Quicklink Studio Solutions

User Guide

Rev 2.5.2

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Introduction

The Quicklink Studio Solution ensures content is sent with confidence and at high quality using the latest best in class, bi-directional audio and video platform.

Contribution devices such as pre-configured built hardware, IOS apps or browsers can be used with the Public Internet or hosted on your own private network.

Management of the links and other Quicklink remote device controls can be completed using the Quicklink Manager Portal. It has various layers of operational security to ensure the highest levels of data security and integrity.

The Quicklink Manager Portal allows simple and intuitive management of connected links and contributors from one central portal, from any global location, using a secure Chrome web browser.

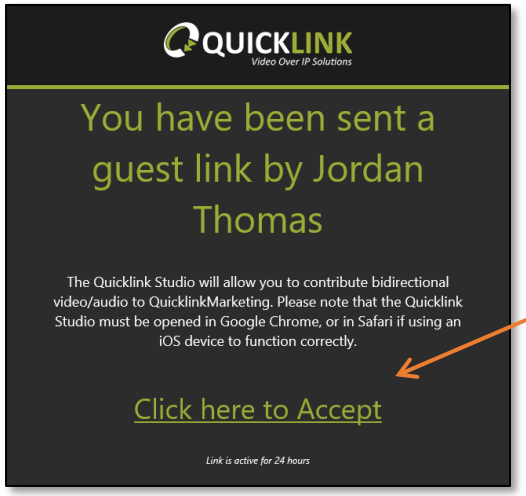
Output to the hardware servers as SDI/NDI/HDMI can be completed by the Studio Administrator, Manager and Operator.

For instructions on using the Quicklink Manager, please refer to the Quicklink Manager User Guide on the Quicklink Customer Portal.

Chrome/Safari User

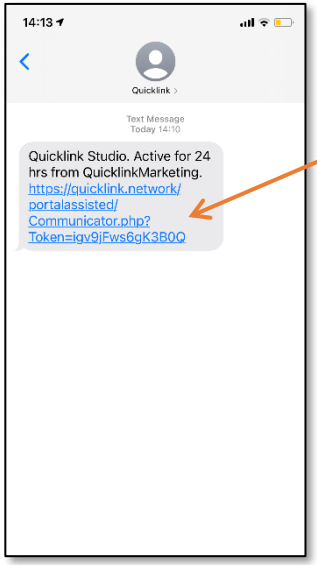
Guest invite

When you have been invited to contribute via Quicklink Studio, you will receive either an email, SMS or WhatsApp message, this will look as follows:



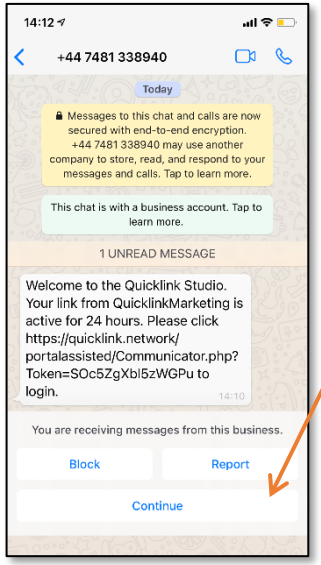
1. Click link

Invite via Email



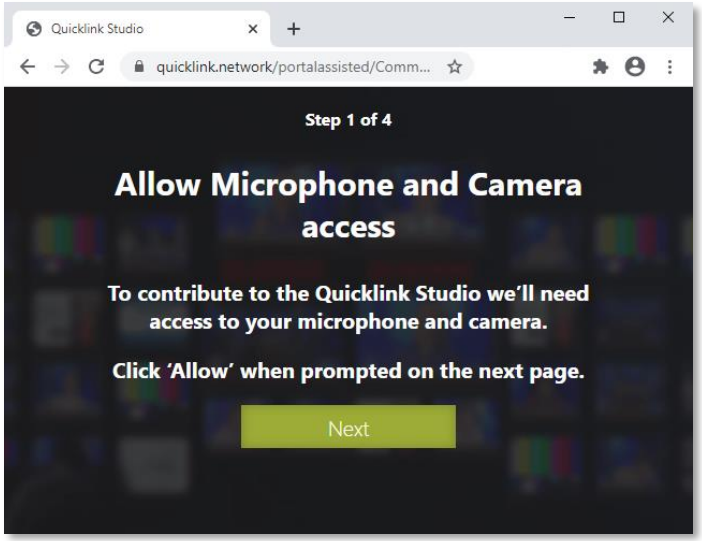
1. Click link

Invite via SMS



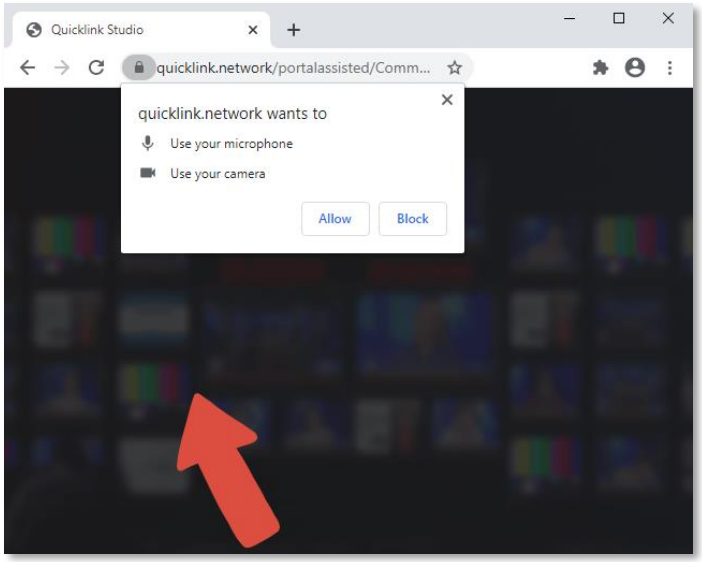
1. Click **'Continue'**
2. Click link

Invite via WhatsApp



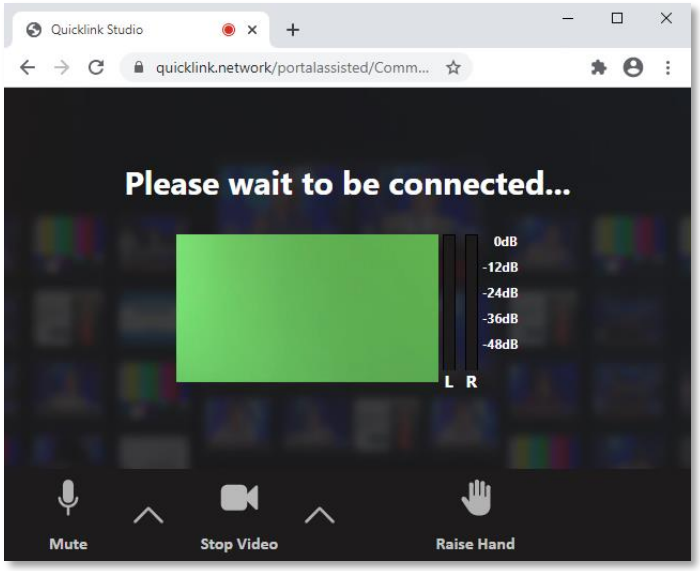
Once you have clicked the link, the Quicklink Studio will open in a web browser. This browser will depend on your device.

You will first get a message prompting that you will need to allow access to you camera and microphone. Click **'Next'**.



When prompted, click **'Allow'** to enable Quicklink Studio access to your camera and microphone.

Once you have allowed access, follow the additional on-screen instructions to configure your camera, microphone and speaker settings. You will also be put through a device test to test your network and device performance. If this test is failed or issues are found, this will be displayed.

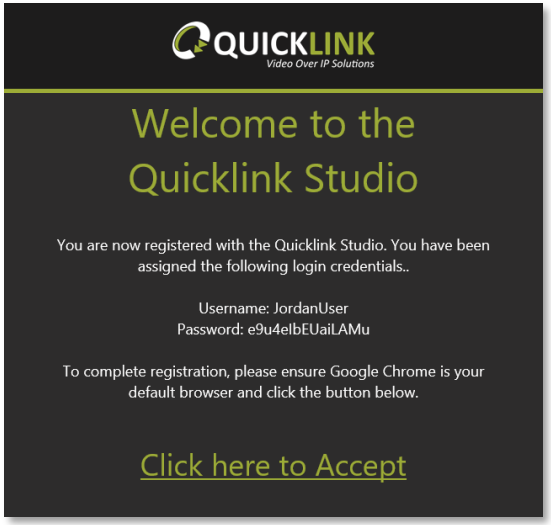


Once you have configured your camera, microphone and speaker settings, and have followed the additional instructions, you will be placed in a waiting room until an administrator connects you.

