

EPIC System™

Education Paging & Intercom Communications

Quick Start Guides

Learn more about
EPIC System, ask a question,
or share your success!



Audio Enhancement

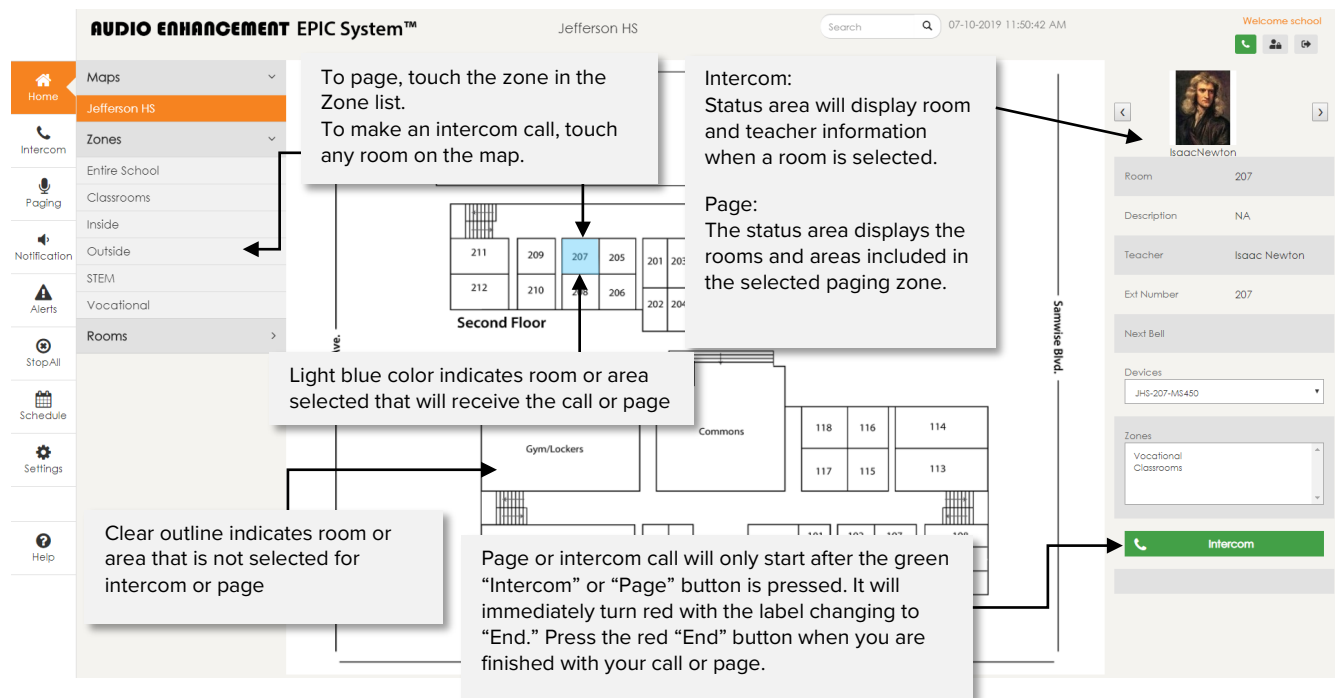
There are two types of voice communication provided by EPIC (Education Paging & Intercom Communications) System™: a single classroom two-way call (“intercom”), and a one-way “page” or announcement into a zone. If you can remember the phrase “touch and talk” you can call into any classroom or page any zone on campus. A zone can include a single area (e.g. a cafeteria), or multiple areas (e.g. all common areas), or an all page which would include every amplified room in the school.

Intercom and paging areas are displayed on the map and turn blue upon selection. To talk into a room, press the room on the map with your finger and it will turn blue. To talk into a zone, press the desired zone under “Zones” on the left side of the screen. All of the rooms in the selected zone will turn blue displaying where the page will occur.

After the selected area changes to blue, a green “Intercom” or “Page” button will appear on the right-hand side of the screen. The intercom or page will NOT occur until you touch the green “Intercom” or “Page” button. This allows you to change your selection without sending any audio over the system.

When the “Intercom” or “Page” button is pushed, a “Call is active” window will appear indicating that any sound picked up by the microphone in the office will now be heard in the selected room or zone. The green “Intercom” or “Page” button will change to a red “End” button. When finished, touch “End” to end the call.

Operating Tips



AUDIO ENHANCEMENT EPIC System™ Jefferson HS 07-10-2019 11:50:42 AM Welcome school

Maps
Jefferson HS

Zones
Entire School
Classrooms
Inside
Outside
STEM
Vocational

Rooms

Intercom
Page

Light blue color indicates room or area selected that will receive the call or page

Clear outline indicates room or area that is not selected for intercom or page

To page, touch the zone in the Zone list.
To make an intercom call, touch any room on the map.

Intercom:
Status area will display room and teacher information when a room is selected.

Page:
The status area displays the rooms and areas included in the selected paging zone.

Page or intercom call will only start after the green “Intercom” or “Page” button is pressed. It will immediately turn red with the label changing to “End.” Press the red “End” button when you are finished with your call or page.

