

# MAGIC TH6

## User Guide

Version 2.400 (02.02.2018)

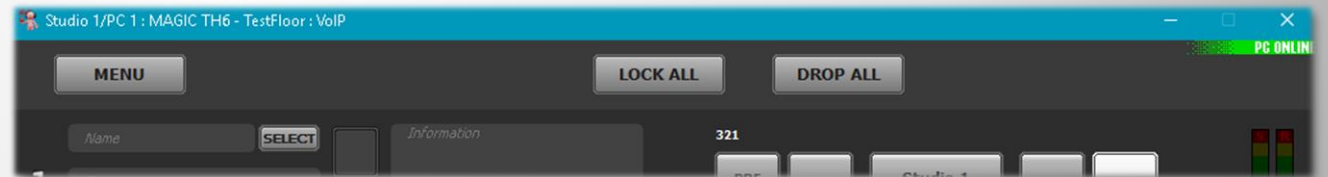
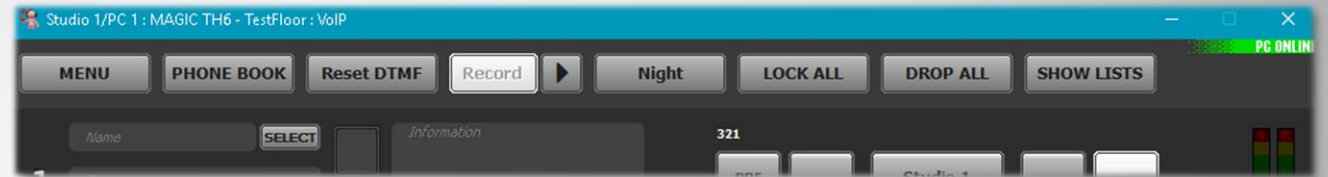
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# MAGIC TH6

## User Interface

- “MENU” opens the sidebar, presenting settings and information.
- “PHONE BOOK” opens a window for managing contacts.
- “Reset DTMF” clears detected DTMF signals from all lines
- “Record” starts a pretalk stream recording.
- The arrow button opens a list of recordings.
- “Night” activates the night mode. The label is customizable.
- “LOCK ALL” locks all lines for incoming calls.
- “DROP ALL” drops all connections.
- “SHOW LISTS” opens a window displaying recordings and call history.
- Some of the buttons are only visible if the corresponding function is configured.



## Operation bar

- “MENU” opens the sidebar, presenting settings and information.
- Access to some of the functions can be password protected.
- “Close” closes the menu bar.
- “File” opens a menu for system settings import and export.
- “System Monitor” opens a window with detailed system status for failure analysis.
- ”Last Calls” opens the call history.
- “Version” shows versions of PC software and firmware and contact information.
- “Exit” closes the program.



## Menu bar - general

- The current device is shown below the “Close” button, if there are multiple devices configured.
- Click that button to open a list of available devices.
- The current device is marked yellow.
- Click on another device to connect with it.



## Menu bar – studio selection

- “Select Preset” opens a menu displaying available presets.
- After clicking a preset button a confirmation request appears.
- Click “Yes” to load the preset.



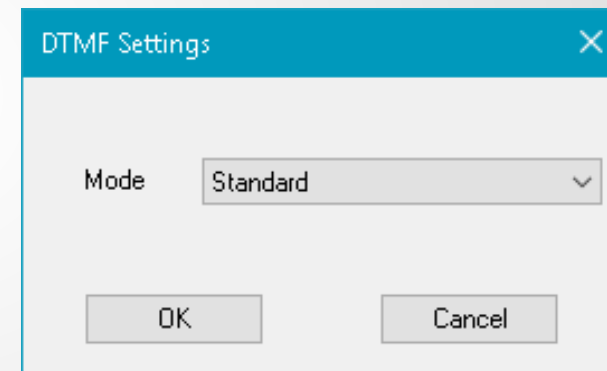
**Menu bar – load preset**

- “Configurations” opens a submenu.
- Open “Control Interface” to enter the IP address of the MAGIC TH6.
- “System” opens the configuration settings.
- “Save As Preset” saves the current settings to the internal file system of the MAGIC TH6.
- “Manage Presets” shows a list of available presets along with means of creating, editing, exporting and importing presets.
- “DTMF Settings” sets the operating mode of the DTMF analyser.
- “Local Settings” opens a window with PC-specific configuration settings, e.g. window size and position or pretalk streaming audio devices.



## Menu bar - Configuration

- Open “MENU→Configuration→DTMF Settings” to select the operation mode of the DTMF analyser:
  - OFF: inactive.
  - Standard: Displays detected DTMF signals for every line.
  - Game Show: The DTMF signal detected first is highlighted with a green background.
  - Event Mode: Show a label configured in system configuration along with every detected DTMF signal.
- If the DTMF analyser is enabled a “Reset DTMF” button appears in the operation bar. It clears detected DTMF signals from all lines.



## DTMF Settings



- “Administration” opens a submenu.
- “Registration” displays serial number and software options.
- “File System” opens a simple file explorer of the MAGIC TH6 internal memory.
- “System Panel” opens a command line interface for troubleshooting.
- Open “Firmware Download” to update the MAGIC TH6 firmware.
- “Set Factory Settings” opens a confirmation request. Click “YES” to reset the MAGIC TH6 to factory settings.

