DS1060-121A LBT20379

IPERCOM SYSTEM

SWITCHBOARD INSTALLATION AND USER MANUAL

CONTENTS

Version 1.1.0

1 INTRODUCTION

The user-friendly **Switchboard** application has been designed and implemented to allow a concierge attendant of a building performing and managing all switchboard calls and applications.

The application can be downloaded from Urmet Internet site (www.urmet.com) (it is necessary to log in on website).

1.1 HARDWARE AND SOFTWARE REQUIREMENTS

PC hardware and software minimum requirements are the following:

- **Processor**: 2GHz 32 bit (x86) or 64 bit (x64) (Windows 7 Home Premium, Professional or Ultimate);
- **RAM**: 2GB (32 bit or 64 bit);
- **Disk space**: 16 GB (32 bit) or 20 GB (64 bit) available;
- **Audio card**: compatible with 32 or 64 bit Microsoft Windows 7 (Home Premium, Professional or Ultimate);
- **Video card**: compatible with 32 or 64 bit Microsoft Windows 7 (Home Premium, Professional or Ultimate), 1024 x 768 pixel min. resolution;
- **Webcam**[1]: compatible with 32 or 64 bit Microsoft Windows 7 (Home Premium, Professional or Ultimate);
- **USB port**: 1 for the connection of the external doorphone Ref. 1060/41 (optional);
- **Ethernet interface**: 10 / 100 Mbit/s.

[1] **Switchboard** application does not need any webcam, which is requested if a video communication must be established from the **Switchboard** application to the other devices able to display images.

2 INSTALLATION

The installation procedure starts launching the related set up file, which can be downloaded from Urmet Internet site.

During the installation phases, follow the indications displayed from time to time in the different windows.

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

After having chosen the installation language, the following window is displayed:

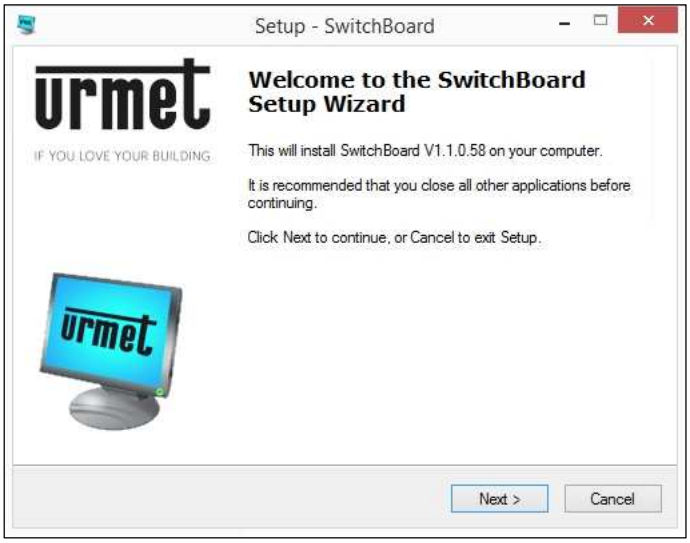


Figure 1: installation phase

Clicking on button **Next**, the following window appears where it is highlighted the application installation folder (it is possible to change it with the button **Browse**):

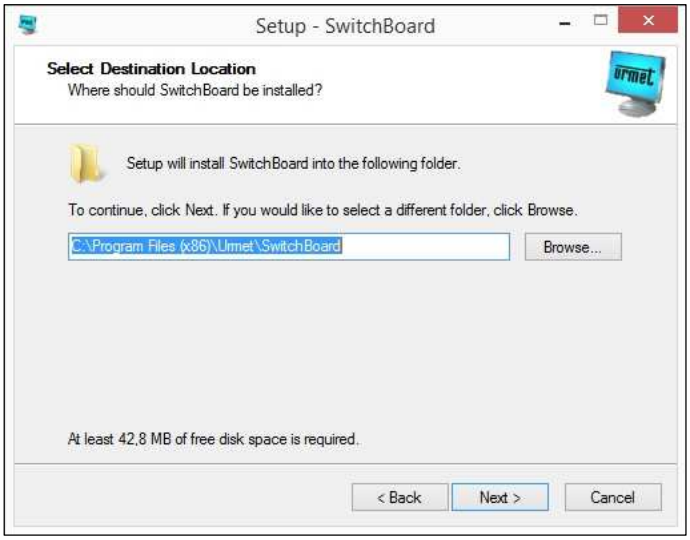


Figure 2: installation phase

Clicking on button **Next,** the following window appears:

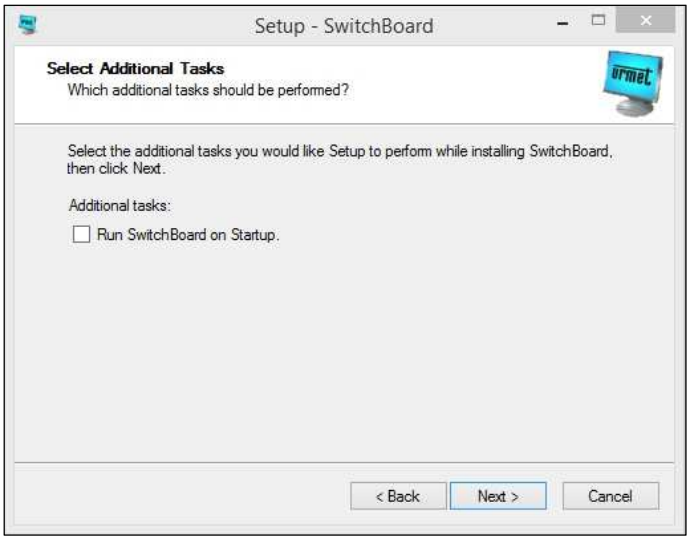


Figure 3: installation phase

where it is possible to decide if launching application at the same time of the operating system.

Clicking on button **Next**, the following window appears, where the application installation folder is displayed:

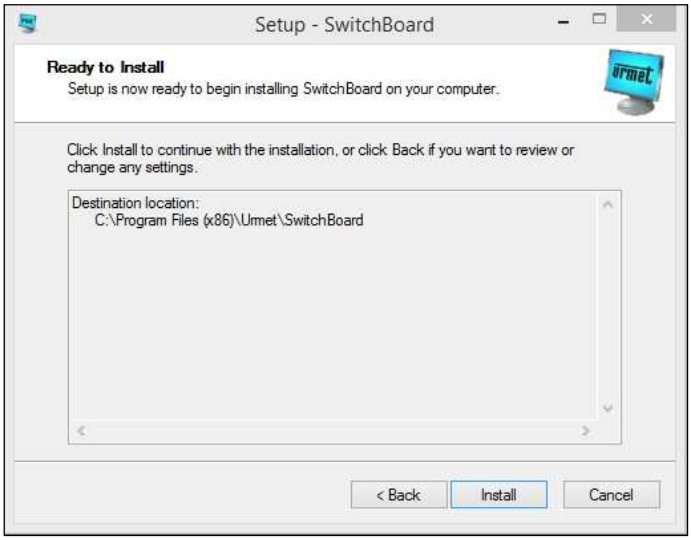


Figure 4: installation phase

Clicking on button **Install**, installation process starts:

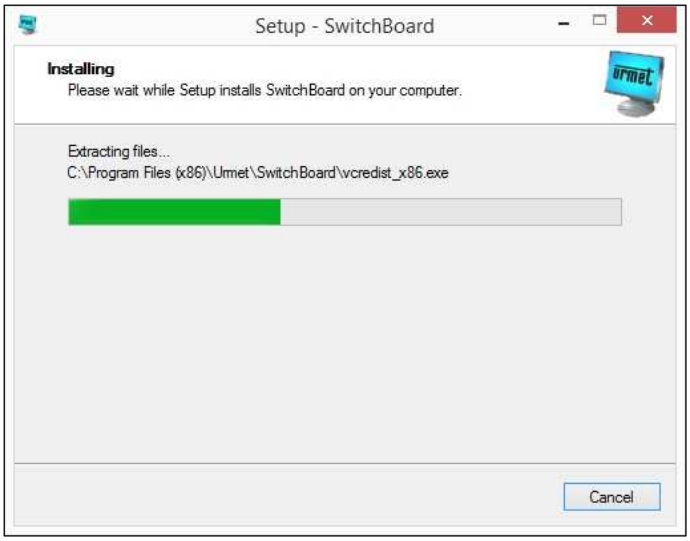


Figure 5: installation phase

For the correct installation of the application, it is necessary to install other two components, the first (**UPTKConnection**) for the right communication between **Switchboard** application and IPerCom system, the second (**IPerCom Configurator**) for the possible configuration of access control from **Switchboard** application (for further information see installer technical guide).

The installation mode of these two other components is similar to what described above. At the end of the procedure, the following window appears:

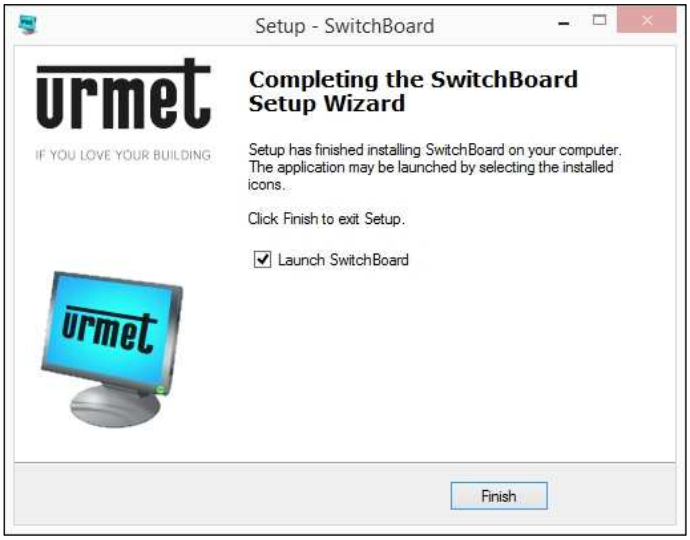


Figure 6: installation phase

Installation of application has been completed properly.

Check then that the folder where the application has been installed (for example *C:\ Program Files (x86)\Switchboard*), allows the user a complete access to the application. To check this:

- Start **File Manager** and find **Switchboard** application folder,
- Click with the right-hand button of the mouse on the chosen folder and select the menu item **Properties**,
- Click on the tab **Security** and check that the user or the group have the *full control* of the folder.

2.1 WINDOWS FIREWALL CONFIGURATION

During the first run of the application (click 2 times with mouse on related executable file desktop shortcut), Windows operating system could ask the user to open the communication ports on IP network used for communication between IPerCom system and **Switchboard** application. This operation is needed to make the system work properly. If the protection is performed by **Windows Firewall** module, the following message will be displayed:

Figure 7: opening Windows firewall ports

Select the desired network[2] and click on **Allow access** button to continue.

[2] For further information about the network where the PC is used as **Switchboard** application, ask the System Administrator.

2.2 NETWORK CONFIGURATION

At the first run of **Switchboard** application, the following window appears:

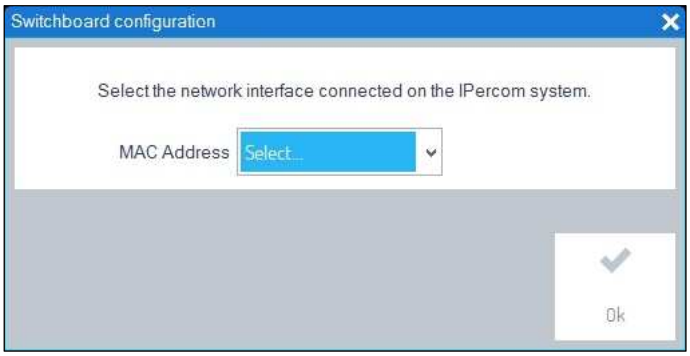


Figure 8: network interface selection

It is necessary to choose the MAC address of the network interface by which the PC is connected to the IPerCom system.

