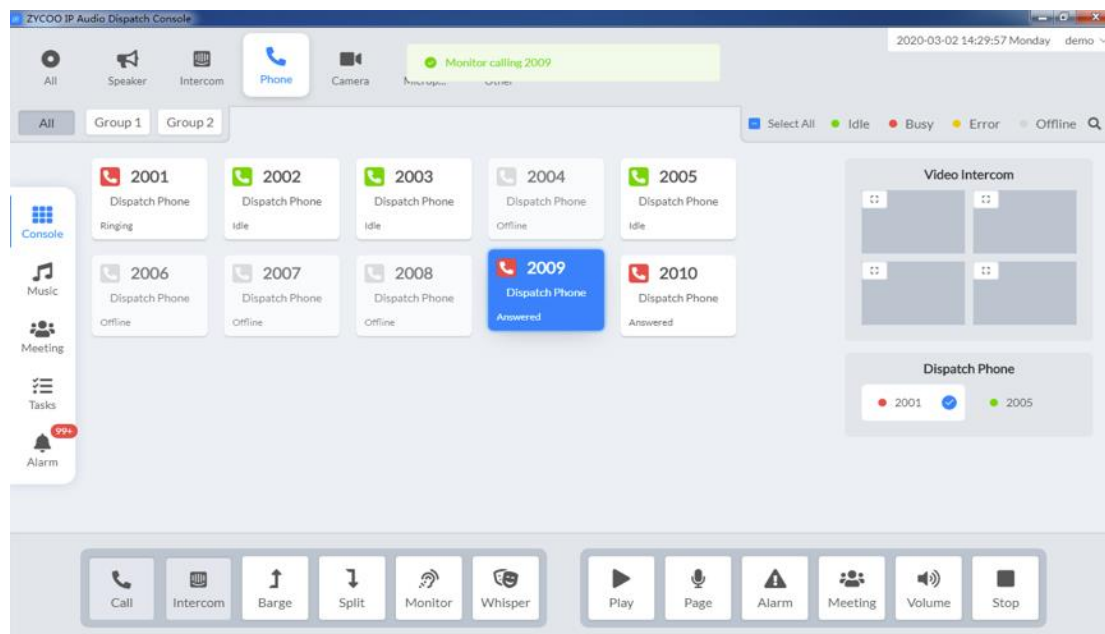
Call Monitor


Call monitor or call spy feature can be used with IP phone calls and intercom calls. It is used by the dispatch user to monitor the call conversation of two calling parties when necessary.

By selecting one of the calling parties, either it's an IP phone or an intercom device, then click on the




Now the dispatch phone will ring, when dispatch user answers the call, then the dispatch user will be able to listen to the call conversation without been heard by the other two calling parties.

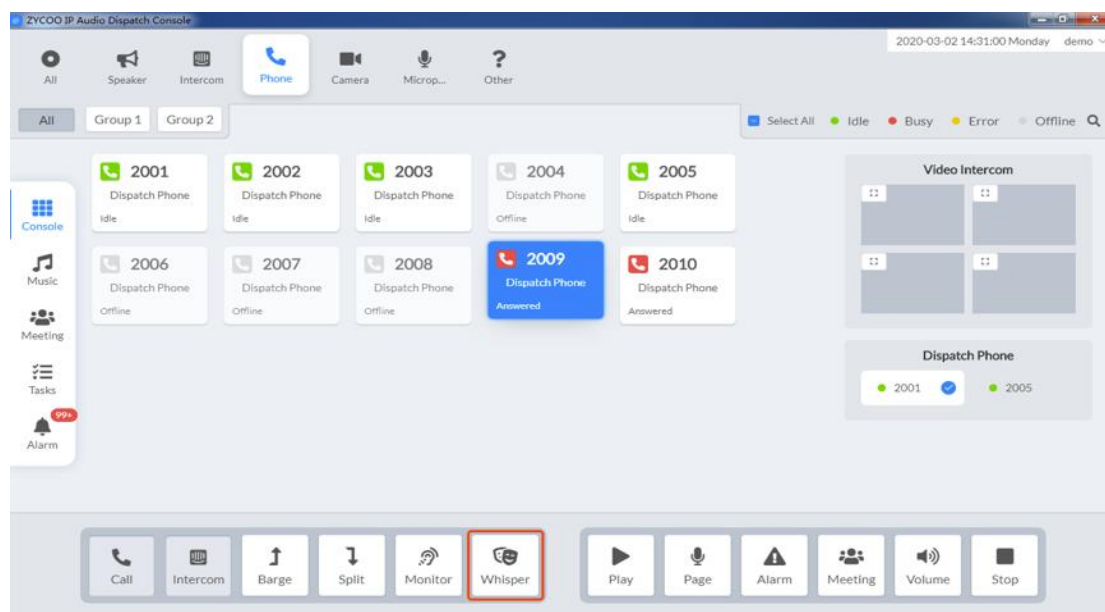


To stop call monitor, dispatch user can simply hangup the dispatch phone or select the dispatch phone from the device list and click on the  button.

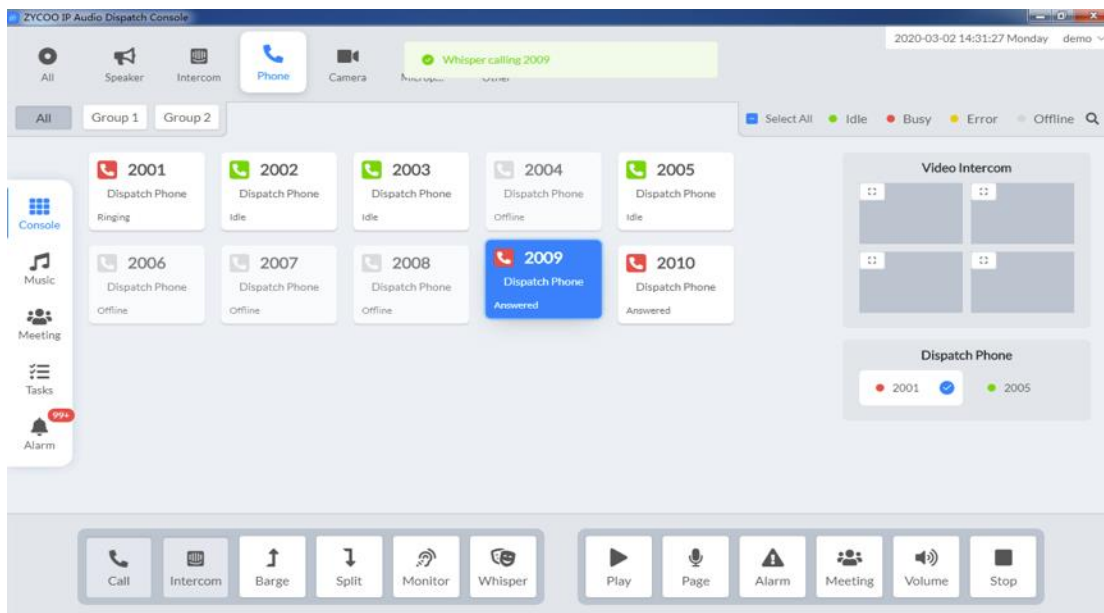
Whisper Spy


Whisper spy is similar with call monitor and can be used with IP phone calls and intercom calls. It is used by the dispatch user to monitor the call conversations of two parties and with the ability to talk to one of the calling parties without been heard by the other calling party.

For example, IP phone user 2009 is in call with 2010, and dispatch user wants to whisper spy with IP phone user 2009. Dispatch user can select number 2009 and click on the  button.



Now the dispatch phone will ring, when dispatch user answers the call, then the dispatch user will be able to listen to the call conversation between 2009 and 2010. And dispatch user can talk to 2009 without been heard by 2010.

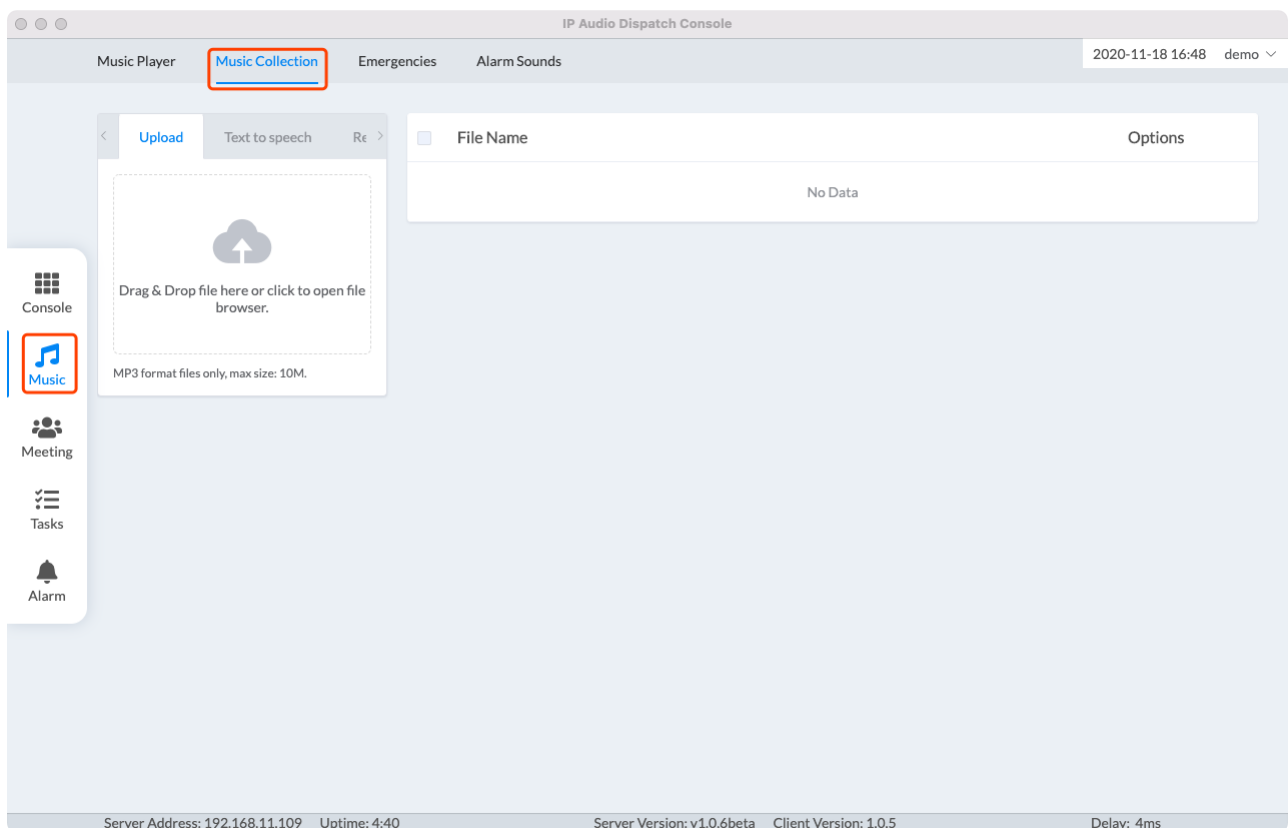


To stop whisper spy, dispatch user can simply hangup the dispatch phone or select the dispatch phone from the device list and click on the  button.

4. Music

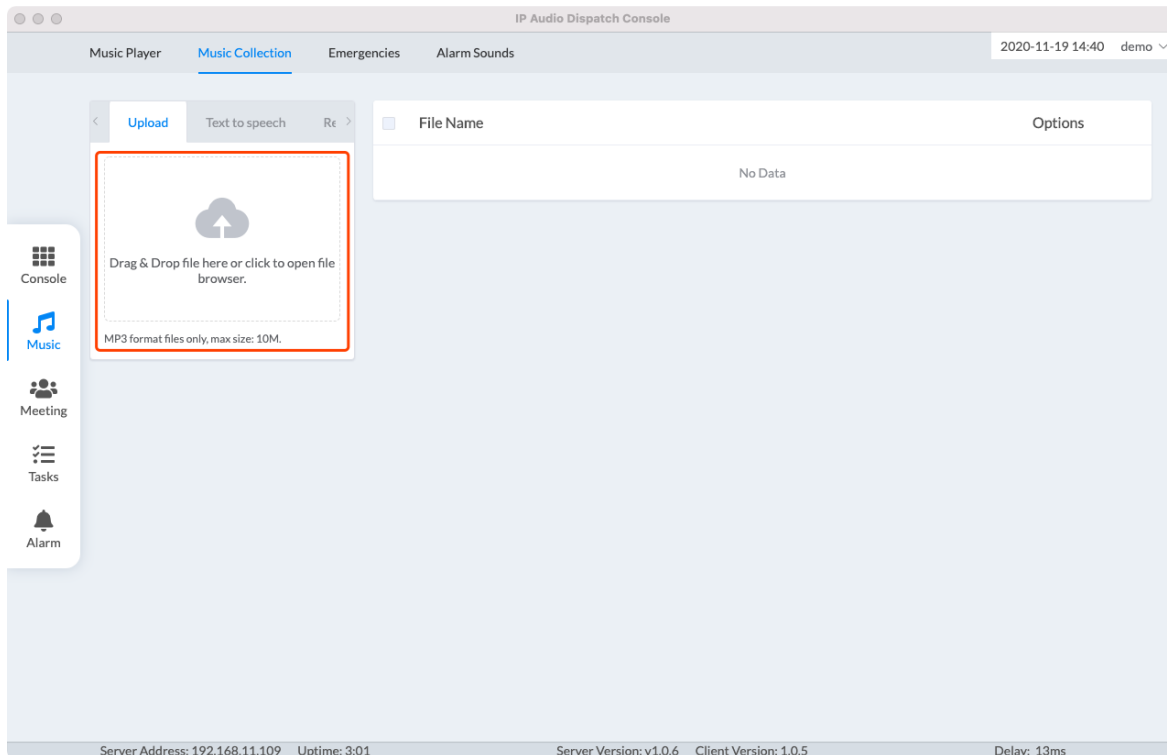
Music Collection

Music feature needs music source to be uploaded from the IP Dispatch Console before dispatch users can playback music. Click on the Music menu on the left, and then click Music Collection menu on the top on the IP Dispatch Console.



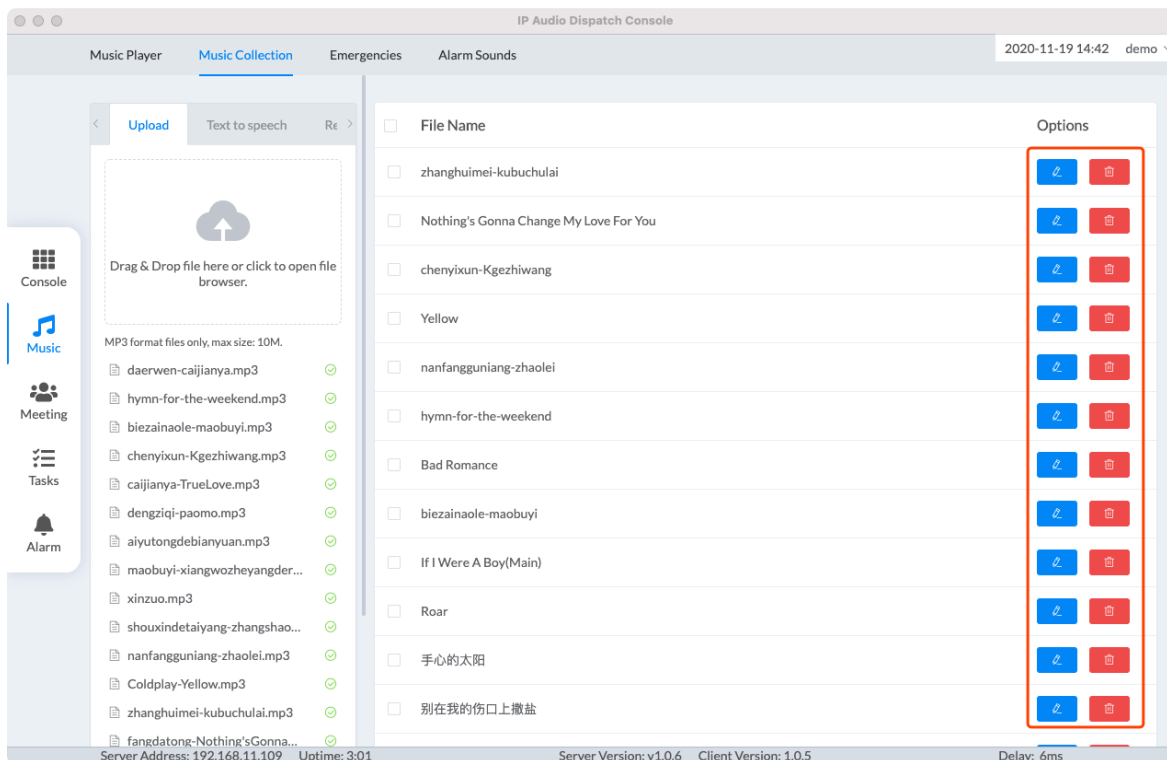
User may upload music file, Text to Speech, and recording file three different way to store the music files in the system.

Dispatch users can now drag and drop the MP3 files to the uploading area or click on the upload area to browse MP3 files on the dispatch user's PC to upload. The music files must be MP3 with 64Kbps to 320Kbps bitrate and each individual file max size within 10MB. And it is recommended to upload within maximumly 20 files at a time.




The files will be uploaded to the IP Audio Center, due to the bandwidth and other factors the uploading process will take some time, please wait until all selected files had been successfully uploaded then you perform further operations.

