

# Jukebox Operation

**User Interface Guide**

**Operator Setup**



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# Section 1: Using the Jukebox

## Introduction

The following is a reference guide for the operator to navigate the User Interface (UI) on the jukebox. It is important that the operator feels comfortable with all of the UI features. First, the operator needs to know how to answer questions about how to use the jukebox. Second, the operator needs to know what a normal UI looks like in order to troubleshoot and understand when specific features are available or not.

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## Operating the Jukebox

Use this reference guide to navigate the jukebox software.

### Attract Loop

This moving image file may consist of advertisements, promotions, and graphic images; and appears when no one has touched the touch screen for a few minutes. Simply touch the screen to begin using the system. The attract loop will automatically disappear.

### Getting Started

Touch any part of the screen to begin viewing music selections.

### Paying to Use the System

The jukebox pricing appears on the screen. Insert coins into the coin slot, or use a credit card with the contactless payment reader (optional) to purchase credits. Total credits are based on money inserted. Credits will appear in the upper left corner of the music selection screen. Credits will not accumulate until the amount of money inserted reaches one of the pricing levels displayed in the Pricing list. All selections available at the jukebox are priced in Credits.

### Using the System

#### NSM Music Network Connection

There will be periods of time where the jukebox cannot connect to the NSM Music Network. This may be due to outages of the location's internet connection, maintenance outages of the NSM Music servers or some other reason. Even though the jukebox is not connected to the NSM Music Network, music can still be selected and played.

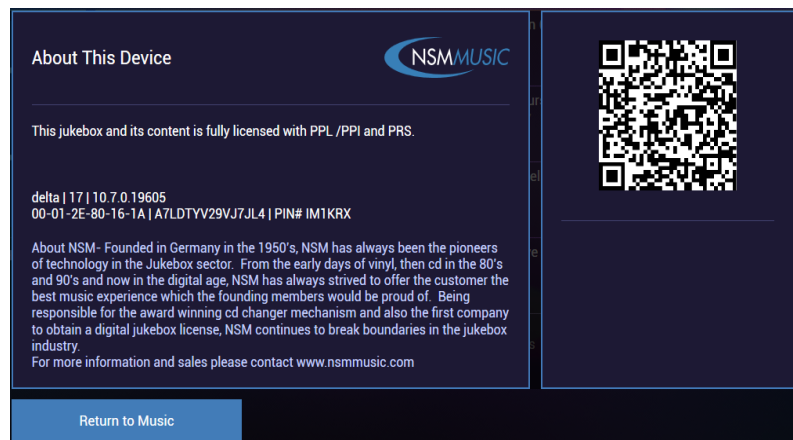
If the connection to the NSM Music Network is down for whatever reason, the "NSM" logo in the upper-left corner of the User Interface will be surrounded by a red shadow.

#### Jukebox Information

Touch the "NSM" logo in the upper-left side of the screen to pop open a window which will display information about the jukebox. This information includes:

- Music Catalogue Version
- Software Version
- MAC Address
- Jukebox Hard Drive ID
- Jukebox PIN
- Jukebox QR Code
- Jukebox Location Information

Touch the "Return to Music" button to close the window or the window will close on its own after a short period.



## Making a Selection

The jukebox software has the ability to support multiple templates and skins. A template is the actual layout of the images and control buttons on the User Interface (UI). A skin is a variation in colour and control shape for a specific template.

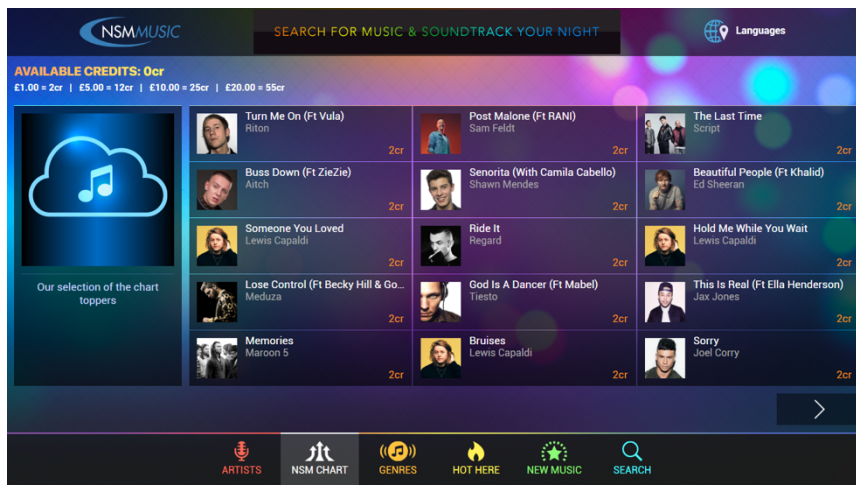
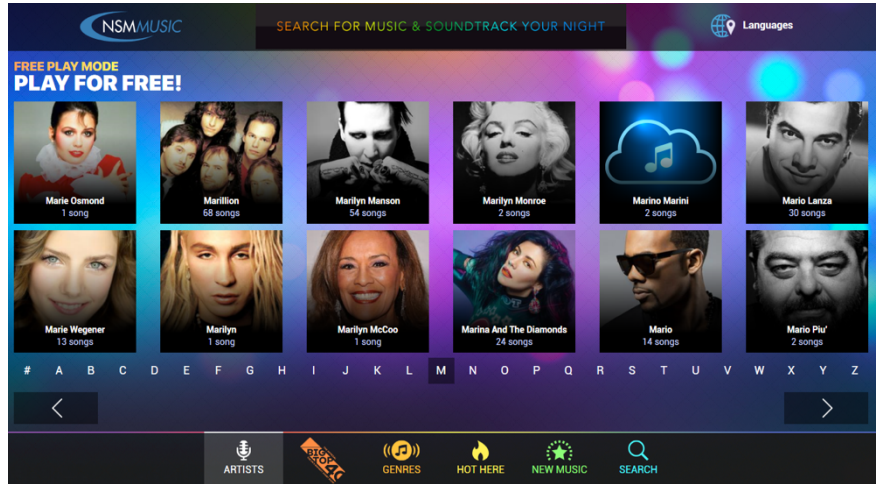
Future software updates may contain new templates and/or skins. New templates may provide new features, changed or enhanced features, and may add or remove some control buttons.

Customers have six ways to find and select music to play. The six options are available on the bottom of the User Interface. Each option is described in detail below.

The **Artists Page** displays all artists available on the NSM Music Network alphabetically. Navigate by:

- swiping left or right across the screen
- using the right/left arrows
- touching the applicable # or letter to jump to all artists beginning with that letter

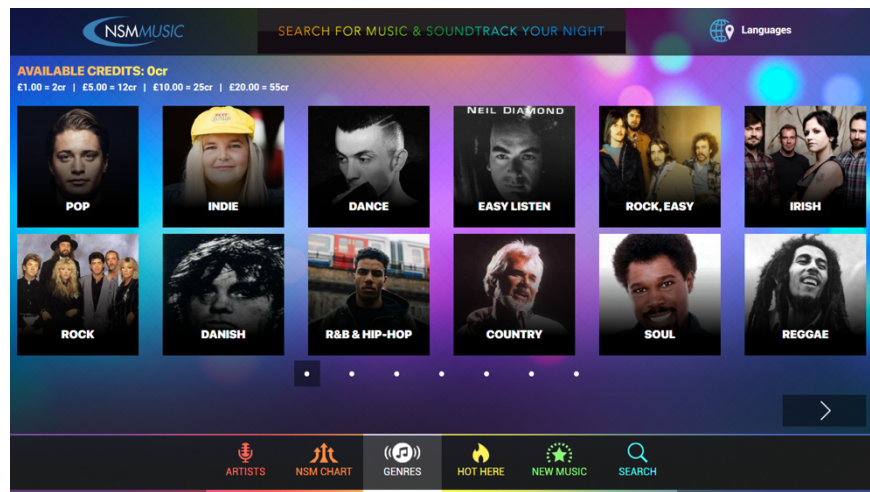
From this screen, customers can choose to browse the artist’s available songs in order of popularity (from most to least popular) or by song title in alphabetical order. Use the right arrow to view more songs.



The **NSM Chart Page** displays the most popular songs across the UK. Use the arrow at the bottom of the screen to display more songs.

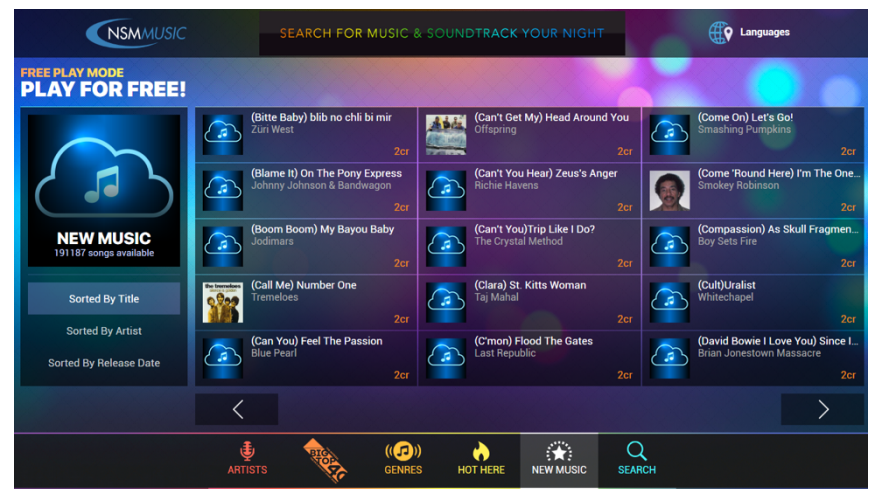
For an additional fee, you can replace the NSM Chart with the UK’s Big Top 40 Hits Chart.

The **Genres Page** allows customers to play select songs based on category. Once a genre is selected, use the arrow at the bottom of the page to display more songs or touch **Previous Page** to browse a different genre. Results may be **Sorted By Popularity**, **Sorted By Title** or **Sorted By Artist**.

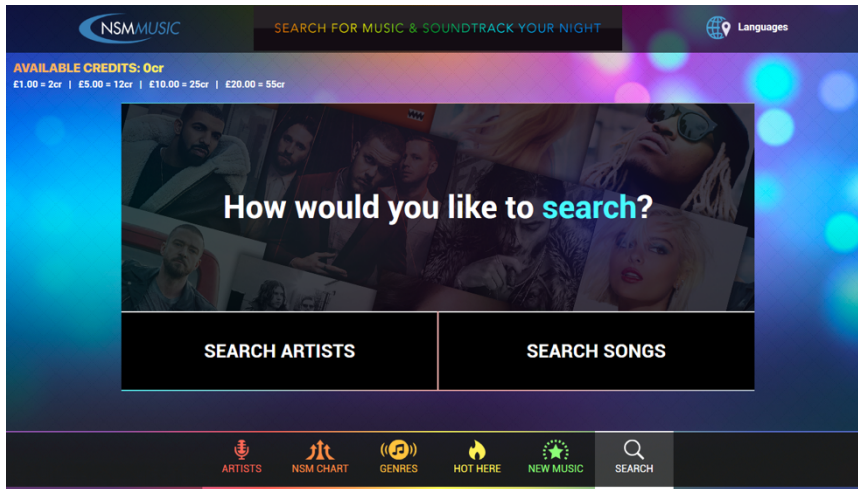


The **Hot Here Page** allows customers to browse a selection of popular songs that are gathered based on local jukebox plays. Use the list on the left to filter the results by genre, or touch the arrows at the bottom of the screen to view additional selections.

The **New Music Page** displays songs that have recently been added to the jukebox. Use the arrows at the bottom of the page to view additional selections. Results may be **Sorted By Title**, **Sorted By Artist** or **Sorted By Release Date**.







The **Search Page** allows customers to search for specific artists or songs. With thousands of songs to choose from, finding music you want to listen to can take time. Touch **Search Artists** or **Search Songs** to begin. A keyboard will be displayed, on which the customer can type any portion of an artist name or song title.

The results of the search will be displayed first by a *starts with* match and then by a *contains in* match. Use the arrows on the side(s) of the screens to scroll through results.

If searching by artist, the results can be **Sorted By Popularity** or **Sorted by Title**. If searching by song, the customer is given the option to **Play Song** or **Cancel** the selection.



From the search results page, users can also **Make A Request** for an artist or song that is currently not available on the jukebox. Type Artist Name and/or Song Title and touch **Submit Music Request**.

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## Section 2: Operator Screens

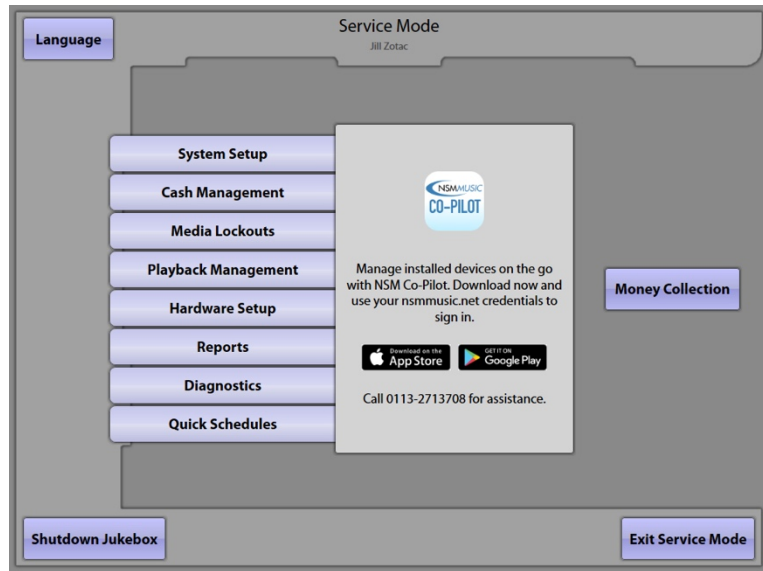
### Introduction

The service mode consists of well over 50 operator screens. Pressing the **SERVICE** button on the Core Computer displays the Service Mode Main Menu Screen. Touch the screen to navigate between programming options, and entering data. Settings are pre-set at the factory but these Operator Screens will let you customise the jukebox to fit your specific needs. Touching the **Save** button before you select **Exit Service Mode** ensures that your changes are saved.

## 1.0 Service Mode – Main Menu

This is the **Service Mode – Main Menu** screen. The centre of the screen has eight general categories of service mode functions.

Touch any of the general category buttons on the left and a list of options will appear in the box to the right. Touch any option on the right to go to that screen.



Additional page options:

**Language** – Available language translations for the Service Mode screens.

**Money Collection** – Takes you directly to the Money Collection screen.

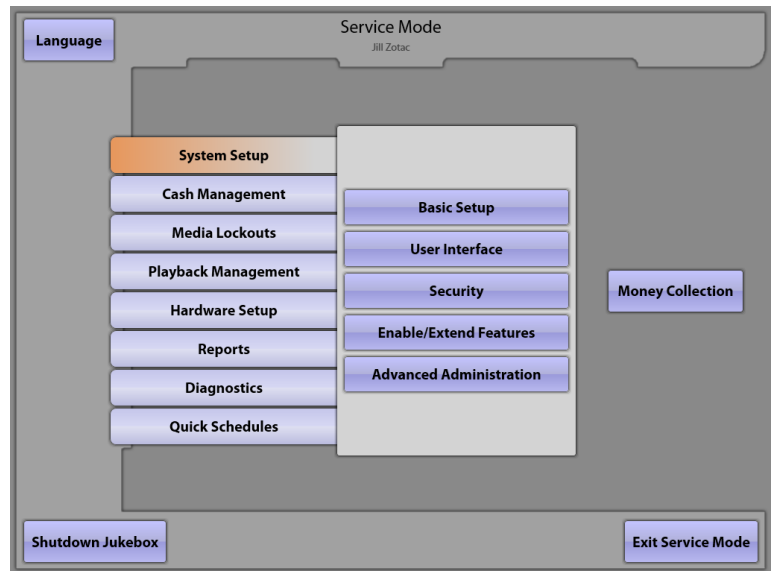
**Exit Service Mode** – Returns you to the Selection Screen.

**Shutdown Jukebox** – Powers down the software, computer operating system, and computer core assembly. A pop-up confirmation is shown when Shutdown Jukebox is selected in order to avoid inadvertent exits.



## 1.1 System Setup

Touch **System Setup** to access screens that allow you to configure basic jukebox settings.



**Basic Setup** – View/edit select jukebox essential information.

**User Interface** – Enable/disable UI visuals, song suggestions, language selections, timeout options, etc.

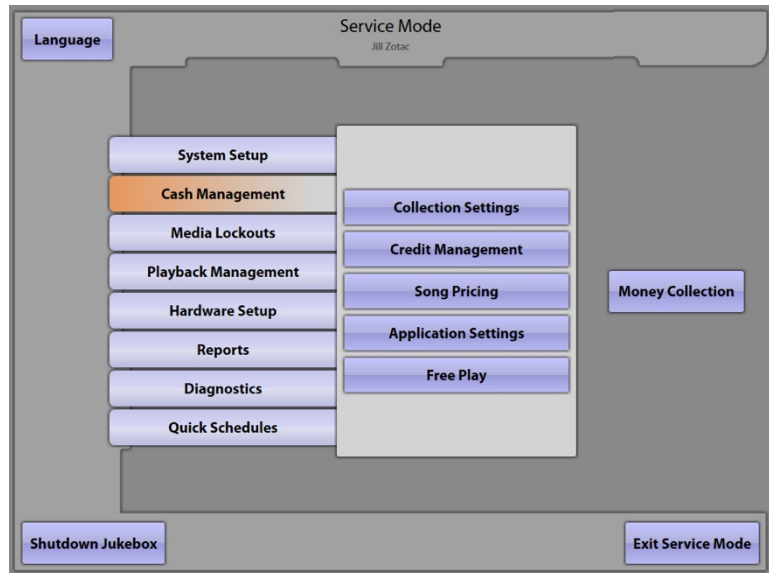
**Security** – Sets three levels of security passwords and enables/disables limited security access from the patron UI.

**Enable/Extend Features** – Add, remove, or extend special features via the patron UI.

**Advanced Administration** – Access music and software loading options, Do Not Disturb settings, Automatic Reboot scheduling, server configuration, factory default restore, etc.

## 1.2 Cash Management

Touch **Cash Management** to access screens that allow you to configure pricing and collection options.



**Collection Settings** – Set Operator and Brewery split percentages, and set collection options.

**Credit Management** – Manually add/delete credits, enable/disable Remote Credits, and configure a daily Credit Pool.

**Song Pricing:**

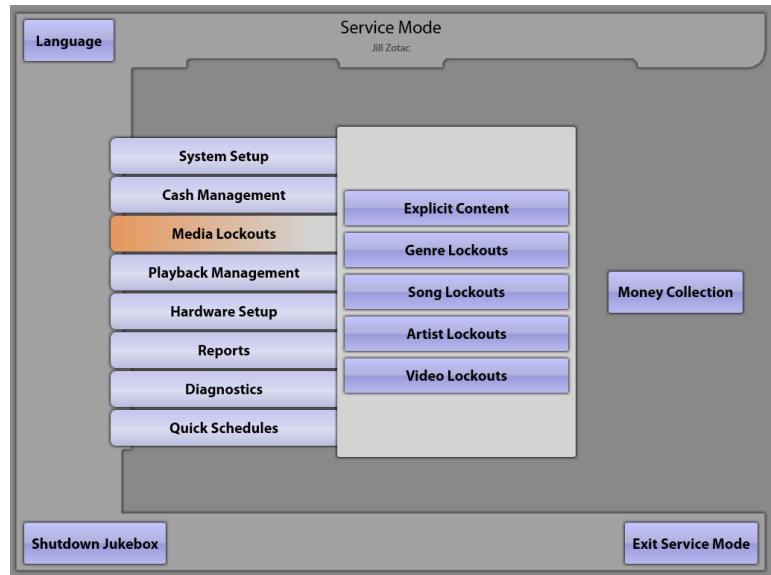
- Configure up to 5 levels of song pricing and enable/disable the Auto Restore Money option on the Pricing tab.
- Set the Coin/Bill and Credit Card Values on the Cash Values tab.

**Application Settings** – Configure different applications that may be associated with the jukebox.

**Free Play** – Turn Free Play mode on/off and set the Free Play Schedule.

## 1.3 Media Lockouts

Touch **Media Lockouts** to access screens that allow you to block specific content.



**Explicit Content** – Lock out songs and videos with explicit lyrics and/or images, or allow them to be available at scheduled times.

