



VCOM Control Panel User Guide (Windows, Android, Mac, iOS)



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INTRODUCTION

ABOUT VCOM

VCOM is a non-blocking, multi-channel/multi-access Intercom System using a dedicated server, multiple-client architecture that operates over an existing LAN/WAN infrastructure. VCOM is engineered for professional, mission critical communications including broadcast, production, military, aerospace, and government applications.

This document provides information on how to install, configure, and use VCOM software on devices running Windows, Mac, iOS and Android operating systems. A troubleshooting section addresses commonly encountered issues. Additionally, a product features list is included.

SYSTEM REQUIREMENTS

Windows OS

Hardware Requirements

- Dedicated: Intel i3 3.06 GHz or equivalent w/ 2 GB RAM
- Multi-purpose: Intel i5/i7, 3.4 GHz or equivalent w/ 4 GB RAM

Lower processing power PCs can be used, however audio quality may be comprised under heavy CPU loads.

Software Requirement

- Windows® 7, Windows® 8, Windows® 10, including versions for Tablet PCs

Network Requirement

- Recommended configuration: 100BaseT connection over private LAN
- Bandwidth Utilization per client:

Audio Sample Rate	Data Rate (Kbps) [ATS=20ms*]	Data Rate (Kbps) [ATS=40ms*]	Data Rate (Kbps) [ATS=60ms*]	Data Rate (Kbps) [ATS=80ms*]	Data Rate (Kbps) [ATS=100ms*]
8 KHz	32	23.6	20.8	19.4	18.56
16 KHz	44.8	36.4	33.6	32.2	31.36
32 KHz	46.8	38.4	35.6	34.2	33.36

*ATS = Audio Time Slice per packet which controls how many 20ms audio frames are transmitted within a single UDP packet. As each UDP packet requires a fixed amount of overhead, the more frames sent at the same time, the less the UDP overhead which conserves network bandwidth. Conversely, the more audio frames sent per transmission, the greater the system latency and the potential audible consequence of a lost packet. The default is 20ms.

Firewall Requirements

- Allow TCP connection for data and UDP connection for audio on port 1000

Android OS

Hardware Requirements

- Any Android device running OS rev 4.0 or newer (But NOT Kindle Fire HD)
 - It is recommended that you have a minimum 10MB of free storage memory on your device to install the VCOM Control Panel for Mobile

Software Requirement

- Android rev 2.2 or newer, rev 4.1 Jelly Bean or newer recommended

Network Requirements

- Recommended configuration: WiFi - 802.11
- 3G/4G LTE Data Cellular Connection
 - Please note that data usage costs apply for using VCOM over 3G/4G LTE mobile networks
- Bandwidth Utilization per client:

Audio Sample Rate	Data Rate (Kbps) [ATS=20ms*]	Data Rate (Kbps) [ATS=40ms*]	Data Rate (Kbps) [ATS=60ms*]	Data Rate (Kbps) [ATS=80ms*]	Data Rate (Kbps) [ATS=100ms*]
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Firewall Requirements

- Allow TCP connection for data and UDP connection for audio on port 1000

Mac OS

Hardware Requirements

- Intel Core 2 Duo Processor MacBook, MacBook Pro, or Mac Desktop; any Mac running Parallels with suggested 2 GB RAM

Lower processing power computers can be used, however audio quality may be comprised under heavy CPU loads.

Software Requirement

- Mac OS X 10.7 (Lion) or newer

Network Requirement

- Recommended configuration: 100BaseT connection over private LAN

- Bandwidth Utilization per client:

Audio Sample Rate	Data Rate (Kbps) [ATS=20ms*]	Data Rate (Kbps) [ATS=40ms*]	Data Rate (Kbps) [ATS=60ms*]	Data Rate (Kbps) [ATS=80ms*]	Data Rate (Kbps) [ATS=100ms*]
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Firewall Requirements

- Allow TCP connection for data and UDP connection for audio on port 1000

iOS

Hardware Requirements

- iPhone 4, iPad mini, iPod 3G or newer

It is recommended that you have a minimum 10MB of free storage memory on your device to install the VCOM Control Panel for Mobile.

