



# TALKMASTER ENTERPRISE EDITION

## Multi-Operator

## Multi-Site

## World Class

*The power of enterprise  
networking for your command  
communications*

Whether your intercom and paging application requires multiple operators, or your facility is spread across town or the globe, TalkMaster Enterprise Edition (EE) provides the management tool to make sure every call gets answered as quickly as possible. Keeping customers happy and people informed and secure is critical to your success and Digital Acoustics' TalkMaster EE supports that outcome.

### ***A Strategic Solution***

TalkMaster EE along with Digital Acoustics' ii3 IP Intercoms form a strategic solution for managing your communications, whether you are keeping your assets secure, or people informed. Because the Digital Acoustics solution is based on the Internet Protocol (IP), your ability to configure our system to meet your ever-changing needs is unsurpassed. Today, you may only need to manage a single building, while down the road that building becomes a campus or a global venture. TalkMaster EE is up for the challenge. When demands for space change and you need to relocate offices, or a command center, moving communications consoles is as simple as plugging into the network at a different location. Adding operators or changing the rules by which they manage incoming and outgoing calls is simple and intuitive. The key to success is flexible software that answers the needs of today and the unforeseen opportunities of tomorrow.

### ***Overview***

TalkMaster EE is a server-based solution designed to manage 1,000's of intercom and paging end-points distributed over an IP network. Because it is IP-based, managing those end-points multiple consoles, regardless of geography, is easy and cost-effective.

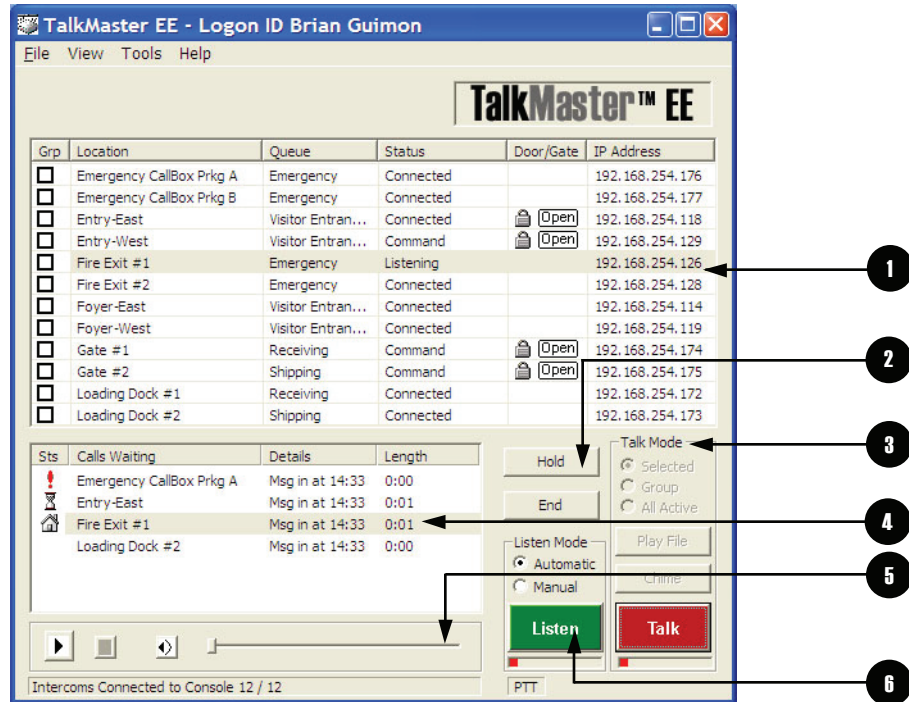
Logical groups of intercoms, called "Queues" are created and assigned to one or more operators. When a call is received, it is placed in the "Calls Waiting List" in priority sequence at each console responsible for monitoring that intercom. Should the Calls Waiting List become too full, or calls go unanswered for too long a period, "Overflow Rules" automatically re-distribute calls to other operators for management. When call volumes diminish, the Overflow Rules are reset and the system returns to normal configuration.

Every intercom and paging end-point can be assigned a user-friendly name, clearly identifying its location and function. Additionally, a "Priority" level is assigned to each intercom, designating its importance in the Calls Waiting List. For example, an Emergency Callbox can be put at the top of the list for immediate attention by the operator.

Through thoughtful system design and service level identification, TalkMaster EE can be configured to make sure no call goes unanswered.

# TalkMaster™ EE Console

**DIGITAL  
ACOUSTICS**  
CORPORATION



## 1 INTERCOM LIST

All intercoms and paging end-points which are assigned to a Console are listed here.

