Using the RoomCoupler as diagnostic tool

—

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1 Using the RoomCoupler as diagnostic tool

1.1 About

When you have the interpreterQ training system installed in multiple rooms, the RoomCoupler application allows you to configure different room coupling scenario's. But also in a setup which does not need any room coupling functionality the RoomCoupler application can be useful, since the tool gathers realtime diagnostic info about the Plixus network and Dante network. It can be used to monitor the status of multiple rooms or one single room.

1.2 Configuring the RoomCoupler as diagnostic tool

Even when not supporting any room coupling scenario's, the RoomCoupler will need to be configured before it can be be used as diagnostic tool.

A detailed description of the room coupling configuration can be found in the manual "How to configure room coupling". This manual extracts the minimum required info for use as diagnostic tool without room coupling support.

When launching the RoomCoupler for the first time, enter the IP address of the server which will store the configuration (storing this info on a server allows you to run the RoomCoupler application from any PC on the network). This server needs to be one of the "control PCs" which have the ERSClient Windows Service installed.
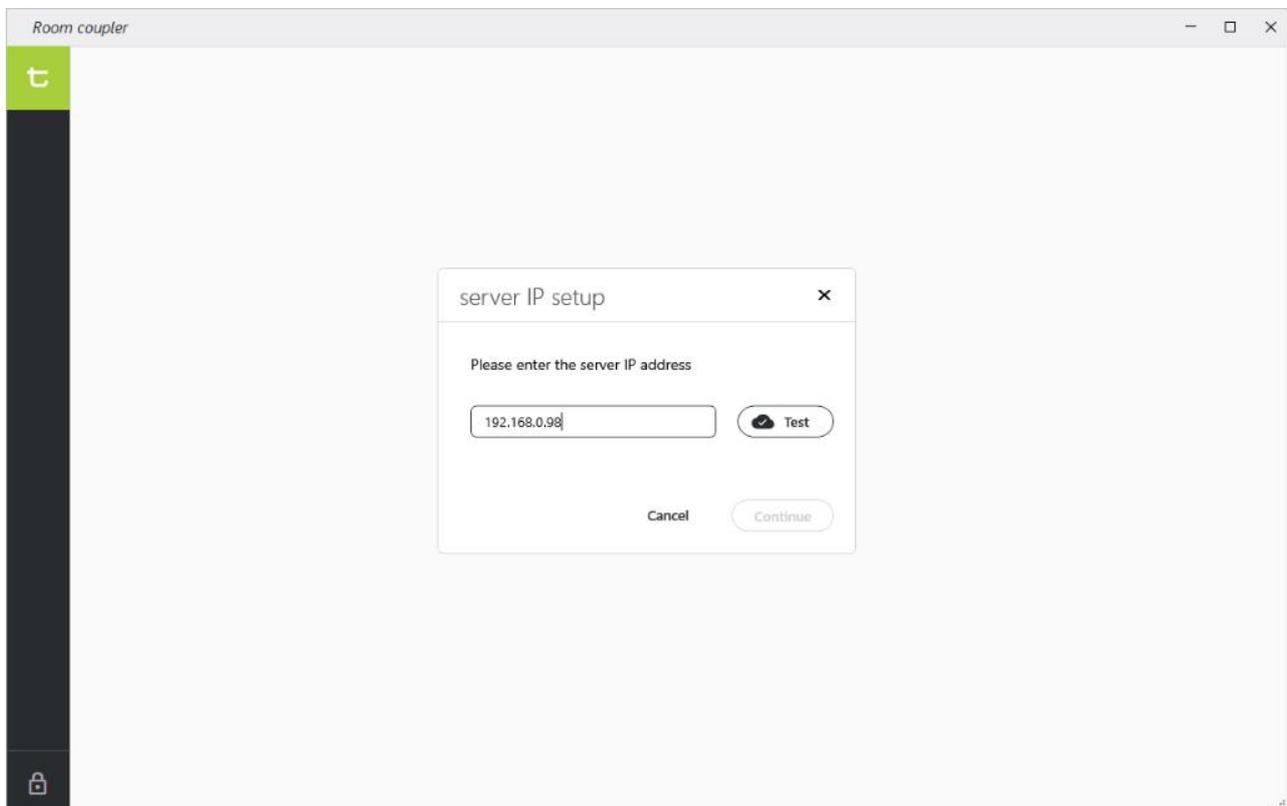
Click the "Test" button to test the server connection. If connection fails, check if the ERSClientService on the control PC is correctly up and running. When connection succeeds, you can proceed and start doing the necessary configuration. Click the icon in the left lower corner and enter the administrator password (it's the same password as the admin password for Interpreter Control Center).
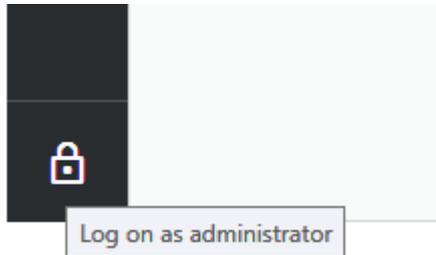
1.3 Global configuration
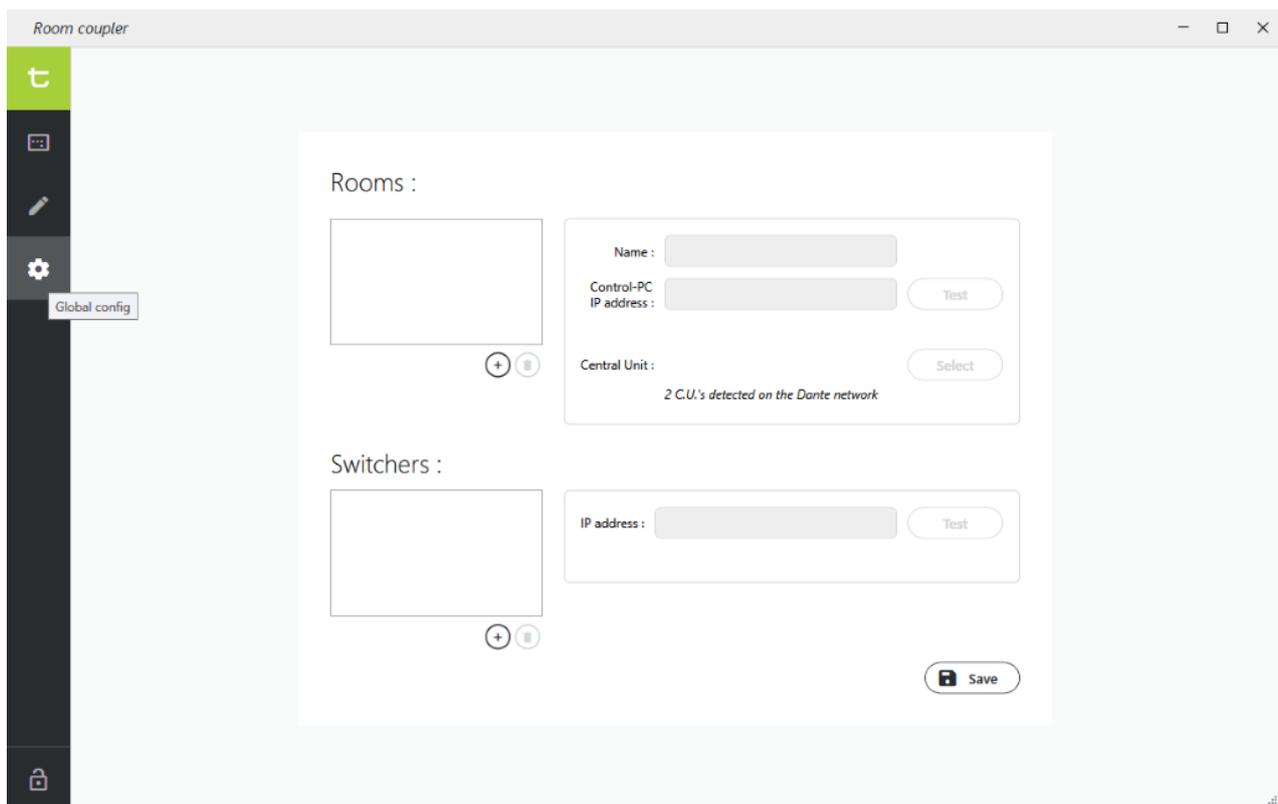
1.3.1.1 Rooms

Add an entry for each of the rooms (it can also be one single room). Give it a meaningful name, and fill in the IP address of the control PC for that room (the PC which controls the Plixus Central Unit of that room).