Second Floor
211 209 207 205 201 203
212 210 208 206 202 204

Commons
118 116 114
117 115 113

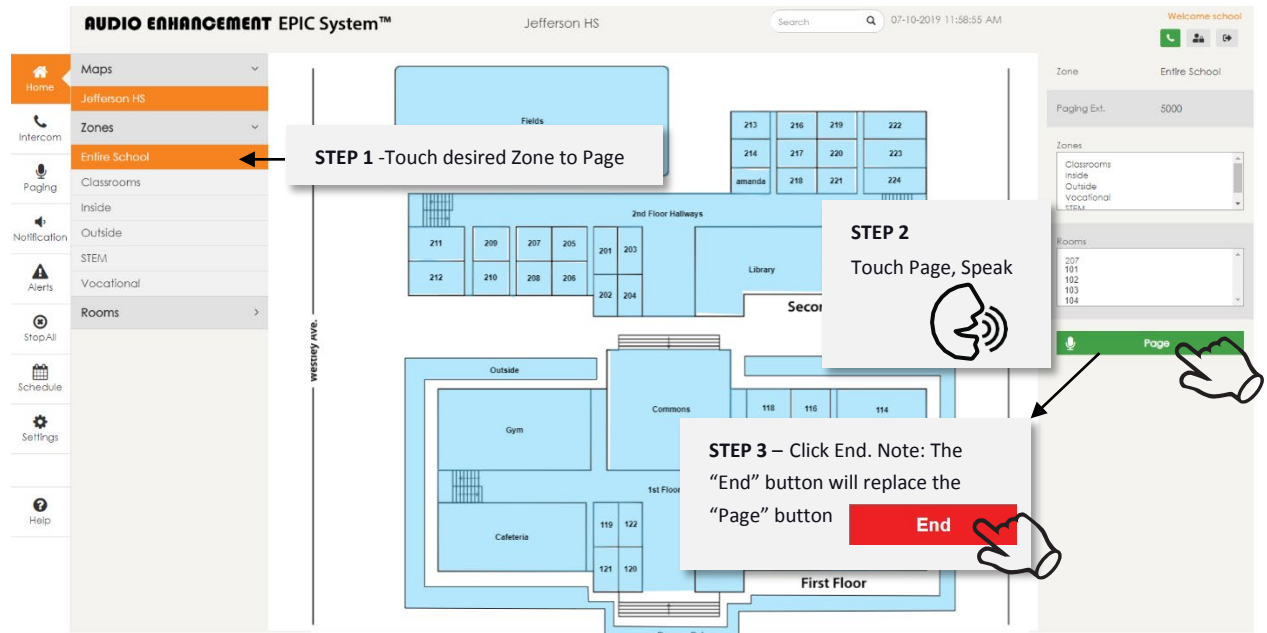
Samwise Blvd

Isaac Newton
Room 207
Description NA
Teacher Isaac Newton
Ext Number 207
Next Bell
Devices JHS-207-M8450
Zones Vocational Classrooms

Intercom

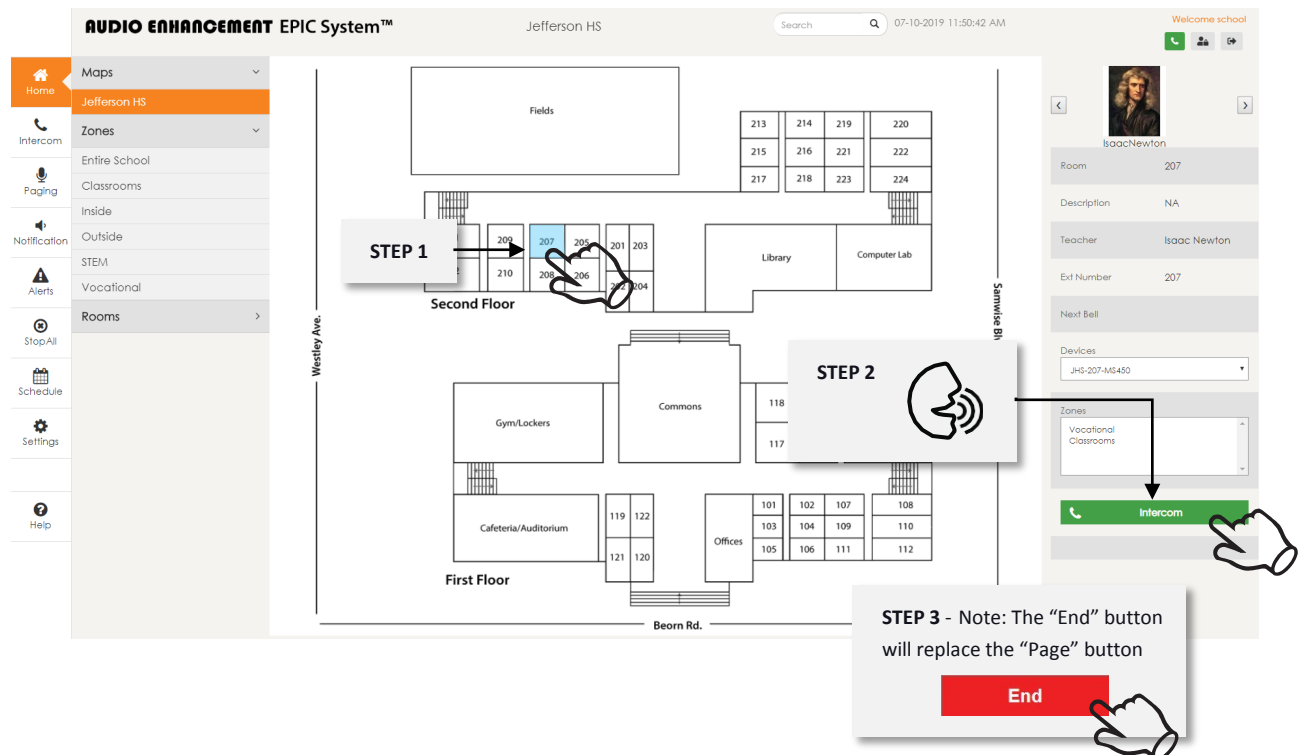
How to make a Page

- Step 1** Under “Zones”, select desired zone/area to page. This example shows “Entire School” being paged.
- Step 2** Press the green “Page” button and speak. Note: the highlighted areas on the map will receive audio
- Step 3** When finished press the red “End” button.



How to make an Intercom Call to a Classroom

- Step 1** Touch desired area for intercom message. This example shows “Room 207” being selected.
- Step 2** Then press the green “Intercom” button and speak.
- Step 3** When finished, press the red “End” button.



