PUNQTUM

BY RIEDEL

USER MANUAL

Q-Tool System Configuration Software

Q-Series Network Based Intercom System

This manual is applicable for the Software Version: 2.0

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1 PREFACE 4

1.1 INFORMATION 5

2 ABOUT PUNQTUM Q-SERIES DIGITAL PARTYLINE INTERCOM SYSTEM 6

3 SOFTWARE INSTALLATION 7

3.1 Q-HUB 7
3.2 Q-TOOL 7

4 Q-HUB 7

4.1 NEWS TAB 7
4.2 APPS TAB 8
4.3 FIRMWARE TAB 8

5 Q-TOOL 9

5.1 BASIC WORKFLOW SETTING UP A NEW PUNQTUM INTERCOM SYSTEM 9
5.1.1 Define your system settings: 9
5.1.2 Add devices to your system 9
5.2 HELP USING Q-TOOL 11
5.3 SUPPORT REQUEST 13

1 Preface

Welcome to the punQtum digital intercom family!
This document provides detailed information about the punQtum Q-Series digital partyline system and configuration options.

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1.1 Information

Symbols

The following tables are used to indicate hazards and provide cautionary information in relation to the handling and use of the equipment.

	This text indicates a situation that needs your close attention. It may also be used to alert against unsafe practices.

	This text is for general information. It indicates the activity for ease of work or for better understanding.

Service

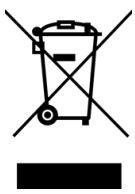
- All service must be provided ONLY by qualified service personnel.
- There are no user-serviceable parts inside the devices.
- Do not plug in, turn on or attempt to operate an obviously damaged device.
- Never attempt to modify the equipment components for any reason.

	All adjustments have been done at the factory before the shipment of the devices. No maintenance is required and no user-serviceable parts are inside the unit.

Environment

- Never expose the device to high concentrations of dust or humidity.
- Never expose the device to any liquids.
- If the device has been exposed to a cold environment and transferred to a warm environment, condensation may form inside the housing. Wait at least 2 hours before applying any power to the device.

Disposal

	This symbol, found on your product or on its packaging, indicates that this product should not be treated as household waste when you wish to dispose of it. Instead, it should be handed over to an authorized collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences to the environment and human health, which could otherwise be caused by inappropriate disposal of this product. The recycling of materials will help to conserve natural resources. For more detailed information about the recycling of this product please contact the local authority responsible.

2 About punQtum Q-Series Digital Partyline Intercom System

punQtum Q-Series digital partyline intercom system is a digital, easy to use, full-duplex communications solution for theater and broadcast applications as well as for all kinds of cultural events like concerts, etc.
It is an all-new, network-based partyline intercom system which combines all standard partyline system features and more with the advantages of modern IP networks. punQtum Q-Series works on standard network infrastructure and is easy to install and set up. The system works “out of the box” with a factory default configuration but can be quickly configured by user-friendly software to meet individual needs.
The system is completely decentralized. There is no master station or any other central point of intelligence in the whole system. All processing is handled locally in each device. The capacity of one partyline intercom system is set to a maximum of 32 channels, 4 program inputs, up to 4 public announce outputs and 32 control outputs.

punQtum Q-Series digital partyline system is based on Roles and I/O settings to ease the use and administration of partyline intercom systems.
A Role is a template for the channel configuration of a device. This allows channel settings and alternate functions to be predefined for different Roles needed to run a live show. As an example, think of the stage manager, sound, light, wardrobe and security personnel having different communication channels available to deliver a perfect job.
An I/O setting is a template for the settings of the equipment connected to a device. This, for example, allows I/O settings to be available for different Headsets being used at a venue to cover for different environmental situations.
Each device can be configured to any Role and I/O setting available.

