

# **DMX MUSIC**

## **Field Operations Manual**

# **Axis Pro**

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# 1. Introduction

## What is AxisPro?

The AxisPro Digital Media Manager looks like a standard stereo component, and is located on-site at your business. The AxisPro DMM has a sleek chassis not unlike traditional commercial sound equipment. The DMM is preloaded with hundreds of hours of music expertly programmed by DMX MUSIC specifically for your site. The AxisPro DMM is engineered to integrate with most commercial sound systems. Simply set it up and plug it into your amplifier system to enjoy continuous, commercial-free music. (See Section 2, *Installing AxisPro DMM*.)

### 1.1 - AxisPro Features

- Operates hands free
- Stores hundreds of hours of CD-quality music
- Automatically updates music titles and playlists via a dial-up or network connection
- Supports manual CD updates
- Can be scheduled to play specific music at specific times (by time of day, day of week, and/or seasonal/promotional events)
- Seamlessly manages message insertion for in-store advertising
- Has two-zone playback capability – play two different kinds of music in two distinct areas of your business
- Easily connects to most stereo and monaural sound systems

### 1.2 - AxisPro System Overview

The AxisPro DMM provides a full complement of cutting-edge e-business tools to build your atmosphere for success. The AxisPro DMM is based on open industry-standard protocols to enable easy interface with existing corporate networks.

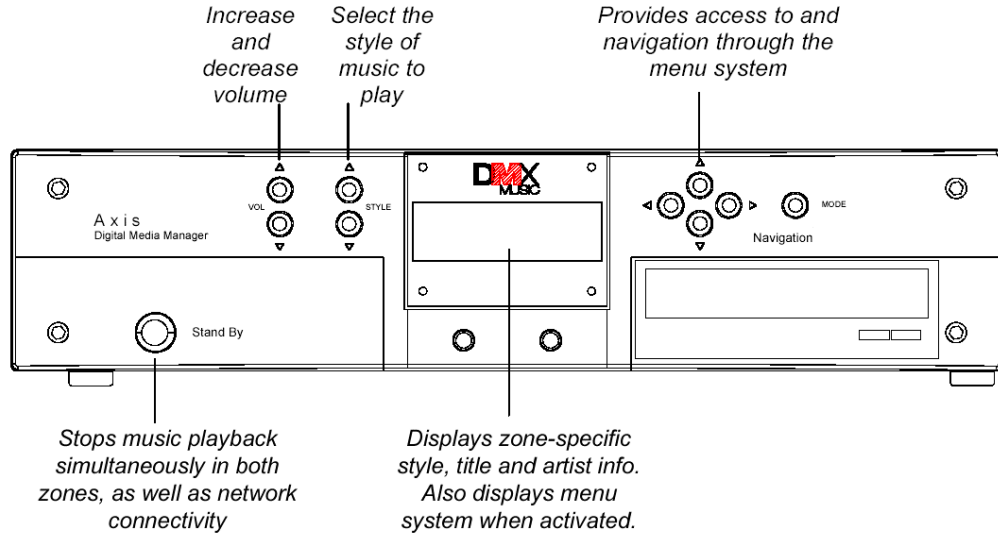
#### 1.2.1 - How does AxisPro DMM work?

The AxisPro DMM comes preloaded with hundreds of hours of commercial-free music. Once AxisPro DMM is fully installed (See Section 2, *Installing AxisPro DMM*), it will automatically access the DMX MUSIC Server to update the playlists on a regular basis (for network update DMM's), or you will be sent a monthly CD update.



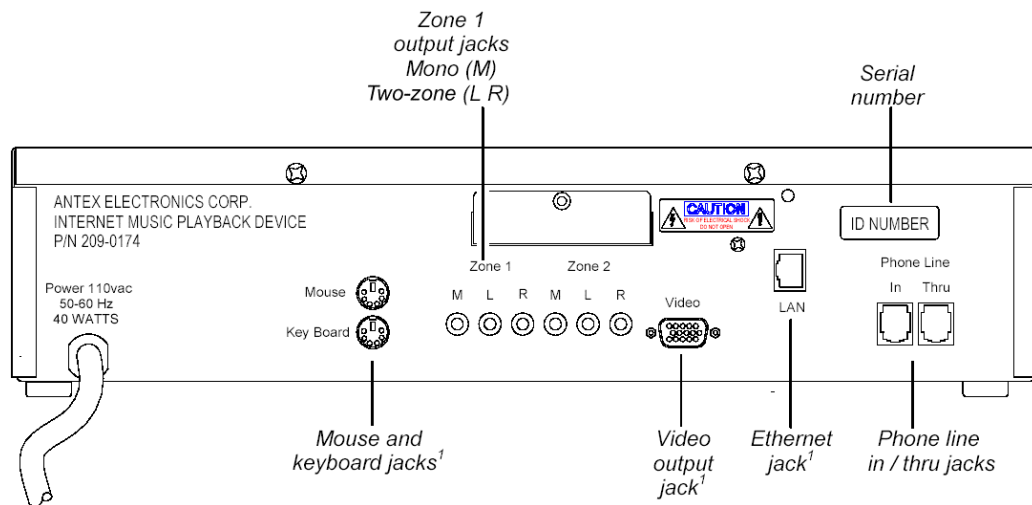
### 1.2.2 - AxisPro Front Panel

The front panel of the AxisPro DMM is used to change music styles, change the output volume, stop music playback and access the menu system.



### 1.2.3 - AxisPro Rear Panel

The rear panel of the AxisPro DMM has a variety of connectors that are used to link it to a network and to your audio system. The rear panel consists of:



For reference purposes, record the DMM's serial number here: \_\_\_\_\_

## 2. Installing AxisPro DMM

### Before You Begin

Before you begin the installation, please turn off the audio equipment you will connect to the AxisPro DMM. Make sure you have all the necessary equipment listed below, and read Section 2.2, *Safety Precautions* (starting on the next page) and Section 2.3, *Connection Guidelines*.

### 2.1 - Necessary Equipment

- A mono RCA cable (two cables if you plan to use both zones)
- Audio playback equipment with mono input jacks such as "CD" or "Auxiliary"

❗ *DMX Music does not recommend using the "Phono" input jacks on your amplifying equipment.*

- If connecting AxisPro to your telephone line:
  - A standard analog telephone line cord. A 20-foot cord is provided.
  - An analog phone jack nearby.
- If connecting AxisPro to your corporate network:
  - An Ethernet cable drop (10baseT) at the location you will place the AxisPro DMM.
  - An RJ-45 Ethernet cable (not provided).

### 2.2 – Connection Guidelines

It is important that you follow these guidelines when making any AxisPro DMM system connection:

- Do not plug AxisPro DMM into an AC outlet until all connections have been made and you have completely read Section 2, *Installing AxisPro DMM*.
- Turn the audio system amplifier off and the volume completely down before installing the AxisPro DMM.
- AxisPro DMM should not be plugged into an AC socket like those found on the rear of audio amplifiers.
- Once AxisPro DMM is turned on and connected it should remain plugged into an unswitched AC outlet so that it can receive any programming updates, authorization commands, and information from the DMX MUSIC Server.
- The AxisPro DMM MUST remain connected to receive communications with the DMX MUSIC Server. Do not disconnect the phone line (or network cable if AxisPro DMM is connected to your network).
- If you need to unplug the AxisPro DMM, you MUST first initiate a shutdown. Unplugging the DMM without initiating a shutdown may corrupt the data and render the DMM unusable. (See Section 4.6, *Shutting Down AxisPro DMM*.)



## 2.3 - Safety Precautions

Carefully read and follow all safety, use, and operating instructions before operating the AxisPro DMM. Heed all warnings and cautions contained in this User Guide. Retain these safety, use, and operating instructions for future reference.

### **FOLLOW START-UP PROCEDURE**

Do not plug in the AxisPro DMM until you have connected the system and read Section 2, *Installing AxisPro DMM*.

### **PROVIDE A SAFE LOCATION**

Place the AxisPro DMM on a stable surface of sufficient size and strength, where it will not be jarred, hit, or pushed off its surface. Ensure that all cables and cords are out of the way and will not be tripped over, as this could cause personal injury or serious damage to the AxisPro DMM.

### **AVOID WATER AND MOISTURE**

Do not expose the AxisPro DMM to any liquids, which are often found in flower cases, coffee cups, rain from open windows, etc. If the AxisPro DMM is exposed to any liquid, contact your DMX MUSIC Service Representative, as serious damage could occur to the AxisPro DMM or its components.

### **AVOID HEAT, HUMIDITY AND DUST**

To avoid internal damage, the AxisPro DMM should be placed away from all heat sources, including radiators, heat ducts, etc., out of direct sunlight, and away from high humidity, excessive dust, or mechanical vibrations that can cause damage to internal parts.

