RVOC - RTS Voice Over Cloud

RVOC Elevate

en Technical Manual

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1 Important notices

1.1 Copyright and disclaimer

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1.2 Revision history

Revision	Revision date	Change description
01	03/2025	Initial release

2 About this document

2.1 Related documents

To enhance your experience with RVOC Elevate and provide you with comprehensive support, the following related documents are available:

- RVOC Elevate **Technical Manual**: This comprehensive manual offers detailed instructions on how to effectively use RVOC Elevate. It covers all features and functionalities, providing step-by-step guidance and troubleshooting tips to help you navigate the application with ease.
- **Open Source Statement**: Here, you will find information regarding the open-source components utilized in the RVOC system. This document includes details about licenses and attributions, ensuring transparency about the software components that contribute to the app's functionality.
- **Terms and Conditions**: This legal agreement outlines the terms of use for RVOC. It details user rights and responsibilities, ensuring that you are informed about the rules governing your use of the app.
- **Privacy Notice**: This document provides transparency regarding how user data is collected, used, and protected. It outlines our commitment to data protection and compliance with relevant regulations, ensuring that your privacy is safeguarded while using the RVOC system.
- **Cookie Policy**: This document that outlines how a RVOC uses cookies and similar tracking technologies to collect and store user data.

These documents are essential for maximizing your understanding and utilization of the RVOC Elevate, ensuring a smooth and effective communication experience. You can find these documents at www.rtsintercoms.com.

2.2 Notational conventions

To enhance clarity and understanding throughout this manual, the following notational conventions are employed:

- **Bold Text**: Important terms, actions, or features within the app are highlighted using bold text. This convention helps draw attention to key concepts that users should focus on, ensuring they do not miss critical information.
- **Italics**: Italics are used for emphasis or to denote examples. This includes specific terms or phrases that may require additional clarification, helping to distinguish them from regular text.
- **[Link]**: Clickable links are indicated by the format [Link]. These links direct users to additional resources, documents, or external websites for further information, facilitating easy access to supplementary content.
- **Numbered Lists**: Step-by-step instructions or procedures are presented in numbered lists. This format makes it easier for users to follow along and complete tasks in a sequential manner, enhancing the overall usability of the guide.
- **Bullet Points**: Bullet points are utilized to present lists of items, features, or options in a concise format. This allows for quick scanning and comprehension, enabling users to absorb information efficiently.
- **Icons or Symbols**: Visual indicators may be used to represent specific actions or features within the app (e.g., a phone icon for calling, a gear icon for settings). These icons provide a quick visual reference, enhancing user navigation and understanding.

These conventions are designed to improve readability and usability, ensuring that users can easily comprehend the information presented. By adhering to these notational conventions, we aim to create a more intuitive and user-friendly experience for users.

3 Introduction

The RVOC Elevate application creates and manages users for the Elevate.
Users of Elevate can:

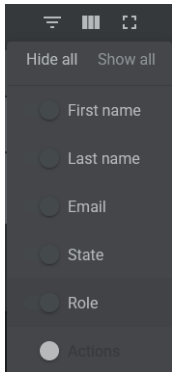
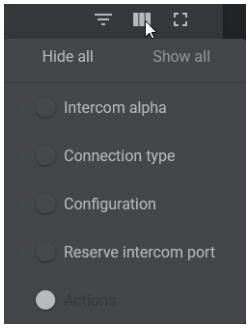
– Download the installer package for the RVOC Engine.
– Request and maintain licenses for the intercom.
– Create pairing codes to activate RVOC Engine.

RVOC Elevate automatically grants Owner rights to the person who initially creates and signs on to the application. Owners can invite, edit, and delete members from the RVOC Elevate organization. Members can only view other members of the organization.

	Invite members	**Edit roles**	**Delete members**	**View members**	**Request license**	**Contact Support**
Owner	X	X	X	X	X	X
Member				X	X	X

Table 3.1: RVOC Elevate Roles

4 Common UI elements

Icon	Name	Description
	Show Filters	Shows the filter parameter for each column.
	Hide Filters	Hides the filter parameter for each column.
	Show columns	Click to open the column visibility menu. Here you can: – Show or hide all columns at once. – Select individual columns to display or hide.
		 
		RVOC Elevate / RVOC Engine
	Toggle full screen	Expands the application to full screen mode, maximizing the viewing area.
	Exit full screen	Exits full screen mode.
	Sort off	Sort is not active.
	Sort on	Hover to activate sort with a click.
	Sort descending	Sorts from the top down.
	Sort ascending	Sorts from the bottom up.
	Column actions	Opens a drop down menu of options for customizing the column.
	Go to first page	Goes to the first page.
	Go to previous page	Goes to the previous page.

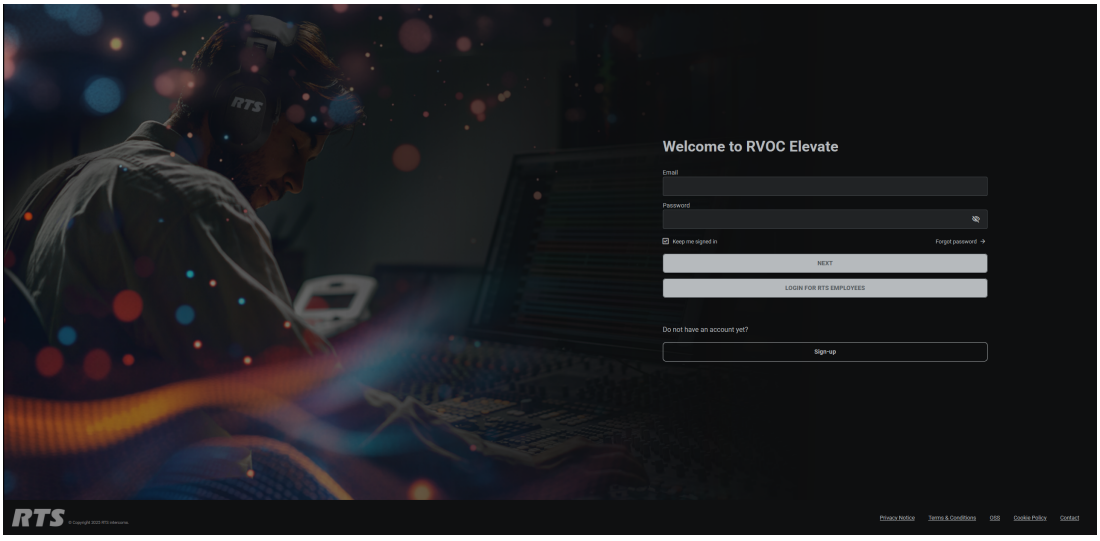
Icon	Name	Description
	Go to next page	Goes to the next page.
	Go to last page	Goes to the last page.
	Edit	Activates editing on an entry.
	Delete	Deletes an entry. **NOTE**: A confirmation message appears before deletion occurs.
	Reset user password	Sends a password reset email to the user. **NOTE**: A confirmation message appears before sending resetting a password.

5 Initial setup

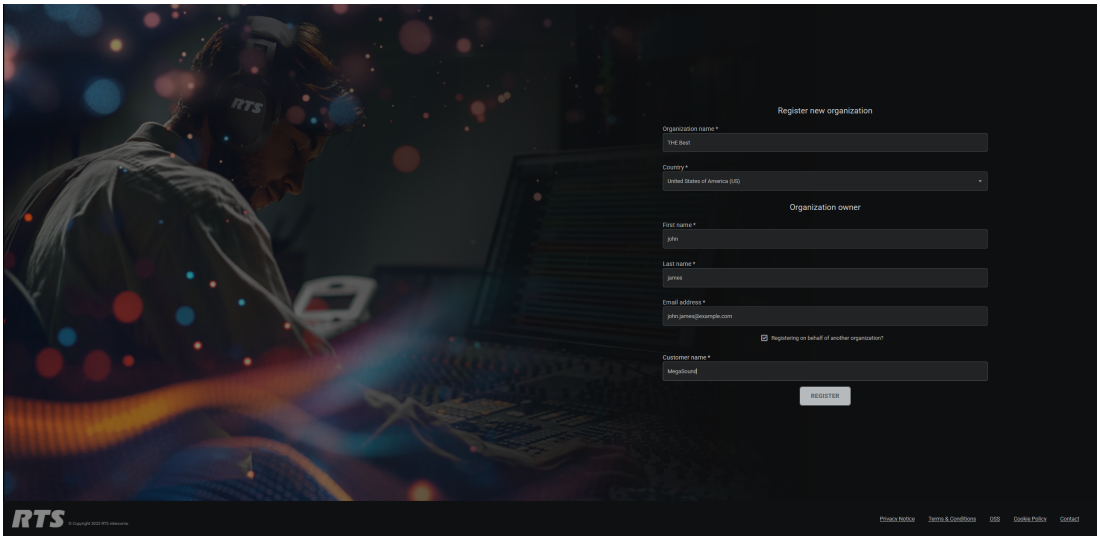
Before you can use RVOC Engine, you need to log in and set up your RVOC Elevate account.

Sign-up and First Login

1. Click RVOC Elevate.



2. Click **Sign-up**.

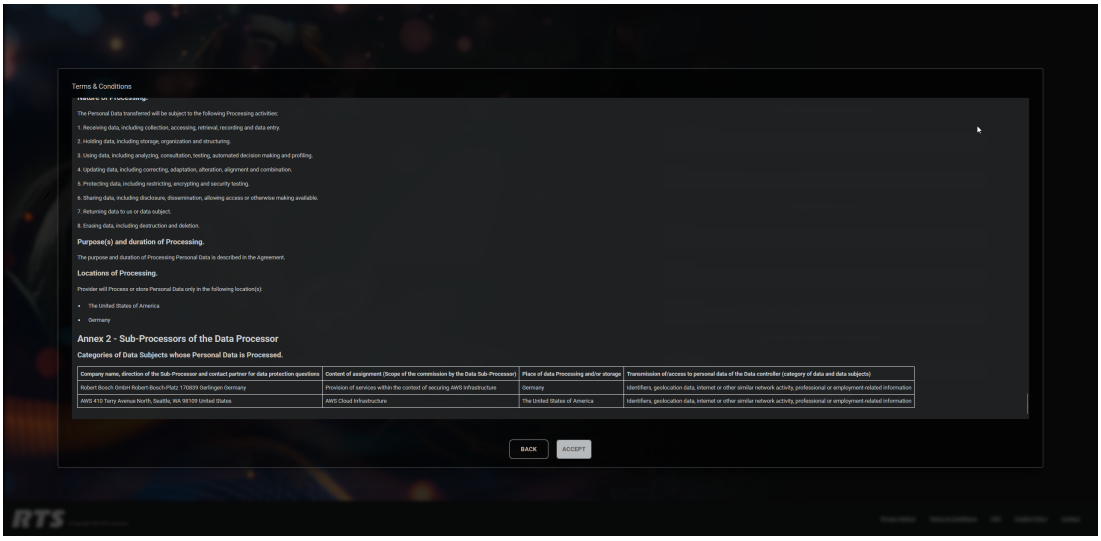


3. Enter the **<organization name>**.
4. Select a **<country>**.
5. Enter your **<first name>**.
6. Enter your **<last name>**.
7. Enter your **<email address>**.