From here you can change your microphone/camera settings and raise your hand.

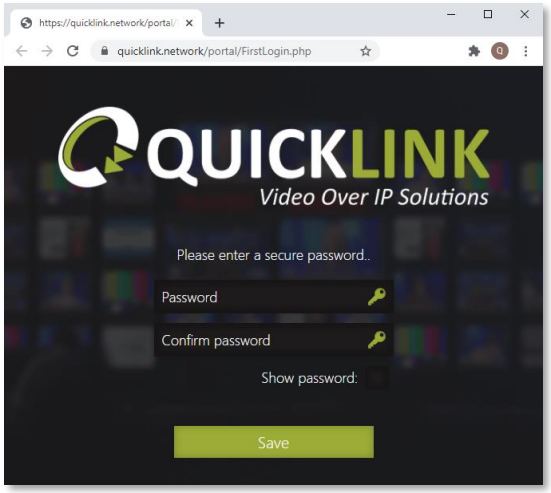
Once the Administrator has connected, you will be redirected into a call. Please refer to the **point-to-point call** and **conference call** sections below to learn about the interface and features within each.

Created user

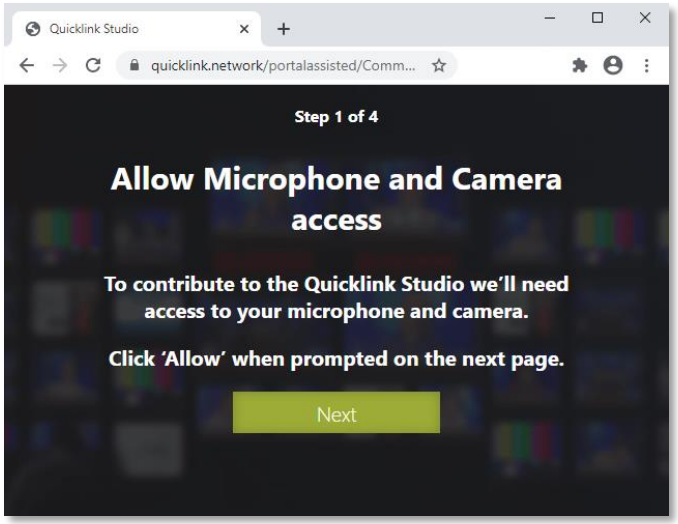


When an administrator has created an account, you receive an email containing a username and password. Click **'Click here to Accept'**.

You will be prompted to enter a new secure password. Confirm the password and click **'Save'**. Your new password will need to be a minimum of 8 characters.

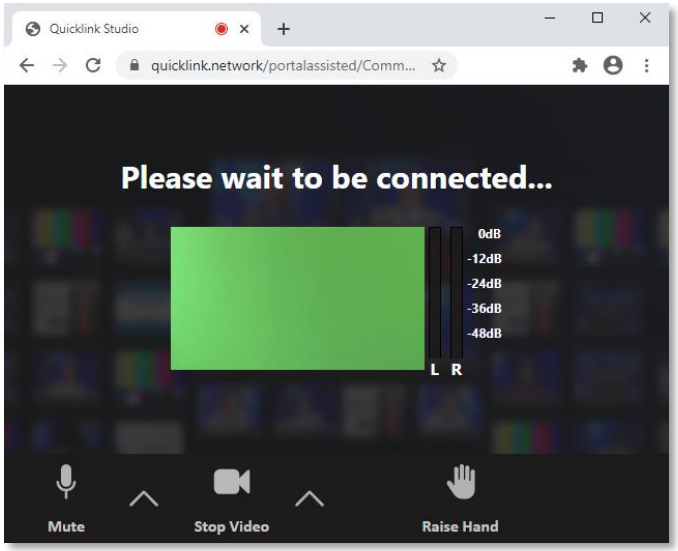


You will be required to enter a new secure password. Enter your password, and then click **'Save'**. Your new password will need to be a minimum of 8 characters.



When logged in, you will get a message prompting that you will need to allow access to your camera and microphone. Click **'Next'**.

Follow the additional on-screen instructions to allow access to your devices and configure your camera, microphone and speaker settings. You will also be put through a device test to test your network and device performance. If this test is failed or issues are found, this will be displayed.

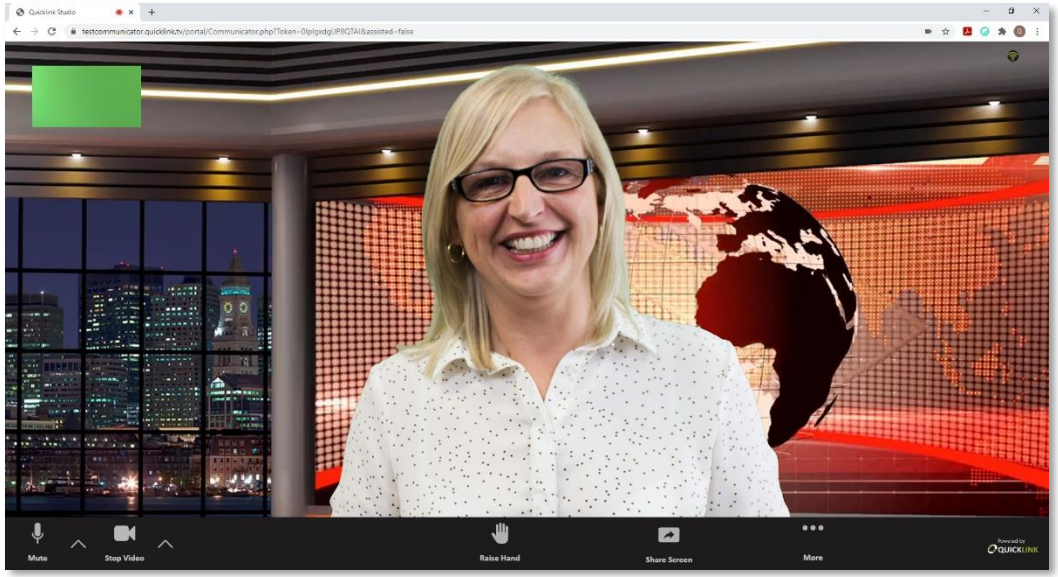


Once you have configured your camera, microphone and speaker settings, and have followed the additional instructions, you will be placed in a waiting room until an administrator connects you.

From here you can change your microphone/camera settings and raise your hand.

Once the Administrator has connected, you will be redirected into a call. Please refer to the **point-to-point call** and **conference call** sections below to learn about the interface and features within each.

Point-to-point call



Once the Administrator has entered you into a point-to-point call you will see the return video from the Studio in full screen with your local preview at the top left of the screen.

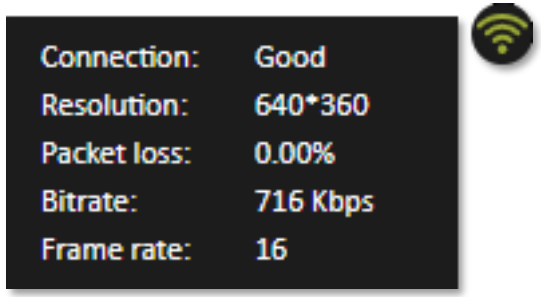
From the bottom control bar you can mute/unmute your microphone, configure your microphone and speaker device, adjust audio levels of your microphone and speaker device, stop/start your camera, configure your camera device, raise your hand, share your screen and access additional settings.

Clicking the icon will virtually raise your hand. You can use this feature to gain the attention of an administrator. A raised hand can only be lowered by the administrator remotely.

Selecting the icon will allow you to share your screen. A popup will appear allowing you to choose which screen, application or Chrome tab you would like to share. You can also share the audio of your screen by checking the '**Share audio**' checkbox. Finally click '**Share**' to begin screen sharing. To stop screen sharing, simply press the icon.

