



Clear-Com Concert™

Client User Guide

V.2.7



Document Reference

Clear-Com Concert Client User Guide

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1 Setting up the Client

Clear-Com Concert™ is a multi-user conferencing and intercom application. This guide describes how to set up and use the Concert Client on your PC.

Before setting up the Concert Client, ensure that:

- The Concert server has been installed and configured (see the *Concert Server Installation Guide*).
- Your system meets the minimum recommended requirements (see below).

Note:

For all Concert v2.7 release software and documentation, see your Concert DVD.

1.1 System requirements

Operating System (OS)		Windows XP, Windows Vista, Windows 7
Processor		Intel® Pentium® 4 Processor (2.8GHz) or comparable
Memory	RAM	2 GB
		60 MB free hard disk space
Network Card		100 MB Ethernet interface or better
Audio Device		Built-in (on board) audio device USB headsets USB conference phones

Table 1: System requirements

1.2 Installing the Client

To install the Concert Client:

1. Insert the Concert DVD into the PC's DVD drive.
2. A dialog opens. Click on **autorun.exe**. The Concert information page is displayed within your default web browser. Click on the **Install Windows Client** link.

Note:

The information page may be opened manually by double-clicking on the file **autostart.htm** located on the DVD.

3. The Concert Setup wizard is launched. Follow the onscreen instructions.

Tip: Before you begin the installation, find out the **Concert Server address**. The Concert Setup wizard will ask you to enter (confirm) the server address during the installation.


1.3 Configuring the Concert Server address []

At the end of the client installation, you are asked to enter (or confirm) the address of the Concert Server.

If neither of the following two situations exists, then you may skip to the next section.

- The Concert server's IP address changes.
- The Concert **Media** server (IVR) and **Login** server (EMS) are running on separate platforms.

To configure Concert Server information on the Client:

1. In the Client window, either:
 - Select **Config > Server** from the top menu
 - Click the configuration icon []. In the left pane of the configuration dialog, select **Server**.
2. Within the **Login server** field, enter the address of the server which the EMS application is running.
3. If the IVR application is running on a different server platform than the EMS application, enter the address of IVR server within the **Media Server** field.
Click **Save**.
4. To save the configuration, click **Save**.

1.3.1 Eclipse settings

The **Advanced** section within the server configuration dialog also displays access parameters for client connections to Eclipse, the digital matrix system from Clear-Com. These parameters cannot be edited locally, but may be configured by your system administrator through the Eclipse Configuration System (ECS) or alternately, the web-based Concert Management Interface (CMI).




1.4 Configuring the audio devices []

After installing the Concert Client, you **must** configure both an input (Mic) and output (speaker) audio device to gain access to the Concert system.


Note:

When the Client is started for the first time after installation, the **Config > Devices** dialog is displayed automatically.


To choose an audio device:

1. In the Client window, either:
 - Click the configuration icon []. In the configuration dialog, select **Devices**.
 - Select **Config > Devices**.
 - Click **Check Devices** [] and then click the configuration icon [].


The **Devices** configuration dialog is displayed.

2. In **Sound device**, select a device from the input audio device [] drop-down.

To ensure that the input device is selected by default the next time you start Concert, click **Preferred** [Preferred].

3. In **Sound device**, select a device from the output audio device [] drop-down.

To ensure that the input device is selected by default the next time you start Concert, click **Preferred** [Preferred].

4. In **Ringing sound device**, select the audio device for outputting the ring tone [] when a call is received.

To ensure that the audio device is selected by default the next time you start Concert, click **Preferred** [Preferred].

5. To apply and save the configuration, click **Apply** and then **Save**.

1.4.1 Using a non-Preferred audio device


The Devices dialog only lists the hardware devices that are currently connected, installed and enabled on your computer. If the preferred device is unavailable when you start the Client, Concert will:



- Automatically select the first available device from the devices list, such as the onboard sound card.
- Display the **Devices** dialog before login, enabling you to select an alternative device to the one automatically chosen.

Tip: The names of the currently enabled input and output audio devices are also displayed above the volume slide controls in **Check Devices** [].

1.4.2 Checking the audio devices


To check that the audio devices are working correctly:




1. In the Client console, click **Check Devices** []. The **Check Devices** area is displayed at the bottom of the screen.

To check that the input audio device [] is working correctly, click the audio test icon [] and speak into the mic (audio input device).


To adjust the volume, drag the red icon [] on the input (top) volume slide control.

Note:


The input (top) volume slide control is disabled for certain devices. The volume level indicator [] remains functional. If the input (top) volume slide control is disabled, use the volume controls on the PC.

2. To stop the test, click the audio test icon (active mode) [] again. If you do not stop the test, the test ends automatically after 30 seconds.
3. To check that the output audio device [] is working correctly, click the play output icon []. Music is routed through the output audio device (loudspeaker or earphones).

To adjust the volume, drag the red icon [] on the output (bottom) volume slide control.

4. To stop the test, click the stop icon []. If you do not stop the test, it ends automatically after 30 seconds.




Note:

Check Devices [] opens automatically when no audio is detected on the audio input device (mic) after:


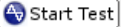
- Login
- Joining a conference in either **Talk** mode or **Talk** and **Listen** mode.
- Calling a contact or answering a call from a contact.
- Opening the Intercom Panel from idle (the Client enters idle mode during periods where the application is open but not in use).

See also **5.5 Audio quality issues**.

Alternatively, you can check both the audio devices and the ring tone in the **Devices** configuration dialog:


1. In the Client window, either:
 - Click the configuration icon []. In the configuration dialog, select **Devices**.
 - Select **Config > Devices**.
 - Click **Check Devices** [] and then click the configuration icon [].

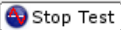


The **Devices** configuration dialog is displayed.

2. In **Sound Device > Input** [], check that the input audio device is working correctly by clicking **Start Test** [].

To adjust the volume, drag the volume slide control.


IMPORTANT NOTE!



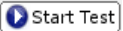

The input volume slide control is disabled for certain devices. The volume level indicator [] to the right of the volume slide control remains functional. If the input (top) volume slide control is disabled, use the volume controls on the PC.

3. To stop the test, click **Stop Test** [].
4. In **Sound Device > Output** [], check that the output audio device is working correctly by clicking **Start Test** []. Music is routed through the output device (loudspeaker / headphones).

To adjust the volume, drag the volume slide control.

Note:

The volume level is indicated by the volume level indicator [] to the right of the volume slide control.

5. To stop the test, click **Stop Test** [].
- In **Ringing sound device**, check that the audio device for outputting the ring tone [] is working correctly by clicking **Start Test** [].
6. To stop the test, click **Stop Test** [].
 7. Make any adjustments to the configuration you require. To apply and save the configuration, click **Apply** and then **Save**.

