

March 2015

Tech Tip: Creating Telephone Dialers with SymVue

The purpose of this Tech Tip is to provide information on creating SymVue Dialer Control Screens for both the 2 Line Analog Telephone Interface Card and 2 Line VoIP Interface Card. Step by step instructions will be given on how to create the Control Screens and export them to SymVue.

SymVue is a real-time user control panel application that displays Control Screens exported from SymNet Composer functioning as a multiuser, multi-point control environment for SymNet systems.

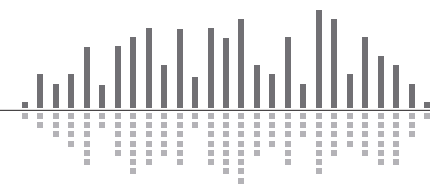
SymVue runs on any Windows XP or newer compatible device, including touch screen enabled PCs and tablets. The computer communicates directly with SymNet hardware over a network connection. The desired user control interface is created in SymNet Composer as a Control Screen then exported to one or many Windows devices for tailored operation of the SymNet system.

The Input Modules for both the 2 Line Analog Telephone Interface Card (ATI) and 2 Line VoIP Interface Cards can be exported to Control Screens. These Control Screens can be used to provide remote control interfaces (Dialers) for the ATI and/or VoIP cards without the need or use of complicated 3rd party control systems.

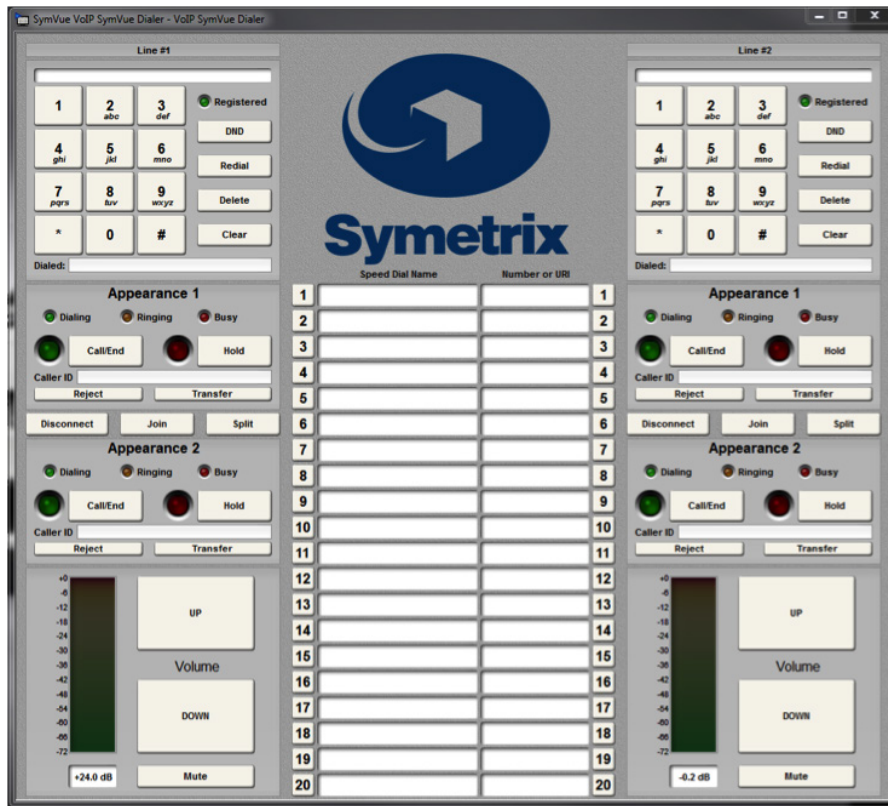
SymVue Dialers can be custom tailored to perform any or all of the functionality of the ATI and VoIP modules. These functions can include, but are limited to:

- Detect and answer incoming calls
- DTMF tone dialing
- Speed-dialing (edit and recall)
- Redial
- Do not disturb
- Caller ID
- Call transfer
- Call hold
- Call reject
- Local three-way audio conferencing
- Conferencing and splitting of call appearances

Here are some examples of the different styles of Dialers that can be created:

