



ProFusion® M5 Troubleshooting

ALWAYS PERFORM THE FOLLOWING STEPS:

- Confirm that the Device ID and the serial number of the device match the customer's information in Unity.
- Verify the Configuration Version on the device matches the Configuration Version in Unity. If it is not the same, then the device has not received its latest update.
* Re-sending current configuration to a device that already has its current configuration will unlikely resolve any issues. *
- Verify the device has the latest version of the ProFusion M5 software. The current version is 5.5. If the device is on an older version, email Product Support with the following; Customer Name, Location Number, and Device ID. Product Support will ship a software update disc to the customer.

IMPORTANT GENERAL INFORMATION

- Any issues not covered in this document should be escalated to Product Support. Product Support will provide additional troubleshooting before approving an RMA. All RMAs require Product Support's approval (see section *Contacting Product Support* on the next page).
- The ProFusion M5 will always have one Visual zone (Zone 1), but the Music zone (Zone 2) is optional. The ProFusion M5 software can support up to one Visual and two Music (Audio) zones. An additional sound card is required for a second Music zone.
- There are two types of style changes that can be made. **Visual style changes** which change the imaging style displayed on the Visual zone and **music style changes** which change the style on a Music zone.
- The unlock code required to access the *System Diagnostics* menu is generated from the *Device Authorization* tool in Unity.
- A typical Configuration only update will take approximately 2 - 3 minutes and a Content and Configuration update will take approximately 10 - 15 minutes per disc.
- The main screen of the control panel will automatically scroll between Title/Artist and Zone Name/Style. The Up/Down and Right/Left buttons can be used to manually scroll through this information.

The White Stripes
Icky Thump

Title
Artist

Visual Zone
College Rock

Zone Name
Style

- The ProFusion M5 supports the following video signal types:
 - Composite
 - S-Video
 - VGA
 - DVI
- A **Composite video cable** will have a male RCA connector on one end of the cable and a 4-pin S-Video connector on the other end. If the cable has two 4-pin S-Video connectors on both ends, it's an **S-Video cable**.
- When selecting the video output types of S-Video and Composite, always select the option with NTSC for all devices in the US and Canada.
- The ProFusion M5 natively supports VGA to RGBHV Component signals. The ProFusion M5 does not support VGA to Y-Pr-Pb Component video. External video equipment will be required to convert the VGA signal to Y-Pr-Pb Component.



CONTACTING PRODUCT SUPPORT

- If a customer or technician has called Customer Service and further troubleshooting assistance is needed, always call a Product Support team member (x7555) while the customer or technician is still on the phone.
- If further troubleshooting assistance is needed and there is not a customer or technician on the phone, email Product Support (product.support@dmx.com) Always include the following:
 - Customer Name
 - Location Number
 - Device ID
 - Serial number
 - Software version on device
 - Troubleshooting steps already performed

TROUBLESHOOTING STEPS

General Issues	Possible Solution
No power	Verify the power switch located on the rear is in the ON position.
	Verify the power cord is properly connected to the ProFusion M5?
	Verify the power cord is connected to a known working electrical outlet?
	Contact Product Support for further troubleshooting.
Control panel not illuminating	It is normal for the control panel to take up to 60 seconds before it illuminates (ProFusion M5 ver 2.0).
	Contact Product Support for further troubleshooting.
Control panel displays <i>Matrix Orbital</i>	It is normal for this to be displayed for approximately 45 seconds during the startup process.
	Reboot the ProFusion M5.
	Contact Product Support if the control panel displays <i>Matrix Orbital</i> for more than 2 minutes after powering the device off and back on.
Control panel displays <i>Starting Player / Please Wait for longer than 40 minutes</i>	After a device has been updated with a large amount of new content, the ProFusion M5 needs to index the content. This process can take up to 40 minutes. The process will start over if the device is rebooted. If the control panel still displays the same message longer than 40 minutes, contact Product Support for further troubleshooting.
Unable to change styles on Zone 2	Verify the customer is selecting the correct zone.
	Verify the Visual style playing does not contain audio.
	Contact Product Support for further troubleshooting.



Content Repetition	If the device is configured for Disc update, verify the customer has loaded all of their update discs using the <i>Verify Content</i> feature in the <i>System Diagnostics</i> option of the control panel menu. Have the customer locate their latest update and load all of the discs. It may be necessary to re-send the latest update for the styles the customer is complaining about.
	If the device is configured for Network update, verify, and if necessary troubleshoot any connectivity issues. Also remind the customer to always leave the device on at night so it can connect for its updates.
	Creating DayParts with different styles may be able to help reduce any perceived repetition.
	Contact Product Support for further troubleshooting.

