

Overview

In order to continue to provide you with exemplary customer service, the Niles Technical Support Team has compiled some troubleshooting tips for the IntelliControl ICS system. These are based upon questions that they are frequently asked. We hope that one of these will answer your question. If not, please feel free to contact use at 1-800-289-4434 between the hours of 8am and 7pm Eastern Time, Monday – Friday, or via email at techsupport@nilesaudio.com

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GXR2 Troubleshooting FAQ

1. I don't have the latest version of the IntelliFile3 software on my computer. Where can I find the most recent version and how do I update my computer?

Technical support strongly suggests you adhere to the following steps to insure a successful update of your IntelliFile3 software:


- If connected, disconnect the IntelliFile3 infrared capture station from your laptop computer.
- Copy the contents of the following folders from your C:\IntelliFile3 folder to a new folder on your desktop: "ICS Files" and "IR Files". This will safeguard your customer files and IR code files.
- Uninstall the current version of the IntelliFile3 software on your computer using Windows "Add/ Remove Programs" in the Control Panel.
- Delete the IntelliFile3 folder from your C drive.
- Download the latest build of IntelliFile3 to your desktop. It can be found at: <http://www.intellicontrol.com/techsupport/intellifile3.htm>
- Double click the setup icon on your desktop and follow the installation instructions.
- When installation is complete copy the "ICS Files" and "IR Files" you saved to your desktop back into the new IntelliFile3 folder on your C drive.
- Reconnect your IntelliFile3 infrared capture station to your laptop.

Note: When updating the firmware of your system it is imperative that all iPods are disconnected from their respective IM-iPod cards and any components being controlled via a RS-232G are disconnected from their respective gateways.

2. What is the correct method for installing and updating multiple GXR2 units?

When installing a multiple GXR2 system it is absolutely imperative that all GXR2 units are updated to the same firmware revision *before* connecting the units and programming the system. The recommended procedure is:

- Confirm you have the latest build of the IntelliFile3 software loaded on your computer. The latest build can be downloaded from: <http://www.intellicontrol.com/techsupport/intellifile3.htm>
If necessary, download the latest build and follow the installation instructions to correctly update your software.
- Connect your computer to each GXR2 individually and update the unit's firmware to the latest version.
- After all GXR2 units have been successfully updated power all of them off, connect them together using the appropriate Ethernet cables and power them on in order (i.e.



Master, Slave 1, Slave 2, etc.), waiting approximately 15 seconds between powering each unit on.

- Proceed with programming the system.

Note: When updating the firmware of your system it is imperative that all iPods are disconnected from their respective IM-iPod cards and any components being controlled via a RS-232G are disconnected from their respective gateways.

3. I am installing a dual GXR2 system. When the IntelliFile3 software discovers the components it displays a message indicating I have two Master units. What does this mean and how can I correct it?

This is an indication that at least one of the GXR2 units had been previously connected to a computer and “discovered” as a Master unit. Once a GXR2 has been designated as a Master unit it must be restored back to its original factory settings in order to re-assign it as a Slave. In order to “restore” a GXR2 to its original factory settings perform the following steps:

- Disconnect the connecting cable between the Master/ Slave units.
- Close the System Configuration software and open “Step 2 Update Firmware”
- After the firmware updater is finished discovering the system components highlight one of the GXR2 units on the list by moving your cursor over its listing and clicking once. The line of information should change color to orange.
- Press the “Ctrl”, “Alt” and “V” keys on your computer keyboard. This will open a drop down window in the firmware update screen.
- The second box from the left in the drop down menu is labeled “Restore Factory Settings”.
- Click the button labeled “Do It”.
- Repeat this process for the second GXR2.
- Reconnect the two GXR2 units, open the IntelliFile3 programming software (Step 3 – Configure System) and rediscover the system.

4. I have finished creating a program in the IntelliFile3 but the software will not allow me to transfer the program to the GXR2. Why?

In order to transfer a completed program *to or from* the GXR2 it is necessary for the IntelliFile3 Infrared Capture Station to be connected to your computer via a USB port. The capture station acts as a software “dongle” in an effort to prevent unauthorized dealers from obtaining and programming the ICS system.

5. I have returned to a jobsite to add additional source cards and User Interface Devices (UIDs) to an existing ICS system. What is the best method to accomplish this?

There are two fundamental changes that can occur between visits to a client's home:

1. The client will alter the system by adding favorites and presets to various sources and
2. A newer version of the IntelliFile3 software may be available.
For these two reasons we recommend you adhere to the following steps when adding devices to an existing system.

- Connect your computer to the system and perform a "transfer data from system" upload. Save this file.
- Power off all GXR2 units in the system.
- Connect any new components (i.e. source cards, keypads, etc.)
- If the system contains multiple GXR2 units disconnect them from each other.
- Individually update the firmware in each GXR2 (see FAQ #2).
- After all firmware updates are complete, power all GXR2 units off.
- Reconnect all of the GXR2 units, open the IntelliFile3 programming software (Step 3 – Configure System) and rediscover the system.
- Perform a "transfer data from system" upload.
- Proceed with any necessary programming.

Note: When updating the firmware of your system it is imperative that all iPods are disconnected from their respective IM-iPod cards and any components being controlled via a RS-232G are disconnected from their respective gateways.

6. When updating the firmware of an ICS system I receive a "failure to confirm update" message. What does this mean and how can I correct it?

"Failure to confirm" is an indication that the IntelliFile3 software, while recognizing a specific device is connected to the GXR2, is unable to confirm this connection and update the device's firmware. This message is almost always associated with either the IM-iPod card or the RS-232G gateway. The reason for the "Failure to confirm" message is that these two devices are, by default, in constant communication with the source they are connected to (i.e. an iPod, Escient music server, etc.). Because of this communication they are unable to accept the firmware "handshake" from the GXR2 and, consequently, do not get updated. The solution for this is straightforward:

- Before performing a firmware update disconnect all iPods on the system from their respective IM-iPod cards and any devices connected to RS232G gateways.
- Proceed with the firmware update.
- Reconnect the sources to their corresponding devices.

7. What exactly is the function of step #1 (Optimizing Network)? Is it necessary to perform this step as part of the programming process?

There are certain parameters of a computer that need to be configured properly before you can update the firmware of an ICS system or program it. The parameters that need to be configured are:

1. The correct IP address must be configured in network settings
2. The computer's firewall must either be disabled or IntelliFile3 software must be designated as an exception
3. Any wireless networking capability on the computer must be disabled

Step #1 automatically configures the correct IP address in the network settings of the computer. Firewall and wireless network settings must be configured manually. If you are comfortable setting the network configuration of the computer manually it is not necessary to use Step #1. Otherwise, simply click Step#1 and allow the IntelliFile3 software to automatically configure the correct network settings for updates and programming.

Upon completion of programming, selecting Step#4 will automatically return the computer to its original network settings.

