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





1. Introduction

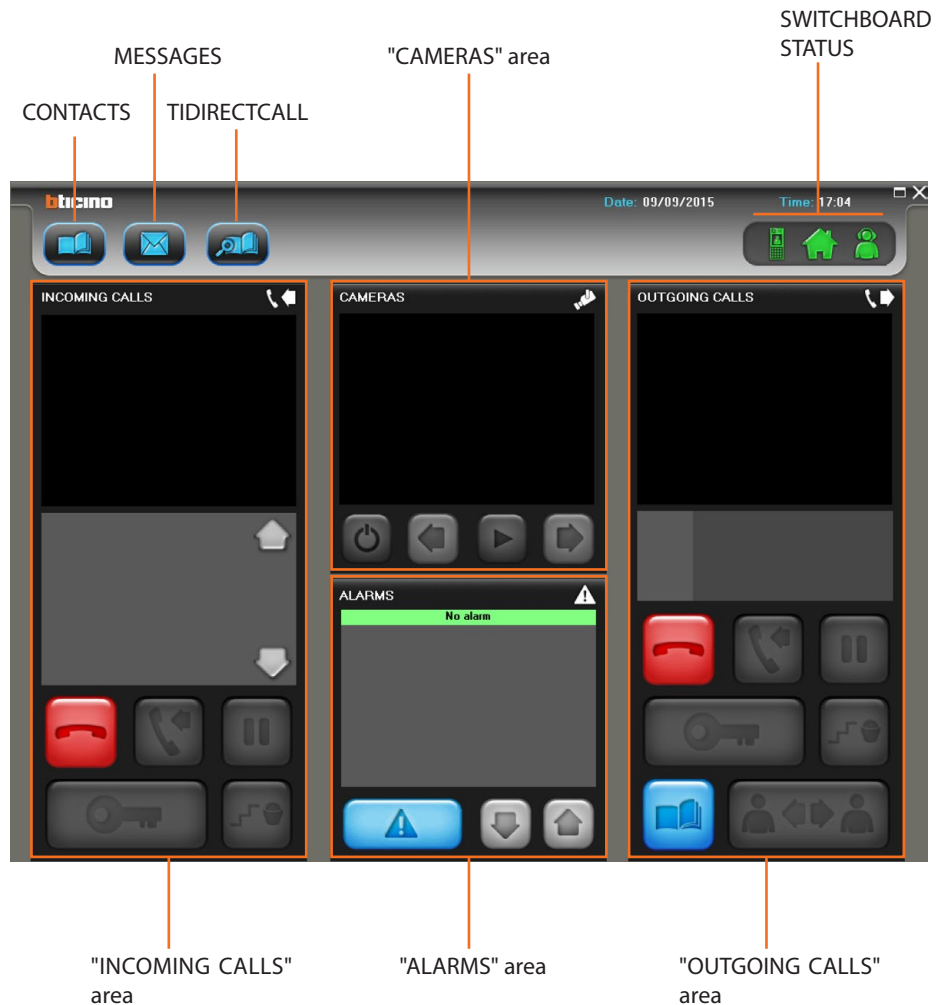
Note: in this manual, the term Switchboard is used when referring to the SoftSwitchboard software.

In addition to the standard functions (opening locks and video control), when correctly configured using the SwitchBoardConfig program, the SoftSwitchboard program can also be used to receive and forward audio/video calls, manage alarms from individual Handsets, as well as for sending and receiving text messages from handsets and other switchboards.

2. Description of the interface

At program start-up, the main screen appears. This can be used to activate the switchboard functions.

