ProFusion iS Basic Connectivity Troubleshooting

Note: Your ProFusion iS needs to remain on at all times in order for it to successfully connect for updates.

Verifying the Ethernet Cable Is Properly Connected

STEP 1 Verify there is an Ethernet cable properly connected to the Ethernet port, located on the rear of your ProFusion iS, and your network equipment (router, hub, or switch).

If there is not an Ethernet cable presently connected to the Ethernet port of your ProFusion iS and your network equipment, proceed to STEP 2.

If there is an Ethernet cable already connected to the Ethernet port of your ProFusion iS and your network equipment, skip to STEP 3.
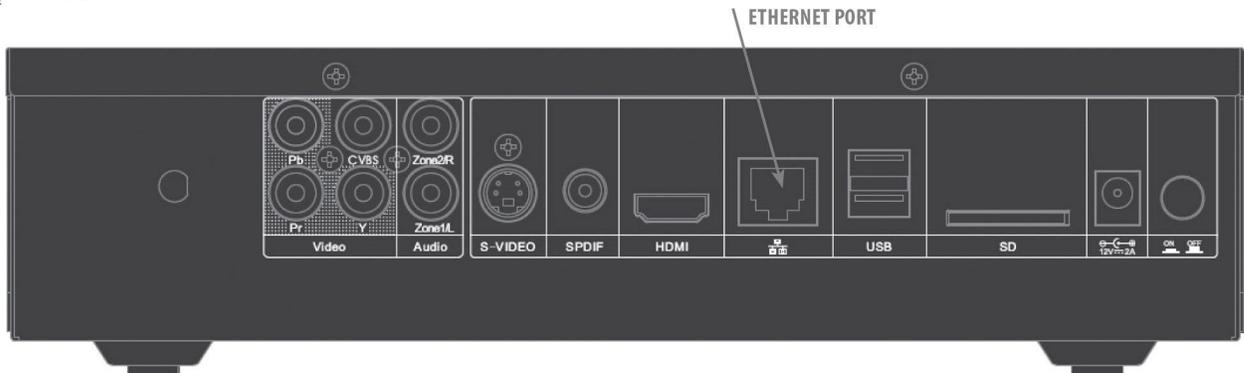
STEP 2 Connect one end of the CAT5 Ethernet cable to the Ethernet port of your ProFusion iS, and the other end of the cable to your network equipment (router, hub, or switch). Once the cable has been connected, reboot your ProFusion iS.

- Press the STANDBY button once (do not hold the button in).
- In approximately 10 seconds your ProFusion iS will enter a Pause Mode. At this time playback on the zones will stop.
- Once your ProFusion iS is in Pause Mode; press the STANDBY button one more time to complete the shutdown process. This will take approximately 20 seconds.
- Wait 15 seconds, then press the STANDBY button to power on you ProFusion iS

Once playback has started, proceed to STEP 3.

STEP 3 Verify the LINK light, the green LED located on the front of the ProFusion iS, is illuminated.

If the LINK light is not on, proceed to STEP 4.

If the LINK light is on, skip to STEP 5.

STEP 4 Replace the Ethernet cable (see STEP 2) and verify the LINK light on the front is illuminated.

If the LINK light is on, proceed to STEP 5.

If the LINK light is still not on, confirm the network jack being used is live. If yes, contact Mood Media (See "Contacting Mood").

MOOD:

STEP 5   Using the Control Panel menu system, confirm the IP addressing type for your ProFusion iS.

- Press the * button to access the Control Panel menu system
- Press the NAVIGATION DOWN button until the current line indicator (>) is on Network Control, then press * button
- Press the NAVIGATION DOWN button until the current line indicator (>) is on View Settings, then press * button

DHCP (Ethernet) **FTP: 199.204.61.120**	**Static (Ethernet)** **FTP: 199.204.61.120**

If your ProFusion iS is configured for DHCP, proceed to STEP 6.

If your ProFusion iS is configured for Static, skip to STEP 7.

If your ProFusion iS is configured for DHCP and is should be using Static IP addressing, or if it is configured for Static and it should be using DHCP, contact Mood Media (See "Contacting Mood").

STEP 6   Using the Control Panel menu system, confirm your ProFusion iS has obtained an IP address.

- Press the * button to access the Control Panel menu system

  Press the NAVIGATION DOWN button until the current line indicator (>) is on Network Control, then press * button

- Press the NAVIGATION DOWN button until the current line indicator (>) is on View Settings, then press * button

- Press the NAVIGATION DOWN button to scroll through the settings

⚠️ *Note: If your ProFusion iS did not obtain an IP address, "Unavailable" will be displayed.*

- Press the NAVIGATION LEFT button to return to the previous menu option and the NAVIGATION RIGHT button to exit to the title/artist information screen

IP: 10.1.5.230 **SNM: 255.255.0.0**

If you ProFusion iS has not obtained an IP address, have your IT department contact Mood Media (See "Contacting Mood").

