

# iLink LCD/iLink LCD Wireless Installation & User Manual



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## **Introduction:**

The iLink is an Internet downloadable messaging system utilizing state-of-the-art MPEG compression to achieve truly stunning near-CD quality audio storage and playback. All unit management and audio downloads are accomplished by your dealer using a special controller software suite. When an update is needed your dealer connects to the iLink via your high-speed Internet connection and digitally transfers the MP3 audio files and configuration settings you need. Changes can be initiated on demand, scheduled from minutes to weeks, or the iLink can be instructed to connect automatically and load new audio.

## **Unpacking and Inspection:**

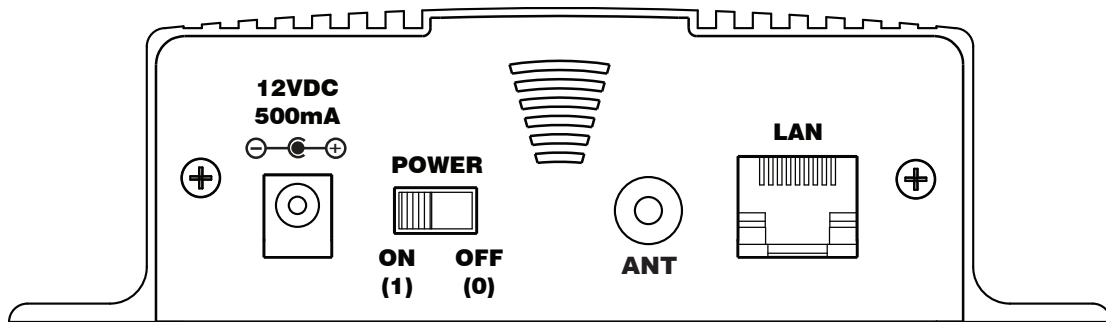
Before you begin installation, unpack and verify you have all the correct parts.

- (1) iLink
- (1) 12VDC power supply
- (1) Ethernet cable
- (1) Accessory Kit (Includes RCA cable, RCA to 3.5mm adapter, rubber feet & wall mount screws)
- (1) Instruction manual
- (1) Antenna (Optional)

If you are missing any of these parts STOP and call your dealer.

## iLink Layout Summary:

### Front of Unit



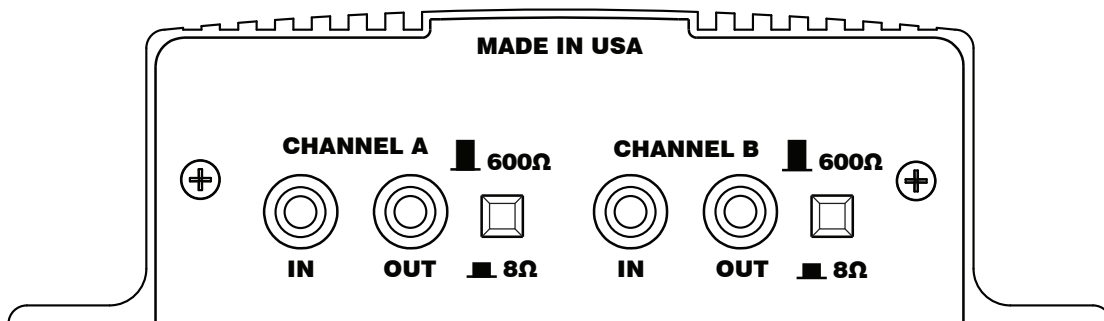
12VDC - This is where the supplied 12VDC power pack is connected.

POWER - Use this switch to turn the unit ON and OFF.

ANT - Connection for optional 2.4GHz wireless antenna.

LAN - This jack connects to the local Ethernet that allows the iLink connectivity to the Internet. The jack also has two built in LEDs that report back network activity and speed status.

