Interalia Trouble shooting guide

Trouble shooting for the SBX and XMU+

Note that the SBX2 and XMU+ are very similar and these troubleshooting tips apply to both products.

1-Question

When I transfer messages to my unit they sound like gibberish, what is the native recording format for the SBX and XMU+?

- Answer

Both platforms natively support wave file - 8 bit, 8khz CCITT μ -Law Format – mono. You can use Message Manager to convert audio files in the proper format and transfer them to the SBX2 or XMU+.

2-Question

I received an high quality audio file from a studio and used a conversion software before loading in my unit and the quality of the audio is degraded. What happened?

- Answer

The XMU+ sampling rate is the one specified for analog telephone lines. The audio files get downgraded from CD quality to telephone quality and conversion software removes a lot of data in the process. That's why the results sound degraded. The solution is to ask your studio to re-sample the file at a lower rate. This will drastically improve the quality of the audio file.

3-Question

I installed and connected a new line card in my XMU+ and when I run a line check diagnostic I get a "bad line" status on all my lines. Did I do something wrong?

- Answer

It depends, if you have your lines set-up for ring start; yes. In ring start mode the line check looks for loop current. If you have an error, it's most likely because of a wiring error. Check wiring. If your port is set for continuous play mode, such as when the unit provides ACD announcements on an Avaya CS-1000 or Centrex deployment, it's normal to get a "bad line" message since in this scenario there's no loop current on the line.

4-Question

I have an XMU+ connected to my CS-1000 for RAN announcements and the message appears to be out-of-sync (it doesn't start for the beginning).

- Answer

The first thing you should do is check your wiring. In most cases this is due to a bad ground connection. Make sure you have a good ground and that the wiring is good. If the problem persists, contact us.

5-Question

I have set up an SBX2 to provide an information line for my customers but I noticed that the ports stay busy after the customer disconnected. This is causing blocking on my systems as the ports don't get released fast enough.

- Answer

Check the disconnect mode of your PBX and make sure the SBX2 is set for the same disconnect mode. The SBX2 and XMU+ provides the following modes, select the one appropriate for your system.

Ring Start (-R-), Ring Start without Loop Current Check (RN), Ring Start/Tone Disconnect (RT, RT+), Ring Start/DTMF Disconnect (RD), Ring Start/Busy Disconnect (RB), Ring Start/Busy Disconnect+ (RB+), Ring Start/Quick Answer, Ring Immediate – On T1 card only (RI)

6-Question

How do I update firmware on an SBX or XMU+ from the Command Line

Answer

Here are the steps to follow.

Step 1. Open up a command prompt.

C:\>

Step 2. Place the firmware file in your current folder.

DOWNLOAD IT FROM Interalia.com

Step 3. Follow the command below in sequence.

C:\>ftp 10.0.0.90

Connected to 10.0.0.90. (IP ADDRESS OF THE SBX2 or XMU+

220 Service ready for new user.

User (10.0.0.90:(none)): admin

331 User name okay, need password.

Password: (NO PASSWORD JUST PRESS ENTER)

230 User logged in, proceed.

ftp> put c:\sbx_1_35.xmf firmware (THIS IS THE NAME OF THE FIRMWARE FILE

200 Command OK.

150 Opening data connection.

226 File transfer complete.

ftp: 1144928 bytes sent in 20.64Seconds 55.47Kbytes/sec.

ftp> del reset (THIS WILL REBOOT THE BOX) You have to reset the unit!!!

250 Requested file action okay, completed.

ftp> quit

221 Service closing control connection.

C:\>

7- Question

Our messages are recorded directly in the XMU+. How can I properly backup the XMU+ so that I can quickly restore the data if required?