Notice!

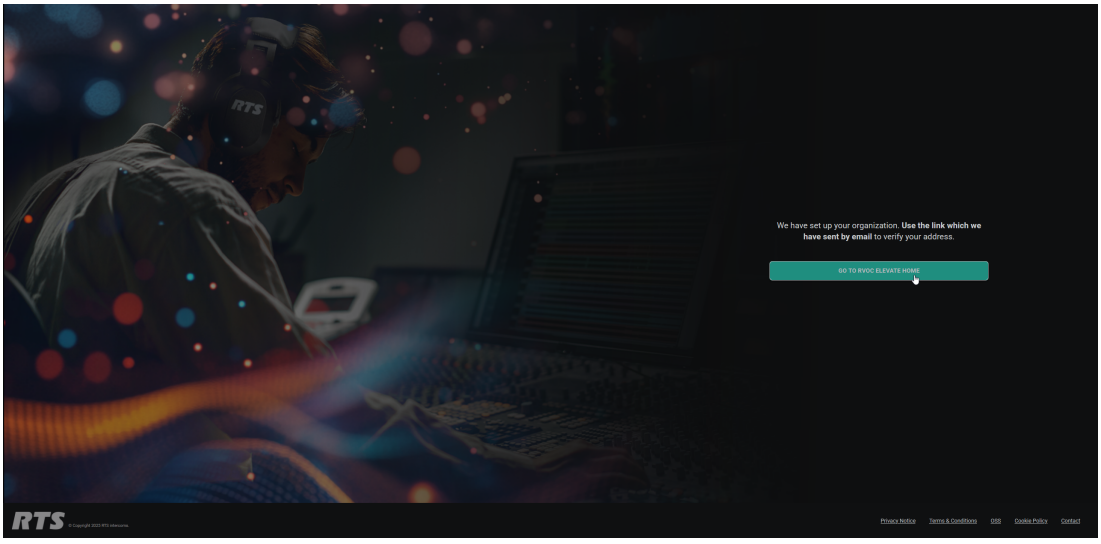
When you register an organization on behalf of someone else, such as a distributor, make sure to select the "Registering on behalf of another organization" checkbox. After that, input the customer's name in the designated field. This process ensures that the registration accurately reflects the correct entity and maintains clear communication regarding the organization being registered. By following these steps, you help streamline the registration process and ensure that all necessary information is properly documented.

8. Click **Register**.
   The Terms and Conditions screen appears. You must scroll to the bottom of the page before the Accept button becomes active.



9. Click **Accept**.
   The system sends a confirmation email to the registered address.

Notice!
Check your email!
The email contains a link to set up your password.



10. Click the **link** in the email to set up your password.
11. Create a **<password>**.
12. Confirm your **password**.
13. Click **SAVE PASSWORD AND GO TO LOGIN PAGE**.
14. Enter your **<email address>**.
15. Enter your **<new password>**.
16. (Optional) Select the **Keep me signed in** check box.
    When selected, this check box saves your credentials so you can skip logging in each time.

17. Click **NEXT**.
    RVOC Elevate opens.
    - The first user to log in to RVOC Elevate is automatically set up as an owner.
    - If necessary, you can invite more users by clicking INVITE NEW USERS. For more information on inviting new users, see *Organization settings, page 29*.
    - The system assigns the member role to invited users by default, but you can assign them the owner role.

6 Home

After signing in to RVOC Elevate, the Home screen appears as your initial landing page. This initial view provides a comprehensive system overview, displaying all available features and options.
From this screen, you can update user details and passwords, and you can log out of RVOC Elevate.
The Home screen displays three clickable tiles, each directing you to a distinct area of the software:

– Organization users: Navigates to Organization settings
– Organization licenses: Takes you to the Licenses section
– Available downloads: Opens the Downloads page

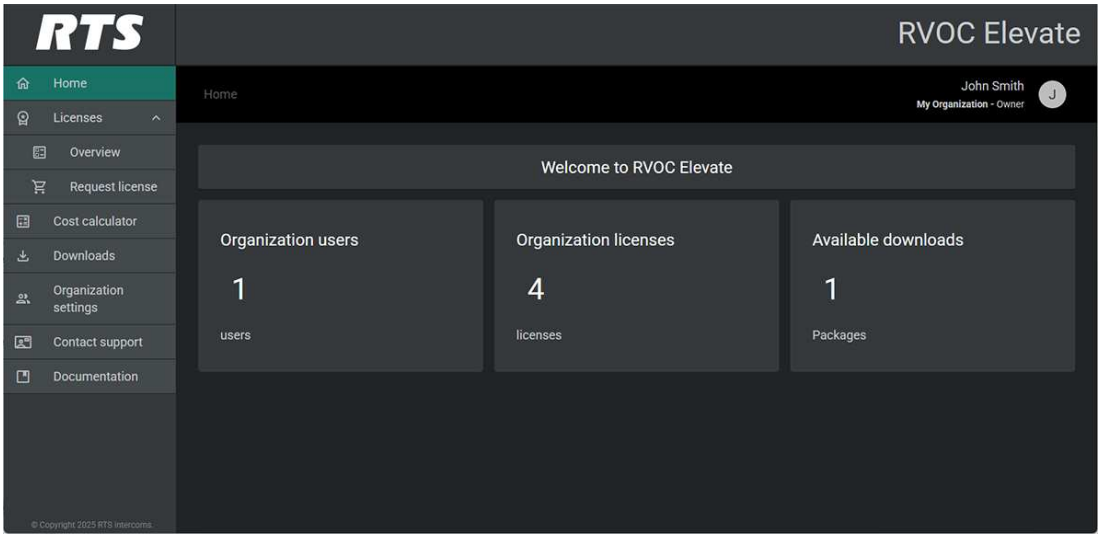


Figure 6.1: Home page

6.1 User details window

To modify your user name or change the application language, access the User details screen. This feature allows you to personalize your details within the application.
In the User details screen, you can easily update your user name to reflect your preference. Additionally, you have the option to select your preferred application language, enhancing your usability and comfort while navigating the platform.

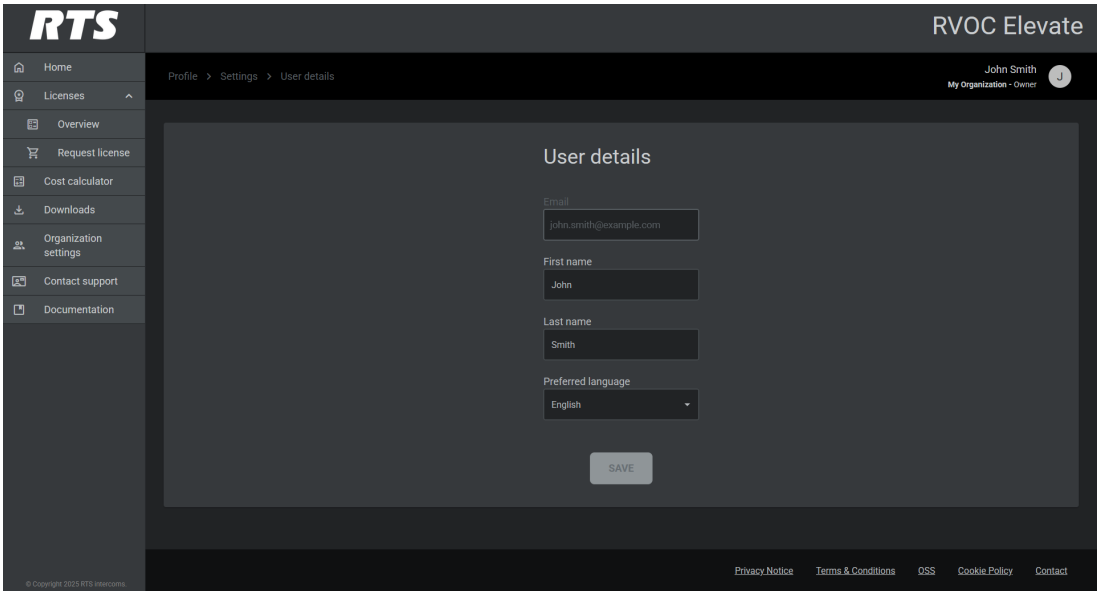


Figure 6.2: User details screen

Email field

Displays the user's email address.

This field is not editable.

First name field

Displays the first name of the user.

Last name field

Displays the last name of the user.

Preferred language

Select the preferred language you want the application to display.

Available languages:

- English
- Polish
- Dutch
- German
- Italian

Change the user details

1. Click the **Profile** in the upper right corner.
2. Select **User details**.
   The User details screen opens.
3. Modify the **information** as needed.
4. Click **SAVE**.

6.2 Change password window

To change your password to RVOC Elevate, use the Change password screen. It is advisable to update your password regularly.

Notice!
Your new password must meet the following criteria:
- At least 8 characters long
- Includes one uppercase letter
- Includes one lowercase letter
- Contains one number
- Contains one special character

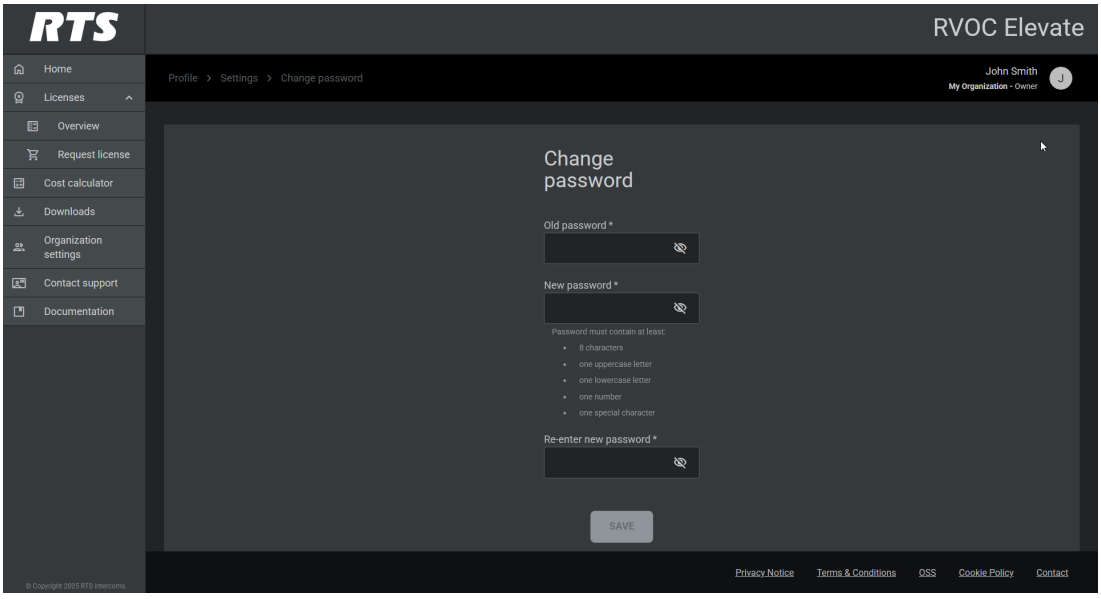


Figure 6.3: Change password screen

Notice!
Use the password visibility icon to show or hide the password in the password field. This icon allows users to verify their input while maintaining security.