Software Requirement

- iOS 6.0 or newer

Network Requirements

- Recommended configuration: WiFi - 802.11
- 3G/4G LTE Data Cellular Connection
 - *Please note that data usage costs apply for using VCOM over 3G/4G LTE mobile networks*
- Bandwidth Utilization per client:

Audio Sample Rate	Data Rate (Kbps) [ATS=20ms*]	Data Rate (Kbps) [ATS=40ms*]	Data Rate (Kbps) [ATS=60ms*]	Data Rate (Kbps) [ATS=80ms*]	Data Rate (Kbps) [ATS=100ms*]
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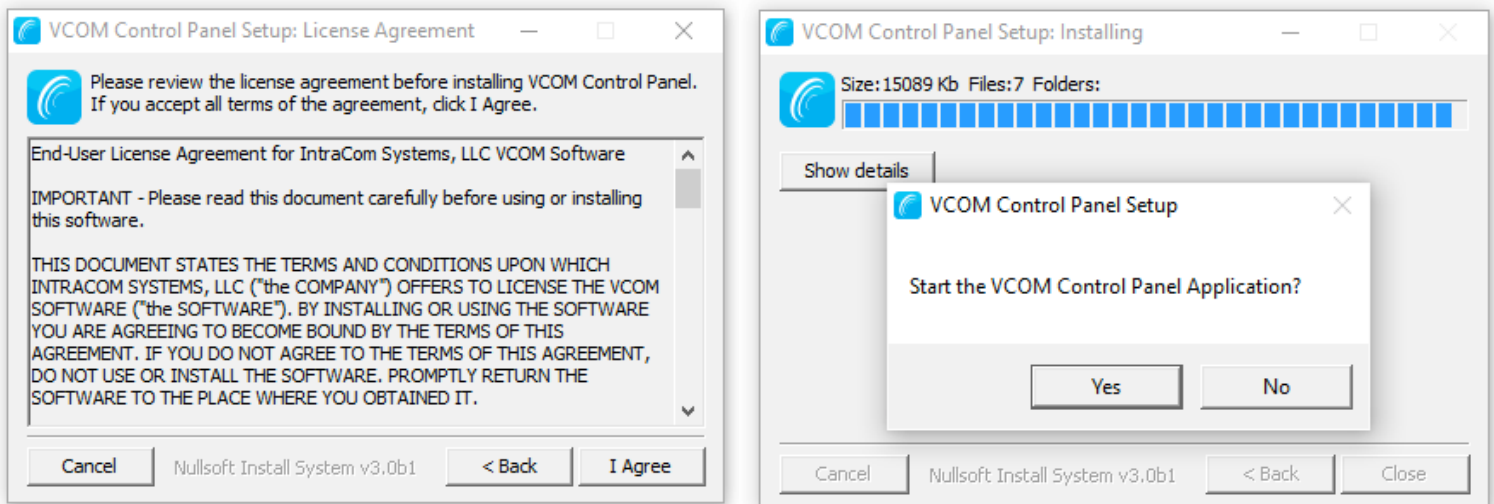
INSTALLATION

Windows OS

Locate the VCOM Control Panel setup application, typically named 'VCOM_Control_Panel_Setup.exe,' that was provided either electronically or on a CD.

Run the installer and follow the prompts. You will need to accept Intracom Systems' License Agreement to install the software.

Once installation is complete, click 'Yes' to launch the VCOM Control Panel Application



Android OS

Download the setup application from Google Play or at:
<https://www.intracomsystems.com/support/downloads/>

Once installed, touch your VCOM icon to get to the configuration splash screen.

Mac OS

Locate the VCOM Control Panel setup application, typically named 'VCOM_Control_Panel_Setup.exe,' that was provided either electronically or on a CD.

Run the installer and follow the prompts. You will need to accept Intracom Systems' License Agreement to install the software.

