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Self-Op

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System Requirements

For PC

Windows 10, Windows 8.1, Windows 8, Windows 7, Windows 2016 Server, Windows 2012 Server, Windows Server 2008 R2

For Mac

OS X 10.10 Yosemite or greater [macOS 11.0 Big Sur compatible]

For Linux

Compatible with Debian, Ubuntu, RedHat (RHEL, CentOS, Fedora, openSUSE Leap) 64 bit OS along with latest LTS

For Raspberry Pi

Compatible with Raspberry Pi 3 and 4 (Raspbian Debian 10 Buster)

For iOS

Requires iOS version 11.0 or later. Compatible with iPhone, iPad, and iPod touch

For Android

Supports Android version 4.1 or later

For Chrome OS

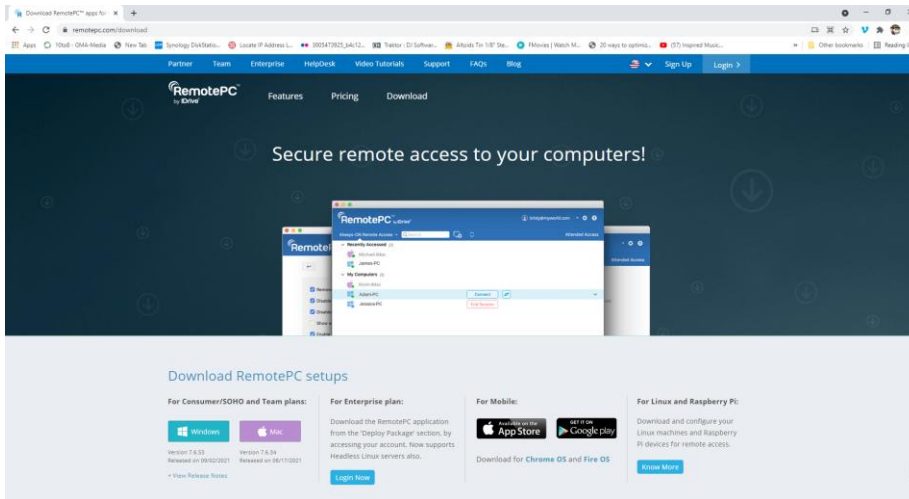
Compatible with all Chromebooks version 4.1 and above (Viewer only)

For Fire OS

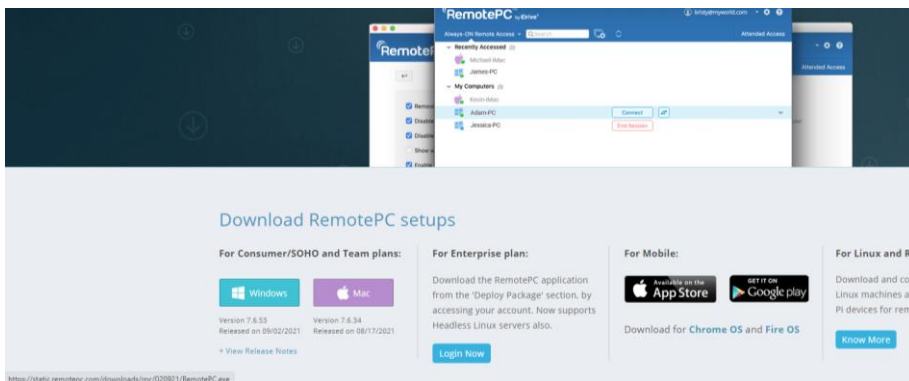
Fire OS supported devices (Fire Phone, Kindle)

Downloading & Installing (on a windows machine – things may differ on Mac IOS, android etc)

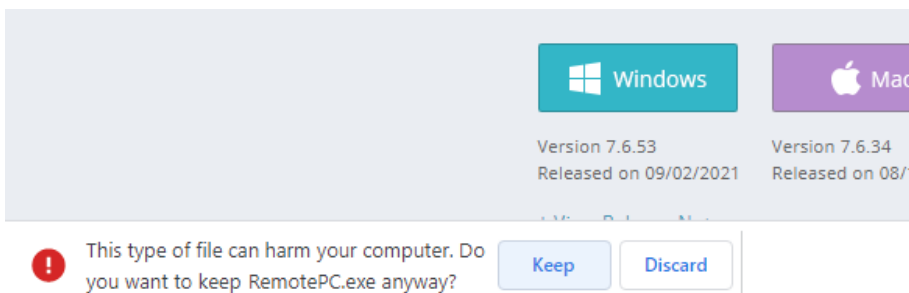
Go to <https://www.remotepc.com/download>



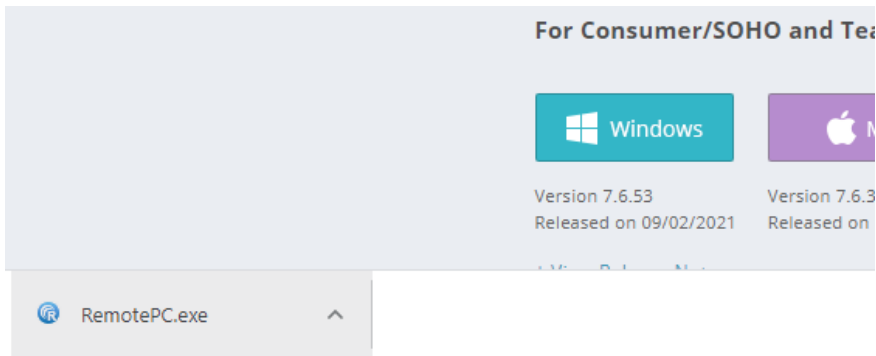
Select your device to download the RemotePC software (Windows, Mac, Android etc).



