



**MAINTENANCE SOFTWARE
INSTRUCTIONS**

PACKET INTERCOM SYSTEM

N-8000 SERIES

Thank you for purchasing TOA's Packet Intercom system.
Please carefully follow the instructions in this manual to ensure long, trouble-free use of your equipment.

TOA Corporation

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1. N-8000 SOFTWARE GENERAL DESCRIPTION

1.1. General Description

The N-8000 Maintenance Software contained in the CD-ROM enclosed with the N-8000 Series system is used to monitor or maintain equipment within the system.

This software has the following three functions:

1.1.1. System information display

Displays the equipment name, station number, station name, etc. of individual equipment components within the system in the form of an at-a-glance list.

1.1.2. System check

Used to confirm equipment firmware versions, update firmware, check connections between a PC and equipment components and between components, download various equipment log and setting files, and perform equipment clock settings.

1.1.3. Unit monitoring

Displays the operation status of individual components in real time. Equipment operation logs can also be automatically saved to a designated file on the PC.

Note

All of the above functions, other than those that automatically save operation logs, can be performed for individual equipment components using the browser. However, use of the N-8000 Maintenance Software permits such functions to be performed simultaneously for multiple components.

1.2. PC Network Settings

Perform PC network settings in advance according to your network administrator's instructions. Be sure to verify these, since incorrect settings could adversely affect other equipment connected to the same network.

Note

Perform the PC's network setting to allow the PC to communicate with Exchanges, various kinds of interface units, and IP stations.

2. INSTALLING SOFTWARE

2.1. System Requirements

This program has been designed based on the following system requirements.

- | |
|--|
| <ul style="list-style-type: none">• OS: Windows XP Professional SP2 or later (32 bit)• Required component: Microsoft .NET Framework 3.5 SP1 or later• Screen resolution: Over 800 x 600 pixels |
|--|

In addition, the following specifications are recommended:

- | |
|---|
| <ul style="list-style-type: none">• OS: Windows Vista Business (32/64 bit)/Windows 7 Professional (32/64 bit)/
Windows 8.1 Pro (32/64 bit)• CPU: Pentium 4, 2 GHz or higher• Memory: 2 GB or more• Screen resolution: Over 1024 x 768 pixels |
|---|

Notes

- Windows and Windows Vista are the registered trademarks of Microsoft Corporation in the United States and other countries.
- Pentium is the trademark of Intel Corporation in the United States and other countries.

2.2. Activating the Setup Guide

Placing the supplied CD-ROM into the CD drive runs the setup guide automatically.

Note

If your PC's CD drive is not compatible with the AutoRun function, the setup guide is not automatically started even when the CD is inserted.

Use either "Explorer" or "My Computer" to execute the following files, or use [Start → Run] in the Task Bar and enter the following command.

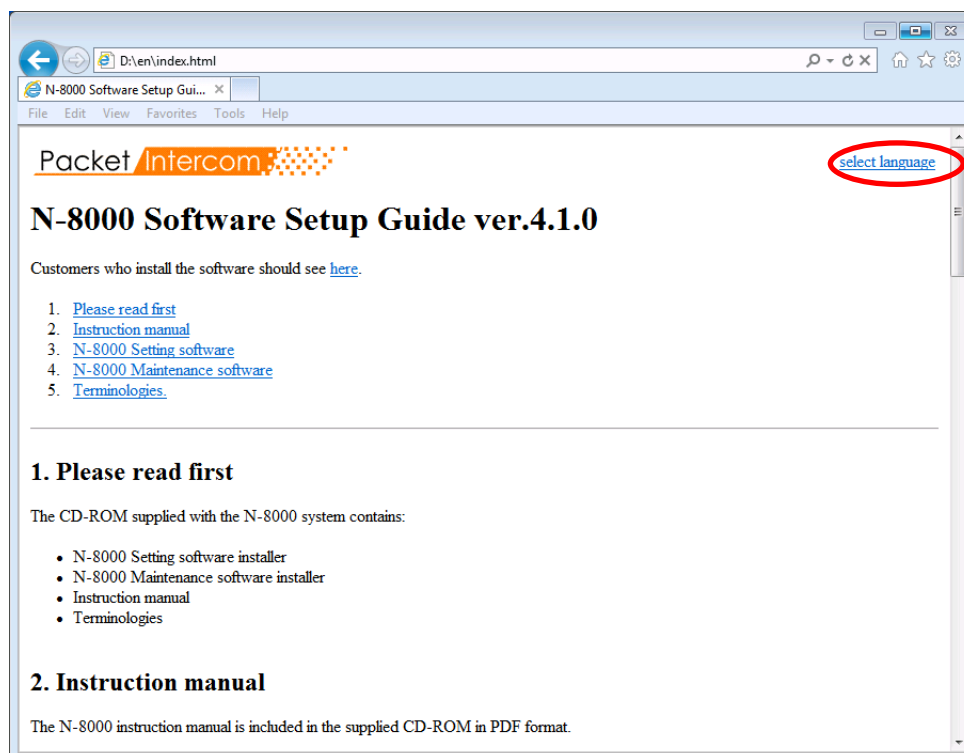
<Drive where CD is placed> \index.html

For example, when placing the CD in the "d" drive, → d:\index.html

The following screen will be displayed.

Tip

Click "select language," and the language selection screen is displayed. Select the language to be displayed on the screen.



If your Web browser is not JavaScript-enabled, the screen at right will be displayed. Click the English button to display English screens.



2.3. Required Component Installation

To activate the N-8000 maintenance software program, the following component is required.

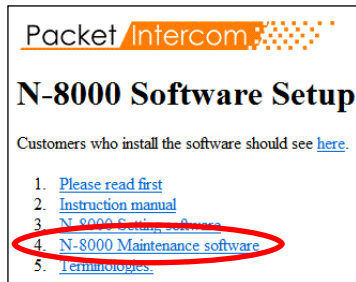
- Microsoft .NET Framework 3.5 SP1 (This component need not be installed when the OS is Windows 7.)

Install the component on the PC in advance using the procedure below.

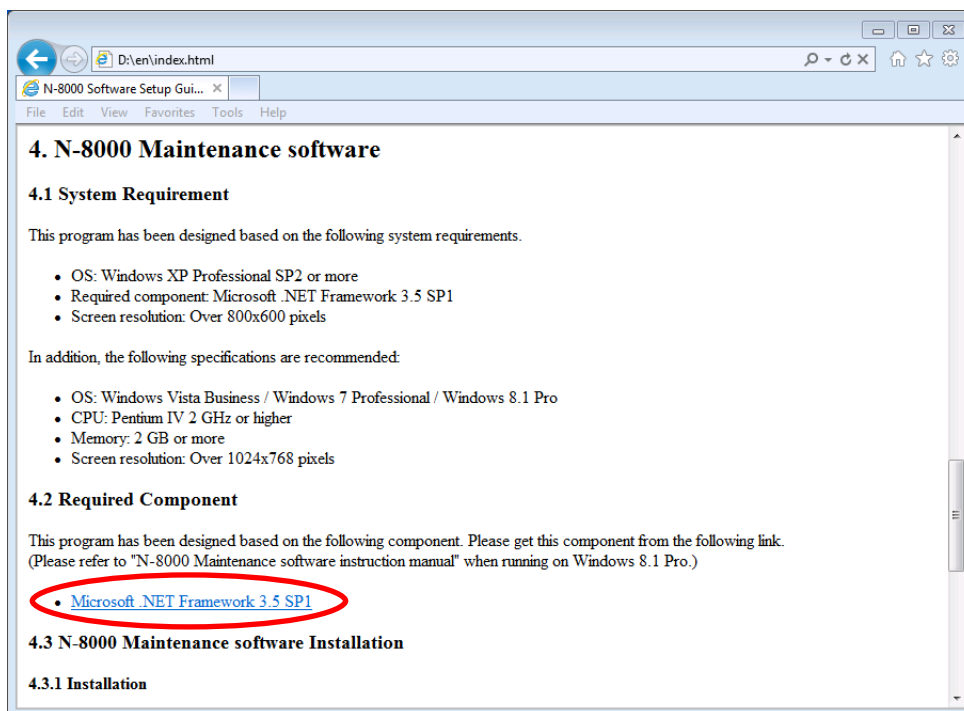
Note that the PC should be connected to the Internet to download the component installer.

[In the case of Windows XP/Windows Vista]

Step 1. Click "4. N-8000 Maintenance software" on the Setup Guide screen on [the previous page](#).



Step 2. Click on the "Microsoft .NET Framework 3.5 SP1" link under "Required Component."

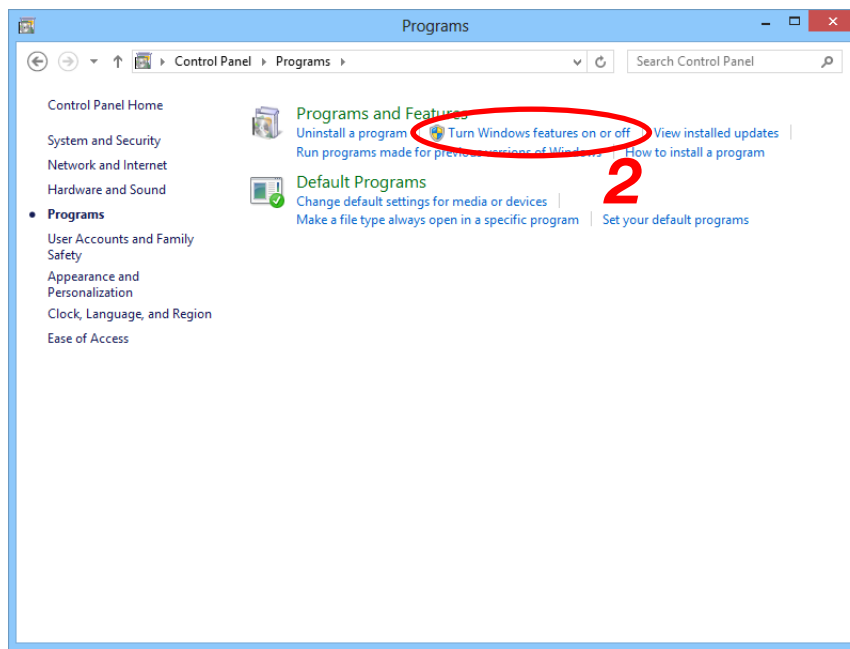


As this allows you to access the download site, download the component installer.

Step 3. Run the installer downloaded in **Step 2** to install the component.

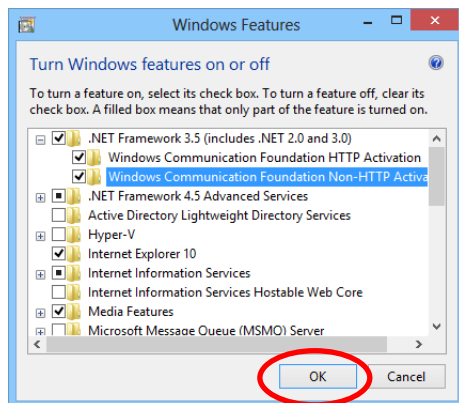
[In the case of Windows 8.1]

Step 1. Open "Programs" screen from "Control Panel."



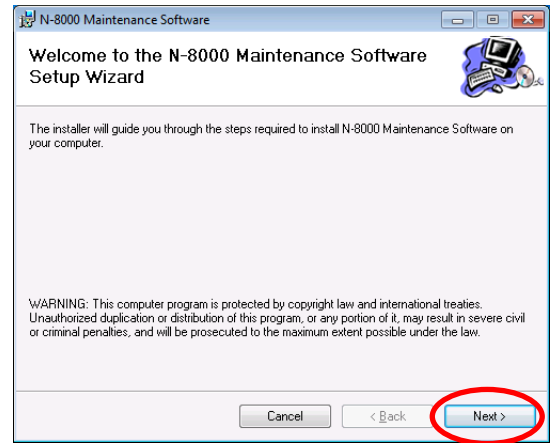
Step 2. Click "Turn Windows features on or off" in the "Programs and Features."

Step 3. Tick the checkboxes of all components contained in ".NET Framework 3.5 (includes .NET 2.0 and 3.0)" Then, click [OK] button.



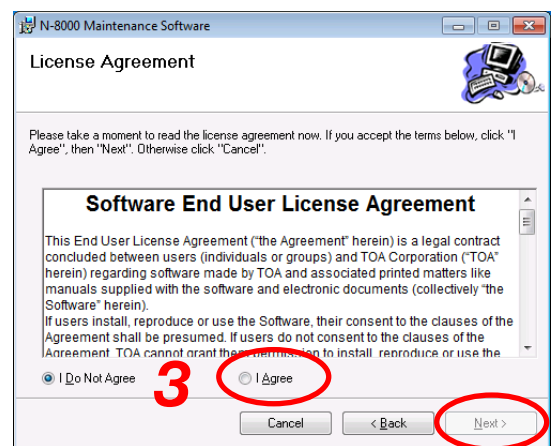
2.4. N-8000 Maintenance Software Installation

Step 1. Click on [Installation start] in the "N-8000 Maintenance Software Installation" section on the N-8000 Software Setup Guide screen to start software program installation.



2

Step 2. Click [Next] button.
The License Agreement screen is displayed.

