



AEQ SmarTALK

**Cloud-based codec link system - Connectivity for remote users
with a computer or smartphone to AEQ Phoenix audiocoders**



USER'S MANUAL

ED. 08/23

V. 1.0 - 04/08/2023

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1. QUICK START GUIDE.

Complete information of the system is provided only in the remaining chapters of the user's manuals, so they must be read before starting up **SmarTALK** for good. This quick start guide allows the user to review basic functionality and, in some cases, prepare a provisional trial start-up.

1.1. Initial start-up.

Welcome e-mails.

The first administrator of the system receives 2 welcome e-mails.

The first e-mail, with the subject "**Activate your SmarTALK user account**", includes the following information:

- Service's web address.
- Username (user's e-mail).
- Link to create a password.
- Contact information in case of issues.

It looks like this:



NEW SMARTALK SERVICE SUBSCRIPTION

Dear user. We have registered the AEQ SmarTALK service in our company and you will be the operator/administrator of the Default studio.

From now on, you can access the operation and management of this service from the web browser of your preferred device at the following URL: <https://www.aeqsmartalk.com>

The user for the administration of your service will be: [s\[redacted\]@a\[redacted\]](mailto:s[redacted]@a[redacted]). Remember that you will first need to set your password using this link: [https://aeqsmartalk.com/security/remember/token/9d9c08be-\[redacted\]-4f8a-a11f-\[redacted\]53657ec](https://aeqsmartalk.com/security/remember/token/9d9c08be-[redacted]-4f8a-a11f-[redacted]53657ec).

For any incidence, please contact by e-mail with sat@aeq.es or by phone: +34 91 6861300

The second e-mail, with the subject "**SmarTALK first steps**", includes the same information as the first one, plus:

- AEQ Phoenix codec configuration data, to be performed using "AEQ ControlPHOENIX" application:
 - User and password for each audiocodec channel.
 - Assigned SIP server (domain or realm).

It looks like this:



WELCOME TO THE SMARTALK SERVICE!

AEQ thanks you for subscribing this service. From now on, you can access the operation and management of this service from the web browser of your preferred device at the following URL: <https://www.aeqsmartalk.com>

The user for the administration of your service will be: [s\[redacted\]@a\[redacted\]](mailto:s[redacted]@a[redacted]). Remember that you will first need to set your password using this link: [https://aeqsmartalk.com/security/remember/token/9d9c08be-\[redacted\]-4f8a-a11f-\[redacted\]53657ec](https://aeqsmartalk.com/security/remember/token/9d9c08be-[redacted]-4f8a-a11f-[redacted]53657ec).

Next you will need to configure your audiocoders. The SIP parameters are as follows:

Codec AEQ 1, channel 1: user: A17[redacted]151 / password: 2130[redacted]-a5a9

Codec AEQ 1, channel 2: user: A17[redacted]152 / password: 14cc[redacted]82f8

The Host/domain parameters to set to your SIP Provider and set the Realm is: sip-eu-south-2.aeqsmartalk.com

To help you get started, we've generated a first link that you can use to test the service from any terminal:

[https://aeqsmartalk.com/temporal/login?token=\[redacted\]-3100-4ece-\[redacted\]56f5c9887f14](https://aeqsmartalk.com/temporal/login?token=[redacted]-3100-4ece-[redacted]56f5c9887f14)

From this moment on, you'll be able to create links like this to send to your collaborators.

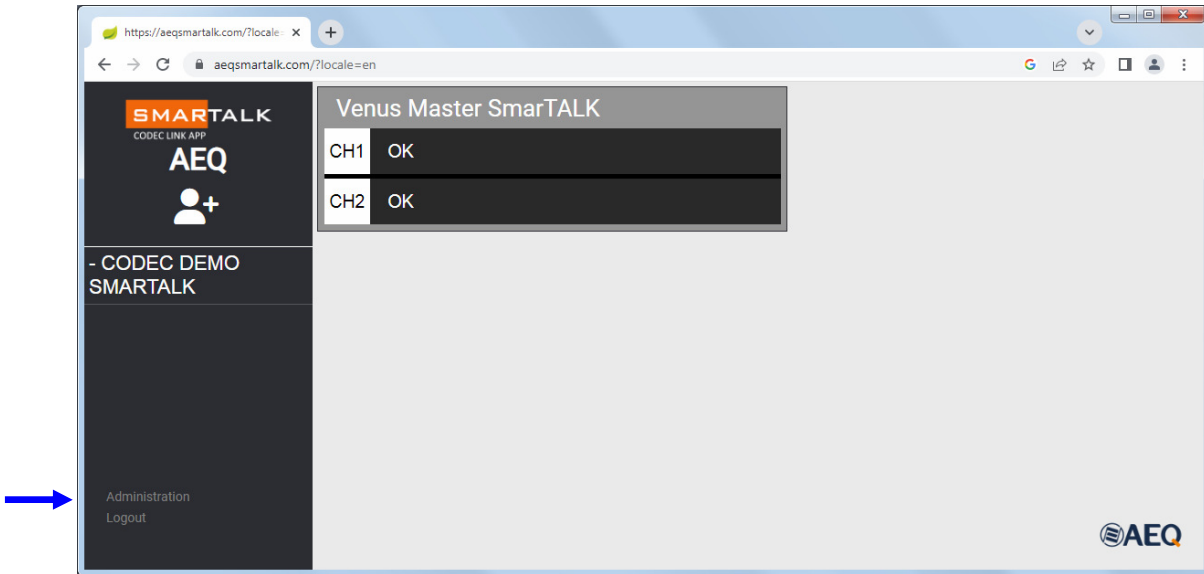
For any incident, please contact sat@aeq.es by e-mail or by phone: +34 91 6861300

Accessing the web interface.

First of all, establish the password in the link provided in the welcome e-mail.

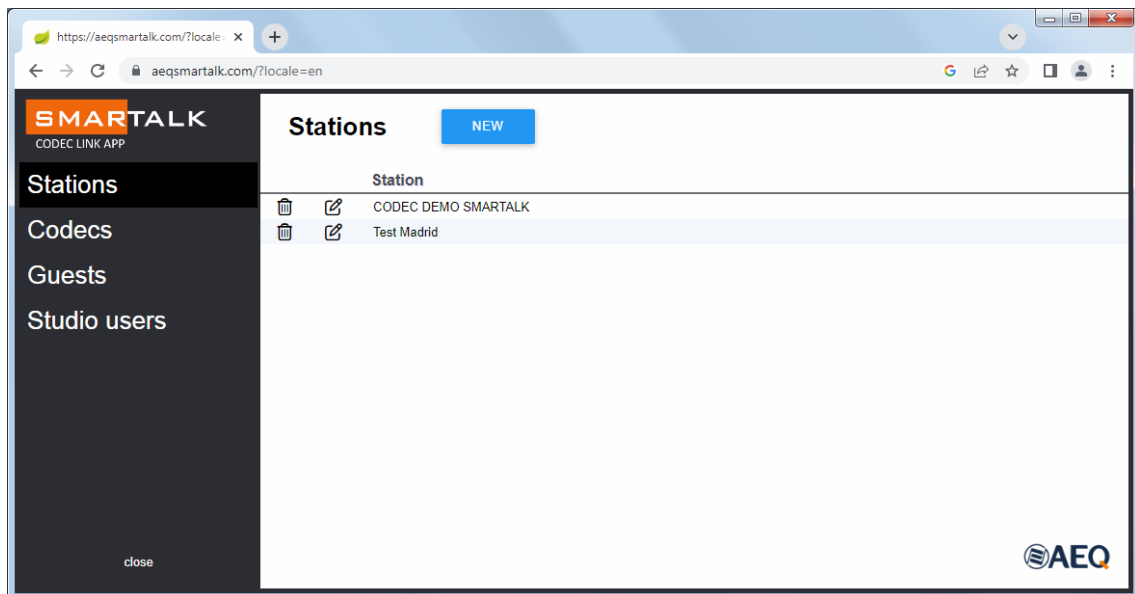
After that, access <https://aeqsmartalk.com/> and log in using the user/e-mail and the password you just defined.

Once in, click on the "Administration" option at the lower left corner of the window.



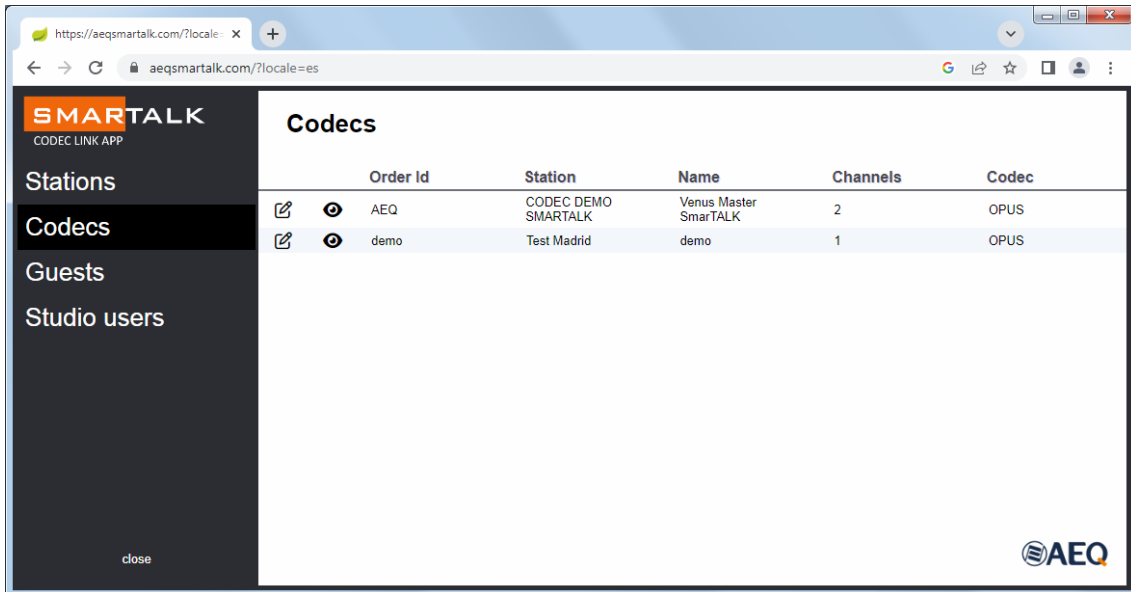
"Stations" menu.

Click on "Stations" to access the menu that allows to create new stations or edit the name of the existing stations.

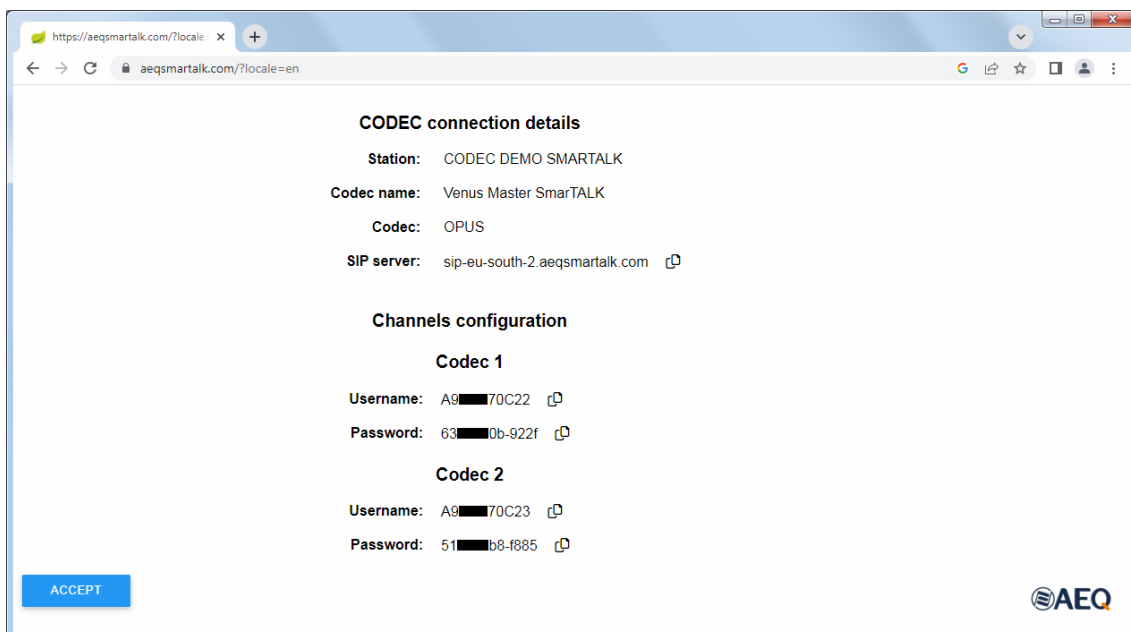


Codecs view.

All licensed codecs of the station are displayed when clicking on "Codecs".



Their configuration data are shown when clicking on each codec's eye icon. These data are also provided in the welcome e-mail, and are required to configure the codec using the "AEQ ControlPHOENIX" application.

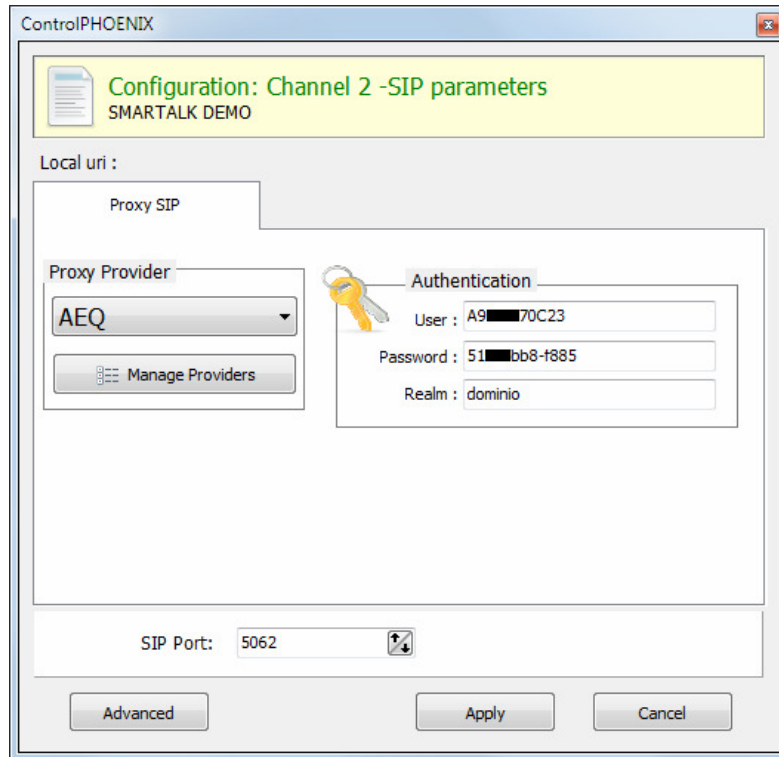


Next to each field ("Username" and "Password"), you can find a copy icon that allows you to easily copy the value to paste it in the required "AEQ ControlPHOENIX" field.

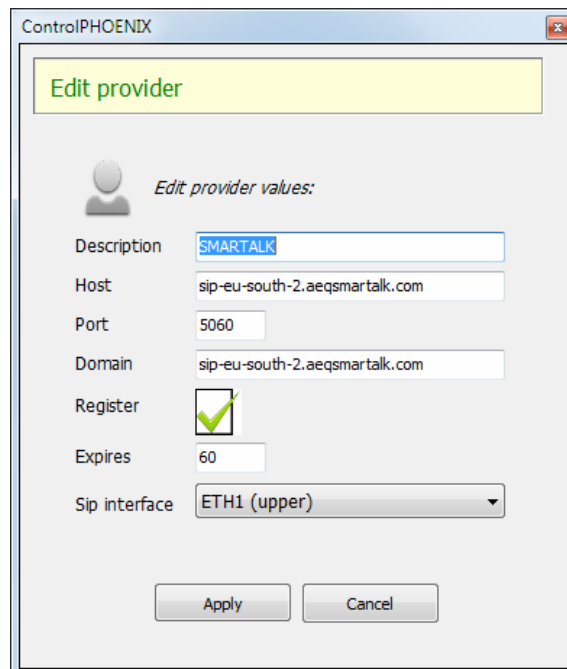
Configuring the codec using "AEQ ControlPHOENIX". SIP Parameters.

Open "AEQ ControlPHOENIX". There, you will need to configure the "SIP Parameters" at each corresponding codec window, using the data provided in the welcome e-mail, which are the same that you can find in the "Codecs" menu.

For each channel, enter the "User" and "Password" fields in the "Authentication" section. The value of the "Realm" field is not important in this screen, so you can type anything there.

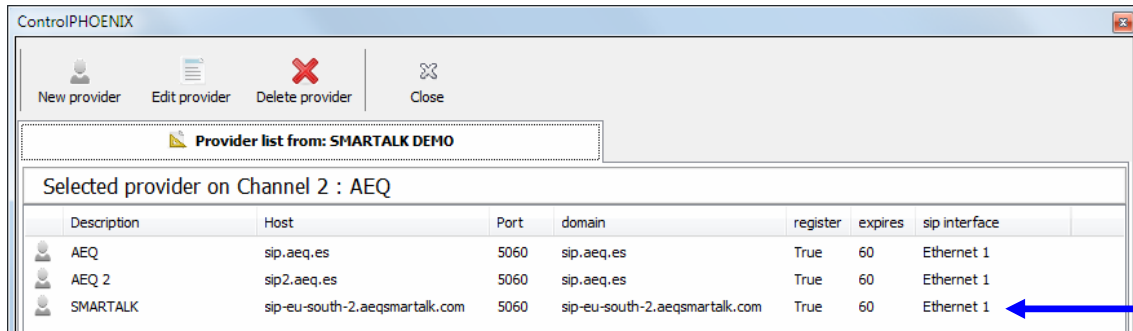


ONLY AFTER introducing these data, click on "Manage Providers" and create the new "**Proxy Provider**" SMARTALK with the "SIP server" value which SmarTALK provides (in "Codecs" menu and in welcome e-mail) in both the "**Host**" and "**Domain**" fields ("sip-eu-south 2.aeqsmartalk.com" in the example).

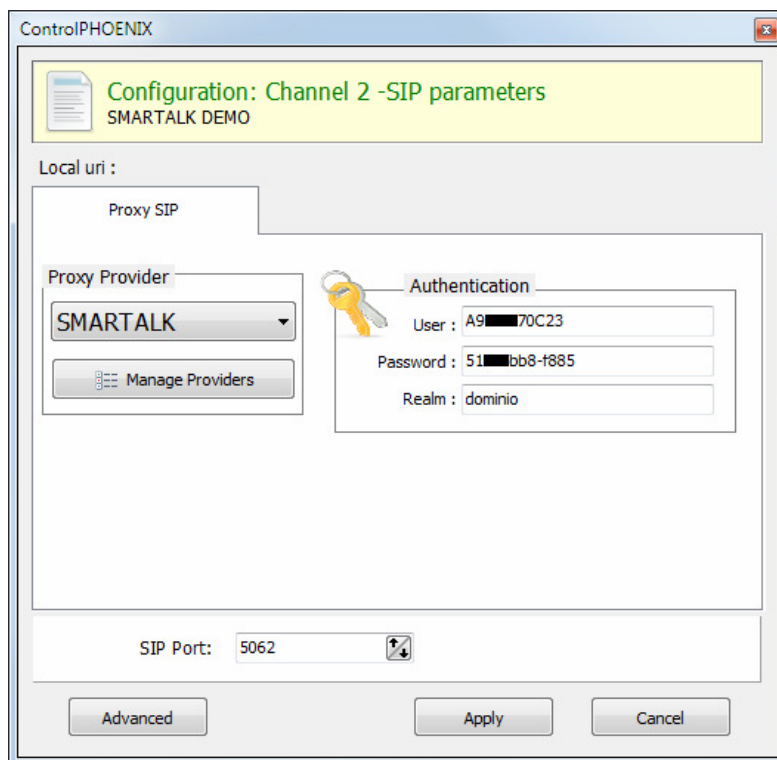


Keep the value of "**Port**" field as 5060 (this is the server's port, not our outgoing port), leave "**Register**" activated and set "**Expires**" to 60. Remember that the "**SIP Interface**" field must correspond to the Ethernet port used to provide Internet connectivity to the codec.

The new SMARTALK provider will appear in the "Providers" list after clicking on "Apply".

