SoftClient

OPERATION & INSTALLATION

File View Contacts Actions Help

29/06-2010 07:45
492523 Hon K. Le

OPEN

Connected: 492523@10.5.3.40

1 2 3

4 5 6

7 8 9

M 0 C

STENTOFON

About this Document

Document Scope

This document describes the installation and operation of the STENTOFON SoftClient intercom application for the PC.

SoftClient requires AMC-IP Board version 11 (black board) or AMC-IP Software version 11.1.3.0 or later. For AMC-IP Board version 10 (red board), you will have to perform an image upgrade on the board.

Order Numbers & Licenses

The SoftClient Software License is available in various versions according to the number of licenses required.

Order Number	Number of Licenses
1009648011	1 License
1009648012	6 Licenses
1009648013	12 Licenses
1009648014	36 Licenses
1009648015	138 Licenses

Revision Information

Rev.	Date	Author	Status/Comments
0.4	10 June 2010	HVD	draft
1.0	20 July 2010	HKL	final

Related Documentation

For further information, refer to the following documentation:

Doc. no.	Documentation
A100K10602	AlphaCom User Guide
A100K10001	AlphaCom System Manual

Contents

1   SoftClient Operation

1.1   General Description

STENTOFON SoftClient is a software application that functions as an IP intercom station for connection to the AlphaCom XE Audio Server.

SoftClient will turn your PC into a STENTOFON intercom, providing access to a wide range of critical communication services. These services include the ability to make intercom calls, public address calls, external telephone calls, and to communicate with radios.

Some typical areas for using SoftClient are:

- Control room applications integrating intercom
- Reception services handling door calls
- People on the move requiring access to the AlphaCom XE services via their laptops

SoftClient supports all features of the STENTOFON AlphaCom XE audio servers. In addition, it offers enhanced functions that make SoftClient extremely user-friendly.

When the station is sized, all visible elements within the station scale proportionally. This allows for easy operation on screens of different sizes and resolutions, a particularly important feature for operating via a touch screen. Elements which do not need to be visible do not take up space on the desktop.

The station allows dialling directly from the PC keyboard in direct mode, where digits are dialled as they are typed, and in indirect mode, which allows the number to be edited before it is dialled. The M and C keys can also be operated from the PC keyboard, which is especially useful when, for example, the M key needs to be used by radio operators for transmitting a message.

1.2   Sizing and Placing the SoftClient GUI

The keystrokes **Ctrl**+**-** and **Ctrl**+**+** can be used to size the SoftClient GUI to fit the screen as required.

Sizing is also possible via the **View** menu.
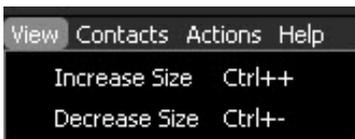
By clicking in an otherwise inactive part of the SoftClient interface, it is possible to drag it to any place on the desktop.

When SoftClient is closed and then reopened, it will be displayed at the same location and with the same size prior to it being closed.

1.3   Keypad

The keypad corresponds to the STENTOFON IP intercom station keypad (numeric and M-Key/C-Key) and can be used to dial any directory number registered in AlphaCom XE. The keypad can be made visible or be hidden by clicking the keypad icon.
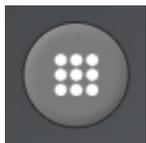
1.4 Contact List

From the contact list it is possible to select the station/extension to call. To open or close the contact list, click the contact list icon.

The call can be initiated by double-clicking the contact in the contact list.

The columns in the contact list can be sorted alphabetically or numerically by clicking the column name.

At the top of the contact list there is an input field. Entering characters in this input field narrows the number of visible contacts down as the input string is used as a filter. The filter works on all the columns in the contact list.

1.5 Calling from the PC Keyboard

There are two ways in which the PC keyboard can be used to dial an extension:

Direct mode

When the station display has the focus (click the display to choose it), it is possible to dial using the numeric keypad on the PC keyboard. As the numbers are pressed, they are entered on the station display and when all the numbers in the extension have been entered, the connection to the called party is made automatically and the display color changes to blue. When SoftClient is first opened, the station display normally has the focus by default.