**Genre Lockouts** – Lock out entire music genres or allow them to be available at scheduled times.

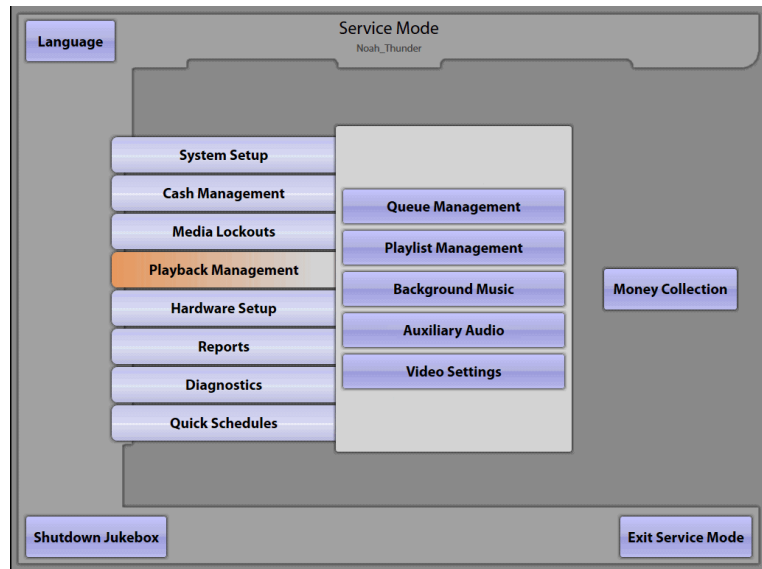
**Song Lockouts** – Block/Unblock individual songs.

**Artist Lockouts** – Block/Unblock individual artists.

**Video Lockouts** – Block/Unblock individual videos.

## 1.4 Playback Management

Touch **Playback Management** to access screens that allow you to configure play queue settings, create playlists, and enable/disable available music modes.



**Queue Management** – Set the Play Delay, Play Limit, and Consecutive Artist Limit; enable/disable play queue restoration, song shuffle, and clear the play queue.

**Playlist Management** – Create song Playlists that are cached on this jukebox.

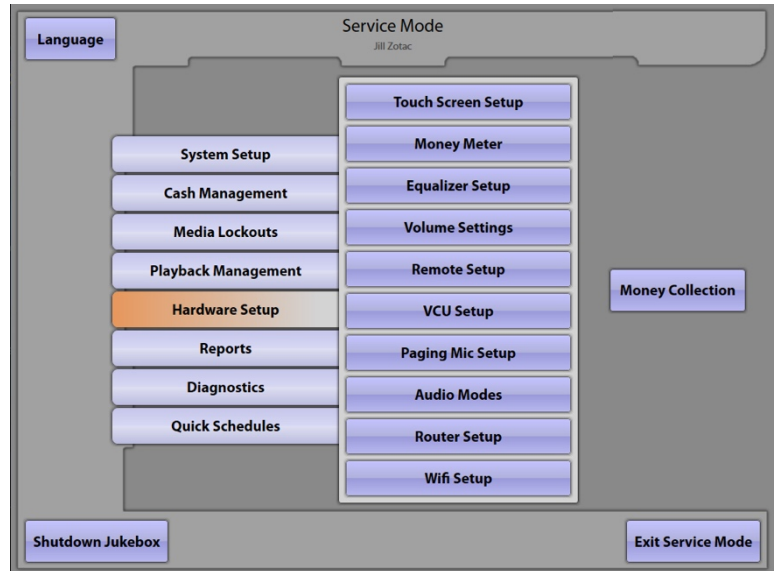
**Background Music** – Enable/disable Background Music, choose genres or playlists for BGM, and create/edit or delete BGM schedules.

**Auxiliary Audio** – Enable/disable Auxiliary Audio Mode, enable on a schedule or during a soft power down, and set an Aux Delay if needed.

**Video Settings** – View the read-only details for music video options (set on the server) and adjust the relationship between the audio and video signals when videos are playing.

## 1.5 Hardware Setup

Touch **Hardware Setup** to access screens that allow you to set up various internal hardware components (e.g. touch screen, remote controls, Wifi).



**Touch Screen Setup** – Set the Screen Refresh Rate, and allows you to calibrate the touch screen.

**Money Meter** – Set the Money Meter Divisor and Enable Money Meter for Contactless Credit Cards.

**Equalizer Setup** – Set the 5-band equalizer for all four speaker channels.

**Volume Settings** –Set Normal play, BGM (Background Music), Auxiliary Audio, and Standby volume levels, and reset levels upon powerup.

**Remote Setup** – Enable/disable IR (Infrared) remote control functions.

**VCU Setup** – Optional wired remote control – enable/disable Volume Control, Mic Volume Control, and Add Credits, Power, Reject, and Reject All feature controls for all four channels.

**Paging Mic Setup** – Adjust microphone and audio volume levels for paging events on all four speaker channels.

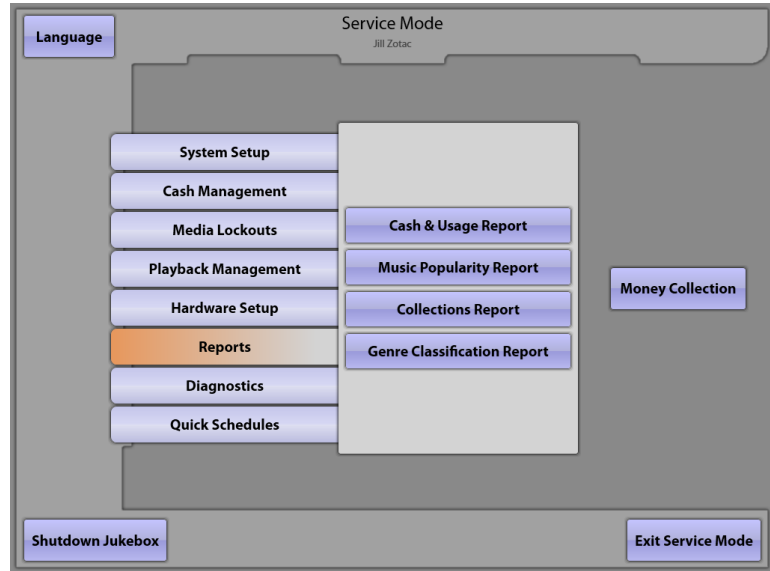
**Audio Modes** – Allow selective routing and muting of input and output sources based on the state of the jukebox for Audio Mode, Auxiliary Audio Mode, Microphone Mode, and Standby Mode.

**Router Setup** – Access the router configuration screens.

**Wifi Setup** – View MAC Address, browse and connect to any available wireless network.

## 1.6 Reports

Touch **Reports** to view screens that display detailed summaries for cash, music plays, and collections.



**Cash & Usage Report** – Coins, credit, remote and local/downloaded play information for selected time periods.

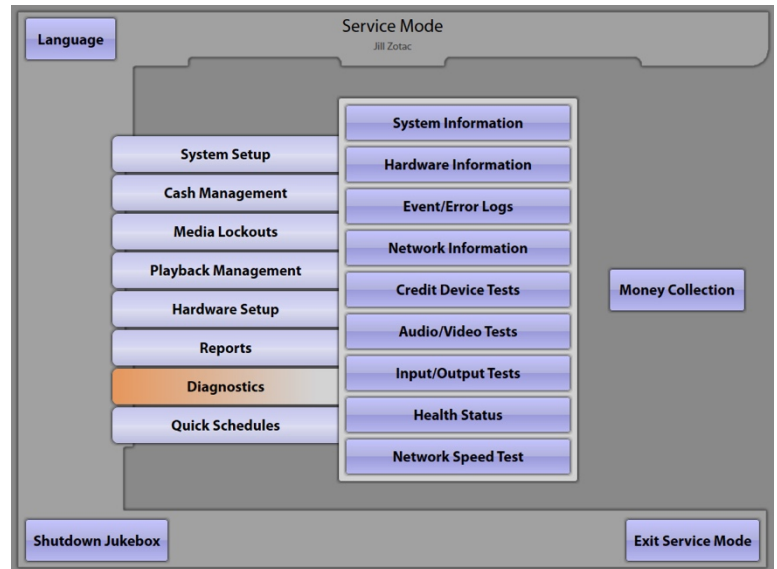
**Music Popularity Report** – Detailed play count information for songs on a weekly, monthly, and yearly basis.

**Collections Report** – Revenue collection summary information for selected time periods.

**Genre Classification Report** – Breakdown of music categories by amount of plays on the jukebox.

## 1.7 Diagnostics

Touch **Diagnostics** to access screens providing information about internal devices and the status of the jukebox.



**System Information** – Jukebox/hard drive info, software/catalogue versions, and server setup information.

**Hardware Information** – Status and version of all hardware components.

**Event/Error Logs** – View all software activity and view/clear hardware errors.

**Network Information** – View IP configuration data and various network connectivity tests.

**Credit Device Tests** – Test Coins and Contactless Card devices.

**Audio/Video Tests** – Test and adjust A/V devices.

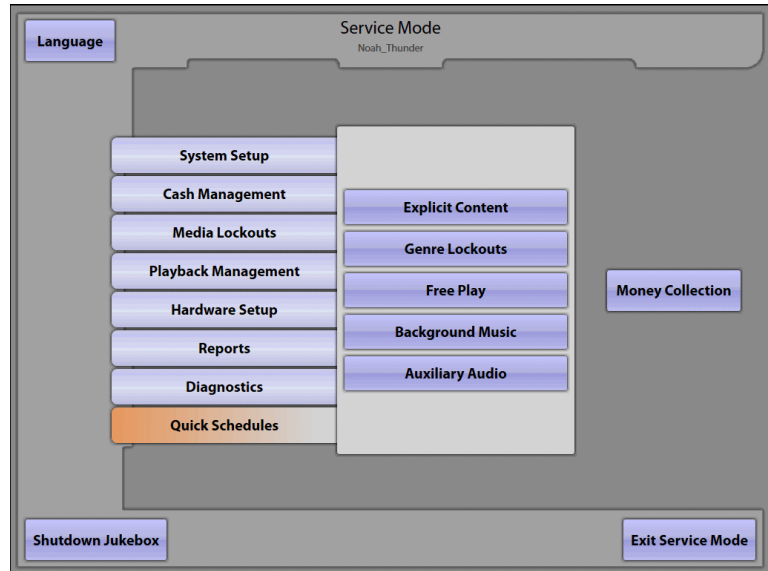
**Input/Output Tests** – Test controller, circuits, and remote controls.

**Health Status** – Current state of power supplies along with CPU/cabinet temperatures, and fan speeds.

**Network Speed Tests** – Instant read of current ping times and estimation for song and video download times.

## 1.8 Quick Schedules

Touch **Quick Schedules** for a shortcut to schedules that appear in other areas of the Service Mode. Changes to these schedules made elsewhere are reflected here and vice versa.



**Explicit Content** – [Media Lockouts] Lock out songs and videos with explicit lyrics and/or images, or allow them to be available at scheduled times.

**Genre Lockouts** – [Media Lockouts] Lock out entire music genres or allow them to be available at scheduled times.

**Free Play** – [Cash Management] Turn Free Play mode on/off and set the Free Play schedule.

**Background Music** – [Playback Management] Enable/disable Background Music, choose genres or playlists for BGM, and create/edit or delete BGM schedules.

**Auxiliary Audio** – [Playback Management] Enable/disable Auxiliary Mode, enable on a schedule or during a soft power down, and set an Aux Delay, if needed.



## 1.9 Money Collection

The **Money Collection** screen shows the amount of money from the current collection period, the last collection period, and the cumulative total for this hard drive. The "Cumulative Total" column can be disabled so it will not be displayed (see **Cash Management** → **Collection Settings** to enable/disable this option).

Current Period		Last Period		Cumulative Total	
Period Begin	Period End	Period Begin	Period End	Period Begin	Period End
1/18/2019 10:28:17 AM	12/3/2019 6:55:59 AM	1/18/2019 10:28:17 AM	1/18/2019 10:28:17 AM		
<b>Deposits</b>		<b>Deposits</b>		<b>Deposits</b>	
Coins	£0.00	Coins	£0.00	Coins	£0.00
Contactless Card <small>(# Transactions)</small>	£0.00	Contactless Card <small>(# Transactions)</small>	£0.00	Contactless Card <small>(# Transactions)</small>	£0.00
Mobile	£0.00	Mobile	£0.00	Mobile	£0.00
<b>Total Deposits</b>	<b>£100.00</b>	<b>Total Deposits</b>	<b>£0.00</b>	<b>Total Deposits</b>	<b>£0.00</b>
<b>Total Fees</b>	<b>£94.44</b>	<b>Total Fees</b>	<b>£0.00</b>	<b>Total Fees</b>	<b>£0.00</b>
<b>Refund</b>		<b>Refund</b>		<b>Refund</b>	
Refund	£0.00	Refund	£0.00	Refund	£0.00
<b>Net Collections</b>	<b>£5.56</b>	<b>Net Collections</b>	<b>£0.00</b>	<b>Net Collections</b>	<b>£0.00</b>
<b>Operator Share</b>		<b>Operator Share</b>		<b>Operator Share</b>	
Operator Share	£2.78	Operator Share	£0.00	Operator Share	£0.00
<b>Location Share</b>		<b>Location Share</b>		<b>Location Share</b>	
Location Share	£2.78	Location Share	£0.00	Location Share	£0.00
<b>Brewery Share</b>		<b>Brewery Share</b>		<b>Brewery Share</b>	
Brewery Share	£0.00	Brewery Share	£0.00	Brewery Share	£0.00

Buttons: See Details, Collect Money, Back

Collections work in the following manner:

1. Deposits include purchases on the jukebox by coin drops, contactless payment cards, or Mobile purchases.
2. Fixed or transaction fees for the contactless payment cards are deducted as Fixed Fees.
3. The VAT (Value Added Tax) is deducted as part of the Fixed Fee.
4. Any Off-the-Top or Upfront money amount is incorporated into the Other Fees section.
5. The Refund value is deducted from the deposits before calculating the Net Collections.
6. The Operator Share, Location Share, and Brewery Share are calculated on the remaining Net Collections.

Touching **See Details** will show additional information about how the various Fee fields are calculated and gives the ability to enter the Refund amount for the current collection period. If defined, it also shows any special fees for applications.

**Note:** the "Upfront Money" phrase can be changed to any wording you would like to use. See the Cash Management → Collection Settings screen for information on how to change these settings.

Touch **Collect Money** to perform a collection. The numbers in the Current Period column are copied to the Last Period column and added to the Cumulative Total. The Current Period column is then cleared.

To return to the Service Mode – Main Menu, touch the **Back** button.

Deposits		Other Fees	
		Revenue	Other Fees
Coins	£0.00	Music	£100.00
Contactless Card	£0.00	Upfront Money	£0.00
Mobile	£0.00		
	£100.00		
<b>Fixed Fees</b>			
Jukebox ContactlessCC	£0.00 (2.95% of £0.00)		
Monthly SIM Fee	£74.44 (23p/day for 319 days)		
VAT (Value Added Tax)	£20.00 (20% of £100.00)		
	£94.44		
		Deposits	£100.00
		- Fixed Fees	£94.44
		- Other Fees	£0.00
		- Refund	<input type="text" value="0"/>
		= Net Collections	£5.56

Buttons: Close

## 2.0 System Setup

### 2.1 Basic Setup

The name of the jukebox can be changed using the Basic Setup screen. This will allow you to quickly locate and manage your jukebox on the NSM Operator website.

The screenshot shows the 'Basic Setup' screen for a jukebox. At the top, it says 'Basic Setup' and 'Jill Zotac'. Below that, there are three main sections:

- Jukebox Name:** A text input field containing 'Jill Zotac'.
- Time Zone:** A dropdown menu showing '2019-12-03 07:13:30 AM' and '(UTC-08:00) Pacific Time (US & Canada)'. To the right is a 'Sync Time' button.
- Auto Restore:** A text input field showing '4' hours. Below it is a message box: 'Looking for the collection settings that were displayed here? They have been moved to a new location. You can access them in the Main Menu under Cash Management -> Collection Settings or you can click the button below to jump directly to that page.' Below the message box is a 'Collection Settings' button.

At the bottom of the screen, there are 'Cancel' and 'Save' buttons.

Touch the text box under **Jukebox Name** to display a keyboard. Use the keyboard to change the jukebox name. Touch **Update** on the keyboard to set the new name into the text box, or **Cancel** to close the keyboard without changing the name.

Touch the text box under **Time Zone** for a dropdown menu. Use the scroll bar to scroll through the list, and touch your time zone to select it. Touch **Sync Time** to synchronise the system's time with the server.

To set the **Auto Restore** time, touch the text box to pop up a keypad used to set the time in hours. If the jukebox is off for less than the entered time, it will continue to play the songs that were left in the queue when the jukebox was turned off. Type in a number between 1 and 96. After entering the time, touch **Update** on the keypad or **Cancel** to close the keypad without changing the number.

#### Note:

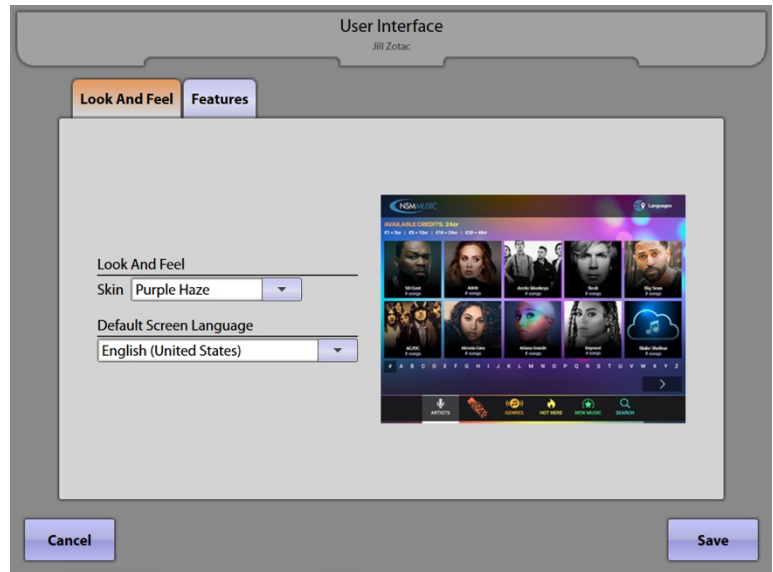
- Auto Restore affects more than just the play queue. It can also affect credits, money, and volume as well, if their check boxes are selected.
- The "Auto Restore Play Queue" check box is located on the Playback Management → Queue Management screen.
- The "Auto Restore Money" check box is located on the Cash Management → Song Pricing screen.
- The "Reset volumes on powerup" check box is located on the Hardware Setup → Volume Settings screen.

For ease of use, there is a **Collection Settings** button to take you directly to that location. For detailed collection settings information, see Cash Management → Collection Settings.

Touch the **Save** button to save your changes and return to the Service Mode – Main Menu. Touch the **Cancel** button to undo your changes and exit the screen.

## 2.2 User Interface

The **User Interface** screen is used to change the look and functionality of the User Interface, i.e. the screens that customers use to select and play music (also referred to as the Selection Screen).



The settings found on the **Look And Feel** tab change the appearance of the User Interface. **Skin** (when available) changes the colour scheme. Touch the dropdown to display a menu of choices, then touch an option to select it.

The **Default Screen Language** sets the default language of the User Interface. Touch the dropdown to display a menu of languages, then touch a language to select it.

The **Features** tab allows you to set the Patron UI and Service Mode Timeouts and several other options. Touch the box next to each of the **UI Options** to turn it on or off. (“On” is represented by a check mark in the box.)

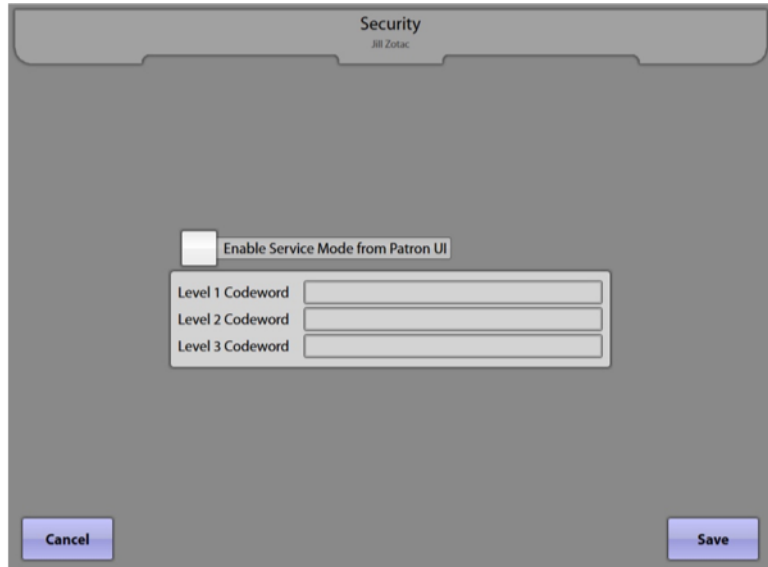
- **Show Song Suggestions** – This option enables/disables the display of suggested songs for customers on the User Interface.
- **Show Holiday Skins** – Enabling this option overrides your skin selection and shows a special skin during the holidays.
- **Show Queue** – When enabled, this button allows customers to view the next five songs in the queue, not counting the song that is currently playing. This button will not be shown when the jukebox is in Background Music, or Free Play modes.

