

# EPIC System

(Education Paging and Intercom Communications)

## Admin Manual

Learn more about  
EPIC System, ask a question,  
or share your success!



Audio Enhancement





# EPIC System: Intercom, Paging, Bells, and SAFE-XD Administration Manual

## Overview

This manual details the software administration and troubleshooting of EPIC System, Intercom, Paging, Bells and SAFE-XD system. The focus of this document is the web-based administration of the server and includes adding or editing bells, zones for paging or bells, and more.

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## Login

The server is web-based and can be logged in to via any web browser (Google Chrome is preferred). Contact your school IT representative to get the log in IP address or server weblink for when a DNS (Domain Name System) entry is added.

Note: If there is a security warning, simply click “advanced>proceed to site.” If an SSL certificate is added, this will no longer show up. Below is the login prompt users will see when accessing the

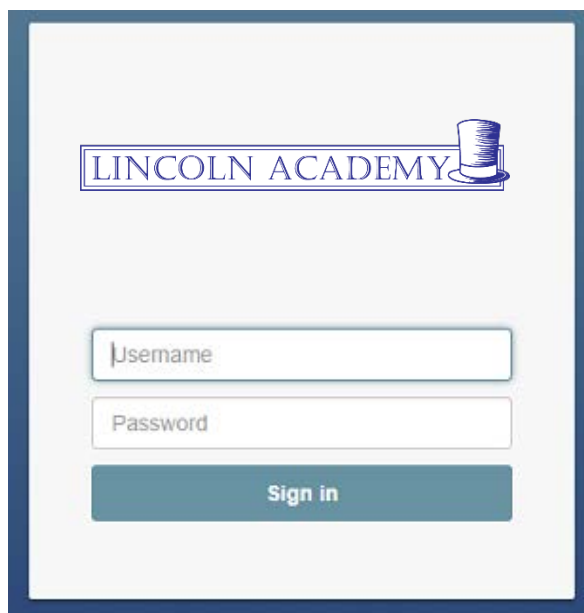
A screenshot of a web-based login form for Lincoln Academy. The form is enclosed in a blue border. At the top, it features the Lincoln Academy logo, which includes the text "LINCOLN ACADEMY" and a small graphic of a top hat. Below the logo are two input fields: "Username" and "Password". At the bottom of the form is a blue button labeled "Sign in".

Fig. 1

system.

Log in using provided credentials. This may be a standalone user, the default EPIC Console in the front office is school:school123. The default admin account is schooladmin:password. If LDAP has been enabled, this will be the normal login account used for email, computer, etc. User will be logged in and see the portions of the software to which rights have been granted. The first page is the “Home” screen, which is a visual representation of the school.

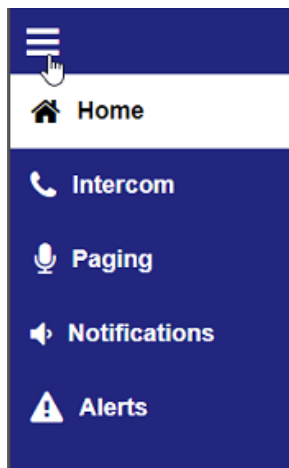


Fig. 2

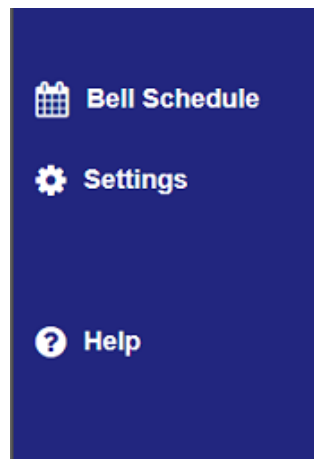


Fig. 3

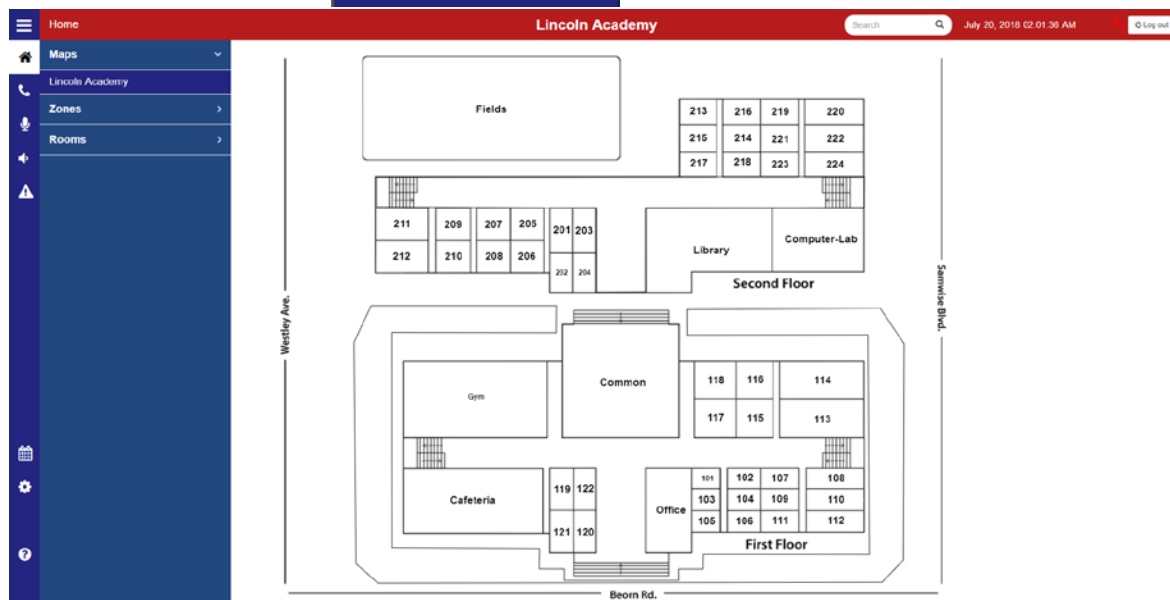




Fig 4.  
Home  
default  
screen

Click the icon in the top left to expand the navigation bar (see Fig. 2) to show what the icons represent. Users will click these icons to perform the appropriate tasks. For administration, click the “Bell Schedule” calendar icon  or the “Settings” gear icon  (see Fig. 3) The Bell Schedule allows the editing of the bells for one or many days, while the settings icon will be used to modify any other necessary “back-end” settings in the system.

## Help Menu

In the bottom left corner there will always be a ? icon. Clicking this will bring up a context-sensitive help menu. This is directed to assist the end-users specifically but there is helpful information on the operation and administration of the system. It is helpful to have a “big picture” understanding of the system before editing individual sections of the software.



## Manage Bell Schedule

Helpful Definitions Used in this Section


**Schedule:** This refers to the entire Calendar Schedule – showing the dates for the year and which day types are applied to days throughout the year. This is the “Home Page” for bells.

**Day Type:** A day type is a specific set of bells that make up a type of day. For example, the Tuesday/Thursday day type has bells set to match the Tuesday/Thursday days at the school. There may be bells set to different zones within each day type (period bells that go to all, but cleanup bells 10 minutes before the period bells to shop classes/choir/band rooms). The day type is represented by the “color” that a specific day will have applied to it.

**Bell Event:** A Bell is setup within a specific day type to ring at a specified time to a specified zone or zones. Individual zones can have bell events- each with a specific tone or file played at each bell. One or multiple bells will make up a day type.

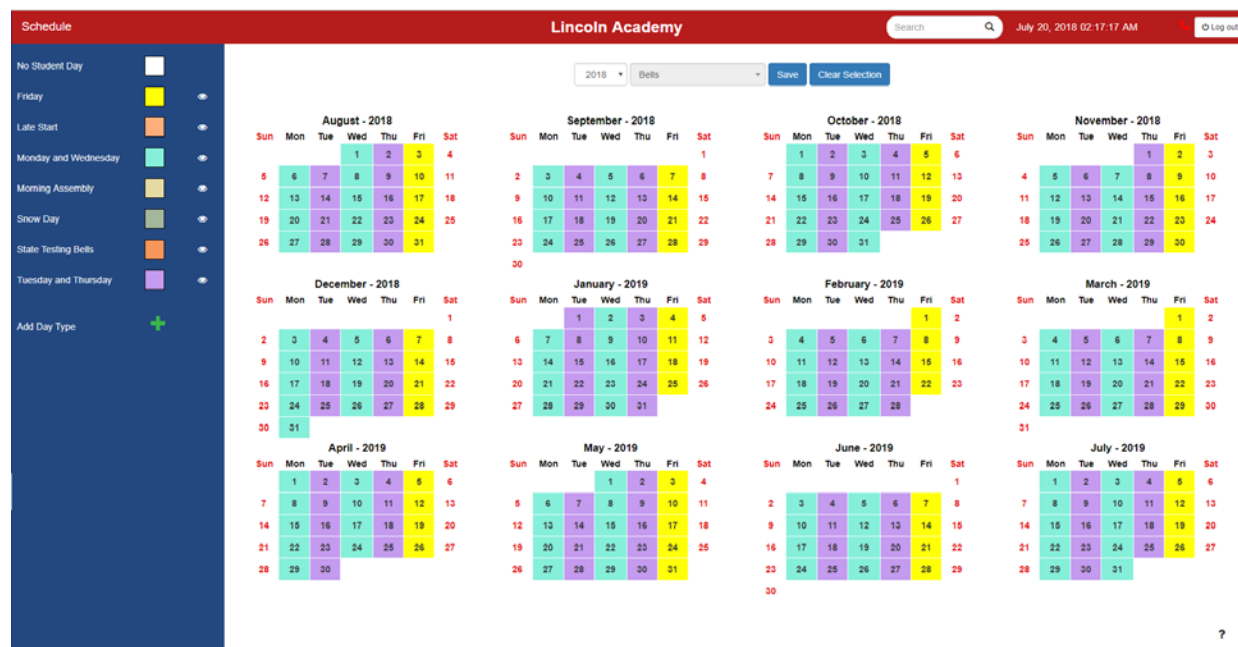
**Zone:** Group of rooms or areas to which a bell can be played or a Paging announcement can be directed. Each bell can play to one or multiple zones.

## Navigate to Bell Schedule

Click the "Bell Schedule" calendar icon  on the left navigation bar (if collapsed, only the icon will be visible; click the icon).

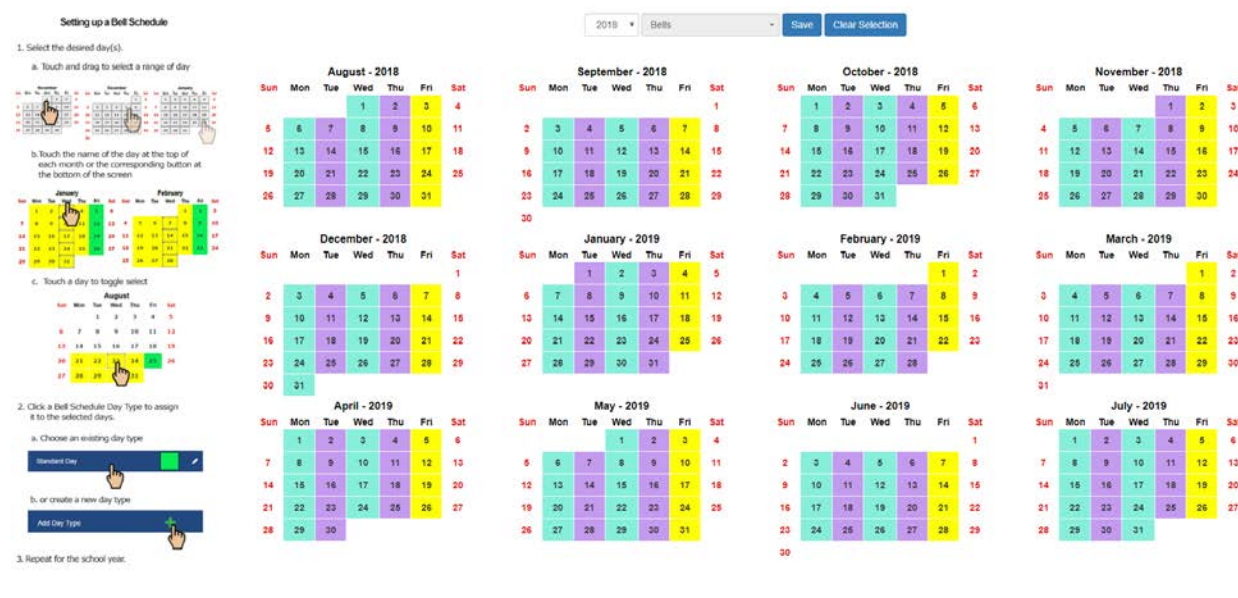
The Bell Schedule for the year will come up with this screen:

Fig. 5



By clicking the ? in the bottom right corner, we can see some visual instructions for the bell schedule.

