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# ***Tech Works***

## **MC-IP-ODC-TS Operator Desk Console Touch Screen User Guide**



**Tech Works<sup>®</sup>**

*"Making Specialized Communication Easy"*

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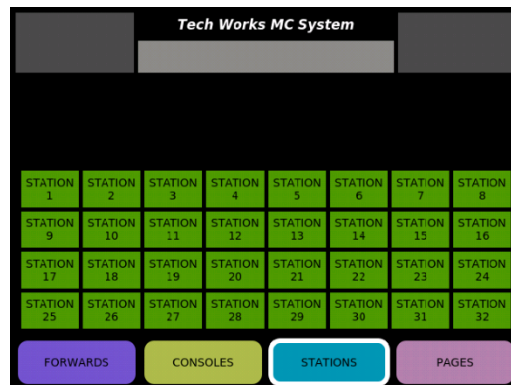
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The MC-IP-Series is a group of audio products designed to provide very high audio quality over ethernet using Internet Protocol. Audio quality is consistent and predictable due to the implementation of Streaming VOIP with our tried-and-true audio designs and industry standard interfaces. MC-IP makes intercom plug and play. The MC-IP provides Master to Remote communication and Master to Master Communication up to 32 Masters and 512 Remotes.

The MC-IP-ODC-TS is a self-contained Internet Protocol Operator Desk Console (ODC) master audio console with **built in Touch Screen** for system control. A variety of screens give the user complete control to:

1. Place calls to stations programmed to that Operator. Only the stations assigned or programmed to call an Operator will appear on the touch screen of each Console station, no matter how many Operators or Remotes are in a system.
2. Answer incoming calls from remote stations.
3. Page remote stations.
4. Forward calls if the Master station will be unattended. By default, this is not programmed.

The default screen when the ODC first comes on is the station select screen



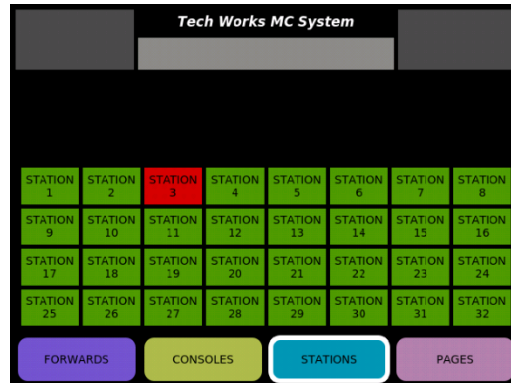
This screen shows that 32 stations are connected and programmed to call this ODC.

The Icons across the bottom of the screen are for the operator to select a function to perform:

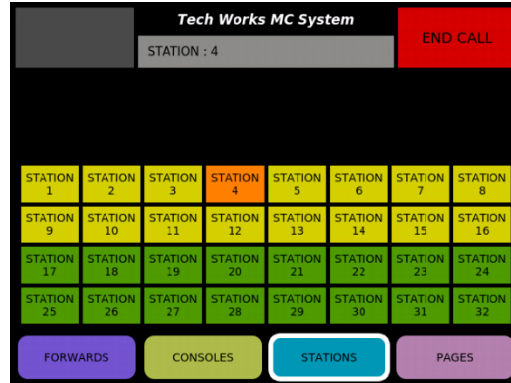
1. "STATIONS" is for display and selection of individual intercom remote stations.
2. "CONSOLES" is to allow one operator console to call another if programmed.
3. "PAGES" is to send one way page audio to a group of stations.
4. "FORWARDS" is to send this station's call to another operator if this station is not going to be attended at some time.

## “Stations” Button - Placing and Answering Intercom Calls

When a remote station is “Calling” that screen, the Icon will turn Red or White depending on the level of the call and the console speaker will sound a unique “Call Tone” for each level of call. For systems that only have one call button on the remote stations the icon will turn Red. For those systems with 2 call points for each remote speaker, the Normal/Bed or nonpriority call is White.



To answer the call simply press the Red button on the screen.

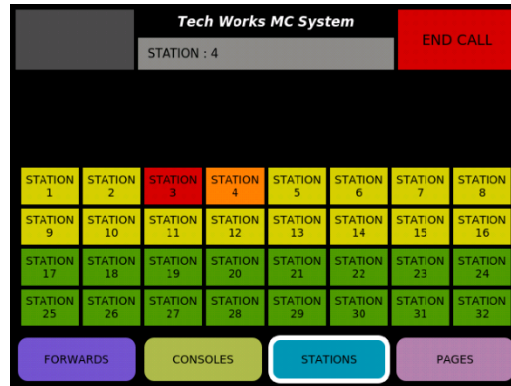


The screen will change to look like this. Only one console can talk to a station in a group of 16 remote stations at a time. When a group of 16 station is “Busy”, they will turn Yellow on all Operator consoles to tell everyone that a conversation is in progress. The remote station engaged in the conversation will turn Orange to indicate that it is talking to an Operator.

To END the call, press the “END CALL” button in the upper right-hand corner of the screen.

