Troubleshooting

The following are some common errors and solutions for ipromoh digital announcers.

Error Description	Probable Solution
iProMOH does not power up	Verify the 12v power adapter is connected between the iProMOHand the main outlet.
iProMOH is not downloading updates	Verify the Network cable is good. Verify the music/message provider's server is up.
Can't see iProMOH on network	Re-boot PC. Check iProMOH network cable is good.
Not hearing message through phone.	-verify that rca jack is connected to 8 or 600 ohm output and the other end is connected to the phone system. (refer to the telephone system's technical specs to determine correct output jack)
Audio does not play to the Telephone / instore system.	Verify the output volume control is not set too low. Verify the RCA cable is connected properly

Ipromoh LED light status:

Flashing Green - Normal Operation

Flashing Green and Amber - Upload/Download activity & admin connection

Solid Red - Error Condition (see manual)

Solid Green - Firmware Update/Start Up