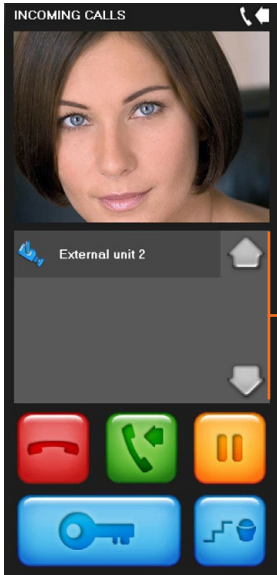
-  Open the **Contacts** section.
-  Open the **Message** folder.
-  Open the **TiDirectCall** section.
-  Enable/disable the switchboard from receiving calls from the EP; when disabled (grey), calls are forwarded directly to the Handsets.
-  Enable/disable the switchboard from receiving calls from the Handsets; when disabled (grey), the calling handset will receive one of three different types of answers, depending on configuration of the interface connected to the handset: no response at all, display of the associated camera, and no response, but with the call being saved in the memory of the Switchboard.
-  Enable/disable the temporary absence of the switchboard operator. If a call is received while the switchboard is disabled (grey), the call is forwarded to another switchboard (if present in the system), otherwise it will be listed among the "missed calls".



- **"Incoming calls" area:** this area is used for handling incoming calls; calls can be received from an entrance panel (hereinafter referred to as EP), a handset (hereinafter referred to as IP), or by another Switchboard.
- **"Cameras" area:** this area is used to display and scroll through the cameras connected to the switchboard (using SwitchboardConfig); it is possible to connect and scroll through up to 5 cameras.
- **"Alarms" area:** this area is used for managing alarms from the IP (fitted with alarm modules). The alarms received are then managed from the appropriate section.
- **"Outgoing calls" area:** this area is used for outgoing calls and calls forwarded to PE, PI or other Switchboards.

2.1 "Incoming calls" area






Using the keys described below, this area can be used to manage calls from EP, IP or Switchboards. The image sent from the camera connected to the EP or the Switchboard can also be displayed.



Camera area

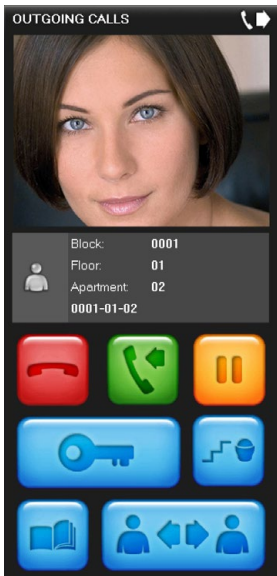
Scroll through calls

List of missed calls, if green, the call is active

-  End the call or delete a missed call from the list
-  Answer the call or to call the missed caller back
-  Put the call on hold
-  During the communication/call only opens the door lock of the caller or connected EP. If there is no connection instead it opens the door lock(s) configured at rest
-  Switch the staircase lights on








2.2 "Outgoing calls" area


Using the keys described below, this area can be used to manage outgoing calls to EP, IP or the Switchboard. The image sent from the camera connected to the EP or from another Switchboard can also be displayed.



Camera area

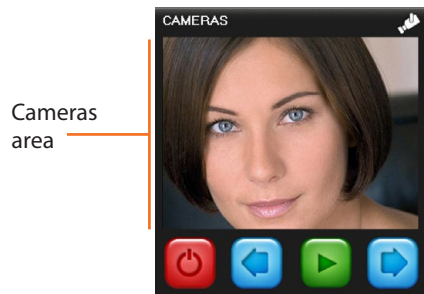
Call information area





-  End the call
-  Call IPs, EPs and Switchboards
-  Put the call on hold
-  During the communication/call only opens the door lock of the caller or connected EP. If there is no connection instead it opens the door lock(s) configured at rest
-  Switch the staircase lights on
-  Open the address book
-  Establish communication between the IP and EP

 When there are several suitably configured door locks at rest, they will all activate simultaneously.

2.3 "Cameras" area

Using the keys described below, this area can be used to enable/disable the display and scroll through all connected cameras.



-  Activates/deactivates the camera display. After 30', without doing anything else, the camera switches off and when it is activated with the same pushbutton it displays the camera following that previously displayed
-  Cycles manually going to the previous camera
-  Automatically cycles the cameras
-  Cycles manually going to the next camera

2.4 "Alarms" area

Using the keys described below, this area can be used to display current alarms received from the IPs. Click on the Alarms key to access the corresponding section, and manage the alarm received.



