

RADIUS Client Manual

Control Software for the RADIUS Interoperable Communications Gateway



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For RADIUS Software Version 4.15



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For Documentation: <https://www.sytechcorp.com/radiusmoreinfo>

For Client Software: <https://www.sytechcorp.com/radiussoftware>

For Direct Assistance: 703-941-7887. Please reference "Radius Support"

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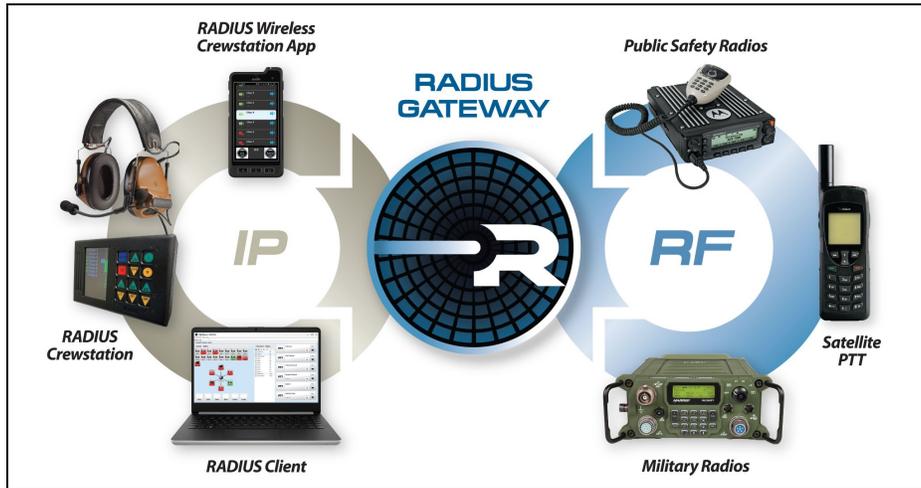
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1. SYSTEM OVERVIEW

The SyTech Radio and Digital Intercom Unified System (RADIUS) interconnects radios, computers, smartphone and crewstation intercoms allowing for interoperable voice communications among disparate communications platforms. The system operates via a Linux-based hardware/software configuration that allows for system control via network connection and personal computer operating the RADIUS Client.



RADIUS allows end users to communicate via a variety of end points operating on analog devices such as two-way radios as well as IP devices such as computers, smartphones and the RADIUS crewstation. Together, the system creates a network allowing interoperable communications from a variety of devices. The illustration below depicts a RADIUS system featuring radios, smartphones, computers and the RADISU crewstation. The system's default IP addresses are also shown.

The following document provides an operational outline regarding the software functionality of the RADIUS Software. Please reference the corresponding hardware manual for additional information regarding the specific RADIUS hardware for your system.

For additional question, please contact SyTech at 703-941-7887.

2. CLIENT SOFTWARE INSTALLATION

2.1 Client Requirements

The RADIUS Client application allows system users to access the RADIUS network with a Windows personal computer. The prerequisites for the RADIUS Client are:

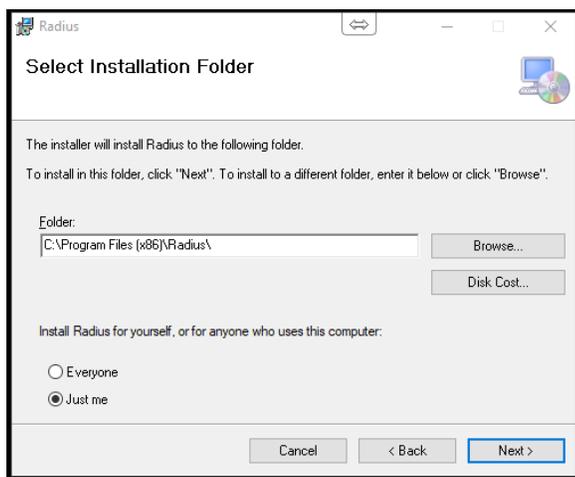
- Windows 10 recommended.
- .NET Framework 4.6+
- Personal computer (PC) connected to the RADIUS Distribution System (DS) Gateway. The RADIUS Client must have two-way IP communications from the PC to the DS.
- The server and client must have **two-way communications** on the required TCP ports.

Quick Tip: RADIUS Port

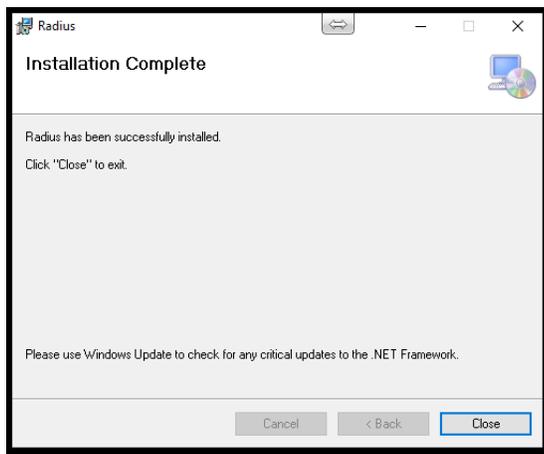
- TCP Ports (default): RADIUS Client requires TCP port 7467 and 7468 for audio receive and transmit.
- UDP Ports (alternative to TCP): RADIUS Client requires UDP port 50,000 for audio receive and transmit.

2.2 Installing the RADIUS Client

1. Locate and double click the “Radius Setup” .msi.
2. The Windows Installer will begin.
3. Select the default prompts.



4. The RADIUS Client will be installed.



5. Close the Installation program when complete.
6. The RADIUS icon will be show on the Window's Desktop.

3. RADIUS CLIENT SOFTWARE BASICS

The following section provides an overview of how to access the RADIUS client and the basics of the graphical user interface.

3.1 Logging In

1. Log into RADIUS by double clicking the RADIUS icon located on the PC desktop.



2. The RADIUS Log In will be displayed as shown below.

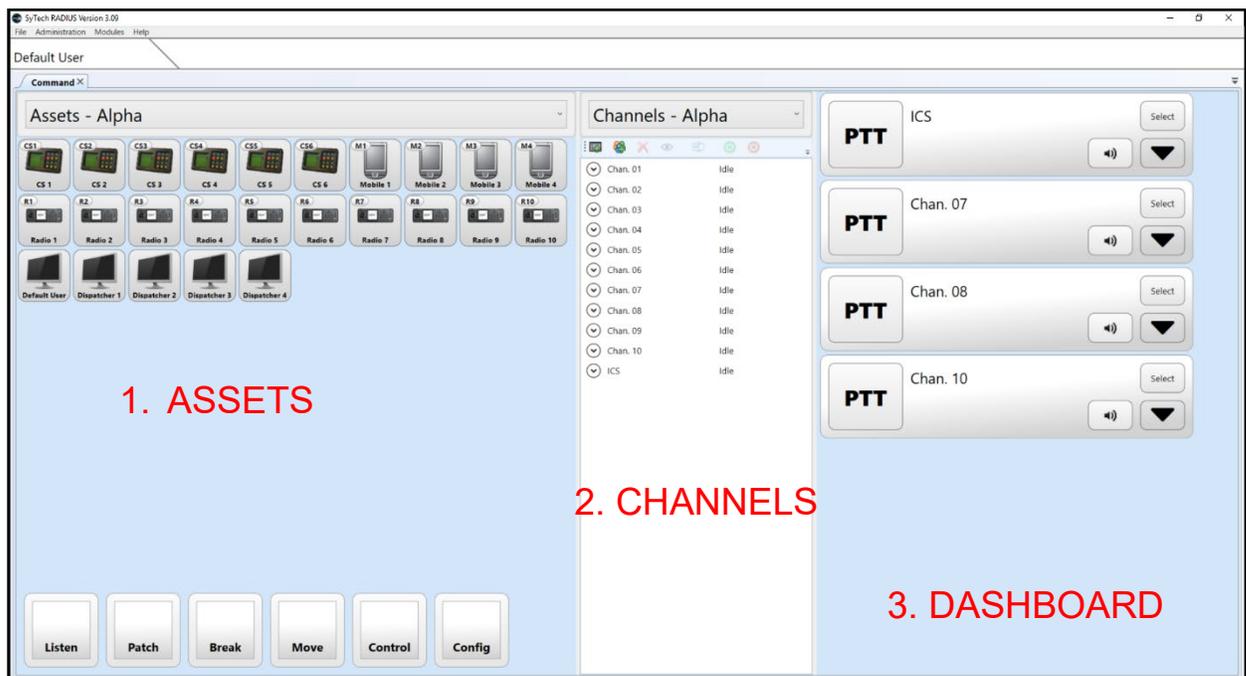


3. By default, the User ID is **“admin”** with a password of **“admin.”**
4. Select **“Logon”** to log in the client. The RADIUS Client application will be displayed as shown in the following section.
5. In the **“Host”** field, input the IP address of the RADIUS server. This will be indicated on the gateway’s LCD screen as **“IP Address.”**
6. Select Logon.
7. If no additional User Profiles have been assigned, RADIUS will automatically log the user into their profile. If one or more alternative User Profiles have been assigned to the User, select the appropriate User Profile. See Section 5.2 for more information on User Profiles.

3.2 System Overview

The RADIUS Client combines the functionality of the system administration tool with the capability of the end user control software. By configuring the system for a variety of uses, the system administrator can configure the graphical user interface to meet the needs of a variety of end user requirements.

RAIDUS provides a variety of the system tools to communicate, patch, control and interact with connected assets such as radios, computer, smartphones and crewstations. The image below displays the basic the graphical user interface (GUI) presented to the user.



By default, the RADIUS GUI screen is composed of the three interrelated modules. From left to right:

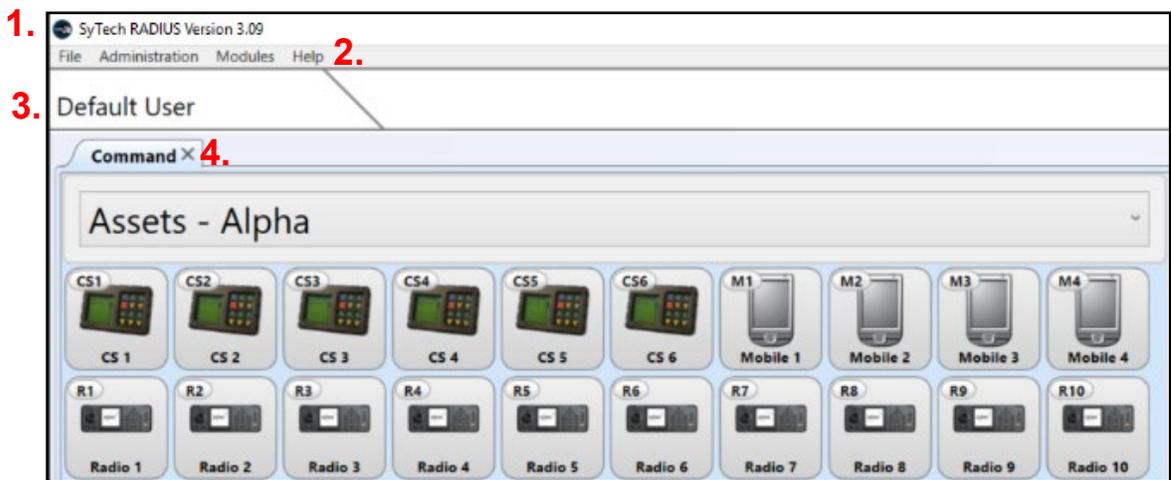
1. **The Assets Module:** Allows the administrator to view and modify specific **assets** available to the system. Assets include **devices** such as crewstations, radios, computers and crewstations as well as **functions** such as monitor, patch, and control. The user is able to create patches among assets as well as operate other high-level functions within RADIUS.
2. **The Channels Module:** Allows the administrator to create and modify channels. A **channel** is an administrator-created grouping of assets that can be made available to the end user. Th purpose of a channel is to simplify push-to-talk functionality made available to the end user.
3. **The Dashboard Module:** Allows the end user to easily access the channels created by the administrator.

Quick Tip: The user can zoom in and out to re-size the graphical user interface using “CTRL + scroll” on a keyboard and mouse or pinch in, pinch out on a laptop touchpad.

Additionally, the user can drag the vertical lines separating the Assets, Channels and Dashboard to reshape the wrap of the module elements.

The image below highlights the upper left-hand portion of the RAIDUS Client. From top to bottom, these elements are:

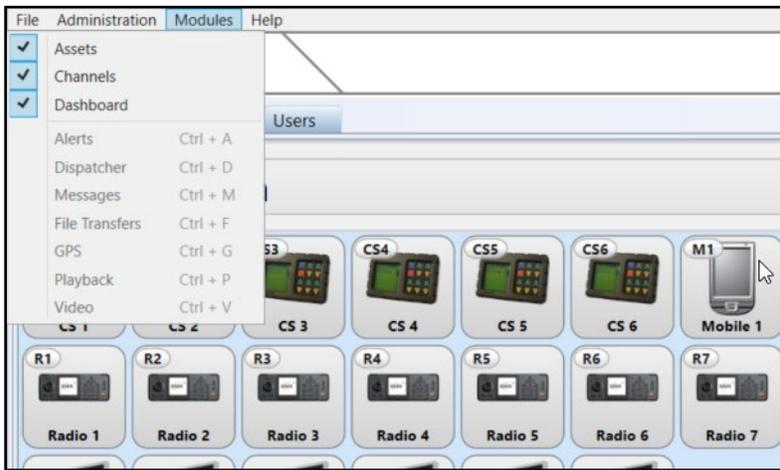
1. The application title bar. The RADIUS Client Version is indicated.
2. **The Menu Bar** is presented. The Menu Bar contains a variety of high-level commands for system usage. For example, the RADIUS Administration and Module selection can be found in the File Menu.
3. **The Display Name** of the logged-on user is shown.
4. **The Command Tab:** The Command Tab contains the active modules currently available to the user. If additional modules are open their tabs will appear in this section.



