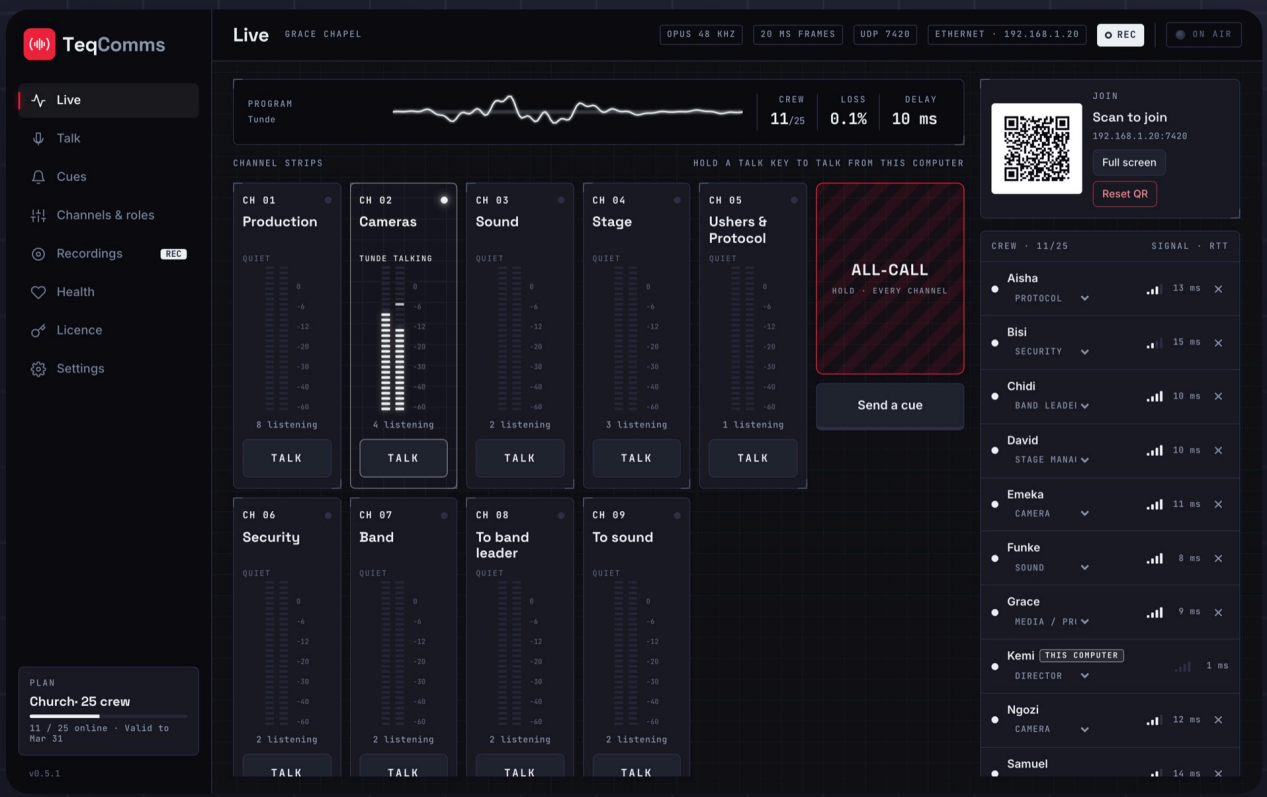
TeqComms

HOW-TO GUIDE · 1 OF 3

The PC host

Run the crew intercom from a Windows or Mac computer: install it, start a session, get the crew on, talk, send cues, record, and keep an eye on the network.



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1 port
TCP and UDP 7420. The Windows installer opens it for you.

No internet
The intercom runs on your own router. Internet is only for activating the licence.

~5 min
From install to the first crew member talking, the first time.

HOW THIS GUIDE TALKS

Words in ‹**angle quotes**› are exactly what you see on the screen. The screenshots are from the real app, with a made-up crew at "Grace Chapel".

01 What you need

TeqComms turns crew phones into an intercom. One computer is the **host**: every phone connects to it over your own Wi-Fi, and it mixes the voices. Nothing goes over the internet.

The host computer

Windows 10 or 11 (64-bit), or macOS 12 Monterey or later (Apple silicon or Intel). A dual-core 64-bit processor, 4 GB of memory and 200 MB of free space is enough.

A cable to the router

Plug the computer into the venue router with an Ethernet cable (or a USB Ethernet adapter). Wi-Fi works for small crews, but a cable gives the cleanest audio.

The venue Wi-Fi

Crew phones join the **main** Wi-Fi network, not the guest one. Guest networks usually keep devices apart, so phones can't reach the host.

Crew phones

Android 10 or later, or iPhone with iOS 15.5 or later, with the free TeqComms app. Crew don't need an account: they scan the host's QR code.

Power

Keep the computer plugged in. TeqComms stops it sleeping while a session runs, but a laptop on battery can still run flat.

Optional: a headset

To talk from the host, use the computer's microphone and speakers, or a USB headset set as the default audio device.

> TIP
> In the router's settings, give the host computer a fixed address (a "DHCP reservation"). The QR code then stays valid after a power cut, and phones rejoin by themselves.

Which plan?

You can start on the **Free** plan: up to 3 crew on 1 channel, with push-to-talk and text cues. Paid plans add more crew, more channels, vibrating cues, private calls, all-call and recording. See **11 · Licence and plans**.

02 Install TeqComms Host

Download the host from **comms.teqpace.com/download** on the computer that will run the intercom.

On Windows

1. Press ‹**Download for Windows**› and open the installer.
2. If Windows says it protected your PC, choose **More info**, then **Run anyway**.
3. Allow the installer to make changes (it needs admin rights to open the firewall).
4. Finish with ‹**Start TeqComms Host**› ticked. You'll find it later in the Start menu under **TeqComms**.

> WHAT THE INSTALLER DOES
> It opens port 7420 (TCP and UDP) in Windows Firewall for **private** and work networks. If the venue network is marked **Public**, phones may not connect: set it to Private in Windows Settings → Network & internet. If Microsoft Edge WebView2 is missing (some Windows 10 PCs), the installer sends you to Microsoft's download page first.

