

# Talk Master™

## ii3 intercom system

### Software Users' Guide



For all ii3 series 10/100  
Ethernet Intercoms  
Models ii3-m, EDB, EDW



**DIGITAL**  
**ACOUSTICS**  
CORPORATION

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# Welcome To TalkMaster

## Welcome

Welcome to TalkMaster™ LE! TalkMaster LE and ii3™ Ethernet Intercoms are products of the Digital Acoustics Corporation.

If you are upgrading from an earlier version of TalkMaster™, please review the Release Notes. To setup and configure your ii3 series intercoms, please review Configure Intercoms. If you would like help on using TalkMaster™, please review TalkMaster Overview.



## Release Notes

### TalkMaster™ Version 1.7 Released June, 2005

TalkMaster™ version 1.7 contains the following enhancements and corrections:

- New Paging Messages dialog with up to eighteen predefined messages
- New Password protected Paging Setup dialog
- Intercom Configuration Tool now sorts by Location Name/ICOM ID for easier setup
- GPIO 4 Mode supports new options for Relay controls\*
- Improved speed and reliability of Console Forward / Retrieve operations \*
- When "Hide when minimized " preference is set, clicking the 'X' in the upper right hand corner of the screen causes TalkMaster to minimize to the system tray instead of closing
- Intercom Configuration Tool prevents Intercom IP address from ending with 255 or 0
- Accessing the Play Audio Archive dialog requires the administrator password
- The Preference "Talk button enabled by mouse click and hold" has been renamed to "Hold down Talk button while speaking (PTT)"
- Corrected "Intercom configuration changes fail" when Windows Regional Options are not set to English
- Corrected "UDP Audio problems" when Windows Regional Options are set to Japanese
- Corrected "Multimedia Card Selection" when multiple cards are present in the PC

\* Use of this feature requires current Intercom Firmware. Please refer to our website for information on the current Firmware.

### **TalkMaster™ Version 1.6 Released January, 2005**

TalkMaster™ version 1.6 contains the following enhancements:

- Call Announcement mode with audio and visual notification of incoming calls
- Automatic removal of entries from the Calls Waiting queue when a call is completed
- The Calls Waiting Audio Player is automatically closed at the end of a call
- Ability to select a multimedia card used for the Speaker and Microphone operation

TalkMaster version 1.6 contains the following bug fixes:

- Applying Intercom configuration changes fails in non-U.S. localizations
- Talk VU meter does not work
- Intercom Startup Audio is not always played
- Spurious error messages occur during TalkMaster Startup
- "Details" column size under Calls Waiting is too narrow
- In Automatic mode, TalkMaster's Listen button can be turned off by pressing the Intercom's Call button
- Multiple Intercoms behind a NAT Firewall do not function properly in TalkMaster

### **TalkMaster™ Version 1.5.215 Released July, 2004**

TalkMaster™ version 1.5.215 contains the following enhancements:

- Simplified screen
- Password protected Intercom search and configure
- Console forwarding and retrieval
- Enhanced Audio Archive functions
- The Door Open function appears on the main screen
- Keyboard control of the Talk and Listen buttons

New firmware is available for the ii3 IP Intercoms. Units must be flashed with new firmware to accommodate the following features. Please refer to Configure Intercoms for details:

- Location names flashed into the Intercom
- Audio sent to multiple intercoms is sent as a single a UDP broadcast
- Console forwarding and retrieval

- Specify alternative IP addresses for intercom forwarding in the event of TalkMaster™ console failure
- Specify duration of time for activation of door/open relay within the ii3 IP Intercom

## **System Requirements**

To utilize all of the features of TalkMaster, you need the following:

- Windows 98SE, Windows 2000, or Windows XP
- Pentium III 750mHz or faster
- 128 MB RAM (256 MB suggested)
- 50 MB Available Disk Space
- Windows supported Sound Card with microphone and speakers



# Using TalkMaster

## TalkMaster Overview

TalkMaster™ is a software program designed to work with Digital Acoustics' ii3 IP Intercoms. TalkMaster™ has two main functions.

First, TalkMaster™ must be used to configure the IP address information and related features for your ii3 intercoms. Intercoms are delivered without IP address settings. You must use TalkMaster to search for the Intercoms and specify the IP address settings before use.

Location Name	Icom ID	IP Address	Details
Station 1036CE	1036CE	0.0.0.0	No IP addr
Station 102790	102790	0.0.0.0	No IP addr

This PC is: MPC003  
IP: 192.168.254.112 Port: 3000

Selected Intercom Setting  
☒ Client ☐ Server-Peer  
☐ Assign IP automatically with DHCP  
IP Address: 0.0.0.0  
Subnet Mask: 0.0.0.0  
Gateway: 0.0.0.0  
Port: 0  
Location Name: Station 1036CE  
☐ Assign this PC address as client's server  
Server IP: 0.0.0.0 : 0  
Buttons: Exit, Cancel, Apply

Secondly, TalkMaster™ allows multiple intercoms to connect to the software via TCP/IP so they can be monitored by the TalkMaster console operator. The audio from an intercom can be heard on the PC's speakers and the PC's microphone is used to send audio to an intercom. Calls can be initiated from any intercom to TalkMaster or from TalkMaster to any intercom.

**TalkMaster LE**

File View Tools Console Help

Grp	Location	Status	Address	Door/Gate	Notes
<input checked="" type="checkbox"/>	North Gate	Connected	192.168.20.31		
<input checked="" type="checkbox"/>	East Gate	Connected	192.168.254.114		

Calls Waiting: no messages waiting

System Events: ready, 2 intercoms online. No calls waiting  
Intercom connected [North Gate] 192.168.20.31 [2]  
TCP bytes xmit - done. @ b/s

Auto Response: ☐ Unattended  
Audio Archive: ☒ Capture  
Listen mode: ☒ Automatic ☐ Manual  
Buttons: Listen, Talk

Talk Mode: ☒ Selected ☐ Group ☐ All Active  
Buttons: Play File, Chime

Speaker on Mic off



TalkMaster can listen for incoming calls in one of three "modes":

### **Call Announcement with audio and visual alerts**

In this mode, pressing the Intercom button notifies the TalkMaster operator by an audible and/or visual alert. The TalkMaster operator responds and controls the microphone at that intercom to enable user hands-free operation. To set up Call Announcement mode, check the box next to **Activate Call Announcement** in the Preferences - Options tab

### **Automatic mode**

In this mode, when an intercom user presses the button, their voice is used to notify the TalkMaster operator of the incoming call. The TalkMaster operator can respond and control the microphone to enable hands-free operation. To set up Automatic mode, select the Automatic option under Listen Mode on the main screen.

### **Manual mode**

In Manual mode, when an intercom user presses the button, their voice is used to notify the TalkMaster operator of the incoming call. The TalkMaster operator can respond and optionally allow the user to control the PTT button them selves. To set up Manual select the Manual option under Listen Mode on the main screen.

## **TalkMaster Main Screen**

Before you can use your Digital Acoustics ii3 IP Intercoms, they must be configured with IP address information. Please see Configure Intercoms.

The following sections describe the areas of the TalkMaster™ main screen.



- 1 Tool Bar
- 2 Active Intercom List
- 3 Calls Waiting Queue
- 4 Auto Response setting
- 5 Talk Mode setting
- 6 Audio Archive setting
- 7 Listen Mode setting
- 8 System Events window

## Tool Bar



Forward Intercoms to an alternate TalkMaster Console. Please see Forward Intercoms for details.



Retrieve Intercoms from an alternate TalkMaster Console. Please see Retrieve Intercoms for details.

Incoming Call  
Answer Later

The **Answer Later** button is displayed only when the **Activate Call Announcement** option in **Preferences - Options tab** has been checked and a call is incoming. Pressing this button sends a message (i.e. "one moment please") to the intercom allowing the TalkMaster operator time to complete another task before answering the incoming call.

## Active Intercom List

This list will show all the intercoms that have connected to the TalkMaster™ console during this session. Clicking on an intercom allows you to communicate with it by clicking the **Talk** or **Listen** buttons. The selected Intercom will be highlighted in blue. Right clicking on an open area in the list will de-select the selected intercom.

	Grp	Location	Status	Address	Door/Gate	Notes
	<input type="checkbox"/>	EWST-Prod	Connected	192.168.254.67	Open	
	<input type="checkbox"/>	4th Floor - Emergency Roof Exit	Connected	192.168.254.111		
	<input type="checkbox"/>	2nd Floor - Stairwell	Connected	192.168.254.119		
	<input type="checkbox"/>	1 Employee Entrance	Connected	192.168.254.101		

- The first column indicates intercom.
- The Grp column creates a group of linked intercoms by check box
- The Location column identifies the Intercom by Name
- The Status column displays the Intercoms status
- The Address column contains the Intercoms IP address

- The Door/Gate column shows if the Intercom has a Door Relay option configured. Clicking the green button will turn on the Door Relay for the amount of time that has been configured in the intercom. For Intercoms that do not have the latest firmware, the Door Relay will turn on for 5 seconds
- The Notes column displays information about intercom communications

You can right click on an Intercom to display detailed information about the intercom.



