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iMCM User Manual

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This chapter introduces the iMCM.

In This Chapter

- "The Interalia Multi-Site Content Manager"
- "iProMOHs"
- "The iMCM Server"
- "Workflow"

The Interalia Multi-Site Content Manager

The Interalia Multi-Site Content Manager (iMCM) allows organizations with multiple locations to easily create and manage recorded announcements, music-on-hold, and overhead music and messaging.

Whether you are managing a single unit or large, multi-site installations, iMCM simplifies messaging and music across geography, time zones and demographics. The iMCM file management system allows managers to apply content and schedules to global, regional, or local playlists, eliminating the need to manually replicate schedules, music or messages for each location.

iMCM provides easy-to-use features:

- · Time and date message/music scheduling capabilities
- · Priority message scheduling
- · Ability to copy and paste schedules, groups or entire configurations
- · Update single, multiple or all iProMOHs from any location
- Intuitive folder structure similar to Microsoft Windows
- · Secure web access used to update user-specific folders
- · Flexible scheduling of iProMOH check-in/update times
- Configurable back-up schedule
- Activity logging and notifications
- Detailed schedule reporting
- Bulk audio uploads
- · Bar code scanner compatibility for multiple iProMOH entries

iProMOH

The Interalia iProMOH is a music and message announcer specifically designed for music-on-hold, background music, and overhead paging applications. The iProMOH supports all popular audio file formats.

- Supports two independent output channels. So, for example, you can use one output channel for a public address system and the other for music-on-hold for a telephone line. You can have different music and messages on each channel.
- Accepts one input channel from an external licensed music feed.
- Communicates to iMCM via Network.



For more information on the iProMOH, see <u>http://www.interalia.com/Support/support.php</u>.

The iMCM Server

The iMCM Server contains three main components:

- The Service Manager configures the Server and Services.
- The Device Server communicates with the iProMOHs in the field.
- The iMCM Web Server/iMCM Configuration Server acts as a web interface to create configurations for iProMOHs

Utilizing a web interface, multiple users can remotely configure the system.

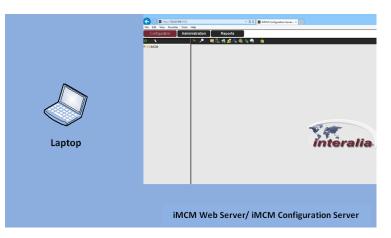
iProMOHs

Quick Start Overview

 Install the iMCM software on the server or workstation. Configure the Service Manager. See Chapter 2, "Installing, Configuring, and Using the Service Manager".



2. Open a web browser and open the iMCM Web Server/iMCM Configuration Server web page. See Chapter 3, "Introduction to the iMCM Web Server/iMCM Configuration Server".



3. Set up the iProMOHs.

See Chapter 4, "iProMOH Setup and Configuration".





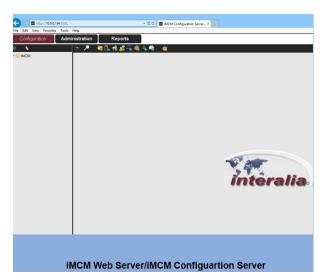


Laptop

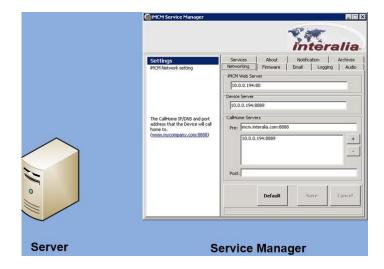
 Use the Configuration Server to configure the iProMOHs. See Chapter 4, "iProMOH Setup and Configuration".

	MCM Service Manager	interalia	Configuration Configu
f.	Settings PICM Network setting The California (PINot and port address that the Device will call home to. (www.thscone.onv.com/8888)	Services About Statistion Archeves Tetemotives Enail Logging Audo MOX4 Web Service Enail Logging Audo Executives Enail Logging Audo Device Service Enail Enail Enail Executives Enail Enail Enail Device Service Enail Enail Enail Parts Enail Enail Enail Enail Posts Enail Enail Enail Enail Posts Enail Enail Enail Enail	Interalia
Audio Files	Se	ervice Manager	iMCM Web Server/iMCM Configuration Server

- Upload audio files (using either the Service Manager or the Configuration Server).
 See Chapter 5, "Uploading and Updating Media files".
- 6. Use the iMCM Web Server/iMCM Configuration Server to:
 - · Create schedules Chapter 6, "Creating Schedules"
 - View Reports Chapter 7, "Reports"
 - · Configure notifications Chapter 8, "Contacts and Notifications".
 - Assign and manage login names and passwords. Create user accounts and user access rights if necessary.
 Chapter 9, "Administration and User Accounts".



This chapter describes how to install, configure, and use the Service Manager.



In This Chapter

- · "Obtaining the Software"
- · "Installing the Software"
- "Launching the Service Manager"
- · "Starting the Services"
- "Configuring Networking Settings"
- "Understanding IP Addresses"
- · "Checking the Device Server"
- "Configuring Email Settings"
- "Viewing Information About The iMCM"
- "Further Information"

Obtaining the Software

Please check and download latest updates from http://interalia.ipower.com

Installing the Software

1. Run the setup program iMCM V4.0.xx.xxxxx Setup.exe (Example:

(where *xx* is the version number).



a. Press Next.

禮 iMCM - InstallShield Wizard	×
License Agreement Please read the following license agreement carefully.	と
iMCM and iProMOH Firmware and Software End User License Agreement	
A. Scope. These Firmware and Software License Terms are applica anyone who downloads and/or installs iMCM Software and iP Firmware, purchased from Interalia, or an authorized Interalia (as applicable) under a commercial agreement with Interalia or authorized Interalia reseller ("Agreement"). Unless otherwise a Interalia in writing, Interalia does not extend this license if the and Software was obtained from anyone other than Interalia, o Interalia authorized reseller, and Interalia reserves the right to	ProMOH a reseller or an agreed to by e Firmware or an
I accept the terms in the license agreement I do not accept the terms in the license agreement	Print
InstallShield	Cancel

b. Agree to the license agreement, and click Next.

iMCM - InstallShield Wizard Customer Information Please enter your information.			×
<u>N</u> ame: John Smith 			
InstallShield	< <u>B</u> ack	Next >	Cancel

c. Enter your name and organization. Click Next.

🔡 iMCM - In	stallShield Wizard			×
Destinatio Click Next	n Folder : to install to this folder, or clic	k Change to inst	all to a different folde	r. 2
	Install iMCM to: C:\Program Files (x86)\interal	ia\iM⊂M\		<u>C</u> hange
InstallShield —		< <u>B</u> ack	Next >	Cancel

d. Optionally, change the destination folder. Click Next.



e. Choose **Typical** or **Custom**, and click **next**. (**Typical** Installation is the Default Installation Type – This has "1-Setup Example Folder" by default (It has some sample audio files and schedules.))

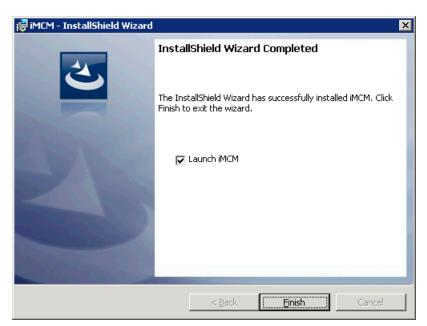
🙀 iMCM - Install	Shield Wizard X
Setup Type Choose the se	tup type that best suits your needs.
Please select a	a setup type.
• Typical	All program features will be installed. (Requires the most disk space.)
C Lustom	Choose which program features you want installed and where they will be installed. Recommended for advanced users.
InstallShield	
	< <u>B</u> ack <u>N</u> ext > Cancel

f. Review the settings and click Install.

🖟 iMCM - InstallShield Wizard 🛛 🛛 🗙
Ready to Install the Program The wizard is ready to begin installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard. Current Settings:
Setup Type: Typical
Destination Folder:
C:\Program Files (×86)\interalia\iMCM\
Data Folder C:\ProgramData\Documents\interalia\iMCM\
Customer Information: Name: John Smith Company:
InstallShield
< <u>B</u> ack <u>Install</u> Cancel

The installer will install the software.

👘 iMCM - Iı	nstallShield Wizard
Installing The proc	IMCM gram features you selected are being installed.
1	Please wait while the InstallShield Wizard installs iMCM. This may take several minutes.
	Status:
	Publishing product information
InstallShield -	
	< Back Mext > Cancel



i. By Default, the application is checked to automatically launch iMCM Service Manager. Click **Finish**.

If you do an upgrade of iMCM you may see the following message window. Select "YES" to import existing data.

Confirm	×
?	The Data folder has been moved. Press Yes to import old data
	<u>Yes</u> <u>N</u> o

Launching the iMCM Service Manager



The installation process creates an icon on the desktop called iMCM Service Manager.

Double-click that icon to open the Service Manager. (Or, choose Start > Programs > Interalia > iMCM > iMCM Service Manager.)

Settings IMCM Network setting	Services About Notification Archive
a narried that is a second	MCM Web Server
	10.0.0.194:80
	Device Server
	10.0.0.194:8889
home to, (www.mycompany.com:8888)	Pre: mm.interailla.com.0000
	Default Save Cancel

Services tab - Starting the Services

The iMCM uses the following services:

- Audio Converter Service converts audio files to the format used internally.
- Web Server Service runs the Configuration Server web client.
- Device Server Service provides configuration services to connected iProMOHs.
- Email Server Service provides outgoing email.
- Log Processing Service processes the iMCM logs.
- File Management Service provides integrity checking and cleanup services for the iMCM files.
- Email Notification Service provides notification of iProMOH issues.
- Data Auto Backup Service provides automatic backup of iMCM data.

To start the services:

- 1. In the Service Manager, start the iMCM services:
 - a. Select the Services tab.
 - b. For any service that shows Uninstalled in the Status column, click Install.
 - c. For any service that shows **Stopped** in the **Status** column, click **Start**.

Now all services status should show Running.

MCM Server Manager			int	era	lia	
iervices	Networking	Firmware	Email	Logging	Audio	
ICM Audio Converter Service	Services	About	Notificati	on	Archives	
	Services					
	Display Name				Status	
	IMCM Audio Converter Service				nning	
	IMCM Web Server Service			Ru	nning	
escription:	IMCM Device Server Service			Ru	nning	
rovides Audio Conversion ervices to iProMOH, converts to	iMCM Email Server Service			Ru	nning	
ative Vorbis Ogg Format.	iMCM Log Processing Service			Ru	nning	
	iMCM File Management Service			Ru	nning	
	iMCM Email Notification Service			Ru	nning	
	iMCM Data Auto Backup Service			Ru	nning	
					•	
	Install	Uninsta	II Sta	rt	Stop	

Note: To Install, Uninstall, Start or Stop all the services at the same time. Select **About** tab first and then Double click the image displayed on the **About** tab then go back to **Services** tab and select the Install, Uninstall, Start or Stop button

Notes 1) It is recommended that you leave all these services running.
2) If the address or port for the iMCM Web Server on the Networking tab is changed, the iMCM will prompt you to restart the Web Server Service.
3) It is recommended to only uninstall and install the services on the advice of Interalia Technical Support.

Networking tab - Configuring Networking Settings

To configure the Networking settings:

1. In the Service Manager, select the **Networking** tab.

			S.	era	lia
Settings	Services	About	Notifical		Archives
MCM Network setting	Networking	Firmware	Email	Logging	Audio
	10.0.0.194:	80			_
	Device Server				
	10.0.0.194:8889				
The IP/DNS and port address that the web server will bind to.	CallHome Serve	ers teralia.com:888	8		
(192.168.1.100:80)	-	194:8889			+
	Post:				
		Default	Sa	ve	Cancel

2. Configure the following settings.

IP address and port numbers are populated from the PC that iMCM is installed on.

For example, 10.0.0.194:80

Setting	Function
iMCM Web Server	The IP address and port number of the Web Server. See "Understanding IP Addresses"
Device Server	The IP address and port number of the Device Server.
	See "Understanding IP Addresses"
CallHome Servers	The servers that the iProMOHs call home to.
	This address will be the same as the Device Server address for iProMOHs to call into that specific instance of iMCM.
	The IP address and port number of the server to call home to.
	See "Understanding IP Addresses"
	Normally, there should only be one address here. You can add multiple addresses if you need to re-route the iMCM to another iMCM server.
Pre CallHome server	The default initial address. Used for Interalia support purposes if required.
Post	There is no address configured by default. This is for future use.

