



## **System Manager User Guide**

## **Overview**

System Manager can be used to control the Lencore Operating platforms. If you are using Sound Manager 1, please refer to the Sound Manager 1 user guide.

## **Compatibility**

The System Manager web app utilizes WebSocket technology (protocol RFC 6455) and works with all current popular browsers.

## **Acclimation & Scheduler\***

Employ the Acclimation feature when it is preferable to introduce the sound masking into the space gradually, over time. The Scheduler enables users to schedule masking level changes and can even be used to schedule the playing of music/audio over specific OP channels at a specified time.

*\*The Acclimation & Scheduler features were introduced with the release of System Manager version 4.1.0 and above.*

## **Configuring Fault Email Notifications**

The Lencore system can be configured to send out email notifications should the system experience a fault.

## **Keyboard Shortcuts**

In addition to using a mouse, various keyboard shortcuts have been provided to allow for quickly moving between screens and objects. These shortcuts have been detailed on the final page of this manual.

## USER OPERATION

### LENCORE'S BROWSER BASED ACCESS AND TUNING CAPABILITIES USING SYSTEM MANAGER

Although most installations do not require extensive changes or re-tuning, some clients prefer the option of network controls that enable them to make systematic and/or spot changes to the sound masking system. To enable the clients to do this, Lencore provides a private, browser based user interface with every i.Net® and Gold™ Networked Sound Masking System called System Manager.

System Manager is based on an open-architecture software platform that controls and monitors the finished system. It can be accessed from any desktop or wireless computer with an Internet browser.

The System Manager user-interface can be used to:

- Tune the sound masking system for volume, contour & equalization
- Create groups for masking zones, paging zones and music zones
- Control volume and equalization for paging and music
- Run diagnostics
- Set and change group settings for each OP and each sound masking channel
- Reset system to factory-set commands
- Reset system to last saved settings

### ACCESSING SYSTEM MANAGER FROM A DESKTOP PC / LAPTOP

- System Manager interfaces with the sound masking system OP's
- The System Manager browser-based interface is built into the processor (headend). In essence, the processor acts like a mini web server.

## CONNECTING TO THE SYSTEM

## USING SYSTEM MANAGER ON-SITE (MOST COMMON APPLICATION):

A computer:

The computer must be configured to have an IP address that is different from the headends IP address (other than 192.168.100.225). For example, a good IP address for the computer is 192.168.100.**200**. Consult with an IT professional if you do not understand these instructions.

To configure the computer, complete the following:

Turn the computer on, allow the computer to boot completely, plug in using the data cable from the computer to the headends

***TURN off your wireless connection so as not to inadvertently direct IP traffic to the wrong device.***

\*Always clear your browser cache prior to accessing System Manager.

## WINDOWS 10

- Click the Start Menu
- Click Settings "Gear" Icon
- Network and Internet
- Network and Sharing Center
- Change Adapter Settings (On the left)
- Ethernet - Double Click or Right Click "Properties"
- Internet Protocol 4 (TCP IP/4) - Double Click or Click "Properties"
- Select Radio Button for "Use the following..."
- Enter 192.168.100.200
- Enter 255.255.255.0 for the Subnet
- Press OK/Apply/Close
- Launch Web Browser and navigate to 192.168.100.225

IP Address 192.168.100.225

## USER OPERATION

### WINDOWS 7

- Go to Control Panel
- Under Network and Internet, click on “View Network Status and Tasks”
- At next screen, under “active networks”, click “Local Area Connection”
- At next screen (Local Area Connection Status), click on “Properties”
- At the next screen in the area where used items are checked, highlight the selection “Internet Protocol Version 4” (NOT VERSION 6!), and click “Properties”.
- At the next screen (Internet Protocol Version 4 properties), select the option “Use the following IP address” and complete the following:
- In the IP address section, enter 192.168.100.200
- Press the <Tab> key on the keyboard to jump to Subnet section, leave this area set to 255.255.255.0
- Press the <Tab> key on the keyboard to jump to the Gateway section. The computer Gateway must match the Gateway assigned to the system if a specific gateway was entered.
- Click “OK” to save and exit the screen.
- Launch Web Browser and navigate to 192.168.100.225

**Note:** After you are done accessing the system with your laptop, do not forget to go back into TCP/IPv4 Properties and select “obtain IP address automatically”.

## USER OPERATION

### Mac OS

- Go to System Preferences
- Select Network
- On the left menu, select Ethernet.
- Select the drop down menu of configure IPv4, and select manually
- Enter the IP Address 192.168.100.200
- Press Tab to jump to Subnet Mask, this should be set to 255.255.255.0
- Press Tab to jump to the router section. This is the same as Default Gateway. This must match the gateway assigned to the system if a specific gateway was entered.(Ex. 192.168.100.254)
- Click apply to save your settings
- Your computer is now ready to talk to the system

## INTERFACING WITH THE SYSTEM

### What You Need:

- A Web browser on your computer ( Chrome, Firefox, Edge, Safari...)

1. Open your Internet browser – YOU MAY GET AN ERROR MESSAGE AS YOUR HOME PAGE WILL NOT OPEN PROPERLY! THIS IS TO BE EXPECTED.

2. After receiving the error message, go to the URL box where you normally type in a URL address, such as **www.lencore.com** and type in the following default IP address:

**192.168.100.225**

**Do not include www or http.**

3. After you type in the correct address such as, 192.168.100.225, press return and you will see the Lencore System Manager displayed in your Internet browser.

4. You will be prompted with a box asking for a username and password. (see pg. 6)

***Note:** After you are done accessing the system with your laptop, do not forget to go back into TCP/IPv4 Properties and select "obtain IP address automatically".*

## User Operation

### Log-In Screen

**LENCORE**

Please login to begin...

Username

Password

Login

[System Settings](#)

[User Manual](#)

© Lencore 2020 System Manager 2 v3.1.0 [Help](#)

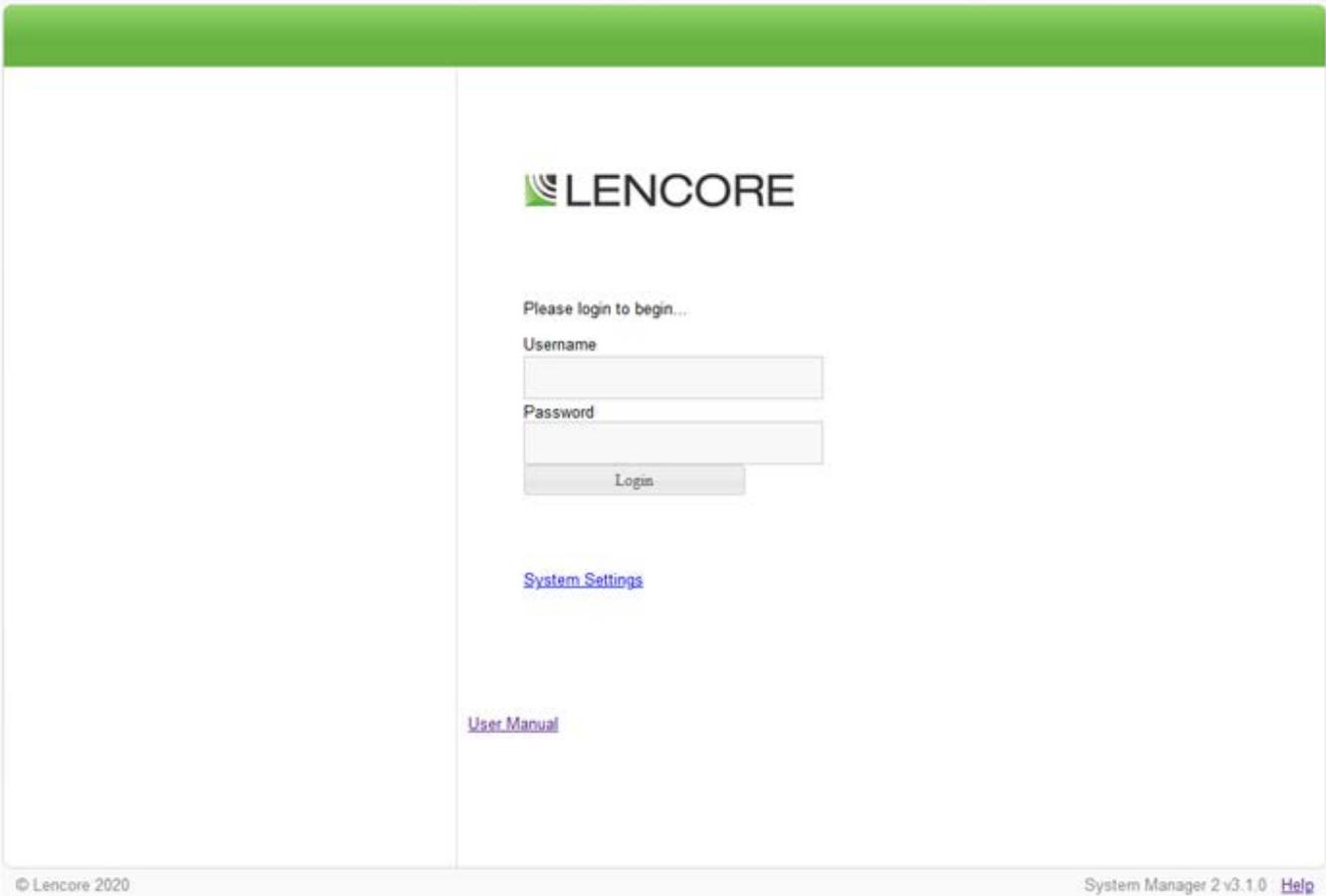
The Log-In screen is presented when first navigating into the system from a compatible web browser (as listed in the “Compatibility” section above).

The default Username and Password are both “comfort” (case-sensitive).

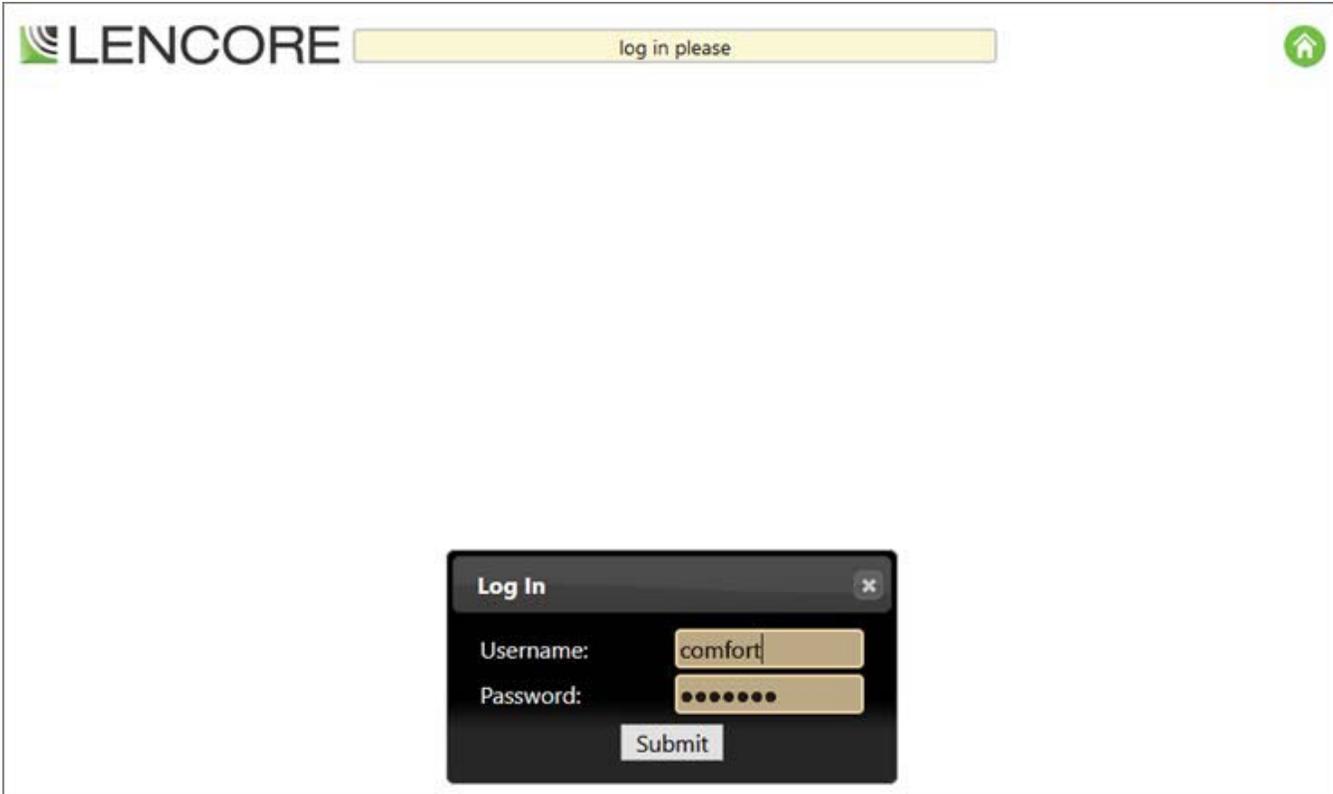
After entering the correct credentials, press the “Login” button to enter the main system selection screen where you will be presented with five tabbed options to select from: Devices, Zone, EQ, and System.

# Optional Step

If preferred, the site facility manager can request from its internal IT department an available IP address for the protoprocessor in order to be compatible with the existing internal network of the project. If this is the case, go to the homepage in the protoprocessor 192.168.100.225, click the link for "System Settings".



You will be directed to the screen shown on the next page



## OPTIONAL STEP

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### **If the System Manager will be accessed remotely (off-site):**

The System Manager for the installed site can be used from any Internet connection worldwide.

To enable this function, the site facility manager should request that their IT person port the IP address to the outside, securely outside the firewall. The end user's IT professional should be the only person to set this up for security reasons.

For more information on the web user interface, please contact Lencore.

**After clicking the link for the System Settings Page, enter "comfort" for both Username and Password**



System    Fault Email    LON Diag

▼ Host Processor Information

Processor Type: armv7  
System FW Version: 4.43.9  
BIOS Version: 2.3.2  
Lon Driver Version: V1.36c (A)

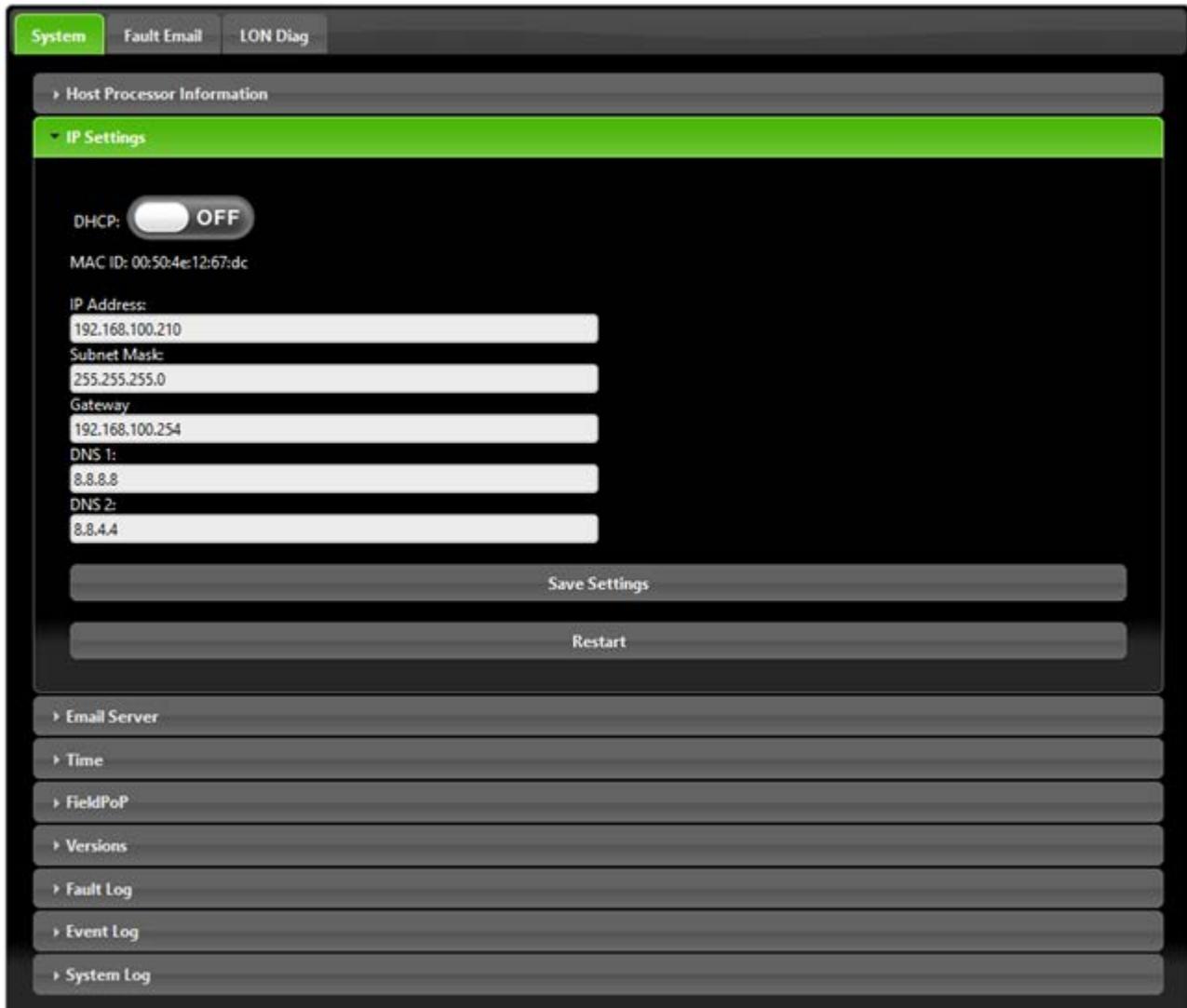
**Flash**  
Total=211020 Kbytes  
Available=70908 Kbytes

**RAM**  
Total=248808 Kbytes  
Available=152556 Kbytes

Refresh

▸ IP Settings  
▸ Email Server  
▸ Time  
▸ FieldPoP  
▸ Versions  
▸ Fault Log  
▸ Event Log  
▸ System Log

Click the IP Settings Tab to update the IP information.



