Intercom Management Installation and User Guide

9.5.0 v1

Symmetry™ Security Management

9600-0474

Contents

About this Guide

This guide explains the following:

- The purpose and benefits of the intercom management interface.
- Concepts of how the interface operates.
- How to install, configure and use the interface.

This guide is intended to be of use to:

- Sales and management personnel.
- Installation and product support personnel.
- Users of the software.

This document is supported by context-sensitive online help available from Symmetry.

Chapter 1: Introduction

Overview of Intercom Management

The Symmetry Intercom Management software provides an easy-to-use graphical interface for managing, answering and responding to calls from intercoms connected to Alphacom XE, ICX-500, Pulse or IC-Edge intercom systems from Zenitel. The intercoms are normally sited outside the building, such as at doors, parking barriers and other entrances. Typically, the intercoms are used by visitors or other personnel to request entry.

The software is a fully-integrated component of Symmetry. It enables operators to respond to calls using the same user interface used to manage other forms of security, such as access control, intrusion and video monitoring. This enhances operator efficiency by avoiding the need to learn and operate different systems.

For Alphacom XE and ICX-500 systems, calls from intercoms are managed from the "Home/Video & Audio/Intercom Control" screen (*Figure 1*). For Pulse and IC-Edge systems, calls are managed from the "Home/Video & Audio/Intercom" screen (*Figure 2*).

Pulse and IC-Edge systems are intended for smaller systems. The need for an exchange box is removed, as one of the intercoms is used as an intercom server.

An incoming call is indicated by the appropriate intercom button, and by a sound, which can be different for each intercom. Clicking the intercom button opens an audio link between the operator's microphone and the person making the call.

The screen lists all outstanding call requests, which allows the system to be used in busy environments where many incoming call requests may be made at the same time.
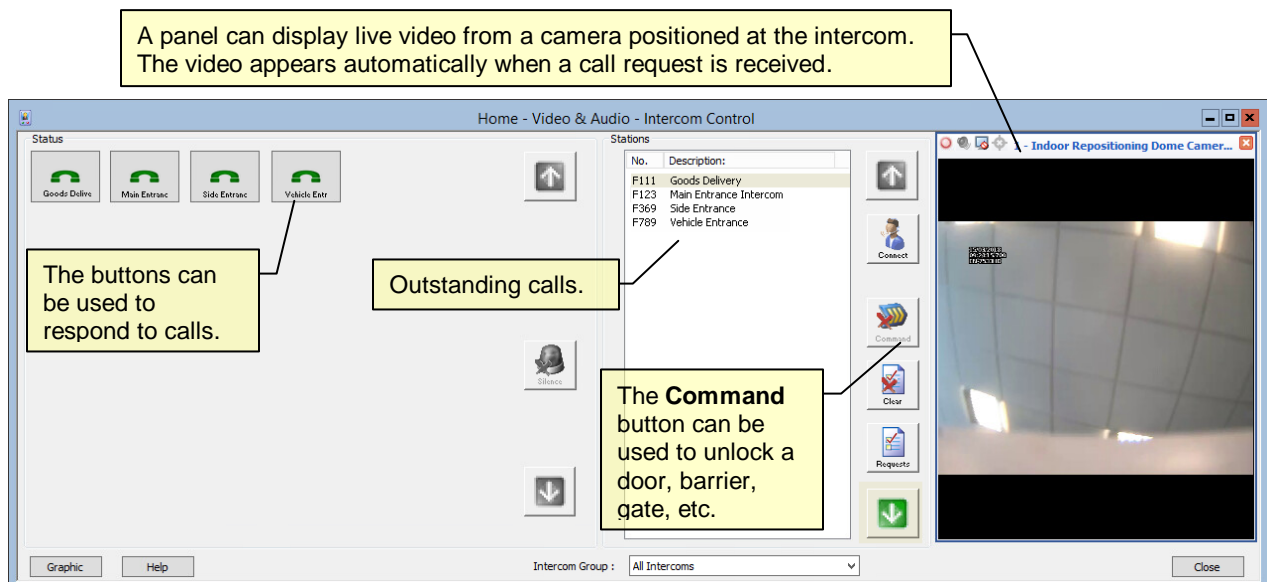
Figure 1: Intercom Control Screen (for Alphacom XE and ICX-500 Systems)

There is one panel per intercom. The buttons can be used to respond to calls, view live video or unlock a door, barrier, gate, etc.

The Call Log lists the outstanding calls and the actions taken.

This area can display live or recorded video from up to four cameras associated with each intercom.
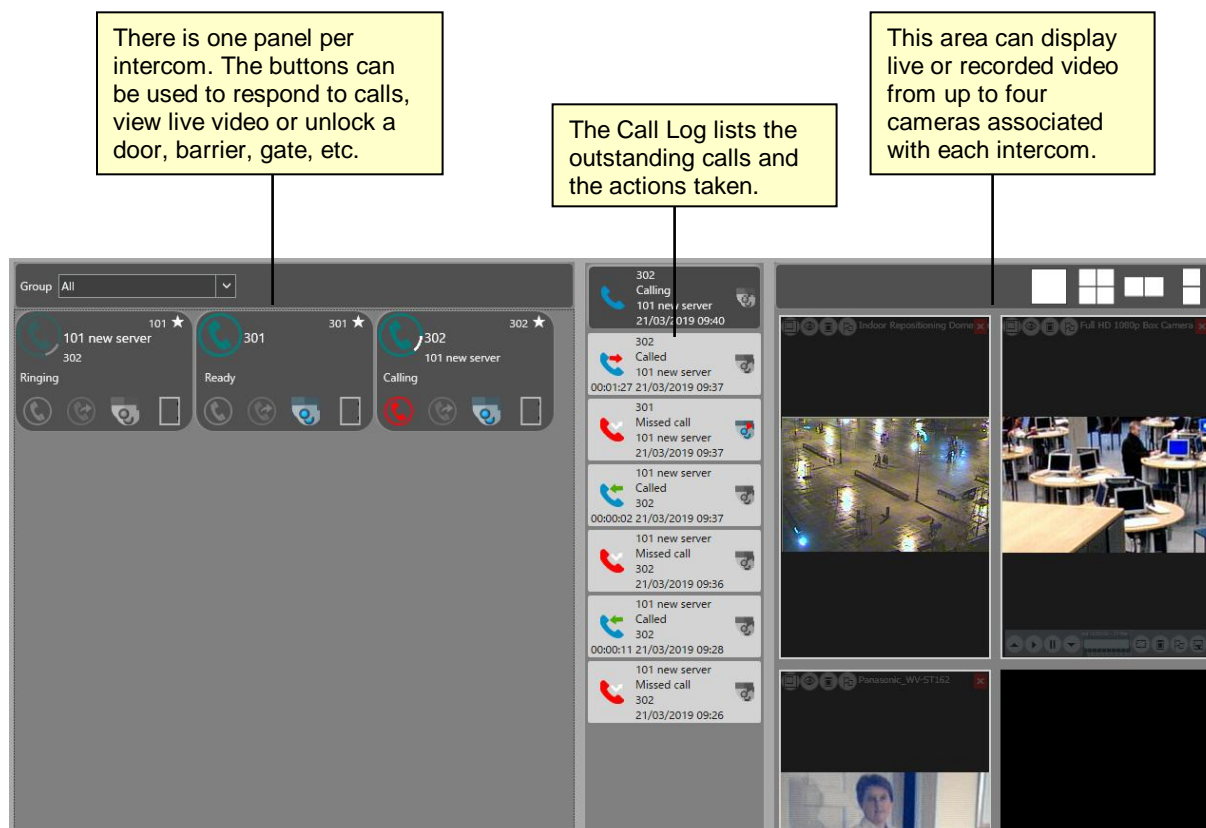
Figure 2: Intercom Screen (for Pulse and IC-Edge Systems)

Note: For a more detailed overview of how to manage intercom calls, please refer to page 22 (for Alphacom XE or ICX-500 systems) or page 25 (Pulse and IC-Edge systems).

The integrated features of the software enable the operator to control other security devices while responding to a call. For example, when answering a call, the operator is able to unlock a door or barrier, or operate an auxiliary output device.

Operators can also view outstanding calls from the "Home/Monitoring/Alarms" screen (*Figure 3*), and respond to calls when acknowledging an alarm (*Figure 4*) or in the "Home/Monitoring/Graphics" screen (*Figure 5*).

Historical reporting of calls is fully integrated with the reporting features provided with the main Symmetry software. This allows reports of call activity to be included in reports of other security management activity.

If required, trigger commands can be set up from the "Operation/Commands/Trigger" screen to operate security devices automatically when a call request is made.
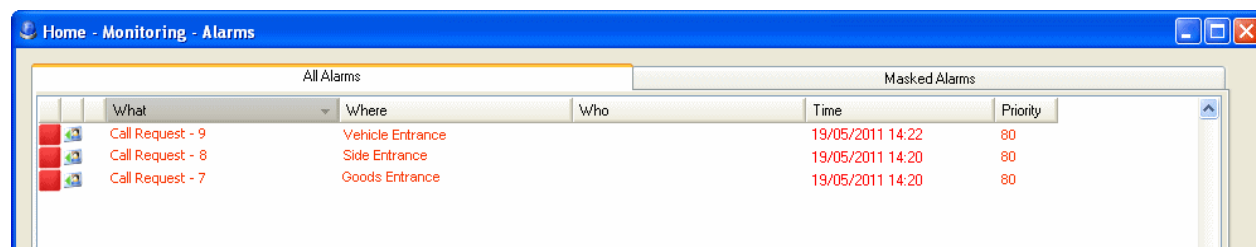
Figure 3: Calls listed in the Alarms Screen

Figure 4: Responding to a Call when Acknowledging an Alarm

Clicking **Connect** opens an audio link to the intercom.