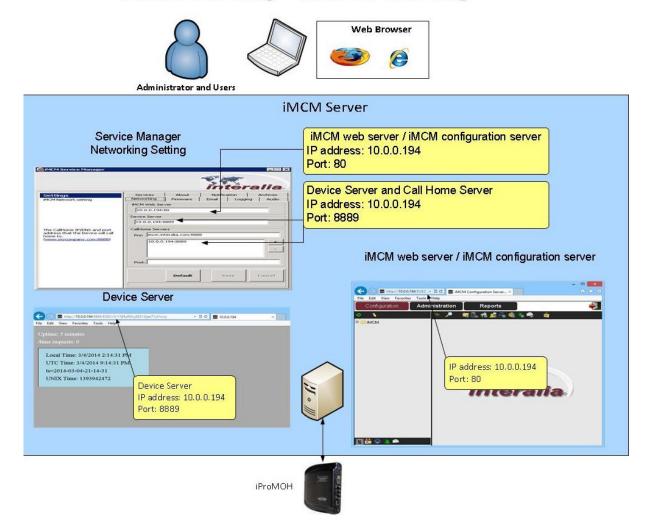
3. Click Save to save the settings (or click Cancel to discard changes or Default to revert to the default settings).

Understanding IP Addresses

The IP addresses and ports for the Web Server and Device Server can be any unused addresses and ports on your network.

The following is an example of network settings (the ones you get if you click Default). They are suitable for testing, where all components (including the iProMOHs) are on the same local network.

Default Network Settings - Suitable For Local Testing



In general, the IP address for the Device Server must be a static address (so that the iProMOH can always use the same address to call home). Set up port forwarding on your firewall to forward that static address to the local address of the Device Server. The following diagram shows a case where the iProMOH is outside the firewall.

Service Manager	
(@IMCM Service Manager	
Settings MCM Network setting MCM Network setting MCM Network setting MCM Network setting MCM Web Server 10.0.0.194:80	iMCM web server / iMCM configuration server IP address: 10.0.0.194 Port: 80
Device Server 10.0.0.194:8889 CallHome Servers Pre: imcm.interalia.com:8888 184.71.240.92:8899 +	Device Server and Call Home Server IP address: 10.0.0.194 Port: 8889
Post:	Call home Server IP address: 184.71.240.92 Port: 8889
Default Save Cancel	iMCM web server / iMCM configuration server
Device Manager	
C ■ http://1047124032000501C/071448uf5/ident/hught/711670/0 * 2 C ■ 1647124052 × File Edit Year Free File Uptime: 5 days	
Alter requests: *** Local Time: 3/4/2014 2:28:07 PM UTC Time: 3/4/2014 9:28:07 PM ts=2014-03-04-21-28-07 UNIX Time: 1393943288 Device Server IP address: 184.71.240.92 Port: 8889 From the Internet	IP address: 184.71.240.92 Port: 80
UTC Time: 3/4/2014 9:28:07 PM ts=2014-03-04-21-28-07 UNIX Time: 1939943288 Device Server IP address: 184.71.240.92 Port: 8889 From the Internet Coming through IP address: 184.71.240.92 Port: 8889 To	

......

Checking the Device Server

To ensure that the Device Server is running:

• In a web browser outside the firewall, open the URL:

http://device_server:port

Where *device_server* and *port* are the IP address and port of the Device Server as entered in the Networking Settings.

For example:

http://184.71.240.92:8889

The web page shows the current status of the Device Server.

Email Tab - Configuring Email Settings

To configure the email settings:

- 1. Select the **Email** tab.
- 2. Configure the following settings:

Setting	Function
Hostname	The name of the mail server provided by your ISP provider. (eg. mail.server.com)
Username	The username for the email account if required by your ISP mail provider. Leave blank if not required by your mail provider.
Password	The password for the email account if required by your ISP mail provider. Leave blank if not required by your mail provider.
Mail From	The email address that the email will be sent from.
Reply To	The email address that any replies to the emails should be sent to.

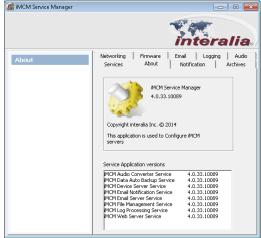
- 3. Click Save to save the settings, Cancel to discard changes, or Default to revert to the default settings.
- 4. Click **Test Email** to check the configured email settings working or not.

🏨 iMCM Service Manager					- • 💌
			int	ter	alia
Email	Services	About	Notifica	tion	Archives
Eman	Networking	Firmware	Email	Loggin	g Audio (
	Email Server				
	Hostname:	mail.global.frontb	ridge.com		
	Username:	interaliasupport			
	Password:	****			
	Mail From:	support@interali	a.com		
	Reply to:	support@interalia	a.com		
		Test Ema	il Sa	A6	Cancel

About tab - Viewing Information About The iMCM

To view information about the iMCM:

- 1. Select the **About** tab.
- 2. This screen shows the version number of the iMCM software and the services.



Further Information

Note For information about other configurations that can be done in the Service manager, see: Audio Tab - Chapter 5, "Uploading and Updating Media files" Notification Tab - Chapter 8, "Contacts and Notifications" Archives Tab - Chapter 10, "Archiving and Logging" Logging Tab - Chapter 10, "Archiving and Logging" Firmware Tab - Chapter 11, "Updates"

CHAPTER 3 | Introduction to the

iMCM Web Server/iMCM **Configuration Server**



This chapter provides an introduction to the iMCM Web Server/iMCM Configuration Server.

In This Chapter

- "Launching the "iMCM Web Server/iMCM Configuration Server"
- "The Tab Bar"
- "Using the Configuration Tab"
 - "Creating New Folders"
 - · "Cutting, Copying, Pasting, and Deleting Items"
 - · "Searching"
- "More Information"

Launching the iMCM Web Server/iMCM Configuration Server

To access the iMCM Web Server/iMCM Configuration Server:

• Launch a web browser and open the following URL:

http://IP address:port

Where *IP* address and *Port* number are the iMCM Web Server's IP address and port number from the Networking tab in the iMCM Service Manager.

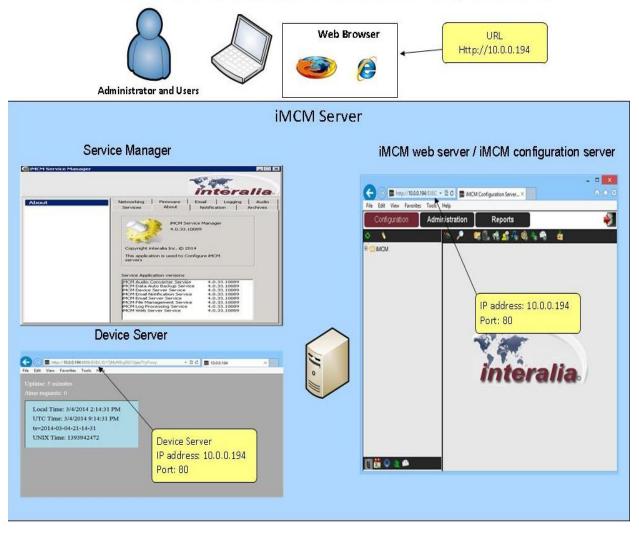
By default, the Port number is 80, this is the default port number for a Web Server. So if the iMCM Web Server's port number is not changed from 80, then just enter the IP address on the browser.

For example: <u>http://10.0.0.194</u>

If the iMCM Web Server's port number is different than 80, then enter both the IP address and the port number on the browser.

For example: <u>http://10.0.0.194:8888</u>

For more information on IP addresses and ports, see "Configuring Networking Settings" on Chapter 2. See also Appendix C, "Summary of IP Addresses".



The URL to View the iMCM web server / iMCM configuration server



iMCM Web Server/iMCM Configuration Server Log on page:



Success Checkpoint

If you see the above login screenshot for the iMCM Web Server/iMCM Configuration Server, then the network configuration is correct. If you don't see the login screenshot, recheck your firewall and network settings.

Enter User name and password (By default both are "admin") to log into the iMCM Web Server/iMCM Configuration Server. You will see the following page.

The Tab Bar

The iMCM Web Server/iMCM Configuration Server has three tabs:

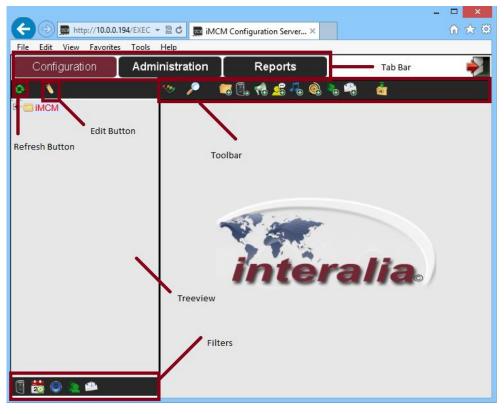
- Configuration to configure music, messages, iProMOHs, and schedules.
 - See "Using the Configuration Tab".
- · Administration to add, remove, and modify user accounts who uses iMCM Web

Server/iMCM Configuration Server. See Chapter 9, "Administration and User Accounts".

• **Reports** — to view reports about iProMOH check-ins, schedules, logs, and user activity on the iMCM Web Server/iMCM Configuration Server.

See Chapter 7, "Reports".

Using the Configuration Tab



Refresh Button

This button refreshes the treeview.

Edit Button

This button enables you to copy, paste and delete items in the treeview. For more information, see "Cutting, Copying, Pasting, and Deleting Items"

Toolbar

The toolbar provides the main functions.

Button	Function
***	Toggles visibility of the treeview.
<i>></i>	Searches for folders, iProMOHs, schedules, audio files, or contacts. See "Searching" on page 26.

CHAPTER 3 | Introduction to the iMCM Web Server/iMCM Configuration Server

Button	Function			
	Creates a new folder in the treeview. See "Creating New Folders".			
\Box_{\odot}	Configures a new iProMOH.			
9	See Chapter 4, "iProMOH Setup and Configuration".			
**	Creates a new priority message schedule.			
**	See Chapter 6, "Creating Schedules".			
2	Creates a new message schedule.			
<u> </u>	See Chapter 6, "Creating Schedules".			
-	Creates a new music schedule.			
*	See Chapter 6, "Creating Schedules".			
	Creates a new external music schedule.			
	See Chapter 6, "Creating Schedules".			
- 🎭	Creates a new contacts list.			
	See Chapter 8, "Contacts and Notifications".			
-	Creates a new notification.			
	See Chapter 8, "Contacts and Notifications".			
a	Uploads audio files.			
	See Chapter 5, "Uploading and Updating Media files".			

View Filters

The view filter buttons show or hide classes of items in the tree view. For example, if you have a lot of audio files you may wish to use the Audio Filter button to hide them when you are not working with them.

Filter Button	View/Hide
	iProMOHs
20	schedules
٢	audio files (music and messages)
2	contacts
2	notifications

Creating New Folders

Folders are used to set up configurations. iProMOHs, audio files and schedules can be assigned into a folder.

Sub-folders can be created for additional configurations within a parent folder.

Settings (eg. time zone, check in interval) on the folders will be applied to sub-folders by default unless

otherwise programed.

To create a New Folder in the treeview:



CHAPTER 3 | Introduction to the iMCM Web Server/iMCM Configuration Server

2. Configure the following information:

- Display Name name that will be shown in the treeview.
- **Description** optional description.
- **iProMOH Defaults** Default settings for all the iProMOHs in this folder. (These defaults can be overridden. See Chapter 4, " iProMOH Setup and Configuration".)

• **CallHome Server** — IP address and port of the server to call home. See "Understanding IP Addresses" on Chapter 2. See also Appendix C, "Summary of IP Addresses".

- Time Zone time zone for the iProMOH. This time is used for all schedules run by this iProMOH.
- Stale Date date when this iProMOH should stop serving messages and music.
- Check In Interval how often the iProMOH should check in with the CallHome server. (By Default 24 hours)
- · Firmware Choose Inherit (Locked) or Lock. (By Default Lock)

If the firmware settings are set to **Inherit (xxxx)**, then the iProMOH will inherit the firmware settings set at a parent level folder. This provides an easy way to propagate the firmware settings to a large number of iProMOHs.

If the firmware is set to **Lock or Inherit (Locked)** then the firmware on the iProMOH will not be updated during Check in.

For more information on updating firmware, see Chapter 11, "Updates".

Note Check our Secure FTP site for latest firmware release

For more information about updating the firmware, see "Uploading New iProMOH Firmware" on Chapter 11.

• Maintenance Cycle — maintenance cycle restarts the iProMOH on a regular basis. Choose None (By Default), Nightly, Weekly, or Monthly.

- Nightly restarts the iProMOH once a night, between 1am and 6am.
- Weekly restarts the iProMOH once on Sunday, between 1am and 6am.
- Monthly restarts the iProMOH at the end of the monthly between 1am and 6am.
- 3. Optionally to save time and change multiple iProMOHs simultaneously, Select the Propagate button

of the setting to propagate the changes to all sub folders and to all iProMOHs within those folders.