Clicking the main help menu in the bottom left will provide further textual instructions.





This shows some instructions for how to change bell schedules or apply a specific schedule type to a certain day, as well as the currently applied schedule for every day. The following section will go over details on how to change a bell for a specific day (see Fig. 6). Click the “x” to close these instructions.

X

### Setting up a Bell Schedule

1. Select the desired day(s).

a. Touch and drag to select a range of day



b. Touch the name of the day at the top of each month or the corresponding button at the bottom of the screen



c. Touch a day to toggle select



Fig. 6

2. Click a Bell Schedule Day Type to assign it to the selected days.

a. Choose an existing day type



b. or create a new day type



3. Repeat for the school year.



## Change Bell Schedule for a Specific Day

From the Bell Schedule calendar page, simply click on one or multiple days that you want to change the schedule type. This could be to set a testing schedule, assembly schedule, holidays, etc. Any selected day will have a blue border around it. The “Day Type” bar will pop open when any day(s) are selected.

Notice that by default, all weekends have “No student day” applied and any week day would need to be manually set.

### Select Single Day (Example: Snow Day)



Fig. 7

Simply touch/click the desired day to change the schedule for the existing day schedule

### Select Multiple Days (random days of the year – Example: pre-determined assembly days)

Touch/click every day that needs to be changed (do not hold/drag)

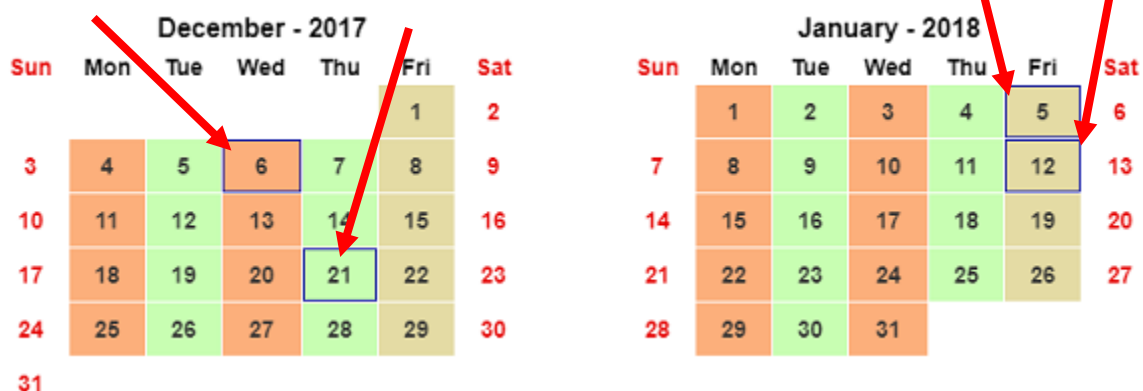
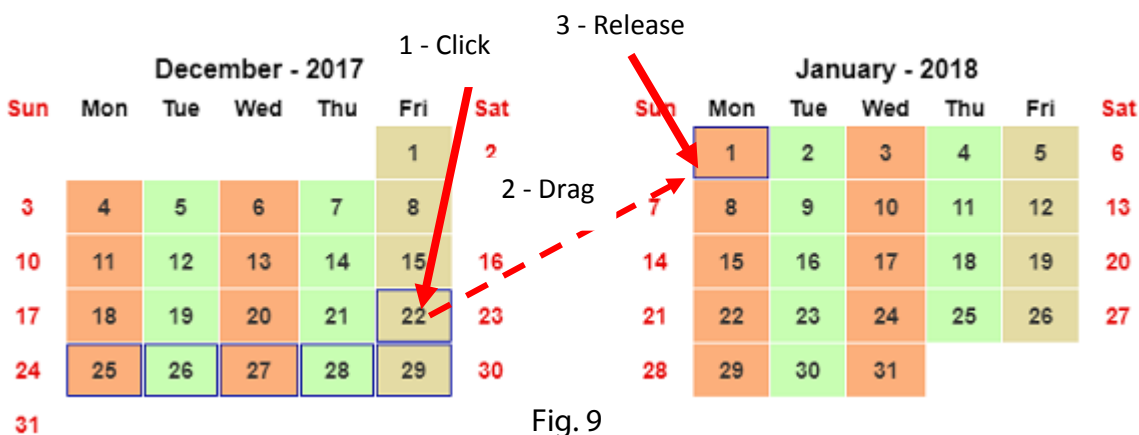


Fig. 8

## Select Range of Days (Example: Dec 22<sup>nd</sup> -Jan 1<sup>st</sup> "Holiday Break")

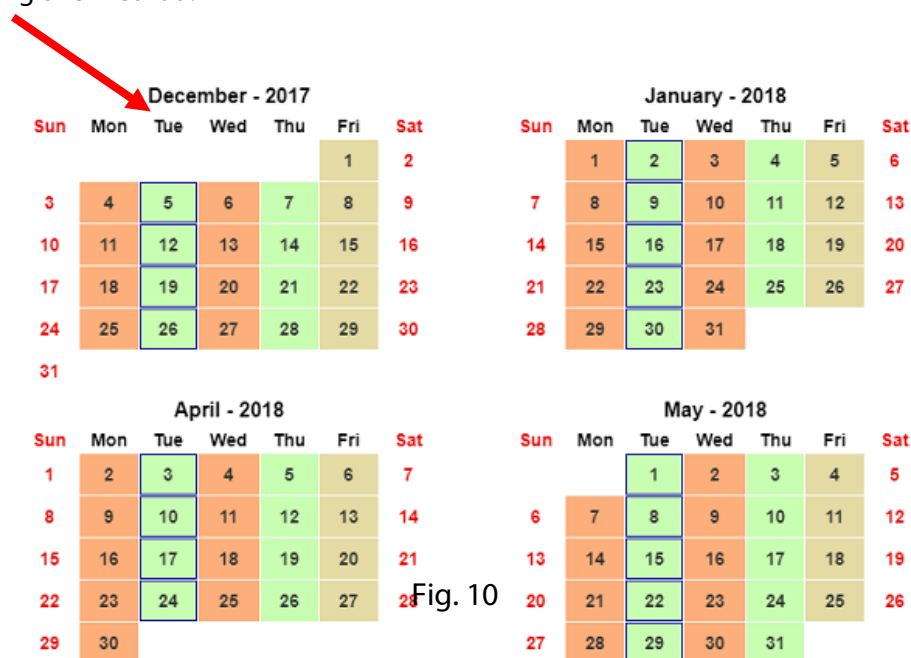
Touch/Click and drag from the first day in the range to the last (even across multiple months) day.



## Select All Tuesdays (Example: Tuesday Schedule changes to be different than Thursday, needs own schedule type)

Click the Weekday "Label" below any month and it will highlight all of those days that already have a schedule applied.

**Note:** If currently set as a "non-student day" (white/no schedule assigned) then it will not be highlighted using this method.



## Apply Different Day Type to Selection

Once the days that need to be changed have been selected using the instructions above, a different day type can now be applied to that selection. Once the selection has been made, the day type panel will have appeared on the left side of the screen (see Fig. 11).

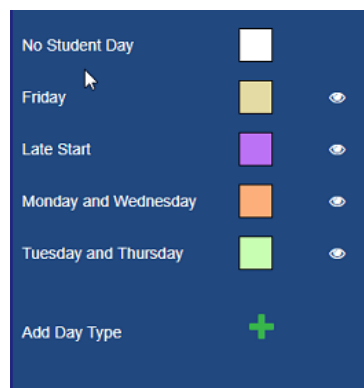


Fig. 11

The day type can now be selected by clicking on the desired day type that is to be applied to the selected days and a color change will be reflected on the calendar indicating the new day type. The bell schedule for those days has now been changed. Alternatively, click "No Student Day" to have no bell schedule applied to the selected day(s). Click "Save" once done to finalize changes to the schedule.