In order to make this, click on item **Network and Sharing Center**: this item appears clicking with the right-hand button of the mouse on icon  (which it is placed at the bottom right corner of PC monitor). A window with all available networks appears. After having clicked on the network connected to IPerCom system, the window on the left of the image below appears, then clicking on the button **Details**, the window on the right appears:

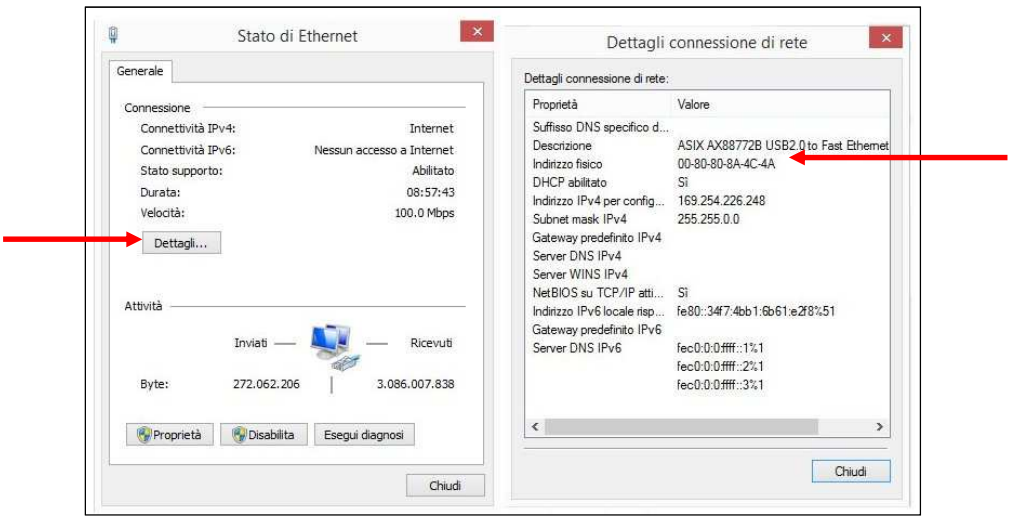


Figure 9: neywork interface MAC address

The item **Physical Address** shows the MAC address of network interface.
After having chosen the right network interface, its related IP address appears:

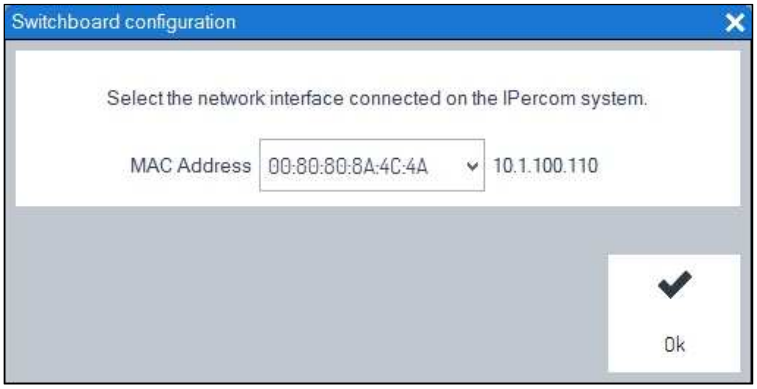


Figure 10: MAC address and related IP address

The button **OK** is now enabled and clicking on it the application starts.

Warning: the window of selection of network interface MAC addresses appears only at the first run of application or if the network interface by which the PC is connected to IPerCom system is changed.

Warning: if your own PC has only one network interface by which it is connected to IPerCom system, the window displayed in figure 8 does not appear.

If **Switchboard** application is launched on your own PC without any connection to IPerCom system the following window appears:

Figure 11: no network connection present

2.3 DOORPHONE 1060/41 INSTALLATION (ONLY FOR PC WITH SPEAKER OUTPUT AND MICROPHONE INPUT)

It is suggested to connect an additional door phone Ref. 1060/41 to the computer in order to make more immediate and easier all the communications with visitors and system users.

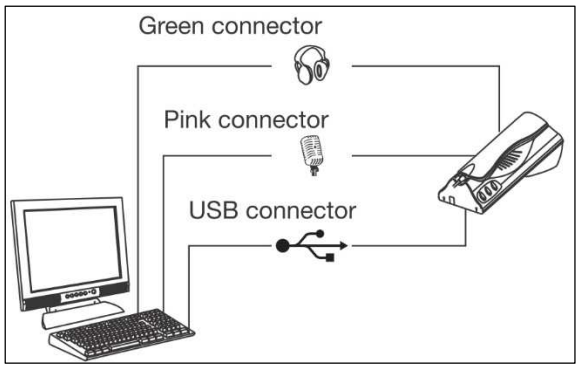


Figure 12: switchboard – Ref. 1060/41 doorphone connection

To use properly for the first time the door phone Ref. 1060/41, follow the procedure below:

- Run **Switchboard** application;
- Connect the door phone Ref. 1060/41 to a free USB port of the PC. Perform also the other audio connections, as shown in Figure 12;
- Wait until the display shows a window with the message *A USB Door Phone 1060-41 has been detected*;
- Click OK to finish.

2.4 AUDIO DEVICES CONFIGURATION

Default settings of audio devices usually ensure the proper operation of **Switchboard** application. If PC loudspeakers do not work or the visitor cannot 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.

Figure 13: audio device configuration

If there are more than one audio device, check that the default device is **Loudspeakers**, as shown in Figure 6.

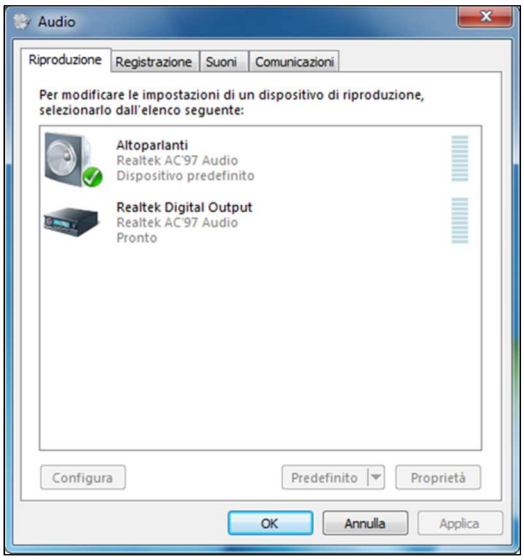


Figure 14: audio device configuration

Select the device and click on button **Properties** to open the respective window. In the section **Enhancements** check that all audio effects are disabled, with reference to the option **Voice cancellation**.

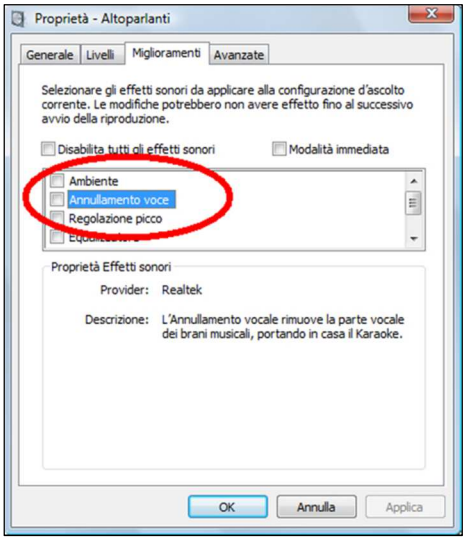


Figure 15: sound effect disable

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.

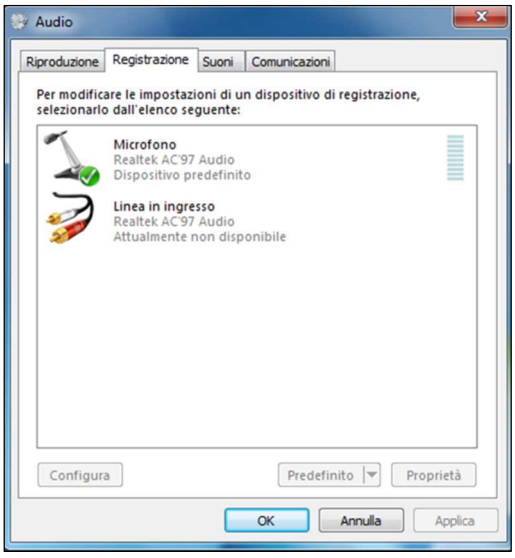


Figure 16: check of default record device settings

Select the device and click on button **Properties** to access the settings window.

In sections **Custom**, **Levels** and **Advanced** check the following settings (as shown in **Errore. L'origine riferimento non è stata trovata.**):

- **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**.

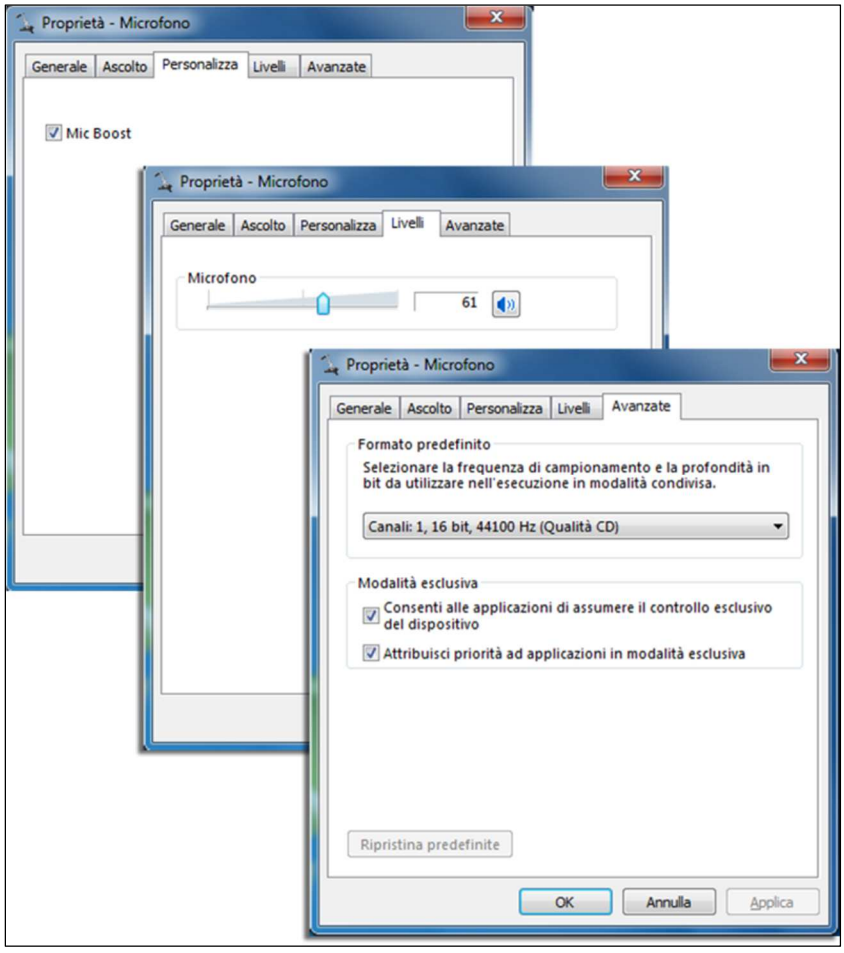


Figure 17: record device properties

3 LOGIN PHASE

After having chosen the right network interface and clicked on **OK** button, the following splash screen appears: **Switchboard** application is receiving the configuration from IPerCom system.

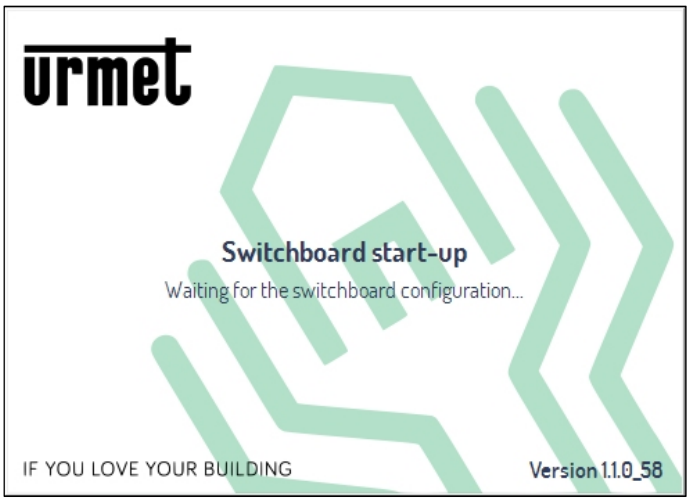


Figure 18: splash screen

Username and password are requested through the following log in window:

Figure 19: log in window

If log in is correct, clicking on **OK** button, **Switchboard** application will be launched.

For the creation of users and their related passwords, see installer technical guide.

Warning: the button **Show advanced** allows removing previous configuration. This can be useful if the PC (where **Switchboard** application is installed) must be moved on another IPerCom system, making easier to receive a new configuration.