**Grp** This check box allows the operator to create dynamic "instant" groups for paging.

**Location** This is the "friendly name" for each intercom or paging location.

**Queue** The Queue/Group that each intercom belongs to.

**Status** Identifies whether the intercom or paging end-point is Connected or Disconnected.

**Door/Gate** When Door/Gate control is enabled, a button appears for opening the Door/Gate.

**IP Address** The IP Address of each end-point. The system also stores the MAC address of each intercom.

## 2 HOLD & END CALL

In order to manage multiple callers simultaneously, the Operator is given the opportunity to put a caller on HOLD while another call is taken. The operator can resume conversation with the caller by selecting the Intercom from the Calls Waiting List, or the Intercom List. Pressing END terminates the call and removes it from the Calls Waiting List.

## 3 TALK MODE CONTROL

The Operator has two choices of end-points to speak to, intercoms or paging.

**Selected** Sets the end-point being addressed as the line highlighted in the Intercom List.

**Group** Sets the end-points being addressed as those selected in the Grp column

**All Active** Allows the Operator to ALL CALL to all active end-points.

**Play File** Presents a file list of pre-recorded messages (.wav files) to be played to the selected end-points.

**Chime** Plays a pre-selected audio sequence to all selected end-points.

**Talk** Engages the microphone for the Operator to speak to the selected end-point(s).

## 4 CALLS WAITING LIST

Incoming calls appear in the calls waiting list when the caller presses the Call button. The sort order is dependent upon the Intercom priority and/or the time the call comes in.

**Sts** This reflects the incoming intercom status

**Calls Waiting** The "friendly name" for the Intercom is used to identify the origination of the incoming call.

**Details** Shows the last time the Call button was pressed.

**Length** This is the duration of the message recorded by the caller.

## 5 INCOMING CALL MESSAGE CONTROL (Audio Recording)

When a caller presses the button on a call station, the incoming audio is recorded and available on the Console for playback. This area manages the audio playback.

## 6 LISTEN

There are two options to manage listening to intercom end-points:

**Automatic** Switches between Listen and Talk based on the Talk button (Default).

**Manual** Listen is only engaged when the button is depressed.

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## QUEUES

Queues are logical groups of intercoms (which can be) monitored by one or more Console Operators. Based on how you operate, Queues can be created to meet defined service levels, specific response types, or other operational models.

Sample Queues might be:

- Emergency Call Boxes
- Information Kiosks
- Parking Entrance Lanes
- Parking Exit Lanes
- Fire Exit Doors
- Entrances and Exits By Floors
- Classrooms by Grade
- Detention Cells by Pod or Floor

## OVERFLOW RULES

When communication gets busy, it is critical to make sure every call is answered as quickly as possible. Incoming calls are put into the Calls Waiting List at each designated management console. Based upon two rules, Size (# of Intercoms in the List) and Age (Time in Queue), incoming calls are re-directed to other consoles for faster response.

This assures the caller spends the least time waiting as possible. When the Calls Waiting List diminishes, Overflow re-direction is discontinued.

## INTERCOM PRIORITIES

Each Intercom in the system is assigned a Priority level by the Administrator. The Priority determines how intercoms are sorted and displayed in the Calls Waiting List on the Console. There are 11 available levels of Priority – Highest, 1-9, and Normal (or lowest).

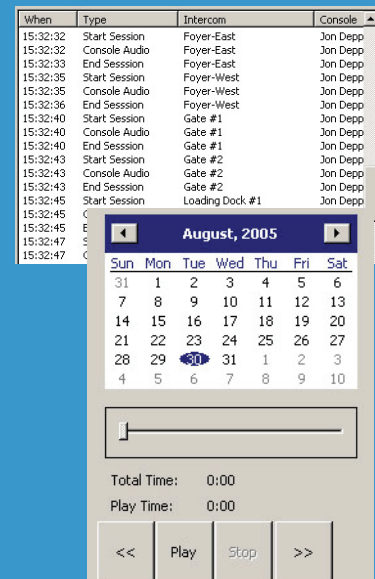
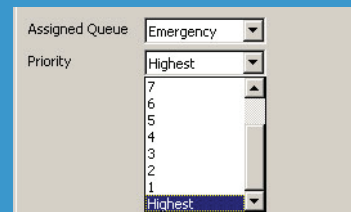
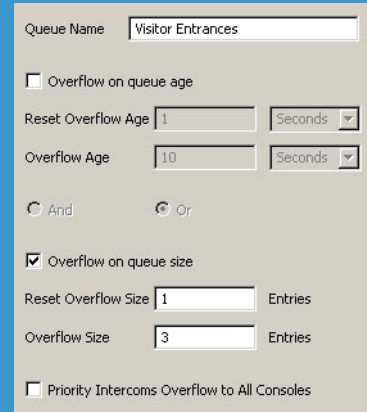
The benefit provided by this feature is the ability of the Administrator to customize the importance of every intercom to the service level desired. For example, Emergency Call Boxes would typically be assigned the highest level of priority so that they are always answered first. General information intercoms would be set to Normal, so they are sorted solely based on the time they are received.