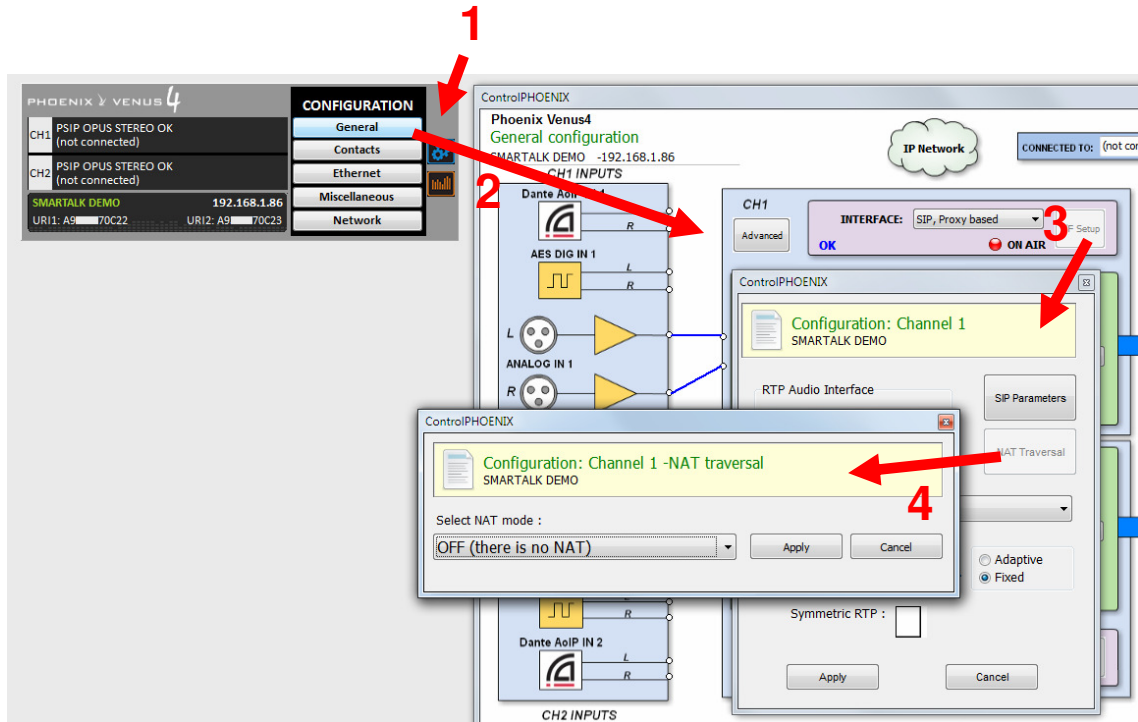


Return to SIP configuration window, select the SMARTALK "Proxy Provider" and then apply the changes.

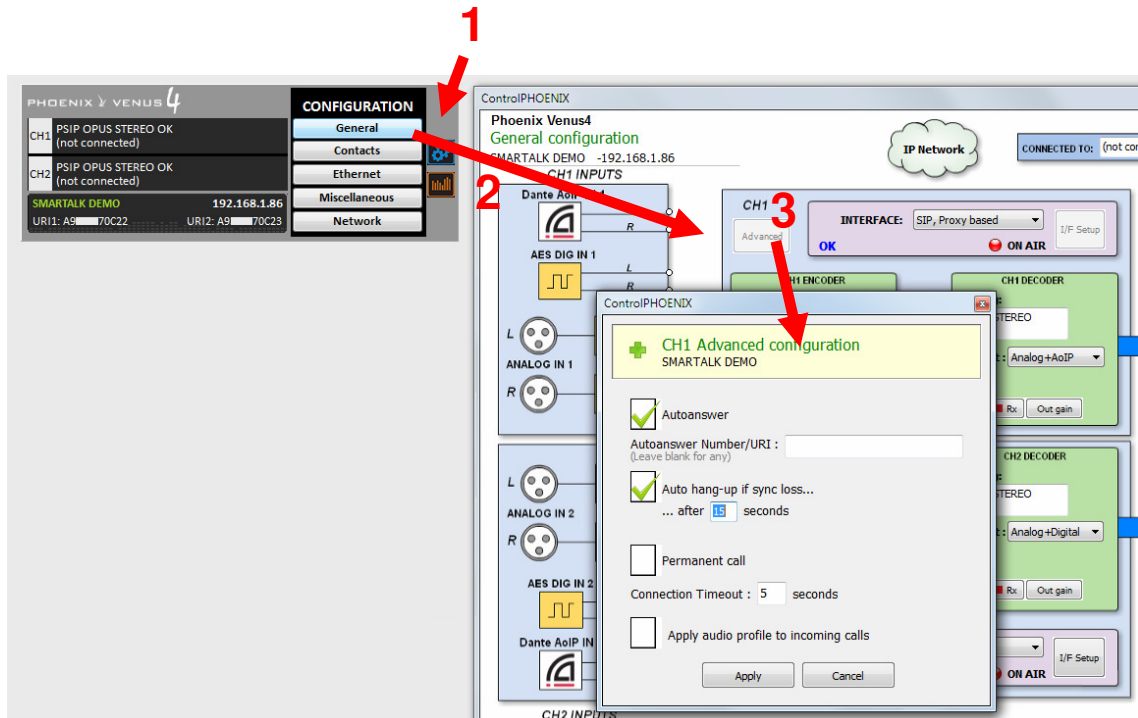


In order to prevent our IP address to be blocked as a security measure, it's important to first configure all channels' users and passwords, then carefully check them and, only after that, select the new Provider with the assigned SmarTALK credentials, in that precise order.

It's also necessary to deactivate the "NAT Traversal" mode in "CONFIG" → "General" → "I/F Setup" → "NAT Traversal": select the "OFF (there is no NAT)" mode.



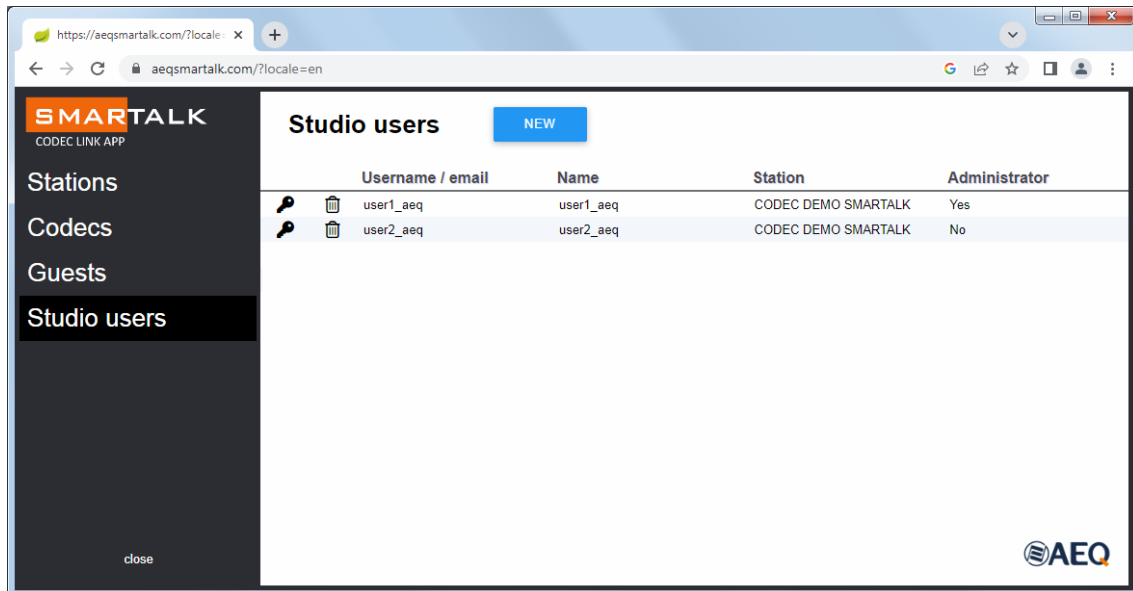
Last but not least, it's necessary to set the option "CONFIG" → "General" → "Advanced" → "Autoanswer" to "ON" in all the codec channels which will use SmarTALK.



1.2. "Studio users" menu.

Creating a studio user or producer.

In order to create operation users and assigning them to stations, you need to enter their user/e-mail, name, and associated station. An e-mail will be sent with a link to create the associated password. If Administrator rights need to be granted, please check that box.



If a user has forgotten the password, please click on the key icon in the corresponding line. Click on the dust bin icon of a user line in order to delete it.

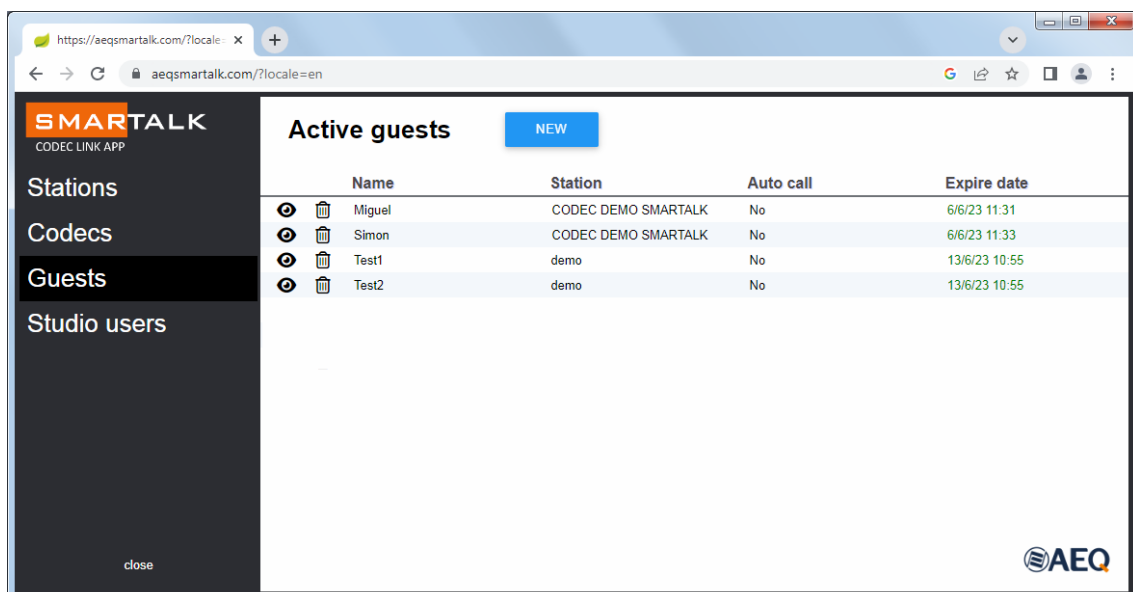


1.3. "Guests" menu.

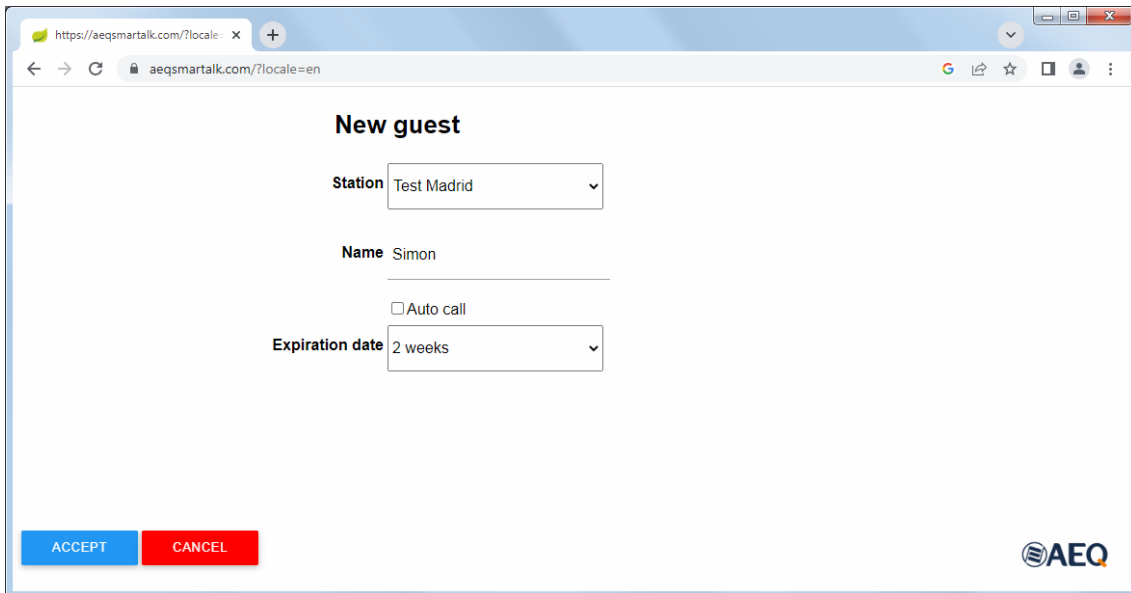
Configuring remote users and generating links.

Creating a new guest user or journalist.

Click on "Guests", where the currently active guests are presented, and click on the "NEW" button.



Select the associated station and assign a name and expiration date. Also, choose whether the guest will be able to call automatically (it's not recommended by default).




New guest

Station

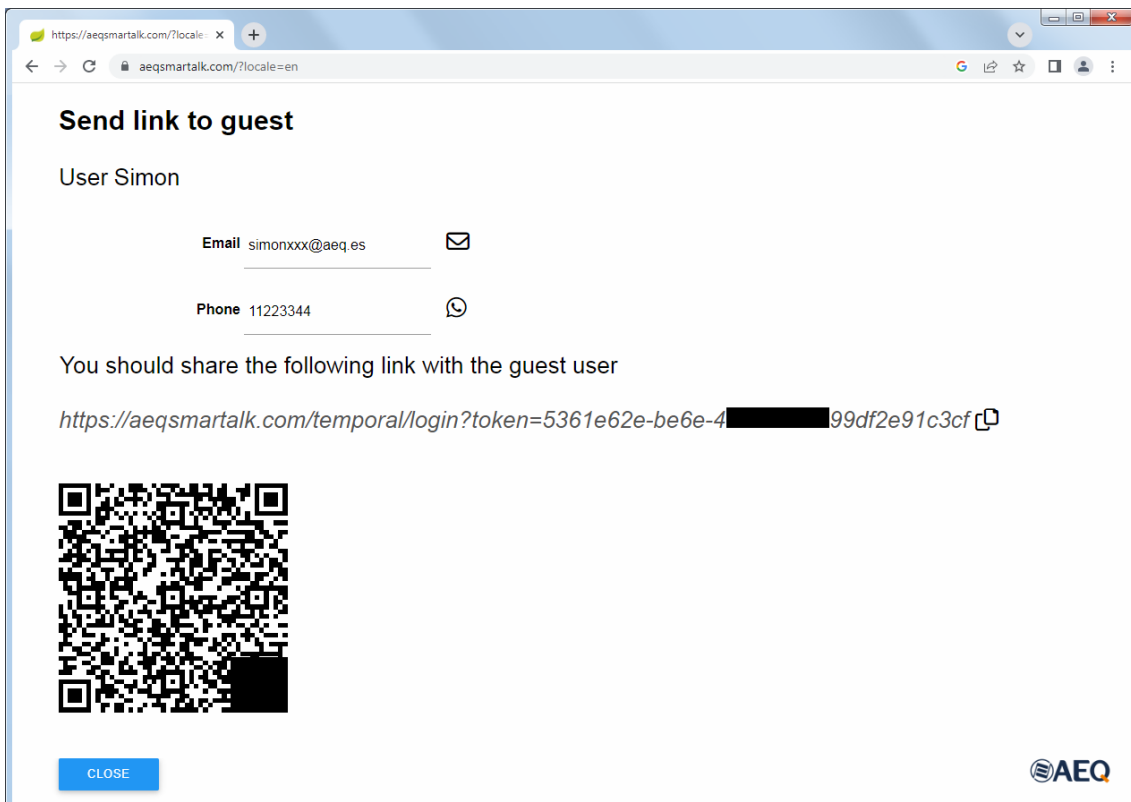
Name

Auto call

Expiration date





When validated, a screen will appear allowing the Administrator to send the generated link by e-mail, WhatsApp or in text format. A QR code image is also displayed there.




Send link to guest


User Simon


Email 


Phone 


You should share the following link with the guest user

[https://aeqsmartalk.com/temporal/login?token=5361e62e-be6e-4\[REDACTED\]99df2e91c3cf](https://aeqsmartalk.com/temporal/login?token=5361e62e-be6e-4[REDACTED]99df2e91c3cf) 





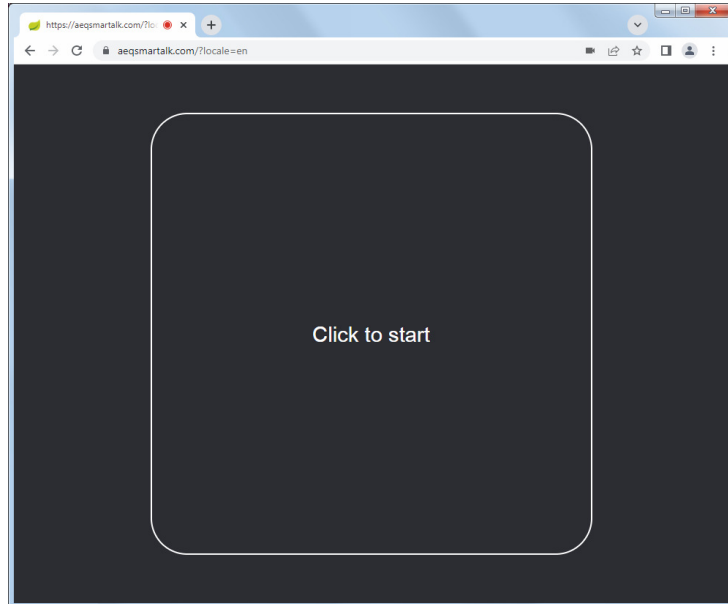
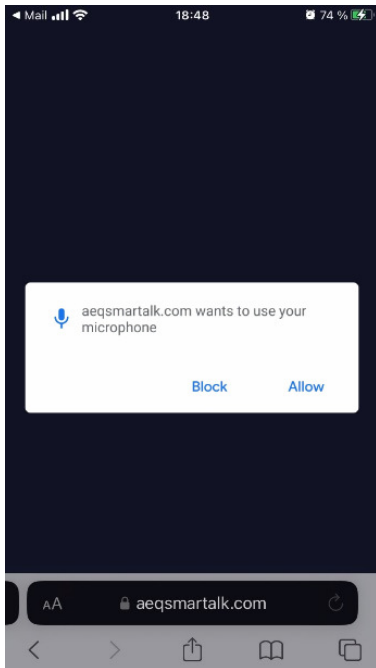
When clicking on the WhatsApp icon, a tutorial about how to install WhatsApp web will be offered, if it wasn't already installed on the PC. 

Copy the link to send it by any other means by clicking on the copy icon. 

1.4. Guests operation.

The codec web interface will just open when clicking on the link that the station has sent.

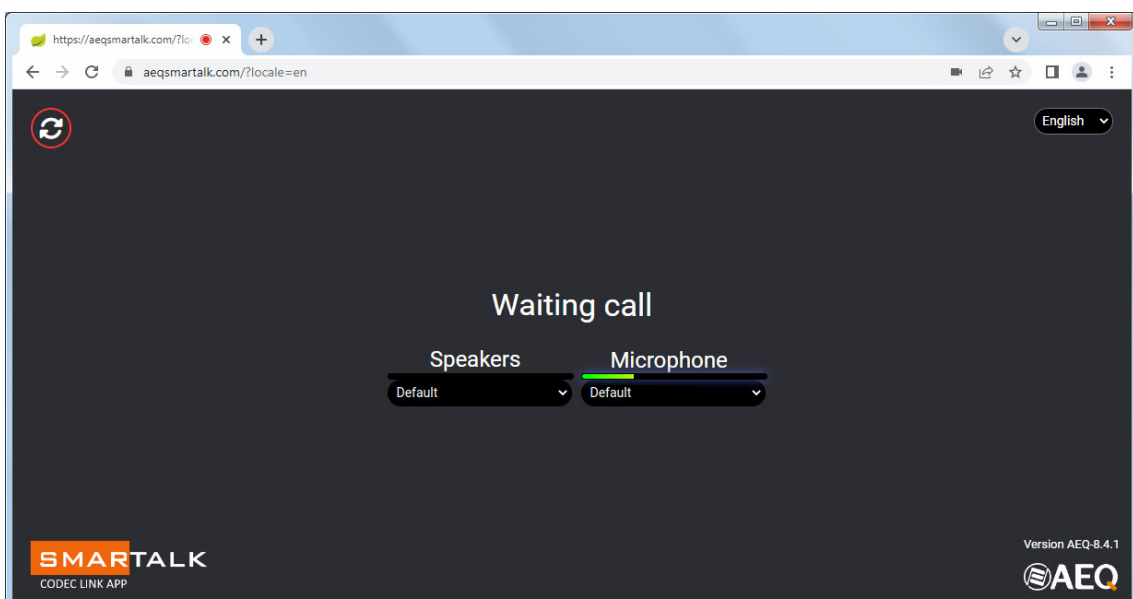
When that link is open from a smartphone, permission to access the microphone will be required. This is mandatory and it can be granted by accepting on the screen. Next, a button to start will show up (same as in the interface on PC), and the interface will open by just touching it. The terminal will remain on hold, waiting for the communication to be established from the studio. The microphone VU-meter must already be active when talking.