The **Patron UI Timeout** determines the UI reset time, which is the number of seconds between the last touch on the Selection Screen and the start of the attract clips. The **Service Mode Timeout** determines the time the jukebox will remain in the Service Mode, since the last screen touch, before automatically switching back to the User Interface.

Touch the **Save** button to save your changes and return to the Service Mode – Main Menu. Touch the **Cancel** button to undo your changes and exit the screen.

## 2.3 Security

Use this screen to turn security on or off. When the **Enable Service Mode from Patron UI** check box shows a check mark, security is turned “on” and Codewords (passwords) are required to access Service Mode screens from the User Interface.



There are three levels of security available for accessing Service Mode. **Level 3** provides the most access, allowing both read and write access to all Service Mode screens. The security level must be set to Level 3 to change any of the security level Codewords. Touch the text box next to the **Level 1, 2, or 3 Codeword** to change the password.

**Level 1:** Complete read and NO write access to all but a few service mode screens.

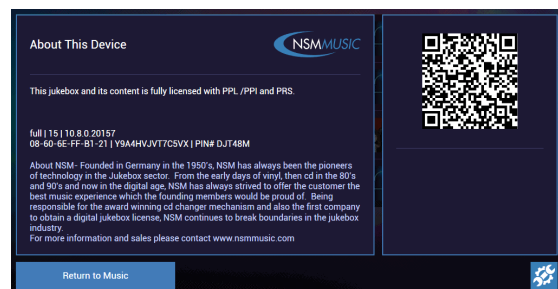
**Level 2:** Complete read and LIMITED write access to some service mode functions.

**Level 3:** Complete read and write access to all service mode screens.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

### Entering Service Mode from the Patron UI

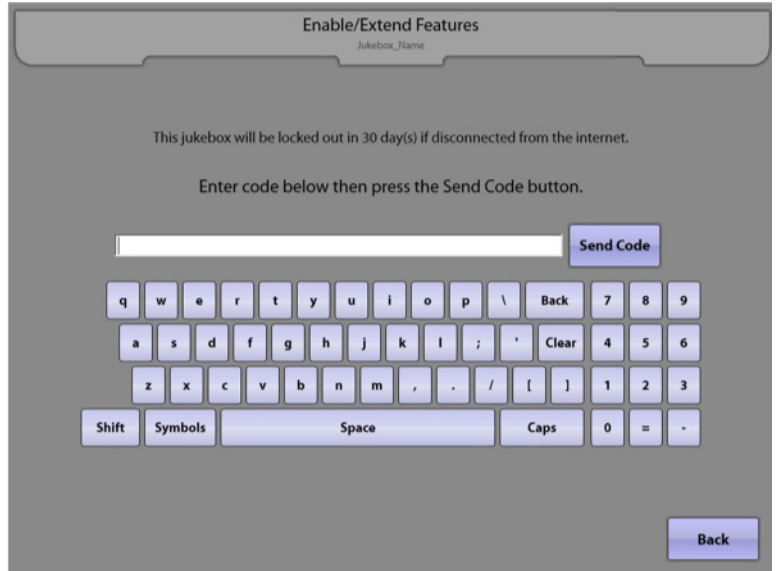
To enter the Service Mode from the Patron UI, first touch the NSM Music logo in the upper left corner of the UI and an information panel will pop open. Touch the Settings icon in the lower right corner of the information panel. If configured, you will be prompted to enter a codeword on the keyboard. When codeword has been typed, touch **OK** to enter Service Mode. If no codewords have been assigned, you will be taken directly to the Service Mode Main Menu.



**Note:** Entering Service Mode from the core computer by pushing the SERVICE button inside the jukebox will not prompt for codeword entry, regardless of the above Security setting.

## 2.4 Enable/Extend Features

The **Enable/Extend Features** screen is used to enter specific codes provided by NSM to change, enable, and extend special features available for the jukebox.



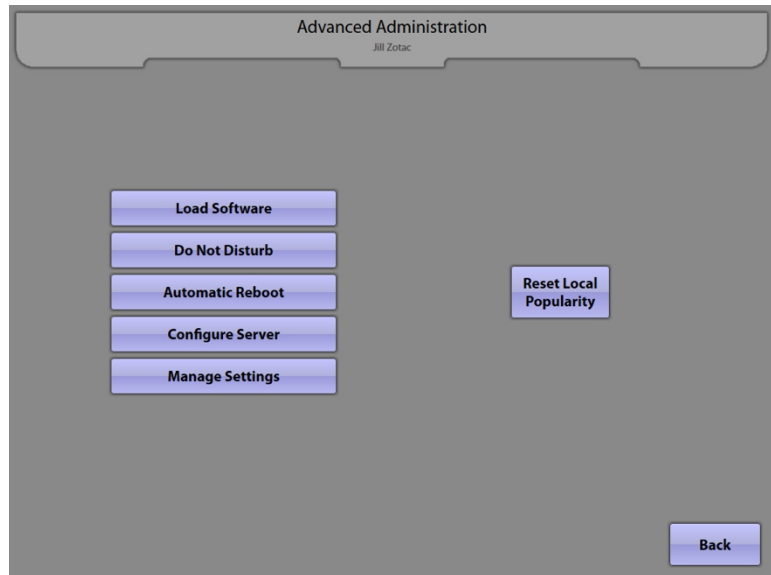
This screen's primary uses are to enter hard drive trigger codes that allow new hard drives to connect to NSM's servers, and to enter feature codes that extend the time a jukebox can be operated without connection to the servers. This screen will also indicate how many days the jukebox has left before it will go out of service for failure to connect to the servers. Contact an NSM Music Customer Service representative for appropriate feature codes.

**Note:** A feature code is only valid on the day it is generated. When a code is accepted, an on-screen message will appear indicating you've entered a valid code. If it is not accepted, it will indicate that you've entered an invalid code.

To return to the Service Mode – Main Menu, touch the **Back** button.

## 2.5 Advanced Administration

**Advanced Administration** is a sub-menu page with access and software loading functions, as well as server configuration and software update settings. Touch any one of the five choices to go to that Service Mode screen.



**Load Software** – Allows an operator to load software updates using a portable USB device.

**Do Not Disturb** – Sets specific times when the jukebox will NOT be interrupted by software updates.

**Automatic Reboot** – Sets a specific time when the jukebox will automatically reboot.

**Configure Server** – Displays the settings used to connect the jukebox to a music server. It also allows you to test the connection to the server.

**Manage Settings** – Provides the ability to save and/or restore jukebox settings.

Touch **Reset Local Popularity** to reset all local song, artist, album, and genre popularity data.

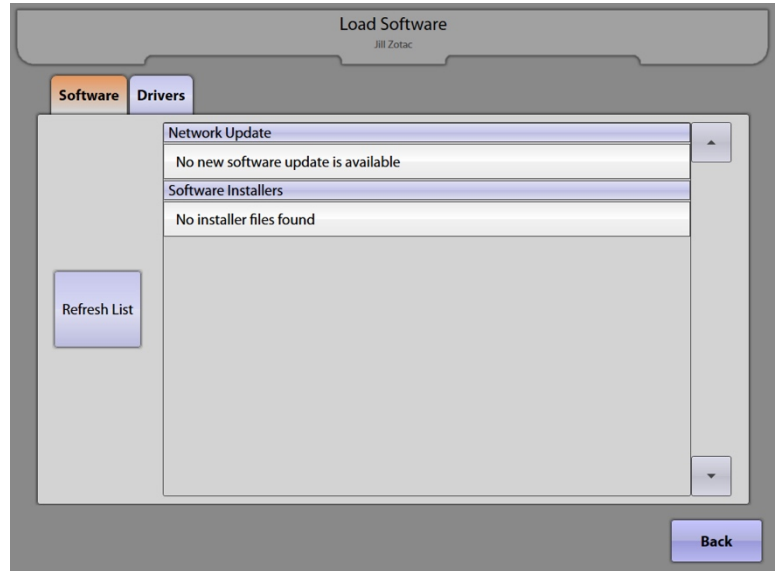
To return to the Service Mode – Main Menu, touch the **Back** button.

## 2.5.1 Load Software

The **Load Software** screen provides access to load a new version of software from a USB device. It also provides access to load drivers. (Installation should only be performed on the recommendation of NSM Customer Service.)

Connect your USB drive to one of the USB ports on the computer core assembly, or to the USB adapter cable (if provided).

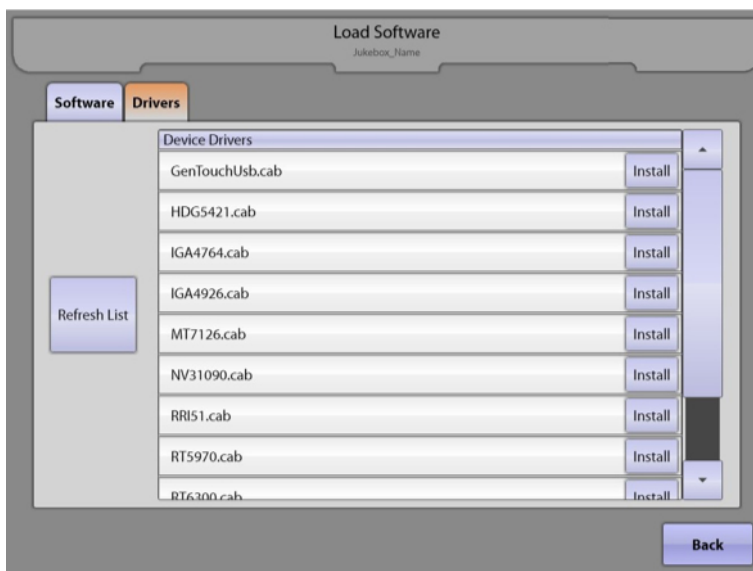
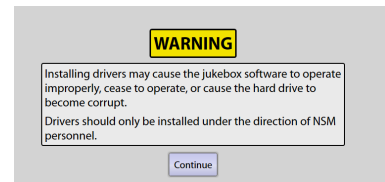
If no files are detected, the screen at the right will appear. Touch **Refresh List** to update the list.



When a USB drive containing software installers is inserted into the jukebox, the installers (named full- update [XX].cab) will appear on this screen. The files can then be installed from this screen by touching the **Install** button next to the filename.

**Note:** The jukebox will display all filenames that are installable. This does not imply that all files listed are actual software updates. Ensure the file you are trying to install is an actual software update file.

If you want to install drivers, touch the **Drivers** tab at the top of the Load Software screen. Because driver installation can negatively affect the jukebox software, only install drivers on the advice of NSM Customer Service. A warning screen will pop up after touching the Drivers tab. You must touch the **Continue** button for access to the driver loading screen.



To return to the Advanced Administration page, touch the **Back** button. Touch the **Back** button on the Advanced Administration page to return to the Service Mode – Main Menu.

## 2.5.2 Do Not Disturb

The **Do Not Disturb** screen is designed to minimise interruptions to the jukebox during normally busy times.

The jukebox is subject to periodic software updates. Although these updates are very infrequent, when they do occur, the Selection Screen is temporarily unavailable to the customer. To minimise this kind of interruption, specific times can be set aside where the jukebox will not initiate these actions.

The schedule can be customised to block up to 20 hours per day. The jukebox will then be allowed to perform its required processes during the remaining 4 hours.

Up to two separate blocks of Do Not Disturb time can be enabled per day. To enable the **Lunch Schedule** and/or the **Night Schedule**, touch the check boxes to the left

Touch the text boxes next to **Start** and **End** to bring up a pop-up box where you can make changes using the **+** and **-** symbols above and below the time. Select either **AM** or **PM**. After making changes to the time, touch **Update** to enable your changes, or **Cancel** if you wish to undo your changes.

Next, touch the boxes to check the days of the week for which you want to apply these settings. If there are any days you do not want included, make sure the box next to the day is unchecked.

Touch the **Save** button to save your changes and return to the Advanced Administration page. Touch the **Cancel** button to undo your changes and exit the screen.



### 2.5.3 Automatic Reboot

The **Automatic Reboot** option allows an operator to configure a specific time on selected days when the jukebox will automatically reboot.

If the jukebox is powered down on a nightly basis, there is no need to schedule an automatic reboot. However, if the jukebox is left powered on all of the time (recommended), it should be rebooted every few days.

To enable the automatic reboot, ensure that the check box next to “Automatically Reboot At\_\_\_” is checked. If the check box is unchecked, the option will be disabled and the jukebox will not automatically reboot.

Touch the time text box and use the **+** and **–** symbols above the time to set the time of day for the reboot to occur. Select either **AM** or **PM**. After making changes to the time, touch **Update** to enable your changes, or **Cancel** if you wish to undo your changes.

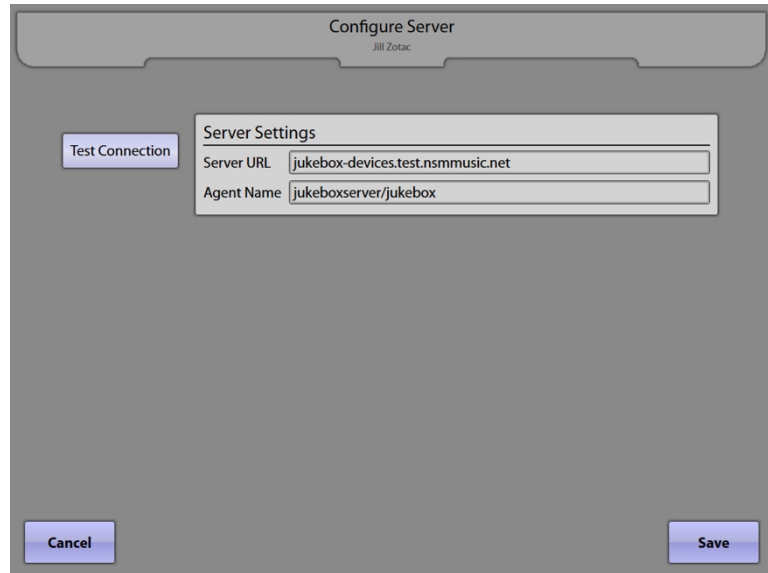
Next, touch the boxes to put a check next to the days of the week on which you want to apply the automatic reboot. If there are any days you do not want included, make sure the box next to the day is unchecked. When finished, touch **Update**.

Touch to select the **'Power On' mode after reboot** button if you would like the jukebox to be placed in a fully on, operable mode after an automatic reboot. If this option is left unchecked and the jukebox reboots while in a soft power down, it will return to its soft powered-down state when the reboot finishes.

Touch the **Save** button to save your changes and return to the Advanced Administration page. Touch the **Cancel** button to undo your changes and exit the screen.

## 2.5.4 Configure Server

The **Configure Server** screen provides settings for server connection parameters.



The screenshot shows the 'Configure Server' screen with the following elements:

- Header: 'Configure Server' and 'Jill Zotac'.
- Buttons: 'Test Connection' (top left), 'Cancel' (bottom left), and 'Save' (bottom right).
- Form: 'Server Settings' containing:
  - Server URL: jukebox-devices.test.nsmmusic.net
  - Agent Name: jukeboxserver/jukebox

**Server URL** and **Agent Name** server settings are displayed here. These values are read-only and cannot be modified on the jukebox.

Touch the **Test Connection** button to perform a quick test confirming the jukebox can connect to NSM's server ("**Server Found**"), and authenticate a connection with NSM's server ("**Connected**"). If the connection is successful, you will see "**Yes**" next to "Server Found" and "Connected". If the connection fails, you will see "**No**". If the connection fails, check the settings on the Network Information screen (Diagnostics → Network Information). This screen will allow you to check the IP Configuration and run LAN and WAN tests.

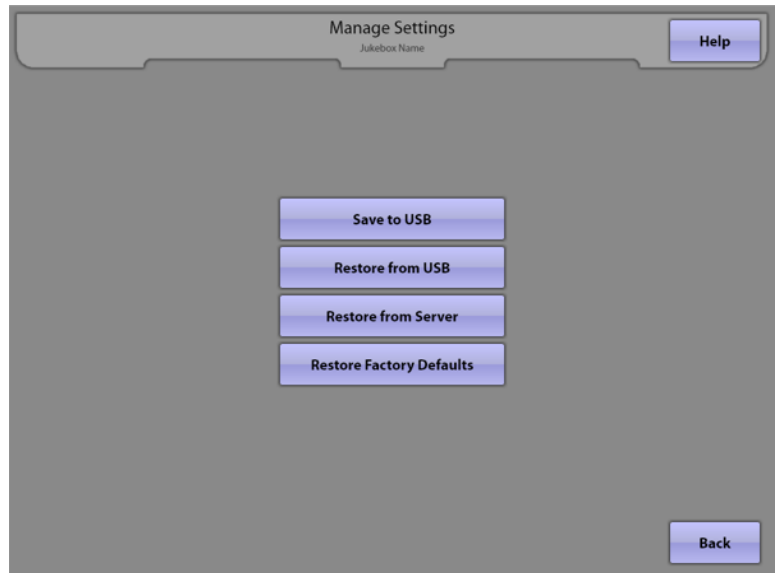
Touch the **Save** button to save your changes. Touch the **Cancel** button to undo your changes and exit the screen.

## 2.5.5 Manage Settings

The **Manage Settings** screen provides options for saving and restoring jukebox configuration settings.

Settings can be saved and restored from a portable USB storage device. Once saved on a USB device, the settings can be loaded onto a different jukebox.

Additionally, the jukebox automatically sends jukebox settings to the NSM server whenever changes are made while in Service Mode. You can choose to restore any of these saved settings.

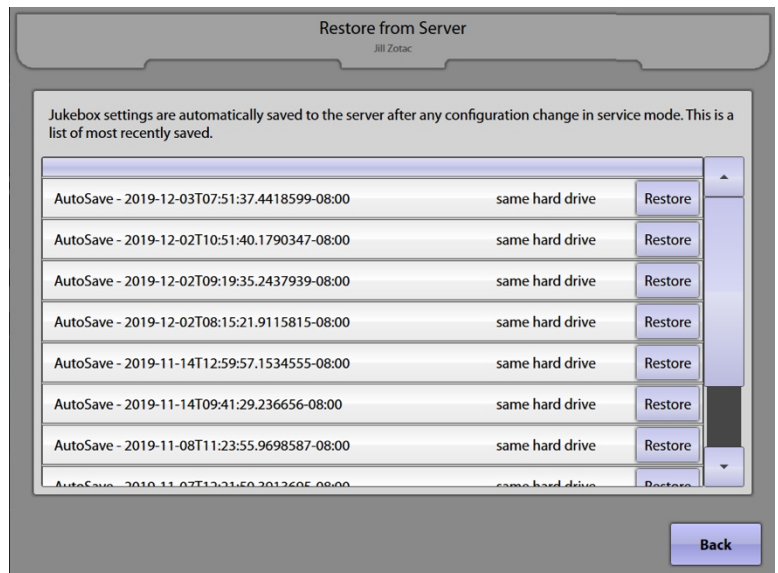


Touch **Save to USB** and a pop-up keyboard will appear, prompting you to enter a name for the backup data file. Enter a filename then touch **Save**.

Touch **Restore from USB** to display a list of available settings files stored on an attached USB device. Touch **Restore** to load the settings contained in one of the saved files.

Touch **Restore from Server** to display a list of automatically saved jukebox settings files. The AutoSave files displayed in the list will contain a date and timestamp as part of the filename. Touch **Restore** to load the settings contained in the AutoSave file.

Touch **Restore Factory Defaults** and answer **YES** to the confirmation prompt to reload the jukebox with its factory default configuration.



To return to the Advanced Administration page, touch the **Back** button. Touch the **Back** button on the Advanced Administration page to return to the Service Mode – Main Menu.

## 3.0 Cash Management

### 3.1 Collection Settings

The **Collection Settings** screen allows the operator to configure the display of the Money Collection screen.

To set the **Operator** or **Brewery Percent** of the cash box collection, touch the text box for a pop-up numeric keypad. Touch **Clear** to clear the current value, then enter a new value and touch **Update**. The operator gets this share on the Money Collection screen, and the Location receives the remaining share, after all other charges.

The **Upfront Money** amount can be set to either a fixed amount over a specific time period, or as a percentage of the collection.

