User manual

Version 3 - Final

Last update: 19/01/23

# Table of content

Introduction

The DVOX audio streaming system consists of three fully integrated modules:

The DVOX audio acquisition device (*STEREO, AUDITORIUM, STADIUM*) is the audio-to-local network bridge that captures your live audio feed and streams it to any device connected to your private local network.

The DVOX.LIVE web interface works as the receiver for all of your audio streams. From their smartphone or computer, your listeners can easily access your audio feeds via their web browser, all this with no specialized equipment or installation required.

Last but not least, The DVOX MANAGER web portal is used to oversee your DVOX audio streaming system. From one single point of control, your team can manage your streams, customize the end-user interface, obtain key performance indicator reports and much more.

How DVOX Works.

Your private network

WiFi

1. The user connects their device to your local network

https://dvox.live/

DVOX.LIVE

Your audio content

is acquired by the DVOX audio acquisation device

STEREO

who then locally broadcast on the DVOX.LIVE web portal.

2. From their web browser, the user access their streams on DVOX.live

MANAGER

the audio streams and the web interface are managed via the DVOX MANAGER web portal.

Before you Start

Questions for the venue

Answers to the following questions help integration technicians understand the environment and plan for success!

- Do you have a network administrator (IT) ?
- Do you have internet limitations for guests (Splash page, username/password) ?
- Do you have access to the technical room to integrate the DVOX solution?
- Are you able to install a hard-line network connexion and XLR cables to the DVOX solution ?
- Does your venue have good Wi-Fi coverage; does it use soft-handoff and/or load balancing ?
- What type of bandwidth (download/upload speeds) does your venue have available ?
- Can the DVOX solution be whitelisted on the configured network ?

General Requirements

XLR Audio In

The DVOX audio acquisition is done using an XLR3 input connector.
DVOX inputs are standardized at 0 gain, therefore volume is controlled prior to the audio acquisition.

Power

The power entry is an IEC-C13 chassis-mounted receptacle connection and a NEMA 5-15 cable is included in the package. The power consumption is 50W and the device intake is 110-240 VAC at 50/60 Hz.

Wi-Fi Coverage

Generally, bandwidth minimum requirements of 3 to 5 Mbps are recommended for a decent listening experience. It is also recommended to use a guest network infrastructure with the DVOX unit whitelisted and VoIP prioritizing active.

WAN Access

Both the DVOX unit and client devices require access to the internet to load the streaming interface (dvox.live), but once connected all data communication is done locally.

Setting up your DVOX STEREO.

What's in the Box?

Within the shipping box you will find:

One (1) DVOX unit
One (1) 6ft Cat6 Ethernet cable
**One (1) 3ft IEC NEMA5-15 power cable**
One (1) User Manual

Serial and Issue Numbers

On the package as well as on the back of the DVOX unit, you will find a printed label with the serial number of your individual unit as well as the issue number, which is a unique client number you can use when communicating with our service team. The serial number is also used to identify your unit on the DVOX MANAGER web portal.

Connecting the DVOX *STEREO.*

First, connect the DVOX unit's power cable. Second, connect the XLR audio cables to their respective AUDIO IN connectors, and finally connect the Ethernet cable provided in the package from the LAN port of the DVOX unit to the network.

2. Plug your XLR Audio.

1. Connect your power cable.

| LAN | CONSOLE | AUDIO IN 1 | AUDIO IN 2 |
| | | LEFT   RIGHT | LEFT   RIGHT |

The device label.

3. Plug the Ethernet cable to DVOX LAN Port.

4. Turn on your device.
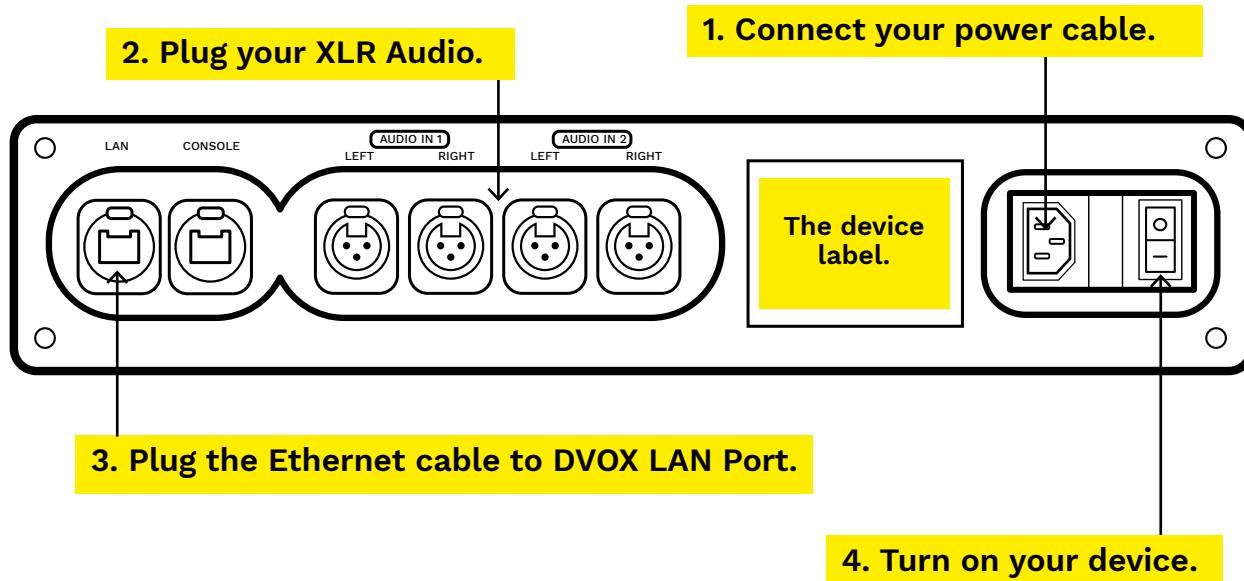
The unit is ready to be turned on with the power switch near the power cable connector.
The arrow light indicator will light up to indicate power on.

Network Configuration and Whitelisting

In order to work, the device should be whitelisted on your network using the MAC address located on the device label.

The device uses internet access to verify the software version, update automatically when required and synchronize with the configuration set through the web interface. The single LAN port behind the device is set to acquire an IP address through DHCP and is also the main connection medium for client devices.

As such, when operating on a guest network, **the device must be whitelisted** for it to be accessible to client devices when connecting and streaming the audio content.

Configuration

Configuring the DVOX unit is simple and can be accessed from anywhere through the DVOX MANAGER here:
https://www.dvox.live/admin

First Login

Prior to the reception of your DVOX unit, an email with an account activation link will be sent to your registered email address.
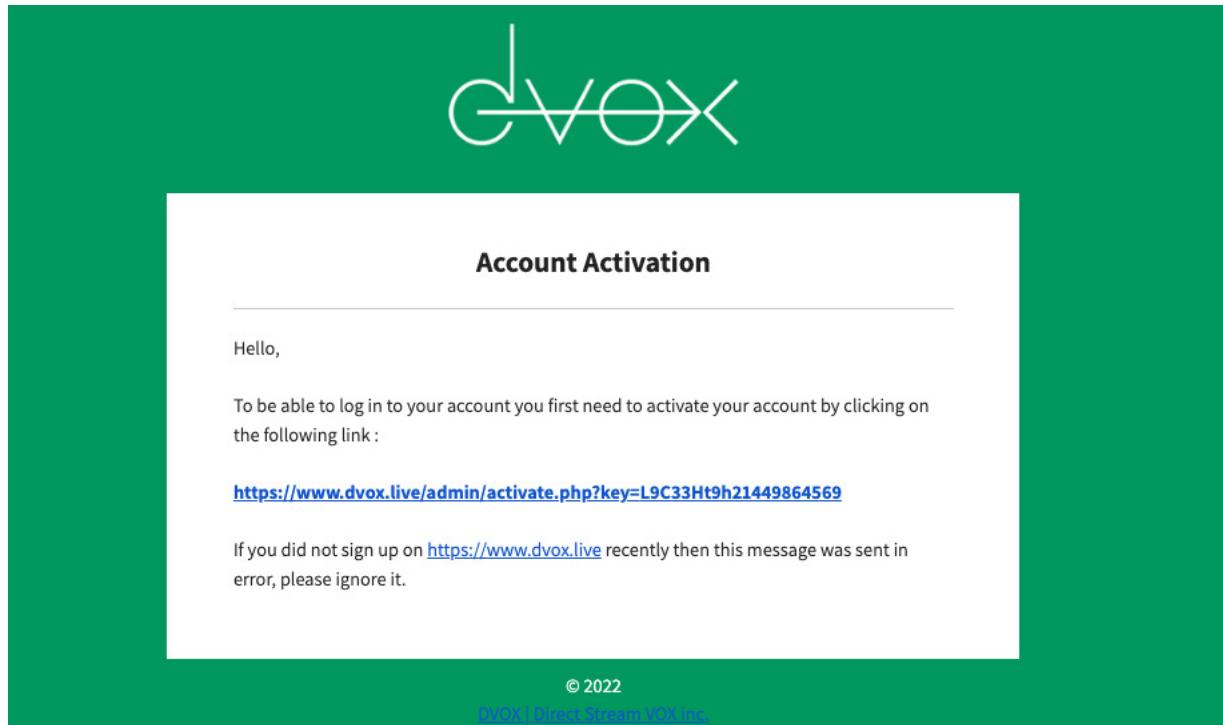