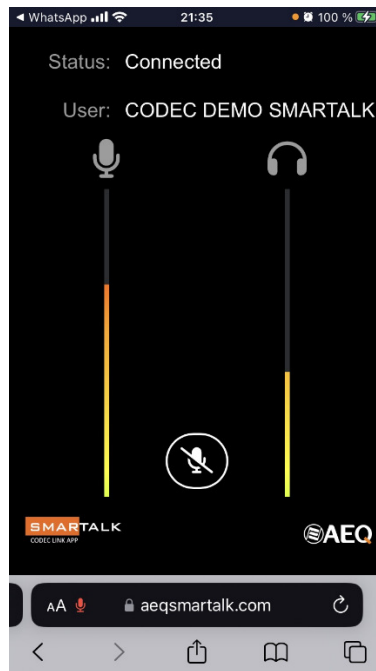
When working on a PC, the interface allows for language selection and configuration of the soundcard inputs and outputs. However, the only control appearing on a smartphone is the Mute button. Both implementations display the user's name and an indication of the call status, as well as audio level VU-Meters for both the send and return directions. When in a PC, it's necessary to click on the reload button (appearing at the top left corner) after changing the language or soundcard configuration.



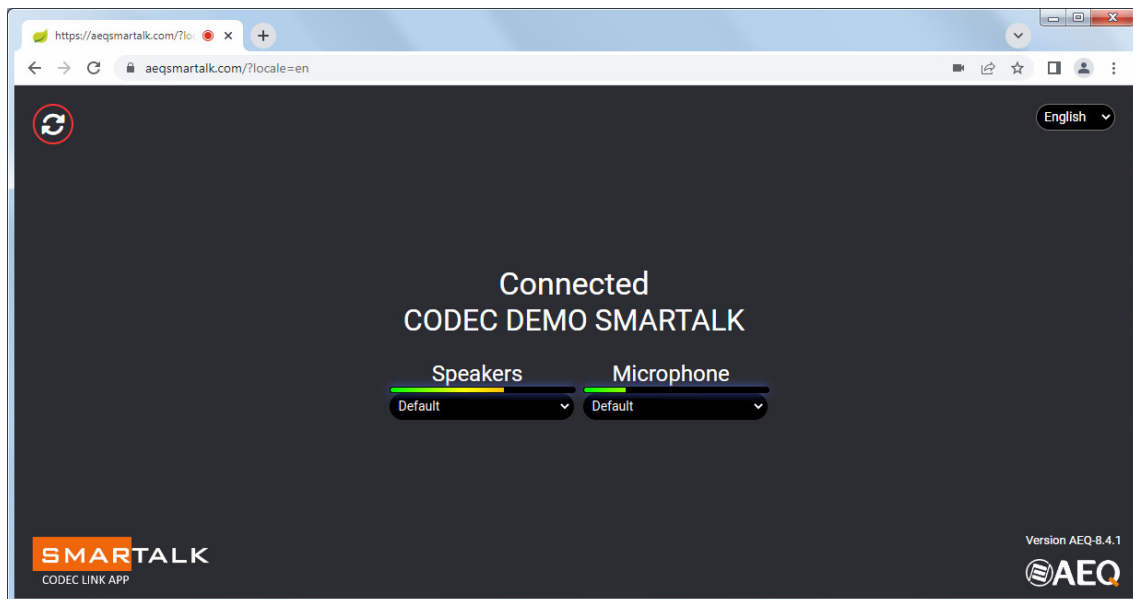
The SmarTALK screen on a PC looks like this:



The SmarTALK screen on a smartphone looks like this (active microphone in the example):



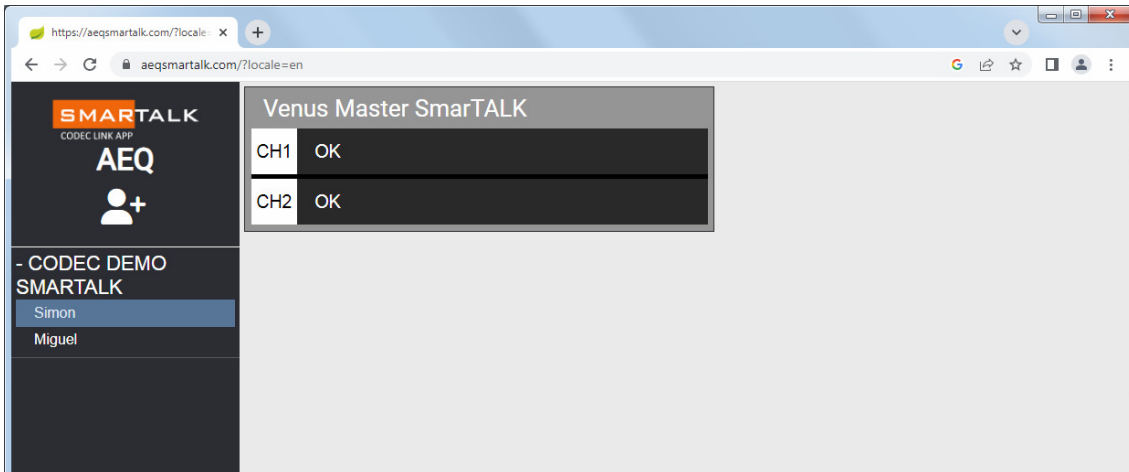
When the communication is open from the studio, the guest's application should display the "Connected" indication.



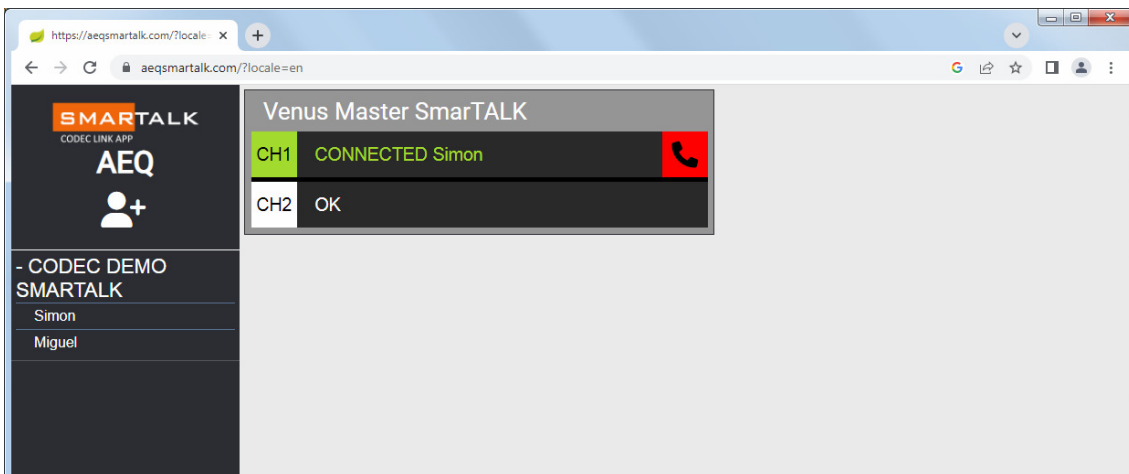
When the transmission ends, the studio should hang up the call and free the communication up. As a measure to prevent operation errors, call hang-up is not possible from the guest terminal. The only way to terminate it from the guest's side is to close the Internet browser.

1.5. Putting calls on air.

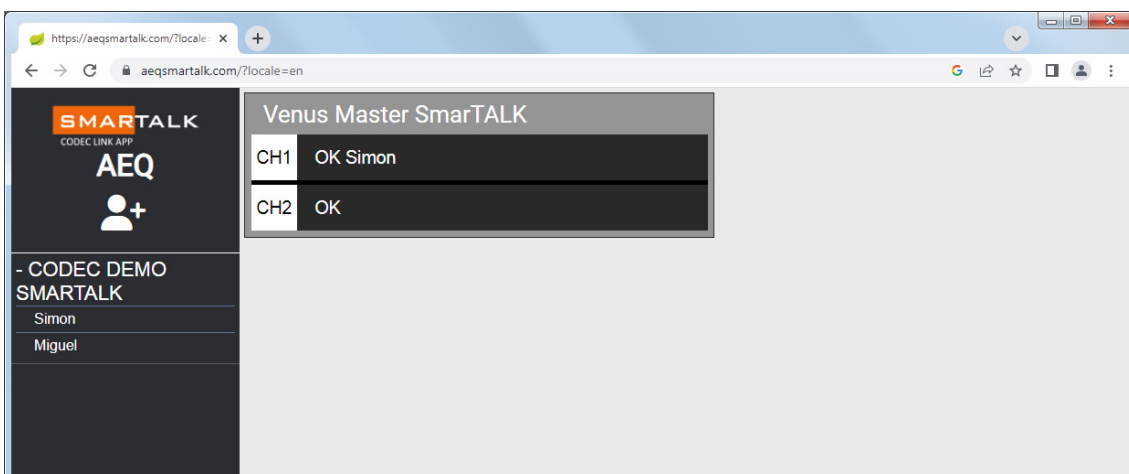
When in the operator's menu, a list with the names of all guests which currently have their web interfaces open (after having pressed the start button) is presented: "Simon" and "Miguel" in the next image.



Just drag one of the guests to a free codec channel (it indicates OK) to establish the call and it will change to display a green "CONNECTED" label along with a red hang-up button at the right.



When the red hang-up button is clicked on, the channel will become free again. The name of the last user who used that channel will remain for information purposes, however.



1.6. License status.

The operator's web interface shows the license status at any time. If it's close to renewal date, please talk to your administrator to avoid potential service cuts.

2. SYSTEM FEATURES.

2.1. Functionality.

The SmarTALK cloud-based SIP solution links the PC or smartphone of your remote guests or contributors to a Phoenix codec at your station.

SmarTALK provides the ideal solution for any regular remote guest or contributor at your shows. It simply links their PCs, tablets or smartphones with any of our AEQ Phoenix family of audiocoders at your station. There is no need to install any application, having to remember usernames and passwords. Simply "paste and go" a direct web-link and your guest is "On-Air". Your station only needs to generate the web link and send it the most convenient way to your guest or contributor: e-mail, WhatsApp, QR code image, link in text message or several at once.

The solution allows a new audiocoders connectivity system, which provides a great way to have regular or sporadic contributors/guests to your shows to connect easily and comfortably without the need for any investment in additional hardware or software. They can simply use their already available computers or smart-devices and that they are already familiar with. There is no need to install any software or equipment and there is no need to assist the guest remotely.

Both sporadic guests or regular remote contributors can participate from anywhere where Internet connectivity is available. The user receives and clicks the web link, the welcome screen appears, clicks again, and is ready to participate. SmarTALK saves your from sending a reporter, equipment, an OB-van, or moving guests to your studios, since they will be using their own computer or smartphone to connect for their voice contributions.

SmarTALK subscribers can use this service for whatever they need, send their connection link as many times as they need during the subscription period and for the number of licensed AEQ Phoenix audiocoders.

2.2. Use.

REMOTE TERMINALS:

These work on a web-browser application. If accessed from a PC, this application allows to select interface language, as well as audio inputs and outputs on the sound card to be used. On a smartphone (either Android or iOS) the user can control the listening level and also mute the mic of the device. In either scenario, the application will show "call-status" indication and the name of the user as well as VU-meters for both mic and listening levels.

Guest mode. The station sends a link (text or QR code) by E-Mail, WhatsApp, SMS, etc.. When accessing the link, a welcome screen opens, and when clicking again, the user is registers as available in the connection waiting list at the station. The DJ or technician will open the communication with the assigned codec at the station at the set-out and appropriate time and place the call On-Air.

Reporter mode. Sometimes the user needs to access the codec without the assistance of an operator at the station. In this case, the link that is generated provides an automatic connection to the assigned codec and the call is placed "On-Air".

AT THE STATION:

The access at the station is also through the web-browser, indicating username/e-mail and password. When used at the station, the web-browser application becomes the administrative and management tool. It allows to configure the system and to create users and generate and send the web-links to these. There are two levels of users at the station:

Operator: Creates the "Guests" or users of remote terminals, sends them the links and, in guest mode and eventually, activates the calls for the assigned audiocoders.

Administrator: Administrator users have access to the full Administration menu.

Stations: As the application is valid for radio or TV channels in which an administrator can work for several local stations, he can register or modify a station belonging to his account.

Codecs: Displays data for configuring audiocodecs in SmarTALK mode.

Studio users: Create and configure other system users.

2.3. Technical specifications.

Connection System: Through cloud-based SIP servers, distributed all over the world and selected according to the geographical location of your station.

Encoding: The system works with the OPUS stereo modes of AEQ Phoenix audiocodecs. For special applications the service also supports G722.

Assignment to the service: Optimized for AEQ Phoenix Venus V4/V4+ and ALIO audiocodecs, whose channels can be individually and dynamically assigned to SmarTALK by preset. In other AEQ Phoenix audiocodecs, channels can be assigned to the service manually.

Security: Redundant and distributed infrastructure to ensure high availability and low delay conditions.

Tested browsers: Both the Administration and the remote user's interfaces are based on web pages. Not all Internet browsers can correctly work. The tested ones are Google Chrome, Microsoft Edge and Apple Safari. Mozilla Firefox doesn't support SmarTALK.

Usable devices: The guest interface, which doesn't require a password, can operate on any smartphone, tablet or PC running one of the tested Internet browsers. Administration and operation interfaces, which do require log in, are not however designed to be displayed on a smartphone, as the amount of information is excessive for a small phone screen.

2.4. Licenses.

732.000.772 SmarTALK 2: ANNUAL LICENSE FOR STATIONS WITH A PHOENIX AUDIOCODEC OF 1 OR 2 LINES

732.000.773 SmarTALK 10: ANNUAL LICENSE FOR STATIONS WITH UP TO 5 PHOENIX CODECS OF 1 OR 2 LINES IN THE SAME LOCATION

732.000.774 SmarTALK 20: ANNUAL LICENSE FOR STATIONS WITH UP TO 10 PHOENIX CODECS OF 1 OR 2 LINES IN THE SAME LOCATION

732.000.775 SmarTALK 40: ANNUAL LICENSE FOR STATIONS WITH UP TO 20 PHOENIX CODECS OF 1 OR 2 LINES IN THE SAME LOCATION

It is important to highlight that multiple codec licenses are only usable for audiocodecs located in the same station (within the same building). That is, codecs located in different offices, need different licenses, even if they are part of the same radio network or company.

On the other hand, a license assigned to an AEQ Phoenix audiocodec can be assigned to as many virtual codec links as required, to be used on different web based devices, in order to communicate to the licensed codec without any limitation during the valid period of the license. The number of possible simultaneous calls will be the number of codecs in the license multiplied by the number of channels that each one has.

The license assigned to a codec can be moved to another codec within the same location (station) for failure or work organization reasons.

3. START-UP AND OPERATION.

3.1. Remote interface.

3.1.1. Start-up.

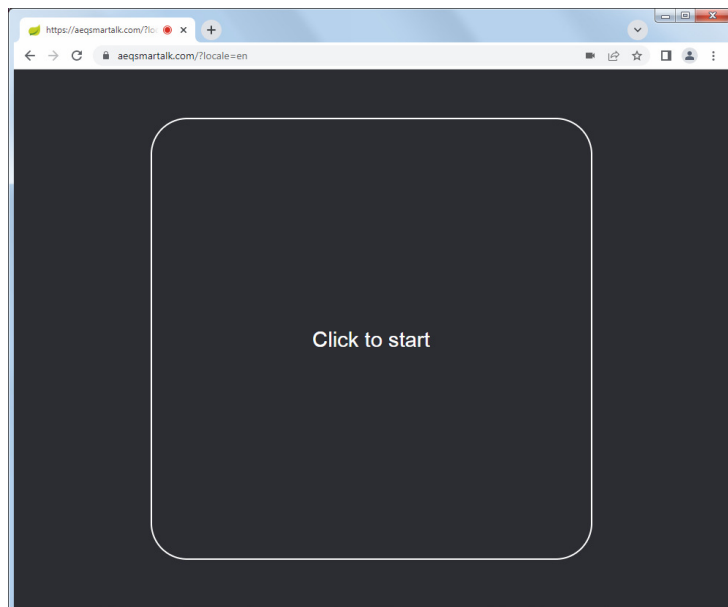
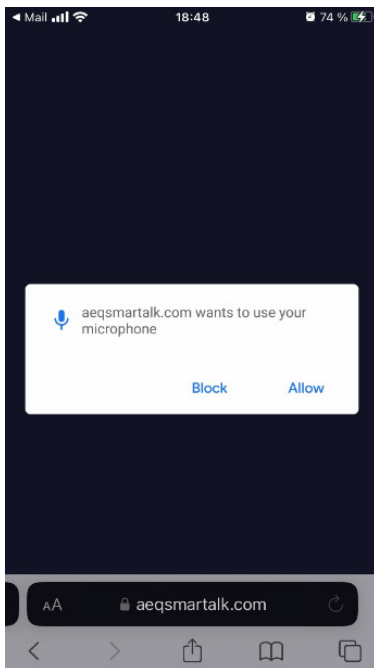
There is no need to install any software application or enter users or passwords: the web interface will be open in the browser itself by simply clicking on the direct link that the station sent in the most convenient way: e-mail, WhatsApp, QR code image, text link or several of them at the same time.


Nevertheless, each user can open only one instance of the interface, that is, the same automatically generated link cannot be open from several devices simultaneously, as this will produce operation errors.

As a result, the link sent from the studio shouldn't be shared. If connection from another device is required, another link must be generated. Remember that creating links doesn't add any costs.

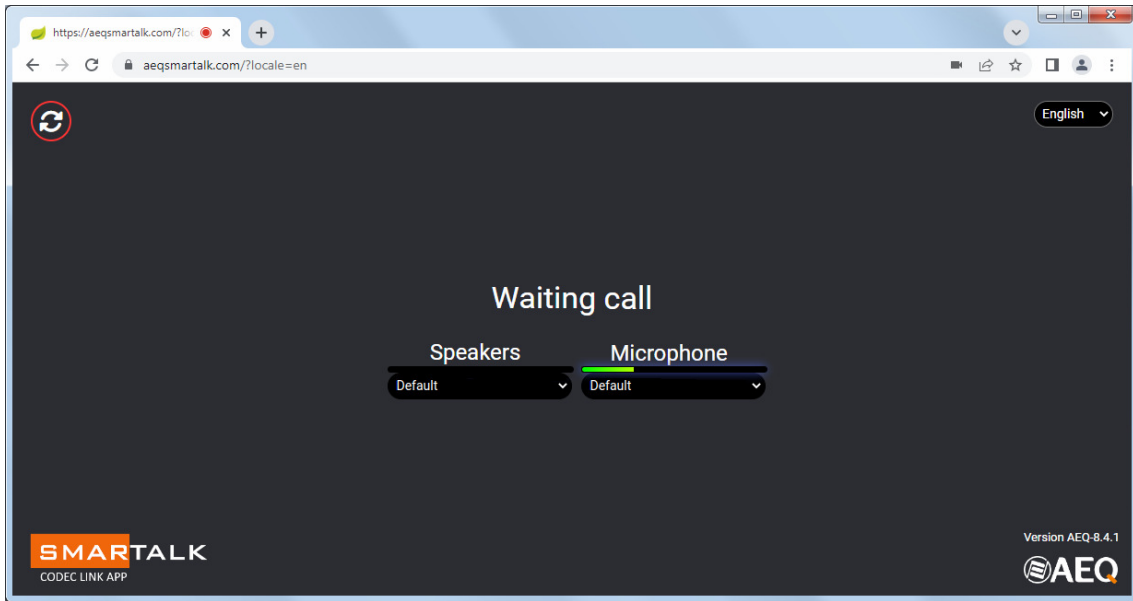
3.1.2. Operation from the guest's terminal.

