



CLEAR-COM CONCERT

V2.5.0

CLIENT USER MANUAL

Clear-Com Concert Client User Manual

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Part Number 810391Z Rev 4

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1

INSTALLATION

CLEAR-COM CONCERT INTERCOM SOFTWARE

Clear-Com Concert is a multi-user conferencing and intercom application. It enables business users and collaborative workgroups to instantly and reliably intercommunicate. This manual describes how to install, navigate, and use Concert. The minimum recommended system requirements are:

Interface-enabled client

Processor: Intel® Pentium® 4 Processor (2.8GHz) or comparable

Either client

RAM: 512GB

Hard Drive: 60MB free hard disk space

Network Card: 100MB Ethernet interface or better

OS: Windows XP or Windows Vista

Audio Device: Plantronics USB headset (recommended)

- Other compatible headsets include:
 - Plantronics .Audio 400 USB (best)
 - Plantronics .Audio 470 USB
 - Plantronics .Audio 750 USB
 - Jabra
 - USB conference phones may also be used with Concert.

INSTALLING CONCERT

1. To begin the installation procedure, double-click on the self-extracting Concert installation file (provided by the system administrator).



This will launch the *Concert Setup Wizard*:

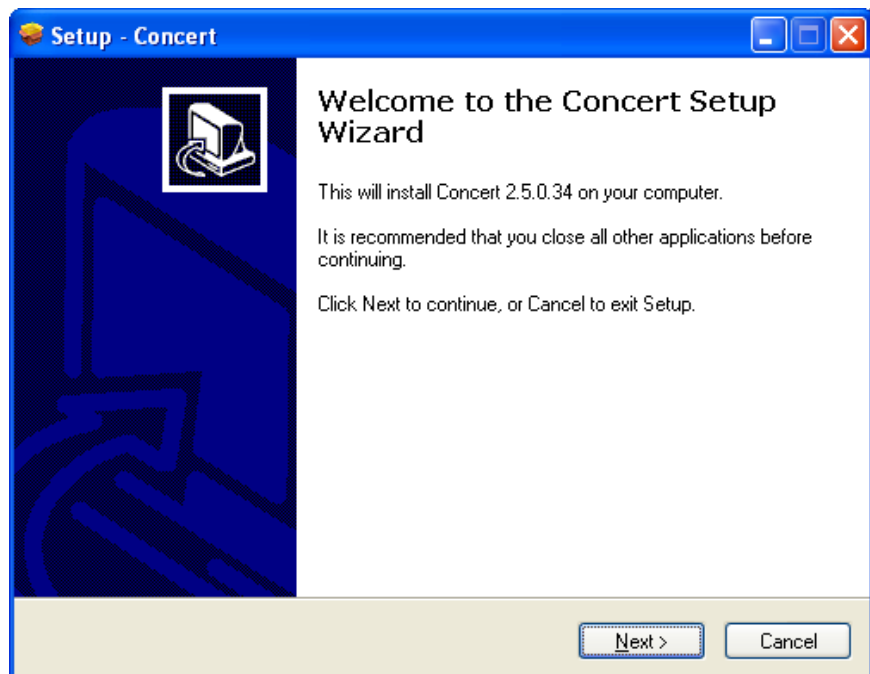
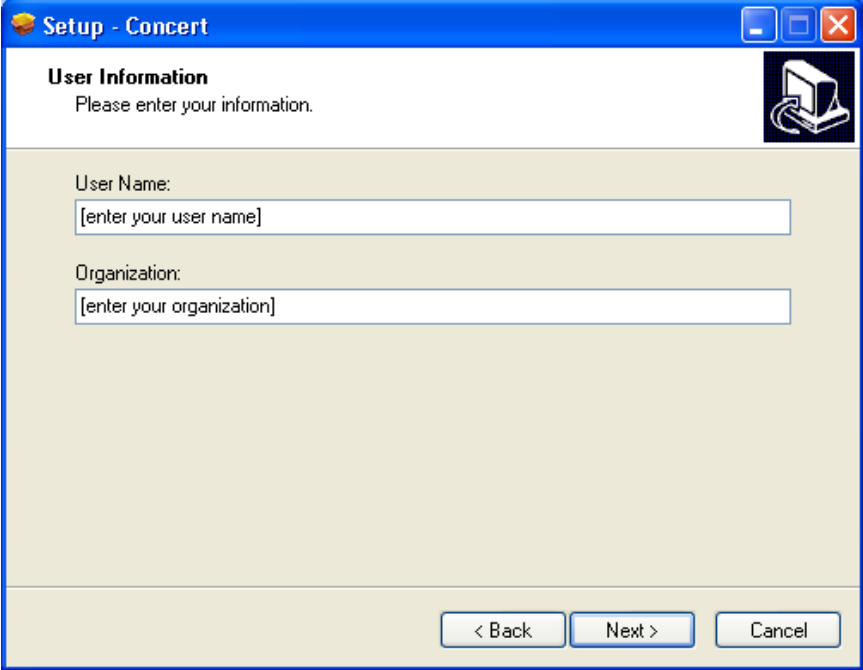


Figure 1-1: Concert Setup Wizard

2. Click **Next** to proceed with the setup process.

The *User Information* screen appears:



Setup - Concert

User Information
Please enter your information.

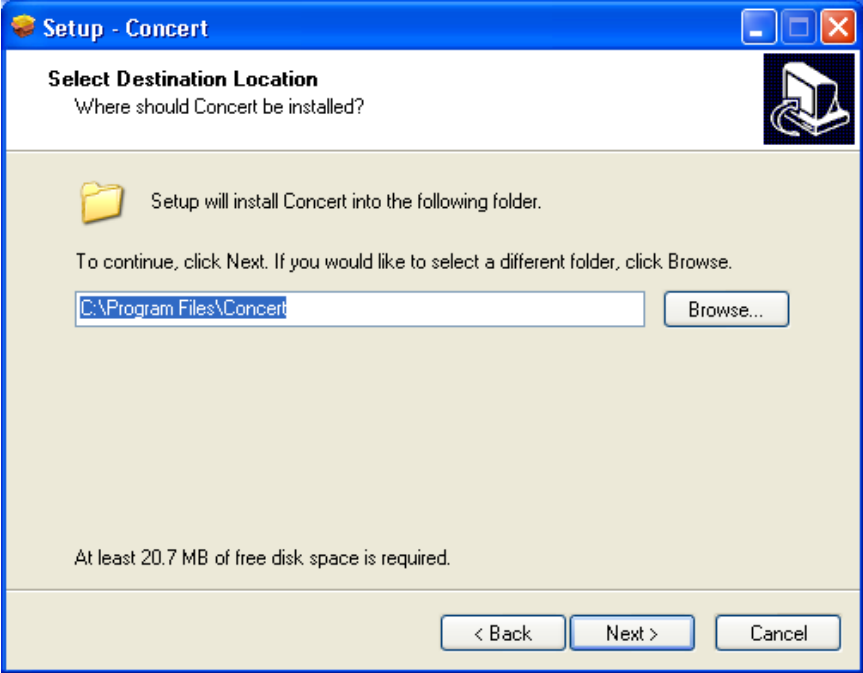
User Name:
[enter your user name]

Organization:
[enter your organization]

< Back Next > Cancel

Figure 1-2: Concert Setup User Information

3. Enter your **User Name** and **Organization** (if applicable).
4. Click **Next** to enter the installation location.



Setup - Concert

Select Destination Location
Where should Concert be installed?

Setup will install Concert into the following folder.

To continue, click Next. If you would like to select a different folder, click Browse.

C:\Program Files\Concert Browse...

At least 20.7 MB of free disk space is required.

< Back Next > Cancel

Figure 1-3: Concert Default Installation Directory

5. Specify the installation folder for the Concert application.

It is recommended that you accept the default location (C:\Program Files\Concert), if possible. The amount of disk space required for the installation will be displayed.

Note: You should ensure that the required disk space is available before continuing with the installation (additional space may be required by the client after installation).

6. Click **Next** to continue.

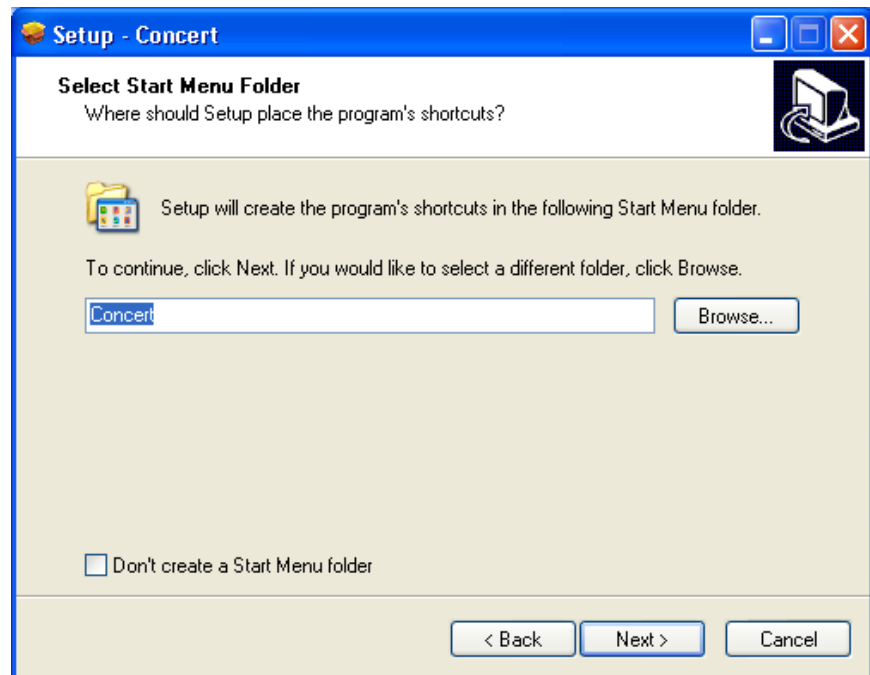


Figure 1-4: Concert Start Menu Name

7. Specify the name of the shortcut that will be placed in the *Start Menu* folder.
8. Click **Next** to continue.

The *Select Additional Tasks* screen appears:

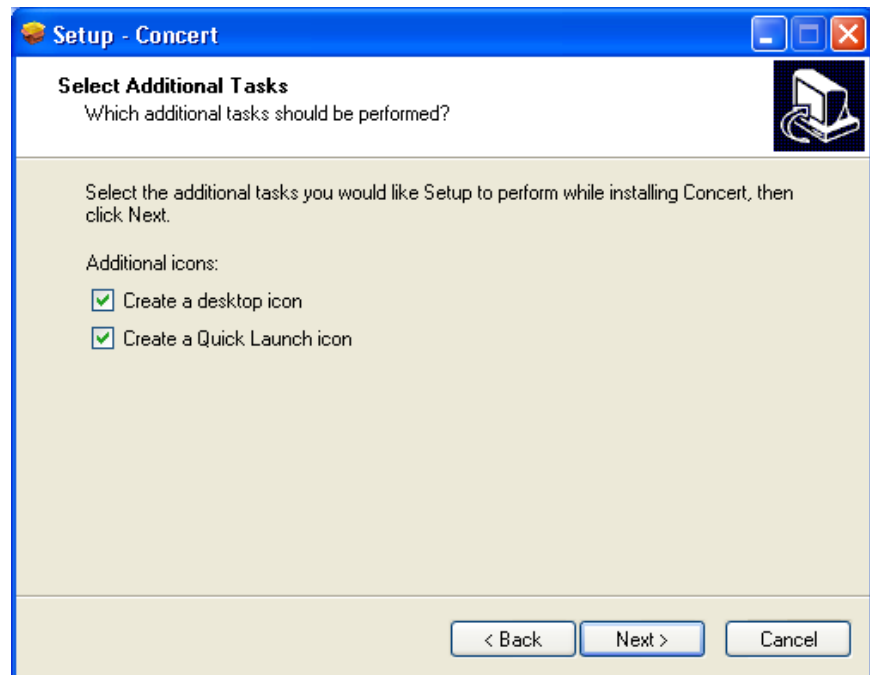


Figure 1-5: Concert Start Icons

9. If you want to create either a desktop shortcut or a “Quick Launch” icon, select the appropriate checkboxes.

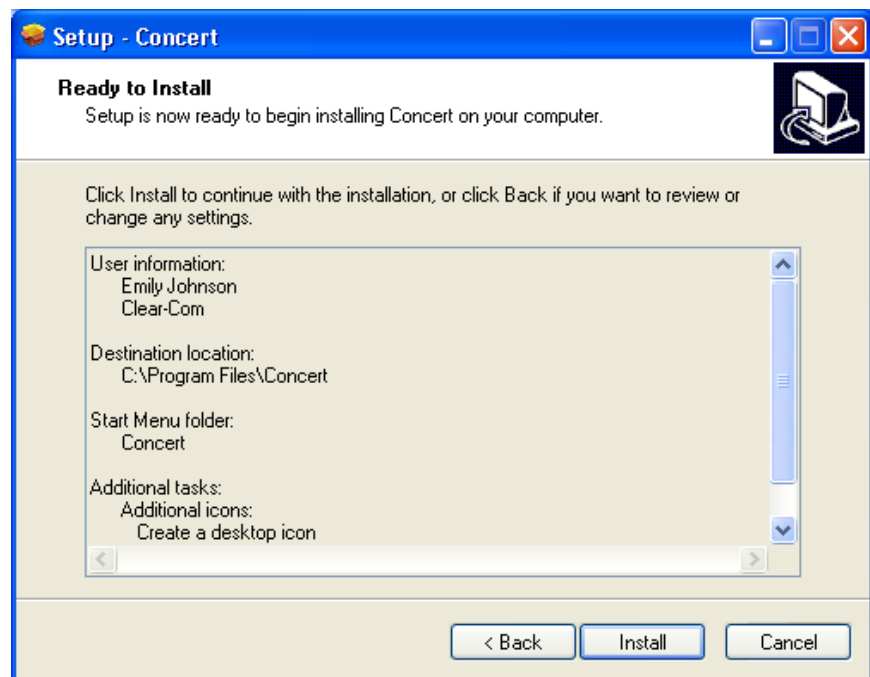


Figure 1-6: Concert Installation Complete Confirmation

10. Click **Install** to proceed with the installation process (or click **Back** to change your entries).

A progress bar indicates the progress of the installation. As soon as the installation completes, the *Completing the Concert Setup* screen appears:

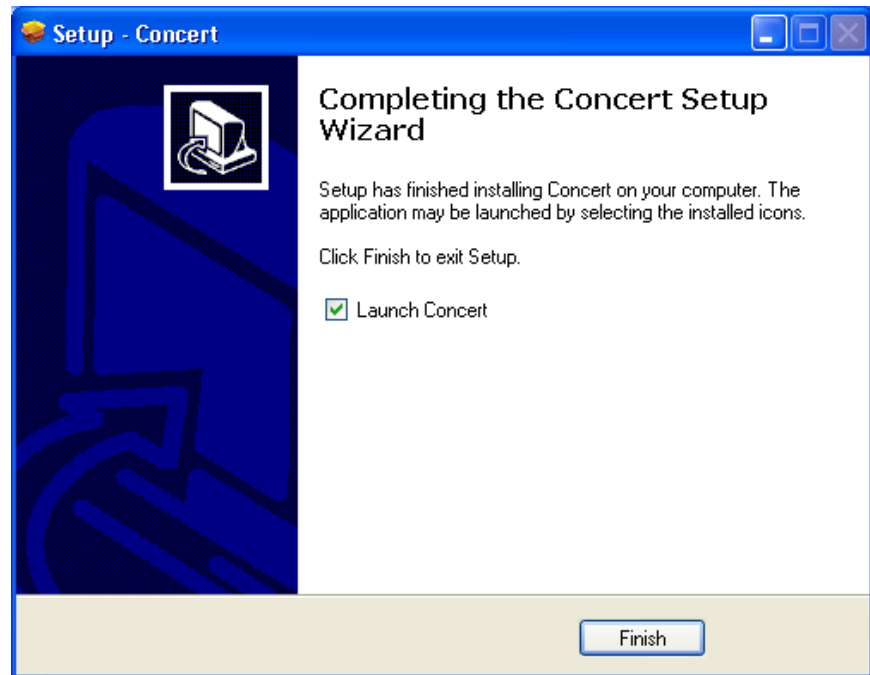


Figure 1-7: Concert Install Completion

11. If you want to start the application immediately, select the **Launch Concert** checkbox.
12. Click **Finish** to exit the installation wizard.

When the Concert application is started for the first time, some configuration will be necessary. The configuration procedure is described in the following section.

CONFIGURING CONCERT

Once the Concert application has been installed, it will need to be configured for the audio devices available on your computer. You will also need to specify your notification and server options.

When you start Concert for the first time, a device configuration window will display automatically, requiring you to set up your audio device profiles (i.e., primary sound device, ringing sound device, and secondary sound device).

CONFIGURING THE PRIMARY SOUND DEVICE

The primary sound devices are the default audio input (microphone) and output (headset or speakers) devices that will be used by Concert.

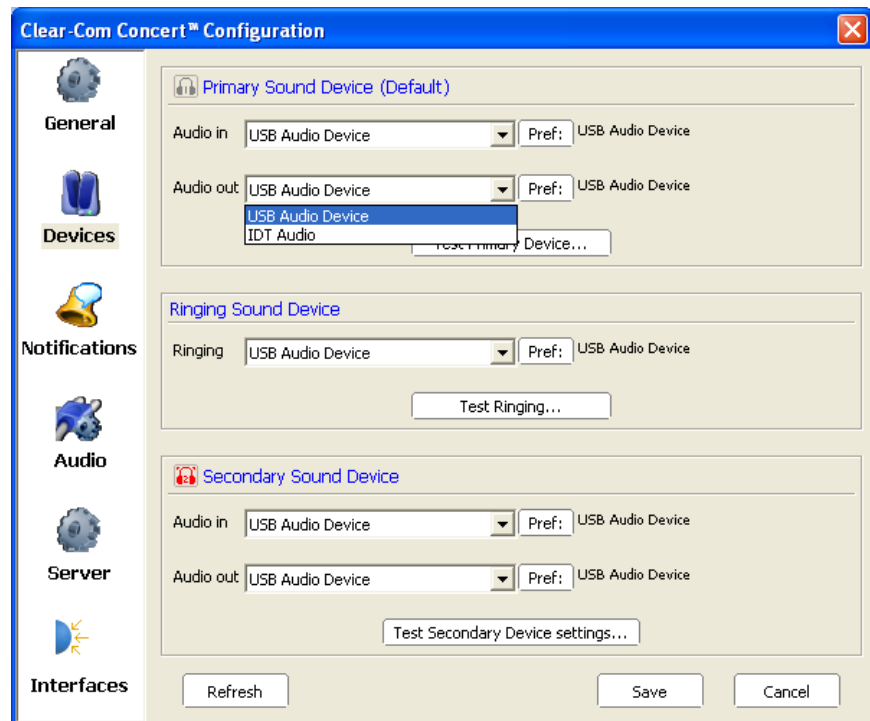


Figure 1-8: Configuring Primary Sound Device

1. From the **Audio in** dropdown list (in the *Primary Sound Device* area), select your preferred audio input device.

Note: The device dropdown lists display only the hardware devices that are currently connected, installed, and enabled on your computer.

Note: For each item on this screen, the first device you select from a list will be automatically set as the preferred device (displayed to the right of the item).

2. From the **Audio out** dropdown list, select your preferred audio output device.

In the above example, the same device was selected for both the primary input and output device.

3. To test the primary sound devices configuration, click **Test Primary Device**. This will create a local loopback channel directing any input audio to the specified output device.
4. Try speaking a few words to verify that the configuration is working properly.

Note: The label on the **Test Primary Device** button changes to **Stop Test**.

5. To stop the test, click **Stop Test**.

Preferred Device Operation

Concert will attempt to use the preferred audio input and output devices whenever you log in. If a device is not available, Concert will try to use another device within the list, such as an onboard sound card.

CONFIGURING THE RINGING SOUND DEVICE

Next, you will need to specify an audio device to output the “ring” sound when a call from another Concert user is received. This is usually the same output device selected above but could also be an external speaker, if desired.

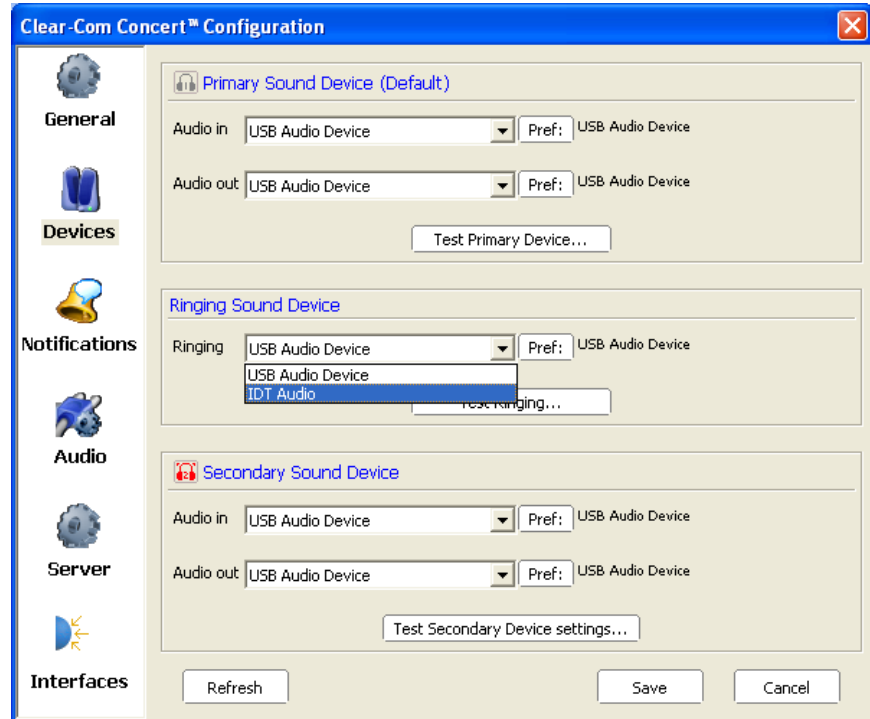


Figure 1-9: Ringing Device Configuration

1. From the **Ringing** dropdown list (in the *Ringing Sound Device* area), select your preferred ringing device.

Note: If the selected ringing device is later disconnected for some reason, Concert will attempt to use another device from the list when a call is received.

2. To test this device, click **Test Ringing**.

Note: The label on the **Test Ringing** button changes to **Stop Test**.

3. To end the test, click **Stop Test**.

CONFIGURING THE SECONDARY SOUND DEVICE

The last configuration step is to specify the preferred secondary sound device configuration. For example, your preferred primary device could be your headset, and your preferred secondary device could be a personal duplex speakerphone for hands-free audio. This device will be enabled automatically when you switch to the secondary device on the client.

