



Instruction Manual

SOFT1026

VOXPlayer Pro

1.0.5.0

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VoiceOff.com

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Introduction

This program is written for the VoiceOFF MK4 (VOX400) and earlier models

The software gives control over multiple VoiceOFF annunciators in order to play pre-recorded messages automatically. The PC will need a suitable adaptor (USB-to-RS485 adaptor or USB-to-RS232 adaptor for older models) and network attached units via Ethernet adaptor (or network connection).

Key features include...

- Play a specific message
- Integral Database
- Controls up to 20 VoiceOFF Units
- Windows PC compatible
- Schedule Messages
- Network or Serial
- Message Database

1.1 More Details

Easy management of multiple VoiceOFF devices

The VoiceOFF is great as a standalone device but this powerful scheduling software takes the product to another level allowing you to pre-programme when certain messages are played.

An example might be politely informing customers when a promotion or demonstration is about to happen in store.

You can link multiple VoiceOFF devices to the software calling them each a “friendly” name and even bookmark favourites making them faster to access.

Manually triggering a message when the need arises

Great for when a situation arises and you need to trigger a message fast, simply use the clear software interface to trigger the message you want on the device you want. Eg, A security team monitoring suspects a prowler they can play the sound of a police siren approaching OR a CCTV operator seeing an act of vandalism is about to occur can trigger a message to scare off the vandals.

Scheduling a variety of messages on different days and at different times

A built in scheduler function lets you program how many times to play the message, how often to repeat it and the days and times during which to play it. Ideal for customer service messages in a retail store.

[This store will be closing in 15 minutes, please complete your purchases & make your way to the cashiers desk.](#)

Eg, scheduled to play once at 5.15pm Monday to Saturday.

1.2 PC Requirements

The minimum system specification is:

- Windows 7 SP1 or above
- Intel I3 Processor
- 4Gb RAM (32bit OS) or 8Gb RAM (64bit OS)
- Screen Resolution 1024 x 768 minimum

Disc space requirements:

- Approx 10Mb

Note that Windows 7, 8, 8.1, 10 and 11 (32/64bit) are supported.

1.3 Software Licensing

Each PC installing the VOXPlayer Pro software requires a licence.

The software is a standalone product, for use on additional PCs, these require a licence in their own right.

The licence specifies that only a single instance of the software is allowed to run at any moment in time on a physical PC and that no modification or virtualisation is allowed.

This software requires an Internet connection for registration, activation and support purposes only. Registration and activation is a single one-time task, once activated an Internet connection is not required for day-to-day use.

Likewise, to relinquish the licence, deactivation requires an Internet connection. Licence removal is possible during the un-installation process, you may then reinstall onto a new PC.

1.4 Limitations & Software Protection

The following limitations apply and are not supported, not allowed or have not been tested, nor will be tested :

- Windows Vista, XP or earlier
- Windows Server editions (2008, 2012 etc)
- Virtual environments such as VMWare,
- Virtual PC, Virtual Box and others
- Multiple instances of any individual executable
- Execution in the presence of a debugger/disassembler
- Changing the executable file name

The VOXPlayer Pro software is Enigma protected.

Enigma is a commercial product providing copy protection, registration and activation features, for more information, see enigmaprotector.com.

Some antivirus packages generate warnings because of Enigma's presence so customers are advised to satisfy themselves that our code-signed modules are intact and have not been modified, then exclude them from further antivirus analysis.

To check the validity of a code-signed executable via Windows File Explorer, locate, then right click on the file, select : Properties > Digital Signatures > Details.

Installation

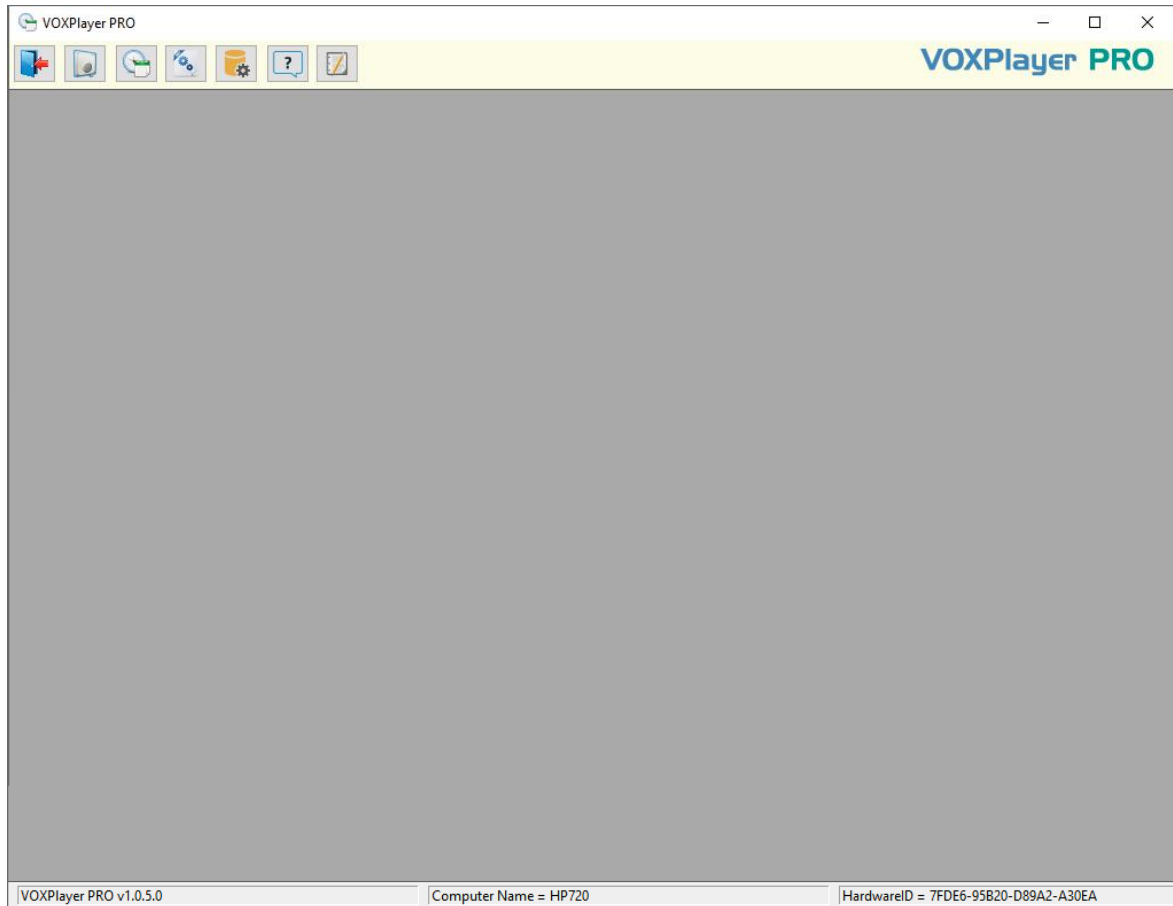
Download the installer from softcctv.com using the instructions provided in the confirmation email or software certificate card.

Register the software using the software key provided, then run it.

Please ensure you have an Internet connection because the final step requires online activation before the program can be used.

Configuration

This is the main screen which is displayed as default.



3.1 Getting Started

An RS485 or a LAN connection from the PC running the software to the VOX400 is required in order to trigger sounds.

For this to happen, the VOX400 must be configured correctly depending on the connection being used.

The link to the document below shows how to setup the VOX400...

<https://systemq.com/PDF/manual/xVOX400.pdf>

Below describes the required settings for the software to trigger files.

Option 1 - RS485 triggering

- Serial Port (Com Port)

Option 2 - LAN network triggering

- IP Address
- Port
- Username
- Password

3.2 Option 1 - RS485 Setup

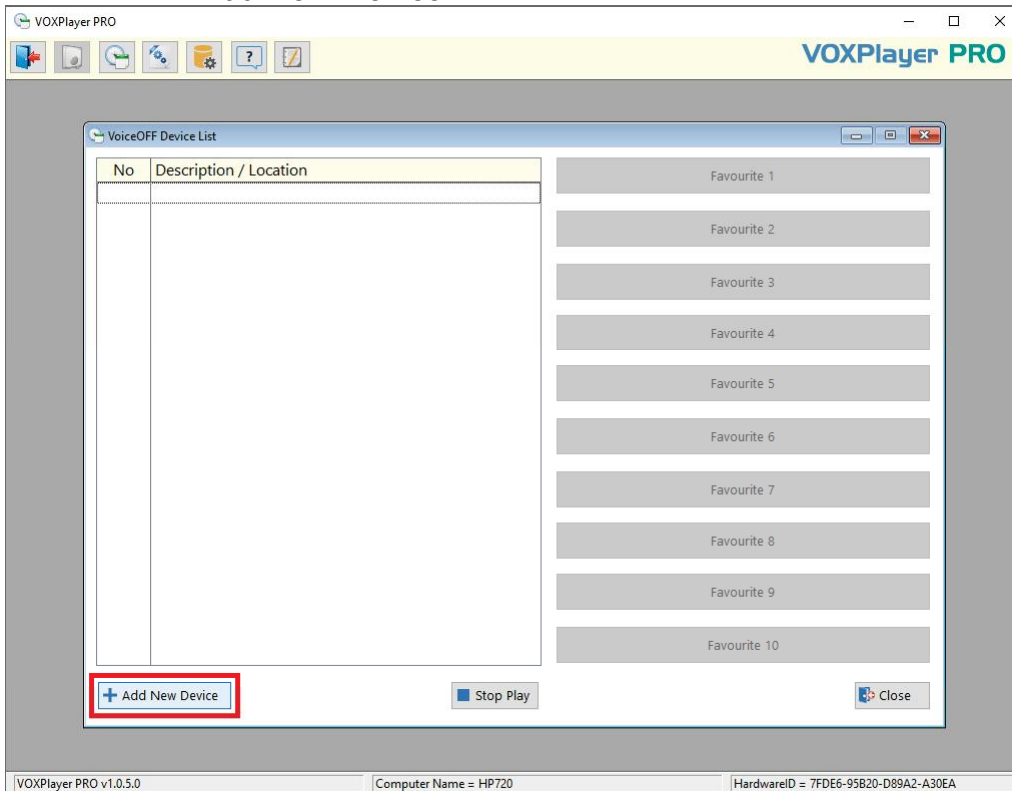
The following section describes how to configure the COM port in the software.