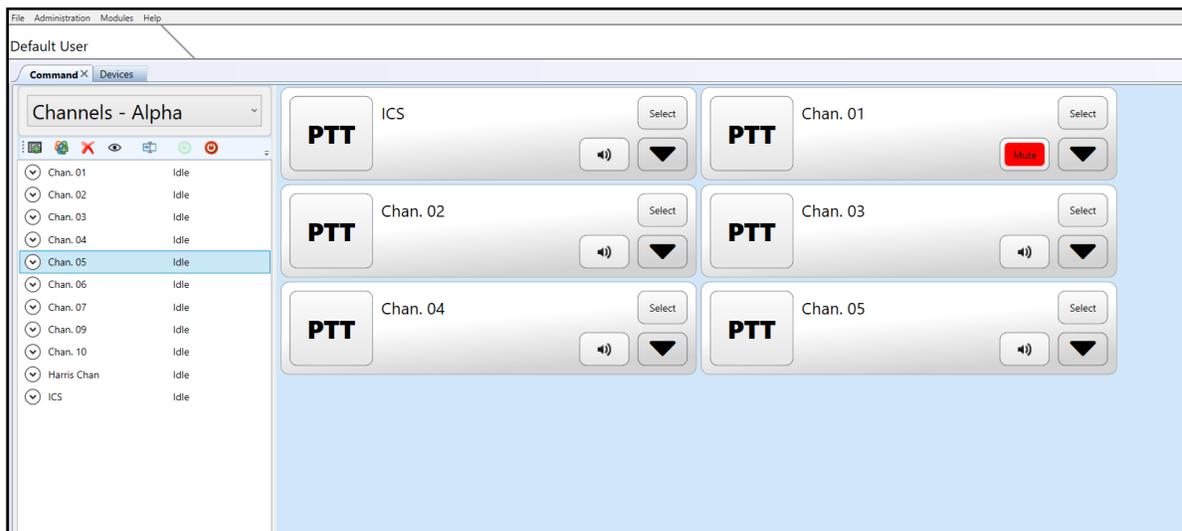
4. RADIUS SYSTEM MODULES

RADIUS System Modules refer to the modular capabilities available to the user. By default, RADIUS features the three core modules of Assets, Channels, and the Dashboard.

From the Menu Bar, select the “Modules” selection as shown below. The dropdown menu will reveal the selected modules with a check mark, available modules in black text, and unlicensed module in gray text. If the system is licensed for the module and the user is permitted to access the module, the user will be able to select the module.



In the image below, the Assets Module is deactivated, only Channel and the Dashboard are utilized.



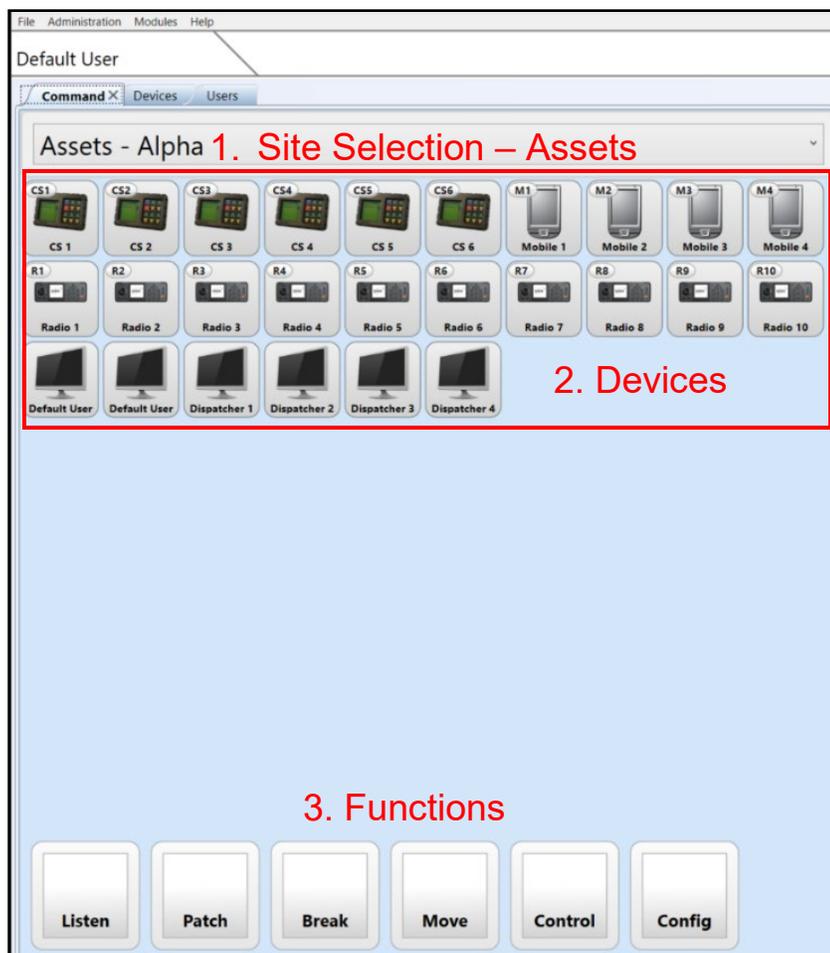
The following section outlines the capabilities and operation of the various RADIUS modules.

4.1 The Assets Module

The Assets Module graphically represents the available devices and functions available to the user. If permissioned, the user is able to perform specific operations such as listen to a radio, create patches among devices, control devices and other functions.

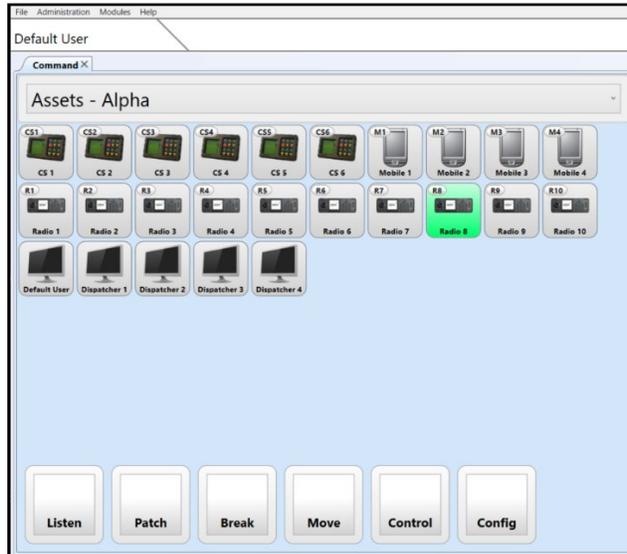
The image below displays the critical elements of the Assets Module:

1. **Site Selection Tool – Assets:** Indicates the user's selected site to access devices. Used for RADIUS MultiSite when RADIUS systems are connected via an IP network.
2. **Devices:** Graphical representations of the devices licensed for the RADIUS site.
3. **Functions:** Device actions available to user. If the user is not permissioned for the function the corresponding function button will not be shown.



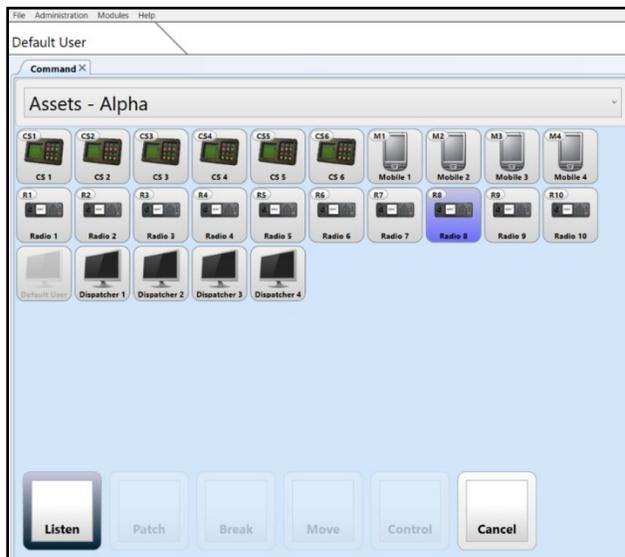
4.1.1 Listening to a Device

Listening to a receiving radio may be accomplished using the Listen function and selecting the desired radio to monitor. In the image below, Radio 8 is receiving audio as indicated by the green highlight. It's important to note that the green highlight is an important indicator for receiving audio.



To listen to the receiving radio:

1. Select the Listen function.
2. Select the radio or radios you would list to listen to.

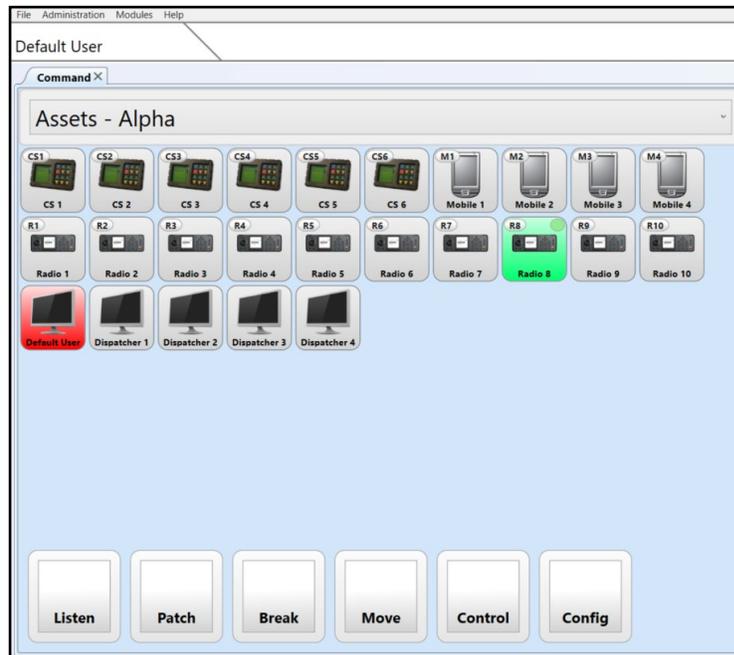


3. Confirm the selection by deselecting the Listen function.

The device will display a green dot at the top of the icon to indicate that it is set to Listen. When audio is received on Radio 8 and transmitted to the Default User, the computer device representing the user turns red to indicate that it is transmitting audio. The image below illustrates the reception (green) and transmission (red). It is important to understand the meaning and orientation of the color code:

Green: Connected device is receiving audio into it.

Red: Connected device is transmitting audio out of it.



To unmonitor the device, repeat the logic above to deselect it.

4.1.2 Creating a Patch

RADIUS allows system users to create crossbanded patches or nets among disparate radios and end user devices.

To create a patch:

1. Select the Patch function within the Command Module. The unavailable functions will become transparent.
2. Select the assets that are to be patched together.
3. Finalize the patch by re-selecting the Patch function.

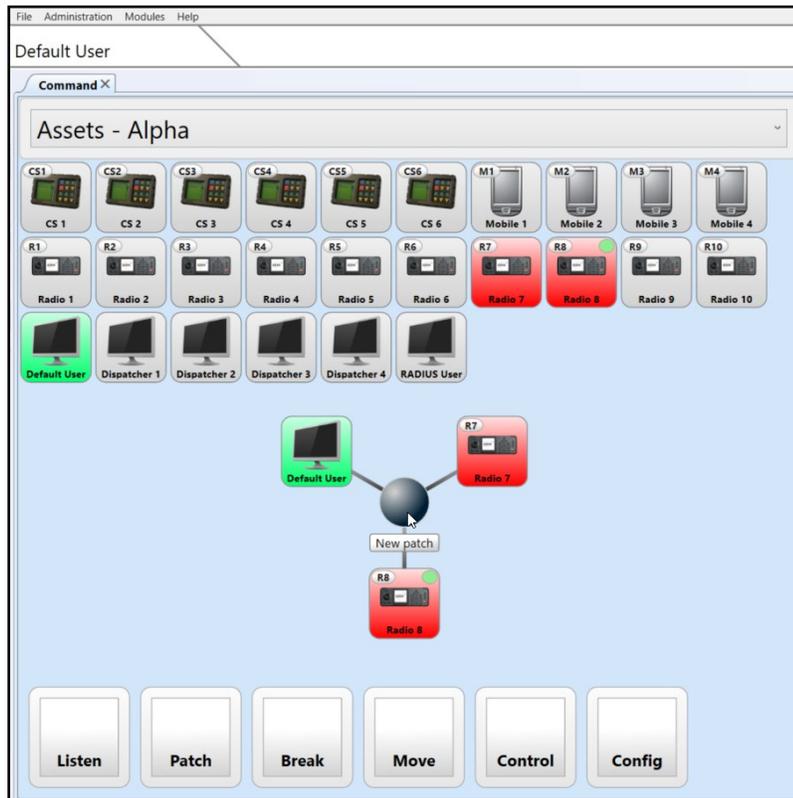
The patch will be shown onscreen as a RADIUS patch. The patch will also be shown within the Channels interface as a “new patch.”

To remove the patch, select the Break function followed by selecting the center node of the patch, and then confirming the break by reselecting the Break function.

4.1.3 **Transmitting to a Patch**

To transmit to a patch, press the center node of the patch.

Your logged-on device will automatically join the patch as shown below. The radios in the patch will turn red to indicate transmissions. Your device will turn green to indicate it is receiving audio.



