

# Bose® ControlSpace® AMS-8 Audio Management System

## Privileged User Software Installation Guide

***BOSE***®



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# 1 ControlSpace® AMS-8 Privileged User Software

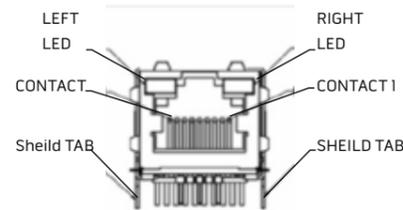
To connect to the Ethernet connection on the AMS-8 unit, use a straight or crossed Cat5 cable. If the Ethernet card (Lantronix device) is not found make sure the AMS-8 system is connected to the same network range as the computer is connected to.  
 The use of VLANS or other virtual networks is not allowed!  
 The AMS-8 system and all computers running the Privileged User Software need to be in the same physical network range!

## 1.1 Hardware installation

- Step 1:** Check the firmware versions of AMS-8 system(s), these should at least be 3.27 (for Cunit, Punit and Lunit) or higher.
- Step 2:** Make sure the AMS-8 unit has an Ethernet card installed
- Step 3:** Connect to the Ethernet port of the AMS-8 using a hub, a router with built-in hub or us a straight Cat5 cable to connect directly (if the computer supports DMIX ), otherwise use a crossed Cat5 cable.
- Step 4:** Power up the AMS-8 unit(s). For a proper connection, check the status LEDs of the Ethernet port at the back of the unit. Below pictures shows the different status combinations. The minimum required connection is 10 Mbps/Half Duplex.

Link LED Left Side	
Color	Meaning
Off	No Link
Amber	10 Mbps
Green	100 Mbps

Activity LED Right Side	
Color	Meaning
Off	No Activity
Amber	Half Duplex
Green	Full Duplex

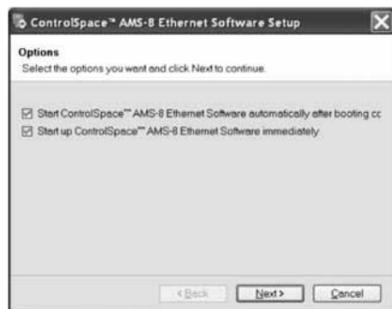


## 1.2 Software installation

**Step 5:** Install the ControlSpace® AMS-8 Privileged User Software



**Step 6:** After several steps the user will be prompted for the following selections:

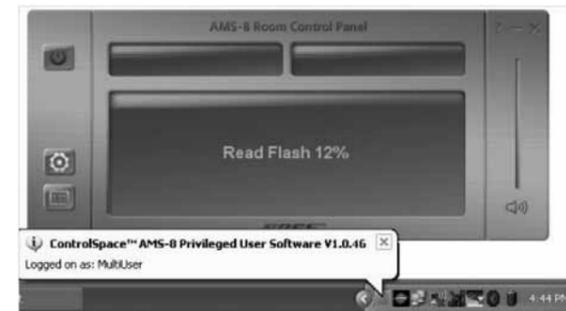


The first option is an auto startup of the software every time the pc is powered up. The second option is to launch the software immediately.

**Step 7:** Finish the installation and startup the software manually in case the last option at step 5 has not been selected. The software will start up with the following screen:



Two icons will be added in the lower right corner of the screen. One is called InetGui, which is the driver program active in the background for the physical connection with the AMS-8 rack. Only one InetGui has a real connection with the rack, the remaining ones are in idle state. The other icon is for the user software. Once InetGui has a valid connection with the AMS-8 rack the following screen will appear:



InetGui will start downloading all the settings from the rack and pass it over to the AMS-8 user software. Once the download is finished the user can control the sound system with the software.