Note:


*You can also test the sound device from the Intercom Panel. For details, see **3.2.3 Testing the audio device**.*

1.5 Configuring the General settings []

General settings comprise:

- Startup options
- Automatic call answering
- History cleanup and Chat message archiving
- Logs (a facility for selecting the level of detail for log files and placing log files in a compressed archive (zip) on the desktop)

To configure the General settings:

1. In the Client console, either:
 - Select **Config > General**.
 - Click the configuration icon []. In the configuration dialog, select **General**.
2. In **Startup**, the following two options are:
 - Select **Start Clear-Com Concert when computer starts**
 - Select **Sign me in automatically when Clear-Com Concert starts**

Leave checkboxes unselected to start Concert manually.

3. In **Automatic call answering**, select either:
 - **Disabled**, to disable automatic call answering
 - **Enable automatic answering on incoming calls**
 - **Enable automatic answering on incoming calls from...**

If you select the final option, you must specify the contacts whose calls are accepted automatically:

- a. In the **Choose contacts...** list, select one or more contacts.

Tip: Use <Shift>+ or <Ctrl>+ to select multiple contacts.

- b. To move the selected contacts to the **Answer calls from...** list, click **Add**.

4. In **History**, you can:
 - Remove past Event messages by clicking **Clear Event History**.
 - Remove past Chat messages by clicking **Clear Chat History**.
 - Archive past Chat messages within the chat window by selecting **Archive Chat Messages**.

5. In **Logs**:

- a. Use the drop-down list in **Trace Level** to select the level of detail for the event logs.
- b. Use **Send logs to desktop** to place **all** the event log files generated by Concert into a compressed archive (zip).

The archive is saved to your desktop under the name **CCR [date].zip**, where **[date]** is the date and time of the creation of the archive.

Note:

Use Logs for troubleshooting only. Setting the Trace Level to a high level of detail may affect the performance of your Client.

6. To save the configuration, click **Save**.

Note:

*Save is only required if you changed the **Trace Level** for event logs.*


1.6 Configuring Notifications []

Notifications are messages about the status of other Concert users. Notification messages are displayed in the Task Bar area of your PC.

In the Notifications dialog, you can:

- Select the events that will trigger a notification (such as a change in the status of a contact, or a call or chat message from a contact).
- Specify how transparent a notification appears on screen.
- Specify how long a notification remains on screen (from 1 to 20 seconds).

To configure Notifications:

1. In the Client console, either:
 - Select **Config > Notifications**.
 - Click the configuration icon []. In the configuration dialog, select **Notifications**.
2. In **Notify me when contact...**, select one or more events that will trigger a notification (such as a change in the status of a contact, or a call or chat message from a contact).
3. In **Duration (seconds)**, use the slide bar to select how long a notification remains on screen (from 1 to 20 seconds)
4. In **Transparency (%)**, use the slide bar to select how transparent a notification appears on screen (the default is 25% transparent).
5. To preview the appearance of notifications, click **Preview**.
6. To save the configuration, click **Save**.

1.7 Configuring the Audio settings []


The Audio dialog enables you to carry out a more advanced configuration of the *Quality of Service (QoS)* audio settings. There are two modes:

- **Simple mode**, which enables you to configure network settings and a limited range of QoS audio settings.
- **Advanced mode**, which enables you to configure bandwidth, and a more complex range of QoS audio settings.

Note:

Advanced mode is intended for more experienced users.

To configure the Audio settings in **Simple mode**:

1. In the Client console, either:
 - Select **Config > Audio**.
 - Click the configuration icon []. In the configuration dialog, select **Audio**.

Note:

Simple mode is pre-selected in the Audio dialog.

2. In **Network Settings**, select the type of network connection that best describes your network (the default setting is WAN).

Select from the following types of network connection:

Network connection	Description
LAN	Concert is used on a corporate LAN (same office). High and stable bandwidth. High audio quality but more bandwidth is used.
WAN	Default setting. Concert is used on a corporate WAN (controlled network environment). Bandwidth is reduced between two offices or sites.
Internet	Concert is used on a wireless, low bandwidth or poor quality Internet connection. A higher level of packet recovery is enabled.

Table 2: Audio: Network Settings (Simple mode)

3. In **Network Settings**, you also have the option to change your network settings for the Eclipse Network.

To change the default setting, deselect **Get Eclipse Network from server (default)**. From the drop-down list, select the appropriate setting (**LAN**, **WAN** or **Internet**).

Note:

To see if your system is enabled for Eclipse, the digital matrix system from Clear-Com, go to **Config > Server > Advanced mode**. Eclipse parameters cannot be edited. The parameters are set by your system administrator through the Eclipse Configuration System (ECS) or alternatively through the web-based Concert Management Interface (CMI).

For more information, see **1.3 Configuring the Concert Server**.

4. In **Options**, you can configure the following QoS audio settings:

QoS audio setting	Description	Default
Noise Filter/Voice Activity Detection	Reduces background noise and enables the microphone when speech is detected (interfaces only).	Disabled
Audio Buffer	Improves overall audio quality by adjusting the Windows Sound Channel Buffer. *	Medium


Table 3: Audio: Options (QoS audio settings, Simple mode)

Table Notes:

- * Higher settings increase latency but can solve issues with uneven ('choppy') audio. Lower settings decrease latency but can cause audio quality issues. The performance level of the PC is also a factor in determining the correct Audio Buffer setting.

5. To save the configuration, click **Save**.

To configure the Audio settings in **Advanced mode**:

1. In the Client console, either:
 - Select **Config > Audio**.
 - Click the configuration icon []. In the configuration dialog, select **Audio**.
2. **Simple mode** is pre-selected. To enter **Advanced mode**, deselect **Simple mode**.
3. In **Bandwidth Settings**, select the appropriate bandwidth (**Low**, **Medium** or **High**).

4. In **Options**, you can configure the following QoS audio settings:

QoS audio setting	Description	Default	
		Min	Max
Jitter	Smoothes out the audio in high-latency environments.	60ms	800ms
Echo Cancel	Helps eliminate echo (feedback). *	Enabled	
Noise Filter/Voice Activity Detection	Reduces background noise and enables the microphone when speech is detected (Interfaces only).	Disabled	
Loss Protection (Forward Error Correction – FEC)	Helps reduce the effect of packet loss.	Medium	
Audio Buffer	Improves overall audio quality by adjusting the Windows Sound Channel Buffer. **	Medium	

Table 4: Audio: Options (QoS audio settings, Advanced mode)

Table Notes:


* In most circumstances, we recommend that you keep **Echo Cancel** enabled. *Echo Cancel helps optimize audio quality by reducing noise and cancelling echo (feedback).*

However, we advise **disabling** Echo Cancel when using:

- Some Active Headsets (headsets with built-in sidetone or noise reduction).
- The Concert Client on a low performance CPU(for the minimum recommended standard see **1.1 System requirements**).

When Echo Cancel is disabled, the flashing Echo Cancel icon [] is displayed:

- In the bottom right of the Client console screen.
- At the top of the Intercom Panel.

You can enable Echo Cancel again by clicking the icon [].

** Higher settings increase latency but can solve issues with uneven ('choppy') audio. Lower settings decrease latency but can cause audio quality issues. The performance level of the PC is also a factor in determining the correct Audio Buffer setting.


5. To save the configuration, click **Save**.

1.8 Interfaces []

Use the Interfaces dialog to configure the hardware ports used by locally connected audio devices. Before you can configure interfaces:

- Your system administrator must enable your ability to configure interfaces.
- You must be logged into the Concert Server.

