Installation and Operation Manual

EverAlert Live
Paging System

"Please dismiss to the gym for assembly..."

american time®

Integrated Solutions

System Overview and How to Determine Setup Type

EverAlert Live provides a software-based solution for one-way live audio communication to your EverAlert Dynamic Displays and Dynamic Views using session initiated protocol (SIP) technology. SIP allows compatible devices to be assigned an extension on your voice over IP (VoIP) phone system; this can be implemented in two ways with the EverAlert system:

SIP Paging

For device-specific paging, each device can be assigned an individual SIP extension on the inCloud management portal. Once the extension has been defined, you will be able to page the device by dialing its extension from your phone system. This will open a one-way connection to the device, allowing you to communicate over the phone to the device's audio system until the phone connection is terminated.

The most important consideration for individual SIP paging is the SIP licensing requirements of your telecommunications provider. Since each device requires its own SIP license, the associated licensing costs may be prohibitive if your telecom provider has high fees.

Multicast Paging

Using an intermediary multicast server between your phones and your EverAlert devices enables you to page multiple devices with a single call. After devices have been grouped as desired on the inCloud management portal, the groups can be assigned extensions on the multicast server. Once these extensions have been defined, calling the extension will open a one-way connection to every device within the group, allowing you to communicate over the phone to the devices' audio systems until the phone connection is terminated.

Devices can be grouped into multiple zones, allowing you to simultaneously page all your devices or page devices in specific locations.

The multicast server will require its own SIP license, but since the server handles communications to the connected devices, the devices themselves will not require licenses. This makes multicast a more economical option if your telecom provider has high SIP licensing fees.

Important: All paging devices (EverAlert devices, phone system, multicast server if applicable) must be on the same subnet on your network.

## Setting up a SIP System

Required Information

- SIP server IP address
- SIP extension list
- SIP password

Once your devices have been provisioned and are connected to inCloud, click on "Admin" in the site menu on the left-hand side of the page. Next, click on "EverAlert Live," then click on "SIP Config."

This will open the SIP Configuration page, with a list of your EverAlert devices.

IMPORTANT: If you haven't already done so, it is critical at this point to rename your EverAlert devices with names that allow their locations to be easily identified.
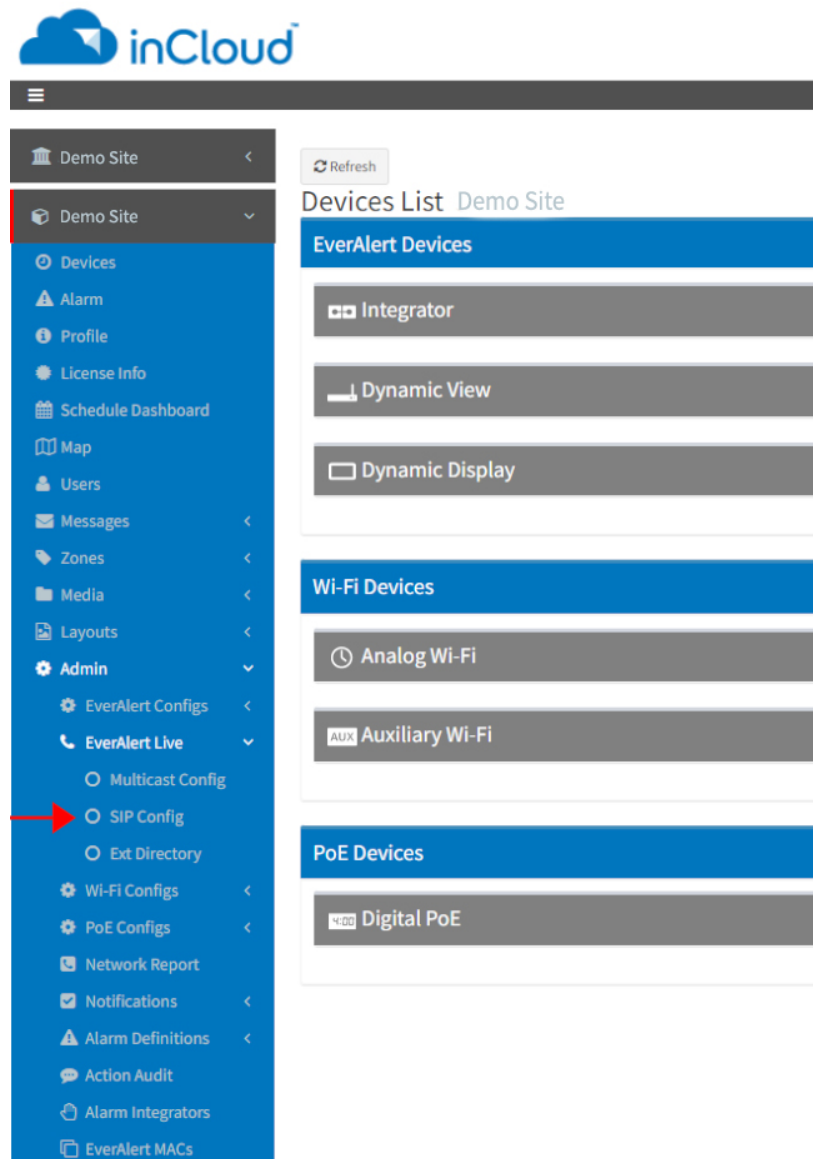
On the SIP Configuration page, enter the IP address of the SIP server in each box in the "Server IP" column. Under the "SIP Ext" column, enter the desired extension for each device; this will be the extension you dial to page the device. Last, enter the password in each field in the "SIP Password" column. Typically, the server address and password will be the same for each extension, but be sure to verify all this data with your telecom provider.