When the link is open from a smartphone, it will ask for permission to access the microphone, and this must be provided by accepting in the screen. Next, an indication prompting the user to touch a bottom to start the communication will show up (same as in the interface on PC). When the user does so, it will become on hold, waiting for the communication to be established from studio. When talking, the microphone VU-meter must be seen active.

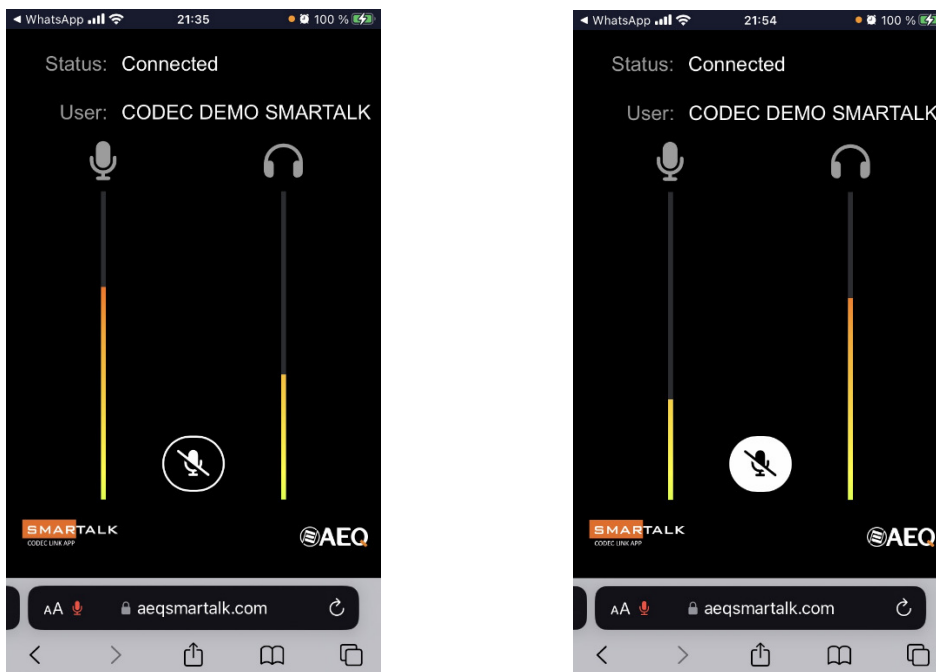


The PC interface also allows for the selection of the language and the audio input/output sources among the different sound cards installed. However, when running on a smartphone, only the Mute button will be displayed. A call status indicator and the user name, as well as the audio level vu-meters for the microphone and return, will appear in both platforms. Remember that, after configuring language and sound card in the PC, the reload button appearing at the top left corner must be clicked on so all the information is updated. 

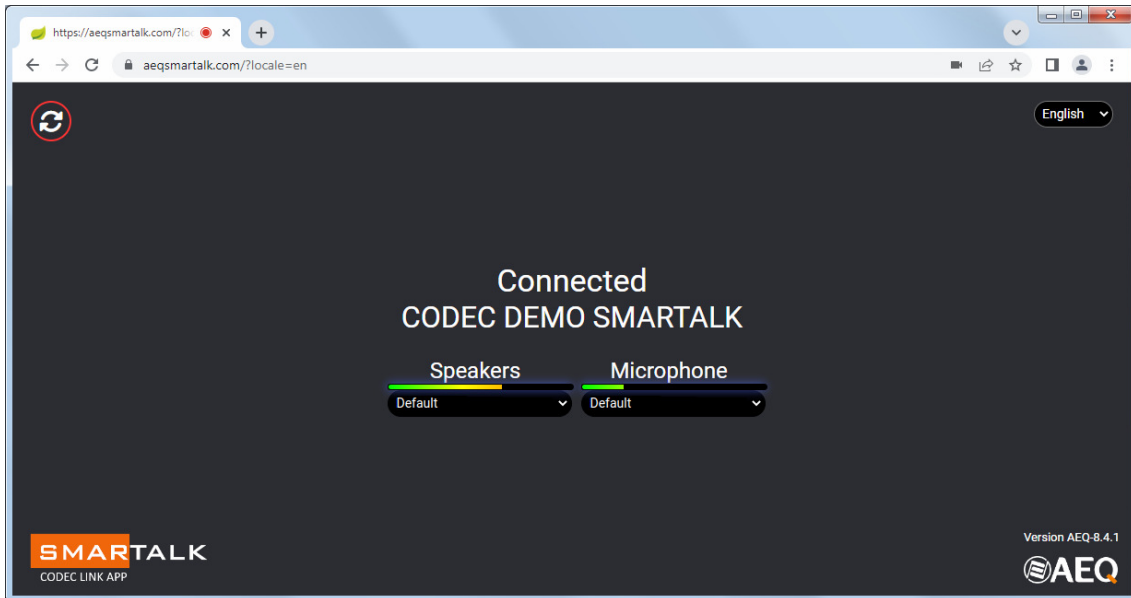
The SmarTALK screen on a PC looks like this:



The SmarTALK screen on a smartphone looks like this (active microphone in the left image and muted microphone in the right one):



When the communication is open from the studio, the guest's screen will display the "Connected" indication.



When the transmission ends, the studio should hang up the call and free the communication up. As a measure to prevent operation errors, call hang-up is not possible from the guest terminal. The only way to terminate it from the guest's side is to close the Internet browser.

3.2. Studio interface.

3.2.1. Initial start-up: first administrator.

Welcome e-mails. The first administrator of the system receives 2 welcome e-mails. The first e-mail, with the subject "**Activate your SmarTALK user account**", includes the following information:

- Service's web address.
- Username (user's e-mail).
- Link to create a password.
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From now on, you can access the operation and management of this service from the web browser of your preferred device at the following URL: <https://www.aeqsmartalk.com>

The user for the administration of your service will be: [s\[redacted\]@a\[redacted\]](mailto:s[redacted]@a[redacted]). Remember that you will first need to set your password using this link: [https://aeqsmartalk.com/security/remember/token/9d9c08be-\[redacted\]-4f8a-a11f-\[redacted\]53657ec](https://aeqsmartalk.com/security/remember/token/9d9c08be-[redacted]-4f8a-a11f-[redacted]53657ec).

For any incidence, please contact by e-mail with sat@aeq.es or by phone: +34 91 6861300

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- AEQ Phoenix codec configuration data, to be performed using "AEQ ControlPHOENIX" application:
 - User and password for each audiocodec channel.
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WELCOME TO THE SMARTALK SERVICE!

AEQ thanks you for subscribing this service. From now on, you can access the operation and management of this service from the web browser of your preferred device at the following URL: <https://www.aeqsmartalk.com>

The user for the administration of your service will be: [s\[redacted\]@a\[redacted\]](mailto:s[redacted]@a[redacted]). Remember that you will first need to set your password using this link: [https://aeqsmartalk.com/security/remember/token/9d9c08be-\[redacted\]-4f8a-a11f-\[redacted\]53657ec](https://aeqsmartalk.com/security/remember/token/9d9c08be-[redacted]-4f8a-a11f-[redacted]53657ec).

Next you will need to configure your audiocodecs. The SIP parameters are as follows:

Codec AEQ 1, channel 1: user: A17[redacted]151 / password: 2130[redacted]-a5a9

Codec AEQ 1, channel 2: user: A17[redacted]152 / password: 14cc[redacted]82f8

The Host/domain parameters to set to your SIP Provider and set the Realm is: <sip-eu-south-2.aeqsmartalk.com>

To help you get started, we've generated a first link that you can use to test the service from any terminal:

[https://aeqsmartalk.com/temporal/login?token=\[redacted\]-3100-4ece-\[redacted\]56f5c9887f14](https://aeqsmartalk.com/temporal/login?token=[redacted]-3100-4ece-[redacted]56f5c9887f14)

From this moment on, you You'll be able to create links like this to send to your collaborators.

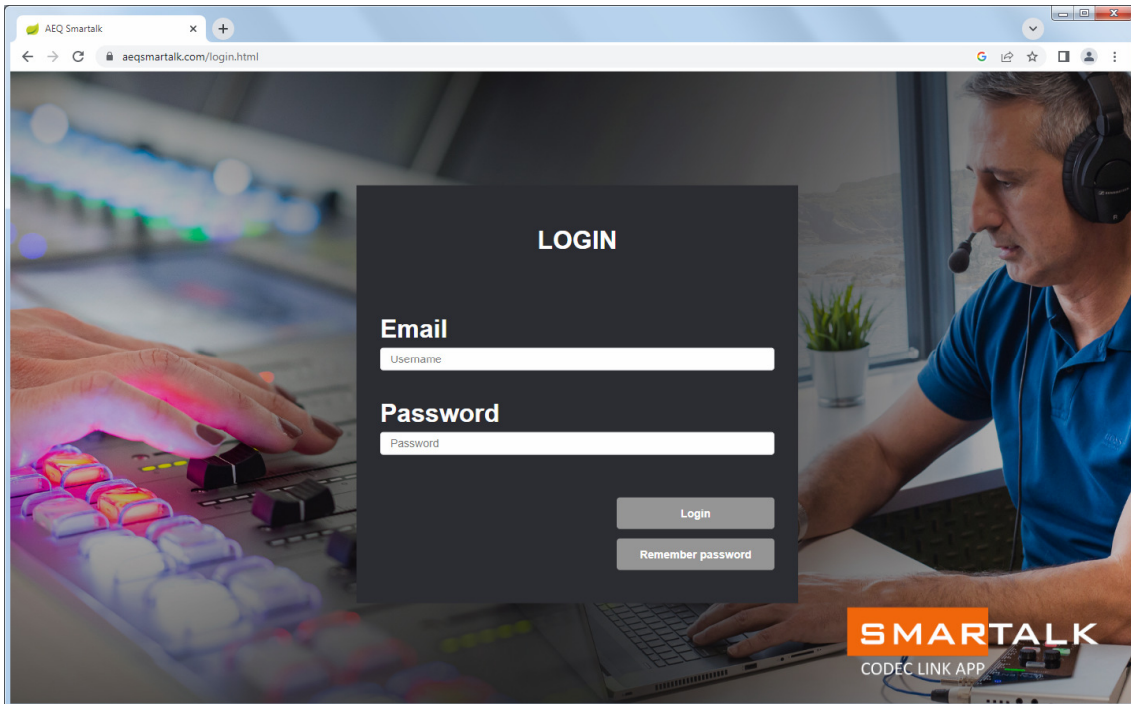
For any incident, please contact sat@aeq.es by e-mail or by phone: +34 91 6861300

Accessing the web interface.

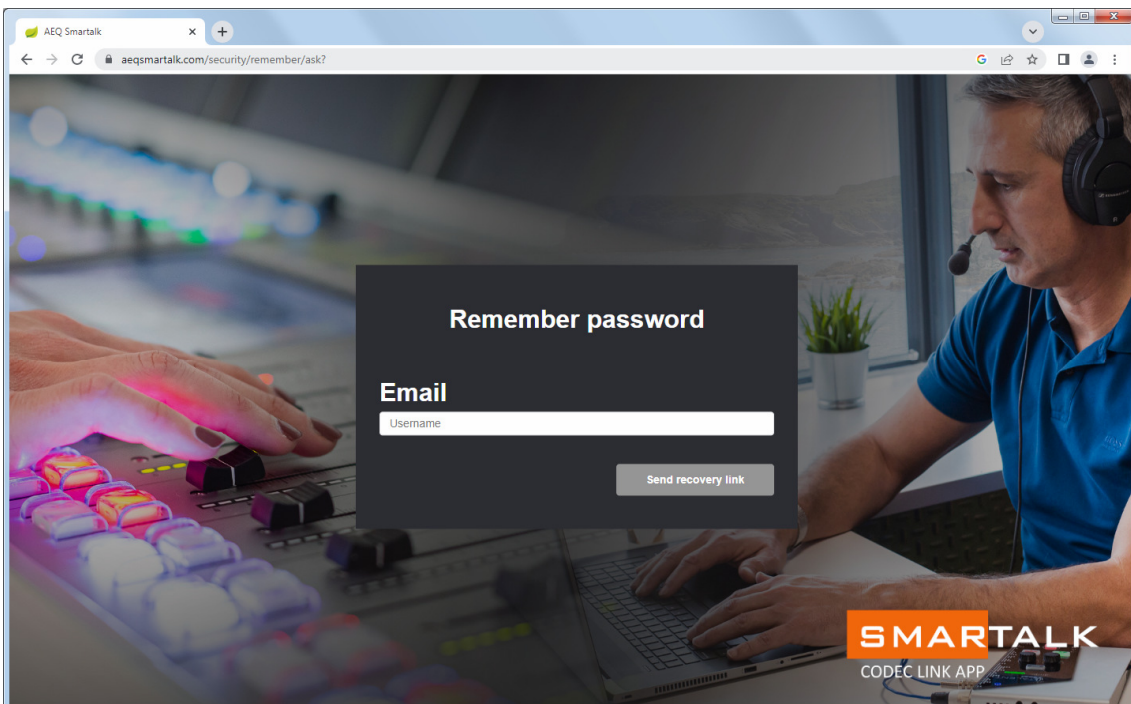
The interface allows, on one hand, to configure the service and, on the other hand, to generate and send the guest links.

To enter the service, just access this page: <https://aeqsmartalk.com/> and type in your credentials. The default way to log-in is using an e-mail and password.

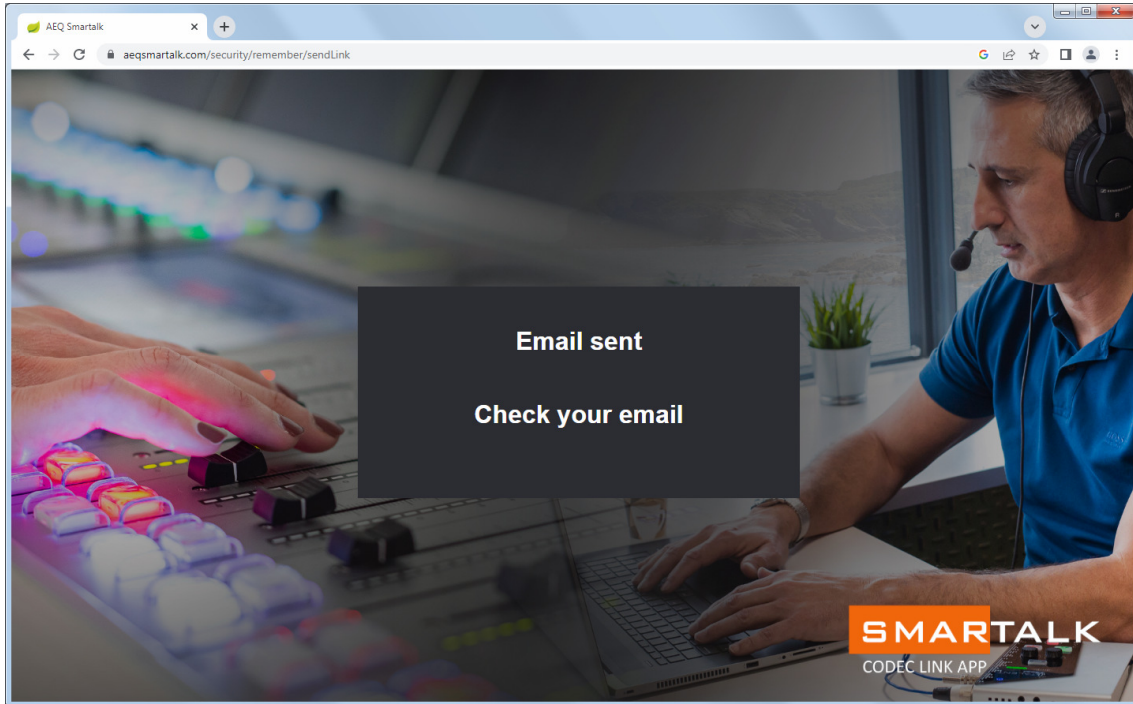
In order for several people to be able to use the interface, it is also possible to use a common user name for all of them and a generic password, instead of an e-mail and a password. However, they won't be allowed to access simultaneously.



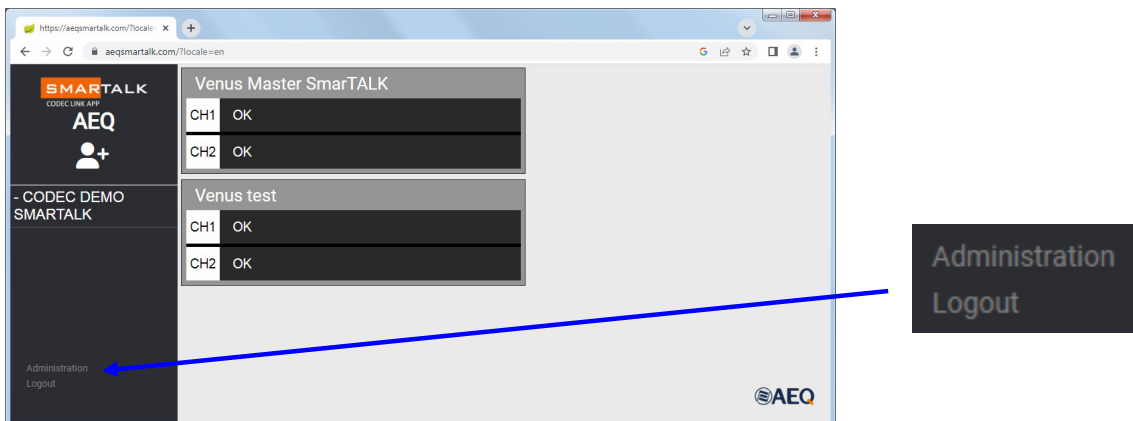
If you don't remember your password when trying to log-in, just click on the "Remember password" button and next on "Send recovery link".



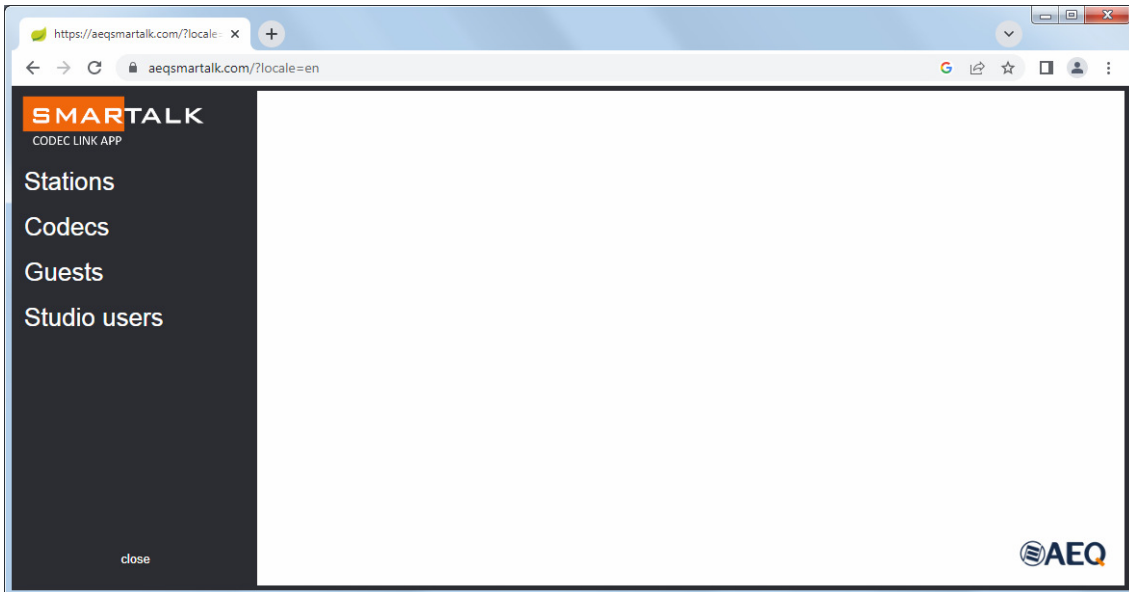
The system will send a link to reset the password to your e-mail address.



Once you have entered the interface, click on the "Administration" option at the lower left corner of the window.

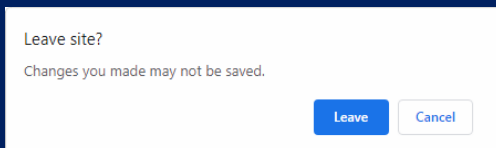


This Administration menu will only be accessible to those users who have been created with Administrator rights.



NOTICE: INTERFACE HIGHLIGHTS

When running the web interface, you must use the internal control buttons as “Close”, “Exit”, “Accept” and “Cancel” to navigate between screens. If you use the browser’s arrows or back button, you will leave the page...



