[

{

"id": 1,

"subject": "NQ-2060-g2 in stand alone mode starts buzzing",

"query": "After a couple of days the amps start humming. Even with inputs removed. Checked load and for ground faults. None found. Cycle power and problem is gone. \_x000D\_\nInstalled exact same amp at site and it has worked flawlessly for weeks",

"type": "SystemIssues",

"response": "The humming noise after a couple of days is likely due to the Bogen E7000 system not being properly configured or initialized. It's possible that the station's settings are not optimized for the specific equipment and environment.\n\nTo resolve the issue, I recommend having Don review the station configuration and settings to ensure they are correct and optimized for the specific equipment installed. Additionally, it would be beneficial to perform a system reset or restart to ensure all settings are applied.\n\nIf the issue persists after reviewing and resetting the configuration, it may be worth considering replacing the amplifier to rule out any manufacturing defects. \_x000D\_\nTechnical Support"

},

{

"id": 2,

"subject": "SIP and paging integration issue",

"query": "Customer had a new phone system installed at two different campuses. \_x000D\_\nConfigured Grandstream ht813s at each location with identical configurations except for the server SIP server address as there are different controllers for each of the campuses. \_x000D\_\nThe Station in each controller is configured the same as well minus the extension. \_x000D\_\nOne system is working properly when placing all calls any of the phones. \_x000D\_\nThe other system is operating as if each phone is calling as an IP button.",

"type": "SystemIssues",

"response": "The issue is likely due to the configuration of the SIP server address on the Grandstream ht813s at each location. Since the server addresses are different for each campus, it's possible that the configuration for the second campus is not allowing the phones to register properly with the server.\n\nTo fix the issue, verify that the SIP server address for the second campus is correctly configured on each of the Grandstream ht813s. Additionally, check that the Station configuration for each phone is identical except for the extension, as described in the query.\n\nIf the issue persists after verifying the configurations, it may be worth checking the server logs to"

},

{

"id": 3,

"subject": "Not able to login to the Nyquist Server.",

"query": "Need help with clearing the sessions table and work with the customer to see why this happened. I have worked with XXXX in the past to resolve this issue. Can we schedule a time on Monday, 4/7 to resolve this?",

"type": "SystemQuestions",

"response": "Hello! I understand your concern about clearing the sessions table in the Bogen E7000 system. It sounds like you've experienced this issue before and have worked with XXXX to resolve it. I'd be happy to help you troubleshoot and schedule a time to address it on Monday, 4/7.\n\nTo clear the sessions table, navigate to the Admin Web UI and select the Sessions option under the System Parameters section. On the Sessions page, you'll see a Clear Sessions button; click this to remove all sessions from the table.\n\nBefore we proceed with clearing the sessions, can you confirm if there were any"

},

{

"id": 4,

"subject": "Cannot login to controller",

"query": "Controller gives 2 pages of SQLState when you try to login.",

"type": "SystemIssues",

"response": "The error message indicates that the SQLState is being triggered twice when attempting to login to the Bogen E7000 system. This behavior is unusual and may be related to a configuration issue or a software bug.\n\nPossible causes for this issue include:\n\n1. Network connectivity problem: Ensure that the system server can communicate with the database server.\n2. Incorrect database credentials: Verify that the username and password used for logging in are correct.\n3. Database connection issue: Check the database connection settings in the Bogen E7000 configuration file to ensure that the settings are correct.\n4. Software bug: It is possible that there is"

},

{

"id": 5,

"subject": "Questions On MC200 Upgrade",

"query": "I am quoting upgrading an MC200 to Nyquist. Will call in phones be from the MC200 work on the Nyquist or will they need to be replaced with call in switches?",

"type": "SystemQuestions",

"response": "When upgrading from the MC200 to the Nyquist, existing call-in phones will continue to function seamlessly without the need for replacement. The MC200 phones are designed to work with both systems, ensuring a smooth transition during the upgrade process. You can rest assured that your existing call-in infrastructure will operate efficiently on the Nyquist platform. If you have any further questions or concerns, feel free to ask! \n\nAdditional Tips:\n- During the upgrade, it's recommended to perform a system check to confirm all components are properly configured for optimal performance.\n- For optimal use, ensure that the call-in phones are configured to use the"

},

{

"id": 6,

"subject": "Engineering question...",

"query": "Putting together a Sound/Clock System for a school. Can I wire multiple speakers, each with a separate AT35A volume control, in parallel...basically from the same 25V line feed?",

"type": "SystemQuestions",

"response": "Yes, you can wire multiple speakers in parallel from the same 25V line feed, as long as each speaker has its own AT35A volume control. This configuration allows each speaker to maintain individual volume adjustments while sharing the same power source.\n\nTo implement this setup:\n\n1. Connect each speaker to the 25V power source using the appropriate wiring for the specific speaker type (e.g., 10/2 AWG speaker wire for 4-conductor speakers).\n2. Ensure all speakers are configured for parallel wiring by verifying that the speakers\u2019 terminals are properly labeled (e.g., one terminal for power \u2018+"

},

{

"id": 7,

"subject": "ASB",

"query": "All extensions dialed on this ASB produces an all call system wide.",

"type": "SystemIssues",

"response": "The issue arises due to the station type of the extensions being set to \"Admin Phone\" instead of \"IP Phone.\" This configuration causes all calls made from those extensions to be routed as All Call pages.\n\nTo resolve the issue, navigate to the Admin Web UI, select Stations, and edit the desired extensions. Change the Type from \"Admin Phone\" to \"IP Phone.\" After the change, all call functionality should be restored for those extensions. Ensure that the Call Switch Type is set to \"Normal\" and that the Extension is not excluded from paging in the Paging Exclusions parameter. If the issue persists, verify that the"

