Singlewire InformaCast

Guide – Testing & Configuration

For additional support, call (604) 454-3792 or email support@algosolutions.com

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Information Notices

Note
Note indicates useful updates, information, and instructions that should be followed

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Table of Contents

Figures

1   GENERAL

1.1   Introduction

Most Algo IP Speakers, Paging Adapters, and Visual Alerters are certified for compatibility and interoperability with Singlewire InformaCast, accommodating solutions for your voice paging, emergency notification, and alerting requirements.

Algo simplifies the integration of its devices with Singlewire InformaCast by offering a range of Singlewire-certified IP endpoints. A selection of part numbers that come bundled with the necessary Singlewire license, ready-to-use devices, are available for order: 8128-IC, 8138-IC, 8180-IC, 8186-IC, 8188-IC, 8189-IC, 8190-IC, 8190S-IC, 8410-IC, 8420-IC, and 8301-IC. If you have a device that isn't an IC product, you can still make it IC-compatible by obtaining the license separately.

The following endpoints are compatible with the Microsoft Teams SIP Gateway:

IP Speakers

- 8180G2 IP Audio Alerter

- 8186 IP Horn Speaker

- 8188 IP Ceiling Speaker

- 8189 IP Surface Mount Speaker

- 8190 IP Speaker – Clock

- 8190S IP Speaker – Clock & Visual Alerter

- 8196 IP PoE+ Horn Speaker

- 8198 IP PoE+ Ceiling Speaker

IP Visual Alerters

- 8128G2 IP Visual Alerter

- 8138 IP Color Visual Alerter

IP Paging Adapters

- 8301 IP Paging Adapter & Scheduler

IP Display Speakers

- 8410 IP Display Speaker

- 8420 IP Dual-Sided Display Speaker

2   REGISTERING ALGO IP ENDPOINTS WITH INFORMACAST

The following are the steps to add any Algo device to the InformaCast server.

STEP 1. Verify that the InformaCast License is Installed

1. Open the web interface of the Algo device by entering its IP address on a web browser.

2. In the Status tab, look for InformaCast License field towards the bottom of the page. If it shows "Verified", the InformaCast license has been installed.

3. If there's no InformaCast license displayed in the Status tab, navigate to the *Advanced Settings → Admin* tab. Towards the end of the page, make sure "InformaCast Support" is enabled.