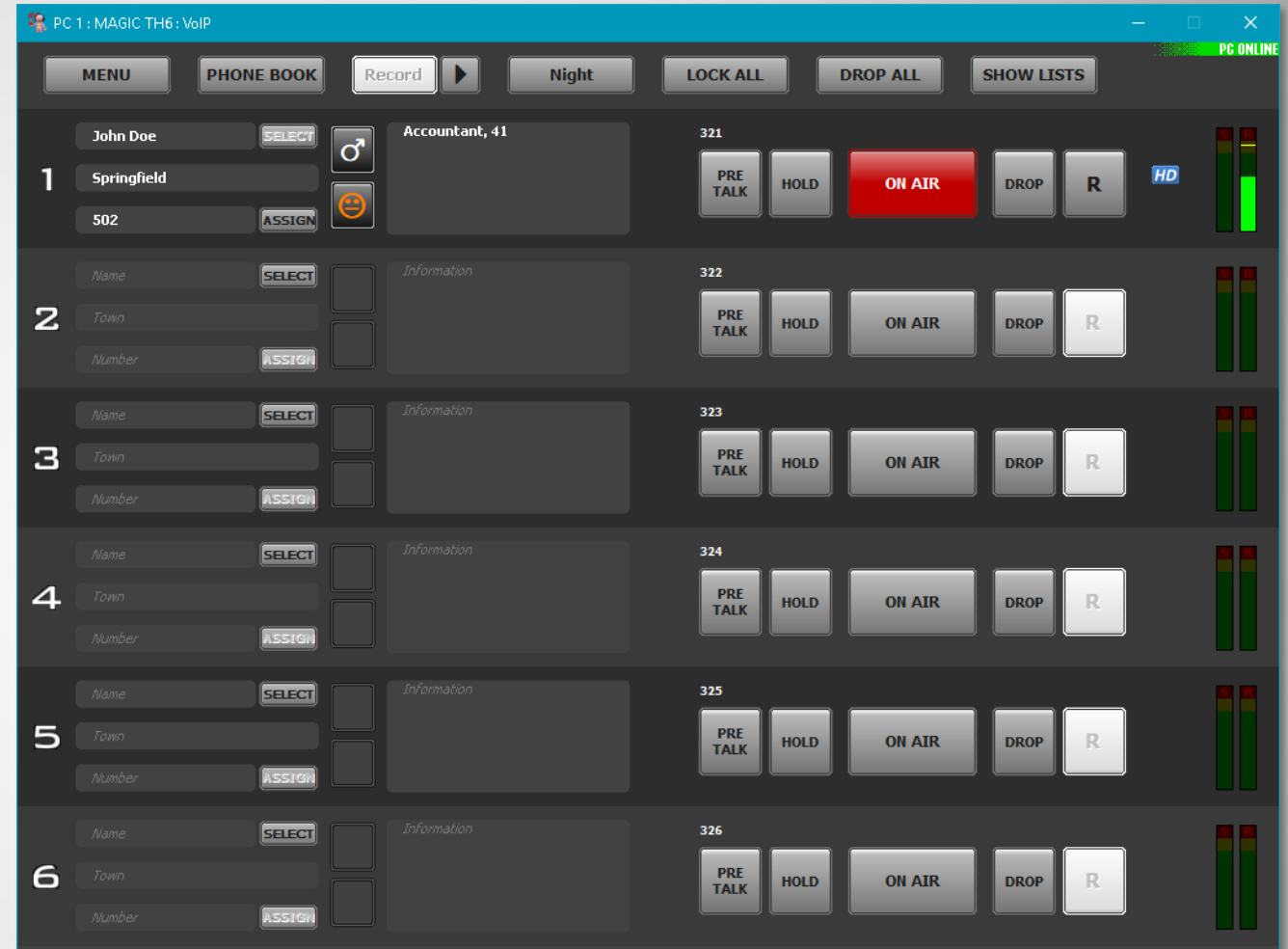


## Menu bar - Administration

# MAGIC TH6

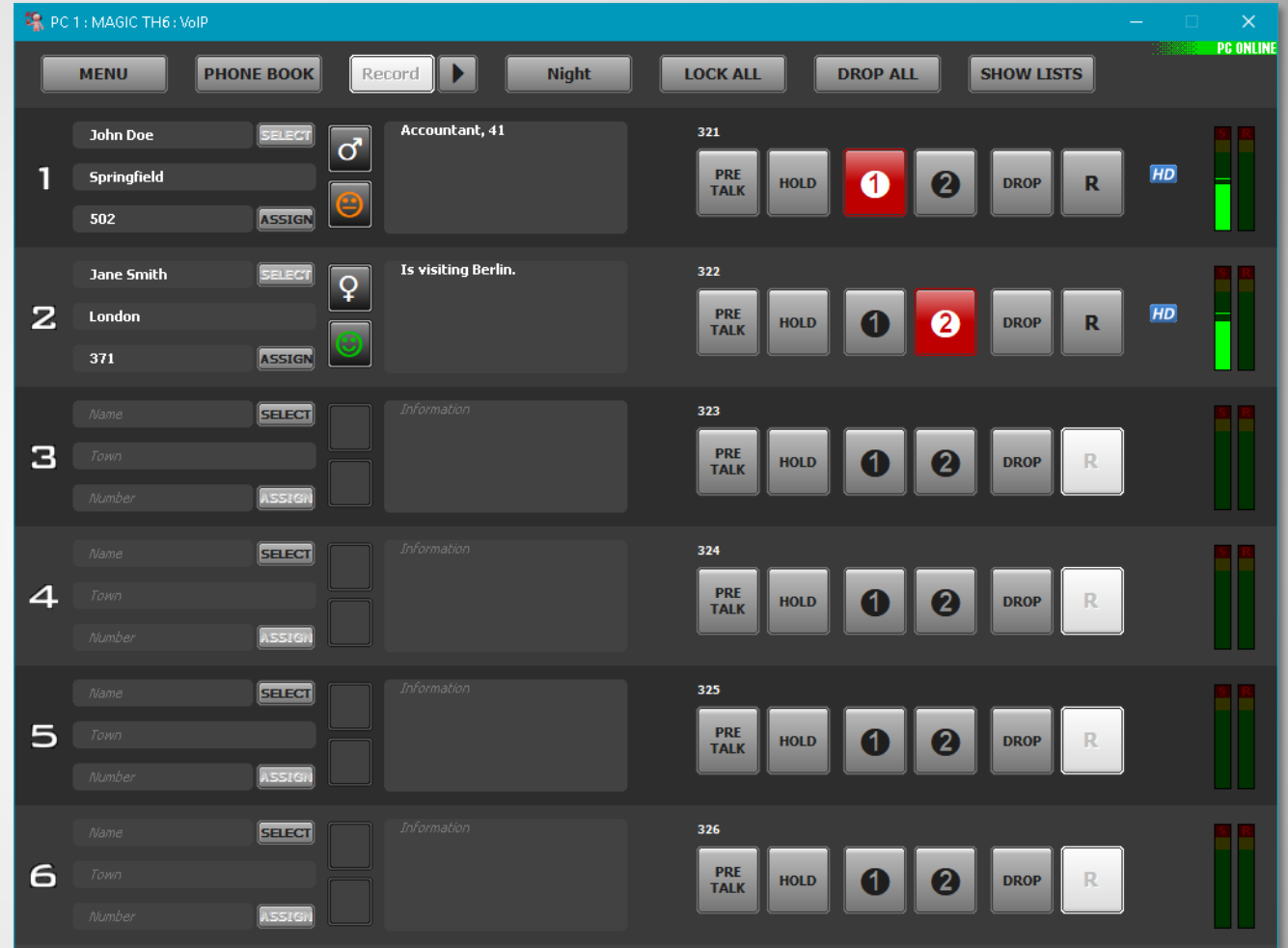
## Operation modes

- There is one Fader for all lines.



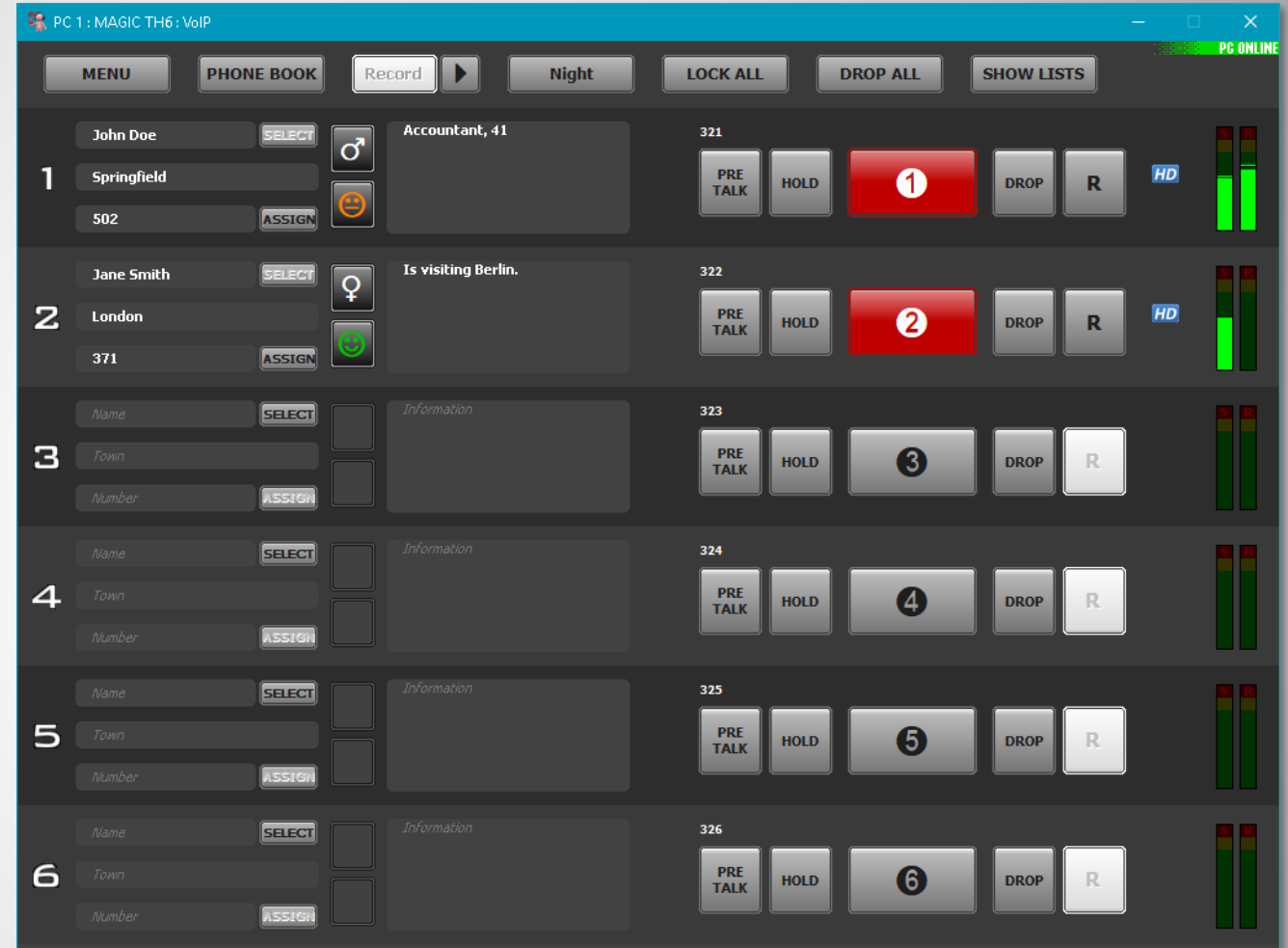
1 Studio / 1 Fader

- There are two faders to choose from for all lines.



1 Studio / 2 Fader

- There is one separate fader for each line.



1 Studio / 6 Fader

- You can split the lines between two studios. Even overlapping lines is possible.
- There is one fader for all lines in a studio.
- The screenshots show the following allocation:
  - Studio 1: Lines 1 - 4
  - Studio 2: Lines 4 - 6.
  - Line 4 is available in both studios.



**2 Studios / 1 Fader**

- You can split the lines between two studios. Even overlapping lines is possible.
- There are two faders to choose from for all lines of a studio.
- The screenshots show the following allocation:
  - Studio 1: Lines 1 - 4
  - Studio 2: Lines 4 - 6.
  - Line 4 is available in both studios.



## 2 Studios / 2 Fader

- Every workplace can be enabled to work with both studios in a combined view.

