

QSC Announces Availability of New Cloud Management Capabilities and Processing Options

Q-SYS Reflect Enterprise Manager offers new features for MSPs and end users while new Q-SYS Core 8 Flex and Core Nano processors begin shipping



QSC announces the availability of the new Professional Tier feature set for Q-SYS Reflect Enterprise Manager remote monitoring and management service. This advanced feature set enables both remote access to UCI's for helpdesk applications, as well as remote system and design file update capabilities. In addition, QSC has begun shipping two recently introduced Q-SYS Core processors - the Q-SYS Core Nano, which is a purely network I/O processor and the Q-SYS Core 8 Flex, which offers network and analog I/O processing (available now in North America with availability in EMEASA in the Spring).

The new Professional Tier for Q-SYS Reflect Enterprise Manager provides additional tools to truly centralize operations support for geographically disparate AV systems as well as reduce the need for technicians to be onsite in order to perform system updates. The new Remote UCI feature gives users the ability to interact with a UCI for any Q-SYS Core connected to Enterprise Manager, using a standard web browser. This enables a centralized support team to easily resolve operational user issues without sending technicians onsite. In addition, the Remote Q-SYS Designer feature enables users to troubleshoot, update and redeploy design files to systems anytime from anywhere, without the need for complex network or remote desktop configurations. Firmware updates via Enterprise Manager, using Remote Q-SYS Designer will be added in a subsequent software release.

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The Professional Tier joins the existing Basic and Standard Tiers for Enterprise Manager, offering end users and managed service providers a range of cloud-based service options for connected Q-SYS systems where remote management and monitoring can dramatically increase efficiency and visibility while reducing system downtime.

"For IT administrators, the proliferation of the distributed workforce has necessitated the need to securely monitor and manage AV infrastructure remotely to ensure continuity for a collaborative and productive work environment. These new enriched management features in Enterprise Manager will bolster their ability to support these scenarios," says Martin Barbour, Director of Installed Systems Product Development, Meeting Room Solutions, QSC. "For many integrators, these new features will increase their efficiencies, enhance their ability to offer managed services and ultimately offer increased lifetime value to their customers."

For more information and to sign up for a free 30-day trial, please visit the website below. Note: Features within Professional Tier require a system upgrade to the newly released Q-SYS Designer Software v9.0 or higher.

The new Q-SYS Core Nano and Core 8 Flex are native audio, video and control processors for the Q-SYS Ecosystem, ideal for applications with lower network channel capacity and targeted processing requirements.

The Q-SYS Core Nano offers 64 x 64 network audio I/O capacity without onboard analog I/O, making it ideal for smaller-scale installations with centralized processing and fully networked endpoints. The Q-SYS Core 8 Flex includes the network audio I/O capacity with eight onboard Flex audio channels and eight GPIOs to integrate analog I/O devices into the Q-SYS Ecosystem. Both appliance processors occupy a smaller half-width, 1RU footprint and include driverless USB AV bridging and Software-based Dante capabilities.

"As the heart of the Q-SYS Ecosystem, Q-SYS processors are the only truly software-based audio, video and control processors on the market, delivering more design flexibility and scalability for installations from the largest theme park to a small conference room and everything in between," says Trent Wagner, Audio Product Manager, QSC. "With the addition of the Core Nano and Core 8 Flex, integrators can rightsize their needs with processing capacity that best serves their customer's installation, all without compromising on the robust feature set that Q-SYS is known for. We are very excited to deliver these two new processors to the market and further extend the reach of the Q-SYS Ecosystem."

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