Select Ok or keep if asked.



Once completed - Click on the downloaded file, to start installation.



Click Yes or Ok to any dialogue boxes that may pop up during installation and you are ready to go.

Logging in

Once you have installed the RemotePC software, it will have installed the below icon. Click on this to open the program, to allow you to connect to the ISDN controls in our studios.



When the program opens up, you will be presented with a login page. Insert the email address and password that will have been sent to you via email.

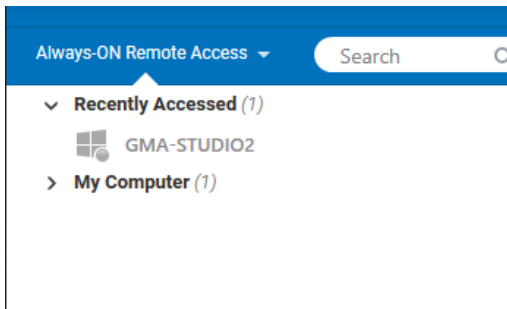
The image is a screenshot of the RemotePC login page. At the top, there is a blue header bar with the RemotePC logo and the text 'RemotePC™ by iDrive®'. Below the header, the text 'Always-ON Remote Access' is displayed. The main content area is white and features the title 'Login to RemotePC'. There are two input fields: 'Email' with the placeholder text 'email' and a dropdown arrow, and 'Password'. Below the password field, there is a checked checkbox for 'Remember Me' and a link for 'Forgot Password?'. At the bottom of the form, there is a link for 'Single Sign-On (SSO)' and a blue 'Login' button. At the very bottom of the page, there is a footer with the text 'New to RemotePC? Signup Now'.

Once logged in you will be prompted (by a green arrow to configure your computer for remote access).

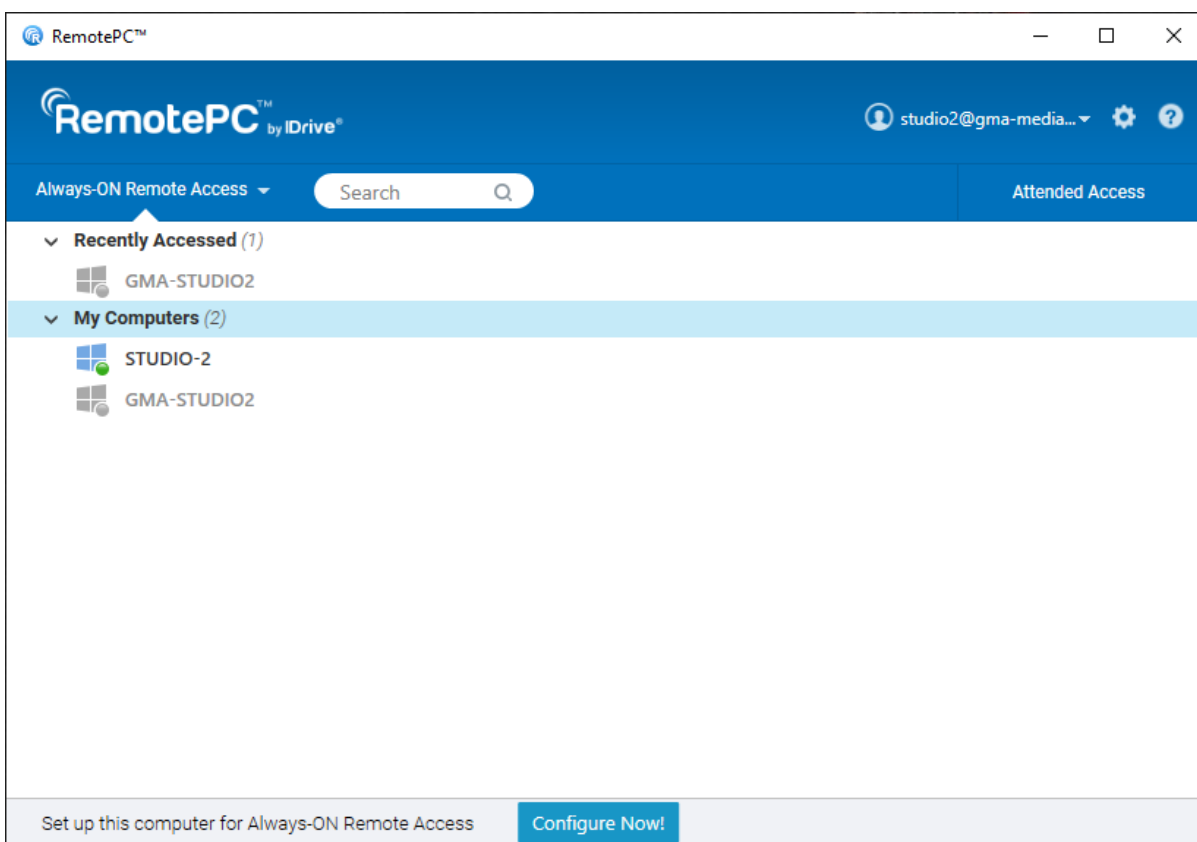
DO NOT click on this button, as you only want to access the studio computer.