Once you've assigned extensions to the desired devices, clicking the green "Save and Send" button at the bottom of the page will communicate the extension information to your EverAlert devices.

Clicking the "Export" button allows you to generate a list of your devices and their extensions for reference.

Setting up a Multicast System Using the Algo 8301 Server

Required Information

- SIP Domain
- Page extension
- Authentication ID
- Authentication password

Consult the instructions provided with the Algo server to connect the server to your network.

Configuring the Server

Download the "inCloud Settings.zip" file from:
https://www.american-time.com/documentation/?s=ALGO#resources-listing.

Log into the Algo server, then click on the "System" tab. Click on the "Choose File" button under "Backup/ Restore All User Files" and select the downloaded zip file. Click on "Restore." Loading the zip file may take
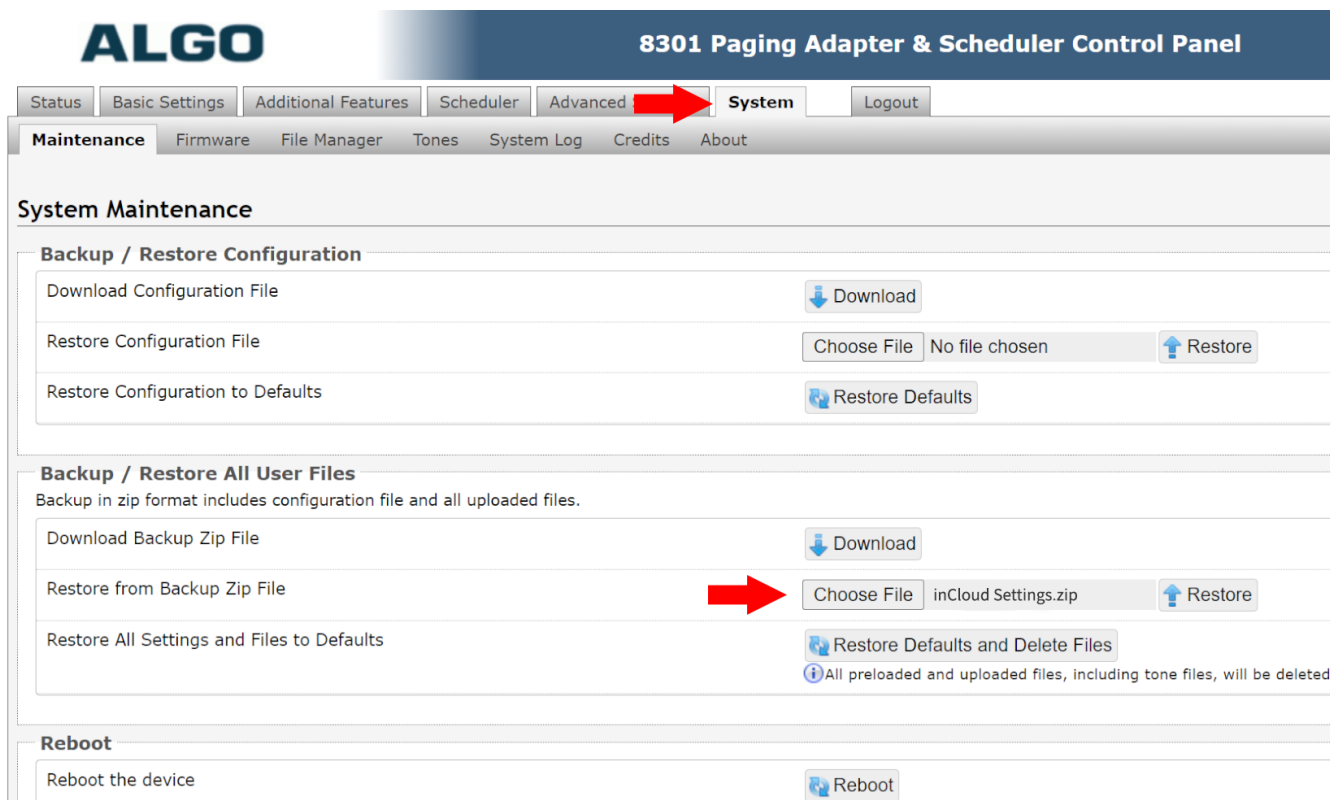
some time.
Once the server has uploaded the settings file, it will prompt you to reboot the server. Click "Reboot."
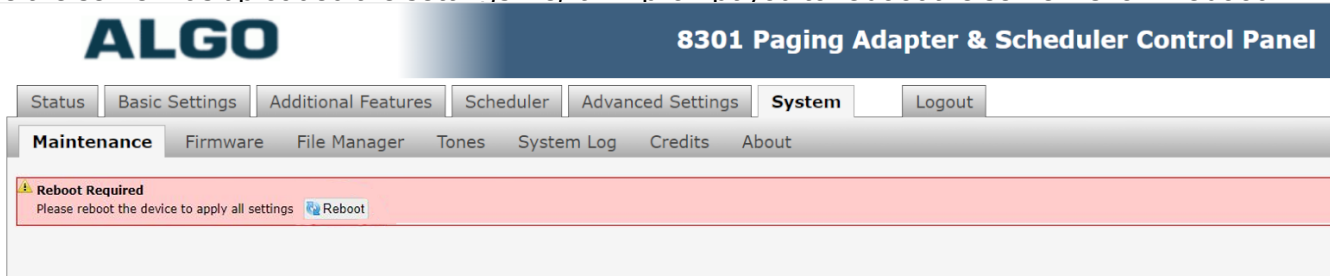
When the server finishes rebooting, navigate to the "Basic Settings" tab. Under the "SIP" tab, enter the IP address of the SIP server in the "SIP Domain (Proxy Server)" field and the extension of the multicast server under "Page Extension" and "Authentication ID." Enter the SIP password under "Authentication Password."

Once all the information has been entered, click "Save."
NOTE: Except for the SIP settings described, the other settings for the Algo server must exactly match those provided by American Time. Editing these other settings will cause EverAlert Live to not function correctly.