4. If the InformaCast License displays "Verified" in the *Status* tab, proceed to step 3. Otherwise, proceed to step 2.
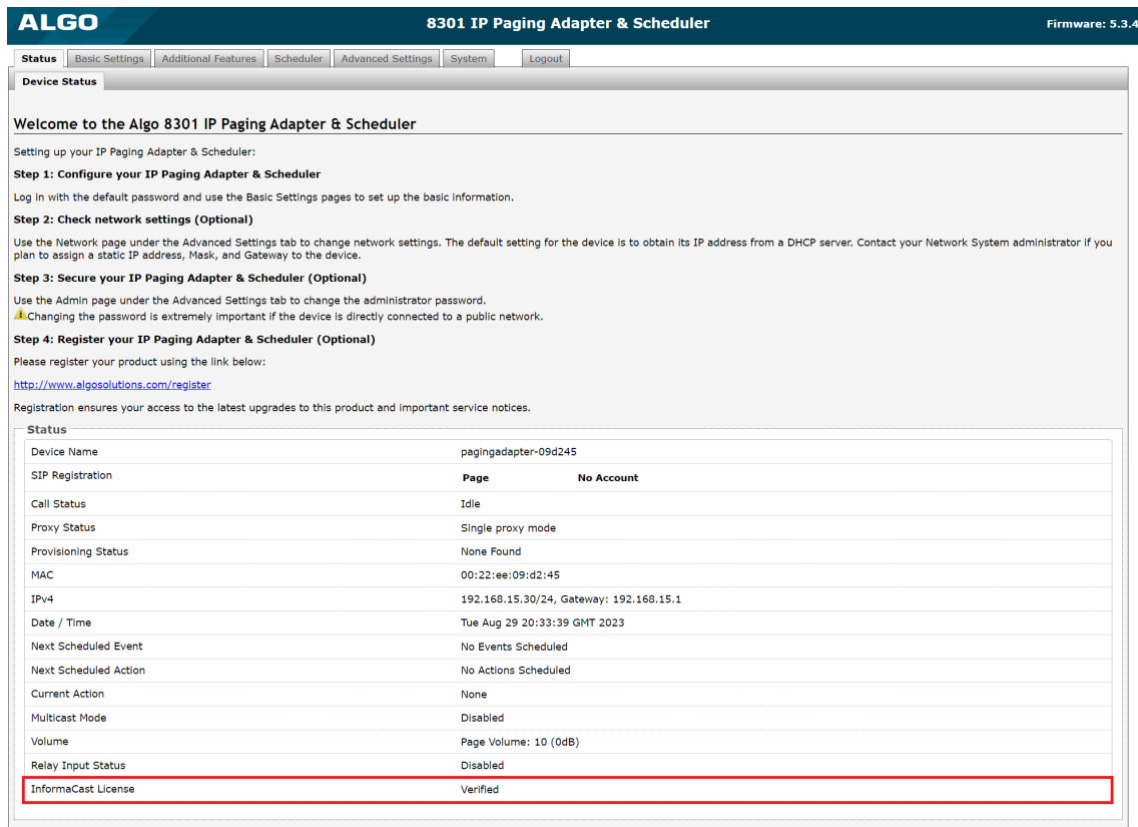

Figure 1: Verify InformaCast License in Device Status

STEP 2. Acquiring and Installing the InformaCast License

1. Algo simplifies the integration of its devices with Singlewire InformaCast by offering a range of Singlewire-certified IP endpoints. Any device with a "-IC" in the part number (e.g., 8301-IC), should have an InformaCast license installed from factory. The part number can be verified by looking at the label on the back of the device.

2. If you have an IC device, but the option to enable InformaCast support in the *Advanced Settings* → *Admin* tab is greyed out, contact Algo Support for assistance.

3. If you have a device that isn't an IC product, you can still make it InformaCast compatible by obtaining the license separately. To get the license, please purchase it though our website (SL7100 InformaCast License).

STEP 3. Registering and Locating Algo device on InformaCast

1. Once the license is installed and verified, the Algo device will automatically find, register, and download the configuration template with InformaCast over the IP network. There are three discovery methods available:

    o   SLP (Service Location Protocol)

    o   DHCP Option 150

    o   DNS SRV

2. Once the automatic discovery and registration process is complete, the Algo device will be available under IP speakers in InformaCast. You may also see the device under *IP Speakers* → *Unconfigured IP Speakers*.
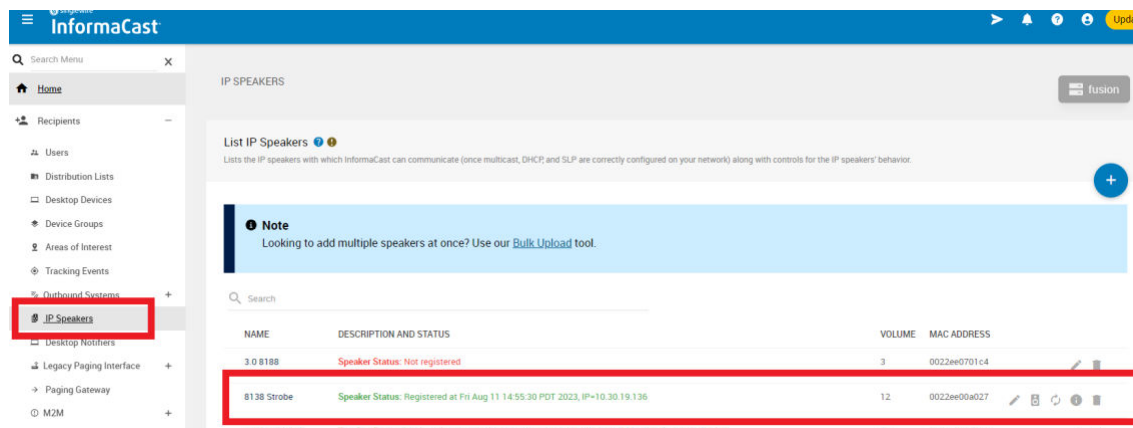

