

SchoolView

TROUBLESHOOTING GUIDE – TIER 1

IN SUPPORT OF SCHOOLVIEW VERSIONS 6 THROUGH 8.

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Troubleshooting Guide – Tier 1

USING THIS DOCUMENT

The purpose of this document is to provide direction for basic troubleshooting of an SchoolView system by an end-user or an integrator's first line support technician. This person will need to be able to physically touch the user interfaces and access the physical connections of the hardware (including some that may be protected by physical security measures).

The sections are organized first by location, then by typical issues which might be reported. Each section describes a procedure for basic troubleshooting of the issue it describes. After the completion of these procedures, first your SchoolView integrator and then perhaps SchoolView support will need to become involved to further diagnose the issue.

DOCUMENT CONVENTIONS

Input which needs to be entered exactly as shown will be in ***Bold Italics***.

ADMIN TOUCH PANEL

I AM UNABLE TO LOG IN

Most of the page flips on the admin touch panel, including every method to proceed past the splash page, are driven by software on the primary NetLinx NI-3100. If nothing happens when you touch the panel, check the following:

1. Is the touch panel powered on?
2. Is the touch panel on the network, and is it connected to the primary NetLinx NI-3100?
 - a. Enter the touch panel's [Setup](#) page and verify valid network configuration on the Protected Setup -> System Settings page.
 - i. If you can't press buttons on the setup pages, your touch panel likely needs to be [calibrated](#).
 - b. Verify master connection mode is set to URL and the primary NetLinx NI-3100 IP is correct.
 - i. If you need this information, contact your SchoolView integrator.
 - c. Use the built-in connection utility to verify that this connection is reliable.
 - d. If the settings appear correct, but the panel is not connected to the NetLinx NI-3100, reboot the panel.
 - e. If the panel still doesn't connect to the NetLinx NI-3100, check the status of the [NetLinx Masters](#).
3. If the connection to the primary NetLinx NI-3100 is established, touching the splash page should reveal the Login keypad.
4. The credentials used to proceed beyond the login prompt are ultimately defined inside the admin touch panel interface. The default account which has access to define other accounts uses the following default credentials:
Username: **Admin**
Password: **1379**
NOTE: Only the password is required to log into the admin touch panel.
5. As a last resort, you may try [rebooting](#) the primary NetLinx NI-3100. Be aware that this may interrupt other functionality which does not rely on the admin touch panel, such as scheduled bells, remote audio, classroom control and others. The system can take about five minutes to boot.
6. If a user has deleted and/or modified all user accounts to the point where login is impossible due to lack of permissions, SchoolView support will have to be contacted in order to re-establish a useable account. This may be possible to remedy via VPN remote access, if available, or a technician may need to receive a file from SchoolView support and transfer it to the primary NetLinx NI-3100 while on site.

I DO NOT HAVE ACCESS TO A FEATURE

If you're being told that you do not have access for a particular feature, then the credentials you provided to log into the touch panel do not have sufficient privileges. A user with access to the System Management/Settings feature will have to enable access to the feature in question for your credentials, as shown below:

1. Log in as a user which has access to the System Management/Settings feature, such as the default Admin account shown above.
2. Press System Management/Settings -> User Access.
3. Select the account you want to modify from the drop-down list.
4. Press the red or green dots next to features to enable or disable them for this account.
5. Exit to the splash page to save changes.
6. The newly modified user may now log in, with access to the desired features.

BELLS DO NOT RING

Bells are one of the core components of an SchoolView system, and as such are very robust and reliable. There are, however, several components involved in performing each bell event; each one must be online, configured and operational independently for the system to function properly. If bells won't ring, check the following:

1. Is the bell player online and connected?
 - a. This is one of the Barix Exstreamer 100s in the head end audio rack.
 - b. The green indicator on the front should be on and the red one should be off.
 - c. Check power, audio and network connections.
2. Is the USB flash drive inserted?
 - a. There should be a flash drive inserted in the USB port on the front of the bell player.
 - b. This flash drive contains the .mp3 files used to provide bell tones.
 - c. PLEASE NOTE: when the flash drive is inserted or removed, the device will reboot. Approximately 20 seconds later, the indicators on the front should return to normal.
3. Are the correct .mp3 files present on the flash drive?
 - a. Any tone name that is requested by an event must be on the flash drive.
 - b. Remove the flash drive and attach it to your PC, verify that the correct files are present.
 - c. Be sure to eject it properly from your PC before removal, then replace it in the bell player.
 - d. PLEASE NOTE: when the flash drive is inserted or removed, the device will reboot. Approximately 20 seconds later, the indicators on the front should return to normal.
 - e. After the bell player is finished rebooting, go back to the admin touch panel and press System Management/Settings -> Manage MP3 Files -> Refresh File List.
 - i. DO NOT press the Refresh File List button without the flash drive in place.
 - ii. If you do, the bell schedule may lose the tones associated with each event.
 - iii. In the event this does happen, SchoolView support *may* be able to access backup copies of your system configuration files, allowing proper operation to be restored without manually editing each and every bell event.
4. On the bells page of the touch panel, verify that each event configuration includes a current tone name which is present on the flash drive.

