

## AUDIO ADJUSTMENTS – SOLACOM GUARDIAN POSITIONS EQUIPPED WITH PAC II'S

### PURPOSE

The purpose of this document is to provide instruction to dispatch personnel on how to make audio adjustments to their SolaCom Guardian position. These instructions only apply to those positions equipped with PAC II's. As of this writing (April 20<sup>th</sup>, 2016), only 9COM is equipped with PAC II's. **This document is intended to replace a document entitled 'SolaCom Guardian Intelligent Workstation Audio Adjustments' that was previously issued as well as a document with the**

### QUICK GUIDE TO AUDIO ADJUSTMENTS

The following instructions are intended as a quick reference to fixing an audio problem. For detailed instructions on how to make phone adjustments, see the 'MAKING AUDIO ADJUSTMENTS' section that follows.

#### NO AUDIO

If your headset has no audio from the phone, use the following instructions:

- Does your headset have audio from the radio?
  - NO: **This is not a phone issue.** Check the following, if unresolved after checking, call BRICS:
    - Is the headset physically connected to the receiver unit?
    - Has the battery been changed in the receiver unit?
    - Is the base unit powered?
    - Is the base unit plugged into the Motorola interface?
  - YES: Continue to next step
- Open 'Volume Meter' and 'Volume Control'
- While making a test call, do the levels move on the 'HEADSET LEVEL METER' when the caller is talking?
  - NO: **Call BRICS.**
  - YES: Proceed through each step until the issue is resolved. If unresolved afterwards, call BRICS:
    - Raise the 'Headset Volume' slider until you hear the caller
    - Raise the Master Volume knob on the Xonar DX Center Software until you hear the caller
    - Raise the 'Left' slider on playback until you hear the caller
    - Raise the phone level adjustment on the Motorola interface until you can hear the caller

#### CALLER'S AUDIO IS SCRATCHY, BROKEN, DISTORTED / DISPATCHER'S VOICE ECHOING IN HEADSET

If the caller's audio is scratchy, broken, or distorted or if you can hear your own voice in your headset, use the following instructions. Proceed through the instructions until the problem is resolved then save to 'Current Workstation'. If not resolved at the end of the instructions, call BRICS:

- While on a test call, open 'Volume Meter' and 'Volume Control'



- Move the left 'Microphone Level Adjustment' slider down until the average level on the 'Microphone Level Meter' is at the bottom of the green area.
- Move the 'Headset Volume' adjustment down to the lowest point where you are able to adequately hear the caller.
- Retry the left 'Microphone Level Adjustment' slider down until the average level on the 'Microphone Level Meter' is at the bottom of the green area.
- Close and reopen the Guardian software. **Do not restart the computer.**
- Retry the 'Microphone Level Adjustment'
- Retry the 'Headset Volume' adjustment
- Try another headset

#### **CALLER'S AUDIO LOW**

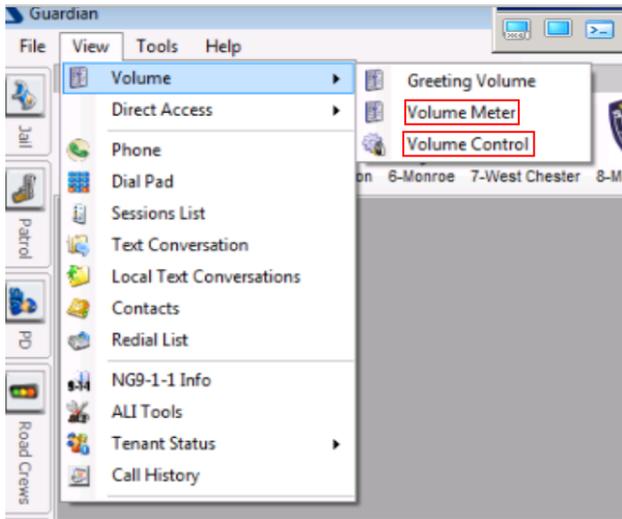
If the caller's audio is low, proceed through the following instructions until the issue is resolved. Once resolved, save the settings to 'Current Workstation'. If the issue is unresolved by the end of the instructions, call BRICS.

- While on a test call, open 'Volume Meter' and 'Volume Control'
- If radio volume is also low, raise the volume on the headset until the caller can be heard clearly
- Move the left 'Microphone Level Adjustment' slider down until the average level on the 'Microphone Level Meter' is at the bottom of the green area. **Do not skip this step.**
- Raise the 'Headset Level Adjustment' slider on 'Volume Control' until the caller can be heard clearly
- Open Xonar DX Audio Center and raise the Master Volume until the caller can be heard clearly
- Raise the 'Left Playback' slider until the caller can be heard clearly
- Raise the phone level on the Motorola headset interface until the caller can be heard clearly

#### **NO RINGER AUDIO OR LOW RINGER AUDIO**

If you are unable to hear the phone ringing at your position when a call is coming in, make the following adjustments in order until the issue is resolved. Once resolved, save the settings to 'Current Workstation'.

- Open 'Volume Control'
- While a call is ringing at the station, move the 'Ringer Volume' slider up until the ringer can be heard.
- If unable to hear the ringer when the slider is at its maximum setting, open the volume control for the computer and move the slider up until the ringer can be heard.
- If unable to hear the ringer when the slider for the computer volume control is at its maximum setting, make sure that the speakers for SolaCom are powered on and the volume is properly adjusted. At some positions, the speakers will be on one of the CAD monitors, on other positions, the speakers can be found under the desk next to the SolaCom computer.



