



# SystemOn

Audio Asset Management Software

Shure online user guide for SystemOn.  
Version: 4 (2019-F)

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# SystemOn Audio Asset Management Software

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## Overview

### General Description

Shure SystemOn software enhances large installations of existing Shure audio systems, helping technical support teams manage devices across buildings and campuses. The software monitors Shure devices across networks, logging system events and alerting users over text or email for time-sensitive and critical issues. An intuitive web browser interface allows technicians and help desk specialists to locate and troubleshoot devices, adjust audio levels and muting, and monitor wireless microphone stability from a remote location.



## Features

### Centralized Support Tool

- Manage the health of Shure devices for your entire organization, even across subnets
- Troubleshoot audio and connection issues from a remote location using monitoring tools and event logs
- Avoid high setup costs with an out-of-the-box software solution that requires no external programming
- Seamlessly integrate new features for existing Shure devices using SystemOn

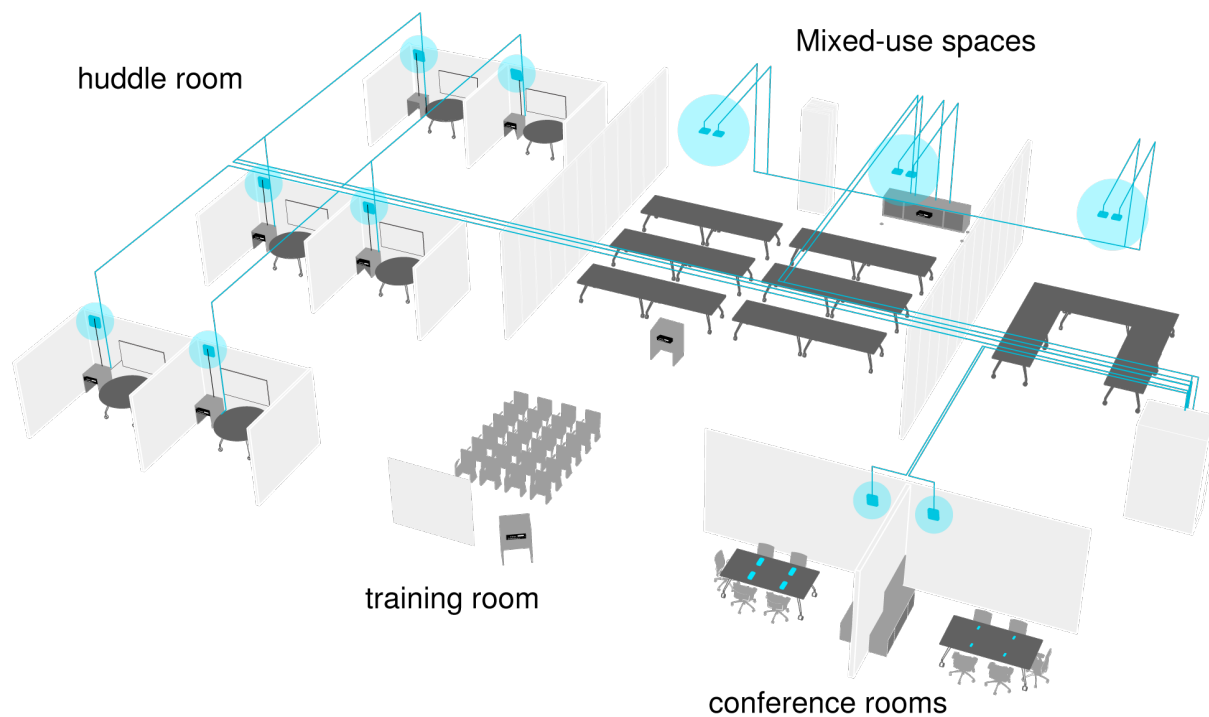
## Secure User Accounts

- Proactively manage the network by receiving alerts via e-mail and SMS text messages for low batteries and offline devices
- Minimize risk and simplify workflow by limiting each user's access based on role and function
- Sync existing usernames and passwords by integrating with LDAP
- Work across multiple languages by selecting the language for each account

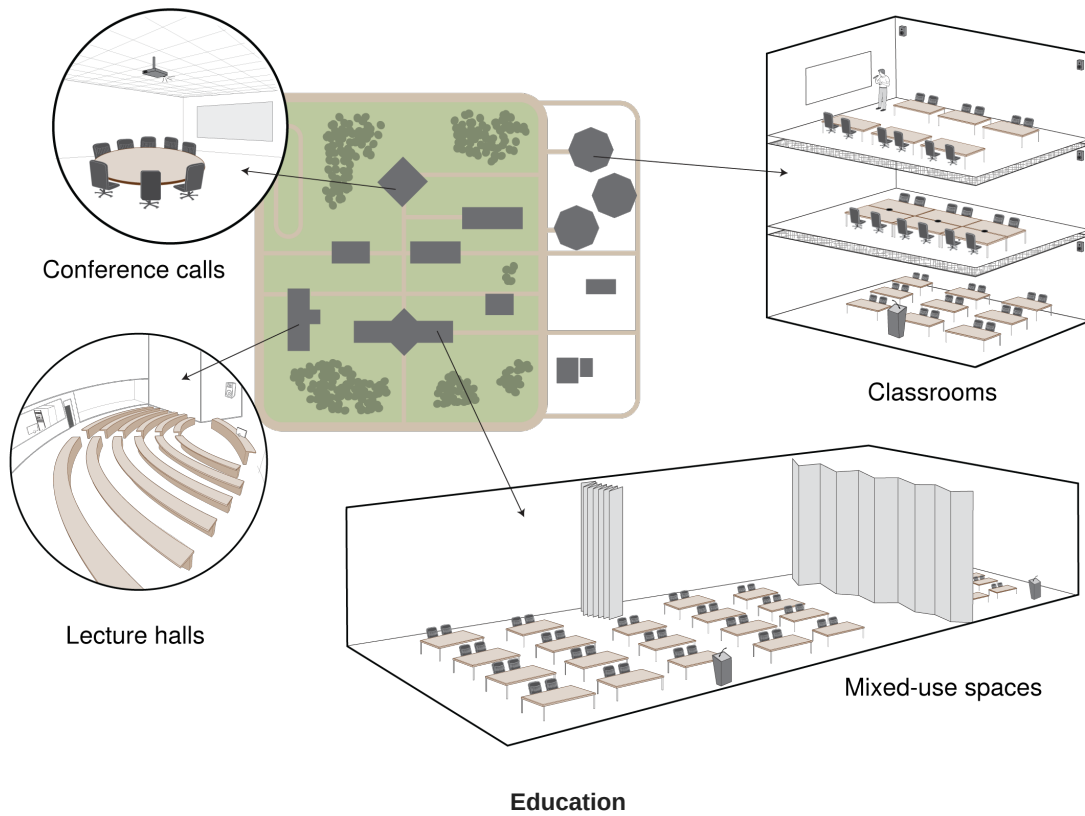
## Remote Control

- Instant remote assistance: audio muting, device identification, gain adjustment, and hardware lockout
- Remote linking ties MXW transmitters to systems on different subnets to streamline help desk support
- Link backup MXW transmitters to provide mic options to presenters or to prepare for long meetings with charged replacements

## Installation Examples



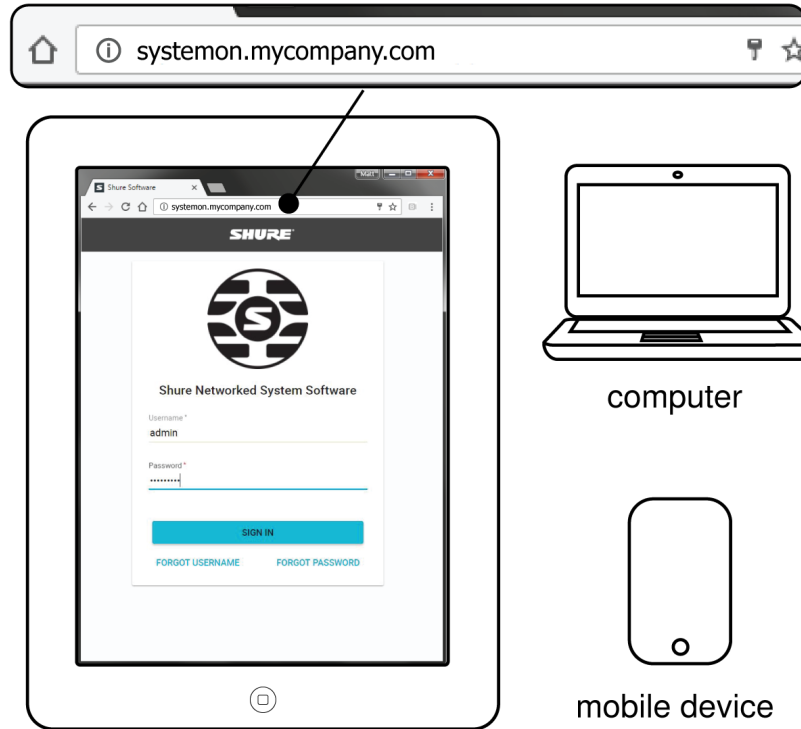
Corporate



## Getting started

### Accessing Your SystemOn Site

Shure SystemOn software provides secure access to your Shure devices from anywhere and at any time. Simply access your site using a web browser on a mobile device or computer.



**Note:** The site URL can be customized by your system administrator.

## Menu Navigation

Use the navigation bar to get around the application.



<p><b>Menu</b></p>	<p>Access other pages of the software. Certain menu items may not be available to you depending on your role and access levels.</p> <ul style="list-style-type: none"> <li>• My Account</li> <li>• Home</li> <li>• All devices</li> <li>• Users</li> <li>• Event log</li> <li>• Settings</li> <li>• Locations</li> </ul>
<p><b>Notifications</b></p>	<p>SystemOn provides notifications to stay ahead of important device and system issues.</p>

**Help**

Access help content to improve your SystemOn experience.

## Homepage system dashboard

The SystemOn homepage provides a dashboard of critical and time-sensitive events related to your subscriptions. The dashboard identifies the devices that need attention and provides details for troubleshooting the issue, such as device name, model type, and the location.

<b>Inventory summary</b>	<p>Displays high-level status indication of your inventories, includes alerts on important device information:</p> <ul style="list-style-type: none"> <li>• <b>Low batteries:</b> Microphones that fall below the threshold set for receiving low battery notices</li> <li>• <b>Missing devices:</b> Microphones that go out of range and devices that are powered down or disconnected from the network.</li> </ul>
<b>Lowest Batteries</b>	<p>Monitors all microphones on air in your locations and displays the lowest battery levels first so you can prioritize and quickly resolve battery issues.</p>

The screenshot shows the SystemOn homepage dashboard. At the top, there is a navigation bar with a hamburger menu, 'Home', a notification bell, and a help icon. Below the navigation bar, the 'Lowest batteries' section is highlighted. It contains a table with the following columns: Device name, Channel name, Label, Microphone type, Time left, and Location. The table lists four devices with their respective locations. A red arrow points to the 'CORNER CONFERENCE ROOM' link in the 'Location' column of the first row, with the text 'Open the location' next to it. Below the table, there is a 'SEE ALL DEVICES' link. At the bottom of the dashboard, the 'Inventory summary' section shows a green checkmark and the text 'All inventories are OK'.

Device name	Channel name	Label	Microphone type	Time left	Location
MXWAPT4-6e1b	Channel 3	3	MXW1	2:18	<a href="#">CORNER CONFERENCE ROOM</a>
MXWAPT4-6e1b	Channel 1	1	MXW8	2:29	<a href="#">CORNER CONFERENCE ROOM</a>
MXWAPT8-e797	Channel 4	4	MXW6	8:29	<a href="#">BOARDROOM</a>
MXWAPT8-e797	Channel 8	8	MXW6	8:43	<a href="#">BOARDROOM</a>

[SEE ALL DEVICES](#)

**Inventory summary**

✓ All inventories are OK

## Monitor microphones, channels, and devices

Adjust device and channel settings, prepare a new microphone, and monitor audio and battery levels from the Monitoring tab in each location. You can access any device from the locations you are subscribed to.

The screenshot displays the 'All devices' interface for a Shure MXWAPT8-e797 device. The main area shows a grid of 8 channels, each with a status indicator (OFFLINE or ACTIVE) and a 'Boundary' label. Channel 4 is highlighted in blue and is currently ACTIVE. The 'Channel Properties' sidebar on the right shows the following details for Channel 4:

- Channel name: Channel 4
- Primary: -
- Device model: MXW6
- Identify button: IDENTIFY
- Mode: Active (selected), Mute, Standby, Off
- Audio gain (dB): 7
- Battery cycle count: 2

Open a location from your home dashboard.

## Not Seeing Anything on the Homepage?

If you have trouble viewing or accessing devices, additional settings may need to be configured in SystemOn.

The screenshot shows the 'Home' dashboard with two main sections:

- Lowest batteries:** Displays an image of a transmitter and receiver. Below the image, it states "There are no transmitters in use" and includes a "SEE ALL DEVICES" link.
- Inventory summary:** Displays a message "No locations assigned to you" with an information icon and a "SEE ALL DEVICES" link.



Contact your system administrator to ensure that the following items are completed:

- **Licenses:** Check that the license plan is up to date (*Settings > Licenses*) and that each device on the network is assigned a license.
- **Subscriptions and notifications:** Your user account must be subscribed to locations in order to keep track of those devices. Additionally, make sure notifications are set up to receive alerts to your email and phone.

## Licenses





Shure provides a free 30-day trial license to test and evaluate SystemOn. During this period, all features and tools are fully functional. To continue using the software after 30 days, purchase a license plan and use *Settings > Licenses* to apply your licenses.

## Purchasing a License Plan

To start a trial or purchase a license plan, contact your local Shure sales representative or distributor.

### Cover your Network Devices with a License Plan

Purchase a license plan for the total number of IP-networked devices you want to manage, such as receivers and chargers. A license enables all features for that device and any wireless components that communicate to it, such as wireless microphones.

classrooms		(20) ULXD 2-channel systems
administrative conference rooms		(4) MXW 8-channel APT (8) MXW 8-channel charging stations (3) SCM820 8-channel Automatic Intellimix Mixer
library rooms		(4) MXW 4-channel APT (4) MXW 4-channel charging stations
theater		(5) ULXD 4-channel systems (4) SCM820 8-channel Automatic Intellimix Mixer

#### License example for a higher education application

*In this example, a university has 52 Shure network audio devices installed across the campus. To manage all of these devices at the same time, a license plan of at least 52 devices is required.*

## License Management

Use the license page to apply license plans, assign licenses to devices, and keep a history of purchases. Go to *Settings > Licenses*.