Scroll through the alarms



Open the **Alarms** section

3. Contacts

This section is used to display and select contacts previously created using TiContacts. To access the contacts section:



> Click **Contacts**

The following screen appears:

Labels for the CONTACTS screen:

- Internal Units (button)
- External Units (button)
- Switchboards (button)
- Drag the column header you want group by (text)
- Table columns: Status, Block, Floor, Apartment, Name
- Table rows (example data):

Status	Block	Floor	Apartment	Name
0001	01	01	01	0001-01-01
0001	01	01	02	0001-01-02
0001	01	03	03	0001-01-03
0001	01	04	04	0001-01-04
0001	02	01	01	0001-02-01
0001	02	02	02	0001-02-02
0001	02	03	03	0001-02-03
0001	02	04	04	0001-02-04
0001	03	01	01	0001-03-01
0001	03	02	02	0001-03-02
0001	03	03	03	0001-03-03
0001	03	04	04	0001-03-04
- Navigation arrows (up, home, down)
- Confirm selection button (green arrow)

4. Messages

This section can be used to send and/or receive messages to/from other Switchboards or IPs. For managing messages, the main message management functions typical of e-mail clients have been included.



> Click **Messages** (when new messages are present, the icon is green. Once pressed, the icon returns to normal status)

The following screen appears:




Note: the message function can only be used on enabled IP.

Labels for the MESSAGE MANAGER - DELETE ITEMS screen:

- New message (button)
- Message management (button)
- Read messages (button)
- Scroll through messages (vertical arrows)
- Outgoing messages (0)
- Sent messages (1)
- Received messages (0)
- Deleted messages (0)
- Message Tools: Deleted messages (trash icon), Permanently delete the messages from the bin (trash icon)
- Message filter (buttons)

5. TiDirectCall



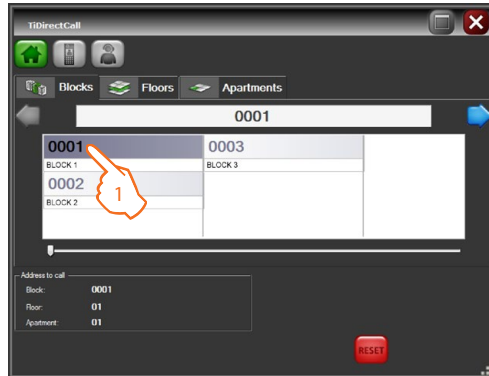
-  Apartments
-  Entrance panels
-  Switchboards

This section can be used to directly call entrance panels, switchboards, and apartments previously saved using TiContacts.

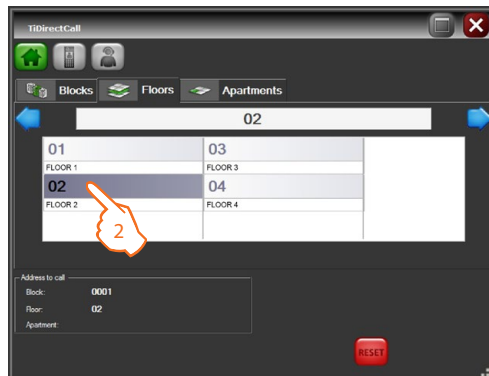
The TiDirectCall section can be displayed in two ways, based on the configuration performed using TiContacts

> Click TiDirectCall

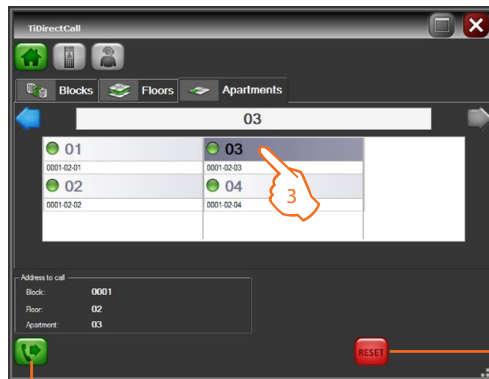
The following window appears:



1 > Select the desired block



2 > Select the desired floor



3 > Select the desired apartment






Call the selected apartment

Clear the fields to perform a new search



> Click TiDirectCall

Use this key to call the apartment, switchboard or entrance panel, after entering its complete address (in numeric format only):

-  Open the door lock
-  Activate the camera associate to the entrance panel
-  Call another system switchboard
-  Call the selected apartment
-  Cancel



Example:

- 0001 = block
- 01 = floor
- 02 = apartment

1 > Call the selected apartment

5. Alarms

In this section the technical alarms from one or more MyHOME apartments configured with the video door entry system or from the Alarm Modules (349416/17/19) associated to the IU can be managed. The alarms received are processed by the Switchboard and closed after the necessary operations have been performed.

Alarm related events and their characteristics can also be displayed in the Events History section.

To access the alarm section:

- > Click the Alarms key

The following screen appears:



Alarms management


Scroll through the alarms

Take charge of the alarms

To create groups, drag the heading of the column in the grouping area.

 Active alarms

This screen displays active alarms.

 Alarm to terminate

This screen displays the alarms for which charge has already been taken, and which need to be terminated.

 Alarm history

This screen displays the alarm history.

 Events history

This screen can be used to reconstruct the history of events connected with an alarm.

6. Examples of use

6.1 Managing a call from the EP

This example shows how the Switchboard can handle a call from the EP.



The Switchboard receives a call from the EP.



The area "Incoming calls" displays the image being recorded by the camera of the EP displayed in the "Call information" area.

- > The switchboard answers the call



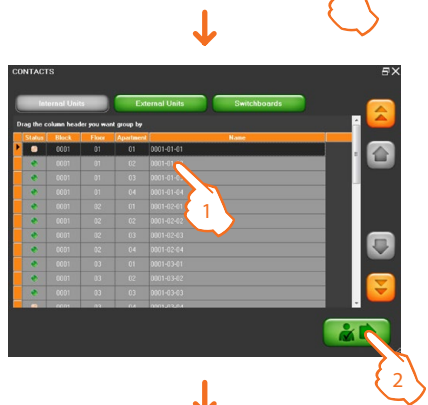
- > After listening, the EP puts the call on hold

The image of the connected camera disappears.






> Access the **Address book** to select the IP to which the call should be transferred to




1 > Select the desired apartment
2 > Press confirm



 Communication not active
> Call the IP



 Communication on hold
> Wait for the IP to answer



 Communication active

The IP displays the image from the EP camera.

- > Put the call on hold to transfer it



 Communication on hold

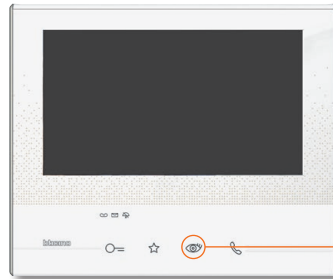
- > Establish communication between the IP and the EP



The Switchboard is now free to receive other calls from EPs or IPs.

6.2 Managing a call from the IP

This example shows how the Switchboard handles a call from IPs.



> The IP calls the Switchboard



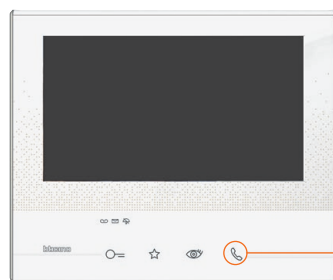
The Switchboard receives a call from the IP.

> The switchboard answers the call



 Communication on hold

The Switchboard stays on hold, beeping repeatedly until the IP establishes communication.



The IP initiates communication.



 Communication active

The IP displays the image from the WebCam (if present and already configured in SwitchBoardConf) connected to the Switchboard.

6.3 Sending messages

This example shows how to send a text message from the Switchboard.