Indirect mode

When the input field has the focus (click the field and a cursor appears), the PC keyboard can be used to enter a directory number or a contact name in the field. When starting to type, a dropdown list will appear showing all the known contacts from the contact list. It is then possible to scroll through this list, or continue to enter additional characters.

Pressing Enter on the PC keyboard or clicking a number/name in the dropdown list will cause the extension to be dialled. Indirect mode also allows the user to edit the number before it is dialled.

## 1.6 History of Outgoing Calls/Redial

Any outgoing calls with a party which is available in the contact list is retained by SoftClient for re-dialling. Clicking the **Call** key will reveal a list of the most dialled numbers, sorted by call frequency. The first 10 numbers are visible directly. If there are more than 10 dialled numbers in the cache, a scrollbar will be available.

1.7 Cancelling a Call

From SoftClient, a call can be cancelled by clicking the **Call-End** key, the **C-Key**, or **Send C-Key** under the **Actions** menu.

From the PC keyboard, it is possible to cancel a call by pressing **Ctrl**+**C**, **C**, or **Delete**.
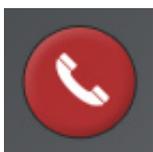
1.8 Open/Private Selection

Incoming calls are auto-accepted when SoftClient is in *Open* mode or are annunciated with a ringing tone when it is in *Private* mode.

The station can be toggled between these two modes by clicking the Open/Private keys:

- When the station is in *Open* mode, click to change to *Private* mode.
- When the station is in *Private* mode, click to change to *Open* mode.

The Open/Private selection can also be made from the **Actions** menu.
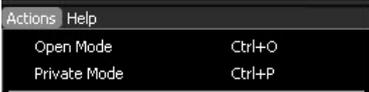
1.9 Muting the Microphone

When in a conversation, it is possible to mute the microphone by clicking the microphone icon. Clicking it when the microphone is muted will activate the microphone again.

The microphone is always active at the start of a new conversation, even if it was muted at the end of the preceding connection.

1.10 M-Key Operation

The M-Key is used to accept calls when the station is in private mode, but also as the Push-To-Talk button during group calls, simplex conferences, speech direction override or radio communication.

Click the M-Key to operate it. When the display of the SoftClient has the focus, pressing the M key on the PC keyboard has the same effect. The M-Key can be kept pressed as long as is necessary for the relevant action. When the M-Key is used for Push-To-Talk communication, the microphone will be muted when the M-Key is released, as indicated by the microphone mute icon. Note that in this case, clicking the mute icon to activate the microphone again will not have a noticeable effect, as the speech direction logic of the AlphaCom XE will determine whether the audio of the microphone will be audible at the remote end.

To accept a call, the M-Key can also be activated by clicking **Actions** > **Send M-Key** or by pressing **Ctrl**+**M**. on the PC keyboard.
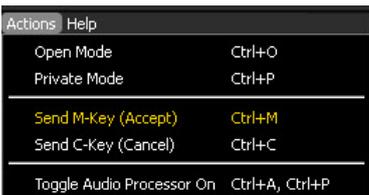
1.11 SoftClient is Not Visible

SoftClient may not be visible, in which case it is running in the background. By right-clicking the SoftClient icon in the system tray at the right-bottom corner of the desktop, it is possible to bring SoftClient to the foreground by clicking **Restore**.
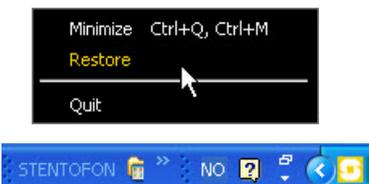
2 Installation & Configuration

2.1 Licensing

The SoftClient software is freely available but its use is a licensed feature in the AlphaCom XE Audio Server. As many SoftClient intercoms can register simultaneously with AlphaCom as the number of licenses that have been purchased.

2.2 Installing SoftClient

The SoftClient software is developed for PCs running Windows XP or Windows 7 operating systems.

The software setup file is distributed as *SoftClientSetup.msi*. Double-clicking this file will automatically start the setup process. Follow the instructions in the setup wizard to install the SoftClient software.

The setup process will install the software in the directory *C:\Program Files\STENTOFON\SoftClient* by default.

The default installation process will add a Start menu shortcut under *STENTOFON > SoftClient*.