Product	Status	# of licenses	# assigned	Start date	Exp. date	Entitlement ID
Engage_Product	Valid	150	0	02/28/2018	02/28/2020	44da-b1b9-b40e-40a4-9f06-a922-f1c7-144f

### Viewing your License Plans

<b>Apply</b>	Apply your license plan before assigning licenses to devices.
<b>Auto Assign</b>	Assign licenses to all of your IP-addressable network devices at once. You must have an equal or greater amount of available licenses than devices.
<b>Offline Application</b>	Apply your license on a server without internet access. Follow the prompts in the software to upload the capability response file received from the Shure software portal (software.shure.com).
<b>Product</b>	Shure product name.
<b>Status</b>	Identifies whether the license is valid or invalid for the product.
<b># of licenses</b>	Number of total licenses in your plan used to cover your devices.
<b># of assigned</b>	The number of licenses currently assigned to devices.
<b>Start and Expiration dates</b>	The duration of your plan, beginning from the date your purchase was processed.
<b>Entitlement ID</b>	Your purchase identification number.

## Apply Your License Plan

Apply your license plan before assigning a license to each device.

1. Find the license in the emailed order receipt.

**Activation ID: a61c-29f4-df27-4af7-b1df-65d5-1856-9fc5**

SKU: SystemOn

Purchase Order:

Product Name: SystemOn\_Product

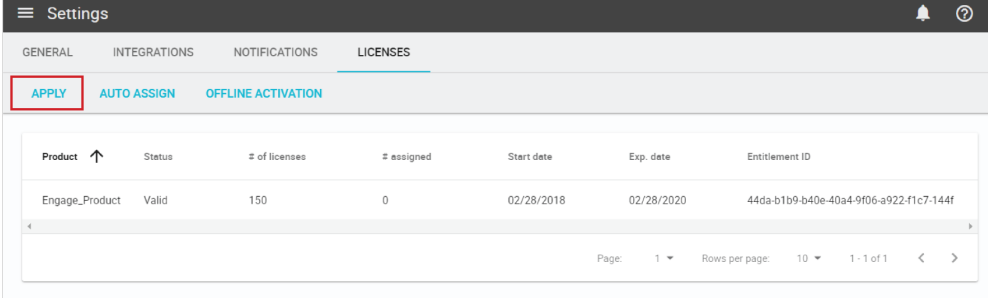
IP Addressable Devices: 250

Quantity: 1

Start Date: Jun 23, 2018

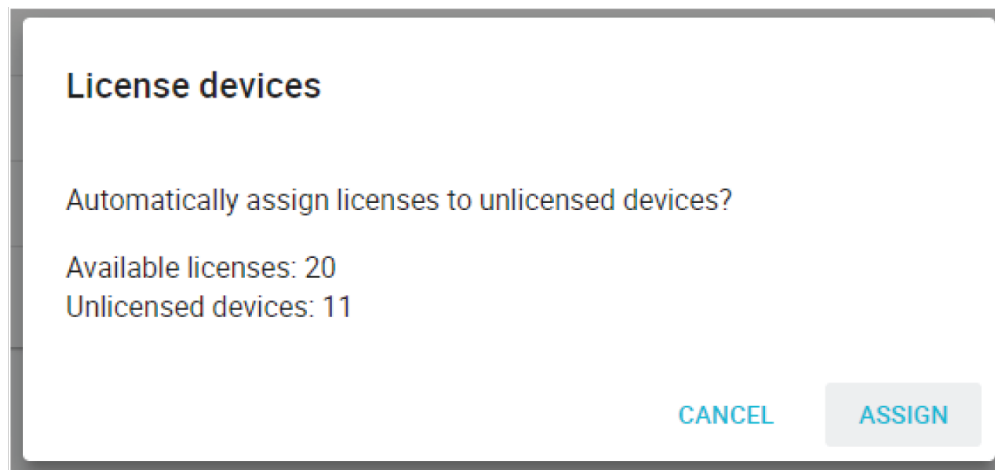
Expiration Date: Jun 25, 2018

2. Go to *Settings > Licenses* in the application.



Product	Status	# of licenses	# assigned	Start date	Exp. date	Entitlement ID
Engage_Product	Valid	150	0	02/28/2018	02/28/2020	44da-b1b9-b40e-40a4-9f06-a922-f1c7-144f

3. Select Apply and enter your ID.



4. Submit the ID and the product displays in a new row in the licenses table.

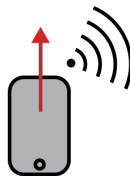
If the server is not connected to the internet, see [Offline License Application](#) to finalize the process.

## Apply your License without an Internet Connection

For servers that do not have connection to the internet, follow these steps to activate your license:



Export your ID file from server



Submit at [software.shure.com](https://software.shure.com)



Apply your license file

### Offline License Application

<b>1. Export your ID file (Offline activation)</b>	<p>The Offline activation file is unique to your software account and license purchases.</p> <ol style="list-style-type: none"> <li>1. On a computer connected to your server, open SystemOn and go to <i>Settings &gt; Licenses</i>.</li> <li>2. Sign in with your Activation ID or username.</li> <li>3. Select Apply and submit your Activation ID.</li> </ol> <p><b>Tip:</b> Find the Activation ID in your order receipt email.</p> <ol style="list-style-type: none"> <li>4. Download the Offline activation file to your computer.</li> </ol>
<b>2. Submit to software.shure.com</b>	<ol style="list-style-type: none"> <li>1. Go to the Shure software portal at <a href="https://software.shure.com">software.shure.com</a></li> <li>2. Upload your Offline activation file.</li> <li>3. Save the confirmation file to your computer.</li> </ol>
<b>3. Return the Confirmation to SystemOn</b>	<ol style="list-style-type: none"> <li>1. Open the License page in SystemOn.</li> <li>2. Select Offline activation and upload the capability response file from the Shure software website.</li> </ol>

## Assign a License to Each Device

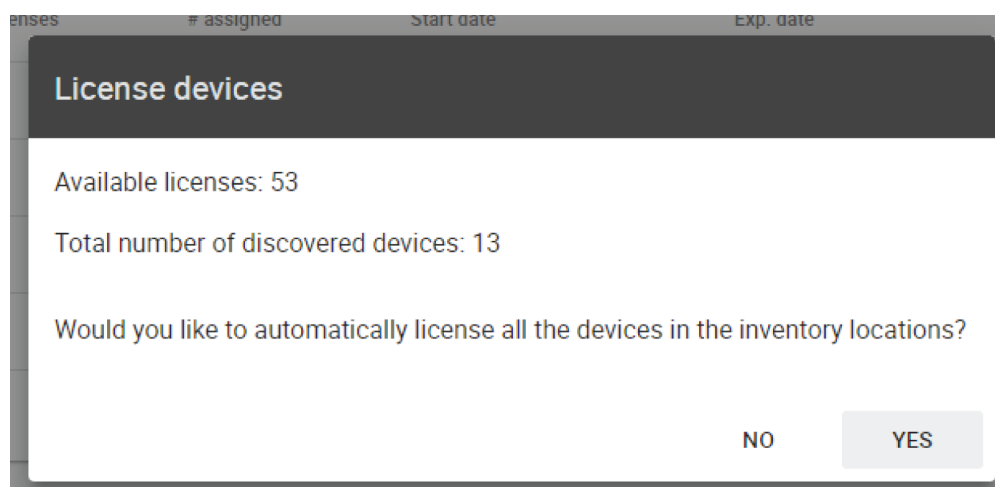
Assign a license to each device that you want to manage. An active license enables all features for that IP-networked device and any wireless components that communicate with it, such as wireless microphones.

You can reassign it to another device at any time during the license plan.

## Automatically Assign Licenses in Bulk

If your plan has enough licenses to cover all of your devices, you can automatically assign them in bulk.

1. Go to *Settings > Licenses*.
2. Select Auto assign. The window displays license information:
  - Number of available licenses
  - Number of discovered devices

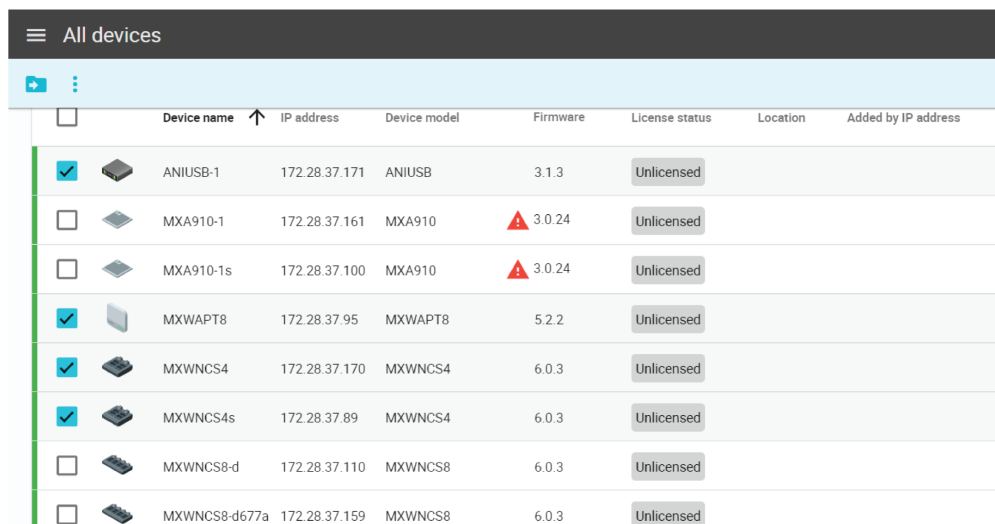


3. Select Yes to assign licenses to all of your devices. The license table updates with the new total number of assigned licenses.

## Individually Assign Licenses

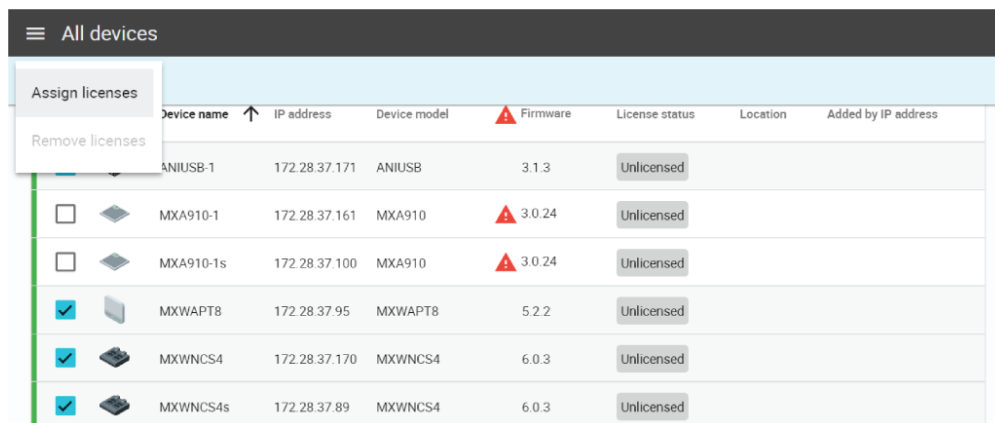
Assign licenses to a single device or several at once:

1. Go to *All devices > Devices*.
2. Select the device or devices that you want to license.



<input type="checkbox"/>	Device name	IP address	Device model	Firmware	License status	Location	Added by IP address
<input checked="" type="checkbox"/>	ANIUSB-1	172.28.37.171	ANIUSB	3.1.3	Unlicensed		
<input type="checkbox"/>	MXA910-1	172.28.37.161	MXA910	3.0.24	Unlicensed		
<input type="checkbox"/>	MXA910-1s	172.28.37.100	MXA910	3.0.24	Unlicensed		
<input checked="" type="checkbox"/>	MXWAPT8	172.28.37.95	MXWAPT8	5.2.2	Unlicensed		
<input checked="" type="checkbox"/>	MXWNCS4	172.28.37.170	MXWNCS4	6.0.3	Unlicensed		
<input checked="" type="checkbox"/>	MXWNCS4s	172.28.37.89	MXWNCS4	6.0.3	Unlicensed		
<input type="checkbox"/>	MXWNCS8-d	172.28.37.110	MXWNCS8	6.0.3	Unlicensed		
<input type="checkbox"/>	MXWNCS8-d677a	172.28.37.159	MXWNCS8	6.0.3	Unlicensed		

3. Select *Assign licenses* from the (More) menu.



<input type="checkbox"/>	Device name	IP address	Device model	Firmware	License status	Location	Added by IP address
<input checked="" type="checkbox"/>	ANIUSB-1	172.28.37.171	ANIUSB	3.1.3	Unlicensed		
<input type="checkbox"/>	MXA910-1	172.28.37.161	MXA910	3.0.24	Unlicensed		
<input type="checkbox"/>	MXA910-1s	172.28.37.100	MXA910	3.0.24	Unlicensed		
<input checked="" type="checkbox"/>	MXWAPT8	172.28.37.95	MXWAPT8	5.2.2	Unlicensed		
<input checked="" type="checkbox"/>	MXWNCS4	172.28.37.170	MXWNCS4	6.0.3	Unlicensed		
<input checked="" type="checkbox"/>	MXWNCS4s	172.28.37.89	MXWNCS4	6.0.3	Unlicensed		

4. Verify the license status for this device.

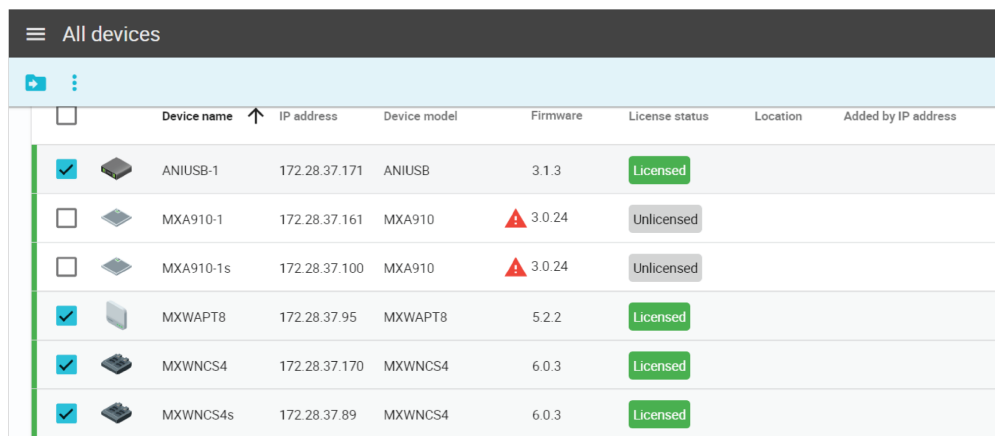


<input checked="" type="checkbox"/>	MXWAPT8	172.28.37.95	MXWAPT8	5.2.2	Licensed		
<input checked="" type="checkbox"/>	MXWNCS4	172.28.37.170	MXWNCS4	6.0.3	Licensed		
<input checked="" type="checkbox"/>	MXWNCS4s	172.28.37.89	MXWNCS4	6.0.3	Licensed		


## Remove a License From a Device

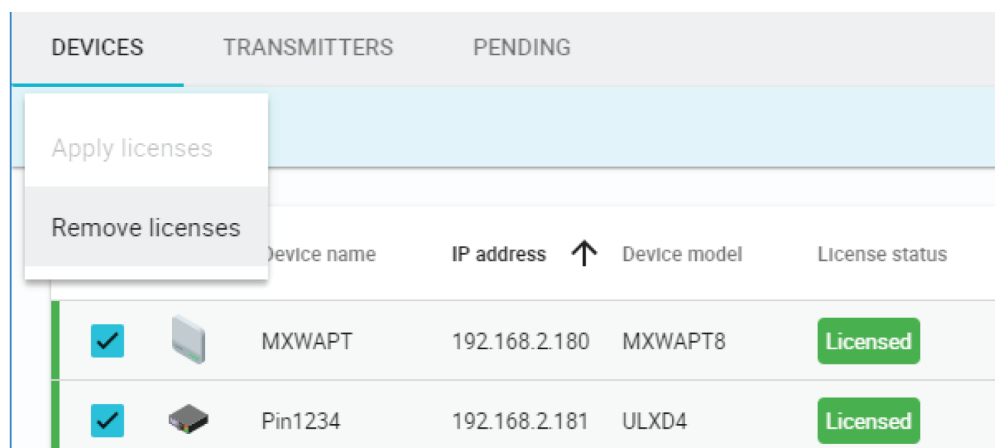
At any time, you can remove a license assigned to a device. The license is then available to assign to another device in your system.

