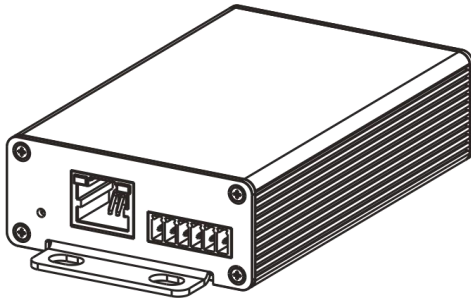




Network Audio Bridge

USER MANUAL



www.sponcomm.com

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Manufacturer's Reference

SPON Communications Co., Ltd is the holder of the following certificates:

- ISO 9001:2015 QUALITY MANAGEMENT SYSTEM CERTIFICATE.
- ISO/IEC 20000-1:2018 INFORMATION TECHNOLOGY-SERVICE MANAGEMENT CERTIFICATE OF CONFORMITY.
- ISO/IEC 27001:2022 INFORMATION SECURITY MANAGEMENT SYSTEM CERTIFICATE OF CONFORMITY.
- ISO 14001:2015 ENVIRONMENTAL MANAGEMENT SYSTEM CERTIFICATE.
- ISO 45001:2018 OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM CERTIFICATE.
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If you connect the product to the Internet, you will bear your own risks, including but not limited to the possibility that the product may be attacked by network, hacker, virus infection, etc. The company is not responsible for the abnormal operation of the product, information leakage and other problems caused by this, but we will provide you with product-related technical support in a timely manner.

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When you install our products, you may collect personal information such as face and fingerprints. When using the products, you need to comply with the privacy protection laws and regulations of your region or country to protect the legitimate rights and interests of others. For example, provide clear and visible signs to inform relevant rights holders of the existence of video surveillance areas and provide corresponding contact information.

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About this manual

This manual is only used as a guide for related products and may differ from the actual product, please refer to the actual product.

The information in this guide is subject to modification without prior notice.

This manual is only used as a guide, and the statements made do not constitute any form of warranty.

The user shall bear full responsibility for the application of the product, SPON does not assume any responsibility for any indirect or incidental losses caused by the incorrect use of this guide.

Important Safety Precaution

Please read this User Manual carefully before using this product and follow all the safety precautions mentioned herein.

During Installation

Avoid humidity:

Please do not expose the device to rainy environment or other humid environment, otherwise it may lead to fire or electric shock.

Use correct power supply:

Please use the specified power adapter for the device, using high voltage power supply may lead to fire or electric shock.

Protect the electric wire:

Do not scratch, cut or twist the power cord, keep the power cord away from any heating device, do not place heavy objects on top of the power cord, otherwise it may lead to fire or electric shock.

During Use

If anything goes wrong:

During use of this device, if any of these anomalies mentioned below happens, please cut off the electricity immediately, otherwise it may lead to fire or electric shock.

- smoke or strange smell coming out of the device.
- water or other foreign object gets into the device.
- damage on the product shell.
- damage of the power cord (cable core exposed or broken).
- malfunction of the device (no network connection or no sound).

Do not open the product shell:

There are high voltage parts inside of the product shell, opening the product shell without permission may lead to fire or electric shock.

Do not touch the device when it thunders:

To avoid electric shock, please do not touch the device or power plugs when it thunders.

Do not place liquid containers on top of the device:

If accidentally knock over the liquid container and let any liquid get into the device, it may

lead to fire or electric shock.

Cautions when the device is not in use

If the device is not in use for 10 days or longer, please cut off the electricity and unplug the power plug from the power socket, otherwise it may lead to fire or electric shock.

1. System Application Examples

1.1. About This Manual

This manual covers the following models:

Product Type	Model Number	Power Output
Network Audio Bridge	GEN-3101A01	15W

1.2. System Requirements

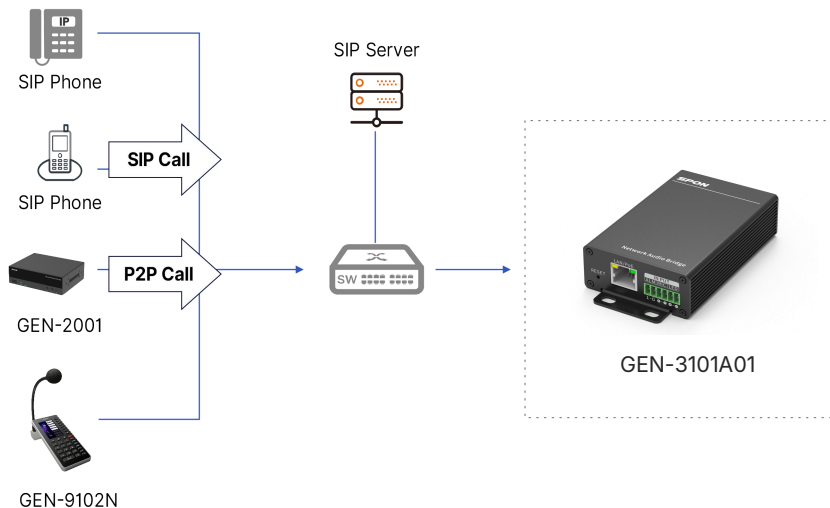
Recommended PC operational environments are as follows:

Display	Resolution: 1920x1080
OS(64bit)	Windows10~Windows 11
Browser	Microsoft Edge \ Google Chrome

2. Introduction to System Scenario Functions

	Initiator	Recipient	Connected Attachments
SIP to Local Broadcast	GEN-9102 GEN-2001 SIP Phone	GEN-3101A01	N/A
VMS to Local Broadcast	VMS Client		
Note: The specific functions and interfaces of the equipment will be adjusted according to the product form of the equipment, please refer to the actual product specifications parameters prevail.			

2.1. SIP to Local Broadcast

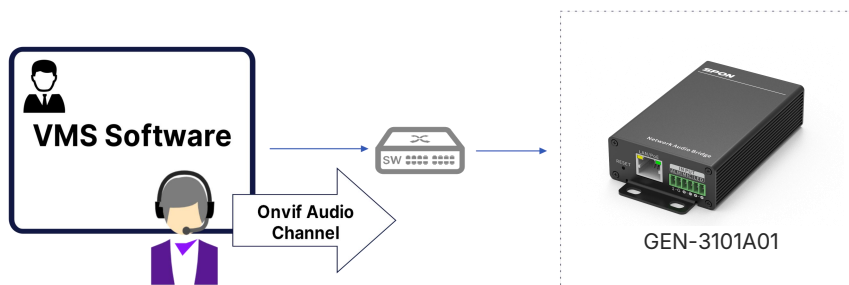


By registering the device with SIP Server or using P2P calling, you can make the receiving end play broadcasts. For the broadcast settings via SIP Phone or using P2P calling, refer to the following setup procedure

Setup 1	Login to devices WEB -Default username and password are both admin	Login
Setup 2	Ensure that the IP address of the device and the SIP server and SIP Phone can communicate with each other, and fill in the correct SIP account information. -SIP server address, port, SIP account, password and other information provided by the SIP server provider -P2P-type broadcasts, requiring the originator to support P2P calls (GEN-9102 or GEN-2001 recommended)	SIP
Setup 3	Setting the broadcast priority -Adjust pattern prioritization as needed	Priority
Setup 4	Reboot -After setting the parameters, you need to reboot the device to	Maintain

	take effect	
Setup 5	Adjusting the broadcast volume -Volume can be fine-tuned through the broadcast program and the total output volume can be adjusted through audio parameters -Volume adjustment according to the site environment and actual use requirements	<u>Audio</u>

2.2. VMS to Local Broadcast



By registering the device with or connecting it to NVR or VMS, VMS broadcasting can be performed using the microphones connected to these clients. For VMS Broadcast Settings, please refer to the following setup procedure.

