

PROMATRIX 9000

Public Address and Voice Alarm System

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1 General information

The purpose of this configuration manual is to provide all required information needed for the configuration/programming of the Dynacord PROMATRIX 9000 products. It will guide new users step-by-step and serves as a reference for experienced users.

- Unless required for the configuration of the products, this manual does not describe hardware installation instructions. Refer to *Related documentation, page 8*.
- This manual, or an update, in pdf format is available as download from www.dynacord.com > PROMATRIX 9000 product section. Refer to *Related documentation, page 8*.

Manual content

Refer to the following sections before and during configuration of your system:

- **Chapter 1:** *General information, page 7* - gives information on the intended audience, training, available documentation, explains how to use this manual and provides a high-level introduction description of the PROMATRIX 9000 Public Address and Voice Alarm System.
- **Chapter 2:** *Product overview, page 13* - gives an PROMATRIX 9000 product overview.
- **Chapter 3:** *Getting started, page 21* - describes software installation instructions and important procedures which have to take into account before, and during, configuration.
- **Chapter 4:** *Logon the application, page 45* - describes how to logon the PROMATRIX 9000 webserver webpages and important procedures which have to take into account before, and during, configuration logon.
- **Chapter 5:** *Configure the system, page 47* - describes everything what you have to know about the configuration of a PROMATRIX 9000 system.
- **Chapter 6:** *Diagnose, page 143* - describes i.e. configuration, amplifier loads and battery impedance diagnostics.
- **Chapter 7:** *Security, page 153* - describes how to change security credentials, reconnect lost and disconnected devices and Open Interface client certificate connections.
- **Chapter 8:** *Print configuration, page 156* - describes how to print device and/or system configuration settings.
- **Chapter 9:** *About, page 157* - describes how to view certificates and (Open Source Software) licenses.
- **Chapter 10:** *Introduction to make an announcement, page 158* - describes what, and how, to setup announcement content, priority and routing.
- **Chapter 11-16:** Describes how to use different (3th party) applications with PROMATRIX 9000.
- **Chapter 17:** *Troubleshooting, page 174* - describes PROMATRIX 9000 troubleshoot options.
- **Chapter 18:** *Event messages, page 176* - provides information about (general and fault) events which could generated by the PROMATRIX 9000 system.
- **Chapter 19:** *Tones, page 197* - provides information of tones (messages) to be used with PROMATRIX 9000.

1.1 Intended audience

This configuration manual is intended for everyone who is authorized to do the configuration of PROMATRIX 9000 and related products.

1.2 How to use this manual

It is advised to follow the manual from start to finish if you're new to PROMATRIX 9000 and/or start configuration of a new PROMATRIX 9000 system.

1.3 Related documentation

The Dynacord PROMATRIX 9000 technical documentation is set up in a modular way addressing different stakeholders.

	Installer	System integrator	Operator
Installation manual. Detailed system and product descriptions and installation instructions.	X	X	-
Configuration manual. Detailed instructions for configuration, diagnosis and operation.	X	X	X



Notice!

Retain all documentation supplied with the products for future reference. Visit www.dynacord.com > PROMATRIX 9000 product section.

1.3.1 Other related documentation

- Commercial brochures
- Architects' & Engineers' specifications (included in the product datasheet)
- Release notes
- Datasheets
- Application notes
- Other PROMATRIX 9000 hardware and software related documentation.

Visit www.dynacord.com > PROMATRIX 9000 product section > System controller > Downloads > Literature.

1.4 Training

Participation in the Dynacord PROMATRIX 9000 product and system training is highly recommended before installing and configuring a PROMATRIX 9000 system. The Dynacord Security Academy offers classroom training sessions as well as online tutorials on www.dynacord.com > Support > Training.

1.5 Copyright notice

Unless otherwise indicated, this publication is the copyright of Dynacord. All rights are reserved.

1.6 Trademarks

Throughout this document trademark names may have been used. Rather than put a trademark symbol in every occurrence of a trademark name, Dynacord states that the names are used only in an editorial fashion and to the benefit of the trademark owner with no intention of infringement of the trademark.

1.7 Notice of liability

While every effort has been taken to ensure the accuracy of this document, neither Dynacord nor any of its official representatives shall have any liability to any person or entity with respect to any liability, loss or damage caused or alleged to be caused directly or indirectly by the information contained in this document.

Dynacord reserves the right to make changes to features and specifications at any time without prior notification in the interest of ongoing product development and improvement.

1.8 Software and tool release history

Use latest software

Before operating the device for the first time, make sure that you install the latest applicable release of your software version. For consistent functionality, compatibility, performance, and security, regularly update the software throughout the operational life of the device. Follow the instructions in the product documentation regarding software updates.

PROMATRIX 9000 Software Package x.xx.zip

Release date	Version	Reason
2020-12	1.20	Official release.
2021-06	1.40	Official release.
2021-10	1.41	Official release.
2021-12	1.42	Official release.
2022-05	1.50	Official release.
2022-08	1.60	Internal release.
2022-11	1.61	Official release.
2022-12	1.70	Official release.
2023-04	1.80	Internal release.
2023-04	1.81	Official release.
2023-07	1.90	Internal release.
2023-08	1.91	Official release.
2024-05	2.00	Official release.
2024-07	2.10	Official release.

Firmware upload tool Vx.xx

Visit <https://products.dynacord.com/emea/de/software> for the latest Firmware upload tool Vx.xx (where x.xx is the version release number and will be changed at updates).

1.9 System introduction

For a detailed product and system description/specification, refer to the PROMATRIX 9000 product datasheets and installation manual. See *Related documentation*, page 8

Introduction to PROMATRIX 9000

With PROMATRIX 9000, Dynacord has set a new standard in Public Address and Voice Alarm systems. With all system elements being IP-connected and using state-of-the-art technologies, this system combines cost efficiency and audio quality with ease of installation, integration and use. IP-connectivity and amplifier power partitioning enable new levels of scalability and adaptability, and combined with local backup power facilities this makes PROMATRIX 9000 equally suited to both centralized and decentralized topologies. PROMATRIX 9000 uses only a few different but very flexible system devices, each with unique capabilities, to create sound systems of all sizes for an extremely wide range of applications. PROMATRIX 9000 fits to an office with background music in the reception area and some occasional calls, as well as to an international airport with many simultaneous (automated) announcements for flight information, and carefully selected music programs in lounges, restaurants and bars. In all cases, it can be installed to operate also as a certified voice alarm system for mass notification and evacuation. System functions are defined and configured in software and system capabilities can be enhanced via software upgrades. PROMATRIX 9000: one system, endless options.

Introduction to OMNEO

PROMATRIX 9000 uses OMNEO network technology. OMNEO is an architectural approach to connecting devices that need to exchange information such as audio content or device control. Built upon multiple technologies, including IP and open public standards, OMNEO supports the technologies of today such as Audinate's Dante while adopting the standards of tomorrow, such as AES67 and AES70. OMNEO offers a professional-grade media networking solution that provides interoperability, unique features for easier installation, better performance and greater scalability than any other IP offering on the market. Using standard Ethernet networking, media products that integrate OMNEO can be assembled into small, medium and large networks that exchange studio-quality synchronized multichannel audio and share common control systems. OMNEO's media transport technology is based on Audinate's Dante, a high performance standards-based, routable IP-media transport system. OMNEO's system control technology is AES70, also known as Open Control Architecture (OCA), an open public standard for control and monitoring of professional media network environments. OMNEO devices are fully compatible with AES67 and AES70, without losing any functionality.

1.10 Security precautions

PROMATRIX 9000 is an IP-connected, networked Public Address and Voice Alarm system. In order to ensure that the intended functions of the system are not compromised, special attention and measures are required during installation and operation to avoid tampering of the system. Many of such measures are provided in the PROMATRIX 9000 configuration manual and installation manual, related to the products and the activities described. This section provides an overview of precautions to be taken, related to network security and access to the system.

- Follow the installation instructions with respect to the location of equipment and the permitted access levels. Refer to the chapter *Location of racks and enclosures* in the PROMATRIX 9000 Installation manual for more information. Make sure that call stations that address very large areas and operator panels that are configured for alarm functions only have restricted access using a special procedure, such as being mounted in an enclosure with lockable door or by configuration of user authentication on the device.

- It is highly recommended to operate PROMATRIX 9000 on its own dedicated network, not mixed with other equipment for other purposes. Other equipment may be accessible by unauthorized people, causing a security risk. This is especially true if the network is connected to the Internet.
- It is highly recommended that unused ports of network switches are locked or disabled to avoid the possibility that equipment is connected that may compromise the system. This is also the case for PROMATRIX 9000 call stations that are connected via a single network cable. Make sure that the connector cover of the device is in place and properly fixed, to avoid that the second network socket is accessible. Other PROMATRIX 9000 equipment should be installed in an area that is only accessible by authorized people to avoid tampering.
- Use an Intrusion Protection System (IPS) with port security where possible to monitor the network for malicious activity or policy violations.
- PROMATRIX 9000 uses secure OMNEO for its network connections. All control and audio data exchange use encryption and authentication, but the system controller allows the configuration of unsecure Dante or AES67 audio connections as an extension of the system, both as inputs and as outputs. These Dante/AES67 connections are not authenticated and not encrypted. They form a security risk, as no precautions are taken against malicious or accidental attacks through their network interfaces. For highest security, these Dante/AES67 devices should not be used as part of the PROMATRIX 9000 system. If such inputs or outputs are needed, use unicast connections.
- For security reasons, by default the PRA-ES8P2S Ethernet switch is not accessible from the Internet. When the default (special link-local) IP-address is changed to an address outside the link-local range (169.254.x.x/16), then also the default (published) password must be changed. But even for applications on a closed local network, for highest security the password may still be changed. Refer to the *Ethernet switch* chapter in the PROMATRIX 9000 Installation manual for more information.
- To enable SNMP, for example to use the Dynacord Network analysis tool OMN-DOCENT, use SNMPv3. SNMPv3 provides much better security with authentication and privacy. Select the authentication level SHA and encryption via AES. Refer to the *Ethernet switch* chapter in the PROMATRIX 9000 Installation manual for more information.
- From PROMATRIX 9000 software version 1.50 onwards, the PRA-ES8P2S switches and the CISCO IE-5000 series switches report their power fault and network connection status directly to the PROMATRIX 9000 system controller through SNMP. The switches can be daisy-chained without an OMNEO device between them for connection supervision. The PRA-ES8P2S is preconfigured for this purpose from custom firmware version 1.01.05 onwards.
- The system controller webserver uses secure HTTPS with SSL. The web server in the system controller uses a self-signed security certificate. When you access the server via https, you will see a Secure Connection Failed error or warning dialog indicating that the certificate was signed by an unknown authority. This is expected and to avoid this message in the future you have to create an exception in the browser.
- Make sure that new user accounts for system configuration access use sufficiently long and complex passwords. The user name must have between 5 and 64 characters. The password must have between 4 and 64 characters.
- The PROMATRIX 9000 system controller provides an Open Interface for external control. Access through this interface requires the same user accounts as for the system configuration access. In addition, the system controller generates a certificate

- to setup the TLS secure connection between the system controller and the Open Interface client. Download the certificate and open/install/save the crt-file. Activate the certificate on the client PC. Refer to *System security, page 154*.
- System access to the devices of this system is secured via the OMNEO security user name and passphrase of the system. The system uses a self-generated user name and long passphrase. This can be changed in the configuration. The user name must have between 5 and 32 characters and the passphrase must have 8 to 64 characters. To update the firmware of the devices, the firmware upload tool requires this security user name and passphrase to get access.
 - In case a PC for event logs is used (PROMATRIX 9000 logging server and viewer), make sure that the PC is not accessible by unauthorized persons.
 - Use secure VoIP protocols (SIPS) whenever possible, including verification through VoIP server certificate. Only use non-secure protocols when the SIP server (PBX) does not support secure VoIP. Only use VoIP audio in the protected sections of the network, because the VoIP audio is not encrypted.
 - Anyone with the ability to dial one of the extensions of the system controller can make an announcement in the PRAESENSA system. Do not allow external numbers to dial the system controller extensions.

Find all documentation and software related at www.dynacord.com in the **Downloads** section of the PROMATRIX 9000 products.

Whenever you think you have identified a vulnerability or any other security issue related to a Bosch product or service, contact the Bosch Product Security Incident Response Team (PSIRT): <https://psirt.bosch.com>.

1.11 Use of latest software

Before operating the device for the first time, make sure that you install the latest applicable release of your software version. For consistent functionality, compatibility, performance, and security, regularly update the software throughout the operational life of the device. Follow the instructions in the product documentation regarding software updates.










The following links provide more information:


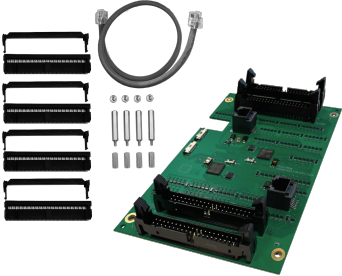

- General information: <https://dynacord.com/support/product-security/>
- Security advisories, that is a list of identified vulnerabilities and proposed solutions: <https://www.boschsecurity.com/xc/en/support/product-security/security-advisories.html>




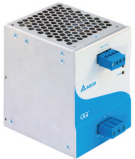
Dynacord assumes no liability whatsoever for any damage caused by operating its products with outdated software components.

2 Product overview

For a detailed product and system description/specification, refer to the PROMATRIX 9000 product datasheets and installation manual. See *Related documentation, page 8*
 The PROMATRIX 9000 product family consists of the following products.

Order number	Product view	Product name
PM9-SCL PM9-SCS		System controller, large System controller, small
PRA-LSPRA		<i>License for subsystem PRAESENSA (LSPRA), page 15</i>
PRA-LSCRF		<i>License call recording and forwarding (LSCRF), page 16</i>
PM9-AD604		Amplifier, 600W 4-channel
PM9-AD608		Amplifier, 600W 8-channel
PM9-EOL		End-of-line device
PM9-MPS3		Multifunction power supply, large
PRA-ANS		Ambient noise sensor
PRA-IM16C8		Control interface module

Order number	Product view	Product name
PM9-CSLD		Desktop LCD call station
PM9-CSLW		Wallmount LCD call station
PM9-CSE		Call station extension
PRA-CSBK		Call station kit, basic
PRA-CSEK		Call station extension kit
WPN1-EU WPN1-US		Wall panel controller networked, EU Wall panel controller networked, US
PRA-ES8P2S		Ethernet switch, 8xPoE, 2xSFP

Order number	Product view	Product name
PRA-SFPSX PRA-SFPLX		Fiber transceiver, single mode Fiber transceiver, multimode
PRA-APAS		Advanced public address server
PRA-APAL		<i>Advanced public address license (APAL), page 17</i>
PRA-PSM24 PRA-PSM48		Power supply module 24V Power supply module 48V

Refer to the PROMATRIX 9000 Installation manual for details on the hardware products.

2.1 License for subsystem PRAESENSA (LSPRA)

The PRA-LSPRA software license creates a PROMATRIX 9000 multi-system architecture with higher scalability in comparison to a single system. A system with master and subsystem controllers improves the overall performance by extending the number of devices and zones. A master system controller is a standard PROMATRIX 9000 system controller with an active PRA-LSPRA license per subsystem. The same amount of licenses is required for an optional redundant master controller. Subsystem controllers do not require licenses. With a master controller and a maximum of 20 subsystems, PROMATRIX 9000 can support 3000 devices and 10,000 zones.

Configure the PRA-LSPRA license with the *Optional: PRAESENSA License Management, page 36*.

2.1.1 Functions

- Allows a master controller to manage multiple subsystem controllers.
- Makes it possible to configure an EN 54-16 certified Firemen's microphone to perform system wide:
 - Live announcements with evacuation priority
 - Start / stop emergency messages
 - Zone status indication
 - Fault reporting
 - Emergency status acknowledgement / reset.
- Allows acknowledgement / reset of system wide faults.
- Enables system wide business calls and start / stop business messages.

- The BGM sources are available across the system, while the volume is controlled in each system individually.

2.1.2

Specifications

Maximum of subsystems per master controller	20
Maximum of subsystems per redundant master controller	20

The easy and flexible interaction concept of several networked systems is based on corresponding names for remote zone groups. Therefore, it is possible to perform multiple calls from a master controller to several subsystems at the same time. One zone group can have a combination of several zones that belong to different subsystems. For these use cases, the audio between the systems is always synchronized.



Notice!

Contact Bosch if you want to design a system with multiple controllers.

2.2

License call recording and forwarding (LSCRF)

One PRA-LSCRF software license can be installed per system controller to allow for the stacking and time-shifting of calls within the PROMATRIX 9000 system.

Call stacking records the live speech within time-shifted calls, stacked calls, and time-shifted stacked calls. The live speech recorded can then be replayed. The playback of a call can start while the message is still being recorded. You can store up to 30 minutes of live speech.

Time-shifting calls prevents audio feedback when the call station and the loudspeakers are located in the same zone.

Time-shifting also makes it possible to avoid wrong or misspoken announcements. After the announcement, a user has two seconds to cancel the broadcast of the call before it is played. You can configure an extension key in a call station to cancel the last started broadcast (Cancel Last) or cancel all broadcast replays (Cancel All) of time-shifted calls, stacked calls and time-shifted stacked calls.

Configure the PRA-LSPRA license with the *Optional: PRAESENSA License Management, page 36*.

2.2.1

Functions

- Record the live speech of time-shifted calls, stacked calls and time-shifted stacked calls.
- Wait until all zones are free to deliver the call, or play the call as soon as each zone becomes available.
- Record a maximum of 30 minutes of live speech.
- Avoid the possibility of getting audio feedback when time-shifting calls.
- Within two seconds after stopping the call, cancel the broadcast of a wrong or misspoken announcement of a time-shifted call or time-shifted stacked call before it is played.
- Cancel a call during the broadcast.

2.2.2

Specifications

Supporting devices	PM9-SCL / PM9-SCS
Number of licenses needed per duty controller	1
Number of licenses needed per standby controller	1
Number of recorders available per controller	8
Number of players available per controller	8
Maximum duration of a recorded call	1200 seconds (20 minutes)
Maximum duration of recording	30 minutes
Time to cancel a time-shifted call to avoid broadcast replay	2 seconds after the original call ends
Time to cancel a broadcast replay	Anytime during broadcast

2.3

Advanced public address license (APAL)

The PRA-APAL is a license code for an operator device to access the advanced public address server PRA-APAS for PROMATRIX 9000. It adds advanced business related public address functions to the function set provided by the system controller. A PC or wireless tablet, connected to the local IP-network, functions as operator device with an intuitive graphical user interface, controlled by mouse or touch screen. A headset, connected via USB or Bluetooth to the operator device, may be used for voice announcements and audio monitoring. The integrated web server of the PRA-APAS keeps the operator device platform independent. Each operator device uses its own web browser as operator interface.

Refer to the PRA-APAS Configuration manual for details on the configuration of the license.

2.3.1

Functions

Advanced public address license

- License for an operator device to connect to the PRA-APAS advanced public address server.
- Multiple operator devices may access the advanced public address server simultaneously, each using its own PRA-APAL license.
- Each license of an operator device may have multiple, different, operator profiles on that device, with tailored functionalities for each user group.

Operator functions

- Easy zone selection with picture representation of zones.
- Control of background music sources and volume levels in selected zones. Music can be streamed from internal memory, but also from Internet music portals and Internet radio.
- Live call recording of announcements with pre-monitoring and playback to selected zones.
- Live and scheduled playback of stored messages.
- Playback of text based announcements with automatic (multi-lingual) on-line text-to-speech conversion.

Public address server

- Industrial PC with pre-installed and licensed software, acting as server to one or more operator control devices, and as interface between these devices and one PROMATRIX 9000 system.
- For security reasons the server has two ports to connect to two different local area networks. One port is connected to the secure PROMATRIX 9000 network, the other port to the corporate network with access to operator devices and (Firewall protected) access to the Internet.
- License management of operator devices. Each operator device needs a PRA-APAL license for access to the advanced public address server.
- Integrated web server to keep operator devices platform independent. Each operator device uses its own web browser as operator interface.
- Storage of messages and music in internal memory, multiple audio formats supported.

Connection to PROMATRIX 9000

- The server connects to the PROMATRIX 9000 system controller, using the PROMATRIX 9000 Open Interface for control of business related functions. Higher priority, emergency related functions are always handled by the system controller and will overrule PRA-APAS activities.
- The server can stream up to 10 high quality audio channels to the system controller, using the AES67 protocol. The system controller converts the static AES67 audio streams into dynamic OMNEO streams.

2.3.2**Specifications****Operation**

Control device	
License format	Code sent via e-mail
License requirement	One per active operator device
Maximum number of operator devices	Virtually unlimited
Supported connections	IP (wired or Wi-Fi)
Supported browsers	Chrome, Firefox, Microsoft Edge
Graphic user interface	Optimized for use with a 10" touch screen
Supported headsets	Determined by operator device

System integration

Browsers	
Firefox	From version 78 onwards
Microsoft Edge	From version 88 onwards
Google Chrome	From version 91 onwards

2.4**GUI Languages**

The PROMATRIX 9000 system has the following GUI languages:

Languages	Configuration software	Call station GUI	Network configurator	Logging application

Chinese, simplified	•	•	•	•
Chinese, traditional	•	•	•	•
Czech	•	•	•	•
Danish	•	•	•	•
Dutch	•	•	•	•
English	•	•	•	•
Finnish		•	•	•
French	•	•	•	•
German	•	•	•	•
Greek		•	•	•
Hungarian		•	•	•
Italian	•	•	•	•
Korean	•	•	•	•
Norwegian		•	•	•
Polish	•	•	•	•
Portuguese BR	•	•	•	•
Russian	•	•	•	•
Slovak	•	•	•	•
Spanish	•	•	•	•
Swedish		•	•	•
Turkish	•	•	•	•

2.5 Compatibility and certification overview

PROMATRIX 9000 hardware products

Product	SW version	EN 54	ISO 7240	UL 2572	DNV-GL
PRA-PSM24			–		
PRA-PSM48			–		✓
PRA-ES8P2S PRA-SFPLX PRA-SFPSX	–			✓	
PM9-SCL PM9-AD608 PM9-EOL	1.00			✓	

PM9-MPS3 PM9-CSLD PM9-CSLW PM9-CSE				
PRA-EOL-US PRA-FRP3-US	1.00	–	✓	–
PM9-AD604	1.10		✓	
PRA-ANS	1.40	✓		–
PRA-CSBK PRA-CSEK	1.41		–	
OMN-ARNIE OMN-ARNIS IE-5000-12S12P-10G	1.50	✓		–
PRA-IM16C8 PM9-SCS	1.91	✓		–
PRA-WCP-EU PRA-WCP-US	2.00		–	

PROMATRIX 9000 software licenses

License	SW version	EN 54	DNV-GL
PRA-LSPRA	1.50	✓	–
PRA-LSCRF	2.10	✓	–

3 Getting started

Configuration of PROMATRIX 9000 will be done by the graphical user interface (GUI) which is provided by the webserver of the system controller and can be accessed via a web browser.

- You should have a working knowledge of your computer operating system and (PROMATRIX 9000) Ethernet network.

Before starting configuration and operating of the PROMATRIX 9000 system, it is advised to do the following:

1. *Check the hardware, page 21*
2. *Install the system software, page 21*
3. *Check network and web browser settings, page 40*
4. *Configuration do's and don'ts, page 43*
5. *Logon the application, page 45*

3.1 Check the hardware

Make sure that:

1. You have the **hostnames and MAC-addresses** of the 19" devices (see the product label) before mounting them in a 19"-rack. For configuration, you need to know the hostnames:
 - After mounting, access to the product labels with this information might be difficult, especially for devices that have their labels on the side.
2. The **products** are mechanical correctly installed and connections are done as specified in the PROMATRIX 9000 installation manual.
3. An **Ethernet connection** between the PROMATRIX 9000 system and the building Ethernet network is **disconnected**. It is not recommended to connect the PROMATRIX 9000 system (controller) permanently to an Ethernet network that is also used for other purposes, like a computer network:
 - This to avoid that **non** PROMATRIX 9000 system related network devices become visible in the PROMATRIX 9000 configuration web browser pages. And an excess of data on the network (e.g. a so-called data storm of multicast messages) might overload the system.
 - Notice that setup of the building Ethernet network is not part of this manual. If needed, contact your local IT representative in case of connecting PROMATRIX 9000 to the building Ethernet network.
4. An **Ethernet network connection** cable (shielded CAT5e or better) between the configuration computer / (Wi-Fi) router and the PROMATRIX 9000 system (controller) is **established**:
 - Although any port can be used, it is advised to use port 5 for the connection to a PC for configuration, especially if this connection is permanent. This port can also be connected to a Wi-Fi router to enable configuration and system setup from a mobile device, using its browser. In this way, zone volume and equalizer settings can be configured conveniently in the zone itself by immediate audible monitoring. This requires Wi-Fi coverage in the zones.

3.2 Install the system software

The PROMATRIX 9000 system software installation procedure consists of the following steps:

1. Check if the computer fulfills the minimum requirements to install and run the PROMATRIX 9000 (related) software. See *PC requirements, page 22*.

2. Installation of the (mandatory) software package on the configuration computer. See *Mandatory software*, page 23.
3. Installation of the firmware on the system controller and other PROMATRIX 9000 network devices. See *Check/Upload the devices firmware*, page 26.
4. *Check network and web browser settings*, page 40.
5. *Optional: Logging Server*, page 28
6. *Optional: Logging Viewer*, page 29
7. *Optional: OMNEO Control*, page 30
8. *Optional: OMNEO Network Docent*, page 32
9. *Optional: Dante Controller*, page 33
10. *Optional: Open Interface*, page 35
11. *Optional: PRAESENSA License Management*, page 36
12. *Optional: PRAESENSA Network Configurator*, page 38
13. *Logon the application*, page 45

Refer to

- *Optional: PRAESENSA License Management*, page 36
- *Optional: PRAESENSA Network Configurator*, page 38
- *Mandatory software*, page 23
- *Check/Upload the devices firmware*, page 26
- *Optional: Logging Viewer*, page 29
- *PC requirements*, page 22
- *Optional: Logging Server*, page 28
- *Logon the application*, page 45
- *Optional: Dante Controller*, page 33
- *Optional: Open Interface*, page 35
- *Optional: OMNEO Network Docent*, page 32
- *Optional: OMNEO Control*, page 30
- *Check network and web browser settings*, page 40

3.2.1

PC requirements

The PROMATRIX 9000 software and applications can run on any PC that meets the following minimum requirements:

Item	Minimum requirement
Operating system	Microsoft® Windows 10 Professional; 32-bit or 64-bit. <ul style="list-style-type: none"> – Keep the PC updated with the latest Windows updates. This makes sure that the PC contains the most recent version and service packs of the Microsoft® Jet 4.0 database, which is used by the <i>Logging Server</i>. See also http://support.microsoft.com/common/international.aspx
Processor	X86 or X64. Dual core 2.4 GHz
Network connection	Ethernet 100 base-T
Maximum Transmission Unit (MTU)	Set to 1500 bytes
Internal memory (RAM)	4 GB

Item	Minimum requirement
Free disk space	Depends on the amount of events that must be stored, but it is recommended to have at least 10 GB of free disk space.
Screen resolution	1366 × 768 pixels. 16-bit or 32-bit color depth

3.2.2

Mandatory software

The following software is essential to configure and operate PROMATRIX 9000 and **must be installed** on the computer which will be used to configure and operate the PROMATRIX 9000 system. It is made online available as follows:

In the www.dynacord.com page, in the PROMATRIX 9000 product section, under a device, for example the system controller, find the .zip file named:

PROMATRIX 9000 Installation Package x.xx.zip, where x.xx is the release version that changes with the updates.

The installers' directory of the .zip includes the following files:

- redist
- Dynacord PROMATRIX 9000 Firmware.exe
- *: Dynacord PROMATRIX 9000 Logging Server.exe
- *: Dynacord PROMATRIX 9000 Logging Viewer.exe
- *: Dynacord-OpenInterface-Net-installer.exe

From <https://products.dynacord.com/emea/de/software>, download the Firmware upload tool Vx.xx, where x.xx is the release version that changes with the updates. It includes:

- The SetupOMNEOFirmwareUploadToolBundle(64).exe (two versions 32-bit and 64-bit):

Use the Firmware Upload Tool (FWUT) to upload the device firmware and Domain Name System Service Discovery (DNS-SD). Install the FWUT on the PC used to configure the PROMATRIX 9000 system. Automatically, the Dynacord DNS-SD Service is also installed.

This service allows to access the PROMATRIX 9000 devices through their hostname instead of their IP-address.



Notice!

The files above with the * character are part of the .zip file, but their installation is optional.

Optional software

- *Tones, page 197*
 - PROMATRIX 9000 pre-defined tones (.wav). Go to www.dynacord.com > PROMATRIX 9000 product section > system controller > Downloads.
- *: *Optional: Open Interface, page 35:*
 - For 3th party applications the Open Interface needs to be installed on your PROMATRIX 9000 configuration computer.
- **: *Optional: OMNEO Control, page 30:*
 - The OMNEO Control software enables users to configure audio devices, and to route audio all over the network.
- **: *Optional: OMNEO Network Docent, page 32:*
 - The software scans and visualizes the network environment, giving insight into all devices and cable-connections. Docent is able to identify and provide guidance on solving common and simple network errors.
- **: *Optional: Dante Controller, page 33:*
 - Dante Controller is a software application provided by Audinate, which allows users to configure and route audio around Dante networks.



Notice!

The files above with the * character are part of the PROMATRIX 9000 Installation Package x.xx.zip, but their installation is optional.

The optional software files indicated above with the ** characters are NOT part of the PROMATRIX 9000 Installation Package x.xx.zip file. These software files can be downloaded as indicated within their installation chapters.

Install the software

All PROMATRIX 9000 software is only made available online. Here you could find also updates and new releases. Please read the online PROMATRIX 9000 release notes before you download, or update, software. Release notes contain last minute changes and remarks. See *Related documentation, page 8*, if required.

If the software will be installed for the first time, proceed as follows:

1. If not already done, **turn-on the power** of the PROMATRIX 9000 system:
 - All network devices boot and the 19"-devices show the (yellow *device fault*) LED on.
 - A call stations shows *connecting* on the display.
 - See also *Device options, page 54*
2. **Ensure** you are logged on to your computer as an administrator.
 - **You need** (Windows) administrator rights to install/save.
 - **Check** if you use a Windows 32-bit or 64-bit operating system. Notice that some (optional) software could be possible only made available for a 64-bit operating system.
3. **Go to** www.dynacord.com > *Product Catalog* > Choose your region and country:
 - **Type** PROMATRIX 9000 in the *search* text box >
 - **Select and click** the PROMATRIX 9000 product page of the System controller >
 - **Select and click** *Downloads > Software* on the product page >
 - **Select** PROMATRIX 9000 Installation Package x.xx.zip and and other (optional) files, if required.
 - **Save** PROMATRIX 9000 Installation Package x.xx.zip files to a safe location on your computer's hard drive.
4. **Go to** <https://products.dynacord.com/emea/de/software> and **download** the Firmware upload tool Vx.xx (where x.xx is the version release number and will be changed at updates) to a safe location on your computer's hard drive. It includes:
 - SetupOMNEOFirmwareUploadToolBundle(64).exe (two versions 32-bit and 64-bit).
5. **Browse to, and unzip**, the PROMATRIX 9000 Installation Package x.xx.zip file on your computer's hard drive.
6. **Browse to** the other (optional) files on your computer's hard drive, if required.
7. **Browse to, and run, all .exe** (without * character in front) of the unzipped PROMATRIX 9000 Installation Package x.xx.zip file including SetupOMNEOFirmwareUploadToolBundle(64).exe (32 or 64-bit *.exe version) and run other (optional) files, if required:
 - Follow the onscreen instructions.
 - If the installation does not start automatically, check/run also the .exe files of the **redist** directory of the Installation Package x.xx.
8. In the following order, see also:
 - *Check/Upload the devices firmware, page 26*
 - *Optional: Logging Server, page 28*
 - *Optional: Logging Viewer, page 29*
 - *Logon the application, page 45*

Update the software

Important is to check the PROMATRIX 9000 Installation Package x.xx.zip and Firmware upload tool Vx.xx for new releases on a regular base. To do so:

1. **Go to** www.dynacord.com > *Product Catalog* > Choose your region and country:
 - **Type** PROMATRIX 9000 in the *search* text box >
 - **Select and click** the PROMATRIX 9000 product page of the System controller >
 - **Select and click** *Downloads > Literature* on the product page >
 - **Select** the latest available *Release notes*. **Follow** the *release note* guideline on how to proceed.
2. **Select and click** the PROMATRIX 9000 product page of the System controller >
 - **Select and click** *Download > Software* on the product page > **Check** the release version (x.xx) and date of:
PROMATRIX 9000 Installation Package x.xx.zip and other (optional) files, if required.
3. **Go to** <https://products.dynacord.com/emea/de/software> and check the Firmware upload tool Vx.xx (where x.xx is the version release number). It includes:
 - SetupOMNEOFirmwareUploadToolBundle(64).exe (two versions 32-bit and 64-bit).
4. **If** the online PROMATRIX 9000 Installation Package x.xx.zip and/or the Firmware upload tool Vx.xx release version is of a **higher/newer version** than the one installed on your computer; **install** (overwrite) the newly released version(s).
 - To install, see the previous topic: *Install the software*



Notice!

Do not use a configuration created with a newer software version on an older software version. Always store and keep a backup of the current configuration version before upgrades.

3.2.3

Check/Upload the devices firmware

All PROMATRIX 9000 network devices are delivered with basic firmware. Upgrade them to the latest available version with the FWUT.

Find the firmware in the .zip file as described in *Mandatory software, page 23*.

Follow the procedure to install updates of the network device firmware. See the online PROMATRIX 9000 release notes for details on the latest release. Refer to *Related documentation, page 8*.



Notice!

Connect the configuration PC to a port of any other device on the same network, such as the (Advantech) PRA-ES8P2S Ethernet switch or any other Ethernet switch.

You have two firmware upload possibilities:

1. **First time firmware upload** with the default settings:
 - Only valid for the initial firmware upload.
 - No configuration web pages present yet.
2. **Secure firmware upload** with the settings configured in the PROMATRIX 9000 software:
 - Only possible after the initial firmware upload and the 1st time configuration logon.
 - The configuration web pages are available.

1. First time firmware upload

The first time you use PROMATRIX 9000, upload the devices firmware. Otherwise, you will not have access to the configuration web pages.

To do the first time upload:

1. Download the latest available software version release.
 - See *Mandatory software*, page 23.
2. On the PC you are using to configure the PROMATRIX 9000 system, browse to, and run, the **SetupOMNEOFirmware UploadToolBundle**.
 - Select either the 32-bit or 64-bit version.
 - Follow the onscreen instructions.
3. Click the **Yes** button or the **NO** button if you do not want to proceed.
 - If you click **Yes**, the screen where all connected network device types are visible opens. You can see the selection tabs on the top of the screen.
 - The Firmware Upload Tool (FWUT) addresses the devices through their device hostname. See *Logon the application*, page 45.
4. In a tab, select one or more device rows and click the **Upload** button.
 - To select all the rows on the screen, click Windows and ctrl A on the keyboard.
 - The screen **Select Firmware for upload** appears.
 - The commercial type numbers of the selected device type appear.
5. Select the latest firmware version to upload.
6. Click the **Start** button or the **Cancel** button if you do not want to proceed.
 - If you click **Start**, the firmware upload process continues.
 - The **State** column shows **active** or **finish**.
 - The **Progress** column show the upload progress in a green color bar.
 - The error LED on the 19" device front panel is on as long the upload process of the device runs.
 - The call station display shows the upload process as long the upload process of the device runs.
7. Repeat the previous steps for all connected network devices:
 - The firmware upload is successfully if no fault messages are generated.
8. Continue with *Logon the application*, page 45.

2. Secure firmware upload

A secure firmware upload means that the data communication and connection between the firmware upload tool and the PROMATRIX 9000 system controller configuration is secured against visibility and using of the firmware by unauthorized people and devices:

To do the secure firmware upload:

1. Download the latest available software version release.
 - See *Mandatory software*, page 23.
2. On the PC you are using to configure the PROMATRIX 9000 system, browse to, and run, the **SetupOMNEOFirmware UploadToolBundle**.
 - Select either the 32-bit or 64-bit version.
 - Follow the onscreen instructions.
3. Click the **Yes** button or the **NO** button if you do not want to proceed.
 - If you click **Yes**, the screen where all connected network device types are visible opens. You can see the selection tabs on the top of the screen.

- The Firmware Upload Tool (FWUT) addresses the devices through their device hostname. See *Logon the application*, page 45.
- 4. Select and click **File > Options**
 - The screen **Firmware Upload Tool Options** appears
- 5. Enable the checkbox **Use secure connection**.
- 6. Select a **User name** from the dropdown list or enter a new user name
 - To enter a new user name, click **Manage security user > Add**.
 - The screen **Security user** appears.
- 7. Enter the OMNEO **User name**, **Passphrase** and **Confirm Passphrase** in the appropriate fields.
- 8. Click **OK**.
 - **IMPORTANT:** Retrieve your OMNEO **Security username** and **Passphrase** from the PROMATRIX 9000 configuration. See *Logon the application*, page 45 and *System security*, page 154.
 - **IMPORTANT:** The **Security username** and **Passphrase** are automatically generated during the configuration logon process. They are only available after the initial firmware upload.
 - Now the firmware upload process uses a secure data connection with the PROMATRIX 9000 configuration.
- 9. In a tab, select one or more device rows and click the **Upload** button.
 - To select all the rows on the screen, click Windows and ctrl A on the keyboard.
 - The screen **Select Firmware for upload** appears.
 - The commercial type numbers of the selected device type appear.
- 10. Select the latest firmware version to upload.
- 11. Click the **Start** button or the **Cancel** button if you do not want to proceed.
 - If you click **Start**, the firmware upload process continues.
 - The **State** column shows **active** or **finish**.
 - The **Progress** column show the upload progress in a green color bar.
 - The error LED on the 19" device front panel is on as long the upload process of the device runs.
 - The call station display shows the upload process as long the upload process of the device runs.
- 12. Repeat the previous steps for all connected network devices:
 - The firmware upload is successfully if no fault messages are generated.
- 13. Continue with *Logon the application*, page 45.

3.2.4

Optional: Logging Server

The PROMATRIX 9000 *Logging server* application software is part of the PROMATRIX 9000 (mandatory) software package (*.zip). If you want to view the events logged, it needs to be installed on your computer. It is not required to install the *Logging server* on the same computer which will be used for configuration of PROMATRIX 9000. See also *PC requirements*, page 22, if required.

With the PROMATRIX 9000 *Logging server*, the events generated by a system can be logged. Typically, the *Logging server* runs on a computer that is connected to all systems of which the events are logged. The *Logging server* stores the events in a database.

To install, proceed as follows:

1. **Browse to, and click**, the file named Dynacord PROMATRIX 9000 Logging Server.exe to start the setup program of the *Logging server*:

- **IMPORTANT:** Only install and use the PROMATRIX 9000 *Logging server* when connected to PROMATRIX 9000 systems. E.g. the PRAESIDEO *Logging server* does not work with PROMATRIX 9000.
 - Follow the on screen instructions.
2. The interface for the *Logging server* is available in different languages. During installation a number of language file folders have been installed in:
 - `|Program Files (x86)|Dynacord|PROMATRIX 9000 Logging Server`. **Check** this folder to see if your language is available:
 - The language file folders have names according to the international 2-letter language code (ISO 639), for example; 'en' for English, 'ru' for Russian.
 - If a language folder exists for the language of the installed Windows operating system, then that is the language of the *Logging server*. If a different language is needed and a language folder exists for that language, proceed as follows:
 3. **Add** a language parameter to the logging server program. The parameter is the 2-letter language abbreviation, e.g. " fi", i.e. a space followed by the language code.
 - For the *Logging server*, go to the startup folder to add the parameter: `ProgramData > Microsoft > Windows > Start Menu > Programs > Startup > PROMATRIX 9000 Logging Server`.
 4. **Right click** on the *Logging server*, select properties and select the tab shortcut.
 5. **Add** the " fi" parameter to the target description that ends with ".exe", so after the double quote.
 6. If the *Logging server* has not been installed for automatic startup and is not in the startup folder, then **create** a shortcut for the program file, **right click** on the shortcut (can be on the desktop too), click properties and select the tab shortcut.
 7. **Add** the " fi" parameter to the target description that ends with ".exe", so after the double quote. Use the shortcut to start up the program. Of course, replace " fi" with the language abbreviation of your choice.
 8. A **notification** is displayed when the installation is finished.
 9. **Continue** with: *Optional: Logging Viewer, page 29*:
 - **IMPORTANT:** Go to *Optional: Using the Logging Server, page 160* after the installation process of both the *Logging server* and *Logging viewer*.

3.2.5 Optional: Logging Viewer

The *Logging Viewer* application software is part of the PROMATRIX 9000 (mandatory) software (*.zip). If you want to *view* the events logged, it needs to be installed on your computer. It is not required to install the *Logging viewer* on the same computer which will be used for configuration of PROMATRIX 9000.

With the *Logging Viewer*, the events logged by the *Logging Server* in a database, can be viewed. Typically, the *Logging Viewer* runs on a computer that is connected to the computer on which the *Logging Server* runs. The database is located at the same computer as the *Logging Server*.