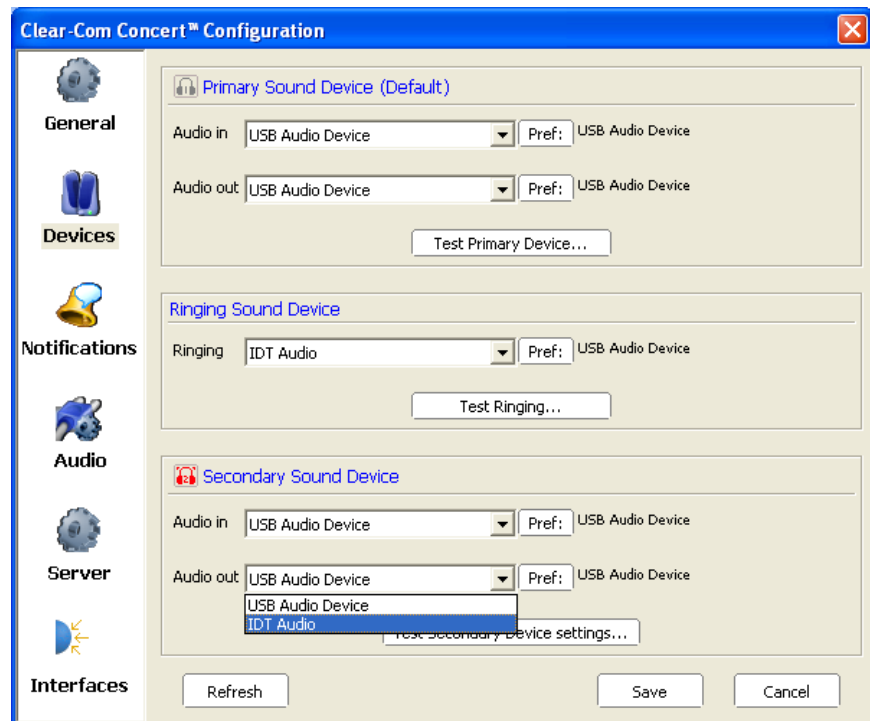


Figure 1-10: Configuring Secondary Sound Device

1. From the **Audio in** dropdown list (in the *Secondary Sound Device* area) select your secondary audio input device.

Note: The device dropdown lists display only the hardware devices that are currently connected, installed, and enabled on your computer.

2. From the **Audio out** dropdown list, select the secondary audio output device.
3. Click **Test Secondary Device settings** to test the secondary sound device configuration.

Note: The label on the **Test Secondary Device settings** button changes to **Stop Test**.

4. If the audio test of the secondary sound device is satisfactory, click **Stop Test**.
5. Once all three configurations have been completed and tested, click **Save** (or click **Cancel** to exit the configuration without saving).

Note: You can modify the client audio or server configuration at any time through the Concert menu (**Config > Devices**).

USER CONFIGURATION OPTIONS

In addition to Devices, there are five other configuration categories:

- General
- Notifications
- Audio
- Server
- Channels (displayed only if the administrator has granted channel configuration rights to the user).

Note: The default configuration for **General**, **Notifications**, and **Audio** should be sufficient for normal use. However, the Concert server address will need to be specified within the Server option before a connection to Concert can be established. Therefore you may skip to the **Server** section at this time.

General Configuration Options

The *General* configuration window provides you with control options for application startup, automatic call answering, and cleanup of history files.

1. To access this window, click on the **General** icon.

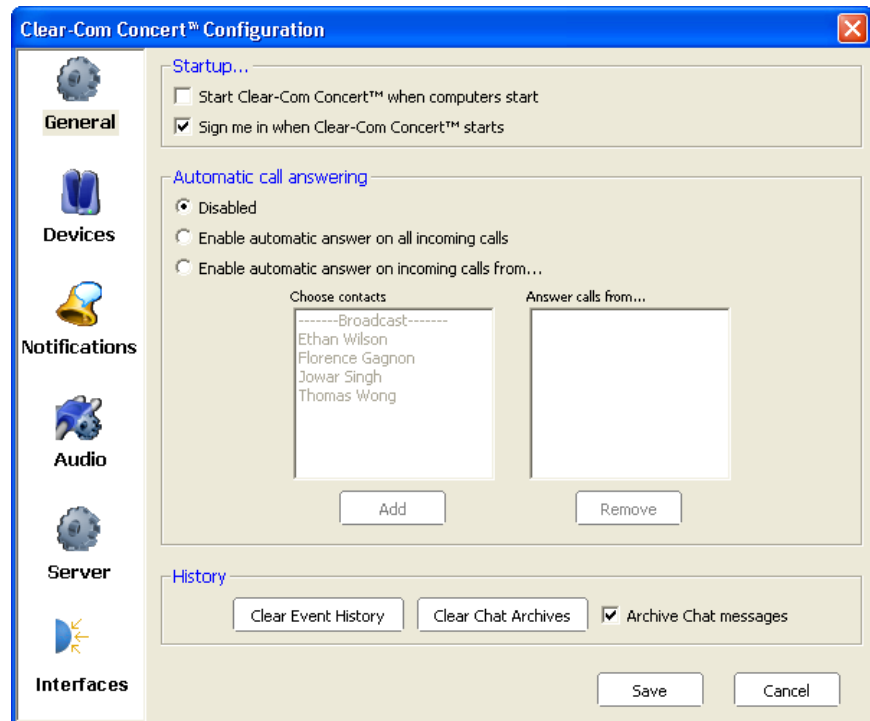


Figure 1-11: General Configuration Options

Startup...

2. In the *Startup* area, you can specify that you want to automatically start and/or log in to Concert whenever your computer starts.
3. If you prefer to start and log in to Concert manually, leave these checkboxes blank.

Automatic Call Answering

Note: You must be online to configure the third option listed below:

4. In the *Automatic Call Answering* area, select the appropriate option:
 - Disabled
 - Enable automatic answer on incoming calls
 - Enable automatic answer on incoming calls from...

5. If you select the last option, you will need to specify the contacts from which to auto-accept calls:
 - a. In the *Choose contacts...* list, select one or more contacts (use <Shift>+click or <Ctrl>+click to select multiple contacts).
 - b. Click **Add** to move these contacts to the *Answer calls from...* list.

History

The *History* area provides a means of removing old event and chat history files (click the appropriate button).

Enabling chat message archiving allows you to display past conversations with another user within the chat window.

6. Once the settings are satisfactory, click **Save** (or click **Cancel** to abandon the changes).

Notification Options

Within the *Notification* configuration page, you can select the events that will generate a notification in the task bar area. You can also specify the transparency level of the message and how long it will remain visible.

1. To access this page, click on the **Notifications** icon.

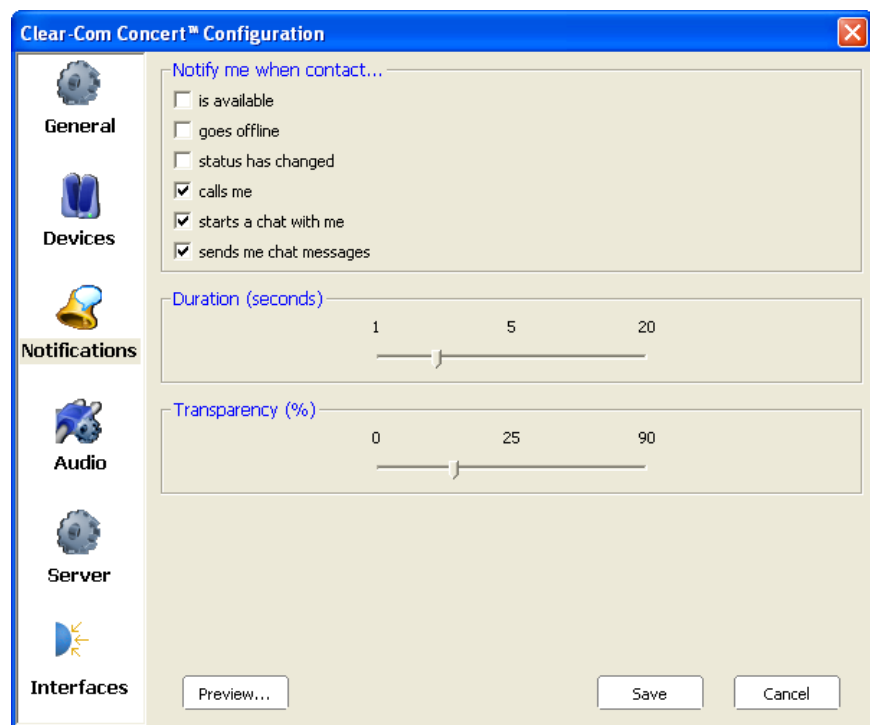


Figure 1-12: Notification Options

2. In the *Notify me when contact...* area, select the appropriate options.
3. In the *Duration* area, drag the slider to specify the number of seconds a notification will remain visible (defaults to 5 seconds).
4. In the *Transparency %* area, specify the transparency of the message (defaults to 25 percent).
5. To test the settings, click **Preview**.
6. Once the settings are satisfactory, click **Save** (or click **Cancel** to abandon the changes).

Note: If you click **Cancel**, any changes you have made in any of the configuration pages will be lost.

Audio Options

The *Audio* configuration dialog facilitates the configuration of more advanced audio Quality of Service (QOS) settings.

Simple mode allows you to perform an easy setup of the connection, while advanced mode is reserved for experienced users or administrators.

Simple Mode

1. To access the *Audio* configuration page, click on the **Audio** icon.

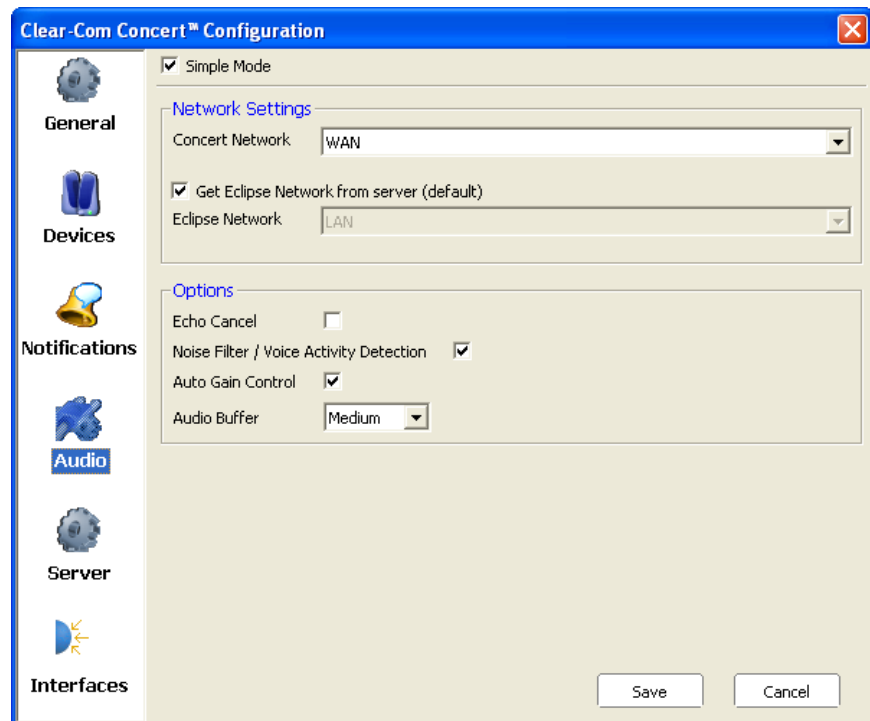


Figure 1-13: Simple Mode Audio Options

2. To work in simple mode, select the **Simple Mode** checkbox.
3. In the *Network Settings* area, specify the type of network connection that best describes your network environment (the default value is WAN). If you are not sure which setting to use, ask your system administrator.

Note: Be mindful that an incorrect configuration may cause audio problems.

- **LAN:** You select this setting when you use Concert on your corporate LAN (same office) and you have high and stable bandwidth available

- **WAN:** You select this setting when you use Concert on a corporate WAN (controlled network environment), however your bandwidth may be lower between two offices or sites
- **INTERNET:** You select this setting when you use Concert on the Internet (uncontrolled, unstable and low bandwidth available), example at home, or remote site.

Note: The LAN setting sets the audio sampling rate at a higher rate resulting in very high audio quality. However, it uses more bandwidth. The INTERNET setting sets the audio sampling rate at a much lower rate resulting in a lower audio quality. However, it uses less bandwidth.

4. In the *Options* area, you can configure various Quality of Service settings to reduce latency, echo, and improve the overall audio quality:
 - **Echo Cancel:** Reduces echo which can be caused by the use of a speakerphone, being in close proximity to other participants, or possibly a high speaker volume on the headset (default: **Disabled**).

Note: It is strongly recommended that you use USB devices that provide built-in echo cancellation.

- **Noise Filter/Voice Activity Detection:** Reduces background noise and enables the microphone when speech is detected (default: **Enabled**).
- **Auto Gain Control:** Auto adjusts microphone gain (default: **Enabled**).
- **Audio Buffer:** Adjusts the Windows Sound Channel Buffer. This improves audio quality. For Windows Vista, level 9 is recommended; for slow computers, level 6 is recommended. Note that this will also increase audio delay (default: **Medium**).

Advanced Mode

Note: This mode should be used by advanced users only.

1. To display the advanced mode options, deselect the **Simple Mode** checkbox.

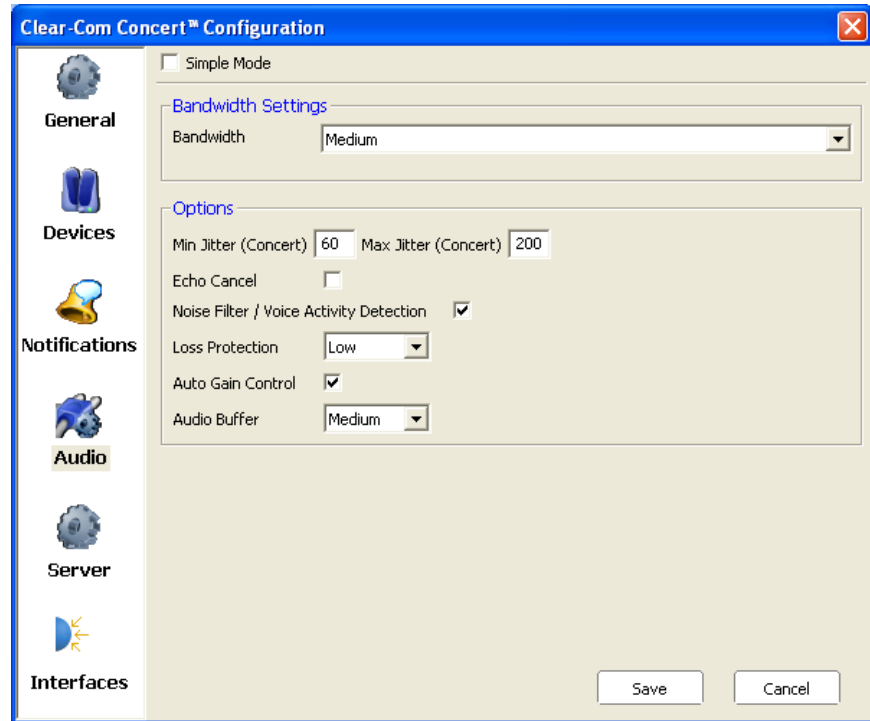


Figure 1-14: Advanced Audio Options

2. In the *Bandwidth Settings* area, choose the appropriate bandwidth option based on the bidirectional speed of the network that the Concert system is using.

Note: The bandwidth selection is equivalent to the *Network Settings* in Simple mode.

3. In the *Options* area, you can configure various Quality of Service settings to reduce latency, echo, and improve the overall audio quality:
 - **Jitter:** Smoothes out the audio in high-latency environments (default: **60ms-200ms**).
 - **Echo Cancel:** Reduces echo which can be caused by the use of a speakerphone, being in close proximity to other participants or possibly a high speaker volume on the headset (default: **Disabled**).

- **Noise Filter/Voice Activity Detection:** Reduces background noise and enables the microphone when speech is detected (default: **Enabled**).
 - **Loss Protection (Forward Error Correction—FEC):** This should be enabled if your network is experiencing packet loss (default: **Low**).
 - **Auto Gain Control:** Auto-adjusts microphone gain (default: **Enabled**).
 - **Audio Buffer:** Adjusts the audio buffer size for Windows:
 - Higher settings increase latency but can resolve issues with choppy audio.
 - Lower settings decrease latency but may cause audio quality issues.
 - The performance level of the PC will also be a factor in determining the correct audio buffer setting.
4. Once the settings are satisfactory, click **Save** (or click **Cancel** to abandon the changes).

Server Options

The Server settings allow you to specify the Concert server to which you will connect.

1. To access the *Server* configuration page, click on the **Server** icon.

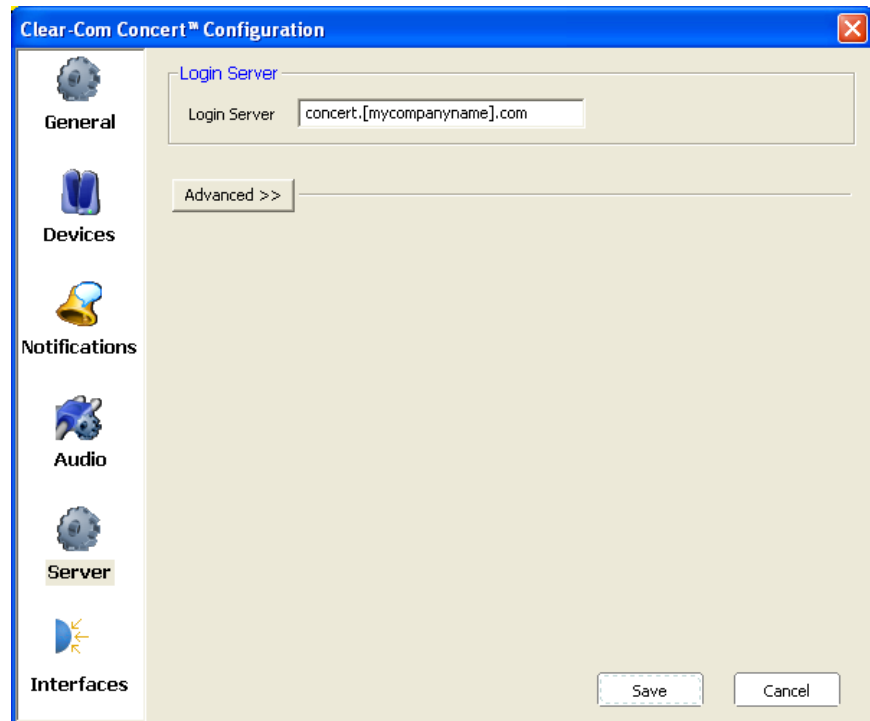


Figure 1-15: Login Server Only

2. In the **Login Server** field, enter the address (IP address or hostname) of the Concert server specified to you by the system administrator.

Note: If the system administrator has provided you with the Concert server address only, then only this field needs to be completed. Otherwise, proceed to the *Advanced Options* section below.

3. Once the settings are satisfactory, click **Save** (or click **Cancel** to abandon the changes).

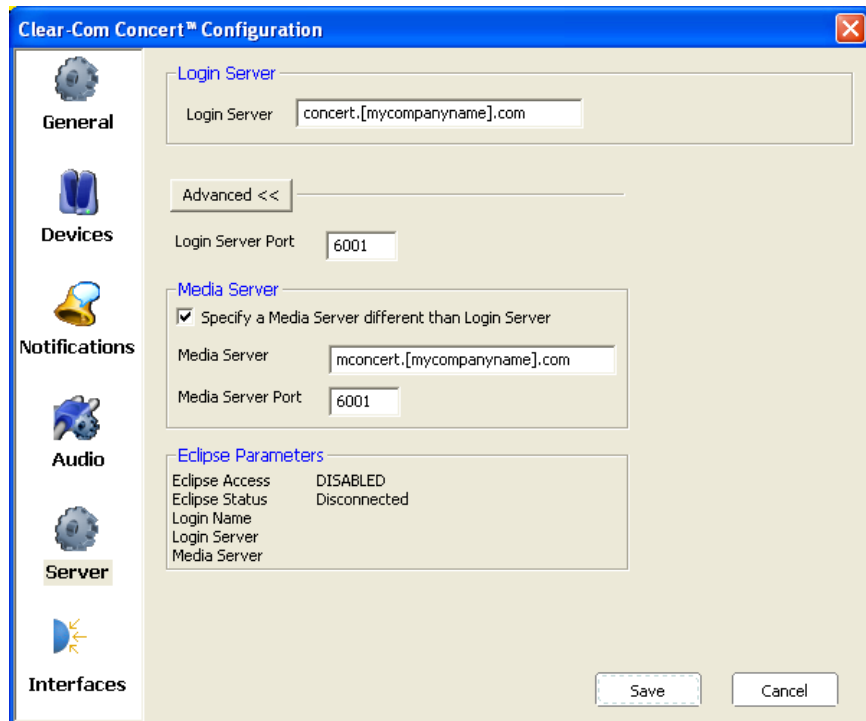


Figure 1-16: Login and Routing Server

Advanced Options

1. If the system administrator has specified settings in addition to the Login server address, then click **Advanced>>** to specify these advanced media server settings.
2. Update the **Login Server Port**, if specified differently by your system administrator.
3. Select the **Specify a Media Server different than Login Server** checkbox.
4. Enter the address (IP Address or hostname) of the Concert **Media Server** specified by the system administrator. The media server routes the audio packets to other clients connected within the Concert system.
5. Update the EMS **Media Server Port**, if specified differently by your system administrator.

An example of a Concert system with two media servers but only one login server is shown in *Figure 1-17*, below.

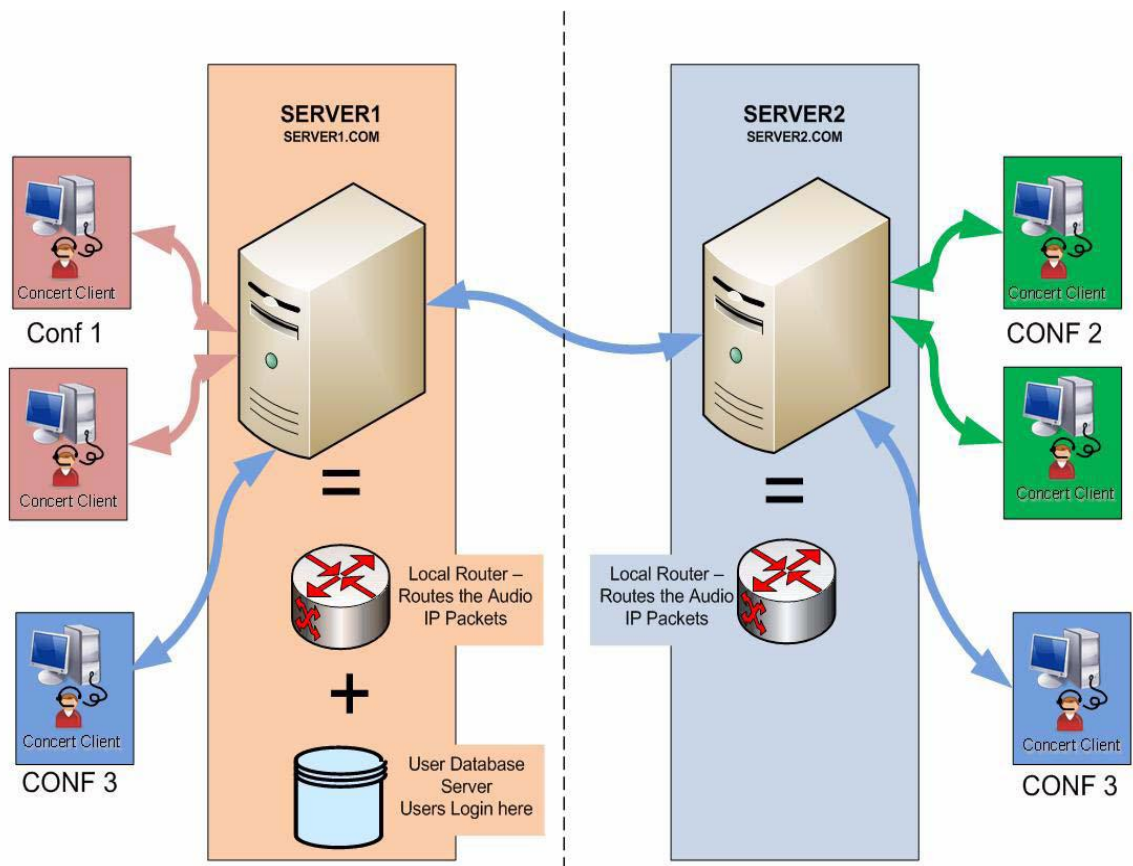


Figure 1-17: Example of Split-Site Concert Configuration

The configuration page also displays the Eclipse access parameters. These parameters show whether the client has been granted access to an Eclipse system by the system administrator.