Immediate Response and Action to a SAFE Alert

When a teacher activates a SAFE alert from their classroom, the following will occur:

- An alert attention signal will sound to draw your attention to the screen.
- A SAFE alert screen will pop up over your current screen, requiring your immediate attention.
- The room or area initiating the alert will be highlighted in red on the displayed map, indicating where to respond.
- If your school has cameras in each classroom, a “live view” video feed of the room will appear, allowing you to assess the situation.
- Text and email messages will be sent to the SAFE (Signal Alert For Education) System response group.

When a SAFE alert is activated, immediately perform the following steps:

Step 1 Press the “Acknowledge” button to signal back to the teacher that the alert has been received and acknowledged.

Step 2 Take all actions as outlined in the SAFE System Protocols developed and outlined by your school.
*To see an image of a non-paired alert, please refer to page 4.

AUDIO ENHANCEMENT

STEP 1 - Press the “Acknowledge” button to notify the teacher that the alert was received.

School Name: Jefferson HS | Room Name: 207

Actions: Acknowledge LockDown Escalate

Device Name	Event Name	Log	Time
JHS-207-MS450	safeAlert	safeAlert from XD on JHS-207-MS450	2019-07-10 12:09:39

Listing of room initiating the alert

Streaming live video from classroom (if classroom has cameras installed)

STEP 2 - Take all actions as outlined in the SAFE System Protocols developed and outlined by your school.

Map location of room initiating the alert

Typically, a “Paired” alert indicates that the teacher is either located in that room or just outside in the hallway.

SAFE ALERT! Jefferson HS Room 207!

Note: SAFE System Training Recommended

In times of stress, the sudden release of adrenaline into the human body, can affect thinking and reasoning abilities greatly. The use of frequent fire drills help condition first responders to handle an emergency evacuation and allow them to respond to it, more or less, as if it was a common everyday event. When staff and students are trained for emergencies, everyone is familiar with the plan and how to conduct themselves during such an event. The training normalizes the event and conditions us with the appropriate response.

This same type of training and conditioning should be applied to SAFE System alert activations. All parties involved in responding to a SAFE System alert should be trained, rehearsed, and practiced in their roles according to the response protocols developed and established by school administration.

Frequent training in responding to a SAFE alert event will provide the response team with the self-confidence and skills needed to respond appropriately even when the adrenaline is flowing.

“We don’t rise to the level of our expectations, we fall to the level of our training”Archilochus

Non-Paired Alert

If a teacher activates a SAFE Alert when away from their room, the microphone will use any other nearby systems to alert the EPIC System and display the teacher's approximate location. This is referred to as a "non-paired alert". Follow the same steps for a non-paired alert as you would for a paired alert.

School Name: Lincoln Academy | Room Name: 115

Actions: Acknowledge, LockDown, Escalate

Device Name	Event Name	Log	Time
115-MS450	teacherSafeAlert	teacherSafeAlert from on 115-MS450	2019-04-04 12:38:25

Typically, a non-paired alert happens when a teacher is located outside of the classroom. The area of greatest overlap of red circles indicates the location of the alerting microphone and thus the approximate location of the teacher.

Note: The smaller the circle, the stronger the signal strength.

SAFE ALERT!
View Map for Alert Location

Ending the Event

Step 1 An authorized member of the SAFE alert response team, with appropriate credentials, press the "End Event" button.

Step 2 Make a comment to document the incident and press "Submit."

AUDIO ENHANCEMENT EPIC System™ Jefferson HS

COMMENT

School Name: Jeff Room Name

Actions: End Event, LockDown

Device Name	Event Name	Log	Time
207-MS450	teacherSafeAlert	teacherSafeAlert from on 207-MS450	2019-04-04 12:38:25

Once the "Acknowledge" button has been pressed, it will be replaced with the "End Event" button.

Upon notification, the SAFE alert response team member with authority to declare the event over can press the "End Event" button.

A comment window will appear. You cannot progress until you have made a comment and pressed the "Submit" button.

To return to the main map screen press the "Home" icon located in the top left corner of the screen.