- To set a fixed amount, touch the circle next to **£ \_\_\_\_ per \_\_\_\_**. Touch the text box next to the **£** field and a keypad will pop up. Touch the **Clear** button to clear the current value, enter the new value, and then touch **Update**. Touch the dropdown menu to select from the options of **day, week, or year**.
- To set a percentage, touch the circle next to **\_\_%**. Touch the text box next to the **%** field and a keypad will pop up. Touch the **Clear** button to delete the current value, then enter the new value and touch **Update**. This will be the percentage used for each collection.

The phrase “Upfront Money” can also be changed. Touch the text box for a pop-up keyboard. Use the **Clear** button to clear the current text. Change the text using the keyboard and touch **Update** to save it.

To set the **% for VAT (Value Added Tax)** of the cash box collection, touch the text box for a pop-up numeric keypad. Touch **Clear** to clear the current value, then enter the new value and touch **Update**. The value set is used to calculate the fees for the contactless payment based on the number of transactions

There are two configuration items to account for the Contactless payment fees.

- To set the **% for Contactless Payment Transaction Fee**, touch the text box for a pop-up numeric keypad. Touch **Clear** to clear the current value, then enter a new value and touch **Update**. A check indicates that the option is enabled. The value set is used to calculate the fees for the contactless payment based on the number of transactions.
- To set the fixed **Monthly SIM Fee**, touch the text box for a pop-up numeric keypad. Touch **Clear** to clear the current value, then enter a new value and touch **Update**. A check indicates that the option is enabled.

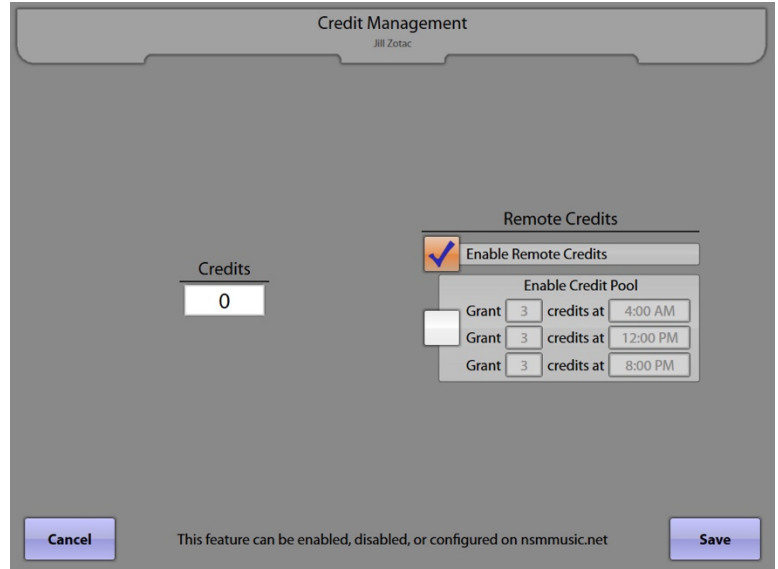
Checking the **Hide Cumulative Total Column** option will cause this column to be hidden on the Money Collection screen.

Checking the **Deduct Mobile Fee From Revenue** option will result in the mobile revenue value shown on the screen to be the net mobile revenue with applicable fees already deducted. If unchecked, the mobile revenue and fee are shown as separate items on the Money Collection screen.

Touch the **Save** button to save your changes. Touch the **Cancel** button to undo your changes and exit the screen.

## 3.2 Credit Management

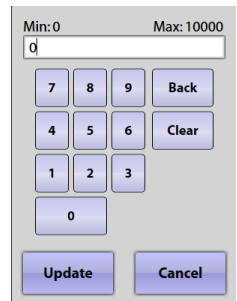
The **Credit Management** screen provides access to add or clear credits, enable/disable remote credits, and enable/set the credit pool.



The credits value can be changed by touching the text box under **Credits**. A numeric keypad will pop up. Touch **Clear** to clear the current value, and then use the keypad to set the value from 0 to 10000. To save your changes, touch **Update** on the keypad.

Remote Credits gives the location access to free credits that are accessible via the VCU and/or the IR Remote Control. Touch the check box next to **Enable Remote Credits** to allow this feature.

**Note:** The Remote Setup screen (Hardware Setup → Remote Setup) and the VCU Setup Screen (Hardware Setup → VCU Setup → VCU tabs 1-4) both contain a check box to **Add Credits**. If those are not also checked, credits cannot be added from the IR Remote and/or VCU even if the **Enable Remote Credits** box is checked on this page.



There are two modes for Remote Credits: Unlimited and Credit Pool. In unlimited mode, there is no maximum number of free credits that can be granted. In the Credit Pool mode, free credits are limited to a specified amount which can be granted at three different times during the day.

Each day credit pool amounts are refreshed and unused credit pool credits are not carried over to the next time period.

- To set unlimited free credits, ensure there is a check mark in the check box next to **Enable Remote Credits** and the check box under **Enable Credit Pool** is unchecked.
- To use the Credit Pool, ensure there is a check mark in both the **Enable Remote Credits** check box and the **Enable Credit Pool** check box. Touch the text box after "Grant" for the pop-up numeric keypad that allows you to set the credit pool value for each of the three free credit periods. To disable one or two of the free credit periods, enter 0 on the keypad. Touch the time text box and use the pop-up key pad to set the times of the day when the free credit(s) will be made available. Unused credits are not carried over to the next time period.

Touch the **Save** button to save your changes. Touch the button to undo your changes and exit the screen.

### 3.3 Song Pricing

The **Song Pricing** screen allows you to set coin and credit card values, pricing/credits per level, and Music On Demand premium feature pricing.

#### Pricing Tab

Touch the arrow to the right of Pricing for a dropdown of specific pricing options. Touch any one of the listed options to select.

**Auto Restore Money** is enabled by default. This will allow the jukebox to retain any remaining money when it is turned off. To disable the function, simply touch the box to remove the check mark.

#### Music Pricing

**Base Price** sets the standard pricing (in credits) for a song selection. To adjust the amount, touch the text box for a pop-up numeric keypad. Touch **Clear** to clear the current value, then enter a new value and touch **Update**.

**Queue Options** Shows whether **Priority Play** has been enabled on the server. This feature is not modifiable from within Service Mode. **Additional Credits** sets the number of credits required for priority song selections. To adjust the amount, touch the text box for a pop-up numeric keypad. Touch **Clear** to clear the current value, then enter a new value and touch **Update**.

**Music Video** sets the additional credits required to play a song with an associated video. To adjust the amount, touch the text box for a pop-up numeric keypad. Touch **Clear** to clear the current value and touch **Update**.

#### Cash Values Tab

The **Coin/Bill Values** table sets the number of coin and bill denominations the jukebox accepts. Touch either text box for Coin Count and Bill Count separately to enter the number using the pop-up numeric keypad. Then, fill in each non-greyed out text box using the same method. Enter the necessary values for each coin and bill. Ensure that programmed coin values match the coin switch input used for that coin value. Coin values are not necessarily in order from lowest to highest. The values should be entered in pence (e.g. enter "25" for 25p, enter "100" for £1.00).

**Credit Card Values** are the purchase options presented to a customer when a credit card is used as payment. The values are displayed in pence (e.g. "500" for £5.00, "1000" for £10.00). The values with the check next to them will be presented to the customer. To disable one of the values, touch the check to remove it.

Touch the **Save** button to save your changes. Touch the **Cancel** button to undo your changes and exit the screen.

Song Pricing  
Jill Zotac

Pricing Cash Values

Pricing [dropdown]

Level 1 Price:	100	Credits:	2
Level 2 Price:	500	Credits:	12
Level 3 Price:	1000	Credits:	25
Level 4 Price:	2000	Credits:	55
Level 5 Price:	0	Credits:	0

Auto Restore Money

Music Pricing

Base Price  
1 Credits

Queue Options  
Disabled  
1 Additional Credits

Music Video  
1 Additional Credits

Cancel This feature can be enabled, disabled, or configured on nsmmusic.net Save

Song Pricing  
Jill Zotac

Pricing Cash Values

Coin/Bill Values

Coin Count 2 Bill Count 5

1:	0	1:	100
2:	25	2:	200
3:	0	3:	500
4:	0	4:	1000
5:	0	5:	2000

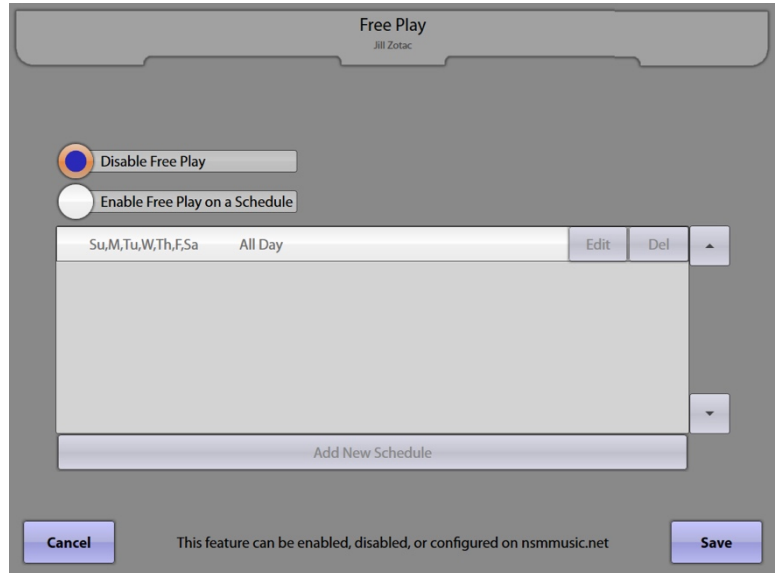
Credit Card Values

100  200  500

Cancel This feature can be enabled, disabled, or configured on nsmmusic.net Save

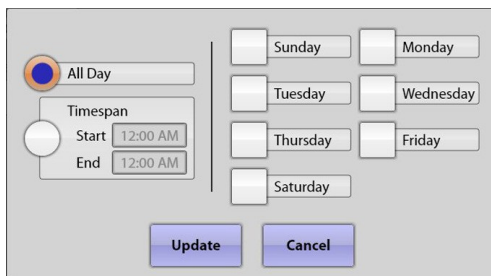
### 3.4 Free Play

The **Free Play** screen provides the option to turn Free Play mode on or off, and gives access to a schedule for setting when it's offered on the User Interface (Selection Screen).

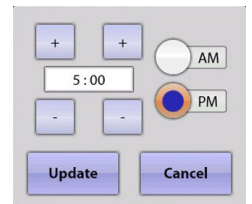


To turn Free Play “off”, touch the circle next to **Disable Free Play** so that the empty circle is filled.

To turn Free Play “on”, touch the button to the left of **Enable Free Play on a Schedule**. Then touch **Add New Schedule** for a pop-up schedule that allows you to set specific days and times for free play. You can create multiple schedules, if desired, allowing you to set up individual settings for different days of the week, or multiple start/stop times per day.



Touch the circle next to **All Day** (to turn Free Play on all day), or **Timespan** (to select a start and end time for Free Play). If you select Timespan, you can set up different schedules for different days of the week, and/or set multiple start/stop times per day. Touch the box next to **Start** and use the **+** and **-** symbols to change the time as desired. Touch the circle next to **AM** or **PM** to select one and then touch **Update** to save your changes. After setting the start time, touch the box next to **End** and complete the same steps to set the end time. Select the days you want your settings to apply to by touching the box next to the corresponding day. When finished, touch **Update**.



To set up different start/stop times in one day, or different schedules for different days of the week, touch **Add New Schedule** again and repeat the steps above.

You can edit or delete existing schedules by touching the **Edit** or **Del** button next to the schedule.

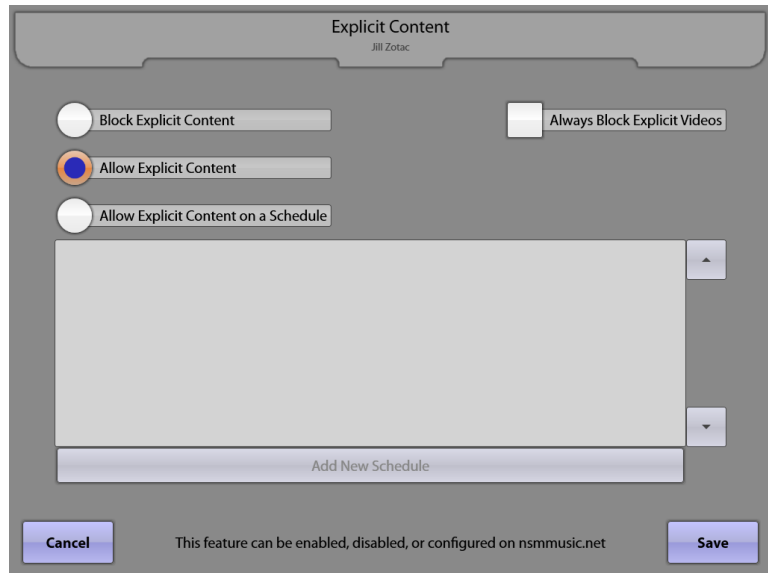
Touch the **Save** button to save your changes. Touch the **Cancel** button to undo your changes and exit the screen.



## 4.0 Media Lockouts

### 4.1 Explicit Content

The **Explicit Content** screen blocks or allows songs and videos that contains objectionable lyrics or images.

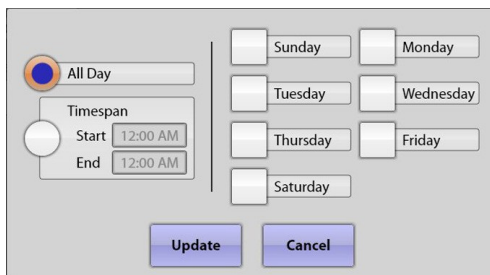


**Block Explicit Content** – This option completely blocks songs and videos with explicit lyrics and/or images. When the button is selected, all explicit content is unavailable.

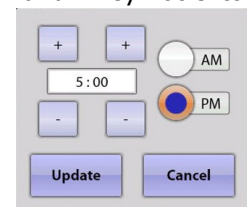
**Allow Explicit Content** – This option allows songs and videos with explicit lyrics and/or images. When the button is selected, explicit content is available.

**Allow Explicit Content on a Schedule** – This option allows songs and videos with explicit lyrics and/or images to only play during certain times. When this button is selected, the option to add a new schedule becomes available.

Touch the **Add New Schedule** button to access a separate screen to set up customised explicit content schedules.



Touch the circle next to **All Day** (to allow explicit content all day), or **Timespan** (to select a timeframe when explicit content will be allowed). If you select Timespan, you can set up different schedules for different days of the week, and/or multiple start/stop times per day. Touch the box next to **Start** and use the **+** and **-** symbols to change the time as desired. Touch the circle next to **AM** or **PM** to select one and then touch **Update** to save your changes. After setting the start time, touch the box next to **End** and complete the same steps to set the end time.



To disable the day, touch the check box again to remove the check. When finished, touch **Update**. To set up different start/stop times in one day, or different schedules for different days of the week, touch **Add New Schedule** again and repeat the steps above. You can edit or delete existing schedules by touching the **Edit** or **Del** button next to the schedule.

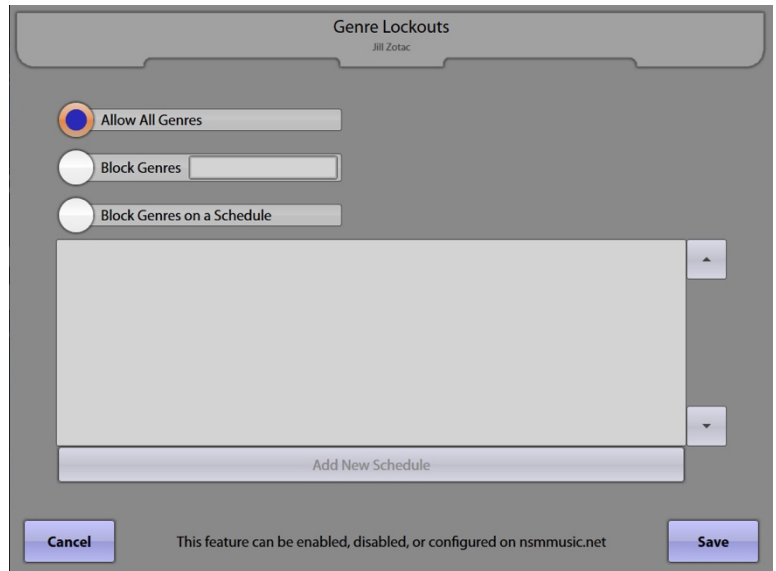
**Always Block Explicit Videos** – Blocks all videos with explicit content, regardless of how the previous options are set. When enabled, all explicit video content will be blocked, even if explicit song content is allowed.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.



## 4.2 Genre Lockouts

The **Genre Lockouts** screen allows you to block specific categories of music.

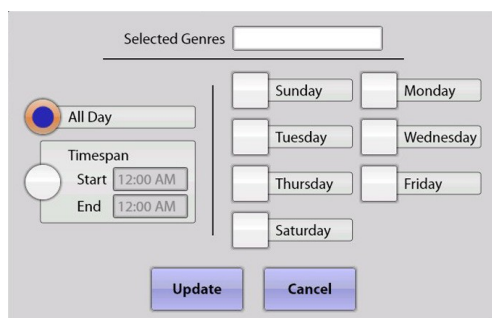


**Allow All Genres** – When the button is selected, all music genres are available.

**Block Genres** – This option allows you to select which genres are always blocked. Touch the button to select it. Touch the text box next to “Block Genres” for a pop-up list of categories to choose from. Touch any category name to select it (selected categories will be highlighted). Use the scroll bar to view all genres and touch additional categories to be blocked. To deselect a genre, touch a highlighted category name and the highlighting will turn off. When you are finished selecting genres, touch **Update**.

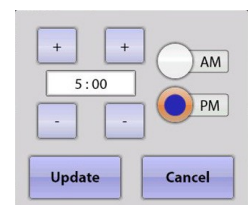


**Block Genres on a Schedule** – This option allows you to block specific genres during certain times. When this button is selected, the “Add New Schedule” button becomes available at the bottom of the screen. Touch **Add New Schedule** to access a separate screen to set up a customised category-blocking schedule.



Touch the text box next to **Selected Genres** to select which genres are blocked. Touch any category name to select it (selected categories will be highlighted). Use the scroll bar to view all genres and touch additional categories to be blocked.

Touch the circle next to **All Day** (to block these genres all day), or **Timespan** (to select a start and end time). If you select Timespan, you can set up different schedules for different days of the week, and/or multiple start/stop times per day. Touch the box next to **Start** and use the + and – symbols to change the time as desired. Touch the circle next to **AM or PM** to select one and then touch **Update** to save your



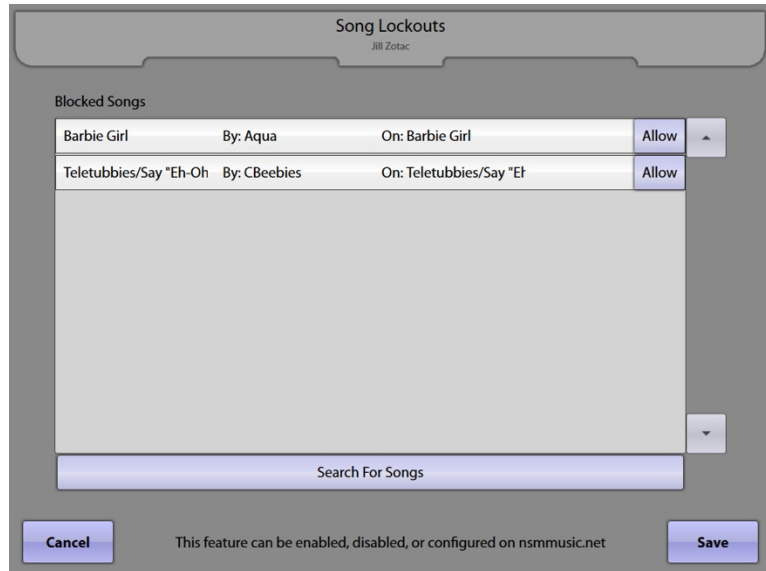
changes. After setting the start time, touch the box next to **End** and complete the same steps to set the end time. To remove the check and disable the day, touch the check again. When finished, touch **Update**.

To set up different start/stop times in one day, or different schedules for different days of the week, touch **Add New Schedule** again and repeat the steps above. You can edit or delete existing schedules by touching the **Edit** or **Del** button next to the schedule.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

### 4.3 Song Lockouts

The **Song Lockouts** screen allows you to block specific songs from being played.



Touch **Search For Songs** at the bottom of the screen. This will open a search page that allows you to enter song titles on the keyboard. Once you start typing the title of a song, the search will begin. Typing in the complete title will allow the search option to function faster. When finished searching, the results will appear in the upper section of the screen. If the search returns "No Results", you have either typed the title incorrectly, or the song does not exist in the database.