Figure 2: Locating Algo device on InformaCast

3. If the Algo device is not visible under IP Speakers, the discovery and registration process most likely failed, due to server misconfiguration or network issues. The IP Speaker Registration and Troubleshooting Guide provides information and steps to troubleshoot. Alternatively, Algo devices accommodate manual registration. Enable Manual Mode in the *Advanced Settings* → *Admin* tab. Enter the server's **Download Method**, **IP Address** and **Port Number**.

3 SENDING A NOTIFICATION TO IP SPEAKERS AND PAGING ADAPTERS

1. Create a Notification Profile, for example, "Speaker Test".

2. To edit the profile, go to the *Fusion Server* tab.

3. Change the audio settings and select the audio file you want to send.

4. Save profile.

5. Now, create a device group under Recipients. The group must contact all IP Speakers and Paging Adapter you want to send the notification to.

Figure 3: Creating Device Group in InformaCast

6. Now go to Message Template and create a Template.

7. You can assign a Profile (Speaker Test) to the template (optional) or change the audio from the template as well.

8. Assign the device group to the template.

Figure 4: Assigning the device group to a template

9. Save the template and press **Send**.

4 SENDING A NOTIFICATION TO IP VISUAL ALERTERS (8128 AND 8138)

Follow the steps outlines under Sending a Notification to IP Speakers and Paging Adapters to create a profile and group.

> **Note**
>
> *To change the strobe pattern of the visual alerter, change the Priority value in the notification profile under the Fusion Serve tab.*
>
> *Priority 1 maps to Pattern 1 displayed under the* Basic Settings → Strobe *tab in the Algo web interface. As there are only 10 numbers in the Priority list, you can select up to 10 patterns via InformaCast.*

Figure 5: Set priority for Notification Profiles

5 SENDING A NOTIFICATION TO IP DISPLAY SPEAKERS (8410 AND 8420)

Follow the steps outlines under Sending a Notification to IP Speakers and Paging Adapters to create a profile and group.

Sending Images and Text:

1. Ensure the device is running firmware version 5.4 or higher.
2. Under the Fusion Server tab of your notification profile, add the image that needs to be sent from InformaCast.

> **Note**
>
> *Images will be displayed at their native resolution. For best results, always use images in 1920 x 1080 resolution.*

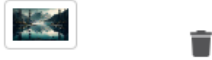3. The image must be uploaded under the Icon section.

Figure 6: Upload image under Icon section

4. To send text, add the following text settings to the profile. These settings can be changed based on user preference.

Figure 7: Apply text settings in InformaCast

5. Save the profile.

6. Go to Message template and add the desired text to the Body field.

Figure 8: Add text details to Message Template in InformaCast

7. Assign the device group to the template. (See the Sending a Notification to IP Speakers and Paging Adapters for instructions to create a group).

8. Save and send the notification.

Note

In addition to sending images or text, slides can be mapped to the Priority value in the notification profile. Turn on "Enable Screen Display Based on InformaCast Priority Field" on your device under Advanced Settings → Admin *tab.*

If the above feature is enabled, any image from the InformaCast broadcast request will be ignored.

6 TROUBLESHOOTING

Troubleshooting Notifications:

1. Ensure the device status on the InformaCast dashboard is green.

2. Ensure the device group is assigned properly to the message template.

3. Send the test notification.

4. If you are unable to send a notification, contact Algo Support for assistance.