

# INFOVIEW DESKTOP ANNOUNCER QUICK START GUIDE

AUDIO ENHANCEMENT +  
*Est. 1978*



# INTRODUCTION

InfoView Desktop Announcer is a cutting-edge software solution that connects teachers' computers to a school's EPIC (Education Paging & Intercom Communications) System® Server, enabling rapid delivery of critical emergency alerts through InfoView Emergency Signs. This user-friendly application enhances school safety by ensuring that vital information reaches teachers quickly and efficiently during emergencies.

# COMPUTER REQUIREMENTS

The following lists minimum requirements that allow for network connectivity to the InfoView Desktop. Laptop performance varies from manufacturer to manufacturer, and is highly dependent on other applications and processes running consecutively. No guarantee is made based on these specifications.

## **WINDOWS PC COMPUTER MINIMUM REQUIREMENTS**

- Processor (CPU) Minimum: Intel Core i5 (6th generation or newer) or equivalent
- Operating System: Microsoft Windows 10
- Memory: 8 GB RAM
- Network Adapter: 802.11a 2.4/5 GHz wireless adapter

## **WINDOWS PC COMPUTER RECOMMENDED REQUIREMENTS**

- Operating System: Microsoft Windows 11
- Memory: 16 GB RAM

## APPLE MACINTOSH COMPUTER MINIMUM REQUIREMENTS

- Processor (CPU) Minimum: Intel Core i5 (6th generation or newer) or equivalent, or any version of Apple Silicon (e.g., M1, M2, M3, etc.)
- Operating System: macOS 14 Sonoma
- Memory: 8 GB RAM
- Network Adapter: 802.11a 2.4/5 GHz wireless adapter

## APPLE MACINTOSH COMPUTER RECOMMENDED REQUIREMENTS

- Operating System: macOS 15 Sequoia
- Memory: 16 GB RAM

# INSTALLATION

## WINDOWS

### Installation:

The InfoView Desktop Announcer uses an industry-standard MSI installer package.

### Additional Configuration:

Along with the standard MSI flags, you can also specify the EPIC Server during installation. To configure the EPIC Server, use the following optional parameter:

EPICSYSTEM=1.2.3.4 (Replace 1.2.3.4 with the actual server address)

### Example Usage:

To install the InfoView Desktop Announcer and specify the EPIC Server, run the following command in your terminal or command prompt:

```
msiexec /i InfoView_Announcer.msi EPICSYSTEM=1.2.3.4
```

## MAC

The Mac version of the application comes in the format of either a .dmg file and will soon be released into the Mac App Store.

### Command Line Options:

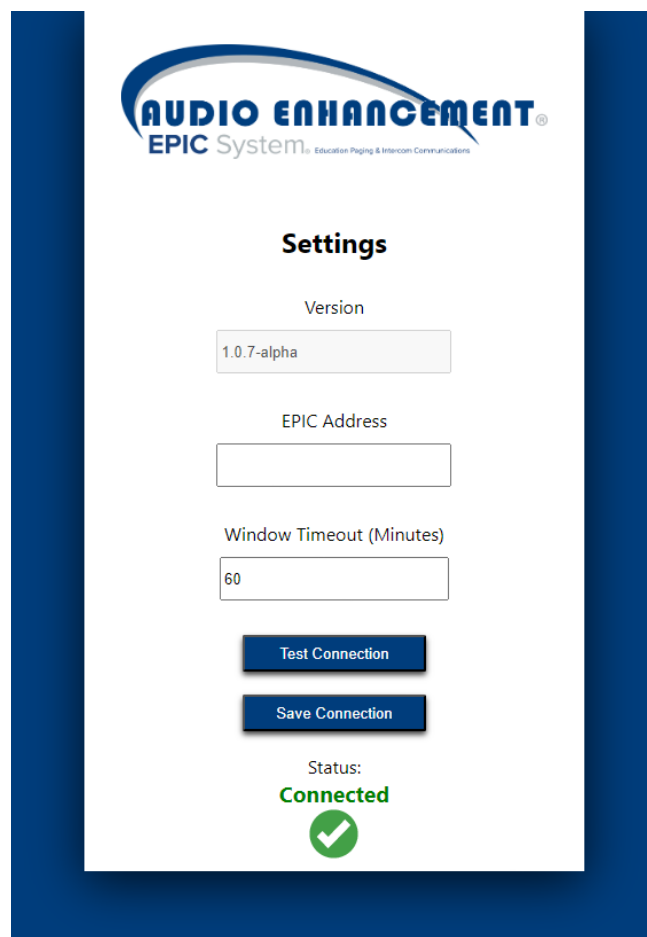
The Mac installer does not support command line options. The EPIC server will have to be configured per-machine in the settings menu.

### Testing the Connection

From the settings window, the connection to the EPIC server may be tested by supplying the EPIC Address and pressing the test connection button will show a success message if a connection is established, however, if a connection cannot be established in 5 seconds, the program will report an error with further details.

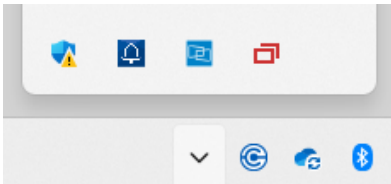
### Saving Settings

To save the preferred settings, simply click on the *Save Connection* button. If there is an error connecting to the EPIC server, you will not be able to save the settings.



