

Service Report

No incident number specified.

Hoever
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



Description

After a Deezer issue I decided to check all network settings and did the setup > production integration > B&O connect option however I answered both questions with no. From that moment I am not able to enable the option B&O connect. I tried everything a lot of disconnecting from the mains. Even reset the convertor to factory defaults. Nothing worked. As seen in the report the Avant doesn't see the convertor. They are in the same subnet and can be pinged individually. The convertor can be reached by a browser. Deezer, Youtube and Webmedia work fine on the Avant only when I want to use the convertor to hear Avant sources in other rooms no connection can be made. The report says Avant not integrated. That is because the option to make the connection is disabled. Hope you can help if you need further information don't hesitate to contact me on i.hoever@upcmail.nl





With kind regards
I Hoever

Product status

The product status below was collected from a wireless network with SSID: **HoeverAP**. The mobile device collecting the information had the IP address: **192.168.178.53**.

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

BeoLink Converter NL/ML

Serial no.: 24150385

Type: BeoLink Converter NL/ML

Software version: 1.4.3.19864

BeoVision-Avant-55

Serial no.: 24252502

Type: BeoVision Avant

Software version: 1.0.11.37484

Product overview (2 online, 0 offline)

Showing only online products

BeoLink Converter NL/ML

Identification

Type no.: 1790
Item no.: 1179011
Serial no.: 24150385
Type: BeoLink Converter NL/ML

Software update

Installed version: 1.4.3.19864
Update status: Software up-to-date
Mode: Status not supported

Relations

Integration role: Slave
Integrated with: BeoVision-Avant-55 (24252502)

System configuration

Online devices seen as offline

BeoVision-Avant-55

BeoVision-Avant-55

Identification

Type no.: 9671
Item no.: 1856768
Serial no.: 24252502
Type: BeoVision Avant

Software update

Installed version: 1.0.11.37484
Update status: Software up-to-date
Mode: Status not supported

Relations

Integration role: Not integrated

Services

BeoPortal status: OK

Network

Internet connectivity: Yes

Wired

DHCP: No

IP address: 192.168.178.13

Subnet mask: 255.255.255.0

Default gateway: 192.168.178.1

Preferred DNS: 192.168.178.1

System configuration

Missing products

BeoLink Converter NL/ML