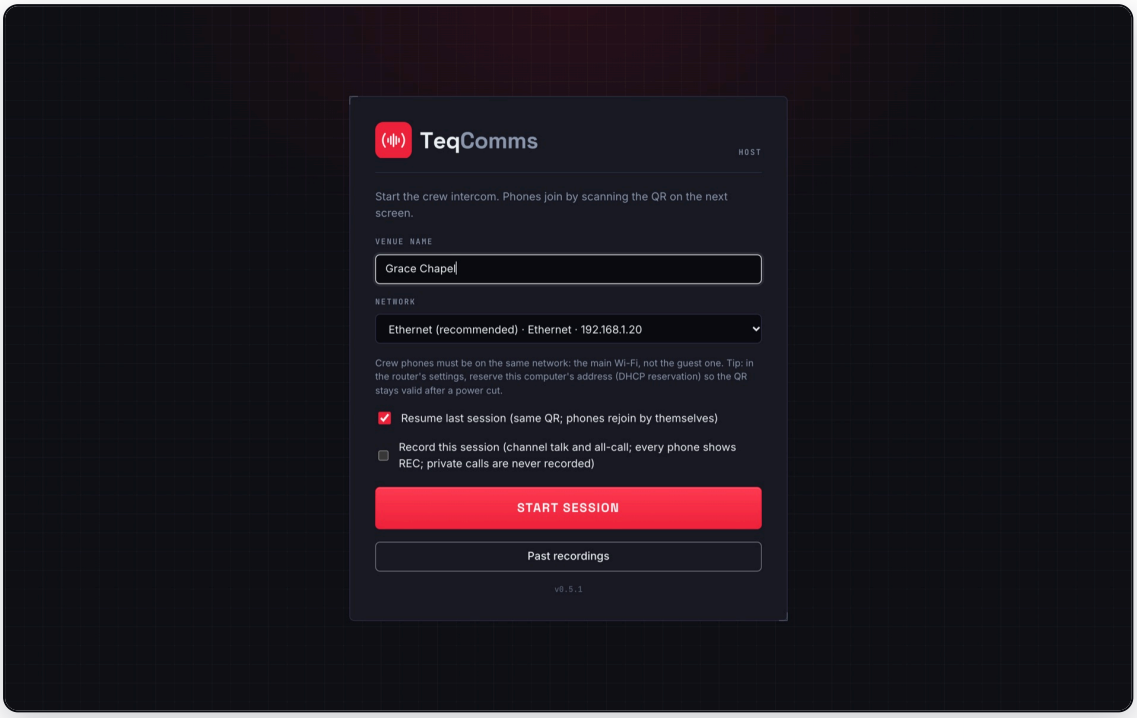
On a Mac

1. Press ‹**Download for Mac**›, open the DMG and drag **TeqComms Host** to Applications.
2. Open it. When macOS asks to find devices on your **local network**, choose **Allow**. Phones can't connect without it.
3. The first time you talk from the computer, macOS asks for the **microphone**. Allow it if you want to talk from the host.

> TIP
> Turn on ‹**Open TeqComms Host when this computer starts**› in Settings, so the intercom is ready as soon as the control-room computer boots.

03 Start a session

Whenever no session is running, the host opens on the Start screen.



The Start screen. Venue name, the network to use, and whether to resume or record.

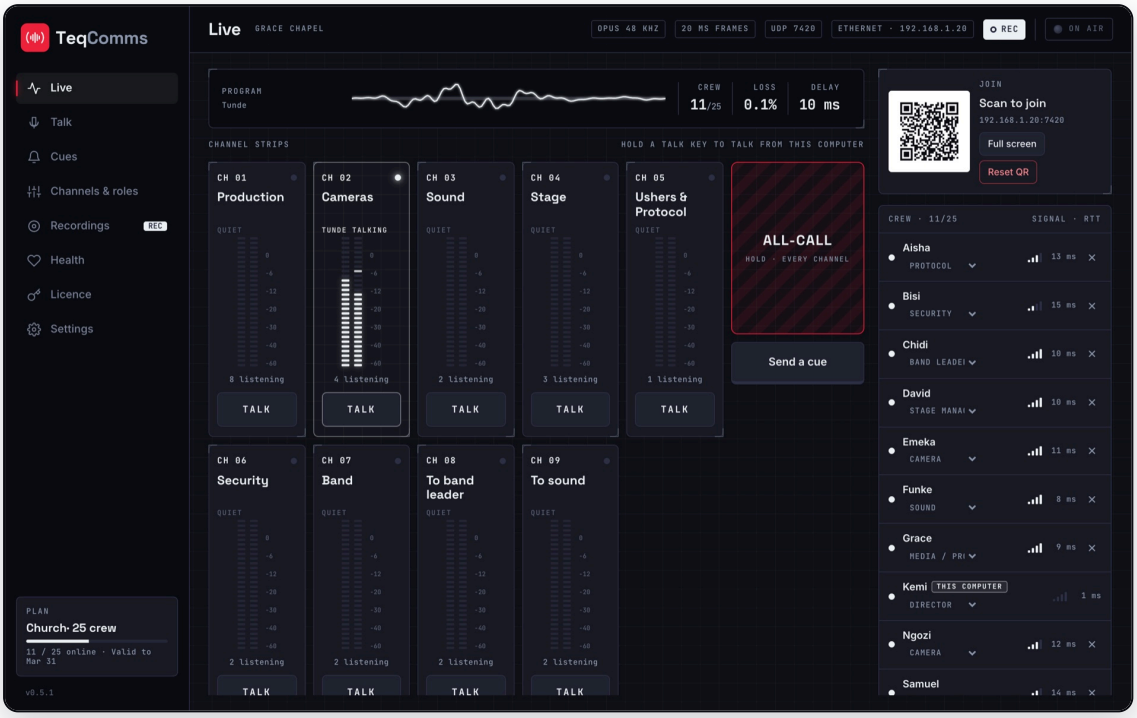
1. **Venue name**: type the name crew will see, for example "Grace Chapel, main hall". It's remembered for next time.
2. **Network**: pick the connection the phones are on. ‹**Ethernet (recommended)**› is listed first. If you pick Wi-Fi you'll see a reminder that a cable is better.
3. ‹**Resume last session**› appears if you ran a session in the last 6 hours. Leave it ticked to bring back the same QR, so phones rejoin by themselves.
4. ‹**Record this session**› saves channel talk and all-call on this computer (paid plans only). Every phone shows REC. Private calls are never recorded.
5. Press ‹**START SESSION**›. The host runs a quick self-test, then opens the Live screen.