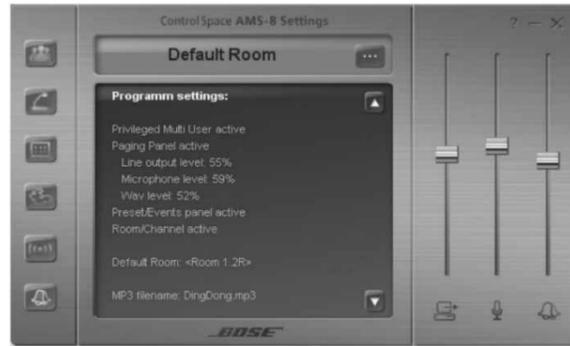
**Step 8:** Activating the settings panel for the authorized installer. This can be done regardless whether the system is on or off-line. Even if there s no connection, the authorized installer can activate this screen by using the default pin-code. If the software is connected with the AMS-8 rack then the rack pin-code is also valid.

To activate the settings panel, press the settings  button.

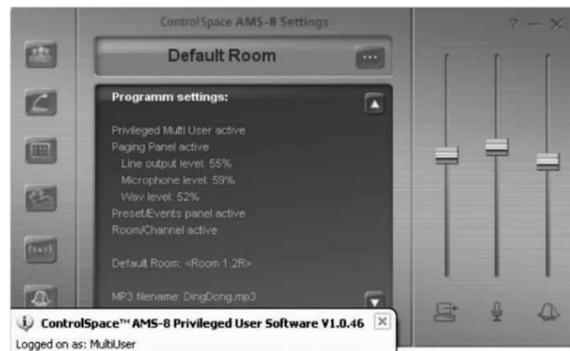
The colors of the screen indicate whether or not there is a connection with the system rack. The following screen with grey displays will appear in case there s no connection with the rack:



If a connection is available, the above displays will be blue. Enter the pin-code (0000 is default) with the keyboard (numeric values only). This is the settings panel with the single user mode active. In single user mode the user can only control in the selected room the volume, channel and on/off controls.



To activate the multi user mode press the  button. The following panel will appear:



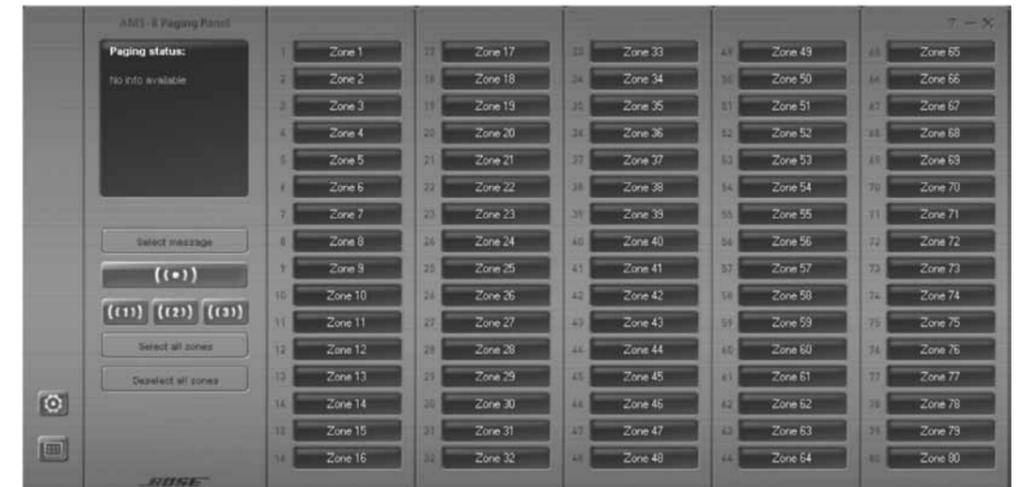
In this mode paging and control of presets and events are possible. Be aware that the maximum number of multi user clients is 14.

To switch back to single user mode press  button.

## 2. Multi User mode settings

### 2.1 Panel settings

In the multi user mode three software panels are available: Room Control Panel, Paging Panel and the Preset & Events panel.



To show the Paging Panel every time the software is started, press the  button (on the settings form)

To show the Preset & Events Panel every time the software is started, press the  button (on the settings form)

To show the Room Control Panel every time the software is started, press the  button (on the settings form)

### 2.2 Default room settings

To change or select the room, controlled by the Room Control Panel, press on below button in the settings panel.