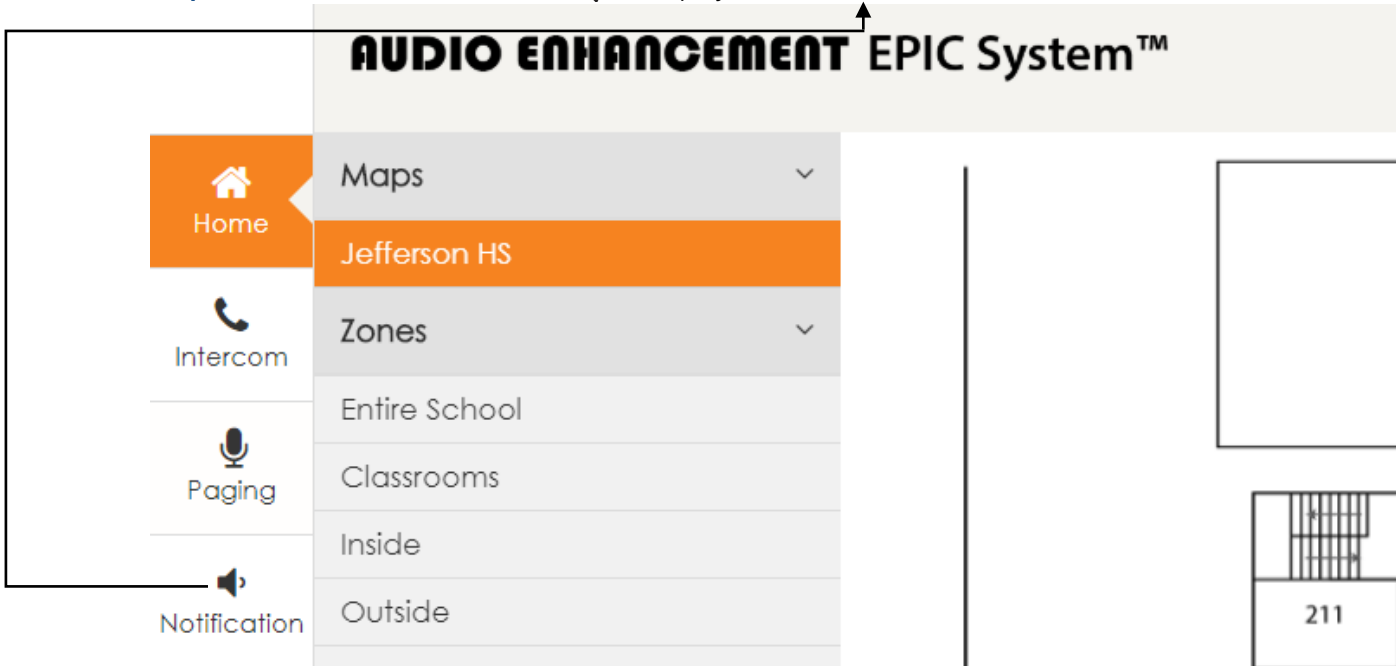
SAFE ALERT!
Jefferson HS Room 2071


The SAFE System (patent pending) is an alert notification system not intended to prevent emergencies. Audio Enhancement, our agents, employees, subsidiaries, affiliates and parent companies are exempt from liability for any loss, damage, injury or other consequence arising directly or indirectly from the application of our equipment. In the event of misuse or malfunction of the SAFE System or any of its components, Audio Enhancement, our agents, employees, subsidiaries, affiliates and parent companies are exempt from liability for any loss, damage, injury or other consequence arising directly or indirectly therefrom.

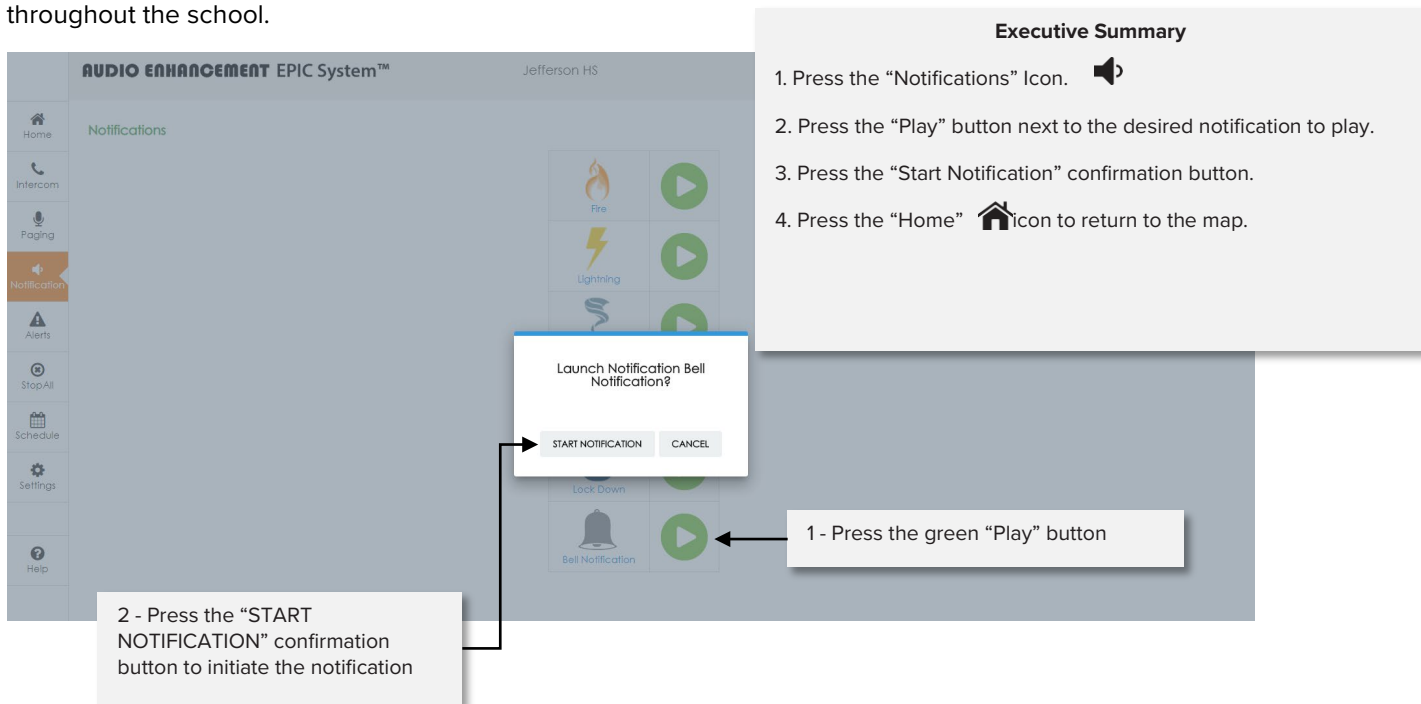
Activate a Notification

The system administrator has programmed EPIC System with a number of different audible notifications. The manual sounding of a class change bell is one example of them. You may activate the bell notification throughout the school at any time regardless of the programmed bell schedule. Activate this and other notifications by following instructions below.