BELLS RING ONLY IN SOME ZONES

If the bells are ringing in the common areas but not in the classrooms, check the following:

1. Do other streaming events play in the classrooms?
 - a. Try PA and background music; if none work, proceed to troubleshooting [classroom streaming audio](#).
2. Is the bell encoder online and connected?
 - a. This is one of the Barix Annuncicomms in the head end audio rack.
 - b. The green indicator on the front should be on and the red one should be off.
 - c. Check power, audio and network connections.

If the bells are ringing in the classrooms but not in the common zones, see [system power](#).

If the bells ring in both classrooms and common zones, but not in all of the correct ones, see [event zoning](#).

BELL EVENTS LIST IS MISSING AN EVENT

If you've created a new bell event but don't see it in the list of scheduled events, it might be present but at the bottom. Bell events are shown in the order they are added. You can, however, sort the list as follows:

1. At the bottom of the Event List, press Sort.
2. Choose an event and move it up or down.
3. Press Close.

SCHEDULED BELLS DO NOT RING

If manual bells work but scheduled bells are not ringing automatically (or are ringing at the wrong times), check the following on the bell page of the admin touch panel:

1. Is the correct schedule selected from the drop-down list?
2. Is the "Run Schedule" button engaged?
3. Is the appropriate next bell time indicated near the system time on the touch panel?
4. Does the event definition include the appropriate time for the events?
5. Does the system know what time it is?
 - a. Press System Management/Settings -> System Time.
 - b. Engage the network time option and see if the time updates correctly.
 - c. Disengage the network time option and adjust the time manually if necessary.
 - i. Contact your SchoolView integrator about resolving any problem with network time.
6. If the bell schedule has been corrupted or deleted, contact your SchoolView integrator, so they can attempt to receive a backup copy from SchoolView support.

BELLS RING IN THE WRONG ZONES

See [event zoning](#).

BELLS ARE TOO SOFT/LOUD

See [event volume](#).

BELLS RING THE WRONG TONE

If a bell event is not playing the tone you expect, check the following:

- a. Press Timed Events
 - a. For a manual bell, simply choose the event (1-6).
 - b. For a scheduled bell, choose the event from the left pane and press Edit Event.
- b. Press Configure Source.
- c. Choose the correct tone from the drop down list.
- d. Press Save Audio Configuration.
 - a. For a scheduled bell, you must also press Save Event.

BELL TONES DO NOT PLAY COMPLETELY

There are two duration settings for the bell tones on the USB flash drive. The default duration defines the portion of the file which may be used for bell events, while the event duration defines how long a particular event will play. If the duration for a particular event exceeds the default duration for the file, then the default duration of the file will be repeated until the event finishes. If, for example, you have a three minute long file, but the default duration is set to five seconds and you schedule an event for 15 seconds, the first five seconds of the file will repeat three times. In order to change the default duration for a file:

1. Press System Management/Settings -> Manage MP3 Files
2. Choose a file.
3. Adjust duration.
4. Exit System Management/Settings.

PA MICROPHONE DOES NOT WORK

If the PA microphone does not work at all, check the following:

1. Ensure that the microphone is fully plugged into the wall plate if there is one, or that the microphone cable is properly terminated to the Barix Annunicom audio encoder if it is local to the microphone.
2. If your microphone has a physical switch on it, ensure that it is turned on.
3. Ensure that the event has actually started, i.e., the Microphone On button is engaged on the touch panel.

PA CHIME DOES NOT WORK

If the Enable PA Chime button is engaged but no chime plays before the event, check to make sure the PA chime tone is defined as follows:

1. Press System Management/Settings -> Paging Chime.
2. Choose a file from the drop down list.
3. Adjust duration.
4. You may also enable or disable the PA chime from this page.
5. Exit System Management/Settings.