### **PROVIDE ADEQUATE VENTILATION**

To avoid overheating, place the AxisPro DMM on a smooth, hard surface that has two inches of clearance around the DMM and adequate air circulation. If the AxisPro DMM is placed in a closed area, such as a bookcase or rack, ensure that proper ventilation is provided.

### **USE CORRECT POWER SOURCE**

Operate the AxisPro DMM from a standard 120V, 60Hz outlet only. Take care not to overload wall outlets or extension cords, as this increases the risk of fire or electric shock.

### **ROUTE POWER CORDS SAFELY**

Route power cords so that they are not walked on or pinched. Pay particular attention to cords and connections at the plugs, receptacles (such as power strips), and the point where they exit from AxisPro DMM and attach to other equipment. Do not place any items on or against power cords.

### **USE APPROVED ATTACHMENTS ONLY**

Use only DMX MUSIC-approved attachments with the AxisPro DMM.



## 2.4 - Installing and Testing the AxisPro DMM

Follow the instructions below to install and test your AxisPro DMM.



*Your audio equipment MUST be turned OFF before proceeding.*

**Step 1** Plug one end of a mono RCA cable into the black Zone 1 Mono (L) RCA jack on the rear of the AxisPro DMM. the other end of the mono RCA cable into the corresponding monaural input, such as "CD" or "Aux" on the amplification equipment.



*DMX MUSIC does not recommend using the "Phono" input jacks on your amplification equipment for monaural connections.*

**Step 2** If you plan to use the two-zone playback capability, use the L and R connections to the "Zone 1" jacks. Otherwise, skip to Step 3.

**Step 3** If you plan to connect the AxisPro DMM to your corporate network, plug the Ethernet cable into the Ethernet jack on the rear panel. Otherwise, skip to Step 4.

**Step 4** Plug the telephone cord into the "Phone Line In" jack on the rear panels of AxisPro DMM, then plug the other end into a standard analog phone jack. If you have another analog device (such as a fax machine, for example) that requires the use of the same analog phone plug, unplug that device from the wall, then plug it into the "Phone Line Thru" jack on the rear panel of the AxisPro DMM.

**Step 5** Plug the AxisPro DMM power cord into a standard 120V wall outlet and the DMM will automatically begin its start-up procedure. The LCD display will light up. Within 60 seconds you should see the STA display (if you are within a pre-programmed playback window), or a message stating when playback will begin.

### 2.4.1 - Accessing the Set Configuration Menu

The Set Configuration menu allows a user to modify the settings of the AxisPro DMM. This menu is locked by default and only authorized personnel will be given the access code to unlock the Set Configuration menu. Please call Customer Support at 1-800-345-5000 for an unlock code.



*Not all users will be allowed to modify network settings. If your corporate office does not allow user control, you will need to schedule an appointment with an authorized DMX MUSIC installer at the time of your call.*

**Step 1** From the STA display press the NAVIGATION MODE button to enter the main DMM menu.



- Step 2** Press the NAVIGATION DOWN button until the ">" cursor is in front of the "Network Control" menu.

```
BACK
Messaging Control
Set Date and Time
>Network Control
Schedule Control
Device Information
```

- Step 3** Press the NAVIGATION MODE button to display the Network Control menu shown below:

```
BACK
>View Settings
Update Status
Start Update
Stop Updating
Set Configuration
```

- Step 4** Press the NAVIGATION DOWN button until the ">" cursor is in front of the "Set Configuration" menu.

```
BACK
View Settings
Update Status
Start Update
Stop Updating
>Set Configuration
```

- Step 5** Press the NAVIGATION MODE button to enter the Set Configuration menu. If the Set Configuration menu is locked, you will see the following screen:

```
System: LOCKED
Code Request: 123456
Unlock Code: 000
Hit mode to set code
```

A random Code Request will be generated. Call Customer Support at 1-800-345-5000 for an unlock code. Once you have the code, use the NAVIGATION buttons to enter the code and press the NAVIGATION MODE button to set the code.

If you have correctly entered the Unlock Code, you will see:



System: UNLOCKED  
Code Accepted  
  
Hit mode to continue

Proceed to the next section. If you have incorrectly entered the Unlock Code, you will see:

System: LOCKED  
Code Rejected  
  
Hit mode to continue

Press the NAVAGATION MODE button and repeat this step.

**Step 6** From the STA (style, title and artist) display press the NAVIGATION MODE button to enter the Main DMM menu.

**Step 7** Press the NAVIGATION DOWN button until the ">" cursor is in front of the "Network Control" menu.

BACK  
Messaging Control  
Set Date and Time  
>Network Control  
Schedule Control  
Device Information

**Step 8** Press the NAVIGATION MODE button to display the Network Control menu shown below:

BACK  
>View Settings  
Download Status  
Force Download  
Stop Download  
Set Configuration

- Step 9** Press the NAVIGATION DOWN button until the ">" cursor is in front of the "Set Configuration" menu.

```
BACK
View Settings
Update Status
Start Update
Stop Updating
>Set Configuration
```

- Step 10** Press the NAVIGATION MODE button to display the Set Configuration screen shown below:

```
System: LOCKED
Code Request: 123456
Unlock Code: 000
Hit mode to set code
```

- ①** ***If this is a brand new DMM that is being set-up for the first time, the Set Configuration menu will be automatically unlocked and you may proceed to step 12.***

- Step 11** Call Customer Support at 1-800-345-5000 for an unlock code. Once you have the code, use the NAVIGATION buttons to enter the code and press the NAVIGATION MODE button to set the code.

If you have correctly entered the Unlock Code, you will see:

```
System: UNLOCKED
Code Accepted

Hit mode to continue
```

Proceed to step 12. If you have incorrectly entered the Unlock Code, you will see:

```
System: LOCKED
Code Rejected

Hit mode to continue
```

Press the NAVIGATION MODE button and repeat this step.

**Step 12** Press the NAVAGATION MODE button to display the Set Configuration menu. Based on your network connection method, the menu will offer different items for you to choose from. Below is each menu for each particular connection.

If your AxisPro DMM uses DHCP, the menu will look like this:

```

BACK
>Emergency Dial Up
  Test Net Connection
  Set FTP Server
  Set IP Type
    
```

If your AxisPro DMM uses Static IP, the menu will look like this:

```

BACK
>Emergency Dial Up
  Test Net Connection
  Set FTP Server
  Set IP Type
  Set IP Address
  Set IP Subnet
  Set Default Gateway
    
```

If your AxisPro DMM uses Dial Up, the menu will look like this:

```

BACK
>Emergency Dial Up
  Test Net Connection
  Set FTP Server
  Set Call waiting
  Set Dialing Type
  Set Outside Line
  Set Dialing Profile
    
```

### 2.4.2 – Testing the Network Connection

Connectivity to the DMX MUSIC Server is necessary to receive automatic content and configuration updates. After the initial connection, the AxisPro DMM will connect to the network for a selected amount of time at pre-programmed intervals to update content and configuration. AxisPro DMM does not rely on connectivity for audio playback but should always be connected via a dial-up or network connection.

Connectivity to the DMX MUSIC Server can be established via a dial-up connection to the Internet or an Ethernet connection through your corporate network. The AxisPro DMM supports both DHCP and Static IP network protocols.

- ① *DMX MUSIC recommends that all network customers also establish a dial-up connection as a backup in the event the network should become unavailable.*



Only an authorized DMX MUSIC Installer or Network Administrator should install the AxisPro DMM on a corporate network. Please call Customer Support at 1-800-345-5000 if you would like to schedule installation on your corporate network.

In most cases, your AxisPro DMM will come pre-configured to automatically connect to the Internet for playlist and content updates. Follow the instructions below to verify your AxisPro DMM and establish a test connection to the DMX MUSIC Server.

- ① *If you are installing a DMM that has not been pre-configured, please be sure to setup all the necessary telephone or IP information prior to attempting to test connect or your attempt may fail.*

Testing the network connection allows a user or installer to verify connectivity for the AxisPro DMM. Connectivity is needed for the DMM to update (except for CD update DMM's).

**Step 1** From the Set Configuration menu press the NAVIGATION DOWN button once, until the ">" is in front of the Test Net Connection menu.

**Step 2** Press the NAVIGATION MODE button to test the network connection. This will verify that the DMM is able to connect to the network and the DMX MUSIC Server. The Update Status screen will be displayed, such as the following:

#### Test Connect Success

```

Connect Successful!
Installation PIN:
####
< MENU      |      EXIT >
    
```

***An installation PIN will be generated. If this is a newly installed DMM, the PIN number must be recorded on the work order to verify proper installation and payment of invoice.***



### Test Connect Failed

```
Connect Failed!  
Last Status:  
No dial tone  
< MENU | EXIT >
```

The reason for the DMM's inability to connect will be displayed. Please refer to Appendix A, *Update Status Information Messages* for an explanation of each error message.

#### 2.4.3 – Setting the Call Waiting Disable Code (Dial Up Only)

If the telephone line connected to the AxisPro DMM is call waiting enabled, please follow the steps below to properly configure the DMM for Dial-Up. If you do not know what code is necessary to disable call waiting on your phone line, please contact your telephone service provider.