> Enter the **Message** section

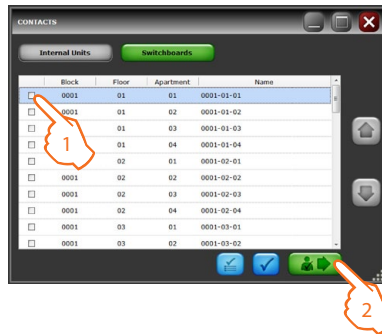


> Click new message



> Enter the **Address Book**





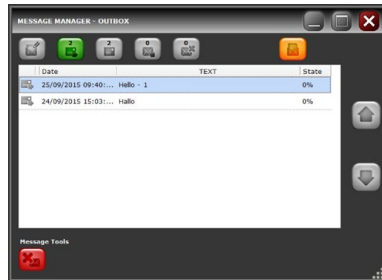
- 1 > Select the address the message is to be sent to (multiple selection is also possible)
- 2 > Press confirm



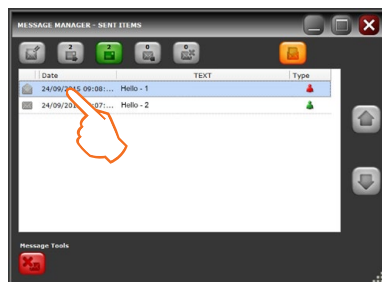
The switchboard can send text messages up to a maximum of 150 characters: we advise however limiting the text length because the IP can only display the first 52 characters of the message. The messages between switchboards will instead be displayed in full.



- 1 > Write a text message of up to 150 characters
- 2 > Send the message



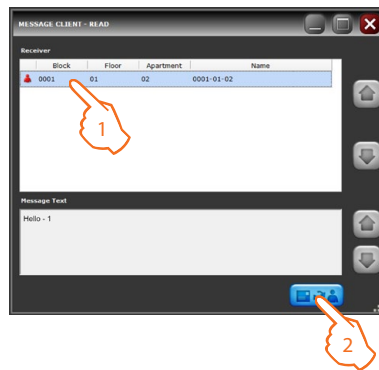
The progress of the **Outgoing message** forwarding procedure can be displayed in the outgoing messages screen (in percentage).



The sent Messages screen can be used to display the list of successfully sent messages (green icon). After 24 hours, any messages that the Switchboard is unable to send, will be displayed with an error notification (red icon).

- > Double click to display the unsent message





The message can now be resent

- 1 > Select the message
- 2 > Press confirm

6.4 Receiving messages

This example shows how to manage received messages.

When the message icon is green, a new message has been received.

- > Click Messages

The following screen appears:



This screen can be used to display received messages.



Deleted messages are moved to the bin, from where they can be permanently deleted.

6.5 Managing alarms

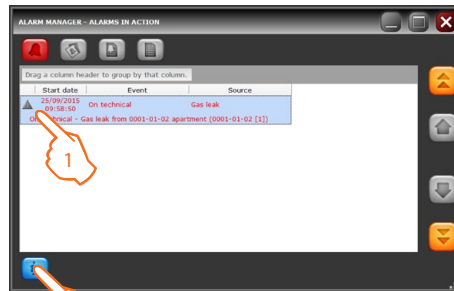
This example shows how to handle an alarm from a IP.

Technical/Burglary alarm



The Switchboard receives an alarm.

- > Enter the **Alarm management** section



- 1 > Select the relevant alarm
- 2 > Open the selected alarm



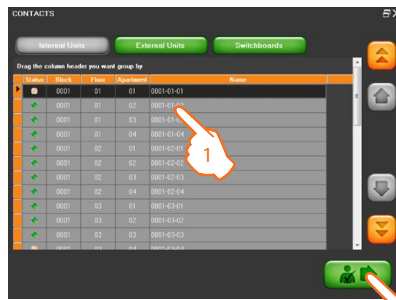
The Switchboard receives an alarm.