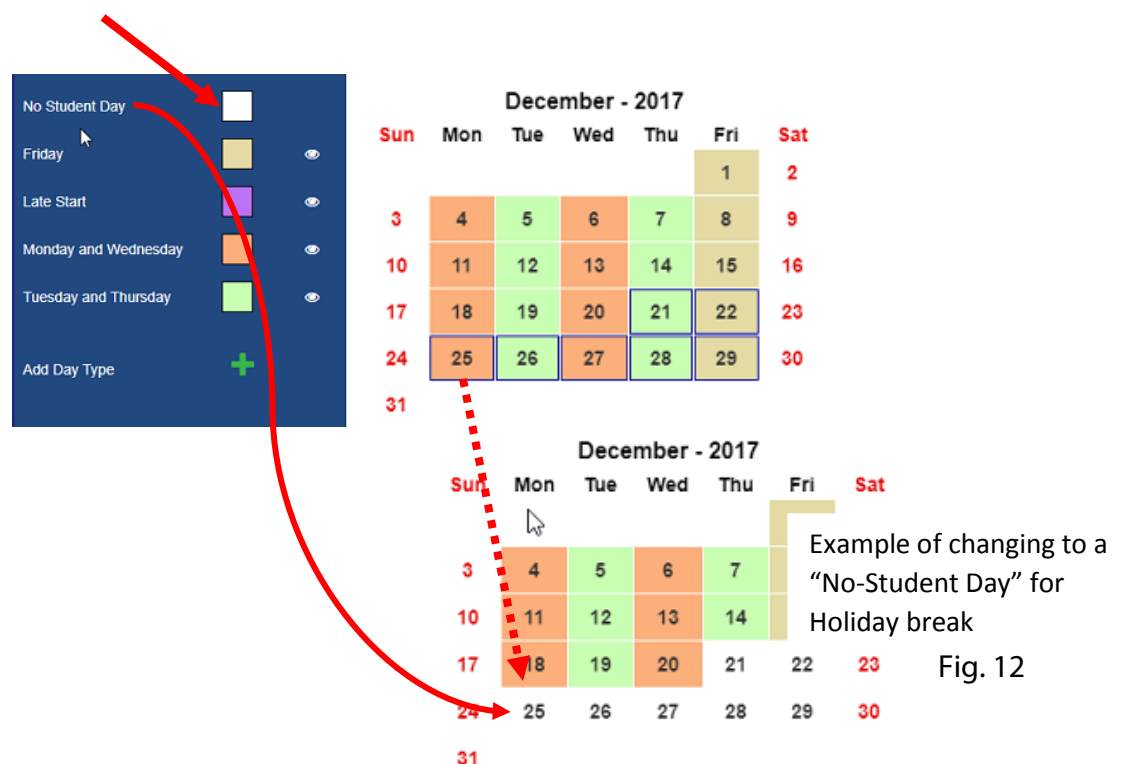


Fig. 12

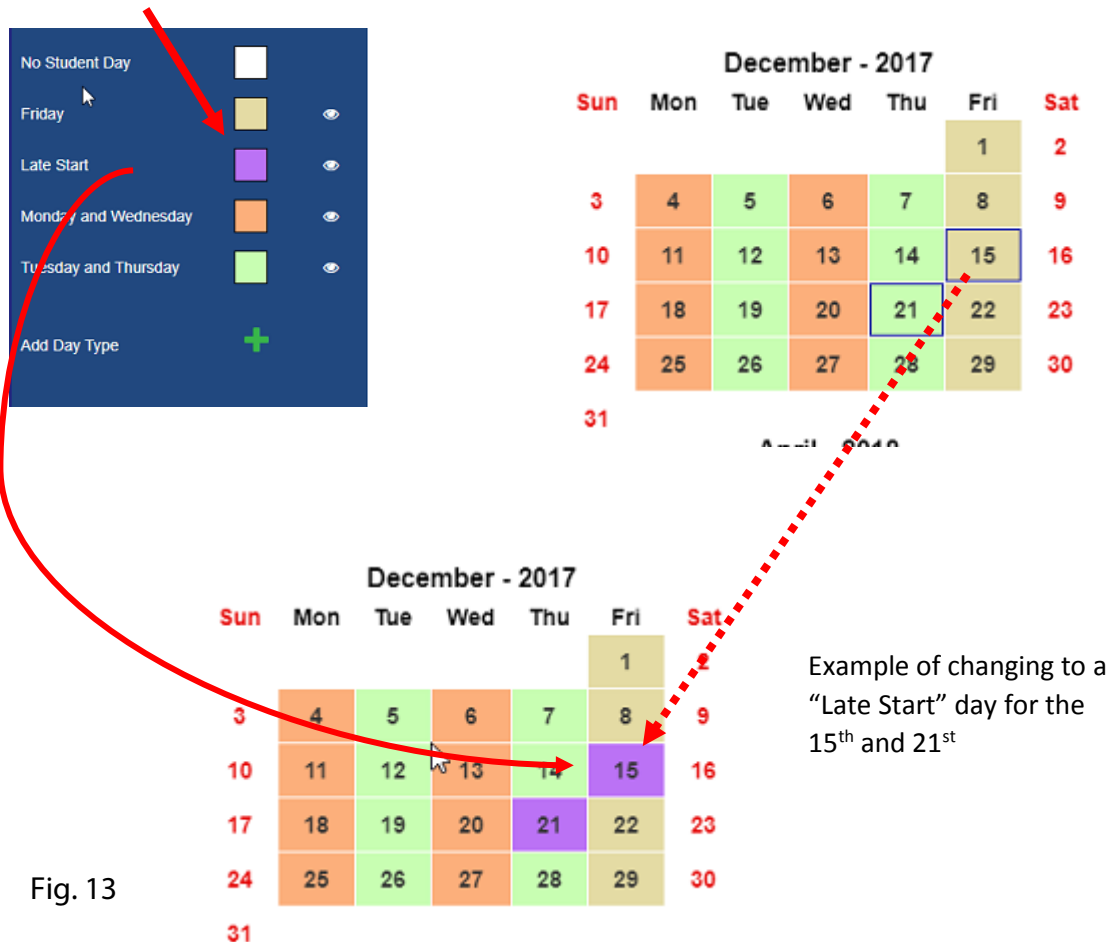


Fig. 13

### Manage Bell Schedule "Day Types" (Example: Tuesday/Thursday Schedule)

Now that applying day types to the schedule is known, next will be to learn how to view the bells that make up one of these day types and manage the bells in those types. Note that if a day type is already applied to one or more days on the schedule, it will not be necessary to reapply the day types after editing the day type, it will automatically update with any changes made (if a new bell is added to the Tuesday/Thursday day type, there is no need to reapply all the Tuesdays and Thursdays on the schedule).

## View Bells within a Day Type

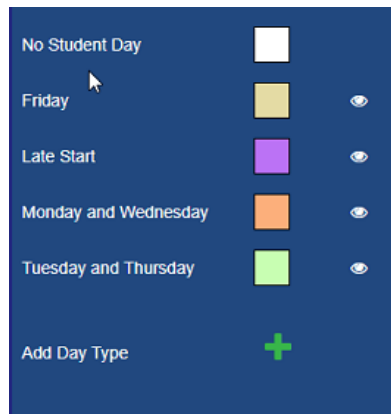


Fig. 14

The Day Type panel sits to the left of the calendar. Click the eye icon  to view or edit that day type.

This will highlight that day and bring up all the bells for that day (see Fig. 15). Scroll through this window to see the bell time, name, the selected audio for that bell, and the zone(s).

No Student Day

Friday

Late Start

Monday and Wednesday

Tuesday and Thursday

Add Day Type

Tuesday and Thursday

Tuesday and Thursday

Apply

Copy

Delete

filter: Select Zones

Name	Time	Audio	Event	Zones	Action
Warning Bell	08:05:00 AM	FJHSBell	scheduleBell	Inside,Outside	
P1 Start	08:10:00 AM	FJHSBell	scheduleBell	Inside,Outside	
P1 Cleanup Bell 1	08:44:00 AM	FJHSBell	scheduleBell	Vocational	
P1 Shower Bell	08:47:00 AM	FJHSBell	scheduleBell	Gym	
P1 Cleanup Bell 2	08:49:00 AM	FJHSBell	scheduleBell	Vocational	
P1 End	08:54:00 AM	FJHSBell	scheduleBell	Inside,Outside	
P2 Start	08:59:00 AM	FJHSBell	scheduleBell	Inside,Outside	

Fig. 15

Specific zones can be searched for and filtered to see the bells for just the selected zone(s). (see Fig. 16) Below showing all the bells to only the gym zone.

**Bell Schedule**

Name	Time	Audio	Event	filter: Gym
P1 Shower Bell	08:47:00 AM	FJHSBell	schedule	<input type="checkbox"/> Cafeteria
P2 Shower Bell	09:38:00 AM	FJHSBell	schedule	<input type="checkbox"/> Classrooms
P3 Shower Bell	11:02:00 AM	FJHSBell	schedule	<input checked="" type="checkbox"/> Gym
P4 Shower Bell	11:51:00 AM	FJHSBell	schedule	<input type="checkbox"/> Hallways
P5 Shower Bell	12:40:00 PM	FJHSBell	scheduleBell	Gym
P6 Shower Bell	01:59:00 PM	FJHSBell	scheduleBell	Gym
P7 Shower Bell	02:48:00 PM	FJHSBell	scheduleBell	Gym

[Add](#)

Fig. 16

## Edit Day Type Name/Color

Once the edit day type window has been brought up, the name or the color can be edited by typing in the new name or clicking the color which will bring up a selection of available colors to pick from. Click "apply" once any changes are made to save the changes.



Fig. 17

## Add Bell

To add a bell, click “Add” at the bottom of the list of bells.



Fig. 18

When “Add” is clicked, the “Edit Bell” (see Fig. 19) window will pop up. Select the appropriate zone(s) for the bell to play to, name the bell if desired (this can be helpful to identify your schedule, e.g. “tardy bell” or “1st period end”), enter the time and select the audio file for the bell (the bell file can be previewed by clicking the play icon next to the audio file name while selecting the file), and then click “Save.”

**Note:** When multiple bells are added, each consecutive bell will start with the information from the last bell that was saved, only the time of the bell should need to be edited.

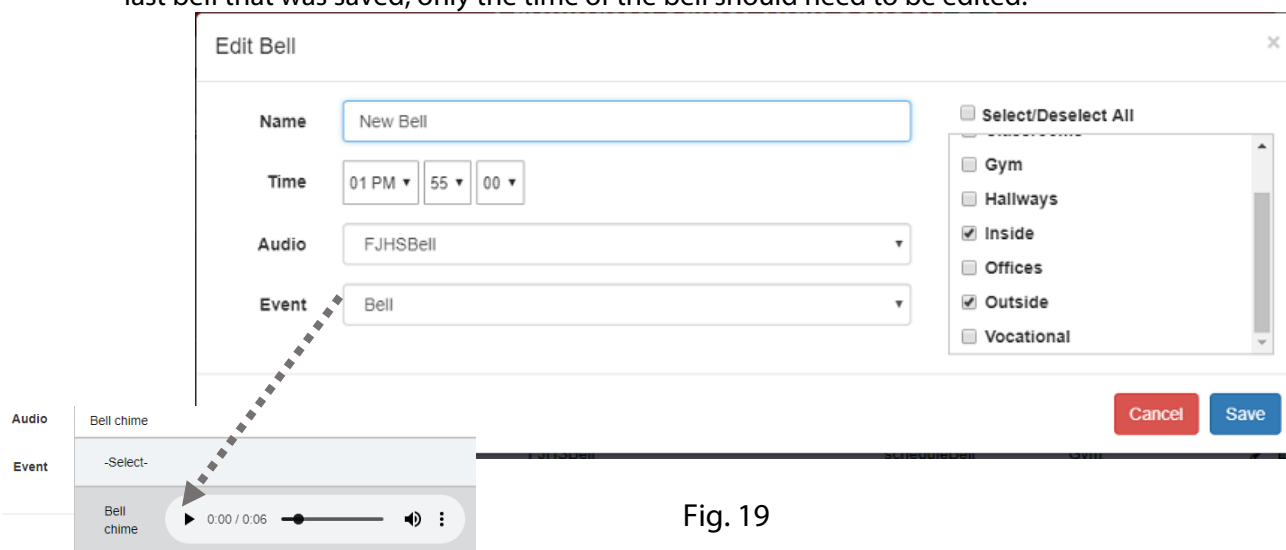


Fig. 19

If an attempt is made to add a bell at the exact same time as an already scheduled bell on the SAME day type, this warning will appear (see Fig. 20). In this event, either edit the time of the bell being added to make it different than the existing bell or create a bell in a different zone than the existing bell.

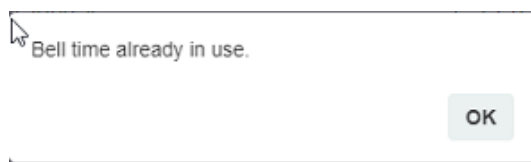


Fig. 20



## Edit Bell




To edit an existing bell, click the pencil icon  next to the bell. The "Edit Bell" window (see Fig. 21) will pop up. Change the time, file, or zone that needs to be edited and click "Save" to finish the edits. Click the garbage can icon  to delete the bell.

Fig. 21



## Add Day Type

To add a day type, simply click "Add Day Type." Give it a name, pick a color and click "Save." It will show up in the list. Click the eye icon  to edit and add the necessary bells to the new Day Type.

## Manage Devices


The system uses IP devices to receive the intercom, paging and bells communication. Each device receives a signal from the server during a bell event. During a page, all devices receive a SIP (Session Initiation Protocol) page from the server. All classrooms can have a two-way intercom call from the main console or a VoIP phone. An ambient microphone can be installed in each room to communicate back to the caller and a call button to initiate a call to the office. The devices must be online and registered to the server to function properly.

Common areas have one IP device, which feeds a constant voltage amplifier, which in turn feeds all the speakers in that zone. Example: Zones may be set up for Hallways, Offices, Outside, Cafeteria or Gym. These are physical zones, not to be confused with virtual zones which can be made up of one or multiple physical devices.

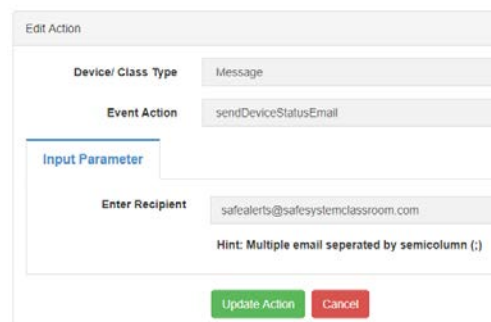
Fig. 22



## View Device Status

If a room or area is not functioning as expected, the first thing to check is whether that device is online. Click the settings icon  to view all devices. There will be a red or green dot (see Fig. 24): red signifies offline, green is online. If there is a red dot, attempt to navigate or ping the IP address. If it is not responding, there is an issue with the device or network and it will need to be inspected and troubleshot. Offline device emails can be sent to an administrator to ensure devices are operational.

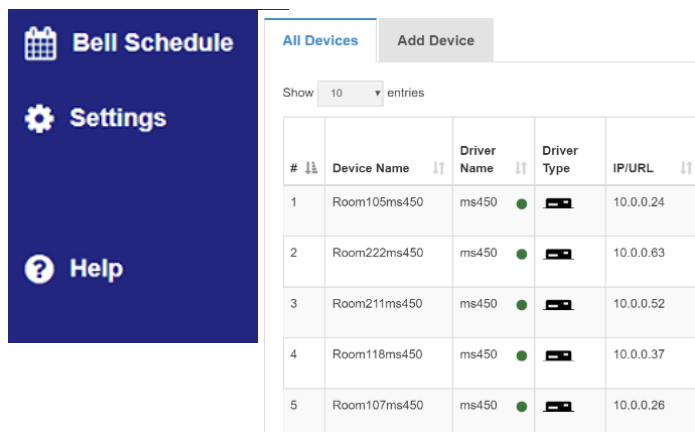
## Add Device






The 'Edit Action' form is used to configure an action. It includes the following fields:

- Device/ Class Type:** Message
- Event Action:** sendDeviceStatusEmail
- Input Parameter:** (This section is currently empty and highlighted with a blue border.)
- Enter Recipient:** safealerts@safesystemclassroom.com
- Hint:** Multiple email separated by semicolon (;)
- Buttons:** Update Action (green), Cancel (red)











To add a device, click the “Add Device” tab.