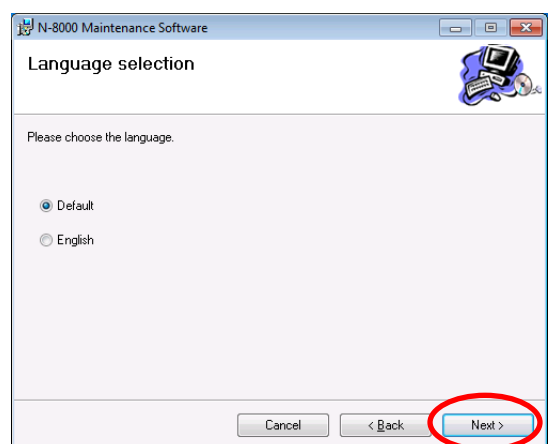


3

Step 3. Read the License Agreement contents carefully, then select "I Agree" and click [Next] button.
The Language selection screen is displayed.

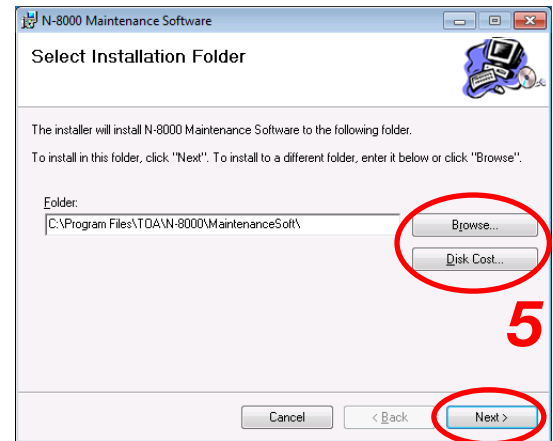
Note

Selecting "I Do Not Agree" and clicking [Cancel] button will exit the software without installation.



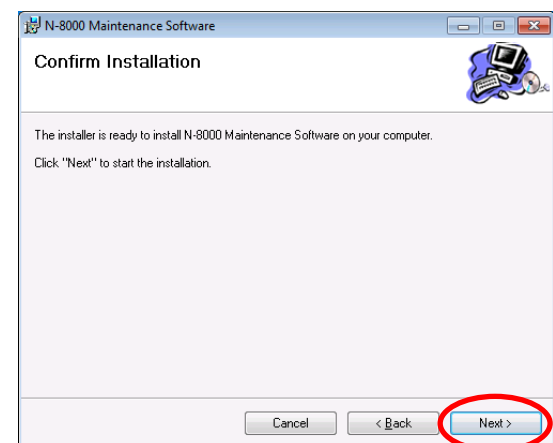
4

Step 4. Select the language, then click [Next] button.
The screen to select the destination folder will be displayed.

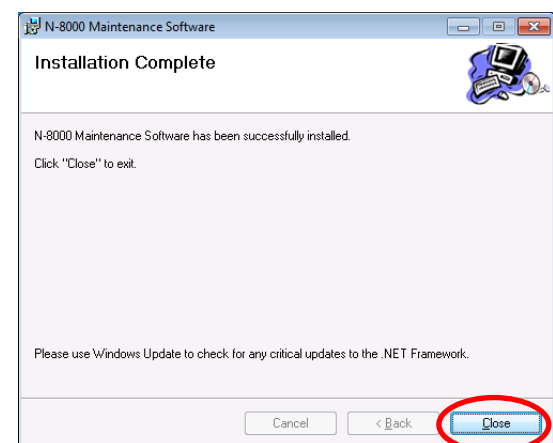


Step 5. If you need to change the folder to install the program, select a desired folder.
To install the software into a different folder other than indicated on the screen, click [Browse...] button or [Disk Cost...] button to select a desired folder.

Step 6. Click [Next] button.
The screen ready for program installation is displayed.



Step 7. Click [Next] button to install the software program into the selected folder.
The installation completion screen is displayed when the installation is correctly completed.



Step 8. Click [Close] button.

2.5. N-8000 Maintenance Software Uninstallation

Step 1. Click the Start button on the PC's desktop, and select "Control Panel."

Step 2. Double-click the following icon.

- Windows Vista, Windows 7, and Windows 8.1: "Programs and Features"
- Windows XP: "Add or Remove Programs"

The currently installed program will then be displayed.

Step 3. Select "N-8000 maintenance software."

Step 4. Click the following button to uninstall the software.

- Windows Vista, Windows 7, and Windows 8.1: "Uninstall"
- Windows XP: "Remove"

2.6. Folder Configuration

The N-8000 maintenance software program is installed in the following default locations.

32-bit version: C:\Program Files\TOA\N-8000\MaintenanceSoft\

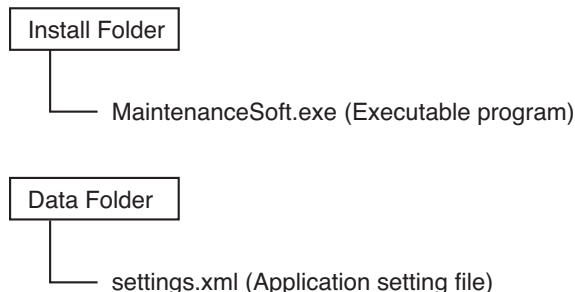
64-bit version: C:\Program Files (x86)\TOA\N-8000\MaintenanceSoft\

The application setting file is created in the location (1) for Windows XP or (2) for Windows Vista/Windows 7/Windows 8.1 as follows:

(1) C:\Document and Settings\ (User name) \Application Data\TOA Applications\N-8000\MaintenanceSoft

(2) C:\Users\ (User name) \AppData\Roaming\TOA Applications\N-8000\MaintenanceSoft

The configuration of the folders is as follows. (Note that the application setting file is created after the software has been terminated.)

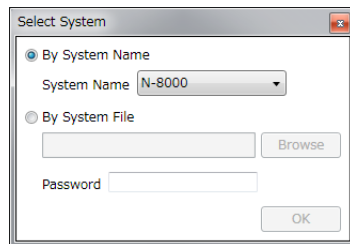


2.7. Version Update Information

- Download our TOA Products Data, web site (<http://www.toa-products.com/international/>) to get the up-to-date version for N-8000 maintenance software and Maintenance software instructions.
- The software version number can be confirmed using the Help menu.
- The instruction manual version number can be confirmed by checking the preparation date (month and year) shown at the lower right corner of the last page.
Example: Prepared in June 2014: 201406

3. ACTIVATING N-8000 MAINTENANCE SOFTWARE PROGRAM

Step 1. Double-click the shortcut icon created on the desk-top screen when installing, or directly double-click the MaintenanceSoft.exe created in the installed folder.
The Select System screen is displayed.



(1) By System Name

Select the system created using the N-8000 Setting Software from the list of names.

(3) Password

Enter the password for the system selected in (1) or (2).

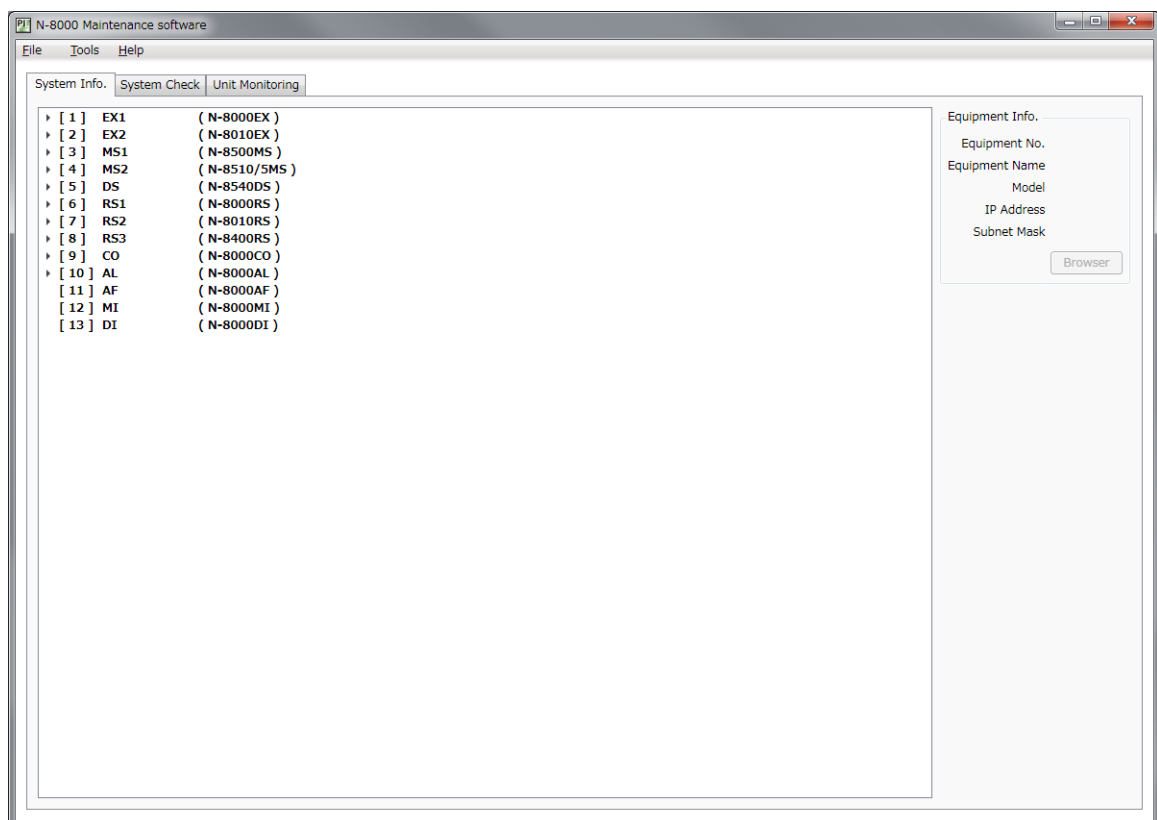
(2) By System File

Directly select the N-8000 Setting Software's system setting file (pi8 format).

Step 2. Select the system name or system setting file, enter password, then press [OK].

Note: The password is case-sensitive.

The Select System screen is closed, then the initial screen of the N-8000 Maintenance Software is displayed.



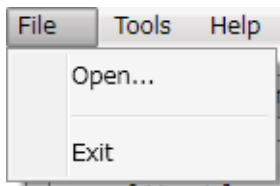
Note

The above window shows an example of system reading when settings have been performed for 13 components.

4. SCREEN DESCRIPTION

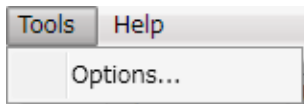
4.1. Menu

4.1.1. File



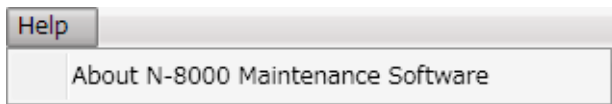
Open... : Opens data for another system.
Exit : Terminates this software program.

4.1.2. Tools



Options... : Used to perform N-8000 Maintenance Software operation settings.

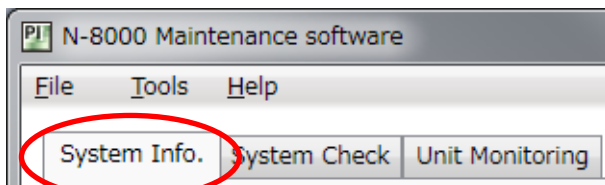
4.1.3. Help



About N-8000 Maintenance Software :
Displays the version of the N-8000 Maintenance Software.

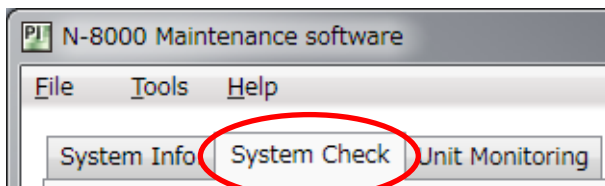
4.2. Tab

4.2.1. System Info. tab



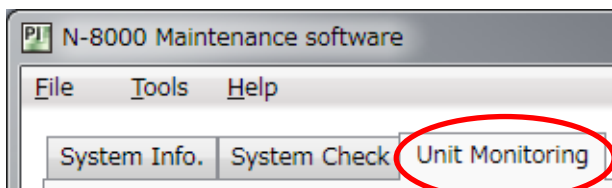
Displays the system information screen (refer to [p. 13](#)).

4.2.2. System Check tab



Displays the system check screen (refer to [p. 15](#)).