Click the "Test" button to verify that the RoomCoupler application can communicate with the ERSClient Windows Service on the control PC.

Next, select the correct Central Unit for this room. When clicking the "Select" button, the application will try to detect all Dante devices on the network. This can take some time, so please be patient. Also, make sure that all Central Units

are actually powered. After detection, the "Central Unit" dropdown box will be populated – there will be one Plixus Central Unit detected for each room.

1.3.2   Switchers

Ignore this section, as it is only used when supporting different room coupling scenario's.

1.4   Creating a room coupling configuration

One (dummy) "room coupling" configuration needs to be created in order to allow viewing diagnostic info of the system.

Click the "Edit config" menu, then click a "+" tile to create a new configuration.
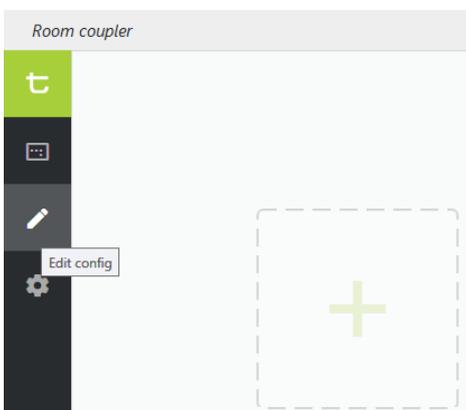
Step 1: room coupling definition

Since this is a "dummy" configuration, the info entered on this page will be ignored.
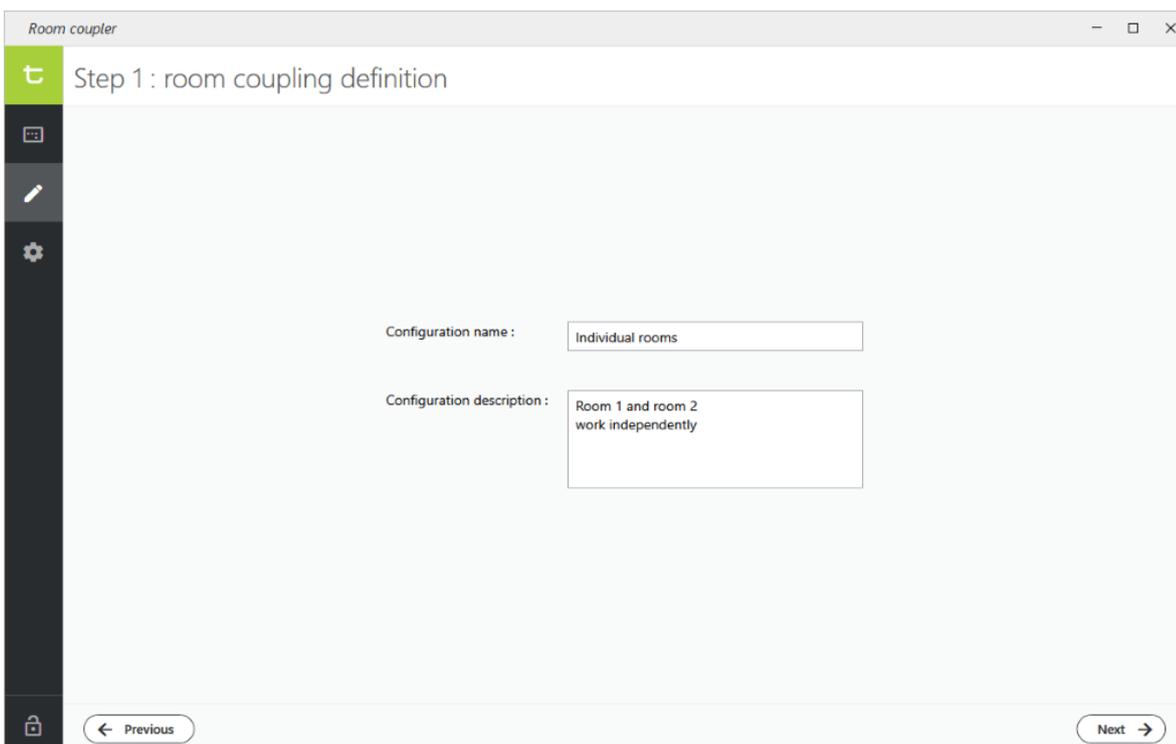
Step 2: Plixus Central Unit activation