To install, proceed as follows:

1. **Browse to, and click**, the file Dynacord PROMATRIX 9000 Logging Viewer.exe to start the setup program of the *Logging viewer*.
 - **IMPORTANT:** Only install and use the PROMATRIX 9000 *Logging viewer* when connected to PROMATRIX 9000 systems. E.g. the PRAESIDEO *Logging viewer* does not work with PROMATRIX 9000.
 - Follow the onscreen instructions:

2. The *Logging Viewer* is able to show its user interface and the logging events in different languages. During installation of the *Logging Viewer* a number of language file folders have been installed in:
 - `|Program Files (x86)|Dynacord|PROMATRIX 9000 Logging Viewer`
 - The language file folders have names according to the international 2-letter language code (ISO 639), e.g. 'en' for English, 'ru' for Russian. Check this folder to see if your language is available.
 - If a language folder exists for the language of the installed Windows operating system, then the *Logging Viewer* is in that language.
 - If a different language is needed and a language folder exists for that language, proceed as follows:
3. **Add** a language parameter to the *Logging Viewer* program. The parameter is the 2-letter language abbreviation, e.g. " fi", i.e. a space followed by the language code.
4. For the *Logging Viewer* **create** a shortcut for the program file, then **right click** on the short cut (can be on the desktop too), **click** properties and **select** the tab short cut.
5. **Add** the " fi" parameter to the target description that ended with ".exe", so after the double quote.
 - Use the short cut to start up the program. Of course, replace " fi" with the language abbreviation of your choice.
6. A notification is displayed when the installation is finished.
7. **Go to** *Optional: Using the Logging Viewer, page 165* after the installation process of both the *Logging Server* and *Logging Viewer*.
8. **Continue** with: *Logon the application, page 45*

3.2.6

Optional: OMNEO Control

The OMNEO Control software enables users to configure audio devices, and to route audio all over the network. With a single mouse click, users can create and remove audio connections between all OMNEO devices in a single- or multi-subnet network.

Dante Controller and OMNEO Control

As an alternative to Dante Controller, OMNEO Control could also be used to set up these audio connection paths. But OMNEO Control creates dynamic audio connections that are not automatically re-established by the devices themselves after a reset or power down. OMNEO Control can restore these connections instead, but only when the PC running OMNEO Control remains connected. For that reason it is preferred to use Dante Controller to set up connections to Dante or AES67 devices.

Although OMNEO Control and Dante Controller may be used simultaneously in the same network, this is not recommended as it may lead to confusion. An audio connection made in Dante Controller becomes also visible in OMNEO Control, where it shows up as a Dante connection. OMNEO Control can remove Dante connections and replace them for OMNEO connections. But to set them back to Dante connections, Dante Controller must be used. See also: *Optional: Using OMNEO Control, page 169*

Key features of OMNEO Control

- Detection and display of OMNEO and Dante devices.
- Controlling audio connections on a PC.
- Support for single- and multi subnets.
- Automatic selection of unicast and multicast.
- Store and reload scenario presets.
- Device configuration for OMNEO devices.

OMNEO Control supports OMNEO and Dante devices. OMNEO couples Audinate's Dante Audio Transport Protocol with OCA, a proven system control protocol for unprecedented reliability and dependability in digital audio. OCA was developed by the OCA Alliance and has been standardized by the AES (Audio Engineering Society) as AES70.

**Notice!**

This notice states an important difference between OMNEO Control and Dante Controller and persistence. Persistence implicates that connections are automatically restored after a power failure. Unicast and multicast connections made with OMNEO Control are persistent only if OMNEO Control is set in Lock mode. Unicast and multicast connections made with Dante Controller are persistent, even after the Dante Controller application is closed.

OMNEO Control software installation



Caution!

OMNEO control is an application for use with OMNEO channels only. It is not compatible with AES67 and Dante. OMNEO control will automatically clean up the AES67 connections every 30 seconds.

The OMNEO Control software is optional PROMATRIX 9000 software. See *Mandatory software, page 23*. It can be downloaded from the Dynacord download area: <https://products.dynacord.com/emea/de/software>. It is named as OMNEO control Vx.xx (where x.xx is the version release and will be changed at updates and new releases).

The OMNEO Control software is available for the Windows operating system.

- **Download** the software file as follows:
 - The installation process is described in a separate manual, called: OMNEO Control Software. See the Dynacord download area: <https://products.dynacord.com/emea/de/downloads>.
- 1. **Go to** <https://products.dynacord.com/emea/de/software> > OMNEO control Vx.xx and be sure to **select** and **click** the right version for your system (the 32-bit or 64-bit software version).
 - Pressing the hotkey Windows+Pause will open a window with information about your system.
 - The download is a .zip file archive. Zip file archives have a .zip file name extension.
- 2. **Save** the .zip file to a folder on your Windows computer.
- 3. Windows will **unpack** the downloaded .zip file archive when you right click on the file name and select **Extract**.
 - Follow the onscreen instructions.
- 4. **Regularly check** the OMNEO control Vx.xx software for updates and new releases.

Refer to

- *Related documentation, page 8*

3.2.7

Optional: OMNEO Network Docent

Network Docent is developed to help AV operators in their daily job. The software scans and visualizes the network environment, giving insight into all devices and cable-connections of a network-based AV system. Network Docent is able to identify and provide guidance on solving common and simple network errors that cause disruption or improper operation of the AV system. As a result, Network Docent will reduce time and effort, when installing or operating a network-based AV system.

Features

- Detection and visualization of OMNEO devices connected to the (PROMATRIX 9000) local network.
- Detection and visualization of Ethernet switches with LLDP (Link-Layer Discovery Protocol).
- SNMP (Simple Network Management Protocol) support.
- Configuration and communication error detection.
- Error and event log.
- Troubleshooting knowledge base.
- List of connected endpoints and alerts.

Installation

The Network Docent software is PROMATRIX 9000 optional software. See *Mandatory software*, page 23. It can be downloaded from the Dynacord download area: <https://products.dynacord.com/emea/de/software>. It is named as Network Docent Vx.xx (where x.xx is the version release and will be changed at updates and new releases).

- The installation process is described in a separate manual, called:
 - Network Docent. It can be downloaded from the Dynacord download area: <https://products.dynacord.com/emea/de/downloads>.
- 1. **Go to** <https://products.dynacord.com/emea/de/software> > Network Docent Vx.xx and be sure to **select** and **click** the right version for your system (the 32-bit or 64-bit software version).
 - Pressing the hotkey Windows+Pause will open a window with information about your system.
 - The download is a .zip file archive. Zip file archives have a .zip file name extension.
- 2. **Save** the .zip file to a folder on your Windows computer.
- 3. Windows will **unpack** the downloaded .zip file archive when you right click on the file name and select **Extract**.
 - Follow the onscreen instructions.
- 4. **Regularly check** the Network Docent Vx.xx software for updates and new releases.

Refer to

- *Related documentation, page 8*

3.2.8

Optional: Dante Controller

Dante Controller is a software application provided by Audinate which allows users to configure and route audio around Dante networks. It is available for Windows and OS X. The PROMATRIX 9000 system controller is able to receive multiple Dante or AES67 audio streams from other devices, such as for background music from a music server. Dante and AES67 use static audio connections between devices, while PROMATRIX 9000 devices use more efficient dynamic OMNEO channels to be able to switch dynamically between multiple audio streams. For that reason, Dante or AES67 streams must be converted into dynamic OMNEO streams that are under control of the system controller. This conversion is done by the system controller, including encryption to secure the first eight channels.

Dante Controller is used to set up these static audio channels to the system controller. These audio channels must be permanent because the PROMATRIX 9000 system controller cannot control unknown Dante devices, or re-establish lost connections to such devices. Dante Controller can set up permanent (static) label-based connections, but only between devices that are in the **same subnet**. This means that the audio connection paths may include Ethernet switches, but no routers. Because Dante/AES67 connections are permanent, the PC with Dante Controller can be removed after configuration.



Notice!

The multicast address selection for Dante audio (239.255.x.x) between Dante and system controllers can potentially cause disruption in the audio. To avoid unexpected behavior, make sure that **only unicast** connections will be used.

**Notice!**

Some Dante devices do not automatically re-establish their connection with the PROMATRIX 9000 system controller after a reboot of the system controller. Re-establish the connection via Dante controller or use a Dante device that supports automatic reconnection.

Dante Controller and OMNEO Control

As an alternative to Dante Controller, OMNEO Control could also be used to set up these audio connection paths. But OMNEO Control creates dynamic audio connections that are not automatically re-established by the devices themselves after a reset or power down. OMNEO Control can restore these connections instead, but only when the PC running OMNEO Control remains connected. For that reason it is preferred to use Dante Controller to set up connections to Dante or AES67 devices.

Although OMNEO Control and Dante Controller may be used simultaneously in the same network, this is not recommended as it may lead to confusion. An audio connection made in Dante Controller becomes also visible in OMNEO Control, where it shows up as a Dante connection. OMNEO Control can remove Dante connections and replace them for OMNEO connections. But to set them back to Dante connections, Dante Controller must be used. See also: *Optional: Using Dante Controller, page 171.*

Dante Controller features

Once you install Dante Controller on your PC or Mac and connect it to a network, you can use Dante Controller to:

- View all Dante-enabled audio devices and their channels on the network.
- View Dante-enabled device clock and network settings.
- Route audio on these devices, and view the state of existing audio routes.
- Change the labels of audio channels from numbers to names that suit you.
- Customize the receive latency (latency before play out).
- Save audio routing presets.
- Apply previously saved presets.
- Edit presets offline, and apply as configurations for new network deployments.
- View and set per device configuration options.
- View network status information, including multicast bandwidth across the network and transmit and receive bandwidth for each device.
- View device performance information, including latency statistics and packet errors.
- View clock status information for each device, including frequency offset history and clock event logs.

Installing or updating Dante Controller

Go to www.Audinate.com > Dante Controller, where the latest version of the Dante Controller can be downloaded. For compliancy to the Audinate license agreement the Dante Controller program itself is not online on www.dynacord.com. This program is used for configuration and routing of the OMNEO and/or Dante audio channels.

Installation

To install Dante Controller you will need to be logged on with administrator privileges. You do not need to uninstall a previous version before installing an update. For device discovery by Dante Controller for Windows, the Audinate 'Dante Discovery' service is used. Dante Discovery is installed automatically with Dante Controller for Windows.

To install Dante Controller:

1. **Ensure** you are logged on to your computer as an administrator.
2. **Navigate to and double-click** the downloaded *Dante Controller installer file*.
3. **Read** the license agreement:
 - If you agree to the terms, select the 'I agree' checkbox and click *Install*.
 - If you do not agree to the terms, click *Close*.
4. **Confirm / acknowledge** any Windows security prompts that are displayed.
5. **After installation** the computer (PC) needs to reboot.
 - A notification is displayed when the installation is finished.
6. **See:** *Optional: Using Dante Controller, page 171*
 - **IMPORTANT:** Go to *Optional: Using Dante Controller, page 171* after the PROMATRIX 9000 configuration process has been finalized or when the configuration process is asking for it.
7. **Continue** with: *Logon the application, page 45*

3.2.9

Optional: Open Interface

The *Open Interface* application software is part of the PROMATRIX 9000 optional software. See *Mandatory software, page 23 (*.zip)*. If you want to use the *Open Interface* with third party applications, it needs to be installed on your PROMATRIX 9000 configuration computer.

To install, proceed as follows:

1. **Browse to, and run**, the file named: `Dynacord.OpenInterface-Net-installer.exe`

- The setup program *Open Interface* starts.
 - Follow the onscreen instructions.
2. A notification is displayed when the installation is finished.
 3. **Go to** *Open interface*, page 155 and *Optional: Using the Open Interface*, page 172
 4. **Continue** with: *Logon the application*, page 45

3.2.10

Optional: PRAESENSA License Management

The PROMATRIX 9000 License Management allows you to add licenses to the system controller, which enable new functionalities in your PROMATRIX 9000 system. This tool is part of a system controller's web interface. After you order a license and receive it through email, use the tool to add the license to a PROMATRIX 9000 system controller and to return licenses when they are no longer required.

The PROMATRIX 9000 License Management allows you to add the following licenses:

- *License for subsystem PRAESENSA (LSPRA)*, page 15: Configure a system with a remote controller or multiple remote controllers.

To access the management tool

1. Open the PROMATRIX 9000 License Management website of your master controller by entering, for example, <https://prascl-0b4xxx-ctrl.local/licensing> in your browser.
2. Enter the same **User name** and **Password** used for the PROMATRIX 9000 system.
3. Choose a **Language** from the drop-down list.
4. Click **Login**.

The **License overview** window appears.

In the **License overview** window, you can see information about the licenses currently in the system:

- **Quantity**: the number of licenses in the system.
- **License name**: the names of the licenses in the system.
- **Activation date**: the date of when those licenses were activated.

To see an overview of the licenses your system had in the past but is currently missing:

1. Click **Print configuration** in the PROMATRIX 9000 software.
2. Scroll down to the last table in **Print other settings**.

Refer to *Print configuration*, page 156.

To add a license

1. Open the PROMATRIX 9000 License Management website of your master controller by entering, for example, <https://prascl-0b4xxx-ctrl.local/licensing> in your browser.
 2. Enter the same **User name** and **Password** used for the PROMATRIX 9000 system.
 3. Click **Add license**.
- The **New license** window appears.
4. Enter the **Customer information**.
 5. Enter the **Activation ID** you received through e-mail.
 6. Click **Add**.
 7. Click **Activate**.

The download of the file **request.bin** starts. Once the download is completed, a **Notice** window opens.

8. Click **Close** in the **Notice** pop-up.
9. Save the file **request.bin** in your project documentation folder.

10. In your browser, open <https://licensing.boschsecurity.com>.
The **System Activation Site** opens.
Make sure you have an Internet connection.
11. Click **Login**.
The **Login** window appears.
12. Enter your username and your password.
13. Click **Login**.
14. Select the tab **Manage license**.
15. Click **Browse**.
16. Browse your computer to select the file **request.bin**.
17. Click **Open**.
The file **request.bin** is transferred to the website.
18. Click **Process**.
The download of the file **request.bin** starts.
19. Once the download is completed, click **Save to file**.
20. Save the file **ResponseRequest.bin** in your project documentation folder.
21. Browse your computer to select the file **ResponseRequest.bin**.
22. Click **Open**.
The file **ResponseRequest.bin** is transferred to the master system controller.
23. Click **Restart now** to restart the system controller in order to activate the license.

To return a license

1. In your browser, open <https://licensing.boschsecurity.com>.
Make sure you have an Internet connection.
2. Click **Login**.
The **Login** window appears.
3. Enter your username and password.
4. Click **Login**.
5. Search for your order using the **Activation ID** or **Sales order** fields.
6. Click **Search**.
7. Under **Location**, click the license you want to return.
8. Click **Return Licenses**.
The download of the file **ReturnRequest.bin** starts.
9. Save the file **ResponseRequest.bin** in your project documentation folder.
10. Open the PROMATRIX 9000 License Management website of your master controller by entering, for example, <https://prascl-0b4xxx-ctrl.local/licensing> in your browser.
11. Enter the same **User name** and **Password** used for the PROMATRIX 9000 system.
12. Click **Login**.
13. Click **Process response file**.
The **Return** file window appears.
14. Click **Save Return file**.
15. Save the file **return.bin** in your project documentation folder.
A **Restart** window opens.
16. Click **Restart now** to restart the system controller in order to deactivate the license.
17. Return to <https://licensing.boschsecurity.com>.
The **System Activation Site** opens.
18. Click **Login**.
The **Login** window appears.
Make sure you have an Internet connection.

19. Enter your username and password.
20. Click **Login**.
21. Select the **Manage License** tab.
22. Click **Browse**.
23. Browse your computer to select the file **return.bin**.
24. Click **Open**.
The file **return.bin** is transferred to the website.
25. Click **Process**.
The license has been returned successfully.

3.2.11

Optional: PRAESENSA Network Configurator

Use the PRAESENSA Network Configurator to change the IP-address mode of the devices in the system. You can change from DHCP-assigned to static IP-addresses and conversely.

1. Start the PRAESENSA Network Configurator.
 - **Note:** A popup window appears if you have an ARNI and multiple network adapters in combination with a Dynacord domain.
2. Click **Manage**.
3. Click **Network settings**.
 - The **Network settings** window appears.
4. Select the **Network adapter** from the drop-down list.
5. Select connection type of the devices for which you want to change the IP-address mode.
 - Select **Unsecure** if the devices are unsecure.
 - Select **Secure (default PSK)** if the secure devices use the default PSK identity and passphrase.
 - Select **Secure with PSK identity and passphrase** if the secure devices have a PSK identity and passphrase defined in *System security, page 154*.
6. If you selected **Secure with PSK identity and passphrase**, enter your **PSK Identity** and **Passphrase** in the respective fields exactly as they appear in the PROMATRIX 9000 software.
7. Click **Change**.
 - The devices that correspond to the type of connection chosen will appear in the screen.
 - The number of IP-addresses for the system controllers varies based on whether you have glitch-free enabled. Call stations always have two IP-addresses.

Notice!

A firmware upload of the PM9-CSLx Call stations and PRA-ANS Ambient noise sensors produced with firmware prior to V1.61 will fail if the devices are set to static IP

For every firmware upload of these devices, you must:

- a) Change the static IP-addresses of the device to a DHCP- or link-local address.
 - b) Update the devices to the new software version.
- ⇒ You can now change the DHCP-addresses to static IP-addresses.



8. Double-click the device for which you want to change the IP-address mode.
 - The **Set network parameters for device** window pops-up.
9. If you want to change from a static IP-address to a DHCP-assigned IP-address, select **Obtain an IP address automatically**.

10. If you want to change from a DHCP-assigned IP-address to a static IP-address, select **Use the following addressing**.
 - Assign an IP-address in the same range as the IP-address of your PC.
 11. Enter the **IP address**, the **Subnet size**, the **Default gateway**, the **DNS server** and the **Domain Name** in the respective fields.
 12. Click **Save and Restart**.
 - The changed settings are updated.
 - When changing from a DHCP-address to a static IP-address, the changed device grays out. Rescan the system for the device settings to be editable again.
- After the device reboots, you can see the updated settings.

Caution!

Device with static IP does not recover from a failed upload



- ✓ If a device with a static IP fails to upload the firmware and does not recover from fail-safe mode, you must:
 - a) Connect the PC with the FWUT directly to the device in fail-safe mode.
 - b) Change the network settings of the PC from static IP to DHCP.
 ⇒ You can now upgrade the device.
-

Two error messages can popup when you click **Save and Restart**. Both will stop the IP-address of the device from being updated.

- **Failure to update network parameters: [name of the device]:** The device is unreachable. The line of the device you were trying to change turns to gray.
- A parameter you entered is incorrect. For example, you entered an incorrect IP-address. Enter the correct settings.

You can edit the shortcut of the PRAESENSA Network Configurator to make sure the **Network Settings** are filled automatically and remembered.

1. Create a shortcut of the PRAESENSA Network Configurator application.
2. Right-click the shortcut.
3. Click **Properties**.
 - You can now edit the **Target** of the shortcut.
4. Add to the **Target** of the shortcut:
 - **-s** to select the **Secure with PSK identity and passphrase** option. Windows remembers this selection even if you do not enter the next items.
 - **-u** <your PSK identity>. Enter your PSK identity exactly as it appears in the PROMATRIX 9000 software.
 - **-p** <your passphrase>. Enter your passphrase exactly as it appears in the PROMATRIX 9000 software.
 - **-ni** <the number of the adapter you want to select>. You do not need to enter this item if you only have one adapter.
 - **Note:** If you add the PSK identity but not the passphrase, an error window will popup when you try to open the PRAESENSA Network Configurator.
5. Click **OK**.

3.3 Check network and web browser settings

In order to make sure that the network connection is successfully between the PROMATRIX 9000 system controller and the configuration PC, the settings described in the following chapters must be checked/done.

3.3.1 Ethernet adapter settings

If PROMATRIX 9000 is being used as a standalone system, it uses the so-called dynamic link-local addresses. This means that the TCP/IPv4 setting of the configuration computer need to be set to "*Obtain an IP address automatically*". Normally, these settings are default and therefore do not require PC network configuration settings.

IMPORTANT: Without this setting, your PROMATRIX 9000 configuration computer has not automatically assigned an IP-address and hence is not able to operate in the PROMATRIX 9000 network. To check/set (Windows 10):

1. **Right click** the *Windows Start* button and **click** *Network connections*. A new screen appears:
2. **Click** > *Change adapter options* > **Select** > *Ethernet* > **click** *Properties*. A new screen appears:
3. **Click** *Internet Protocol Version 4 (TCP/IPv4)* > **click** *Properties*. A new screen appears:
4. **Enable** (checkmark) > *Obtain an IP-address automatically*, and **enable** (checkmark) > *Obtain DNS-server address automatically*, and then **click** > *OK*.

In case more functionality is required, for example, internet access, the dynamic link-local addresses cannot be used. In this case PROMATRIX 9000 devices and PCs need to be connected to a DHCP-server and gateway to provide internet access.

- If the PROMATRIX 9000 system will become part of a locally present network, **contact your local IT department** for how to set up the network:
 - The DHCP-server has to comply with RFC 4676 and must be able to handle 500 requests per 30 seconds. A consumer grade DHCP-server as is used in most home router/wireless access points is not able to comply with this requirement and will cause unexpected and unrequested behavior.
 - The DHCP-server functionality of Windows server 2012 R2 and Windows server 2016 server does comply with these requirements.
 - The PROMATRIX 9000 system service uses ports **9401** (used for non-secure connections) and **9403** (used for secure connections) with the **Open Interface** and port **19451** with the PROMATRIX 9000 **Logging Server** applications for communication. When using the PROMATRIX 9000 **Logging Server**, please make sure that port **19451** is not used by any other application, otherwise it will not start.

Notice!

When a DHCP-server is *added* to an existing PROMATRIX 9000 network in which the devices already have a Link-Local IP-address, then these devices will query a new IP-address from the DHCP-server and get a new address assigned. This results in temporary network disconnects.

When a DHCP-server is *removed* from an existing PROMATRIX 9000 network, initially all devices will continue to work with their assigned IP-addresses. However, when the lease time expires, they will revert back to a Link-Local IP-address. Since every device will do this at a different moment, this will lead to system instability for a prolonged time. It is better to switch off the power to the system, remove the DHCP-server and switch the system on again.



**Caution!**

When part of a PROMATRIX 9000 system is powered down, including the DHCP-server, while the rest of the system remains in operation, then, upon restart of the DHCP-server, some DHCP-servers may assign an IP-address to a restarting PROMATRIX 9000 device that is already in use by one of the devices in operation. This will result in unexpected behavior of the system and requires a power cycle of the whole system, to renew all IP-addresses. Also the DHCP-server function of the PRA-ES8P2S switch is suffering from this behavior; therefore this function is disabled by default and it is advised not to enable and use it.

Rapid Spanning Tree Protocol (RSTP) support

The PROMATRIX 9000 system supports redundant network cabling when Rapid Spanning Tree Protocol (RSTP) is **enabled**. **By default** RSTP is **enabled** because a PROMATRIX 9000 system is, for emergency standards compliance, mandatory installed in a redundant network. **IMPORTANT:** When having RSTP **disabled**, and a redundant network installed, **the system will not function**. See the PROMATRIX 9000 installation manual.

**Notice!**

How to set up PROMATRIX 9000 in an Ethernet network is outside the scope of this manual. To prevent network failures in both PROMATRIX 9000 and in a Ethernet network where RSTP is not supported or allowed, contact your local IT representative in case PROMATRIX 9000 needs to be part of the external/building Ethernet network.

3.3.2**LAN settings**

The Local Area Network (LAN) settings can influence the ability to fully access the PROMATRIX 9000 system. Because of security considerations PROMATRIX 9000 only accepts one connection at the same time.

To do so:

1. If not already done, **Run** the “SetupOMNEOFirmwareUploadToolBundle(64).exe” software which will install the Domain Name System Service Discovery (DNS-SD) service automatically on the configuration PC.
 - See *Mandatory software*, page 23.
2. **Before** the DNS-SD is activated, make sure that the LAN-setting of the configuration PC is set to “Automatically detect settings”. To do so:
 - **Windows** version < 10. *Windows Start > Control Panel > Internet Options > Connections > LAN Settings > check “Automatically detect settings”.*
 - **Windows** version 10: *Windows Start > Control Panel > Network and Internet > Internet Options > Connections > LAN Settings > check “Automatically detect settings”.*

3.3.3

Web browser settings

The configuration of the PROMATRIX 9000 system controller can be accessed via a web browser. The system controller webserver is compatible with, and optimized for, the latest version of the following web browsers:

- Firefox (from version 52 onwards).
- Edge (from version 40 onwards).
- Chrome (from version 78 onwards).

Proxy settings

To use a web browser with PROMATRIX 9000, make sure that **NO** proxy is used. To disable proxy e.g. at Firefox:

1. **Open** the (Firefox) web browser on the configuration PC.
2. **Select** > *Tools* from the menu > **click** > *Options*.
3. **Select** > *Network Settings* > **click** > *Settings*.
4. **Select** > *No proxy* in “Configure Proxy Access to the Internet” > **click OK**.
5. **Close** > *Tools* menu.

Security settings

Several web browser settings are relevant to the proper functioning of the configuration web pages of the PROMATRIX 9000 system. The most important one is *security* settings.

- Note that these kind of settings can also be modified or limited by the network administrator, who is responsible for the network and/or computer that is used for the configuration of the PROMATRIX 9000 system.

Security settings can prevent, for example, the execution of the Scalable Vector Graphics (SVG) viewer in Internet Explorer, which is needed to display the equalizer response on the web page. The preferable solution is to add the PROMATRIX 9000 system to the list of the trusted sites, by entering the *control hostname* of its system controller. As an example the PM9-SCL system controller *control hostname*: PRASCL-xxxxxx-ctrl.local. See for more details the product label and *Logon the application, page 45*.

- **In Windows** (Here, you can also lower the protection level for these trusted sites. The protection level for non-listed sites is not affected.), this list can be found via:
 - **Windows** version < **10**: *Windows Start* > *Control Panel* > *Internet Options* > *Security* > *Trusted sites* > *Sites* > Enter the *control hostname*.
 - **Windows** version **10**: *Windows Start* > *Control Panel* > *Network and Internet* > *Internet Options* > *Security* > *Trusted sites* > *Sites* > Enter the *control hostname*.
- **Other** possible sources of problems are virus checkers, popup blockers, anti-spyware software and firewalls:
 - Configure it in such a way that it accepts the PROMATRIX 9000 system as a **trusted site**.

3.4 Configuration do's and don'ts

The do's and don'ts described within this section are general valid for the PROMATRIX 9000 system configuration.

3.4.1 Use of characters

All **Unicode** characters can be used when entering names for devices, inputs, outputs, zones, zone groups, etc.

3.4.2 Use unique names

When entering names for devices, inputs, outputs, messages, zones, zone groups, etc., make sure that:

- All entered names are unique. It is not allowed to use a name for more than one item.
- The name must not only be unique within a group of items (e.g. device names), but also within the complete system configuration (e.g. zone groups must have different names than zones).

IMPORTANT: Names that are not unique cause inconsistencies in the configuration database. In turn, these inconsistencies can result in unpredictable system behavior.

Refer to

- *Call definitions, page 112*

3.4.3 Initial values

<None>: When the value of a parameter of a configuration item is <None>, the parameter has no value yet. For example, when the *Action definition* page of a *Call definition* is opened for the first time, the value in the *Call definition* field is <None>.

<Unknown>: When the value of a parameter of a configuration item is <Unknown>, the correct parameter has to be selected before it is set. For example, when a device is added to the system composition, the value in the *Hostname* is <Unknown>.

<Default>: When the value of a parameter of a configuration item is <Default>, the parameter is set to its default value. For example, if the audio input of a *Call definition* is <Default>, the configured audio input is the microphone of the call station that started the *Call definition*.

3.4.4 Enable/Disable items (checkbox)

Configuration items can be enabled or disabled by using a checkbox.

- **Enable:** If a configuration item is enabled (checkmark/on), the system is for example able to generate a fault event when a fault occurs.
- **Disable:** If a configuration item is disabled (unchecked/off), the system cannot for example generate a fault event when a fault occurs.

The webserver puts disabled configuration items between () in selection lists. For example, the disabled configuration item *AudioIn01* is displayed as (AudioIn01) in selection lists.

3.4.5 Undo changes

Most pages of the *Configure* section contain a *Cancel* button. By clicking the *Cancel* button, any changes made on the pages are cancelled and not stored.

3.4.6 Deleting items

When a configuration item is deleted, all configuration items that are related to the deleted configuration item are also deleted.

- For example, when an amplifier is deleted from the *System composition*:
 - All audio outputs of the amplifier are also no longer part of the configuration.

3.4.7 **Audio inputs and outputs**

It is not allowed to use audio inputs and audio outputs for more than one purpose, since this can cause inconsistencies in the configuration database. In turn, these inconsistencies can result in unpredictable system behavior. For example:

- If an audio input is already part of a *Call definition*, it is not allowed to use the audio input in a background music (BGM) channel.
- Audio outputs of amplifiers cannot be assigned to more than one (loudspeaker) zone.

3.4.8 **Use the submit button**

Most of the web browser pages in the *Configure* section of the webserver contains a *Submit* button. Always click this button after making changes, otherwise the changes are lost.

Clicking the *Submit* button, however, does not mean that the changes are saved. See *Save configuration, page 140*.

4 Logon the application

After the (mandatory) software has been installed on the configuration computer, it must establish a secured data connection with the PROMATRIX 9000 system (controller) to be able to transfer system data to and from the system (controller) and other network devices in the PROMATRIX 9000 system.



Notice!

The logon and configuration time-out is about 10 minutes. Submit your changes before the time-out exceeds, otherwise your changes are lost.

Proceed as follows:

1. If not already done, **turn-on the power** of the PROMATRIX 9000 system:
 - All network devices boot and the 19"-devices show the yellow *device fault* LED on.
 - LCD Call stations show a *fault status message* on the display.
2. Find the two MAC-addresses and two hostnames indicated on a product label of the system controller:
 - The device hostname is unique for each PROMATRIX 9000 network device and is used to identify the device within system. For example, the device hostname of a system controller becomes visible as: PRASCx-yyyyyy. The device hostname is derived from its commercial type number (CTN) and MAC-address: PRASCx-yyyyyy, with PRASC being the commercial type number (without a dash between PRA and SCx), x being the system controller version type and yyyyyy being the last 6 hexadecimal digits of the device MAC-address.
 - The controller hostname is also unique and is used to get access to the webserver of the system controller. The controller hostname is derived from the device hostname with a postfix -ctrl (not from the MAC-address!). The address (PRASCx-yyyyyy-ctrl.local) is used as the **URL** (Uniform Resource Locator) to logon PROMATRIX 9000.
 - **Notice:** The controller hostname is also used to address the Open Interface.
 - **Remark:** The configuration web browser pages show *device hostnames* without .local domain extension. It does not show *control hostnames*, neither the one of its own webserver, nor from other system controllers.
3. **Open** the web browser on your computer and **enter** the appropriate *control hostname* URL (Uniform Resource Locator): *https://PRASCx-yyyyyy-ctrl.local* in the address bar.
 - **IMPORTANT:** PROMATRIX 9000 uses default a secured data connection (https with SSL self-signed security certificate) which could result in blocking the logon process including a warning message similar to the following: *Continue to this website (not recommended), despite it is not recommended.* To continue the logon process, with a secured data connection, the address can be best added first to the secure/trusted websites of your used web browser. If required, see also *Check network and web browser settings, page 40.*
4. An *Initial (administrator) setup* logon screen appears with the device **Hostname** and **Device name** of the system controller requesting a **(New) administrator username** and **Password**.
 - **Notice:** The *Initial (administrator) setup* login screen is only visible:
 - During the first time logon in the system as an *administrator*,
 - When the saved configuration file of the system controller is erased,
 - After a reset to factory default.

- The new **Administrator username** can have a minimum of 5 and a maximum of 64 characters.
 - The new **Password** can have a minimum of 8 and a maximum of 64 characters.
5. Enter the **Administrator username** and **Password**.
 - An initial user account automatically gets the secured configuration *administrator* rights.
 6. **Only at 1st / initial logon** > a OMNEO *security username* and OMNEO *passphrase* is **automatically generated** by the system controller:
 - You need this *security username* and *passphrase* for a *secure firmware upload* and for the Network configurator.
 - PROMATRIX 9000 is default set for using a **secured connection** between the system controller and other network devices.
 - If required, see *Change user name and passphrase, page 154*.
 7. **Click** the *Create* button > A web browser page appears, **showing** the following elements:
 - **On top** of the web browser page, from left to right: the *name of the device* (system controller), **your username** and the *software release* number. See *Mandatory software, page 23*).
 - **The name of**, and link to, **the system controller**.
 - **Configure** - A button that opens the *configuration* items selection.
 - **Diagnose** - A button that opens the *diagnostics* items selection.
 - **Security** - A button that opens the system *Security* and *Open Interface* item selection (e.g. download certificate).
 - **Print configuration** - A button that opens the configuration printing utility.
 - **About** - A button that opens the *Open source licenses*.
 - **Main frame** - A frame that displays the selected PROMATRIX 9000 web browser page.
 - **Home** - A button that returns to the *Home* web browser page where you could select:
 - The (new) *language* and the *continue* button.
 - **Logout** - A button which returns you to the *logon* webpage. You have to logon the configuration again, if required.
 8. **Click** the *Home* button to select/change a *language* for the webserver GUI and web browser pages and **click** the *continue* button to access the web browser pages in the selected language.
 - **Notice:** English (UL2572) language selection is specific used for mass notification UL2572.
 9. **Select and click** the *system controller* name/link:
 - **On default** the system controller *device hostname* is selected and fixed. If not, **select** the system controller *device hostname* from the *Host name* dropdown list.
 10. **Click** the *Submit* button:
 - Notice that the changes are not permanent until the configuration is saved. See *Save configuration, page 140*.
 11. **Proceed** with: *Configure the system, page 47*.

5 Configure the system

Using the *Configure* section, the PROMATRIX 9000 devices / system functionality can be defined.

IMPORTANT: Only PROMATRIX 9000 administrator and installer user accounts have access to the *Configure* section. See *User accounts, page 48*.

- The order of the *configure* menu items in this section, which is opened when the *Configure* button is clicked, represents the recommended workflow for the configuration of a PROMATRIX 9000 system.
- See also: *Configuration do's and don'ts, page 43*

Configure (menu items)		
1	<i>User accounts, page 48</i>	The user accounts that provide access to the PROMATRIX 9000 webserver can be managed.
2	<i>System composition, page 51</i>	The network devices of which the system must consists can be added or removed.
3	<i>Device options, page 54</i>	Each network device that has been added using the <i>System composition</i> pages can be defined.
4	<i>System options, page 92</i>	A number of general system settings can be defined.
5	<i>Zone definitions, page 101</i>	The routing of zones, zone group, BGM, audio inputs and audio outputs of the amplifiers can be defined.
6	<i>Call definitions, page 112</i>	The announcement options (call definitions) can be defined.
7	<i>Action definitions, page 117</i>	The buttons of the call station (extension) and the control inputs can be defined.
8	<i>Audio processing, page 133</i>	The audio processing parameters (equalizer + volume) of the call station audio inputs and the amplifier audio outputs that can be set.
9	<i>Save configuration, page 140</i>	The current configuration can be saved.
10	<i>Backup and restore, page 141</i>	A saved configuration can be backup and/or restored.



Notice!

The logon and configuration time-out is about 10 minutes. Submit your changes before the time-out exceeds, otherwise your changes are lost.

5.1 User accounts

To access the configuration web pages of the webserver, Open Interface and Logging server, an account is needed. An account consists of a *username*, a *password* and an *authorization* level. The *authorization* level defines to which part of the webserver access is granted.

Notice: Initially you have already created an *Administrator user account*. See *Logon the application*, page 45.

The webserver provides the following authorization levels:

- **Administrators:** Administrators have access to all parts of the webserver including the *User accounts* part, *Logging Server*, *Logging Viewer* and *Open Interface*.
- **Installers:** With the exception of the *User accounts* and *Backup and restore* parts, installers have access to all parts of the webserver, *Logging Server*, *Logging Viewer* and *Open Interface*.
- **Operators:** Operators have access to the *Diagnose > version* and *About* sections of the webserver, *Logging Server*, *Logging Viewer* and *Open Interface*.

Using the *User accounts* pages, it is possible to:

- *Add a user account*, page 48
- *Delete a user account*, page 49

Refer to

- *Logon the application*, page 45

5.1.1 Add a user account

Only *Administrators* can create new *User accounts*.

Proceed as follows to add a new user (i.e. create a new account):

1. **Click** the *Add* button.
2. **Enter** the *username* for the new user in the *UserID* text box:
 - Minimum **5** and maximum **64** characters.
3. **Select** the authorization level / function of the user account for the new user in the *Group* column:
 - The authorization level defines to which part of the PROMATRIX 9000 webserver access is granted.
4. **Enter** the password for the new user in the *Password* text box.
 - **Administrator:** Minimum **8** and maximum **64** characters.
 - **Installer and Operator:** Minimum **4** and maximum **64** characters.
 - It is **important** that a password is not easy to guess, since it safeguards unauthorized access to the system that could result in unsafe system configuration.
5. **Click** the *Add* button to activate the new user account:
 - The new user account is listed on the overview.

5.1.2

Delete a user account

For security reasons, it is advisable to create first a new *Administrator* account and then delete the initial PROMATRIX 9000 *Administrator* account.

- Only *Administrators* can delete existing accounts.
- A logged in account cannot be deleted.

Proceed as follows to *delete a user account*:

1. **Select** the row of the *user account* that must be deleted.
 - The selected row will be highlighted.
2. **Click** the *Delete* button to delete the *user account* **or** the *Cancel* button to keep the *user account*.
 - A *deleting* row will appear.
3. **Click** the *Delete* button:
 - The selected *user account* is removed from the *user account* overview.

5.2 Access control users

You can now lock a call station against unauthorized users. To authenticate yourself and get access to the call station, you need to create an account.

1. Click **Add**.
2. Enter a **User number** with a minimum of one digit and a maximum of 10.
3. Enter a **PIN code** with a minimum of four digits and a maximum of 10.
4. Enter a **User name** with a maximum of 32 characters.
 - The username is used in the Logging Viewer, not in the call station.
5. Click **Add**.
6. Click **Submit**.
 - Notice that you always have to Save the configuration. See *Save configuration*, page 140.

Refer to the section Access control in *Call station*, page 73 to add your account as a user of the call station.

Call station lockout time

After adding a user account to the call station, you will need to enter the User number and respective Pin code to access it. If you fail to log in, the call station will lock out for a few seconds. The lock out period will increase the more times you fail to log in:

Failed logins	Call station screen locked out (sec)
1	3
2	3
3	3
4	10
5	20
6	40
7	80
8	160
9	320
+10	640 (around 10 minutes)

After failing to log in over 10 times, the lock out period will no longer increase.

5.3 System composition

On the *System composition* page you will add (or remove) network devices one by one. This is a mandatory configuration step.

All network devices will be listed on the *system composition* page as soon they are connected, discovered and added to the PROMATRIX 9000 Ethernet network. In this way you have a complete overview of the total used network devices within the system. Initially, only the first added network device (most likely; the system controller) is listed on the *system composition* page automatically. See *Logon the application, page 45*.



Notice!

The PRA-APAS (Advanced public address server) configuration is described in a separate PRA-APAS configuration manual. See www.dynacord.com > PRA-APAS.

Using the *System composition* page, it is possible to (Re)discover, Add and Delete network devices and change network device credentials as described following:

Name	The free chosen name of the network device.
Device type	The commercial type number (CTN) name of the connected network device. The <i>Device type</i> (e.g. PM9-AD608 is part of the <i>Amplifier</i> category.) is fixed and cannot be changed.
Host name	The unique network <i>device hostname</i> . Each <i>device hostname</i> is fixed and cannot be changed. It uniquely identifies each network device in the system. See <i>Logon the application, page 45</i> .
Location	Free text. E.g. the name of the physical location of the network device.
Show identification	Visualize identification of the selected network device.

Proceed with:

- *Rediscover devices, page 51* and
- *Add a device, page 52*.

5.3.1 Rediscover devices

Using the (re)discover function, the connected system controller finds all new and/or removed connected network devices and (un)list them. This rediscover process is an internal system controller process and not visible. Meaning that you have to add, select or change each (new) found network device to the *system composition* manually.

To do so:

1. **Click** the *Rediscover* button to find (new) network connected devices, or to view (changed) network device credentials.
 - All (connected and removed) network devices will be discovered by the system controller.
2. **Proceed** with: *Add a device, page 52*

5.3.2

Add a device

With the exception of the initial added network device (system controller), no other connected network devices are listed on the *system composition* page after using the *rediscover* function. This means that you have to add and set each network device to the *system composition* first. Only then the network device could be recognized, listed and configured in the system. See *Logon the application*, page 45, if required.

To do so:

1. Click the **Add** button.
 - An **Adding** row appears.
2. Enter the device **Name** in the text box.
 - The name may consist of up to 32 characters.
3. Select the **Device type** from the dropdown list.
 - The **Device type** name (e.g. PM9-AD608 is part of the *Amplifier* category) is fixed and cannot be changed by the user.



Notice!

When working with a PM9-SCS, you can only add six amplifiers. If you try to add more, the error message **Maximum of 6 amplifiers is reached** appears.



Notice!

You can create a configuration for a PM9-SCS application with a PM9-SCL as long as:

- You configure only a maximum of six amplifiers.
- You do not configure any unencrypted virtual audio inputs (Dante/AES67).

4. Click the **Add** button below the row, or click the **Cancel** button to return.
 - By using the **Add** button, the device, including the unique **Device hostname**, will be added to the **System composition**.
5. Select an unused device hostname from the **Host name** dropdown list.
 - The *device hostname* consists of an extraction of the commercial type number name and the last 6-digits of the MAC-address. The *device hostname* is fixed and cannot be changed by the user. Refer to the label on the device. See *Logon the application*, page 45, if required.
 - When adding a **System client** device or a **Network switch** device, you will need to enter the IP-address.
 - When you select an already used *device hostname*, a prompted message will ask you to select another (unused) one, as soon you click the **Submit** button.
 - When you select **<unknown>** no device (type) will be linked because the correct *hostname* is not selected.
 - If not already done, select the *device hostname* of the initially added network device (system controller) from the **Host name** dropdown list.
6. Optionally, enter the **Location** (free text) name in the text box.
 - This could be e.g. the name of the physical location of the network device.
7. Click the **Submit** button.
 - The changes are not permanent until the configuration is saved. See *Save configuration*, page 140.
8. Only after *Save configuration and restart system*, the function of **Show identification** checkbox can be activated. Enable (checkmark/on) the checkbox or disable (off) the **Show identification** checkbox if you (not) want to visualize identification of the selected network device:

- By enabling, the LEDs of the network device front/top (and rear) panel will be immediately switching intermittent on and off as long **Show identification** is enabled.
- Disable the checkbox to stop the network device (LED) identification.