Clicking on **OK** button, the following window appears:

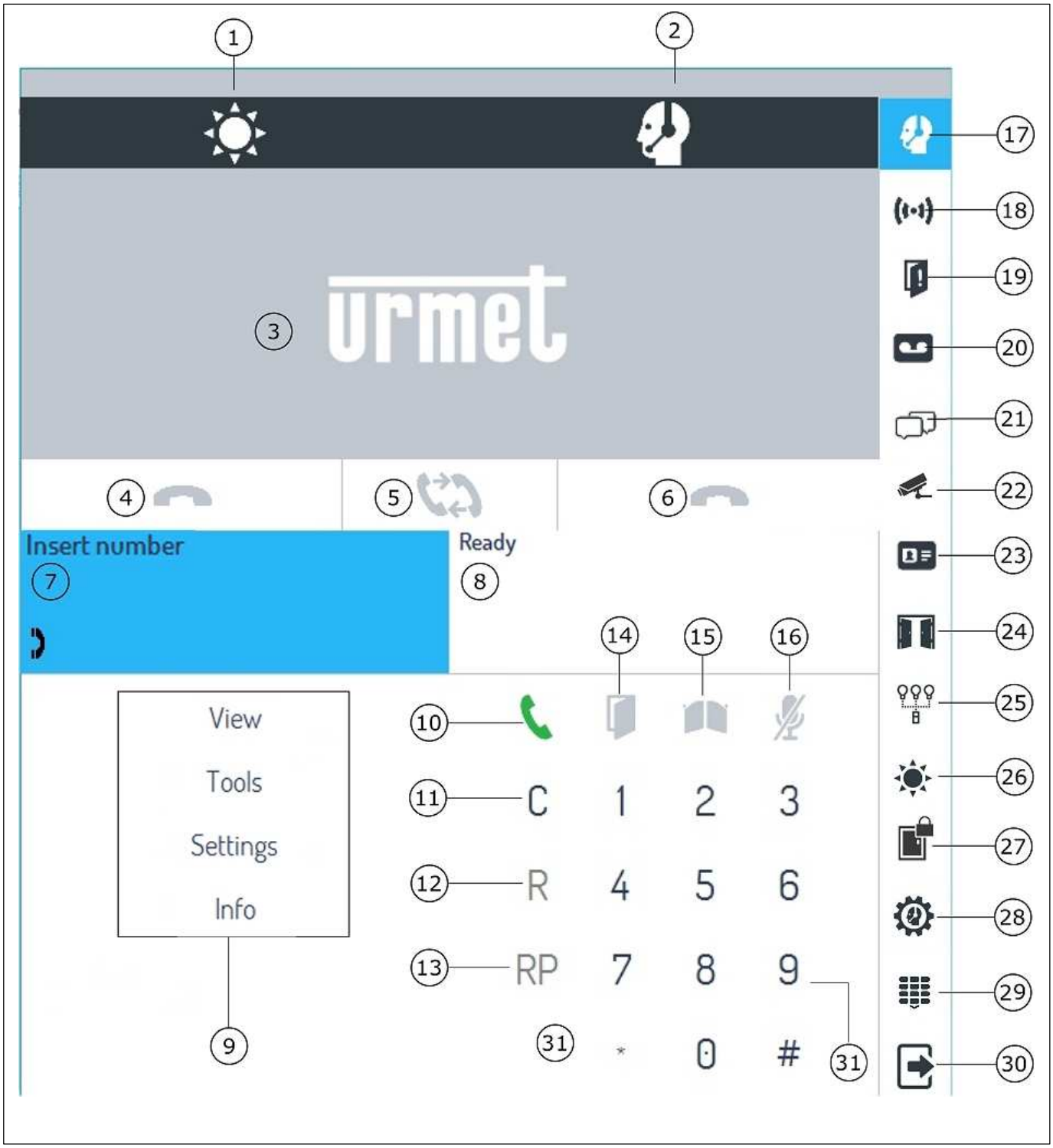


Figure 20: application graphic interface

A short description of every button or area follows below:

1. Switchboard status display
2. Call divert status display on smartphone
3. Video picture area
4. Panel 1 end call button
5. Call divert button
6. Panel 2 end call button
7. Panel 1 call data area
8. Panel 2 call data area
9. Drop-down menu
10. Call forwarding button
11. Delete button
12. Hold/Resume call button
13. Repeat last number called by switchboard button
14. Open pedestrian door button
15. Open garage gate button
16. Mute microphone button
17. Open/close switchboard panel button
18. Alarm button (auditory warning and blinking in case of alarms in progress)
19. Door open button (auditory warning and blinking if doors are left open)
20. Missed call list button (blinking in case of missed calls)
21. Chat button (auditory warning and blinking in case of incoming message which has not been read)
22. CCTV button
23. Phonebook button
24. Open door button
25. Control output button
26. Switchboard state configuration button
27. Access control button
28. Switchboard service configuration button
29. Hide/show keyboard button
30. Close application button
31. Keypad

Warning: button lay out on vertical bar can be changed, except for buttons 17, 18, 19, 20 e 21 whose position is fixed. For further information see paragraph *Tool bar configuration*. Button lay out shown in figure 20 is the lay out that appears at the first run of application: what written below refers to a button bar which has not been changed.

4 OPERATING MODES

More than one switchboard can be present in the same IPerCom system, operating on different competence areas or on the same area. The competence area of a switchboard with its related users is defined during IPerCom programming phase (for further information see installer technical guide).

Switchboard operating mode depends on its configuration state.

To change switchboard configuration state, click on related icon  **Change concierge status (Day/Night/Stand by)** (26) and choose the wished status: **Day**, **Night** or **Stand by**. The related status icon (1) shows the selected status.

Below switchboard operating modes are described regarding the incoming or outgoing calls.

4.1 SWITCHBOARD IN STAND BY MODE

This state is shown with icon  in switchboard status display area (1): it does not perform any operation. In detail:

- Calls coming from calling stations to apartment stations are directly addressed to users (they are not intercepted by switchboard);
- Calls from calling stations or apartment station to switchboard are not forwarded;
- Calls from switchboard to apartment stations are not forwarded.

Warning: alarm, door open, missed call and chat message highlightings are disabled in this state. They are notified when switchboard comes back to day or night status.

4.2 SWITCHBOARD IN NIGHT MODE

This state is shown with icon  in switchboard status display area (1): concierge service is disabled and calls forwarded from calling stations are directly addressed to users. In detail:

- Calls coming from calling stations to apartment stations are directly addressed to users (they are not intercepted by switchboard);
- Calls from calling stations or apartment station to switchboard are forwarded;
- Calls from switchboard to apartment stations are forwarded.

4.3 SWITCHBOARD IN DAY MODE

This state is shown with icon  in switchboard status display area (1). **Switchboard** application works as concierge service intercepting calls sent from calling stations to users of competence area. In detail:

- Calls coming from calling stations to apartment stations are intercepted by switchboard;
- Calls from calling stations or apartment station to switchboard are forwarded;
- Calls from switchboard to apartment stations are forwarded.

Figure below shows all three operating mode features:

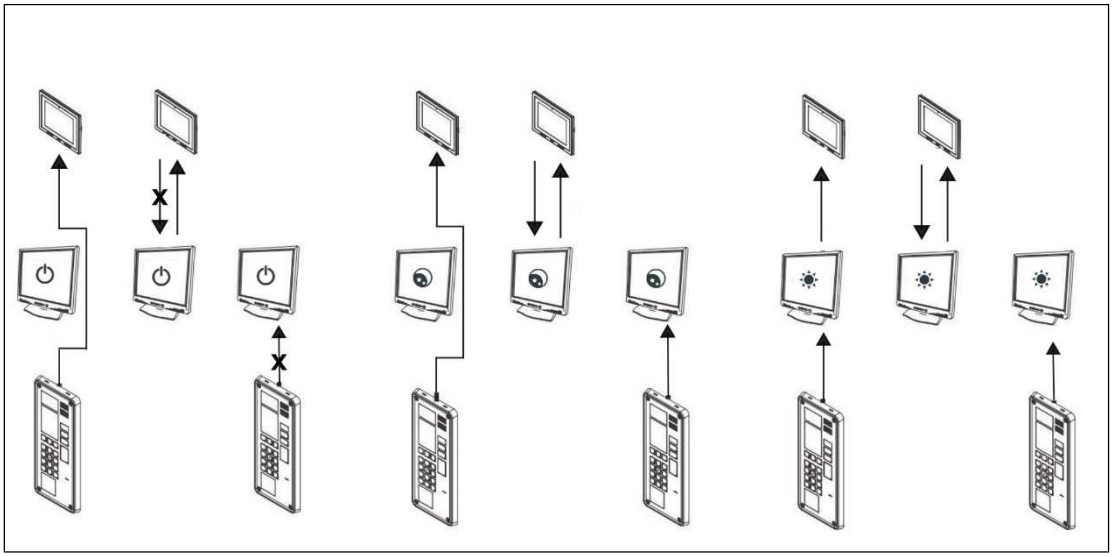


Figure 21: switchboard operating modes

5 SWITCHBOARD USE

5.1 CALL RECEIVED FROM A CALLING STATION

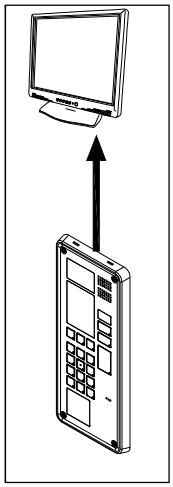
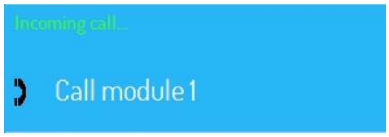


Figure 22: call from door unit to switchboard

If a calling station calls the competence switchboard, when switchboard is in day or night mode, **Switchboard** application shows the following indications:

- Call data area panel (7) o (8) shows the name of the calling station:



- The call forwarding button (10)  becomes green and starts blinking;
- The video picture area (3) shows images coming from calling station camera.

The attendant can establish an audio connection with the visitor clicking on the call forwarding button (10)  (if an headset is used) or picking up the handset of device 1060/41 (in this case call forwarding icon is frozen and does not blink).

If the attendant is busy on another conversation, new call from calling station will be notified inside free panel call data area (7) o (8).

The attendant can answer directly clicking call forwarding button related to the call data area panel from which new call is coming (7) o (8);

The previous conversation is put on hold.

To close a communication click on button  (4) o (6) (according to the panel on which the call has been received) or hang up handset of device Ref. 1060/41.

To resume the call on hold, the attendant must click on button  (12) after having clicked on the related call data area panel (7) o (8).

Warning: if both call data area panels are busy, a third call to switchboard shows **Busy** on device from which the call has been sent.

5.2 CALL RECEIVED FROM AN APARTMENT STATION

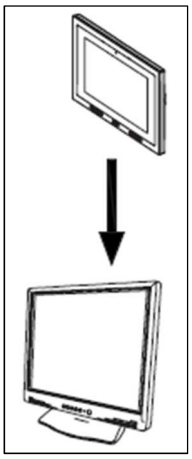


Figure 23: call from apartment station to switchboard

If an apartment station calls the switchboard which is not in stand by mode, **Switchboard** application shows the following information:

- Call data area panel (7) or (8) shows the name of apartment (not of single monitor);

- The call forwarding button (10)  becomes green and starts blinking;

The attendant can establish an audio connection with the visitor clicking on the call forwarding button (10)  (if an headset is used) or picking up the handset of device Ref. 1060/41 (in this case call forwarding icon is frozen and does not blink).

Warning: if **Switchboard** application is provided with webcam, it sends its streaming video to monitor display after the answer.

Warning: if user has called by a monitor provided with camera, **Switchboard** application can receive streaming video in the video picture area (3), if user enables its transmission. On the contrary, if call comes from a door phone, in the video picture area (3) a static image is shown.

If the attendant is busy on another conversation, new calls from calling stations will be notified inside of free panel call data area (7) o (8).

The attendant can answer directly clicking on the call forwarding button related to the call data area panel from which new call is coming (7) o (8);

The previous conversation is put in hold.

To close a communication click on the button (4) o (6) (according to the panel on which the call has been received) or hang up handset of device 1060/41.

To resume the call put on hold, the attendant must click on button R (12) after having clicked on the related call data area panel (7) o (8).

5.3 CALL TO A USER WITH CODE

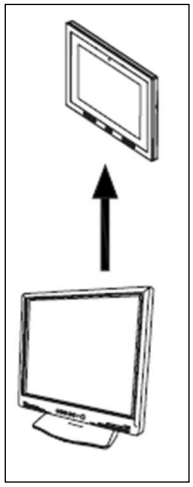


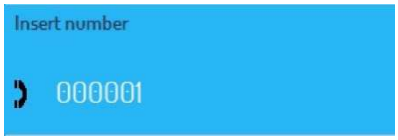
Figure 24: call from switchboard to an apartment station

If the user code to be called is known, operate as follows:

- Select with mouse the call data area panel (7) o (8) from which calling;
- 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 panel (7) or (8):



- If a wrong character is entered, click on button **C** (11) to delete the last entered character;
- After entering the code click on the button  (10);
- Apartment station starts ringing, if it is not busy, otherwise the following message on switchboard appears:

Warning: if the code entered is wrong, **Switchboard** application shows **User not found**.

- If the user answers to the call, an audio communication is established with switchboard;
- In this case, the call data area shows **Connected** and the video picture area (3) shows the same image displayed on the monitor display.

- To close a communication click on button  (4) or (6) (according to the panel on which the call has been received) or hang up handset of device Ref. 1060/41.
- When the user closes the conversation, switchboard goes back to the previous state;
- To repeat the last call, click on button  (13).

Regarding the received or sent streaming video:

Warning: if **Switchboard** application is provided with webcam, it sends its streaming video to monitor display before the answer; for the sent streaming video (to **Switchboard** application), see what written in the previous paragraph.

