# Commend Intercom integration for victor Unified Client

# User Guide

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# Overview

# Understanding Commend Intercom Systems

An intercommunication device (intercom) is an electronic communications system that provides dedicated voice communications, such as private dialog or announcements, throughout a facility. Such a facility could encompass a single building, a campus, or a collection of offices located across the globe.

Intercoms that are installed within a facility include a fixed microphone and speaker unit that are hard-wired to a central control panel. Larger systems might connect all of the rooms in a school or hospital to a central office. Intercoms in larger buildings often function as public address systems, capable of broadcasting announcements.

Within each facility, an intercom system comprises stations and substations connected by an intercom server. Intercom stations can be portable or installed at doors or wall locations in buildings, on desktops or in vehicles. Intercoms can also be connected with hard-wired and mobile telephones or handheld communications devices or to other intercom systems over voice or data lines. Stations are analogous to telephones with dial-keypads, also called control desks. Substations are often flat, single or dual button intercoms mounted on a wall.

## Commend Intercom Systems and victor Unified Client

Commend manufactures a diverse range of intercom products. The integration between victor Unified Client and three Commend Intercom servers share a common protocol.

Each Commend GE class server has a limit to the number of stations that it can administer, so the number of servers deployed throughout a facility is dependent on the number of station required. Commend servers can be connected to form an intercom network. victor Unified Client can be connected to a Commend GE class server with a terminal device server such as a Lantronix UDS-10. The intercom network or stand-alone server issues commands delineated by a dedicated protocol. victor Unified Client connects to this server and monitors and sends commands that identify calls placed among all the stations tied to this server's intercom network.

victor monitors those substations and groups of substations identified and configured with victor Commend Intercom editors by displaying their state, sending calls, receiving calls, etc. The state changes of intercom stations and substations are also monitored in the victor activity viewer and journal. In the maps, each station is represented by an icon that identifies a particular state.

A Commend Intercom system can remotely direct an event management framework to control electronic or electromechanical devices such as cameras, door latches, vehicle barriers, alarms, or signal lights. victor Unified Client's interface can also be used to transmit intercom-only commands over the IP network for synergistic operation with existing Commend Intercom systems.

**Example:**

In many schools, tones signaling the change of classes are often sounded over an intercom, replacing electromechanical bells used in older schools. Additionally, many schools now use audio intercoms that interface with a video system to identify visitors attempting to gain access to a locked school building.

## Intercom Over IP

Commend Intercom systems can interconnect with victor access control systems via a digital connection over the internet. Digital intercom stations are connected using Cat 5 cable and can use existing computer networks for remote communication.

Data networks allow transmission of diverse data. Voice over IP (VoIP) is the transmission of speech using Internet Protocol (IP), particularly in telephony. For professional security and communication solutions, Commend provides the Intercom over IP (IoIP®).

## Benefits of IoIP

Historically, only telephones used the IP network to transmit speech as a VoIP solution. Today intercom systems can use the IP network not only to transmit speech, but also to take on increasingly complex control and reporting tasks. The principle of IoIP is that new IP enabled-servers can be connected together in a network so that complex solutions can be used both locally and remotely.

Integration of Commend Intercom systems with victor allows the processes to be triggered and controlled by creating and enabling victor events. These events can be reported on the victor Journal, while video cameras provide a visual record of the event.

**Example:**

An event can be configured so that when a wall-mounted substation is activated at a door, the Commend Intercom/victor interface reports a visitor requesting entry at a door, while simultaneously activating a camera that provides a live video feed. Once the visitor is recognized, the corresponding door latching mechanism can be activated, allowing entry.

## Intercom Over Internet Protocol Technology

When networking via IP is required to monitor various site locations, the sites need to be linked together. Intercom terminals with digital 2-wire or analog 4-wire technology can be IP-enabled by connecting to an IP Intercom Server. Commend has developed networking solutions for IP, ISDN, E1, and HDSL platforms. Networking intercom servers allows the local intercom system to act as one large system across different sites. All specified functions are available across the entire Intercom network and programming is conducted centrally from a single victor location.

# Commend Intercom Components

Connection of victor Unified Client to an existing Commend Intercom facility can be accomplished through a network router to a switch/hub through a terminal server connected to a Commend Intercom Server.

## Supported Terminal Server

A terminal server is a device that aggregates multiple communication channels. Because these channels are bidirectional, two models emerge:

- Multiple entities connecting to a single resource - the victor Unified Client interface
- Single entity connecting to multiple resources - the Commend IoIP facility

victor supports the Lantronix UDS-10 terminal server. The USD-10 is connected to the network hub with an RJ-45 CAT-5 cable from the 10BASE-T connector. To connect a terminal server to a WAN, ensure that gateways, routers, level 3 switches, and firewalls do not affect TCP/IP communications. The Port entry and the IP address that are configured in the Commend Central editor correspond directly to the terminal server. Only one terminal server is required per Commend network.

## Commend Intercom Servers

victor Unified Client integrates with five Commend Intercom servers that share a common protocol:

- GE 100
- GE 200
- GE 300
- GE 700
- GE 800

### GE 100 Server

The Commend GE 100 is a microprocessor-controlled intercom server for up to 32 subscribers at one location. The Commend GE 100 allows connection of analog 4-wire stations. It also provides slots for subscriber cards and various interface cards. The Commend GE 100 has a compact plastic housing designed for wall mounting.

The Commend GE 100 allows the following number of simultaneous conversations: 2 Duplex/6 Full Duplex/12 Simplex. The Commend GE 100 is designed to be used for intercom systems limited to one location. The Commend GE 100 also provides the means to forward calls to the public telephone network.

### GE 200 Servers

The Commend GE 200 server is a microprocessor-controlled intercom server for up to 32 subscribers at one location. The Commend GE 200 allows connection of digital 2-wire stations and analog 4-wire stations and IP-terminals for IoIP, within one housing. The Commend GE 200 also provides slots for subscriber cards and various interface cards. The Commend GE 200’s compact plastic housing is designed for wall mounting.

The number of simultaneous conversations that the Commend GE 200 allows depends on the link cards used. The Commend GE 200 is designed for small intercom systems that are designed as local units for large communication and security systems. The Commend GE 200 also provides the means to forward calls to the public telephone network.

### GE 300 Servers

The Commend GE 300 server is a microprocessor controlled intercom server for up to 80 IP-subscribers per housing. This intercom server suits small or medium-sized intercom applications or operates as a network node in larger intercom networks. The GE 300 provides connection of digital 2-wire stations, analog 4-wire, SIP stations, and SIP/VoIP telephones. The Commend GE 300 is designed for wall mounting.

Providing security and communication systems with up to 14,280 networked Intercom Servers, the GE 300 has built-in functions such as: door and gate control, alarms, CCTV integration, and control desks.