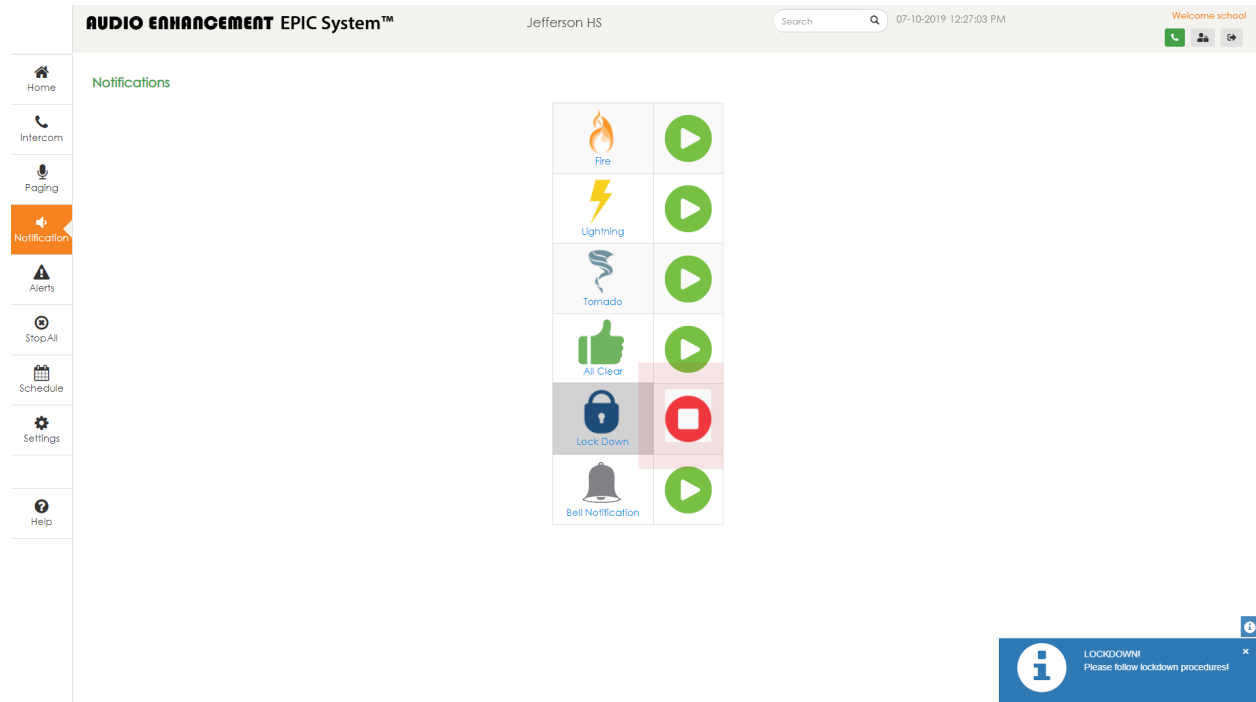
Step 1 Press the “Notifications” Icon  to display the “Notifications” window



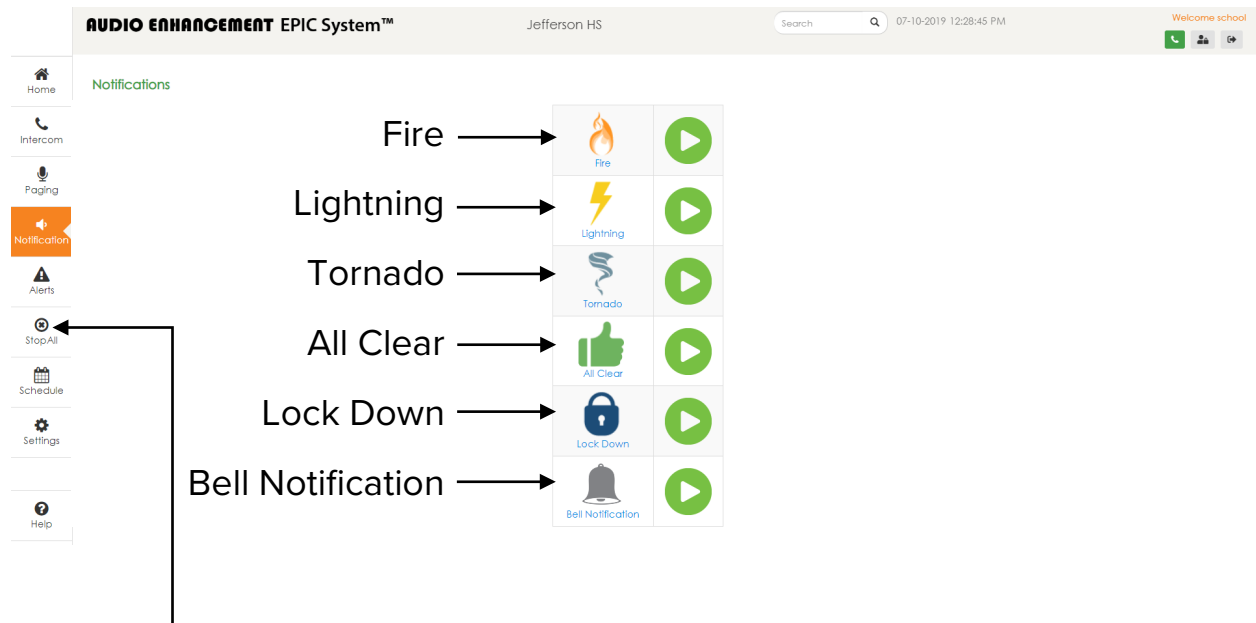
Step 2 Now that the “Notifications” window is displayed, you can press any of the available icons for desired notification announcement. To have a bell ring immediately, press the play button next to the “Bell” icon . Another box will appear on the screen with the option to start or cancel. Now press the “START NOTIFICATION” button to ring the bell. This reassures you that EPIC System has sounded the bell throughout the school.


A screenshot of the EPIC System interface showing the "Notifications" window. The window title is "AUDIO ENHANCEMENT EPIC System™" and "Jefferson HS". The left sidebar is visible with the "Notification" icon highlighted. The main area shows a grid of notification icons: Fire, Lightning, Lock Down, and Bell Notification. Each icon has a green play button to its right. A white dialog box is overlaid on the screen with the text "Launch Notification Bell Notification?" and two buttons: "START NOTIFICATION" and "CANCEL". Callout boxes provide instructions: "1 - Press the green 'Play' button" points to the play button next to the Bell Notification icon; "2 - Press the 'START NOTIFICATION' confirmation button to initiate the notification" points to the "START NOTIFICATION" button in the dialog box. An "Executive Summary" box in the top right corner lists four steps: 1. Press the "Notifications" Icon. 2. Press the "Play" button next to the desired notification to play. 3. Press the "Start Notification" confirmation button. 4. Press the "Home" icon to return to the map.