Change your password
1. Click the **Profile** in the upper right corner.
2. Select **Change password**.
   The Change password screen opens.
3. Enter your **<old password>**.
4. Enter your **<new password>**.
5. Re-enter your **<new password>**.
6. Click **SAVE**.

6.3 Log out of Elevate

If you are using a shared computer, it is crucial to log out of RVOC Elevate after you finish your session. This helps protect your personal information and ensures that no one else can access your account. To log out, simply navigate to the Profile menu and select the Logout option. Taking this precaution is an important step in maintaining your account's security, especially in environments where multiple users have access to the same device. Always remember to log out to safeguard your data and privacy.

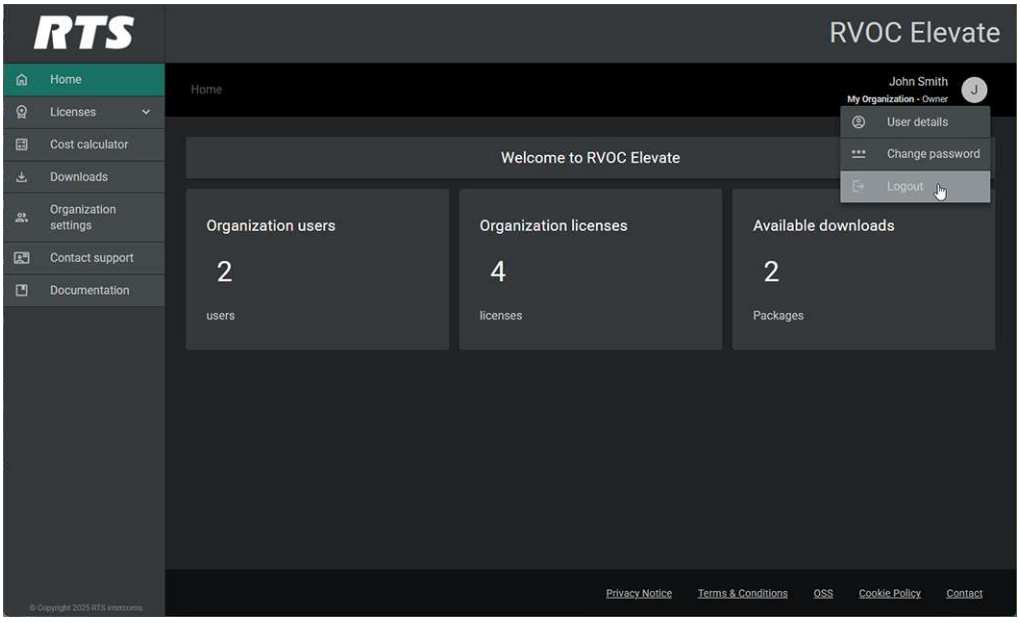


Figure 6.4: Logout menu

Log out of the application

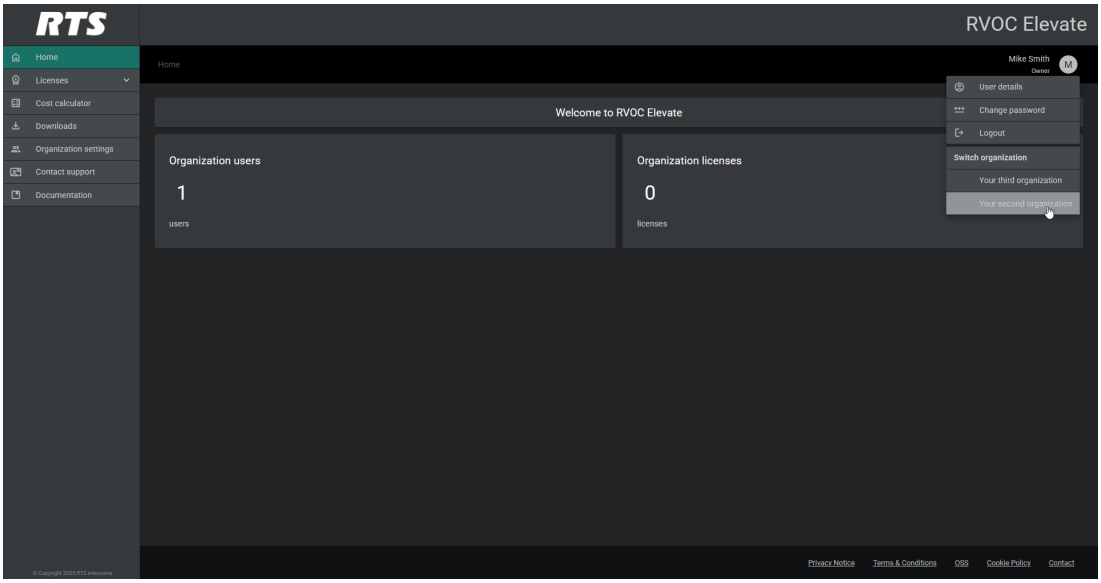
1. Click the **Profile** in the upper right corner.
2. Select **Logout**.
   RVOC Elevate logs out and returns to the login page.

6.4 Switch between organizations

Sometimes it is necessary to work with many different clients. For example, distributors often work with multiple clients, each requiring a distinct organization to facilitate their needs. This approach ensures accuracy for each client and promotes clear communication about the registered organization. By establishing separate organizations, distributors can effectively manage client relationships while simplifying maintenance.
In RVOC Elevate you can easily switch between the organizations to which you belong.

Switch organization

1. Click the **Profile** in the upper right corner.
2. Under Switch organization, select the **organization** you want to view.
   The selected organization opens.


RTS
RVOC Elevate
Home
Licenses
Cost calculator
Downloads
Organization settings
Contact support
Documentation
Home
Mike Smith
Owner
User details
Change password
Logout
Switch organization
Your third organization
Your second organization
Welcome to RVOC Elevate
Organization users
1
users
Organization licenses
0
licenses
Privacy Notice
Terms & Conditions
OSS
Cookie Policy
Contact

7 Licenses

Licensing manages access to RVOC Engine. The licensing model RVOC Engine uses allows organizations to purchase and assign user licenses based on the length and number of seats needed. You can easily add, remove, or reassign licenses as your requirements change, providing flexibility in managing access and costs. RVOC Engine uses licenses to determine amount of time and the number of seats you have to use.

The **Licenses** menu allows you to:

- View and maintain licenses in your system
- Request a new license

The RVOC licensing model is duration-based, giving you complete control over how long your license remains valid. You can specify the exact number of days for which the license is active, allowing you to tailor your usage to fit specific project timelines, such as short-term events or seasonal productions. Additionally, you have the option to choose between standard licensing and high availability licensing, ensuring that you can select the level of service that best meets your needs.

Type	Description
Standard	The Standard model focuses on basic operational functionality using a single instance of RVOC Engine. – No fail over security – The system continuously monitors health and performance to identify and address potential issues before they lead to downtime.
High Availability (HA)	The High Availability (HA) model's primary goal is to provide continuous service availability. High availability is another feature that can be added on top of the AWS S3 module to guarantee the highest availability by eliminating single-point-of-failure (SPOF) and providing continuous service availability. – The system automatically fails over when it detects an issue. – It supports deployment across two availability zones within the same region. – The system continuously monitors health and performance to identify and address potential issues before they lead to downtime.

Available licenses

Daily

# of Seats	High Availability	License
10		RVOC IaaS-DY-S-ST
10	X	RVOC IaaS-DY-S-HA
25		RVOC IaaS-DY-M-ST
25	X	RVOC IaaS-DY-M-HA
75		RVOC IaaS-DY-L-ST

# of Seats	High Availability	License
75	X	RVOC IaaS-DY-L-HA

Weekly

# of Seats	High Availability	License
10		RVOC IaaS-WK-S-ST
10	X	RVOC IaaS-WK-S-HA
25		RVOC IaaS-WK-M-ST
25	X	RVOC IaaS-WK-M-HA
75		RVOC IaaS-WK-L-ST
75	X	RVOC IaaS-WK-L-HA

Monthly

# of Seats	High Availability	License
10		RVOC IaaS-MO-S-ST
10	X	RVOC IaaS-MO-S-HA
25		RVOC IaaS-MO-M-ST
25	X	RVOC IaaS-MO-M-HA
75		RVOC IaaS-MO-L-ST
75	X	RVOC IaaS-MO-L-HA

Yearly

# of Seats	High Availability	License
10		RVOC IaaS-YR-S-ST
10	X	RVOC IaaS-YR-S-HA
25		RVOC IaaS-YR-M-ST
25	X	RVOC IaaS-YR-M-HA
75		RVOC IaaS-YR-L-ST
75	X	RVOC IaaS-YR-L-HA

7.1 Overview

Overview allows you to view, renew, and maintain your system's licenses. From this page, you can also generate pairing codes used to activate RVOC Engine.

The License Overview notebook lets you view and manage your system's licenses in a logical arrangement, allowing you to easily see all licenses at once or filter by different stages such as in-use, available, or expired.

State	Description
All	Shows all licenses in the system regardless of state.
In-use	Shows licenses currently active and in use by the intercom.
Available	Shows licenses currently active but not in use by the intercom.
Expired	The term of the license has expired and the license needs renewal.