},

{

"id": 8,

"subject": "ASB",

"query": "ASB channel 1&2 status goes red while a load in on ASB. Serial# ",

"type": "SystemIssues",

"response": "The ASB channel 1&2 status turning red indicates that there is an issue with the audio signal being sent to the ASB device. This could be due to a disconnection or interference in the audio cable. \n\nTo resolve this issue, check the audio cable connections to ensure they are secure and not loose. Also, verify that the ASB device is properly powered and configured to receive audio signals. If the issue persists, try resetting the ASB device to its factory settings. \n\nAdditional troubleshooting steps could include checking for firmware updates for the ASB device and verifying that the audio signal being sent is within the"

},

{

"id": 9,

"subject": "Mutlicast Setup Questions",

"query": "I am trying to set up multicast for sending and receiving with our E7000. I have set the groups and see the E7000 receiving mcast packets in \"Check Server Settings\" but I don't show it receiving any. Can I get some help setting this up or is there a guide on how to set the system to send and receive multicast? I have other devices on the same VLAN participating in multicast so I know my switches and routers are configured correctly.",

"type": "SystemQuestions",

"response": "I understand your concern regarding setting up multicast for the Bogen E7000 system. Multicast is indeed a powerful feature that enables efficient communication between multiple devices on the same network. Since you have other devices participating in multicast, it's likely that the issue lies within the E7000 configuration.\n\nTo confirm that the E7000 is receiving multicast packets, ensure that the station is added to the multicast group in the Check Server Settings section of the E7000 web interface. Additionally, verify that the multicast IP address and port are set correctly in the E7000's Network Settings.\n\nFor further assistance, I recommend reviewing the"

},

{

"id": 10,

"subject": "System down",

"query": "When navigating to the IP of the Nyquist System Controller I get this in the browser window.---ErrorException\_x000D\_\nfwrite(): write of 1965 bytes failed with errno=28 No space left on device",

"type": "SystemIssues",

"response": "This error indicates that the web server on the Nyquist System Controller is unable to write data to the disk due to lack of available space. The cause may be related to the system logs growing too large or the web server's temporary files accumulating.\n\nTo resolve this issue, you should check the available disk space on the Nyquist System Controller to ensure that there is enough room for the system to operate. If the system is running low on space, you should delete any unnecessary files, clear the logs, or consider upgrading the disk space.\n\nIn addition, you may want to check the web server's configuration to ensure that temporary files"

},

{

"id": 11,

"subject": "During lockdown routine, call to 911 was dropped atter 11 seconds",

"query": "I have a version 8 patch 2 firmware 3.7.2 system controller at Cass High School. today they did a lockdown drill. The call to 911 was dialed out successfully and started playing the pre-recorded message. After 11 seconds it was reported by the 911 operator that the call was dropped. after 5 seconds the routine also starts calling multiple other numbers with the same message. There are 4 outgoing lines, and the 4th is designated for the 911 call. I haven't had any problems until now. This school has also added more numbers to be dialed out than we have lines for. I think it may be related to that.",

"type": "SystemQuestions",

"response": "I understand your concern regarding the lockdown drill at Cass High School. It's important to note that the call to 911 was successful in initiating the pre-recorded message.\n\nWhen the call was dropped after 11 seconds, it's likely that the routine triggered to call multiple other numbers with the same message. This behavior is expected given the configuration.\n\nTo address the issue of having more numbers to dial than available lines, I recommend verifying that the school's configuration adheres to the recommended settings for the E7000 system. Specifically, ensure that the number of active outside lines (AOL) meets the required standards for your specific"

},

{

"id": 12,

"subject": "System Controller nics dead",

"query": "Changed the IP address of nic B. Waited for the timer to complete. Got the message stating changes have been made. Unable to navigate to either nic ip address now. Unable to ping either nic. Nic lights up for 5 seconds on reboot but then link light cuts off. Unable to factory reset or access System Controller. Neither nic is working at all now.",

"type": "SystemIssues",

"response": "The issue arises due to the Bogen E7000 system not being able to communicate with the Network Interface Cards (NICs) after the IP address change. This results in the inability to navigate, ping, or access the System Controller.\n\nTo resolve the issue, perform the following steps:\n\n1. Reboot the System Controller to ensure all processes are stopped.\n2. Using a network device (e.g., laptop), connect to the NICs using their new IP addresses to verify connectivity.\n3. Once connected, check for any firmware updates for the NICs and apply them if necessary.\n4. After the firmware update,"

},

{

"id": 13,

"subject": "port cross talk on ASB",

"query": "Nyquist ASB port (22) when paged, calls port 18. When port 18 is called, it does NOT call port 22. Checked all wiring, ran new wires for speakers, and still continues. moved wiring from port 22 and issue stopped. When wiring was replaced on port 22, issue resumed. Did a reset (Emergency all call and power cylce) of whole system.",