Step 3 Stop notification – In some cases the notifications will play on a loop. Once the signal has been sent and should be stopped, click the STOP Button next to the notification to end the notification. You can follow the previous instructions to start another notification. Once you are finished sending your notification(s), you can return to the main Map screen by pressing the “Home” button.



General Information on the notifications window. This window allows the user to activate pre-recorded notifications to the school. The notifications shown below may or may not be programmed into your school’s system. Applicable notifications are determined by your administrators. This window shows notifications that may be available to you. They are activated in the same manner that the “Bell” notification is activated e.g. select the desired notification and then press the green “START NOTIFICATION” bar.



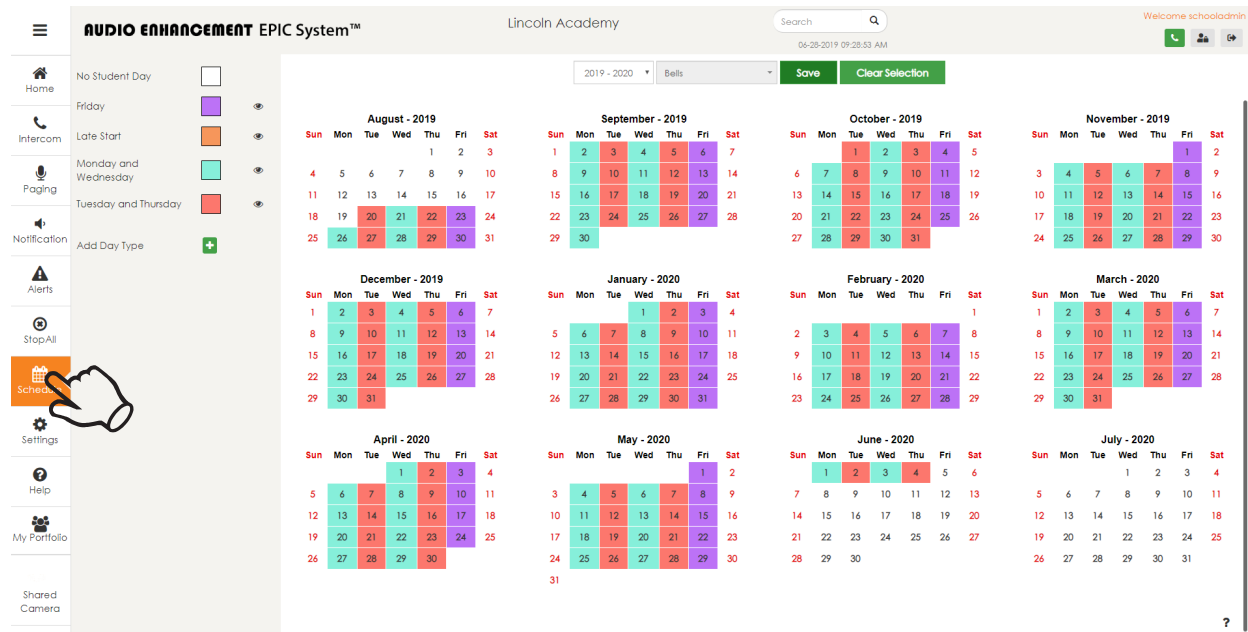
To immediately stop any or all notification or bell, press Stop All button  in the left-hand panel.

Select a different “Bell Schedule” for the day

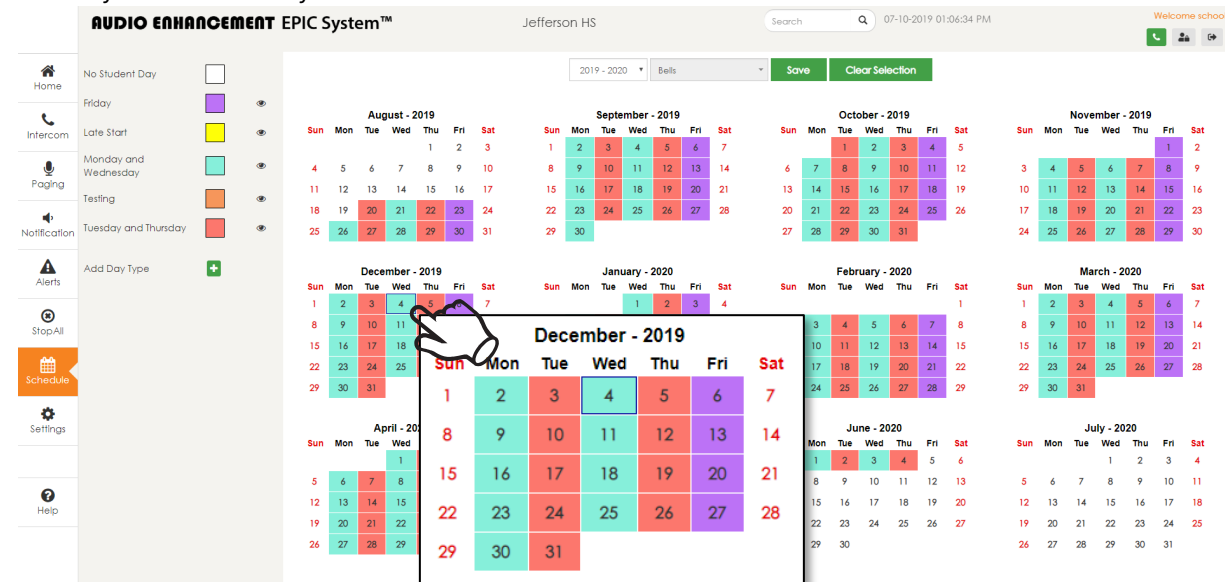
The system administrator has programmed EPIC System with a number of different bell schedules for different types of days. Day types could include schedules for “A” or “B” days, “Assembly”, “Late Start”, “Snow”, “Early Out” days, or more.