4.2.3. Unit Monitoring tab

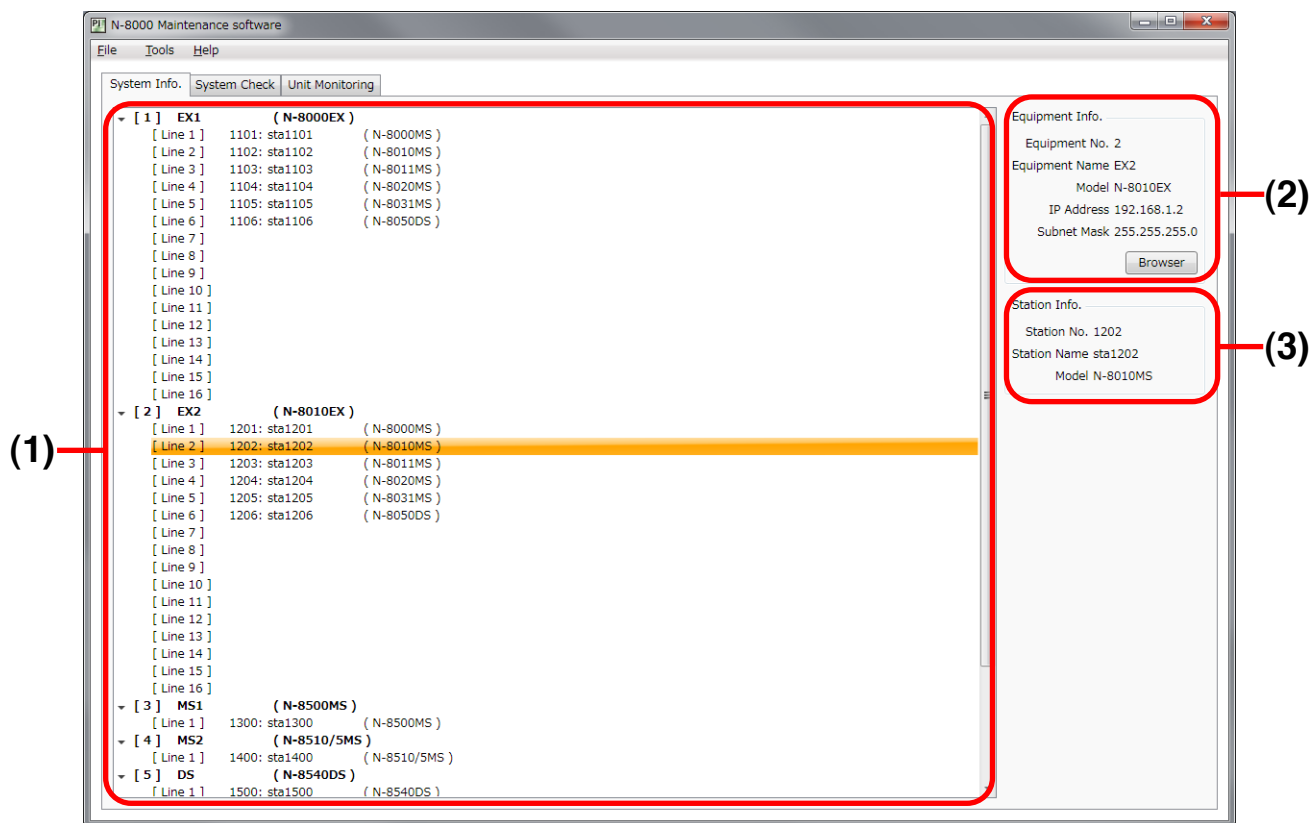


Displays the unit monitoring screen (refer to [p. 26](#)).

5. DISPLAYING SYSTEM INFORMATION

The system information screen displays the equipment name, station number, station name, etc. of each component within the system (refer to p. 11) designated at N-8000 Maintenance Software startup in the form of an at-a-glance list.

Clicking the "System Info." tab displays the system information screen.



Note

The above window shows an example of system reading when settings have been performed for 13 components.

[Screen explanation]

(1) Equipment list

The list showing system equipment data is displayed. The display contents are as follows:

• Equipment connected to the network (bold character)

[Equipment number] Equipment name (Model name)

Example:

[3] MS1 (N-8500MS)
Equipment No. Equipment name Model name

• Stations

[Line number] Station number: Station name Model name

Example:

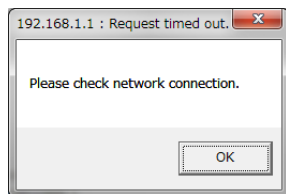
[Line 2] 1102: sta1102 (N-8010MS)
Line No. Station No. Station name Model name

(2) Equipment information

Displays the equipment number, equipment name, model name, IP address and subnet mask of the components selected in the Equipment list. Also, clicking the "Browser" button makes connections to the selected components via the browser.

Note

If the "Browser" button is clicked, the browser opens after network connections have been confirmed with the ping command. If no response is received, the following dialog is displayed:



When this dialog is displayed, check the network settings of both the PC and the component for correct settings.

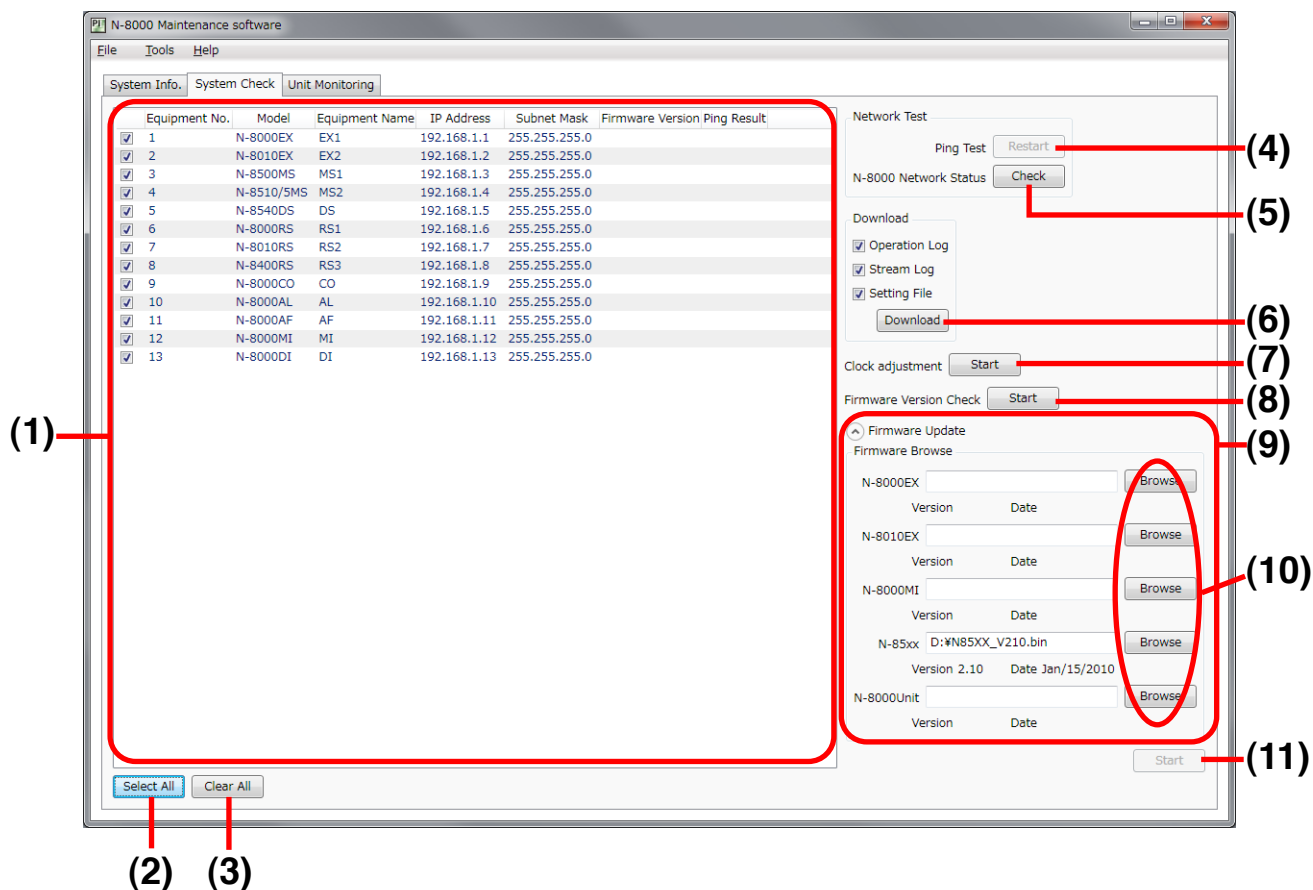
(3) Station information

Displays the station number, station name and model name of the stations selected in the Equipment list.

6. USING THE SYSTEM CHECK FUNCTIONS

Use this screen to confirm the firmware version of individual equipment components within the system (refer to p. 11) designated at N-8000 Maintenance Software startup, update firmware, check connections between the PC and the components and between components, download relevant equipment logs and settings files, and perform equipment clock settings.

Clicking on the "System Check" tab displays the system check screen.



Note

The above window shows an example of system reading when settings have been performed for 13 components.

[Screen explanation]

(1) Equipment list

Displays the list of information for components within the system.

(2) "Select All" button

Sets all check boxes in the Equipment list to ON.

(3) "Clear All" button

Sets all check boxes in the Equipment list to OFF.

(4) Ping test "Restart" button

Clears the Ping Result column in the Equipment list to restart ping test from the first component in the Equipment list. This button is enabled only when using the ping test function (refer to [the following page](#)).

(5) Network status "Check" button

Checks network connections between components within the system (refer to [p. 18](#)).

(6) Data "Download" button

Downloads the operation log, stream log and/or setting file, as checked in the Download field, for all components selected in the Equipment list to the folder designated in the options dialog (refer to [p. 19](#)).

(7) Clock adjustment "Start" button

Synchronizes the clocks of the components selected in the Equipment list with the PC's current time (refer to [p. 21](#)).

(8) Firmware version check "Start" button

Gets the firmware version of the components selected in the Equipment list (refer to [p. 22](#))

(9) Firmware Update field

Used to update firmware (refer to [p. 23](#)).

(10) Firmware "Browse" buttons

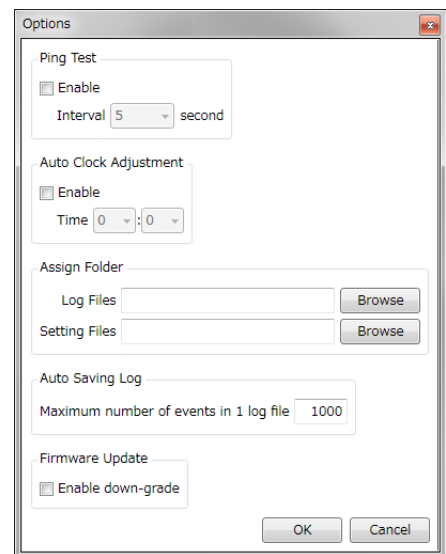
Selects firmware to be uploaded to the equipment (refer to [p. 24](#)).

(11) Update "Start" button

Uploads selected firmware to the components selected in the Equipment list (refer to [p. 24](#)).

6.1. Checking PC-to-Equipment Connection Status

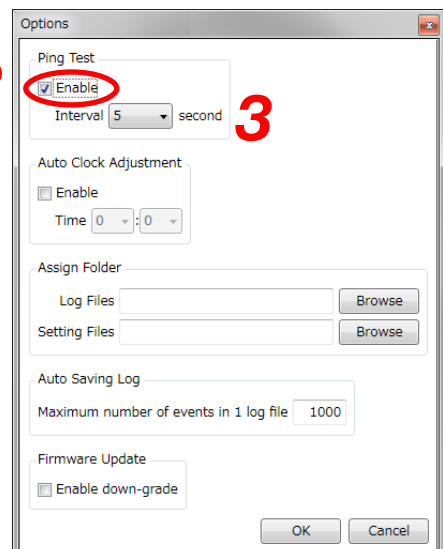
Step 1. Select [Tools → Options] from the Menu bar.
The Options dialog is displayed.



Step 2. Check "Enable" under Ping Test.
This allows "Interval" settings.

Step 3. Set the Ping Test "Interval."
System equipment connection status is checked in rotation at the time intervals set here.

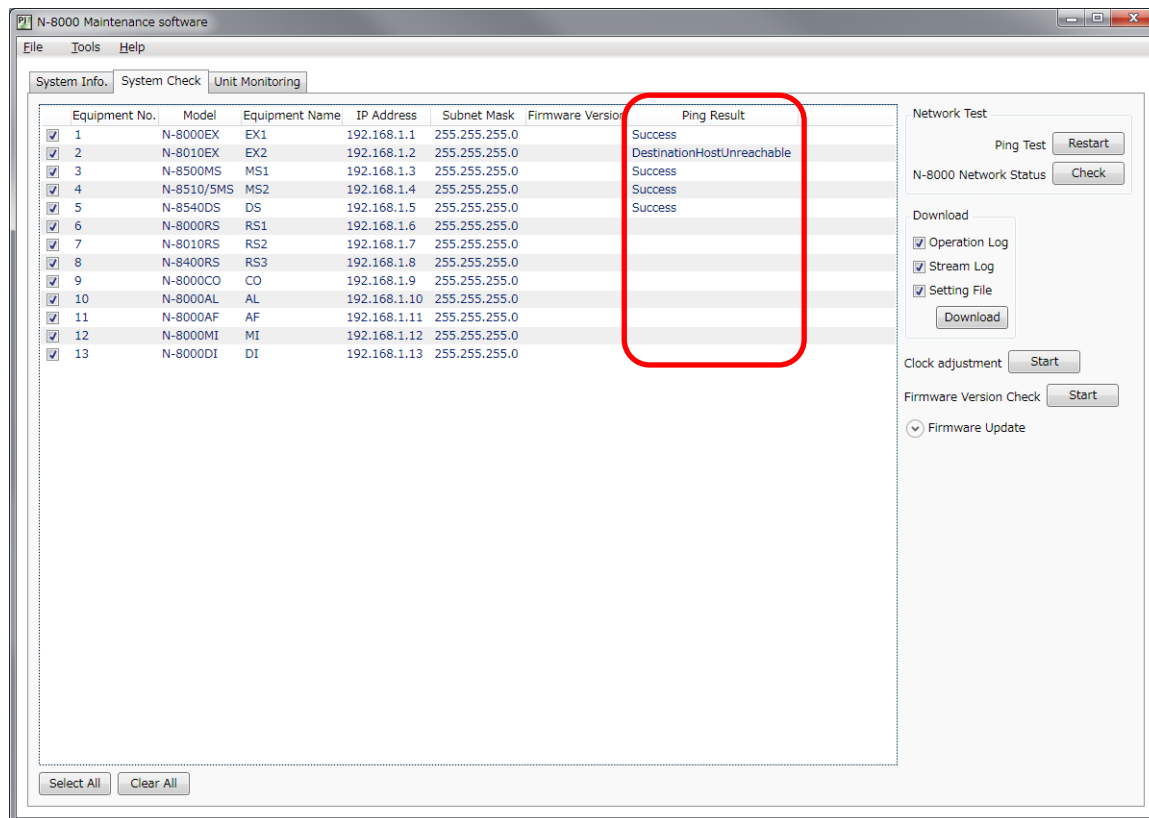
2



Step 4. Click the "OK" button.
The Options dialog closes.