1. Go to *All devices > Devices*.
2. Select the licensed device or multiple devices.



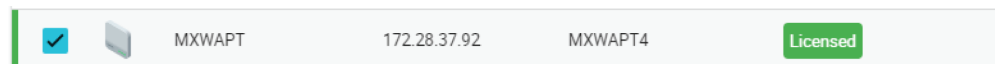
<input type="checkbox"/>	Device name	IP address	Device model	Firmware	License status	Location	Added by IP address
<input checked="" type="checkbox"/>	ANIUSB-1	172.28.37.171	ANIUSB	3.1.3	Licensed		
<input type="checkbox"/>	MXA910-1	172.28.37.161	MXA910	3.0.24	Unlicensed		
<input type="checkbox"/>	MXA910-1s	172.28.37.100	MXA910	3.0.24	Unlicensed		
<input checked="" type="checkbox"/>	MXWAPT8	172.28.37.95	MXWAPT8	5.2.2	Licensed		
<input checked="" type="checkbox"/>	MXWNCS4	172.28.37.170	MXWNCS4	6.0.3	Licensed		
<input checked="" type="checkbox"/>	MXWNCS4s	172.28.37.89	MXWNCS4	6.0.3	Licensed		

3. Select *Remove licenses* from the  (More) menu.



DEVICES	TRANSMITTERS	PENDING		
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Apply licenses</div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;">Remove licenses</div>				
<input checked="" type="checkbox"/>	Device name	IP address	Device model	License status
<input checked="" type="checkbox"/>	MXWAPT	192.168.2.180	MXWAPT8	Licensed
<input checked="" type="checkbox"/>	Pin1234	192.168.2.181	ULXD4	Licensed

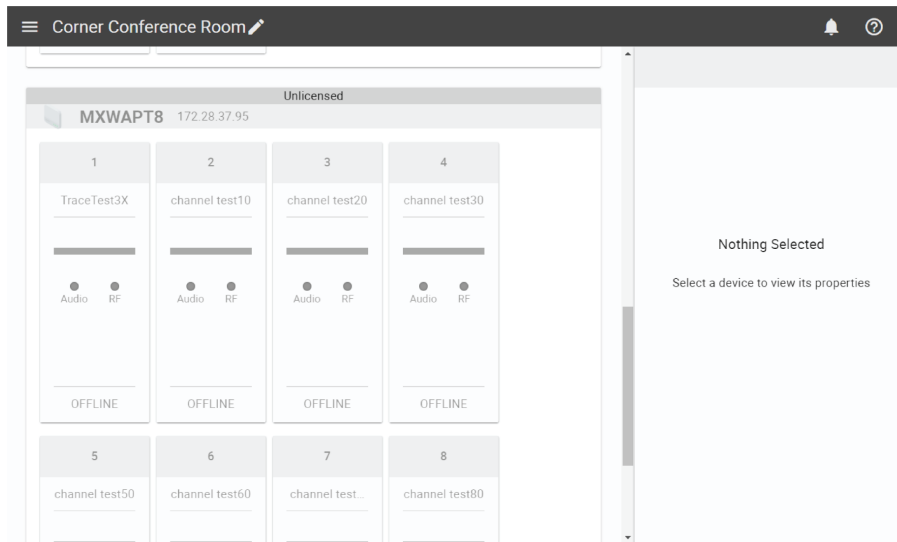
4. The devices display as Unlicensed.



<input checked="" type="checkbox"/>	MXWAPT	172.28.37.92	MXWAPT4	Licensed
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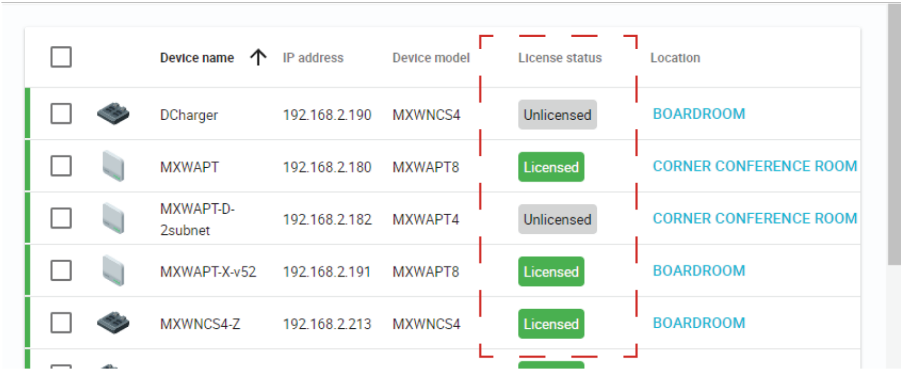
## Checking License Status

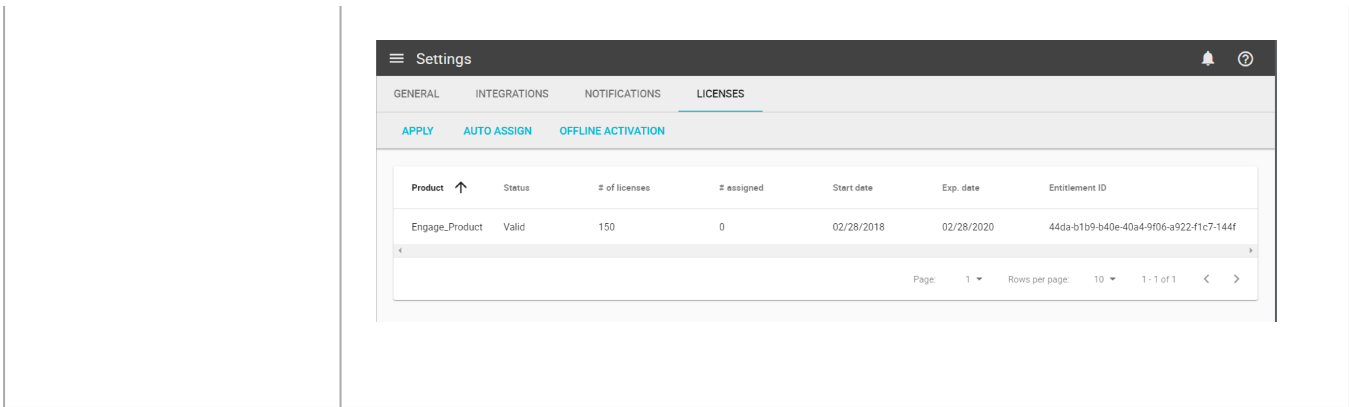
When a device is unlicensed, key tools are unavailable, such as monitoring, audio mute, and gain adjustment. The device displays in the list, but cannot be used in the Monitoring tab:



**Unlicensed Device**

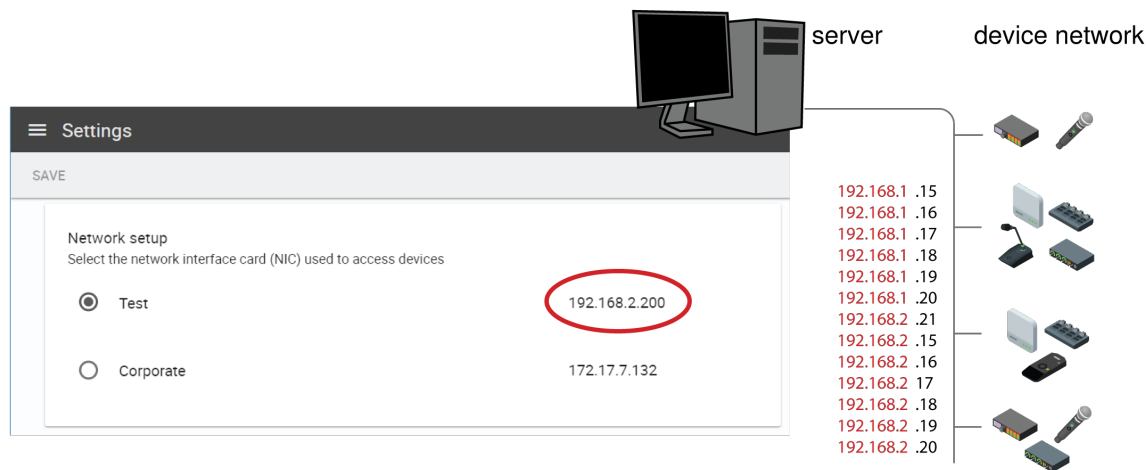
To take advantage of SystemOn features, ensure that each networked device is licensed.

<p><b>Individual Devices</b></p>	<p>Open one of your locations to the Devices tab or go to <i>All devices &gt; Devices</i> to view status of each device.</p>  <table border="1" data-bbox="511 1010 1406 1377"> <thead> <tr> <th>Device name</th> <th>IP address</th> <th>Device model</th> <th>License status</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>DCharger</td> <td>192.168.2.190</td> <td>MXWNCS4</td> <td>Unlicensed</td> <td>BOARDROOM</td> </tr> <tr> <td>MXWAPT</td> <td>192.168.2.180</td> <td>MXWAPT8</td> <td>Licensed</td> <td>CORNER CONFERENCE ROOM</td> </tr> <tr> <td>MXWAPT-D-2subnet</td> <td>192.168.2.182</td> <td>MXWAPT4</td> <td>Unlicensed</td> <td>CORNER CONFERENCE ROOM</td> </tr> <tr> <td>MXWAPT-X-v52</td> <td>192.168.2.191</td> <td>MXWAPT8</td> <td>Licensed</td> <td>BOARDROOM</td> </tr> <tr> <td>MXWNCS4-Z</td> <td>192.168.2.213</td> <td>MXWNCS4</td> <td>Licensed</td> <td>BOARDROOM</td> </tr> </tbody> </table>	Device name	IP address	Device model	License status	Location	DCharger	192.168.2.190	MXWNCS4	Unlicensed	BOARDROOM	MXWAPT	192.168.2.180	MXWAPT8	Licensed	CORNER CONFERENCE ROOM	MXWAPT-D-2subnet	192.168.2.182	MXWAPT4	Unlicensed	CORNER CONFERENCE ROOM	MXWAPT-X-v52	192.168.2.191	MXWAPT8	Licensed	BOARDROOM	MXWNCS4-Z	192.168.2.213	MXWNCS4	Licensed	BOARDROOM
Device name	IP address	Device model	License status	Location																											
DCharger	192.168.2.190	MXWNCS4	Unlicensed	BOARDROOM																											
MXWAPT	192.168.2.180	MXWAPT8	Licensed	CORNER CONFERENCE ROOM																											
MXWAPT-D-2subnet	192.168.2.182	MXWAPT4	Unlicensed	CORNER CONFERENCE ROOM																											
MXWAPT-X-v52	192.168.2.191	MXWAPT8	Licensed	BOARDROOM																											
MXWNCS4-Z	192.168.2.213	MXWNCS4	Licensed	BOARDROOM																											
<p><b>System-wide</b></p>	<p>Go to <i>Settings &gt; Licenses</i> to see a snapshot of your license plan and the number of available licenses from the Licenses page.</p>																														



## Connecting to the Device Network

Connect the SystemOn server to your audio network by selecting the correct network interface card (NIC). If more than one NIC is available on your machine, choose the card with an IP address in the same range as your devices.



Select the NIC

## Accessing Devices on the Network

SystemOn automatically discovers Shure devices on the local network (automatically populated) and on other subnets (manually added).