At times it may become necessary to change the bell schedule from one type of day to another.

Step 1 Press the “Calendar” icon  to display the “Schedule” window.



Step 2 Locate the calendar day you wish to change and touch that day. A box will be drawn to outline that day. If you accidentally touch the wrong day, touch it again and the box outline will be removed. In the example below, December 4th has been selected to change the day type. Its “Day Type” is currently “Monday and Wednesday.”



Step 3 With the calendar selected, as indicated by the box outlining the date, you are now free to touch the new day type desired. Since we are changing this from a “Monday and Wednesday” day type to a “Late Start” day type press the “Late Start” title. The color of the box surrounding the 4th should change from the “Monday and Wednesday” index color to the “Late Start” index color indicating a successful re-assignment of the day type.

AUDIO ENHANCEMENT EPIC System™ Jefferson HS 07-10-2019 01:08:18 PM

2019 - 2020 Bells Save Clear Selection

Touch "Late Start", label or color box, to re-assign the 4th to a "Late Start" day. Color now indicates "Late Start" day.

Before change: color indicates "Monday and Wednesday" day type

Step 4 Press "Save" to apply changes. Changes will be lost if the save button isn't pressed!

AUDIO ENHANCEMENT EPIC System™ Jefferson HS 07-10-2019 01:16:41 PM

2019 - 2020 Bells Save Clear Selection

• "Day Type" change has been applied. Click the save button, then Home to return to main screen.

TIP Press the eye icon next to the day type to view or edit the actual bells set for that day type.

AUDIO ENHANCEMENT EPIC System™ Jefferson HS 07-10-2019 01:16:41 PM

Monday and Wednesday

Monday and Wednesday Apply Copy Delete


Bell Schedule 123 filter: Select Zones

Name	Time	Audio	Event	Zones	Action
First Period Start	08:00:00 AM	Bell chime	scheduleBell	Vocational,Outside,Classrooms,STEM,Inside	
Second Period Start	09:00:00 AM	Bell chime	scheduleBell	Inside,Vocational,Outside,Classrooms,STEM	
Third Period Start	10:00:00 AM	Bell chime	scheduleBell	STEM,Inside,Vocational,Outside,Classrooms	

View Device Status


If a room or area is not functioning as expected, the user may notice a room has turned yellow. This indicates that the device is not online. Contact an administrator!



The first thing for administrators to check is whether those devices are online. Click the settings icon  to view all devices. There will be a red, yellow, or green dot. Red signifies offline, green is online, yellow is online but some core function isn't working. Hover over the yellow for more information. If there is a red dot, attempt to navigate to or ping the IP address. If it is not responding, there is an issue with the device or network and it will need to be inspected and troubleshot. Offline device emails can be sent to an administrator to ensure devices are operational. Additional details can be found in the administration technical manual.







Device Status

Schedule

 Settings

Known Devices (2)

Show entries Query All XD Delete All Devices

#	Device Name	Driver Type	Status	IP	MAC
1	JHS-207-MS450		●	172.16.33.220  	00:08:e1:07:25:7c
2	cam		●	172.16.33.225  	e0:50:8b:e1:47:ef

Offline Email Setup

Edit Action

Device/ Class Type

Event Action

Input Parameter

Enter Recipient

Hint: Multiple email seperated by semicolon (;)

Update Action
Cancel

Guide to EPIC (Education Paging & Intercom Communications) System™ Alerts and Notifications

The following provides the Alert and Notification actions available to a school district when utilizing the EPIC System. It should be used as a guide when discussing and evaluating what a district would like to have happen upon the initiation of an Alert or Notification within the EPIC System.

Definitions:

- **SAFE (Signal Alert For Education) Alert** – A SAFE Alert is an action initiated by 1. A press of the alert buttons on the teacher’s microphone, 2. A press of the red alert button physically installed on the classroom wall, or 3. A press of the alert button on the EPIC System™ Teacher Interface, which is the web page a teacher can log into within the EPIC System. Alerts are actions that notify the front office, or other personnel that assistance is needed in a particular area of the campus.
- **Notification** – A Notification is an action that is initiated from the main screen of the EPIC System web interface or Console, OR an action that is initiated from a signal from an external system. (i.e. the buildings access control system sends EPIC System a signal which then EPIC System is prompted to play the ‘Lockdown’ Notification Message). Notifications are actions that send out a notification alerting the entire campus that there is an emergency, or that action needs to be taken.

SAFE Alerts—On the activation of a SAFE Alert, the following possible actions can take place:

Action	Action Location	Description	Type
On-Screen Popup	EPIC System Console	The SAFE Alert will be displayed on the EPIC System Console. The alert will become the front page of the display, displaying a map of the school, and an indication on the map of where the alert is coming from. A Sound will be played from the Console speaker when the alert first appears. The Alert screen will be brought back to the top of the display every 180 seconds, even if the user has navigated away from the alert.	Mandatory – Every EPIC System will be configured with this Action
On-Screen Popup	EPIC System Web Interface – Any Computer with a user logged into the EPIC System who has rights to view the SAFE Alerts	The SAFE Alert will be displayed on the EPIC System Interface. The alert will become the front page of the display, displaying a map of the school, and an indication on the map of where the alert is coming from. A Sound will be played from the Console speaker when the alert 1 st appears. The Alert screen will be brought back to the top of the display every 180 seconds, even if the user has navigated away from the alert.	Mandatory – Every EPIC System will be configured with this Action
MS-1000 Activation	All MS-1000’s installed as part of the EPIC System™	The MS-1000 will be activated, and a message displayed on the screen identifying the room name, number, or general area of where the incident is occurring	Optional – Every EPIC System with an MS1000 will be configured with this Action
Email Messages	Emails to defined distribution groups	Emails will be transmitted identifying the location of the alert and providing a link for the user to log into the EPIC System™ interface to see the alert. Users with appropriate rights will also be allowed to manage the alert from the screen after they have logged in with appropriate credentials. In order to log in and see the EPIC System™ Interface, the user must be within the school’s network.	Optional – This can be configured on request from the district