Note: These parameters are not editable within the client.

Note: The Eclipse connection parameters for the Intercom panel mode must initially be set up in EMS. Contact your system administrator for assistance.

6. Once the settings are satisfactory, click **Save** (or click **Cancel** to abandon the changes).

Interface Options

The *Interfaces* configuration page allows you to configure locally connected devices by assigning a Concert “channel” to a physical port on the device (see “*Supported USB Devices*” on page 3-1).

Note: The ability to configure interfaces must be enabled for you by the system administrator.

Note: You must be logged in to the server before you can access this dialog.

1. To access the *Interface* configuration dialog, click on the **Interfaces** icon.

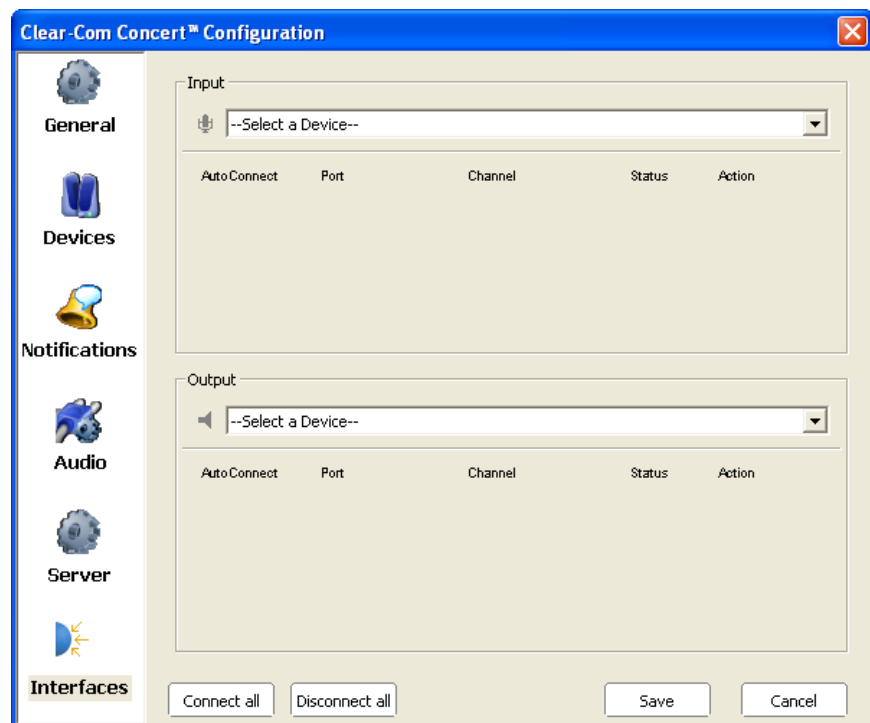


Figure 1-18: Interface Configuration Dialog

Note: Input and output devices allow you to bring audio into or out of Concert through an external device. They are configured separately in order to provide additional flexibility.

Input Devices

2. In *Input* area (upper part of the page), select your input device from the dropdown list. The number of available analog ports displayed will correspond to the type of device selected.

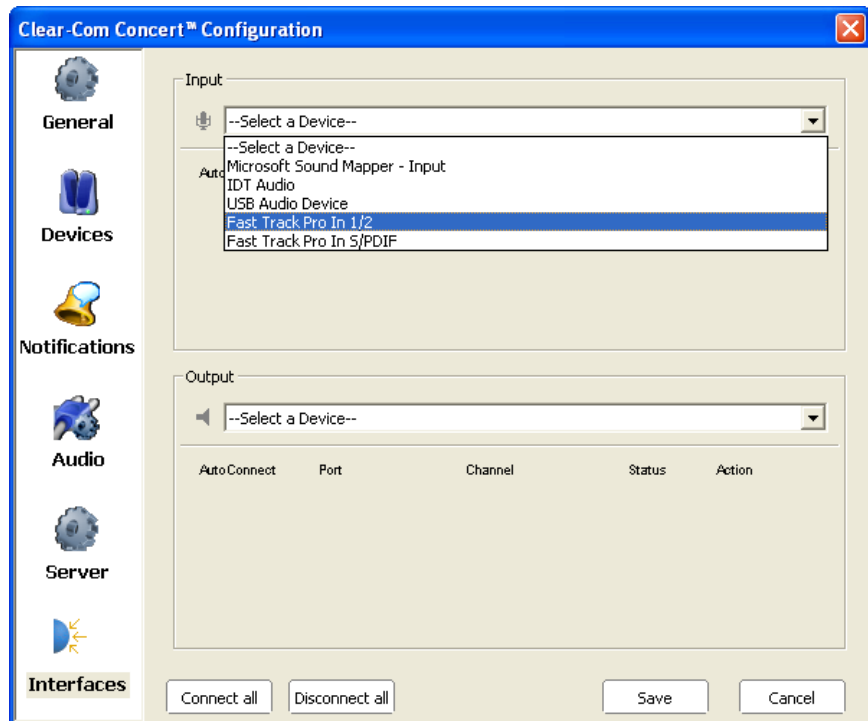


Figure1-19: Device Selection

Note: When you select a device the drop-down list, the capabilities of that device are automatically retrieved by the Concert client. Some devices, such as an onboard sound card, may unexpectedly display two ports. This usually occurs when the device supports stereo input or output.

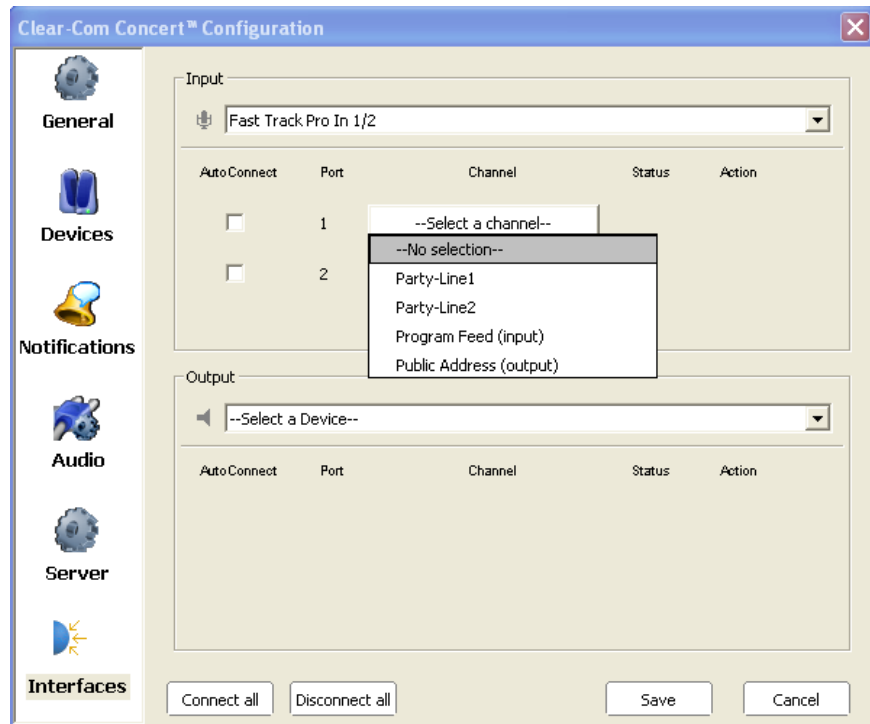


Figure 1-20: Input Channel Selection

3. In the **Channel** field, for each input port, select the channel to be assigned. The channels listed in the dropdown are those that are currently associated to your role (as configured by the system administrator).

Note: If the list is empty, contact the system administrator.

4. For each input port, use the **Auto Connect** checkbox to specify whether the port-channel configuration should be automatically re-established every time you log in (or the device is connected to your PC while already logged in).

Output Devices

5. In the *Output* area (lower part of the page), select your output device from the dropdown list. The corresponding number of ports is displayed.
6. In the **Channel** field, for each output port, select the channel to be assigned. The channels listed in this dropdown are those that are associated to your role.
7. For each output port, use the **Auto Connect** checkbox to specify whether the port should be automatically reconnected every time you log in (or the device is connected).

Note: The **Status** indicator represents the connection status that each port-channel configuration has with Concert.

8. Use the **Action** buttons, on the right side of the page, to manually connect or disconnect individual channels.

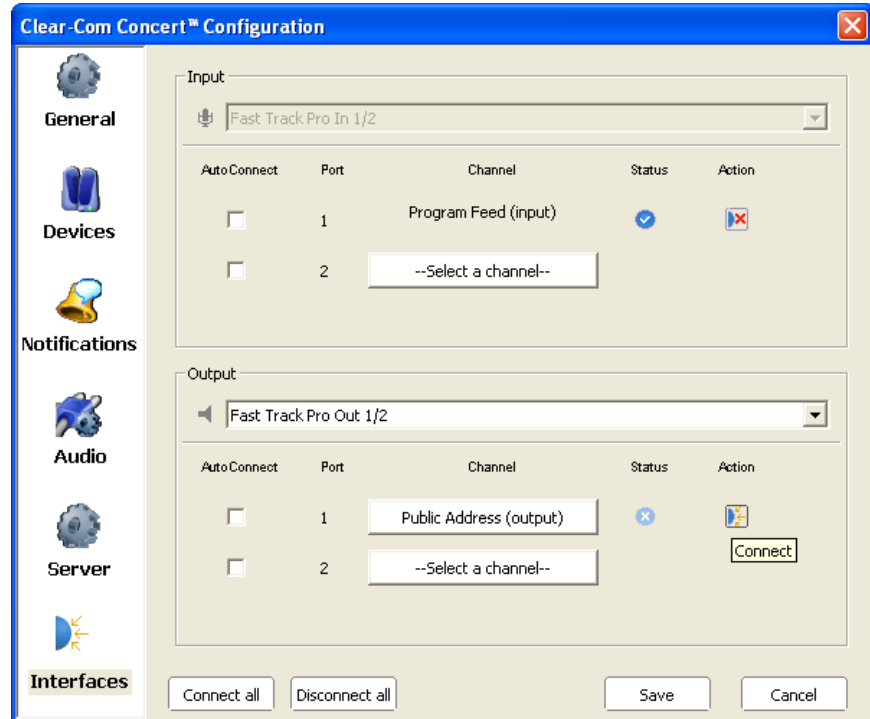


Figure 1-21: Connecting Channels

Note: A tooltip is displayed when you hover your mouse pointer over a button (as shown above, for the output Port 1 **Connect** button).

Other Controls

Connect All	Connects all configured port-channel configurations (on this client only).
Disconnect All	Disconnects all connected port-channel configurations (on this client only).
Save	Saves changes made in other pages only (changes in this page are made dynamically).
Cancel	Cancels changes made in other pages.

2 OPERATION

This chapter covers the use of the Concert system and how to modify configuration settings.

LOGGING IN

Once the Concert application has been configured, it will display the user login screen (unless automatic login has been set up).

Before logging in to the network, you will need to have a user account set up by your Concert system administrator.

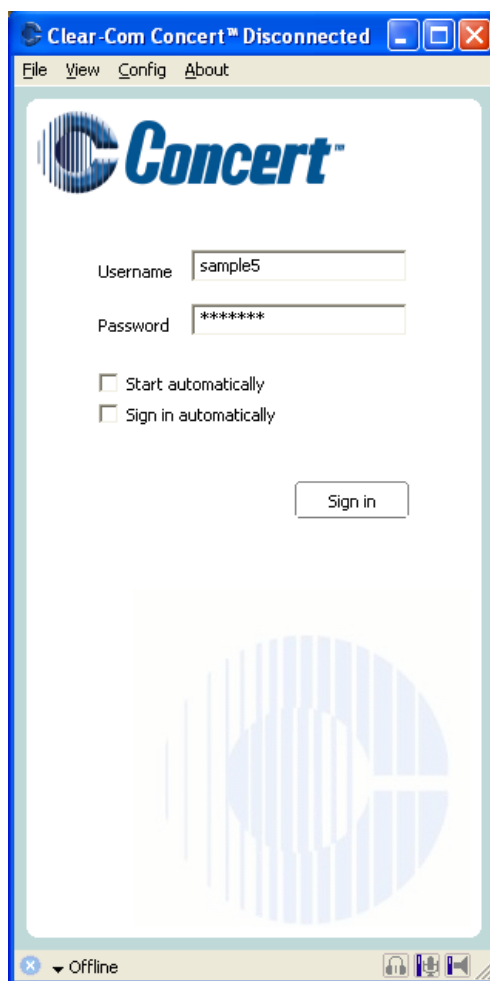


Figure 2-1: Concert Login

1. Enter your assigned **Username** and **Password**.
2. To launch Concert automatically when the computer is started or sign in automatically, select the appropriate checkbox (optional).
3. Click **Sign in** to log in to the Concert system.

Note: If you have selected the automatic login option, then Concert will no longer require you to enter your username and password.

- To display the client version number, click **About** on the Concert menu bar.



Figure 2-2: Concert About

CHANGING YOUR PASSWORD

To change your password, you must first log in (either manually or automatically).

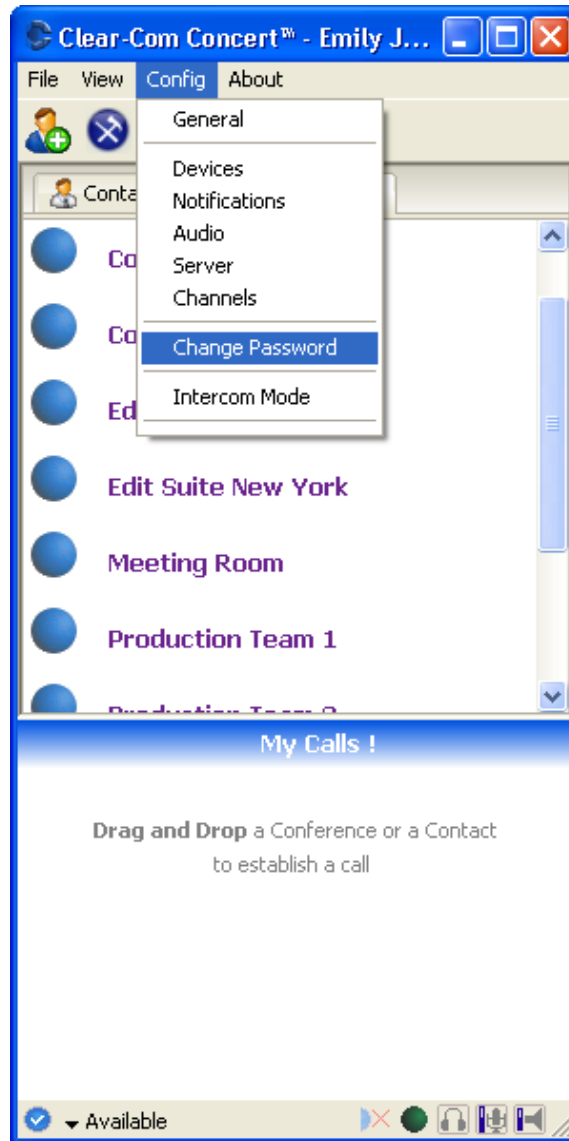


Figure 2-3: Config Menu

1. From the **Config** menu, choose **Change Password**. The *Change Password* dialog appears:

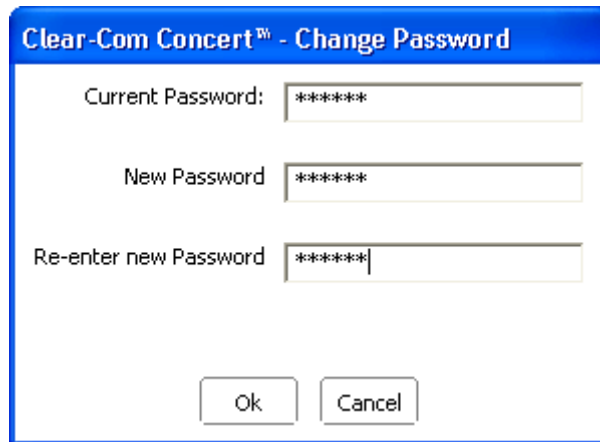


Figure 2-4: Change Password Dialog

2. Enter your **Current Password**.

Note: If you do not know your current password, contact your Concert system administrator.

3. Enter your **New Password**.
4. Re-enter your **New Password**.
5. Click **OK** to complete the change (or **Cancel** to abandon the change).

NAVIGATION

TOOLBAR

There are three buttons on the Concert client toolbar (above the tabs). These provide shortcuts for adding a contact, opening the configuration dialog, or displaying the Intercom panel:

	Opens the dialog to add a new contact to a group
	Opens the client configuration dialog
	Enables the Intercom mode and opens the Intercom panel window

TABS

You can change the order of the tabs, if required, by dragging a tab and dropping them in a new position on the tab bar. The new tab positions will not be saved when you exit the client.

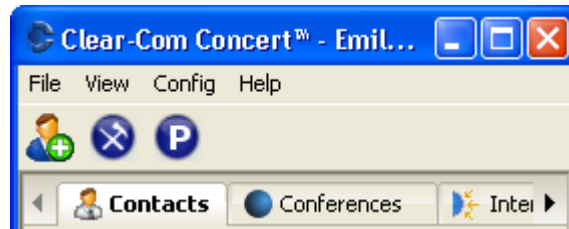


Figure 2-5: Tab Bar

You can also scroll horizontally through the tabs using the arrow buttons at either end of the tab bar.

DOCKING

Concert allows you automatically align the client window to either the left or right side of your desktop. If you are in Intercom mode, then the virtual Intercom panel will also be aligned to the left or right.

1. To dock your client window choose **Docking** from the **View** menu.

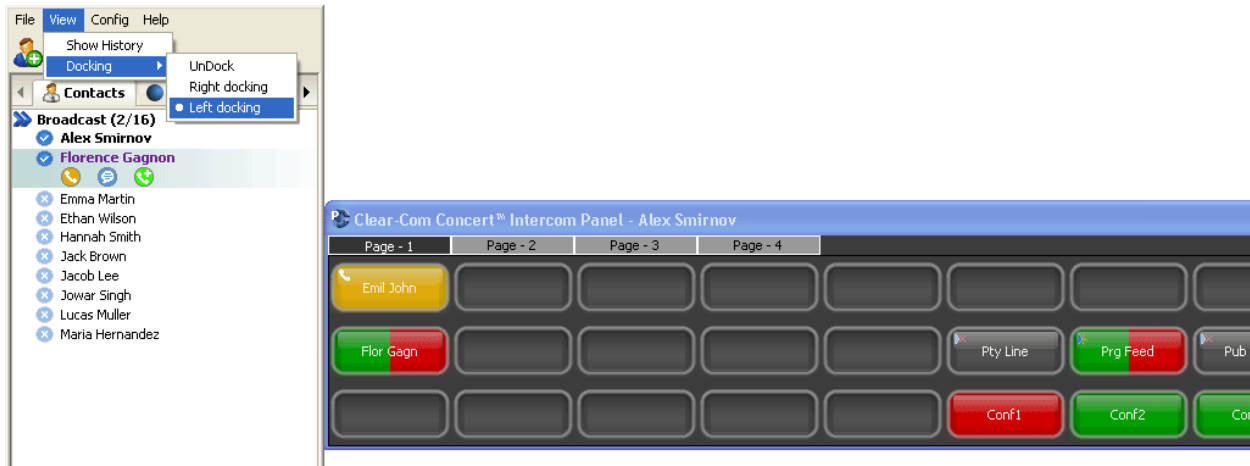


Figure 2-6: Client Window Left-docked

2. Choose **Right docking** or **Left docking** (as required). The client window cannot be dragged once it is docked—the panel remains free to move.
3. To turn off docking, choose **Docking > UnDock** from the **View** menu.

OPERATION

PLACING A DIRECT CALL

One method for Concert users to communicate with each other is to make a “direct call” to a contact. This feature allows you to call any online contact(s) in your Contact list.

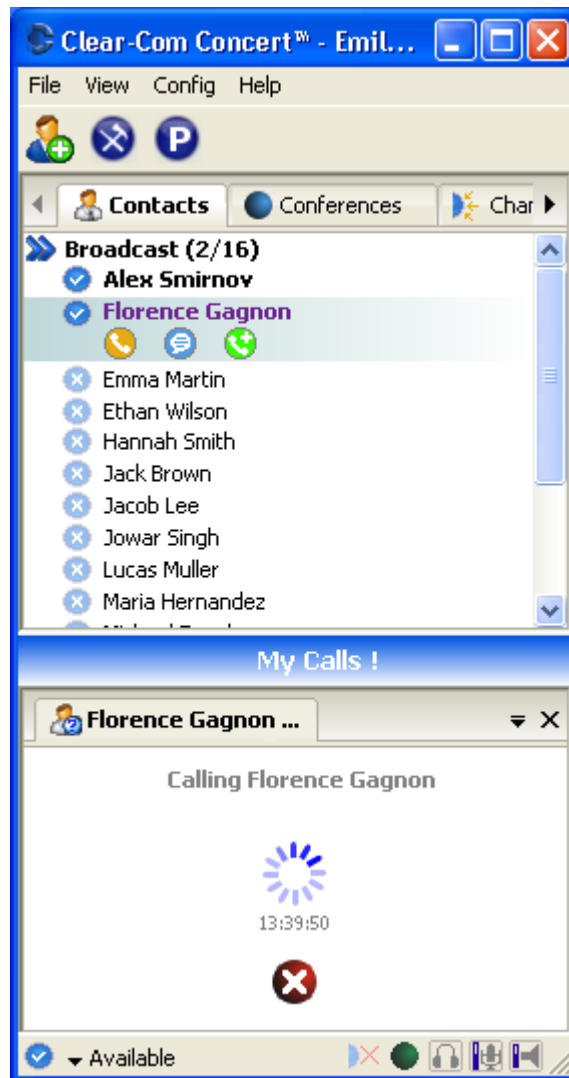


Figure 2-7: Placing a Call

There are four methods for doing this:

- Click the mouse pointer on the contact and then click the telephone icon;
- Drag-and-drop the contact into the *My Calls* area;
- Double-click on a contact name.

- Click on the Direct Call icon within the chat dialog.

Any of these methods will initiate the call and “ring” the contact’s Concert station. The call will only be established if the contact accepts the call, unless Automatic Answer was enabled by your contact. In this case, the connection will be automatic.

RECEIVING A DIRECT CALL

When you receive a call, the caller is displayed in the *My Calls* area. You have the option of accepting or rejecting the call, unless automatic answer was enabled by your contact. In this case, the connection will be automatic.