> **IF YOU SEE "NO NETWORK FOUND"**
> The computer isn't connected to any network. Plug it into the venue router (a cable is best), then come back to this screen.

‹**Past recordings**› opens old recordings without starting a session.

04 Get the crew on

The Live screen is home base: every channel, who is talking, the join QR and the crew list.



The Live screen. Program scope and readouts at the top, channel strips and ALL-CALL in the middle, the join QR and crew on the right.

Show the QR

1. Crew connect their phones to the venue's **main** Wi-Fi and turn off mobile data.
2. They open the TeqComms app and tap ‹**Scan to join**›.
3. They scan the QR on the right of the Live screen. Press ‹**Full screen**› (or click the QR) to show it big, for example on a projector. Press ‹**Close**›, press `Esc` or click anywhere to close it.
4. They type their name and tap ‹**Join**›. They appear in the crew list straight away.

> PHONES NEED THE APP
>
> The QR holds a TeqComms join link. If someone scans it with the normal camera app, it opens TeqComms if it's installed.

Read the Live screen

PART	WHAT IT TELLS YOU
Program	Who is talking right now, as a moving waveform. `TX · program` means this computer is sending.
Crew · Loss · Delay	People online out of your plan's limit, average audio loss, and network delay. Loss turns red at 2%, delay above 80 ms.
Channel strips	One per channel: `CH 01`, its name, who is talking, a level meter and how many are listening.
Crew list	Each person's role, Wi-Fi signal bars and round-trip time. "weak Wi-Fi" shows when their signal is below −70 dBm. Hover for battery.
Cue log	The last six cues, with how many people tapped Got it. It turns red while anyone hasn't.

Remove someone, or start fresh

Press **×** next to a name, then ‹**Remove**›. They can rejoin with the same QR. To keep everyone out, press ‹**Reset QR**›: everyone is removed and must scan the new QR. Their phones say the director reset the QR.

05 Give everyone a role

A role decides which channels a person hears, which they can talk on, and whether they get cues only. New phones join as **Camera** until you change it.

1. On the Live screen, find the person in the crew list.
2. Open the drop-down under their name and pick a role. Their phone updates at once, with a short notice sound.

ROLE	TALKS ON	HEARS	NOTES
Director	All channels	All	All-call and the Director tools
Camera	Cameras	Production, Cameras	New phones start here
Sound	Sound, Band	Production, Sound, Stage, To sound	
Stage manager	Stage	Production, Stage	
Media / projection	Production	Production	
Usher	—	—	Silent: cues only
Protocol	—	Production	Silent: listens and gets cues
Security	Security	Security	

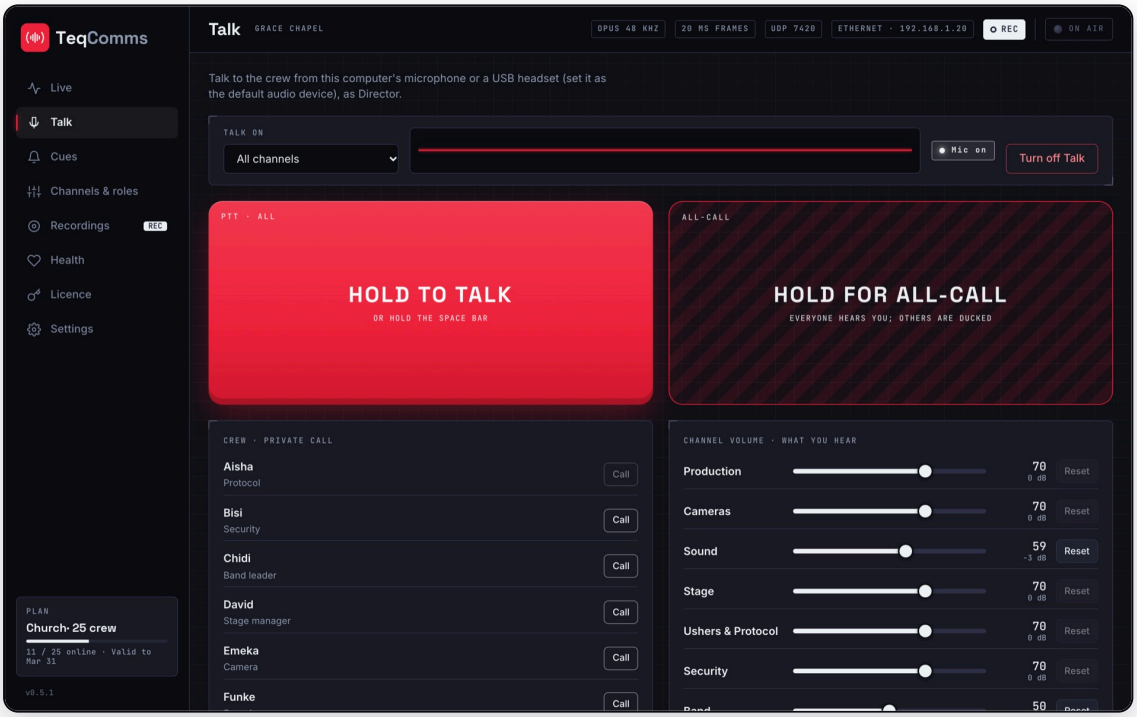
ROLE	TALKS ON	HEARS	NOTES
Band leader	Band, To sound	To band leader, Band	
Musician	To band leader, To sound	Band	Musicians don't hear each other

> **TIP**
> Silent roles (Usher, Protocol) never make a sound in the room. Cues vibrate their phone and fill the screen, so they can keep it in a pocket.