To configure the Interfaces:

1. In the Client console, either:
 - Select **Config > Interfaces**.
 - Click the configuration icon []. In the configuration dialog, select **Interfaces**.
2. In **Input**, select your audio input device from the drop-down list. The hardware ports that are available to that type of device are displayed.
3. To assign a channel to a port, click **Select a Channel**. Select a channel from the drop-down list.

Note:

Only those channels associated with your role (as configured by your system administrator) are displayed in the drop-down list.

4. To re-establish the channel configuration for a port every time you log in (or when you connect the device to the PC, while logged in), select **Auto Connect**.
5. To connect or disconnect channels, use the following buttons:

Button	Description
Action	Manually connect or disconnect individual channels.
Connect All	Connect all channels for this Client.
Disconnect All	Disconnect all channels for this Client.

Table 5: Interfaces: Connection buttons

Note:

Status shows the connection status for each channel.

6. In **Output**, repeat steps 2 to 5 for audio output devices.

Note:

*Changes to the **Interfaces** dialog are implemented **automatically**. **Save** and **Cancel** are only used to save and cancel changes to other dialogs.*

1.9 Configuring an audio feed []

The Audio Feed facility enables you to monitor a continuous audio source (listen-only program feed) within Concert. The connection status of the audio feed is shown by the Audio Feed icon in:

- The Client console.
- The Intercom Panel.
- The Audio Feed (configuration) dialog.







Icon	Description
	The audio feed is either disconnected or not configured .
	The audio feed is joined (connected) .
	The audio feed has been temporarily interrupted by a call or conference.


Table 6: Audio feed icons

To find out if the Audio Feed facility is simply disconnected or is yet to be configured, click the Audio Feed icon [] in either the Client console or the Intercom Panel.

If the Audio Feed facility requires configuration, the following message is displayed in the menu: **No Audio Feed Configured**.

To configure the Audio Feed facility:

1. Do any of the following:
 - Select **Config > Audio Feed**.
 - Click the configuration icon []. In the configuration dialog, select **Audio Feed**.
 - Click the Audio Feed icon [] in either the Client console or Intercom Panel. From the menu, select **Configure**.
2. Select an audio feed from the drop-down list. To join the audio feed, click **Listen**.

The Audio Feed icon in both the Configuration dialog and the console changes to green (live connection) [].

Note:


You can only listen to one audio feed at any one time. The range of available audio feeds is determined by your system administrator in the web-based CMI (Concert Management Interface).


3. To join the audio feed automatically at next login, select **Automatic Force Listen at Login**.

Note:

Changes to the **Audio Feed** dialog are implemented **automatically**. **Save** and **Cancel** are only used to save and cancel changes to other dialogs.

To leave (disconnect) an audio feed, do either of the following:

- In **Config > Audio Feed**, click **Disconnect**.
- In either the Client console or Intercom Panel, click the Audio Feed icon []. From the menu, deselect **Connected**.

The Audio Feed icon changes to gray (disconnected) [].

For more information about audio feed, see **2.7 Joining an audio feed**.

2 Using the Client

This chapter describes how to use the Concert Client. It shows you how to:

- Log in and change your password
- Make and receive direct calls
- Chat with other Concert users
- Join conferences
- Channel communication
- Use the Client menu in the Task Bar of your PC

2.1 Login

To login to the Concert system, you may either use one of the default users accounts included with every distribution of Concert or have your system administrator create a user account for you. The default account credentials are as follows:

- Username: user1 (user2, user3, user4, user5)
- Password: pass

The Login screen is displayed when Concert starts, unless automatic login has been set up (see Configuring the General settings)

Note:

You can also test the sound device from the Intercom Panel. For details see **3.2.3**.

To log into Concert:

1. Enter the **Username** and **Password**.
2. To start Concert automatically the next time your computer starts, select **Start automatically**.
3. To log in automatically the next time Concert starts, select **Sign in automatically**.
4. Click **Sign in**.

2.1.1 Changing your password

When you have logged in, you can change your password.




To change your password:

1. In the Client console, select **Config > Change Password**.
2. The **Change Password** dialog is displayed. Enter your current password.
3. Enter your new password (up to eighteen characters).
4. Re-enter your new password.
5. To confirm the change, click **Ok**.

2.2 Making a call

You can make a call to any online contact in your Contact list.


To make a direct call to a contact:


1. Check that the contact is online (available to call). The status of a contact is indicated by the icon [] to the left of their name. See **4.1.3** for information.
2. To make your call, do any of the following:
 - Select the contact and then click the direct call icon [].
 - Drag-and-drop the contact into **My Calls!**
 - Double-click the contact name.
 - If you have started a chat, but now want to call the contact, click the direct call icon [] within the Chat window.
3. If your call is:
 - Accepted by the contact, or you enabled **Automatic Answering** (see []), the call is established.
 - Not picked up after **one minute**, the call is terminated. The following message is displayed in the Task Bar: **[Name of Contact] did not answer your call.**
 - If your call was rejected by the contact, the following message is displayed in the Task Bar: **[Name of Contact] rejected your call.**

To acknowledge and clear a message, click the check mark icon [].

2.3 Receiving a call

When you receive a call, the name of the contact who is calling you is displayed in **My Calls!**

To **accept** the call, click the accept call icon [].

To **reject** the call, click the reject call icon [].

Note:


*You do not have the option to accept or reject the call if **Automatic Answering** was enabled by your contact. Call connection is automatic. For more information about configuring **Automatic Answering**, See 1.5.*

Note:

You can also test the sound device from the Intercom Panel. For details, see 3.2.3.

2.4 Starting a chat

To start a chat with a contact:


1. Select a contact and click the chat icon [].
2. The Chat window is displayed. Type your message and click **Send**.

Sent and received messages are:

- Posted in the top pane of the Chat window.
- Time stamped.

2.4.1 Broadcasting a chat to a group

You can broadcast a chat to all the members of a group.

Groups are used to organize the contacts in your contact list. The contacts that belong to a group are displayed beneath the group name in your contact list. To hide or reveal the contacts that belong to a particular group, double click the double arrow icon [] next to the group name.

For more information about creating and managing groups, see **4.1.2 Managing contacts with groups**.

To broadcast a chat to a group:


1. Right-click the group name. A menu is displayed.
2. Select the option **Send Chat Msg to Group...**

All of the contacts in the group will receive your chat message. Replies are seen only by you, as the initiator of the group message.


2.4.2 Using the additional chat controls

Use the additional controls in the Chat window to:


- Control how the Chat window is displayed.
- Make a direct call to the contact.
- View past chats with the contact.

To keep the Chat window on top of all other windows and dialogs, click the pin icon [].

To set the Chat window transparency level:

1. Click the **Transparency** icon [].
2. The transparency slider is displayed. To set the transparency, click and drag the slider.

To make a direct call to the contact, click the direct call icon [].

To view past chats with the contact, click the chat archive icon [].


Note:

To view past chats, chat archiving must be enabled.

To enable chat archiving, See 1.5.