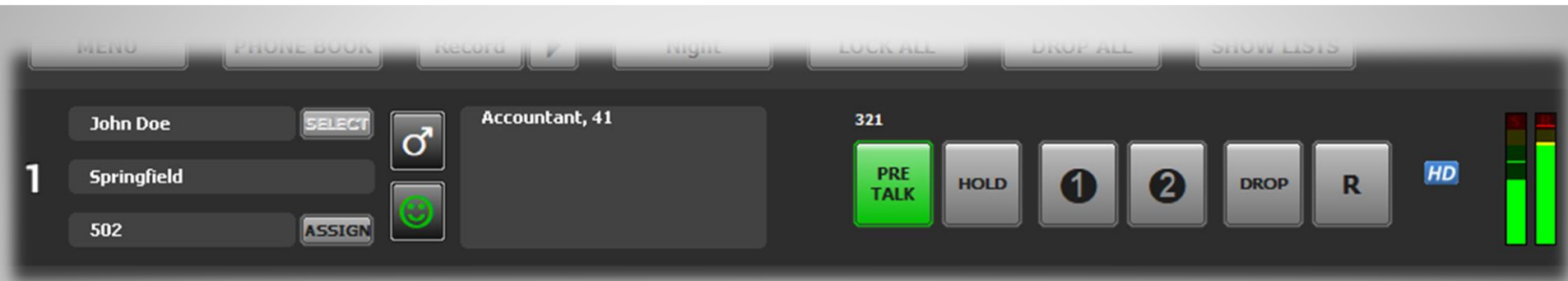


## 2 Studio-Screening



# MAGIC TH6

## Telephony



- Line number
- Screening information fields with inplace Editing:
  - Name
  - Location
  - Phone number
  - Sex
  - Mood
  - Free text field for additional information.
- Click “SELECT” to preallocate the line for a return call.
- Click “ASSIGN” to assign the currently displayed phone number to an existing phonebook entry.

- Line label (configurable, e.g. own phone number)
- Call control
  - Pretalk
  - Hold
  - On Air 1 + 2
  - Drop
  - Call forwarding
- Connection quality
  - **HD** HD-Voice (7 kHz)
  - **VD** Voice Disguise
- Audio levels and level adjustment.

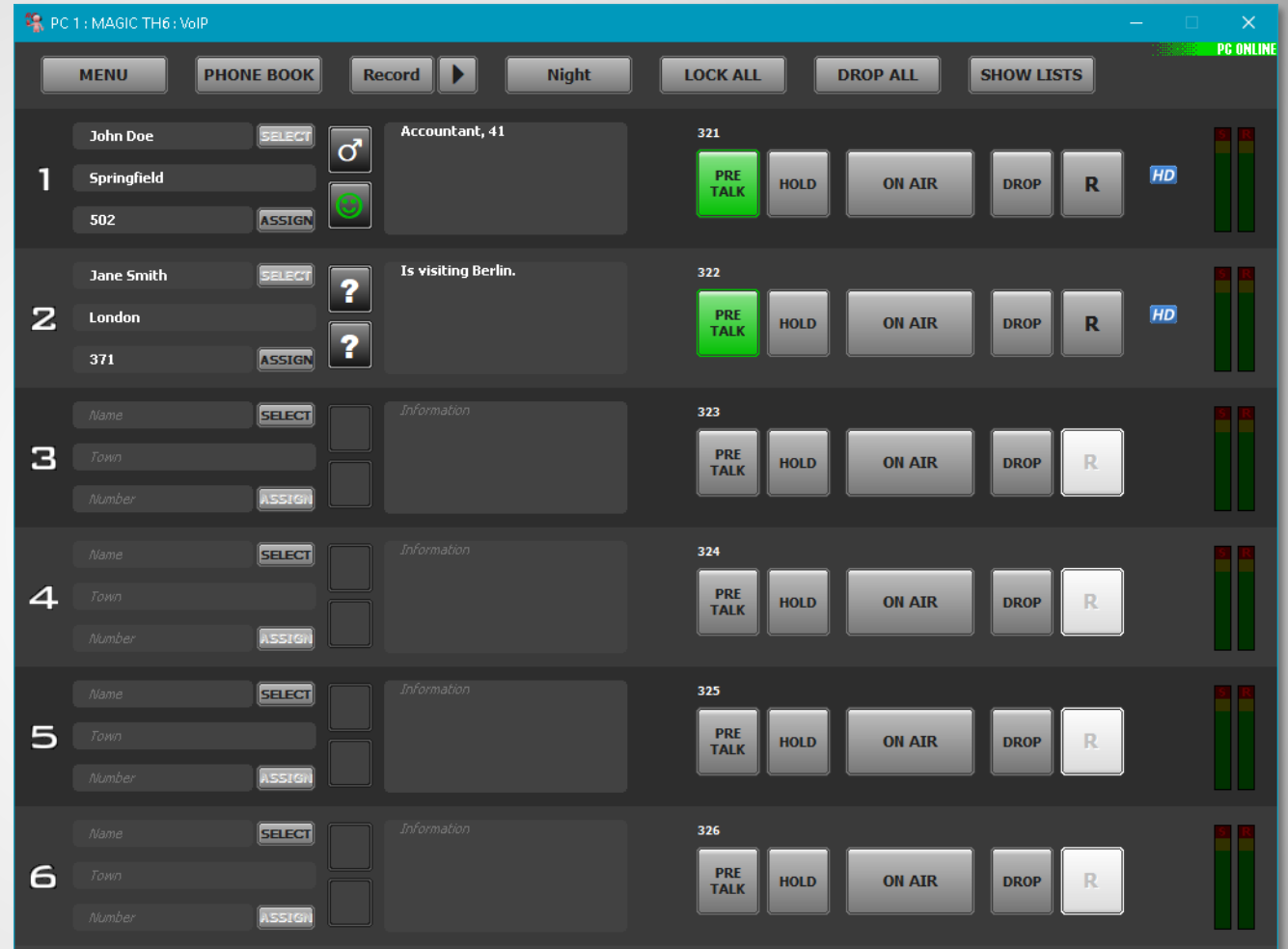
## Controls

- The buttons flash yellow.
- The phone number of the caller is displayed if available (here: 502).
- If the phone number can be found in the phonebook all contact information is shown.
- Otherwise the caller's VoIP label is shown if available (here: TEL502).



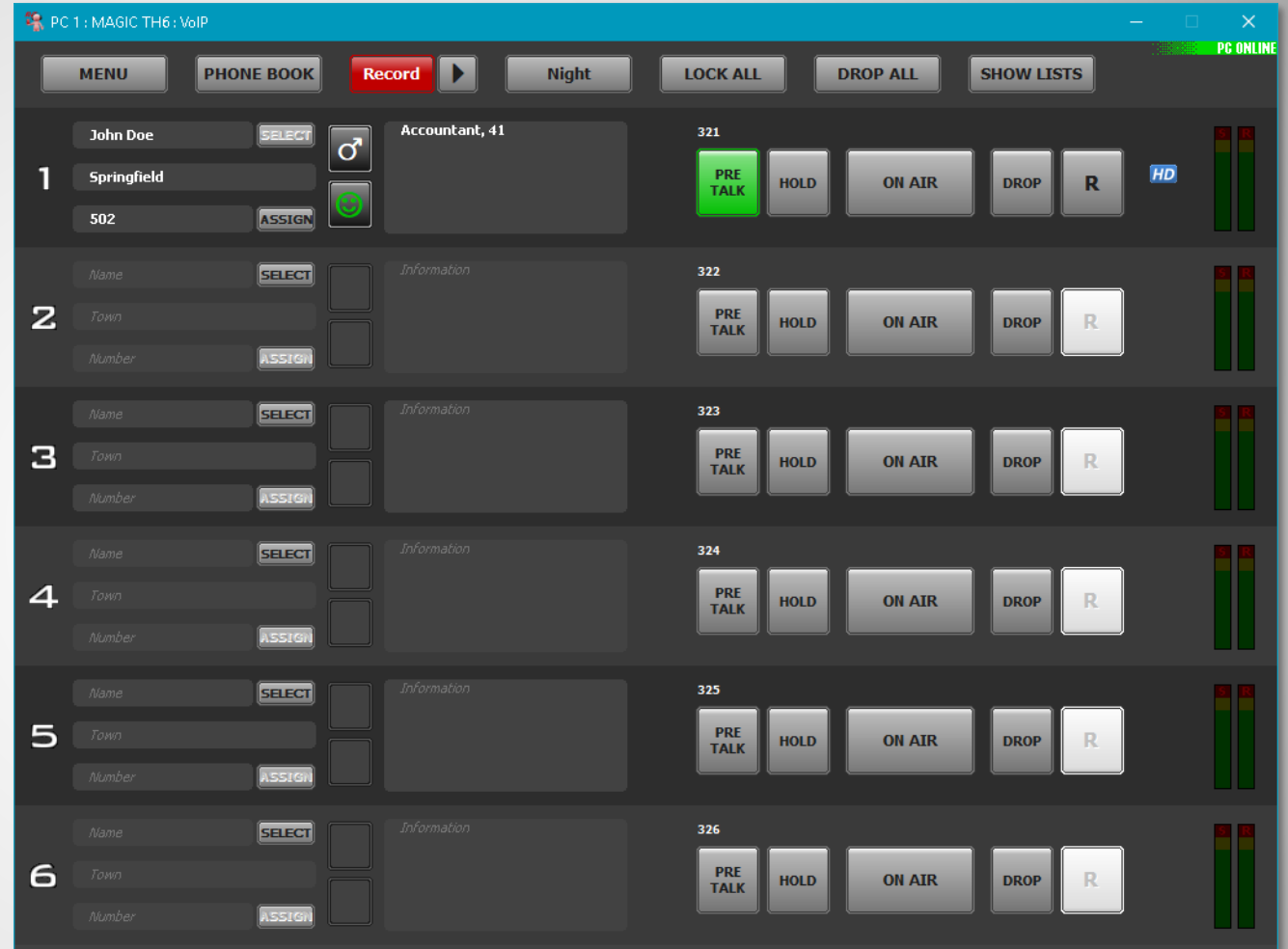
# Incoming call

- The “PRE TALK” button lights up green.
- If “PRE TALK Conference” is configured the operator can talk with up to six callers at once.
- In this case the MAGIC TH6 does the mixing of the operator and the caller lines.
- The callers can talk with each other as well.