When activating your account, you will be prompted to enter a new password for your account
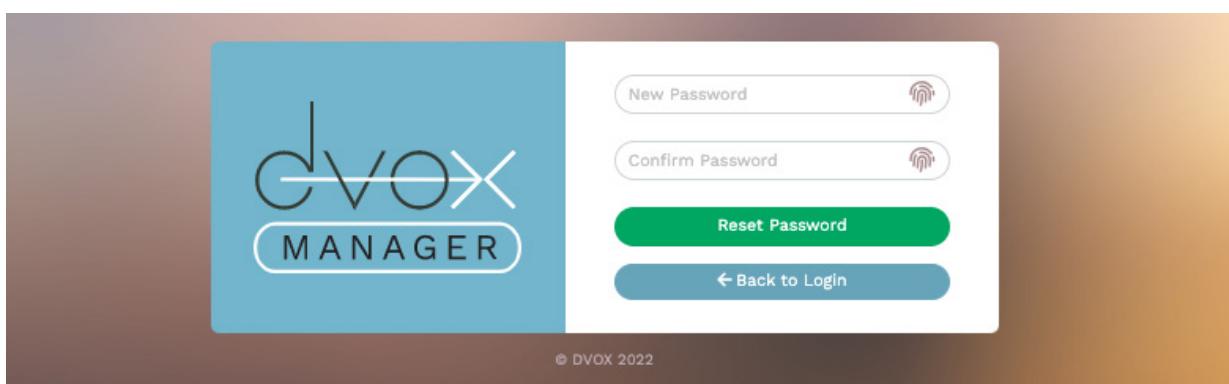
You are now ready to access and manage your DVOX audio acquisition device.
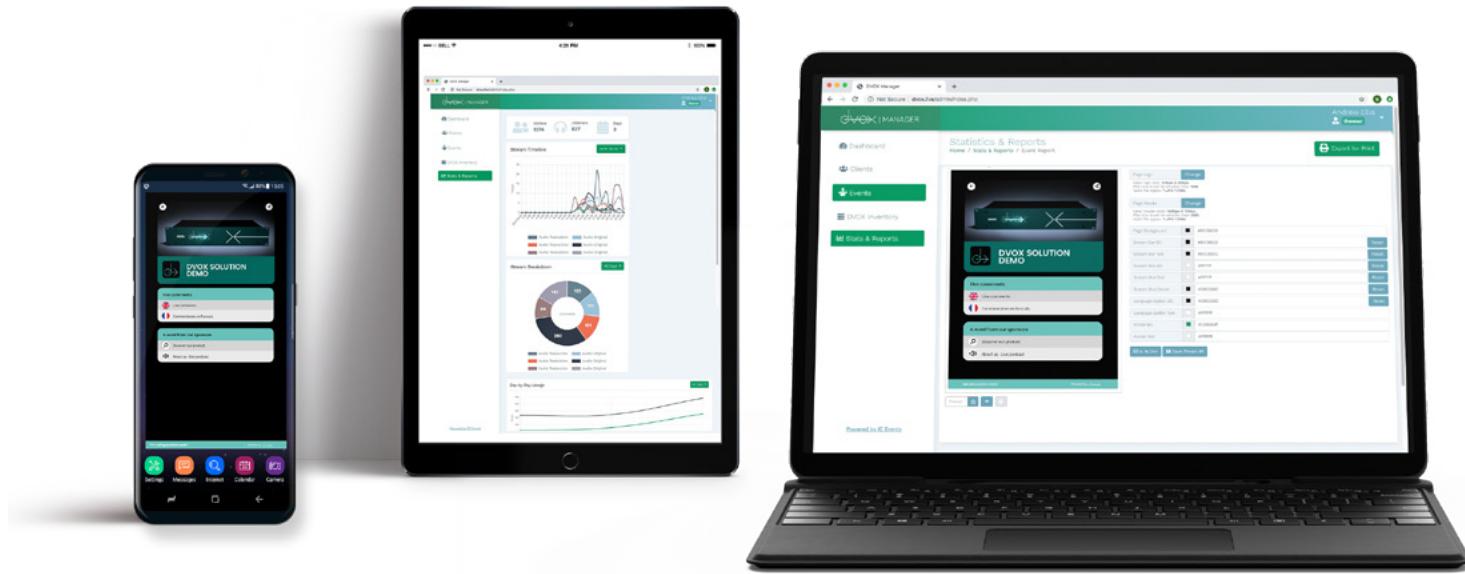
DVOX MANAGER

DVOX MANAGER is the management web portal of the DVOX audio streaming system. It provides your team with one point of control for your DVOX system.

Our features include:
- Event creation and management
- Event interface customization
- Audio stream assignment
- Inventory administration
- Key performance indicator reports

DVOX MANAGER – Dashboard

The main screen once logged in is the Dashboard.
It displays an overview of your inventory, an event calendar, and live listeners statistics.

Main Screen

Account Settings
LOGIN/LOGOUT
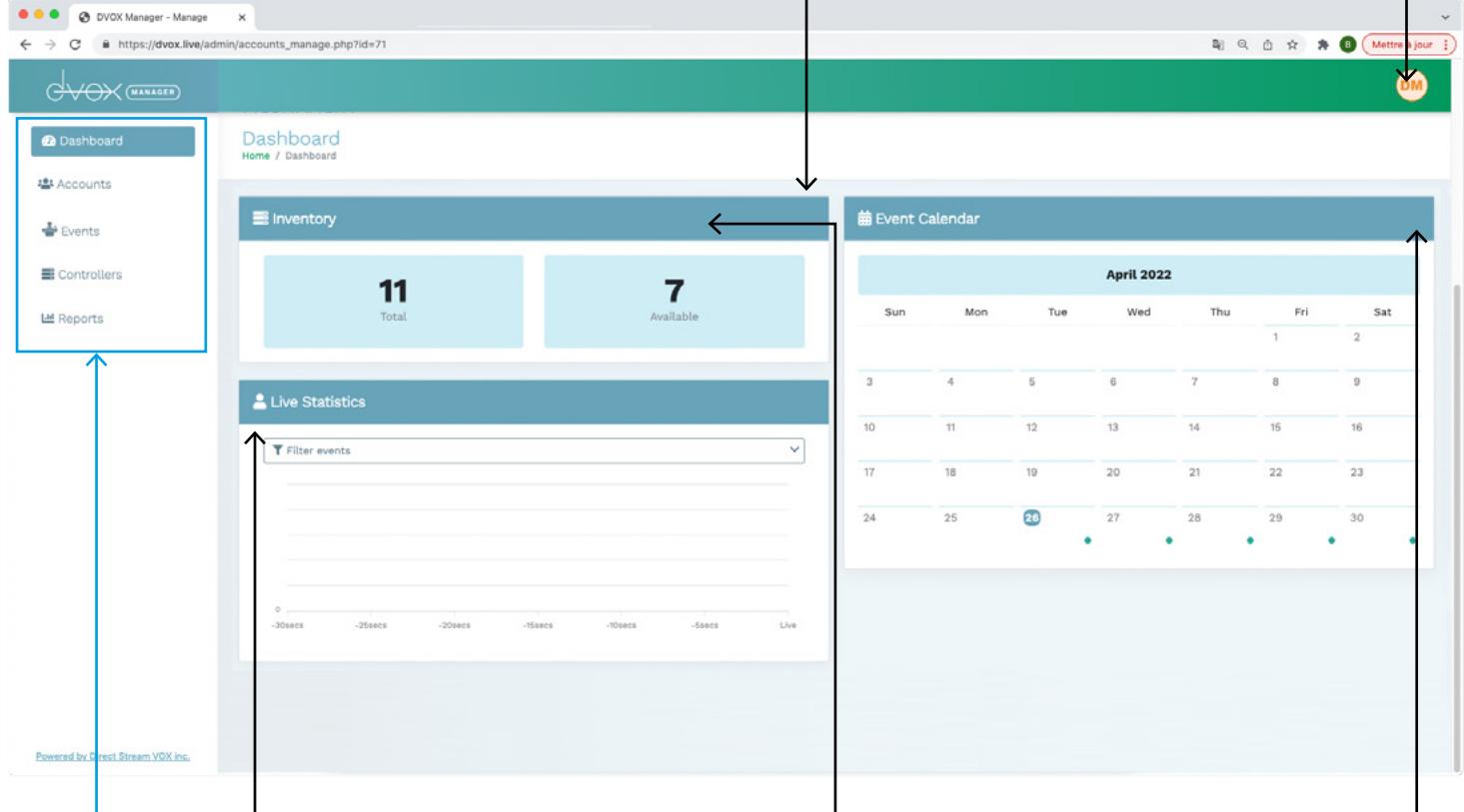
The *Inventory* frame shows the total number of DVOX controllers in your pool, and how many of them are available.

