



# Messenger Intercom Quick Start Guide

**trilogy**▲

A CLEAR-COM COMPANY

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This guide is intended as a Quick Start Reference only. Comprehensive information covering these products is provided on the accompanying CD.

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## Overview

Thank you for purchasing this Messenger intercom system from Trilogy Communications. Please check all the equipment supplied to ensure it matches both your purchase order and the delivery paperwork. Inspect the equipment for damage and immediately report any discrepancy or problem to your supplier or direct to Trilogy.

This Quick Start Guide is designed to take you through the initial stages of setting up your Messenger Intercom system. More detailed information is provided in the Implementation and Configuration Guides which are provided on the CD included with your order.

Here is an outline of the contents of this guide:

- Plan your network and IP addresses
- Prepare your laptop or PC by installing Gateway Configuration Editor software
- Messenger Software Components
- Messenger Key Connections
- Messenger initial setup
- Using Gateway Configuration Editor – the basics

## Network plan and IP addresses

The Messenger matrix frame will normally be connected to an IP network. This allows it to communicate with other Trilogy IP-based intercom products and to connect to the Gateway configurations software. However, once correctly configured, a single Messenger matrix frame can operate in isolation.

Each Messenger frame requires two static IP addresses:

1. The first is the Windows Host and the default ex-factory values are provided in the table below.
2. The second is used by the IP audio card within Messenger and is set by the configuration data.

Your laptop or PC must use an address in the same subnet (“range”) as Messenger. If it is not convenient to adjust the address of your PC then the default addresses used by Messenger must be changed, as described later. Make a note of the values which you plan to use.

	IP Address	Subnet Mask	Default gateway
Messenger Windows Host	192.168.200.200	255.255.255.0	not set
Messenger Audio	192.168.200.201	255.255.255.0	not set
Laptop / PC			

Any mistakes or inconsistencies in these values may lead to unpredictable audio behaviour. For example, if you declare a gateway address on your PC, this must also be declared within the configuration data for the Messenger Windows Host.

## Install Gateway Editor on your PC or laptop

Gateway Configuration Editor is the Windows application used to create or edit the configuration which governs how the panels are arranged, what type of keys are present and the membership of groups, conferences and IFBs. Gateway also manages the deployment of your revised configuration to the Messenger system. Gateway should not be installed on the Messenger matrix itself.

Insert the supplied CD into your PC and from the menu, select the option to “Install Software”. Only one components should be installed - “Gateway Configuration Editor”. As we will explain in the following section, the database resides on Messenger. You should normally accept all other default options.

When prompted for the address of the database, enter the IP address of the Messenger Windows Host as recorded above. When complete, close the installation program. Before removing the CD, use Windows Explorer to browse the CD and to copy the documents and configurations to your PC.

## Windows firewall

In order to allow your PC to connect to the database, a number of ports must be opened on the PC firewall. We can supply scripts to automate this process for Microsoft Windows Firewall: for other firewalls please consult the documentation supplied with that product.

To carry out the task manually, the following ports must be opened to allow inbound access:

- TCP 12005 management database data
- TCP 12006 management database control
- TCP 13001 management database supervisor

## Messenger Software Components

Messenger is supplied with software pre-installed and ready to run. The main software components are:

### Database Supervisor

This Windows service manages the database files and converts them to the correct format for the TBC. The database is edited using Gateway, which was installed on your PC in the preceding section.

### Talkback Controller (TBC)

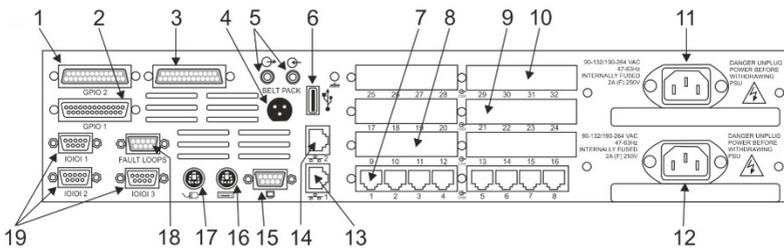
This Windows service manages all of the audio traffic both within and (where needed) outside Messenger. Data describing the system layout is provided to the TBC by the database.

Each service is managed by a small graphical application which normally runs minimised in the Windows system tray. Click on the icon (see above) to show options including the management tools.