The following Settings can be propagated:

- Call Home Server
- Time Zone
- Stale Date
- Check In Interval
- 4. Click the **Save** button **[**] to save the configuration or the **Reload** button **(O**) to refresh the screen.
- 5. Click the **Close** button

to close the page.

to the right

Inheritance

When you create a subfolder below another folder in the tree view, the subfolder inherits all the items from the parent folders. For example, when you create a Message/Music schedule in a subfolder, it has access to all the Message/Music files in all the parent folders. This lets you keep common items in one place and reuse them.

This also means that an iProMOH in a subfolder will play all the Message schedules in the subfolder and all the Message schedules in all parent folders (unless the schedules have exactly the same name, in which case it will play the copy that is lowest in the tree). This lets you define general schedules at a higher level and override them or supplement as necessary for specific locations.

Note: When you create a Message/Music schedule in subfolder, it has access to all the Message/Music files in all the parent folders as well as in its own sub folders.

For an example, see Chapter 6, "Creating Schedules"

CHAPTER 3 | Introduction to the iMCM Web Server/iMCM Configuration Server

Cutting, Copying, Pasting, and Deleting Items

When the Edit button is pressed, checkboxes appear beside all the items in the treeview and cut, copy, paste, and delete buttons appear to operate on the checked items.



Button	Function
	Toggles visibility of the edit buttons.
×	Cuts checked item(s).
æ	Copies checked item(s).
	Pastes checked item(s).
×	Deletes checked item(s).

- You can copy a complete folder and duplicate it elsewhere in the tree. This copies all the items inside it (audio files, schedules, iProMOHs, and subfolders).
- If you *copy* and paste an iProMOH, the copied iProMOH will have a blank MAC address. This is because these addresses must be unique.
- If you *cut* and paste an iProMOH, the pasted iProMOH will keep the same MAC address. This is because cut and paste just moves the iProMOH from one location to another in the tree.

Searching

To search for items in the iMCM Web Server/iMCM Configuration Server:

- 1. Press the Search button in the main toolbar
- 2. In the **Type** dropdown menu, choose what to search for:
 - Folder
 - iProMOH
 - Schedule
 - Audio
 - Contacts List
- 3. Enter the text to search for in the Display Name and/or Description fields.
- 4. Click the Search button beside the Type dropdown menu.

CHAPTER 3 | Introduction to the iMCM Web Server/iMCM Configuration Server

			- 🗆 🗙
	4/EXEC 👻 🗟 💆 📠 imcn	M Configuration Server ×	fà ★ ¢
File Edit View Favorites	Tools Help		
Configuration	Administration	Reports	⇒
🥗 🔎 🛛 🖏 🐔 💈	💈 🖡 🏟 👆 🚔	4	
		iMCM	
Display Name:			🤎 🔪 🗶
Ø Description:			
္က Type:	Folder IProMOH Schedule		
Display Name	Audio Contacts List		Folder
Dispity Pame	1		rolder
	I		l

- To go to an item, select the item in the results list and press the View/Edit Selected button above the results list. 5. ٩
- beside the Type dropdown menu) to clear the search terms. 6. Optionally, click the **Clear** button
- Click the Close button (beside the Type dropdown menu) to close the search page. 7.

More Information

More information about the iMCM Web Server/iMCM Configuration Server can be found in these chapters:

- Chapter 4, "iProMOH Setup and Configuration".
- · Chapter 5, "Uploading and Updating Media files".
- Chapter 6, "Creating Schedules".Chapter 7, "Reports".
- · Chapter 8, "Contacts and Notifications".

CHAPTER 4 *iProMOH Setup and Configuration*

This section describes iProMOH Setup and Configuration:

In This Chapter

- "Adding iProMOH information and Setting up Call Home Server address on the iMCM Web Server/iMCM Configuration Server"
- "Configuring Call Home Server on the iProMOH via Installer Website Application"
- "iProMOH Checks in and Call Home Success

CHAPTER 4 | iProMOH Setup and Configuration

Adding iProMOH information and Setting up Call Home Server address on the iMCM Web Server/iMCM Configuration Server

To configure new iProMOH information:

- 1. In the treeview, select the folder where you want the iProMOH to be placed.
- 2. Click the New iProMOH button in the toolbar

After selecting the "New iProMOH" button in the toolbar, the following page will be displayed:

😑 🗇 📠 http://10.0.0.194/EXEC		- C	🔜 iMCM Configura	tion Server ×	
ile Edit View Favorites Tools Help					
Configuration Administra		ports			
\$	🥕 🛛 🥦 🐔	👌 🚅 🖧 🏟 🐁 🕯	à 💩		
	Display Nam	New iProMOH			iMC
	Display Nam Description:	S New IFIOMOR		>	ິ 🔚 🔿 💥
	Beschpilon.				
M	AC Address:	000707			
Ca	allHome Server:	10.0.0.194:8889		~	
		Canada.Mountain		~	
	ale Date: neck in Interval:	11/2/2044 Thour(s)			
	heck in interval:	24 V nour(s)			
De	evice Status:				
	Last Check In: Check In Status:	Never	Local IP Address:		
			_		
	Firmware Version: Device Configuration: (Values in %)		Reques		
D					
	Channel 1:		Channel 2:		
	Master Volume:	50 🗢	Master Volume:	50 🗢	
	Fade Level:	20 🗢	Fade Level:	20 🕈	
	Message Volume	100 🗢	Message Volume:	100 🗢 🛛 Enable	e
	Music Volume:	100 후	Music Volume:	100 ≑	
	External Volume:		External Volume:	100 🗢	
	Exernar volume.	100	External Volume.	100	
So	Schedule Information:				
	Audio Size:	0 bytes			

- 3. Configure the following information:
 - Display Name name for the iProMOH as it will appear in the treeview.
 - **Description** optional description, which will display as a "mouse-over" or hint in the treeview.
 - MAC Address 12-character MAC address of the iProMOH. You can find this on the back of the iProMOH.

For example: 000707005155.

(All iProMOH MAC addresses start with: 000707.)

Note It is very important to enter the correct MAC address as it is the unique identifier of the physical unit on the *iMCM*.

You must correctly setup the CallHome Server IP address to allow the iProMOH to communicate with the iMCM Server.

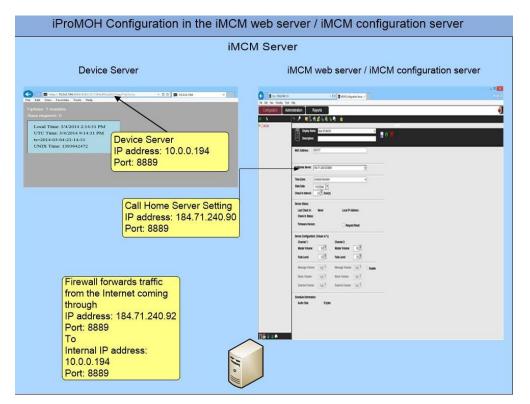
CallHome Server

Every iProMOH regularly "calls home" to check in with its iMCM Server. (How often it should call home can be configured through the iMCM Web Server/iMCM Configuration Server) When the iProMOH calls home, it downloads updates for the audio files and schedules.

(An iProMOH can also be forced to call home by depressing the twin volume buttons simultaneously. This is typically used by the installer to immediately download the configuration.)

The CallHome Server IP address must match the address entered for the CallHome Server entered in the Network settings on the Service Manager. See "Understanding IP Addresses" on Chapter 2.

You can either select the IP address/port number, or choose Inherit, in which case the setting will be taken from the parent folder.



Time Zone — the time zone used by the iProMOH.

The deployed iProMOH and the iMCM Server may be located in different time zones. The times used in the schedules are based on the iProMOH local time.

Note The iProMOH automatically changes its time to account for Daylight Savings Time.

• **Stale Date** — The date when this iProMOH should stop playing Audio. This can be used to enforce contractual agreements with customers. You can be notified when the stale date is approaching.

- Check In Interval (By default 24 Hours) the interval (in hours) when the iProMOH should contact the Service Manager to get new information (schedules, audio files, etc.). You can be notified if the iProMOH misses a check in.
- Device Status section If instructed by Interalia support, select Request Reset to restart the iProMOH the next time it checks in. (It only does so once. After the iProMOH is restarted, the Request Reset checkbox is automatically cleared.)
- 5. Configure the **Device Configuration** section.
 - **Master Volume** sets the volume output for each channel of the iProMOH. (The volume can also be set locally with the volume keys on back of the iProMOH.)
 - Fade Level sets how low the background music fades down so that messages can play over top of it. (By Default 20%)
 - Message Volume volume level of the Message
 - · Music Volume volume level of the Music
 - External Music Volume volume level of the external audio

Note: By default, access to these volume buttons is disabled. After the iProMOH first check in, the enable check box will be available to enable these parameters.

- 6. Click the **Save** button **b** to save the configuration or the **Reload** button **c** to refresh the screen.
- 7. Click the **Close** button **to** close the page.

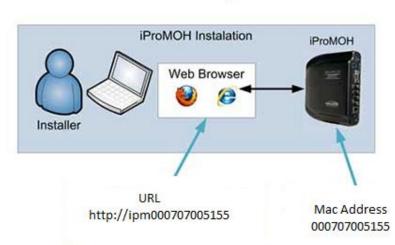
Configuring Call Home Server address on iProMOH via Installer Website Application:

1. In a web browser, open the URL

http://ipm<Mac address> or http://<iProMOH's IP address>

Where *MACADRESS* is the MAC address of the iProMOH. For example: <u>http://ipm000707005155</u>. Where iProMOH's IP address is the IP address of the iProMOH. For example: <u>http://10.0.0.122</u>.

Note The host Name URL may not work on all network configurations. If this is the case use the IP address of the iProMOH.



The URL to Set Up an iProMOH

The following Installer Website Application appears.

← → Ø p://pm000707005	1551 × 2 → 🧭 Interalia Ipromoh V4 🛛 ×	× • * 0
interalia	INSTALLER WEBSITE APPLICATION	
	Enter login information Username: (IProMOH Password: Login	
Status:		
Waiting for login		
	© 2007-2012 I	nteralia Inc. All Rights Reserved.

Note The Installer Website Application is only available for one hour after the iProMOH is powered on. If you have waited longer than one hour, simply power-cycle the iProMOH.

- 2. For the username, enter **iProMOH**.
- 3. For the password, enter the iProMOH's 12-character MAC address. (This can be found on the back of the iProMOH.) For example: 000707005155.

Note Letters in the MAC address must be entered in uppercase.

4. Click Login.

The network configuration page appears.

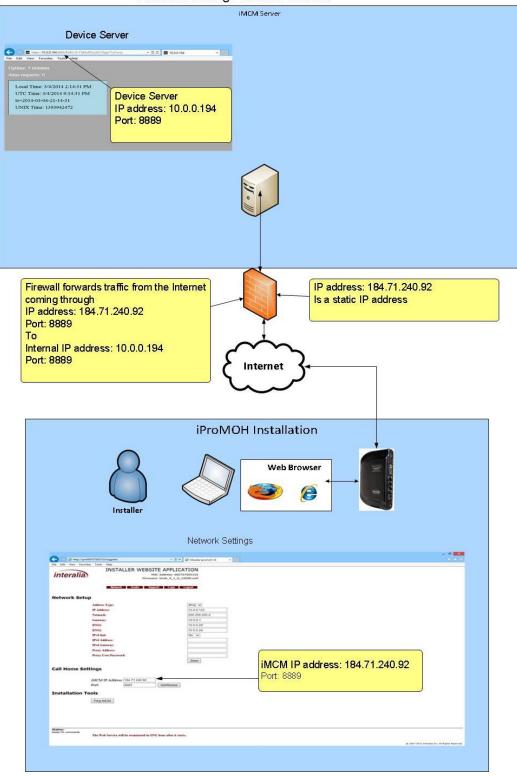
File Edit View Eavorite	n Tools Help		
		SITE APPLICATION	
interalia	ING FALLER WEL	MAC Address: 000707005155	
interana.)	Fin	nware: imoh_4_1_0_10098.xmf	
	Network Audio	Support Logs Lopout	
Network Setu	p		
	Address Type:	dhcp 🗸	
	IP Address:	10.0.0.12	12
	Netmask:	255.255	255.0
	Gateway:	10.0.0.1	
	DNS1:	10.0.0.25	9
	DNS2:	10.0.0.28	3
	IPv6 Init:	No 🗸	
	IPv6 Address:		
	IPv6 Gateway:		
	Proxy Address:		
	Proxy User:Password:		
		Save	
c			
Call Home Set	ungs		
	iMCM IP Address:		
	Port:	Set/Renew	
Installation To	ools		
	Ping iMCM		

- 5. Configure the Network Setup settings.
 - Address Type choose how the iProMOH obtains its IP address.
 - IP Address IP address of the iProMOH.
 - Netmask subnet mask.
 - Gateway gateway for this iProMOH.
 - DNS1 primary domain name server.
 - DNS2 secondary domain server.
 - IPv6 Init enables the IPv6 scheme.
 - IPv6 Address IP address for the IPv6 scheme.
 - IPv6 Gateway gateway for the IPv6 scheme.
 - Proxy Address IP address of the proxy, if used.
 - Proxy User: Password username and password for the proxy, if used.