"type": "SystemQuestions",

"response": "It seems like there might be an issue with the wiring configuration for the Nyquist ASB port (22) that is causing the port to behave erratically when called. When the ASB port is paged, it attempts to call port 18, indicating that there may be some sort of misconfiguration or connection that is not properly set up.\nThe fact that the issue stopped when the wiring was moved from port 22 suggests that there is a problem with the wiring for that specific port. Additionally, the fact that the issue resumed when the wiring was replaced on port 22 further confirms this theory.\nI would recommend double"

},

{

"id": 14,

"subject": "NQ-GA40P3 amp",

"query": "Is this supposed to be a networked amp? I can't get any audio to pass thru the network to this device. However, I can get audio using the line input and can see signal in the DSP.",

"type": "SystemQuestions",

"response": "The Bogen E7000 is designed to operate as a standalone amplifier and does not require network connectivity for audio playback. The device functions using the analog audio input, which is what you're utilizing successfully through the line input.\n\nThe signal visibility in the DSP indicates that the E7000 is properly configured for audio processing, confirming that the device is functioning correctly for audio playback via the analog input.\n\nIf you're experiencing any audio-related issues, ensure that the audio source is properly connected to the E7000's line input and that the volume levels are set appropriately for the environment. For optimal performance, make sure the E"

},

{

"id": 15,

"subject": "Admin Phone and WEB UI User",

"query": "The admin phone is only displaying the station ID. It's an older model.\_x000D\_\nWEB UI User can't start audio distribution, show error \"There was an error connecting media devices\".",

"type": "SystemIssues",

"response": "The issue might be caused by the older model of the admin phone not being compatible with the newer software version. This could result in the phone not being able to display the correct information. To resolve this issue, consider upgrading the software version on the admin phone to ensure compatibility with the latest features and settings. Additionally, check for any firmware updates for the phone and apply them if necessary. If the problem persists after the upgrades, it may be related to configuration settings on the phone or server side, which requires further troubleshooting. It is also important to verify that the station ID is correctly configured on the server side. Ensure that the"

},

{

"id": 16,

"subject": "New System Controller Wont Stay Powered On",

"query": "System controller keeps flashing on and off every 10 sec",

"type": "SystemIssues",

"response": "The flashing of the system controller every 10 seconds is likely due to a misconfiguration of the controller's settings or a firmware issue. To resolve this, ensure that the controller's firmware is updated to the latest version available for download from the Bogen website. Additionally, review the controller's configuration settings to ensure that the parameters are set correctly. It is also important to check for any firmware updates for the associated NQ-E7030 Analog Station Bridge (ASB) if applicable.\n\nIf the issue persists after updating the firmware and reviewing the configuration settings, it may be necessary to perform a factory reset of the controller. However"

},

{

"id": 17,

"subject": "Need support with Bogen HTA-250A and multiple 15W speakers.",

"query": "I am trying to wire up 22 15W speakers into an existing HTA-250A amp. The problem being that there are already 2 15W speakers in that system and I'm not sure how to connect the 22 new 15W speakers. I believe I need to add another amp but is there a way to wire in another amp into this existing system to integrate our 22 speakers as well.",

"type": "SystemQuestions",

"response": "I understand your concern regarding wiring up the additional 15W speakers into your existing Bogen HTA-250A amplifier. Since there are already two 15W speakers in the system, you are correct that you need to add another amplifier to handle the increased load.\n\nTo integrate the 22 new 15W speakers, you can use the second channel on the HTA-250A amplifier to power the existing two 15W speakers. For the new 15W speakers, you will need to use another amplifier.\n\nTo wire up the new speakers, you can use the following configuration:\n\n1. Connect the existing"

},

{

"id": 18,

"subject": "You can hear bell but no announcements on two exterior speakers.",

"query": "You can hear bell but no announcements on two exterior speakers. New install. These speakers did work properly at the close of the job. Customer is saying he tried to adjust volume through the software saved and then this problem happened. Clocks are having intermittent issues as well.",

"type": "SystemQuestions",

"response": "I understand your concern about the exterior speakers not receiving announcements after the installation. It's possible that there might be an issue with the audio configuration or settings. Since you mentioned the speakers worked during the close of the job, it's likely related to a software adjustment rather than hardware.\n\nCan you confirm that you've tried adjusting the volume through the software after the issue occurred? Additionally, have you checked the audio levels for the specific speakers to ensure they are set correctly?\n\nRegarding the intermittent clock issues, it's possible that there's a separate configuration problem or network connectivity issue affecting the timekeeping functionality.\n\nTo troubleshoot the announcements"

},

{

"id": 19,

"subject": "NQ-A2120-G2 AMP - Intermittently cutting out audio on both channels A and B",

"query": "NQ-A2120-G2 AMP nAmp intermittently cutting out on both channels A and B (In 2 channel mode) - Only seems to happen when there is a small load on the amp - as we were unable to replicate the issue with a single speaker is connected. Issue has happened at with the same amp at 2 different intalls (we tried another site to troubleshoot). We replaced the amp with one we had in stock and the issue was resolved. Can plug the amp in on my bench if you would like to take a closer look at the logs.",

"type": "SystemIssues",

"response": "The intermittent cutting out of the NQ-A2120-G2 amplifier on both channels A and B suggests a possible issue related to the amplifier's ability to handle the small load present during testing. The fact that the issue occurred at two different installations and was resolved by replacing the amplifier implies that the problem lies within the amplifier itself.\n\nTo further investigate this issue, plugging the amplifier into a bench setup for closer examination of the logs would be beneficial. It's possible that there are errors or anomalies present in the amplifier's logs that could indicate a hardware or firmware issue.\n\nIn the meantime, to prevent similar issues from occurring in"

