



Starting Jukebox after Prolonged Off Period

The following instructions will help you get your AMI jukebox ready for operation.

Note – It is important to perform these re-start procedures at least 24 hours in advance of customer engagement.

1. Before starting – verify broadband is active and connected. Broadband connection is required in order to allow the jukebox to return to service.
2. When first powering up, the jukebox may restart and turn off – this is because the unit will return to its last state before power was removed. Simply turn power back on using remote control, power button on core, co-pilot, or the operator web site.
3. If jukebox has not connected to the AMI network for more than 30 days, the jukebox may briefly display “Out of Service” until the system communicates with the network.
4. If system does not continue past “Out of Service” message, Press “Service” button on core to enter Service Mode”.
 - If system will not allow you to enter Service Mode, disconnect power, then check and reseat all Rowelink and power connections and restart jukebox. If you still cannot enter Service Mode – contact AMI Customer Service.
 - When in Service Mode, verify that you have network connection. Select: System Setup / Advanced Administration / Config Server / Test Connection. If connection fails, correct network issue and restart.
 - If network connection is confirmed, check system date/time. Select: System Setup / Basic Setup. If date/time is wrong, select “Sync Time” to correct. Jukebox should connect in a few minutes. If date/time was incorrect, it is likely that the CMOS battery on motherboard is bad. Please replace this battery (CR2032) at your earliest convenience to prevent this problem in future.
5. Once the system starts and establishes a connection, the jukebox will take 5-10 minutes to communicate with network before the normal selection screen appears. During the next 24 hours, the jukebox will download and update software, music catalogs, and content. Note that the AMI Music application may not work with jukebox until catalog update completes.
6. Windows10 updates: During initial boot, you may see a message that says "Checking for Windows updates". The recent update is large and may take 15 minutes or more depending on network speed to complete. The screen will display message until complete and then restart.

Recommended Maintenance

The following maintenance steps are recommended before putting jukebox back into service:

1. Using a soft 2" paint brush, gently brush dirt from cabinet, chassis and CPU fans. Verify fan operation (note that the cabinet fan(s) and CPU fan will run continuously; the chassis cooling fan located in core cabinet may be off since in many applications it is controlled by temperature. You can confirm operation of the chassis fan during jukebox start up).
2. Listen to the CPU fan for excessive noise or vibration. Replace as needed.
3. If dust is visible in interior of cabinet – vacuuming is recommended.
4. Remove the air filter from the bottom of the front door. Clean it using water and a mild soap. Rinse with clean water then reinstall when dry.
5. Clean the bill acceptor with an approved cleaning card.
6. Clean the credit card reader with an approved cleaning card.
7. Clean then calibrate the touchscreen.
8. Clean jukebox external chassis – note that some components may be made of plastic. We recommend cleaning with a mild cleaner and a soft cloth to avoid scratching.
9. Confirm that nothing is resting on top of the unit or otherwise blocking the airflow around the machine.
10. Inspect the power cord, LAN cable and internal wiring for fraying or damage. Confirm LAN and electrical connectors are fully seated.
11. Confirm volume control and/or remote control is operational.
12. Confirm all speakers are operating correctly.
13. Confirm video (if applicable) is operating correctly.

Refer to your Owner's Manual for recommended scheduled maintenance once jukebox is back in service.

Troubleshooting Charts

The best way to isolate a problem is to determine its cause. The following charts should help to narrow down which module is failing and whether it can be fixed or it needs to be replaced.

Start with finding the “Problem” that relates closest to the problem you are experiencing and then match it to the closest “Symptom”. There can be many “Probable Causes” listed for each Symptom. The Probable Causes are listed in decreasing order of probability, starting with the most likely.

