

## ProFusion X Troubleshooting Steps

**Note: If the below troubleshooting steps fail, please contact Group Escalations for further assistance.**

### Always verify the following:

- The device ID of the device (located in the Device Information menu) is the same as what is in Unity.
- The device is set in the correct time zone.
- The Configuration Version in Unity (located in the Update History of the File Update Details tab) is the same as what is on the device (located in the Device Information menu). **NOTE: Re-sending current configuration to a device that already has its current configuration is unlikely to resolve any issues.**
- The device is in correct Schedule mode. This is usually the "DMX Schedule" mode (this located in the Schedule Control menu of the device).

### General Issues

#### Device has expired

*Cause:* A device that has not performed a successful update for 247 days will expire and music playback will stop.

*Solution:* The device should be displaying a code request consisting of 6 digits. A 3 digit un-lock code can be generated in Unity using the Device Menu Unlock Tool. (This is the same tool that is used to unlock both the "Set Configuration" and "System Diagnostics" menus). Once unlocked, the device will expire again in 247 days if a successful update is not performed.

#### Unable to access the Network Settings menu

*Cause:* The device has been setup as CD Update

*Solution:* Change the Update Method (located in the Update tab of Unity) to Network if needed

#### CD tray will not eject

*Cause:* Defective CD-ROM

*Solution:* The CD-ROM needs to be replaced. Contact Escalations for a potential RMA. **(Escalations can approve an RMA for this issue)**

#### Device locked-up / No audio & buttons not responding

*Cause:* This is usually caused by faulty hardware.

*Solution:* If a reboot does not resolve this, contact Escalations for a potential RMA. **(Escalations can approve an RMA for this issue)**

#### Feedback or static can be heard over the music

*Cause:* This is usually caused by the phone cord acting as an antenna when the excess length is bundled-up directly behind the PFX.

*Solution:* Replace the phone cord with a shorter one.

#### LCD display goes blank

*Cause:* A defective LCD display.

*Solution:* Contact Escalations for a potential RMA. **(Escalations can approve an RMA for this issue)**

## **Boot up Issues**

Consistent long, high beeps when the device is powered-on.

*Cause:* This is usually defective RAM or an improperly seated RAM module.

*Solution:* Contact Escalations for a potential RMA. **(Escalations can approve an RMA for this issue)**

Device will not complete initialization phase

*Cause:* This is usually caused by file system corruption or a defective hard drive.

*Solution:* If rebooting does not fix this issue (it usually won't), Contact Escalations for a potential RMA. **(Escalations can approve an RMA for this issue)**

No music / DMX MUSIC logo on display 3 minutes after powering up the device

*Cause:* The hard drive was not detected during boot up or the hard drive is defective.

*Solution:* The hard drive may not be properly connected or it is in need of replacing. Contact Escalations for a potential RMA. **(Escalations can approve an RMA for this issue)**

Music playing / DMX MUSIC logo on display 3 minutes after powering up the device.

*Cause:* The serial cable is not properly connected to the LCD panel or the panel and/or the cable is defective.

*Solution:* The cable needs to be properly connected or the panel and/or serial cable needs to be replaced. Contact Escalations for a potential RMA. **(Escalations can approve an RMA for this issue)**

## **Power Issues**

Will not power up

*Cause:* The device is not connected properly to a working electrical outlet or the device's power supply is defective.

*Solution:* Verify the electrical outlet and/or power strip is functioning correctly by using another electrical device in the same outlet. If available, try a different power cord. If these steps fail, contact Escalations for a potential RMA. **(Escalations can approve an RMA for this issue)**

## **Playback Issues**

TTA (Title/Track/Artist) information is continually scrolling and there is no music

*Cause:* The PCI sound card failed to initialize during boot up. This issue is usually caused by a defective riser or improperly seated riser.

*Solution:* Contact Escalations for a potential RMA.

Music/Messaging on wrong zone

*Cause:* This can be caused by one of three situations. The scheduling in Unity is incorrect. The PFX has been improperly connected to the source (amplifier). The back audio panel has been improperly assembled; zones 1/2 and zones 3/4 are reversed.