Answer

Back up and Restore the Configuration

Step 1, we need to communicate with the XMU+. Access XMUCOM+ and follow the pull down menu System \rightarrow System commands \rightarrow Retrieve XMU+/SBX system Information

XMUCOM+ Version 8.00 - untitled.xm	р		-		
File Communication Configuration	Administration	Winde	ow .	About	
\$, D - 🛩 🖬 🖪 🖾 🔎	System	•		XMU+/SBX Settings	1
🗶 Config Builder		Override			
- Config Ruildor: Partition 1		Daylight Savings			
Conny builder. Particion 1			System Commands		
MSG CMD LIST DATE TIME Partition View Edit	XFER STYLE	DTMF ity Che		EWT Configuration	E NIS MSG D
# Status Node Label					

Step 2: Select your site

X	System Commands	
Г	System Commands	
	Select Site: Interalia -	•
	Retrieve XMU+/SBX System Information	O Retrieve Partition Information:
	O Retrieve XMU+/SBX Date and Time	C Send Firmware
	C Retrieve XMU+/SBX Log	C Send Canned Messages
	C Retrieve & Reset XMU+/SBX Log	C Set XMU+/SBX Date and Time
	C Reset XMU+/SBX Log	
	Close	Apply



System information message with all information.

Step 3: go to communication tab





Retrieved configuration:

X	MUCOM+ Version 8.00 - untitled.xmp		the second se				
le	Communication Configuration Admi	nistration Window About					
x'	Config Builder						
Γ,	Config Builder: Partition 1						
	MSG CMD LIST DATE TIME XFE	R STYLE DTMF AUTO VOX MO	H PAAS TABLE NIS DBN DIR Quick Node				
	Partition View Edit	Integrity Check Find Node(s)	Call Flow View MSG Directory Refresh Partition 1				
1							
	# Status	Node	Label				
	1	MSG 1	Abort message				
	2	MSG 2	MESSAGE 2				
	3	MSG 3	Invalid				
	4	MSG 4	Main Menu Night				
	5	MSG 5	Hold Message				
	6	MSG 6	DBN Prompt F 3 digit Firstname				
	7	MSG 7	DBN Prompt L 3 digit Lastname				
	8	MSG 8	Hold Message				
	9	MSG 9	Timeout Message				
	10	MSG 10	MESSAGE 10				
	11	MSG 11	Holiday Exception Message				
	12	MSG 12	Holiday Message 2012				
	13	MSG 13	Holiday Message 2013				
	19	MSG 14	Holiday Message 2014				
	15	MSG 15	Arternoon function				
	10	MSG 10	Product Support Closed Message				
	19	MSG 18	Includio Message 17				
	19	MSG 19	Inetralia Message 19				
	20	MSG 20	Inetralia Message 20				
	21	MSG 21	Inetralia Message 21				
	22	MSG 22	Inetralia Message 22				
	23	MSG 23	Inetralia Message 23				
	24	MSG 24	Inetralia Message 24				
	25	MSG 25	Inetralia Message 25				
	26	MSG 26	Inetralia Message 26				
	27	MSG 27	XMU+Date/Time Feature				
	28	MSG 28	Repeat Message				
	29	MSG 29	Press Pound To return to Main				
	30	MSG 30	Invalid Message				
	31	MSG 31	Inetralia Message 31				
	32	MSG 32	Inetralia Message 32				
	33	MSG 33	Inclement Weather				

By default, above configuration file, save in ("C:\Users\Public\Documents\Interalia\XMUCOM+)

Computer → Win7Pro64 (C:) → Users → Public → Public Documents → interal	ia ► XMUCOM+
Include in library Share with Burn New folder	
Name	Date
Donfigs	11/6/
🕌 Firmware 🔂 Msgs	11/6, 5/29,
SAMELogs Stats	11/6, 5/29,

Step 4: we can make changes and send the configuration back to XMU+

Step1: Operations	Step2: Site/Schedule	
end to XMU+/SBX Send Configurations ✓ Send Entire Configuration ✓ Integrity Check ✓ Synchronize Send Partition in Configuration Send Node(s) in Configuration	Receive from XMU+/58X Receive Configurations C Receive Entire Configuration	Statistics Single Partition C Receive Statistics C Reset Statistics C Receive Reset Statistics
Send Messages C Send All Messages C Send Message(s) in Partition	Receive Messages Receive All Messages Receive Message(s) in Partition	
elect Nodes vailable Node(s)	Selected	Node(s)
elect Nodes vailable Node(s)	Selected	Node(s)
elect Nodes railable Node(s)	Selected View XMU+/SBX Add >>	Node(s)
elect Nodes vailable Node(s)	Selected View XMU+/SBX Add >> </td <td>Node(s)</td>	Node(s)
elect Nodes railable Node(s)	Selected View XMU+/SBX Add >>	Node(s)