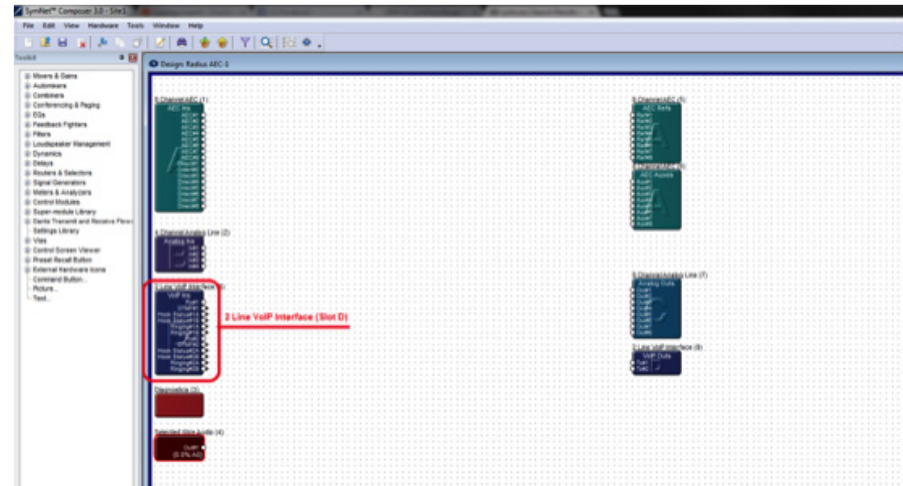


March 2015



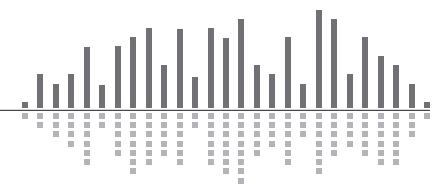
Instructions

1. Make sure the ATI or VoIP Interface Card has been properly installed into the Radius AEC or Edge Hardware. Once the card has been properly installed, the Input Modules will appear on the Design View screen of the site file.



Note: The Input Module will reflect the card slot location (A, B, C, or D). The SymVue Dialer being created will be linked to that specific card slot.

Note: SymVue Dialers can be created without having the ATI or VoIP card installed. Simply right-click the Radius or Edge in the Site View screen of the site file and select "Configure I/O Cards". Then select the correct card for the specific card slot.

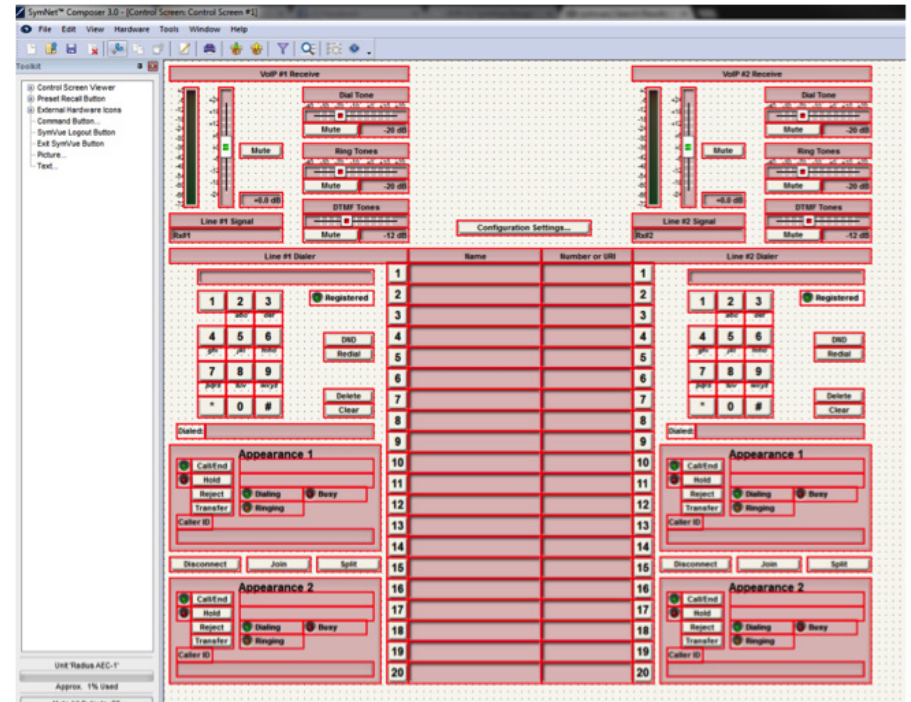
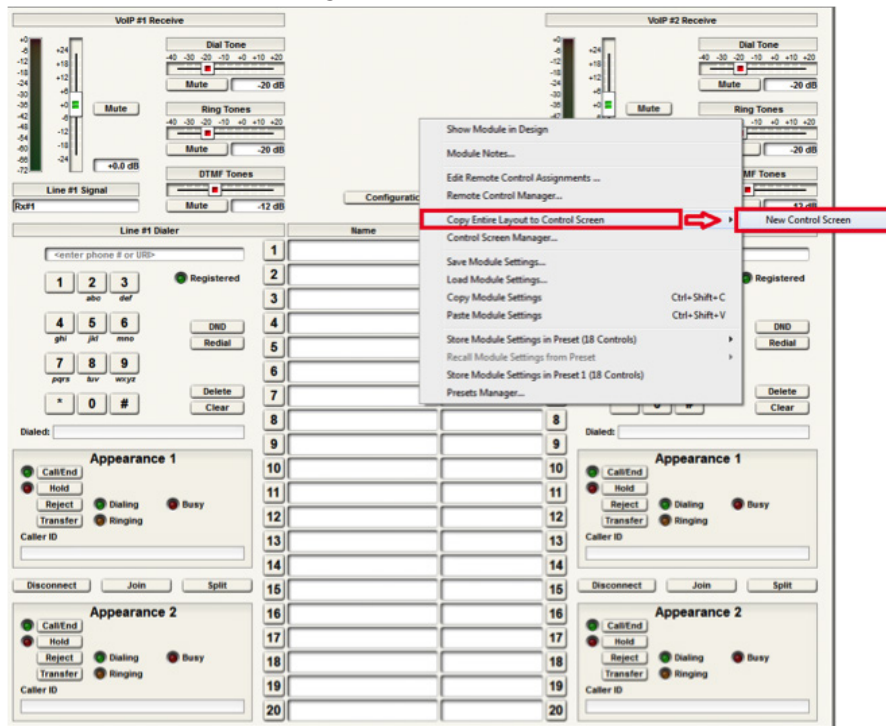


