

ReQuest Interface Guide #2C

Using the Crestron™ ARQLink™ Update Module

ARQ LINK



YOUR MUSIC, ANYWHERE



Version: 1.0
Last Modified:
07/24/03 – Final Released Version
06/19/03 – Initial Version

Introduction:

ReQuest Multimedia provides a free service to all its dealers called ARQLink that allows all the AudioReQuest units under one account to be accessed from any location. This eliminates the need to remember specific IP addresses and web ports. Aside from AudioReQuest products, ARQLink also supports the addition of a Crestron processor to your ARQLink account. Until now, the Crestron support was incomplete and would not be regularly updated. If the WAN IP address of your router ever changed, your Crestron processor would not be accessible through ARQLink until you manually changed the settings.

To solve this problem, ReQuest proudly announces a new ARQLink Update module for Crestron. The following document describes how to personalize and use the ARQLink Update module.

Requirements

- ARQLink account with a Crestron device added (see **Adding Crestron to Your ARQLink Account** below)
- SIMPL Windows v2.04.11 or higher
- 2-series Crestron processor
- CUZ v3.0.44 or higher installed on the Crestron processor
- Ethernet connection between the Crestron processor and the Internet (the Crestron processor has to be able to “talk” to the internet)

Adding Crestron to Your ARQLink Account

- 1) Log into your ARQLink account by going to www.arqlink.com and entering your domain and password.
- 2) Click the blue and yellow **Add Device** button.
- 3) Fill in the boxes with the information you would like to use. Be sure to enter the correct addresses for the **IP** (the IP address of your router, assigned by your ISP) and **Private IP** (the IP address of your Crestron device). If you are not sure what these are, you can contact your network admin or call us and we'll walk you through it.
- 4) Click the white **Add Device** button at the bottom of the screen. You are now ready to use the ARQLink Update module in your Crestron program!

Add Device

ARQLINK

Add a New ARQ Device

Device Name:

Domain:

IP:

Private IP:

Description:

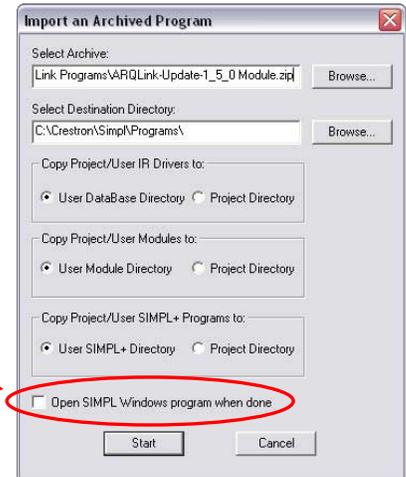
Location:

Device Type:

Add Device

Importing the ARQLink Update Module

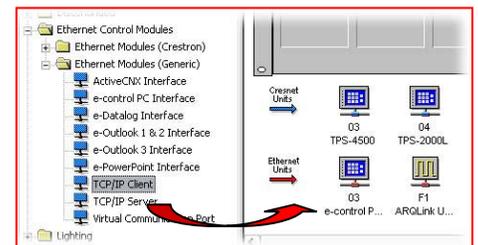
- 1) If you do not have the **ARQConnect_Crestron_ARQLink_Update_Module_v1_0.zip**, send an email to ARQIP@request.com and request a copy.
- 2) Open SIMPL Windows.
- 3) Select the **File** pull-down menu and choose **Import Archived Program**.
- 4) In the window that opens, click the **Browse** button and select the zip file you received from ReQuest in Step 1 above and click **Open**.
- 5) Uncheck the box at the bottom of the window that says "Open SIMPL Windows file when done".
- 6) Click **Start**.
 - a. If you didn't uncheck the box in step 5, you will receive an error saying that no SIMPL Windows program can be found. This is normal!
- 7) When finished, you are ready to drop the ARQLink Update module into your existing Crestron programs!