},

{

"id": 20,

"subject": "PBXI",

"query": "Just working with a tech on case xxx. End user has tried the extension set up from the pbx and gets dial tone from the bogen system. When she attempts to dial an extension, the dial tone does not go away and does not complete any action. She has attempted dialing classrooms directly, and all call paging with both #0 and we had her try 0#. Dial tone does not go away",

"type": "SystemQuestions",

"response": "I understand the concern. It sounds like the end user is experiencing an issue with the dial tone not completing any action when attempting to dial extensions from the Bogen E7000 system.\n\nTo troubleshoot this, let's first confirm that the correct extension is being dialed. Can you confirm the extension number being used? Additionally, ensure that the end user is using the correct dial code for the Bogen system. Typically, for class room calls, the dial code would be the extension number itself (e.g., 100 for room 100).\n\nRegarding the dial tone not going away, it's possible that the call"

},

{

"id": 22,

"subject": "Nq-S1810CT-T1 having issues getting in the Interface",

"query": "Hello,\_x000D\_\n\_x000D\_\nWe just received this speaker back from Bogen . The issue we\u2019re experiencing is that when I connect it to our network\u2014which has no restrictions\u2014I\u2019m unable to locate the speaker.\_x000D\_\n\_x000D\_\nI\u2019ve already performed a factory reset, and my understanding is that this should set it to DHCP, allowing it to be assigned an IP address. However, that isn\u2019t happening.\_x000D\_\n\_x000D\_\nHere\u2019s what I\u2019ve tried so far:\_x000D\_\n\_x000D\_\nVerified that the RJ port lights up when connected.\_x000D\_\n\_x000D\_\nAttempted to locate the device via DHCP with no success.\_x000D\_\n\_x000D\_\nUsed our in-house server and Station Wizard to detect the speaker, but it does not appear.\_x000D\_\n\_x000D\_\nThe speaker was returned with no reported issues, but I\u2019m unable to access it to set an IP or point it to our server. Are there any alternative methods to connect to or troubleshoot this NQ-S1810CT-T1 VOIP speaker? It also has the VOIP Module Series 2 installed.\_x000D\_\n\_x000D\_\nAny help would be greatly appreciated. Thanks!",

"type": "SystemIssues",

"response": "The issue might be related to the fact that the NQ-S1810CT-T1 VOIP speaker requires a specific configuration to function properly on the network. Performing a factory reset is not enough to ensure that the device can obtain an IP address via DHCP.\n\nTo resolve the issue, you should try the following steps:\n\n1. Check the network settings on the speaker to ensure that it is set to obtain an IP address automatically via DHCP. You can do this by accessing the speaker\u2019s web interface (usually by typing the speaker\u2019s IP address in a web browser) and verifying that the IP settings are set to obtain automatically."

},

{

"id": 23,

"subject": "Unable to login on multiple devices, Confusion about network traffic issues.",

"query": "Hello \_x000D\_\n\_x000D\_\nI am finishing the installation at Warrenton HS and having issues logging into appliances. During our initial install last week my techs had the same problem. Unsure how we resolved it besides completely wiping the appliances, which is not really and option as they are in school today.\_x000D\_\nI also have questions about this specific schools network setup and multi casting problems that could be related.",

"type": "SystemQuestions",

"response": "Thank you for reaching out about the issues you\u2019re experiencing with logging into appliances at Warrenton HS. I understand that you had similar problems during the initial install last week and were able to resolve it by wiping the appliances, which is not a preferred solution given the school is currently in session.\n\nTo assist you with logging in, could you please confirm the type of appliances you are trying to access and the username and password being used? Additionally, have you tried restarting the appliances or the server to see if that resolves the issue?\n\nRegarding the network setup and multicast problems, I recommend reviewing the Network Configuration and Multicast Routing sections"

},

{

"id": 24,

"subject": "No-E7030 Failure",

"query": "We have two NQE7030s that are I \"Protect\" mode and will not clear even with no devices connected. All speaker cables connected to both were checked for proper loads and no shorts or grounds. What could cause this type of failure? We recently had the same issue with two on another Nyquist system.",

"type": "SystemIssues",

"response": "It is possible that the NQE7030 devices are stuck in \"Protect\" mode due to an error in the system configuration or firmware. This issue could be related to the recent upgrade or change in the Nyquist system.\n\nTo resolve the issue, try the following steps:\n\n1. Check the system logs for any error messages related to the NQE7030 devices. This may help identify the cause of the problem.\n2. Verify that the devices are properly configured in the system. Ensure that the device type is set to NQE7030 and that the settings are correct for the specific device.\n3. If the issue"

},

{

"id": 25,

"subject": "Custom Server Update",

"query": "Hello,\_x000D\_\nI have updated a system running on a custom server. I am logged in as admin, but most of the options on the right side of the System Parameters page are missing so I can not reactivate the system license or update the software.",

"type": "SystemQuestions",

"response": "I understand your concern about the missing options on the System Parameters page after updating the server. This issue may occur if the server is not properly configured to recognize the Bogen E7000 system software. To resolve this, you need to ensure that the server meets the minimum system requirements for the E7000 system. Additionally, you should verify that the correct paths for the software and license files are set on the server. \n\nTo reactivate the system license, you need to select the option to upload a license key file. Ensure that the path for the license file is correct and that the file is named appropriately. For example"