4.1.4 **Moving a Patch**

To move a patch:

1. Select the Move function.
2. Select the patch you wish to move and drag it to the new location.
3. Deselect the Move function

4.1.5 **Adding to a Patch**

To add to a patch:

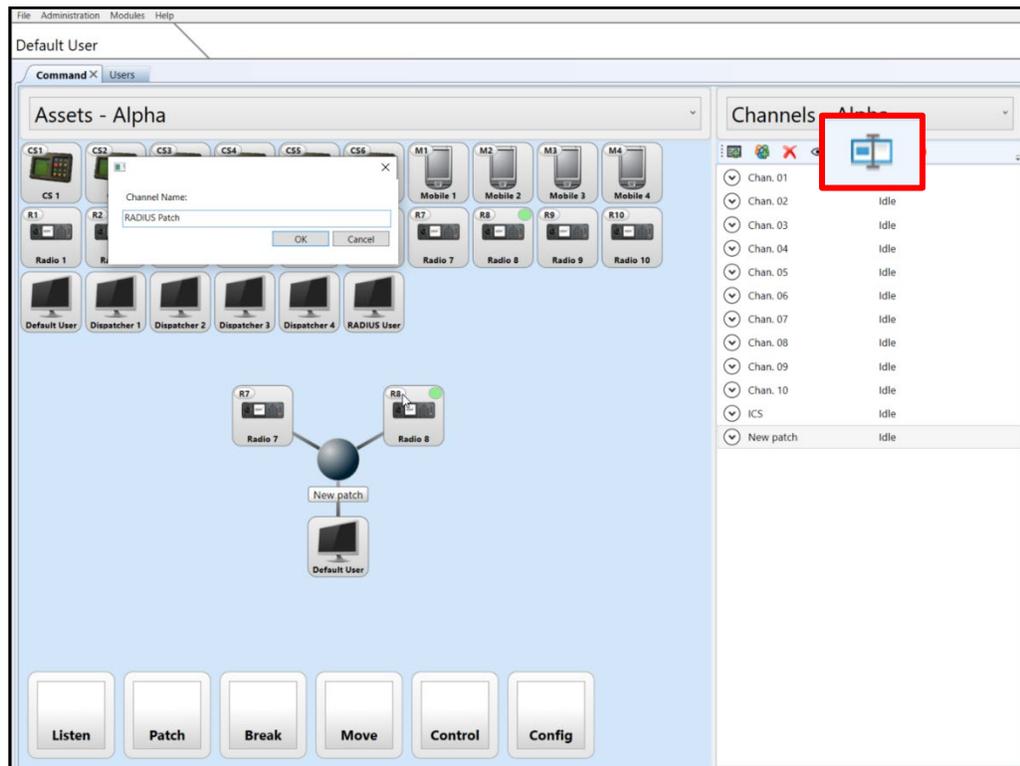
1. Select the Patch function
2. Select the patch you wish to add to. The node of the patch will turn bright blue.
3. Select the devices you wish to add.
4. Confirm the addition by re-select the Patch function. The devices will be added.

4.1.6 Renaming a Patch

Renaming the patch can be accomplished by utilizing the Channels Module. When a patch is created it is automatically added to the Channel Module.

To rename a patch:

1. Select the patch within the Channels Module. By default, a patch is labeled as “New patch.”
2. Select the Rename icon located in the Channel Tool Bar. The Rename prompt will appear as shown below.
3. Input the patch’s new name and select “OK.”



The center node of the patch will be updated with the new patch name. The new patch name will be alphabetized within the Channel Module.

4.1.7 **Deleting a Patch**

To delete a patch:

1. Select the Break function
2. Select the center node of the patch.
3. Confirm the deletion by re-selecting the Break function.

To remove an individual device, follow the above procedure, choosing the devices you wish to remove instead of the center node.

4.2 **Channels Module**

The Channels Module allows the administrator to view, create, and modify the system **channels** within RADISU. Channels are semi-permeant nets created by the administrator. Channels may include any type of device as well as multiple radios. Devices within a channel are able to communicate as a group regardless of device type.

There is no limit to the number of channels that can be created within the system. Radios may be placed into multiple channels however it might good practice to create a channel for each radio asset.

Additionally, it is recommended that the ICS channel remain if crewstations are used for the system configuration. The ICS channel refers to the “intercom system,” a set-aside channel that maybe used for internal communications.

There is no limit to the number of channels that can be created. If permissioned, any device can be added to a channel. Device may exist in multiple channels at one time.

4.2.1 **Viewing and Communicating to a Channel**

To view a channel, double click on the channel within the channel list and the channel will appear in the Dashboard. If permissioned the user can communicate through the channel from within the Dashboard.

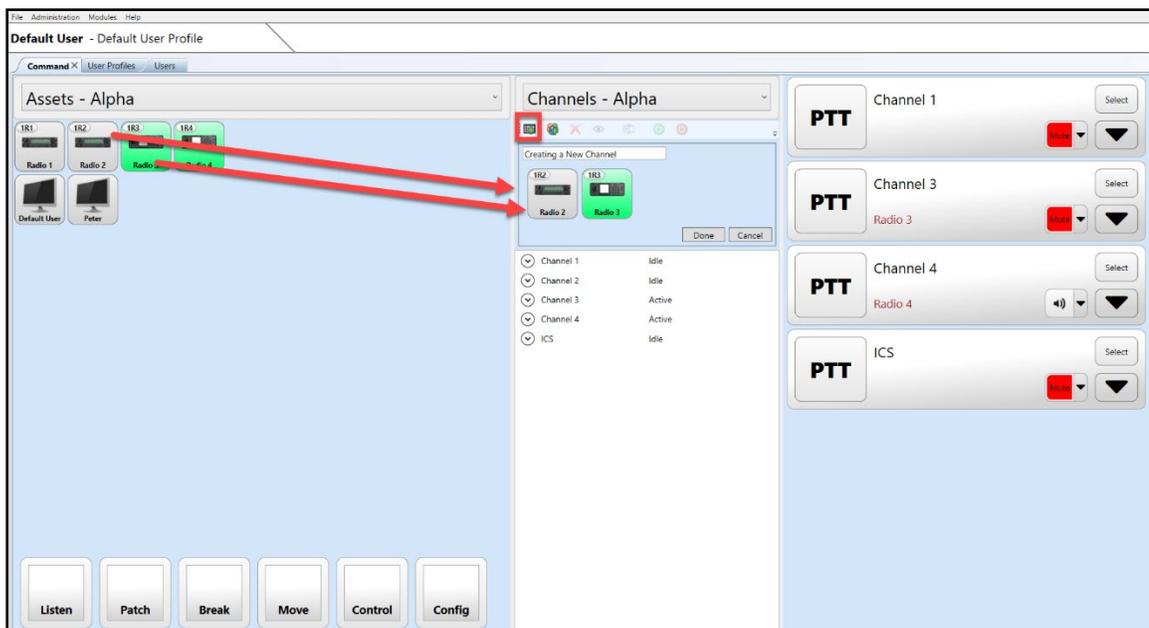
The “Show” icon may also to used to view the channel within the Dashboard.

Reversing the process above will hide the channel. When the channel is removed from the Dashboard is automatically muted.

4.2.2 **Creating a Channel**

To create a new channel:

1. Select the “New Channel” icon.
2. Drag and drop the desired assets into the channel creation area.



3. Input the desired name of the new channel.
4. Select “Okay” to complete the new channel.
5. The new channel will be shown. Channels are alphabetized within the list. The user can view the channel by double clicking on the channel to access it from the Dashboard.

4.2.3 **Renaming a Channel**

To rename a channel:

1. Select the “Rename” icon found within the Channel Tool Bar.
2. Input the new name of the channel

4.2.4 **Adding to a Channel**

To view members of a channel the user can select the dropdown icon adjacent to the corresponding channel.

To add devices to a channel:

1. Select the dropdown menu adjacent to the channel.

2. Drag and drop the device from the Assets module to the channel to receive the new device.
3. Select "Ok."

4.2.5 **Removing and Device from a Channel**

To remove a device from a channel:

1. Locate the channel within the Dashboard.
2. Select the Dropdown icon from within the channel.
3. Select the device you would like to remove.
4. Select the "Remove" icon found within the channels Dashboard Tool Bar.

4.2.6 **Disabling and Enabling a Channel**

To disable a channel:

1. Select the channel from the channels list.
2. Select the "Disable" icon found within the Channels Tool Bar.
3. The channel will

4.2.7 **Deleting a Channel**

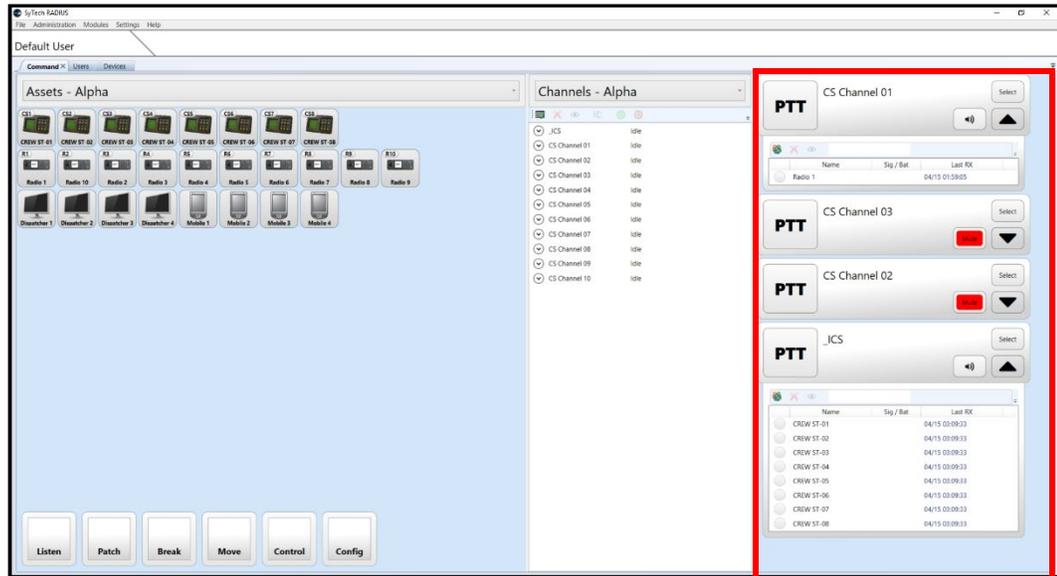
To delete a channel:

1. Select the channel from the channels list.
2. Select the "Remove" icon from the Channels Tool Bar.

4.3 Dashboard Module

The Dashboard Module allows the end user to easily access the channels created by the administrator.

From within the Dashboard, the end user is able to Mute, Unmute, PTT, Select and view who is associated within the Channel.



4.3.1 Push to Talk to a Channel

Press the PTT button on the channel to push-to-talk to the channel. The PTT button will illuminate in green to indicate that it is receiving audio.

When receiving on the channel, the originator the audio will be displayed below the channel name.

4.3.2 Muting a Channel

To mute or unmute the channel, toggle the “Mute” button on the channel. The user can also double click on the channel from the Channels Module to hide and mute the channel.

4.3.3 View Channel Participants

To view channel participants, select the dropdown area on the channel. A list of the channel participants can be seen. For this location, permissioned user can add or remove channel participants.

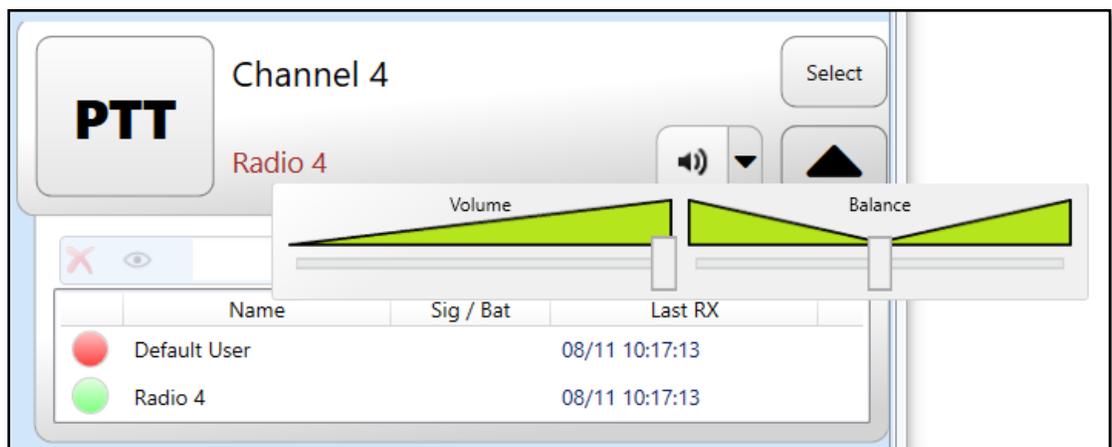
When receiving or transmitting audio within the channel, a green or red indicator will be illuminated adjacent to the respective participant.

4.3.4 **Select Button**

The “Select” button enables the users to select which channel will receive audio when a push to talk device is used in conjunction with RAIDUS. By default, the user can use the keyboard for selective push to talk by pressing “CTRL” and the spacebar.

4.3.5 **Audio Panning**

The Audio Panning feature within the Dashboard channel allows the user to control the audio level from the channel as well control the left/right audio balance of the audio. To access the audio panning control, select the drop down arrow located next to the mute/unmute button on the channel. The audio panning control will be visible as shown below.



5. RADIUS ADMINISTRATION

The RADIUS Administration tab allows the administrator to control admin functions of the systems. These functions include creating User IDs and Profiles, modifying device configurations, updating the system software and loading and saving system preset.