You can rename roles, add your own and change who hears what on the **Channels & roles** screen (section 08).

06 Talk from the computer

The person at the host computer can join in as Director, using the computer's microphone or a USB headset.



The Talk screen. Push-to-talk and all-call pads, private calls on the left, what you hear on the right.

1. Open **Talk**, type ‹**Your name on the crew list**› (it starts as "Desk") and press ‹**Turn on Talk**›.
2. Pick where to talk with ‹**Talk on**›: ‹**All channels**› or one channel.
3. **Hold** ‹**HOLD TO TALK**›, or hold the `space bar`. Let go to stop. The ON AIR lamp at the top lights red while you talk.
4. **Hold** ‹**HOLD FOR ALL-CALL**› to talk to everyone. Other voices are turned down while you speak (Church plan and up).

Once Talk is on, the ‹**TALK**› key under each channel strip on the Live screen works too.

Private calls

Under **Crew · private call**, press ‹**Call**› next to a name (Starter plan and up). When they answer, your mic stays open to them until you press ‹**Hang up**›. Both of you still hear your channels, a little quieter. Incoming calls show a bar at the top with ‹**Answer**› and ‹**Decline**›. Silent roles can't take calls.

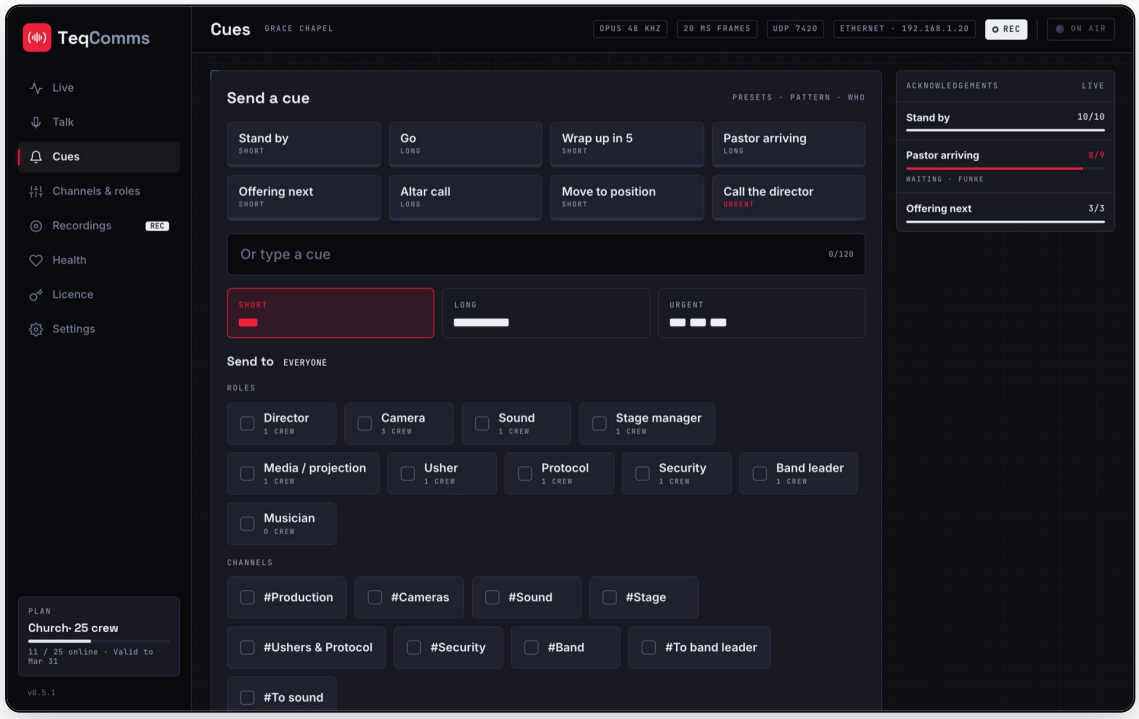
What you hear

Each channel has a slider from 0 to 100. **70 is normal**, 100 is louder (+6 dB) and 0 mutes it. ‹**Reset**› puts it back to 70. Your levels are remembered on this computer.

> IT COUNTS AS ONE CREW MEMBER
>
> Turning on Talk adds this computer to the crew list ("this computer"), so it uses one place on your plan. On Free (3 crew), that leaves room for 2 phones.

07 Send cues

A cue is a short message that fills the crew's screen and vibrates their phone, for example "Offering next". They tap Got it, and you see who has it.



The Cues screen. Presets, your own text, the vibration pattern and who gets it. Acknowledgements on the right.

1. Click a preset such as ‹**Offering next**›, or type in ‹**Or type a cue**› (up to 120 characters).
2. Pick how it vibrates: ‹**Short**›, ‹**Long**›, or ‹**Urgent**› (it repeats until they tap Got it).
3. Under ‹**Send to**›, pick roles, channels or named crew. Pick nothing to send to **everyone**.

4. Press ‹**SEND CUE**›. Watch **Acknowledgements**: each cue shows how many have it, and **Waiting** lists who hasn't tapped Got it yet.

> TIP
> Ushers and Protocol hear no channels, so send their cues by **role**, not by channel. A channel cue reaches people who talk or listen on that channel.

