Encompass MV2 Troubleshooting

ISSUE: NO MUSIC

Check display on the Encompass MV2 for "Artist & Song Title"

If no display – check power to Encompass MV2

If "Initializing Device" is displayed – check to ensure an SD card is inserted in the device (SD card is located under the clear lock on the front of the device) and recycle power by disconnecting and reconnecting the power supply to the device.

If "No Music Scvheduled" is displayed

  – If you manage your music online and have schedules created, login to the Encompass MV Control Site to ensure an active Music Schedule exists and the dates are current.

  – Check for an active Internet connection to the device

  – Contact Muzak Central Product Support at 800.329.1179 (option #2).

If "Artist & Song Title" is displayed

  – Check for power on amplifier

  – Check audio cable between MV2 and amplifier

  – Check volume settings on amplifier

  – Check volume setting on the MV2 unit

    + Press ENTER

    + Press DN until "View/Change Settings Menu" is displayed

    + Press ENTER

    + Press DN until "Adjust Volume Menu" is displayed

    + Press UP or DN to adjust volume (0–30)

    + Press ENTER to save settings

Note: Firmware Updates – Periodically, for audio and security enhancements, the Encompass MV2 will require firmware updates (in addition to regular content updates). Firmware updates are made available to the MV2 device in the same manner as content updates, during the automatic communications with the servers. Firmware updates are infrequent; however they will require the MV2 device to restart. The restart process takes approximately 30 seconds, during which time there will be no audio playing. After approximately 30 seconds, audio play will resume.

**WARNING:** To reduce the risk of fire or electric shock, do not expose this unit to rain or other forms of moisture.

CAUTION: To ensure safety and regulatory compliance, use only the provided power and interface cables.

CAUTION: To prevent electric shock due to exposure of blades, do not connect the polarized plug of the external power supply to an extension cord, receptacle or other outlet unless the blades can be fully inserted.
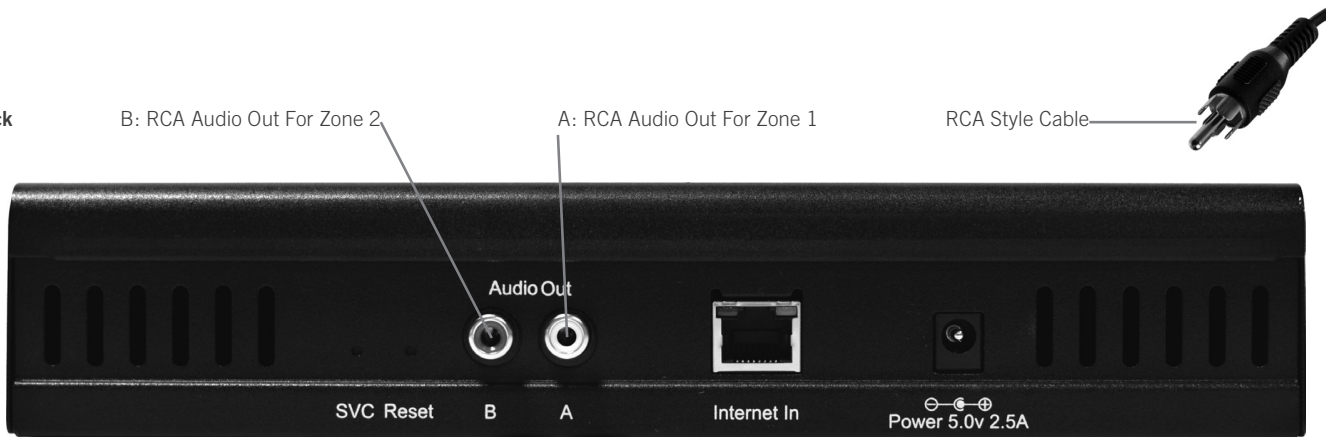
PCI Compliance Tested: Muzak works with a third–party compliance firm to test and certify that the MV2 meets the security needs of PCI compliance thus meeting the IP security needs of our clients.

Picture 1: Encompass MV2 Details

Front Display SD Card

Back B: RCA Audio Out For Zone 2 A: RCA Audio Out For Zone 1 RCA Style Cable
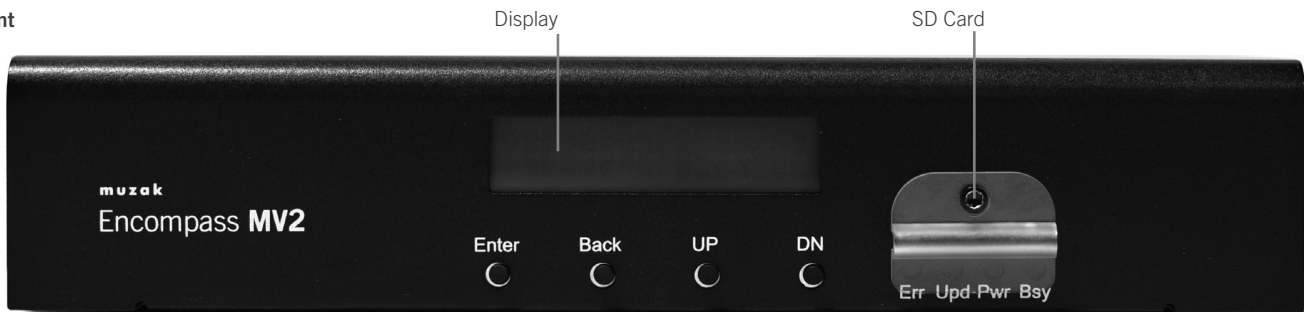
Encompass MV2 FAQ