The screenshot shows the EPIC System Admin interface. On the left is a dark blue sidebar with the following menu items:

-  **Bell Schedule**
-  **Settings**
-  **Help**

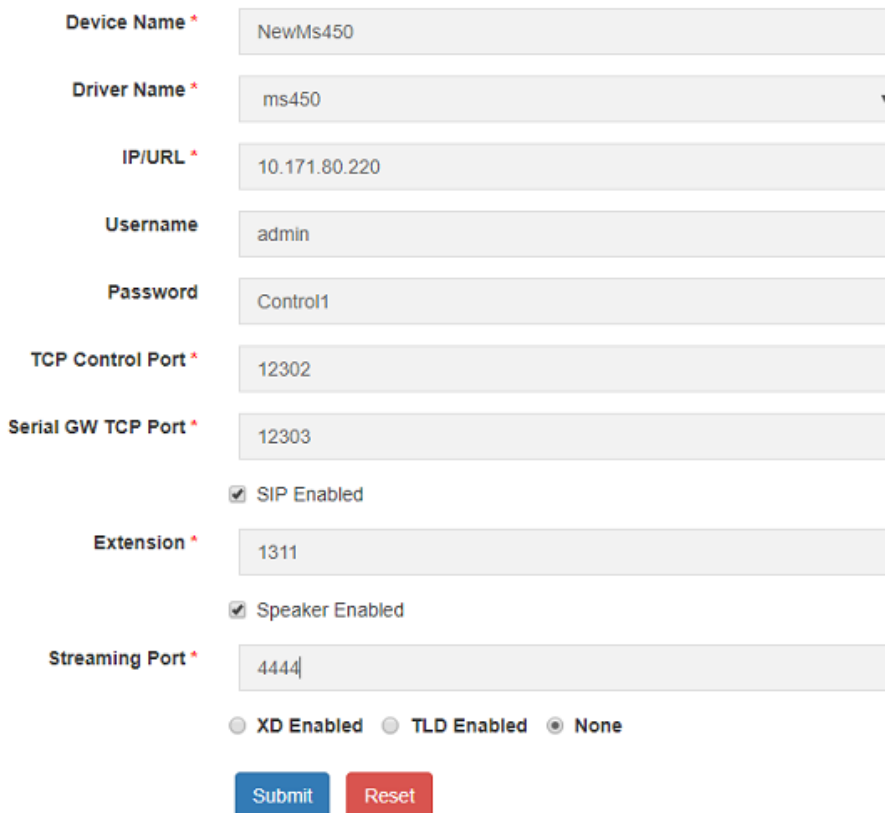
The main content area is titled 'All Devices' and 'Add Device'. It shows a table of devices with the following columns: #, Device Name, Driver Name, Driver Type, and IP/URL. The table contains 5 entries, all of which are online (indicated by a green dot).

#	Device Name	Driver Name	Driver Type	IP/URL
1	Room105ms450	ms450	 	10.0.0.24
2	Room222ms450	ms450	 	10.0.0.63
3	Room211ms450	ms450	 	10.0.0.52
4	Room118ms450	ms450	 	10.0.0.37
5	Room107ms450	ms450	 	10.0.0.26

Add in the appropriate settings (see separate device specific guides for in depth information on each device. The name should be RoomNumber+MS450/250 depending on the device. Driver name is "ms250" or "ms450." Enter the IP of the new device and the username/password as below. TCP control port 12302, Serial GW TCP Port 12303. Check "SIP Enabled" and enter the extension (generally should mirror the room number where possible), check "Speaker Enabled" and enter streaming port 4444. Click "Submit." Any added device will need to be added to a room and zone to receive bells/paging.

If SAFE is enabled, the XD or TLD Enabled button should be checked based on the appropriate device for the school. If using XD, the XD receiver ID must be specified as well. Click "Check Receiver ID" to

Add Device



Device Name \* NewMs450

Driver Name \* ms450

IP/URL \* 10.171.80.220

Username admin

Password Control1

TCP Control Port \* 12302

Serial GW TCP Port \* 12303

☒ SIP Enabled

Extension \* 1311

☒ Speaker Enabled

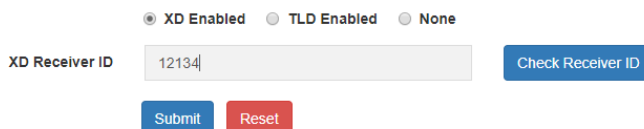
Streaming Port \* 4444

☐ XD Enabled ☐ TLD Enabled ☒ None

Submit Reset

Fig. 25

Fig. 24



☒ XD Enabled ☐ TLD Enabled ☐ None


XD Receiver ID 12134

Check Receiver ID

Submit Reset

pull the ID from the installed room (assuming all installation and networking is completed).

## Edit Device

A device may need to be edited to change a SIP extension, display name or IP address. Click the pencil icon  on the devices table to edit that device.

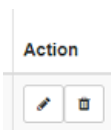


Fig. 27

## Manage Rooms

Rooms are what the users logically interact with on the map – users don't call a device, they call a room! Rooms are defined as objects that contain the devices and are visually represented on the map. Rooms can receive individual calls or be a part of zones. Only zones can receive bells or pages, so a device must be added to a room AND zone to receive bells. Note: This requires a keyboard and mouse during set up.

## Add Room

To add a room, first navigate to Settings then click "Map Setup." (see Fig. 29)

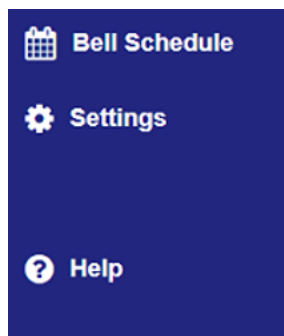


Fig. 28

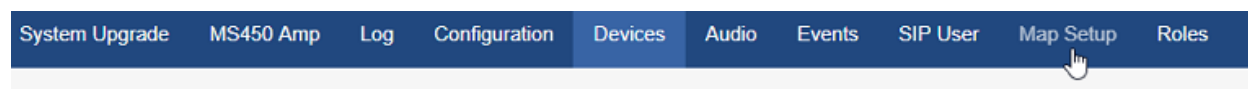


Fig. 29

Click “Maps” and then click on the school map to display the map. Click “Add Room” on the right side of the screen, to add a new room. (see Fig. 30)



The new room will come up along with the room information panel (see Fig. 31) it will be the image on the next page). Resize/shape the room by clicking and dragging the 4 points on the corners and placing them in the appropriate shape.

If you click a line, it will add a new point in the shape to be moved and manipulated. If you need to remove any points, click and hold the new point for 3 seconds and it will be deleted.

Enter the information for the room. The Display Name is what will show up on the map. Enter the name and description and select the zones it should be a part of. Scroll down and click "Apply."

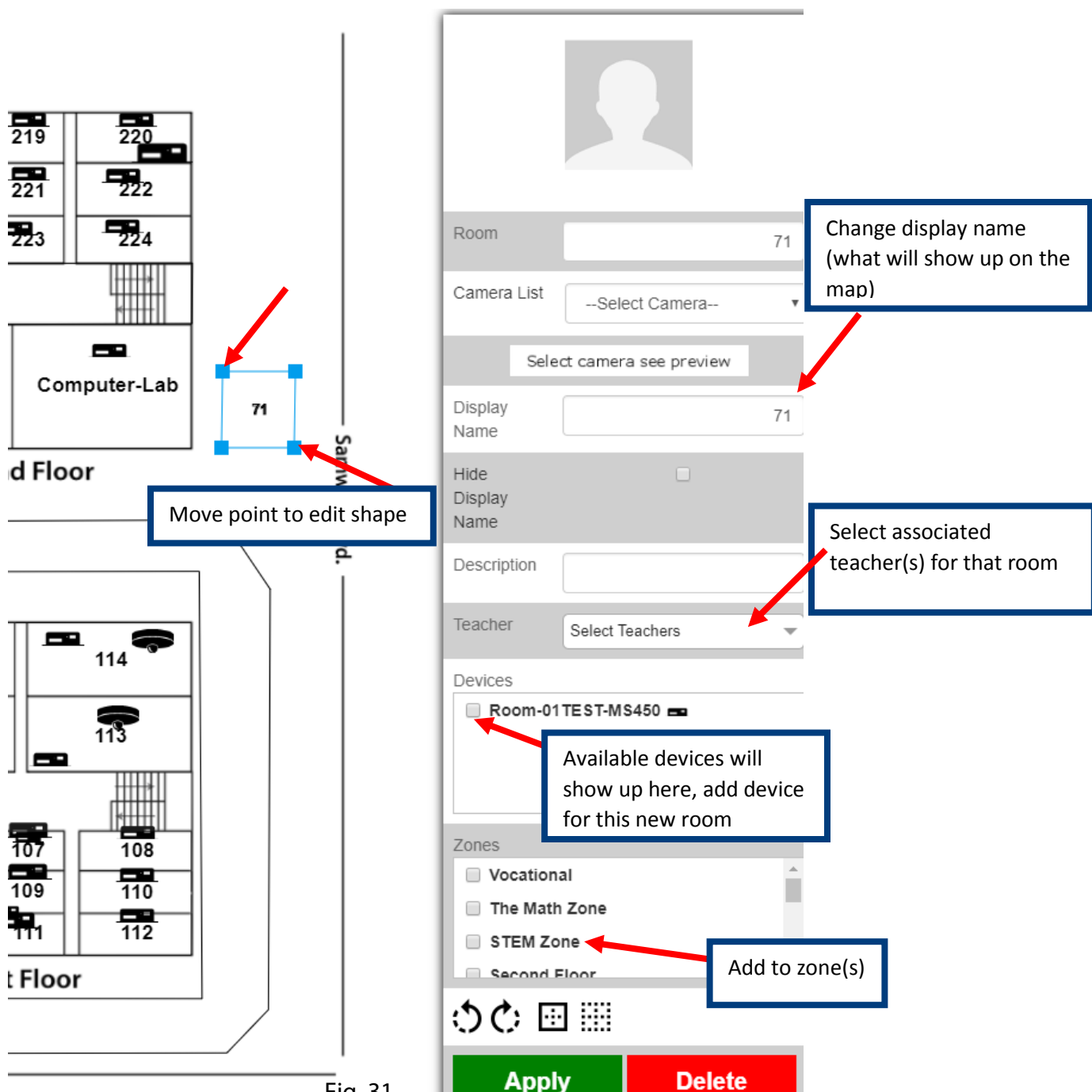


Fig. 31

## Edit Room

To edit a room, change the name of a room, change the zone(s) the room belongs to or change the devices belonging to the room, go to "Map Setup" and click the room. The information panel will come up and any information can be edited. Click "Apply" to save the changes to that room. To edit the shape, you will see the corners when you click the room. Drag the corners to reshape the room.

## Manage Zones

Zones in the system refer to objects that contain one or more rooms. A zone is a group of rooms or areas to which a bell can be played. These are critical objects in the system. They can contain as few or as many devices as is necessary and a device can belong to one or many zones. Examples of zones include:

- Entire School: Containing all rooms and common areas, outside included
- Inside: Containing all devices inside the school (no outside speakers)
- Classrooms: Containing all the classrooms only
- Vocational: Containing the Art and Shops classes
- "Fifth Grade Testing": containing all fifth-grade testing classrooms


There is an immense amount of flexibility with zones.



## Add Zone

To add a zone, go to the map setup and click the map then "Add Zone." The zone information panel will pop up on the right. Name the zone. When paging to a zone, a paging extension is automatically added (this is used to page that zone from a VoIP phone). If the zone extension already exists, it will display an error.

Simply checkmark the rooms that should be a part of that zone or click them on the map. The rooms in that zone will be highlighted in blue to visually verify that the correct rooms are a part of the zone. Click "Apply" to save. An existing zone can also be nested into the new zone.



The diagram shows a floor plan with two floors. The First Floor includes a Cafeteria, Gym, Common, Office, and several classrooms (101-112). The Second Floor includes a Library, Computer-Lab, and several classrooms (201-224). A red arrow points to room 114 on the First Floor, which is highlighted in blue. To the right, a 'Zone' configuration panel is shown. The 'Zone' is named 'STEM Zone' and has a 'Paging Ext.' of 8019. The 'Zones' list includes 'Testing Zone', '1st Grade', 'Classrooms', 'Elementary Specials', 'First Floor', 'Inside', 'Outside', 'Science Rooms', and 'Second Floor'. The 'Room' list shows rooms 101 through 109, with room 114 selected. The 'Apply', 'Copy', and 'Delete' buttons are at the bottom of the panel.

