

## Interalia Trouble shooting guide

### Trouble shooting for the SBX and XMU+

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

#### 1-Question

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

- Answer

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

#### 2-Question

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

- Answer

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

#### 3-Question

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

- Answer

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

#### 4-Question

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

- Answer

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

#### 5-Question

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

- Answer

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

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

#### 6-Question

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

Answer

*Here are the steps to follow.*

*Step 1. Open up a command prompt.*

*C:\>*

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

*DOWNLOAD IT FROM [Interalia.com](http://Interalia.com)*

*Step 3. Follow the command below in sequence.*

*C:\>ftp 10.0.0.90*

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

*220 Service ready for new user.*

*User (10.0.0.90:(none)): admin*

*331 User name okay, need password.*

*Password: (NO PASSWORD JUST PRESS ENTER)*

*230 User logged in, proceed.*

*ftp> put c:\sbx\_1\_35.xmf firmware (THIS IS THE NAME OF THE FIRMWARE FILE)*

200 Command OK.

150 Opening data connection.

226 File transfer complete.

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

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

250 Requested file action okay, completed.

ftp> quit

221 Service closing control connection.

C:\>

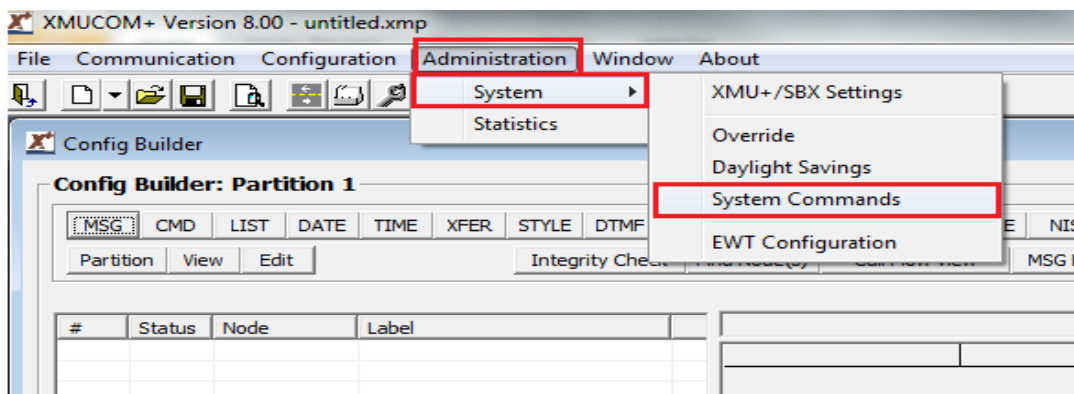
## 7- Question

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

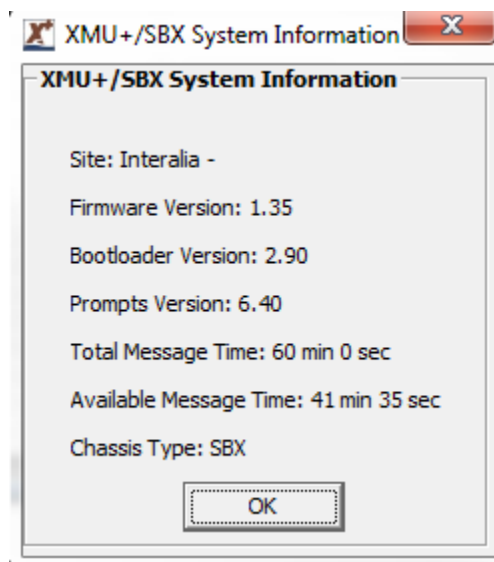
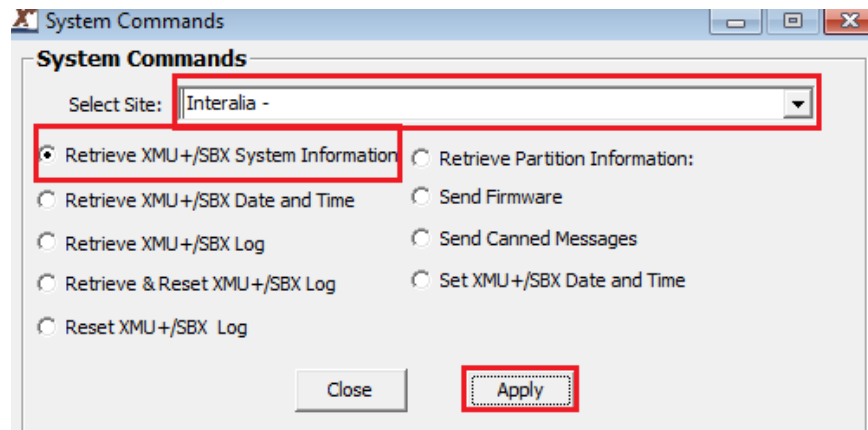
Answer