### Rear of Unit

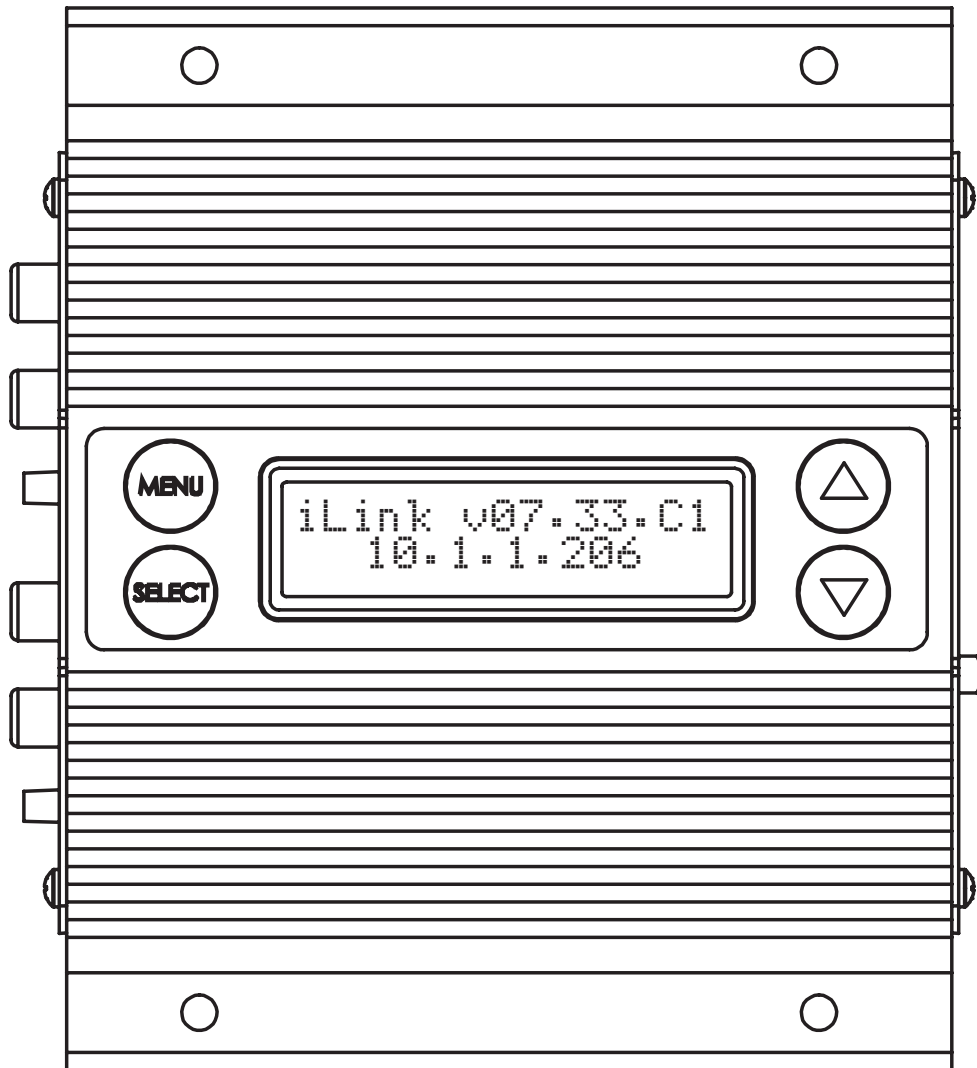


CHANNEL A or B (IN) - This signal level jack allows an external BGM (Background Music) source to be fed through the iLink unit.

CHANNEL A or B (OUT) - This jack connects to a phone systems MOH input or a PA amplifier.

8Ω or 600Ω - This switch changes the output impedance of the CHANNEL A or B (OUT) jack.

## Top of Unit



MENU BUTTON - Keypad button used to cycle through menu items.

SELECT BUTTON - Keypad button used to select menu item to be changed.

UP and DOWN BUTTONS - Keypad buttons used to make changes to selected items.

2 x 16 LCD - White lettering on blue backlighting LCD used to display unit information.