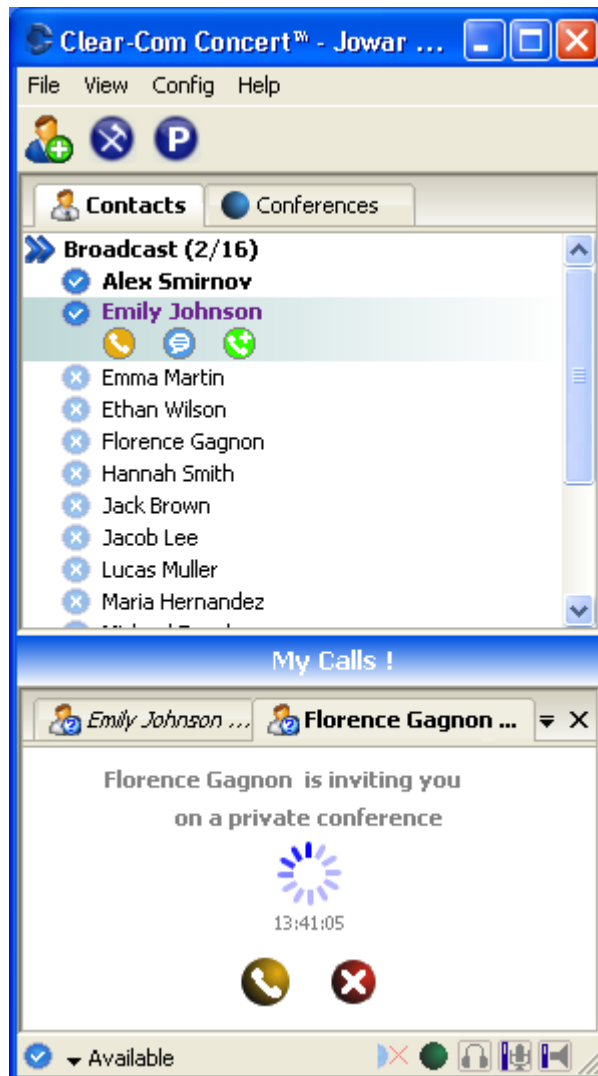


Figure 2-8: Incoming Direct Call

In the example above, user “Florence Gagnon” is calling user “Emily Johnson”. As shown in *Figure 2-7*, there is a notification of this action in the *My Calls* area and a prompt to either accept or reject the call.

If Emily clicks on the amber “Accept”  icon, she will accept the call initiated by Florence. Both users will then be able to converse with each other through their configured audio devices.

However, if Emily clicks on the “Cancel”  icon to refuse the call, Florence will be notified of the refusal.

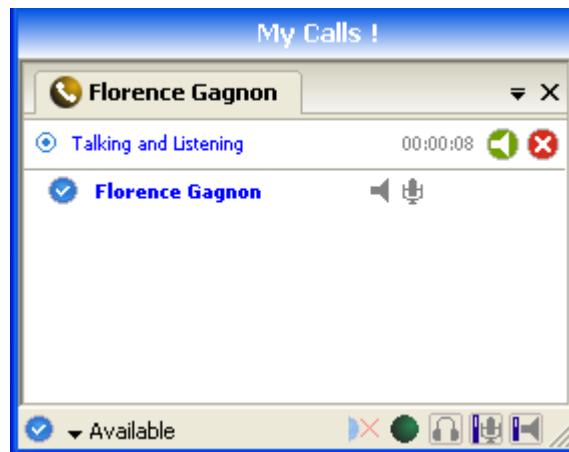


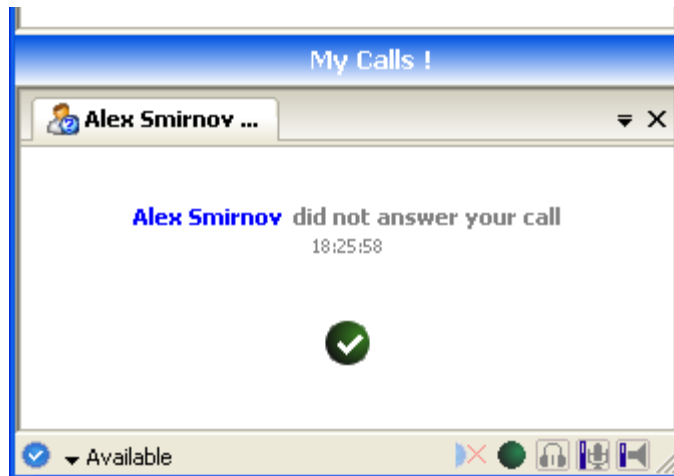
Figure 2-9: Direct Call in Progress



Figure 2-10: Direct Call Rejected

Florence would then need to click on the “checkmark”  icon to acknowledge and clear the response from the remote user.

If left unanswered, the ring will terminate after one minute resulting with the following message displayed to the caller



SETTING UP A VOICE CONFERENCE

1. Click on the *Conferences* tab. The *Conferences* page lists all of the authorized conferences for your assigned role:

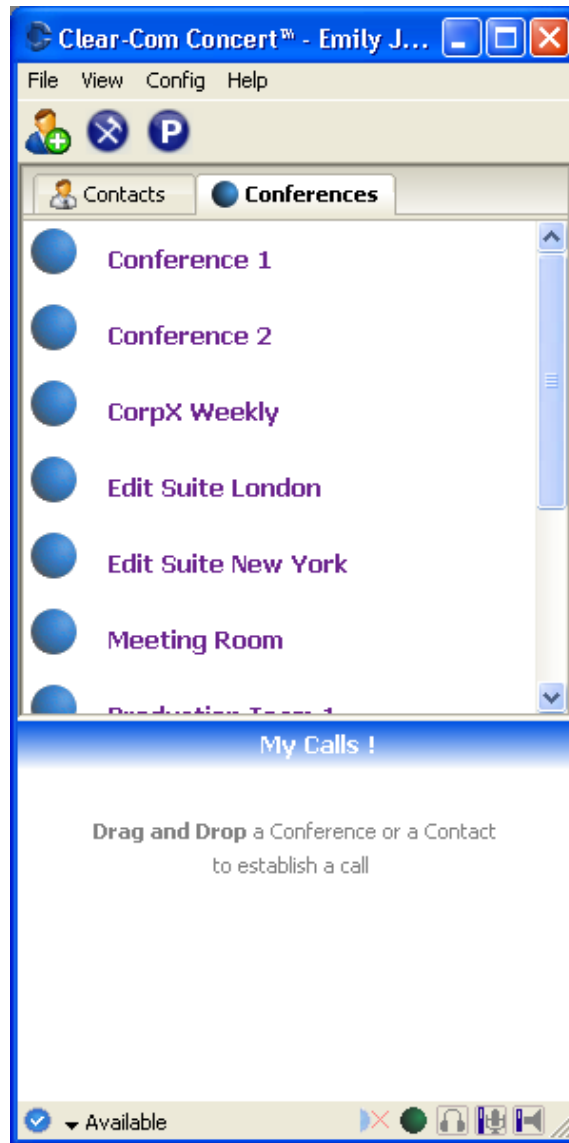


Figure 2-11: Conference Setup

2. Select one of the available conferences from the list. When you do this, you will see a set of icons representing your access permissions for the conference.

In Figure 2-12, below, Emily has both Talk and Listen privileges to "Conference 2".

3. To join a conference with Talk/Listen privileges, click on the amber microphone icon.

4. To join a conference with Listen-only privileges, click on the green speaker icon.
5. To join a conference with Talk-only privileges, click on the red speaker icon.

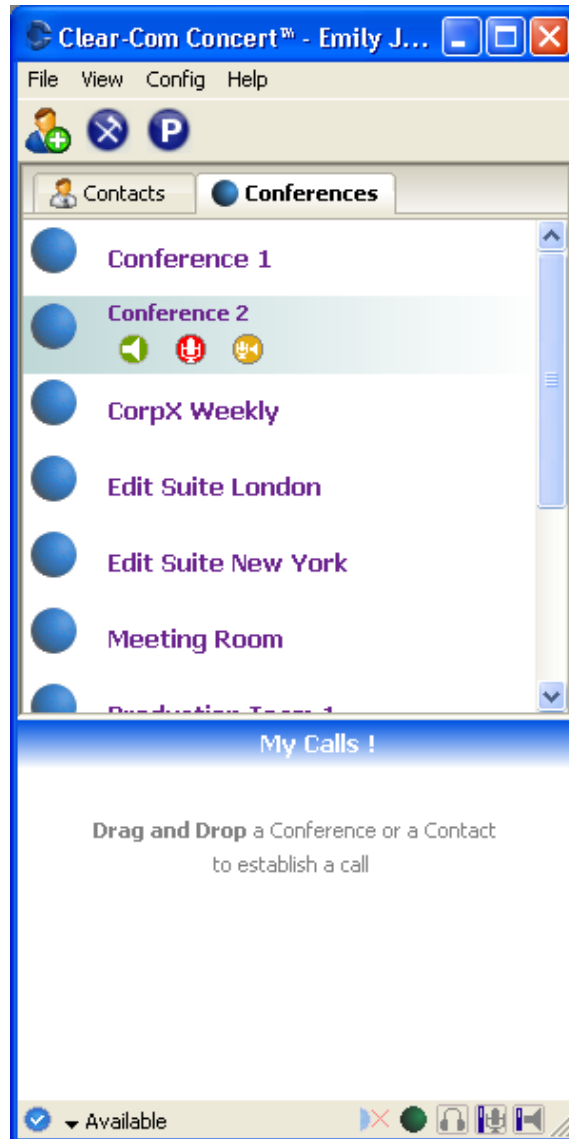


Figure 2-12: Join a Conference

Once you have joined a conference, the conference icons will change to show the new options that are available. The indicator beside the conference name will change from blue (Not active) to either amber (Talk/Listen), green (Listen), or red (Talk-only).

Status and presence information for the channel appear in the *My Calls* area along with any other Concert users who have joined the conference.

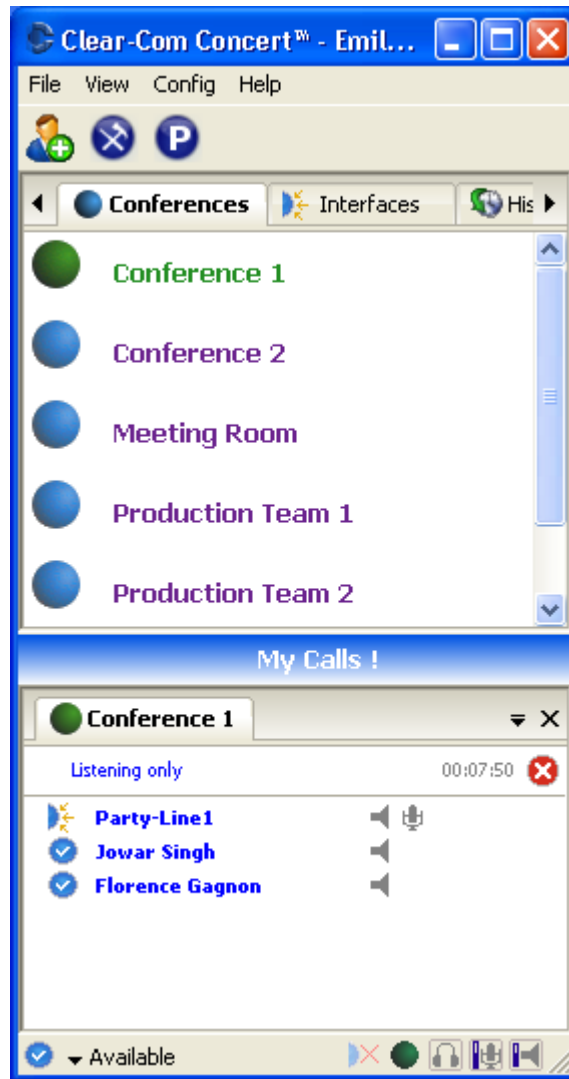


Figure 2-13: Conference Status and Presence

Upon joining a conference, a timestamp will appear in the user status area of *My Calls*, indicating how long you have been in the conference.

Note: The above example shows a conference that includes a channel called “Party-Line1”. For more information, see “*Channels*” on page 2-14.

Restrictions on Joining Conferences

You may join any public conference that your assigned role allows by dragging-and-dropping one of the “join/leave” icons from the conference into the *My Calls* area.

Where two or more users are linked by direct calls made through the *Contacts* list, this is described as a *private conference*. Private conferences are not visible to other users—other users can only join a private conference if they are invited by a participant of that conference.

The following options are available:

	Leave the conference at any time
	Listen-only
	Talk/Listen
	Talk-only

The always visible *My Calls* area, in the lower part of the window, displays status and presence information about all joined conferences and calls.

Channels

A Concert channel represents a potential connection with a physical port on an audio device.

Calling a channel is similar to calling a personal contact (as described earlier), except that you connect through the *Channels* tab. Such calls are answered immediately (no ringing).

If the system administrator has granted you access to one or more channels, then the *Channels* tab will be visible in your Concert window.

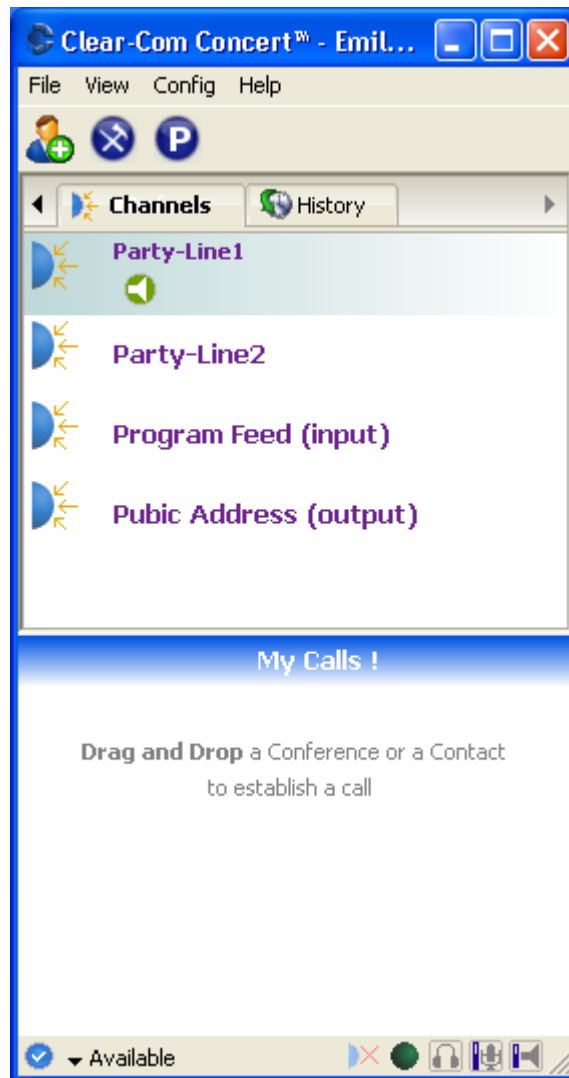


Figure 2-14: Channels Tab

Note: If the channel is also associated to your user profile, then you will have the ability to modify its permissions (Talk/Listen, Listen-only) through the *Channels* tab.

This tab displays *all* of the channels that have been configured for your partition (not just the ones associated to your profile). To the left of each channel is an icon that identifies its presence status:

	Channel is online
	Channel is offline
	Channel is listening
	Channel is talking
	Channel is talking and listening

When you join a conference that has an associated channel, the channel is connected automatically.

Sample Configuration

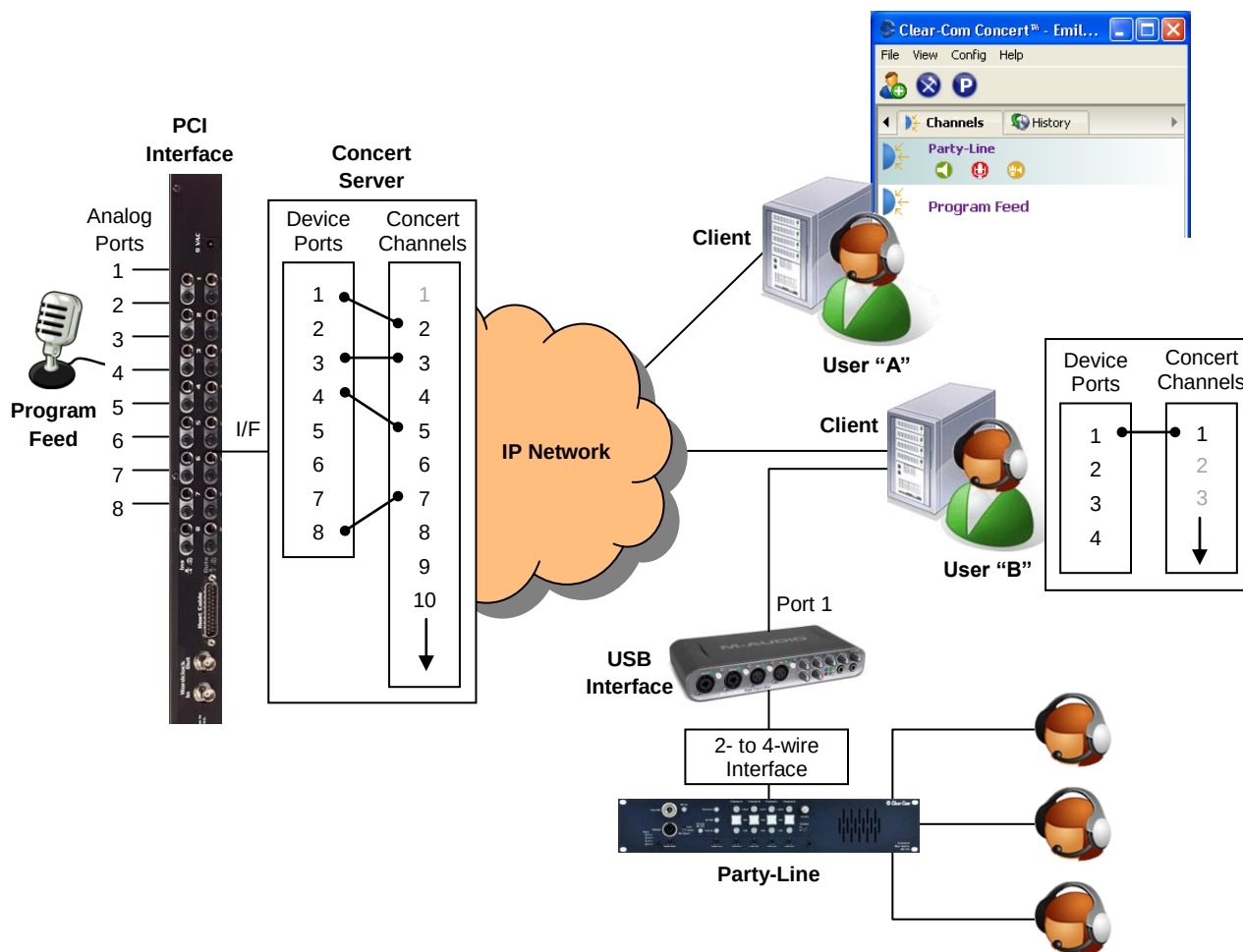


Figure 2-15: Sample Configuration

In this example, Users "A" and "B" can communicate over IP using the direct call feature. Depending on their roles, they could also join a pre-defined conference (see below).

A USB audio device has been connected to one of the client computers, and User "B" has assigned Channel 1 (Party-Line) to an I/O port (Port 1) on the device.

User "A" has Talk/Listen privileges to the Party-Line channel. By clicking on the amber Talk/Listen icon, this user can create a bi-directional conference with the Party-Line users.

An M-Audio PCI interface has been connected to the Concert server. The administrator has assigned various channels to physical ports on the device. Channel 5 (Program Feed) has been assigned to an input port (Port 4). If this channel is also associated to the above-mentioned conference, then all users will hear the Program Feed through the conference.

MANAGING CONTACTS

The *Contacts* page displays a configurable list of Concert users, which are sub-divided into contact groups. As discussed earlier, you can use your contact list for making direct calls.

By default, every user has a contact group containing all the users within his partition (the contact group name is the same as the partition name). If a contact's name is displayed in bold, then the contact is online. Offline contacts are always displayed after the online contacts.

1. To display your contacts, double-click on the default contact group. In this example, "Broadcast" is the contact group.

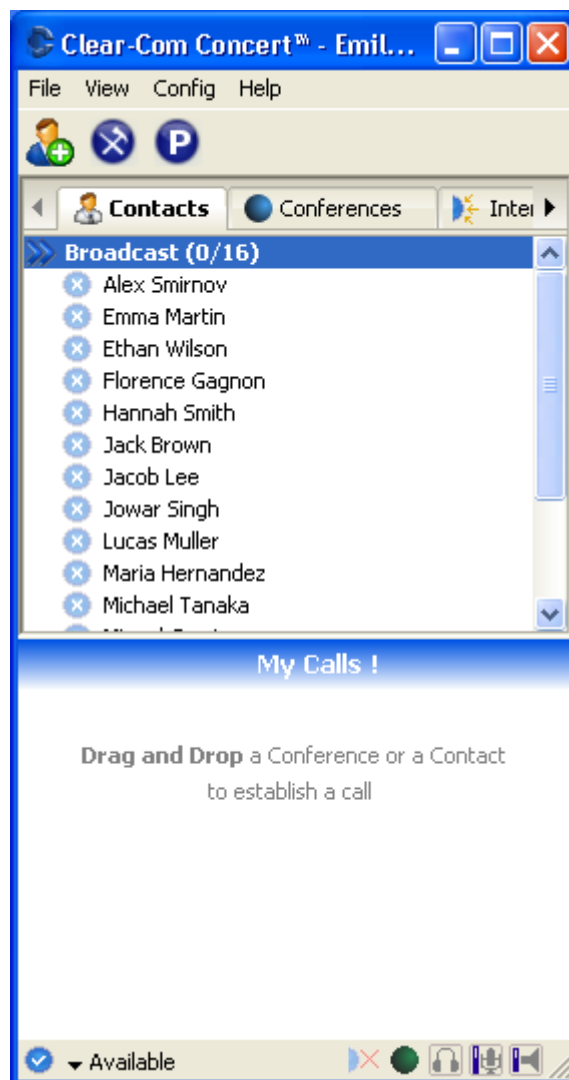


Figure 2-16: Managing Contacts

Note: The presence status of each contact is indicated by an icon to the left of the contact name (see “Determining Contact Presence” on page 2-19).

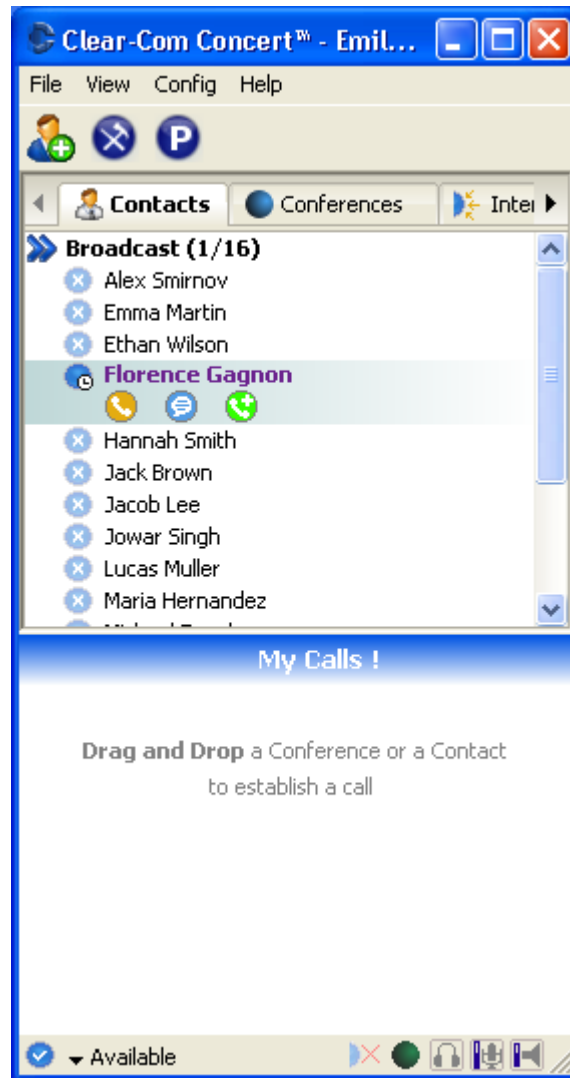


Figure 2-17: Contact Call Options

2. To display the connection options for a contact, click on the contact name:

	Placing a direct call
	Initiating a chat
	Inviting the contact to a conference

Note: A tooltip is displayed when you hover your mouse pointer over an icon.