After the Algo server has been configured, log in to your site on the inCloud management portal. Click on "Admin" in the menu on the left side of the page. Next, click on "EverAlert Live," followed by "Multicast Config"
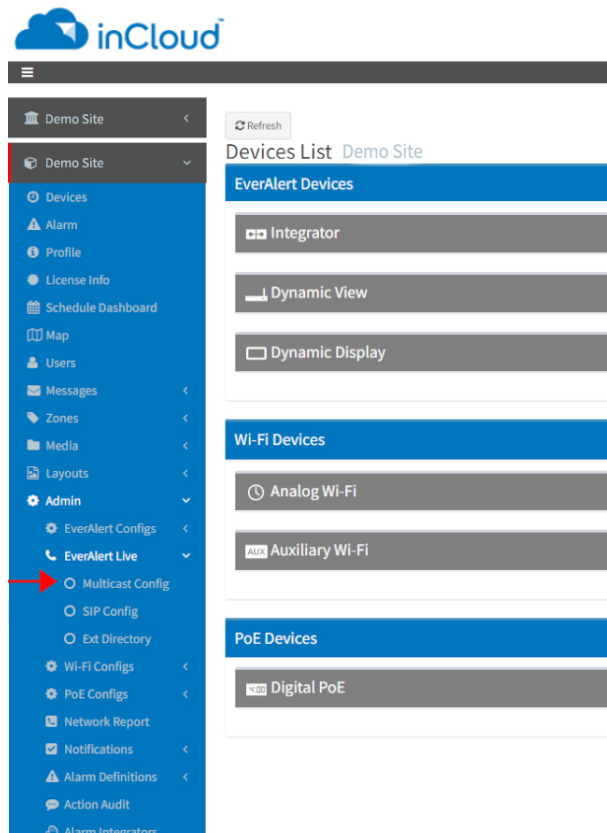
to open the multicast configuration page.
This will open a list of 50 available unique extensions on the Algo server; each of these can be assigned to either a zone (group of EverAlert devices as defined in the "Zones" menu) or an individual device. Your existing zones and devices will be listed in the dropdown menus to the right of each extension.

If you don't want to manually assign the extensions, at the bottom of the page are options to auto-populate the extension list using your existing zones or devices. Clicking either of these will automatically assign your

zones and/or devices to the available extensions.
Once you're finished assigning your extensions, clicking the green "Save and Send" button at the bottom of the page will communicate the extension information to your EverAlert devices.

Clicking the "Export" button allows you to generate a list of your devices and their extensions for reference.

NOTE: EverAlert Live is compatible with a variety of multicast servers. If you have a different server than the Algo 8301, contact American Time for additional information on configuration.

Extension Directory

Clicking on "Ext Directory" in the left-hand menu will bring up the extension directory. This is a matrix of all

your active EverAlert devices and to which SIP and/or multicast extensions they are assigned (if any). The vertical column below "Ext" indicates a device's specific SIP extension (if you do not use individual SIP extensions or a device doesn't have one assigned, this will be blank). The shaded columns to the right indicate your Zones with their names. Devices assigned to those zones will be marked with an "X" below. In the horizontal row to the right of "Ext" are the multicast extensions for the Zones listed above; if a zone does not have an extension assigned, this will be blank.

This matrix can be exported for reference by clicking the "Export" button.

Paging with EverAlert Live

SIP Paging

Once your extensions have been configured, paging a SIP extension functions in the same way as dialing any internal phone extension in your facility. After dialing a valid extension, the phone will ring twice and then connect you to the device. Hanging up will terminate the connection.

Multicast Paging

Paging through a multicast server requires dialing the Page Extension of the multicast server, followed by the extension of the desired zone/device. Using the example provided above, first you would dial "1000" to connect to the multicast server, followed by "1" to page the group assigned to that extension.

When the connection is established, a tone will play over the devices being paged. After the tone, you will be connected and can begin the message. Hanging up will terminate the connection.

It is recommended to set your Page Extension as a preset/speed-dial on your phone system so that only dialing the zone extension manually is required.

Best Practices/Troubleshooting

Using an existing Algo multicast server

If you have a multicast server already in place with available extensions, the multicast settings on inCloud can be adjusted to work with the existing server. On the Multicast Config page, clicking the "Advanced" button at the top of the page will allow access to the IP and port information for the multicast server.

If you have a different brand or model of server, it may be compatible with EverAlert Live. Contact American Time for further information.

Installations with multiple multicast servers

If you have a multicast server already in place for another purpose and will be installing a second server for EverAlert Live, both servers **must be on different subnets** to prevent confusion between the devices.

Low volume coming through the EverAlert devices

- Make sure the device volume is turned up to 100% in the EverAlert settings (on inCloud, Admin > Ever-Alert Configs > Default Config or Custom Config).
- Ensure the Dynamic Range Compression Gain setting is at its maximum value (in Algo server settings, Advanced Settings > Advanced Audio).
- Keep the phone handpiece near your mouth when speaking.