Touch **Select** next to the song(s) that you wish to block. Use the scroll bar to the right of the listed songs to view all of the songs. If you have selected a song by mistake, you will be able to remove it (allow it) once you close the search window. When you are finished with that particular song search, touch **Close**.



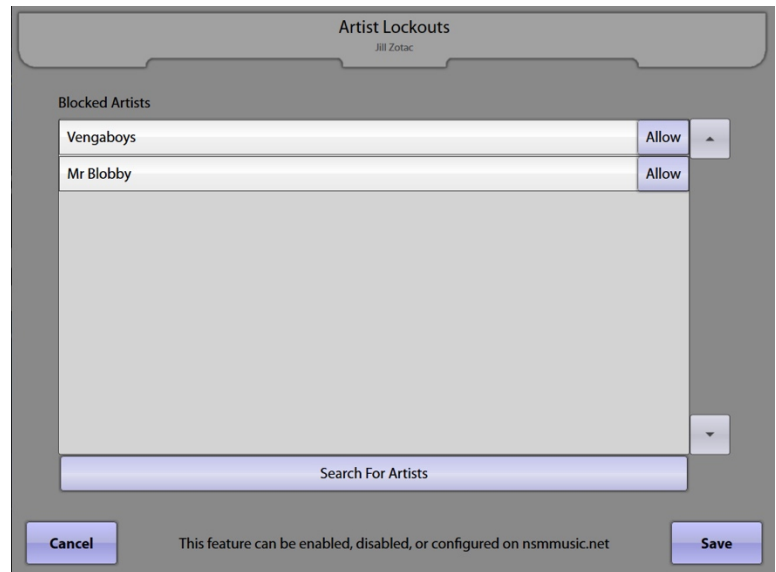
To add additional songs, touch **Search For Songs** and repeat the steps again.

If you want to unblock any previously blocked songs, touch the **Allow** button next to the artist on the Song Lockouts screen.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

## 4.4 Artist Lockouts

The **Artist Lockouts** screen allows you to block specific artists.



Touch **Search For Artists** at the bottom of the screen. This will open a search page with a keyboard that allows you to enter names. Once you start typing the name of an artist, the search will begin. Typing in the complete name will allow the search option to function faster. When finished searching, the results will appear in the upper section of the screen. If the search returns “No Results”, either you have typed the name incorrectly, or the artist does not exist in the database.

Touch **Select** next to the artist(s) that you wish to block. Use the scroll bar to the right to view all of the artists. If you have selected an artist by mistake, you will be able to remove it (allow it) once you close the search window. When you are finished with that particular artist search, touch **Close**.



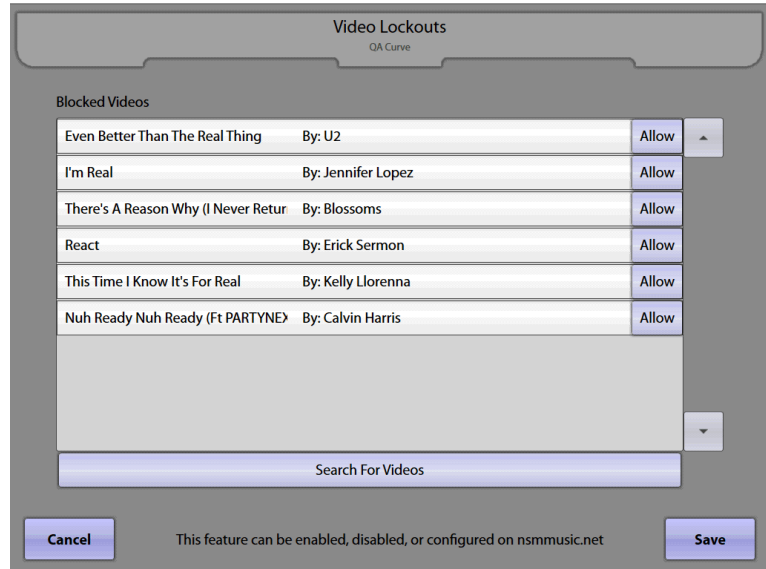
To add additional artists, touch **Search For Artists** and repeat the steps again.

If you want to unblock any previously blocked artists, touch the **Allow** button next to the artist on the Artist Lockouts screen.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

## 4.5 Video Lockouts

The **Video Lockouts** screen allows you to block specific music videos.



Touch **Search For Videos** at the bottom of the screen. This will open a search page with a keyboard that allows you to enter song titles that have accompanying videos. Once you start typing the song title, the search will begin. Typing in the complete title will allow the search option to function faster. When finished searching, the results will appear in the upper section of the screen. If the search returns "No Results", either you have typed the title incorrectly, or the video does not exist in the database.

Touch **Select** next to the video(s) that you wish to block. Use the scroll bar to the right of the listed videos to scroll through the list. If you have selected a video by mistake, you will be able to remove it (allow it) once you close the search window. When you are finished with that particular video search, touch **Close**.



To add additional videos, touch **Search For Videos** and repeat the steps again.

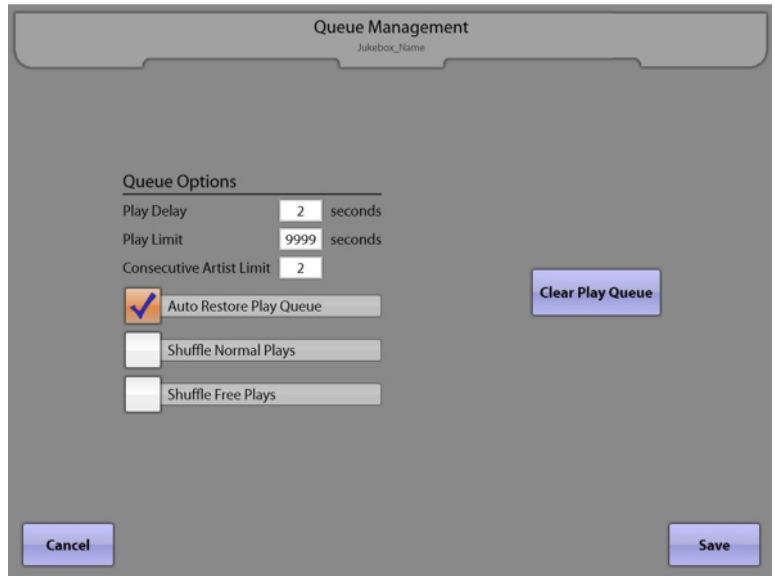
If you want to unblock any previously blocked videos, touch the **Allow** button next to the artist on the Video Lockouts screen.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

## 5.0 Playback Management

### 5.1 Queue Management

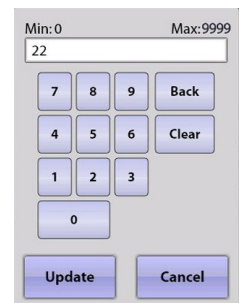
The **Queue Management** screen provides access to restrictive options like artist track limit and maximum song play limit. It also contains options for saving and clearing songs in the play queue.



#### Queue Options

- **Play Delay** – This option sets the delay (in seconds) between the end of one song and the start of the next song.
- **Play Limit** – This option sets the maximum length of time a song is allowed to play. After this time, the song will fade out and cancel.
- **Consecutive Artist Limit** – This option restricts how many of one artist’s songs can be played back-to-back. After the specified number of songs are played consecutively, another song from a different artist is chosen from the song queue and played.

Touch the text box next to any of the Queue Options to for a pop-up keypad that allows you to set the desired numerical value. Touch **Clear** to delete the current value and then use the keypad to enter the new value. Touch **Update** on the keypad to save your changes or **Cancel** to undo your changes.



**Auto Restore Play Queue** – A check mark in this box means all songs in the play queue are saved during any type of power interruption. When power is returned, queued songs will start to play again in the correct order. However, the song that was playing at the time power was interrupted will be cancelled.

**Shuffle Normal Plays** – With a check mark in this box, songs will play in random order, instead of playing in the order that they were selected.

**Shuffle Free Plays** – With a check mark in this box, songs that are played in Free Play mode will play in random order instead of playing in the order that they were selected.

**Clear Play Queue** – Touch this button to remove all songs currently waiting in the song queue.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

## 5.2 Playlist Management

**Playlist Management** allows you to create and save custom Playlists that can be used by Background Music mode.

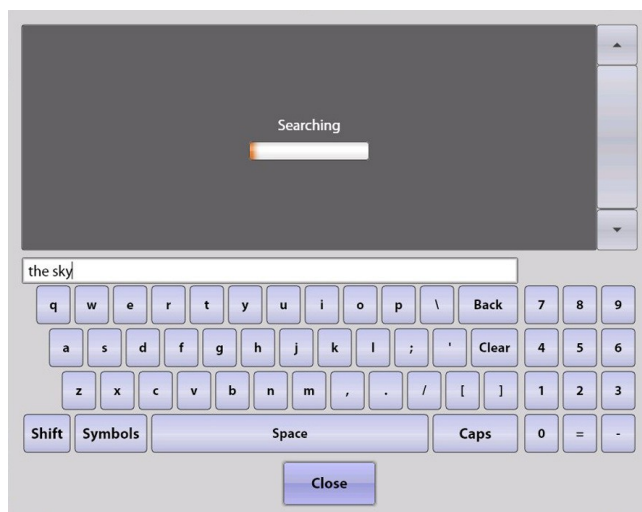


Touch **Create New Playlist** at the bottom of the screen to create your own Playlist. The resulting Edit Playlist screen will allow you to name your Playlist and add songs to it.

To name your Playlist, touch the text box next to Playlist Name for a pop-up keyboard. Use the keyboard to enter the name. Touch **Update** on the keyboard to set the new name into the text box.

To add songs to your Playlist, touch **Search For Songs** at the bottom of the Edit Playlist screen. This will open a search page with a keyboard that allows you to enter song titles. Touch the letters that make up the start of the song title. When it is finished searching, the results will appear in the upper section of the screen.

Touch **Select** next to the song to add it to the Playlist. If the search returns "No Results" you have either typed the title incorrectly, or the song does not exist in the database. When you are finished with that particular song search, touch **Close**.



To add additional songs, touch **Search For Songs** and repeat the steps again.

If you want to delete any song selections you have in your Playlist at any time, touch the **Del** button next to the song on the Edit Playlist screen. If necessary, use the scroll bars on this screen to view all of the songs in your Playlist.

Touch **Save** when you are finished editing your Playlist to return to the Playlist Management screen. To create additional Playlists, repeat the above steps.

To view or edit an existing Playlist, touch **Edit** next to the Playlist's name on Playlist Management screen. To delete a Playlist, touch **Del** next to the Playlist's name.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

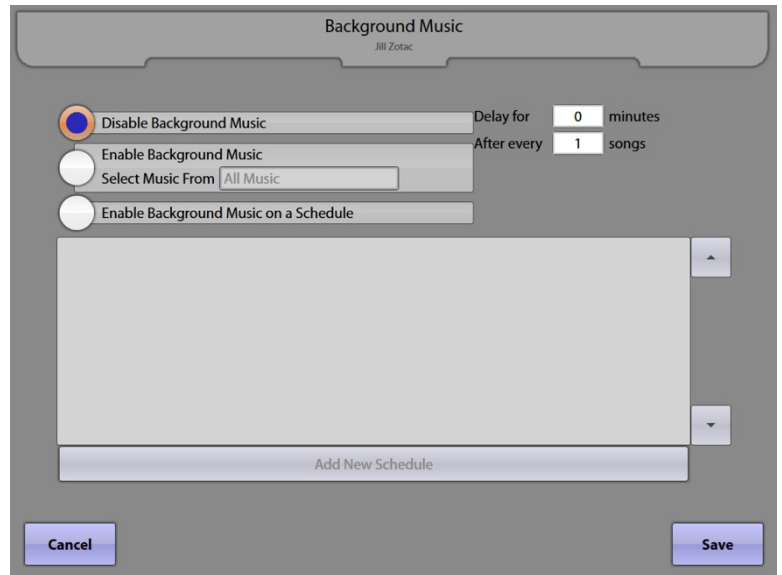


### 5.3 Background Music

The **Background Music** screen provides the ability to turn on/off the Background Music option, set a custom schedule for day(s) of the week with multiple start/stop times per day (if desired), and select a category of music. Background Music is a free feature that plays songs continuously until a paid selection is made.

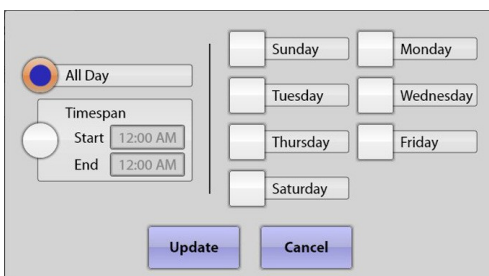
To turn Background Music “off”, touch the circle to the left of **Disable Background Music** to select it.

To turn Background Music “on”, touch the **Enable Background Music** button. By default, the BGM programming will select from All Music (all genres).

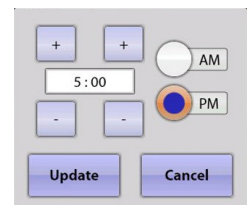


If you want to limit the music to a specific genre or Playlist, touch the text box next to “Select Music From” for a pop-up selection screen. Touch the **Genres** tab to select a specific genre, and then touch the genre to select and highlight it. If you want to select from existing Playlists, touch the **Playlists** tab and then touch any Playlist name.

To enable Background Music on a schedule, touch the **Enable Background Music on a Schedule** button and then touch **Add New Schedule** at the bottom of the screen.



Touch the circle next to either **All Day** (to turn BGM on all day), or **Timespan** (to select a start and end time). If you select Timespan, you can set up different schedules for different days of the week, or multiple start/stop times per day. Touch the box next to **Start** and use the + and – symbols to change the time as desired. Then, touch the circle next to **AM** or **PM** to select one, and touch **Update** to save your changes. After setting the start time, touch the box next to **End** and complete the same steps to set the end time.



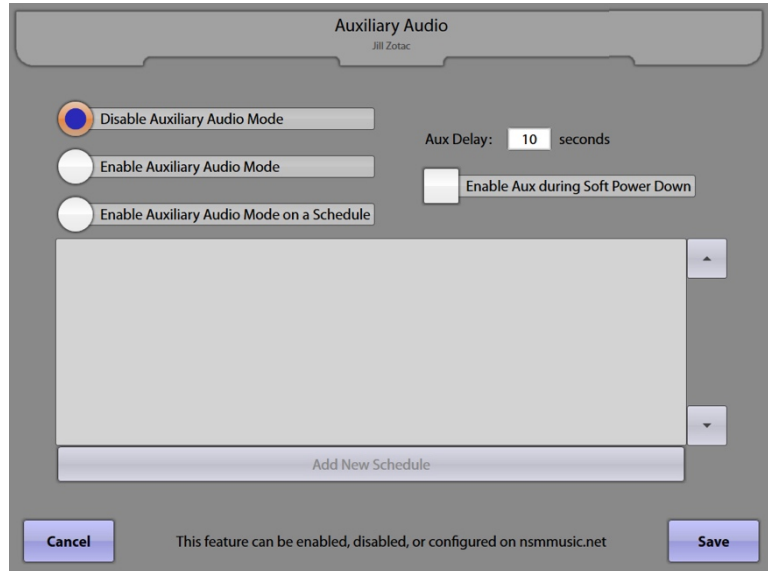
Select the days you want your settings to apply to by touching the corresponding box. When finished, touch **Update**. To set up different start/stop times in one day, or different schedules for different days of the week, touch **Add New Schedule** to set up a new schedule and repeat the steps above.

The number of scheduled Background Music hours is shown to the left on each line in the schedule.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

## 5.4 Auxiliary Audio

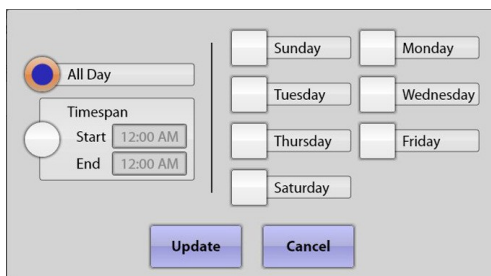
Auxiliary Audio allows other sources (such as a television audio feed) to be played through the jukebox sound system. The **Auxiliary Audio** screen provides the ability to turn on/off the Auxiliary Audio option, set the delay time for the audio to start, and set a custom schedule for day(s) of the week with multiple start/stop times per day (if desired).



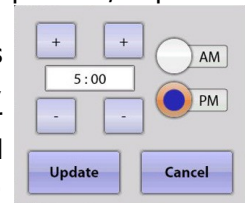
To disable Auxiliary Audio, touch the circle to the left of **Disable Auxiliary Audio Mode** to select. To enable it, touch the circle next to **Enable Auxiliary Audio Mode**.

To set the amount of time that needs to pass before Auxiliary Audio will start, touch the text box next to "Aux Delay". Touch **Clear** on the pop-up numeric keypad to clear the current value. Use the keypad to enter the delay time in seconds, and then touch **Update**.

To set up a schedule for Auxiliary Audio, touch the **Enable Auxiliary Audio Mode on a Schedule** button and then touch **Add New Schedule** at the bottom of the screen. This will access a separate screen to set up a customised schedule.



Touch the circle next to either **All Day**, or **Timespan** (to select a start and end time). If you select Timespan, you can set up different schedules for different days of the week, or multiple start/stop times per day. Touch the box next to **Start** and use the **+** and **-** symbols to change the time as desired. Then touch the circle next to **AM** or **PM**, and touch **Update** to save your changes. After setting the start time, touch the box next to **End** and complete the same steps to set the end time. Select when you want your settings applied



by touching the box next to the corresponding day. Selected days will have a check in the box next to the day. To remove the check, touch the check again. When finished, touch **Update**.

To set up different start/stop times in one day, or different schedules for different days of the week, touch **Add New Schedule** again to set up a new schedule and repeat the steps above.

**Enable Aux During Soft Power Down** – A check mark in this box means the auxiliary audio source routed to the jukebox amplifier will remain enabled. During a soft power down, the jukebox enters a non-interactive (no patron interaction), low-power mode to allow for background control and maintenance processes to continue.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.



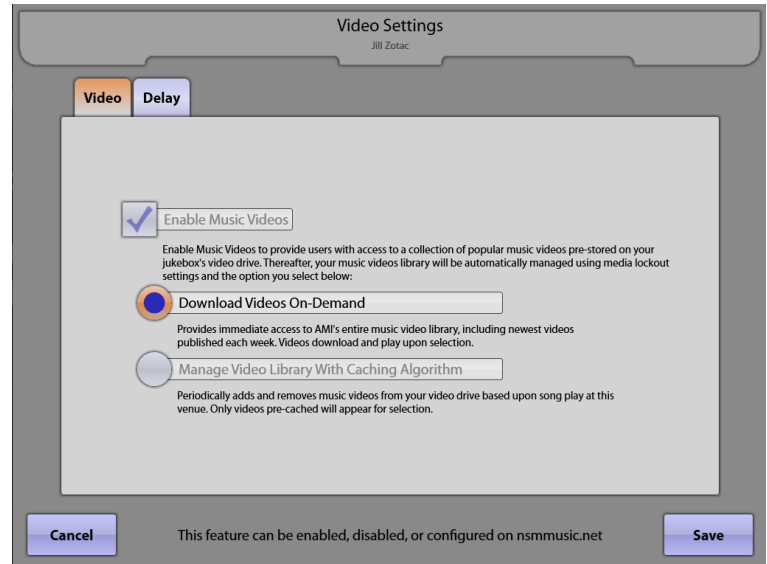
## 5.5 Video Settings

The **Video Settings** screen allows you to view whether or not music videos are enabled and also set the audio/video delay.

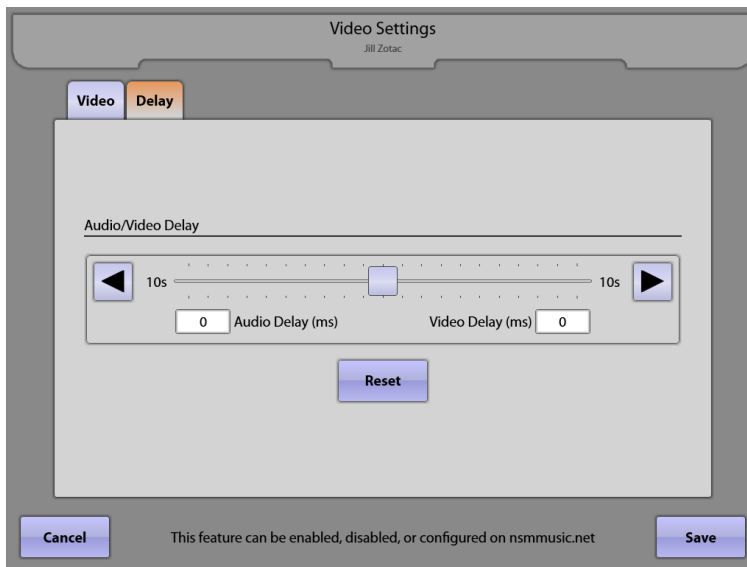
### Video tab

**Enable Music Videos** – Shows whether or not music videos have been enabled for this jukebox. This is set on the server, not the jukebox and cannot be modified on this screen.