**Notice!**

If an added device is disconnected from the PROMATRIX 9000 network afterwards, the *Hostname* will be colored "light grey" only after using the *Rediscover* function and upon entering the web page. Besides that a lost device fault event messages is generated.

**Notice!**

When working with a master controller with a License for subsystem PROMATRIX 9000, the option to add subsystems appears as **Subsystem**. Otherwise, only the **Master system** option is available in the drop-down menu. Refer to *Optional: PRAESENSA License Management*, page 36 on how to install a license.

Refer to

- *Logon the application*, page 45
- *Save configuration*, page 140

5.3.3

Delete a device

By using the *Delete* button, the network device, including the unique *device hostname*, will be deleted from the *system composition* and will also be removed from the configuration pages everywhere it is used.

To do so:

1. **Click** the row to select the network device to be deleted:
 - The row will be highlighted.
2. **Click** the *Delete* button:
 - A *Deleting* row appears.
3. **Click** the *Delete* button below the row, or **click** the *Cancel* button to return:
 - Using *Delete*, the selected network device is permanently deleted from the system.
4. **Click** the *Submit* button:
 - Notice that the changes are not permanent until the configuration is saved. See *Save configuration*, page 140.

5.4 Device options

Each network device that has been added to the *System composition* can be functional configured by using its own *Device options* page. A connected network device is automatically recognized by its *device hostname* and added to the *Device type* category where it belongs to (e.g. Amplifier). The *Device type* category is manufacturer pre-defined and cannot be changed.

The following *Device type* categories are pre-defined. **Click** on a link below to go to *Device options* of the:

- *System controller, page 54*
- *Amplifier, page 60*
- *Multifunction power supply, page 65*
- *Call station, page 73*
- *Control interface module, page 83*
- *Wall control panel, page 87*
- *Telephone interface, page 87*
- *Audio routed network interface, page 88*
- *System client, page 88*
- *Network switch, page 89*
- *Remote system, page 90*

5.4.1 System controller

1. **Below** *Device options*, **click** *System controller*:
 - A new screen appears listed the connected system controller(s).
 - Notice that a *system controller* is only listed when it is added to the *System composition*.
 - See also *Logon the application, page 45*, if required.
2. **Select and click** the *System controller* name to configure.
 - A new screen appears to configure *General*, *Virtual control inputs*, *Virtual audio inputs/outputs (Dante/AES67)* and *Unencrypted virtual audio inputs (Dante/AES67)* functionality:

General

1. **Select and click** the + of the *General* category row:
2. **Select, enable** or **disable** each of the following items:

Item	Value	Description
Supervision		
Power supply input A Power supply input B	Enable / Disable	Enable: 24-48 Vdc power supply A and B input. Power supply faults and/or power losses will be indicated on the system controller front/rear panel (see indicators tables at the end of this section), <i>Diagnose, page 143</i> and <i>Optional: Using the Logging Viewer, page 165</i> . Disable: results in a system that does not detect power supply input failures of the system controller of the disabled input.
Network redundancy		
The network cabling supports a closed loop, which allows redundancy to be achieved.		

Item	Value	Description
Single network (ports 1-5)	Selection	<p>Select this option if only PROMATRIX 9000 network devices are used and the network is star and/or redundant (daisy-chain) topology connected.</p> <p>The system controller supports Rapid Spanning Tree Protocol (RSTP) to enable the use of multiple connections simultaneously for cable redundancy, e.g. to daisy-chain devices in a loop, with a maximum of 20 devices in a loop. RSTP can be disabled in case a (corporate) network does not allow this. See <i>System settings, page 94</i></p> <p>Ports 1-5 could be each daisy-chain connected to network devices in the system.</p>
Dual network (primary: ports 1-4 / secondary: port 5)	Selection	<p>Select this option for Voice Alarm systems using ports 1-4 for (redundant) connections to the Voice Alarm network part, including all other PROMATRIX 9000 devices. Use port 5 for auxiliary connections, not related to the Voice Alarm function, like to a background music server.</p> <p>PROMATRIX 9000 can be set up to work on two completely separate networks simultaneously for fail-over redundancy, supporting glitch-free* audio switching between both networks for continuous and uninterrupted audio distribution in case of a network failure of one of the networks. In this mode, use ports 1-4 for the primary network (with RSTP) and port 5 for the secondary network.</p> <p>Notice that port 5 is possible already dedicated used for connection of the configuration computer.</p>
Emergency relevant	Enable (default) / Disable	<p>By default, <i>Emergency relevant</i> is enabled and cannot be disabled at the System controller. <i>Emergency relevant</i> troubles (faults) are troubles (faults) that affect the emergency capability of the system. To differentiate between Mass Notification System (MNS) troubles (faults) and other troubles (faults) it is needed to assign (or not) <i>Emergency relevant</i>. Troubles (faults) that occur on devices that have assigned <i>Emergency relevant</i> will reported as MNS faults.</p>

Item	Value	Description
		<p>Only when <i>Emergency relevant</i> is enabled, it shall trigger the general trouble (fault) alarm visual/audible trouble (fault) indicators when a trouble (fault) is reported.</p> <p>AC power supply trouble (Mains supply fault) / backup power fault / ground fault indicators will show on First responder panel (Emergency/MNS call station) if the originator is <i>Emergency relevant</i>.</p>
Submit	Button	<p>Click the <i>Submit</i> button to store the settings: Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration</i>, page 140</p>

- * A glitch is in this case a short-lived audio fault in the systems network audio path, such as very short audio disturbance, distortion, drops. **By selecting** this option a possible glitch could be avoided, reduced and/or not noticed **only** when the network is physical redundant connected to port 5.
- * External (non) PROMATRIX 9000 network devices must support glitch free and it must be enabled in their configuration.

Virtual control inputs

Virtual control inputs (VCI's) are *control inputs* that can be activated from the *Open Interface*, to accommodate external applications via a simple interface. These *Virtual control inputs* do not exist as hardware inputs, but behave in a similar way. They can be activated and deactivated by *Open Interface* messages, causing the associated *call definition* to be started and stopped. In this way the external application does not need to be configured for all parameters of an announcement because the configuration has already been done as part of the *call definition*.

- A *virtual control input* (VCI) can **added** (or **deleted**) here.
 - To do so:
 1. **Enter** a VCI name in the *Add* text field:
 - Its name can be freely chosen with a minimum of 1 and a maximum of 32 characters, but must be unique within the set of VCIs.
 2. **Click** the *Add* button:
 - The number of *virtual control inputs* that can be assigned to a system controller is more than 100, but values more than 100 are not recommended because it slows down the performance of the configuration web pages.
 - A VCI is enabled by default.
 3. **Enable** (checkmark) or **disable** the *Add* checkbox.
 - Enable makes the VCI available to be used in the system.
 4. **Select** the *Function*:
 - **Make announcement**: which activates and deactivates an announcement, or select:
 - **Make phased announcement** (an announcement): With this behavior several VCIs can use the same *call definition* to contribute (add/remove) *zones* to an existing announcement, not restricted by the maximum number of simultaneous announcements.
 5. **Repeat** the previous steps to *add* a new VCI.
 6. **To delete** a VCI, click the *Delete* button:
 - A warning message will appear > **Click** the *OK* or *Cancel* button.
 7. **Click** the *Submit* button to store the settings:
 - Notice that you always have to *Save* the configuration. See *Save configuration*, page 140

Introduction to virtual audio inputs/outputs (Dante/AES67)

- In total 128 audio channels can be routed by the PROMATRIX 9000 system controller:
 - The audio channels *01 up to 08* are for PROMATRIX 9000 internal use only.
 - The audio channels *09 up to 16* are encrypted and switchable between *audio input* or *audio output* for e.g. Dante/AES67.
 - The audio channels *17 up to 128* are unencrypted audio inputs for e.g. Dante/AES67.
- The inputs *09-128* can be mapped on Dante/AES67 audio channels. In this way you can, for example, use a 3rd party Dante/AES67 audio source device (e.g. BGM) as input for the PROMATRIX 9000 system.
- Dante/AES67 audio channels are default not connected to the PROMATRIX 9000 network, have a static routing, are not encrypted but can route on the same PROMATRIX 9000 OMNEO network.
- The audio channel mapping can be done by using i.e. Dante Controller. See *Optional: Dante Controller*, page 33.

The following two sections describe the mapping of the Virtual audio inputs/outputs (Dante/AES67) and Unencrypted virtual audio inputs (Dante/AES67).

Virtual audio inputs/outputs (Dante/AES67)

Valid for audio channels 09 up to 16.

See also *Optional: Dante Controller*, page 33.

- As soon a *virtual audio input or output (Dante/AES67)* 09-16 is mapped, it can be configured to route encrypted analog audio to or from the PROMATRIX 9000 system.
 - To do so:
- 1. **Select and click** the + of the *Virtual audio input/output (Dante/AES67)* category row:
 - The *system controller* audio channels (*09) up to (*16) become visible.
- 2. **Select** *input* or *output* from the *Audio* dropdown list:
 - If *input* (or *output*) is selected, it cannot be used as *output* (or *input*) anymore.
- 3. **Enable** (checkmark) **or disable** the *system controller (*nn)* checkbox.
 - This makes the audio channel (un)available to be used in the PROMATRIX 9000 system.
- 4. **Repeat** the previous steps to connect / disconnect each of the *encrypted* audio channels.
- 5. **Click** the *Submit* button to store the settings:
 - Notice that you always have to *Save* the configuration. See *Save configuration*, page 140

Unencrypted virtual audio inputs (Dante/AES67)

Valid for unencrypted audio channels 17 up to 128.

See also *Optional: Dante Controller*, page 33.

As soon a **Unencrypted virtual audio input (Dante/AES67)** 17-128 is mapped, it can be configured to route unencrypted analog audio to the PROMATRIX 9000 system.



Notice!

This section is not available when you are working with a PM9-SCS.

To do so:

1. Click the + of the **Unencrypted virtual audio inputs (Dante/AES67)** category row:
 - The system controller unencrypted audio input channels (*17) up to (*128) become visible.
2. Enable or disable the system controller (*nn-*nnn) checkbox.
 - This makes the audio input channel (un)available to be used in the PROMATRIX 9000 system.
3. Repeat the previous steps to connect / disconnect each of the unencrypted audio input channels.
4. Click the **Submit** button to store the settings:
 - Notice that you always have to save the configuration. See *Save configuration*, page 140

Front panel indicators

The front panel indicators indicate correct functionality and faults. The table following indicates the active state.

To make device identification visible, see *System composition, page 51*.



	Device fault present	Yellow		Power on	Green
	Network link present Network link lost Standby controller synchronizing with duty controller Standby for redundancy	Green Yellow Yellow Blue		Identification mode / Indicator test	All LEDs blink

Rear panel indicators and controls

The rear panel indicators indicate correct functionality and faults. The table following indicates the active state.

To make device identification visible, see *System composition, page 51*.



Rear panel indicators and controls

	SD card busy; do not remove	Green		100 Mbps network 1 Gbps network	Yellow Green
	Device fault present	Yellow		Power on	Green
	Device reset (to factory default)	Button		Identification mode / Indicator test	All LEDs blink

Refer to

- *Save configuration, page 140*
- *Logon the application, page 45*
- *Diagnose, page 143*
- *Optional: Using the Logging Viewer, page 165*
- *Optional: Dante Controller, page 33*
- *System settings, page 94*

5.4.2

Amplifier

1. **Below** *Device options*, **click** *Amplifier*:
 - A new screen appears listed the connected amplifier(s).
 - Notice that an *amplifier* is only listed when it is added to the *System composition*.
2. **Select and click** the amplifier *name* to configure:
 - A new screen appears to configure *General* and *Audio outputs* functionality.

General

1. **Select and click** the + of the *General* category row:
2. **Select, enable** or **disable** each of the following items:

Item	Value	Description
Supervision (per amplifier) Supervision of the amplifier power supply, ground connection and lifeline.		
Power supply	Enable / Disable	Enable: 48 Vdc amplifier power supply (1-3) input. The amplifier front/rear panel indicator will indicate faults and/or power loss (see indicators tables at the end of this section), <i>Diagnose, page 143</i> and <i>Optional: Using the Logging Viewer, page 165</i> Disable: (unchecked), results in a system that does not detect <i>Power supply input</i> failures of the amplifier disabled input.
Ground leakage	Enable / Disable	Enable: ground shorts will be indicated by the amplifier front/rear panel indicator(s) (see indicator tables following), <i>Diagnose, page 143</i> and <i>Optional: Using the Logging Viewer, page 165</i> Disable (unchecked), results in a system that does not detect <i>Ground Leakage</i> failures of the amplifier.
Lifeline supply input	Enable / Disable	Enable: lifeline power supply loss will be reported. See <i>Diagnose, page 143</i> and <i>Optional: Using the Logging Viewer, page 165</i>
Emergency relevant	Enable (default) / Disable	By default, <i>Emergency relevant</i> is enabled and can be disabled . <i>Emergency relevant</i> troubles (faults) are troubles (faults) that affect the emergency capability of the system. To differentiate between Mass Notification System (MNS) troubles (faults) and other troubles (faults) it is needed to assign (or not) <i>Emergency relevant</i> . Troubles (faults) that occur on devices that have assigned <i>Emergency relevant</i> will reported as MNS faults. Only when <i>Emergency relevant</i> is enabled, it shall trigger the general trouble (fault) alarm visual/audible trouble (fault) indicators

Item	Value	Description
		when a trouble (fault) is reported. AC power supply trouble (Mains supply fault) / backup power fault / ground fault indicators will show on First responder panel (Emergency/MNS call station) if the originator is <i>Emergency relevant</i> .
Submit	Button	Click the <i>Submit</i> button to store the settings. Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration</i> , page 140

Audio outputs

1. **Click** the + of the *Audio outputs* category row:
 - All available amplifier audio outputs are listed.
2. **Select, enable or disable** each of the following items:

Item	Value	Description
Amplifier [#01-#nn]	Enable / Disable	Unique name for each audio output channel. Each output can be enabled or disabled using the checkbox. Disable results in no audio routing via the disabled output channel.
Supervision (per amplifier channel) Supervision of the <i>amplifier channel, loudspeaker line and overload</i> .		
Amplifier channel	Enable / Disable	Enable: amplifier channel faults and output signal losses will be indicated by the amplifier front/rear panel indicator(s) (see indicator tables at the end of this section), <i>Diagnose, page 143</i> and <i>Optional: Using the Logging Viewer, page 165</i>
Loudspeaker line	Enable / Disable	Enabled plus an EOL device (PM9-EOL) connected, a disconnection of the loudspeaker line (including loudspeaker and connections) will be indicated by the amplifier front/rear panel indicator(s) (see indicator tables at the end of this section), <i>Diagnose, page 143</i> and <i>Optional: Using the Logging Viewer, page 165</i>
Overload	Enable / Disable	Enable: an amplifier output channel overload will be indicated by the amplifier front/rear panel indicator(s) (see indicator tables at the end of this section), <i>Diagnose, page 143</i> and <i>Optional: Using the Logging Viewer, page 165</i>
Load connection	Selection (by default Single)	Enable Loudspeaker line to select Dual or Loop. Single (A only): Select when only output A is connected with loudspeaker load. Dual (A and B): Select when both output A and B are connected with loudspeaker load (A/B wiring). When supervision is enabled the first fault on output A or B will be detected. Secondary faults will be ignored. Loop (A to B): Select when output A and B are redundant connected with loudspeaker load. In this case a loudspeaker will be fed from the other side when e.g. a cable is broken (Class-A). When supervision is

Item	Value	Description
		enabled the first fault on output A or B will be detected. Secondary faults will be ignored General: for End-of-Line (connection); refer to the PROMATRIX 9000 installation manual.
Submit	Button	Click the <i>Submit</i> button to store the settings. Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration</i> , page 140

Front panel indicators

The front panel indicators indicate correct functionality and faults. The table following indicates the active state.

To make device identification visible, see *System composition, page 51*.



Figure 5.1: PM9-AD604



Figure 5.2: PM9-AD608

	Spare channel substitute 1-4	White		Signal present 1-4 Fault present 1-4	Green Yellow
	Ground fault present	Yellow		Device fault present	Yellow
	Audio lifeline substitute	White		Network link to system controller present Network link lost Amplifier in standby mode	Green Yellow Blue
	Power on	Green		Identification mode / Indicator test	All LEDs blink

Notice that 1-4 is valid for the PM9-AD604 amplifier. For the PM9-AD608 read 1-8.

Rear panel indicators and control

The rear panel indicators indicate correct functionality and faults. The table following indicates the active state.

To make device identification visible, see *System composition, page 51*.



Figure 5.3: PM9-AD604

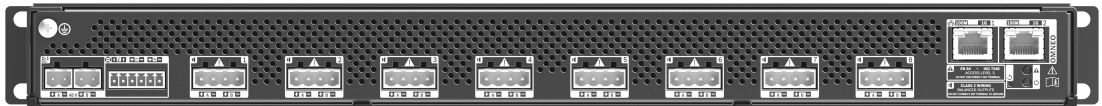


Figure 5.4: PM9-AD608

	100 Mbps network 1 Gbps network	Yellow Green		Device fault present	Yellow
	Power on	Green		Device reset (to factory default)	Button
	Identification mode / Indicator test	All LEDs blink			

5.4.3 Multifunction power supply

1. **Below** *Device options*, **click** *Multifunction power supply*:
 - A new screen appears listed the network connected multifunction power supplies.
 - Notice that a *Multifunction power supply* (Mps) is only listed when it is added to the *System composition*.
2. **Select and click** the Mps name to configure:
 - A new screen appears to configure the *General*, *Control inputs* and *Control outputs* functionality.

General

1. **Select and click** the + of the *General* category to configure the general settings of the Mps.
2. **Select, enable or disable** each of the following items:

Item	Value	Description
Supervision		
Mains AC power (for UL)	Enable / Disable	<p>Enable: a mains supply (AC power) disconnection will be reported by the Mps front/rear panel indicator(s) only when a back-up battery is connected (see indicator tables at the end of this section), <i>Diagnose, page 143</i> and <i>Optional: Using the Logging Viewer, page 165</i>.</p> <p>Disable: results in a system that does not indicate and report a mains failure.</p>
Battery	Enable / Disable	<p>Enable: a connected battery disconnection will be reported by the Mps front/rear panel indicator(s) (see indicator tables at the end of this section), <i>Diagnose, page 143</i> and <i>Optional: Using the Logging Viewer, page 165</i>.</p> <p>Disable: results in a system that does not indicate and report battery failures.</p> <p>IMPORTANT: Battery protection is always active when a battery is connected. When supervision is disabled the following faults are suppressed:</p> <ul style="list-style-type: none"> – Battery missing fault. – Battery RI fault. – Backup available for each power supply. <p>The diagnostics page <i>battery impedance</i> is only available when <i>battery supervision</i> is enabled.</p>
Battery capacity [Ah]	Number	<p>Enter the number of the connected battery capacity value (between 100 and 250 Ah) which is used for the impedance measurement. A disconnection and fault will be reported by the Mps front/rear panel indicator(s) (see indicator tables at the end of this section), <i>Diagnose, page 143</i> and <i>Optional: Using the Logging Viewer, page 165</i>.</p>

Item	Value	Description
		IMPORTANT: Mains and battery supervision enabled or disabled does not influence the impedance measurement.
Amplifier 48 V power supply (1, 2, 3)	Enable (default) / Disable	IMPORTANT: Disable will stop supplying 48 Vdc power supply to the amplifier and does not indicate and report DC power supply output failure of the connected amplifier 1, 2 and/or 3). Enable: 48 Vdc faults and/or power loss will be indicated by the Mps front/rear panel indicator(s) (see indicator tables at the end of this section), <i>Diagnose, page 143</i> and <i>Optional: Using the Logging Viewer, page 165</i> .
Amplifier lifeline audio supervision (1, 2, 3)	Enable (default) / Disable	Enable: lifeline analog audio, power supply and/or data signal loss will be indicated by the Mps front/rear panel indicator(s) (see indicator tables at the end of this section), <i>Diagnose, page 143</i> and <i>Optional: Using the Logging Viewer, page 165</i> . Disable: results in a system that does not indicate and report amplifier (1, 2 and/or 3) (analog) lifeline failures.
Emergency relevant	Enable (default) / Disable	By default, <i>Emergency relevant</i> is enabled and can be disabled . <i>Emergency relevant</i> troubles (faults) are troubles (faults) that affect the emergency capability of the system. To differentiate between Mass Notification System (MNS) troubles (faults) and other troubles (faults) it is needed to assign (or not) <i>Emergency relevant</i> . Troubles (faults) that occur on devices that have assigned <i>Emergency relevant</i> will reported as MNS faults. Only when <i>Emergency relevant</i> is enabled, it shall trigger the general trouble (fault) alarm visual/audible trouble (fault) indicators when a trouble (fault) is reported. AC power supply trouble (Mains supply fault) / backup power fault / ground fault indicators will show on First responder panel (Emergency/MNS call station) if the originator is <i>Emergency relevant</i> . A reported AC power supply trouble: External (Mains supply fault: External) ,

Item	Value	Description
		which is triggered by a control input , is always <i>Emergency relevant</i> , regardless of the configuration.
Submit	Button	Click the <i>Submit</i> button to store the settings. Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration</i> , page 140.

Control inputs

Control inputs can be used to receive signals from third party equipment that must trigger actions in the PROMATRIX 9000 network.

Control inputs can be configured to act on *contact make* or on *contact break*. It is also possible to supervise the connected cables for short-circuits and open connections.

Whether a control input is actually supervised or not is defined here in the configuration.

- Multiple calls can be started or stopped from a single *control input* or call station extension *button*.
 - This applies to *Make announcement* control inputs/buttons, *Start phased announcement* control inputs/buttons and *Stop phased announcement* control inputs/buttons. And:
 - Up to five announcements can be started/stopped by a single action, e.g. an evacuation message on one floor and alert messages on lower and higher floors. See *Actions (1-5)* in the following table.
 - The sub-calls can have different priorities and *zones /zone groups*, but have the same activation behavior.

For *connection* options, see the PROMATRIX 9000 installation manual. For an *actions type* overview, see *Action definitions*, page 117.

- The multifunction power supply has eight control inputs which could be individual configured. To do so:
 1. **Click** the *+Control inputs* category to configure the functionality of the control inputs of the selected mps.
 2. **Select, enable or disable** each of the following items:

Item	Value	Description	Added functionality at selected function
MPSn-[#01]-[#08]	Enable / Disable	Unique name for the control input. The control input must be enabled or disabled (deactivate). MPSn is an example. See <i>Add a device</i> , page 52 for the naming. Enable: makes the control input active within the system.	N.a.

Function

Sets the *function* of the *control input*. See also *Call definitions*, page 112.

Item	Value	Description	Added functionality at selected function
Make announcement	Selection	See <i>Action definitions</i> , page 117	Actions (1-5): Selects the number of actions for this control input if it is a <i>Make announcement</i> action.
Start phased announcement	Selection	See <i>Action definitions</i> , page 117	Actions (1-5): Selects the number of actions for this control input if it is a <i>Start</i> action
Stop phased announcement	Selection	See <i>Action definitions</i> , page 117	Actions (1-5): Selects the number of actions for this control input if it is a <i>Stop</i> action.
External fault	Selection	See <i>Action definitions</i> , page 117	N.a.
External zone fault Zone trouble (for UL)	Selection	See <i>Action definitions</i> , page 117	N.a.
Mains supply fault: External. AC power supply trouble: External (for UL)	Selection	See <i>Action definitions</i> , page 117	N.a.
Power save mode	Selection	See <i>Action definitions</i> , page 117	N.a.
Acknowledge and/or reset	Selection	See <i>Action definitions</i> , page 117	N.a.
Switch control output	Selection	See <i>Action definitions</i> , page 117	N.a.
Local BGM source	Selection	See <i>Action definitions</i> , page 117	N.a.
Local BGM on/off	Selection	See <i>Action definitions</i> , page 117	N.a.
Local BGM volume control	Selection	See <i>Action definitions</i> , page 117	N.a.
Activation (Act on contact) Sets the open or closed contact action of the <i>control input</i> .			
Contact make	Selection	The action will be started or stopped at contact close.	N.a.

Item	Value	Description	Added functionality at selected function
Contact break	Selection	The action will be started or stopped at contact open.	N.a.
Supervision	Enable / Disable (by default enabled)	Switches supervision of the <i>control input</i> on (Enable) or off (Disable). See the PROMATRIX 9000 installation manual for supervision connection options.	N.a.
Submit	Button	Click the <i>Submit</i> button to store the settings. Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration</i> , page 140	N.a.

Control outputs

Control outputs can be used to send signals to third party equipment to trigger actions. Each *control output* connection has three pins. For *connection* options, see the PROMATRIX 9000 installation manual. For a *functions* overview, see *Action definitions*, page 117.

- The *multifunction power supply* has **eight** *control outputs* which could be individual configured.
1. **Click** the + of the *Control outputs* category to configure each individual *control output* of the selected MPS.
 2. **Select, enable** or **disable** each of the following items:

Item	Value	Description
MPSn-[#01]-[#08]	Enable / Disable	Enabled on default. Unique name for the control output. To deactivate, a control output must be disabled. See <i>Add a device</i> , page 52 for the naming of the MPSn.
Function Sets the functionality of the control output. See also <i>Call definitions</i> , page 112.		
Switch output	Selection	Selected on default. The control output is activated by a Switch control output control input and/or call station extension button.
Zone activity	Selection	The control output is activated when there is an active announcement in the associated zone activated by a control input and/or call station button.

Item	Value	Description
Fault alarm buzzer UL: Trouble sounder	Selection	The control output activates a fault alarm buzzer/trouble sounder (e.g. a connected buzzer/sounder) each time a fault is detected in the system. It can only be deactivated by acknowledging all faults through a call station button. Notice: Fault: relay contact open. No fault: relay contact closed.
Fault alarm indicator UL: Trouble indicator	Selection	The control output activates a visual fault/trouble indicator (e.g. a LED/lamp) each time a fault/trouble is detected in the system. Indicate a mains power fault/AC power trouble after grace time can be enabled/disabled. See also <i>System settings, page 94</i> and <i>Multifunction power supply, page 127</i> > Control outputs. It can only be deactivated by resetting all faults/troubles through a call station button. Notice: Fault: relay contact open. No fault: relay contact closed.
Emergency alarm buzzer UL: Alarm sounder	Selection	The control output activates an emergency alarm buzzer/Alarm sounder (e.g. a connected buzzer/sounder) each time a call with priority 223 or higher is started (i.e. an emergency announcement). It can only be deactivated by acknowledging the emergency state through a call station button. Notice: Fault: relay contact open. No fault: relay contact closed.
Emergency alarm indicator UL: Alarm indicator	Selection	The control output activates a visual Emergency/Alarm indicator (e.g. a LED/lamp) each time an announcement with priority 223 or higher is started (i.e. an emergency announcement). It can only be deactivated by resetting the emergency state through a call station button. Notice: Fault: relay contact open. No fault: relay contact closed.
System fault indicator UL: System trouble indicator	Selection	The control output activates a visual fault/trouble indicator (e.g. a LED/lamp); each time a system fault/trouble is detected in the system. System faults/troubles are a special category of faults/troubles, a subset of all possible faults/troubles. See also <i>Event messages, page 176</i> Notice: Fault: relay contact open. No fault: relay contact closed.
Power fault indicator	Selection	The control output activates the control output relay each time a Mains power fault or a Battery backup fault is detected in the system. E.g. a LED/lamp/contact could be connected. See also <i>Multifunction</i>







Item	Value	Description
		<i>power supply, page 127</i> > Configure Control outputs. Notice: Fault: relay contact <i>open</i> . No fault: relay contact <i>closed</i> .
Submit	Button	Click the Submit button to store the settings. Notice that you always have to save the configuration. See <i>Save configuration, page 140</i>

Front panel indicators

The front panel indicators indicate correct functionality and faults. The table following indicates the active state.

To make device identification visible, see *System composition*, page 51.

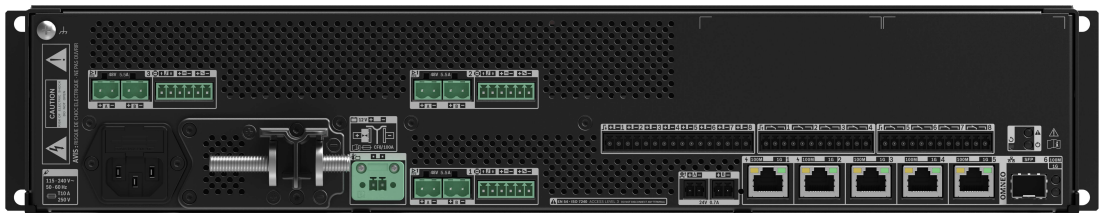






	48 VDC amplifier power supply A-B (1-3) Power on Fault	Green Yellow		24 VDC auxiliary power supply A-B Power on Fault	Green Yellow
	Device fault present	Yellow		Network link to system controller present Network link lost	Green Yellow
	Battery status Full (float charging) Charging (bulk or absorption charging) Fault	Green Green blinking Yellow		Mains present Mains fault	Green Yellow
	Identification mode / Indicator test	All LEDs blink			

Rear panel indicators and controls

The rear panel indicators indicate correct functionality and faults. The table following indicates the active state.

To make device identification visible, see *System composition*, page 51.



	100 Mbps network 1 Gbps network	Yellow Green		Device fault present	Yellow
	Power on	Green		Device reset (to factory default)	Button
	Identification mode / Indicator test	All LEDs blink			

5.4.4

Call station

The PM9-CSLD and PM9-CSLW call stations are easy to install and intuitive to operate. The touch screen LCD provides clear user feedback about setting up a call and monitoring its progress, or controlling background music.

The PRA-CSBK basic call station kit is an open frame call station to create dedicated full custom operator panels for PROMATRIX 9000. It has the same functionalities as the PM9-CSLW without the LCD user interface to facilitate the mounting in operator desks or in wallmounted fireman's panel enclosures.

The PM9-CSE keypad extension is used in combination with the PROMATRIX 9000 call stations to make selections for business and alarm calls. The PRA-CSEK Call station extension kit is an open frame call station extension that can replace two PM9-CSE in connection with the PRA-CSBK.

The configuration of the devices is the same for:

- The PM9-CSLD, PM9-CSLW and PRA-CSBK.
 - The PM9-CSE and PRA-CSEK.
1. Below **Device** options, click **Call station**.
 - A drop-down menu appears with the options **Settings**, **Emergency group** and **Access control**.
 2. Click **Settings**.
 - A new screen appears listing the network connected call stations and fire response panels.
 - A device is only listed when it was added in the **System composition** page.
 3. Click the device you want to see.
 4. A new screen appears with the following functionalities to configure:
 - **General**
 - **Functions**: Only available for call stations of Class Normal
 - **Audio inputs**
 - **Extension**: By default, this section is not visible, unless you select 1-4 in the **General** section
 - **Recorded messages**: Only available for call stations of Class Normal
 - **Alert messages**: Only available for call stations of Class Normal.

General

1. Click the **+** sign of the **General** category row.
2. Select **Class** of the call station from the drop-down list.
 - **Normal**: Select the **Class Normal** when the call station is used for commercial purposes. This will give you access to the **Functions** menu, which can also be controlled by the LCD menu item selection. Availability of **Functions** for the operator can be selected in the configuration webpage. See *Assigning a function*, page 118.
 - **Emergency**: When the **Class** is **Emergency**, the call station acts as a real emergency call station. The call station LCD is static, which means that only the emergency fault indications are listed on the LCD. No menu item and/or **Function** can be selected in the configuration webpage.
 - **Mass notification**: When the **Class** is **Mass notification**, the First responder panel acts as a Mass Notification System (MNS) panel. The LCD is static, which means that only Mass Notification trouble indications are listed on the LCD.

- **IMPORTANT:** As an emergency call station, the internal call station loudspeaker will generate a tone which can be stopped by using a button/control input with the *Acknowledgement and/or reset* function.
- 3. Select the number of call stations **Extensions** from the drop-down list connected to the selected call station. Any deviation from the hardware will trigger a fault.
 - **IMPORTANT:** Assigning zones to a standalone call station is not possible. You need at least one call station extension connected and selected.
- 4. Select call station network connections using Power over Ethernet from the drop-down list in **Expected PoE inputs**. Any deviation from the hardware will trigger a fault.
- 5. Disable **Emergency relevant** as necessary.
 - By default, **Emergency relevant** is enabled and can be disabled. Emergency relevant troubles (faults) are troubles (faults) that affect the emergency capability of the system. To differentiate between Mass Notification System (MNS) troubles (faults) and non-MNS troubles (faults), it is needed to assign (or not) Emergency relevant. Troubles (faults) that occur on devices that have assigned Emergency relevant will be reported as MNS faults.
 - The general trouble (fault) alarm visual/audible trouble (fault) indicators will be triggered when a trouble (fault) is reported only if **Emergency relevant** is enabled.
 - AC power supply trouble (Mains supply fault), backup power fault, and ground fault indicators will show on the First responder panel (Emergency/MNS call station) if the originator is Emergency relevant.
- 6. For Normal call stations only, enable or disable **Access control** as needed.
- 7. Select the **Automatic logout** timer of the call station from the drop-down list.
 - The **Automatic logout** defines how long the user remains logged in when no action is performed in the call station. Note that only display presses are actions, not scrolling.
- 8. Click **Submit**.
 - Notice that you always have to Save the configuration. See *Save configuration, page 140*.

Functions

1. **Only valid** when *Class Normal* is selected > **Click** the + of the *Functions* category to set the functionality of the call station selected.
2. **Enable/disable** each of the following items to **activate/deactivate** the function and to make the item **visible/not visible** as a (menu item) tile on the call station touch-screen LCD:

Item (LCD menu)	Value	Description
Voice	Enable (default)	Enable: Voice is enabled by default. The function makes the Voice tile available on the start screen of the call station display. The <i>Voice tile</i> is for the call station operator who will touch the <i>Voice tile</i> to start with the procedure for announcements with live speech in the selected areas. For area/zone selection, the call station must have at least

Item (LCD menu)	Value	Description
		one call station extension connected and configured. See also <i>Call definitions</i> , page 112.
Music *	Enable / Disable	Enable: When <i>Music</i> is enabled a <i>Music tile</i> will be available on the start screen of the call station display. The <i>Music tile</i> is for the call station operator who will touch the <i>Music tile</i> to start with the procedure for music control in the selected areas/zones. For area/zone selection the call station must have at least one call station extension connected and configured. For music control an area/zone must be configured for BGM channel selection. See also <i>Call definitions</i> , page 112.
Recorded messages *	Enable / Disable	Enable: When <i>Recorded messages</i> is enabled a <i>Message tile</i> will be available on the start screen of the call station display. The <i>Message tile</i> is for the call station operator who will touch the <i>Message tile</i> to start with the procedure to send recorded messages to the selected areas/zones. For area/zone selection the call station must have at least one call station extension connected and configured. Each area/zone can have its individual set of available messages. See also the Recorded messages section further in this chapter.
Alert messages *	Enable / Disable	Enable: The <i>Alert messages</i> are separated from <i>Recorded messages</i> to avoid the accidental start of an evacuation. When <i>Alert messages</i> is enabled an <i>Alert tile</i> will be available on the start screen of the call station display. The operator will touch the <i>Alert tile</i> to start with the procedure to send <i>Alert messages</i> . The intended operator of this function is for example the receptionist and not the fire fighter. In case of an emergency the operator is not authorized and cannot decide which alert messages goes to which areas. Therefore a fixed assignment of the <i>Alert message</i> to the areas/zones must be preconfigured. See also the Alert messages section further in this chapter.

Item (LCD menu)	Value	Description
Fault log * Trouble log * (for UL)	Enable / Disable	Enable: When <i>Fault log / Trouble log</i> is enabled a <i>Fault Log / Trouble log tile</i> will be available on the start screen of the call station / First responder panel display. The <i>Fault Log / Trouble log tile</i> is for the call station operator who will touch the <i>Fault Log / Trouble log tile</i> to see an overview of logged device and system faults / trouble.
Local volume *	Enable / Disable	Enable: When <i>Local volume</i> is enabled, a <i>Volume tile</i> will be available behind the <i>Settings tile</i> on the start screen of the call station display. The operator will touch the <i>Settings tile</i> first to access the <i>Volume tile</i> and will touch the <i>Volume tile</i> to start with the procedure to adjust and set the audio output level of the call station monitor loudspeaker.
Information	Enable / Disable	Enable: When <i>Information</i> is enabled an <i>Information tile</i> will be available behind the <i>Settings tile</i> on the start screen of the call station display. The operator will touch the <i>Settings tile</i> first to access the <i>Information tile</i> . This function is to visualize e.g. the hardware and software versions of the call station and connected call station extension(s). Use this information when contacting technical support (e.g. Service).
Submit	Button	Click the <i>Submit</i> button to store the settings. Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration</i> , page 140

Note: Items indicated with an * are most likely selected for a call station (only) used by a system administrator and/or specific authorized users.

Note: The *Settings tile* on the start screen of the call station display is automatically generated when *Local volume* and/or *Information* is enabled.

Audio inputs

1. **Click** the + *Audio Inputs* category to configure the audio inputs of the call station:
2. **Select, enable** or **disable** each of the following items:

Item	Value	Description
Microphone / Line	Enable / Disable (Line is by default disabled)	Unique name for the microphone or line input. Enable: the line audio input will be made active and can be selected in <i>Call definitions</i> , page 112. Microphone is implicit by <default>.

Item	Value	Description
Supervision	Enable / Disable	Enable: the microphone, including the capsule and wiring, will be supervised.
Input gain	Selection (-10 to 10 dB)	Sets the input gain of the microphone input. As a rule-of-thumb select 0 dB by default.
Submit	Button	Click the <i>Submit</i> button to store the settings. Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration, page 140</i>

Extension

To communicate with the PROMATRIX 9000 network/system, the *call station extension* is always interconnected with a PROMATRIX 9000 *call station*.

1. **Click** each *Extension* category to configure the call station extension buttons functionality of each individual *call station extension* connected.
2. **Select, enable or disable** each of the following items:

Item	Value	Description	Additional function
Name CSTx [#01-#12]	Enable / Disable	Unique name for each call station extension button. Enable: makes the button active within the system.	N.a.
Function Sets the function of the buttons. See also <i>Call definitions, page 112</i> .			
Select zone(s)	Selection	See <i>Action definitions, page 117</i>	N.a.
Make announcement	Selection	See <i>Action definitions, page 117</i>	Actions (1-5): Selects the number of actions for this button if it is a <i>Make announcement</i> action.
Make announcement with zone selection	Selection	See <i>Action definitions, page 117</i>	N.a.
Start phased announcement	Selection	See <i>Action definitions, page 117</i>	Actions (1-5): Selects the number of actions for this button if it is a <i>Start</i> action.
Stop phased announcement	Selection	See <i>Action definitions, page 117</i>	Actions (1-5): Selects the number of actions for this button if it is a <i>Stop</i> action.
Silence zone(s)	Selection	See <i>Action definitions, page 117</i>	N.a.
Acknowledge and/or reset	Selection	See <i>Action definitions, page 117</i>	N.a.

Item	Value	Description	Additional function
Indicator test	Selection	See <i>Action definitions</i> , page 117	N.a.
Switch control output	Selection	See <i>Action definitions</i> , page 117	N.a.
Local brightness control	Selection	See <i>Action definitions</i> , page 117	N.a.
Transfer of control (for UL)	Selection	See <i>Action definitions</i> , page 117	IMPORTANT: Function only visible when <i>Class: Mass notification + Emergency Group</i> are set.
Submit	Button	Click the <i>Submit</i> button to store the settings. Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration</i> , page 140	N.a.

Recorded messages

Here you could add (or rename) a free chosen name for the *Recorded messages* tile used by the selected call station. It becomes a label as shown in the call station display *Recorded messages* tile.

To do so:

1. **Click** the + *Recorded messages* category.
2. **Enter** (or rename) a *name* for the (new) recorded message tile in the (empty) text box:
 - It may consist of up to 16 characters, maximum.
3. **Enable** the checkbox and **click** the *Add* button:
 - The (new) recorded message *name* is added to the *Recorded messages* category.
 - See also *Call definitions*, page 112.
4. **To delete** a recorded message *name*, **click** the *Delete* button and **confirm** with *Yes*.

Alert messages

Here you could add (or rename) a free chosen name for the *Alert messages* tile used by the selected call station. It becomes a label as shown in the call station display *Alert messages* tile.

To do so:

1. See *Recorded messages*, page 92 as previously described. The naming procedure is similar.

Emergency group

Emergency group is a set of functionality for Mass Notification Systems (MNS) that allows multiple first responders (fire fighters) to control the evacuation of a building from multiple locations in which each has, one or more, First responder panel(s) (FRP's) in use. All those First responder panels form a group. To be able to continue actions on another location (First responder panel), the user interface (LCD) of each First responder panel must be the same. The result of actions done on one First responder panel is also showed on the other First responder panels (LCD) in the group. In order to avoid confusion among the first

responders (fire fighters), actions are only possible on one First responder panel at the time. That First responder panel is then 'in control' and the others are 'not in control'. It is also possible to force the 'in control' state from one First responder panel to the other.