The *Event Calendar* frame shows events that are currently scheduled to activate in the future.

The *Live Statistics* frame lets the user choose an ongoing event to see the number of connected accounts and streaming accounts.
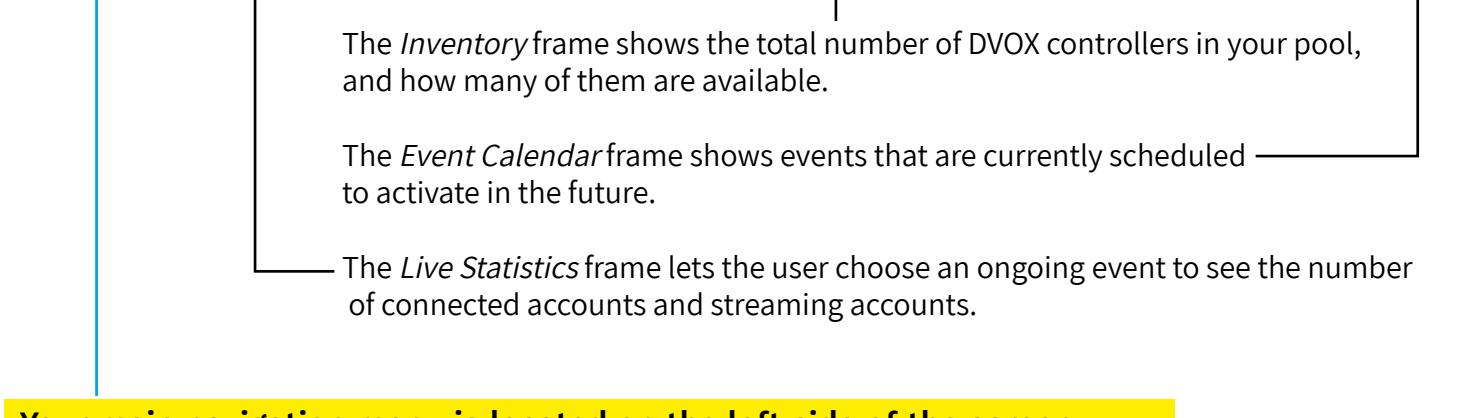
Your main navigation menu is located on the left side of the screen

DVOX MANAGER - Navigation Overview

Dashboard
In this section, you have access to a general overview of your events.
MORE INFO ON **Page 10**

Accounts
Use the Account section to create and manage your user account pool.
MORE INFO ON **Page 12**

Events
In this section, you can create and manage your events and live streams.
MORE INFO ON **Page 20**

Controllers
Use the Controllers section to manage your DVOX inventory.
MORE INFO ON **Page 17**

Reports
In this section, you can access your event reports and statistics.
MORE INFO ON **Page 29**

DVOX Account Creation and Management

Account Profiles and Permissions

**On the DVOX MANAGER, four types of account profiles exist with different permissions levels.**

| **DIstributor**	**Av Pro**	**Host**	**Tech**
These accounts are used by sales professionals for DVOX device distribution.	These accounts are used by audio-visual professionals for DVOX device set-up.	The host accounts are used by the venue management team and hold all privileges.	**These accounts are exclusively used to create, set up and manage events.**
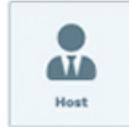
Permission	Distributor	AV Pro	Host	Tech
TECH Account Creation	✔	✔	✔	
HOST Account Creation	✔	✔		
AV Pro Account Creation	✔			
Inventory Management	✔	✔	✔	
Create Events			✔	✔
Manage Events			✔	✔
Assign Controller to stream			✔	✔
Get and Print Reports			✔	✔

DVOX MANAGER - Account Page Overview

The *Account* page lists all sub-accounts created by the manager or the admin. Accounts are listed by name, email account type and inventory. Each can be edited through the *Manage* (pen) button and deleted with the *Delete* (trash can) button located on the right end side of the account.

Click *Account* button in navigation tab.
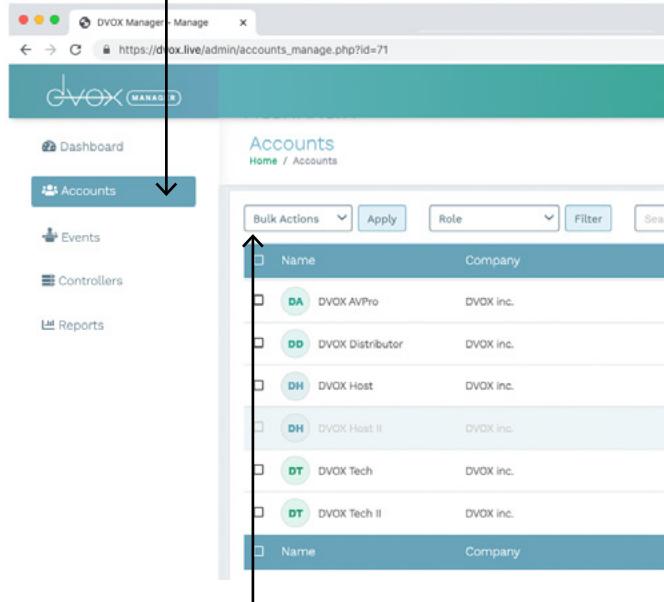
Create a new account.
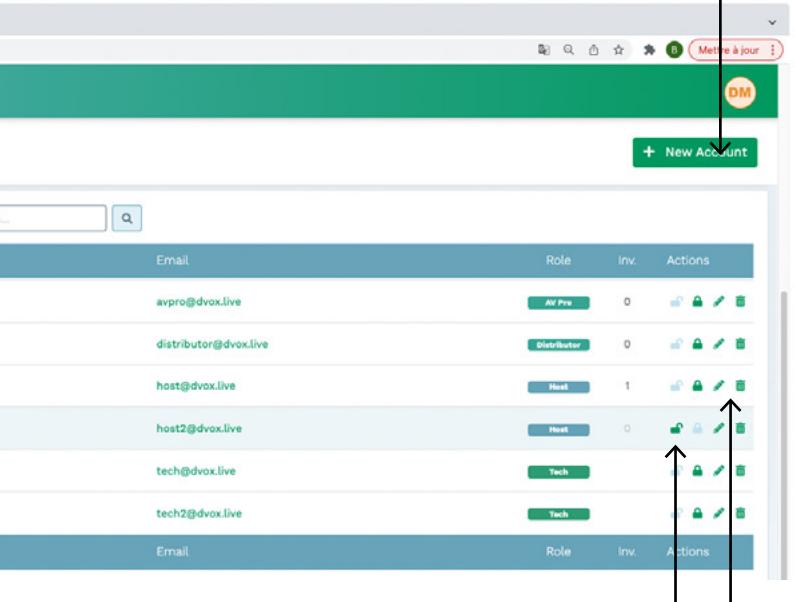
Bulk actions
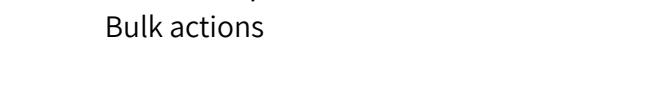
Lock/Unlock account.
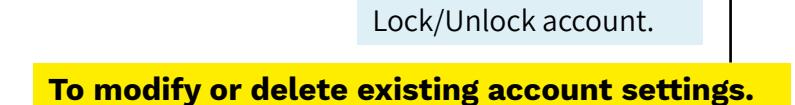
To modify or delete existing account settings.

Creating an account

To create an account, first, click the *New Account* button in the top right corner. Then, fill in all the following information about the account holder: email, first name, last name, company name, phone, street address, city, country, province/state, postal/Zip.
Finally, choose the permission level and the parent account associated with it. Once filled, You can press the *Create Account* button located at the bottom of the page.

1. Create a new account.

2. Fill the *Account information* fields.

3. Choose permission level. (*Tech Level to create and manage events and streams)

3.b Choose parent account.