Step 5. Confirm ping results.

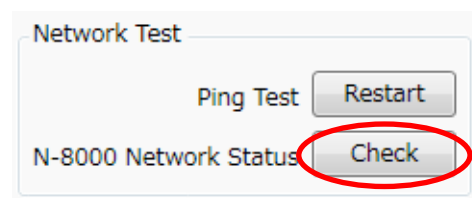
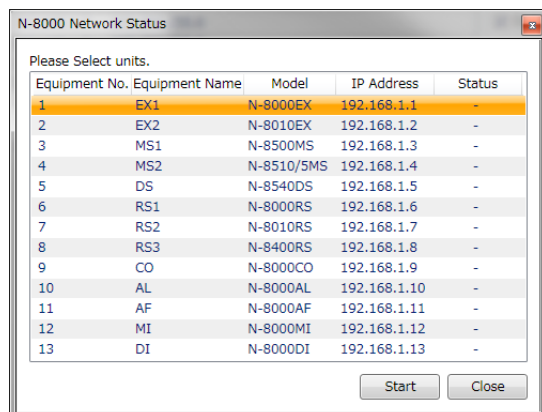
The ping test is conducted at the time intervals set in the Options dialog, and its results are displayed in the Ping Result column. If no response is received 5 seconds after a ping command has been transmitted, the command is transmitted again. If there is no response 5 seconds after the second ping transmission, a communications error is assumed.



6.2. Checking Equipment Interconnection Status

Step 1. Click the Network Status "Check" button on the system check screen.

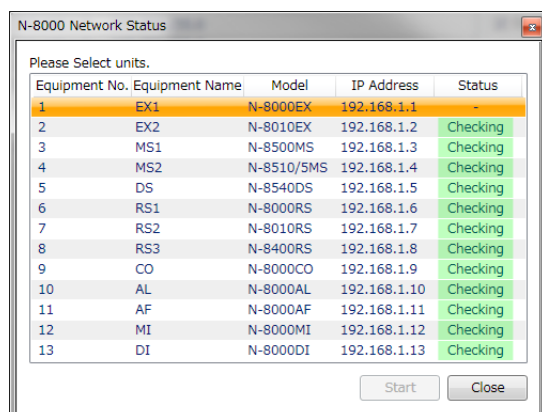
The network status check dialog is displayed.



Step 2. Select the check source equipment from the list.

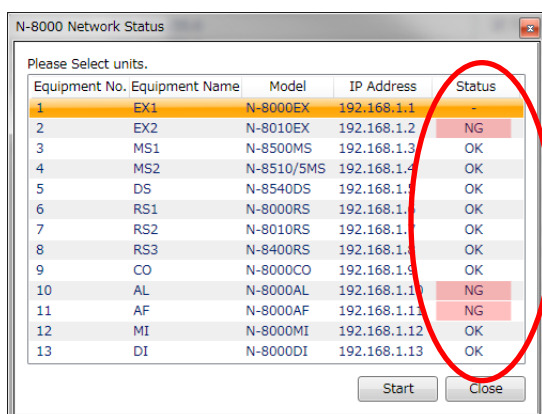
Step 3. Click the "Start" button.

Network status check begins from the selected source equipment to other equipment.



The "Checking" indication is displayed in the Status column during network status check.

Step 4. Confirm check results in the Status column.



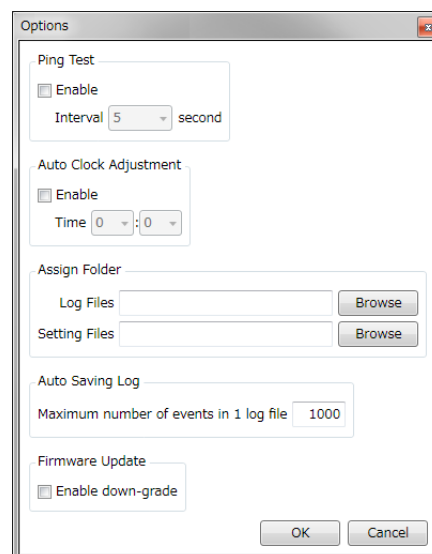
The "OK" indication is displayed if the network is connected correctly and the "NG" indication is displayed if the connection cannot be checked.

Step 5. Click the "Close" button.

The network status check dialog closes.

6.3. Downloading Equipment Log and Setting Data

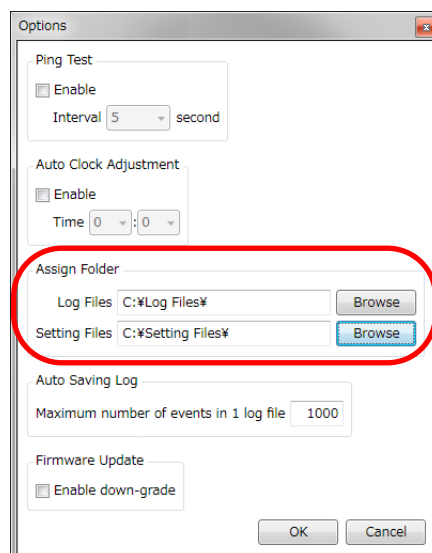
Step 1. Select [Tools → Options] from the Menu bar.
The Options dialog is displayed.



Step 2. Click the "Browse" buttons to designate the save destination folders for the downloaded log files and setting files.

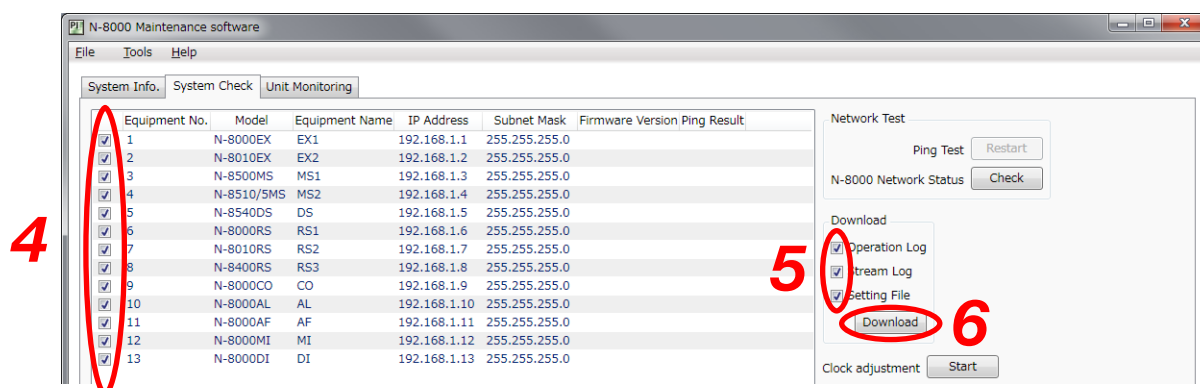
Tip

Both the operation and stream logs are saved to the folder designated for log files.



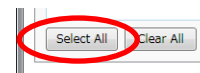
Step 3. Click the "OK" button.
The Options dialog closes.

Step 4. Check the components in the Equipment list to download data to.



Tip

Clicking the "Select All" button located at the lower left of the screen allows all components shown in the Equipment list to be simultaneously selected.



Step 5. Check the type of data to be downloaded.

Step 6. Click the "Download" button.

Downloaded data is saved to the folder designated in the Options dialog (Step 2).

The filename of each file is displayed as follows:

Operation log: [(Equipment number)] (Equipment name)_(Date and time of file created).log

Stream log: [(Equipment number)] (Equipment name)_(Date and time of file created).slog

Setting file: (IP address).cfg

Note

The dots (.) in the IP address are replaced by hyphens (-) in the filename. For example, when the IP address is [192.168.1.1], the filename is [192-168-1-1.cfg].

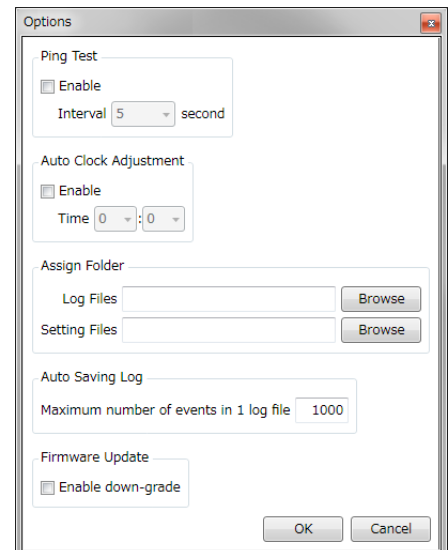
6.4. Adjusting The Components' Clocks (Auto Clock Adjustment)

6.4.1. Adjusting all the components' clocks regularly

The PC transmits the current time information to all the components within the system at a designated time every day.

Step 1. Select [Tools → Options] from the Menu bar.

The Options dialog is displayed.



Step 2. Check "Enable" under Auto Clock Adjustment.

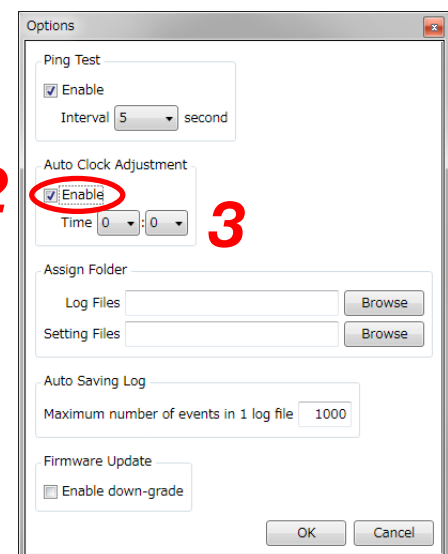
This allows "Time" settings.

Step 3. Set the Auto Clock Adjustment "Time."

When the time set here is reached, the PC transmits the current PC time to all the components within the system.

Note

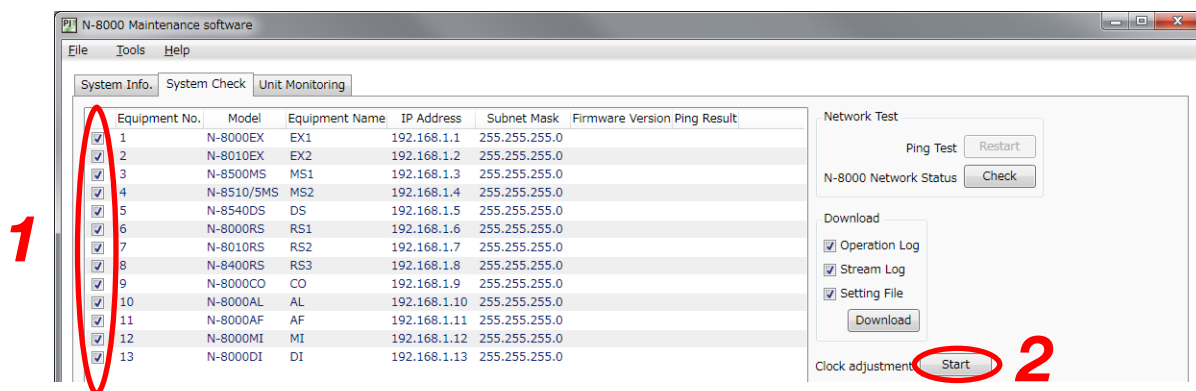
This function is performed only when the N-8000 maintenance software is activated at the set time.



6.4.2. Manually adjusting the selected components' clocks

The PC immediately transmits the time information to the selected components.

Step 1. In the Equipment list, check the components for clock adjustment.