...and you will be required to enter your password again to enter back.

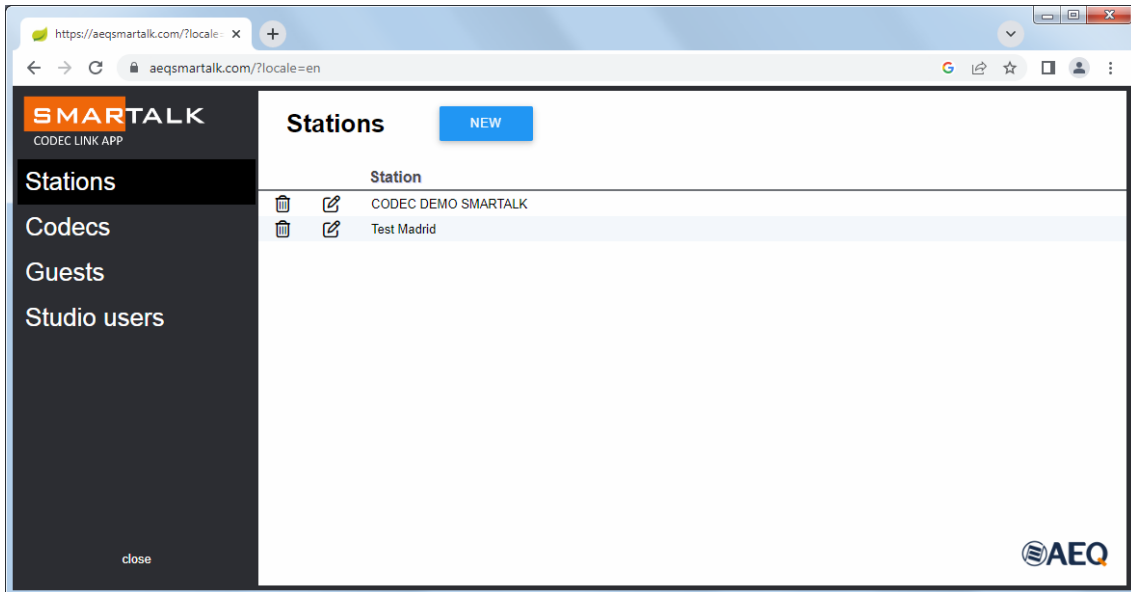
For security reasons, there is no incorrect password notice.


Users are identified by their e-mail address. If you try to create a new user assigned to an e-mail address corresponding to an already existing user, the new user won't be created.

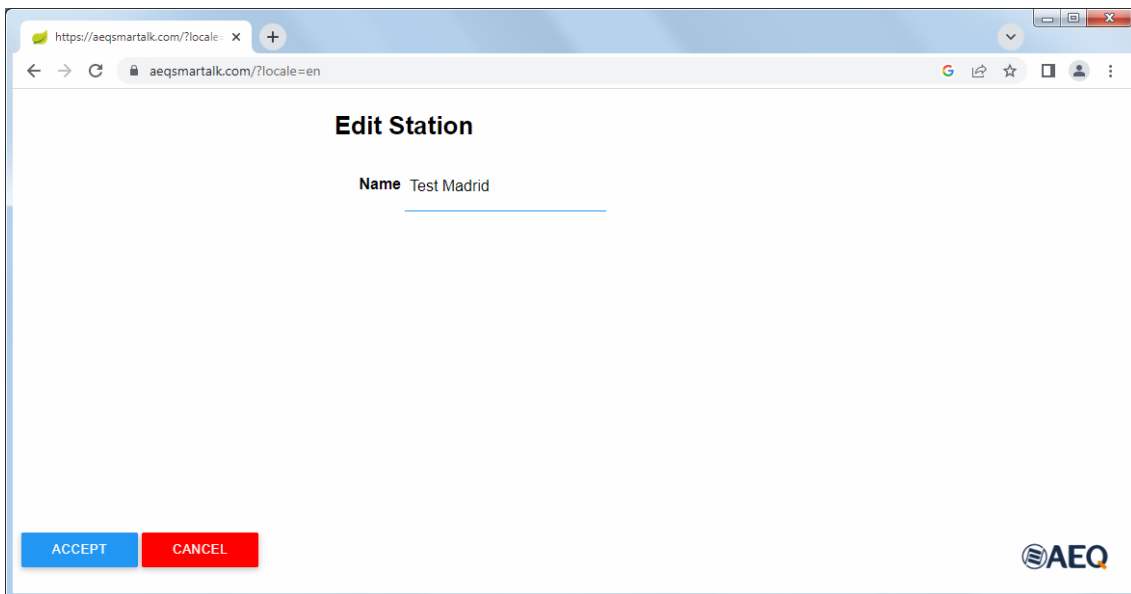
"Stations" menu.

The interface is valid for radio or TV stations where an administrator can work for different stations or programs. That's why administrators can see the different stations which have been created at the time of licenses creation and edit their names.

Click on "Stations", and a list of the stations created when the license was activated will be presented. You can register a new station by pressing the "NEW" button.



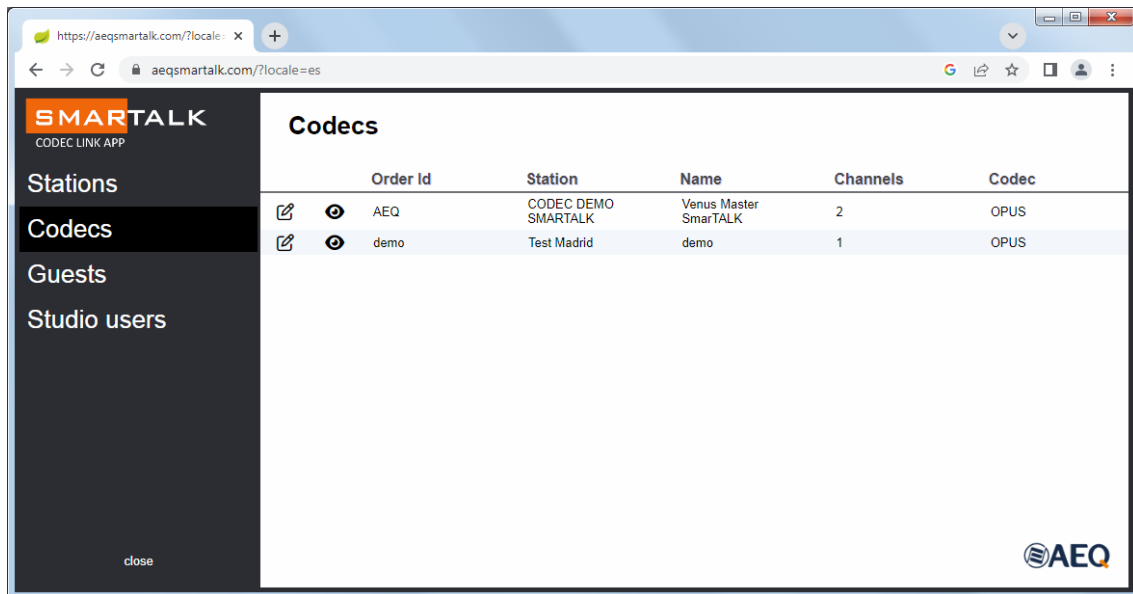
Stations names can be edited in order to adapt them to the desired naming conventions by  clicking on the icon associated to any of them.



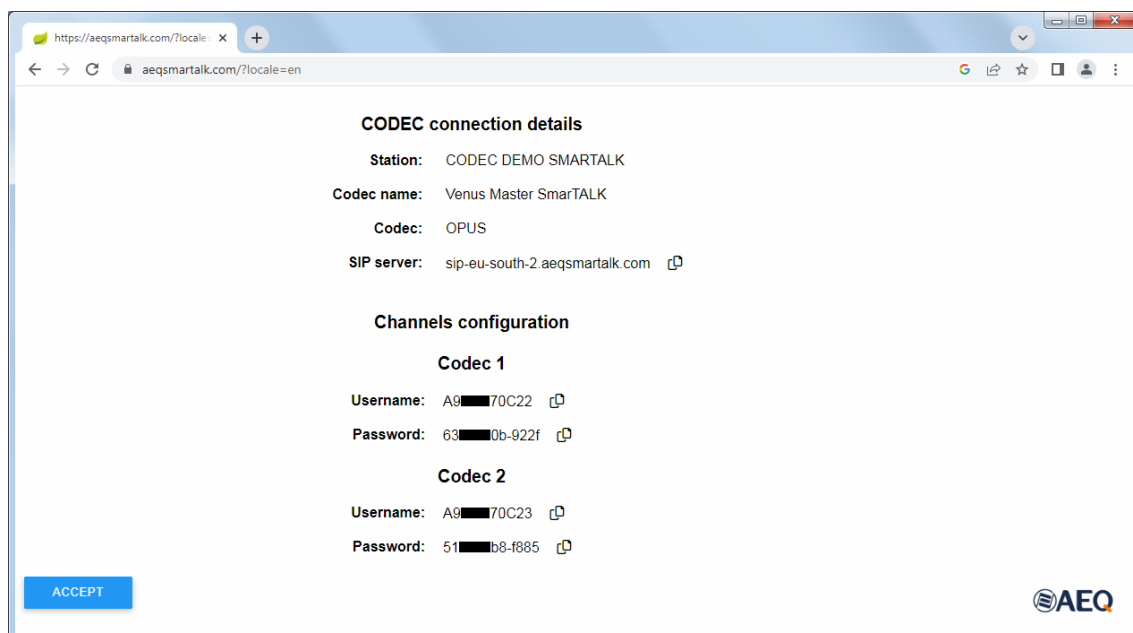
NOTE: Users which have been created without administration rights will only be able to see the station they were assigned to.

Codecs view.

All licensed codecs of the station are displayed when clicking on "Codecs".



When clicking on the eye icon of any of the codecs, its configuration data are displayed. These data are necessary to initially configure the codec using the "AEQ ControlPHOENIX" application and can be copied by clicking on the copy symbol of any of them.



Codecs are created and assigned to stations by AEQ when the license is activated. At a later stage, administrator users can modify their names in order to adapt them to the company's naming conventions by means of the editing icon.



CODEC

Order Id AEQ

Station CODEC DEMO SMARTALK

Name Venus Master SmarTALK

Channels 2

Codec OPUS

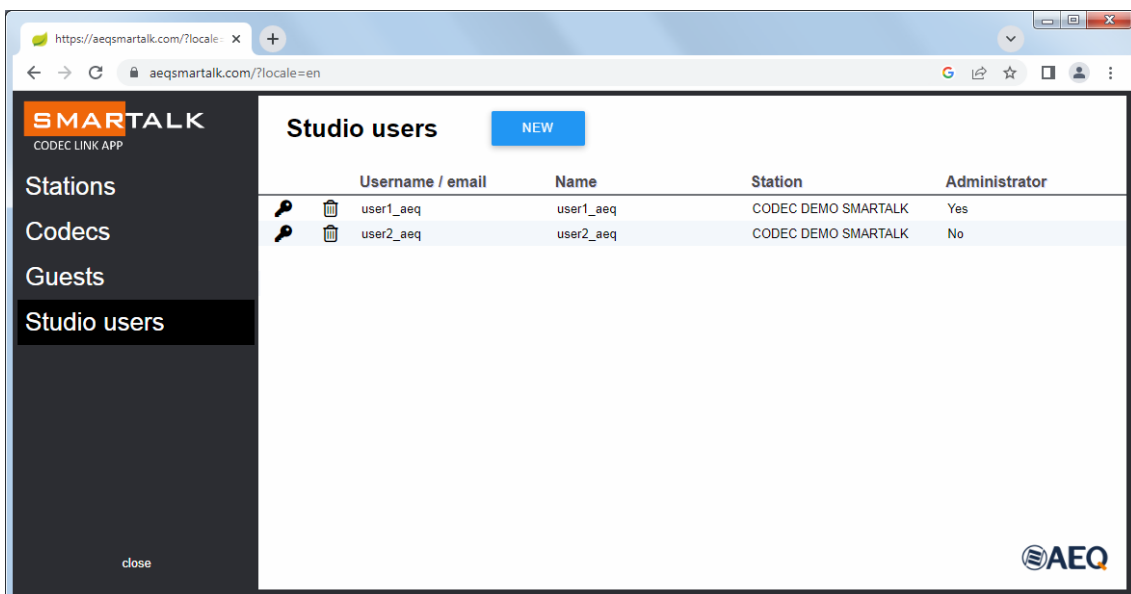
ACCEPT CANCEL

AEQ

As a previous step to the operation phase, licenses will need to be assigned to the physical audiocoders. This is done in "AEQ ControlPHOENIX" as explained in section 3.3 of this manual.

Creating a studio user or producer. "Studio Users" menu.

This menu allows you to create users, assigning them to stations (only if the current user was created as Administrator and, consequently, has access to the "Administration" menu and rights to handle different stations).



SMARTALK
CODEC LINK APP

Stations

Codecs

Guests

Studio users

close

Studio users NEW

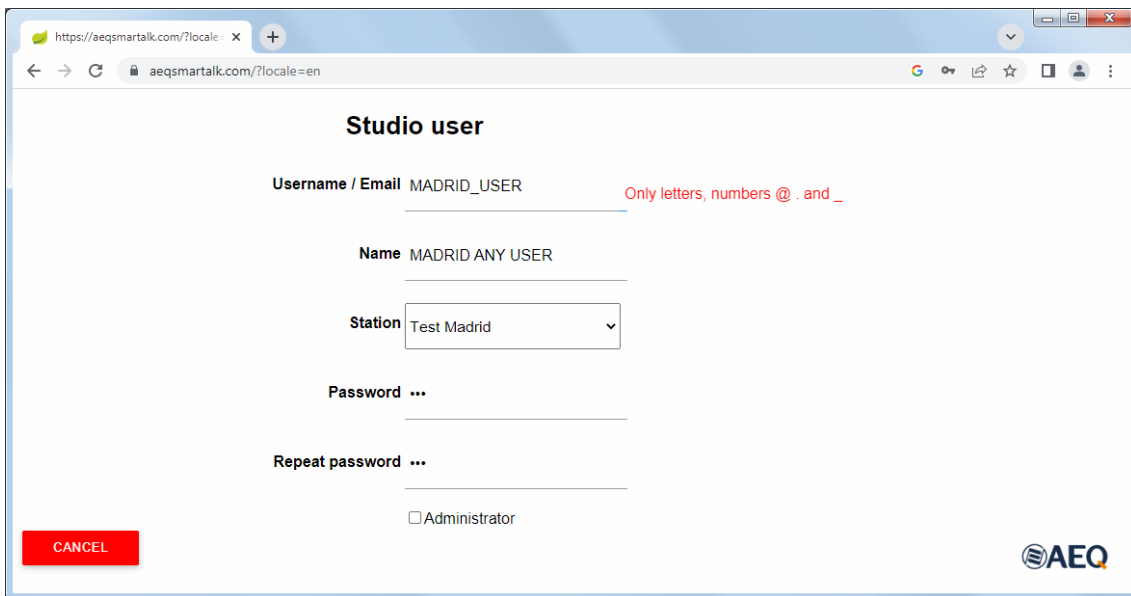
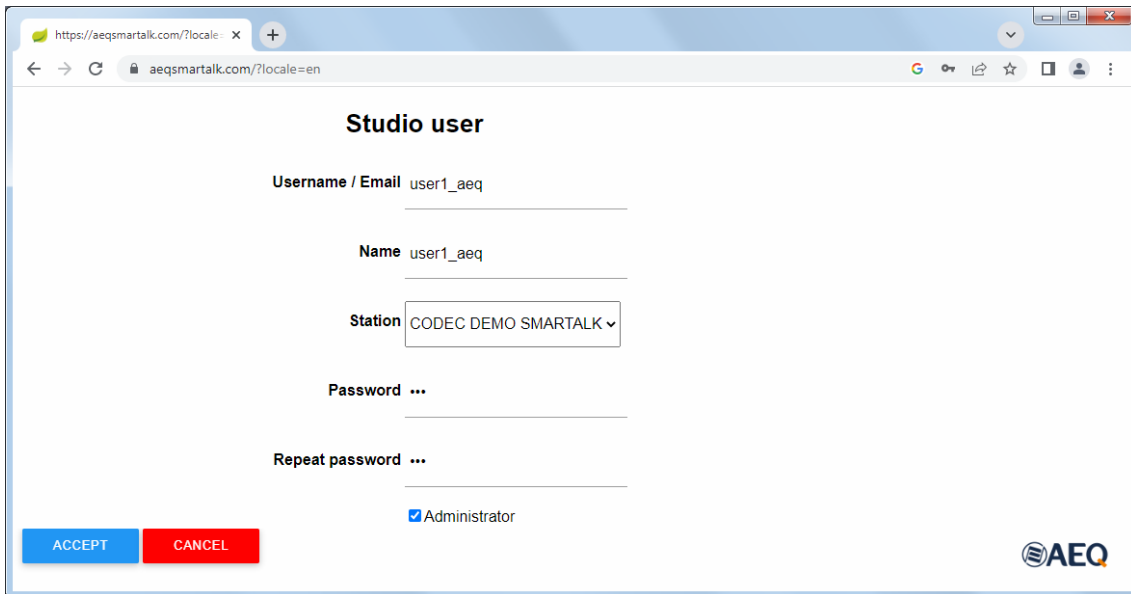
Username / email	Name	Station	Administrator
user1_aeq	user1_aeq	CODEC DEMO SMARTALK	Yes
user2_aeq	user2_aeq	CODEC DEMO SMARTALK	No


AEQ

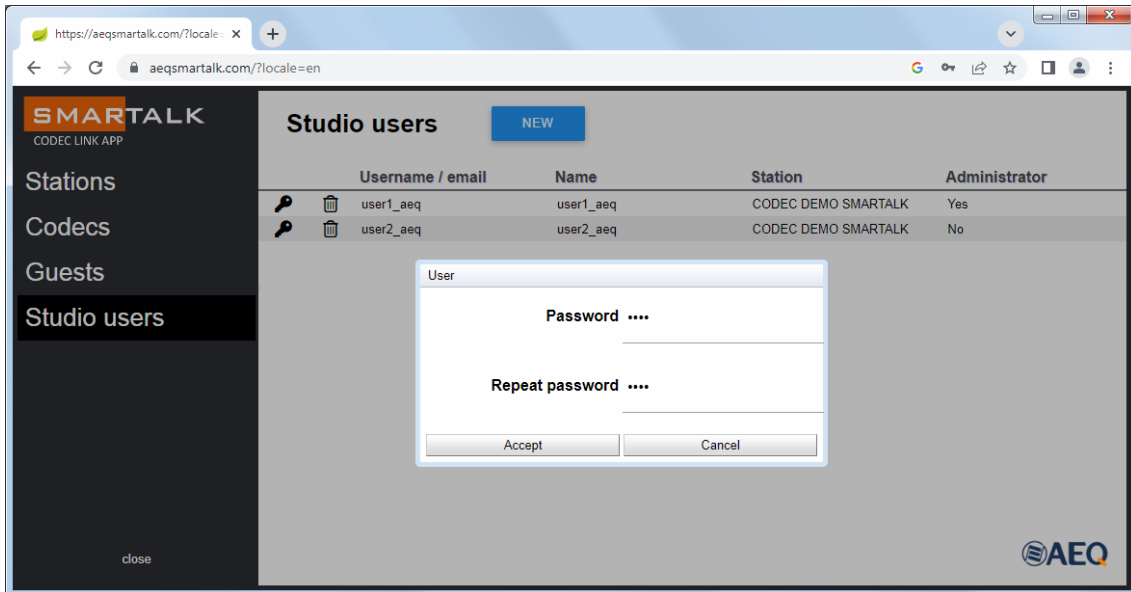
In order to create a new user, you will need to fill his user name/e-mail address in, type a name to identify him/her, and, when there is more than one station, choose which one he/she is assigned to. Last, an e-mail with a link to create the password will be sent. Sometimes, assigning a password to this user is necessary, instead of letting the user create his/her own one. In this case, the user name won't be an e-mail address.


If the new user must have administrator rights, remember to check the "Administrator" check box.

As said before, it's also possible to create generic users, not assigned to an e-mail address. In any case, the "email" field has some syntactic rules, such as not having blanks.



If a user has forgotten the password, please click on the key icon in the corresponding line. 



This same window allows the administrator to remove a user by clicking on the dust bin  icon.