The major portions of the Administration tab include:

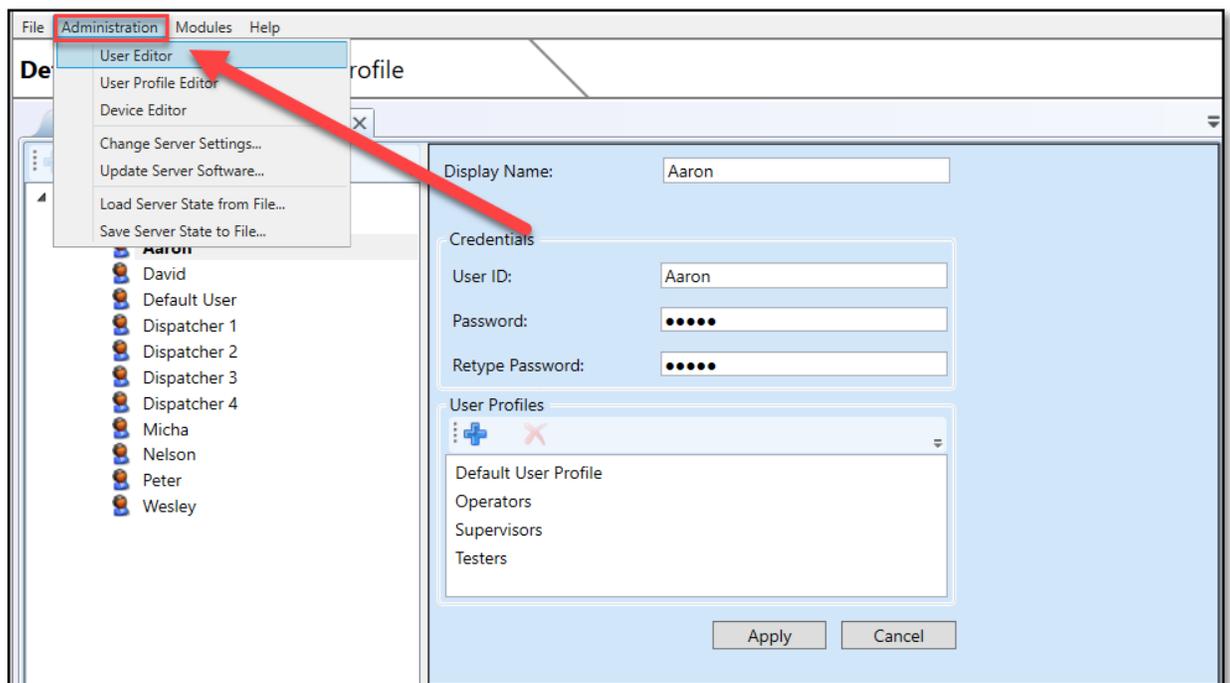
- **User Editor:** Allows the administrator to create user names and passwords and assign the users to User Profiles.
- **User Profiles:** Allows the administrator to create User Profiles. User Profiles can be thought of as “access templates” for user groups.
- **Device Editor:** Allows the administrator to modify and add devices such as radios, crewstations and mobile crewstations.

The following sections outline the Radius Administration control as well as highlight other capabilities found within the Administration tab.

5.1 User Editor

The RADIUS User Editor allows the administrator to create users and user credentials. To access the “User Editor” select it from the Administration tab.

The RADIUS User Editor will be shown as displayed below.



5.1.1 Creating a New User

To create a new user:

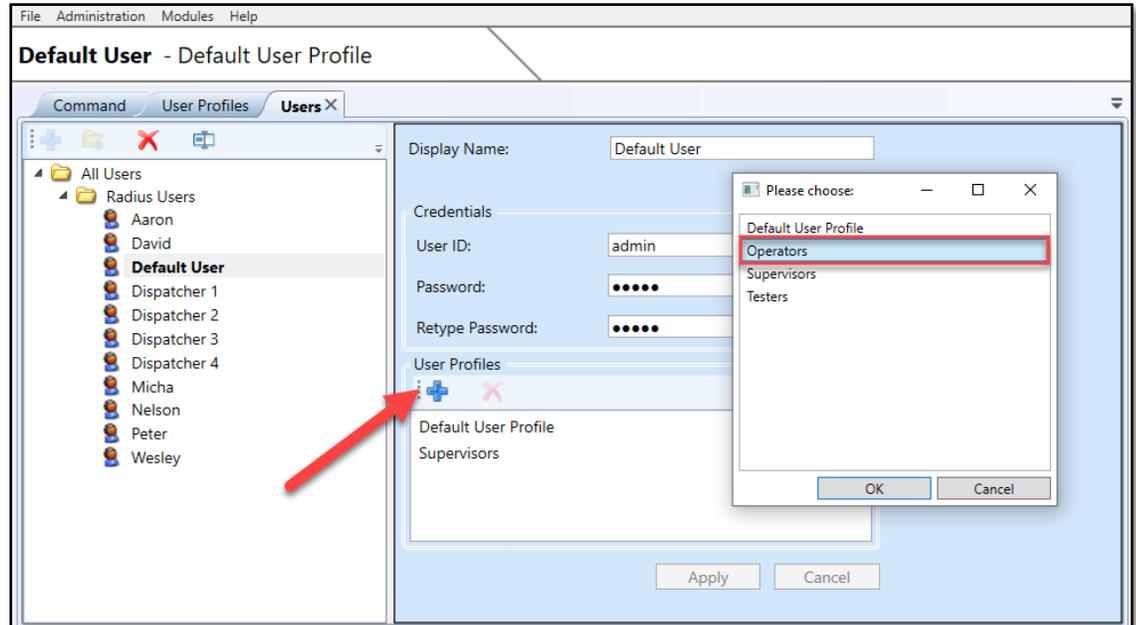
1. Select the group where the new user will reside.
2. Select the “+” icons to create the new user.
3. Input the desired Display Name, User ID and password.
4. Select “Apply.”

5.1.2 User Profile Assignment

Access to resources and system capabilities are defined by the User Profile. The following section titled “User Profile Editor” outlines how to create User Profiles. If User Profiles are already created, the administrator is able to assign the users to the User Profile within the User Edit.

The administrator is able to assign the appropriate User Profiles within the User Edit.

The image below shows the administrator adding a User Profile to the “Default User.” To add a User Profile, select the “+” and the available profiles will appear. Select the desired profiles and select “OK” and “Apply.”

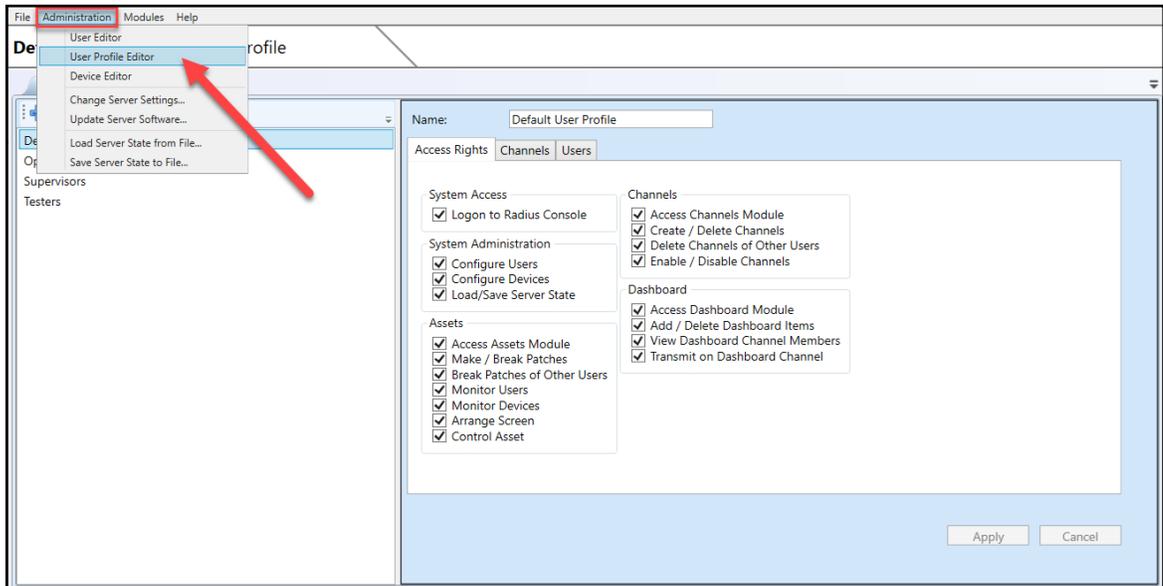


When the Default User logs in next time, the user will have the option to select the desired profile for log in. User Profiles are covered in more detail in the following section.

5.2 User Profile Editor

The User Profile Editor allows the administrator to determine access right and channel availability to users added to the profile. User Profiles function as “access templates” to user groups as created by the administrator. For example, in the image below the administrator has created three additional User Profiles in addition to the “Default User Profile.” Created User Profiles in this example include “Operators,” “Supervisors,” and “Testers.”

Note: The “Default User Profile” functions as the default administrator user. The administrator may change the name of this profile but it can not be deleted.



Within the User Profile Editor, the following tabs provide access control for the selected User Profile:

- Access Rights: Determines the capabilities available to the users within the User Profile
- Channels: Determines which channels are available to the users within the User Profile
- Users: Determines which users will be members of the User Profile

5.2.1 Creating a New User Profile

To create a User Profile:

1. Select the “Add User Profile” as indicated with the blue “+” sign located in the top left corner.
2. In the list of profiles, a “new user profile” will be shown.

3. Within the “Name” field provide a new name for the User Profile.
4. Within the “Access Right” tab, select the access rights that should be available to the User Profile. The image above illustrates the available access permissions. These rights include:

System Access:

Logon to Radius Console: Allows the User Profile to log in with the Radius Client Application.

System Administration: If the access rights below are disabled the user will not see the corresponding selection within the “Administrator” menu.

Configure Users: Allows the User Profile to access the “User Editor” and “User Profile Editor”

Configure Devices: Allows the User Profile to access “Device Editor.”

Load/Save Server State: Allows the User Profile to access “Load Server State from File” and “Save Server State to File.”

Assets: If the access right below are disabled the user will not see the corresponding function within the “Assets” module.

Access Assets Module: Allows the User Profile to access the Assets module. If this right is not enabled the user will be able to view any of the assets or functions within the Assets module.

Make / Break Patches: Allows the User Profile to access the “Patch” function.

Break Patches of Other Users: Allows the User Profile to access the “Break” function.

Monitor Users: Allows the User Profile to monitor User devices such as smartphone and computer via the “Monitor” function.

Monitor Devices: Allows the User Profile to monitor Assets devices such as radios via the “Monitor” function.

Arrange Screen: Allows the User Profile to access the “Move” function.

Control Asset: Allows the User Profile to access the “Control” function for Remote Radio Control capability when licensed.

Channels:

Access Channels Module: Allows the User Profile to access the Channels module. If this right is not enabled the user will be able to view any of the channels or functions within the Channels module.

Create / Delete Channels: Allows the User Profile to create and delete channels.

Delete Channels of Other Users: Allows the User Profile to delete channels created by other users.

Enable / Disable Channels: Allows the User Profile to utilize the “Enable” and “Disable” function found within the Channels menu.

Dashboard:

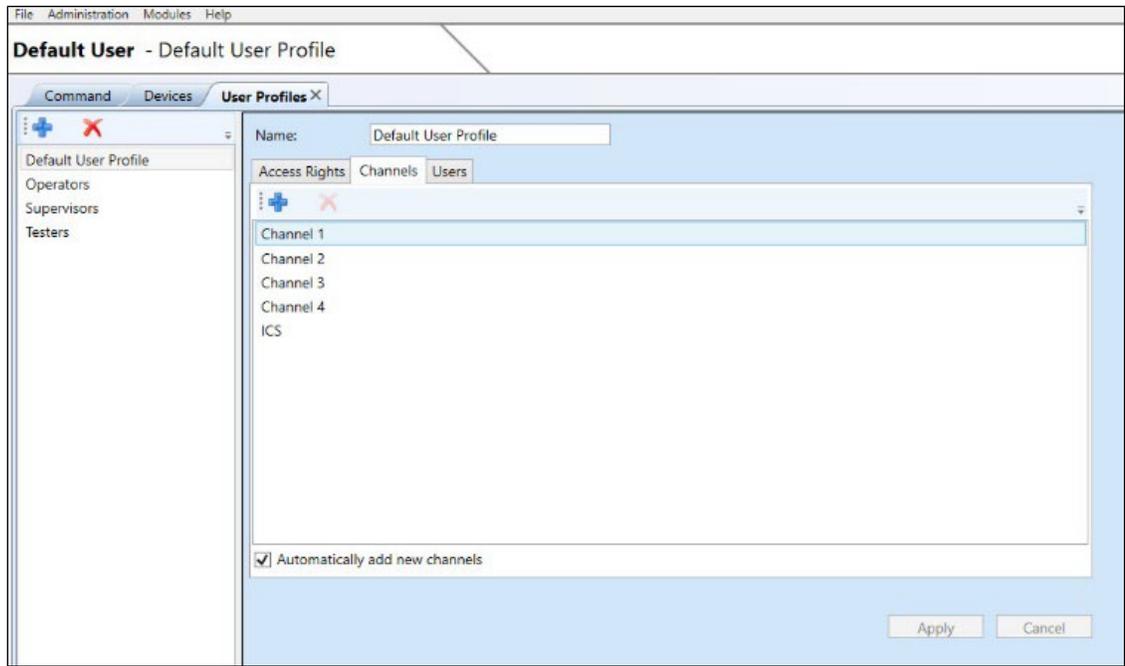
Access Dashboard Module: Allows the User Profile to access the Dashboard module. If this right is not enabled the user will be able to view any of the channels or channel controls within the Dashboard module.

Add / Delete Dashboard Items: Allows the User Profile to add and remove items from the Dashboard by double clicking the channels from the Channels module.

View Dashboard Channel Members: Allows the User Profile to select the Channel Dropdown to reveal users and assets within the channel.