Setup 1	Login to devices WEB -Default username and password are both admin	<u>Login</u>
Setup 2	Enable ONVIF protocol functionality and add devices via NVR or VMS -Default ONVIF protocol port: 9090; default user name: admin; default password: 123456 -For details on how to set up MICs and speakers for NVR and VMS, see the NVR and VMS User's Manuals	<u>ONVIF</u>
Setup 3	Setting the broadcast priority -Adjust pattern prioritization as needed	<u>Priority</u>
Setup 4	Reboot	<u>Maintain</u>

	-After setting the parameters, you need to reboot the device to take effect	
Setup 5	Adjusting the broadcast volume -Volume can be fine-tuned through the broadcast program and the total output volume can be adjusted through audio parameters -Volume adjustment according to the site environment and actual use requirements	<u>Audio</u>

2.3. Media Files to Local Broadcast



Setup 1	Login to devices WEB -Default username and password are both admin	<u>Login</u>
Setup 2	Upload media files to the device -Built-in 80MB media storage space, support MP3, WAV file format (8K~48KHz)	<u>Media</u>
Setup 3	Create a broadcast pattern -Setting the name of the broadcasting program, media files, number of times to be played, playback interval, playback time, etc.	<u>Pattern</u>
Setup 4	Setting the broadcast priority -Adjust pattern prioritization as needed	<u>Priority</u>
Setup 5	Reboot -After setting the parameters, you need to reboot the device to take effect	<u>Maintain</u>

Setup 6	Adjusting the broadcast volume -Volume can be fine-tuned through the broadcast program and the total output volume can be adjusted through audio parameters -Volume adjustment according to the site environment and actual use requirements	<u>Audio</u>
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3. Product Introduction

GEN-3101A01 is a PoE-powered network audio interface that supports SIP/VMS calls, up to 20 multicast streams, local audio storage, priority control, scheduled playback, HTTP API triggers, and built-in amplifier output—ideal for various audio applications.

3.1. Product Features

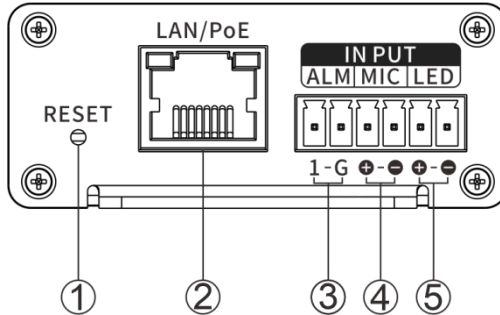
- Supports receiving SIP audio, ONVIF audio, and multicast.
- Built-in 80MB file storage (up to 20 files, WAV/MP3).
- One MIC input (for intercom only), one audio output, and one speaker interface.
- One control input and one LED indicator interface.
- Supports HTTP API for triggering file playback.
- Built-in 15W amplifier for connecting external low-impedance analog speakers.
- Built-in scheduler for timed local file playback.
- Supports PoE/PoE+.

3.2. Product Specification

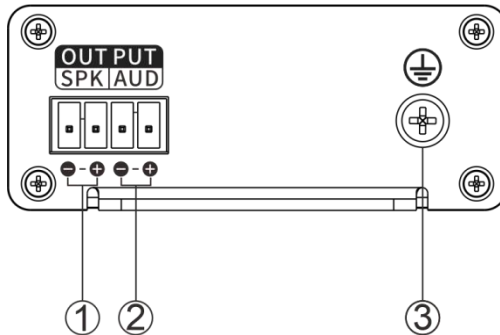
Product Specification	
Power Supply	PoE (IEEE802.3af/at)
Power Cons	≤3W
Network Protocol	TCP/IP, UDP, HTTP, RTP, RTSP, ARP, ICMP, NTP, SIP, ONVIF
Network I/F	100BASE-TX, RJ45 Connector

Config Method	Web Interface or Device Config Tool
Power Output	15W@8Ω
Frequency Response	100Hz~20KHz
Audio Trans	Multicast, ×20(Editable)
Audio Codec	Opus, PCMU (G.711u), PCMA (G.711a), G.722
SNR	90dB
Mic Input	×1, -20dB
Control Input	×1
Status LED	×1, 3.3V
Speaker Interface	×1
Audio Output	×1, 0dB
Audio Storage	Max 20 audio files ,80MB
Audio File Format	WAV, MP3
Mounting Method	Wall-Mounted or Installation
Install Env	Indoor Locations
Working Temp	-10°C~+50°C
Housing Material	Aluminum Alloy
Color	Black
Dimensions	126*66*27mm
Weight	160g
Warranty	2 Years

3.3. Product Interfaces



- ① **RESET:** Press and hold the RESET button with tweezers for more than 10 seconds, the device will reboot and be restored to default settings.
- ② **LAN/PoE port:** Connect to POE switch for power supply and internet.
- ③ **Alarm Input interface:** Used for receiving external dry contact signal triggers. Configurable Interlinked Tasks, including: Pattern, SIP/P2P Calls, Broadcast Disable.
- ④ **MIC input interface:** Connects a microphone panel accessory.
- ⑤ **LED indicator light interface.**

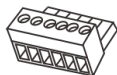


- ① **SPK output interface:** Support 15W power output.
- ② **Aud output interface:** audio output interface.
- ③ **Ground terminal.**

3.4. Product Packing List



Connection Terminal
1pcs(3.5-4P)



Connection Terminal
1pcs(3.5-6P)