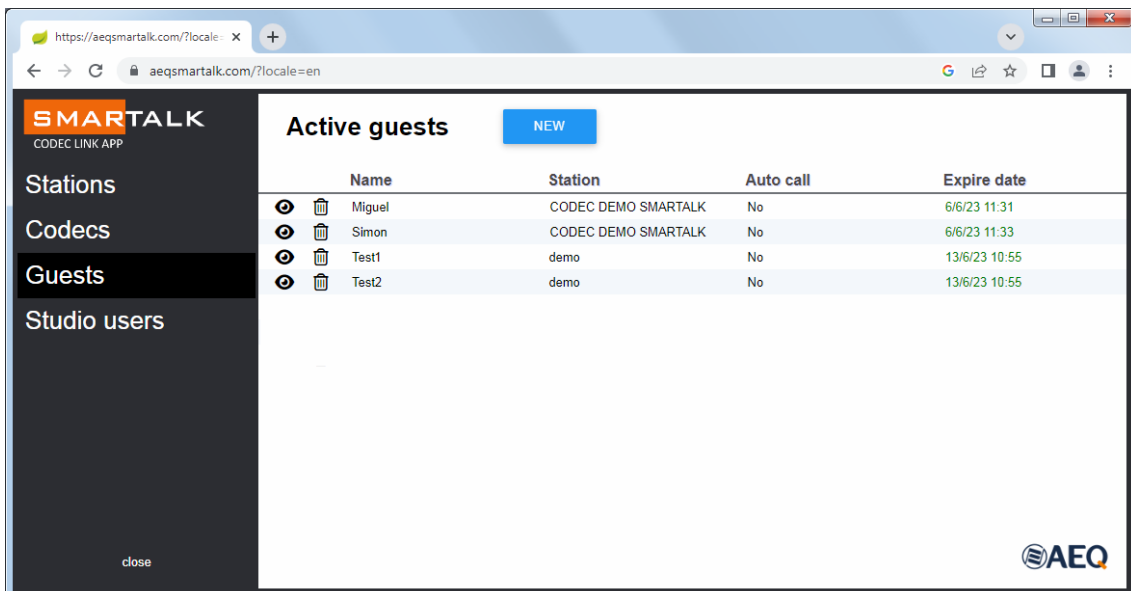
3.2.2. Operation: sending links.

Configuration of remote users and links generation.

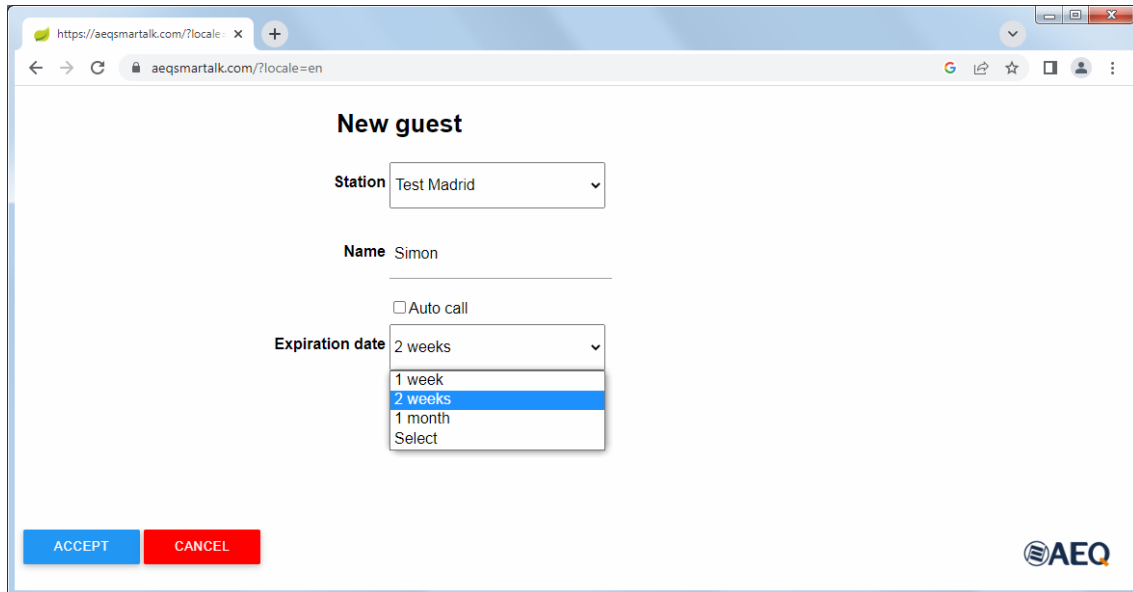
Creating a guest or journalist user.

One of the tasks of SmarTALK studio or producer users is to create guests and journalist users.

In order to create a guest user, you must enter the "Guests" option, where the active ones will be displayed. There you must click on the "NEW" button.

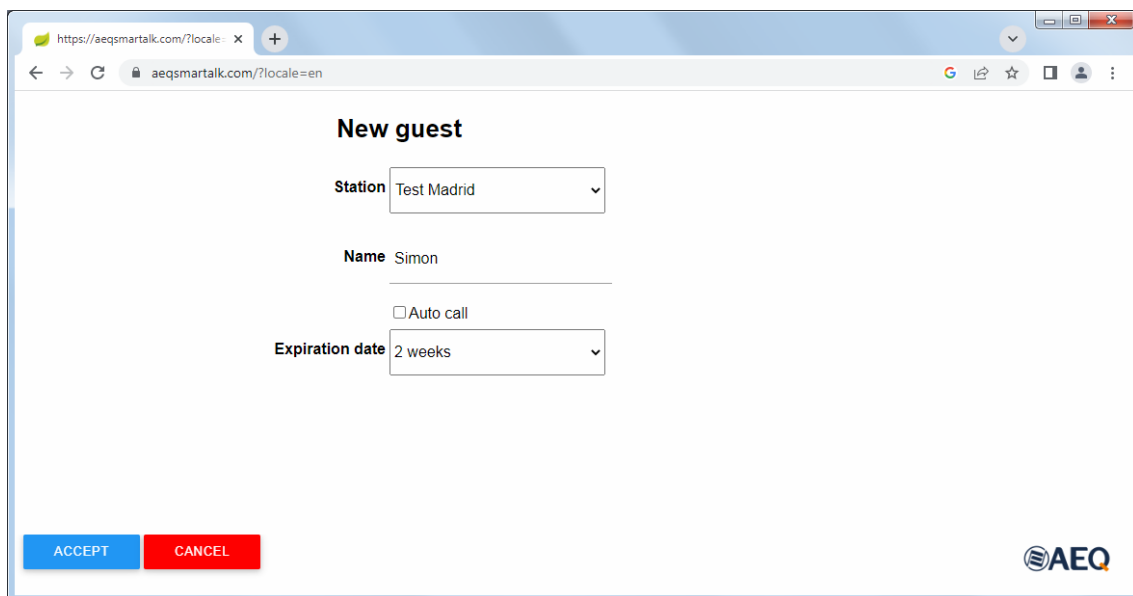


First, we must select the station the new guest belongs to, and then give him/her a name. The expiration date of this user can be specified, in order to ease automatic deletion of users created just for one event. Also, we need to specify whether the user can establish the call (so a codec channel is automatically taken), or not.

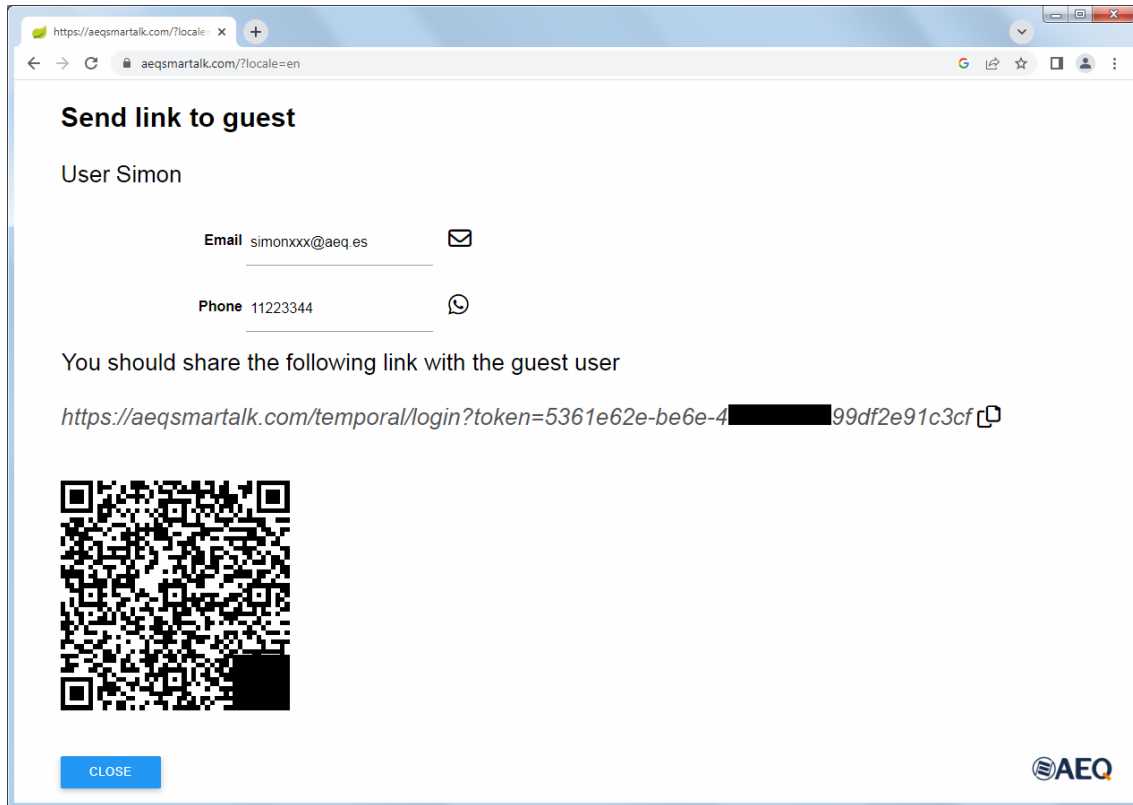



In fact, there are conceptually two kinds of remote users: the "guest", who will perform a sporadic contribution, and the "journalist", who will provide recurrent contributions.

When a remote user is created, several parameters are decided. For example, whether the station calls the user or, conversely, whether the user calls the station (more common for journalists). Guests are given limited validity (although not just one-time, as it is common to perform an audio test before the intervention, even in a different day). The application is prepared to work with networks, so several links to different stations can be generated from the same workplace. In both cases, once the station is defined, the operator will be able to select the codec and line the call will enter through, or the system will simply automatically use the first available one (when the guest has the "Auto call" feature checked).




When validated, a screen will appear allowing to send the generated link by e-mail, WhatsApp or in text format. A QR code image is also displayed there.

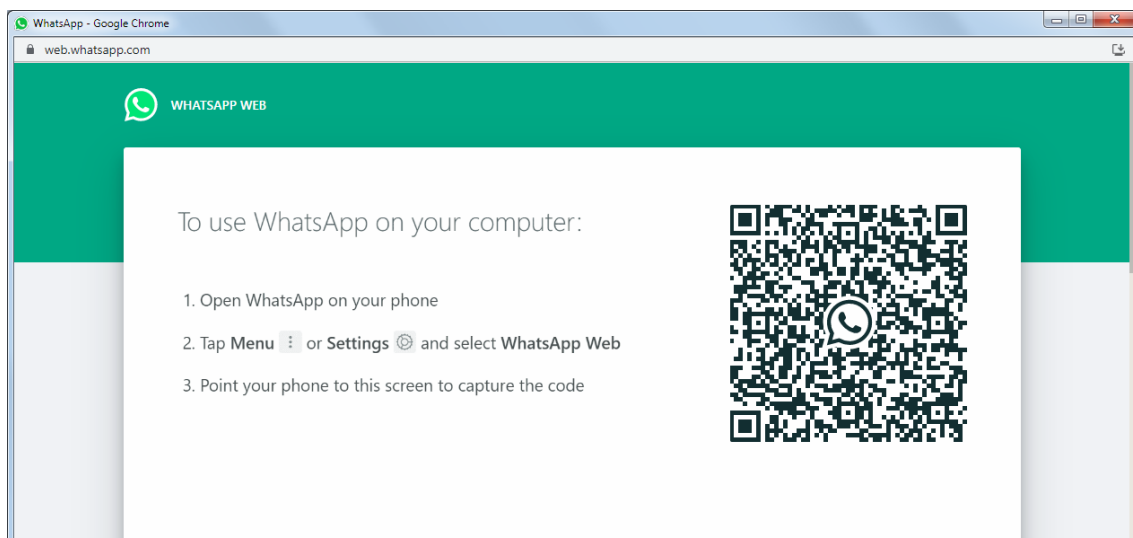


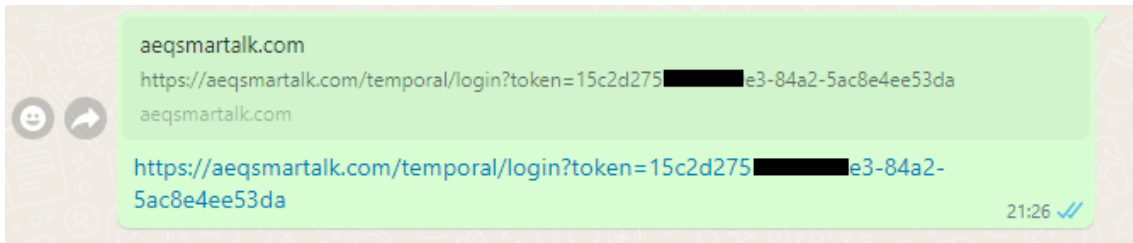
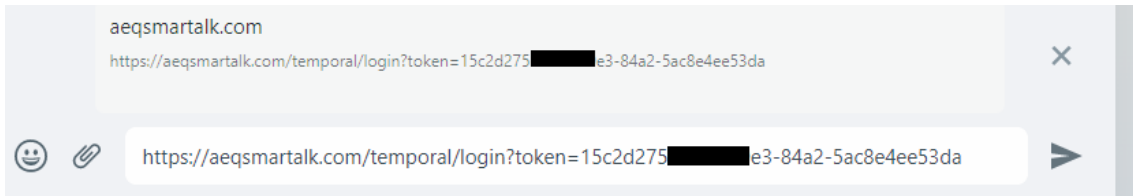
The e-mail will appear as soon as the e-mail icon  is clicked on:

To: simonxxx@aeq.es
From: soundxxx@aeq.es
Subject: Smartalk link

You can use the following link to access the program as a guest through the SMARTALK web application <https://aeqsmartalk.com/temporal/login>

When clicking on the WhatsApp icon, a tutorial to install WhatsApp web will appear, if it is not already installed on the PC, to be able to use it to send the link. 





Copy the link to send it by any other means by clicking on the copy icon.

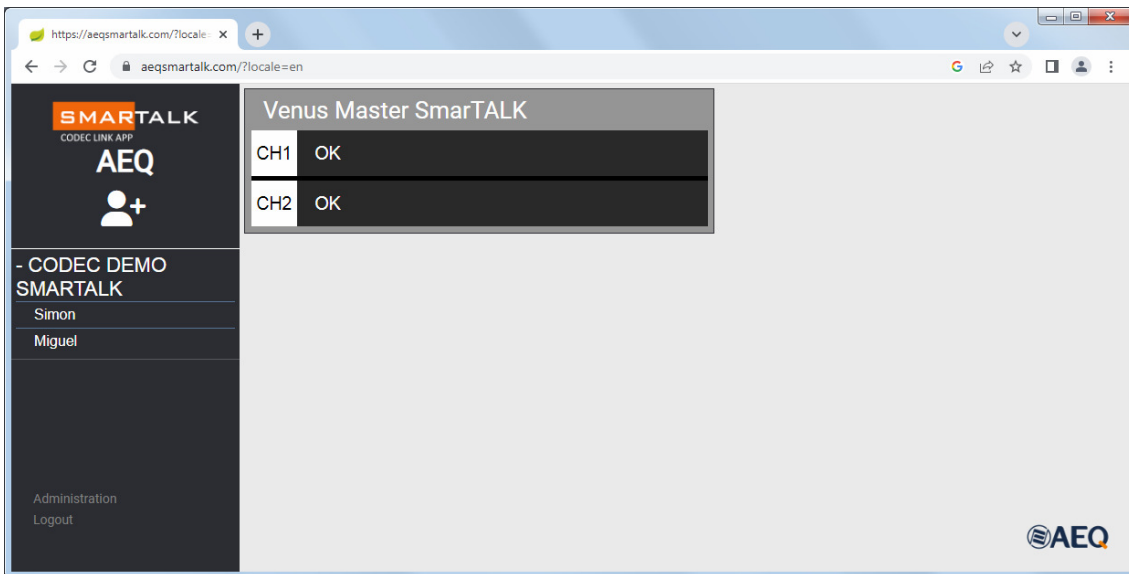


[https://aeqsmartalk.com/temporal/login?token=15c2d275\[redacted\]e3-84a2-5ac8e4ee53da](https://aeqsmartalk.com/temporal/login?token=15c2d275[redacted]e3-84a2-5ac8e4ee53da)

Also, the contact data are in a QR code which can be copied and pasted as an image.

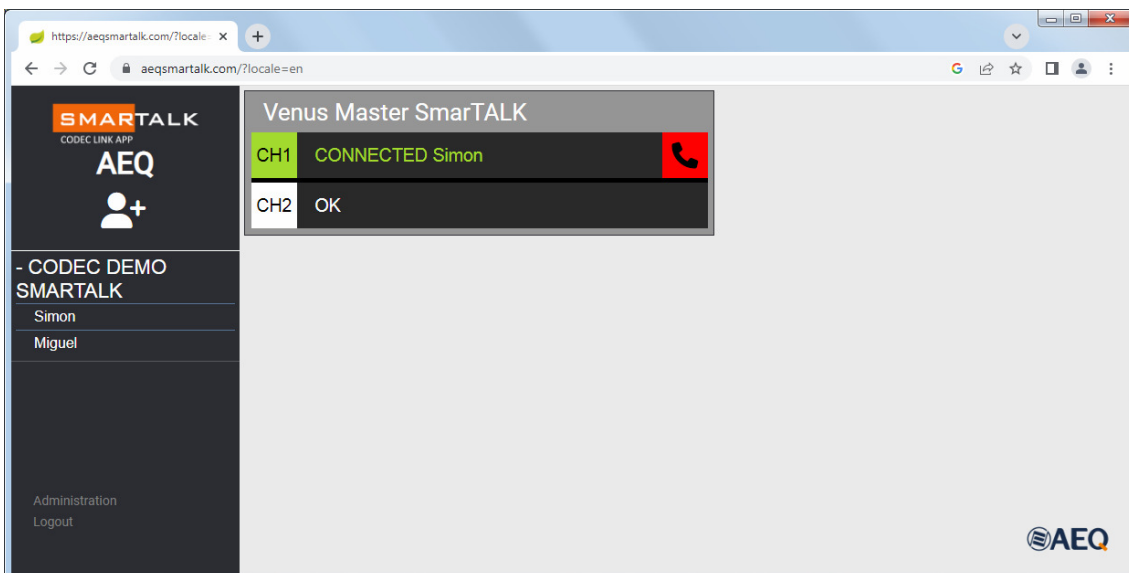


3.2.3. Operation: putting calls on air.



The previous image shows a two-channels codec ready to receive calls in any of them.

Below the station's name, a list of all the "Guests" or users names which are ready will appear (those who have clicked on the provided link, touched the start button and have their web interfaces open, as explained in section 3.1.2 of this manual). In the above example, "Simon" and "Miguel". By dragging that guest name to a free codec channel (it indicates OK), the call is established and a green "CONNECTED" label will appear, together with a red hang up button at the right.



The previous image shows an active call in CH1, while CH2 is available.

Click on the red button at the right to hang up the call.