### Back up and Restore the Configuration

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

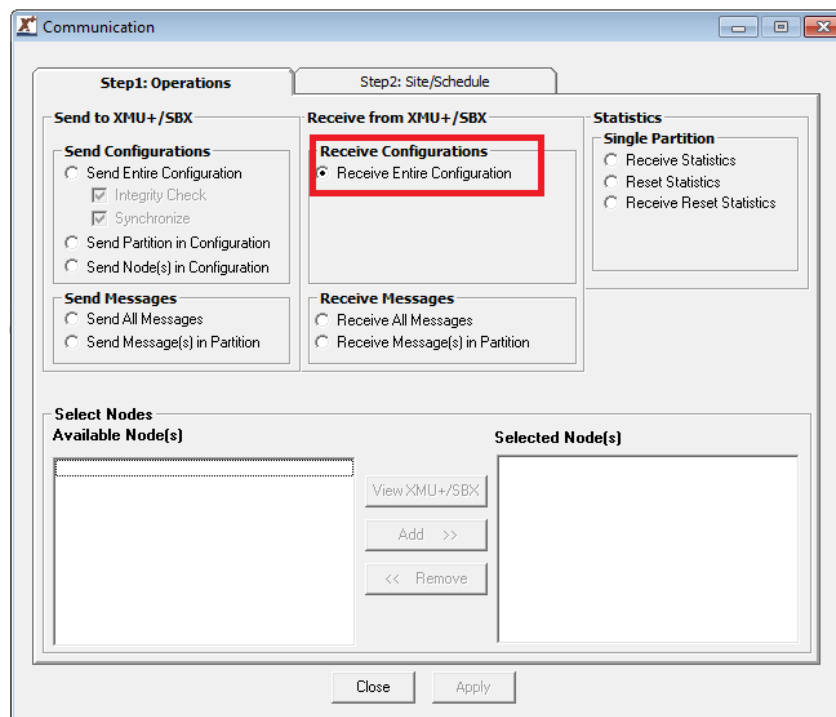
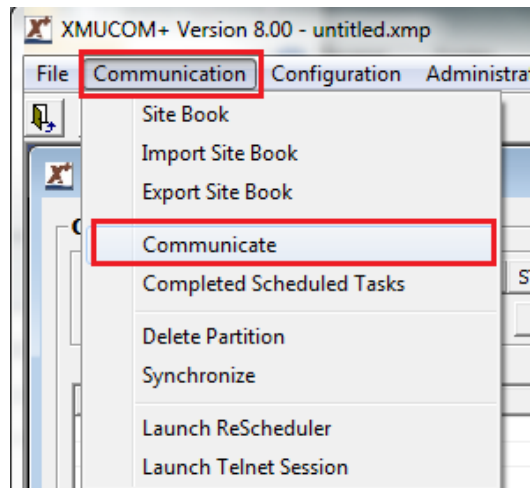


Step 2: Select your site

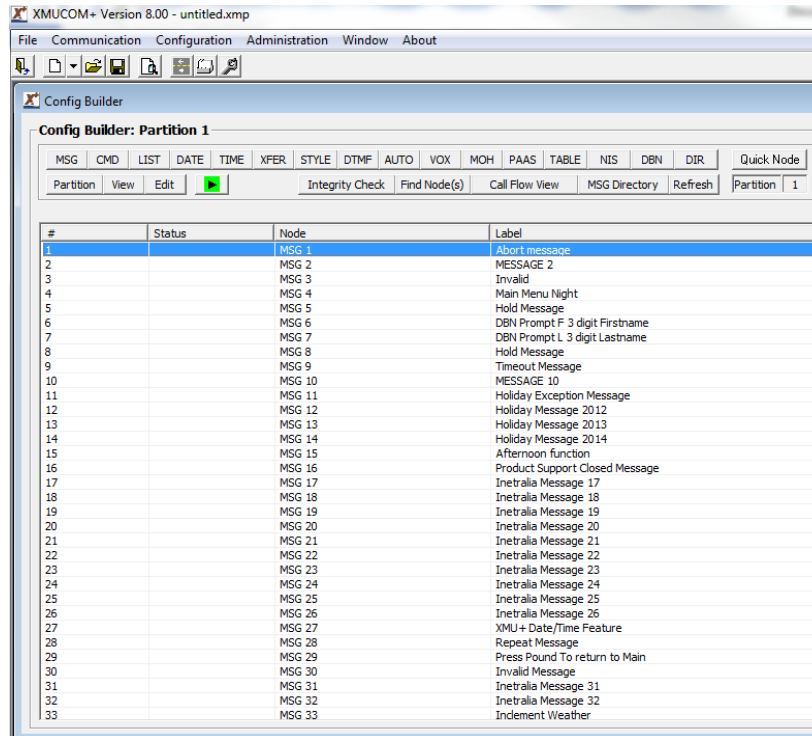


System information message with all information.