Note: RS485 adaptors may require a specific driver to be installed. Consult the documentation from the manufacturer of the RS485 adaptor for more details.

1. Select the **"Add / Edit VoiceOFF Units"** button.



2. Select the **"Add New Device"**



3. Select the "**Com Port**" connected from the drop down.

VoiceOFF : Add New Device

Device Information

Description / Location

Serial Port

COM1

COM1

This Device is Networked

Address

Port

Password

Save after making any changes.

NOTE: The COM Port must be visible via Control Panel > Hardware & Sound > Device Manager

TIP: Enter into the free text field custom text, to identify each VOX400.

3.3 Option 2 - LAN Setup

Before configuring the LAN setup in the software ensure the VOX400 IP address has been configured. See [Getting Started](#) 51

3.3.1 Firewall Rule

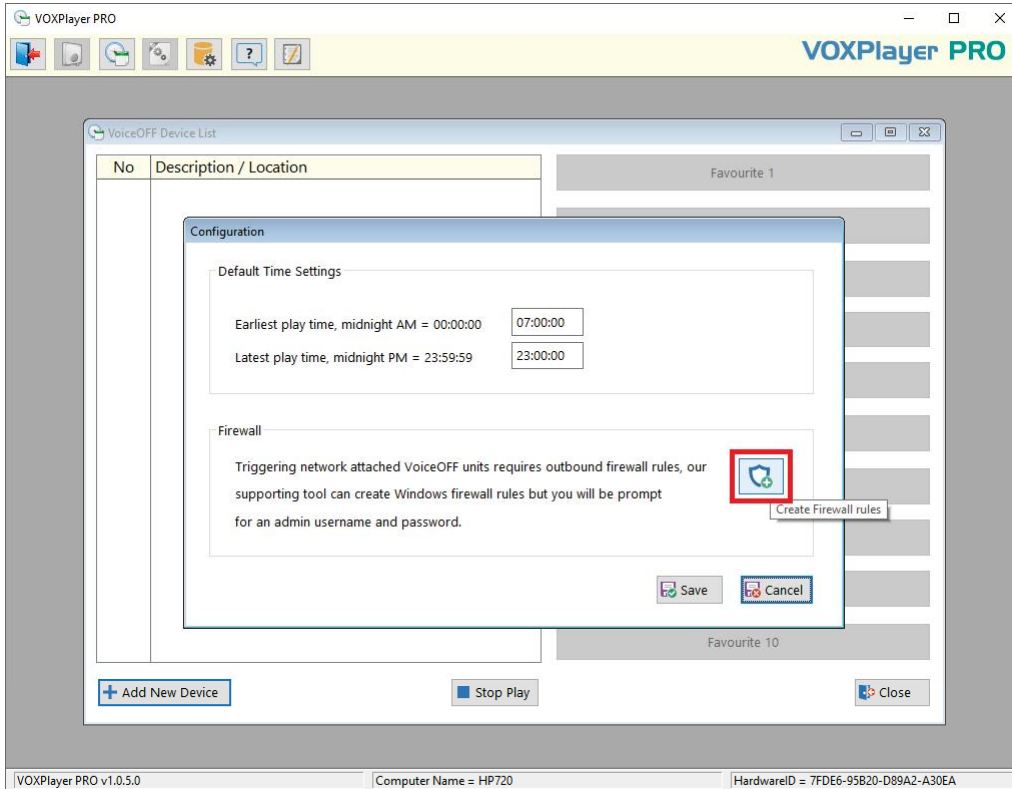
If the PC is using a firewall or anti-virus separate to the security built into Windows then ask the on site IT department or network administrator for guidance, or consult the software manual in order to add an exception.

The following section describes how to create a Windows Firewall entry using the software.

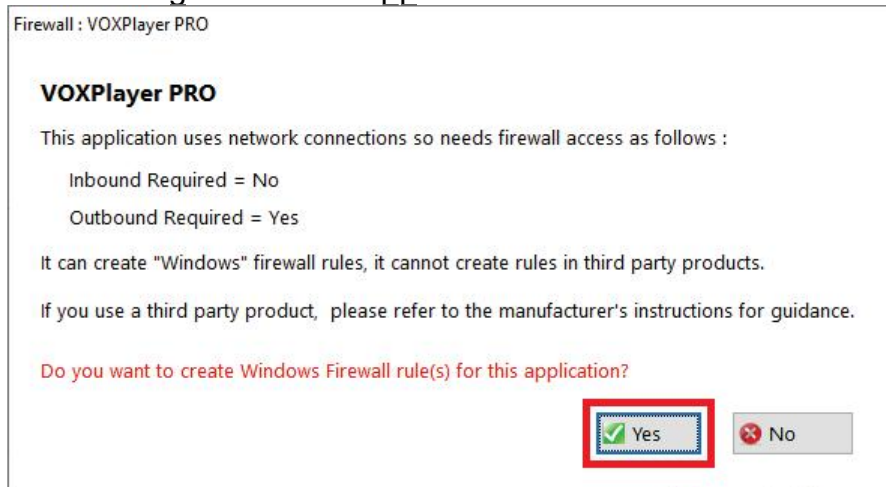
1. Select the "**Configuration Options**" button.



2. Select the "**Create Firewall Rules**" button.



3. Select "**Yes**" for the application to apply an inbound firewall exception, and wait for the dialogue box to disappear.



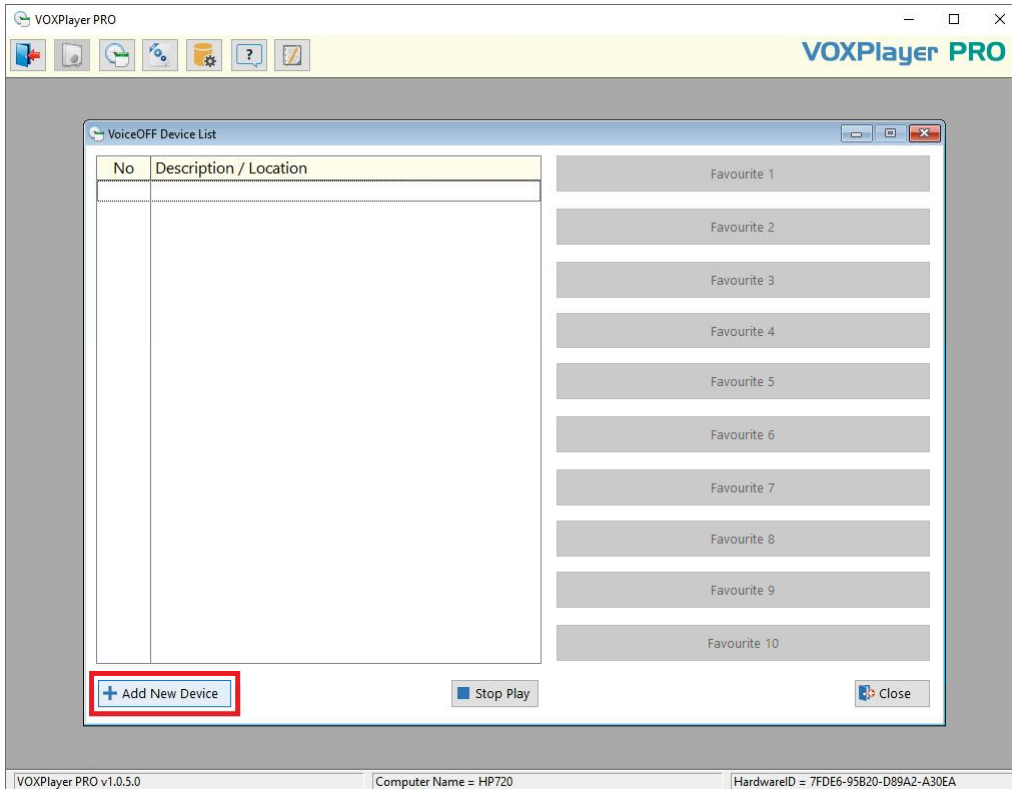
3.3.2 LAN Device Setup

The following section describes how to set the network settings in the software.

1. Select the **"Add / Edit VoiceOFF Units"** button.



2. Select the **"Add New Device"**



3. Tick "***This is a network connected device***" then enter the VOX400 network details.

VoiceOFF : Add New Device

Device Information

Description / Location

Serial Port
COM1

This Device is Networked

Address

Port

Password

TIP: Enter a description into the free text field a custom text to identify each VOX400 being triggered on the software.