A First responder panel (FRP) / call station is **only** visible/selectable when *Class* is set to *Mass notification*. To do so:

1. **Below** *Device options*, **click** *Call station*:
 - A selection *Settings* and *Emergency group* appears.
2. **Click** *Settings*:
 - A First responder panel / call station overview appears.
3. **Select and click** a First responder panel / call station name:
 - At least one First responder panel / call station must be selected.
4. **Select and click** the + of the *General* category to set the *Class* of **each** First responder panel / call station to *Mass notification*.
5. **Select** each of the following items:

Item	Value	Description
Emergency call station	Selection	Shows the First responder panel(s) / call station(s) which are selected, and set to, <i>Class: Mass notification</i> .
> and <	Buttons	Using the > and < buttons, selected First responder panel(s) / call station(s) can be added (>) to, or removed (<) from the <i>Group</i> and <i>Override control request</i> sections.
Group	Selection	Shows the First responder panel(s) / call station(s) which are selected to be part of the <i>Emergency group</i> of First responder panel(s) / call station(s).
Override control request	Selection	Shows one or more First responder panel(s) / call station(s) to select, which each could request the 'in control' function from the default 'in control' panel. See also <i>Default in control</i> .
Group name	Enter text	Enter free text to name the <i>Group</i> of First responder panel(s) / call station(s). The group name will be automatically added to all <i>Group</i> selected First responder panel(s) / call station(s).
Default in control	Selection	Select the First responder panel / call station of the <i>Group</i> which must be default 'in control'. Only one panel/station can be 'in control' at the same time. See also <i>Override control request</i> . If the panel/station is configured as <i>Default in control</i> but removed from the <i>Group</i> , the default is set to <None>.
Grant control timeout	Selection (1-90 sec) (default 30 sec)	If the <i>Override control request</i> First responder panel / call station does not respond on a request of control within the selected timeout, it will automatically lose the 'in control' status. See also <i>Override control request</i> .

Item	Value	Description
Submit	Button	Click the <i>Submit</i> button to store the settings: Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration, page 140</i>

Add a mass notification panel/station

Be noted that a First responder panel / call station is **only** visible/selectable when *Class* is set to *Mass notification*.

Proceed as follows to add a First responder panel / call station:

1. **Select and click** *Emergency group*:
 - A new screen *Emergency call station group* appears where in *Emergency call station* the selected network connected First responder panel(s) / call station(s) for *Mass notification* are listed.
 - **IMPORTANT:** when *Class: Mass notification* of an already selected panel/station is changed to *Normal* or *Emergency*, it will be automatically removed from the *Emergency call station* section.
2. Be sure that the *Call station operator language* is set to *English (UL)* in *System settings, page 94*.
3. **Select and move (>)** each First responder panel / call station to the *Group* section:
 - The configuration of the panel/station itself will not affected if it is added to the *Group*.
 - Each panel/station could have a different configuration.
4. **Select and move (>)** each First responder panel / call station to the *Override control request* section if it must be allowed to have an 'in control' status when requested. It will override other panels/stations in the *Group*. When **not** 'in control':
 - A panel/station cannot be used.
 - User actions on the LCD and buttons are blocked.
5. **Name** (free text) the *Group* in *Group name*.
6. **Select** the (main) '**in control**' First responder panel / call station in *Default in control*:
 - This (main) panel/station is default 'in control' can always override other 'in control' panels/stations in the *Override control request* section.
 - Only one panel/station can be selected as *default* (main) 'in control'.
 - LCD user actions and buttons are blocked when a panel/station is **not** 'in control'.
 - The behavior of the 'in control' panel/station is followed on the other panels/stations in the *Group*.
 - The 'in control' panel/station can be configured to *grant* or *deny* a request. See *Action definitions, page 117 > Transfer in control*.
7. **Select** the *Grant control timeout* (default is 30 sec) of the selected *Override control request* panel/station:
 - If the *Override control request* First responder panel / call station does not respond on a request of control within the selected timeout, it will automatically lose the 'in control' status.

Remove a mass notification panel/station

Proceed as follows to remove a First responder panel / call station:

1. A First responder panel / call station will be automatically visible and available on the *Emergency call station* section if *Class: Mass notification* is set.
2. To remove a First responder panel / call station from the *Emergency call station* section; change its *Class* to *Normal* or *Emergency*.

Rename a mass notification panel/station

To rename a First responder panel / call station, see *System composition, page 51* and *Group name* in this section.

Access control

1. Click **Access control**.
 - A new screen appears listing the users created in *Access control users, page 50*.
2. From the drop-down list next to **Name**, select the call station you want to protect with login.
 - Only Class Normal call stations can be locked.
3. Double-click or use the arrows to move the **Access control users** from left to right.
4. Click the **Submit** button.

Call station top- and bottom-side indicators





The top-side indicators and LCD indicate correct functionality and faults.




To put the call station in identification mode (LEDs blinking), see *System composition, page 51*.



PM9-CSLD

PM9-CSLW




	Power on Device in identification mode	Green Green blinking		System fault present	Yellow
	PM9-CSLD Status business call Microphone active Chime/message active Status emergency call Microphone active Alarm tone/message active	Green Green blinking Red Red blinking		4.3" full-color capacitive touch screen	LCD

	<p>PM9-CSLW</p> <p>Status business call Microphone active Chime/message active</p> <p>Status emergency call Microphone active Alarm tone/message active</p>	<p>Green Green blinking</p> <p>Red Red blinking</p>	<p>Identification mode / Indicator test</p>	<p>All LEDs blink</p>
	<p>100 Mbps network 1-2 1 Gbps network1-2</p>	<p>Yellow Green</p>	<p> Device reset (to factory default)</p>	<p>Button</p>

Call station extension top-side indicators

The top-side indicators indicate correct functionality and faults.



	Selection button LED ring (1-12) Selected	White		Active (1-12) Evacuation call Business call Music	Red Blue Green
	Zone fault present (1-12)	Yellow			

Refer to

- Call station, page 129
- Assigning a function, page 118

5.4.5

Control interface module

The PRA-IM16C8 Control interface module adds sixteen configurable and supervised control inputs, eight voltage-free control outputs, and two supervised trigger outputs to the PROMATRIX 9000 system. These contact inputs and outputs provide the easy logic connectivity of a PROMATRIX 9000 system to auxiliary equipment such as:

- Fire alarm systems
- Indicators
- Strobes
- Speaker relays.

1. Below **Device options**, click **Control interface module**.
A new screen appears listing the configured devices.
A device is only listed when it was added in the **System composition** page.
2. Click the device you want to see.

General configuration

1. Click the + sign of the **General** category row.
2. Select the **Expected PoE inputs** from the drop-down list.
You can connect a maximum of two PoE inputs, a 32-pole connector for 16 control inputs and a 28-pole connector for eight control outputs. Refer to the PROMATRIX 9000 Installation manual for more details.
3. Select if you want to enable the **Supervision** of a **Ground leakage**.
4. Select or deselect **Emergency relevant** as necessary.
5. Click the **Submit** button.

Configure control inputs

Control inputs receive signals from third party equipment that cause actions in the PROMATRIX 9000 system.

It is also possible to supervise the connected cables for short-circuits, open connections, and ground faults.

1. Click the **+** sign of the **Control inputs** category row.
2. Select the input you want to configure.
3. Choose the **Function** of the input from the drop-down-list. For a detailed description of the functions, refer to *Function description*, page 121.
4. Choose how the **Activation** happens:
 - On **Contact make**: The action starts or stops at contact close.
 - On **Contact break**: The action starts or stops at contact open.
5. Choose the number of **Actions** from 1 to 5 for the functions:
 - **Make announcement**
 - **Start phased announcement**
 - **Stop phased announcement.**
6. Select for which inputs you want to enable **Supervision**.
7. Click the **Submit** button.

Configure control outputs

Control outputs send signals to third party equipment to trigger actions. Each control output connection has three pins. The trigger outputs A and B have two pins and are supervised.

1. Click the **+** sign of the **Control outputs** category row.
2. Select the output you want to configure.
3. Choose the **Function** of the output from the drop-down-list.
 - For the trigger outputs A and B, you can only select the functions **Zone activity** and **Switch output**.

Function	Description
Switch output	Default selection. The control output is activated by a switch control output control input or by a call station extension button.
Zone activity	The control output is activated when there is an active announcement in the associated zone, which is activated by a control input or by a call station button.
Fault alarm buzzer UL: Trouble sounder	The control output activates a fault alarm buzzer/trouble sounder (for example, a connected buzzer/sounder) each time a fault is detected in the system. It can only be deactivated by acknowledging all faults/troubles through a call station extension button.
Fault alarm indicator UL: Trouble indicator	The control output activates a visual fault/trouble indicator (for example, a LED/lamp) each time a fault/trouble is detected in the system. The function Indicate a mains power fault/AC power trouble

	after grace time can be enabled/disabled. It can only be deactivated by resetting all faults/troubles through a call station extension button.
Emergency alarm buzzer UL: Alarm sounder	The control output activates an emergency alarm buzzer/alarm sounder (for example, a connected buzzer/sounder) each time an emergency announcement starts. It can only be deactivated by acknowledging the emergency state through a call station extension button.
Emergency alarm indicator UL: Alarm indicator	The control output activates a visual emergency/alarm indicator (for example, a LED/lamp) each time an emergency announcement starts. It only deactivates by resetting the emergency state through a call station extension button.
System fault indicator UL: System trouble indicator	The control output activates a visual fault/trouble indicator (for example, a LED/lamp) when a system fault/trouble is detected in the system. System faults/troubles are a special category of faults/troubles, a subset of all possible faults/troubles. For more details, refer to <i>Event messages, page 176</i> .
Power fault indicator	The control output activates the control output relay when a Mains power fault or a Battery backup fault is detected in the system (for example, a LED/lamp/contact can be connected).

Notice!

With the functions:

- Switch output
- Zone activity

The relay is activated when the output is triggered or if there is activity in the configured zone. Otherwise, the relay is deactivated.



However, for the functions:

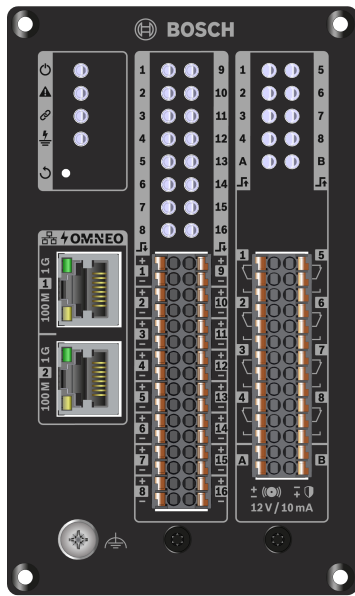
- Fault alarm buzzer
- Fault alarm indicator
- Emergency alarm buzzer
- Emergency alarm indicator
- System fault indicator
- Power fault indicator,

The relay is activated when there is no fault or emergency. If there is a fault or emergency, the relay is deactivated.

4. For the trigger outputs A and B, select if you want **Supervision**.
5. Click the **Submit** button.

To configure further the selected functions, refer to *Control interface module, page 131*.

Front panel


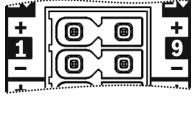

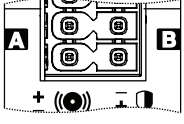




Front panel indicators and controls

	Power on	Green		100 Mbps network 1Gbps network	Yellow blinking Green blinking
	Device fault present	Yellow		Input contact closed 1-16 Input connection fault 1-16	Green Yellow
	Network link to system controller present Network link lost	Green Yellow		Output contact activated 1-8 Output contact activated A-B Output connection fault A-B	Green Green Yellow
	Ground fault present	Yellow			
	Device reset to factory default (> 10 seconds)	Button		Identification mode / Indicator test (1 second)	All LEDs blink

Front panel connections

	Network port 1-2 (PoE PD)			Control output 1-8	
--	------------------------------	--	--	--------------------	--

	Control input 1-16			Trigger output A-B	
	Chassis ground				

Refer to

- *Function description, page 121*
- *Control interface module, page 131*

5.4.6

Wall control panel

The wall control panel provides convenient local control of background music in one zone covered by a PROMATRIX 9000 sound system. For the wall control panel, you can configure the selection of music sources and the volume control range . Control is quick and intuitive. With the single rotary/push button, you can:

- Rotate the knob to scroll through the menu.
- Press the knob to make selections.

The color LCD provides clear user feedback. To restrict operation to authorized people, it is possible to control user access with a PIN code.

1. Below **Device options**, click **Wall control panel**.
A new screen appears listing the configured devices.
A device is only listed when it was added in the **System composition** page.
2. Click the device you want to see.
3. Click the **+** sign of the **General** category row.
4. Enable **Access control with PIN code** as needed.
 - If you restrict the access to the wall control panel, the user needs to enter the PIN code before the BGM volume be changed or a different BGM channel can be selected.
5. If you enabled **Access control with PIN code**, fill the **Pin code** field.
 - The PIN code can only be four digits long.
 - Only use digits from 0-9.
6. The **Music off function** is automatically enabled. Disable it if needed.
 - This function adds an entry to the list of BGM channels shown in the wall control panel. It allows the user to switch off the BGM in the assigned zone.
7. When the **Music off function** is enabled, you can customize the text that appears in the wall control panel in the **Show music off as** field. Use a minimum of 1 and a maximum of 32 characters.
 - The default text, **Music off**, always appears in the first language selected for the configuration software. Even when you change the language of the configuration software, the default text remains. If you change the **Music off** text to customized text, the customized text also remains in its original language.
- It is not possible to enable **Emergency relevant**.
8. Click the **Submit** button.

5.4.7

Telephone interface

The Telephone interface feature allows for a regular phone solution to make calls to PROMATRIX 9000.

1. Below **Device options**, click **Telephone interface**.
 - A new screen appears listing the connected devices.
 - A device is only listed when it was added in the **System composition** page.
2. Click the device you want to see.
3. Click the **+** sign of the **General** category row.
4. Enter the **SIP domain (proxy server)**, the **SIP backup domain (proxy server)** and the **Jitterbuffer in ms**.
5. Select the **Input gain** from the drop-down list.
6. Click **Add** to add a **SIP server certificate** and a **SIP client certificate** files.
 - The certificates are optional to make sure the system exchanges information with the right Private Automatic Branch Exchange (PABX).
7. **Emergency relevant** cannot be selected for Telephone interface.
8. Click the **+** sign of the **SIP accounts** category row.
9. Enter a **Username** and a **Password** for your extension.
 - For the **Username**, use all digits and letters, as well as dots, hyphens and underscores. The maximum amount of characters allowed is 16.
 - For the **Password**, use all characters to a maximum of 16.
10. Click **Add**.
11. Repeat the previous steps for as many SIP accounts as you need.
12. Click the **Submit** button.

Refer to *Telephone interface, page 132* to configure the zones for the SIP accounts.

Refer to

- *Telephone interface, page 132*

5.4.8

Audio routed network interface

Use the OMN-ARNIE / OMN-ARNIS to support up to 20 subnets in the PROMATRIX 9000 system.

1. Below **Device options**, click **Audio routed network interface**.
 - A new screen appears listing the connected devices.
 - A device is only listed when it was added in the **System composition** page.
2. Click the device you want to see.
 - A new screen appears to check the **General** settings.
3. Click the **+** sign of the **General** category row.

Emergency relevant appears pre-selected. The audio routed network interface is an essential part of an emergency system and, as such, cannot be unselected.

5.4.9

System client

1. **Below** *Device options*, **Click** *System client*:
 - A new screen appears with a *General* category tab.
 - Notice that a *System client* is only listed when it is added to the *System composition, page 51*.
2. **Select and click** the **+** of the *General* category tab to configure the general settings of the *System client*:
3. **Enable** (checkmark) the *supervision* checkbox:

- The connection with the IP-address will be supervised. A fault for the missing system client will be reported after a grace timeout of 10 minutes.
4. **Click** the *Submit* button to store the settings:
 - Notice that the changes are not permanent until the configuration is saved. See *Save configuration, page 140*.

5.4.10 Network switch

You can connect two types of switch to the PROMATRIX 9000 system: Bosch's PRA-ES8P2S or Cisco's Cisco IE-5000-12S12P-10G.

Initially, for security reasons, the web server in PRA-ES8P2S switches with software version 1.01.06 cannot be accessed for configuration.

To access the PRA-ES8P2S web browser

1. Connect a USB 2.0 to serial converter to the console port of the switch.
2. Plug the USB into the PC.
3. Start a terminal program such as uCon.
4. Locate the communication port of the converter.
5. Setup a connection with the following settings:
 - **Bits per second (BAUD):** 115,200.
 - **Number of bits:** 8.
 - **Parity:** None.
 - **Stop bits:** 1.
6. Click **Enter**.
7. Log in with the default credentials: Bosch, mLqAMhQ0GU5NGUK.
 - A prompt appears with **switch#**.
8. In the prompt, type **conf**.
9. Click **Enter**.
 - The prompt shows **switch(config)#**.
10. In the prompt, type **ip https**.
11. Click **Enter**.
 - The prompt shows **switch(config)#**.
12. In the prompt, type **exit**
13. Click **Enter**.
 - The prompt shows **switch#**.
14. In the prompt, type **save**.
15. Click **Enter**.
 - The terminal shows a line without prompt and the word **Success**. On the next line the prompt, **switch#** appears.
16. In the prompt, type **reboot**
17. Click **Enter**.
 - The switch reboots.
18. Set your PC network to a DHCP-assigned address or to a fixed link-local address with subnet 255.255.0.0.
19. Enter <https://169.254.255.1/> in the web browser of the interface.
20. Click **Enter**.
21. Log in with the default credentials: Bosch, mLqAMhQ0GU5NGUK.
 - A prompt appears with **switch#**.

**Caution!**

To prevent security breaks, disable the web browser when you no longer need it for configuration purposes.

After an upgrade of the PRA-ES8P2S device to version 1.01.06, the web server will remain active and prone to attacks. To disable the web server, follow the previous procedure, but replace **ip https** by **no ip https** in the relevant steps.

To configure the network switches in the PROMATRIX 9000 software

1. Under **Device options**, click **Network switch**.
 - A new screen appears listing the connected devices.
 - A device is only listed when it was added in the **System composition** page.
2. Click the device you want to see.
3. Click the **+** sign of the **General** category row.
4. Choose the **Model** from the dropdown list.
 - If you choose **Cisco IE-5000-12S12P-10G**, the section **Stacked switches** will appear. For more information on how to configure Cisco switches, refer to the PROMATRIX 9000 Multisubnet Blueprint at www.dynacord.com.
5. The default settings **Power supervision** and **Emergency relevant** are pre-selected. Unselected them as needed.
6. Click the **+** sign of the **SNMP** (Simple Network Management Protocol) category row.

Note: Only SNMPv3 is supported. Configure the SNMPv3 settings in the switch.
7. In the configuration software of the switch, find the following settings:
 - Enter the **User name**, **Authentication passphrase**, and **Privacy passphrase** exactly as the settings of the switch.
 - Select from the drop-down lists the **Authentication** and the **Privacy passphrase** exactly as the settings of the switch.
8. If you selected **Cisco IE-5000-12S12P-10G**, click the **+** sign of the **Stacked switches** category row.

Note: Stacked switches need to be supervised by all system controllers in the system.
9. Select between **1** and **2** in the drop-down list for the **Number of stacked switches** and the **Expected power supplies**. You can find this information in the software of the switch.
10. Click the **Submit** button.
 - The changes are not permanent until the configuration is saved. See *Save configuration, page 140*.

5.4.11**Remote system**

One active license on the master controller is required to network one subsystem with the master controller. The activation of one subsystem license on a PM9-SCL or a PM9-SCS turns a standard system controller into a master controller. Up to 20 subsystem licenses can be activated on a system controller. Each system controller can support up to 150 devices and 500 zones. With 20 system controllers connected in a network, a system with multiple controllers can support up to 3000 devices and 10,000 zones.

When the controller of the subsystem has a redundant system controller, you only need one license in the master controller. However, a redundant master controller must have exactly the same amount of active licenses as the primary master controller.

1. Below **Device options**, click **Remote system**.
 - A new screen appears listing the connected devices.

- A device is only listed when it was added in the **System composition** page.
- 2. Click the device you want to see.
- 3. Click the **+** sign of the **General** category row.
- 4. Select or deselect **Emergency relevant** as necessary.
- 5. Click the **+** sign of the **Remote audio outputs** category row.
- 6. Enter a name in the **Audio output name** field.
- 7. Click the **Add** button.
- 8. Enter a name in the **Remote zone group name** field.
 - The names for the remote zone groups have to be exactly the same in the master system and in the subsystem to allow for the systems to recognize each other.
 - The audio outputs are enabled by default. Disable them as needed.
 - To delete an **Audio output name**, click **Delete** in the row to be removed.
- 9. Click the **Submit** button.
 - The changes are not permanent until the configuration is saved. See *Save configuration*, page 140.

To have a usable logging, all subsystems need to synchronize their time with an NTP server. Refer to *Time settings*, page 99.



Notice!

Make sure to record the remote zone group names between the subsystems and the master systems. This will guarantee they remain exactly the same.

While the master system and subsystems are connected, a variety of features only work within the same system:

- The start / stop phased announcements for zones / group zones. Refer to *Function description*, page 121, section Start phased announcement.
- The volume control for and muting of the BGM. Refer to *BGM routing*, page 109.
- The backup power mode. Refer to *System settings*, page 94.
- The Virtual Host ID (VHID). Refer to *System settings*, page 94.
- The AVC. Refer to *Zone options*, page 101, section Volume settings.
- The transference of control between First responder panels / call stations. Refer to *Function description*, page 121, section Transfer of control.
- The switch between control outputs. Refer to *Function description*, page 121, section Switch control output.
- The zone activity function. Refer to *Multifunction power supply*, page 127.
- Telephone interface calls. Refer to *Telephone interface*, page 132.

Refer to

- *Telephone interface*, page 132
- *Function description*, page 121
- *BGM routing*, page 109
- *System settings*, page 94
- *Zone options*, page 101
- *Multifunction power supply*, page 127

5.5 System options

On the *System options* pages, a number of general, system wide settings can be configured, such as:

- *Recorded messages, page 92*
- *System settings, page 94*
- *Time settings, page 99*
- *Network supervision, page 99*

5.5.1 Recorded messages

On the *Recorded messages* page, audio files (.WAV), to be used with an announcement, can be uploaded to the internal memory of the system controller. A *Recorded message* could be an audio tone (e.g. attention, alarm, and test audio signal) and pre-recorded (spoken) message.

WAV	Specification
Recording format	48 kHz / 16 bit or 48 kHz / 24 bit > mono
Maximum file size	100 MB
Minimum length	500 ms for repeating messages
Message/tone storage capacity	90 min
Announcement	With tone, eight .WAV files played at the same time

For specification of custom made messages/tones, see also the PROMATRIX 9000 installation manual > System composition > Amplifier power and crest factor.

Add a recorded message

Refer to *Tones, page 197* for pre-defined PROMATRIX 9000 tones.

1. **Below** the *System options* page, **click** *Recorded messages*:
2. **Click** the *Add* button
 - An *import file* screen appears.
3. On your computer, **browse to** the .WAV file to be uploaded to the internal memory of the system controller.
4. **Select** the *file* and **click** the *Open* button:
 - The imported file will be listed, including the *filename*.
5. **Enter or change** the name in the *Name* text field:
 - **Notice:** To avoid mistakes, it is advised to name it exactly the same as the name of the .WAV file (including upper- and lowercase characters. The , character is not allowed).
 - It may consist of up to 64 characters maximum.
6. **Click** the *Submit* button. See also *Save configuration, page 140*

Delete a recorded message

1. **Select** the row (.WAV) to be deleted:
 - The row will be highlighted.
 - The *Delete* button appears.
2. **Click** the *Delete* button:
 - A deleting row appears.
3. **Click** the *Deleted* button **or** *Cancel* button to cancel the delete action:
 - The *file* will be deleted from the system and *Recorded messages* page.

- **Notice** that only the .WAV file will be removed from the system configuration after restarting the system controller.
4. **Click** the *Submit* button. See also *Save configuration, page 140*

5.5.2

System settings

1. **Below** the *System options* page, **click** *System settings*:
 - A number of general, system wide parameters can be defined using the *System settings* page.
2. **Select and set** each of the following items:

Item	Value	Description
Rapid Spanning Tree Protocol (RSTP)	Enable / Disable	Specifies whether the network allows a redundant ring (Enable) or not (Disable). When enabled, RSTP reroutes the network if a cable connection breaks by finding another path. By default, RSTP is enabled. See also <i>Ethernet adapter settings, page 40</i> , if required.
Multicast address range	Selection (IP-address)	Select the IP-address range from the dropdown list. Use this field when you want to share networks with other equipment that uses multicast. Or when you want to choose, for a 2 nd PROMATRIX 9000 system, a non-conflicting IP-address range. Note: In networks with subsystems, configure the multicast address ranges differently per subsystem. Otherwise, multiple subsystems can allocate the same multicast addresses and interfere with each other's audio.
Call station display timeout	Time selection (1-10 minutes)	Select the time after which the call station LCD goes to black. The selection that was made is automatically canceled if the selection is not executed. Press any button to activate the LCD. Only the PTT button is activated with the first button press. All other functions are ignored. IMPORTANT: If a call station is not yet configured, the LCD goes to black after 10 minutes.
Call station operator language	Language selection	Specifies the user language of the call station display for all LCD call stations used in the system.
Amplifier output voltage	Selection (70 V / 100 V)	Specifies the amplifier output channel voltage (70 V or 100 V) of all PROMATRIX 9000 amplifier outputs used in the system. IMPORTANT: After you change the output voltage, save the configuration and restart the system before doing a load measurement on the amplifier outputs. The

Item	Value	Description
		results of previous measurements are wrong when the output voltage selection is changed. See also <i>Amplifier loads</i> , page 146.
UL amplifier mode	Enable / Disable	When enabled, the amplifiers comply with the requirements of UL with regards to temperature limitations. When disabled, the amplifiers run in the normal (EN 54) mode. IMPORTANT: When UL amplifier mode is enabled, the amplifier fan is always blowing at 100 %. This also means that there is no temperature control of the amplifier fan
Wall control panel brand	Selection (Bosch / Dynacord)	Select which brand must appear in the display of the wall control panels used in your system. This setting applies to all control panels connected. The default is Bosch .
Emergency mode: Disable calls below priority level	Selection (prio. 0-224)	If the system is in the emergency mode, announcements with a priority lower than the selected priority are: - Aborted when running - Not started when started. The system is automatically set to emergency mode when an emergency announcement is started.
Backup power mode: Disable calls below priority level	Selection (prio. 0-255)	If the system is in the backup power mode, BGM and announcements with a priority lower than the selected priority are: - Aborted when running - Not started when started. Use the backup power mode action to put the complete system in the backup power mode. Individual amplifiers go to backup power mode if the power supply of that device disappears. In that case, BGM and announcements with a priority lower than the specified priority are only routed to amplifiers (zones) that are not in backup power mode. Note: You need to configure the same settings for each master and subsystem controllers.
Mains supply fault:	Selection (Off / 1-8 h(hr)) (by default Off)	The purpose of the grace time is to suspend a warning to i.e. a 3 rd party management system that informs service technicians on a remote location for i.e. systems in areas

Item	Value	Description
Grace time to report mains fault on control outputs		<p>where short mains failures frequently happen. If the mains fault is only temporary present, the fault is not reported before the configured grace time ends.</p> <p>The function Fault alarm indicator acts immediately on the occurrence of a mains power fault, or that activation is suspended and will only happen if the mains power fault is still present after the configured grace time. All other faults will result in an immediate activation of this Fault alarm indicator.</p> <p>The Fault alarm buzzer is not delayed in order to give a local warning immediately. See <i>Multifunction power supply, page 65</i> and <i>Multifunction power supply, page 127</i> > Control outputs</p> <p>IMPORTANT: The system backup power supply should at least be able to provide power during the configured grace time.</p>
Alarm buzzer: Reactivate silenced fault and emergency alarm buzzer	Selection Off / 1-24 h (hr) (by default Off)	The buzzer is reactivated after the configured time has passed.
Fault mode: Reactivate silenced fault alarm buzzer	Selection Off / 1h-24 h (hr) (by default 4 h (hr))	Set a timeout period after which a fault alarm buzzer is reactivated when the faults have been acknowledged but not yet resolved and reset.
Open Interface		
Allow access by non-configured system clients	Enable / Disable	Specifies whether defined system clients that are part of the System composition can access the system (Enable) or not (Disable).
TLS version	Selection (TLS1.2 - TLS1.3 / TLS1.3))	Select the TLS version for the Open Interface. The default is TLS1.2 - TLS1.3 .
Disable emergency control	Enable / Disable	<p>Enable this setting to prevent the Open Interface client from:</p> <ul style="list-style-type: none"> - Triggering emergency calls - Acknowledging the emergency state - Reset the emergency state. <p>This options is disabled by default.</p>
System controller redundancy (* see description in this section)		

Item	Value	Description
Group name	Enter text	Enter free text (between 1 and 32 characters) to name the redundant pair of system controllers. By using the exact name, including .local, the group name can also be used to logon the configuration.
Virtual Host ID (CARP VHID)	Selection	Common Address Redundancy Protocol (CARP) allows multiple hosts to share the same IP-address and Virtual Host ID (VHID). 50 is selected by default and is linked with the duty system controller. Unless another system controller will act as the duty one, do not select a number other than 50. Note: In case of redundancy in remote systems, every subsystem needs to have a different VHID.
IP-address	Fixed	This is the IP-address of the duty system controller. The IP-address is fixed, and cannot be changed here.
Netmask	Default	This is the Netmask of the duty system controller. The Netmask is fixed, and cannot be changed here.
Group IP-address	Enter address	The group IP-address is used to link the pair of system controllers. The first part of the IP-address is of the IP-address (range) of the duty system controller. It is fixed, and cannot be changed here. The second part of the IP-address is free to enter but must be available, and within the same IP-address range of the primary system controller.
Configuration software: Automatic logout after inactivity of	Selection 5-30 min (by default 10 min)	If no configuration activity is detected by the system, the logged in user will be automatically logged out after the selected time.
Submit	Button	Click the Submit button to store the settings: Notice that you always have to save the configuration. See <i>Save configuration</i> , page 140.

*** System controller redundancy**

You can have a duty and up to 10 standby system controllers in a single system. All system controllers can connect to the network through dual redundant connections. The dual redundant connections avoid that a PROMATRIX 9000 system becomes non-functional when a system controller fails. If only the connection between the controllers fails, the system

controllers will continue to operate as self-sufficient separate systems. By default, on startup, the primary system controller will become the duty system controller, while the secondary controllers will be the standby system controllers. During operation, the duty system controller will copy all required configuration settings, messages, event logs and device status information into the standby system controllers. The synchronization of the duty and the standby system controllers might take several minutes.

**Notice!**

Always use the same type of system controller for redundancy. Never use, for example, a PM9-SCS for redundancy with a PM9-SCL.

**Warning!**

Each standby system controller can take up to 5 minutes to synchronize with the duty controller. The synchronization happens in sequences, one standby system controller after the other. Five minutes is the maximum time per standby system controller when the recorded message storage of the duty controller is at full capacity. The synchronization happens much faster with an average set of standard messages.

Do not disturb the network during synchronization. Make sure the duty controller stays operational until the synchronization of all standby controllers is finished. If local conditions allow, check the Link LEDs of all standby controllers. Yellow means that the standby controller is not yet synchronized. Blue means that the synchronization is over and the controller is ready.

**Caution!**

Be aware that when start configuring redundancy, the standby system controller is “reset to factory default” first. Refer *System controller, page 54* > Rear panel indicators and controls. This avoids that a standby system controller refuses to be configured.

**Notice!**

The duty and all standby system controllers must be in the same subnet.

**Notice!**

For time synchronization of the duty system controller and the standby system controller, it is necessary to configure an NTP server. See *Time settings, page 99*.

**Notice!**

When Dante channels are used; be sure that the same channels are selected for the standby system controller with Dante controller. See *Optional: Using Dante Controller, page 171*.

5.5.3 Time settings

A number of general, system wide parameters can be set using the *System options* page.

1. **Below** the *System options* page, **click** *Time settings*:
2. **Select, enable, disable** or **enter** the values of each of the following items:

Item	Value	Description
Location	Selection	Select the local time zone from the drop-down list. The daylight saving time will be taken into account.
Set time automatically (NTP)	Enable / Disable	Enable: Network Time Protocol (NTP) for automatically clock synchronization of PROMATRIX 9000 with your connected computer (network).
NTP server (Status synced)	Enter text	Enter the URL of the NTP server.
Set Date Time	Enter number	Enter current time and date manually. If <i>set time automatically</i> is enabled, it is taking the time from the NTP server.
Submit	Button	Click the <i>Submit</i> button to store the settings: Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration, page 140</i>

Refer to

- *Save configuration, page 140*

5.5.4 Network supervision

Set a number of system wide network supervision parameters with the **Network supervision** page.

1. Below **System options**, click **Network supervision**.
 - A new screen appears listing the network supervision options.
2. Enable or disable **Network supervision** as required.
 - When enabled, the system reports a fault when it detects a change in the network, for example, a cable break or the removal or addition of a new network device.
 - Refer to *Diagnose, page 143* and *Optional: Using the Logging Viewer, page 165* for more information.
3. Disable **Network supervision** and click **Create network snapshot** to capture a snapshot of the current network connections. The date of the snapshot is registered.
 - If the last captured snapshot is from before software release 2.00, the **Network snapshot created at** field appears empty.
4. Click **Download network snapshot** to download the last captured snapshot.
 - The snapshot appears as a .txt file.
5. Enable **Network supervision** again, if required.
6. Click the **Submit** button.
 - Notice that you always have to **Save the configuration**. Refer to *Save configuration, page 140*.

Network snapshot file

The downloaded file is divided in two sections:

- **Detected Network Connections:** Shows every single connection found on the network. Note that only devices configured in the system controller are queried for the network snapshot.
- **Supervised Network Connections:** Shows only the supervised network connections.

Note: Devices with **Name: <unknown>** are not configured in the *System composition, page 51*.



Notice!

After changes in the System composition, a restart is required for the changes to take effect on the network snapshot.

After changes in the hardware, wait at least two minutes to take a network snapshot, then restart the system.

5.6 Zone definitions

On the *Zone definitions* pages, the amplifier output channels and zone routing can be defined. It is possible to configure:

- *Zone options, page 101*
- *Zone grouping, page 107*
- *BGM routing, page 109*

5.6.1 Zone options

On the **Zone options** page, zones can be created. A zone is an audio output or a group of audio outputs that, for example, go to the same geographical area.

Configuration example

As an example, amplifiers that are part of a PROMATRIX 9000 system on an airport:

- Audio outputs of amplifier 1 and amplifier 2 go to departure hall 1.
- Audio outputs of amplifier 1 and amplifier 2 go to departure hall 2

Then, a *zone* can be created called Departure 1 to group the loudspeaker lines that go to departure hall 1 and a *zone* called Departure 2 to group the loudspeaker lines that go to departure hall 2.

- **Notice** that an *audio output* cannot be part of more than one *zone*. After an *audio output* has been assigned to a *zone*, it is not allowed to assign the *audio output* to another *zone*.

Zone options page

1. **Below** *Zone definitions*, **click** *Zone options*:
2. **Select, enable** or **disable** each of the following items:

Item	Value	Description
Audio outputs	Selection	Shows the available audio outputs to select.
> and <	Buttons	Using the > and < buttons, selected outputs can be added (>) to, or removed (<) from, assigned outputs
Name	Selection	Shows the name of the <i>zone</i> by a dropdown list selection. See <i>Add a zone</i> topic in this section. When using a multifunction power supply <i>Lifeline</i> is default available to select.
Ambient noise sensor	Selection	Shows the available Ambient noise sensors (ANS) to select.
> and <	Buttons	Using the > and < buttons, selected ANSs can be added (>) to, or removed (<) from, an assigned zone. IMPORTANT: A maximum of four ANS may added to a zone. An ANS may not added to more than one zone. See also the <i>Volume settings > AVC</i> in this section.
Volume settings	Selection	Opens the <i>Volume setting</i> category to configure the volume settings of the zone. See the <i>Volume settings</i> topic in this section.
Add	Button	A new zone can be <i>added</i> to the system configuration. See <i>Add a zone</i> topic in this section.

Item	Value	Description
Rename	Button	An existing zone can be <i>renamed</i> . Automatically this name is replaced everywhere in the configuration this <i>zone</i> is used.
Delete	Button	An existing zone can be <i>deleted</i> from the system configuration. See <i>Delete a zone</i> topic in this section.
Submit	Button	Click the <i>Submit</i> button to store the settings: Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration, page 140</i>

Add a zone

Proceed as follows to create a new *zone*:

- Click** the *Add* button and **enter** a *name* for the new *zone* in the *Name* text field:
 - For example: *Departure 2*
 - It may consist of up to 16 characters, maximum.
- Click** the *Add* button or *Cancel* button if you want to cancel:
 - The new *zone* is added to the *Name* selection menu.
- (Multiple) **Select** each *Audio output* (left box area) that must be added to the *zone*.
- Double click** the selected *Audio output* or **click** the > button to add the output to the *zone* area (right box area).
- Repeat** the previous steps 1-4 to add a new *zone*.
- Click** the *+Volume settings* category to set the *announcement* and *background music (BGM)* volume:
 - See** the *Volume settings* topic in this section.
- Click** the *Submit* button:
 - Note that the changes are not permanent until the configuration is saved. See *Save configuration, page 140*.

Delete a zone

Proceed as follows to *delete* a *zone*:

- From** the *Name* dropdown list > **select** the *zone* that must be deleted.
- Click** the *Delete* button to delete the *zone*:
 - A pop-up window asks to **confirm** this choice (OK / Cancel).
- To delete** the *zone*, **click** the *OK* button to confirm.
 - The deleted *zone* is no longer available in the *Name* dropdown list. It will also be removed from all occasions where it is used in the configuration.
- Click** the *Submit* button:
 - Note that the changes are not permanent until the configuration is saved. See *Save configuration, page 140*.

Rename a zone

Proceed as follows to rename a *zone*:

- From** the *Name* dropdown list > **select** the *zone* that must be renamed.
- Click** the *Rename* button to rename that *zone*.
 - A new row appears.
- Change** the *name* in the text box:
 - The *name* may consist of up to 16 characters, maximum.
 - The *name* of the *zone* will be changed on all occasions where it is used in the configuration.
- Click** the *Rename* button.

5. **Click** the *Submit* button:
 - Note that the changes are not permanent until the configuration is saved. See *Save configuration, page 140*.

Volume settings

1. **By selecting** the *+Volume settings* category of the *zone configuration* page, a screen appears listed the following items to **configure** the volume levels of announcements and background music (BGM):
2. **Select, enable or disable** each of the following items:

Item	Value	Description
Maximum BGM volume	Selection (0 dB – -96 dB)	Sets the maximum BGM volume level. It is not possible to adjust the BGM volume, for example from a call station (extension), to a higher level than the maximum BGM volume setting.
Minimum BGM volume	Selection (0 dB – -96 dB)	Sets the minimum BGM volume level. The default is -96 dB . It is not possible to adjust the BGM volume to a lower level than the minimum BGM volume setting, but it is possible to mute the BGM through the call station or the Open interface.
Initial BGM volume	Selection (0 dB - -96 dB)	Sets the initial, start-up BGM volume level. It must be between the Maximum BGM volume and the Minimum BGM volume . Otherwise, it is automatically corrected.
Scheduled BGM volume adjustment (1) and (2)	Enable / Disable / Selection (0 dB - -96 dB)	Used to automatically decrease the BGM volume during certain periods (for example, in the evening). During the periods of time that both functions are active, the attenuations add-up. Enable/disable the function, select the volume output level (0 dB -96 dB) and enter on and off time.
Scheduled call volume adjustment	Enable / Disable / Selection (0 dB - -96 dB)	The announcement volume level can be automatically decreased during a certain period (for example, in the evening). Enable/disable the function, select the output volume level and enter on and off time.
Automatic volume control (AVC)	Enable / Disable	AVC improves the intelligibility of calls and the audibility of BGM in noisy environments. It adjust the call volume in a zone to compensate for ambient noise. Enable/disable the AVC function in the selected zone to use Ambient noise sensor(s). If disabled (unchecked), all other AVC related settings are also disabled. IMPORTANT: If no ANS is assigned to a zone, the checkbox Automatic volume control and its AVC related settings are also

Item	Value	Description
		disabled. See also <i>Ambient noise sensor, page 138</i> and <i>Ambient noise sensor, page 150</i> . Note: AVC only works in zones of the same master and subsystem. It does not work in remote zones.
Ambient noise threshold	Selection (50 dB SPL - 90 dB SPL)	The Ambient noise threshold is the SPL level below which the call level is reduced to prevent the sound from becoming uncomfortable while maintaining intelligibility. The default value is 70 dB SPL and selectable values are 50, 52, 54, 56,86, 88, 90 dB SPL.
Attenuation range	Selection (4 dB - 18 dB)	The Attenuation range can be set between 4 and 18 dB in steps of 1 dB, where 10 dB is the default. This is the maximum attenuation that is applied.
Adaptation slope	Selection (1 dB/dB, 0.75 dB/dB, 0.50 dB/dB)	The adaptation slope is the ratio, between the volume change, as a result of the ambient noise level change. Example: if the slope is 0.5 dB/dB, it means that for every dB noise reduction, the call level will only be 0.5 dB reduced. The default is 1 dB/dB .
Adaptation speed	Selection (Slow 0.2 dB/s Medium 1 dB/s Fast 5 dB/s)	Is the speed the attenuation of the call changes as a result of changes in the noise level. Can be set to Slow, Medium (default) or Fast. This applies to both attack and release time.
Control of BGM	Enable / Disable	Sets the AVC for BGM (default = Enabled/On). Attenuation can change (because of changes in noise level) during BGM. IMPORTANT: When AVC is enabled for BGM, make sure that the Ambient noise sensor (ANS) is not near the loudspeakers. If the ANS is near the loudspeakers, the BGM is seen as ambient noise and the volume level of the BGM will increase to the maximum volume level.
Control of business calls	Enable / Disable	Sets the AVC for business calls (default = Enabled/On). At the start of a business call, the attenuation is set according to the noise level. The attenuation does not change due to changes in the noise level during business calls.