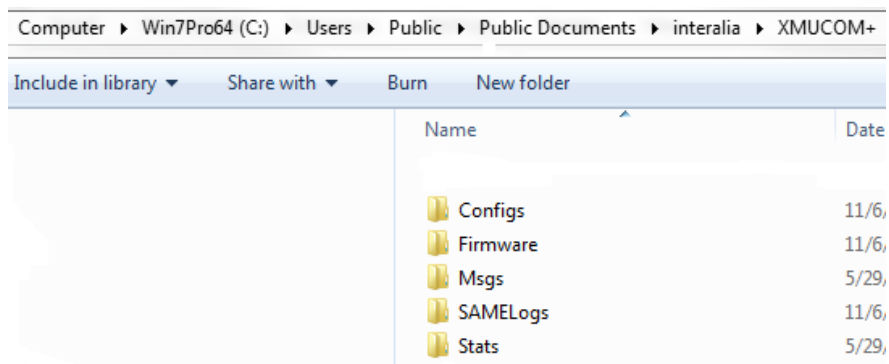
Step 3: go to communication tab



Retrieved configuration:



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



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

Communication

Step1: Operations      Step2: Site/Schedule

**Send to XMU+/SBX**

**Send Configurations**

- ☒ Send Entire Configuration
  - ☒ Integrity Check
  - ☒ Synchronize
- ☐ Send Partition in Configuration
- ☐ Send Node(s) in Configuration

**Send Messages**

- ☐ Send All Messages
- ☐ Send Message(s) in Partition

**Receive from XMU+/SBX**

**Receive Configurations**

- ☐ Receive Entire Configuration

**Receive Messages**

- ☐ Receive All Messages
- ☐ Receive Message(s) in Partition

**Statistics**

**Single Partition**

- ☐ Receive Statistics
- ☐ Reset Statistics
- ☐ Receive Reset Statistics

**Select Nodes**

**Available Node(s)**

**Selected Node(s)**

View XMU+/SBX

Add >>

<< Remove

Close      **Apply**

Communication

Step1: Operations      **Step2: Site/Schedule**

**Select Site**

**Available Site(s)**

Site Name	SiteID	Method	Chassis Type
10.0.0.100	10.0...	LAN	XMU+
10.0.0.183	10.0...	LAN	UNKNOWN
10.0.0.90	Corp...	LAN	SBX
10.0.0.91	LAN	XMU+	
10.0.0.92	10.0...	LAN	XMU+
10.0.0.93	LAN	UNKNOWN	
10.0.0.94	10.0...	LAN	XMU+
10.0.0.95	LAN	XMU+	
10.0.0.96	LAN	XMU+	
10.0.0.97	LAN	XMU+	
10.0.0.98	LAN	XMU+	
10.0.0.99	LAN	XMU+	
104	mode...	MODEM	UNKNOWN