After clicking the IP Settings Tab you will see fields for entering:

IP Address

Subnet

Default Gateway

If provided:

DNS 1

DNS 2

The System can be set for DHCP if requested.

When done,

Click "Save Settings"

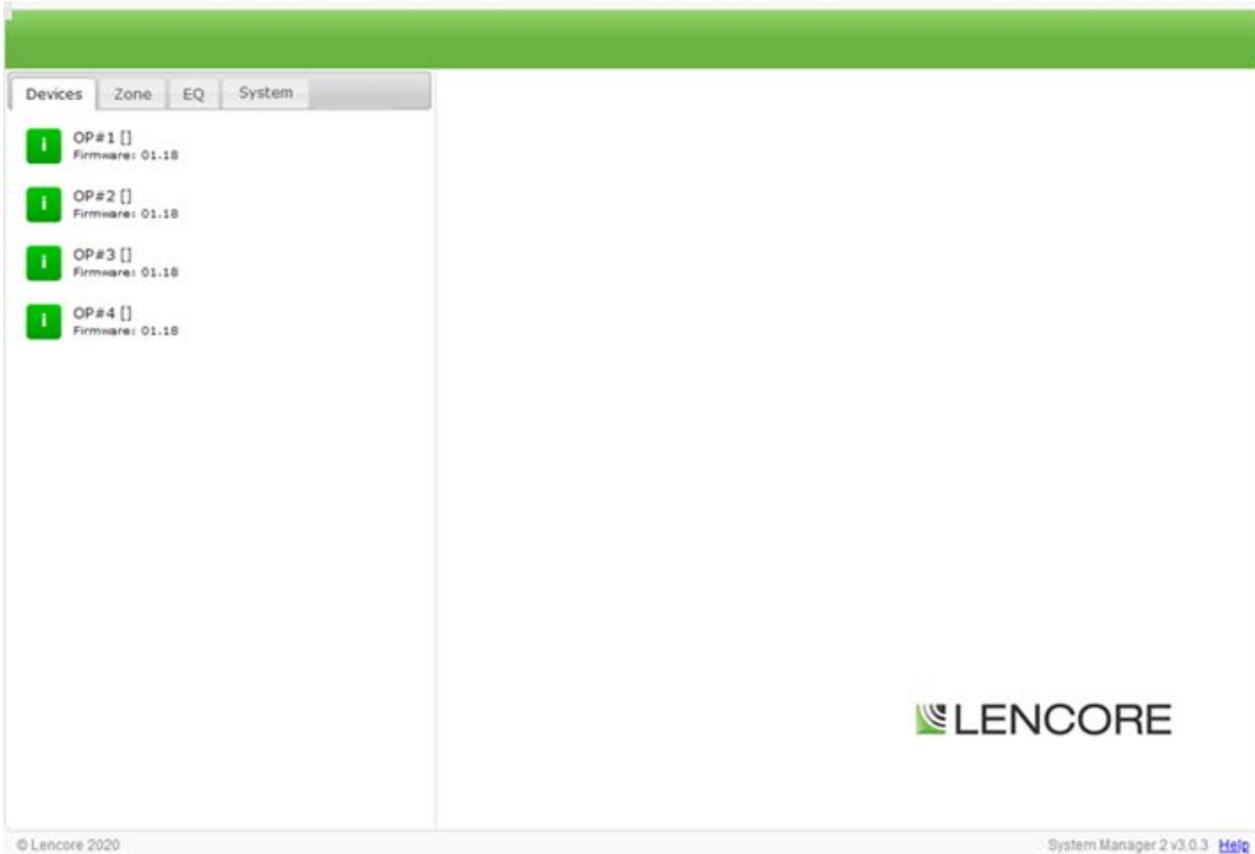
Click "Restart"

The headend has now been updated.

Make a static IP connection prior to accessing on the clients network to ensure you can reach it with a static connection. (You will need to update your adapter settings to reach the updated IP Address.)

## Main Menu

### Devices Tab

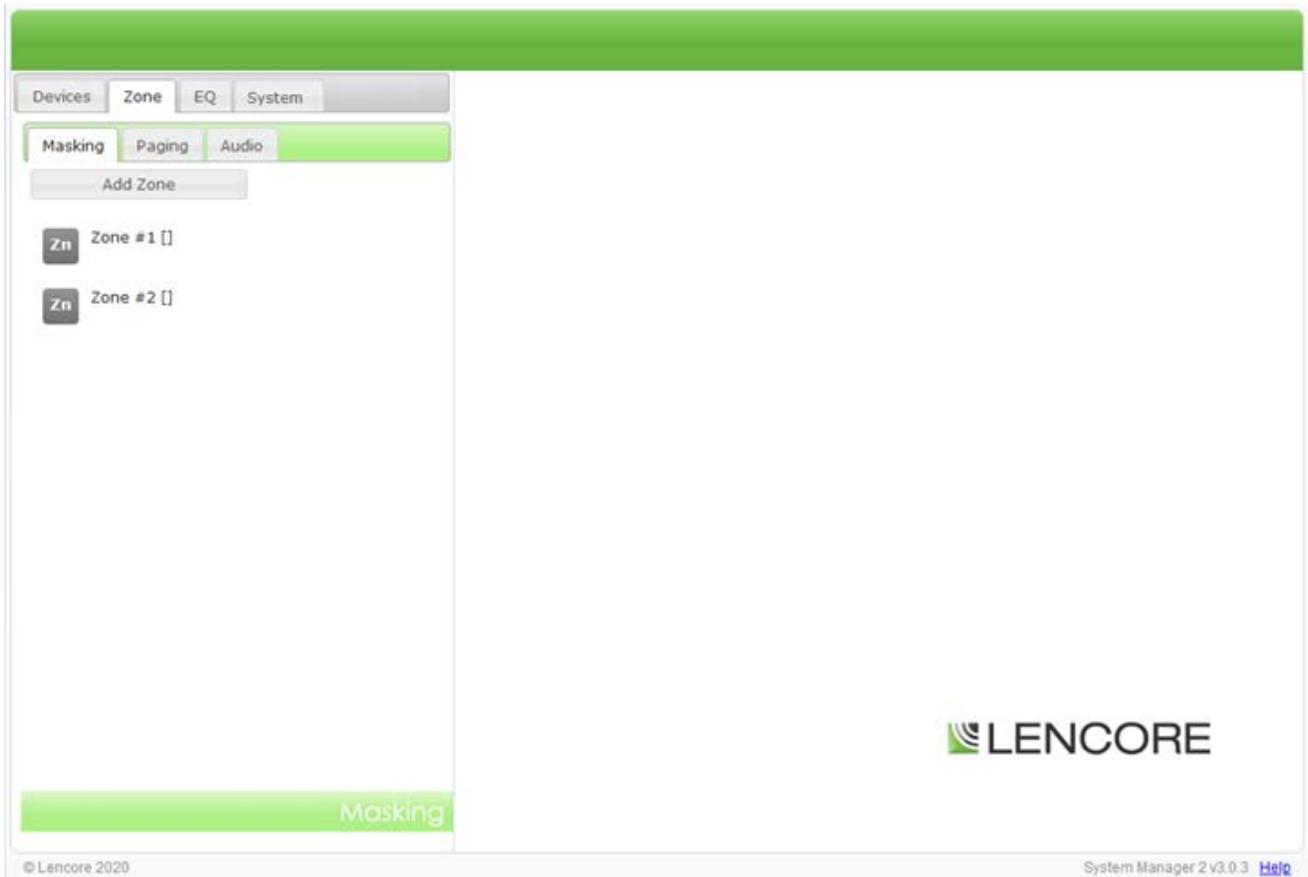


The Devices tab, when first selected, presents you with a scrolling list consisting of all of the i.Net OP's and RIB (relays in a box) devices that have been discovered by the server. Each item consists of the following information:

- Icon depicting the device type (“i” for i.Net OP / “R” for RIB)
- Icon color depicting the current status of the device, as follows:
  - Blue: device is currently online but not initialized
  - Grey: device is currently online and in the process of initializing
  - Green: device is currently online and 100% initialized
  - Yellow: device is currently online but has an alarm attributed to it
  - Red: device is currently offline
- Device # and Friendly Name. Friendly name is assignable once the device has been selected (described later) and will be blank if no Friendly Name has been assigned.
- Current firmware version of the device hardware.

Selecting one of the devices will bring you to the Device Editing screen (described later) which will allow you to adjust several attributes of the device.

## Zone Tab



Zones are groups of OP/RIB channels. They allow you to combine and control multiple channels at the same time.

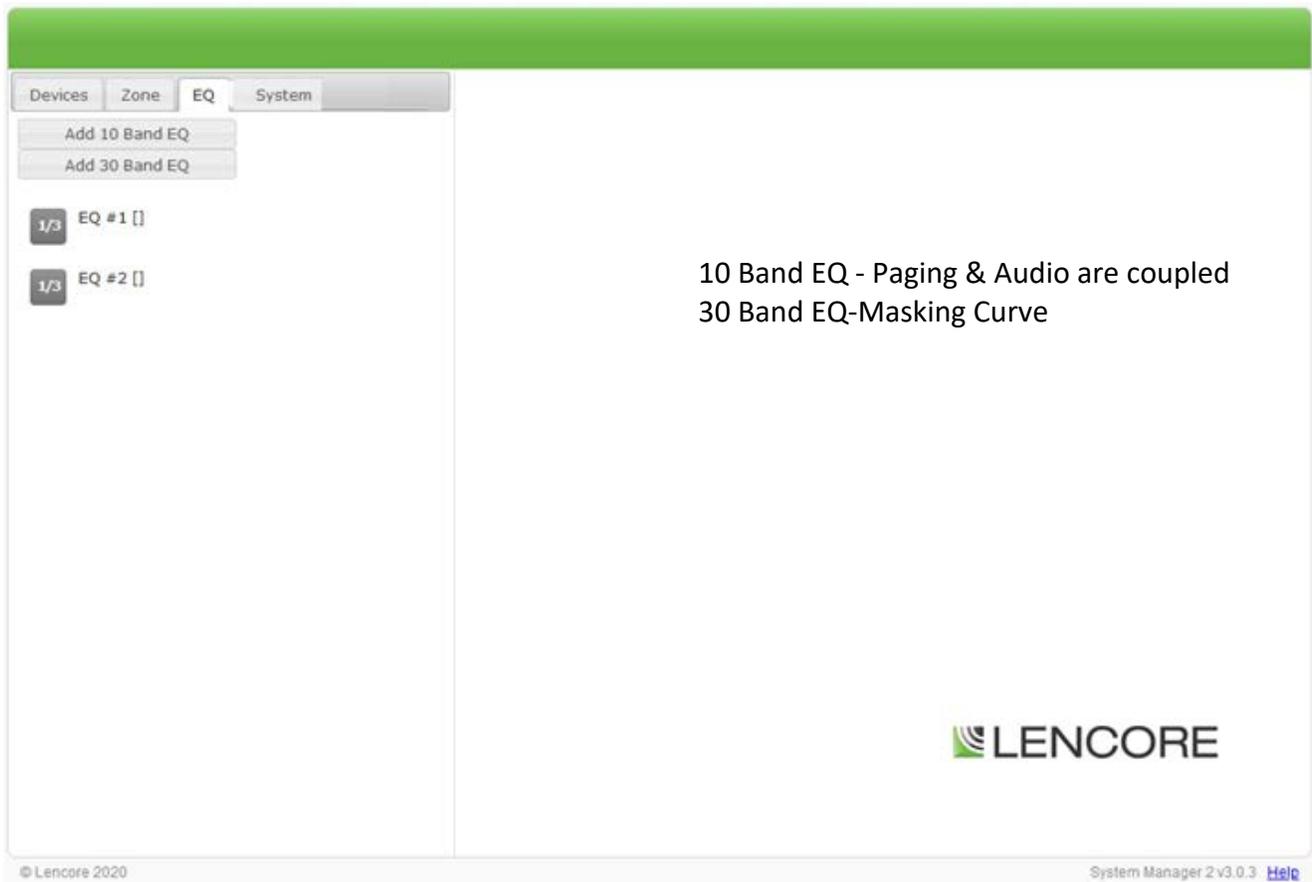
The Zone tab, when first selected, presents you with a sub-menu of tabs for each type of zone available: Masking, Paging or Audio. Selecting any of these tabs will present a list consisting of all of the zones that have been added to the system for the selected zone type as well as a button for adding a new zone of the selected type.

Each individual Zone item consists of the following information:

- Grey “Zn” Icon
- Zone # and Friendly Name. Friendly name is assignable once the Zone has been selected (described later) and will be blank if no Friendly Name has been assigned.

Selecting one of the Zones will bring you to the Zone Editing screen which will allow you to adjust several attributes of the zone.

## EQ Tab



Saved equalizers can be thought of as “favorites” which allow you to quickly adjust the equalizer settings for OP’s and Zones.

The EQ tab, when first selected presents you with a list consisting of all of the equalizers that have been added to the system.

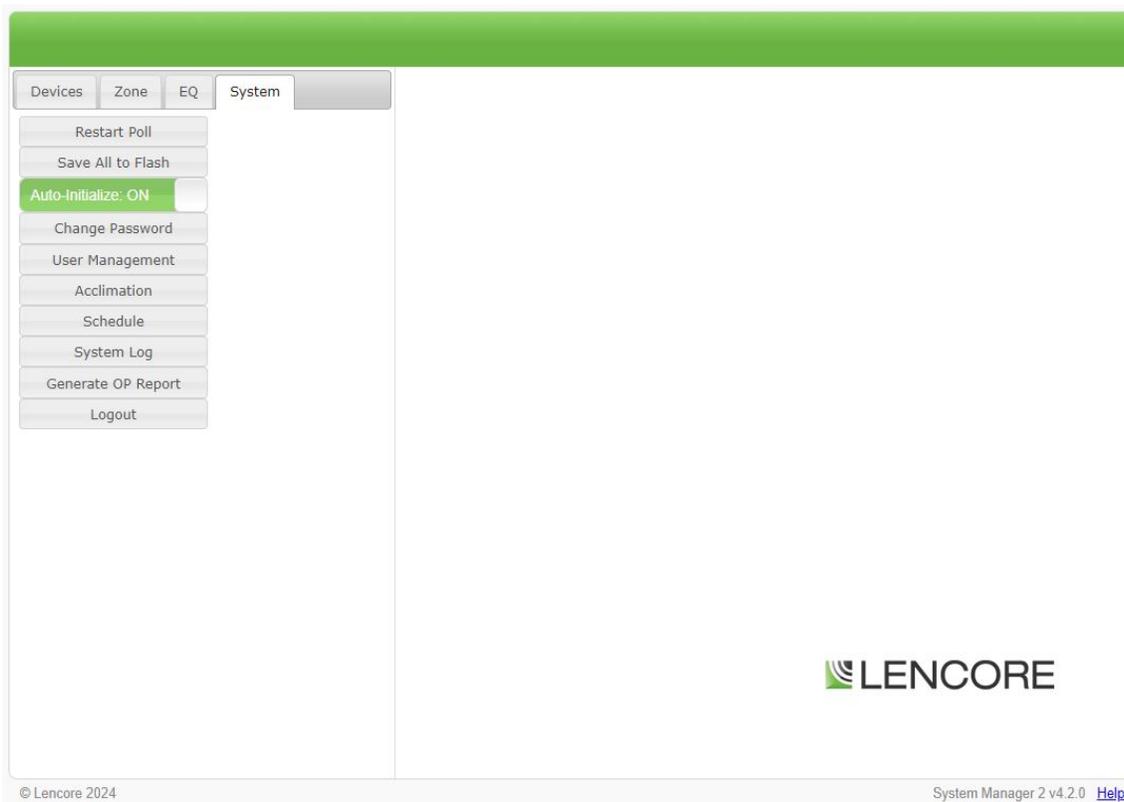
Each equalizer item consists of the following information:

- Icon depicting the type of equalizer (“1/1” for 10 Band for Paging and Audio and “1/3” 30 Band for Masking)
- EQ # and Friendly Name. Friendly name is assignable once the equalizer has been selected (described later) and will be blank if no Friendly Name has been assigned.

Selecting one of the equalizers will bring you to the EQ Editing screen (described later) which will allow you to adjust several attributes of the EQ.