SYMETRIX SOLUTIONS: TECH TIP

March 2015

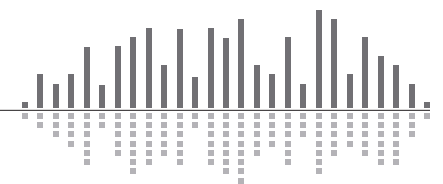
2. Double click and open the Input Module for the ATI or VoIP Interface.
3. Right-click on an open section of the module and select “Copy Entire Layout to Control Screen”.
4. Select “New Control Screen”, unless a Control Screen has already been created and it is being added onto.

5. The functions of the Input Module have now been copied to the Control Screen and can now be tailored for specific look and operation.



Note: individual pieces can be selected by right-clicking on the desired piece (i.e. button or fader)

The pre-built example SymVue Dialer has been tailored to use buttons instead of faders for volume control. A “2 Button Momentary” module is used connected to a “Button Ramp” Super Module (available in Super Module Tools folder). The Super Module is then connected to “Output Control Number” modules. The control numbers used by the “Output Control Number” modules are assigned to the volume fader. The “On” buttons for the “2 Button Momentary” module are copied to the control screen.

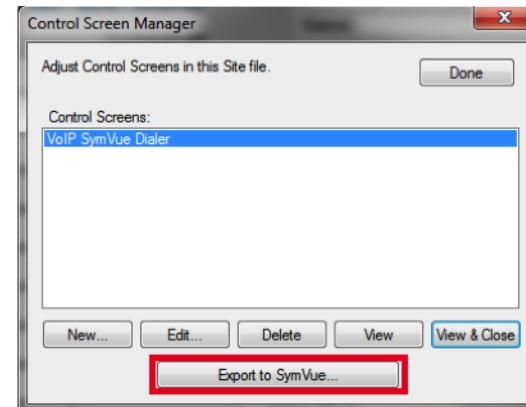
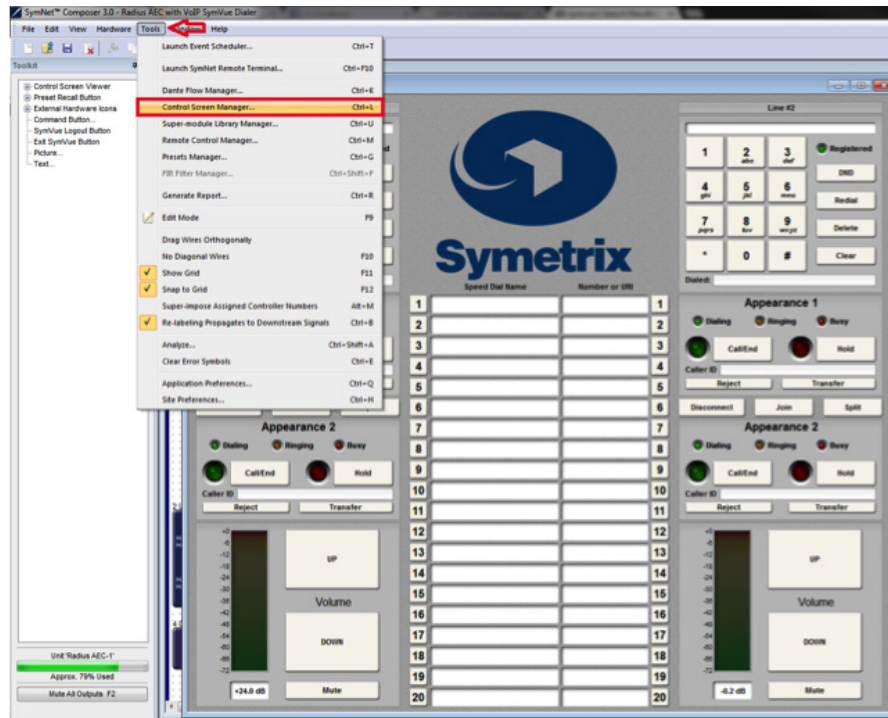


SYMETRIX SOLUTIONS: TECH TIP



March 2015

6. Once the Control Screens have been created go to Tools>Control Screen Manager and export the Control Screens to SymVue.



For additional information on creating SymVue Control Screens click [here](#).
For example site files containing pre-built SymVue Dialers click [here](#).