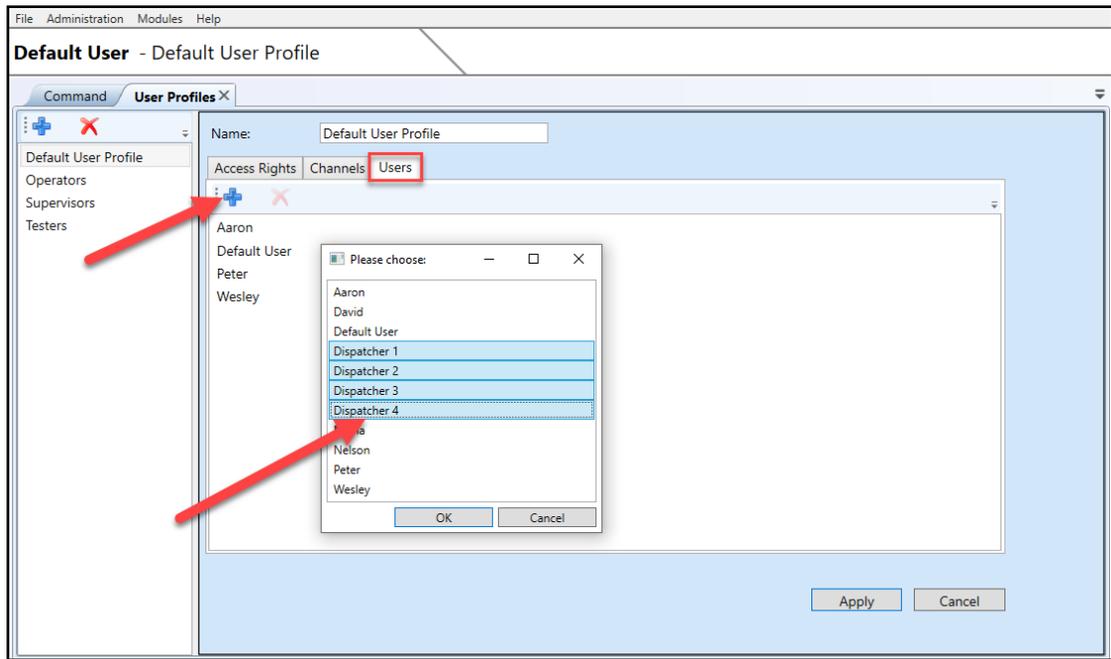
Transmit on Dashboard Channels: Allows the User Profile to transmit on the channel. If this access right is disabled the PTT button on the channel will not be available.

5. Next, select the “Channels” tab. The channels currently assigned to the User Profile are shown. In the example below, Channels 1 – 4 and the ICS Channel are included in the “Default” User Profile.
6. To add or remove channels from the profile, select the blue “+” to add channels or select the existing channel or channels to be deleted and select the red “x.”



Note: The access right titled “Automatically add new channels” allows users within the User Profile to view newly created channels and patches without have to add the channel or patch after it is created. The default is enabled.

7. Next, select the “Users” tab. User that have access to the User Profile are shown.
8. To add users, select the blue “+” sign. Users created from within the User Editor will be shown. Select the new users to add to the User Profile. Hold CTRL to select multiple users as shown in the image below.
9. Select “Okay.” The users will be added to the User Profile. When the user logs in using the corresponding Username and Password, the user will be able to select the desired profile.



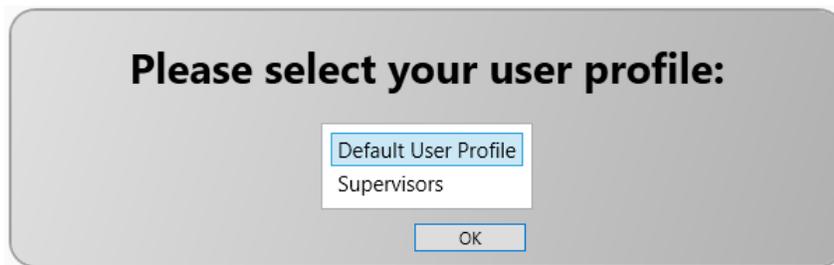
10. Select the “Apply” button.

The User Profile is now created. The corresponding rights, channels and users will now be enforced by the User Profile.

5.2.2 Logging in with a User Profile

If the user is assigned to more than one User Profile, the user will have the option to select the profile during the log in process. If the user is only registered with one User Profile, the user will be automatically logged into the corresponding User Profile.

In the image below, the user how input a username and password that is associated with multiple User Profiles. In this example, the user is a member of both the “Default User Profile” and “Supervisors.”

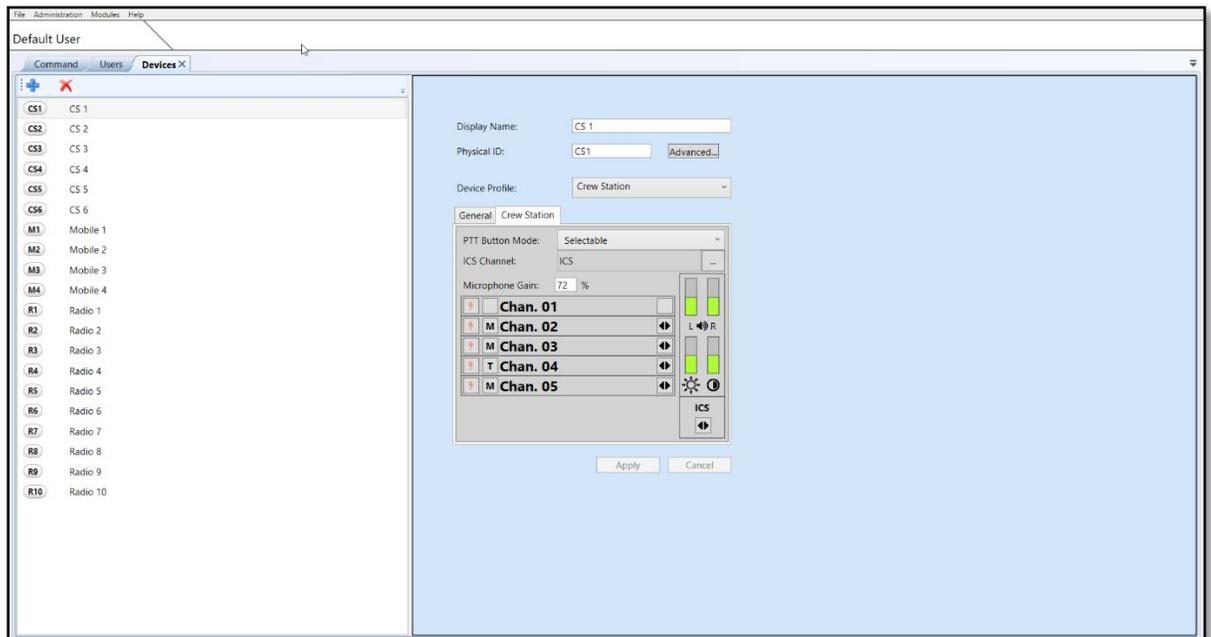


Upon selecting the desired profile, the user will now have access to the corresponding permissions and resources as created within the User Profile Editor.

5.3 Device Editor

The RADIUS Device Editor allows the system administrator to configure radio devices, crewstations and mobile crewstations using the RADIUS crewstation app. To open the Device Editor, select Device Editor from the Administration menu.

The Device Editor is shown below:



On the left-hand side the existing devices are displayed. The right-hand side area consists of the selected device configurations. In the image above, Crewstation #1 is selected. Device configurations such as Channel Assignment, PTT Button Mode, and Microphone Gain, and other configurations are displayed.

All devices have the following configuration settings:

- **Display Name:** The name that appears within graphical user interface.
- **Physical ID:** The name by the system to sort the assets within the graphical user interface. Within the Assets Module, the devices are sorted alphabetically based on the Physical ID of the device grouping: Crewstations, then Mobile Crewstations, then radios.
- **Advanced:** Includes user IDs and password for devices requiring these configurations.
- **Device Profile:** The type of device to be configured.

The following sections outline how to configure devices within RADIUS.

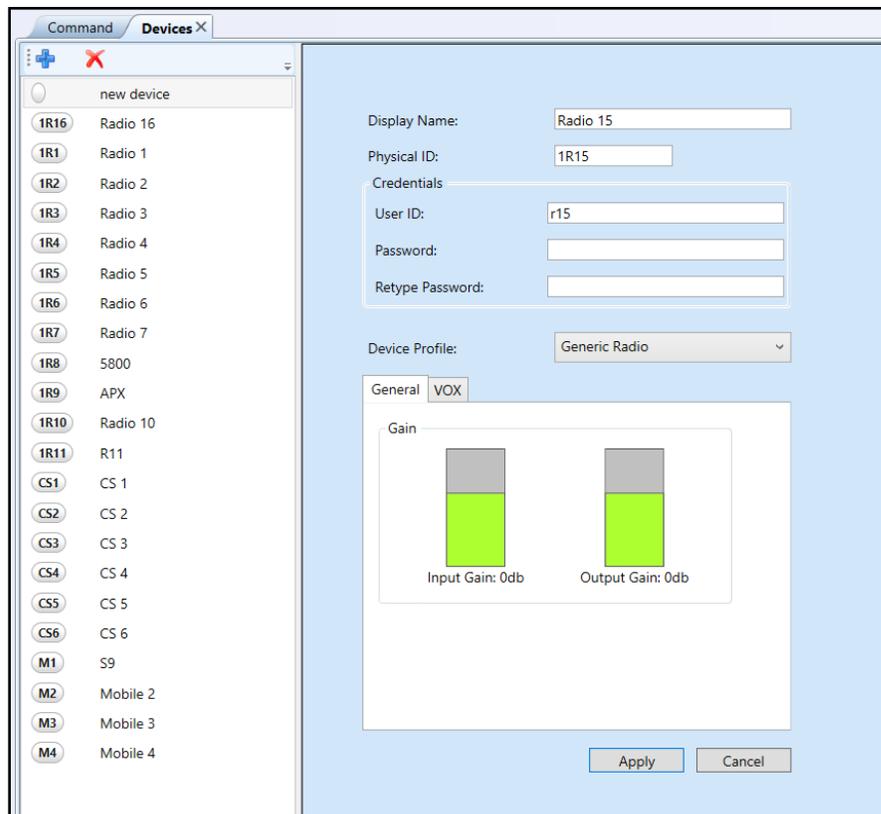
5.3.1 Radio Device Configuration

Radio Device Configuration refers to the configuration interfaces of a radio physically connected to the RADIUS DS. Radio Device Configurations will result in how the DS interacts with the tethered radio device. Configurations such as VOX, gain, and radio timings are found within the “General” tab of the Radio Device Configurations.

To configure a radio device:

1. Select an existing radio device or create a new device by selecting the “+” located within the Device Editor Tool Bar. For “Device Profile,” select “Generic Radio” from the dropdown menu.

The device configuration for the radio will appear as shown below.

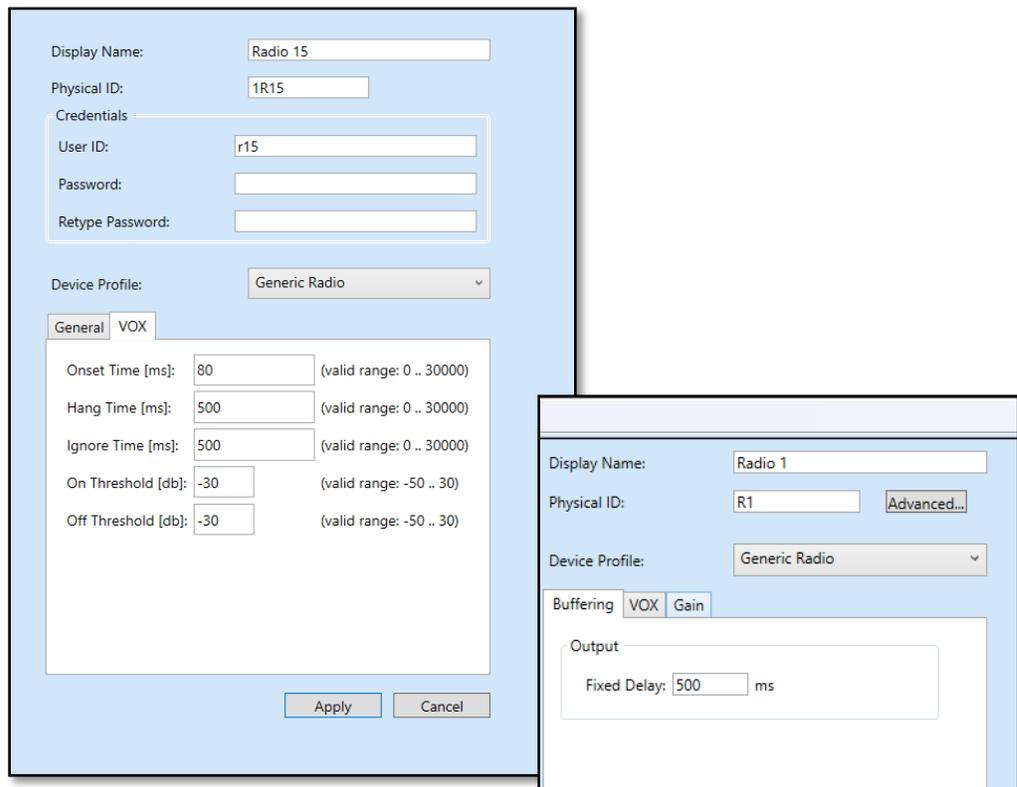


2. **Display Name:** Use the “Display Name” to rename the radio within graphical user interface.
3. **Physical ID:** The Physical ID may stay the same or edit to determine screen arrangement within the Assets Module. The Physical ID will be used to alphabetize the devices within the Assets screen.
4. **Priority:** Priority allows the system administrate to assign audio priority to device. Within the dropdown, the administrator is able to set the highest priority, “1 – Highest Priority” so that incoming audio will be heard over lower priority devices.

The priority list works in this manner whereby the preceding selection has priority over the later. When the device is added to a channel the priority will be applied to the device within the channel.

If a priority is set to a radio device, when “Apply” is selected the radio interface board will restart to instate this change.