PA WORKS ONLY IN SOME ZONES

If the PA reaches the common areas but not the classrooms, check the following:

1. Do other streaming events play in the classrooms?
 - a. Try bells and background music; if none work, proceed to troubleshooting [classroom streaming audio](#).
2. Is the PA encoder online and connected?
 - a. This is one of the Barix Annuncicoms in the head end audio rack.
 - b. The green indicator on the front should be on and the red one should be off.
 - c. Check power, audio and network connections.

If the PA reaches the classrooms but not the common zones, see [system power](#).

If the PA reaches both classrooms and common zones, but not all of the correct ones, see [event zoning](#).

PA IS TOO SOFT/LOUD

See [event volume](#).

REMOTE AUDIO EVENTS WILL NOT START

If a remote audio event will not start, i.e., the Audio On button will not engage on the touch panel, there may be another (higher priority) event preventing it. Check the Emergency Alerts, PA and all Video Broadcast events as well as other Remote Audio events which may have higher priority and make sure those are turned off first.

REMOTE AUDIO WORKS ONLY IN SOME ZONES

If the Remote Audio reaches the common areas but not the classrooms, check the following:

1. Do other streaming events play in the classrooms?
 - a. Try bells, PA and background music; if none work, proceed to troubleshooting [classroom streaming audio](#).
2. Is the Remote Audio encoder online and connected?
 - a. This is the Barix Annunicom in the remote audio rack.
 - b. The green indicator on the front should be on and the red one should be off.
 - c. Check power, audio and network connections.

If the Remote Audio reaches the classrooms but not the common zones, see [system power](#).

If the Remote Audio reaches both classrooms and common zones, but not all of the correct ones, see [event zoning](#).

BACKGROUND MUSIC EVENTS WILL NOT START

If a background music event will not start, i.e., the Music On button will not engage on the touch panel, there may be another (higher priority) event preventing it. Check the Emergency Alerts, PA, all Remote Audio and Video Broadcast events which all have higher priority and make sure those are turned off first.

BACKGROUND MUSIC DECKS ARE NOT POWERED ON

If the background music decks are plugged in, but not powered on, see [system power](#).

BACKGROUND MUSIC WORKS ONLY IN SOME ZONES

If the Background Music reaches the common areas but not the classrooms, check the following:

1. Do other streaming events play in the classrooms?
 - a. Try bells, PA and remote audio; if none work, proceed to troubleshooting [classroom streaming audio](#).
2. Is the Background Music encoder online and connected?
 - a. This is one of the Barix Annuncicomms in the head end audio rack.
 - b. The green indicator on the front should be on and the red one should be off.
 - c. Check power, audio and network connections.

If the Background Music reaches the classrooms but not the common zones, see [system power](#).

If the Background Music reaches both classrooms and common zones, but not all of the correct ones, see [event zoning](#).

BACKGROUND MUSIC IS TOO SOFT/LOUD

See [event volume](#).

VIDEO BROADCAST EVENTS WILL NOT START

If a video broadcast event will not start, i.e., the Broadcast On button will not engage on the touch panel, there may be another (higher priority) event preventing it. Check the Emergency Alerts, PA and all Remote Audio events which may have higher priority and make sure those are turned off first.

VIDEO BROADCAST EVENTS START, BUT DON'T REACH THE CLASSROOMS

If the Video Broadcast is not visible the classrooms, check the following:

1. Do other streaming video sources play in the classrooms?
 - a. Try selecting other streams from the Video Sources menu; if none work, proceed to troubleshooting [classroom streaming video](#).
2. Is the Video Broadcast encoder online and connected?
 - a. This is one of the (typically VSI) video encoders in the head end video rack or inside the video broadcast cart.
 - b. Check power, audio/video and network connections.
3. If the Video Broadcast source is one of the decks located in the head end video rack, is it powered off?
See [system power](#).

VIDEO BROADCAST WORKS ONLY IN SOME ZONES

If the Video Broadcast reaches the classrooms but you can't hear the audio in the common zones:

1. Are the common zone amplifiers powered off? See [system power](#).
2. Is the audio extract Amino online and connected?
 - a. This is one of the Amino video decoders in the head end audio rack.
 - b. Check power, audio and network connections.

If the Video Broadcast reaches both classrooms and common zones, but not all of the correct ones, see [event zoning](#).