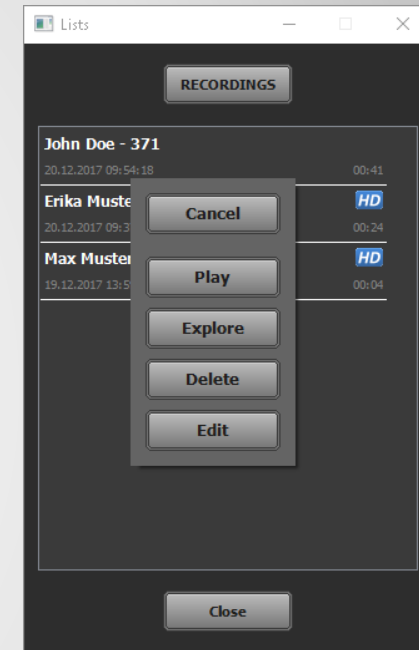
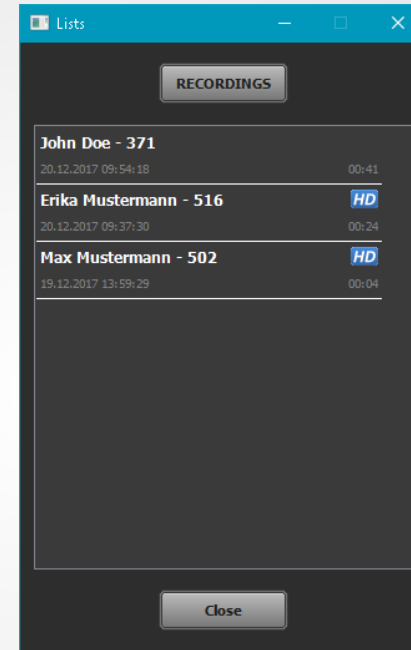
Pretalk

- If pretalk streaming is configured for this workplace the “Record” button starts and stops recording of the pretalk conversation.
- The recordings can be stored on the local PC or a network drive.



## Pretalk Recording (1)

- The arrow button next to “Record” opens a window with a list of recordings.
- Clicking a recording starts playback to the pretalk audio device.
- A right click opens a submenu with the following actions:
  - Play: Play the recording.
  - Explore: Open the save location with windows explorer.
  - Delete: Erase the recording.
  - Edit: Open the recording in the configured audio editor.



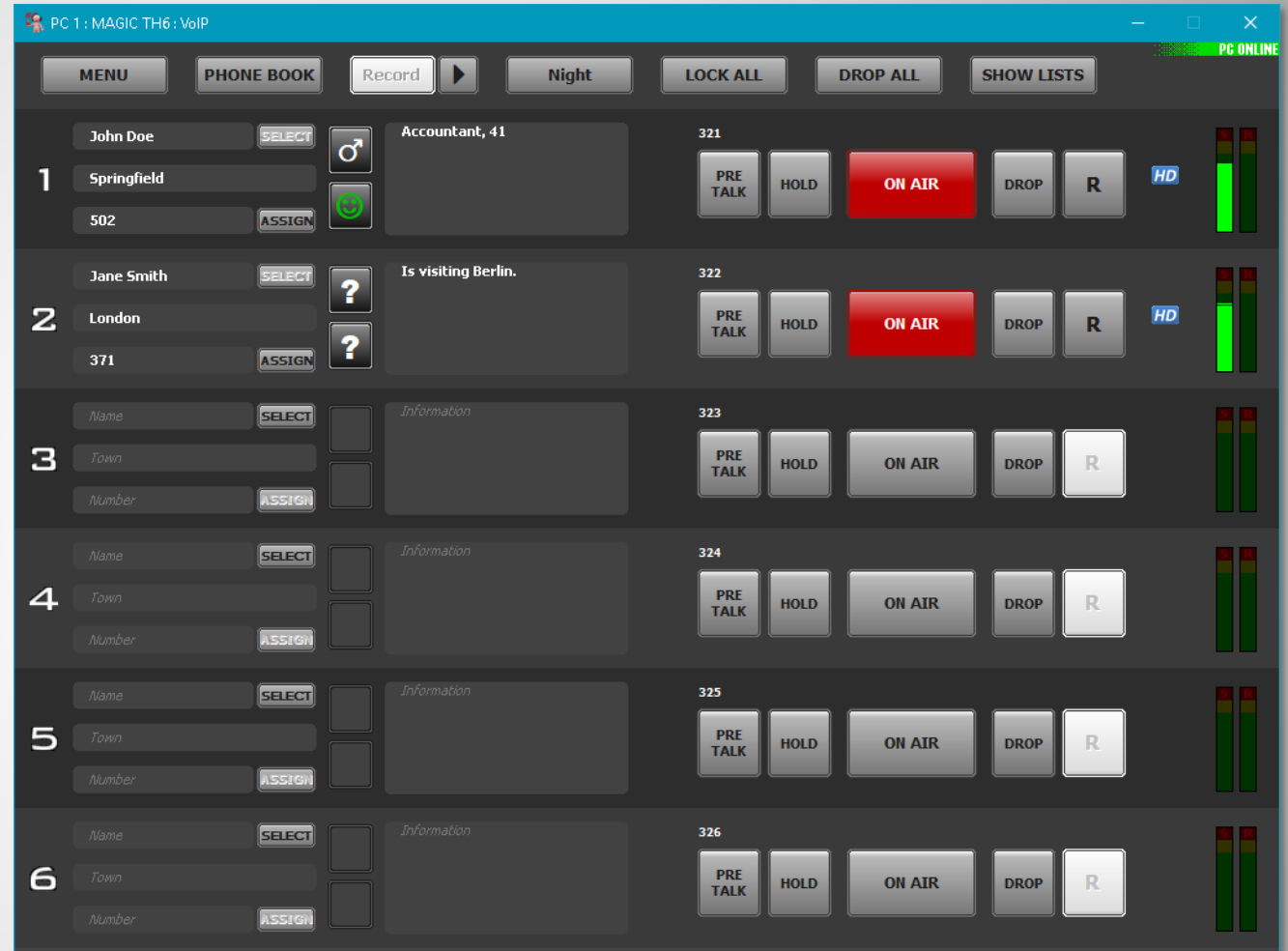
## Pretalk Recording (2)

- The “HOLD” button lights up in orange if a caller is put in hold.
- Depending on the configuration the caller hears:
  - The program of the respective studio.
  - An external fed hold signal.
  - A recorded hold signal stored in the MAGIC TH6.



**Hold**

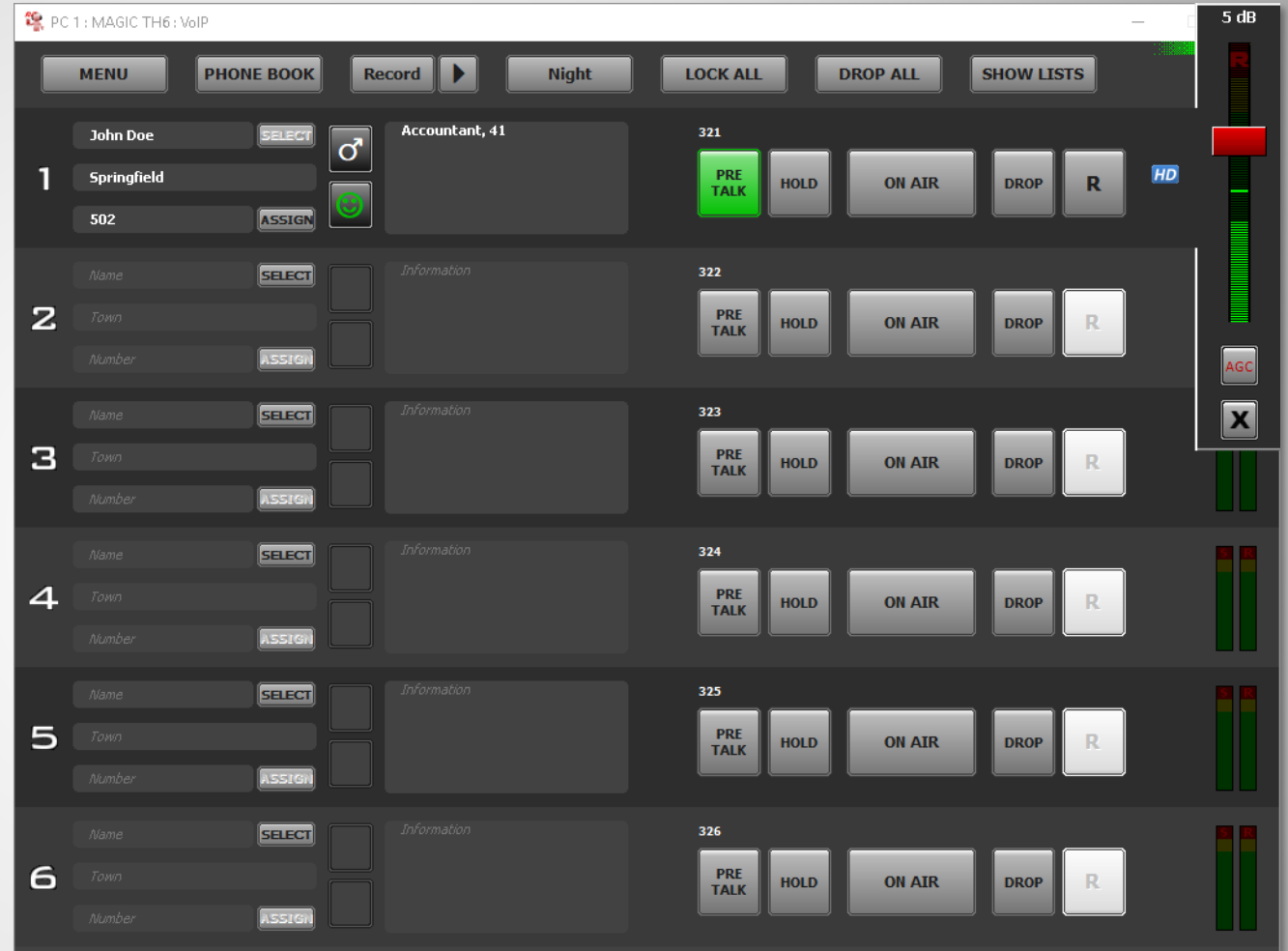
- Clicking “ON AIR” routes the caller to the respective fader on the mixing console.
- The “ON AIR” button lights up red.
- If “ON AIR Conference” is configured the operator can talk with up to six callers at once.
- In this case the MAGIC TH6 does the mixing of the operator and the caller lines.
- The callers can talk with each other as well.