Available Site Name 10.0.0.100 10.0.0.183	Site(s) SiteID 10.0 10.0	Method LAN	Chassis Tyj 🔺 XMU+		Selected Site Name Interalia	Site(s) SiteID	Method LAN	Chassis Type SBX
10.0.0.90 10.0.91 10.0.92 10.0.93 10.0.95 10.0.95 10.0.95 10.0.97 10.0.97 10.0.99 10.0.99 10.0.99 10.0.99 10.0.99 10.0.99 10.0.99 10.0.99 10.0.99 10.0.99 10.0.99 10.0.99 10.0.99 10.0.97 10.0.99 10.0.97 10.0.98 10.0.97 10.0.99 10.0.97 10.0.98 10.0.97 10.0.99 10.0.97 10.0.98 10.0.97 10.0.99 10.0.97 10.0.99 10.0.97 10.0.99 10.0.97 10.0.99 10.0.97 10.0.99 10.0.97 10.0.97 10.0.99 10.0.97 10.0.97 10.0.99 10.0.97 10.0.97 10.0.99 10.0.97 10.0.98 10.0.97 10.0.99 10.0.97 10.0.99 10.0.97 10.0.99 10.0.97 10.0.99 10.0.97 10.0.99 10.0.97 10.0.99 10.0.99 10.0.97 10.0.99 10.0.99 10.0.97 10.0.99 10.0.99 10.0.97 10.0.99 10.0.99 10.0.99 10.0.99 10.0.97 10.0.99 1	Corp 10.0 10.0 mode	LAN LAN LAN LAN LAN LAN LAN LAN LAN LAN	SBX XMU+ XMU+ UNKNOW1 XMU+ XMU+ XMU+ XMU+ XMU+ XMU+ UNKNOW1 +	Add >> << Remove				
Select Sche	dule Immedia	te		1				

<u>×</u> x	MUCOM+ Version 8	.00 - untitled.xmp									
File	Communication	Configuration	Administ	ration Wir	ndow Ab	out					
	New	ا بر ()									
	Open										
	Close										
	ciose	ition 1									
	Save										
	Save As	DATE TIME	XFER	STYLE DTI	MF AUTO	VOX	MOH	PAAS	TABLE	NIS	DBI
	D	. t 🕨		Integrity C	heck Fin	d Node(s)	Ca	II Flow V	iew	MSG Dir	rectory
	Recent Files	· F									
	Exit										
	#	oratus	Noc	le			L	abel			
	1		MS	G 1			A	bort me	ssage		
	2		MS	G 2			N	IESSAGE	2		
	3		MS	G 3			I	nvalid			
	4		MS	G 4			M	lain Men	u Night		
	5		MS	G 5			H	Iold Mess	age		
	6		MS	G 6			D	BN Prom	pt F 3 d	ligit First	name
	7		MS	G 7			D	BN Prom	ptL3d	igit Lastr	ame
	8		MS	G 8			H	lold Mess	age	-	
	9		MS	G 9			Т	imeout N	lessage		
	10		MS	G 10			N	IESSAGE	10		
	11		MS	G 11			H	loliday E	kception	n Messad	e
	12		MS	G 12			H	loliday M	essage	2012	
	13		MS	G 13			H	loliday M	essage	2013	
										0044	

	10 030		civ v niceralia	×		Secrementeratio	_		
Organize 👻 Ne	w fold	er					855	•	0
☆ Favorites ■ Desktop ● Downloads ● Recent Places	* H	Name	No it	ems matc	h you	Date modified		Туре	
Libraries Documents Music Pictures Videos		•	,	17					
	Intera	alia Back up 1st	June 2013						

Step 6: Now create back up configuration file.

