iProMOH V5-SU
Installation and User Manual



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iProMOH V5-SU Installation and User Manual

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1 Table of Contents

2 iProMOH V5 Playback Device 4

2.1 Introduction 4

2.2 Included in the Package 4

2.3 Getting started 5

2.4 Installation in SU Mode with Simple Audio Mixer (SAM) 5

2.4.1 Digital streams with Simple Audio Mixer 6

2.4.1.1 Change External Music Source from Analog to Digital 7

2.4.1.2 Change Audio Output from Analog to Digital 8

2.5 Setup the iProMOH V5 for iMCM operation 10

2.5.1 Switching from SU mode to iMCM mode 11

2.5.2 Digital Audio Streams with iMCM Mode 15

2.5.2.1 Change External Music Source from Analog to Digital 15

2.5.2.2 Change Audio Output from Analog to Digital 16

2.6 Diagnostics 18

3 Network Settings 18

3.1 Default Settings 18

3.2 Static IP Settings 18

3.3 Enabling Wifi 22

4 Loading Your Content onto the iProMOH V5-SU 23

5 Upgrading Firmware 24

6 Setting the iProMOH V5-SU Time 25

7 Technical Specifications 25

2 iProMOH V5 Playback Device

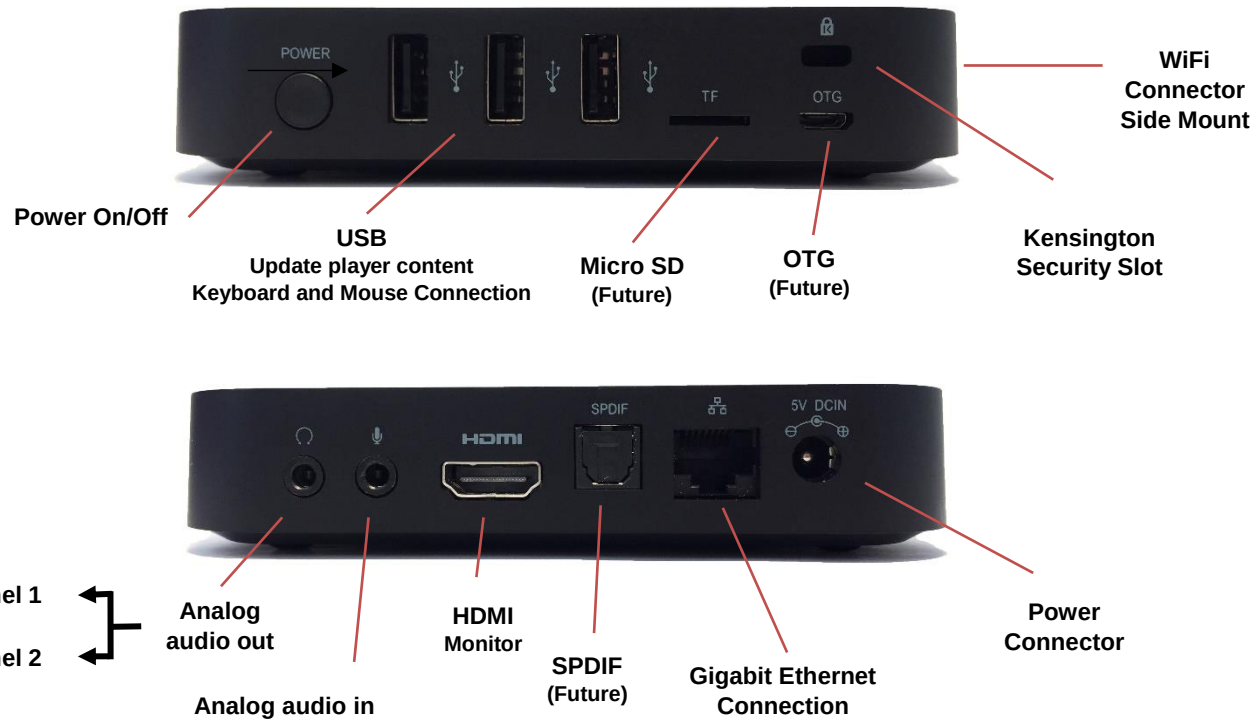
2.1 Introduction

Congratulations on your purchase of the iProMOH V5. The iProMOH V5 is the most advanced Music-On-Hold device ever released by Interalia. It combines in a single unit both the iProMOH-SU and iProMOH V4 features. You decide which functionality best fits your needs. But that's not all, the iProMOH V5 can also receive ShoutCast and IceCast streams as music background and it can create analog and RTP output streams compatible with the newer communication platforms.

2.2 Included in the Package

- 1x iProMOH V5
- 1x 3.5mm Stereo Splitter to Male RCA cables
    - Channel 1 – White
        - Note: By default, out of the box, the iProMOH V5 will play the pre-loaded license free music on both Channel 1 and Channel 2. If you are utilizing a one channel configuration ensure the Channel 1 cable is connected to your system. This avoids a possible issue later when you change the audio load for channel 1 but it does not play on your system because the installer connected the Channel 2 cable to your system instead of Channel 1.
    - Channel 2 - Red
- 1x Female RCA to 3.5mm male Stereo adapter
- HDMI cable
- USB to Micro USB cable
- 1x Universal AC to DC power adapter (100 – 240 V)
- 1x Remote control (2 – AAA Batteries not included)
- 1x Antenna
- 1x Network cable

The following illustrates all the connections on the iProMOH V5 unit and their functions:



2.3 Getting started

What mode should you choose - SU or iMCM?

The new iProMOH can be set-up to work with our Simple Audio Mixer (SAM) or Interalia Multisite Content Management (iMCM) software. The V5 comes from the factory configured in SU mode with a USB interface which utilizes Simple Audio Mixer (SAM) software to configure the audio to be played. If this is your first unit and you only have one unit to manage, we strongly recommend that you use SAM which is a quick and easy tool to load your content in the iProMOH. Go to Section 2.4 of this manual to get started with SAM. If you already have or just purchased iMCM go to Section 2.5 to get started. To learn more about these products you can visit our website at www.interalia.com. If you're not sure on which software to use please contact us, we will be happy to help.

2.4 Installation in SU Mode with Simple Audio Mixer (SAM)

If you want to set up your iProMOH V5 with analog input and outputs then you don't have to change any settings, because out of the box the iProMOH V5 is configured this way in SU mode.

Step 1: Connect the power adapter and power up the unit.

Step 2: Connect the stereo cable splitter in the audio output and connect the RED end of the cable to the “music in” of your system. Music should now play in your system. Use the BLACK end of the cable if you need the second channel.

Step 3: If you plan on using an external analog music source as the music background for the iProMOH V5, connect the “line out” of your music source to the “music-in” of the iProMOH V5. Note: You must also enable the “External Music” feature in the Simple Audio Mixer (SAM) software for this option to work correctly.