On Air



- Clicking the level meter opens the receive gain control.
- The “AGC” button enables the automatic gain control.
- If “AGC” is deactivated the receive gain can be controlled manually.



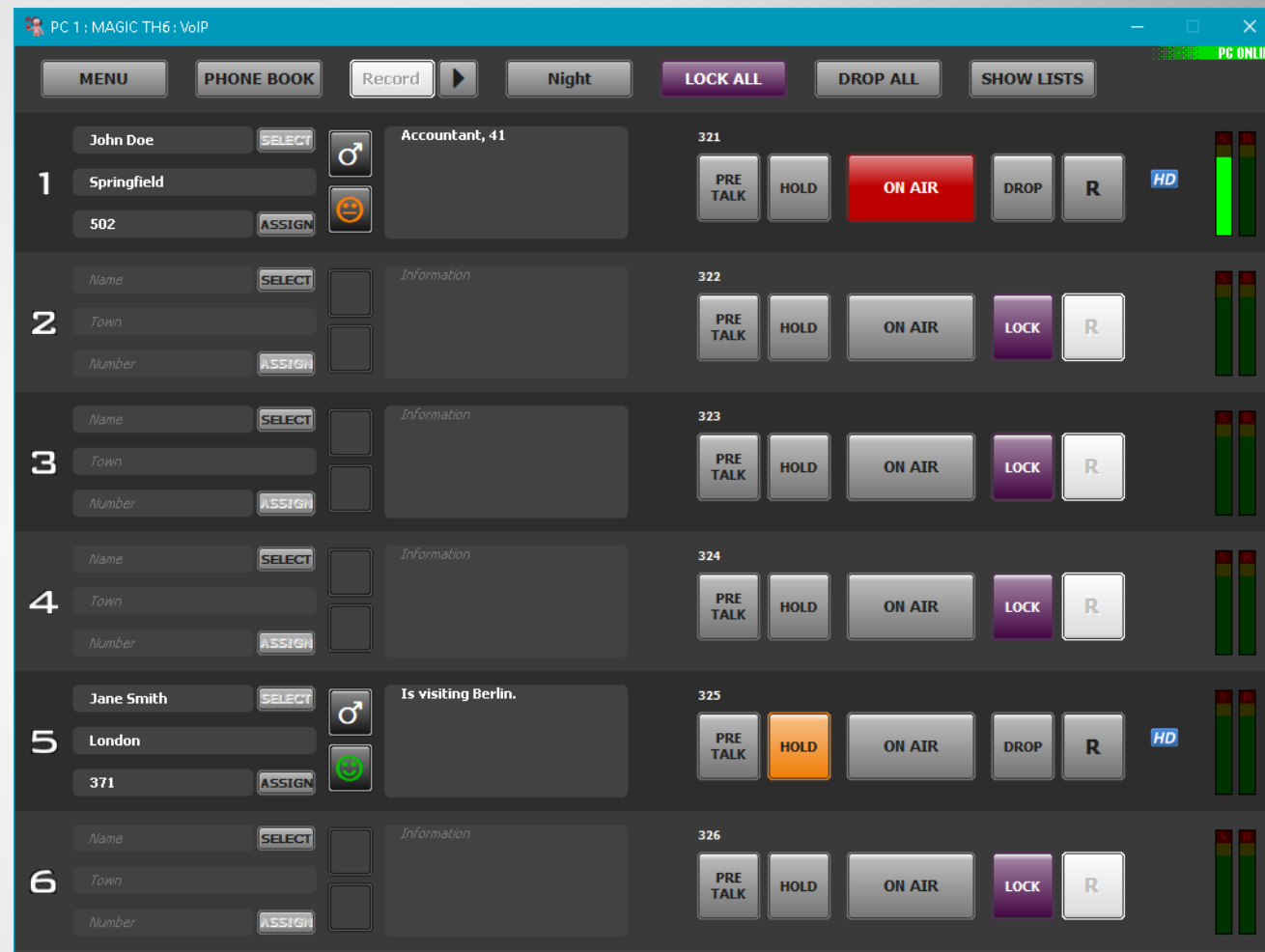
## Level control

- Clicking an audio line button opens a window for sending DTMF signals, if a line is connected
- You can send DTMF signals via:
  - The touch buttons.
  - Typing directly in the input field.
- The phone line used for sending DTMF signals is shown above the input field.



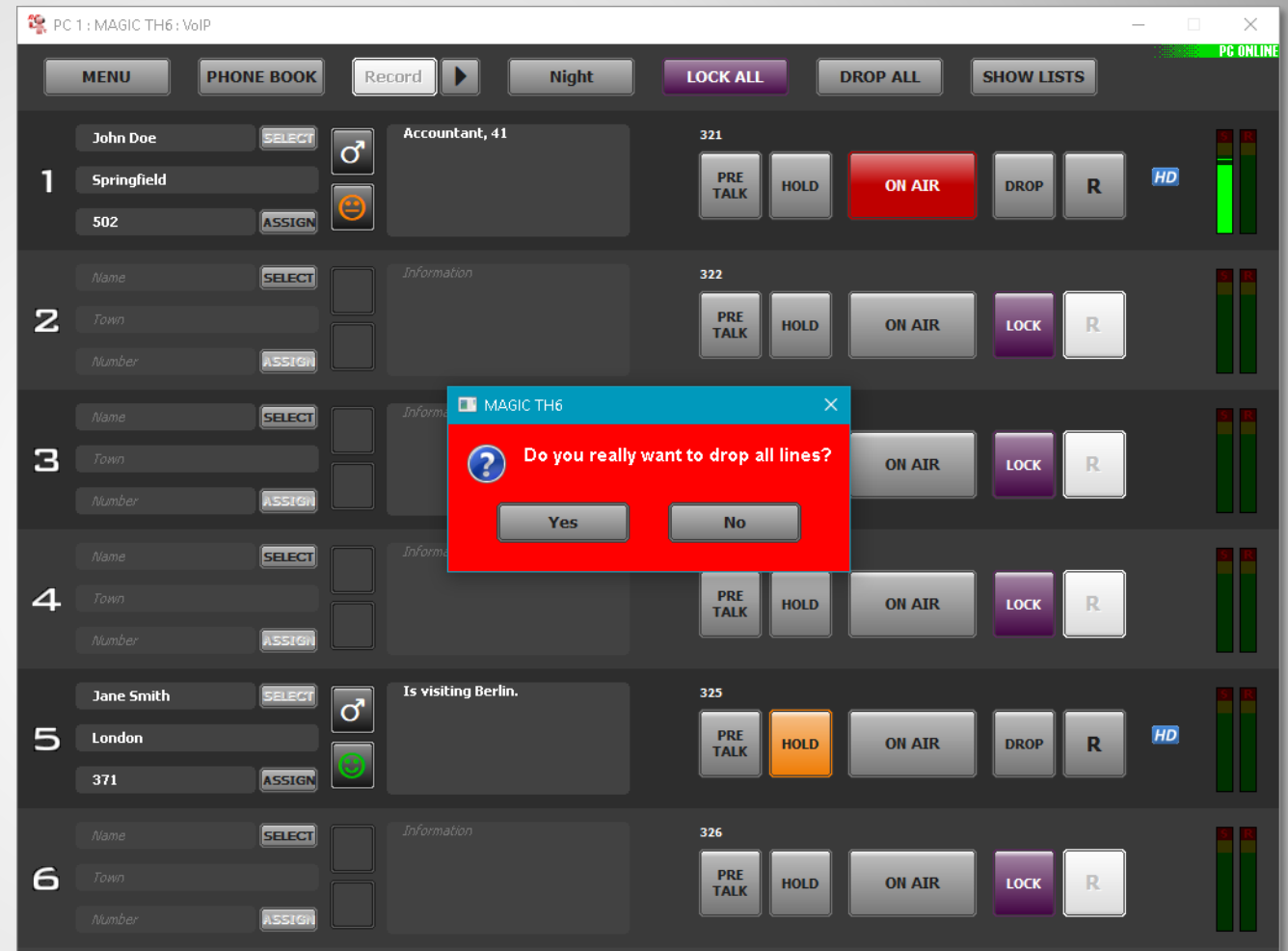
## Sending DTMF signals

- The “LOCK ALL” button locks all lines of the respective studio for incoming calls.
- Calling out is still possible.
- Lock single lines by clicking the “Drop” button if the line is disconnected.
- Clicking the “LOCK ALL” button lit up in purple removes the lock from all lines.



