MX500 SIP Paging and Intercom System

Dispatcher User Guide

http://www.zycoo.com/home-category-index-catId-38.html

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1 About this User Guide

This document mainly introduces the dispatcher interface and guides the user of how to operate the dispatcher interface, implement the live announcements, speed-dial PA, and background music.

2 Introduction

MX500 is an intelligent IP public address and intercom server based on open SIP standards. By utilizing IP networks, the MX500 provides a flexible solution that can address many application requirements across various industries and areas. Features such as scheduled zone PA, live announcements, emergency alert, emergency calling, emergency intercom and dual-channel HD background music are all available within the server when combined with the SIP paging gateways
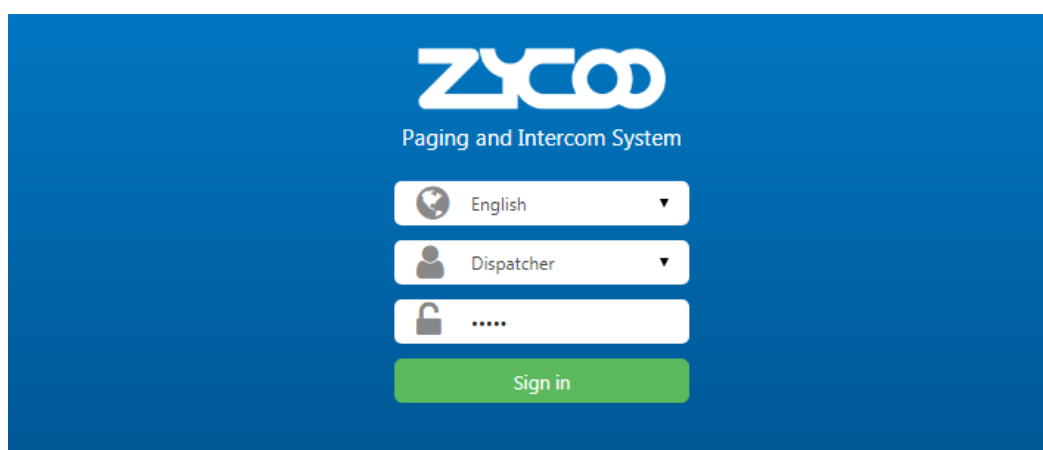
3 Dispatcher Login

Please contact the system administrator for URL and password of login the MX500 SIP paging and intercom system's dispatcher user web interface.