Right-clicking the flashing icon and selecting **Connect** opens an audio link to the intercom.

Figure 5: Responding to Calls from a Graphic

Benefits of the Interface

The Symmetry Intercom Management software provides many time-saving and security-enhancing benefits. Here are some examples:

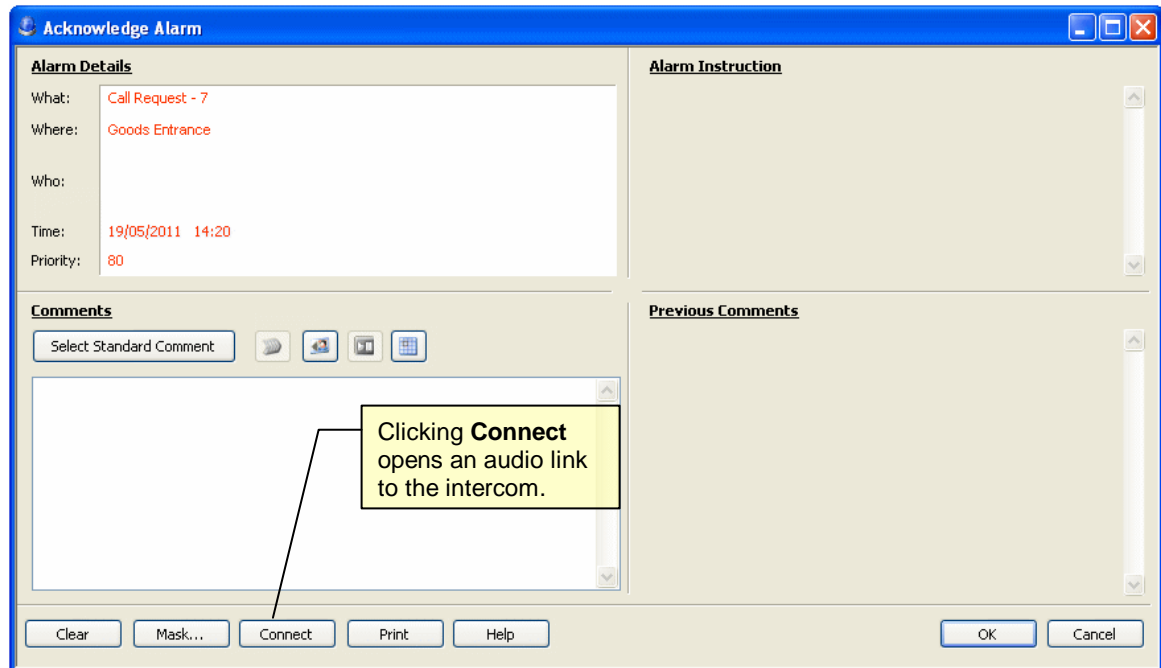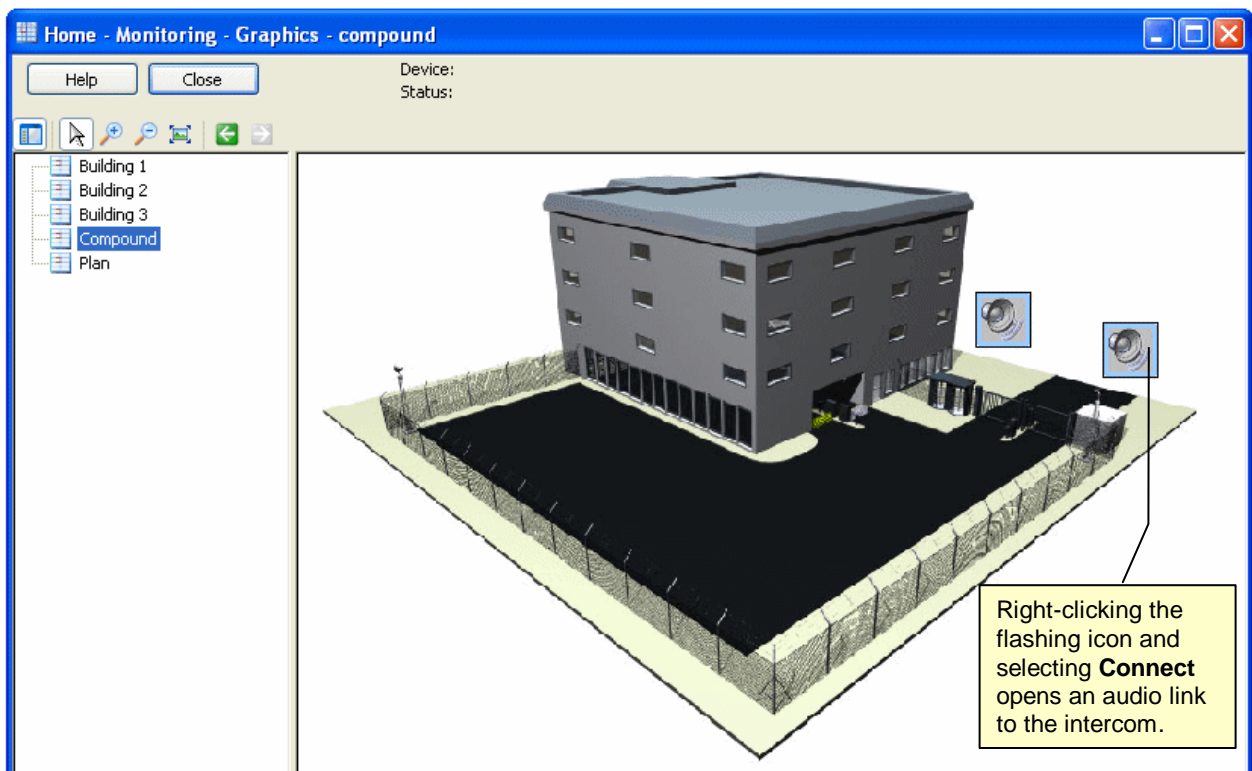- **Standardized user interface** – Call requests can be managed using the same Symmetry software that is used to manage other forms of security, such as access control, intrusion and video monitoring. This simplifies system operation, reduces training costs and improves efficiency.

- **Integrated control of other Symmetry devices** – In response to calls, operators are able to unlock doors and barriers or operate other security devices connected to the security management system.

- **Automated control** – Trigger commands can be set up to provide automatic responses to call requests.

- **Video integration** – Video can be displayed during a call to show the activity at the intercom station.

  Note: The integration supports Zenitel TCIV+ video intercoms. The ONVIF-compliant built-in cameras can be defined in the normal way in Symmetry, and then used in, for example, the Symmetry Virtual Matrix. When defining the camera, add the port number to the IP address of the camera (see page 21).

- **Standardized reporting** – Call activity can be reported using the same screens and report layouts used for other security activity reporting.

- **Easy management of busy sites** – Multiple calls from different locations can be easily managed from a single screen. A dedicated Intercom screen displays and prioritizes all call requests.

- **Call handling from Graphics** – Operators can respond to calls from a plan, picture or map of the site.

- **Multi-user capability** – Call requests can be managed from any Symmetry client PC.

System Requirements for ICX-500, Pulse and IC-Edge Systems

ICX-500

The requirements when using ICX-500 are as follows:

- Symmetry v9.3.0 or later.

- Zenitel AlphaPro software to configure the Zenitel system.

- The ICX-500 system must be licensed in accordance with Zenitel requirements.

Pulse

The requirements when using Pulse are as follows:

- Symmetry v9.1.0 or later.

- Zenitel VS-IMT software to configure the Zenitel system.

Note: There can be a maximum of two intercom clients per Pulse server. It is allowable for the system to have more than one Pulse server, which would allow more than two intercom clients. However, intercom clients and call stations using one Pulse server are not be able to communicate with those that use another Pulse server. The status of stations that use another Pulse server is shown as "Unavailable" in the "Home/Video & Audio/Intercom" screen.

IC-Edge

The requirements when using IC-Edge are as follows:

- Symmetry v9.3.25 or later.

- Zenitel VS-IMT software to configure the Zenitel system (optional; useful for device configuration and firmware upgrades).

Installing both Alphacom XE or ICX-500, and IC-Edge on the same network segment, and in the same Symmetry server is not currently supported. Pulse and IC-Edge systems can be supported on the same network segment.

Note: There is only one intercom client per IC-Edge server. It is allowable for the system to have more than one IC-Edge server, which would allow more than one intercom client. However, intercom clients and call stations using one IC-Edge server are not able to communicate with those that use another IC-Edge server. The status of stations that use another IC-Edge server is shown as "Unavailable" in the "Home/Video & Audio/Intercom" screen.

Note: The difference between Pulse and IC-Edge is that IC-Edge has a later firmware version.

Chapter 2:   Setting Up the System

Configuring a Alphacom XE or ICX-500 System

Configuration of a Alphacom XE or ICX-500 system requires the AlphaPro software. The following description is for version 12.0.3.3; later versions may have a modified interface. Alphacom XE requires AlphaPro version 10.24.

Note: The screen layouts shown in this chapter may vary depending on the device type, but the field names remain the same.

Note: If applicable, locate switch S601 on the Alphacom Module Controller PCB and set bit switch 1 to OFF to use a LAN link between AlphaPro and the Alphacom XE or ICX-500 system.

