



T.Qonnector

Administrator's Guide

© 2024 TASSTA GmbH. All rights reserved.

Without limiting the subsequent reservation of rights, no part of this publication may be reproduced in any form whatsoever or used to make any derivative work without prior written approval by TASSTA GmbH.

All rights and obligations with respect to the subject matter hereof shall be governed by the agreement between you and TASSTA GmbH or its authorized agent. Except as expressly set forth in any such agreement, TASSTA GmbH makes no representations or warranties relating to its products or services, expressed or implied, and expressly disclaims all other warranties, including without limitation any warranty of non-infringement, fitness for a particular purpose or merchantability and any warranty relating to non-interruption of use, security from unauthorized access or freedom from viruses, errors or omissions. No person is authorized to make any other representation or warranty on behalf of TASSTA GmbH.

TASSTA GmbH reserves the right to update or otherwise revise this publication and/or the product(s) and/or the program(s) described in this documentation at any time, without obligation to notify any person of such revisions or changes.

For further information, [contact](#) TASSTA GmbH or your local reseller.

Last revised: July 1, 2024

This document is not warranted to be error-free. If you find any problems in the documentation, please [report](#) them to us in writing.

Due to ongoing product improvements and revisions, TASSTA GmbH cannot guarantee the accuracy of printed or soft material after the publishing nor can it accept responsibility for errors or omissions. Updates to this document and other documentation can be downloaded at [TASSTA Documentation Center](#).

Contents

- Introduction 4
- Key elements..... 5
- Accessing cross-server communication interface 6
- Managing server connections 7
 - Adding a server connection..... 7
 - Modifying a server connection 7
 - Deleting a server connection 8
- Managing multi-channel groups 9
 - Adding a multi-channel group..... 9
 - Modifying a multi-channel group 9
 - Deleting a multi-channel group..... 10

Introduction

This guide provides detailed instructions on configuring T.Qonnector service through T.Commander. It is oriented towards system administrators possessing a good understanding of TASSTA solutions and services.

The instructions assume T.Qonnector service is already [deployed](#).

Key elements

The service works with the following objects:

- **Server connection** - the endpoint for joining the server channels to the cross-channel communication unit (multi-channel group).
- **Multi-channel group** - a group of channels from multiple servers joined into a single voice communication unit. Members of these channels will hear each other in group calls.

Accessing cross-server communication interface

Cross-channel connections are configured through T.Commander administrative console. Access to cross-server communication interface requires **Administrator** [permissions](#).

1. [Sign in](#) to T.Commander.
2. Click **Settings** in the left pane, expand **Tools**, and click **Cross server communication**.

Managing server connections

Server connection is an endpoint for joining the server to the cross-channel communication unit. Creating a connection is a prerequisite for adding server's channels to a multi-channel group.

To manage server connections, go to [Cross server communication](#) and click  icon in the toolbar.

Adding a server connection

To create a new server connection:

1. [Add a user](#) which will be used for connecting to the server. You should only set the user **name** and **password**, all other properties can be left with default values.
2. Go to [Cross server communication](#) and click  icon in the toolbar.
3. Click **plus** icon in the **Server connections** popup. A new connection is added to the bottom of the table.
4. Click the value in **Host address** column and provide the IP address or DNS name of T.Lion node.
5. Click the value in **Port** column and provide the [server's port number](#).
6. Click the value in **Login** column and provide the name of the user created on the first step.
7. Click the value in **Password** column and provide the password of the user created on the first step.

IMPORTANT:

Once the connection is added, T.Qonnector service is automatically restarted to apply the changes. All ongoing cross-server communication will be temporary suspended.

Modifying a server connection

To modify an existing server connection:

1. Go to [Cross server communication](#) and click  icon in the toolbar.
2. Click the value in **Host address** column and provide the IP address or DNS name of T.Lion node.
3. Click the value in **Port** column and provide the [server's port number](#).
4. Click the value in **Login** column and provide the name of the user created on the first step.
5. Click the value in **Password** column and provide the password of the user created on the first step.

IMPORTANT:

Once the connection is modified, T.Qonnector service is automatically restarted to apply the changes. All ongoing cross-server communication will be temporary suspended.

Deleting a server connection

To remove a server connection:

1. Go to [Cross server communication](#) and click  icon in the toolbar.
2. Click the connection's row.
3. Click **minus** icon in the **Server connections** popup and confirm the removal.

IMPORTANT:

- Removing the connection also removes all related channels from multi-channel groups.
- Once the connection is removed, T.Qonnector service is automatically restarted to apply the changes. All ongoing cross-server communication will be temporary suspended.

Managing multi-channel groups

Once one or more [server connections](#) are [created](#), you can join channels from those servers into a single voice communication unit. Members of these channels will hear each other in group calls.

To manage multi-channel groups, go to [Cross server communication](#).

IMPORTANT:

Cross-channel communication does not support [conference](#) channels.

Adding a multi-channel group

To allow users from multiple channels to hear each other in group calls:

1. [Add server connections](#) for each server whose channels will be joined to the group.
2. Go to [Cross server communication](#) and click  icon in the toolbar.
3. Provide the group name.
4. Specify a relative group priority. This value is only used when a very large number of concurrent connections start to conflict.
Multi-channel groups with lower priority will be automatically suspended. Users from different groups will not be able to hear each other, but communication within each channel will work as usual.
5. Join channels to the group:
 - a. Click **plus** icon.
 - b. Select the previously created server connection.
 - c. Specify the ID of the server's channel to be added to the group.
6. Click **Save** button.

IMPORTANT:

- Once the multi-channel group is added, T.Qonnector service is automatically restarted to apply the changes. All ongoing cross-server communication will be temporary suspended.
- Cross-channel communication does not support [conference](#) channels.

Modifying a multi-channel group

To modify a multi-channel group:

1. Go to [Cross server communication](#) and click  icon in the toolbar.
2. Change the group name.

3. Update a relative group priority. This value is only used when a very large number of concurrent connections start to conflict.
Multi-channel groups with lower priority will be automatically suspended. Users from different groups will not be able to hear each other, but communication within each channel will work as usual.
4. Add or remove channels from the group:
 - Click **plus** icon to add a new channel. Select the previously created server connection and specify the ID of the server's channel to be added to the group.
 - Select a channel and click **minus** icon to remove the channel from the group.
5. Click **Save** button.

IMPORTANT:

Once the multi-channel group is modified, T.Qonnector service is automatically restarted to apply the changes. All ongoing cross-server communication will be temporary suspended.

- Cross-channel communication does not support [conference](#) channels.

Deleting a multi-channel group

To remove a multi-channel group:

1. Go to [Cross server communication](#) and select a group.
2. Click  icon in the toolbar.
3. Confirm the removal.

IMPORTANT:

Once the multi-channel group is deleted, T.Qonnector service is automatically restarted to apply the changes. All ongoing cross-server communication will be temporary suspended.

Removing a group only prevents users from its channels from hearing each other. Communication between users of individual channels is not affected.



TASSTA

All-in.

+49 30 57710674
hello@tassta.com
tassta.com



tasstaworld



t-a-s-s-t-a



TASSTAGmbHHannover



tassta_now



tassta_gmbh