

Encompass MV Troubleshooting

ISSUE: NO MUSIC

Check display on the Encompass MV for “Artist & Song Title”

- If no display – check power to Encompass MV
- If “please insert flash card” is displayed – check for SD card and re-insert it
- If “no current play schedule” is displayed – check “Date & Time” on the Encompass MV
 - Press ENTER
 - Press 5 or 6 until “Date & Time” is displayed
 - Press and hold both 5 & 6 simultaneously until values begin to flash
 - Press ENTER to accept, or 5 & 6 to change the values
 - Press Enter to save
- If “Artist & Song Title” is displayed
 - Check for power on amplifier
 - Check audio cable between MV and amplifier
 - Check volume settings on amplifier
 - Check volume setting on the MV unit
 - Press ENTER
 - Press 5 or 6 until “Volume” is displayed
 - Press ENTER
 - Press 5 or 6 to decrease or increase the volume
 - Press ENTER to save
 - If “Encompass MV” is displayed - please contact Muzak Central Product Support at 800 329.1179 (option #2).

ISSUE: BEEPING

Please contact Muzak Central Product Support at 800 329.1179 (option #2).

NOTE: Firmware Updates - Periodically, for audio and security enhancements, the Encompass MV will require firmware updates (in addition to regular content updates). Firmware updates are made available to the MV device in the same manner as content updates, during the automatic communications with Muzak servers. Firmware updates are infrequent, however they will require the MV device to restart. The restart process takes approximately 30 seconds, during which time there will be no audio play. After approximately 30 seconds, audio play will resume.

WARNING: To reduce the risk of fire or electric shock, do not expose this unit to rain or other forms of moisture!

CAUTION: To ensure safety and regulatory compliance, use only the provided power supply, power and interface cables.

CAUTION: To prevent electric shock due to exposure of blades, do not connect the polarized plug of the external power supply to an extension cord, receptacle or other outlet unless the blades can be fully inserted.

CAUTION: Make sure that the cable distribution system connecting the LNB port on the unit is properly grounded to provide protection against surges and static charge build up.

Encompass MV User Guide

Overview: Thank you for choosing the Muzak Encompass MV. Please keep this document for reference should you have any questions regarding the device. If you have a question that is not addressed in this document, please contact Muzak Central Product Support at 800 329.1179 (option #2).

The Encompass MV is a powerful device that automatically handles downloading music and messaging without requiring intervention by a Muzak representative after installation.

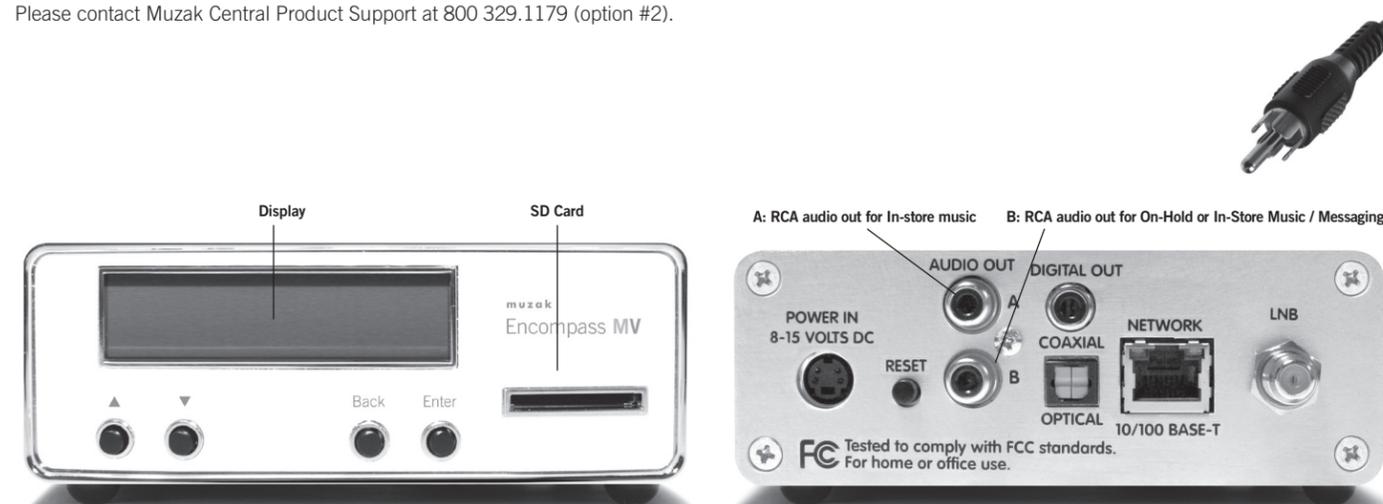
Once the device is connected to an active network it will automatically call into the Muzak servers and download any new content. All content is then stored locally to the SD card that is already installed in the device.