IP Address - This is the IP address set in the VOX400, note if this has not been configured then do this first.

Port - This should be the port number the VOX400 is listening on e.g. 4196

Username - Enter the username, which is [**voAdmin**] as default.

Password - Enter the password which is [**voPassword**] as default. *Note: this is not the web interface password.*

Select "**Save**" after making any changes.

Loading Files

The following section describes how to load the file triggering information into the software.

Note: The software does not provide an "upload" or "overwrite" option to change or edit the actual MP3 files on the VOX400 SD Card. The link to the document below shows how to set custom files on the VOX400 SD Card.

<https://systemq.com/PDF/manual/xVOX400.pdf>

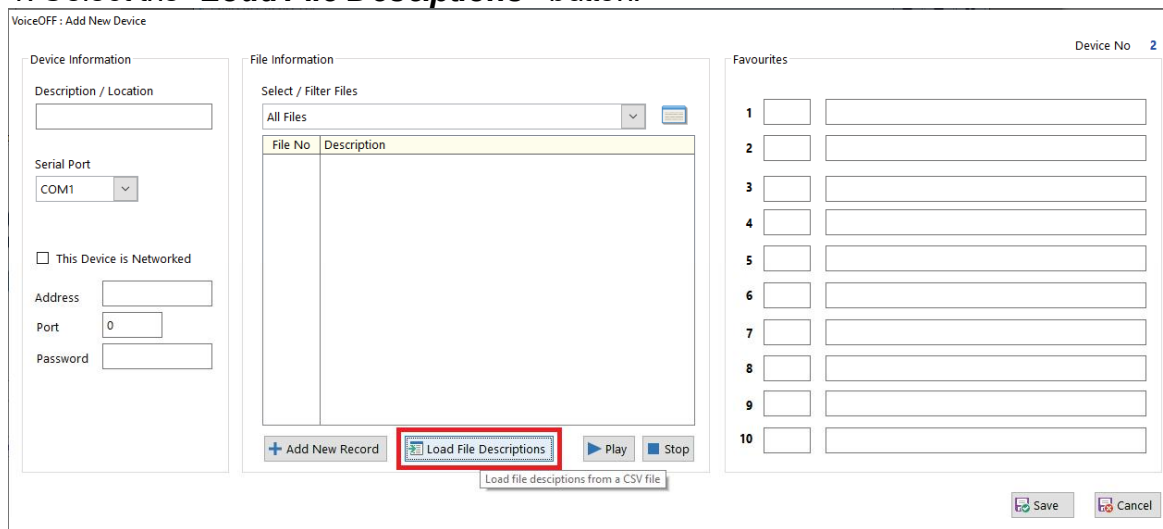
As default the VOXPlayer Pro software does not have files loaded to trigger.

The file information needs to be manually loaded, this can be done using the default CSV file, custom CSV file or the file information can be manually entered in the software.

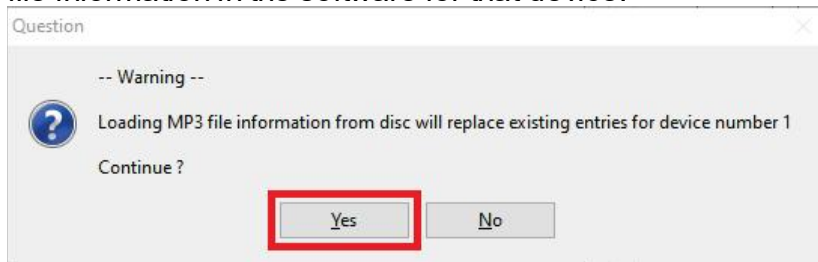
4.1 Loading Default Files

The following section describes how to load the default file information into the software using the CSV file provided with the software.

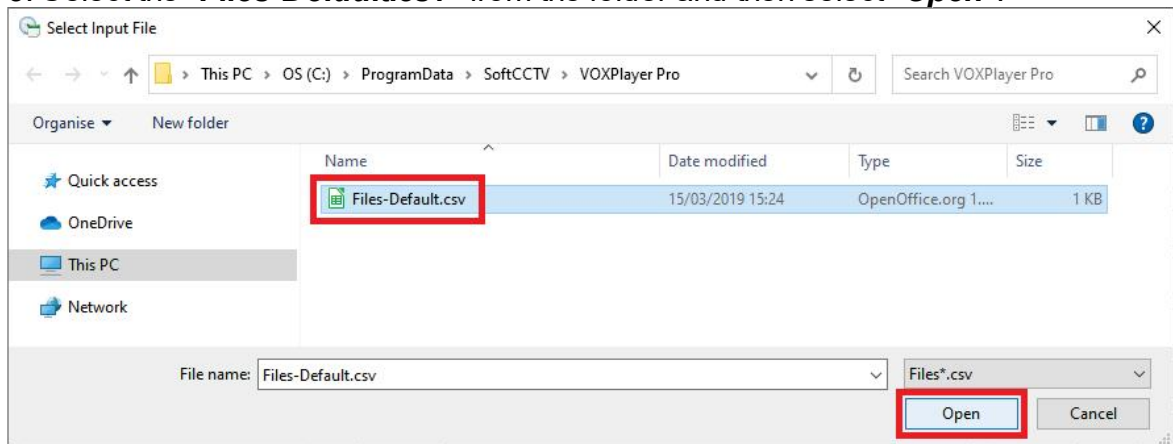
1. Select the **"Load File Descriptions"** button.



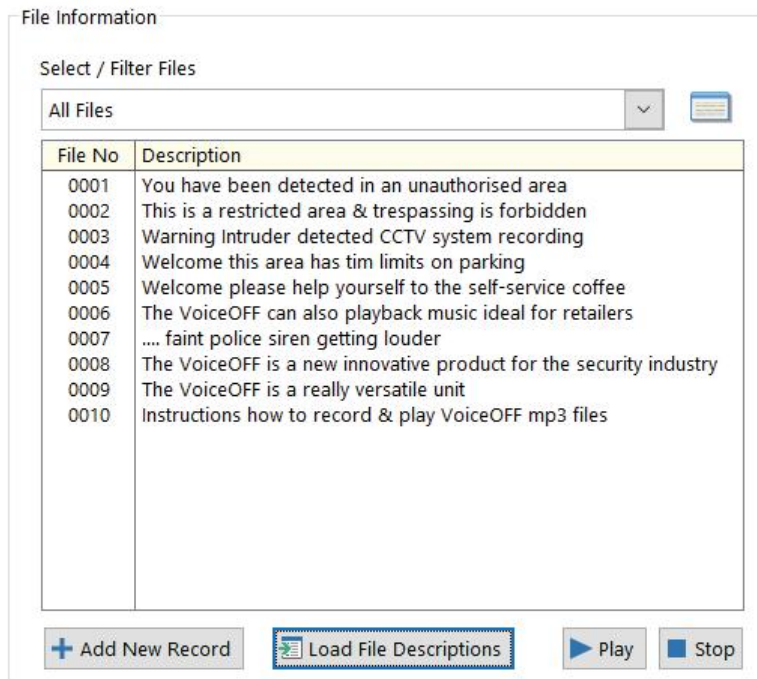
2. Select "Yes" for the application warning, this will replace any existing entries for file information in the software for that device.



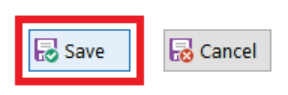
3. Select the "Files-Default.csv" from the folder and then select "Open".



4. The default file list will then appear in the File Information List.



Select "Save" after making any changes.



4.2 Loading from a custom CSV File

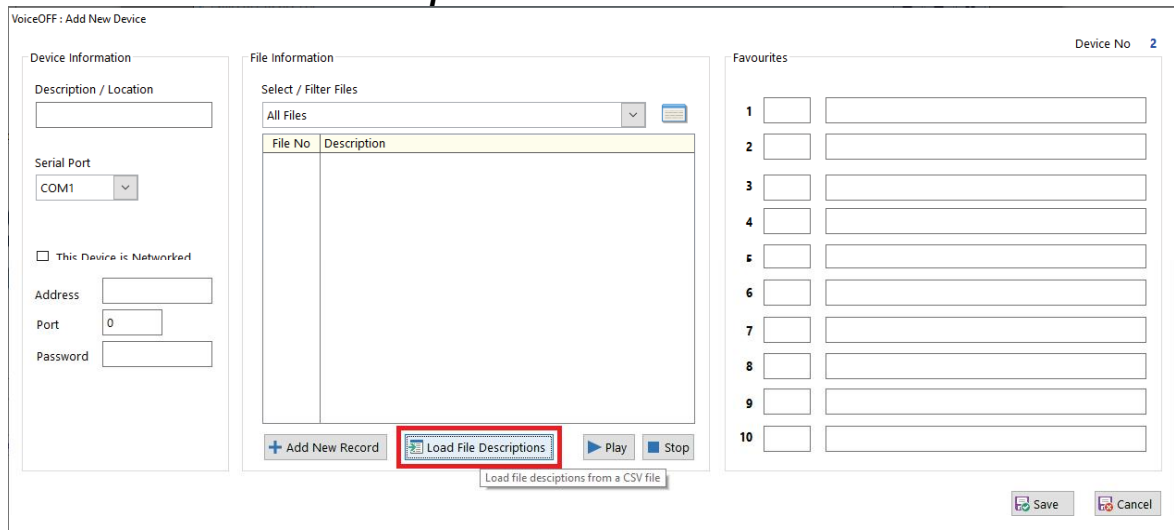
The following section describes how to load custom file information into the software using a customised CSV file.