2.5 Joining a Conference

To join a conference:

1. Click the Conferences tab []. The Conferences page lists all the authorized conferences for your assigned role.
2. Select a conference. The permissions icons are displayed. These icons indicate your access permissions for the conference:





Icon	Definition
	Conference with Talk and Listen permissions.
	Conference with Listen-only permissions.
	Conference with Talk-only permissions.

Table 7: Permissions icons

Note:


Check Devices [] is opened automatically on joining a conference with **talk permissions**. Check Devices features a volume control panel, allowing you to test, monitor and control the volume levels of your audio devices.

Check Devices also opens automatically when no audio is detected on the audio input device (mic). See **5.5 Audio quality issues**.

3. To join the conference, either:
 - Click a permissions icon.
 - Drag-and-drop a permissions icon into **My Calls!**

2.5.1 After joining a conference

After you have joined a conference:

- The conference status icon [] to the left of the conference name changes color:





Icon	Definition
	You can talk and listen to the conference.
	You can only listen to the conference.
	You can only talk in the conference.

Table 8: Conference status icons

- The remaining permissions icons you did **not** select when you joined the conference are displayed under the conference name. You can change your conference permissions at any point.
- A timestamp is displayed in the user status area of **My Calls!**, showing how long you have been in the conference.
- The status and presence of other Concert users (and channels) in the conference are displayed in **My Calls!**

To leave a conference, either:

- Click the leave icon [].
- Drag-and-drop the leave icon into **My Calls!**

2.5.2 Private conferences


A private conference is another way to describe the connection of two or more Concert users through direct calls.


Private conferences are not visible to other Concert users. You can only join a private conference when a participant in the conference invites you (calls you directly).

2.6 Communicating with channels

A channel represents a potential connection with a hardware port on an audio device (such as a *public address* (PA) system, program feed, or additional intercom system) connected either on the Concert client or server.


Note:

You can only speak on channels that have been configured and connected to an output port on an audio device. (For example, you can speak to [] speaker or PA system).

You can only listen on channels that have been configured and connected to an input port on an audio device. (For example, you can only listen [] to a microphone or a program feed).

For more information about configuring channels, see [Interfaces].

To call (join) a channel:

1. Click the Channels tab []. The Channels tab is only visible if your system administrator has granted you access to at least one channel.
2. Check that the channel is online (connected at the source). The status of a channel is indicated by the icon to the left of its name:







Icon	Definition
	Channel is online .
	Channel is offline .

Table 9: Channel online/offline icons

3. To call (join) a channel, first select the channel and click on the appropriate icon:
 - For listen only, click on the green icon []
 - For talk only, click on the red icon []
 - For Talk & Listen, click on the yellow icon []

The connection is made instantaneously (no ringing occurs).

2.6.1 After connecting with a channel

After connecting with a channel, the channel status icon [] to the left of the channel name changes color:




Icon	Definition
	User is listening to the channel.
	User is talking to the channel.
	User is both talking and listening to the channel.

Table 10: Channel status icons

2.6.2 Channels in conferences

A channel may be associated to a conference within the CMI. When this action is performed, the channel will automatically join the conference with the permissions specified upon connection. When you join a conference that has been previously associated with a channel in this manner, you will see the channel appear as a participant within that conference if the channel is currently connected. The status and presence of a channel present within the conference will be displayed within **My Calls**

2.7 Joining an audio feed

The **Audio Feed** facility enables you to monitor a continuous audio source (a listen-only program feed) within Concert.

When you make or receive calls, or join a conference or channel, the audio feed is temporarily interrupted (incoming audio is cut). When the call is ended, or you leave the conference or channel, the audio feed resumes automatically.

The **Audio Feed** facility is available from **both** the Client console and the Intercom Panel.

Note:

You can participate in chats **without** interrupting the audio feed.

The connection status of the audio feed is shown by the Audio Feed icon in **both** the Client console and the Intercom Panel:





Icon	Description
	Audio feed is either disconnected or not configured .
	Audio feed is joined (connected) .
	Audio feed has been temporarily interrupted by a call or conference.


Table 11: Audio feed icons


Note:



The connection status of the audio feed is also shown by the Audio Feed icon in the Configuration dialog (**Config > Audio Feed**). See **1.9 Configuring an audio feed** [].

The Audio Feed facility can be configured so the audio feed is joined automatically at login. If the Audio Feed icon in the Client console is gray [], the audio feed **Error! Reference source not found.** may simply be disconnected or it has not yet been configured.

To quickly find out if the Audio Feed facility requires configuration:


1. In either the Client console or Intercom Panel, click the Audio Feed icon []. If the Audio Feed facility requires configuration, the following message is displayed in the menu: **No Audio Feed Configured**.
2. Configure the Audio Feed facility. See **1.9 Configuring an audio feed** [].

If the Audio Feed facility is configured but disconnected [], you can join the audio feed by any of the following methods:


- Click the Audio Feed icon []. From the menu, select **Connected**.
- Select **Config > Audio Feed**. Click **Join (Listen)**.
- Click the configuration icon []. In the configuration dialog, select **Audio Feed**. Click **Join (Listen)**.


Note:

You can only listen to one audio feed at any one time. The range of available audio feeds that you can select in **Config > Audio Feed** is determined by your system administrator in the web-based CMI (Concert Management Interface).


The Audio Feed icon in both the Configuration dialog and the console changes to green (live connection) [].

To leave (disconnect) the audio feed, do either of the following:



- In **Config > Audio Feed**, click **Leave (Disconnect)**.
- In either the Client console or the Intercom Panel, click the Audio Feed icon []. From the menu, deselect **Connected**.

The Audio Feed icon changes to gray (disconnected) [].

2.7.1 On Air status

When an Audio Feed is joined, the **On Air** [] status option is automatically added to the list of client status options. Selecting this status option will prevent incoming calls and chats, thereby protect the audio feed from being interrupted. You can still interrupt the audio feed yourself, however, by making calls or joining conferences and channels.


You can participate in chats *without* interrupting the audio feed.

On Air status [] is only available (and is only displayed as a status option) when the Audio Feed facility is **connected** [].

For more information about changing and managing your status, see **4.1.3 Managing status**.

2.8 Using the Client menu in the Task Bar of the PC

You can use the Client menu in the Task Bar of the PC to perform many of the functions available to you from the main Client window.

To access the Task Bar menu, right-click the Concert status icon [] in the Task Bar.

Your options include:

- Opening the Concert Client or Intercom Panel
- Transitioning to Intercom Panel Mode
- Opening your Contacts and initiating a direct call or chat.
- Joining a conference
- Changing your status
- Signing out or quitting the Concert Client application.

3 Using the Intercom Panel

This chapter describes how to use the Concert Client Intercom Panel.

The Intercom Panel is designed to enable communication with both Concert and Clear-Com Eclipse™ users through a single interface. The virtual interface is modeled on an Eclipse V-Series pushbutton panel.




Eclipse access parameters are set in the CMI (Concert Management Interface) by your system administrator. To see if your system can access Eclipse, select **Config > Server > Advanced**.