## Calls Waiting

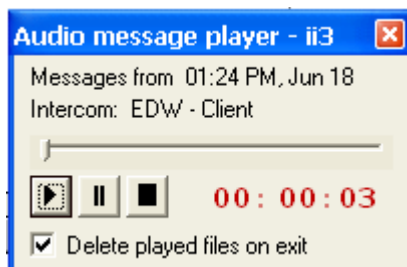
This list shows calls that have come in while another call was in progress. A call is considered "in progress" when either the Talk or Listen button is active.

Calls Waiting	Details	Time
Front Door	message in at 07:57 AM	00:03

- If you single click on the entry, that intercom is selected in the Active Intercom List allowing you to communicate with it
- If you double-click on it, the Audio Player pops up so you can play back the original call

## Audio Player

The Audio Message Player is automatically started by clicking on messages in the **Calls Waiting** list. It allows messages that have arrived while communicating with another intercom to be played back.



- Once you play the audio clip, the "Delete played files on exit" is automatically checked and clicking the X in the right hand corner closes the Audio Player and deletes the clip
- If you choose to leave the Audio Player open, you can delete a call by right clicking on it and selecting the Delete option

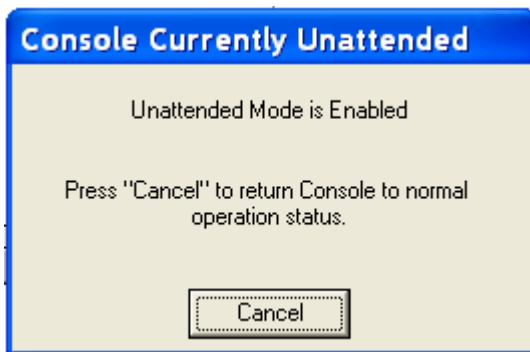
- If **Call Announcement** is activated, the audio clip is automatically deleted and the Audio Player closed when the call is completed

## Auto Response

The **Auto Response** function allows you to temporarily suspend the console's operation. This function can also be activated by using the menu **Console → Unattended Console**.



Once you check the **Unattended** box, a dialog pops up reminding you that this mode has been set.



Any intercom that tries to contact the console is notified that no one is available to take their call. Please see Unattended Console for more information.

Clicking the **Cancel** button returns the console to normal operation.

This setting is saved between TalkMaster™ sessions.

## Talk Mode

The **Talk Mode** setting determines which intercom(s) will hear audio sent from TalkMaster™.



**Selected** - refers to the intercom currently highlighted in blue in the **Active Intercom List**

**Group** - refers to any intercom that has an **X** in the **Grp** column of the **Active Intercom List**.

**All Active** - refers to all intercoms in the **Active Intercom List**.

Switching from **Selected** to either **Group** or **All Active** will automatically change the **Listen Mode** to **Manual**.

This setting is saved between TalkMaster™ Sessions.

When using **Selected** mode, audio is sent to the intercom using a single TCP/IP stream. This allows you to communicate with an Intercom located anywhere that you can connect to through TCP/IP.

When using **Group** or **All Active** modes, audio is sent to the intercoms using a single UDP Broadcast stream. Since UDP Broadcasts are filtered by many routers, the **Group** and **All Active** options may only work on the current segment of a Local Area Network. Please refer to the TalkMaster installation CD for instructions on installing the UBAM™ software if you need to broadcast on multiple network segments.

Pressing the **Talk**, **Chime**, or **Play File** button will send audio to the intercom(s) you have indicated.

**Play File** - Brings up the Paging Messages dialog. **Play File** changes to **Stop File** while a file is being set one or more intercoms. You can terminate the active file by clicking **Stop File**

To play a .wav file on the Intercom(s), audio files must be encoded in either 8khz 8 bit PCM or 16 bit uLaw format. Commercial or free software is available to create these formats.

**Chime** - plays the page.wav file from the iSupport subdirectory located under the TalkMaster™-ii3 program directory. Page.wav is a recording of four successive beeps that you can play to get someone's attention at an intercom(s).

**Talk** will turn on the PC's microphone to send the audio to the Intercom(s). Please refer to Talk button for details.

## Talk button

The **Talk** button turns on the PC's microphone and allows you to speak to the intercom(s) selected in the **Active Intercom List**.



By default, the state of the **Talk** button is toggled by:

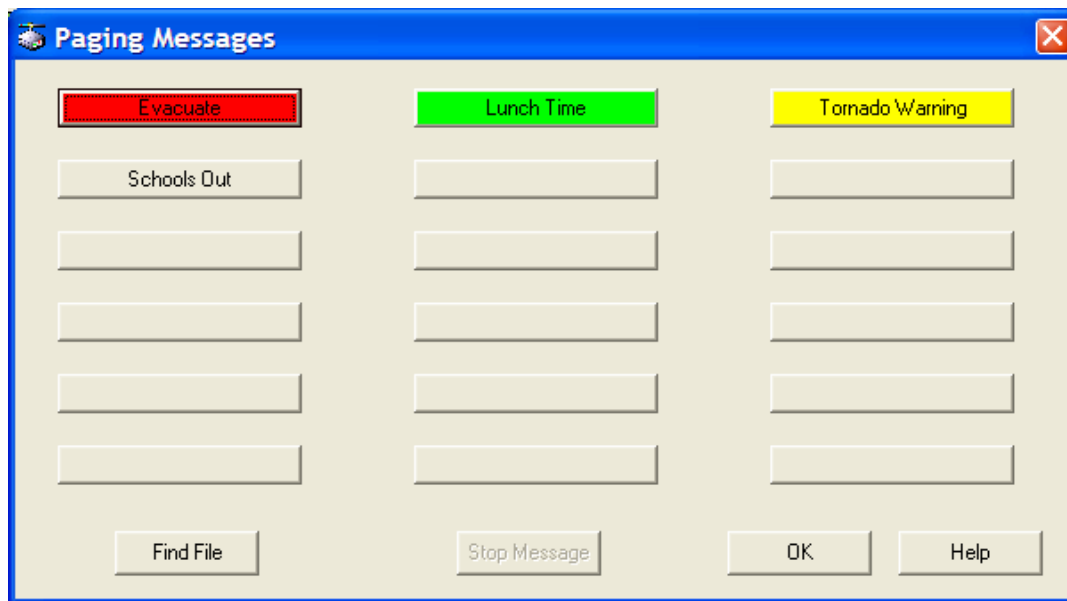
- Single clicking the **Talk** button with the mouse or
- Pressing the space bar

By checking the **Hold down Talk button while speaking (PTT)** box in Preferences - Options tab, the Talk button can be activated by:

- Clicking and holding the mouse on the **Talk** button or
- Pressing and holding the Space Bar

## Paging Messages

Clicking the **Play File** button brings up the **Paging Messages** dialog. The buttons on this screen are defined via the Paging Setup dialog.



When a button is pressed, the associated file is played to the Intercom(s) specified by the **Talk Mode**.

When a Paging button is pressed, the **Stop Message** button becomes active till the file has completed. Pressing the **Stop Message** button terminates file being played.

If the **OK** button is pressed you are returned to the main TalkMaster screen. If a file is still being played, the **Play File** button changes to **Play Stop** allowing you to terminate the recording.

*Please note that you cannot respond to any calls until the paging message has completed.*

If the **Find File** button is available, you can select a file of your choosing to play.

## Listen Mode

The **Listen Mode** determines if the **Listen** button is automatically turned on when the **Talk** button is turned off.

*If this option is grayed out, refer to Call Announcement.*



When set to **Automatic**, the Listen button is automatically turned on when the **Talk** button is turned off. This allows the intercom user to operate in a "hands free" mode.

When set to **Manual**, the **Listen** button must be activated by the TalkMaster operator or by pressing the PTT button on the intercom.

This setting is saved between TalkMaster™ sessions.

### Example of using Listen mode Automatic

Please note that the following example uses the option of holding the space bar to activate the Talk button. Please see *Preferences - Options tab* for an alternate method of controlling the Talk button

- Intercom user presses and holds the PTT button on one of the Intercoms and begins speaking.

- The Intercom is automatically selected in TalkMaster™ and the audio is played through the PC speakers.
- The Intercom user releases the PTT button when done speaking
- The TalkMaster™ operator responds by holding down the **space bar** on the keyboard and speaking into the microphone.
- When the TalkMaster™ operator releases the **space bar**, the **Talk** button is turned off and the **Listen** button is turned on. This action allows the Intercom user to operate "Hands Free"
- Each time the TalkMaster™ operator holds down the **space bar**, the **Talk** button is activated. When the **space bar** is released, the **Talk** button is turned off and the **Listen** button is engaged.
- To end the conversation with an Intercom, the TalkMaster™ operator presses the **Escape key** on the keyboard while the **Listen** button is active.

