

Related Product:

C-Soft, IP-223, C-6200, IP-1616, IP-2002

Question:

How can I troubleshoot IP Console and Gateway Audio Transport Across a Network?

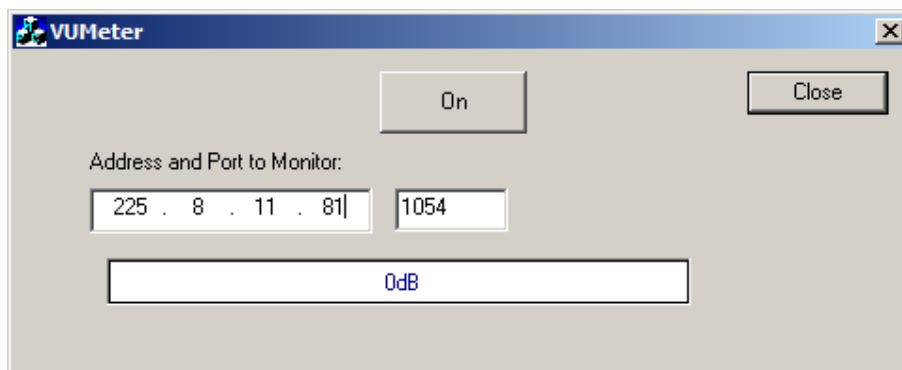
Solution:

On initial set up of a console system, often the most frequent problem is the failure of Consoles and IP-223s to communicate across the network.

Common causes of this are:

- Typos in addressing, such as multicast addresses and port numbers not matching on end to end devices.
- Firewall turned "ON" in console computers
- Multicast being blocked across the network due to router settings, etc

Use of the Telex "VU Meter" program is an excellent and quick way to determine if data is present on the correct port numbers. It can be downloaded at <http://www.telex.com/us/dispatch/file?i=97544&lg=eng>.



Open VU Meter with the appropriate multicast address and port number entered in the blanks. Turn the program on. Send a test call on the TX or RX port numbers and see if VU Meter indicates digital audio activity. You may open multiple instances of VU Meter to simultaneously monitor TX and RX port numbers.

Verification that audio data is being sent out on the correct address, but not arriving at the far end of the network may indicate a problem with network configurations, that is, blocking of multicast traffic. Please note that some newer switches are intelligent enough to contain routing functions, which can be unintentionally enabled in some situations.

Suggestions or comments:

Contact technical support with suggestions or comments concerning this application note.

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