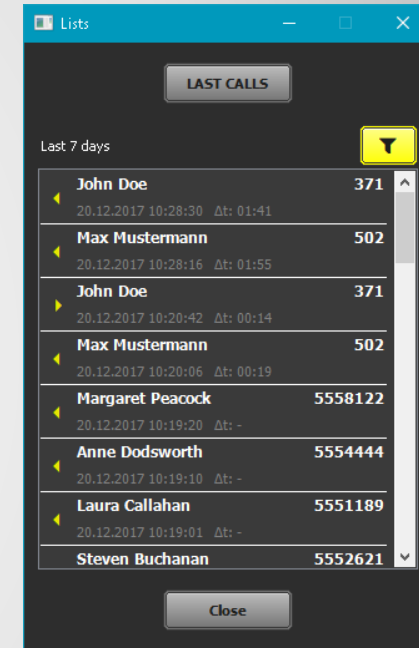
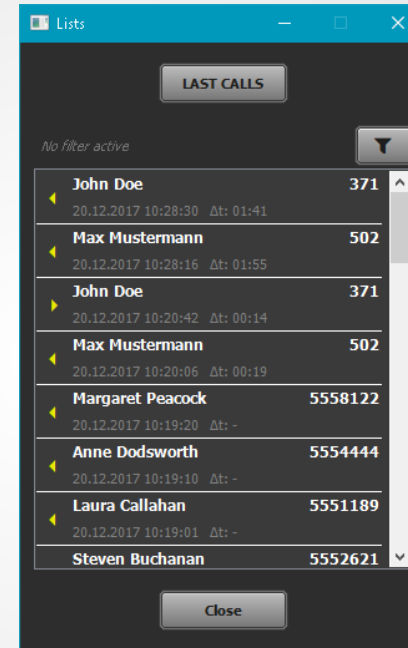
## Locking lines

- Clicking the “DROP ALL” button opens a confirmation request.
- Clicking “YES” drops all lines in the respective studio.



## Dropping all lines

- Open the window with the call history via:
  - MENU→Last Calls
  - The “SHOW LISTS” button on the operation bar.
- The list contains all finished calls with information about date and duration.
- The button on the top right of the list provides the following filters:
  - No Filter: All entries.
  - Yesterday
  - Last 7 Days
  - Last 30 Days
  - Last Week
  - Last Month
  - Custom Range
- Active filters are displayed on top of the list. The filter button is lit up in yellow as well.

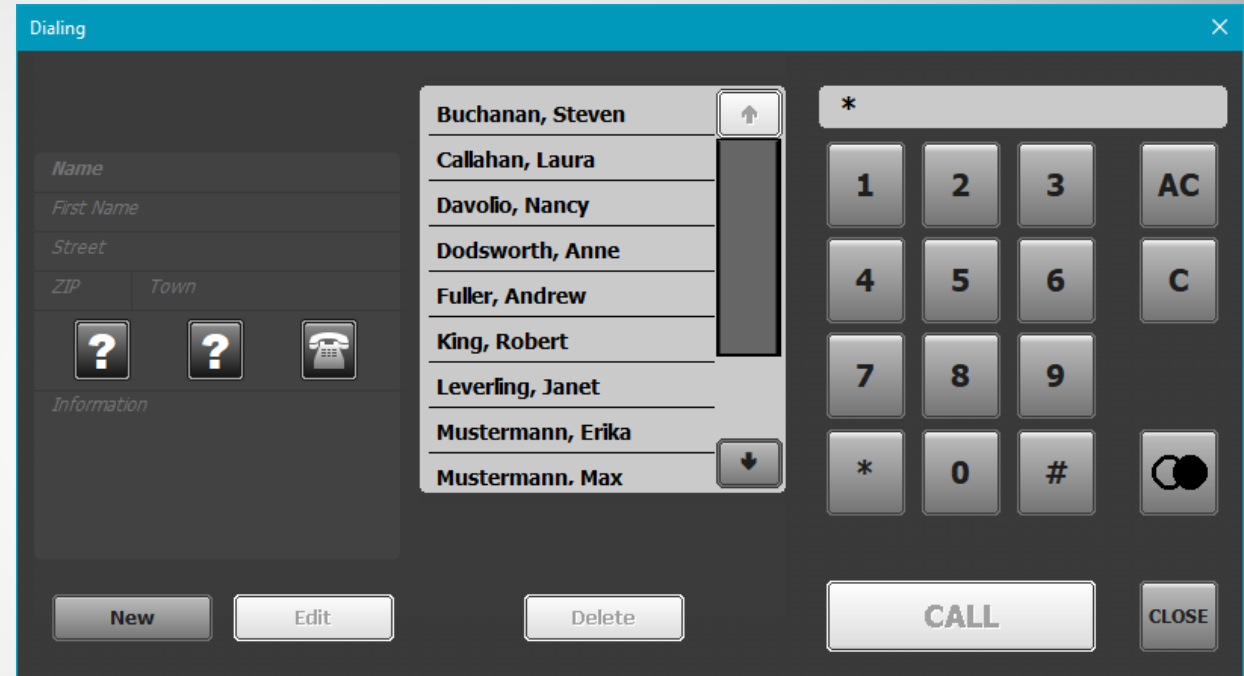


## Last Calls

# MAGIC TH6

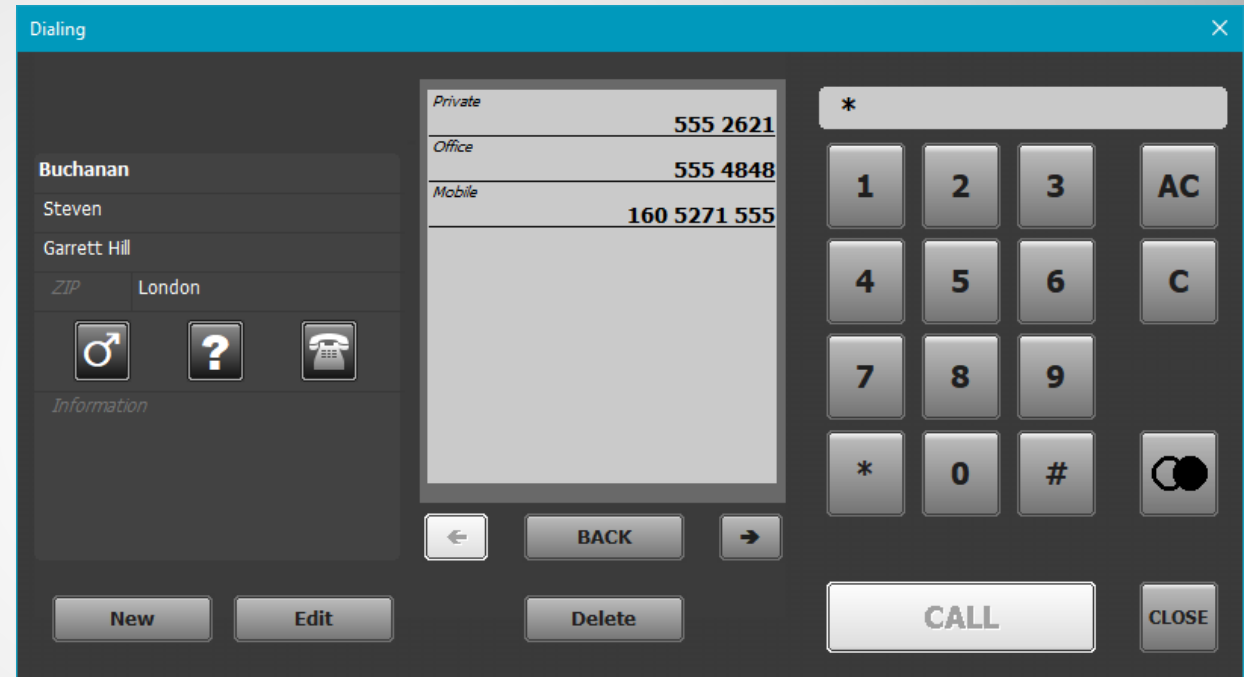
## Phonebook / Database

- Open the phonebook via.
  - The "PHONE BOOK" button on the operation bar.
  - An audio line button.
- Detailed information on the selected entry are displayed on the left.
- On the right, there is a number pad for entering phone numbers, optimised for touch screens.
- You can enter phone numbers directly in the input field on the top right.
- The input field is used for searching the phonebook as well.
- '\*' displays all phonebook entries.
- The search result is displayed in the middle.
- The results are updated while typing.
- Buttons on the bottom:
  - New: Create a new phonebook entry.
  - Edit: Edit the selected phonebook entry.
  - Delete: Delete the selected phonebook entry.
  - CALL: Dial the number.
  - CLOSE: Close the phonebook.