*An important benefit of using **Automatic mode** is that other intercoms are precluded from interrupting your "conversation" because the **Talk** or **Listen** button is always active. TalkMaster™ will not interrupt a call if there is already one in progress. Any other intercom that tries to contact TalkMaster™ will be placed in the **Calls Waiting list**.*

#### **Example of using Listen mode Manual:**

*Please note that the following example uses the option of clicking and holding the space bar to activate the **Talk** button. Please see Preferences - Options tab for an alternate method of controlling the **Talk** button*

- Intercom user presses and holds the PTT button on one of the Intercoms and begins speaking.
- The Intercom is selected in TalkMaster™ and the audio is through the PC speakers.
- The Intercom user releases the PTT button when done speaking
- The TalkMaster™ operator responds by holding down the **space bar** on the keyboard and speaking into the microphone..
- When the TalkMaster™ operator releases the **space bar**, the **Talk** button turns off. The TalkMaster™ operator can then click the Listen button or allow the Intercom user to respond by using the PTT button.
- To end the conversation with an Intercom, the TalkMaster™ operator presses the **Escape key** on the keyboard while the **Listen** button is active.

*In Manual mode, it is possible for another intercom to interrupt your conversation by pressing the PTT button when neither the **Talk** nor **Listen** button is active.*

## **Listen button**

The **Listen** button can be activated by the TalkMaster operator or by the PTT button on an Intercom. You may only listen to a single intercom at one time.

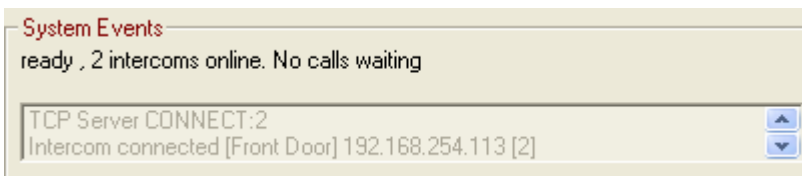


In TalkMaster, the Listen button can be toggled by:

- Single clicking the **Talk** button with the mouse or
- Pressing the **Escape** key on your keyboard

## System Events

The **System Events** window tracks activities from TalkMaster™. Information in this window can be used by Digital Acoustics Technical Support for diagnosing support issues.



## Capture Audio Archive

This option will capture all audio data to the file system. It is started from the menu option **File** → **Capture Audio Archive** or by checking the box on the main display.



Each time microphone or speaker output is produced, a separate file is created using the following naming convention

XXX-YYYYYYYYYYYY-HHMMSS.wav where:

- **XXX** - **IN** for speaker audio, **OUT** for microphone audio
- **YYYYYYYYYYYY** - the twelve digit Ethernet MAC address of the intercom that was communicated with.
- **HHMMSS** - Hours, minutes and seconds of the day in 24 hour format
- **.wav** - standard PCM wave file format.

The files are stored under the TalkMaster-ii3/iArchive directory. Each day an additional sub-directory is created so all audio archives for that day are stored in a single directory. The directory name is formatted as YYYYMMDD where YYYY is the year, MM is the month and DD is the Day of the month.

**It is the user's responsibility for backing up and managing the size of the iArchive subdirectory!**

The Play Audio Archive function can be used to easily find and play audio files for any date and time.

## Audio Archive

Checking the **Capture** box allows you to archive speaker and microphone audio for playback at a later time. This function can also be activated by using the menu option **File** → **Capture Audio Archive**. Please refer to Capture Audio Archive for more information.





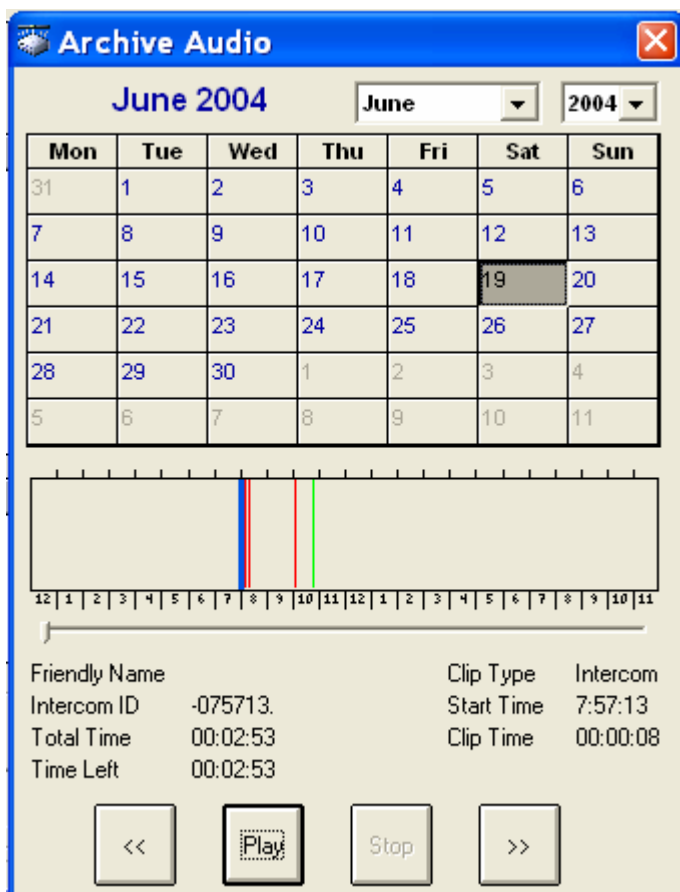
To play back archived audio, use the menu option File → Play Archive Audio.

Un-checking the **Capture** box turns off the archiving feature.

This setting is saved between TalkMaster™ sessions.

## Play Audio Archive

The Play Audio Archive function allows you to select and play a series of audio clips that have been archived. It can be accessed from the menu option **File → Play Audio Archive**. You will be required to enter your administrator password to access this screen (default password is **admin**).



Use the drop down boxes to select the month and year and then click on the day. Any audio streams which have been recorded are shown with vertical lines above the hour of the day.

The green lines represent the start of microphone audio and the red lines represent the start of speaker audio. The blue bar indicates the current position for the Play button.

Click on a vertical bar and click **Play**. The audio will be played to the end of the audio clip you selected. As the audio is played, the display changes to indicate which intercom the audio came from or was sent to.

If you want to skip backwards or forward between audio clips, use the << or >> keys.

# Using Call Announcement

## Call Announcement

Call Announcement causes an audible and/or visual alert to be issued to the TalkMaster operator when the Call or PTT button on an intercom is pressed.

Selecting menu option View → Preferences and checking **Activate Call Announcement** in the Options tab turns this option on. If this option is selected, **Listen Mode** is set to **Automatic** and is grayed out.

If the TalkMaster screen is minimized and the button on the Intercom is pressed, the Incoming Call dialog will be displayed.

If multiple Intercoms call in, they will be queued in a "first in - first out" basis.

If an Intercom user calls in when no calls are active, the **Answer Later** button appears on the tool bar. Pressing the **Answer Later** button will acknowledge the Audible and Visual notifications and send a message (i.e. "one moment please") to the Intercom. This allows the TalkMaster operator to complete another task before answering the incoming call.

Example of using Call Announcement:

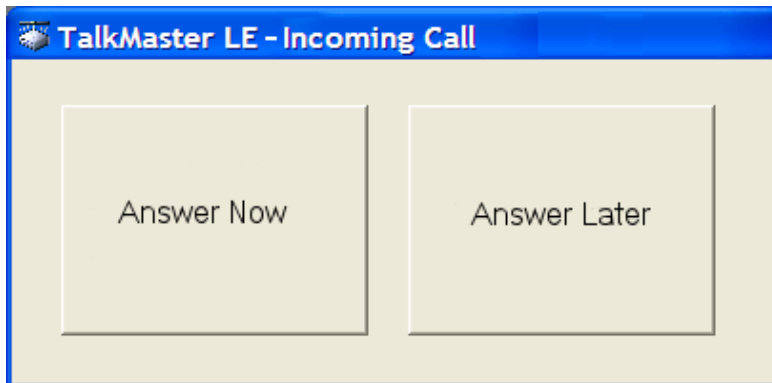
Please note that the following example uses the option of holding down the space bar to activate the **Talk** button and pressing the **Escape** key to activate the **Listen** button. Please see Preferences - Options tab for alternate methods of controlling the **Talk** and **Listen** button.

- A user presses and releases the "Call" or PTT button on the Intercom
- A short message (i.e. "your call is being connected") is returned to the Intercom.
- The Title Bar and the Icon in the Task Bar begin to flash and/or the audible notification is played at the TalkMaster console up to 4 times or until the operator engages the **Talk**, **Listen** or **Answer Later** button.
- An entry for the intercom is added to the Call Queue
- The Intercom is selected (highlighted with a blue background) in the Active Intercom list
- The TalkMaster™ operator responds by holding down the **space bar** on the keyboard and speaking into the microphone.
- When the TalkMaster™ operator releases the **space bar**, the **Talk** button is turned off and the **Listen** button is turned on. This allows the Intercom user to operate "Hands Free"
- Each time the TalkMaster™ operator holds down the **space bar**, the Talk button is activated. When the **space bar** is released, the **Talk** button is turned off and the **Listen** button is engaged.
- To end the conversation with an Intercom, the TalkMaster™ operator presses the **Escape key** on the keyboard while the **Listen** button is active.
- The Intercom is de-selected in the Active Intercom list
- The entry is deleted from the Calls Waiting list
- If another entry is in the Calls Waiting list, it is automatically selected so the TalkMaster™ operator can start the next call by pressing the space bar

*An important benefit of using **Call Announcement** is that any other intercom is prevented from interrupting your "conversation" because the **Talk** or **Listen** button is always active. **TalkMaster™** will not interrupt a call if there is already one in progress. Any other intercom that tries to contact **TalkMaster™** will be placed in the **Calls Waiting list**.*

## Incoming Call

The Incoming Call dialog appears when the **Activate Call Announcement** option has been selected in Preferences - Options tab and the TalkMaster screen has been minimized.