Mark the Central Unit of all rooms as "active". This will allow to get a diagnostic overview of all rooms.
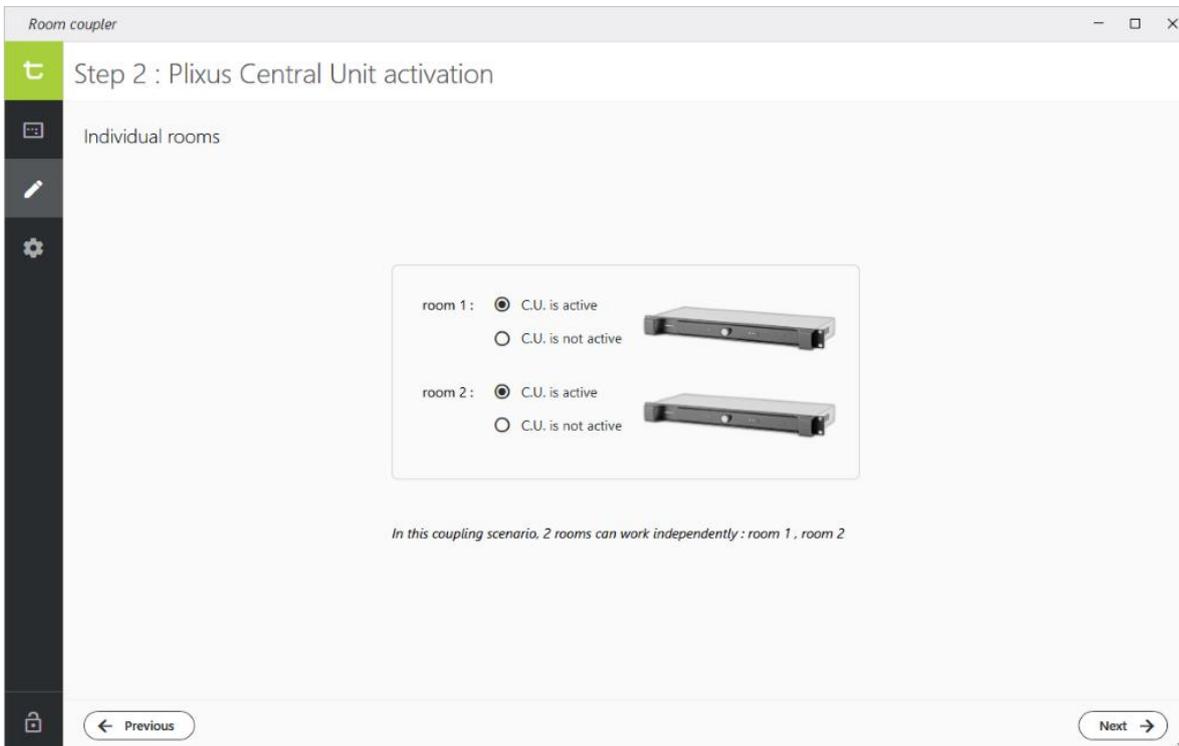
Step 3: network switcher configuration