The image shows a configuration prompt at the bottom of the screen. It consists of a light gray bar with the text 'Set up this computer for Always-ON Remote Access' on the left and a blue button with the text 'Configure Now!' on the right.

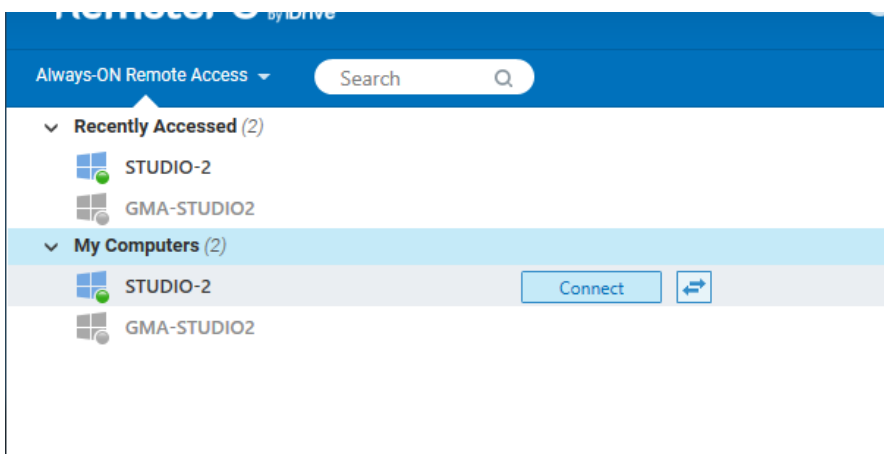
Go to My Computer, and click the down arrow, to display the studio computer.



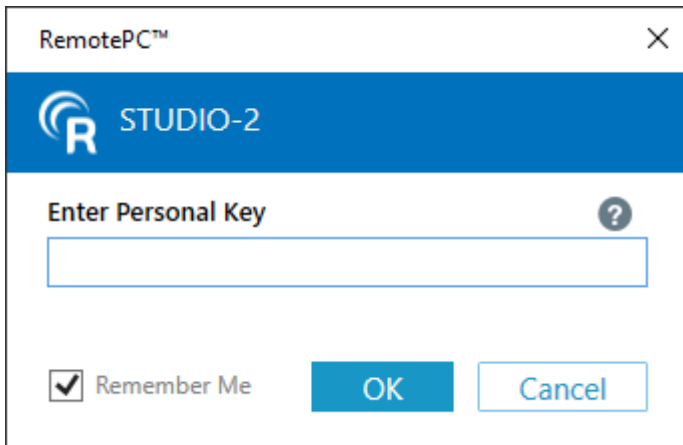
This will show the studio computer with a green icon to show it is online and has been fully tested for you.



Hover over the studio icon and click connect.



You will be asked to insert the studio password that has also been sent to you.



