

Qt Command Center – Frequently Asked Questions

Getting Started and Setup

Question: What is the Qt Command Center?

Answer: The Qt Command Center from Cambridge Sound Management gives customers even more control of their direct-field sound masking systems. Customers can now manage multiple networked QtPro sound masking systems from a single user friendly software application.

Question: What operating systems does the Qt Command Center work with?

Answer: The Qt Command Center is a native windows app that runs on Windows 7, Vista and Windows 8.

Question: Are the organizational levels: City, Building, Floor, and Section, the maximum number of levels available?

Answer: Yes. The organization levels are limited to four; however, you can customize these level names. See next FAQ for more information about customizing the level names.

Question: Are the organization level names customizable?

Answer: Yes. In the setup screen, you are able to name the organization levels anything you choose.

Question: Will software updates be available for the Qt Command Center?

Answer: Yes. Currently, you will be notified by Cambridge Sound Management when the newest upgrade is available.

Question: Can I access the Qt Command Center from another type of device like a tablet, smartphone or Macintosh computer?

Answer: Yes, through a remote access program like LogMeIn that allows you to see and operate your Windows machine remotely.

Question: What if I get a new computer? What happens to my settings?

Answer: The Qt Command Center allows you to export settings on the old machine and re-import them onto your new computer.

Control Modules

Question: Do I need to know the IP addresses for all the control modules we would like available through the Qt Command Center?

Answer: Yes. In order to access all your control modules using the Qt Command Center software, you need each control module's specific IP address.

Question: Do I need to set the IP address on each control module that I would like to access through the Qt Command Center software to be set statically, as opposed to dynamically?

Answer: No. Whether an IP address has been generated dynamically or statically is transparent to the Qt Command Center.

Question: Do the control modules we are using need to be on our company network in order to access them through the Qt Command Center?

Answer: Yes. This is a requirement in order to utilize the Qt Command Center software with your control modules.

Question: What is the maximum number of control modules I can access through the Qt Command Center?

Answer: 1000.

Question: Which QtPro control modules can be accessed through the Qt Command Center software?

Answer: Because of the network based access, only the Qt 300 and Qt 600 can be accessed via the Qt Command Center. The Qt 100 cannot.

Images

Question: Is the user required to enter an Image File for each Zone?

Answer: No. This field can be left blank by the user if no image files have been provided.

Question: Can I use any image I want for each zone?

Answer: Yes. In the setup screen you are able to browse your computer to select any image you like to represent the different zones your control modules use. Accepted file types are .bmp, .jpg and .tif.