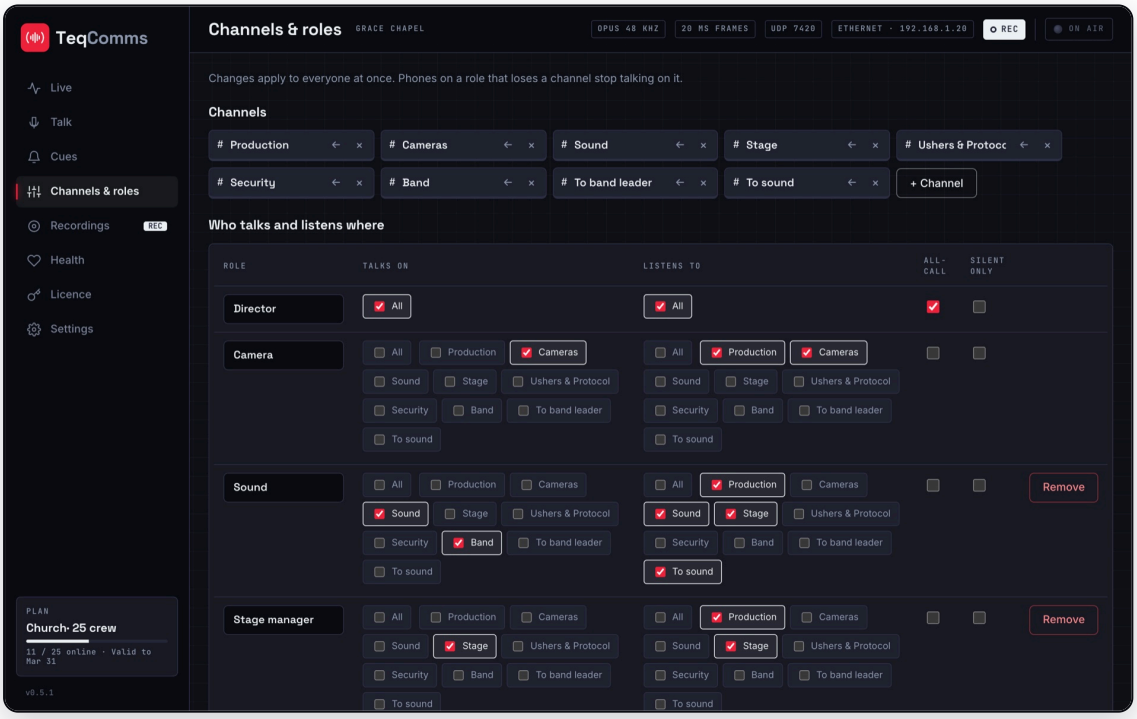
Your own presets

Press ‹**Edit presets**› to change the text and pattern of each button, ‹**+ Preset**› to add one, then ‹**Save presets**›. The defaults are Stand by, Go, Wrap up in 5, Pastor arriving, Offering next, Altar call, Move to position and Call the director (urgent).

> PLANS
> On Free, cues arrive as text without vibration. Vibration needs Starter or higher; presets on phones need Church or higher.

08 Channels and roles

Shape the intercom around your team. Changes apply to everyone at once.



Channels & roles. Channels across the top, then a row per role with what it talks on and listens to.

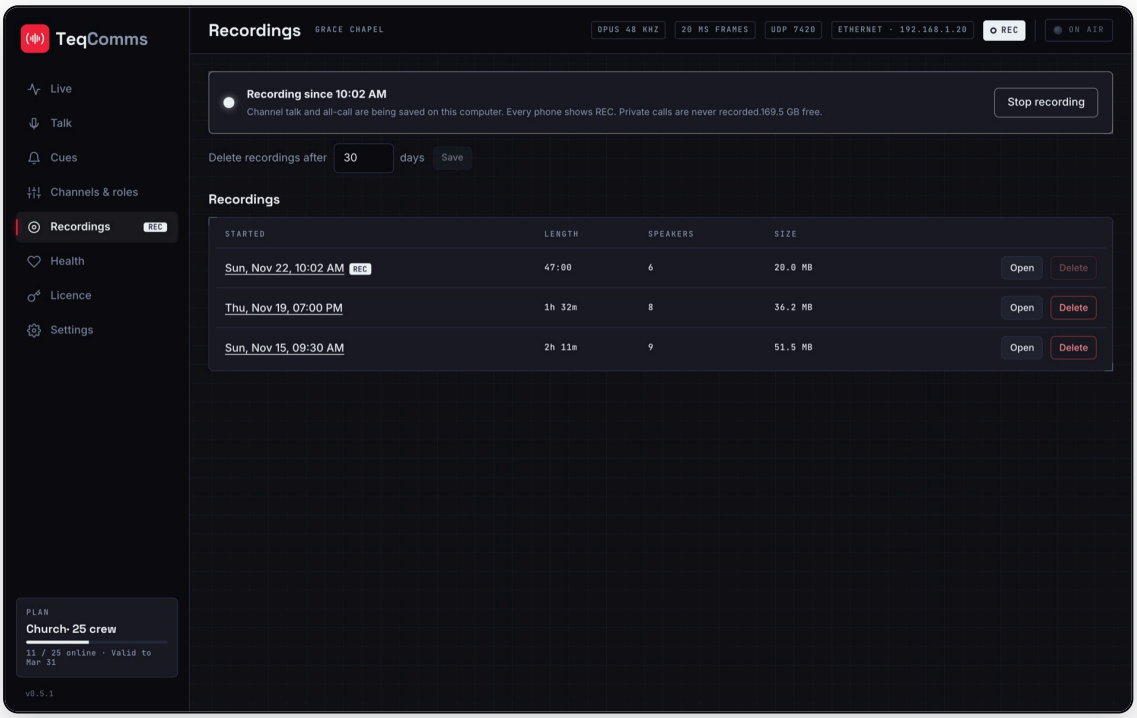
- **Channels**: click a name to rename it, ← to move it earlier, × to remove it, and ‹**+ Channel**› to add one.
- **Who talks and listens where**: tick the channels each role can talk on and listen to, or **All**. Tick **All-call** for directors and **Silent only** for cue-only roles.
- ‹**+ Role**› adds a role; ‹**Remove**› deletes one (not Director or the default role).

- Press ‹**Save**›. Phones on a role that loses a channel stop talking on it.

> **CHANNEL LIMITS**
> Free has 1 channel and Starter has 4. Only the first channels in the list are active; the rest show faded. Move the ones you need to the front, or upgrade.