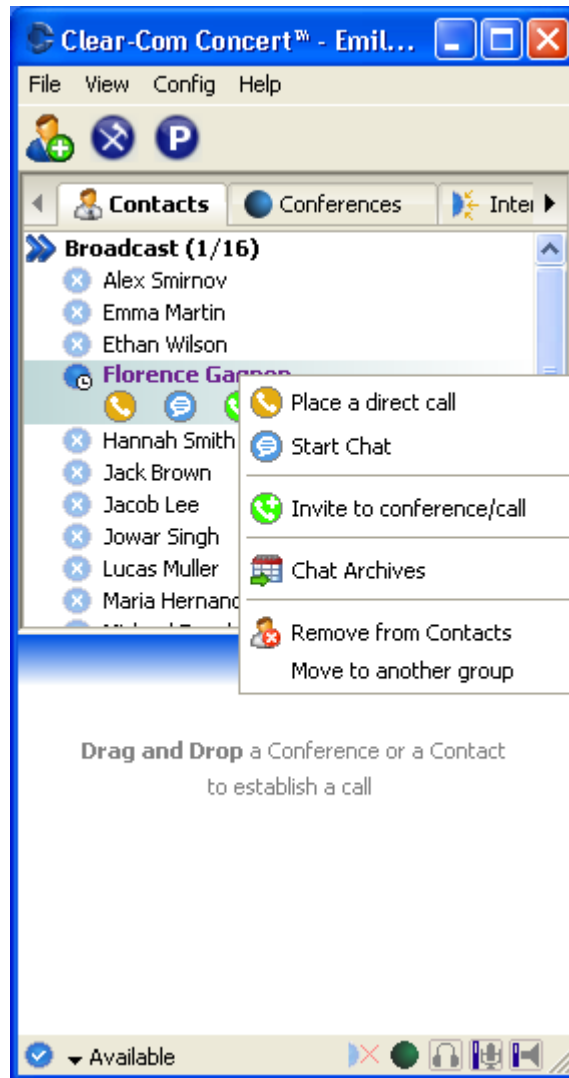


Figure 2-18: Contacts

3. To display expanded options (e.g., remove contacts from the contact group, view chat archives), right-click on the contact name.

DETERMINING CONTACT PRESENCE

The Presence feature provides real-time online status information for all users within the system. On the *Contacts* page, there is a presence status indicator for every contact in the list.

However, other status types exist. You can manually adjust your own status by clicking on the “availability” icon in the lower left corner of the application window. This will display the following possible statuses for a user:

	Offline
	Online
	Away
	Be Right Back
	Away for Lunch
	Not Available
	Do Not Disturb
	Invisible

When you select one of these other status types, it will be displayed against your name in any contacts pages that contain it.

Note: If you sign out or exit Concert, your selection will be saved.

The main functions of the application are available through the Windows taskbar icon: You can call a contact, join a conference, or change status through the taskbar (see “*Taskbar Navigation*” on page 2-27).

CREATING A CONTACT GROUP

In order to more easily manage your contacts, Concert allows you to create contact groups. The contact group that you create will appear at the bottom of your contact list.

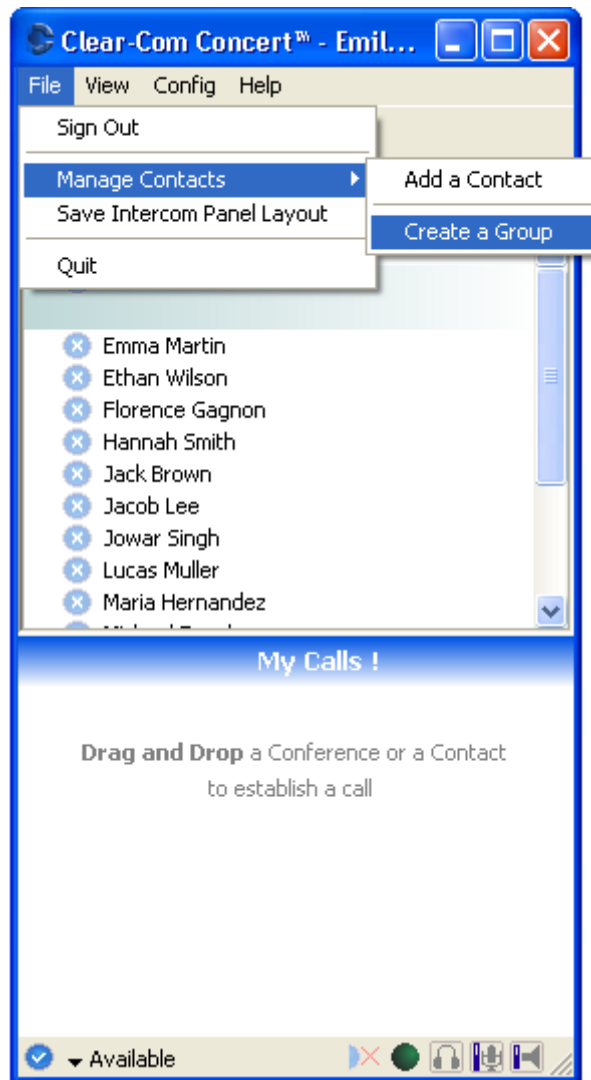


Figure 2-19: Create Contact Group

1. To add a contact group, follow the menu path: **File > Manage Contacts > Create a Group**.

A dialog prompts you for the name of the new contact group:

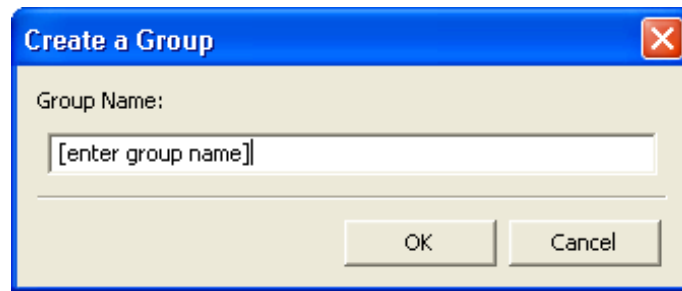


Figure 2-20: New Contact Group

2. Enter the new name and then click **OK** to create the group and add it to the list of contact groups (or **Cancel** to abandon the creation of a new group).

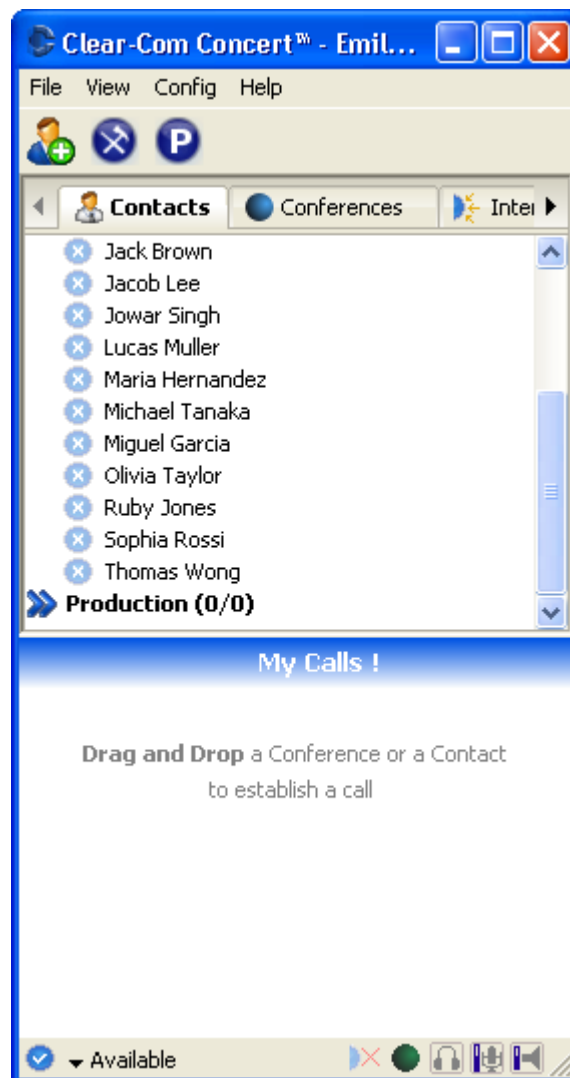


Figure 2-21: New Contact Group Added

ADDING CONTACTS TO A GROUP

1. To add a contact to a contact group, follow the menu path: **File > Manage Contacts > Add a Contact** (or right-click on the contact group).

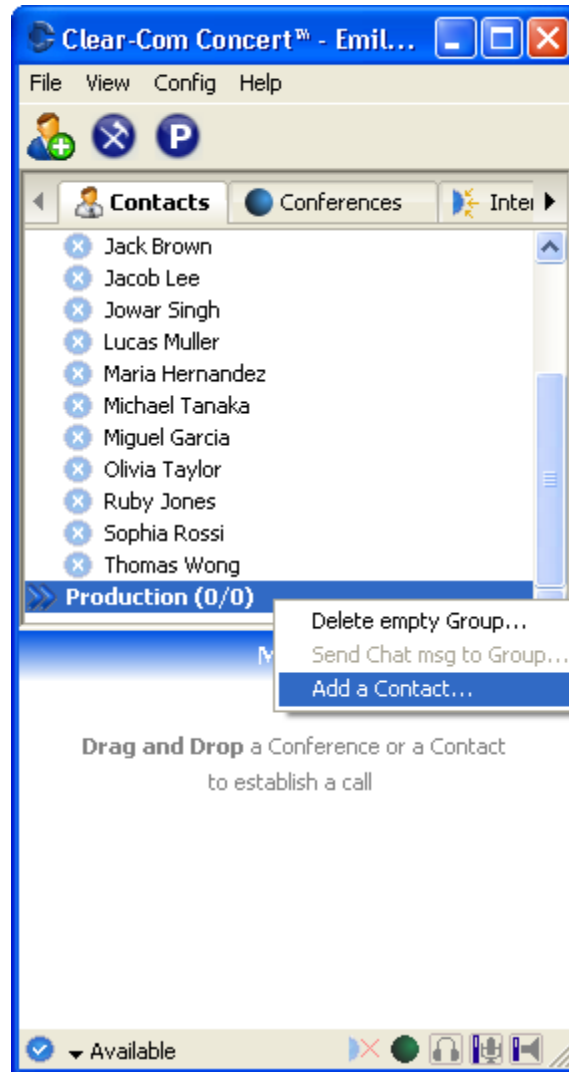


Figure 2-22: Add New Contact

2. Select the group to which the new contact will be added.

The *Add Contact* dialog appears:

The image shows a Windows-style dialog box titled "Add Contact". It has a blue title bar. Inside the dialog, there are two input fields. The first is labeled "Group" and contains a dropdown menu with "Production" selected. The second is labeled "User" and contains the text "Sophia Rossi". At the bottom of the dialog, there are two buttons: "Add" and "Cancel".

Figure 2-23: Adding a New Contact

3. Enter either the unique username for the contact or the contact's login ID.

Note: A user must be removed from any other contact group before being added to a new group.

Note: You can also drag-and-drop contacts from one group to another (or right-click on the contact and choose **Move to another group**).

4. Click **Add** to add the user to the contact group (or **Cancel** to abandon the action).

The contact is automatically removed from the original group:

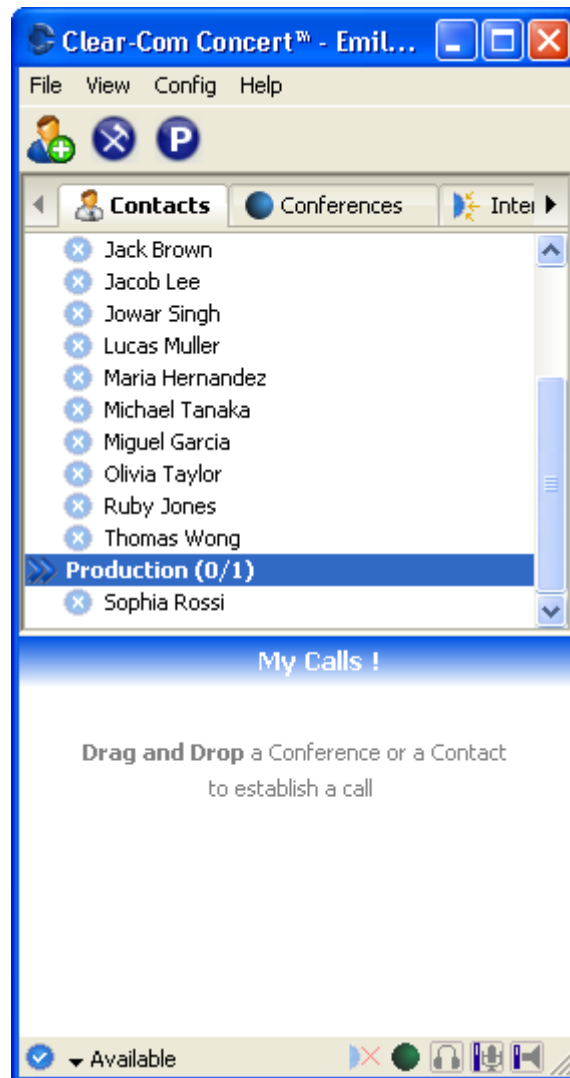


Figure 2-24: Contacts

Removing Empty Groups

1. To remove empty contact groups from the system, right-click on the group name and choose **Delete Empty Group**. You will be asked to confirm the action.

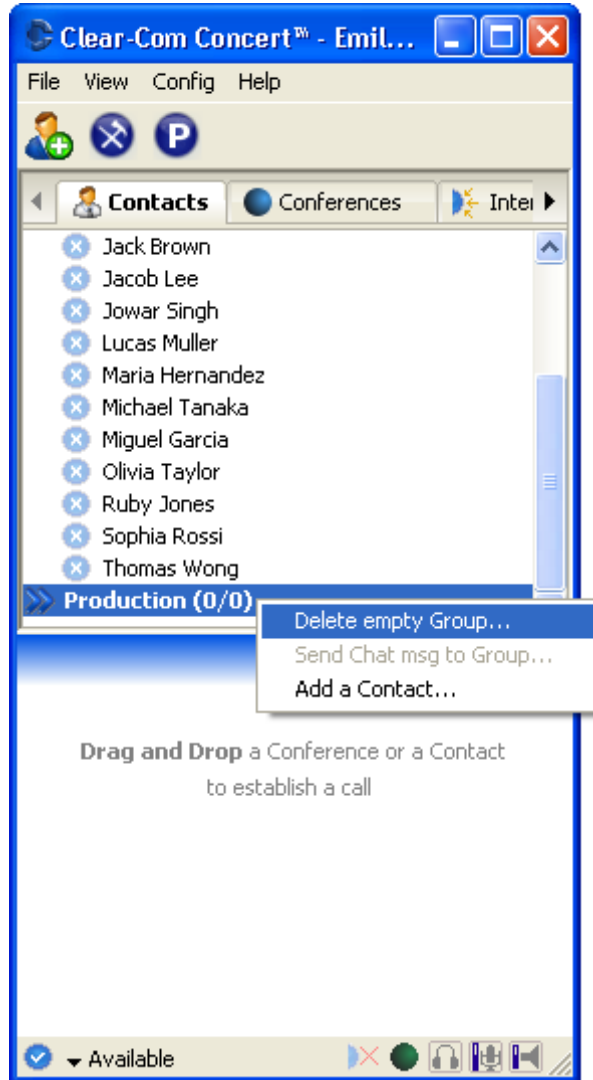


Figure 2-25: Empty Group Deletion

2. Click **OK** to remove the empty contact group (or **Cancel** to abandon the action).

Note: If the contact group is not empty, the group deletion option will not be available.

Auto-add Functionality

The auto-add feature allows you to easily add a user to your contact list upon receiving a chat request. If you receive a call from a user who is not already in your contact list, the following dialog appears:



Figure 2-26: Auto-add a New Contact

1. To add the caller to the current contact group, click **OK** (or **Cancel** to disregard the request).

TASKBAR NAVIGATION

The main functions of the application are available through the Concert **Online**  icon in the Windows taskbar, which allows you to call a contact, join a conference, or change your status.

1. To display the menu options, right-click on the **Online** icon.

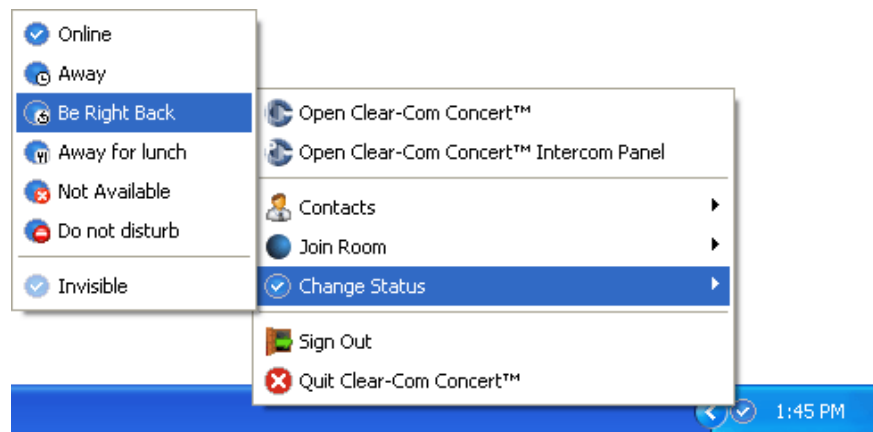


Figure 2-27: Taskbar Navigation

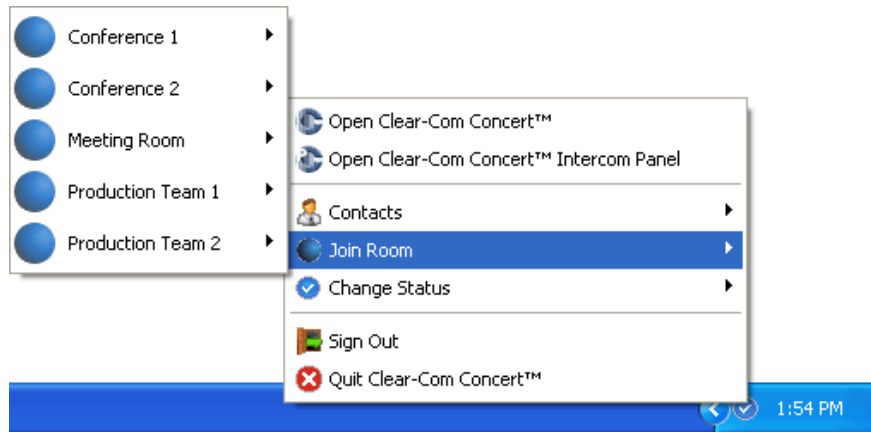


Figure 2-28: Taskbar Navigation 2

During a status change event, contact status change notifications will appear just above the taskbar. These notifications are meant to provide an awareness of contact presence. Examples of such notifications are shown below. Notice in the *Online* notification that you have the option of either initiating a direct call or chatting with the contact.

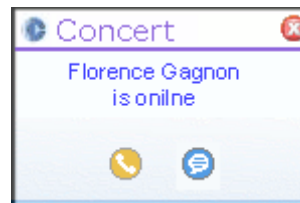


Figure 2-29: Contact is Online

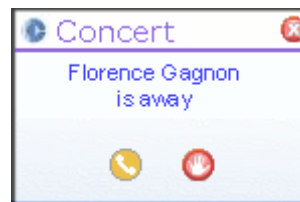


Figure 2-30: Contact is Away

VIEWING HISTORY

The *History* page provides a chronological history of all conference join/leave actions as well as all direct calls made and received.

1. To display join/leave history, follow the menu path: **View > Show History**. The *History* tab appears in the Concert window:

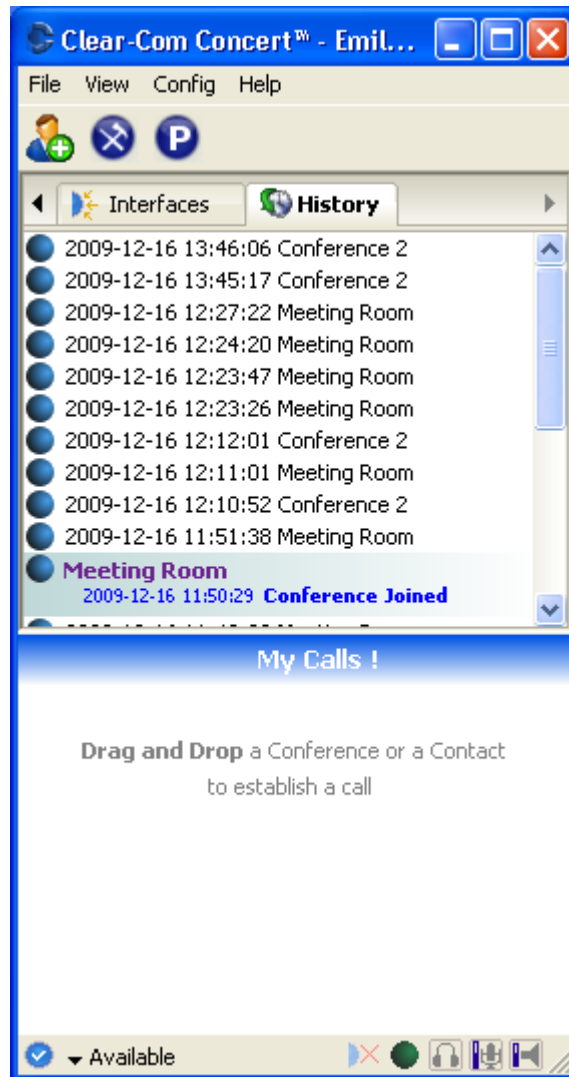


Figure 2-31: History of Conferences and Direct Calls

2. To clear history, go to the **Config** menu and choose **General > Clear Event History**.

STARTING A CHAT

To initiate a chat with another contact:

1. Select the *Contacts* tab.
2. Select a contact from the list.
3. Click on the  icon.

The chat window will open with a title bar specifying the name of the contact with whom you are chatting. A timestamp will be displayed next to each message sent or received.

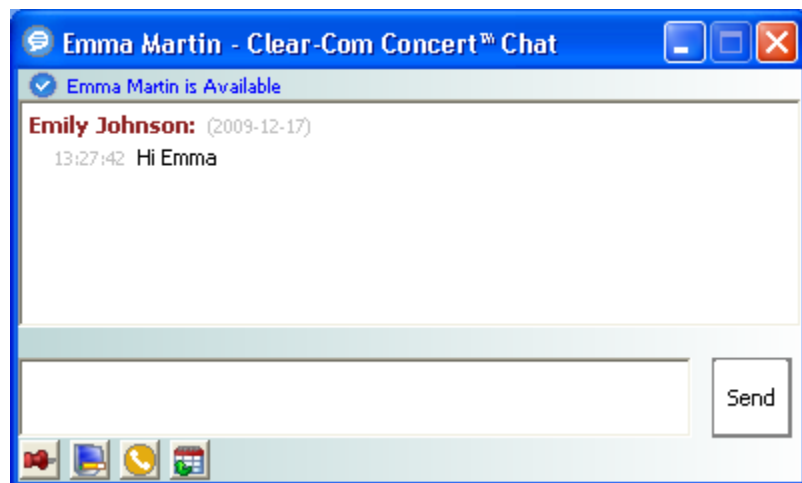


Figure 2-32: Start a Chat

Located at the bottom left of the chat window are various configuration controls:

	Keep the chat window always on top of other windows
	Set the window transparency level
	Place a direct call with the user
	Display past conversations with this user

Each click will display the last five messages.