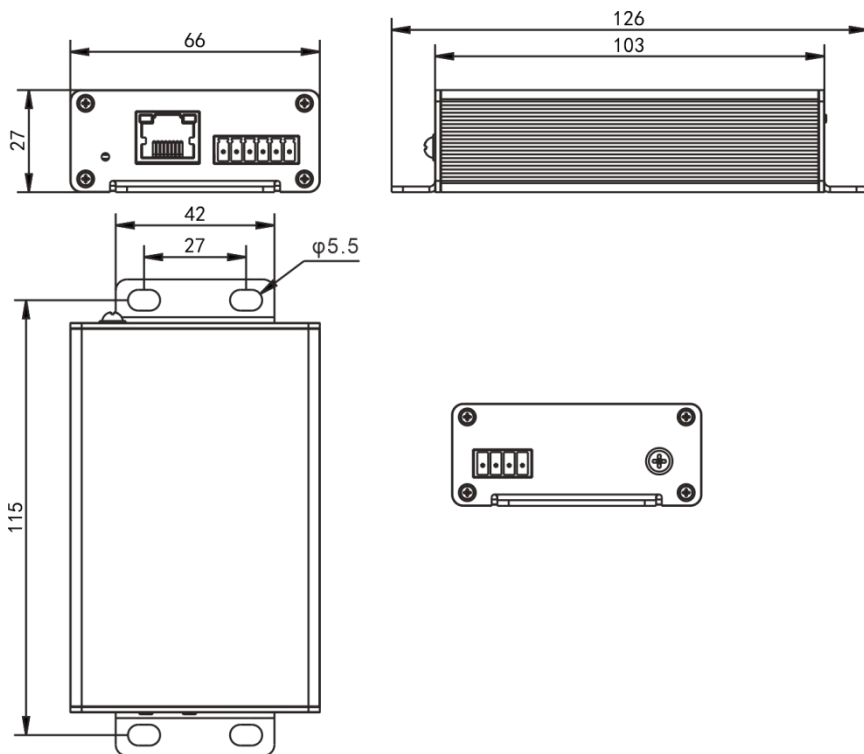


Certification
1pcs



Installation
manual 1pcs

3.5. Product Dimensions And Installation

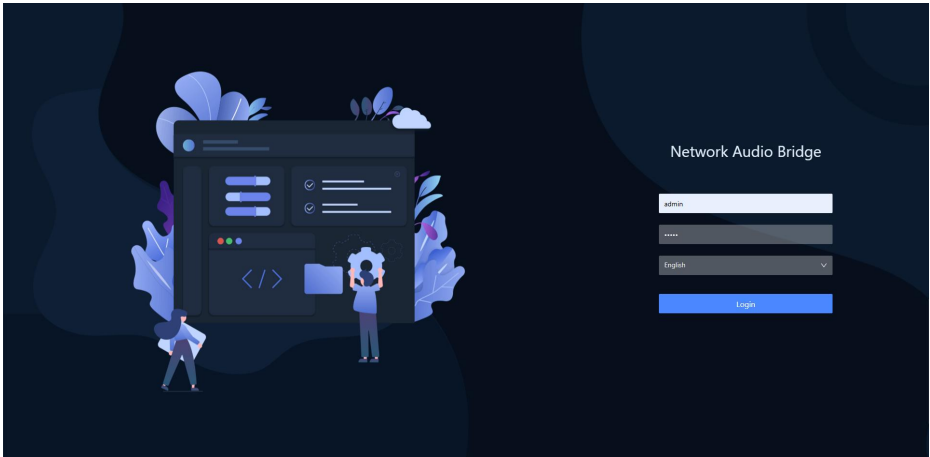


4. Product Configuration

4.1. Web Page Parameter Configuration

4.1.1. Login To Web Page

- (1) Please enter the IP address of the Network Audio Bridge in the address bar of the browser (the default IP address is 192.168.1.101), and then press enter.
- (2) Enter the username, and password on the login page.
- (3) Press login to enter the Devices web page.



Notes:

- Before accessing the device, make sure that the PC network and the device network can communicate with each other.
- Default Network Parameters:
IP address: 192.168.1.101; Subnet mask: 255.255.255.0; Gateway: 192.168.1.1
- Default username and password are both admin
- If the relevant parameter modification in the web page does not take effect after saving, please clear the cache and set them again.
- Avoid multiple PCs or multiple browsers accessing WEB at the same time, the new login will force the old access to quit. And the default logout timeout is 60s when the access has no operation.

4.1.2. Running Status

When the login to the WEB page is successful it will display the information of: Terminal ID, device IP address, default gateway, device MAC address and other information.

The screenshot displays the 'Status' page of the Network Audio Bridge web interface. The left sidebar contains navigation links: Home, Basic Settings, and Advanced Settings. The main content area is titled 'Status' and includes a breadcrumb 'Home Page > Status'. Below this, there are two sections: 'Account Information' and 'System Information'.

Account Information

SIP		NAS	
User ID:	22	User ID:	1
Server Address:	10.1.2.1.57	Server Address:	192.168.1.13
Server Port:	5060	Server Port:	2040
Register Status:	Online	Register Status:	Offline

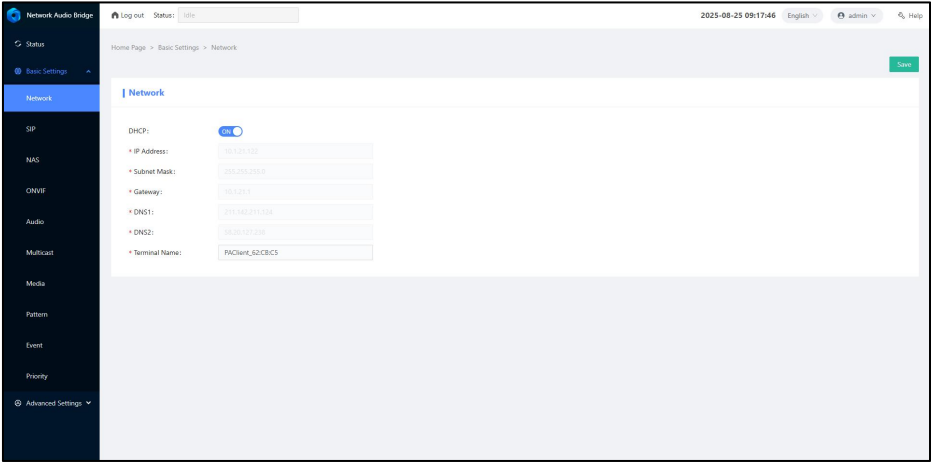
System Information

IP Address:	10.1.2.1.122	Terminal Name:	FAClient_62CB/C5	Firmware Version:	[B4,2025_ENH_V1.0.2_20250811]
Subnet Mask:	255.255.255.0	Time Zone:	[UTC] Coordinated Universal Time		
Gateway:	10.1.2.1				
MAC Address:	F472DD62CB/C5				

4.1.3. Basic Settings

4.1.3.1. Network

Please set the terminal network parameters according to the live environment. click on [save] button after setting, the parameters will take effect after reboot.



Network	
DHCP	When DHCP is enabled, obtain IP, DNS, and other parameters from the DHCP server.
IP Address	When set to a static IP can set the IP address of the device. Only private addresses can be entered. Initial setting: 192.168.1.101
Subnet Mask	When set to a static IP can set the Subnet Mask of the device. Initial setting: 255.255.255.0
Gateway	When set to a static IP can set the Gateway of the device. Initial setting: 192.168.1.1
DNS1/2	When set to a static IP can set the primary DNS server address and the secondary DNS server address. Modify these according to your actual situation when using the device.
Terminal Name	The host name carried in the request information after enabling DHCP. Valid only in a DHCP usage environment. The name will be displayed in the client list of the DHCP server

4.1.3.2. SIP

Set configuration parameters related to SIP.

The screenshot shows the 'SIP Account Settings' page in the Network Audio Bridge web interface. The left sidebar contains navigation links for Status, Basic Settings, Network, SIP, NAS, ONVIF, Audio, Multicast, Media, Pattern, Event, and Priority. The main content area is titled 'SIP Account Settings' and includes the following configuration options:

- Activate:** A toggle switch set to 'ON'.
- User ID:** A text input field containing '22'.
- Authentication ID:** A text input field containing '22'.
- Display Name:** A text input field containing '***'.
- Password:** A text input field containing '1234' with a show/hide toggle.
- Server Address:** A text input field containing '10.1.21.57'.
- Server Port:** A text input field containing '5060'.
- Local Port:** A text input field containing '5060'.
- Registration Expiry (sec):** A text input field containing '70'.
- Transmission Mode:** Radio buttons for 'UDP' (selected) and 'TCP'.