CLASSROOMS

I AM UNABLE TO LOG IN

If you can't log in to a classroom touch panel, check the following:

1. Is the touch panel powered on?
2. Is the touch panel on the network, and is it connected to the proper NetLinx room master?
 - a. Enter the touch panel's [Setup](#) page and verify valid network configuration on the Protected Setup (Lock) -> System Settings (Earth) page.
 - i. If you can't press buttons on the setup pages, your touch panel likely needs to be [calibrated](#).
 - b. Verify master connection mode is set to URL and the proper NetLinx room master IP is correct.
 - i. If you need this information, contact your SchoolView integrator.
 - c. Use the built-in connection utility (Lightning Bolt) to verify that this connection is reliable.
 - d. If the settings appear correct, but the panel is not connected to the NetLinx master, reboot the panel.
3. The credentials used to proceed beyond the login prompt are ultimately defined inside the admin touch panel interface. The default accounts use the following default credentials:

Username: **Admin** or **Staff**
Password: **1379** or **2468**
4. If a user has deleted and/or modified all user accounts to the point where login is impossible due to lack of permissions, SchoolView support will have to be contacted in order to re-establish a useable account. This may be possible to remedy via VPN remote access, if available, or the technician may need to receive a file from SchoolView support and transfer it to the primary NetLinx NI-3100 while on site.

MY DISPLAY WILL NOT COME ON

If you can log in to the classroom user interface, but the display will not power on, go to the admin touch panel and check the Classroom Status Information page:

1. Press System Management/Settings -> Classroom Status.
2. Find the room in the list.
3. Examine the Online Status and Error Flag columns.
 - a. If the status is Offline, then the Barix audio decoder in the classroom has either dropped off of the network or is no longer running SchoolView software properly.
 - i. Check network and power connections.
 - ii. Reboot the Barix by disconnecting the power (network if PoE) and reconnecting it.
 - iii. Verify proper operation of the network port in question (with your network admin).
 - b. If the status is Online and the error is AVX Error, the Barix is online and running SchoolView code but cannot communicate with the AVX-400 switcher.
 - i. Check power and RS232 (Barix to AVX-400) connections.
 - ii. Reboot the AVX-400 by disconnecting the power and reconnecting it.
 - c. If the status is Online and the error is Projector Error, the Barix is online and running SchoolView code but cannot communicate with the classroom display, via the AVX-400 switcher.
 - i. Check power and RS232 (AVX-400 to display) connections.
 - ii. Reboot the classroom display by disconnecting the power and reconnecting it.

MY DISPLAY POWERS OFF BY ITSELF

If the classroom display seems to be powering off by itself without any user input:

1. Is the classroom correctly responding to a scheduled auto-off time?
 - a. On the admin touch panel, check both the Manage Displays and Digital Signage features.
2. Are you using the buttons on the display or non-SchoolView remote control?
 - a. If the SchoolView system detects that a display has been turned on while the system believes it should be off, it will be turned off automatically.
3. Is the display power securely connected and/or might it be suffering from lamp or filter issues?

MY DISPLAY WILL NOT SWITCH SOURCES

If the classroom display does not switch sources when you press input select buttons on the SchoolView user interface:

1. Open the SchoolView enclosure.
2. Check all connections to the AVX-400 switcher.
3. Verify that the AVX-400 switcher is switching between inputs when the input select buttons are pressed.
 - a. If there is an input with a cable connected that will not become active (as indicated by the red LED next to the connector), there is likely a problem with the cable or the attached UPX input plate.
 - b. When switching from an input of one type (VGA, component or composite) to one of another type, the associated output should become active (as indicated by the red LED next to the connector). This is when the input switch command should be sent to the classroom display.
 - c. Contact an SchoolView integrator for further troubleshooting and/or repairs.

I DO NOT HEAR ANY STREAMING AUDIO

If you do not hear any streaming audio events in the classroom:

1. Be sure to check [event zoning](#) first.
2. Open the SchoolView enclosure.
3. Check all connections to the Barix audio decoder.
4. Check all connections to the AVX-400 switcher.
5. Reboot the AVX-400 switcher.
6. Reboot the Barix audio decoder.
7. Contact an SchoolView integrator for further troubleshooting and/or repairs.

I DO NOT SEE ANY STREAMING VIDEO

If you do not see any streaming video:

1. If you're not receiving a system Video Broadcast event:
 - a. Be sure to check [event zoning](#) first.
 - b. Did the classroom display power on? If not, see [display power](#).
 - c. Did the classroom display come on, but not switch? If so, see [display switching](#).
2. If your display is on and switched to the correct input, but you still can't see any streaming video:
 - a. Open the SchoolView enclosure.
 - b. Check all connections to the Amino video decoder.
 - c. Check all connections to the AVX-400 switcher.
 - d. Reboot the AVX-400 switcher.
 - e. Reboot the Amino video decoder while watching the video on the classroom display. You should see a couple of logo images while it is booting, proving that you are seeing video from the Amino's output.
 - f. Contact an SchoolView integrator for further troubleshooting and/or repairs.