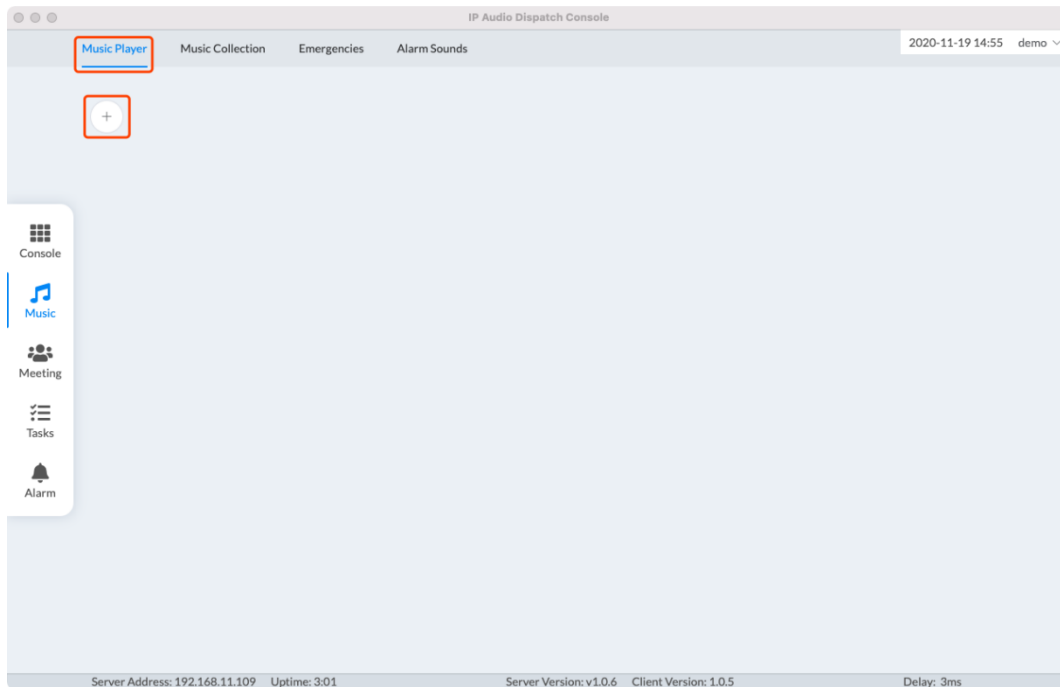
The uploaded MP3 files will be shared with all dispatch users, and all of the dispatch users have the permission to modify or delete the uploaded files.



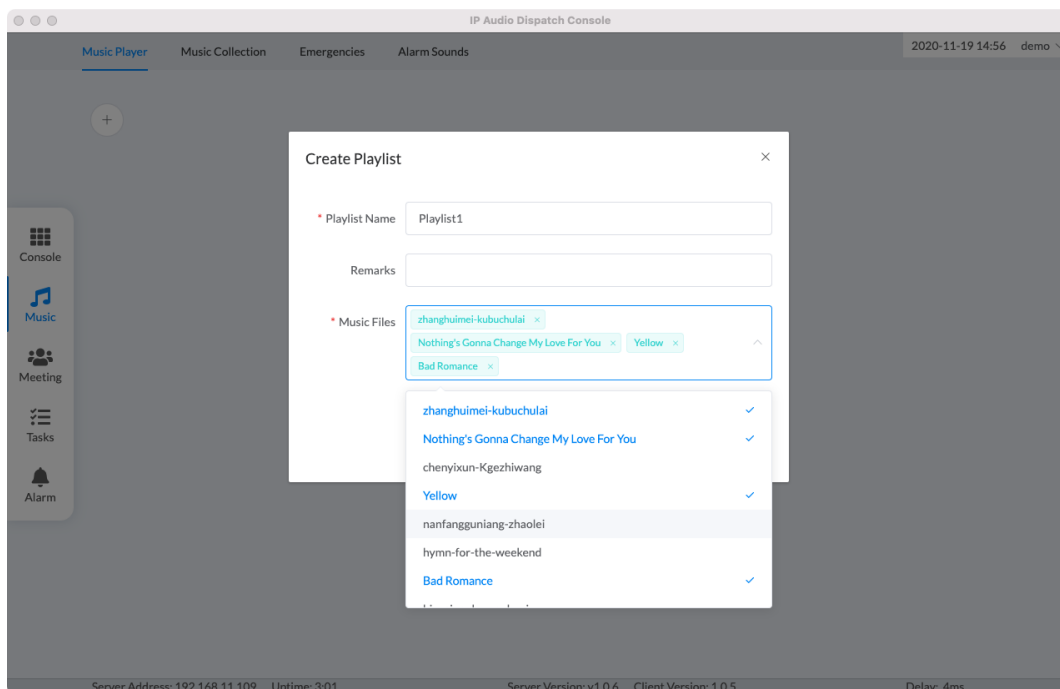
Playlists

To playback music from the IP Audio Dispatch Console, playlist is essential. Once music files had been uploaded, dispatch users now can create playlists.

Click on the Playlist menu, then click on the  button to create a playlist.

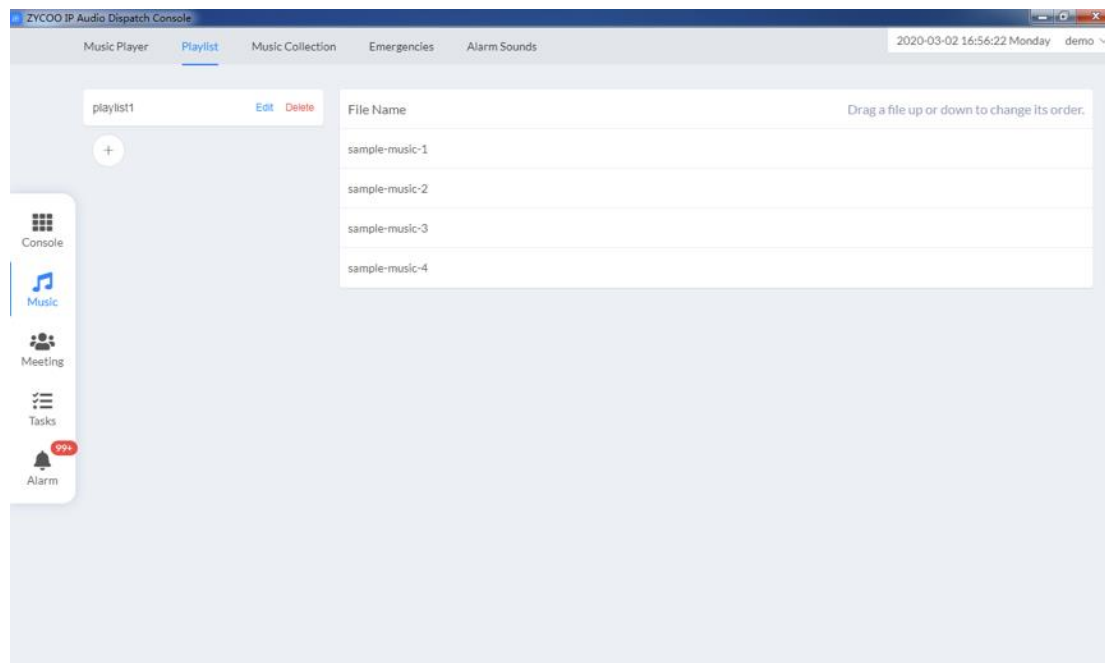


In the popup dialog, specify a name for the playlist and select the music files to be added to the playlist then click on Save button.



Like the uploaded music files which are shared by all dispatch users, the playlists are the same, all dispatch users can use, edit and delete all the playlists.

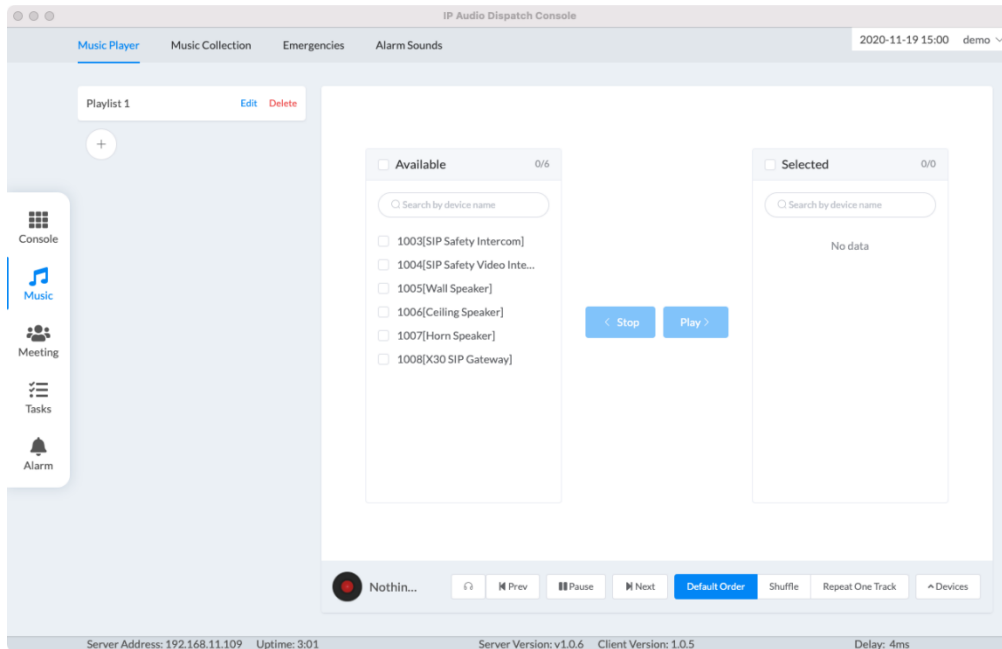
To edit a playlist, just simply click on the Edit button. In the popup dialog, the playlist name can be modified. And the music files can be removed or added to the playlist.



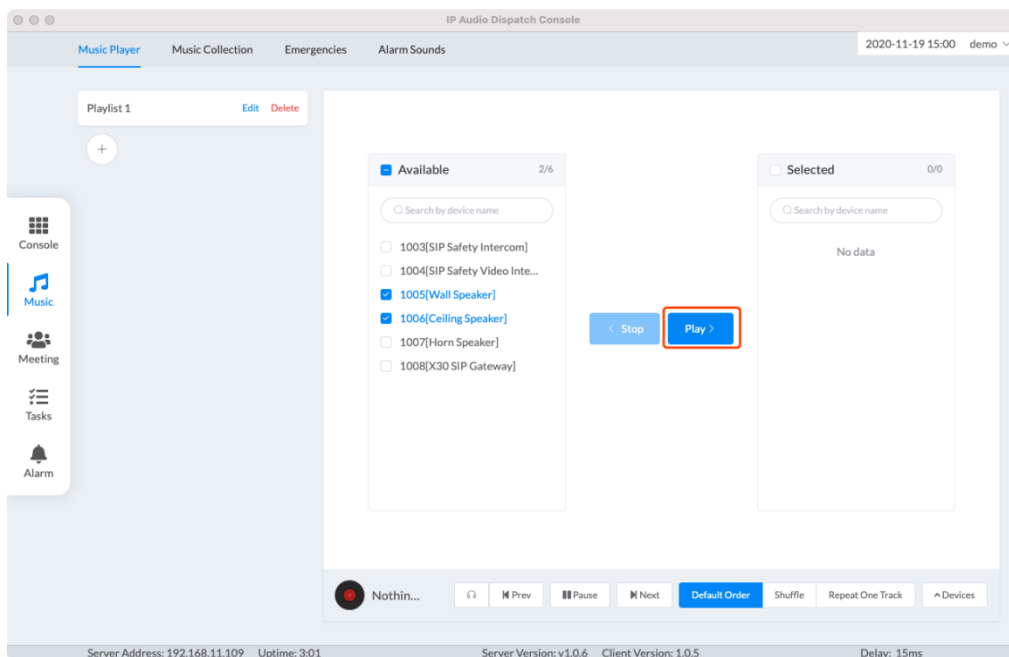
The default order of the music files in each playlist can be changed to setup the playing order of the files. As when the music player is playing music, and its play mode is set to play in order, then the playing order will be the file order in the playlist.

Music Player

To start a music playing task by using the music player, click on the Music Player menu, then select a desired playlist.



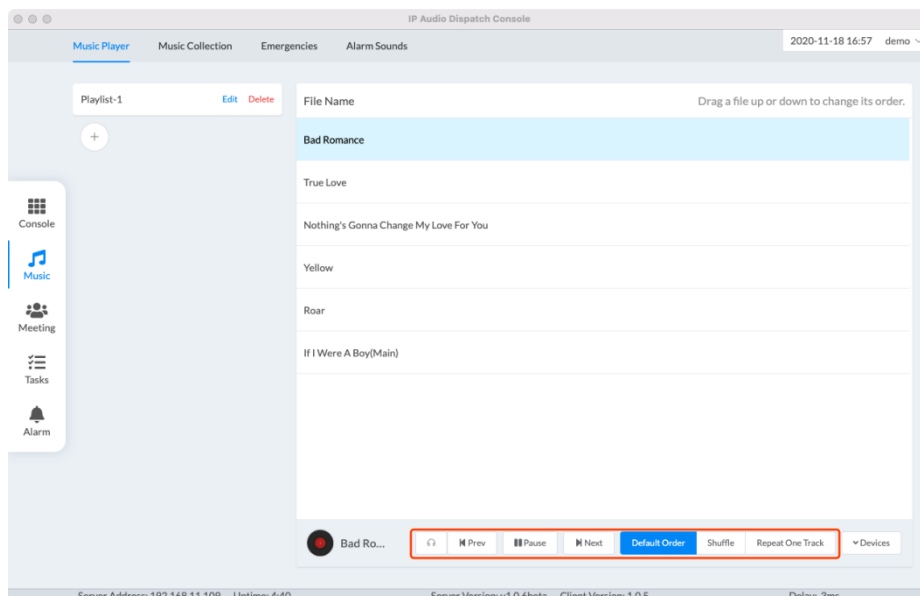
On the bottom right of the player interface, click on Devices button to show the device selection dialog. Select the speakers from the Available column and click on Play button, now the selected speakers will be moved to the Selected column and music will start.



During the music playing process, dispatch user can add more speakers, and the newly added speakers will be automatically synchronized with the music playing progress.

The music player built-in the IP Audio Dispatch Console is similar with other regular music players, options to pause, switching to next/previous track, and ‘default order’, ‘shuffle’, ‘repeat one track’ playing orders are available for users to control the music playing process.

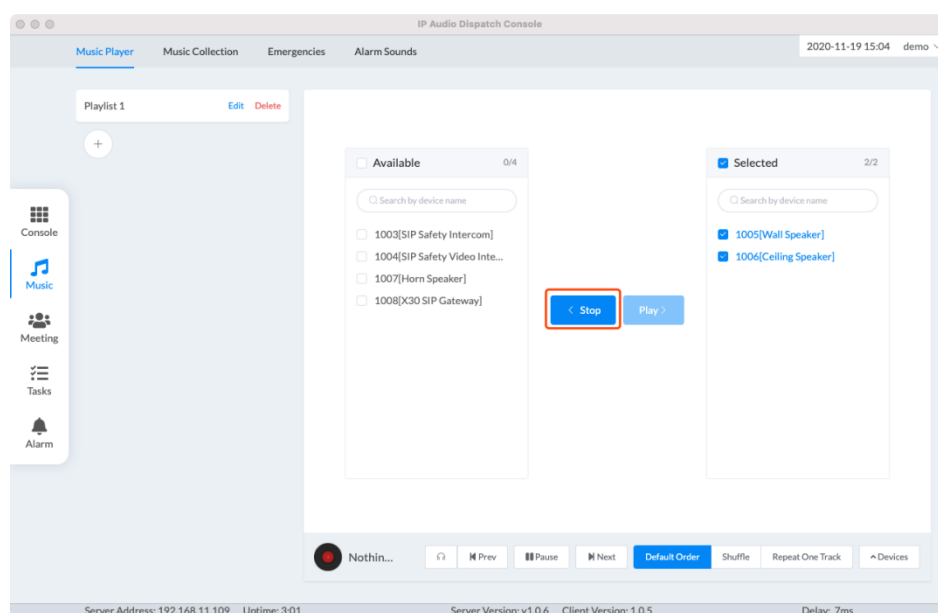
 Click on this button to pre-listen the music file.



To stop music playing process, users have flexible choices. You can choose to stop music on specific speakers or all of them.

To stop music on specific speakers, you can select those speakers from the Selected column, then click on the Stop button.


To stop all, you can select all speakers from the Selected column, then click on the Stop button.

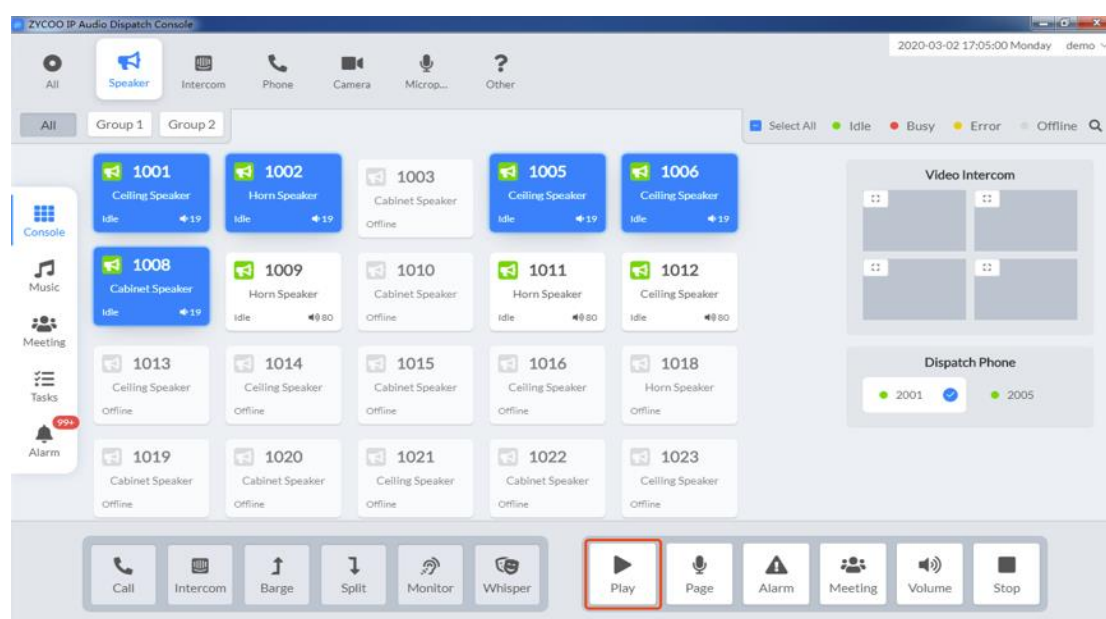


Music can be also started and stopped from the Console screen, see below introduction.