Multiple punQtum partyline intercom systems can share the same network infrastructure. This allows for the creation of production islands within a campus using the same IT network infrastructure. The number of devices (Beltpacks/Speaker Stations) is theoretically infinite but limited by the network capacity. Beltpacks are powered by PoE, either from a PoE switch or from a Speaker Station. They can be daisy-chained to reduce wiring efforts on site.

Beltpacks support simultaneous use of 2 channels with separate TALK and CALL buttons as well as one rotary encoder for each channel. An alternate page button allows the user to quickly reach alternate functions such as public announce, Talk To All, Talk To Many, to control general purpose outputs and access system functions like Mic Kill asf. The Beltpack is designed with a combination of premium materials, including high-impact plastics and rubber to make it both tough and comfortable to use in any situation.

punQtum Q-Series Beltpacks and Speaker Stations allow users to replay missed or not understood messages. Program input signals can be fed into the system using an analog audio input at any Speaker Station.

Sunlight readable, dimmable RGB color displays used for Beltpacks and Speaker Stations make for excellent readability of the intuitive user interface.

3 Software Installation

- Q-Tool is available for download for MacOS Catalina, Big Sur, Ventura and Windows 10 and 11. Running Q-Tool on older operating system versions may work, but is not supported.
- Get your copy of Q-Tool from our website: www.punQtum.com/downloads and run the installer. 2 parts will be installed:

3.1 Q-Hub

Q-Hub is your source of news, updates for Q-Tool and new Firmware for all Q-Series devices. Q-Hub runs in the background and downloads news and updates to your device as soon as they become available. This enables you to update your Q-Series Intercom System even if you are offline or have no connection to the internet otherwise.
You can access Q-Hub from the menu bar of your Mac or from the taskbar of Windows.

3.2 Q-Tool

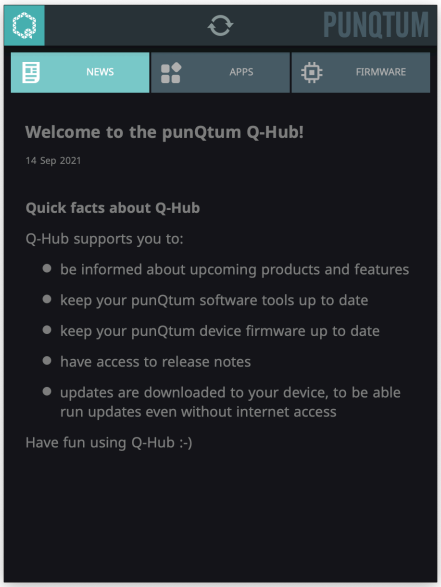
Q-Tool is the configuration Software for your Q-Series Intercom System and allows for configuration and management of your Q-Series Intercom Systems.

4 Q-Hub

Q-Hub is your source of news, updates and firmware for all Q-Series devices and tools. Operation is simple and straightforward:

4.1 News Tab

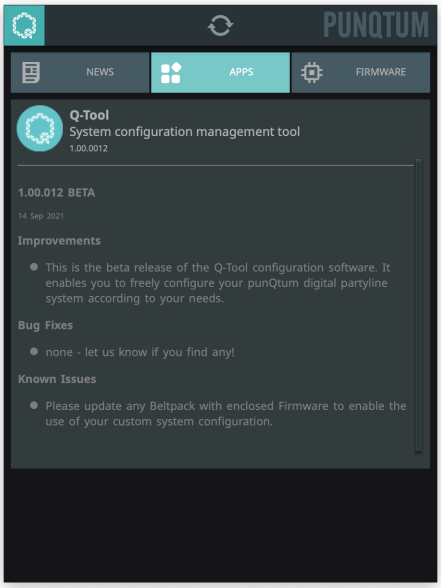
- Q-Hub contains a news channel covering Q-Series Intercom System upcoming features and products.