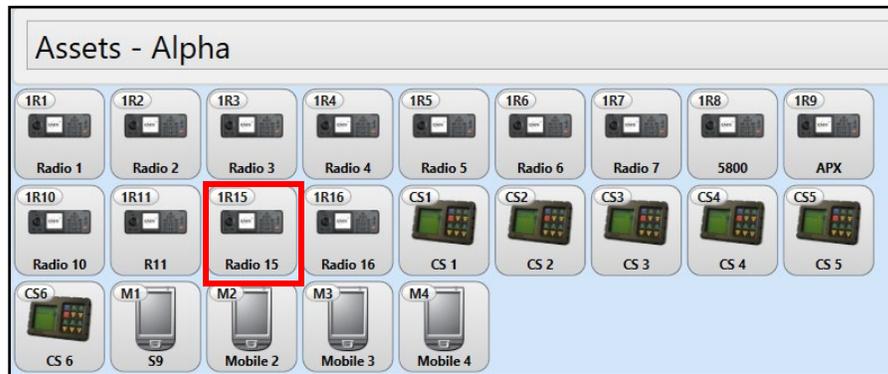
5. **Credentials:** For the radios to be available within the Command interface and have port visibility from within the LCD or Status Indicator, the asset must be verified with credentials. **Within the Credentials field, the User ID is set to “rX” by default where “X” is the radio port number. The default password is the same “rx” identifier.** For example, in the image above, the User ID is “r15” and the Password is input as “r15” with a “Retype Password” of also “r15.” Note that after the password is applied it will be shown as blank within the password fields.
6. **Device Profile:** Device Type allows the system builder or administrator to designate the type of device is to be configured.
7. **Gain:** Within the “Gain” tab, the user may modify Input and Output gain by selecting the graphic. These setting are important as they will determine the audio quality and performance of the connected radio. By default, these values are set to 0dB and range from -50 dB to 30 dB.
8. **VOX:** Select the “VOX” tab to view VOX configurations. VOX configurations include: Onset Time, Hang Time, Ignore Time, On Threshold, Off Threshold.



Buffering: Within the Buffering tab, the administrator is able to place an outbound buffer on audio to compensate for delays related to the transmission of audio. This feature is recommended for trunking system and PTT-over-cellular apps that require call set up time.

9. Select "Apply." The setting for the radio device will be saved.

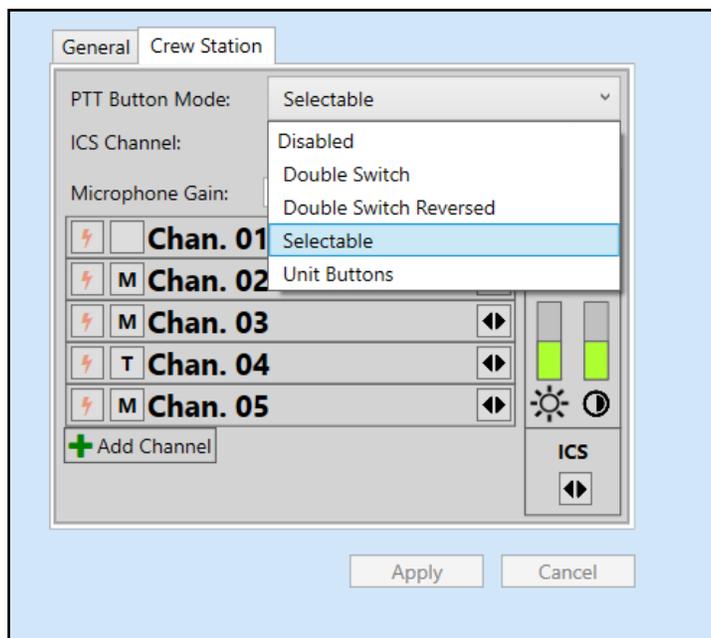
From within the Assets screen, the newly created device will be shown and sorted based on the Physical ID of the device.



5.3.2 Crew Station Device Configuration

The Crew Station Device Configuration allows the administrator to populate the necessary channels to the crewstation.

The crewstation configurations are shown below:



To configure the crewstation:

1. Select the crewstation to be configured.
2. The default setting may remain. If it is a new crewstation, the User ID should be set to "cs0X" where X is the number of the crewstation port. The must be included.
3. Set the PTT Button Mode. Selectable is recommend for single-button PTT and handsets such as the H250 handset.
4. Input the desired channels by selecting the "+ Add Channel" button.

On the crewstation, the populated channels will now be accessible.

If using the "Selectable," use the I and R buttons on the crewstation to determine the transmit patch. The select path will be highlighted in red.

Use the "Microphone Gain" setting to control the level of the input audio from the connected CS microphone.

5.3.3 Mobile Crew Station Device Configuration

The mobile crewstation configurations are shown below:

Similar to the tethered crewstation, the Mobile Crewstation allows for channels to be populated within the device-specific assignment. It is important to note that within the Mobile Crewstation the following parameters must be set:

Advanced: User ID and password must be configured to match the application.

PTT Button Mode: Must be set to “Double Switch” for proper operation of the “ICS” and “Radio” buttons on the application.

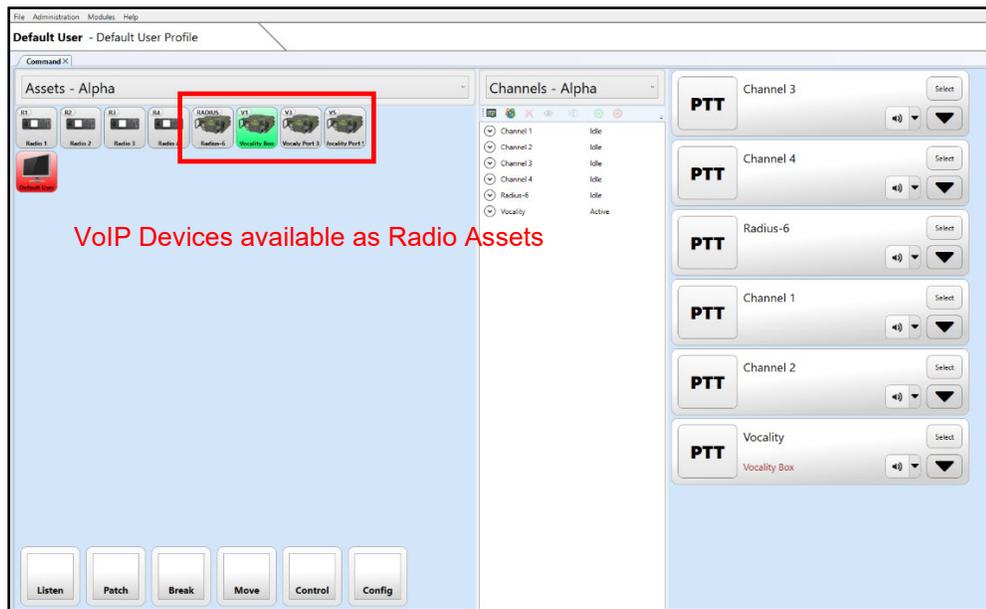
The screenshot shows a configuration window for a Mobile Crew Station. At the top, there are input fields for 'Display Name' (S9) and 'Physical ID' (M1). Below these is a 'Credentials' section with fields for 'User ID' (S9), 'Password', and 'Retype Password'. A 'Device Profile' dropdown menu is set to 'Mobile Crew Station'. The main configuration area has two tabs: 'General' and 'Crew Station'. The 'Crew Station' tab is active, showing 'PTT Button Mode' set to 'Double Switch', 'ICS Channel' set to 'ICS', and 'Microphone Gain' at 0%. Below this is a list of seven radio channels, each with a status icon (M or T) and a volume control slider. To the right of the radio list are volume sliders for 'L' and 'R' channels, and a speaker icon. At the bottom of the dialog are 'Apply' and 'Cancel' buttons.

5.3.4 VoIP Devices

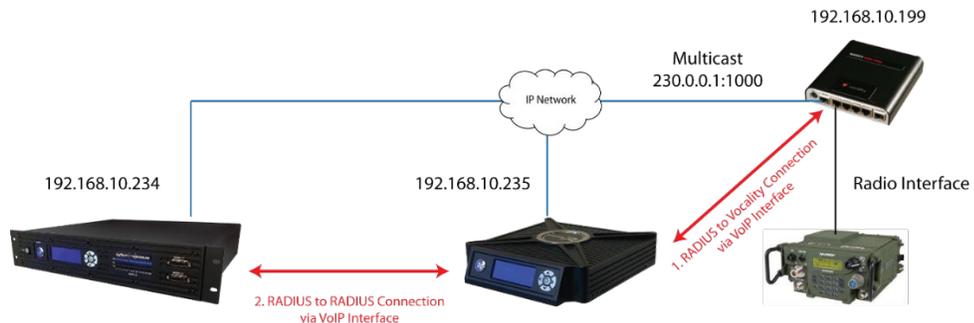
VoIP Devices in RADIUS refer to an external device communicating with the RADIUS gateway over IP. RADIUS utilizes a virtual device to represent the licensed connection to the IP device. IP devices can include a Vocality ROIP device, ETC microphone, or RIOS Server. The number of licensed VoIP Devices appears within the License Key found within Administration > Change Server Settings > Licensing.

When a virtual device is added through the Device Editor, the RADIUS gateway will internally create an instance of the device. The device will then connect and communicate with the server's API. The virtual device can then function as a radio asset whereby the operator can patch or place the virtual device radio into to a channel for standard operation.

In the example below, four VoIP Devices are created and connected to various VoIP connections.



In the example below, RADIUS is communicating with a Vocality radio gateway and another RADIUS Gateway over an IP connection as well as another RADIUS gateway.



In this example, two VoIP connections are occurring:

1. A Vocality to RADIUS Gateway Connection: This connection allows RADIUS to access the radio interface physically connected to the Vocality gateway. A multicast address is

enabled to allow RADIUS to utilize a VoIP Device for interoperating with the Vocality network.

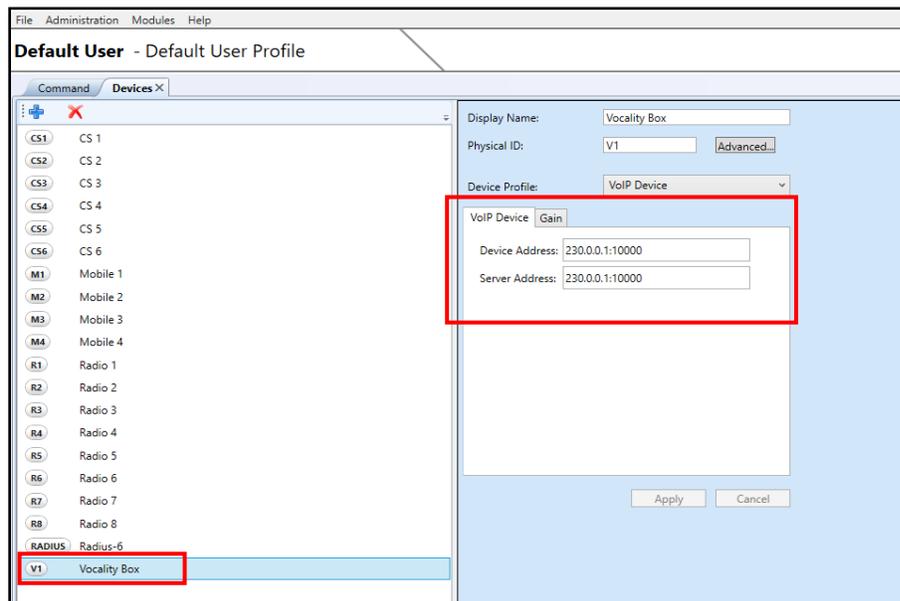
2. A RADIUS-to-RADIUS connection is made by configuring a virtual VoIP Device on each system.

To Configure a Vocality Connection:

1. From the Administration menu, select **Device Editor**.
2. If a VoIP device is not already created, select the “+” sign.
3. Input the Display Name, Physical ID (where it will appear alphabetically within the Assets module), provide a user name and password for the device, for example “v1” and “v1” for the example below.
4. In the VoIP Device tab, **input the VoIP Device receive IP address and port**. In this case, it’s the multicast address and port of 230.0.0.1:10000. An example of unicast would be 10.0.0.20:10000.

Input the RADIUS Server receive IP address and port. In this case, it’s 230.0.0.1:10000. An example of unicast would be 10.0.0.10:10000.

Verify that the IP and port number are separated by a colon and no spaces. This appears as:



5. Select “**Apply**.” The VoIP Device will be visible as a Radio Asset from within the Command Screen. To test, transit from a field radio to the radio connected to the Vocality gateway. If the asset turns green, the connection is operational.

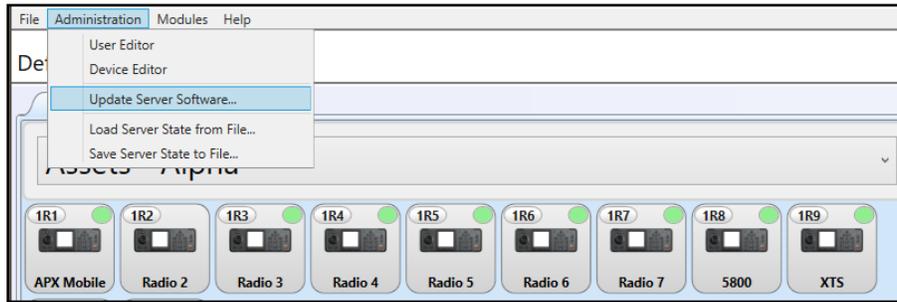
The operator is then able to patch or place the VoIP Device into a channel.

5.4 Updating the RADIUS DS and Crewstation

RADIUS allows the system administrator to update the DS software from within the RADIUS Client.