Below the 'SIP Account Settings' section is the 'Other Settings' section, which includes:

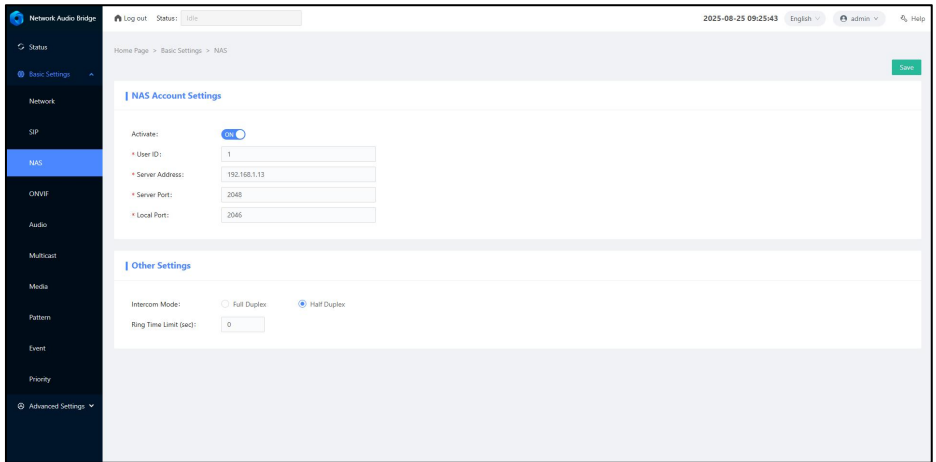
- Intercom Mode:** Radio buttons for 'Full Duplex' and 'Half Duplex' (selected).
- Ring Time Limit (sec):** A text input field containing '0'.
- Codec Settings:** A table with columns for 'v 0 items', 'Disable', and 'Enable'. The 'Enable' column contains checkboxes for 'PCMU', 'PCMA', 'G722', 'L16', and 'MP3'.

SIP	
Activate	Enable account activation to send a registration request to the specified SIP server address. Enabled by default.
User ID	Configure the ID for registering with the SIP server. The default ID is 2.
Authentication ID	Configure the authentication ID on the SIP server; by default, it is the same as the User ID. The default ID is 2.
Display Name	The local name displayed on the other terminal during SIP intercom.
Password	Password for terminal to login to SIP server, default is 1234.
Server Address	IP address of the SIP server that the terminal logs into. Please enter the correct IP address of the SIP server. When the SIP server address is in domain name format, you need to modify the DNS server that can resolve this domain name.
Server Port	Configure the SIP Server port according to the actual situation, the default is 5060.
Local Port	Configure the port used for the device to register with the SIP server; default is 5060.
Registration Expiry(sec)	Configure the registration interval for the SIP server ID; the unit is seconds. The default value is 70.
Transmission Mode	Configure the transport protocol for registering with the SIP server; adjust according to your actual situation. The default is UDP.

Intercom Mode	Set the intercom mode, full duplex intercom and half duplex intercom are optional.
Ring Time Limit (sec)	The auto-answer duration when receiving a SIP call; the default is 0, which means the call enters the conversation immediately without ringing.
Audio Coding	Supports PCMU, PCMA, G722, L16, and MP3 encoding methods, with priority ordered from top to bottom. To adjust the audio coding priority, move the desired coding method to the left selection box and then select it to move to the right to complete the configuration. Note: When establishing communication using L16 or MP3 encoding, the receiving end only receives (suitable for SIP broadcasting). For two-way SIP intercom, please select PCMU, PCMA, or G722 audio codecs.

4.1.3.3. NAS

The NAS protocol is applicable to the SPON private protocol and can be adapted for use on both the XC-9000 server software and the built-in server software.



NAS	
Activate	Enable account activation to send a registration request to the specified NAS server address. Enabled by default.
User ID	Configure the ID for registering with the NAS server; Default ID is 1.
Server Address	IP address of the NAS server that the terminal logs into. Please enter the correct IP address of the NAS server. When the NAS server address is in domain name format, you need to modify the DNS server that can resolve this domain name.
Server Port	Configure the NAS Server port according to the actual situation, the default is 2048.

Local Port	Set the port used by the local device to log in to the NAS server. The default value is 2046.
Intercom Mode	Set the intercom mode, full duplex intercom and half duplex intercom are optional.
Ring Time Limit (sec)	The auto-answer duration when receiving a NAS call; the default is 0, which means the call enters the conversation immediately without ringing.

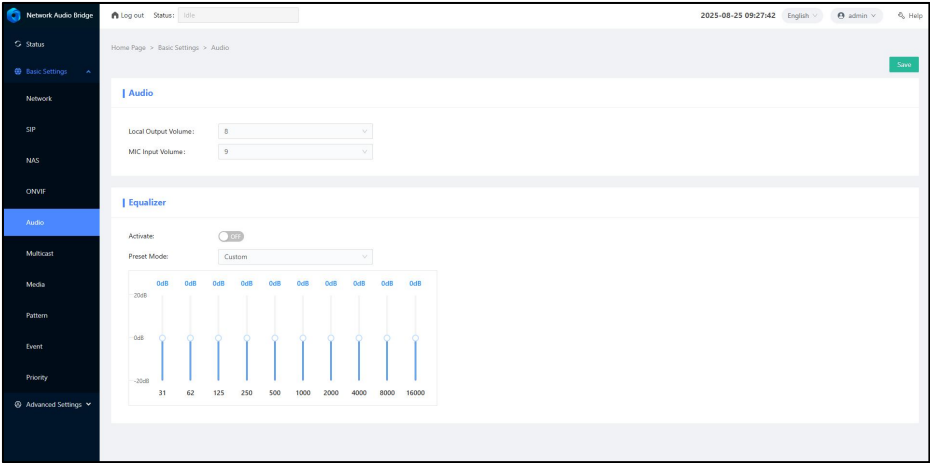
4.1.3.4. ONVIF

Set ONVIF related parameters for credentials used to connect to VMS, NVR.

ONVIF	
Activate	When enabled, the terminal will support the ONVIF protocol and can perform bidirectional transmission of audio streams with the VMS platform.
Control Port	The port used for ONVIF protocol communication; the default is 9090.
Rtsp Port	The port used for media data negotiation; the default is 554.
Username	The username used for ONVIF authentication. Default: admin
Password	The password used for ONVIF authentication. Default: 123456

4.1.3.5. Audio

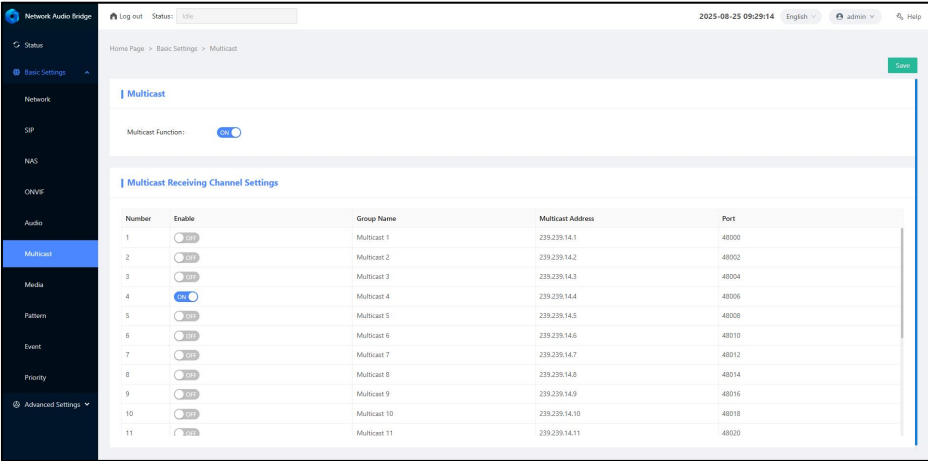
Configure the parameters related to input and output volume and channels.