6. Call Home Settings:

Set the iMCM IP address and Port to the IP address and port number of the Device Server. This must match the Settings in the iMCM Web Server/iMCM Configuration Server; see "Understanding IP Addresses" on Chapter 2.

Attp://ipm000707005155/loggedin	→ Ø Interalia Ipromoh V4 ×
File Edit View Favorites Tools Help	
INSTALLER WEBS	SITE APPLICATION
	MAC Address: 000707005155 vare: imoh 4 1 0 10098.xmf
FILIN	vare: imon_4_1_0_10098.xm
Network Audio St	upport Logs Logout
Network Setup	
Address Type:	dhcp 🗸
IP Address:	10.0.0.122
Netmask:	255.255.255.0
Gateway:	10.0.0.1
DNS1:	10.0.0.29
DNS2:	10.0.0.28
IPv6 Init:	No 🗸
IPv6 Address:	
IPv6 Gateway:	
Proxy Address:	
Proxy User: Password:	
	Save
Call Home Settings	
iMCM IP Address: 10.0.0.194	
Port: 8889	Set/Renew
Installation Tools	
Ping IMCM	



Network Settings for an iProMOH

- 7. Click Set/Renew.
- 8. To check the communication, select Ping iMCM button. If it says "This iMCM is Active" then the communication between iProMOH and iMCM working properly.



Success Checkpoint

When you click Ping iMCM, you should see **This iMCM is active**. This confirms that the iProMOH can successfully contact the iMCM Server.

File Edit View Favorites Tools Help	👻 🗈 🕈 👩 Interalia Ipromoh V4
	ITE APPLICATION MAC Address: 000707005155 are: imob_4_1_0_10098.xmf
Network Setup	aport Logs Logost
Address Type:	dhcp 🗸
IP Address:	10.0.0.122
Netmask:	255 255 255 0
Gateway:	10.0.0.1
DNS1:	10.0.0.29
DNS2:	10.0.0.28
IPe6 Init:	No V
IPo6 Address:	
IPe6 Gateway:	
Pruxy Address:	
Pruxy User:Password:	
	Save
Call Home Settings MCM IP Address: 164.71.240.92 Pot 0009 Installation Tools	SelRenew
Ping IMCM This IMCM is active.	

Troubleshooting

If you cannot set up the iProMOH through the web interface, see Appendix B, "Other Ways to Locate iProMOHs" for alternate methods.

9. The audio parameters can be set in the Installer Website Application by clicking the Audio button or via iMCM Web Server/iMCM Configuration Server

-		- • ×
(<) (5155/ + 🗄 → 💋 Interalia Ipromoh V4 🛛 ×	
\frown	INSTALLER WEBSITE APPLICATION	
interalia	MAC Address: 000707005155	
	Firmware: imoh_4_1_0_9051.xmf	
	Network Audio Support Logs Logout	
	terning reads appart togs toget	
Channel 1		
	Dynamic Range: 0 dB V Set	
	Volume [%] 50 Set	
	Fade [%] 20 Set	
	Msg Atten [%] 100 Set	
	Mus Atten [%] 100 Set	
	Ext Atten [%] 100 Set	
Channel 2		
	Dynamic Range: 0 dB V Set	
	Volume [%] 100 Set	
	Fade [%] 20 Set	
	Msg Atten [%] 100 Set	
	Mus Atten [%] 100 Set	
	Ext Atten [%] 100 Set	
Audio Test Functions		
	1KHz Tone On All Channels Channel 1 Channel 2	
	1KHz Tone Off All Channels Channel 1 Channel 2	
Status: Ready for commands		
	Web Service will be terminated in ONE hour after it starts.	
		the loss of the loss of the
	© 2007-2012 Inte	ralia Inc, All Rights Reserved.

10. For each channel, choose the following settings.

- **Dynamic Range** adjusts the peak-to-peak signal strength of the overall output. Different end units may be more sensitive than others and require a smaller dynamic range. If the dynamic range is too large, the audio output may be distorted.
- **Volume** sets the volume output for each channel of the iProMOH. (The volume can also be set locally with the volume keys on back of the iProMOH.)
- Fade sets volume level for the music when the messages are playing. (By Default 20%).
- Attenuation Parameters:
 - Msg Atten Message Attenuation volume level of the Message
 - · Mus Atten Music Attenuation volume level of the Music
 - Ext Atten External Music Attenuation volume level of the External Music

11. Optionally attach speakers (Not provided) to the **Audio Out** connections on the back of the iProMOH, and use the **Audio Test Function** buttons on the web page to play a tone.



Success Checkpoint

You should hear the tones playing over the speakers connected to the iProMOH. This checks that the iProMOH will correctly play the sounds sent to it.

12. Optionally, click the Support button to:

- Restore Default Configuration (This will delete the entire Configuration from the iProMOH)
- Update the iProMOH firmware (Update can also be done by the iMCM Web Server/iMCM Configuration Server)

		- O ×
C Sttp://ipm0	00707005155/h + 🖹 → 🧭 Interalia Ipromoh V4 🛛 🛛	
interalia	INSTALLER WEBSITE APPLICATION MAC Address: 000707005155 Firmware: imoh_4_1_0_9051.xmf	
	Network Audio Support Logs Logout	
Tools	Restore Default Configuration	
Firmware Upd	ate	
	Firmware File: Uploading firmware may take several minutes.	Browse Update
Status: Ready for commands	The Web Service will be terminated in ONE hour after it starts.	
		© 2007-2012 Interalia Inc, All Rights Reserved.

13. The Logs screen is intended to use by Interalia Technical Support.

	INSTALLER WEBSITE APPLICATION	
interalia	MAC Address: 000707005155	
interana.)	Firmware: imoh_4_1_0_9051.xmf	
	Network Audio Support Logs Logout	
ProMOH Logs		
http://imcm.interal: 09/05/2013-10:49:51- 0600IHTTPIER:http:40 v=4:http://imcm.inte 09/05/2013-10:49:52-	00/06/J013-10:04/11-0600(nalHomesHoot scheduled call home in 3600 sees -0000(calHome/starge callhome 50 55.estry)~*4 4com8889/files/fi	^
		>

14. When you are finished, click Logout.

iProMOH LED Status

The status LED on the back of the iProMOH indicates the current activity of the iProMOH.

Status LED	Indicates
Flashing Green	Normal Operation
Flashing Green and Amber	Upload/Download Activity & admin connection
Solid Red	Error Condition. A reboot is required.
Solid Green	Firmware updates / Start up

iProMOH checks in and CallHome Success:

You have completed adding your iProMOH on the iMCM Web Server/iMCM Configuration Server and have configured the CallHome Server address on the iProMOH unit as well.

It may take few minutes before the iProMOH first checks in.

To see the successful call home immediately. Press both volume buttons (~2 sec) on the iProMOH simultaneously. This will initiate the call home. Now you will be able to see the status message on the iProMOH page on the iMCM Web Server/iMCM Configuration Server.



CHAPTER 5 | Uploading and Updating Media files

The Service Manager is the best method to use when you have a large number of files to upload. The Configuration Server is convenient when you only want to upload a few files.

In This Chapter

- "Uploading Audio via the Service Manager"
- "Uploading Audio via the Configuration Server"
- "Updating Audio file via the iMCM Web Server/iMCM Configuration Server"

Uploading Audio via the Service Manager

To upload audio via the Service Manager:

1. Select the Audio tab.

			int	eralia
Audio	Services		Notificatio	
	Networkin	g Firmware	Email	Logging Audio
	Audio Uplo	ad Status		-
	Name			Status
	Juin 20120	.ogg		Converted
	Decembre	2007 Down.ogg		Converted
	Promotion	1.ogg		Converted
	Promotion	3.ogg		Converted
	Cafiteria is	Open - Copy.ogg		Converted
	11 Flower	Duet - Copy.ogg		Converted
	15 It's the	Heart That Matters	Most.ogg	Converted
Audio Status Uploaded: 7 Converted: 7 Total: 7	Clear #	Audio Select Music		Eanza

2. Click **Select Music** (to upload music files) or **Select Messages** (to upload message files). Browse to the file(s) to Upload, and click **Open**.

The files can be any of the following types:

- .OGG Ogg Vorbis audio
- .WAV Waveform Audio
- . MP3 MPEG-1 or MPEG-2 Audio Layer III
- .AU Audio file (typically created on a Sun or Unix-based machine)
- .WMA Windows Media Audio
- 3. The Audio Upload Status list shows the status of each file's conversion to the file format used internally (.OGG).
- **Notes** Files uploaded here appear in the **New Audio** section of the treeview in the iMCM Web Server/iMCM Configuration Server. Use the **Edit** button to move them to the appropriate folders. (They will not be available to use in schedules until they are moved into the same folder as the schedule or a parent folder of the schedule.)

You cannot create folders under the **New Audio** folder. It is just a repository for audio files uploaded via the Service Manager.

If you accidentally choose **Select Music** instead of **Select Messages**, or vice-versa, you can change the file's type later through the iMCM Web Server/iMCM Configuration Server.

Uploading Audio via the iMCM Web Server/iMCM Configuration Server

To upload audio files via the iMCM Web Server/iMCM Configuration Server:

- 1. Select the folder where the audio files are to go.
- 2. Click the Upload Audio button

	Administra	ation Reports	
Configuration			
/~ 🕒 🕞 Ÿ	🖁 🚅 🖧 🍭 🤻	⇒ 🖏 🧃	
🗐 Display Nam	e: New iProMOH	i × 🔒 🖓	<i>•</i>
Description:			
AC Address:	000707		
NAO Address.	,00101		
CallHome Server:			
callHome Server:	10.0.0.194:8889	\checkmark	
Time Zone:	Canada.Mountain	~	
Stale Date:	11/2/2044 🔻		
Check in Interval:	24 👻 hour(s)		
Device Status:			
Jevice status.			
Last Check In:	Never	Local IP Address:	
	Never	Local IP Address:	
Last Check In:		Local IP Address:	
Last Check In: Check In Status: Firmware Versior	1:		
Last Check In: Check In Status:	1:		
Last Check In: Check In Status: Firmware Versior Device Configuration	1:	Request Reset	
Last Check In: Check In Status: Firmware Version Device Configuration Channel 1:	n: (Values in %)	Channel 2:	
Last Check In: Check In Status: Firmware Version Device Configuration Channel 1: Master Volume:	n: (Values in %)	Channel 2: Master Volume: 50 +	
Last Check In: Check In Status: Firmware Version Device Configuration Channel 1: Master Volume: Fade Level:	n: (Values in %)	Channel 2: Master Volume: 50 + Fade Level: 20 +	

- 3. Click **Browse** to select the audio file(s) to upload.
- 4. Enter a **Display Name** and an optional **Description**.
- 5. Select the Audio Type (to determine if this is a music file or a message file).
- 6. Click the Upload Selected Files button

Note You can only upload audio files if you have the correct user level privilege. See Chapter 9, "Administration and User Accounts

CHAPTER 5 | Uploading and Updating Media Files Updating Audio files with existing name via iMCM Web Server/iMCM Configuration Server: (Re-import File Feature)

To update audio files with existing name: This is also an iMCM's new feature called "Re-import file"

- 1. Double click the Music or Message file from the Tree View
- 2. It will show the following page (Example shown as for Music)

	.194/EXEC		- C 🔜 iMi	CM Configuration Server ×	
File Edit View Favorite	es Tools Help			-	
Configuration	Administration	Reports			
🌝 🔎 🛛 🖏 🍕	s 🖧 🍓 🍓 😫	à			
Display Name	Charlotte Church - Ama				iMCI
		-	×	🔚 📀 💥	
🔵 🍯 Description:	Charlotte Church - Ama	azing Grace			
Audio Type:	Music	~			
File Name:	Charlotte Church - Am	nazing Grace.ogg			
Duration:	2 mins, 47 secs				
		Browse			
		•			
Mindows yourly doos	not come with a CODEC	to play any files			
	from Windows about a	. ,	format		
,	is clicked, a free CODEC				
from www.vorbis.com.					

- 2. Select Browse button to browse and select a new file with the same name.
- 3. To upload select T upload icon.
- 4. The new file replaces the existing file with the same name. This allows you to utilize the existing schedule with new content.
- 5. When the iProMOH next checks in , it will update with the new file.