Please refer to the Zenitel device documentation for further information.

Step 1 – Connect AlphaPro to the Alphacom XE or ICX-500 System

Use the following procedure to enable AlphaPro to communicate with the intercom system:

1.   Start the AlphaPro software.

2.   You will see the following the first time you start the software:

Enter a **Network Name** and **Exchange Name**.

From the **Type** menu, select **AlphaCom E** if you are setting up an Alphacom XE system, or **ICX** if you are setting up an ICX-500 system.

Eth0 (Ethernet port 0) will be used to configure the system (using AlphaPro) and communicate with Symmetry. The default IP address for Eth0 is as shown here.

AlphaNet should not be selected for Eth0.

Click **OK**.

The main AlphaPro window is displayed:
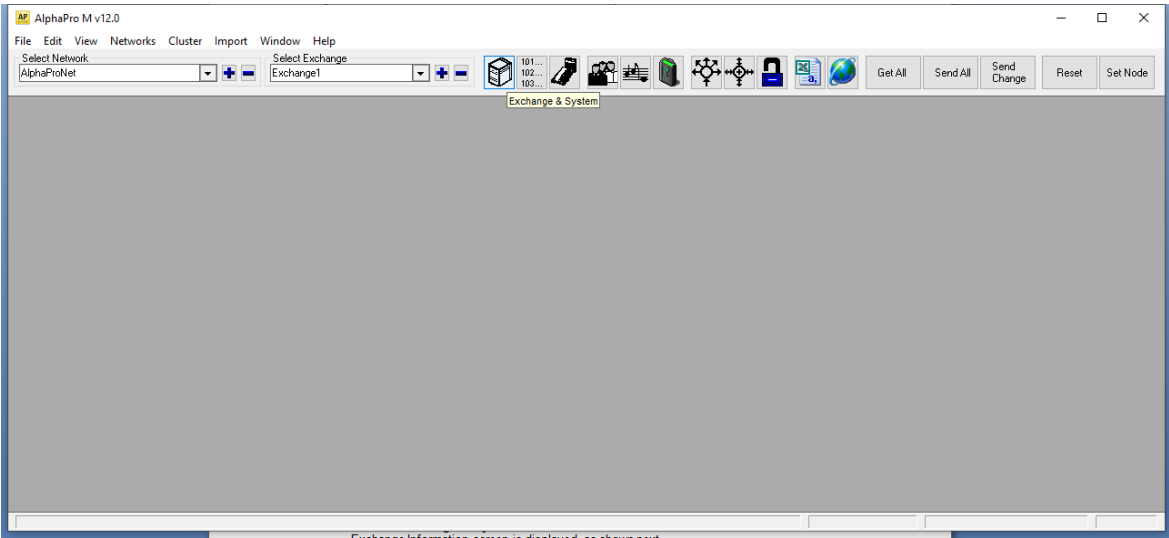
3. Click the **Exchange & System** button, which is located on the left-hand end of the toolbar. The Exchange Information screen is displayed, as shown next (**Node Type** displays **AlphaCom E** or **ICX**).
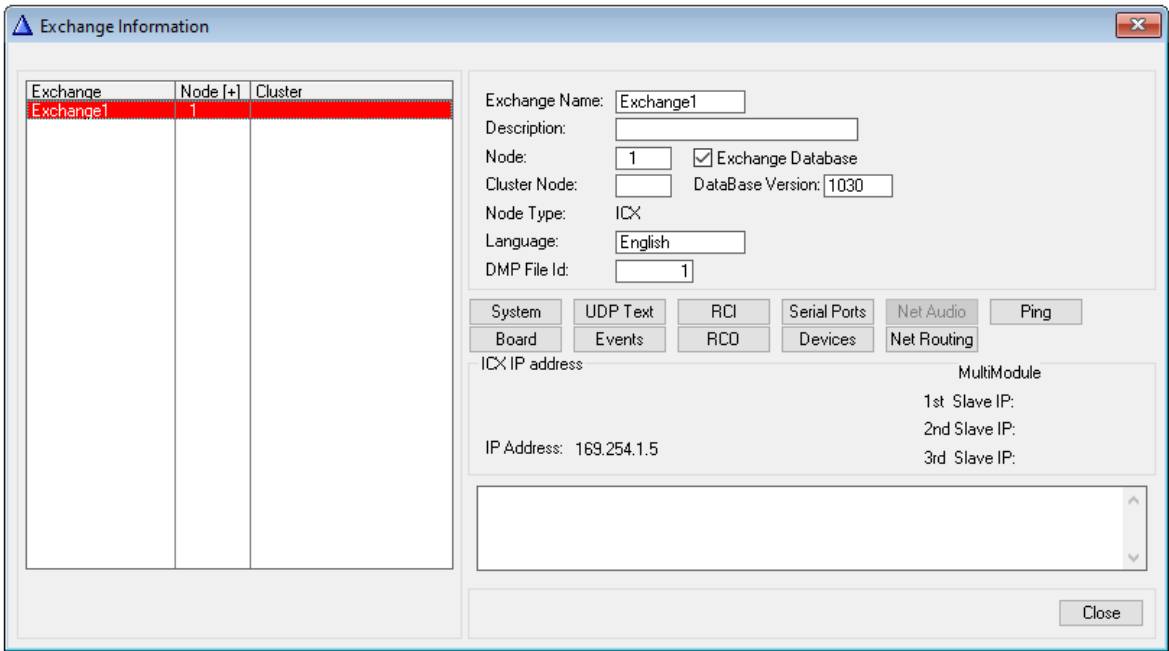
4.   Click the **System** button. This displays the General tab (**Node Type** displays **AlphaCom E** or **ICX**):

5.   If an Alphacom XE is being used and there is a LAN link between AlphaPro and the Alphacom XE system, select **Use TCP/IP to connect**, and **Eth0** in **Connect to port**. If a serial link is used, deselect **Use TCP to connect**, and specify the **Baud Rate** and **Com Port**.

     If an ICX-500 is being used, make sure that **Eth0** is selected in **Connect to**.

6.   Click **OK**, then **Close** in the Exchange Information screen.

7.   Click the **Send Change** button, which is located on the toolbar.

8.   When prompted, enter the username and password. For Alphacom XE, the default username is **alpha** and the password is **com**. For ICX-500, the default username is **admin** and the password is **alphaadmin**.

9.   Click **Close** in the Communication Status window after it displays "completed!":

Step 2 – Specify the Symmetry Communications Settings

You now need to specify the settings that will enable the intercom system to communicate with Symmetry. These settings are stored in the intercom system. Using the AlphaPro software:

1. Click the **Exchange & System** button in the main window.

2. Click the **Serial Ports** button. The following is displayed.
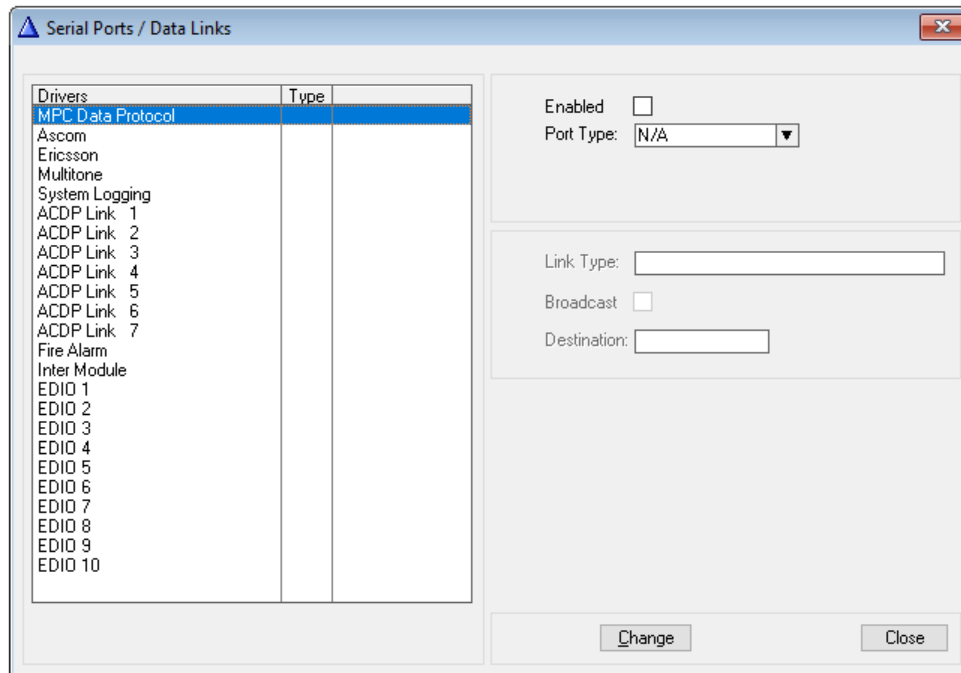
3. Make sure that **MPC Data Protocol** is selected, then click **Change**. The screen shown next is displayed.
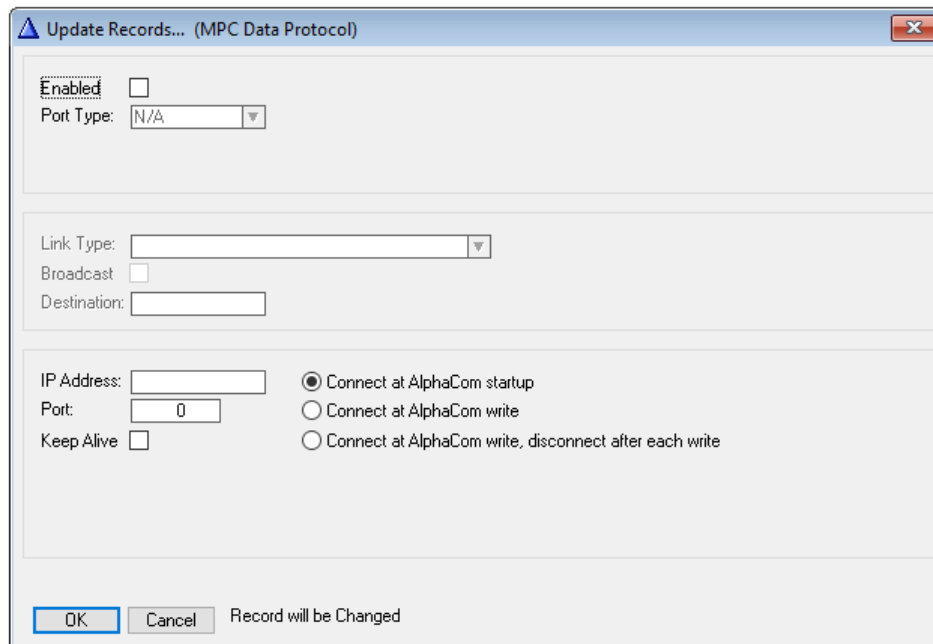
4. Select **Enabled**.