**Note: Paging & Audio EQ are coupled.**

## System Tab

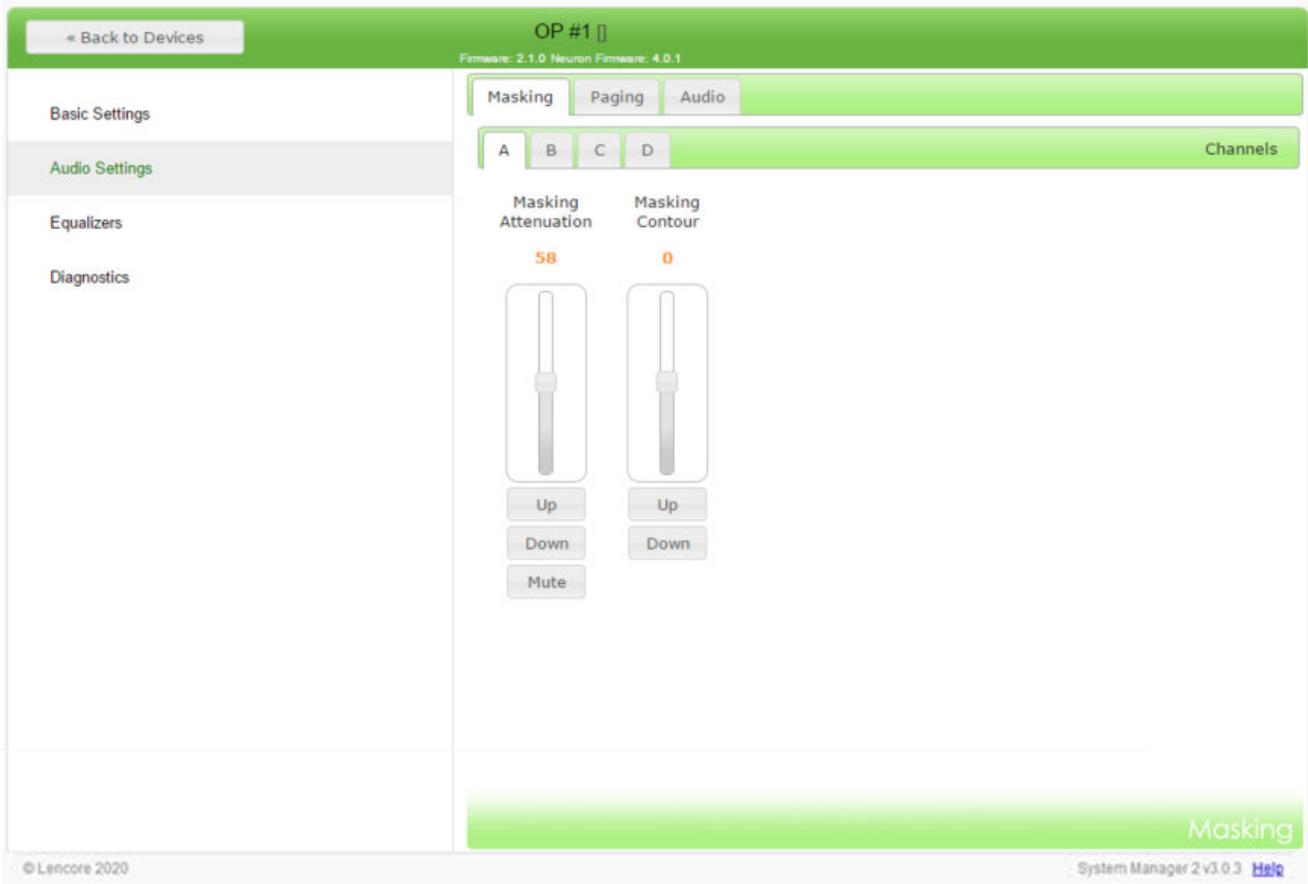


The System Tab consists of several primary options, located on the left side of the screen. The functionality of these options will be detailed in the following pages.

- Restart Poll
- Save All to Flash
- Auto-Initialize
- Change Password
- User Management\*
- System Log\*
- Generate OP Report
- Logout

\*option only be available to users who are currently logged in with administrator level access.

## Devices Edit

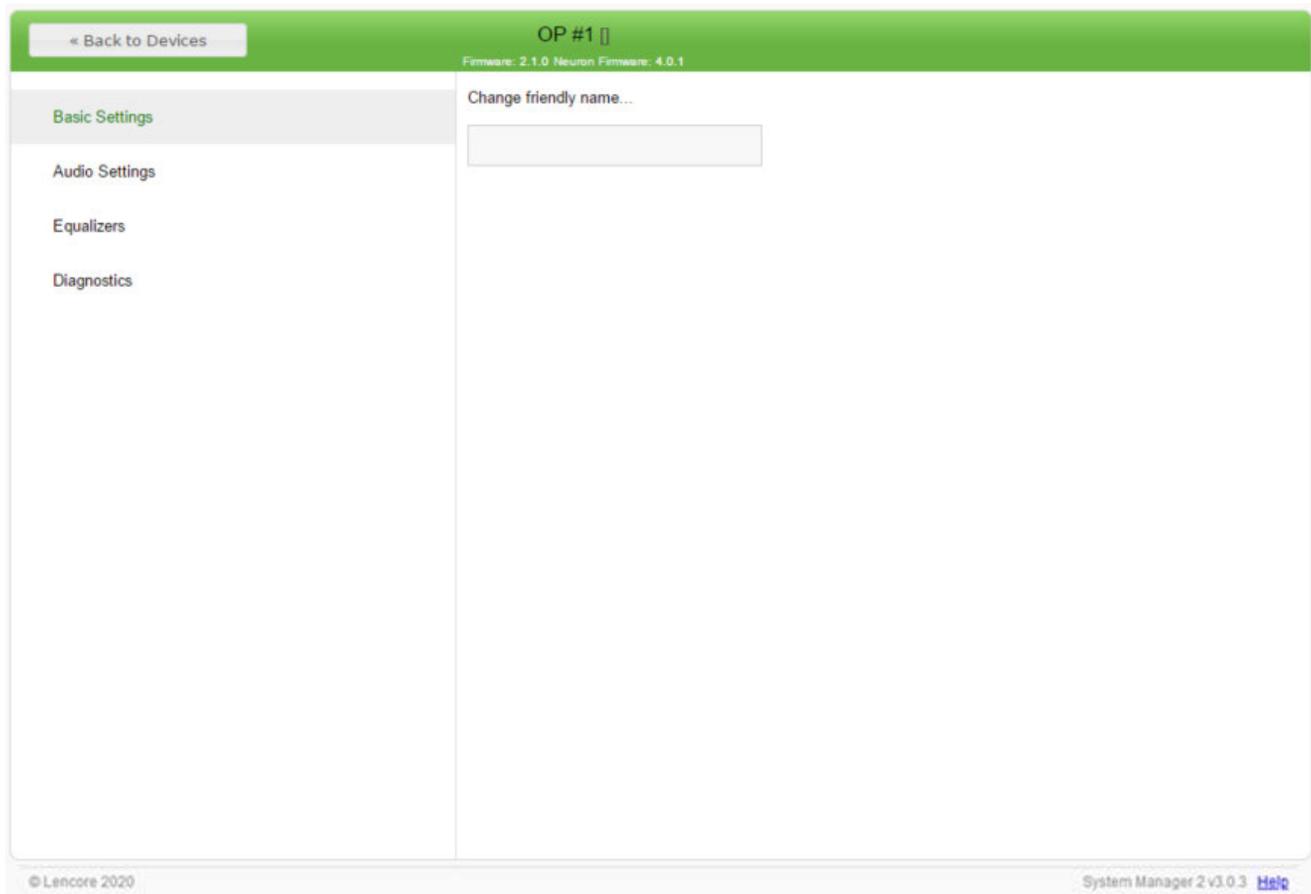


The Devices Edit screen consists of four primary options, located on the left side of the screen. The functionality of these options will be detailed in the following pages.

- Basic Settings
- Audio Settings\*
- Equalizers\*
- Diagnostics

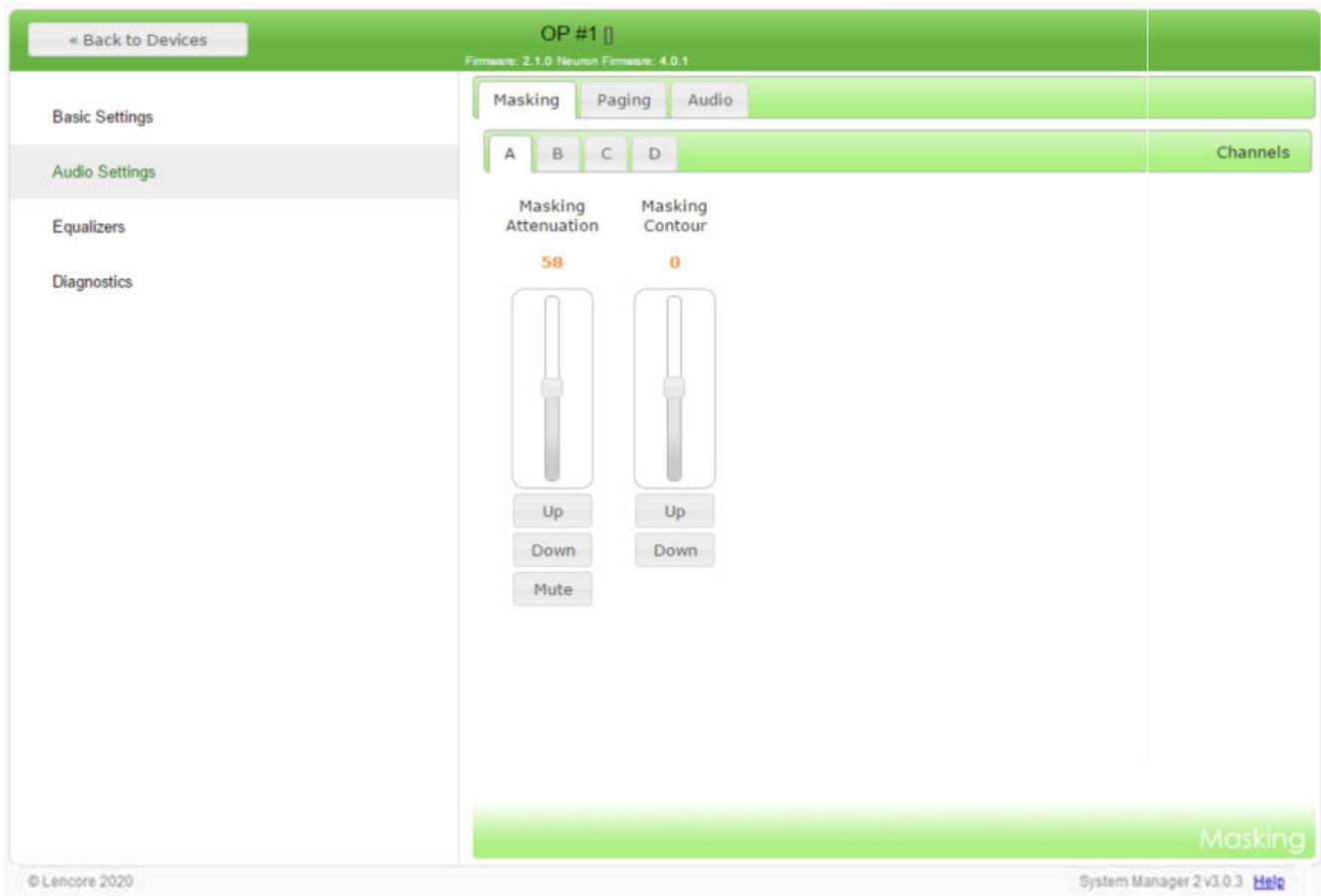
*\*not available for RIB devices*

## Basic Settings



The Basic Settings page allows you to change the Friendly Name of the device to a more descriptive or easily recognizable name.

## Audio Settings

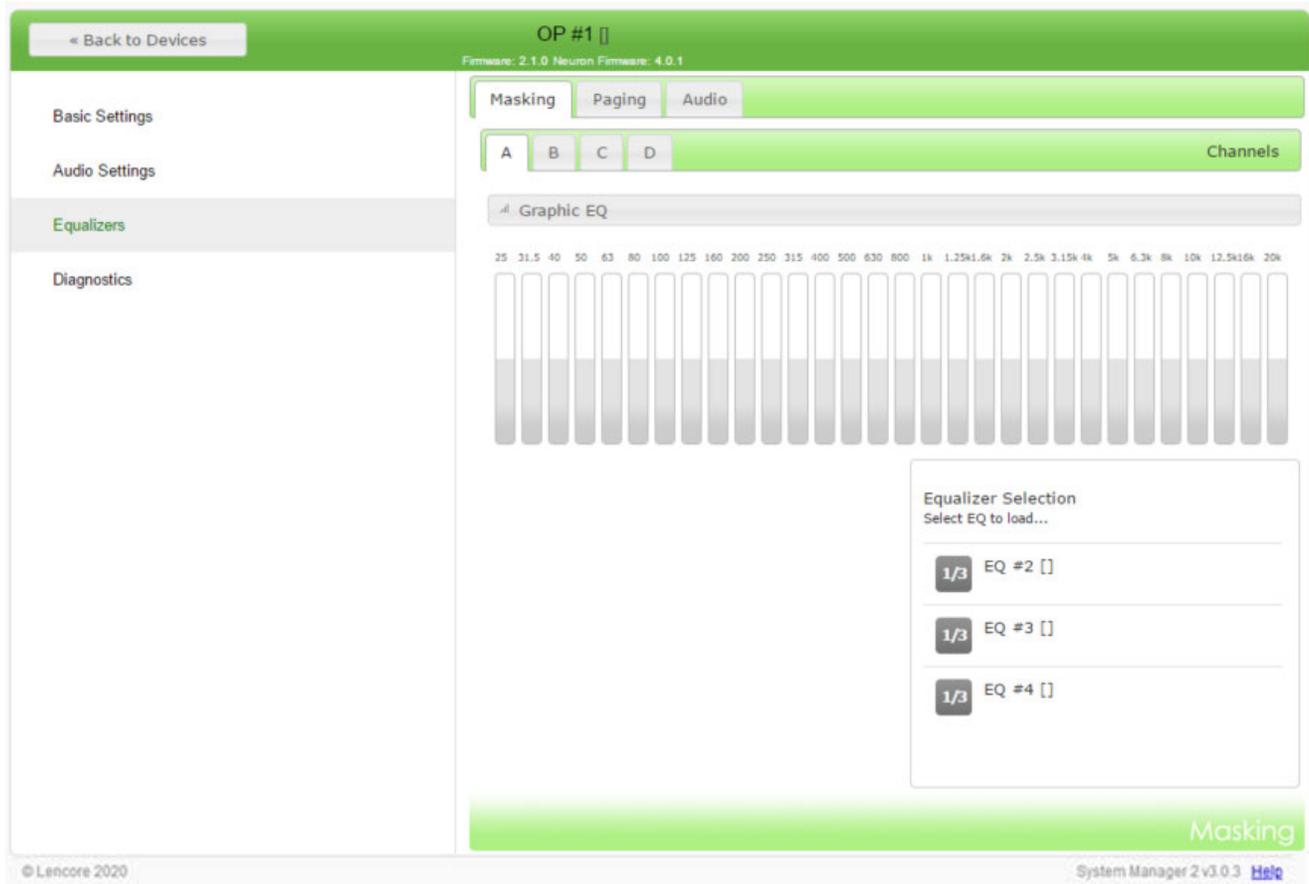


The Audio Settings page allows you to configure the following categories for each of the OP Channels:

- Masking (Attenuation and Contour)
- Paging (Attenuation Only)
- Audio (Attenuation Only)

The options available will be determined by the type of OP selected and which tab is currently being edited (OP/Masking tab shown above). Audio Settings are not available for RIB devices.

## Equalizers



The Equalizers page allows you to edit the equalizer information for each OP Channel within each of the 3 categories: Masking, Paging & Audio (Paging & Audio are coupled).

Click on an Equalizer band to bring up an adjustment level in the bottom left of the screen.

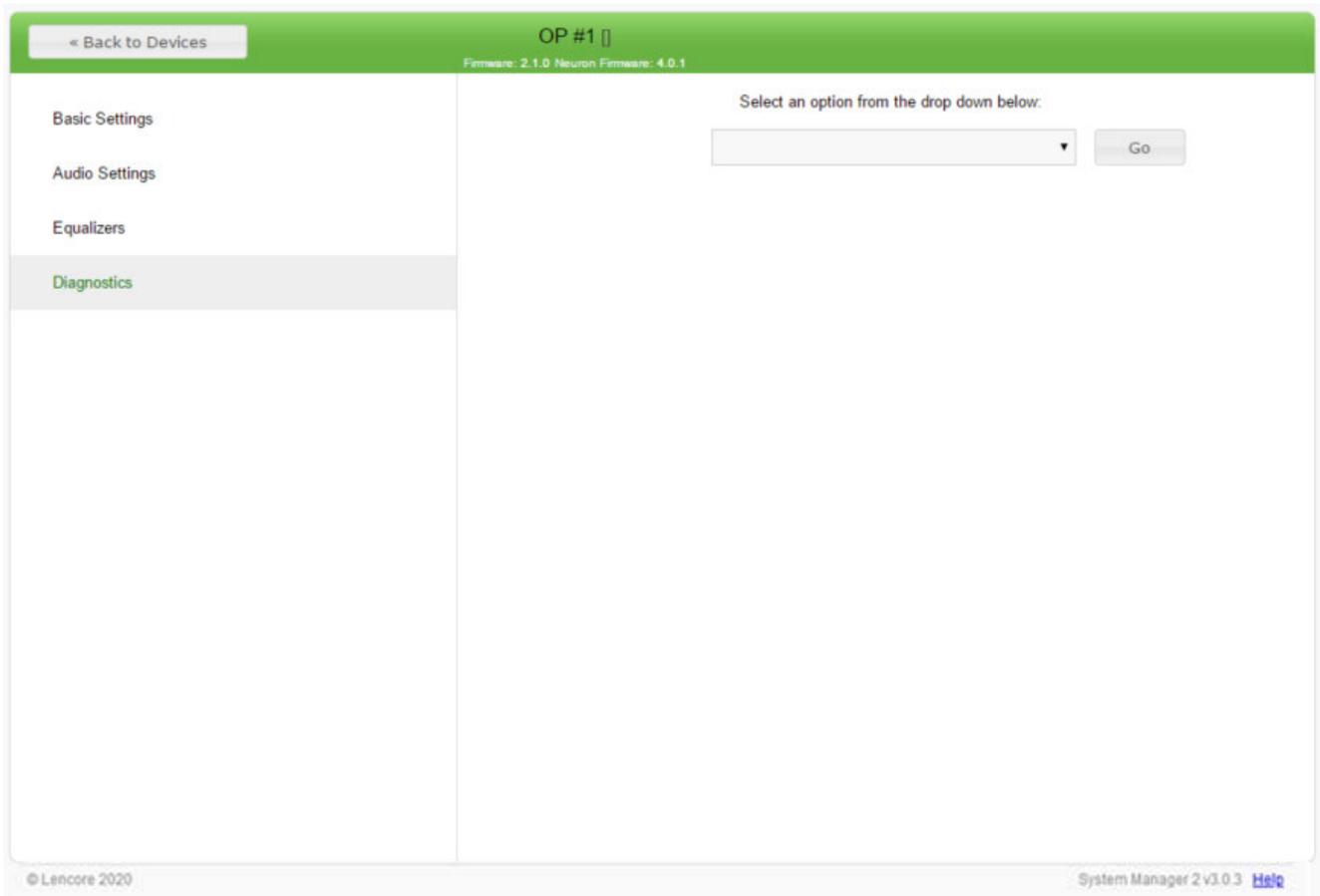
Level adjustment can be accomplished in one of three ways:

- Clicking the Up/Down buttons below the level
- Selecting the level slider and using the keyboard Up/Down arrow keys
- Selecting the text field above the level and manually entering in a value

After making any desired adjustments to the current band, hit the keyboard Tab key to move to the next Equalizer band (or manually click the desired band to move to). Whichever method of adjustment was last used (Slider/Text Entry) will remain the method of adjustment (until changed).