Table 7.1: Overview Pages

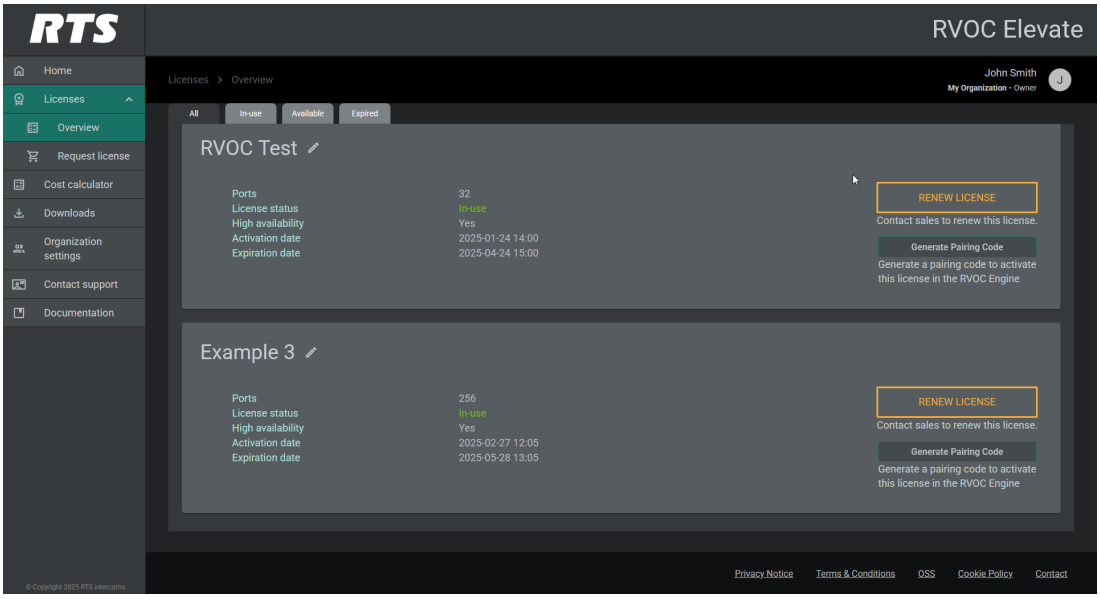


Figure 7.1: License - Overview page

The following details are available for each license:

- Number of ports allowed
- License status
- High availability
- Activation date
- Expiration date

RENEW LICENSE button

The RENEW LICENSE button opens the Request License page, where you will find the top fields pre-filled with existing information. This streamlined process allows you to submit a renewal request without re-entering previously provided details. For more information, see Request a license.

GENERATE PAIRING CODE button

Caution!
Generating a pairing code on a license that is already in use disconnects that license from RVOC Engine, potentially causing the disconnection of your intercom connections.

Use a pairing code to activate the license on RVOC Engine.

NOTE: You can generate pairing codes only for In-use or Available licenses. For expired licenses, you must renew them before generating a pairing code.

Warning!
Generating a pairing code for an active license removes the license from the system currently using it. Please ensure that you are aware of this action, as it may disrupt ongoing operations and affect users relying on the active license.

For more information, see Generate pairing code.

7.2 Request license

Use the Request License screens to initiate the process of obtaining a license for your Cloud Intercom system. Requesting a license involves two steps:

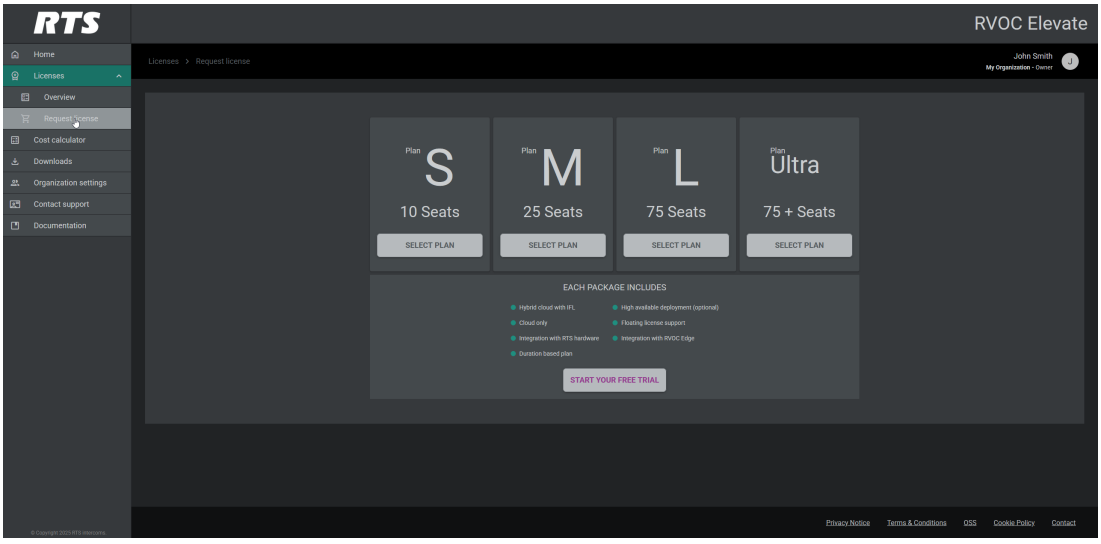
1. Initiate the request by selecting the appropriate package.
2. Complete the request by providing more detailed system information.

Select the appropriate package

The first step in requesting a license for your system is choosing a package that fits your system needs. There are four options

Plan	Detail
Plan S	10 seats
Plan M	25 seats
Plan L	75 seats
Plan Ultra	75+ seats, can add more seats as needed
Free Trial	10 seats for 7 days

Table 7.2: License Plans



Provide more detailed system information

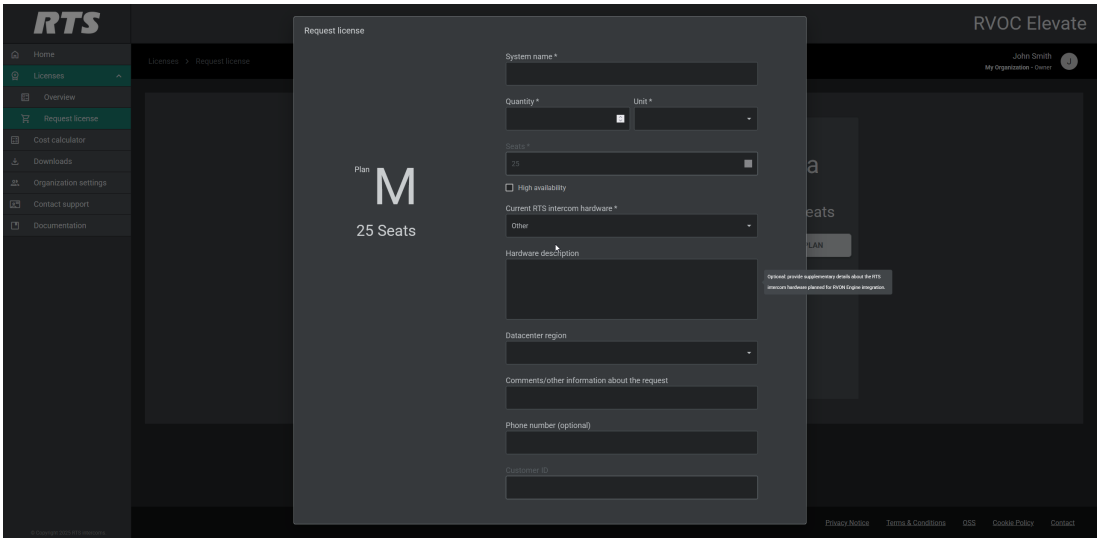


Figure 7.2: Licenses - Request license page

System name
Enter the **name** of your system.

Quantity
Select the intended number of days/weeks/months/years you plan to use.

Unit
Select the unit of measurement for the license duration.

Seats
Indicates the maximum number of concurrent intercom connections for this plan. This value includes trunk lines, RVON keypanels, and Mobile app connections. IFL links are not included in this count.

Notice!
Depending on the Plan you choose, the number of seats is fixed, unless you choose Plan Ultra. Plan Ultra allows you to add more than 75 seats.

High availability check box
High Availability ensures continuous operation of the Cloud Intercom system, including uninterrupted service for critical communications and maintaining business continuity. The key components of a high available system are redundancy, fault tolerance, load balance, and disaster recovery.
To request a high availability system, check the **High Availability** box.

Current RTS Intercom hardware
Select the **type of system** you currently are using.
Available options are:
– ADAM
– ODIN
– Other

Hardware description
Enter a **short description** of your current hardware.

Datacenter region
A **Datacenter region** refers to a geographic area where the cloud service provider operates multiple datacenters. Cloud providers distribute these regions worldwide, allowing users to choose an operational location that minimizes latency and maximizes performance.
Enter the datacenter region of your choice, if known.

Notice!
The Datacenter region is for informational purposes only. RTS would like to inform you in case of specific regional issues which have to be considered during installation.

Comments
Use the **Comments** field to enter any extra information about your system.

Phone number (optional)
Use the Phone number field to enter a phone number for the contact person in your organization.

Customer ID
This field is read-only and populates only when the salesperson sets the customer ID in the CRM.

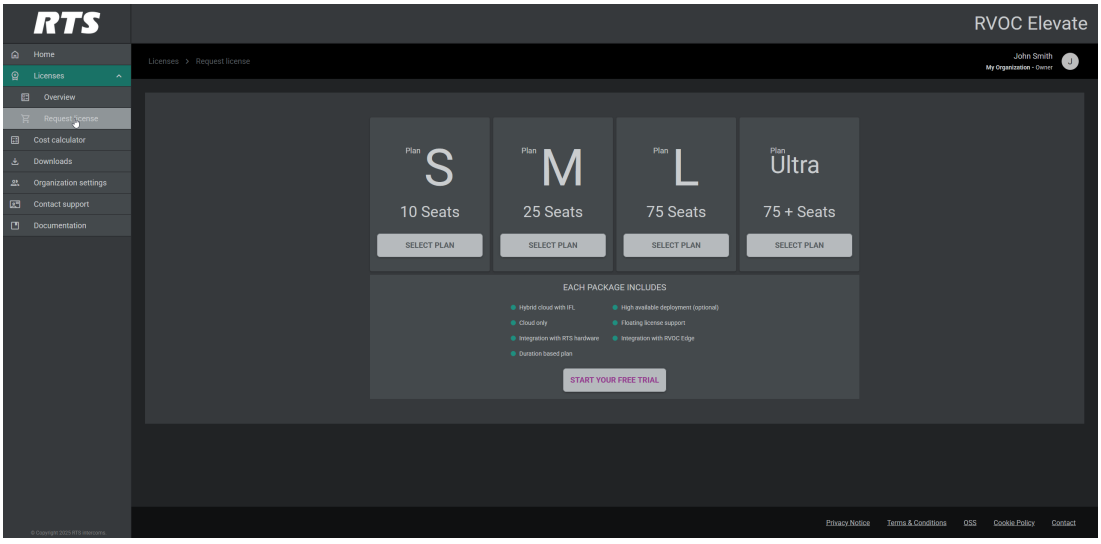
Close button
Use the **Close button** to close the form.