To take full control of your iProMOH V5 you will need to download Simple Audio Mixer (SAM) software. This will enable you to:

- add your own music
- add your own messages
- add external music feed
- and much more

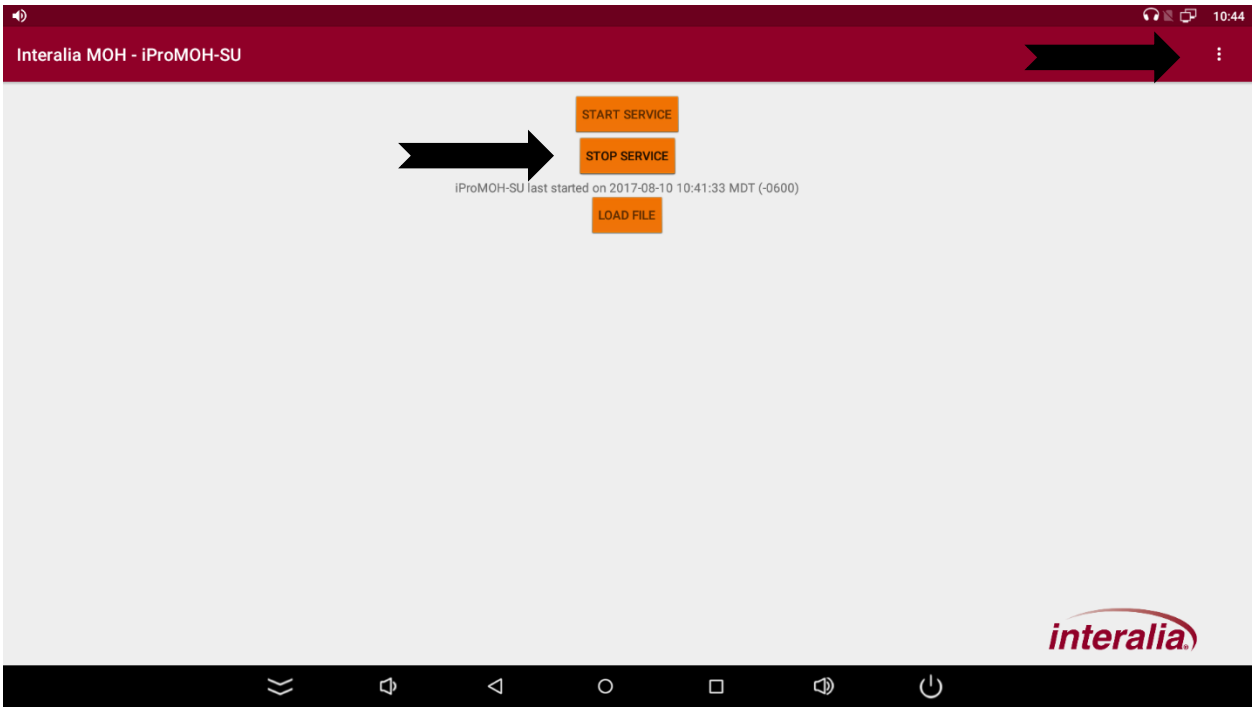
Simply go to www.interalia .com/SAM_DOWNLOAD to get the latest version.
-Simple Audio Mixer is only available for Microsoft Windows.
-Notes:

- You will need a USB key to transfer content from your PC to the iProMOH V5
- In SAM select iProMOH-SU as the device.

2.4.1 Digital streams with Simple Audio Mixer

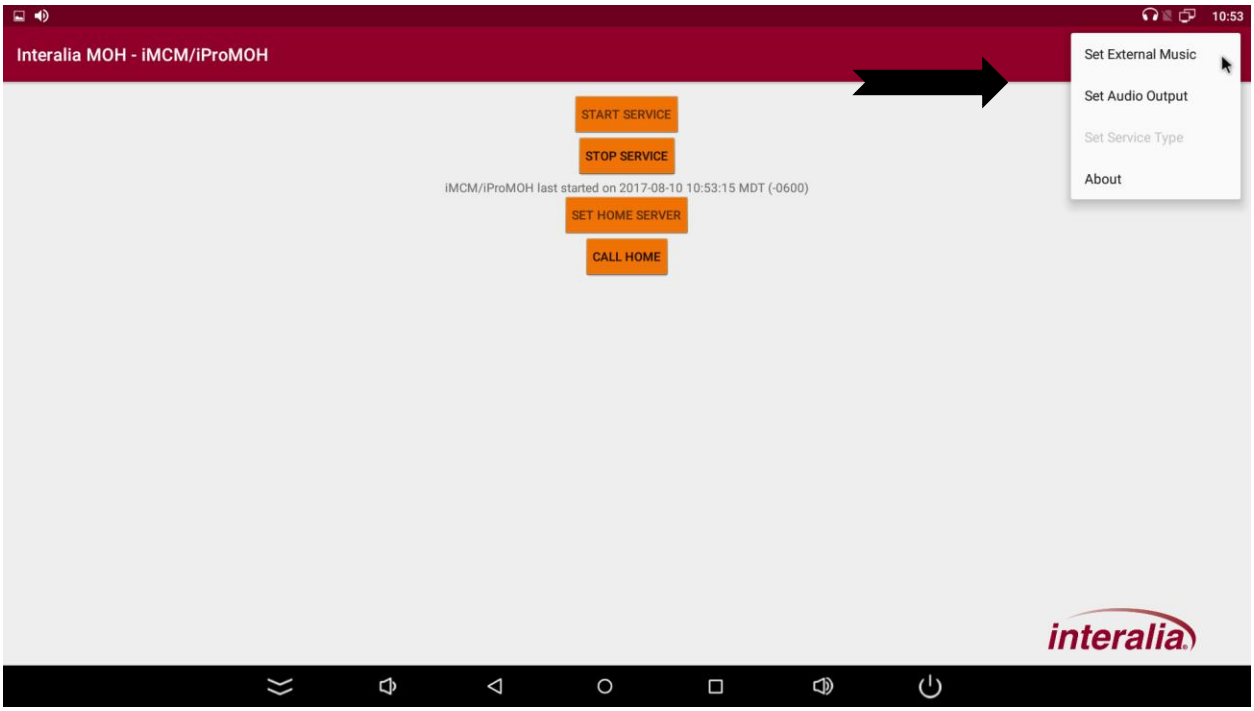
If you want to set up your iProMOH V5 with IceCast or Shoutcast stream and/or RTP outputs then follow the steps below:

Step 1: Connect the iProMOH V5 to the network. We strongly recommend using the wired connection.
Step 2: Connect a monitor to the iProMOH V5 using the HDMI cable.
Step 3: Connect a mouse and a keyboard to the iProMOH V5 using the USB ports.
Step 4: Connect the power adapter and power up the unit.
Step 5: From the screen shown below, select “STOP SERVICE” and then select the 3 vertical dots at the top right of the screen.

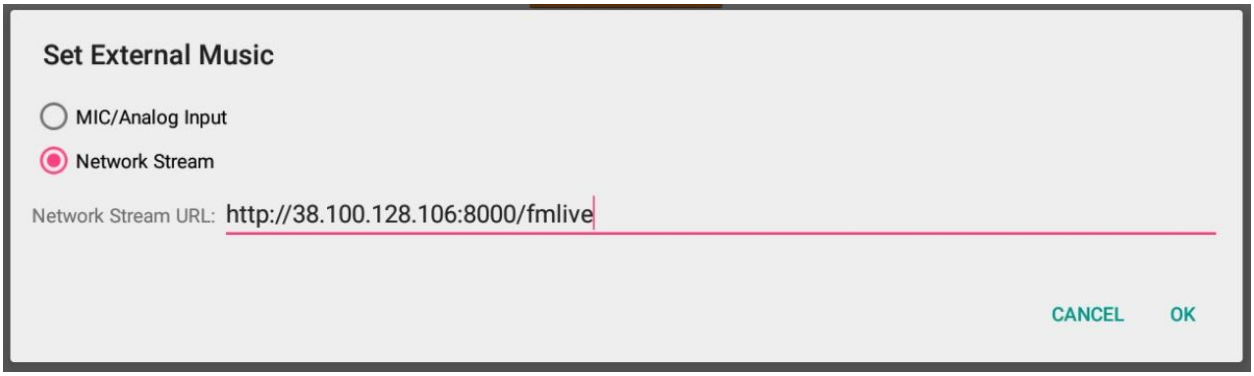


2.4.1.1 Change External Music Source from Analog to Digital

To change the External Music Source from the default analog input to a digital stream input, select “Set External Music”



From “Set External Music”, select “Network Stream” and enter the address of the stream. Select “OK”.