View your device network at *All devices*. The list provides a snapshot of key device information:

- **Device:** The model and user-editable name
- **Location:** The location the device in the software
- **Network:** IP address and online/offline status
- **License status:** All features are unlocked for licensed devices



All devices							
DEVICES							
	Device name	IP address	Device model	Firmware	License status	Location	Added by IP address
<input type="checkbox"/>	850-01	192.168.2.225	SBC850	2.3.6	Licensed	CORNER CONFERENCE ROOM	
<input type="checkbox"/>	ANIUSB	192.168.2.228	ANIUSB	3.1.5	Licensed	CORNER CONFERENCE ROOM	
<input checked="" type="checkbox"/>	MXA310	192.168.2.214	MXA310	3.1.5	Licensed	BOARDROOM	
<input type="checkbox"/>	MXA910-2	192.168.2.222	MXA910	3.0.24	Unlicensed		
<input type="checkbox"/>	MXWAPT	192.168.2.181	MXWAPT4	6.0.3	Unlicensed		
<input type="checkbox"/>	MXWG	192.168.2.183	MXWAPT8	5.1.23	Unlicensed		
<input type="checkbox"/>	MXWNCS8-XMxw	192.168.2.193	MXWNCS8	5.1.23	Unlicensed		
<input type="checkbox"/>	MXWNCS-D	192.168.2.192	MXWNCS4	6.0.3	Unlicensed		
<input type="checkbox"/>	P300-1	192.168.2.208	P300	3.1.5	Unlicensed		

**Properties**

General

Device name \*  
MXA310

Dante device name  
MXA310-90808f

Device model  
MXA310

**IDENTIFY**

Device control +

Control network +

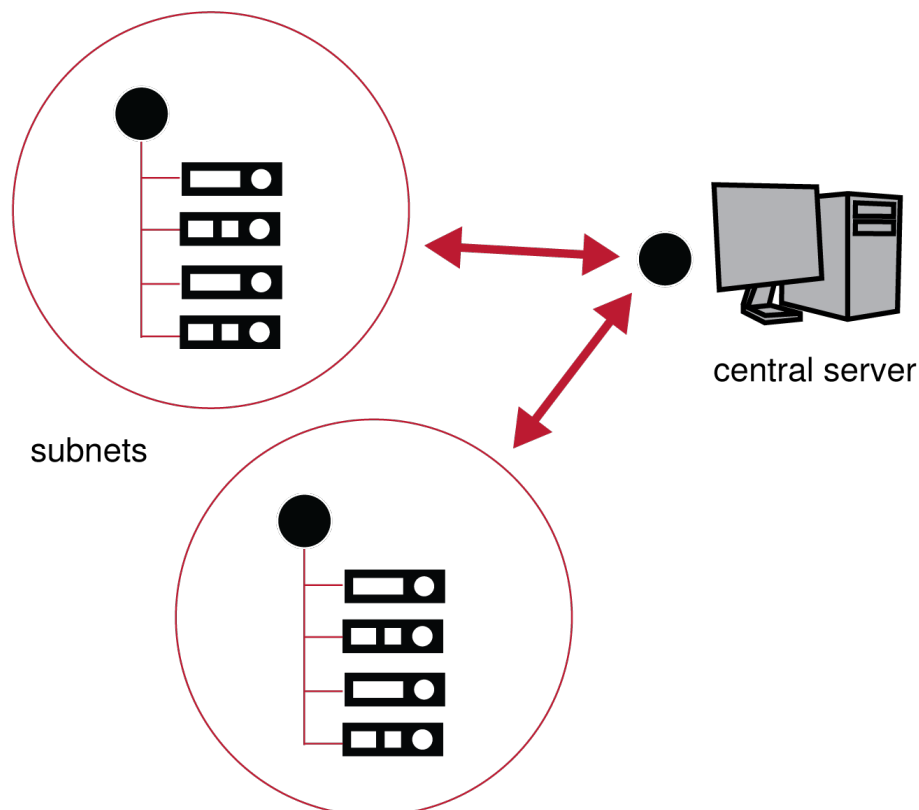
Audio network +

About +

## Adding Devices From Subnets

Depending on the infrastructure of the organization, equipment may be separated into subnets to improve network management and reduce traffic. It is common for buildings or campuses to be on subnets and connect to the main server using a router.

SystemOn automatically discovers Shure devices on the same subnet. To manage devices on other subnets, add their IP address through the application to establish the network route.



## Control Across Subnets

Import IP addresses for devices on subnets

**Tip:** Set devices to static (manual) IP addresses to ensure they will not change.

1. Go to *All devices > Devices*.
2. Press Add by IP to add a device by its IP address.
3. Enter the control IP address for each device you'd like to add:
  - **Individually:** Enter the IP address of each device on its own line
  - **Bulk:** Upload a full list of IP addresses by selecting ADD FROM FILE
4. Press ADD and the devices will appear in the Devices list when the connection is established.

## MXW Mic Linking Across Subnets

To link MXW microphones over the network, make sure to add the charging station by IP address using the method listed above. This ensures that it can be used for any access point, regardless of subnet.

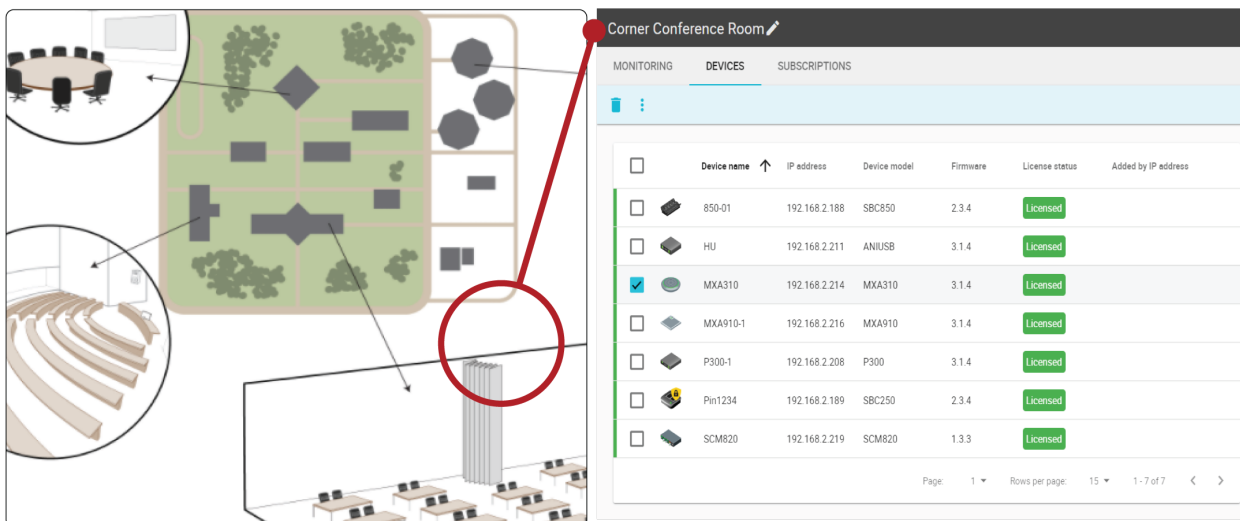
## Pending IP Addresses

If the IP address was entered incorrectly, or the device is not connected properly to the network, the device will be listed in *All devices > PENDING*. The *PENDING* tab provides a quick snapshot of the devices manually added that do not have a valid path to the software server.

## Organizing Devices by Locations

Categorize your network devices according to their installed location using SystemOn. Locations provide the technical support team with a clear and organized system to keep track of equipment throughout the day, prepare for events, and troubleshoot wireless microphones. This is especially useful for universities and corporations with multiple buildings and campuses, where organization is critical to saving time and solving issues.

**Tip:** Subscribe technicians to each location to provide more efficient supervision of your equipment.



The screenshot shows a location map on the left with a red circle highlighting a specific area. On the right, the 'Corner Conference Room' page is displayed, showing a table of devices. The table has columns for Device name, IP address, Device model, Firmware, License status, and Added by IP address. The device 'MXA310' is selected with a checkmark.


Device name	IP address	Device model	Firmware	License status	Added by IP address
850-01	192.168.2.188	SBC850	2.3.4	Licensed	
HU	192.168.2.211	ANIUSB	3.1.4	Licensed	
<input checked="" type="checkbox"/> MXA310	192.168.2.214	MXA310	3.1.4	Licensed	
MXA910-1	192.168.2.216	MXA910	3.1.4	Licensed	
P300-1	192.168.2.208	P300	3.1.4	Licensed	
Pin1234	192.168.2.189	SBC250	2.3.4	Licensed	
SCM620	192.168.2.219	SCM620	1.3.3	Licensed	

View Devices in a Location

A location is a subset of your audio network, focusing attention on the devices installed in that space

## Creating a New Location

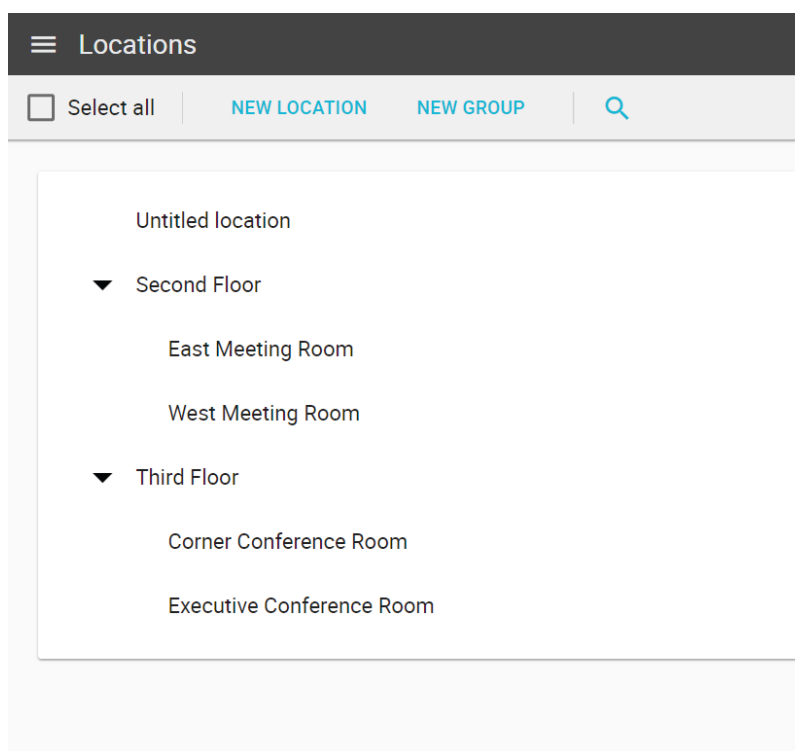
1. Go to *Locations*.
2. Select New Location and enter a name.
3. Select ADD and the new location is added to the list.

Select  to edit your location name.

## Location Groups

To more accurately represent your installation, nest the locations into groups.

1. Select *Locations* on the main menu.
2. Select *NEW GROUP* to create a new group.
3. Type a group name.
4. Click *ADD* to create the group.
5. Select a location and add it to a group by dragging it.



### Organize Your Locations

*2 meeting rooms on the 3rd floor*

## Adding Devices to the Location

Select devices to add to your location:

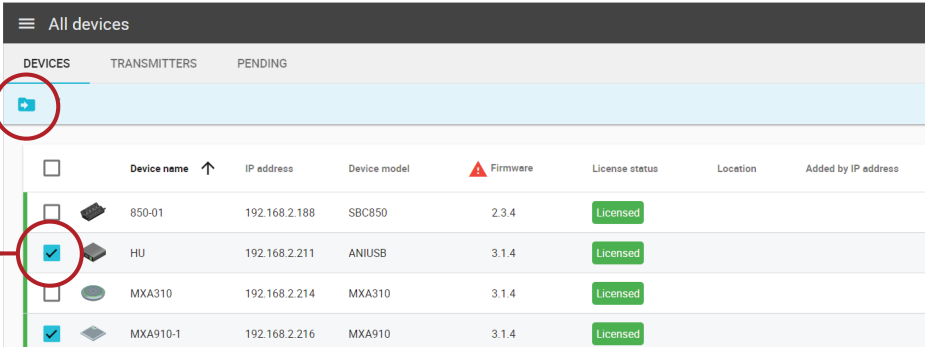
1. Go to All devices.

- Choose the device(s) and select  (Move to...).

**Tip:** Identify the device to make sure the right hardware is selected.

select the devices

choose a location



	Device name	IP address	Device model	Firmware	License status	Location	Added by IP address
<input type="checkbox"/>	850-01	192.168.2.188	SBCR50	2.3.4	Licensed		
<input checked="" type="checkbox"/>	HU	192.168.2.211	ANIUSB	3.1.4	Licensed		
<input type="checkbox"/>	MXA310	192.168.2.214	MXA310	3.1.4	Licensed		
<input checked="" type="checkbox"/>	MXA910-1	192.168.2.216	MXA910	3.1.4	Licensed		

- Choose the location and select *Add*. A device can only belong to one location at a time.

## User Accounts and Roles


### Add a User Account

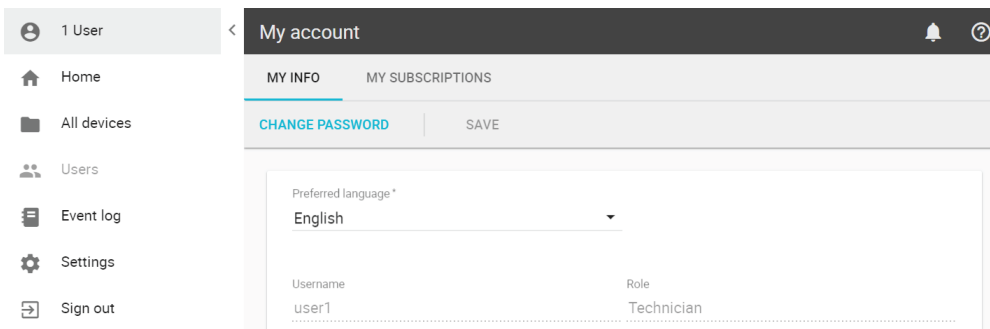
SystemOn dynamically displays content based on a user's roles and subscriptions. Accounts include contact information used to send email and phone notifications to technicians.

**Tip:** Integrate with your LDAP server to add users from your organization's database

- Select *Users* on the main menu.
- Select *Add user*.
- Enter the user information and save it to create the account. If you have integrated with your LDAP server, select *Add from LDAP* to import the username and account information.

### Edit User Information

To edit your account information, open  and select your username to go to My Account. Some fields may only be edited by the administrator or your organization's LDAP database.



1 User

My account

MY INFO MY SUBSCRIPTIONS

CHANGE PASSWORD SAVE

Preferred language\*

English

Username


user1

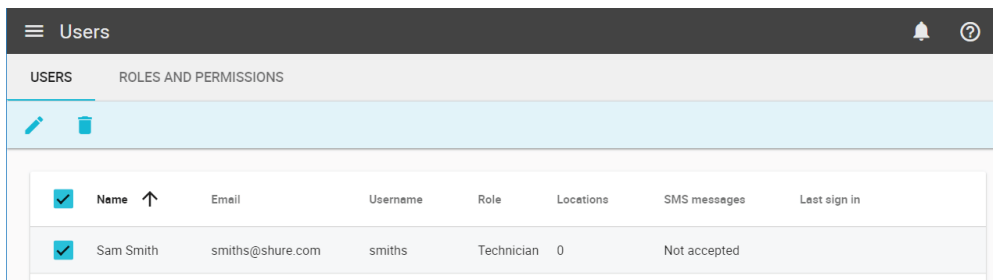
Role

Technician

## Access My Account

If you have the correct permissions, you can edit another user's account information and location subscriptions.

1. Go to *Users*.
2. Choose the user and select  to edit their account.



<input checked="" type="checkbox"/>	Name ↑	Email	Username	Role	Locations	SMS messages	Last sign in
<input checked="" type="checkbox"/>	Sam Smith	smiths@shure.com	smiths	Technician	0	Not accepted	

### SystemOn User Database

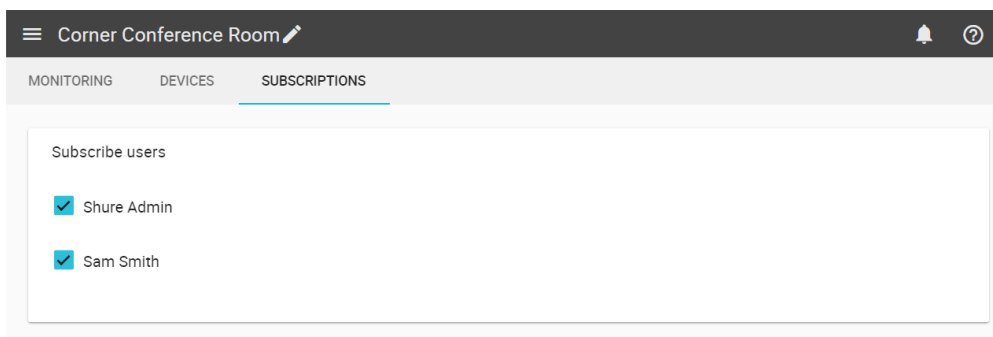
## Account Information

Edit user information:

- Name
- Preferred language
- Role
- Contact information

## Subscriptions

Go to *Locations*. Select the Subscriptions tab to specify the users subscribed to the location. Subscriptions provide the user with access to those devices and notifications for system updates related to the location.