## Edit Zone


To edit a zone, go to map setup and expand "Zones." Select the zone that needs to be edited and the panel will pop up. Edit the zone as necessary and click "Apply."



The screenshot displays the EPIC System Admin interface. On the left, a sidebar menu is visible with the following sections: **Maps**, **Lincoln Academy**, **Zones**, and **Rooms**. The **Zones** section is expanded, showing a list of zones: Testing Zone, 1st Grade, Classrooms, Elementary Specials, First Floor, Inside, Outside, Science Rooms, Second Floor, STEM Zone, The Math Zone, and Vocational. A red arrow points to the **Vocational** zone. The main area shows a floor plan map of Lincoln Academy, divided into a **First Floor** and a **Second Floor**. The map includes various rooms such as Fields, Gym, Common, Cafeteria, Office, Library, and Computer Lab, each with a room number. On the right, a **Zone** panel is open, showing the selected **Vocational** zone. The panel includes a **Paging Ext.** field set to 6030, a list of zones with checkboxes, and a list of rooms with checkboxes. The **Rooms** list includes rooms 101 through 109. At the bottom of the panel are three buttons: **Apply** (green), **Copy** (blue), and **Delete** (red).

## Manage Audio Files

### Preview Audio

Go to Settings , then click “Audio” to view the list of all audio files uploaded to the system. Click the play button next to each file to preview that audio file. (see Fig. 34) This will play the file through the speakers of the computer you’re using, not the devices.














Show	10	▼ entries	Search:	
Name	Type	Action		
Alarm sound	bell	 	 0:00 / 0:43	
All clear	bell	 	 0:00 / 0:06	
Bell ding	bell	 	 0:00 / 0:07	

Fig. 34

Files can be edited to change the name by clicking the pencil  next to the file as well.

### Upload New Files

To upload a new file, simply click “Add.” The “Add Audio” window will pop up (see Fig. 35). Give the bell a name, select the desired file to play and choose “Bell” as the audio type. ANY wav or mp3 file can be selected here and the system will automatically put it in the correct format for playback to the devices.

Now that you have added the file, it will be selectable in any of the “add bell” screens as a selectable bell.

Add Audio

Name

New Bell

File

Choose File cello.mp3

Audio Type

Bell

Add

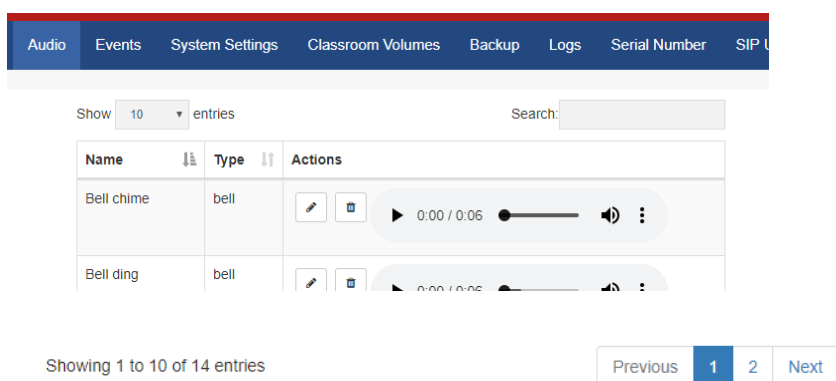
Fig. 35

## Record Audio Files

One of the powerful features of the EPIC System is that users can use their own audio files for an emergency notification (explained next section) to give personalized instructions to the school in case of an emergency. In addition to file upload, EPIC System can now record files directly from the Audio Page! Follow these instructions on how to record an Audio file.

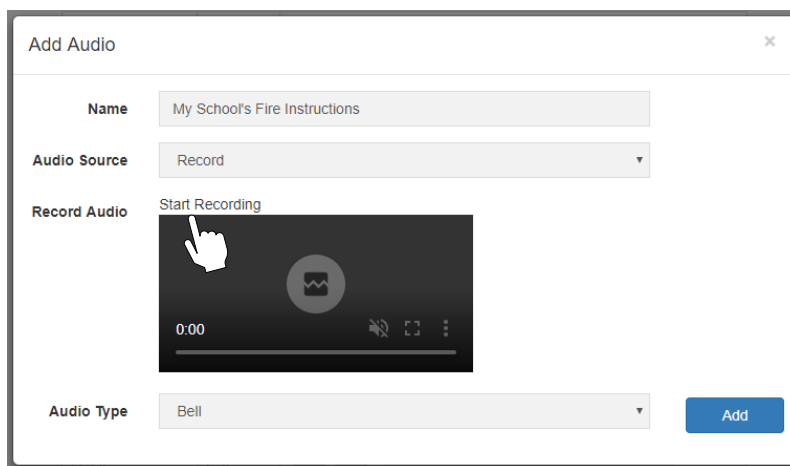
## Record Audio

Navigate to Settings > Audio and click “Add”.



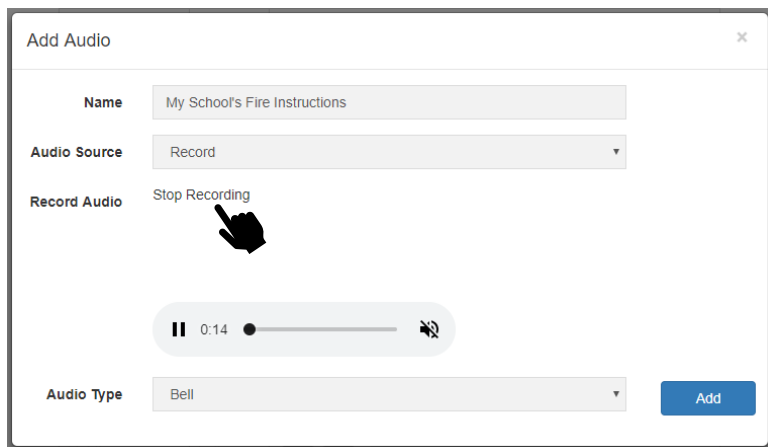
## Start Recording

The add audio popup will appear. Give the recording a friendly name you will recognize (My School’s Fire Instructions). Change Audio Source to “Record”. When ready (ensure you have a good microphone plugged in – recording from the EPIC Console is recommended), click “Start Recording”.



## Stop Recording

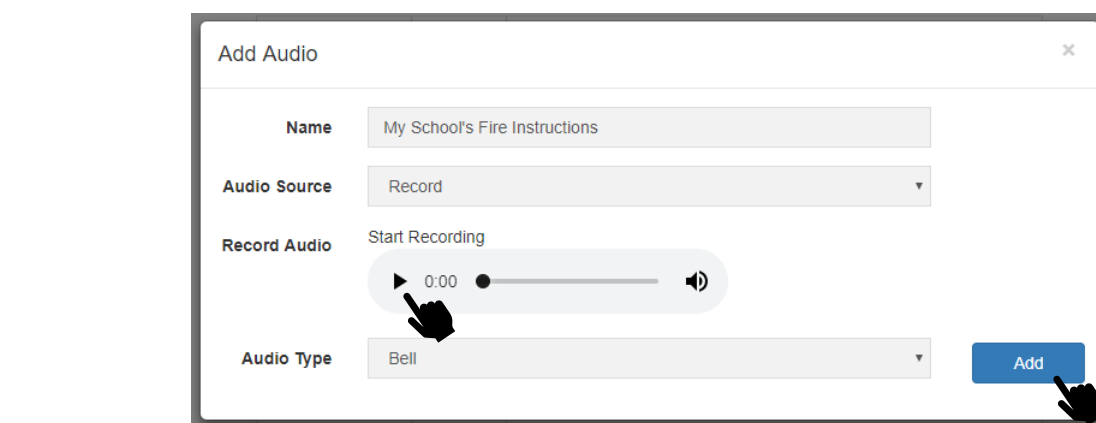
When finished, press “Stop Recording”



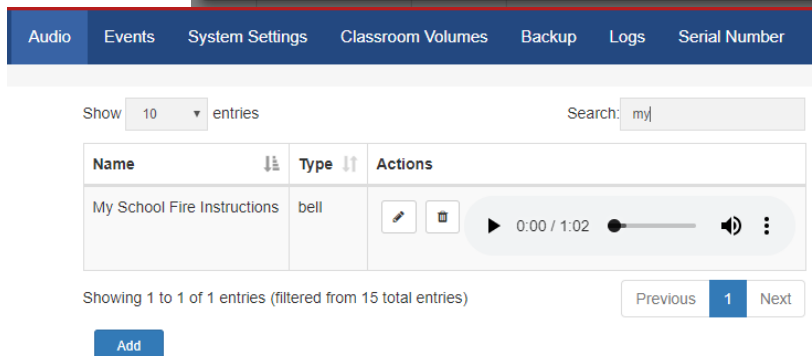
The screenshot shows the 'Add Audio' dialog box. The 'Name' field contains 'My School's Fire Instructions'. The 'Audio Source' dropdown is set to 'Record'. The 'Record Audio' section shows a play button and a progress bar at 0:14. A hand cursor is clicking the 'Stop Recording' button. The 'Audio Type' dropdown is set to 'Bell'. An 'Add' button is visible at the bottom right.

## Preview and Save

The recording can be previewed by clicking the “Play” icon and listening to the recording. Simply press start recording again to re-do the recording. When satisfied, click “add” and the file will now be available in EPIC.



The screenshot shows the 'Add Audio' dialog box. The 'Name' field contains 'My School's Fire Instructions'. The 'Audio Source' dropdown is set to 'Record'. The 'Record Audio' section shows a play button and a progress bar at 0:00. A hand cursor is clicking the 'Start Recording' button. The 'Audio Type' dropdown is set to 'Bell'. An 'Add' button is visible at the bottom right.




The screenshot shows the EPIC System Admin interface. The 'Audio' tab is selected. Below the tab, there is a search bar with 'my' entered. A table lists the recordings:

Name	Type	Actions
My School Fire Instructions	bell	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Play</a> 0:00 / 1:02

Below the table, it says 'Showing 1 to 1 of 1 entries (filtered from 15 total entries)'. There are 'Previous', '1', and 'Next' buttons. An 'Add' button is at the bottom left.

## Broadcast Notifications

There are notifications built into the system which can be triggered by various means, but most commonly by clicking the notifications icon  and then launching the appropriate notification. This would be used to send a pre-recorded audio message to the school over the Public Address (PA) system during a fire, earthquake, lockdown or other situation. These can be customized.

### Launch Notification

Click the Notifications Icon

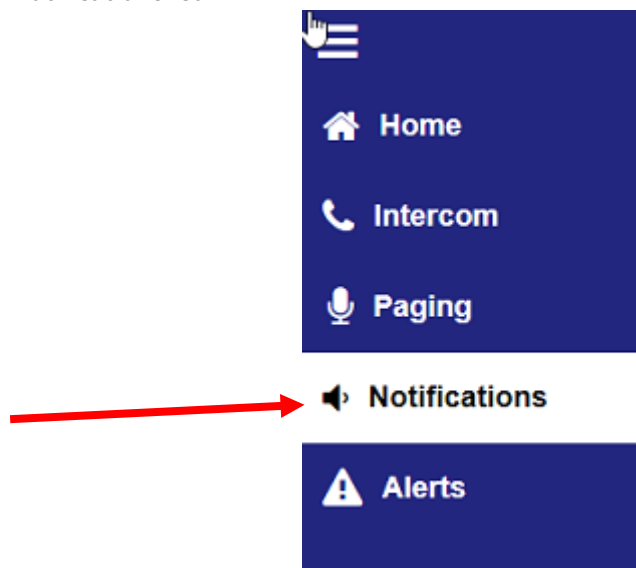


Fig. 36

The list of notifications will come up. To launch a notification, click and highlight the notification and click "Start Notification." Whatever actions are defined for that event will happen. These can be edited; the text can change or be represented by picture icons as seen below.