5.4 CALL TO A USER WITH THE ADDRESS BOOK

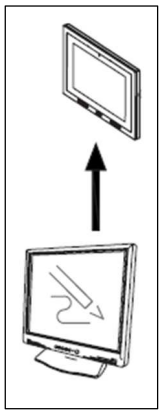


Figure 25: call from switchboard to a user with address book

If the user code is unknown, operate as follows:

- Select with mouse the call data area panel (7) o (8) from which calling;
- Click on button **Show Address book**  .

The following window appears:

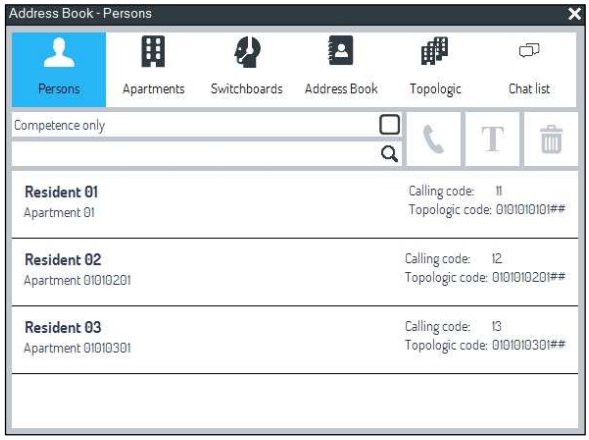


Figure 26: address book

It is possible to search the user to call by name, apartment or topological code. These 3 search modes will be now shortly described.

Warning: to fill address book, see installer technical guide.

5.4.1 USER SEARCH BY NAME

Persons 

button (see figure 26) allows:

- displaying name, apartment, calling and topological code of all users of the system;
- calling with button  the selected user (button is enabled when a user has been selected);
- sending a chat message with button  to the selected user (button is enabled when a user has been selected).

Warning: the call to a user calls all monitors of the apartment of the user; in the same way, a chat message to a user is sent to all monitors of the apartment of the user.

At figure 26, the item **Competence only**, if selected, allows reducing address book only to the users under the competence of the switchboard (this item works also on button **Apartments**).

To search fast a user to call, enter in the white text field the user name or a part of it: in this way, only users whose names have inside the entered characters will be displayed. The same thing is valid **Apartments**, **Switchboards** and **Address book** buttons, which will be described below.

5.4.2 USER SEARCH BY APARTMENT

Apartments button 

allows:

- displaying name, calling and topological code of all apartments of the system;
- calling with button  the selected apartment (button is enabled when an apartment has been selected);
- sending a chat message with button  to the selected apartment (button is enabled when an apartment has been selected).

Warning: the call to an apartment calls all monitors of the apartment; in the same way, a chat message to an apartment is sent to all monitors of the apartment.

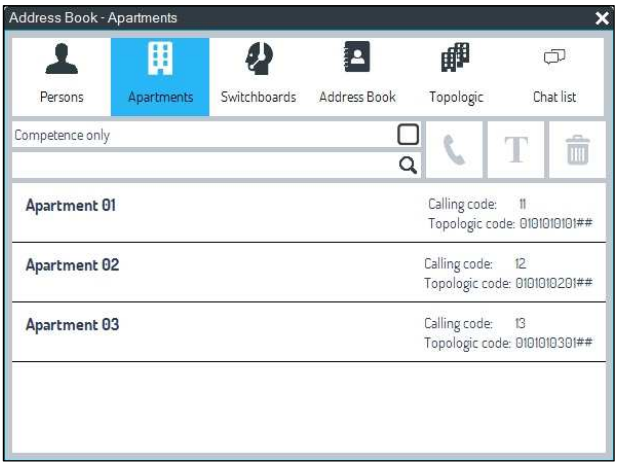


Figure 27: apartment address book

5.4.3 USER SEARCH BY TOPOLOGICAL CODE

The **Topologic** 

button allows:

- selecting an apartment or a single monitor, browsing the system topology (block, stair and floor);
- calling with button  the object selected before (button is enabled when an apartment or a single monitor has been selected);
- sending a chat message with button  (always enabled) to a single monitor, to all monitors of an apartments, to all monitors (or to a part of them) of the system.

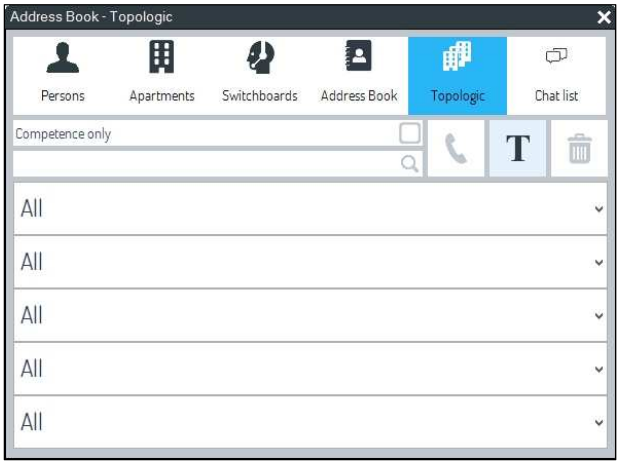


Figure 28: topological address book

For example a possible selection is shown below:

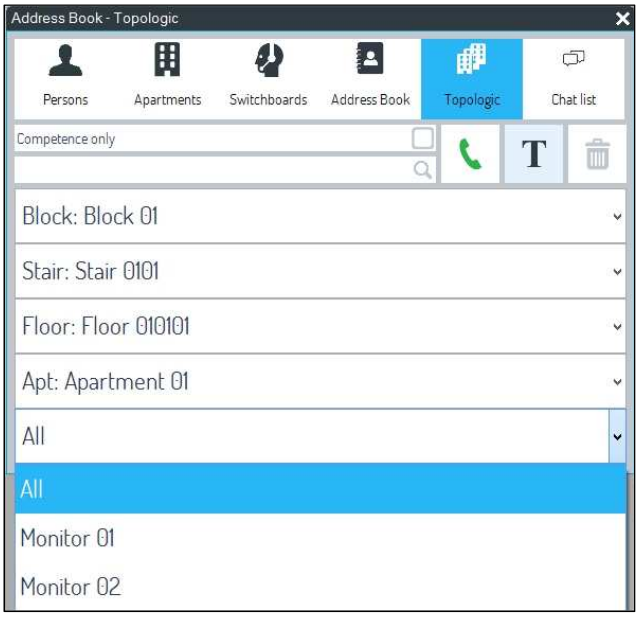


Figure 29: selezione di un appartamento

Selecting the item **All** is possible to:

- call all monitors of the apartment with button  (button is enabled when an object to call has been selected);
- send a chat message to all monitors of the apartment with button  .

On the contrary, selecting items **Monitor 01** or **Monitor 02** is possible to call or send a chat message only to the selected monitor.

5.4.4 CALL TO A USER BY ADDRESS BOOK

After having chosen the user or apartment or single monitor to call in one of the three modes explained above, click on button  in the related window.

The name of the called apartment is shown in the call data area panel:

If not busy, apartment station starts ringing; otherwise, if it is busy with another conversation, the following message appears:

If switchboard is provided with Webcam, the called user, before answering, can see on monitor display video from switchboard Webcam, if in the apartment there is only one monitor.

When the user closes the conversation, switchboard goes back to the previous state.

To repeat the last call, click on button 

.

5.4.5 SENDING CHAT MESSAGE

After having chosen the user to call in the window **Persons** or the apartment to call in the window **Apartments**, the button  allows sending a chat message to the selected user or apartment: in both cases chat message is dispatched to all monitors of the apartment. The following window appears:

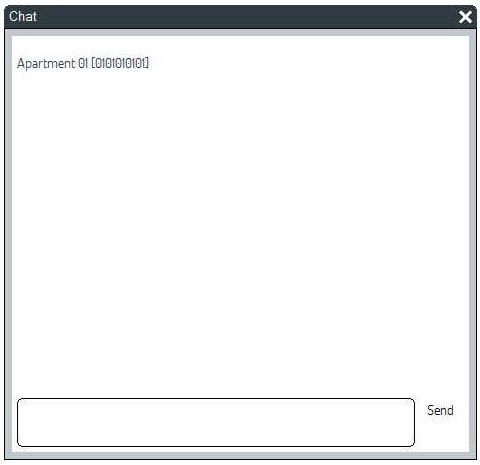


Figure 30: chat window

To send a message, write the message in the white textfield and click on button **Send**.

The window **Topologic** allows sending chat messages to more than one monitor of the system or to a single monitor of an apartment.

For example, selecting one block, one stair or one floor, chat message is sent to all monitors of selected block, stair or floor; if nothing is selected, chat message is sent to all monitors of the system; if only one monitor of one apartment is selected, chat message is sent only to this monitor. These functionalities are exclusive of **Topologic** button.

5.4.6 SWITCHBOARD SEARCH

Switchboards button 

allows:

- displaying name and topological code of all switchboards of the system;
- calling with button  the selected switchboard (the button is enabled when a switchboard is selected);
- sending a chat message with button  to the selected switchboard (the button is enabled when a switchboard is selected).

Buttons  and  work in the same way described above.

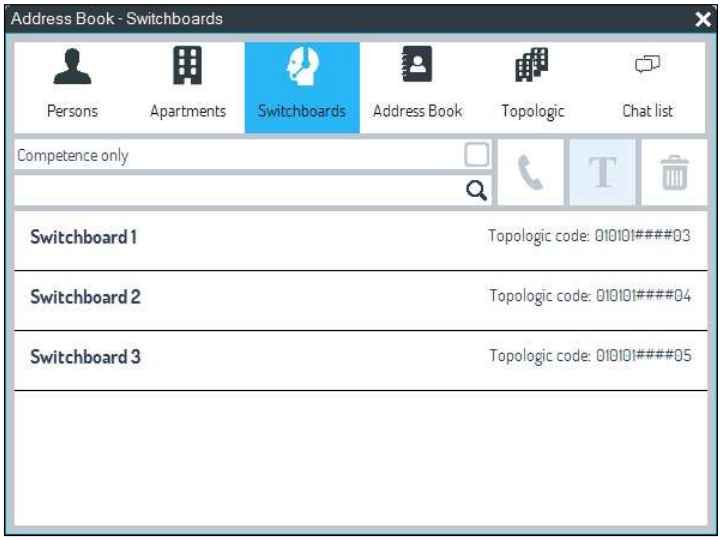


Figure 31: switchboard address book

5.4.7 CONTACT SEARCHING

Address book button 

allows:

- displaying name and topological code of all contacts added in all address books (for further information see installer technical guide);
- calling with button  the selected contact (the button is enabled when a contact is selected);
- sending a chat message with button  to the selected contact (the button is enabled when a contact is selected).

Buttons  and  work in the same way described above.

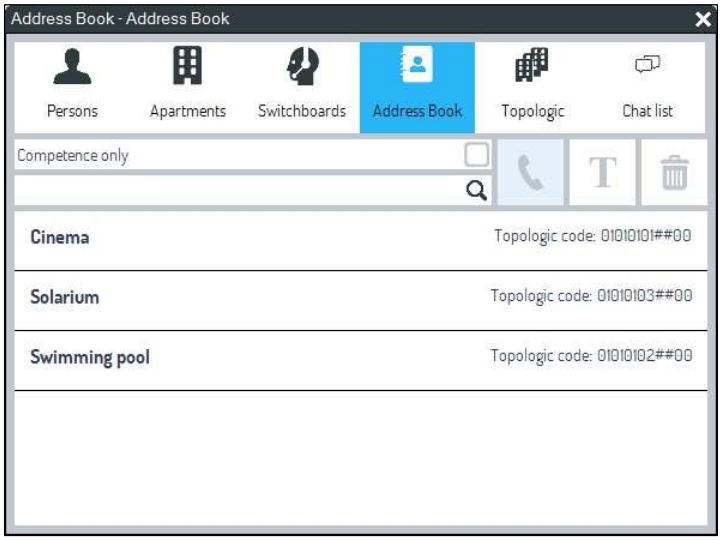


Figure 32: switchboard address book

5.4.8 CHAT LIST

Chat list button 

allows displaying the list of all active chat with switchboard:

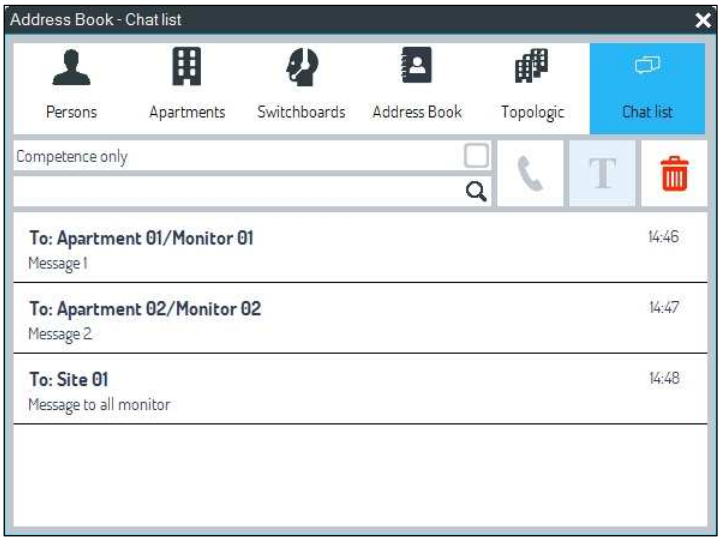


Figure 33: chat list

Selecting a single chat, the button  is enabled: clicking on this button, it is possible to continue the chat in progress.