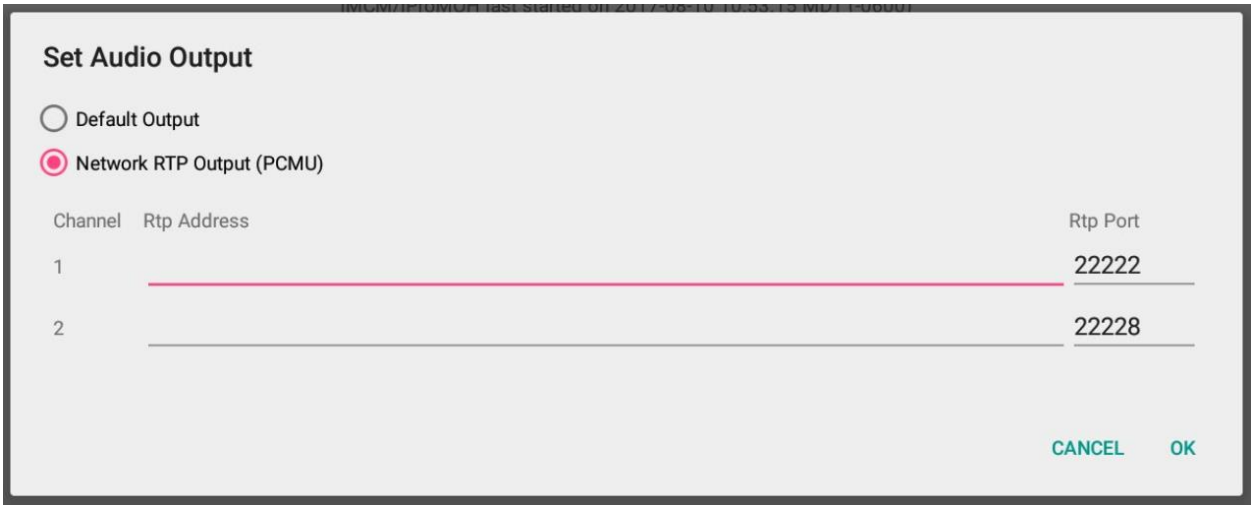


2.4.1.2 Change Audio Output from Analog to Digital

To change the Audio Output from the default analog output to a digital stream output, select “Set Audio Output”



From “Set Audio Output” select “Network RTP Output” and enter the RTP address for the appropriate channel. Select “OK”.



Additional options:

By selecting “About” you will obtain the MAC address of the unit as well as the version of the firmware.



Additional information:
If you wish to use a wireless network, refer to Section 3.3 Enabling WiFi.

2.5 Setup the iProMOH V5 for iMCM operation

It is advised to use the Ethernet cable for a network connection because it is more reliable and stable, requiring no network configuration (using DHCP). Alternatively, the iProMOH V5 allows you to use the WiFi connection if the Ethernet connection is not available.

There are 2 methods to configure the iProMOH V5 for iMCM mode:

1- You can connect a monitor, mouse and keyboard to the iProMOH and set it up directly on the unit.

2- An alternative method is to create a Configuration file that is loaded on a USB key. The iProMOH-V5 will automatically load this Configuration file data when the USB key is inserted into the iProMOH V5. This is very convenient when you must program multiple units with the same call home information.

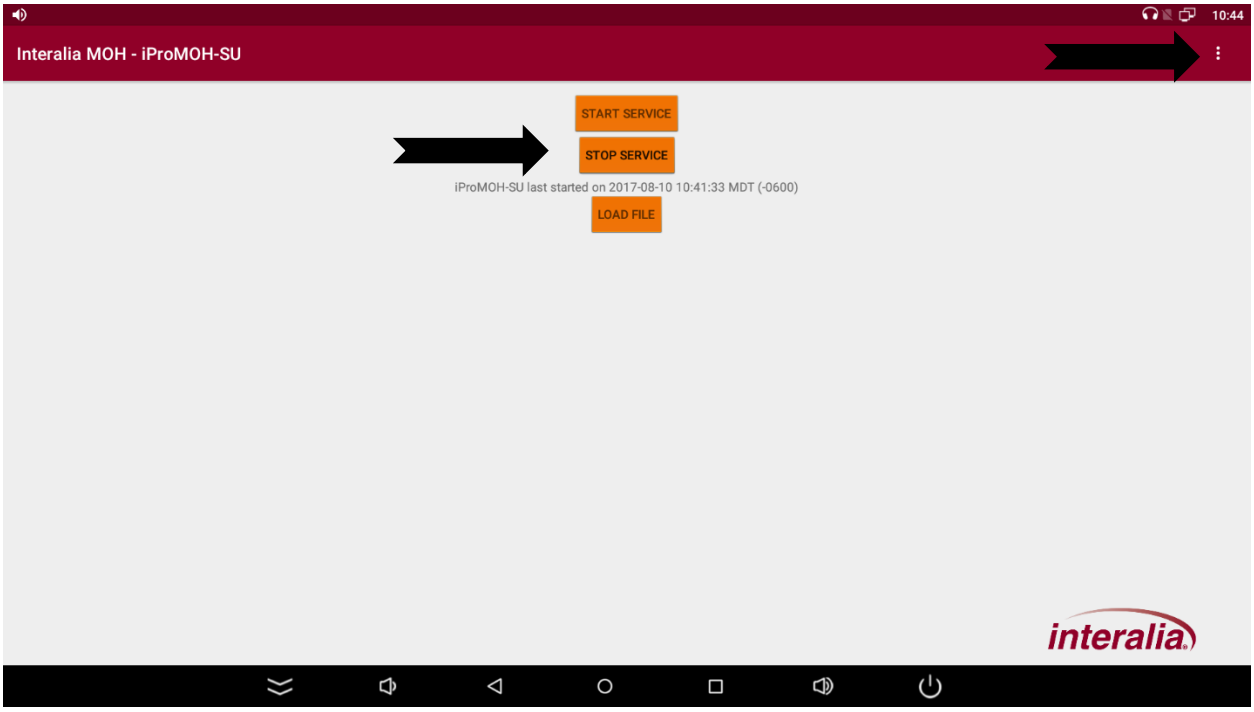
In this manual, we will show you the first method because it will get you started quickly, but to learn how to create Configuration files, go to the V35 Multisite Content Manager (iMCM) User Manual https://interalia.com/imcm.php .

2.5.1 Switching from SU mode to iMCM mode

By default, the iProMOH-V5 is setup for SAM. Therefore, to set it up for iMCM you need to change the mode from SU to iMCM.

To switch the V5 to iMCM mode a monitor will need to be connected using HDMI. A USB mouse will also need to be connected to the iProMOH V5.

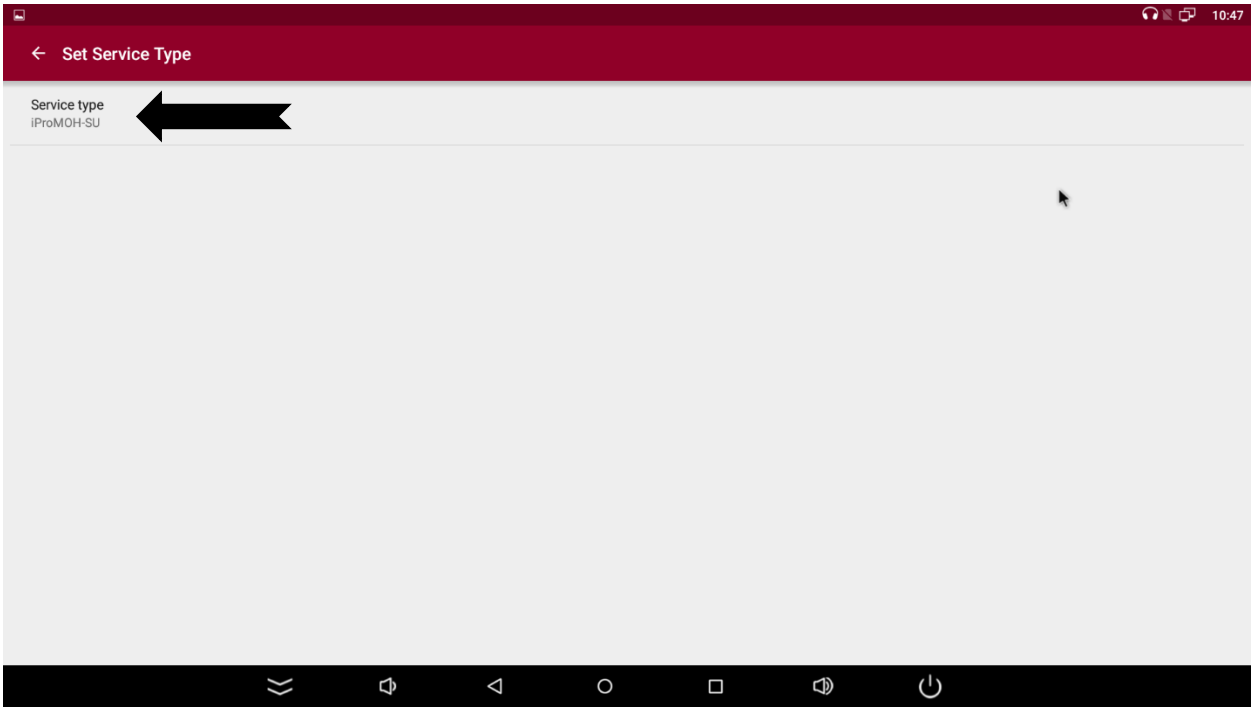
Once the monitor, mouse and keyboard and network cables are connected power on the iProMOH-V5.



