

OnQue Function Lights

(Version 8 and above)



GREEN (Flashing)

LAN is connected and is functioning on a dynamic IP address, system has contacted the server OK.



CYCLE GREEN/RED

LAN is connected and is functioning on a dynamic IP address. System cannot resolve the Domain Name.

Check DNS is being correctly allocated by DHCP server noting the OnQue only uses the primary address.



CYCLE GREEN/RED/OFF/RED

LAN is connected and is functioning on a dynamic IP address. The connection to the server could not be established. Possible reasons, firewall, proxy server. Also check DHCP server is correctly allocating the Gateway.



CYCLE GREEN/RED/OFF/RED/OFF/RED

LAN is connected and is functioning on a dynamic IP address. A situation has caused the transfer to drop the connection partway through the transfer.

Note: May have silence or old audio playing



ORANGE (Flashing)

LAN is connected Static IP is being used, system has contacted the server OK.



CYCLE ORANGE/RED

System is running a static IP. System cannot resolve the Domain Name. Check DNS is being correctly allocated by DHCP server noting the OnQue only uses the primary address.

Note: A check should be made if the unit was set-up with correct Static IP address.



CYCLE ORANGE/RED/OFF/RED

System is running a static IP. System cannot resolve the Domain Name. Check DNS is being correctly allocated by DHCP server noting the OnQue only uses the primary address.

Note: A check should be made if the unit was set-up with correct Static IP address.



CYCLE ORANGE/RED/OFF/RED/OFF/RED

System is running a static IP. System cannot resolve the Domain Name. A situation has caused the transfer to drop the connection partway through the transfer.

Note: A check should be made if the unit was set-up with correct Static IP address.



ORANGE (Solid) RED (Solid)

Replacement system required. No audio output!



RED (Flashing)

No LAN connection.



CYCLE RED/ORANGE/GREEN

System is downloading new messages or configuration. If the cycling stops quickly either there was no updates to perform, or there is a barrier stopping correct access to the server. In case of a barrier, please refer to previous error codes.