The button  allows selecting chats and eventually deleting them with button  :

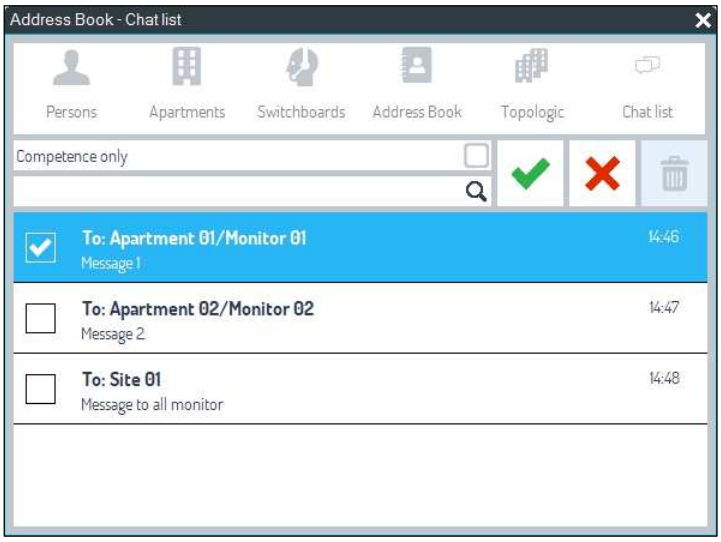


Figure 34: chats to be deleted

Button  allows coming back to previous window with all chat list.

5.5 RECEIVING A CALL FROM A CALLING STATION AND FORWARDING TO A USER (CONCIERGE SERVICE)

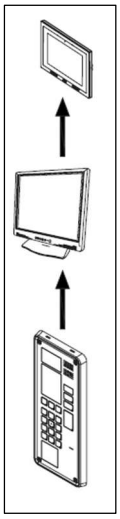
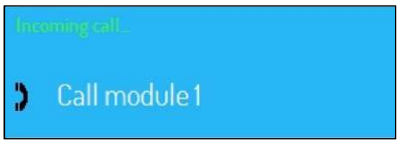


Figure 35: call intercepted by switchboard to door phone from a calling station

If a call is sent from the calling station to a user included in in the competence area, when the switchboard is in Day mode, **Switchboard** application shows the following information:

- Call data area (7) o (8) shows the name of the calling station:



- The call forwarding button (10)  becomes green and starts blinking;

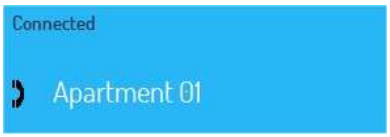
- The video picture area (3) shows images coming from calling station camera.

The attendant can establish an audio connection with the visitor clicking on the call forwarding button (10)  (if an headset is used) or picking up the handset of device Ref. 1060/41 (in this case call forwarding icon is frozen and does not blink).

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

- Select the second call data area panel;
- Enter the code of the desired user and click on button  or select the name from address book (see paragraph *Call to a user with the address book*) and click on button  ;
- During this phase the calling station will be put on hold:

- When the user answers from monitor, a communication is established with attendant;
- In this case, related call data area shows **Connected** and in the video picture area (3) a static image appears, bottom right a little picture is present with the same streaming video that user can see on monitor display, (if switchboard is provided with webcam), otherwise a static image will be displayed:



- To establish a communication between the door unit and the user, click on the button  .

5.6 RECEIVING A CALL FROM A USER AND FORWARDING TO ANOTHER USER (CONCIERGE SERVICE)

If a user calls the switchboard and this is not in stand by mode, **Switchboard** application shows the following information:

- Call data area (7) o (8) shows the name of the apartment:

- The call forwarding button (10)  becomes green and starts blinking;

The attendant can establish an audio connection with the user clicking on the call forwarding button (10)  (if an headset is used) or picking up the handset of device Ref. 1060/41 (in this case call forwarding icon is frozen and does not blink).

To forward the call to a second user, the attendant must operate as follows:

- Select the second call data area;
- Enter the code of the desired user and click on button  or select the name from address book (see paragraph *Call to a user with the address book*) and click on button  ;
- During this phase, the first user will be put on hold:

- When the user answers from monitor, a communication is established with switchboard;
- In this case, related call data area panel shows **Connected** and in the video picture area (3) a static image appears, bottom right a little picture is present with the same streaming video that user can see on monitor display, (if switchboard is provided with webcam), otherwise a static image will be displayed:

- To establish a communication between the door unit and the user, click on the button  .

5.7 DOOR LOCK RELEASE COMMANDS

5.7.1 DOOR OPENING

System electric locks can be activated from **Switchboard** application interface by clicking on button  (14) to open the pedestrian door and on button  (15) to open gate.

The activation of these electric locks normally is allowed only during the call phase from a calling station to switchboard (in detail during the ringing and communication time): the attendant can activate only the electric locks of the calling station, which has called the switchboard.

To activate electric locks out of the call phase see paragraph *Door opener*.

Switchboard interface can show also the door status by means of icon  (19): this icon starts blinking if the door is left open since a time greater than the time set in the configurator (for further information see installer technical guide).

Clicking on this icon, the following window appears, where information on opened doors are shown:

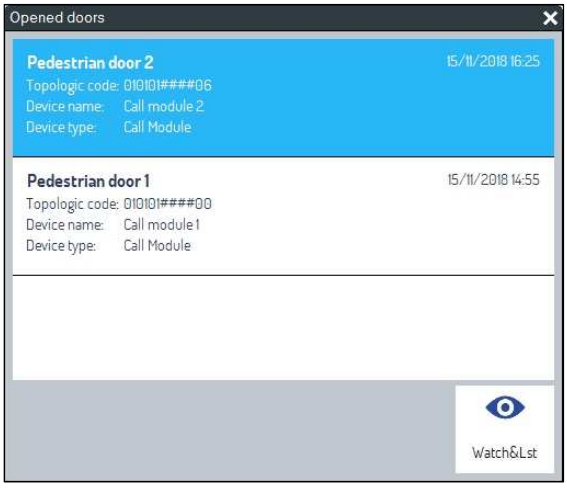


Figure 36: open door window

Warning: the state of the doors controlled by call modules (Ref. 1060/13 or Ref. 1060/18), by video door unit (Ref. 1060/74) and by IP key readers (Ref. 1060/82) can only be displayed if a specific door sensor has been connected to their terminal pins (magnetic micro contacts or equivalent).

Warning: open door status are displayed on all switchboards of the system, also on switchboards that have no competence on call modules, door units and key readers.

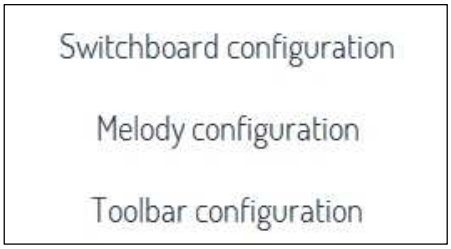
6 DROP-DOWN MENUS

Lower left in the window **Switchboard** application, the following drop-down menus are present:

- Drop-down menu **View** includes the following items:

- Drop-down menu **Tools** includes the following items:

- Drop-down menu **Settings** includes the following items:



- Menu **Info** shows a window with some information about **Switchboard** application.

The items available with the drop-down menus are described in the following pages

6.1 VIEW MENU

6.1.1 ADDRESS BOOK

As already described in paragraph ***Errore. L'origine riferimento non è stata trovata.***, calls to users can be executed selecting the name from the related list. To display the list, it is needed to click on button  on the left bar or item **Address book** from **View** menu.

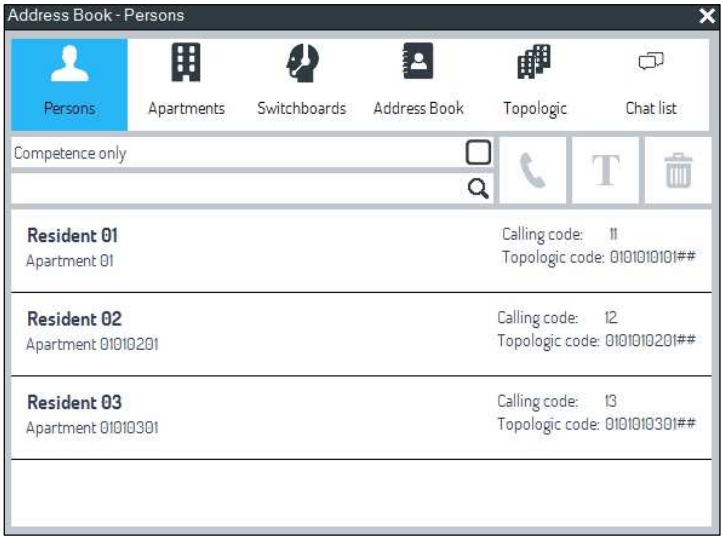


Figure 37: address book

To search a user, it is possible to write the name or a part of it in the white text field above or browse the list in the middle part of the figure above.

After selecting the user to call, it is enough clicking on button  to start the call (the button is enabled when a contact is selected).

At the same way **Apartments**, **Switchboards, Address book, Topologic** buttons allows calling a specific apartment, switchboard, contact or monitor/monitors as described above in the related paragraph.

6.1.2 ALARMS

If configured for this purpose, the system allows sending to the attendant (and therefore to the **Switchboard** application) the following auditory and blinking alarm warnings:

- Panic (alarm coming from monitors or door phones),
- Coercion (alarm coming from call modules),
- Door forced (alarm coming from call modules, door units and key readers),
- Tamper (alarm coming from call modules and key readers).

All warnings can be displayed clicking on item **Alarms** from the menu **View** or clicking on related button  .

A window opens, where it is possible to see alarm list detected by the system and some commands which are active depending on the selected alarm:

Emergency Call	Activation of bidirectional audio in the apartment from which panic alarm was received
Watch&Talk / Watch&List	Activation of auto-on (with monodirectional or bidirectional audio) on: -) call module for tamper alarm, coercion o door forced; -) video door unit for door forced.
Reset	Delete the selected alarm[3]

 **Warning**: every alarm will be notified to all switchboards of the system (in Day or Night mode), even if switchboard has no competence on devices that have produced alarm.

[3] Reset alarm command operates on the whole device. Therefore, if more alarms come from the same device, (for ex. tamper alarm and door forced from the same call module), reset command will set both of them.

The presence of a new alarm is signaled in the **Switchbord** application main window with the blinking of icon  . Clicking on icon (18) or on the related item on menu **View,** it is possible to open alarm window described in this paragraph:

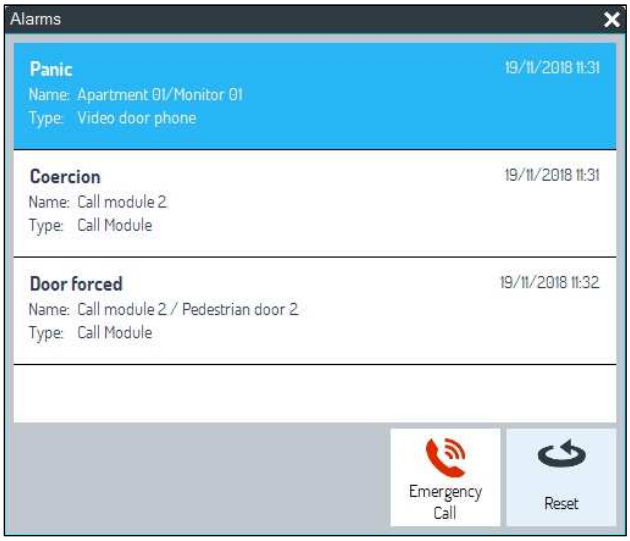


Figure 38: active alarm window

PANIC ALARM MANAGEMENT WITH MORE THAN ONE SWITCHBOARD

In presence of an active panic alarm, with button **Emergency call**, attendant can start a bi-directional communication with the apartment who has raised the alarm. If more than one switchboard is present in the system, panic alarm signal will be dispatched to all switchboards of the system. The first switchboard, which activates emergency call, takes charge the received alarm: this means the local automatic silencing of the acoustic signal (that is switchboard that made the call emergency does not ring anymore) while alarm signals on other switchboards disappear. This means that only the switchboard that has answered as first to the alarm is enabled to make reset of the alarm itself or make a new call emergency to the same apartment. The ‘’take of charge’’ of the alarm is displayed in the related alarm window:

Figure 39: alarm taken charge by a switchboard

A possible operation of reset from a switchboard (without call emergency) causes panic alarm reset on all other switchboards.