Input the URL provided by the administrator to your Web browser address bar and press Enter (We recommend you use Google Chrome browser for better user experience). At this moment, a warning page may pop up due to a problem with the security certificate, as shown below:
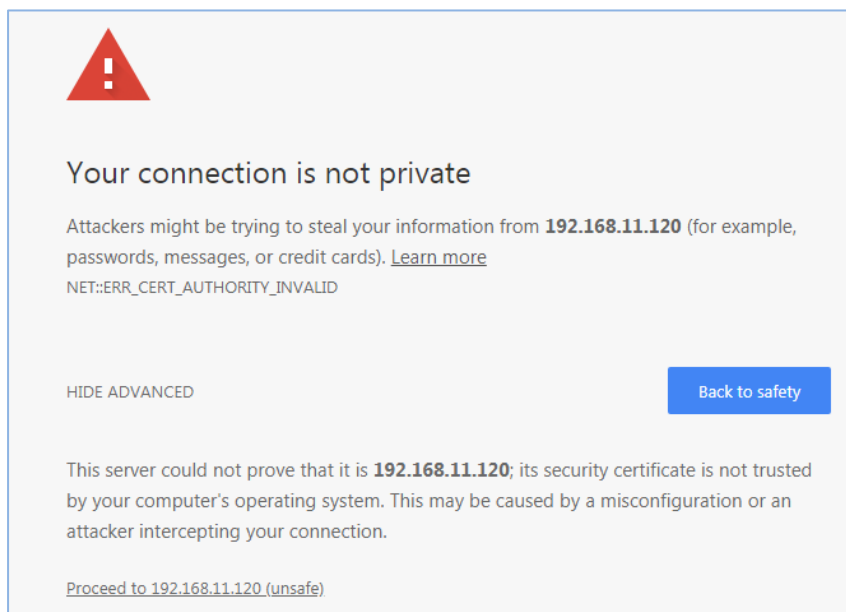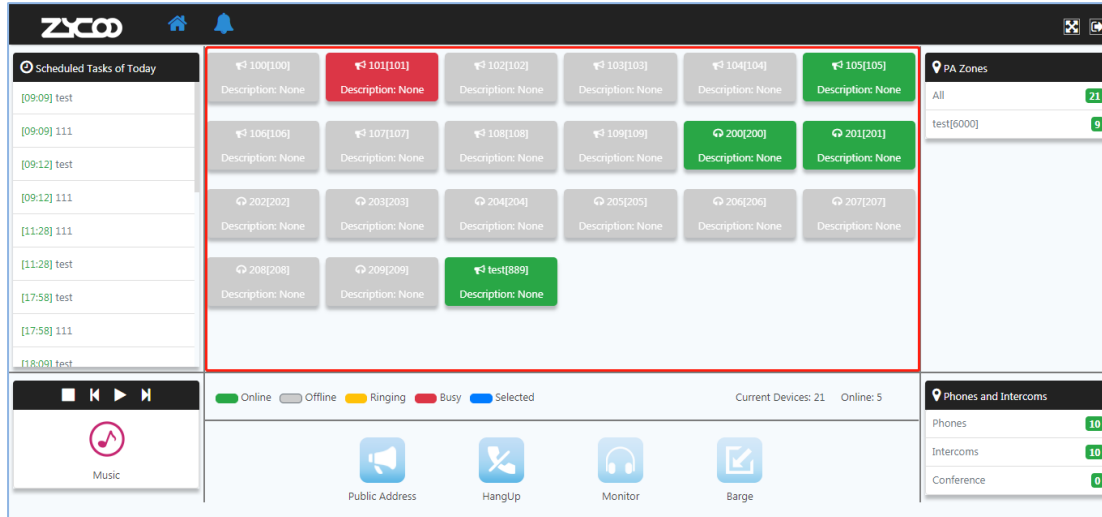

Please click "**ADVANCED**"-> "**Proceed to xxx.xxx.xxx.xxx**" to enter the login interface of the Paging and Intercom system.

Select "Dispatcher" from the drop-down list, and enter the password provided by the administrator and click **"Sign in"**.

4 Endpoint Status

After login, you will first be directed to the home page of dispatcher as shown below.


The endpoint status is displayed in the middle area of the dispatcher's main interface. By default, this section shows the status of all SIP paging gateways (paging devices). You can click on different paging zones to view the status of SIP paging gateways in different paging zones.