4.2 Apps Tab

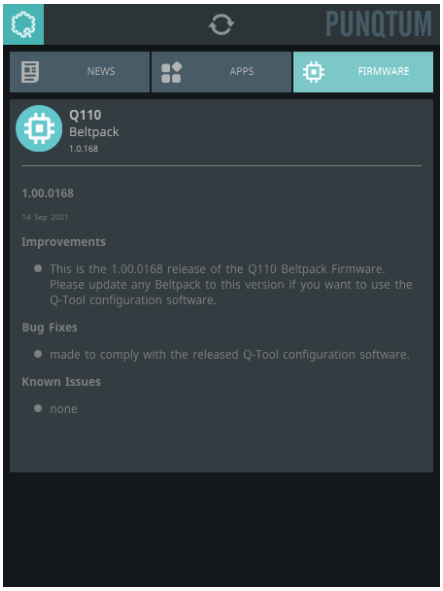
The apps tab provides the following options:

- Start Q-Tool out of Q-Hub.
- Update Q-Tool out of Q-Hub if a new version is available.
- Review release notes of Q-Tool versions.



4.3 Firmware Tab

- Q-Hub makes device firmware updates available to Q-Tool. Review release notes here.



5 Q-Tool

5.1 Basic workflow setting up a new punQtum Intercom System

Open a new (blank) system configuration or save the factory default configuration under a new name as a starting point.
The name of the system configuration you work on is displayed in the title bar of the Q-Tool window.

⚠	Depending on your selections, the options offered in the workflow depend on your choices made previously. Thus, you will not see configuration options for features you do not plan to use

5.1.1 Define your system settings:

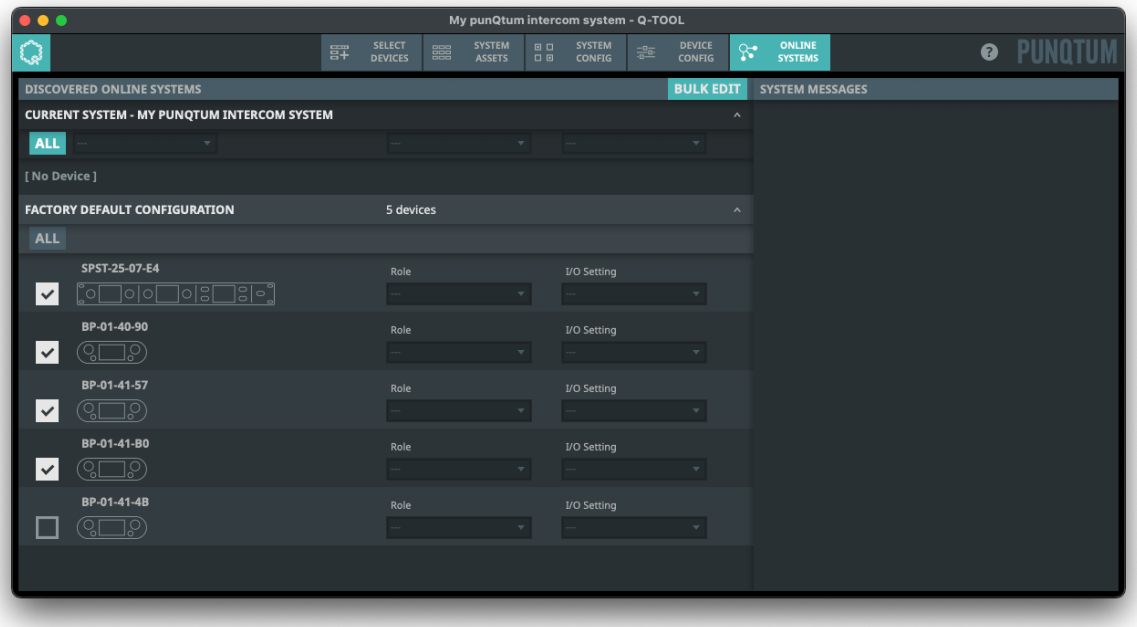
The following operations can be done without having devices connected to your network!
Work your way through the tabs from left to right:

1. Select the devices to be used in your System (not shown if you use Q110 Beltpacks only)
2. Choose and name assets to be used in your system
3. Configure your system assets
4. Add and define roles and I/O settings for the devices in use

5.1.2 Add devices to your system

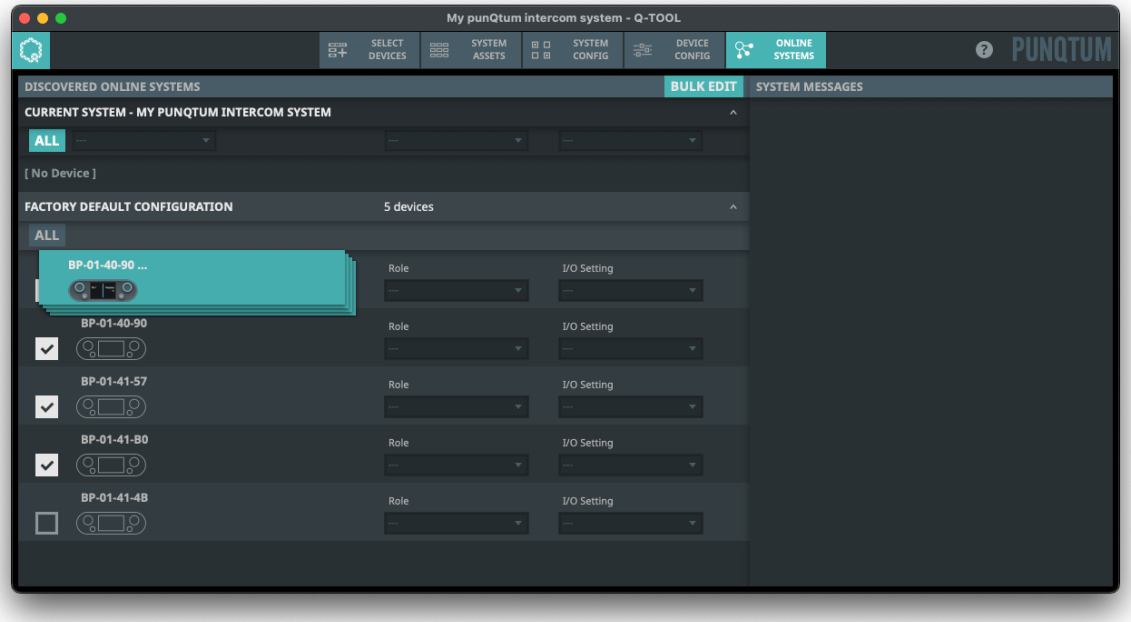
This step requires Q-Tool to be connected to same network you operate your punQtum devices in.

1. Change to the 'Online Systems' tab to see your connected devices
2. Select the devices you want to move using bulk edit mode. Single devices are moved the same way without using bulk mode.