# LCD Menu

iLink v 07.33.C1  
10.1.1.206

(MENU push)

Press UP Arrow  
to Callback

(MENU push)

Output A  
Volume = XX

(MENU push)

Output B  
Volume = XX

(MENU push)

Input A BGM  
Volume = XX

(MENU push)

Input B BGM  
Volume = XX

(MENU push)

WiFi Status  
OFF

(MENU push)

Monitor Speaker  
Source = XX

(MENU push)

IP Mode  
DHCP

(MENU push)

Press Select to  
Scan for WiFi



IP

XXX.XXX.XXX.XXX

(MENU push)

Subnet

XXX.XXX.XXX.XXX

(MENU push)

Gateway

XXX.XXX.XXX.XXX

(MENU push)

Connect-Back #1

XXX.XXX.XXX.XXX

(MENU push)

CB Port #1

XXXX

(MENU push)

Connect-Back #2

XXX.XXX.XXX.XXX

(MENU push)

CB Port #2

XXXX

(MENU push)

Format Unit  
And Reboot

(MENU push)

Firmware Version

VXX.XX.X

(MENU push)

MAC Address

XX:XX:XX:XX:XX:XX

(MENU push)

Serial Number

KXXXXXXXX

## LCD Menu

### To force unit to connect back to server:

1. MENU to the *Press UP Arrow to Callback* screen.
2. Press the UP arrow.
3. Screen will say “Connecting to . . .”.
4. When connected to server screen will display “Active Connection . . .”.
5. Screen will return to main LCD screen when completed.

### To change Output A or B and Input A or B BGM Volume:

1. MENU to the appropriate volume screen.
2. Press the UP arrow to increase or DOWN to decrease the volume
3. Press MENU when completed to save setting.

### To take unit out of WiFi :

1. MENU to the *WiFi Status* screen.
2. Press the UP or DOWN arrows to change from ON to OFF.
3. Press SELECT.
4. Press UP to confirm setting.
5. Unit will reboot into Wired Mode if confirmed from previous step.

### To place unit in WiFi through LCD/Keypad:

1. MENU to the *Press Select to Scan for WiFi* screen.
2. Press SELECT.
3. Screen will show *Scanning for WiFi . . .* This process will take about 30 seconds.
4. Press the UP and DOWN arrows to show WiFi networks found.
5. Press SELECT to choose the WiFi network.
6. Enter in Password for chosen WiFi Network.
  - a. Display will flash and show current location.
  - b. UP and DOWN arrows will change currently selected character.
  - c. Hold the SELECT and UP or DOWN arrow to move to next or previous character.
7. Press MENU to complete password entry.

### To set IP Mode:

1. MENU to the *IP Mode* screen.
2. Press UP or DOWN to chose DHCP to STATIC.
3. Press SELECT to set DHCP or STATIC. Note unit will reboot after this setting.

### To change IP, Subnet, Gateway, Connect-Back & CB Ports:

1. MENU to the *IP, Subnet or Gateway* screen.
2. Press SELECT and the first octet will be able to be edited.
3. Press the UP or DOWN arrows to choose the new octet setting.
4. Press SELECT to move to the next octet group.
5. Once the last octet is chosen, then press SELECT to set the address.

### To Format Unit & Reboot IP Mode:

1. MENU to the *Format Unit And Reboot* screen.
2. Press SELECT.
3. Press the “Pattern” to format and reboot or the MENU button to cancel.

## Web Browser

The iLink LCD has a built-in password protected web browser that will display the units serial number, firmware version and MAC address. This browser will also allow the units communication mode, connect-back address and port to be changed.

**LCD Configuration Manager v3.10a**

---

<b>Serial Number:</b>	KWWYYDIG
<b>Firmware:</b>	07.33.D4
<b>MAC Address:</b>	00:60:35:14:cf:06
<b>Status:</b>	LOGIN OK

---

Use 802.11 WiFi Network Port  
 Use the 10/100 Wired Ethernet Port

WiFi Network Name:   
WiFi Network Password:

Obtain an IP address automatically (DHCP)  
 Use the following IP address (STATIC)

IP Address:   
Subnet Mask:   
Default Gateway:

Obtain DNS server address automatically  
 Use the following DNS server address

Preferred DNS:   
Alternate DNS:

---

**1st Primary Server Location**

Connect-Back by IP or  Connect-Back by DNS

Connect-Back by IP Address:   
Connect-Back by DNS:   
Connect-Back Port:

**2nd Backup Server Location**

Connect-Back by IP or  Connect-Back by DNS

Connect-Back by IP Address:   
Connect-Back by DNS:   
Connect-Back Port:

---

When changing **Mode** either DHCP or STATIC must be typed in the “New Settings” column. When changing to STATIC mode the IP, Subnet and Gateway must all be entered or the settings will not take when submitted. The **Status** will indicate if the settings have been updated to the unit.