PROBLEM	SYMPTOM	PROBABLE CAUSE
The Windows operating system does not boot up.	At the first boot up screen, “PASSWORD” is displayed.	<ol style="list-style-type: none"> 1. There is no hard drive in the Computer Core. 2. The data cable or power cable has come loose from the motherboard or hard drive. 3. The hard drive or motherboard is defective.
	The boot up process stops at “DISK BOOT FAILURE, INSERT SYSTEM DISK AND PRESS ENTER.”	<ol style="list-style-type: none"> 1. There is no bootable hard drive in the Computer Core. 2. The hard drive is defective.
	The UI monitor briefly shows “NO CABLE” or “NO VIDEO SIGNAL”	<ol style="list-style-type: none"> 1. The VGA cable is not plugged in completely or defective. 2. The UI monitor or Computer Core is defective.
The UI (User Interface) screen stays dark when the jukebox is powered up.	The PWR LED on the Computer Core does not light.	<ol style="list-style-type: none"> 1. The jukebox wall plug is not plugged in to a wall outlet. 2. The wall circuit is not “hot”. 3. The ON/OFF switch on the power supply is OFF. 4. The ATX power supply in the Computer Core is faulty.
	The LEDs on the Computer Core come on but the screen stays dark.	<ol style="list-style-type: none"> 1. Ensure the following plugs/connections are OK: <ol style="list-style-type: none"> a. 12 volt power barrel connector on the monitor b. 4 pin ATX power connector on core computer c. The CNTRL connector to the power distribution unit d. JUKEBOX connector on core computer 2. The monitor is powered off (green LED on monitor is off). 3. The monitor or power distribution unit is defective.
The UI aspect ratio is wrong.	The UI image on the screen is stretched. The AMI logo is oblong.	<ol style="list-style-type: none"> 1. Verify connections to the display then reboot. 2. The dip switches on the A/D board in the monitor are set incorrectly (call Tech Support).
The touchscreen does not work.	The application boots up, but the touchscreen does not respond to touch.	<ol style="list-style-type: none"> 1. The touch screen is dirty or scratched. 2. The USB cable is not seated completely. 3. The touchscreen is not calibrated. 4. Wrong touch screen driver is loaded or missing (call Tech Support). 5. The touchscreen or touch controller is defective.
The touchscreen will not calibrate.	Nothing happens after pressing the calibration button.	<ol style="list-style-type: none"> 1. The I/O interface board in the Computer Core is faulty. 2. Wrong touch screen driver is loaded or missing (call Tech Support). 3. The hard drive or Computer Core is defective.
	The calibration program runs, but will not respond to touch.	<ol style="list-style-type: none"> 1. The USB cable plug is not fully seated at the monitor or at the Computer Core. 2. The touchscreen controller is faulty. 3. The touchscreen sensor (glass) is faulty. 4. The wrong touch driver is loaded (call Tech Support).
	Power LED on Video Splitter is not lit.	<ol style="list-style-type: none"> 1. The power harness to the video splitter is not plugged in. 2. The video splitter is defective