1. Go to the file location "**C:\ProgramData\SoftCCTV\VOXPlayer Pro**"
2. Make a copy of the "**Files-Default.csv**" then edit the file and enter custom file names to match the MP3 files which have been loaded on to the SD card in the VOX400.

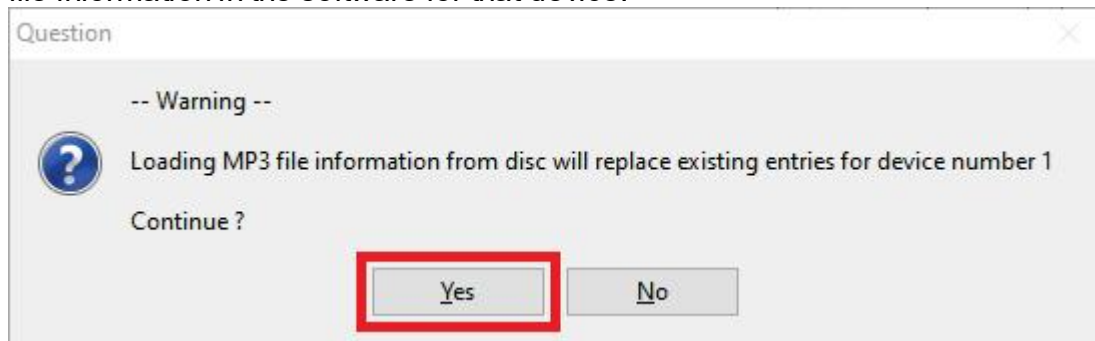
The CSV File is opened using other software or an external program like Excel or Notepad.

Once edited save the CSV file.

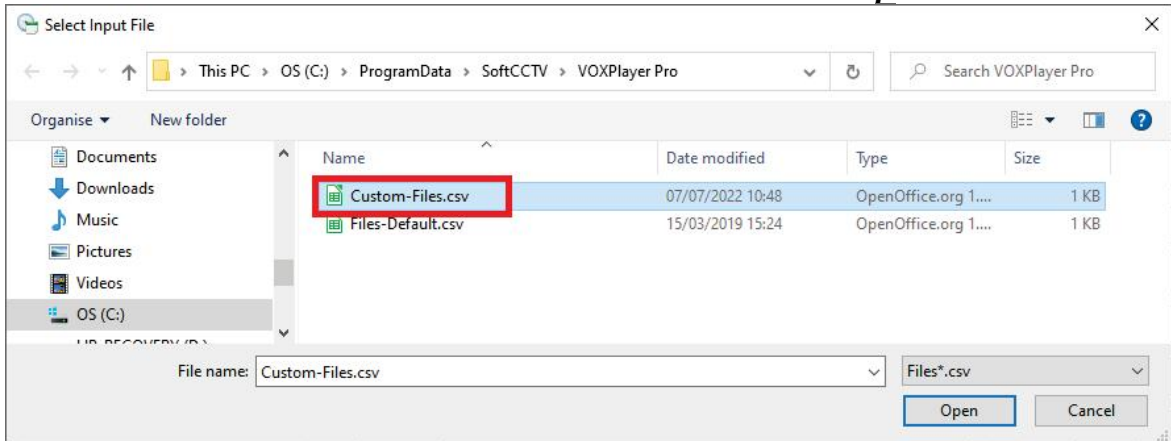
3. Select the "**Load File Descriptions**" button.



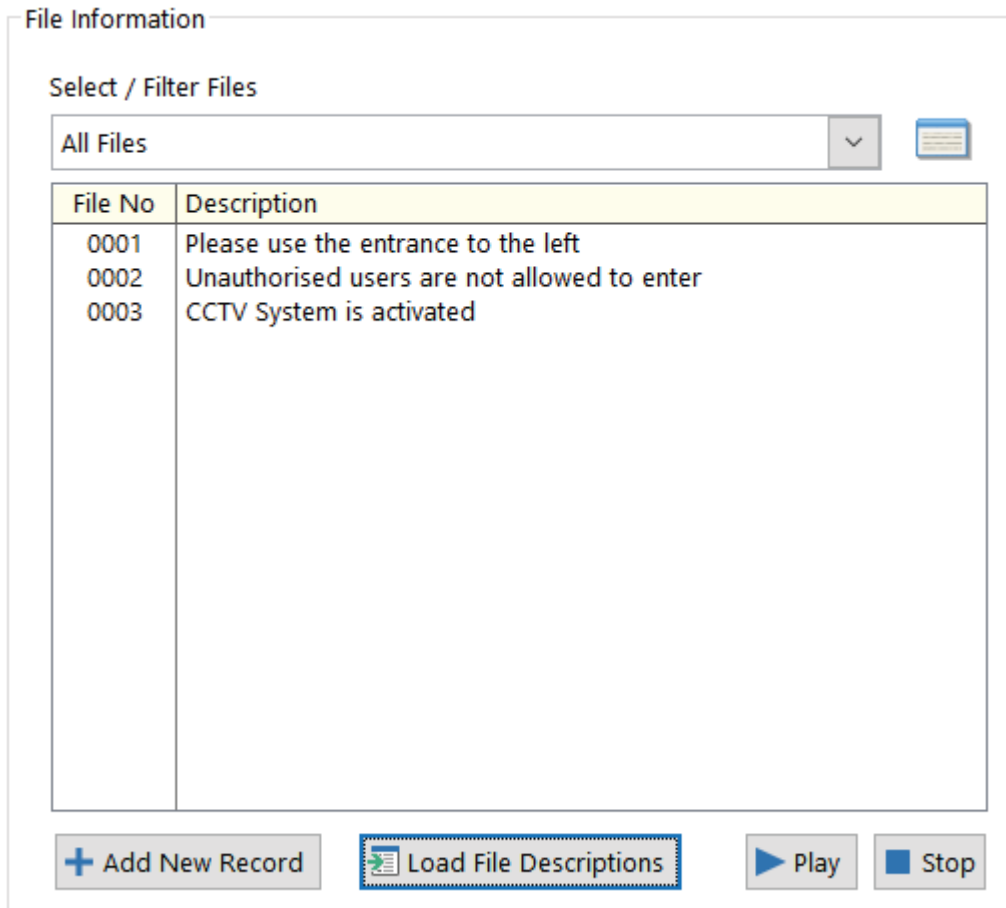
4. Select "**Yes**" for the application warning, this will replace any existing entries for file information in the software for that device.



5. Select the custom CSV file from the folder and then select "**Open**".



6. The files will then appear in the File Information.



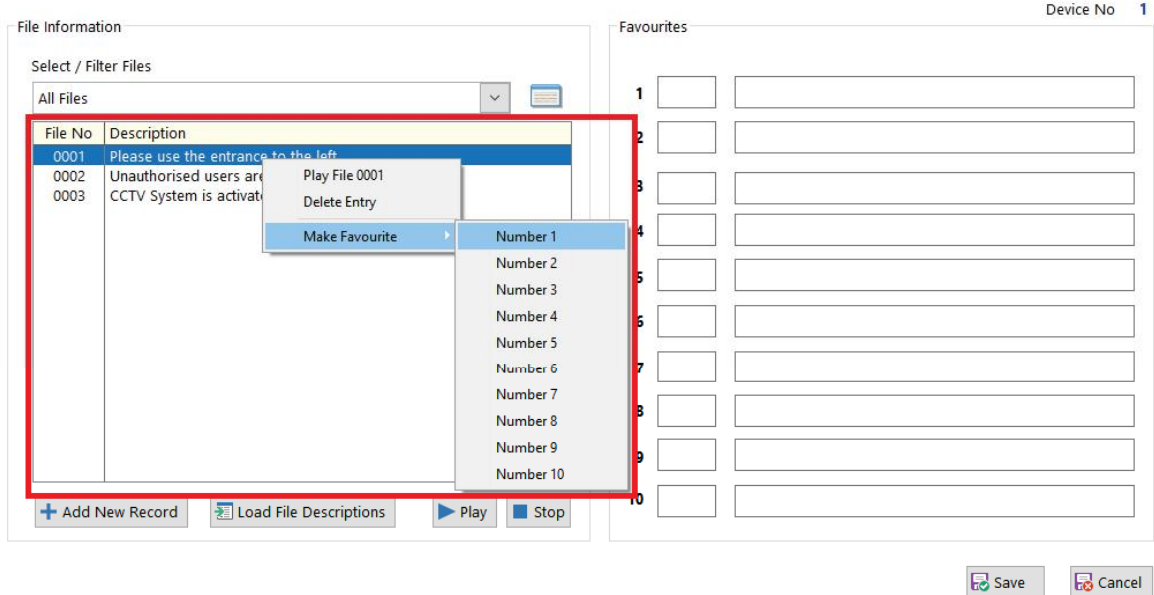
Select "**Save**" after making any changes.