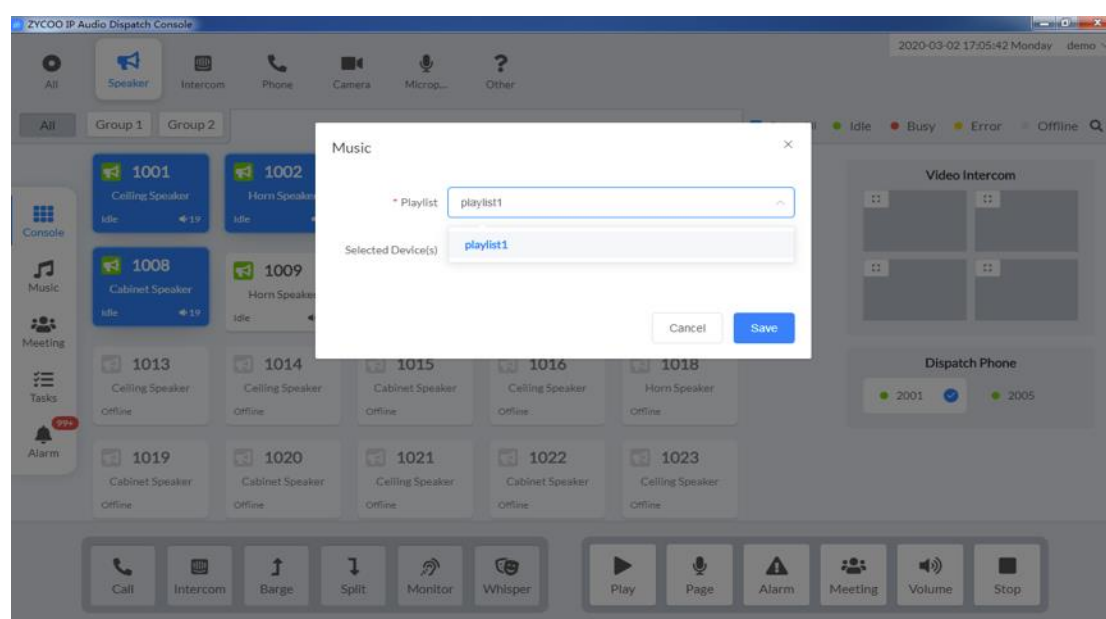
Play Music from Console Screen


Except playing music from the Music menu, there's a shortcut for dispatch users to play music directly from the Console screen.

Simply select the speakers from the device list area which you want to play music on, then click on the  button.




In the popup dialog, select a desired playlist and click on Save button, then music will start playing on the selected speakers.

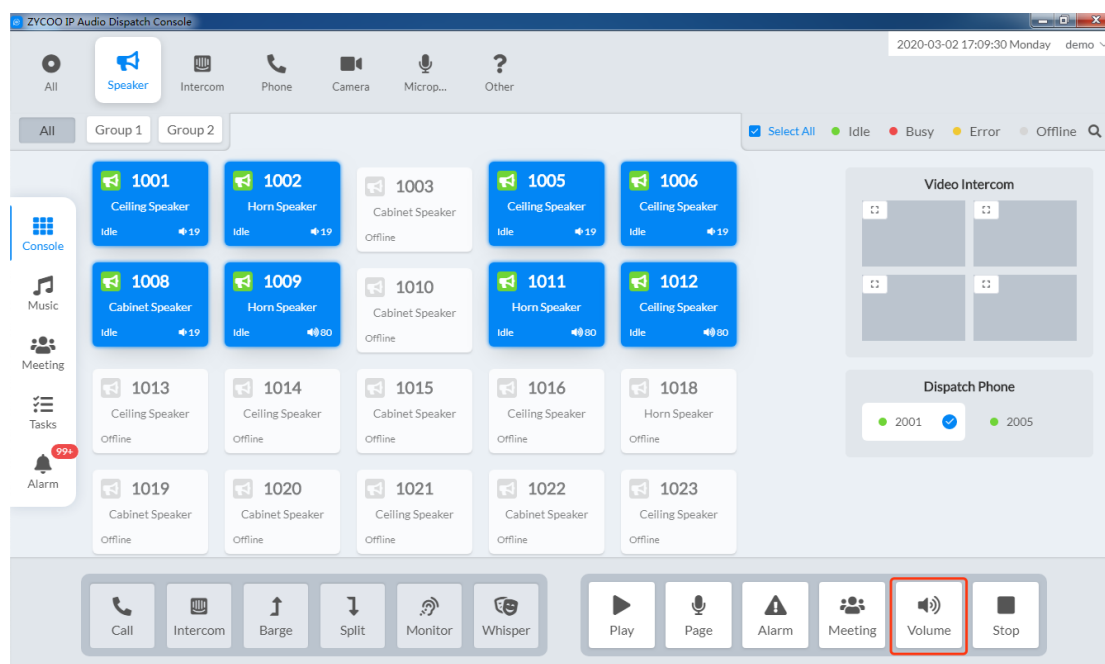


To stop music from within the Console screen, just select the speakers which are in the music playing process and click on the  button. For more music control options, please go to the music player screen.

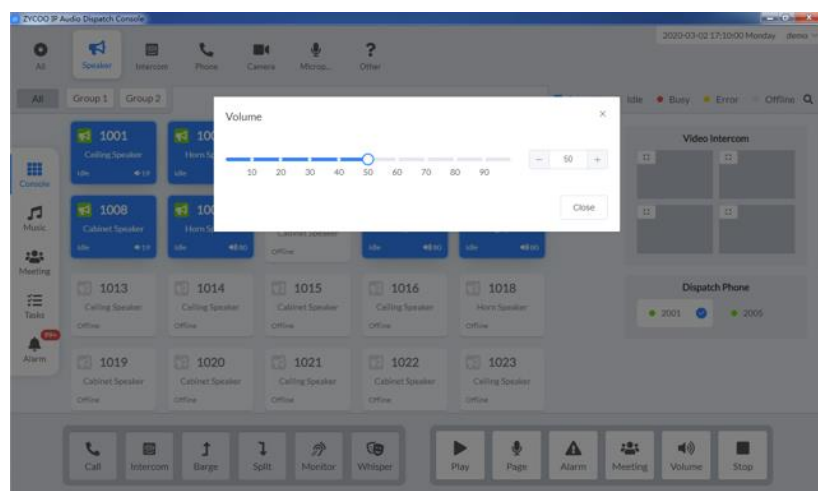
Volume Control

On the Console screen, dispatch users can adjust the real-time volume of the IP audio devices, either the devices are idle or busy.

To adjust the device volume, select the devices and click on the  button.




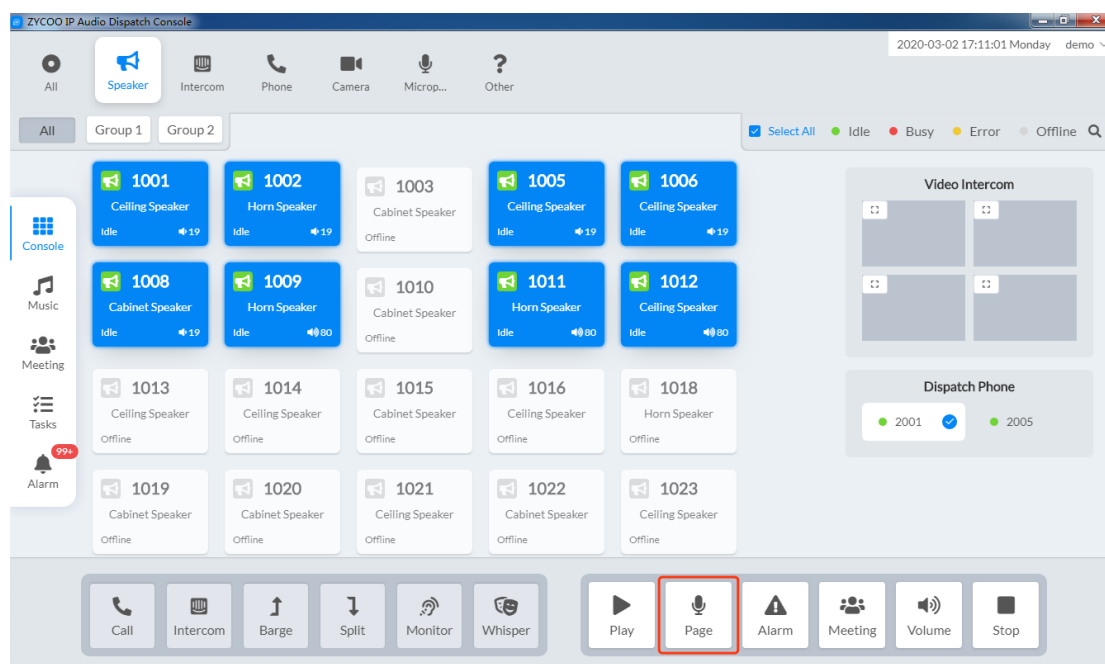
In the popup dialog, by moving the slider to turn up or down the volume.



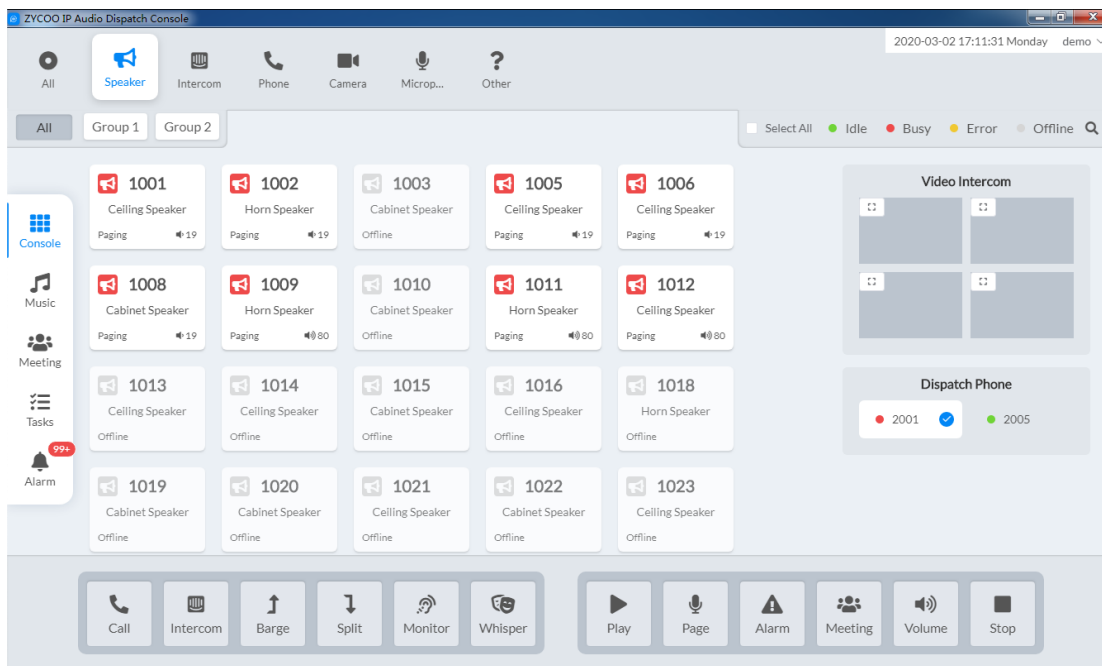
If the devices are broadcasting now, then you'll hear the volume up or down. If the devices are idle, then the volume settings will take effect on the next broadcasting.


5. SIP Paging

SIP paging feature is used to make live announcements. Dispatch user can initiate a SIP paging from the Console screen by simply selecting the speakers and click on the  button.



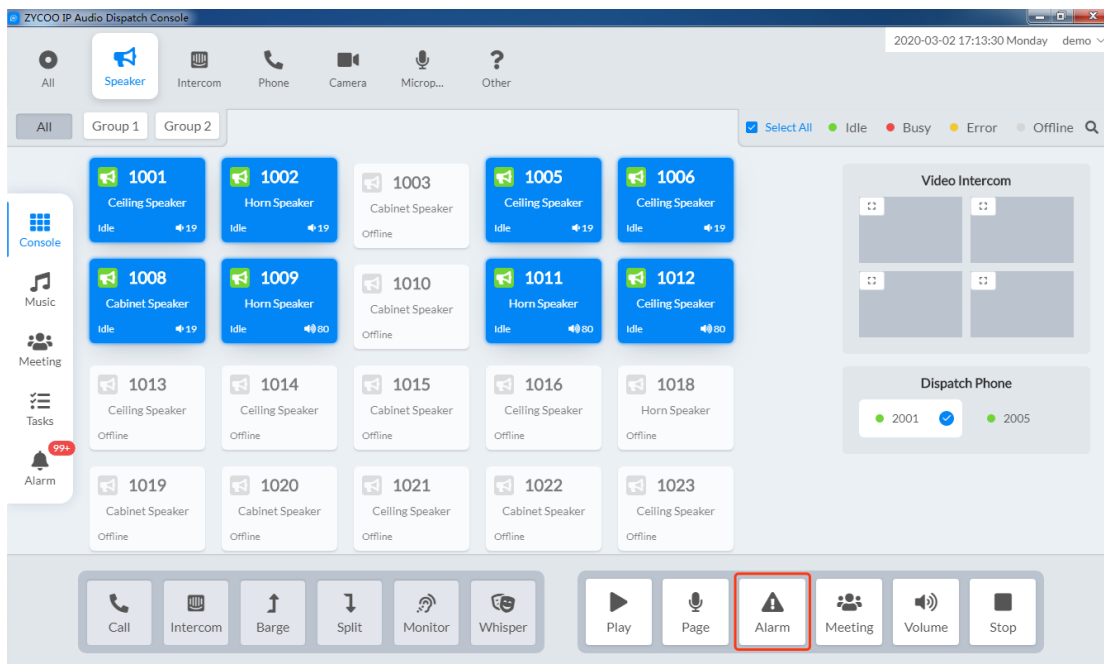
Once the dispatch user initiated a SIP paging, system will ring the dispatch phone first, after the dispatch user answered the call, then system will try to connect all the selected speakers. When connected, there might be a notification tone to all the speakers and the dispatch phone, after the tone, dispatch user now can make live announcements using the dispatch phone.



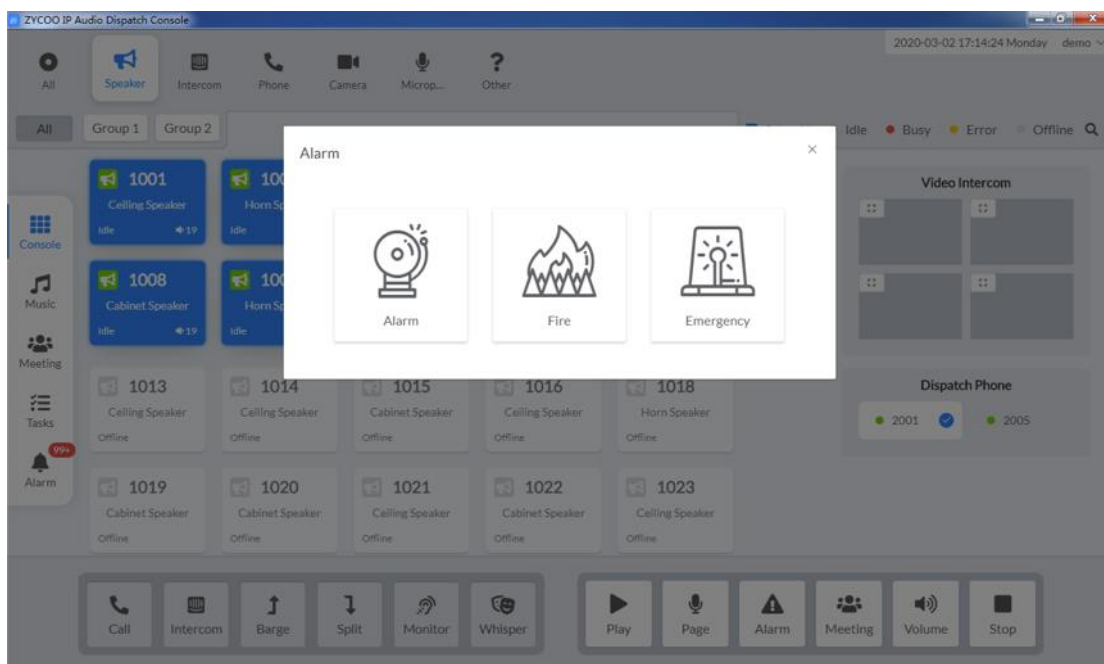
To end the SIP paging, dispatch user can hangup the dispatch phone or select the dispatch phone from the device list and click on the  button.