 Computer > Data CSG (0:) > ManServ > Burn New folder 	Interalia			
ies	Name	Date modified	Туре	Size
top	🌋 Interalia Back up 1st June 2013	6/3/2013 7:19 PM	XMUCOM+ Confi	136 KB
nloads				
nt Places				

Backup and Restore of Messages

Step 1: We need to communicate with the XMU+. System \rightarrow System commands \rightarrow Retrieve XMU+/SBX system Information

XMUCOM+ Version 8.00 - untitled.xm	p			
File Communication Configuration	Administration	Window	About	_
🥾 D 🗲 🖬 🖻 🛤 🔎 🖉	System	•	XMU+/SBX Settings	
Config Builder	Statistics	_	Override Daylight Savings	
MSG CMD LIST DATE TIME Partition View Edit	XFER STYLE	DTMF ty Chec.	EWT Configuration	E NIS
# Status Node Label	<u> </u>			

Step 2: Select your site

🗶 System Commands	
System Commands	
Select Site: Interalia -	•
Retrieve XMU+/SBX System Information (C Retrieve Partition Information:
C Retrieve XMU+/SBX Date and Time	Send Firmware
C Retrieve XMU+/SBX Log	Send Canned Messages
C Retrieve & Reset XMU+/SBX Log	Set XMU+/SBX Date and Time
C Reset XMU+/SBX Log	
Close	Apply

XMU+/SBX System Information					
XMU+/SBX System Information					
Site: Interalia -					
Firmware Version: 1.35					
Bootloader Version: 2.90					
Prompts Version: 6.40					
Total Message Time: 60 min 0 sec					
Available Message Time: 41 min 35 sec					
Chassis Type: SBX					
ОК					

System information message with all information

Step 3: go to communication tab:



By default above configuration file save in ("C:\Users\Public\Documents\Interalia\XMUCOM+\Msgs)

Computer ► Win7Pro64 (C:) ► Users ► I	Public 🕨 Public Documents 🕨 interalia 🕨	XMUCOM+
Include in library 👻 Share with 👻 🛛	Burn New folder	
	Name	Date
	퉬 Configs	11/6,
	퉬 Firmware	11/6,
	퉬 Msgs	5/29,
	SAMELogs	11/6,
	🌗 Stats	5/29,

Step 4: How to restore messages to the XMU+

Step1: Operations	Step2: Site/Schedule	
Send to XMU+/SBX Send Configurations C Send Entire Configuration C Integrity Check Synchronize C Send Partition in Configuration C Send Node(s) in Configuration	Receive from XMU+/SBX	Statistics Single Partition C Receive Statistics C Reset Statistics C Receive Reset Statistics
Send Messages Send All Messages Send Message(s) in Partition Select Nodes	Receive Messages Receive All Messages Receive Message(s) in Partition	
Available Node(s)	View XMU+/SBX Selected View XMU+/SBX MSG1 - C: MSG2 - C: MSG3 - C: MSG5 - C: MSG5 - C: MSG7 - C: MSG7 - C: MSG8 - C: MSG8 - C: MSG8 - C: MSG8 - C:	Node(s) Users 'Public'Documents \Interalia Users 'Public'Documents \Interalia

Step 1	: Operation	าร	Ste	2: Site/Schee	lule			
Select Site Available	Site(s)				Selected	Site(s)	,	
Site (Value) 10.0.0.100 10.0.0.183 10.0.0.91 10.0.0.91 10.0.0.93 10.0.0.93 10.0.0.95 10.0.0.95 10.0.0.96 10.0.0.98 10.0.0.99 104	mode	LAN LAN LAN LAN LAN LAN LAN LAN LAN LAN	UNKNOWT SBX XMU+ UNKNOWT SBX XMU+ XMU+	Add >> << Remove	Interalia		LAN	SBX
Select Scher	dule Immediat	e	×					

Communicatio	on							
Step 1	: Operation	s	Ste	2: Site/Sche	lule			
Select Site Available Site Name 10.0.0100 10.0.031 10.0.92 10.0.93 10.0.94 10.0.95 10.0.95 10.0.96 10.0.97 10.0.98 10.0.99 104 ◀ 4	Site(s) SiteID 10.0 10.0 10.0 10.0 10.0 10.0 10.0 11.0.	Method LAN LAN LAN LAN LAN LAN LAN LAN LAN LAN	Chassis Ty + XMU+ UNKNOWT SBX XMU+ XMU+ XMU+ XMU+ XMU+ XMU+ XMU+ XMU	Add >> << Remove	Selected Site Name Interalia	Site(s)	Method LAN	Chassis Type SBX
– Select Scher Option:	dule Immediate	3	•					
			Clos	se Ap	ply			

8-Question

I create a new configuration, everything looks good but when I call the unit, the unit doesn't answer. What did I forget?