SEND FORM button
Use the **SEND FORM button** to send the completed form to the sales person in your region.

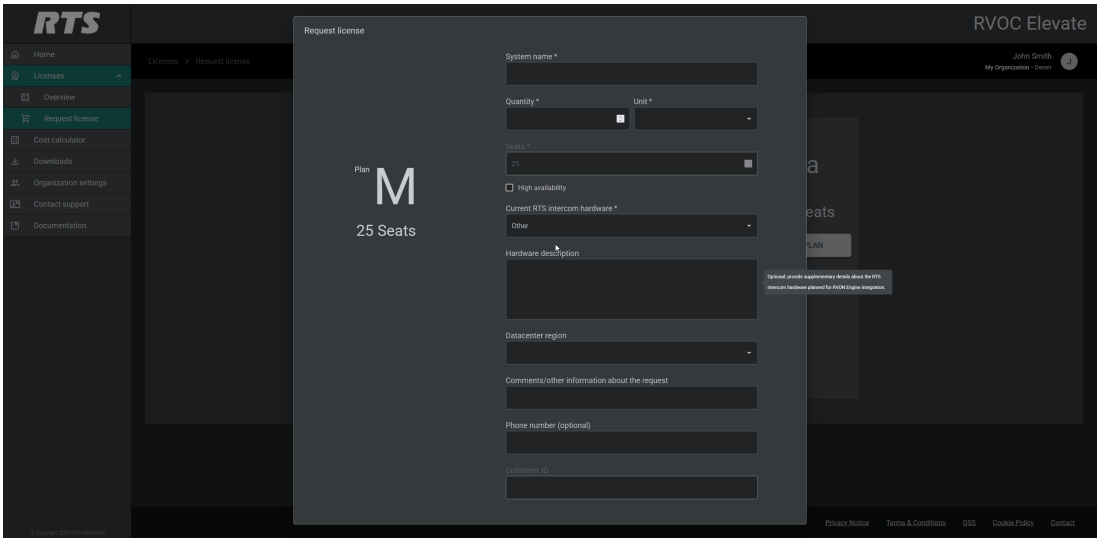
7.2.1 Requesting a license

Perform these steps to request a license to use with RVOC Engine

1. Navigate to Licenses | Request License.
   The select license plan screen opens.



2. Click **SELECT PLAN** for the plan you want.
   The Request license screen for the plan opens. Asterisks denote mandatory fields.



3. Enter the <**System Name>**.
4. Select the **intended number of days/weeks/months/years you plan to use system**.
5. Select the **unit of license duration** for your system.
6. Verify the **number of seats**.
   The number of seats is a fixed number depending on the plan you choose, unless you choose Plan Ultra. Plan Ultra allows you to add more than 75 seats.
7. Check the **High availability check box** if you plan to deploy a high available system. High available systems deploy across multiple zones within a single region.
8. Select your **current intercom system**. If you do not have a current system, select **Other**.
9. Enter a **<hardware description>**.
10. (Optional) Enter the Datacenter region.
11. (Optional) Enter any **<further comments>**.
12. (Optional) Enter a **<phone number>**.
13. Click **SEND FORM**.

8 Cost calculator

Use the Cost Calculator to get a comprehensive understanding of the expenses associated with operating an RVOC system. This tool provides detailed estimates of the costs associated with Amazon Web Services (AWS), allowing you to assess various pricing components such as compute resources, bandwidth, connectivity, network, observability, and additional services that may be required for your RVOC system.

Notice!
The cost estimates provided by this tool are for informational purposes only. Actual costs may vary.

Mobile devices
Specify the number of mobile devices you intend to have in your system.

RVON
Specify the number of intercom ports using RVON you intend to have in your system. This can be a keypanel or a trunk line.

Tie lines
Specify the number of tie lines you intend to have in your system.
Tie lines serve as essential communication paths that connect an ODIN frame to the Cloud, facilitating the exchange of data and information between these two systems. In a typical setup, such as a 2-frame hybrid system, the configuration includes a 64-port ODIN frame and a 64-port Cloud system. In this scenario, you will establish 64 tie lines, each acting as a dedicated channel for communication. The establishment of these tie lines is crucial for optimizing performance and enhancing the overall functionality of the hybrid system.

High availability check box
High Availability ensures continuous operation of the Cloud Intercom system, including uninterrupted service for critical communications and maintaining business continuity. The key components of a high available system are redundancy, fault tolerance, load balance, and disaster recovery.
To estimate a highly available system, check the **High Availability** box.

AWS region
Select the AWS region you intend to run your cloud instance.
Designating the AWS region is crucial for several reasons. By selecting a region closer to users, you can significantly reduce latency and enhance application performance, especially for real-time services. Selecting a region helps in organizing and managing resources effectively. It allows for better tracking of usage, billing, and resource allocation within a specific geographical area. Overall, choosing the right AWS region is a critical decision that influences performance, service availability, and cost.

Clear button
Clears the information in the cost calculator form

Calculate button
Calculates the information

8.1 Calculate the cost

Calculate the costs

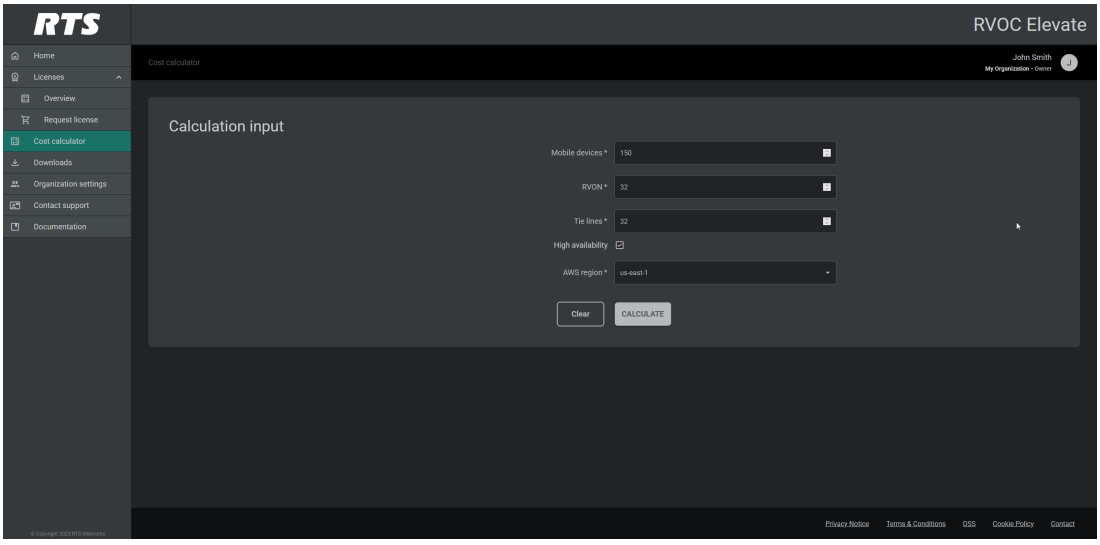
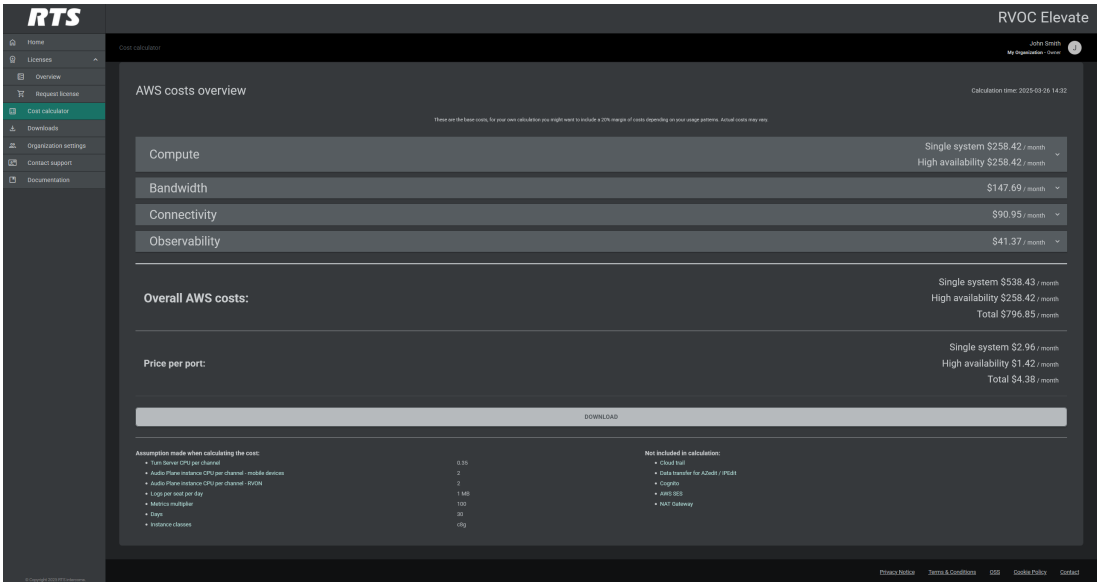
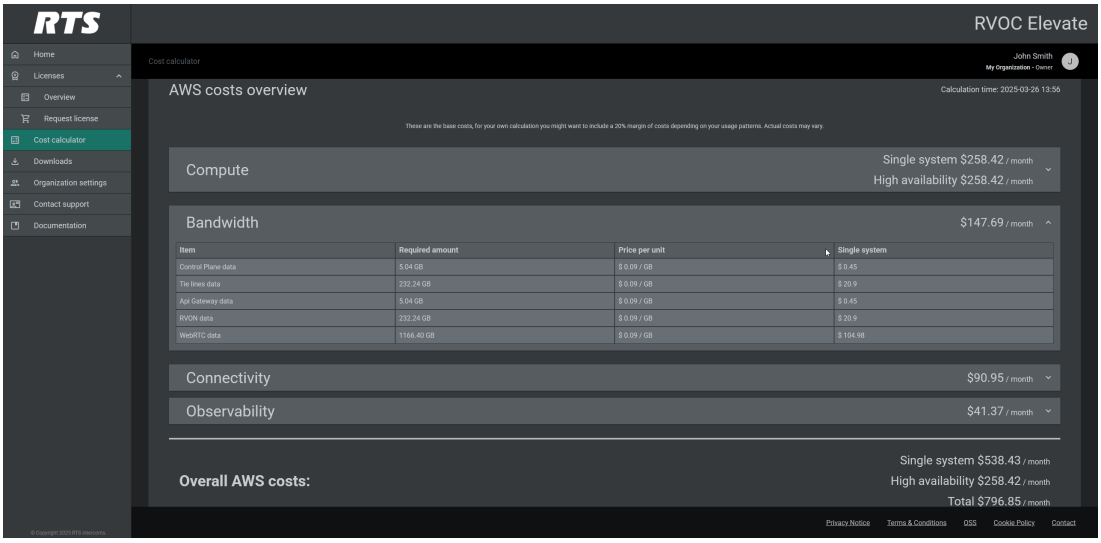


Figure 8.1: Cost Calculator page

1. Enter the number of expected **mobile connections** in your system.
2. Enter the number of **RVON connections** in your system.
3. Enter the number of **Tie lines** in your system.
4. Select the **High availability check box** to indicate you have a high availability system.
   For more information on high availability, see *Licenses, page 18*.
5. Select your **AWS region**.
6. Click **CALCULATE**.
   The tool calculates the input and displays the estimated costs.