Note: Chat archiving must be enabled within the *General* configuration page for this feature.

Broadcasting a Message

This feature allows you to broadcast a chat message to all of the contacts in a group.

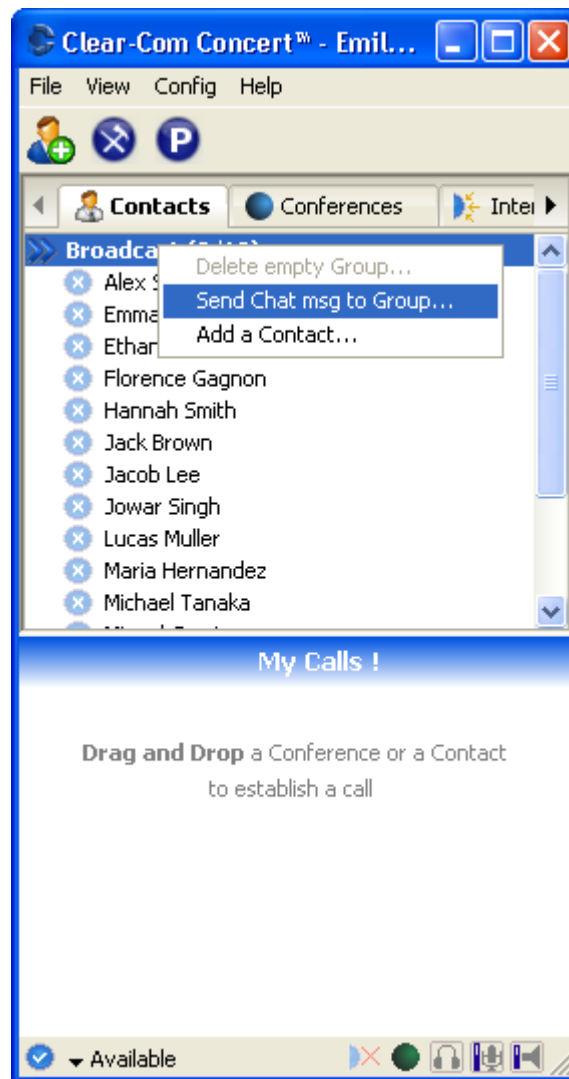


Figure 2-33: Broadcast a Message

1. To broadcast a chat message, right-click on the group name.
2. Select the option **Send Chat Msg to Group...**

All of the contacts in the group will receive your chat message. The reply message will only be sent to the initiator of the group message.

STATUS BAR: VOLUME CONTROL

The volume controls are located in the bottom right corner of the Concert window. The following icons are available:

	Audio Device Switch: Toggles between primary and secondary audio devices
	Microphone Mixer: Displays controls for the audio input device
	Player Mixer: Displays controls for output audio device

AUDIO DEVICE SWITCH

The audio device can be changed to primary or secondary directly from the status bar.



Figure 2-34: Audio Device Selector

1. To switch to the **Secondary Audio Device**, click on the  icon. The icon will be updated to the secondary audio device  icon.



Figure 2-35: Secondary Device Selected

2. Click again to toggle back to the primary audio device.
3. For more options, right-click on the icon to display the device selector context menu.

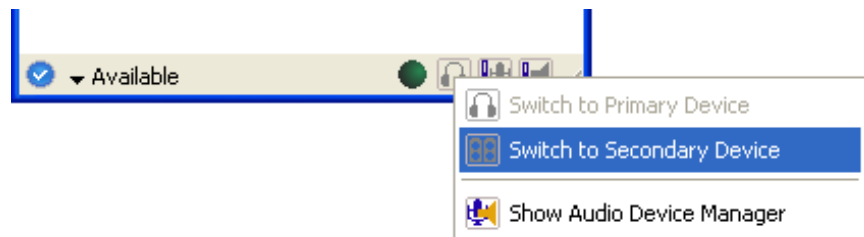


Figure 2-36: Audio Device Selector Options

4. To display the device in use, hover your mouse pointer over the icon (see below).

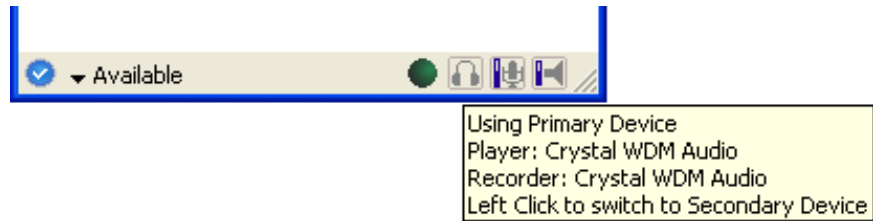


Figure 2-37: Audio Device

Microphone Mixer

To display the controls for the audio input device, click on the  icon (or right-click on the icon and choose **Show the Microphone Mixer**).

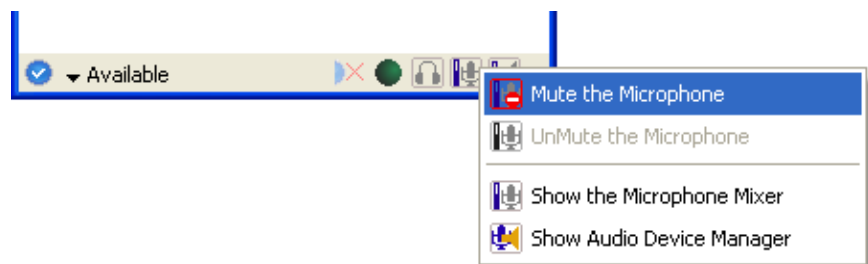


Figure 2-38: Input Volume Controls

Microphone mute/un-mute options are also available within this context menu as well as the ability to open the *Device Manager* dialog. This is the same as choosing **Devices** from the **Config** menu.

Player Mixer



To display the controls for the output audio device, click on the **Player Mixer**  icon (or right-click on the icon and choose **Show the Player Mixer**).

The following dialog appears:

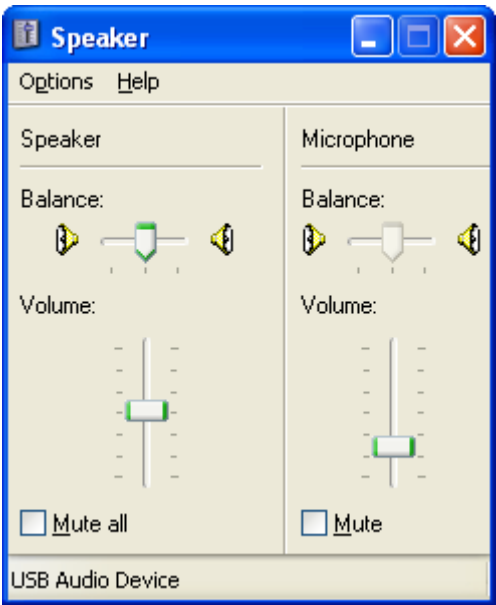


Figure 2-39: Volume Controls

Note: The volume control panel may show different controls depending on the available hardware.

NETWORK CONNECTION QUALITY

When you are logged in to the server, an  icon in the status bar: represents the connection quality.

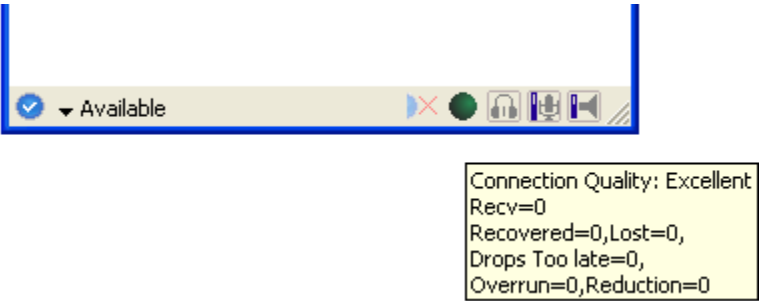


Figure 2-40: Connection Quality

There are three levels, with a different color associated to each:

	Good: No packets lost or recovered
	Medium: Some packets recovered
	Bad: Some packets lost

To view these statistics (averaged over the last 10 seconds), hover the mouse over the connection status icon.

If your network connection quality is frequently “medium” or “bad”, you may encounter poor audio quality. You may be able to fix the audio quality problem by changing your network settings (refer to “*Audio Options*” on page 1-15).

INTERCOM MODE

Concert v2.5.0 includes a virtual Intercom panel. This feature allows you to communicate with both Concert and Eclipse users simultaneously through a single interface. This virtual Intercom panel operates similar to the way an Eclipse V-Series pushbutton panel operates.

By default, the Intercom panel is not initially displayed. To switch to Intercom mode, open the **Config** menu and select **Intercom Mode**.

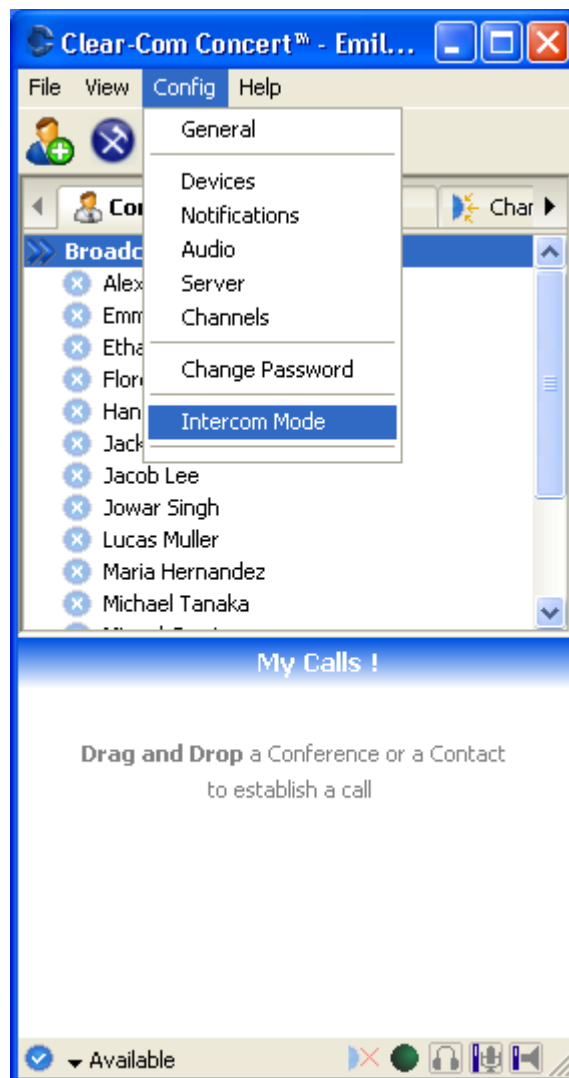


Figure 2-41: Displaying the Virtual Intercom Panel

In Intercom mode, the Concert client will continue to be displayed along with the virtual Intercom panel.

If an Eclipse connection has been configured for you by the system administrator, Concert will attempt to establish that connection (see “*Operating Intercom with Eclipse*” on page 2-43).

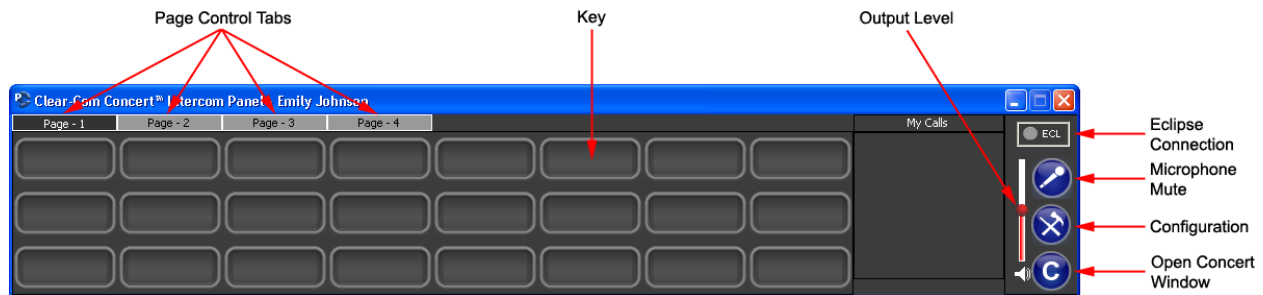


Figure 2-42: Concert Intercom Panel Layout

INTERCOM PANEL CONTROLS

The controls on the right side of the panel provide the basic facilities for the Concert Intercom panel.

Output Level: To change the audio level of the preferred audio output device, use your mouse to drag the output level slider up or down.

Microphone Mute: Click this button to toggle the audio input device on or off. When the microphone is muted, the button displays a red “X”.

Configuration: Click this button to open the configuration facility used by the Concert client (see “*User Configuration Options*” on page 1-11).

Concert Button: Click this button to switch back to the Concert client.

Page Tabs: The Intercom panel supports four pages, each comprising 24 user-defined keys. To view a different page, click on the appropriate page tab.

INTERCOM PANEL CONFIGURATION

To configure the Intercom panel with Concert users, conferences, or channels, drag-and-drop the appropriate items from either your *Contact* list, *Conferences* tab, or *Channels* tab onto available keys on the panel.

Once these keys appear on the panel, you can use them to call other Concert or Eclipse users, join a conference, or connect to a channel.

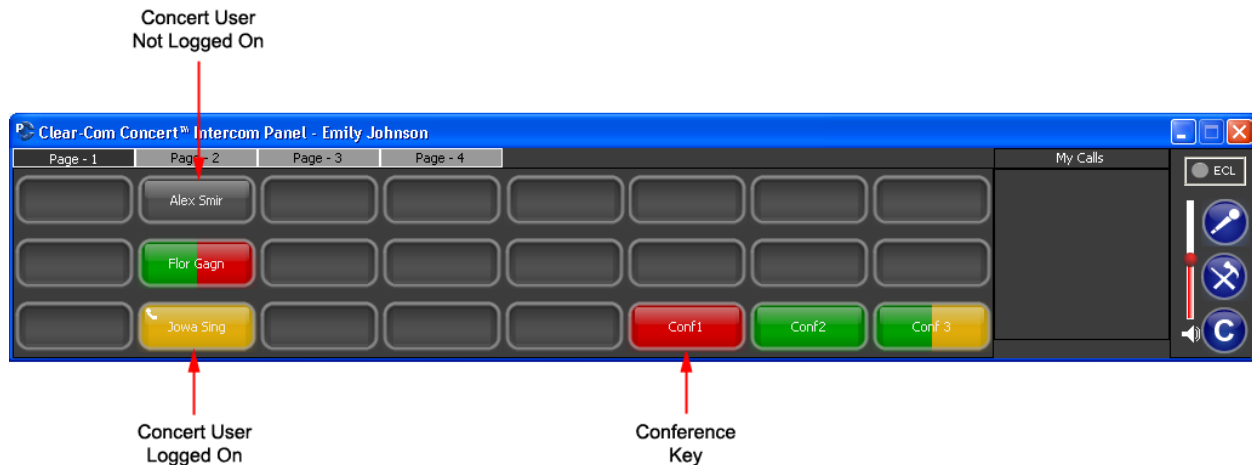


Figure 2-43: Concert Intercom Panel with Users

The text displayed on each of the configured keys is the “key name” specified by the system administrator during the creation of that user, conference, or channel.

USING THE INTERCOM PANEL

If you have both the client and Intercom panel open at the same time, a call from another Concert user will be displayed on both panels.

User Keys

The user keys on the Intercom panel appear initially as:

	Blank, if no user has been assigned to the key.
	Grey, if the user is either not online or the user's status has been set to “Invisible”.
	Intercom user: Split green (Listen) and red (Talk), if the user is available to call in either mode.
	Non-Intercom user: Amber, if the user is available to call in Talk/Listen mode.

Note: If you place your mouse pointer on a user key, the user status will be displayed (e.g., Available, Offline, or Online). No status is displayed for conference keys.

Conference Keys

The conference keys on the Intercom panel appear initially as:



Split green (Listen) and amber (Talk/Listen), indicating that you can join the conference in either mode.



Solid green, indicating that you can join the conference in Listen-only mode.



Solid red, indicating that you can join the conference in Talk-only mode.

Channel Keys

The channel keys on the Intercom panel appear initially as:



Grey, indicating that the port/channel is offline (see *"Interface Options"* on page 1-22).



Split green (Listen-only) and red (Talk-only), indicating that you can join the conference in either mode.

Placing a Direct Call

To place a direct call to a contact, click once on the corresponding contact key. If the contact is a non-Intercom user, this will initiate the call and ring their Concert client.

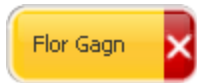


To place a Talk/Listen call to a non-Intercom-enabled user, click on the amber contact key for the user.



To place a call to an Intercom-enabled user, click on the appropriate portion of the contact key:

- Listen-only: Click on the green portion of the key. It will light up to indicate that the call has been placed.
- Talk-only: Click on the red portion of the key. It will light up to indicate that the call has been placed.
- Talk and Listen: Click on one portion and then the other. Both will light up.



When you connect to an Intercom-enabled user, the contact key will change to three quarters amber (Talk/Listen) and one quarter red with an “X” on it. You can toggle to Listen-only mode by clicking on the amber portion. The key will change to green (see below).



To toggle back to Listen-only mode, click on the green portion of the key. To end the call, click on the red “X”. The key will change to its original state (full amber).

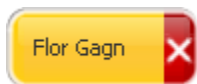
Receiving a Direct Call

When you are in Intercom mode, your Intercom panel will *automatically* accept any incoming calls from other Intercom panels. For each call accepted, a call item (temporary key) is created in the *My Calls* area of the panel. Multiple received calls will stack down in this area.

In the case of a call from a non-Intercom user (Talk/Listen), the temporary key displays three quarters amber and one quarter red with an “X” on it.



Figure 2-44: Incoming Call on the Intercom Panel



You can toggle to Listen-only mode by clicking on amber portion of the call item. The key will change to green (see below).



To toggle back to Listen-only mode, click on the green portion of the call item. To end the call, click on the red “X”. The key will be cleared from the *My Calls* area, and any user key will return to its original state.

Intercom to Intercom

To place a direct call to from your Intercom panel to another Intercom contact, click once on the appropriate portion of the contact key (Talk and/or Listen). There is no ringing, and the audio connection is immediate.



To connect with the other panel in Listen-only mode, click on the green portion of the key. It will light up to indicate that the connection has been established. To connect with the other panel in Talk-only mode, click on the red portion of the key. You can be connected in both modes simultaneously.

To cancel the call, click on the caller key so that it returns to its original color.



In the case of a Talk-only call from another Intercom user, the receiving panel will display a red key with a flashing border in the *My Calls* area.

To accept the incoming talk call, click on the *My Calls* item. The key borders will stop flashing and the key color will change to dark red.



Any time another Intercom user is listening through your panel, the **Listeners** icon appears above the *My Calls* area, and the listener count increases by one.

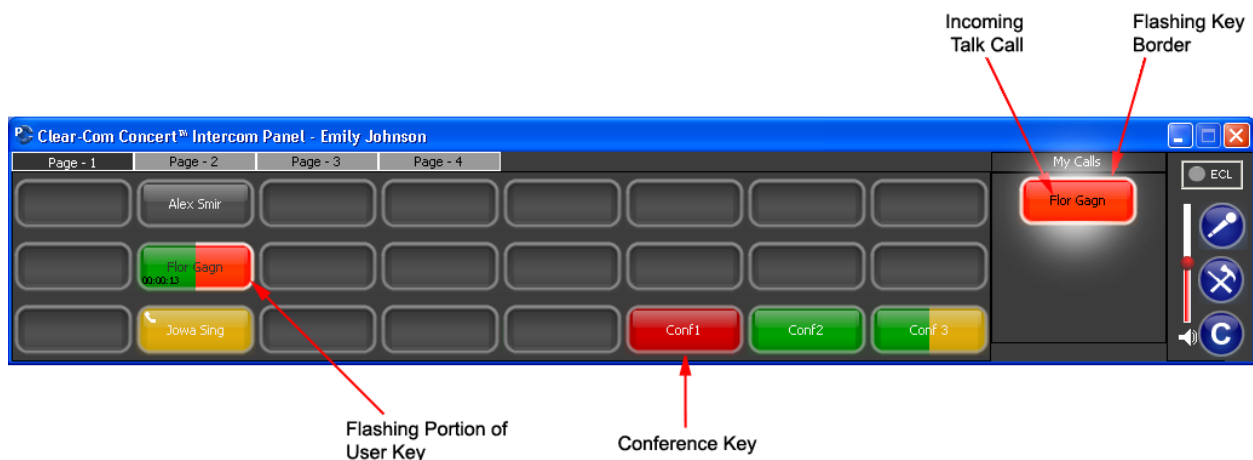


Figure 2-45: Incoming Talk on Intercom Panel

Note: The caller key will remain in the *My Calls* area until you remove it.



Figure 2-46: Removing Call Button

To remove a caller key, right-click on the key to display the **Remove this button** prompt and then click on it.

Conference Calls

Conference keys are initially divided into green and amber portions.

1. To join a conference in Talk/Listen mode, click on the amber portion of the key. The conference button will change to display three quarters amber and one quarter red with an "X" on it (see below).
2. To join the conference in Listen-only mode, click on the green portion. Again the key will change to display three quarters green and one quarter red with an "X" on it.
3. To exit the conference, click on the red part of the button.
4. To switch between Talk/Listen and Listen-only mode, click on the amber or green section of the button.

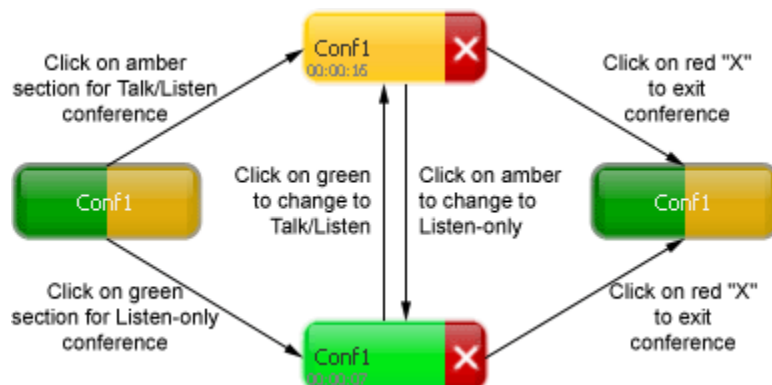


Figure 2-47: Using Conference Keys

Channels

You will recall that a Concert channel represents a potential connection with a physical port on an audio device. You can drag-and-drop a channel from the Concert client onto a key in the Intercom panel. This feature allows you to monitor the status and control the permissions for any channels that you add to the panel.

Channel keys are identified by a “channel”  icon in the top left corner of the key. This icon indicates the connection status of the channel. Channel keys appear as split green (Listen-only) and red (Talk-only) when online. Otherwise, they are grey.