5. From the **Port Type** menu select **TCP/IP server**. Enter a port number (e.g. 4001) in the **Port** field that appears. Make a note of this number; you will need to enter it into the Alphacom XE or ICX-500 Web interface and in the "Install/Video & Audio/Intercom/Clients" screen of Symmetry.

6. Click **OK**.

7. Close the "Serial Ports/Data Links" and "Exchange Information" screens.

8. Click the **Send Change** button, which is located on the toolbar.

9. When prompted, enter the username and password. For Alphacom XE, the default username is **alpha** and the password is **com**. For ICX-500, the default username is **admin** and the password is **alphaadmin**.

10. Wait until the transfer is finished.

11. Close AlphaPro.
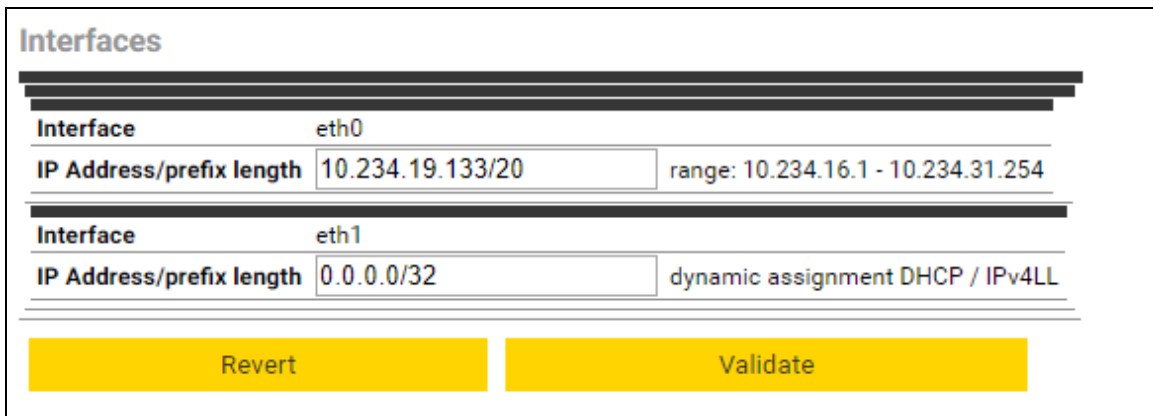
Step 3 – Setting Switch S601-1

If applicable, make sure that switch S601-1 on the AlphaCom Module Controller PCB is set to OFF, as described in the note on page 6.

Step 4 – Configuring the IP Settings

You also need to carry out the following if the Alphacom XE or ICX-500 system communicates with Symmetry over a LAN:

1. Open a Web browser and enter the URL to the Alphacom XE or ICX-500 system, which by default is http://169.254.1.5.

2. When prompted, log in as an administrator. The default username is **admin** and the password is **alphaadmin**.

3. Click **System Configuration**, then **Interfaces**. The following page is displayed:

4. In the **Interface eth0** area, enter the IP address in CIDR notation for the intercom system, as used by Symmetry. The IP address must be static (not DHCP assigned). For example, 10.234.19.133/20

gives an IP address of 10.234.19.133, and as there are 20 leading bits, the subnet mask is 255.255.240 (in binary, 11111111.11111111.11110000). Refer to a CIDR conversion table on the internet if other examples are needed. Press **Validate** then **Save & Apply**.

5.   Click **System Configuration**, then **Filters**. The following page is displayed:

Firewall Filter Settings		
Search:		
Protocol ▲	**Port (Lo:Hi)** ↕	**Eth0**
TCP		
AlphaNet Data	50000	✔
AlphaPro	60001	✔
HTTP (ICX Web)	80	✔
HTTPS (ICX Web)	443	✔
IP Devices	50001	✔
MPC Data	4001	✔
OPC Server 1	61112	✔
OPC Server 2	61113	✔
SSH	22	✔

6.   If there is an existing **MPC Data** protocol listed, delete it.

7.   Choose to add a new protocol with the following settings:

Choose a protocol name of **MPC Data**
Set **TCP/UDP** to **tcp**
Set **Port (Lo:Hi)** to the port number you entered previously in AlphaPro.
Select the **Eth0** checkbox.

8.   Click **Save**.

Step 5 – Configuring the Account Settings

If an ICX-500 system is being used, for the master station (intercom client in Symmetry):

1.   Click **Account**, then **SIP Settings**, then **Account**.

2.   Set **Allow Unsolicited REFER** to **Enabled**.

3.   Click **Save**.

Configuring a Pulse or IC-Edge Intercom System

Configure the Pulse or IC-Edge intercom system as described in Zenitel's own documentation.

Configuration in the Zenitel VS-IMT Software

In the Zenitel VS-IMT software:

- Add or remove the following checkmark, depending on whether you are using Pulse or IC-Edge:

Projects
☑ Enable creating "VS-SDK for Pulse enabled project"
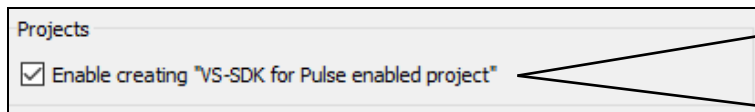
If you are using IC-Edge, remove the checkmark.

If you are using Pulse, add a checkmark.

- When creating a new project, select **VS-SDK for Pulse enabled project**:
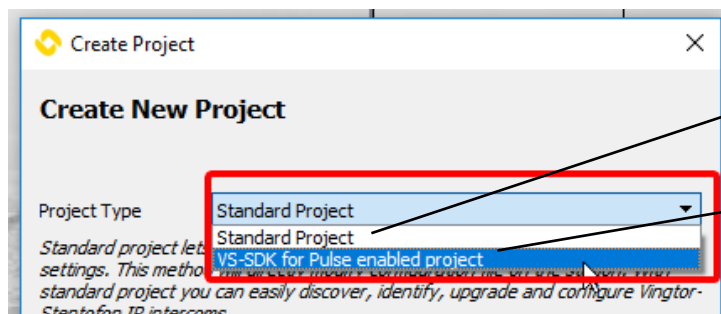
If you are using IC-Edge, select **Standard Project**.

If you are using Pulse, select **VS-SDK for Pulse enabled project**.

- Specify the directory number of each intercom (known as station number in Symmetry):

Configuration in the Intercom Web Interface

In each intercom's web interface:

- For each intercom device, use **SIP Configuration, Direct Access Key Settings** to specify the directory number of the Symmetry intercom device to call when the Call button is pressed:

- Use **SIP Configuration, Direct Access Key Settings** as follows to set up inputs if the intercom is a Symmetry intercom client (that is, located next to a Symmetry PC), and the intercom has a button/switch that is required to instruct Symmetry to open a door/barrier, operate an auxiliary output or tag recorded video:

Select the input that the switch is connected to.

Select **Send DTMF**.

Select any DTMF number from 0 to 9.

Select **Do nothing**.

Note: The action Symmetry will take when the button is pressed needs to be configured in the "Install/Video & Audio/Intercom/Stations" screen in Symmetry.

Configuring Audio Messages to Play at Intercoms (IC-Edge only)

If an IC-Edge system is used, the "Home/Monitoring/Video & Audio/Intercom" screen in Symmetry includes a **Group Multicast** button that allows an audio message or sound (a WAV file) to play at all intercoms that are in a selected Symmetry intercom group. The audio message can be different for each group.

Note that Symmetry has a default intercom group named "All", which includes all intercoms. You may want to play a message (WAV file) when the "All" group is selected in Symmetry.

The audio file must meet the following requirements:

- WAV format, PCM 16-bit, 16 kHz, single channel (mono).

- Maximum file size 20 MB.

- Any number of WAV files can be uploaded, providing the total file size is no more than 20 MB.

To configure audio messaging:

1. Open the web interface of an IC-Edge station.

2. Select **Edge Configuration, Audio Messages**:

3. Upload each WAV file, and to assign it an audio message activation number as follows:

   a) Under **Upload Media**, choose the WAV file, and click **UPLOAD**.

   b) Under **Message Settings**:

      i) Select the audio message you have uploaded.

      ii) Set **Event** to **Call**.

      iii) Set the **Options** to: **Call Ended, Outgoing, Speaker, One Time**,

      iv) Enter a unique audio message activation number, starting from 94. You will map each audio message activation number (and therefore WAV file) to a Symmetry intercom group, as described in step 5.