5 Background Music

Background music needs to be played from the dispatcher user's Web interface. The music audio files are managed by the administrator user.
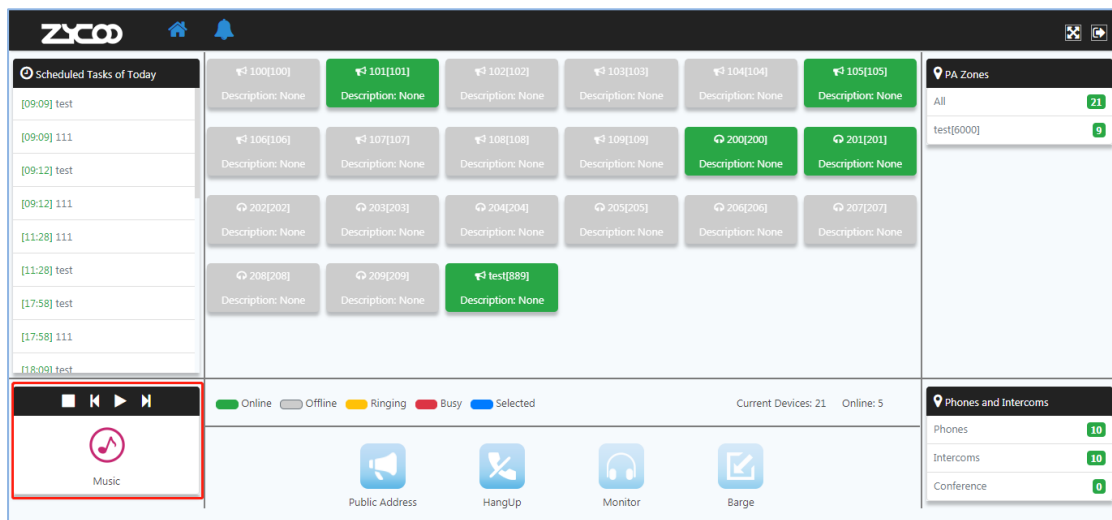
When you want to play background music, please click on the ⊘ button to enter the background music menu.
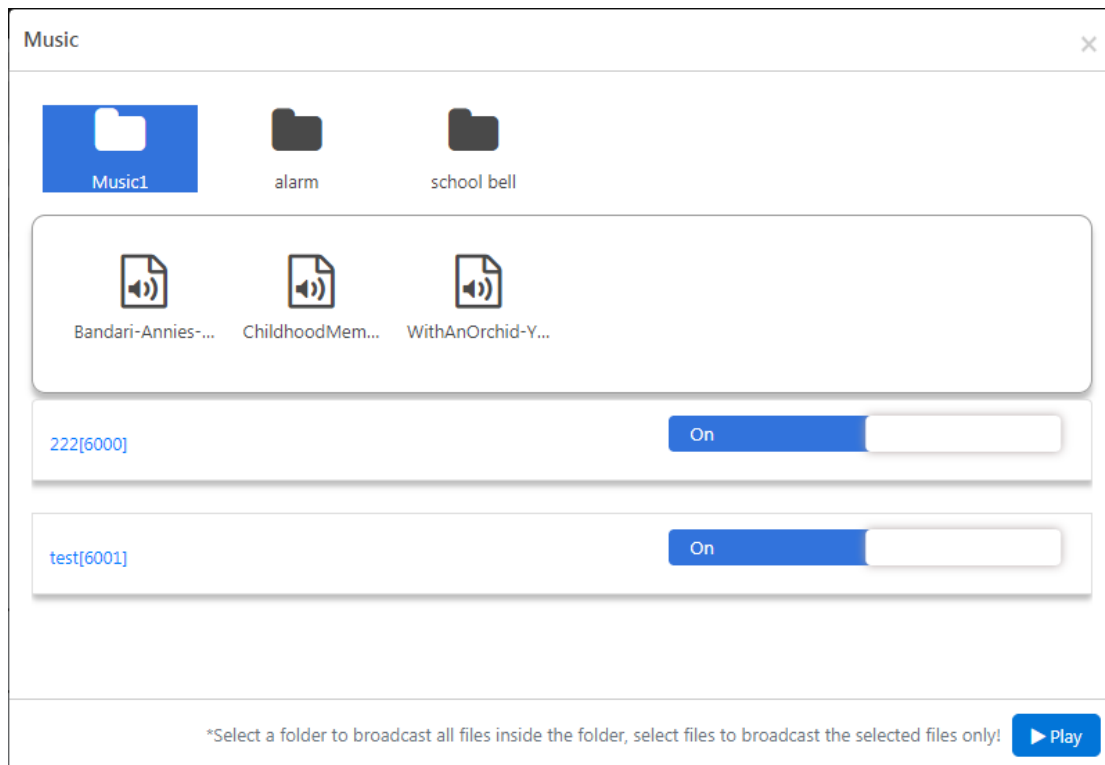
Select the music folder to play, and turn on the PA zones where you want to play music. After you click **"Play"**, the online paging gateways in the selected zones will start playing music. The music directory and audio files need to be configured on the admin Web GUI.

When USB drive has been attached to the MX500 system and contains MP3 format audio files in the root directory, there will be a USB icon ⟜⟜ , you can choose audio files from the USB to play.

Notice:

1. If only the music directory is selected, the music files in the entire directory will be played. If the file in the directory is selected, only the selected audio file will be played.

2. The music files in USB must be stored in the root directory otherwise the USB icon will not be displayed on the background music menu.

3. When all audio files of the audio folder had been played, it will start all over again until dispatcher press the stop button.