Subscribe users	
<input checked="" type="checkbox"/>	Shure Admin
<input checked="" type="checkbox"/>	Sam Smith

## Change the Language of the Interface

Go to *My Account* > *My info* and select your preferred language.

## Import Users from your LDAP Directory

Add accounts from your user directory by integrating with your LDAP (Lightweight Directory Access Protocol) database. LDAP integration reduces set up time by importing existing users and simplifies your team's workflow by using the same sign in credentials.

1. Go to *Settings > Integrations*.
2. In the LDAP section, click *Enable*.
3. Fill out the required fields according to your LDAP server settings.
4. Select Test connection to verify the integration is successful.
5. Click *Enable*.

## LDAP Passwords

For users imported from LDAP, passwords are maintained by the LDAP database and referenced by SystemOn during sign in. To avoid a conflict with the database, these users cannot reset their passwords through SystemOn.

## Roles and Access Levels

User accounts are assigned a role that determines their access to features in the application. Upon installation, the admin account is automatically created with full privileges from the Administrator role.

When creating users, assign them a role based on their responsibilities and tasks. You can select from the roles provided in SystemOn, or create a custom role with the exact permissions required for their workflow.

## Assign Roles to Users


Assign roles when creating the user account or by editing the account from the *ROLES AND PERMISSIONS* tab of the *Users* page.

## Pre-built Roles

<b>Administrator</b>	The default admin role has full access and permissions in the software. Core tasks for admins include adding user accounts, creating locations, and subscribing users to the locations.
<b>Technician</b>	The technician role can monitor and control devices but has limited access to changing software settings. Technicians are focused on managing the locations assigned to them by admins.

## Create Custom User Roles

You can create custom user roles to best accommodate your team's workflow.

Adjust the permissions at *Users > ROLES AND PERMISSIONS*. Select a role and click  (Edit role) to enable or disable permissions for each category.

## Permission Categories

General	
<b>My Account</b>	Personal, contact, and subscription information.
<b>Event Log</b>	System data constantly collected by SystemOn, typically used for troubleshooting and system maintenance.

Settings	
<b>General</b>	System settings such as network selection and event log storage.
<b>Notifications</b>	Adjust how and when your team receives notifications.
<b>Integrations</b>	Integrate with your organization's LDAP database and set up automated SMS text messages and email notifications.

Licenses	
<b>License activation</b>	Apply your license plan in the software to enable SystemOn features.
<b>License Devices</b>	Assign/remove licenses to/from each device.

Users	
<b>Users</b>	The SystemOn user database.
<b>Roles</b>	Access levels for each user.

Inventories	
<b>Monitor and Control Devices</b>	Monitor devices in real-time and make adjustments.
<b>Locations</b>	Create locations and add devices to them.

## Location Subscriptions

SystemOn displays information relevant to each user based on their location subscriptions. When subscribed to a location, the user has access to those devices and tools to help manage them:

---

- **Lowest Batteries**

The homepage provides a quick snapshot of the lowest battery levels for all mics on air

- **Notification Messages**

Receive SMS text message and email notifications for important system updates

- **Tailored Location List**

Only see the devices that belong to your subscribed locations

## Assign Subscriptions

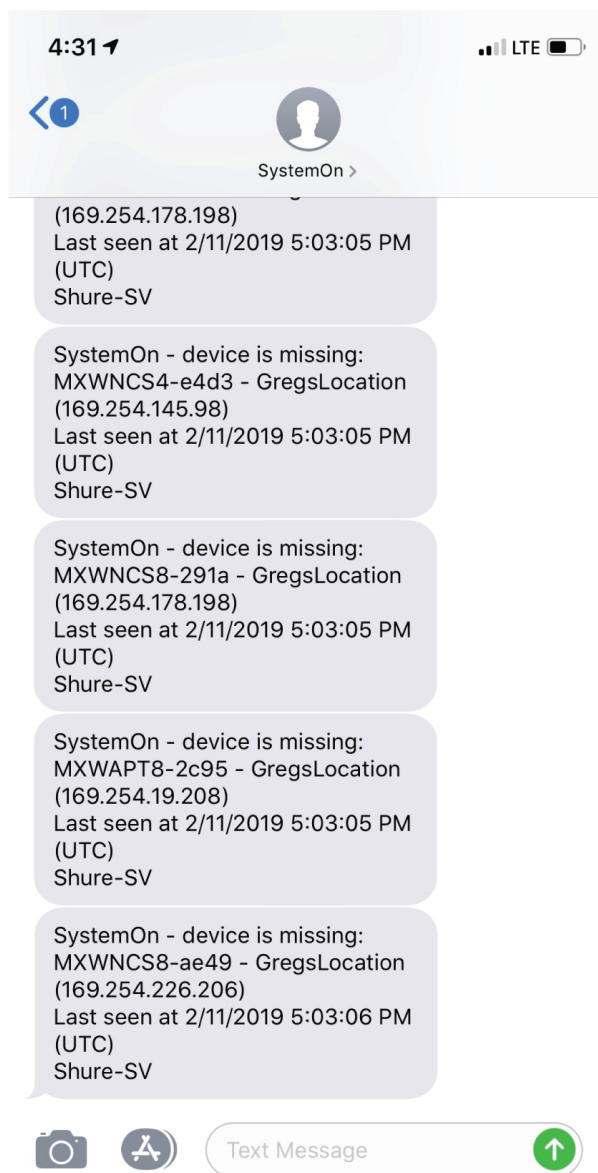
Set up subscriptions for your team by assigning users to each location. Make sure to create user accounts before beginning.

1. Go to *Locations* and open a location.
2. Select the Subscriptions tab.
3. Specify the names of the users to subscribe to this location.
4. Repeat for additional locations.

## Notifications and Alerts

Proactively manage devices by receiving emails and SMS text messages for important system events. Notifications are sent for the devices that are included in your subscriptions, providing up-to-date information straight to a phone or mobile device.






- **Low Batteries:** Shure smart, rechargeable batteries allow reliable battery management by accurately and continuously reporting remaining levels. Receive a notification whenever a battery reaches the remaining threshold (adjustable from 5 to 360 minutes left).
- **Missing Device:** Receive a notification whenever SystemOn cannot locate a device, for example, when a microphone stops communicating with its group because it is out of range or powered off, or when a P300 is no longer on the network because it was disconnected or lost power.

Go to *Settings > Integrations* to set up SystemOn with SMS text messages and email notifications.

## Change Notification Settings

Choose how and when your team receives notifications. Go to *Settings > Notifications* to select a delivery method for each type of notification:

- SMS text messages
- Email

Regardless of SMS and email settings, you and your team can always view a history of these messages by opening  notifications from anywhere in the application.

### Alerts

Today

**Tuesday  
February 12th**

Notifications

- **Device missing**  
MXWNCS8-291a, , MXWNCS8  
02/12/2019 7:47:09 AM
- **Device missing**  
MXWAPT4-35de, , MXWAPT4  
02/12/2019 7:47:08 AM
- **Device missing**  
MXWAPT2-cb7b, , MXWAPT2  
02/12/2019 7:47:08 AM

[VIEW ALL NOTIFICATIONS](#)

**View In-App Notifications**

## Missing Device Notification

Receive notifications when a device is no longer accessible through the software. A missing device notification will be sent for one of the following reasons:

- Networked devices: When a device is powered off or disconnected from the network
- MXW microphones: When an MXW microphone is powered off, runs out of batteries, or is out of range from the access point.

**Device Missing**

Send these messages using

SMS text message

Email

## Low Battery Notification

When using Shure rechargeable batteries, schedule notifications for when any microphone reports a low battery level. Adjust the notification threshold from 5 to 360 minutes of remaining battery time.

**Note:** Microphones using other types of batteries do not calculate time remaining and therefore do not trigger low battery notifications.

**Low Batteries**

Set the threshold of remaining battery time

300 minutes

Send these messages using

SMS text message

Email

## Integrating SystemOn with your Network Services

### Connecting to the SMTP Server

Set up automatic emails to notify your team of important updates to their devices.

1. Go to *Settings > Integrations > Email*.
2. Enter your SMTP server settings.
3. Test the settings to ensure that the integration is successful.

Example:

From: AV-Alerts [mailto:AV-Alerts@mycompany.com]  
 Sent: Friday, December 16, 2018 10:29 AM  
 To: AV Tech  
 Subject: SystemOn - Device is missing - Channel 1

Hi Tech,  
 Device is missing:  
 Channel 1 (172.17.30.11) is missing.  
 Last seen at 12/16/2018 10:29:19 AM

MyCompany  
 www.myCompany.com

## Set Up SMS Text Message Notifications

Set up automatic SMS text messaging to alert your team of important updates to their devices. Shure SystemOn uses your Twilio account to facilitate the messages.

**Note:** An internet connection is required on the server or computer installed with SystemOn

1. Create a Twilio account at <http://www.twilio.com>. Use information from your Twilio account to integrate with SystemOn:
  - Twilio account ID
  - Twilio Token
  - The "from" phone number for the Twilio account (if set up)
2. Go to *Settings > Integrations > SMS*.
3. Test the settings to ensure that the integration is successful. A message is sent to the phone number entered from the Twilio account.
4. Add phone numbers for each of your team members by editing their accounts at *Users*.

## Monitoring Hardware and Making Adjustments

### Battery Management

#### Shure Rechargeable Batteries

Shure lithium-ion rechargeable batteries use advanced chemistry that maximizes transmitter runtime with zero-memory effect. Power management from the control software provides detailed visibility to critical battery parameters such as charge status, battery capacity, and cycle count.

SystemOn cannot provide these details for non-Shure batteries.

#### Viewing Battery Levels

Use SystemOn to view battery information for wireless microphones belonging to your locations. Most battery features and details are available for Shure batteries only.

### Homepage Dashboard

Quickly view the status of batteries across your locations from the homepage.

<b>Lowest Batteries table</b>	Displays the lowest batteries levels for all mics on air. The table prioritizes the batteries with the least time left and provides device and location details to easily make any necessary adjustments.
<b>Inventory Summary</b>	Displays any notifications triggered by the low battery threshold. Team members assigned to these locations receive the same alert to their phone or email, depending on your team's settings.

The screenshot displays a mobile application interface for monitoring devices. The top navigation bar shows 'Home' and notification icons. The main content is divided into two sections:

**Lowest batteries**

Device name	Channel name	Label	Microphone type	Time left	Location
MXWAPTE	Channel A	1	MXW8	3:46	CORNER CONFERENCE ROOM
DanULXD2	Dan	1	ULXD1	5:58	CORNER CONFERENCE ROOM
MXWAPTB	B4	4	MXW1	7:54	CORNER CONFERENCE ROOM

[SEE ALL DEVICES](#)

**Inventory summary**

1 inventory is reporting issues

Location	Total devices	Low batteries	Missing devices
Corner Conference Room	6	1	1

Page: 1 | Rows per page: 5 | 1 of 1

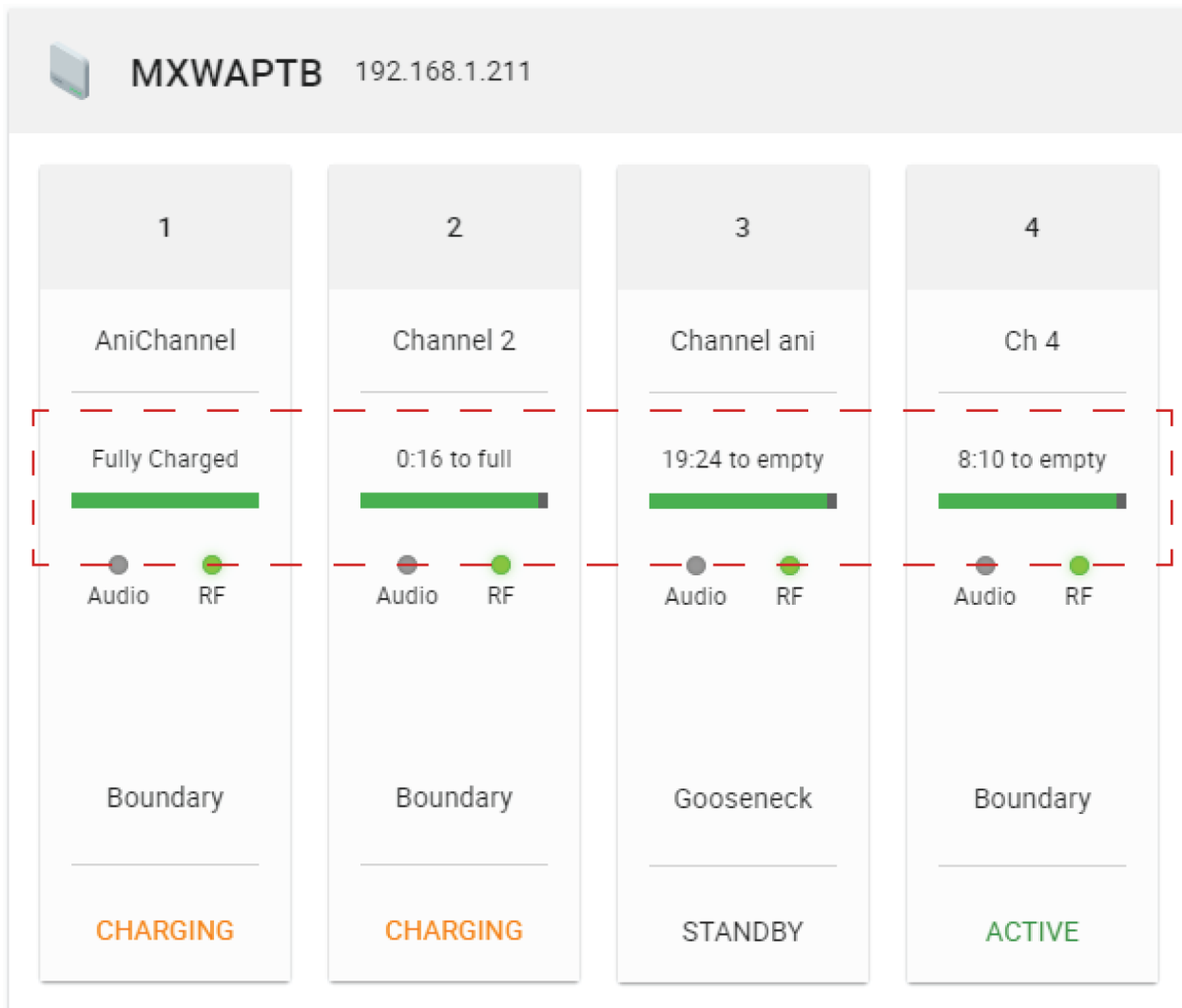
ULXD transmitters do not report missing status.