Audio	
Local Output Volume	Used to adjust the local audio output volume, including the local speaker. Default is 9.
MIC Input Volume	Used to adjust the local MIC input volume. Default is 9.
Equalizer	Equalizer: Optimizes sound quality by boosting or attenuating signals in specific frequency bands. When enabled, supports six preset modes — Bass, Pop, Classic, Rock, Speech, and Custom — for switching. Changes are saved and take effect in real time. The Custom mode allows adjustment of ten frequency bands, each ranging from -20 dB to +20 dB . Other modes only display preset values and do not support custom adjustment. Default is disabled.

4.1.3.6. Multicast

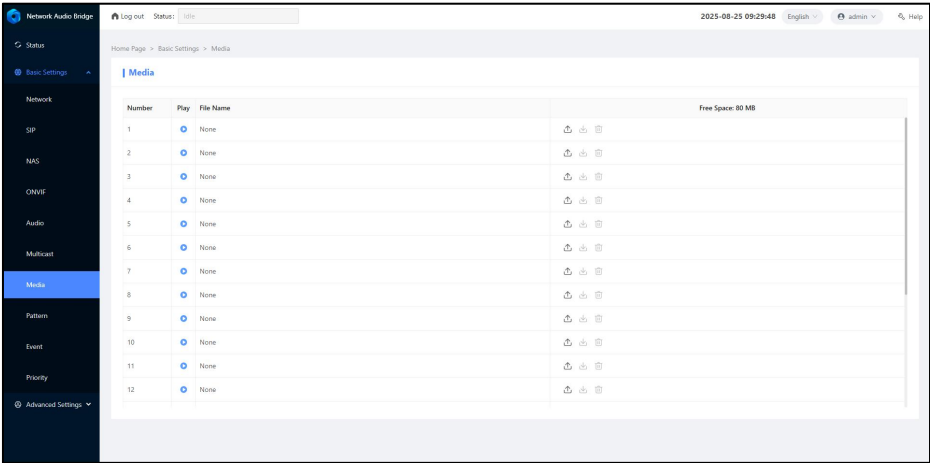
Set the terminal Receive multicast parameters, click on [save] button after setting, the parameters will be applied immediately.



Multicast	
Multicast Function	Enable or disable multicast reception function.
Enable	Enable or disable single channel multicast reception.
Group Name	Set the name of the multicast send address for quick identification of the target type or area. Users can modify this according to their needs. Default multicast 1~20.
Multicast Address	Multicast Send Address, which follows the Class D IP Address Range. Default parameters: 239.239.14.1 ~ 239.239.14.20.
Port	Multicast Send Address Port, default parameters: 48000 ~ 48038.

4.1.3.7. Media

Upload media files to be played when the corresponding task is triggered. Maximum supported storage space is 80MB.



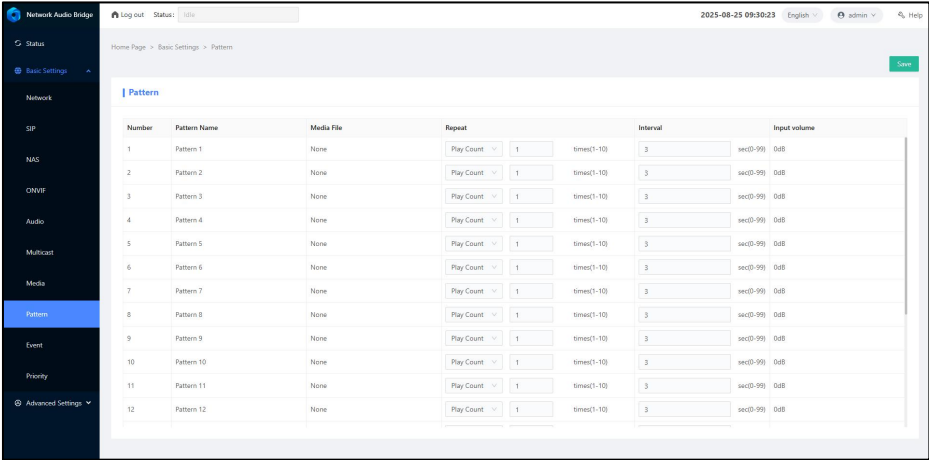
Media	
Play	Play uploaded media files via the WEB page (recommended to use Chrome browser for operation)
File Name	The name of the currently uploaded media file, cannot be modified on the web page.
	-Upload: Upload audio media files (supports mp3, wav) -Download: Download audio media files from the terminal device via the current WEB -Delete: Delete audio media files from the terminal device via the current WEB
Free Space	Display the remaining media storage space on the device. This will be recalculated and shown each time a file is uploaded. Maximum supported storage space is 80MB

Notes:

- Supported file formats: WAV (8/16/22/44.1/48 kHz sampling rate, 8/16 bits, mono/stereo) , MP3(32/44.1/48 kHz sampling rate, 64-320 KBPS, CBR/VBR, mono/stereo).
- Maximum file size: no more than 50mb for a single file and no more than 80MB for total storage.

4.1.3.8. Pattern

Set the configuration for the broadcast file playback mode. When external signals, buttons, timers, or other operations trigger an event, the corresponding broadcast operation will be executed.



Pattern	
Pattern Name	Used for modifying the name of the broadcast mode, facilitating the management of different broadcasting methods.
Media File	Matches the media file that needs to be played. Detailed configuration needs to be done in the Media section.
Repeat	Play Count: The number of times to play is the loop count of the Media File; Duration: The duration is the total playback length of the media file. Timer: Set up a scheduled task to run periodically within the time range of specific days and hours each week
Interval	The time interval before playing the next media file after the current media file of files has finished playing. The maximum Interval for file playback is 99 seconds.
Input Volume	Adjust the output gain for the playback of media files

Notes:

This unit supports Remote Control by external devices.

①Command format

`http://admin(username):admin(password)@<IP_address>/api/v1/<Command_type>/<Command>?<Parameter1=value1>&<Parameter2=value2>`

②Command list

Command Type	Command	Parameter1	value1	Parameter2	value2
control	pattern/play	pattern_number	1-20	destination	speaker
control	pattern/stop	pattern_number	1-20		
control	reboot				

③Command Example

Basic info. Username=admin, password=admin, IP address=192.168.1.101

- Example1: Play pattern5;

`http://admin:admin@192.168.1.101/api/v1/control/pattern/play?pattern_number=5&destination=speaker`

- Example2: Stop pattern9;

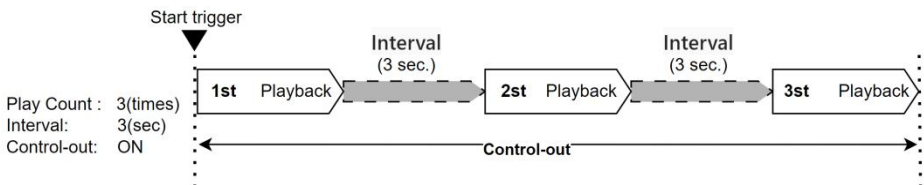
`http://admin:admin@192.168.1.101/api/v1/control/pattern/stop?pattern_number=9`

- Example4: reboot the unit;

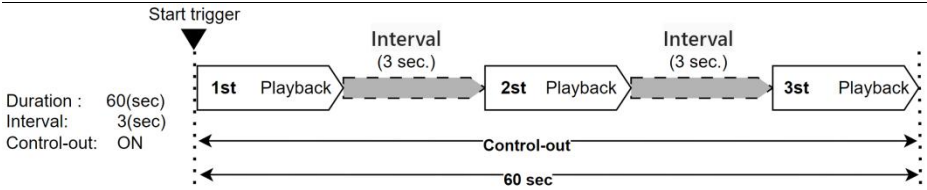
`http://admin:admin@192.168.1.101/api/v1/control/reboot`

[If Play Count is selected]

Designate the number of times the sound source playback will be repeated. The following operation is performed when Edge is selected as the Signal Mode and the start trigger is a control input, or if the receiving device is externally controlled by remote API.