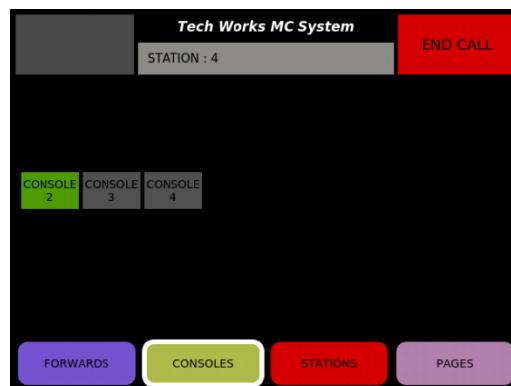
To talk to any other station simply select any Green Icon.

When first selected, the ODC is in “Listen” mode, so that the operator is hearing the Remote station. To Talk to the selected station, the operator pushes the “Talk” button on the console to activate the microphone. Speak in a normal voice and the system will send the audio to the selected remote station. Release the “Talk” button to stop talking and the system will return to Listening.



If a conversation is in progress with a remote and a second call is placed by another station, it will appear Red on the screen. In the case above, the console is talking to Station 4 while Station 3 is Calling In. All the other stations in this group of 16 are yellow indicating that they are unavailable. When the current Call with Station 4 is Ended the Yellow Icons will turn Green, the Call Tone will sound and any available operator can take the Call from Station 3.

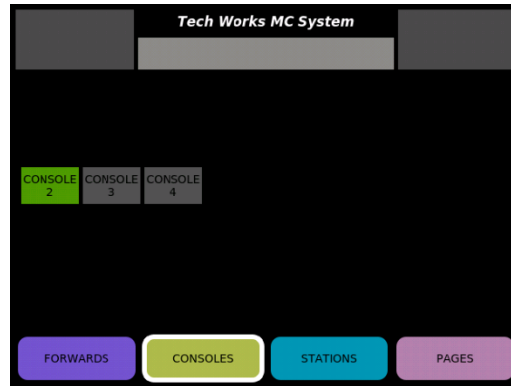
Any operator can select any Green Station at any time. Calls do not have to be answered before a different conversation can be initiated. If the operator above ended the call with Station 4, they could select any Green station to start a new conversation, and ignore the pending call from Station 3. Calls to multiple operator consoles can be answered by any operator and the call will stop ringing at all consoles. For Larger systems, calls can be programmed to Relay to another console if they are not answered in a programmed amount of time.



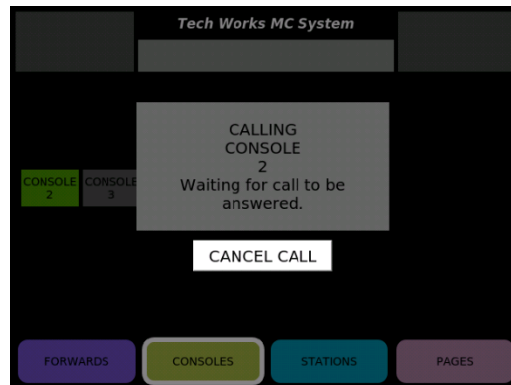
If your console is in a different screen and there is a call pending on the system, the STATION button will turn Red telling the Operator to press the STATION button to see and answer the pending call.

## “CONSOLES” Button - Placing and Answering ODC Master to Master Calls

If an operator wants to call another operator console, they would select the CONSOLES Icon and the above screen would appear.



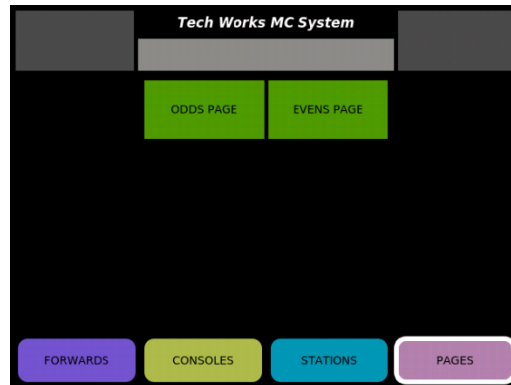
In the example this console is Operator #2 and is programmed to be able to contact Console 1, 3, and 4. However, Only Console #2 and #4 are currently connected to the system. To initiate a conversation with consoles #4, select the Icon and the following screen appears. If console #4 accepts the call by answering it the operators can speak to each other just like talking to a remote.



As with any other call, when the conversation is finished press “END CALL”.

## “PAGES” Button – Making a one-way announcement

When the “PAGES” button is selected this screen appears.