[SEE ALL DEVICES](#)

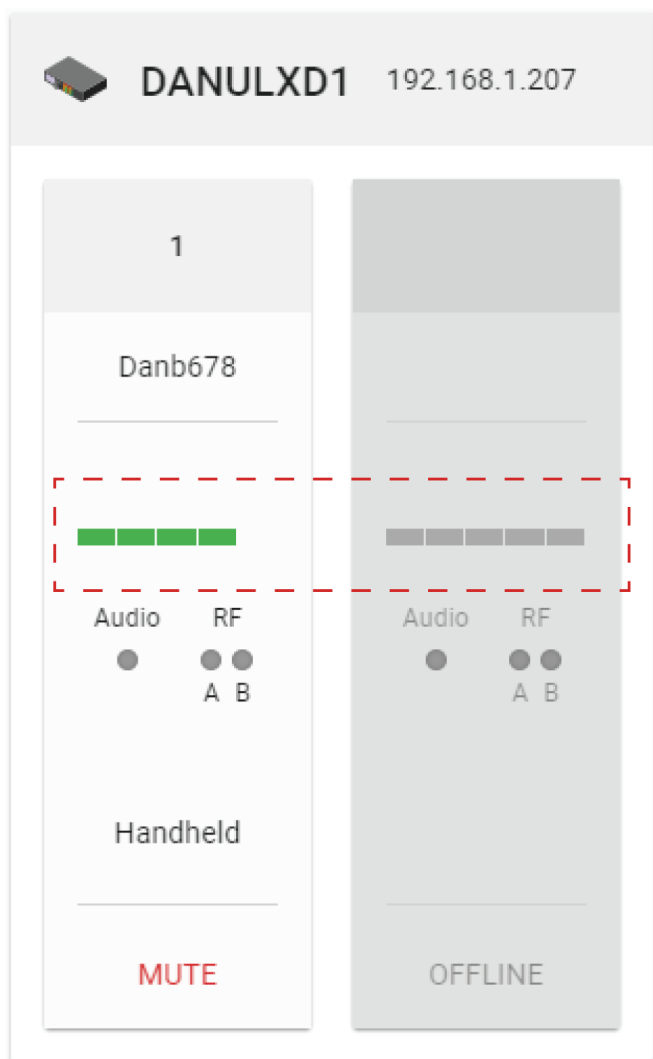
## Location Monitor View

View individual channel details from *Locations > Monitoring*.

The channel indicates when a battery is fully charged and provides time in detail for microphones in use (time remaining) or charging (time until full):



Non-Shure batteries display an approximation of remaining battery levels:



## Viewing Battery Statistics

Use the battery statistics to track battery performance and plan for battery replacements. View statistics by selecting a channel in a location and opening the properties panel.

### Battery Health

The microphone battery's percentage of charge capacity as compared to a new battery.

### Cycle Count

Number of charge cycles logged by the battery.

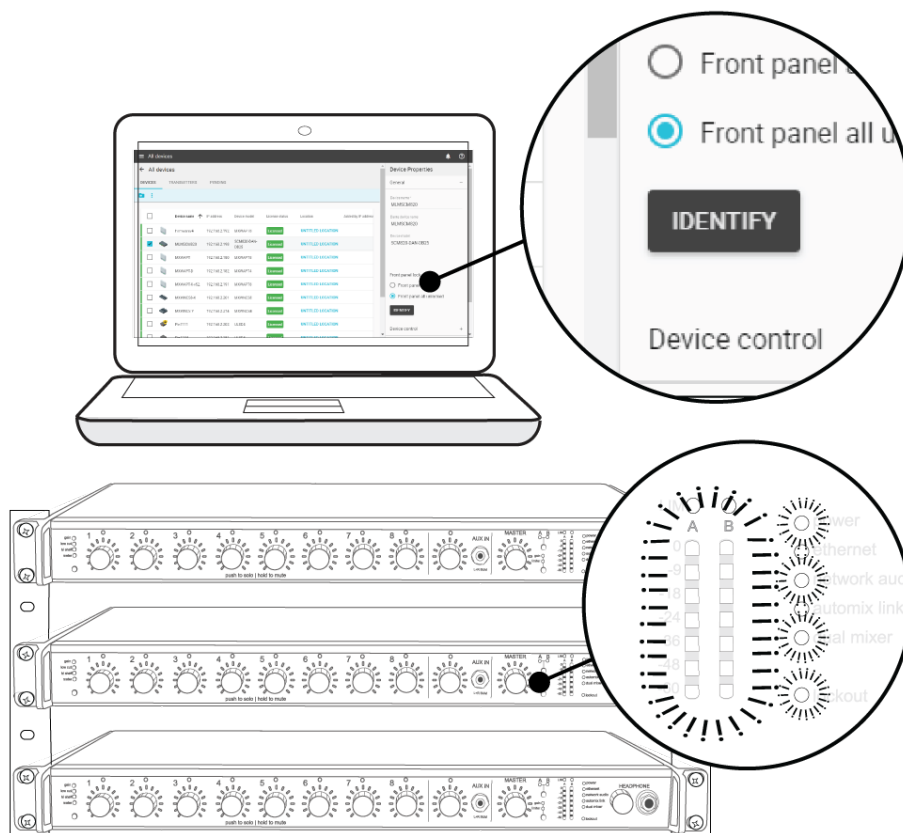
## Keeping Track of Devices

### Identifying a Device from the Software

Before making changes in the software, use Identify to make sure you are interacting with the right hardware. The indicators on the device flash to create a visual link between the selection in the application and the hardware.

1. Select a device from one of your locations or the *Devices* page.

- Turn on Identify from the Device properties panel. The hardware will flash to confirm that the selection in the application is the correct device.

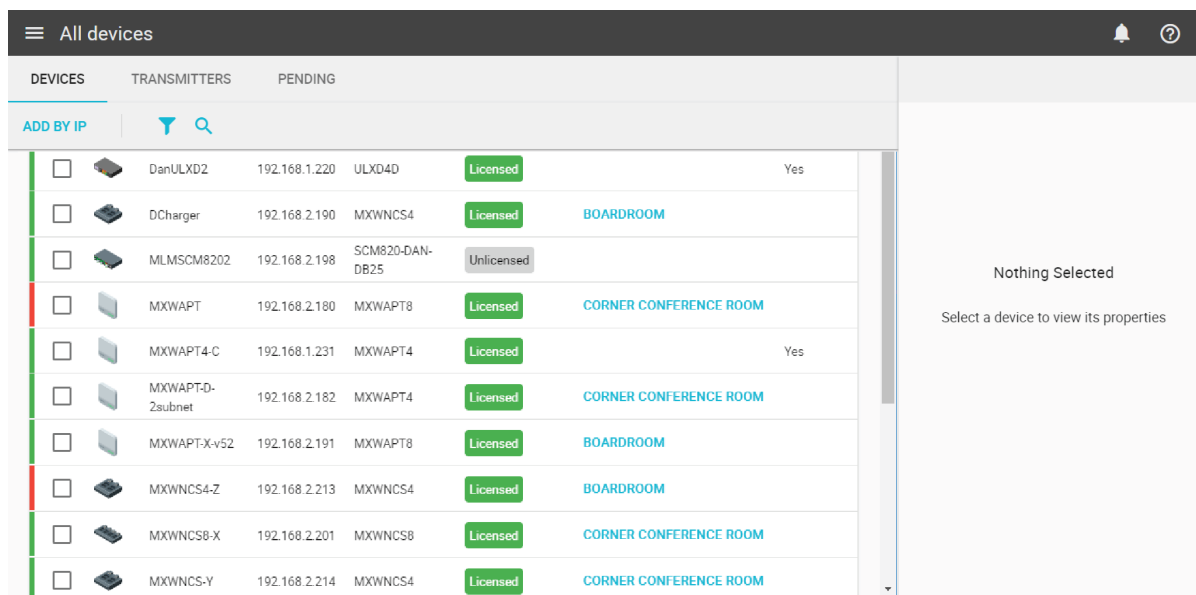


### Use Identify to Confirm Your Selection

## Online/Offline Device Status

Quickly view the status of your Shure devices at glance using SystemOn. A status bar indicates the availability to help your team prepare for events and troubleshoot issues.





<b>Green</b>	The device is online and ready to use.
<b>Red</b>	<p>SystemOn cannot connect to the device at this time. The device persists in the list because it is licensed and/or included in a location. A device displays as offline for one of the following reasons:</p> <ul style="list-style-type: none"> <li>• Powered off</li> <li>• Disconnected from the audio network</li> <li>• If set to another subnet, the device IP address changed since it was initially added from the Add by IP Address tab.</li> </ul>

You can quickly check the entire device network from the *All devices* page or from within a single location (*Locations > [select a location] > Devices*).

## Search for a Device or Microphone Transmitter

Search or filter to find a specific networked device or group of devices in your system at *All devices > DEVICES*.

To find a wireless microphone transmitter, use the *TRANSMITTER* tab.

Use the information in the table to track devices and troubleshoot issues.

All devices							
DEVICES		TRANSMITTERS		PENDING			
ADD BY IP							
<input type="checkbox"/>	Device name ↑	IP address	Device model	Firmware	License status	Location	Added by IP address
<input type="checkbox"/>	ANIUSB-1	172.28.37.171	ANIUSB	3.1.3	Licensed	MEETING ROOM WEST	
<input type="checkbox"/>	MXA910-1	172.28.37.161	MXA910	3.0.24	Unlicensed		
<input type="checkbox"/>	MXA910-1s	172.28.37.100	MXA910	3.0.24	Unlicensed		
<input type="checkbox"/>	MXWAPT8	172.28.37.95	MXWAPT8	6.0.3	Unlicensed		
<input type="checkbox"/>	MXWNCS4	172.28.37.170	MXWNCS4	6.0.3	Licensed	MEETING ROOM WEST	

### Filter

Use filters to narrow your search and display categories of devices, such as all gooseneck microphones, or all devices that are unlicensed.

### Search

Dynamically displays results as you type.

## Keeping Track of Wireless Microphones

Use SystemOn to keep track of wireless microphones throughout your installation. Wireless microphones use the link to their corresponding IP-addressable parent devices, such as receivers or access points, to communicate to the SystemOn network.

**Tip:** Make sure to use Shure rechargeable batteries to view the full details provided in SystemOn.

<b>Mics on Air</b>	Quickly view a subset of the microphones on air from the homepage. This list collects the microphones with 10 lowest batteries across your installation so you can prioritize your tasks and resolve issues as soon as possible. Go to <i>Menu &gt; Home</i> .
<b>Full Transmitter List</b>	For a full list of your microphone transmitters in your system, go to the transmitters tab on the Devices page ( <i>Menu &gt; All devices &gt; Transmitters tab</i> ). You can search or filter to find a specific microphone or category of microphones.

## Working With Locations

Locations provide technicians with tools for managing the devices and preparing for events.

Two views are available for working with locations: Monitoring and Devices tabs.

## Monitoring

Interact with devices, channels, and microphones for managing live events:

- Battery/charging status
- Audio and RF signal levels
- MXW microphone linking
- Audio gain

The screenshot shows the 'MONITORING' tab in the 'Corner Conference Room' interface. It displays four channels (1-4) with status indicators for 'Fully Charged', 'Audio', and 'RF'. Channel 3 is selected. A right-hand sidebar shows 'Channel Properties' for 'Channel 3', including 'Device type: MXW\_GMT' and 'Active mic' options.

## Devices

View high-level information at a glance:

- List of all devices in the location
- IP address and online status
- License status

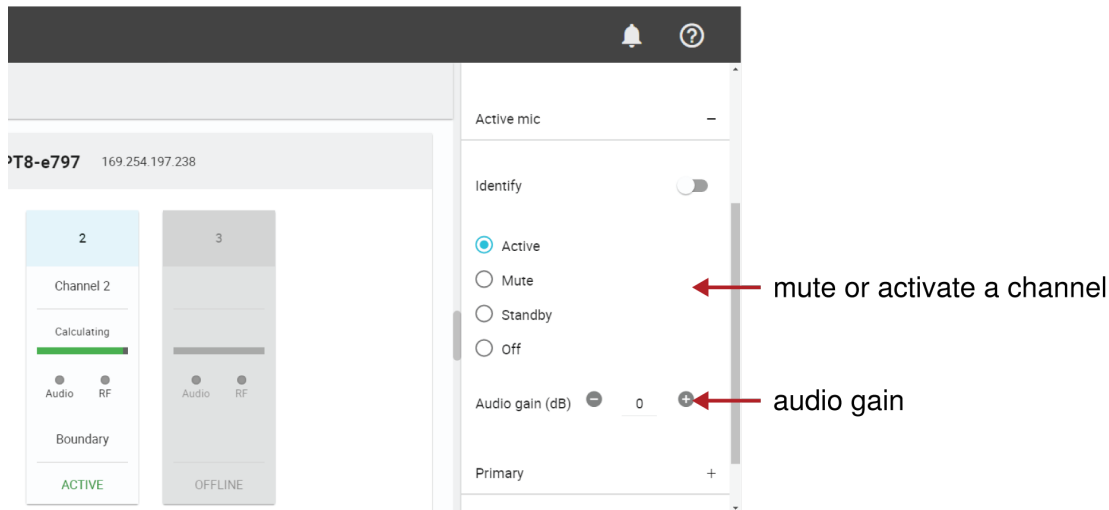
The screenshot shows the 'DEVICES' tab in the 'Corner Conference Room' interface. It displays a table of devices with columns for 'Device name', 'IP address', 'Device model', 'Firmware', 'License status', and 'Added by IP address'. Three devices are listed: MXWNCS4, MXWNCS8-d, and SBC250, all with 'Licensed' status. A right-hand sidebar shows 'Nothing Selected'.

Device name	IP address	Device model	Firmware	License status	Added by IP address
MXWNCS4	172.28.37.170	MXWNCS4	6.0.3	Licensed	
MXWNCS8-d	172.28.37.110	MXWNCS8	6.0.3	Licensed	
SBC250	172.28.37.146	SBC250	2.3.6	Licensed	

## Adjusting Microphone Gain and Mute

When setting up your location, you can improve the overall sound by making adjustments to microphone gain and muting unused channels.