### GE 700 Servers

Commend's GE 700 is a microprocessor controlled, System Intercom Server designed for rack-mounted 19 inch technology for up to 5,760 subscribers. The Commend GE 700 allows connection of digital 2-wire stations and analog 4-wire stations and IP-terminals for IoIP within one housing. The Commend GE 700 allows 14 free slots for subscriber cards and various interface cards. The Commend GE 700 has a plastic housing of 3 height units for 19 inch racks.

The number of simultaneous analog conversations that the Commend GE 700 provides depends on the link cards used. The Commend GE 700 is designed to be used for medium and large intercom and/or IoIP-systems. The Commend GE 700 allows communication/security systems for up to 120 network-connected intercom servers— analogous to 5,760 stations. The Commend GE 700 also provides the means to forward calls to the public telephone network.

### GE 800 Servers

The GE 800 IP-Intercom server allows connection of IP, 2-wire, 4-wire, and SIP-stations as well as additional SIP/VoIP telephones. Designed with 3 rack units for mounting, the integrated functions of the GE 800 servers include, but are not limited to: door and gate control, alarm, video integration, and control desk operations.

The GE 800 server allows security and communication systems with up to 14,280 networked Intercom Servers and 896 IP-Subscribers per housing. It is also possible to forward calls to the public telephone network via VoIP through this server.

## IP Intercom Terminals

After networking intercom servers via IP, Commend introduced the IP intercom terminal, the ET 901. Using the ET 901 IP Intercom terminal, every intercom terminal can be directly connected to the IP network. Every analog or digital Commend intercom terminal is therefore IP enabled, allowing for an on-site solution for every type of application. By using victor's events, intercom servers can report and control functions with voice connections via an IP network. Commend's ET 901, among other IP intercom modules, provides a built-in IP connection, which can be readily connected directly to the IP network.

### ET 901-D

The ET 901-D IP-Intercom terminal is connected between the Ethernet connection (LAN/WAN) and any desired digital 2-wire Intercom Terminal. This turns the station into an IP-station that is connected to the Intercom Server via the IP-network. The integrated switch with downlink function allows direct connection of further IP-products, such as an IP-camera. The ET 901-D IP-Intercom box contains the latest DSP-technology. Therefore the connected Intercom Terminal can utilize the standard functions as well as DSP-functionality.

### ET 901-A

The Commend ET 90-A IP-Intercom terminal is connected between the Ethernet connection (LAN/WAN) and any desired analog 4-wire Intercom Terminal. This turns the station into an IP-station that is connected to the Commend GE class Intercom

Server via the IP-network. The integrated switch with downlink function allows direct connection of further IP-products, such as an IP-camera. The ET 901-A IP-Intercom terminal contains the latest DSP-technology. Therefore the connected Intercom Terminal can utilize the standard functions as well as DSP functions, such as Audio Monitoring or OpenDuplex.

IP-Intercom modules are Intercom build-in kits for integration in existing housings and panels or building of customer specific stations. The modules are connected directly to the Ethernet (LAN/WAN) and in this manner are connected to the Intercom Server via the IP-network. The built-in switch with downlink function allows direct connection of an additional IP-device, such as an IP-camera. ET 90-A supports DSP-functions such as OpenDuplex, Audio-Monitoring, and loudspeaker/microphone surveillance.

Intercom terminals are connected to the Intercom Server via the IP network. A single CAT 5 cable is used from the Intercom to a switch. This is made possible by the cascade arrangement of the subscriber cards on the Intercom Server. In this way, up to 48 Intercom terminals can be controlled using just one cable from the Intercom Server to the switch. Transmission to the Intercom terminals is carried out via the data network.

## IP Intercom Stations

Commend manufactures a variety of intercom stations that are suitable for use with the Commend GE class servers. Typically, wall-mounted stations would be found near doors, pedestrian entries, parking entrances, in elevators, and at emergency call points. One or two button substations can also be used for simple call requests to a central station. Desk-mounted stations are often used for manned security posts such as the Commend Central post, where the victor interfaces with a facility's Commend GE class server. Handheld intercom devices and cellular telephones can also be tied into the Commend Intercom system with call forwarding to standard mobile and hard-wired telephone systems. For more information concerning the correct implementation of stations with existing or proposed Commend GE class servers, contact your Commend integrator.

# 2

# Installation

# Overview

victor Unified Client must be installed before you install the Intercom Integration.

The Commend Intercom Integration must be installed on every victor server and client system.

The Commend Intercom Integration has the same hardware, software, and disk space requirements as victor Unified Client. If the target computer can install victor, then it satisfies the Commend Intercom Integration requirements.

You need to perform the basic installation process described in the following pages on each computer in your victor system.

**NOTE** Be advised that the Commend Intercom integration installation will temporarily shut down and restart the CrossFire Services. Therefore, you should plan the Commend Intercom installation accordingly.

## Before You Begin

Prior to installing the Commend Intercom Integration, you should ensure the following:

- If you are installing Commend Intercom Integration on a corporate network, be sure to coordinate with your corporate network administrator.
- You must have the appropriate Windows permissions.
- You must be in the local Administrators group or have equivalent privileges.

**NOTE** See the Microsoft Operating System documentation or your system administrator for more information.

# Installation

The Commend Intercom integration installation temporarily shuts down and restarts the CrossFire Services. Therefore, you should plan the Commend Intercom installation accordingly.

### Running the Installation Program

1. Double-click on **setup.exe**. A Tyco CrossFire Service Alert appears indicating that Tyco CrossFire services will be shutdown.
2. Click **OK** to continue the install. The Welcome dialog box opens.
3. Click **Next**. The Properties page appears.
4. Select the radio button of an authentication method:
   - **Windows authentication credentials of current user** - the default
   - **Server authentication using the Login ID and password**
5. Click **Next**. The Installation review page appears.
6. Select the **Check to accept the Eula** check box and click **Next**. Installation begins and the Installation progress page appears.
7. When installation is complete, the Successful Installation page appears. Click **Ok**.
8. Click **Exit** to complete the installation.

## Starting the Server Application Services

Before you can configure a Commend Intercom integration object, the **CrossFire Framework Service**, **CrossFire Server Component Framework Service**, and **Commend Driver Service** must be running.

If you did not select the **Start the Tyco CrossFire services** check box during the installation, you must manually start the services.

### Manually Starting the Server Services

1. Click  .
2. Click the **Services** tab.The Server Configuration Application opens.
3. If the Status displays **Stopped** for the **CrossFire Framework Service** under **Framework Services**, click **Start**.
4. If the Status displays **Stopped** for the **Crossfire Server Component Framework Service** under Framework Services, click **Start**. Proceed to Step 5 after the **CrossFire Framework Services** each display a status of **Running**.
5. If the **Commend Driver Service** is not displaying **Running**, click in the **Enabled** checkbox, and click **Start**. When the **Crossfire Framework Service**, **CrossFire Server Component Framework Service**, and the **Commend Driver Service** each display a status of **Running**, you can configure Commend Intercom objects in victor.