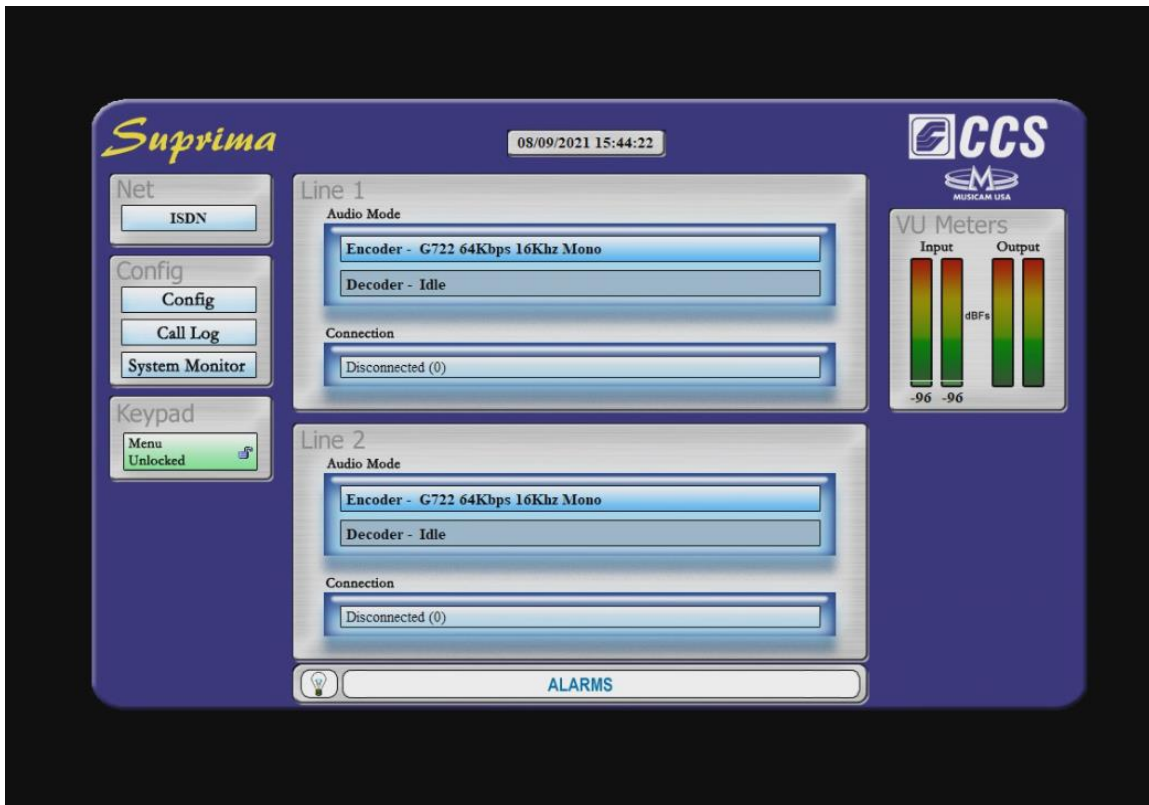
RemotePC™ STUDIO-2

Enter Personal Key ?

Remember Me

OK Cancel

Now you have full control of the studio ISDN unit (and background control of the mixer, recording etc. if requested).



Suprima 08/09/2021 15:44:22 CCS MUSICAM USA

Net
ISDN

Config
Config
Call Log
System Monitor

Keypad
Menu Unlocked

Line 1
Audio Mode
Encoder - G722 64Kbps 16Khz Mono
Decoder - Idle
Connection
Disconnected (0)

VU Meters
Input Output
dBFS
-96 -96

Line 2
Audio Mode
Encoder - G722 64Kbps 16Khz Mono
Decoder - Idle
Connection
Disconnected (0)

ALARMS

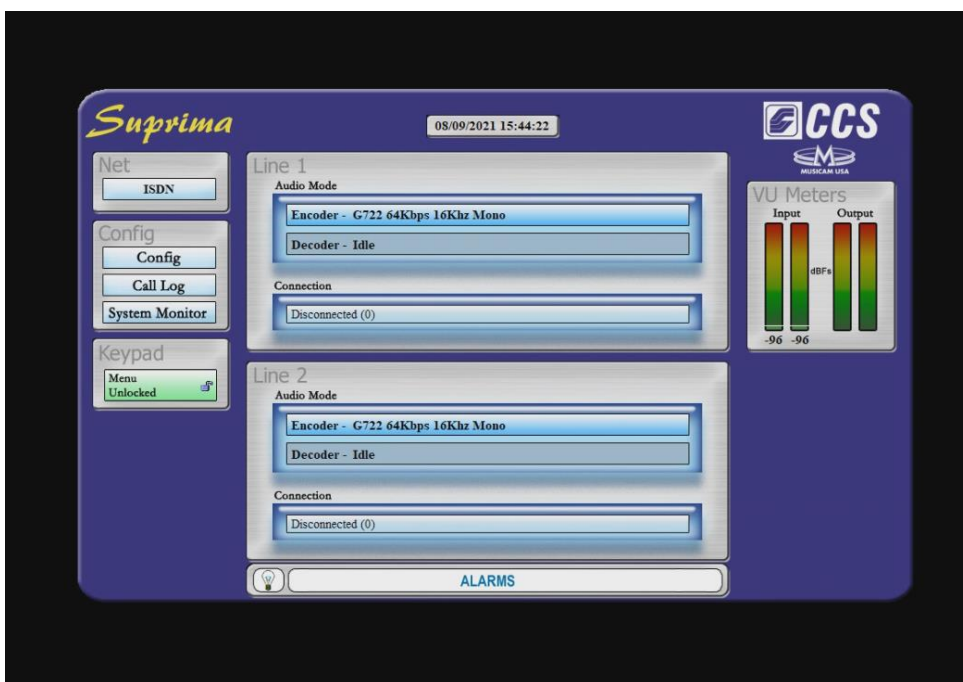
Using the ISDN unit

In Short – click the flashing red ‘connection’ bar to accept call and it will turn green & be connected to your Zoom meeting.

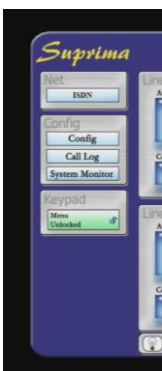
To drop a call, click the same connection bar, and it will turn from green to grey.

