

## **Troubleshooting Tips for Chameleon, Evolution, Nostalgia and Phoenix** **Digital Downloading Jukeboxes**

**\*IMPORTANT:** Always turn off the jukebox power before attempting to plug in or disconnect any cables, connectors, hardware, etc. inside the jukebox! **THIS INCLUDES SPEAKER WIRES!!**

### **1. Software requirements:**

#### **Hard Drive-**

Chameleon: Will run on version 2.2.0.8. or newer software

Evolution & Nostalgia: Requires V 2.4.0.8. or newer software

Phoenix: Requires V 2.4.2.7. or newer software

#### **Audio Board –**

Chameleon, Nostalgia, Evolution – Firmware 1.4 or newer

Phoenix – Firmware 1.5 or newer

### **2. Remote Control Functions:**

Volume up/down – select channel(s), then use up/down arrows

F1 – Mute F2 – Calibration F3 – Free Credits

**Note:** Functions can be disabled in program

### **3. Jukebox will not power up:**

- A)** Verify all cables and connectors are configured properly
- B)** Check line voltage at outlet (110VAC) – qualified technicians only
- C)** Check fuse F4 (0.5A Slow Blow) on power supply
- D)** Check for 110 VAC at connector J9 (Mains) on power supply – qualified technicians only
- E)** Check all power supply LED'S

### **4. Touchscreen inoperative (has video but does not respond):**

- A)** Check software version (build configuration) on hard drive – see section 1
- B)** Press F2 on remote control to execute screen calibration
- C)** Check J21 on audio board for verification of jumper status
  - Evolution and Nostalgia 15” – both require jumper fitted across both pins
  - Chameleon 17” – requires an open circuit (no jumper) across both pins
  - Phoenix 19” – requires 2 fitted jumpers – one jumper is fitted across J21, another jumper is fitted across pins 3+4 inside of the J19 (CCTALK) connector
- D)** Gap between touchscreen and glass, or touchscreen is too tight against glass

- 5. System Error – could not detect the correct hardware:**
- A)** Move network card over 1 slot (from left slot to middle slot, or from middle slot to left slot) – this rectifies the problem of the hard drive looking for the network card in a specific slot but not being able to locate it there.
  - B)** Check to make sure the crossover cable is plugged in to both the network card and the audio board – must be a crossover cable, not a patch cable
  - C)** Check for solid **green** LED on network card
  - D)** Check for solid **red** LED on audio board
  - E)** Check for activity on both the **green** LED of the audio board and the second **green** LED on the network card when commands from the drop-down menu screen start loading
- 6. Insert system disk error:**
- A)** Check lock and **green** power LED on hard drive caddy
  - B)** Verify the IDE cable is plugged in correctly – cable should be installed in the black (BOTTOM) primary IDE connector, not the white (TOP) secondary IDE connector
  - C)** Check all BIOS settings – see Section 10
- 7. No picture on monitor:**
- A)** Check the **green** activity LED on audio board – if flashing, unit may be in standby mode – try the standby key on remote control
  - B)** Check voltage to monitor as follows:
    - Chameleon: black power-pack on front door should have a green LED lit – if it is not on, check connections and front door fuses. Also, check monitor power on / power off button (located by the power plug that goes into the monitor)
    - Evolution / Nostalgia/ Phoenix: check connectors and also check for +12 VDC on J4 (TFT) connector of power supply. Also, if adjustment board has been used, check for power on / off status
  - C)** Check all power supply LED's
  - D)** Check **green** LED (ON) and **amber** LED (flashing) on hard drive caddy
  - E)** Check CPU fan on the motherboard for proper operation
- 8. No Sound:**
- A)** Check F1 mute button and mute status
  - B)** Check all audio settings in program
  - C)** Check for **RED** error LED on amplifier – if error LED is on when audio is playing, audio processor board or amplifier may be defective. Also check fuses F1 and F5 (both 3A) on power supply

– if unit keeps blowing fuse, amp is defective (NOTE- if audio board is equipped with version 1.6 firmware, the **RED** LED will only turn off when audio is being played)

- D)** Check audio patch cord – should be plugged into LINE1 / LINE 2 on the audio board, as well as the small **green** 1/8<sup>th</sup> inch jack on the motherboard

**9. Not enough sound / AVC problems:**

- A)** Check software on audio boards-
- Original board has 1.3 software, and is acceptable for most applications
  - Enhanced board has 1.4 or newer software, and more extensive audio / AVC circuitry – for more advanced applications
  - Increase AVC sampling time in program – factory setting is 15 minutes – increase this value to provide longer sampling periods (example: 60 minutes)