# Uninstall the Integration

This section describes how to uninstall the Commend Intercom integration from the Server computer and Client computers in your security system.

The uninstall removes all software components that were installed on the computer by the Commend Intercom integration installation Once the uninstall process completes, the computer is in a clean state.

Uninstalling this integration does not automatically remove objects that were configured in the victor Unified Client. Before you proceed with this uninstall, you must manually remove the objects from victor to avoid potential issues with functions, such as partition deletion.

Unless you intend to reinstall the integration and continue using it, ensure that the objects are deleted before removing the integration.

The Commend Intercom Integration uninstall procedure shuts down and restarts the CrossFire services. Therefore, the Commend Intercom Integration uninstall should be planned accordingly.

### Uninstalling the Integration

**NOTE** The uninstall procedure described is on a Windows 7, 32-bit computer. For other supported operating systems, please refer to your operating system guide for information about removing programs from your computer.

1. Close all open applications.
2. From the Windows **Start** menu, select **Control Panel**>**Programs and Features**.
3. In the list, right-click on the **Commend Intercom Integration** and click the **Change**.
4. Click **OK** to continue the uninstall. The Welcome dialog box appears.
5. Click **Next**. The Change, repair, or remove installation dialog box opens.
6. Click **Remove**. The Ready Remove dialog box opens.
7. Select from the following:
   - Leave **the Drop database tables** check box unchecked and the databases used in the Commend Intercom integration configurations will be kept. Select this option to keep the existing configurations if you plan to reinstall the Commend Intercom integration at a later date.
   - Click in the **Drop database tables** check box to select it, and the databases used in the Commend Intercom integration configurations will be deleted.
8. Click **Remove**. The Removing dialog box opens and displays a status bar for shutting down the applications.

   If there are files in use that need to be updated by the uninstall, the **Files in Use** dialog box opens. You will need to close the applications listed, and then go back and click **Retry** to continue with the uninstall.
9. The wizard automatically closes when the uninstall completes. Verify Commend is removed from your programs.

# 3

# Configuration

# Commend Interface Overview

The Commend Central and Commend Station objects are used to manage the intercom call states within the Commend Intercom system.

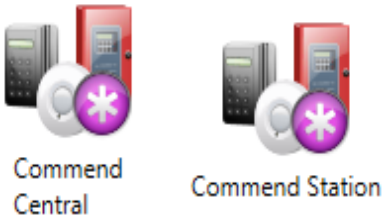



**Figure 1:** Commend Intercom icons

These objects are accessed by clicking 

.

The **Commend Central** object is analogous to a Commend Intercom server. There are three servers currently offered by Commend: GE 100, GE 200, GE 300, GE 700 and GE 800. These process the Commend Intercom Protocols within the victor interface. Each Commend Intercom server has linked to it **Commend Station** objects that are analogous to intercoms and sub-categorized as a Substation of intercoms. As you configure them in victor, **Commend Stations** are identified by unique ID Numbers. Every **Commend Central** that you configure is also given a unique server Name saved in the victor database. Each **Commend Central** sends commands to the **Commend Stations**, either within a single facility over a LAN, or across the globe as an Intercom over IP WAN transmission. To process these commands, an Intercom Protocol object is linked to the **Commend Central** server and to a designated victor server.

## Commend Server Component Communication

The Commend Intercom Interface driver communicates with the Commend GE100, GE200, and GE700 class intercom servers. The Commend driver is responsible for establishing a connection with Commend Central server through a Lantronix, or equivalent, terminal server. Two-way communication is supported; that is, the driver sends commands to the **Commend Central** server and receive commands from the server. The commands sent and received depend upon the protocol commands configured in the Intercom Protocol object. By default there are nine receive commands and three send commands.

### Receive Commands

- Call Request 1 [Normal call]
- Call Request 1 [Emergency call]
- Loud speaking [Dialed call]
- Terminate call
- Park [Hold]
- Poll response
- Line fault occurred [Station failure]
- Line fault removed [Station restored]
- Call request deleted [Call end]

### Send Commands

- Poll

- Button sequence [Dial]
- Check station

In the **Server Configuration Application Database** tab, the **Connection String** for the Commend Objects should read:

```
Server=localhost\SQLEXPRESS;Initial Catalog=ACVSCORE;Integrated Security=True
```

# Configuring Commend Central

Commend calls their GE class intercom servers: Centrals.

## Creating a Commend Central

For more information regarding the Commend Central editor fields, see Commend Central Editor Fields on Page 15.

1. Click Show All.
2. Click  Commend Central. A dynamic view opens listing configured Commend Intercom Servers.
3. Click  . The New Commend Central editor opens.
4. Click **General**.
   a. Enter information in the **Name** and **Description** fields.
   b. Click the **Enabled** check box to put the server online once you are finished configuring the server.
5. Click **Commend Central**.
   a. Enter the static IP address of the terminal device server that the intercom server uses to communicate with victor in the IP Address field.
   b. Enter a **Port Number** through which the intercom server will communicate with victor. The values range from 0 through 65535. The default value is 3001.
   c. Click  to select the**Intercom Protocol**. The **Object Selector** opens. Select the protocol and click **OK**.
   d. Click  to select a **Time Zone** to synchronize the system and click **OK**.
6. Click **Polling**.
   a. Enter the **Poll Period (secs)**. The frequency, in seconds, of polling to the Commend Central server. The default entry is 60 seconds and the range is from 30 to 600 seconds.
   b. Enter the **Poll Timeout Delay Time (secs)**. The amount of time, in seconds, allocated for the Commend Central server to respond to the Poll command. The default entry is 10 seconds, the range is from 1 to 60 seconds.
7. Click  to save and close.

## Editing the Commend Central Server

1. Click Show All.
2. Click  Commend Central. A dynamic view opens displaying rows of configured Commend Central Servers.
3. Right-click on the Commend station and select **Edit**. The Commend Central editor opens.
4. Make the edits you require.
5. Click  to save and close the Commend Central editor.

## Deleting a Commend Central

1. Click 

.
2. Click  Commend Central. A dynamic view opens displaying rows of configured Commend Central Servers.
3. Right-click on the Commend station and select **Delete**.
4. A dialog box appears **Really Delete the specified object(s)?**.
5. Click **Yes**.