## Messenger - key connections

Full details of all connectors are provided in the Implementation Guide which is supplied on the accompanying CD. At this stage please identify the following key connectors from the Messenger rear panel:

- 11, 12 - Mains IEC inlet (optional second inlet)
- 16, 17 - Keyboard and Mouse PS/2 connectors (alternatively, rear and front mounted USB 6)
- 15 - Monitor VGA
- 13 - Ethernet (Primary LAN) RJ-45



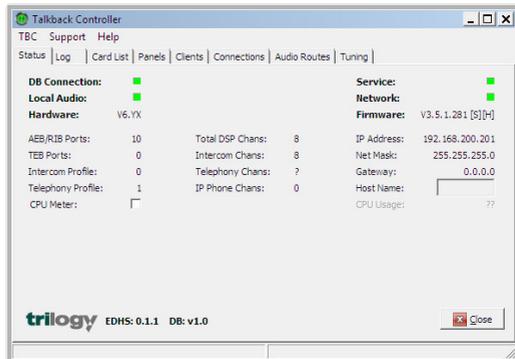
Item	Description	Item	Description
1	GPI Input	11	Mains inlet 1
2	GPI Output	12	Mains inlet 2
3	Camera Mix	13	LAN (primary)
4	Aux Power	14	Aux LAN (not used)
5	PC audio (not used)	15	Monitor VGA
6	USB	16	Keyboard
7	Port 1 - 8	17	Mouse
8	Port 9 - 16	18	Fault Loop
9	Port 17 - 24	19	COM Port 1,2,3
10	Port 25 - 32		

## Messenger – initial setup

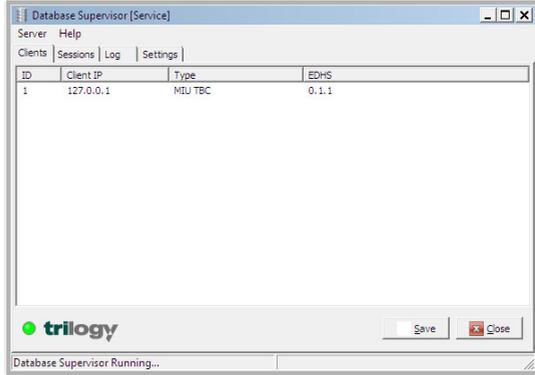
During the initial phase a keyboard, mouse and monitor are required but may be removed later. The Messenger matrix frame and your PC will normally be connected to an IP network. For initial setup, this may be as simple as a single Ethernet cable connected between Messenger and your laptop or PC. However, do not connect Messenger to your LAN at this stage.

Please follow the instructions below step-by-step for initial setup.

1. Connect a keyboard, mouse and monitor to the Messenger. If you cannot source PS/2 devices, you can connect a USB mouse to the front of the frame.
2. Connect mains power to the frame: if your Messenger has two power supplies, one mains input is sufficient at this time. Messenger will boot automatically.
3. When prompted, log-in to Windows with the built-in account, username *trilogy* password *trilogy*.
4. The TBC screen will be displayed, as shown below. You can show it again by double clicking the icon in the System Tray.



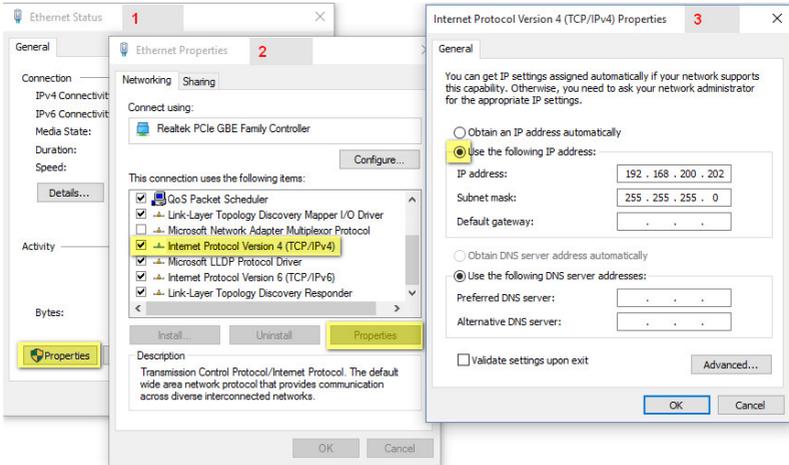
5. Check the status of the Database Supervisor by double clicking the icon in the System Tray.



This shows that only one client is currently connected to the database: the TBC application, which is also running locally on Messenger.

6. Refer back to the IP address plan on page 4, which you created earlier.
  - a. If you are confident that the default values will not cause any conflicts on your network, it is now safe to connect the Ethernet cable from the rear of Messenger (lower RJ45 connector) to your network or directly to your PC. You can skip the next section and move ahead to Gateway – the Configuration Editor on page 11.
  - b. Should you need to adjust these values, then follow the instructions which start on page 10.

- On Messenger, use normal Windows techniques to change the IP settings of the Messenger Windows Host connection.



- The Messenger configuration must be edited to match. Any mistakes or inconsistencies in these values may lead to unpredictable audio behaviour. For example, if you declare a default gateway IP address for the Windows Host, this must also be declared within the configuration data. See Gateway – the Configuration Editor, on page 11 for instructions.