6. Alarm

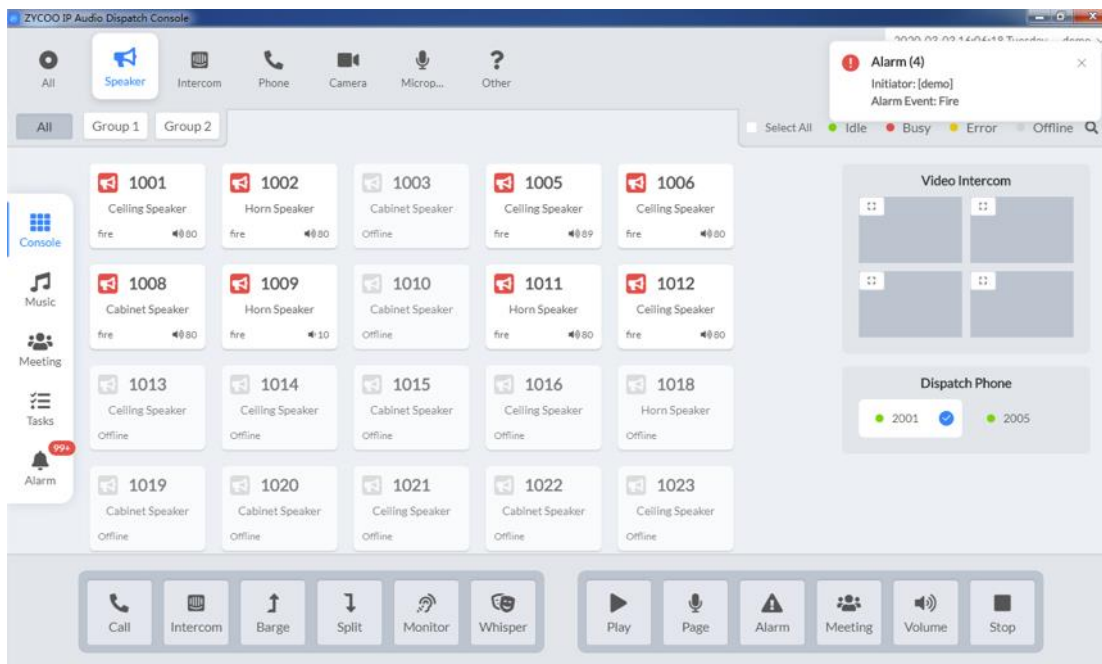
To sound an emergency alarm, first select the target speakers from the device list, and click on the  button.




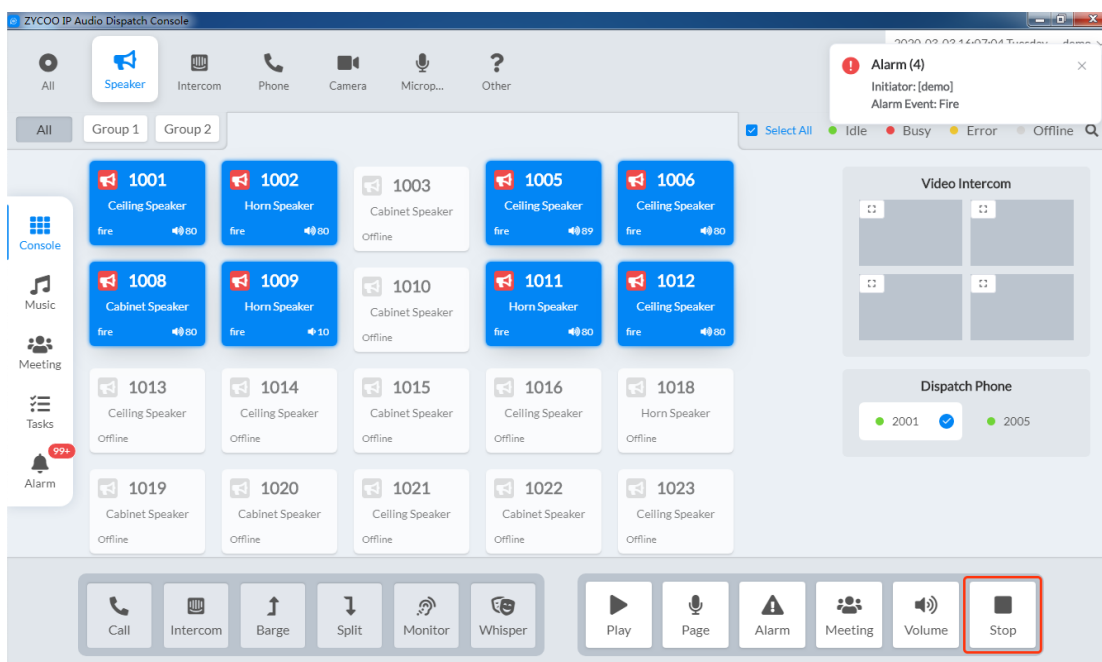
In the popup dialog, select the type of alarm to be sounded, then the target speakers will sound the alarm you have selected.



When there's an emergency alarm went off in the IP Audio Center, there will be a notification on the top right corner of the IP Audio Dispatch Console.




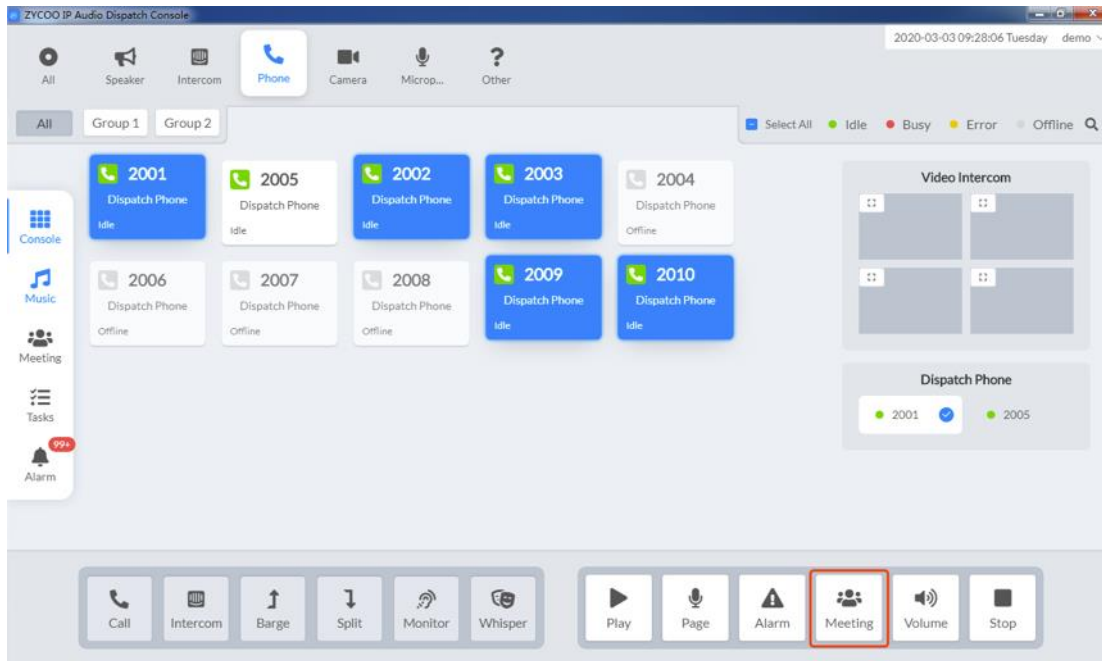
To stop the alarm, just select the speakers which are broadcasting the alarm sounds then click on the  button.



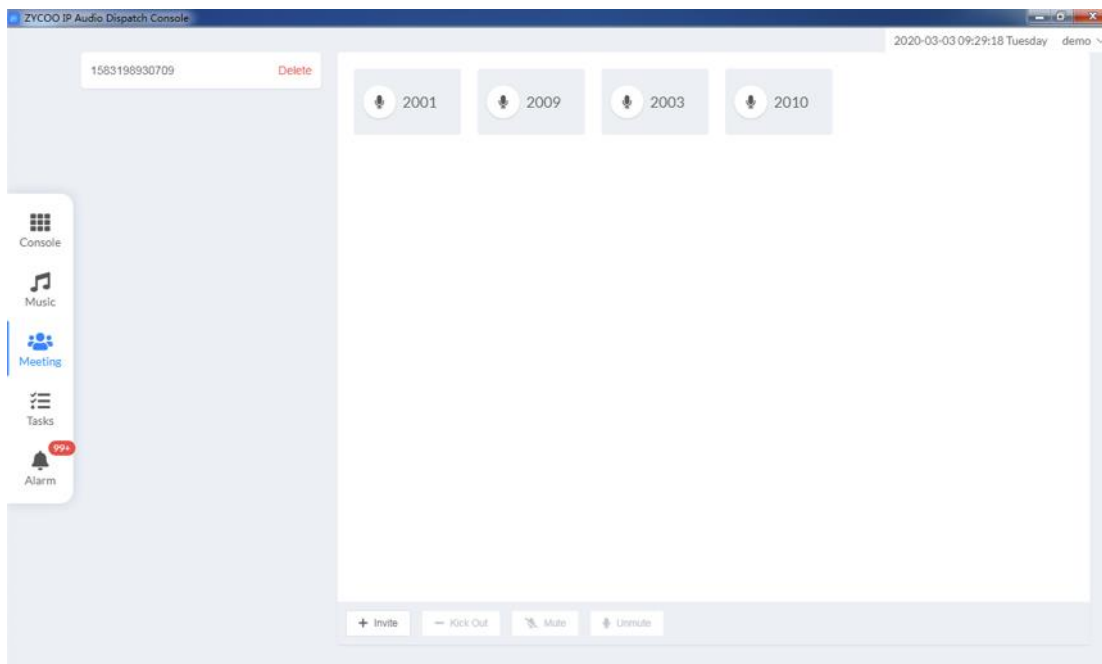
7. Meeting

Meeting or audio conferencing needs to be started from the Console screen then been managed from the Meeting screen. Normally the participants should be IP phones, in some particular applications, intercom devices and network speakers can be also added as participants to the meetings.

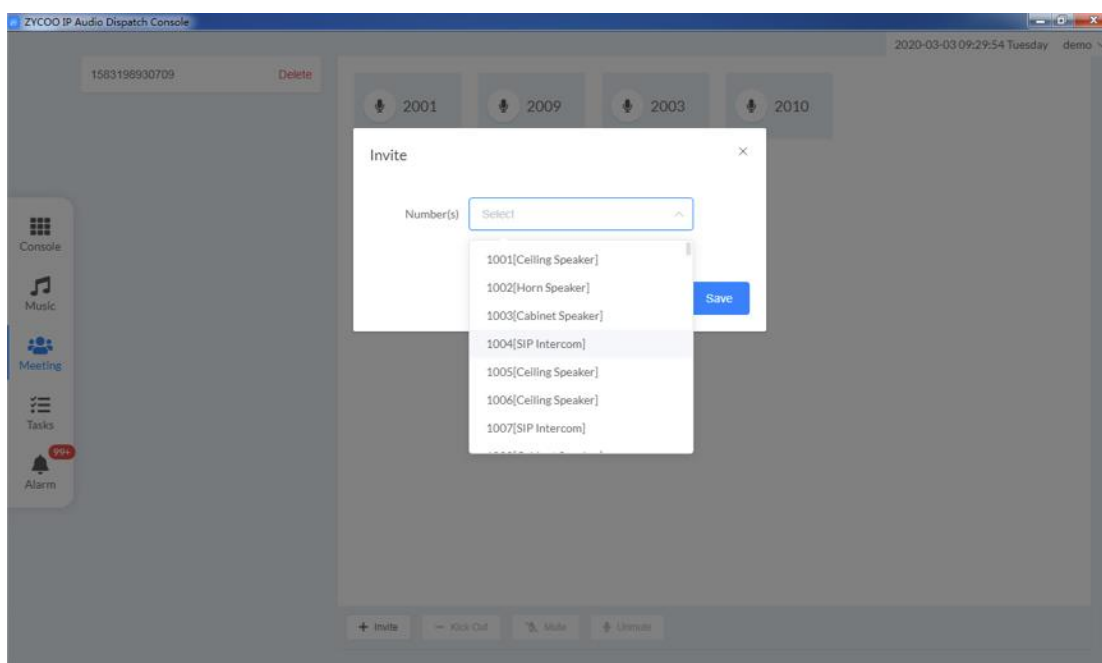
To start a meeting, select the IP phones from the device list and then click on the  button.



Once the meeting started, you'll be redirected to Meeting screen. And the participants who entered the meeting will be listed here.

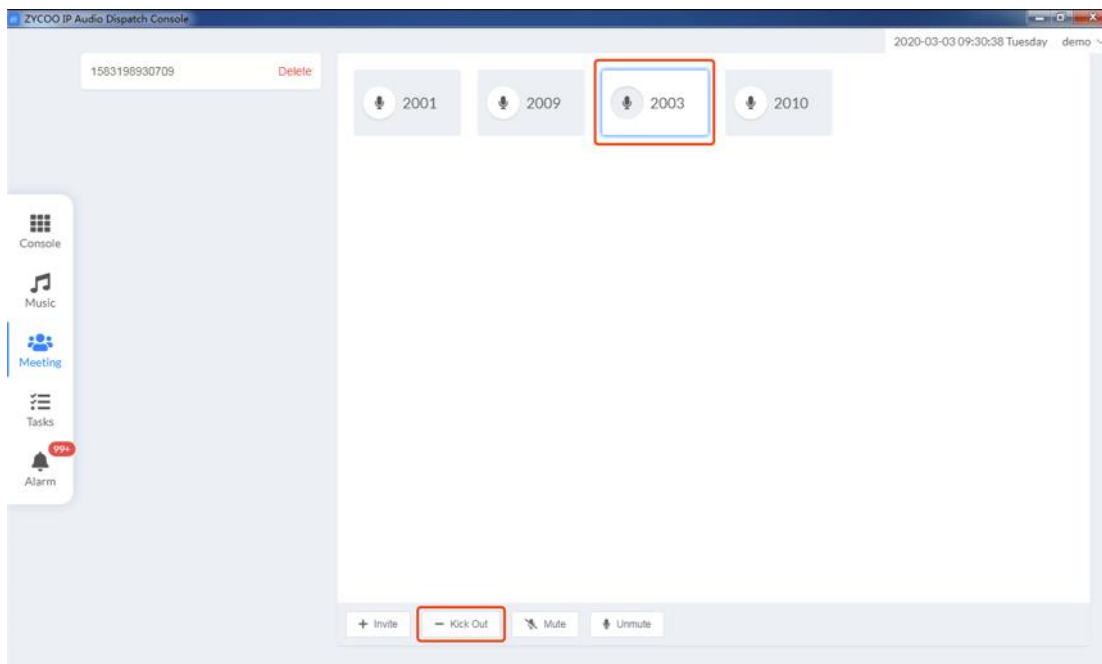


Dispatch user can add more participants to join the meeting even if the meeting is in progress. To add new participants, click on the Invite button.

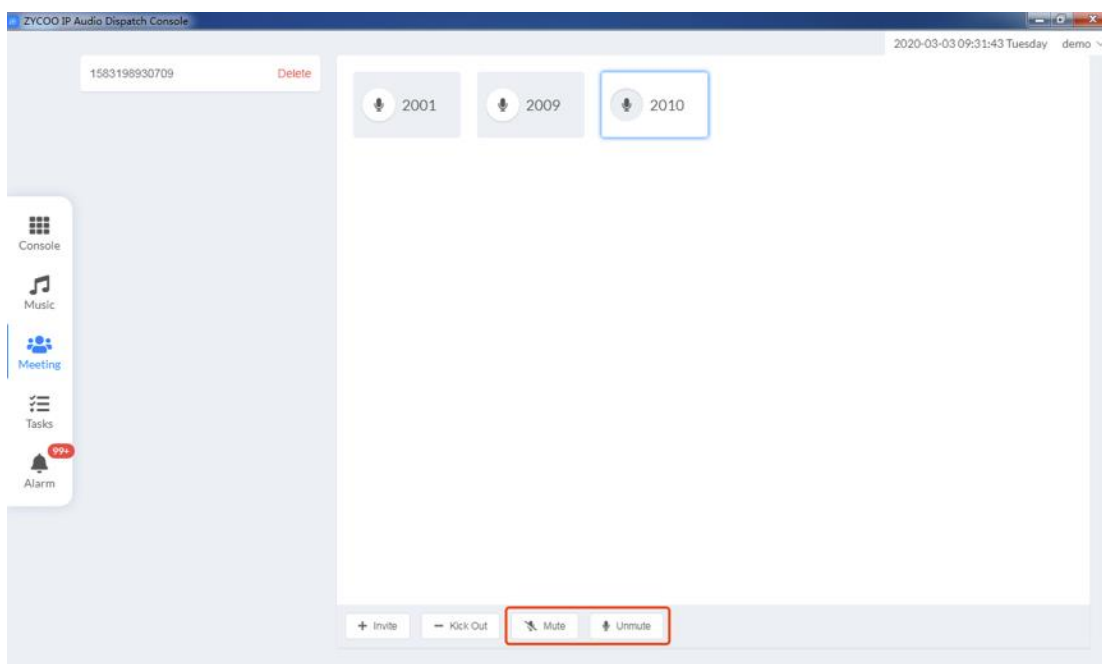


In the popup dialog, select the numbers to be invited then click Submit button to add the selected numbers to join the meeting.

If you want to kick someone out of the meeting, select that number(s) and then click on the Kick Out button.



During a meeting, dispatch users also have the permission to mute or unmute the participants by selecting the participant(s) and clicking on the Mute or Unmute button.