The **Download Videos On-Demand** option indicates whether or not videos can be downloaded and played upon customer selection. This is also set on the server and cannot be modified on this screen.



To periodically cache music videos based on local song play, the **Manage Video Library With Caching Algorithm** should be selected on the server. Only videos that have been downloaded will be available for selection. This setting cannot be enabled/disabled on this screen.



### Delay tab

**Audio/Video Delay** – If your video monitor installation uses multiple HDMI splitters and/or repeaters, there is the possibility that the video image and audio playing through the jukebox speakers can get out of sync. While playing a music video, adjust the delay until the audio and video are back in sync. The slider can be used for large timing changes. Use the arrows for small incremental changes. If you touch either of the boxes showing the time delay in milliseconds (ms), a keypad will open, allowing you to enter a specific number.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

### ATTENTION



The Music Video feature requires a high capacity internet connection capable of supporting 10GB to 50GB per month of data updates. Use of this feature on a cellular wireless connection or a capped broadband data plan is disallowed.

By enabling video capability you are acknowledging that this jukebox is connected to a high capacity wired connection. NSM will not be responsible for any overage charges that may result from operating a Music Video jukebox on capped bandwidth data plans.

## 6.0 Hardware Setup

### 6.1 Touch Screen Setup

The **Touch Screen Setup** screen allows you to set the refresh rate on the jukebox display and to calibrate the touch screen.

The **Screen Refresh Rate** affects the video image on the monitor. This setting may need to be changed due to various external conditions that can alter the operation and look of the video image. If the image exhibits video noise or a jittery picture, changing the refresh rate may help improve it.



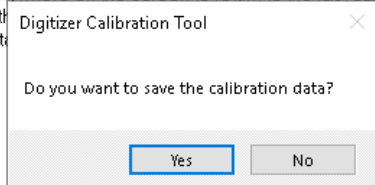
To change the refresh rate, touch the text box under **Screen Refresh Rate**. A dropdown list of available settings will be displayed. Touch one of the settings to change the refresh rate. The screen will immediately change to the selected setting and a pop-up box will appear asking if you would like to keep the settings. Touch **Yes** to keep them, or **No** to revert back to the previous setting. The screen will automatically revert back to the original setting if no option is selected.

**Note:** Some settings may not look any better, and some settings will not work very well at all. If the screen starts to tear and you cannot see what is there, just leave it alone for 10 seconds and the screen will automatically return to the previous setting.



To provide calibration samples, tap the crosshair each time that it appears on the screen.

Right-click anywhere on the screen to return to the last calibration point. Press the Esc button to close the tool. Do not change your screen orientation until you have completed the calibration process.



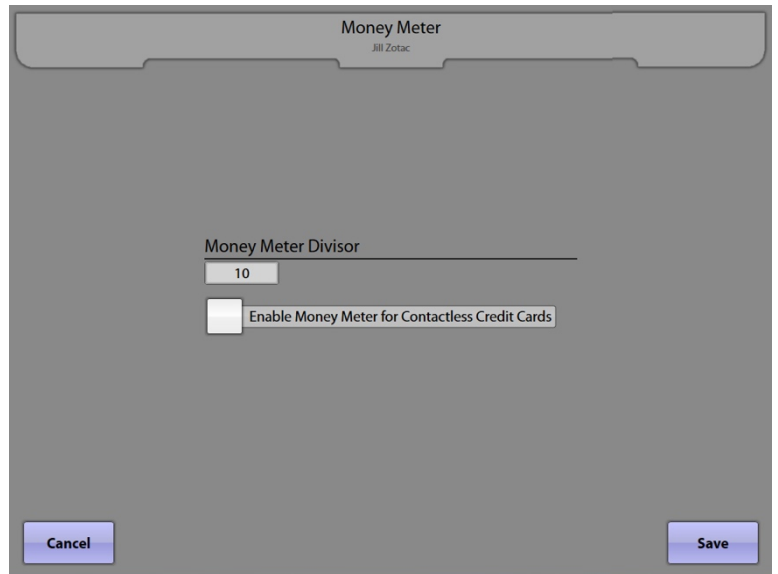
Touch the **Calibrate Touch Screen** button to launch the touch screen calibration tool. Make sure you are viewing the touch screen from the same position a customer would view it during normal use.

1. Touch the centre of the first target, holding your finger on it for approximately two seconds. When you release your finger, another target will appear in a different corner.
2. Touch the centre of the following targets in each remaining corner for two seconds each.
3. After touching all targets, a confirmation screen will appear. Touch the screen in various places to make sure the cursor jumps to your fingertips.
4. If the cursor follows your finger accurately, touch **Yes**. If it does not, touch **No** and the calibration tool will restart.

To return to the Service Mode – Main Menu, touch the **Back** button.

## 6.2 Money Meter

The **Money Meter** screen allows you to view the divisor for the optional mechanical money counter installed in the jukebox. The divisor, which cannot be modified here, is used to determine when the mechanical money meter is advanced and is based on the smallest monetary unit.



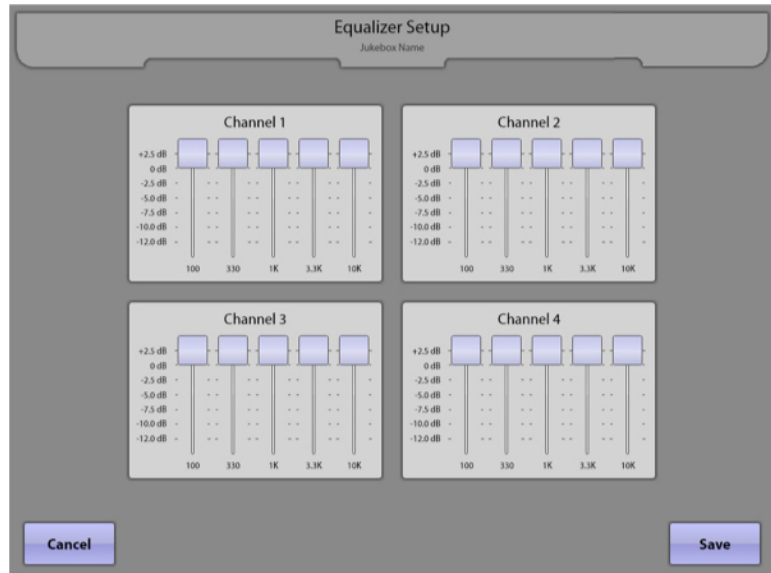
For example: If the smallest monetary unit is set to 1p (divisor set to 1), the money meter will advance one hundred times for each pound (£) deposited. If the divisor is set to 100, the money meter will advance one time for each £1 pound coin deposited.

If a check mark is in the check box next to **Enable Money Meter for Contactless Credit Cards**, the money meter will record contactless credit card revenue. If the check box is unchecked, contactless credit card revenue is not recorded on the money meter.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

## 6.3 Equalizer Setup

The **Equalizer Setup** screen provides access to set up sound equalizers for all available channels of the 4-channel preamplifier.



Touch and drag a slider up and down to adjust the equalizer setting for any frequency band on a channel. The sound output of the amplifier is adjusted as the slide control is moved. Change all frequencies independently and adjust for the best sound.

**Note:** All jukeboxes are shipped with a standard 4-channel preamplifier and either one or two amplifiers. If the jukebox is only equipped with a single amp, the volume settings will be controlled using only Channels 1 and 2. If equipped with a secondary amp (optional), then Channels 3 & 4 will be active.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

## 6.4 Volume Settings

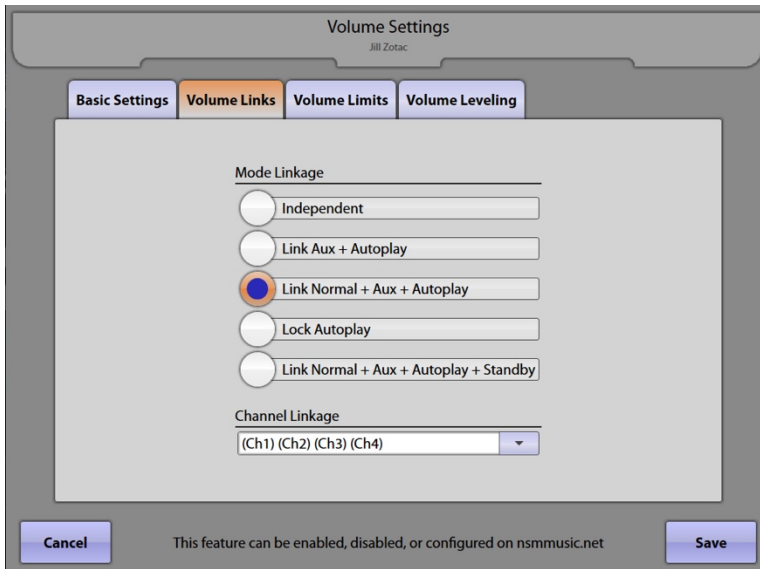
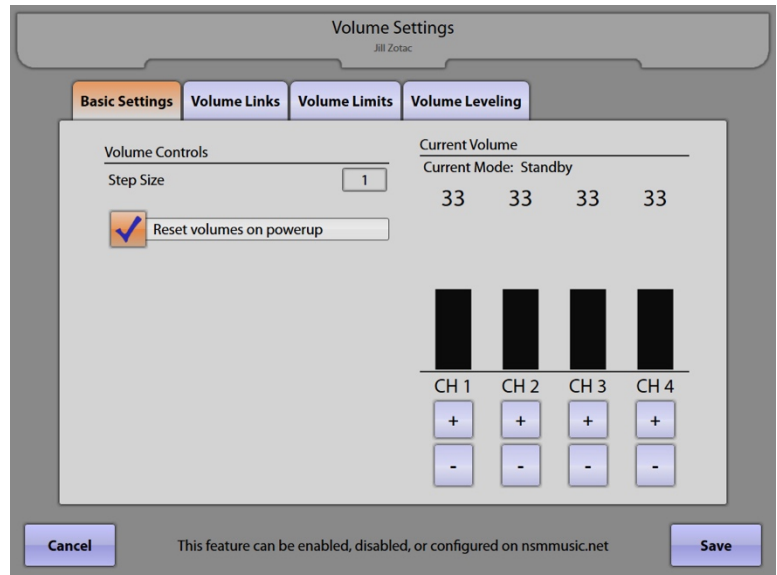
Tabs on the **Volume Settings** screen allow you to set up input/output sound levels and to configure volume, behaviour, and levels.

The **Basic Settings** tab allows the following:

-View the **Step Size** used for volume adjustment increments. A setting of 1 allows for the maximum number of level settings.

-**Reset volumes on powerup** to ensure that volume levels return to default values when booting. To enable, ensure that the check box is checked. If the check box is unchecked, the option will be disabled and volumes levels will be retained after a reboot.

-View/Adjust the **Current Volume** and view the **Current Mode**. To adjust the volume in real time, touch the +/- to raise/lower.



The **Volume Links** tab allows you to set up linking options for a Volume Control Unit (VCU).

**Mode Linkage** is used to select how volume is controlled during Normal play, Auxiliary play and Autoplay\*. Touch the circle next to one of the options to select it. Only one option may be chosen:

-**Independent** allows the volume settings of Autoplay, Auxiliary Audio, and Normal play to remain independent.

-**Linked Aux+Autoplay** will allow both the Auxiliary Audio and Autoplay volumes to change together.

-**Link Normal + Aux + Autoplay** will allow the Normal, Auxiliary, and Autoplay volumes to change together.

-**Lock Autoplay** prohibits any adjustments to Autoplay/BGM Mode volume limits

-**Link Normal + Aux + Autoplay + Standby** links all volumes so that when one is changed, they are all changed. When a linkage mode is changed, the tabs in the Channel Limits (Volume Limits tab) will reflect the current selection. Once a change is confirmed, the default limit settings will be applied to all channels and modes. If cancelled, no change will occur.

*\*Autoplay feature is currently unavailable.*

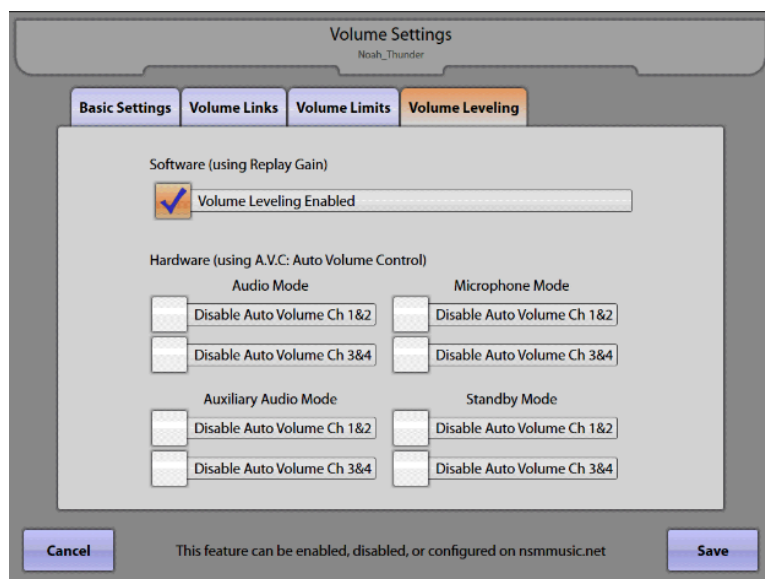
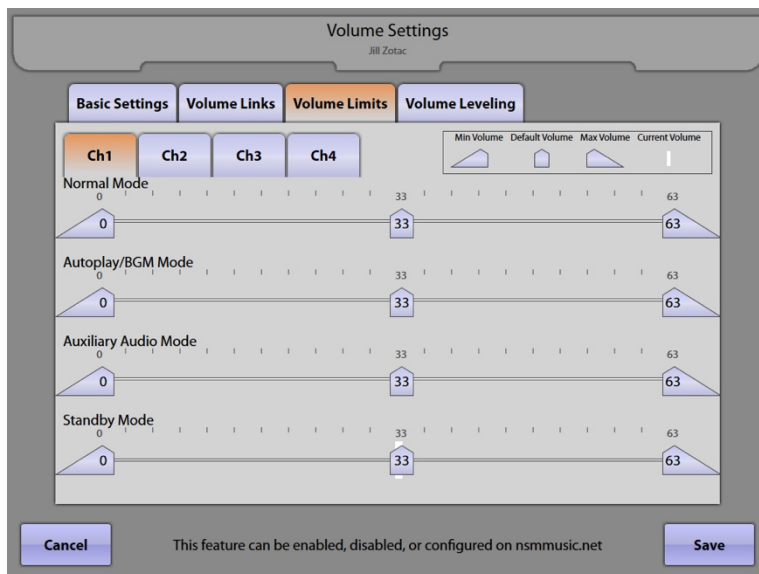
**Channel Linkage** is used to set the output channel behaviour of the 4-channel preamplifier. Each output channel represents an area of the location receiving the jukebox signal. These can be independent or virtually combined in several different ways. Touch the dropdown to display a list of linkages to choose from. Touch any option to select.

- (Ch1 + Ch2) (Ch3 + Ch4) = 2 distinct areas
- (Ch1 + Ch2 + Ch3) (Ch4) = 2 distinct areas
- (Ch1 + Ch2 + Ch4) (Ch3) = 2 distinct areas
- (Ch1 + Ch3 + Ch4) (Ch2) = 2 distinct areas
- (Ch2 + Ch3 + Ch4) (Ch1) = 2 distinct areas
- (Ch1 + Ch2) (Ch3) (Ch4) = 3 distinct areas
- (Ch1) (Ch2) (Ch3 + Ch4) = 3 distinct areas
- (Ch1) (Ch2) (Ch3) (Ch4) = 4 distinct areas
- (Ch1 + Ch3) (Ch2 Ch4) = 2 distinct areas
- (Ch1 + Ch2 + Ch3 + Ch4) = 1 distinct area

The **Volume Limits** tab allows you to view/adjust the min/max and default values for independent or linked channels. Depending on the channel linkage setting, there can be anywhere from 1 to 4 tabs on this screen.

Each channel combination tab presents the current settings for Normal, Autoplay/BGM (Background Music), Auxiliary Audio, and Standby Modes.

Minimum, Default, and Maximum volume limits can be adjusted by touching and dragging the indicator left or right. The current value will be displayed on the indicator as it moves.



The **Volume Leveling** tab allows you to enable/disable options that will normalise the volume of audio files.

**-Volume Leveling Enabled** – Check this box to allow for Replay Gain to be used at the software level to prevent volume fluctuations between songs.

**-Disable Auto Volume** – Check any of these boxes to disable AVC (Auto Volume Control) at the hardware level for any or all of the available modes.

**Note:** All jukeboxes are shipped with a standard 4-channel preamplifier and either one or two amplifiers. If the jukebox is only equipped with a single amp, the volume settings will be controlled using only Channels 1 and 2. If equipped with a secondary amp (optional), then Channels 3 & 4 will be active.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

## 6.5 Remote Setup

The **Remote Setup** screen allows you to control which functions are enabled or disabled on the IR (infrared) remote control.

The screenshot shows the 'Remote Setup' screen with the following features and their status:

IR Features	IR Features (continued)	Rowelink Features
<input type="checkbox"/> Add Credits	<input checked="" type="checkbox"/> Channel One Volume	<input checked="" type="checkbox"/> Reject
<input type="checkbox"/> Autoplay Override	<input checked="" type="checkbox"/> Channel Two Volume	<input type="checkbox"/> Reject All
<input type="checkbox"/> Video Select	<input checked="" type="checkbox"/> Channel Three Volume	
<input type="checkbox"/> Pause 10 Mins	<input checked="" type="checkbox"/> Channel Four Volume	
<input checked="" type="checkbox"/> Reject		
<input type="checkbox"/> Reject All		
<input type="checkbox"/> Input Select		
<input checked="" type="checkbox"/> Microphone Volume		

Buttons: Cancel, Save

**IR Features** – Any of the following features are enabled from the remote control if the check box next to the feature is checked. When unchecked, the feature cannot be accessed using a remote.

**Add Credits [F4 button]** allows the location to add free credits to the jukebox.

**Note:** The Credit Management screen (Cash Management → Credit Management) and the VCU Setup screen (Hardware Setup → VCU Setup → VCU tabs 1-4) both contain a check box to **Enable Remote Credits/Add Credits** respectively. If those are not also checked, credits cannot be added from the IR Remote and/or VCU even if the **Add Credits** box is checked on this page. The Credit Pool can also be configured on the Credit Management screen to limit the number of free credits available from the IR remote and VCUs.

**Autoplay Override [F2 button]** allows the location to turn any programmed Autoplay mode on/off.\*  
\*Autoplay feature is currently unavailable.

**Video Select** – [currently unavailable]

**Pause [F1 button]** allows the location to pause song playback on the jukebox. To set a maximum number of minutes the jukebox will stay in pause mode before it automatically resumes play, touch the **Mins** text box. Touch **Clear** on the pop-up keypad to delete the current value, and then select a number between 1 and 1440 by touching it. After entering the new time, touch **Update** on the keypad.

**Reject** allows the location to reject (cancel) the song that is currently playing using the remote control. Press once to reject the current song or—if enabled—press and hold for five seconds to **Reject All** songs in the play queue.

**Input Select [F3 button]** allows the location to select the sound input on a jukebox.

**Microphone Volume** allows the location to raise or lower the volume of the microphone.

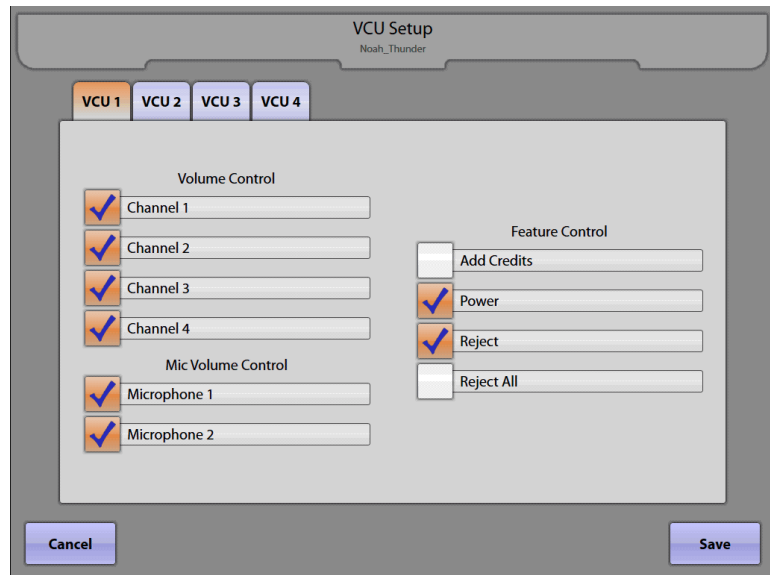
**Channel One/Two/Three/Four Volume** allows the location to raise or lower the volume on any individual channel.

