

Service Report

No incident number specified.

No customer data specified.

Generated by BeoTool 1.0.9 at Thu, 03 Nov 2016 16:34:02 GMT









Description





No description specified.

Product status

The product status below was collected from a wireless network with SSID: **Wifi Maison 5 GHz**.
The mobile device collecting the information had the IP address: **192.168.0.45**.

Wireless signal quality:	
Internet connectivity:	
Services:	
System configuration:	
Software update:	
Product communication:	

Signal legend

	Pending - BeoTool was still collecting information from the products
	Major issue(s)
	Minor issue(s)
	No issues

System summary

BeoSound Moment 24955042

Serial no.: 24955042

Type: BeoSound Moment Soundheart

Software version: 1.7.399.223963144

Serial no.: 24954981

Type: BeoSound Moment Jukebox

Software version: 1.7.5.1155

Product overview (2 online, 0 offline)

Showing only online products

BeoSound Moment 24955042

Identification

Type no.: 2997
Item no.: 1290084
Serial no.: 24955042
Type: BeoSound Moment Soundheart

Software update

Installed version: 1.7.399.223963144
Update status: New software available (1.8.433.39426321)
Mode: Automatically update software

Relations

Integration role: Not integrated
Associated with: BeoSound-Moment-24954981-JB

Services

BeoPortal status: OK
Deezer status: OK
Deezer username: [REDACTED]
Tuneln status: OK
Tuneln username: [REDACTED]

Network

Internet connectivity: Yes

Wireless

DHCP: Yes
IP address: 192.168.0.19
Subnet mask: 255.255.255.0
Default gateway: 192.168.0.254
Preferred DNS: 8.8.8.8
Alternative DNS: 8.8.4.4
Frequency: 2.4 GHz
Quality: Excellent
RSSI: -34
Encryption: WPA2-PSK (TKIP)

System configuration

No issues

BeoSound-Moment-24954981-JB

Identification

Type no.: 2998
Item no.: 1290082
Serial no.: 24954981
Type: BeoSound Moment Jukebox

Software update

Installed version: 1.7.5.1155
Update status: New software available (1.8.4.1171)
Mode: Automatically update software

Relations

Integration role: Not integrated

Services

BeoPortal status: OK

Network

Internet connectivity: Yes

Wireless

DHCP: Yes
IP address: 192.168.0.23
Subnet mask: 255.255.255.0
Default gateway: 192.168.0.254
Preferred DNS: 8.8.8.8
Alternative DNS: 8.8.4.4
Frequency: 2.4 GHz
Quality: Excellent
RSSI: -22
Encryption: WPA-PSK (TKIP)