## Commend Central Editor Fields

| Field | Description |
|---|---|
| Commend Central Name | Enter a unique name for the Commend Central. If you enter the name of an existing object, the system returns an error message indicating there is a conflict. |
| Description | Enter a description for the Commend Central. This text is optional and for information only. |
| Enabled | Select this check box to put the Commend Central server online. |
| IP Address | This is the IP address of the terminal server, such as a Lantronix UDS-10, that the intercom server uses to communicate with victor. Enter the unique IP address for the Commend Central server as up to 4 integers between 0 and 255, separated by periods, such as 100.10.10.1. A unique IP address is required for all servers on TCP/IP networks. |
| Port Number | Select a port number for the terminal server, such as a Lantronix UDS-10, that the intercom server uses to communicate with victor. The values range from 0 through 65535. The default entry is 3001. |
| Poll Period | Poll period is the frequency, in seconds, of polling to the Commend Central server. The default entry is 60 seconds and the range is from 30-600 seconds. |
| Poll Timeout Delay | Poll timeout delay is the number of seconds allocated for the Commend Central server to respond to the Poll command. The default entry is 10 seconds and the range is from 1-60 seconds. |
| Status | Displays the status of the server. |

# Configuring Commend Stations

The Commend Stations represent the actual Commend system intercommunication devices.

See Commend Station Editor Fields on Page 17

## Creating a Commend Station

1. Click Show All.
2. Click Commend Station . A dynamic view opens listing configured Commend Stations.
3. Click . The New Commend Station editor opens.
4. Click **General**.
   a. Enter a **Name**.
   b. Enter a **Description**.
5. Click **Commend Central**.
   a. Click to connect the Commend Station to a Commend Central.
6. Click **Commend Station**.
   a. Enter a **Station Number** of the actual station number assigned within the Commend Intercom network.
   b. Optional, enter the **Station Type** which signifies an individual station.
7. Click **Associations**.
8. Select to add additional devices to the Commend Station.
9. Click to save and close.

## Editing Commend Stations

1. Click Show All.
2. Click Commend Station. A dynamic view opens displaying rows of configured Commend Stations.
3. Right-click on the Commend Station and select **Edit**. The Commend Station editor opens.
4. Make the edits you require.
5. Click to save the configuration and close the editor.

## Deleting Commend Stations

1. Click Show All.
2. Click Commend Station. A dynamic view opens displaying rows of configured Commend Stations.
3. Right-click on the Commend station and select **Delete**.

4. A dialog box appears to confirm the deletion.
5. Click **Yes**.

## Commend Station Editor Fields

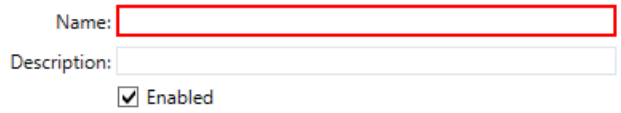
| Field | Description |
|---|---|
| Commend Station Name | Enter a unique name for the Commend Station. If you enter the name of an existing object, the system returns an error message indicating there is a conflict. |
| Description | Enter a description for the Commend Station. This text is optional and for information only. |
| Commend Central | Click  to connect the Commend Station to a Commend Central.<br>Click  to remove the Commend Central.. |
| Station Number | The actual station number as it has been assigned on the Commend Intercom network. |
| Station Type | Substation which signifies an individual station. |
| Status | Displays the Commend Station status. |
| Associations | Associate other hardware devices with the Commend Intercom.<br>Click  to use the Object Selector in this section to associate other hardware devices with the Commend Intercom.<br>Click  to remove an object. |

# Configuring Events

**Events** can be created and configured from within the client. The **Event Setup** editor can be used to configure alerts for Commend Intercoms. For more information regarding configuration of events, alerts, and actions refer to *victor Unified Client Administration and Configuration Guide*.

## Creating an Event

1. Click Show All.
2. Click Event . A dynamic view opens listing configured events.
3. Click . The New Event dialog box opens.
4. Click **General** to enter a **Name** and **Description**. The **Enabled** check box is selected by default (deselect the check box to disable the event).



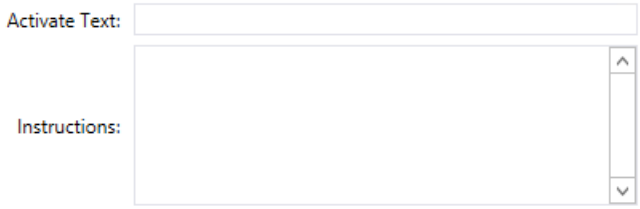

5. Click **Properties**.


   a. Select the **Priority** from the drop-down list

**NOTE** Each priority level is associated with a color which is made prominent in the Event viewer when the event is triggered.

   b. Select **Event Breakthrough** if required. The default setting is disabled. Enabling **Event Breakthrough** assigns priority to the event viewer when the event is triggered which overrides anything else the user is viewing.

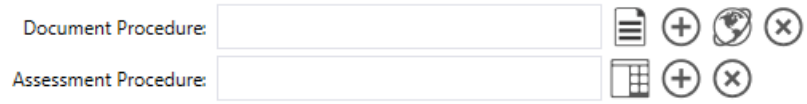
6. Click **Text**.




   a. Enter the text to display in the event viewer in the **Activate Text** field. If you have the activity list open, this text displays as the event triggers.

   b. Enter the instructions to be conveyed to the user with the event triggers in the **Instructions** text box.

7. Click **Procedures** to select Document Procedures or Assessment Procedures.



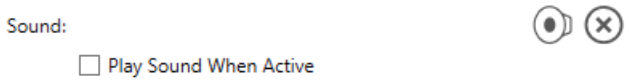

**Document Procedure**

- Click to select a procedure.
- Click to upload a procedure.
- Click to add a procedure as a link.
- Click to remove a procedure.

**Assessment Procedure**

- Click to select an assessment procedure.
- Click to upload an assessment procedure.
- Click to remove an assessment procedure.

8. Click **Sounds** to select to **Play Sound When Active** check box if an audible alarm is required when the event triggers.



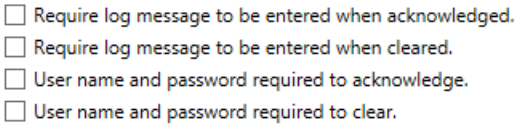

Select to open the **Select Sound** dialog box. Navigate to the sound you want and select the file. Select **Open** and then select **OK**.

**NOTE**

Only .wav sound files are supported.

The files must be located in the ...\\WINDOWS\Media folder. If a custom .wav file is required, copy to this location.