2.3 SoftClient in AlphaNet

When SoftClient is used in a network of AlphaCom XE servers, the RTP packet size must be set to 20 milliseconds for AlphaNet routing in AlphaPro.

2.4 Connecting to AlphaCom XE

For SoftClient to be able to connect to AlphaCom XE, the following procedure should be carried out:

1. Select **File** > **Preferences**

2. In the **AlphaCom IP Address** field, enter the IP address of AlphaCom XE

3. In the field **AlphaCom ID**, either enter a MAC address or the directory number which is assigned to SoftClient
   - Note that this MAC address can be any arbitrary value which can be recognized as a MAC address and does not need to be the MAC address of the PC on which SoftClient is running.

The MAC address field may even be left empty, in which case SoftClient registers with the MAC address of the network interface through which it is connecting. Note that this MAC address will change if the connection is, for instance, moved between a WLAN and a cabled Ethernet connection, and hence, this may not be the ideal solution.

As from AlphaPro version 11.0.3.0, the default setting for IP stations (which includes SoftClient) is to register with the directory number as ID by selecting **Reg w/ Directory Number**.

Deselecting **Reg w/ Directory Number** will allow the MAC address of SoftClient to be entered. Earlier versions of AlphaPro do not have the option of setting this parameter, in which case entering *BBBBBBBBBBBB* as the MAC address will still enable the directory number of SoftClient to be used as ID.

2.5 GUI Configuration

The GUI may be configured to suit operational needs. This can be done by clicking **File** > **Preferences**.
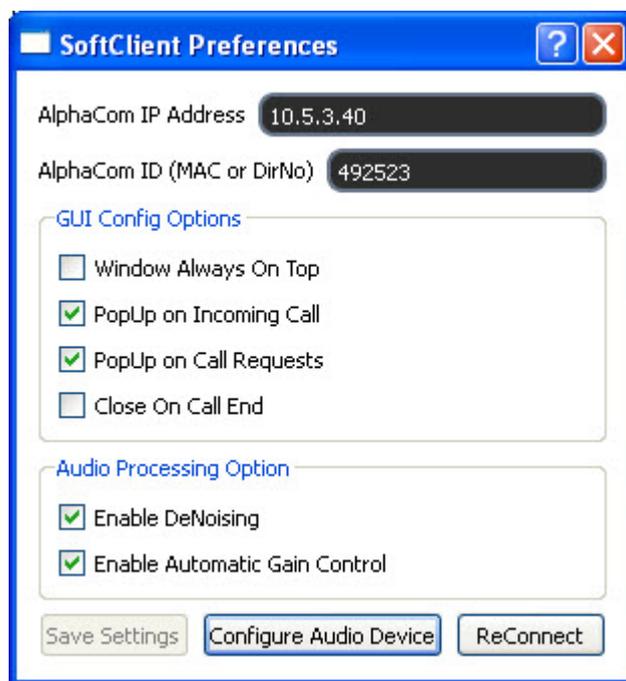
When the **PopUp on Incoming Call** and **PopUp on Call Requests** are both deselected, and SoftClient is minimized to the system tray, the SoftClient can be used as an 'audio only' interface. This is ideal when SoftClient resides on the same PC as a GUI for a management system which takes care of call handling.

Selecting **Window Always On Top** ensures that communication information is always visible and not lost because another application is covering the SoftClient interface on the desktop.

2.6 Importing/Exporting Contacts

2.6.1 Exporting Contacts from AlphaPro

A contact list may be exported from AlphaPro. This contact list contains all directory numbers and names which are defined in the exchange with *Feature Number 9*.

To export the contact list from AlphaPro, click the **Reports** icon, select **Users** in the dialog-box and enter a name for the resulting file, which will be stored in CSV format.
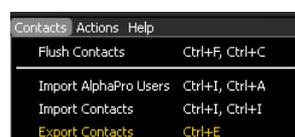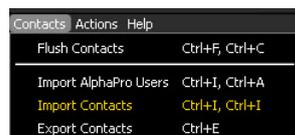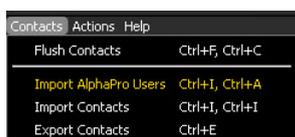
2.6.2 Importing Contacts to SoftClient

The contact list as generated above can be imported into the SoftClient, by selecting **Import AlphaPro Users** under the **Contacts** menu.