Equalizer Settings are not available for RIB devices.

## Diagnostics (Online Devices)



The Diagnostics page for online devices allows for advanced diagnostic actions. When first selected, you will be presented with a drop-down list. The available options will differ depending on the device type, as noted below.

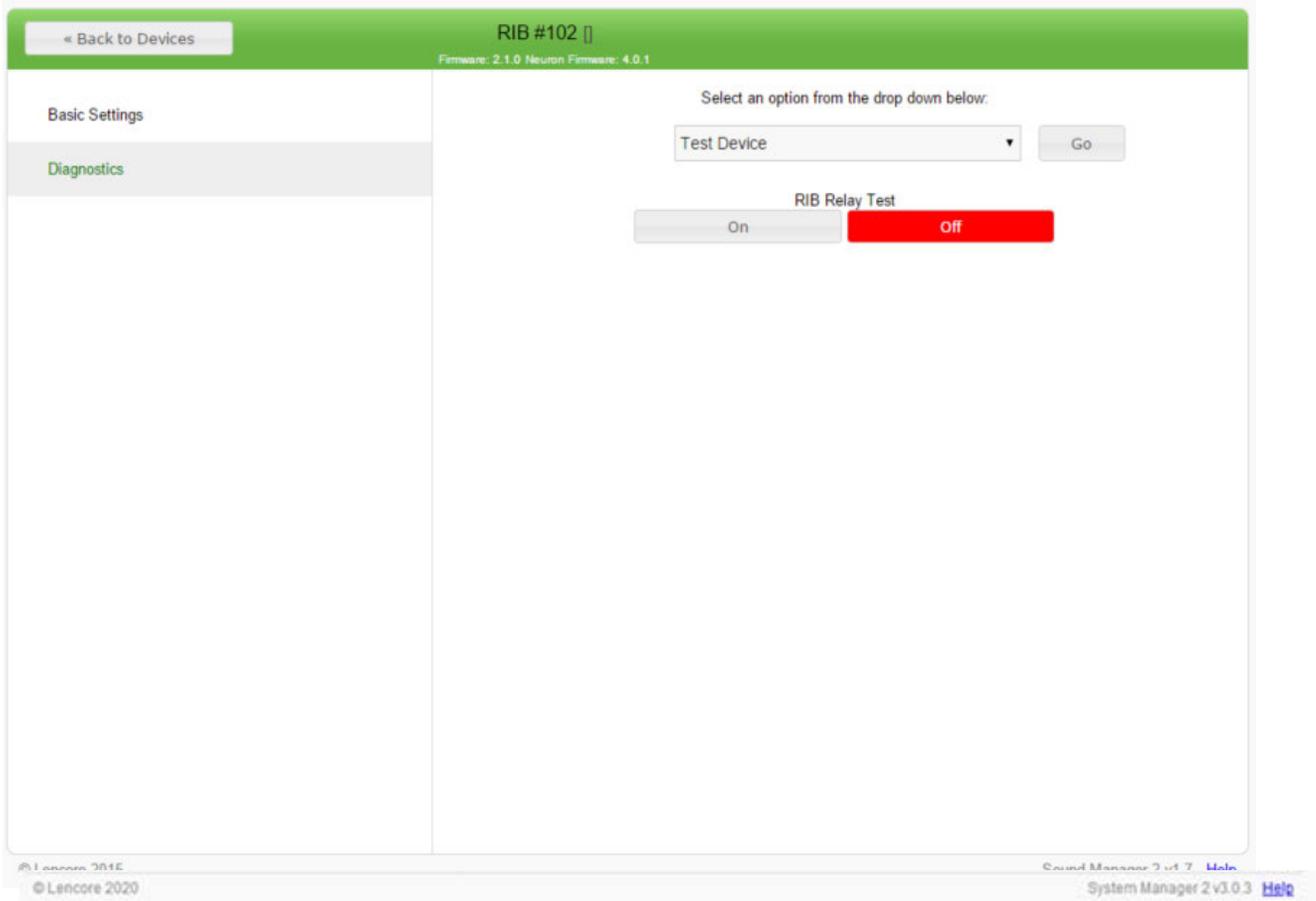
Once an option is selected and the “Go” button is pressed, an additional confirmation dialogue will appear to confirm the action. Once confirmed, the action will be performed.

### i.Net OP

- Initialize Device: queries the OP for the current values
- Save to Flash: allow you to save the current settings for the selected OP to non-volatile (permanent) memory.
- Reboot Device: reboots the physical OP hardware
- Reset Device: resets and restores values to what had previously been saved to flash for the selected OP.
- Set Factory Defaults: removes values saved to flash for the selected OP.
- Delete Device: deletes the record of the OP from the app.

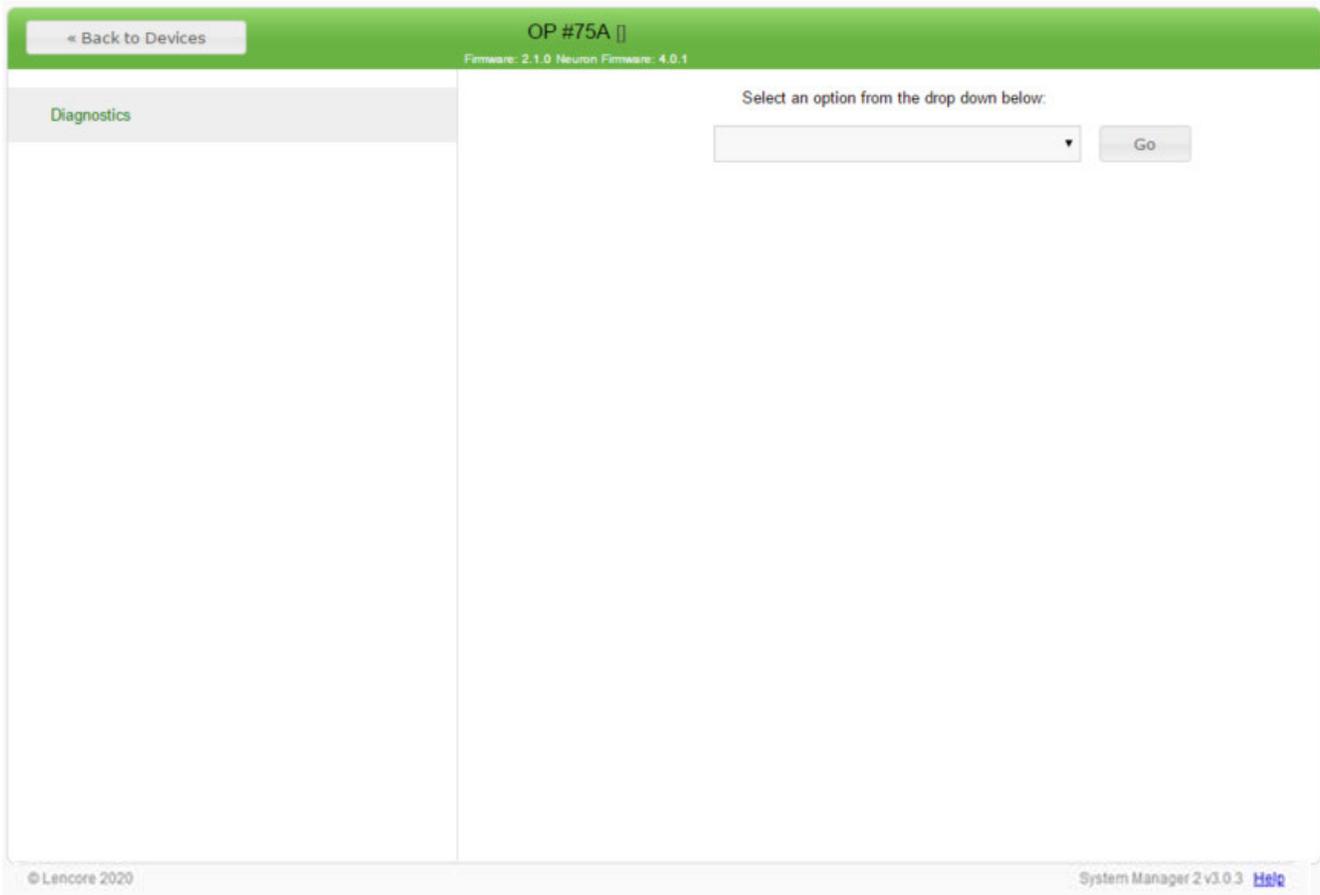
Note, any of the above selections, except for Save to Flash, will cause the OP to go offline.

## Diagnostics – RIB Options (Test Device)



The Test Device page for RIB devices provides on/off buttons to be used for testing the relays on the RIB device.

## Diagnostics (Offline Devices)



The Diagnostics page for offline OP's allows for advanced diagnostic actions. When first selected, you will be presented with a drop-down list with the following options:

- Check Online: rechecks status to see if the OP is online
- Reboot OP: reboots the physical OP hardware (only applicable if the Neuron is communicating but the DSP is not)
- Delete OP: deletes the record of the OP from the app.

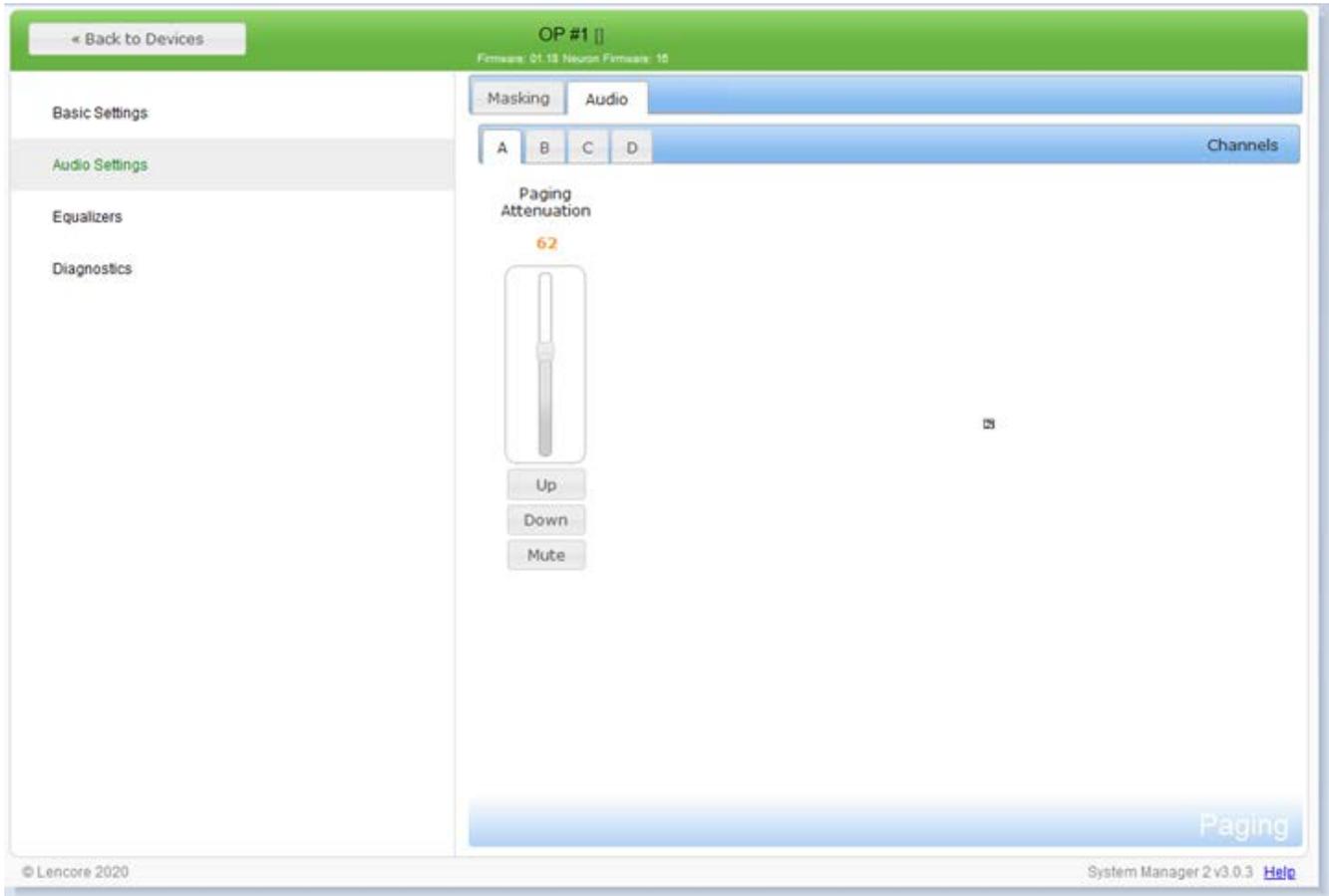
Once an option is selected and the "Go" button is pressed, an additional confirmation dialogue will appear to confirm the action. Once confirmed, the action will be performed.

## Basic Settings

The screenshot shows a web interface for configuring a zone. At the top, there is a green header bar with a button labeled « Back to Zones » on the left and the text "Zone #1 []" on the right. Below the header is a sidebar menu with four items: "Basic Settings" (which is highlighted), "Audio Settings", "Channel Assignments", and "Delete This Zone". The main content area on the right contains the text "Change friendly name..." followed by a text input field.

The Basic Settings page allows you to change the Friendly Name of the Zone to a more descriptive or easily recognizable name.

## Audio Settings



The Audio Settings page allows you to adjust the setting for each of the following categories:

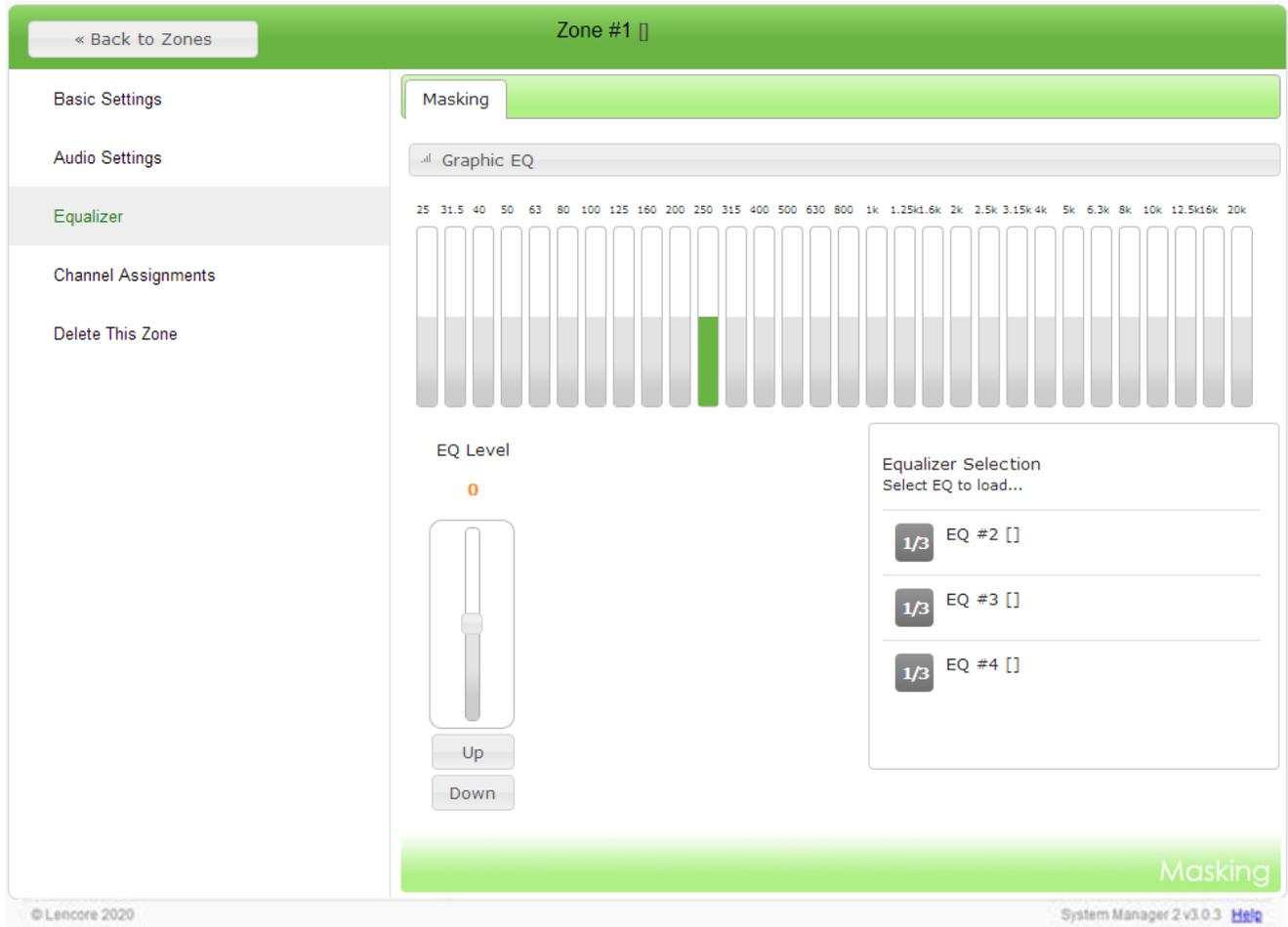
- Masking (Attenuation and Contour)
- Paging (Attenuation Only)
- Audio (Attenuation Only)

The options available will be determined by which zone type is currently being edited (Paging shown above).