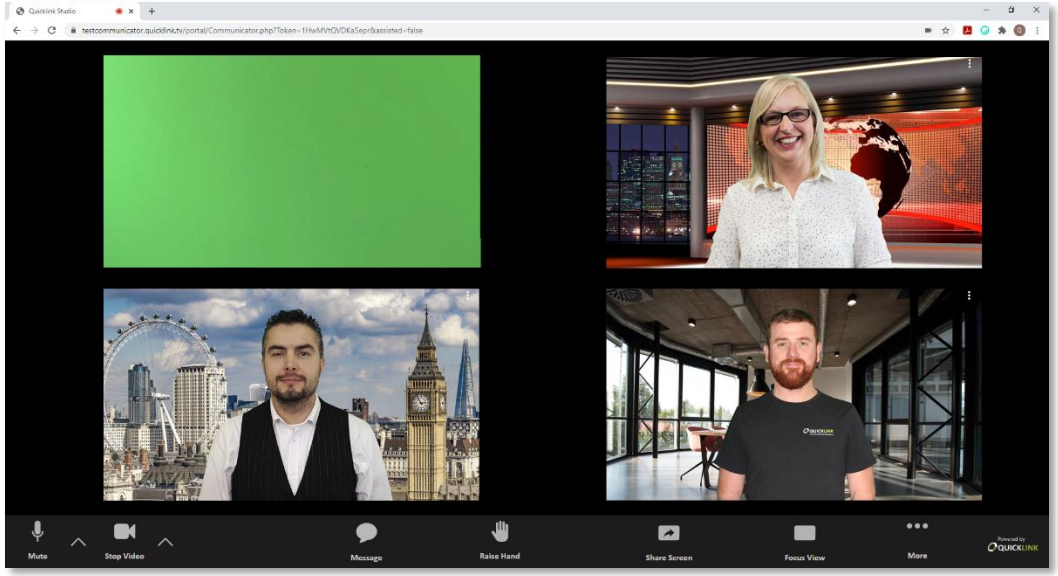
Click the ••• icon to see additional features. From this menu you can show/hide the preview, audio bars and warning messages. From this menu you can also enter full screen by selecting '**Enter Full Screen**', entering full screen will temporarily hide the user bar. to exit full screen mode, press the Esc key or click '**Exit full screen mode**'. Additionally, by selecting '**Start recording**' you can record your camera/audio source. To stop the recording, click '**Stop recording**'. Selecting '**Start Remote Recording**' will record the received video/audio. When your recordings have stopped, a .webm file will be downloaded locally.

In the top right hand corner of a call, a connection status icon will appear. Hovering over the connection status icon will display the sending connection strength, resolution, packet loss, bitrate and frame rate. There are three statuses for connection strength, these are; Good, Non-optimal and Poor.



Connection status

Conference call



Once the Administrator has entered you into a conference call you will see a tile of yourself and up to 7 other participants.

From the bottom control bar you can mute/unmute your microphone, configure your microphone and speaker device, adjust audio levels of your microphone and speaker device, stop/start your camera, configure your camera device, access the call messages, raise your hand, share your screen and change views.

To open the messaging window, click the icon. You can also send attachments by clicking the icon, selecting the file you would like to send, then clicking '**Send**'. You can also send a private message to any participant by highlighting over their video, selecting the icon and clicking '**Send Private Message**'. Private messages will appear in the messages but will only be visible to the sender and receiver of the private message.

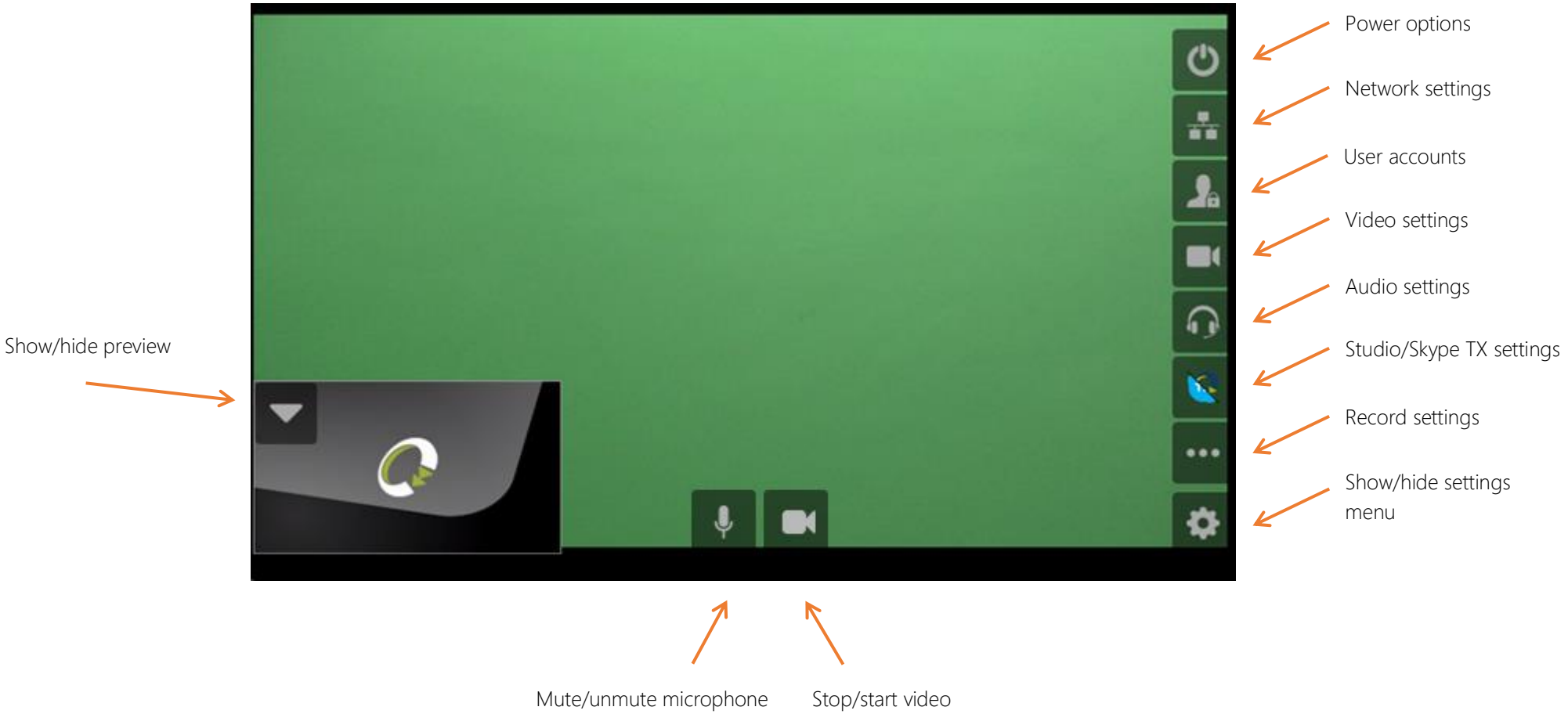
Clicking the icon will virtually raise your hand. You can use this feature to gain the attention of an administrator. A raised hand can only be lowered by the administrator remotely.