Once installation is complete, click 'Yes' to launch the VCOM Control Panel Application

iOS

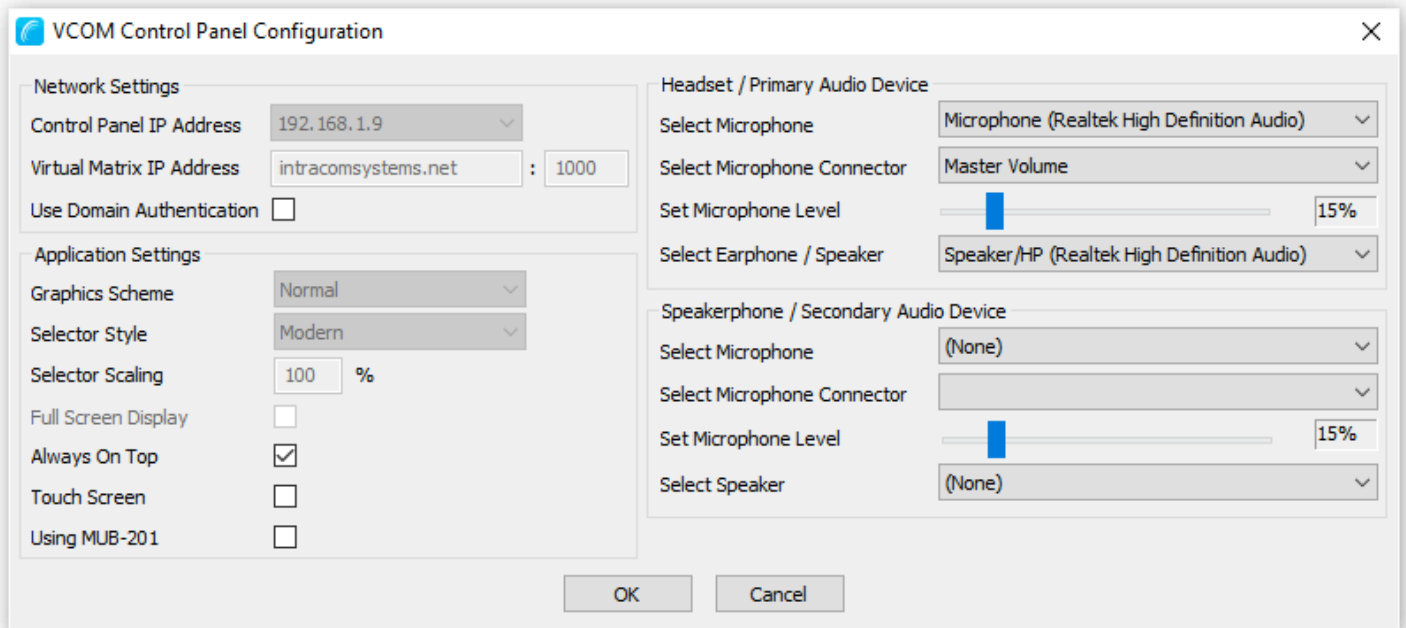
Download the setup application from Apple App Store or at:
<https://www.intracomsystems.com/support/downloads/>

Once installed, touch your VCOM icon to get to the configuration splash screen.

CONFIGURATION

Windows and Mac OSs

When running the 'VCOM Control Panel' for the first time, the 'VCOM Control Panel Configuration' screen will automatically appear.



Under 'Network Settings' enter the 'Control Panel IP Address,' which is your computer's IP address. It should already be displayed. However, some PCs may have multiple connections, so be sure that the correct address is selected. Enter the 'Virtual Matrix IP Address' and port number (after the colon) supplied by your system administrator.

Under 'Application Settings' you can change the 'Graphic Scheme' from 'Normal' to 'Large.' This will make the selectors on the VCOM Control Panel larger to optimize use on small, high-resolution screens that are common with Handhelds, Tablet PCs, and other Touchscreen computer devices. Select 'Maximize Window' to justify the VCOM Control Panel to fit the entire screen. This setting is typically used for dedicated Touchscreen applications. Select 'Always On Top' to have the VCOM Control Panel stay in front of other applications.

Under 'Headset / Primary Audio Device,' the primary audio input/output device must be selected. Typically this will be a USB headset. However, any audio input and output device can be used. Use the 'Select Microphone' drop down to locate the correct audio input device. Often, but not always, the 'Select Microphone' and 'Select Earphone / Speaker' drop downs will automatically default to the correct settings. The 'Select Microphone Connector' drop down allows selection of which input jack the audio input device is to use. Typically this will be named 'Microphone.' Use 'Set Microphone Level' to adjust your microphone audio level if necessary. If AGC (Automatic Gain Control) is

enabled, adjusting this control will not affect the audio level sent to the Virtual Matrix. However an improper base setting may result in audio distortion. Use the 'Select Earphone / Speaker' drop down to locate the correct audio output device, if not already defaulted. Select the version of your audio output device that is preceded by 'DirectSound' unless there is a specific reason to do otherwise.