The Paging and Audio tabs allow you to adjust the Attenuation for each source individually.

**Note:** Lencore's MPI includes an Emergency Page feature. The Emergency Page feature is activated by calling the extension of the MPI and pressing 99# on the phone keypad. The Emergency page will mute sound masking and music and will be an all-call page.

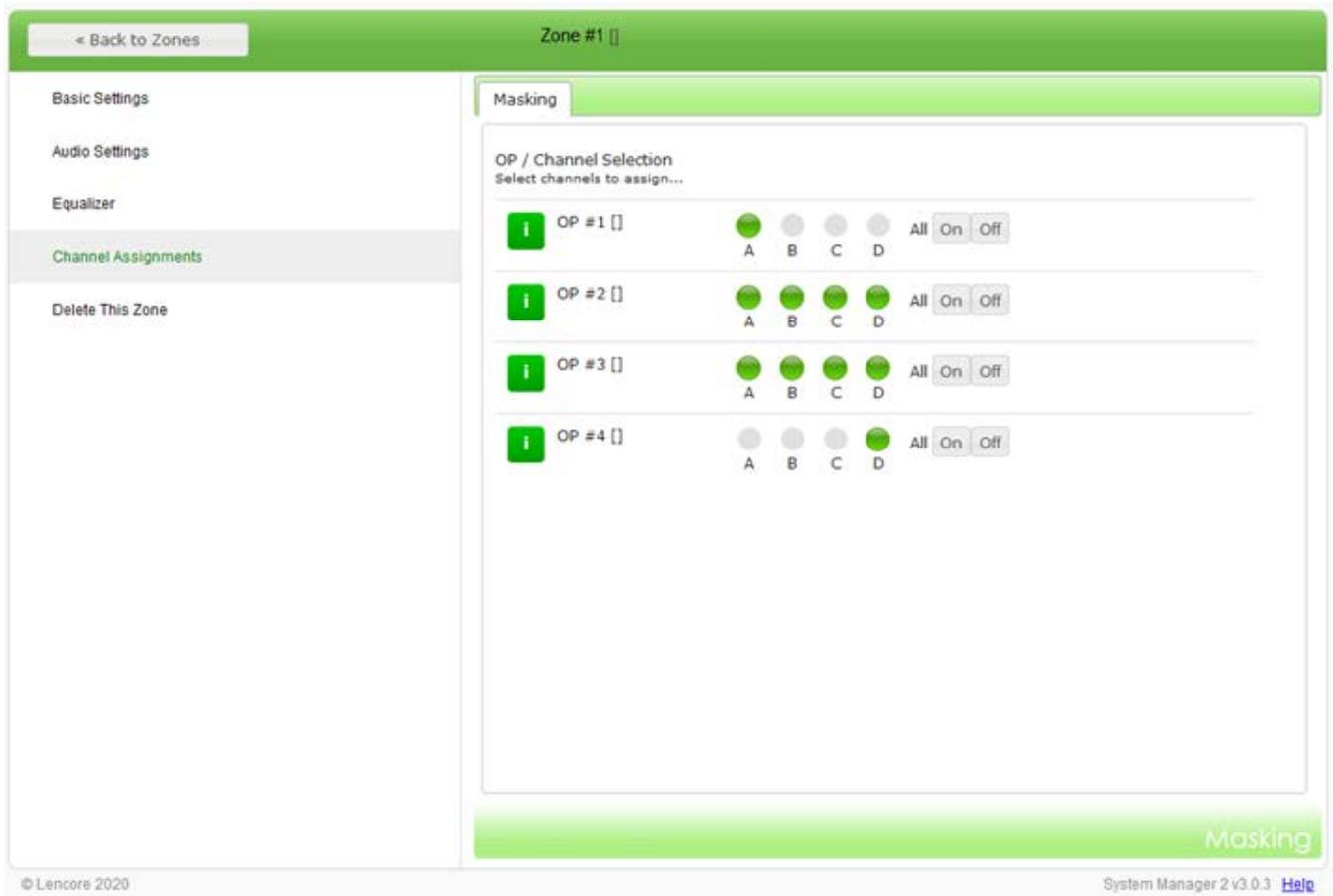
## (30 Band EQ Masking Only)



The Equalizer page allows you to edit the equalizer information for the Zone within the Masking category only.

The Equalizer Selection area at the bottom right allows you to select an existing equalizer.

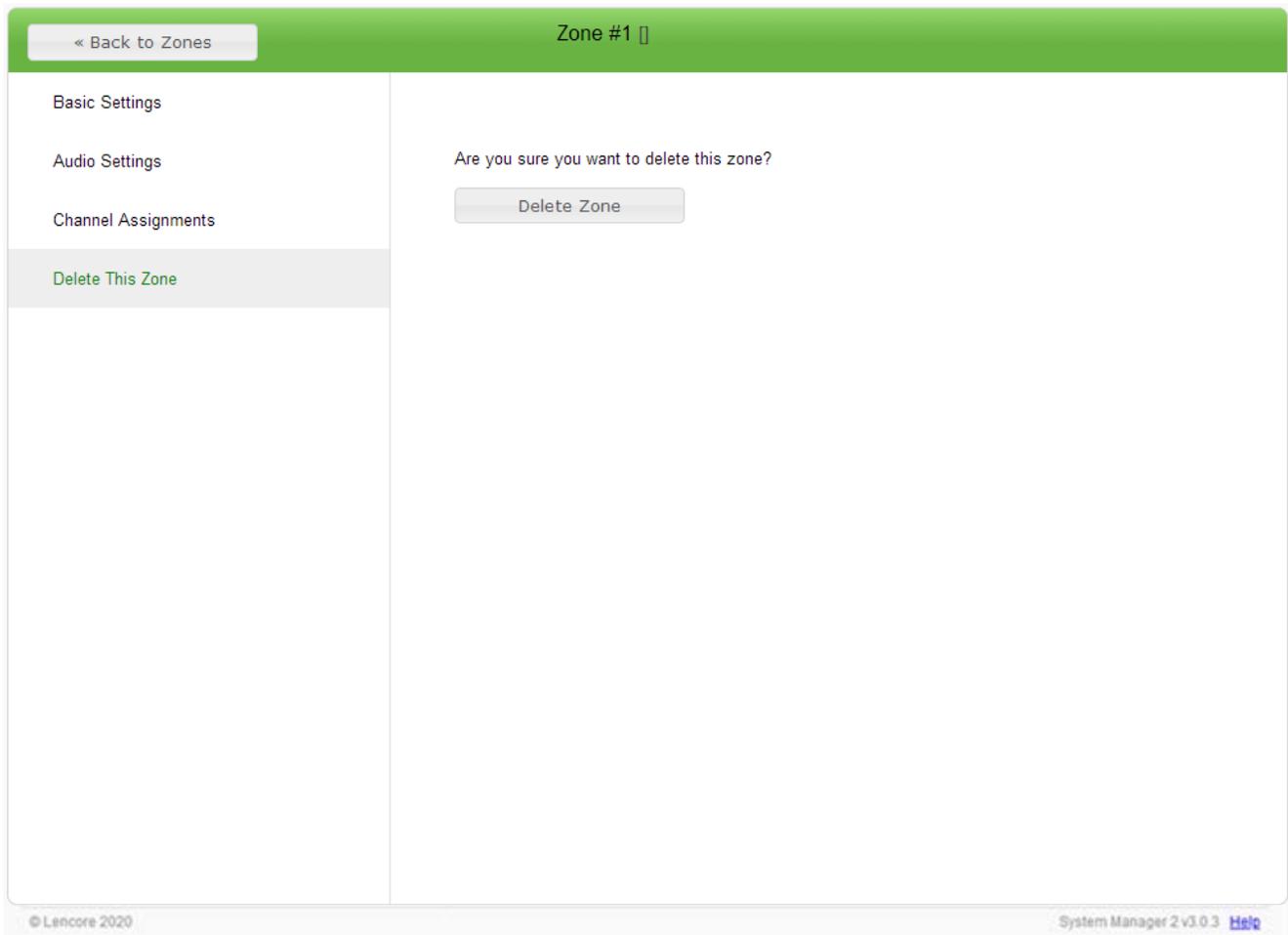
## Channel Assignments



The Channel Assignments page allows you to select the individual channels for each OP that will be adjusted in the Audio Settings tab. Only channels that have been assigned on this page will be changed when updating the Audio Settings page.

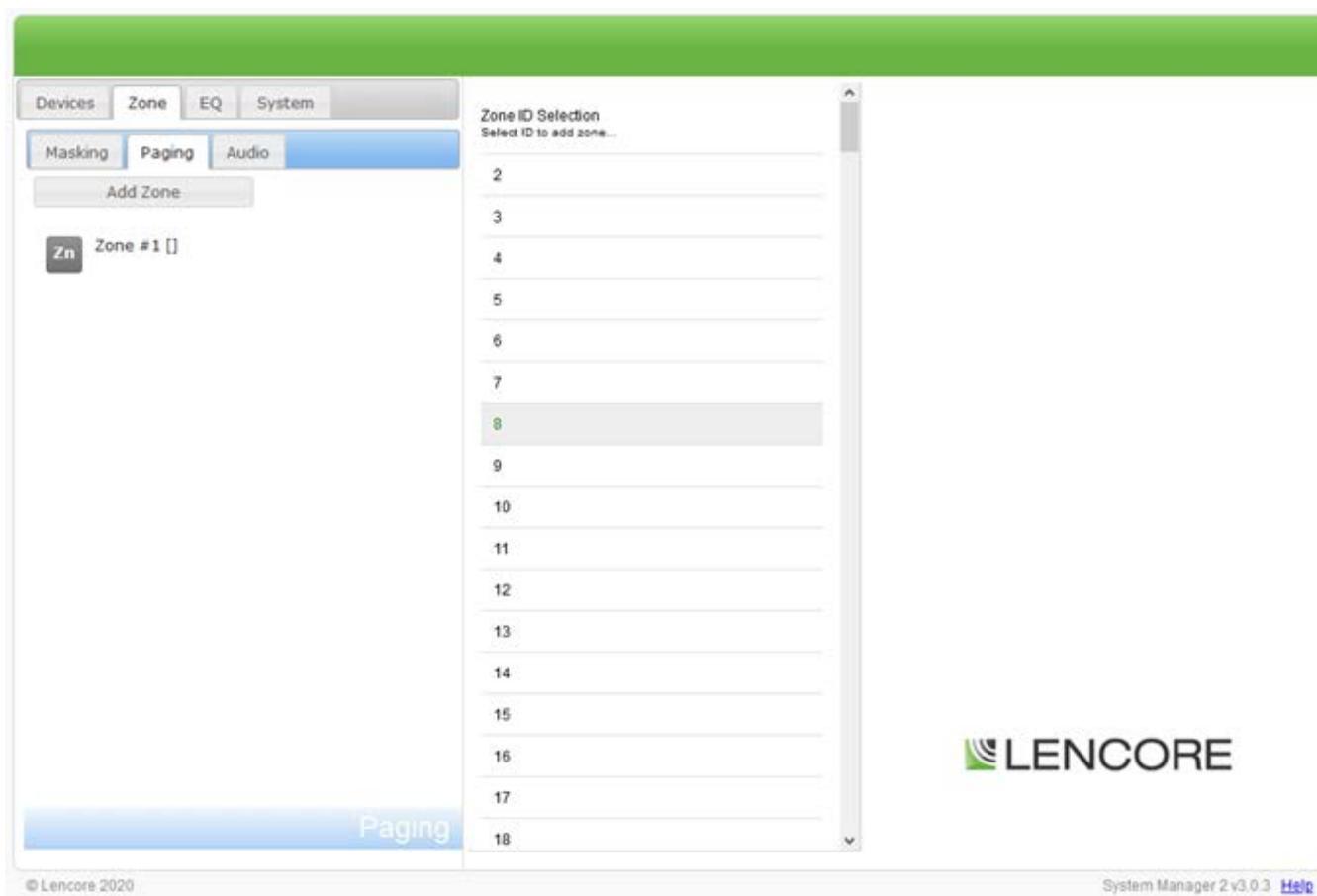
Note: The OP Channel settings - both Masking Attenuation and Contour follow the last command they are given. The command can be initiated by a Zones Masking Attenuation / Contour Control or at the individual OP Channel controls. Which ever control is adjusted last will determine the OP Channel settings.

## Delete This Zone



The Delete This Zone page allows you to delete the currently selected zone.

## Add a Zone

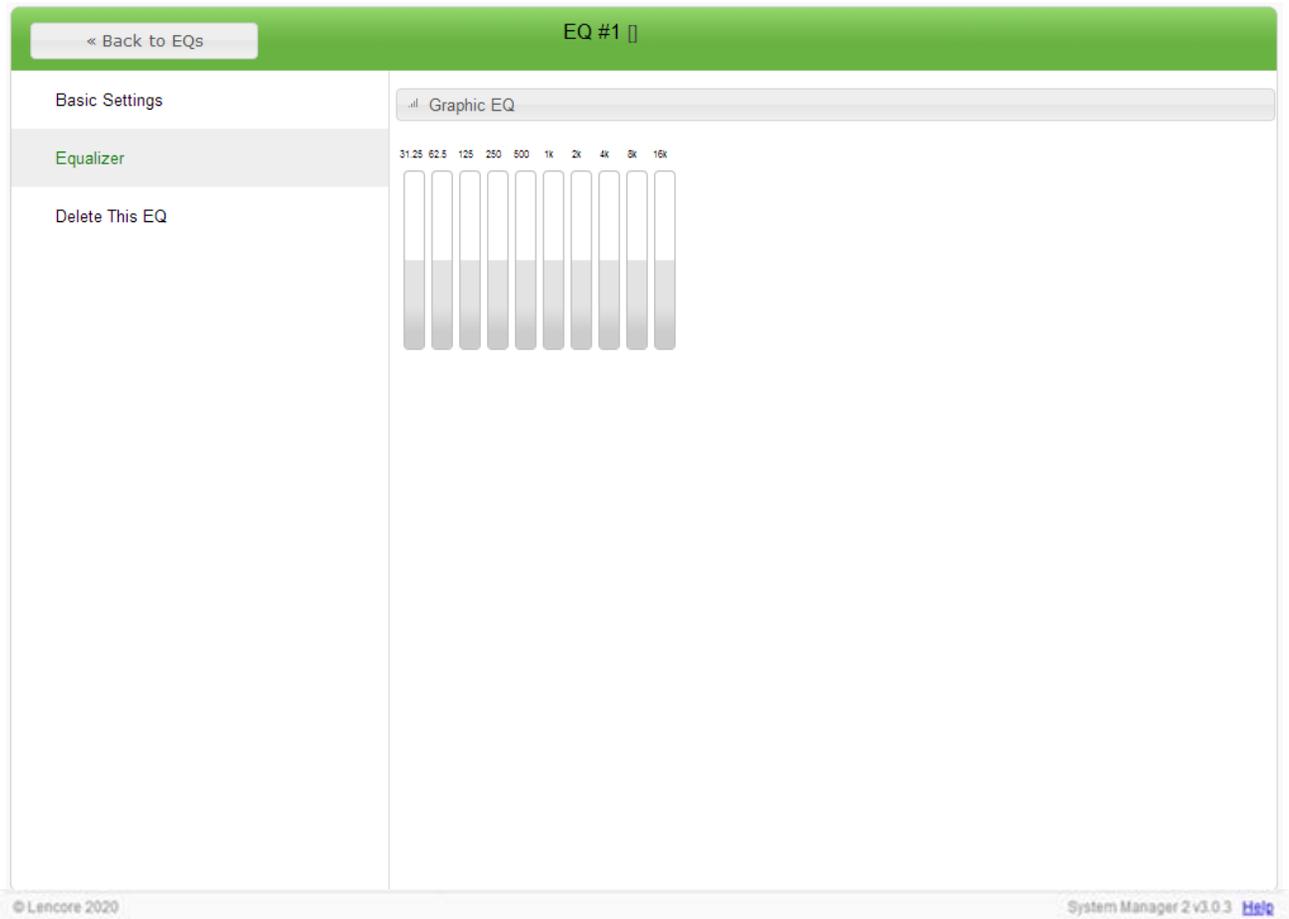


After selecting the Add Zone button, a second menu will appear in the center of the page which allows you to select the Zone ID for the newly created zone. Once a Zone ID has been selected, the new zone will appear in the left most menu.