Once the unit completes the start-up you will need to select “STOP SERVICE”, next select the 3 vertical dots in the upper right corner of the screen.



From that menu, select “Set Service Type”

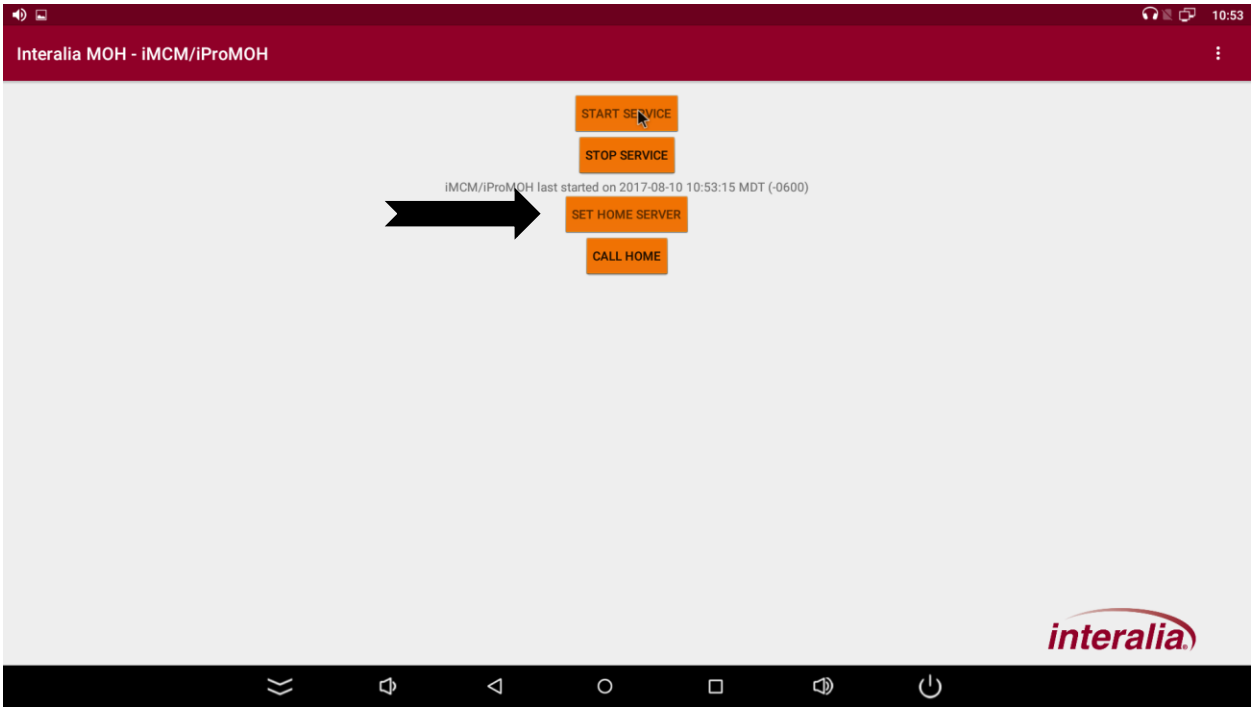


Next- select on “Service Type”



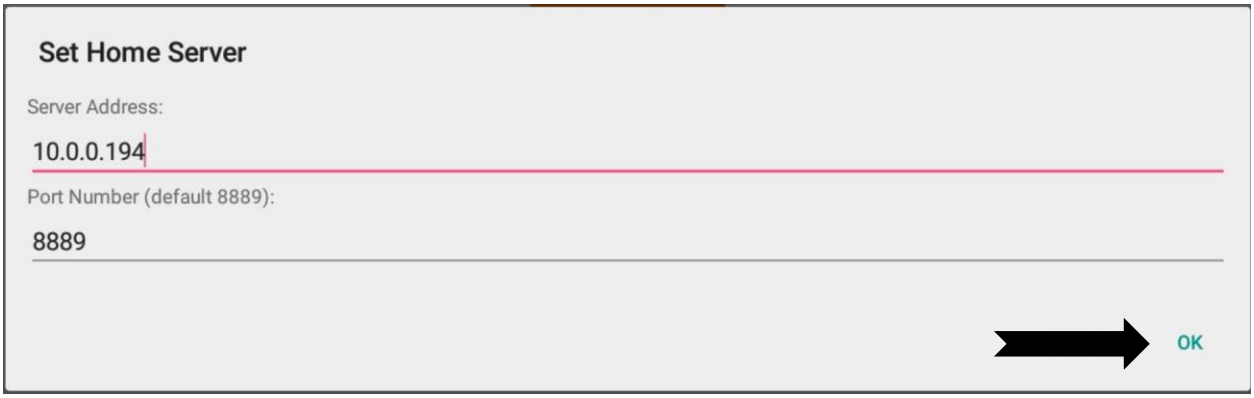
Next – Select “iMCM/iProMOH” and the service will be updated.

Go back to the home screen and select “SET HOME SERVER”



In the pop up screen, enter the iMCM server address and the port number. Contact your iMCM administrator to get the information if you don’t have it.





Once the information is entered select “OK”.