NOTE: *Headset operation is recommended. However if only a standard PC Microphone and Speaker are available, select these as the Headset / Primary Audio Device Microphone and Earphone / Speaker and leave the 'Select Speaker' drop down under Monitor / Secondary Audio Device at '(None).'*

Under 'Monitor / Secondary Audio Device,' the secondary audio output device can be selected. Typically this will be an external speaker that will allow monitoring the VCOM Control Panel even when the headset is removed. Select the version of your audio output device that is preceded by 'DirectSound' unless there is a specific reason to do otherwise.

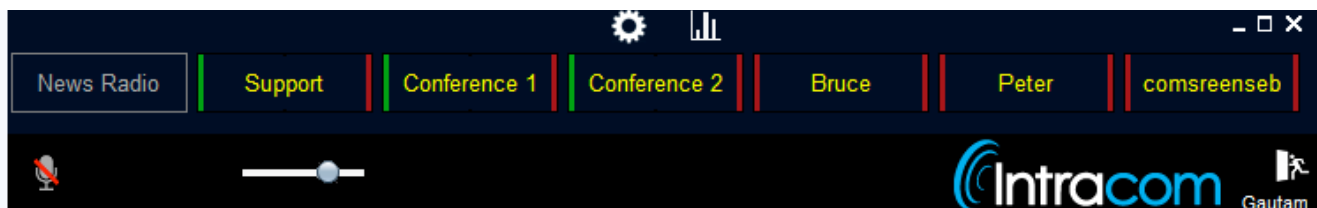
When complete, click the 'Close' button to save the configured settings and close the VCOM Control Panel Configuration dialog box. The 'VCOM Login' window will appear.

Enter the Login Name and Login Password (if configured for password protection) supplied by your system administrator and click the 'Login' button.

NOTE TO SYSTEM ADMIN: *you can find default logins for users and devices in the VCOM System Administration application (default login name 'admin' with no login password), in the main window under 'Client Configuration.'* Refer to the VCOM System Administration User Guide for more information.

If a Firewall is active, you may be asked for permission to allow the VCOM Control Panel to communicate with the VCOM Virtual Matrix in which case you should select 'Allow' and 'do not ask me again' or their equivalents.

Your Control Panel will appear.



For subsequent logins click on your 'VCOM Control Panel' shortcut icon on your desktop or click on your Start menu and select 'All Programs.' Locate the 'Intracom' folder and select 'VCOM Control Panel.'

The VCOM Control Panel software installation is now complete and you are ready to communicate.

iOS and Android OS

When running the 'VCOM Control Panel' for the first time, the 'VCOM Control Panel Configuration' screen will automatically appear.

Under 'Network Settings' enter the 'Virtual Matrix IP Address' and port number (after the colon) supplied by your system administrator.



The screenshot shows the VCOM Control Panel Configuration screen. At the top is the IntraCom logo. Below it are four input fields: a text field with 'Peter', a password field with five dots, a text field with 'intracomsystems.net', and a text field with '1000'. Below these fields is a 'Log In' button and a checkbox labeled 'Login Automatically'. At the bottom, there is a welcome message: 'Welcome! To begin, enter your login name, password, and a server address and port.'

Note: On iOS devices the VCOM Virtual Matrix IP Address may be shown as a single field. In that case enter the IP address, colon, and port number without any spaces. (Example: intracomsystems.net:1000)

The 'Control Panel IP Address' is your device's IP address and should already be inputted. However, some devices may have multiple connections, so be sure that the correct address is selected.

When complete, click 'Done' to save the configured settings and close the VCOM Control Panel Configuration dialog box. The 'VCOM Login' window will appear.

Enter the user name and password supplied by your system administrator and click the 'Login' Button. If a Firewall is active, you may be asked for permission to allow the VCOM Control Panel to communicate with the VCOM Virtual Matrix in which case you should select 'Allow' and 'do not ask me again' or their equivalents.