**Rowelink Features** – [currently unavailable]

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

## 6.6 VCU Setup

The **VCU Setup** screen allows you to set volume and feature control options for a Volume Control Unit (VCU). The VCU is a wired remote control that can be used with the 4-channel preamplifier.



The **VCU1**, **VCU2**, **VCU3**, and **VCU4** tabs allow you to enable/disable the volume and feature control buttons for each VCU.

A check mark in any box enables that feature for that specific VCU. Select to allow the buttons and a VCU to change volume on specific channels, change volume for specific microphones (**Microphone 1/2**), give jukebox credits (**Add Credits\***), turn on/off power (**Power**), **Reject** (cancel) a song, or **Reject All** to cancel all songs. Up to four VCUs may be connected.

**\*Note:** The Credit Management screen (Cash Management → Credit Management) and the Remote Setup screen (Hardware Setup → Remote Setup) both contain a check box to **Enable Remote Credits/Add Credits** respectively. If those are not also checked, credits cannot be added from the IR Remote and/or VCU even if the **Add Credits** box is checked on this page. The Credit Pool can also be configured on the Credit Management screen to limit the number of free credits available from the IR remote and VCUs.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.



## 6.7 Paging Microphone Setup

The **Paging Mic Setup** screen allows you to assign paging microphone options. The 4-channel preamplifier has two microphone inputs.

The screenshot shows the 'Paging Mic Setup' screen with a 'QA Curve' indicator. It features a 'Routing' matrix, 'Microphone Volume During Paging' settings, and 'Audio Volume During Paging' settings.

Routing				
	Ch1	Ch2	Ch3	Ch4
Mic1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mic2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Microphone Volume During Paging	
Microphone 1	Microphone 2
33	33

Audio Volume During Paging			
Channel 1	Channel 2	Channel 3	Channel 4
40	40	40	40

Buttons: Cancel, Save

The microphone(s) can be routed to specific audio channels. A check in any of the boxes in the **Routing** matrix enables the selected microphone for that channel.

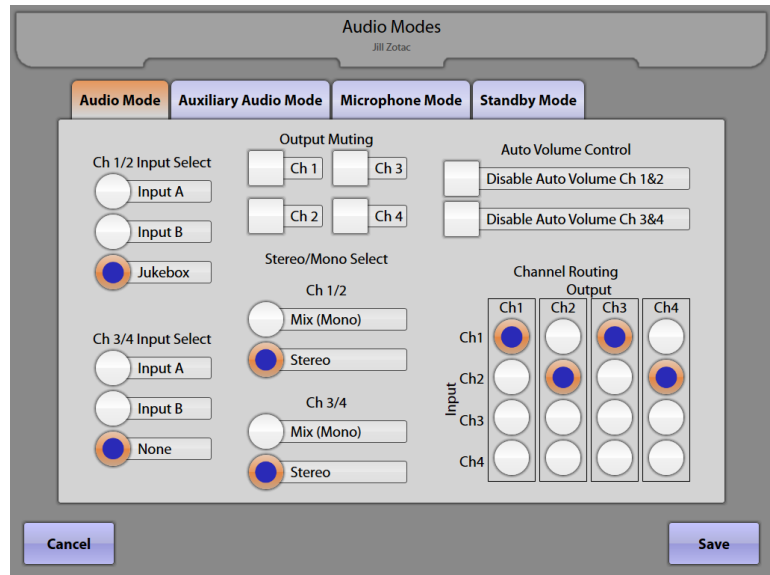
The **Microphone Volume During Paging** setting is used to set the microphone volume when the selected microphone is active.

The **Audio Volume During Paging** setting is used to reduce the audio volume for any song that may be playing when the selected microphone is active. If the audio volume is at or below this setting, operating the paging microphone will not change the audio level.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

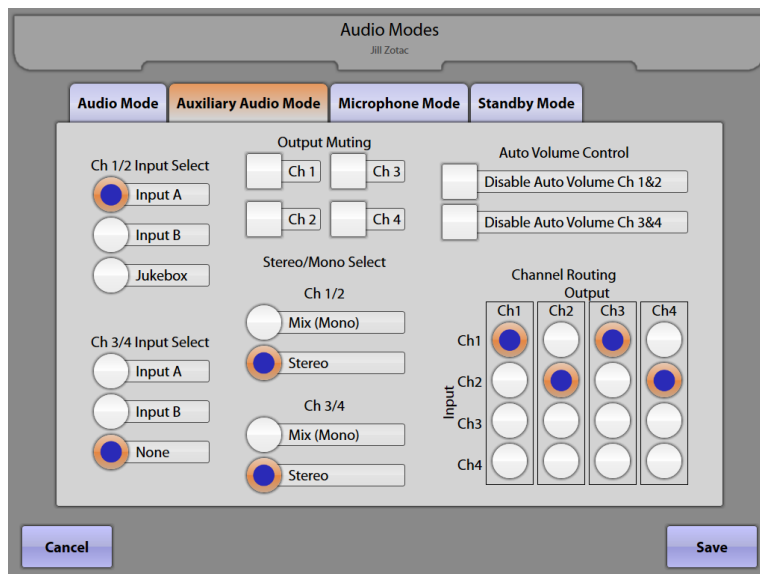
## 6.8 Audio Modes

The **Audio Modes** screen allows configuration of audio signal sourcing, output routing, internal muting, and automatic volume control (AVC) in the preamplifier for each of the jukebox modes.



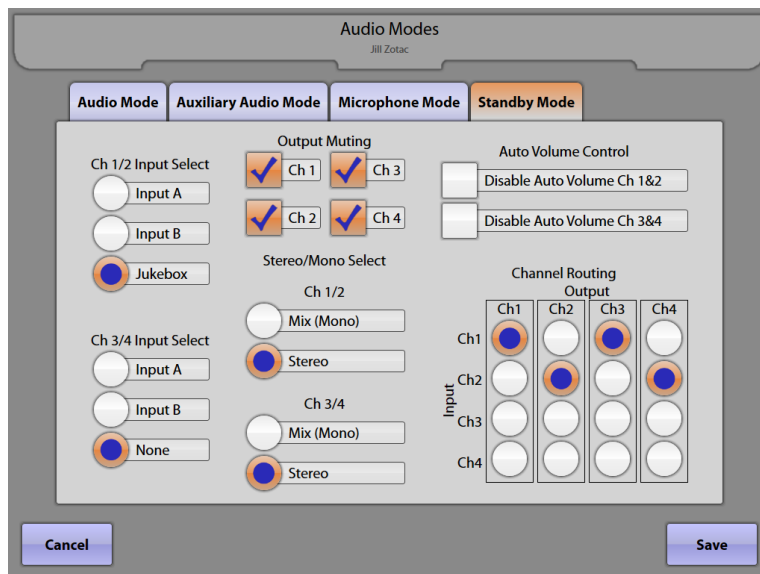
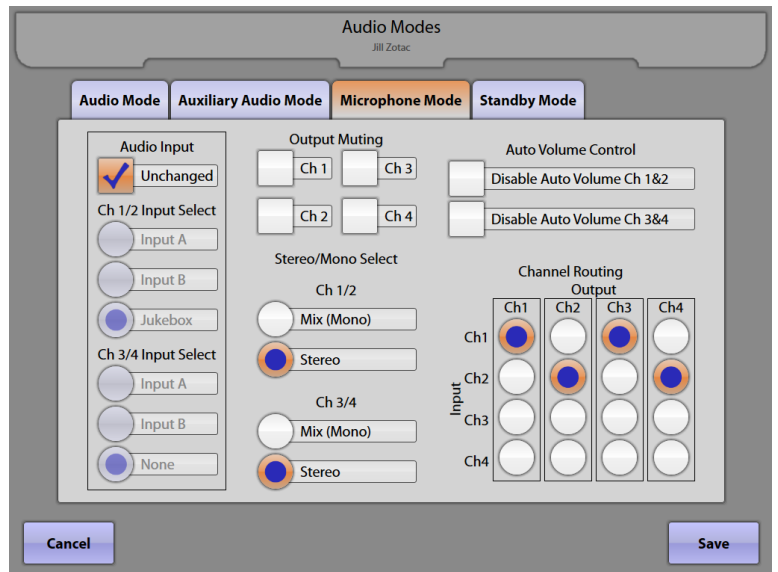
### Jukebox Modes:

**Audio** – This is the mode when a selection is playing on the jukebox. A selection is any song (audio or video) being played from the hard drive, whether it is customer-selected or Background. The Input Select for Audio mode should always be mapped to the Jukebox.



**Auxiliary Audio** – This mode is when the jukebox is not playing an audio or video selection and the Auxiliary Audio mode is enabled. In this mode, the preamplifier can be configured to route an alternate audio source through the jukebox sound system. Connect the auxiliary source to one of the other front-end inputs on the jukebox, e.g. Stereo A.

**Microphone** – The preamplifier can be configured to switch the front-end input source to any one of the choices or left Unchanged when the microphone is activated (keyed). The input source will be heard in the background when the paging mic is active. When the microphone is off, the source is switched back to the previous setting.



**Standby** – This is the mode when a jukebox is not in any of the other three modes. Basically, a selection is not playing, Auxiliary Audio is not enabled, and the paging microphone is not active.

### Configurable Options:

**Input Select** – This section configures which set of RCA jacks on the preamplifier is used for the audio source in each specific jukebox mode. Normally the jukebox audio from the computer core assembly is plugged into the jacks labelled "Main."

The Main input is the **Jukebox** input as far as this configuration setup is concerned. Stereo A, Stereo B can be used for audio input for Auxiliary Audio, Standby and Microphone modes. The Microphone Mode tab offers one additional Input Select choice called **Unchanged**. Select this option if the preamplifier is not to change its input audio source whenever a microphone is active (keyed).

**Output Muting** – This option controls the muting for the preamplifier output channels. There are separate mute controls, for each channel. Some controls combine channels. A check in the check box will cause the selected output channel(s) to be muted for the corresponding jukebox mode.

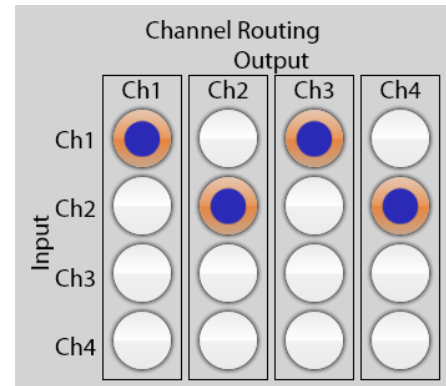
**Auto Volume Control** – This controls whether the Automatic Volume Control feature of the preamplifier is enabled or disabled. A checked box will **Disable Auto Volume** for the channel(s) in the corresponding jukebox mode, otherwise AVC is enabled.

**Channel Routing:**

This section configures how signals are combined and routed to the outputs.

**Output** channels are in the vertical columns, **Input** channels are the horizontal rows. Any one input channel can be routed to one or more output channels.

In the example to the right, the Channel 1 input is routed to both Channel 1 and Channel 3 outputs. The Channel 2 input is routed to both Channel 2 and Channel 4 outputs.



It is possible to completely isolate channels 3 & 4 from the jukebox by routing the channel 3 & 4 inputs to channel 3 & 4 outputs for all jukebox modes. In this way, two completely separate audio streams can be handled by the preamplifier.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

## 6.9 Wifi Setup

The **Wifi Setup** screen allows configuration of the local wireless internet connection.

The **MAC Address** of the jukebox is also displayed at the top of this screen.

Wifi Setup  
Jill Zotac

MAC Address: 00-01-2E-80-16-1A

Wireless Network	Signal Strength	Status	Profile
HOME-4E78-2.4	80	Connected	HOME-4E78-5
HOME-4E78-2.4	80		HOME-4E78-2.4
	55		Tap11292a
xfinitywifi	43		IsNotChicago
XFINITY	21		
	21		
Champ	21		

Password

Connect Refresh Delete

Cancel Save

The jukebox will automatically scan for any available wireless networks. The **Wireless Network** name is listed, alongside the network's **Signal Strength** and connection **Status**. Any previous wireless configuration will be listed here as a **Profile**. Profiles can be deleted by selecting the profile name to highlight it, then tapping **Delete**.

Touch the name of the Wireless Network you wish to connect to, then tap inside the **Password** text box to bring up the on-screen keyboard. Once the password has been typed in, tap **Update** to close the keyboard, then **Connect** to attempt a connection to the selected network.

Touch **Refresh** to re-scan for available networks.

To save your changes and return to the Service Mode – Main Menu, touch the **Save** button. Touch the **Cancel** button to undo your changes and exit the screen.

## 7.0 Reports

### 7.1 Cash & Usage Report

The **Cash & Usage Report** screen shows the monetary deposits, number of plays, and feature minutes for weekly, monthly, and year-to-date periods.

Cash & Usage Report		
Noah_Thunder		
Report		
<b>Deposits</b>		
Coins		£8.00
Credit		£0.00
		<b>£8.00</b>
Free Credits Used		15
<b>Plays</b>		
<b>Free Songs Played</b>		
	Local	2
	Downloaded	5
<b>Remote Selections</b>		
	Local	0
	Downloaded	0
<b>Paid Songs Played</b>		
	Local	2
	Downloaded	9
		<b>18</b>
<b>Free Video Plays</b>		
	Local	2
	Downloaded	4
<b>Remote Video Plays</b>		
	Local	0
	Downloaded	0
<b>Paid Video Plays</b>		
	Local	1

Period: This Week

Back

**Deposits** – View coins, credit card collections, and free credits used.

**Plays** – View free songs/videos, remotely-selected songs/videos, paid songs/videos, and total songs/videos played (with local music and downloaded music noted individually).

**Features** – View feature play minutes for Free Play, Background Music, and Special Events. (The Special Events feature lets the location put the jukebox on standby and use it as an audio source for an external device – i.e. provides audio for TVs showing sporting events.) The amount of time the jukebox was powered on and connected to the network is also shown.

**Period** – Provides the choice to view report information for any of the following time periods: This Week/Month, Last Week/Month and Year to Date. Simply touch the dropdown menu and then touch the desired time period to update the report.

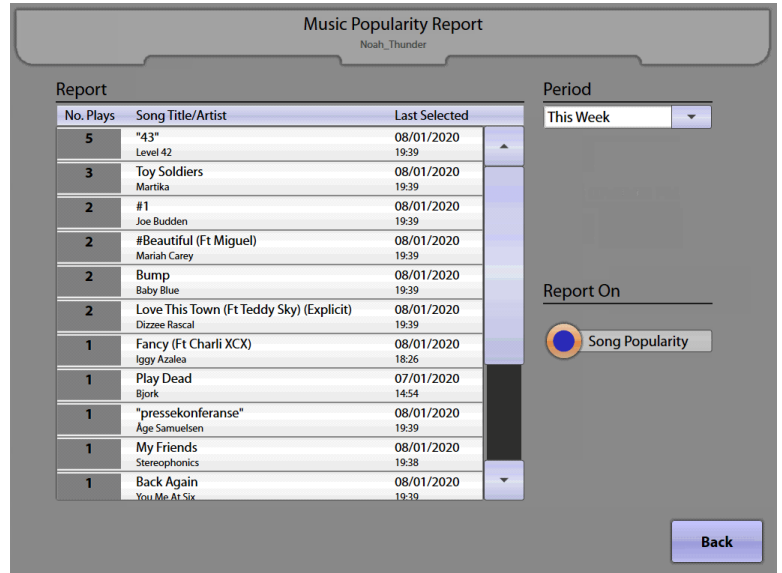
Notes:

1. Credits added using VCU, IR Remote, or Credit Management screen are counted under Deposits → Free Credits Used.
2. Songs played using those Free Credits are counted under Paid Songs Played, not Free Songs Played.
3. Songs selected during scheduled Free Play mode are counted as Free Songs Played.
4. Background Music songs are not counted as either Free Play or Paid Play songs.

To return to the Service Mode – Main Menu, touch the **Back** button.

## 7.2 Music Popularity Report

The **Music Popularity Report** screen provides a choice of detailed play count information for songs on a weekly, monthly, and year-to-date basis.



**Report** – View **Song Title/Artist**, number of plays, and the **Last Selected** time and date of the song. Use the scroll bars on this screen to view all of the songs in the report.

**Period** – Provides the choice to view report information for any of the following time periods: This Week/Month, Last Week/Month and Year to Date. Simply touch the dropdown menu and then touch the desired time period to update the report.

To return to the Service Mode – Main Menu, touch the **Back** button.

## 7.3 Collections Report

The **Collections Report** screen provides a breakdown of collections by coins and credit cards for each collection date; and offers a choice of summaries for weekly, monthly, and year-to-date information.

The screenshot shows the 'Collections Report' interface. At the top, it displays the title 'Collections Report' and the user name 'Noah\_Thunder'. Below this, there is a 'Report' section with a table of collection data. To the right of the table is a 'Period' dropdown menu set to 'This Week'. At the bottom right, there is a 'Back' button.

Collections		
16/01/2020 14:57		
Coins		£4.00
Credit		£0.00
		<b>£4.00</b>
16/01/2020 17:49		
Coins		£8.00
Credit		£0.00
		<b>£8.00</b>
16/01/2020 17:49		
Coins		£6.00
Credit		£0.00
		<b>£6.00</b>
Totals		
Coins		£18.00
Credit		£0.00
		<b>£18.00</b>

**Report** – View collections by separate dates, with a breakdown by coins and credit cards. Totals reflect the sum of all dates listed in the report.

**Period** – Provides the choice to view report information for any of the following time periods: This Week/Month, Last Week/Month and Year to Date. Simply touch the dropdown menu and then touch the desired time period to update the report.

To return to the Service Mode – Main Menu, touch the **Back** button.



## 7.4 Genre Classification Report

The **Genre Classification Report** screen displays the number of songs played from each category of music on the jukebox. The data is also broken down by the percentage of total plays.

The screenshot shows a screen titled "Genre Classification Report" with a sub-label "Jukebox\_Name". It contains a table with three columns: "Genre Name", "Play Count", and "Percent Total". The table lists various music genres and their corresponding play counts and percentages. A vertical scrollbar is on the right side of the table, and a "Back" button is located at the bottom right of the screen.

Genre Name	Play Count	Percent Total
Rock	39	32.50 %
Pop	37	30.83 %
Classic Rock	26	21.67 %
Country/Bluegrass	6	5.00 %
R&B/Soul	4	3.33 %
Rap/Hip Hop	3	2.50 %
Jazz/Blues	2	1.67 %
Soundtracks	2	1.67 %
Heavy Metal/Hard Rock	1	0.83 %
Alternative Rock	0	0.00 %
Beach Music	0	0.00 %
Bollywood	0	0.00 %
Cajun & Zydeco	0	0.00 %
Christmas	0	0.00 %
Classical	0	0.00 %
Comedy	0	0.00 %
Contemporary Christian	0	0.00 %

The **Genre Name** with the most plays will appear first, along with its **Play Count** and **Percent Total** of all song selections.

To return to the Service Mode – Main Menu, touch the **Back** button.

## 8.0 Diagnostics

### 8.1 System Information

The **System Information** screen summarises important system information, including jukebox/server connection names, software version, catalogue version, and date/time. All of these fields are populated after the initial setup of the jukebox. No changes to this information can be made from this screen.

System Information Jill Zotac		
Jukebox Name		Mem Usage
Jill Zotac		460,128 K
Harddrive ID		Drive Space (MB)
A7LDTYV29VJ7JL4		132,555 MB
Software Version	OS Version	MAC Address
10.7.0.19605.0	10.0.14393	00-01-2E-80-16-1A
Track Catalog Version		Group
44		win10_production000
Local Date		Local Time
2019-12-09		11:53:22 AM
Server URL		
jukebox-devices.test.nsmmusic.net		
Agent Name		
jukeboxserver/jukebox		
Content Mode		
Single Drive		

[Back](#)

**Jukebox Name** – This information is set on the **System Setup → Basic Setup** screen.

**Mem Usage** – This is the amount of memory currently being used by the jukebox application. It is updated in real time.