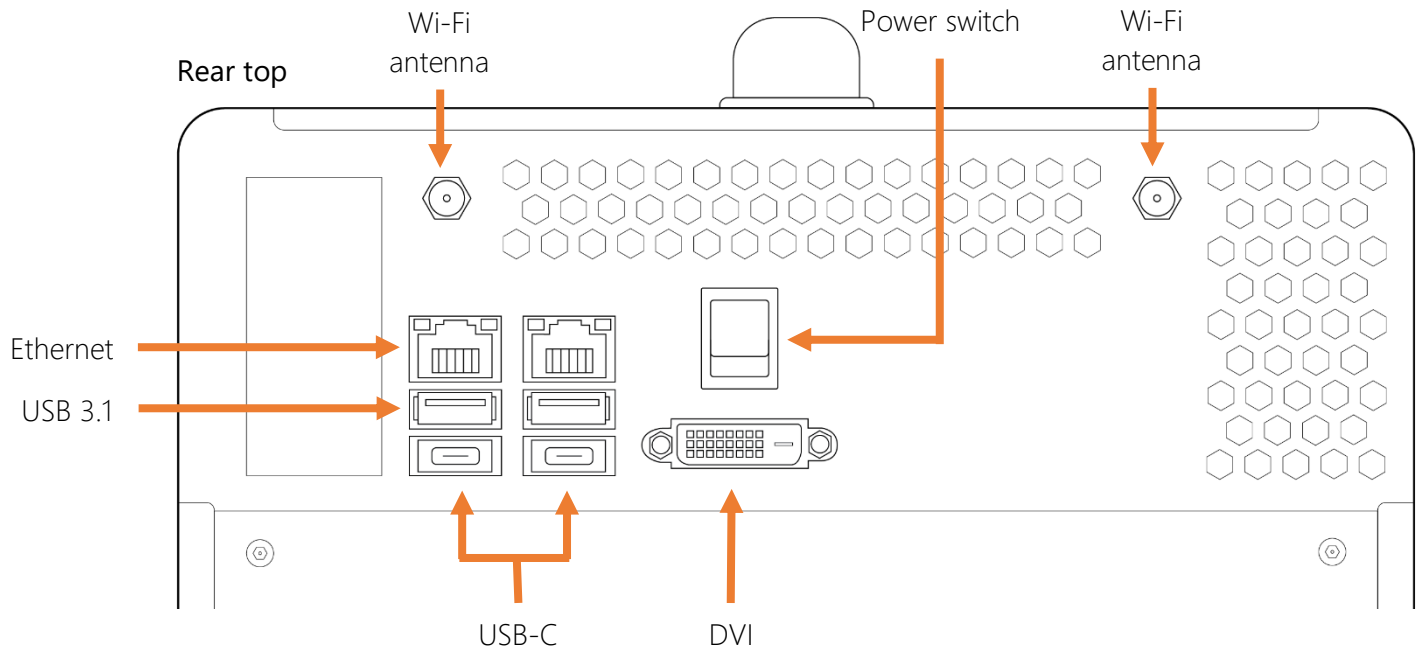
Selecting the icon will allow you to share your screen. A popup will appear allowing you to choose which screen, application or Chrome tab you would like to share. You can also share the audio of your screen by checking the '**Share audio**' checkbox. Finally click '**Share**' to begin screen sharing. To stop screen sharing, simply press the icon.

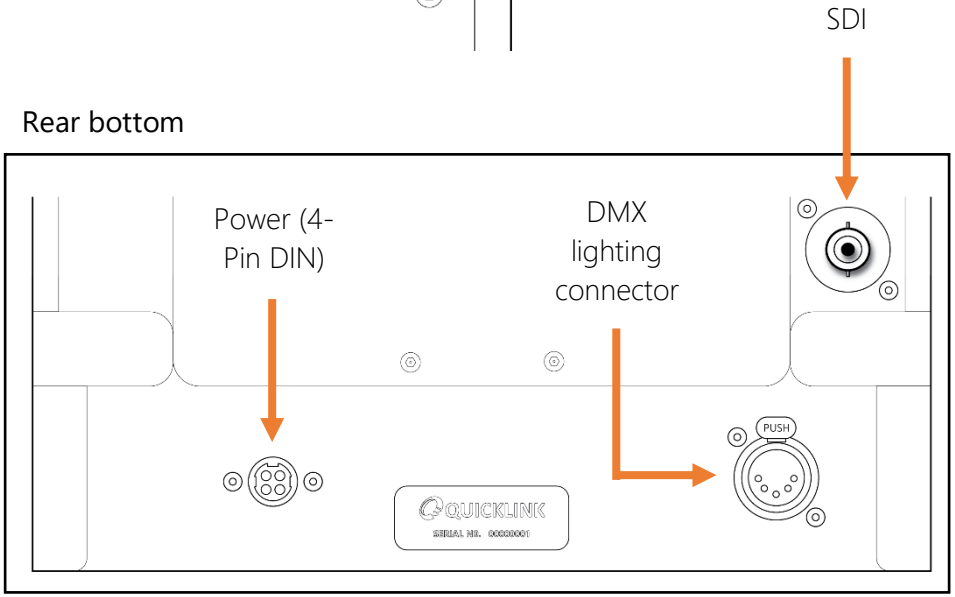
Within a conference call you can choose your preferred view by toggling between '**Tile View**' and '**Focus View**'. Clicking '**Focus View**' will focus in on a random participant, however it is possible to focus in on a specific participant by clicking their video when in tile view to enlarge them. The tile view will show all participants in one screen evenly sized tile.

You can also access additional features by selecting the ••• icon. From here you can enter full screen mode by selecting '**Enter Full Screen**', entering full screen will temporarily hide the user bar. to exit full screen mode, press the Esc key or click '**Exit Full Screen**'. Additionally, by selecting '**Start Local Recording**' you can record your camera/audio source. To stop the recording, click '**Stop Local Recording**'. When your recordings have stopped, a .webm file will be downloaded locally.

ST500 user


Show/hide preview
Power options
Network settings
User accounts
Video settings
Audio settings
Studio/Skype TX settings
Record settings
Show/hide settings menu
Mute/unmute microphone
Stop/start video





The ST500 can be mounted on a tripod or used on a desktop. Ensure that your sign in credentials are to hand. These will be provided by the Administrator. To set up your ST500, plug the power cable provided into the XLR power connector, then plug your Ethernet cable into either of the Ethernet ports. The inbuilt Wi-Fi or a USB dongle can also be used for internet connectivity.

Power on the unit by pressing the power switch.

Moving to the front of the ST500, plug your microphone into the **Mic 1** port.

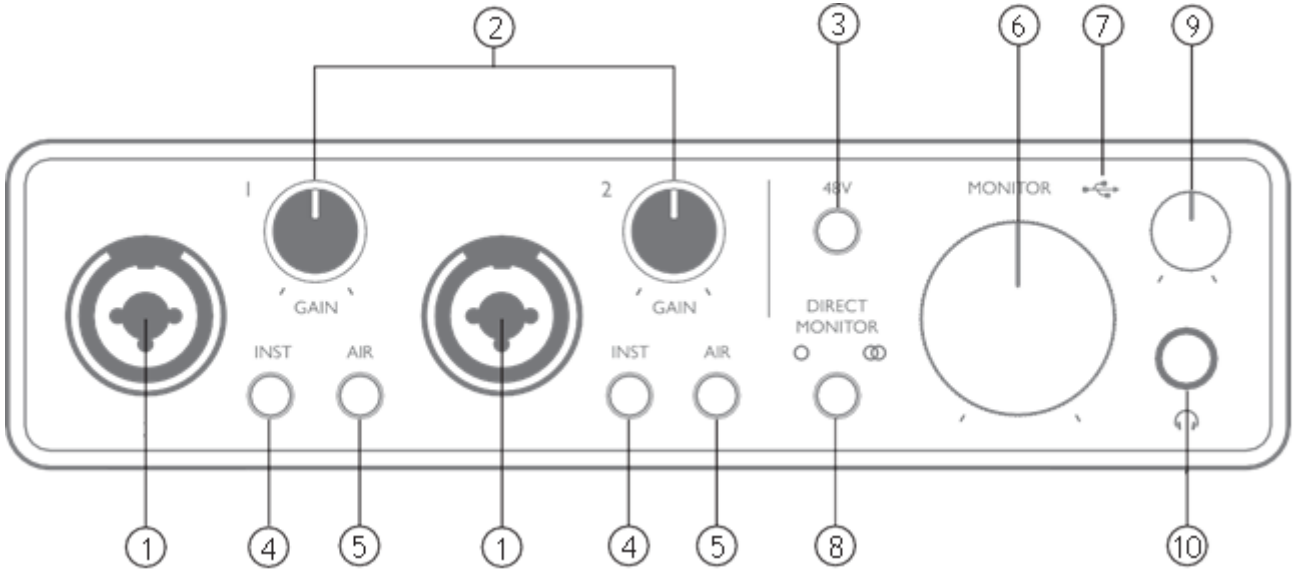
Ensure that 48v phantom power is turned on, if not, please press to turn on if required.

Talk into the microphone, ensuring there is a green light flashing when you speak. If this is not flashing, please increase the microphone level until the light flashes green. If the light is flashing red, please decrease the microphone level until the light flashes green.