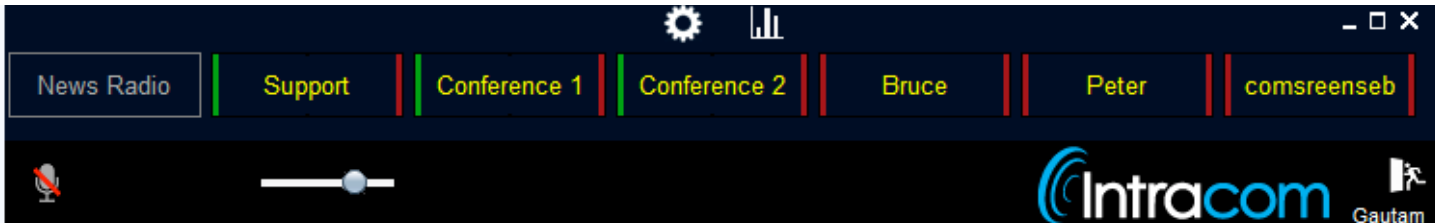
Your Control Panel will appear.

The VCOM Control Panel software installation is now complete and you are ready to communicate.

OPERATION

Basic Functionality and Features

This section covers the basic functionality and features of your VCOM Control Panel. Section 4.2, Conducting Multi-channel/Multi-access Communications, details the system's operation.



The control panel can be minimized and will “pop-up” when a new call is received.

Talk/Listen Selectors

The main display provides a series of buttons referred to as Talk and Listen selectors. An available Talk selector is red and an available Listen selector is green. Some selectors provide for dual Talk/Listen selector operation. The Talk and Listen selectors are optionally shown with a Selector Legend indicated as ‘L’ for Listen and ‘T’ for talk for operators with color recognition disabilities. If a selector is grayed out, this indicates that the source or destination is not connected to the system and not available for selecting a talk or listen. To activate a Listen to a particular source click a dim green selector. When active the selector will be bright green. To deactivate a listen to a particular source click the bright green selector. To activate a Talk to a particular destination click a dim red selector. When active the selector will be bright red. To deactivate a talk to a particular source click the bright red selector. To use a selector in momentary mode click and hold the selector; it will deactivate when you release.

Selectors display channel state using the following patterns:

- Voice activity: color oscillation of selector name
- Incoming call: fast flash of talk selector
 - NOTE:** click on the selector to establish a return voice path.
- Device active tally (e.g. telephone off hook): slow flash of talk selector
- In-use tally: slow double flash of talk selector

A selector can refer to either an individual source or destination or to a Group Call or Party Line. A Group Call is a single selector that activates a Talk and Listen to multiple destinations. A Party Line is a dynamic conference whereby activation of the associated selector automatically makes you a participant of the selected conference.

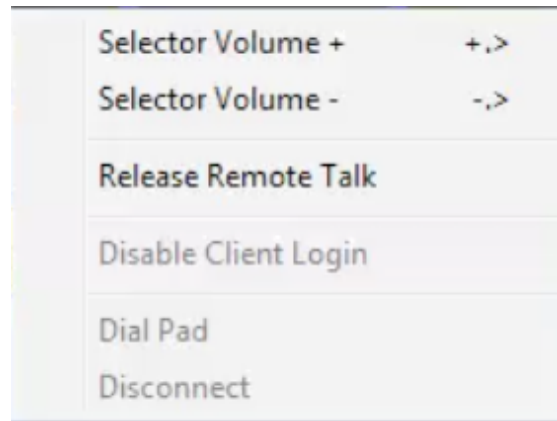
When talking to a Party Line you talk to everyone who is listening to that Party Line. When listening to a Party Line, you listen to everyone who is talking to that Party Line.

Note: For iOS and Android OS only

VCOM Control Panels support virtually an unlimited number of channel selectors. If you have more selectors programmed for your Control Panel than fit on one screen, use the 'Next' and 'Prev' buttons located on the Windows bar at the bottom of the screen to scroll through additional selector screens. If another user calls you on a Point-to-Point the screen with that user's selector will appear so you can easily click on the flashing tally to establish a return voice path.

Selector Context Menu

Right click on a selector to bring up the Selector Content Menu.



'Selector Volume +' and 'Selector Volume -' increase/decrease individual channel levels a maximum of 18dB in 6dB steps. You can also use your computer keyboard by first ensuring that the application has keyboard focus, highlighting the label you want to change with the mouse, and then using the +/- keys on the numeric keypad.

