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TalkMaster™ FOCUS V5.2.4 - Getting Started Guide

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TalkMaster™ FOCUS provides the ability for one or more TalkMaster FOCUS Operator Consoles or TalkMaster FOCUS Services to monitor and control selected groups of IP based audio Endpoints. The system consists of the following applications and services



The **TalkMaster FOCUS Server** service manages all communication sessions, routing rules and authentication between Consoles/Services and Digital Acoustics IP Endpoints. It is started automatically when the PC boots up. All IP Endpoints, Consoles, and Services must communicate with this service.



TalkMaster FOCUS Administrator is automatically installed during the installation of the **TalkMaster FOCUS Server**. **Admin Console** is used to setup and configure the TalkMaster Server options as well as discover and configure the IP Audio Endpoints



Support Central is automatically installed during the installation of the **TalkMaster FOCUS Server**. Support Central consists of the **Support Central Service** and the **Support Central Application**. If enabled, the **Support Central Service** logs information about the TalkMaster FOCUS Server and one or more IP7 Endpoints. The **Support Central Application** can be used to display the logs in real time



Restart Services is automatically Installed during the installation of the **TalkMaster FOCUS Server**. The **Restart Services** application can be used to Restart, Stop or Start any of the TalkMaster FOCUS Services. It can also be used to automatically shutdown and restart the TalkMaster FOCUS services when a laptop goes into and out of Suspend or Sleep mode. Right click on the TalkMaster FOCUS Server icon and select **FOCUS Services Status** to start the Restart Services application



The **Operator Console** uses the PC's Microphone and Speaker to:

- Initiate/receive 2-way Intercom calls with IP Endpoints
- Initiate 1-way Paging messages with groups of IP Endpoints
- Initiate 1-way Monitoring (listening) sessions with groups of IP Endpoints

Operator Console also has the ability to display a video window for Axis or RTSP based Cameras. **TalkMaster FOCUS Video** is an optionally licensed component of **TalkMaster FOCUS**.

The Operator Console can be run on multiple workstations. Each active Operator Console requires a Console license.



The **Firmware Management Console** is an optional component used to update IP7 IP Endpoints with additional features and/or fixes. The Firmware Management Console can be run from any machine that can connect to the TalkMaster FOCUS Server



The **Archive Console** is an optional component that mimics the Audit tab of the **Admin Console**, enabling call information to be accessed without having to physically logon to the **TalkMaster FOCUS Server**. The **Archive Console** displays the daily audit log and can play recorded audio from all sessions with the Operator Consoles. **The TalkMaster FOCUS** "Server Storage Path" for the audit and audio archives must be shared on the network in order for the Archive Console to be able to access the information.

Minimum System Requirements

Minimum requirements* for **TalkMaster FOCUS Server** and **Admin Console**:

- Windows 7, Windows 8.1, Windows 10, Windows Server 2008, Windows Server 2012 or Windows Server 2016 running on a physical or virtual machine
- 4th Gen Intel Core i3 or greater multi core processor
- 4GB RAM
- 1GB available disk space for software and logs
- If audio sessions will be recorded, allow sufficient space based on retention requirements. One hour of recorded full-duplex audio takes approximately 60 MB of disk space.
- Available USB port to hold the USB License Key (alternatively, Software License keys are available)
- Windows supported Sound Card with microphone and speakers (the Server does not require a Sound Card and the Admin Console will function without one but it will not be able to create new audio Messages and will not be able to listen to recorded audio sessions. These functions can be accomplished on other PCs.)
- *The TalkMaster™ FOCUS Server and the Administration Console must be installed on the same PC*

Minimum requirements* for any of the TalkMaster Console software:

- Windows 7, Windows 8.1, Windows 10
- Intel Core i3 or greater
- 4GB RAM
- 30 MB available disk space for software
- Windows supported Sound Card with microphone and speakers or a headset