- > Enter the **Alarm management** section
- > After displaying all information and entering any comments, press the alarm handling key



If desired, the switchboard can now call the IP the alarm was received from.

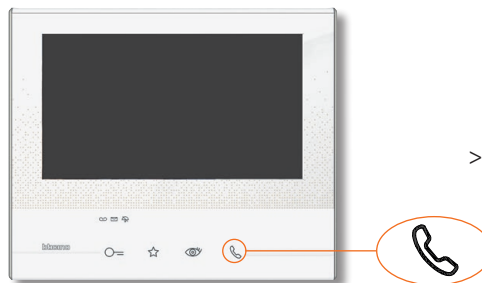
- > Open the **Address book**



- 1 > Select the apartment the alarm has been sent from
- 2 > Press confirm



> Call the IP

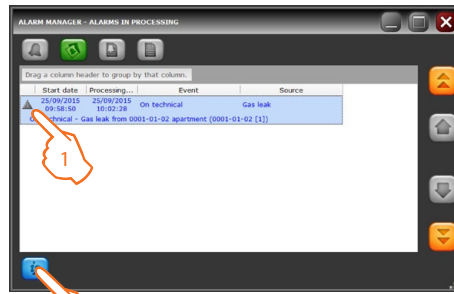


> The IP answers



> Enter the Alarm management section again

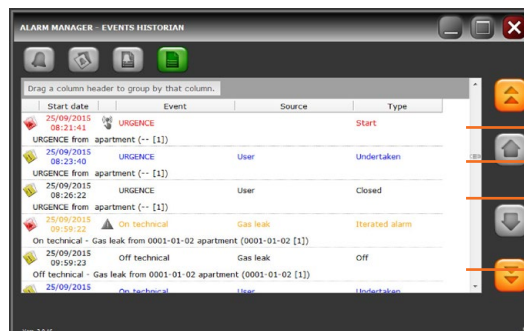




- 1 > Select the alarm to terminate
- 2 > Open the selected alarm



- > After displaying all information and entering any comments, terminate the alarm pressing the relevant key.



- Alarm start
- Taking charge
- Alarm termination
- Alarm end

When the alarm is selected in the **Events History**, all the events connected with the alarm are displayed. This enables recreating the history of the alarm.

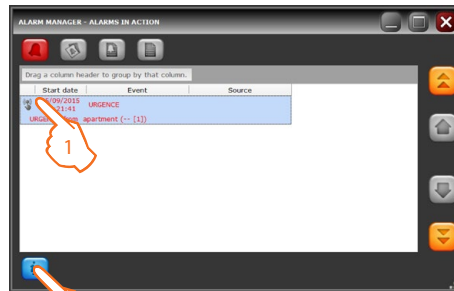
Panic Alarm

In case of panic alarm, the Switchboard directly enters into communication with the IP the alarm has been sent from, even if IP has not been saved in the address book.



The Switchboard receives an alarm.

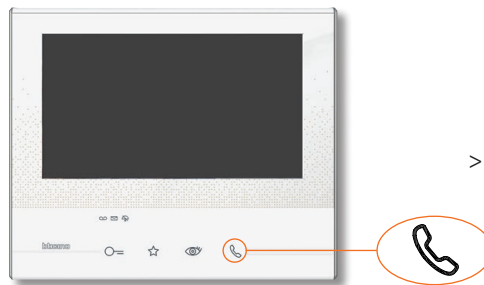
- > Enter the **Alarm Management** session



- 1 > Select the relevant alarm
- 2 > Open the selected alarm



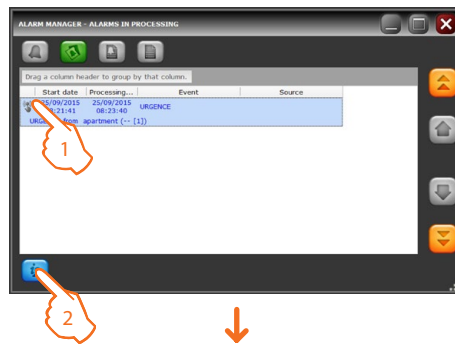
- > After displaying the information and entering any comments, press the appropriate key for taking charge the alarm. The Switchboard establishes communication with the IP (the call is automatically sent to the IP: only at this time the system accepts that charge of the panic alarm has been taken)



