



DMS 3.1 Basic Troubleshooting Guide

IMPORTANT: First verify the firmware of the MCA controllers, keypads and DMS are current. This can be done with SCS-C5 software using SYSTEM CHECK under the TOOLS menu. Also verify firmware of the network gear is current.

The most common problems are IP traffic and bandwidth issues. 'Noisy' networks suffer from heavy IP traffic caused by streaming Televisions, IP security cameras, IP based DVRs, Computers, IP lighting, etc. This can prevent the DMS and MCA from finding each other on the network.

Try to isolate the DMS and MCA by connecting them both to the router directly.

Subnetting the Russound system, or isolating the cause of bandwidth issues on a subnet or VLAN, is recommended .

Setting up devices with static IPs outside the router's DHCP range is recommended. The DMS3.1 GUI can be access via a web browser by typing in <http://dms31>

A wireless N router is recommended.

There are also free network discovery and IP scanning applications available that can assist to better understand of the network, such as FING. <http://overlooksoft.com/>

Known Issues with third party products:

- The Netgear GS608 V2 switch is incompatible with Russound products
- A few D-link routers, specifically models DIR-825, DIR-615, and DIR-655 may show incompatibility issues with the DMS3.1
- ISP supplied modem/router combo devices may show incompatibility issues between the DMS3.1 and MCA-C5
- IP security camera systems may show incompatibility issues between the DMS3.1 and MCA

DMS3.1 Factory Initialize

1. Turn DMS Off
2. Set the four source ID rotary switches to the "Unassigned" position (6 o'clock)
3. Power ON DMS
4. Wait for the Power LED to start blinking once per second (takes about 30 seconds)
5. Set the Stream 1 source ID rotary switch to source 5 (12 O'clock)
6. Wait for Power LED to blink with a pattern of three quick flashes and a pause (about 30 to 60 seconds)
7. Set the source ID switches as required for normal operation and power cycle the DMS

Problem:	Solution:
DMS 3.1 Streams is not a Device Type option in SCS-C5 Programming Software	SCS-C5 must be version 4.0.4.0 or higher
DMS source names show on keypad, but pressing Menu on MDK does not access Stream option	Firmware version of MDK keypad needs to be 5.00.05 or higher
Selected DMS Stream source from a keypad shows error message "Please Wait"	First check the Source Dials on the rear of the DMS3.1 for proper source ID assignments. Other possible causes from network connection issue between MCA controller and DMS 3.1 - Verify Ethernet cables are connected to both MCA and DMS - Verify Ethernet connection lights for cables are lit – Green for cable connected, Amber for DHCP traffic - Try a power cycle of the DMS3.1, MCA controller and Router - Try isolating possible network conflicts by connecting MCA and DMS direct to the router, bypassing any switches - Try using a test router in between the MCA and DMS - Check DHCP router table or use IP scanning app to verify MCA and DMS are being given IP addresses
Connected USB flash drive does not show up under the Media Server option of the DMS stream	- USB flash drive must be formatted to FAT or FAT32 - Verify the USB drive is connected to the correct corresponding USB port. The Front USB port is for Stream 1.
Connected USB External Hard Drive does not show under the Media Server option of the DMS stream	USB External Hard Drives must be AC Powered. The DMS cannot use USB-powered hard drives.
A NAS (Network Attached Storage) drive media does not show under the Media Server options of the DMS	The DMS sees local LAN content via DLNA services. Most NAS drives have a DLNA server built-in but there are several third party programs available to run as a DLNA service. Examples include Jamcast, Twonky, Media Monkey or Serviio. Check with the NAS drive manufacturer for information on DLNA services offered.

Problem:	Solution:
Airplay stream options do not appear on the iOS device (iPad, iPhone, etc)	• Verify DMS 3.1 firmware is at least 2.00.01 • Verify DMS streams operate from a keypad • Verify the DMS3.1 and the iPad are on the same network/subnet • Verify Airplay is an option in iTunes from a pc on the network
Airplay stream skips or loses connection	• Turn off BlueTooth on the iOS device • Try isolating possible network conflicts by connecting MCA and DMS direct to the router, bypassing any switches • Try setting the wireless router to a different broadcast channel • Wireless network congestion and interference from other wireless devices can affect Airplay stream stability. Check with Apple Support for more information. http://support.apple.com/kb/TS4215
"Empty" error message displayed when accessing Internet Radio options	Possible network connection issue between MCA controller and DMS 3.1 • Try isolating possible network conflicts by connecting MCA and DMS direct to the router, bypassing any switches
The Song Metadata shown on the keypad is not the same as the audio heard through the speakers.	• Verify the Source ID dials on the rear of the DMS3.1 are assigned correctly for each Stream. They need to correspond to the appropriate source input of the MCA controller
Firmware Update for the DMS3.1 failed	• Verify the Ethernet cable is connected to the DMS and try the update again • USB flash drive must be formatted to FAT or FAT32 • USB flash drive should be empty except DMS firmware file • DMS Firmware file must be extracted from its original ZIP file
Stream 1 cannot be accessed, but streams 2 and 3 work fine	If the serial number of the DMS begins with "11" – the stream 1 BridgeCo module may not be seated properly. We recommend contacting Russound Dealer Support for assistance. • tech@russound.com • 1-866-888-7466, M-F 8:30am-7pm EST