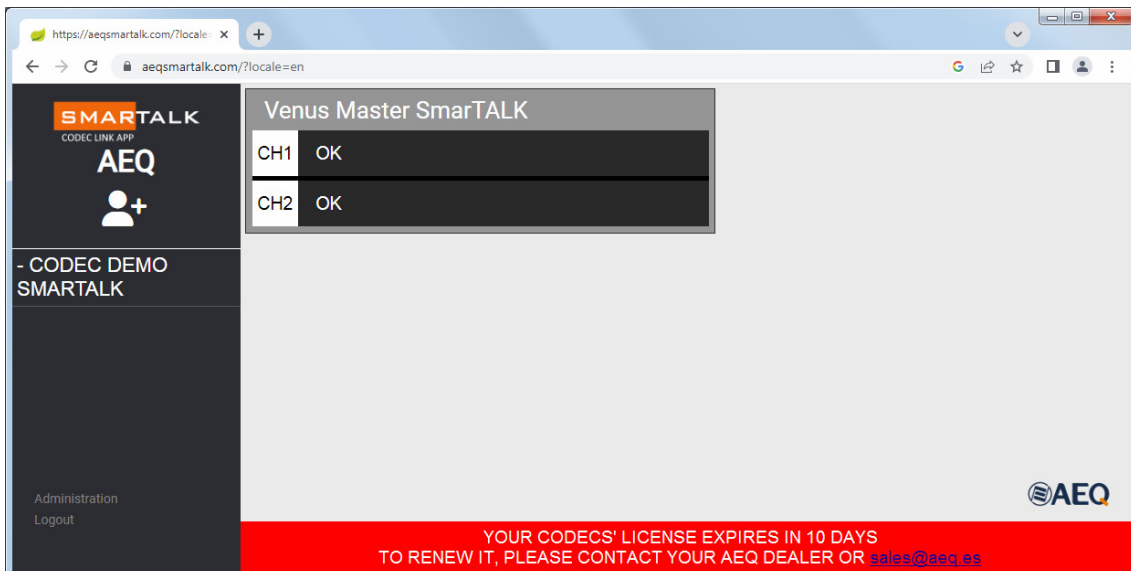
Once a call is finished, the OK text will appear again together with the last user name, as if the call is interrupted for some reason, this way it's easier to know who was calling and in what channel, in order to try to establish it again.

AUTOCALL: If the link is sent to a user that was created with the "Auto call" option active, the call will be automatically established using the first free codec channel as soon as the guest accepts entering the application, without the need for the operator to put it on air.

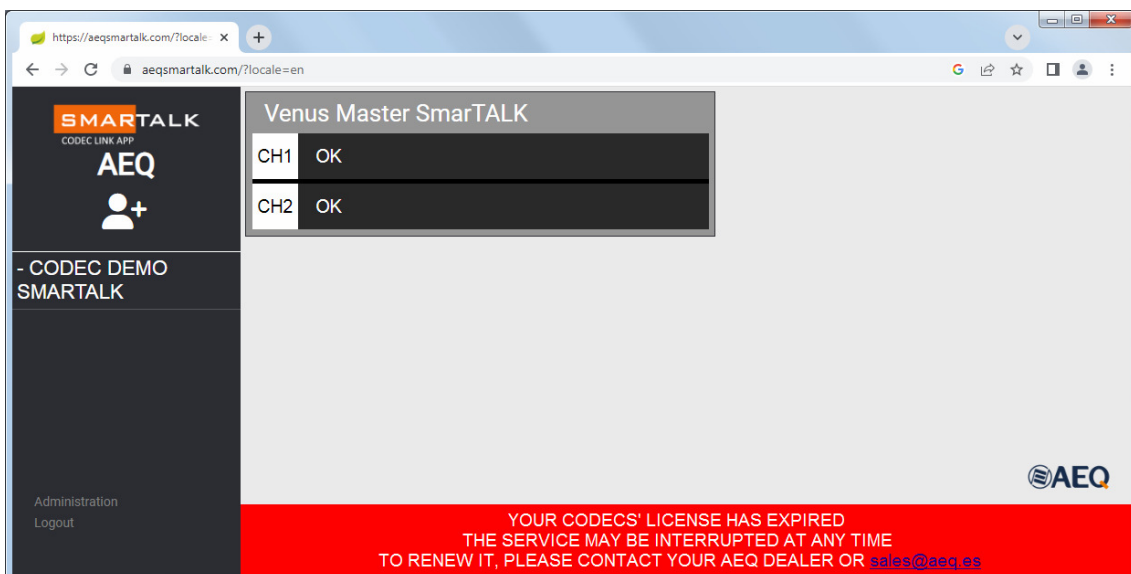
3.2.4. Operation: license status.

The operator's interface shows the license status at any time. If it's close to renewal date, please talk to your administrator to avoid eventual service interruptions.

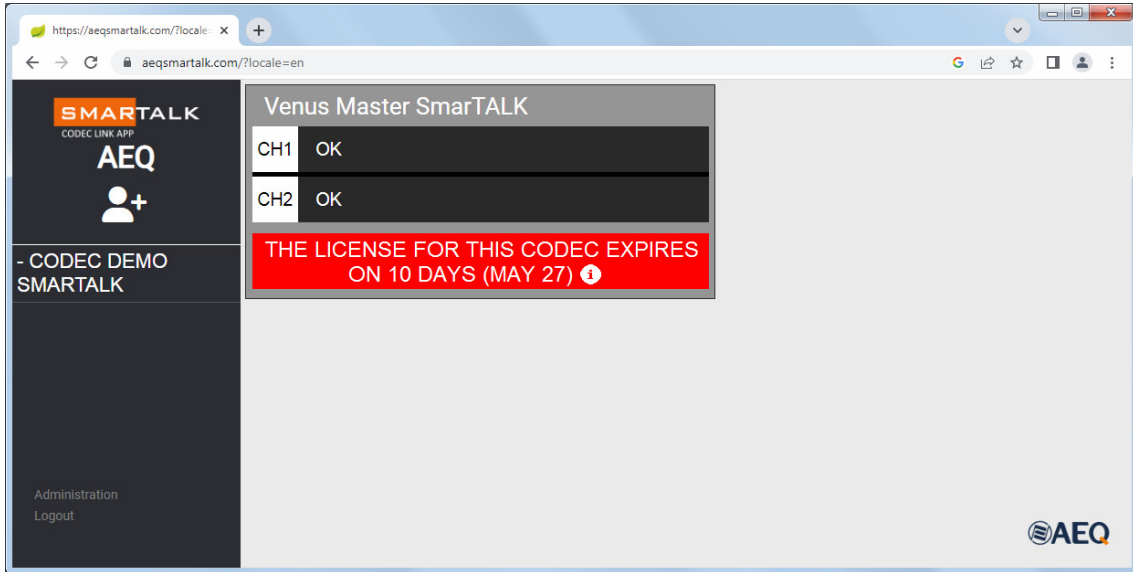
When all studio licenses are about to expire the following message will appear:



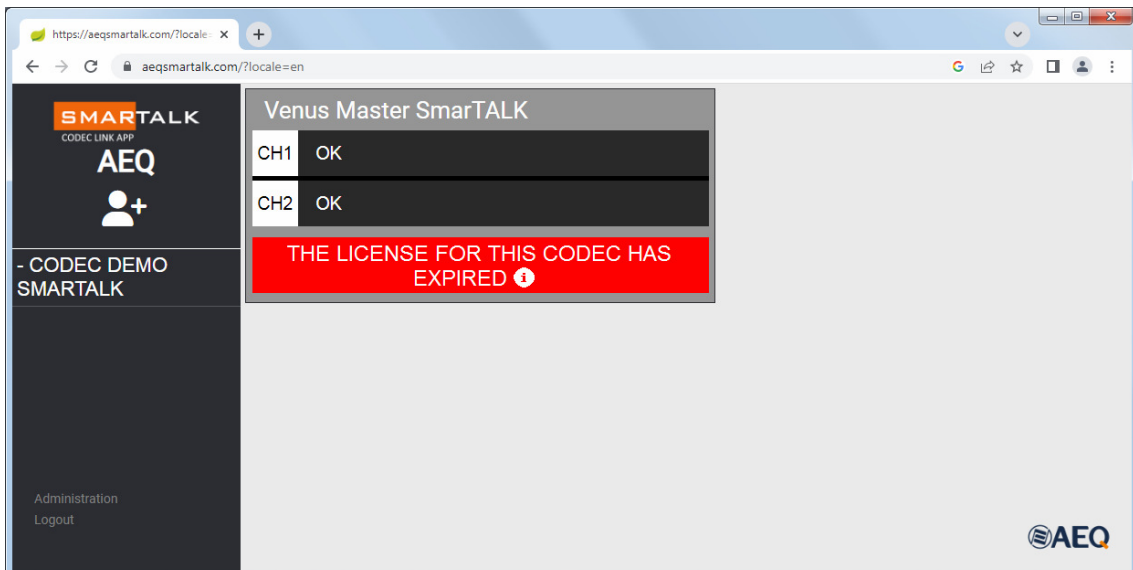
When all studio licenses have expired the following message will appear:



When the license of a certain codec is about to expire the following message will appear. If you pass the mouse over the "i" for info, a message will appear indicating what to do.



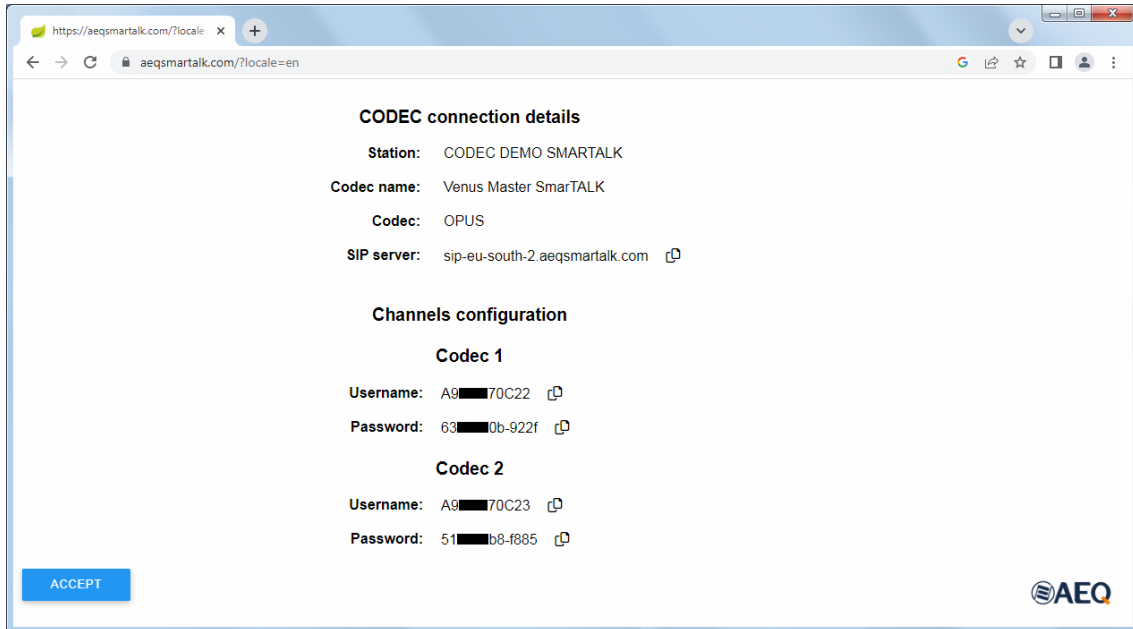
When the license of a certain codec has expired the following message will appear. If you pass the mouse over the "i" for info, a message will appear indicating what to do.



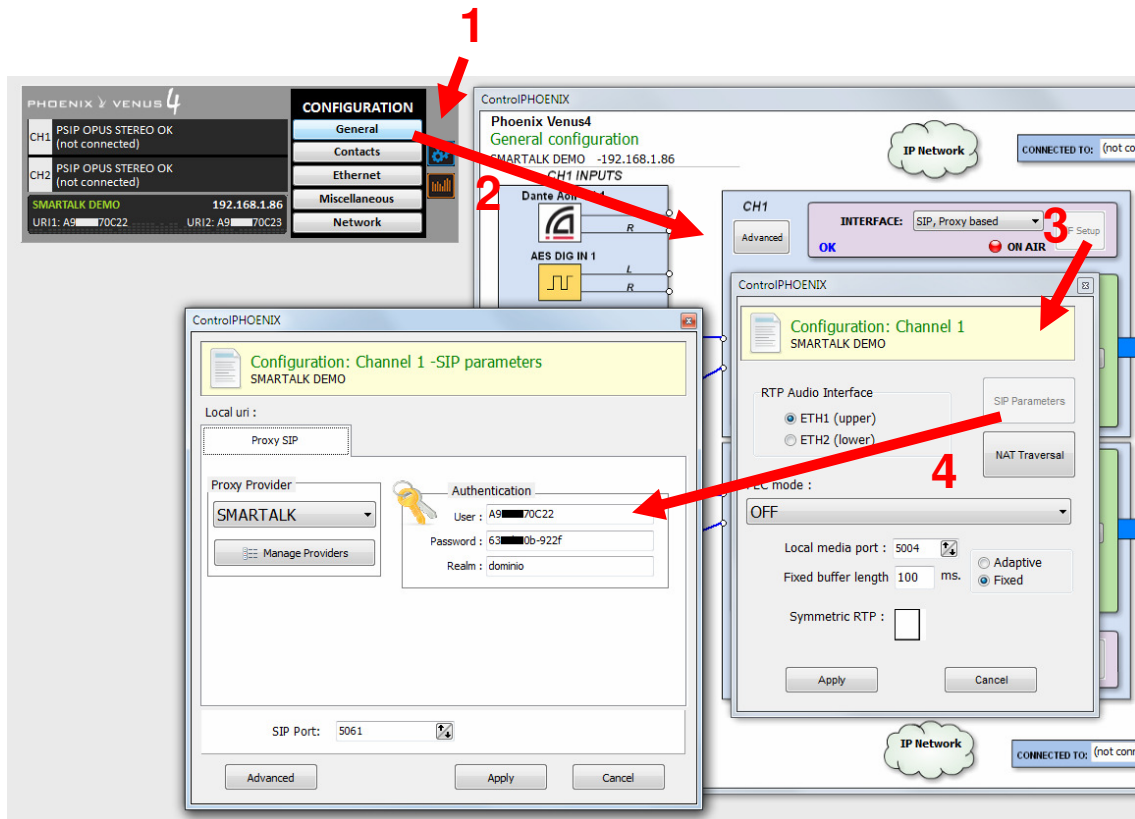
3.3. "AEQ ControlPHOENIX".

As a previous step to start using SmarTALK, some configuration of each codec channel that will receive calls is required, so it can connect to the SIP server that SmarTALK uses.

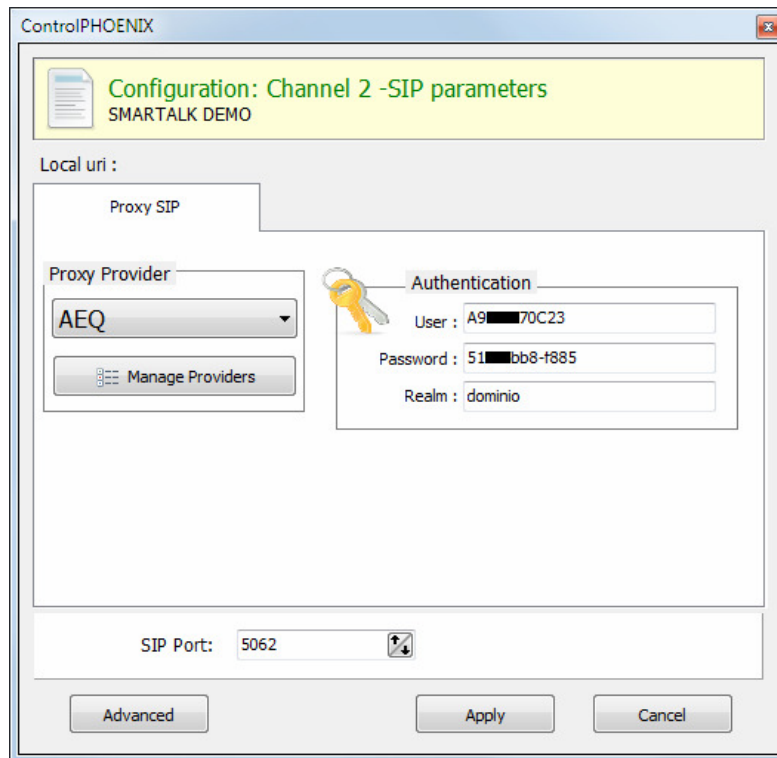
The data that needs to be used is provided in the codec credentials window, as specified in section 3.2.1, and needs to be entered using the "AEQ ControlPHOENIX" application.



In order to access SIP configuration in "AEQ ControlPHOENIX", please follow this route:



According to this example, first you need to enter the user data in the **"Authentication"** → **"User"** field, as well as its **"Password"** (you can use the copy button in the SmarTALK codec configuration window and then insert it in the required field with Ctrl+V). The following image shows the configuration data for channel 2, according to the data in this example:



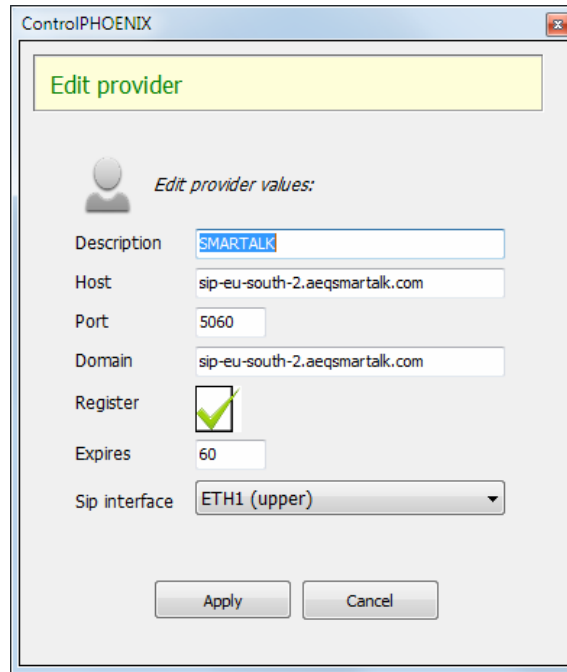
Note that the **"Realm"** field doesn't matter, that's why we typed "dominio" in, just as an example. You don't need to type the SmarTALK SIP server address there.

ONLY AFTER introducing these data, you must create the new **"Proxy Provider"** with that host and domain (in the example: "sip-eu-south-2.aeqsmartalk.com") and then select it, not the opposite way round, as if you try to register to a SmarTALK server and you haven't provided valid authentication data yet, it will end up locking your IP for security reasons.

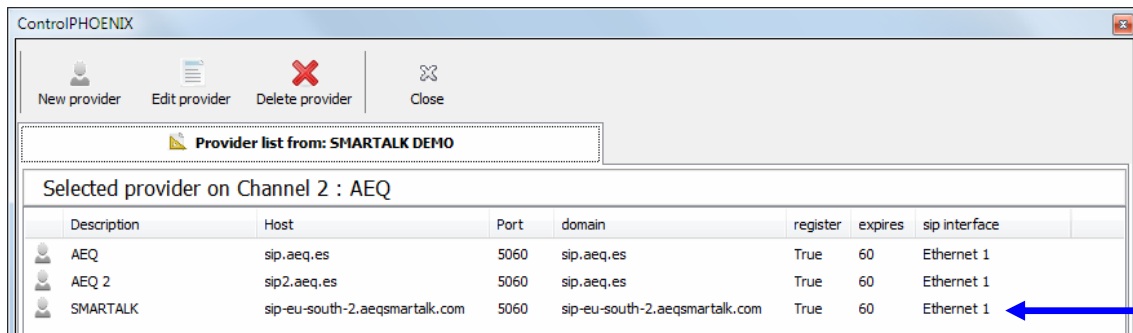
In order to avoid this situation, it's important to first configure all channels' users and passwords, then carefully check them and, only after that, select the new Provider with the assigned SmarTALK credentials, in that precise order.

You must create the SmarTALK SIP Provider and fill in the **"Host"** and **"Realm"** fields using the "SIP server" data provided by SmarTALK in the "Codecs" menu. Continuing with the same example, type "sip-us-south-2.aeqsmartalk.com" in both fields.

Keep the value of **"Port"** field as 5060 (this is the server's port, not our outgoing port), leave **"Register"** activated and set **"Expires"** to 60. The **"SIP Interface"** field must correspond to the used Ethernet port.