Item	Value	Description
		NOTE: The ambient noise level used to adjust the volume of the call is the measured momentary level just before the start of the call.
Submit	Button	Click the Submit button to store the settings: Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration</i> , page 140.

5.6.2 Zone grouping

On the *Zone grouping* page, zone groups can be created. A zone group is a group of zones that, for example, go to the same geographical area.



Notice!

Ambient noise sensors cannot be added to *Zone group(s)*.

Configuration example

A small airport with four *zones*: Departure 1, Departure 2, Arrival 1 and Arrival 2:

- The *zones* Departure 1 and Departure 2 contain loudspeaker lines that go to departure hall 1 and departure hall 2 respectively.
- The *zones* Arrival 1 and Arrival 2 contain loudspeaker lines that go to arrival hall 1 and arrival hall 2 respectively.

Then, a *zone group* can be created called "Departure Halls" to group the *zones* that go to the departure halls and a *zone group* called "Arrival Halls" to group the *zones* that go to the arrival halls.

Zone grouping configuration page

Below *Zone definitions*, click *Zone grouping*:

- A screen appears listed the following items:
1. **Select** each of the following items:

Item	Value	Description
Zones	Selection	Shows the available audio <i>zones</i> (left box area). <i>Zones</i> can be created in <i>Zone options</i> , page 101
Name	Selection	Shows the name of the <i>zone group</i> (dropdown list selection). See <i>Add a zone group</i> topic in this section.
> and <	Buttons	Using the > and < buttons, selected <i>zones</i> can be added to, or removed from, <i>zone groups</i> .
Zone group	Selection	Shows the <i>zones</i> that have been assigned to the <i>zone group</i> (right box area). See <i>Add a zone group</i> topic in this section.
Add	Button	A new <i>zone group</i> can be added. See <i>Add a zone group</i> topic in this section.
Rename	Button	An existing <i>zone group</i> can be renamed. Automatically this name is replaced everywhere in the configuration where this <i>zone group</i> is used. See <i>Rename a zone group</i> topic in this section.

Item	Value	Description
Delete	Button	An existing zone group can be deleted from the system configuration. Automatically this <i>zone group</i> is deleted everywhere in the configuration where this <i>zone group</i> is used. See <i>Delete a zone group</i> topic in this section.
Submit	Button	Click the <i>Submit</i> button to store the settings: Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration</i> , page 140

Add a zone group



Notice!

It is not possible to add PRA-ANS devices to zone groups.

1. **Enter** a *name* for the *zone group* in the *Name* text box.
2. **Click** the *Add* button. The procedure for creating a *zone group* is **similar** to the procedure for *Add a zone*. See *Zone options*, page 101.

Rename a zone group

The procedure for renaming a *zone group* is **similar** to the procedure for *Rename a zone*. See *Zone options*, page 101.

Delete a zone group

The procedure for deleting a *zone group* is **similar** to the procedure for *Delete a zone*. See *Zone options*, page 101.

5.6.3

BGM routing

At the *BGM routing* page, background music (BGM) routing can be defined. A BGM routing refers to an *audio input* in the system. Optionally, default *zones* and or default *zone groups* can be connected to the routing. When the system is switched on, then the specified BGM is routed to the connected *zones* and *zone groups*.

BGM routing configuration page

1. **Below** the *Zone definitions* page, **click** *BGM routing*:
 - A screen appears listed the following items:
2. **Select, enable or disable** each of the following items:

Item	Value	Description
Name	Selection	Shows the name of the <i>BGM routing</i> (dropdown list selection). See <i>Add BGM routing</i> topic in this section.
Type	Selection	Selection between <i>zones</i> and <i>zone groups</i> as available routing.
Zones / Zone groups	Selection	The left box area shows the available <i>zones</i> and <i>zone groups</i> . <i>Zones</i> (groups) are created in <i>Zone options, page 101</i> and <i>Zone grouping, page 107</i>
> and <	Buttons	Using the > and < buttons, selected <i>zones</i> and <i>zone groups</i> can be added to, or removed from, <i>Routing</i> (the right area box).
Audio input	Selection	Select the <i>Audio input</i> that provides the background music. Notice that the inputs 9 up to 16 are secured (Dante/OMNEO channels) to the amplifier. The same <i>Audio input</i> may not be assigned to different <i>BGM routing</i> . Each <i>BGM routing</i> must have a unique audio input .
Limit routing	Enable / Disable	Enable: The center box area shows the <i>zones</i> and <i>zone groups</i> that are allowed to receive the <i>BGM routing</i> . This center box area is not visible if the <i>Limit routing</i> checkbox is disabled. Using the > and < buttons, selected <i>zones</i> and <i>zone groups</i> (left area box) can be added to, or removed from <i>Limit Routing</i> (the middle area box). See also the <i>Limit routing</i> topic in this chapter.
Routing	Selection	The right box area shows the <i>zones</i> and <i>zone groups</i> that are assigned to the selected <i>BGM routing</i> at system start-up. Using the > and < buttons, selected <i>zones</i> and <i>zone groups</i> (the left or middle area box) can be added to, or removed from <i>Routing</i> (right area box).

Item	Value	Description
Add	Button	A new BGM routing can be added. See <i>Add BGM routing</i> topic in this section.
Rename	Button	An existing BGM routing can be renamed. Automatically this name is replaced everywhere in the configuration this <i>BGM routing</i> is used. See <i>Rename BGM routing</i> topic in this section.
Delete	Button	An existing BGM routing can be deleted. Automatically this <i>BGM routing</i> will be removed everywhere in the configuration this <i>BGM routing</i> is used. See <i>Delete BGM routing</i> topic in this section.
Submit	Button	Click the <i>Submit</i> button to store the settings: Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration</i> , page 140

Add BGM routing

1. **Enter** a name for the *BGM* in the *Name* text box.
2. **Click** the *Add* button. The procedure for *Add BGM routing* is **similar** to the procedure for *Add a zone*. See *Zone options*, page 101.



Notice!

While you can route the *BGM* to a remote zone from one system to another, neither volume control nor muting work in remote zones.

Rename BGM routing

The procedure for renaming *BGM routing* is **similar** to the procedure for *Rename a zone*. See *Zone options*, page 101.

Delete BGM routing

The procedure for delete *BGM routing* is **similar** to the procedure for *Delete a zone*. See *Zone options*, page 101.

Limit BGM routing

You can specify a routing limit to *BGM routing*. To do so:

1. **If** the *Limit routing* checkbox is *disabled*, all available *zones* or *zone groups* can be made part of the default routing for the *BGM routing*.
2. **With** *Limit routing* checkbox *enabled*, you can make a sub-set of available *zones* and *zone groups* and the *BGM routing* cannot be used outside this sub-set:
 - This function can be used for routing of e.g. a licensed *BGM routing* to specific subscribers. In this case the default *zones* for this *BGM routing* at power on is again a sub-set of the specified routing limit.
 - Also, *zones* and *zone groups* that are not part of the routing limit cannot be added to the *BGM routing* selection via *call station extension* buttons.
3. **Click** the *Submit* button to store the settings:

- Note that the changes are not permanent until the configuration is saved. See *Save configuration, page 140*.

Refer to

- *Save configuration, page 140*
- *Zone options, page 101*
- *Zone grouping, page 107*

5.7 Call definitions

Using the *Call definition* page, *call definitions* can be defined.

Call definitions are used to make announcements, are custom made, and could contain several characteristics as shown in the table following. To do so:

1. **Click** the *Call definitions* page:
 - A *call definition* screen appears with the items as listed in the following table.
2. **Select, enable, disable** or **enter** (text in) each of the following items of the *call definition*:

Item	Value	Description
Name	Selection	Shows the name of the available call definitions. To select a call definition, first create one with the Add button.
Priority	Selection (32-255)	Select the call/announcement priority of the call definition from the list. Refer to <i>Priority and announcement type</i> , page 158, if required.
Maximum call duration	Selection (10-1200 s / Unlimited)	Select a Maximum call duration to avoid blocking zones with a high priority call or announcement that starts but does not stop, either by accident or because it contains, for example, infinitely looping messages. Notices! - When you select Routing scheme: Stacked or Timing scheme: Time shift , it is not possible to select Unlimited . The Maximum call duration is automatically changed from the default Unlimited to 120 s . - Change the call duration from the default Unlimited when using SIP accounts.
Routing scheme	Selection (Partial / Stacked)	Partial is the default option. It starts the call to the available zones at the start of the call. The call is not recorded. Select Stacked to record and replay a call when a zone becomes available. You can store a maximum of 30 minutes of time-shifted calls, stacked calls and time-shifted stacked calls. Notices! - You need to install the PRA-LSCRF license to select the Stacked function. - When the Priority is > 223, you can only select the Routing scheme: Partial .

Item	Value	Description
Time out	Selection (1-30 min / Infinite)	This function appears when you select the Routing Scheme: Stacked . Select the maximum time the call remains in the memory for later broadcast. After this time, the call is deleted. The default is 5 minutes.
Forward on release of	Selection (Each zone / All zones)	This function appears when you select the Routing Scheme: Stacked . The default is All zones , which forwards the call only when all zones are available. Select Each zone to forward the call as soon as the individual zone is available.
Alarm	Selection (None / Emergency)	From priority setting 224 onwards, the Alarm section becomes visible. The default is Emergency to trigger the alarm independent of the call priority so that it can test the settings without triggering an alarm.
Start tone	Selection	If the call/announcement must use a start tone, select a tone from the Start tone dropdown list. Refer to <i>Recorded messages, page 92</i> and <i>Tones, page 197</i> for an overview of the predefined .WAV audio files.
Attenuation	Selection (0 dB-20 dB)	Adjust the attenuation to set the volume level of the Start tone .
Messages	Selection	If the announcement must contain a specific named message, select it in the left area box and click the > button to add it to the Messages box of the call definition. You can also select this message name on the call station display, if you configure this message function. Refer to <i>Call station, page 73</i> > Recorded/Alert Messages.
Attenuation	Selection (0 dB-20 dB)	Adjust the attenuation to set the volume level of the selected Messages .
Repetitions	Selection (0-10 / Infinite)	Use the Repetitions box to specify how many times the selected messages must be repeated. Be aware that: 0 = play once, 1 = repeat once (play message twice).
Live speech	Selection (Yes / No)	If the announcement must contain live speech, set the Live speech option to Yes . If the announcement does not contain live

Item	Value	Description
		speech, set it to No . If No is selected, the option to select a Schedule announcement is enabled.
Attenuation	Selection (0 dB-20 dB)	Adjust the attenuation to set the volume level of the Live speech .
End tone	Selection	If the announcement must use an end tone, select a tone from the End tone dropdown list. Refer to <i>Recorded messages, page 92</i> and <i>Tones, page 197</i> for an overview of the predefined .WAV audio files.
Attenuation	Selection (0 dB-20 dB)	Adjust the attenuation to set the volume level of the End tone .
Continue call	Selection (No / After interruption)	<p>No stops the announcement immediately when it is overruled by another announcement.</p> <p>After interruption continues or restarts the announcement when it is overruled by another announcement or not completed. This function also continues the announcement after a restart or after a switch over from a backup to a duty system controller.</p> <p>Notices!</p> <ul style="list-style-type: none"> - From software release 1.10 onwards, Continue call is set to No when Live speech is set to Yes and Priority is set to a priority higher than 223 (i.e. an evacuation announcement/call). - Continue call is not available when you select Routing scheme: Stacked.
Audio input	Selection (<Default> / input)	<p>If Live speech is set to Yes, use the Audio input list to specify which input to use. Notice that the inputs 9 up to 16 are secured (Dante/AES67) channels to the amplifier.</p> <p>Select <Default > if the Live speech originates from a call station microphone.</p>
Timing scheme	Selection (Immediate / Time shift)	<p>The default is Immediate, which broadcasts the call immediately.</p> <p>Select Time shift to broadcast the call only when any ongoing call is finished or to avoid acoustic feedback from loudspeakers. When Time shift is selected, the broadcast starts 2 seconds after the original call stops.</p>

Item	Value	Description
		<p>Notices!</p> <ul style="list-style-type: none"> - You need to install the PRA-LSCRF license to select the Time shift function. - When Live speech if set to No, it is not possible to select Time shift. The Timing scheme is automatically set to Immediate.
Schedule	Selection (Enable / Disable)	<p>If Live speech is set to No, you can set the schedule.</p> <p>Select Enable to enable announcement scheduling and remove the Maximum call duration. Enter the start time of the first announcement in the Start time box.</p>
Start time	Enter (hh/mm / Enable/Disable day)	Enter the time to start the Schedule announcement. Enable the days on which the announcement Schedule is active.
End time	Enter (hh/mm)	Enter the time to end the Schedule announcement on the enabled days. After the End time , the announcement is not repeated.
Interval	Enter (hh/mm)	Enter the interval between the Schedule announcements.
Add	Button	Click to add a new call definition.
Rename	Button	Click to rename an existing call definition. Automatically this name is replaced everywhere in the configuration where this call definition is used.
Delete	Button	Click to delete a call definition from the system configuration.
Submit	Button	Click the Submit button to store the settings: Notice that you always have to Save the configuration . Refer to <i>Save configuration, page 140</i> .

Add (create) a call definition

1. **Click** the *Add* button to add/create a new *call definition*.
2. **Enter** the name of the new *call definition* in the *Name* text box:
 - It may consist of up to 16 characters, maximum.
3. **Click** the *OK* button to *add* the *call definition* to the list of *call definitions* in the system.
4. **Select, enable** or **disable** each of the items (see previous table) to define the *call definition*:
5. **Click** the *Submit* button to store the changes:

- Note that the changes are not permanent until the configuration is saved. See *Save configuration, page 140*.

Delete a call definition

Proceed as follows to *delete a call definition*:

1. **Select** the *call definition* that has to be deleted from the *Name* dropdown list.
2. **Click** the *Delete* button to delete the *call definition*.
 - A pop-up window asks to confirm this choice.
3. **Click** the *OK* button to confirm that the *call definition* must be deleted:
 - The deleted *call definition* is no longer available from the *Name* dropdown list.
4. **Click** the *Submit* button to store the changes:
 - Note that the changes are not permanent until the configuration is saved. See *Save configuration, page 140*.

Refer to

- *Priority and announcement type, page 158*
- *Recorded messages, page 92*
- *Tones, page 197*
- *Call station, page 73*
- *Save configuration, page 140*

5.8 Action definitions

On the *Action definitions* pages specific device functionality can be configured, e.g. the *buttons* of the call station (extension), *control inputs* of the *multifunction power supply* and the *virtual control inputs* of the *system controller*.

The process of configuring an *action* to a *button* or *control input* consists of two steps:

1. *Assigning an operation, page 117*
2. *Assigning a function, page 118*

See the following sections to configure the actions per *device type* category:

- *System controller, page 126*
- *Multifunction power supply, page 127*
- *Call station, page 129*
- *Control interface module, page 131*
- *Wall control panel, page 131*
- *Telephone interface, page 132*

5.8.1 Assigning an operation

The *operation* specifies how the *control input* deals with incoming signals or how the *button* reacts when it is pressed and released. An *operation* is always linked to a *function* (see *Assigning a function, page 118*).

Type of operations

The available type of *operations* are represented in the following table:

Operation type	Description
Momentary - abort on release	The action coupled to the <i>control input</i> or <i>button</i> is active during the time the external contact is closed. When the external contact is opened, the action is immediately aborted.
Momentary - finish on release	The action coupled to the <i>control input</i> or <i>button</i> is active during the time the external contact is closed. When the external contact is opened, the action is stopped after the completion of the current phase.
	When the external contact is closed again while the action is still running, the action is immediately aborted.
Toggle - abort on switch off	The action coupled to the <i>control input</i> or <i>button</i> is started when the external contact closes and immediately aborted when the external contact closes again.
Toggle - finish on switch off	The action coupled to the <i>control input</i> or <i>button</i> is started when the external contact closes. When the external contact closes again, the action is stopped after the completion of the current phase.
	When the external is closed a third time while the action is still running, the action is immediately aborted.
Do once	The action is started when the external contact closes. The action can be stopped with an <i>Abort phased announcement</i> or <i>Finish phased announcement</i> .

Operation type	Description
	Usually , the <i>Abort/Finish phased announcement</i> operation is used for triggering events (for example, to cancel a selection) and actions with a significant duration (for example, an announcement).
Abort phased announcement	The action is stopped when the external contact closes. This type of operation is used for stopping actions that were started with a <i>Do once</i> operation.
Finish phased announcement	The action is stopped when the external contact closes. This type of operation is used for stopping actions that were started with a <i>Do once</i> operation.
Make phased announcement	The action coupled to a <i>virtual control input</i> of the <i>system controller</i> is started/stopped/aborted depending of the trigger by the Open Interface.
Toggle	The action coupled to the <i>button</i> is started when the contact closes and stopped when the contact closes again.

Refer to

- *Assigning a function, page 118*

5.8.2**Assigning a function**

The **Function** field determines which function is triggered if the control input or button becomes active. The operation that can be assigned to a *control input or button* depends on the function. A function is always linked to an operation. Refer to *Assigning an operation, page 117*.

The devices where **Functions** can be configured are:

Device	Abbreviation
Call station	CS
Call station extension	CSE
System controller (virtual control inputs)	SC (VCI)
Multifunction power supply	MPS
Control interface module	IM16C8

Functions and operations

The numbers in the following two tables refer to the operations availability in relation with the functions: For control inputs, each function can be activated with the options **Contact make** or **Contact break**.

Operation number	Operation description
1	Momentary: abort on release
2	Momentary: finish on release
3	Toggle: abort on switch off

Operation number	Operation description
4	Toggle: finish on switch off
5	Do once
6	Abort phased announcement
7	Finish phased announcement
8	Toggle

Function Used with device	Input I=Input option		Operation number D=Default O=Optional --Not applicable							
	CSE Button	Control input	1	2	3	4	5	6	7	8
Press-to-Talk (PTT) button CS	-	-	-	D	-	O	-	-	-	-
Make announcement CSE, SC (VCI), MPS, IM16C8	I	I	D	O	O	O	O	-	-	-
Make announcement with zone selection CSE	I	-	-	-	D	O	-	-	-	-
Select zone(s) CSE	I	-	-	-	-	-	-	-	-	D
Start phased announcement CSE, MPS, IM16C8	I	I	D	-	O	-	O	-	-	-
Stop phased announcement CSE, MPS, IM16C8	I	I	-	-	-	-	-	D	O	-
Silence zone(s) CSE, IM16C8	I	-	D	-	O	-	-	-	-	-
Acknowledge and/or reset CSE, MPS, IM16C8	I	I	-	-	-	-	D	-	-	-
Indicator test CSE	I	-	D	-	-	-	-	-	-	-
External fault MPS, IM16C8	-	I	D	-	O	-	-	-	-	-

Function Used with device	Input I=Input option		Operation number D=Default O=Optional -=Not applicable							
	CSE Button	Control input	1	2	3	4	5	6	7	8
External zone fault UL: Zone trouble MPS, IM16C8	-	I	D	-	O	-	-	-	-	-
Mains supply fault: External UL: AC power supply trouble: External MPS, IM16C8	-	I	D	-	O	-	-	-	-	-
Power save mode MPS, IM16C8	-	I	D	-	O	-	-	-	-	-
Switch control output CSE, MPS, IM16C8	I	I	D	-	O	-	-	-	-	-
Local BGM source MPS, IM16C8	-	I	D	-	O	-	-	-	-	-
Local BGM on/off MPS, IM16C8	-	I	D	-	O	-	-	-	-	-
Local BGM volume control MPS, IM16C8	-	I	D	-	O	-	-	-	-	-
Local brightness control CSE	I	-	-	-	-	-	D	-	-	-
Transfer of control (for UL) CSE	I	-	-	-	-	-	D	-	-	-

The meaning and functionality of the functions are described in *Function description*, page 121. The various operations are described in *Assigning an operation*, page 117.

Refer to

- *Function description*, page 121
- *Assigning an operation*, page 117
- *Assigning an operation*, page 117
- *Function description*, page 121

5.8.3

Function description

The following topics describe the meaning of the available *functions* which could be selected. Besides of the *operation*, and depending of the chosen *function*, other credentials could be selected or entered per *function* as described following. For *control inputs* each *function* has the possibility to configure the activation with options: *Contact make* or *Contact break*.

Press-to-Talk (PTT) > (CS)

This *function* can be assigned to PTT *buttons*.

Using the *Press-to-Talk (PTT) function*, an announcement with a predefined priority based on a *call definition* can be started in one or more **selected zones** or *zone groups*. When the activator of a *PTT function* is released, the announcement is stopped after completion of the running phase of the announcement.

- Configuring a *PTT function* is similar to configuring a *Make announcement* function. The PTT button of call stations is linked to the status LCD and LEDs.
- **Select:** Operation.

Make announcement > CSE, SC (VCI), MPS, IM16C8

This function can be assigned to buttons and/or (virtual) control inputs.

Using the **Make announcement** function, an announcement with a predefined priority based on a call definition can be started in one or more selected zones or zone groups. When the activator of a **Make announcement** function is released, the announcement is aborted or stopped depending on the selected operation.

- If more than one action (up to a maximum of 5) is configured for a Make announcement, then also multiple sets of call definition, priority and zones can be configured here.
- Select: Operation, Call definition, Priority, Zone/Zone groups.
- Add/remove (><): Zone(s) / Zone groups.
 - Zone selection is done via two table boxes, the left one showing the available zones, the right one the selected zones.

Make announcement with zone selection > (CSE)

This *function* can be assigned to *buttons* and is similar to the *Make announcement* function but without pre-configured *zone / zone groups* selection. Using the *Make announcement with zone selection* function, a pre-recorded message, based on a *call definition*, can be started/aborted/stopped in one or more manual selected *zones / zone groups*.

- Select first one or more *zones / zone groups* to start a *Make announcement with zone selection*.
- A running *call definition* can abort/stop (depending on the configured operation) by pressing the *Make announcement with zone selection* button again.
- Removing *zones / zone groups* during a running *call definition* is not possible.
- Add a zone / zone groups to a running call definition by selecting a zone / zone group and then pressing the **Make announcement with zone selection** button again:
 - If no zones selected, and a call definition was already running, the call definition is stopped/aborted.
- The **Make announcement with zone selection** button loudspeaker LED is:
 - White while the call definition is ongoing.
 - Blue for business announcements and calls.
 - Red for emergency and mass notification announcements and calls as long as the call definition is ongoing.
- **Select:** Operation and Call definition.

**Notice!**

The zones and/or zone groups assigned to the PTT button are always added to the calls started with the **Make announcement with zone selection** function.

Select zone(s) > (CSE)

This function can be assigned to *buttons*. The *button* is used to activate and route audio to the selected *Zone(s)/Zone groups*.

Using a *Zone selection* button, one or more *zones* and/or one or more *zone groups* can be selected.

- **Select:** Operation, Call definition, Zone/Zone groups.
- **Add/remove (><):** Zone(s) / Zone groups.
 - Zone selection is done via two table boxes, the left one showing the *available zones*, the right one the *selected zones*.
- **Enable/disable** BGM channel selection. Selects which BGM channel could be selected to run on this zone/zone group selected via the call station display BGM tile.

Start phased announcement > CSE, MPS, IM16C8

This function can be assigned to buttons and/or control inputs.

The **Start phased announcement** function is intended for making emergency announcements for phased evacuation. The **Start phased announcement** function starts an announcement, based on a call definition, in a pre-defined zone or zone group. The priority of the announcement is the same as the priority of the call definition and cannot be changed.

- If more than one action (up to a maximum of 5) is configured for a button or control input, multiple sets of call definition and zones can be configured here.
- Typically, there will be multiple **Start phased announcement** functions that use the same call definition, but address other zones or zone groups. In case of a phased evacuation, the different **Start phased announcement** functions can be used to expand the area in which the announcement is running.
- Depending of the operation selected: When the activator of a **Start phased announcement** function is released, the running announcement is stopped in the zones or zone groups that are associated to the function. In case of a phased evacuation, releasing the different **Start phased announcement** functions can reduce the area in which the announcement is running.
- **Select:** Operation, Call definition, Zone/Zone groups.
- **Add/remove (><):** Zone(s) / Zone groups.
 - Zone selection is done via two table boxes, the left one showing the *available zones*, the right one the *selected zones*.

**Warning!**

You can only start and stop phased announcements in zone(s) / zone groups that belong to the same master or subsystem. This function does not work remotely in between systems.

Stop phased announcement > CSE, MPS, IM16C8

This function can be assigned to buttons and/or control inputs.

The **Stop phased announcement** function is intended for aborting emergency announcements for phased evacuation. The **Stop phased announcement** function aborts all announcements that are based on the defined call definition.

- If more than one action (up to a maximum of 5) is configured for a **Stop phased announcement** button or control input, then also multiple call definitions can be configured here.
- Select: Operation and Call definition.

Silence zone(s) > CSE, SC (VCI), MPS, IM16C8

This function can be assigned to buttons.

Using a silence button, the function **Silence zone(s)** mutes selected zones when activated.

- Select: Operation.

Acknowledge and/or reset > CSE, MPS, IM16C8

This function can be assigned to buttons and/or control inputs.

With the **Acknowledge and/or reset** function, faults or emergency state can be acknowledged and reset.

It is possible to select fault or emergency status for this function, and to select whether the function should acknowledge, reset, or simultaneously acknowledge and reset (Ack/reset) this status.

- Select: Operation, Type (Fault or Emergency) and Ack/reset.

In case of Fault selection, the following settings are available:

- **Acknowledge:** The indicator functions as fault buzzer.
- **Reset:** The indicator functions as fault indicator.

In case of Emergency selection, an additional setting becomes available: **Reset aborts active emergency calls**. For this setting, you can choose:

- **No:** The emergency state cannot be reset as long as emergency announcements are still ongoing. This is the preferred way of operation as it is mandatory for EN54-16 and other standards.
- **Yes:** The setting **Yes** is used by engineers in technical rooms to force a reset after an evacuation, when the system must be silenced.
- **Acknowledge:** The indicator functions as emergency buzzer.
- **Reset:** The indicator functions as emergency indicator.

Indicator test > (CSE)

The *Indicator test function* can be configured for a *button* of a *call station extension*. When activated; the sounder is active, all indicators on the *call station* and all its connected *call station extensions* are switched intermittent on and off to visually check the condition of the indicators.

- Bi-color indicators alternates between colors.
- LCD alternates between colors.

External fault > MPS, IM16C8

This function can be assigned to control inputs.

With the **External fault** function, a customized message can be logged and the system is put in the fault state.

- Select: Operation.
- Enter: A free chosen text/name. The text/name could be viewed on the Logging Viewer pages.

External zone fault / Zone trouble (UL2572) > MPS, IM16C8

This function can be assigned to control inputs.

The **External zone fault / Zone trouble** action generates an external line fault/trouble. This fault/trouble is similar to a failure in an amplifier loudspeaker line, which is detected by the amplifier itself.

- Give the control input for this function a proper name, such as the name of the zone-loop that is supervised.
- In the configuration multiple zone names can be coupled to **External zone fault / Zone trouble** to allow combining multiple fault contacts for different loops on a single control input. These zone names will show up in the fault/trouble log in case of a fault/trouble.
- Configure only a single zone for each **External zone fault / Zone trouble** control input.
- Select: Operation.
- Add/remove (><): Zone(s) / Zone groups.
 - Zone selection is done via two table boxes, the left box showing the available zones, the right box the selected zones.

Mains supply fault: External / AC power supply trouble: External > MPS, IM16C8

This function can be assigned to control inputs.

The **Mains supply fault: External / AC power supply trouble: External** function puts the system in the backup power mode in case the 48 VDC of an amplifier is low and/or disconnected (blue colored LED on amplifier). In this mode, all calls/announcements below a specified priority are aborted.

- Select: Operation.

Power save mode > MPS, IM16C8

This function can be assigned to control inputs.

The **Power save mode** function puts the system in the backup power mode. A fault / trouble will not be reported.

- Select: Operation.

Switch control output > CSE, MPS, IM16C8

The **Switch control output** function activates the switch output control outputs or switch output call station extension buttons.

- The **Switch control output** function is intended for control outputs and call station extension buttons:
 - The button itself is not used by this function. Only the indicator/output attached to the button is activated.
- Select: Operation, Priority between 32 and 255.
- Add/remove (><): Control outputs (1-8).



Notice!

The switch control outputs only work on control outputs that belong to the same master or subsystem.

Local BGM > MPS, IM16C8

This function can be assigned to control inputs.

The **Local BGM** function steps through all available BGM sources in the assigned zone (groups), including an inserted Local BGM off position.

- Select: Operation.

Local BGM on/off > MPS, IM16C8

This function can be assigned to control inputs.

The **Local BGM on/off** function turns background music on or off in predefined zone (groups).

- Select: Operation.

Local BGM volume control > MPS, IM16C8

This function can be assigned to control inputs.

The **Local BGM volume control** function controls the volume of the BGM in the assigned zone (groups). It can be changed in steps of 3 dB between -96 dB and 0 dB.

- Select: Operation.

Local brightness control > (CSE)

This *function* can be assigned to call station extension *buttons*.

The *Local brightness control* function is used to control the brightness of a call station display, LEDs and the connected call station extension LED's. Changing the *brightness up* and *brightness down* in steps by using the call station extension buttons. This function can be set to each individual call station and its connected call station extensions.

Select: Operation and Brightness (Brightness up or down).

Transfer of control > (CSE)

The *Transfer of control* function can **only** be assigned to extension *buttons* when the connected First responder panel / call station (button) is selected and set in *Call station*, page 73 > *Settings* > *Class: Mass notification and Emergency group* > *Group*.

The *Transfer of control* function is used to set the *Function* of a button to:

- **Control indicator:**
 - White button ring lit: The First responder panel / call station is 'in control'.
 - White button ring off: The First responder panel / call station is NOT 'in control'.
- **Request control:** Used to request the 'in control' First responder panel / call station to take over the 'in control' function. It will be *granted* or *denied* by the current 'in control' First responder panel / call station.
 - Pressing this *Request control* button **long** on a First responder panel / call station, that is configured in the 'Overrule control request', will immediately transfer control to that First responder panel / call station.
- **Grant:** Used by the 'in control' First responder panel / call station to *Grant* an *Overrule control request* of another First responder panel / call station in the *Overrule control request* section.
- **Deny:** Used by the 'in control' First responder panel / call station to *Deny* an *Overrule control request* of another First responder panel / call station in the *Overrule control request* section.

The *function* can be set to each individual button.

Select: Operation and Function.



Notice!

The transfer of control functions only work within the same master and subsystem.

Refer to

- *Call station*, page 73

5.8.4

System controller

On the *Action definitions* page of the *system controller*, the *virtual control inputs* could be defined, which could be used by the Open Interface.

1. **Below** the *Action definitions* configuration page, **click** *system controller*:
 - A screen appears with an overview of the connected *system controller(s)*.
2. **Select and click** the *name* of the *system controller* to be configured.
 - A row called *virtual control inputs* appears.
3. **Click** the + of the *virtual control inputs* row:
 - A screen appears listed the VCIs each with the following items:

Item	Value	Description
VCI (n)	Static text	Shows the name of <i>virtual control input</i> which is entered in section <i>System controller, page 54 > VCI</i> paragraph.
Function name	Static text	Shows the name of the <i>Function</i> which is selected in section <i>System controller, page 54 > VCI</i> paragraph.
Call definition	Selection	Select the <i>call definition</i> which is created in section <i>Call definitions, page 112</i>
Zone / Zone groups	Selection	Select the <i>zone</i> or <i>zone group</i> which is created in section <i>Zone definitions, page 101</i>
> and <	Buttons	Using the > and < buttons, a selected <i>zone</i> or <i>zone group</i> (left area box) can be added to, or removed from the assigned <i>zone</i> or <i>zone groups</i> (right area box).
Submit	Button	Click the <i>Submit</i> button to store the settings: Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration, page 140</i>

Configure a virtual control input action

See *Assigning a function, page 118* for *Function (action)* and *Assigning an operation, page 117* for *operations* available for the *system controller*.

Each created *virtual control input* (VCI) for the *system controller* is listed and can be individual selected and configured. To do so:

1. **Select** the *call definition* from the dropdown list.
2. **Select** *zone* or *zone groups* from the dropdown list.
3. **Select and move** the *zone* or *zone groups* from the left area box to the right area box by using the > button.
 - Removing a *zone* and *zone groups* will be done in the reversed order by using the < button.
4. **Click** the *Submit* button to store the settings. See also *Save configuration, page 140*.

5.8.5

Multifunction power supply

On the *Action definitions* page of the *Multifunction power supply* the *Control inputs* and *control outputs* could be defined.

1. **Below** the *Action definitions* configuration page, **click** *Multifunction power supply* (Mps):
 - A screen appears with an overview of the connected Mps(s).
2. **Select and click** the *name* of the *Mps* to be configured.
 - A row called *Control inputs* appears.
 - A row called *Control outputs* appears.
3. **Click** the + of the *Control inputs* row:
 - A screen appears listed the eight *Control Inputs* each with the following items:

Item	Value	Description
Name [#0n]	Static text	Shows the name of <i>control input</i> which is entered in section <i>Multifunction power supply</i> , page 65
Function	Static text	Shows the name of the <i>function</i> which is selected in section <i>Multifunction power supply</i> , page 65 > <i>control inputs</i> chapter
Operation	Selection	Select the <i>operation</i> of the <i>function</i> which is selected in section <i>Multifunction power supply</i> , page 65. See also <i>Assigning an operation</i> , page 117.
Call definition	Selection	Select the <i>call definition</i> which is created in section <i>Call definitions</i> , page 112
Depending of the selected Function, different parameters could be selected, entered, added/removed. See <i>Assigning a function</i>, page 118 for descriptions.		
Submit	Button	Click the <i>Submit</i> button to store the settings: Notice that you always have to <i>Save</i> the configuration. See <i>Save configuration</i> , page 140

Configure control inputs

See *Assigning a function*, page 118 for *functions* and *Assigning an operation*, page 117 for *operations* available for the *Mps*.

Each of the eight *control inputs* listed can be individual configured. To do so:

1. **Select** the *operation* (and *Call definition*) from the dropdown list.
2. **Select, enter** and/or **add/remove** the parameters belonging to the selected *function*.
3. **Click** the *Submit* button to store the settings. See also *Save configuration*, page 140.

Configure control outputs

1. **Click** the + of the *Control outputs* row:
 - A screen appears that shows the eight *control outputs*.
2. With the exception of *Zone activity*, *Power fault indicator* and *Fault alarm indicator / Trouble indicator (UL2572)*, the *Name* and the *function* of the *control outputs* are static and can only be changed in the section *Multifunction power supply*, page 65.
 - Notice that the *Zone activity* function requires: Priority range selection (Higher and lower priority) between 0 and 255 and *zone* selection.
 - Notice that the *Zone activity* function only works with control outputs of the same master or subsystem.
 - Notice that if the *function* text is called *Disabled*, the *control output* is disabled in the section *Multifunction power supply*, page 65.

- Notice that the *Power fault indicator* requires selection of *Mains power fault* or *Battery backup fault*. See *Multifunction power supply, page 65 > Control outputs*.
- Notice that *Indicate mains power fault after grace time* (if selected: 1-8 h) the *Fault alarm indicator / Trouble indicator (UL2572)* can be enabled/disabled. See *System settings, page 94 > Mains supply fault and Multifunction power supply, page 65 > Control outputs*.

Refer to

- *Save configuration, page 140*
- *Assigning a function, page 118*
- *Multifunction power supply, page 65*
- *Assigning an operation, page 117*
- *Call definitions, page 112*
- *System settings, page 94*
- *Multifunction power supply, page 65*

5.8.6

Call station

On the *Action definitions* page of the *call station*, *call station* and *call station extension* actions could be defined.

Functions and operations

See *Assigning a function*, page 118 for *functions* and *Assigning an operation*, page 117 for *operations* (behaviors) available for the *call station* and *call station extension*.

Configure a call station action

In the *General* section, the properties of the press-to-talk (PTT) button of the *call station* can be defined. This button has default the PTT action. To do so:

1. **Below** the *Action definitions* configuration page, **click** *call station*:
 - A screen appears with an overview of the connected call station(s).
2. **Select and click** the *name* of the *call station* to be configured:
 - A *General* section row and, if one or more *call station extension(s)* connected, *call station extension* section rows appearing.
 - A *Submit* button appears.
3. **Click** the + of the *General* row:
 - A screen appears listed the following items:
4. **Select** the following items to configure the actions of the *Call station Press to talk* button.

Item	Value	Description
Press to talk	Static text	Shows the name <i>Press to talk</i> (PTT) of the PTT button of the <i>call station</i> selected and cannot be changed.
Operation	Selection	Select the <i>operation</i> of the <i>function</i> to be used from the dropdown list. See <i>Assigning an operation</i> , page 117.
Call definition	Selection	Select the <i>Call definition</i> to be used from the dropdown list. See <i>Call definitions</i> , page 112
Zone / zone groups	Selection	Select the <i>Zone</i> or <i>Zone groups</i> to be used from the dropdown list. See <i>Zone definitions</i> , page 101. NOTE: The selected <i>Zone(s)</i> and/or <i>Zone group(s)</i> will be used when (only) the PTT button is pressed. A call station extension (zone selection button) can still be added, but is not required.
> and <	Buttons	Using the > and < buttons, selected <i>Zone</i> or <i>Zone groups</i> can be added (>) to, or removed (<) from, the PTT button.
Depending of the selected Function, different parameters could be selected, entered, added/removed. See <i>Assigning a function</i>, page 118 for descriptions.		
Submit	Button	Click the <i>Submit</i> button to store the changes. Note that the changes are not permanent and active until the configuration is saved. See <i>Save configuration</i> , page 140.

Configure call station extension button action

In the *Call station extension* section, the properties of the *buttons* of the *call station extension* can be defined. To do so:

1. **Click** the + of the (*call station*) *Extension* row:
 - A screen appears listed the following items.
2. **Select** the items to configure the actions of the *Call station extension*

Item	Value	Description
1 xxx [#01]	Static text	Shows the number and name of each of the buttons of the <i>call station extension</i> selected and cannot be changed.
Operation	Selection	Select the <i>Operation</i> of the <i>Function</i> which is selected in section <i>Call station</i> , page 73. See also <i>Assigning an operation</i> , page 117.
BGM channel selection	Enable / Disable	BGM channel selection is only available when the <i>Function Select zone(s)</i> is selected. Enable: Selection of the BGM channel(s) which is/are created in the section <i>BGM routing</i> , page 109. The configured BGM routing can be used on the call station <i>Music</i> screen for these specific selected Zone(s). A maximum of four music sources can be assigned to one Zone and will be shown in the display.
> and <	Buttons	Using the > and < buttons, a <i>BGM routing</i> channel can be selected (left area box) and added to, or removed from, the assigned <i>BGM routing</i> channel (right area box).
Depending of the selected Function, different parameters could be selected, entered, added/removed. See <i>Assigning a function</i>, page 118 for descriptions.		
Submit	Button	Click the <i>Submit</i> button to store the changes. Note that the changes are not permanent and active until the configuration is saved. See <i>Save configuration</i> , page 140.

Configure buttons

See *Assigning a function*, page 118 for *functions* and *Assigning an operation*, page 117 for *operations* available for the *call station (extension) buttons*.

Each of the *buttons* listed and can be individual configured. To do so:

1. **Select** the *Operation* from the dropdown list.
2. **Select, enter** and/or **add/remove** the parameters belonging to the selected *Function*.
3. **Click** the *Submit* button to store the settings. See also *Save configuration*, page 140.

Recorded messages

Recorded messages selection is only visible/possible if this **function** is enabled in *Call station*, page 73.

1. **Click** the + of the Recorded messages row.
2. **Select** the *call definition*:
 - **Note:** Do not select *call definition* with *Live speech* set to "Yes".
3. **Click** the *Submit* button to store the settings. See also *Save configuration*, page 140.

Alert messages

Alert messages selection is only visible/possible if this **function** is enabled in *Call station*, page 73.

1. **Click** the + of the Alert messages row.
2. **Select** the *call definition*:
 - **Note:** Do not select *call definition* with *Live speech* set to "Yes".
3. **Select** (add/remove) the *zone/zone group* with the > < buttons.
4. **Click** the *Submit* button to store the settings. See also *Save configuration*, page 140.

Refer to

- *Action definitions*, page 117

5.8.7

Control interface module

In the **Action definitions** page of the **Control interface module**, you can configure the functions you selected in *Control interface module*, page 83.

Configure control inputs

1. Below **Action definitions**, click **Control interface module**.
2. Click the + sign of the **Control inputs** category row.
The 16 control inputs appear.
3. For each enabled control input, choose an **Operation** from the drop-down list. For a detailed description of the operations, refer to *Assigning an operation*, page 117.
4. For each enabled input configured with a call related function, choose a **Call definition** from the drop-down list. For a detailed description of the call definitions, refer to *Call definitions*, page 112.
5. Move the **Zone** or **Zone groups** from left to right to configure the zones related to your enabled inputs configured with a call related function.
6. Click the **Submit** button.

Configure control outputs

1. Click the + sign of the **Control outputs** category row.
The eight control outputs and two trigger outputs appear.
2. For the outputs with the **Zone activity** function, select the **Priority range** and the **Zone**.
 - **Note:** The **Zone activity** function only works within the system where it is configured.
3. For the outputs with the **Power fault indicator** function, choose between **Mains power fault** and **Battery backup fault** from the drop-down list.
4. Click the **Submit** button.

Refer to

- *Control interface module*, page 83
- *Assigning an operation*, page 117

5.8.8

Wall control panel

In the **Action definitions** page of a **Wall control panel**, you can configure the zone and the BGM channels.

Zone

- Use the drop-down menu to assign a zone to the wall control panel.
 - Zone groups and the lifeline zone are not available, as they cannot be configured.
 - You can assign multiple wall control panels to the same zone.