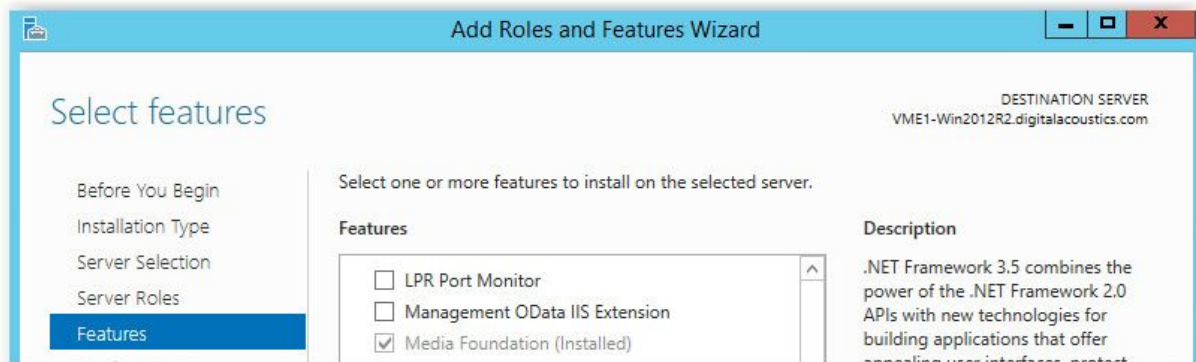
* These are the Minimum Requirements. Requirements may increase based on system complexity and system size.



Software Installation


Install and configure the **TalkMaster Server / TalkMaster Admin Console**:

Before running the TalkMaster Server / Admin Console installation, review the following:

- Verify that a Fixed IP Address has been assigned to the PC
- If a Firewall or any Port blocking software is running on the PC:
 - Verify Ports 3000 and 3010 are open for inbound TCP traffic
 - Verify Port 5001 is open for inbound and outbound UDP traffic
 - If the RTP Protocol will be used for Console Audio, verify Port 3010 is open for inbound and outbound UDP Traffic
 - If the RTP Protocol will be used for Intercom Audio, verify Ports 21000 – 24000 are open for inbound and outbound UDP traffic or verify that the user-specified **Shared RTP Port** is open for inbound and outbound UDP traffic
- Verify that User Access Control (UAC) has been disabled
- For Production servers, make sure the server's Power options never goes into Sleep mode
- The Windows User that will run the Admin Console must have local administrative rights
- Download and run the **TalkMaster FOCUS Installer** from the **Support** → **Downloads** page on the www.digitalacoustics.com site
- Select the **Install TalkMaster Server/Admin Console** button
- If installing over a previous release of TalkMaster Server make sure the **REPAIR** option is selected during the install
- If an error for **WMVCore.dll** is displayed for Windows Server, use the **Server Manager** → **Add Roles and Feature Wizard** to install the **Media Foundation** feature. If the **Media Foundation Feature** is not found, then install the **User Interfaces and Infrastructure** → **Desktop Experience** or the **Windows Media Player** feature



- To verify that the **TalkMaster Focus Server** service is running, look in the Windows system tray in the lower right hand corner and make sure the TalkMaster FOCUS Status ICON is:
 - Yellow  (running - not licensed). The software will report as TalkMaster SOLO and will allow a single logon and up to 255 IP Endpoints
 - Green  (running and licensed)

- o Red  (not running), the service can be started by right-clicking on the ICON, selecting **FOCUS Services Status** and selecting the **Restart** button for TalkMaster FOCUS Server
- See “Licensing the TalkMaster Software” section at the end of this document in order to activate a new TalkMaster FOCUS License
- Open the the **TalkMaster FOCUS Administrator** from the Windows Start menu to configure the Server Options and IP Endpoints
- Refer to the following manuals available from **TalkMaster Software Manuals** button on **TalkMaster FOCUS Installer** menu:
 - o The “TalkMasterFOCUSAdminConsoleReferenceManual.pdf” for configuration of TalkMaster FOCUS Server and IP7 IP Endpoints
 - o The “TalkMasterFOCUSRestartServiceReferenceManual.pdf” for information on restarting any of the TalkMaster FOCUS services or for automatically restarting the services when the PC comes out of Sleep mode (typically used by Installers)

Install the **TalkMaster Operator Console** software on each computer that will be monitoring intercoms or sending audio pages:

- Select the **Install Operator Console** button
- Open the **TalkMaster FOCUS Operator Console** from the Windows Start menu
- If an error for **WMVCore.dll** is displayed, use the Windows **Programs and Feature** → **Turn Windows Features On or Off** to install the **Windows Media Player** feature
- Logon to Operator Console using an Operator ID and password defined in the **Operators** tab of the **Admin Console** and specify the fixed IP Address of the TalkMaster Server and any Fail Forward Servers on the Logon dialog.
- Refer to the “TalkMasterFOCUSOperatorConsoleReferenceManual.pdf” for additional information (available from **TalkMaster Software Manuals** button on **TalkMaster FOCUS Installer** menu).