*Note: Paging Zones 81 through 84 are reserved for Prerecorded Messages and Break Tones and cannot be changed. They are automatically designated as "ALL CALL" Zones meaning they cannot be assigned to individual channels. Zone ID's are listed as 1-98 while omitting Zone ID's 81-84.*

*Note: Lencore's MPI includes an Emergency Page feature. The Emergency Page feature is activated by calling the extension of the MPI and pressing 99# on the phone keypad. The Emergency page will mute sound masking and music and will be an all-call page.*

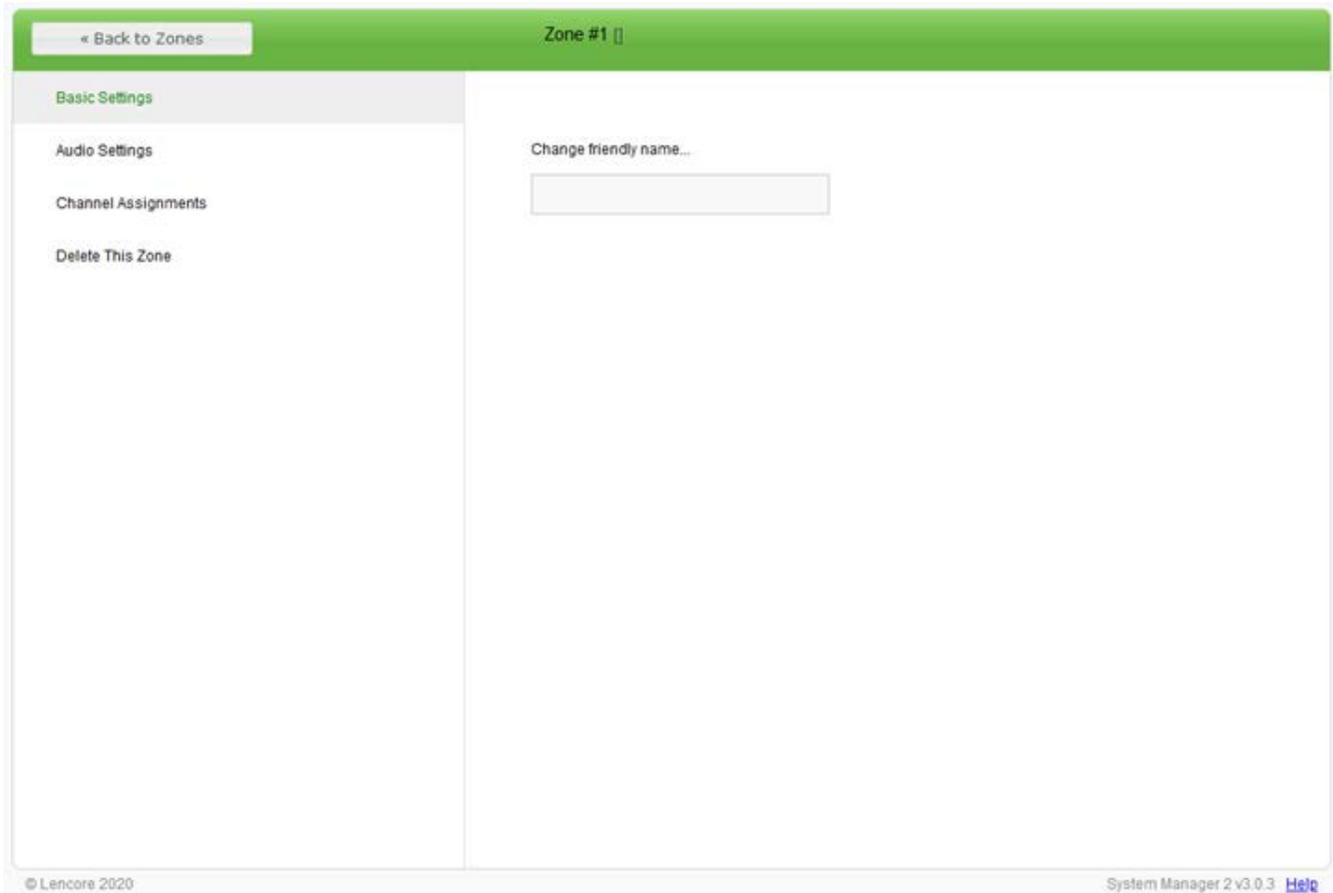
## EQ Edit



The EQ Edit screen consists of three primary options, located on the left side of the screen. The functionality of these options will be detailed in the following pages.

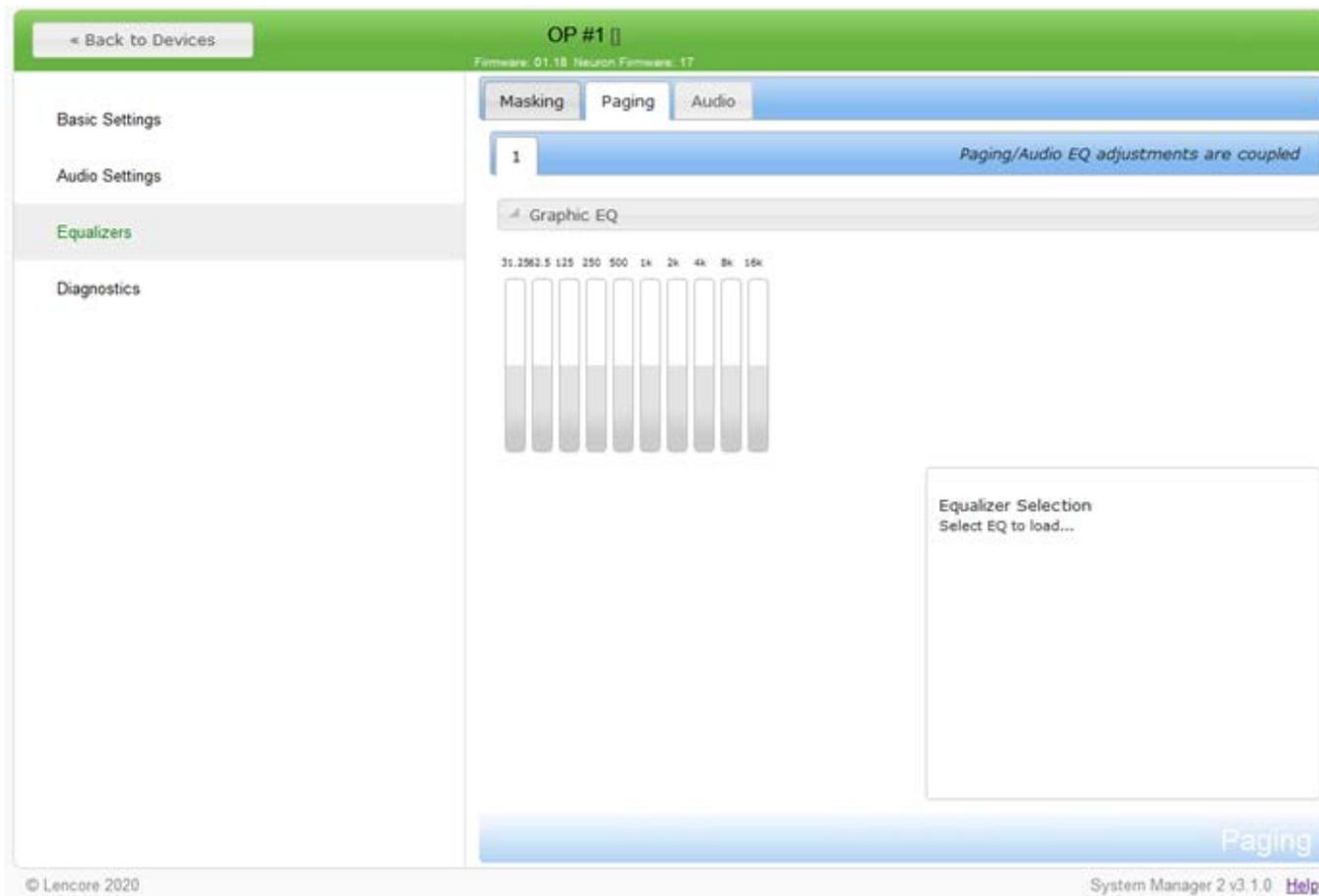
- Basic Settings
- Equalizer
- Delete This EQ

## Basic Settings



The Basic Settings page allows you to change the Friendly Name of the EQ to a more descriptive or easily recognizable name.

## Equalizer



The Equalizer page allows you to edit the level information for the EQ.

**Note: The 10 Band EQ when applied is coupled to both Paging & Audio. You cannot EQ them separately.**

## System

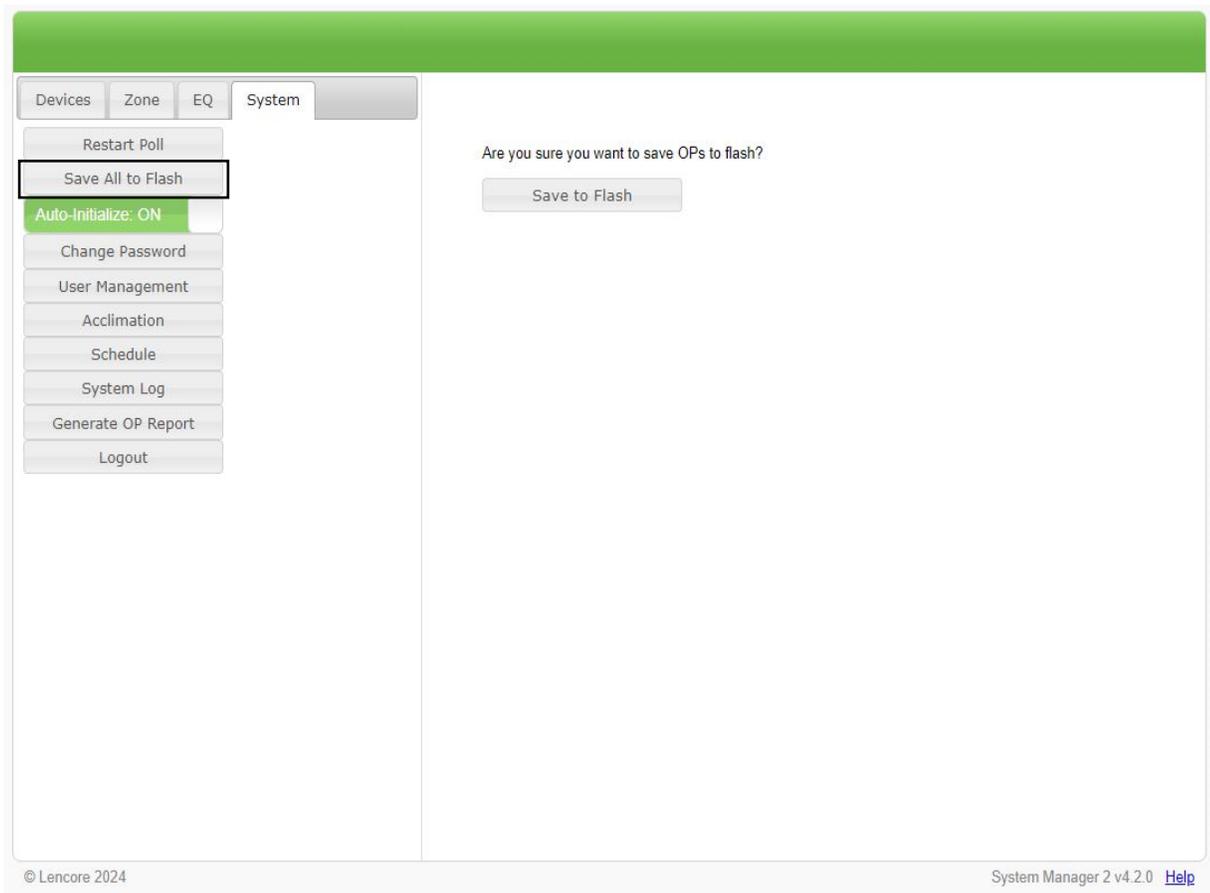
### Restart Poll

The screenshot displays the 'System' tab in the System Manager 2 v4.2.0 interface. On the left, a sidebar menu lists various system management options: Restart Poll (highlighted with a black border), Save All to Flash, Auto-Initialize: ON (with a green toggle switch), Change Password, User Management, Acclimation, Schedule, System Log, Generate OP Report, and Logout. The main content area on the right shows a confirmation dialog with the text 'Are you sure you want to restart the poll?' and a single 'Restart Poll' button.

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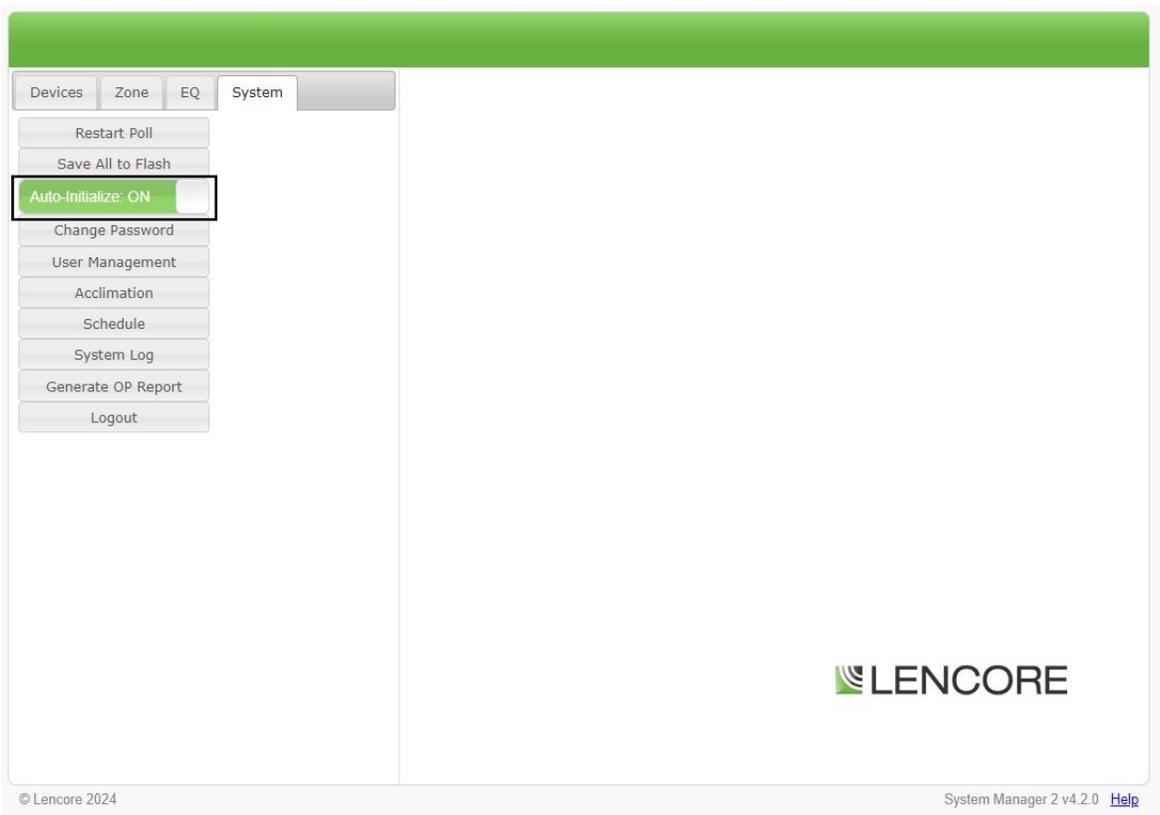
The Restart Poll page allows you to stop the poll at the current location and restart it at the top of the OP list.

## Save All to Flash



The Save All to Flash page allows you to save the current settings for all OP's to non-volatile (permanent) memory. Note, Mutes are not saved when performing a Save All To Flash.

## Auto-Initialize



Turning Auto-Initialize on will find all the OP's in the system and get the current state of the device. Turning Auto-Initialize off will also find all the OP's in the system but will not get the current state of the device, only whether it is online or not. Auto-Initialize is set to ON in a new install. Once changed, the Auto-Initialize state will be saved and remain at the last selected state until changed again.