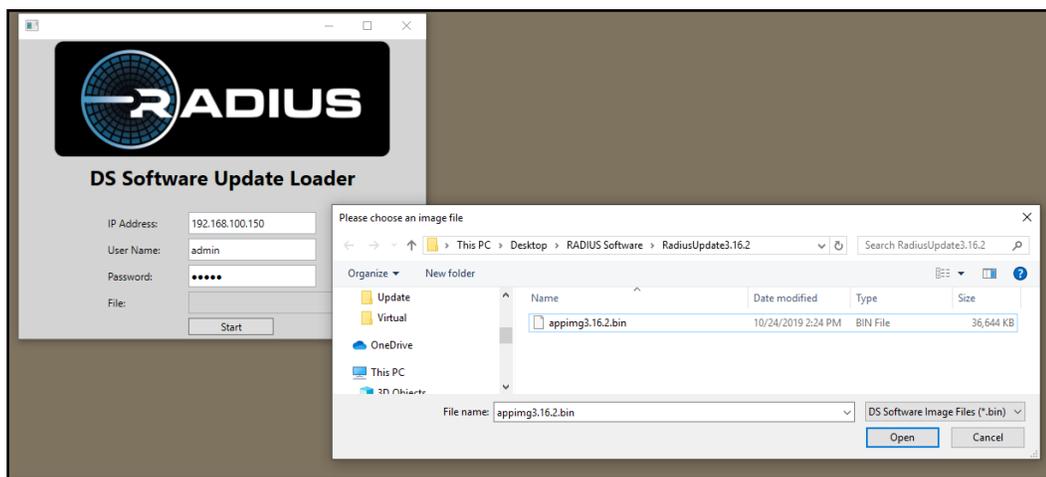
To update the DS Software:

1. Select the “Update Server Software” from the Administration tab.



The DS Software Update Loader may also be located with the “Radius” folder founding within Program Files. Run the “Radius.Client.UpdateLoader” application to access the DS Updater.

2. The “DS Software Update Loader” will be displayed as shown below. Input the IP address of the DS and the User Name and Password of the account with DS Update rights.
3. Select the “...” to load the desired “appimg.bin” file that contains the DS image. In the example below, the RADIUS version is 3.16.2. Select “Open.”



4. Select “Start.” The DS Updater will begin the update process.
5. When complete, the DS Updater will instruct the admin to restart the DS. The DS will supply the image to the Crewstation. The process may appear to restart the crewstation.

Note: If the DS Update responds with “ApiPduSynchronizer server request has timed out,” the network switch may not be able to pass the required data. Disconnect from the switch and connect directly to the Ethernet port of the DS and run the update.

6. If a RADIUS Client update is available, update the client with the corresponding .msi file.

5.5 **Changing the External DS IP Address**

The RADIUS DS IP address may be changed to communicate with the desired network. It is important that the DS be assigned an IP address that will not conflict with other devices on the network. By factory default, the RADIUS DS is set to 192.168.1.10.

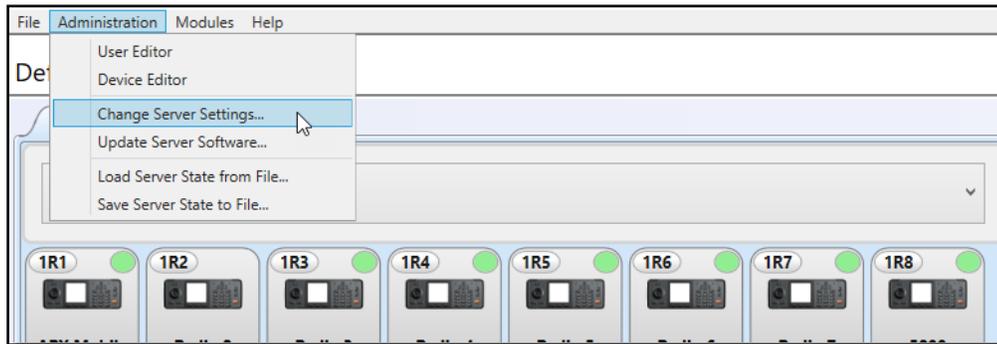
The internal IP address scheme of the DS, radio interface boards (RIBs) and crewstations resides in the 192.168.100.X range. Because of this arrangement, the external IP address cannot be within the 192.168.100.X range of addresses.

To change the external IP address of the DS:

1. Log on to the DS with the RADIUS client application.

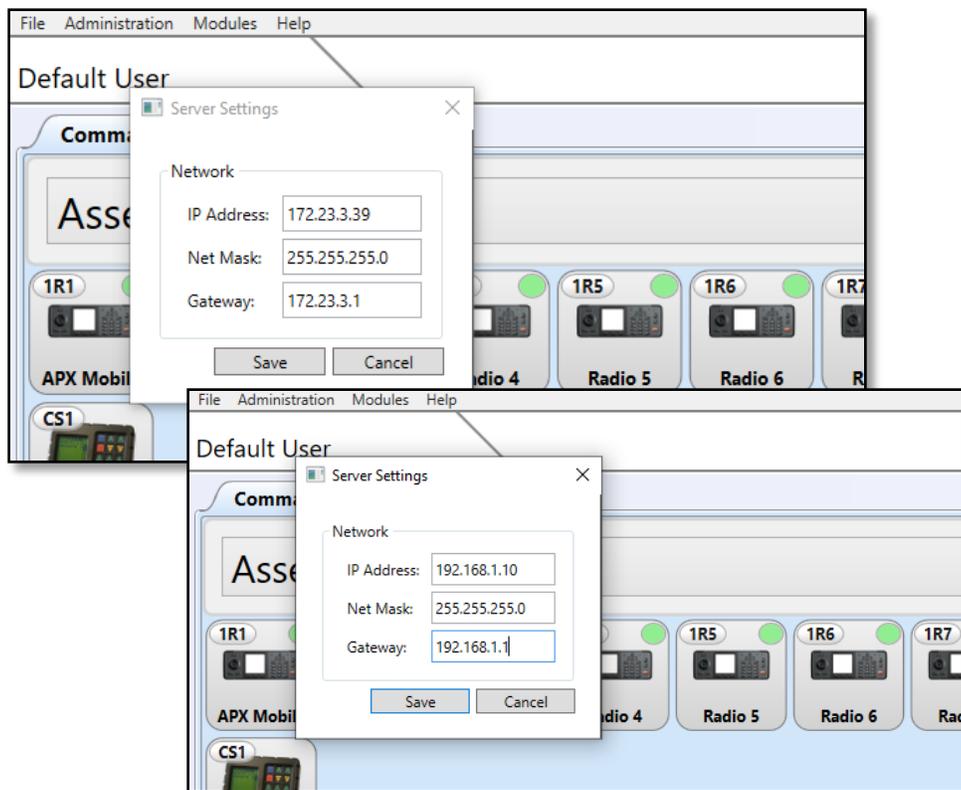
The computer operating the client application must be able to access the IP of the DS and the client application must be configured to access the DS IP address. See Step 4 below for how to change the client IP

2. From the Menu Bar, select “Administration,” “Change Server Settings.”



3. Input the desired IP address, subnet mask, and gateway.

In the example below, the admin is changing the External DS IP address from 172.23.3.39 to 192.168.1.10. Currently, the computer operating the RADIUS client is configured for a 172.23.3.X address. After the DS IP is changed, the client will no longer be able to access the DS. The RADIUS client will need to be reconfigured to point to the new DS IP. For more on this topic, please see the section below titled, “Changing the Client DS IP Address.”



4. After the correct information is input, select “Save.”
5. Restart the DS. The IP address will now be set to the new address.

6. **MODIFYING THE RADIUS CFG FILE**

The RADIUS cfg file allows the administrator to set various pre-configurations for the RADIUS Client. These settings include, but are not limited to, setting the auto log in, auto username and password, port addresses and determining a PTT trigger such as a foot pedal.

6.1 **Accessing the RADIUS Client cfg File**

1. Close the RADIUS Client application if open.
2. Locate the "RadiusApp" folder located at:

Local Disc (C) > Users > RADIUS > AppData > Roaming > SyTech > RadiusApp

Tip: Type "%appdata%" after clicking the Windows Start button to access the "SyTech" folder.

3. Right click on the file titled: "radiusAppConfig.json."
4. Select "Open with." Select a text editor program such as Notepad. The RADIUS application configuration data will be shown.

6.2 **Set Auto Logon Setting**

Auto Logon settings allow the operator to bypass the initial log on screen or input credentials. Below is an example of log on that will auto fill the username and password.

```
"AutoLogonEnabled": false,  
"AutoLogonUserId": "admin",  
"AutoLogonPassword": "admin",  
"AutoLogonHost": "192.168.1.10",
```

6.3 **Set a PTT Trigger Device**

If a PTT trigger device such as a footpedal or PTT button is utilized, the following cfg field can be modified as shown.

```
"FootPedalPttTrigger": {  
  "SerialPort": "COM4"
```

Where COM4 is the device port found within the Windows Device Manager.

6.4 **Connecting with TCP/IP**

In the event that the client is configured to connect with UDP and TCP is preferred, the Preferred Media Address should read as:

```
"PreferredMediaAddress": "rtptcp://127.0.0.1:30000",
```

When complete, save the modified radiusAppConfig file and start the RADIUS Client.

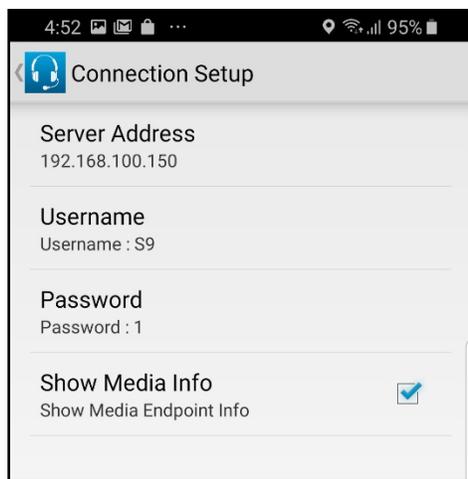
7. RADIUS MOBILE CREWSTATION APPLICATION

The RADIUS Mobile Crewstation Application enables wireless crewstation-like functionality from an Android smartphone. The Mobile CS App operates via WiFi and UDP/TCP connection from the smartphone device to the RADIUS DS.

7.1 Connecting the Mobile Device

To connect the RADIUS Mobile Crewstation Application:

1. Install the SyTech RADIUS Mobile Crewstation App. The application may be placed in the Downloads or other folder on the smartphone.
2. Start the RADIUS Mobile CS App. The login screen will appear and indicate “Offline.”
3. Select the menu button located at the top right of the login screen.
4. Select “Settings.”
5. Select “Connection Setup.” An example configuration is shown below.



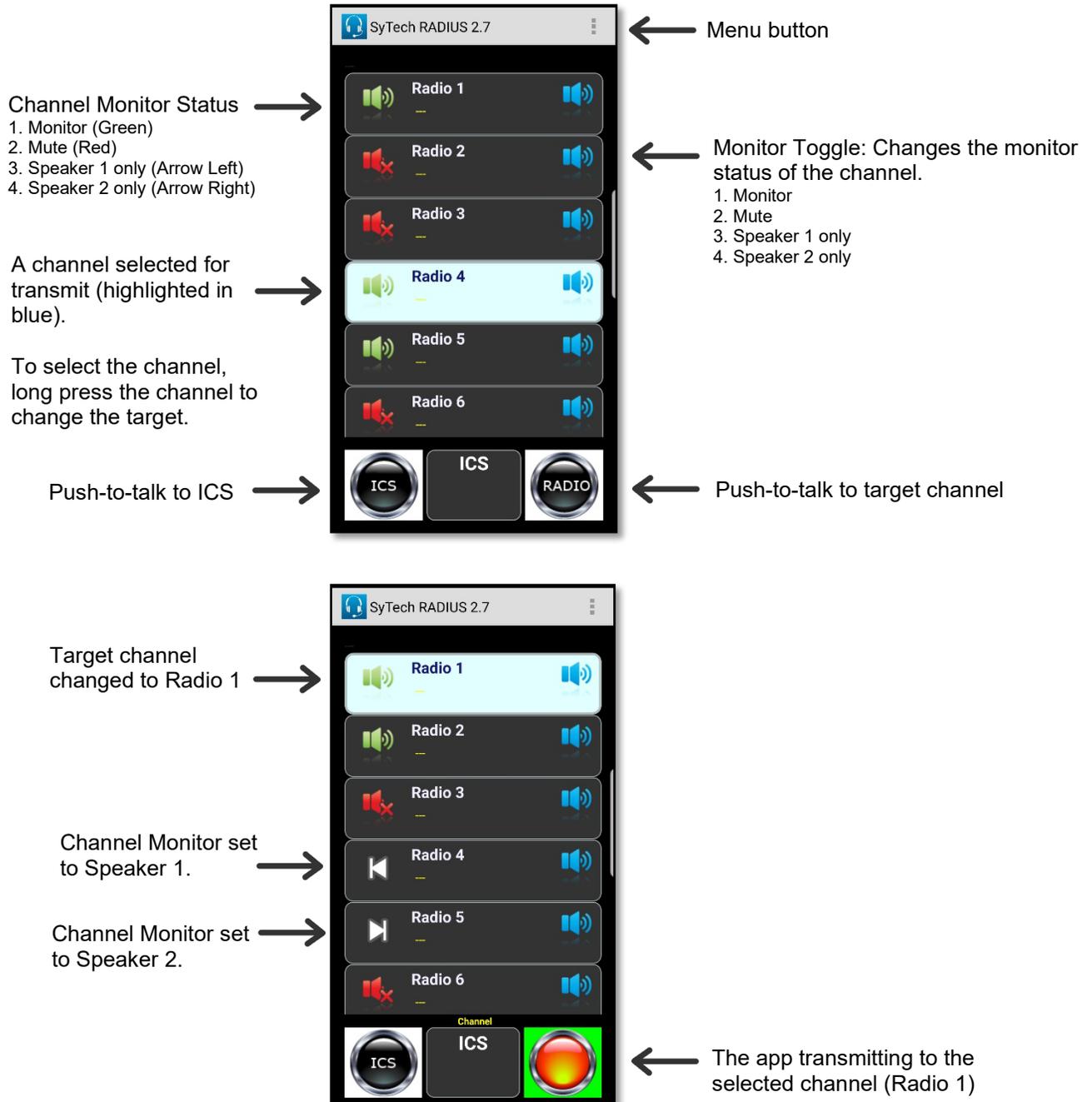
6. By default, the RADIUS DS Server Address is 192.168.100.150. The Username and Password must match User ID and Password found with the “Advanced” settings of the corresponding Device Profile within the Device Editor (see the section titled “Mobile Crew Station Device Configuration” for how to configure the device profile)
7. Select the back button to return the log in screen.
8. Select the menu button, “Log On.”