Install the **TalkMaster FOCUS Firmware Management Console** software (optional):

- Select the **Install Firmware Management Console** button
- Open the **TalkMaster FOCUS Firmware Management Console** from the Windows Start menu
- Logon to the Firmware Management Console by specifying an
- Refer to the “TalkMasterFOCUSFirmwareManagementConsoleReferenceManual.pdf” for configuration information (available from **TalkMaster Software Manuals** button on **TalkMaster FOCUS Installer** menu).

Install the **Archive Console** software (optional):

- Select the **Install Archive Console**
- Open the TalkMaster FOCUS Archive Viewer from the Windows Start menu
- Logon to the **Archive Viewer Console** using an Operator ID and password defined with the **Administrative Rights** checkbox on the **Operators** tab and specify the fixed IP Address of the TalkMaster FOCUS Server to verify the installation

- Refer to the “TalkMasterFOCUSArchiveViewerConsoleReferenceManual.pdf” for configuration information (available from **TalkMaster Software Manuals** button on **TalkMaster FOCUS Installer** menu).


Licensing the TalkMaster Software

To activate a **Software License Key**:


A “machine signature” must be created and emailed to Digital Acoustics. Software License Keys are digitally tied to a single machine instance (CPU Serial Number). Changing the machine TalkMaster runs on will require a new license key.

1. Start the Admin Console by selecting **TalkMaster FOCUS Administrator** from the Windows Start menu
2. Logon using the default Logon ID of “**admin**” and Password of “**admin**”.
3. Select menu option **Licensing -> Create Signature**
4. Press “**Create**” to generate a License Signature.
5. Select “**Save**” to save the generated license signature to your computer in an easy to find location. Please name the file “**Company_MachineSignature.txt**”.
6. Send an Email to license@digitalacoustics.com with the following information
 - a. **TalkMaster License Serial Number** (obtained at time of purchase)
 - b. The file “**Company_MachineSignature.txt**”
 - c. Reseller from whom you purchased the software
 - d. Administrative User - Company Name
 - e. Administrative User - Email Address
 - f. Project/Site Identifier
7. Once the email is received by Digital Acoustics, the License Admin will issue a Software Key and email it to the Administrative User’s Email address within one business day.

Applying the Software License Key:

1. After receiving an email with the TalkMaster License Key file, save it to an easy to find location on the machine that is going to be licensed.
2. Start the Admin Console by selecting **TalkMaster FOCUS Administrator** from the Windows Start menu
3. Logon using the default Logon ID of “**admin**” and Password of “**admin**”.
4. Select menu option **Licensing -> Manage**
5. Check the **Disable Hardware License Key Search** option
6. Uncheck the **Disable Software License Key if entered** option
7. Select “**Load License File**”
8. Select the TalkMaster License Key file that was downloaded and click **Open**
9. The license text should automatically populate the license box. Now select “**Apply**”.
10. The TalkMaster StatusICON  in the Windows System Tray should turn green within 30 seconds
11. The software is now licensed! Please direct any license activation issues to esupport@digitalacoustics.com.

To activate a **Hardware USB License Key**:

- Insert the Digital Acoustics USB License Key into an available USB port.
- Start the Admin Console by selecting **TalkMaster FOCUS Administrator** from the Windows Start menu
- Logon using the default Logon ID of “**admin**” and Password of “**admin**”.
- Select menu option **Licensing -> Manage**
- Uncheck the **Disable Hardware License Key Search** option
- Check the **Disable Software License Key if entered** option
- The TalkMaster StatusICON  in the Windows System Tray should turn green within 30 seconds
- The USB License Key must reside in the TalkMaster Server at all times. If it is removed, the TalkMaster Server will only allow a single console connection. *This is not applicable when using a Software License Key*.