Video Issues	Possible Solution
No video	Verify the video cable is properly connected to the correct output of the ProFusion M5, as well as the correct input of the display or other external equipment.
	Verify the ProFusion M5 is set to the correct video output type.
	Check the video cable for bent pins.
	Contact Product Support for further troubleshooting.
Video is black & white	If your intent is to use Composite, verify the ProFusion M5 video output type is set to Composite and a Composite video cable is being used.
	If your intent is to use S-Video, verify the ProFusion M5 video output type is set to S-Video and an S-Video video cable is being used.
	Check the video cable for bent pins.
	Contact Product Support for further troubleshooting.
Control panel displays <i>Access Denied</i> when attempting to use a menu option	The permission for this menu option has been disabled as requested. Enable the menu option in Unity if the customer's corporate contact has approved it.



Audio Issues	Possible Solution
No or low volume levels	Verify the audio cable is connected to the correct audio output of the ProFusion M5 and the correct input of the customer's audio equipment.
	Verify the volume for the customer's amplification equipment is not turned down. NOTE: The ProFusion M5 does not have volume control.
	Verify in Unity the customer's ProFusion M5 is scheduled to play at this time. If not, select a style from the zone(s) that are not playing.
	Contact Product Support for further troubleshooting.

Playback Issues	Possible Solution
Playback not starting at correct time	Verify the date and time settings are correct for your location.
	Contact Product Support for further troubleshooting.
Control panel displays <i>Machine Expired</i>	The device has not received an update (Disc or Network) for 247 days. Restore playback by unlocking the device using the <i>Device Authorization</i> tool in Unity. If the device is configured for Disc updates, verify the customer's address and inform them of the importance of loading their update discs as soon as they arrive. If the customer's device is configured for Network update, verify, and if necessary troubleshoot any connectivity issues. Also remind the customer to always leave the device on at night so it can connect for its updates.

Disc Update Issues	Possible Solution
Disc update not properly installing	Verify the disc is free of scratches, smudges, or fingerprints. If necessary, instruct the customer through the proper way to clean a disc.
	Verify the disc has been properly inserted in the DVD-ROM tray.
	Confirm the Device ID on the disc matches the Device ID of the customer's ProFusion M5.
	Contact Product Support for further troubleshooting.
Disc update taking longer than 15 minutes	Allow the update to run for at least 20 minutes. If the update has not completed, press the POWER button once to shutdown the ProFusion M5. Wait 30 seconds and power the device back on. After the device beeps once, have the customer eject the disc. Verify the disc is free of scratches, smudges, or fingerprints. Power on the device and once playback has resumed, try the update again. If the update continues to take longer than 20 minutes, contact Product Support for additional troubleshooting.



Control panel displays <i>Incorrect CD type</i>	Verify the disc being inserted is labeled ProFusion M5.
	Verify the disc is free of scratches, smudges, or fingerprints.
	Resend the update and inform the customer they should contact Customer Service if the new update disc(s) fail to update
	Contact Product Support for further troubleshooting.

Control panel displays <i>Wrong Device ID</i>	Confirm the Device ID on the disc matches the Device ID of your ProFusion M5.
	If the Device ID on the disc matches the Device ID of the ProFusion M5 and the update continues to produce the Wrong Device ID error message, contact Product Support for further troubleshooting.

Disc Update Issues	Possible Solution
Control panel displays <i>Old Config Ver</i>	Verify the customer is loading their most recent update. Compare the <i>PackageFileName</i> in Unity (<i>Update History</i> subtab of the <i>File Update Details</i> tab) with the number below the barcode on the disc. If necessary, resend the customer's latest update.
	Contact Product Support for further troubleshooting.

Network Update Issues	
Control panel displays <i>Update Connect Error</i> after an Ethernet update is attempted	Verify the network settings for the ProFusion M5 are correct for the customer's network. This may need to be verified by the customer's IT department.
	Verify your network firewall is configured to allow FTP traffic from the ProFusion M5 to its designated server.
	Contact Product Support for further troubleshooting.

Control panel displays <i>FTP Test Failed</i> after Test Network Connect attempted	Verify the Ethernet cable is properly connected to the ProFusion M5 and your network equipment.
	Verify the network settings for the ProFusion M5 are correct for the customer's network. This may need to be verified by the customer's IT department.
	Verify your network firewall is configured to allow FTP traffic from the ProFusion M5 to its designated server.
	Contact Product Support for further troubleshooting.



DISC UPDATE ERROR CODES

Contact Product Support for troubleshooting assistance for any error codes not listed below.