## **Installation - Optional LAN or Wireless Option:**

**Hardwired LAN (Default)** - If connected to the Hardwired LAN set the local networks type of IP - either DHCP or STATIC. If using DHCP everything should set automatically. If using STATIC then use one of these three methods:

Method 1. The LCD display and keypad (see page 8 - 10).

Method 2. The built in web browser (see page 11 for web portal screen shot).

- a. Type the IP of the unit in either IE, Firefox or Chrome.
- b. Type the default password - TLKDIG.
- c. Check off STATIC.
- d. Enter in IP, Subnet & Gateway.
- e. Set DNS and Connect-Back information if required.
- f. Click the "Submit" button.
- g. Unit will reboot and new settings will take effect.

Method 3. Dealer set through NTL Studio. Call your dealer for details.

**Wireless LAN** - If unit is connected to the Hardwire LAN it can be put into WiFi mode using the built-in web portal using the following steps (see page 11 for web portal screen shot):

Step 1: Type the IP of the unit in either IE, Firefox or Chrome.

Step 2: Type the default password - TLKDIG

Step 3: Check off "Use 802.11 WiFi Network Port"

Step 4: Enter in WiFi Network Name.

Step 5: Enter in WiFi Network Password

Step 6: Set to DHCP or STATIC network. If STATIC then set IP, Gateway and Subnet.

Step 7: Set DNS and Connect-Back information if required.

Step 8: Click the "Submit" button.

Step 9: Unit will reboot into Wireless Mode.

Note: Distance on the Wireless Mode is about 125ft. line-of-sight.  
Walls, furniture and other items can reduce this distance.

Note: See Page 7 for taking unit out of WiFi Mode after it has been set on the unit.

## Installation :

**Step 1:** Wall or shelf mount the unit. Rubber feet and screws are supplied in the accessory kit.

**Step 2:** Verify the power switch on the right side of the unit is set to OFF. Attach the included power pack to a wall or power strip receptacle, then attach the other end to the jack on the right side of the unit labeled 12VDC.