If configured correctly, the channels that were populated within the Device Editor will be shown. If no channels are shown, confirm within the “Crewstation” tab of the corresponding Mobile device found within the Device Configuration.

7.2 Using the Mobile App

The RADIUS Mobile Crewstation Application replicates the functionality of the physical RADIUS Crewstation. For example, the channels shown within the app are populated by the DS. A channel can be selected as the target channel (long press, the channel is highlighted) and a set aside ICS channel maybe designated.

The image below illustrates the RADIUS Mobile CS App.



Note: By design, the user can not toggle the monitor state of the selected channel. To toggle the selected channel, the user must select another channel (long press) and then toggle the desired channel state.

8. DISTRIBUTION SYSTEM ADMINISTRATION

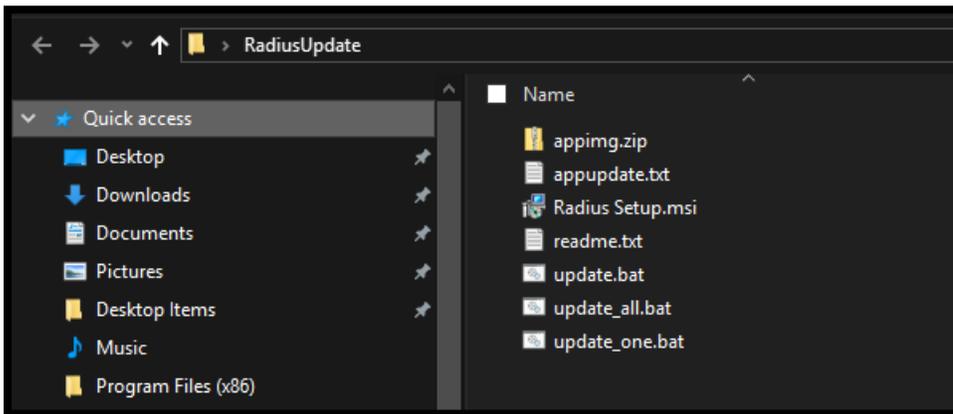
8.1 Updating the RADIUS DS and Crewstations (from the Command Line)

Follow are the prerequisites for updating the system:

- A Windows computer that is connected to the RADIUS DS using an IP of 192.168.100.(2..149)
- Putty: Can be downloaded from Internet
- WinSCP: Can be downloaded from Internet

To begin the update process:

1. Copy and paste the “Radius Update” folder on a Windows PC that has network access to the RAIDUS DS.
2. Open the folder to view the contents. The contents will appear as shown below.



The contents and functions are as follows:

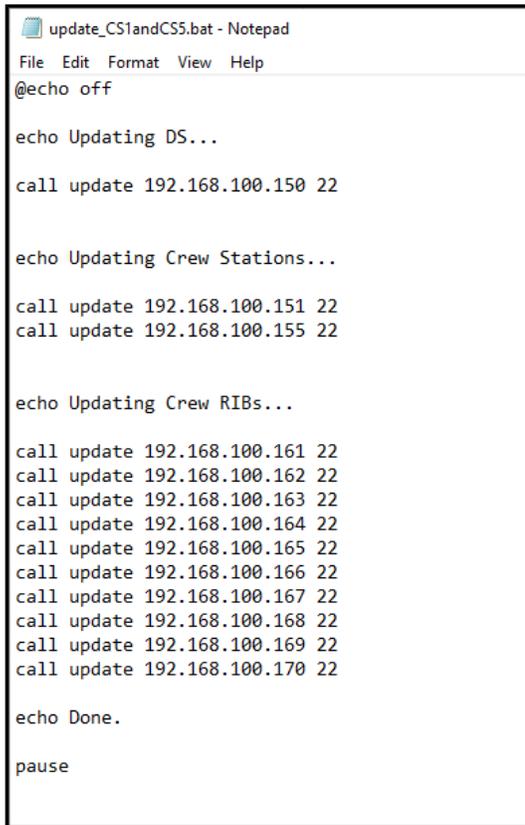
- Appimg.zip:
- Appupdate.txt:
- Radius Setup.msi: The RADIUS Client Installer MSI
- Readme.txt: Information regarding the requirements for updating the system.
- Update.bat:
- Update_all.bat
- Update_one.bat:

The user can right click, “Edit” to view the contents of the “.bat” files.

RADIUS utilizes a text file to identify the IP addresses of the DS, RIBS and Crewstations that will be updated. By viewing and modifying the “update_all.bat” text file, the user can specifically identify which components to update.

For example, the text file modification below will only update the crewstations connected to S1 and S5. If the “update_all.bat” is run without crewstations connected to the IP addresses,

the update process will attempt to update the component but unable to locate it. By modify the file, time can be saved during the update process.



```
update_CS1andCS5.bat - Notepad
File Edit Format View Help
@echo off

echo Updating DS...

call update 192.168.100.150 22

echo Updating Crew Stations...

call update 192.168.100.151 22
call update 192.168.100.155 22

echo Updating Crew RIBs...

call update 192.168.100.161 22
call update 192.168.100.162 22
call update 192.168.100.163 22
call update 192.168.100.164 22
call update 192.168.100.165 22
call update 192.168.100.166 22
call update 192.168.100.167 22
call update 192.168.100.168 22
call update 192.168.100.169 22
call update 192.168.100.170 22

echo Done.

pause
```

The user should save and rename the “.bat” file as needed.

3. Double click the desired “.bat” file to start the update process.

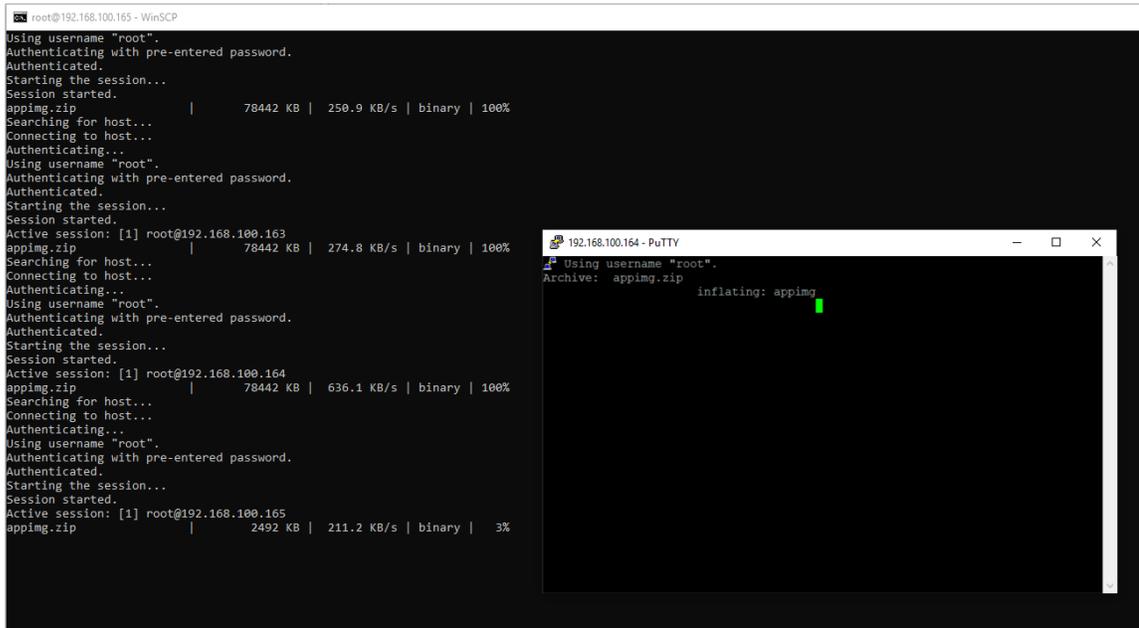
NOTE: The system will require a built-in key for each component. When prompted, select “Yes” to share the key. The key is required for each component the first time that the component is updated from the specific client computer. After the initial update of the component from the computer, the system will utilize the pre-shared key and the prompt will not be required.

By utilizing WinSCP, the update will begin as shown below:



```
root@192.168.100.150 - WinSCP
Updating DS...
Searching for host...
Connecting to host...
Authenticating..
Using username "root".
Authenticating with pre-entered password.
Authenticated.
Starting the session...
Session started.
Active session: [1] root@192.168.100.150
appimg.zip | 3035 KB | 326.4 KB/s | binary | 3%
```

When the update for the component is received, Putty will access the component to “inflate” the image as shown below.



While Putty inflates the image, the system will begin to update the next component.

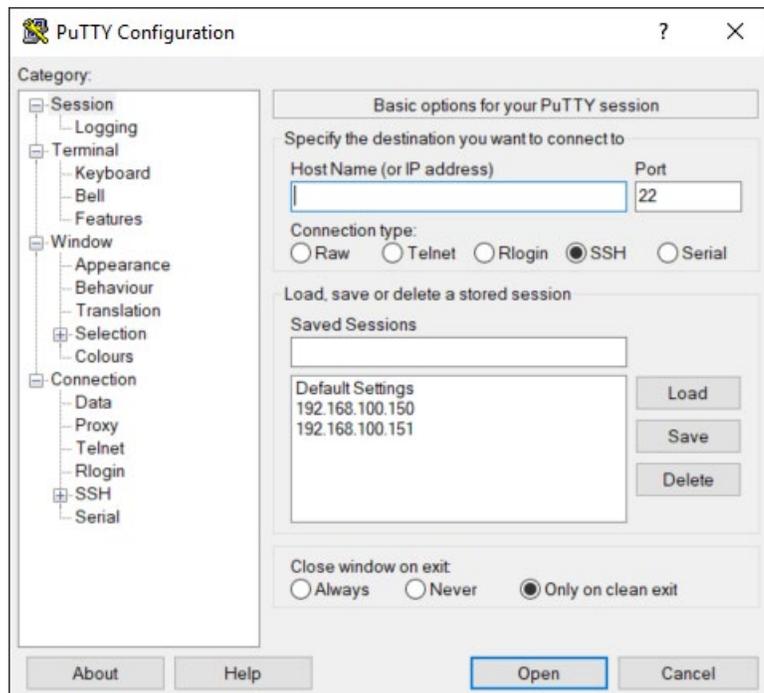
4. When complete, WinSCP will indicate “Done, Press any key to continue.” Cycle power on the DS.
5. To update the RADIUS Client, double click on the “Radius Setup” MSI from within the RadiusUpdate folder. Select the default prompts to step through the process.

After logging into the client, the client version will be displayed in program’s title bar located at the top left of the screen.

8.2 Verify the DS, RIB or Crewstation Version

The administrator can verify the DS or crewstation has updated using Putty.

1. Start Putty and input the DS IP address. By default, the DS address is 192.168.100.150.
2. Select “Open” from within Putty.



3. From the command prompt, log into the DS. By default, the username and password are root, sytechXXXX (please ask).
4. Use the “cat /app/ver” command to view the version as shown below.

```
192.168.100.150 - PuTTY
login as: root
root@192.168.100.150's password:
root@ (none) :~# cat /app/ver
3.09
root@ (none) :~# █
```

The administrator may repeat this process for the crewstations. For example, use Putty with the IP address of crewstation #1, 192.168.100.151.

8.3 Reboot an Individual Component

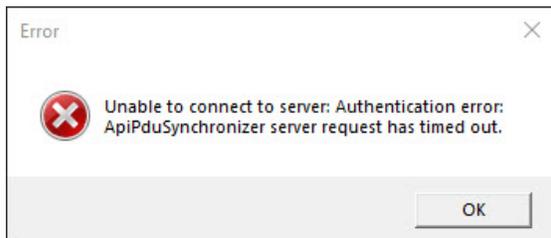
1. Launch Putty and connect to the device IP. For example, if you wish to reboot RIB #7, use IP address 192.168.100.167.
2. Log on with the root, sytech7887 credentials, if available.
3. Use the “reboot -f” command to reboot the device.

9. COMMON SUPPORT ISSUES AND TROUBLE SHOOTING

The following are symptoms refer to possible issue with operating RADIUS.

LOGGING IN

Symptom: When attempting to log in to the client, the system responds with “Unable to connect to Server: Authentication error: ApiPduSynchronizer server request timed out.”



Reason: The Client cannot locate the server.

Resolution. Confirm that the client computer can ping the IP address of the server using a Command Line Prompt. If the server can not be reached verify that the network settings are compatible with the gateway (you may need to change the IP of your computer temporarily to match the IP settings on the gateway). See Section 5.5 for instructions on how to change the External DS IP Address.

AUDIO

Symptom: Only color indicators such as green and red for asset receive. No audio but data is flowing.

Reason: Prior to RADIUS Client 4.12 the default transport was UDP. If the client is an older version or UDP transport is preferred, the network may not allow for UDP transport or the 50,000 ports are not open. The data is passed via TCP and that's why we see the color changes but no audio.

Resolution: Change the client to TCP.

1. Close the RADIUS Client app if open.
2. Go to the AppData folder on your PC. One way to do this is type "%appdata%" in the Windows search.
3. Within the folders, go to SyTech > RadiusApp.
4. Open the file titled "radiusAppConfig."
5. Change the PreferredMediaAddress to read:

```
"PreferredMediaAddress": "rtptcp://127.0.0.1:30000",
```

6. Save the file.

7. Restart the RADIUS Client app.

Try the radios again.

Symptom: When keying a channel or asset, the channel or asset does not turn red to transmit until the operator releases the PTT.

Resolution: The client does not detect a microphone connected to the computer operating the client. Close the client and connect a microphone, restart the client and test.