This step can be skipped, as there are no network switchers available. However the interpreter desk lists should already show all booths of the different rooms.
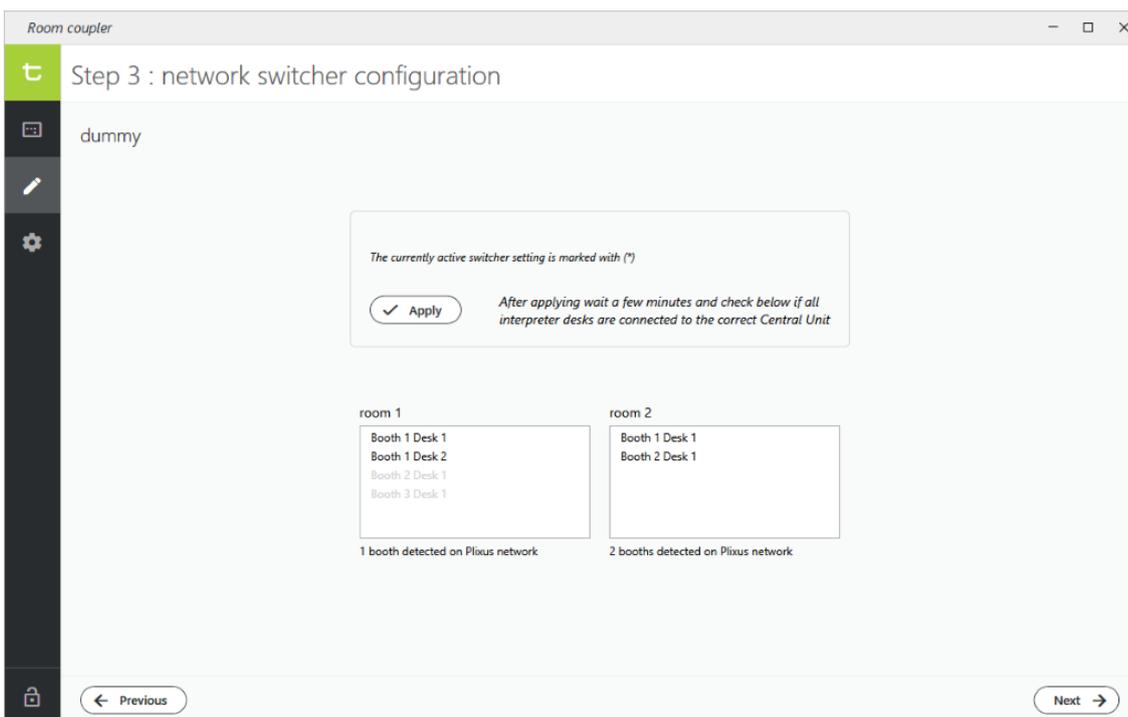
Step 4 : language config selection

Each room will have just one language configuration, which you can select here. The interpreter desk lists show the language linked to each booth.

Step 5 : ICC layout selection

Each ICC will contain just one room layout. Tick the checkboxes to activate these room layouts.

Step 6 : Dante routing

The booth PCs are responsible for recording the interpreting exercises of the students. For that a digital audio stream is set up between the Plixus Central Unit and the PC. In the other direction, a digital audio stream from PC to Central Unit allows the system to make the PC sound available on the student headphones. The technology used for these audio streams is Dante.

For the Dante routings to be checked, all booth PCs need to be up and running. A button in the configuration screen allows to remotely power on all the PCs (provided that the PC network cards support "Wake-on-LAN" functionality).

The lists in the screenshot above show all booth PCs in each of the rooms (only 3 PCs in total for this small test setup). The 4 checkmarks next to each PC show that all 4 Dante routings are correct for the PC (there is a 2-channel audio stream in each direction, resulting in a total of 4 streams per PC)

Hover over the checkboxes to see more detailed info about the configured Dante streams:

This can be especially interesting when the list indicates one or more routing errors (red exclamation marks):

At this moment we have concluded the steps for this dummy configuration. Click the "Save" button in the page header to save it.
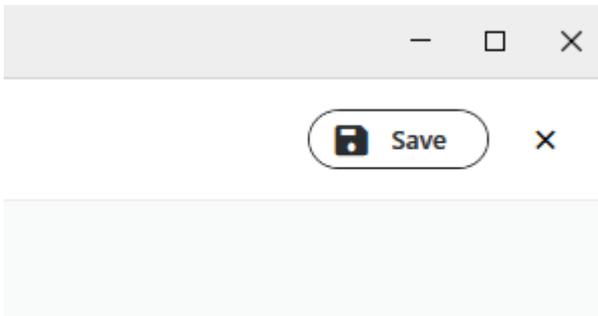
Click the padlock icon in order to log out as administrator. The application will automatically switch to the diagnostic overview screen. See screenshot under "Using the RoomCoupler as dagnostic tool".