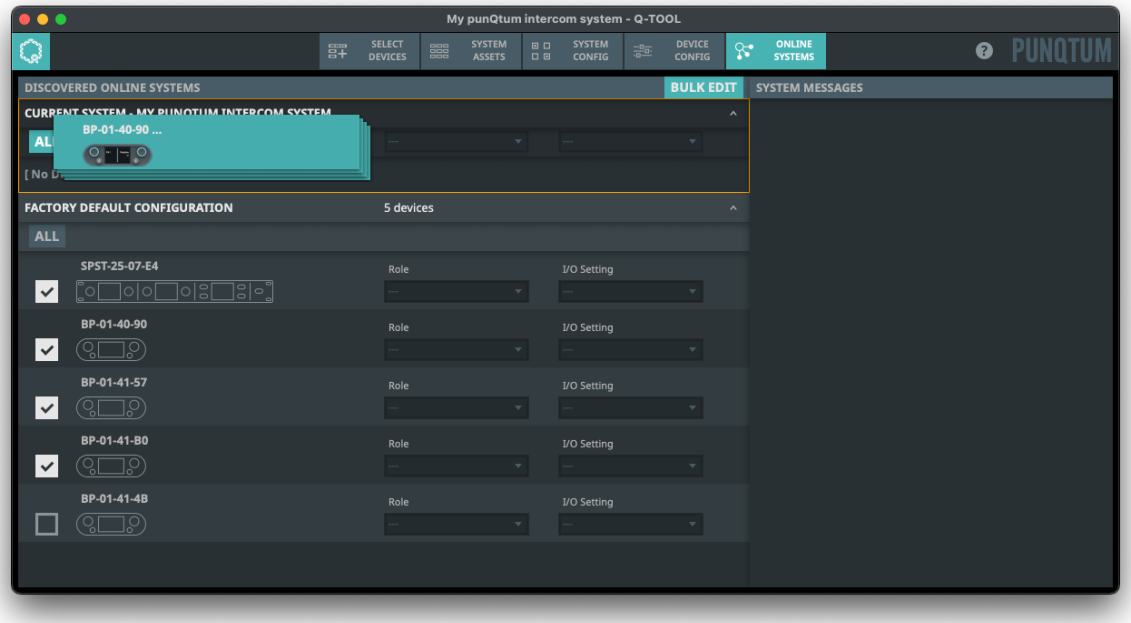


3. Drag and drop the devices you want to use in your system into the current system section in the ‘online systems’ tab:

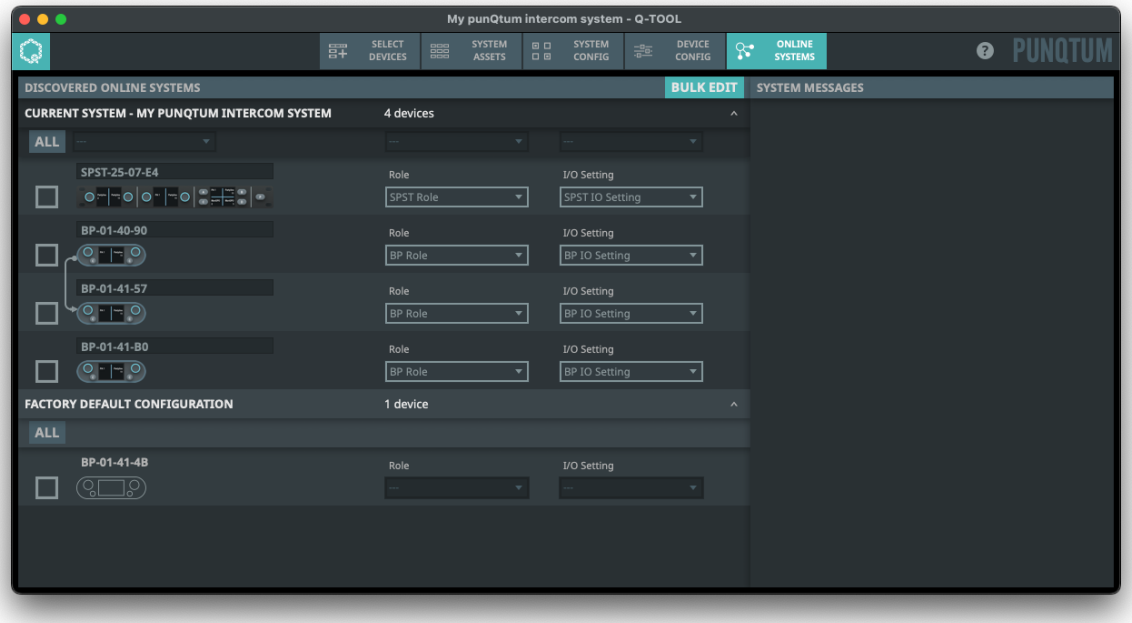
Drag:



Drop:



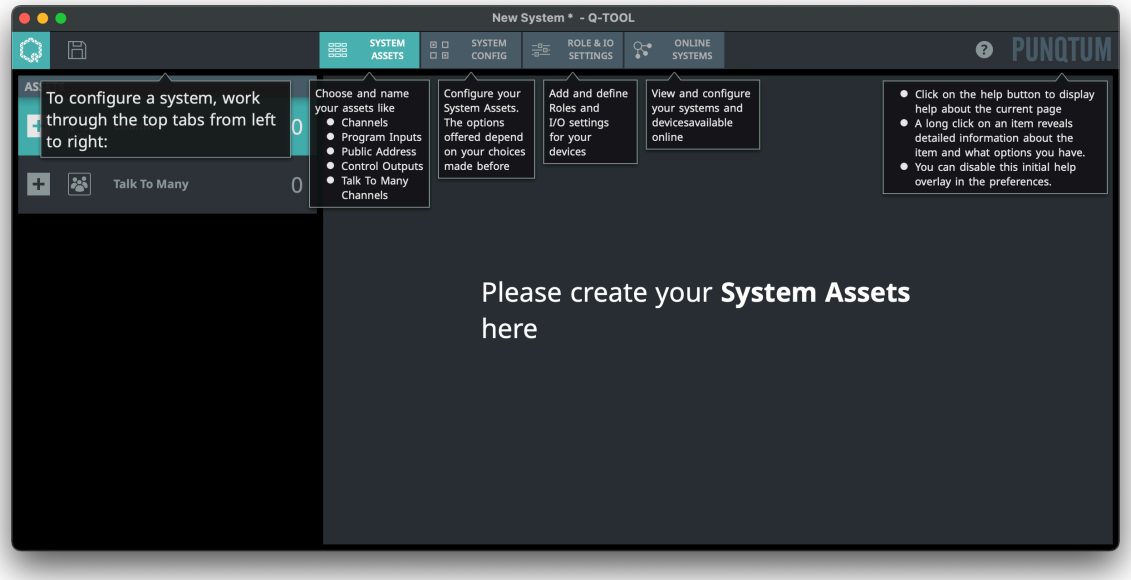
4. Result:



5.2 Help using Q-Tool

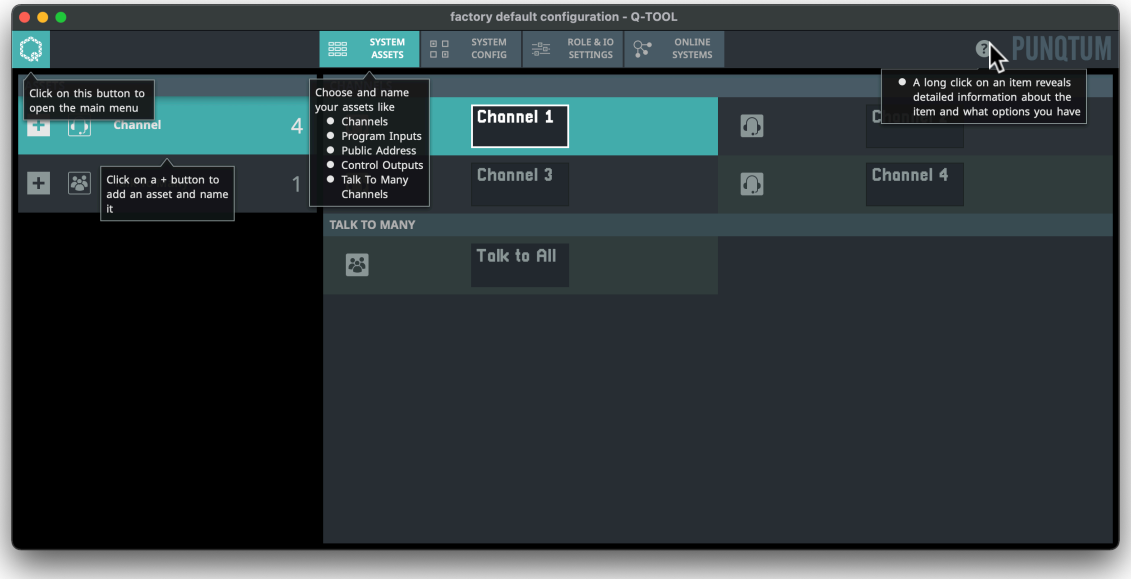
Q-Tool help system is fully integrated into Q-Tool to help you work efficiently and have your questions answered in the context:

When you open Q-Tool, you get to see an initial help overlay which gives you hints about the basic workflow. Once familiar with the use of Q-Tool, you can disable this initial help overlay in the preferences.

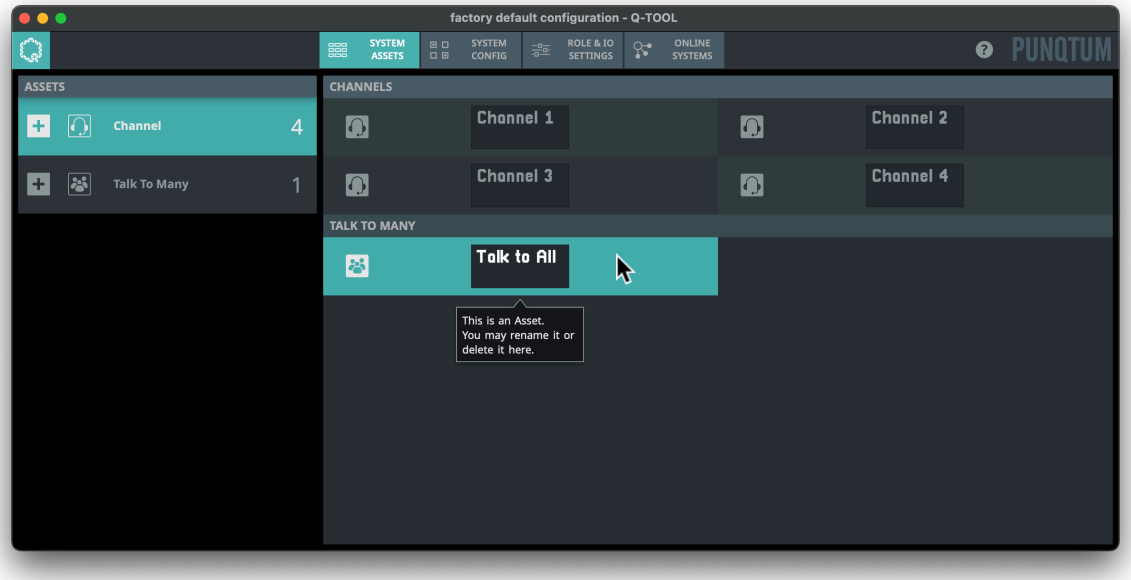


When working with Q-Tool, you can rely on 2 sources of information:

- Each page reveals a help overlay with context help information on the workflow by clicking the ? icon.