**Step 1** From the Set Configuration menu press the NAVIGATION DOWN button until the ">" is in front of the "Set Call Waiting" menu.

**Step 2** Press the NAVIGATION MODE button to enter the Set Call Waiting screen:

```
Call waiting:  
>No  
Yes  
Current Setting: YES
```

**Step 3** Use the NAVIGATION UP and DOWN to change the Call Waiting setting, and press the NAVIGATION MODE button to select. If you have selected "YES", continue to step 4.

**Step 4** The DMM will display the Select Disable Code screen:

```
Select disable code:  
>*70  
70#  
Current #: NONE
```

Use the NAVIGATION UP and DOWN buttons to change the Call Waiting Disable Code, and press the NAVIGATION MODE button to select. If you have selected "Custom", continue to step 5.

**Step 5** The DMM will display the Enter Custom Disable Code screen:

Enter call waiting  
disable number:  
0 \_\_\_\_\_  
Hit mode to select

Use the NAVIGATION UP and DOWN buttons to change the Custom Call Waiting Disable Code, and press the NAVIGATION MODE button to select. Please contact your telephone company for the proper Call Waiting Disable Code.

#### 2.4.4 – Setting the Dialing Type (Dial Up Only)

Telephone lines use different methods for dialing. Some use pulse dialing, while others use tone dialing. Follow the steps below to configure the dialing type for your DMM. If you do not know what type of dialing is used for your phone line, please contact your telephone service provider.

**Step 1** From the Set Configuration menu press the NAVIGATION DOWN button until the ">" is in front of the "Set Dialing Type" menu.

**Step 2** Press the NAVIGATION MODE button to enter the Set Dialing Type screen:

Dialing Type:  
>Tone  
Pulse  
Current Type: TONE

**Step 3** Use the NAVIGATION UP and DOWN to change the Dialing Type setting, and press the NAVIGATION MODE button to select. Once you have changed the Dialing Type setting, a test connection is recommended. Please refer to Section 2.4.2, *Test Net Connection* for instructions.

#### 2.4.5 – Setting the Outside Line (Dial Up Only)

If you are using an internal analog telephone line, follow the instructions below to configure your DMM to dial the necessary number to access an outside line.

**Step 1** From the Set Configuration menu press the NAVIGATION DOWN button until the ">" is in front of the "Set Outside Line" menu.

**Step 2** Press the NAVIGATION MODE button to enter the Set Outside Line screen:

```

Outside Line:
>No
  Yes
Current Setting: YES
    
```

**Step 3** Use the NAVIGATION UP and DOWN to change the Outside Line setting, and press the NAVIGATION MODE button to select. If you have selected "YES", continue to step 4.

**Step 4** The DMM will display the Select Line Number screen:

```

Outside Line:
9

Hit mode to select
    
```

Use the NAVIGATION UP and DOWN buttons to change the Outside Line Number, and press the NAVIGATION MODE button to select. Once you have changed the Outside Line Number, a test connection is recommended. Please refer to Section 2.4.2, *Test Net Connection* for instructions.

#### 2.4.6 – Setting the Dialing Profile (Dial Up Only)

Setting the dialing profile determines how the DMM attempts to dial the ISP number. Option A uses 7-digit dialing, or local number dialing (i.e., "555-1212"). Option B uses 10-digit dialing, sometimes used for local dialing, but mainly for local long distance (i.e., "888-555-1212"). Option C uses 1+10-digit dialing, which is commonly used for long distance dialing (i.e., "1-888-555-1212").

**Step 1** From the Set Configuration menu press the NAVIGATION DOWN button until the ">" is in front of the "Set Dialing Profile" menu.

**Step 2** Press the NAVIGATION MODE button to enter the Set Dialing Profile screen:

```

Dialing Profile:
>A) ###-####
  B) (###)###-####
  C) 1(###)###-####
Current Profile: A
    
```

**Step 3** Use the NAVIGATION UP and DOWN to change the Dialing Profile setting, and press the NAVIGATION MODE button to select. Once you have

changed the Dialing Profile, a test connection is recommended. Please refer to Section 2.4.2, *Test Net Connection* for instructions.

### 2.4.7 – Emergency Dial Up

- Step 1** From the Set Configuration menu press the NAVIGATION DOWN button until the ">" cursor is next to the "Emergency Dial Up" menu.
- Step 2** Press the NAVIGATION MODE button to dial the emergency ISP number. This is only for use in emergency cases when the DMM is otherwise unable to establish a network connection. The DMM will dial the emergency number and download configuration files from the DMX MUSIC server.

❗ *You must have a telephone line connected to the DMM before attempting to initiate an Emergency Dial Up.*

### 2.4.8 – Setting the FTP Server

In most instances, this will never need to be modified. However, there may be a time when the DMX MUSIC Server changes the IP address. In this case, you would need to enter the new IP address on your DMM to enable the DMM to connect to the new DMX MUSIC Server.

❗ *Incorrect modifications to the FTP server IP address will render your DMM unable to download the necessary content and configuration for future updates. Please use with caution!*

- Step 1** From the Set Configuration menu press the NAVIGATION DOWN button until the ">" cursor is next to the "Set FTP Server" menu.
- Step 2** Press the NAVIGATION MODE button to enter the FTP Server IP edit screen:

FTP Server IP:  
123.005.234.010

Hit mode to set IP

- Step 3** Use the NAVIGATION UP and DOWN to select new IP numbers, and the NAVIGATION LEFT and RIGHT to move to the next number. Press the NAVIGATION MODE button to set the IP address. Once the IP address has been changed, a test connection is recommended. Please refer to Section 2.4.2, *Test Net Connection* for instructions.

### 2.4.9 – Setting the IP Type (DHCP and Static IP Only)

In most cases, this will never need to be changed. However, if your DMM is connected to your corporate network, this menu may be needed to change from a Static IP address to a Dynamic IP address (DHCP), or vice versa, per your Corporate Network Administrator or DMX MUSIC.

❗ *Incorrect modifications to the IP type will render your DMM unable to download the necessary content and configuration for future updates. Please use with caution!*

**Step 1** From the Set Configuration menu press the NAVIGATION DOWN button until the ">" is in front of the "Set IP Type" menu:

```
BACK
Emergency Dial Up
Test Net Connection
Set FTP Server
>Set IP Type
```

**Step 2** Press the NAVIGATION MODE button to enter the Set IP Type screen:

```
IP Type:
>Static
DHCP
Current Type: STATIC
```

**Step 3** Use the NAVIGATION UP or DOWN buttons to change the selection, and press the NAVIGATION MODE button to select.

### 2.4.10 – Setting the IP Address (Static IP Only)

If you are instructed by your Corporate Network Administrator or DMX MUSIC to switch from a Dynamic IP address (DHCP) to a Static IP address, or if you have been instructed to change your existing Static IP address, follow the steps below to set the IP address.

❗ *Incorrect modifications to the DMM's IP address will render your DMM unable to download the necessary content and configuration for future updates. Please use with caution!*

**Step 1** From the Set Configuration menu press the NAVIGATION DOWN button until the ">" is in front of the "Set IP Address".

**Step 2** Press the NAVIGATION MODE button to enter the Set IP Address screen:

IP address:  
123.001.234.100

Hit mode to set IP

**Step 3** Use the NAVIGATION UP and DOWN to select new IP numbers, and the NAVIGATION LEFT and RIGHT to move to the next number. Press the NAVIGATION MODE button to set the IP address. Once the IP address has been changed, a test connection is recommended. Please refer to Section 2.4.2, *Test Net Connection* for instructions.

#### **2.4.11 – Setting the IP Subnet (Static IP Only)**

In most cases, even if you have been instructed to alter your Static IP address, you will not need to alter your subnet. However, in the event that you are instructed to do so, follow the steps below.

❗ *Incorrect modifications to the DMM's IP subnet address will render your DMM unable to download the necessary content and configuration for future updates. Please use with caution!*

**Step 1** From the Set Configuration menu press the NAVIGATION DOWN button until the ">" is in front of the "Set IP Subnet" menu.

**Step 2** Press the NAVIGATION MODE button to enter the Set IP Subnet screen:

IP subnet:  
255.255.000.000

Hit mode to set IP

**Step 3** Use the NAVIGATION UP and DOWN to select new IP numbers, and the NAVIGATION LEFT and RIGHT to move to the next number. Press the NAVIGATION MODE button to set the IP address. Once the IP address has been changed, a test connection is recommended. Please refer to Section 2.4.2, *Test Net Connection* for instructions.

### 2.4.12 – Setting the Default Gateway (Static IP Only)

- ❗ *Incorrect modifications to the DMM's Default Gateway IP address will render your DMM unable to download the necessary content and configuration for future updates. Please use with caution!*

**Step 1** From the Set Configuration menu press the NAVIGATION DOWN button until the ">" is in front of the "Set Default Gateway" menu.