},

{

"id": 26,

"subject": "All speakers all call",

"query": "3rd attempt to rectify. \_x000D\_\nSometime each day (not same time) any room called from a admin phone will all call all speakers. If a room pushes call button the same thing happens.\_x000D\_\nLast week I had two recommendations from T Support. The first was don\u2019t leave any empty spaces between speaker ports. I only had 1 port skipped on 4 ASBs. I corrected the skipped port. The next day it was doing it still. Had a 10 am call with support and was told it was cross talk and I should move all speakers to -2dB. This was done on Friday and same thing is still happening today.\_x000D\_\nThis system has been in since August of last year. The only change was made 2 weeks ago on 2 of 4 schools that were installed in district on 8/24. The 2 schools with the all call are the only 2 it is happening on. It was not happening previously.\_x000D\_\nI am not at site today but will be at site in the morning 3/25. If possible can a call be scheduled. I am available now by phone if additional information is needed",

"type": "SystemIssues",

"response": "The issue described is related to the configuration of the Bogen E7000 system, specifically with the All Call feature. It appears that the system is set up to broadcast calls to all speakers when a call is made from an admin phone in designated rooms. This is likely due to the All Call configuration being enabled for those specific rooms.\n\nTo resolve the issue, it is suggested that the All Call feature be disabled for those specific rooms. Additionally, it would be beneficial to review the station configuration to ensure that each station is set up correctly and that there are no empty spaces between speaker ports.\n\nTo schedule a call for the next"

},

{

"id": 27,

"subject": "applying admin group to stations for rollover calls",

"query": "I have a school that is fully configured with seven Analog Bridge devices. The school has now decided they want rollover for all the phones in the main office to occur. I have created the admin group and assigned the three admin phones to the group. The only place I have seen to deploy the admin group is under the settings of each station. I was wanting to know if there is an easier way to accomplish this task? How can I deploy the admin group on a Bridge or server level?",

"type": "SystemQuestions",

"response": "I understand your concern about deploying the admin group across multiple stations. While it is possible to configure each station individually, there is an easier way to do so on the Bridge or server level.\n\nTo deploy the admin group across all stations in the main office, you can create a bridge station that serves as the admin bridge. This bridge station can be assigned to the admin group, allowing the admin phones to participate in the admin functionality without having to configure each station separately.\n\nTo create the admin bridge station, follow these steps:\n\nStep 1: On the Bridge Devices page, select the Add icon to create a new bridge device."

},

{

"id": 28,

"subject": "Reset Admin PW",

"query": "Need to reset the admin PW as it has been changed and we no longer have access to the admin acct",

"type": "SystemQuestions",

"response": "I understand your concern. If the admin password has been changed and you no longer have access to the admin account, you can reset it through the system's password reset feature.\n\nTo reset the admin password:\n\n1. Log in to the E7000 system using the current admin credentials.\n2. Navigate to System Parameters > Password Reset.\n3. Select the Reset button next to the Admin account.\n4. Enter a new password for the Admin account and confirm it.\n5. Save the changes.\n\nAfter resetting the password, you will need to log out and log back in to the system using the new password.\n\nRemember to keep"

},

{

"id": 29,

"subject": "Amplifier wont provision. Amp locking me out of user account",

"query": "Trying to install an NQ A2060. The amplifier was not auto provisioning, and now it has locked me out of the admin user account. will not factory reset from button on the front of the device.",

"type": "SystemQuestions",

"response": "I understand your concern regarding the NQ A2060 amplifier not auto provisioning and locking you out of the admin user account. \n\nFirstly, ensure that the NQ A2060 is properly powered on and that the LED lights are functioning. If the device is not powering on, there may be an issue with the power supply or connectivity.\n\nTo attempt to reset the device, press the reset button on the front of the NQ A2060 amplifier for about 10 seconds. The reset button is usually labeled as \"Reset\" or has a picture of a circular icon with a line through it.\n\nAfter pressing the"

},

{

"id": 30,

"subject": "IO (emergency Panic Button) is either too loud, distorted, or too soft depending",

"query": "a complaint where teachers are fine with announcement levels, and talk-back levels, but say that an file triggered through an IO (emergency Panic Button) is either too loud, distorted, or too soft depending on the room?-XXX Says he would like to help if possible.",

"type": "SystemQuestions",

"response": "I understand your concern regarding the audio levels for announcements, talk-backs, and file triggers through the Bogen E7000 system. It's common for audio levels to vary across different rooms, which can lead to inconsistent experiences.\n\nTo address your issue, I recommend checking the audio power settings for each room to ensure they are within the optimal range for your specific needs. You can do this by accessing the Admin Web UI for the E7000 system, navigating to the relevant room, and adjusting the audio power settings as needed.\n\nFor the specific issue with the file triggered through the IO (emergency Panic Button), it's"

},

{

"id": 31,

"subject": "Analog Station Board Firmware",

"query": "I have an Analog Station Board that was brought back from a Job and we hooked it up to our demo, the firmware refuses to update on it. I have tried everything I know to get it to take the firmware upgrade but never updates. Wanted to know if there is anything else we can try and if not is it Still under warranty? So Far I have tried to update it from the browser page of the ASB and also through the firmware menu in the GUI along with holding the reset button to default it and many power cycles, nothing. Stuck on firmware 3.0.583 ",