Overview – Layout

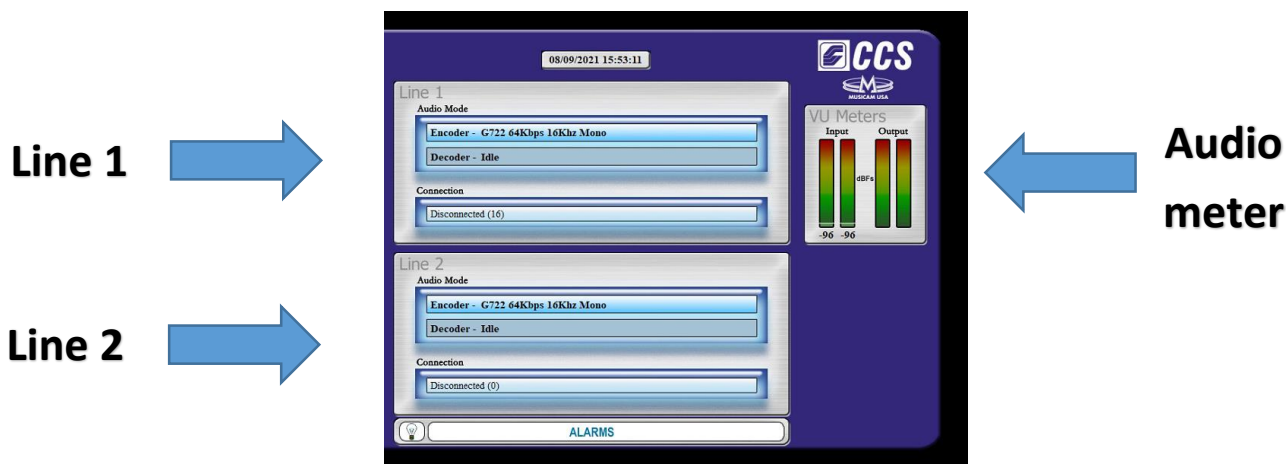
Once logged in, you will be presented with the ISDN control panel and its 2 ISDN/ telephone lines for radio stations to call in on (or you to call out with).



The panel to the left is not used and is locked to make sure you can't change any settings.



The other 3 panels show the controls for ISDN lines 1 and 2, as well as some volume meters to the right, so you can see the sound is going to the unit via Zoom, and in from the radio stations.



Normally, you would only need to control one line at a time. Each line allows you to change the 'Audio Mode' (ISDN or telephone) and a 'Connection' bar that flashes when the unit is receiving a call or changes to green when a call has been accepted.



Using 2 Lines

You can use both lines at once. Using any combination of ISDN and telephone. You could have a radio station coming in on ISDN on line 1 and a case study on a mobile phone coming in on line 2. Both will be able to speak to each other and everyone in the zoom room too!!

- You can also use the second line as an emergency backup, in case the spokespersons internet goes down -

Warning

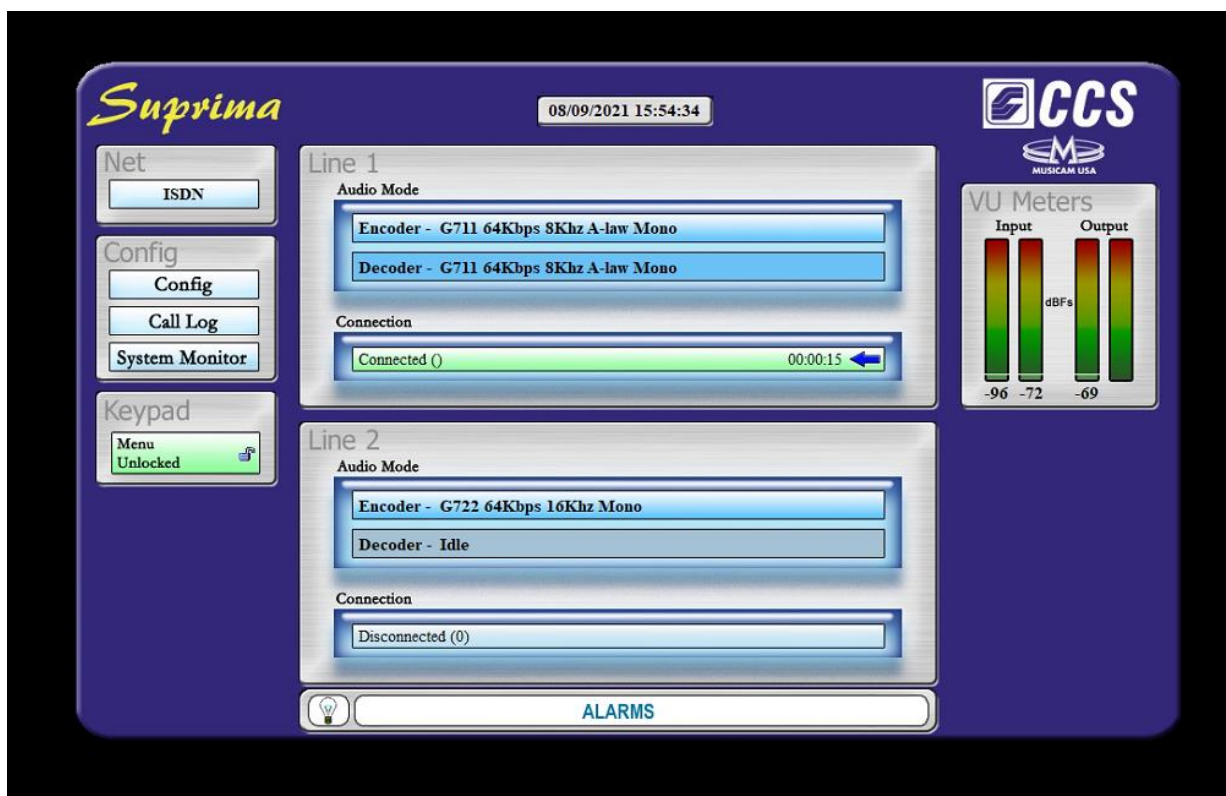
Do not accept an incoming call on line 2, if you are mid live interview with another station – as they will both be able to speak to each other on air!!