**Step 2** Press the NAVIGATION MODE button to enter the Set Default Gateway screen:

Default Gateway:  
123.010.233.003

Hit mode to set IP

**Step 3** Use the NAVIGATION UP and DOWN to select new IP numbers, and the NAVIGATION LEFT and RIGHT to move to the next number. Press the NAVIGATION MODE button to set the IP address. Use this with caution! If the wrong IP address is entered, the DMM will be unable to connect and update content and configuration. Once the IP address has been changed, a test connection is recommended. Please refer to Section 2.4.2, *Test Net Connection* for instructions.

## 3. Updating AxisPro DMM

You will receive regular content updates, either via CD or over your network connection. Follow the instructions below to manually update your DMM.

### 3.1 – CD Update

AxisPro has the capability to receive content and configuration updates via CD. If you have chosen this method of update, or if you are a network update client in need of a CD update, the following information will help you perform the CD update function:

- Step 1** Press the CD tray eject button, located in the lower right hand corner of the CD-ROM drive.
- Step 2** Insert the current update CD
- Step 3** Press the CD tray eject button again to retract the CD tray. Once the CD tray has been retracted, the AxisPro DMM will automatically begin to update with the content and/or configuration from the CD. An update screen will be displayed, such as:

Updating  
28% complete

Please wait...

Once the update is complete, the CD tray will automatically eject within 10 seconds. If the update was successful, you will see the following display:

Update Complete!

Please remove CD...

If there was a problem with the update, you will see a display such as:

Update Incomplete!  
Error code: 10  
Please try again, or  
call 1-800-345-5000

If you receive this message please repeat steps 1 and 2. If you continue to receive an error, please note the error code number and call Customer Support at 1-800-345-5000 for assistance.



### 3.2 – Network Update

If you are a network update customer, your DMM will automatically connect at pre-determined regular intervals. However, there may be occasions where you will need to manually start a network update. To manually start a network update, follow these instructions:

① *Please note: You should **always** verify that your network connection of telephone line will be free and clear for use before manually updating your DMM.*

**Step 1** From the STA display press the NAVIGATION MODE button to enter the main DMM menu.

**Step 2** Press the NAVIGATION DOWN button until the ">" cursor is in front of the "Network Control" menu.

```
BACK
Messaging Control
Set Date and Time
>Network Control
Schedule Control
Device Information
```

**Step 3** Press the NAVIGATION MODE button to display the Network Control menu.

**Step 4** Press the NAVIGATION DOWN button until the ">" cursor is in front of the "Start Update" menu.

```
BACK
View Settings
Update Status
>Start Update
Stop Updating
Set Configuration
```

- Step 5** Press the NAVIGATION MODE button to manually start an update. After pressing the NAVIGATION MODE button to start the update, the Update Status screen will be displayed, such as the following for Ethernet update DMM's:

```
FTP Connecting to:
10.1.0.240
< MENU      |      EXIT >
```

Or this screen for Dial Up DMM's:

```
Dialing:
2065551212
< MENU      |      EXIT >
```

If you have attempted to start an update while a previous update is currently stopping, you will receive the following message:

```
Currently stopping
download. Please try
again later...
< MENU      |      EXIT >
```

## 4. Using AxisPro DMM

Once the DMM is set up and configured, AxisPro virtually guarantees continuous music programming. Through its unique design, the DMM stores hundreds of hours of digital music files and transfers updates securely over a network on a regular basis. If you find the need to modify the volume of playback, change the music style, or shut down your DMM, this section tells you how.

In this section, you will find instructions for using your DMM, including:

- Changing music style
- Changing output volume
- Changing Zones
- Shutting down AxisPro
- Using the AxisPro DMM menu system
- Managing Message Marketing
- Setting the time and date
- Changing the network setting
- Initiating a manual update
- Stopping music playback
- Scheduling music playback

### 4.1 – Menu Permissions

AxisPro DMM supports menu permissions. By default, all menus are accessible. However, based on settings determined by your corporate office, you may not be able to access certain menu functions such as: Changing music style, changing output volume, scheduling music playback, etc. If you see the following screen when attempting to access any menu function, your corporate office has asked that the permission to use the function be removed:

You do not have  
permission to use  
this feature.

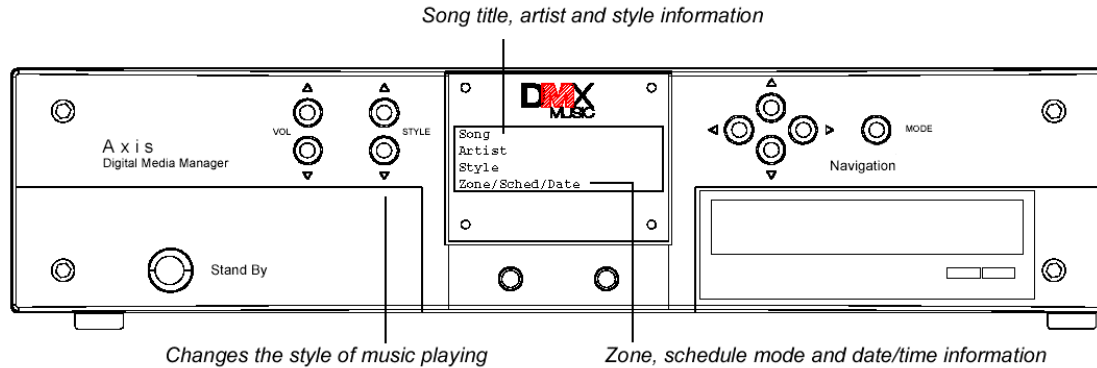
Please contact your corporate office with any questions regarding the permissions settings before contacting Customer Support.

### 4.2 – Style Blocking

AxisPro DMM has the capability to restrict playback of certain music styles to certain times of the day only. This feature helps to ensure that only proper music styles are played to target your client demographics and store image. Style blocking also ensures your employees will not inadvertently choose an incorrect musical style.

### 4.3 - Changing Music Style

By default, your DMM displays the song title, artist, style, zone, schedule mode and date/time for Zone 1.



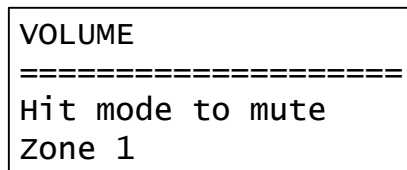
Press the STYLE UP or STYLE DOWN button to scroll through the list of available styles and press the NAVIGATION MODE to select a new style. The display will change accordingly.

To change the style for Zone 2, you must first display Zone 2 information and then perform the above steps to change the style. (See Section 4.5, *Changing Zones*.)

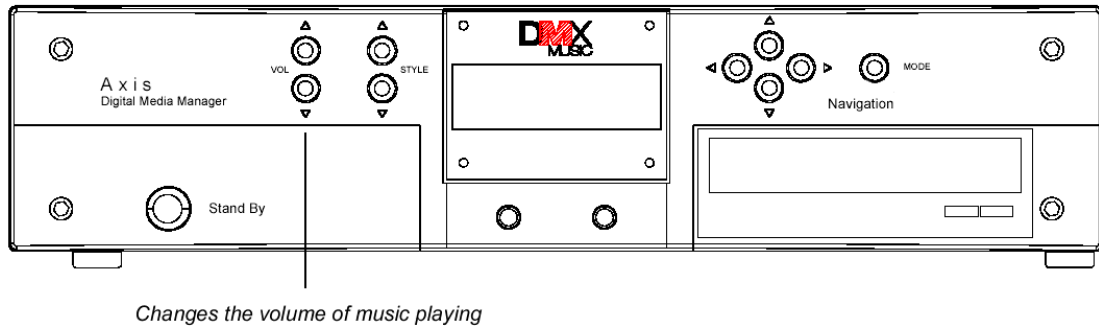
### 4.4 - Changing Output Volume

To maximize sound fidelity, DMX MUSIC recommends using the volume controls on your amplification equipment to control playback volume. The volume controls on the AxisPro DMM also can be used to change the volume of music playback. However, the change in volume will apply only to the zone that is currently displayed on the front panel.

By default, your DMM displays song title, artist, style and zone information for Zone 1. The 2 bottom lines of the front panel indicate the music style and the zone currently selected. Press the VOLUME UP button to increase the output volume; press the VOLUME DOWN button to decrease the output volume. Here is an example of the volume screen:



As you increase or decrease the volume, the bars will scroll right or left. If you press the NAVIGATION MODE button while the above screen is displayed, the volume for that particular zone will be muted. Simply press the VOLUME UP or VOLUME DOWN to disable the mute for that zone.



To change the output volume for Zone 2, you must first display Zone 2 information and then press the VOLUME UP or VOLUME DOWN buttons to change the volume. (See Section 4.5, *Changing Zones*.)