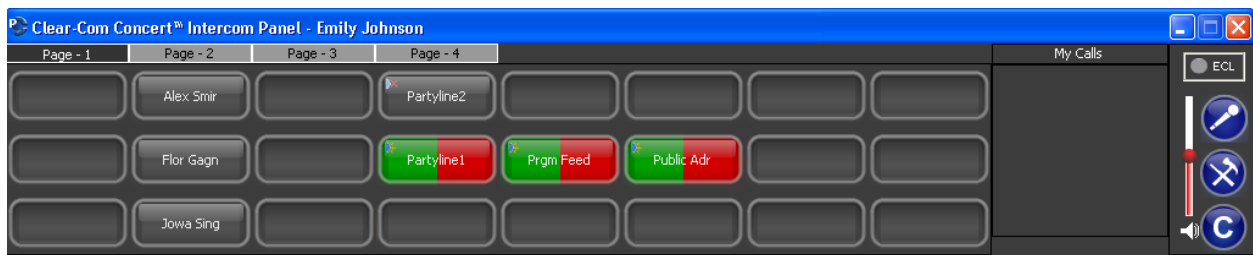


Figure 2-48: Channel Keys

Either portion of a channel key (or both) can be active or inactive, depending on the configuration of the channel (see “*Interface Options*” on page 1-22).



To open a connection to a channel, click on the appropriate portion of the channel key. It will light up to indicate that the connection has been established. To close the connection, click again on the same portion of the channel key.

Operating Intercom with Eclipse

Eclipse keys are configured through the Eclipse Configuration System (ECS), similar to a hardware panel. Eclipse keys configured by ECS are automatically displayed on the panel when it is launched (i.e., Intercom mode).

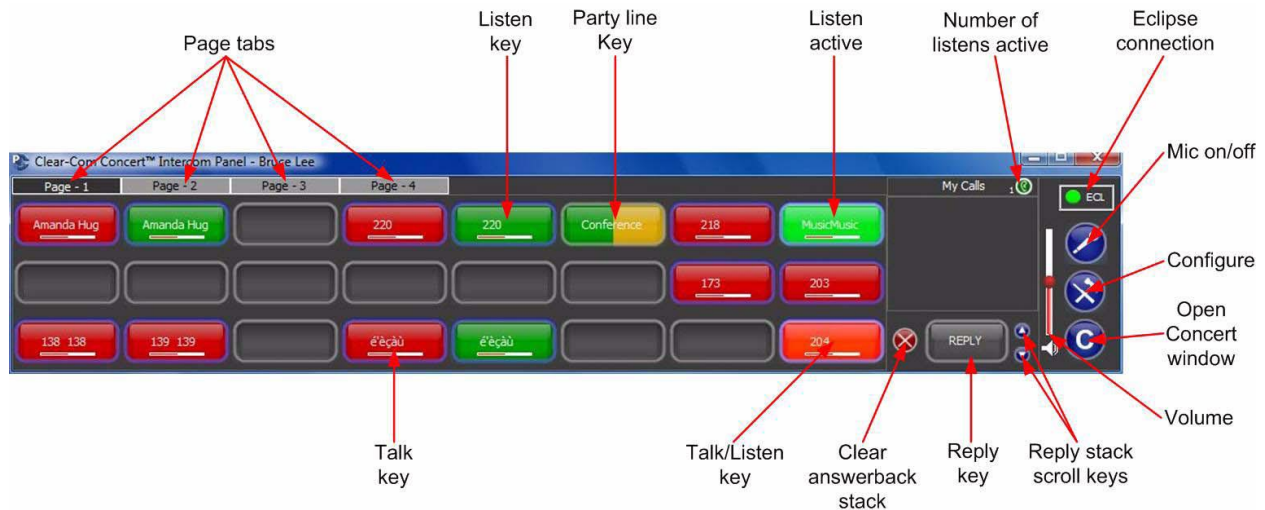


Figure 2-49: Intercom Panel Connected to Eclipse

Eclipse keys in the Concert Intercom panel behave as hardware pushbuttons. The keys can only act as Talk, Listen, or Talk/Listen keys depending on the function assigned to them in ECS.

Push-to-talk (PTT)

The keys normally default to latching unless the non-latching option is selected in ECS under Global Settings (Latch Disable set to “True”). In this case, if the key is clicked normally, it will latch. If it is held momentarily, it will not latch (PTT), and the connection will terminate as soon as the key is released.

ADJUSTING AUDIO LEVEL

Eclipse keys include an audio level bar at the bottom of the key to indicate the current level setting for the audio.

1. To allow the audio level to be adjusted, right-click on the key.

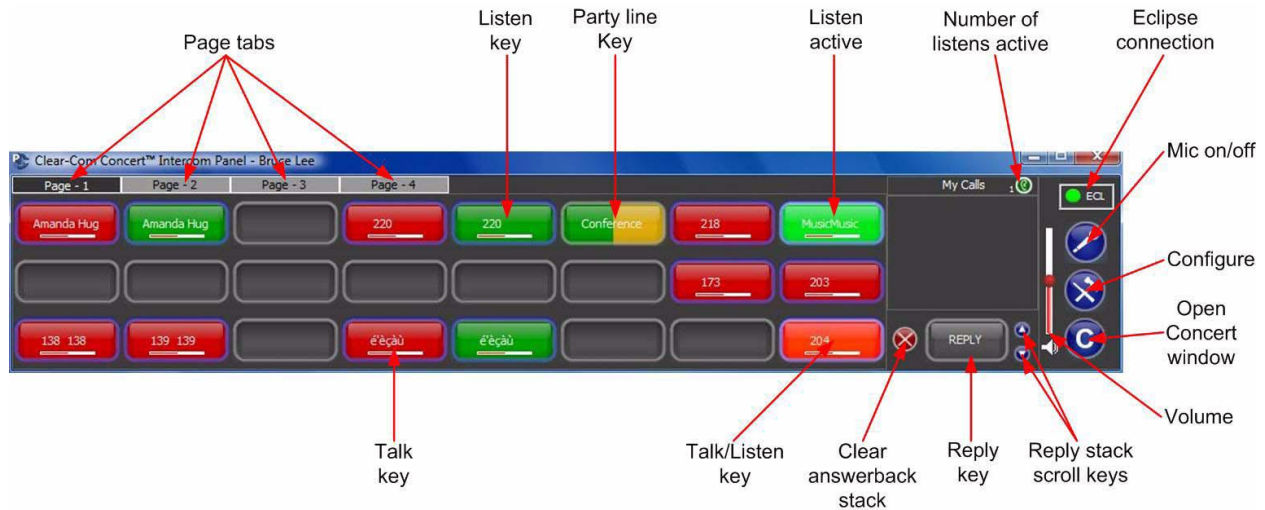


Figure 2-50: Audio Level Adjustment

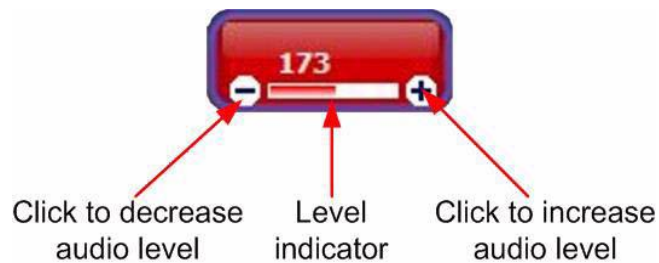


Figure 2-51: Eclipse Panel Key

2. To increase or decrease the audio level setting, click on the "+" and "-" symbols in the bar.

If no activity is detected after five seconds, the level is set and the key reverts to its normal appearance. When a key is inactive (no talk or listen connection established), the key will appear dim red or green depending on whether it has been configured in ECS as a Talk (red) or Listen (green) route or a Talk and Listen (amber) route.

- When you click on a key to establish a connection, the illumination will change to bright red or green.
- When you click on the key again to cancel the connection, it will once again appear dim.

Reply Key

An incoming call will be signaled by a flashing red **Reply** key (in the *My Calls* area) with the incoming source label shown inside the key.

1. To pick up the call, click on the **Reply** key.

If the client receives multiple incoming calls, they will be stacked inside the **Reply** key.

2. Use the scrolling arrows (to the right of the **Reply** key) to switch between callers.
3. Use the **Clear** button (red “X”) to delete all incoming calls from the **Reply** key stack.

Note: After a pre-determined period of time, a timeout occurs, which removes the **Reply** key.

3

SUPPORTED USB DEVICES

This section describes the USB audio devices that are currently supported by Concert:

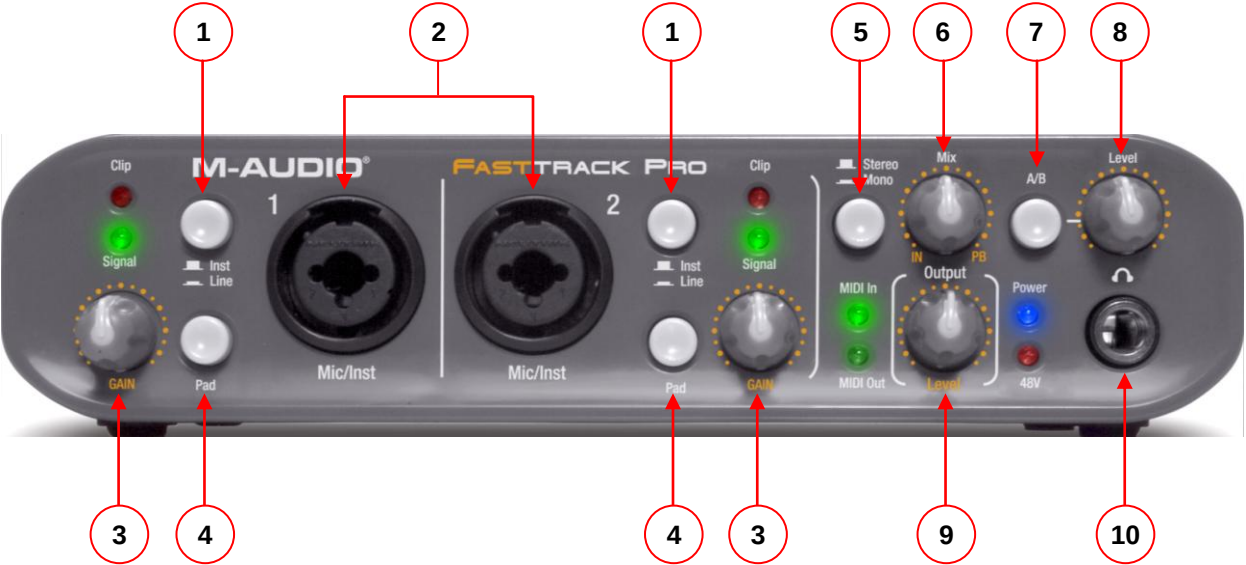
- M-Audio Fast Track Pro ©
- M-Audio Fast Track Ultra ©

Note: If you connect a second M-Audio © device to a USB port (after disconnecting the first one), it will not be recognized. To avoid this, use different ports if you are using more than one type of M-Audio © device.

Note: You will be prompted to install the M-Audio © driver each time you connect an M-Audio © device to a new USB port.

Note: Connecting USB 4-wire devices to any type of external USB hub or port replicator is not supported by Concert.

M-AUDIO - FAST TRACK PRO © (FRONT)



Use "In" position for line level inputs.

Adjust knob to "full-clockwise" position (PB).

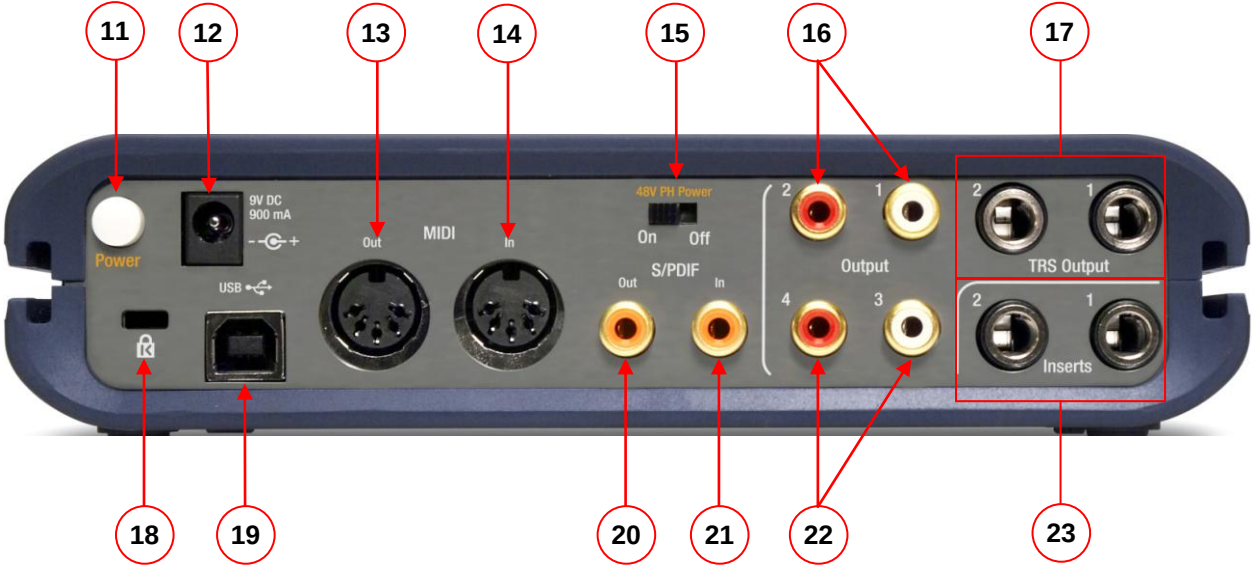
Feature	Description
1	Instrument/Line Selector Button: Selects the input level of the front panel 1/4-inch inputs (does not affect XLR input level): • "In" position: Accepts line level inputs. • "Out" position: Inputs accept instrument level signal.
2	Microphone/Instrument Inputs: Combo connectors XLR or 1/4-inch TS for powered microphone or instrument level inputs.
3	Input Gain Level Knob: Controls input level of associated Mic/Inst input (2). Variable gain range is >40dB.
5	Stereo/Mono Button: Toggles the direct input monitoring between stereo and mono operation.
6	Input/Playback Mix Level Knob: Controls the audio mix sent to the line outputs, fading between the input signals and the output signal from any audio application software: • Clockwise (PB): Only output signal from DAW software is heard at line outputs. • Counter-clockwise (IN): Only input signals are heard at line outputs.

Use “Out” position (A) to select outputs ports 1 & 2.

DO NOT use “Off” (full counter-clockwise) position—neutral position is recommended.

Feature	Description
7	A/B Monitor Selector Button: Selects output source sent to Level knob (8): “Out” position (A): Main line output signal is sent to headphone outputs. “In” position (B): Signal assigned to S/PDIF output is sent to headphone outputs (not supported by Concert).
8	Headphone Output Level Knob: Controls output level to Headphone output (10). Independent of main Output Level knob (9).
4	Pad Button: “In” position: 20dB pad is inserted into input circuit.
9	Output Level Knob: Controls signal level at line outputs—independent from the Level knob (8).
10	Headphone Output: 1/4-inch stereo TRS headphone jack. Output level is controlled by Level knob (8). Source is selected by A/B button (7).

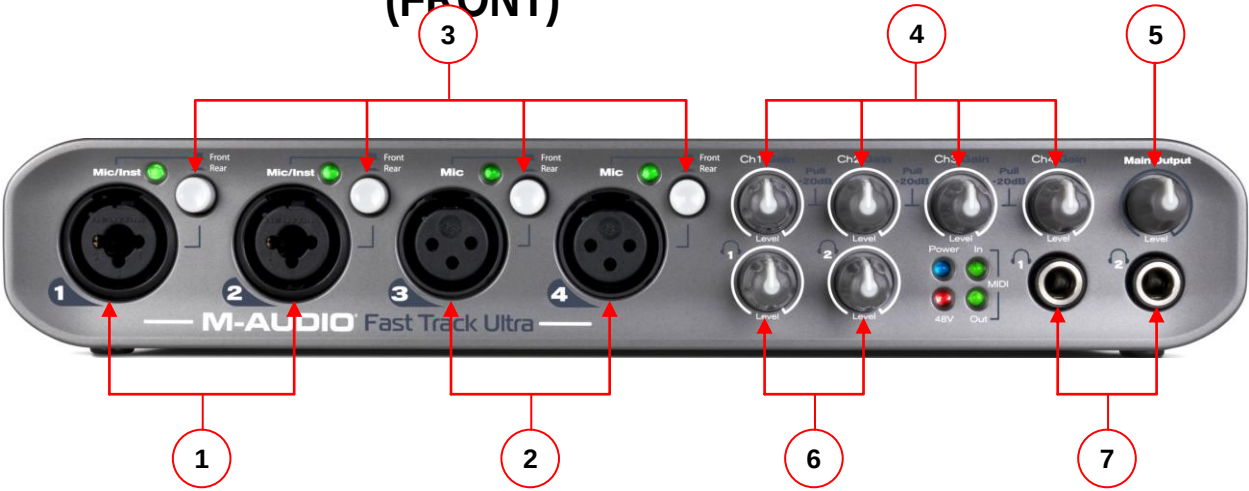
M-AUDIO - FAST TRACK PRO © (BACK)



Feature	Description
11	Power Button: Press to power on. Unit must be connected to host computer's USB bus or optional external power supply.
12	Power Supply Connector: Connect optional 9V DC 500mA power supply when using as stand-alone unit.
13	MIDI Output: Not supported by Concert.
14	MIDI Input: Not supported by Concert.
15	Phantom Power Switch: Slide to "On" position to send 48V power to front-panel XLR inputs (for use with powered microphones).
16	Unbalanced Outputs 1 and 2: Unbalanced outputs on RCA connectors. Mirrors signal to TRS Outputs 1 and 2 (17).
17	Balanced Outputs 1 and 2: Balanced 1/4-inch TRS jacks. Output signal is controlled by front-panel Output Level (9) and Input/Playback Mix Level (6).
18	Cable Lock Port: Accepts security cable to protect device from theft.
19	USB Input: Connect standard USB cable to this port from host computer.
20	S/PDIF Output: Not supported by Concert.

Feature	Description
21	S/PDIF Input: Not supported by Concert.
22	Unbalanced Outputs 3 and 4: Unbalanced outputs on RCA connectors. Mirrors signal from S/PDIF output (20) (not supported by Concert).
23	Inserts 1 and 2: Not supported by Concert.

M-AUDIO - FAST TRACK ULTRA © (FRONT)

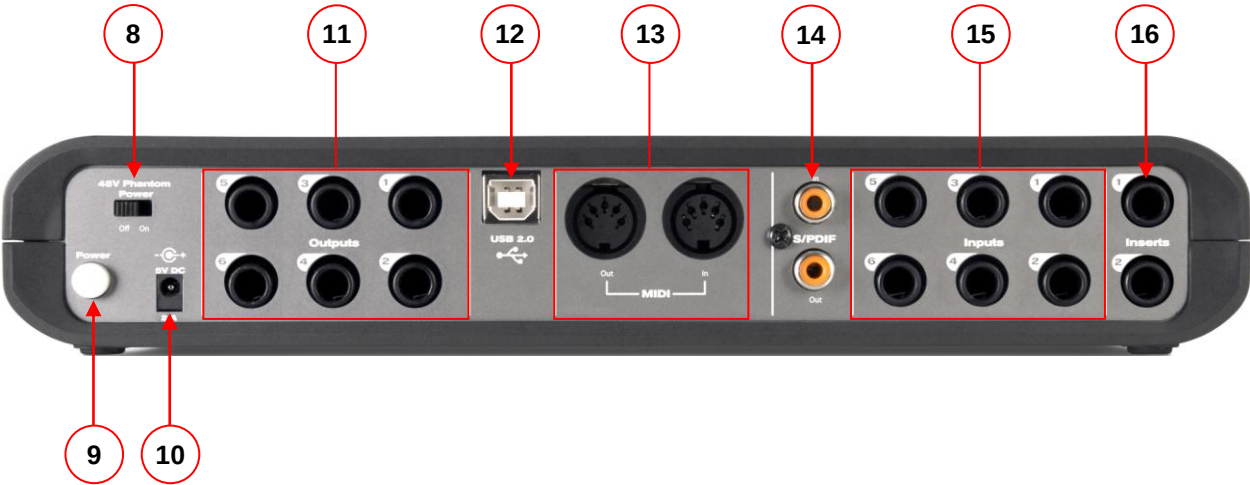


Feature	Description
1	Combo Connectors: XLR or 1/4-inch TS for powered microphone or instrument level inputs (not used with Concert).
2	XLR Connectors: for powered microphone or instrument level inputs (not used with Concert).
3	Front/Rear Switches: Select between the front XLR inputs and rear panel line inputs. Press to select rear inputs.
4	Mic/Instrument Gain/Pad 1-4: Adjust input gain for Ports 1-4. Pull knobs out to engage a 20 dB pad on input (not used with Concert).
5	Main Output: Adjusts level for rear output ports 1 & 2.
6	Headphone Output Knobs: Adjust volume for two headphone outputs.

Always use "In" position (for line level inputs).

Feature	Description
7	Headphone Outputs: Two 1/4-inch TRS jacks, controlled by Headphone Output knobs (6).

M-AUDIO - FAST TRACK ULTRA © (BACK)



Feature	Description
8	Phantom Power Switch: Sends 48V power to front XLR inputs (for use with powered microphones).
9	Power Button: Press to power on the Fast Track Ultra. The unit must be connected to the host computer's USB bus or the external power supply.
10	Power Supply Connector: Connect optional 9V DC 500mA power supply when using as stand-alone unit.
11	Line Outputs: Six balanced 1/4-inch (TRS) jacks provide analog outputs. Ports 1 and 2 are controlled by front panel main output knob.
12	USB (2.0) Connector: Accepts standard USB cable from host computer.
13	MIDI Inputs: Not supported by Concert.
14	S/PDIF Outputs: Not supported by Concert.
15	Line Inputs: Six 1/4-inch TRS jacks provide balanced/unbalanced analog inputs.
16	Inserts: Not supported by Concert.

Always use "In" position on front panel buttons to activate these ports.

DEVICE DRIVERS

You can find the latest device drivers for M-Audio © products on their company website:

1. In the **Address** field of your browser, type <http://www.m-audio.com/> and then press **Enter**.
2. Under *Quick Links*, choose **Drivers/Updates**. The *Drivers and Software Search* page appears.

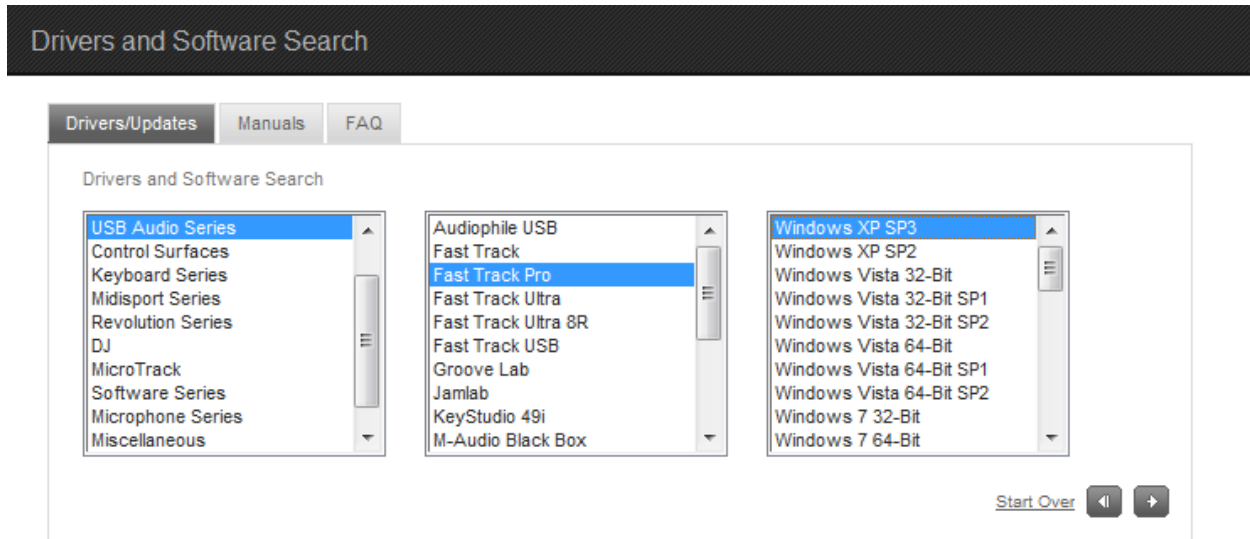


Figure 3-1: Device Driver Search

3. In the left-hand panel, choose **USB Audio Series**.
4. In the center panel, choose your device model (e.g., **Fast Track Pro**).
5. In the right-hand panel, choose your operating system (e.g., **Windows XP SP2**).
6. The driver file appears in the *Results* area, at the bottom of the page.
7. Click on the filename. Completion of the survey is optional and is not required to download the driver.
8. Scroll down to the bottom of the survey. To download the driver, click on the filename.