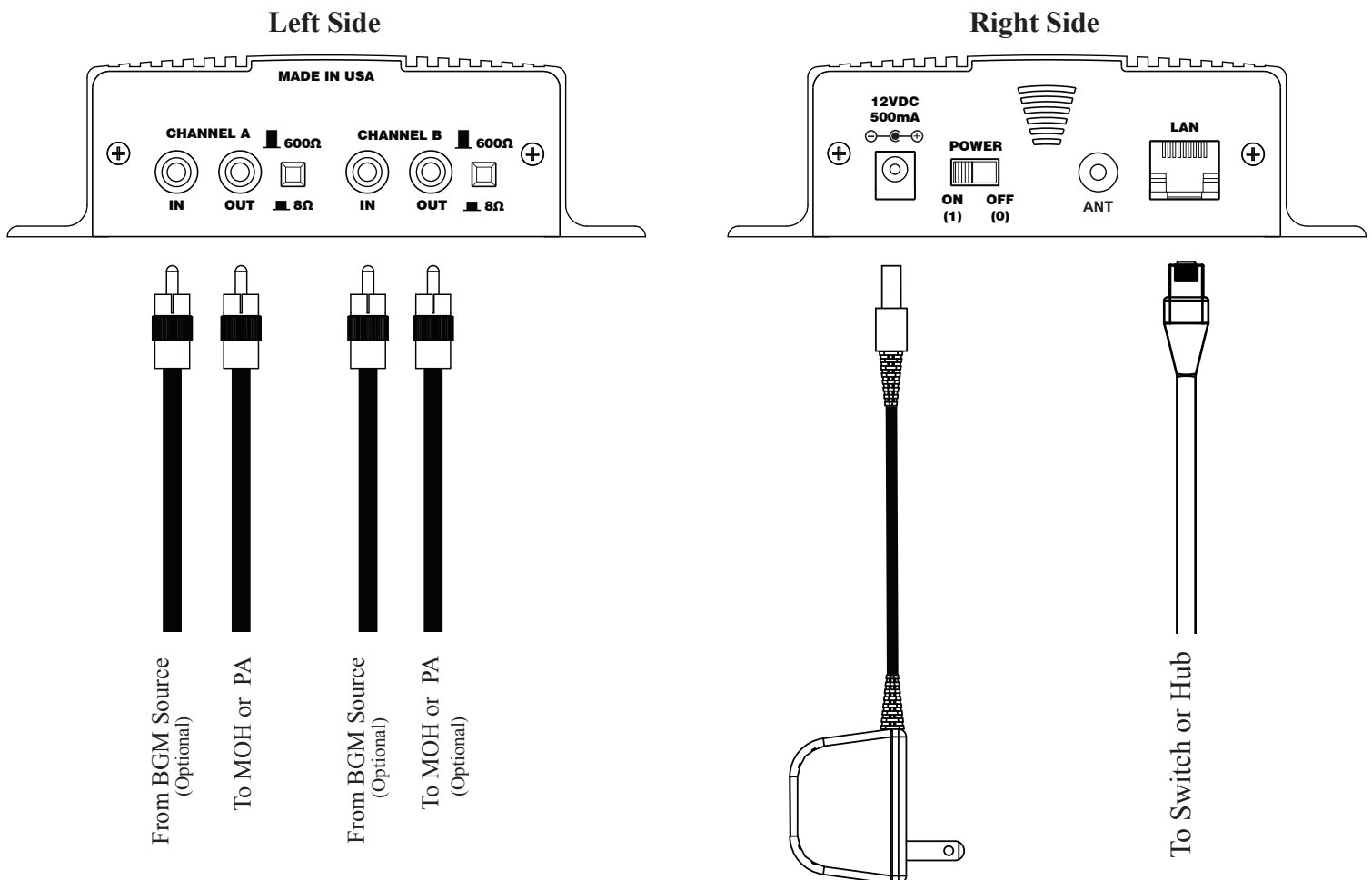
**Step 3:** Make sure any amplifiers (if using any) are turned OFF prior to any connections.

**Step 4:** Connect a RCA cable (supplied in the accessory kit) to the CHANNEL A (OUT) jack on the left side of the unit. Connect the other end of the RCA cable to a phones MOH port, PA amplifier or speaker. For dual output applications follow the same procedure for the CHANNEL B (OUT).

**Step 5:** (Optional) For messaging only applications the existing BGM (Background Music) can be fed through the iLink. Connect the audio source to the CHANNEL A or B (IN) jack(s) on the left side of the unit. This jack must only be fed signal level audio - ANY AMPLIFIED AUDIO WILL DAMAGE THE UNIT.

**Step 6:** Connect an Ethernet cable (supplied in the accessory kit) to the LAN jack on the right side of the unit. Connect the other end to a 10/100 speed switch or hub. If unit is being used in WiFi mode attach antenna to antenna jack marked ANT

## Wiring Diagram



## Connectivity Test:

**Step 1:** Verify the power switch on the right side of the unit is set to ON.

**Step 2:** On the LCD menu verify unit has a valid IP, subnet and gateway.

```
Example:      IP
              010.001.001.206
              Subnet
              255.255.255.128
              Gateway
              010.001.001.120
```

**Step 3:** On the LCD menu go to “Press UP Arrow To Callback” and press the UP ARROW.

```
Press UP Arrow
To Callback
```

**Step 4:** The LCD will display “Forcing Connect Please Wait”

```
Forcing Connect
Please Wait
```

**Step 5:** If there is a Connect-Back record waiting for the unit then the LCD will display “ACTIVE CONNECT  
XXX.XXX.XXX.XXX”.