The following Page Groups are programmed in as default. The default Page Groups are:

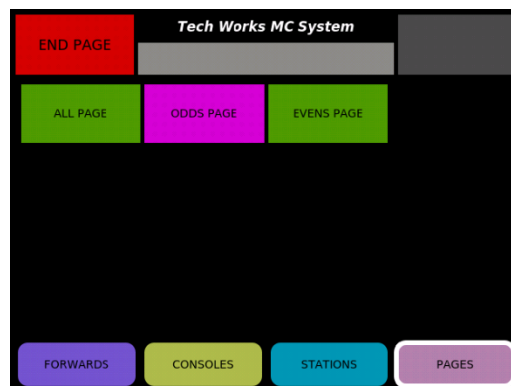
“ALL PAGE” When selected the operator can make a one-way announcement to All remote stations

“ODDS PAGE” When selected the operator can make a one-way announcement to only Odd numbered remote stations

“EVENS PAGE” When selected the operator can make a one-way announcement to only Even numbered remote stations

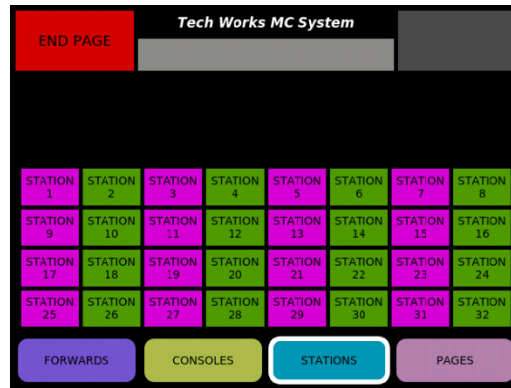
If there were any other Paging Groups programmed for this operator console, they would appear on this screen also. The screen shown above is the default.

To select a group to Page, press a group button. Once a Group has been selected, press the Talk Button on the Console and start talking.

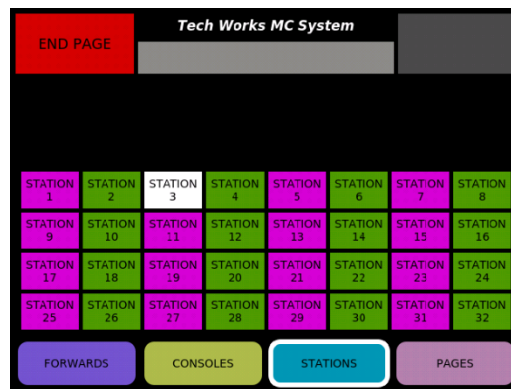


If the ODD PAGE button was selected the screen would change to indicate the current active page by turning the Icon Purple.

To Talk to the selected speakers, the operator pushes the “Talk” button on the console to activate the microphone. Speak in a normal voice and the system will send the audio to the selected remote stations. Release the “Talk” button to stop talking and press The Red END PAGE button in the upper left corner of the screen to release the page and return the system to idle.



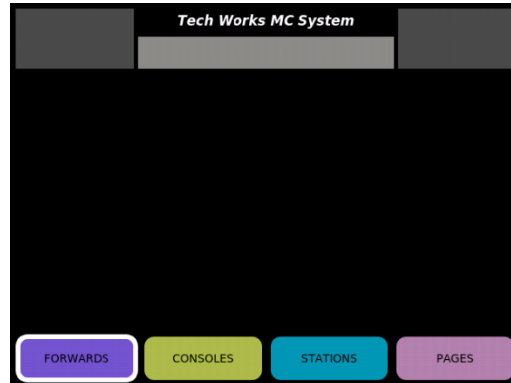
If at any time the operator wants to see exactly which stations are selected for a page, they can select “STATIONS” while the page is active and the stations to be addressed will be hi-lighted in Purple.



If another operator is paging and your console is in STATION screen you would see the current system activity. If a Call was active on the system that station would light up Red to indicate that a Call from station 3 will come in as soon as the Page is complete.

## “FORWARDS” Button - Send this station’s calls to another Operator

If a console needs to be put out of service or not be available to take calls, it can Forward calls to another operator console. By default, no calls are programmed to be forwarded.



If station calls were programmed for Forwarding, they would appear if this window.

## Programming

The MC-IP HOST and SERVER include an SD Card for storage of the system configuration. The SD Card is where the system configuration for this HOST or SERVER is stored. The reason for this is, if there is ever a HOST or SERVER failure, the SD Card can be removed and installed in a new HOST and the new HOST or SERVER will read the SD Card on boot strap and will set the system up exactly as it was before.

By default, the SD card is blank and the HOST or SERVER will see that it has a blank SD card and boot to the system hardware defaults. The system hardware defaults are meant to allow a simple system to come up running with no programming required right out of the box. The default is the first 2 MC-IP-116 (32 station) addresses will automatically call all of the first 4 MC-IP-ODC addresses with any call. All call tones and audio levels are by default set to the middle of their range. To change any of this, you need to use the Tech Works MC-IP Configurator Program. If you program one item and upload it to the system all other items will be blank. So, if you want to change one thing you have to program everything in the system. To help with this we make the default configuration available as an editable mccfg file for your editing. This can be a good place to start your programming. The default configuration file is available on request from the factory.

For details on programming the MC-IP System please refer to the full systems manual under **MC-IP Configuration Utility**.

**ODC Title** is a reference to a general area such as cell block or wing where the Operator Console Station is located. The text that is entered here will appear at the top of the Touch Screen. If this field is left blank the words “**Tech Works MC System**” will appear at the top of the console screen.

Station **Description** field will be what appears on the buttons of the Touch Screen. So be careful what you put in this field as the customer will see this on the Tech Works Touch Screen.