Even if your system is not enabled for Eclipse, you can still use the Intercom Panel to manage your Concert calls, conferences and channels


For more information about Eclipse and Eclipse V-Series panels (including datasheets and manuals), see www.clearcom.com.

3.1 Opening the Intercom Panel

By default, the Intercom Panel is not displayed when the Client starts. To open the Intercom Panel, either:

- Select **Config > Intercom Mode**.
- Right-click the Task Bar Concert status icon []. From the menu, select **Open Clear-Com Concert™ Intercom Panel** [].
- Click the Intercom mode icon [].

Note:

You cannot close the Intercom Panel by clicking the Intercom mode icon again []. The other principal function of the Intercom icon is to display the Intercom Panel above other windows.

*To close the Intercom Panel from the Client console, click **Config** and uncheck **Intercom Mode**.*

In Intercom mode, both the Client console and the Intercom Panel are displayed.

If an Eclipse connection has been configured for you by the system administrator, Concert attempts to establish that connection.

Note:

*To view Eclipse access parameters, select **Config > Server > Advanced**. Eclipse access parameters are **not** configurable from the Client. To enable Eclipse access, see your system administrator.*

Tip: To return to (open) the Concert Client console, click the Client icon [].

3.2 Configuring the Intercom Panel for Concert

3.2.1 Adding contacts, conferences and channels


Before you can make direct calls or join conferences and channels in Concert, you must add Concert contacts, conferences and channels to the Intercom Panel.

Note:

Your configuration (or map) of the Intercom Panel is saved locally, and you are prompted to save the configuration whenever a change is made. However, it is **not** possible to access the configuration remotely. If you log onto Concert using a different computer, the Intercom Panel does **not** retain the configuration from your usual machine.

Tip: The Intercom Panel supports four pages of user-defined keys (24 to a page). To go to other pages, click the page tabs at the top of the panel screen.

To add a contact to the Intercom Panel:

1. In the Client console, select the contact.
2. Drag-and-drop the contact onto an available (blank) key [] in the panel.

The contact is displayed in the panel:

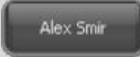

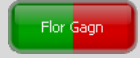

Key	Definition
	The contact is either offline or their status has been set to invisible .
	Contact does not have their Intercom Panel open. You can call the contact in Listen and Talk mode.
	Contact has their Intercom Panel open. You can call the contact in Listen (green) and Talk (red) modes.

Table 12: Contact key icons

To add a conference to the Intercom Panel:

1. In the Client console, select the conference.
2. Drag-and-drop the conference onto an available (blank) key [] in the panel.

The conference is displayed in the panel:





Key	Definition
	You can join the conference in either Listen-only (green) or Listen and Talk (amber) modes.
	You can join the conference in Listen-only mode.
	You can join the conference in Talk-only mode.

Table 13: Conference key icons

To add a channel to the Intercom Panel:

1. In the Client console, select the channel.
2. Drag-and-drop the channel onto an available (blank) key [] in the panel.

The channel is displayed in the panel:



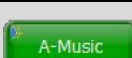


Key	Definition
	The channel is offline.
	You can join/call the channel in either Listen (green) or Talk (red), or both modes.
	You can join/call the channel in Listen-only mode.
	You can join/call the channel in Talk-only mode.

Table 14: Channel key icons

3.2.2 Configuring settings



To configure settings for the panel (and the Client console), click the configuration icon [].

Tip: You can also access the **Config** dialog by right-clicking the audio test icon [] and selecting **Configure audio devices**. The **Config > Devices** dialog is displayed.

For more information about configuring the Client, see **1 Setting up the Client**.


3.2.3 Testing the audio device

To test the currently enabled audio device:

1. In the Intercom Panel, do either of the following:
 - Click the audio test icon [].
 - Right-click the audio test icon [], and select **Perform Audio Test** from the menu.

Note:

The audio test menu also shows the names of the audio devices that are being tested.

2. To verify that your audio devices are configured properly, speak into the mic (audio input device).
3. To stop the test, click the audio test icon (active mode) [] again. If you do not stop the test, it ends automatically after 30 seconds.


Note:

You can also test the audio devices using either:


- **Check Devices** in the Client console.
- The **Devices** configuration dialog.


For more information, see **1.4.2 Checking the audio devices**.

3.2.4 Controlling the volume

To adjust the volume on the Intercom Panel, use the volume slide control [] to the right of the Intercom Panel screen.

3.2.5 Muting and unmuting the mic.


To mute or unmute the mic, click the mic. icon [] to the right of the Intercom Panel.


Tip: You can also unmute the mic by right-clicking the mute icon [] in the task bar of the Client console, and selecting **UnMute the microphone**.

3.3 Using the Intercom Panel with Concert

3.3.1 Making a call


To make a direct call to a non-Intercom Concert contact (a contact that does not have their Intercom Panel open):

1. Click the panel key assigned to the contact [].


The contact key changes to Active-call mode [] and flashes.

2. If your call is:
 - Accepted by the contact, or you enabled **Automatic Answering** (see []), the call is established. The contact key stops flashing.
 - Not picked up after **one minute**, the call is terminated. The following message is displayed in the Task Bar: **[Name of Contact] did not answer your call.**
 - If your call was rejected by the contact, the following message is displayed in the Task Bar: **[Name of Contact] rejected your call.**

To acknowledge and clear a message, click the check mark icon [].

3. To end the call, click the red ('X') segment of the contact key [].

To make a direct call to an Intercom contact (a contact with their Intercom Panel open):


1. Click the appropriate segment(s) of the contact key []:

Call Type	Action
Listen-only	Click the green segment of the contact key.
Talk-only	Click the red segment of the contact key.
Talk and listen	Click the green and then the red segment of the contact key.

Table 15: Intercom call types

2. The call is automatically accepted by the contact. Active segment(s) of the key light up.
3. To end the call, click the contact key.

Note:

When an Intercom contact is **listening** through your Intercom Panel, the listener icon [1 ] is displayed above the **My Calls** area of the panel. The listener count increases by one.

3.3.2 Receiving a call


The Intercom Panel automatically accepts incoming calls. For each call accepted, a **call item** (a temporary key) is created in the **My Calls** area of the panel. To connect with the caller, click the call item.

If you receive multiple calls, the call items are stacked in **My Calls**.

To clear a call item:

1. Right-click the call item. The **Remove this button** dialog is displayed.
2. To remove the call item, click **Remove this button**.

Receiving a Talk-only call

If you receive a Talk-only call from an Intercom contact, the call item flashes red [] in **My Calls**. To connect with the caller, click the call item.

To show you are connected, the call item changes to deep red.

3.3.3 Joining a conference

To join a conference with both **Listen-only** and **Talk and Listen** permissions []:

1. To join the conference in:
 - **Listen-only** mode, click the green segment of the conference key.


The key changes to active mode [].

- **Talk and Listen** mode, click the amber segment of the conference key.


The key changes to active mode [].

2. To leave the conference, click the red ('X') segment of the conference key.

To join a conference with **Listen-only** permissions []:

1. Click the conference key. The key changes to active mode [].
2. To leave the conference, click the red ('X') segment of the conference key.