Select 'Release Remote Talk' to unlatch another user's talk path to you.

Users designated as Administrator can select 'Disable Client Login' to log out a user and prohibit re-entry; select 'Enable Client Login' to restore login privileges to the user.

Integrated Telephone Interface

When used in conjunction with a supported Telephone Interface device, the Control Panel supports both outbound call initiation and inbound call reception.

To make a call, right click the selector corresponding to the telephone interface to bring up the context menu and select the dial pad option. Input the number to call and click 'Dial' to initiate the connection. This will also turn on the talk and listen functions and leave them on until they are released which will then drop the call. Any

number of operators may join the call by turning on their talk and listen buttons, but the line will be held off hook until all operators have released their talk buttons.

To receive a call click on the flashing selector signaling an incoming call. Depending on availability, Caller ID may display the telephone number of the caller.


Microphone


To mute your microphone, click the microphone button on the lower, left-hand portion of the control panel.


Earphone and Speaker Level Adjustments

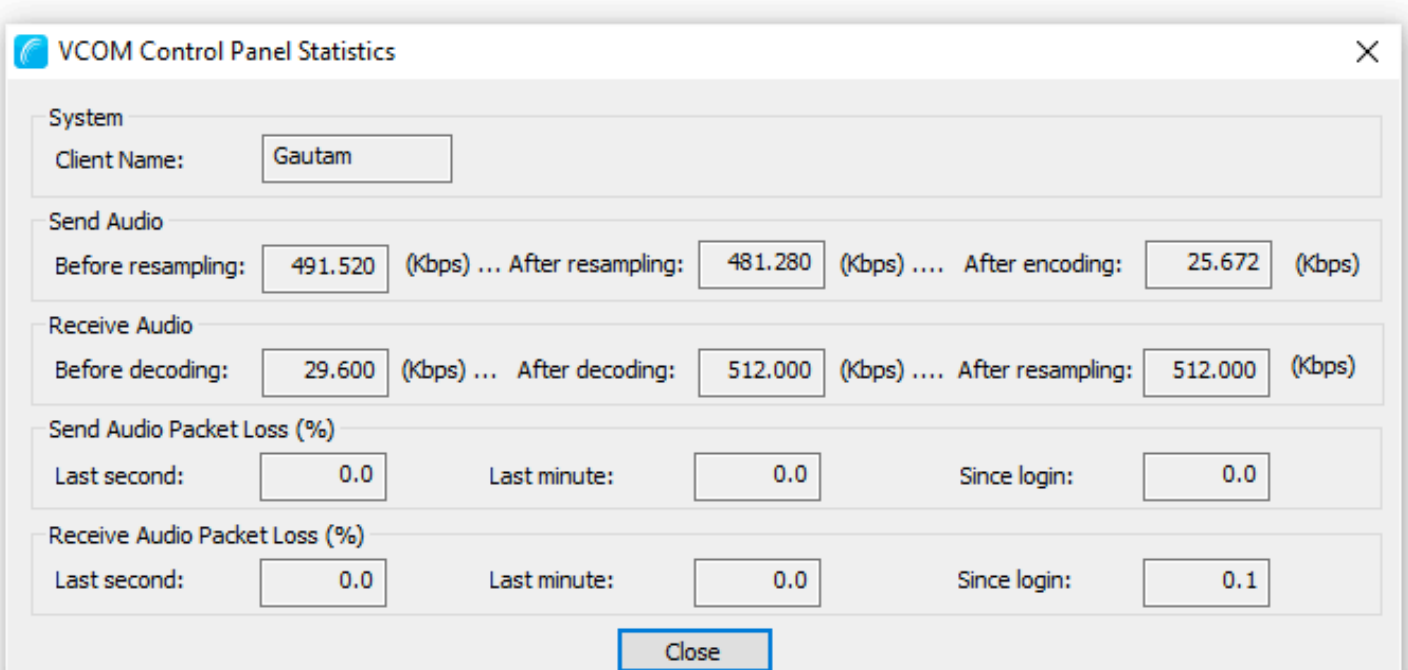
To mute the speakers used to monitor the system, click the speaker button on the lower, left-hand side of the control panel. Use the associated slider to adjust the volume of both the speakers used to monitor the system and your headset volume across all channels.