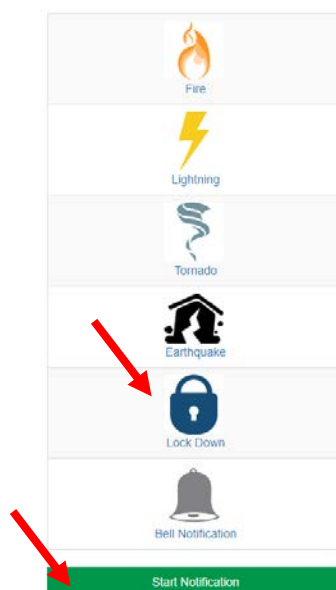



Fig. 37

## Edit Notification

To edit a notification, go to “Settings” then “Events.” Click “Event Properties.” (see Fig. 38) Find the event and click the pencil  to edit. You can change the name or upload a picture to represent the event.

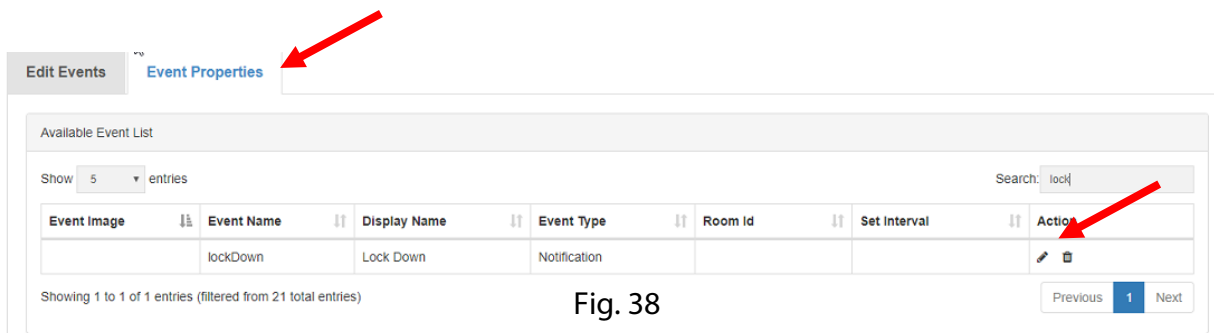

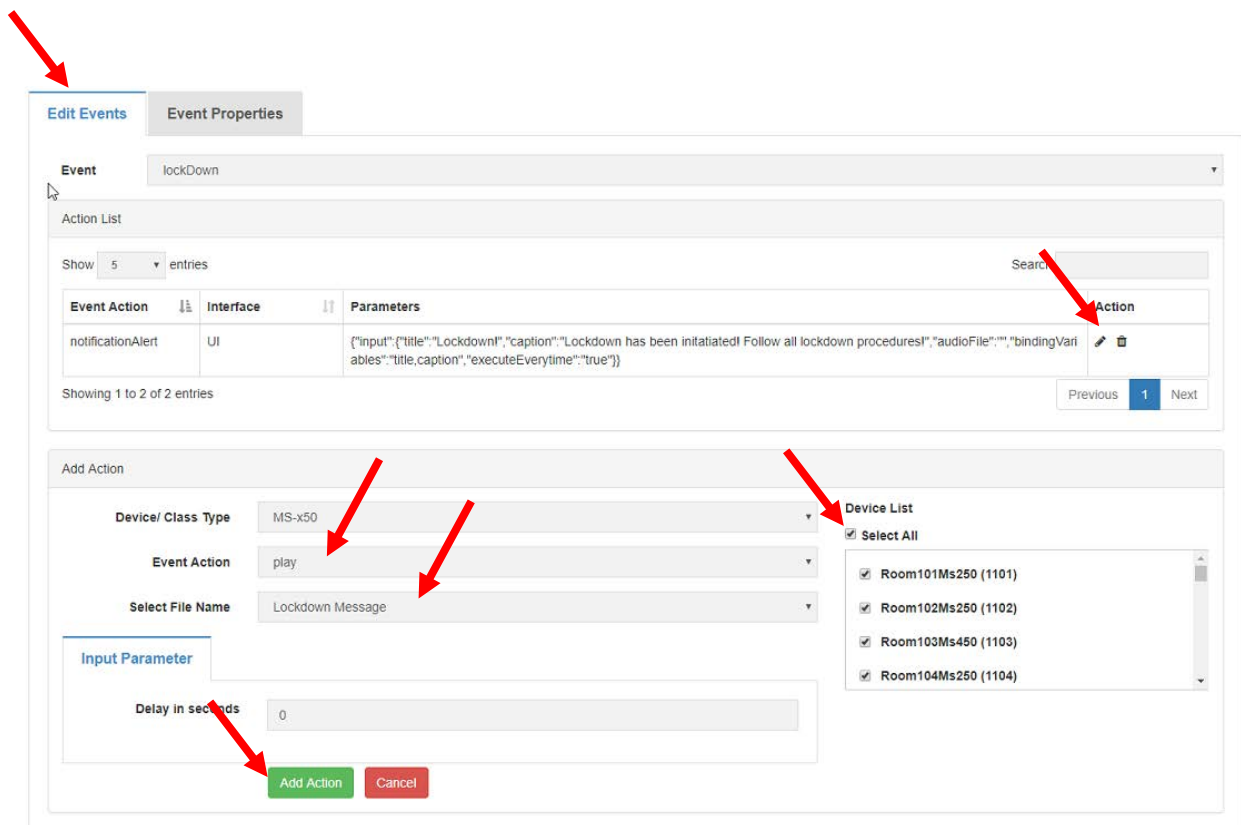


Fig. 38

Notifications can also be edited. Go to “Edit Events” to edit the actions. Select the event to modify (see Fig. 39), in this example “Lockdown.” Now click the pencil  to edit the “Play ms-x50” action. Choose the “lockdown message” file to play to all devices on a lockdown event. There are two types of “play” messages to the devices. “Play” will play the audio file once and then end, whereas “playloop” will play on a loop until the user manually stops the notification. Click “Update Action” with all the settings below and the action has been edited. Follow for any other notifications.







**Edit Events** | Event Properties

Event: lockDown

Action List

Show 5 entries

Event Action	Interface	Parameters	Action
notificationAlert	UI	{"input":{"title":"Lockdown!","caption":"Lockdown has been initiated! Follow all lockdown procedures!","audioFile":"","bindingVariables":{"title,caption","executeEverytime":"true"}}	 

Showing 1 to 2 of 2 entries

Previous 1 Next

Add Action

Device/ Class Type: MS-x50

Event Action: play

Select File Name: Lockdown Message

Input Parameter

Delay in seconds: 0

Device List

☒ Select All

- ☒ Room101Ms250 (1101)
- ☒ Room102Ms250 (1102)
- ☒ Room103Ms450 (1103)
- ☒ Room104Ms250 (1104)

**Add Action** **Cancel**

Fig. 39

## Add Notification

Adding a new notification is very similar to editing. Navigate to “Event Properties.” Under “Add New Event” (see Fig. 40), add an “EventName” and a “Display Name” then choose “Event Type” as “Notification.” Any of the “Event Type” Notifications will show up on the notifications screen, so only add it if it can be used. Add an image and click “Add Event.”

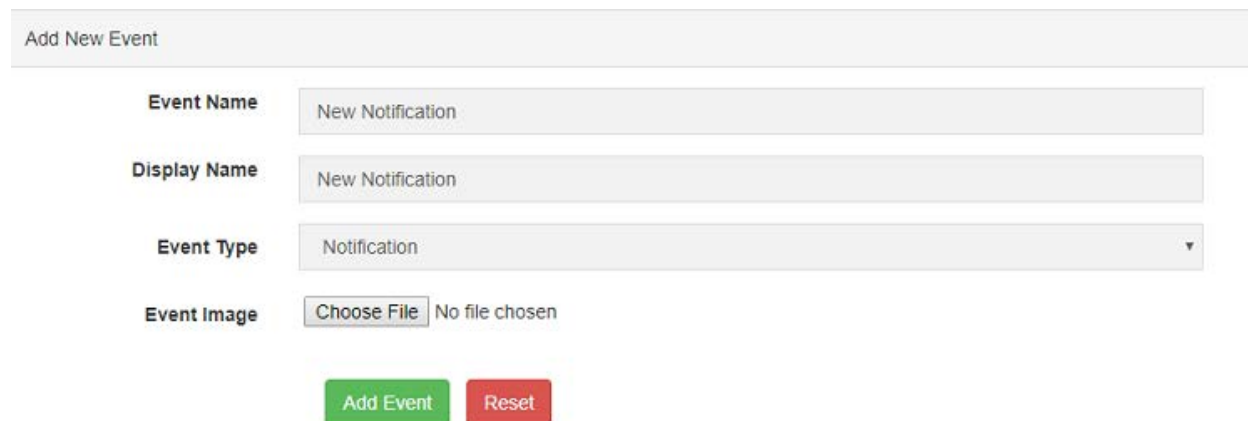


Fig. 40

The event can now be selected under “Edit Events.” (see Fig. 41) From there, follow the same steps taken above under “Edit Event” to add the notification event here, only for the newly added event now.

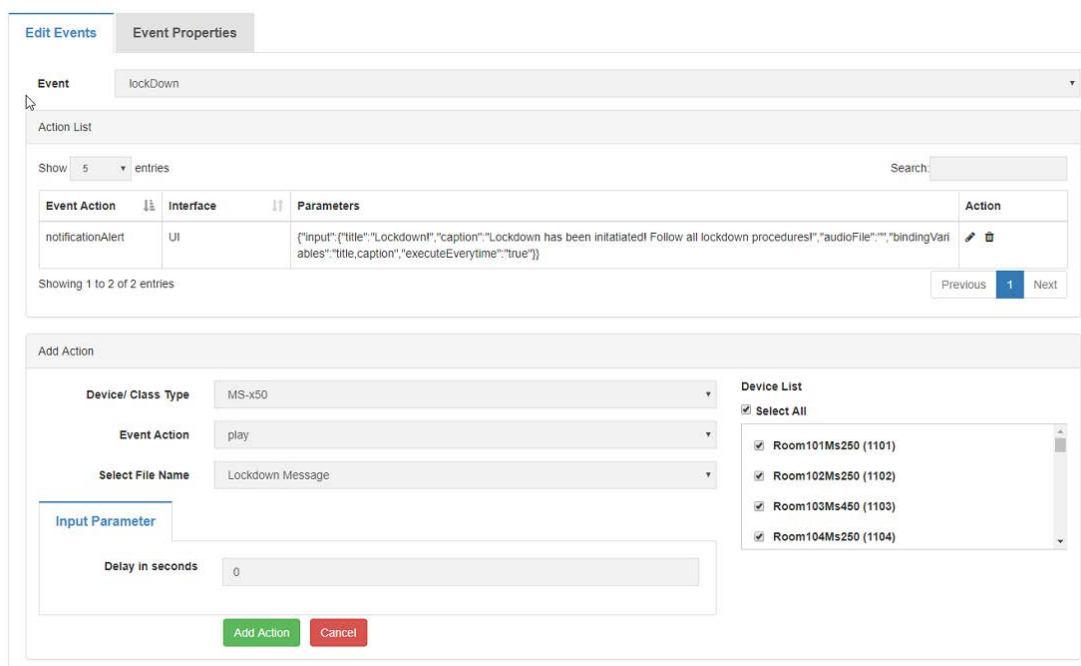


Fig. 41

## SAFE Alert Configuration

The SAFE Alert has some “out of the box” configuration already done but can be modified to fit the needs of each school. Any additional requirements for SAFE Alerts can be programmed in the event engine of the EPIC System.

## SAFE Alert Explanation and Options

The SAFE Alert happens when a user presses the alert “F” button on their microphone (IR) or squeezes the two SAFE alert buttons located on each side of the mic (XD). By default, the EPIC console will display a map and an MS1000 will alarm, giving an audible alert and a visual strobe. If there is a camera in the room, the EPIC Console will show live audio and video feed from the camera in the classroom, enhancing situational awareness during the alert and simplifying the staff’s surroundings so they can effectively handle the alert.