- Answer

First thing to do is to check is to verify that you have programmed your ports with the correct starting node to ensure that the right message will play on the appropriate port. Next thing to do is to confirm that all your messages are recorded and turned on, if the starting node message is not recorded or off, the unit will not answer.

9-Question

Can I automate the Daylight saving time change for my SBX2 or XMU+?

- Answer

Yes, and it's a very easy process.

Open a current version of your XMU+ configuration file and from the main menu, go to Administration – System and select Daylight Savings.

XMUCO	M+ Version 8.0	0 - untitled.xmp						-	\times
<u>File</u> <u>C</u> omm	nunication C	onfiguration Adm	ninistration Window About						
XMU+/SE	3X Settings	System							
Override		Statistic	cs						 _
Daylight !	Savings								
System C	ommands	1							
EW/T Com	Gouration	E TIME XF	FER STYLE DTMF AUTO VOX	MOH PAAS TABLE	IS DEN DIR	Quick Node			
Paruo	on new co		Integrity Check Find Node(Call Flow View MS	G Directory Refresh	artition 1			
#	Status	Node	Label						
Ľ					1				
-									
	1								
	51 2								
	2								
and the second se									

Then select yes to enable the daylight savings times.

Then select Day or Date as the variable to select daylight savings method to trigger the daylight savings method and enter the appropriate information for your region.

Save your configuration and send the configuration to the unit and retrieve the new time from the XMU+ to insure that it's correct because the time may have changed based on the date of change.

We recommend using Day as the method of choice. If you choose day you only need to set it up once, it will be set forever. If you select date you will need to update the date every year.

XMUCOM+ Version 8.00 - untitled.xmp	- 0	×
Ele <u>Communication</u> Configuration Administration <u>Window</u> About		
Confin Builder: Partition 1		
Post OPD Last Date time Arek stille Differ Aufor Vok Poor Press Haute Ris Der Unk Volgen Under Note		
Person ven cal automotion and anticonex manufacture can have be used at call a call and a call a cal		
# S Daylight Savings		
Davlicht Savinos Enabled: vez a Contraction Contraction		
i bay i Date		
Start Day 155 Stop Day		
Day Month Day Month		
2nd 💌 Sunday 💌 Mar 💌 Ist 💌 Sunday 💌 Nov 💌		
Offset Time(min) 60 💌		
OK Cancel Apply		

iProMOH-SU

1-Question

There's no audio coming out of the output port.

Press the volume button to increase the volume from a setting that is too low.

Use a speaker or headset with an RCA adapter, and plug it into the output jack of the iProMOH-SU to hear the audio. If you can hear the audio, there's a problem with the iProMOH cable or the phone system. Replace the cable and check your telephone system configuration.

If you still can't hear audio, you will need to check the content of the iProMOH-SU.

First go to www.interalia.com and download the latest firmware for the iProMOH-SU using the link below and copy the file to the USB stick that you used to transfer the content to the iProMOH-SU. The firmware will be downloaded to the device and it will reboot. Upon reboot it will take on the content file stored on the USB drive. http://www.interalia.com/downloads/iProMOH-SU_Rev2.29.ipf

Upon reboot check the audio output to see if you now hear the audio file. If you still can't hear the audio file, connect the USB drive to a computer and check the content of the USB drive for a file called diagnostic.txt and open it. If you get an error message saying "couldn't write to USB, use a different make and model of USB drive.

If you still can't hear the audio file go to www.interalia.com and download our test message for the iProMOH-SU and copy it to your USB key and plug it into the iProMOH-SU. Once loaded you will here the audio file. If you can't hear the audio file, please contact our support department.