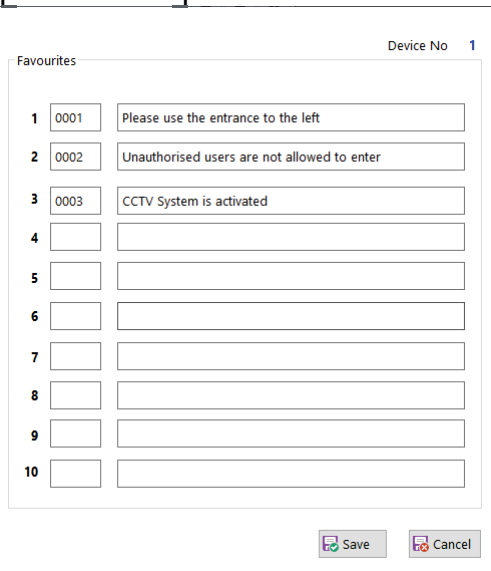
4.3 Adding Favourites

The following section describes how to add a file as a "Favourite"

1. **Right-click** the file number in the list > "**Make Favourite**" > Select the file "**Number**" required.



2. Check the file name is correct in the "Favourites" list. Add more files in the same process if required.



2. Select "**Save**" after making any changes.




4.4 File Filters

The following section describes how to add a "**File Filter**", this can be used to organise the File List option when lots of files are being used.

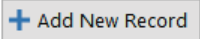
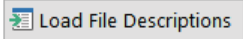


1. Select the "**Edit filters**" button.

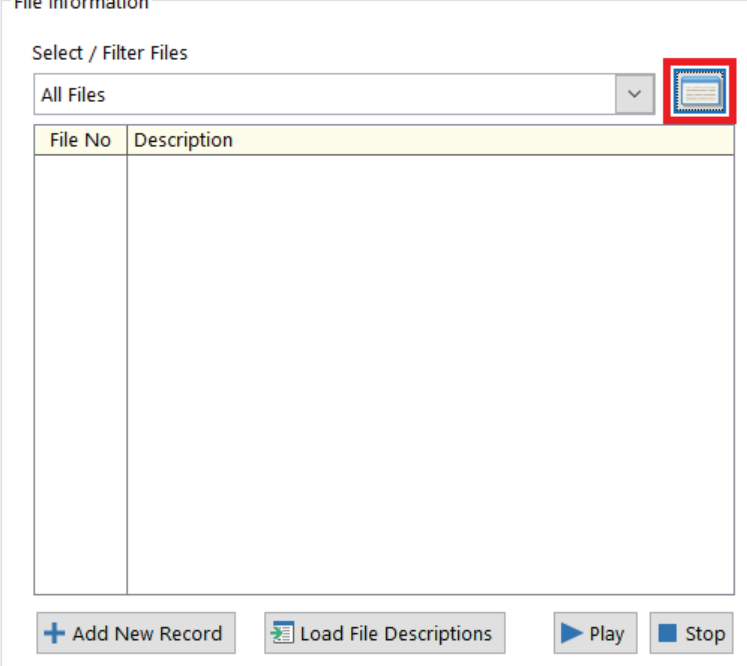
File Information

Select / Filter Files

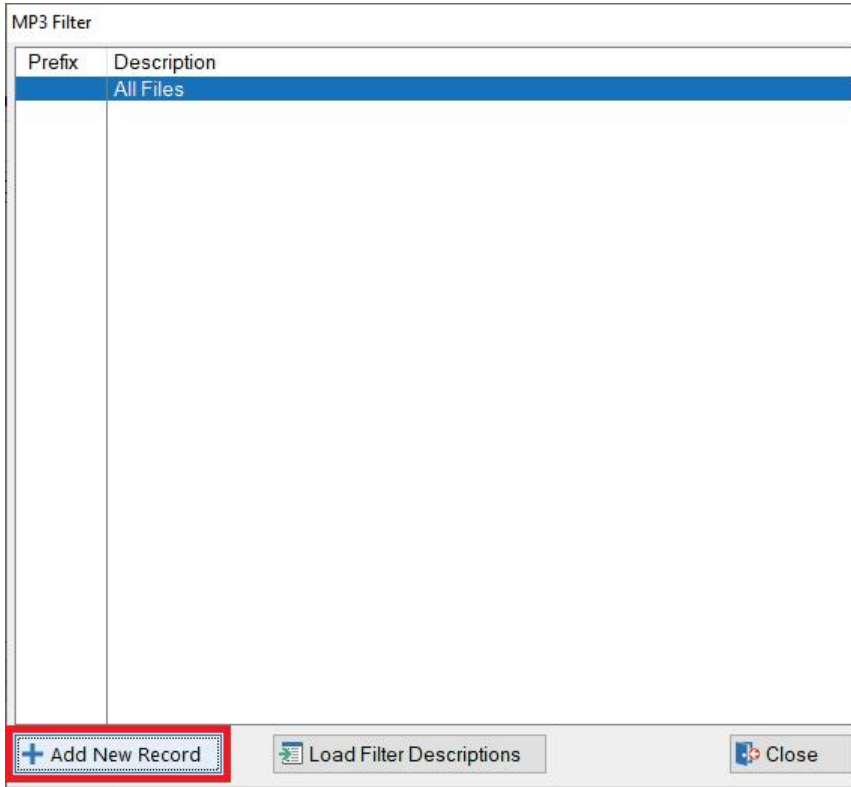
All Files 

File No	Description
---------	-------------

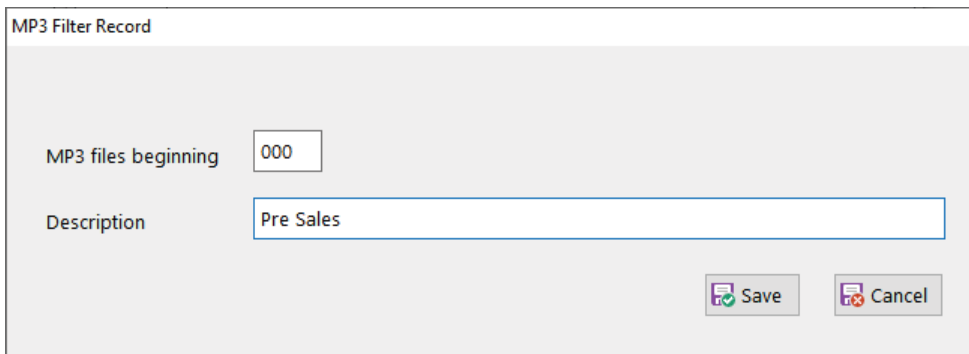


2. Select "**Add New Record**".

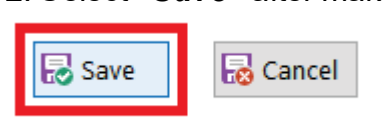


3. Enter the MP3 files beginning (file prefix number) and Description.

For example:
 For files 0001 - 0009, use the prefix : 000
 For files 0010 - 0019, use the prefix : 001.



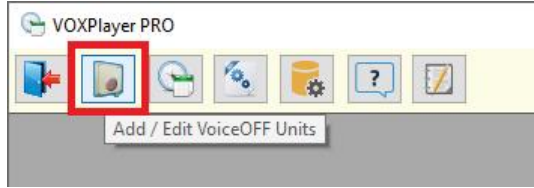
2. Select "**Save**" after making any changes.



Manual File Triggering

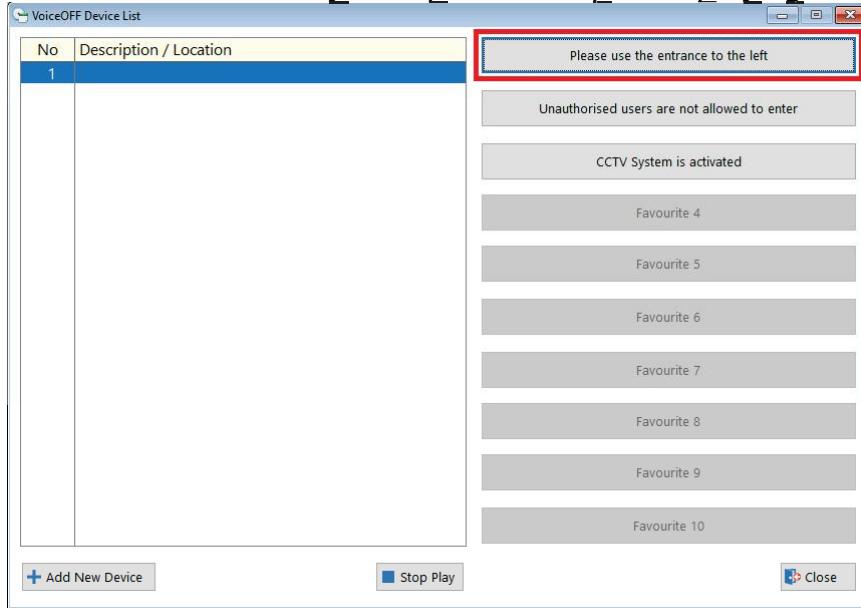
The following section describes how to trigger a file manually.