The equipment set includes:

1. Encompass MV Device
2. SD Card
3. Power Module
4. Network Cable
5. Audio Cable (if applicable)

VERY IMPORTANT!

- The SD card must remain in the device to play
- The device must remain powered on to receive regular content updates
- The device must maintain an active Internet connection to receive regular content updates



Encompass MV Self Set-Up Instructions

(Skip this page if installation is performed by a Muzak Service Technician)

STEP 1. EVALUATING YOUR EXISTING SOUND SYSTEM COMPONENTS

If you are exchanging a different Muzak technology for an Encompass MV, please make sure that your existing services are working properly before you switch players.

Please begin by verifying that your existing sound system and / or Music On-Hold (MOH) are working properly. If there is any problem found with these components, please follow your normal protocol for resolution.

STEP 2. CONNECTING THE ENCOMPASS MV TO YOUR EXISTING AMPLIFIER

1. Turn the MASTER volume knob on the existing amplifier all the way down.
2. Power off the amplifier but leave plugged in.
3. Place the Encompass MV unit in an available space near the amplifier, but away from any heat source.
4. Connect the Encompass MV "AUDIO OUT A" to the existing amplifier line input for In-Store Music using an RCA style cable (Pic 1).
5. Connect the Encompass MV "AUDIO OUT B" to the existing amplifier MOH input, completing the circuit to the telephone system, also using an RCA style cable.

STEP 3. POWERING UP THE ENCOMPASS MV

1. There is no power button; the Encompass MV simply needs to be plugged in. Please use the provided 12-volt power module. Connect the appropriate end to the Encompass MV rear panel port labeled POWER IN.

NOTE: DC power input connector style and voltage range may vary by specific MV unit.

Use only the power module provided. Use of an Incompatible power module will damage the Encompass MV.

2. Connect the other end to an appropriate three-pronged power outlet. A surge protector power strip is recommended, but not required.
3. Upon activation, the LCD screen will illuminate blue and begin a short start up routine. Approximately 15 seconds later, the screen will display the "Artist Name & Song Title" of the current selection.

STEP 4. LEVEL ADJUSTMENTS

1. Turn the power back on to the amplifier.
2. Adjust volume to appropriate listening level using the volume control knobs on the front of the amplifier.
3. If using Music / Messaging On-Hold, be certain to place yourself on-hold to test the MOH volume.

STEP 5. SET-UP COMPLETION & UNIT REGISTRATION

1. Connect the Encompass MV to your existing network using the network cable provided. Plug the cable into the Encompass MV's NETWORK 10/100 BASE-T port. You should then see a solid green and flashing orange set of lights above the port.
2. Call Muzak Central Product Support at 800 329.1179 (option #2) for further instructions and to report the unit's serial number for authorization of future content updates.

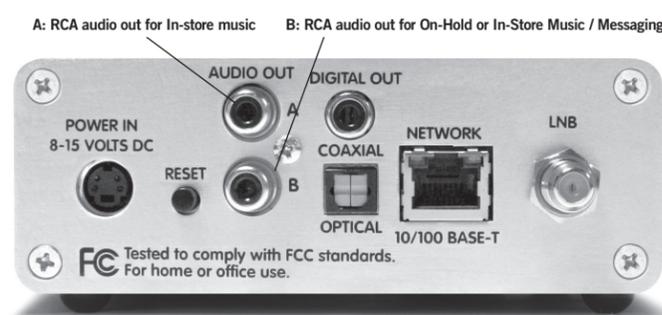
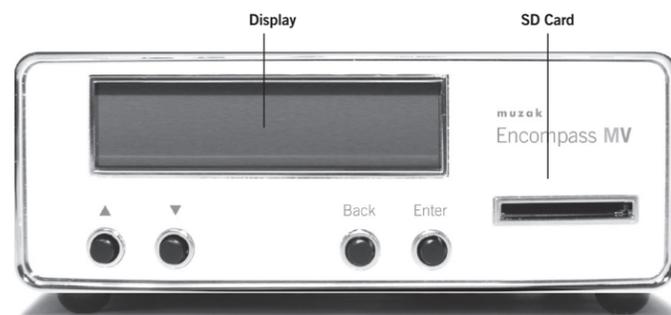
NOTE: Content updates will not be available until Step 5 is completed.