4. Create account.

An email with an activation link will be sent automatically to the recipient.
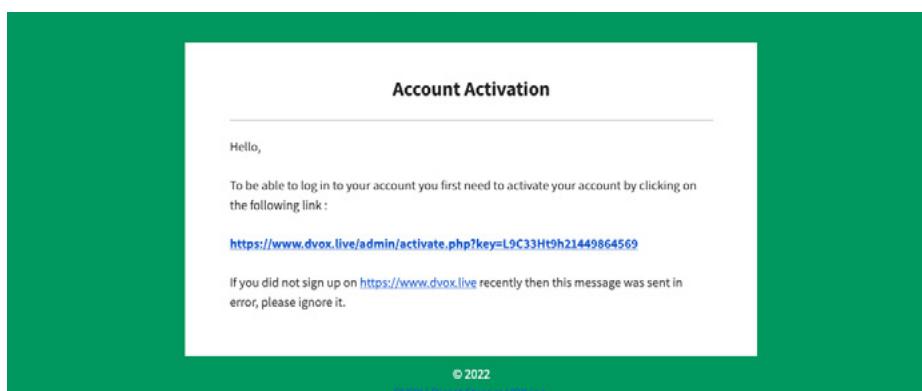
DVOX MANAGER - Account Management

From the *Account* section, you can manage and edit your sub-accounts. First, find your desired account in the list and click on the pen icon. You will be sent to the *Account Setting* page. From that page. you can edit the account information, get a list of the available controllers to that account, reset the password, and disable or delete the account.
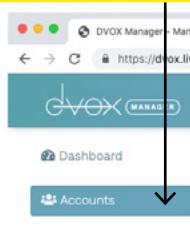
Click *Account* button in navigation tab.   **Click the Pen icon to manage and edit the account.**
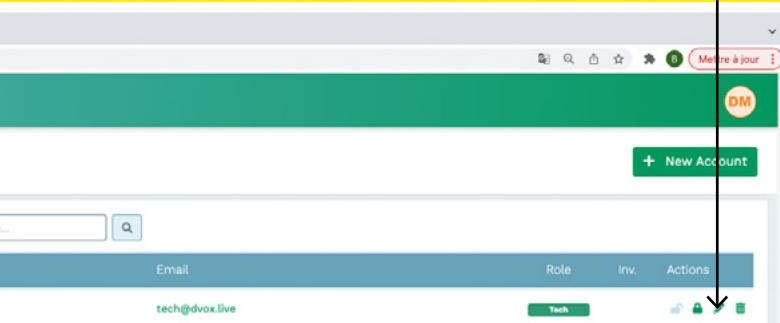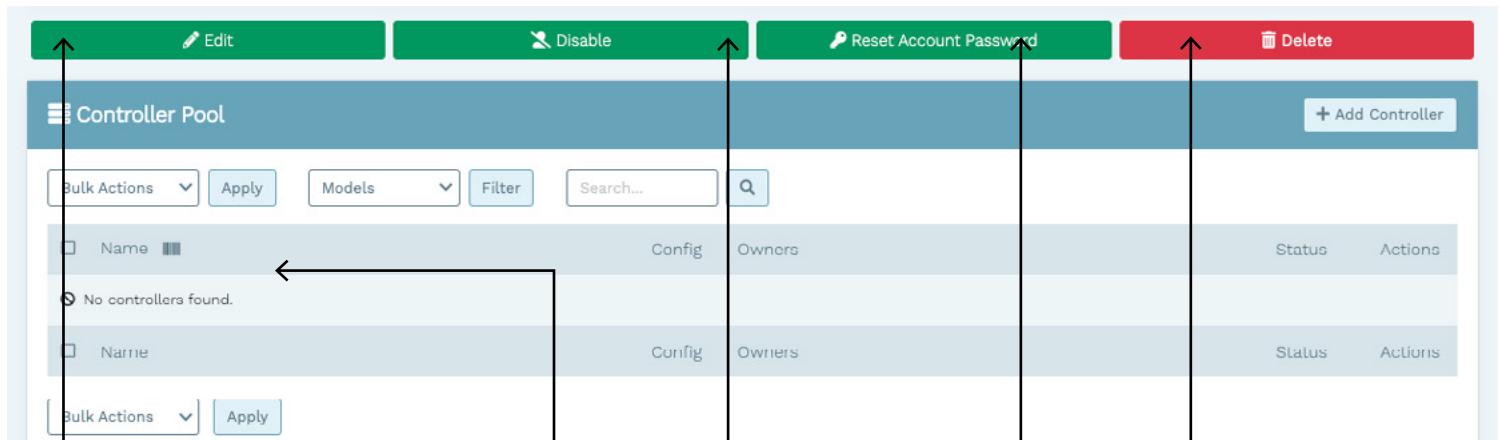
To edit the account information.

The list of available controllers for that specific account.

To disable the account.

To reset the account password.

To delete the account.

Controllers

DVOX MANAGER - Controllers overview

From the Controller menu, you can get an overview of your DVOX unit inventory.
More specifically, you can view the following:

Name	The serial number or custom name of each DVOX unit in your management pool. It should match the serial number on the back of your audio acquisition device.
Name	The serial number or custom name of each DVOX unit in your management pool. It should match the serial number on the back of your audio acquisition device.
Model	The model type of the DVOX unit in your management pool.
Client	The accounts associated with your DVOX unit.
Last Online	The last time a DVOX unit sent its status to the server as well as its local IP at the time.
Status	If the controller is online or offline.
Actions	STOP: Put the controller offline.
INFORMATION	Give you a resume with all the information and the current IP address of your controller.

DVOX MANAGER - Controllers

The DVOX controllers associated with your account will show up in your pool. Each controller will display a name (or serial number), last online date, and current status.

You can also access information about a controller by clicking on the *Information* button on the right-end side of it. The pop-up page will display the serial number, the IP address on your network, the last update and the event associated with it. From that page, you can also rename a controller by clicking the pen button next to the name in the top frame.

Click the *Controllers* button in the navigation tab.
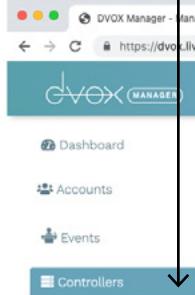
To get information about your controller.
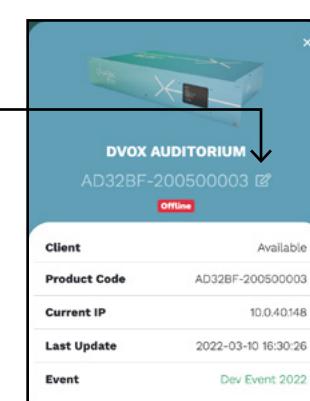
Rename your controller

If you want rename your controller, simply click the pen next to it's current name.

Bulk Actions

Current status of your controller.
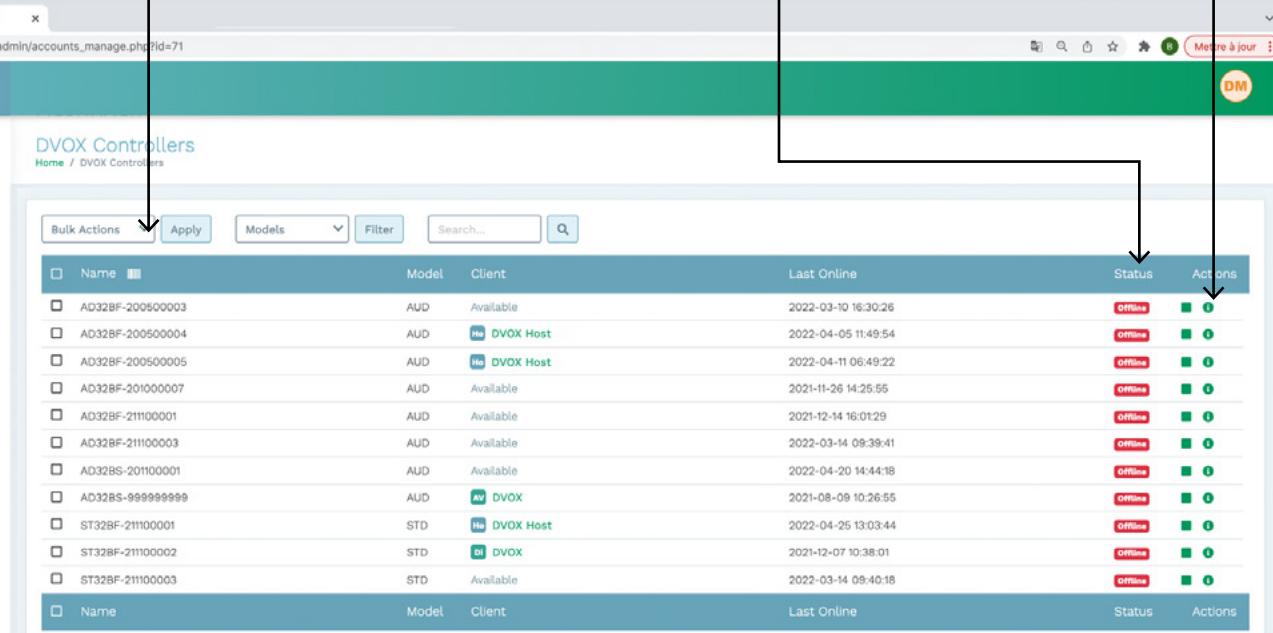
DVOX MANAGER - Controllers status

Your controller's status is relative to its availability on your network. It should show as ONLINE if properly connected to your network.
If It shows as OFFLINE, double-check if your DVOX audio acquisition device is physically connected and **whitelisted** on your network.