7. Click any of the **blocks** to see an itemized calculation for that segment.



8. Click **DOWNLOAD** to download a price calculation summary.csv.

9 Downloads

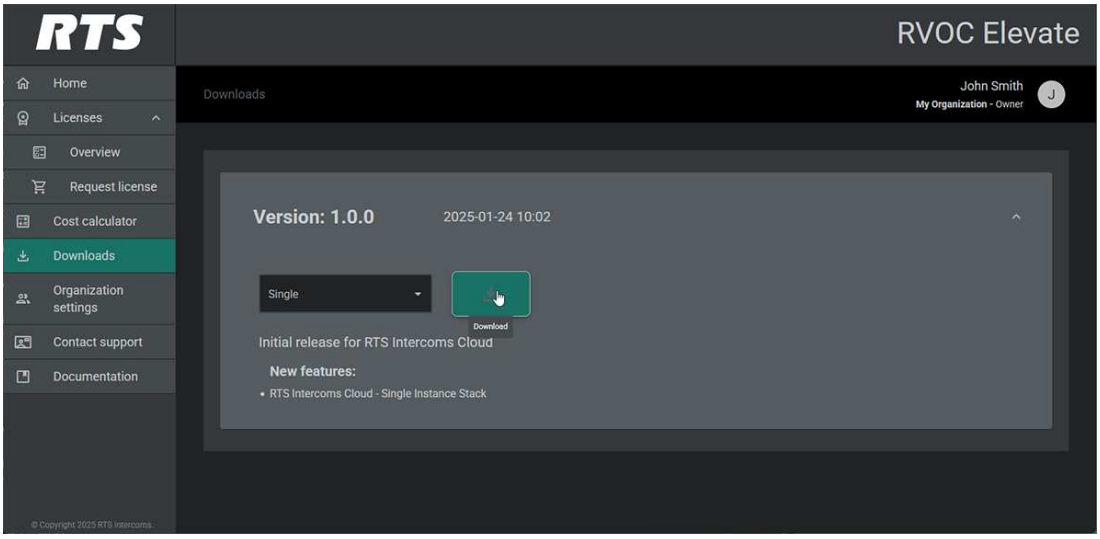
Before you can create RVOC Engine, you must download the installer package from RVOC Elevate.

Notice!
Downloads are only visible when you have a license.

Package contents:

– Intercom-core-single.json - Use this template file with the AWS CloudFormation service. It provides the details of the AWS infrastructure as shown in RTS template.

1. Navigate to **Downloads**.



2. Select **Single** from the drop down menu.
3. Click the **Download** icon.
   The system sends the installer package to the Downloads folder on your computer.

10 Organization settings

The Organization settings page provides several key administrative functions. Here you can set and maintain the organization's primary contact, as well as manage all aspects of user access. This includes inviting new users to join the organization and removing existing users, when needed. You can also define specific roles for users and monitor their current states. These tools give you comprehensive control over your organization's user management and contact information.

Notice!
The creator of the organization becomes its owner. As owner, they have the authority to add new users and assign them either Owner or Member roles within the organization.

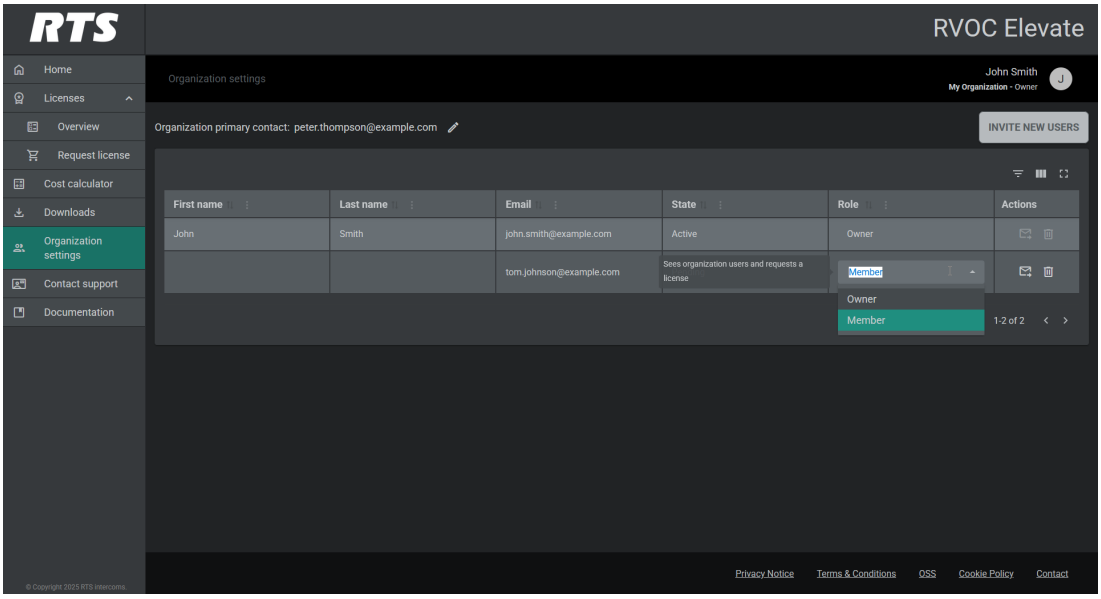


Figure 10.1: Organization settings page

Organization primary contact
Displays the email address of the primary contact for this organization. The initiating user is the primary contact, by default, however you can change the primary contact at any time. For more information, see *Change organization primary contact, page 33*.

First name column
Displays the first name of the user. This field does not populate until the user status is Active.

Last name column
Displays the last name of the user. This field does not populate until the user status is Active.

Email column
Displays the email address of the user.

State column
Displays the state of the user.
There are three states available:
- **Pending** - the user has not yet accepted the invitation to join the organization.
- **Active** - the user has accepted the invitation to join the organization.

– **Expired** - if the user does not accept the invitation within 24 hours, the invitation expires and becomes invalid. Once the invitation expires, the owner of the organization can resend the invitation, as necessary.

Role column
Displays the role assigned to the user.
There are two roles available

Role	Description
Owner	Manages the organization users and can request licenses.
Member	Views organization users and can request licenses.

Table 10.1: Role Description

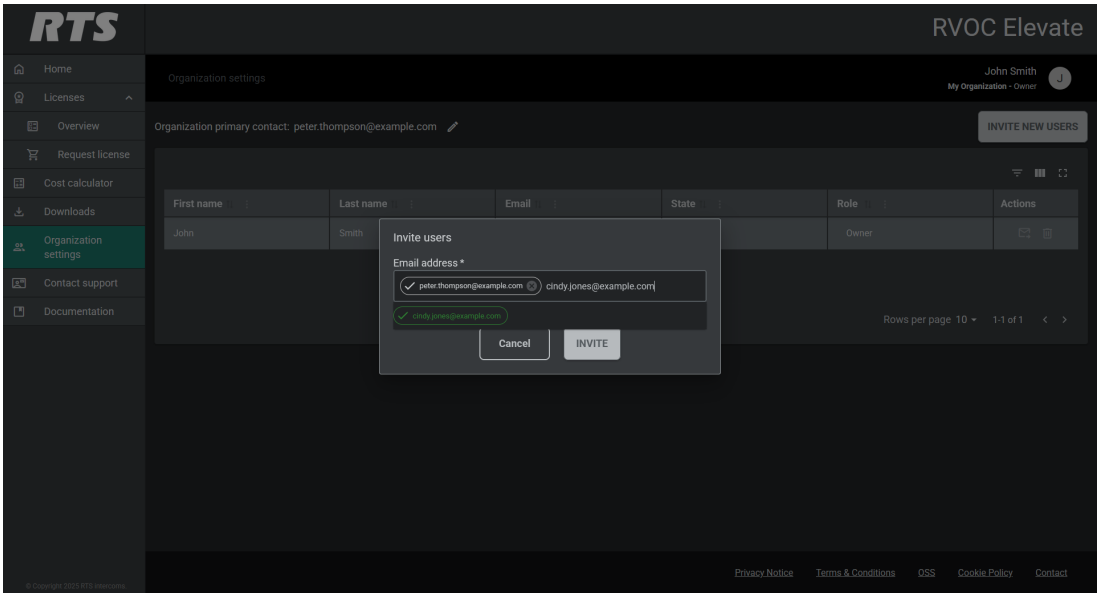
Action column
From the Actions column, organization owners can resend email invitations and delete organization profiles.
Member profiles do not have permissions to use this column.

10.1 Invite new users

Use the Invite New Users feature to begin expanding your organization. You can enter the email addresses of potential team members, providing them with the opportunity to join your organization.
Once invited, new users will receive an email with instructions on how to join. If the new user does not accept the invitation with 24 hours, the invitation expires and become invalid. The owner of the invitation can resend the invitation, as necessary.