<p>The upper display does not light up.</p>	<p>Power LED on Video Splitter is lit.</p>	<ol style="list-style-type: none"> 1. Ensure the following plugs/connections are OK: <ol style="list-style-type: none"> a. 12 volt power barrel connector on the monitor b. 4 pin ATX power connector on core computer c. The CNTRL connector to the power distribution unit d. JUKEBOX connector on core computer e. HDMI cable from splitter to monitor and splitter to core. 2. The monitor is powered off (green LED on monitor is off). 3. The video splitter is defective.
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PROBLEM	SYMPTOM	PROBABLE CAUSE
<p>UI screen shows “OUT OF SERVICE”.</p>	<p>On the Computer Core, the USB Tx and Rx LEDs and the RS-485 Tx and Rx LEDs are flashing.</p>	<ol style="list-style-type: none"> 1. The Jukebox has not connected to the AMI servers within the last 30 days. 2. Rowelink (Green) cable is not connected to the amplifier. 3. Defective amplifier.
	<p>On the Computer Core, the USB Tx and Rx LEDs and the RS-485 Tx and Rx LEDs are not flashing.</p>	<ol style="list-style-type: none"> 1. Power or COM connection to the I/O board in the Computer Core is disconnected. 2. Defective I/O board or defective Computer Core.
<p>No music is coming from the jukebox.</p>	<p>No sound from jukebox, although the application reports “Now Playing... song title”</p>	<ol style="list-style-type: none"> 1. Volume control is turned all the way down. 2. Audio mode input routing or muting configured incorrectly. 3. Audio cables are disconnected, loose, or defective. 4. The amplifier is overloaded and shutdown. 5. The amplifier or Core Computer is defective.
	<p>No sound from jukebox and the application does not appear to be playing the selected song.</p>	<ol style="list-style-type: none"> 1. There are no more credits available for play. 2. The selection was Cancelled/Rejected. 3. Bad song file or encryption key (call Tech Support).
<p>The jukebox is locked up during normal runtime.</p>	<p>Bill acceptor is taking money but credits are not accumulating, the touchscreen is not responsive, and I/O board LEDs are not flashing.</p>	<p>The Computer Core may be locked up. Reboot by pressing and releasing the ATX Reset Switch. If the Computer Core does not boot up, check all power connections then perform a complete Power Down and Power Up.</p>
<p>The bill acceptor does not work.</p>	<p>Lights on the bill acceptor are lit, but the bill acceptor will not accept a bill.</p>	<ol style="list-style-type: none"> 1. The bill acceptor bill box is full. 2. Bill box not re-installed on the bill acceptor correctly. 3. There is a jammed bill in the device. 4. The plugs are not inserted securely at the acceptor. 5. Switch settings on the bill acceptor are not set correctly. 6. The bill acceptor is defective.
	<p>The lights on the bill acceptor are not flashing.</p>	<ol style="list-style-type: none"> 1. The cable is unplugged at the acceptor or the core or power distribution assy. 2. The jukebox has disabled the bill acceptor. Put the jukebox into normal operating mode. 3. Bills are not enabled in Cash Management. 4. The bill acceptor is defective.
<p>External accent, perimeter, or equalizer LEDs do not work properly.</p>	<p>All LEDs are off.</p>	<ol style="list-style-type: none"> 1. Power connector to LED controller is disconnected. 2. Power disconnected at Power Distribution Assembly. 3. Adjustment pots are all set to minimum brightness. 4. Faulty LED controller.
	<p>LED patterns and/or colors not working as desired.</p>	<ol style="list-style-type: none"> 1. Switch setting on LED Controller not properly set. See Lighting Controller on page 13.
	<p>Some LEDs work, others do not.</p>	<ol style="list-style-type: none"> 1. Connectors on LED Controller loose or disconnected. 2. Connectors on LED boards loose or disconnected.

		<ul style="list-style-type: none"> 3. LED board to board connectors loose or disconnected. 4. One or more LED board(s) are defective.
	LEDs do not react properly when a music selection is playing	<ul style="list-style-type: none"> 1. Audio cables from Core to Audio Filter to LED Controller loose, disconnected or defective. 2. Rowelink cable to LED Controller loose or disconnected. 3. Switch S1-8 turned off (see page 13). 4. Defective Audio Filter or LED Controller.
The “Music on Demand” feature does not work.	The feature has never worked in the location before.	<ul style="list-style-type: none"> 1. The hard drive trigger code was not entered. 2. The jukebox has not been added to a contract. 3. Internet to the jukebox is not available due to: <ul style="list-style-type: none"> a. Loose/faulty Ethernet cables. b. Improper setup/connections to router and/or modem. c. Internet not available at the location.
	The feature did work at one time, but is no longer available.	<ul style="list-style-type: none"> 1. Loose/faulty Ethernet cables. 2. The modem/router was shut off or lost power. 3. Defective modem/router. 4. The Internet service provider (ISP) is not working. 5. The AMI Entertainment Network server is down.