9. Click **Acknowledge and Clear Options** to select how you require the event to be acknowledged and cleared.




10. Click the required check box.
11. Click to save and close.

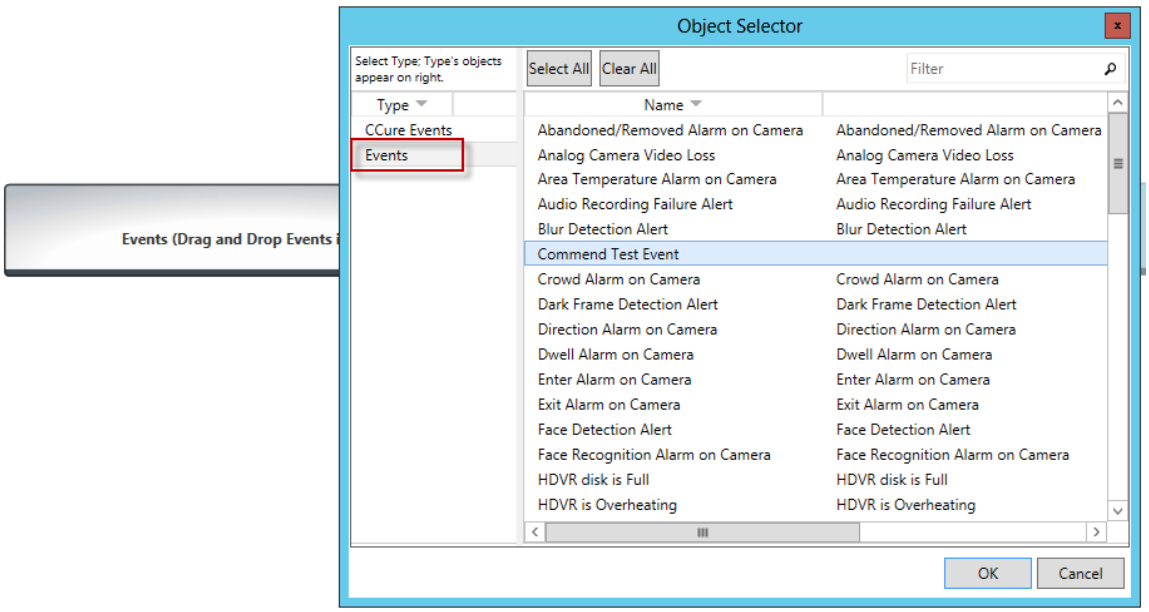
## Event/Action Pairing

The **Event/Action Pairing** editor is used to assign actions to events when the event is triggered.

### Pairing Events and Actions

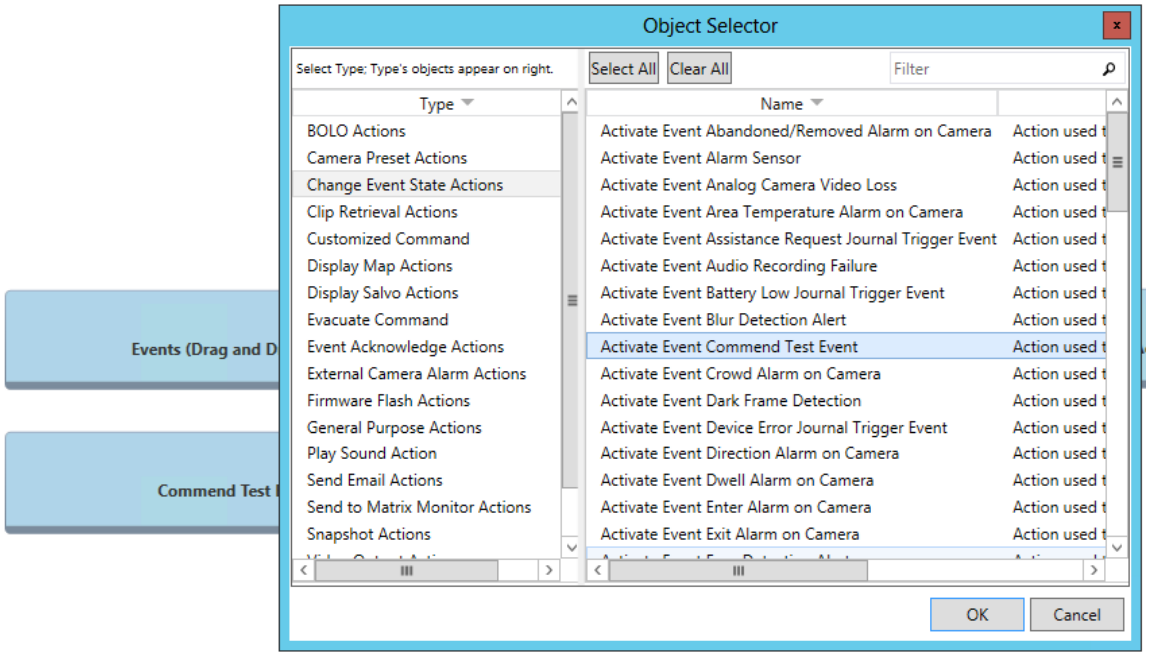
1. Click .
2. Click . The Event/Action Pairing editor opens.


3. Click **Events (Drag and Drop Events into view)**.
4. In the Object Selector dialog box, click **Events** under the **Type** column.




5. Locate the name of the event and double-click on it. The event appears below the **Events (Drag and Drop Events into view)** node.


6. Select  in the *event name* node.
7. Use the **Object Selector** to select the **Type** and the action **Name** to pair with the event.