Control Panel Buttons

The first button, found on the bottom right-hand portion of the control panel () logs the control panel off and brings the user back to the 'VCOM Control Panel Login' screen.

The second button found on the top-center left portion of the control panel () displays the 'VCOM Control Panel Configuration' window, which is also accessible from the Login screen. For a description of this window, please refer to the Installation section of this manual.

The third button found on the top-center right portion of the control panel () brings you to the 'VCOM Control Panel Statistics' window.



VCOM Control Panel Statistics

System
Client Name:

Send Audio
Before resampling: (Kbps) ... After resampling: (Kbps) ... After encoding: (Kbps)

Receive Audio
Before decoding: (Kbps) ... After decoding: (Kbps) ... After resampling: (Kbps)

Send Audio Packet Loss (%)
Last second: Last minute: Since login:

Receive Audio Packet Loss (%)
Last second: Last minute: Since login:

Control Panel Context Menu

Right click on the control panel anywhere outside the selector area to display the Control Panel Context Menu.

Microphone On/Off	Enter
Speaker On/Off	M
Master Volume +	+,>
Master Volume -	-,<
Selector Volume Reset	
Always on Top	T
Status Window	S
Statistics	
Compact	C,B
Expand	C,B
Restore	
Minimize	
Maximize	
Logout	
Close	
About ...	

Note: For iOS and Android OS only

Select 'About VCOM' to view your control panel version & support contact information.

Select 'Always on Top' to keep your control panel always in the foreground.

Select 'Compact' to hide your control panel's borders.

Select 'Expand' to show your control panel's borders.

The control panel can be oriented vertically (in various degrees) by clicking and holding on the left or right edge of the frame and dragging it horizontally.

Multi-Channel, Multi-Access Communications

Following is a detailed functional description of how to use the VCOM Control Panel for multi-channel, multi-access communications. Note, the system is "Non-blocking" meaning that any number of operators may talk to a single operator simultaneously; no busy condition will result. When a talk is pushed, the audio path is completed with no action required by the called party.

Selector Configuration

When you log into your control panel, you will see a number of color-coded buttons, referred to as Selectors that you activate by clicking. There are three primary types of selector configurations that your systems administrator has the ability to program:

- 1) Point-to-Point for communication directly between two operators
- 2) Group Call for communication from one operator to many operators simultaneously
- 3) Party Line for a dynamic group conference

The Selector Configuration can typically be construed by the names on the keys, which your system administrator has complete flexibility in naming. A Point-to-Point may show an individual's name or function, such as 'Sam,' 'Director,' or 'Plant Mgr.' A Group Call may be named descriptively such as 'Paging,' 'Emergency,' or 'Security.' Similarly, a Party Line may be named 'Conference.'

Selector Colors and Function

- **Gray keys** signify an offline Point-to-Point which indicates that the associated Control Panel or Device Interface is not connected to the VCOM Virtual Matrix
- **Green keys** are Listen keys. A dim green key signifies an online Point-to-Point or Group Call channel meaning the operator(s) on the other end of the channel are logged into the system. Party Lines always appear online. You can only listen on a channel when you activate it by clicking on it, changing the dim green key to bright green
- **Red keys** are Talk keys. A dim red key signifies an operator on the other end of the channel is logged into the system. You can only talk on a channel when you activate it by clicking on it, changing the dark red key to bright red. A blinking red key on a Point-to-Point channel signifies that the operator on the other end is calling you; click on the key to establish a return voice path
- **Green/Red** keys signify combined talk/listen keys. Click on the left portion of the selector to activate a Listen; click on the right of the selector to activate a Talk; click on the middle of the selector to activate a Talk/Listen.

Point-to-Points are typically assigned as talk only to prevent monitoring of other Control Panel communications. Party Lines typically have talk and listen keys. Group Call channels typically are assigned as talk only. You can listen and/or talk to as many channels as are available on your control panel, simultaneously.

Dynamic 'Answer Back' selectors indicate incoming calls from clients for whom a dedicated key is not programmed.