2-Question

What can I do if the volume of the iProMOH-SU is too low?

Press the volume button to increase the volume from a setting that is too low.

Use a speaker or headset with a standard RCA jack, that you know works, and plug it in the output jack of the iProMOH-SU to hear if the volume is very low or if it's high. If it's still very low and the volume of the unit is set to high, there's a problem with the audio file, it may be recorded too low. You can download from our site the Test Config file which by default is at a high volume. If the volume is OK with the test file you will need to open your configuration in SAM and check the Master Output Volume for both music and message input levels. If the volume is still low with the test file, you should check with your phone system installer to see if there are any settings that can be adjusted on your phone system to increase the volume.

3-Question

My music file is too loud compared to my message files. What can I do to adjust the volume?

To properly match the music and message levels lower the volume of the louder of the two and keep the softer one at 100% until you get a good match.

		-
Simple Audio Mixer		Ch.1
Music and Messages		Settings
Music		Time Between Messages (MM:SS)
00:03:52 default_music.ogg*		Music Cross-Fade Volume (%)
		Bass 0 ÷
		Treble 0 -
Dura (1 and 00,00,50	5 11 4	Master Output Volume (%)
□ Enable Music Shuffle	Add Default Music	Music Input Level (%)
M		Message Input Level (%)
lessages		Time Between Repeats (MM:SS)
		Enable External Music Enable Local Volume Control
		🗹 Auto-Add Default Musie 🔲 End Music After Last Message
		Load Defaults Save Settings
Duration: 00:00:00	Files: 0	Time Remaining (HH:MM) 18:28
☐ Enable Message Shuffle		
Scheduled Messages		Start Time (HH-MM)
		Start Date
		Ston Date
		SUN MON TUE WED THU FRI SAT
	Files: 0	Days of Week
Cancel		Save
interalia		Need help?

4-Question

I hear a static sound on the line what could cause the problem?

- Answer

Check to ensure cabling is clear and not crossing over other cables.

Use a speaker or headset with a standard RCA jack and plug it in the output jack of the iProMOH-SU to hear if the audio is clear. If the audio is clear, there's a problem with the iProMOH-SU cable or the phone

system. Replace the cable and check your telephone system configuration. If the audio is not clear, try using another audio file or download the Test Config file from our site.

If the audio still contains a static sound, please contact out support department.

5-Question

What can I do when the status light is flashing red led - This indicates a problem with the USB contents being read by the iProMOH-SU.

- Answer

First go to www.interalia.com and download the latest firmware for the iProMOH-SU using the link below and copy the file to the USB stick that you used to transfer the content to the iProMOH-SU. The firmware will be downloaded to the device and it will reboot. Upon reboot it will take on the content file stored on the USB drive. http://www.interalia.com/downloads/iProMOH-SU_Rev2.29.ipf

Try using another USB stick from different manufacturer.

Try using another content file or use the golden configuration file available at www.interalia.com

iMCM - iProMOH v4

1-Question

What can I do when the check in status shows "check-in" rather than a proper time and date?

- Answer

Stop and Re-start the services, you may need to wait for the devices to check back after the services are restarted before the status shows a valid time.

2-Question

The IProMOH devices are playing music and messages that are not scheduled.

- Answer

This could have occurred as the result of deleting audio files without removing those items from active schedules. Open up the schedules that were previously using that audio file. Make any kind of change to the schedule and save it. The devices will stop playing the unscheduled audio after their next check-in.

3-Question

My devices are no longer checking-in what can I do?

- Answer

Check to see if the device port is still available by browsing to the iMCM IP Address and port number. If the check-in status screen is not shown, it could be a network or iMCM application problem.

4-Question:

How do I remove past iProMOH check in history on iMCM

- Answer

Step 1. Stop the services
Step 2. Edit and remove the device(s) listed from the ipromohv4-status.csv file located at C:\Users\Public\Documents\interalia\iMCM\Files\Data\Status\ipromohv4-status.csv
Step 3. Save the file.
Step 4. Restart the services

5-Question

What does "firmware is invalid for this device" mean?