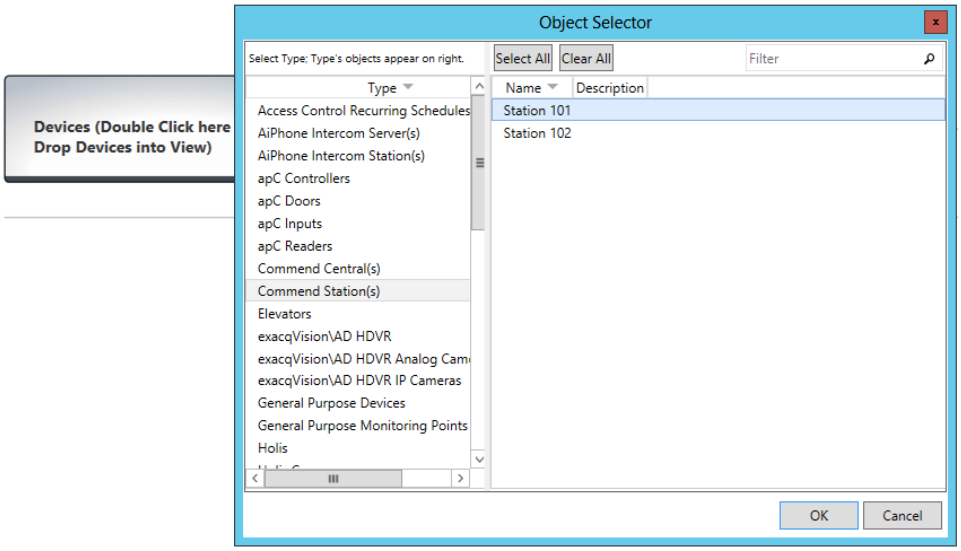

8. Click **OK**. The event paired with the action is displayed under the **Actions** node.


9. Click  to save and close.

## Schedule Setup

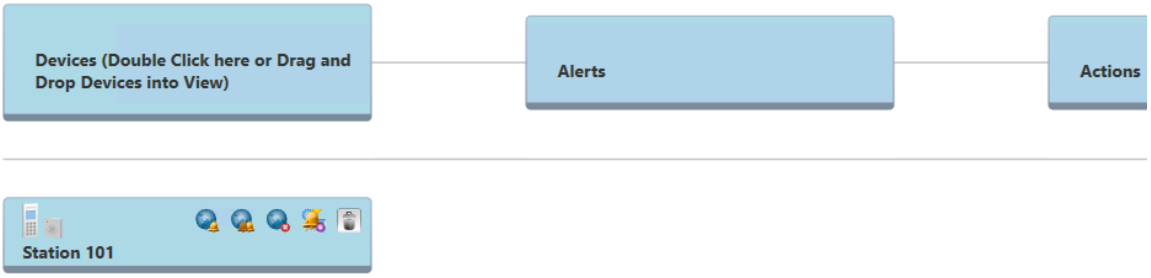
1. Click  .
2. Click  to access the schedule setup nodes.


3. Double-click **Devices (Double Click here or Drag and Drop Devices into View)**.

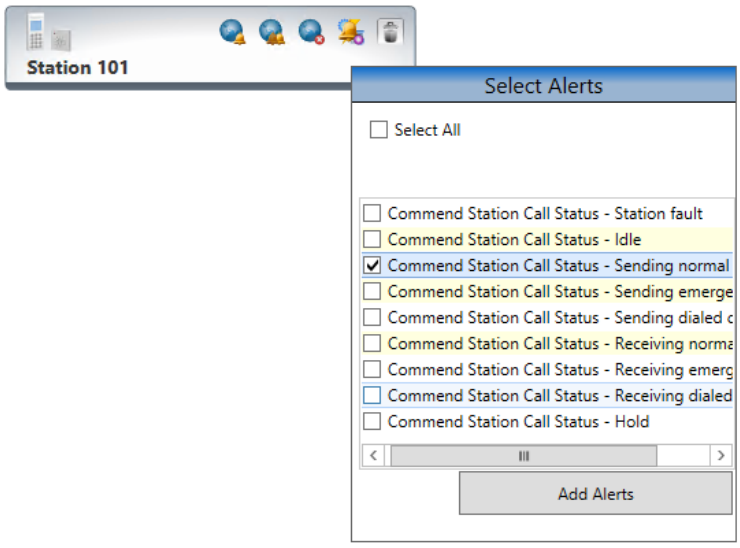



4. Select the type, **Commend Central(s)** or **Commend Station(s)**.
5. Select the Commend Central or Commend Station name and click **OK**.

   The selected Commend Central or Commend Station device node displays.

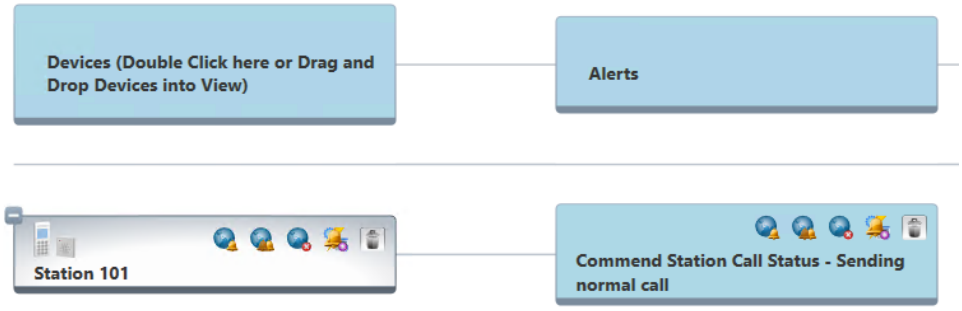



6. Click  in the Commend Station or Commend Central node to assign alerts.

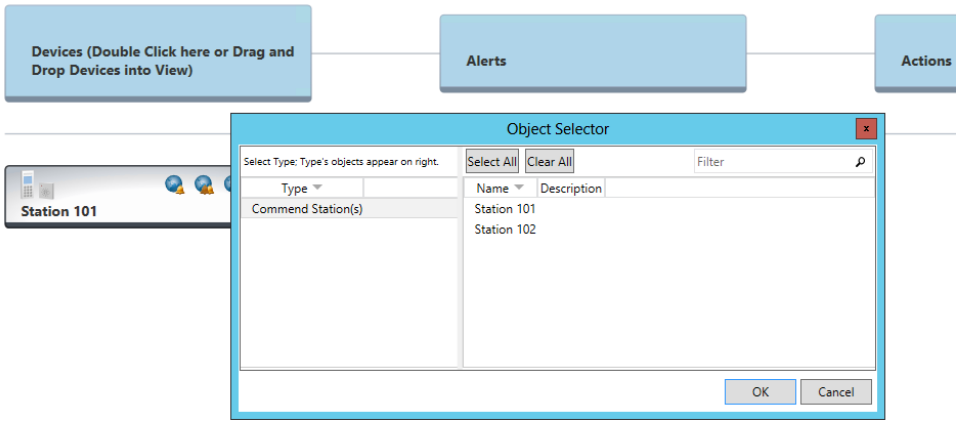



7. Click the required check boxes.

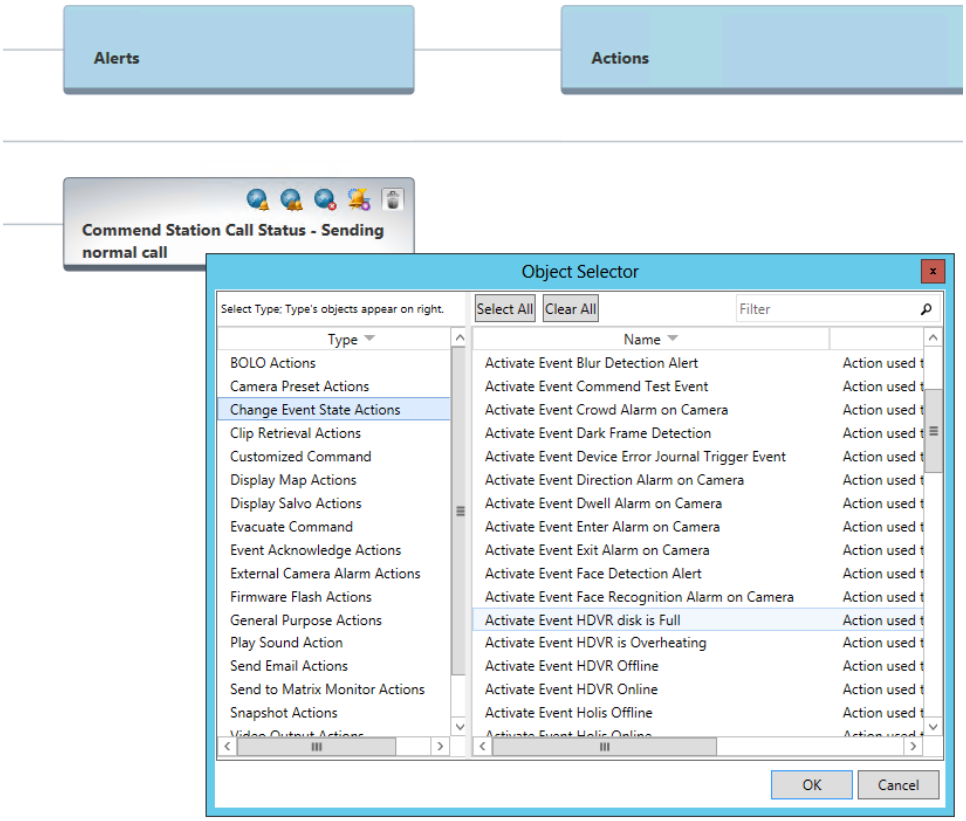
8. Click **Add Alerts**. The alert(s) selected are displayed under the **Alerts** node.