The file as exported by AlphaPro does not provide additional fields for entering the first and last name of a contact person, his/her location and a group identifier. To add these fields to the contact list, do the following:

1. Click **Export Contacts**
2. Edit the resulting CSV format file in Excel
3. Click **Import Contacts**.

Entering information in the different fields will greatly enhance the possibility of finding a contact quickly, especially in a large organization.

2.7 Audio Devices

It is highly recommended to use an audio device which suppresses acoustic echo. This can either be a headset or a special unit with acoustic echo cancellation, such as an internal audio card which supports this feature or an external audio unit.

The performance of audio devices can be optimized by clicking **File** > **Preferences** and then **Configure Audio Device** in the dialog-box. You then have the option of selecting audio device and network type, and testing audio playback and recording.
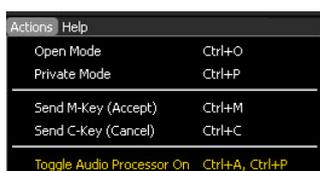
Selecting the checkbox for **Enable DeNoising** will filter out environmental noise. On a laptop PC where the internal microphone is used, this feature will filter out the noise caused by hard disk activity and the fan.

Selecting the checkbox for **Enable Automatic Gain Control** will increase the microphone signal gain if the speech signal is too low, and will decrease the gain when the signal is too high. This feature should be enabled especially when the user is moving with respect to the location of the microphone.

During the commissioning phase, it is possible to check the effect of these settings during a conversation by clicking **Actions** > **Toggle Audio Processor On/Off**.

At the start of the conversation, the values are always as set in the **Preferences** dialog-box, but during the conversation it is possible to toggle all the selected settings Off or On. In this way, the effect and necessity of the settings may be evaluated. Note that some audio cards or external audio devices also have these options built-in and that running the same audio operation twice may have an adverse effect on audio quality.

A   Intercom User Quick Reference

Functions	Actions
Make a call	Dial subscriber number
High background noise level	Press M when you speak
End a call	C
Re-dial	9532
All Call	84 + M to speak
Group Call	85-89 + M to speak
Answer All Call / Group Call	99
Paging	Subscriber number + 44-47
Answer Paging	96 or answer code shown in display
Radio Programs	801-806 (off: C or 800)
Connect to telephone	0
Call Forwarding	71 + station number + M
Follow Me	72 + own number
Reset Call Forward / Follow Me remotely	73 + station number
Play back messages / Delete absence message	70
Wake-up / reminder within 24 hours	7883 + hour + minute + M
Wake-up / reminder after 24 hours	7883 + hour + minute + day + month
Call Request	623 + station number
Call Request transfer	7870
Conference, Simplex	8201 - 8250 (Off: 8200) M to speak
Conference, Duplex	8301 - 8320 (Off: 8300) C to leave
Ringing Group	6701 - 6710
Alphabetical Name Search	614

Number or key to press during conversation			
Mute/Unmute microphone / Menu step	0	Paging with calling station number	44
Repeat absence message	1	Paging with answer	45
Inquiry Call & Broker Function	2	Text message paging	46
Call Transfer	3	Voice message paging	47
Door opening	6	Remotely change message	50
Leave voice/text message	7 + 66X	Remotely read message	51
Call Back	8	Busy Notify	57 or M
Search	9	Busy Override	58 or MM
		Private/Message Override	59 or M

Absence messages		Standard voice and text messages	
Out at the moment (until time: hhmm)	771	Contact the switchboard	660
At a meeting (until time: hhmm)	772	Call phone number xxxxxxxx	661
Gone for the day (Back tomorrow at time: hhmm)	773	Call home	663
Absent today (until date: ddmm)	774	Call your spouse	664
Busy at the moment (until time: hhmm)	775	Call me	666
At lunch (until time: hhmm)	776	Remember meeting (at time: hhmm)	667
On holiday (until date: ddmm)	777	Fax waiting	668
Away for a few days (until date: ddmm)	778	Delivery waiting	669
Not available (Available on phone number: xxxx)	779		

✎ *The numbers on this page are factory default settings and may have been changed in your AlphaCom exchange installation.*

www.stentofon.com