Clicking the **Answer Now** button with the mouse or pressing the Enter or Space Bar key brings up the main TalkMaster window.

Clicking the **Answer Later** button with the mouse sends a message (i.e. "one moment please") message to the Intercom, closes the dialog and turns off the Visual and Audible Alerts. This action allows the TalkMaster operator to complete another task before answering the incoming call. If the call is not answered within 30 seconds, the Incoming Call dialog will open again and the Visual and Audible alerts will be triggered. Clicking the TalkMaster Icon in the Windows Task Bar or System Tray restores the TalkMaster screen with the Intercom selected in the Active Intercom list.

See Call Announcement for complete details.

# Preferences and Setup

## Preferences

Preferences are used to specify various settings for TalkMaster™. This is accessed from the menu option **View → Preferences**.

The Options tab is used to customize the way TalkMaster works.

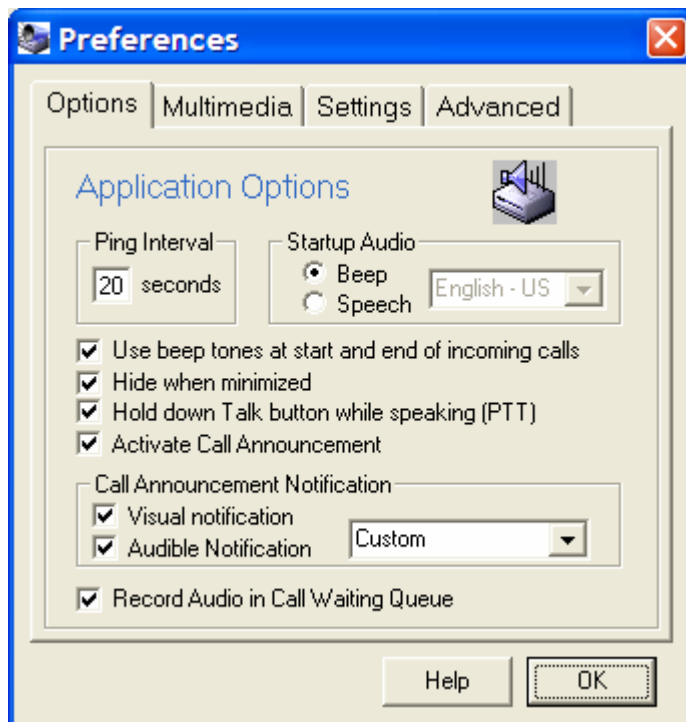
The Multimedia tab is used to select the speaker and microphone devices

The Settings tab is used to change the Volume on an Intercom

The Advanced tab is retained for compatibility with older Intercoms

## Preferences - Options tab

The **Options** tab sets options that affect the behavior of all intercoms.



**Ping Interval** - sets how often TalkMaster™ will send a Ping command to the intercoms to verify the connection

**Startup Audio** - Determines if a beep or a wav file is played when the Intercom connects to TalkMaster™. If you select **Speech**, you can select from a variety of .wav files or record your own.

**Use beep tones at start and end of incoming calls** - When this option is checked a beep is inserted at the beginning and end of each audio segment.

**Hide when minimized** - When this option is checked TalkMaster™ is minimized to the

Windows System Tray when either the - or X  in the upper right hand corner of the screen are pressed.

To close TalkMaster, use menu option File → Exit or right click on the TalkMaster ICON in the system tray and select Close Program

If you check this box, it is recommended that you also check **Activate Call Announcement** so that the Incoming Call dialog is displayed when TalkMaster™ is minimized. Otherwise, TalkMaster can only be recalled by double clicking the TalkMaster™ ICON in the system tray.

**Hold down Talk button while speaking (PTT)** - When this option is checked, the **Talk** button can be activated by pressing and holding down the Space Bar or by clicking on the **Talk** button and holding the mouse button down.

If this option is not checked, the Talk button can be activated/deactivated by single clicking the **Talk** button or tapping the Space Bar on your computer keyboard.

**Activate Call Announcement** - When this option is checked, the button on the Intercom is treated as a Call button. After pressing and releasing the Intercom's Call button, the message "your call is being connected" is played at the Intercom. The **Call Announcement Notifications** will then be triggered in TalkMaster. Please see Call Announcement for more details.

**Call Announcement Notification** - These notifications alert the TalkMaster operator to an incoming call. The alerts will be triggered up to four times at 5 second intervals until the incoming call is answered. If the TalkMaster operator is already on a call, the alerts will not be triggered.

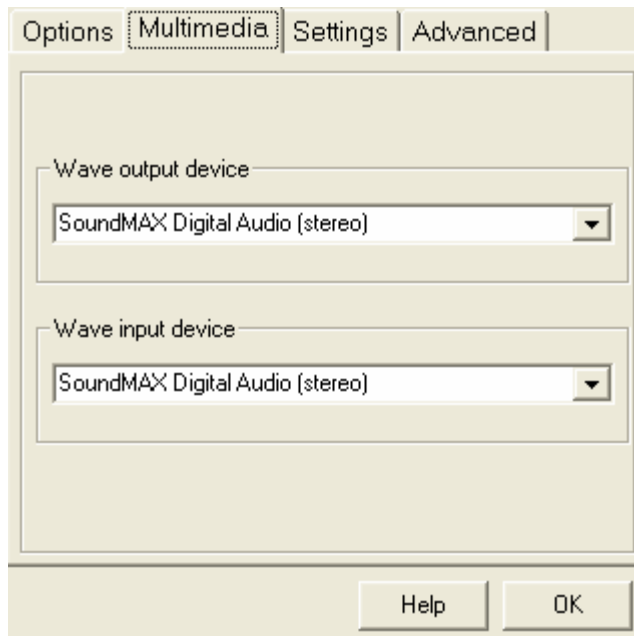
**Visual Notification** - Checking this box causes the TalkMaster title bar and task bar icon to flash.

**Audible Notification** - Checking this box causes the selected audio file to be played at the TalkMaster console. Select the Door Bell or the Custom option from the list. If you select Custom, you can record over the custom\_announcement.wav file in the iSupport subdirectory of the TalkMaster program directory. *If you record a new wave file, it should only be one or two seconds long since the wav file will not be interrupted once it starts playing! See Changing Recordings for more information.*

**Record Audio in Call Waiting Queue** - If a call is added to the Calls Waiting queue, checking this box allows audio captured during the Intercom's initial button press to be made available for playback from the Calls Waiting Queue.

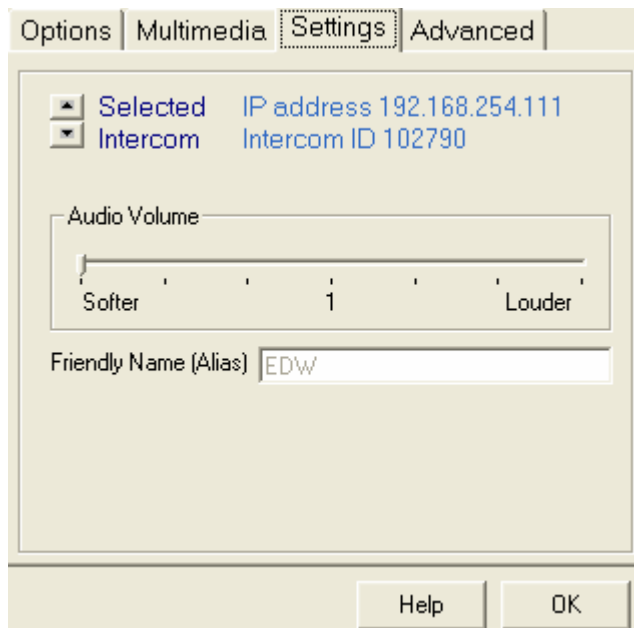
## Preferences - Multimedia tab

The **Multimedia** tab is used to select the multimedia device to be used for the speaker and microphone.



### Preferences - Settings tab

The **Settings** tab is used to make adjustments to individual Intercoms.