Select a default room by clicking on one of the available rooms shown in the info field (use the page up and down buttons to scroll through the available rooms).

## 2.3 Paging Audio settings

### 2.3.1 Output level soundcard

To change the output level of the soundcard, use the following slider:



**NOTE:** All current audio settings are stored before the multi-user mode is activated. As soon as the software is shutdown, all previous audio settings from the soundcard are restored.

### 2.3.2 Microphone level soundcard

To change the microphone level of the soundcard, use the following slider:



### 2.3.3 Wave level soundcard

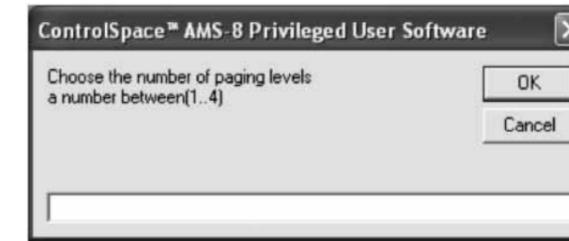
To change the wave level of the soundcard, use the following slider:



The wave level is used for the chime signal played in front of the paging signal

### 2.3.4. Change the number of paging levels

To change the number of paging panel level (buttons) press on this button: 

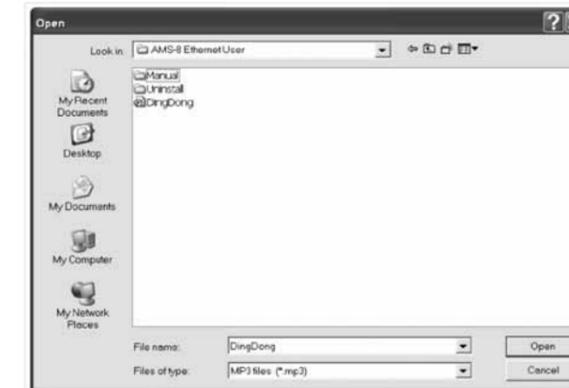


The following window will be opened:

Enter a number between 1 and 4 to select the required number of paging level buttons which will be displayed on the paging panel module.

### 2.3.5 Change the Chime signal

To change the chime signal (= mp3 file) press the  button to select another mp3 file, using below dialog box:



The Privileged User Software only includes one chime signal. If another chime signal is required, one should add this new mp3 file into the directory of the Privileged User Software installed on the (all) computer(s) which operate in multi user mode and select this new file on all computers

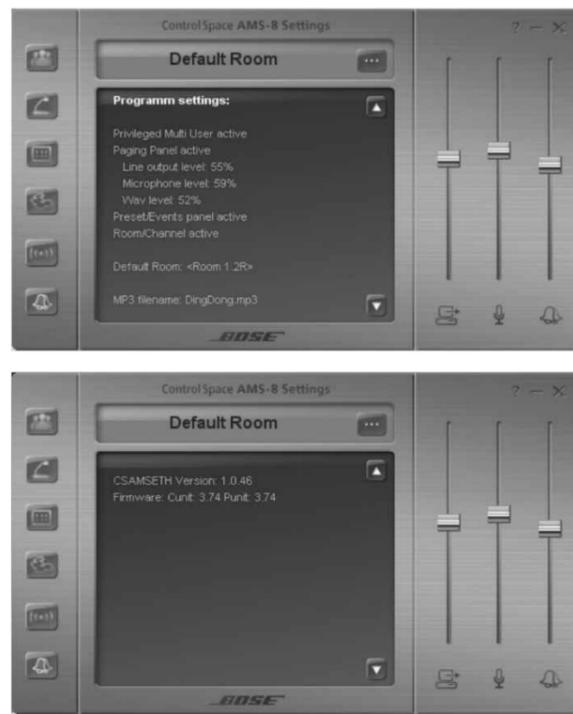
### 2.3.6 Hardware connections PC <-> AMS- 8 rack

The audio line out of the PC has to be connected with the AMS-8 rack paging input. There are two configurations possible depending on the hardware of the AMS-8 rack.