4. Create the intercom groups in Symmetry, or make a list of each group you intend to create and the intercoms it will contain. When the **Group Multicast** button is selected in the Symmetry Intercom screen, all intercoms in the selected group will play the same WAV file (if a WAV file is mapped to the intercom group).

   Note that an intercom can be in more than one intercom group, which gives the possibility of an intercom playing different WAV files depending on the group selected.

5. Edit the file named "IC_EdgeCallGroupMapping.xml" found in "Program Data\Security Management System\Intercom"). This file maps each Symmetry intercom group to an audio message activation number (WAV file). In the <Broadcasts> section, add a <Broadcast Index> line for each Symmetry intercom group with which you want to associate a WAV. For example:

   ```
   <Broadcasts>
   <Broadcast Index="0" Number="94" /> <!-- Default 'All' intercoms Group-->
   <Broadcast Index="1" Number="95" /> <!-- Second group in the Symmetry Intercom Group menu -->
   <Broadcast Index="2" Number="96" /> <!-- Third group in the Symmetry Intercom Group menu -->
   <Broadcast Index="3" Number="97" /> <!-- Fourth group in the Symmetry Intercom Group menu -->
   </Broadcasts>
   ```

   The first line, with Index="0" is for the Symmetry "All" intercom group; Index="1" is for the second Symmetry intercom group , Index="2" is for the third, etc.

   If you do not want to map an intercom group to a WAV file, do not include the relevant Index number. For example:

   ```
   <Broadcasts>
   <Broadcast Index="0" Number="94" /> <!-- Default 'All' intercoms Group-->
   <Broadcast Index="1" Number="95" /> <!-- Second group in the Symmetry Intercom Group menu -->
   <Broadcast Index="3" Number="96" /> <!-- Fourth group in the Symmetry Intercom Group menu -->
   </Broadcasts>
   ```

Configuring Symmetry

Configure Symmetry using the following steps.
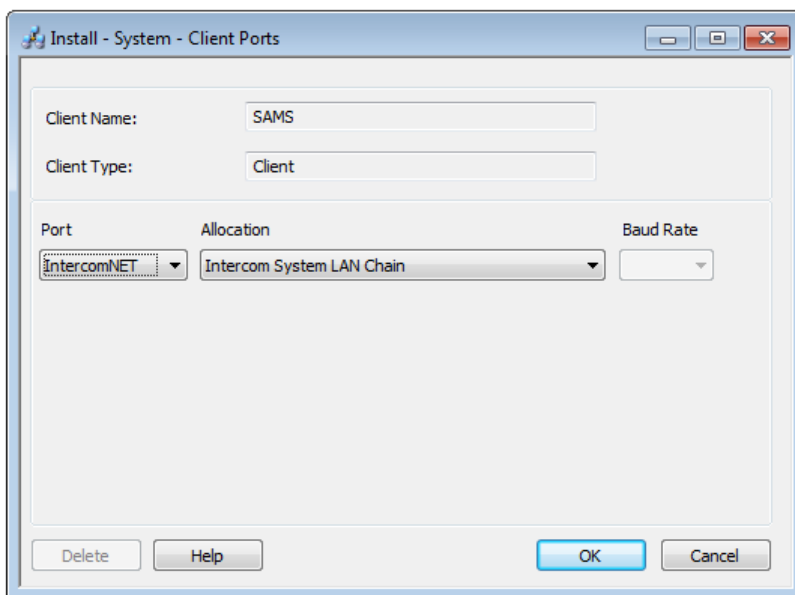
Step 1 – Add a License for Intercom Management

Add a license for Intercom Management using the "Maintenance/Licensing/System Licenses" screen.

Step 2 – Configure a Client Port (Alphacom XE and ICX-500 only)

If you are configuring a Alphacom XE or ICX-500 system, open the "Install/System/Client Ports" screen in Symmetry and specify the following:

- In the Selection screen, select the Symmetry client that is to communicate with the Alphacom XE or ICX-500 system and click **New**. If you are using a serial link, this must be the client that the intercom system is physically connected to. If a LAN link is used, choose the Symmetry client that you want to manage communications.

- In the Definition screen, choose the **Port** and **Allocation**:

If a LAN link is used, select **IntercomNET** in the **Port** menu, and **Intercom System LAN Chain** in the **Allocation** menu.

If a serial link is used, specify the COM port that the intercom system is connected to in the **Port** menu, and choose **Intercom System** in the **Allocation** menu.

There can be only one intercom system per Symmetry installation.

Step 3 – Set Up a LAN Chain (Alphacom XE and ICX-500 only)

If you are configuring a Alphacom XE or ICX-500 system, and a LAN connection is used between the intercom system and Symmetry, open the "Install/Access Control/Chains/LAN" screen and set up a LAN chain:

Select the client and the **LAN Port Name** of **IntercomNET**.

In **Network Address**, specify the fixed IP address or network (DNS) name of the Alphacom XE or ICX-500 system. In **Port Number**, specify the port number specified when setting up the communication settings in AlphaPro (see page 10).

Step 4 – Set Up the Intercom Client

Use the "Install/Video & Audio/Intercom/Clients" screen to specify the Symmetry client PCs that will be used to answer call requests. That is, when using the "Home/Video & Audio/Intercom Control" screen (Alphacom XE or ICX-500), "Home/Video & Audio/Intercom" screen (Pulse and IC-Edge), "Home/Monitoring/ Graphics" screen or when acknowledging an alarm. The Symmetry client must have the client service installed, as described in the *Symmetry Software Installation Manual*.

Each Symmetry intercom client must be sited next to an intercom to enable the user to communicate with callers.

The key options in this screen are as follows (for further information, please refer to the *Online Help*):

Type

Select the type of intercom system you are configuring.

Station Number

Enter the number known to the intercom control unit that identifies the intercom (the "directory number" or "device ID"). Each intercom has a station number (directory number\device ID). When the intercom type is Alphacom XE or ICX-500, the station number must be prefixed with an "F" (e.g. "F123").

Client Name

Select the Symmetry client. The menu does not include clients that are already in use for another intercom client, or clients that do not have the client service installed, as described in the *Symmetry Software Installation Manual*.

Show as Call Station

Select **Show as Call Station** if you want other Symmetry intercom clients to make calls to this client, or if you want to set up trigger commands triggered by calls from this client. A button will appear for the client's intercom in the "Home/Video & Audio/Intercom Control" screen (Alphacom XE or ICX-500) or "Home/Video & Audio/Intercom" screen (Pulse and IC-Edge), and you will be able to add the client's intercom to graphics.

Extended Properties Tab

If you are configuring a Pulse or IC-Edge intercom system, use the Extended Properties tab to specify the IP address of the intercom that is being used at the Symmetry client. **Note:** The IP address is that of the Pulse intercom station, or the IC-Edge controller.

Step 5 – Set Up Call Stations

Use the "Install/Video & Audio/Intercom/Stations" screen to specify the intercoms that are being used by visitors or other personnel. Typically, these are located at entrances, delivery points, parking barriers, etc.

The key options in this screen are as follows (for further information, please refer to the *Online Help*):

Station Number

Enter the number known to the intercom control unit that identifies the intercom (the "directory number" or "device ID"). Each intercom has a station number (directory number\device ID). When the intercom type is Alphacom XE and ICX-500, the station number must be prefixed with an "F" (e.g. "F123").

Call Request ID and Accept All Call Requests

When a call request is made from an Alphacom XE and ICX-500 system, the intercom sends a Call Request ID. The intercom may have been set up to provide a specific ID, or the ID may be dependent on the button pushed. If you want to accept only calls that have a specific Call Request ID, deselect **Accept All Call Requests** and enter the ID in the field. All other call requests will be ignored.

Tip: The **Call Request ID** of an intercom can be determined from the status information in the "Home/Monitoring/Command Center" screen.

The fields are not relevant for Pulse and IC-Edge systems.

Intercom Command, and Command

If you are using an Alphacom XE, ICX-500 or Pulse system, you can use the **Command** menu to associate a command with the intercom (the feature is not available for IC-Edge). There are two available commands:

– **Pulse output** - Switches on the auxiliary output selected in the menu to the right of the menu for a predefined period of time (as specified by the installer), then switches it off.

– **Access Granted** - Performs the same action as a valid access-control transaction at the reader selected in the menu to the right of the menu (i.e. opens the door at the specified reader).

The command can be issued by:

– Clicking the **Command** button in the "Home/Video & Audio/Intercom Control" screen (Alphacom XE and ICX-500) or "Home/Video & Audio/Intercom" screen (Pulse) after answering a call request from the intercom.

– By right-clicking on an intercom in a graphic and selecting **Command**.

– By pressing a DAK (Alphacom XE and ICX-500) or DTMF (Pulse) button during a call at the Symmetry intercom client that is handling the call. The DAK/DTMF key to use can be selected using **Intercom Command**. The selected DAK/DTMF button must be configured correctly for each relevant intercom using the intercom system's configuration software.

Tag Video Command

If you are using an Alphacom XE, ICX-500 or Pulse system, you can use **Tag Video Command** to choose a DAK button (Alphacom XE and ICX-500) or DTMF button (Pulse) for tagging video (the feature is not available for IC-Edge). During a call from the intercom, pressing the specified button at the Symmetry intercom client that is handling the call will cause Symmetry to tag any video being recorded by the cameras specified in the Associated Cameras tab. Tagged video can make it easier to located events of interest in the "Home/Video & Audio/Video Playback" screen.