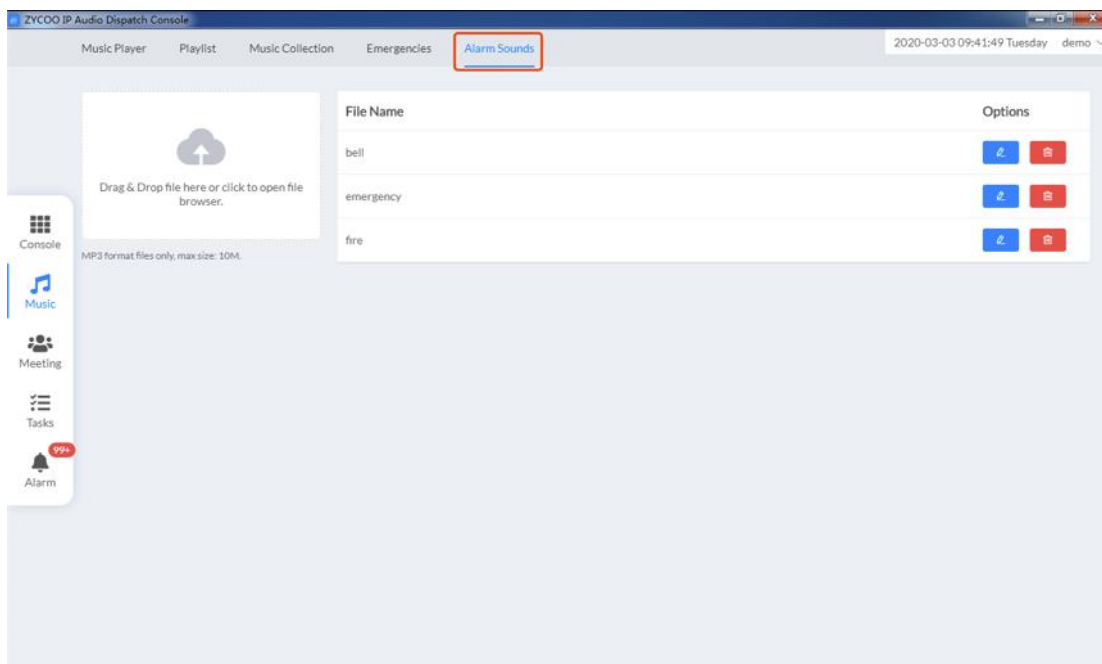


To end the meeting, dispatch users just have to click on the Delete button behind the meeting ID.

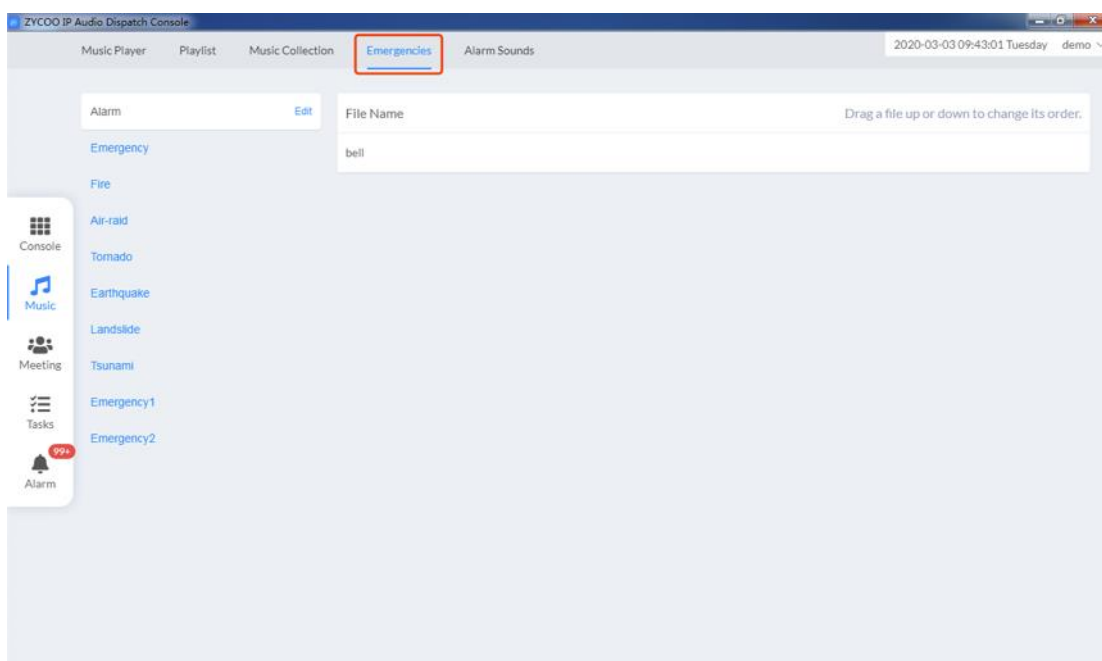
8. Emergencies and Alarm Sounds

In the IP Audio Center, there are some default alarm sounds and emergencies that can be used by the dispatch users to sound alarm from the IP Audio Dispatch Console.

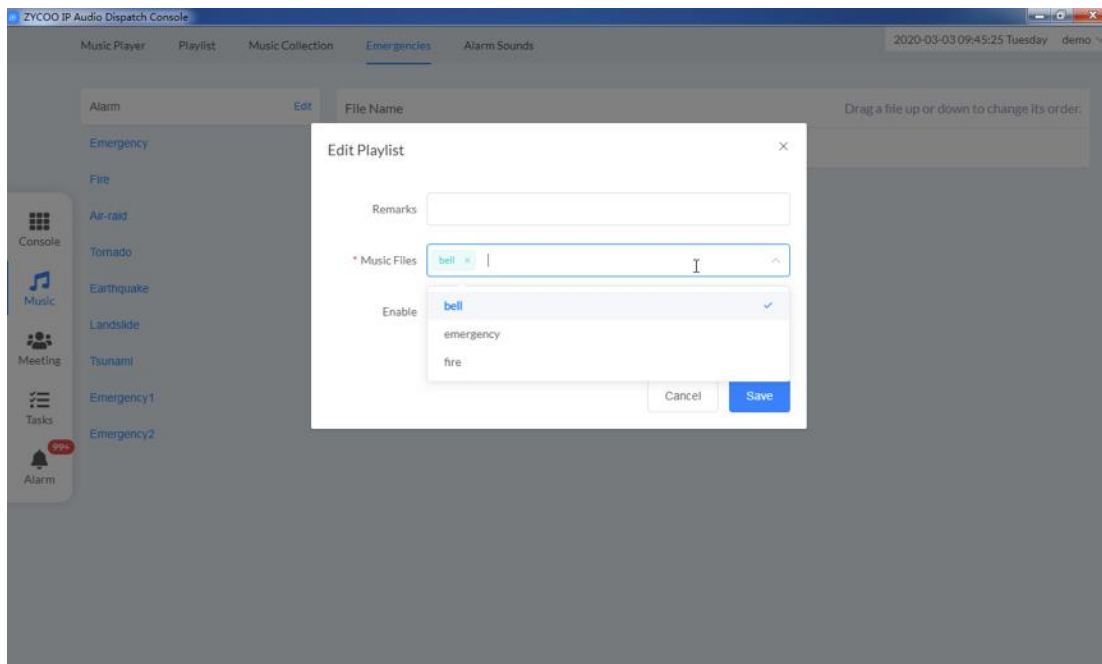
The alarm sounds are managed on the Music -> Alarm Sounds screen, users can delete the default files and upload new files the same way as uploading and managing the MP3 music files.



After the alarm sounds have been uploaded, dispatch users need to associate the alarm sounds to corresponding emergency events on the Emergencies screen.



To associate the alarm sound with the emergency events, click on one of the emergency events and click on Edit.



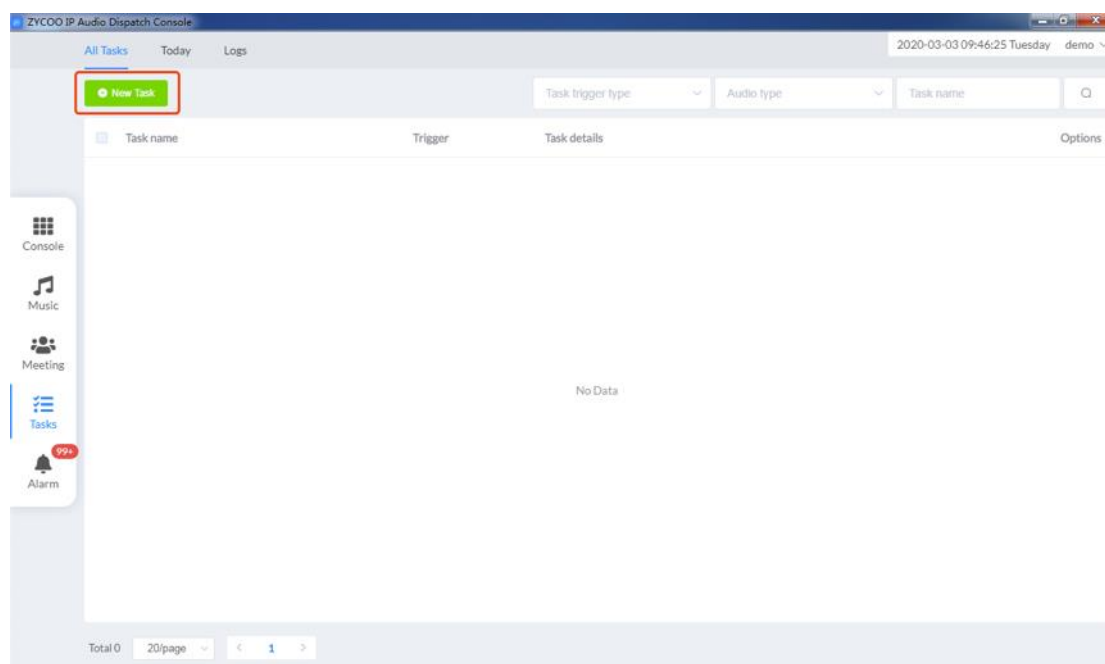
In the popup dialog you can select the corresponding alarm sounds for the selected emergency event. There could be several alarm sound files been associated with this emergency event, and when this emergency alarm goes off, the files you selected will be broadcasted one by one.

9. Triggered Paging Tasks

Dispatch users can create triggered paging tasks from the IP Audio Dispatch Console. The triggered paging tasks including Immediate triggered, timetable triggered and number triggered types.

Immediate Triggered Paging Tasks

On the Tasks -> All Tasks screen, click on New Task button to add a new triggered paging task.



In the popup dialog, follow the provided steps to setup the triggered paging task.

Give this task a name and then select Immediate as the trigger. Then click on Next to continue.

New Task [Close]

Step 1: Name & Type | Step 2: Timing or Number | **Step 3: Audio Options** | Step 4: Device(s)

* Audio type: ☒ Music | ☐ Text to speech | ☐ Record a message | ☐ Alarm

Music source:

Play mode: ☒ Default order | ☐ Shuffle

* Volume: (10, 20, 30, 40, 50, 60, 70, 80, 90)

[Cancel] [Back] [Next]

For an immediate triggered paging task, timing and number is not required. Users now need to setup audio options. Here we take music as an example, so in the Audio Type field you should select Music and in the Music Source field you should select a playlist. Then setup volume and the desired play mode then click on Next to continue.

New Task [Close]

Step 1: Name & Type | Step 2: Timing or Number | Step 3: Audio Options | **Step 4: Device(s)**

Device(s) ["6002", "1001", "1007", "1006", "1003", "1009", "1010", "1008", "1004", "1002", "1005", "1013", "1011", "1012"]

☐ Group 1
☒ Group 2

[Cancel] [Back] [Save]

Here's the last step, users need to select the target network speakers. After this click on save button to submit. Now this newly created immediate triggered paging task should execute right away. As a result, the selected speakers will start playing music.

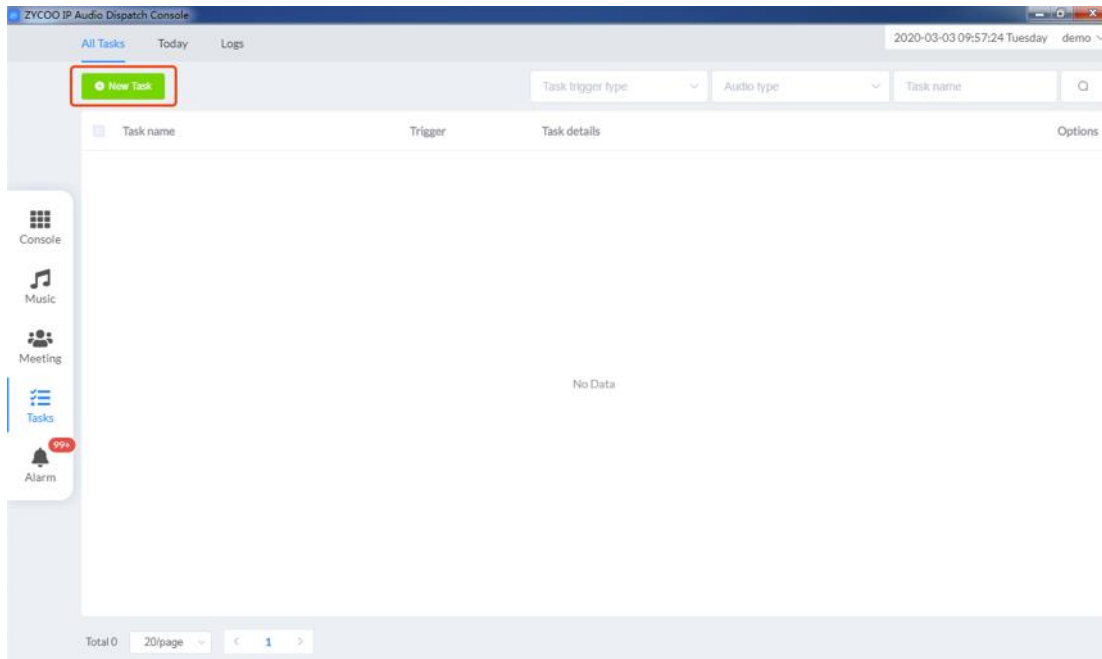
To stop this paging task, users need to do it on the console screen by selecting the speakers and click on



Timetable Triggered Paging Tasks

A timetable triggered paging task is also called a scheduled paging task, as the paging tasks are executed upon the schedules made in the timetable.

Click New Task button to create a triggered paging task.



In the popup dialog, follow the provided steps to setup the triggered paging task.

Give the task a name for identification and the trigger type should be set as Timetable. Then click on Next to continue.

- **Once-off Timetable Triggered Paging Task**

The timetable triggered paging task can be divided into two types, once-off and repetitive. The once-off type will only execute once at a specific time point. The repetitive type will repeat according to the time points configured on the timetable.

To create a once-off timetable triggered paging task, on Step 2 users should select Once-off in the Type field, and then setup the exact time points of when to execute and end this task.

New Task

Step 1 Name & Type Step 2 Timing or Number Step 3 Audio Options Step 4 Device(s)

* Type ☒ Once-off ☐ Repetitive

* Date 2020-03-06

* Time 09:00:00 To 10:00:00

Cancel Back Next

In the Date field pick a date and in the Time field setup the start and end time then click Next to continue.

New Task

Step 1 Name & Type Step 2 Timing or Number Step 3 Audio Options Step 4 Device(s)

* Audio type ☒ Music ☐ Text to speech ☐ Record a message ☐ Alarm

Music source playlist1

Play mode ☒ Default order ☐ Shuffle

* Volume 10 20 30 40 50 60 70 80 90

Cancel Back Next

On Step 3, users now need to setup audio options. Here we take music as an example, so in the Audio Type field you should select Music and in the Music Source field you should select a playlist. Then setup volume, the desired play mode and click on Next to continue.

New Task

Step 1 Name & Type Step 2 Timing or Number Step 3 Audio Options Step 4 Device(s)

Device(s) ["6002", "1001", "1007", "1006", "1003", "1009", "1010", "1008", "1004", "1002", "1005", "1013", "1011", "1012"]

☐ Group 1
☒ Group 2

Cancel Back Save

On Step 4, users need to select the target network speakers. After this click on Save button to submit. When it's time to execute the task, the selected speakers will start playing music.

• Repetitive Timetable Triggered Paging Task

To create a repetitive timetable triggered paging task, on Step 2 users should select Repetitive in the Type field.

New Task

Step 1 Name & Type Step 2 Timing or Number Step 3 Audio Options Step 4 Device(s)

* Type ☐ Once-off ☒ Repetitive

Date Start date To End date

* Time 00:00:00 To 23:59:00

Periodic ☒ Periodic Play ☒ Mode1 ☐ Mode2

How often? 60 (sec), How long? 30 (sec).

* Day(s) ☒ Select All

☒ Monday ☒ Tuesday ☒ Wednesday
☒ Thursday ☒ Friday ☒ Saturday
☒ Sunday

Cancel Back Next

In the Date field, a start date and an end date should be picked. And in the time field, set the time point to start and another time point to end.

In the days field, users can select the days out of a week to execute the paging task, unselected days the task will not be executed.

When setting up scheduled task, in Step 2, you need to complete:

Type: There are Once-Off and Repetitive options for task type.

Date: The date or date range for task execution (Note: when no date is selected, the task will execute every day).

Time: The start and end time for task execution.

Periodic: This setting represents whether the task needs to be executed repeatedly within a day. There are two different modes to choose.

Mode 1:

How often (sec): This setting represents how often the system will repeat the task.

How long(sec): This setting represents how long the task will play.

For example, if the repeat frequency is 120 seconds and the duration is 80 seconds. Then it will play once every 120 seconds within the whole time range. After it plays for 80 seconds, then it will stop and wait for 40 seconds, and start a new play.