Creating and setting up an event

Creating a new event

To create an event, access the *Home / Event* submenu and simply click the *New Event* button on the top right corner. You will be prompted to enter the event information. You will need to enter the following information: *Event Name, Parent Account, Event dates, Street, City, Province/State,* and *Postal/Zip Code.* Once completed, press the *Create Event* button at the bottom of the page.

1. Click on the *Event* tab in the side menu.
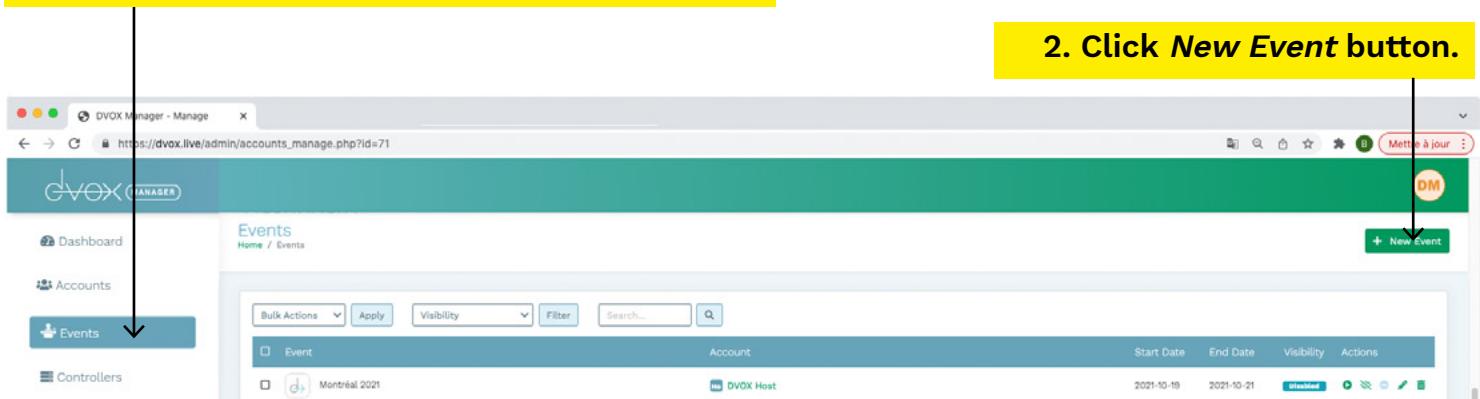
2. Click *New Event* button.
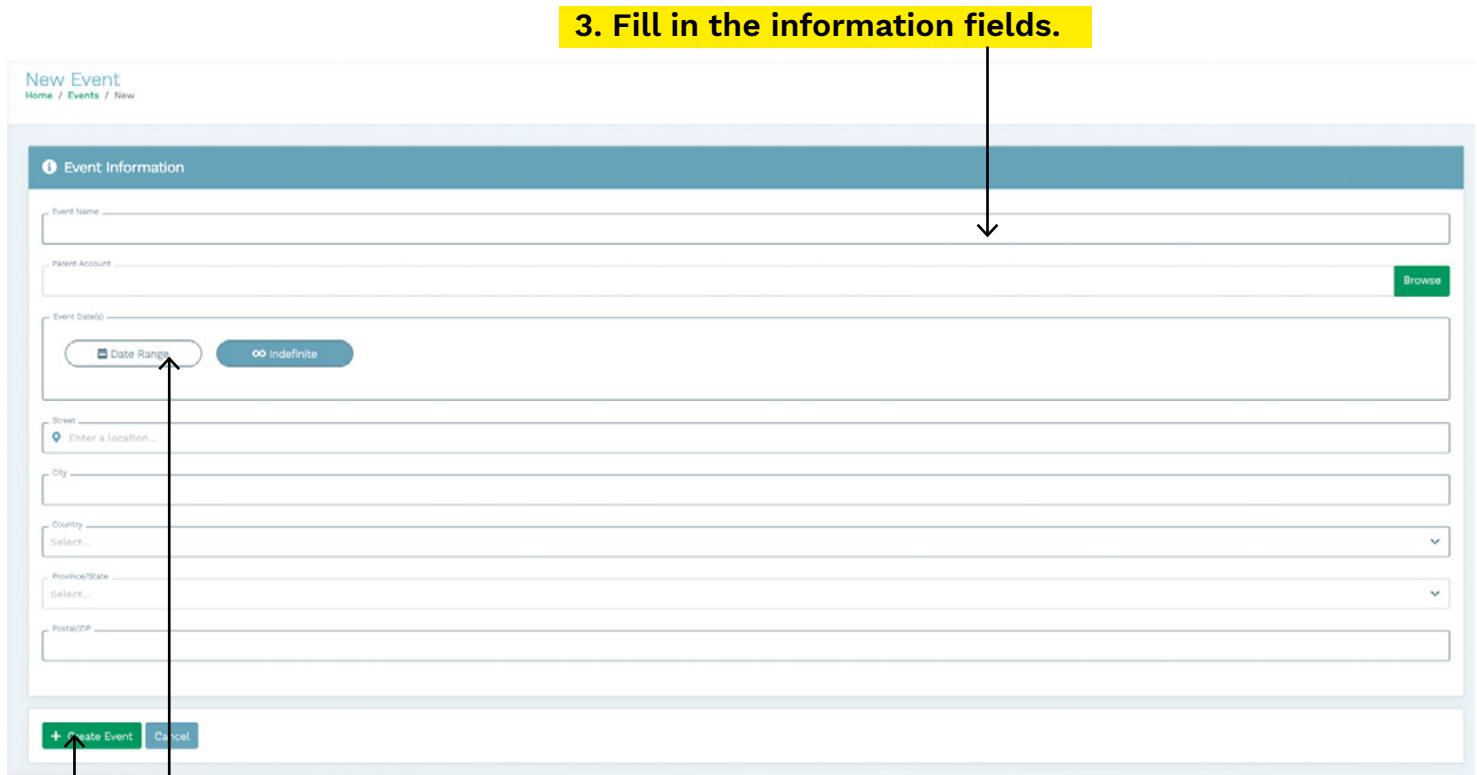
3. Fill in the information fields.

Select the event dates.
These dates specify between when the event will be viewable on DVOX.LIVE

4. Finally, click *Create Event*.

Event Manager Overview

From the Event Manager sub-menu, you will be able to edit and customize the web interface of your event and see a preview of the interface as will display on the dvox.live interface, create streams and configure your DVOX audio acquisition device live feeds

Use the *Layout & Colors* tab to set your event stream and customize your layout.

Use the *Input Pairing* tab to pair your DVOX Controller to your event.

Use the *Event Information* tab to edit your event info.

The DVOX.LIVE URL for your event

A preview of your event page on DVOX.LIVE.

Use the arrows to edit your event information.
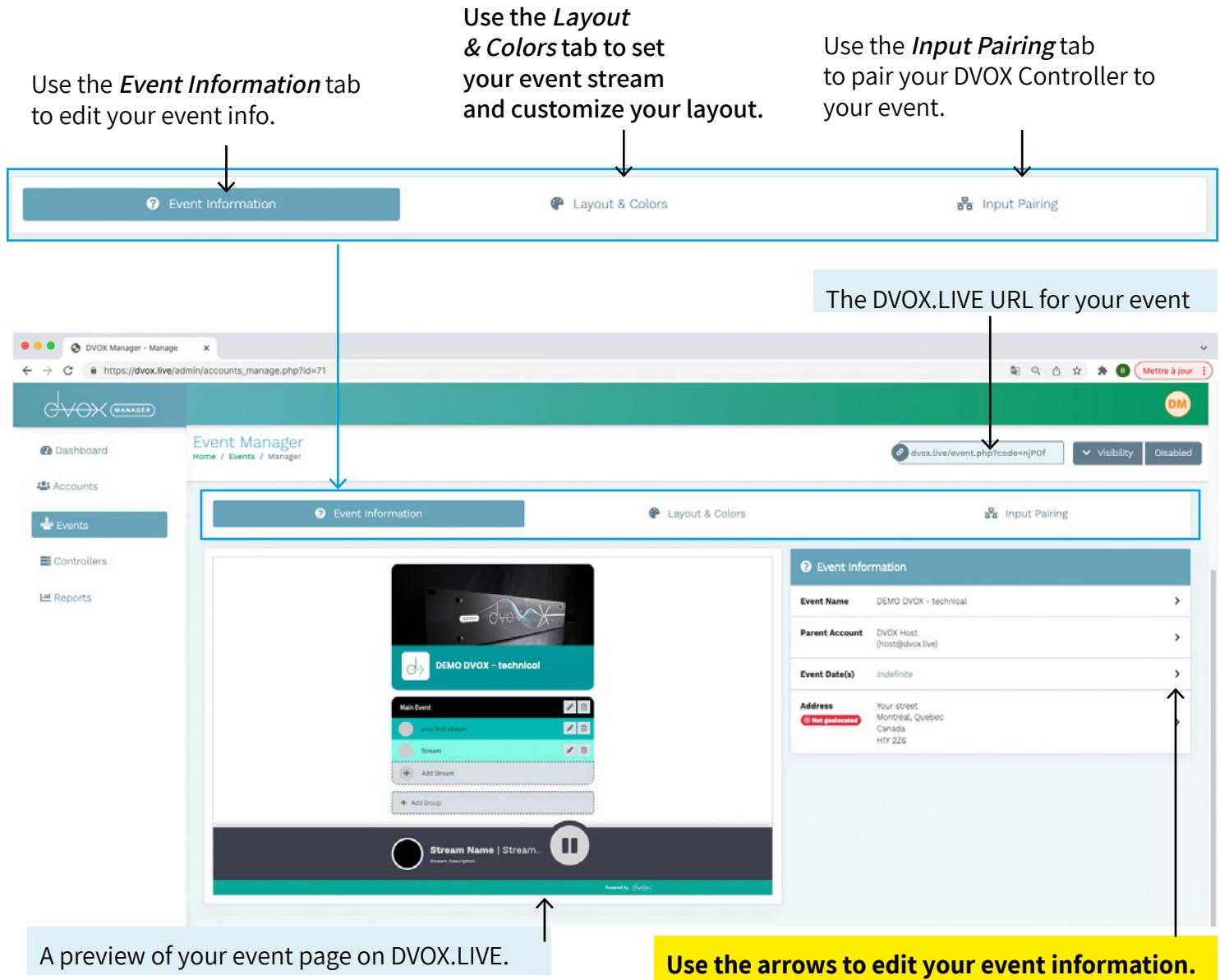
Editing your Events.