To join a conference with **Talk-only** permissions []:

1. Click the conference key. The key changes to active mode [].
2. To leave the conference, click the red ('X') segment of the conference key.

3.3.4 Calling (joining) a channel

A channel represents a potential connection with a hardware port on the PC, to which an audio device (such as a *public address* (PA) system, program feed, or additional intercom system) is connected.

To call (join) a channel with both **Listen** and **Talk** permissions []:

1. To call (join) the channel in:
 - **Listen-only** mode, click the green segment of the channel key.
 - **Talk-only mode**, click the red segment of the channel key.
 - **Talk and Listen** mode, click the green and then the red segments of the channel key.
2. To end the connection with the channel, click the channel key.


To call (join) a channel with **Listen-only** permissions []:

1. Click the channel key.
2. To end the connection with the channel, click the channel key again.

To join a conference with **Talk-only** permissions []:

1. Click the channel key.
2. To end the connection with the channel, click the channel key again.


3.3.5 Monitoring an Audio feed within the Panel

The **Audio Feed** facility [] enables you to monitor a continuous audio source (a listen-only program feed) within Concert. The **Audio Feed** facility is available from **both** the Client console and the Intercom Panel.

For more information about joining an audio feed, see **2.7Joining an audio feed**.

3.4 Configuring the Intercom Panel for Eclipse

You must use the *Eclipse Configuration System* (ECS) to configure Eclipse keys. Eclipse keys configured by ECS are automatically displayed on the panel when it is opened.

To show that the Intercom Panel is connected with Eclipse, the ECL icon in the upper right of the panel is displayed as green [].

For more information about Eclipse and ECS, see the Eclipse documentation (including manuals) at www.clearcom.com.

Important!

*In Eclipse mode, the Intercom Panel can contain **both** Concert and Eclipse keys, allowing you to connect with both Concert and Eclipse users.*

3.5 Using the Intercom Panel with Eclipse

Eclipse keys in the Intercom Panel behave as **hardware pushbuttons**. Eclipse keys have a fixed function:



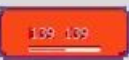
Eclipse key	Function
	Talk.
	Listen.
	Talk and listen.

Table 16: Eclipse keys

Note:

In a situation where the position of a Concert button on the Intercom Panel conflicts with the position of an Eclipse button, the Eclipse button always overrides (replaces) the Concert button.

3.5.1 Making a call


To call an Eclipse user, conference or program feed:

1. Click (push) the appropriate Eclipse key. The Eclipse key lights up.
2. To adjust the volume, right-click the Eclipse key. Use the slider on the Eclipse key to increase or decrease the volume.
3. To end the connection, click (push) the Eclipse key.

3.5.2 Receiving calls

Calls are accepted automatically by the Intercom panel. An incoming call is indicated by a flashing red **Reply** key. To pick up the call, click the **Reply** key.

Multiple received calls are stacked within the **Reply** key:

- To switch between calls, use the scroll arrows to the right of the **Reply** key.
- To clear all received calls from the Reply key, click the clear stack icon [].

3.5.3 Latching

Unless latching is disabled in ECS, Eclipse keys default to latching. If you click an Eclipse key normally, the key latches.

If you click and hold the key momentarily, the key does not latch. The connection ends as soon as the key is released.

4 Managing the Client


This chapter describes the features in the Concert Client that help you manage:

- Contacts.
- Call, conference and chat history.
- Audio devices.
- Network connection.
- The size and alignment of the Client window.

4.1 Managing contacts

4.1.1 Adding and removing contacts

To add a contact to your contact list:

1. In the Client console, either:
 - Select **File > Manage Contacts > Add a Contact**.
 - Click the Add Contact icon [].
2. The **Add Contact** dialog is displayed. In **Group**, select the contacts Group for the new contact from the drop-down list.
3. In **User**, type the contact name.
4. Click **Add**.



Note:

*You can only add contacts with an **existing** Concert user account.*

If you receive a chat request from a Concert user who is **not** in your contact list, the **Chat from new contact** dialog is displayed: **Do you want to add [Contact name] to your contact list?**


To add the Concert user to your contact list, click **OK**.

To remove a contact from your contact list:

1. In the Client console, right-click the contact name.
2. An on-screen menu is displayed. Select **Remove from Contacts** [].
3. The following alert message [] is displayed: **Are you sure you want to remove: [Contact Name] from your contact list?**

Click **OK**.

4.1.2 Managing contacts with groups

Groups are used to organize the contacts in your contact list. The default group for your contacts is displayed at the top of your contacts list. To hide or reveal the contacts that belong to a group, double-click the double-arrow icon [] next to the group name.

You can also create new groups, delete empty groups, and move contacts between groups.

To create a group:

1. In the Client console, do either of the following:
 - Select **File > Manage Contacts > Create a Group**.
 - When the groups are closed (contacts are not displayed), right-click the Contact list pane. Click **Create a Group**.
2. The **Create a Group** dialog is displayed. Type the name of the new group.
3. Click **OK**.

To add (move) a contact to the group:

1. In the Client console, right-click the group name.
2. An on-screen menu is displayed. Select **Add Contact**.
3. The Add Contact dialog is displayed. In **Group**, ensure that the correct group has been selected.
4. In **Contact**, type the contact name.
5. Click **OK**.


Alternatively, to add (move) a contact to a group:

- Select the contact. Drag-and-drop the contact from one group to another.
- Right-click the contact. From the on-screen menu, select **Move to another Group**.

Note:

A contact **cannot** belong to multiple groups. When you add a contact to a group, the contact is automatically moved from their previous group.

To delete an empty group:

1. Right-click the group. From the on-screen menu, select **Delete empty Group...**
2. The following alert message [] is displayed: **Are you sure you want to remove the group [Group Name] from your contact list?**

Click **OK**.

Note:

You **cannot** delete a group that contains contacts. The number of contacts in a group is shown to the right of the group name.

4.1.3 Managing status

The status of a contact is indicated by the icon to the left of their name:











Icon	Definition
	Online (Available to call).
	Away.
	Away for lunch.
	Be right back.
	Not available.
	Do not disturb.
	On Air (Connected to an IAF conference. Do not disturb.)
	Invisible.



Table 17: Contact status icons

Note:

On Air status [] is only available (and is only displayed as a status option) when the Audio Feed facility (or Interruptible Audio Feed (IAF)) is **connected** [].

To change your own status, either:

- Click your own status icon at the bottom left of the contact list. From the pop-up menu, select the appropriate icon.
- Right-click the status icon in the Task Bar of your PC. Select **Change Status** and then the appropriate icon.

Tip: You can also select **On Air** status [] by clicking the connected audio feed [] and selecting **On Air** from the menu.

Notification of status changes


You can also set up Notification messages to tell you when the status of your contacts changes. Notification messages are displayed in the Task Bar area of your PC.

For more information about configuring Notifications, see **1.6 Configuring Notifications**.

4.2 Managing your history of calls, conferences and chats

4.2.1 Managing calls and conference history

The Concert Client automatically records your history of direct calls and conferences.

To view your history of direct calls and conferences, select **View > History**. The History tab is displayed and automatically opened [].