Select BGM channels

- Use the > and < buttons or double-click an item to move it between the lists on the left and on the right.
 - You can select up to 15 BGM channels.
 - In the display of the wall control panel, the BGM channels appear in the order they are added.
 - You can select different BGM channels for multiple wall control panels assigned to the same zone. For example, Zone 1 is assigned to:
WCP-A with BGM1 and BGM2 configured, and
WCP-B with BGM2 and BGM3 configured.

5.8.9**Telephone interface**

You can define actions for each SIP account in the **Action definitions** page for the **Telephone Interface**.

1. Below **Action definitions**, click **Telephone interface**.
2. Click the + sign of the **SIP accounts** category row.
 - You can now see an overview of the SIP accounts you added
3. For each SIP account, choose a **Call definition** from the drop-down list.
4. Move the **Zone** or **Zone groups** from left to right to configure the zones of your extensions.
5. Click the **Submit** button.

**Notice!**

In a multi-controller setup, you can only program a telephone interface either in the master or in a subsystem. However, when the telephone interface is configured in the master system, a telephone interface call can be assigned to multiple subsystems.

The following settings defined in *Call definitions, page 112* will be ignored when a telephone interface call is ongoing:

- Messages
- Live speech
- Continue call.

5.9 Audio processing

On the *Audio processing* pages, the audio processing parameters of an *audio input* of a call station, ambient noise sensor and/or *audio outputs* of an amplifier in the PROMATRIX 9000 system can be set: See:

- *Amplifier, page 133*
- *Call station, page 136*
- *Ambient noise sensor, page 138*

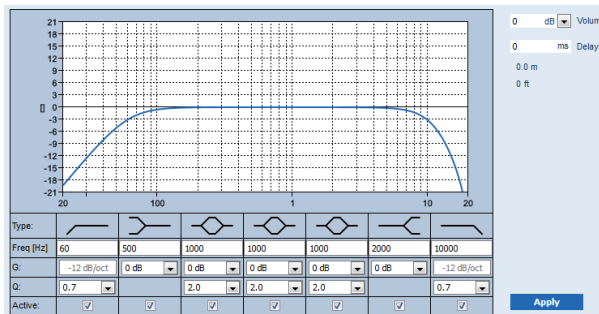
The DSP audio equalizers have an internal headroom of 18 dB. Do not use audio equalizer settings with an accumulated gain of more than 18 dB at any frequency, as this will cause audio clipping for full scale input signals. It is good practice to do most of the frequency response corrections by attenuation of prominent frequency bands.

5.9.1 Amplifier

On the *Audio processing* page of the *Amplifier*, the audio processing parameters of the selected amplifier *outputs* can be set.

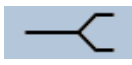
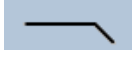
- For each *audio output* of the amplifier, a *parametric equalizer*, an *audio delay* option and a *volume* level selection button is available to set the *audio output* signal.

1. **Below** the *Audio processing* page, **click** *Amplifier*:
 - A new screen appears listed the connected Amplifier(s).
2. **Select and click** the *Amplifier* name to configure.
 - A new screen appears listed the *Amplifier outputs*.
3. **Select and click** the + of the *Amplifier output* category row:
 - The audio processing / parametric equalizer overview appears.
4. **Select** each of the following items, if required.



F: Frequency, G: Gain, Q: Quality factor

Item	Filter	Value	Description
High-pass filter		Enter F Select Q	Default: Frequency 60 Hz, Quality factor 0.7 (selectable 0.2 - 2.0). Fixed: Gain -12 dB/oct.
Shelving filter (for low frequencies)		Enter F Select G	Default: Frequency 500 Hz, Gain 0 dB (selectable: -infinite - +12 dB).
Full parametric sections (3)		Enter F Select Q, G	Default: Frequency 1000 Hz, Quality factor 20.0 (selectable 0.4 - 20.0), Gains 0 dB (selectable: -infinite - +12 dB)

Item	Filter	Value	Description
Shelving filter (for high frequencies)		Enter F Select G	Default: Frequency 2000 Hz, Gain 0 dB (selectable: -infinite - +12 dB).
Low-pass filter		Enter F Select Q	Default: Frequency 10000 Hz, Quality factor 0.7 (selectable 0.2 - 2.0). Fixed: Gain -12 dB/oct.

Set a filter and output

Proceeds as follows to set the filters of each output separately:

- Make sure that all loudspeakers are:
 - Connected to each amplifier output.
 - Set at the correct power level.
 - If necessary, aimed.
 - Working.
- The frequencies, gain and quality factors of each output are already set to the default values as indicated in the previous table.
 - IMPORTANT:** The correct output setting depends on the environment to where the audio output signal is routed to. As such, adjust it in the zones locally if needed.
- Enable the **Active** checkbox of each filter for each output to activate it in the system.
- Select the output volume level from the **Volume** dropdown list. The default is 0 dB.
- Adjust the nominal output level of the audio output in the zone to guarantee the correct speech intelligibility at the maximum ambient noise level. It ranges from 0 dB to -60 dB in steps of 1 dB and Mute.
- If required, enter the delay time in milliseconds in the **Delay** field. The default is 0 ms.
 - Make sure that the audio delay setting of each applicable amplifier output is set to the correct value.
 - By entering the delay time, the distance is calculated and displayed.
- Click the **Apply** button.
 - Be aware that the changes are immediately applied to the audio output and can cause unexpected high-level audio output in the loudspeaker zones.
- Click the **Submit** button to submit the changes.
 - Notice that the audio processing parameters are changed immediately when you click **Submit**. Although the changes are audible, they are not automatically saved. If the changes are not saved, they are lost when the system controller resets. See *Save configuration, page 140*.

Spare amplifier output channel

The integrated spare amplifier audio output channel automatically replaces a failing *audio output* channel, with due regard of the actual sound processing settings. Meaning that the spare amplifier *audio output* channel does not provide volume and equalizer settings for the *audio output* channel. These settings are automatically set to the same position as the failing *audio output* channel that is replaced by the spare *audio output* channel. **No** separate *audio options* settings for the spare amplifier output channel are required. Refer to the PROMATRIX 9000 installation manual (amplifier chapters) for a detailed description of the *spare amplifier output channel* function.

Lifeline audio input

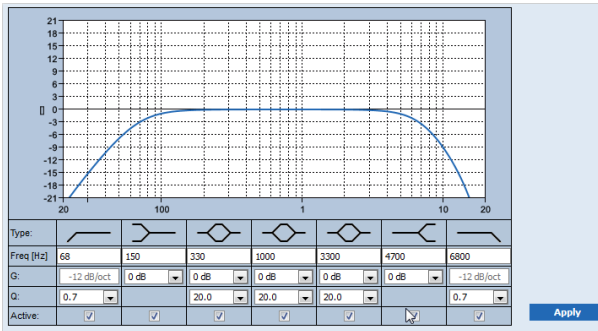
Each amplifier incorporate a (backup) **analog lifeline audio input** driving the spare amplifier *audio output* channel to serve all connected loudspeaker *zones* in case the network connections, or the amplifier network interface, would fail. The *lifeline* is automatically added as a *zone* when adding a multifunction power supply (mps) in *System composition*, page 51 and *Zone definitions*, page 101. **No** separate *audio options* settings for the *lifeline* are available and required. Refer to the PROMATRIX 9000 installation manual (amplifier chapters) for a detailed description of the *lifeline* function.

5.9.2

Call station

On the *Audio processing* page of the *call station*, the audio processing parameters of the selected *call station input* can be set.

- For the *microphone* of the *call station*, a *parametric equalizer* is available to set the *audio output* signal. The correct setting depends on the environment to where the signal is routed to, and possible needs to be adjusted:
 - It is advised to **adjust** the microphone characteristics in the room where the *call station* is located.
- 1. **Below** the *Audio processing* page, **click** *Call station*:
 - A new screen appears listed the connected call station(s).
- 2. **Select and click** the *Call station name* to configure.
 - A new screen appears listed the *Call station input*.
- 3. **Select and click** the + of the *Call station input* category row:
 - The audio processing / parametric equalizer overview appears.
- 4. **Select** each of the following items, if required:



F: Frequency, **G:** Gain, **Q:** Quality factor

Item	Filter	Value	Description
High-pass filter		Enter F Select Q	Default: Frequency 50 Hz, Quality factor 0.7 (selectable 0.2 - 2.0). Fixed: Gain -12 dB/oct.
Shelving filter (for low frequencies)		Enter F Select G	Default: Frequency 500 Hz , Gain 0 dB (selectable:-20 dB - +12 dB).
Full parametric sections (3)		Enter F Select Q, G	Default: Frequency 1000 Hz, Quality factor 20.0 (selectable 0.4 - 20.0), Gains 0 dB (selectable: -infinite - +12 dB).
Shelving filter (for high frequencies)		Enter F Select G	Default: Frequency 2000 Hz , Gain 0 dB (selectable: -infinite - +12 dB).
Low-pass filter		Enter F Select Q	Default: Frequency 10000 Hz, Quality factor 0.7 (selectable 0.2 - 2.0). Fixed: Gain -12 dB/oct.

Set a filter and output

Proceeds as follows to set the *filters* of **each** *output* separately.

1. **Make sure** that all loudspeakers are connected to each amplifier output, set at the correct power level, are aimed (if necessary) and are working.
2. The frequencies, gain and quality factors of each output are already set to the default values as indicated in the previous table:
 - **IMPORTANT:** The correct output setting depends on the environment to where the audio output signal is routed to, and possible needs to be adjusted in the zone(s) locally.
3. **Enable** (checkmark) the *Active* box of each filter for each output to enable it and to make it active in the system.
4. **Click** the *Apply* button:
 - **Be aware** that the changes are immediately applied to the *audio output* and could cause unexpected high-level audio output in the loudspeaker zone(s).
5. Click the *Submit* button to submit the changes.
 - **Notice** that audio processing parameters are changed immediately when also the *Submit* button is clicked. Although the changes are audible, it is important to realize that they are not automatically saved. If the changes are not saved they will be lost when the system controller resets. See *Save configuration, page 140*.

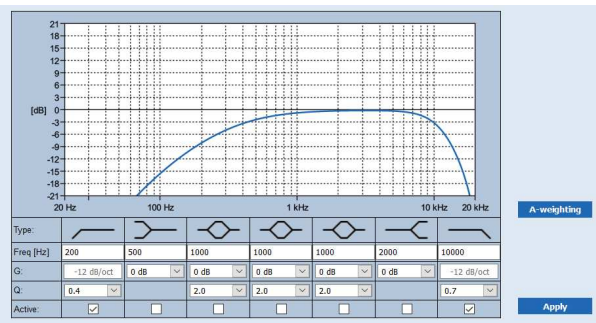
5.9.3 Ambient noise sensor

On the *Audio processing* page of the *Ambient noise sensor (ANS)*, the audio processing parameters of the selected *Ambient noise sensor (microphone)* can be set.

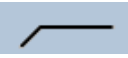
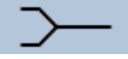
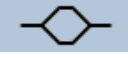
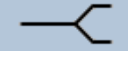
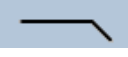
- For the *microphone* of the *ANS*, a *parametric equalizer* is available to set the *audio output* signal. The correct setting depends on to which noise frequencies the *ANS* should be sensitive, or insensitive, at the location where the *ANS* is installed.
 - The default EQ setting for an *ANS* is the *A-weighting* curve (low-cut at 200 Hz with $Q = 0.4$ and high-cut at 10 kHz with $Q = 0.7$).
 - To set the EQ back-to-default (*A-weighting*) curve, click the *A-weighting* button.

To do so:

1. **Below** the *Audio processing* page, **click** *Ambient noise sensor*:
 - A new screen appears, listed the connected *Ambient noise sensor(s)*.
2. **Select and click** the *Ambient noise sensor name* to configure.
 - A new screen appears listed the *Microphone(s)*
3. **Select and click** the + of the *Microphone* category row:
 - The audio processing / parametric equalizer overview appears.
4. **Select** each of the following items, if required:



F: Frequency, **G:** Gain, **Q:** Quality factor

Item	Filter	Value	Description
High-pass filter		Enter F Select Q	Default: Frequency 200 Hz, Quality factor 0.4 (selectable 0.2 - 2.0). Fixed: Gain -12 dB/oct.
Shelving filter (for low frequencies)		Enter F Select G	Default: Frequency 500 Hz , Gain 0 dB (selectable:-20 dB - +12 dB).
Full parametric sections (3)		Enter F Select Q, G	Default: Frequency 1000 Hz, Quality factor 2.0 (selectable 0.4 - 20.0), Gains 0 dB (selectable: -infinite - +12 dB).
Shelving filter (for high frequencies)		Enter F Select G	Default: Frequency 2000 Hz , Gain 0 dB (selectable:-20 dB - +12 dB).
Low-pass filter		Enter F Select Q	Default: Frequency 10000 Hz, Quality factor 0.7 (selectable 0.2 - 2.0). Fixed: Gain -12 dB/oct.

Equalizer settings

When automatic volume control (AVC) is enabled in a zone, an ambient noise sensor (ANS) continuously measures the ambient noise. PROMATRIX 9000 uses an averaging filter to derive the average ambient noise level from the signal of the ANS (microphone).

Proceeds as follows to **set** and **activate** the *filters of each ambient noise sensor (ANS)*, individually.

1. **Make sure** that the ANS is correctly connected to the system and zone.
 - See *System composition, page 51* and *Zone options, page 101*.
2. **Make sure** that all loudspeakers (zones) are connected to each amplifier output, set at the correct power level, are aimed (if necessary) and are working.
3. Note that all filters are already set to the default values as indicated in the previous table. If required, adjust the frequencies, gain and quality factors of each filter.
4. **Enable** (checkmark) the *Active* box of each (required) filter to make it active in the system.
 - The high-pass and low-pass filters are the most valuable ones, and are default already activated.
5. **Click** the *Apply* button.
6. **Click** the *Submit* button to apply the changes.
 - **Notice** that audio processing parameters are changed immediately when **also** the *Submit* button is clicked. Although the changes are audible, it is important to realize that they are not automatically saved. If the changes are not saved they will be lost when the system controller resets. See *Save configuration, page 140*.
7. Continue with *Ambient noise sensor, page 150*.

Refer to

- *Save configuration, page 140*
- *System composition, page 51*
- *Ambient noise sensor, page 150*
- *Zone options, page 101*

5.10 Save configuration

Most of the pages in the *Configure* section of the webserver contains a *Submit* button. Always click this button after making changes, otherwise the changes are lost. Click the *Submit* button, however, does not mean that the changes are saved. Therefore, you always have to save the configuration on the system controller.

To do so:

1. **Click** the *Save configuration* page button:
 - A (limited) confidence check on the configuration is executed automatically. When your computer is connected to the system (controller), and there are no issues found, the configuration is correctly done, and the following three buttons and one checkbox are displayed to enable you to:
 - 1 - Save configuration** (button)
 - 2 - Restart system** (button)
 - 3 - Save configuration and restart system** (button)
 - Clear event logging on restart** (checkbox)
2. When there are issues found, a message is displayed indicating there are configuration issues to be resolved first. Still it is possible to ignore the errors and save the configuration anyway to continue the configuration at a later time.
 - Only one button is displayed: *Ignore errors and save configuration*.
3. **Click** the *Ignore errors and save configuration* button:
 - The errors will be ignored and the configuration will be saved.

1 - Save configuration

By clicking the *Save configuration* button, and no issues (errors) are found, the configuration file is *saved* on the *system controller*. To reload and activate the saved configuration, restart the system controller.

2 - Restart system

Click the *Restart system* button to restart the system (controller) **without** saving the current configuration. In this case the existing, and already saved, configuration file will be reloaded. Notice that possible changes in the current configuration will be overwritten at reloading.

3 - Save configuration and restart system

By clicking the *Save configuration and restart system* button, and no issues (errors) are found, the configuration file is *saved* on the *system controller*, and the system (controller) will be restarted and reloading, plus activating, the just saved configuration.

Clear event logging on restart

By enabling (checkmark) the *Clear event logging on restart* checkbox, all events logged on the system controller will be erased after the system has been restarted.

- Note that the events are still visible in the Logging Viewer. See *Optional: Using the Logging Viewer*, page 165.

Refer to

- *Logon the application*, page 45
- *Backup and restore*, page 141

5.11 Backup and restore

On the *Backup and Restore* pages, the configuration parameters could be backup/restored on a externally (PC) location you prefer. To do so, see:

- *Backup, page 141*
- *Restore, page 142*

5.11.1 Backup

To be sure that your *configuration* is not lost if it becomes e.g. corrupt, or when your *system controller* is replaced, it is advisable to make a *backup* so it can be restored afterwards.

- **IMPORTANT:** Notice that *recorded messages* are **not** part of the backup configuration .tar.gz file:
 - Be sure that the used *recorded messages* are stored on a safe place and that they **possible** need to be uploaded again after restoring the configuration file. This step is only needed in case the *system controller* is/was **reset** to default and/or **replaced**. See also *Recorded messages, page 92*.

Backup your configuration file

See *Logon the application, page 45*.

Proceed as follows:

1. **Below** the *Backup and restore* configuration page, **click Backup**:
 - A screen appears with the following items, to:
2. **Enable** (checkmark) the *Configuration settings* checkbox:
 - All already submitted and saved configuration settings will be selected to *backup* to a location on your connected configuration computer.
3. **Enable** (checkmark) *User credentials* and *certificates*:
 - *User credentials* will be selected to *backup*, but also *certificates* will be done.
4. **Enter** your (new) *Password* in the text field (minimum 8 characters):
 - Notice that the password used for the backup could be different from the one used for logon the configuration.
5. **Click** the *Create* button:
 - A .tar.gz backup file will be created.
 - Depending on the web browser type (e.g. Firefox, Edge, etc.) a save/open file selection screen will appear.
6. Depending on the web browser type, **browse** to the file location where you want **to store** the *backup file*:
 - The configuration and credentials selected will be stored on the location you selected.
7. If required, see *Restore, page 142*.

Refer to

- *Recorded messages, page 92*

5.11.2

Restore

If the configuration file on your system controller becomes e.g. corrupt or configuration items are lost or changed by accident, and/or when your system controller is replaced, it can be restored **only** when you have made a *backup*. See *Backup, page 141*.

- **IMPORTANT:** Notice that *recorded messages* are **not** part of the backup configuration .tar.gz file:
 - Be sure that the used *recorded messages* are stored on a safe place and that they **possible** need to be uploaded again after restoring the configuration file. This step is only needed in case the *system controller* is/was **reset** to default and/or **replaced**. See also *Recorded messages, page 92*.

Restore your configuration file

Proceed as follows:

1. **Below** the *Backup and restore* configuration page, **click** *Restore*:
 - A screen appears with the following items:
2. **Click** the *Browse* button:
 - Depending on the web browser type (e.g. Firefox, Edge, etc.) A (different) file selection screen appears.
3. **Browse** to, and select, the .tar.gz file which need to be restored.
4. **Enter** your *Password* (used for the backup) in the text box below *Provide password when backup contains user credential and certificates*:
5. **Click** the *Restore* button:
 - The selected configuration and credentials file will restore your system configuration.
6. **Upload** the messages, if required. See *Recorded messages, page 92*.
 - **IMPORTANT:** After restore, the used *recorded messages* need to be uploaded to the system controller, again. This step is needed in case the *system controller* is **reset** to default and/or replaced.
7. **Upload/Activate** the *certificate(s)*, if required. See *Open interface, page 155*.
 - **IMPORTANT:** This step is needed in case the *system controller* is **reset** to default and/or replaced.

Refer to

- *Recorded messages, page 92*
- *Backup, page 141*

6 Diagnose

On the *Diagnose* pages of the webserver, the system (installation) can be diagnosed.

IMPORTANT: With the exception of **Version**, only PROMATRIX 9000 administrator and installer user accounts have full access to the **Diagnose** section. See *User accounts, page 48*.

IMPORTANT: When adding, or removing, devices in configuration, it requires a *Save configuration and restart system*, before the changes become effective and responsive on *Diagnose* web pages. See *Save configuration, page 140*.

- Click **Diagnose** to see the following diagnose menu items:

Diagnose (menu items)		
1	<i>Configuration, page 144</i>	Can be used to check the system (controller) configuration for inconsistencies.
2	<i>Version, page 145</i>	Can be used to check the hardware version of the connected network devices, their firmware version and other relevant information.
3	<i>Amplifier loads, page 146</i>	Can be used to calculate the amplifier load (in Watt) per amplifier output channel.
4	<i>Amplifier spare channel, page 148</i>	Can be used to generate a fault in an amplifier channel to force spare switching.
5	<i>Battery impedance, page 149</i>	Can be used to check the condition of the connected 12 VDC (back-up) battery to the Multifunction power supply (Mps).
6	<i>Ambient noise sensor, page 150</i>	Can be used to monitor (changing) ambient noise levels for automatic adjustment of announcement or background music levels (AVC - Automatic Volume Control).
7	<i>Telephone interface, page 152</i>	Can be used to check the status of the SIP accounts created.

Refer to

- *Telephone interface, page 152*
- *Save configuration, page 140*
- *Ambient noise sensor, page 150*
- *Amplifier spare channel, page 148*
- *Configuration, page 144*
- *Version, page 145*
- *Amplifier loads, page 146*
- *Battery impedance, page 149*
- *User accounts, page 48*

6.1 Configuration

The *Configuration* page in the *Diagnose* section is used to check the system (controller) configuration for inconsistencies. Inconsistencies can cause strange or unexpected system behavior. See also *Save configuration*, page 140.

The webserver of the system controller prevents most inconsistencies from occurring by refusing to accept incorrect user data during configuration, but some inconsistencies can still occur.

- **Important:** The *Configuration* page will display but not solve any remaining inconsistencies. The user should modify the configuration manually to solve.

Configuration diagnostics

By clicking the button *Configuration*, a configuration confidence check is executed automatically. When no errors found, the configuration is correctly done and the message "No consistency errors found in configuration" appears and stays visible as long no error occurs.

Configuration error messages

The *Configuration* page could **show** the following errors:

- Outputs assigned to more than one *zone*.
- Inputs assigned to multiple *BGM routings*.
- *Zones* and *zone groups* assigned to multiple *BGM routings*.
- *Control outputs*, other than configured as *switch control outputs*, assigned to a *PTT* input, *Make announcement* input or a *Start phased announcement* input.
- *Control outputs*, other than configured as *Zone activity outputs*, assigned to a *zone*.

6.2 Version

The *Version* page in the *Diagnose* section is used to check the *hardware version* of the connected network devices, their *firmware version* and other *relevant information*. For devices with a LCD (e.g. a Call station), most of this information is also available from the LCD, but for devices without LCD this *Version* page provides the relevant information.

– The following information is presented on the *Version* overview page:

Item	Description
Name	Shows the <i>name</i> of the device. See <i>System composition</i> , page 51
Device type	The <i>device type</i> name (i.e. Amplifier) description is fixed and cannot be changed. See <i>System composition</i> , page 51.
Hostname	The unique <i>hostname</i> of the device. The <i>hostname</i> consists of the commercial type number (CTN) and a part of the MAC address. See the product label on the device and <i>System composition</i> , page 51.
Serial number	The unique <i>serial number</i> of the device. See the product label on the device. The serial number is fixed and cannot be changed.
Hardware	The unique <i>hardware version</i> of the device. See the product label on the device. The hardware version description is fixed and cannot be changed. Click <i>Details</i> to see more detailed information of the <i>hardware</i> used, e.g. PCB type/revision version number.
Firmware	The unique <i>firmware version</i> of the device. With the exception of uploading other firmware, the firmware version description is fixed and cannot be changed. Click <i>Details</i> to see more detailed information of the <i>firmware</i> used, e.g. processor version numbers.
Print	Click the <i>Print</i> button to produce and save a PDF file of the version overview page. Notice that you need a PDF printer installed to generate a PDF document.



Notice!

Have the version info available when contact technical support.

6.3 Amplifier loads

The *Amplifier loads* page in the *Diagnose* section is used to measure the amplifier load (in Watt) per amplifier output channel. An amplifier load uses an amount of Watt, whereas an amplifier provides a number of Watts.



Notice!

It is an essential step in the system configuration to do a load measurement to check whether the amplifier channels and the amplifier are not overloaded. Without this check, the amplifier channel volume is automatically set to -12 dB to protect the amplifier from unexpected overload conditions in case of an alarm situation.



Notice!

When it is needed to change the output voltage; save the configuration and restart the system before doing a load measurement on the amplifier outputs. Results of previous measurements are wrong when the output voltage selection has changed. See also *System settings*, page 94.

The following information is presented on the *Amplifier loads* page:

Item	Description
Measure	For each amplifier a <i>Start</i> button is presented to start the load measuring of the <i>amplifier</i> selected.
Name	Shows the <i>name</i> of the amplifier and each amplifier <i>output channel</i> . See <i>Add a device</i> , page 52.
Topology (@ 70 / 100 V)	Select and click <i>Channels</i> below <i>Topology</i> to see which output (A and/or B) is selected/connected. See <i>Amplifier</i> , page 60.
Overload	Select and click <i>Channels below Topology</i> to see the amplifier <i>Output</i> overload xxxW@yyyHz, if any. Where xxx is the measured overload in Watt at yyy frequency in Hz. The measured result is visible after using the <i>Start</i> button or if another measurement was done before. See the “Start measuring output load” section in this chapter. Notice that no (overload) message is shown if the load is equal or less than the total amount of load +20% (Watt) provided by the amplifier. An overload will be shown as follows at: Channel 1: > 720 W (100 V) of 600 W. > 510 W (70 V) of 425 W. Channels 2-4/8 > 360 W of 300 W.
Protection	Shows -12 dB (decreased output level) in case the amplifier is in amplifier protection state at an overload or if another measurement was done before. The column field is empty in case of no overload is measured (before). Notice that the result is visible after using the <i>Start</i> button and when another measurement is done before. See the “Start measuring output load” topic in this chapter.
Status	A status message will show the overall measuring result of both the amplifier and channels. When no error is noticed, the text will show; OK. See the status messages table following.

Item	Description
	The status is only visible after using the <i>Start</i> button See the “Start measuring output load” topic in this chapter. See also <i>Troubleshooting, page 174.</i>

Status messages				
Amplifier overload	NO	YES	NO	YES
Channel overload	NO	NO	YES	YES
Amplifier status	OK	Amplifier overload	Channel overload on A + B	Amplifier overload
Channel status	OK	-	Channel overload	Channel overload on A + B
Amplifier protection	-	-12 dB	-	-12 dB



Caution!

If the amplifier detects a temperature higher than +90 °C, the output level is attenuated by -3 dB in order to counteract this. The -3 dB attenuation is removed after the fault is acknowledged and reset. Before the fault can be cleared, the temperature needs to drop below +80 °C.

Start measuring output load

1. **Click** the *Start* button of the selected *amplifier*:
 - **IMPORTANT:** The test signal is audible in all amplifier output channels/zones of the amplifier selected. Possible you have to schedule this test after working hours, when less/no people are in the test environment.
 - As soon the *Start* button is **clicked**, the system generates an audio signal to measure the load connected to each amplifier output channel.
2. **Click** *Channels* (**below** Topology) as soon the measurement has been finished:
 - Only the overload power (in Watt) connected to the A and/or B output is indicated in the *Overload* column. See *Amplifier, page 60.*



Caution!

When a load measurement is done with one of the loudspeaker lines shorted, the webpage will indicate; “**not measured**”. Resolve the short and start the load measurement again to resolve this.

Refer to

- *Amplifier, page 60*
- *System settings, page 94*
- *Add a device, page 52*
- *Troubleshooting, page 174*

6.4 Amplifier spare channel

The *Amplifier spare channel* page in the *Diagnose* section is used to generate a fault in an amplifier output channel to force it to the spare output channel of the selected amplifier. This function can be used to test the sparing and faults behavior in an installation (e.g. during commissioning and/or certification of an installation).

The following information is presented on the *Amplifier spare channel* page:

Item	Description
Name	Shows the <i>name</i> of each amplifier added to the system. See <i>Add a device</i> , page 52.
Faulty channel	Click and select the (faulty) amplifier channel which need to be forced routed via the spare amplifier channel. See <i>Amplifier</i> , page 60.
Apply	Click the Apply button to set and activate the forced spare channel switching of the selected amplifier (channel) in the system. See <i>Amplifier</i> , page 60 > Front and rear panel indicators.



Notice!

To deactivate the spare channel switching: select “None” below *Faulty channel*, click the corresponding *Apply* button, and *acknowledge and reset* the fault (See *Assigning a function*, page 118 > *acknowledge and/or reset*).

Refer to

- *Add a device*, page 52
- *Amplifier*, page 60
- *Troubleshooting*, page 174

6.5 Battery impedance

The *Battery impedance* page in the *Diagnose* section can be used to check the condition of the connected 12 Vdc (back-up) battery. See also *Multifunction power supply*, page 65.

The following information is presented on the *Battery impedance* page:

Item	Description
Measure	A Start button is presented to start the battery impedance calculation of the connected battery.
Name	Shows the name of the Mps to where the battery is connected. See <i>Multifunction power supply</i> , page 65.
Capacity [Ah]	Shows the configured capacity (in Ah) of the connected battery. See <i>Multifunction power supply</i> , page 65.
Fault threshold [mOhm]	Result of the measurement and depends on the connected battery capacity.
Impedance [mOhm]	Result of the measurement and depends on the connected battery capacity. IMPORTANT: The diagnostics page battery impedance is only available when battery supervision is enabled. See <i>Multifunction power supply</i> , page 65.
Result	One of the following measurement results will be shown (No error messages will be shown): <ul style="list-style-type: none"> – Busy: the measurement is currently in progress. – Unknown: possible no battery connected and/or no measurement was/is started. – Preliminary: measurement results known but measured while the battery was not fully loaded. – Stable: measurement results known while the battery was fully loaded.
Fault warning	Battery related fault messages will be shown here. See <i>Multifunction power supply (MPS)</i> , page 191 and/or <i>Troubleshooting</i> , page 174

Notice that the system continuously do measurements on the background and report the results. On the diagnostics (Battery impedance) page, the measurements can be started manually.

Start measuring battery impedance

1. **Check** the battery connections and settings as defined in *Multifunction power supply*, page 65.
 - When OK:
2. **Click** the *Start* button:
 - As soon the *Start* button is **clicked**, the system will measure the connected battery capacity and will generate the results for each item as described in the previous table.

6.6 Ambient noise sensor

The *Ambient noise sensor* page in the *Diagnose* section is used to calibrate the automatic volume control (AVC).

The following information is presented on the *Ambient noise sensor* (ANS) page:

Item	Description
Measure	For each connected ANS a <i>Start /Stop</i> button is presented, to start / stop the measurement of the ANS selected. This starts / stops the live reading of the noise level the ANS is sensing and how this is changing the volume in the assigned zone by means of the attenuation level.
Zone	The selected <i>Zone name</i> to where the selected ANS is added. See <i>Zone options</i> , page 101 > Ambient noise sensor.
Name > Sensors	The <i>Sensors</i> section can be expanded or collapsed per zone. By default, the <i>Sensors</i> section is collapsed. To show the <i>name(s)</i> of the ANS(s) selected for the zone, select and click <i>Sensors</i> . See <i>Add a device</i> , page 52.
Sensor level	When the <i>Start</i> button is pressed, actual data (dBSPL) is measured by the ANS. <ul style="list-style-type: none"> - Sensor level is shown as "Unknown" if the ANS is: <ul style="list-style-type: none"> - Configured but not connected. - Sensor level is out of range (min. level ANS is 10 dB and max. level is 130 dB). - Initially when the page is just opened and/or left and re-opened. - When <i>Stop</i> is pressed (values are frozen and shown until the page is left).
Offset	The <i>Offset</i> value is added to the <i>Sensor level</i> and creates the <i>Noise level</i> that is taken into account when determining the level for the whole <i>zone</i> . Range: -20 dB to 20 dB in steps of 1 dB. Default is 0 dB. The changed <i>Offset</i> value is applied immediately, when the <i>Apply</i> button is pressed. NOTE: The <i>Offset</i> selection is disabled (grayed-out) when the following is done before <i>Save & Restart</i> the system: <ul style="list-style-type: none"> - A <i>zone</i> is removed, so that the <i>Offset</i> selection of all ANS devices assigned to the <i>zone</i> is disabled. - An ANS is removed from a <i>zone</i> and/or <i>system composition</i> page. See <i>System composition</i>, page 51 and/or <i>Zone options</i>, page 101
Apply	To set and activate the <i>Offset</i> of the selected ANS in the system, click the <i>Apply</i> button.
Noise level	Indicates the measured level after adding up the <i>Offset</i> value for the <i>zone</i> , and indicates individual measurement results of the ANSs. The <i>Noise level</i> of the <i>zone</i> is equal to the maximum of the <i>Noise levels</i> of the individual ANSs in the <i>zone</i> .

Item	Description
	NOTE: Shows "Unknown" when at least one of the ANSs of the whole zone shows "Unknown" for its <i>Sensor level</i> . In addition, the <i>Sensor level</i> and the <i>Noise level</i> of that ANS will show "Unknown".
Volume control	The actual attenuation of the zone. The value is continuously updated (when <i>Start</i> button is pressed). <ul style="list-style-type: none"> - When one of the <i>Sensor levels</i> is "Unknown", it shows 0 dB. - When initially page is just loaded, it shows "Unknown". - When AVC is NOT enabled for the corresponding zone, zone and Volume control will be displayed within brackets e.g. (<ZoneName>) and (<VolumeControlValue>)". See <i>Zone options</i>, page 101.
Submit	Click the <i>Submit</i> button to store the changes. Note that the changes are not permanent until the configuration is saved. See <i>Save configuration</i> , page 140.

**Notice!**

Use a test tone to measure the noise sensor. Inform the people in the affected zones of the test beforehand to make sure that the test tone is not misjudged as an alarm tone.

Start measurement/calibration

1. In the *Diagnose* section, select *Ambient noise sensor*
 - An ANS overview page appears.
2. Below *Name*, click *Sensors* to select the ANS *name*.
3. Of the ANS to measure/calibrate, select the required *Offset* value from the dropdown list, and click the *Apply* button to confirm.
 - Default: 0 dB
4. To start the measurement of (each of) the selected ANS in the zone, click the *Start* button:
 - When pressing multiple *Start* buttons, *Sensor levels* of multiple Zones are updated at the same time.
 - Live measurement results are visible below *Sensor level*.
 - The *Offset* value can be changed, and applied, during the measurement.
 - The maximum *Noise level* of all ANSs in a Zone is showing, and is calculated from the *Sensor level* + *Offset*.
 - The actual attenuation of the Zone is showing below *Volume control*. Attenuation can only be 0, or a negative value. The negative value never exceeds the attenuation range as configured in *Zone options*. The attenuation is fixed during a *Normal* call, but updated during a BGM call. See *Zone options*, page 101.
5. To save the *Offset* values, click the *Submit* button.
 - If *Submit* is not used when leaving the *Diagnostics* page, a reminder message appears.
 - Note that the changes are not permanent until the configuration is saved. See *Save configuration*, page 140.
6. To stop the ambient noise measurement/calibration, click the *Stop* button.
 - Updating of the specific Zone stops.
 - Last measured/calibrated and set values stay visible.

6.7 Telephone interface

The Telephone interface page in the Diagnose section is used to check the status of your SIP accounts.

7 Security

Below the *Security* page, secured system connections can be viewed and/or defined.

IMPORTANT: Only PROMATRIX 9000 administrator and installer user accounts have access to the *Security* section. See *User accounts*, page 48.

To do so:

Click *Security* to see the following *security* menu items:

Security (menu items)		
1	<i>System security</i> , page 154	Is used to create a secured configuration connection between the configuration computer and the PROMATRIX 9000 network devices.
2	<i>Open interface</i> , page 155	Is used to download the PROMATRIX 9000 Open Interface certificate.

Refer to

- *User accounts*, page 48

7.1 System security

1. **Below** the *Security* page, **click** *System security*:
 - A new screen *OMNEO system security* appears where the:
 - *OMNEO security username*, and the
 - *OMNEO passphrase* can be viewed. These are both automatically created at 1st time / initial *Logon the application*, page 45.
2. **Both credentials** are used to create a secure connection between the PROMATRIX 9000 system controller, the other network devices, PC and during upgrade of the PROMATRIX 9000 network devices firmware.
3. See *Change user name and passphrase*, page 154 if you want to change the credentials.
4. See 1st time / initial *Logon the application*, page 45 for the automatically generated secured credentials.
5. See *Check/Upload the devices firmware*, page 26 for a secured device firmware upload connection.
6. See *Backup and restore*, page 141 for a (secured) *backup* and *restore* of your configuration file.



Notice!

When working with a master system and subsystems, make sure that the master controller and all its subsystems controllers have the same passphrases.

Refer to

- *Logon the application*, page 45
- *Backup and restore*, page 141
- *Check/Upload the devices firmware*, page 26
- *Change user name and passphrase*, page 154

7.1.1 Change user name and passphrase

The **security** user name and passphrase are automatically generated and created at 1st time / initial logon. See *Logon the application*, page 45, if required.

To change:

1. **Below** the *System security* page, **click** the + of the *Change user name and passphrase* category row:
 - Make sure that all configured network devices are connected. See also *Show disconnected devices*, page 155.
2. **Click** the *Generate (recommended)* button which will generate a **new** *User name* and *Passphrase* **or enter** a **new** *User name* (minimum **5** and maximum **32** characters) and *Passphrase* (minimum **8** and maximum **64** characters):
 - **IMPORTANT:** for security reasons, both the *User name* and *Passphrase* need to be changed.
3. Click the *Change* button:
 - **IMPORTANT:** Devices that get disconnected during the change process will still receive the changes upon **reconnection within one hour**. After one hour, remaining devices must first be reset to factory default, and then reconnected. See *Reconnect factory default devices*, page 155.

Refer to

- *User accounts*, page 48

7.1.2 Reconnect factory default devices

Use this function if you want to securely reconnect one or more factory default devices. Notice that reconnect a network device only works when it was already added in *System composition*, page 51.

To do so:

1. Reset the disconnected device(s) to default by using the *reset to default* button:
 - For location of the reset to default button of the individual devices, see *Device options*, page 54 > <device name> > Rear panel indicators and controls and/or the PROMATRIX 9000 installation manual.
2. **Below** the *System security* page, **click** the + of the *Reconnect factory default devices* category row:
 - Make sure that all network devices to be reconnected are reset to default and correctly (wired) connected. See also *Show disconnected devices*, page 155.
3. **Click** the *Reconnect* button:
 - Reconnected devices will be connected again.
4. **Check** if all **reconnected** devices are connected now. See *Show disconnected devices*, page 155:
 - If reconnected devices are still listed in *Show disconnected devices*, visual check and reconnect the devices, again and repeat previous steps.
 - See also *System composition*, page 51.

7.1.3 Show disconnected devices

Use this function if you want to check/see if devices need to be reconnected. Notice that reconnecting and visibility of a network device only works when it was already added and visible in *System composition*, page 51.

To do so:

1. **Below** the *System security* page, **click** the + of the *Show disconnected devices* category row:
 - Make sure all network devices are correctly (wired) connected. See also *Reconnect factory default devices*, page 155.
2. Click the *Refresh* button:
 - Disconnected devices will be listed by *Name*, *Hostname* and location (if entered).
 - See *Reconnect factory default devices*, page 155 and/or *System composition*, page 51.

7.2 Open interface

At startup, the PROMATRIX 9000 system controller generates a number of certificates. One certificate is used to setup the TLS (secure) connection and offers an Open Interface client to make sure it communicates with the right PROMATRIX 9000 system controller.

To do so:

1. **Below** *Security*, **click** *Open interface*:
2. **Click** the *Download certificate* button:
 - Depending on the web browser type (e.g. Firefox, Edge, etc.) you will be asked to open/install/save the .crt file.
 - Follow the onscreen instructions.
3. Activate the certificate on your PC and follow the onscreen instructions.
4. **Go to** > *Optional: Using the Open Interface*, page 172

IMPORTANT: each time the PROMATRIX 9000 system controller is reset to default, the system controller generates new certificates. In that case, the previous described procedure needs to be done, again.

8 Print configuration

The PROMATRIX 9000 (mandatory) software installs automatically the configuration printing utility. This utility can read information from configuration files. The configuration printing utility shows the information on screen in a formatted way to check and/or archive the configuration on PDF/paper.

IMPORTANT: Only PROMATRIX 9000 administrator and installer user accounts have access to the *Print configuration* section.

To do so:

1. **Click** *Print configuration* to make available the following menu items:

Print configuration (menu items)		
1	Print device settings	Can be used for printing the configuration file settings of all connected devices or each device type category separately (e.g. System controller, Amplifier, etc.).
2	Print other settings	Can be used for printing all general configuration file settings, such as; messages, system settings, time settings, network supervision, Lifeline, zone(s), BGM channel and call definition.

2. **Select and click** the required print device/other settings item, which opens a new screen.
3. **Click** the *Print* button to produce and print/save a PDF file:
 - **Notice** that you need a PDF printer installed on your PC to generate, print and/or save a PDF document.

9

About

Below the *About* page, licenses can be download. It is not required to have PROMATRIX 9000 *administrator* or *installer* logon user account rights to view and/or download items in the *About* section.

To do so:

Click *About* to make available the following menu item:

About (menu item)		
1	<i>Open source licenses, page 157</i>	Is used to view and download the PROMATRIX 9000 open source licenses.

9.1

Open source licenses

An up to date listing of open source licensed software which may accompany a PROMATRIX 9000 device is stored inside the device and can be downloaded as a zip-file. This list is also available from www.boschsecurity.com/xc/en/oss/.

The license texts are also installed when installing the firmware in the location where the firmware files are installed. Windows 10: (“c:\ProgramData\Dynacord\OMNEO\Firmware\xxx” with xxx the PROMATRIX 9000 software release).

From the configuration page **only** the licenses of the system controller open source software can be downloaded.

