

Televic Education

How to start up the conference training system



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Table of contents

- Table of contents2
- 1 How to start up the conference training system3
 - 1.1 About 3
 - 1.2 Possible errors when launching Interpreter Control Center 5
 - 1.3 System check in Interpreter Control Center 5

1 How to start up the conference training system

1.1 About

Normally the Televic Plixus system will remain switched on at all time, in order for the teachers to get started easily. However, during school holidays for instance it might be preferred to switch off all systems.

When starting the system after a holiday, be aware that some parts of the system can take a few minutes to start up completely, and the training system will not be functional until all parts are up and running.

First switch on the power of the Central Unit:

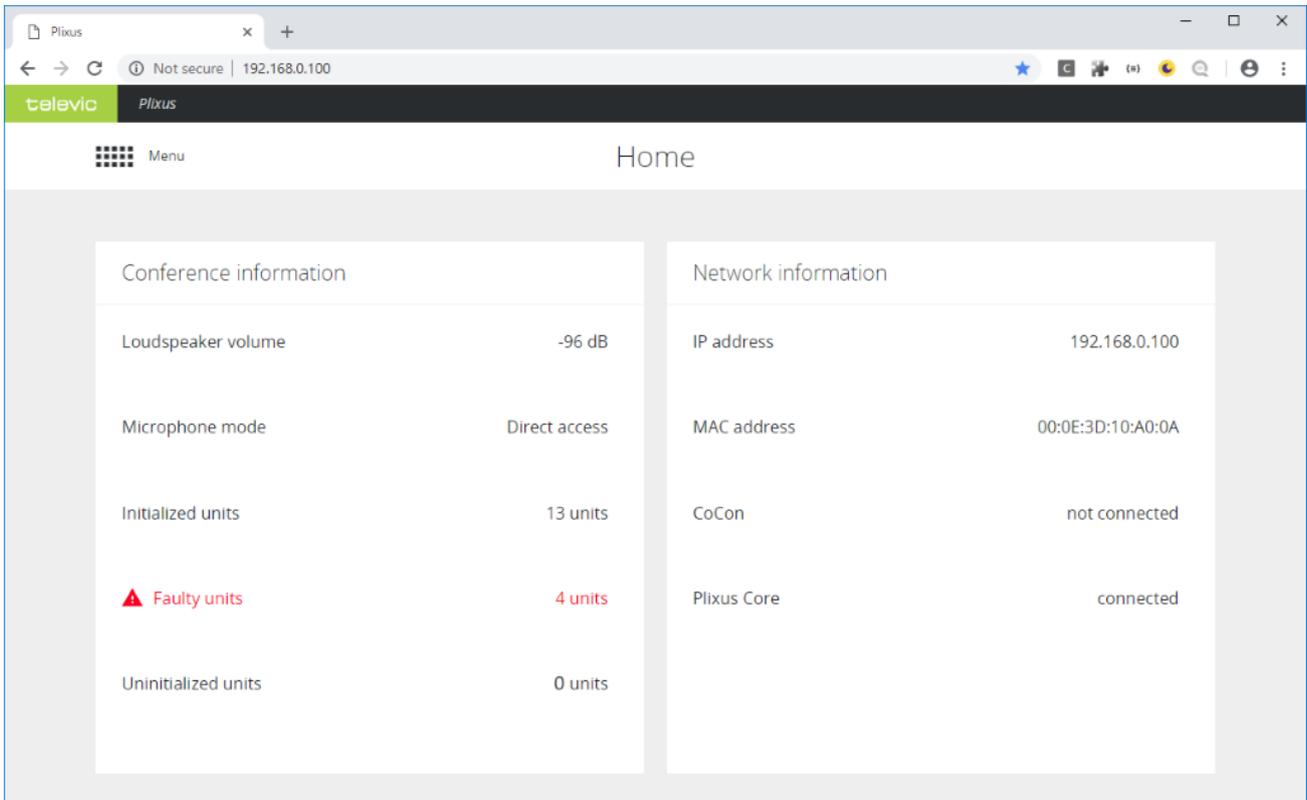


Wait several minutes for the Plixus system to get initialized.

In the meantime the “Control PC” can be powered on. This PC contains the “ERS Client Service”, an application which manages the integration between the Plixus system and the interpreterQ training software. This Windows service will automatically detect when the Plixus system is up and running, and will do the necessary initialization of the training system.

After that it will be possible to start the teacher PC and student PCs and use the interpreterQ training software.