9. Double-click on the Commend Station or Commend Central. The Object Selector opens.

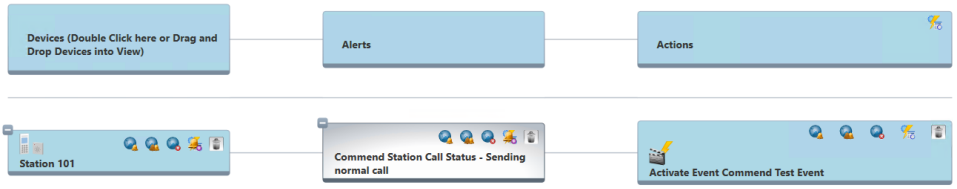



10. Select the type (Commend Station or Commend Central) and select the name of the object (*Commend Central name* or *Commend Station name*
11. Click **OK**.
12. Select  in the *alert node name* under Alerts.

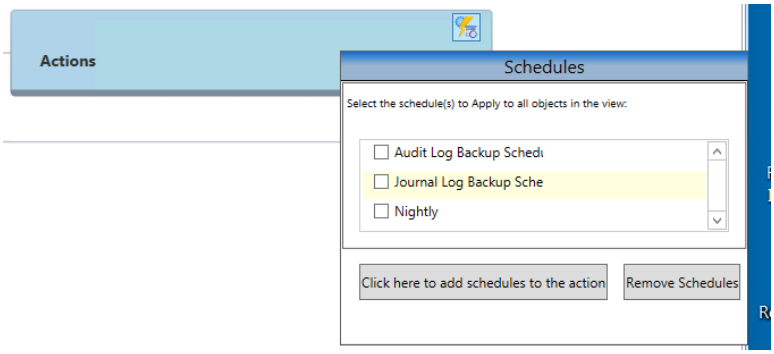



13. Select the event type and the event action name.

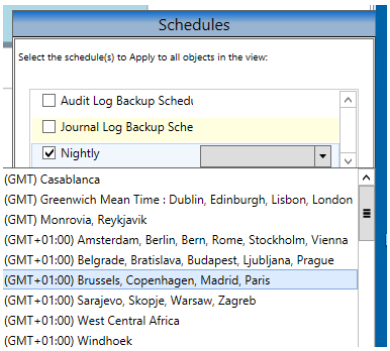
14. Click **OK**. The event action is isted under the Actions node.




15. Click the  in the *event action name* node to add schedules to actions.




16. Select the schedule and then use the drop-down menu to select the time zone.



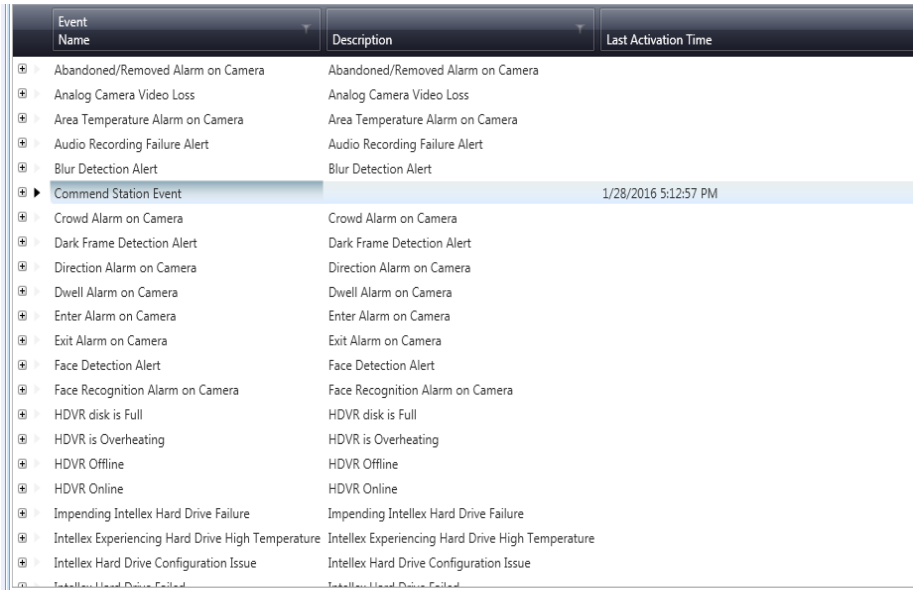

17. Use the following options as required for the configurations:
    - Select  to merge and clone target configuration.
    - Select  to duplicate source configuration to all targets.
    - Select  to remove configuration on source and target.
18. Select  to add or remove schedules as you require.
19. Click  to save and close.

## Viewing Events

Click  to open the Events tab. Events are listed by the Event Name.

Figure 2 on Page 25 shows an example of an event triggered on a Commend Station.