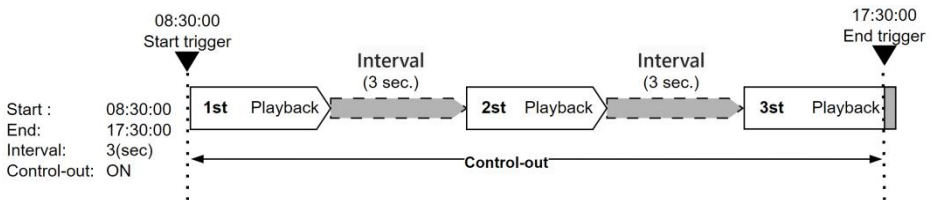
**[If broadcast duration is selected]**

Designate the duration of repeated play. The following operation is performed when Edge is selected as the Signal Mode and the start trigger is a control input, or if the receiving device is externally controlled by remote API.



[If Timer is selected]

Designate the repetition start time and end time for the sound source.



Note:

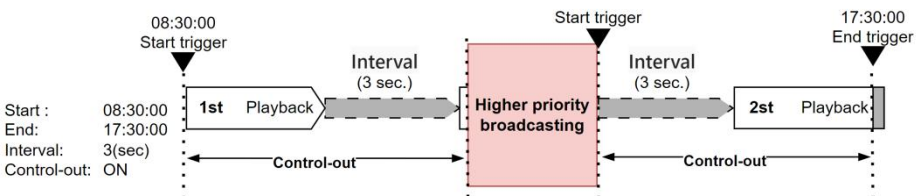
Pattern numbers set to Timer will not be enabled, even if set as event actions on the Event Settings screen. Nor can they be externally controlled by Remote API. Instead, to control the pattern by event action or Remote API, set it to Play Count or Duration. Patterns set as Timer are only enabled as determined by the timer settings.

- The start time and end time cannot be set to the same value.

Tips:

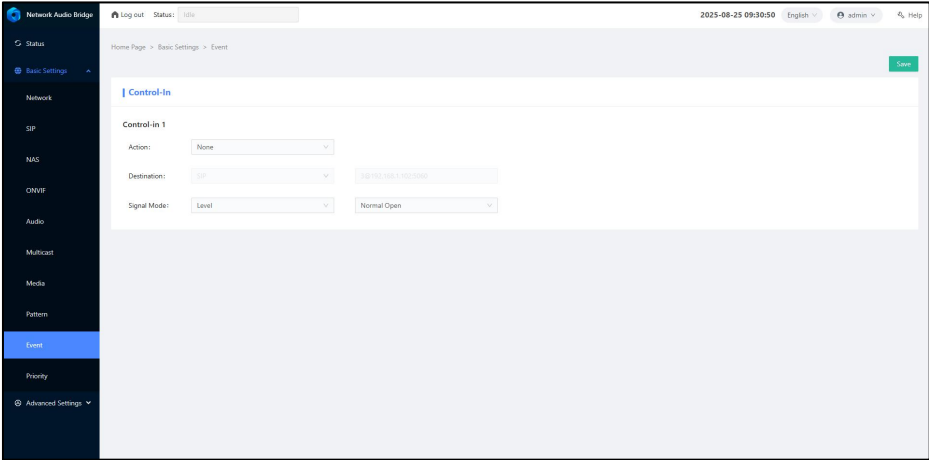
The broadcast execution time cannot be executed across days, for example, if you need to set up a broadcast task that starts at 17:00 PM and ends at 6:00 AM the next day, you need to configure two time points: first, configure 17:00:00~23:59:59; then, configure 0:0:0~6:0:0

- To play the sound source only once, without performing repeat play, set an end time based on the length of the sound source play.
- If another higher priority broadcast is enabled between the start time and end time, the broadcast will behave as follows:



4.1.3.9. Event

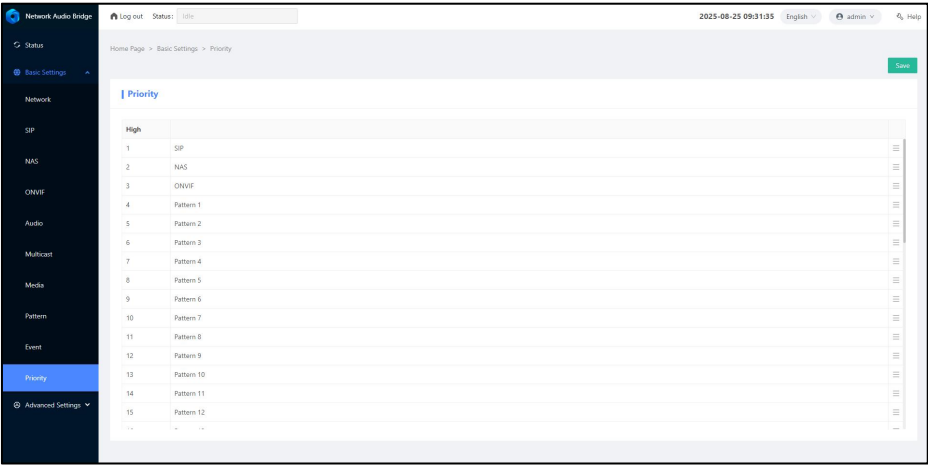
Set the tasks to be triggered when the terminal alarm input interface is activated. These tasks can include initiating a SIP call, triggering a pattern, broadcast Disable, and other operations to meet different usage scenarios.



Event	
Control in	Configure to trigger the operation of the corresponding target task when a change in a particular short-circuit input signal occurs.
Action	The actions support triggering the following types: Pattern, SIP Call and Broadcast Disabled. Select Pattern to be triggered for playback tasks on the local machine only. Call is a call task type that requires specifying a SIP terminal destination, formatted as: 3@192.168.1.102:5060. Broadcast Disabled is a mute operation that only becomes effective when the signal trigger mode is set to level type. Upon being triggered, it will shut down all audio output channels on the device without affecting other task statuses.
Destination	The trigger task destinations support and SIP Call destinations.
Signal Mode	Trigger signals include level signals and edge signals. Level signals are of the type that requires continuous triggering, such as using a self-latching switch to trigger. Edge signals are for instantaneous trigger detection, like using a push-button switch to trigger. Normally open/Normally closed detection is for judging changes in alarm states. When setting a Normally open alarm, it is necessary to ensure that the corresponding short-circuit input's initial state of the device is closed, and an alarm will be triggered when it opens. Conversely, the same principle applies.