6   Scheduled PA

Once the scheduled PA task is set in the administrator interface, upcoming scheduled PA tasks will be displayed on the dispatcher home page, as shown below.
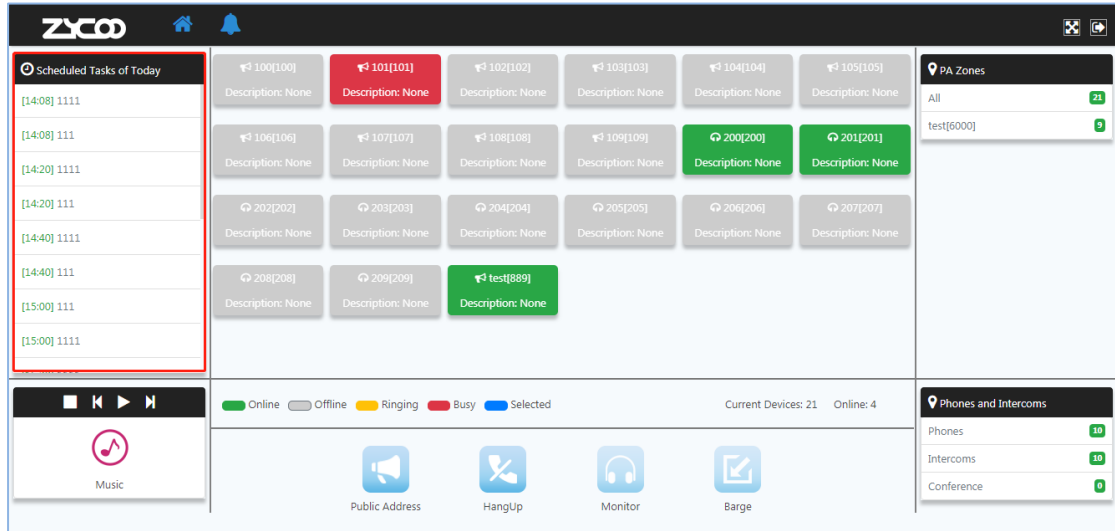
By clicking on one of the upcoming tasks you may view the PA zone and start time of this task.
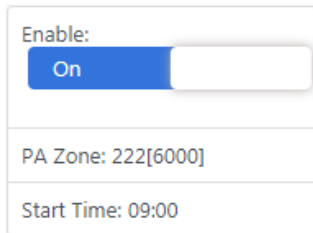

If you want to cancel this task, you may use the switch button to switch it off.

7   Speed-dial PA

Speed-dial PA could be used as emergency alert. It can be auto triggered by attaching sensors to the GPIO of the X30 SIP paging gateway, once those sensors are triggered it will automatically dial the pre-configured Speed-dial PA code to activate emergency alert. Or you may dial the Speed-dial PA code directly from the IP phone or pre-configured intercom key to activate emergency alert. Alternatively, you may activate or deactivate a speed-dial PA from the dispatcher's console.

Please click on the 🔔 button on the top of the home page.
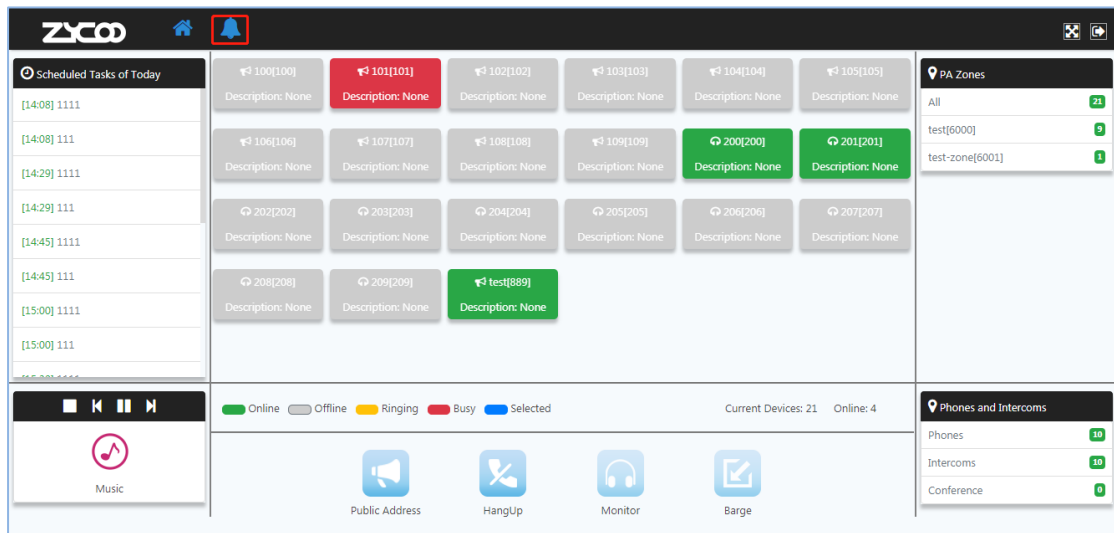
Then click on the [Start] button of a Speed-dial PA to start the emergency alert/alarm.