"type": "SystemQuestions",

"response": "Thank you for reaching out to Bogen's customer service regarding the firmware update issue on your Analog Station Board. I understand your frustration in not being able to update the firmware despite trying various methods.\n\nBefore proceeding, I want to confirm that you have tried to update the firmware using the browser page of the ASB and also through the Firmware menu in the GUI, as well as performed power cycles and reset actions to default settings. If you haven't done so, please try the following steps:\n\n1. Open a web browser and type the IP address of the ASB to access its web interface.\n2. Navigate to System"

},

{

"id": 32,

"subject": "NQ-E7030 analog station bridge not responding",

"query": "One of our NQ-E7030 is no longer responding to the network. I have confirmed it has the correct network switch configuration as the other NQ-E7030s on site, I have tried power cycling the device but it no longer responds to pings and cannot be accessed from the web GUI. ",

"type": "SystemQuestions",

"response": "I'm sorry to hear that one of your NQ-E7030 stations is no longer responding to the network. First, let's confirm that the device is powered on and that the network switch configuration is indeed correct. Since you have tried power cycling the device without success, we may need to proceed with a factory reset. To perform a factory reset on the NQ-E7030:\nStep 1: Press the Menu button on the device.\nStep 2: Select System Parameters.\nStep 3: Select Factory Reset.\nStep 4: Select Continue.\nStep 5: Wait for the device to complete the factory"

},

{

"id": 33,

"subject": "After 2 pm any call made to a room does a all call to every room",

"query": "We have 4 schools that we installed recently. On Friday the March 14th I upgraded the firmware to 4.4.2 and software to 9.0.0.765 \_x000D\_\nThe 2 schools that I upgraded at 2 pm everyday every room that is called does an all call.\_x000D\_\nNo programming was changing and night ring isn\u2019t activated. Is there something that changed in the new versions that I should check. Again no changes made on the programs at these 2 schools that are doing it",

"type": "SystemQuestions",

"response": "I understand your concern regarding the All Call behavior observed at two of the schools after upgrading the firmware to 4.4.2 and software to 9.0.0.765. Since no changes were made to the programs, we can investigate other potential factors that might be causing this issue.\n\nOne possible reason for this behavior could be that the \"Call All Stations\" feature is enabled by default for all schools. This feature allows all stations in the system to participate in an All Call announcement. To confirm if this feature is enabled, follow these steps:\n\n1. Log in to the Admin Web UI.\n2."

},

{

"id": 34,

"subject": "License",

"query": "We are setting up a new system and we are doing a fail over server. I have the failover license but cant locate the Main license. Can you help?",

"type": "SystemIssues",

"response": "It seems like you are missing the Main License for the Bogen E7000 system. The failover license is only valid when paired with the Main License. Without the Main License, you won\u2019t be able to complete the setup for the failover server.\n\nTo resolve this issue, please check your email or software download section for the Main License file. If you can\u2019t find it, you may need to contact your Bogen dealer or account manager to request the license file.\n\nAdditionally, ensure that you have the correct license activation key to proceed with the setup. If you need assistance with the activation process, feel free to"

},

{

"id": 35,

"subject": "Intercom Call Issues",

"query": "Unable to make intercom calls to station 1107 which is on ASB 4 port 24.. All stations on the ASB is able to receive intercom calls. I looked at the call details and it just shows no answer. All calls and zones calling works for that room. We are using a Bogen NQ-ZPMS phone for pa calls. Also when I dial 1107 the status light on the ASB turns red. It takes about 1 minute after I hang up for it to go back to green. The firmware on the ASB is 4.4.2.",

"type": "SystemIssues",

"response": "The issue is likely related to a configuration problem on the ASB port 24. The fact that all other stations on the ASB can receive intercom calls suggests that the problem is specific to station 1107.\n\nTo troubleshoot this issue, I recommend checking the station configuration on the ASB to ensure that station 1107 is properly set up for intercom calls. Additionally, verify that the firmware version on the ASB is up-to-date.\n\nIn terms of the firmware version, it's worth noting that version 4.4.2 is an older version, and it may be worth updating to the latest"

},

{

"id": 36,

"subject": "2ASBs failing to function",

"query": "We've had intermittent issues throughout campus for a while but we recently upgraded to 9 and the latest patches and firmware upgrade to 4.4.2. At the South and Middle campus everything came up and worked perfectly after the upgrade. The North campus had non-functional ASBs. Tried power cycling both and they worked for an all call and a room then stopped working again upon future attempts to all call and rooms stopped functioning again as well.",

"type": "SystemIssues",

"response": "It is possible that the North campus ASBs are experiencing an issue with the firmware upgrade to 4.4.2. Upon upgrading, it's recommended to reset the ASB devices to their default settings to ensure they are properly configured for the new firmware version. Additionally, verify that the ASBs are properly associated with the correct station type to prevent any functionality issues.\n\nAction Items:\n\n1. Power cycle the ASBs at the North campus to ensure they are fully powered off before proceeding.\n2. Reset each ASB device to its default settings.\n3. Verify that each ASB is properly associated with the correct station type"

},

{

"id": 37,

"subject": "Using a Nyquist Ver 7 Backup (with Patches 1 and 2) on Ver 9 Question",

"query": "Hi Guys - \_x000D\_\n\_x000D\_\nI have a early Bogen Nyquist adopter customer that currently has Nyquist Version 7 (w/ Patches 1 and 2) that is currently using their own server running Debian. They pay their software maintenance and are looking at keeping their system up to date - However, as you know performing updates with customer' provided hardware is significantly more difficult than if they used a Bogen Nyquist branded System Controller. I am hoping to sell them a hardware system controller to make this process easier - and have some questions about utilizing a backup from their existing system on Ver 9 (which is what you are shipping the Controller with now). Additionally I have questions on the possibility of moving their current Audio Songs and Playlists over (if possible). ",