Plug your earpiece into the headphone port.

Ensure the headphone volume level is set to roughly 50%. This can be adjusted when in call if needed.

Audio device hardware features

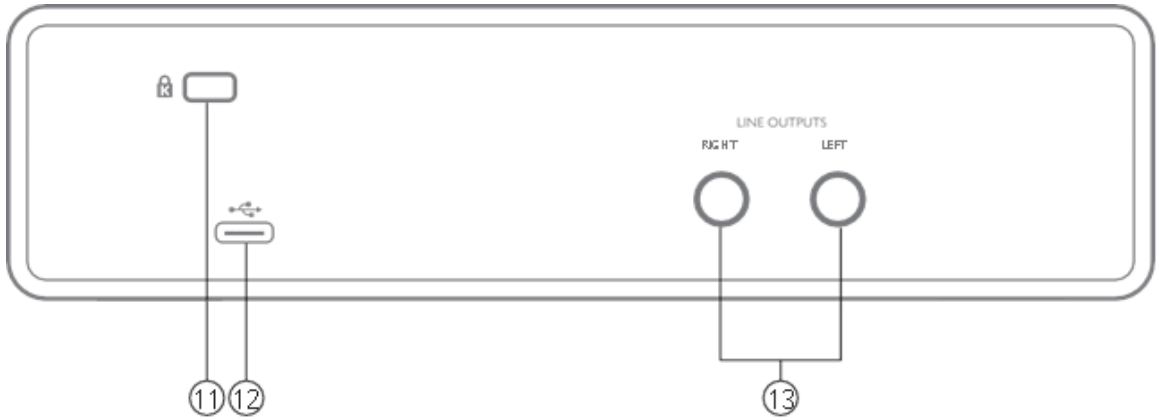


Front panel

The Front Panel includes the input connectors for Mic, Line and Instrument signals, as well as the input gain and monitoring controls.

1. Inputs 1 & 2 – "Combo" type input sockets - connect microphones, instruments (e.g., guitar), or line level signals here. Combo sockets accept both XLR and ¼" (6.35 mm) jacks. Microphones will normally be connected using XLR plugs: instruments and line level signals should be connected via ¼" (6.35 mm) jack plugs of either TR or TRS type. The preamp gain is appropriate for microphones when an XLR plug is inserted, and for higher level signals when a jack plug is inserted. Do not connect anything other than a microphone - e.g., the output of a sound module or FX unit - via an XLR plug, as the signal level will overload the preamp, resulting in distortion; also, if phantom power is enabled, the equipment may be damaged.
2. **GAIN 1** and **GAIN 2** – adjust the preamp gain for signals on inputs 1 and 2 respectively. The gain controls have concentric tri-colour LED 'rings' to confirm signal level: green indicates an input level of at least -24 dBFS (i.e., 'signal present'), the ring then turns amber at -6 dBFS to indicate that the signal is close to clipping, and finally to red at 0 dBFS (digital clipping).
3. **48V** – phantom power switch for mic inputs - enables 48 V phantom power at XLR contacts of both Combo connectors.

4. **INST** – Line/Instrument level switches for each input which alter gain and input impedance to suit either instrument or line level signals. 'INST' illuminates red when Instrument mode is selected. Note that INST may also be selected from Focusrite Control.
5. **AIR** – two switches enabling AIR mode for each input. AIR modifies the frequency response of the input stage to model the classic, transformer-based Focusrite ISA microphone preamps. 'AIR' illuminates yellow when the mode is selected. Note that AIR may also be selected from Focusrite Control.
6. **MONITOR (Only used with ST150)** – main monitor output level control - sets the output level at the main (rear panel) outputs **LEFT** and **RIGHT**.
7. USB LED – illuminates when the unit receives USB bus power and is confirmed by the computer as connected and operating correctly.
8. **DIRECT MONITOR** – this switch determines how input sources are to be monitored and steps between three Direct Monitoring modes: OFF, MONO and STEREO. When set to OFF, monitoring of input sources is via the DAW; in MONO or STEREO, monitoring is taken directly from the preamp inputs and is therefore free of any possible latency effect. The symbols or illuminate green to indicate selection of mono and stereo modes respectively.
9. Headphone level – adjusts the output level at the front panel stereo headphone output.
10. Headphone socket – ¼" TRS output jack. If your headphones have a ¼" TRS jack plug, connect them directly; if they have a 3.5 mm TRS "mini jack", use a TRS ¼"-to-3.5 mm jack adaptor. Note that headphones fitted with 4-pole TRRS plugs will not operate correctly.

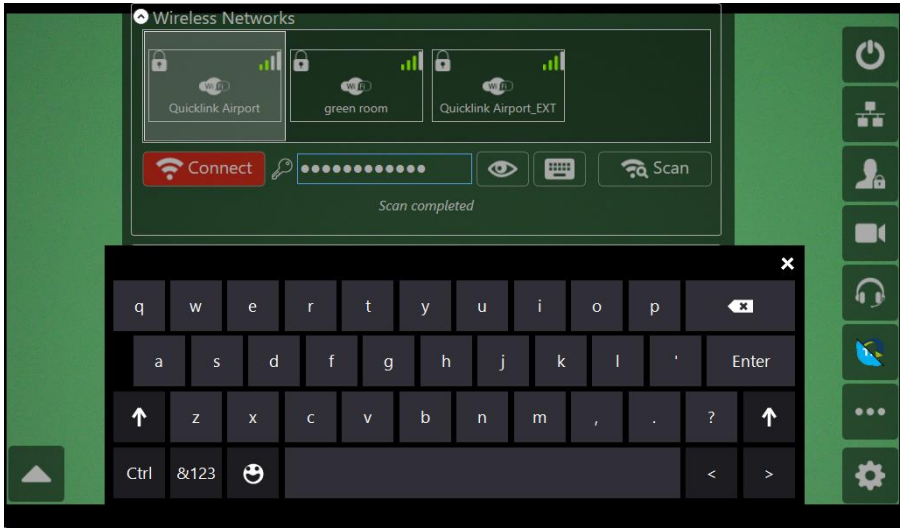


Back Panel (Only used with ST150)

11. **K** (Kensington security lock) – secure your Scarlett 2i2 to a suitable structure if desired.
12. **USB** 2.0 port – Type C connector; connect to your computer with cable supplied.
13. **LINE OUTPUTS: LEFT** and **RIGHT** – 2 x ¼" (6.35 mm) TRS jack sockets; +10 dBu output level (variable), electronically balanced. Either ¼" TRS (balanced connection) or TS (unbalanced connection) jack plugs can be used.

Connecting to Wi-Fi

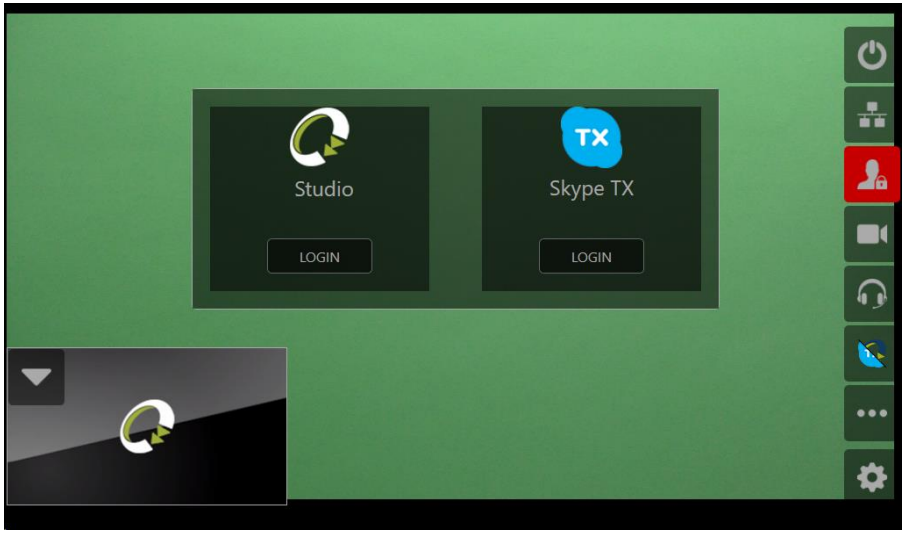
If you would like to use a Wi-Fi connection, you will need to configure this through the Network settings. Using the ST500's screen, select ••• and then select from the menu. Once the dialog box opens, locate the **'Wi-Fi'** option and click **'Setup'**.