Interfacing with other Systems

VCOM interfaces with two-way radios, hardware-based communications systems, and public/private telephone networks. These channels are typically designated to reflect such and may be talk only (such as paging) or talk/listen. They can be set up as Point-to-Points, Group Calls, or Party Lines depending on functional requirements. For use with a two-way radio, clicking on the talk key initiates the transmit function. Refer to the VCOM Device Interface User Guide for information on setting up interfaces.

TROUBLESHOOTING

Following are answers to the most commonly experienced issues of new users.

Q: When attempting to login to the Virtual Matrix, why do I get a "Cannot connect to Virtual Matrix" message?

A: The Control Panel is unable to establish a TCP/IP data connection with the Virtual Matrix. Check the Control Panel Configuration to ensure the 'Control Panel IP Address' is valid and represents a valid and active network connection. Ensure that the 'Virtual Matrix IP Address' is entered exactly as provided with the designated port number (For example:192.168.1.1:1000). Check to ensure a corporate firewall is not intentionally blocking the designated TCP/IP data port.

Q: When attempting to login to the Virtual Matrix, why do I get an "Unable to establish return audio path" message?

A: The Control Panel is unable to establish a UDP audio connection with the Virtual Matrix. Check to ensure a corporate firewall is not intentionally blocking the designated UDP audio port, which is typically the same as the TCP/IP data port.

Q: When attempting to login to the Virtual Matrix, why do I get a "Provided user name and/or password is invalid!" message?

A: The Control Panel is unable to validate the username and password. Check to ensure the name is typed exactly as provided as the username and password are both case sensitive. Check to ensure the correct TCP/IP data port is specified to ensure you are logging in to the correct system.

Q: Why can I hear people but they can't hear me?

A: Click 'Configure' from your login window or the control panel. Under 'Headset / Primary Audio Device' verify that the correct microphone is chosen under 'Select Microphone' and that the correct headset microphone input is selected under 'Select Headset Mic Input.' Verify that the microphone level is not set to zero.

On the lower left hand corner of your control panel check to see that your microphone is not muted represented by a red line through the microphone image. Each click on the image cycles between microphone on and microphone mute.

For iOS and Android OSs only

Check in the 'System' area of your device's 'Settings' that the microphone gain is turned up.

Click the statistics icon and under 'Send Audio Rate,' to verify that audio packets are being sent. If not, there may be a problem with the selected Headset device.

NOTE: *The 'Send Audio Rate' will not indicate that audio packets are being sent during silent periods.*

For Windows and Mac OSs only

Check that your system is functioning correctly by going to your 'Sounds and Audio Devices Properties' found in your Windows Control Panel. Select 'Voice.' Under 'Voice playback' and 'Voice recording,' select 'USB Audio' and click 'Test hardware' towards the bottom of the page and follow the wizard.

Q: Why can people hear me but I can't hear them?

A: Click 'Configure' from your login window or the control panel. Under 'Headset / Primary Audio Device' verify that the correct earphone or speaker is selected under Select "Earphone / Speaker.'

Check to ensure that the Volume slider is toward the right side of the slider bar.

Click the Statistics button and under 'Receive Audio Rate' verify that audio packets are being received. If not, you are likely being blocked by your firewall and you should consult your network administrator.

NOTE: *The 'Receive Audio Rate' will not indicate that audio packets are being received during silent periods.*

For Windows and Mac OS

Check your audio device master volume either by clicking on the speaker icon in your system's tray or by going to 'Sounds and Audio Devices' found in your Control Panel. Select 'Voice.' Under 'Voice playback,' select your selected Headset and/or Speaker and click 'Volume.' Adjust the slider bar under 'Volume' and check that the mute button is not selected.

Check that your system is functioning correctly by going to your 'Sounds and Audio Devices Properties' found in your Windows Control Panel and select 'Voice.' Under 'Voice playback' and 'Voice recording,' select your selected Headset and/or Speaker and click 'Test hardware' towards the bottom of the page and follow the wizard.

For iOS and Android OS

On the lower left hand corner of your control panel check to see that your volume slider bar is adjusted towards the right. Check your audio device master volume by clicking on the speaker icon in your system's tray.

SUPPORT

Visit our web site at www.intracomsystems.com for general information.

Email us at support@intracomsystems.com for questions not addressed in the sections above or call our technical support hotline at **(888) 318-6187**.