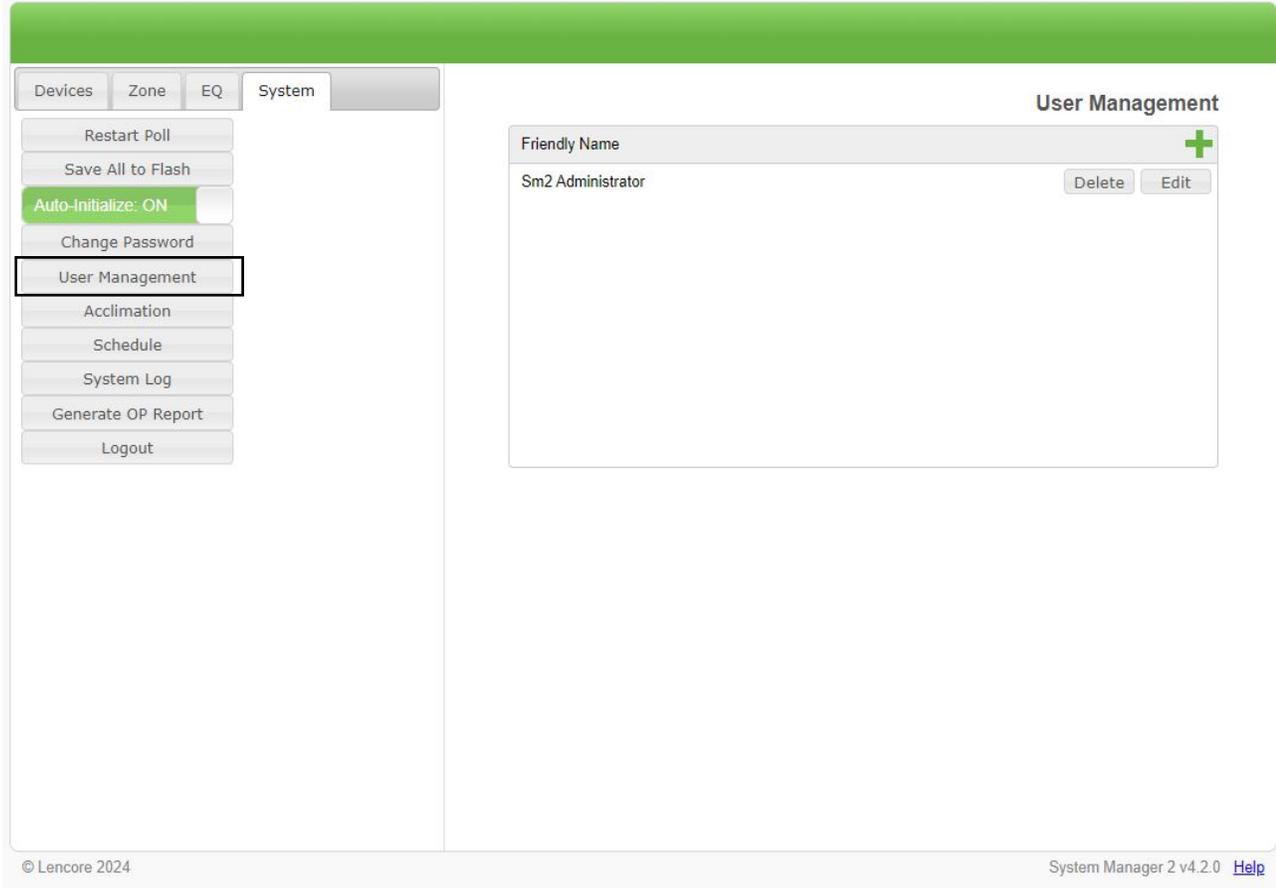
## Change Password

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System Manager 2 v4.2.0 [Help](#)

The Change Password page allows you to change the master password required to access the system from the Log-In screen.

## User Management



The User Management page allows you to add new users or edit/delete existing users.

Clicking on the green “+” sign on the top-right corner will bring up a subpage (shown above) where required user details are to be entered. Clicking “Save” will save the new user and the new user name will appear in the main list. Clicking “Cancel” will hide the entry subpage and no changes will be stored.

Clicking “Edit” for an existing user will bring up a subpage (shown above), populated with the current user information for editing. Once updated with the new information, clicking “Save” will save the updated information for the user. Clicking “Cancel” will hide the entry subpage and no updated information will be stored.

Clicking “Delete” within an existing user row will bring up a popup to confirm the deletion of the user. Clicking “Delete” on this popup will remove the user from the system. Clicking “Cancel” on this popup will close the popup with no changes.

*Note: the default administrator Username and Password are both “comfort” (case-sensitive).*

## System Log

Date	Time	Mode	Action	Details
7/14/2025	2:23:29 PM	comfort	ZONEASSIGN	OP: 1 Channel: B Contro
7/14/2025	2:23:29 PM	comfort	ZONEASSIGN	OP: 1 Channel: C Contro
7/14/2025	2:23:29 PM	comfort	ZONEASSIGN	OP: 1 Channel: D Contro
7/14/2025	2:25:07 PM	comfort	ZONECONTROL	Zone: 1 Control: MaskAtt
7/14/2025	2:25:32 PM	comfort	ZONEASSIGN	OP: 2 Channel: A Contro
7/14/2025	2:25:32 PM	comfort	ZONEASSIGN	OP: 2 Channel: B Contro
7/14/2025	2:25:32 PM	comfort	ZONEASSIGN	OP: 2 Channel: C Contro
7/14/2025	2:25:32 PM	comfort	ZONEASSIGN	OP: 2 Channel: D Contro
7/14/2025	2:26:09 PM	comfort	ZONECONTROL	Zone: 1 Control: MaskAtt
7/14/2025	2:27:06 PM	comfort	ZONECONTROL	Zone: 1 Control: MaskCo
7/14/2025	2:27:21 PM	comfort	ZONECONTROL	Zone: 1 Control: MaskAtt
7/14/2025	2:27:44 PM	comfort	ZONECONTROL	Zone: 1 Control: MaskCo
7/14/2025	2:27:51 PM	comfort	ZONECONTROL	Zone: 1 Control: MaskAtt
7/14/2025	2:29:55 PM	comfort	ZONECONTROL	Zone: 1 Control: MaskEC
7/14/2025	2:32:47 PM	comfort	ZONECONTROL	Zone: 2 Control: MaskAtt
7/14/2025	2:32:51 PM	comfort	ZONECONTROL	Zone: 2 Control: MaskCo

The System Log page allows you to view, download or clear the log of user activity on the system.

Clicking “Download Log” will download the zipped CSV file directly to the default download location on your PC.

Clicking “Clear Log” will bring up a popup to confirm the clearing of the log entries. Clicking “Clear” on this popup will permanently delete all current entries from the user log. Clicking “Cancel” on this popup will close the popup with no changes.

## Generate OP Report

The screenshot displays the 'System' management interface. The top navigation bar includes tabs for 'Devices', 'Zone', 'EQ', and 'System'. The left sidebar lists various system management functions: 'Restart Poll', 'Save All to Flash', 'Auto-Initialize: ON' (with a toggle switch), 'Change Password', 'User Management', 'Acclimation', 'Schedule', 'System Log', 'Generate OP Report' (highlighted with a black border), and 'Logout'. The main content area features the text 'Generate OP Report...' and a 'Start' button. The footer contains the copyright information '© Lencore 2024' and the version 'System Manager 2 v4.2.0' with a 'Help' link.

The Generate OP Report page allows you to generate a comma-delimited report of all the values associated with all the OP's, as well as download the generated report for further reference and processing.

## Logout

Devices Zone EQ System

Restart Poll

Save All to Flash

Auto-Initialize: ON

Change Password

User Management

Acclimation

Schedule

System Log

Generate OP Report

Logout

You are about to logout, do you want to save settings to flash?

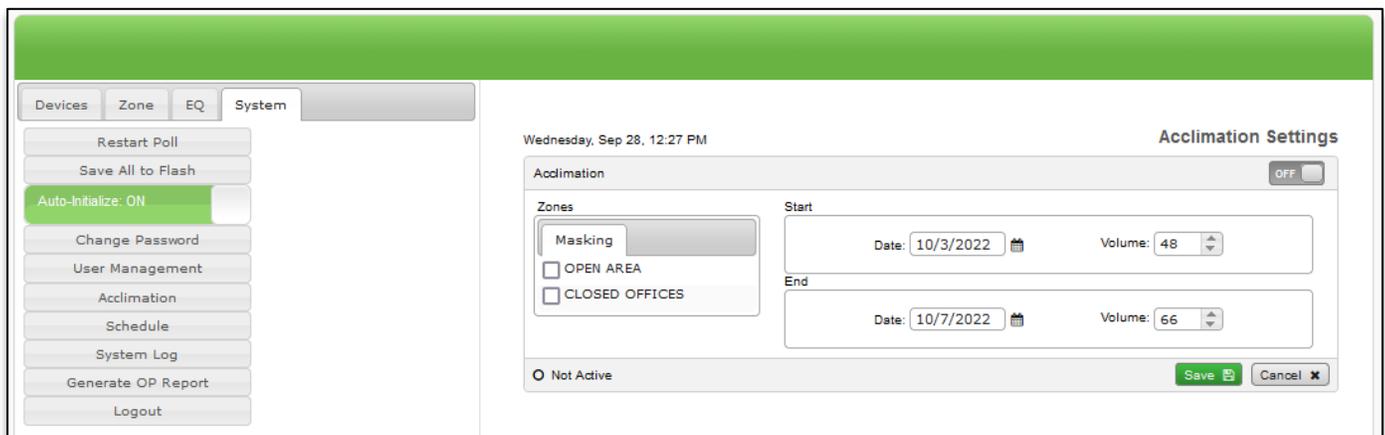
Yes No

© Lencore 2024 System Manager 2 v4.2.0 [Help](#)

The Logout page will log out of the current user and return to the Log-In screen.

## System Tab | Acclimation

What is acclimation? Acclimation of the sound masking system enables the user to program the system to increase or “ramp up” the sound masking levels over a specific date range. This approach to introducing sound masking is not uncommon and is often employed when a space is occupied, and we do not wish to alter the environment in a way that calls attention to itself. In this way the sound masking will be increased over time to allow the occupants to “acclimate” to the changes in their environment.



The screenshot shows the 'System' tab in the Lencore interface. On the left, there is a sidebar with various system management buttons: Restart Poll, Save All to Flash, Auto-Initialize: ON (highlighted in green), Change Password, User Management, Acclimation (selected), Schedule, System Log, Generate OP Report, and Logout. The main content area is titled 'Acclimation Settings' and shows the current date and time as 'Wednesday, Sep 28, 12:27 PM'. The 'Acclimation' section has an 'OFF' toggle switch. Under 'Zones', there are three options: 'Masking' (selected), 'OPEN AREA', and 'CLOSED OFFICES'. The 'Start' section has a date field set to '10/3/2022' and a volume field set to '48'. The 'End' section has a date field set to '10/7/2022' and a volume field set to '65'. At the bottom, there is a 'Not Active' radio button, a 'Save' button, and a 'Cancel' button.

Begin at the Zone Tab to create your ZONE(s)

1. Navigate to the ZONE Tab
2. Create a Masking Zone including all channels within the OPEN OFFICE area (As an example)
3. Navigate to the SYSTEM Tab
4. Select the ACCLIMATION Button
5. On the right side of the Acclimation window - click the checkbox next to your target ZONE to include it. (You may include multiple zones if desired.)
6. Set your START DATE
7. Set your START VOLUME
8. Set your END DATE
9. Set your END Volume
10. Select “Save”
11. Turn **ACCLIMATION ON** using the ON/OFF “switch” (It will turn GREEN)

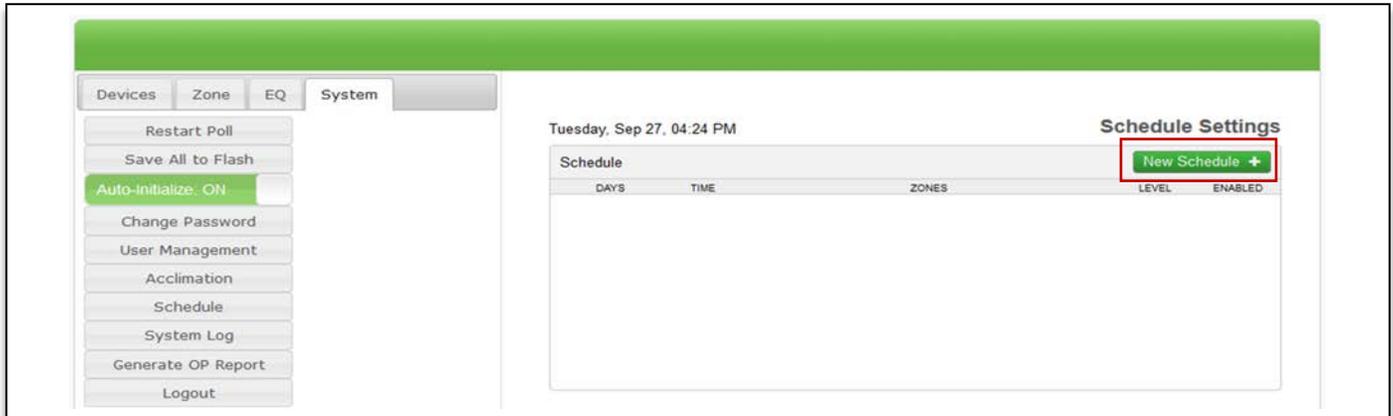
Your Acclimation schedule is now set to run. The Masking levels will increase from their starting level to the final level during the programmed time period.

## System Tab | Scheduler

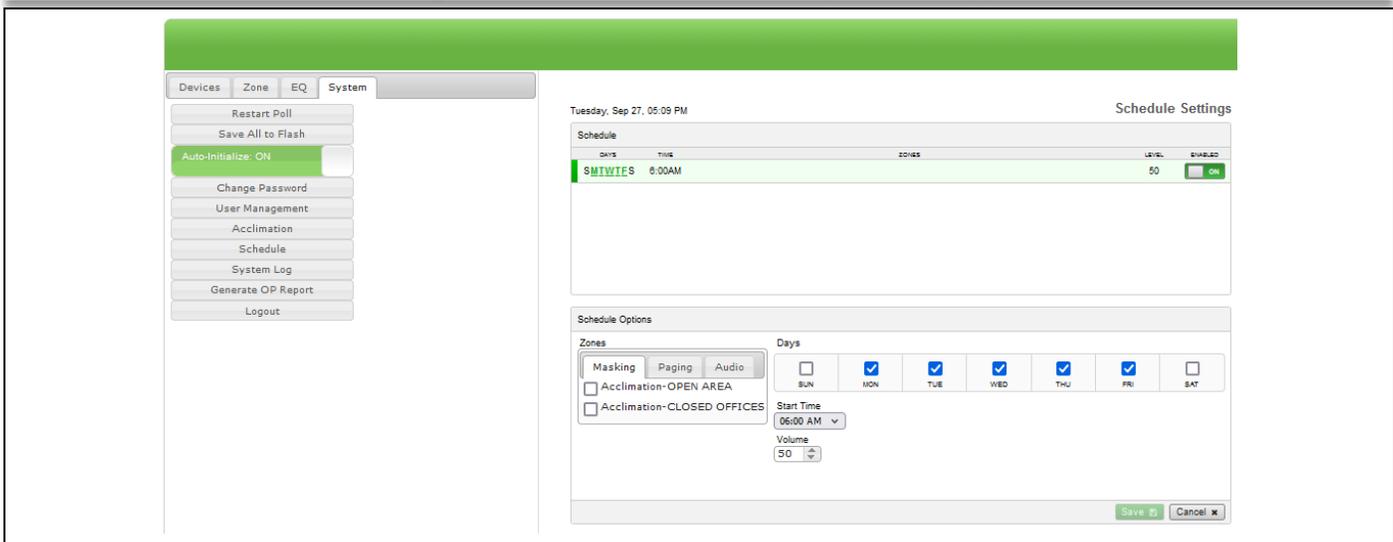
The Schedule function enables the user to set Masking, Paging and Audio levels to automatically be adjusted at specific times. An example of where this function may be implemented would be a facility with a “day shift”, and with a greatly reduced staff during the “night shift”. This ensures masking levels during the two shifts remains effective and comfortable regardless of the number of people occupying the space.

Navigate to the **Zone Tab** and create your ZONE(s)

1. Navigate to the ZONE Tab
2. Create a Masking Zone including all channels within the OPEN OFFICE area (As an example)
3. Navigate to the SYSTEM Tab
4. Select the “Schedule” Button
5. Select “New Schedule” on the right side of your window.

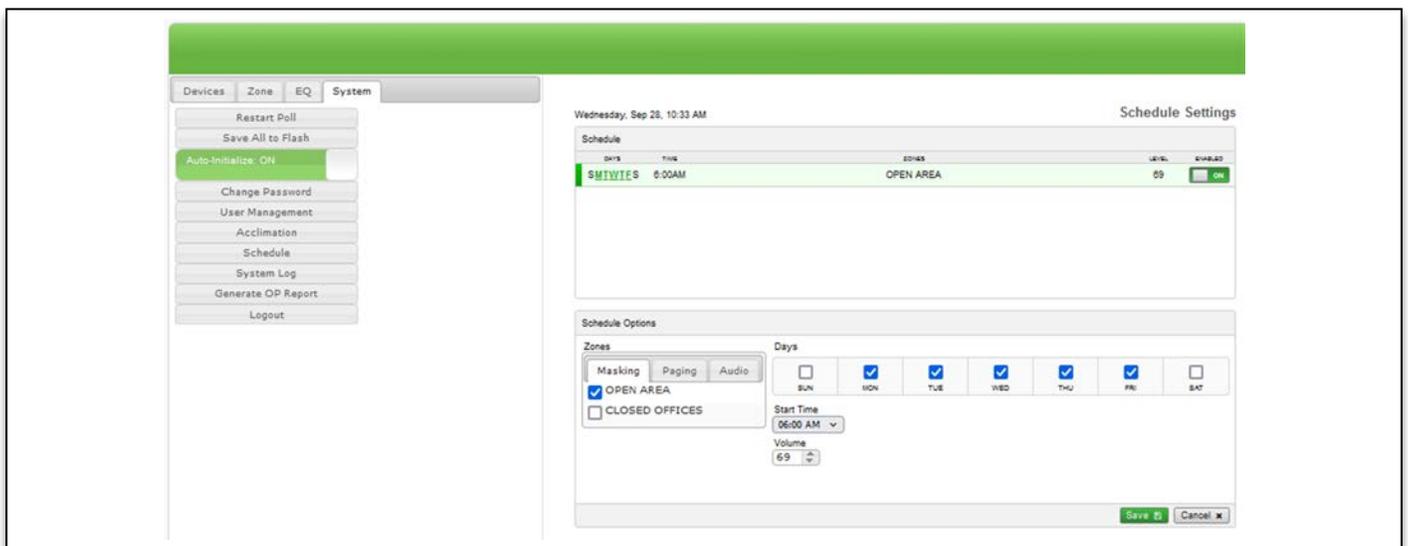


After selecting “New Schedule” the Schedule options will appear below.