4.1.3.10. Priority

Set the task priority, ranked from high to low. Users can drag the icon on the right side of the table to freely sort the tasks.



Priority Settings	
Priority	Priority ranking starts at 1 as the highest, decreasing sequentially.

Recommendations for use:

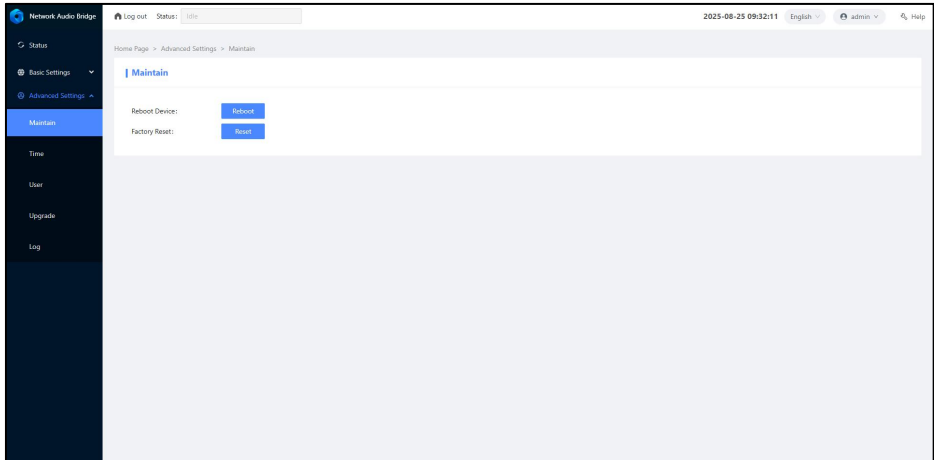
- High priority tasks: such as emergency broadcasts or alarm signals, should always be executed first.
- Low priority tasks: such as background music or timed broadcasts, can be executed when there are no higher priority tasks.
- High-priority tasks will override low-priority tasks. Once the high-priority task is completed, the low-priority task will resume execution.

4.1.4. Advanced Settings

4.1.4.1. Maintain

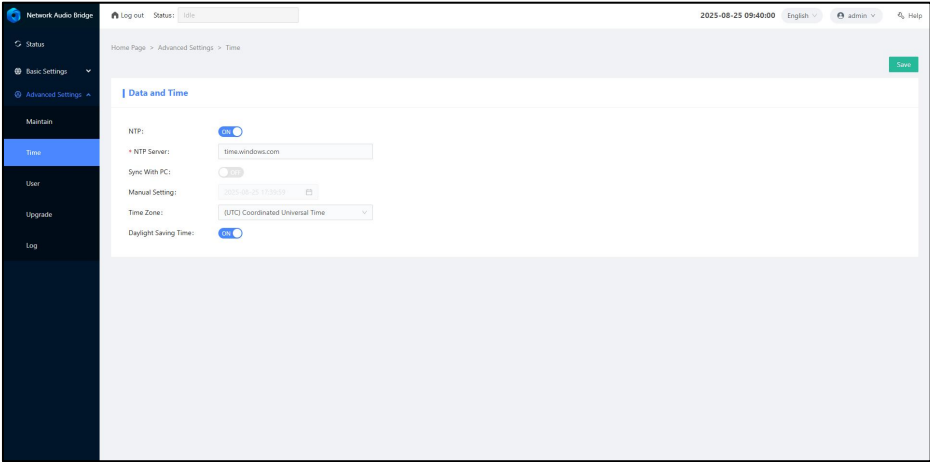
Reboot: Restarts the device. Use this button when applying setting changes or performing other operations that require restart.

Reset: Resets all of the device's settings to their initial status as shipped from the factory. Internally saved sound source files will also be deleted.



4.1.4.2. Time

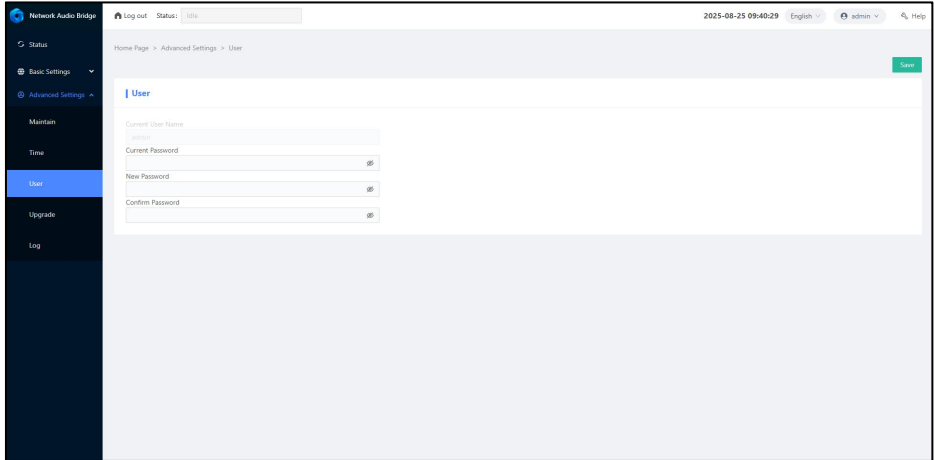
Set the device time. Click on [save] button after setting, the parameters will be applied immediately.



Time	
NTP	When NTP is enabled, the system will request time from the specified NTP server; if you need to set the time manually, you should disable this option.
NTP Server	The NTP server address can be an IP address or a domain name. If you set a domain name, you need to configure the correct DNS address accordingly.
Sync With PC	Synchronize the time with the PC currently accessing the web based on actual needs.
Manual Setting	Users can set the time zone and time according to their needs.
Time Zone	Users can set the time zone for their current region according to their needs.
Daylight Saving Time	Users can set the daylight saving time (DST) configuration for their current region according to their needs. When enabled, the system will calculate the DST time based on the DST rules.

4.1.4.3. User

You can change the password for logging into the web page. After saving the password change, restart the web page to take effect. (Advised to change passwords periodically to ensure security).

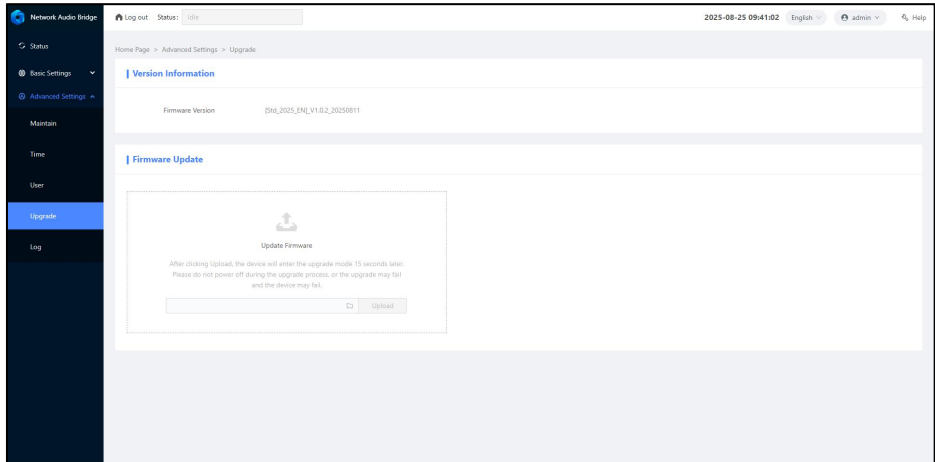


The screenshot shows the 'User' settings page of the Network Audio Bridge. The interface includes a dark blue sidebar on the left with navigation links: Status, Basic Settings, Advanced Settings, Maintain, Time, User (highlighted), Upgrade, and Log. The main content area has a top header with 'Log out', 'Status: idle', the date '2025-08-25 09:40:29', language 'English', and user 'admin'. Below the header is a breadcrumb trail: 'Home Page > Advanced Settings > User'. A green 'Save' button is in the top right corner. The 'User' section contains four input fields: 'Current User Name' (with a dropdown arrow), 'Current Password', 'New Password', and 'Confirm Password'. Each password field has a small icon to its right, likely for password strength or visibility toggling.