Code	Issue	Possible Solution
0	Update Successful	
5	Non-M5 Disc	<i>Verify the disc the customer is inserting in the DVD-ROM drive is a ProFusion M5 disc for that specific device. Have the customer locate their most recent update or resend the update if the customer is unable to locate it.</i>
8	Wrong Device ID	<i>Verify the disc the customer is inserting in the DVD-ROM drive is for that specific device and Unity has the correct device at the correct location.</i>
10	SPF on Disc Not Allowed in UPF	<i>The update disc contains content for a style not allowed for this device. Resend the update which will contain new configuration which will have this style removed from its available styles.</i>
11	Could Not Parse SPF	<i>Verify the disc is free of scratches, smudges, or fingerprints and have the customer attempt the update again. If this fails resend the update. If the new disc fails, contact Product Support.</i>
12	Could Not Parse ZIF	<i>Verify the disc is free of scratches, smudges, or fingerprints and have the customer attempt the update again. If this fails resend the update. If the new disc fails, contact Product Support.</i>
16	Could Not Parse SIF	<i>Verify the disc is free of scratches, smudges, or fingerprints and have the customer attempt the update again. If this fails resend the update. If the new disc fails, contact Product Support.</i>
17	Could Not Parse UPF	<i>Verify the disc is free of scratches, smudges, or fingerprints and have the customer attempt the update again. If this fails resend the update. If the new disc fails, contact Product Support.</i>
22	Could Not Parse MSG File	<i>Verify the disc is free of scratches, smudges, or fingerprints and have the customer attempt the update again. If this fails resend the update. If the new disc fails, contact Product Support.</i>
25	Could Not Parse SSF	<i>Verify the disc is free of scratches, smudges, or fingerprints and have the customer attempt the update again. If this fails resend the update. If the new disc fails, contact Product Support.</i>



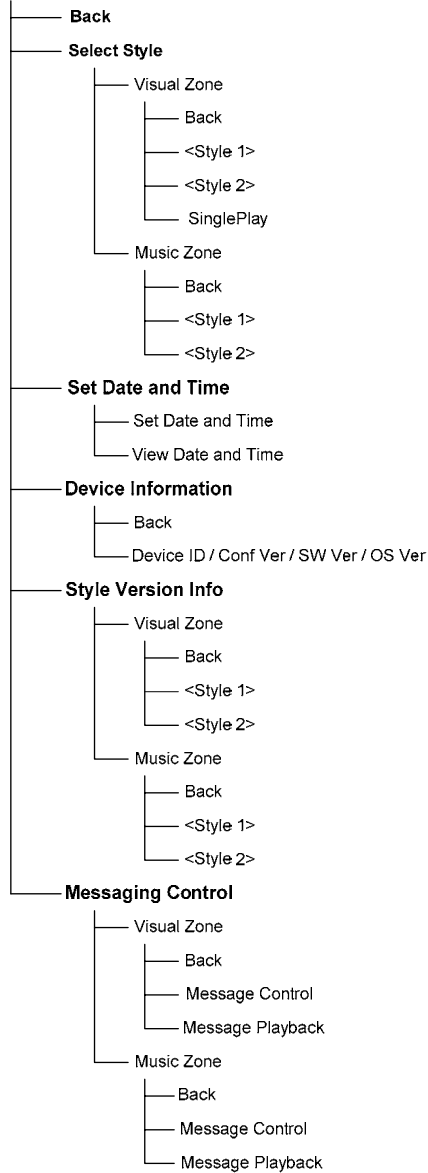
27	Could Not Parse CBF	<i>Verify the disc is free of scratches, smudges, or fingerprints and have the customer attempt the update again. If this fails resend the update. If the new disc fails, contact Product Support.</i>
28	NIF (Network Settings) Locked	<i>Contact Product Support.</i>
29	Disk Space Full	<i>At least one style will need to be removed.</i>
31	Could Not Parse MOH	<i>Verify the disc is free of scratches, smudges, or fingerprints and have the customer attempt the update again. If this fails resend the update. If the new disc fails, contact Product Support.</i>
32	Older Config On Disc	<i>The update disc contains a Configuration Version older than the Configuration Version on the device. Any content will have been updated but the configuration will not. Have the customer locate their most recent update or resend the update if the customer is unable to locate it. This issue can also occur when a Disc update has been sent but the device downloads a newer Configuration Version via Network update before loading the discs. The customer should load the update disc(s) and disregard the error message since they have the current configuration.</i>

NETWORK UPDATE ERROR CODES

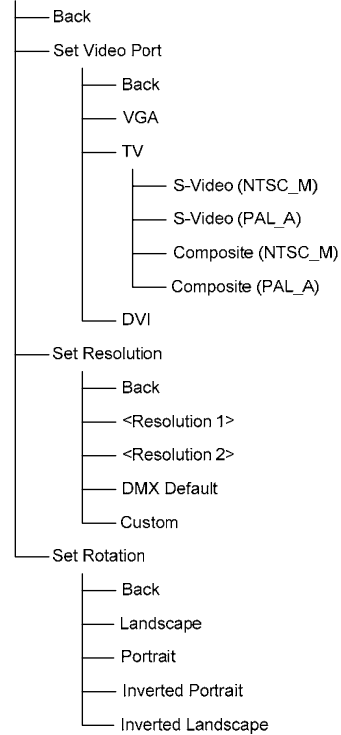
Contact Product Support for troubleshooting assistance for any Network update errors.

PROFUSION M5 MENU TREE

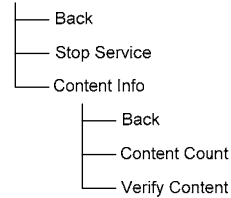
Visual / Music Zone



Video Settings



System Diagnostics



Network Control