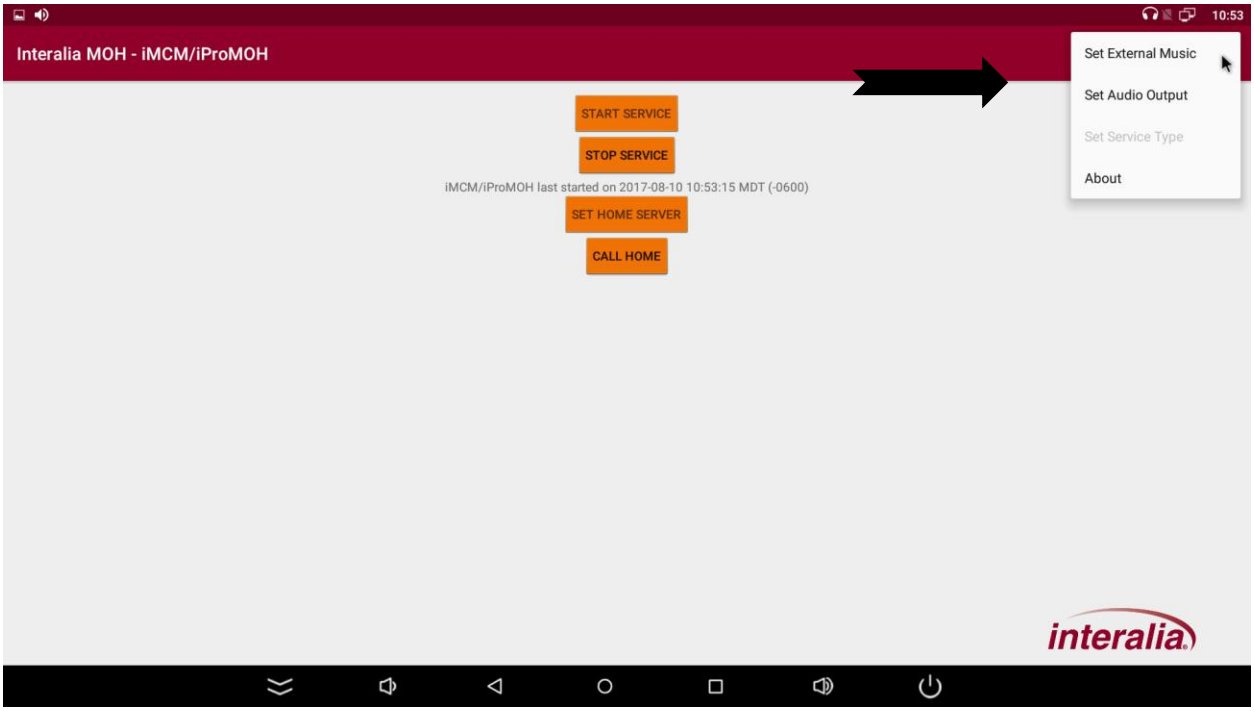


You can now select “START SERVCE” and “CALL HOME” to confirm communication.

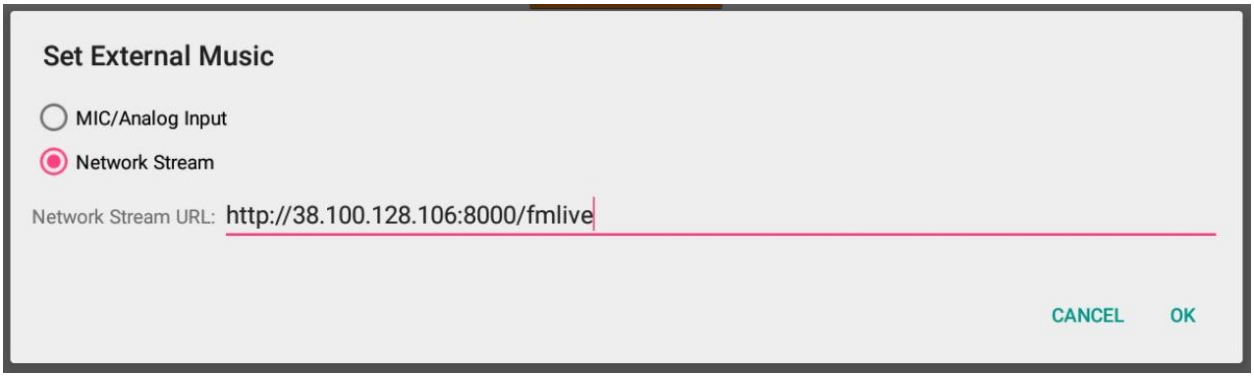
2.5.2 Digital Audio Streams with iMCM Mode

2.5.2.1 Change External Music Source from Analog to Digital

To change the External Music Source from the default analog input to a digital stream input, select “Set External Music”



From “Set External Music”, select “Network Stream” and enter the address of the stream. Select “OK”.

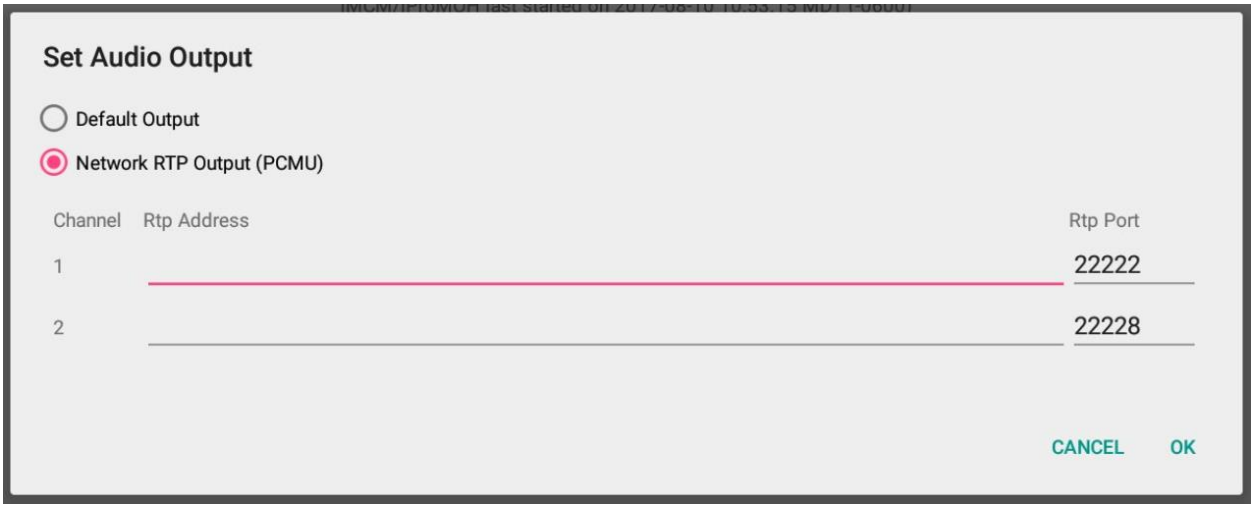


2.5.2.2 Change Audio Output from Analog to Digital

To change the Audio Output from the default analog output to a digital stream output, select "Set Audio Output"



From “Set Audio Output” select “Network RTP Output” and enter the RTP address for the appropriate channel. Select “OK”.



Additional options:

By selecting “About” you will obtain the MAC address of the unit as well as the version of the firmware.



2.6 Diagnostics

To aid in diagnostics and to keep a record of your device status, you can plug a USB drive into an iProMOH V5 unit and the iProMOH V5 will create a diagnostics file on the root of your USB drive. It is labelled “diagnostics.***MAC***.txt”, where “MAC” is the MAC address of your device. For example, “diagnostics.000707A0B9FF.txt”. You may find there could be many diagnostics files created on your USB drive if you have plugged the USB drive into other iProMOH-V5 devices before.

A diagnostics file is a text file. It records various information about the device - including its MAC address, network address, application version, memory, system running status, and current settings of the device, etc. You can open the diagnostics file with any text editor like Notepad or Notepad++ to check this information.

It will take about 10 seconds to create the diagnostics file on the USB drive. If your USB drive has a LED light for indication of read/write operation, it will be flashing while reading/writing data on your USB drive, wait till it stops flashing before you unplug it.

iProMOH V5 will overwrite its diagnostics file if the same file already exists on the USB drive. You will find the creation time of the file is updated to the current time.