- > The IP answers



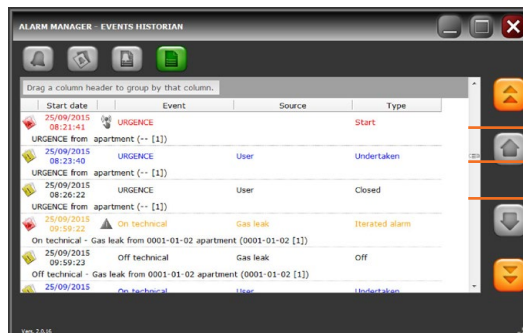
> Enter the Alarm Management section again



- 1 > Select the alarm to terminate
- 2 > Open the selected alarm



> After displaying all information and entering any comments, terminate the alarm pressing the relevant key



- Alarm start
- Taking charge
- Alarm termination

When the alarm is selected in the **Events History**, all the events connected with the alarm are displayed. This enables recreating the history of the alarm.

7. FAQ

FAQ - MESSAGES

1. Why is the message not sent to one or more recipients?

- The recipient/s is/are not on line; check that the Switchboard or the PI are working correctly.
- The addressee (IU) is not enabled to receive messages: verify that the IU is an Axolute Video Station (349310), an Axolute Video Display (349311), both with Firmware version 2.0 or higher, or a Classe300.
- The Switchboard sending the message is not set as reference switchboard on the 346890/91 interface to which the recipient IP is connected; check the interface configuration.

2. Why is the message forwarding procedure not completed, and the message remains in the "Outgoing messages" folder?

The Switchboard is unable to send the message to all receivers (see previous question). The switchboard will continue to try and send the message for the next 24 hours: if after 24 hours the switchboard is still unable to complete the message forwarding procedure, the message will be moved to the "Sent messages" folder, with an error notification (red figure); it will now be possible to display in details which receivers have correctly received the message, and only resend the message to the receivers for which the previous message forwarding procedure failed.

3. Why is the address of a recipient not listed in the TiMessage address book?

The Switchboard or the IP the user wants to send the message to, have not been entered in the Switchboard address book; Use TiContacts from SwitchboardConfig, to check that the message recipient has been entered correctly in the address book of the active project on the Switchboard.

4. The user only wants to delete some of the messages displayed. Is it necessary to delete them one by one?

No, it is possible to select several messages to be deleted at the same time. Click the messages to delete with the mouse, while at the same time pressing and holding down the CTRL key.

FAQ - ALARMS

1. Why is the alarm not reaching the Switchboard?

The Switchboard the user expects to receive the alarm notification on, has not been set as reference Switchboard by the 346890/91 interface; check the interface configuration.

2. Why are the details of the IP sending the alarm not included in the alarm details?

- The recipient/s is/are not in line; check that the Switchboard or the PI are working correctly.
- The configuration of the alarm notification module is wrong (349416/17); check configuration (3 configurators: mode, T1 and T2).
- The IP sending the alarm has not been entered in the Switchboard address book; Use TiContacts from SwitchboardConfig to check that the IP has been correctly entered in the address book of the active project on the Switchboard. For panic alarm, the alarm will however be taken in charge by forwarding a call to the IP, which will be displayed on the Switchboard as "Unknown" IP.

3. Why are the alarm details not including the details of interface 346890/91 (INT2FIP), to which the IP sending the alarm is connected?

The configuration of the alarm notification module is wrong (349416/17); check configuration (3 configurators: mode, T1 and T2).

4. Why is no charge taken of the panic alarm when the appropriate key is pressed (the automatic call is not sent to the IP)?

The configuration of the alarm notification module is wrong (349416/17); check configuration (3 configurators: mode, T1 and T2).

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