To do so:

1. **Below** *About*, **click** *Open source licenses*:
2. **Click** the *download button*:
 - A file screen appears with a .zip file.
3. **Open** and/or **save** the .zip file on your computer:

Each of the components listed may be redistributed under the terms of their respective open source licenses. Notwithstanding any of the terms in the license agreement you may have with Dynacord, the terms of such open source license(s) may be applicable to your use of the listed software.

10 Introduction to make an announcement

As PROMATRIX 9000 is a Public Address and Voice Alarm System, it is used to distribute data, live speech, background music and (evacuation) messages. All data and audio in the system is distributed in the form of announcements/calls.

An announcement/call always consists of the following attributes (click the link):

- [Announcement content, page 158](#)
- [Priority and announcement type, page 158](#)
- [Routing, page 159](#)

Using the call station (extension)

The functionality of a *call station*, including the appearance of the items of the graphical user interface LCD, and *call station extension* (buttons), are configured in: [Call station, page 73](#).

10.1 Announcement content

The content of a background music (BGM) announcement typically consists of an (mono/ stereo) line level audio signal coming from a BGM source, such as a music player, tablet, mobile phone etc.

The content of *normal* announcements and *emergency* announcements is defined by a *Call definition*, which can consist of:

- A start tone (message).
- Pre-recorded message(s).
- Live speech.
- An end tone (message).

See [Call definitions, page 112](#).

10.2 Priority and announcement type

To each announcement, a *priority* is assigned. When two or more announcements are addressed to the same *zone*, *zone group* or need shared resources (e.g. a message player), the system only starts the announcement with the highest *priority*. The range of priorities that is available for an announcement depends on the *announcement type*:

Priority	Announcement type
0 to 31	Background music (BGM)
32 to 223	Normal
224 to 255	Emergency

Announcements with the same priority operate on first in first serve basis, except in the case of priority 255: announcements with the same priority 255 overrule each other, so the latest becomes active. This assures that high priority announcements (microphones) that are left behind in an active state will never block the system.

BGM announcements

Background music (BGM) announcements are typically used to distribute (background) music. Their content consists of an audio signal from a BGM source. If a *zone* or *zone group* is already in use by another announcement with the same priority or higher, the *BGM announcement* will not be routed to that *zone* or *zone group* until it has been released by the other announcement.

Normal announcements

Normal announcements typically contain live speech and optionally tones and pre-recorded messages. The content of normal announcements is defined by a *call definition*. See *Call definitions, page 112*.

Normal announcement is set in *Call station, page 73 > Class > Normal*.

Emergency announcements

Emergency announcements are similar to normal announcements. The major difference is that emergency announcements put the system in the emergency state, if configured. In the emergency state, PROMATRIX 9000 stops all *BGM announcements* and *normal announcements*, if configured.

How the system acts could be set in the configuration > *System settings, page 94 > Emergency mode*. Emergency announcement is set in *Call station, page 73 > Class > Emergency*.

10.3**Routing**

The routing of the announcement is the set of *zones* and/or *zone group* to which the announcement is intended to be addressed. Whether the announcement actually is addressed to the selected *zones* and/or *zone group* depends on the *priority* of the announcement.

11 Optional: Using the Logging Server

The *Logging Server* application software is part of the PROMATRIX 9000 installation software package (*.zip). To use it, firstly the software needs to be installed on your configuration computer. See *Optional: Logging Server, page 28*.

- **IMPORTANT:** Only use the PROMATRIX 9000 *Logging server* when connected to PROMATRIX 9000 systems. E.g. the PRAESIDEO *Logging server* does not work with PROMATRIX 9000.

11.1 Start

The PC automatically starts the *Logging Server* when the user logs in. To indicate that the *Logging Server* has been started and operates correctly, an icon appears in the system tray of the taskbar of Windows.

When the *Logging Server* has been started and faults have occurred in the communication between PROMATRIX 9000 and the logging system, the following icon appears:



Start manually

When the PC does not automatically start the *Logging Server*, proceed as follows to start it manually:

1. In **Windows:**
 - version < 10: *Start > Programs > Dynacord > PROMATRIX 9000 Logging Server.*
 - version 10: *Windows (right mouse click) > File Explorer > c: > |ProgramData|Dynacord|PROMATRIX 9000 Logging Server.*
2. Click *Logging Server:*
 - A new icon appears in the system tray of the taskbar of Windows.

11.2 Main window

Proceed as follows:

1. Double click on the *Logging Server* icon.
2. When *server authentication* is enabled, the *Logging Server* asks for a *user name* and *password*.

Status messages

The *main window* displays the *status* of the *Logging Server* by means of messages:

Message:

The Logging Server is OK.

Description:

The Logging Server operates correctly.

Recommended action:

Message:

Logging Server has no connection with <system>

Description:

There is no connection with the specified system.

Recommended action:

Make sure that the specified system is running and that the specified system has an Ethernet connection with the Logging Server.

Message:

System controller <system> refused connection due to incorrect user name or password.

Description:

It is not possible to connect to the specified system, because the system controller authentication failed.

Recommended action:

Make sure the specified system knows the user name and password of the PROMATRIX 9000 configuration and Logging Server.

Message:

The Logging Server options are changed. Restart the Logging Server to use the changed settings.

Description:

The configuration settings of the Logging Server were changed. The changed settings are not used until the Logging Server is restarted.

Recommended action:

Restart the Logging Server to use the new settings.

Message:

The Logging Server database has reached its critical size. Please decrease the logging expiration periods.

Description:

The database has reached its critical size.

Recommended action:

Enable and decrease the logging expiration periods to move events to the overflow files or flush the database.

Message:

The Logging Server overflow files have reached their critical size. Please clear or delete the overflow files.

Description:

One or more overflow files have reached the critical size.

Recommended action:

The overflow files are comma separated value (.csv) files. They can be opened in an editor (e.g. Windows Wordpad, Microsoft® Excel). When an overflow file reaches its critical size, use an editor to delete data from the overflow file and decrease its size.*

Stop

Proceed as follows:

1. Open the main window
2. Go to > *File* > *Exit*.
 - The *cross* in the upper right hand corner of the main window does not stop the *Logging Server*.

Configuration

1. Open the main window.
2. Go to > *File* > *Options*.
3. Go to the *Connections* tab to define the connections to the systems of which the events must be logged.
4. Go to the *Database* tab to define the properties of the logging database.
5. Go to the *Logging Expiration* tab to specify the expiration periods of the logged events.
6. Go to the *Security* tab to change the security settings of the logging server.

11.3

Connections

The *Logging Server* can log the events generated by up to 64 systems. The connections to the systems must be defined on the *Connections* tab.

Add a system

Proceed as follows:

1. Click in the *Enabled* field of the row that is marked with an asterisk (*).
 - A new row is added to the list of systems.
2. Click the *System Name* field and enter the name of the system to which the *Logging Server* must connect.
 - The name may consist of up to 16 characters. For example, System 4.
3. Click the *System Name* or *IP-Address* field and enter the IP-address or the name (PRASCx-yyyyyy-ctrl.local) of the *system controller* of the system to which the *Logging Server* must connect. For example: 192.168.0.18

Disable event logging for a system

To disable the event logging for a system, remove the check mark from its *Enabled* check box.

Delete a system

Proceed as follows:

1. Click the field in front of the row that contains the system.
 - For example, System 4.
2. On the keyboard of the PC on which the *Logging Server* is running, press the *Del* key.
 - The system is removed from the list.

11.4

Logging expiration

On the *Logging Expiration* tab, the expiration periods of the logged events can be defined.

Expiration periods

When expired events must automatically be moved to an overflow file, put a check mark in the *Move expired events to overflow file* field. Use the controls in the event logging period rows to define the logging periods. All fault that are older than the logging period are moved to an overflow file.

Overflow file

The overflow files contain the expired events. Use the controls in the *Overflow File block* to define:

- The location of the overflow files.
 - This can either be entered in the *Folder* field or selected from the file system with the *Browse* button.
- The critical size of the overflow files in the *Critical size* field.
 - When the critical size is reached, the *Logging Server* displays a message: *The Logging Server overflow files have reached their critical size. Please clear or delete the overflow files.*
 - When the overflow files have been deleted or reduced in size, the *Logging Server* must be restarted to remove this message.
 - Notice: The overflow files are comma separated value files (*.csv).

11.5

Database

On the *Database* tab, the properties of the *logging database* can be defined.

Recent events

Use the *Recent events block* to define the number of recent events that is displayed in the *Logging Viewer*.

Database file

Use the controls in the *Database file block* to define:

1. The location of the logging database. This can be entered in the upper text box.
 - Notice: For experts only: the logging database is a Microsoft® Access file, which also can be opened with Microsoft® Access. If for any reason the database becomes corrupted and the *Logging Server* is not able to access the database, the database can be repaired with Microsoft® Access.
2. The critical size of the logging database. When the critical size is reached, the *Logging Server* displays the following message:
 - *The Logging Server database has reached its critical size. Please decrease the logging expiration periods.*
3. It is possible to make a back-up of the *logging database* (even if the *Logging Server* is running). When a back-up is made of a running *Logging Server*, it is advised to wait for a moment at which a low number of events is expected (i.e. when there are almost no running calls). Events that occur while the back-up is made will not be copied to the logging database.

Flush events

Use the controls in the *Flush events block* to flush events from the logging database. Proceed as follows:

1. If the fault events must be flushed from the logging database, put a checkmark in the *Fault events* check box.
2. If the general events must be flushed from the logging database, put a checkmark in the *General events* check box.
3. If the call events must be flushed from the logging database, put a checkmark in the *Call events* checkbox.
4. Click the *Flush now* button to flush the selected type of events from the logging database.
 - If the *Move expired events to overflow file* field of the selected type of events on the *Logging Expiration* tab contains a checkmark, the selected type of events are flushed to an overflow file.

- If the *Move expired events to overflow file* field of the selected type of events on the *Logging Expiration* tab does not contain a checkmark, the selected type of events are deleted from the database.
- Notice: When the database is flushed and the *Logging Server* is started again, the database is filled with the events that are retrieved from the enabled *system controllers*. Each enabled *system controller* keeps an internal list of up to 1000 events per category.

11.6 Security

On the *Security* tab, the security settings can be defined.

Server authentication

Use the controls in the *Server authentication block* to:

- Enable and disable server authentication with the *Use authentication box*. When server authentication is enabled, a *user name* and *password* must be entered to get access to the main window.
- Set the *password* and *user name* to get access to the *Logging Server* with the *Change User Name/Password* button. A password and user name can only be set when server authentication is enabled. The *password* must have at least five (5) characters. The *user name* must have at least four (4) characters.

Viewer/Network controller authentication

Use the controls in the *Viewer/System controller authentication block* to set the *password* and *user name* that:

- Gives a *Logging Viewer* access to the *Logging Server*.
- Gives the *Logging Server* access to all connected system controllers.

Note: Make sure that all systems have an account that contains the *user name* and *password* in the *Viewer/System controller block*. Otherwise, the *Logging Server* cannot connect to the systems.

12 Optional: Using the Logging Viewer

The *logging viewer* application software is part of the PROMATRIX 9000 installation software package (*.zip). To use it, firstly the software needs to be installed on your configuration computer. See *Optional: Logging Viewer, page 29*.

- **IMPORTANT:** Only use the PROMATRIX 9000 *Logging viewer* when connected to PROMATRIX 9000 systems. E.g. the PRAESIDEO *Logging server* does not work with PROMATRIX 9000.

12.1 Start

Proceed as follows:

1. In **Windows**:
 - version < **10**: *Start > Programs > Dynacord > PROMATRIX 9000 Logging Viewer.*
 - version **10**: *Windows (right mouse click) > File Explorer > c: \ProgramData\Dynacord\PROMATRIX 9000 Logging Viewer.*
 - Click *Logging Viewer*:
 - When the *Logging Viewer* has been started and faults have occurred, its icon shows the fault condition.



Notice!

In Windows the taskbar buttons should be configured to 'Never combine' similar taskbar buttons. Otherwise the fault condition will not be shown in the taskbar

12.2 Configuration

To configure the **Logging Viewer**:

1. Click **File > Options**.
The **Options** window opens.
2. In the field **Server name or IP address**, enter the IP-address of the PC where the Logging Server to which the Logging Viewer must connect is installed.
 - A server host name can be used instead of an IP-address if a DNS server automatically provides the IP-address.
 - If the Logging Viewer is installed on the same PC as the Logging Server, you can use **Localhost** as the server name in the **Options** window.

12.3 Operation

The *Logging Viewer* contains the following:

- **Menu bar** - A menu bar that provides access to the menus of the *Logging Viewer*.
- **Show active button** - A button to select between showing all fault events, irrespective of status, or just the active fault events, that have not been reset. This button is only available in the Fault Events tab.
- **Block buttons** - Two buttons to select the next and previous blocks of events.
- **Logging Status button** - A button that opens a window that shows the status of the *Logging Viewer*. When the *Logging Server* or *Logging Viewer* does not operate correctly, the button is red.
- **Tabs** - Use the tabs to select the type of events that are shown by the *Logging Viewer*. For information about events, see *Event messages, page 176*.

12.3.1 Menu bar

The menu bar contains the following:

- The *File* menu.
- The *View* menu.
- The *Systems* menu.
- The *Action* menu.
- The *Help* menu.

File

The items in the *File* menu are used to export and print events and to configure the *Logging Viewer*. It contains the following items:

- *Options* :Opens the *Options* window that is used to configure the *Logging Viewer*.
- *Export*: Exports all events in the current event view to a comma separated values file (*.csv). This file can be opened with, for example, Microsoft® Excel.
- *Print*: Prints all events in the current event view or prints a selected block of successive events. (To select a block of events: click the first event and then hold the <Shift> key and click the last event.)
- *Exit*: Closes the *Logging Viewer*.

View

The items in the *View* menu are used to set the event viewing options. It contains the following items:

- *Recent* :Shows all recent events. The number of displayed recent events is defined by the *Logging Server* window.
- *Historical*: Shows historical events. These are retrieved from the logging database. When this item is selected, a calendar appears in which a start date (*Start Date*) and an end date (*End Date*) can be selected. When the number of historical events is more than 10000, the *Logging Server* delivers the events in blocks to the *Logging Viewer*. Use the *NextBlock* and *Prev. Block* buttons to scroll through the blocks.
- *Refresh*: Refreshes the list of events.



Notice!

New events are only shown in the *Recent* view. The *Historical* view does not show new events.

Systems

The items in the *System* menu are used to select the system from which the events are displayed. The list of available systems is generated by the *Logging Server* to which the *Logging Viewer* is connected. When *All* is selected, the events from all systems are displayed, including events from disabled systems and events from non-configured systems. Events generated by the *Logging Server* itself can be selected separately.

Action

The items in the *Action* menu are used to acknowledge and reset fault events. It contains the following items:

- *Acknowledge All Fault Events*: Acknowledges all new fault events in all systems that are connected to the *Logging Server*. The user must log on to the *Logging Server* to acknowledge fault events.
- *Reset All Fault Events*: Resets all acknowledged fault events in all systems that are connected to the *Logging Server*. The user must log on to the *Logging Server* to reset fault events.
- *Log Off*: Logs the user off from the *Logging Server*.

Help

The item in the *Help* menu provides version information about the *Logging Viewer*.

12.3.2

Logging status button

The *Logging Status* window displays the status of the *Logging Viewer*. The following messages could be displayed:

Message:

The Logging Server and Viewer are OK.

Description:

The Logging Server and Logging Viewer operate correctly.

Recommended action:

Message:

Logging Server has no connection with <system>.

Description:

There is no connection with the specified system.

Recommended action:

Make sure that the specified system is running and that the specified system has an Ethernet connection with the Logging Server.

Message:

The Logging Viewer has lost contact with the Logging Server.

Description:

There is no connection with the Logging Server.

Recommended action:

Make sure that the Logging Server is running and that the Logging Server has an Ethernet connection with the Logging Viewer.

Message:

The Logging Server options are changed. Restart the Logging Server to use the changed settings.

Description:

The configuration settings of the Logging Server were changed. The changed settings are not used until the Logging Server is restarted.

Recommended action:

Restart the Logging Server to use the new settings.

Message:

The Logging Server database has reached its critical size. Please decrease the logging expiration periods.

Description:

The database has reached its critical size.

Recommended action:

Enable and decrease the logging expiration periods to move events to the overflow files or flush the database.

Message:

The Logging Server overflow files have reached their critical size. Please clear or delete the overflow files.

Description:

One or more overflow files have reached the critical size.

Recommended action:

The overflow files are comma separated value (.csv) files. They can be opened in an editor (e.g. Windows Wordpad, Microsoft® Excel). When an overflow file reaches its critical size, use an editor to delete data from the overflow file and decrease its size.*

12.3.3

Blocks

When the current view is the *Historical* view and the number of historical events is more than 10000, the *Logging Server* delivers the events in blocks to the *Logging Viewer*.

- If a next block is available, the *Next Block* button is enabled. The next block contains events that are newer than the events that are currently displayed.
- If a previous block is available, the *Prev. Block* button is enabled. The previous block contains events that are older than the events that are currently displayed.

13 Optional: Using OMNEO Control

How to use/operate OMNEO Control is described in a separate manual, called:

- OMNEO Control Software
 - **Download** the manual (.pdf) from the Dynacord download area: <https://products.dynacord.com/emea/de/downloads> > OMNEO control Vx.xx > Manual. See also *Related documentation, page 8*.

**Caution!**

OMNEO control is an application for use with OMNEO channels only. It is not compatible with AES67 and Dante. OMNEO control will automatically clean up the AES67 connections every 30 seconds.

**Notice!**

OMNEO control shows only device hostnames, not e.g. the control hostname of a PROMATRIX 9000 system controller.

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Optional: Using (OMNEO) Network Docent

How to use/operate Network Docent is described in a separate manual, called:

- Network Docent:
 - **Download** the manual (.pdf) from the Dynacord download area: <https://products.dynacord.com/emea/de/downloads> > Network Docent Vx.xx > Manual.
See also *Related documentation, page 8*.

15 Optional: Using Dante Controller

This section acts as a quick guide to Dante Controller. More detailed information can be found in the Dante Controller user documentation.

- It can be downloaded from www.audinate.com > Dante Controller. See also *Related documentation, page 8*.

Network view and routing

1. Startup Dante Controller:
 - Dante Controller will show all connected Dante devices in the network, including the unsecure PROMATRIX 9000 OMNEO network devices (mainly the system controller with maximum 120 inputs).
 - The *Routing* tab of the Dante Controller Network View shows the connected devices with all inputs and outputs.
2. By clicking on cross-point the connections are set up.
3. The tab *Device Info* shows details of the connected devices.
4. The tab *Clock Status* shows the clock status and which device is the Master.
5. The tab *Network Status* shows for each device:
 - *Network speed*, occupied *Transmit* and *Receive* bandwidth, selected *Latency Setting*, and more.
6. The tab *Events* shows recent changes to connected devices.
7. By double-clicking on a device in the *Routing* overview, or clicking *Device* from the menu and selecting a device, the *Device View* opens:
 - In tab *Device Config* the *Latency* can be optimized to the network topology and speed. Make sure that CAT5e or CAT6 network cables are used in case of a Gbps-network. On 100 Mbps networks also CAT5 can be used.
 - The sample rate is always 48 kHz. Other options in this view are not yet supported.



Warning!

Do not set a PIN code in Dante Controller.

If you set a PIN code in the Dante Controller, you need to unlock the Dante device:

1. Press **Ctrl + D** or **Command + D** to open the locked device in **Device View**.
2. Click the red padlock icon.
3. Enter the PIN you set in the **Unlock Device** window.
4. Click **Unlock**.

The padlock icon changes to blue. Your device is unlocked.

For more information, refer to the chapter *Device Lock* in the Dante Controller User Guide at www.audinate.com.

16 Optional: Using the Open Interface

TCP/IP devices can access the system through the *Open Interface*. A **maximum** of **twenty** (20) TCP/IP devices with *Open Interface* access can be used. This includes connection to Logging Servers (see *Optional: Logging Server*, page 28). The configuration web browser uses a different port (port 80 forwarded to HTTPS 443) for the connection and is not part of this limitation.

The PROMATRIX 9000 *Open Interface* is based on a C# implementation and on .NET framework technology, as described by Microsoft.

Many programming languages recognize .NET, which makes development of user interfaces (e.g. PC call stations) by third parties easier.

The PROMATRIX 9000 *Open Interface* is described in the PROMATRIX 9000 *Open Interface programming instructions* manual:

- Open Interface programming instructions.pdf
- Download the manual from www.dynacord.com > PROMATRIX 9000 product document section (e.g. the system controller). See also *Related documentation*, page 8.
- It is not possible to derive any rights from this PROMATRIX 9000 *Open Interface programming instructions manual* regarding the programming interface.
- Extensions and improvements on the *Open Interface* can be implemented when new versions of PROMATRIX 9000 are introduced. See *Mandatory software*, page 23.
- Since the *Open Interface programming instructions manual* is intended for programmers, it is only available in English.

TCP/IP connection and ports

After PROMATRIX 9000 has been started, the system controller listens to port **9401** and **9403**. The set-up of the TCP/IP connection must originate from your system using the **control hostname** address of the PROMATRIX 9000 system controller (see *Logon the application*, page 45) and port **9401** or port **9403**. The connection between the PROMATRIX 9000 system and your system is based on a stream connection. This implies that messages may be transferred using multiple packets.

IMPORTANT: Port **9401** is used for non-secure connections and port **9403** is used for secure connections. For secure connections, TLS 1.2 is used.



Notice!

Connect Open interface applications to each individual master and subsystem.

Safety precautions:

The *Open interface* connection (i.e. an Internet connection) is regarded as an open connection that requires extra safety precautions. For example, a firewall to prevent unauthorized persons using the PROMATRIX 9000 system. Therefore install and run the PROMATRIX 9000 *Open Interface* certificate. Also the application connecting to the *Open Interface* needs to validate the certificate. See *Open interface*, page 155.

- PROMATRIX 9000 can also limit the access of TCP/IP devices. See *System settings*, page 94
- Use of the *Open Interface* can lead to situations in which PROMATRIX 9000 does not comply anymore to the evacuation standards.

Scope

As mentioned before, the PROMATRIX 9000 *Open Interface Programming Instructions manual* describes how to use the PROMATRIX 9000 *Open Interface* in combination with C# and .NET. To understand this manual, knowledge in the following fields is necessary:

- The C# programming language and its development environment.
- The principle of .NET.
- PROMATRIX 9000 and its installation and functionality. See *Related documentation, page 8*.

Refer to

- *Related documentation, page 8*

17 Troubleshooting

If a network device and/or the configuration indicates a fault/error, you have a few troubleshoot options to find the fault/error:

- See *Configuration, page 144* in the Diagnose section.
- See *Optional: Using the Logging Viewer, page 165*.
- See *Event messages, page 176*
- See the troubleshoot section of the PROMATRIX 9000 installation manual.

If a fault cannot be resolved, please contact your supplier or system integrator, or go directly to your Dynacord representative.

IMPORTANT

From our experience, and based on data from our repair shops, we know that problems on site are often related to the application (cabling, settings, etc.) and not to the performance of the device(s) individually. It is therefore important that the available product related documentation (i.e. manuals), including the release notes, are read. This will save your time and helps us deploying the quality of Dynacord products. See *Related documentation, page 8*.

Tip: Be informed about the latest released (configuration) software version and devices firmware version of an PROMATRIX 9000 system installation. Make sure you have the correct (configuration) software and/or product firmware installed. See the *Mandatory software, page 23*

17.1 Device upgrade fails

The upgrade was not successfully completed if the **State** column in the Firmware Upload Tool (FWUT) indicates **Failed** with a red color bar.

In this case:

- Check whether the network device is compatible with the firmware. Refer to *Version, page 145*, to *Compatibility and certification overview, page 19* and check the Release notes.
- Start the upgrading process again.

If the upgrade still fails after a retry, do the following:

- Close and restart the FWUT. Try the upgrade again.
- If the upgrade still fails, power cycle the device that did not process the firmware upload. Try the upgrade again.
- If the upgrade still fails, set the device to bootloader mode.

How to set the device to bootloader mode:

1. Disconnect the power to turn off the device.
2. Press and hold the **Reset to factory default** button.
3. Power the device and keep the button pressed for at least another second.
4. Follow the **First time firmware upload** procedure described in *Check/Upload the devices firmware, page 26*.



Notice!

If, after the successful upgrade to the new firmware, the **Version** column in the FWUT still shows the previous firmware version, upgrade to the new firmware once more.

If you still cannot upgrade the devices, contact your Dynacord service representative.

18 Event messages

Each event message generated by the PROMATRIX 9000 system belongs to an event group. PROMATRIX 9000 has three event groups: **General**, **Call** and **Fault**.

Be noticed that events (descriptions) could be changed/removed and/or new ones could be added to the PROMATRIX 9000 system. Therefore; the PROMATRIX 9000 Logging Server and Logging Viewer applications are leading instead of the events described in this configuration manual.

General events

General events contain information about special situations. For example, the connection of a device to the PROMATRIX 9000 system.

Call events

Call events contain information about calls/announcements in the PROMATRIX 9000 system. For example, the start of a call/announcement.

Fault events

Fault events contain information about faults/errors in the PROMATRIX 9000 system and/or device. For example, an overload of an amplifier output and/or malfunctioning of a device.

General system and device event messages

The event messages which PROMATRIX 9000 could generate are divided in:

- *General system events, page 179*
- *Device specific events, page 187*

All events are logged by the system controller and are available for the **Logging Server**, **Logging Viewer** and **Open interface** (see: *Optional: Using the Logging Server, page 160*, *Optional: Using the Logging Viewer, page 165*, *Optional: Using the Open Interface, page 172*. See also *Diagnose, page 143*).



Notice!

If the function "Clear event logging on restart" is enabled, all events are erased after restart of the system (controller). See *Save configuration, page 140*.

Event information

Depending on the event group and type, the following information is given:

Event (type): describes the event name (e.g. Call start).

Group: describes the group to where the event belongs to (General, Call or Fault).

Occurrence: describes the event and when the event occurs.

Originator: describes from which device and/or where the event can occur.

Resolve: describes when the event is resolved (only for fault events).

Extra information: extra information available in the event.

Note: special properties of an event (if applicable).

Recommended action: describes the action(s) to be taken by the user.

Aggregate to zone fault: Specifies if the fault must be aggregated to a zone fault (is reflected in the zone fault status). If not specified then no aggregation to zone fault status shall be done. Zone fault aggregation is done to the following fault types: 'open', indicating an open line fault and 'other', indicating a short.

Aggregate to main power fault: Specifies if the fault must be aggregated to a main power fault. If not specified then no aggregation to main power fault status shall be done.

Aggregate to backup power fault: Specifies if the fault must be aggregated to a backup power fault. If not specified then no aggregation to backup power fault status shall be done.

Event message content

An event message contains the following information:

- **Event** type/name (for instance: Call Start or Memory Error).
- **Date and time** on which the event occurred.
- Information about the **originator of the event**. The originator is the device where the event occurred. Depending on the device, the following information is available:
 - **Device:** serial number and name (if available).
 - **Control input:** name and device serial number (if available).
 - **Audio input:** name and device serial number (if available).
 - **Audio output:** name and device serial number (if available).
 - **Open Interface:** IP-address or, if available, TCP/IP device name, name of the user (if available).
 - **Call station** with authentication enabled: user ID (if available).
 - **Extra information** based on event type (if applicable).
- Specifically for **fault events**, the next event state information shall be present:
 - **Acknowledge** date and time and originator.
 - **Resolve** date and time and originator.
 - **Reset** date and time and originator.

Fault events

The system controller stores the **last** 1000 fault events. The oldest fault event will be removed from the non-volatile memory to free space for the new fault event.

Fault event status

Each fault event has a status:

Status	Description
New	The fault event is a <i>new</i> fault event. When a fault event occurs, it shall initially be in the <i>new</i> state. Events can occur at any moment in an operational system but only on devices that are enabled in the configuration, unless specified otherwise. All <i>fault outputs</i> * are activated (e.g. fault alarm buzzer, fault alarm indicator). See <i>Multifunction power supply, page 65</i> and/or <i>Call station, page 73</i> .
Acknowledged	It is possible to <i>acknowledge</i> one or all events that are in the <i>new</i> state. An event can only be <i>acknowledged</i> once. Once an event is <i>acknowledged</i> the event shall enter the <i>acknowledged</i> state. If all faults in the system have been <i>acknowledged</i> , all <i>fault alarm buzzer</i> outputs are deactivated *.
Resolved	The <i>acknowledged</i> fault event is <i>resolved</i> . Fault events shall automatically resolve. For some fault events this is not possible and these events shall have to be resolved manually (e.g. overload of an amplifier). When the event is in the <i>acknowledged</i> state, and the error situation that triggered the event is no longer present in the system,

Status	Description
	the event shall automatically be resolved. An event can only be resolved once. Once an event is <i>resolved</i> , the event shall enter the <i>resolved</i> state.
Reset	<p>The <i>resolved</i> fault event is <i>reset</i>. One or all events that are in the resolved state can be reset. An event can only be reset once. Once an event is reset, the event shall enter the <i>reset</i> state. An event in the reset state shall not be able to make any more state transitions: it is its final state.</p> <p>If all faults in the system have been <i>reset</i>, all <i>Fault alarm indicator</i> outputs are deactivated. *</p>

* A fault output is a *control output* that has been configured as a *Fault alarm buzzer* or as a *Fault alarm indicator*. See *Multifunction power supply, page 65* and/or *Call station, page 73* (extension).

Resolve fault events

Before *acknowledged* fault events can be *reset*, they first must be *resolved*. Most fault events are automatically resolved by the system when the fault situation no longer exists. Others need to be resolved manually, first (e.g. an amplifier overload). If the fault is still present, a *new* fault event is created.

When all faults are *reset*, the *Fault alarm indicator outputs* are deactivated.

IMPORTANT: Fault events that require a manual resolve that are not yet in the *resolved* or *reset* status, will not be removed. In the situation that all 1000 faults are of these types and not in the *resolved* or *reset* status, the oldest fault event will be removed.

Acknowledge and reset fault events

New fault events can be *acknowledge* and *reset* by:

- Using *control inputs* or call station extension *buttons*. See *Multifunction power supply, page 65* and/or *Call station, page 73*. It is not possible to acknowledge/reset individual faults using a *control input* or *button*.
- *Optional: Using the Open Interface, page 172*.

18.1 General system events

General system events contains information about special situations and calls/announcements. For example, the connection of a network device to the system and/or the start of a call/announcement. The PROMATRIX 9000 system controller stores the **last** 1000 general system events. The oldest general system event will be removed from the non-volatile memory to free space for the new general system event.

The general system events are divided in:

- *System wide events, page 179*
- *All devices events, page 181*

18.1.1 System wide events

Like the name implies, system wide events do not occur on a particular device or Open Interface client. Therefore the information referring to the originator is not always available. The system wide events are divided in two groups: **General events** and **general fault events**, and are listed in the following paragraphs.

General events

Event: Backup power mode started

Occurrence: Logs the start of a backup power mode.

Originator: The (first) device that started the backup power mode.

Extra information: Backup power mode start events are only generated when the configuration setting "Report mains supply fault" in "System settings" is set to "Disable".

Event: Backup power mode ended

Occurrence: Logs the end of a backup power mode.

Originator: The (last) device that ended the back-up power mode.

Extra information: Backup power mode end events are only generated when the configuration setting "Report mains supply fault " in the "*System settings, page 94*" is set to "Disable".

Event: Logging of call events resumed

Occurrence: Call logging resumed after diagnostic server input queue overflow situation has disappeared (when the queue size drops to 300).

Event: Call logging events discarded due to logging queue overflow

Occurrence: When a configuration has been restored .

General fault events

Event: No valid configuration file found: a new configuration file will be loaded

Occurrence: Logs the absence of the configuration file (default configuration loaded when occurring at start-up).

Resolve: Immediately after acknowledgement.

Recommended action: Restore/backup the correct configuration file.

Event: Configuration file version mismatch

Occurrence: Logs the mismatch of the version number of the configuration file and the version number of the configuration file the software expects.

Resolve: Immediately after acknowledgement.

Recommended action: Restore/backup the correct configuration file.

Extra information:

- Version of the configuration file.
- Version of the configuration file the software expects.

Event: Configuration file error

Occurrence: Logs the corruption/consistency error in the configuration (default configuration loaded when occurring at start-up).

Resolve: Immediately after acknowledgement.

Recommended action: Restore/backup the correct configuration file.

18.1.2

All devices events

The following events can occur on the following types of PROMATRIX 9000 devices: system controller, amplifier and call station. All events in the **Group: Call**, log the call-ID that is generated by the system controller.

The all devices events are divided in three groups:

- **Device call (announcement) events,**
- **General device events** and
- **General device fault events,**

and are listed in the following paragraphs.

Device call (announcement) events

Event: Call change

Group: Call

Occurrence: Logs the change in outputs/destinations of a call (announcement). Occurs when output resources are: overruled, missing or added/removed manually.

Originator: Control input, Open Interface client or device, which caused the change of resources.

Extra information: Name(s) of the output(s) that were removed from the call (announcement). And/or name(s) of the output(s) that were added to the call (announcement).

Event: Call end

Group: Call

Occurrence: Logs the end of a call (announcement).

Originator:

- In case of an overruled call, in case of lost resources or in any case the system decides to end the call: the system controller as device is logged as originator.
- In case of an ended call by a stop command: the originator of the control input is logged as originator.
- In any other case: Control input, Open Interface client or device, which caused the end of the call.

Extra information: Completed phase of an ended call or abort reason and active phase of an aborted call.

Event: Call start

Group: Call

Occurrence: Logs the start of a call.

Originator: Control input, Open interface client or device, which started the call (announcement).

Extra information:

For an original call (announcement) the following information is displayed:

- call definition name used for the call.
- priority of the call.
- routing scheme (non-partial, partial, stacked)
- timing scheme (immediate, time-shifted, pre-monitored)
- name(s) of the start tone/message(s) of the call
- name(s) of the message(s) of the call

- number of times the message(s) of the call should be repeated
 - whether or not there was live speech in the call
 - name of the audio input used for live speech (if applicable)
 - name(s) of the end tone/message(s) of the call
 - name(s) of the output(s) of the call
 - For a replay call:
 - reference to the original call id
 - call definition name used for the call
 - priority of the call
 - routing scheme (always non-partial for the monitor replay phase and partial or non-partial for the broadcast replay phase).
 - timing scheme (always immediate)
 - name(s) of the output(s) of the call
- Only routing that is part of the call (announcement) is logged.

Event: CallTimeout

Group: Call

Occurrence: Logs the time-out of a (stacked) call.

Originator: The system controller as device

Extra information: List of zones that did not receive this call completely.

General device events

Event: Emergency state acknowledge

Group: General

Occurrence: Logs acknowledge of the evacuation alarm.

Originator: Device, control input or Open Interface client that acknowledged the alarm.

Event: Emergency state reset

Group: General

Occurrence: Logs the reset of the evacuation alarm.

Originator: Device, control input or Open Interface client that reset the alarm.

Event: Emergency state active

Group: General

Occurrence: Logs the set/start of the evacuation alarm.

Originator: Device, control input or Open Interface client that set the alarm.

Event: Unit connect

Group: General

Occurrence: Logs the connection of a device.

Originator: Device that connected.

Extra information: Not available on Open Interface clients.

Event: User logged in
Group: General
Occurrence: Logs the user ID which has logged in to the system.
Originator: Device on which the login occurred or IP-address of the client from which the login has occurred including the user-ID which has logged in.

Event: User login attempt failed
Group: General
Occurrence: Logs when a login attempt has failed. During a lock out due too many login attempts this event is not logged.
Originator: Device on which the login attempt occurred or IP-address of the client from which the login attempt occurred including the user-ID that was used in the attempt.

Event: User logged out
Group: General
Occurrence: Logs the user-ID which has logged out from the system.
Originator: Device on which the log off occurred or IP-address of the client that logged off including the user-ID which has logged out.

General device fault events

Event: Mains supply fault: external
Group: Fault
Occurrence: Can occur on all devices when they receive a trigger on a control input configured as backup power mode.
Originator: Device which triggered the backup power mode.
Resolve: When the backup power mode is switched off or when the device disconnects.
Recommended action: Check powering device(s) and lines/connections.
Extra information: Aggregate to main power fault.

Event: Fan rotation fault: fan 1/2
Group: Fault
Occurrence: Logs that fan 1/2 of a device in the system has a fault.
Originator: Device that has the fan 1/2 fault.
Resolve: When the Fan 1 fault is not present anymore.
Recommended action:

- Check the correct functionality of the device fan. Or
- remove device and replace/repair fan (circuit).

Event: Ground fault
Group: Fault
Occurrence: Logs the ground short fault of a device in the PROMATRIX 9000 system.
Originator: Device that has the ground short fault.
Resolve: When the Short Fault is not present anymore.
Recommended action: Check and remove the ground short of the reported device.

Event: Incompatible firmware

Group: Fault

Occurrence: Logs the mismatch of the firmware (software) release of the device and the expected firmware (software) release.

Originator: Unit that had an invalid firmware (software) release.

Resolve: When the device is upgraded.

Recommended action:

- Check firmware version and compatibility
- Check (network/tool) settings, connections.
- Repeat firmware upgrade, if required.

Extra information:

- Current firmware release of the unit.
- Expected firmware release.
- Not available on Open Interface clients.

Event: Line input failure

Group: Fault

Occurrence: Logs the failure of a supervised audio line input on a device.

Originator: Audio input that did not receive the pilot tone.

Resolve: When the error is no longer present or when the device disconnects.

Recommended action: Check the audio source (device), lines/connections.

Event: MemoryError

Group: Fault

Occurrence: Logs the memory error in a device.

Originator: Device that had a memory error.

Resolve: An EEPROM memory fault resolves immediately after acknowledge when the error is no longer present or when the device disconnects.

Recommended action: Whether the flash memory was defective. Whether the EEPROM memory was defective. Replace/repair device.

Extra information: Not available on Open Interface clients.

Event: Microphone failure

Group: Fault

Occurrence: Logs the microphone failure of a microphone on/connected to a device.

Originator: Audio input that failed.

Resolve: When the error is no longer present or when the device disconnects.

Recommended action: Replace/repair device (microphone).

Event: NetworkChanged

Group: Fault

Occurrence: Logs the network neighbor missing for each device which is configured and operable.

Originator: Device that was missing network neighbor.

Resolve: When the network neighbor is present again.

Recommended action:

- To be able to supervise the network, the Installer has to first take the network snapshot. Once the network snapshot is available only then network supervision can be enabled and no reboot is required.
- To make the Network snapshot persistent a manual save is required, but reboot is not required.
- When network supervision is enabled, the installer cannot take a new network snapshot. If installer wishes to take a new network snapshot, first network supervision has to be disabled.

Extra information:

- During the first 2 minutes there will not be any reporting of the NetworkChanged event, only after 2 minutes of grace time a fault will be reported if there are any network neighbor missing.
- Network neighbors which are reported with the same chassisId and portId are filtered out from the Network snapshot.

Event: Control input line failure

Group: Fault

Occurrence: Logs the supervised input contact failure of an input contact on a device.

Originator: Control input that failed.

Resolve: When the error is no longer present or when the device disconnects.

Recommended action: Check input lines/connections.

Event: Unit missing

Group: Fault

Occurrence: Logs the absence of a configured device.

Originator: Device that was missing.

Resolve: When the device reconnects.

Recommended action: Check device and (network) lines and connections.

Extra information:

- During the first minutes (2 min for regular devices and 10 min for Open Interface clients) after the system controller has started, no missing devices shall be reported. Only when this time has passed, missing devices shall be reported.
- Open Interface clients shall only be reported missing when connection supervision is turned on in the configuration.
- Aggregate to "other" zone fault.

Event: Processor reset

Group: Fault

Occurrence: Logs the watchdog reset of a processor in a device.

Originator: Device that was reset.

Resolve: Immediately after acknowledgement.

Recommended action: Check device functionality after none expected device/system reset.

Extra information:

- Which processor was the cause of the reset (CPU, TBD). Not available on Open Interface clients.
- Event can only be generated when the device starts up. CPU only available on system controllers.

Event: Fault input

Group: Fault

Occurrence: Logs the activation of a fault input.

Originator: Control input or Open Interface client that injected the fault.

Resolve:

- When the input is deactivated or when the device disconnects (in case the event occurred on a device).
- When the Open Interface client reports the event to be resolved or when the client disconnects (in case the event occurred on an Open Interface client).

Recommended action: Check the lines/connections and devices.

Extra information: Description of the error as configured by the user.

Event: Zone line fault

Group: Fault

Occurrence: Logs the activation of a zone line fault input.

Originator: Control input that injected the fault.

Resolve: When the input is deactivated or when the device disconnects (in case the event occurred on a device).

Recommended action: Check zone lines/connections and devices.

Extra information: Name of the zones.

Event: PoE supply failure

Group: Fault

Occurrence: Logs the failure of the backup power supply of the device. Can only occur when the number of connected PoE inputs is less than the configured expected PoE inputs.

Originator: Device that has the PoE supply fault.

Resolve: When the error is no longer present or when the device disconnects.

Recommended action: Check the PoE output source (MPS), (network) lines and connections.

18.2 Device specific events

Each PROMATRIX 9000 network device could generate it's own event messages. The following sections represent the events per device type.

- *System controller, page 187*
- *Amplifier, page 189*
- *Multifunction power supply (MPS), page 191*
- *Call station, page 194*
- *Open Interface client, page 195*
- *Control interface module, page 196*

18.2.1 System controller

The following **general** and **fault** events can occur **only** on system controllers.

General events

Event: Backup restored

Occurrence: Logs the corruption / consistency error in the configuration (default configuration loaded when occurring at start-up)

Originator: The System Controller and the user that triggered the restore.

Resolve: Immediately after acknowledgement.

Recommended action:

Extra information:

Event: System restarted

Occurrence: Logs the start-up of the system controller.