- 1) standard analog input card CS-TIC
- 2) message storage card CS-MSC

### 2.3.7 Software and system settings overview

The software setting values and system firmware version can be viewed in the info box of the settings panel. With the page down button the firmware version is visible.



### 3. Settings Single User Mode

The only setting for the single user mode is the default room, see section 2.2.

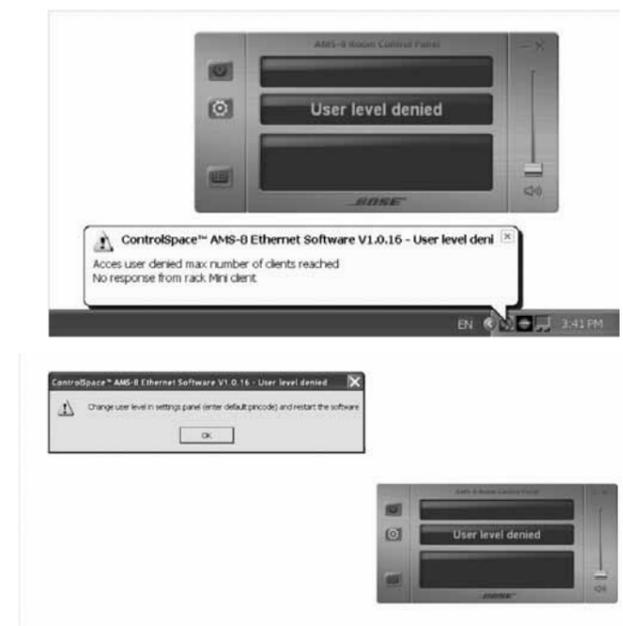
### 4. Maximum number of users

This user software is based on a client server principle. The server is the first computer which makes a connection with the AMS-8 rack. When this computer is switched off another computer with the Privileged User Software running takes over the communication and will operate as the new server.

The maximum number of clients depends on the type of client. The maximum number of users is:

- 1) Single user 80 clients
- 2) Multi user 14 clients

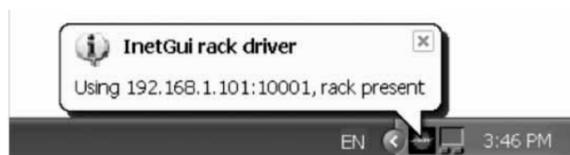
When a maximum is reached, the software will prompt the user with one of the following messages:



## 5. InetGui.exe AMS- 8 rack driver

The software uses a special rack driver application which is the communication bridge between the user software and the AMS-8 rack itself. This rack driver functions as server when it has a direct connection with the rack. The user software is the client of this rack driver. InetGui can communicate via the Ethernet module or the RS232 port.

When InetGui has an Ethernet connection with the AMS-8 rack the following message is displayed:

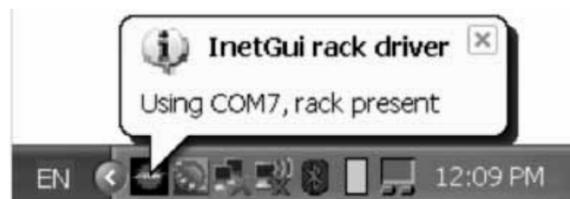


The Ethernet device in AMS-8 uses DHCP, the IP address is obtained via the hub and no user intervention is required. Be aware that the network is not using VLAN, if it does, the auto detect is no longer operating. InetGui is searching in the available IP range of the network where it's operating in.

When another pc has physical connection with the AMS-8 rack a new InetGui will go into idle mode and will wait for a possible ending of the server InetGui. When InetGui is in idle mode the following message is displayed:

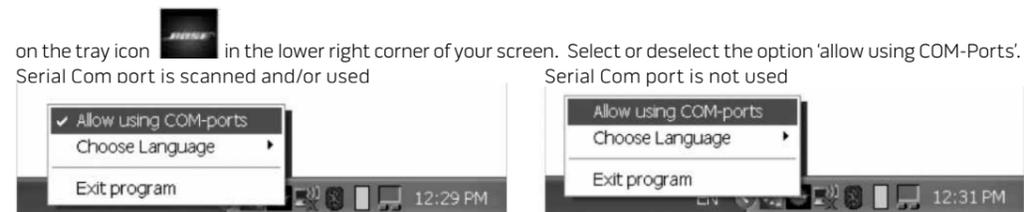


The InetGui in idle mode will take over immediately when the pc with the actual rack connection is shut down. When InetGui has a RS232 connection with the AMS-8 rack the following message is displayed:



Note: In this mode be aware that when the PC with the RS232 port is shut down no communication with the AMS-8 rack is possible. This means that when other single or multi users are logged on they will get a 'no response from rack' message. To avoid this one should use the Ethernet install the optional PC Kit, with the PC kit any computer can make a physical connection with the AMS-8 system rack!

If InetGui is not allowed to use the com port, it's possible to disable this function. Right click with your mouse



on the tray icon  in the lower right corner of your screen. Select or deselect the option 'allow using COM-Ports'. Serial Com port is scanned and/or used

Serial Com port is not used

## 6. Troubleshooting

This chapter is meant to help the user and the installer to solve problems that might occur while using the software. Please contact your installer if the problem recurs.

### 6.1 No rack found



In this case check:

- 1) The power of the AMS-8 rack(s)
- 2) The connection of the Ethernet card (see step 3 for status LEDs Ethernet port) in the AMS-8 rack or - in case an RS232 is used - check the RS232 connection to the AMS-8 rack and total cable length. See the AMS-8 installation guide for recommended maximum cable lengths.
- 3) The Ethernet or RS232 connection at the PC side
- 4) In case of more than one AMS-8 rack, check the RS485 connection between the racks

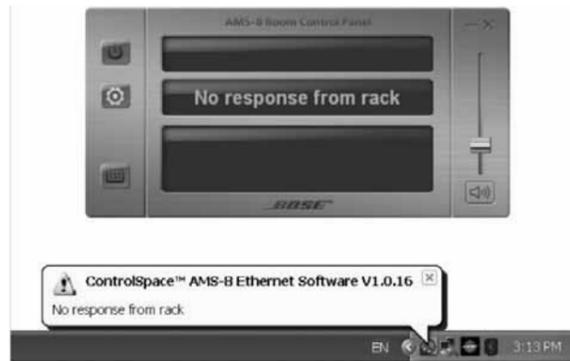


### 6.2 No response from rack

In this case check:

- 1) The power of the AMS-8 rack(s)
- 2) The connection of the Ethernet card (see step 3 for status LEDs Ethernet port) in the AMS-8 rack or - in case an RS232 is used - check the RS232 connection to the AMS-8 rack and total cable length. See the AMS-8 installation guide for recommended maximum cable lengths.
- 3) The Ethernet or RS232 connection at the PC side
- 1) In case of more than one AMS-8 system rack, check the RS485 connection between the racks
- 2) If the PC from which InetGui had connection with the AMS-8 rack is off line. There are 2 options:
  - in case of an Ethernet connection: you need to do nothing, as another InetGui on the network will make contact with the rack, take over the server function and the message will disappear.
  - in case of an RS232 connection: bring the PC back online or communication is not possible anymore.

### 6.3 No InetGui.exe found



In this case check:

- 1) Location of InetGui.exe (c:\program files\bose\inetgui\inetgui.exe)
- 2) All user software versions should be equal (update if not)
- 3) If InetGui is already running, exit inetGui (right mouse button on inetGui icon and choose exit) and restart the software.

### 6.4 User level denied

In this case the maximum number of users (clients) is reached.



### 6.5 Com port conflicts with 3rd party software

In case of software on the pc that uses VCP s (Virtual Com Ports) there s a possibility that inetGui creates a conflict. InetGui checks all available com ports when it starts. To avoid this problem it's possible to disable the

com port option in InetGui. Right click with your mouse on the tray icon  in the lower right corner of your screen. Select or deselect the option 'allow using COM-Ports'. This option is only operating well if run the system via Ethernet.



Com port is scanned and/or used

Com port is not used

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