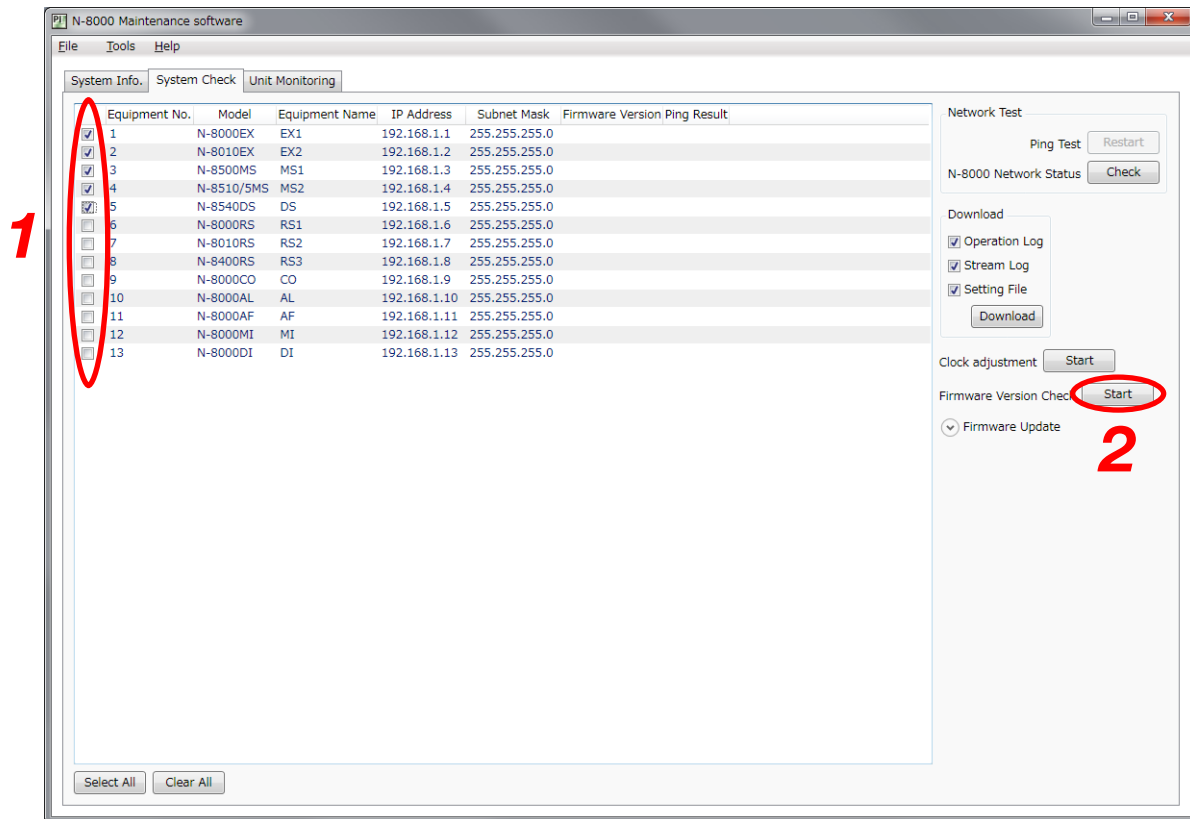


Step 2. Click the Clock adjustment "Start" button.

Current PC time is transmitted to the selected components and their clocks are synchronized with the PC clock.

6.5. Confirming Equipment Firmware Version

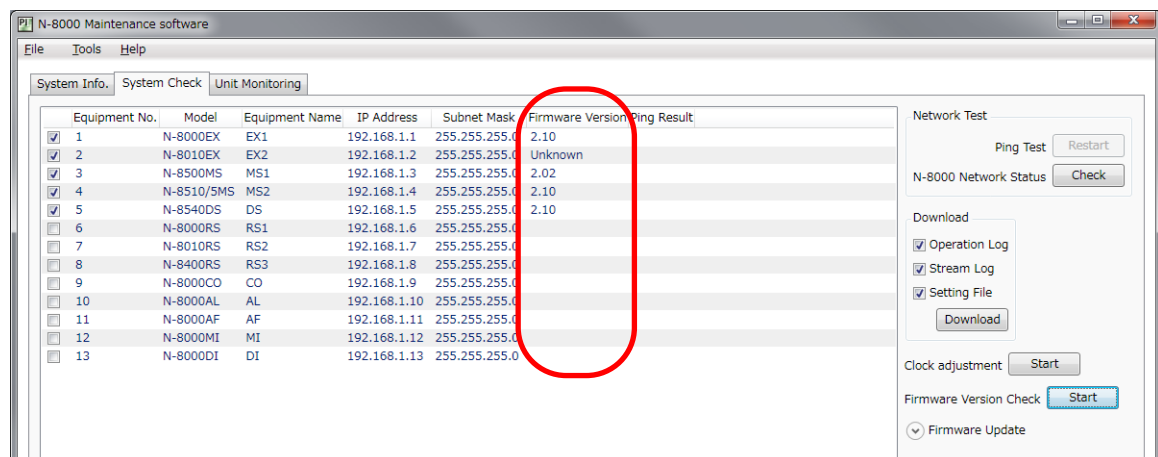
Step 1. In the Equipment list, check the components for firmware version confirmation.



Step 2. Click the Firmware Version Check "Start" button.

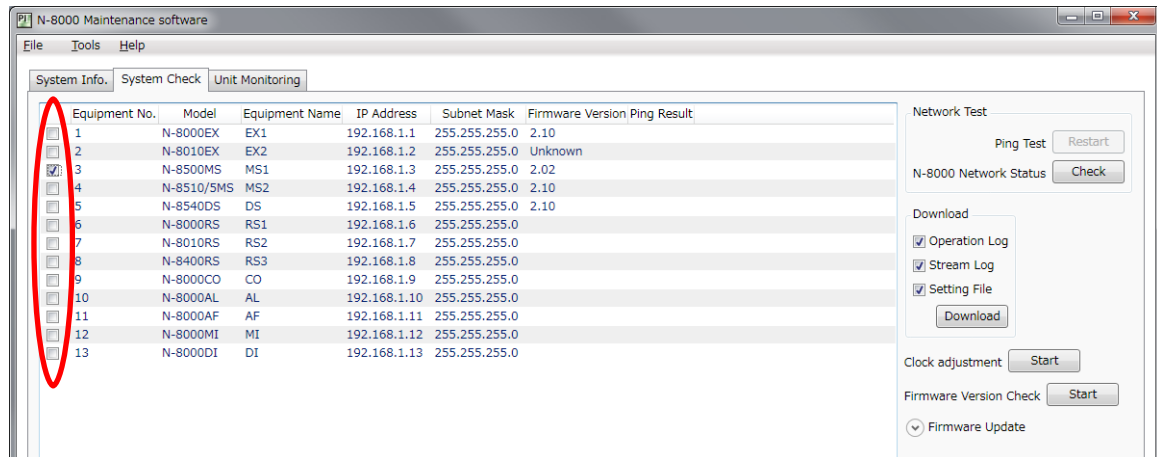
Each selected component's firmware version is displayed in the Firmware Version column.

The "Unknown" indication is displayed for components from which the version cannot be obtained due to a communication error.

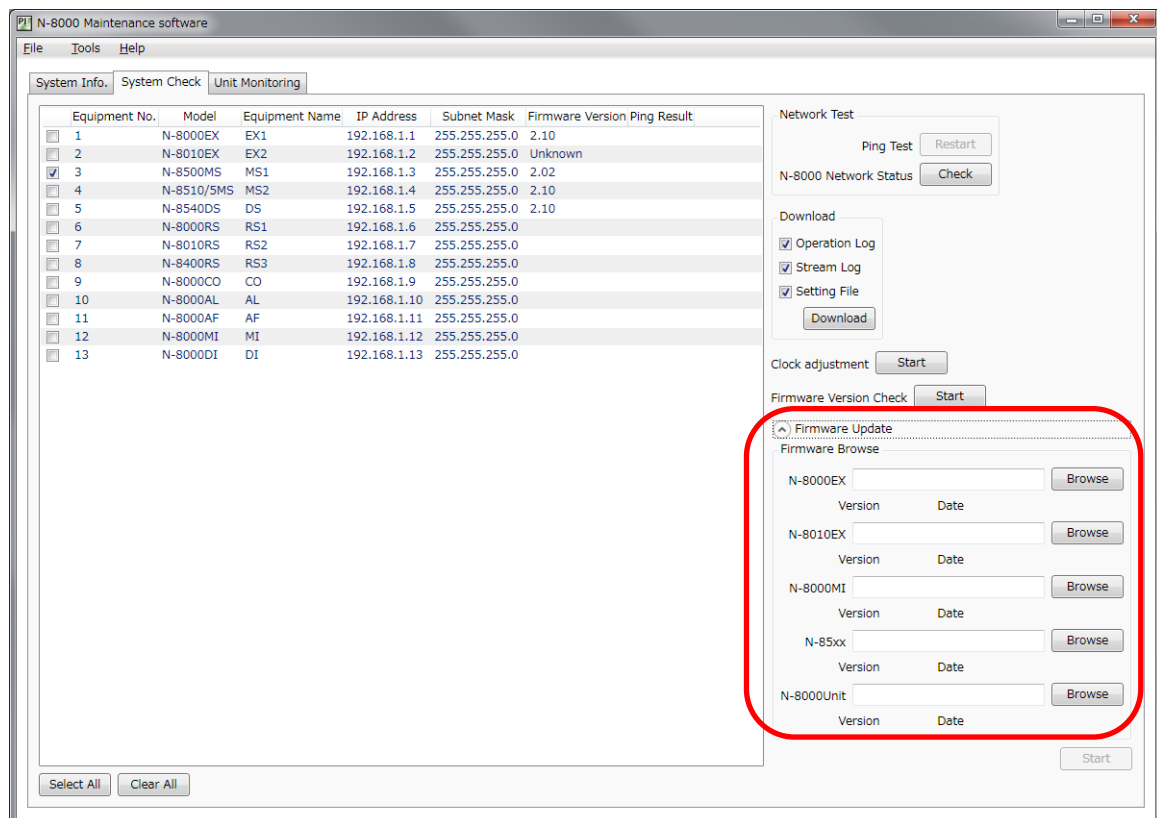


6.6. Updating Equipment Firmware

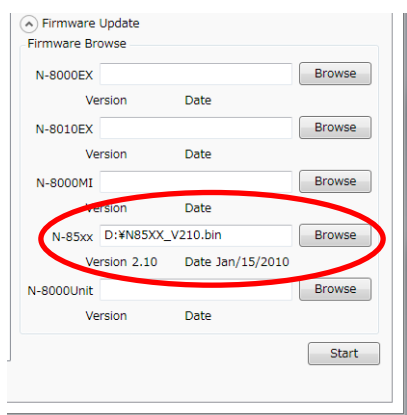
Step 1. In the Equipment list, check the components for firmware update.



Step 2. Expand the Firmware Update field.

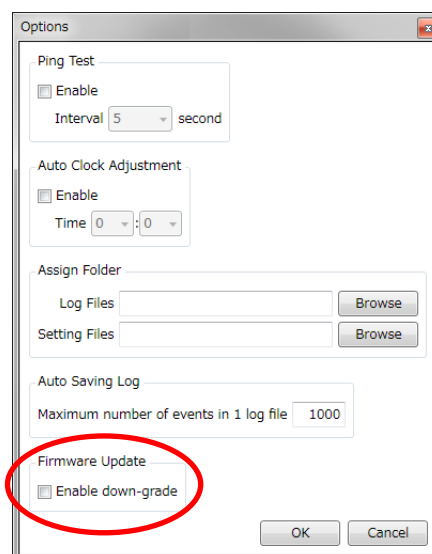


- Step 3.** Select the firmware to be updated in the firmware selection field.
Clicking the "Browse" button displays the dialog for finding and opening the file.
Select the firmware to be uploaded to each selected component. The selected firmware version, its creation date and file path are displayed.