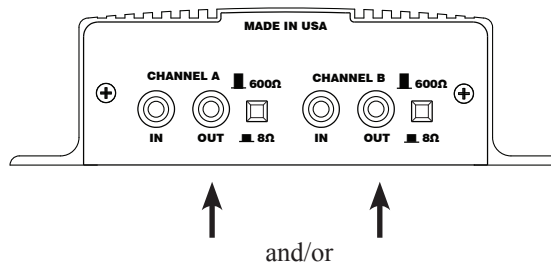
```
Example:      ACTIVE CONNECT
              10.1.1.171
```

If there is no record waiting then it will display “CONNECTING TO XXX.XXX.XXX.XXX” for a few moments on the LCD to confirm a successful connectivity.

```
Example:      CONNECTING TO
              10.1.1.171
```

## Channel A & B Output Level Adjustments:

**Step 1:** Verify CHANNEL A or B (OUT) is connected to either a MOH port or amplifiers AUX or CD input.

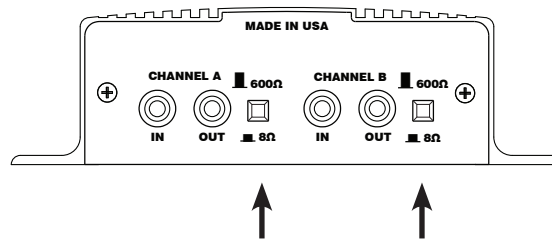


**Step 2:** Verify the unit is playing audio by listening to the internal monitor speaker.

```
Monitor Speaker  
Source = XX
```

▼▲ Cycles Internal Speaker to OFF, A or B

**Step 3:** Depending upon the device the 8Ω/600Ω switch may need to be pushed to better match the impedance of the device the iLink is driving.



**Step 4:** Adjustment of the stored audio output level can be done through the LCD and Menu. Depending upon the application either call into the phone system and be placed on hold OR listen to the PA systems speakers to fine tune volume.

```
Output A  
Volume = XX
```

```
Output B  
Volume = XX
```

▼▲ Changes Volume

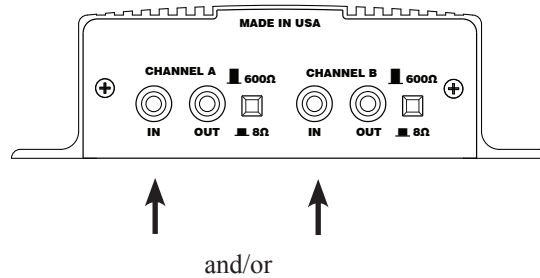
If you see a “ Local Volume Disabled ” message then the dealer has locked this setting.

Note: This setting only adjusts the units audio outputs and does not adjust the volume of the internal speaker!

**Step 5:** All audio adjustments are applied live so changes are saved to the unit instantly.

## Channel A & B Input: BGM Feedthrough Level Adjustments (Optional):

**Step 1:** Plug feed from an unamplified external background music source to the CHANNEL A or B (IN)



**Step 2:** Verify the unit is playing audio by listening to the internal monitor speaker.

```
Monitor Speaker  
Source = XX
```

▼▲ Cycles Internal Speaker to OFF, A or B

**Step 3:** Adjustment of the background music feedthrough level can be done through the LCD and Menu. Depending upon the application either call into the phone system and be placed on hold OR listen to the PA systems speakers to fine tune volume.

```
Input A BGM  
Volume = XX
```

```
Input B BGM  
Volume = XX
```

▼▲ Changes Volume

If you see a “Local Volume Disabled ” message then the dealer has locked this setting.

**Step 4:** All volume adjustments are applied live so changes are saved to the unit instantly.

## Digital Streaming Output Feature:

The iLink with firmware version of 7.38 or above has a feature that allows newer LAN/IP based phone systems to connect to the unit digitally via the LAN to play content. Some newer phone systems are eliminating the analog input and this feature allows compatibility with both analog and now digital inputs. This feature encodes the forward stored audio on the unit and re-streams this via a Shoutcast format\*.