**BCM motherboard - BIOS Configuration**

Date (mm:dd:yy)	Set as appropriate
Time (hh:mm:ss)	Set as current time
Floppy A	None
1 <sup>st</sup> Boot Device	HDD-0
2 <sup>nd</sup> Boot Device	Disabled
3 <sup>rd</sup> Boot Device	Disabled
4 <sup>th</sup> Boot Device	Disabled
Power Up NumLock	Off
Select Primary VGA	AGP or GFX
Boot Sector Protection	Disabled
Password Required On	SETUP Only
User Password	overload
Supervisor Password	overload
Advanced Configuration	
IDE Drive Delay	Disabled
Multi-sector Transfer	Auto
Memory Test	Quick
Halt on Post Error	Any Error
Video BIOS Cacheable	Enabled

C800-CFFF Shadow	Disabled
D000 – D7FF	Disabled
D800 – DFFF Shadow	Disabled
Typematic Rate Setting	Disabled
Typematic Rate	N/A
Typematic Delay	N/A
Onboard LAN Controller	Enabled
LAN Boot ROM	Disabled

System Specific Set Up

Auto DIMM and PCI Clock	Enabled
Onboard SMBUS Controller	Disabled

**Primary IDE Drives**

Primary Master	
Drive Type	Auto
Drive Mode	Auto
UDMA Mode	Auto
Primary Slave	
Drive Type	Auto
Drive Mode	Auto
UDMA Mode	Auto

**Secondary IDE Drives**

Secondary Master	
Drive Type	Auto
Drive Mode	Auto
UDMA Mode	Auto
Secondary Slave	
Drive Type	Auto
Drive Mode	Auto
UDMA Mode	Auto

**Peripherals**

Floppy Controller	Enabled
Primary IDE	Enabled
Secondary IDE	Enabled
Serial Port 1	COM1
Serial Port 2	COM2
Mode	UART
Parallel Port	Disabled

Mode	N/A
ECP DMA	N/A
Onboard USB Controller	Enable Both
USB Legacy Support	Disabled
AC97 Audio	Enabled
Game Port	Enabled
Game Port IO	200-207h
MIDI Port IO	330-331h
MIDI Port IRQ	IRQ5

### **Power Management**

Power Management	Disabled
Stand By Timer	Off
Suspend Timer	Off
Hard Disk Power Down	Disabled
Video Off	Disabled
Power Button	Instant-Off
Modem uses IRQ	N/A
Wake on RTC Alarm	Disabled
Alarm Date	N/A
Alarm Time	N/A
PWR On After PWR Fail	ON
Power-Up Controlled by	Power Button
Keyboard Password	N/A

### **PCI & PnP**

PnP OS Installed	Yes
Reset Configure Data	No
PCI VGA Palette Snoop	Disabled
---Reserved ISA Memory Space	
C800 – CC00	No
CC00 – D000	No
D000 – D400	No
D400 – D800	No
D800 – DC00	No
DC00 – E000	No
--IRQ Reserved to ISA Device	
*IRQ	None
*IRQ	None
*IRQ	None

*IRQ	None
PCI Slot #2 IRQ	Auto

## Epia Via M10000 motherboard – Bios Configuration

**Enter setup mode by pressing the Delete key during power-up**

### **Bios setting for a Via M10000**

#### **Standard CMOS**

- Set Date
- Set Time
- All IDE controllers = Auto
- Drive A = None
- Drive B = None
- Halt on = No Errors

#### **Advanced BIOS features**

- Virus Earning – Disabled
- CPU L2 Cache ECC Checking = Enabled
- Quick Power off self test = Enabled
- First Boot = HDD-0
- Second Boot = Disabled
- Third Boot = Disabled
- Boot other device = Disabled
- Swap Floppy Drive = Disabled
- Boot up floppy seek = Disabled
- Boot up numLock status = Off
- Typematic Rate setting = Disabled
- Security option = setup
- Display full screen logo = Disabled

- Show summary info = disabled
- Display small logo = disabled

### **Advanced Chipset Features**

- AGP aperture Size = 64M
- CPU to PCI post write = Enabled
- Select display type = CRT+LCD
- Panel type = 1024x768
- TV type = NTSC
- CPU direct access FB = enabled

### **Integrated Peripherals**

- Onboard IDE Channel 1 = Enabled
- Onboard IDE Channel 2 = Enabled
- IDE prefetch mode = enabled
- Display card priority = AGP
- Frame buffer size = 32M
- AC97 Audio = Auto
- MC97 Modem = Auto
- VIA onchip LAN = Enabled
- USB keyboard support = Disabled
- Onboard LAN boot ROM = Disabled
- Onboard Fast IR = Disabled

### **Power Management**

- ACPI suspend type = S1(POS)
- HDD power down = Disabled
- Power management timer = disabled
- Video Off Option = Suspend -> Off
- Power off by PWRBTN – Instant off
- Run VGABIOS if S3 resume = Auto
- AC loss Auto Restart = ON

### **PnP/PCI Configurations**

- PNP OS installed = Yes
- Reset Configuration Data = Disabled
- Resources controlled by = Auto(ESCD)
- Assign IRQ for VGA = Enabled
- Assign IRA for USB = Enabled