Receiving A Call

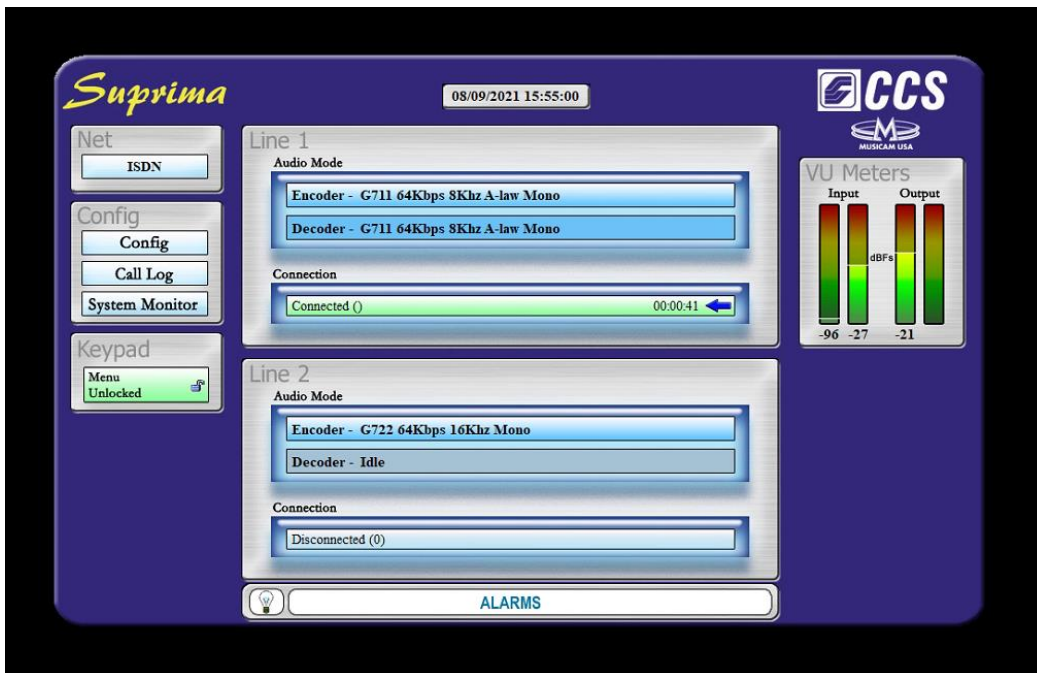
When the ISDN unit receives a call, the connection bar will flash red, informing you it is 'Receiving Call' and also displays a 'Hang Up' button to the right of the bar. Simply click on the flashing red bar (not the 'hang up' button) to accept the call into your Zoom room.



The unit will then auto configure itself to whatever type of ISDN or telephone call is being dialled in with and will change the connection bar colour to green to show you are now fully 'Connected' to the incoming call from the station.

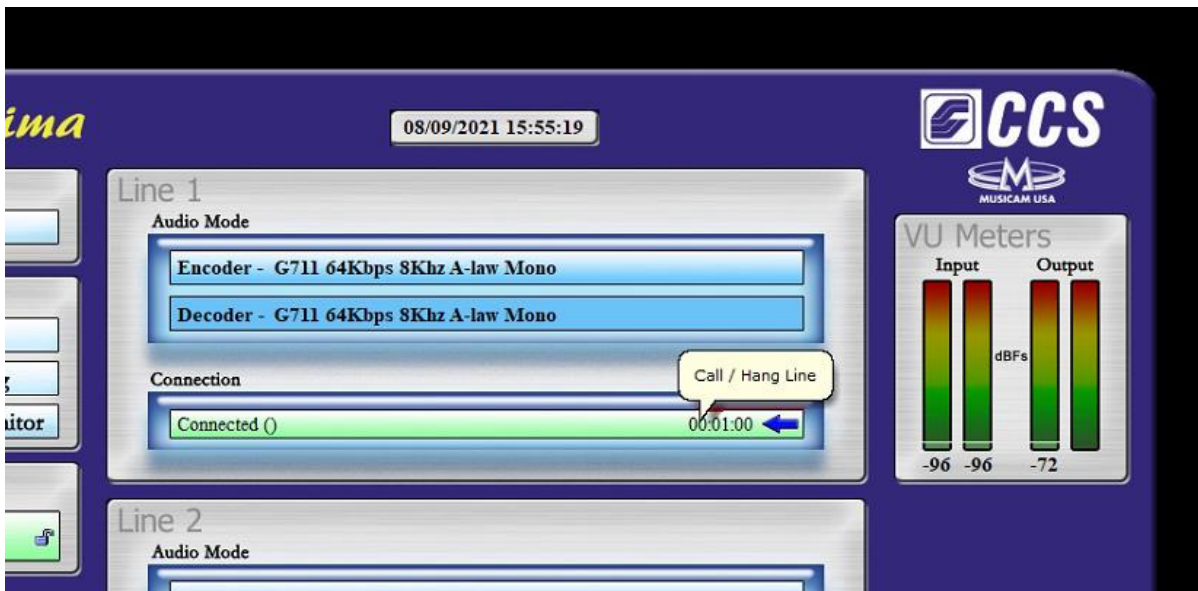


You will now be able to see the Zoom 'Input' levels going into the unit and you will also see the radio stations 'Output' levels when they are talking.