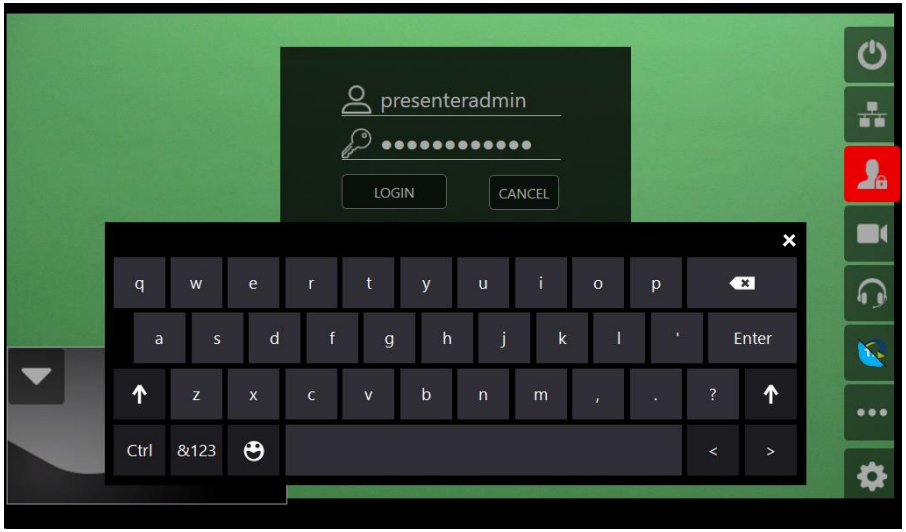
Click **'Scan'** to search for available networks. Once the scan has completed, select the Wi-Fi connection you would like to connect to and enter the password using the on-screen keyboard. When entered, tap **'Connect'**.

When connected, a message will appear to confirm connection.

Signing into Quicklink Studio and/or Skype TX



On first use, you will need to sign into Quicklink Studio or Skype TX. Using the ST500's screen, tap the flashing icon to open the login. Under the Studio or Skype TX section, tap **'Login'**.

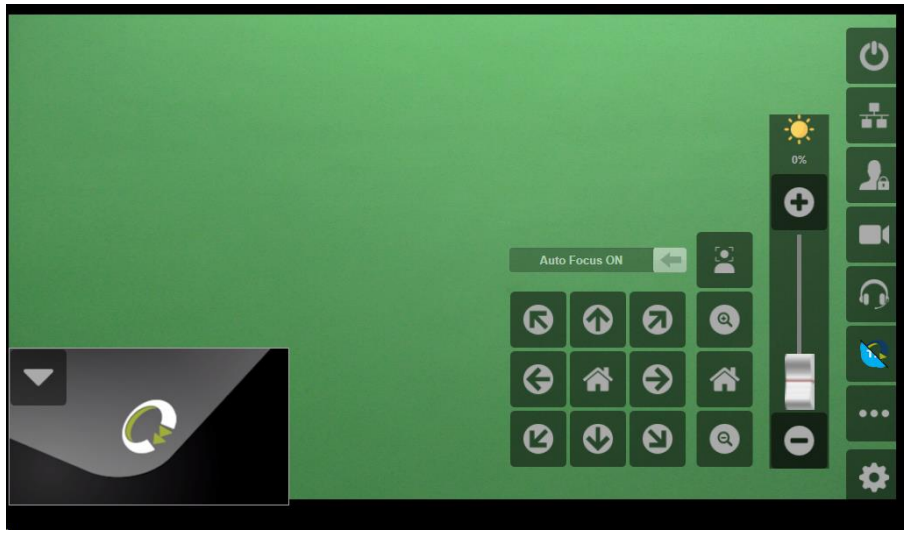


For Studio, enter your sign in credentials that have been provided to you by the Administrator. For Skype TX, enter your Skype credentials. Tap **'Login'**.

Tap the icon to clear the menu.

Once the unit is powered, logged in to a Studio account and connected to the internet – the Quicklink Manager Portal will have full remote control over the video, audio and connected lights.

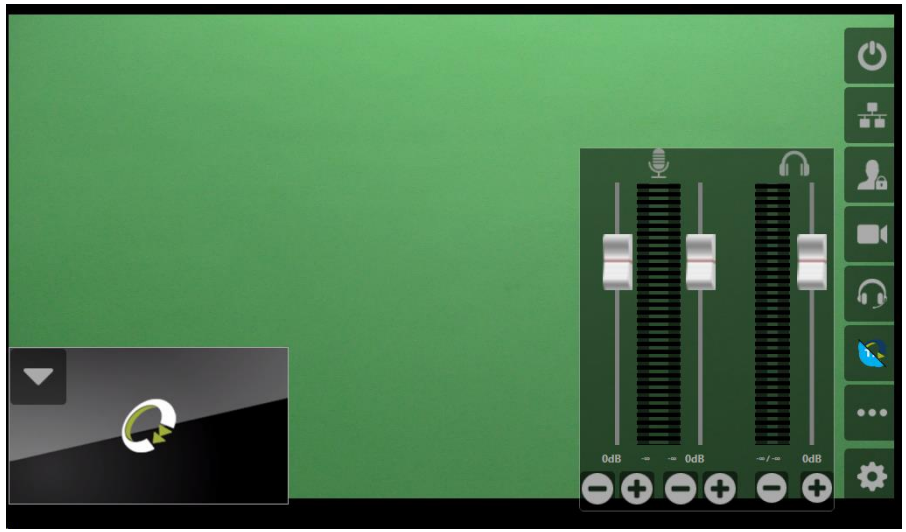
Local control of your ST500



Tap the icon, then icon to open the video settings. From this menu, you can control the camera using the arrow buttons, zoom the camera in/out using the magnifying buttons, adjust the brightness of the inbuilt lighting and turn on/off the auto focus. Tap the home icon to return to the default position.

Tapping the icon will enable the Studio-in-a-box AI facial tracking feature. When this is enabled, the Studio-in-a-box will automatically frame the user in the shot.

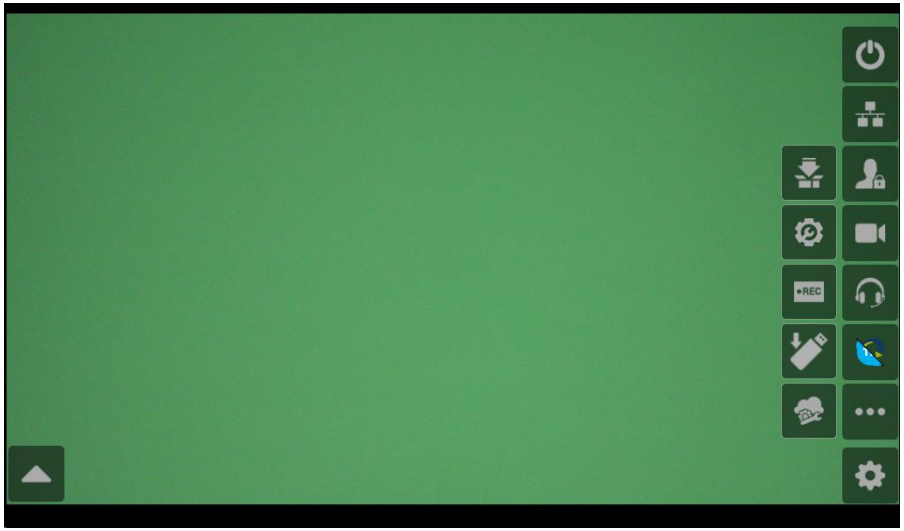
Alternatively, the camera controls, inbuilt lighting and focus can be controlled remotely by the Administrator from the Quicklink Manager.



From the menu, you can also open the audio settings by tapping the icon. Here you can adjust the microphone and headphone levels.