Add >>

<< Remove

**Selected Site(s)**

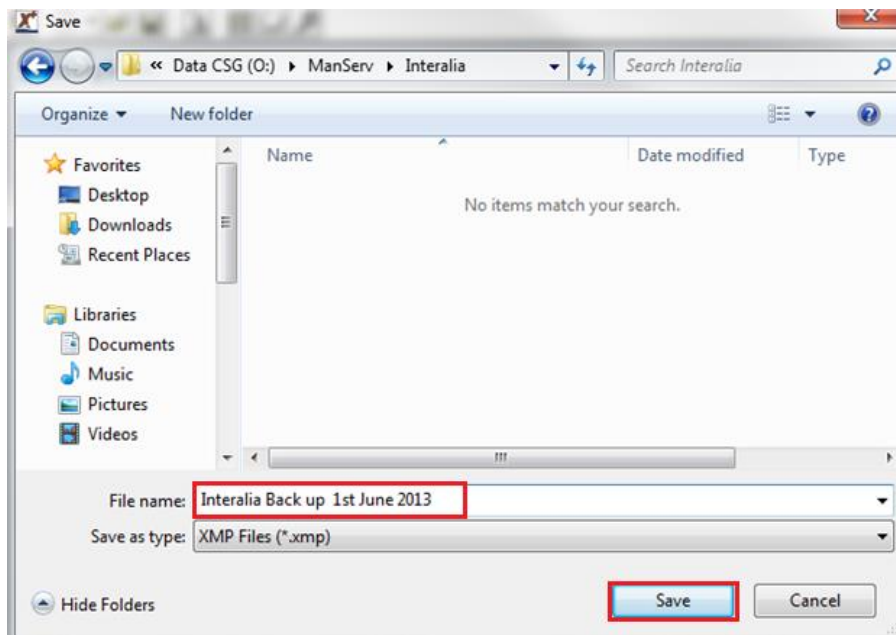
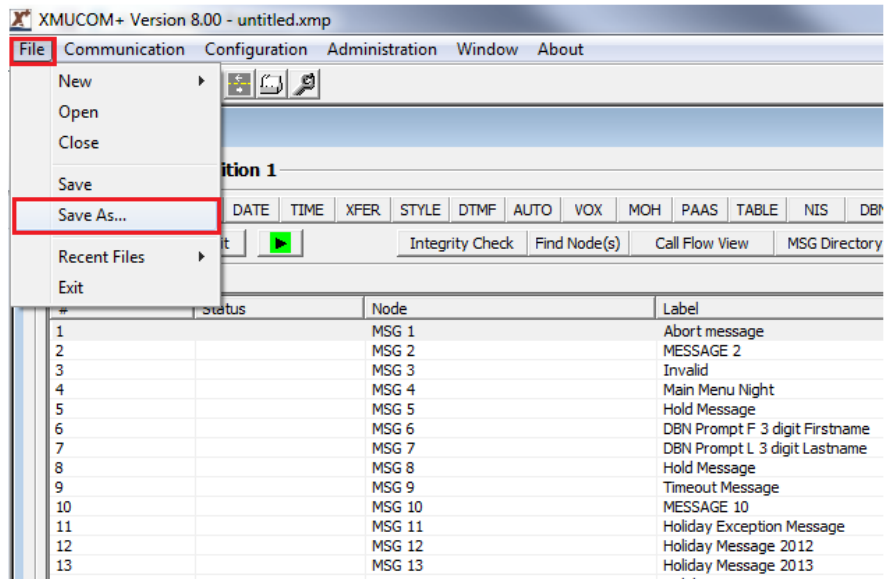
Site Name	SiteID	Method	Chassis Type
Interalia		LAN	SBX

**Select Schedule**

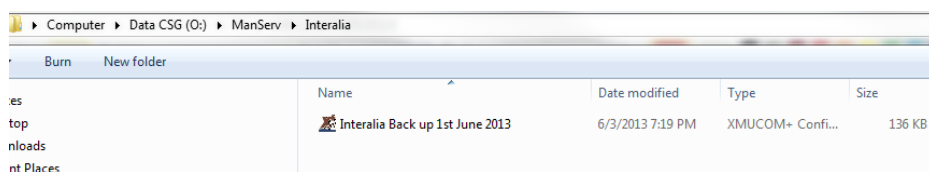
Option: Immediate

Close      **Apply**

Step 5: Back up file name



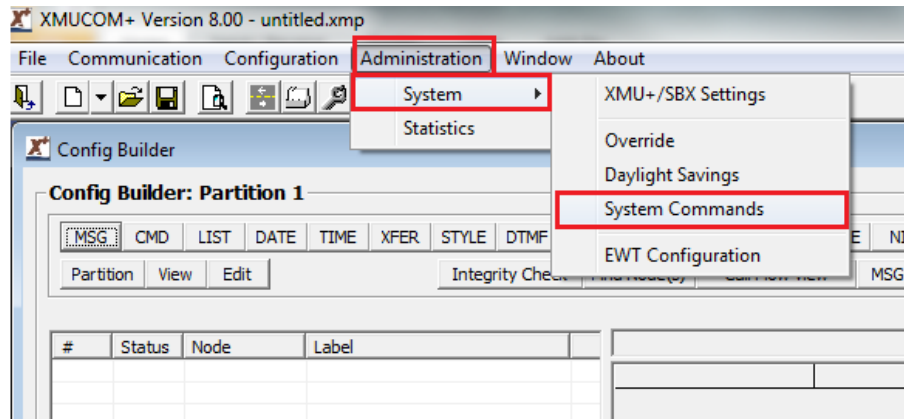
Step 6: Now create back up configuration file.