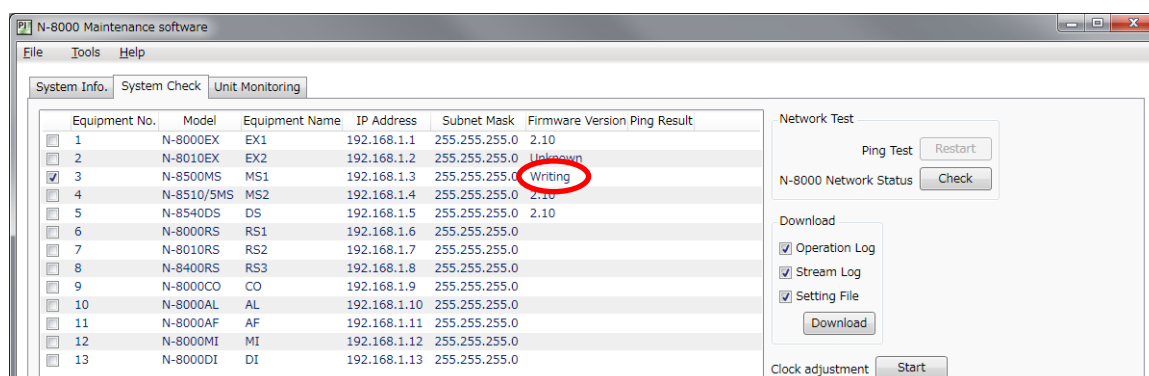


Note

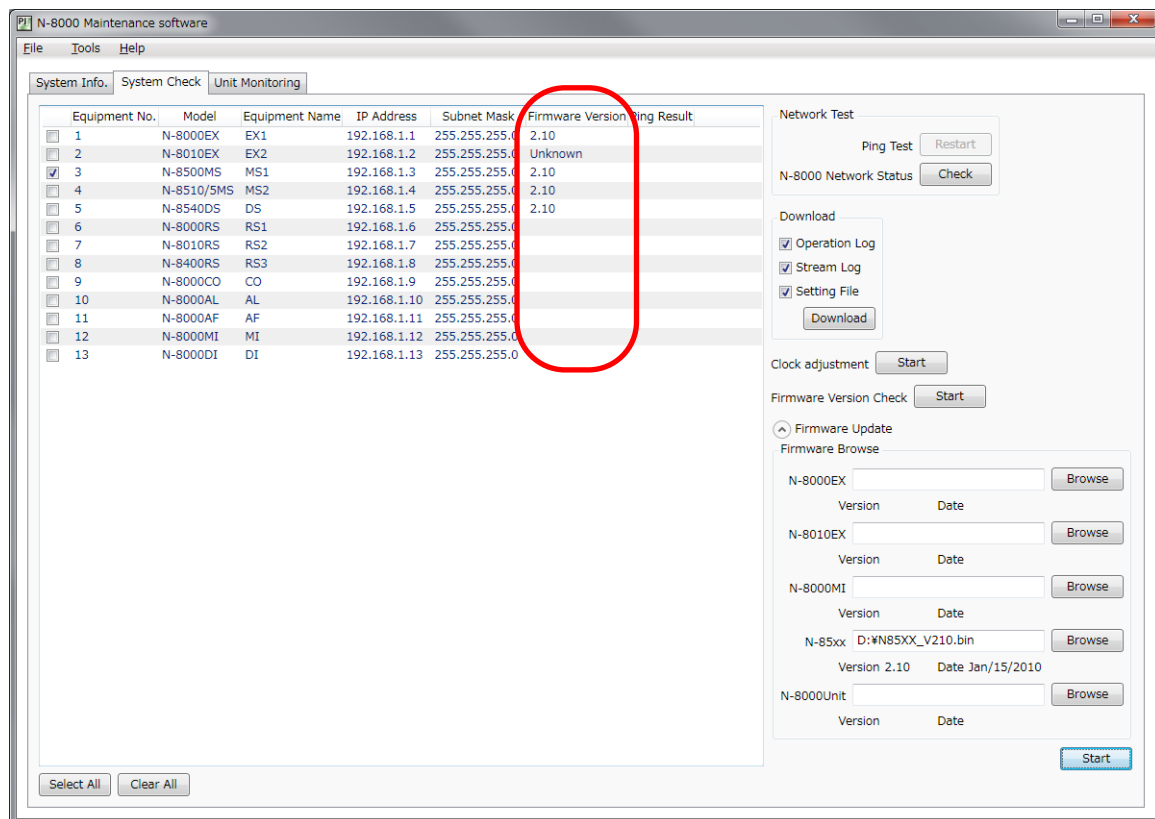
Firmware version downgrading is disabled by default. To permit version downgrading, select [Tools → Options] from the Menu bar, then in the Options dialog, check "Enable down-grade" under Firmware Update.



- Step 4.** Click the Update "Start" button.
The firmware is updated and the progress status ("Sending," "Writing" or "Restarting") is displayed in the Firmware Version column.



Step 5. Confirm firmware updates.



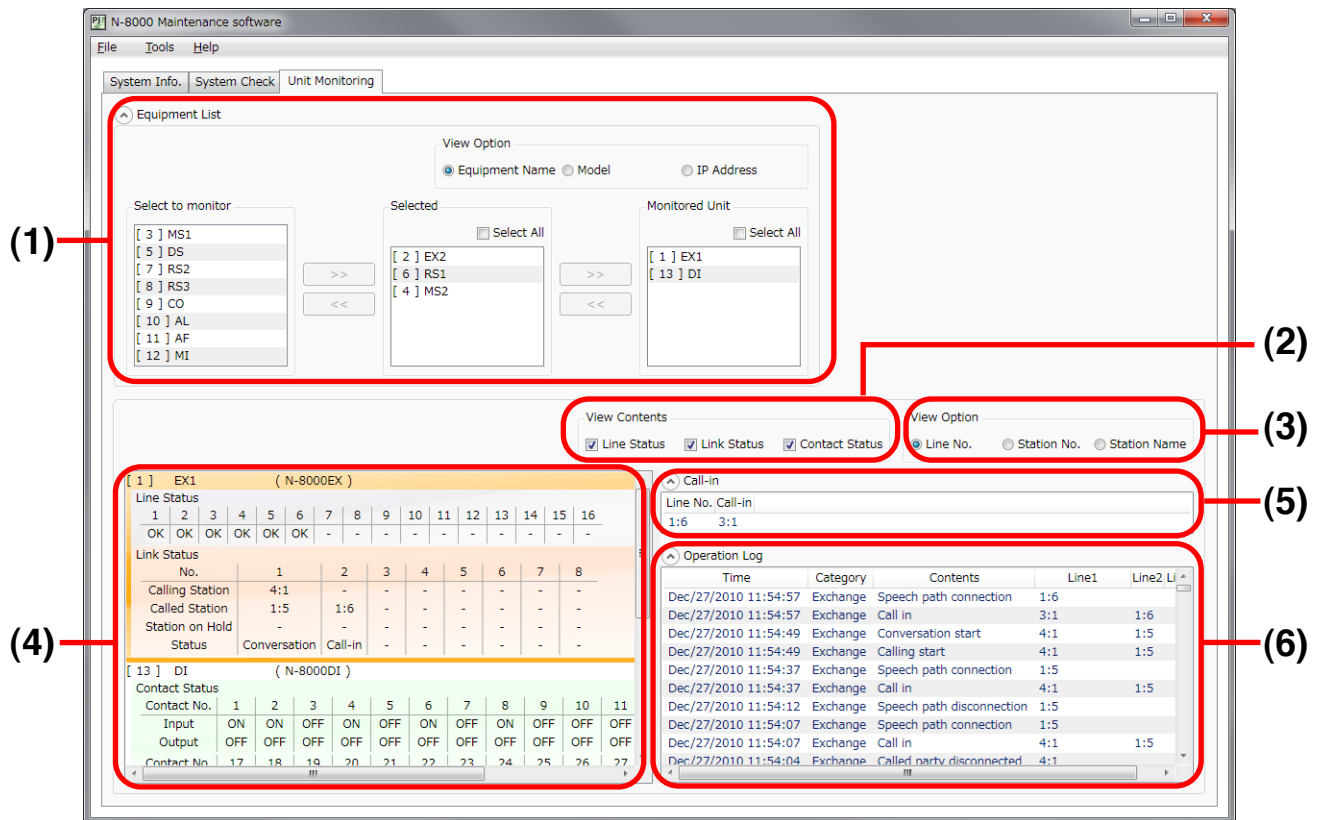
Note

When the "Unknown" indication is displayed in the Firmware Version column, the firmware may not have been updated. In such a case, check to confirm that network settings for both a PC and equipment are performed correctly, then restart update from the beginning.

7. USING THE UNIT MONITORING FUNCTION

The Unit Monitoring screen displays the operating status of selected system components in real time (refer to p. 11), as designated at N-8000 Maintenance Software startup. Equipment operation log can also be automatically saved to selected PC folders.

The Unit Monitoring screen is displayed if the "Unit Monitoring" tab is clicked.



Note

The above screen displays an example of status monitoring in progress.

To display equipment operation status, the component to be monitored must be selected (refer to p. 28).

[Screen explanation]

(1) Equipment list

Used to select equipment to be monitored.

- **Select to monitor**
Shows components not currently being monitored.
- **Selected**
Shows selected components to be monitored.
- **Monitored Unit**
Shows components currently being monitored.

- **View Option selector buttons**

Switch the contents displayed in the "Select to monitor," "Selected," and "Monitored Unit" fields as follows.

"Equipment name" button: [Equipment number] Equipment name

"Model" button: [Equipment number] Model name

"IP Address" button: [Equipment number] IP address

(2) View contents checkboxes

Designate the items to be displayed in the Equipment Status Display list.

(3) View Option selector buttons

Switch the contents displayed in the Equipment status display list (4), Call-in status display field (5), and Operation log list (6).

(4) Equipment status display list

Displays current line, link and contact statuses of components currently being monitored.

(5) Call-in status display field

Displays current call-in status* of components selected in the Equipment Status Display list.

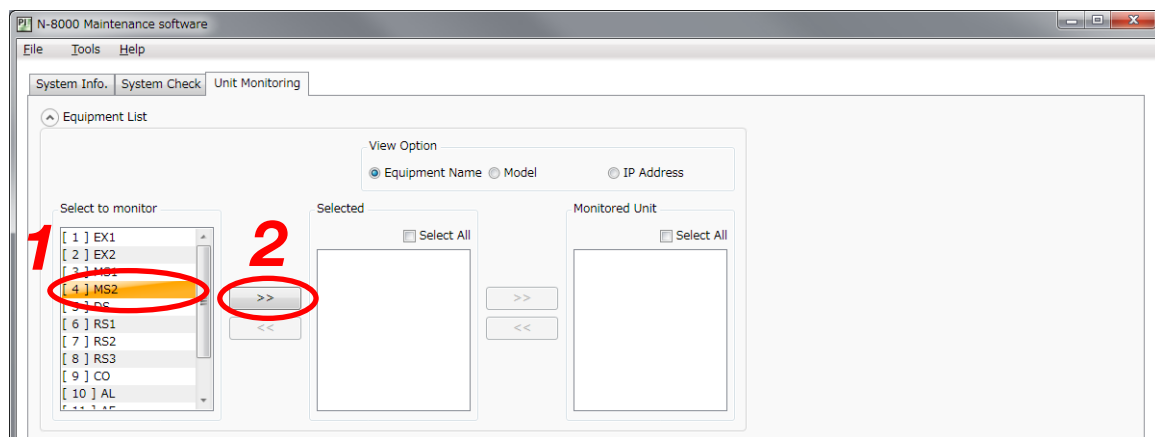
* Call-in status refers to one station being called by others when the N-8000 system's call response mode is set to "Selective Response."

(6) Operation log list

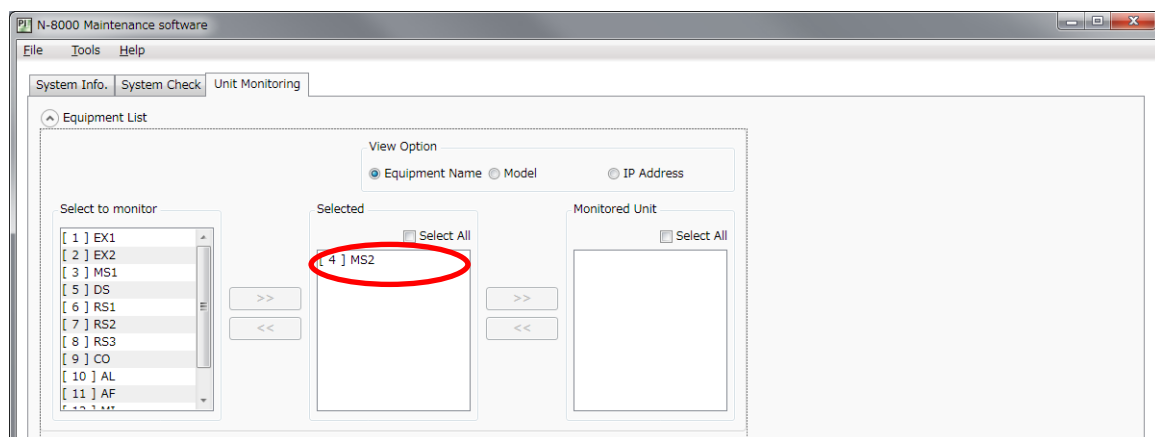
Displays operation logs of components selected in the Equipment Status Display list.

7.1. Monitoring Equipment Status

Step 1. Select equipment components to be monitored from the "Select to monitor" list.
The [>>] button located to the right of the "Select to monitor" list is enabled.



Step 2. Click on the [>>] button.
The selected components move from the "Select to monitor" list to the "Selected" list.



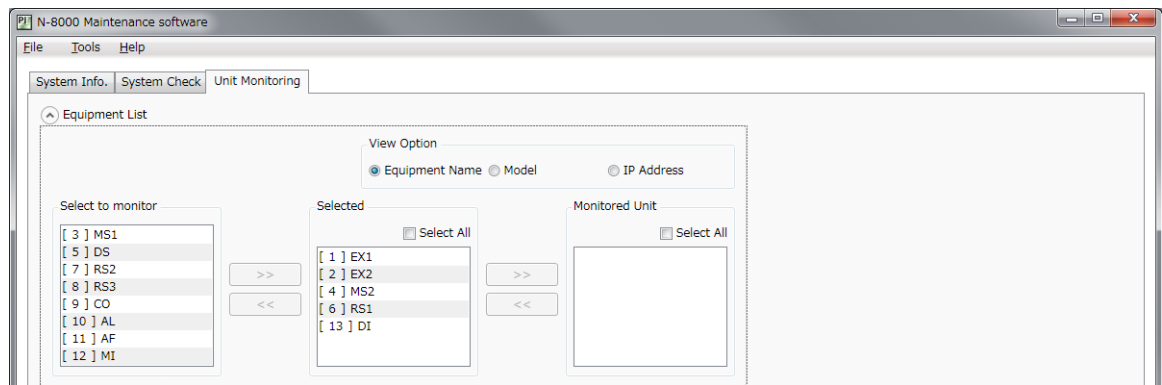
Note

Mere addition to the "Selected" list does not enable equipment monitoring.