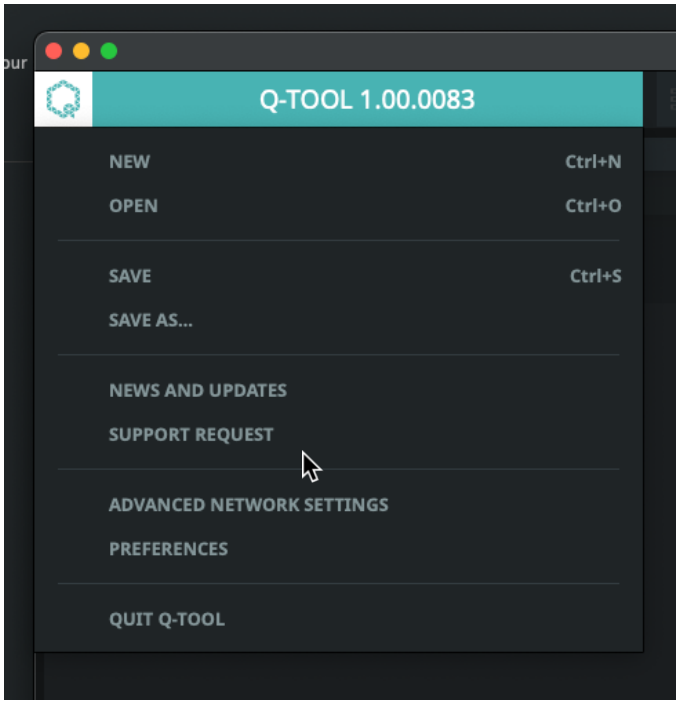
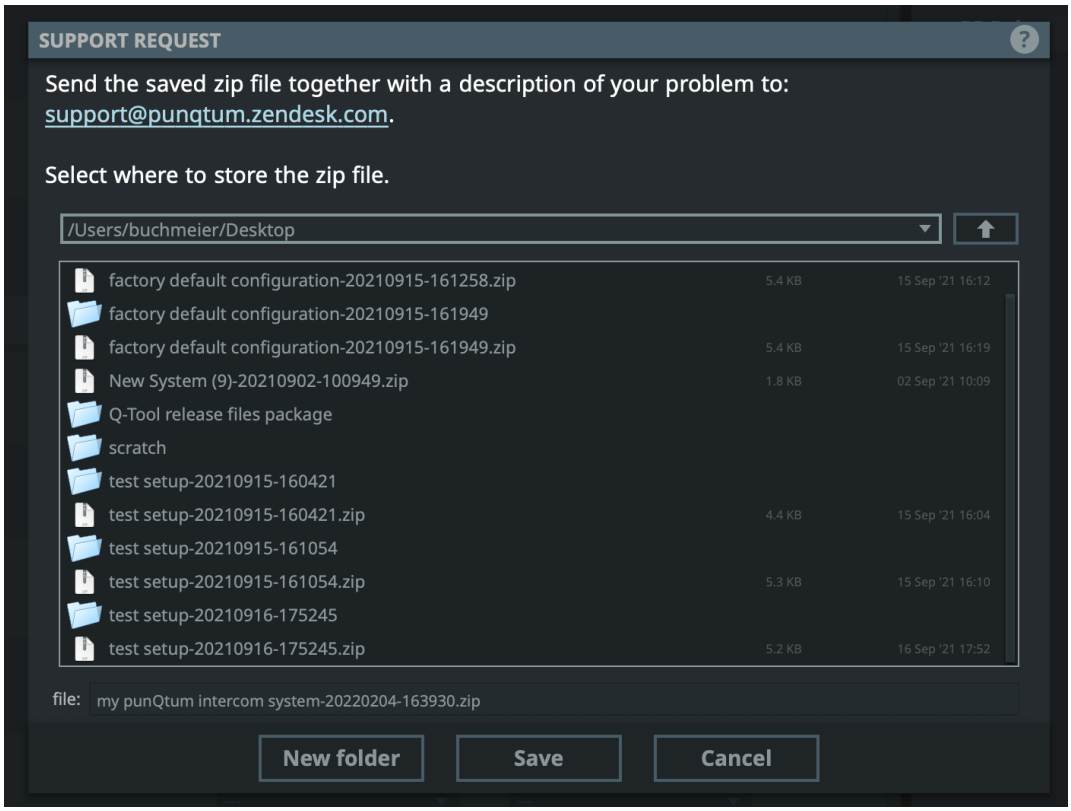
- Items on a page reveal detailed information on a long click on the item itself.



5.3 Support request

If you experience trouble with your system setup, you can start a technical support request.

- Click ‘SUPPORT REQUEST’ in the main menu of Q-Tool.



- Save the .zip file to a location of your choice and send the saved .zip file together with a description of your problem to: support@punqtum.zendesk.com