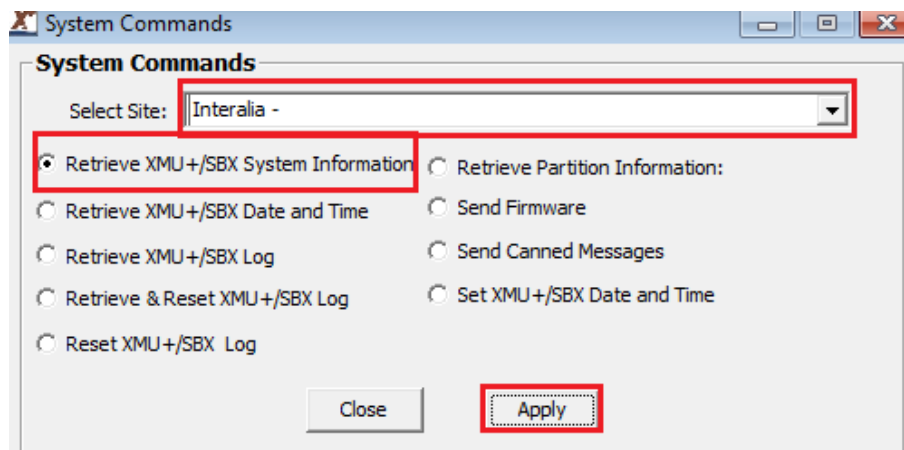


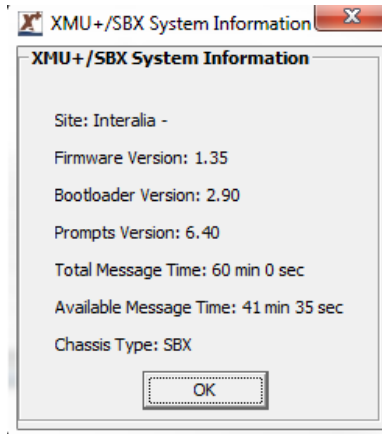
## Backup and Restore of Messages

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



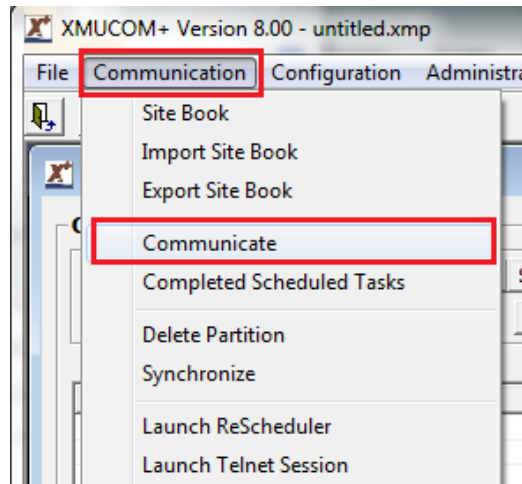
Step 2: Select your site





System information message with all information

Step 3: go to communication tab:



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

Computer > Win7Pro64 (C:) > Users > Public > Public Documents > interalia > XMUCOM+	
Include in library ▾ Share with ▾ Burn New folder	
Name	Date
Configs	11/6,
Firmware	11/6,
Msgs	5/29,
SAMELogs	11/6,
Stats	5/29,

Step 4: How to restore messages to the XMU+

Communication

Step1: Operations      Step2: Site/Schedule

**Send to XMU+ /SBX**

**Send Configurations**

☐ Send Entire Configuration

☒ Integrity Check

☒ Synchronize

☐ Send Partition in Configuration

☐ Send Node(s) in Configuration

**Send Messages**

☒ Send All Messages

☐ Send Message(s) in Partition

**Receive from XMU+ /SBX**

**Receive Configurations**

☐ Receive Entire Configuration

**Receive Messages**

☐ Receive All Messages

☐ Receive Message(s) in Partition

**Statistics**

**Single Partition**

☐ Receive Statistics

☐ Reset Statistics

☐ Receive Reset Statistics

**Select Nodes**

**Available Node(s)**

View XMU+ /SBX

Add >>

<< Remove

**Selected Node(s)**

MSG1 - C:\Users\Public\Documents\Interalia

MSG2 - C:\Users\Public\Documents\Interalia

MSG3 - C:\Users\Public\Documents\Interalia

MSG4 - C:\Users\Public\Documents\Interalia

MSG5 - C:\Users\Public\Documents\Interalia

MSG6 - C:\Users\Public\Documents\Interalia

MSG7 - C:\Users\Public\Documents\Interalia

MSG8 - C:\Users\Public\Documents\Interalia

MSG9 - C:\Users\Public\Documents\Interalia

MSG10 - C:\Users\Public\Documents\Interalia

Close      Apply

Communication

Step1: Operations    **Step2: Site/Schedule**

**Select Site**

**Available Site(s)**

Site Name	SiteID	Method	Chassis Type
10.0.0.100	10.0...	LAN	XMU+
10.0.0.183	10.0...	LAN	UNKNOWN
10.0.0.90	Corp...	LAN	SBX
10.0.0.91	10.0...	LAN	XMU+
10.0.0.92	10.0...	LAN	XMU+
10.0.0.93	10.0...	LAN	UNKNOWN
10.0.0.94	10.0...	LAN	XMU+
10.0.0.95	10.0...	LAN	XMU+
10.0.0.96	10.0...	LAN	XMU+
10.0.0.97	10.0...	LAN	XMU+
10.0.0.98	10.0...	LAN	XMU+
10.0.0.99	10.0...	LAN	XMU+
104	mode...	MODEM	UNKNOWN