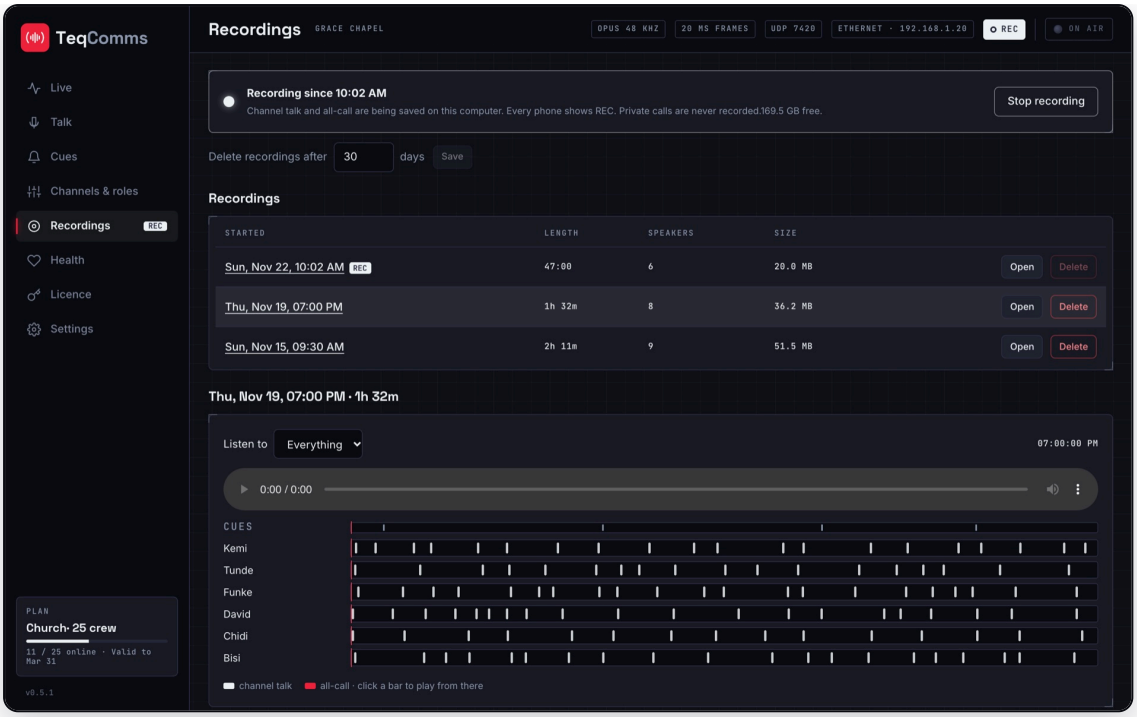
09 Record a session

On paid plans the host can record channel talk and all-call, so you can play back the service or check what was said. Recordings stay on this computer.



Recordings. The switch at the top, how long to keep recordings, and the list.

1. Tick ‹**Record this session**› on the Start screen, or open **Recordings** during a session and press ‹**Start recording**›.
2. While recording, the top bar shows `REC` and every phone shows REC too. Private calls are never recorded.
3. Press ‹**Stop recording**› when you're done. What was said so far is kept.



An open recording. One lane per person and a lane for cues. Click a bar to play from there.

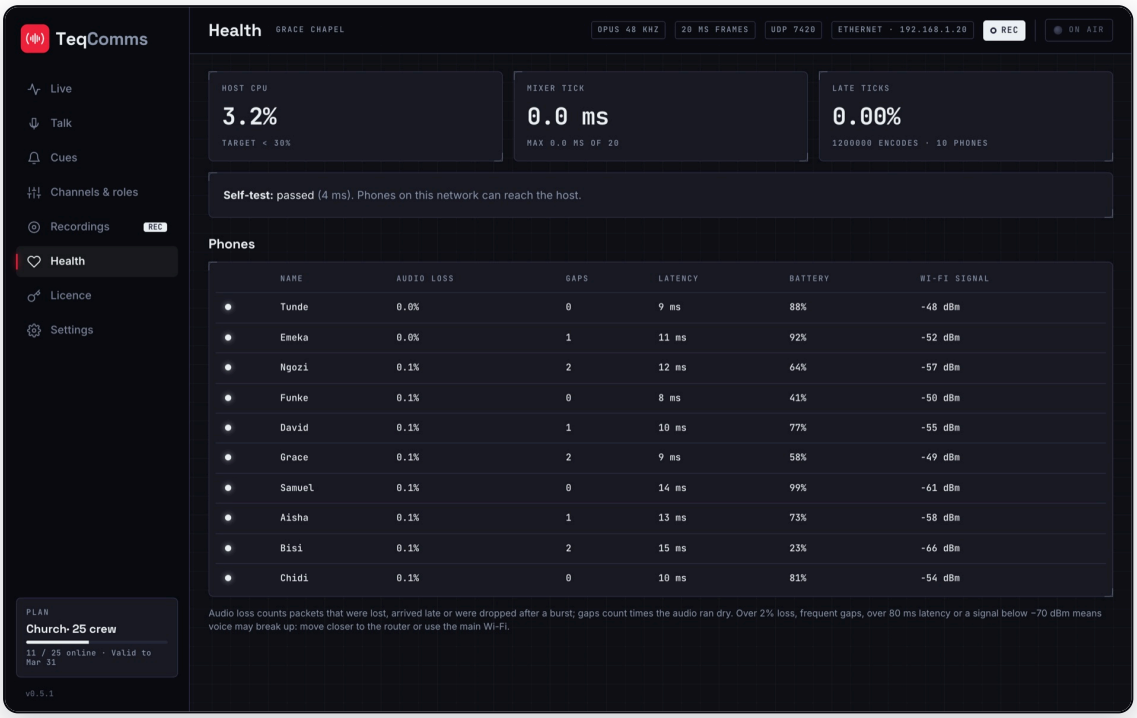
Listen and export

- Press ‹**Open**› on a recording. Choose ‹**Listen to**›: **Everything** or one channel, as its listeners heard it.
- Under **Export**, press ‹**Everything**›, a channel or a person. A WAV file is saved to your Downloads folder. Tick ‹**Shorten silences to half a second**› to listen back quickly.
- Recordings are deleted after 30 days by default. Change it in ‹**Delete recordings after**› and press ‹**Save**›.