Mode 2:

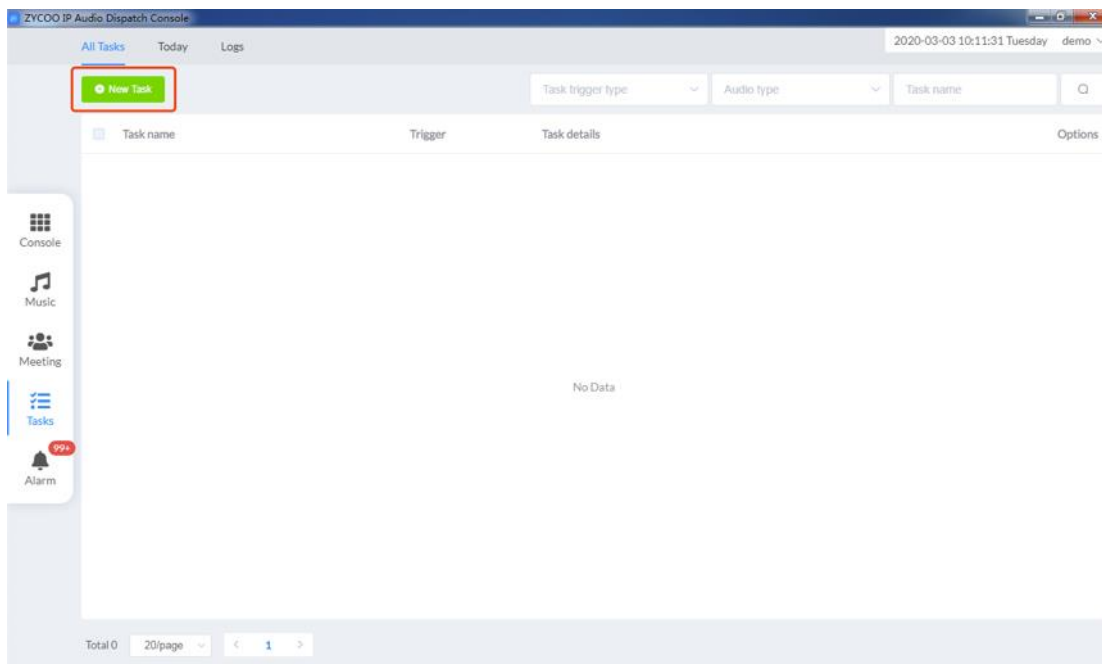
Break time(sec): The interval time between each play list.

For example, if the interval is 1800 seconds, the content in the playlist will be played every 30 minutes within the whole time range.

Except Step 2 is different than the once-off timetable triggered paging tasks, the rest steps of settings are the same.

Number Triggered Paging Tasks

On the Tasks -> All Tasks screen, click on New Task button to add a new triggered paging task.



In the popup dialog, follow the provided steps to setup the triggered paging task.

New Task

① — ② — ③ — ④

Step 1
Name & Type

Step 2
Timing or Number

Step 3
Audio Options

Step 4
Device(s)

* Task name

* Trigger ☐ Immediate ☐ Timetable ☒ Dial number

[Cancel](#) [Next](#)

Give the task a name for identification and the trigger type should be set as Dial Number. Then click on Next to continue.

New Task

Step 1: Name & Type

Step 2: Timing or Number

Step 3: Audio Options

Step 4: Device(s)

* Number: 3235

Cancel Back Next

On Step 2, a customized number should be given, this number will be dialed to trigger this paging task in the future. Click on Next to continue.

New Task

Step 1: Name & Type

Step 2: Timing or Number

Step 3: Audio Options

Step 4: Device(s)

* Audio type: ☒ Music ☐ Text to speech ☐ Record a message ☐ Alarm

Music source: playlist1

Play mode: ☒ Default order ☐ Shuffle

* Volume: 10 20 30 40 50 60 70 80 90

Cancel Back Next

On Step 3, users now need to setup audio options. Here we take music as an example, so in the Audio Type field you should select Music and in the Music Source field you should select a playlist. Then setup volume, the desired play mode and click on Next to continue.

The image shows a 'New Task' dialog box with a four-step progress bar at the top. Step 4, 'Device(s)', is the active step. Below the progress bar, the 'Device(s)' field contains a list of device IDs: ["6002", "1001", "1007", "1006", "1003", "1009", "1010", "1008", "1004", "1002", "1005", "1013", "1011", "1012"]. Below this list, there are two expandable sections: 'Group 1' (unchecked) and 'Group 2' (checked). At the bottom right, there are three buttons: 'Cancel', 'Back', and 'Save'.

New Task

Step 1
Name & Type

Step 2
Timing or Number

Step 3
Audio Options

Step 4
Device(s)

Device(s) ["6002", "1001", "1007", "1006", "1003", "1009", "1010", "1008", "1004", "1002", "1005", "1013", "1011", "1012"]

▸ ☐ Group 1

▸ ☒ Group 2

Cancel Back Save

On Step 4, users need to select the target network speakers. After this click on Save button to submit.

To start a number triggered paging task, dispatch users need to dial the number with feature code *11. For example, the number is 3235, by dialing *113235 from the dispatch phone then the paging will start. And by dialing *123235, dispatch users can stop this number triggered paging task.

Audio Types of Triggered Paging Tasks

While setting up all types of triggered paging tasks, audio types need to be set, as this step determines what kind of audio source the paging task will use. There are 4 audio types, including music, text to speech, prerecorded message and alarm sounds.

- **Music**

If the paging tasks have been triggered, then it will start music broadcasting. The music sources are the playlists configured under the Music menu.

- **Text to Speech (TTS)**

ZYCOO IP Audio Center has been integrated with Google Text-to-Speech services. When creating triggered paging tasks, IP Audio Dispatch users can use TTS to convert text in to audio files as the audio source.

On Step 3 of the triggered paging task creation, users need to select Text to Speech as the audio type. Then in the Text field insert or paste the text contents (1500 characters allowed) which will be paged. And then click on the Convert button.

New Task ×

① Step 1 Name & Type ② Step 2 Timing or Number ③ Step 3 Audio Options ④ Step 4 Device(s)

* Audio type ☐ Music ☒ Text to speech ☐ Record a message ☐ Alarm

Text 19/1500

Times 0 Means unlimited playback

* Volume

The converted audio can be reviewed by clicking on the Review button.

Once the audio is confirmed, users now can click Next to continue finishing the rest settings of the paging task.

Times: The number of times that this audio file will play, 0 means infinite.

● Prerecorded Message

When creating triggered paging tasks, IP Audio Dispatch users can use prerecorded message as the audio source. To record a message with the IP Audio Dispatch Console, users need to make sure the PC that they are using has a microphone attached.

On Step 3 of the triggered paging task creation, users need to select Record a Message as the audio type. Then click on Start button to starting the recording.

The screenshot shows the 'New Task' configuration window with a progress bar at the top indicating four steps: Step 1 (Name & Type), Step 2 (Timing or Number), Step 3 (Audio Options), and Step 4 (Device(s)). Step 3 is currently active. Below the progress bar, there are radio button options for 'Audio type': 'Music', 'Text to speech', 'Record a message' (which is selected), and 'Alarm'. Below these options is a green audio waveform representing the recorded message. Under the waveform is a blue 'Stop' button. At the bottom, there is a 'Times' input field with the value '0' and a note '0 Means unlimited playback'. Below this is a 'Volume' slider ranging from 10 to 90, with the current value set at 80. At the very bottom are three buttons: 'Cancel', 'Back', and 'Next'.

Once done recording, click on Stop button, and now the dispatch user can click on Play/Pause button to playback the recording for reviewing.

Times: The number of times that this audio file will play, 0 means infinite.

New Task
×

1

Step 1

Name & Type

2

Step 2

Timing or Number

3

Step 3

Audio Options

4

Step 4

Device(s)

Audio type

☐ Music
☐ Text to speech
☒ Record a message
☐ Alarm

Play / Pause

Rerecord

Confirm

Times

0

0 Means unlimited playback

Volume

10

20

30

40

50

60

70

80

90

Cancel

Back

Next

If the recording is not good enough, dispatch user can click on the Rerecord button to discard the recorded message and repeat the recording procedures.

If the recording is ready to use, then dispatch user can click on the Confirm button to confirm and upload the recording to the IP Audio Center. And then click on next to continue finishing the rest settings of the paging task.

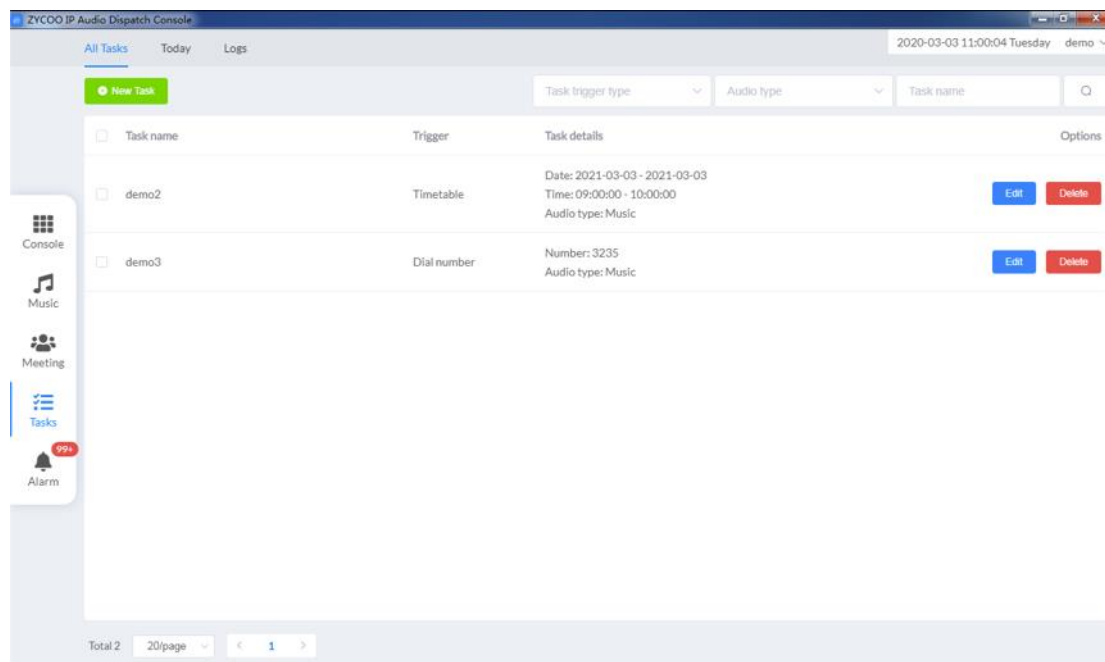
Alarm

If the audio type has been set to Alarm, when this paging task had been triggered, it will sound alarm to the selected network speakers.

Managing the Triggered Paging Tasks

- **All Tasks**

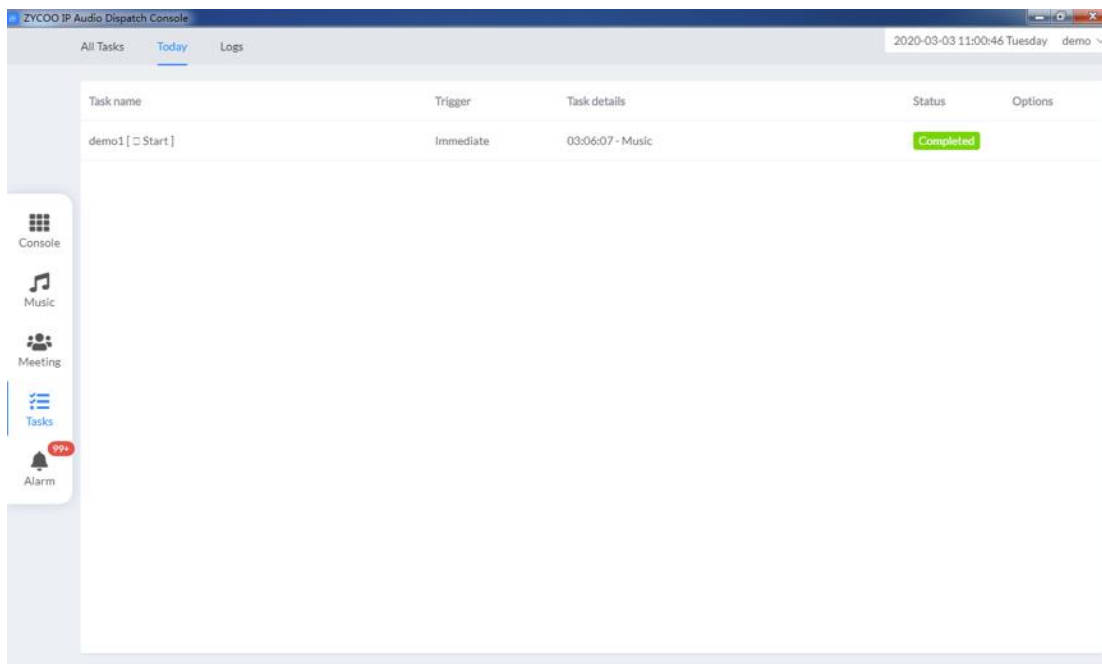
All the triggered paging tasks that the dispatch users had created will be listed on the Tasks -> All Tasks screen.



Dispatch users can manage the tasks with edit and delete options.

- **Tasks of Today**

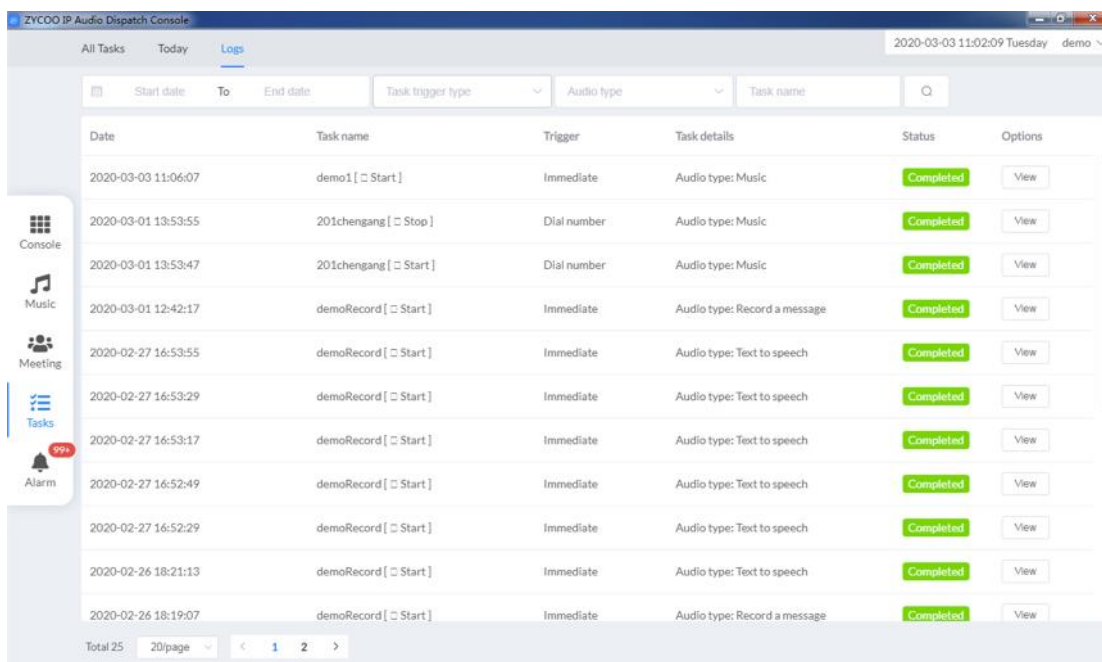
From the Tasks -> Today screen, dispatch users are able to check the tasks which will be executed within today.



The executed tasks will be marked as Completed, and the unexecuted tasks will be marked as Pending. For the unexecuted tasks of today, dispatch users can cancel it for once, so it will not be triggered today, but will be resumed on the next day.

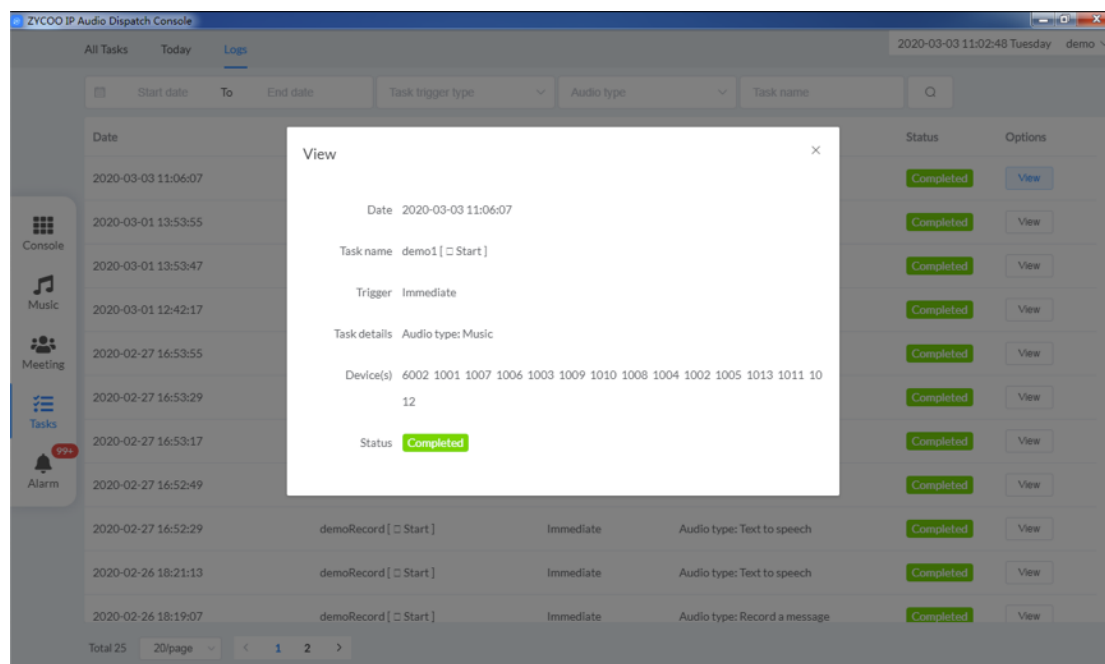
- **Logs**

On the Tasks -> Logs screen, dispatch users can browse all triggered (executed) paging task logs.