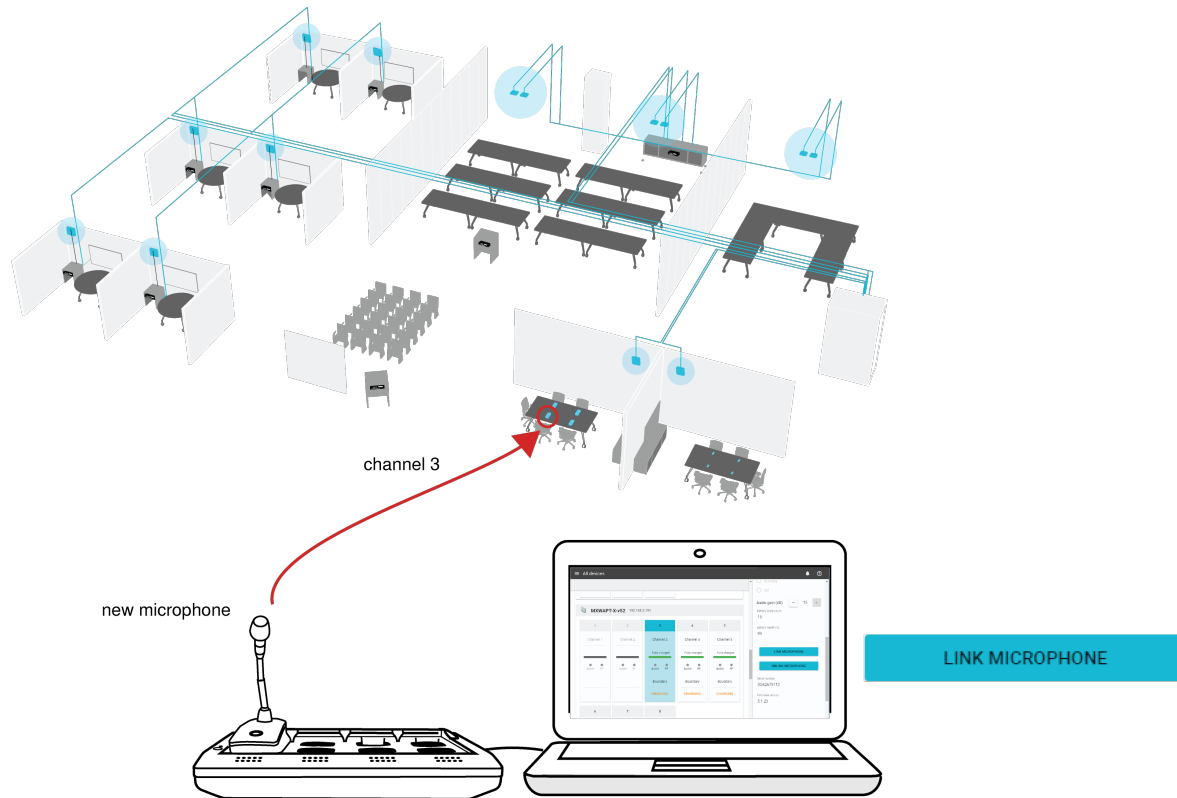
1. Select a channel on the Monitoring page.
2. Adjust the gain level or change the microphone state.



## Linking MXW Microphones

Use SystemOn to easily prepare and deploy a new microphone to resolve a low battery issue or a request for a different microphone type.

You can use an existing MXW charger or dedicate one specifically to store and link extra microphones from a centralized help desk.



### Remote Linking

*Use SystemOn to create a link to a new microphone and an access point installed on the network.*

Prepare the hardware:

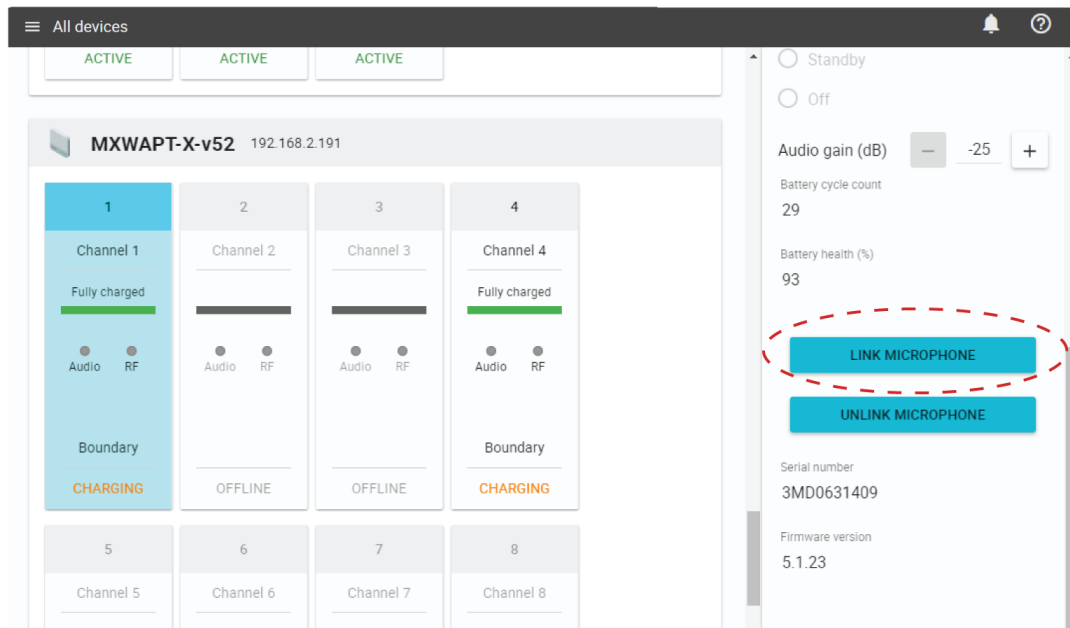
1. Connect the charging station to the network.

**Tip:** Rename a spare charger to easily distinguish it from other chargers on the network (example: "Help desk charger").

2. Place the new microphone in a charging slot.

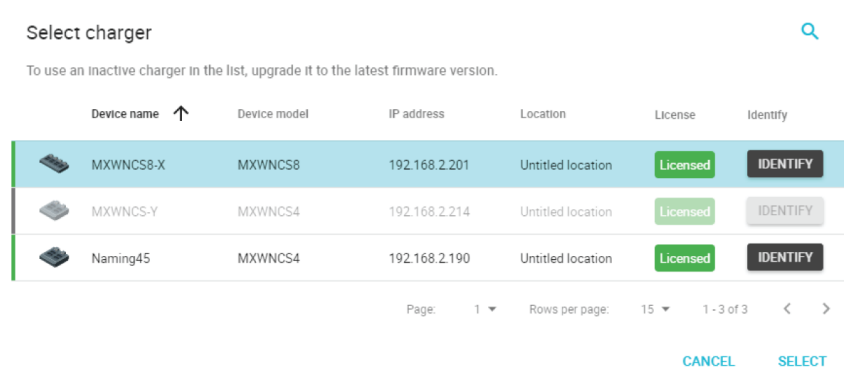
Use SystemOn to link the mic:

1. Open SystemOn to the location you want to update.
2. On the Monitoring tab, select the desired channel and expand the properties panel if it is not already open.
3. Open the primary or secondary slot and click Link microphone.

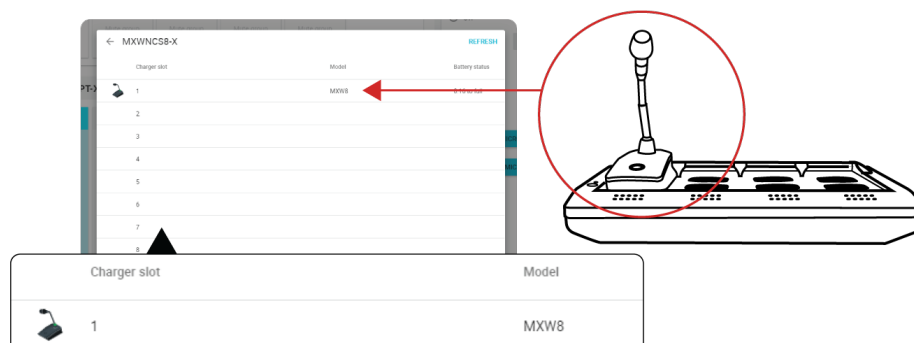


**Tip:** Use primary slot to replace the most commonly used microphone, or use secondary slot to add a backup microphone to that channel.

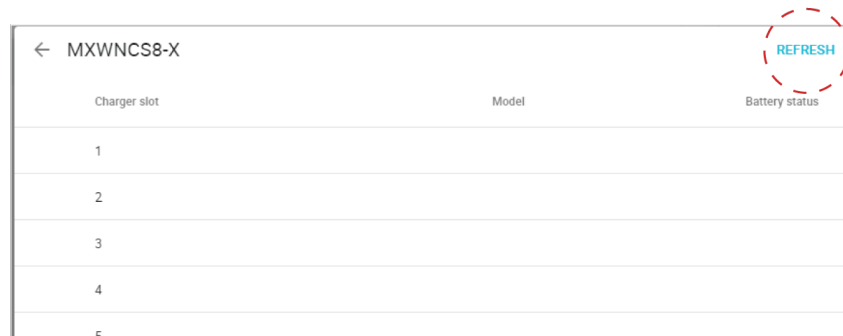
4. Select a charger from the list.



5. Then, select the slot you are using for the microphone.



**Note:** If you do not see the microphone you just placed in the charger, try refreshing the list



Charger slot	Model	Battery status
1		
2		
3		
4		
5		

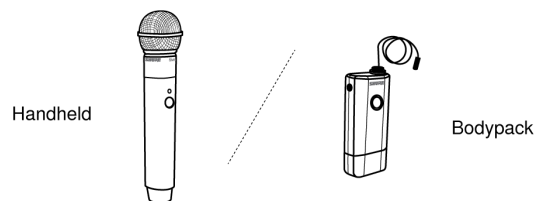
6. Select Link to confirm the new microphone.

If you don't see the charger you want to use, make sure it is licensed and placed in a location you are subscribed to. If the charger appears in the list but is not accessible, make sure to upgrade it to the latest supported firmware version.

## Preparing a Backup Microphone

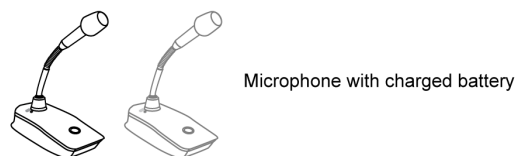
Prepare an alternate microphone for each channel for more reliable and flexible events. Two MXW microphone transmitters can be linked to the same channel, providing the option of either microphone for use.

Link a mic to the secondary slot to anticipate needs that may arise during events:



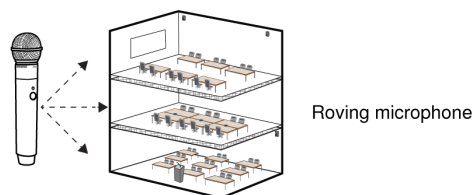
### Microphone Preference

Give presenters a choice between two different microphone types, such as handheld or bodypack microphones.



### Charged Backup Microphones

Prepare for long events by linking fully-charged microphones as backups



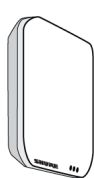
Roving microphone

### Shared Resources

*Easily add a temporary microphone without unlinking the most commonly used microphones.*

## One Active Mic per Channel

Only one microphone will operate on the channel at a time, blocking the second microphone from interfering with the RF and audio performance. The backup microphone briefly flashes the LED to indicate the channel is occupied, and automatically turns off to conserve the battery. To use the second microphone, simply turn off the first microphone.



One microphone has connection to the audio channel



The second microphone is blocked until the first microphone is turned off

### Two Microphones Ready for the Audio Channel


*The system allows one live microphone per channel.*

## Linking a Backup Mic in SystemOn

Use the a channel's secondary link slot to prepare the backup microphone.

1. Open the desired location to the Monitor tab.
2. Select the channel and open Secondary slot in the properties panel.
3. Click *Link Microphone* and finish the procedure in the same way you would a primary microphone.

## Device Properties

Select a channel or device to view settings and controls from the *Properties* panel. If you do not see the *Properties* panel, maximize your browser window or click  (Device properties) to open the *Properties* panel.

- Activate or mute the audio
- View IP address and network settings
- Identify the hardware



<b>Open Device Properties</b>	Open the Devices tab in a location or go to <i>All devices</i> . Select the device and open the <i>Properties</i> panel.
<b>Open Channel Properties</b>	Open the <i>MONITORING</i> tab in a location. Select the channel and open the <i>Properties</i> panel.

The screenshot shows the 'All devices' page in the Shure web interface. The 'DEVICES' tab is selected, showing a table of devices. The device 'MXA910-1' is selected, and its 'Properties' panel is open on the right. A red arrow points to the 'Properties' tab in the panel header.

<input type="checkbox"/>	Device name ↑	IP address	Device model	Firmware	License status
<input type="checkbox"/>	850-01	192.168.2.225	SBC850	2.3.4	<span style="background-color: green; color: white; padding: 2px;">Licensed</span>
<input type="checkbox"/>	MXA310	192.168.2.214	MXA310	3.1.4	<span style="background-color: green; color: white; padding: 2px;">Licensed</span>
<input checked="" type="checkbox"/>	MXA910-1	192.168.2.216	MXA910	3.1.4	<span style="background-color: green; color: white; padding: 2px;">Licensed</span>
<input type="checkbox"/>	MXA910-2	192.168.2.222	MXA910	2.0.19	<span style="background-color: gray; color: white; padding: 2px;">Unlicensed</span>
<input type="checkbox"/>	MXWAPT	192.168.2.181	MXWAPT4	5.1.23	<span style="background-color: gray; color: white; padding: 2px;">Unlicensed</span>
<input type="checkbox"/>	MXWG	192.168.2.183	MXWAPT8	5.1.23	<span style="background-color: gray; color: white; padding: 2px;">Unlicensed</span>
<input type="checkbox"/>	MXWNCS8-XMxw	192.168.2.193	MXWNCS8	5.1.23	<span style="background-color: green; color: white; padding: 2px;">Licensed</span>
<input type="checkbox"/>	MXWNCS-D	192.168.2.192	MXWNCS4	5.1.23	<span style="background-color: green; color: white; padding: 2px;">Licensed</span>
<input type="checkbox"/>	P300-1	192.168.2.208	P300	3.1.4	<span style="background-color: green; color: white; padding: 2px;">Licensed</span>

The 'Properties' panel on the right shows the following information for the selected device:

- Device name \*: MXA910-1
- Dante device name: MXA910-f95ef6
- Device model: MXA910
- IDENTIFY button
- Device control: +
- Control network: +
- Audio network: +
- About: +

## General Device Properties

### General

#### Device Name

Editable name for the device.

