DIGITAL WORKFLOWS BY SENNHEISER

Digital workflows for flawless daily business

SETUP	MONITORING	CONTROL	ASSISTANCE	MAINTENANCE
Language selection via browser setting or language selector	Access to all information anywhere in the network via browser on any kind of device	Two-way device identification via button-press on device or remotely via software	Easy to follow workflow assistance to quickly solve problems	Instant notification in case of available updates
Password settings for secured access to Sennheiser Control Cockpit	Battery management: Filtering and sorting battery status information such as remaining battery life, time-to-full charge or battery health	Full remote access to all hardware settings via software	Integrated and searchable online manual	Seamless update procedures of software and device firmware
Adding device automatically (discovery via mDNS)	Searching and filtering for fast access to devices or status information	Single or multi device selection to change common properties	Contextual advice and assistive information to easily identify and perform assistance	Batch update of multiple devices at once
Adding device manually via IP address, IP range or listed in CSV file	Global dashboard statistics of RF devices in use, batteries in use, batteries being charged	Remote reset of audio settings	Remote trouble shooting (e.g. unmuting a muted mic) instead of walking to every room for inspection	Service relevant information such as battery health for continuous reliable operation
Configure location settings such as location name	Location based operation: Sortable and searchable location list with device overview	Remote reset to device factory defaults	On-screen notification in case of events or updates providing contextual support recommendation	
RF Setup: Multi-Room-Mode Setup	Location based operation: Operator's view for easy monitoring and control of relevant key properties during events	Remote device restart trigger	email and/or SMS notification in case of relevant (configurable) events or alerts	
RF Setup: Adjust RF power settings	Status information of live values such as audio, RF, battery and meta information such as name, location and serial information	Remote trigger of pairing process	Being informed and notified to prepare before failure instead of fixing when battery runs low	
RF Setup: Walk test mode to test & verify RF robustness	Permanent monitoring of battery status indication while operation and charging		Remote initiation of pairing process to prepare a spare microphone in case of empty batteries	
Audio Setup: Choose sound profile or adjust custom EQ	Easy identification of devices, locations and status information		Integrated demo mode for seamless try-out of software functionality	
Audio Setup: Adjust output-level	Software based device list filtering on hardware identification			
Audio Setup: Adjust gain settings	Display of on-screen and push notification or alerts in case of events			
Network Setup: Configure IP mode and address	email and/or SMS notification (configurable) in case of relevant events or alerts			
Network Setup: Configure device discovery mode (mDNS)	Battery management: Indication of wireless charging process			
Notification Setup: Define recipients and way of communication (email/SMS)	Management and monitoring of SpeechLine Digital Wireless and evolution wireless G3 and G4 devices simultaneously			
Notification Setup: Subscription profiles to type of alerts or notifications, time range and locations of interest	Messages overview as log of alerts, notifications and events with time stamp, device and location flag			
Notification Setup: Setup of messaging services for email and SMS distribution via provider	Search and sort function for messages			

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Setup

Setup workflows help to easily setup and configure the Sennheiser Control Cockpit itself as well as all network enabled devices.

Key Workflows:

Device discovery and management – Devices can be added automatically, via single IP address or range or with an imported CSV table.

Device configuration – All device configurations can be set or adjusted with help of the Sennheiser Control Cockpit, e.g. audio or RF settings and coverage or pick-up areas of adaptive ceiling array microphones. Guided testing of the adjustments ensures best performance of the device.

Notifications/Security aspects – To ensure a constant communication flow regarding updates, relevant device warnings (e.g. low battery), email and SMS recipients can be defined. To share for certain locations, work days or kinds of notifications, notification profiles can be managed. Password protection gives access for authorized persons to prevent misconfiguration and to secure the access.

Example Workflow – Grouped device setup:

- New devices are added automatically to the Sennheiser Control Cockpit and appear in the device list.
- To identify and work with specific devices, the "filter by remote identify" mode allows for easy device grouping. With this mode active, press the identify button on the desired device – it is shown immediately in an ad hoc selection.
- Having selected all desired devices e.g. all new devices in one room, these now can be edited.
- A location name adds the devices to a room.
- Subsequently all audio or RF settings can be adjusted as batch-changes applicable to all selected devices.
- Test the setting changes – Done!
- Proceed with the next room.

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Monitoring

Two of the key roles of the Sennheiser Control Cockpit are monitoring and providing overview of an entire campus-wide device setup, accessible anywhere in the network via browser on any kind of device. It allows remote monitoring by delivering status information concerning audio, RF and battery settings. For live monitoring during events, an operator's view gathers mission critical status indication and device settings.