If your ProFusion iS has obtained an IP address, proceed to STEP 8.

STEP 7   Using the Control Panel menu system, confirm your Static IP addressing is correct
- Press the * button to access the Control Panel menu system

- Press the NAVIGATION DOWN button until the current line indicator (>) is on Network Control, then press * button

- Press the NAVIGATION DOWN button until the current line indicator (>) is on View Settings, then press * button

- Press the NAVIGATION DOWN button to scroll through the settings

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IP: 10.1.5.230
SNM: 255.255.0.0
```

If the Static IP addressing currently configured is correct for your network, proceed to STEP 8.

If the Static IP addressing is not correct for your network, please contact Mood Media for further assistance (See "Contacting Mood").

Testing Connectivity

STEP 8   Using the Control Panel menu system, verify your ProFusion iS can successfully connect to its designated Update server.

- Press the * button to access the Control Panel menu system

- Press the NAVIGATION DOWN button until the current line indicator (>) is on Network Control, then press the * button

- Press the NAVIGATION DOWN button until the current line indicator (>) is on Update Configuration, then press the * button to initiate a connectivity test

Note: If your ProFusion iS did not obtain an IP address, "Unavailable" will be displayed.

- Press the NAVIGATION LEFT button to return to the previous menu option and the NAVIGATION RIGHT button to exit to the title/artist information screen

```
Update Ended
No Error
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If your ProFusion iS did not successfully connect, proceed to STEP 9.

If your ProFusion iS displays "Update Ended, No Error" congratulations, you have successfully established connectivity for your ProFusion iS.

⚠ *Note: The ProFusion iS connects to an update server daily to check for new music and configuration updates. Unless a customer has setup their own update server devices will connect to the Mood Public UPDATE server (199.204.61.120)*

Confirming Your Firewall Permissions

STEP 9   Confirm your firewall is configured to allow FTP, SFTP, or HTTPS traffic with your IT department

If your IT department states SFTP must be used proceed to STEP 10 .

If your firewall configuration has been changed to allow for FTP traffic perform Step 8 again.

If your firewall is configured to allow for FTP traffic and your ProFusion iS is not able to successfully connect, please have your IT department contact Moodmedia (see "Contacting Mood").

⚠ *Note: HTTPS protocol requires the update server address to use the URL form: fm-wdav-01.moodmedia.com*

STEP 10   Setting Protocol to SFTP on the ProFusion iS

- Press the * button to access the Control Panel menu system

- Press the NAVIGATION DOWN button until the current line indicator (>) is on Network Control, then press * button

- Press the NAVIGATION DOWN button until the current line indicator (>) is on Set Configuration, then press * button (if option is locked see "Contacting Mood")

STEP 11 Setting Protocol to HTTPS on the ProFusion iS

- Press the NAVIGATION DOWN button until the current line indicator (>) is on Set Protocol, then press * button

- Press the NAVIGATION UP/DOWN button until the current line indicator (>) is on desired protocol then press * button

If your firewall configuration has been changed to allow for HTTPS traffic perform Step 8 again.

If your firewall is configured to allow for HTTPS traffic and your ProFusion iS is not able to successfully connect, please have your IT department contact Mood Media (see "Contact Mood").

- Press the * button to access the Control Panel menu system

- Press the NAVIGATION DOWN button until the current line indicator (>) is on Network Control, then press * button

- Press the NAVIGATION DOWN button until the current line indicator (>) is on Set Configuration, then press * button (if option is locked see "Contacting Mood")

- Press the NAVIGATION DOWN button until the current line indicator (>) is on Set Protocol, then press * button

- Press the NAVIGATION UP/DOWN button until the current line indicator (>) is on desired protocol, then press * button

If your firewall configuration has been changed to allow for SFTP traffic perform Step 8 again.

If your firewall is configured to allow for SFTP traffic and your ProFusion iS is not able to successfully connect, please have your IT department contact Mood Media (see "Contact Mood").

Contacting Mood

Before contacting Mood Customer Support, please have the following information ready:

The serial number for your ProFusion iS (located on the front of the device)

The Device ID for your ProFusion iS

STEP 1   Press the * button to access the Control Panel menu system

STEP 2   Press the NAVIGATION DOWN button until the current line indicator (>) is on Device Information, then press the * button

STEP 3   The following information will be displayed; Device ID, software version, configuration version, and device description.

Worldwide Customer Support Centers

+ 1 800 345 5000