The selected DAK/DTMF button must be configured correctly for each relevant intercom using the intercom system's configuration software.

Associated Sound

If required, use the **Browse** button to select a sound (.wav) file for the intercom. The sound will be generated when a call request is received in the "Home/Video & Audio/Intercom Control" screen (Alphacom XE and ICX-500) or "Home/Video & Audio/Intercom" screen (Pulse and IC-Edge).

Associated Cameras Tab

Alphacom XE and ICX-500: If you select a camera (by moving the camera from the left box to the right box), video from the camera is automatically displayed in the "Home/Video & Audio/Intercom Control" screen when a call is received from the intercom, or if a call request associated with the intercom is selected. Select only one camera.

Pulse and IC-Edge: If you select one or more cameras (by moving the cameras from the left box to the right box), video from the camera(s) is automatically displayed in the "Home/Video & Audio/Intercom" screen when an operator answers a call from the intercom, or when an operator selects the intercom's camera icon in the Intercom screen.

Extended Properties Tab

If you are configuring a Pulse intercom system, use the Extended Properties tab to specify the IP address of the intercom. This is not required for IC-Edge, since the IP address is defined within the IC-Edge system itself.

Step 6 – Configure Intercom Groups

You can define groups of intercoms in the "Setup/Device Groups/Intercoms" screen. The groups can be used:

- In the "Home/Video & Audio/Intercom Control" screen (Alphacom XE and ICX-500) or "Home/Video & Audio/Intercom" screen (Pulse and IC-Edge) to display intercom panels for only those intercoms in a selected group.

  When using IC-Edge, a **Group Multicast** button is available in the "Home/Video & Audio/Intercom" screen, which allows an audio message or sound (a WAV file) to play at all intercoms that are in the selected intercom group. Please refer to page 13 for details of how to configure this feature.

- For History Activity reporting ("Reports/History/Activity" or "Reports/Configuration/Predefined Reports/Predefined Activity" screen) to report alarms/events from only those intercoms in a selected group.
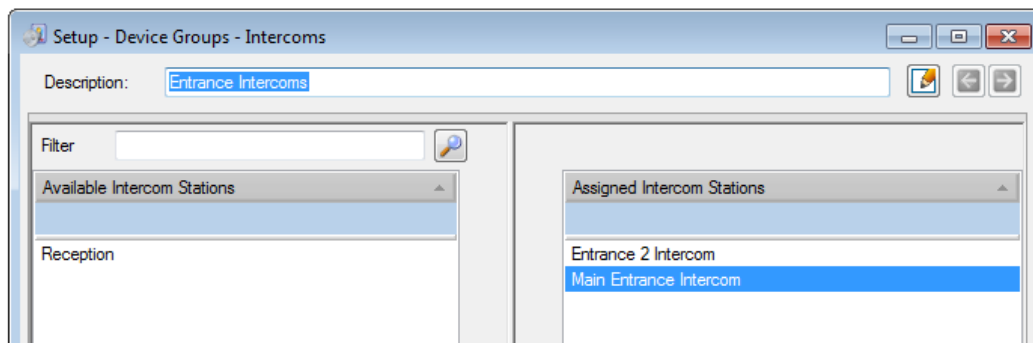
Step 7 – Set Up Alarm Reporting

If you want to be able to connect to intercoms when acknowledging alarms (page 26), use the "Operation/Alarms/Reporting" screen to specify the Call Request message as an alarm, and set up appropriate alarm routing in the "Operation/Alarms/Routing" screen.

Step 8 – Set Up Graphics

If you want to be able to connect to intercoms from graphics, use "Setup/Graphics/Add" and "Setup/Graphics/Setup" to set up the graphics.

Step 9 – Set Up Trigger Commands

You can use the "Operation/Commands/Trigger" screen to set up commands that are triggered by calls from intercom stations. This may be useful if, for example, you want to start a recording when a call request button is pressed.

Step 10 – Configure Zenitel Cameras

If you are using a Zenitel TCIV+ video intercom, you can define the ONVIF-compliant built-in cameras in the "Install/Video & Audio/Digital Video" screen.

In the **Network Address** field, append the camera's network address with the port number, i.e. <IP_Address>:<Port>.

Please refer to the Zenitel documentation for details of the username and password to use, and for other configuration information.

Chapter 3:   Using the System

Using the Intercom Control Screen (Alphacom XE and ICX-500)

Note: If you are using a Pulse or IC-Edge system, see page 25 for details of how to use the Intercom screen.

The "Home/Video & Audio/Intercom Control" screen is used to answer call requests from Alphacom XE and ICX-500 systems. The screen can be used only at client PCs specified in the "Install/Intercom/Clients" screen.

A call request is started when a call request button is pressed at an intercom, typically by visitors or other personnel who require access to the building. After speaking with the caller, you can press a **Command** button, which can perform an action such as to open a door or barrier.

The screen can also be used to speak with people at other intercoms around the building, even if no call request has been received.

The following illustration shows the key features of the Intercom Control screen.

A button is displayed for each intercom.

This area lists outstanding call requests or a list of intercoms. Clicking the **Stations/Requests** button (bottom right) toggles the mode.

An area on the right-hand side can display live video from a camera positioned at the intercom. The video appears automatically when a call request is received.

If there are more buttons than can fit on the screen at any one time, you can use the arrow buttons to display the remaining

Clears a selected call request.

Clicking **Silence** silences the sound produced by an intercom call request.

Toggles the list to show outstanding call requests or intercoms.

Clicking **Graphic** displays a graphic of the location of the intercom selected in the list (if set up in the "Setup/Graphics/Setup" screen).

You can use this menu to display buttons for **All Intercoms**, or for only those in a selected group (as defined in the "Setup/Device Groups/Intercoms" screen).

Receiving Call Requests

When a call request is received from an intercom, it is listed in the Requests area on the right of the screen, and the corresponding button changes to the following with a flashing pale blue border:
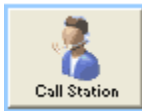
The Requests area can list multiple call requests. The call requests are listed in order of receipt, with the oldest at the top. Arrow buttons are provided for scrolling up/down the list. Each intercom can be associated with a different sound, and the sound played is always the one associated with the call request at the top of the list.

If a camera is associated with the intercom where the call request is being made, clicking the call request displays live video at the intercom.

If you minimize the "Home/Video & Audio/Intercom Control" screen, the screen is maximized automatically when a new call request is received.

Answering Call Requests

When a call request is received, you can choose to open a line between the intercom located at your PC and the intercom from which the call request was made.

You can answer a call request as follows:

1. Press the intercom button (with the pale blue border), or select the call request from the Requests list and click the **Connect** button. Clicking **Connect** without selecting a call request connects to the first in the list. It is not possible for more than one user to connect to the same intercom at the same time.

2. If you have to wait to connect to the intercom (e.g. because a handset has to be picked up at the intercom), you will see the button change to the following (olive border):

3. When a successful connection is made, the button changes to the following (orange border):

4. Speak with the person at the intercom.

5. If the intercom has been associated with a command (in the "Install/Video & Audio/Intercom/Stations" screen), the **Command** button is enabled. Pressing the button sends the command. Typically, the command is used to open a door or barrier for the caller.

6. When you want to terminate the conversation, click the button shown above or choose **Connect** again. The call request is removed from the list, and the button changes to display the default icon.

Calling Other Intercoms

You can open a line to any intercom simply by clicking on the button associated with the intercom you want to connect to, even if no call request has been received. Once a successful connection is made, the button of the intercom you are using (if shown) is displayed as follows and the one you are connecting to is displayed with an orange border.
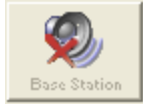
If the intercom has been associated with a command, the **Command** button is enabled while you are connected to it.

You can terminate the call simply by clicking the button again (or another button).

Note: Any two intercoms currently communicating are indicated with the above button icon. This enables you to determine which intercoms are currently in use.

Using the Intercom Screen (Pulse and IC-Edge)

Note: If you are using an Alphacom XE or ICX-500 system, see page 22 for details of how to use the system.

The "Home/Video & Audio/Intercom" screen is used to answer calls from a Pulse or IC-Edge intercom system. The screen can be used only at client PCs specified in the "Install/Intercom/ Clients" screen.

A call is started when a call button is pressed at an intercom, typically by visitors or other personnel who require access to the building. After speaking with the caller, you can click the **Command** icon in the screen, which can perform an action such as to open a door or barrier. You can also speak with people at other intercoms around the building, even if no call has been received.

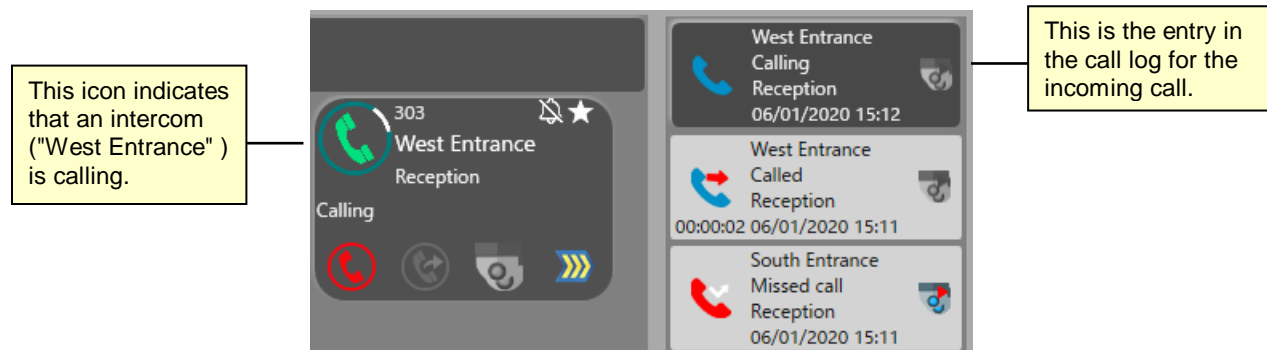The following provides an overview of the key features of the Intercom screen. Further information is available in the Symmetry *Online Help*.