Key Workflows:

Dashboard monitoring – Gain status indication of an entire campus-wide device setup at a glance. Specific status charts indicate compiled status information of RF performance, battery lifetime or charging times.

Operator's View – To ensure best performance and sound during important events, the operator's view compiles all mission critical status information and settings of all devices of one selected location. For example, a mute switch triggered by a nervous presenter can be instantly deactivated.

Instant notifications – Centralized compilation of device status information allows to inform in case device interaction is recommended – an email or SMS alert can inform to recharge a microphone or to prepare a swap device. This prevents the microphone user from being let alone with a turning down microphone.

Example Workflow – Read the signs of the dashboard

- The dashboard indicates an overview of an entire campus setup.
- All green donuts invite for a cup of coffee, because everything is running well!
- Yellow indications may not be mission critical.
- Red indications ask for action – for example, they can indicate low batteries. A click on the link under the respective donuts guides towards a selection of the corresponding devices in the device list and show where attention or support is needed.

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Control

Centralized access and remote control of device settings save time and allow for immediate device interaction, from any location without the need to walk to the device.

Key Workflows:

Remote control – You have access to all settings available on the device hardware also with the software. Anywhere in the network, you can change settings or interact with the connected devices.

Software-hardware interaction – To quickly locate and select a device, the identify function can put available devices into an ad hoc selection for direct interaction and adjustments. In identify mode, all status LEDs of a device flash which is indicated in the software user interface as well.

Reset of values – In order to go back to default setting, use the reset function to bring devices back into a defined state.

Example Workflow – Ensure performance during events with monitoring view

- For mission critical monitoring and control of device performance, the monitoring view provides all relevant status information and controls.
- To optimize speech intelligibility or sound performance, choose and activate sound profiles such as male or female voice or media playback.
- To ensure that you edit the correct mic, identify mode activates LEDs flashing so that the microphone on stage is easily spotted.
- To prepare a backup microphone or different transmitter type upon taste, remote pairing allows to easily switch between devices.
- Full device control can be done remotely and discreetly from the background of an event.

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Assistance

The Sennheiser Control Cockpit is your support colleague on-site. Besides the mentioned assistance features such as notifications, it provides additional information for seamless support. It comes with an integrated and searchable online manual for best contextual advice and assistive information. The possibility of remote trouble-shooting (e.g. in case of muted mic) saves you time and effort.

Key Workflows:

Email/SMS notification – Get early information about a battery running empty before you receive the call from the microphone user that the device went down.

Support Hub – Who reads the manual?! To provide information and guidance where needed, the information icon shows background information and links to the corresponding chapter in the built-in user manual. The manual is also searchable for direct access of wanted information.

Remote pairing process – To prepare a swap microphone you can trigger the pairing process for a new microphone remotely. Simply activate the pairing process with the software and pair a new transmitter with the matching receiver and the show can go on!

Example Workflow – The muted mic

A well-known scenario: A user reports that a microphone does not function. Maybe the microphone is working but is only muted.

- Remotely identify a device from the software to make the linked devices flash.
- With the confirmation of the very device, go to audio settings and check the mute status.
- De-activate the mute switch remotely. The microphone will go live – "Problem" solved!

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Maintenance

The Sennheiser Control Cockpit offers seamless update procedures of software and hardware. It delivers instant notification in case of available updates and allows for batch update of multiple devices at once. The continuous evaluation and display of service relevant information such as battery health guarantees reliable operation.

Key Workflows:

Software and firmware update – Stay up-to-date and benefit from updates that provide new functionality and device skills. Update information can be retrieved with on-screen notification and update newsletter.

Batch update – Select multiple devices and update them simultaneously to save time. You will be guided through the update procedure.

Battery management – To maintain best device performance, you can monitor battery health level and charging cycles of rechargeable batteries. Sort or filter to identify worn-out batteries to replace them in time to keep up desired battery lifetimes.

Example Workflow – Campus-wide firmware roll-out

- With internet access, on-screen notification informs about new available firmware revision for a product family.
- Multi-select devices for batch updating – for instance, select a room and all devices in that location.
- In system settings the firmware version is available from the update server.
- For offline setups with the Sennheiser Control Cockpit, the firmware can be uploaded manually as well.
- The update can be triggered and performed in a guided process with success confirmation at the end.
- After all devices are updated, the firmware revision can be checked at a glance in the device page by selecting firmware version in the custom column.