To close the History tab, select **View > History** again.

To clear your history of direct calls and conferences, select **Config > General > Clear Event History**.

4.2.2 Managing Chat archives

Chat archiving must be enabled to record your chat history

Note:


You can also test the sound device from the Intercom Panel. For details, see **3.2.3 Testing the audio device**.

If chat archiving is enabled, your past chats with a contact are visible in the Chat window when you start a chat.

To view the chat history for a contact, right-click the contact.

From the menu, select **Chat Archives** [].

To clear all chat archives, select **Config > General > Clear Chat Archives**.

During a chat, you can also view past chats with a contact by clicking the chat archive icon [].

4.3 Managing Echo Cancel


In most circumstances, we recommend that you keep **Echo Cancel** enabled. Echo Cancel helps optimize audio quality by reducing noise and cancelling echo (feedback). However, we would advise disabling Echo Cancel when using:

- Some Active Headsets (headsets with built-in side tone or noise reduction).
- The Concert Client on a low performance CPU (for the minimum recommended standard see **1.1 System requirements**).

If Echo Cancel is **disabled**, the flashing Echo Cancel icon [] is displayed:


- In the bottom right of the Client console screen.
- At the top of the Intercom Panel.

To enable or disable Echo Cancel, go to **Config > Audio > Advanced mode**.


If Echo Cancel is disabled, you can also re-enable Echo Cancel by clicking the flashing Echo Cancel icon [].

For more information about changing audio settings, see **1.7 Configuring the Audio settings**.


4.4 Managing your audio devices


The names of the currently enabled audio input and output devices are displayed in the **Check Devices** area of the Client console. To open the **Check Devices** area, click **Check Devices** [].

Note:


Check Devices [] opens automatically when no audio is detected on the audio input device (mic) after:

- Login.
- Joining a conference in either **Talk** mode or **Talk and Listen** mode (see **Error! Reference source not found. Error! Reference source not found.**).
- Calling a contact or answering a call from a contact.
- Opening the Intercom Panel from idle (the Client enters idle mode during periods where the application is open but not in use).

To adjust the volume of either the input audio device (microphone) or the output audio device (loudspeakers / headphones), drag the red icon [] on the appropriate volume slider.

Use the volume level indicator [], built into each volume slider, to monitor the volume signal levels of the devices.


Note:

The microphone (top) volume slide control is disabled for certain devices. The volume level indicator [] remains functional. If the input (top) volume slide control is disabled, use the volume controls on the PC.

To mute or unmute the input audio device (mic), see **3.2.5 Muting and unmuting the mic.**

To change the audio devices or adjust the configuration of the audio devices, see **1.4 Configuring the audio devices.**

4.5 Managing your network connection

The quality of your network connection is indicated by the network status icon [] at the bottom right of the screen:





Icon	Definition
	Good: No Packets lost or recovered and latency is low.
	Average: Some packets lost or recovered, or latency > 100.
	Critical: Many packets lost or recovered, or latency > 600.

Table 18: Network status icons

To view network connection statistics (for the last ten seconds), hover over the network status icon [].

Tip: An **average** or **critical** network connection can impact audio quality. To reduce the impact on audio quality, try changing your audio settings. See **1.7 Configuring the Audio settings.**

4.6 Managing the size and alignment of the Client window.

To change the size of the Client window, either:

- Click the edge of the window and drag.
- Use the Windows minimize and maximize controls at the top right of the Client window.

To align the Client window with the left or right of your desktop:

1. In the Client console, select **View > Docking.**
2. Select either **Right docking** or **Left docking.** The Client window cannot be dragged when docked.

Note:

If you are in Intercom mode, then the Intercom panel is also aligned to the left or right. However, the Intercom panel remains mobile (it can be dragged). For more information about the Intercom Panel, see **3 Using the Intercom Panel.**

To undock the Client window, select **View > Docking > UnDock**.


5 Troubleshooting

5.1 Logs

Log files record every significant event that occurs while using the Client (such as logging in, joining a conference or a system error). Your system administrator can use the log files to diagnose issues on your Client.

The Client includes a **Logs** facility that allows you to select the level of detail for log files and place those log files in a compressed archive (zip) on the desktop. This makes it easier for you to locate the relevant log files and send them to your system administrator.

To use the **Logs** facility:

1. In the Client console, either:
 - Select **Config > General**.
 - Click the configuration icon []. In the configuration dialog, select **General**.
2. The **General** configuration dialog is displayed. Go to **Logs** at the bottom of the dialog.
3. Use the drop-down list in **Trace Level** to select the level of detail for the event logs.
4. Use **Send logs to desktop** to place **all** the event log files generated by Concert into a compressed archive (zip).

The archive is saved to your desktop under the name **CCR [date].zip**, where **[date]** is the date and time of the creation of the archive.

Note:

Use Logs for troubleshooting only. Setting the Trace Level to a high level of detail may affect the performance of your Client.

5. Click **Save**.

Note:

*Save is only required if you changed the **Trace Level** for event logs.*

Note:

*You can also test the sound device from the Intercom Panel.
For details, see **3.2.3 Testing the audio device**.*

5.2 Audio device issues

Issue	Cause(s)	Solution
<p>A warning message is displayed:</p> <p>Warning: Cannot find any audio device. You must configure your sound device and try again</p>	<p>This message is displayed when Concert Client tries to load an audio device and cannot locate any devices.</p>	<p>Install an appropriate audio device (for example, a sound card or USB headset).</p> <p>Check your configuration settings for audio devices (see 1.4 Configuring the audio devices).</p>
<p>A warning message is displayed:</p> <p>Warning: Cannot load your sound device. You must configure your default sound device and try again.</p>	<p>This message is displayed when Concert Client tries to load an audio device that is not configured in Windows.</p> <p>Example: <i>You are using a USB headset with Concert Client. You then quit Concert Client and unplug the USB headset. When you restart Concert Client, Concert Client tries to load the USB headset but does not succeed.</i></p>	<p>Either restore the audio device, or configure a new audio device (see 1.4 Configuring the audio devices).</p>
<p>A warning message is displayed:</p> <p>Audio Device Unplugged: Switching to [Device Name].</p>	<p>An audio device is unplugged while Concert Client is open.</p>	<p>Concert Client automatically switches to the next available audio device.</p> <p>You can also reconfigure the audio device through the configuration.</p>

Table 19: Audio device Issues

5.3 Client connectivity issues

Issue	Cause(s)	Solution
<p>A notification is displayed:</p> <p>You have been disconnected: This user was logged in on another computer.</p>	<p>This message is displayed when you are logged in on Concert Client on one machine and attempt to log in at another machine.</p>	<p>Log off from the first machine and attempt logging in again.</p>