For each of the logs, dispatch users can check the details of this task by clicking on the View button. And the details of this task will be provided, like when the task had been triggered, the task name, the trigger type, the speaker devices and more detailed information.

And the logs can be searched by date, trigger type, audio type and task name for users being able to quickly locate specific logs.

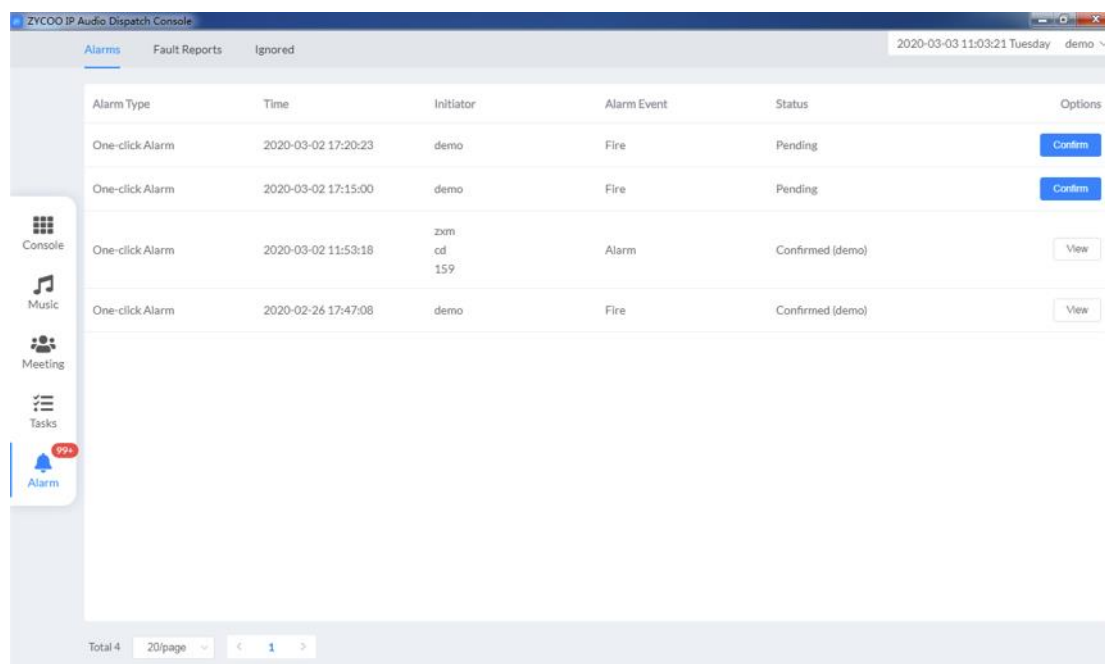


10. Alarm

On the IP Audio Dispatch Console, alarms including the emergency alarms and the device fault reports. On the Alarm -> Alarms screen, there's a list of the emergency alarms occurred in the IP Audio Center. And on the Alarm -> Fault Reports screen, there's a list of device fault reports.

Emergency Alarms

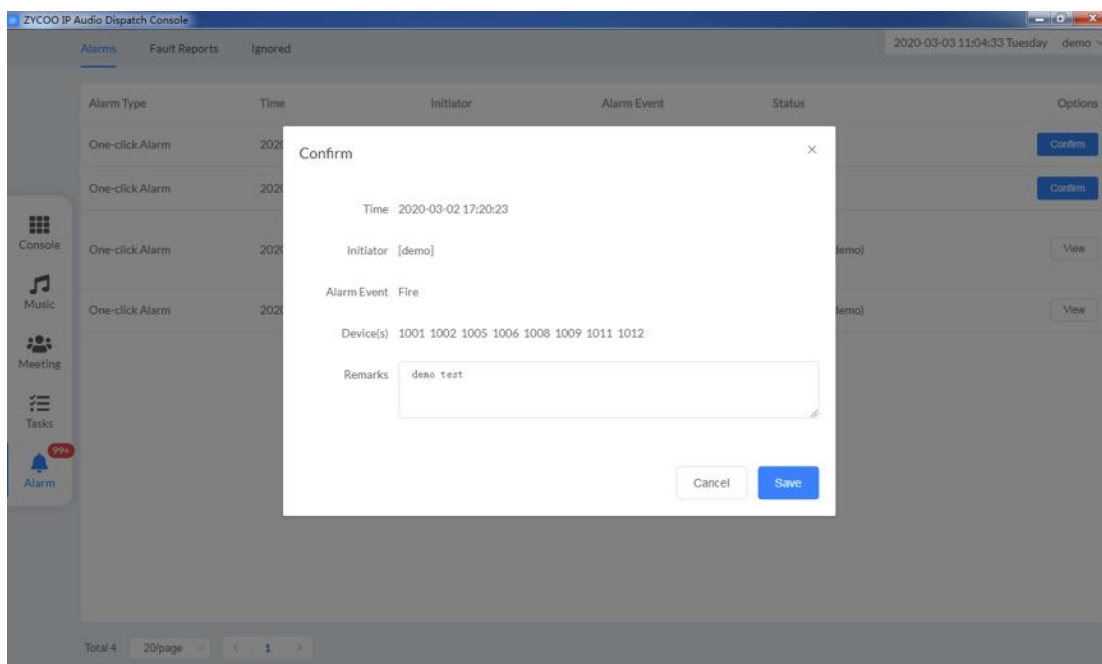
In the emergency alarm list, the alarms started by dispatch user from the Console screen and the alarms started by the triggered paging tasks, will all be listed here. Alarm types include No Answer, One-click Alarm, and Trigger Alarm.



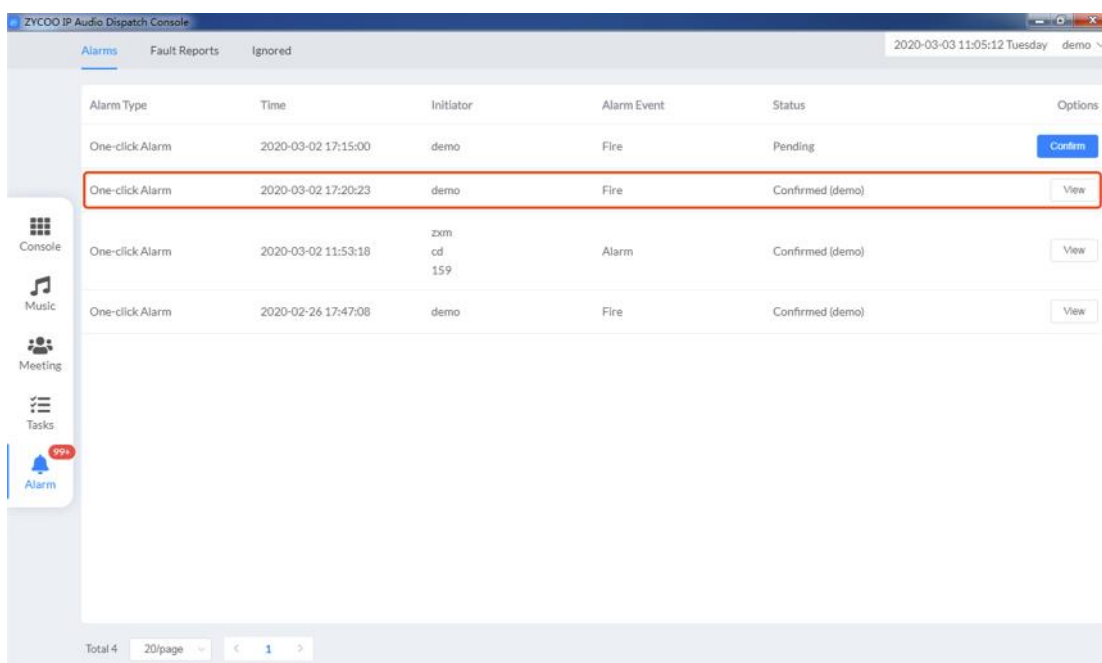
Alarm Type	Time	Initiator	Alarm Event	Status	Options
One-click Alarm	2020-03-02 17:20:23	demo	Fire	Pending	Confirm
One-click Alarm	2020-03-02 17:15:00	demo	Fire	Pending	Confirm
One-click Alarm	2020-03-02 11:53:18	zxm cd 159	Alarm	Confirmed (demo)	View
One-click Alarm	2020-02-26 17:47:08	demo	Fire	Confirmed (demo)	View

Dispatch users can confirm these emergency events by clicking on the Confirm button.

To confirm the alarms, in the popup dialog, there will be detailed information of these alarms, including the exact time of the alarms, the user who started this alarm, the alarm type and the speaker devices.



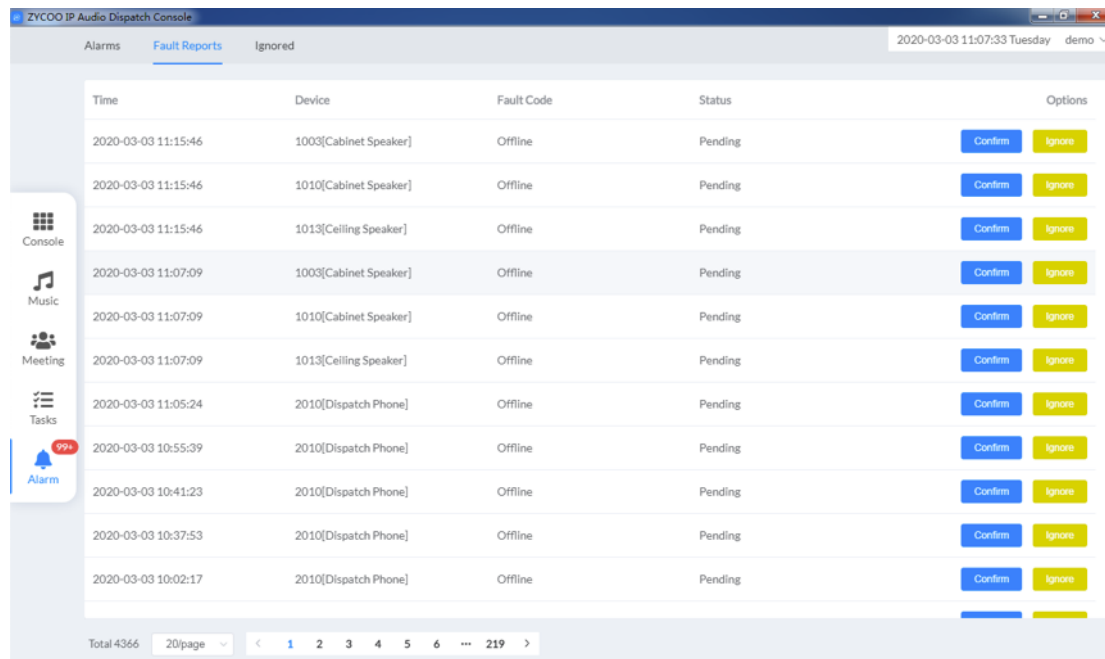
Based on the above given information, the dispatch user can then write down some comments in the Remarks field then click on Submit to confirm.



The confirmed alarms will be sorted to the end of the list beneath the unconfirmed ones. Once an alarm history had been confirmed by any of the dispatch users, other users will be able to see the alarm had been confirmed and can view the comments added by that user.

Fault Reports

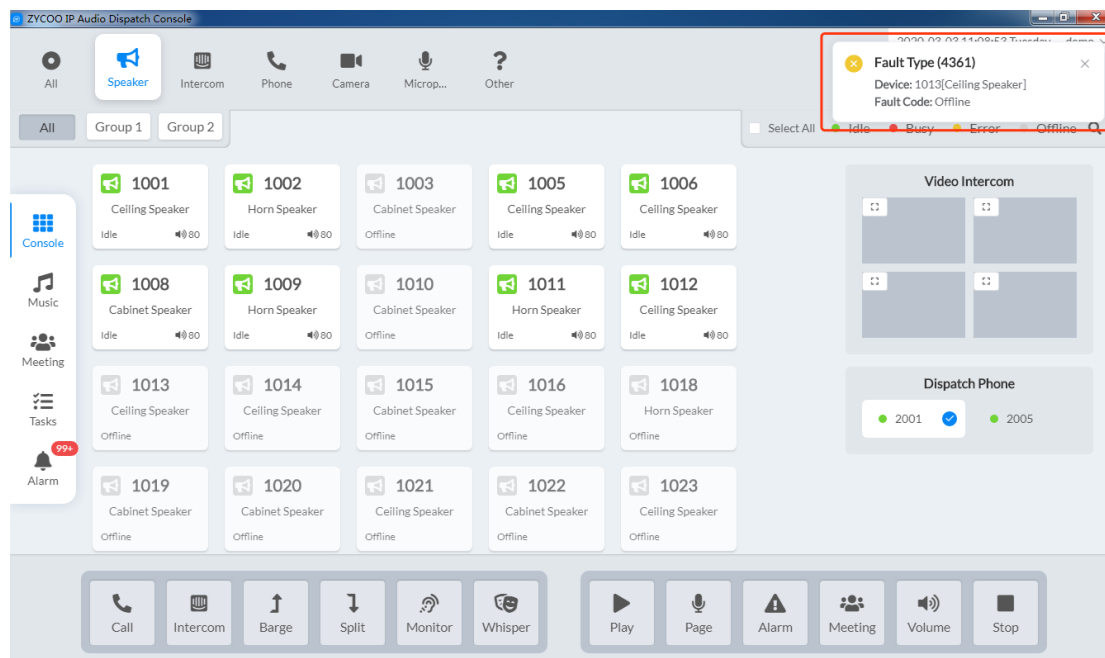
On Fault Reports screen, all fault reports of all devices will be listed here.



Time	Device	Fault Code	Status	Options
2020-03-03 11:15:46	1003[Cabinet Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:15:46	1010[Cabinet Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:15:46	1013[Ceiling Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:07:09	1003[Cabinet Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:07:09	1010[Cabinet Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:07:09	1013[Ceiling Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:05:24	2010[Dispatch Phone]	Offline	Pending	Confirm Ignore
2020-03-03 10:55:39	2010[Dispatch Phone]	Offline	Pending	Confirm Ignore
2020-03-03 10:41:23	2010[Dispatch Phone]	Offline	Pending	Confirm Ignore
2020-03-03 10:37:53	2010[Dispatch Phone]	Offline	Pending	Confirm Ignore
2020-03-03 10:02:17	2010[Dispatch Phone]	Offline	Pending	Confirm Ignore

Total 4366 20/page < 1 2 3 4 5 6 ... 219 >

Fault reports are the information of the device fault, including offline and errors. When there's a device fault, the IP Audio Center will send a notification to all IP Audio Dispatch Console, and the notification will be displayed on the top right corner. At the same time, this fault report will be written to the Fault Reports list.



By clicking on the notification message, dispatch users will be redirected to the Fault Reports screen to check the detailed information of the device fault.

Time	Device	Fault Code	Status	Options
2020-03-03 11:18:13	1003[Cabinet Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:18:13	1010[Cabinet Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:18:13	1013[Ceiling Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:15:46	1003[Cabinet Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:15:46	1010[Cabinet Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:15:46	1013[Ceiling Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:07:09	1003[Cabinet Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:07:09	1010[Cabinet Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:07:09	1013[Ceiling Speaker]	Offline	Pending	Confirm Ignore
2020-03-03 11:05:24	2010[Dispatch Phone]	Offline	Pending	Confirm Ignore
2020-03-03 10:55:39	2010[Dispatch Phone]	Offline	Pending	Confirm Ignore

Total 4369 20/page < 1 2 3 4 5 6 ... 219 >

The dispatch users can confirm or ignore the fault reports from the Fault Reports screen. If a user knows why the device fault occurs or will try to fix this issue, then this user can confirm the device fault report with some comments telling other users about this.

To confirm a fault report, click on the Confirm button.

In the popup dialog, add some comments in the Remarks field and click on Save button to confirm it.

