

Procedure for Operating Keypad Intercom for SYNC Scorer

(Warning: Do not close the AV Box manager or client will need to be re-booted to open program.)

1. Verify incoming calls on Sync Desk notification tab. (Service calls take priority over Intercom and need to be cleared out first. Calls will be answered in the order they are received.)
2. Open AV Box manager using alt + tab on keyboard. (If other programs are open on desktop, use mouse to select AV Box Manager on task bar)
3. Pick up Hand set.
4. Hit the Pick up button on AV Box Manager Application. (This will answer first call received.)
5. Hang up Handset.
6. Press Hang Up on AV Box Application.
7. If more than one call, repeat steps 3-6. Calls will be answered in the order they are received. Make sure to verify notifications on SYNC Desk to identify which lanes are communicating.

Note: If the client is re-booted, you must select all of the lanes in the SYNC desk application. Select More > Global Audio > Mute global audio. If you don't perform this step you may have feedback from all the keypads being active.