This chapter describes how to schedule messages and music

In This Chapter

- "Schedule Overview"
- "Override Priorities"
- "Common Use Cases"
- "Creating a New Message Schedule"
- "Creating a New Priority Message Schedule"
- "Creating a New Music Schedule"
- "Creating a New External Music In Schedule"
- "Other Examples"
 - "Creating a Store Folder"
 - "Adding Audio to the Store Folder"
 - "Creating a Regular Message Schedule"
 - "Creating a Regular Music Schedule"
 - "Creating an External Music in Schedule"
 - "Viewing the Schedule"
 - "Adding a Sub-Folder for a Different Location"
 - "Adding a Location-Specific Regular Message Schedule"
 - "Adding a Location-Specific Priority Message Schedule"
 - "Viewing the Location-Specific Schedule"
 - "Creating a New Supercede Schedule"
 - "Viewing the Schedule"

Schedule Overview

The iMCM enables you to schedule:

· Music (either from music files or the external licensed audio input)

Messages

There is an inherent priority for schedules. The following illustrates the priorities, from highest to lowest:

- Priority Message Schedule :
 - The priority messages take precedence over the regular messages, but if a regular message is playing when a priority message is scheduled, the regular message will be allowed to finish before the priority message starts. For example, you might have a regular set of schedules that play during the day, and a priority "the store is closing in 15 minutes" message that plays at a specific time.
- Message Schedule:
 - When messages play, the music automatically fades down. The music fades back up when the message has finished.
- Music Schedule:
 - Music schedules using music files take precedence over schedules using the external input.
- External Music Schedule:
 - External Music Schedule has the lowest priority among all schedules.
 - If both Music and External Music schedules are enabled at the same time, the Music schedule will play.

Override Priorities

There are also three override priorities of schedules:

The Override priorities are applicable between the same type of schedules (Such as, Priority Message Schedule or Message Schedule or Music Schedule) and within the same folder. These priorities do not apply between different types of schedules and folders.

- **SuperCede** schedule takes precedence over both Neutral and Ceded schedules. For example: you might create one of these schedules for a holiday. (Highest Priority)
- **Neutral** schedule is played normally. For example: you might set this schedule as the default for every day of the year.
- Cede —schedule has lower priority than Neutral schedules. For example: you might create one of these schedules for background music in off-hours when maintenance staff is on premises. (Lowest Priority)

Common Use Cases

Some examples of typical schedules are:

- A Music-on-hold system plays background music 24 hours a day, 7 days a week. Periodically, messages play over the music.
- A store plays music over a public address system. Messages play during the hours the store is open. Some messages are common to all days, and some are specific to particular days of the week. Shortly before closing, an announcement tells customers the store is closing.
- A Company has two regions and three stores in each region. Each store has different hours. Each store has its own iProMOH. There are some messages that are common to all stores, some that are common to the region, and some that are specific to the store.

For examples of some typical schedules, and how to set them up, see "Other Examples" .

Creating a New Message Schedule

To create a new message schedule:

- 1. In the treeview, select the folder where you want the schedule to be placed.
- 2. Click the New Message Schedule button

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Weekday 2 	Store Closed		Store Closed	15 secs
Weekday 2 Music - Cede on ch 1 Nusic Super Cede	✓ ▲ Store Closed ✓ ▲ Thanks for Calling		Store Closed Thanks for Calling	15 secs 20 secs
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- 3. Configure the following information:
 - Enabled whether this schedule should be currently enabled or not.

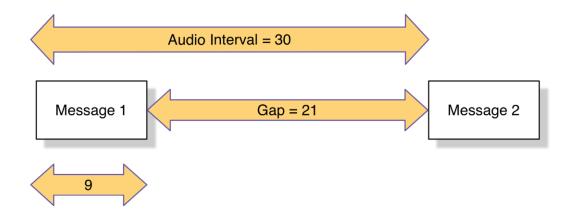
This feature allows you to create schedules in advance, and then enable them when the promotion starts. Disabling a schedule allows you to keep a schedule inactive without having to delete it, which is useful for schedules that only run during certain times of the year.

- Channel whether this schedule should play on channel 1 or 2 of the iProMOH.
- Start and End the dates and times this schedule should run.
- Override Priority whether this schedule should override other schedules See "Override Priorities".
- · Audio Interval the time (hh:mm:ss) between the start of one message and the start of the next.

For example, if the first message is 9 seconds long, and the audio interval is 30 seconds, there will be a gap of 21 seconds from the end of the first message and the start of the next.

• Audio Delay — interval between the end of the first message and start of the second message.

This interval time is a constant time between messages. In order to use this functionality, the Audio interval must be set to 10 seconds. Then set the Audio Delay between 5 and 60 seconds.



· Days of Week — days this schedule will play.

4. In the **Scheduled and Available Audio** list, select the messages that will be played during this schedule.

The list shown is available message files for this location in the treeview.

You can use the **Move Item Up** or **Move Item Down** buttons to rearrange the order of messages. This affects the order in which they are played.

You can use the Select/Deselect All Items button 🧮 to quickly select or deselect all messages in the list.

- 5. Click the **Save** button **I** to save the configuration or the **Reload** button **(C)** to refresh the screen.
- 6. Click the Close button to close the form.

Creating a New Priority Message Schedule

To create a new priority message schedule:

- 1. From the treeview, select the folder where you want the schedule to be placed.
- 2. Click the New Priority Message Schedule button

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Nusic Super Cede	▲ Busy time to call	Busy time to call	10 secs
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Week 2	Call is important	Call is important	4 secs
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Alberta - Ext 2	A Decembre 2007 Down	Decembre 2007 Down	4 mins,
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BC New Folder	□ ▲ Juin 2012D	Juin 2012D	2 mins, 52 se
Root Message on Ch 2	Lingerie	Lingerie	19 secs
Root Message on Ch 2 Root Message Sch on Ch	A Promotion 3	Promotion 3	14 secs
RUOI Message Sch on Ch		Store Closed	15 secs
	A Thanks for Calling	Thanks for Calling	20 secs
	▲ Thanks for Holding	Thanks for Holding	21 secs
	A The Corrs - In Blue - 06 - Radio	The Corrs - In Blue - 06 - Radio	4 mins, 51 se

- 3. Configure the following information:
 - · Enabled whether this schedule should be currently enabled or not.

This feature allows you to create schedules in advance, and then enable them when the promotion starts.

Disabling a schedule allows you to keep a schedule inactive without having to delete it, which is useful for schedules that only run during certain times of the year.

- Channel whether this schedule should play on channel 1 or 2 of the iProMOH.
- Start and End Date dates this schedule should run.
- Start Time specific time when the message will play.

- **Override Priority** whether this schedule should override other priority message schedules within the same folder See "Override Priorities".
- Days of Week days this schedule will play.
- 4. In the Scheduled and Available Audio list, check the messages that should be played during this schedule.

The list shown is available message files for this location in the treeview.

You can use the **Move Item Up** find or **Move Item Down** buttons to rearrange the order of messages. This affects the order they are played.

You can use the **Select/Deselect All Items** button **i** to quickly select or deselect all messages in the list.

5. Click the **Save** button **F** to save the configuration or the **Reload** button **C** to refresh the screen.

6. Click the **Close** button **Close** to close the form.

Creating a New Music Schedule

To create a new music schedule:

- 1. In the treeview, select the folder where you want the schedule to be placed.
- 2. Click the New Music Schedule button in the toolbar
- 3. Configure the schedule information similarly to the way message schedules are configured. (See "Creating a New Message Schedule")

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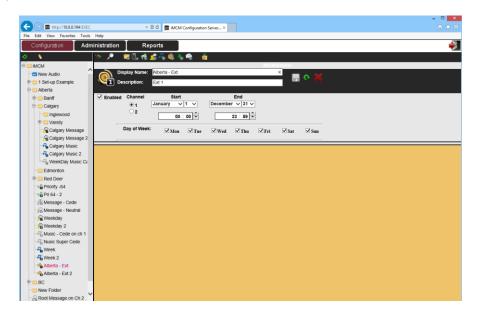
The list shown is available music files for this location in the treeview.

4. The Shuffle Feature will shuffle the order of the playlist. (By Default - disabled).

Creating a New External Music Schedule

To create a new external music schedule:

- 1. In the treeview, select the folder where you want the schedule to be placed.
- 2. Click the New External Music Schedule button in the toolbar
- 3. Configure the schedule information similarly to the way message schedules are configured. (See "Creating a New Message Schedule")



Since this is an External Music Schedule, there are no music files available to schedule.

Note The external music feed has to be connected to the physical iProMOH device.

Other Examples

This section walks through the process of creating some sample schedules.

Creating a Store Folder

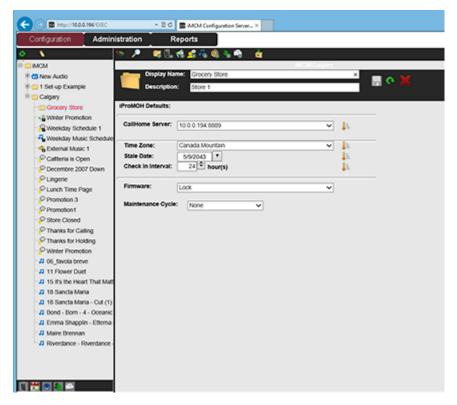
Create a folder in the treeview for our chain of stores in Calgary.

- 1. Click the Configuration tab.
- 2. If the treeview on the left is not currently being shown, click the Show/Hide Tree Data button
- 3. In the treeview, select the iMCM folder.
- 4. Click the New Folder icon 🌅.

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AACM ACM ACM Actio Action Calgary Calgary	Display Name: Grocery Store × Description: Store 3
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	Time Zone: Canada Mountan Stale Date: 59/2043 Check in Interval: 24 Check in Interval: 24
	Firmware: Lock v Maintenance Cycle: None v

- 5. Set Display Name Grocery Store.
- 6. Optionally, add a Description Store 1
- 7. Leave the other settings set to the defaults.
- 8. Click the Save button.

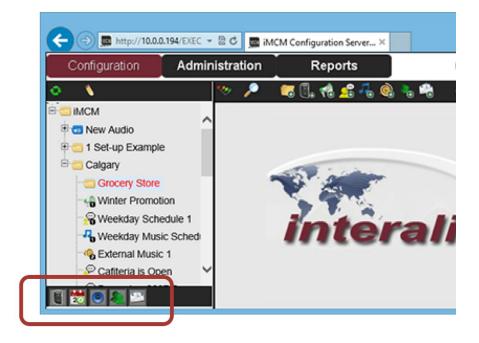
The new folder appears in the treeview.



Adding Audio to the Store Folder

Use the Service Manager to upload some audio files, as described in Chapter 5, "Uploading and Updating Media files". After uploading, the audio is listed under the New Audio folder in the treeview. These need to be copied to the Grocery Store folder before they can be scheduled.

Note The lower left corner of the screen contains a panel of button that can be used to hide or show items in the treeview. For this tutorial make sure they are all selected (so they show all items).



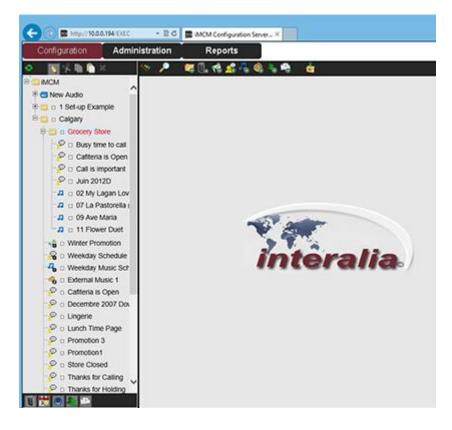
- 1. Click the Toggle Edit Mode button
- 2. Click the New Audio folder to expand it.

While the iMCM Web Server/iMCM Configuration Server is in edit mode, checkboxes appear beside the items in the tree.



- 3. Select required items in the New Audio folder.
- 4. Select the Copy Checked Items button
- 5. Select the Grocery Store folder in the treeview.
- 6. Select the Paste Checked Items button

7. The audio now appears in the Grocery Store folder.



Creating a Regular Message Schedule

To create a message schedule that will play messages during the day while the stores are open.

1. Click the New Message Schedule button

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- 2. Set the **Display Name** to Regular Message Schedule.
- 3. Set the Start time to 09:00 and the End time to 17:00.
- 4. Set the Audio Interval to 00:02:00.
- 5. Select all the days of the week.
- 6. Select the messages to play.

7. Click the **Save** button

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Creating a Regular Music Schedule

To create a schedule to play music files while the stores are open.

Click the New Music Schedule button 1.

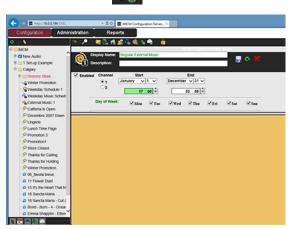
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- Set the **Display Name** to Regular Music Schedule. 2.
- 3. Set the Start time to 09:00 and the End time to 17:00.
- 4. Leave Override Priority set to Neutral.
- Select all the days of the week. 5.
- Click the Save button 6.

Creating an External Music Schedule

To create an external music schedule after-hours. (Licensed)

Click the New External Music In button 1.



