VINGTOR STENTOFON

AlphaCom XE

Installation, Configuration & Operation

TECHNICAL MANUAL

A100K10805

Document Scope

This document provides a detailed step-by-step guide to the installation and configuration, as well as useful information on system management and operation, of the AlphaCom XE Audio Server product range.

This document should provide adequate information for setting up the system and getting it up and running.

Product Information

Product	Part Number
AlphaCom XE1 Audio Server	1009601002
AlphaCom XE7 Audio Server	1009608000/1009608100/1009608106/1009608300
AlphaCom XE20 Audio Server	1009621000
AlphaCom XE26 Audio Server	1009627000/1009627001/1009627002

Publication Log

Rev.	Date	Author	Comments
1.0	21.10.2010	HKL	Published
1.1	24.11.2010	HKL	Revised LCM figures
1.2	4.3.2011	HKL	XE7 backplane fig.
1.3	18.3.2011	HKL	AMC board jumpers
1.4	16.7.2012	HKL	AlphaWiki ref
1.5	28.8.2013	HKL	Port pin-out, RIO cabling
1.6	31.01.2014	ER	Last § 2.2.3 deleted
1.7	8.6.2015	HKL	Battery § 2.2.7
1.8	12.5.2016	SEN	IP protocol v6 deleted from spec.
1.9	04.05.2017	SEN	Added Dutch to language packages

Related Documentation

For further information, refer to the following documentation:

Doc. no.	Documentation
A100K10176	RIO Remote Input/Output Unit
A100K10300	Prison Technical Manual
A100K10390	SIP GSM Gateway MV-370
A100K10333	SIP Analog Gateway AudioCodes MP-114/118
A100K10313	Network Design Guide
A100K10590	Billing System Configuration Guide
A100K10610	LCM - Line Connection Module
A100K10652	IP DECT Installation & Configuration
A100K10674	API STENTOFON SDK
A100K10777	IP DECT Quick Configuration
A100K10788	IP Master Station Installation & Configuration
A100K10803	IP Substation Installation & Configuration
A100K10845	SoftClient Installation & Operation

Contents

1 The AlphaCom XE System 6
1.1 Flexible, Secure and Safe Operation 7
1.1.1 Restricted management access 7
1.1.2 Separate management interface 7
1.1.3 Internal firewall 7

2 Getting Started 8
2.1 Making a Network Plan 8
2.2 Unpacking and Installing Hardware 9
2.2.1 Installing the AlphaCom XE1 cabinet 9
2.2.2 Installing the AlphaCom XE7 cabinet 9
2.2.3 Installing the AlphaCom XE20 cabinet 10
2.2.4 Installing the AlphaCom XE26 cabinet 10
2.2.5 LCM - Line Connection Module 11
2.2.6 Installing feature boards 11
2.2.7 AMC-IP - AlphaCom Module Controller Board 12
2.2.8 APC - Program and Clock Board 13
2.2.9 ASLT - Subscriber Line Board 13
2.2.10 ATLB - Telephone Line Board 14
2.2.11 ATLB-12 - Telephone Line Board 15
2.2.12 AGA - General Purpose Audio Interface 16
2.3 Performing a Cold Start 16
2.3.1 Cold start procedure 16
2.3.2 Cold start AMC application only (retain IP setting) 17
2.4 Modifying Factory Default Settings 17
2.5 Default Directory and Feature Numbers 17
2.5.1 Station numbers 17
2.5.2 Class of Service (CoS) 17
2.5.3 Features during connection 18
2.5.4 Voice and display messages 18
2.5.5 Station functions 19
2.5.6 System maintenance 20
2.5.7 Control room stations 20
2.5.8 Mail queue navigation 21
2.5.9 Dual Display station 21
2.5.10 Telephone functions 21
2.5.11 AlphaNet 21

3 AlphaWeb XE 22
3.1 Connecting to AlphaCom using AlphaWeb 22
3.1.1 Saving and applying changes 23
3.2 Changing Default User Name and Password 23
3.3 Installing License Keys 24
3.4 IP Configuration 24
3.4.1 Overview 24
3.4.2 IP interfaces 24
3.4.3 Configure IP routing 25
3.4.4 Internal firewall 25