Add >>

<< Remove

**Selected Site(s)**

Site Name	SiteID	Method	Chassis Type
Interala		LAN	SBX

**Select Schedule**

Option: Immediate

Close    **Apply**

Communication

Step1: Operations    **Step2: Site/Schedule**

**Select Site**

**Available Site(s)**

Site Name	SiteID	Method	Chassis Type
10.0.0.100	10.0...	LAN	XMU+
10.0.0.183	10.0...	LAN	UNKNOWN
10.0.0.90	Corp...	LAN	SBX
10.0.0.91	10.0...	LAN	XMU+
10.0.0.92	10.0...	LAN	XMU+
10.0.0.93	10.0...	LAN	UNKNOWN
10.0.0.94	10.0...	LAN	XMU+
10.0.0.95	10.0...	LAN	XMU+
10.0.0.96	10.0...	LAN	XMU+
10.0.0.97	10.0...	LAN	XMU+
10.0.0.98	10.0...	LAN	XMU+
10.0.0.99	10.0...	LAN	XMU+
104	mode...	MODEM	UNKNOWN

Add >>

<< Remove

**Selected Site(s)**

Site Name	SiteID	Method	Chassis Type
Interala		LAN	SBX

**Select Schedule**

Option: Immediate

Close    **Apply**

## 8-Question

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

- Answer

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

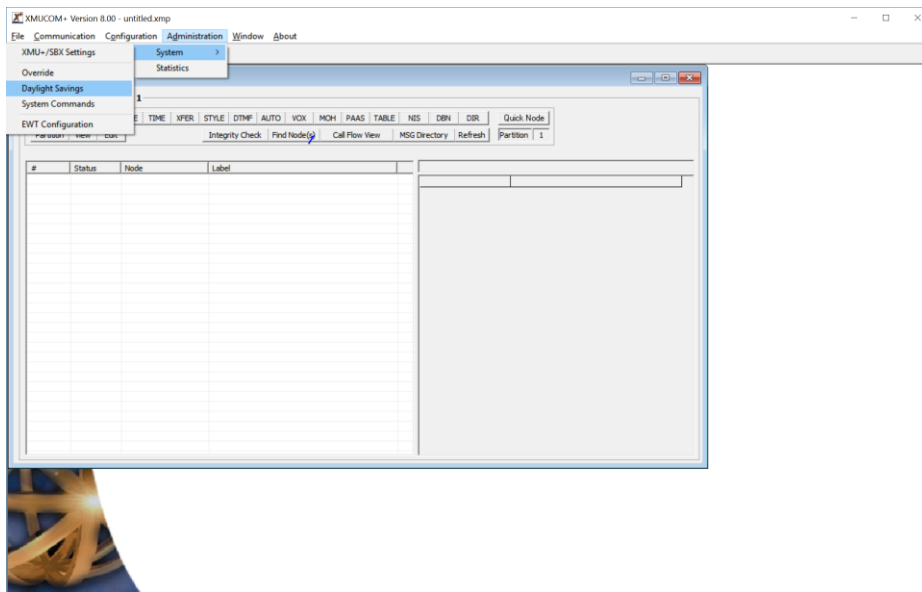
## 9-Question

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

- Answer

*Yes, and it's a very easy process.*

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

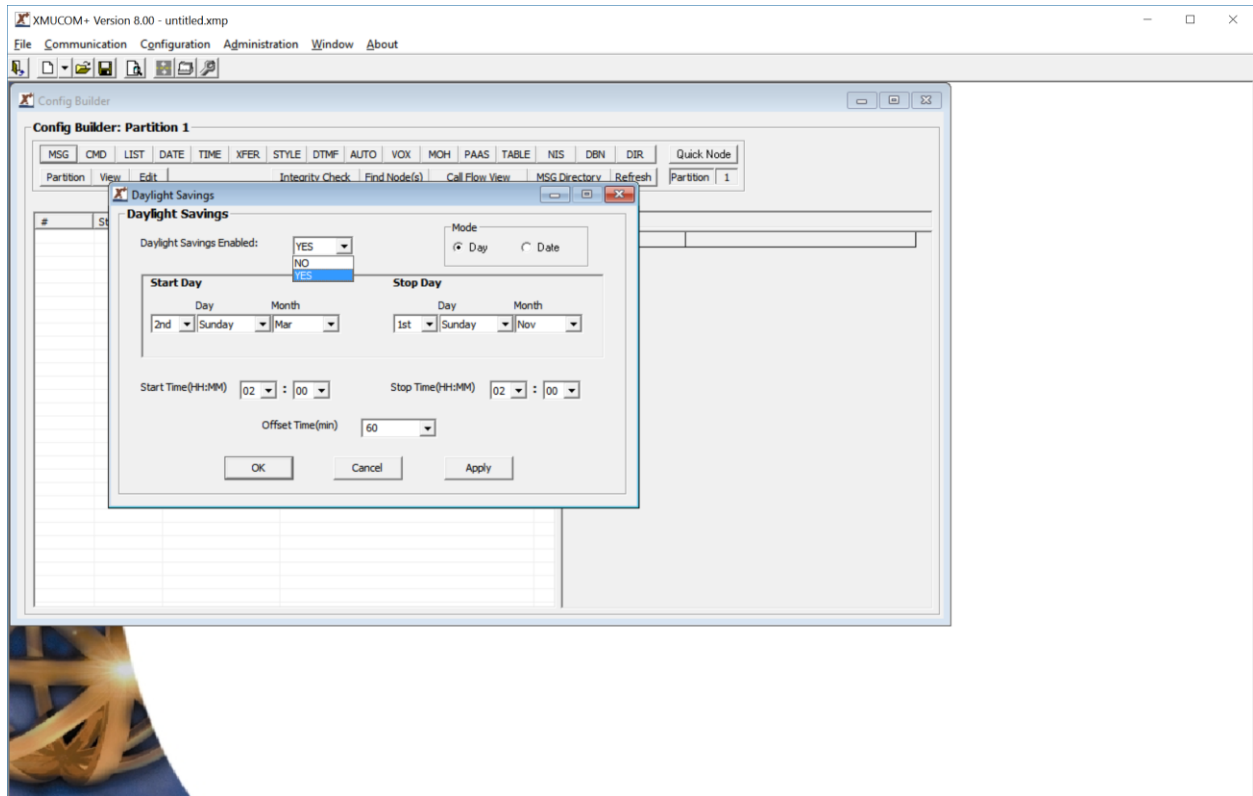


*Then select yes to enable the daylight savings times.*

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

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

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



## **iProMOH-SU**

### **1-Question**

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

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

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

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

*First go to [www.interalia.com](http://www.interalia.com) and download the latest firmware for the iProMOH-SU using the link below and copy the file to the USB stick that you used to transfer the content to the iProMOH-SU. The firmware will be downloaded to the device and it will reboot. Upon reboot it will take on the content file stored on the USB drive. [http://www.interalia.com/downloads/iProMOH-SU\\_Rev2.29.ipf](http://www.interalia.com/downloads/iProMOH-SU_Rev2.29.ipf)*

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

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

### **2-Question**

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

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

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

### **3-Question**

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

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

**Simple Audio Mixer** Ch.1

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### Music and Messages

**Music**  
00:03:52 | default\_music.ogg\*  
  
Duration: 00:03:52 Files: 1  
☐ Enable Music Shuffle Add Default Music