**Figure 2:** Event triggered on Commend Station



# 4

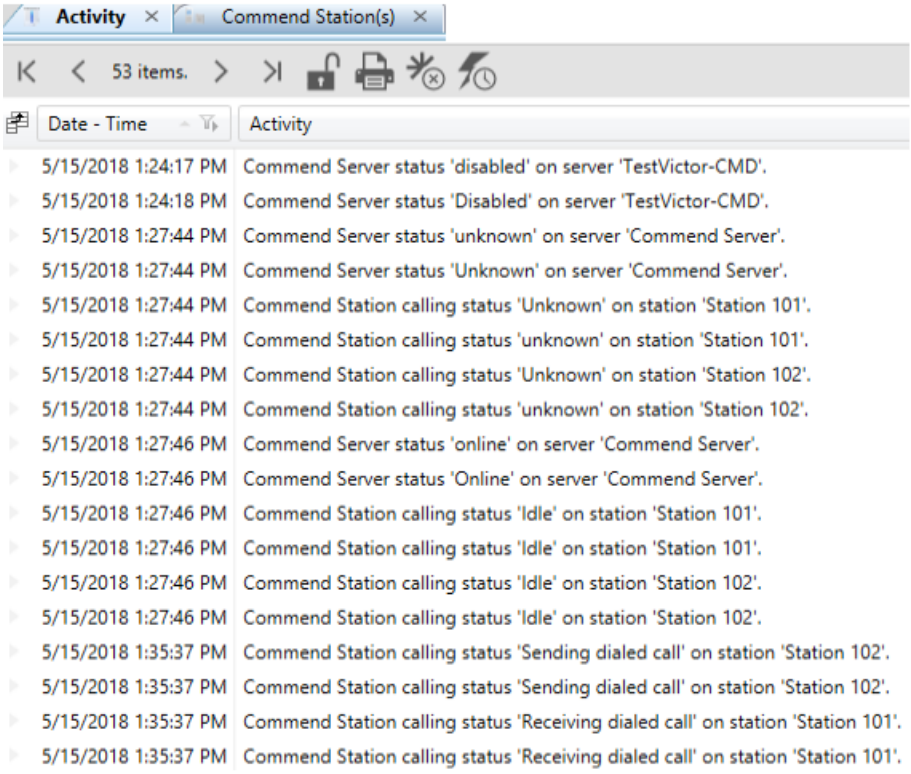
# Activity Journal

# Activity Viewer

victor tracks state changes in Commend Centrals and Commend Stations with an entry in the **Activity** viewer. Each intercom server or station state change triggers entries.

1. Click  .
2. Click  . on Page 27 shows an example of Commend Activity.

**Figure 3:** Activity Example



# Commend Activity Viewer Log Messages

## Server Retry Limit Message

**Commend Central** exceeded command retry limit. The **Commend Central** Server attempts to send a command to a commend server, but is unable to receive an acknowledgment from the server. Consequently, the command is issued again. If the command is issued three times without success, it has exceeded the allowed number of retries, hard coded to three. Therefore, the following message displays in the journal:

```
"Intercom server exceeded the number of command retries '{0}' on server '{1}'."
```

**NOTE** The {0} is replaced with '3' and the {1} is replaced with the **Commend Central** name.

## Server Status Change Message

**Commend Central** status change message displays any time the **Commend Central** changes status:

```
"Intercom server status '{0}' on server '{1}'."
```

**NOTE** The {0} is replaced with the new status and the {1} is replaced with the **Commend Central** name.

## Call Status Change Message

**Commend Station** call status change message displays any time the **Commend Station** changes call status:

```
"Intercom station calling status '{0}' on station '{1}'."
```

**NOTE** The {0} is replace with the new call status and the {1} is replaced with the **Commend Station** name.

# Commend Intercom Activity Example

The following section describes activities created by a typical Commend Intercom **Receiving call** command with an Commend Intercom system integrated with victor.

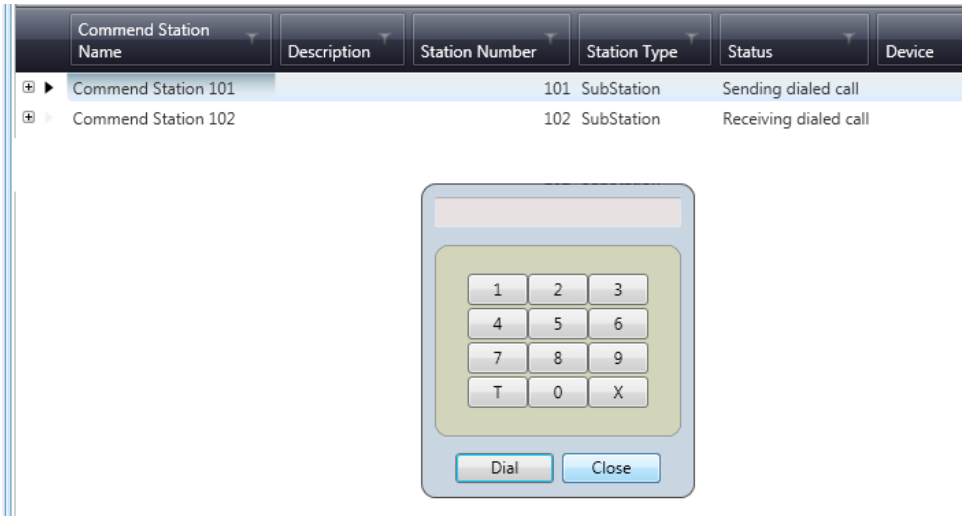
This intercom activity example assumes four preconditions:

- The victor system includes the Commend Intercom interface installation.
- The **Commend Central** unit and **Commend Stations** have been configured.
- Both the control desk master and the intercom substation are in an **Idle**, **Ready**, or **Normal** state.
- An event has been configured that should trigger when the substation initiates a call.

## Call Situation

A call is placed from a substation to the control desk master by pressing the single push-button located on the front of the intercom substation. An operator answers the call on the control desk master, then after a brief conversation, terminates the call.

**Figure 4:** Commend Station Sending call




## Results

victor displays the call state changes of each station and a pop-up video window displays the intercom substation area.

- The call is logged in the **Activity** list.
- The video pop-up window reveals the identity of the visitor's with live video feed.
- The **Activity** list lists the call states.

## Troubleshooting

| Step | Description | Troubleshooting |
|---|---|---|
| 1 | A visitor presses the intercom substation button. The Commend Intercom system routes the call to a specific control desk master. | - If the control desk master does not answer, the call is routed to another control desk master.<br>- If the protocol command for a **Call Request 1**, Normal call, was not configured, the command is ignored.<br>-If the command was corrupt on entry and failed the check sum, victor will return **Not Acknowledged**. |
| 2 | victor recognizes the protocol command and changes the call state of the intercom substation to Sending normal call. The control desk master station receiving the call changes call state to **Receiving call**.<br>Call states are enunciated through the **Activity** list.<br>The state change of the intercom substation triggers an event to display live video of the floor space outside the intercom substation. | Activity list required to view call state change. |
| 3 | The operator stationed at the control desk master accepts the call by pressing the **Enter** button on the control desk. | If there is no operator available to accept the call, it could be routed to another control desk master. |
| 4 | The system recognizes the protocol command and changes the call state of the control desk master station to **Sending call**. The intercom substation receiving the call changes the call state to **Receiving call**.<br>Call states are enunciated through the **Activity** list. | Activity list required to view call state change. |
| 5 | After a conversation with the caller concludes, the operator terminates the call by hanging up.<br>Call states are enunciated through the **Activity** list. | Activity list required to view call state change. |
| 6 | Call status of both the control desk master and the intercom substation are returned to **Idle**.<br>Call states are enunciated through the **Activity** list. | |