1.5   Using the RoomCoupler as diagnostic tool

Once the initial configuration described above has been finalized, an administrator or technician can launch the RoomCoupler application at all time to view the current status of the system. We will run through all available information on that screen using the example below. The screenshot shows a test setup with 2 rooms. Room 1 contains one dual booth, room 2 contains two single booths:
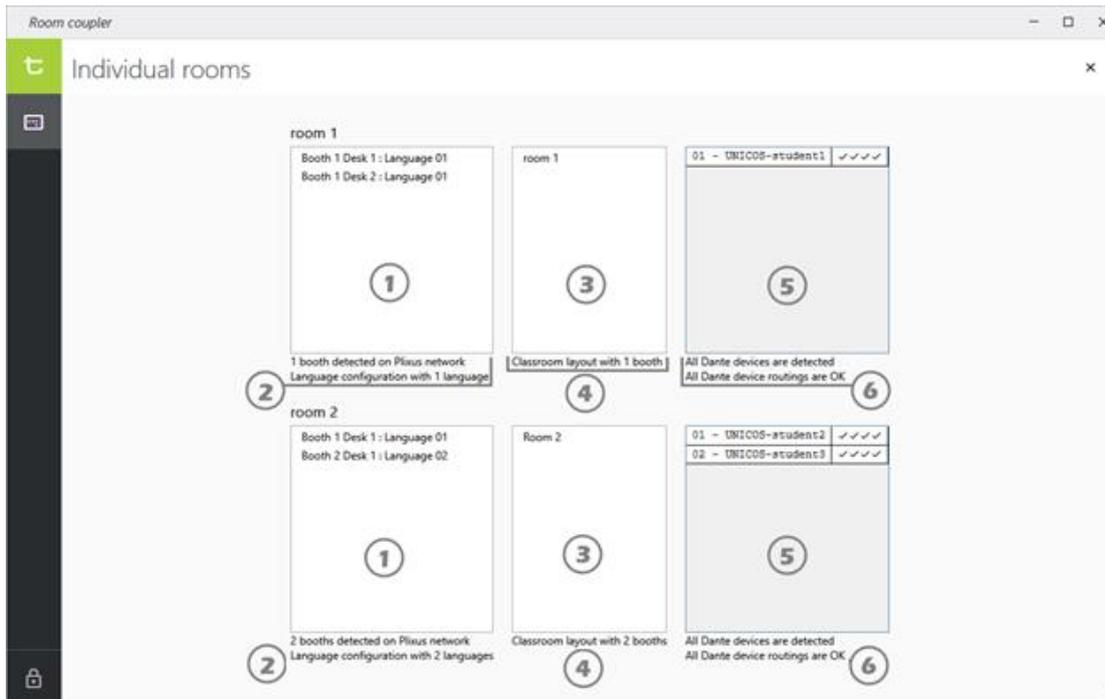
1.5.1   The interpreter desk list

This list shows all detected interpreter desks on each Plixus network.

1.5.2   The booth and language count

The number of detected booths should always match the number of configured languages.

1.5.3   The classroom layout list

This list shows which classroom layouts are activated in each of the Interpreter Control Center applications.

1.5.4   The booth count in the classroom layouts

The number of detected booths should always match the number of booths in the classroom layouts.

1.5.5   The Dante device list

In this list all booth PCs of the rooms are shown, along with the status of their Dante routing. Four checkmarks mean that all routings between PC and Central Unit are correctly configured (each PC has a stereo stream to and from C.U., giving a total of four audio streams).

1.5.6   The Dante routing status

The number of detected Dante devices is compared with the number of booths in the active ICC classroom layouts. If the numbers don't match, or if an error in the Dante routing is detected, this is notified here.

Be aware that all booth PCs need to be up and running in order to verify the Dante routings. Errors will be shown if some PCs are not powered.