"type": "SystemQuestions",

"response": "Hi there! I understand your concerns about updating the Bogen Nyquist system with patches and software maintenance. Using a hardware system controller can indeed simplify the update process for your customer.\n\nTo utilize a backup from their existing system on Version 9, you can follow these steps:\n\n1. Ensure the customer's server is running the latest Debian version and the Nyquist software is updated to Version 9.\n2. Create a backup of their current system using the built-in backup feature in the Nyquist web interface.\n3. Transfer the backup file to the new hardware system controller.\n4. Restore the backup on the new hardware system"

},

{

"id": 38,

"subject": "Sound Levels/ Talback and Bogen DDU250 push to talk mic troubleshoot",

"query": "I recently did an upgrade of all firmware and controller software over spring break to resolve an issue i had with the call switches periodically going red and my teachers not being able to call out. The secretary, oddly enough, could still make \"all-calls\" and I could get to web interface. However, the teacher could not page the office. Also, the conversations were not clear whenever either party made calls, especially if there is any type of chatter in the office, which is everyday at the beginning and end of the day during dropoff and pickup by parents. Basicly have to tell anyone talking to be quiet, in order to have a 2 way conversation. The teachers are back this morning so I've been testing of the effectiveness of the updates made. The sound quality louder. So far I've found one red button, but I was able to still call the office and it turned blue during the call. I paged the office from a room, and the moment the principal began talking in the backroom of the office, t",

"type": "SystemIssues",

"response": "It seems that the issue may be related to the configuration of the call switches and the paging system after the firmware and controller software updates. The fact that the secretary could still make \"all-calls\" suggests that the call switch configuration may have been altered during the update process.\n\nTo resolve the issue, I recommend verifying the call switch configuration to ensure that it is set up correctly for the teachers to page the office. Additionally, it would be wise to check the paging system settings to confirm that the teachers are able to initiate paging to the office.\n\nIt's also important to investigate the cause of the poor sound quality during calls,"

},

{

"id": 39,

"subject": "need help adding a morning announcement wav file",

"query": "I can not add a wav file to the start of day programming.",

"type": "SystemQuestions",

"response": "I understand your concern about adding a wav file to the start of day programming in the Bogen E7000 system. To resolve this issue, ensure that you are in the appropriate zone for editing. \nTo add a wav file, follow these steps:\nStep 1: On the navigation bar, expand Audio.\nStep 2: Select Audio Sources.\nStep 3: On the Audio Sources page, select the Add icon.\nStep 4: On the Add Source page, provide a name for the source, \nselect the Type as Audio File, and navigate using the Select \nFile icon to locate the wav file"

},

{

"id": 40,

"subject": "BOGEN NQ-PA120 Paging",

"query": "When you make a page from the NQ-T1100 phone to a PA120 zone a recorded message plays saying that intercom is not available and the zone is page only. Is there any way to stop this message?",

"type": "SystemQuestions",

"response": "The message you\u2019re experiencing is due to the zone being designated as Page Only in the E7000 system. This means that the zone is not capable of receiving or making intercom calls. To stop this message from playing, you can either change the zone configuration to allow intercom calls or create a custom announcement to replace the default message. For further assistance or to modify zone settings, please contact Bogen Customer Support for guidance. \n\nAdditional Tips:\n\u2022 Ensure that the NQ-T1100 phone is properly configured to use the E7000 system features.\n\u2022 Verify that the PA120 zone is set up correctly to"

},

{

"id": 41,

"subject": "I can't connect my yealink t48U phone to my system controller",

"query": "I just don't know how to get the phone activated into the system and get it fully registered.",

"type": "SystemQuestions",

"response": "To activate the phone into the system and get it fully registered, follow these steps:\n\nStep 1: Ensure the phone is powered on and the screen is unlocked.\n\nStep 2: On the phone\u2019s display, select the Settings icon.\n\nStep 3: Scroll down and select the Accounts option.\n\nStep 4: Select the Register account option.\n\nStep 5: Select the E7000 system server URL option and enter the server address, username, and password.\n\nStep 6: Select Register.\n\nStep 7: Wait for the registration process to complete. You will know it is done when the phone\u2019s screen"

},

{

"id": 42,

"subject": "ntpd stopped trusting county provided time servers",

"query": "I had a school that the time had drifted a while back. Working with the county IT person, we discovered that the county time server was only using one IP to provide time. This was corrected and now the system controller will get multiple addresses from the time server. But my time was still not correcting. After further research I have noticed that the \"\*\" is set for the local machine. it was probably already preferring local host before they fixed the single time server issue on their end. Restarting the system controller or changing to a public time server then back, and the \* is still preferring local host for time. I have changed to a public time server for now, but I'd like to get this ironed out. Seems to be across all our 7, 8, and 9 systems for this county. Thanks!",

"type": "SystemIssues",

"response": "The issue arises from the system controller's configuration being set to prefer the local machine for time synchronization, indicated by the \"\*\" setting. Even after correcting the county time server to use multiple IP addresses, the system controller continues to rely on the local host for time. To resolve this, you should reset the time source to the network time server (NTS) by following these steps:\n\n1. Access the System Parameters page on the Admin Web UI.\n2. Scroll down to the Time Configuration section.\n3. Set the NTS Address parameter to the desired NTS server.\n4. Ensure the Auto-sync Time parameter is enabled."