Once created, your event can be edited from the *Event Manager* sub-menu. To access it, click the *Event* in the navigation tab, find your event, and click the Pen Icon.

Click the pen icon button to edit your event.

Event Manager / Layout & Colors

From the *Event Manager / Layout & Colors* sub-menu, you will be able to edit and customize your end-user web interface and create new streams.

To add a new stream, click the *Add group* button in the interface preview in the left column; you can rename the group by clicking the pen icon button. Then, click on the *Add stream* button; you can rename the stream by clicking the pen icon button.

The event interface can be customized from the right column panel. The logo and banner images have maximum size and ratio requirements to fit the area properly. Colours can be matched with hex codes, or you can use the "colour picker" to approximate the required colour. Multiple Presets can be saved and "starring" a preset will set it as the default for the event.

Click the *Layout & Colors* tab to customize your layout and create stream for your event.
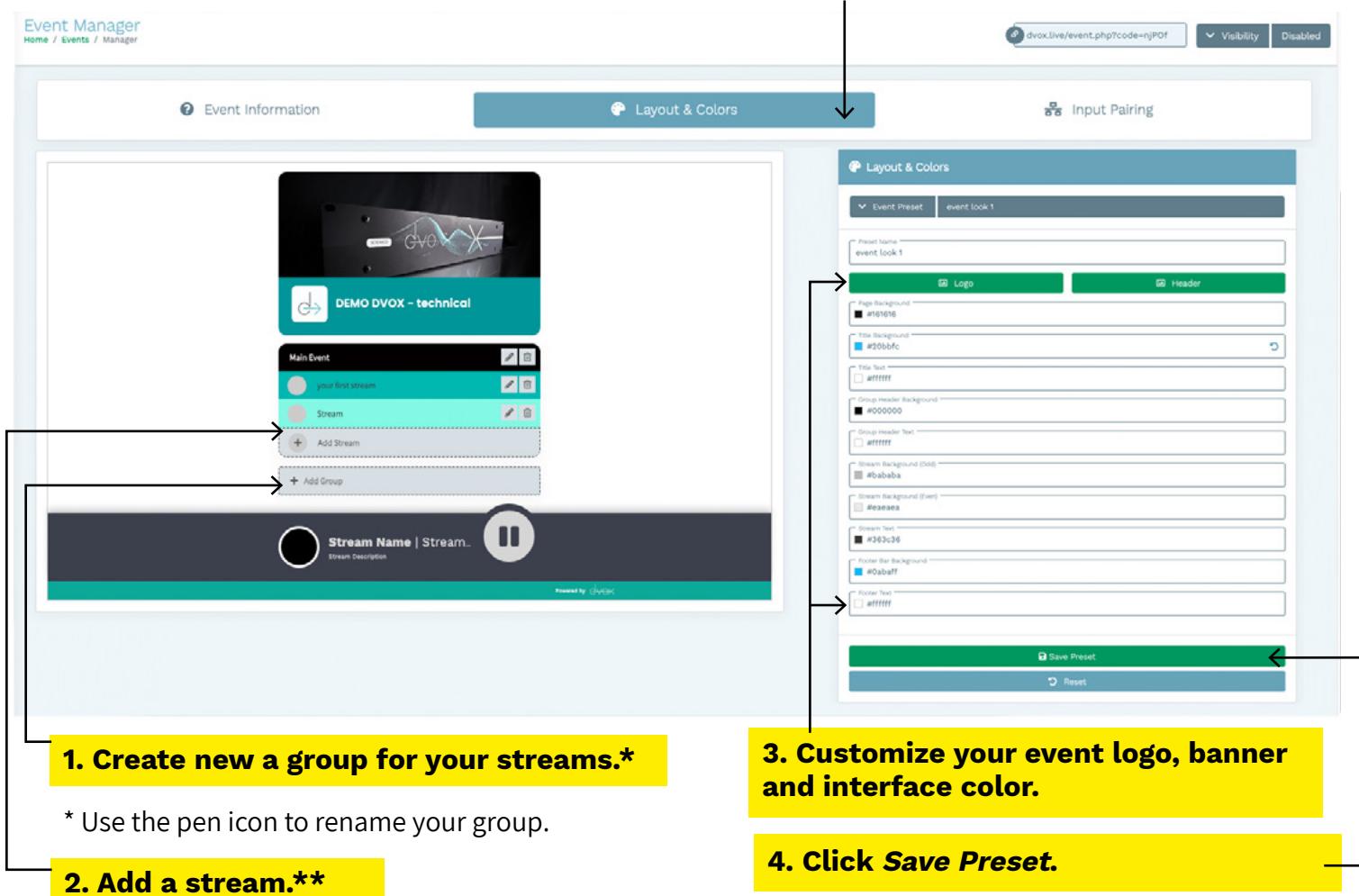
1. Create new a group for your streams.*

* Use the pen icon to rename your group.

2. Add a stream.**

** Use the pen icon to rename your stream, add a description and change the stream image.

3. Customize your event logo, banner and interface color.

4. Click *Save Preset*.

Event Manager / Stream configuration

From the *Event Manager / Input Pairing* sub-menu, you will be able to assign a specific controller input to a stream on your event web user interface.

To do so, In the preview interface, click on the button to the right of your selected stream. Then click on the DVOX Controller *Browse* button on the right column. Find your controller in the list and select it.
Select your desired input by clicking on the Input Number *Browse* button. Finally, click the *Save Changes* button.

Click on the *Input Pairing* button.

1. Click on the button next to your stream.

2. Click on DVOX Controller *Browse* button and select your desired unit .

You will find your controller serial number on the device label at the back of your DVOX Controller. If the Controller has a custom name it will display in the list.

3. Click on Input Number *Browse* button and select your desired input.

4. Click on *Save changes* button.

DVOX Event Creation - Final Set-up

Before your event is finally ready you must set your event visibility to public or private; by default, **your event will be set to disable.**

Under the Event manager, click on the upper right roll-down menu *Visibility* and set your event to *Public*; if you want it accessible to everyone on DVOX.LIVE or *Private*; if you want it accessible only via direct URL. Please note, if your event is set to Public, it will only show on the pre-selected days of your event.