3 Network Settings

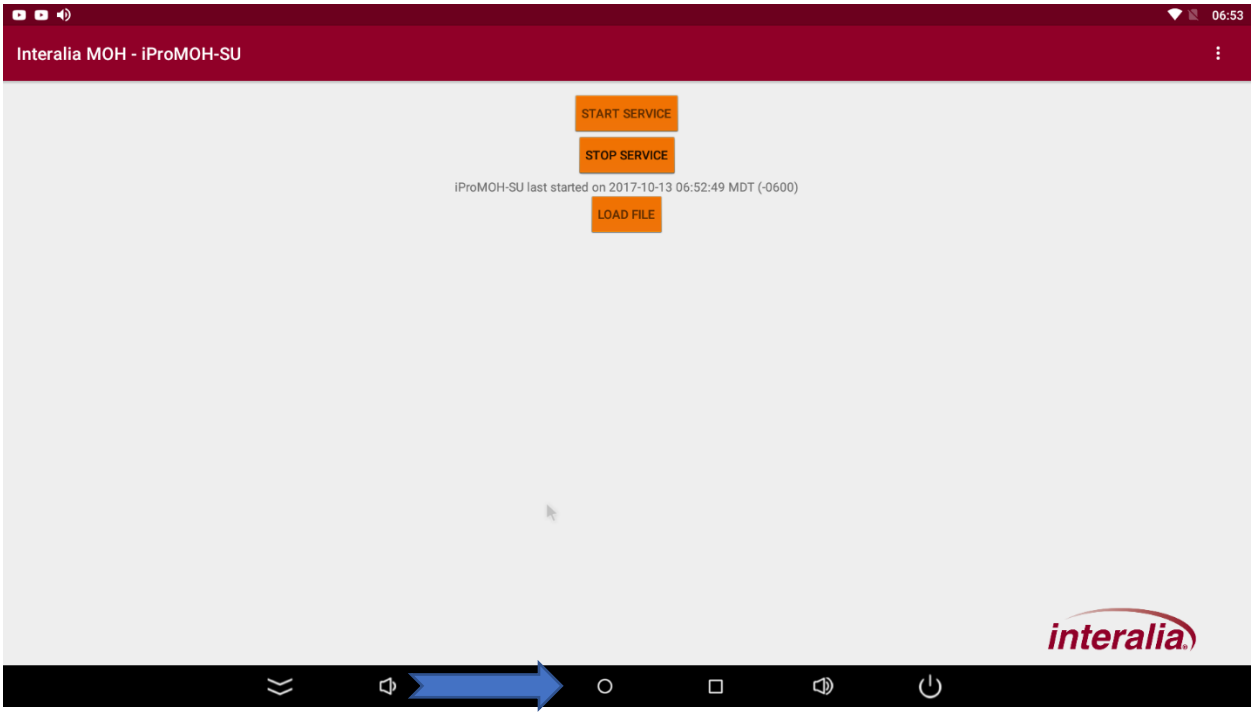
3.1 Default Settings

The iProMOH V5 default network setting is for DHCP. If you have a DHCP allocation of IP addresses simply connect the Network cable in the Ethernet port and the unit will connect to the network.

3.2 Static IP Settings

If you need to utilize a Static IP Address, the following steps illustrate how to change the settings from DHCP:

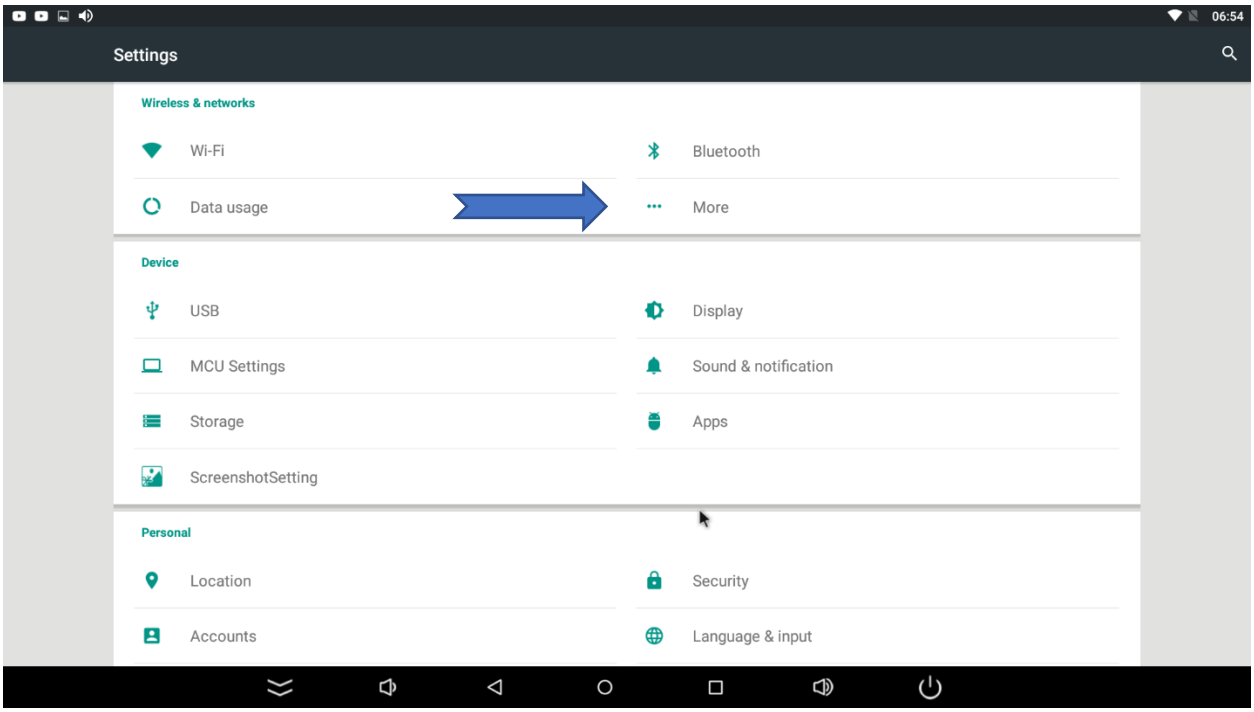
Step 1 - From the start-up iProMOH application menu select “Escape” or the “O” in the bottom tool bar.



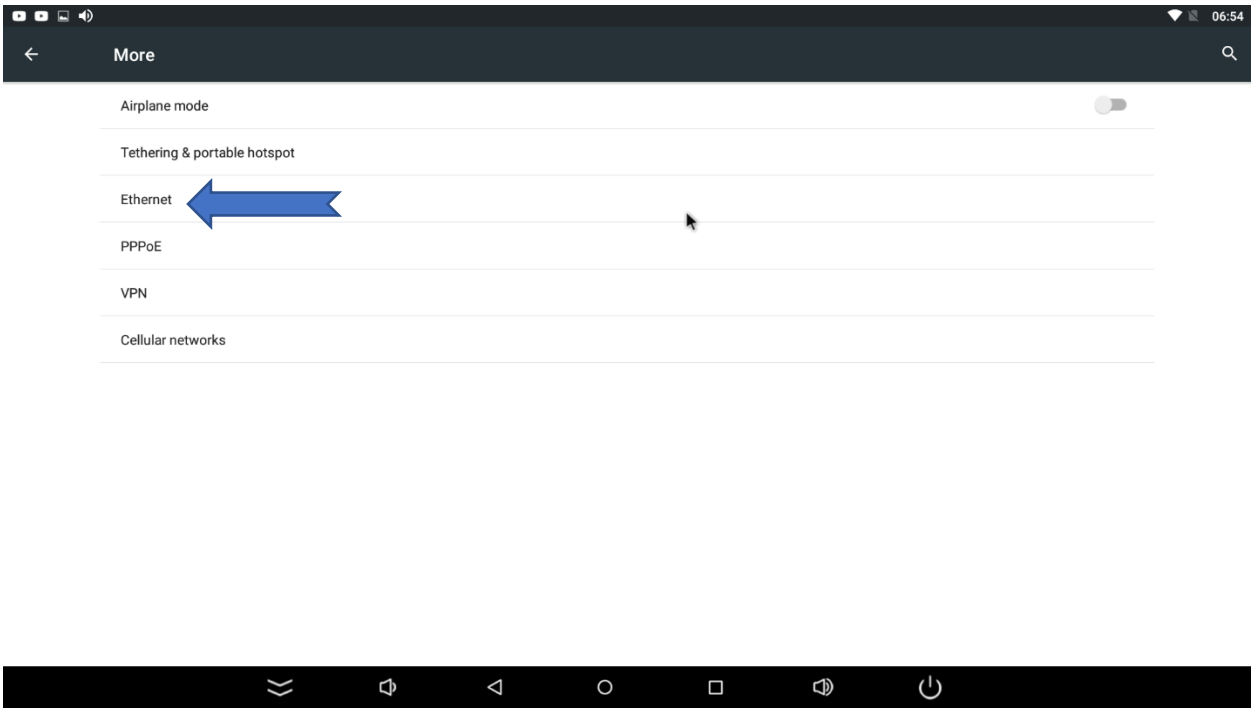
Step 2 - Once in the home menu select the “Settings” gear icon to open the Settings window.