Originator: Device that started.

Event: Primary system controller demoted to backup

Occurrence: The primary system controller detected a critical fault which triggered a demote to backup.

Originator: The primary system controller unit which detected the critical fault.

Resolve: When the synchronization no longer fails or when the device disconnects.

Fault events

Event: Power supply fault: input A and/or B

Occurrence: Logs the failure of power supply input A and/or B. Can only occur when supervision is enabled for input A/B.

Originator: Device which indicate power supply failure on input A/B.

Resolve: When the error is no longer present or when the device disconnects.

Recommended action: Check/replace the powering device, lines and connections.

Event: Message missing

Occurrence: Logs the mismatch of the configured and detected messages.

Originator: Device which had the mismatch.

Resolve: When the error is no longer present.

Recommended action: Reload/restore the (involved) correct messages.

Extra information: Name(s) of message(s) present in configuration but not on disk.

Event: Message corrupt

Occurrence: Logs a checksum error of the configured messages.

Originator: Device which had the mismatch.

Resolve: When the error is no longer present.

Recommended action: Reload/restore the (involved) correct messages.

Extra information: Name(s) of message(s) with a checksum error.

Event: Synchronization fault

Occurrence: Logs that the standby and duty controllers in a redundant system failed to synchronize

Originator: The standby system controller device for which the synchronization failed.

Resolve: When the synchronization no longer fails or when the device disconnects.

Event: Remote system controller fault

Occurrence: A system fault was detected in another remote system controller.

Originator: The system controller where the local system fault occurred.

Resolve: When no local system faults are active.

Event: Remote system controller main power fault

Occurrence: A main power fault was detected in another remote system controller.

Originator: The system controller where the local main power fault occurred.

Resolve: When no local main power faults are active.

Event: Remote system controller backup power fault

Occurrence: A backup power fault was detected in another remote system controller.

Originator: The system controller where the local backup power fault occurred.

Resolve: When no local backup power faults are active.

Event: Remote system controller ground fault

Occurrence: A ground fault was detected in another remote system controller.

Originator: The system controller where the ground power fault occurred.

Resolve: When no local ground faults are active.

Event: Remote controller fault

Occurrence: A fault was detected in another remote system controller.

Originator: The system controller where the local fault occurred.

Resolve: When no local faults are active.

Event: Insufficient license type

Occurrence: There are not enough licenses of a specific license type.
Originator: The system controller where the local fault occurred.
Resolve: When System controller starts up with sufficient license.
Recommended action: Add the necessary licenses to the system controller.

Remote system controller fault events

Event: Remote audio output fault in a remote system device
Occurrence: The audio in a remote audio output was interrupted. Compare to a broken amplifier channel.
Originator: The remote output.
Extra information: Severity: high.
Aggregate to zone fault: Always.

Event: Invalid remote zone group name
Occurrence: An invalid remote zone group name is configured for a remote audio output.
Originator: The remote output.
Resolve: When the fault is no longer present.
Recommended action: Give a different name to the remote zone group.

Event: Remote audio output loop
Occurrence: A remote audio output is linked to a zone group in a system controller. Such system controller already has remote audio outputs linked to one or more zone groups located in the originating system controller.
Originator: The remote output.
Resolve: When the fault is no longer present.
Recommended action: Remove the loop from the configuration. Save and restart the system controller.

18.2.2

Amplifier

The following **fault** events can occur **only** on amplifier devices.

Event: Temperature too high
Group: Fault
Occurrence: Logs that a device in the system has an overheat fault. An attenuation of -3dB is activated when the severity is low.
Originator: Device that has the overheat fault.
Resolve: When the Overheat fault is not present anymore.
Recommended action:

- Check the correct functionality of the device fan.
- Check if the device/rack environment temperature is within specifications.

Event: Power supply fault: input A and/or B
Group: Fault
Occurrence: Power supply fault: input A and/or B.
Originator: Amplifier.

Recommended action: Check/replace powering device (and/or amplifier), lines and connections.

Event: Power supply fault: lifeline

Group: Fault

Occurrence: Logs the failure of lifeline 18 V power supply to the controller of the amplifier.

Originator: Amplifier.

Recommended action: Check source (MPS) device lifeline, lines and connections. Check MPS lifeline power supply output.

Event: Amplifier channel fault

Group: Fault

Occurrence: Amplifier channel fault.

Originator: Amplifier channel.

Recommended action: Check input and output signals, lines and connections. Check/replace amplifier.

Event: Output overload fault

Group: Fault

Occurrence: Logs the channel output overload.

Originator: Amplifier.

Recommended action: Decrease the output load of the effected output channel(s).

Event: Short circuit fault: output A and/or B

Group: Fault

Occurrence: Short circuit fault: output A and/or B.

Originator: Amplifier.

Recommended action: Check/replace loudspeakers, lines and connections.

Event: Amplifier channel fault: spare

Group: Fault

Occurrence: Logs the failure of the Amplifier spare channel.

Originator: Amplifier.

Recommended action: Check/replace amplifier input, output and power signals.

Event: End of line fault: output A and/or B

Group: Fault

Occurrence: End of line fault: output A/B.

Originator: Amplifier channel.

Recommended action: Check/replace EOL board, lines and connections.

Event: Audio delay fault
Group: Fault
Occurrence: Log the audio delay fault. The audio path through the DDR memory fails. The audio may be distorted. This fault can only occur if audio delay is used.
Originator: Power amplifier.
Other information: the Severity can be high or low.
Recommended action: Aggregate to zone fault If the severity is high (always high).

18.2.3

Multifunction power supply (MPS)

The following fault events can only occur on multifunction power supply devices.

Event: Amplifier 1/2/3 lifeline supply fault
Group: Fault
Occurrence: Logs the failure of the 18 V power supply for amplifier 1 and/or 2 and/or 3.
Originator: MPS
Resolve: When the error is no longer present or when the device disconnects.
Recommended action:

- Check the MPS lifeline 18 V output power supply, lines and connections.
- Check the amplifier 18 V output power supply input, lines and connections.

Event: Amplifier 1/2/3 lifeline audio fault
Group: Fault
Occurrence: Logs the failure of the lifeline audio output for amplifier 1 and/or 2 and/or 3.
Originator: MPS
Resolve: When the error is no longer present or when the device disconnects.
Recommended action:

- Check the MPS lifeline, audio lines and connections.
- Check the amplifier lifeline, audio lines and connections.

Event: Battery supply fault: output 1/2/3
Group: Fault
Occurrence: Logs the failure of the battery power supply for amplifier 1 and/or 2 and/or 3.
Originator: MPS
Resolve: When the error is no longer present or when the device disconnects.
Recommended action:

- Check the MPS DC output power, lines and connections.
- Check the amplifier DC power supply input, lines and connections.

Event: Battery fault: leakage current too high (charger function disabled)
Group: Fault
Occurrence: Logs the failure of the battery float charge. This fault can only occur:

- During charger float mode, after spending one hour with more than 1 A of charging current. This case happens with a defected battery when the leakage current is too high or when the battery has additional load.
- When charging for longer than 73 hours with more than 1 A. This case does not happen with a good battery of up to 230 Ah, which are typically charged within 48 hours (90% in the first 24 hours).

Originator: MPS with the battery connected.

Resolve: When the battery is disconnected and reconnected after going through the recommended actions.

Recommended action:

- Check the MPS charger functionality including the configuration settings.
- Check the battery condition and connections.
- Replace the MPS and/or battery, if required.
- Measure the charging current during the float mode.

Event: Battery fault: temperature out of range (charger function disabled)

Group: Fault

Occurrence: Logs the failure of the battery temperature out of range or a temperature sensor failure.

Originator: MPS which has the battery connected. The charger is suspended when this fault is active.

Resolve: When the error is no longer present or when the device disconnects.

Recommended action:

- Check if the battery load is within specification.
- Check on short circuits.
- Check the battery condition and connections.
- Replace the battery, if required.

Event: Battery fault: impedance too high

Group: Fault

Occurrence: Logs the failure of the RI (impedance) measurement of the battery.

Originator: MPS which has the battery connected.

Resolve: When the error is no longer present or when the device disconnects.

Recommended action:

- Check the battery condition and connections.
- Replace the battery, if required.

Event: Battery fault: short circuit (charger function disabled)

Group: Fault

Occurrence: Logs the failure of the battery short circuit.

Originator: MPS which has the battery connected.

Resolve: When the error is no longer present or when the device disconnects. The charger is suspended when this fault is active.

Recommended action:

- Check the battery condition and connections.
- Replace the battery, if required.

Event: Amplifier 1/2/3 supply fault: output A and/or B

Group: Fault

Occurrence: Logs the failure of the 48 V DC output A and/or B of the power supply for amplifier 1 and/or 2 and/or 3.

Originator: MPS

Resolve: When the error is no longer present or when the device disconnects.

Recommended action:

- Check the MPS 48 V DC output power, lines and connections.
- Check the amplifier 48 V DC power supply input, lines and connections.

Event: System controller supply fault: output A/B
Group: Fault
Occurrence: Logs the failure of the DC aux A/B power supply for the system controller.
Originator: MPS which delivers the DC power supply.
Resolve: When the error is no longer present or when the device disconnects.
Recommended action:

- Check DC output connections and power.
- Replace or repair MPS, if required.

Event: Mains supply fault: Charger (charger function lost)
Group: Fault
Occurrence: Logs the failure of power supply to the charger.
Originator: MPS with the charger active. The charger is suspended when this fault is active.
Resolve: When the error is no longer present or when the device disconnects.
Recommended action:

- Check the MPS charger functionality including the configuration settings.
- Replace or repair the MPS, if required.

Event: Mains supply fault: output 1/2/3/
Group: Fault
Occurrence: Logs the failure of the DC power supply for amplifier 1 and/or 2 and/or 3.
Originator: MPS
Resolve: When the error is no longer present or when the device disconnects.
Recommended action:

- Check the MPS DC output power, lines and connections.
- Check the amplifier DC power supply input, lines and connections.

Event: Mains supply fault: input
Group: Fault
Occurrence: Logs the failure of the mains power supply. Can only occur when the supervision is enabled for mains power supply.
Originator: MPS
Resolve: When the error is no longer present or when the device disconnects.
Recommended action:

- Check the MPS mains input power, lines and connections.
- Check the configuration.

Event: Mains power supply failure (charger function lost)
Group: Fault
Occurrence: Logs the failure of the mains supply
Originator: Device with the power supply.
Resolve: When the error is no longer present or when the device disconnects
Extra information: The charger is suspended when this fault is active.

Event: Battery fault: Battery disconnected (charger function disabled)
Group: Fault
Occurrence: Logs the failure of the backup supply.
Originator: Device with the power supply
Resolve: When the error is no longer present or when the device disconnects.

Event: ChargerSupplyTooLow
Group: Fault
Occurrence: To indicate the charger supply voltage is too low.
Originator: MPS
Resolve: When the error is no longer present or when the device disconnects.
Recommended action:
Extra information: The charger is suspended when this fault is active.

Event: BatteryOvervoltage
Group: Fault
Occurrence: Indicates if there is an overvoltage situation on the battery. The charger converter is turned off.
Originator: MPS
Resolve: Recovery is not possible. Turn off the MPS.

Event: BatteryUndervoltage
Group: Fault
Occurrence: Indicates if there is an under voltage situation when mains is absent, the sepics are turned off when this fault occurs.
Originator: MPS
Resolve: This fault recovers when mains recovers.

Event: Internal power fault
Group: Fault
Occurrence: Logs the failure that one or several boards in the MPS are not responding.
Originator: MPS
Resolve: When the error is no longer present or when the device disconnects.
Recommended action: Replace or repair the MPS as required.

Event: Internal communication fault
Group: Fault
Occurrence: One or several boards in the device are not responding.
Originator: MPS
Resolve: When the error is no longer present or when the device disconnects.
Recommended action: Replace or repair the MPS as required.

18.2.4

Call station

The following fault events can only occur on call stations.

Event: Call station audio path fault
Group: Fault
Occurrence: Logs the audio path fault (microphone audio path fails).
Originator: Microphone that had an audio path fault.
Resolve: When the device disconnects or when it is resolved manually.
Recommended action: Replace/repair call station (microphone).

Event: Extension mismatch
Group: Fault

Occurrence: Logs the mismatch of the number of configured and detected extensions on a call station.

Originator: Device that had the mismatch.

Resolve: When the error is no longer present or when the device disconnects

Recommended action:

- Check the correct number of connected extensions.
- Check the configuration.
- Check the loop through connections and correct functionality of each extension. Do the LED-test.

Extra information: Number of configured extensions. Number of detected extensions

18.2.5

Open Interface client

The following **general** events can **only** occur on Open Interface clients.

See the PROMATRIX 9000 Open Interface manual for all events.

Event: Device connected via Open Interface

Group: General

Occurrence: Logs the connection of an Open Interface client (like a PC Call Station).

Originator: Open Interface client that connected (which includes the user ID used for the connection).

Recommended action: None.

Event: Device attempted to connect via Open Interface

Group: General

Occurrence: Logs the failed connection attempt of an Open Interface client (like PC Call Station). During a lock-out due too many connect attempts this event is not logged.

Originator: Open Interface client that attempted to connect, including the ID of the user ID that was used in the attempt.

Recommended action: Check/connect Open Interface device, lines and connections.

Event: Device disconnected via Open Interface

Group: General

Occurrence: Logs the disconnection of an Open Interface client (like a PC Call Station).

Originator: Open Interface client that disconnected (which includes the user ID used for the disconnection).

Recommended action: Check/connect Open Interface device, lines and connections, if required.

18.2.6

Network switch

The following **fault** events can only occur in a network switch.

Event: Power supply fault: input A/B

Occurrence: Logs the failure of power supply input A/B. Only occurs for PRA-ES8P2S when supervision is enabled for input A/B.

Originator: Unit with the power supply failure on input A/B.

Resolve: When the error is no longer present or when the device disconnects.

Event: Power supply fault

Occurrence: A power supply fault was detected in a network switch Cisco IE-5000-12S12P-10G on when power supervision is enabled.

Originator: The unit when the switch is not stacked. The unit and switch number when the switches are stacked.

Resolve: When the error is no longer present or when the device disconnects.

Recommended action: Restore the power supply.

Event: Stacked switch mismatch

Occurrence: There was mismatch between configured switches and detected switches. Only occurs for Cisco IE-5000-12S12P-10G when power supervision is enabled.

Originator: The unit.

Resolve: When the error is no longer present or when the device disconnects.

Recommended action: Correct the mismatch.

Event: Redundant data path fault

Occurrence: The connection between the stacked switches Cisco IE-5000-12S12P-10G is not redundant. Only occurs for Cisco IE-5000-12S12P-10G when power supervision is enabled.

Originator: The unit.

Resolve: When the error is no longer present or when the device disconnects.

Recommended action: Create a redundant connection between the switches.

18.2.7

Control interface module

The following fault events can only occur on control interface module devices.

Event: Control output line fault

Occurrence: Logs a fault on control output A and/or B.

Note: You can configure contact output supervision only for contacts outputs A and B.

Originator: IM16C8 together with the name of the control output.

Resolve: Automatically resolved when the fault is no longer present on the output.

- If the control output is active when the fault occurs, the contact output supervision fault is not detected.

Note: If contact output supervision is disabled, the fault is not reported.

19 Tones

Each tone and/or pre-recorded (spoken) message used in the PROMATRIX 9000 system must have the .wav audio file format. See *Recorded messages, page 92*.

The following .wav files (tones) are PROMATRIX 9000 predefined, are mono and have a 16-bit sample depth and 48 kHz sample rate. Be noticed that tones could be updated and new tones could be added. Previous means that possible tones are not all/different listed in this document version. See *Mandatory software, page 23 > Tones*, for the latest version available.

- Alarm tones, page 197
- Attention tones, page 201
- Silence tones, page 204
- Test tones, page 204

See also *Call definitions, page 112*.

Requests for other tones can be directed to Bosch Security Systems, Eindhoven, The Netherlands.

19.1 Alarm tones

Alarm tones are mainly used as announcements for emergency and evacuation purposes.

Tone characteristics

- Mono, sample rate 48 kHz, 16-bit sample depth.
- Peak level: < -1.3 dBFS (full scale square wave = 0 dBFS).
- RMS level: < -9 dBFS (full scale sine wave = -3 dBFS).
- Glitch-free and gapless repeat.
- MS = Multi-sine, TS = Triple-sine, SW = Sine wave, B = Bell.
- Filename format: Alarm_MS_<frequency (range)>_<duty cycle>_<duration>.wav.

Alarm_B_100p_1s

- Bell sound, 1 s
- Duty cycle 100%
- Offshore "Abandon platform"

Alarm_B_100p_2.5s

- Bell sound with release, 2.5 s
- Duty cycle 100%
- Offshore "FG"

Alarm_MS_300-1200Hz_100p_1s.wav

- Sweep 300 Hz - 1200 Hz, up in 1 s
- Duty cycle 100%
- "General purpose"

Alarm_MS_350-500Hz_100p_1s.wav

- Sweep 350 Hz - 500 Hz, up in 1 s
- Duty cycle 100%

Alarm_MS_400Hz_100p_1s.wav

- Continuous 400 Hz, 1 s
- Duty cycle 100%

Alarm_MS_420Hz_48p_(0.60+0.65)s.wav

- Intermittent 420 Hz, 0.60 s on, 0.65 s off
- Duty cycle 48%
- Australia, AS 2220 "Alert" (extended spectrum)

Alarm_MS_420Hz_50p_(0.6+0.6)s.wav

- Intermittent 420 Hz, 0.6 s on, 0.6 s off
 - Duty cycle 50%
 - Australia, AS 1670.4, ISO 7731 “Alert” (extended spectrum)
- Alarm_MS_422-775Hz_46p_(0.85+1.00)s.wav**
- Sweep 422 Hz - 775 Hz, up in 0.85 s, 1.0 s off
 - Duty cycle 46%
 - USA, “NFPA Whoop”
- Alarm_MS_500-1200-500Hz_100p_(1.5+1.5)s.wav**
- Sweep 500 Hz - 1200 Hz, up in 1.5 s, down in 1.5 s
 - Duty cycle 100%
 - “Siren”
- Alarm_MS_500-1200Hz_94p_(3.75+0.25)s.wav**
- Sweep 500 Hz - 1200 Hz, up in 3.75 s, 0.25 s off
 - Duty cycle 94%
 - Australia, AS 2220 -1978 “Action”
- Alarm_MS_500-1200Hz_88p_(3.5+0.5)s.wav**
- Sweep 500 Hz - 1200 Hz, up in 3.5 s, 0.5 s off
 - Duty cycle 88%
 - Netherlands, NEN 2575 “Evacuation”
- Alarm_MS_500Hz_20p_(0.15+0.60)s.wav**
- Intermittent 500 Hz, 0.15 s on, 0.6 s off
 - Duty cycle 20%
 - Sweden, SS 03 17 11 “Local Warning”
- Alarm_MS_500Hz_60p_4x(0.15+0.10)s.wav**
- Intermittent 500 Hz, 0.15 s on, 0.1 s off, 4 repetitions
 - Duty cycle 60%
 - Sweden, SS 03 17 11 “Imminent Danger”
- Alarm_MS_500Hz_100p_1s.wav**
- Continuous 500 Hz, 1 s
 - Duty cycle 100%
 - Sweden, SS 03 17 11 “All clear”; Germany, KTA3901 “All clear”
- Alarm_MS_520Hz_13p_(0.5+3.5)s.wav**
- Intermittent 520 Hz, 0.5 s on, 3.5 s off
 - Duty cycle 13%
 - Australia, AS 4428.16 “Alert” (extended spectrum)
- Alarm_MS_520Hz_38p_3x(0.5+0.5)s+1s.wav**
- Intermittent 520 Hz, 0.5 s on, 0.5 s off, 0.5 s on, 0.5 s off, 0.5 s on, 1.5 s off
 - Duty cycle 38%
 - Australia, AS 4428.16, ISO 8201 “Evacuation” (extended spectrum)
- Alarm_MS_550+440Hz_100p_(1+1)s.wav**
- Alternating 550 Hz, 1 s and 440 Hz, 1 s
 - Duty cycle 100%
 - Sweden “Turn Out”
- Alarm_MS_560+440Hz_100p_2x(0.1+0.4)s.wav**
- Alternating 560 Hz, 0.1 s and 440 Hz, 0.4 s, 2 repetitions
 - Duty cycle 100%
 - France, NF S 32-001 “Fire”
- Alarm_MS_660Hz_33p_(6.5+13)s.wav**
- Intermittent 660 Hz, 6.5 s on, 13 s off

- Duty cycle 33%
- Sweden "Pre-mess"
- Alarm_MS_660Hz_50p_(1.8+1.8)s.wav**
- Intermittent 660 Hz, 1.8 s on, 1.8 s off
- Duty cycle 50%
- Sweden "Local warning"
- Alarm_MS_660Hz_50p_4x(0.15+0.15)s.wav**
- Intermittent 660 Hz, 0.15 s on, 0.15 s off, 4 repetitions
- Duty cycle 50%
- Sweden "Air raid"
- Alarm_MS_660Hz_100p_1s.wav**
- Continuous 660 Hz, 1 s
- Duty cycle 100 %
- Sweden "All clear"
- Alarm_MS_720Hz_70p_(0.7+0.3)s.wav**
- Intermittent 720Hz, 0.7 s on, 0.3 s off
- Duty cycle 70%
- Germany "Industrial alarm"
- Alarm_MS_800+970Hz_100p_2x(0.25+0.25)s.wav**
- Alternating 800 Hz, 0.25 s and 970 Hz, 0.25 s, 2 repetitions
- Duty cycle 100%
- UK, BS 5839-1 "Fire", EN 54-3
- Alarm_MS_800-970Hz_38p_3x(0.5+0.5)s+1s.wav**
- Sweep 800 Hz - 970 Hz, up in 0.5 s, 0.5 s off, up in 0.5 s, 0.5 s off, up in 0.5 s, 1.5 s off
- Duty cycle 38%
- ISO 8201
- Alarm_MS_800-970Hz_100p_1s.wav**
- Sweep 800 Hz - 970 Hz, up in 1 s
- Duty cycle 100%
- UK, BS 5839-1 "Fire"
- Alarm_MS_800-970Hz_100p_7x0.14s.wav**
- Sweep 800 Hz - 970 Hz, up in 0.14 s, 7 repetitions
- Duty cycle 100%
- UK, BS 5839-1 "Fire"
- Alarm_MS_970+630Hz_100p_(0.5+0.5)s.wav**
- Alternating 970 Hz, 0.5 s and 630 Hz, 0.5 s
- Duty cycle 100%
- UK, BS 5839-1
- Alarm_MS_970Hz_20p_(0.25+1.00)s.wav**
- Intermittent 970 Hz, 0.25 s on, 1 s off
- Duty cycle 20%
- "General purpose"
- Alarm_MS_970Hz_38p_3x(0.5+0.5)s+1s.wav**
- Intermittent 970 Hz, 0.5 s on, 0.5 s off, 0.5 s on, 0.5 s off, 0.5 s on, 1.5 s off
- Duty cycle 38%
- ISO 8201 "Emergency evacuation"
- Alarm_MS_970Hz_40p_5x(1+1)s+(3+7)s.wav**
- Intermittent 970 Hz, 1 s on, 1 s off, 5 repetitions, 3 s on, 7 s off
- Duty cycle 40%

- Maritime
- Alarm_MS_970Hz_50p_(1+1)s.wav**
- Intermittent 970 Hz, 1 s on, 1 s off
- Duty cycle 50%
- UK, BS 5839-1 “Alert”, PFEER “Alert”, Maritime
- Alarm_MS_970Hz_50p_(12+12)s.wav**
- Intermittent 970 Hz, 12 s on, 12 s off
- Duty cycle 50%
- Maritime
- Alarm_MS_970Hz_52p_7x(1+1)s+(5+4)s.wav**
- Intermittent 970 Hz, 1 s on, 1 s off, 7 repetitions, 5 s on, 4 s off
- Duty cycle 52%
- Maritime “General emergency alarm”
- Alarm_MS_970Hz_56p_7x(1+1)s+(7+4)s.wav**
- Intermittent 970 Hz, 1 s on, 1 s off, 7 repetitions, 7 s on, 4 s off
- Duty cycle 56%
- Maritime “General emergency alarm”
- Alarm_MS_970Hz_64p_7x(1+1)s+(7+1)s.wav**
- Intermittent 970 Hz, 1 s on, 1 s off, 7 repetitions, 7 s on, 1 s off
- Duty cycle 64%
- Maritime “General emergency alarm”
- Alarm_MS_970Hz_65p_(5+1)s+(1+1)s+(5+4)s.wav**
- Intermittent 970 Hz, 5 s on, 1 s off, 1 s on, 1 s off, 5 s on, 4 s off
- Duty cycle 65%
- Maritime
- Alarm_MS_970Hz_67p_(1+1)s+(3+1)s.wav**
- Intermittent 970 Hz, 1 s on, 1 s off, 3 s on, 1 s off
- Duty cycle 67%
- Maritime IMO “Leave ship”
- Alarm_MS_970Hz_72p_3x(7+2)s+2s.wav**
- Intermittent 970 Hz, 7 s on, 2 s off, 3 repetitions, 2 s off
- Duty cycle 72%
- Maritime “Man overboard”
- Alarm_MS_970Hz_74p_4x(5+1)s+3s.wav**
- Intermittent 970 Hz, 5 s on, 1 s off, 4 repetitions, 3 s off
- Duty cycle 74%
- Maritime
- Alarm_MS_970Hz_80p_(12+3)s.wav**
- Intermittent 970 Hz, 12 s on, 3 s off
- Duty cycle 80%
- Maritime
- Alarm_MS_970Hz_100p_1s.wav**
- Continuous 970 Hz, 1 s
- Duty cycle 100%
- UK, BS 5839-1 “Evacuate”, PFEER “Toxic gas”, Maritime “Fire”, EN 54-3
- Alarm_MS_1000+2000Hz_100p_(0.5+0.5)s.wav**
- Alternating 1000 Hz, 0.5 s and 2000 Hz, 0.5 s
- Duty cycle 100%
- Singapore

Alarm_MS_1200-500Hz_100p_1s.wav

- Sweep 1200 Hz - 500 Hz, down in 1 s
- Duty cycle 100%
- Germany, DIN 33404 Part 3, PFEER “Prepare for evacuation”, EN 54-3

Alarm_MS_1400-1600-1400Hz_100p_(1.0+0.5)s.wav

- Sweep 1400 Hz - 1600 Hz, up in 1.0 s, down in 0.5 s
- Duty cycle 100%
- France, NFC 48-265

Alarm_MS_2850Hz_25p_3x(0.5+0.5)s+1s.wav

- Intermittent 2850 Hz, 0.5 s on, 0.5 s off, 0.5 s on, 0.5 s off, 0.5 s on, 1.5 s off
- Duty cycle 25%
- USA, ISO 8201 “High tone”

Alarm_SW_650-1100-650Hz_50p_4x(0.125+0.125)s.wav

- Sweep 650 Hz - 1100 Hz, up and down in 0.125 s, 0.125 s off, 4 repetitions
- Duty cycle 50%
- Offshore “H2S alarm”

Alarm_TS_420Hz_50p_(0.6+0.6)s.wav

- Intermittent 420 Hz, 0.6 s on, 0.6 s off
- Duty cycle 50%
- Australia, AS 1670.4, ISO 7731 “Alert” (standard spectrum)

Alarm_TS_520Hz_13p_(0.5+3.5)s.wav

- Intermittent 520 Hz, 0.5 s on, 3.5 s off
- Duty cycle 13%
- Australia, AS 4428.16 “Alert” (standard spectrum)

Alarm_TS_520Hz_38p_3x(0.5+0.5)s+1s.wav

- Intermittent 520 Hz, 0.5 s on, 0.5 s off, 0.5 s on, 0.5 s off, 0.5 s on, 1.5 s off
- Duty cycle 38%
- Australia, AS 4428.16, ISO 8201 “Evacuation” (standard spectrum)

19.2

Attention tones

Attention tones are mainly used as a start and/or end tone for an announcement.

Tone characteristics

- Mono, sample rate 48 kHz, 16-bit sample depth.
- Filename format: Attention_<sequence number>_<number of tones>_<duration>.wav

Attention_A_1T_1.5s.wav

- Single tone chime
- Marimba and Vibraphone, A4
- Peak level -6 dBFS, RMS level < -10 dBFS, 1.5 s

Attention_B_1T_1.5s.wav

- Single tone chime
- Marimba and Vibraphone, C#5
- Peak level -6 dBFS, RMS level < -10 dBFS, 1.5 s

Attention_C_1T_1.5s.wav

- Single tone chime
- Marimba and Vibraphone, E5
- Peak level -6 dBFS, RMS level < -10 dBFS, 1.5 s

Attention_D_1T_1.5s.wav

- Single tone chime
- Marimba and Vibraphone, G5
- Peak level -6 dBFS, RMS level < -10 dBFS, 1.5 s

Attention_E1_2T_2s.wav

- Two tone pre-chime
- Marimba and Vibraphone, A4/C#5
- Peak level -6 dBFS, RMS level < -10 dBFS, 2 s

Attention_E2_2T_2s.wav

- Two tone post-chime
- Marimba and Vibraphone, C#5/A4
- Peak level -6 dBFS, RMS level < -10 dBFS, 2 s

Attention_F1_3T_2s.wav

- Three tone pre-chime
- Marimba and Vibraphone, G4/C5/E5
- Peak level -6 dBFS, RMS level < -10 dBFS, 2 s

Attention_F2_3T_2s.wav

- Three tone post-chime
- Marimba and Vibraphone, E5/C5/G4
- Peak level -6 dBFS, RMS level < -10 dBFS, 2 s

Attention_G1_3T_2.5s.wav

- Three tone pre-chime
- Marimba and Vibraphone, A#4/D5/F5
- Peak level -6 dBFS, RMS level < -10 dBFS, 2.5 s

Attention_G2_3T_2.5s.wav

- Three tone post-chime
- Marimba and Vibraphone, F5/D5/A#4
- Peak level -6 dBFS, RMS level < -10 dBFS, 2.5 s

Attention_H1_4T_3s.wav

- Four tone pre-chime
- Marimba and Vibraphone, E5/C5/D5/E4
- Peak level -6 dBFS, RMS level < -10 dBFS, 3 s

Attention_H2_4T_3s.wav

- Four tone post-chime
- Marimba and Vibraphone, G4/D5/E5/C5
- Peak level -6 dBFS, RMS level < -10 dBFS, 3 s

Attention_J1_4T_3s.wav

- Four tone pre-chime
- Marimba and Vibraphone, G4/C5/E5/G5
- Peak level -6 dBFS, RMS level < -10 dBFS, 3 s

Attention_J2_4T_3s.wav

- Four tone post-chime
- Marimba and Vibraphone, G5/E5/C5/G4
- Peak level -6 dBFS, RMS level < -10 dBFS, 3 s

Attention_K1_4T_2.5s.wav

- Four tone pre-chime
- Marimba and Vibraphone, G4/C5/E5/G5
- Peak level -6 dBFS, RMS level < -10 dBFS, 2.5 s

Attention_K2_4T_2.5s.wav

- Four tone post-chime

- Marimba and Vibraphone, G5/E5/C5/G4
- Peak level -6 dBFS, RMS level < -10 dBFS, 2.5 s

Attention_L1_4T_3s.wav

- Four tone pre-chime
- Marimba and Vibraphone, C5/E5/G5/A5
- Peak level -6 dBFS, RMS level < -10 dBFS, 3 s

Attention_L2_4T_3s.wav

- Four tone post-chime
- Marimba and Vibraphone, A5/G5/E5/C5
- Peak level -6 dBFS, RMS level < -10 dBFS, 3 s

Attention_M1_6T_2s.wav

- Six tone pre-chime
- Marimba and Vibraphone, G4/C5/E5/G4/C5/E5
- Peak level -6 dBFS, RMS level < -10 dBFS, 2 s

Attention_M2_4T_2s.wav

- Four tone post-chime
- Marimba and Vibraphone, C5/E5/C5/G4
- Peak level -6 dBFS, RMS level < -10 dBFS, 2 s

Attention_N1_7T_2s.wav

- Seven tone pre-chime
- Marimba and Vibraphone, E5/F4/C5/G4/E6/C6/G5
- Peak level -6 dBFS, RMS level < -10 dBFS, 2 s

Attention_N2_4T_2s.wav

- Four tone post-chime
- Marimba and Vibraphone, C6/E5/C5/G4
- Peak level -6 dBFS, RMS level < -10 dBFS, 2 s

Attention_O1_6T_3s.wav

- Six tone pre-chime
- Marimba and Vibraphone, F5/C5/C5/G5/(A4+C6)/(F4+A5)
- Peak level -6 dBFS, RMS level < -10 dBFS, 3 s

Attention_O2_5T_2.5s.wav

- Five tone post-chime
- Marimba and Vibraphone, A#5/A#5/A5/A5/(F4+F5)
- Peak level -6 dBFS, RMS level < -10 dBFS, 2.5 s

Attention_P1_8T_4s.wav

- Eight tone pre-chime
- Marimba and Vibraphone, A4/A4/A4/C5/D5/D5/D5/(D4+A4)
- Peak level -6 dBFS, RMS level < -10 dBFS, 4 s

Attention_P2_4T_2.5s.wav

- Four tone post-chime
- Marimba and Vibraphone, (A4+D5)/A4/D5/(A4+D5)
- Peak level -6 dBFS, RMS level < -10 dBFS, 2.5 s

Attention_Q1_3T_3.5s.wav

- Three tone pre-chime
- Celesta, G4/C5/E5
- Peak level -6 dBFS, RMS level < -10 dBFS, 3.5 s

Attention_Q2_3T_3.5s.wav

- Three tone post-chime
- Celesta, E5/C5/G4

- Peak level -6 dBFS, RMS level < -10 dBFS, 3.5 s

Attention_R_6T_2.5s.wav

- Six tone chime
- Guitar, F4/C5/F5/F4/C5/F5
- Peak level -6 dBFS, RMS level < -10 dBFS, 2.5 s

Attention_S_3T_2s.wav

- Three tone chime
- Vibraphone, C4/D4/D#4
- Peak level -3 dBFS, RMS level < -10 dBFS, 2 s

Attention_T_3T_3s.wav

- Three tone chime
- Vibraphone, D5/C4/D4
- Peak level -4 dBFS, RMS level < -10 dBFS, 3 s

Attention_U_3T_3.5s.wav

- Three tone chime
- Vibraphone, C#6/E5/C5
- Peak level -5 dBFS, RMS level < -10 dBFS, 3.5 s

19.3

Silence tones

Silence tones are mainly used to create a silence before, between and/or after a message/ tone.

Tone characteristics

- Mono, sample rate 48 kHz, 16-bit sample depth.
- Filename format: Silence_<duration>.wav

Silence_1s.wav

- Silence period, 1 s

Silence_2s.wav

- Silence period, 2 s

Silence_4s.wav

- Silence period, 4 s

Silence_8s.wav

- Silence period, 8 s

Silence_16s.wav

- Silence period, 16 s

19.4

Test tones

Test tones are mainly used to test the audio output and loudspeaker zones, for example to adjust the audio signal (filter) levels.

Tone characteristics

- Mono, sample rate 48 kHz, 16-bit sample depth.
- Filename format: Test_<purpose>_<duration>.wav

Test_Loudspeaker_AB_20kHz_10s.wav

- Sine wave 20 kHz, peak level -20 dBFS, RMS level -23 dBFS, 10 s.

- Inaudible signal to drive the A-group loudspeakers and check the connectivity of the A- and B-loudspeakers simultaneously while the building is occupied. The B-loudspeakers get a 22 kHz signal.
- The A-loudspeakers are connected to their own zone amplifier channel. This zone gets the 20 kHz signal.
- Keep a smartphone in front of the loudspeaker. A smartphone spectrum analyzer detects both the 20 kHz and the 22 kHz simultaneously.

Test_Loudspeaker_AB_22kHz_10s.wav

- Sine wave 22 kHz, peak level -20 dBFS, RMS level -23 dBFS, 10 s.
- Inaudible signal to drive the B-group loudspeakers and check connectivity of the A- and B-loudspeakers simultaneously while the building is occupied. The A-loudspeakers get a 20 kHz signal.
- The B-loudspeakers are temporarily connected to another amplifier channel, for another zone; this zone gets the 22 kHz signal.
- Keep a smartphone in front of the loudspeaker. A smartphone spectrum analyzer detects both the 20 kHz and the 22 kHz simultaneously.

Test_LoudspeakerPolarity_10s.wav

- Filtered sawtooth 50 Hz, peak level -12 dBFS, RMS level -20 dBFS, 10 s.
- Audible signal to detect proper polarity of connected loudspeakers.
- A smartphone oscilloscope detects a positive or negative sharp peak that should be in the same direction for all loudspeakers.

Test_PinkNoise_30s .wav

- Pink noise signal 20 Hz - 20 kHz, peak level -3 dBFS, RMS level -16 dBFS, 30 s.
- Audible signal for acoustic measurements.

Test_STIPA_BedrockAudio_100s.wav

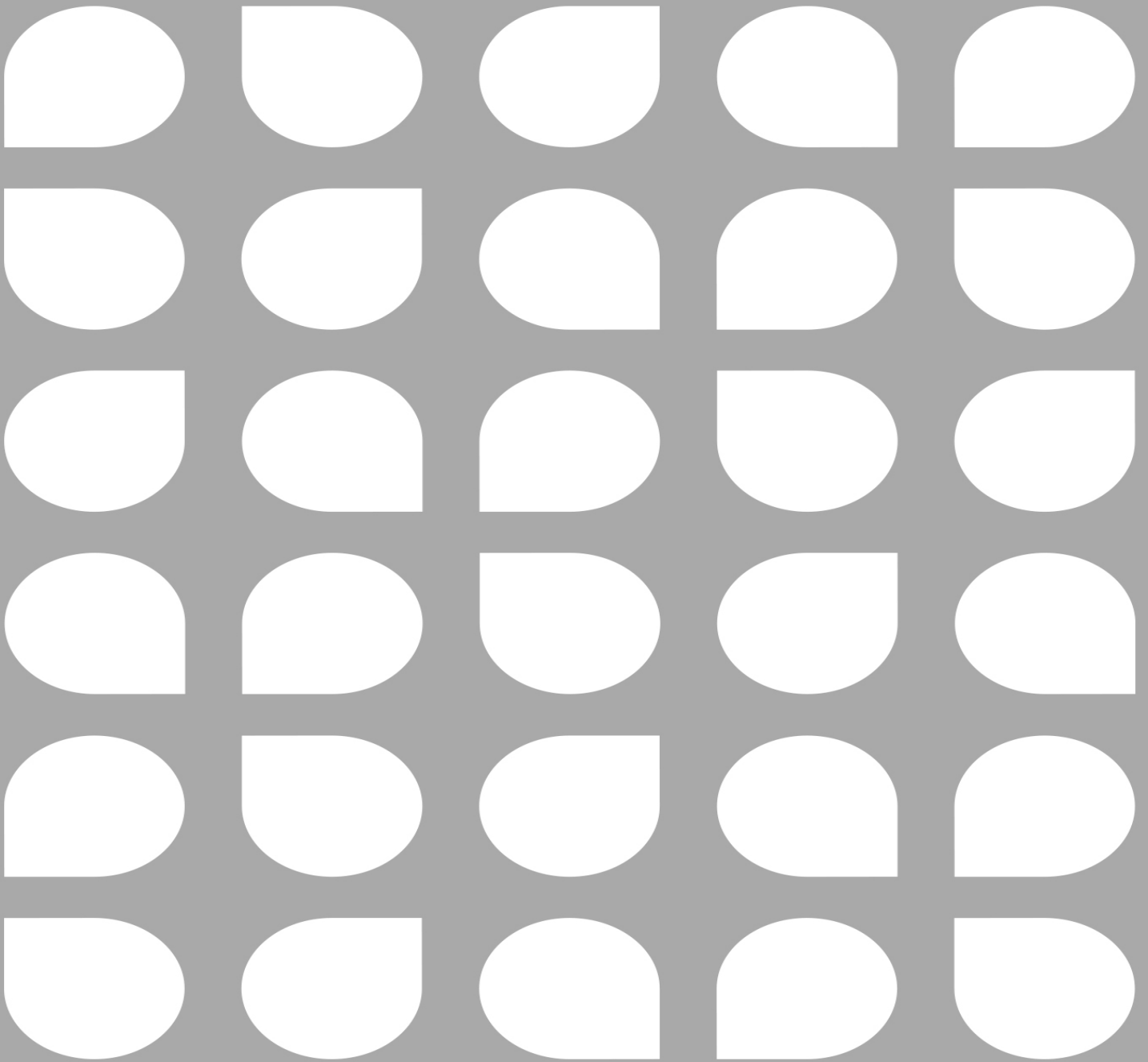
- STIPA test signal, peak level - 4.2 dBFS, RMS level -11 dBFS, 100 s.
- Test signal to measure the speech intelligibility through the Speech Transmission Index.
- Copyright Bedrock Audio BV (<http://bedrock-audio.com/>), used with permission.
- Compatible with all STIPA meters compliant to IEC 60268-16 Ed. 4 (Bedrock Audio, NTI Audio, Audio Precision).
- The signal can be looped. A 440 Hz beep signal of -12 dBFS, duration 1 s, marks the beginning of the 100 s test signal. Start the measurement after this beep, so the measurement will not be disturbed by a gap between the end and the restart.
- A measurement cycle takes a minimum of 15 s.

Test_TickTone_1800Hz_5x(0.5+2)s.wav

- Intermittent 1800 Hz sinewave, 0.5 s on, 2 s off, 4 repetitions.
- Duty cycle 20%.
- Route the tick tone to a zone to deliver an audible bleep from each speaker in that zone. The loss of the tick tone along the line allows the engineer to identify the position of the line discontinuity.

Test_Reference_440Hz_10s.wav

- Continuous 440 Hz sinewave, 10s.
- Duty cycle 100%.



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