Current status of your event

Set the visibility to *Public* or *Private*.
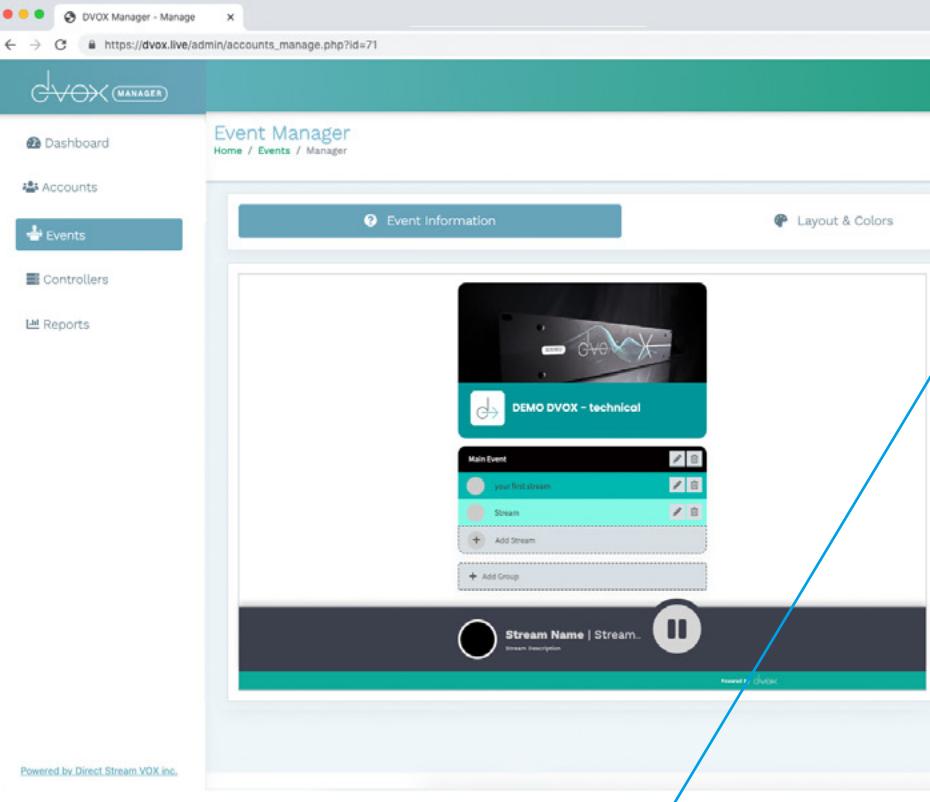
Once set to Public or Private, your event is accessible through this URL.

dvox.live/event.php?code=njPOf

Visibility of the event

☐ **Public**
Visible to everyone via DVOX.LIVE

☐ **Private**
Only accessible via direct URL. Will not show up on DVOX.LIVE

☑ **Disabled**
Disabled and not accessible.

Giving your guests access to your event and streams: DVOX.LIVE

Giving access to your guests.

Now that your event is set up, you are ready to give access to your guests.

1. First, they must connect to the local WiFi network linked to the DVOX audio acquisition device with their computer or smartphone.

2. In their web browser, the guests must navigate to dvox.live.

2.1 Browsing directly to your event.

The static URL of your event can be found in the *Events Manager* Section,

Event Manager
Home / **Events** / Manager

→ 🔗 dvox.live/event.php?code=njPOf

You can share this address with your guests through a QR Code, printout material or a direct link via email.

2.2 Browsing through dvox.live.

Click to find nearby events (location sharing must be enabled).

Search for your event using keywords.

List all currently active events.

Select your event.
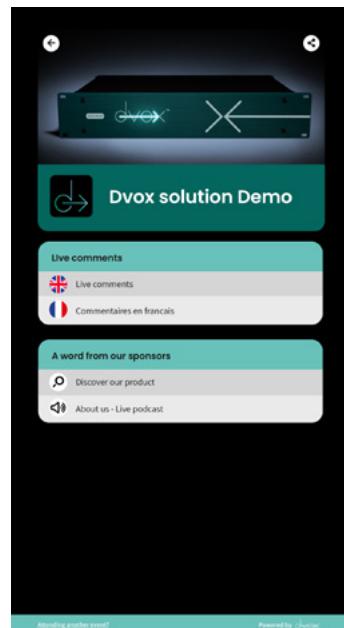
Select your stream, and enjoy!

To change display language.

Reports

DVOX MANAGER - Statistics & Reports Overview

In this section, you can access statistics about your last 5 events and generate reports about your past events.

To launch a report about a specific event, select the account holder by clicking the *Browse* button in the upper right corner, then find the specific events in the list below. Finally, click the *Launch Report* button at the right-end side of your desired event.

1. Click the *Reports* button in the navigation.
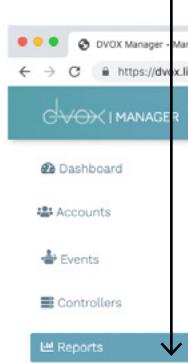
2. Click *Browse* to find a report for a specific account.
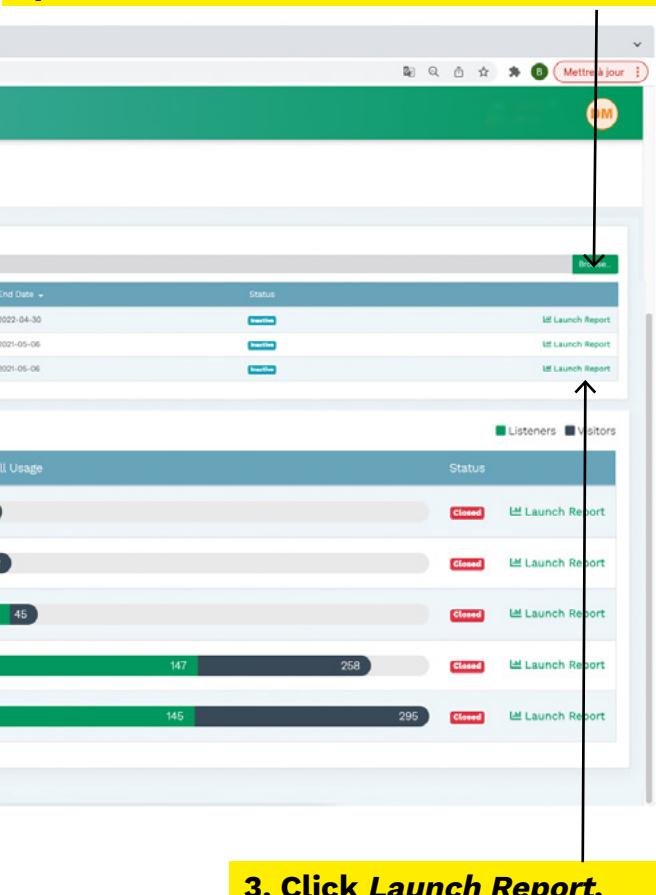
3. Click *Launch Report*.

Event Reports

The Event Report will give you a general overview of your event attendance such as the total number of visitors to your DVOX.LIVE event and number of listeners. Our data visualization includes day-to-day usage, a breakdown per stream of your event, and a timeline of active listeners. Key performance indicators reports about your event can be downloaded as an Acrobat PDF document by clicking the *Export for Print* button in the upper right corner.

Click *Export for Print* to generate a downloadable report.
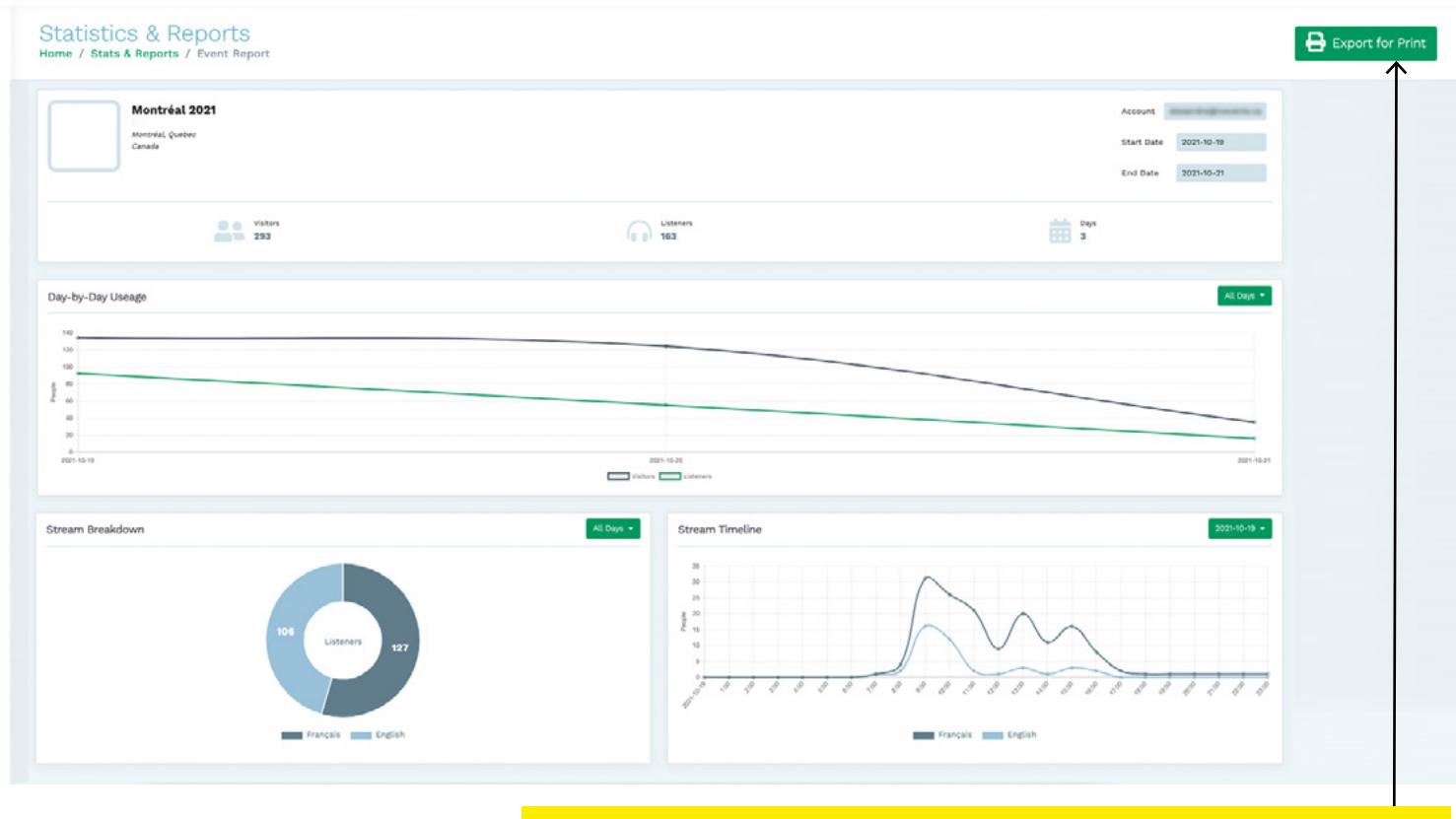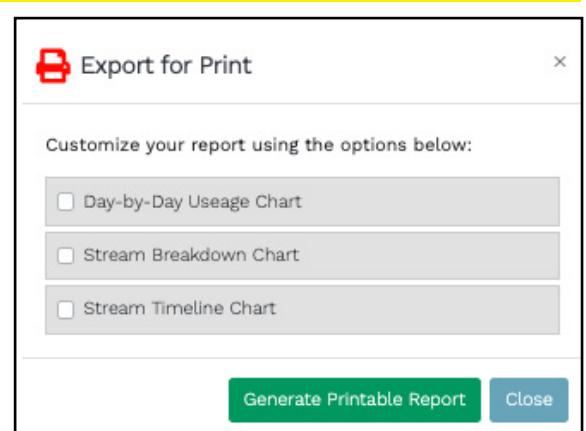
General Information
& Troubleshooting