To setup the digital stream follow these steps:

**Step 1:** Connect iLink to same network as your phone system - some examples of tested phone systems are an Asterisk or Elastix .

**Step 2:** On the iLink LCD it will display the IP of the unit.

**Step 3:** In the phone systems menu on where to point to the music source put this IP address with a :100 after it.

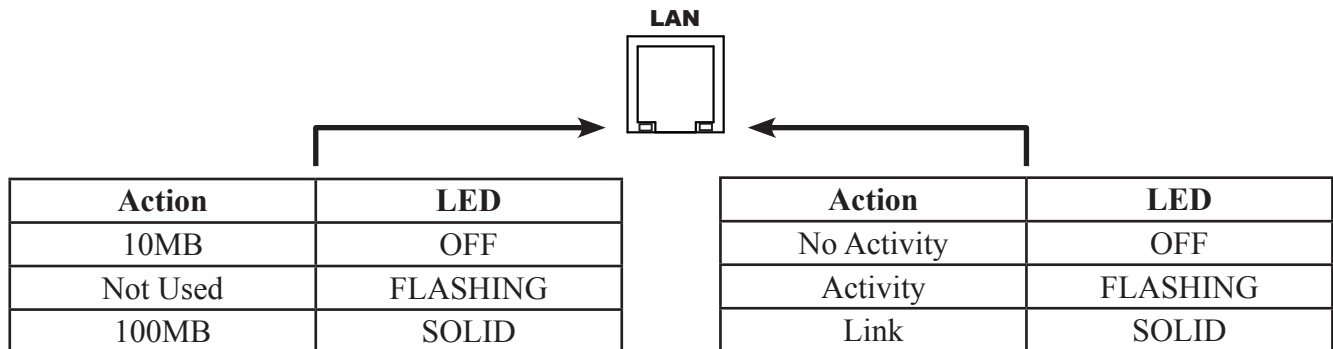
For example:

If the unit has a 192.168.1.50 address it should be entered into the phone systems as 192.168.1.50:100

\* More streaming formats to come in future firmware updates.

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### LAN LED Indicators



# Limited Warranty

**TERMS:** PICA Product Development, LLC warrants to the original purchaser (“Buyer”) that the Product sold is free from defects in material and workmanship at the time of purchase. The warranty period begins at the time of Product’s original purchase by the first end-user. The warranty applies for five (5) year from the original date of purchase, or as long as the product is owned by the original purchaser, whichever comes first. Included in the warranty are parts and labor. Buyer must provide written notice to PICA Product Development, LLC of any defective part or conditions within the warranty period. If the defect is not the result of improper use, service, maintenance or installation, and if the equipment has not been otherwise damaged or modified after shipment, PICA Product Development, LLC or its authorized representative shall either replace or repair the defective Product at PICA Product Development, LLC’s option. No credit shall be allowed for work performed by Buyer or unauthorized parties. Out-of-warranty repairs are invoiced at the current PICA Product Development, LLC hourly rate plus the cost of parts, shipping and handling. In the event that the product serial number is missing or has been tampered with in any way, the foregoing warranty is void and without effect and PICA Product Development, LLC shall have no liability whatsoever on account of defects to such product.

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**FCC Part 15 :** This equipment has been tested and found to comply within the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of the equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct interference at his own expense. In order to maintain compliance with FCC regulations shielded cables must be used with this equipment. Operation with non-approved equipment or unshielded cables is likely to result in interference to radio & television reception.

Changes or modifications not expressly approved by PICA Product Development, LLC could void the users’ authority to operate the equipment.

**IC ES 003 :** This Class A digital apparatus complies with Canadian ICES-003 C et appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

**CE CONFORMITY :** The PICA Product Development, LLC iLink conforms with the following standards, in accordance with the EU Safety, EMC Emissions, & EMC Immunities : EN 60950-1:2001, EN 55022:1998 for Class A, EN 55024:1998 + A1:2001 + A2:2003, EN 61000-4-2:1995 + A1:1998, EN 61000-4-3:1995, EN 61000-4-4:1995, EN 61000-4-5:1995, EN 61000-4-6:1996, EN 61000-5-11:1994.





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