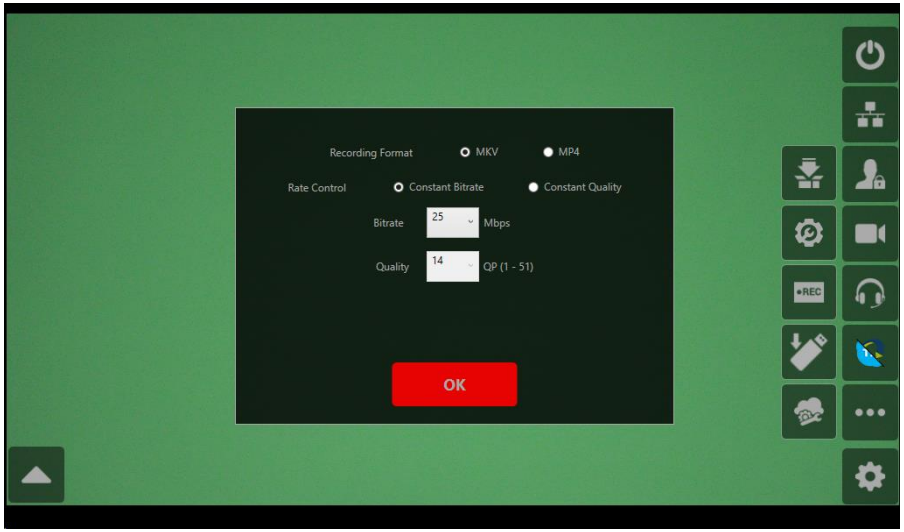
Alternatively, the microphone and headphone levels can be controlled remotely by the Administrator from the Quicklink Manager.

Recording



To access the recording feature, open the settings by tapping the ⚙ icon, then tap the ••• icon to open additional settings.

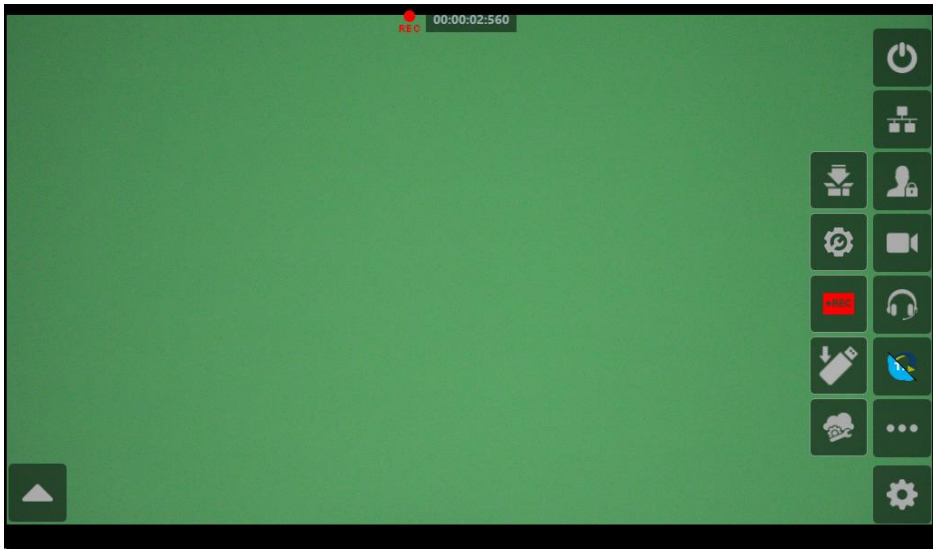
Click the ⚙ icon to configure your recording settings.



Select your recording format preference (.MKV or .MP4).

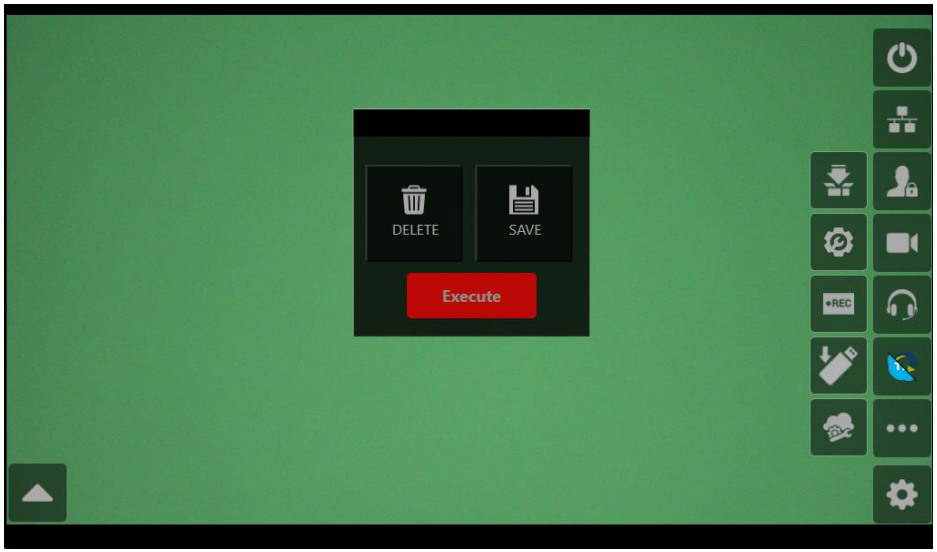
Select your preferred rate control (Constant Bitrate or Constant Quality). Selecting 'Constant Bitrate' will enable you to choose the bitrate of your recording, this can be configured from 5-50 Mbps. Selecting 'Constant Quality' will enable you to choose the quality of your recording, this can be configured from 1 (best quality) to 51 (least best quality).

To save your settings, press **'OK'**.



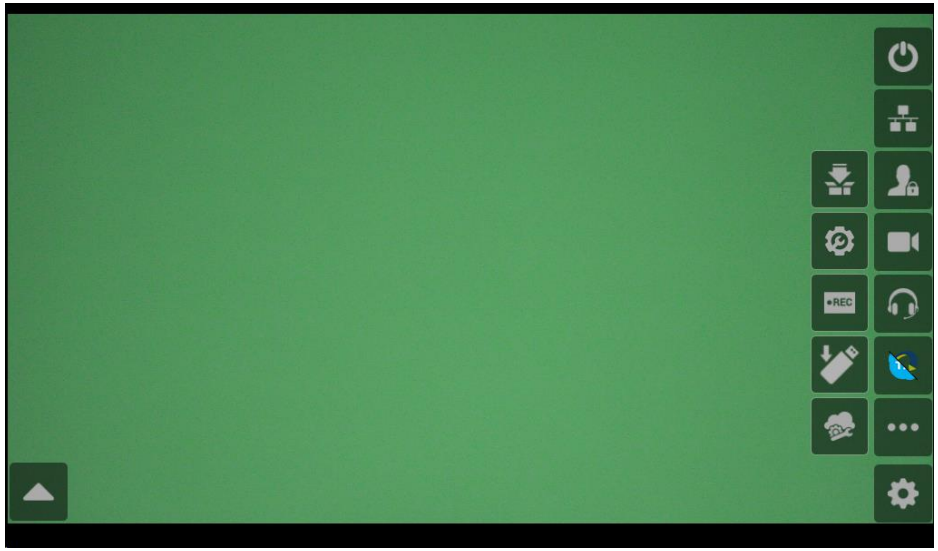
To begin recording, tap the •REC icon. Once your recording has started, a recording icon and time indicator will appear at the top of the screen.

To stop the recording, tap the •REC icon.

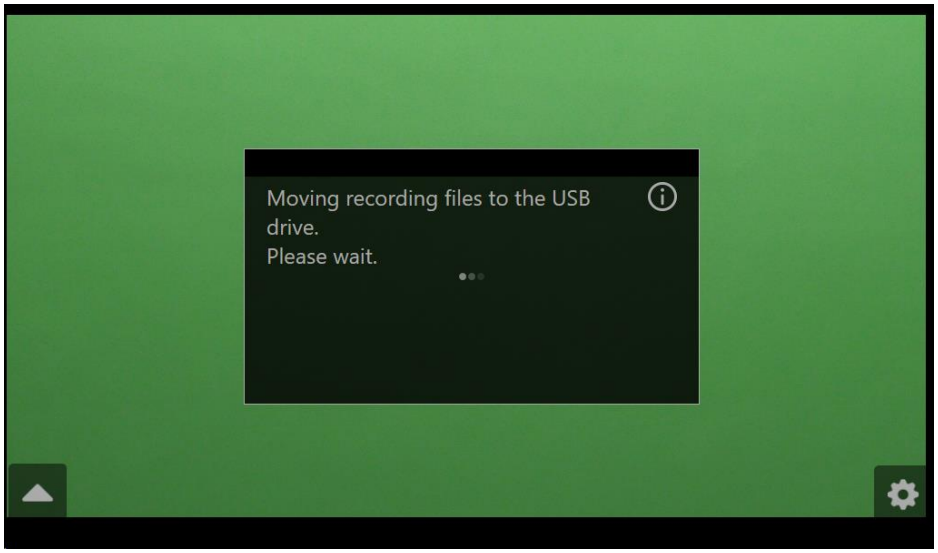


You will receive a prompt to delete or save the recorded clip. Select '**Save**', then tap '**Execute**'.