To End a Call

To end a call, simply click on the green connection bar to end the call.

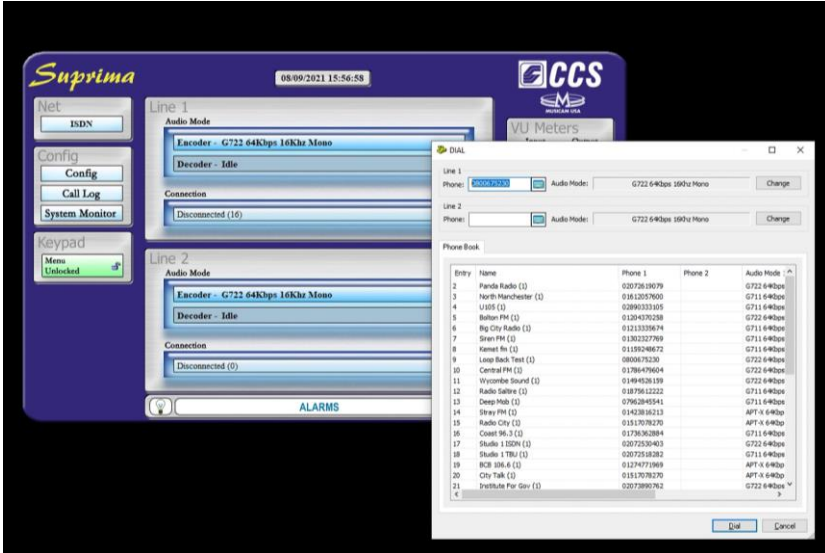


And the connection bar will go grey again, displaying 'disconnected' and default to the ISDN setting, ready for the next call.

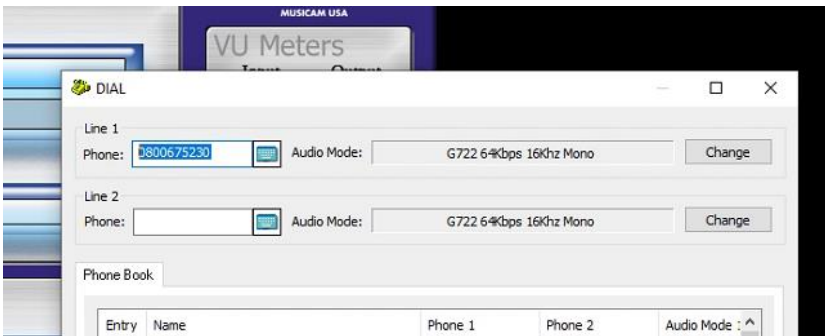


Making a Call

Click on the grey connection bar and a dialogue box will pop up.



Simply type the number you want to call in the phone box for line 1

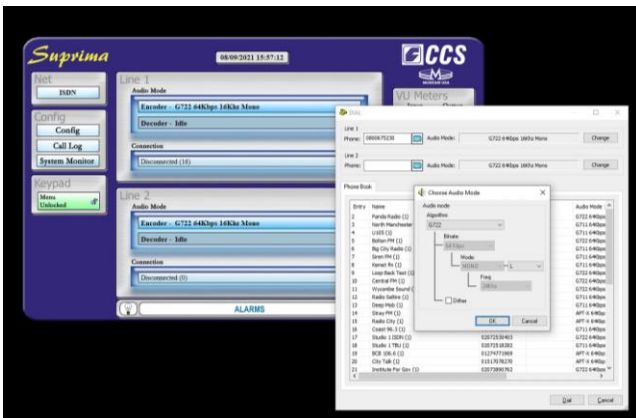


You will now need to select the 'Audio Mode' (ISDN or telephone). Please select;