General information

Below are answers to some commonly asked questions as well as tips for troubleshooting issues.

Status Lights
The DVOX unit's IEC connector has an integrated LED on the power switch that, if off, means the unit is not receiving power. The unit's front panel features a backlit arrow which can be used to diagnose some of the possible software and hardware issues a unit may experience:

Blue chasing: the unit is booting up.
Yellow chasing: the unit has no network.
Orange breathing: an update is in progress.
White static: the unit is ready.

Device Status
Using the device status on the web interface can be of great help in the troubleshooting process, as the DVOX unit periodically sends the server updates on its local IP address as well as status of each of the streams and a timestamp. If after five minutes of being active, the status light does not show "ready", turn off the device, wait 10 seconds, then turn the device back on.

User Creation Request
Before a unit is shipped, an activation email is sent to the receiving party.
If no activation email was received, contact your DVOX sales representative.

Password Reset
If a user forgot their password it can be reset using the Forgot Password link on the dvox.live/admin page.
If a user is unable to reset their password, it can be forcibly reset by a DVOX management account.
Under Account, find the affected user, click the hand icon to manage their account, and click the Reset Account button.

Troubleshooting

– I have not received my activation email.
    Check your junk mail and promotions folder for your email.
    Verify you are using the same email as provided to our sales team.
    If still not found, please contact our customer service at support@dvox.live.

– My activation link does not work.
    Note: once created, the activation link will be expired after 7 days.
    If expired, please contact our customer service at support@dvox.live.

– I received the activation link at the wrong email address.
    Contact our customer service at support@dvox.live.
    (*the activation link is associated with a specific email address, it will need to be reset by our support team).

Troubleshooting

- The arrow light indicator on the front panel is not lit.
> Verify that:
> - The unit is receiving power
> - The power indicator light is on.
> - The power switch is turned on.
> - The fuse is not blown.
> If all else fails, please contact your sales representative.

- The arrow light indicator is chasing blue indefinitely.
> The DVOX unit can take 5 minutes or more to complete its initialization process.
> The DVOX unit has a problem booting up, try turning it off and then back on.
> if the problem persists, please contact our customer service at support@dvox.live or your sales representative.

- The arrow light indicator chasing yellow.
> The DVOX unit cannot access the internet.
> - Try a different Ethernet cable.
> - Make sure there's internet access on the network.
> If the problem persists, please contact our customer service at support@dvox.live or your sales representative.

- I cannot find my serial number.
> - At the back of the DVOX unit, there's a sticker with all relevant information about your unit.
> - On the exterior side of your shipping box.

- My DVOX unit is not listed in DVOX Manager.
> Your controller is assigned to your DVOX account upon purchase.
> - Make sure you are using the correct account.
> If the problem persists, please contact our customer service at support@dvox.live.

- I cannot find my event on dvox.live.
> - Make sure the event visibility is set to Public.
> Events set to Private do not show on dvox.live. You can access it via direct URL only.
> - Verify that you are within the event date window.
> Public events are only visible on dvox.live during the set date window.
> All non-disabled events are accessible via their direct URLs at all times.

- My stream is not working.
I am receiving an "Oops? Are you connected to the right Wi-Fi?" message.
> - Verify your input pairing in the events page of the DVOX MANAGER.
> - Make sure you are connected to the correct Wi-Fi.
> - Make sure the DVOX unit is whitelisted on your network.

- My stream is not working. There is no sound.
> - Check your audio output volume.
> - Check your device volume (headphones, Bluetooth, speaker).

Safety Informations

Safety informations

READ ME FIRST: Safety and Electromagnetic Compatibility.
This document contains safety instructions and electromagnetic compatibility (EMC)
information for the hardware it accompanies.

Read this document before installing and using the hardware such as device, wall-mounted plugs and other accessories.

Safety Information

The following section contains important safety information that you must follow when installing and using the hardware. Do not operate the hardware in a manner not specified in this document. Misuse of the hardware can result in a hazard.

You can compromise the safety if the hardware is damaged in any way. If the hardware is damaged, return it to the manufacturer for repair.

When this symbol is marked on a product, refer to the hardware documentation
for information about precautions to take.

When this symbol is marked on a product, it denotes a warning advising you to take precautions
to avoid electrical shock.

When this symbol is marked on a product, it denotes a component that may be hot.
Touching this component may result in bodily injury

Clean the hardware with a soft, non-metallic brush. Make sure that the hardware is completely dry and free from contaminants before returning it to service.
Do not open, remove or modify the hardware. Use the hardware only with the chassis, accessories, and cables specified in the installation instructions or specifications.
You must have all covers and panels installed during operation of the hardware.

READ ME: Do not operate the hardware in an explosive atmosphere or where there may
be flammable gases or fumes.

You must insulate signal connections for the maximum voltage for which the hardware is rated.
Do not exceed the maximum ratings for the hardware.
Do not install wiring while the hardware is live with electrical signals.
Do not remove or add connector blocks when power is connected to the system.
Remove power from signal lines before connecting them to or disconnecting them from the hardware.

Safety informations

Operate the hardware only at or below Pollution Degree 2. Pollution is foreign matter in a solid, liquid, or gaseous state that can reduce dielectric strength or surface resistivity.

The following is a description of pollution degrees:

• **Pollution Degree 1** means no pollution or only dry, nonconductive pollution occurs.
The pollution has no influence. Typical level for sealed components or coated PCBs.

• **Pollution Degree 2** means that only nonconductive pollution occurs in most cases. Occasionally, however, a temporary conductivity caused by condensation must be expected. Typical level for most products.

• **Pollution Degree 3** means that conductive pollution occurs, or dry, nonconductive pollution occurs that becomes conductive due to condensation.

Operate the hardware at or below measurement **Category II**. Measurement circuits are subjected to working voltages and transient stresses (overvoltage) from the circuit to which they are connected during measurement or test. Measurement categories establish standard impulse withstand voltage levels that commonly occur in electrical distribution systems.

The following is a description of measurement categories:

• **Measurement Categories CAT I and CAT O (Other)** are equivalent and are for measurements performed on circuits not directly connected to the electrical distribution system referred to as MAINS3 voltage.
This category is for measurements of voltages from specially protected secondary circuits.
Such voltage measurements include signal levels, special hardware, limited-energy parts of hardware, circuits powered by regulated low-voltage sources, and electronics.

• **Measurement Category II** is for measurements performed on circuits directly connected to MAINS.
This category refers to local-level electrical distribution, such as that provided by a standard wall outlet (for example, 115 AC voltage for U.S. or 230 AC voltage for Europe). Examples of Measurement Category II are measurements performed on household appliances, portable tools, and similar hardware.

• **Measurement Category III** is for measurements performed in the building installation at the distribution level.
This category refers to measurements on hard-wired hardware such as hardware in fixed installations, distribution boards, and circuit breakers. Other examples are wiring, including cables, bus bars, junction boxes, switches, socket outlets in the fixed installation, and stationary motors with permanent connections to fixed installations.

• **Measurement Category IV** is for measurements performed at the primary electrical supply installation typically outside buildings. Examples include electricity meters and measurements on primary overcurrent protection devices and on ripple control units.