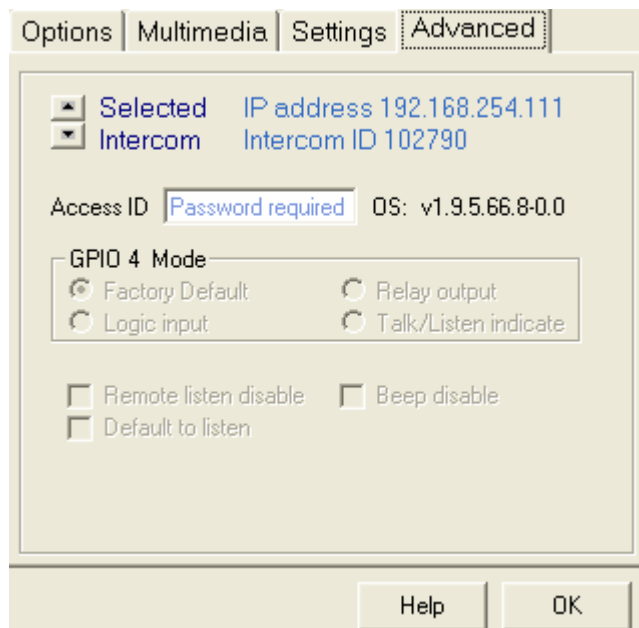
**Selected Intercom** - You can use the up and down arrows to select an Intercom from the list of intercom connected to TalkMaster™.

**Audio Volume** - sets the audio volume on the selected Intercom. This can be overridden at the Intercom by using the Volume Up and Volume Down buttons.

**Friendly Name (Alias)** - Displays the selected Intercom's Name.

## Preferences - Advanced tab

The **Advanced** tab is used to change configuration settings on individual Intercoms. It is retained for compatibility with older intercoms as these options are now included in the Configure Intercoms menu item. **This will only re-program Intercoms with an ICOM version of 1.8 or earlier.**



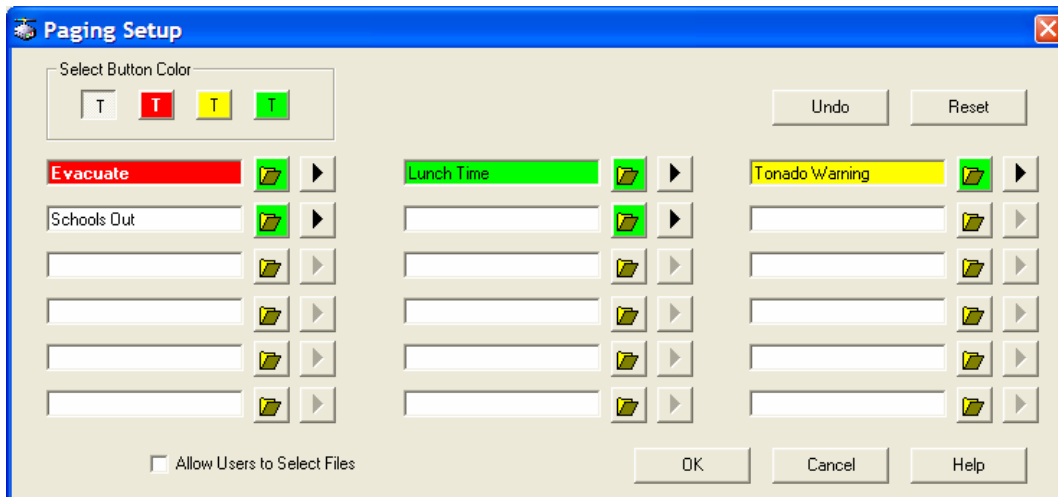
**Selected Intercom** - You can use the up and down arrows to select an Intercom from the list of intercom connected to TalkMaster™.

**Access ID** - Enter the administrator password to continue to make changes. The default value is **admin** but this can be changed. Please see Configuration File Menu for more information.

Please refer to the Advanced Configuration section of the Intercom configuration tool for the definition of these options.

## Paging Setup



The Paging Setup screen is accessed via the menu option Tools → Paging Setup. The administrator password is required to enter this screen (default password is **admin**).




Up to 18 buttons can be associated with pre-recorded wav files in the Paging Messages dialog. Buttons can have one of four colors.

- Select a button "slot" and type in the text to be displayed on the button.
- Assign a color to the button, by clicking on one of the four choices.



- Click the Folder Icon  and select the wav file to be associated with the button. A folder icon with a green background  indicates that a file has been associated with this button.

*Please note: the file must be in 8kHz 8 bit PCM or 16 bit uLaw or it will not play on the Intercom Commercial or free software is available to create these formats.*

- Click the Play button  to verify the audio recording.
- Checking the "**Allow Users to Select Files**" places a "**Find File**" button on the paging dialog, allowing the user to select a file of their own choosing.
- Clicking the **Undo** button, clears any changes that have been made in this session
- Clicking the **Reset** button clears all buttons
- Clicking the **Cancel** button closes the dialog without saving changes
- Click the **OK** button save any changes and closes the dialog





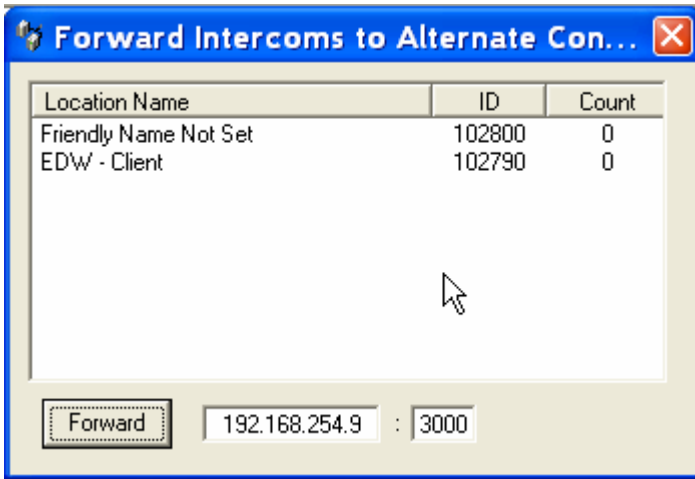
# TalkMaster Console Forwarding

## Forward Intercoms

The Forward Intercoms function allows you to temporarily assign all of your intercoms to another PC running TalkMaster™. This option can be accessed from menu option **Console →**



**Forward Intercoms** or from Tool Bar ICON



Once you forward the intercoms, the **Forward** Intercom window will stay open and the **Forward** button will change to **Return**. The Pressing the **Return** button will send a message to the alternate console indicating that the intercoms will be retrieved. If the alternate console does not respond within 15 seconds, you will be asked if you want to retrieve the intercoms anyway.

If you need to shut down the TalkMaster™ console while this dialog is open, the Intercoms will stay forwarded to the Alternate Console. To return the Intercoms to this console, you will need to use the menu option **Console → Retrieve** when you open up TalkMaster™ the next time.

## Retrieve Intercoms

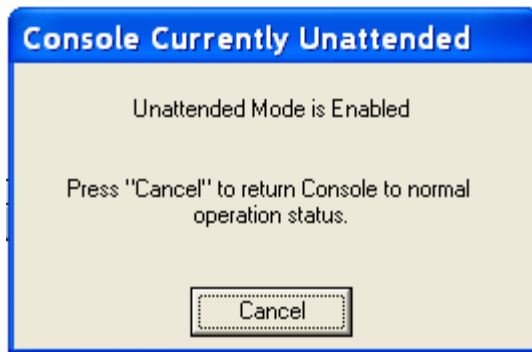
The Retrieve Intercoms function will retrieve Intercoms that have been forwarded with the Forward Intercoms or that have been automatically forwarded via the Fail Forward function. Only those Intercoms that have their default Server IP set to this TalkMaster™ console will be returned to this console. This option can be accessed from menu option **Console → Forward**



**Intercoms** or from Tool Bar ICON

## Unattended Console

Setting the TalkMaster™ software to Unattended mode makes the console temporarily unavailable. If the PTT button is pushed on an intercom, a message indicating that says "We are unavailable to take your call at this time" will be sent. This message can be changed by re-recording the unavailable.wav file in the iSupport subdirectory of the TalkMaster-ii3 directory. See Changing Recordings for details.



# TalkMaster Menu Options

## File Menu



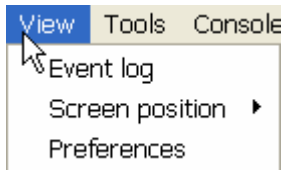
The File menu has three options:

**Capture Audio Archives** - toggles on and off the capture of mic and speaker audio.

**Play Audio Archives** - opens up a dialog that allows you to select audio archives by date and time.

**Exit** - will end the TalkMaster™ server session.

## View Menu



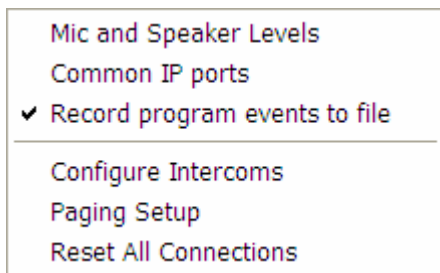
The View menu has three options:

**Event Log** - allows you to display the TalkMaster™ event log and save it as a text file.

**Screen Position** - has two options: **Save current view** saves the current window size and **Reset to default** - sets it back to the size that the product originally shipped with.

**Preferences** - opens up the Preferences dialog.

## Tools Menu



**Mic and Speaker Levels** - adjusts audio levels sent to and received from the intercoms. You can also change the source used for the Talk button from the microphone to Internet/Line In which allows you to play other sources of audio through the intercoms.