> DISK SPACE
>
> The host warns below 1 GB free and stops recording by itself below 500 MB.

10 Watch the health

The Health screen shows whether the host and each phone are coping. Check it before the service and whenever someone says they're breaking up.



Health. Host load at the top, the self-test result, then one row per phone.

READING	GOOD	ACT WHEN
Host CPU	Under 30%	Above 30%: close other programs on the host.
Self-test	passed	failed: the firewall is blocking TCP or UDP 7420.
Audio loss	Under 2%	2% or more: voice may break up.
Gaps	0 to 4	5 or more: the audio ran dry. Usually Wi-Fi.
Latency	Under 80 ms	Over 80 ms: the network is busy.
Battery	20% and up	Below 20%: get them a charger.
Wi-Fi signal	−70 dBm or better	Below −70 dBm: move closer to the router or use the main Wi-Fi.

Warnings

Problems also show as a banner at the top of every screen, and as a red count next to Health.

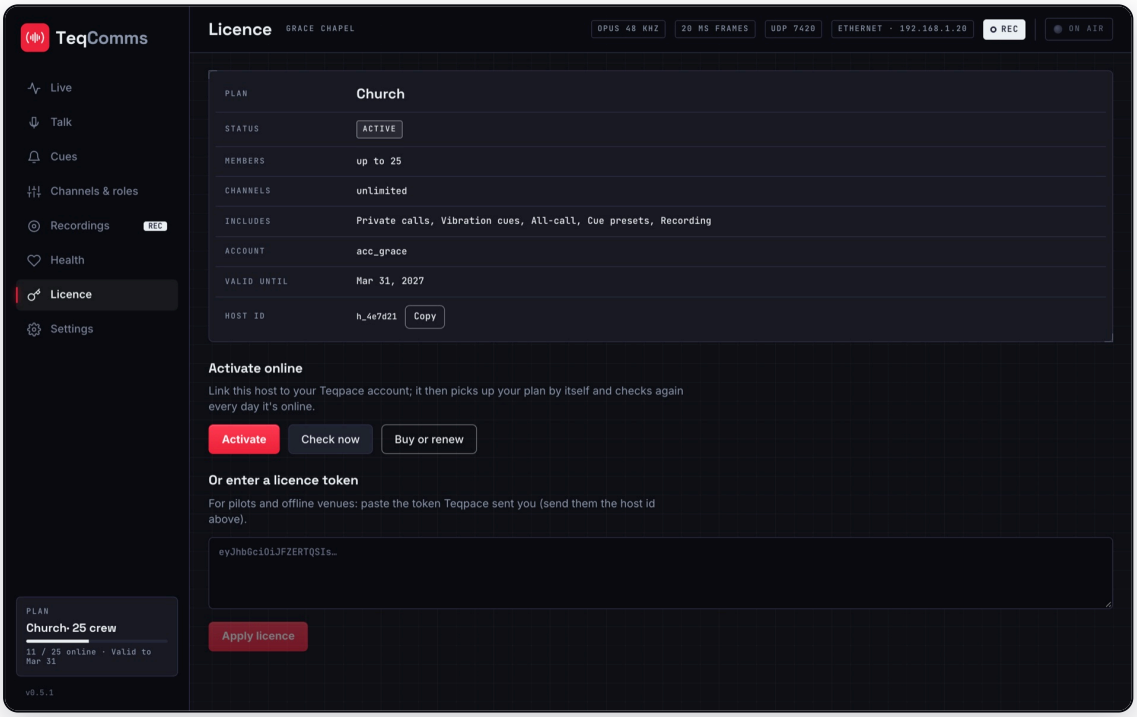
YOU SEE	WHAT TO DO
The host is on Wi-Fi. Plug this computer into the router by cable...	Plug in a cable and start the session on Ethernet next time.
The host lost its network connection.	Check the cable and the router.

YOU SEE	WHAT TO DO
The host's network address changed...	Phones look for the host by themselves. If they don't, show the new QR. A DHCP reservation stops this happening.
The host couldn't connect to itself...	Allow TCP and UDP 7420 in the firewall (see Health).
Less than 1 GB free on this computer...	Free some space; recording stops at 500 MB.

The tray or menu-bar icon also gets a warning dot while a warning is active.

11 Licence and plans

Your plan decides how many crew can join and which features are on. Link the host to your Teqpace account once; it then picks up your plan by itself.



Licence. Your plan and what it includes, then Activate online, or a licence token for offline venues.

Activate online

1. Start a session (licence actions need one running) and make sure the computer is online.
2. Open **Licence** and press ‹**Activate**›. A **6-digit code** appears under **Your code**. It lasts 30 minutes.
3. On any phone or computer, log in at **comms.teqpace.com/account**. Under **Host computers**, enter the code, give the host a name such as "Main hall", and press ‹**Link host**›.
4. The Licence screen updates by itself within a few seconds. Press ‹**Check now**› any time to ask again.

‹**Buy or renew**› opens your account in the browser. For a venue with no internet at all, send Teqpace the host id (press ‹**Copy**›) and paste the token they send under ‹**Or enter a licence token**›, then press ‹**Apply licence**›.