#### 4.5 - Changing Zones

By default, AxisPro DMM displays style, title and artist (STA) information for Zone 1. If your AxisPro DMM is authorized for two-zone capability, simply press the NAVIGATION UP or NAVIGATION DOWN button to switch zones. Not all DMM's are authorized for two-zone playback.

#### 4.6 - Shutting Down the AxisPro DMM

To properly shut down the DMM, press the Standby button. This will stop music playback as well as any network connection currently in use by the DMM. After pressing the Standby button, the following screen will appear:

Going to Standby:  
Please wait...

Once the AxisPro DMM has entered Standby Mode the following screen will be displayed:

Standby Mode  
-----  
Hit any button to  
start the player

You may safely remove the power cord from the DMM or press any button to restart the DMM. **Failure to initiate a shut down before unplugging the DMM can corrupt the content and render the DMM unusable.**



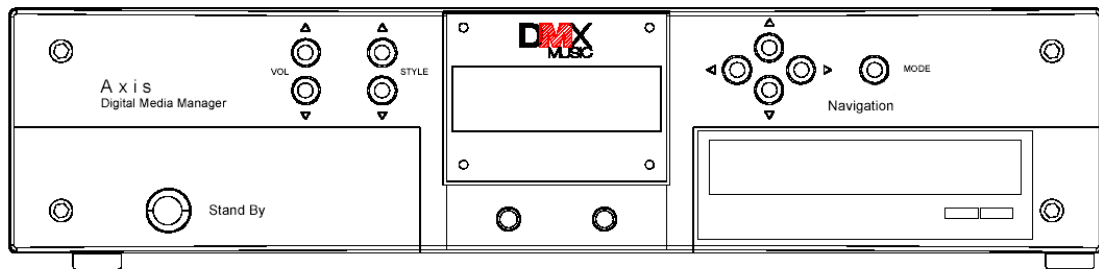
## 4.7 - Using the AxisPro DMM Menu

Infrequently you may need to use the menu system to manually change your DMM configuration. For example, you'll use the menu system for:

- Changing zones
- Stopping music playback
- Starting music playback
- Shutting down AxisPro DMM
- Initiating a manual update
- Changing scheduling
- Changing network settings
- Changing messages
- Enabling messages
- Disabling messages

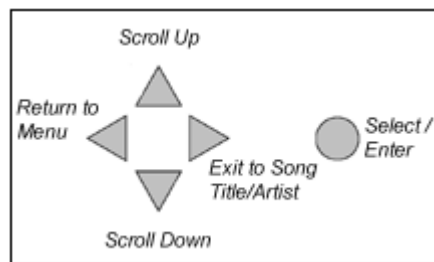
### 4.7.1 - Displaying the Menu System

Press the NAVIGATION MODE button to the right of the front panel display (as shown below) to access the menu system.



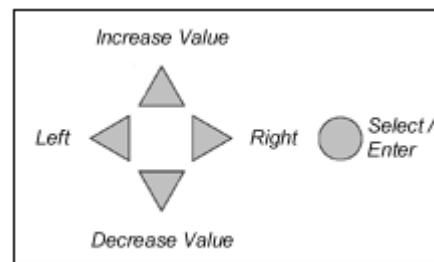
### 4.7.2 - Navigating the Menu System

When navigating the menu system, the navigation buttons function as shown below:



**Menu Navigation Functionality**

When entering data (Static IP, for example), the navigation buttons function as shown below:

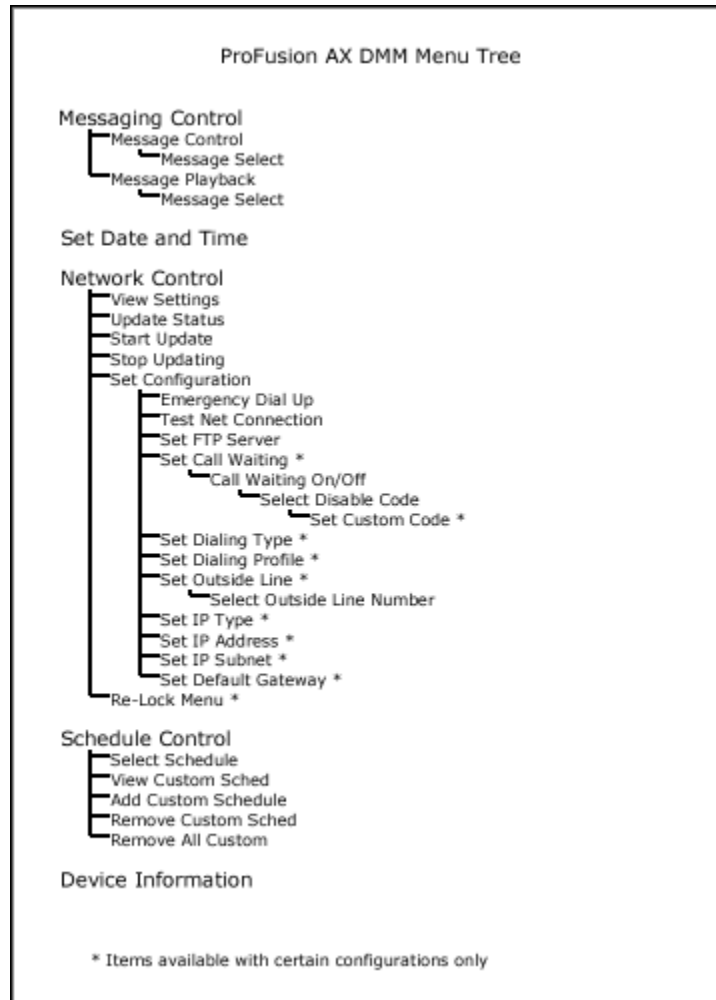


**Data Entry Functionality**

You may choose BACK from any menu to return to the previous menu.

### 4.7.3 - AxisPro DMM Menu System

Shown below is the DMM menu tree. On the next page is a description of each menu option.



The menu tree is identical for each zone.

## 4.8 - Menu Option Descriptions

| Menu Options                     | Description                                                                                                                                               |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MENU: Messaging Control</b>   |                                                                                                                                                           |
| Message Control                  | Allows the user to turn each individual message on/off.                                                                                                   |
| Message Playback                 | Allows the user to playback messages on demand.                                                                                                           |
| <b>MENU: Set Date and Time</b>   |                                                                                                                                                           |
| Set Date and Time                | Allows to user to change the date and time on the DMM.                                                                                                    |
| <b>MENU: Network Control</b>     |                                                                                                                                                           |
| View Settings                    | Displays the current connection mode (Dial Up, DHCP or Static) as well as FTP information and applicable network configuration.                           |
| Update Status                    | Displays the current network update status as well as specific playlist and content update information.                                                   |
| Start Update                     | Initiates a network connection to the DMX MUSIC Server for configuration and content update.                                                              |
| Stop Updating                    | Disconnects the DMM from the DMX MUSIC Server.                                                                                                            |
| <b>MENU: Set Configuration</b>   |                                                                                                                                                           |
| Emergency Dial Up                | Forces AxisPro to dial the emergency number and download configuration files.                                                                             |
| Test Net Connection              | Allows the technician to verify connectivity to the network via dial up or Ethernet connection.                                                           |
| Set FTP Server                   | Allows the technician to modify the IP address of the DMX MUSIC Server to which the DMM connects.                                                         |
| Set Call Waiting <sup>1</sup>    | Allows the technician to specify whether or not a dial up DMM is connected to a call waiting enabled line and the code necessary to disable call waiting. |
| Set Dialing Type <sup>1</sup>    | Allows the technician to select tone or pulse dialing.                                                                                                    |
| Set Dialing Profile <sup>1</sup> | Allows the technician to specify 7-digit, 10-digit or 1+10-digit dialing.                                                                                 |
| Set Outside Line <sup>1</sup>    | Allows the technician to specify whether or not a number is needed to dial an outside line and what that number is.                                       |
| Set IP Type <sup>2</sup>         | Allows the technician to select Static IP or DHCP.                                                                                                        |
| Set IP Address <sup>3</sup>      | Allows the technician to modify the IP address of the DMM.                                                                                                |
| Set IP Subnet <sup>3</sup>       | Allows the technician to modify the subnet mask of the DMM.                                                                                               |
| Set Default Gateway <sup>3</sup> | Allows the technician to modify the default gateway IP address of the DMM.                                                                                |
| Re-Lock Menu <sup>4</sup>        | Allows the technician to lock the Set Configuration menu after it has been unlocked on the DMM.                                                           |
| <b>MENU: Schedule Control</b>    |                                                                                                                                                           |
| Select Schedule                  | Allows the user to select which schedule mode the DMM uses (DMX, Custom, No schedule).                                                                    |
| View Custom Sched                | Displays the current user-defined Custom Schedule.                                                                                                        |
| Add Custom Schedule              | Allows the user to add a new user-defined Custom Schedule entry.                                                                                          |
| Remove Custom Sched              | Allows the user to remove an entry from the user-defined Custom Schedule.                                                                                 |
| Remove All Custom                | Allows the user to remove all entries from the user-defined Custom Schedule.                                                                              |
| <b>MENU: Device Information</b>  |                                                                                                                                                           |
| Device Information               | Displays the DMM's serial number, software version and other device information.                                                                          |

<sup>1</sup> – Only available on Dial-Up enabled AxisPro DMM's

<sup>2</sup> – Only available on DHCP and Static IP enabled AxisPro DMM's

<sup>3</sup> – Only available on Static IP enabled AxisPro DMM's

<sup>4</sup> – Only available on unlocked AxisPro DMM's

## 4.9 – Managing and Playing Message Marketing With Messaging Control

Your AxisPro DMM can manage in-store advertisements. Messages can be enabled or disabled and played back on demand. As messages can be zone specific, the zone that is displayed upon entering into the Message Control menu is the zone that will be effected.