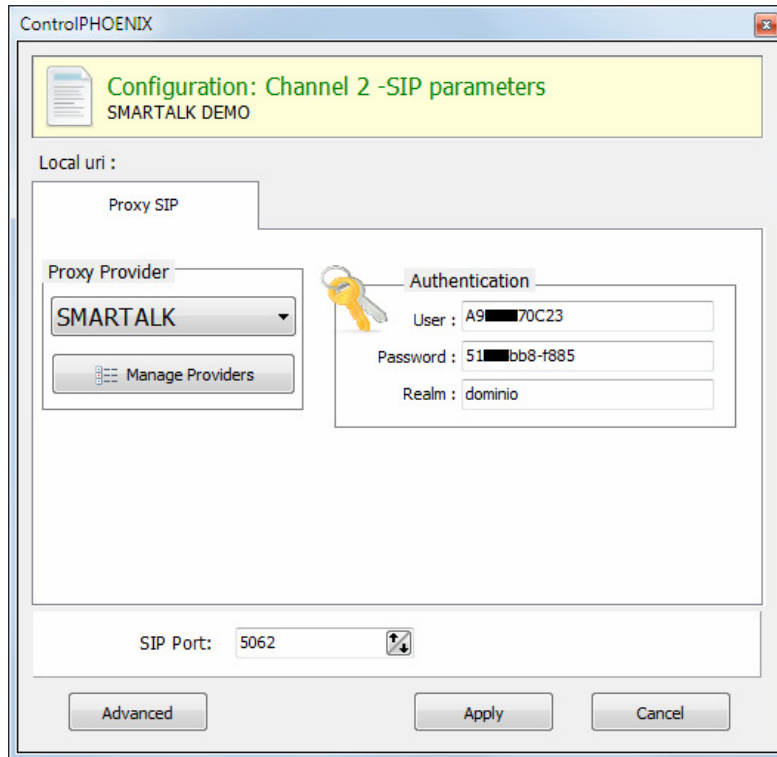


The new SMARTALK provider will appear in the "Providers" list after clicking on "Apply":

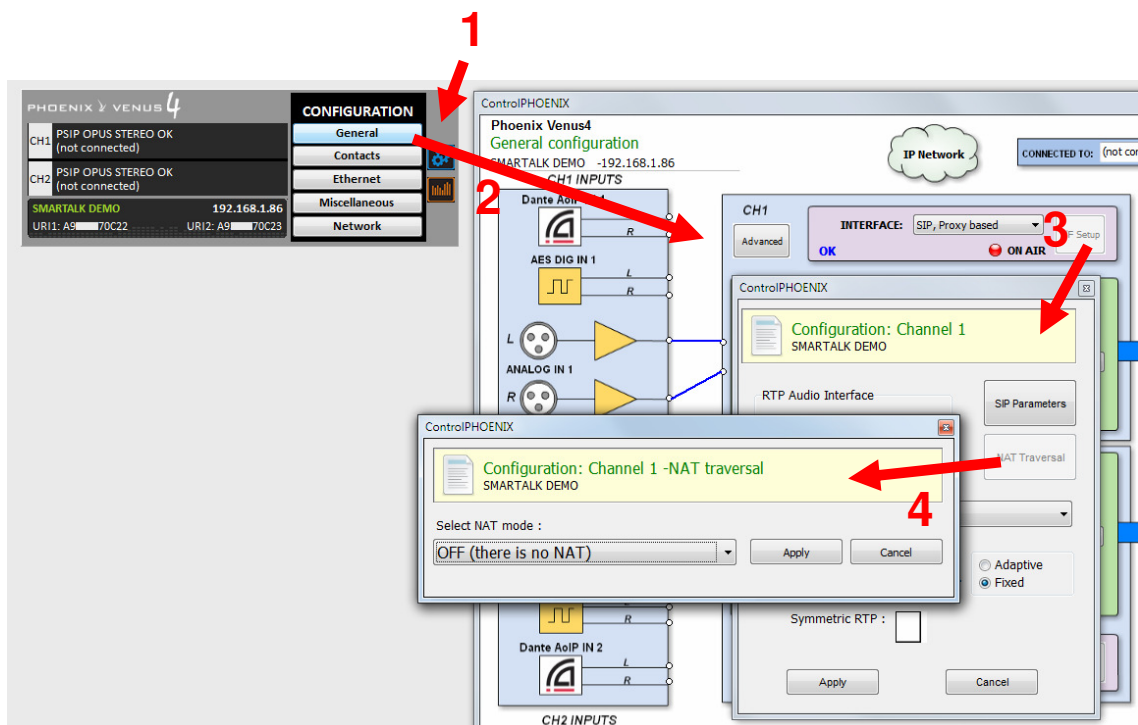


Description	Host	Port	domain	register	expires	sip interface
AEQ	sip.aeq.es	5060	sip.aeq.es	True	60	Ethernet 1
AEQ 2	sip2.aeq.es	5060	sip.aeq.es	True	60	Ethernet 1
SMARTALK	sip-eu-south-2.aeqsmartalk.com	5060	sip-eu-south-2.aeqsmartalk.com	True	60	Ethernet 1

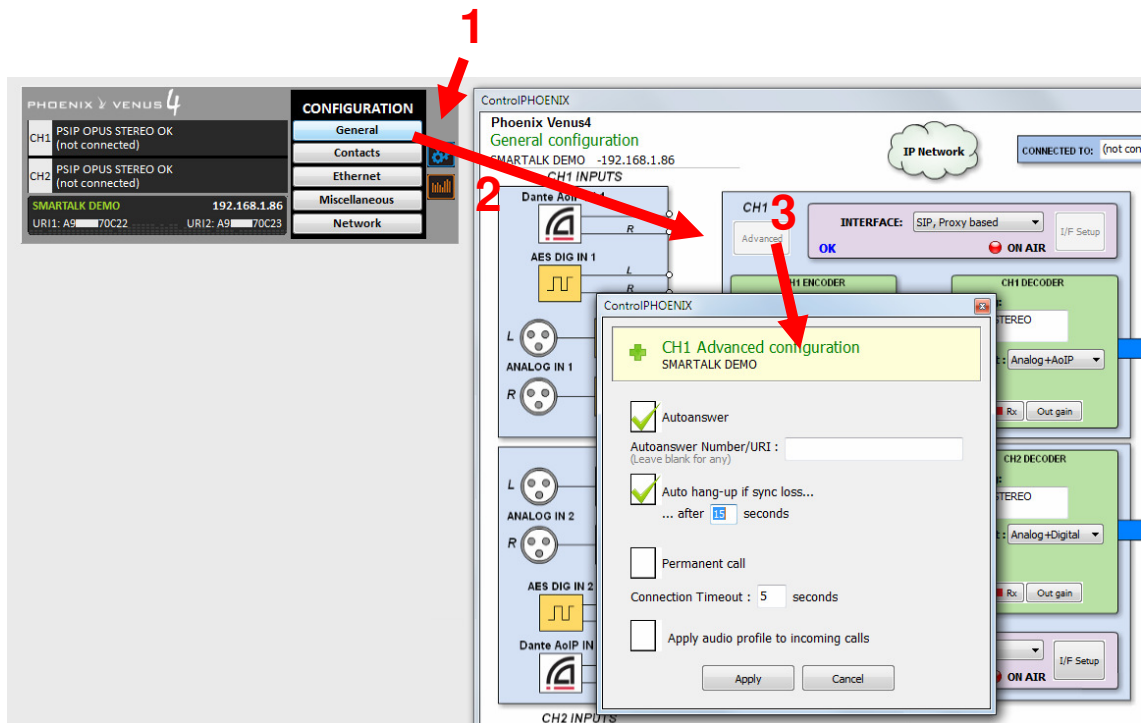
Return to SIP configuration window, select the SMARTALK "Proxy Provider" and then apply the changes.



It's also necessary to deactivate the "NAT Traversal" mode in "CONFIG" → "General" → "I/F Setup" → "NAT Traversal": select the "OFF (there is no NAT)" mode.



Last, it's necessary to set the option **"CONFIG"** → **"General"** → **"Advanced"** → **"Autoanswer"** to **"ON"** in all the codec channels which will use SmartTALK.



Once the configuration process is finished, the SmartTALK administration window should show all codec channels' status as OK, and so should the "AEQ ControlPHOENIX" corresponding codec windows. (meaning that they are correctly registered in the server).

Note that AEQ Phoenix Venus V4/V4+ and ALIO audiocoders can store PRESETS that enable them to operate with SmartTALK or any other SIP server and quickly switch between them.

3.4. Licenses.

SmarTALK can be provided for its use with your existing AEQ Phoenix audiocodecs as a "Trail license with no compromise".

Trial licenses.

Any customer can express its intention to test the service to AEQ sales network, so the following data must be provided to generate a temporary trial license:

- Station's commercial name.
- Company name.
- Address.
- Fiscal identification number.
- Contact name for the start-up.
- E-mail and phone number of the person in charge of the start-up.
- Used AEQ audiocodec model.

With this data, you will be registered in the service and an e-mail with a link to make the start-up will be sent to the provided address.

There is a 15-day countdown implemented in the application, which initiates when the service registering e-mail is sent, **independently on the moment it starts to be used**, so in order to be able to perform a proper test, it's recommended that the start-up begins immediately, contacting AEQ customers service if any difficulty shows up (after having read the user manual), using any of the procedures explained at:

<http://www.aeq.eu/contact/customer-service>

<http://www.aeqbroadcast.com/contact/customer-service>

Confirming a license purchase.

When the 15-day trial has elapsed, the interface will notice the user that the license has expired, and that it needs to be purchased in order to continue enjoying the service. From that moment on, the service may be suspended at any time.

If you wish to acquire the license, you must contact your distributor or AEQ commercial agent, so that the license confirmation order is generated.

When the license purchase confirmation is received, it will be valid for **one complete year** after the last day of the current month.

License renewal.

The renewal process is similar. The application will warn the users soon enough to allow them to contact AEQ dealer or sales agent, or directly to comercial@aeq.es, so the SmarTALK license renewal purchase order is generated.

4. TROUBLESHOOTING.

This is a list of the most common problems that may arise during start-up:

1. Locked IP address when configuring a codec.

If the SmarTALK domain has been configured in a codec channel (using "AEQ ControlPHOENIX") but the corresponding credentials (user and/or password) are not correct, the system will end up self-protecting from a possible attack and locking the IP where the codec is trying to register.

Note that it doesn't affect that codec only, but ALL THE CODECS that may be configured behind the same public IP.

SOLUTION: If this happens, please contact AEQ technical support service so the IP gets unlocked. Indicate your customer number, order number or name of the station. You will receive an e-mail when that IP is usable again.

In order to avoid this situation, it's important to first configure all channels' users and passwords, then carefully check them and, only after that, select the new Provider with the assigned SmarTALK credentials, in that precise order, as explained in section 3.3.

2. SmarTALK sends audio but it doesn't receive anything.

- The Firewall may not be properly open. Ensure that your UDP ports 10000-20000, as well as the 5060 port, are open towards the specified SmarTALK server in the Internet.
- NAT may be activated in the AEQ Phoenix codec. The symptom would be that the codec would show "CONNECTED NO DATA" in "AEQ ControlPHOENIX". Correct configuration implies that NAT has to be OFF, as explained in section 3.3 of this manual.

Once the system has been correctly started up, there are some other issues that may happen sometimes during normal operation. Take care to detect these:

1. The guest terminal cannot open its microphone.

- The guest's telephone or computer may have a restriction activated for the web server so it cannot use the microphone. Enter the device's configuration and allow the use of the microphone to the web browser being used by SmarTALK (Chrome, Safari, etc.).
- Some companies' security policy leads them to implement antivirus or other tools preventing access to the terminal's microphone. The guest should contact their local support staff so access to the microphone is restored, or re-send the link to a different, not-corporate terminal not affected by that policy, in order to be able to perform the contribution from it.

2. A communication to a certain particular location shows too long latency.

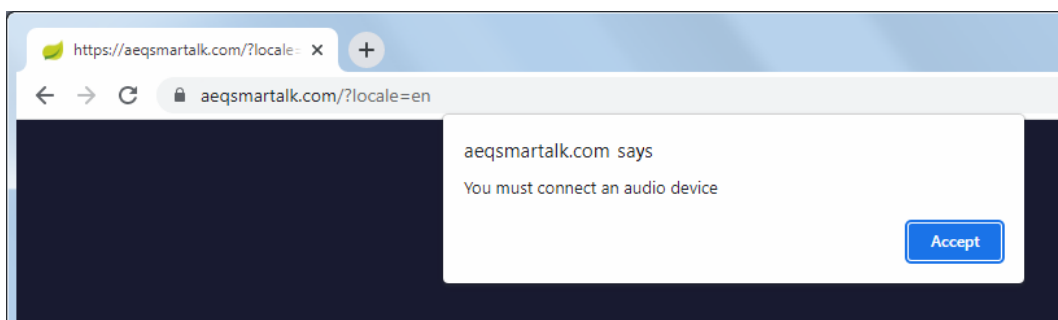
- The guest's telephone or computer may be going out through a router which doesn't provide voice prioritization. The studio should contact their local support to adjust the router's QoS policies.
- The call may be inter-continental. If this contribution will be repeated, you may contact AEQ technical support to study possible solutions.
- The receiving codec buffer setting may be unnecessarily high: using "AEQ ControlPHOENIX", set, at "**CONFIG**" → "**General**" → "**I/F Setup**", a fixed 250ms buffer for a start.

3. A communication to a certain particular location has cuts or sounds "metallic".

- The guest's telephone or computer may be going out through a router which doesn't provide voice prioritization or uses a low quality connection. It may even be shared with highly data-demanding applications such as video-games, television or file downloads. During calls, the guest should use the internet access exclusively in these cases, or contact local support.
- The receiving codec buffer setting may be too low for the quality of the used network: using "AEQ ControlPHOENIX", set, at "**CONFIG**" → "**General**" → "**I/F Setup**", a fixed 250ms buffer for a start, and raise that value only if required.

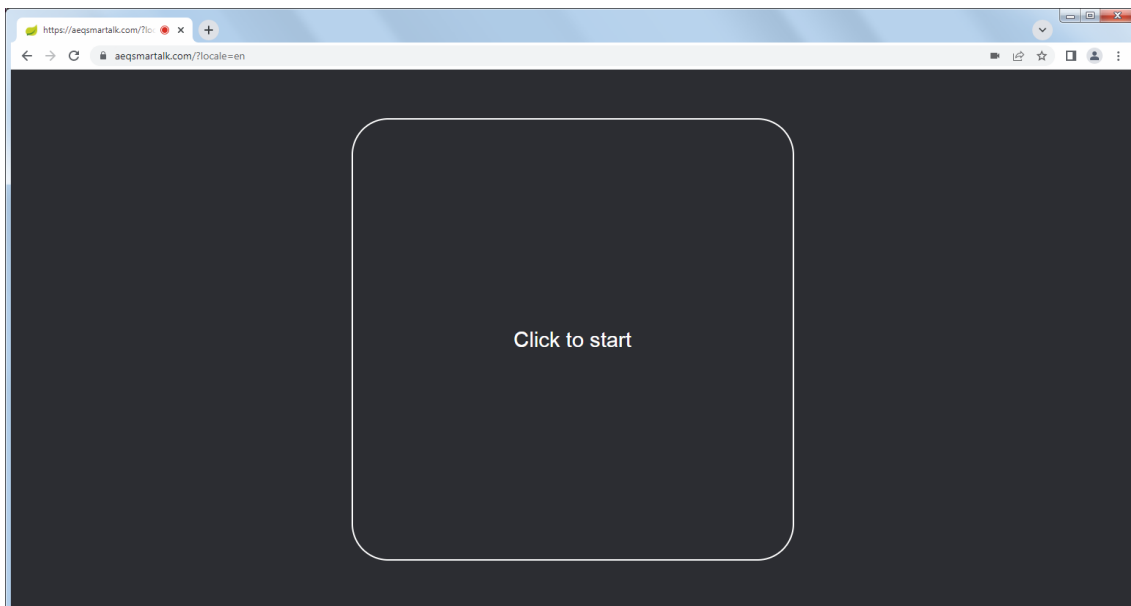
4. When opening the guest link, the application indicates that an audio device must be connected.

- The guest's computer may show a screen like this:



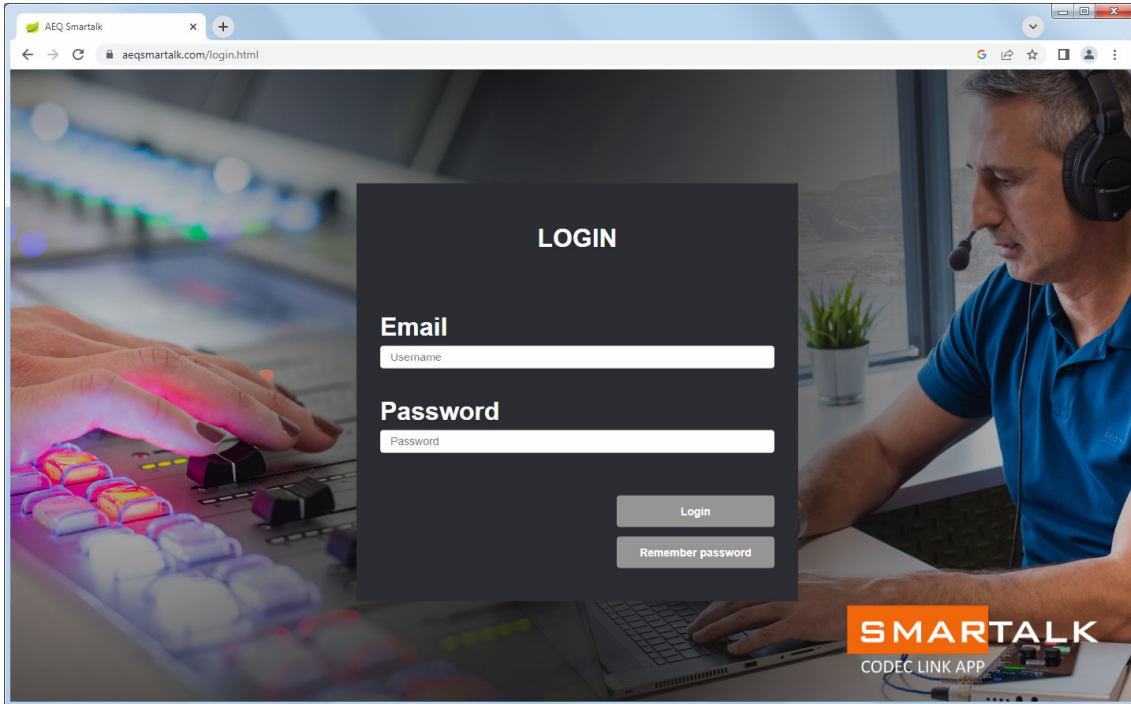
- Please configure a bi-directional sound card in the terminal.

5. When trying to enter SmarTALK.com to manage or operate, the guest access screen appears.



This may happen during the test and training phase. If you have open the guest interface on the same PC, when opening SmarTALK.com, the browser's cache may remember and open it. Modify the browser's URL and type:

<https://aeqsmartalk.com/login.html>



5. A.E.Q. WARRANTY.

AEQ warrants that this product has been designed and manufactured under a certified Quality Assurance System. AEQ therefore warrants that the necessary test protocols to assure the proper operation and the specified technical characteristics of the product have been followed and accomplished.

This includes that the general protocols for design and production and the particular ones for this product are conveniently documented.

1.- The present warranty does not exclude or limit in any way any legally recognized right of the client.

2.- The warranty period is defined to be twelve natural months starting from the date of purchase of the product by the first client.

To be able to apply to the established in this warranty, it is compulsory condition to inform the authorized distributor or –to its effect- an AEQ Sales office or the Technical Service of AEQ within thirty days of the appearance of the defect and within the warranty period, as well as to facilitate a copy of the purchase invoice and serial number of the product.

It will be equally necessary the previous and expressed conformity from the AEQ Technical Service for the shipment to AEQ of products for their repair or substitution in application of the present warranty.

As a consequence, returns of equipment that does not comply with these conditions will not be accepted.

3.- AEQ will at its own cost repair the faulty product once returned, including the necessary labour to carry out such repair, whenever the failure is caused by defects of the materials, design or workmanship. The repair will be carried out in any of the AEQ authorized Technical Service Centres. This warranty does not include the freight charges of the product to or from such Authorized Technical Service Centre.

4.- No Extension of the Warranty Period for repaired product shall be applied. Nor shall a Substituted Products in application of this Warranty be subject to Warranty Period Extension.

5.- The present warranty will not be applicable in the following situations:
Improper use or Contrary use of the product as per the User or Instruction Manual; violent manipulation; exhibition to humidity or extreme thermal or environmental conditions or sudden changes of such conditions; electrical discharges or lightning; oxidation; modifications or not authorized connections; repairs or non-authorized disassembly of the product; spill of liquids or chemical products.

6.- Under no circumstances, whether based upon this Limited Warranty or otherwise, shall AEQ, S.A. be liable for incidental, special, or consequential damages derived from the use or from the impossibility of using the product.

AEQ shall not be liable for loss of information in the disks or data support that have been altered or found to be inexact, neither for any accidental damage caused by the user or other persons manipulating the product.