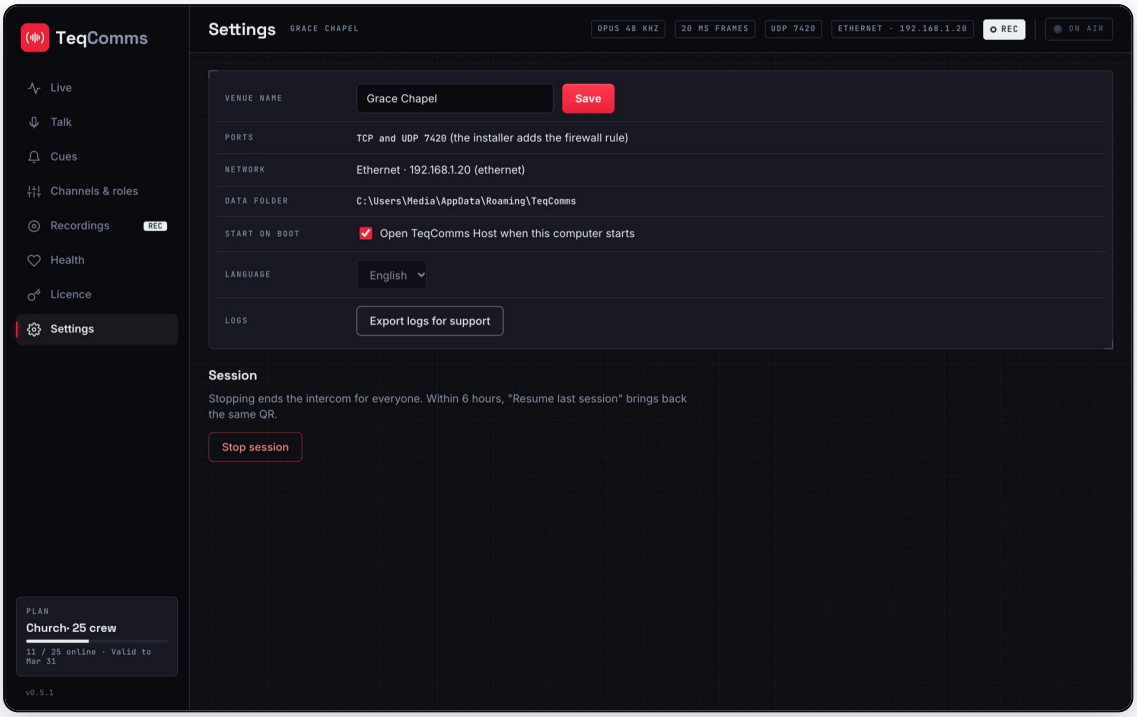
> GOOD TO KNOW
> The plan is fixed when a session starts, so a licence running out never cuts a live service. Subscriptions keep working offline for 35 days after their end date (with a warning from day 28). Event passes run 06:00 to 06:00 and have no grace period.

Plans

PLAN	CREW	INCLUDES	STANDARD PRICE
Free	3	1 channel, push-to-talk, text cues	₦0
Starter	10	4 channels, vibration cues, private calls, recording	₦7,500 / month
Church	25	Unlimited channels, all-call, cue presets, recording	₦20,000 / month
Ministry	60	Church features, up to 3 halls (hosts)	₦45,000 / month
Event day pass	30	Church features for one event day	₦10,000
Large event day	100	Church features for one event day	₦25,000
Event centre	40	Unlimited events for 30 days	₦35,000

Yearly plans cost the same as 10 months. See comms.teqpace.com/pricing for current prices.

12 Settings, closing and updates



Settings. Venue name, network details, start on boot, logs for support, and Stop session.

- **Venue name**: change it and press ‹**Save**›. New QR codes show it.
- **Start on boot**: ‹**Open TeqComms Host when this computer starts**›.
- **Logs**: ‹**Export logs for support**› saves a log file to Downloads to send to Teqpace. It holds no audio and no session keys.
- **Stop session** ends the intercom for everyone. Within 6 hours, ‹**Resume last session**› on the Start screen brings back the same QR.

Closing the window

Closing the window during a session **does not** stop the intercom. The host keeps running in the system tray (Windows) or menu bar (Mac). Click the icon or choose ‹**Show TeqComms**› to bring it back. ‹**Quit**› in that menu stops the session.

Updates

When a new version is out, a notice says ‹**Version x is ready**›. Press ‹**Download**› to get the installer, and install it **after the service**; your setup is kept. ‹**Later**› hides it until the next start. The host never updates itself in the middle of a session.

13 When something goes wrong

PROBLEM	TRY THIS
A phone can't join	Is it on the same Wi-Fi as the host, the main network (not guest), with mobile data off? On iPhone, allow **Local Network** for TeqComms in Settings → Privacy & Security. Ask them to run **Setup check** in the app.
Nobody can join	The router may keep devices apart ("client isolation"). Use the main Wi-Fi, or plug the host in by cable. On Windows, make sure the network is **Private**. Check the self-test on Health.
"The crew is full"	Your plan's crew limit is reached (the Talk screen counts as one). Remove someone who has left, or upgrade.
"This QR is no longer valid"	The QR was reset or is from an old session. Show the current QR from the Live screen.
Voice breaks up	Open Health and look for red. Move the person closer to the router, plug the host in by cable, keep crew off guest Wi-Fi.
Someone hears nothing	Check their role hears a channel (section 05). On their phone, check the channel volume isn't at 0 and the earpiece or headset is connected.
Android phones drop out when locked	On the phone: Settings → **Keep TeqComms running**, and follow the steps for that brand.
All-call or presets are locked	They come with the Church plan and up. Private calls need Starter.
The computer slept	TeqComms keeps it awake during a session, but check power settings and keep it plugged in.

Still stuck?

Export the host log (Settings → **Export logs for support**) and ask crew with problems to tap **Share diagnostic log** in the app. Email them to **hello@teqpace.com**. Help pages: **comms.teqpace.com/support**.

14 Day-of checklist

THE DAY BEFORE

- [ ] Host computer plugged into the router by cable
- [ ] Host has a fixed address on the router
- [ ] Licence checked: plan and crew limit are right
- [ ] Roles and channels set for this service
- [ ] Presets updated for today's order of service
- [ ] Crew have the app installed and updated

AN HOUR BEFORE

- [ ] Computer on mains power
- [ ] Start session (Resume last session ticked)
- [ ] Record this session ticked, if you want it
- [ ] Self-test passed on Health
- [ ] QR on screen; crew join the main Wi-Fi
- [ ] Everyone has the right role
- [ ] Quick radio check on every channel
- [ ] Send a test cue; everyone taps Got it

DURING AND AFTER

- [ ] Keep Health open on a second screen if you can
- [ ] Install updates only after the service
- [ ] Stop session when done; resume within 6 hours
- [ ] Export recordings you want to keep