Your clip is now ready to transfer to a USB. Plug a USB drive/external storage device into one of the USB ports in the rear of the ST500 (Studio-in-a-box).

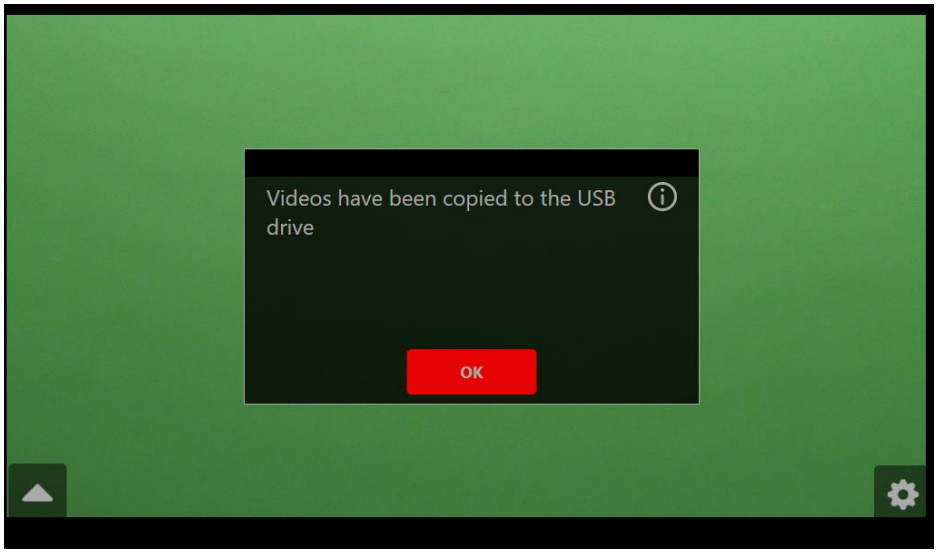


Ensuring the settings menu is open, tap the icon to begin the transfer of the recorded clip to your USB drive/external storage device.



You will now receive a prompt that the recorded file is moving to the USB drive. Please wait.

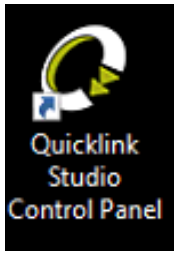
The time to complete the movement of the file will depend on the length of the recorded clip.



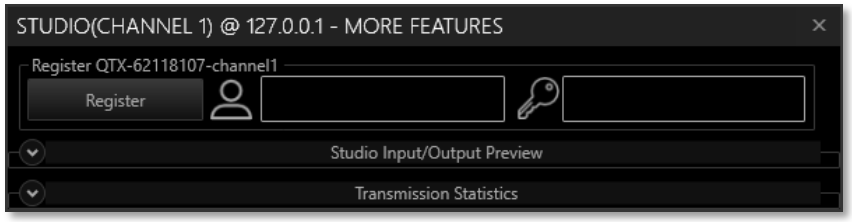
When the recorded clip has transferred you will receive a prompt to confirm. Tap '**OK**'.

Your recorded clip will now be available on your USB drive for use.

Studio Software



Run the Studio Software by double clicking the '**QL Control Panel**' icon on your desktop.



Click '**More Features**' at the top right of the interface.

Enter the username and password provided by your administrator to log in to the Studio Software.

Select the '**Input Device**' dropdown to choose your desired video source that you wish to transmit.

Click '**Settings**' to view a list of available settings options including return resolution and audio input.

Tally Light

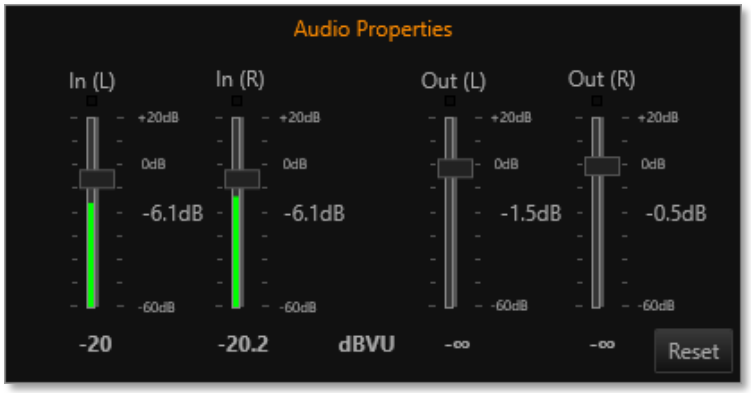
The tally light feature allows an image to be returned to the caller's screen. A live on-air notification can be sent to the return caller. Alternatively, any image may be selected such as a corporate logo or copyrighted text.

Select the **'Configure'** button to bring up the tally light settings window. From this window you can configure up to three tally lights and toggle them on or off.

The Select Image button allows a desired image to be selected. The location of this image can be adjusted by manipulating the X and Y sliders. Resetting the tally light removes the image and defaults back to X (0) and Y (0).

From the same tally light setup configuration window, the output text feature enables you to add a text overlay to your video routed out the output device. You can format the output text colour, font type, font size and change emphasis by adding bold or italic formatting. The location of the text can be adjusted by manipulating the X and Y sliders. Enter your desired text in the '**Text Overlay**' box.

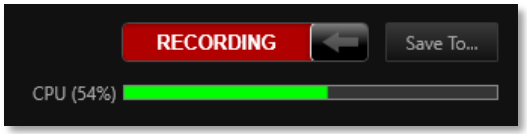
Audio Properties



The green bar provides an indication of the incoming audio levels. Below is a numerical value which indicated the relevant dB level. The sliders can be used to adjust the gain on the fly.

Selecting '**Reset**' will reset all properties to the default levels.

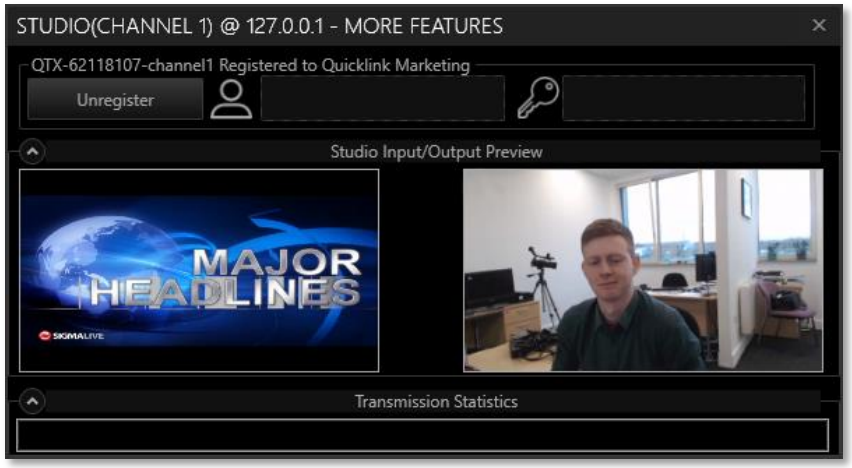
Recording



The recording feature facilitates the recording of the Studio input device. Select the '**Save To...**' button to save the recording locally, to an external drive or cloud storage system.

To start/stop recording select the arrow icon. When recording the button will turn red to indicate the recording is in progress.

More Features



Click '**Studio Input/Output Preview**' button to view previews of the incoming Studio call and the return feed in 180p.

'**Transmission Statistics**' will give call stats based on the device, such as packets lost, frame rate, frame size and data rate.

Please visit the **Quicklink Customer Portal** for more information.