**Common IP Ports** - is a list of commonly used port numbers. You may reference this if you need to change the standard ports used by TalkMaster™ or the ii3 intercoms.

**Record program events to file** - should only be checked if directed by Digital Acoustics Technical Support. Leaving this option checked for an extended period of time can cause TalkMaster™ performance to be affected.

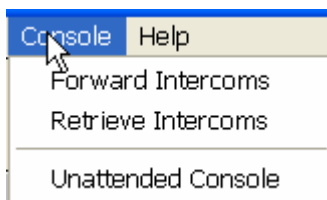
**Configure Intercoms** - brings up the Intercom Configuration Tool. This is used to setup the intercoms with IP addresses, other configuration information and to load new firmware.

**Paging Setup** - brings up the Paging Setup dialog. This is used to setup the Paging Messages dialog with pre-recorded messages. You are required to enter the administrator password before proceeding to this dialog.

**Reset All Connections** - will cause TalkMaster™ to drop all current IP connections to active intercoms and force them to reconnect to TalkMaster™.

**ii3 Intercom OS update** - is retained for compatibility with Intercoms that have OS version beginning with 1.8 or earlier. It should only be used under the direction of Digital Acoustics Technical Support.

## Console Menu



**Forward Intercoms** - brings up a dialog box allowing you to temporarily forward all of the active intercoms to another PC running TalkMaster™. Refer to Forward Intercoms for complete instructions.

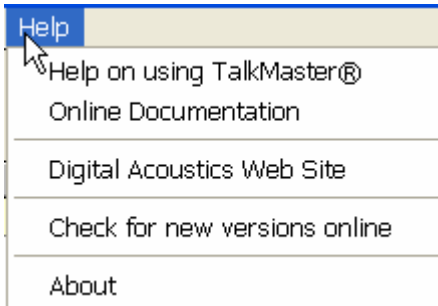
**Retrieve Intercoms** - will retrieve any intercoms from other PC's running TalkMaster™ that have this PC's IP address assigned as their primary server to connect to. This can be used to retrieve intercoms that have been forwarded to another console or have failed forward to another console.

**Unattended Console** - allows you to temporarily suspend the console's operation. Any intercom that tries to contact the console is notified that no one is available to take their call. A

dialog pops up reminding you that this mode has been set. Clicking the **Cancel** button returns the console to normal operation.

This setting is saved between TalkMaster™ sessions.

## Help Menu



**Help on using TalkMaster** - Opens up Help

**Online Documentation** - Directs you to online documents on the Digital Acoustics Web site

**Digital Acoustics Website** - Directs you to the Homepage for ii3 Intercoms

**Check for new versions online** - Runs an automatic software update check to see if you are running the most current version of the TalkMaster™

**About** - Displays the current version information about TalkMaster™



# Configuring Intercoms

## Configure Intercoms

When Intercoms are shipped from Digital Acoustics, they do not have IP address information configured. To configure them, you must connect them to your network, install TalkMaster™ and select the menu option **Tools → Configure Intercoms**. You will be asked for a Password. Enter the default password of **admin** to continue.



The Intercom Configuration Tool will immediately search for all Digital Acoustics intercoms connected to your current network segment. You must match the lcom ID displayed on the TalkMaster™ screen to the ID# printed on the back of the intercom and then configure the Intercom's IP address information and the IP address of the server it will connect to.

*If you have intercoms located in a different network segment, you may not find them since many routers filter out UDP Broadcasts. You can either install these intercoms on the current network segment or you can install a copy of TalkMaster™ in the other network segment to configure your intercoms. You may also refer to the TalkMaster installation CD for instructions on installing the UBAM™ software which will allow you to configure units across different networks.*

*A network segment is determined by looking at the subnet mask and the corresponding bits in the IP Address. For example, on IP Address 192.168.2.175 Subnet 255.255.255.0, the network segment is 192.168.2, and on IP Address 126.10.11.12 Subnet 255.0.0.0, the network segment is 126.*

To configure Intercoms to connect to TalkMaster™, see Intercom Configuration - TalkMaster Clients.

To configure two Intercoms to communicate with each other in Direct Mode, see Intercom Configuration - Direct Mode.

## **PLEASE CHANGE THE DEFAULT PASSWORD:**

Before leaving the Intercom Configuration Tool, change the default password by selecting the menu option **File → Set Administrator Password**. Make sure to record your new password in a secure place or you will not be able to access the Intercom Configuration Tool.



## Advanced Configuration

When the Advanced Configuration option is checked in the Intercom Configuration Tool **View Menu**, you can specify addition options for an ii3 Intercom.

If these options are grayed out, you have an intercom with older firmware. You can configure intercoms with older firmware from the main TalkMaster™ screen using the menu option **View → Preferences** and selecting the Advanced tab. To update the firmware, see Updating Firmware.

**Fail Forward IP 1,2,3** allow you to specify up to three IP addresses of alternate TalkMaster™ consoles that this Intercom will attempt to connect to if it's current TalkMaster™ console becomes unavailable. If an Intercom has failed forward to an alternate IP and it's default TalkMaster™ console is restarted, the default TalkMaster™ console can reacquire the intercom by using the menu option **Console → Retrieve Intercoms**.

**GPIO 4 Mode** allows you to specify how General Purpose I/O (GPIO) port 4 is used. On Intercom models M2W, EW2W, MST, and EWST, GPIO 4 is connected to a relay (dry contact). On EDW and EDB models, GPIO 4 is connected to the Monitor button.

The normal state for GPIO 4 is logic high (+5 volts). When activated, it changes to logic low (0 Volts).

- **Factory Default** - on EDW/EDB units, causes GPIO 4 to control the Monitor button. On all other units, this setting has no effect.
- **Door / Relay Output** - on ii3 Intercom models that include a relay (dry contact), the Door/Gate button will become visible in the **Active Intercom List**. This option is used in conjunction with **Door Relay Activate** (see below) which sets the amount of time the relay will stay active
- **Logic Input** - used with custom developed applications to monitor other equipment.
- **Activate On MIC / Speaker** - Selecting this option turns on GPIO 4 when ever the Intercom's Microphone and/or Speaker are activated. When both **Mic** and **Speaker** are checked, the Intercom will wait for 1 second of inactivity before turning off GPIO 4. *Use of the **Mic** option requires the Intercom's OS Version to be 1.9.5.70 or higher.*

**Remote Listen Disable** - disables the ability to remotely turn on the Intercoms Microphone. With this option set, the Intercom Operator must press the PTT button on the Intercom in order for the other end to listen to the Intercom.

**Default to Listen (Direct Mode)** - is only available if option **Set as Server-Peer** is enabled. Enables the Server-Peer intercom in Direct Mode to automatically turn on the remote Intercom's Microphone when the Intercoms connect.

**No Beep Tone After PTT Released** - turns off the soft beep that is played on the intercom after the PTT button is released

**Door Relay Activate** - on ii3 Intercom models that include a relay for opening a door or gate, this option sets the number of seconds that the intercom's relay will stay active when the Door/Gate button is pressed in the Active Intercom List. This is used in conjunction with **GPIO 4 - Door / Relay Output**

## Intercom Configuration - TalkMaster Clients

### Configuring intercoms for use with TalkMaster (Point to MultiPoint)

This procedure configures Intercoms to connect to the IP address of the PC running TalkMaster™. This connection can be on a LAN, WAN or across the Internet.

*To configure two intercoms to connect to each other, please see Intercom Configuration - Direct Mode.*


From the main TalkMaster™ screen, select the menu option **Tools → Configure Intercoms** and enter your password to proceed. The system will scan the local network segment using a UDP Broadcast to find all ii3 Intercoms. New Intercoms will show up with IP addresses of zero. **The Icom ID displayed on the screen will match the ID# printed on the back of the Intercom.**

Location Name	Icom ID	IP Address	Details
▼	1036CE	0.0.0.0	No IP addr
▼	10277A	0.0.0.0	No IP addr

This PC is: MPC003

IP  Port

 Search

**Selected Intercom Setting**

☒ Set as Client ☐ Set as Server-Peer

☐ Assign IP automatically with DHCP

IP Address

Subnet Mask

Gateway

Port

Location Name

☐ Assign this PC address as client's server

Server IP  Port

Exit Cancel Apply

*If you have intercoms located in a different network segment, you may not find them since many routers filter out UDP Broadcasts. You can either configure these intercoms on the current network segment prior to installing them on the desired network or you can install a copy of TalkMaster™ in the other network segment to configure your intercoms. You may also refer to the TalkMaster installation CD for instructions on installing the UBAM™ software which will allow you to configure units across different networks.*

**Selected Intercom Setting**

☒ Set as Client    ☐ Set as Server-Peer

☐ Assign IP automatically with DHCP

IP Address: 0.0.0.0  
 Subnet Mask: 0.0.0.0  
 Gateway: 0.0.0.0  
 Port: 0  
 Location Name: <enter a name here>

---

☐ Assign this PC address as client's server

Server IP: 0.0.0.0 : 3000

Exit    Cancel    Apply

For **each** intercom that you want to configure, click on it and then set the options as follows:

- **Set as Client** - Click this option
- **Assign IP automatically with DHCP** - This option determines how the Intercom's IP address is assigned. The Intercom IP address information can be assigned as a Static IP address or can be dynamically assigned if your network has a DHCP server. To use DHCP, check the box Assign IP automatically with DHCP.