- 2. Set the **Display Name** to Regular External Music In Schedule.
- Set the Start time to 17:00 and the End time to 23:59. 3.
- Select all the days of the week. 4.
- Click the Save button 5.



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Creating a Priority Message Schedule

Create a schedule to play a message at a fixed time.

1. Click the New Priority Message Schedule button

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Call is important	(
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- D 07 La Pastorella (Th	Barriers al Harrow Harrow	
- 2 09 Ave Maria	Duration of Message: 15 secs	
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	A Promotion 3 Promotion 3	16 secs
Clunch Time Page	A Promotion1 Promotion1	24 secs
Promotion 3	A Thanks for Calling Thanks for Calling	20 secs
Promotion1	A Thanks for Holding Thanks for Holding Winter Promotion	21 secs
ET 🗮 🖬 🖬 🔤	A Winter Promotion Winter Promotion	15 secs

- 2. Set the Display Name to Store Closing.
- 3. Set the Start time to 16:30.
- 4. Select all the days of the week.
- 5. Leave Override Priority set to Neutral.
- 6. Select the Store is closed message file.
- 7. Click the Save button.

Viewing the Schedule

To view the schedule:

- 1. Click the **Reports** tab.
- 2. In Reports, select iProMOH Schedule.
- 3. In Presets, select 12 Hour Day.
- 4. Set Start to 07:00 and End to 19:00.
- 5. Click Refresh button

The report shows the schedule for a day.

Configuration Admir	histration	Reports					1
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Lunch Time Page	12-20-02				3,55		
Promotion 3	1.			Thu,	Sep 5		
Promotion1							

Note It shows all the schedules we have created so far. Schedules on the left have priority over schedules on the right.

Adding a Sub-Folder for a Different Location

Now add a sub-folder for a store location that will have slightly different schedules.

The iMCM's inheritance means that this location will automatically inherit items from the parent folder but also enable us to add and override specific schedules we want to change for this location only.

- 1. Click the **Configuration** tab.
- 2. In the treeview, select the Grocery Store folder.
- 3. Click the New Folder button
- 4. Set Display Name to Northwest Location.
- 5. Leave the other settings set to the defaults.
- 6. Click the Save button

Adding a Location-Specific Regular Message Schedule

To add a regular message schedule to the Northwest Location folder:

- 1. In the treeview, select the Northwest Location folder.
- 2. Click the New Message Schedule button

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3. Set the Display Name to Regular Message Schedule.

Note This is the same name that we used for the message schedule in the Grocery Store folder.

- 4. Set the **Start time** to 09:00 and the **End time** to 17:00.
- 5. Set the Audio Interval to 02:00.
- 6. Select all the days of the week.
- 7. Select the messages to play.
- 8. Click the Save button
- 9. Click OK.

Note This schedule has exactly the same name as the schedule in the parent folder, so it will override it.

Adding a Location-Specific Priority Message Schedule

To add a priority message schedule that will only play in this location:

- 1. In the treeview, select the Northwest Location folder.
- 2. Click the New Priority Message Schedule button.

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Configuration Admir	nistration Reports		
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- 3. Set the Display Name to Lunch Promotion Priority Message Schedule.
- 4. Set the Start time to 12:15.
- 5. Select all the days of the week.
- 6. Select the Lunch Promotion message file.
- 7. Click the Save button

Note This schedule name is different from any in the parent folder, so it will play in addition to the ones in the parent folder.

Viewing the Location-Specific Schedule

To view schedule for this location:

- 1. Click the **Reports** tab.
- 2. In the treeview, select the Northwest Location folder.
- 3. In Reports, select iProMOH Schedule.
- 4. In Presets, select 12 Hour Day.
- 5. Set Start to 07:00 and End to 19:00.
- 6. Click the Refresh button 📀.

The report now shows the schedule for a day for this location.

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Creating a New SuperCede Schedule

Create a schedule that will override the regular schedule for a specific date range.

- 1. In the treeview, select the Northwest Location folder.
- 2. Click the New Message Schedule button

Configuration Admi	nistration	кер	orts					-
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- 3. Set the Display Name to Holiday Message Schedule.
- 4. Set the Start date to December 20 and the End date to December 26.
- 5. Set the **Start time** to 09:00 and the **End time** to 17:00.
- 6. Set the Override Priority to SuperCede -this will override any schedules that have Neutral or Cede priority.
- 7. Set the Audio Interval to 00:02:00.
- 8. Select all the days of the week.
- 9. Select the audio files to play for holiday promotion.

Viewing the Schedule

To view the schedule for the holiday period:

- 1. Click the **Reports** tab.
- 2. In the treeview, select the Northwest Location folder.
- 3. In Reports, select iProMOH Schedule.
- 4. Set the **Date** to December 23.
- 5. In Presets, select 12 Hour Day.
- 6. Set Start to 07:00 and End to 19:00.
- 7. Click the **Refresh** button 📀 .

The report now shows the schedule for a day during the holiday period.

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Lunch Time Promoti	45			Mon	Dec 22	

Note: The holiday schedule, with an override priority of SuperCede, has overridden the regular schedule.



Success Checkpoint

At this point, if you connect speakers to the iProMOH you should hear it playing the audio as per the schedules.

CHAPTER 7 | Reports

This chapter describes the types of reports in iMCM and how to view them.

In This Chapter

• "Types of Reports and How to view them"

CHAPTER 7 | Reports

Reports in iMCM Web Server/iMCM Configuration Server

To view different types of reports:

- 1. Select Reports Tab on the iMCM Web Server/iMCM Configuration Server.
- 2. Select Drop down box from Reports field.

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File Edit View Favorites Tools Help	
Configuration Administration	Reports
Reports:	

3. These reports are mainly used for troubleshooting purposes.

4. iProMOH Schedule:

This is a detailed report of the schedule configuration for the **Alberta** folder. Utilize filters to view specific segments of the schedule.

- a. Select iProMOH Schedule from drop down list.
- b. Double click the **Alberta** folder from treeview. The iProMOH Schedule page displays the Schedule information.
- c. **Date**: view the schedule for selected date.
- d. Filter: filter by Ch1, Ch2, Priority Message, Music, Message and External Music In.
- e. Presets: filter by Week, day, 12 hour day, 1 hour, 15 min., 5 min. etc.
- f. View: view by Day or Week.
- g. Start/End time: view the schedule information between these times.
- h. **Scale**: it is used to display the schedule with selected time scale (eg. 5 min, 10 sec etc...)
- i. Select ******* icon to view schedule for Previous and Next day/week.
- j. Select 🤷 icon to generate a schedule when applying filters or changing a date.

Example: Screenshot

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Promotion 3	02:20:00			00:00:10Bigband1	
Store Closed	02130:00			-00:00:10Bigband2	
P Thanks for Calling	02:40:00			00:00:10Bigband3	
P Thanks for Holding	02:50:00			-00:00:10Bigband5	
The Corrs - In Blue - 06 - F	03:00:00			00:00:10Blues1	
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5. iProMOH Check In:

This report will display the iProMOH check in information.

- a. Select **iProMOH Check In** from drop down list.
- b. Double click the Alberta folder from treeview.
- c. It will display the check in information for the iProMOHs which are located in that specific folder.

Example: Screenshot

							- 8
🧲 😑 📠 http://10.0.0	0.194/EXEC		👻 💆 iMCM Configuration Server ×				
File Edit View Favorite	es Tools Help						
Configuration	Administration	Reports					⇒
 \$ 	🦘 Repo	rts: iProMOH Chec	k In 🗸				
imcm	0						
🖲 🔁 New Audio	iProMOH List	t displaying the last	Date and Time of a Check In				
I Set-up Example	Display Nam	e (Description	Last Check in	Status	MAC Address	Folder
🖻 📹 Alberta	New iProMO	н		Never	Never	000707005213	MCM\Alberta\Calgary\Varsity
🖲 😋 Banff	Test iProMO	н	Fest			000707009876	MCM/Alberta/Red Deer
🖲 😋 Calgary	5BD0					000707005BD0	
	64 MB - 5155		4 MB	03/04/2014 11:23 am	Completed: Succeeded	000707005155	MCM/Alberta
■ Red Deer ■ 64 MB - 5155 ■ 64 MB - 5155 ■ Phiorthy -64 ■ 91 64 - 2 ■ Message - Cede ■ Weekday ■ Weekday 2 ■ Music - Cede on ■ Nusic Super Cede ■ Week	al ch 1						
Alberta - Ext							

6. iProMOH Logs:

This report will display the iProMOH logs and will update each time the iProMOH checks in. The logs are used for trouble shooting purposes.

- a. Select iProMOH Logs from drop down list.
- b. Double click a specific iProMOH from the treeview.
- c. The iProMOH Logs page displays logs for the selected iProMOH.
- d. Log Type: Select different log types from the drop down list.
- e. Date: Displays the logs a specific date.
- f. Select **Market** icon to view logs for Previous and Next day.
- g. Select 🤷 icon to generate a log report, when applying filters or changing the date.

Example: Screenshot

			d ■ iMCM Configuration Server: ×
File Edit View Favorites Tools	11-1-		 G miMCM Configuration Server ×
Configuration Admi	inistration	Reports	
o 🐧	to Repor	IProMOH Logs	✓
B 😑 IMCM	Log Type:	Call Home	Selected: 64 MB - 5155
🗄 🗂 New Audio	Date:	4/3/2014	
🖲 😑 1 Set-up Example	Time	Log Type	Data
🗄 🗂 Alberta	10:27:52 AM	Call Home	ofg:sched/ch2/mus musatten 100 int
Banff	10:27:52 AM	Call Home	cfg:schedich2/mus extatten 100 int
🖲 😋 Calgary	10:27:54 AM	Call Home	Completed: Succeeded
Edmonton	10:27:54 AM	Call Home	log:/Logs/\$(mac).log
B Contonion	10.27.04 Am	cairrionie	iogrogsia(mac).iog
58D0	11:23:00 AM	Call Home	Initiated: Scheduled
64 MB - 5155	11:23:01 AM	Call Home	Next scheduled call home in 3600 secs
	11:23:01 AM	Call Home	Attempt callhome to http://imcm.interalia.com:8888/files/filestore/000707005155.entry?v=4
Priority -64	11:23:02 AM	Call Home	Attempt callhome to http://10.0.0194:8889/files/files/files/fore/000707005155.entry?v=4
	11:23:02 AM	Call Home	log:/Logs/\$(mac).log
Message - Cede	11:23:02 AM	Call Home	tz:F6005DC2E5DFE31E792E287474304DBD.Canada.Mountain-2388.tz
Message - Neutral	11:23:02 AM	Call Home	ts:/time?4
Weekday	11:23:02 AM	Call Home	sb:88108762cd78797c5679a6bf866a007fb70787d1-79360.sb
- R Weekday 2	11:23:21 AM	Call Home	cfg:. precallhome http://imcm.interalia.com:8888/files/files/ore/ string
Music - Cede on ch 1	11:23:23 AM	Call Home	cfg:. callhome http://10.0.194:8889/files/filestore/ string
Nusic Super Cede	11:23:25 AM	Call Home	cfg:. postcallhome " string
	11:23:26 AM	Call Home	cfg:: callhome interval 60 int
- Week 2		Call Home	ofg:. staledate 12/03/2014 string
		Call Home	ofg:. maintenancecycle None string
	11:23:30 AM	Call Home	ofg:ch1 volume 100 int
- Diest bgm from sillunu or	11:23:32 AM	Call Home	cfg:schedich1/msg fadedepth 20 int
- D Couples Retreat - 01 - S	11:23:33 AM	Call Home	cfg:schedich1/msg minmsgdelay 5000 int
Couples Retreat - 04 - N		Call Home	cfg:schedich1/msg msgatten 100 int
- a smiling with the pain/Ww	11:23:36 AM	Call Home	ofg:schedich1/mus musatten 100 int
- SunRise ThemeWww		Call Home	cfg:schedich1/mus extatten 100 int
Administrator	11:23:39 AM	Call Home	cfg:ch2 volume 100 int
Call ate Check In	11:23:40 AM	Call Home	cfg:schedich2/msg fadedepth 10 int
Stale Date Advance	11:23:42 AM	Call Home	cfg:schedich2/msg minmsgdelay 5000 int
Stale Date Expired	11:23:43 AM	Call Home	cfg:schedich2/msg msgatten 100 int
B C BC	11:23:44 AM	Call Home	cfg:sched/ch2/mus musatten 100 int
Root Message on Ch 2	11:23:46 AM	Call Home	cfg:schedich2/mus extatten 100 int
- Root Message on Ch 2		Call Home	Completed: Succeeded
0	11:23:47 AM		log:/Logs/\$(mac).log
E 📅 🖲 🔊 🔤			

CHAPTER 7 | Reports

7. User Logs:

The User Logs will display the information about user activities in the iMCM Web Server/iMCM Configuration Server.