Action	Action Location	Description	Type
SMS Text Messages	SMS Text Messages to defined distribution groups	SMS Text Messages will be transmitted identifying the location of the alert and providing a link for the user to log into the EPIC System™ interface to see the alert. Users with appropriate rights will also be allowed to manage the alert from the screen after they have logged in with appropriate credentials. In order to log in and see the EPIC System™ Interface, the user must be within the school's network.	Optional – This can be configured on request from the district
Integration with other systems*	Access Control or other Infrastructure Systems	These actions can either receive or send action commands to other building wide system. A good example of this is the access control system. If the school has an access control system installed, and a Lockdown is initiated from that system, EPIC System™ can accept a command or contact closure from that system to initiate the Lockdown message. OR the EPIC system™ upon the activation of a SAFE Alert could send a message to the access control system, elevating the lockout level, preventing people who are not authorized from accessing the building.	Optional – This can be configured on request from the district, and with close cooperation with the entity responsible for the corresponding system

* Integration with other systems is contingent on a review of compatibility and may incur additional service or engineering charges.

Notifications—On the activation of a notification, the following possible events can take place:

Notification	Notification Location	Description	Type
On-Screen Popup	EPIC System Console	The Notification activation will be displayed on the EPIC System Console. The Notification Sound (if applicable) will be played from the Console speaker.	Mandatory – Every EPIC System will be configured with this Action
Play Audio to a Zone	Initiate a pre-recorded message to be played to a specified Zone	The school can pre-record a message relevant to the Notification be activated. This can be the Lockdown message, Lockout Message, Weather Emergency Message etc. Upon activation of the Notification, the pre-recorded message will play in the defined zones configured as part of the Notification.	Optional – This can be configured on request from the district
On-Screen Popup	EPIC System Web Interface – Any Computer with a user logged into the EPIC System who has rights to view the Notification	The Notification will be displayed on the EPIC System Interface. The Notification Sound (if applicable) will be played from the Console speaker.	Mandatory – Every EPIC System will be configured with this Action
MS-1000 Activation	MS-1000's installed as part of the EPIC System. These can be onsite, or offsite MS-1000's	The MS-1000 will be activated, and a message displayed on the screen identifying the room name, number, or general area of where the incident is occurring	Optional – This can be done at the request of the district, and the applicability of it based on the notification type
Email Messages	Emails to defined distribution groups	Emails will be transmitted to the defined distribution group, informing them of the activation of the Notification	Optional – This can be configured on request from the district

Notification	Notification Location	Description	Type
SMS Text Messages	SMS Text Messages to defined distribution groups	SMS Text Messages will be transmitted to the defined distribution group, informing them of the activation of the Notification	Optional – This can be configured on request from the district
Integration with other systems*	Access Control or other Infrastructure Systems	These actions can either receive or send action commands to other building wide system. A good example of this is the access control system. If the school has an access control system installed, and a Lockdown is initiated from that system, EPIC System™ can accept a command or contact closure from that system to initiate the Lockdown message. OR the EPIC system™ upon the activation of a SAFE Alert could send a message to the access control system, elevating the lockout level, preventing people who are not authorized from accessing the building.	Optional – This can be configured on request from the district, and with close cooperation with the entity responsible for the corresponding system
SIP Call Initiation*	Initiate a pre-recorded message to a defined SIP Extension (Phone)	When a Notification is activated, a pre-recorded message can be transmitted to a specified phone system. (i.e. a pre-recorded message could be sent to the local law enforcement office)	Optional – This can be configured on request from the district, and with close cooperation with the entity responsible for the corresponding system

* Integration with other systems is contingent on a review of compatibility and may incur additional service or engineering charges.

Each notification can have its own unique events tied to it. For example, a building lockdown can have a different set of events tied to it than a weather notification.

SAFE (Signal Alert for Education) System™ (patent pending) is an alert notification system not intended to be a life-saving device or prevent emergencies. Audio Enhancement, our agents, employees, subsidiaries, affiliates and parent companies are exempt from liability for any loss, damage, injury or other consequence arising directly or indirectly from the application of our equipment. In the event of misuse or malfunction of the SAFE System or any of its components, Audio Enhancement, our agents, employees, subsidiaries, affiliates and parent companies are exempt from liability for any loss, damage, injury or other consequence arising directly or indirectly therefrom.

Teacher Control Screen

Step 1 Navigate to your EPIC System web address on your browser.

Step 2 Login with your assigned school credentials.

AUDIO ENHANCEMENT EPIC System™ Jefferson HS Welcome IsaacNewton

Select Room: 207 IsaacNewton: Room: 207: Schedule

Room Number: 207

Description: IsaacNewton: Room: 207: Schedule

Teacher Name: IsaacNewton: Room: 207: Schedule

Ext 1: 207

Next Bell: Dismissal 1:6:00:00

Zones: Vocational

Devices: cam_JHS-207-MS45 0

Call

Picture of teacher is displayed. This picture will appear on the control console in the office when an intercom call is made to this room.

If you teach in multiple classrooms use this menu to select your current room.

Schedule for all bells that go to your room is displayed, the next bell is shown here.

To call the office, touch the green "Call" button and then talk. The button will turn red and be labeled "End". Press the new "End" button when you desire to end the call.

Room Control

Power On Power Off

Computer Apple TV

Freeze UnFreeze

Blank On Blank Off

+ -

Emergency SAFE

Media Control Center

Use the blue buttons to turn equipment On and Off and select Media sources. The "+" and "-" buttons control the media play back volume in the room.

Note: The Teacher and Student microphone volumes are controlled from the Teacher microphone.

Press the red "Emergency SAFE" button in order to notify the front office, via a silent alert, when a situation exists in your room that requires immediate attention.

Note: VIEWpath users will see a different screen for controlling their classroom camera.