<p>A notification is displayed:</p> <p>Login time-out: Cannot perform login. Verify the media server port, or your network connection, and try again. Contact your system administrator if your problem persists.</p>	<p>The media server port is either incorrectly configured, or the network (LAN) is very slow.</p>	<p>To check the media port, select Config > Server >Advanced.</p> <p>Ensure the Media Server Port is set correctly. Contact your system administrator for the exact value. The default value is 6001.</p>
<p>A notification is displayed:</p> <p>Login time-out loading user data: Your network connection may be too slow. Please try again or contact your system administrator.</p>	<p>Login was successful but due to abnormal network conditions (for example, the network is too slow), the Concert Client times out while receiving the contact and conference information from the server.</p>	<p>Contact your system administrator if the problem persists.</p>
<p>A notification is displayed:</p> <p>Your username and password were not recognized. Please check and try again.</p>	<p>You have entered the wrong username, the wrong password or both.</p> <p>Alternatively, your user account does not exist in the database.</p>	<p>If the problem persists, contact your system administrator.</p>
<p>A notification is displayed:</p> <p>No role associated to this username. Please contact your system administrator.</p>	<p>The username and password were entered correctly but the user account was not set up correctly.</p>	<p>Contact your system administrator.</p>
<p>A notification is displayed:</p> <p>Maximum number of users exceeded in the system. Please contact your system administrator.</p>	<p>More users were created in the database than the number allowed by the license key provided. When this happens, none of the users will be able to log in.</p> <p>This may also happen when a database is restored, and the default license key (maximum 5 users) is not updated.</p>	<p>Contact your system administrator.</p> <p>The administrator can then do any of following:</p> <ul style="list-style-type: none"> • Delete unused users in the system to match the number allowed by the license key. • Update the license key. • Contact Clear-Com for a license key that allows more users.


Table 20: Client connectivity Issues



5.4 Miscellaneous Client issues






Issue	Cause/Solution
<p>Client is not responding (frozen).</p>	<p>Use Windows Task Manager to close the application (End Task).</p> <p>If the application cannot be closed, click the Processes Tab, and look for the vssoftpanel.exe application under the Image Name column.</p> <p>Memory usage should not be more than 18k. CPU usage should not exceed 3-5 % in idle time (not on a call), and 10-15% when on a call (audio processing). If CPU usage is high (close to 100%), end the application by clicking on the process name (vssoftpanel.exe), then click End Process.</p> <p>Wait approximately 20 seconds before trying to reconnect into the server after ending the process.</p>
<p>Client crashes after logging in or when applying changes within the audio devices section of the configuration dialog</p>	<p>This could be due to an incompatibility with the audio device installed and the built-in echo cancellation module. Disable echo cancel within the client's Audio Configuration dialog as follows:</p> <ol style="list-style-type: none"> 1. Click on Config > Audio within the Client's file menu 2. Uncheck Simple Mode 3. Uncheck Echo Cancel 4. Click on Save to apply changes

Table 21: Miscellaneous Client issues

5.5 Audio quality issues

Issue	Cause/Solution
<p>Headset (sound device) is not working.</p>	<ol style="list-style-type: none"> 1. Check that the headset is configured as the preferred device in the Devices configuration dialog (Config > Devices). <p>Tip: <i>The name of the currently enabled device is also shown in Check Devices [ Check], above the volume sliders.</i></p> <ol style="list-style-type: none"> 2. Run an audio test on the headset, as described in 1.4.2 Checking the audio devices. If you cannot hear yourself in the headset while talking, your headset may have a fault. 3. Check that the headset is correctly plugged-in: <ul style="list-style-type: none"> • USB device: Check the connection to the USB port.

	<p>A computer may have several USB ports. Verify each port.</p> <ul style="list-style-type: none"> • Device connecting directly to sound (audio) card or USB adapter: Check that the microphone cord is connected into the microphone port and that the speaker cord is connected to the speaker port. <p>4. If the headset is correctly plugged, and you can hear other people, but they cannot hear you, check the following:</p> <ul style="list-style-type: none"> • The Mute button on the headset (Mute must be off). • The Listen Only button in My Calls! If Listen Only mode is selected, you can hear other users but other users cannot hear you. <p>If the headset appears to be working correctly, but you still cannot hear other users, ask other users to go through steps 1 to 4.</p>
<p>Audio quality is 'choppy' (poor quality)</p>	<p>Changes to the configuration of your audio settings can solve most of audio problems. For more information about changing audio settings, see 1.7 Configuring the Audio settings.</p>
<p>Audio quality is affected by echo (feedback) into the microphone.</p>	<p>In most circumstances, we recommend that you keep Echo Cancel enabled. Echo Cancel optimizes audio quality by eliminating echo (feedback) into the microphone.</p> <p>We would only advise disabling Echo Cancel when using:</p> <ul style="list-style-type: none"> • Some Active Headsets (headsets with built-in side tone or noise reduction). • The Client on a low performance CPU(for the minimum recommended standard see 1.1 System requirements). <p>If Echo Cancel is disabled, the flashing Echo Cancel icon [] is displayed:</p> <ul style="list-style-type: none"> • In the bottom right of the Client console screen. • At the top of the Intercom Panel. <p>To enable or disable Echo Cancel, go to Config > Audio > Advanced mode.</p> <p>If Echo Cancel is disabled, you can also re-enable Echo Cancel by clicking the flashing Echo Cancel icon [].</p> <p>For more information about changing audio settings, see 1.7 Configuring the Audio settings.</p>

<p>The following message is displayed in the Check Devices area:</p> <p>No audio on mic. Make sure it is not muted.</p>	<p>The Check Devices area [] opens automatically and displays this message [] when no audio is detected on the audio input device (mic).</p> <p>Check if the mic has been muted on the headset itself.</p> <p>Note: <i>Muting the mic from the Intercom Panel does not generate this message or open Check Devices.</i></p> <p>If the mic is not muted on the headset, check that the headset is correctly connected:</p> <ul style="list-style-type: none"> • USB device: Check the connection to the USB port. A computer may have several USB ports. Verify each port. • Device connecting directly to sound (audio) card or USB adapter: Check that the microphone cord is connected into the microphone port and that the speaker cord is connected to the speaker port. <p>Run an audio test on the headset, as described in 1.4.2 Checking the audio devices.</p> <p>Note: <i>This message is also displayed when the sound device (headset) is unplugged while the user is logged in. See below (next row).</i></p>
<p>The following message is displayed in the My Calls! area:</p> <p>Audio device unplugged. Switching to speakers / headphones ([name of alternative device])</p>	<p>This message [] is displayed in My Calls! when the preferred sound device (headset) is unplugged.</p> <p>If the user is logged in, the following message [] is also displayed in the Check Devices area (see also above):</p> <p>No audio on mic. Make sure it is not muted.</p> <p>The Client switches to the next available sound device (such as the onboard sound card).</p> <p>When the preferred sound device is reconnected, the following message [] is briefly displayed:</p> <p>Switching to preferred device</p>
<p>The channel audio volume is either too low or the audio is garbled.</p>	<p>If the audio volume is either too low or the audio is garbled for a channel connected within a Client, disable Noise Filter / Silence Suppression within the Client configuration dialog's Audio page.</p>

	<p>If the channel was connected within the CMI, disable Noise Filter / Silence Suppression and AGC within the Interface Gateway's Details page in the CMI.</p> <p>Alternatively, try increasing the volume at the audio source.</p>
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Table 22: Audio Quality Issues