4.1.4.4. Upgrade

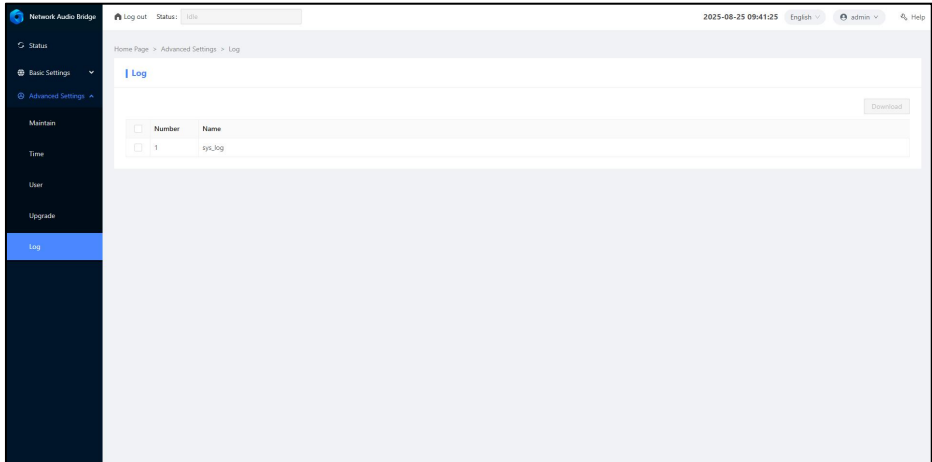
On the upgrade page, click on " " button, select the firmware upgrade file provided by the manufacturer, and click on "Upload" button to start the upgrade.

Note: Please do not power off during the upgrade process, otherwise it may lead to upgrade failure and device malfunction. The upgrade process is about 120s, and the device and web page will restart automatically after the upgrade is completed. (Do not upgrade the firmware unless you have special needs)



4.1.4.5. Log

Record the system logs and web logs of the current device for maintenance personnel to check and verify operation records.



5. Troubleshooting

5.1.1. Common Issues and Solutions

Issue	Possible Causes	Solutions
Unable to log in via the Web Interface	- The device and PC are not on the same network segment. - IP address conflict. - Network connection issues or interruption. - Firewall blocking Web access.	- Ensure the device and PC are on the same local network and check if the network connection is stable. - Use tools like ping to test if the device's IP address is reachable. - Verify the device's IP address settings to ensure there is no conflict. - Temporarily disable the firewall or add an exception rule to allow access to the device's Web interface.
Unable to connect to the SIP server	- Incorrect SIP server address or port configuration. - Network connectivity issues preventing communication with the SIP server. - The SIP server is not running or is unreachable. - Firewall blocking the SIP port (default 5060).	- Check the SIP server's IP address and port settings in the device's Web interface to ensure they are correct. - Use ping or telnet to test the connectivity to the SIP server. - Confirm that the SIP server is running and accessible. - Check firewall settings to ensure the SIP port is not blocked.
Low or High Audio Input Volume	- Input volume settings are incorrect. - External input device volume settings are incorrect. - Cable connection issues.	- Log in to the web page, go to the "Audio" page, and adjust the "MIC Input Volume" and "Local Output Volume" settings. - Check the volume settings of the external input device (e.g., microphone). - Check the audio input cable connections to ensure they are secure and undamaged.
Poor Audio Output Quality	- Audio codec settings are incorrect. - Unstable network environment. - Output device issues.	- Log in to the web page, go to the "Audio" page, and adjust the "Equalizer" settings to suit the current network environment. - Check the network environment to ensure a stable connection and avoid network fluctuations. - Check the audio output device (e.g., speaker) to ensure it is functioning correctly and properly connected.

Issue	Possible Causes	Solutions
Incorrect Multicast Address Configuration	- Multicast address settings are incorrect. - Multicast address conflict.	- Log in to the web page, go to the "Multicast" page, and check the multicast address settings to ensure they are within the Class D IP address range (239.0.0.0 - 239.255.255.255). - Ensure the multicast address does not conflict with other devices, and each multicast address should be unique.
Control Input Signal Fails to Trigger Task	- Control input signal settings are incorrect. - Signal mode settings are incorrect. - External device connection issues.	- Log in to the web page, go to the "Event" page, and check the control input signal settings to ensure the signal mode (level signal or edge signal) is set correctly. - Check the external device (e.g., switch) to ensure it is functioning correctly and properly connected. - Check the control input port for damage and replace or repair if necessary.
High-Priority Tasks Not Executing	- Task priority settings are incorrect. - High-priority tasks are being overridden by low-priority tasks.	- Log in to the web page, go to the "Priority" page, and check the task priority settings to ensure high-priority tasks are placed at the top. - Ensure no other tasks are occupying high-priority positions and adjust the task order if necessary.
System Time Not Synchronized	- Incorrect NTP server settings. - Inaccurate manual time settings.	- Log in to the web page, go to the "Time" page, and check the NTP server settings to ensure the address is correct and accessible. - If manually setting the time, ensure the time is set accurately and synchronize with the PC time if necessary.
Failed to Upload Media Files	- Unsupported file format. - Insufficient storage space. - Network connection issues.	- Ensure the media files are in the supported formats (WAV or MP3). - Check the device's remaining storage space to ensure there is enough space for media files. - Check the network connection to ensure stability during file upload.

Issue	Possible Causes	Solutions
Settings Lost After Device Reboot	- Settings not saved. - Storage medium failure.	- Ensure settings are saved by clicking the "Save" button after making changes and wait for the device to confirm the save. - Check the device's storage medium for proper functioning and contact technical support if necessary.
Forgot password	-Press and hold the reset button for about 5 seconds to release the device	-After the device triggers the reset, all parameters are initialized and the device automatically restarts. After the reset, the IP address is 192.168.1.101. WEB User name and password: admin/admin. Turn off the lock screen, etc
Forgot IP address	-Use the IP scanning and configuration tool on the LAN	-After the terminal is detected, you can select and change the IP address based on the terminal model and MAC address. -You can also directly connect the device network port to the computer network port to forcibly configure an IP address for the terminal.

5.1.2. Summary

The above table lists additional faults and their troubleshooting solutions, which can help customers conduct a comprehensive analysis of product issues. If problems persist, customers are advised to contact SPON Communications' technical support for further assistance. We hope this information is helpful to you!



Innovate for Security



www.sponcomm.com

Tel: +86 731 8557 0190

Mobile: +86 138 7314 3517

Email: inquiry@sponcomm.com

Address: No.70, Nantang Road, High-tech Zone, Changsha, China.