PA Code ❓	Termination Code ❓	PA Zone ❓	Audio File ❓	Status	Options
133	331	test[6000]	@@@@@4/westlife - the rose	● Available	Start
1 in total					

- **PA Code**: PA code can be dialed on the IP phone or preconfigured as GPIO dial number or intercom number.

- **Termination Code**: dial the corresponding termination code of an activated speed-dial PA to terminate the emergency alert.

- **PA Zone**: the PA zone the speed-dial PA applied to.

- **Audio File**: the alarm sounds to be played by the speed-dial is different from the scheduled PA in that the scheduled PA plays the entire audio directory, while the speed-dial PA is an audio file.

Once a speed-dial PA went on, to deactivate the speed-dial PA, please click on the [Stop] button or use an authorized IP phone extension to dial the termination code to terminate the ongoing speed-dial PA (alert/alarm).

PA Code, Termination, PA Zone and Audio file have already preconfigured on the admin Web GUI. The dispatcher can initiate it directly.

8   Live Announcements

There are two ways to achieve live announcements. The first one is by dialing the PA endpoint number or PA zone number. The other way of making live announcement is on the dispatcher Web portal.
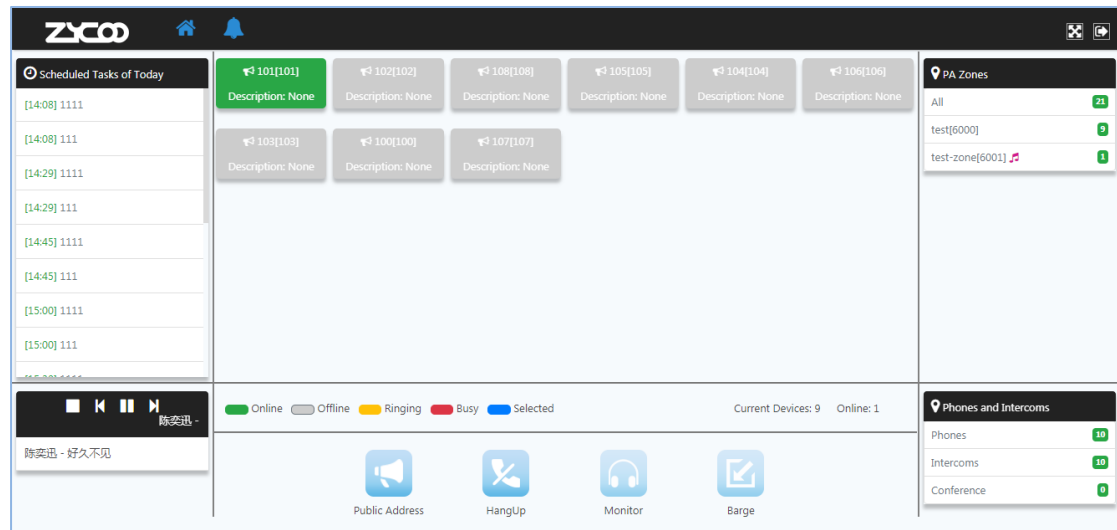
From the dispatcher's Web portal, select a PA zone, and then select the online SIP paging gateways, and then click on the ![] button to make a live announcement. Click on the ![] button to hang up all and end the live announcement, or select one endpoint device, then click on the ![] button to end the announcement on the select SIP paging gateway.