ENCOMPASS MV2 DEVICE FRONT PANEL

Q: How do I find out what's playing on the device?
A: The device will display the artist and song title for the current zone by default. To return to this screen from other menus, press BACK on the front panel of the device until artist and song title are displayed. Press ENTER twice to view the music program name. *Note: Information displayed on the device is based on the zone selected. If you are configured with two zones and want to view what's playing in a different zone, follow these steps:*
1. Press ENTER, and then press DN until "Select Program Menu" is displayed. Press ENTER.
2. Press DN to toggle between zones A/B, and then press ENTER.
   a. If your music is scheduled via the Control Site, the artist and song title for the selected zone display on the front panel. Press ENTER twice to view the music program name.
   b. If your music is not scheduled via the Control Site (selectable from the front panel), the music program name displays on the front panel. Press ENTER again to view artist and song title.

Q: How do I change the music program from the device?
A: Change your program by following these steps:
1. While the display is showing the artist and song title, press ENTER then press DN until "Select Program Menu" is displayed. Press ENTER.
2. Press DN to toggle between zones A/B (if you are only configured for 1 zone, select A), and then press ENTER. The program currently playing in that zone displays.
3. Press DN to scroll through all available programs and press ENTER to select and save. The display will then default back to the main screen and finish playing the current song before switching to a newly selected program.
Note: When the device calls in to the Muzak servers for updates, any schedules published in the Control Site will override changes previously made at the device level. Program selectability at the device level is unavailable while schedules exist in the Control Site.

ENCOMPASS MV CONTROL SITE

Q: What is the Encompass MV Control Site?
A: The Encompass MV Control Site is the online portal that allows you to schedule the music and/or messages that play in your business. Using the Site, you can:
+ Create music and/or message schedules: to play different music and/or voice messages at different times and/or locations.
+ View programs and playlists: see the music programs you have ordered and the songs within them
+ View "What's Playing Now" on your device(s): see what song is playing at the current time
+ Request a song: request a song be added to one of your programs
+ Block songs: if you'd rather not hear a certain song, block it from playing. You can unblock, too
+ Upload messages: if you have your own voice spots, upload them to the site for scheduling; Muzak also provides Voice messaging services
+ Manage groups of devices: if you have more than one device or location, create and manage schedules for all of them and group them for efficient scheduling

Q: I have multiple programs but I can't change them from the device. Why not?
A: If the display returns to artist and song title when you try to change pro-

grams, this would indicate that you have a schedule created in the Control Site, which disables the ability to change programs from the front panel of the device. To enable front panel selectability, delete all schedules from the Control Site and Publish. The next time the device calls in for updates, front panel selectability will be restored. If this is not the cause, contact Muzak Central Product Support for assistance.

Q: Will the device still play if I remove the SD card?
A: No, the device requires the SD card to be inserted to play. The content on the SD card will only play on the Encompass MV2 device. If you lose your SD card, contact Muzak Central Product Support.

Access to the Encompass MV Control Site is included with your Encompass MV2 service. To request access, ask the Central Product Support Specialist when you call to register your device, or email controlsupport@muzak.com.
+ By requesting Control Site access, you accept responsibility for the scheduling of your music and messaging content.
+ Scheduling options depend on your setup and available content.
+ Standard configuration for receiving updates ensures most accurate display of "What's Playing" information
+ If you create music schedules, it is important to ALWAYS have music scheduled to avoid unwanted silence. To avoid this risk, create a simple schedule for the remainder of the year. You can update it at any time.
+ Scheduling music disables the selectability of music from the front panel of the Encompass MV2 device. To allow selectability from the front panel, delete all schedules in the Control Site.

Q: How quickly will schedule changes I make in the Control Site take effect?
A: For a standard configuration, the device calls out several times per hour for updates. Download timing depends on your network bandwidth. After making and saving updates in the Control Site, you must click "Publish" in the Site to make them available for download to your device. Downloads begin when your device is allowed to receive file pulls from the internet: changes made in the Control Site are not instant. *Note: Devices call out for updates several times per hour unless you request a designated start time each day for receiving downloads, in which case updates will not be available for download until that designated time.*

Q. Do I have to use the Control Site to play my music?
A: No, if you do not wish to use the Control Site, your device will still play and you can change your music programs from the front panel of your device. If you wish to use any of the features listed above, you will do so using the Control Site.

Q: How can I gain access to the Encompass MV Control Site or request assistance?
A: Ask the Central Product Support Specialist when you call in to register your device, or email controlsupport@muzak.com. The Encompass MV Control Site URL is: https://control.muzak.com.

Q: Do I need to install any software on my network of office computers?
A: No, you only need an "always on" Internet connection so the device can receive updates. To use the Control Site you will need one of these browsers: Internet Explorer 7 or 8, Firefox 3.6 or Safari 5.