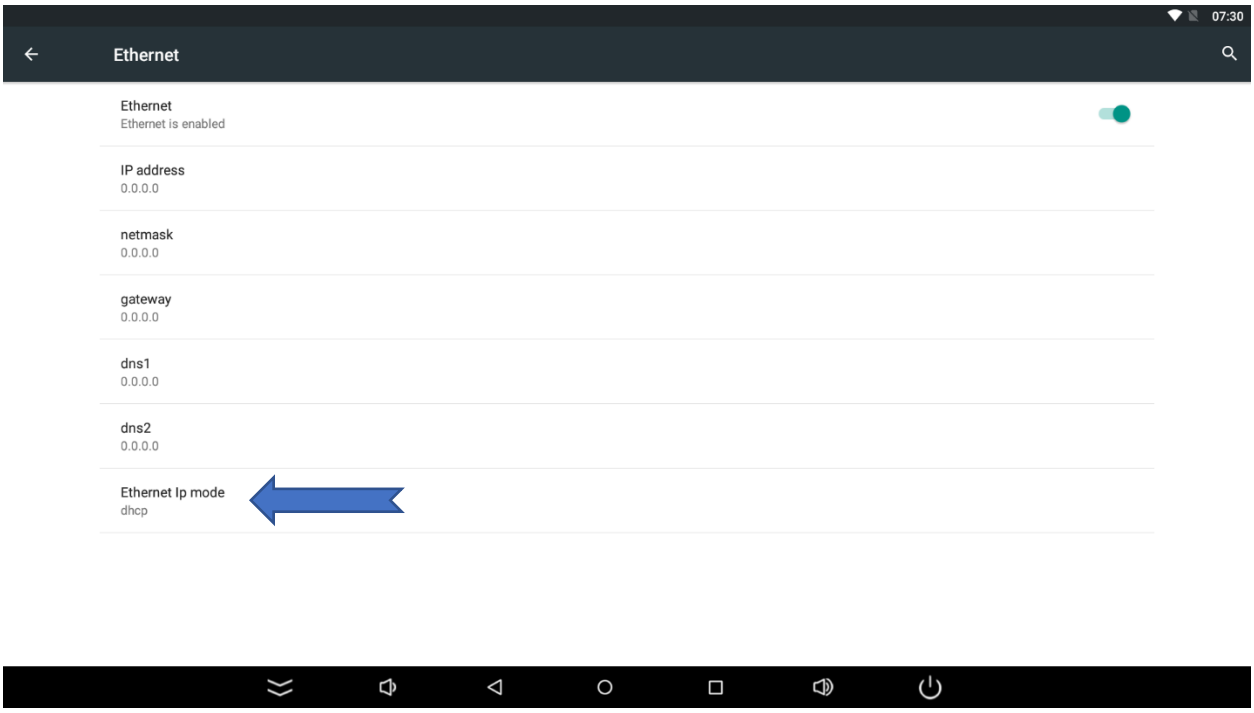
Step 3 - Once in the “Settings” page, in the Wireless and Network section select “More”



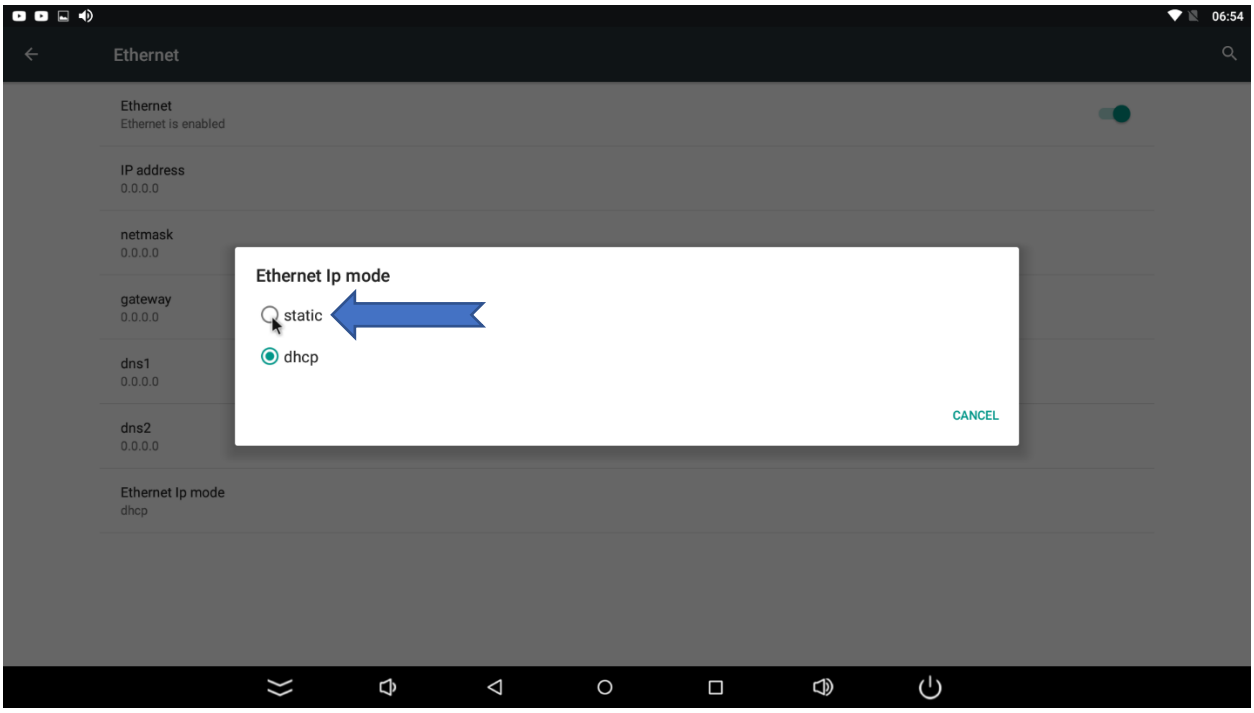
Step 4 - In the “More” section select “Ethernet”



Step 5 - In the “Ethernet” section select “Ethernet IP Mode”



Step 6 - In the “Ethernet IP Mode” window select “Static”.



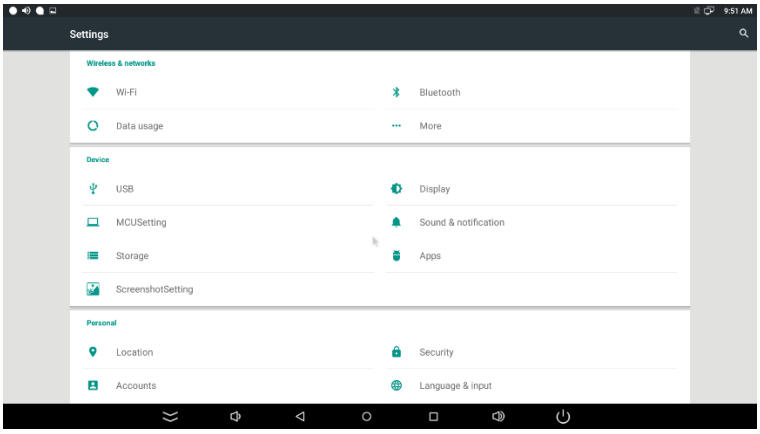
Once you select “Static” the system will automatically take you to the Static Ethernet setting window.

Enter all the information and select “Connect” at the end to enable the static IP settings. The ethernet setting is now updated.

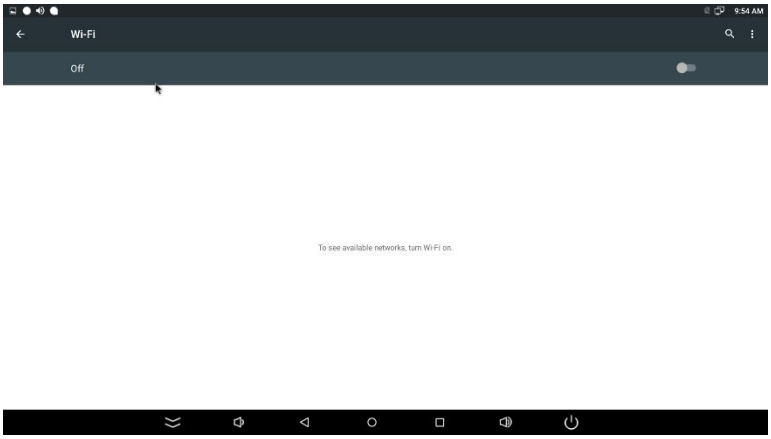
3.3 Enabling WiFi

The following describes the procedure to turn on WiFi if you want to use it for network connectivity rather than the network cable connection.

