

ProFusion D General Troubleshooting Steps

Known Issues

- PFD software release 1020AO had a known issue. Due to a ProFusion D hardware upgrade involving an increase of Random Access Memory (RAM), a handful of ProFusion D clients have experienced the problem of playback stopping in the middle of a song. This is followed by 10-15 seconds of silence and then playback will start at the beginning of a new song. This is caused by the device rebooting. If this is the case, send the customer replacement discs for all of their current discs containing release 1020AO. The release version is located on the right-hand side of the disc. As of 1/1/2005, the current release is 1021AQ.
- PFD software release 1020AQ had a known issue. If a client is playing a ProFusion D version 1019AP disc and replaces it with a version 1020AQ disc, the new disc will not play until the ProFusion D is turned off and turned back on. If this is the case, send the customer replacement discs for all of their current discs containing release 1020AQ. This problem **only occurs** when going from a 1019AP disc to a 1020AQ disc. The release version is located on the right-hand side of the disc. As of 1/1/2005, the current release is 1021AQ.

CD-ROM tray will not eject or close

- Has the tray become misaligned? If so, have the customer gently pull the tray forward until it is aligned with the drive. Try the eject/close button again.

Device produces beep codes and ejects disc

- See the "ProFusion D Beep Codes" listed below for additional information.

Device continually reboots

- Is the software version of the disc causing the issue, release 1020AO? If so, see "Known Issues" at the top of the page.
- Does the music stop in the middle of a song and approximately 10-15 seconds later, start at the beginning of a song? If so, the device is probably rebooting itself. See "Known Issues" at the top of the page.

No Audio

- Is the software version of the disc causing the issue, release 1020AQ? If so, see "Known Issues" at the top of the page.
- Confirm the disc that is inserted in the PFD is a valid PFD disc and not a ProDisc or another non-PFD disc.
- Does the device produce a series of 4 beeps when powered on? If so, see the PFD Beep Codes for additional information.
- Has the PFD been connected to a different input of the amplifier?
- Is it possible the amplification unit is overheating?
- Is the device configured with a MOH zone? If so, is there audio out of either the Music zone (zone 1) or the MOH zone (zone 2)? If so, try switching the RCA cable connected to the Music zone with the RCA cable connected to the MOH zone. If you now have audio out of a zone that previously was previously silent, it could be related to the amplifier or the connection to the amplifier.

No Power / Power issues at location

- Does the device produce any beeps once it is powered on? If so, this is not necessarily a power issue. See "ProFusion D Beep Codes" below.
- Is either of the lights below the power button lit up? If so, this is not necessarily a power issue.
- Is the power cord properly connected to the PFD and the outlet?

- Does the outlet work? Have you tried a different outlet?
- Is the PFD possibly overheating? If the PFD is directly on top of an amplifier or other equipment that produces heat, it can overheat. If so, try putting the PFD under the amplifier or other equipment. Remember, heat rises and the PFD produces minimal heat.

Installed at the wrong location

- Do not RMA the device. Send an email to the Help Desk requesting the device be moved to the correct location.

Other

- Do not use "Other" unless instructed by Technology.

If the troubleshooting steps listed above have not resolved the issue, contact Technology for additional troubleshooting and/or an RMA request.

ProFusion D Beep Code List

PFD BIOS BEEP LIST:

- Boot: 2 beeps, approximately 1 second apart
- No CD to boot from: 3 quick beeps and the CD tray ejects

PFD ERROR CODE BEEP LIST:

BEEP	TONE, ERROR CODE & SOLUTION
H H H H L L L L	Hi, Lo, Lo, Lo: 01 - Incorrect CD Enter a PFD CD.
H H H H L L L L	Lo, Hi, Lo, Lo: 02 - CD Read Error Possibly scratched. Replace PFD CD or try another PFD CD.
H H H H L L L L	Hi, Hi, Lo, Lo: 03 - System Error Possible corrupt or damaged PFD CD. Reboot or replace PFD CD.
H H H H L L L L	Lo, Lo, Hi, Lo: 04 - Fatal Start Possible damaged hardware. Reboot with different PFD CD or replace PFD.
H H H H L L L L	Hi, Lo, Hi, Lo: 05 - Music Start Fail PFD CD would not play. Try cleaning PFD CD or replacing PFD CD.
H H H H L L L L	Lo, Hi, Hi, Lo: 06 - MOH Start Fail PFD MOH would not play. Try cleaning PFD CD or replacing PFD CD.
H H H H L L L L	Hi, Hi, Hi, Lo: 07 - Need Clean CD Try cleaning PFD CD or replacing PFD CD.
H H H H L L L L	Lo, Lo, Lo, Hi: 08 - Broken CD Replace PFD CD.
H H H H L L L L	Hi, Lo, Lo, Hi: 09 - CD Unmount Error PFD CD could not unmount to eject. Reboot PFD.
H H H H L L L L	Lo, Hi, Lo, Hi: 10 - CD Eject Error PFD CD could not eject. Reboot PFD.