

TROUBLE SHOOTING ARM IP FAULTS

BROWZER FAULTS:

Your ARM unit can only be contacted using either **CHROME** or **FIREFOX** Browsers. **DO NOT** use **Internet Explorer** as this will attempt to search the Department's server for the IP address and return a false result.

Your ARM unit can only be reached using a computer connected to the NSW DET network. It must be either hard wired or connected through wireless. *IT CANNOT BE ACCESSED FROM THE INTERNET.*

The ARM unit communicates using **HTTP**, not **HTTPS**. If you receive an error message saying "**your connection is not private**", click on "**ADVANCED**" and then "**Proceed to use xxx.xxx.xxx.xxx**". *The connection is safe because you are still communicating with it on the "safe side" of the NSW DET Firewall.*

IP ADDRESS FAULTS:

First: Please try and determine when your system last worked OK. This information is **VERY IMPORTANT** in diagnosis!

One of a number of things will have happened:

1.) Your ARM unit has become unplugged from your network. This usually happens when contractors (or anyone else) have been working on your network infrastructure, unplugged the unit from the switch and neglected to plug it back in again.

2.) An extended power outage has occurred. When this happens, the ARM unit usually powers up before your network does, and "gives up" trying to obtain an IP address from your network before it starts up and is ready.

3.) There is a fault with the port on the switch that the unit is connected to. This can be confirmed by plugging the unit into another port on the switch.

4.) One of your IT people has fiddled with your unit and set a static IP address. If this has happened, *your unit is now a brick and will have to be returned to our workshops to be reset to factory defaults and then re loaded.* Costs will apply if this has happened, even to a new unit under warranty!

—— DO NOT SET A STATIC IP ADDRESS!!!! ——

4.) There is a fault with your unit. This could have been caused by a lightning strike, or by persons unknown incorrectly plugging the port of your ARM unit into a telephone system jack or POE enabled port, both of which may damage the unit's network plug.

You need to eliminate all these possibilities before booking us for a service call.

POWER CYCLING YOUR ARM UNIT

The first thing to do in case of trouble is to **POWER CYCLE** your ARM unit. This will usually fix (2) above and help confirm if (1) or (3) applies.

The power switch for the ARM unit is on the **BACK OF THE UNIT**. If you can reach this, then flick it **OFF** then back **ON** again 10 seconds later.

If you cannot reach the power switch on the back of the ARM unit, you will need to **determine which power point** your PA system is operating from, and *power cycle the entire PA system from there.* Unplug or switch off for 10 seconds then switch back ON.



This site can't be reached

192.168.1.40 took too long to respond.

Try:

- Checking the connection
- Checking the proxy and the firewall
- Running Windows Network Diagnostics

ERR_CONNECTION_TIMED_OUT

Reload

THE DISPLAY WINDOW:

After power cycling your unit, press DISPLAY MODE a few times until an IP address (xxx.xxx.xxx.xxx) is displayed.

If the display says "IP Address Invalid" try power cycling a few more times. *Sometimes the NSW DET DHCP server is very busy and cannot serve the unit an IP address within the given time frame.*

When the correct IP address has been obtained, a small "smiley face" will appear in the top left hand corner of the display. USE THIS ADDRESS to contact your unit—it should work. The address MAY HAVE CHANGED from your old one, if the unit has been switched off or disconnected from your network from an extended period.

All NSW DET IP addresses always begin with a "10". If the unit is showing "192.168.xxx.xxx" or "IP address invalid" then it is not connected - you will have to troubleshoot further.



Smiley Face

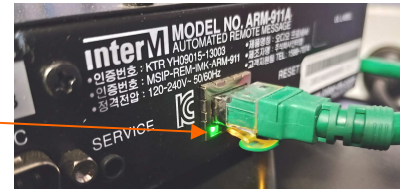
Display Mode Button

CHECKING YOUR CONNECTION:

You may need to arrange your system so that you can see the back of your ARM unit. This can either be done by;

- A.) Turning the unit around on the desk, if on a desk or shelf
- B.) Unscrewing and removing the side off the rack, if possible
- C.) Unscrewing and removing the ARM unit from the rack (not recommended).

On the back of the unit where the network plugs into your unit, there will be a GREEN and YELLOW light on the plug.



If these are flashing, then your unit IS connected to your network. *Continue to power cycle the unit a few more times until you get a new IP address and can contact the unit.* Also, try swapping the connection to another port on the switch.

If there are NO FLASHING LIGHTS, then the cable between the ARM unit and your data switch has become disconnected. You will need to either trace the cable yourself and find out where it is disconnected, or engage your IT department to investigate.

ADVANCED TROUBLE SHOOTING:

Before you call for service (and to confirm that the network connection to your ARM unit is definitely working) we recommend you get a laptop or other computer to test the connection:

- 1.) DISABLE WIFI on the laptop first.
- 2.) DISCONNECT the network cable from the ARM unit and connect it to the test laptop
- 3.) Confirm of the laptop has network access. If YES, then the *fault is with the ARM unit* and you should call for service.
- 4.) If NO then you have a network fault which will need to be reported to your IT department.

If;

- i.) The lights are flashing on the back of the unit, AND;
- ii.) You still can't get a valid IP address after repeated power cycles, AND;
- iii.) You have tried using another port on the switch, AND;
- iv.) You have confirmed the connection is working by connecting it to another device;

EMAIL US and request service. PLEASE remember to tell us the results of these tests and also tell us when the unit was last confirmed to be still working and accessible.

If your PA system is under on site warranty (12 months from date of install), we will bring a swap out unit which you will then keep.

If your system is out of warranty, you will need to arrange an order number or call (02) 45765571 with credit card details to confirm you request for a service call. We will bring a swap out unit and return yours to our workshop for evaluation.

If a fault is found with the unit and it is less than 3 years old, we will either just let you keep the swap unit (and repair yours and put it back in our swap pile), or we may repair your unit and return it to you at no further cost.

If the unit is older than 3 years, service and repair costs apply. We will provide a quote for repair and return of your unit or provide other options if the unit is not worth repairing.