#### Dante Device Name

The name for the device as listed in Dante™ Controller (DC) software.

#### Device Model

The Shure model name.

#### Identify Button

Sends a signal to the device to flash its LEDs for easy identification.

### Other

#### Serial number

The unique identifier used to register the device at the Shure website, guarantee the warranty, and troubleshoot with customer support.

## Firmware Version

The current firmware version installed on the device.

## Device Runtime

The time that the device has been powered on.

## Device Controls

Make changes such as audio mute and front panel lock. Controls vary slightly per device.

<b>Microphone State</b>	<b>Active</b>	Audio on; RF connection
	<b>Mute</b>	Audio mute; RF connection
	<b>Standby</b>	Sleep mode with audio mute and minimal RF activity
	<b>Off</b>	No power (requires powering on at the device)
<b>Front-Panel Lockout</b>	Controls are disabled on the hardware front panel to avoid unauthorized or accidental changes	

## Network Properties

Network properties are viewable from the device properties panel. Shure devices with Dante digital audio have two network addresses:

- **Control network:** Discovery and control of the device from SystemOn and other Shure software tools.
- **Audio network:** Transport and control for Dante digital audio.

<b>IP Mode</b>	Sets IP mode of the selected network interface: <ul style="list-style-type: none"> <li>• <b>DHCP:</b> For automatic assignment of IP addresses.</li> <li>• <b>Manual (Static):</b> For Static IP addresses.</li> </ul>
<b>IP Settings</b>	Displays the IP Address, Subnet Mask, and Gateway for each network interface.
<b>MAC Address</b>	The network interface's unique identification.

# System Maintenance and Troubleshooting

## Event Log

The event log collects important account, device, and network activity. Each event includes time and information on the device and location.

Reference the log to monitor system events and troubleshoot issues related to your audio network.

The following are examples of events listed in the log:

- Online/offline device availability
- Microphone missing (powered off or out of range)
- Server and system integration interruptions
- License status and expiration notices
- Sign in and account activity

The screenshot shows the 'Event log' interface. At the top, there is a header with a hamburger menu, the title 'Event log', a notification bell, and a help icon. Below the header, there are buttons for 'CLEAR ALL EVENTS' and 'EXPORT LOG', along with icons for refresh, filter, and search. The main content is a table with the following columns: Severity, Event, Description, and Date. The table contains nine rows of information events, all dated 01/11/2019 9:44:49 AM, except for the first row which is dated 9:45:38 AM.

Severity	Event	Description	Date ↓
Information	User logged in	User admin signed into account	01/11/2019 9:45:38 AM
Information	Device online	Pin1234, the ULXD4 model at IP address 192.168.2.212, is online.	01/11/2019 9:44:49 AM
Information	Device online	MXWNCS-D, the MXWNCS4 model at IP address 192.168.2.192, is online.	01/11/2019 9:44:49 AM
Information	Device online	MXW6	01/11/2019 9:44:49 AM
Information	Device online	Pin1110, the ULXD4 model at IP address 192.168.2.185, is online.	01/11/2019 9:44:49 AM
Information	Device online	MXA310, the MXA310 model at IP address 192.168.2.214, is online.	01/11/2019 9:44:49 AM
Information	Device online	MXWNCS-Y, the MXWNCS4 model at IP address 192.168.2.198, is online.	01/11/2019 9:44:49 AM
Information	Device online	MXW192A, the MXWAPT8 model at IP address 192.168.2.180, is online.	01/11/2019 9:44:49 AM
Information	Device online	MXW6	01/11/2019 9:44:49 AM

## Viewing Event Log

Open the event log from *Event Log* in the main menu.

To export the event log to a CSV (comma separated values) document, click *Export log*.

## Exporting the Event Log

To troubleshoot problems related to SystemOn, save a snapshot your system events by exporting and saving the file to a computer. Refer to the log file for monitoring system events, troubleshooting issues, or consulting with Shure Systems Support.

## Supported Devices and Firmware

The following Shure devices and firmware versions are supported in SystemOn. Whenever possible, upgrade to the latest supported versions to take advantage of new features and system improvements.

Use the [Shure Update Utility](#) application to ensure your hardware meets these requirements.

System	Firmware Version
<b>ANIUSB-MATRIX Audio Network Interface</b>	3.1.x
<b>MXA310 Table Array Microphone</b>	3.1.x
<b>MXA910 Ceiling Array Microphone</b>	3.1.5-4.0.x
<b>MXW Microflex<sup>®</sup> Wireless System</b>	5.2.2–6.0.x
<b>P300 IntelliMix<sup>®</sup> Audio Conferencing Processor</b>	3.1.x
<b>SBC220/240 Networked Charging Station</b>	1.1.43–1.1.x
<b>SBC250/450/850 Networked Charging Station</b>	2.2.24–2.3.x
<b>SCM820 Digital Intellimix<sup>®</sup> Automatic Mixer</b>	1.3.x
<b>ULX-D<sup>®</sup> Digital Wireless System</b>	2.2.24–2.3.x

## View User Guides Online

View user guides and detailed information for Shure devices at [pubs.shure.com](https://pubs.shure.com)

## Firmware Updates

Firmware is embedded software in each device that controls functionality. Periodically, new versions of firmware are developed to incorporate additional features and enhancements. To take advantage of design improvements, new versions of the firmware can be uploaded and installed using the Shure Update Utility (SUU). Download the SUU from [www.shure.com](http://www.shure.com).

Perform the following steps to update the firmware:

**CAUTION!** Ensure the device has a stable network connection during the update. Do not turn off the device until the update is complete.

1. Connect the device and computer to the same network (set to the same subnet).

**Note:** The update process for wireless transmitters varies for each product; see that device's user guide for exact steps.

2. Open the SUU application.
3. Click the *Updates* button at the top of the window to open the *Download Manager*.

**Note:** This button will be labeled either "Check for updates..." or "[#] updates available"

4. From the *Download Manager*, select the desired firmware versions.

**Tip:** The dropdown in the upper right allows you to quickly *Select: All* or *Select: None*.

**Note:** After updating, you may need to clear your browser's cache to display updates to the device's web application.

5. Click *Download*, and then *Close* the *Download Manager*. Downloaded firmware is listed and can be viewed and managed in the *Firmware* tab.
6. From the *Update Devices* tab, select the new firmware and press *Send Updates* to begin the firmware update, which overwrites the existing firmware on the device.

## Firmware Release Requirements

Shure devices use multiple communications protocols that work together to ensure proper operation. The recommended best practice is that devices in the same model family are on an identical release. To check the firmware status of each device on the network, open the SUU and view current version on the *Update Devices* page.

The format for Shure device's firmware is MAJOR.MINOR.PATCH. (Ex. 1.6.2 where 1 is the Major firmware level, 6 is the Minor firmware level, and 2 is the Patch firmware level.) At minimum, **devices that operate on the same subnet should have identical MAJOR and MINOR release numbers.**

## Backup and Restore the Database

Protect against data loss by backing up the MongoDB database (installed with SystemOn) that stores your Shure software information. Backups are also useful when migrating to a new server.

Backups store all projects, locations, and device settings that your team makes in the software. For backup restoration, only those backup files (.bak) that match the current operating software version are supported.

### Backup the Mongo Database

Use the machine installed with the software to create the MongoDB backup.

1. Identify a location to archive the database backup. You use this path in the command line.
2. Begin to open a command prompt by opening the Start menu and start typing "command". Do not press Enter.
3. Right-click the command prompt item and select *Run as administrator*.
4. Type the following command line (including quotation marks for file paths) after replacing the placeholders marked by [ ]:

```
"[location of SystemOn Software install directory]\Services\MongoDb-3.2.0\Bin\mongodump.exe" --host localhost --port [number chosen at install] --gzip --archive="[path and file name of backup]"
```

**Tip:** Sample command line with default settings:

```
"c:\Program Files\Shure\Shure Networked Systems Software\Services\MongoDb-3.2.0\Bin\mongodump.exe" --host localhost --port 30000 --gzip --archive="c:\Shure.bak"
```

5. Press Enter. The file is archived at the path specified in the prompt.

### Restore a Database Backup

1. On the machine installed with the software, open a command prompt by opening the Start menu and start typing "command". Do not press Enter.
2. Right-click the command prompt item and select *Run as administrator*.
3. Type the following command line (including quotation marks for file paths) after replacing the placeholders marked by [ ]:

```
"[location of SystemOn Software install directory]\Services\MongoDb-3.2.0\Bin\mongorestore.exe" --host localhost --port [number chosen at install] --drop --gzip --archive="[path and file name of backup]"
```

**Tip:** Sample command line with default settings:

```
"c:\Program Files\Shure\Shure Networked Systems Software\Services\MongoDb-3.2.0\Bin\mongorestore.exe" --host localhost --port 30000 --drop --gzip --archive="c:\Shure.bak"
```

4. Press Enter.
5. Reload the database configuration by typing

```
iisreset
```

at the command prompt.

## Troubleshooting

### Cannot sign in to the software


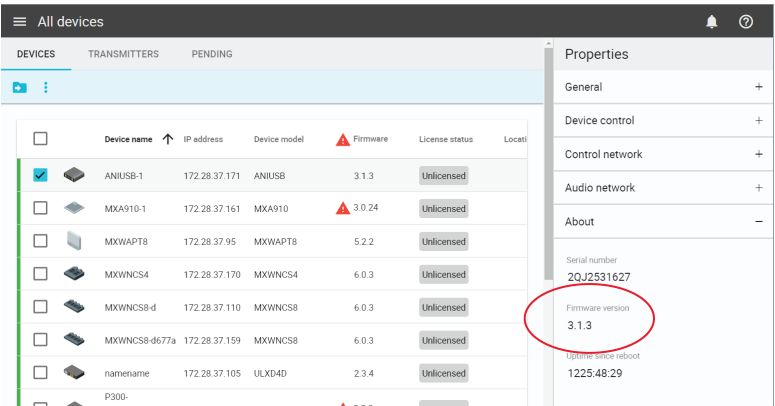

Possible Cause	Solution
<b>Forgot the username or password</b>	<ul style="list-style-type: none"> <li>Follow the links on the sign in screen to look up your username or reset your password.</li> <li>If user was created from LDAP, no changes are allowed from SystemOn. Try signing in to your network and contact your network administrator.</li> </ul>
<b>Locked out after entering invalid credentials</b>	<ul style="list-style-type: none"> <li>Wait 10 minutes before attempting again.</li> <li>Reset your password.</li> <li>If user was created from LDAP, contact your network administrator.</li> </ul>

### Devices Are Not Showing Up

Possible Cause	Solution
<b>Devices are not ready</b>	<ul style="list-style-type: none"> <li>Power on the devices.</li> <li>Connect the devices to the network.</li> </ul>
<b>The wrong network interface card (NIC) is selected</b>	The NIC connects the SystemOn server to the device network. Go to <i>Settings &gt; General &gt; Network setup</i> and verify the selected NIC corresponds with the device network.
<b>Devices on subnets have invalid IP addresses</b>	Make sure devices have valid, routable IP addresses and that they are entered correctly into SystemOn <i>All devices &gt; Devices &gt; ADD BY IP</i> . Use static IP addresses for devices on separate subnets to ensure they don't change by DHCP.
<b>Network traffic not routing between the server and devices</b>	<ul style="list-style-type: none"> <li>Ping the device by IP address to see if it is responding properly outside of SystemOn.</li> <li>Reset the device to default settings.</li> <li>Make sure that unicast traffic is routing properly between your server and the devices.</li> <li>Consult your network administrator</li> </ul>

### Cannot Open or Monitor a Device

Possible Cause	Solution
<b>Device is offline</b>	<ul style="list-style-type: none"> <li>Connect the device to the network</li> <li>Check the solutions listed above in "Devices Are Not Showing Up"</li> </ul>

Possible Cause	Solution
License is not assigned to the device	Assign a license to each device you want to monitor. It should display in the device list as  .
Devices are operating on unsupported firmware versions	<p>Check that device firmware versions are supported by SystemOn. Select a device and go to <i>Properties &gt; About &gt; Firmware version</i>. A notice displays if the version is not supported.</p>  <p>See the installation guide for the current list of supported firmware for each device and update them accordingly using the <a href="#">Shure Update Utility application</a>.</p>
Access Control is enabled on a device	<p>If a device displays with the network lock icon , you can manage this setting using the Shure software that enabled Access Control. Access Control prevents any user from controlling or editing device settings from SystemOn.</p>

## Users Are Not Receiving Notifications

Possible Cause	Solution
Subscriptions have not been assigned to users	Check that the correct users are subscribed to the location <i>Locations &gt; [Select a location] &gt; Subscriptions</i> .
Notifications are turned off	Enable notifications and select the delivery method from <i>Settings &gt; Notifications</i> .
Wrong contact information	Verify the users' contact information from <i>Users &gt; Users &gt; [Select a user]</i> .
User opted out of SMS messages	Respond from an older message with <i>START</i> , <i>YES</i> , or <i>UNSTOP</i> to resume service.
Email and SMS integrations are not set up	Make sure the right SMTP and Twilio information is entered in <i>Settings &gt; Integrations</i> . Test the connections to receive sample notifications to the account currently being used to troubleshoot the issue.

Possible Cause	Solution
<b>Server is not connected to the internet</b>	Make sure the SystemOn server is connected to the internet to facilitate the SMS text messages.
<b>Emails are filtered</b>	Check the SPAM folders of your email account to make sure they aren't filtered.

## Cannot Apply License Plan

Possible Cause	Solution
<b>Server is not connected to the internet</b>	Follow the prompts in SystemOn for the offline application method.
<b>Your activation ID is invalid</b>	Call Shure customer support to obtain a new ID.
<b>NIC is removed or not accessible</b>	Restart the Shure Inventory Server from <i>Windows &gt; View local services</i> . Right click and restart Shure Inventory Service and reopen SystemOn.

## Application is behaving unexpectedly

Possible Cause	Solution
<b>No or poor connection to the server</b>	<ul style="list-style-type: none"> <li>• Refresh the browser.</li> <li>• Ensure a strong connection to the server.</li> </ul>
<b>Browser cache is causing problems</b>	Clear your browser cache.
<b>Browser is out of date</b>	Update to the latest version of your browser. See the installation guide for supported browser versions.
<b>Server clock was changed</b>	Uninstall and reinstall the SystemOn application and database.

## More Troubleshooting Help

For additional troubleshooting assistance or further information on complex installations, contact your local Shure sales representative, distributor, or Shure Systems Support. In the Americas region, call the Systems Support group at 847-600-8440. For users in other locations, go to [www.shure.com](http://www.shure.com) to find support contact for your region.

To more effectively troubleshoot your issue, export the SystemOn event log and have it ready when you contact support. The exported log includes data from your hardware, server, and SystemOn activity to provide Shure support with more information about your installation. Export the log from *Event Log > Export Log*.