School Name: Lincoln Academy |  
Room Name: 115


Actions

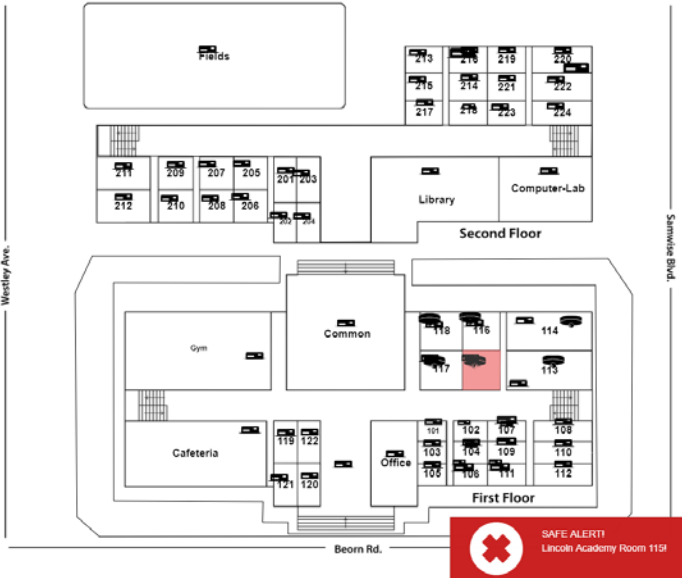
Acknowledge LockDown

---

Active Events

Device Name	Event Name	Log	Time
Room-115-MS450	teacherSafeAlert	teacherSafeAlert from on Room-115-MS450	2018-07-20 04:10:45

  
 Camera Loading...



On top of this, additional options can be provided to notify users.

Text and email messaging can be setup to notify additional people or groups to the situation. Due to the integration with the intercom system, pre-recorded calls could potentially be placed to alert a security office or local police. Lockdown can be initiated as well, including integration to other systems such as access control. There are many options to ensure the proper fit for the school’s needs and policy.

Separate user guides provide more instruction on the end user handling the alert scenario. Here, the setup of the SAFE actions will be covered.

## SAFE Alert Event Configuration

Go to the Settings and then Events tab and select safeAlert from the dropdown. Notice that there is a nonpairedSafeAlert event as well, more on this in a moment.

Devices
Map Setup
Schedule
Audio
**Events**
System Settings
Classroom Volumes
Backup
Logs

Edit Events
Event Properties

Event
safeAlert

Action List

Show 10 entries
Search:

Event Action	Interface	Parameters	Action
notificationAlert	UI	{ "input": { "title": "SAFE ALERT!", "caption": " {schoolName} Room {roomName}!", "audioFile": "safe-alert.wav", "bindingVariables": "title,caption", "executeEverytime": "true" } }	
sendAlert	MS-1000	{ "input": { "message": "Room {roomName}", "bindingVariables": "message", "deviceList": [] } }	

Showing 1 to 2 of 2 entries
Previous
1
Next

Add Action

Device/ Class Type
select

Here we see the safeAlert event. By default, there are two actions – alert the UI (EPIC Console or anyone else logged in via web browser to EPIC) and alert the MS1000.

### UI Alert

Click the pencil icon to edit the UI notification first.

This will open the edit action window. Here, the audio file that plays (stock file or user uploaded file) can be changed. The message that appears during a SAFE alert can also be edited in this window. Note the use of variables, this makes the alert dynamic so the correct room that sent the alert can be seen. Use the reference below to use the variables – case sensitivity does matter! Click update action when finished editing.

Edit Action

Device/ Class Type

UI

Event Action

notificationAlert

Audio file

Safe alert1

Binding Variables

{ip}

{deviceName}

{eventName}

{mapName}

{schoolName}

{zoneName}

{roomName}

{dateTimeOfEvent}

{emailActionUrl}

Hint:-

For example {eventName} in {roomName} will be displayed as safeAlert in room1

Input Parameter

Enter Title

SAFE ALERT!

Enter Message

{schoolName} Room {roomName}!

Update Action

Cancel

## MS1000 Alert

The MS1000 alert can be edited by clicking on the pencil next to it.

A custom message for the MS1000 alert can be specified here (note that there is a 40 character limit so be careful!). The MS1000 LCD display will show the message created here. The MS1000(s) in which the alert is to be sent to must be selected. Once selected, click update.

Edit Action

Device/ Class Type

MS-1000

Event Action

sendAlert

Device List

Select All

LincolnOfficeMS1000

Input Parameter

Enter Message

Room {roomName}

Delay in seconds

0

Update Action

Cancel

## Add Text or Email Messaging

Under the safeAlert Event, the dropdown under “add action” can be clicked to add other events to be assigned to happen when there is a safe alert. Email and text messaging will now be reviewed.

Select “Message” for device/class type and then sendEmail. There is a pre-populated email template, but this can be edited to fit the needs of the school. Once the subject and message are as desired, add recipient(s) by adding them to the field. Use a semi-colon to add multiple. Click “add action” when done.

Add Action

Device/ Class Type
Message

Event Action
sendEmail

Input Parameter

Enter Recipient

Enter Subject

Hint: Multiple email seperated by semicolon (;)

Enter Message

Event {eventName} has occurred in {schoolName} {roomName} at {dateTimeOfEvent}!  
<br><br> Please take appropriate action!<br><br>View EPIC System Status <a href={emailActionUrl}>{emailActionUrl}</a>

Add Action
Cancel

Binding Variables

{ip} {deviceName} {eventName} {mapName} {schoolName} {zoneName} {roomName} {dateTimeOfEvent} {emailActionUrl}

Hint:-  
For example {eventName} in {roomName} will be displayed as safeAlert in room1

SMS texting is the same principle. Select Message and then click sendSMS instead. The message and use variables can be edited just as before. Notice the phone number must be in the format as shown below.

Add Action

Device/ Class Type
Message

Event Action
sendSms

Input Parameter

Enter Mobile No.
+15558675309

Enter Message

SAFE Alert - {schoolName} Room {roomName}! <br><br> View EPIC System Status {em

Add Action
Cancel

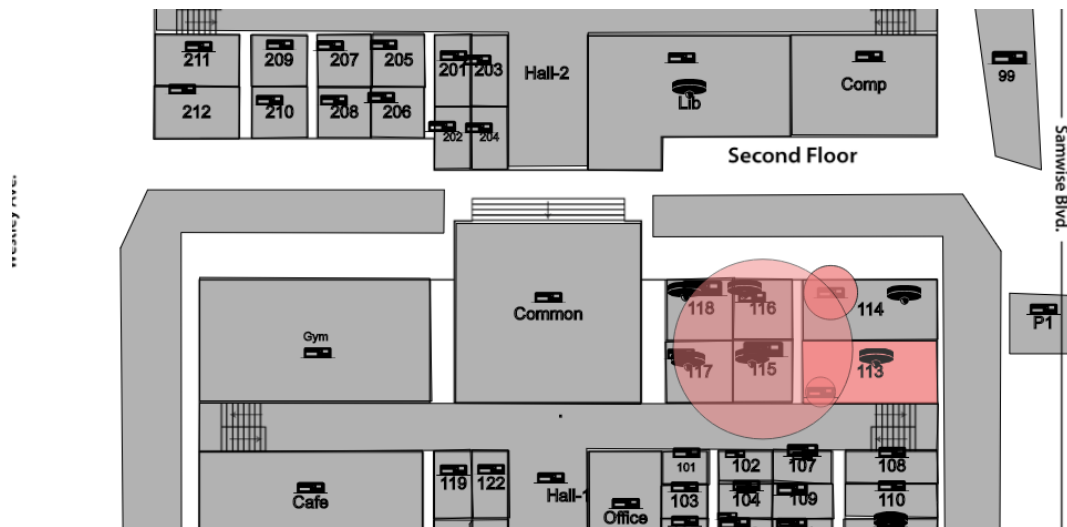
Binding Variables

{ip} {deviceName} {eventName} {mapName} {schoolName} {zoneName} {roomName} {dateTimeOfEvent} {emailActionUrl}

Hint:-  
For example {eventName} in {roomName} will be displayed as safeAlert in room1

## Non-Paired SAFE Alert

If a school has XD microphones and teachers try to use their alert microphones while not in their paired rooms, the microphone will switch into what's known as non-paired alert mode. The important thing is that the microphone will transmit its alert even when not in its "home room".




There are critical factors when enabling non-paired alerts, the microphone will look for the closest receivers it can find and send that data with its alert message. This means multiple circles are visible on the map. The room that is highlighted is where the strongest signal came from and means that is most likely to be the closest place to where that alert is happening. When in non-paired mode, because the alert displays the probable location, the alert is not identified as being from a specific room.

There are different actions that may be setup in the event engine for a non-paired safe alert. For example, no cameras will pop up and we do not send a room number in the alert message. These nonpaired events must be configured for non-paired alerts to work appropriately for a school, go through the event and set the appropriate messages that should be sent during the alert. Please remember the scale which is configured during map setup is very important in regards to this non-paired alert as the circles are drawn based on the scale. Ensure that non-paired alerts are thoroughly tested to understand how to react appropriately to them and get help to the right place.



## Adjust MS-450 Volumes

Some classrooms may have the MS-450 amplifier. These devices have the intercom module and the classroom audio module all built into one device. These amplifiers do not have any traditional physical volume controls. However, the volumes can be controlled in the system by going to “Settings” and clicking “Classroom Volumes.” A window will pop up. Select the room you wish to edit (it will only show MS-450s that are online) and then you can edit the volumes through the browser for each room necessary. The maximum for each input is 0 dB and -72 dB is the minimum. Click the speaker icon  to mute/unmute each input. Input 6 is the intercom/paging input.

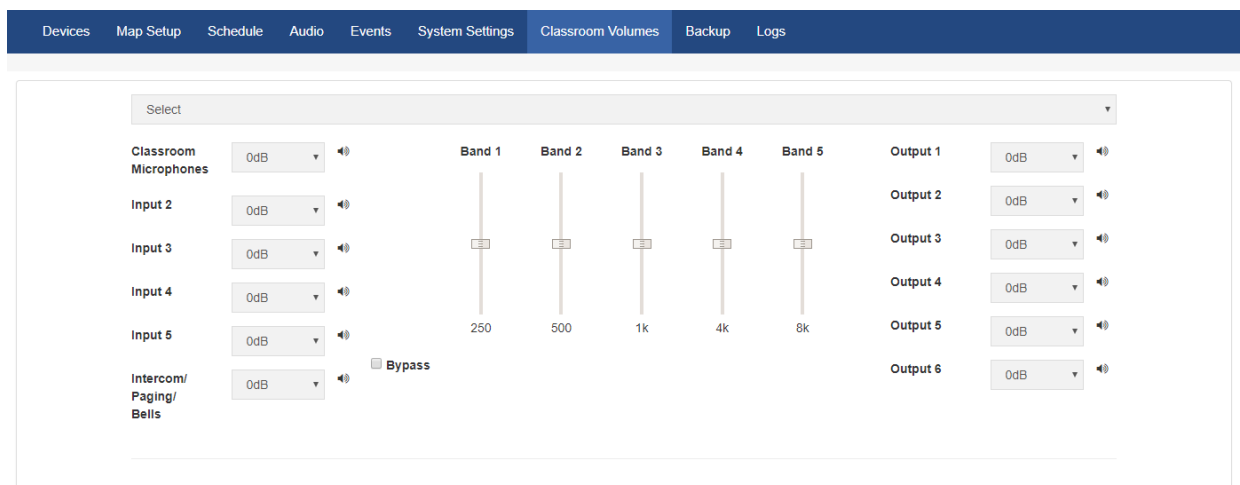



Fig. 42

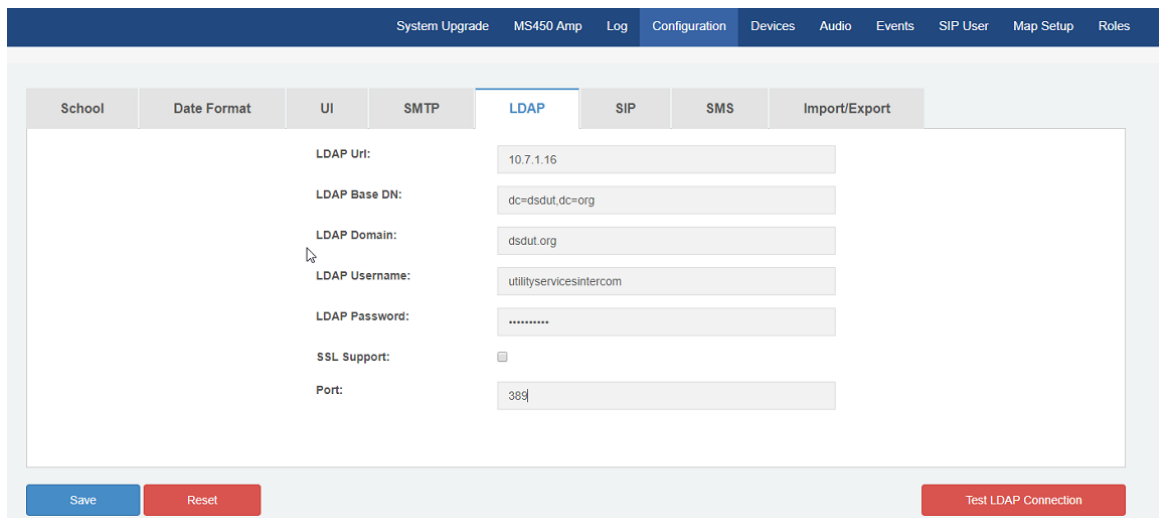
## System Configuration

Backend system configuration is done by going to Settings  then clicking “Configuration”. Consult Audio Enhancement if you are not sure of any setting here as it could impact the system negatively if done incorrectly.