4 AlphaPro 26
4.1 Overview 26
4.1.1 AlphaPro versions 26
4.1.2 Backwards compatibility 26

9.2.2 Record message from a station 51
9.2.3 Licensing 51
9.2.4 Supported audio file formats 52
9.3 Recall 52
9.3.1 Directory numbers 52
9.3.2 User interface 53
9.3.3 Optional settings 53
9.3.4 Simultaneous recall operations 54
9.3.5 Hardware and software requirements 54
9.4 Auto-attendant 54
9.4.1 Configuration 55
9.4.2 Hardware and license requirements 56

10 System Monitoring 57
10.1 System Logging 57
10.1.1 Local log file and AlphaWeb 58
10.1.2 System clock and event time stamps 59
10.2 System Information and Statistics 60
10.2.1 SNMP MIBs 60
10.2.2 System information 60

11 Upgrade & Backup 61
11.1 Software Upgrade 61
11.2 Configuration Backup and Restore 61

12 Appendix - Technical Data 62
12.1 Specifications 62
12.2 Physical Numbers 63
12.3 ASLT & AGA Board Positions 63
12.4 Switches and Jumpers 64
12.4.1 AMC-IP 64
12.5 Port Pin-Out 65
12.5.1 RIO controller unit connection 67

9 Audio Messaging

The Audio Messaging features are used to provide various messaging services and PA broadcast in the AlphaCom XE Audio Server. The messages are pre-stored in flash memory on the main processor board and can be played back to individual stations or a group of stations to provide information such as:

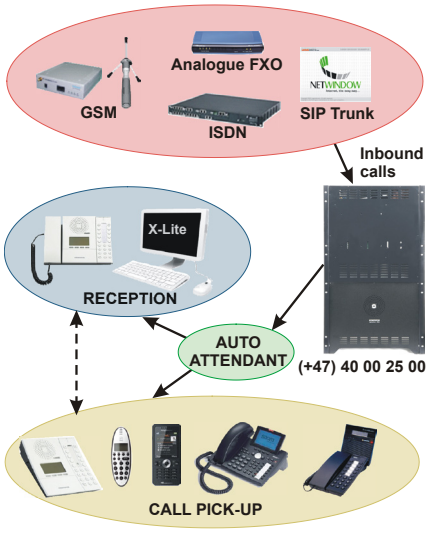
- Voice guidance at doors and elevators
- Security voice response
- Auto-attendant and voice guidance
- Information messages
- Alarm and evacuation messages

There are four ways to implement audio messaging services in the AlphaCom XE:

- ASVP software module
- ASVP board
- Upload customized WAV files from AlphaWeb
- Record customized messages from an intercom station

ASVP = **A**lphaCom **S**tored **V**oice **P**layback

9.1 Stored Voice Messages



Both the Basic and the Enhanced Audio Messaging licenses have the capability of storing and playing audio messages from the Alphacom XE server. The feature set of the license is compatible with that of the ASVP board but offers some important additional functionalities.

The audio messaging license offers a broad set of applications and functions, some of which are:

- Live PA and group call broadcast with recall for handling feedback and verifying messages
- Pre-stored PA and group call broadcast
- Scheduled or event-based PA and group call broadcast
- Auto-attendant with voice guided menus for handling incoming calls
- Voice response for ‘call request waiting’ messages and absence messages
- Integration with 3rd party systems via OPC, STENTOFON SDK and STENTOFON Data Protocol

When the Audio Messaging license is activated, the Alphacom XE server will have a set of default messages such as absence, alarm and general information messages. The default messages can be changed and new messages can be added. Both new and modified messages can be recorded from an intercom station or created on a PC. Your favorite audio and music programs can be used to create these messages, which can then be uploaded to the Alphacom XE server via AlphaWeb.

The audio messaging license comes in three versions – Basic, Enhanced, and PA Recall. The licenses are different in terms of:

- Audio storage capacity
- Set of default audio messages
- Interactive complex message generation (Enhanced License only)
- Compatibility with hardware versions

- To record a message, dial **8180 + 9552 + M-key**
  Digit routing is done in the DAK table of physical number 502.

9.4.2 Hardware and license requirements

- **Hardware:** The auto-attendant feature requires AMC-IP hardware version 8000/5 or 8000/6 (Black PCB).
- **License:** Auto-attendant requires a Basic (1 auto-attendant) or Enhanced (3 auto-attendants) Audio Messaging license.