- ❗ *Disabled messages will be re-enabled at the next update. To permanently disable a message, call Customer Support at 1-800-345-5000.*

To access the Messaging Control menu:

- Step 1** From the song title and artist display press the NAVIGATION MODE button to enter the main DMM menu shown below:

```
BACK
>Messaging Control
  Set Date and Time
  Network Control
  Schedule Control
  Device Information
```

- Step 2** Press the NAVIGATION MODE button to display the Messaging Control menu shown below:

```
BACK
>Message Control
  Message Playback
```

*Message Control* allows you to control the pre-scheduled playback of each individual message. *Message Playback* allows you to instantly play any desired message that is scheduled to play on your AxisPro DMM. The AxisPro DMM currently does not support scheduling of messages by a user.

### 4.9.1 - Message Control

- Step 3** Press the NAVIGATION MODE button to display the Message Control menu shown below:

```
BACK
>BBQ Chips
  T-Shirts
  Steak
```

**Step 4** Use the NAVIGATION UP and NAVIGATION DOWN buttons to scroll through the list of available messages and press NAVIGATION MODE to select a message.

**Step 5** Once a message is selected, a Message Control screen will be displayed, such as:

```
BBQ Chips
Message is ON
Hit mode to turn OFF
< MENU | EXIT >
```

Press the NAVIGATION MODE button to toggle the message on or off. Press NAVIGATION LEFT or RIGHT to return to the menu or exit.

#### 4.9.2 - Message Playback

**Step 3** Press the NAVIGATION DOWN button until the ">" cursor is in front of the "Message Playback" menu.

```
BACK
Message Control
>Message Playback
```

**Step 4** Press the NAVIGATION MODE button to display the Message Playback menu shown below:

```
BACK
>BBQ Chips
T-Shirts
Steak
```

**Step 5** Use the NAVIGATION UP and NAVIGATION DOWN buttons to scroll through the list of available messages and press NAVIGATION MODE to select a message. Once a message is selected, a Message Playback screen will be displayed, such as:

```
BBQ Chips

Hit mode to play msg
< MENU | EXIT >
```

Pressing the NAVIGATION MODE button will play the message immediately. Press the NAVIGATION LEFT button to return to the main

Message Control menu, or the NAVIGATION RIGHT button to exit to the song title and artist display screen.

#### 4.10 – Setting the Date and Time

In most cases your AxisPro DMM will come pre-configured with the proper date and time. In the event that you receive a DMM that is not set properly, please follow these steps:

**Step 1** From the STA display press the NAVIGATION MODE button to enter the main DMM menu.

**Step 2** Press the NAVIGATION DOWN button until the ">" cursor is in front of the "Set Date and Time" menu.

```

BACK
Messaging Control
>Set Date and Time
Network Control
Schedule Control
Device Information
    
```

**Step 3** Press the NAVIGATION MODE button to display the Set Date and Time menu shown below:

```

Jan 01,2002 12:30 PM
US/Pacific

Hit mode to set time
    
```

❗ *DMX MUSIC sets the timezone. If you have the incorrect timezone setting on your DMM, please call Customer Support at 1-800-345-5000.*

Use the NAVIGATION UP and DOWN buttons to change the value, and the LEFT and RIGHT buttons to switch between items. Once you are satisfied with the date and time entry, press the NAVIGATION MODE button to change the date and time. The following screen will be displayed:

```

Changing Time
Please Wait...

Hit mode to set time
    
```

The STA display will return once the date and time has been properly set on your DMM.



## 4.11 – Configuring and Modifying Network Settings With Network Control

You can view current network settings, manually update your AxisPro and reconfigure your network settings. To access the Network Control menu:

- Step 1** From the STA display press the NAVIGATION MODE button to enter the main DMM menu.
- Step 2** Press the NAVIGATION DOWN button until the ">" cursor is in front of the "Network Control" menu.

```

BACK
Messaging Control
Set Date and Time
>Network Control
Schedule Control
Device Information
    
```

- Step 3** Press the NAVIGATION MODE button to display the Network Control menu shown below:

```

BACK
>View Settings
Update Status
Start Update
Stop Updating
Set Configuration
    
```

### 4.11.1 - View Settings

- Step 4** Press the NAVIGATION MODE button. This will display all the current network settings for your AxisPro DMM. Descriptions of each setting value are shown on the next page.

| Value            | Description                                                                                                                                                                                                                     |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CW# <sup>1</sup> | Call Waiting Number – Specifies the number required for AxisPro DMM to disable call waiting.                                                                                                                                    |
| OL# <sup>1</sup> | Outside Line Number - Specifies the number required for AxisPro DMM to access an outside line.                                                                                                                                  |
| DP <sup>1</sup>  | Dialing Profile – Specifies the type of dialing for AxisPro DMM.                                                                                                                                                                |
| Ph# <sup>1</sup> | Phone Number – This is the ISP number that AxisPro DMM will dial. Up to 10 ISP numbers can be stored by the DMM.                                                                                                                |
| Em#              | Emergency Phone Number – This is the emergency ISP number. In the event that the DMM can no longer connect with the regular ISP numbers, the emergency number will be used.                                                     |
| FTP              | DMX MUSIC Server IP Address – This is the IP address of the server the DMM connects to for content and configuration updates.                                                                                                   |
| IP               | DMM IP Address – This is the IP address of the DMM. If the DMM connects via dialup, this number will only be displayed while the DMM is connected to the network.                                                               |
| SNM              | DMM Subnet Mask – This is the IP subnet mask of the DMM. If the DMM connects via dialup, this will only be displayed while the DMM is connected to the network.                                                                 |
| GW               | DMM Gateway IP Address - This is the gateway IP address of the DMM. If the DMM connects via dialup, this number will only be displayed while the DMM is connected to the network.                                               |
| DNS              | Domain Name Server IP Address – This is the DNS IP address of the DMM. There may be multiple entries for the DMM. If the DMM connects via dialup, this number will only be displayed while the DMM is connected to the network. |

<sup>1</sup>These items are only listed on Dial Up DMM's

**View Settings** – Example screens (To view the complete settings, use the NAVIGATION DOWN button to scroll).

**Dial Up (Connected)**

```
Dialup
CW#: *70
OL#: 9
DP : (###)###-####
Ph#: 12069713055
Ph#: 14253719055
Em#: 18003455000
FTP: 10.1.0.240
IP : 10.1.5.230
SNM: 255.255.0.0
GW : 10.1.0.1
DNS: 10.1.2.3
DNS: 10.1.2.2
< MENU | EXIT >
```

**Dial Up (Disconnected)**

```
Dialup
CW#: *70
OL#: 9
DP : 1(###)###-####
Ph#: 12069713055
Ph#: 14253719055
Em#: 18003455000
FTP: 10.1.0.240
IP : Unavailable
SNM: Unavailable
GW : Unavailable
DNS: Unavailable
DNS: Unavailable
< MENU | EXIT >
```

**DHCP Ethernet (Connected)**

```
DHCP (Ethernet)
Em#: 18003455000
FTP: 10.1.0.240
IP : 10.1.5.230
SNM: 255.255.0.0
GW : 10.1.0.1
DNS: 10.1.2.3
DNS: 10.1.2.2
< MENU | EXIT >
```

**DHCP Ethernet (Disconnected)**

```
DHCP (Ethernet)
Em#: 18003455000
FTP: 10.1.0.240
IP : Unavailable
SNM: Unavailable
GW : Unavailable
DNS: Unavailable
DNS: Unavailable
< MENU | EXIT >
```

**Static IP Ethernet (Connected)**

```
Static (Ethernet)
Em#: 18003455000
FTP: 10.1.0.240
IP : 10.1.5.230
SNM: 255.255.0.0
GW : 10.1.0.1
DNS: 10.1.2.3
DNS: 10.1.2.2
< MENU | EXIT >
```

**Static IP Ethernet (Disconnected)**

```
Static (Ethernet)
Em#: 18003455000
FTP: 10.1.0.240
IP : 10.1.5.230
SNM: 255.255.0.0
GW : 10.1.0.1
DNS: 10.1.2.3
DNS: 10.1.2.2
< MENU | EXIT >
```

#### 4.1.1.2 - Update Status

- Step 4** Press the NAVIGATION DOWN button until the ">" cursor is in front of the "Update Status" menu.

```

BACK
View Settings
>Update Status
Start Update
Stop Updating
Set Configuration
    
```

- Step 5** Press the NAVIGATION MODE button to display the Update Status screen. Example status screens are on the next page.