## USER ACCOUNTABILITY & EVENT REPORTING

**User IDs** - Each User of TalkMaster EE is required to Logon to the system with a UserID and Password. Once logged on, the intercoms and paging end-points that have been assigned to the User/Operator by the Administrator will be displayed in the Intercom List.

**Digital Audio Recorder** – An integrated Digital Audio Recorder logs each audio communications session on the system. Although a standard feature, the System Administrator determines whether this feature is engaged, system-wide. A calendar interface allows the administrator to go back to a specific date and time to review system activity.

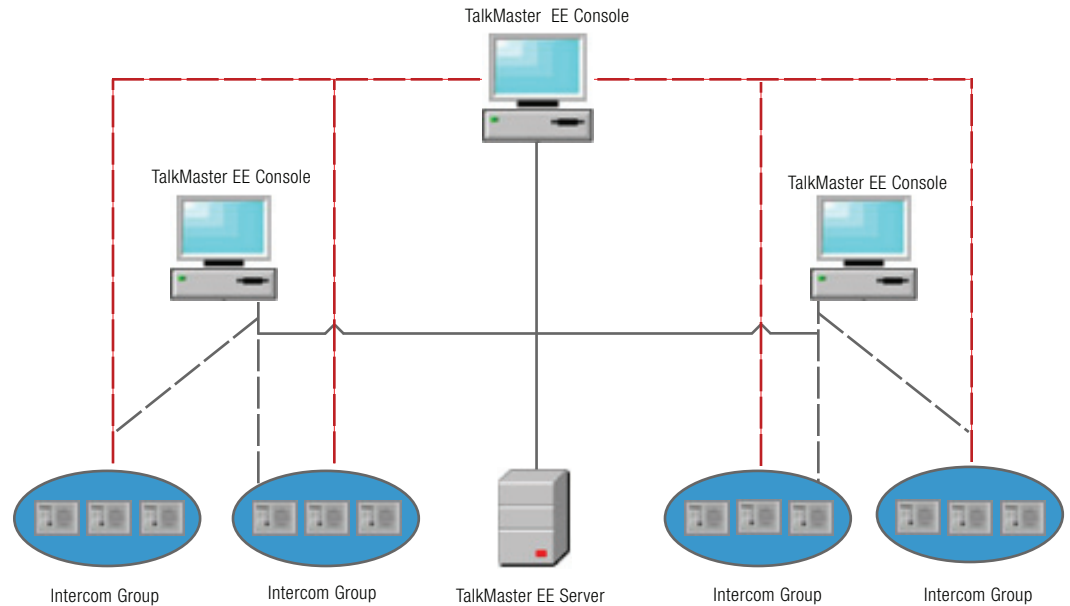
**Event Logging** – Event history logs detailing every call-button pushed, session start & end times, intercom location and console operator are all available for management review.



# MASTER CONSOLE/MULTIPLE CONSOLES MULTIPLE GROUPS



(Example Configuration)



## System Requirements (Minimum)

<b>TalkMaster™ EE Server</b>	<b>TalkMaster™ EE Console</b>
<ul style="list-style-type: none"> <li>• Windows 2003, Windows 2003 Server,</li> <li>• Windows 2000, Windows 2000 Server or XP</li> <li>• Pentium IV or greater</li> <li>• 512MB RAM</li> <li>• 20 MB Hard Disk</li> </ul> <p>(not including Digital Audio Storage Requirements)</p> <ul style="list-style-type: none"> <li>• Windows supported Multimedia Sound Card</li> <li>• Available USB Port</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 2000, Windows XP, XP Pro</li> <li>• Pentium III 1GHz or greater</li> <li>• 256MB RAM</li> <li>• 20 MB Hard Disk</li> <li>• Windows supported Multimedia Sound Card with microphone and speakers</li> </ul>