## Phonebook

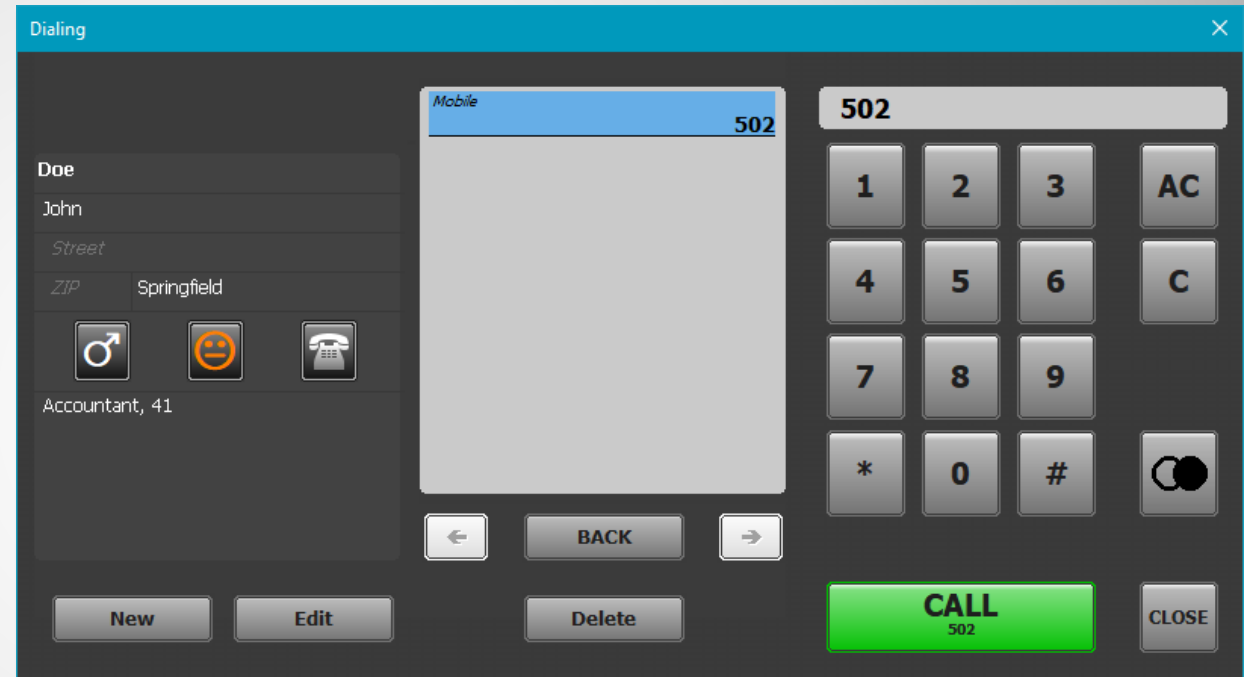
- Clicking a search result opens the phonebook entry.
- Detailed information is displayed on the left.
- All phone numbers of that entry are shown in the middle.
- Clicking a phone number dials it.
- The arrow keys beneath the list navigate to previous and next phonebook entries.
- Return to the search results with the “BACK” button.



Select an entry

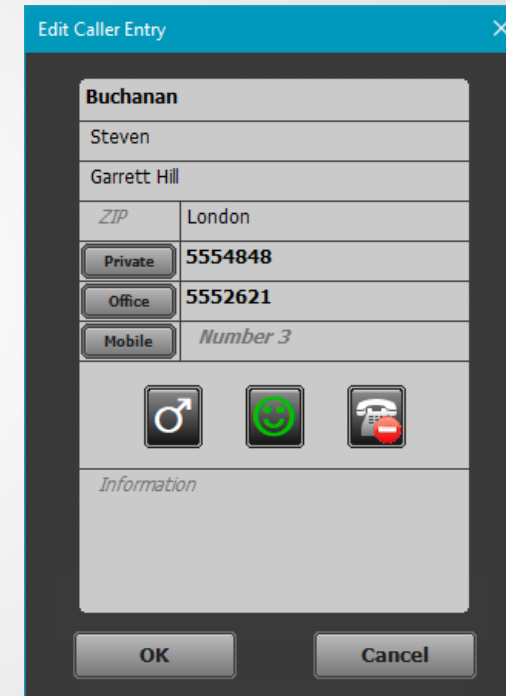
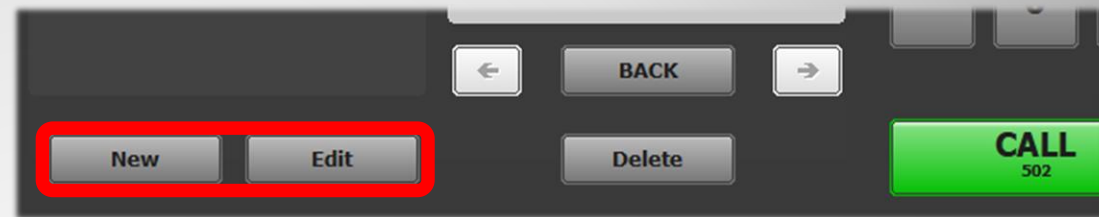


- If the line is disconnected clicking an audio line button opens the phonebook.
- Type the phone number directly in the input field or use the number pad.
- The “CALL” button lights up in the respective colour of the audio line if the phone number is valid.
- If the phone number can be found in the phonebook the respective entry is displayed on the left.
- Dial the number by
  - Clicking the “CALL” button.
  - Clicking the number in the list.




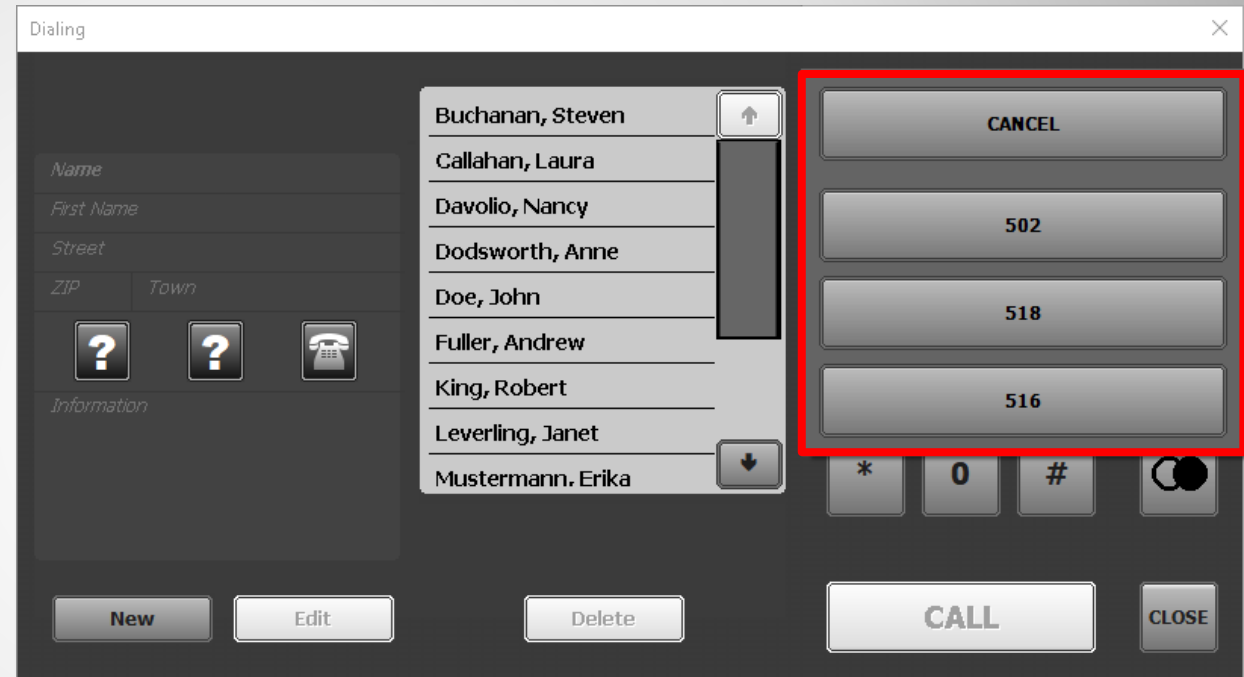
## Dial a phone number

- Click “New” or “Edit” in the phonebook window to create or edit entries.
- These fields are available:
  - Name
  - First name
  - Street
  - ZIP code
  - Town
  - Three phone numbers. Click on the button to the left, to assign a phone type.
  - Sex
  - Mood
  - Blocking notice. Blacklists the contact.
  - Free text field for additional information.