**Messages**  
  
Duration: 00:00:00 Files: 0  
☐ Enable Message Shuffle

### Settings

Time Between Messages (MM:SS) 00 : 20

Music Cross-Fade Volume (%) 20

Bass 0

Treble 0

Master Output Volume (%) 50

Music Input Level (%) 100

Message Input Level (%) 100

Time Between Repeats (MM:SS) 00 : 00

☐ Enable External Music ☒ Enable Local Volume Control

☒ Auto-Add Default Music ☐ End Music After Last Message

Load Defaults Save Settings

Time Remaining (HH:MM) 18:28

### Scheduled Messages

Files: 0

Start Time (HH:MM) 00 : 00

Start Date January 1

Stop Date December 31

Days of Week

SUN	MON	TUE	WED	THU	FRI	SAT
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cancel Save

Need help?

#### 4-Question

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

- Answer

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

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



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

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

#### 5-Question

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

- Answer

*First go to [www.interalia.com](http://www.interalia.com) and download the latest firmware for the iProMOH-SU using the link below and copy the file to the USB stick that you used to transfer the content to the iProMOH-SU. The firmware will be downloaded to the device and it will reboot. Upon reboot it will take on the content file stored on the USB drive. [http://www.interalia.com/downloads/iProMOH-SU\\_Rev2.29.ipf](http://www.interalia.com/downloads/iProMOH-SU_Rev2.29.ipf)*

*Try using another USB stick from different manufacturer.*

*Try using another content file or use the golden configuration file available at [www.interalia.com](http://www.interalia.com)*

#### **iMCM - iProMOH v4**

#### 1-Question

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

- Answer

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

#### 2-Question

**The iProMOH devices are playing music and messages that are not scheduled.**

- Answer

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

#### 3-Question

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

- Answer

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

4-Question:

**How do I remove past iProMOH check in history on iMCM**

- Answer

*Step 1. Stop the services*

*Step 2. Edit and remove the device(s) listed from the ipromohv4-status.csv file located at C:\Users\Public\Documents\interalia\iMCM\Files\Data\Status\ipromohv4-status.csv*

*Step 3. Save the file.*

*Step 4. Restart the services*

5-Question

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

- Answer

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

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

The next check in will resolve the error flag.