- Answer

It means the iMCM server is attempting to update the firmware on the device, but the device hardware is not compatible.

Select the folder in which the device resides and change the firmware to LOCK.

The next check in will resolve the error flag.

6-Question

I'm setting up my iProMOH V4 for the first time and enter the MAC address in my browser as per the manual but I get an error that the address is wrong. Am I doing something wrong?

- Answer

No, you're not, but in some cases the iProMOH is not able to register with the local DNS server and as a result there is no association between the host name and the ip address of the device. As a solution you should ask someone from your IT department to look at the DHCP IP pool and find the iProMOH MAC address on the list. This will give you the IP address associated with the iProMOH. At that pont you can enter the IP address of the iProMOH in your browser to setup your unit.

7-Question

Once in a while I run into communication issues with iMCM and my remote iProMOH units. What would you suggest I do to reduce these issues?

- Answer

The first thing we would recommend is to change your maintenance cycle for nightly reboot. The nightly reboots clean all the buffers and temporary files. It's like rebooting your computer. It's a good practice to reboot the machine from time to time to avoid errors that may develop from continuous operation. You can implement the maintenance cycle option within the iMCM administration interface which will do

nightly reboots of the devices between 2 am and 4 am local iProMOH time. The maintenance cycle is found at the folder level in iMCM.



The other step you can take when you run into any communication issues with iMCM is to stop and restart your services. Again this would be like rebooting your computer.

			39			
	1	1 1	Int	era		
Services	Networking Services	Firmware About	Email	Logging	Audio Archives	
MCM Audio Converter Service	Services		Houncou	20 I	Archives	
	Display Name			Stat	Status	
	iMCM Audio Co	iMCM Audio Converter Service				
	iMCM Web Ser	Run	Running			
	iMCM Device S	Run	Running			
Description: Provides Audio Conversion	iMCM Email Server Service				ning	
Services to iProMOH, converts to native Vorbis Ogg Format.	iMCM Log Processing Service				ning	
	iMCM File Mana	Run	ning			
	iMCM Email Not	Run	Running			
	iMCM Data Aut	Not	Installed			
	Apply to All	Services				
	Install	Uninstall	Start		Stop	

Open your iMCM Service Manager, select the service tab and stop and restart all services.

8-Question

My devices are no longer checking in. What happened?

- Answer

Did you recently restart your compluter? If your computer IP address is DHCP and not a fixed IP address it possible that the router asssigned a different IP address than your previous one to your computer. Therefore the firewall rule that ports your external IP address or host name to your computer is no longer valid. The best solution is to update the firewall rule to the new IP address and if you no longer want to get this error, simply assign a fixed IP address to your computer and you will be set. If the firewall rule is correct and your units are not ckecking in, restart your services.

9-Question

I am unable to upload files to my iMCM server using either the iMCM Server Manager application or from the web page interface. What could be causing the problem?

- Answer:

It's possible an audio file may have encountered an error while being converted.

First stop and start the audio conversion service and see if uploads are now working correctly. If not, go to this next step.

Purge the audio files from the folders below and try the upload again. Folders: C:\Users\Public\Documents\Interalia\iMCM\Files\Audio C:\Users\Public\Documents\Interalia\iMCM\Files\AudioTmp

If the problems persist, contact the Interalia Customer Support Group at 1-800-661-9406.

10-Question:

It seems like some of my iProMOH devices are not checking in since doing a firmware update. The log says the file transfer is timing out.

Answer:

Stop and restart the service on the IMCM Server Manager. This will re-initialize the check in mechanism.

11-Question:

My iProMOH devices are not accepting a new firmware file that I've placed on the server.

- Answer:

Ensure you are using a firmware file with the correct file name. Modifying the file name in any way can cause the firmware file to upload to the devices.

12-Question: What type of audio formats does iMCM support?

- Answer:

The iMCM server supports the following audio file types: *.wav, *.mp3, *.au, *.wma, *.ogg. It's however important to note that the native format for the iProMOH V4 is .ogg at 22 Khz, 16bits PCM. Using this format makes the system more responsive as it won't need to convert the imported files to the native files format.