Warning: call emergency activation disables receiving and sending calls (on switchboard and monitor) for all the time during which emergency call is active.

6.1.3 CALLS MEMORY

If the switchboard attendant doesn't answer to a call, this is stored in a list and the icon starts blinking. Clicking on item **Calls memory** from menu **View** or clicking on related icon, the window below is shown where it is possible to view the list of all not answered calls. In the lower part of the window the following commands are available:

Call	Used to recall the user
Del	Used to delete the not answered call from the list

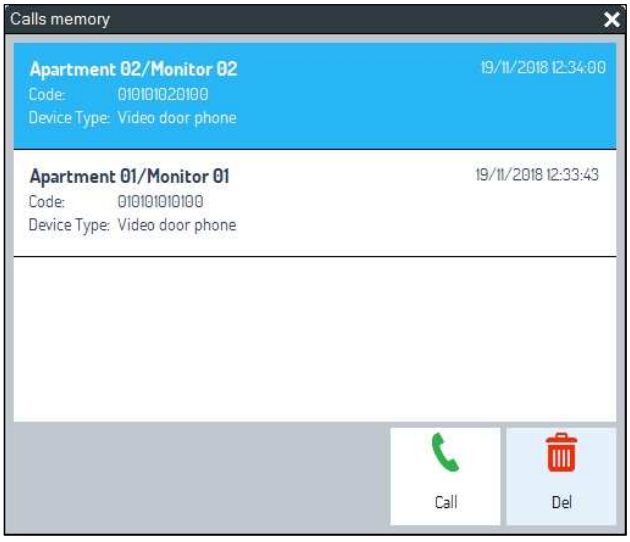


Figure 40: missed call list

Warning: calls from call modules or video door units are not stored in this list.

6.1.4 CAMERA TEST

Clicking on this item it is possible to activate a window to display streaming video coming from local switchboard webcam and test its quality.

6.1.5 OPENED DOORS

It is possible to display device door status (only main door for calling stations) provided with open door sensor. In menu **View** click on item **Opened doors** or click on related icon  to see the list of left opened doors:

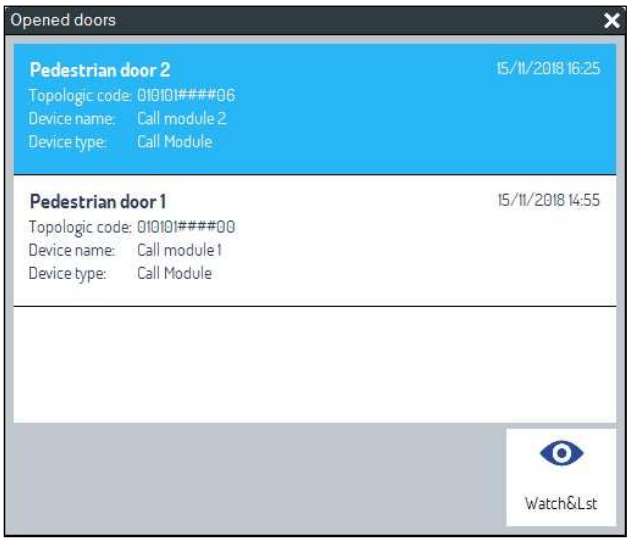


Figure 41: opened door list

The icon blinks each time a door is left opened.

In the lower part of the window the following command is available:

Watch&Lst	Activation of auto-on (with monodirectional audio) on call module or video door unit, whose door has been left opened

Opened door alarm disappears as soon as related sensor is closed.

6.1.6 HIDE KEYPAD / SHOW KEYPAD

Clicking on item **Hide keypad**, keypad is hidden and therefore video picture area is increased. On the contrary clicking on item **Show keypad**, keypad is shown again and **Switchboard** application works normally.

6.2 TOOLS MENU

6.2.1 CONCIERGE SERVICE CONFIGURATION

From menu **Tools** click on item **Concierge service config** or on its related button  . The following window is shown:

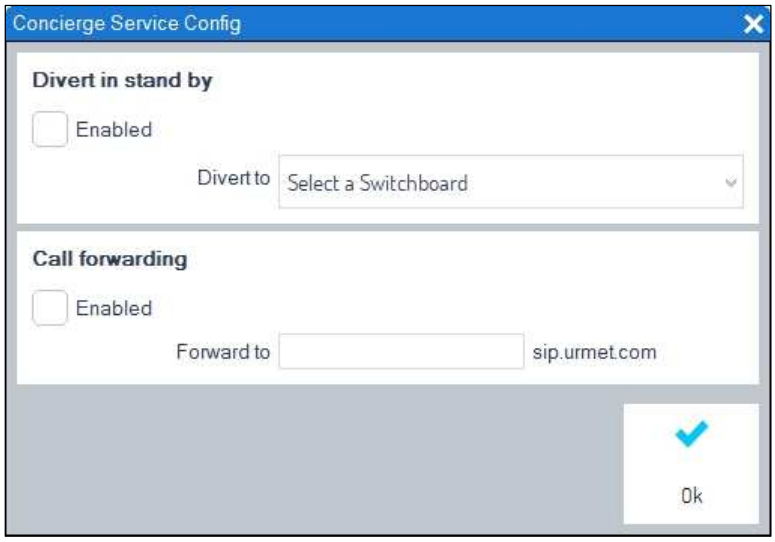


Figure 42: concierge service configuration

In the section **Divert in stand by** it is possible to move competence zone of a switchboard in stand by mode to another switchboard in the following way:

- check flag **Enabled**,
- select from drop down menu another switchboard of the system,
- click on button  to confirm the choices made before.

In this way, all calls to the switchboard in stand by mode are forwarded to the switchboard selected in the previous window. In this condition stand by switchboard shows the following icon (1):  .

In the section **Call forwarding** it is possible to forward on a mobile device a call directed to the switchboard, if switchboard is in day or night mode. In order to configure properly the feature, it is needed:

- check flag **Enabled**,
- enter a valid username by which it is possible to sign up on SIP server with app CallMe,
- click on button  to confirm the choices made before.

The setting of the feature is displayed by icon  (2).

Warning! To enable call forwarding it is needed also:

- set in the right way the feature on IPerCom configurator (for further information see installer technical guide);
- install the CallMe app on your smartphone/tablet and sign up with a valid username;
- make sure that smartphone/tablet can access the Internet.

6.2.2 OUTPUT LIST

Clicking on item **Output list** or on its related button  , a window appears where all the available relay command associated to device Ref. 1060/84 are listed. Each device has 2 indipendent relays which can be programmed as monostable or bistable (for further information see installer technical guide).
If an output was programmed as bistable, this output can be switched on or switched off with the button shown in the figure below:

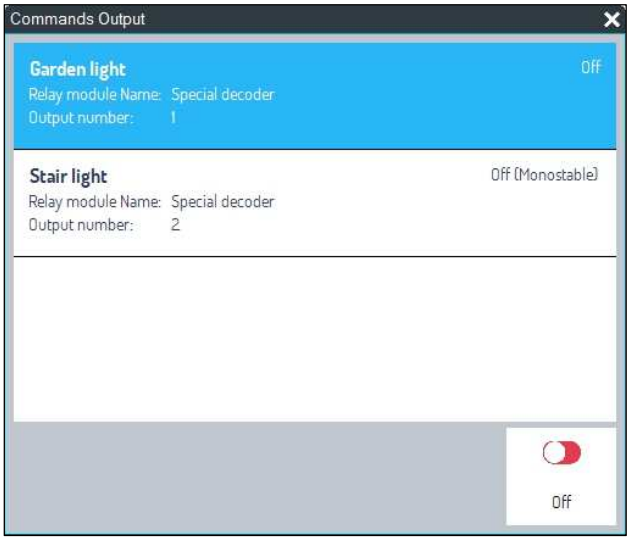


Figure 43: relay output list

If output was programmed as monostable, the related button will activate output for the programmed time. For further information see installer technical guide.

6.2.3 DOOR OPENER

Clicking on item **Door opener** from menu **Tools** or on its related button  , it is possible to display the list of all electric locks managed by the system. To activate a lock, select one door and click on button **Open**.

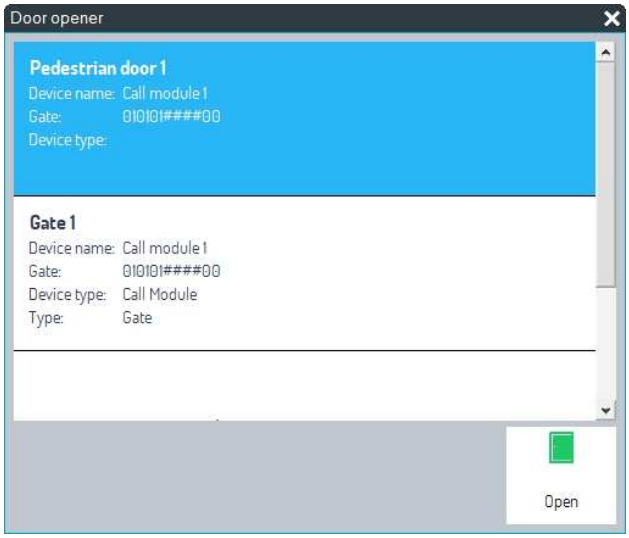


Figure 44: lock list (pedestrian doors and gates)

6.2.4 CCTV

Clicking on item **CCTV** or on its related button  , all unit cameras present in the system are displayed. These cameras are the unit cameras embedded in call modules (Ref. 1060/13-18) or in video door units (Ref. 1060/74).

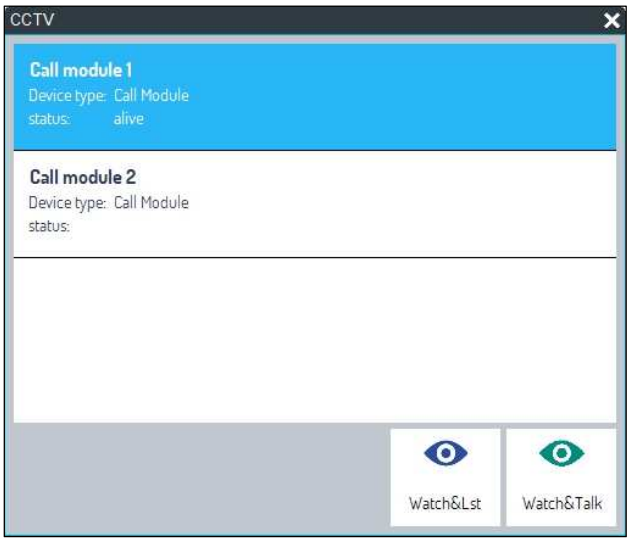


Figure 45: camera list

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

- Select the desired unit camera;
- Click on button **Watch&Talk** to see images and establish a bidirectional audio communication with the camera unit or on button **Watch&Lst** to see images and hear sounds coming from unit camera without establish a communication.

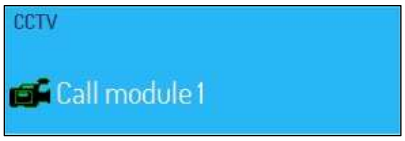
Warning: in the first case, camera leds will turn on, in the second case they will stay off to keep audio-video control secret.

Warning: Switchboard application allows displaying at the same time also images coming from a second camera.

Warning: status **Alive** means that the device is working properly, on the contrary status **Unreachable** means that the device is not working properly.

Warning: Switchboard application is not able to display images coming from RTSP cameras.

- On video picture area (3) images coming from unit camera will be displayed and in the related call data area (6) or (7) the name of the unit camera will appear:



- To break the display of images from a camera, click on button  ;

Clicking both on button **Watch&Talk** and **Watch&Lst**, it is also possible to activate pedestrian door and / or gate of the call module or video door unit on which user is making CCTV.

6.2.5 TEXTMESSAGE

Clicking on item **Textmessage** from menu **Tools** or clicking on the related button  , the following window opens:

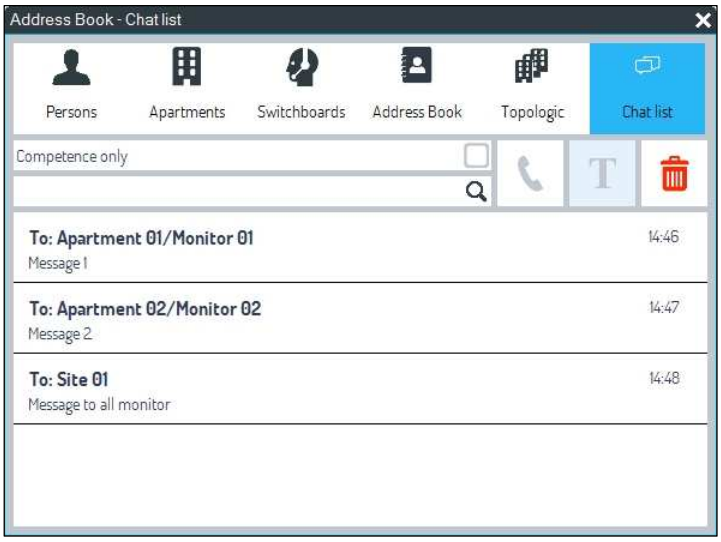


Figure 46: textmessage window

where it is possible to display all active chats with switchboards. This functionality was already explained in paragraph *Chat list*.