HEAD END EQUIPMENT

NETLINX MASTERS

Typically located in the head end rack(s), there are several NetLinx masters in any SchoolView system. In some systems with AxLink keypads they may be distributed in other locations, in order to reduce the AxLink cable length required for the keypads. They should generally have several LEDs flashing on the front, specifically, there should be a LINK/ACT LED flashing regularly on all masters. This LED reflects the Ethernet traffic into and out of the master.

1. If the LINK/ACT LED is off, check the network connection on the back.
2. If there are no LEDs illuminated on the front, check the power connections and/or [reboot](#) the master.
3. Power is typically delivered to the NetLinx masters via a PSN6.5 rack mounted power supply.
4. The power to the NetLinx power supply must be provided by a constant source, as opposed to one which might be switched off by the system as described in [system power](#).

BARIX ENCODERS AND DECODERS

Barix encoders/decoders are used in the head end racks as well as the classrooms. They should have a solid green LED on the front and (generally) flashing LINK LEDs on the Ethernet port on the back.

1. If the LINK/ACT LEDs are off, check the network connection.
2. If the front LED condition is anything other than solid green, reboot the Barix by disconnecting the power (network if PoE) and reconnecting it.
3. The power to the Barix devices must be provided by a constant source, as opposed to one which might be switched off by the system as described in [system power](#).

COMMON TASKS

EVENT ZONING

For each system event (except Emergency Alerts, which are universally distributed), there is a graphical representation of the campus where you can choose which zones will respond to that particular event. In order to choose which zones will be included:

1. Select the event in question on the appropriate feature page, or under System Management/Settings.
2. Touch the image of the campus floor plan.
 - a. For a scheduled bell, you must first press Edit Event -> Edit Zones.
3. On the overall floor plan, there are colored indicators which represent a section of the campus.
 - a. Red indicates that no zones in that section are selected.
 - b. Purple indicates that some zones in that section are selected.
 - c. Green indicates that all zones in that section are selected.
4. Touching a section of the floor plan will reveal a closer view of that section.
 - a. At this level, the colored indicators will be either red or green, as described above.
5. Press Done when finished to save changes.
 - a. For a scheduled bell, you must also press Save Event.

EVENT VOLUME

For any active event, you may adjust the live input volume level on that feature page of the touch panel. At the end of the current event, however, the volume will go back to the default level. In order to adjust the default volume level for any event type:

1. Press System Management/Settings -> Default Volume.
2. Adjust default volume level.
3. Exit System Management/Settings.

SYSTEM POWER

The system power control feature can be used to power off head end equipment such as audio amplifiers and source decks when they are not needed. If the power controlled equipment in the head end needs to be turned on or off:

1. Press System Management/Settings -> System Power.
2. Press System Power On/Off to control the power immediately.

You can also schedule times that the system power will automatically be turned on and off each day:

1. Press System Management/Settings -> System Time.
2. Adjust the daily on and off times.
3. Be sure to enable the system auto times on this page.

TOUCH PANEL SETUP

If you need to check any configuration settings on a touch panel, by default, you can enter the setup pages as follows:

1. Press and hold the physical button on the bezel of the touch panel for about two seconds.
2. Many of the settings you may need to check will be on the protected setup page, to reach it:
 - a. Press Protected Setup (Lock on NXD-430).

Default Password: **1988**

Be aware that this method for entering setup can be disabled if someone has gained access to the protected setup page and disabled the Front Btn Access option. Also, the default protected setup password can be changed. In those cases, contact your SchoolView integrator for help.

CALIBRATE TOUCH PANEL

If any touch panel is not responding to touch at all, it may need to be calibrated. If you need to reach the calibration routine without being able to touch the buttons to get there, you can go straight to it by holding the bezel button on the touch panel for approximately five seconds. You should then be able to re-calibrate the touch panel by touching the targets on screen.

REBOOT NETLINX MASTER

If it becomes necessary to reboot a NetLinx master at any time, you may accomplish this by power cycling it:

1. Locate the device in question.
2. Disconnect the power supply connector (it's small and green) from the back of the device.
3. Wait about 10 seconds.
4. Reconnect the power supply connector.