**Schedule Options:** The Schedule defaults to a Monday – Friday “work week”. Create the Schedule that best suits your environment. To create a Masking Schedule:

1. Select the **Masking Tab**
2. Select the **Zone(s)** to include
3. Select the “**Days**” of the week you wish to include
4. Set the “**Start Time**”
5. Set the “**Volume**”
6. Select “**Save**” The Schedule will be automatically “Enabled” under the Schedule Settings



Follow these steps to create additional Masking schedules as well as for any Paging & Audio Schedules.

## Configuring Email Notifications

The Lencore G8350 and A1U Gold headends can be configured to work with your email server to enable notification of a system fault via email alerts. Your **IT department assigns an IP address for the unit** and provides the necessary email server information to load into your Lencore system for monitoring and notification.

Using your web browser navigate to your devices IP address. Do not login to System Manager instead: **Click the link for System Settings** and log in. After logging into the System Settings navigate to the email configuration screen.

**Follow these steps to configure your system.**

1. Navigate to your system using a web browser
2. Click "System Settings" to log in



Please login to begin...

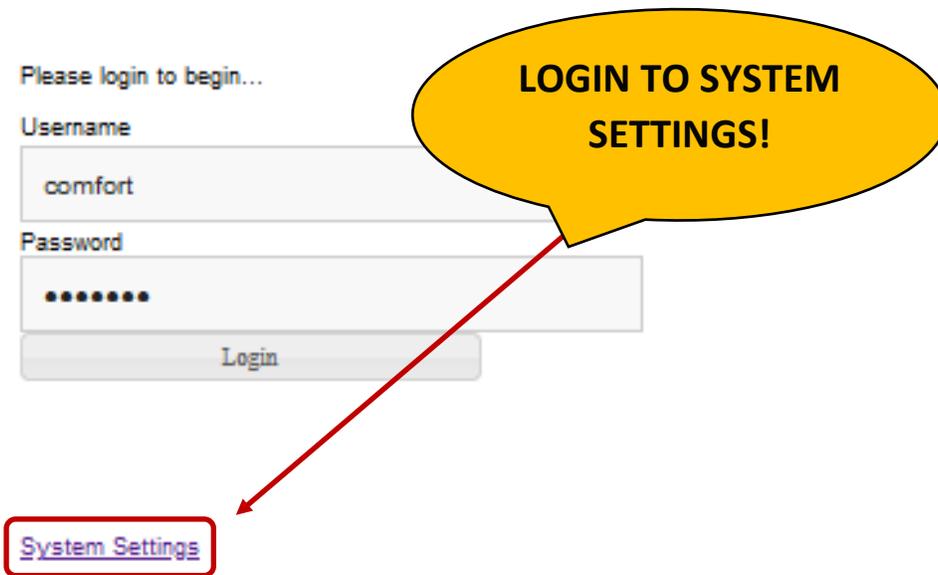
Username

Password

Login

**LOGIN TO SYSTEM SETTINGS!**

[System Settings](#)

A screenshot of a web-based login interface. At the top, it says "Please login to begin...". Below that are two input fields: "Username" with the text "comfort" and "Password" with masked characters "\*\*\*\*\*". A "Login" button is positioned below the password field. A yellow callout bubble with a black border and the text "LOGIN TO SYSTEM SETTINGS!" is positioned to the right of the login fields. A red arrow points from the bottom of the callout bubble to a blue underlined link labeled "System Settings" which is enclosed in a red rectangular box.

### Log into System Settings

3. Username-comfort
4. Password-comfort



Log In

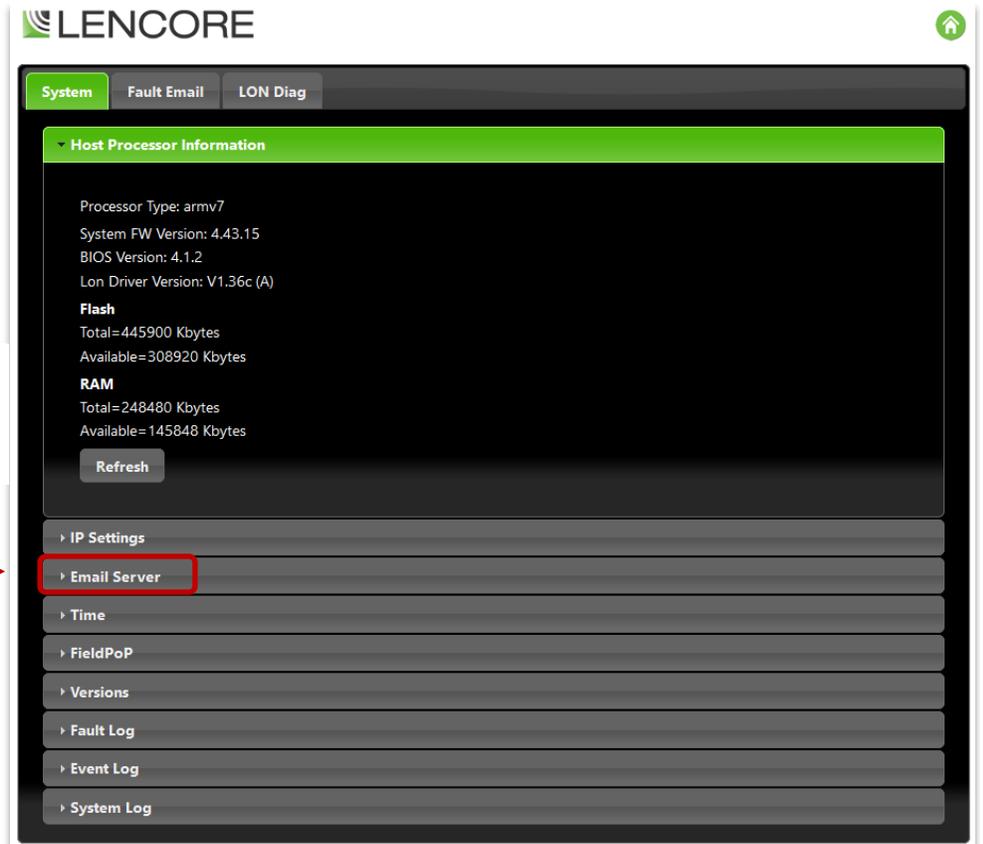
Username:

Password:

Submit

### Email Server Tab

5. Click the Email Server Option



LENCORE

System | Fault Email | LON Diag

Host Processor Information

Processor Type: armv7  
System FW Version: 4.43.15  
BIOS Version: 4.1.2  
Lon Driver Version: V1.36c (A)

Flash  
Total=445900 Kbytes  
Available=308920 Kbytes

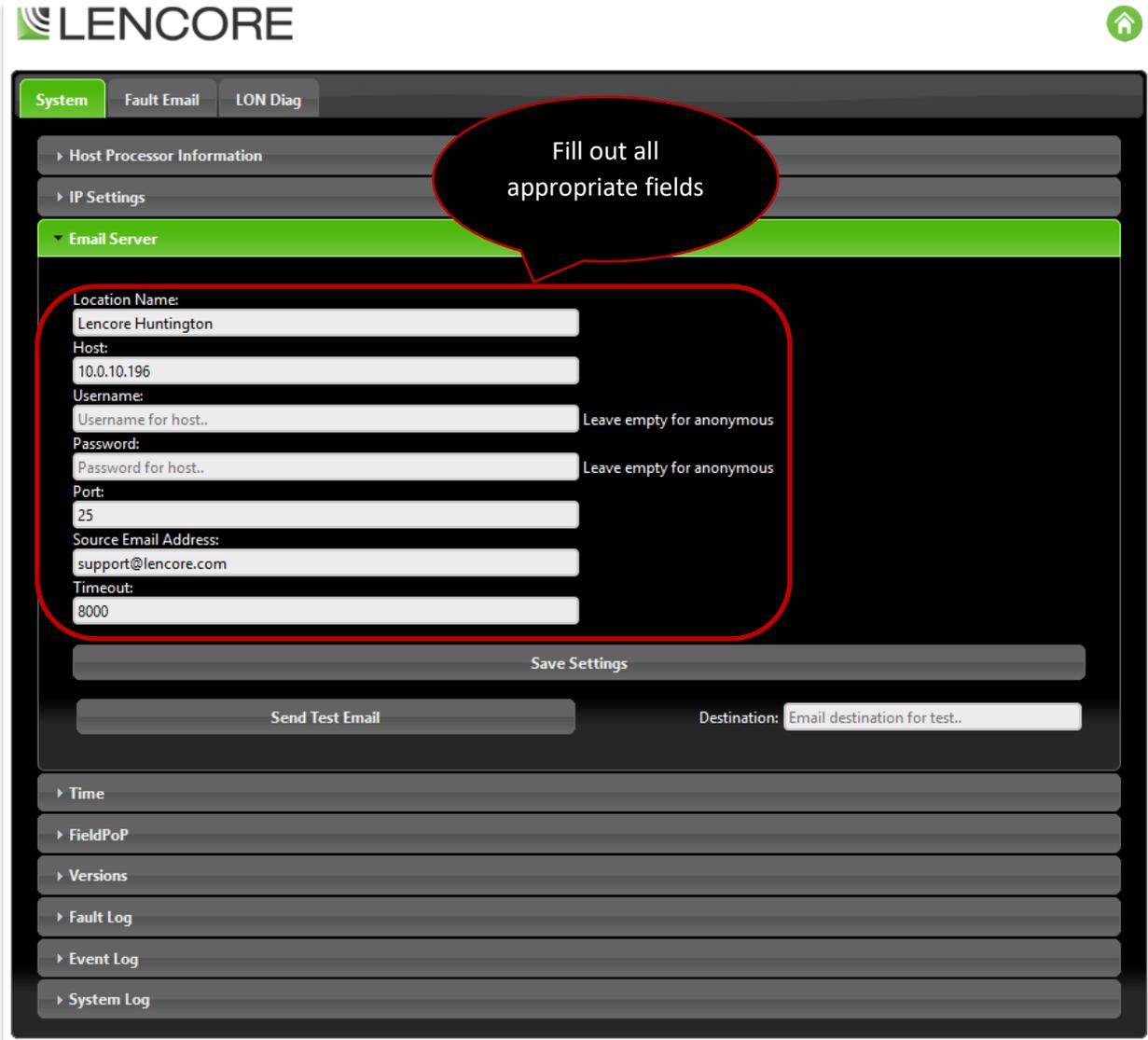
RAM  
Total=248480 Kbytes  
Available=145848 Kbytes

Refresh

IP Settings  
Email Server  
Time  
FieldPoP  
Versions  
Fault Log  
Event Log  
System Log

## Enter the Email Server Information

6. Populate all fields with **YOUR Sites** information
7. Save Settings (The Save Settings Button will be **Red** if not saved.)
8. Send Test Email-This can be inside or outside your organization.



**LENCORE**

System | Fault Email | LON Diag

▶ Host Processor Information

▶ IP Settings

▼ **Email Server**

Location Name:  
Lencore Huntington

Host:  
10.0.10.196

Username:  
Username for host.. Leave empty for anonymous

Password:  
Password for host.. Leave empty for anonymous

Port:  
25

Source Email Address:  
support@lencore.com

Timeout:  
8000

Save Settings

Send Test Email

Destination: Email destination for test..

▶ Time

▶ FieldPoP

▶ Versions

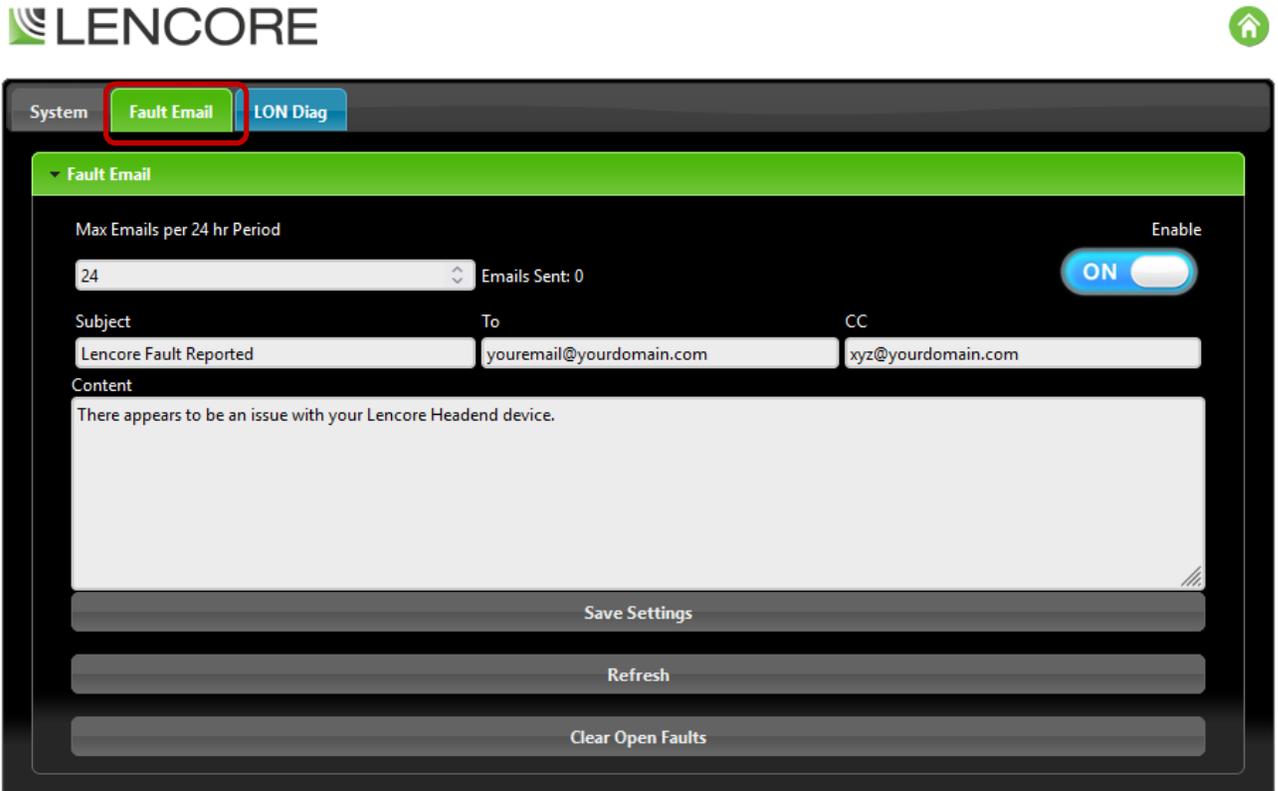
▶ Fault Log

▶ Event Log

▶ System Log

## Fault Email Notification

Navigate to the Fault Email tab. The Fault Email tab contains the language to be included when a fault email is issued.



1. Max Email per 24-hr Period - Set the number of emails you would like to receive within a 24-hour period.
2. Subject – Enter your Subject here.
3. TO - Who the email is being sent to
4. CC - Additional recipient. Only two email addresses can be added.
5. ENABLE the Fault Email by turning “on” the Enable switch.
6. Save your settings (The Save Settings Button will be **Red** if not saved.)

**Note:** You may wish to set up an email group or distribution list to assure receipt of the email notification by an active employee.

## **Keyboard Shortcuts**

### Main Devices, Zone, EQ, Source and System tabs

Use the Up/Down or Left/Right arrow keys to move between the main Devices, Zone, EQ and System tabs. The currently selected tab will be outlined in blue. Note, a tab must be selected manually with the mouse before these keyboard shortcuts will work. Pressing the “Escape” button will unselect the current tab and prevent the keyboard shortcuts from working until a tab is again selected manually with the mouse.

### Masking, Paging and Audio tabs

Use the “M”, “P” and “A” buttons to quickly move between Masking, Paging and Audio tabs wherever they appear throughout the system.

### Channel tabs

Use number buttons to quickly move between channels wherever they appear throughout the system. Number buttons 1 – 4 will switch between channels A – D where they appear and number buttons 1 – 8 will switch between channels 1 – 8 where they appear.

### Audio controls

Once a channel has been selected, press the “Tab” button to bring the audio control slider into focus (it will be outlined in blue). Once in focus, use the up and down arrow keys to adjust the slider up or down.

Alternatively, clicking on the orange value above the slider will allow you to manually enter in a value level. Once a value has been input, press “Enter” to save the value. To exit the text entry mode, press “Escape”.

### Equalizers

Press the “Tab” button to bring the next equalizer into focus. Once an equalizer has been selected, the control slider for that equalizer band will be brought into focus. Once in focus, use the up and down arrow keys to adjust the slider up or down.

Alternatively, clicking on the orange value above the slider will allow you to manually enter in a value level. Once a value has been input, press “Enter” to save the value. To exit the text entry mode, press “Escape”.

<b>Revision</b>	<b>Description of Revision</b>	<b>Author</b>	<b>Date</b>
<b>A</b>	Initial release		
<b>B</b>	Added Acclimation, Scheduler, Email Configuration	SJ	10/18/2022

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