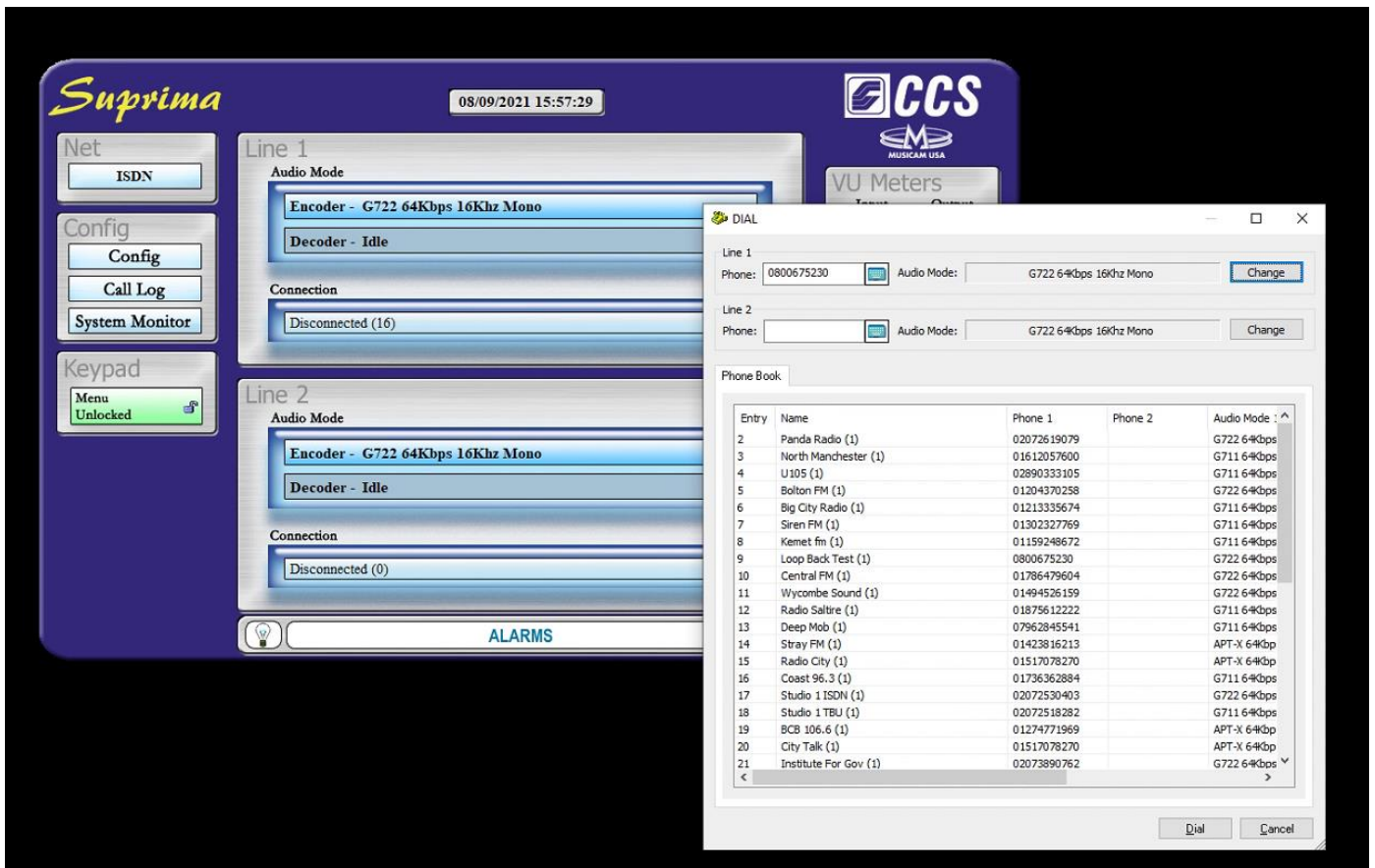
G711 – for telephone calls

G722 – for most types of ISDN calls

Then click OK.

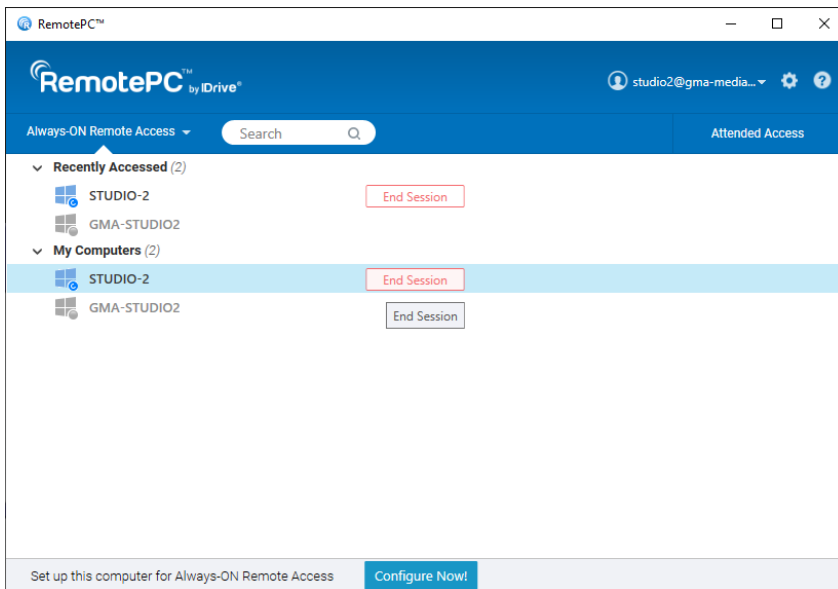


Once you are happy you have inserted the correct number to dial and the correct audio mode (ISDN or telephone/TBU), then simply press dial at the bottom of the dialogue box to make a call.

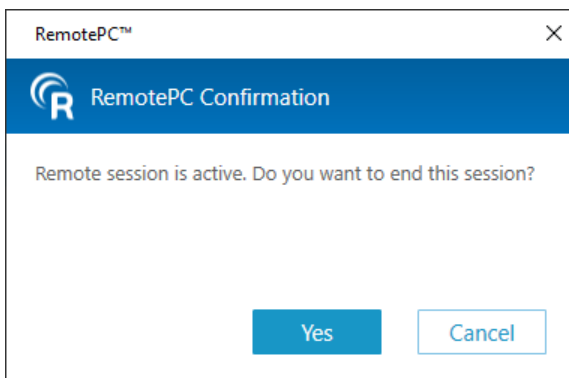


To End a session

Go to the RemotePC program that is open, and click 'End Session' to disconnect from the studio computer.



It will ask you if you are sure you want to end your session. Click yes.



Close RemotePC and you are now fully logged out.

<https://www.remotepc.com/download>