**If the DMM is currently updating:**

```

Getting update:
456-50-13020103
m0123456.pfc
< MENU      |      EXIT >
    
```

The 2<sup>nd</sup> line displays the package ID number. The package ID number may refer to a playlist number or software revision number. The 3<sup>rd</sup> line displays the file name of the current file that is being updated.

**If the DMM is currently idle:**

```

Connection Idle
Last Status:
Update Successful!
< MENU      |      EXIT >
    
```

The 3<sup>rd</sup> line displays the status of the previous update. For possible status messages, please see Appendix A, *Update Status Information Messages*.

#### 4.11.3 - Start Update

Please see section 3.2, *Network Update* for a review of this function.

#### 4.11.4 - Stop Updating

Please see section 3.2, *Network Update* for a review of this function.

#### 4.11.5 - Set Configuration

Please see section 2.4.1, *Accessing the Set Configuration Menu* for a review of this function.

#### 4.11.6 - Emergency Dial Up

Please see section 2.4.7, *Emergency Dial Up* for a review of this function.

#### 4.11.7 - Test Net Connection

Please see section 2.4.2, *Testing the Network Connection* for a review of this function.

### 4.12 – Setting and Selecting Dayparting Schedules With Schedule Control

You can view current dayparting schedule settings, add or remove a custom dayparting schedule for your AxisPro and change your current dayparting schedule mode. To access the Schedule Control menu:

- Step 1** From the STA display press the NAVIGATION MODE button to enter the main DMM menu.
- Step 2** Press the NAVIGATION DOWN button until the ">" cursor is in front of the "Schedule Control" menu.

|                    |
|--------------------|
| BACK               |
| Messaging Control  |
| Set Date and Time  |
| Network Control    |
| >Schedule Control  |
| Device Information |

- Step 3** Press the NAVIGATION MODE button to display the Schedule Control menu shown below:

```

BACK
>Select Schedule
View Custom Sched
Add Custom Schedule
Remove Custom Sched
Remove All Custom
    
```

#### 4.12.1 – Select Schedule

You can select from three available schedule options within this menu: the pre-defined DMX MUSIC schedule, a user-created custom schedule, or no schedule at all. The DMX schedule has the pre-defined playback that has been agreed upon by your corporate office. This is the default schedule. The custom schedule is one that you create to playback music at the right time for your location. And finally, no schedule mode allows you to either have no music or allows your DMM to continuously play a manually selected style until another style is chosen or another schedule type is chosen.

- Step 4** Press the NAVIGATION MODE button to display the Select Schedule screen:

```

BACK
>DMX Schedule
Custom Schedule
No Schedule
    
```

- Step 5** Press the NAVIGATION UP and DOWN buttons to change the Schedule setting, and press the NAVIGATION MODE button to select.

#### 4.12.2 – View Custom Schedule

If you have created your own custom dayparting schedule, follow the instructions below to view the schedule.

- Step 4** Press the NAVIGATION DOWN button until the ">" is in front of the "View Custom Schedule" menu:

```

BACK
Select Schedule
>View Custom Sched
Add Custom Schedule
Remove Custom Sched
Remove All Custom
    
```



- Step 5** Press the NAVIGATION MODE button to display the View Custom Schedule screen:

```
Schedule Added:
12:00 AM
Chart Spin
< MENU | EXIT >
```

Use the NAVIGATION UP and DOWN buttons to scroll through the Custom Schedule entries.

#### 4.12.3 – Add Custom Schedule

Use the steps below to create a custom dayparting schedule to better suit the tastes of your customers.

- Step 4** Press the NAVIGATION DOWN button until the ">" is in front of the "Add Custom Schedule" menu:

```
BACK
Select Schedule
View Custom Sched
>Add Custom Schedule
Remove Custom Sched
Remove All Custom
```

- Step 5** Press the NAVIGATION MODE button to display the Add Custom Schedule screen:

```
Add custom schedule:
12:00 AM

Hit mode to set time
```

Use the NAVIGATION UP and DOWN buttons to change the value, and the NAVIGATION LEFT and RIGHT to switch to hour, minute and AM/PM.

- Step 6** Press the NAVIGATION MODE button to select the time you have entered. The DMM will display the Select Playlist screen:

```

BACK
>Chart Spin
Meteor
Mirror Ball
    
```

Use the NAVIGATION UP and DOWN buttons to change the playlist.

- Step 7** Press the NAVIGATION MODE button to select the time you have entered. The DMM will display the Schedule Added screen for the time and playlist you selected:

```

Schedule Added:
12:00 AM
Chart Spin
< MENU      |      EXIT >
    
```

#### 4.12.4 – Remove Custom Schedule

Follow these steps to remove a single entry from your custom dayparting schedule.

- Step 4** Press the NAVIGATION DOWN button until the ">" is in front of the "Remove Custom Sched" menu:

```

BACK
Select Schedule
View Custom Sched
Add Custom Schedule
>Remove Custom Sched
Remove All Custom
    
```

- Step 5** Press the NAVIGATION MODE button to display the Remove Custom Schedule screen:

```

Remove Schedule:
08:00 AM
Chart Spin
<MENU |TIME^V| EXIT>
    
```

Use the NAVIGATION UP and DOWN buttons to change the schedule entry.

- Step 6** Press the NAVIGATION MODE button to select the time you wish to remove. The DMM will display the Remove Schedule screen:

```
Schedule Removed:
08:00 AM
Chart Spin
< MENU | EXIT >
```

#### 4.12.5 – Remove All Custom

Follow these steps to remove all entries from your custom dayparting schedule.

- ① *Please use this with caution. Once your custom schedule is deleted, the only way to get it back is to enter the custom schedule again.*

- Step 4** Press the NAVIGATION DOWN button until the ">" is in front of the "Remove All Custom" menu:

```
BACK
Select Schedule
View Custom Sched
Add Custom Schedule
Remove Custom Sched
>Remove All Custom
```

- Step 5** Press the NAVIGATION MODE button to display the Remove All Custom screen:

```
Remove All Custom
Schedules?
>NO
Yes
```

Use the NAVIGATION UP and DOWN buttons to change the selection.

- Step 6** Press the NAVIGATION MODE button to select. If you select "YES", the DMM will display the Remove All Custom Confirmation screen:

```
All Custom Schedules
Removed
< MENU | EXIT >
```

### 4.13 – Viewing Device Information

You can view the device ID# and the software version. To access the Device Information screen:

- Step 1** From the song title and artist display press the NAVIGATION MODE button to enter the main DMM menu.
- Step 2** Press the NAVIGATION DOWN button until the ">" is in front of the "Device Information" menu.
- Step 3** Press the NAVIGATION MODE button to display the Device ID screen:

DeviceID: 12345  
Version: 14.9  
Customer Location #1  
Anytown, USA

## Appendix A – Update Status Informational Messages

| Message              | Description                                                                                                                                                                                                                                                                              |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All numbers failed   | The DMM could not connect with any pre-programmed phone numbers. This may be due to high network traffic, busy signals, or a disconnected phone line. Please verify all phone connections and verify the line is not in use.                                                             |
| Cannot dial 911!     | The first 3 numbers dialed by the DMM cannot be 911. Please verify all dial settings are correct.                                                                                                                                                                                        |
| Communication Error  | There was an error between the DMM and the ISP. Verify that all connections are secure and all DMM settings are correct. If you continue to receive this error, please call Customer Support for troubleshooting assistance.                                                             |
| Connection Dropped   | The network connection was dropped due to high traffic or a server error. This is a normal occurrence and subsequent connections are usually fine.                                                                                                                                       |
| Connection Failed    | The connection may fail due to a number of issues. Please refer to Section 4.10, <i>Configuring and Modifying Network Settings with Network Control</i> for information on changing your DMM's settings.                                                                                 |
| Disk Full            | The hard disk is full and cannot update content. Please call Customer Support for assistance.                                                                                                                                                                                            |
| Fatal Error          | The DMM aborted the connection due to a fatal error. Verify that your DMM settings are correct. If you continue to receive this error, please call Customer Support for troubleshooting assistance.                                                                                      |
| File Directory Error | The DMM configuration files do not match the directory structure on the DMX MUSIC Server. This could indicate incorrect configuration or changes made to the DMX MUSIC Server. Please call Customer Support for assistance.                                                              |
| Incorrect password   | The ISP has rejected the password. This may be due to incorrect configuration settings of PAP or CHAP. Please call Customer Support for assistance.                                                                                                                                      |
| Invalid username     | The ISP has rejected the username. Please call Customer Support for assistance.                                                                                                                                                                                                          |
| Network exit         | The DMM was manually disconnected from the network connection. This message indicates the DMM was taken to Stand By Mode during an update.                                                                                                                                               |
| No Carrier           | The DMM did not detect a carrier signal. Make sure no other device is using the phone line. Remove and then re-insert the phone line in the rear of the DMM to reset the connection. If you continue to receive this error, please call Customer Support for troubleshooting assistance. |
| No dial tone         | The DMM cannot detect a dial tone. Please check to make sure the phone line is plugged in. Verify all phone line connections are solid. Make sure no other device is using the phone line.                                                                                               |