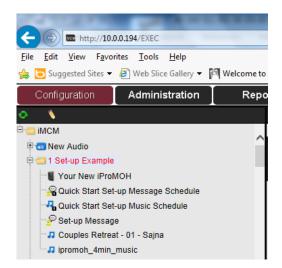
- a. Select User Logs from the drop down list.
- b. Double click the Alberta folder from the treeview.
- c. Log Type: Select different log types from the drop down list to view the specific types of logs.
- d. Date: It will display the logs for a specific date.
- e. Select *icon to view the logs for Previous and Next day.*
- f. Select 🧖 icon to generate a log report, when applying filters or changing a date.
- g. Users: Displays logs for specific users (Only admin can view the logs for all the users).

Example: Screenshot

View Favorites Tools	Help		
iguration Admi	nistration Reports		
		×	
и ,	Log Type: Save		
ew Audio	Date: 24/2/2014	()»	
Set-up Example	Time Log Type	Data	
berta	9:22:37 PM Save	External Music In: BC - Ext 1 in Folder: BC Data: TScheduleObject	
Banff	9:22:53 PM Save	External Music In: BC - Ext 2 in Folder: BC Data: TScheduleObject	
Calgary	9:22:57 PM Save	Music: Weekday in Folder: BC Data: TScheduleObject	
Edmonton	9:23:01 PM Save	Music: WeekDay2 in Folder: BC Data: TScheduleObject	
Red Deer	9:23:05 PM Save	Music: Cede Music in Folder: BC Data: TScheduleObject	
5BD0	9:27:18 PM Save	iProMOH: 32 MB - 4858 in Folder: BC Data: TiProMOHObject	
64 MB - 5155	9:28:39 PM Save	External Music In: BC - Ext 2 in Folder: BC Data: TScheduleObject	
Priority -64	9:47:12 PM Save	External Music In: BC - Ext 2 in Folder: BC Data: TScheduleObject	
Pri 64 - 2	9:47:36 PM Save	External Music In: BC - Ext 1 in Folder: BC Data: TScheduleObject	
Message - Cede	9:56:15 PM Save	External Music In: BC - Ext 1 in Folder: BC Data: TScheduleObject	
Message - Neutral	10:02:45 PM Save	External Music In: BC - Ext 1 in Folder: BC Data: TScheduleObject	
Weekday	10:02:47 PM Save	External Music In: BC - Ext 1 in Folder: BC Data: TScheduleObject	
Weekday 2	10:03:10 PM Save	External Music In: BC - Ext 2 in Folder: BC Data: TScheduleObject	
Music - Cede on ch 1	10:03:14 PM Save	External Music In: BC - Ext 2 in Folder: BC Data: TScheduleObject	
Nusic Super Cede	10:09:04 PM Save	Priority Message: Priority -64 in Folder: Alberta Data: TScheduleObject	
Week	10:09:08 PM Save	Priority Message: Pri 64 - 2 in Folder: Alberta Data: TScheduleObject	
Week 2	10:09:13 PM Save	Music: Music - Cede on ch 1 in Folder: Alberta Data: TScheduleObject	
Alberta - Ext	10:09:20 PM Save	Music: Week in Folder: Alberta Data: TScheduleObject	
Alberta - Ext 2	10:09:24 PM Save	Music: Week 2 in Folder: Alberta Data: TScheduleObject	
	11:07:58 PM Save	Music: Music - Cede on ch 1 in Folder: Alberta Data: TScheduleObject	
best bgm from sillunu or	11:08:02 PM Save	Music: Week in Folder: Alberta Data: TScheduleObject	
Couples Retreat - 01 - S	11:08:08 PM Save	Music: Week 2 in Folder: Alberta Data: TScheduleObject	
Couples Retreat - 04 - N	11:08:26 PM Save	External Music In: Alberta - Ext in Folder: Alberta Data: TScheduleObject	
smiling with the pain/Ww	11:08:39 PM Save	External Music In: Alberta - Ext 2 in Folder: Alberta Data: TScheduleObject	
SunRise ThemeWww	11:50:42 PM Save	iProMOH: 64 MB - 5155 in Folder: Alberta Data: TiProMOHObject	
Administrator	12:05:04 AM Save	ProMOH: 32 MB - 4858 in Folder: BC Data: TiProMOHObject	
Late Check In	12:09:01 AM Save	iProMOH: 32 MB - 485B in Folder: BC Data: TiProMOHObject	
Stale Date Advance	12:16:36 AM Save	ProMOH: 64 MB - 5155 in Folder: Alberta Data: TiProMOHObject	
Stale Date Expired	12:16:43 AM Save	iProMOH: 32 MB - 485B in Folder: BC Data: TiProMOHObject	
C	12:26:27 AM Save	Contact: hh@hh.com	
oot Message on Ch 2	12:26:27 AM Save	Contacts List: Administrator in Folder: Alberta Data: TContactsObject	
oot Message Sch on Ch1	1:08:14 AM Save	Music: Week in Folder: Alberta Data: TScheduleObject	

1 Set-up Example

Sample audio files and schedules are already configured in the 1Set-up Example folder.



CHAPTER 8 | Contacts and Notifications

This chapter describes how to configure contacts and notifications.

In This Chapter

- "Configuring Notification Settings"
- "Creating Contacts Lists"
- "Creating Notifications"

Configuring Notification Settings

To configure the notification settings:

1. In the Service Manager, select the Notification tab.

			inte	ralia
Notification Notification Settings.	Networking Services	Firmware About	Email Log Notification	ging Audio Archives
Setup information that will be in email notifications regarding ProMOH issues.	iMCM Server Nan Company Name: Administrator Na Email Address fo Notification Rem Email Logo Filena	ABC Gr me: IMCM A oval: admin@		s\interalia\iMK
			Save	Cancel

2. Configure the following settings:

Setting	Function
iMCM Server Name	The name of the iMCM server, used to identify which server is sending the notification.
Company Name	The company name, used to identify the company which is operating the iMCM server.
Administrator Name	The administrator name, as seen in the notifications.
Email Address for Notification Removal	The email address that recipients can reply to be removed from notifications.
Email Logo Filename	The logo to attach to notifications. -must be an Icon type file and 32 x 32, 64 x 64, or 128 x 128 bits.

3. Click **Save** to save the settings, or **Cancel** to discard changes.

Creating Contacts Lists

To create a list of contacts:

- 1. Open the iMCM Web Server/iMCM Configuration Server.
- 2. In the treeview, select the folder to assign contacts.
- 3. Click the New Contacts List button in the toolbar

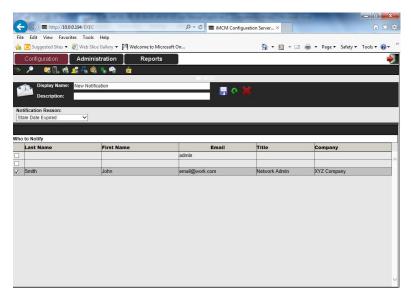
ile Edit View F	avorites Tools Help				
		Welcome to Microsoft O	n 🏠 🕶 🖾 👻 🖾	🖶 👻 Page 🕶 Safety 🕶	Tools 👻 🔞
Configuration	Administration	Reports			-
» 🔎 🛛 🖏	🐔 💰 👫 🍭 🐁 🐴	1			
Display Na	me: New Contacts List	iMCM\1 Set-up E			
			× 🔜 🤇	A 🗶	
Description	n:				
		First Name:			
ast Name:					
ast Name:		Company:		=	
itle:	work.com	Company:			
itle:	work.com	Company:			
itle: mail: email@	work.com First Name	Email	Title	Company	
itle: mail:email@	i Posenta de Ser		Title	Company	
itle: mail:email@	i Posenta de Ser		Title	Company	
itle: mail:email@	i Posenta de Ser		Title	Company	
itle: mail:email@	i Posenta de Ser		Title	Company	
itle: mail:email@	i Posenta de Ser		Title	Company	

- 4. Enter a **Display Name** and optional **Description**.
- 5. Use the buttons above the list of contacts.
 - To create a new contact, click the Add Contact withon.
 - To edit a new contact, select the user in the list and click the Edit Contact by button.
 - To delete a contact, select the user in the list and click the Delete Contact subtron.
- 6. For each user, configure the following information:
 - Last Name contact's last name.
 - First Name contact's first name.
 - Title contact's title.
 - Company contact's company.
 - Email contact's email address.
- 7. Click the Save button with the save the changes or the Reload button to refresh the screen.
- 8. Click the Close button **for a set of the page**.

Creating Notifications

To create a notification:

- 1. Open the Configuration Server.
- 2. Click the New Notification button



- 3. Configure the following information:
 - · Display Name name that will be shown in the treeview.
 - Description optional description.
 - · Notification Reason types of notification:
 - Stale Date Advance advance email notification of the stale date.
 - Stale Date Expired notification email is sent when the stale date is reached.
 - Late Check In iProMOH did not check in on the set interval.

Use the **Grace Period** setting to determine how many minutes should elapse before the notification is given. For example: If the late check in is set up for 30 min. then an email will be sent after **Check Interval** time plus the 30 minute grace period has passed.

- 4. Select the people who should receive the notification by selecting their names in the Who to Notify list.
- 5. Click the Save button with the save the configuration or the Reload button to refresh the screen.
- 6. Click the Close button **m** to close the page.

You can create different user accounts on the Configuration Server to give different users varying levels of permissions.

In This Chapter

• "Using the Administration Tab"

• "User Levels"

Using the Administration Tab

To edit or create a user account:

- 1. On the iMCM Server/iMCM Configuration Server, click the Administration tab.
- To create a new user, click the Add User button 2.
- To edit an existing user, select the user in the list and click the Edit User button 3.

	りゃ 🖒 📼 iMCM Con	figuration Server ×	↑ ★ Φ
File Edit View Favorites Tools H	leip		
🍰 🔁 Suggested Sites 👻 🙆 Web Slice G	allery 🔻 🕅 Welcome to Microsoft On	🏠 🕶 📾 👻 📾 🖶	🔹 Page 🖛 Safety 🕶 Tools 🖛 🔞 🖛 ≫
Configuration Administra	ation Reports		*
o 🐧	·** 🙎		
в 🔤 імсм			
🗄 🥣 New Audio	User Name email@test.com		
🖲 😋 1 Set-up Example	Title PV		
🖻 📹 Alberta			
🕂 🗂 Banff	Lost Names T		
🖲 Calgary		ame: Anderson	
	User Level: Folder Manager V		
🖲 🥶 Red Deer	User Folder: iMCM\Alberta		-
- 🗑 5BD0	Password: eeee Gene	erate Password	
- 🗑 64 MB - 5155			
Priority -64		·	
	Users		
Message - Cede	User Name	Last Name	First Name
Message - Neutral	admin		
	email@test.com	Sam	Anderson
Week 2			
- Alberta - Ext 2			
🖓 best bgm from sillunu oru kac			
🗐 🗇 Douples Retreat - 01 - Sajna 🧹			
Countes Retreat - 04 - NaNa			

- Configure the following information: 4.
 - · User Name user's email address. This is what they will use to log in with.
 - Title user's title.
 - Last Name user's last name.
 - First Name user's first name.
 - User Level user's privilege level. See "User Levels".
 - User Folder folder the user is restricted to. See "User Levels".
 - · Password enter password or select Generate Password to have a password generated automatically and emailed to the user.
- 5. Click the Save button 🔚 to save the changes or the Reload button 💽 to refresh the screen.

Click the Close button to close the page. 6.

User Levels

There are five different user levels.

User Level I	User Level Privilege				
Administrator	The highest level of access.				
	Has access to iMCM Service Manager, can create users, and				
	can access all features.				

User Level	Privilege
Content Manager	 Is assigned as the Manager of a Folder and all folders and files within that folder. Can create and edit files and folders, view all reports as well as upload music files at the iMCM Web server level. Cannot enable Maintenance cycle and view Request Reset feature. Cannot view User Logs for other users. Cannot view other folders other than assigned folder. Cannot view other Users information from Admin page.
Folder Manager	 Is assigned as the Manager of a Folder and all folders and files within that folder. Cannot edit sensitive parameters of iProMOH units (such as CallHome Address, Time Zone, Stale Date, Check in Time and Fade Level). Can edit attenuation Parameters if it is already enabled. Can create new folders but cannot edit settings. Can view all reports. Cannot upload audio files.
End User	 Is assigned as a user at a specific folder level (and all folders within that folder). Can create and modify schedules with available audio files, enable and disable schedules, and view reports. Cannot add additional audio files. Does not have access to advanced editing (copy, paste, delete).
Reports Only	Has read-only access.Can only see schedule reports and has no editing capabilities.

The following table details exactly what each level can and cannot do.