Confirm

Time 2020-03-03 11:18:13

Device 1013[Ceiling Speaker]

Fault Code Offline

Remarks

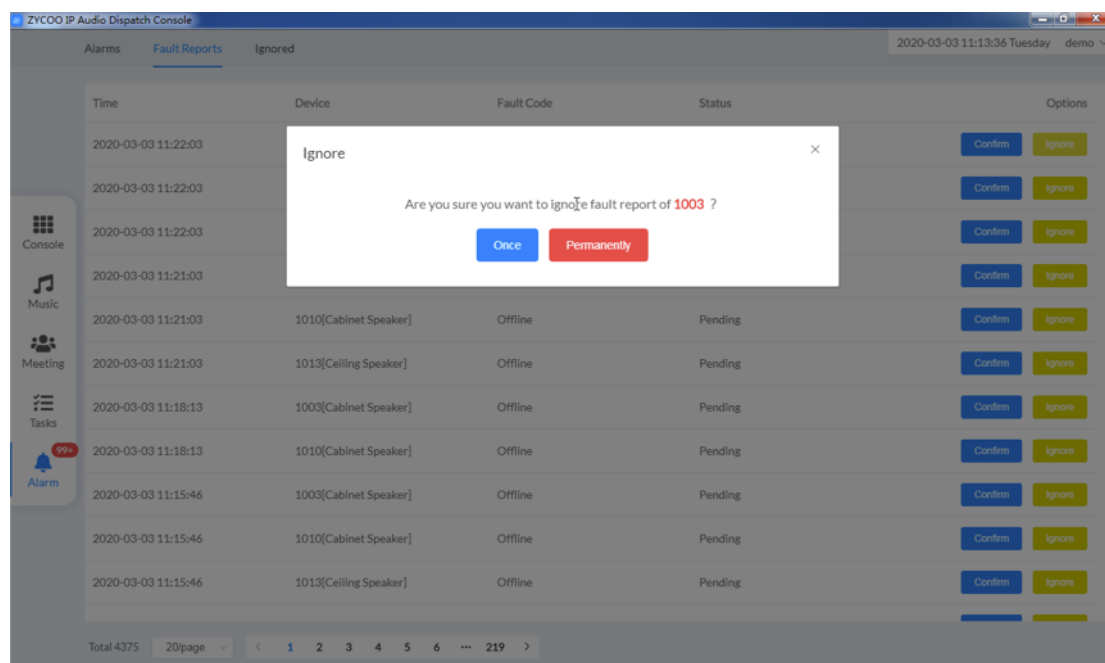
[Cancel](#) [Save](#)

The confirmed fault reports will be sorted to the end of the fault report list beneath the unconfirmed ones.

If the fault is caused by some well-known reason or the fault cannot be fixed within a short period of time, the dispatch users can also choose to ignore the fault reports.

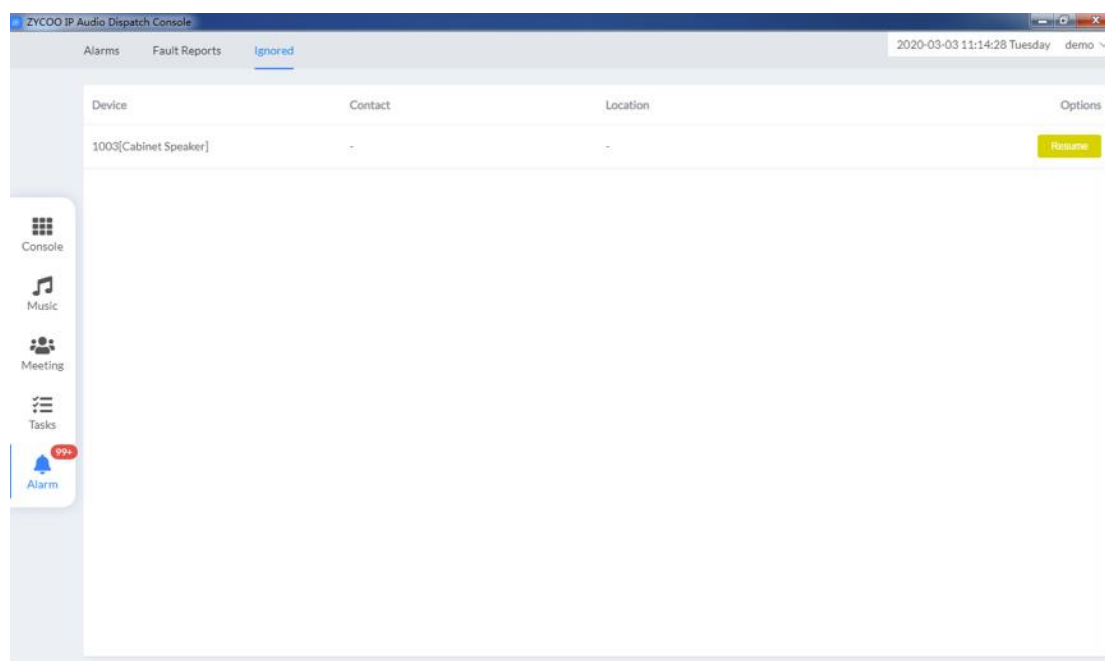
To ignore a fault report, click on the Ignore button.

In the popup dialog, users could choose to ignore it for once or permanently.



If user choose to ignore it for once, then the fault report will be sorted to the end on the fault report list.

If user choose to ignore it permanently, then the fault report will be moved to the Ignored screen. And the IP Audio Center will stop sending any further fault report on that device.



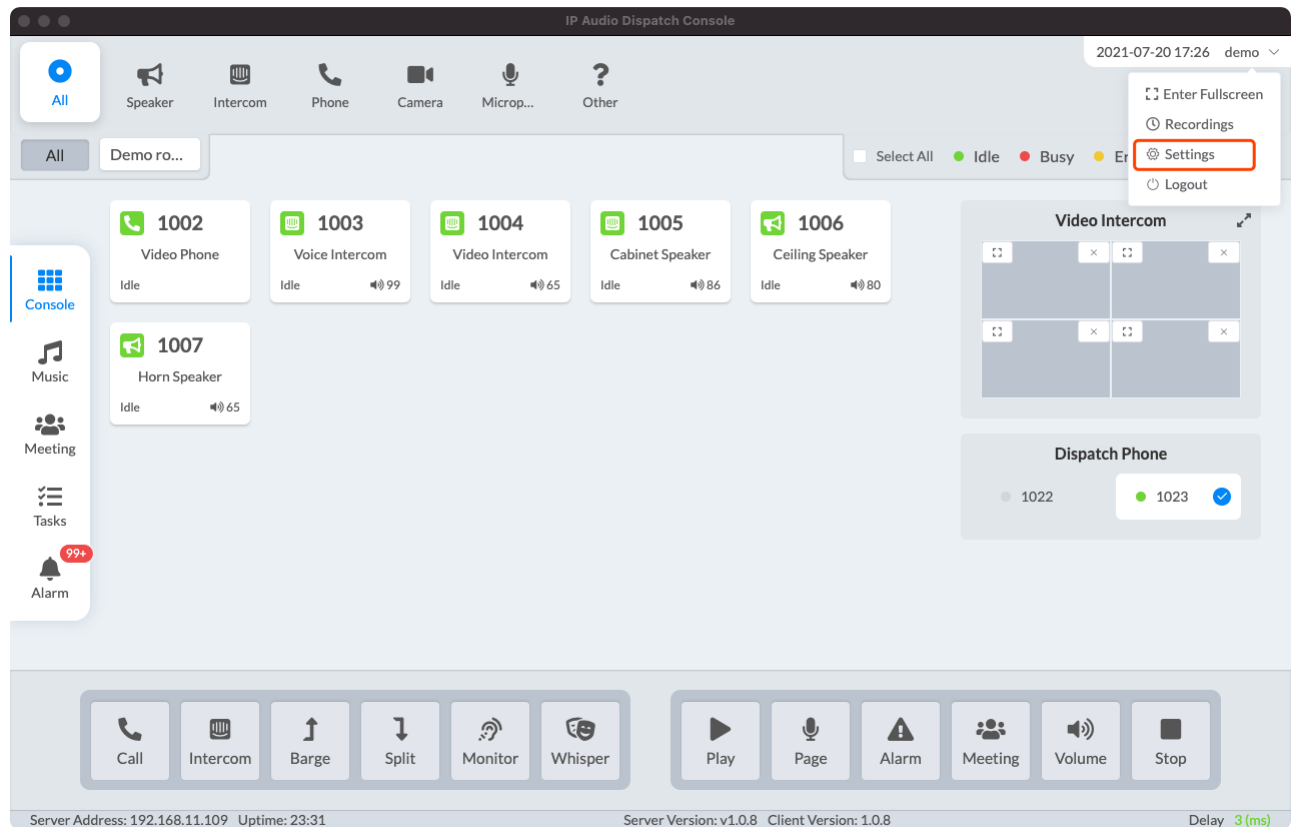
To resume the fault report, just simply go to the Ignored screen and click on the Resume button.

11. Settings

This chapter helps you to modify and configure some settings of Dispatch Console.

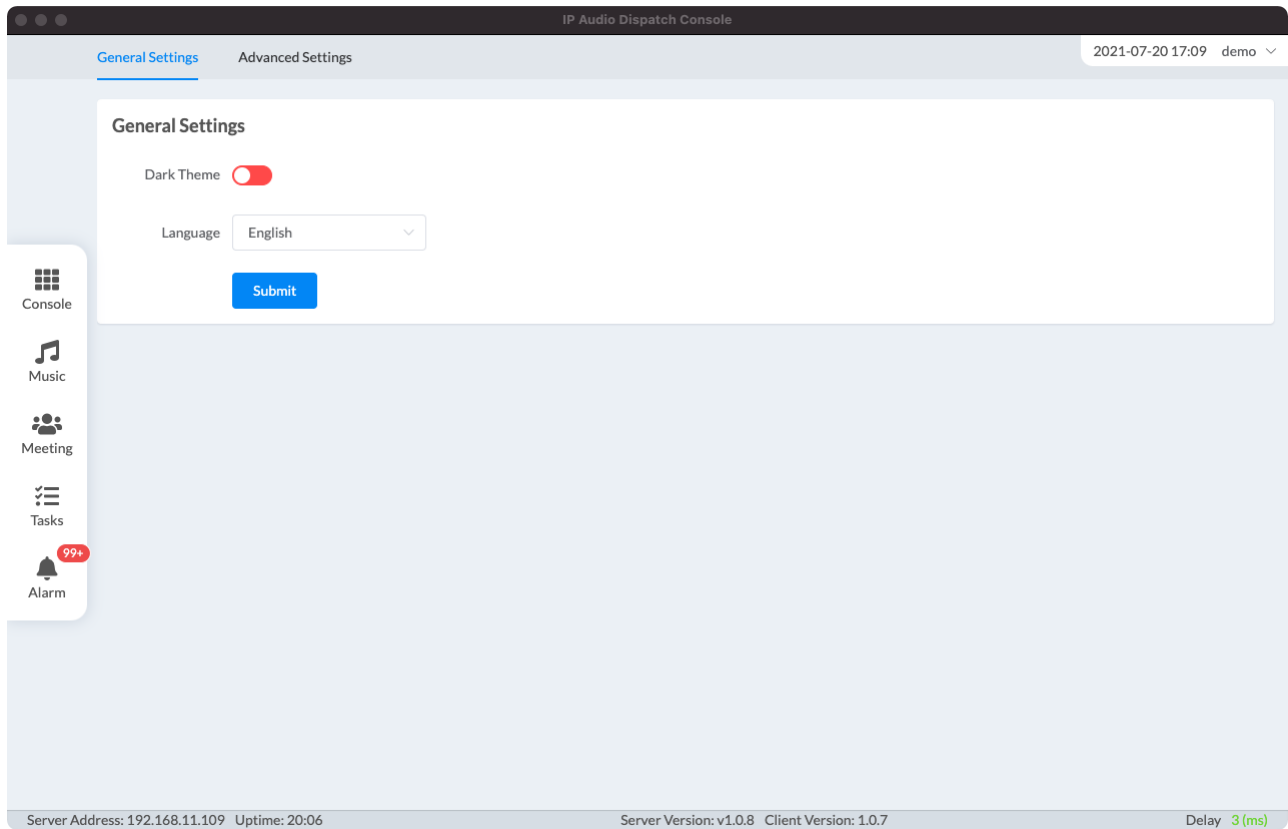
General Settings

Please click on the Dispatch User on the right conner and select 'Settings'.



Dark Theme: Enable this option will switch the Dispatch Console to the dark mode.

Language: Choose the language of the Dispatch Console.



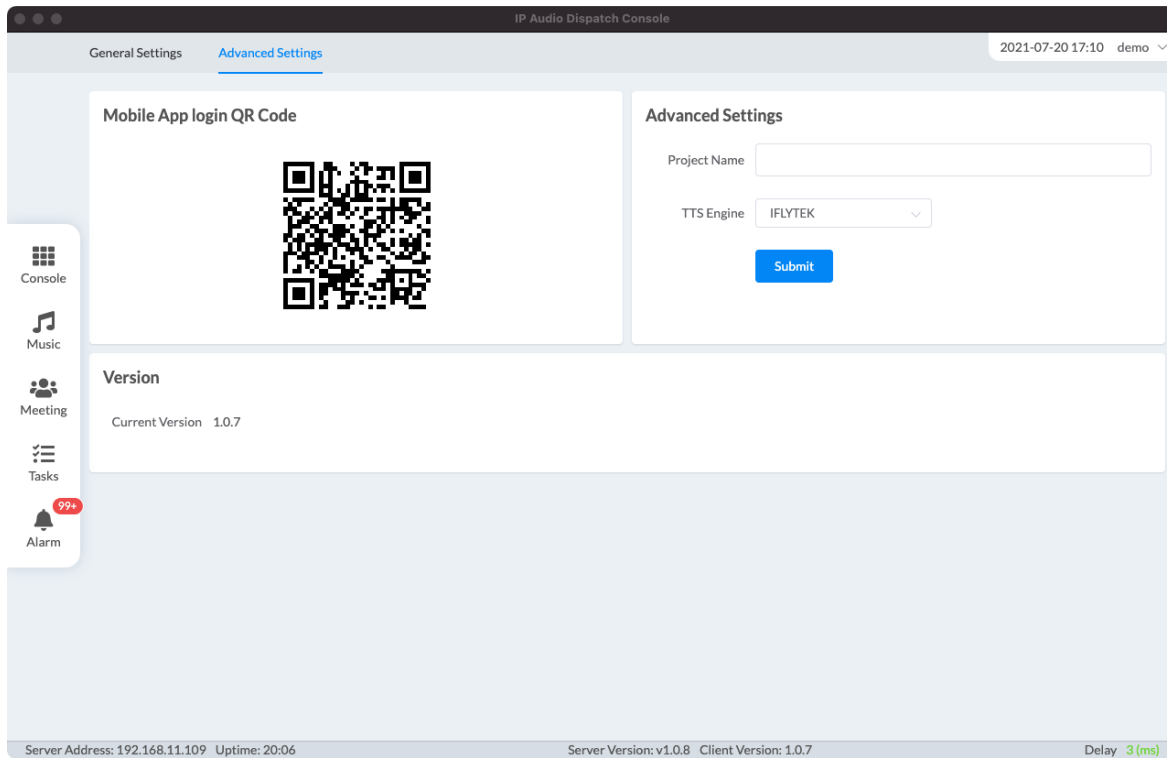
Advanced Settings

Mobile Login QR Code : The Dispatch Console APP can directly log in with the current Dispatch User by scanning the QR code

Project Name : The user can customize the name of the current Dispatch Console, which will be displayed on the index page of the console.

TTS Engine : Currently supports two TTS engine services, iFLYTEK and Google. The Google engine needs to be customized before it can be used.

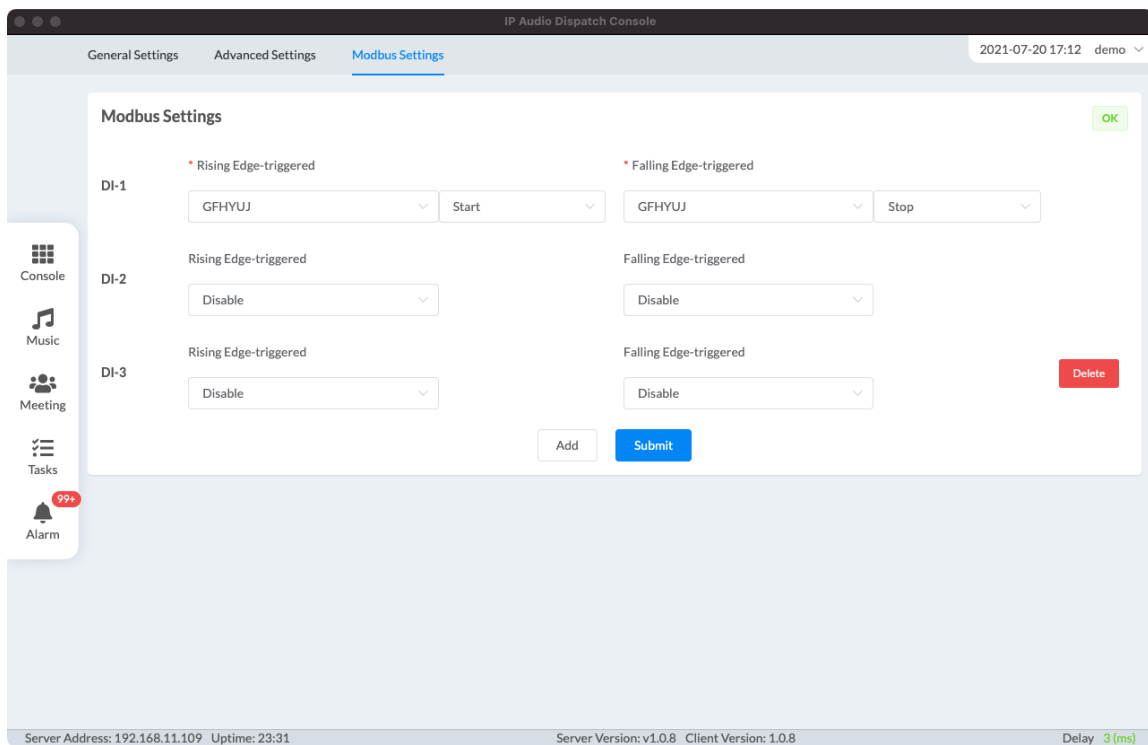
Version: Display the current Dispatch Console's version. It support automatic detection of latest version。



Modbus Settings

This configuration interface can trigger tasks by using the digital signal [rising edge]/[falling edge] to start and/or end the tasks.

It displays the connection status with the Modbus server, and correlate the digital level status with the [Number Trigger Task] in the system.



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