A screenshot of the 'Edit Caller Entry' dialog box. The dialog has a blue title bar with the text 'Edit Caller Entry' and a close button. The main area contains a form for editing a contact named 'Buchanan'. The form fields include: 'Steven' for the first name, 'Garrett Hill' for the street, 'London' for the ZIP code, and three phone number fields labeled 'Private' (5554848), 'Office' (5552621), and 'Mobile' (Number 3). Below the phone numbers are three icons: a male symbol, a green circle with a red slash, and a red phone with a slash. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

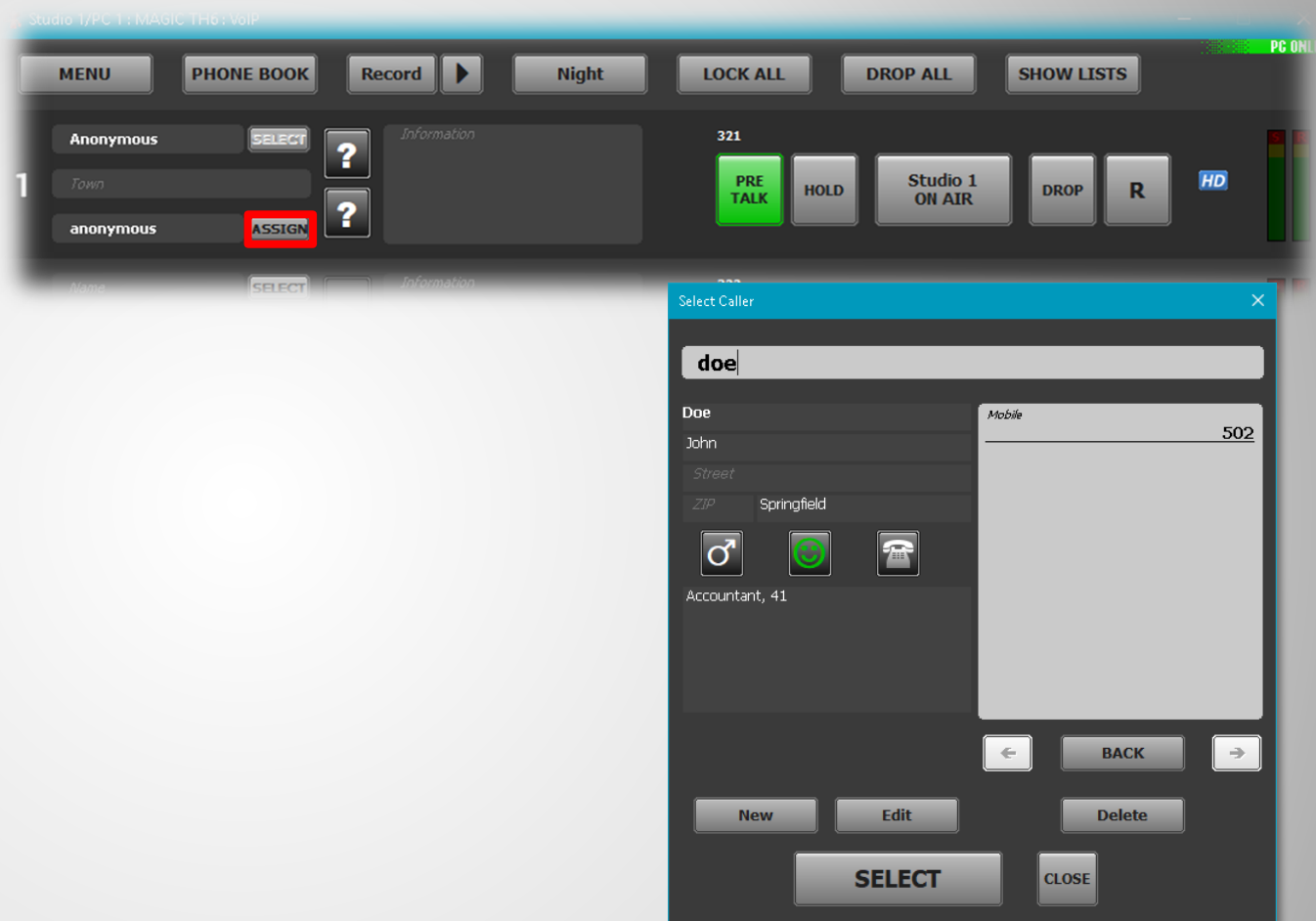
## Create / Edit phonebook entries

- Clicking  opens the redial list.
- The list shows the last ten numbers called from this workplace.
- Click a number to transfer it to the input field.
- The list will be deleted on closing the PC software.



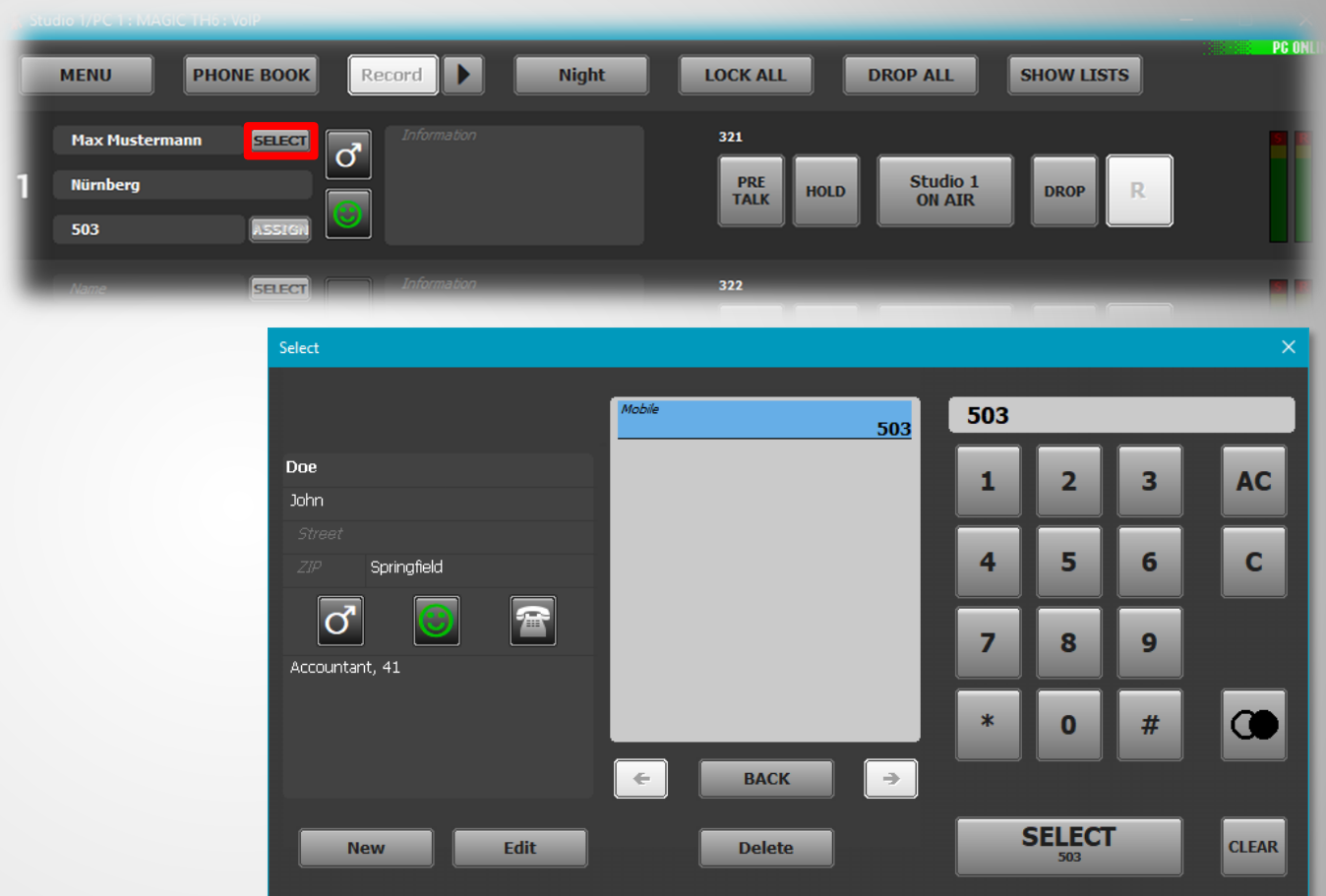
## Redialling

- Click “ASSIGN” to assign a contact to the telephone line, e.g. if the call was private.
- Search for an entry via the search box or list the whole phonebook by typing “\*”.
- The list on the right shows the search result.
- Click “SELECT” to assign the contact.
- Click “New” or “Edit” to create or edit entries.



**Assign a phone number to a contact**

- Use the preallocation feature to prepare a call in advance.
- The contact is shown on the line.
- Calling in is still possible.
- Click one of the audio line buttons to start the call.
- The “SELECT” button opens a window to enter a number or select a phonebook entry.
- Enter a number directly to the input field or via the number pad and click “SELECT”, or
- Search for a phonebook entry or type “\*” display the whole phonebook.
- Choose an entry from the search results and click on a phone number in the list to finish the preallocation.
- Click “New” or “Edit” to create or edit entries.
- The “CLEAR” button clears the line.



## Preallocate a line