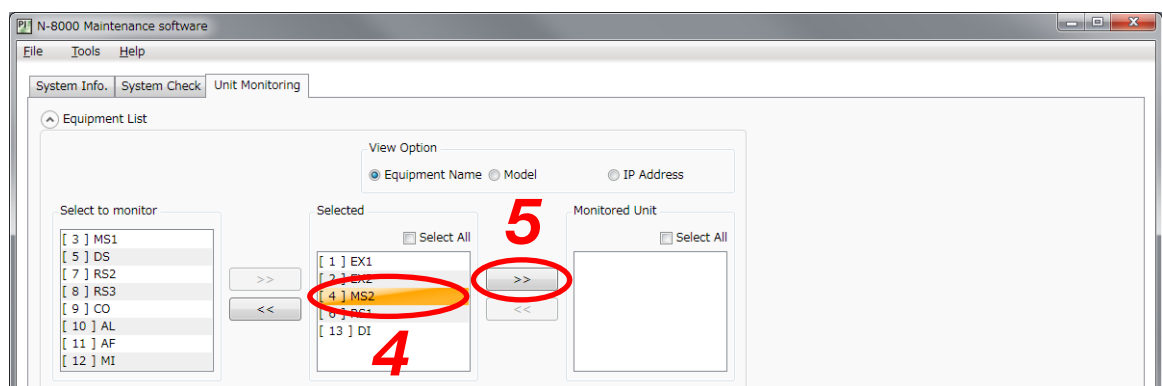
Tips

- By adding frequently monitored equipment to the list, time and effort needed to repeat Steps 1 and 2 can be saved when the N-8000 Maintenance Software is next started.
- To shift components back from the "Selected" list to the "Select to monitor" list, highlight the component and click on the lower left [<<] button.

Step 3. Repeat Steps 1 and 2 as required.



Step 4. Select the components to be monitored for their current statuses from the "Selected" list. The [>>] button to the right side of the "Selected" list is enabled.

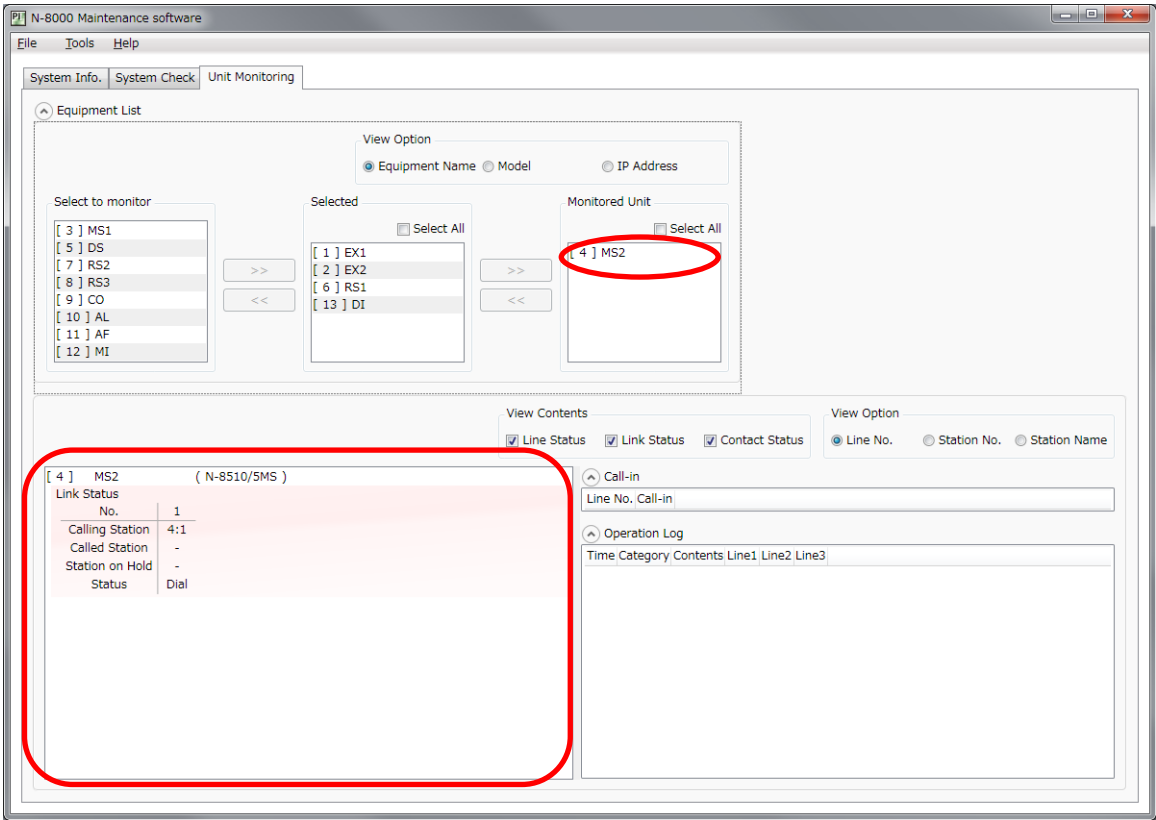


Tip

Click on the "Select All" checkbox above the "Selected" list to simultaneously select all displayed units.

Step 5. Click on the [>>] button at the right of the "Selected" list.

After the selected components are connected, they move from the "Selected" list to the "Monitored Unit" list. Also, their current operating statuses are displayed in the Equipment status display list. The number of components that can be simultaneously connected is 8 units.

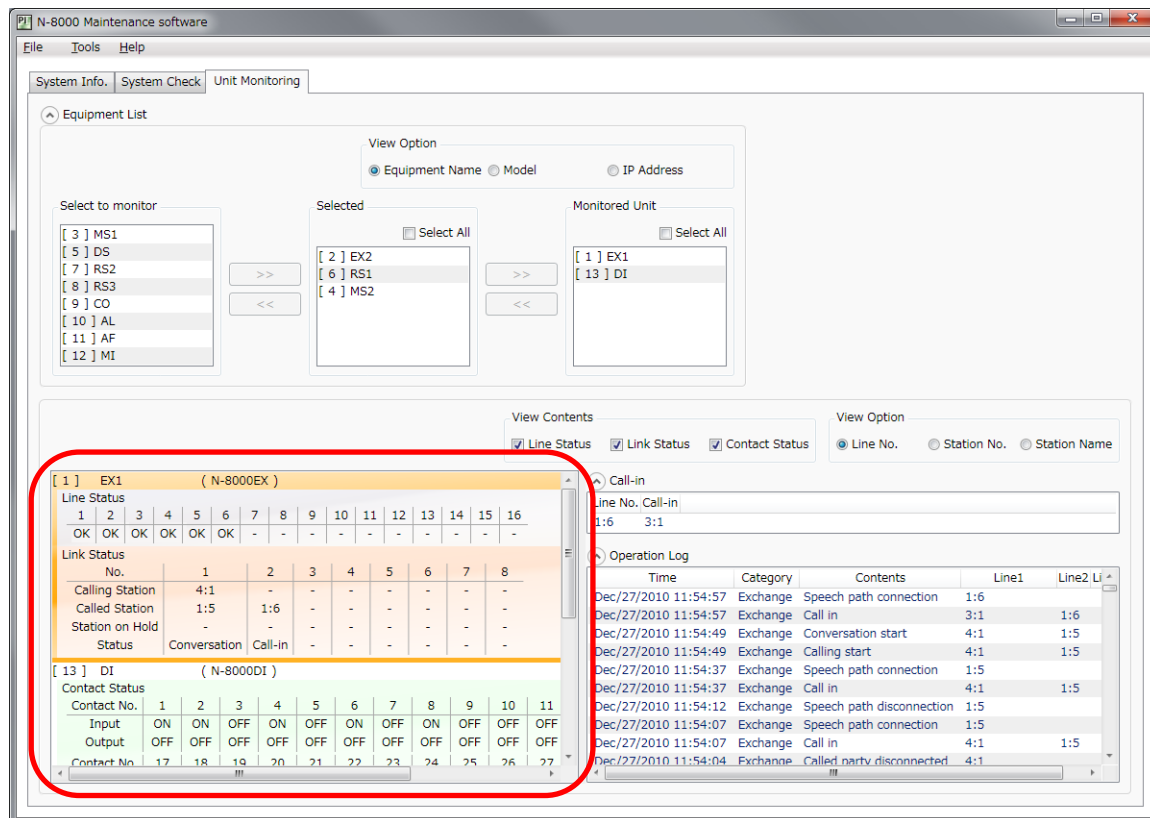


Note

Because the PC temporarily receives a large amount of data immediately after equipment connections are established, several tens of seconds are required before the statuses are reflected on the display.

7.2. Checking Line, Link and Contact Statuses

Find components to check status of from the Equipment status display list.



7.2.1. Checking line status

Current equipment line status is displayed in the "Line Status" field.

Line Status		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Line number		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Line status		OK	OK	OK	OK	OK	OK	-	-	-	-	-	-	-	-	-	-

The indications in the line status field represent the following content:

- OK: Normal
- NG: Communications disabled
- : Unconnected

7.2.2. Checking link status

Current component link status is displayed in the "Link Status" field.

Link Status								
No.	1	2	3	4	5	6	7	8
Calling Station	4:1	-	-	-	-	-	-	-
Called Station	1:5	1:6	-	-	-	-	-	-
Station on Hold	-	-	-	-	-	-	-	-
Status	Conversation	Call-in	-	-	-	-	-	-

No.: Link Number

Calling Station: The station that made a call is displayed in [Equipment number: Line number]*.

Called Station: The station that received a call is displayed in [Equipment number: Line number]*.

Station on Hold: The station placed on hold is displayed in [Equipment number: Line number]*.

If the target equipment is SX-200IP, the calling station on the second link is displayed.

Status: Displays link operation.

* For example, the indication "4:1" represents either the station connected to Line No. 1 of Equipment No. 4 or the IP station of Equipment No. 4. In the case of the IP station, the line number is only one.

7.2.3. Checking contact status

Current component contact status is displayed in the "Contact Status" field.

Contact Status											
Contact No.	1	2	3	4	5	6	7	8	9	10	11
Input	ON	ON	OFF	ON	OFF	ON	OFF	ON	OFF	OFF	OFF
Output	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF

Contact No.: Contact input and output numbers

Input: Displays current contact input terminal status.

Output: Displays current contact output terminal status.

The indications in the input and output fields represent the following contents:

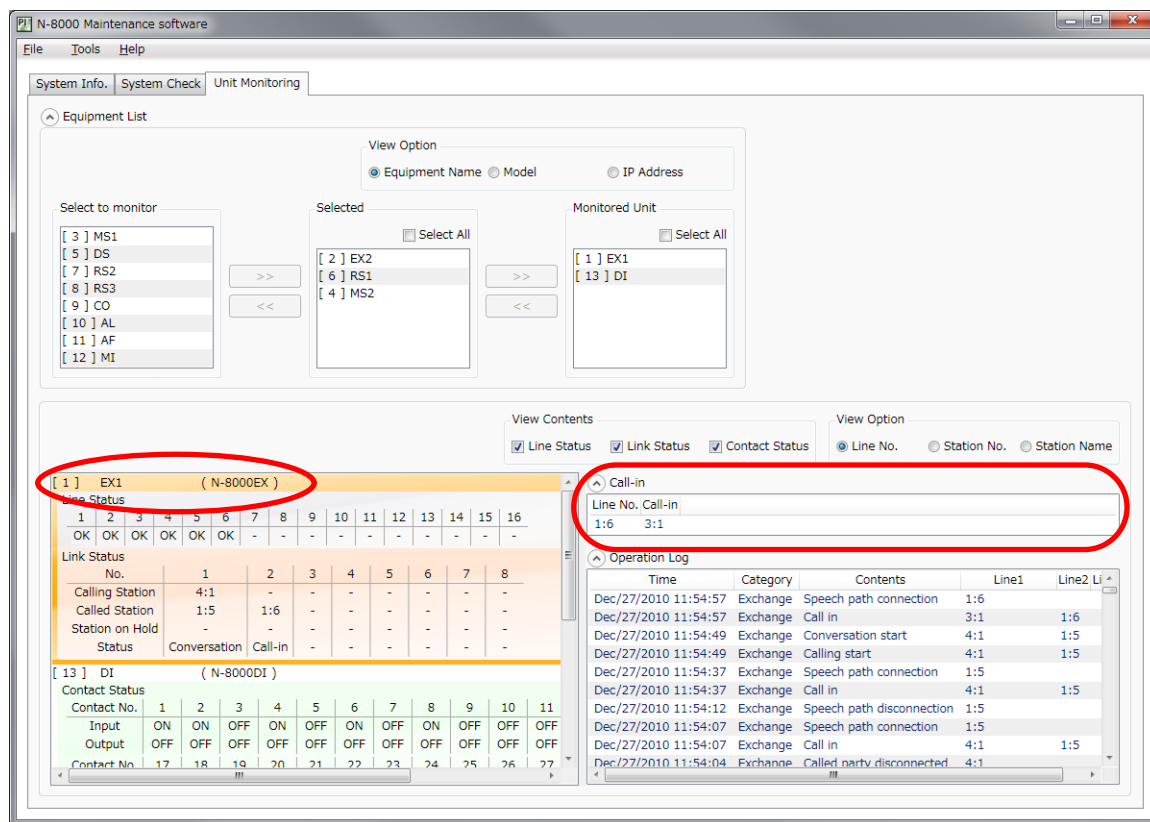
ON: Make

OFF: Break

7.3. Checking Call-In Status

Call-in status refers to one station being called by others when the N-8000 system's call response mode is set to "Selective Response."