1. Select the "Add / Edit VoiceOFF Units" button.

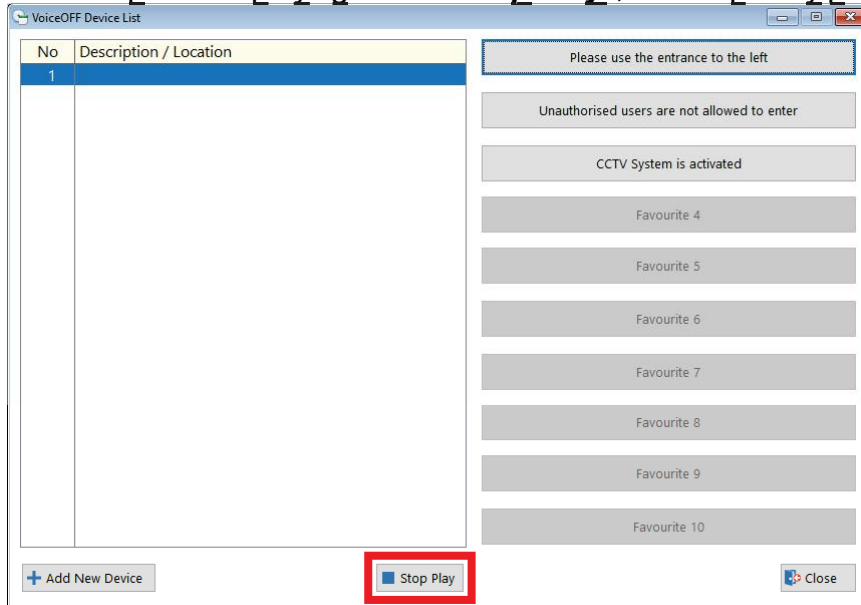


2. Select the file on the right in the "Favourites" list.

Note: It is not necessary to stop a VOX40 prior to playing a selected file.



3. To stop the file playing select "Stop Play", this stops any play in force.



Configuration Options

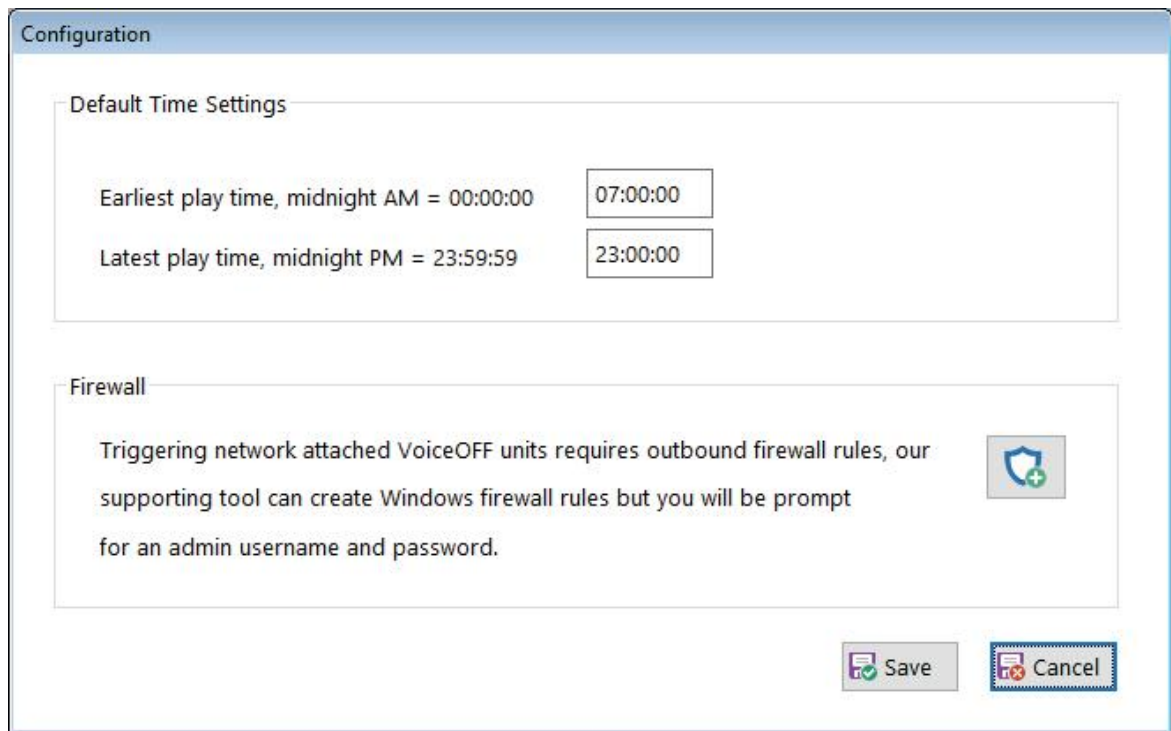
The following section describes the Configuration Options.

Select the "**Configuration Options**".



Default Time Settings : Set the earliest and latest play time, this makes it easier to create schedules within a certain time period. For example: workplace hours.

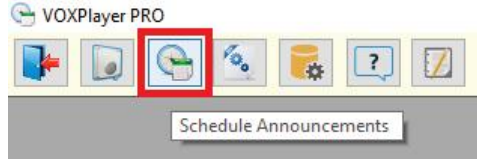
Firewall : See [Firewall Rule](#)



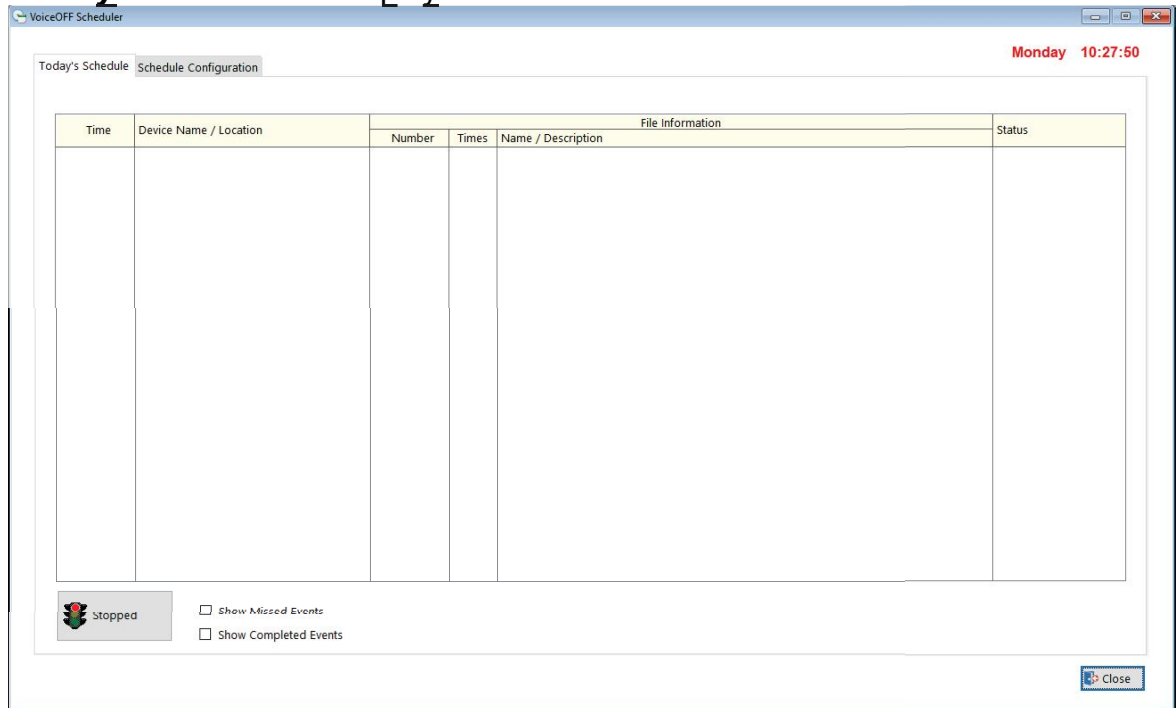
Schedule Announcements

The following section describes the Scheduling Configuration and viewing of Today's Schedule

Select the "**Schedule Announcements**" button.

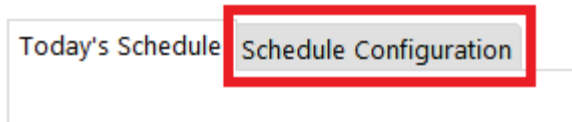


"**Today's Schedule**" is displayed as default.

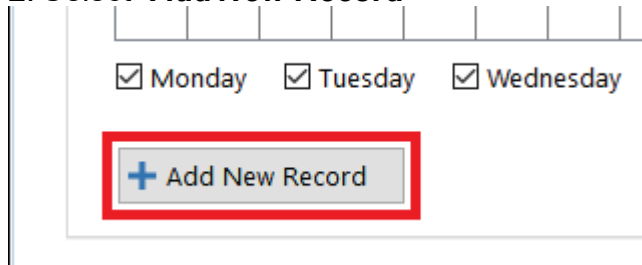


7.1 Adding a New Schedule

1. Select "**Schedule Configuration**"



2. Select "**Add New Record**"



3. Configure the file schedule settings, see overleaf.

Device List - Select the Device required for this schedule.

Select / Filter Files - Select a File filter or leave on All Files.

File List - Select the file required to be played by the schedule.

Time Settings -

Start Time - Set the earliest play time of the schedule. *Note this can not be earlier than the time set in [Configuration Options](#)*

Play How Many Times - How many times this file will play (repeat) at each interval / time slot (maximum is 99).

Repeat Every (minutes) - How often the schedule will trigger (minimum is 1 minute).