A panel is displayed for each intercom. You can press this icon to start a call between you and the intercom.

The white flash around the edge of the icon indicates that a call is waiting.
After answering a call, the icon changes to:
You can click this icon to put the call on hold (Pulse only).

This button is for an IC-Edge system only. It can cause a pre-recorded sound or message to play at each intercom in the selected group.

This area is the Call Log. The entry at the top of this list indicates that intercom "West Entrance" is calling "Reception".

This area can display video, typically from cameras located near the intercom to see who is calling. For further information, refer to "Viewing Live Video" and "Viewing Recorded Video".

This panel is for the Symmetry intercom client "Reception", which is being used to display this screen. The panel appears here because the intercom client has been configured as a call station to allow another Symmetry intercom client to call it.

The icons along the bottom of the panel are (from left to right):
- **Reject/Finish Call**.
- **Forward Call** (available after answering a call for Pulse only).
- **View Associated Cameras** (allows video to be seen at any time).
- **Command** (grant access or pulse output).

If there are too many intercoms to display on one page, you can use these buttons to see other pages.

Favorites − You can click this button to display your favorite intercoms. You can mark a panel as a favorite by clicking the ⭐ icon located in the top-right corner of each panel.

Receiving a Call

Note: All calls from an intercom are routed to a specific Symmetry intercom client. It is not possible to use different Symmetry intercom clients to manage calls from the same intercom.

When a call is received from an intercom, it is listed in the call log, and the corresponding intercom icon shows a white flash, which rotates around the border of the icon:

This icon indicates that an intercom ("West Entrance") is calling.

This is the entry in the call log for the incoming call.

The call log can list multiple incoming calls. The calls are listed in order of receipt, with the latest at the top. You can scroll up/down the list.

Each intercom can be associated with a different sound. The sound played is always the one associated with the call at the top of the list.

Answering a Call

When a call is received, you can choose to open a line between the intercom located at your PC and the intercom from which the call was made. To answer a call:

1.   If you are using Pulse, click the intercom icon shown above (with the rotating white flash around the border), or right-click the call in the call log and select **Connect**, or use the button on the intercom located at your PC.

      If you are using IC-Edge, use the button on the intercom located at your PC.

2.   When a successful connection is made, the intercom panel changes to the following:

The icon changes to a blue color.

The red pause symbol is available for Pulse only.
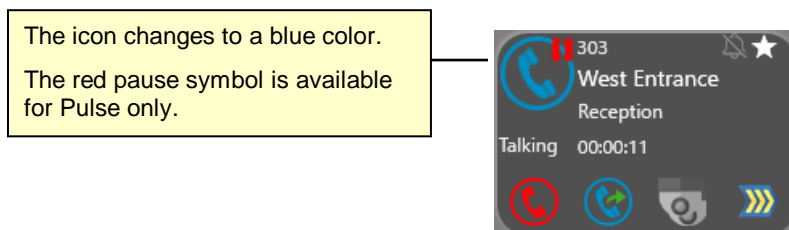
      If cameras are associated with the intercom, live video from each camera is displayed in a separate cell on the right-hand side of the screen.

3.   You can now speak with the person at the intercom.

4.   The icons at the bottom of the panel have the following meanings:

Click this icon when you are ready to finish the call.

Click this icon if you want to forward the call to another intercom (Pulse only).

The **Video** icon is ungrayed if cameras are associated with the intercom. You can click the icon at any time to view video at the intercom.

The **Command** icon is ungrayed if a command is associated with the intercom.

The icon appears as shown opposite if the command is set up to operate a device for a predefined period of time, such as lights or other barrier.

The icon appears as follows if the command is set up to grant access to the caller through a door or barrier controlled by Symmetry:

5.   If you need to grant access through a door or other barrier, or operate an auxiliary output, click one of the two possible **Command** icons shown above.

6.   When you are ready, terminate the call using the red icon shown above. The icons change to their default state, and the call log is updated.

Calling Other Intercoms

You can call any intercom simply by clicking the icon associated with the intercom, even if there is no incoming call from that intercom. The two intercom panels appear as follows while you are waiting for the call to be answered:
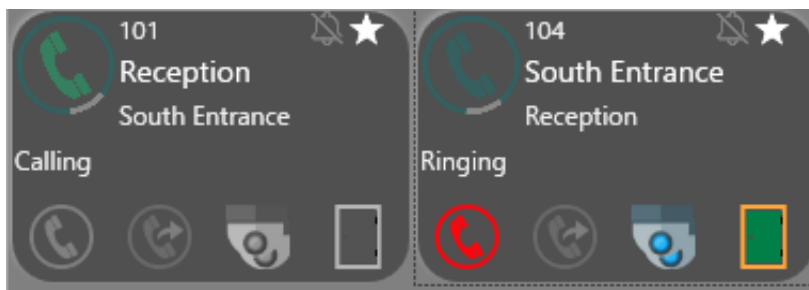
You can terminate the call by clicking the red icon in the panel of the intercom you are calling.

When the call is answered, the two intercom panels change similar to the following:
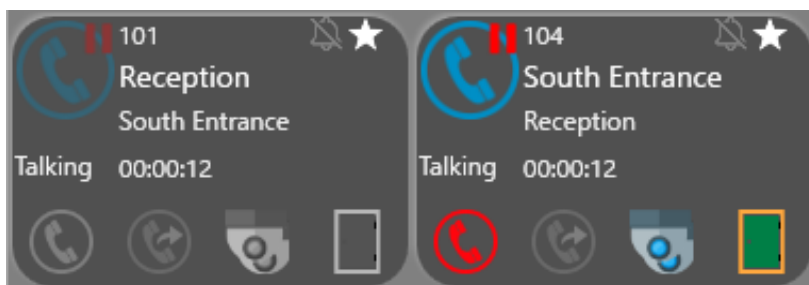
You can terminate (or for Pulse, pause) the call by clicking the appropriate icon in the panel of the intercom you are calling.

Playing a Pre-Recorded Message or Sound at Intercoms

If you are using an IC-Edge intercom system, the following button is available in the bar above the intercom panels:
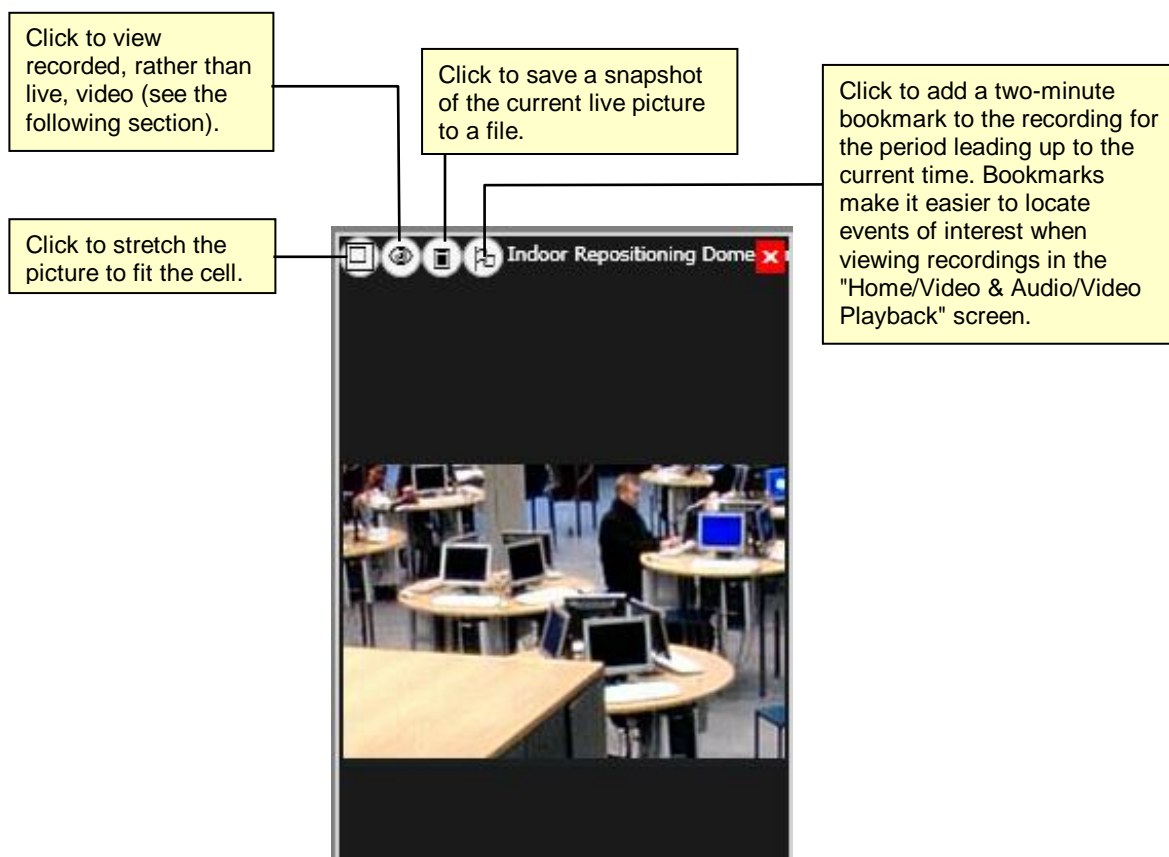
Clicking this button can cause a pre-recorded message (or other sound) to play at all the intercoms that are in the group selected from the **Group** menu, providing the system is set up to do so (see page 13). The message can be different for each group.