6.2.6 EXTERNAL APPLICATION CONFIGURATION

This feature allows choosing an application on your own PC and running it from **Switchboard** application by means of E button (if enabled on tool bar, see paragraph *Tool bar configuration*)
Clicking from menu **Tools** item **External application config**, the following window appears:

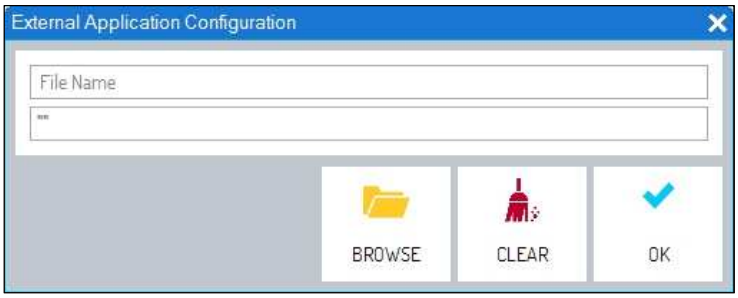


Figure 47: external application configuration

Browse button allows choosing path of application to be executed (normally an exe file). In the second textfield it is possible to enter the path of a file to be opened with the application previously chosen.
OK button allows saving the select paths.
Clear button allows deleting what selected previously.

In this way on **Switchboard** application icon bar (if enabled) clicking on E button, the selected application is executed or the related file is opened with the selected application.

6.2.7 ACCESS CONTROL

Clicking on item **Access control** from menu **Tools** or on the related button  , it is possible to manage IPerCom control access system. In detail it is possible to:

- create/change users and user group (residents, not residents and switchboard users);
- create/change access rules for users or user groups of the system.

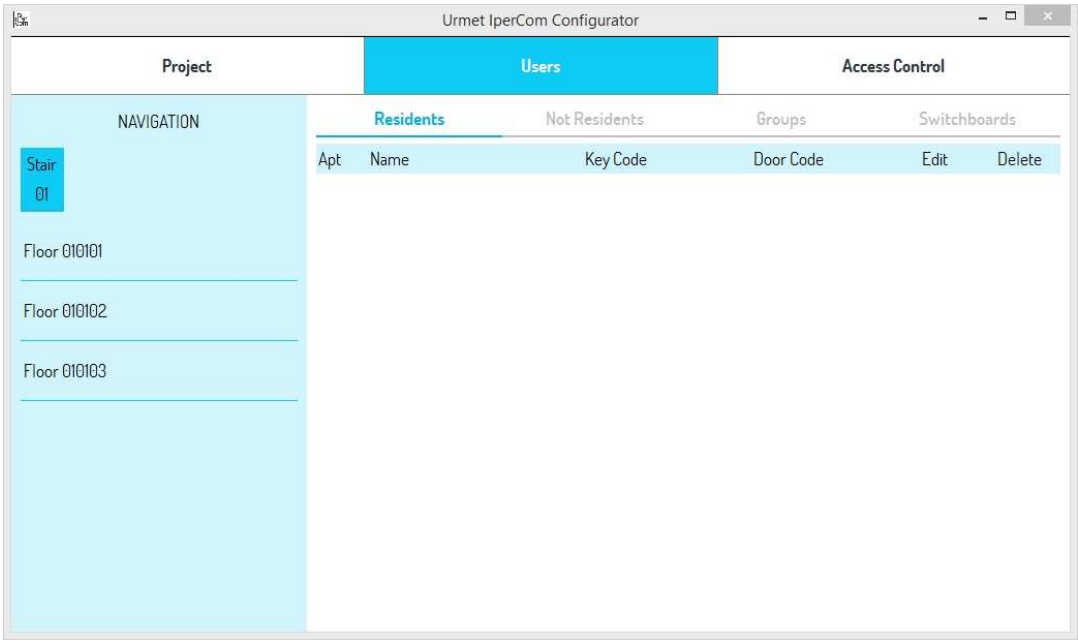


Figure 48: user management

To create new residents, new not residents, user groups and switchboard users, see installer technical guide for further information.

Warning: once that **Switchboard** application is launched, it is needed waiting 5 minutes before running the feature described above.

Warning: if a monitor of the system is in configuration mode or another switchboard has already launched the feature **Access control**, it is not possible to launch the same feature from another switchboard.

6.2.8 CONFIGURATION DISTRIBUTION STATUS

Clicking on item **Configuration distribution status**, the following window appears:

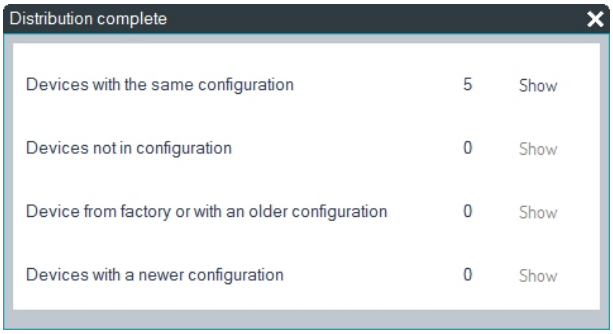
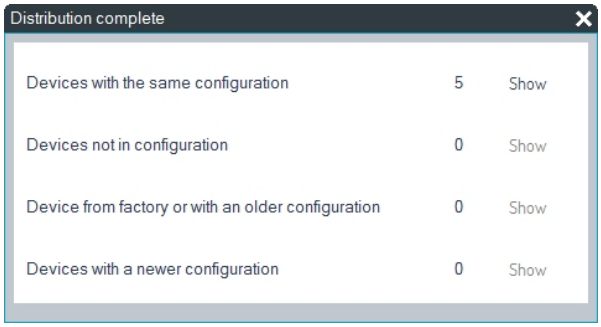


Figure 49: distribution completed

The same window opens in automatic way if:

- **Users** or **Access control** sections (in window **Access control**) are changed;
- these changes are distributed to all devices of the system by means of **Apply** button in the section **Project**.

The following window appears:



It is necessary to make sure that all the devices in the system have received the new configuration.
This can be seen checking that the item **Devices with the same configuration** shows the number of devices present in the system except the switchboard. Make sure also that items **Devices from factory or with an older configuration** and **Devices with a newer configuration** show zero.
Show button opens a window with the list of devices which are in the same mode related to configuration: if a device is selected, it is possible to send a reboot command.

Figure 50: device list with the same configuration

6.3 MENU SETTINGS

6.3.1 SWITCHBOARD APPLICATION CONFIGURATION

Opening this window by means of the item **Switchboard configuration**, it is possible changing audio or video peripheral devices (among those installed on PC) that communicates with **Switchboard** application:

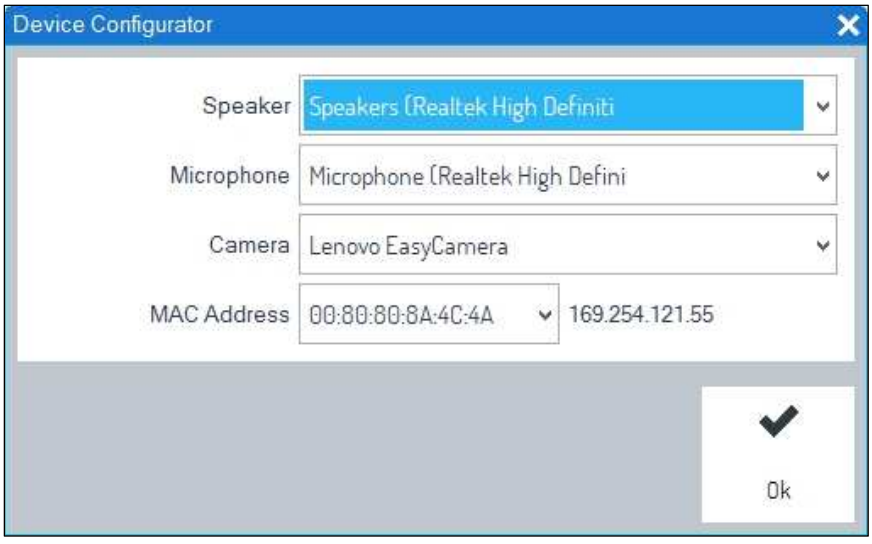


Figure 51: audio – video settings

With **OK** button it is possible to confirm the changes. To make effective changes, it is necessary to restart the application

6.3.2 MELODY CONFIGURATION

In order to change melodies played by **Switchboard** application according to call types or events, it is necessary to access the following window with the command **Melody configuration**:

Figure 52: melody configuration

Clip for incoming calls	Audio file played for incoming calls
Clip for alarms	Audio file played for alarm event
Clip for new chat message	Audio file played for a new chat message received
Clip for not read chat messages	Audio file played for not read chat messages
Clip for open doors	Audio file played for open doors

6.3.3 TOOL BAR CONFIGURATION

By means of this item, it is possible to customize the bar of buttons on the right of the graphic user interface of the application: customize means adding or deleting buttons. The window that opens is the following:

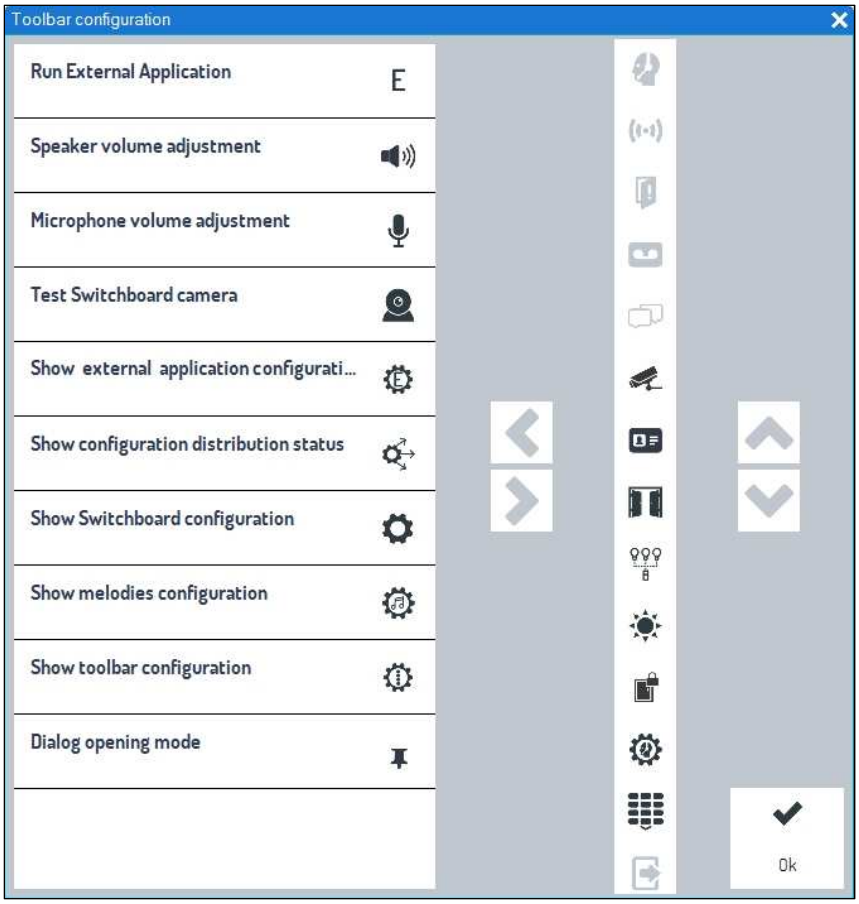


Figure 53: button configuration

Warning: first 5 button lay out (in grey) can't be changed.

To add a button:

- select a button from the list on the left: arrow  is enabled;
- in the right-bar select the position where move the button: arrows  are enabled;
- click on arrow  to add the button (it is added above to the selected button);
- click on button **OK** to confirm the choice.

Per delete a button:

- select the button from the left-bar;
- click on the arrow  to delete the button;
- click on button **OK** to confirm the choice.

6.3.4 OTHER FEATURES OF SWITCHBOARD APPLICATION

Below other features of **Switchboard** application are listed: these features are not present in drop-down menus or in buttons described previously.

Speaker/Microphone volume adjustment:  / 

These buttons allow setting volume of speaker and microphone included exclusion level.

Dialog opening mode:  / 

The feature, if enabled, allows opening more than one window of application (multiple windows), so that they are all available on the display of your own PC. If disabled, on the contrary, it is possible to display one window at a time.

Warning: ''multiple windows'' mode doesn't work with modal window, that is with melody configuration window, peripheral device window, toolbar configuration window, concierge service config window and external application window.