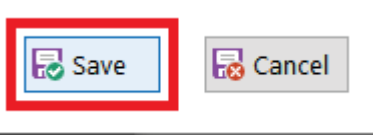
Stop Time - Set the latest play time which the Scheduler will use. *Note this can not be later than the time set in [Configuration Options](#)*

Days - Select the required days this schedule will be active.

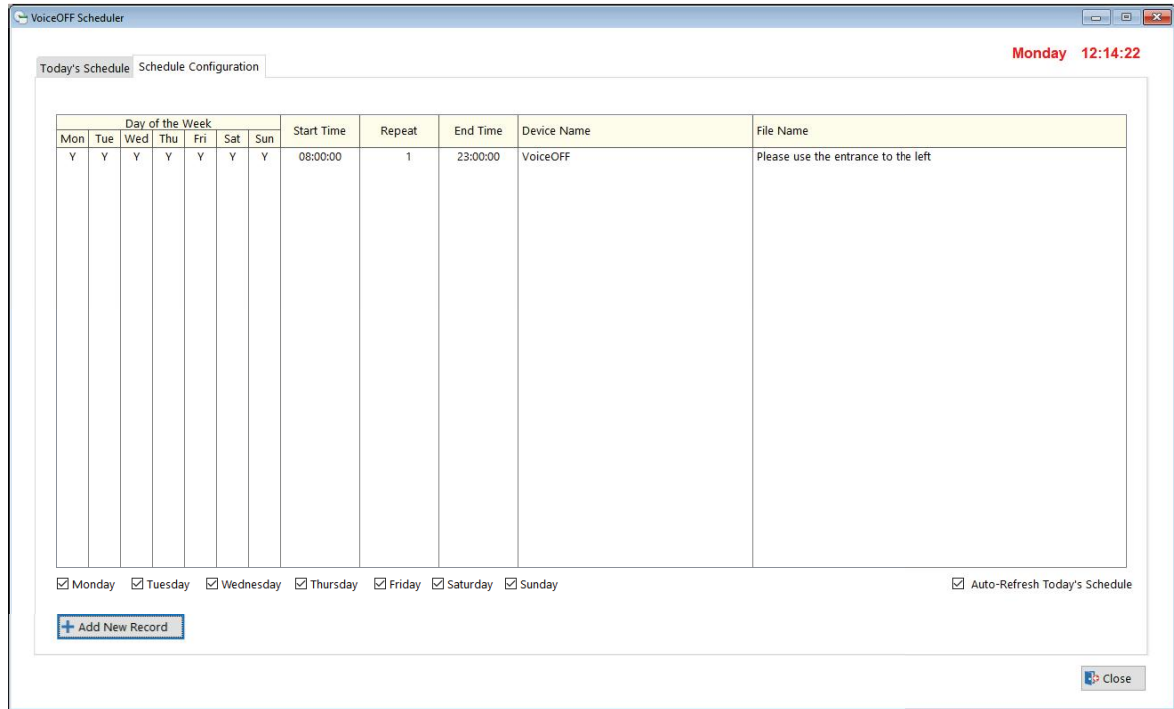
VoiceOFF Scheduler : Add New Record

<p>Device List</p> <table border="1"> <thead> <tr> <th>Device Name / Location</th> </tr> </thead> <tbody> <tr> <td>VoiceOFF</td> </tr> </tbody> </table>	Device Name / Location	VoiceOFF	<p>Select / Filter Files</p> <p>All Files</p> <p>File List</p> <table border="1"> <thead> <tr> <th>File No</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0001</td> <td>Please use the entrance to the left</td> </tr> <tr> <td>0002</td> <td>Unauthorised users are not allowed to enter</td> </tr> <tr> <td>0003</td> <td>CCTV System is activated</td> </tr> </tbody> </table>	File No	Description	0001	Please use the entrance to the left	0002	Unauthorised users are not allowed to enter	0003	CCTV System is activated	<p>Time Settings</p> <p>Start Time <input type="text" value="07:00:00"/></p> <p>Play How Many Times <input type="text" value="1"/></p> <p>Repeat Every (minutes) <input type="text"/></p> <p>Stop Time <input type="text"/></p> <p>Days</p> <p><input checked="" type="checkbox"/> Everyday <input checked="" type="checkbox"/> Monday</p> <p><input checked="" type="checkbox"/> Tuesday</p> <p><input checked="" type="checkbox"/> Wednesday</p> <p><input checked="" type="checkbox"/> Thursday</p> <p><input checked="" type="checkbox"/> Friday</p> <p><input checked="" type="checkbox"/> Saturday</p> <p><input checked="" type="checkbox"/> Sunday</p> <p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>
Device Name / Location												
VoiceOFF												
File No	Description											
0001	Please use the entrance to the left											
0002	Unauthorised users are not allowed to enter											
0003	CCTV System is activated											

Select "**Save**" after making any changes.



"**Schedule Configuration**" will display the overview of the schedules currently active.



7.2 Edit a Schedule

To edit an existing schedule simply double-click the line of the schedule.

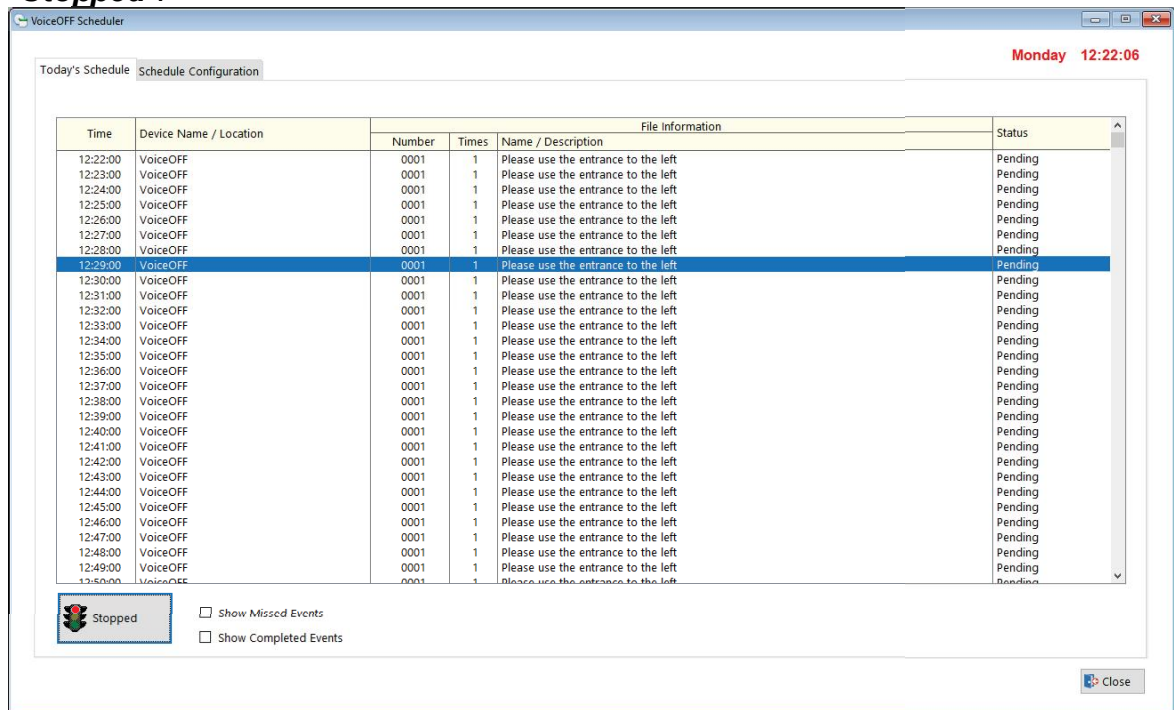
Day of the Week							Start Time	Repeat	End Time	Device Name	File Name
Mon	Tue	Wed	Thu	Fri	Sat	Sun					
Y	Y	Y	Y	Y	Y	Y	08:00:00	1	23:00:00	VoiceOFF	Unauthorised users are not allowed to enter

7.3 Today's Schedule

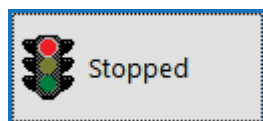
"**Today's Schedule**" will display all scheduled file triggers currently outstanding, after adding a new schedule it is disabled or "**Stopped**".

If there is an schedule set, and the Schedule Announcements box is opened as default with the schedule running.

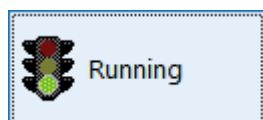
To close the schedule, select the "**Running**" traffic lights, so it then displays "**Stopped**".



To activate a schedule select the traffic lights activate button.