Ability	Reports Only	End User	Folder Manager	Content Manager	Administrator
Device Properties					
Edit Device Server	×	×	×	\checkmark	\checkmark
Edit Time Zone	×	×	×	\checkmark	\checkmark
Edit Firmware	×	×	×	\checkmark	\checkmark
Edit Stale Date	×	×	×	\checkmark	\checkmark
Edit Check in Interval	×	×	×	\checkmark	\checkmark
Create iProMOHs	×	×	\checkmark	\checkmark	\checkmark
Edit iProMOH Volume	×	×	\checkmark	\checkmark	\checkmark
Edit iProMOH Attenuation Parameters	×	×	\checkmark	\checkmark	\checkmark
Edit iProMOH Fade Level	×	×	×	\checkmark	\checkmark

Ability	Reports Only	End User	Folder Manager	Content Manager	Administrator
Audio Properties					
Upload Audio Files	×	×	×	\checkmark	\checkmark
Administrator Prope	erties				
Add Users	×	×	×	×	\checkmark
Delete Users	×	×	×	×	\checkmark
Edit Other Users	×	×	×	×	\checkmark
ViewAdmin Page	×	\checkmark	\checkmark	\checkmark	\checkmark
Folders					
View New Audio Folder	×	×	×	×	\checkmark
Create Folders	×	×	\checkmark	\checkmark	\checkmark
Edit Root Folder (i.e. IMCM Folder)	×	×	×	×	\checkmark
Edit Folder Tree (i.e. use pencil icon)	×	×	\checkmark	\checkmark	\checkmark
Restricted Folder View	\checkmark	\checkmark	\checkmark	\checkmark	×
Schedules					
Edit Schedules	×	\checkmark	\checkmark	\checkmark	\checkmark
Create Schedules	×	\checkmark	\checkmark	\checkmark	\checkmark
Enable Disabled Schedules	×	\checkmark	\checkmark	\checkmark	\checkmark
Contact Lists					
Create Contact Lists	×	\checkmark	\checkmark	\checkmark	\checkmark
Notifications					
Create Notifications	×	\checkmark	\checkmark	\checkmark	\checkmark
Reports					
View Schedule Report	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark

Ability	Reports Only	End User	Folder Manager	Content Manager	Administrator
View Check in Report	×	\checkmark	\checkmark	\checkmark	\checkmark
View iProMOH Logs	×	\checkmark	\checkmark	\checkmark	\checkmark
View User Logs	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
View User Logs for all Users	x	×	×	x	\checkmark
View Report Page	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
Configuration					
View Configuration Page	×	\checkmark	\checkmark	\checkmark	\checkmark

Note Some items will be hidden in the user interface if the user does not have sufficient privileges to use them.

CHAPTER 10 | Archiving and Logging

This chapter describes how to use the Service Manager to configure archiving and logging.

In This Chapter

- "Archiving"
- "Configuring Logging Settings"

Archiving

The **Archives** tab is used to create and restore a backup of all your music files, message files, and configurations.

iMCM Server Manager			int	era	e lia
Archives	Networking	Firmware	Email	Logging	Audio
Backup and Restore iMCM Data.	Services	About	Notificatio	n	Archives
	Backup	Location:			
	Backup		ata\Documents\	interalia\iñ	ACMIRaki
	Cancel	Auto Backup		hincer and hi	ici ilouid _
Create iMCM data backup files and			Day: Sunda	зу	~
	Save	Enable	Time: 00:00		141
			Times Joosee	<	<u></u>
restore iMCM data from a	Restore		0.00.01		
previously created backup.	Restore	9/5/2013 2:5	U:UZ PM		
	Cancel				
	0.1.1	i			
	Delete				
	Padam Camalak				
	Backup Complet	ea			

Creating a backup file manually

Create a backup:

- 1. Select the Location where the archive should be saved.
- 2. Click Backup.

If you want to cancel the backup, click cancel.

Creating a backup file automatically

Automatically create a backup:

- 1. Select Enable in the Auto Backup section.
- 2. Select the Day and Time for the backup to be made.
- 3. Click Save.

Restoring a backup file

Restore a backup:

- 1. Select the backup file in the list.
- 2. Click Restore.

Note This feature should only be used, if your PC crashes and all files are lost

Deleting a backup file

Delete a backup:

- 1. Select a backup file in the list.
- 2. Click Delete.

Configuring Logging Settings

The iMCM Server can save logs of various services. (The logs are only for use by Interalia Technical Support.)

1. Select the **Logging** tab.

iMCM Server Manager			in	tera	lia
Logging	Services	About	Notifica	ation	Archives
MCM logging levels can be set from 0 to 1. 0 - No logging 1 - Normal Logging.	iMCM Email : iMCM Log Pr iMCM Audio iMCM Notific iMCM Backuj	erver Server Manager anager Service Service ocessor Service Convertor Servi ation Service	(lines) 500		Cancel

- 2. For each service, set the logging level to either 0 or 1.
 - 1 enables logging and 0 turns it off.
 - Maximum Device Log Length (lines) Maximum number of logs (lines) created

Note The maximum number of lines is 100,000

3. Click Save to save the settings, Cancel to discard changes, or Default to revert to the default settings.

This chapter describes how to update iProMOH firmware and iMCM.

Note For information on available updates, please check <u>http://interalia.ipower.com/firmware/</u>

In This Chapter

- "Uploading New ProMOH Firmware"
- "Deploying Firmware"
- "Updating iMCM"

Uploading New iProMOH Firmware

To upload new firmware for the iProMOH:

1. In the Service Manager, select the **Firmware** tab.

👰 iMCM Server Manager			inte	ralia.
Firmware	Services	About	Notification	Archives
	Networking	Firmware	Email Lo	gging Audio
			Remove Firmware	Install Firmware

2. Click Install Firmware.

- 3. Browse to an iProMOH Firmware file (.XMF) and click Open.
- **Note** Install the firmware on the iMCM Service Manager. The deployment of the firmware is managed through the iMCM Web Server/iMCM Configuration Server. See Deploying Firmware below.

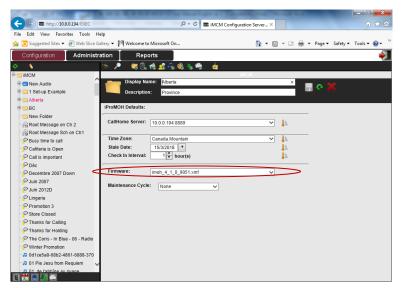
If you need to remove a firmware version from iMCM Service Manager:

- 4. Select the firmware upgrade in the **Installed Firmware** list.
- 5. Click Remove Firmware.

Deploying Firmware

To deploy the new firmware to iProMOHs:

- 1. In a web browser, open the iMCM Web Server/iMCM Configuration Server.
- 2. Select the folder which contains the iProMOH to be updated
- 3. In the **Firmware** list, select the firmware to be deployed.



The iProMOH firmware update will occur on the next call home. To verify the update, check the device status (firmware version) on the iProMOH page on iMCM Web Server/iMCM Configuration Server.

	- E G 🗱 BACM Configuration Server X
Configuration Admin	sistration Reports
0	> / = = 0. d ≤ 4 d ≤ 4
8 CI MOM	MCM/CXigaryNorth-west Longton
* 🖬 New Audio	Display Name: Protoci 1
8 😄 1 Set-up Example	Description:
H 🔁 Calgary	
Catteria is Open	MAC Address: 000707005155
P Decembre 2007 Down	
P Lingerie	CaliHome Server: 10.0.0.194.8889
Promotion 3	
Promotion1	Time Zone: Canada Mountain 🗸
P Store Closed	Stale Date: 5/9/2043
P Thanks for Calling	Check in Interval: 24 C hour(s)
P Thanks for Holding	Device Status:
P Writer Promotion	Land Charles Address Address 10.0.0.122
- D 06_favoia breve	Check in Status: Completed: Succeeded
A 11 Flower Duet	Firmware Version: Imoh 4 1 0 5051.xmf Request Reset
- D 15 It's the Heart That M	Firminger version: mon_4_1_0_boot.am
- D 15 Sancta Maria - Cut (Device Configuration:
Bond - Bom - 4 - Ocear	Channel 1: Channel 2:
D Emma Shappin - Etter	Volume (%): 50 0 Volume (%): 50 0
A Maire Brennan	
A Riverdance - Riverdanc	Fade Level (%): 20 Fade Level (%): 20 P
8 🔁 Northwest Location	Msg Atten (%): 100 * Msg Atten (%): 100 * Enable Atten Parameters
Weekday Schedule	Mus Atten (%): 100 C Mus Atten (%): 100 C

Updating iMCM

To update iMCM, uninstall the old version first and then install the new version.

• Choose Start > Programs > Interalia > iMCM > Uninstall iMCM.

This will not delete settings or uploaded audio files.

After installing the new version, make sure all the services are re-started.

Appendix A | Notes

This appendix provides a place to record important information about your system.

Item	IP Address	Port
Device Server - external address		
Device Server - local address		
Configuration Server		

iProMOH Location	MAC Address	Serial Number

Appendix B |

Other Ways To Locate iProMOHs

By default, an iProMOH is set to obtain its IP address dynamically (via DHCP) so its address is unpredictable. There are several methods you can use to find its IP address and configure it.

Chapter 4, "iProMOH Setup and Configuration" lists the recommended methods. This appendix lists alternative methods that can be used.

In This Appendix

- "Method One" Using a Direct Ethernet Connection"
- "Method Two" Finding the iProMOH on the Network"

Method One - Using a Direct Ethernet Connection

You can also connect via an Ethernet cable from your computer to the iProMOH.

- 1. Connect an Ethernet cable from your computer to the iProMOHs Ethernet port.
 - If your computer supports automatic crossover detection you can use a normal Ethernet cable.
 - If your computer does not support automatic crossover detection then you will need a crossover Ethernet cable.
- 2. Unplug the power cable from the iProMOH and then plug it back in.
- Wait until the iProMOH has finished initializing (the status light on the back is no longer solid amber). This may take several minutes.
- 4. Access the Local Area Connection Properties:
 - On Windows 7:
 - Choose Start menu > Control Panel > Network and Internet > Network Connections > Local Area Connection.

APPENDIX B | Other Ways To Locate iProMOHs

- 5. Select the connection item:
 - On Windows 7:
 - Choose Local Area Connection Properties > Internet Protocol Version 4 (TCP/ IPv4) Properties.
- 6. Modify the IP address setting in the Internet Protocol Version 4 (TCP/IPv4) Properties:
 - On Windows 7:
 - a. Select. Use the following IP address
 - b. Enter the address: 192.168.1.3
 - c. Click OK.
- 7. Open a web browser and open the URL http://192.168.1.2

Note An iProMOH that is not connected to a network will default to the known IP address 192.168.1.2 after a power cycle even though the Address Type is set to DHCP. This default iProMOH IP Address value is cleared whenever it is connected to a network and the device is set to DHCP mode.

8. Use the Installer Website Application web page to configure the iProMOH. See Chapter 4, "iProMOH Setup and Configuration".

- 9. Close the web browser upon completion.
- 10. Modify the IP address back to the original setting in the Internet Protocol Version 4 (TCP/IPv4) Properties:
 - On Windows 7:
 - a. Select Obtain an IP address automatically.
 - b. Click OK.
- 11. Disconnect the iProMOH from the computer and reconnect it to the network.

Method Two - Finding the iProMOH on the Network

1. If the iProMOH is connected to the network you can find its IP address by looking for its MAC address in your firewall's list of connected devices.

IP Address	Name (if any)	MAC
192.168.0.100	SonosCR	00:0e:58:01:21:a3
192.168.0.101	SonosZP	00:0e:58:21:72:c2
192.168.0.102	SonosZP	00:0e:58:13:13:9c
192.168.0.103	SonosZP	00:0e:58:21:76:2c
192.168.0.150	G5	00:14:51:68:20:44
192.168.0.151	Mac	00:1c:b3:71:f8:5c
192.168.0.152	Pad	a4:d1:d2:29:13:76
192.168.0.153	Phone	f8:1e:df:07:99:18
192.168.0.154	WirelessCameraN	00:25:9c:7f:fc:05
192.168.0.155	compaq-jbreen	00:13:02:45:53:2b
192.168.0.156	Mac Ethomost	00:01:0f:00:2f:ff
192.168.0.198	pm000707005028	00:07:07:00:50:2b

2. Use the Installer Website Application web page to configure the iProMOH. See Chapter 4, "iProMOH Setup and Configuration".

Appendix C | summary of IP Addresses

This appendix gives an example of the various IP addresses used in the iMCM system.

- The address and port of the iMCM Web Server/iMCM Configuration Server must match:
 - The **iMCM Server** setting in the Service Manager.
 - The URL used in the web browser to open the Configuration Server.
- The address and port of the Device Server must match:
 - The Device Server setting in the Service Manager.
 - The **CallHome** setting in the Service Manager.
 - The CallHome setting in the iProMOH settings in the Configuration Server.
 - The **CallHome Settings** in the iProMOH Installation Website application.