6-Question

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

- Answer

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

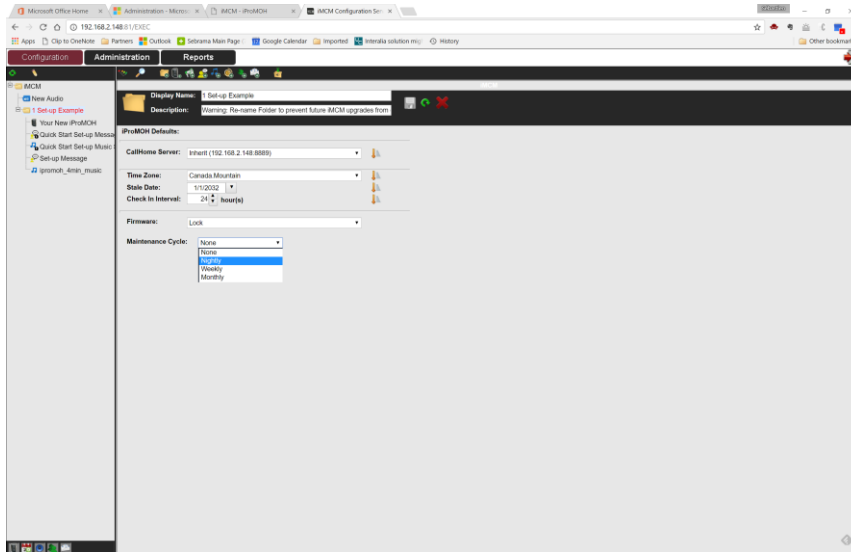
7-Question

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

- Answer

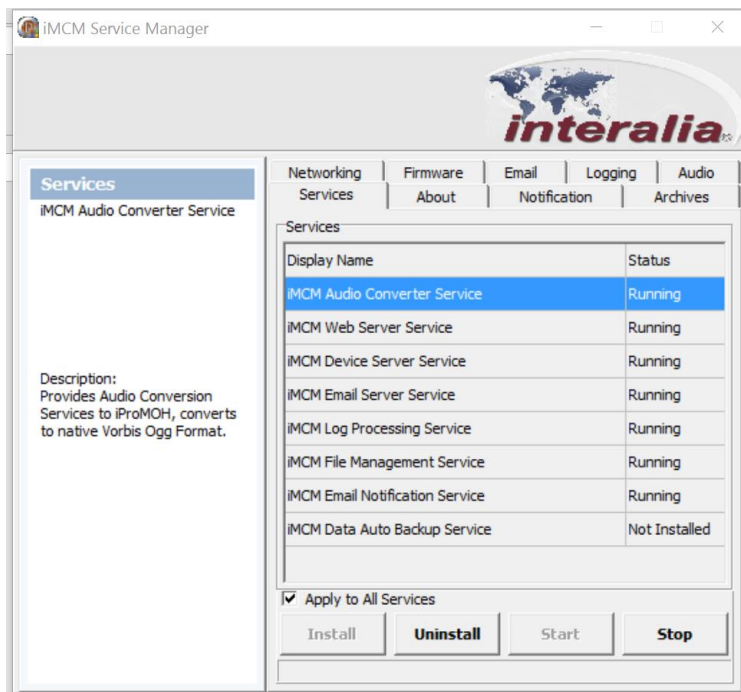
*The first thing we would recommend is to change your maintenance cycle for nightly reboot. The nightly reboots clean all the buffers and temporary files. It's like rebooting your computer. It's a good practice to reboot the machine from time to time to avoid errors that may develop from continuous operation.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

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



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

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



#### 8-Question

**My devices are no longer checking in. What happened?**

- Answer

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

#### 9-Question

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

- Answer:

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

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

*Purge the audio files from the folders below and try the upload again.*

*Folders:*

*C:\Users\Public\Documents\Interalia\iMCM\Files\Audio*

*C:\Users\Public\Documents\Interalia\iMCM\Files\AudioTmp*

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

#### 10-Question:

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

- Answer:

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

11-Question:

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

- Answer:

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

12-Question:

**What type of audio formats does iMCM support?**

- Answer:

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