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The following dialog appears:

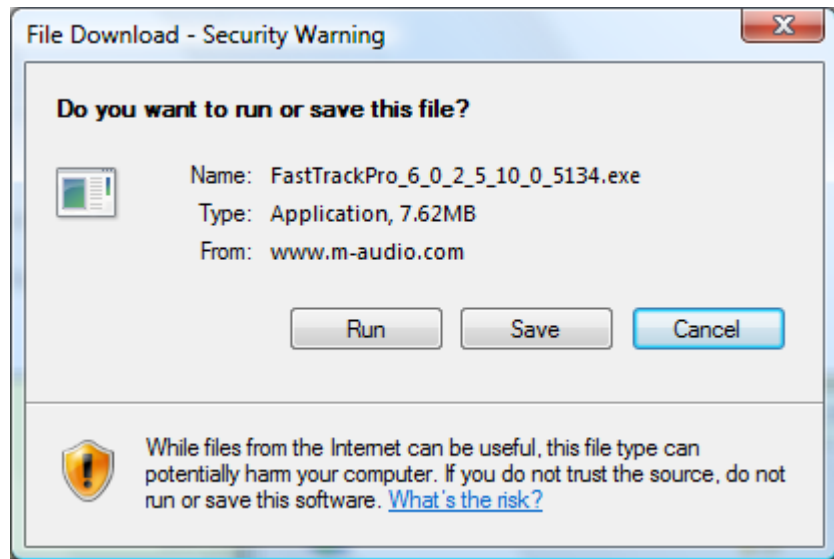


Figure 3-2: Device Driver Installation

9. Click **Run** to install the driver.

4

TROUBLESHOOTING

This chapter provides information on adjusting the Concert Client setup and troubleshooting problems with the Concert Client.

MESSAGES AND NOTIFICATIONS

[1. Warning: Cannot find any audio device. You must configure your sound device and try again.](#)

[2. Warning: Cannot load your sound device. You must configure your default sound device and try again.](#)

[3. Warning: Cannot load your sound device. You must configure your default sound device and try again.](#)

[4. You have been disconnected: This user was logged in on another computer.](#)

[5. 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.](#)

[6. Login time-out loading user data: Your network connection may be too slow. Please try again or contact your system administrator.](#)

[7. Your username and password were not recognized. Please check and try again.](#)

[8. No role associated to this username. Please contact your system administrator.](#)

[9. Maximum number of users exceeded in the system. Please contact your system administrator.](#)

[10. Trial period has expired. Please contact your system administrator.](#)

[11. Connection to Login Server failed. Check Login Server address and port, or your Network Connection, and try again.](#)

[12. Connection to Media Server failed. Check Media Server Address, or your Network Connection, and try again.](#)

FAQS

[13. My headset is not working. What's wrong \(can't hear, etc.\)?](#)

[14. My audio is choppy. What should I do?](#)

[15. How can I adjust my sound options?](#)

SOUND DEVICE PROBLEMS

1. **Received error message “Warning: Cannot find any audio device. You must configure your sound device and try again.”**

This message is displayed when Concert Client tries to load a sound device and cannot find any. You need to install a sound card or USB headset in order to use Concert Client.

2. **Received error message “Warning: Cannot load your sound device. You must configure your default sound device and try again.”**

This message is displayed when Concert Client tries to load a sound device that is not configured in Windows. Example: The first time you start Concert Client, you are using a Plantronics Device. You quit Concert Client, you unplug the Plantronics device then you restart Concert Client. Concert Client tries to load the Plantronics device but does not succeed and instead uses the first sound device that Windows detects.

3. **Received error message “Warning: Cannot load your sound device. You must configure your default sound device and try again.”**

This message is displayed when the sound device in use is unplugged while Concert Client is open. Concert Client will automatically switch to the next available sound device. You can reconfigure the device through the configuration.

CLIENT CONNECTIVITY

4. **Received notification “You have been disconnected: This user was logged in on another computer.”**

This message is displayed when a user is already logged in, and tries to log in to Concert Client from another location (another computer).

5. Received notification: “Connection to login server failed. Check login server address and port, or your network connection, and try again.”

This message is displayed when the Concert client cannot reach the EMS server. This may be due to one or more reasons (not limited to the following):

- The Login Server address and/or Port are wrong. To check the login address and port, click on **Config -> Server->Advanced**. Make sure the Login Server Address and Port are set exactly as specified by the system administrator.
- The network connection is broken. This may be due to one or more of the following conditions:
 - Loss of connection to your ISP
 - Network cable unplugged
 - Improper network settings on your PC
 - Incorrect firewall setup by the system administrator
 - Blocked by locally running firewall software.

6. Received error notification: “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.”

This message is displayed under two conditions. If the media server port is wrong or if the network (LAN) is very slow. To check the media port, click on **Config -> Server->Advanced**. Make sure the Media Server Port is set correctly. Contact your system administrator for the exact value (the default value is 6001).

7. Received notification: “Login time-out loading user data: Your network connection may be too slow. Please try again or contact your system administrator.”

This messages means that the login was successful, but due to abnormal network conditions (e.g., network too slow), Concert Client timed out while receiving setup information from the server. Contact your network administrator if the problem persists.

8. Received notification: “Your username and password were not recognized. Please check and try again.”

This means you have entered the wrong username, the wrong password, or both. It may also mean that this user name does not exist in the database. If the problem persists, contact the system administrator.

9. Received notification: “No role associated to this username. Please contact your system administrator.”

This messages means that your username and password were entered correctly, but your account is not associated to any role. A user must belong to a role before access can be granted to the Concert system. Contact the system administrator.

10. Received notification: “Maximum number of users exceeded in the system. Please contact your system administrator.”

This message indicates that the number of Concert users currently within the database exceeds the allowed number of licensed users. This can occur if the database is restored from an archive containing more than the licensed number of users. During this state, users will be denied access to Concert until the administrator does one of the following:

- Delete excess users from the system, so that the number of users equals the number allowed by the license key
- Update the license key
- Contact Clear-Com for details on purchasing a new license key.

11. Received notification: “Trial period has expired. Please contact your system administrator.”

This message means that the trial period (60 days) has expired. To continue using Concert, the system administrator will need to contact Clear-Com for details on purchasing a license key.

12. Received notification: “Connection to media server failed. Check media server address, or your network connection, and try again.”

This message is displayed if the media server address is wrong. To check the media address, click on **Config -> Server->Advanced**. Make sure the Media Server Address is set correctly. Contact your system administrator for the exact value.

AUDIO PROBLEMS

13. My headset is not working. What’s wrong (no audio, etc.)?

- Check that the headset is correctly plugged-in and perform a **Test Primary Devices** in **Config > Devices** (see p. 1-7).
- Verify mixer settings for both your input and output devices (also verify that you are not muted).

- Verify that the appropriate device is selected within the client window (i.e., primary or secondary device).
- Verify that the recipient's audio device configuration has also been checked.

14. My audio is choppy. What should I do?

- Check your audio settings in **Config > Audio** (see below).

SIMPLE MODE

The configuration options that are available in simple mode will normally be sufficient to solve your problems.

- Verify your **Network Settings**. Make sure you specify the appropriate network type. An incorrect configuration is the primary cause for poor audio quality:
 - **LAN:** Corporate LAN with high and stable bandwidth available. If set to LAN, but you are in fact on the Internet (e.g., home, hotel, airport), you may experience choppy audio and/or packet loss.
 - **WAN:** Corporate WAN (controlled network environment). However, your bandwidth may be lower between two offices or sites.
 - **Internet:** Uncontrolled, unstable, and low bandwidth available.
- Verify your **Options Settings**:
 - **Echo Cancel:** Reduces echo. Useful when Concert Client is used with speakers.
 - **Noise Filter:** Reduces background noise.
 - **Auto Gain Control:** Auto-adjusts microphone volume.
 - **Audio Buffer:** Windows Sound Channel Buffers. On slow computers or with the Windows Vista operating system, increasing Audio Buffer increases audio quality. On Vista, this value must be over 8. For Windows XP, a value of 5 is generally sufficient, but you may need to increase it on slower computers.

Note: Increasing the Windows Sound Buffer may also increase the audio delay.

ADVANCED MODE

This mode provides more options for experienced users.

- c. Verify your **Bandwidth Settings: High/Medium/Low** settings.

Make sure you choose the value corresponding to the available bandwidth. If you choose High, audio quality will be better only if you have enough bandwidth. Otherwise, it can become choppy.

- d. Verify your **Min and Max Jitter:** settings.

Audio jitter buffer setting specifies the amount of audio data held in the buffer before the audio data is played. Its goal is to minimize the effect of network congestion on audio quality:

- If you have a slow connection, select a higher **Min.** and **Max. Jitter** (e.g., 80-200 ms),
- For a high bandwidth, 40-80 ms should be fine.

- e. Verify your **Loss Protection: Off/Low/Medium/High** settings.

- Loss protection provides a system to recover packets lost during network transit. If you experience poor audio quality, you may want to increase this value.
- On a LAN, it may be set to “Off”.
- If you are connected through the Internet (slow bandwidth), we recommend that you choose “Medium”.

Note: In the case that the **Network Connectivity** icon is consistently displaying either a yellow or red circle, downgrade your network setting to either **WAN** or **Internet** to improve your audio quality.

15. How can I adjust my sound options?

You can select devices in Concert Client through the **Config > Devices** menu option or by selecting the **Configuration** icon on the Client status bar.

Make sure that you are using the correct devices, and verify which of the primary or secondary devices you are currently using.

LIMITED WARRANTY

This document details the Clear-Com Standard Limited Warranty for all new products for sale within all regions with the exception of Military, Aerospace, and Government (MAG).

EXCEPT AS SET FORTH HEREIN ("LIMITED WARRANTY"), CLEAR-COM MAKES NO OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT OF THIRD PARTY RIGHTS, OR FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE EXPRESSLY DISCLAIMED.

1. **Standard Limited Warranty.** Clear-Com Communication Systems ("Clear-Com") warrants its products, including supplied accessories, against defects in material or workmanship for the time periods as set forth below provided it was purchased from an authorized Clear-Com dealer or distributor.

a) Pursuant to this Limited Warranty, Clear-Com will, at its option:

- i) repair the product using new or refurbished parts, or;
- ii) replace the product with a new or refurbished product.

b) Remedies: In the event of a defect, the rights detailed in 1 (a) are your exclusive remedies. For purposes of this Limited Warranty, "refurbished" means a product or part that has been returned to its original specifications.

c) Standard Warranty Period (by Product):

- i) All Clear-Com brand systems and products, including belt packs, have a Limited Warranty of two years, with the exception of;

(1) Cables, accessories, components & consumable items have a Limited Warranty of 90 days.

(2) Any Clear-Com product that has been classified as obsolete at the time of sale has a Limited Warranty of 90 days from sales and will be replaced with the same product or a sales credit will be issued, at the sole discretion of Clear-Com.

- (3) Headsets, handsets, microphones, and associated spare parts, as well as UHF wireless IFB products, have a Limited Warranty of one year.
 - (4) UHF WBS Analog wireless intercom systems have a Limited Warranty of three years.
 - (5) All software products, including Concert (Client and Server), ECS, Production Maestro and Logic Maestro are warranted for one year and shall substantially conform to published specifications. The media on which the Software is furnished is warranted to be free of defects in material and workmanship (under normal use) for a period of one year.
 - (6) Any Clear-Com products that are listed within the last time buy period have the same Limited Warranty for their type 1.i.1 - 1.i.5 as above.
- d) Any Clear-Com product that is repaired or supplied as a replacement under the terms of this Limited Warranty shall inherit the remaining warranty period from the original product.
- e) Standard Warranty Period Start Date
- i) Dealer / Distributor Sales: In view of Dealer or Distributor stocking practices, the Standard Warranty Period for products sold through Dealers or Distributors will commence from the Clear-Com invoice date and will include an automatic extension of three months. Any valid warranty claim within the Standard Warranty Period as determined by the Clear-Com invoice date will be covered without further supporting evidence. All warranty claims after this date must be supported by the Customer's proof of purchase that demonstrates the product is still within the Standard Warranty Period (as detailed in Section 1.c.i above, plus the automatic three month extension) from their purchase date.
 - ii) Direct Sales: The Standard Warranty Period will commence from the date the product was shipped from Clear-Com to the Customer. The Standard Warranty Period start date for contracts that include commissioning will be the date of the Site Acceptance Test (SAT) or one month from conclusion of the commissioning project, whichever is earlier.
- f) Invalidation of Warranty
- i) This Limited Warranty shall be invalidated if the product's outer case has been opened and internal modifications have been made or damage has occurred, or upon the occurrence of other damage or failure not attributable to normal wear and

tear. Authorized modifications with Clear-Com's express written permission will not invalidate the warranty.

g) Software Updates

- i) Software Updates are released periodically to correct discovered program bugs. During the Warranty Period, software updates are available to Customers free of charge.

h) Software Upgrades

- i) Software Upgrades include new Features and/or Functional Enhancements and are not included as part of the Standard Warranty but may be purchased at the published rates.
- ii) Note: In the absence of a Software Update containing a program correction and no available workaround to mitigate the problem, at the discretion of Service, Sales, Engineering, or Product Management, the Customer may be provided a Software Upgrade under warranty.

2. **Exclusions.** Services do not cover damage or failure caused by any occurrence beyond Clear-Com's reasonable control, including without limitation acts of God, fire, flooding, earthquake, lightning, failure of electric power or air conditioning, neglect, misuse, improper operation, war, government regulations, supply shortages, riots, sabotage, terrorism, unauthorized modifications or repair, strikes, labor disputes or any product failure that Clear-Com determines is not a result of failure in the Services provided by Clear-Com. Further Services excluded from this Agreement include: services required due to errors or omissions in Customer purchase orders; installation or maintenance of wiring, circuits, electrical conduits or devices external to the products; replacement or reconditioning of products which, in Clear-Com's opinion cannot be reliably maintained or properly serviced due to excessive wear or deterioration; Customer's failure to maintain the installation site in accordance with the environmental specifications of the products; or service on products removed from the location originally specified by Customer and/or reinstalled without the prior written approval of Clear-Com. Customer will pay Clear-Com's then current published charges to restore such Covered Products to a condition eligible for further service under this Agreement. Clear-Com shall be excused from and shall not be liable for any failure or delay in performance under this Agreement due to the foregoing or any causes beyond its reasonable control.

3. **Limitation of Liability.** IN NO EVENT WILL CLEAR-COM BE LIABLE UNDER THIS AGREEMENT FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMITATION LOST PROFITS), REGARDLESS OF THE FORM OF ACTION, EVEN IF ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES.

4. **Assignment.** Neither party may assign this Agreement or any portion thereof without the prior written consent of the other, except in the event of a merger, sale of all or substantially all of the assets or other corporate reorganization.
5. **Ownership of replaced parts or product.** All replaced parts or products become the property of Clear-Com.
6. **Entire Agreement.** This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof, and supersedes all prior or contemporaneous proposals, oral or written, and all other communications between them relating to the subject matter of this Agreement.

TECHNICAL SUPPORT & REPAIR POLICY

NOVEMBER 1, 2008

In order to ensure that your experience with Clear-Com and our World Class products is as beneficial, effective and efficient as possible, we would like to define the policies and share some "best practices" that can accelerate any problem solving processes which we may find necessary and to enhance your customer service experience. Our Technical Support, Return Material Authorization, and Repair Policies are set forth below. These Policies are subject to revision and constantly evolve in order to address our Customers' and the Market's needs. Accordingly these are provided by way of guidance and for information only and may be changed at anytime with or without Notice.

TECHNICAL SUPPORT POLICY

- a) Telephone, online, and e-mail technical support will be provided by the Customer Service Center free of charge during the Warranty Period.
- b) Technical support will be provided free of charge for all software products under the following conditions:
 - i) The application, operating, and embedded software is installed on a product covered by Clear-Com's Limited Warranty, and:
 - (1) The software is at the current release level; or,
 - (2) The software is one (1) version removed from current.
 - ii) Older versions of software will receive "best-effort" support, but will not be updated to correct reported bugs or add requested functionality.
- c) For Technical Support:

i) North and South America, (inc. Canada, Mexico, and the Caribbean) & US Military:

Hours: 0800 - 1700 Pacific Time
Days: Monday - Friday
Tel: +1 510 337 6600
Email: CustomerServicesUS@vitecgroup.com

ii) Europe, the Middle East and Africa:

Hours: 0800 - midnight Central European Time
Days: Monday - Friday
Tel: +49 40 853 999 700
Email: TechnicalSupportEMEA@vitecgroup.com

iii) Asia-Pacific:

Hours: 0800 - 1700 Pacific Time
Days: Monday - Friday
Tel: +1 510 337 6600
Email: CustomerServicesAPAC@vitecgroup.com

d) Email Technical Support is available for all Clear-Com branded products free of charge for the life of the product, or two years after a product has been classified as obsolete, whichever comes first.

e) Support for Distributor and Dealer Sales

i) Distributors and Dealers may utilize the Customer Service Centers once a system has been installed and commissioned. Clear-Com Systems and Applications Engineers will provide support to the Distributor from the pre-sales stage through to satisfactory installation for new system purchases. Customers will be encouraged to contact their Dealer or Distributor with their installation and technical support enquires rather than using the Customer Service Centers directly.

f) Support for Direct Sales

i) Customers may utilize the Customer Service Centers once a system has been installed and commissioned by Clear-Com Systems and Applications Engineers, or in the case of project installations, once the Project Team has completed the hand-over to the Support Centers.

RETURN MATERIAL AUTHORIZATION POLICY

- a) Authorizations: All products returned to Clear-Com or a Clear-Com Authorized Service Partner must be identified by a Return Material Authorization (RMA) number.
- b) The Customer will be provided with an RMA number upon contacting Clear-Com Sales Support as instructed below.
- c) The RMA number must be obtained from Clear-Com via phone or email prior to returning product to the Service Center. Product received by the Service Center without a proper RMA number is subject to return to the Customer at the Customer's expense.
- d) Damaged equipment will be repaired at the Customer's expense.
- e) Returns are subject to a 15% restocking fee.
- f) Advance Warranty Replacements (AWRs);
 - i) *During the first 30 days of the Standard Warranty Period:* Once the equipment fault has been verified by Clear-Com or its authorized representative, Clear-Com will ship a new replacement product. The Customer will be provided with an RMA number and be required to return the faulty equipment within 14 days of receipt of the replacement or will be invoiced for the list price of a new product.
 - ii) *During days 31-90 of the Standard Warranty Period:* Once the equipment fault has been verified by Clear-Com or its authorized representative, Clear-Com will ship a like-new, fully refurbished replacement product. The Customer will be provided with an RMA number and be required to return the faulty equipment within 14 days of receipt of the replacement or will be invoiced for the list price of a new product.
 - iii) To obtain an RMA number or request an AWR:

(1) North and South America, Asia-Pacific, and US Military:

Hours:	0800 - 1700 Pacific Time
Days:	Monday - Friday
Tel:	+1 510 337 6600
Email:	SalesSupportUS@vitecgroup.com

(2) Europe, the Middle East and Africa:

Hours: 0800 - 1700 GMT + 1
Days: Monday - Friday
Tel: + 44 1223 815000
Email: SalesSupportEMEA@vitecgroup.com

- iv) Note: AWRs are not available for UHF WBS Analog wireless intercom systems. UHF WBS Analog wireless intercom systems out-of-box failures must be returned to Alameda for repair.
- v) Note: Out-of-box failures returned after 90 days will be repaired and not replaced unless approved by Clear-Com Management.
- vi) Note: AWRs are not available after 90 days of receipt of product unless an AWR Warranty Extension is purchased at the time of product purchase.
- vii) Note: Shipping charges, including duties, taxes, and insurance (optional), to Clear-Com's factory is the responsibility of the Customer. Shipping AWRs from Clear-Com is at Clear-Com's expense (normal ground or international economy delivery). Requests for expedited shipping (e.g., "Next-Day Air") and insurance are the responsibility of the Customer.

REPAIR POLICY

- a) Repair Authorizations: All products sent to Clear-Com or a Clear-Com Authorized Service Partner for repair must be identified by a Repair Authorization (RA) number (see above).
- b) The Customer will be provided with an RA number upon contacting Clear-Com Customer Services as instructed below.
- c) The RA number must be obtained from Clear-Com via phone or email prior to returning product to the Service Center. Product received by the Service Center without a proper RA number is subject to return to the Customer at the Customer's expense.
- d) Return for Repair

- i) Customers are required to ship equipment at their own cost (including transportation, packing, transit, insurance, taxes and duties) to Clear-Com's designated location for repair.
 - (1) Clear-Com will pay for the equipment to be returned to the Customer when it is repaired under warranty.
 - (2) Shipping from Clear-Com is normal ground delivery or international economy. Requests for expedited shipping (e.g., "Next-Day Air") and insurance are the responsibility of the Customer.
- ii) **Clear-Com does not provide temporary replacement equipment ("loaner") during the period the product is at the factory for repair.** Customers should consider a potential prolonged outage during the repair cycle, and if required for continuous operations purchase minimum spare equipment required or purchase an AWR Warranty Extension.
- iii) No individual parts or subassemblies will be provided under warranty, and warranty repairs will be completed only by Clear-Com or its Authorized Service Partners.
- iv) Customers requesting a non-warranty repair will be provided an estimate of the total repair cost prior to the return of the equipment. In the event that Clear-Com is unable to estimate the cost of repair, the Customer may elect to return the product to the factory for an estimate. The Customer is responsible for shipping costs both to and from the factory in the event they choose not to accept the estimate.
- v) The Customer must provide either a purchase order for the repair work, or will be required to make an advance payment (as a debit against the Dealer's line of credit, or credit card) prior to the repaired product being returned to the Customer.
- vi) For requesting a Repair Authorization number:

(1) North and South America, Asia-Pacific, and US Military:

Hours: 0800 - 1700 Pacific Time
Days: Monday - Friday
Tel: +1 510 337 6600
Email: CustomerServicesUS@vitecgroup.com

(2) Europe, the Middle East and Africa:

Hours: 0800 - midnight Central European Time
Days: Monday - Friday

Tel: +49 40 853 999 700
Email: TechnicalSupportEMEA@vitecgroup.com

- vii) Note: Clear-Com's Limited Warranty does not cover normal wear and tear. The Customer will be charged the full cost of the repair if their equipment has been tampered with by non-approved personnel, or has been subject to damage through electrical failure, liquid damage or mishandling. The Customer Service Center will provide the Customer with a cost estimate for any such repairs prior to undertaking the work.