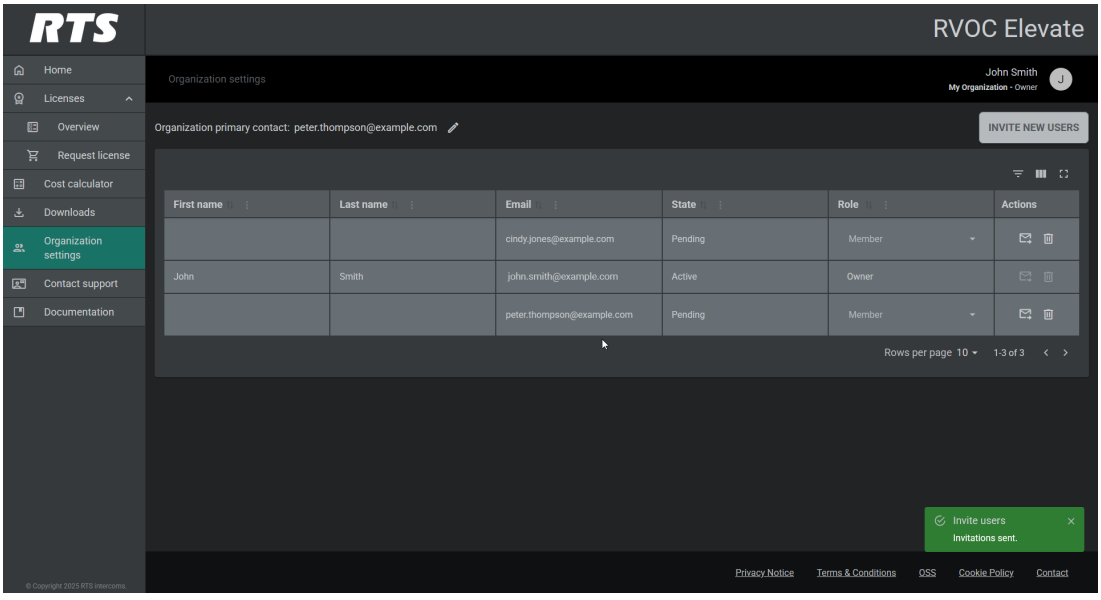
Invite new users to your organization

1. Click **INVITE NEW USERS**.
   The Invite users screen opens.



2. Enter the **<new user email address>**.
   You can enter multiple email addresses to send a mass invitation.

3. Click **INVITE**.
   New users begin in a Pending state while the system sends them a welcome email. Their status remains pending until they create an account and sign in for the first time, at which point their profile automatically becomes active in the system.



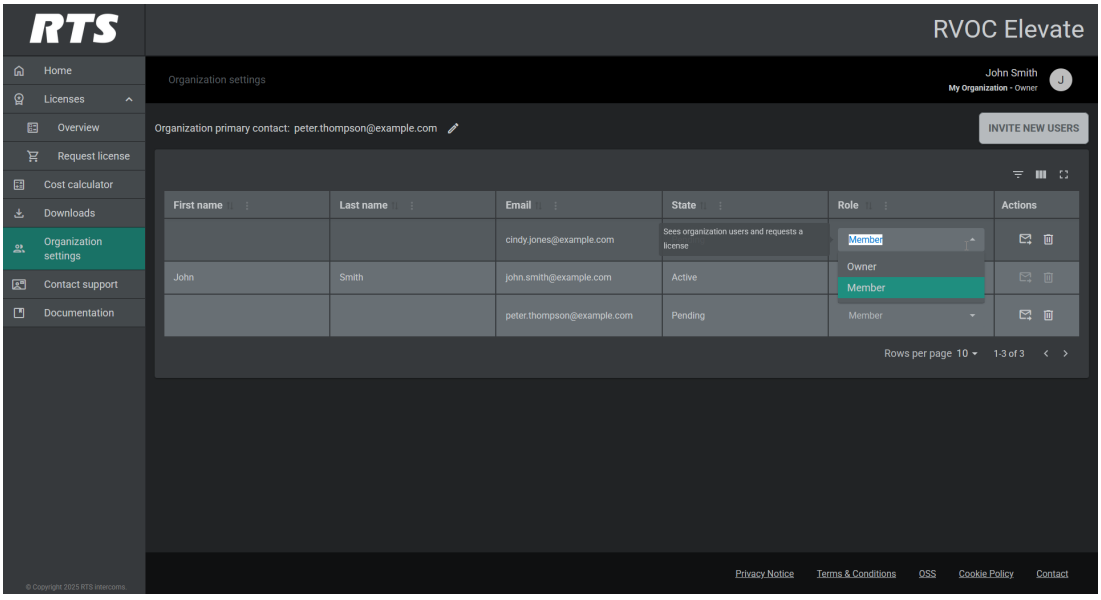
10.2 Change user roles

RVOC Elevate provides the capability to assign multiple Owners within your organization. This feature allows for a more distributed approach to maintaining the organization, enabling various individuals to share the responsibilities associated with ownership.

Notice!
Only Owner profiles can change user Roles.

Change a user's role

1. Open the **Role drop down list** in the row of the user you want to modify.



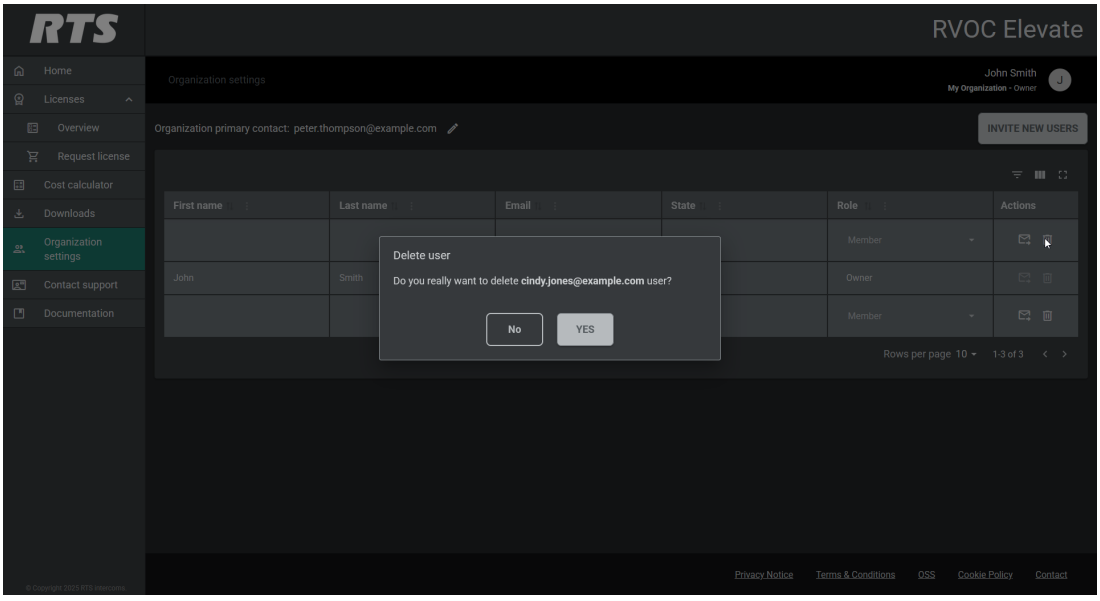
2. Select **Member** or **Owner**.
   The system sends an email to the user alerting them of the change.

10.3 Remove users

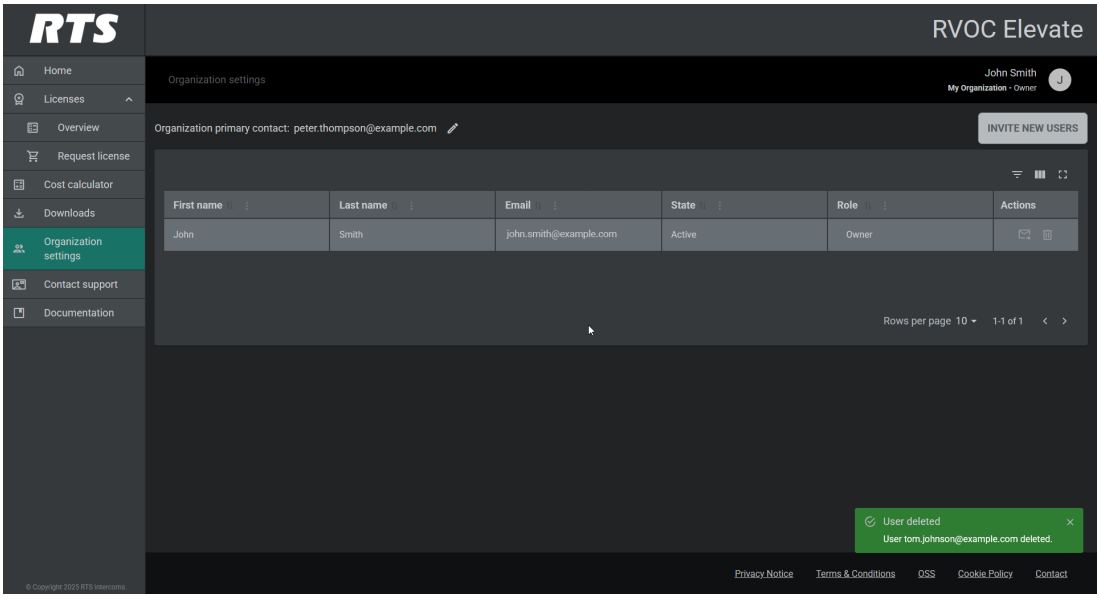
One aspect of organizational management involves the regular removal of users from the system, which contributes operational efficiency and ensures the security of the organization. Removing inactive or unnecessary user accounts can enhance system performance and simplify permission management.

Remove a user

1. Click the **delete icon** in the row of the user you want to delete.
   A confirmation message appears.



2. Click **YES**.
   The entry is removed and a green success message appears.



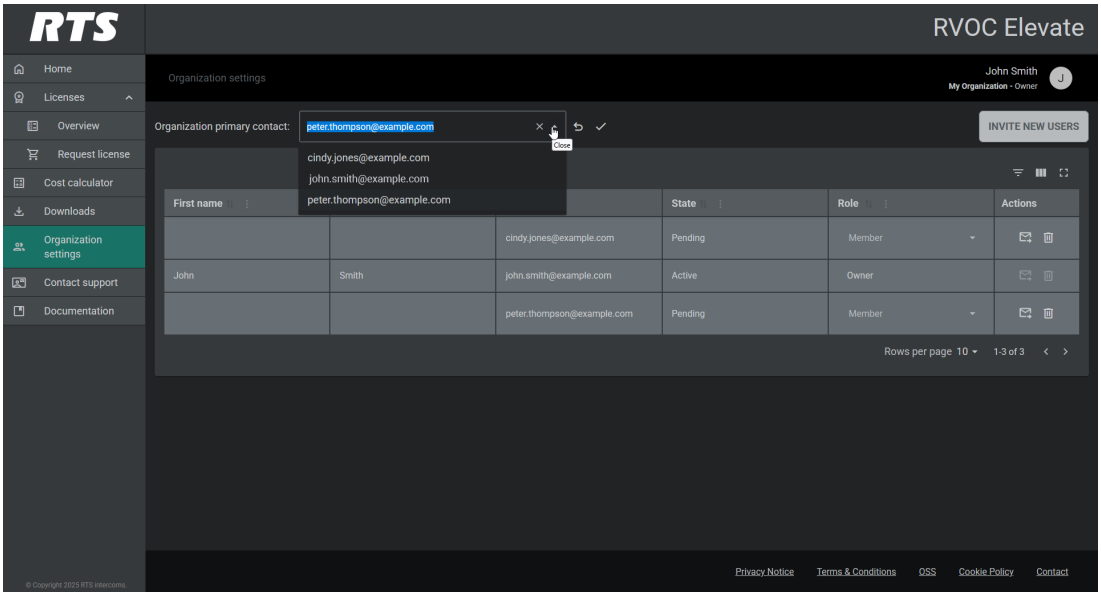
10.4 Change organization primary contact

The primary contact in an organization is typically the individual designated as the main point of communication. This person is responsible for managing inquiries, facilitating communication, and ensuring that relevant information flows smoothly in the organization.