The easiest way to verify if the Plixus Central Unit is fully up and running, is by launching its configuration web page in a browser:



The web page shows “Plixus Core: connected” when the Central Unit is initialized.

In case of a multi-room setup, it is common that certain units are not connected the same Plixus network. This will be indicated as an error about “Faulty units”, as shown above. This error can be safely ignored.

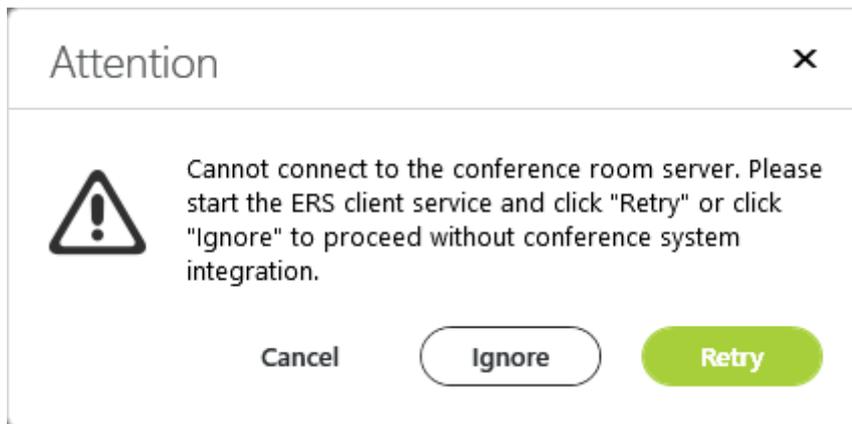
As one of the last steps in the system startup phase, all languages are configured to match the number of available booths, and the virtual “PC” channel is added to the training system. Once you can select this PC channel using the listening panels or the interpreter desks, you know that the system is fully started and configured. The “stereo” behavior of the two-channel listening panels (the possibility to select a different signal for left and right ear) is also a good final check to verify that the “ERS Client” Windows service is correctly running and managing the language channels of the training setup.

Note: For more info on how to start up the interpreterQ software for the teachers, see the manual “How to start interpreterQ”.

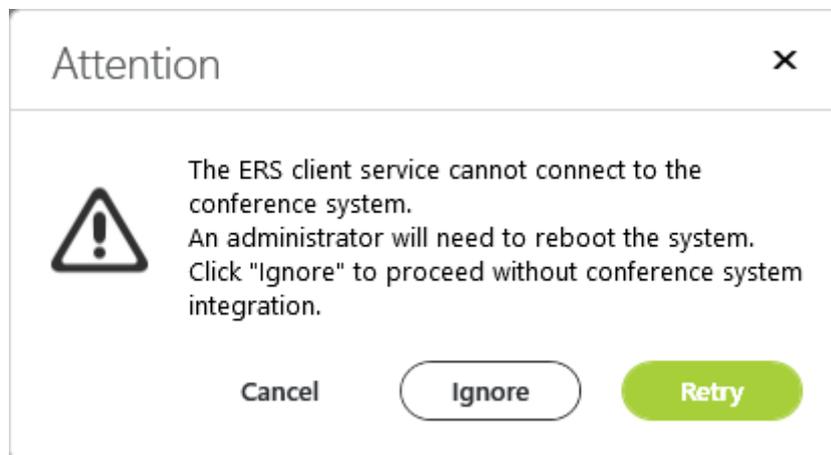
1.2 Possible errors when launching Interpreter Control Center

If the Interpreter Control Center is launched while the system is not yet fully configured, an error will be shown. There are two possible error messages:

- When the error message mentions **“Please start the ERS client service”**, it means that the ICC application cannot communicate with the Windows service which is running on the Control PC (normally installed in the technical room). Check if this PC is up and running.



- When the error mentions **“The ERS client service cannot connect to the conference system”**, it means that the ICC application can communicate with the Windows service on the Control PC, and thus this PC is started correctly. However the service itself is unable to communicate with the Central Unit of the conference system. In this case check if the Central Unit is powered on.



1.3 System check in Interpreter Control Center

When the system, including booth PCs, has been fully powered down, it might be a good idea to run a system check in Interpreter Control Center after restart. This check verifies the digital audio streaming to the PCs, and more specifically the correct working of the Dante Virtual Soundcard which captures this audio streams on the booth PCs. In some exceptional cases, after power cycling the booth PCs a Windows update might interfere with the virtual soundcard working. This can easily be detected and corrected using the ICC system check.

Note: See the manual “Doing a system check” for more info about this.