| Message              | Description                                                                                                                                                                                                                                                                                                            |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Stopped by user      | The user has stopped the update. Update will resume at the next scheduled update window.                                                                                                                                                                                                                               |
| System Error         | The DMM aborted the connection due to a system error. Verify that your DMM settings are correct. If you continue to receive this error, please call Customer Support for troubleshooting assistance.                                                                                                                   |
| Telephone line busy  | The DMM could not connect to the ISP because the line was busy. Make sure no other device is using the phone line.                                                                                                                                                                                                     |
| Time out             | The DMM attempted to dial the ISP, but the ISP did not pick up the call within the allotted default time setting. This is usually an issue on the ISP's end. This may also be due to an incorrect dialing profile. If you continue to receive this error, please call Customer Support for troubleshooting assistance. |
| Update Connect Error | The DMM was unable to connect to the DMX MUSIC server. This may be due to a wrong FTP server name or IP address. Verify that all connections are secure and all DMM settings are correct. If you continue to receive this error, please call Customer Support for troubleshooting assistance.                          |
| Update Error         | There was an error with the update. There may have been file corruption or other possible update problems. If you receive this error, please verify all settings on the DMM are correct. If you continue to receive this error, please call Customer Support for troubleshooting assistance.                           |
| Update Paused        | The last content or configuration update has been paused due to reaching the end of the defined update window. The update will resume at the beginning of the next scheduled update window.                                                                                                                            |
| Update Successful!   | The last content or configuration update was completed successfully.                                                                                                                                                                                                                                                   |

## Appendix B – Basic Troubleshooting

This list provides a basic troubleshooting guide for the most common problems. If this list does not help you solve your problem, or if you have a unique issue that is not listed, please call Customer Support at 1-800-345-5000 for assistance.

| Issue                                                           | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The DMM will not power on.                                      | Verify that the power cord is firmly in place in the rear of the DMM, and verify that the power cord is plugged in to a functioning power outlet.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Display reads "You do not have permission to use this feature". | See section 4.1, <i>Menu Permissions</i> for information on this.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Display will not light up.                                      | Verify that the power cord is firmly in place in the rear of the DMM, and verify that the power cord is plugged in to a functioning power outlet.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| There is no audio output from the DMM.                          | <ul style="list-style-type: none"> <li>• Verify that the RCA cables are connected to the proper output (Zone 1 M for single-zone output, Zone 1 L &amp; R for two-zone output), and that the cables are connected to the proper inputs on your amplifying equipment (Aux/CD In).</li> <li>• Verify that the volume on the DMM is turned up. Press the VOLUME UP button until you hear music or the volume is at the maximum setting on the DMM, whichever happens first.</li> <li>• Verify that the output setting on your amplifying equipment is set at the proper level. Also, please verify that the input on the amplifying equipment is working properly by connecting a working piece of audio equipment (CD or Cassette player) to the input and verify that you do have audio.</li> <li>• Verify that the current time has a music style scheduled to play.</li> </ul> |
| Music playback does not start at the proper time.               | <ul style="list-style-type: none"> <li>• Verify that the date and time setting of the DMM are correct. See section 4.9, <i>Setting the date and time</i> for information.</li> <li>• Verify that the proper schedule is selected and that a style is scheduled to play. See section 4.11, <i>Setting and Selecting Schedules With Schedule Control</i> for information.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| The DMM is not playing the custom scheduled styles.             | Verify that you are in the correct schedule mode. You need to select the <i>Custom Schedule</i> mode from the <i>Select Schedule</i> menu. See section 4.11.1, <i>Select Schedule</i> for instructions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Display reads "Music Stopped"                                   | <ul style="list-style-type: none"> <li>• Verify that the date and time is set properly and music is scheduled to play at the current time. See section 4.9, <i>Setting the date and time</i> for information.</li> <li>• Verify that you are not in <i>No Schedule</i> mode.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

## Appendix C – Technical Support

If you should ever have problems with your AxisPro DMM, please contact out AxisPro specialists in Customer Support.

|                         |                                                                            |
|-------------------------|----------------------------------------------------------------------------|
| Customer Support Center | 1-800-345-5000                                                             |
| Send us an email        | <a href="mailto:sscteamladers@dmxmusic.com">sscteamladers@dmxmusic.com</a> |
| Visit our website       | <a href="http://dmxmusic.com">dmxmusic.com</a>                             |
| Write to us             | DMX MUSIC, Inc.<br>11400 W. Olympic Blvd., #1100<br>Los Angeles, CA 90064  |

- ❗ Never unplug the AxisPro DMM from the AC outlet without first entering Stand By Mode via the Stand By button. (See section 4.5, *Shutting Down the AxisPro DMM.*)

## Appendix D – Glossary

### AxisPro Digital Media Manager (DMM)

The AxisPro Digital Media Manager looks like a standard stereo component, and is located on-site at your business. The DMM is preloaded with hundreds of hours of music expertly programmed by DMX MUSIC specifically for your site. Through a network connection, new music titles and playlists are automatically transferred to your AxisPro DMM regularly, providing you with precisely targeted music from an unprecedented range of musical choices.

### Collection

The music *styles* and *titles* stored on the AxisPro DMM. DMX MUSIC can customize collections to suit your preferences. Contact *Customer Support* for assistance.

### Configuration

The settings, commands and controls for a DMM as set up by DMX MUSIC.

### Customer Support

DMX MUSIC's customer support center providing technical assistance for the AxisPro Digital Media Manager. You can reach Customer Support at 1-800-345-5000.

### Dayparting

A feature configured by *Customer Support* to automatically change music styles at predetermined times during the day, on specific days of the week or for seasonal and promotional events.

### Dial Up

Connecting to the Internet via an analog telephone line, a modem and an account from an ISP.

### DMM Connectivity

Connectivity is established through the use of a Dial Up or Ethernet connection. This results in a connection to the FTP server from which the DMM will receive updates.

### DMX MUSIC Server

The server to which the AxisPro DMM is connected via a network connection. New music titles and playlists are automatically transferred to your AxisPro DMM regularly from the DMX MUSIC Server, providing you with precisely targeted music from an unprecedented range of musical choices.

### Dynamic Host Configuration Protocol (DHCP)

A method of allocating IP addresses automatically from a server (used in conjunction with a network connection).

### Ethernet

A standard that describes the hardware (a specific type of cable, plug and socket) and the method in which data is transmitted over the hardware (i.e. cable). It is a permanent and private connection to a customer's internal network.

### File Transfer Protocol (FTP)

A set of rules for transferring files between computers via a network. FTP applies to the internet as well as private, or internal, networks.

### Firewall

A system designed to prevent unauthorized access to or from a private network. All data that passes through a firewall is filtered to block data that does not meet specified security criteria.

### Gateway

Computer hardware and software that allow users to connect from one network to another.

### Internet Protocol (IP) Address

A unique identifying number for every computer on the Internet. The number consists of 4 parts separated by dots, e.g. 165.113.245.2. Most machines also have one or more *Domain Names* that are easier to remember (i.e. dmxmusic.com)



**Internet Service Provider (ISP)**

A company that provides end users with access to the Internet and the World Wide Web. The AxisPro DMM ISP links your AxisPro DMM via the Internet to the DMX MUSIC Server.

**Point-to-Point Protocol (PPP)**

A protocol for converting a dial up connection to a point-to-point connection over the Internet. Frequently used for accessing the Internet over telephone lines.

**Server**

A computer that provides services to client computers and provides file storage or task processing on an internal network.

**Standby**

Stops music playback (in both zones) and suspends the DMM so that it may be unplugged without harm.

**Static IP**

The IP address the client uses to connect to the FTP server will remain constant and will not change. In this instance, your corporate office or network administrator would manually assign the IP address.

**Style**

A unique musical experience which refers to a particular type of music such as "Soft Rock," "Smooth Jazz," etc.

**Style Blocking**

Restricts certain styles on the DMM from being selected via the front panel during the hours the style is blocked. The DMM is capable of playing all music styles in its collection unless blocked or restricted via configuration.

**Title**

Refers to the name of a particular piece of music.

**Zone**

An AxisPro DMM music playback port. The AxisPro DMM has two zones allowing you to simultaneously broadcast music to two separate physical locations on your premises. Note that your DMM may not be authorized for two-zone capability. Contact *Customer Support* for more information.