Select components to be checked for call-in status in the Equipment status display list.



In the above screen example, the N-8000EX exchange of Equipment No. 1 has been selected.

The call-in status of the selected component is displayed in the "Call-in" list.



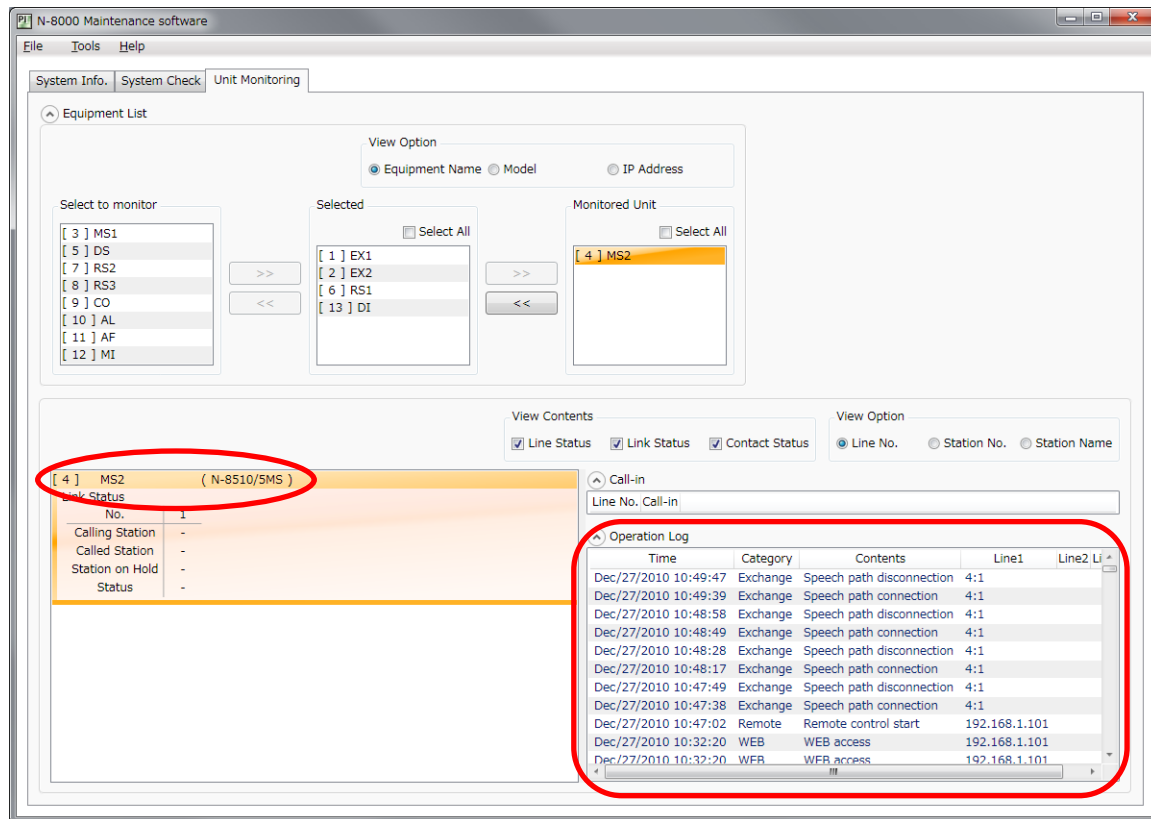
- Calling stations are displayed as [Equipment number : Line number]. In this example, the station connected to Line No. 1 of Equipment No. 3 or the IP station of Equipment No. 3 is a calling station.
- When multiple call-ins are made, the indication is delimited with commas, such as "3:1, 4:1."
- Emergency call-ins are displayed in red.

Called stations (i.e. stations receiving calls) are displayed as [Equipment number : Line number]. In this example, the station connected to Line No. 6 of Equipment No. 1 is a called station.

7.4. Checking Operation Logs

Select components for checking of operation logs in the Equipment status display list.

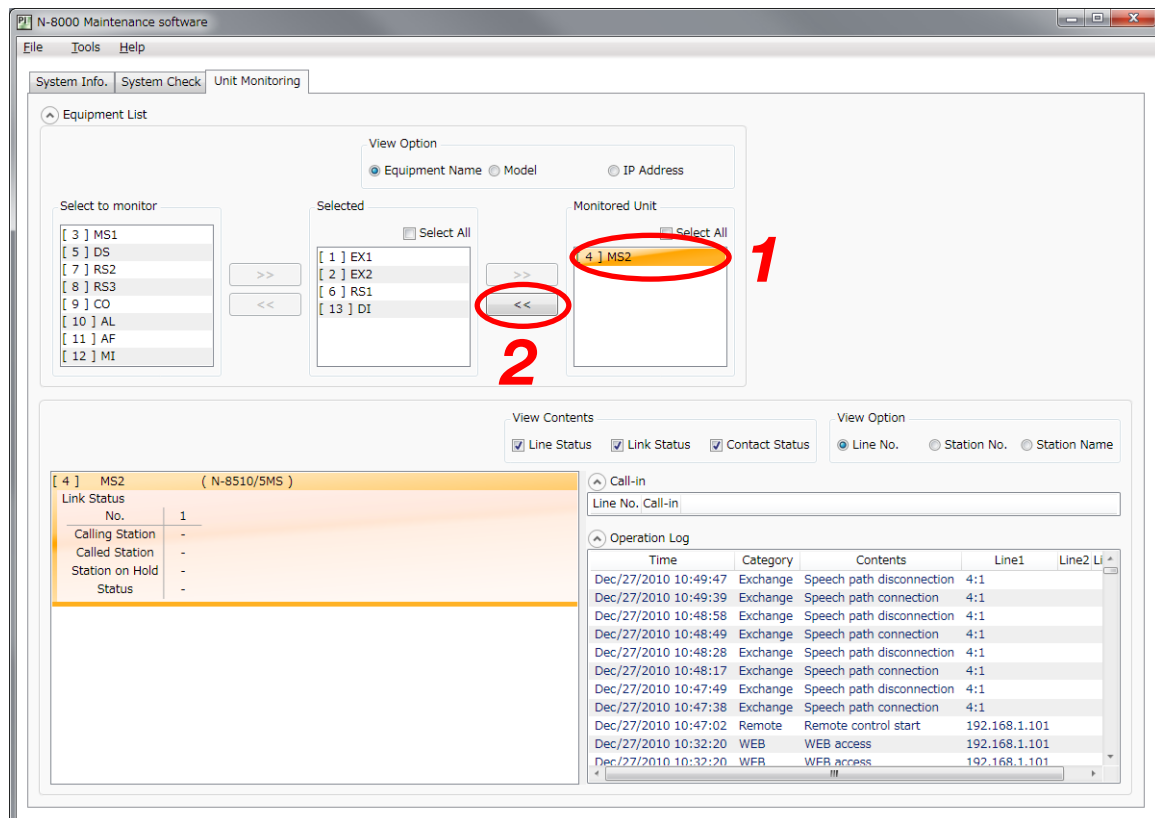
The operation logs of selected components are displayed in the "Operation Log" list.



In the above screen example, the N-8510MS Master Station of Equipment No. 4 has been selected.

7.5. Terminating Equipment Monitoring

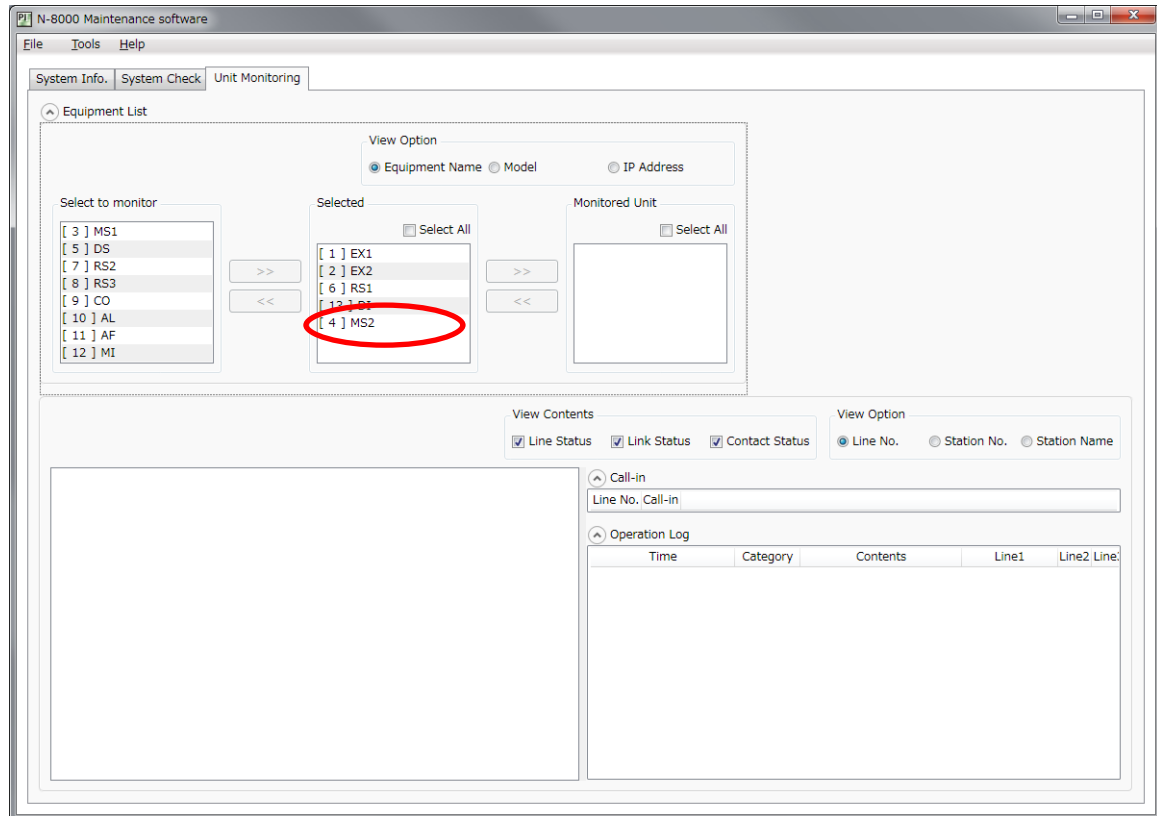
Step 1. Select components to terminate monitoring from the "Monitored Unit" list in the Equipment list.
The [<<] button to the left of the "Monitored Unit" list is enabled.



Tip

Click on the "Select All" checkbox above the "Monitored Unit" list to simultaneously select all displayed units.

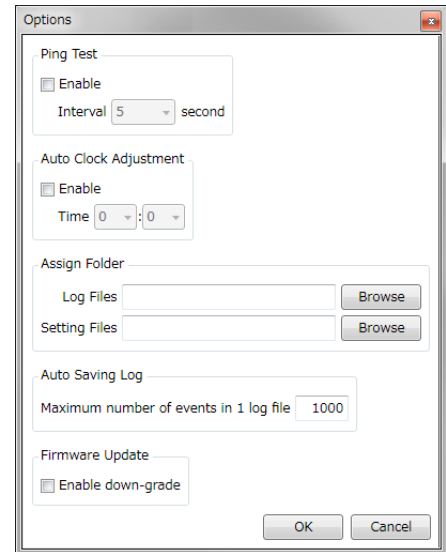
Step 2. Click on the [<<] button at the left of the "Monitored Unit" list.
Connections to selected components are cut off, shifting the unit from the "Monitored Units" list to the "Selected" list.



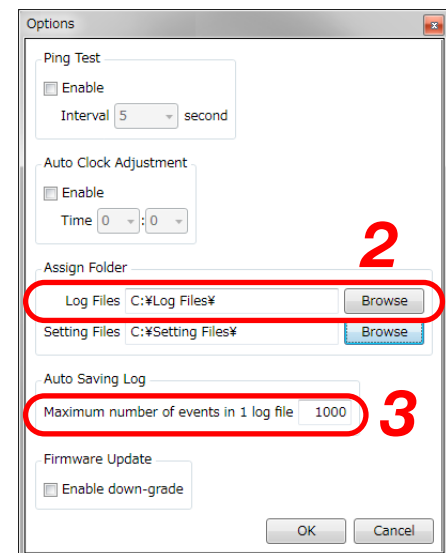
7.6. Automatically Saving Operation Logs

Using the Unit Monitoring function, the operation logs of currently monitored components can be automatically saved.

- Step 1.** Select [Tools → Options] from the Menu bar.
The options dialog is displayed.



- Step 2.** Click the "Browse" button to designate the save destination folder for the downloaded log files.



- Step 3.** Designate the maximum number of logs per file.
Enter the desired number from the range of 1000 to 65535.
(Default: 1000 logs)

- Step 4.** Monitor Equipment
On the Unit Monitoring screen, select which operation logs to obtain (refer to [p. 28](#)).
Operation logs are automatically saved to the folder designated in Step 2 above using the following filename format: auto_[(Equipment No.)](Equipment name)_(File creation date and time)_from (the oldest log date and time in the file).log