# CONFIGURATION

After the application is installed and runs for the first time, it is designed to configure itself to launch at login. You can confirm that the application is running by going to the task bar and looking for the application's icon. From this icon, you can right click it and it will show the status (*Connected or Disconnected*) to the EPIC server (if configured). Additionally, you may click on the *Settings* button to open the application's settings.



## SETTINGS

The application supports a small set of settings which may be adjusted.

### EPIC Address

The IP or Domain of the EPIC Server. Do not include any additional details such as protocol or paths.

### Window Timeout

The amount of time that a window will stay open if not closed by the user or ended by the EPIC System.

## NOTE

If an alert is still ongoing, the EPIC System will send messages to the application which will force the the InfoView Desktop Announcer program to re-open.

# CONFIGURE EPIC

Your EPIC (Education Paging & Intercom Communications) System® requires no additional configuration to setup InfoView Desktop Announcer other than including the action in pre-defined events.

## EMERGENCY SIGNS

### New Event Engine UI

1. Configure a new event or edit an existing event
2. Add a new action Visual Messaging - Display emergency messages on Clocks and Digital Signs
3. Check the option for InfoView Desktop

The screenshot shows a configuration window titled "Visual Messaging - Display emergency messages on Clocks and Digital Signs". It features a "Sign" dropdown menu set to "Lockdown". Below this are three sections: "Clock" with a checkbox for "Entire School" (unchecked) and a link "Click to select clock devices"; "Digital Signs" with a checkbox for "Entire School" (unchecked) and a link "Click to select digital sign devices"; and "InfoView Desktop" with a checked "Enable" checkbox. At the bottom, there is a "Start with previous" dropdown and a red "Delete" button.

### NOTE

In the old event engine only, the action must have devices attached to it.

### Old Event Engine UI

1. Configure a new event or edit an existing event
2. Configure a *playSign* with the following details:
  - a. Device/Class Type: InfoView
  - b. Event Action: playPCInfoViewSign
  - c. Select Sign: (Name of Sign to Show)
  - d. The *Play to InfoView Desktop Announcer* checkbox is enabled

# LOGS

Specific events will trigger log messages to be shown in the EPIC logs tab.

## FROM EPIC

### Server Starts

- InfoView Desktop Announcer Server listening on port 8010

### New Clients Connected

- Client connected: {Unique Socket ID For Debugging}

When a client registers its hostname with EPIC (should happen automatically):

- Client registered: {Unique Socket ID For Debugging} from IP {Client IP Address} and hostname {Client IP Address}

### Clients Disconnect

- Client disconnected: {Client Hostname} - {Unique Socket ID For Debugging}

### Sending an emergency sign

- Sending sign {Sign Name}

### Sending a Notification

- Sending notification {Notification Data}

## FROM APPLICATION

### Showing an emergency sign

- {{Computer Hostname}} - alertShown: {URL}

### All Alert/Sign Windows Closed

- {{Computer Hostname}} - ALL\_WINDOWS\_CLOSED

# LICENSE

To use and configure this application, you must purchase a perpetual license. This is a one-time purchase that grants you permanent access that is necessary to access each an individual EPIC System. A separate license is required for each EPIC Server. For pricing details and purchasing information, please contact Audio Enhancement®.

# TROUBLESHOOTING

## MY SIGNS AREN'T PLAYING

- Confirm that the application is running and setup properly with the correct EPIC Server. Using the *Settings* menu, you can check/test the connectivity
- Confirm that the EPIC server is reachable from the network the PC client is on
- Confirm that port 8010 is unrestricted
- Ensure either district/computer firewall settings aren't blocking HTTP/Websockets
- The connection is handled by the SocketIO library which will start a connection via HTTP but upgrade to a Websocket
- On macOS devices, confirm that the program is granted access to the local network.

## I CAN'T SEE THE INFOVIEW DESKTOP ADAPTER ACTION OR THE INFOVIEW DESKTOP APPLICATIONS AREN'T CONNECTING.

InfoView Desktop Announcer requires an individual perpetual license per school. Please check with Audio Enhancement Technical Support to ensure that you are licensed for this product.



# FREQUENTLY ASKED QUESTIONS

## IS CHROMEOS SUPPORTED?

Currently, ChromeOS is not supported. This is due to certain security settings unique to ChromeOS and the specific way EPIC servers are deployed, which are not compatible with our current system. For users with ChromeOS, alternatives include Email and SMS notifications. We are open to revisiting this decision based on user demand. If you'd like to see ChromeOS support in the future, please let us know using our [bug/feature request form](#).

## WHICH MAC CHIPSETS ARE SUPPORTED?

We support both Intel and ARM based chipsets.

## HOW CAN I SUGGEST FEATURES OR BUG REPORTS?

[Please utilize our bug/feature request form](#)



# DISCLAIMER

The InfoView Desktop Announcer application is an executable software program that can be installed on district owned devices and allows those devices to receive a visual notification when an alert is activated in the EPIC System.

In order for a device to receive these alert notifications, the district computer must have the application installed, the application must be configured to point to the school's EPIC System IP/Hostname, and the device must be able to communicate to EPIC through the district's network via port 8010.

Audio Enhancement® does not own or manage district owned devices. We cannot install or manage the end user devices for this application, nor can we manage or monitor the network connectivity of those devices to the EPIC System. It is the responsibility of the school district to install and configure the application, to configure the district networks as desired so the district end user devices can communicate with EPIC System, to configure EPIC System to send the InfoView Desktop Announcer, and to test the system regularly. Audio Enhancement can assist a school with the technical details to validate the EPIC System and InfoView Desktop Application are configured correctly for this event but cannot provide support beyond that.