## Gateway – the Configuration Editor

- Start Gateway from Programs > Trilogy > Trilogy V5 > Configuration Editor.
- On first run you will be prompted for a licence code. This is provided on a sticker attached to the original Trilogy CD supplied with your order. Please keep it safe – you will require it if the software is installed elsewhere in the future.
- ***If Gateway cannot connect to the database, it will appear to freeze and the log-in box will not appear. Check carefully the IP settings of your PC and the Messenger Windows Host. Remember – they must lie in the same subnet (“range”) and the firewall ports must be open.***

Log-in using the  
default credentials  
Operator | **Admin**  
Password | **trilogy**

Operator Login

**trilogy** Gateway Configuration Editor

Operator:

Password:

- Select an initial configuration file from those which you copied earlier from CD. A configuration named “Messenger x Port Sample” is pre-loaded and provides very basic functionality. Others provide a variety of Messenger options and control panels and you can choose one which most closely matches your application.
- Open the menus by clicking the gear icon at the top left of the screen, then go to “File >> Load...”
- Use the simple editors by single clicking items in the “tree”. Open the editor for “Domain 1”: there is currently just one entry “Messenger 1”.

- Refer to the IP Address plan on page 4 and if necessary, edit the Host and Audio Card addresses to match your planned values.



- To post your edited values to the database, press the “tick” button, seen upper left in the image above, just below the text “Domain 1”.
- Save a backup of your edited configuration by opening the menus again and choosing “File >> Save As...” Choose a suitable location on your PC.
- Now the data held in the database and the settings in place on the Messenger hardware both match the IP Address plan.
- The final step in this initial process is to transfer data from the database to the TBC application and hence to the intercom system itself. This process is also managed by Gateway and is described next.

## Gateway – upload and restart

This is a two stage process:

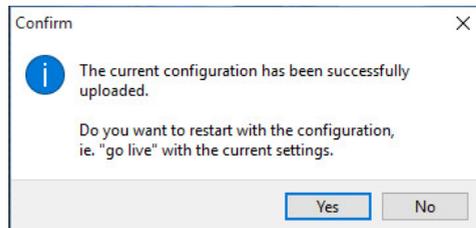
1. **Upload**, when data is transferred from the database to a “buffer” memory location on Messenger. This happens in the background and the running system is not disturbed. Depending on the size and complexity of the system, it can take up to 30 seconds.
2. **Restart**, when data is written from buffer to active memory. The system will restart, which means all existing audio routes are cancelled and panel layouts cleared down. This is disruptive and in a live environment requires careful scheduling. It takes around 20 seconds.

Check the toolbar at the top right of the screen and note that the status drum at the right side of the toolbar is currently red.

Press the  
“Upload” button.

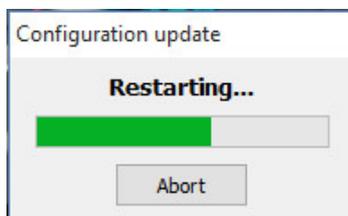


After a few  
seconds, this  
message will be  
displayed:



If you choose “Yes”, the Messenger will restart immediately. Selecting “No” allows you to defer the restart until a more convenient time.

The progress bar will remain on screen until the system has fully restarted and is ready for operation.



Now the sequence is complete, the Messenger is back in service and the status drum indicator is green.



If you have been supplied with a custom configuration for your application, then follow the steps above to load this, ensuring at all times that IP settings are correct.

You can now go ahead and connect panels and audio signals to the ports on the rear of Messenger. Control panel displays will now show labels such as "DIR" or "PROD" and by pressing a key down, you will be able to speak from panel to panel.

More information is provided in the complete Messenger Implementation Guide and Gateway Configuration Guide which are included on the accompanying CD or by download from the support section of the Trilogy website at:

[www.trilogycomms.com](http://www.trilogycomms.com).

## Hints and Tips

- Take small steps. Just make one or two changes to the configuration, then test. If it doesn't work out as you hoped, it's easy to backtrack.
- Take frequent backups. Establish a file naming plan and stick to it. For example, use the date format *yyyymmdd* with a letter suffix – 20151225a.
- On Trilogy panels, red is for speaking, yellow for listening. Remember that panels interact by speaking. Director ***speaks*** to Sound – Sound replies to Director by ***speaking***. Listening happens automatically.
- Third party equipment such as cameras don't have intercom keys and must be programmed differently. So Director still ***speaks*** to Camera but for the reply, Director must ***listen*** to the Camera. This means that for cameras and similar equipment, a different key type - Speak/Listen - must be used on the Director's panel.
- With many variables, troubleshooting third-party links can appear difficult. First, make sure your panel has the correct key type as explained above. Now completely disconnect the other device from the port on the rear of Messenger. In its place, temporarily connect a spare Trilogy panel, on a short 1:1 Ethernet cable. The displays on the spare panel will say "Not yet in service", but ignore that because the panel audio will be active. Now try speaking, in both directions. This should help you to narrow down the location of any problem.

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