### LDAP

The system may rely on LDAP connection to log in the users and assign privileges. The LDAP settings are found under configuration. Enter the appropriate information for LDAP connection or update the username/password if credentials have changed and click “Save.” A test can be done by clicking “Test Connection.”

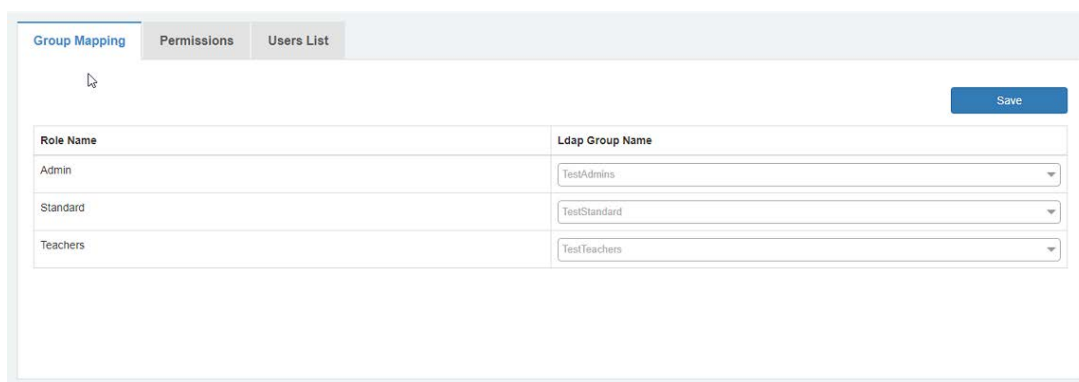
Fig. 43



## Roles/Privileges

Whether LDAP is connected or local users have been created, users are managed by role based security groups. Go to “Settings”  and then “Roles” to assign privileges.

First, map the security groups to the role that group should have permissions for. Multiple groups for each role can be selected. For example, choose “Intercom Admins” group for the admin role and “Office Staff” for the Standard role. Teachers can be mapped to rooms if they are imported into the system and mapped to this group. Note: this mapping only occurs if LDAP is enabled. If local users are used, only the permissions and users list will show.



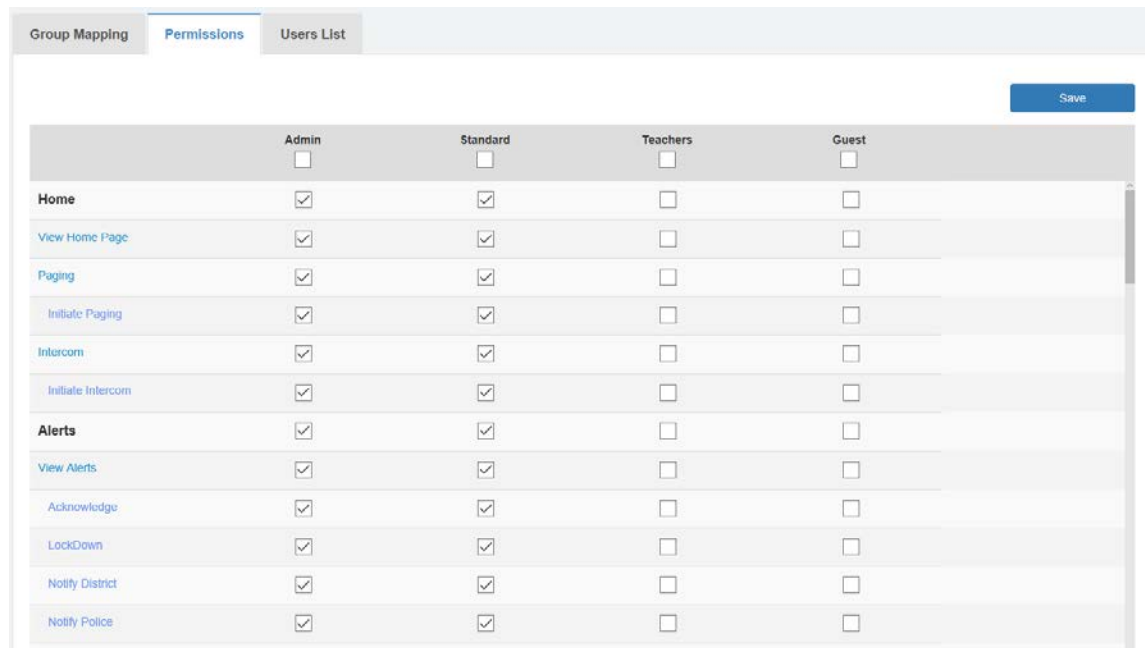
Role Name	Ldap Group Name
Admin	TestAdmins
Standard	TestStandard
Teachers	TestTeachers

Fig. 44

Now, assign permissions to each role according to what permissions they should have.

Click “Permissions” and the permissions matrix will come up for each role (see Fig. 45). Note that “Guest” is a just another user role, that role could be used for a non-LDAP user, like a substitute receptionist.

Now, simply check the access that we want each user role to have. If a heading like “Home” is checked, it will check all the settings within that heading. Click “Save” once complete and permissions are updated.



	Admin	Standard	Teachers	Guest
<b>Home</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
View Home Page	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paging	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Initiate Paging	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intercom	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Initiate Intercom	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Alerts</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
View Alerts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acknowledge	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LockDown	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notify District	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notify Police	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Fig. 45

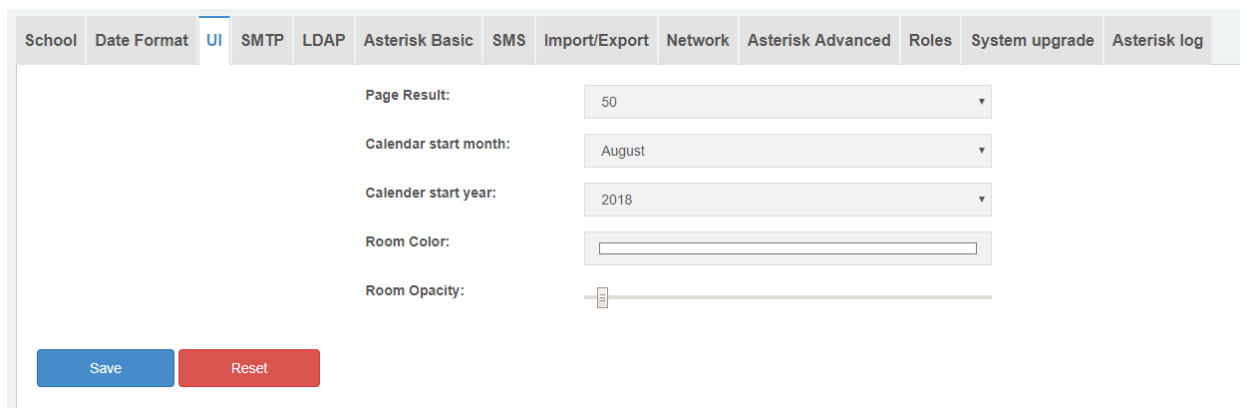
## Date Format/Calendar Start Date

Go to Settings>Configuration and there is a date format setting. Use this to set the 12/24 hour and Month-Day-Year or other date format preferences (see Fig. 46).



Fig. 46

Under "UI," (see Fig. 47) more settings will be displayed. This selects the default number of results on a page, as well as sets the default month and year for the calendar page. Under "UI," (see Fig. 47) more settings will be displayed. The rooms are white and transparent by default, the UI tab also allows the administrator to define the room color and transparency should they find it appropriate. Note that the selection highlight color will always be blue and the SAFE Alert highlight color will always be red.



## Backup

The EPIC System server is a fully redundant system to ensure uptime and reliability, but it is always good practice to maintain backups whether for disaster recovery, data protection and integrity, or as rollback point for incorrect configuration or failed updates. The EPIC System has an integrated backup function to allow a backup to a network share (SMB/CIFS). Follow these steps to setup backup.

### Setup

Navigate to Settings > Backup

Reference below guide to setup for use in school's environment. Ensure "Save" is clicked when done.

### Frequency

Backups can automatically run on a daily or weekly basis. If Weekly is chosen, a second choice will appear asking for which day of the week it shall run. Backups will always run at Midnight.

### Backup Location

This is the remote network location (SMB/CIFS) which is the target for the backup. It should be formatted as //[hostnameorIP]/[shareName]

### Username and Password

This is the Username and Password used to authenticate for the backup location

Audio	Events	System Settings	Classroom Volumes	Backup	Logs	Serial Number	SIP User
<div> <div>Frequency *</div> <div> <div>Weekly</div> <div>Tuesday</div> </div> </div> <div> <div>Backup Location *</div> <div>//192.168.1.100/testbackup</div> <div>Example: //127.0.0.1/Backup</div> </div> <div> <div>User Name*</div> <div>test</div> </div> <div> <div>Password*</div> <div>.....</div> </div> <div> <div>Save</div> <div>Reset</div> <div>Test Backup</div> </div>							

### Test Backup

The backup configuration can be tested by clicking “Test Backup”. This will perform a manual, immediate backup to the location. NOTE: the EPIC system will say “test completed” but this does not actually validate the backup location. The backup location should be checked to verify the backup was successful.

Test function can also be used as a manual backup if a system update or big configuration changes are being performed so there is a restore point to revert to.

The backup will be a zipped file labeled epicsystem\_backup\_[date]\_[time]

### Restore

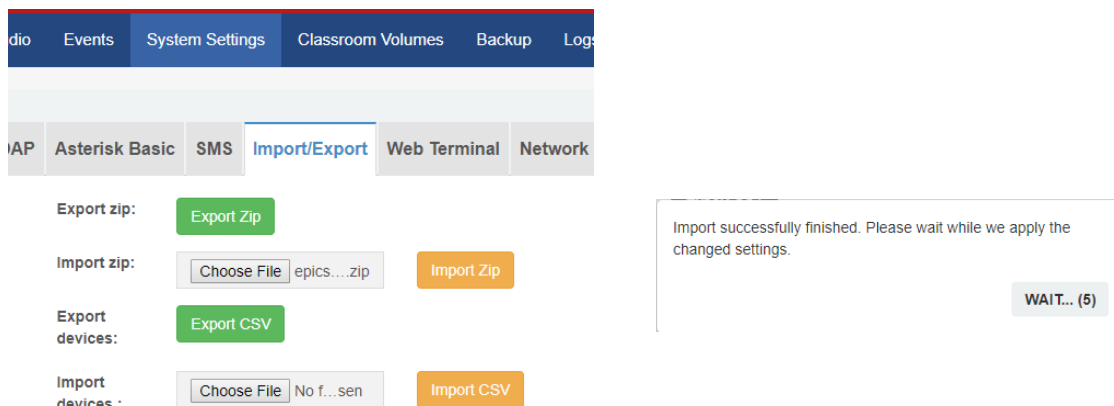
To restore a backup in case of scenarios above, follow instructions below. Note that a backup and restore should normally be performed within the SAME version of EPIC. If an update caused a failure, contact Audio Enhancement support should the restore not work as expected.

Navigate to Settings > System Settings > Import/Export

Next to "Import Zip" there is a location to choose file. This will open the file explorer. Find and select the backup to be restored.

Click "Import Zip" button.


A success message should appear. This process may take some time. There is a short countdown and the restore should be complete.



## Support

If you have any questions or need more information, please feel free to reach out to us

Get support on a technical issue:

 800.932.3578

 [www.AudioEnhancement.com/Support-Center/](http://www.AudioEnhancement.com/Support-Center/)



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