= The scheduler is currently stopped



= The scheduler is currently running

Support and Online Help

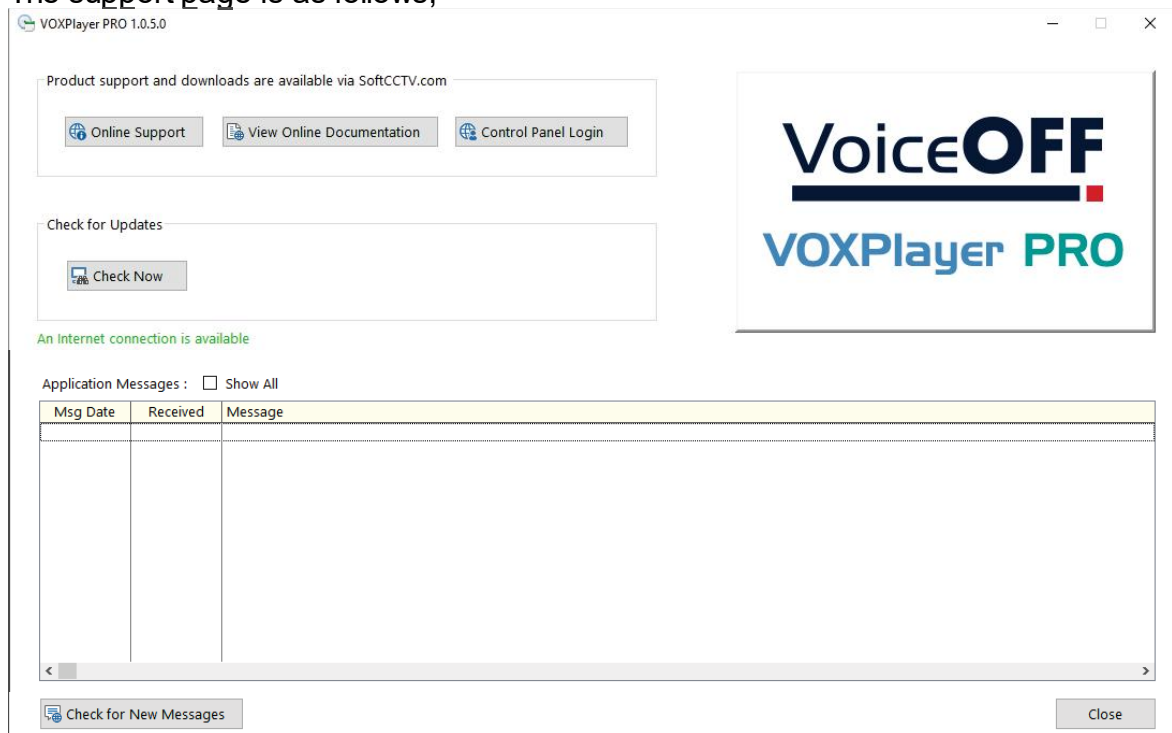
The following section describes the Support page.

Select the "**Support**" icon to display the Support page.



Note: Internet connection is required for the features on this page to function.

The support page is as follows;



- Online Support
- View Online Documentation
- Control Panel Login
- Check for Updates
- Application Messages

About

The following section describes the Information page.

Select the "**About**" icon.



The About page is as follows;



This page is used for maintenance and to provide information to the user on the registered information and the software version which may be required at a later date.

Advanced

10.1 File Manager

The following section describes the advanced file manager used for repairing the software files.

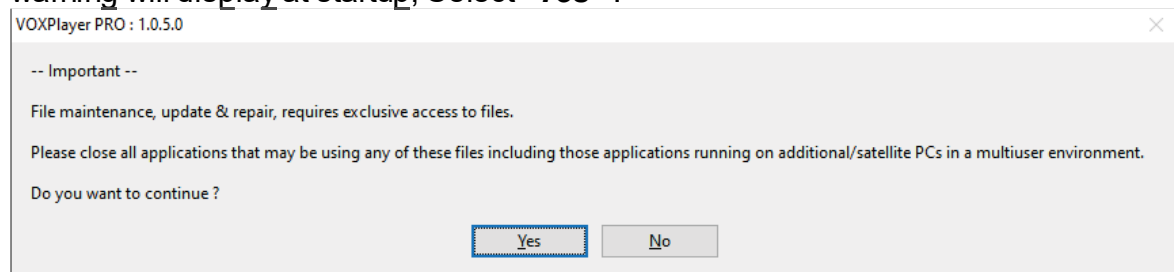
Maintenance tasks such as data file conversion, updates and repairs are handled by the File Manager, this can be run manually at any time or automatically during the installation or update of any component.

Note: The file manager is for advanced users only, incorrect use of the file manager could result in deletion of files or configuration.

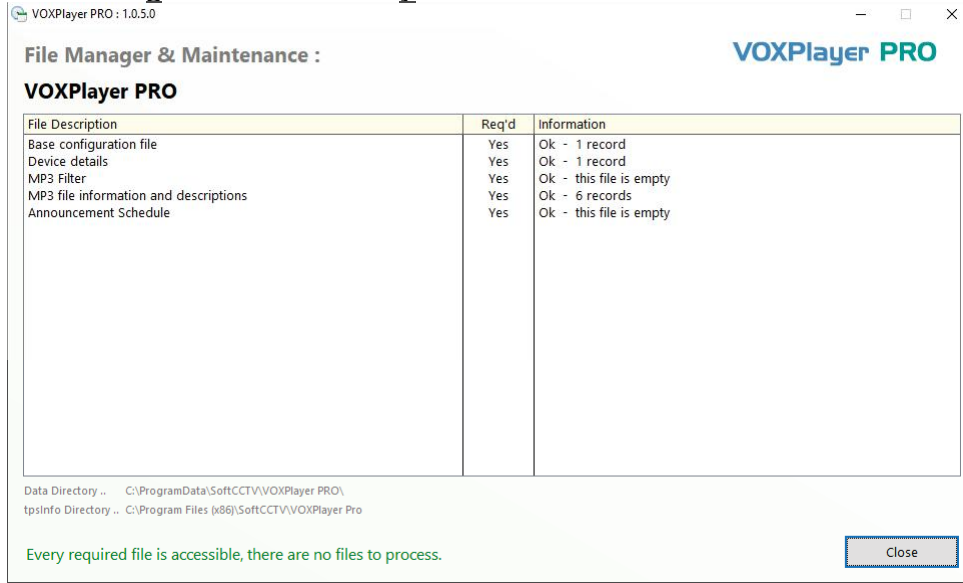
Select the File Manager Icon



File Manager needs exclusive access to the data files it is operating on so this warning will display at startup, Select "**Yes**" :

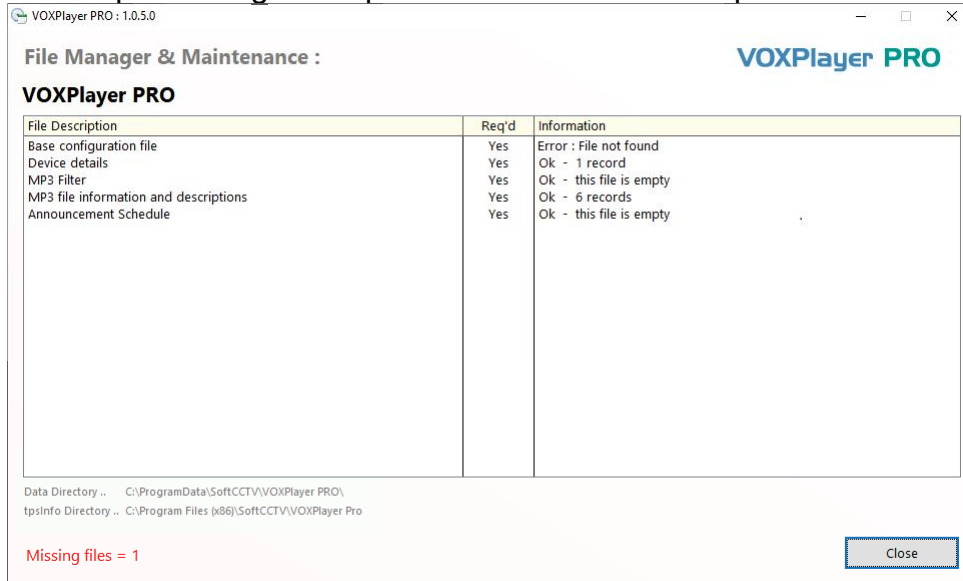


File Manager then tests every file and delivers feedback via the following screen :



When damaged or old files are found requiring repair/ missing it will show at the bottom of the dialogue box.

Manual processing via Repair/Rebuild/Reindex is required if this shows.



Manual Index Repair

Data is stored and indexed within individual data files. Very rarely an internal index may become damaged requiring a manual rebuild, right click an individual file then select : Repair/Rebuild/Reindex this file.

If a file becomes damaged beyond repair or deleted, there are two options available to you :

1. Restore from a backup

This assumes you have a backup policy in force and are able to replace the damaged file from your own backup(s).

To identify an individual file :

Right click the individual entry, view the file name on the Advanced sub menu

2. Delete /create the file

Warning :

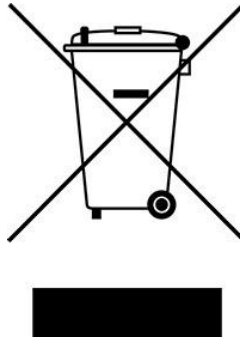
Deleting and recreating a file will destroy all it's data resulting in an empty table.

To Delete and recreate a file :

Right click the individual entry, select Advanced > Delete/ Create this file

Conditions

All specifications are approximate. System Q Ltd reserves the right to change any product specifications or features without notice. Whilst every effort is made to ensure that these instructions are complete and accurate, System Q Ltd cannot be held responsible in any way for any losses, no matter how they arise, from errors or omissions in these instructions, or the performance or non-performance of the equipment that these instructions refer to.



This symbol on the products and/or accompanying documents means that used electronic equipment must not be mixed with general household waste. For treatment, recovery and recycling please return this unit to your trade supplier or local designated WEE/CG0783SS collection point as defined by your local council.

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