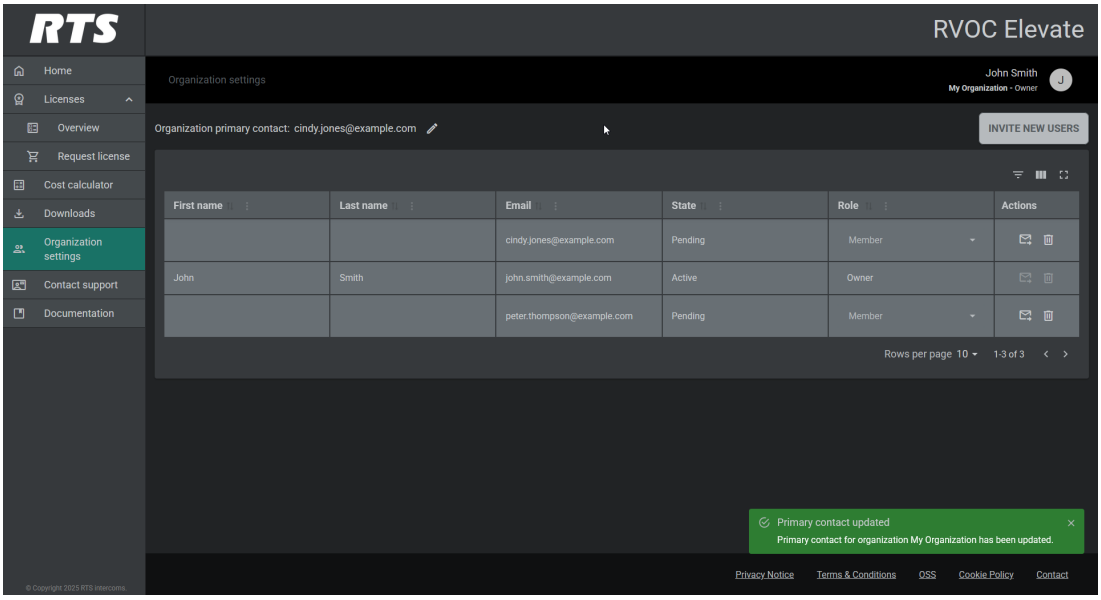
Notice!
Only Owner profiles can make primary contact changes to the organization.

Change the primary contact for the organization

1. From the Organization primary contact list, select the **user profile** you want to assign as the primary contact.



2. Click the **Save icon** (the check mark next to the field).
   The primary contact profile updates and a green success message appears.



11 Contact support

When you need assistance with licenses or software-related questions, navigate to the Contact Support screen. While filling out the support form, you need to provide three essential pieces of information: the Subject, System name, and Issue description. All other fields are optional.

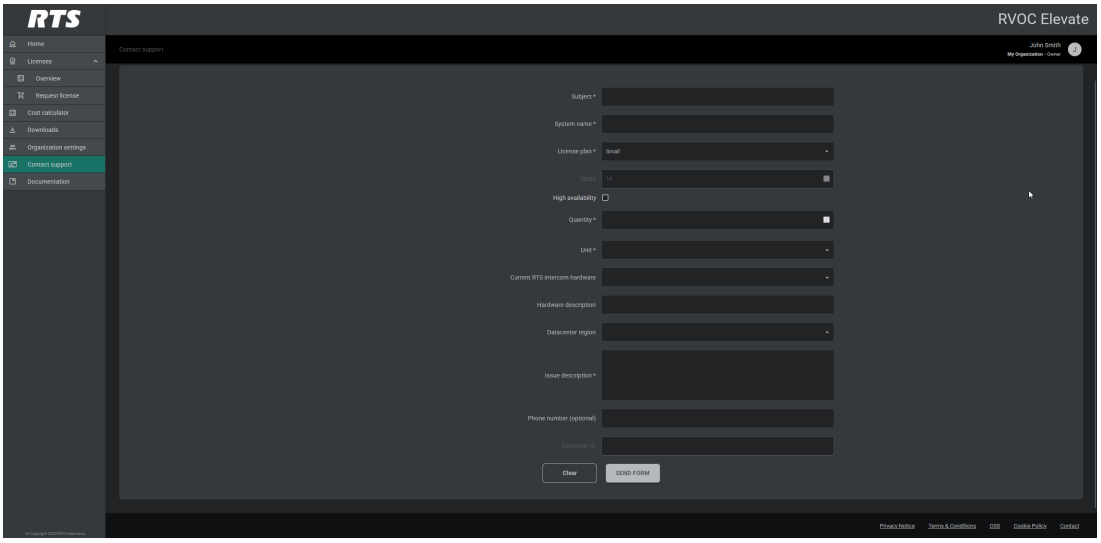


Figure 11.1: Contact support page

Subject
Enter a few words describing the type of support you need.

System name
Select or type the name of your system. When you select a system from the list, it automatically populates the number of intercom ports, high availability status, and license type.

License plan
Choose the license plan you are using.

Seats
Indicates the maximum number of concurrent intercom connections for this plan. This value includes trunk lines, RVON keypanels, and Mobile app connections. IFL links are not included in this count.

Notice!
Depending on the Plan you choose, the number of seats is fixed, unless you choose Plan Ultra. Plan Ultra allows you to add more than 75 seats.

High availability check box
Select the **high availability check box** if you have a high availability system.

License type
Select the **license type of the system**.
For more information, see *Licenses, page 18*.

Current RTS Intercom hardware
Select the **type of system** you currently are using.
Available options are:

- ADAM
- ODIN
- Other

Hardware description
Enter a **short description** of your current hardware.

Datacenter region
A **Datacenter region** refers to a geographic area where the cloud service provider operates multiple datacenters. Cloud providers distribute these regions worldwide, allowing users to choose an operational location that minimizes latency and maximizes performance.
Enter the datacenter region of your choice, if known.

Notice!
The Datacenter region is for informational purposes only. RTS would like to inform you in case of specific regional issues which have to be considered during installation.

Issue description
Describe the **issue** you are having in more detail.

Phone number (optional)
Use the Phone number field to enter a phone number for the contact person in your organization.

Customer ID
This field is read-only and populates only when the salesperson sets the customer ID in the CRM.

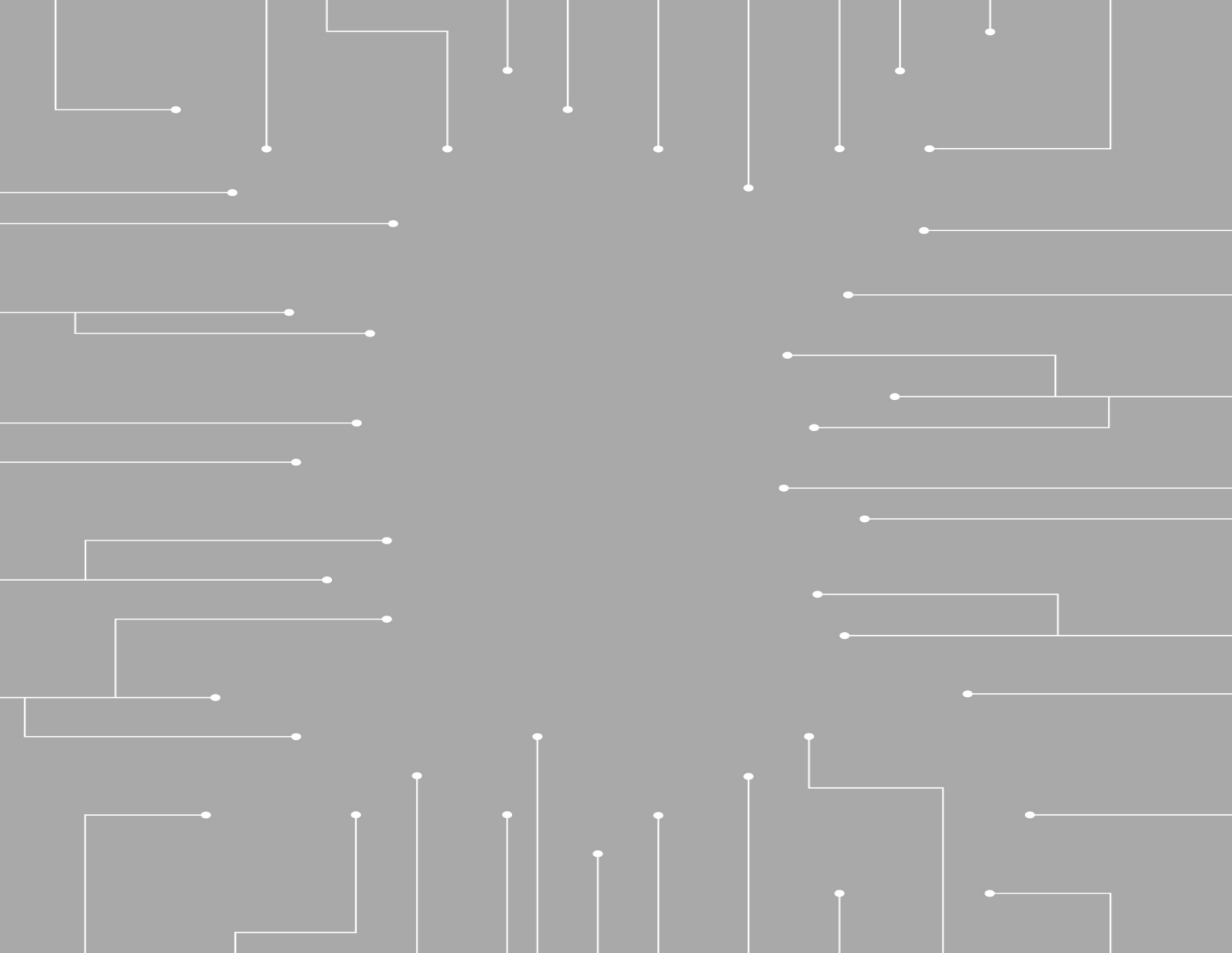
Close button
Use the **Close button** to close the form.

SEND FORM button
Use the **SEND FORM button** to send the completed form to a support person in your region.

12 Documentation

The Documentation page serves as a comprehensive resource for online assistance and guidance. It provides users with a wealth of information, including detailed instructions, troubleshooting tips, and best practices.

13 Technical data



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