

Riedel Virtual SmartPanel (VSP)



At IBC2024, Riedel Communications announced the launch of its groundbreaking Virtual SmartPanel (VSP). This all-new software solution enables users to leverage their mobile devices for remote intercom connections, providing enhanced operational efficiency and accessibility across various production environments. Riedel's VSP is set to revolutionize the way intercom systems are deployed and managed, introducing a virtual hybrid infrastructure that seamlessly integrates with the Artist-1024 platform and sets the stage for the next generation of Riedel software solutions.

“The Virtual SmartPanel evolves Riedel’s existing SmartPanel concept by adding highly secure, flexible and scalable remote intercoms on iPhone and Android phones and tablets as well as browsers for platform-independent operation,” said Felix Kolls, Product Manager Intercom, Riedel Communications. “This offers unparalleled flexibility and mobility in communications, making it an indispensable tool for today’s dynamic, ever-changing productions.”

The VSP is characterized by a user-centric design that is as functional as it is intuitive. It features customizable key banks and extensive profile management capabilities, allowing users to tailor their communication setup to their specific

Tuesday, 17 September 2024 17:00

requirements. The interface's layout and functionality are inspired by Riedel's 1200 Series SmartPanel for a familiar and efficient user experience, with the number of available keys scaling from 16 (phone) over 48 (tablet) to 64 (browser).

As one of the first products to leverage Riedel's STAGE management platform, the VSP offers a fresh and secure approach to user authentication with seamless integration with customers' existing identity providers, ensuring a smooth transition and quick deployment. STAGE also offers enhanced remote support features, such as Live View and Remote Control, empowering administrators to monitor key status and resolve issues in real-time. A user-centric licensing model offers users access across multiple devices with a single subscription, enabling seamless transitions between platforms. This flexibility extends to the intercom configuration, where each user can manage multiple profiles, effortlessly switching roles between productions without requiring additional setup from the engineering team.

Riedel's IT-secured, standards-based approach makes the VSP the most secure mobile intercom solution out there. It features countless redundancy and security mechanisms - from secure peer to peer connections via STUN and TURN servers and WebRTC encrypted streams to redundant audio and data connections.

"The Virtual SmartPanel not only enhances our Artist intercom platform, but also spearheads our advancement into the realm of fully virtualized intercom systems," said Jake Dodson, Executive Director Product Management, Riedel Communications. "With STAGE and the Virtual SmartPanel, we are building the foundation for server-based hybrid deployment models."

For more information on the Virtual SmartPanel and other Riedel Communications products, visit the IBC2024 Riedel booth #10.A31 or the website below.

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