Notice:

The device used for live announcements should be an IP phone or SIP microphone, and the extension number had been preconfigured as "Dispatcher's Extension" by the administrator user. Before making live announcements please ensure your extension (IP phone or SIP microphone) is online.

9 Phones and Intercoms

9.1 IP Phone

IP phones are used for receiving intercom calls, making live announcements, internal calling, etc. To view the IP phone extensions please click on the **Phones** menu.
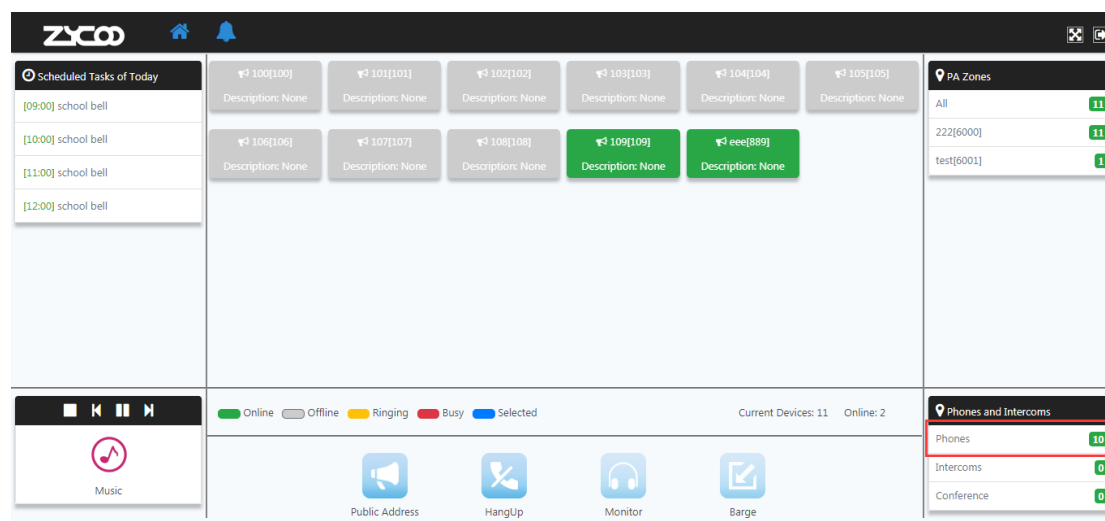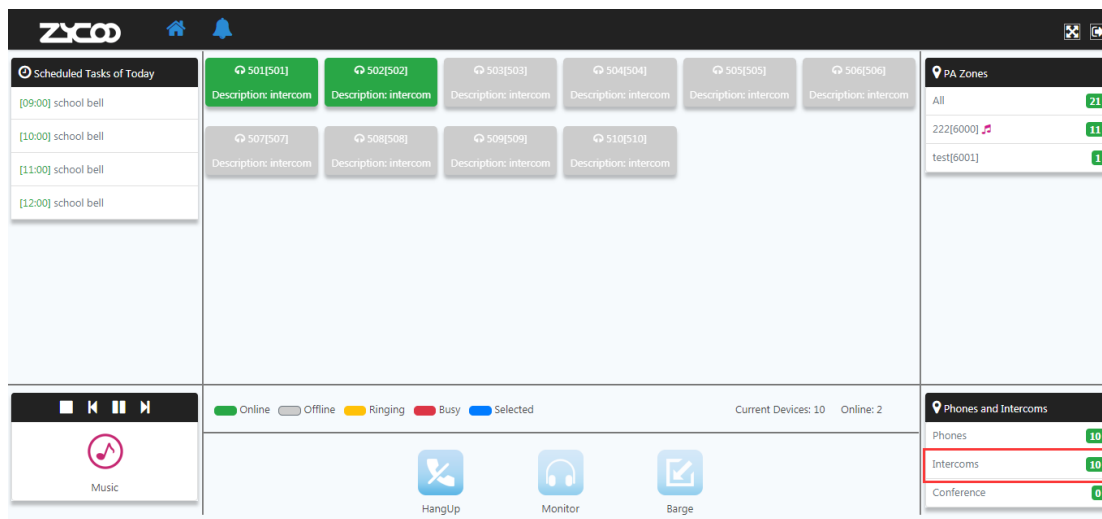

The control panel of IP phone contains: HangUp, Monitor, Barge and Invite to meeting options.