Hide keypad/Show keypad: /

The feature, if enabled, allows hiding keypad increasing the video picture area. If disabled, the keypad is shown normally.

Open concierge panel:

The feature, if enabled, allows displaying only the right-button tool bar. If disabled, **Switchboard** application is displayed in the normal way.

Close application:

The feature allows closing the application.

Other icons with related items were explained already in the previous paragraphs, in detail:

Icon name	Symbol	Reference paragraph
Run External Application		External application configuration
Test Switchboard Camera		Camera test
Show External Application Configuration		External application configuration
Show configuration distribution status		Configuration distribution status
Show Switchboard Configuration		Switchboard application configuration
Show melodies configuration		Melody configuration
Show Toolbar configuration		Tool bar configuration

6.4 INFO MENU

6.4.1 INFORMATION ABOUT SWITCHBOARD

In order to display information about IP and MAC address of **Switchboard** application and software version, select menu **Info**. The following window appears:

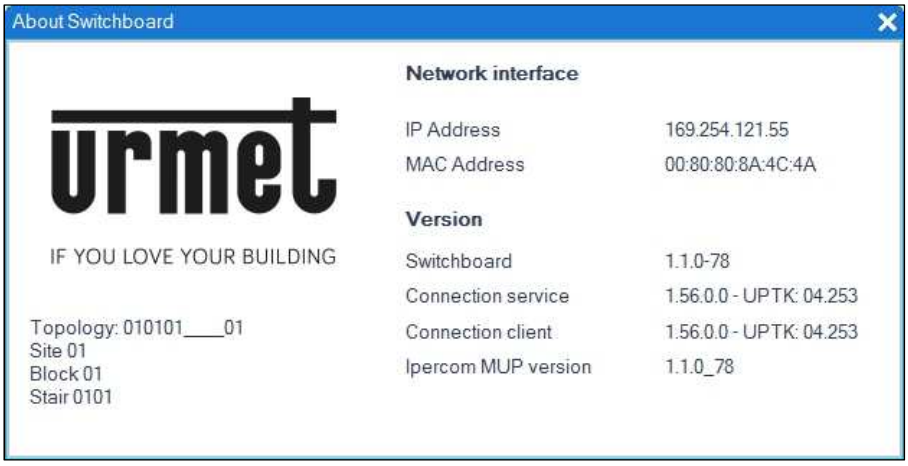


Figure 54: network interface and software version information

7 PROBLEM SOLVING

7.1 RIGHT CLOSE OF SWITCHBOARD APPLICATION

It is recommended to close **Switchboard** application with lower left related button  before:

- removing your own PC from the system, that is removing network cable that connects PC IPerCom system;
- switching off PC.

7.2 RIGHT UNINSTALL OF SWITCHBOARD APPLICATION

To uninstall right Switchboard application, it is necessary to uninstall the 3 following applications:

- **Switchboard** application from **Programs & Features** of Windows OS,
- **UPTKConnection** application from **Programs & Features** of Windows OS,
- **IPerCom Configurator** application from **Programs & Features** of Windows OS.

7.3 SWITCHBOARD APPLICATION NETWORK SETTING CHANGE

It is necessary to identify 4 cases depending on what set on Configurator in section **Network settings** (for further information see installer technical guide). Network settings can be of 2 types: manual or automatic.

7.3.1 CASE 1: MANUAL NETWORK SETTINGS (PREVIOUS SETTING: AUTOMATIC)

It is necessary in this case setting manually **Switchboard** application network parameters: IP address, subnet mask, default gateway and DNS server. Application shows the following pop up window in 5 minutes, after network settings was changed:

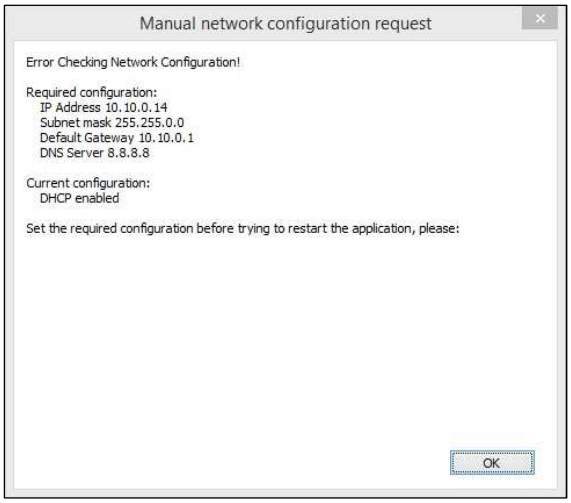


Figure 55: from automatic to manual network settings

According to the image above:

- item **Required configuration** shows network parameters to set manually to **Switchboard** application**;**
- item **Current configuration** shows that previous network configuration had an automatic addressing with DHCP.

To set in the right way values shown above (as example):

- clcik with the right-hand button of the mouse on icon **Network and sharing center** (icon  at the bottom right corner on your own PC). A window with all available networks appears:

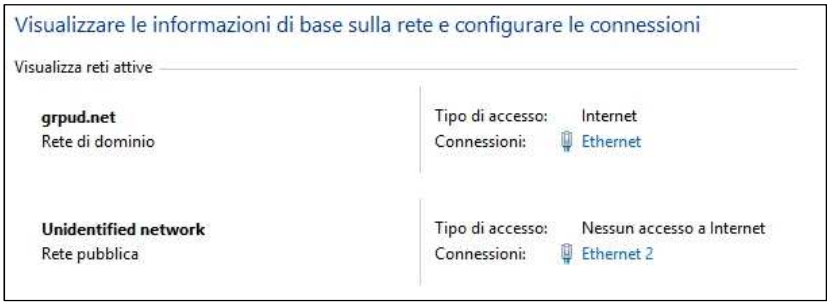


Figura 56: list networks

- click with left-hand button of the mouse network item by which your own PC is connected to IPerCom system;
- in the next window click on button **Properties**;
- in the next window select item **Internet Protocol Version 4 (TCP/IPv4)** and click 2 times with the left-hand button of the mouse;
- select item **Use the following IP address** and **Use the following DNS server addresses** and enter values shown in the first window,then confirm with **OK** button;

The window sequence is shown below:

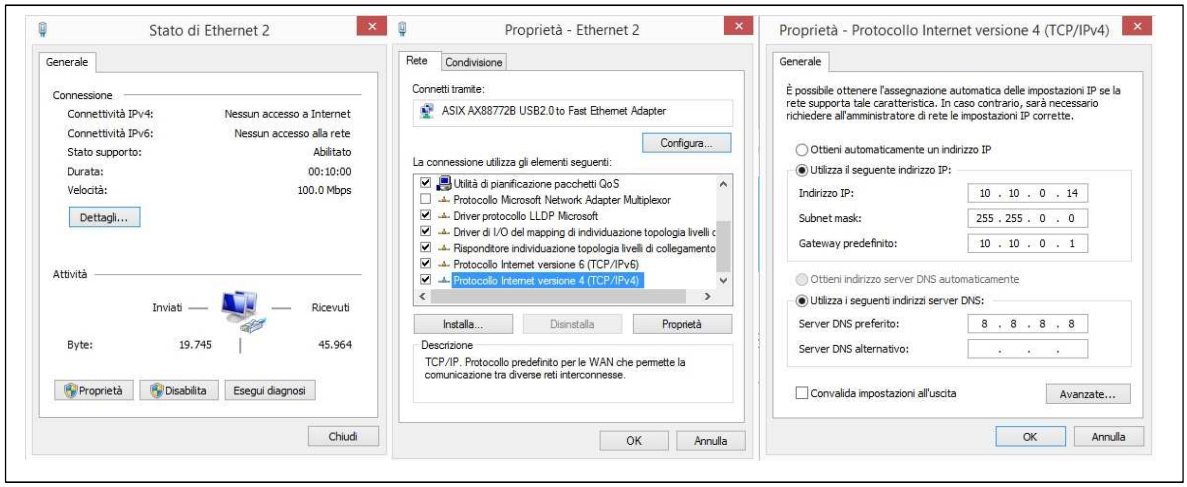


Figure 57: passaggi per modificare manualmente indirizzamento IP

Close and run application.

7.3.2 CASE 2: MANUAL NETWORK SETTINGS (PREVIOUS SETTING: MANUAL)

It is necessary in this case setting manually **Switchboard** application network parameters: IP address, subnet mask, default gateway and DNS server. Application shows the following pop up window in 5 minutes, after network settings was changed:

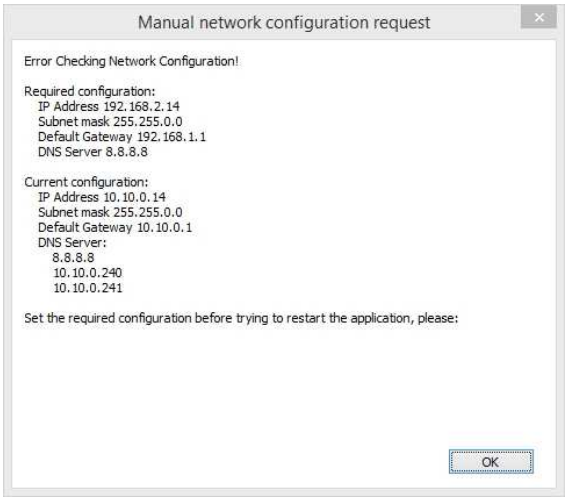


Figure 58: manual network address change

According to the image above:

- item **Required configuration** shows network parameters to set manually to **Switchboard** application**;**
- item **Current configuration** means that previous network configuration had a manual IP addressing, that is without DHCP.

To change network parameters see previous paragraph.

7.3.3 CASE 3: AUTOMATIC NETWORK SETTINGS (PREVIOUS SETTING: MANUAL)

In this case **Switchboard** application must take in automatic way network settings: IP address, subnet mask, default gateway and DNS server. Application shows the following pop up window in 5 minutes, after network settings was changed:

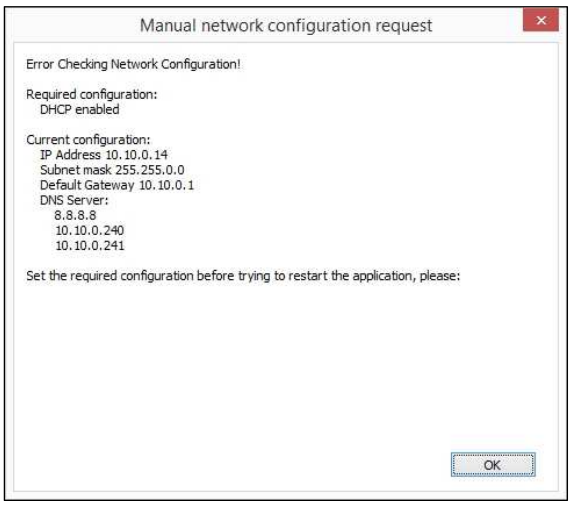


Figura 59: from manual to automatic network configuration

According to the image above:

- item **Required configuration** means that new network configuration has an automatic IP addressing, that is a DHCP mode;
- item **Current configuration** means that previous network configuration had a manual IP addressing, that is without DHCP.

In windows reported in paragraph 7.3.1 it is necessary selecting items "**Obtain an IP address automatically**" and "**Obtain DNS server address automatically**", after having changed network addressing into automatic way.

7.3.4 CASE 4: AUTOMATIC NETWORK SETTINGS (PREVIOUS SETTING: AUTOMATIC)

In this case **Switchboard** application network settings will be changed in automatic way. Application shows the following pop up window:

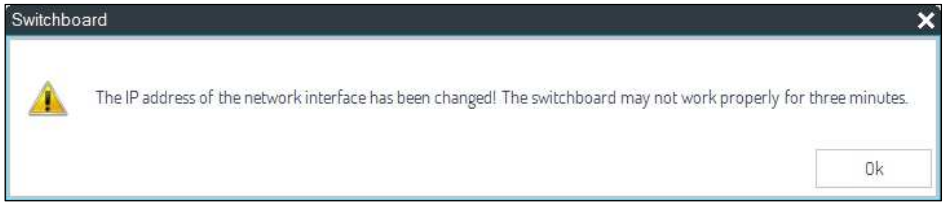


Figure 60: automatic network address change

Clicking on button **OK**, application starts working right again.

7.4 USE OF SWITCHBOARD APPLICATION WITH DOOR PHONE REF. 1060/41

To make more immediate and easier management of all communications with visitors and system users, it is suggested to connect an additional door phone 1060/41 to the computer. In this case buttons  and  are exchanged by actions “Unhook handset” e “Hang up handset”.

Button  is disabled while the call is received.

On the contrary, button  is enabled and the call can be closed also using this button.

Warning: connection of door phone Ref. 1060/41 on PC provided of only one input for microphone and speaker could request particular configurations on audio card for the right working of the door phone. These configurations can be different as a function of the PC in use or audio card supplied by the same PC.