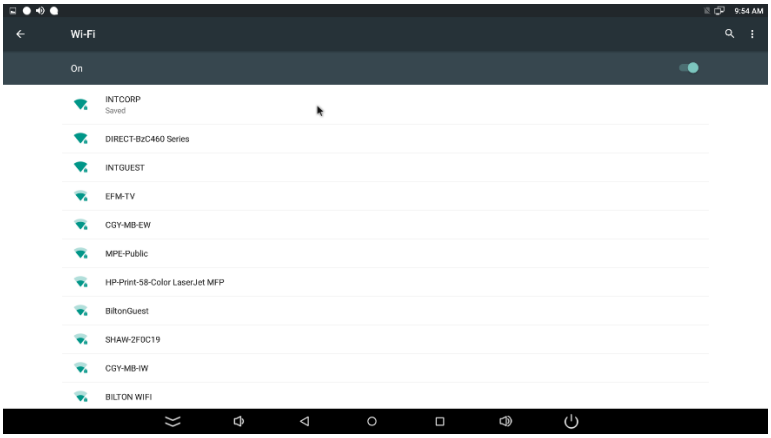
Step 1 - Click on the Home button “O” in the task bar on the bottom of the screen or select “Escape” to go to the home screen. Then click on the “Settings” gear icon to open the “Settings” window.



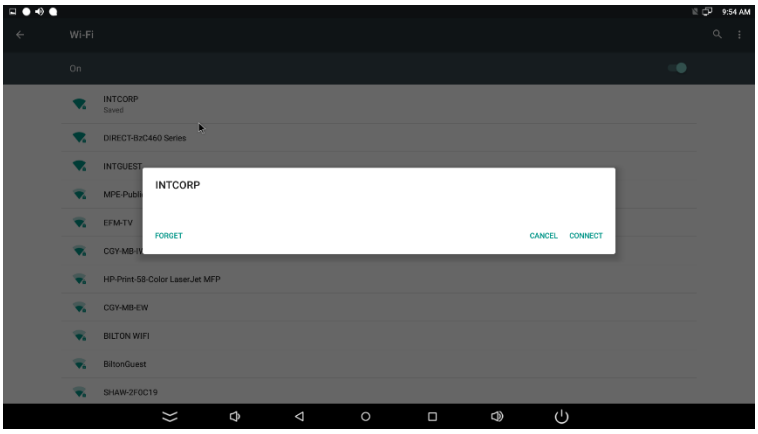
Step 2 - Select WiFi



Step 3 - Select/move the slider on the right side of the screen to the right.



Step 4 - You now have all the active WiFi networks listed. Select the one you want to utilize.



Step 5 – Select “Connect” then right click to go back to the Home page.

4 Loading Your Content onto the iProMOH V5-SU

IMPORTANT!

- *The USB stick **MUST NOT** contain multiple Simple Audio Mixer files for the same Device ID. This ensures the correct file is loaded to device.*

The following steps illustrate how to update the iProMOH V5-SU with media or with a new Configuration file via the USB stick:

1. Power on the iProMOH V5-SU, wait for it to boot.
2. Copy the Simple Audio Mixer media file or the Configuration file to the root folder of a USB flash drive. Multiple Device ID files can be present on the drive, as long as they meet the criteria stated above.
3. Insert the USB stick into the USB port of the iProMOH V5-SU. Once the stick is detected, playback will stop while the update occurs. The LED on the USB drive may flash during the file read/write.
4. If successful, playback will resume.
5. Unplug the USB when the Simple Audio Mixer (SAM) file or the Configuration file has been loaded. The LED on the USB has stopped flashing and playback has resumed.
6. If there is no Simple Audio Mixer (SAM) file or Configuration file on the USB drive, the Stop/Resume will not be performed on the service and a diagnostic file will be written to the USB drive. Wait until the USB LED has stopped flashing before unplugging the USB drive.
7. It usually takes less than 10 seconds to load the Simple Audio Mixer (SAM) file or Configuration file and output the diagnostics file. It may take longer depending on its size.

Content can also be loaded from the iProMOH V5 app if a monitor/tv, USB keyboard and mouse are connected. If loading content from the app:

1. First select “STOP SERVICE”.
2. Click “Load File”.
3. Select the device source for the file (USB or Flash Drive).
4. Double click on the file you want to load.
5. Click the “Select button” on the bottom of the page.
6. Click the “START SERVICE” to begin play back.

5 Upgrading Firmware

The latest firmware for the iProMOH V5-SU can be obtained from the Firmware/Software section on the Interalia site:

http://interalia.com/iProMOH V5-SU.php

To update the iProMOH V5-SU firmware:

1. Power on the iProMOH V5-SU.

2. Copy the firmware file to the root folder of a USB flash drive. There should only be one firmware file in the root directory of the drive.
3. Insert the USB flash drive into the iProMOH V5-SU. Open Android File Explorer to find the firmware file (. APK) on USB drive, select it to start installation.
4. Once the upgrade is completed, you can launch the application with no need to reboot.

NOTE: *To eliminate confusion in the upgrade process status, it is recommended that no Simple Audio Mixer media files are on the USB stick at the same time.*

6 Setting the iProMOH V5-SU Time

The iProMOH V5-SU utilizes an internet NTP time server to synchronize its internal clock. If the time is not synchronized, stale date and scheduled messages may not occur at the proper date/time.

NOTE: *This is only required if the content loaded into the iProMOH V5-SU utilizes stale date and/or scheduled messages. Normal playback does not require the time to be synchronized.*

NOTE: *The iProMOH V5-SU will retain the clock setting for approximately one week without being powered on. After this period, the clock will need to be reset. It is recommended that the clock be set at the installation site.*

To synchronize the time:

1. Connect the Ethernet cable from the iProMOH V5-SU to a network jack which has access to the internet.
2. Power on the iProMOH V5-SU.
3. Once the iProMOH V5-SU has booted the time will be automatically set.

NOTE: *If the process fails after several minutes, this is an indication of a firewall/network issue. NTP time requires the firewall to pass UDP packets on port 123, and requires a DHCP server to assign an IP address to the iProMOH V5-SU.*

7 Technical Specifications

Media Storage:

- USB Load (SU) 500 MB total audio file limit
- Preloaded with 4 minutes royalty free music

External Input Channel:

- Analog – 3.5 mm mono
- Network Streaming
    - Ethernet Gigabit 1000/100/10 BaseT
    - WiFi 11ac 2.4GHz/5GHz

Output Channels

- Analog – 3.5 mm included
- Network streaming
    - Ethernet Gigabit 1000/100/10 BaseT
    - WiFi 11ac 2.4GHz/5GHz

Audio Formats Accepted

- AIFF, FLAC, PCM, MPEG4, MP3, WAV, WMA, OGG

Digital Input Protocols

- Shoutcast, ICEcast

Digital Output Protocol

- RTP
- Multicast

HDMI

- Version 2

Bluetooth

- Version 4.0

USB

- 3 X Version 2.0

Certifications

- FCC, CE, RoHS

Dimensions

- 12.7 cm/5 in Width X 2.4 cm/0.95 in Height X 12.7 cm/5 in Depth

Weight

- 363 grams/12.8 oz

Power Supply

- Input: 100-240 VAC, 50-60 Hz, 0.5 A
- Output: 5 VDC - 3000 mA

Operating Environment

- Temp -5℃ to 55 ℃
- Humidity 5% - 93% (non-condensing)