- **HangUp**: select an IP phone extension which is in call and click on [icon] button you may end this call.

- **Monitor**: select an IP phone extension which is in call and click on the [icon] button, the dispatcher can use his own extension to listen to the phone call conversation. However neither of the callers can hear the dispatcher's voice.

- **Barge**: this feature is similar to a 3-way conference call. When an IP phone extension is in call, the dispatcher user can select the extension and click on the [icon] button to barge into this call and to talk to both of the callers.

- **Invite to meeting**: The dispatcher user can choose one or more extensions and click on the [icon] button. When those extensions answered the invitation call from the MX500 system they will enter the conference room. If there is only one extension in the current conference room, this extension will listen to hold music until other extensions join the conference.

9.2 Intercoms

To view the intercom device status please click on the **Intercom** menu.

The control panel options of Intercom extensions including HangUP, Monitor and Barge. It's the same as control panel of IP phone extensions.

9.3 Conference

Conference manager feature is only applicable to the IP phone extensions. Dispatcher user can start a conference by clicking on the **Phones** menu and select the desired extensions then click on the [button] button to invite the IP phone extensions to conference. When the IP phone extension users answered the invitation call from MX500 SIP paging and intercom system, conference will now begin.

By clicking on the **Conference** menu, dispatcher user will be able to manage the conference.
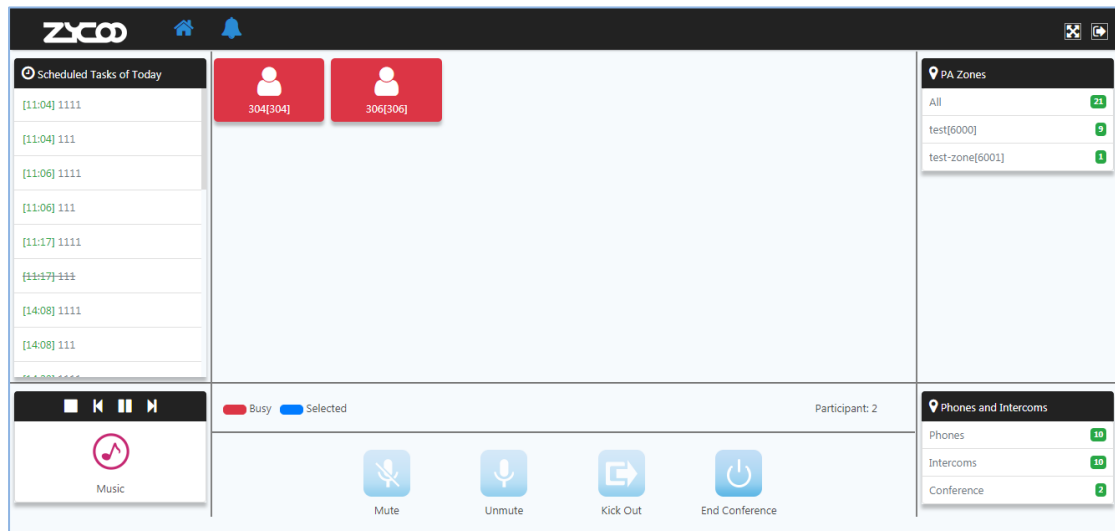
In the above example, there are two participants in the conference room, the features in the conference control panel includes Mute, Unmute, Kick Out and End Conference.

- **Mute**: select the extension and click on button, this extension will be muted and will not be able to speak to others but only listen.

- **Unmute:** select the muted extension/extensions and click on button, the extension will be unmuted and he/her can speak to other participants.

- **Kick Out**: kick the selected extension out of the conference room.

- **End Conference**: end conference by clicking button.

During the conference, if someone is not joined in, dispatcher user can click on the **Phones** menu again and re-invite the extension to join in the current conference room.