Viewing Live Video

There can be up to four cameras associated with each intercom. If you answer a call from an intercom that has associated cameras, live video from the cameras is displayed in the cells on the right-hand side of the screen. There can be up to four cells, one for each camera.

You can also view live video at any time by clicking the ⊙ icon in the relevant intercom panel.

The following example shows the controls when viewing live video:

Click to view recorded, rather than live, video (see the following section).

Click to save a snapshot of the current live picture to a file.

Click to add a two-minute bookmark to the recording for the period leading up to the current time. Bookmarks make it easier to locate events of interest when viewing recordings in the "Home/Video & Audio/Video Playback" screen.

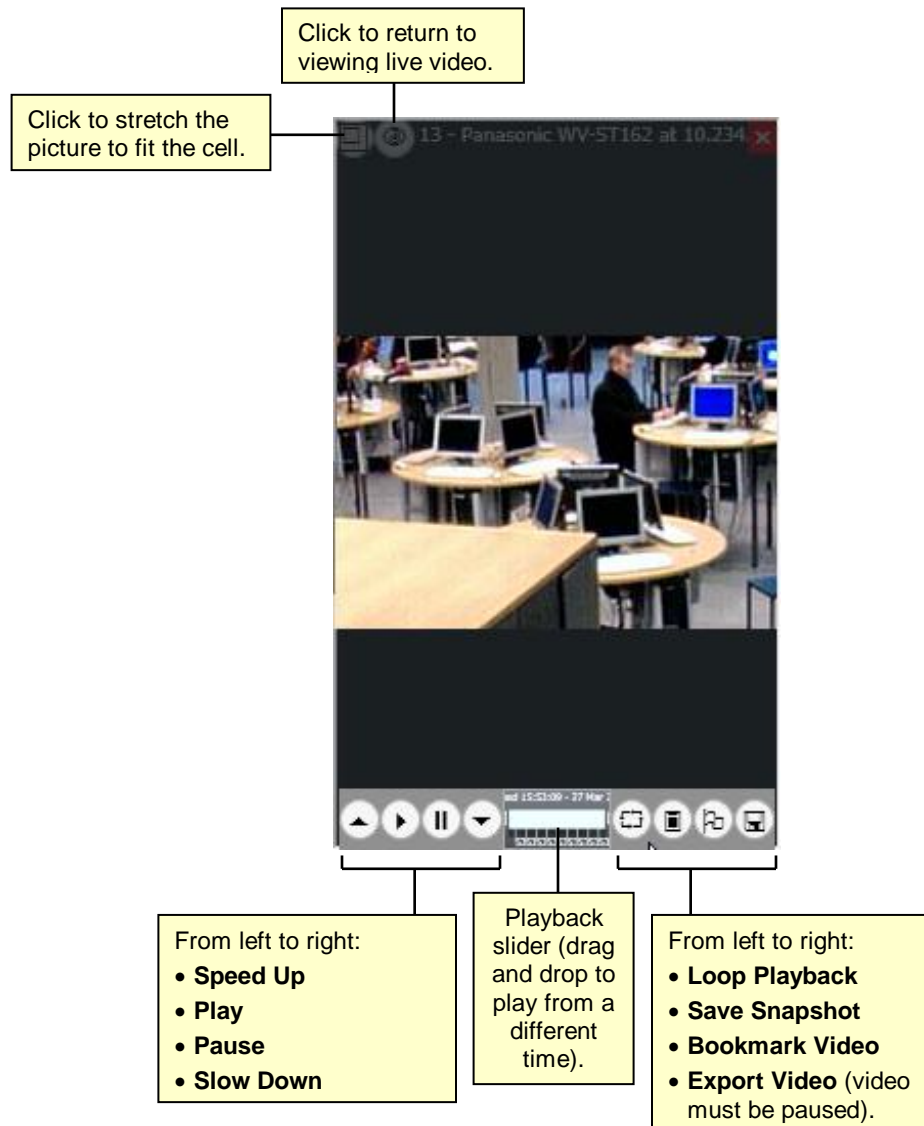Click to stretch the picture to fit the cell.

Note: Double-clicking in a video cell causes the cell to expand to occupy the right side of the screen. Double-clicking again returns the right side of the screen to its previous appearance. If you do not double-click again within 30 seconds, the other video feeds are closed to save network bandwidth.
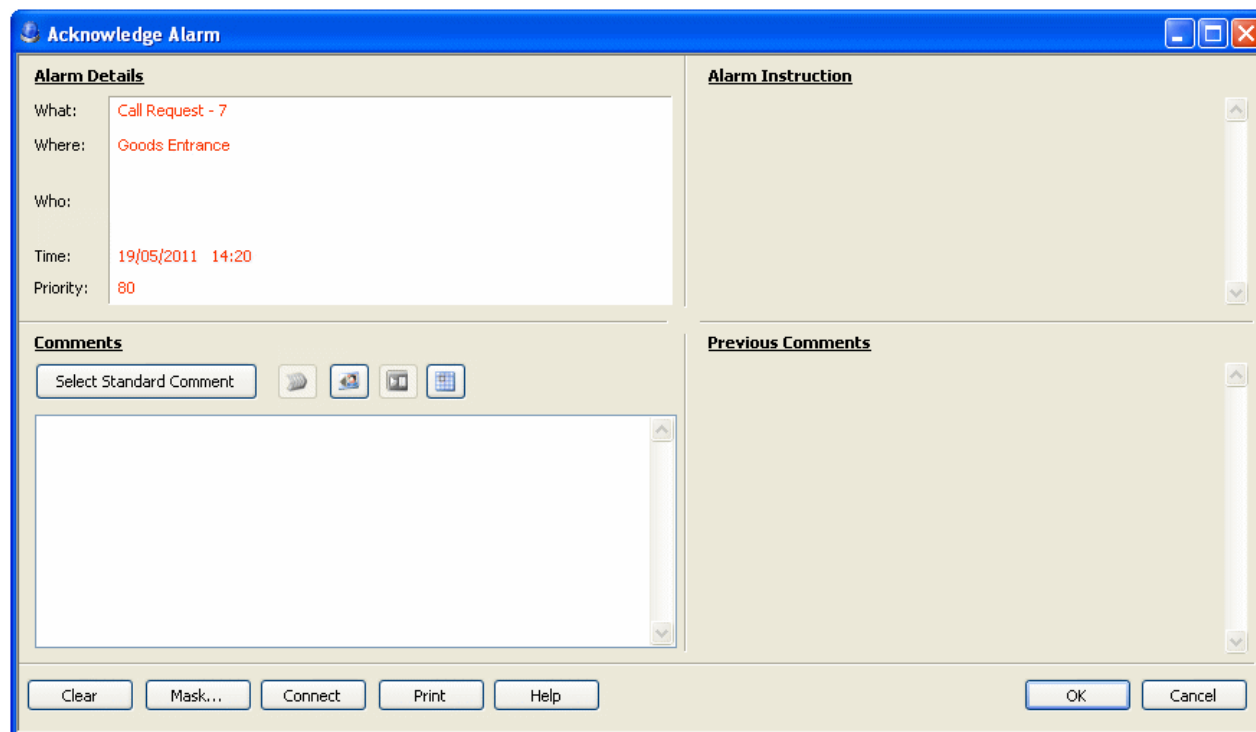
Viewing Recorded Video

You can view recorded video by:

- Clicking the ⊚ icon when watching live video. You can choose to start playback from 1, 5, 10, 30 or 60 minutes before the current time (if available).

- Clicking 🔷 in the call log (assuming that the camera has been set up to record video). Playback starts from the time of the call.

The following picture provides an overview of the controls when viewing recorded video:

Click to return to viewing live video.

Click to stretch the picture to fit the cell.

From left to right:
- **Speed Up**
- **Play**
- **Pause**
- **Slow Down**

Playback slider (drag and drop to play from a different time).

From left to right:
- **Loop Playback**
- **Save Snapshot**
- **Bookmark Video**
- **Export Video** (video must be paused).

Answering Calls from the Acknowledge Alarm Screen

The **Connect** button is displayed when acknowledging an alarm if an intercom has generated a Call Request alarm. You can use **Connect** to start an audio link between your intercom and the intercom making the call request.

When you click **Connect**, the button name changes to **Disconnect**, which allows you to disconnect the link. The link is automatically disconnected when you close the Acknowledge Alarm screen.

Answering Calls Requests from the Graphics Screen

You can also answer call requests from the "Home/Monitoring/Graphics" screen if intercoms have been added to graphics in the "Setup/Graphics/Setup" screen. The following icon is used:

The border of the icon flashes in pale blue when a call request is received. Right-clicking the icon and selecting **Connect** opens the audio link to the intercom and the color changes to orange (flashing).

History Reporting

The "Reports/History/Activity" screen can be used to produce reports of intercom call requests and other intercom alarms and events:

You can choose to report on **Intercom Stations** or **Intercom Groups**.

Choose **All** if you want to include the alarms and events, no matter which intercom they relate to.

Choose an intercom or group if you want to include alarms and events only if they have been produced from the specified intercom or an intercom in the group.