VERY IMPORTANT!

- The SD card must remain in the device to play
- The device must remain powered on to receive regular content updates
- The device must maintain an active Internet connection to receive regular content updates



Pic 1



Encompass MV FAQ

ONLINE CLIENT CONTROL – ENCOMPASS MV CONTROL SITE

Q: WHAT IS THE ENCOMPASS MV CONTROL SITE?

A: The Encompass MV Control Site is an online tool that allows you to schedule the music and/or messaging that plays in your business location(s). Schedules can be created for a day, a week, a month or the entire year. You can customize and change your schedules to fit your business needs.
Note: Scheduling options depend on your setup and available content.

Q: WHAT ELSE CAN I DO USING THE CONTROL SITE?

A: In addition to music and message scheduling, key features of the Control Site include:

- The ability to view music playlists and programs
- The ability to request a song
- The ability to block a song (up to 5 at a time)
- The ability to upload your own messages
- The ability to manage groups of devices
- A Google map of client devices at different locations

Q: HOW QUICKLY WILL SCHEDULE CHANGES TAKE EFFECT?

A: Changes made in the Control Site are not instant. Timing depends on when your device calls into the Muzak servers for updates and on download timing, which depends on your network bandwidth. After making and saving updates in the Control Site, you must "Publish" them in the Site to make them available for download to your device. Downloads begin when your device is scheduled to call into the Muzak servers. *Note: Devices call into the Muzak servers approximately once an hour, however if your company has restrictions and has set a designated time each day for receiving downloads, updates will not be available for download until during that designated time.*

Q: HOW CAN I LEARN MORE ABOUT THE ENCOMPASS MV CONTROL SITE AND GAIN ACCESS?

A: Contact Muzak Central Product Support at controlsupport@muzak.com.

FROM "THE BOX" - ENCOMPASS MV DEVICE

Q: HOW DO I FIND OUT WHAT'S PLAYING ON THE DEVICE?

A: The device will display the artist and song title automatically on the screen. If it's not displaying, press ENTER twice on the front panel of the unit. The artist and song title will display. *Note: Information displayed on the device is based on the zone selected. To see what's playing in a different zone, first change the zone (see next column).*

Q: HOW DO I SELECT OR CHANGE MY MUSIC PROGRAMMING FROM THE DEVICE?

A: If you have selectable programs, while the display is showing "Artist & Song Title", press the up or down arrow until "Select Music" is displayed. Press ENTER, then press the up or down arrow until you see the preferred selection. Press ENTER to select. The display will read "Fade...one moment". After approximately 5-20 seconds, the display will return to "Artist & Song Title" of your selected program. *NOTE: When the device calls in to the Muzak servers for updates, whatever is scheduled in the Control Site will override changes previously made at the device level.*

Q: HOW DO I CHANGE ZONES FROM THE DEVICE?

A: If you have selectable programs from within a zone (meaning you are set up to play different music and/or messaging in different areas of your business), while the display is showing "Artist & Song Title", press the up or down arrow until "Zone A" or "Zone B" is displayed (only one will appear). Press ENTER to change to that zone. Any changes made will be reflected on the currently selected zone only. *NOTE: When the device calls in to the Muzak servers for updates, whatever is scheduled in the Control Site will override manual changes previously made at the device level.*

Q: WILL THE DEVICE STILL PLAY IF I REMOVE THE SD CARD?

A: No, the device requires the SD card to be inserted in the slot and it must remain in the device to play. The SD card will only play on the Encompass MV device. **WARNING: Placing the SD card in any other device may render it inoperable.**

GENERAL

Q: CAN I PERFORM THE SAME ACTIONS ON THE DEVICE THAT I CAN IN THE CONTROL SITE?

A: No, you cannot create or change schedules using the device. You can view and change what music program is playing on the device or what zone is displayed. The Control Site gives you full control over your music and/or messaging scheduling.

Q: DO I NEED TO INSTALL ANY SOFTWARE ON MY NETWORK OF OFFICE COMPUTERS?

A: No, you will only need an "always on" Internet connection so the device can receive updates. To use the Control Site you will need one of these browsers: Internet Explorer 8, Internet Explorer 7, Firefox 3.6 or Safari 5.