*Solution:* Verify that the scheduling in Unity is correct. If not, correct the scheduling and send out an update. If the scheduling is correct, verify the PFX is properly connected to the source (amplifier). If both the scheduling and the connection between the source and PFX are correct, contact Escalations for a potential RMA.

#### Low volume output

*Cause:* This is usually caused by setting the zone volume level too low on the PFX. (The volume should be adjusted on the source).

*Solution:* Increase the zone volume level (It should be at 100 or the maximum). If the level is still too low, a line booster can be added.

#### No volume out of one zone

*Cause:* This is usually caused by setting the zone volume too low or it has been muted.

*Solution:* Verify the zone has not been muted or the volume level is set too low.

#### Display shows "Music Stopped"

*Cause:* This can be caused by one of four situations.

1. The scheduling in Unity is configured for silence or no style has been scheduled to play at the specific time in question.
2. The device does not have the minimum number of songs for a selected style.
3. The Schedule mode is incorrect (this is located in the Schedule Control menu on the device).

*Solution:* Verify the scheduling in Unity is correct (including any Exception Schedules that might have been created) and the Style that is not playing is listed in the Style menu. Re-send current content for the Style that is not playing.

#### High pitch tone is being generated by the device and there is no music

*Cause:* This is usually caused by a defective or improperly seated riser.

*Solution:* If a reboot does not resolve this issue, contact Escalations for a potential RMA.

### Connectivity Issues

#### Device will not connect

*Cause:* This could be caused by numerous issues.

*Solution:* Verify the following:

1. Is the device connected to a known working analog line?
2. Is the phone cord is connected to the "Line" jack of the modem and not the "Phone" jack?
3. Is the ISP number is valid? This needs to be verified using the ISP's website.  
ATT: <http://services.prserv.net:1411/>  
Earthlink: <http://support.earthlink.net/support/ACCESS/>
4. Are the ISP username and password are both correct? Check for spelling errors.

5. Is the correct dialing profile is being used? This needs to be verified using [www.nanpa.com](http://www.nanpa.com) website.
6. Does the location require a specific number, usually a 9, for an outside line? Verify "Outside Line" settings.
7. Is "Call Waiting" set? Does it need to be set?
8. Is the "Dialing Type" set on tone?
9. Is the correct IP address set in the "FTP Server" menu? Unless the company is using their own FTP server, the address should be 199.201.236.70.
10. Can you hear the modem dialing?

#### No dial tone

*Cause:* The device is unable to dial because it is not able to get a dial tone.

*Solution:* Temporarily disconnect any devices that are sharing the line and verify the following:

1. Is the phone cord connected to a live, analog jack? This needs to be tested with another analog device, i.e. another phone or a "butt-set".
2. Is the phone cord connected to the PFX good? Try a different phone cord.
3. Is the phone cord connected to the "Line" jack on the modem and not the "Phone" jack? The back of the modem may have either the words "phone" or "line", or there might be icon representing a phone and a line. The line will look like a plug on the ends of a phone cord.
4. Can a dial tone be heard when connecting another analog device, i.e. phone, to the "Phone" jack of the modem? The "View Update Status" on the PFX should display "Connection Idle".

#### "System Error" during update

*Cause:* This is usually a defective modem.

*Solution:* Contact Escalations for a potential RMA.

### General Update Issues

#### Inserted a CD update disk and nothing happened

*Cause:* This is usually the result of a defective CD-ROM, IDE cable or IDE controller.

*Solution:* Contact Escalations for a potential RMA. **(Escalations can approve an RMA for this issue)**

#### Error 28 – NIF file is locked

*Cause:* The NIF file contains information pertaining to network settings. When any network settings are changed locally on the device using the control panel, the settings will lock. These settings include ISP usernames and passwords, the IP address of the FTP server, and the method an Ethernet device obtain its IP address (DHCP or Static).

*Solution:* Contact Technology.