*Your system **MUST** have DHCP assignment capability if you choose to use this option. If you are unsure do NOT use DHCP.*

To assign a Static IP address, uncheck the box **Assign IP automatically with DHCP** and fill in the **IP Address**, **Subnet Mask** and **Gateway**. The **Port** field does not have to be filled out.

- **Location Name** - Assign a descriptive text name that uniquely identifies the Intercom. This name will display in the main TalkMaster™ screen.
- **Assign this PC address as client's server** - This option determines the TalkMaster IP address that the Intercom will connect to. Check **Assign this PC address as the client's server** to have the Intercom connect to this PC. To specify a different TalkMaster™ console, uncheck the box and fill in the IP address and the default Port number of 3000.
- **Apply** - This option will save your settings to the selected intercom. After applying changes to an intercom, the unit will be reset and will be unavailable for 10-15 seconds
- **Cancel** - This option cancels changes that have not been Applied

**Exit** - This option closes the Intercom Configuration Tool screen and returns to the main screen *after you have completed configuring all intercoms.*

**This PC is: XXXXXXXX** - This option allows you to change the default Port number used by TalkMaster™. If you change this setting, it will be reflected in the **Assign this PC address as client's server** for you.

PC is: MPC003  
 IP: 192.168.254.112 Port: 3000

**Search** - will re-search for all Digital Acoustics' ii3 Intercoms so you can verify all of your changes. Please note, that if you **Apply** changes to an intercom, the unit will be unavailable for 10 -15 seconds. If an intercom does not appear in the list, try searching a second time.



If you need to change other options on the intercoms, make sure that you check menu option **View → Advanced**. Refer to Advanced Configuration for details.

## Intercom Configuration - Direct Mode

### Configuring two intercoms in Client-Server mode (Direct Mode - No PC required)

This procedure configures two Intercoms to connect to each other. This connection can be on a LAN, WAN or across the Internet.

*To configure intercoms to connect to TalkMaster™, please see Intercom Configuration - TalkMaster Clients.*

From the main TalkMaster™ screen, select the menu option **Tools → Configure Intercoms** and enter your password to proceed. The system will scan the local network segment using a UDP Broadcast to find all ii3 Intercoms. New Intercoms will show up with IP addresses of zero. **The Icom ID displayed on the screen will match the ID# printed on the back of the Intercom.**

Location Name	Icom ID	IP Address	Details
▼	1036CE	0.0.0.0	No IP addr
▼	10277A	0.0.0.0	No IP addr

Selected Intercom Setting

☒ Set as Client ☐ Set as Server-Peer

☐ Assign IP automatically with DHCP

IP Address: 0.0.0.0  
 Subnet Mask: 0.0.0.0  
 Gateway: 0.0.0.0  
 Port: 0  
 Location Name: <enter a name here>

☐ Assign this PC address as client's server

Server IP: 0.0.0.0 Port: 3000

Exit Cancel Apply

This PC is: MPC003  
 IP: 192.168.254.112 Port: 3000 Search

*If you have intercoms located in a different network segment, you may not find them since many routers filter out UDP Broadcasts. You can either configure these intercoms on the current network segment prior to installing them on the desired network or you can install a copy of TalkMaster™ in the other network segment to configure your intercoms. You may also refer to the TalkMaster installation CD for instructions on installing the UBAM™ software which will allow you to configure units across different networks.*

Determine which of the two intercoms will be the **Server-Peer** and which will be the **Client**.

If the Server-Peer is an EDW/EDB:

- Pressing the Monitor/Open button allows audio the Client Intercom to be monitored without the Client having to press a button. The Server-Peer can talk to the client by pressing it's PTT button. The client operates in a fully "hands free" mode
- Activate the Relay on an EW2W or EWST Client Intercom to open a door by pressing and holding the EDW/EDB Monitor/Open button until a dual tone beep is heard. The relay will remain active for the number of seconds specified in the **Door Relay Activate** option under Advanced Configuration.

To set up the **Server-Peer**:

**Selected Intercom Setting**

☐ Set as Client
 ☒ Set as Server-Peer

---

☐ Assign IP automatically with DHCP

IP Address: 192.168.1.100  
 Subnet Mask: 0.0.0.0  
 Gateway: 0.0.0.0  
 Port: 0  
 Location Name: <enter a name here>

---

☐ Assign this PC address as client's server

Server IP: 192.168.1.100 : 3000

- **Set as Server-Peer** - Click this option
- **Assign IP automatically with DHCP** - This option is automatically grayed out
- **Location Name** - This option is automatically grayed out
- **Assign this PC address as client's server** - Uncheck **Assign this PC address as the client's server** and enter a fixed IP address and the Port number of the Server-Peer. You can change the default Port of 3000 as long as you specify the same port in the **Client**.
- **Apply** - This option will save your settings to the selected intercom. After applying changes to an intercom, the unit will be reset and will be unavailable for 10-15 seconds

To set up the **Client**:

**Selected Intercom Setting**

☒ Set as Client    ☐ Set as Server-Peer

---

☐ Assign IP automatically with DHCP

IP Address:   
 Subnet Mask:   
 Gateway:   
 Port:   
 Location Name:

---

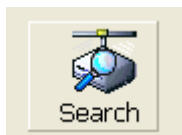
☐ Assign this PC address as client's server

Server IP:  :



      

- **Set as Client** - Click this option
- **Assign IP automatically with DHCP** - The Intercom IP address information can be assigned as a Static IP address or can be dynamically assigned if your network has a DHCP server. To use DHCP, check the box **Assign IP automatically with DHCP**. *Your system MUST have DHCP assignment capability if you choose to use this option. If you are unsure do NOT use DHCP.* To assign an IP address, uncheck the box **Assign IP automatically with DHCP** and fill in the **IP Address**, **Subnet Mask** and **Gateway**. You do not have to fill out the **Port**.
- **Location Name** - the unique name you assign to this Intercom
- **Assign this PC address as client's server** - This is automatically unchecked so you can enter the IP address and Port number of the Server-Peer.
- **Apply** - This option will save your settings to the selected intercom. After applying changes to an intercom, the unit will be reset and will be unavailable for 10-15 seconds

**Search** - You can re-search for Intercoms to verify all of your changes. Please note, that if you **Apply** changes to an intercom, the unit will be unavailable for 10 -15 seconds. If an Intercom does not appear in the list, try searching a second time.



The configured intercoms will look something like this:

Location Name	Icom ID	IP Address	Details
 Front Door	1036CE	192.168.1.100	Server
 Back Door	10277A	192.168.1.50	Client

If you need to change other options on the intercoms, make sure that you check menu option **View → Advanced**. Refer to Advanced Configuration for details.

**Exit** - This option closes the Intercom Configuration Tool screen

The **Server-Peer** will play a short beep and the Active and Link lights will turn solid on both intercoms indicating that they have made a connection.

## Updating Firmware

*Updating firmware should only be done under the direction of Digital Acoustics Technical Support. Improperly flashing Intercoms can render the units inoperable.*

Intercoms must have minimum firmware levels of 1.9.5.66.1-xx.x-3.68.4 to use the following features:

- Console Forwarding
- UDP Broadcast
- Fail Forward IP addresses
- Door Relay Activation time
- Location Name Stored in Intercom

Intercoms shipped with TalkMaster™ include the most current firmware. To verify the firmware level, right click on an intercom in the main TalkMaster™ screen and view the OS version. In the following example, v1.9.5.66.8 is the ICOM version and 3.68.4 is the NIC version.

Options for "Front Door"	
Send announcement to selected units	
Activity and Connection Details	▶
Reset connection	
Intercom ID# 1036E9	
OS version: v1.9.5.66.8-0.0-3.68.4	

If you would like to update firmware in your intercoms, please contact Digital Acoustics Technical Support to verify upgradeability and to obtain the current firmware. Please have the Intercom ID# and OS Version available for each intercom that you would like to upgrade.

In order to update NIC Firmware, see NIC Firmware Updating

In order to update ICOM Firmware, see ICOM Firmware Updating

## NIC Firmware Updating

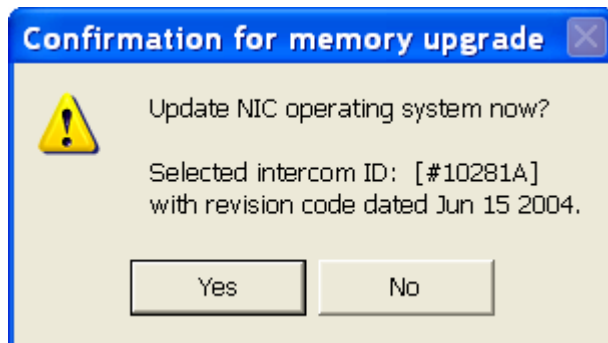
*If you are going to perform a NIC firmware update, please consult with Digital Acoustics Technical Support to verify upgradeability and to obtain the current firmware.* Please have the serial number and OS Version available for each intercom that you would like to upgrade.