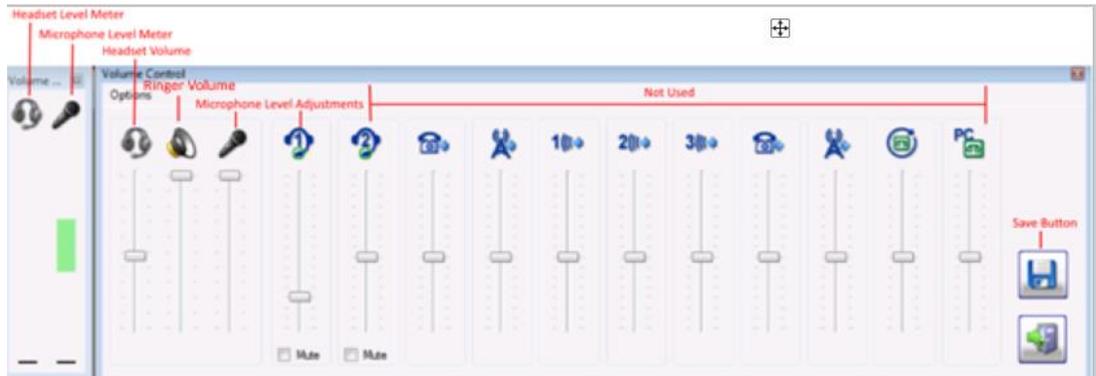
## MAKING AUDIO ADJUSTMENTS

Any attempts to adjust audio for the phones should begin through the SolaCom software first before adjusting any other settings. To adjust audio on the SolaCom equipment, open **both** the 'Volume Meter' and 'Volume Control' windows by navigating to 'View' -> 'Volume' and selecting the appropriate menu items as shown in 'Figure 1'. 'Figure 2' shows the 'Volume Meter' and 'Volume Control' windows opened. (The windows will not necessarily deploy side by side and one may need to be moved to see the other.)

Figure 1

## MICROPHONE ADJUSTMENTS

Changes to audio should begin by adjusting the microphone levels first. **This includes scenarios where audio is being adjusted for complaints about the caller's volume.**



The 'Volume Control' window [Figure 2](#)

has two adjustments for microphone. The microphone level adjustment on the right (with the headset with the '1' inside) should be left about four notches above the bottom of the slider as shown in 'Figure 2'. This adjustment sets audio level on the PAC. The microphone level adjustment on the left (with the microphone icon at the top) should be used to make changes. To make adjustments, the dispatcher should make a test phone call and, while speaking in a normal voice, move the slider in small increments until the black line on the 'Microphone Level Meter' is generally right around the bottom of the green area of the meter while speaking. Should the dispatcher not be able to adjust the level high enough, move the level adjustment on the right up a notch and retry adjusting with the right level adjustment.

## HEADSET ADJUSTMENTS

Adjustments to the caller's audio are made through the 'Headset Volume' slider on the 'Volume Control' panel. While the 'Volume Meter' window will show the audio level to the headset, the level of the slider should be adjusted to the dispatcher's preference.

## RINGER ADJUSTMENTS

The 'Ringer Volume' slider adjusts the volume for calls ringing at the operator's position. The dispatcher should adjust this setting so that they will be able to hear the ringer even when noise in the room is above average.

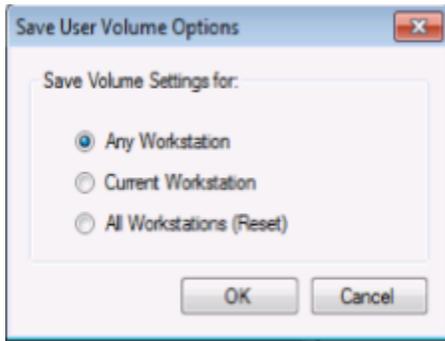


Figure 3

## SAVING SETTINGS

Once audio adjustments have been completed, the dispatcher can save these adjustments by pressing the 'Save Button' on the lower left corner of the 'Volume Control' window. Doing so will bring up the window in 'Figure 3'. Based on what option the dispatcher chooses, volume settings will change to the dispatcher's preferences on any workstation they log in to. Choosing the 'Any Workstation' option will save the volume settings for the individual dispatcher at any workstation where the dispatcher has not yet saved settings.

Choosing 'Current Workstation' will save the settings for the operator only on the workstation the settings are being made at. 'All Workstations' will change the settings for the operator at all workstations.

It is suggested that dispatchers save the settings to 'Any Workstation' the first time they make changes to volume settings, then save to individual workstations afterwards. Efforts will be made to make sound card settings on each station uniform so that one setting will work for all workstations.

## XONAR SOUND CARD ADJUSTMENTS

An additional method for adjusting volume is by accessing sound card settings through the 'Xonar DX Audio Center'. **These settings should only be adjusted if attempts to fix audio problems through the SolaCom software do not work.** To access the Xonar DX Audio Center, go to: 'Start' -> 'ASUS Xonar DX Audio' -> 'Xonar DX Audio Center'. Doing so will bring up the panel shown in Figure 4.



Figure 4

If incoming audio to the headset is low, place a test call, then rotate the virtual knob on the right side of the control panel clockwise until the audio is at the proper level. If the volume is at maximum and the problem still isn't resolved, adjust the individual playback channel. To access this setting, press the 'Mixer' button if not already illuminated, then press the 'Playback' button if not illuminated. Slide the 'Left' slider up until the audio is at an acceptable level. (The 'Right' slider is not used in this application as there is nothing plugged into the right channel of the sound card.)

## MOTOROLA HEADSET JACK ADJUSTMENTS

A final method to adjust audio on the headset is the interface to the Motorola radio console as shown in 'Figure 5'. This interface is generally found underneath the console on the side where the headset adapter is found. **Adjustment to the phone portion of this interface should only be done as a last resort.** The phone adjustment is on the right side as shown in this picture. To increase volume, rotate the roller towards the bottom of the unit.



Figure 5