},

{

"id": 43,

"subject": "Adding a PBX integration",

"query": "I am adding a pbx integration for a customer. I have added the DISA extension and the admin group. The sip trunk has been added and I want to make sure what I have entered is correct",

"type": "SystemQuestions",

"response": "To verify the settings for the DISA extension and the admin group for the pbx integration, follow these steps:\n1. On the navigation bar, select System Parameters.\n2. Under System Parameters, select DISA Parameters.\n3. Verify that the DISA extension and the admin group are correctly set for the pbx integration. If necessary, make adjustments to these settings.\n4. After making changes, select Save to apply the new settings.\n5. To verify that the sip trunk is correctly configured for the pbx integration, select SIP Trunks.\n6. Under SIP Trunks, select Add SIP Trunk."

},

{

"id": 44,

"subject": "Phone's not updating time zone/DST correctly every spring.",

"query": "I have systems on 7, 8, and 9. They all seem to have a problem when we \"spring forward\". I go into the phones and set the DST and time zone settings, and i don't hear anything when time changes in the fall. But every spring I end up going through the phones and changing the DST and time zone settings again. Is there a recommended setting that will not get overridden by auto provision? Or maybe I'm doing something wrong here. Thank you for any help or suggestions for settings.",

"type": "SystemQuestions",

"response": "I understand your concern regarding the Bogen E7000 system's behavior during daylight saving time (DST) changes. It's frustrating to have to manually adjust the settings every spring.\n\nThe issue might arise due to the system's auto-provisioning feature overriding the custom settings. To avoid this, try the following:\n\n1. Access the Admin Web UI by typing the IP address of your E7000 system server in your browser (usually 192.168.1.0 or 192.168.1.1).\n2. Log in with your credentials (username and password).\n3. Navigate to System Parameters >"

},

{

"id": 45,

"subject": "SUS agreements not updating",

"query": "SUS agreement is not allowing customer to download software to the system to get to version 9 for IPS schools.",

"type": "SystemQuestions",

"response": "I understand your concern regarding the Software Update Services (SUS) agreement preventing the download of software to the Bogen E7000 system for IPS schools. To resolve this issue, you need to ensure that the SUS license is active and that the system is properly configured for software updates.\n\nTo check the SUS license status, follow these steps:\n\nStep 1: On the navigation bar, select System Parameters.\nStep 2: Scroll down to the Software section and note the License Expiration Date. If the date has passed, you need to renew the license to continue using the software.\n\nStep 3: To configure the"

},

{

"id": 46,

"subject": "Port A of System Controller Refuses to connect",

"query": "Hello Nyquist Team,\_x000D\_\n\_x000D\_\nI am currently trying to program a nyquist E7000 system for a school and am unable to connect to the controller over port A.\_x000D\_\nI have it on an unmanaged switch with nothing plugged in besides my laptop and the controller and still no luck.\_x000D\_\nIs it possible port A is damaged or malfunctioning?",

"type": "SystemIssues",

"response": "I understand your concern about the inability to connect to the Nyquist E7000 system controller over port A. It's possible that there might be an issue with the port itself or the connection.\n\nTo troubleshoot this issue, I recommend checking the physical connection between the controller and the unmanaged switch to ensure that it's secure and not loose. Additionally, try resetting the controller to its default settings and then reconfigure it.\n\nIf the issue persists, it's possible that the port A on the controller is damaged or malfunctioning. In this case, you may need to contact Bogen Technical Support for further assistance or consider replacing"

},

{

"id": 47,

"subject": "Battery Backups",

"query": "Hello Team Bogen,\_x000D\_\nPlease advise as to what type ,size and model UPS battery backup we should be selling to all of our customers who currently have a Nyquist E-7000 series pa system, we are having alot of service calls due to system going out due to power outages.",

"type": "SystemQuestions",

"response": "I understand your concern about service calls related to power outages affecting the Bogen E7000 series PA system. It's crucial to ensure that customers have a reliable power backup solution to prevent such issues.\n\nFor the Nyquist E-7000 series PA system, I recommend the APC RMB1400 Replacement Battery Pack (model number: RMB1400) as a suitable UPS battery backup option. This model is designed for medium-sized networks and can handle the power requirements of the E7000 series.\n\nWhen selecting the UPS battery backup, consider the following factors:\n\n\* The total wattage of the system components ("

},

{

"id": 48,

"subject": "HTTPS Sessions full",

"query": "School network management or security server is opening sessions with the Nyquist controller too frequently and filling the HTTPS Sessions table, preventing further logins. Table was cleared w/ root access in the CLI. If the offending server does not reduce the frequency of these attempted logins, this will reoccur.",

"type": "SystemIssues",

"response": "The issue is likely due to a misconfiguration or bug in the school network management or security server that is causing it to attempt to open too many sessions with the Nyquist controller. Clearing the HTTPS Sessions table via root access in the CLI is a temporary solution to prevent further logins, but it does not address the root cause of the problem.\n\nTo resolve the issue, the IT team should investigate and troubleshoot the server configuration to determine why it is opening so many sessions. This may involve reviewing server logs, configuration files, and network traffic to identify any errors or misconfigurations that are causing the problem. If necessary"

}

]