Using the ARQLink Update Module

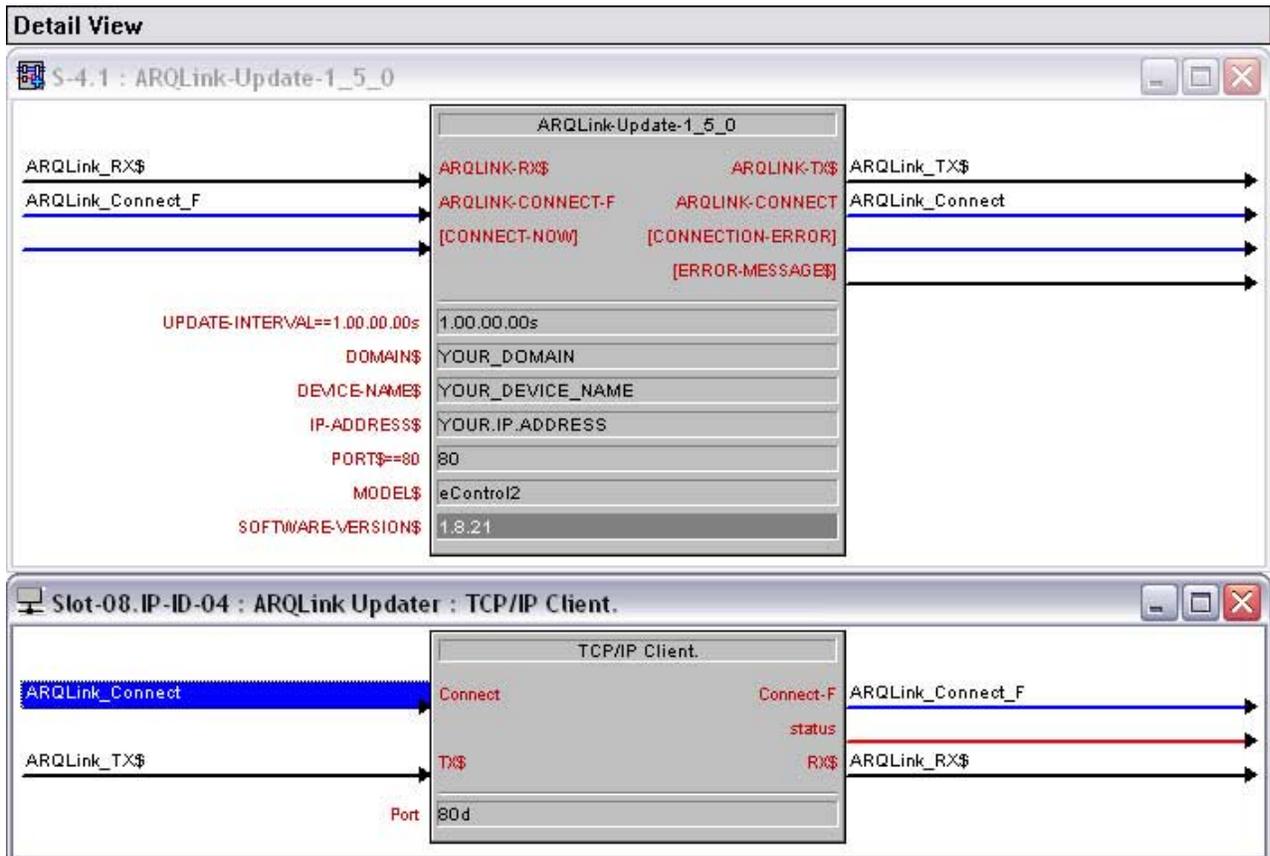
The ARQLink Update module is completely self-contained. The only other device you need in your Crestron program is a TCP/IP client to connect to the ARQLink server. You must have a Crestron device added to your ARQLink account first, as this module will not create one for you. If you do not have a Crestron device in your ARQLink account, see **Adding Crestron to Your ARQLink Account** on the first page.

- 1) Open your Crestron program. If you are just getting started programming an AudioReQuest, you can use the AudioReQuest Crestron Single Zone demo program available under Support at www.request.com. Be sure to import the program before continuing.
- 2) Switch to Configure view.
- 3) From the Device Library, drag a TCP/IP client from the Generic Ethernet Control Modules into the Ethernet Units.
- 4) Right-click the new Ethernet unit and select **Configure**.
- 5) Click the IP Address tab.
- 6) Select **Use Host Name** under **Default Address** and enter www.arqlink.com in the text box.
- 7) Click OK to accept the new settings.
- 8) Switch back to Program view.
- 9) From the Symbol Library, drag the new **ARQLink-Update-1_0** module from the User Modules folder into your Crestron program.



- 10) Open the TCP/IP client in **Detail** view (*see below*).
- 11) Enter **80d** for the **Port** number.
- 12) Open the ARQLink Update module in **Detail** view (*see below*).
- 13) Connect the **RX\$, TX\$, Connect**, and **Connect-F** signals on the TCP/IP client to the same lines on the ARQLink Update module.
- 14) Enter your ARQLink account information in the parameter fields of the ARQLink Update module. Be sure that the **DOMAIN\$** and **DEVICE-NAME\$** match exactly with the Crestron device in your ARQLink account.
- 15) For the **UPDATE-INTERVAL**, use the following format:
 HH:MM:SS:Hundredths
 For example, to set the interval to 20 minutes, enter 00:20:00:00s.
- 16) The **IP-ADDRESS\$** should be the IP Address set in the Crestron processor.
- 17) The **PORT\$** is set to 80d by default. Modify this value if you have changed the web port of your Crestron processor.
- 18) The **MODEL\$** and **SOFTWARE-VERSION\$** are optional.

When you have finished personalizing your ARQLink Update module, save the program, upload, and test. After the update interval has expired, check your ARQLink account to see if your Crestron device shows a recent ARQLink update.
NOTE: The time listed under Last ARQLink Update is Pacific Time, so a conversion may be necessary.



Extra (Optional) Signals

[CONNECT-NOW].

This signal is optional, but can be pulsed to force an ARQLink update immediately. This does not affect the specified automatic update interval.

[CONNECTION-ERROR].

This signal will go high when an error occurs in the ARQLink Update module. This could be due to 3 successive failures attempting to connect to the server. This signal will also go high if one or more of the parameters is incorrectly formatted. This signal works in conjunction with the **[ERROR-MESSAGE\$]** output.

[ERROR-MESSAGE\$].

When **[CONNECTION-ERROR]** goes high, this serial output will contain a description of the error that occurred.