In order to update the NIC firmware, you must configure the Intercom to connect to the copy of TalkMaster™ that you will be doing the update from. Please refer to Intercom Configuration - TalkMaster Clients.

It is strongly recommended that the update be done on a local area connection (LAN) instead of on a wide area connection (WAN) due to the critical nature of firmware updating.

Use the **Tools → Configure Intercoms** menu option to open the Intercom Configuration Tool. You will need to supply your password to access this screen.

Click on the Intercom you wish to update and select Action → NIC Firmware Upload.



TalkMaster™ will connect to the Intercom and begin uploading the firmware. When the upload is completed, a dialog box will be presented informing you that the action was successful. Once you click OK, the screen will lock for 30 seconds while the firmware re-programming takes place.

**DO NOT TURN THE INTERCOM OFF WHILE THE FIRMWARE RE-PROGRAMMING TAKES PLACE!**

## ICOM Firmware Updating

*If you are going to perform an ICOM firmware update, please consult with Digital Acoustics Technical Support to verify upgradeability and to obtain the current firmware.* Please have the serial number and OS Version available for each intercom that you would like to upgrade.

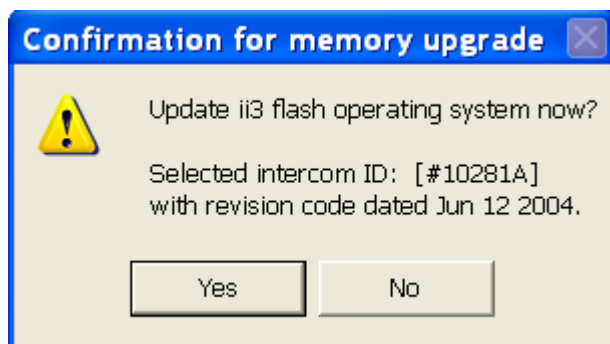
In order to update the ICOM firmware, you must configure the Intercom to connect to the copy of TalkMaster™ that you will be doing the update from. Please refer to Intercom Configuration - TalkMaster Clients.

It is strongly recommended that the update be done on a local area connection (LAN) instead of on a wide area connection (WAN) due to the critical nature of firmware updating.

Use the **Tools → Configure Intercoms** menu option to open the Intercom Configuration Tool. You will need to supply your password to access this screen.

Click on the Intercom you wish to update and select Action → ICOM Firmware Upload.



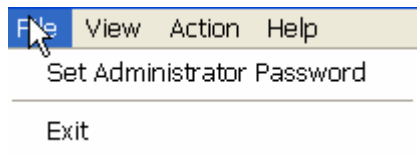


TalkMaster™ will connect to the Intercom and begin uploading the firmware. When the upload is completed, a dialog box will be presented informing you that the action was successful. Once you click OK.

**DO NOT TURN THE INTERCOM OFF WHILE THE FIRMWARE IS UPLOADING!**

# Intercom Configuration Tool Menu Options

## Configuration File Menu

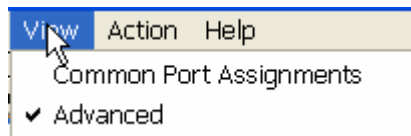


**Set Administrator Password** - allows you to change the default password of **admin** used to access the **Intercom Configuration Tool**, the **Paging Setup** dialog and the **Play Audio Archives** dialog.

*Please Note: an administrator password is created for each Windows user that signs on to a machine. The default password for each user is **admin***

**Exit** - exits the Intercom Configuration Tool

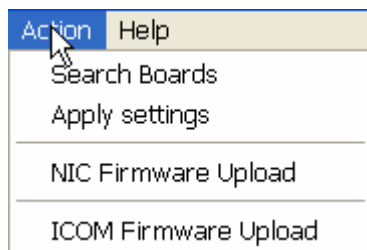
## Configuration View Menu



**Common Port Assignments** - is a reference list of the common IP port settings

**Advanced** - makes the Advanced Settings section of the Intercom Configuration Tool available. Please see Advanced Configuration for details. This setting is remembered between TalkMaster™ sessions.

## Configuration Action Menu



**Search Boards** - will search the current network segment for ii3 intercoms

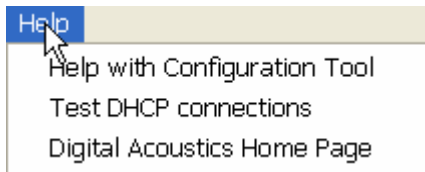
**Apply Settings** - saves changes made to the current intercom

**NIC Firmware Upload** - updates a portion of the ii3 intercom firmware. This option will only display if NIC firmware is present on your Hard Drive.

**ICOM Firmware Upload** - updates a portion of the ii3 intercom firmware. This option will only display if ICOM Firmware is present on your Hard Drive.

*Contact Digital Acoustics Technical Support if you have any questions on Firmware updates.*

## Configuration Help Menu



Help with Configuration Tool opens the Help window

**Test DHCP connections** - determines whether there is a DHCP server available on your network

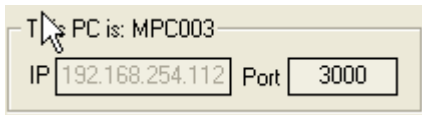
**Digital Acoustics Home Page** - opens the default web browser to the ii3 intercom home page

# Troubleshooting

## Troubleshooting

### Intercom Configuration Tool cannot find Intercoms

- Verify that the ACTIVE or LD10 LED is on or flashing. If not, check the power connections.
- Verify that the LINK or LD9 LED is on. If not, verify the network cable between the Intercom and the network switch.
- Verify that the Intercoms are on the same network segment as TalkMaster. TalkMaster uses a UDP Broadcast to search for Intercoms. Since most routers are configured to block UDP Broadcasts, you will not be able to configure the Intercoms in other networks. Perform the configuration in a single network, or install UBAM™ software from the TalkMaster Installation CD.
- If you have multiple network cards in the TalkMaster PC, verify that intercoms are connected to the card that TalkMaster has recognized. You can verify the IP address that TalkMaster is using by looking in the Intercom Configuration Tool under "This PC is: XXXXXXXX":



- If the Intercoms are configured for DHCP and no DHCP server is available, try re-powering the Intercom, wait 30 seconds, then try Searching 2 -3 times.
- If you cannot detect any intercoms using the Intercom Configuration Utility, connect the PC directly to the ii3 intercom *using a crossover cable*. Verify that you have a valid IP address, start TalkMaster and then try to Search for the Intercom again.
- You can also refer to the LED Indicator section in your hardware manual and review the diagnostic information presented there.

### Group, All Active functions do not work to Intercoms in other Networks

- If Intercoms are not in the same network as the TalkMaster, install the UBAM™ software off of the TalkMaster Installation CD. UBAM™ is a software product that will send/receive TalkMaster UDB Broadcast traffic between networks.

### Configured Intercoms do not connect to TalkMaster

- Incorrect subnet or gateway address in the Intercom. Re-configure the Intercom using the correct information.
- Incorrect Server IP address. Re-configure the Intercom using the correct information.
- Intercoms have been Forwarded or Fail Forwarded to a different IP Address. Use the Retrieve button to reset all intercoms to connect back to their default IP address.

## Changing Recordings

You can change the audio wav files played in TalkMaster or sent to the Intercoms.

The wav files that are played at the TalkMaster console are used when Call Announcement is activated in the Preferences - Options and an incoming call is received. The Audio Notification can be set to Doorbell or Custom. It is best to keep the recording to 1 or 2 seconds. Once it starts playing, it will play until it is done and will be repeated in 5 second intervals unless a keyboard operation or mouse click occurs.

Wave File	When Played	Verbiage
custom_announcement.wav	Call Announcement incoming call	custom
Doorbell_announcement.wav	Call Announcement incoming call	Chime

The wav files sent to the Intercoms must be encoded in either 8khz 8 bit PCM or 16 bit uLaw format. Commercial or free software is available to create these formats.

Wave File	When Played	Verbiage
announce.wav	Call Announcement greeting	Your call is being connected
announce_busy.wav	Call Announcement - TalkMaster Answer Later button pressed	Please Hold
End.wav	End of call from TM	beep
i_activated_au.wav	Intercom Connection to TalkMaster (Australian)	Intercom activated
i_activated_fr.wav	Intercom Connection to TalkMaster(French)	Intercom activated
i_activated_po.wav	Intercom Connection to TalkMaster (Portuguese)	Intercom activated
i_activated_uk.wav	Intercom Connection to TalkMaster (U.K.)	Intercom activated
i_activated_us.wav	Intercom Connection to TalkMaster (U.S.)	Intercom activated
in_page.wav	No longer used	Chime
page.wav	Chime button	bell
please_wait.wav	TalkMaster is on another call	Please hold while your call is being connected. Someone will get back to you as soon as possible
Start.wav	Start of call from	Beep

	TalkMaster	
unavailable.wav	Unattended mode is set in TalkMaster	We are unavailable to take your call at this time



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