**Harddrive ID** – This is automatically detected by the operating system of the jukebox.

**Drive Space (MB)** – This is the amount of free space remaining on the hard drive and is automatically detected.

**Software Version** – This is automatically detected based on current software in the jukebox.

**OS Version** – The operating system version is automatically detected by the software.

**MAC Address** – This displays the MAC address of the Ethernet adaptor on the motherboard in the computer core assembly.

**Track Catalog Version** – This displays the current version of the track catalogue downloaded from the server.

**Group** – This is the name of the group the jukebox belongs to (used by NSM for software updates).

**Local Date** – Date information is automatically determined from the **Basic Setup** screen.

**Local Time** – Time information is set in the **System Setup → Basic Setup** screen under “Time Zone”.

**Server URL** – This information is set in the **System Setup → Advanced Administration → Configure Server** screen.

**Agent Name** – This information is set in the **System Setup → Advanced Administration → Configure Server** screen.

**Content Mode** – This is the jukebox’s current hard drive configuration.

To return to the Service Mode – Main Menu, touch the **Back** button.

## 8.2 Hardware Information

The **Hardware Information** screen shows the current statuses of the internal hardware components in the jukebox.

The screenshot shows the 'Hardware Information' screen with the following data:

Component	Status	Version / Value
Configuration	Rowe NGX Deluxe	
Core Type	EMB-B75B	
KID	Enabled	4.014
IR Remote	Enabled	4.014
Credit Module	Enabled	04.00
Coin Mech	Enabled	04.00
Bill Acceptor	Enabled	04.00
Card Reader	Disabled	0.2
Configuration Module	Not Installed	
Amp	Enabled	3.302-[1.020]
VCU 1	Disabled	0.000
VCU 2	Disabled	0.000
VCU 3	Disabled	0.000
VCU 4	Disabled	0.000

A 'Back' button is located in the bottom right corner of the screen.

**Configuration** – This shows the hardware structure of the jukebox.

**KID** – This shows the status and firmware version of the KID (Keyboard, IR, Display) module (included as part of the computer core).

**IR Remote** – This shows the status and firmware version of the infrared remote receiver.

**Credit Module** – This shows the status and firmware version of the credit module (included as part of the computer core).

**Coin Mech** – This shows the status and firmware version of the Coin Mech.

**Bill Acceptor** – This shows the status and firmware version of the Bill Acceptor(s).

**Card Reader** – This shows the status and firmware version of the Credit Card Reader.

**Configuration Module** – This shows the type of lighting assembly module connected to the jukebox.

**Core Type** – This shows the type of core computer detected in the jukebox.

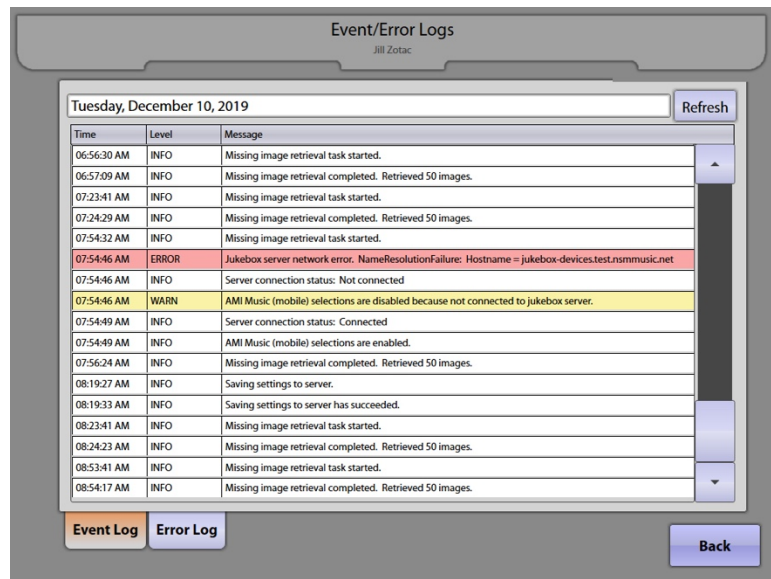
**Amp** – This shows the status and firmware version of the amplifier.

**VCU** – This shows the status and software version of each of the four possible Volume Control Units.

To return to the Service Mode – Main Menu, touch the **Back** button.

### 8.3 Event/Error Logs

The **Event/Error Logs** screen provides separate reports noting all software activity and coin/credit deposits (events), as well as any hardware failures (errors). You can switch between these two reports by touching the **Event Log** tab or **Error Log** tab at the bottom of the screen.



On the **Event Log** tab, items are listed in sequential order. The arrows to the right of the window provide scrolling access to the list. Each event will display the **Time** that it occurred, the **Level** (event type), and a descriptive **Message**.

The Event Log also allows you to view events by specific days. To select a different date, touch the date at the top of the screen for a dropdown menu. Touch the day/date desired and the log updates automatically.

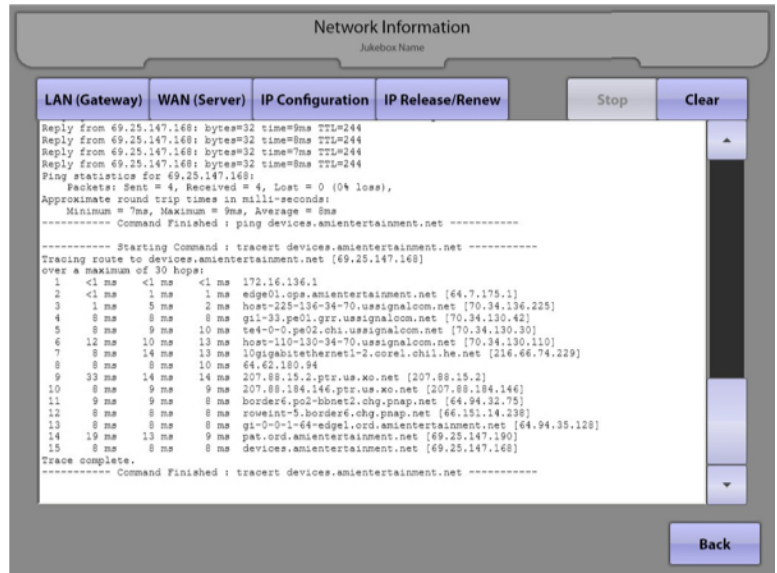
To update the Event Log with the latest events, touch the **Refresh** button next to the date display.

The **Error Log** tab provides **Date/Time** of hardware failures, the specific **Error** that occurred, the **Severity** of the error, and a descriptive **Message**. Items are listed in chronological order, with the most recent occurrence listed first. Errors listed in this log are errors that will generally put the jukebox Out of Order.

To return to the Service Mode – Main Menu, touch the **Back** button.

## 8.4 Network Information

The **Network Information** screens are used to help troubleshoot and verify a working connection to a server.



Touch the **LAN (Gateway)** button to test the connection to the local router.

Touch the **WAN (Server)** button to test the connection to the NSM Music server.

The results of the ping and trace route tests are displayed in the text box. Use the arrows to the right of the text box to scroll through the test results if necessary.

The ping test attempts to contact either the router (if performing a LAN test), or the NSM Music server (if performing a WAN test). It is successful if the jukebox reaches the address it attempted to connect to (shown by receiving a "reply" from the address). Additionally, the number of packets sent should equal the number of packets received. If the ping test returns "...host unreachable..." or other similar error messages, there is an issue with the connection.

The trace route tests the route (or network path) to either the router (if performing a LAN test), or to the server (if performing a WAN test). It is successful if the jukebox reaches the address it attempted to connect to. If it is reached, the address will be shown in the last line of the test. If the trace route test returns the message "...unable to resolve target system name..." or other similar error messages, there is an issue with the connection.

Touch the **IP Configuration** button to display a summary of the IP configuration for the jukebox. Use this information to help troubleshoot connections to the local router and the internet.

Touch the **IP Release/Renew** button to force the core computer to release then renew its IP Configuration. This may help re-establish network connectivity if it is lost.

Touch the **Stop** button to stop any connection tests, touch the **Clear** button to clear the screen of any results. To return to the Service Mode – Main Menu, touch the **Back** button.

## 8.5 Credit Device Tests

The **Credit Device Tests** screen will allow testing of credit devices without causing the corresponding amounts to be recorded by the jukebox. During these tests, credit will not be given for the amounts deposited. After testing has concluded, be sure to remove any coins you may have used for the test.

The screenshot shows a software interface titled "Credit Device Tests" by "JIB Zotac". The interface is organized into three distinct sections, each with a horizontal line above its labels. The first section, "Coins", includes input fields for "Coin Id", "Coin Value", and "Time". The second section, "Bills", includes input fields for "Bill Id", "Bill Value", and "Time". The third section, "Contactless Card", includes input fields for "Card Id", "Card Value", and "Time". A blue button labeled "Clear All Results" is positioned to the left of the "Contactless Card" section. A "Back" button is located in the bottom right corner of the screen.

As currency is registered, an **ID**, **Value**, and **Time** will be displayed on the screen. Use this information to verify that each device is working properly.

**Note:** Full credit card numbers will not be displayed, only the last five digits will be shown. Touch the **Clear All Results** button to clear all values displayed on the screen.

**Note:** Due to hardware limitations the following behaviour will be noticed for each device as follows:

-Coins

Enabled: coin parameters will be displayed as each coin is deposited

Disabled: coin parameters will not be displayed, although coins will still pass through to the coin box

-Cards

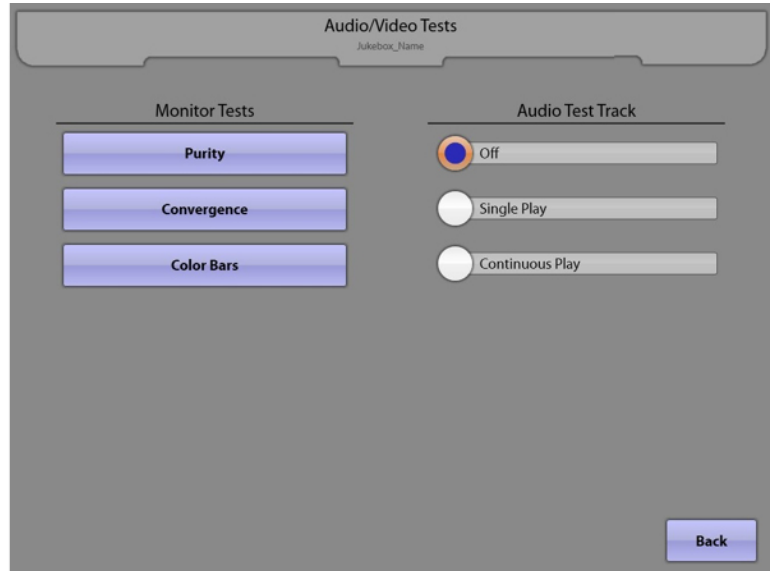
Enabled: card parameters will be displayed as each card is detected by the reader

Disabled: the card reader is not physically disabled but card parameters will not be displayed on the screen for each card detection

To return to the Service Mode – Main Menu, touch the **Back** button.

## 8.6 Audio/Video Tests

The **Audio/Video Tests** screen enables testing of the UI monitor and the audio setup. Additional options are available for configuring and testing an external video monitor if one is installed.



**Monitor Tests:** Touch one of the three buttons to send test patterns to the touch screen.

- **Purity** – This test will display 4 different screen images, one at a time. Each screen image is a solid colour: red, green, blue, and white. Touch the **Next** button in the middle of the screen to advance to the next screen image. Touch **Exit** to return to the test screen.
- **Convergence** – This test will display 4 different screen images that allow a technician to adjust the convergence setting on the monitor. Touch the **Next** button in the middle of the screen to advance to the next screen image. Touch **Exit** to return to the test screen.
- **Color Bars** – This test will display 2 different screen images of colour bars. Touch the **Next** button in the middle of the screen to advance to the next screen image. Touch **Exit** to return to the test screen.

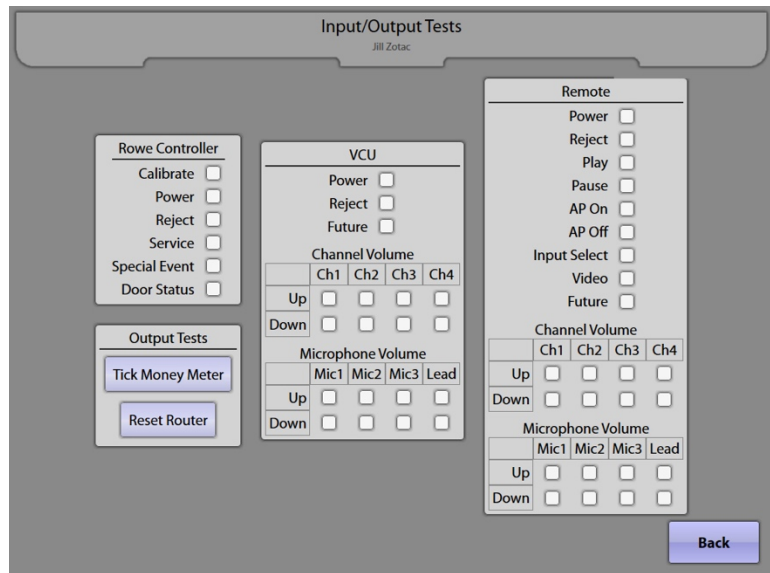
**Audio Test Track:** Touch one of the Audio Test Track buttons to start the audio test.

- **Off** – Touch this button to stop an audio test in progress.
- **Single Play** – Touch this button to play a diagnostic test track with right/left channel separation examples, in-phase/out-of-phase examples, and a frequency sweep example.
- **Continuous Play** – Touch this button to play the audio test track continuously. When this button is activated and the Studio Sound system is installed in the jukebox, a test screen will be displayed. From that screen, real time adjustments may be made.

To return to the Service Mode – Main Menu, touch the **Back** button.

## 8.7 Input/Output Tests

The **Input/Output Tests** screen allows testing of various input and output circuits in the jukebox.



**Rowe Controller:** Press the buttons on the computer core inside the jukebox to test the functionality of each button. As the button is pressed, the box next to that button will turn orange.

**Output Tests:** The Money Meter and Reset Router outputs may be tested from this page. Touch the **Tick Money Meter** button to pulse the meter. Touch the **Reset Router** button to cause the router's power reset relay to pulse.

**VCU:** To test the functionality of a wired remote control and its receiver, push the button on the remote control. Once pushed, the box next to the button will turn orange. If a button is pushed and nothing changes on this screen, verify that the red LED on the receiver is blinking. This indicates the receiver is getting a valid signal from the transmitter.

**IR Remote:** The IR Remote transmitter and receiver may be tested from this page. Simply push a button on the IR remote control and the box next to the button will turn orange. If a button on the transmitter is pushed without any changes, verify that the red LED on the IR receiver is blinking. This indicates that the receiver is getting a valid IR signal from the transmitter.

To return to the Service Mode – Main Menu, touch the **Back** button.



## 8.8 Health Status

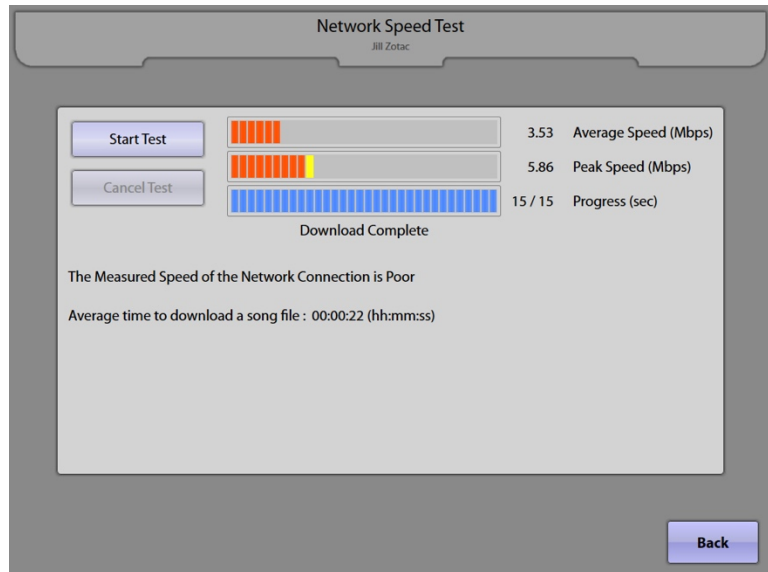
The **Health Status** page displays real-time data pertaining to various parameters of the computer core like voltages, temperatures, and fan speeds.



To return to the Service Mode – Main Menu, touch the **Back** button.

## 8.9 Network Speed Test

The **Network Speed Test** page allows you to measure the speed of your network connection.



Touch the **Start Test** button to begin the test. The speed test will run for 15 seconds and then provide a report about the speed of your network connection. At any time while the test is running, you can touch the **Cancel Test** button to end the test.

After the test completes, you will be presented with a report that includes a general rating of your network connection speed and samples of the typical times it would take to download song files and music video files over your network connection. Possible values for the rating are **Very Poor** (speed is less than 1Mbps), **Poor** (speed is between 1Mbps and 5Mbps), **Acceptable** (speed is between 5Mbps and 10Mbps), and **Excellent** (speed is greater than 10Mbps).

To return to the Service Mode – Main Menu, touch the **Back** button.

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## **Section 3: Out of Service Error Recovery**

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### **Introduction**

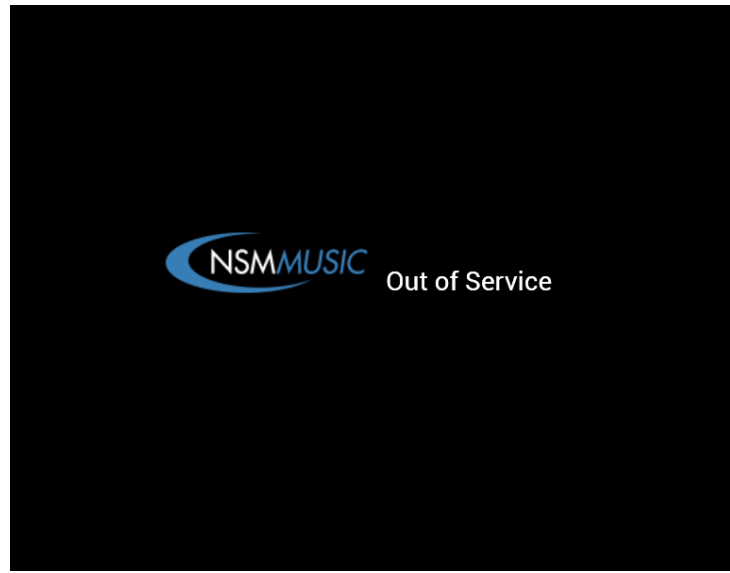
This section will guide you through the correct steps in the event that your jukebox goes "Out of Service."

## Out of Service

There are a number of reasons why your jukebox could become inoperable. Most of these are related to hardware. Basically anything that would prevent the jukebox from accepting money and playing selections will cause the jukebox to go Out of Service.

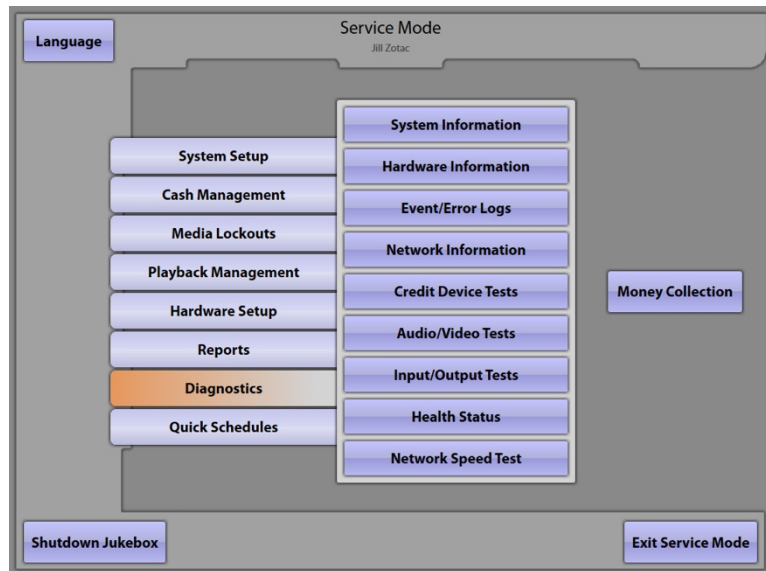
Other reasons could be business related. The jukebox must periodically connect to the NSM server and report usage data. If this report is not received in the allotted time, the jukebox will go Out of Service. Additionally, if your NSM account is in arrears, your jukebox may be disabled and placed Out of Service.

Each event is recorded in the jukebox's Error Log. Almost all errors are self-healing. In other words, when the error is corrected, the event in the Error Log is automatically removed.



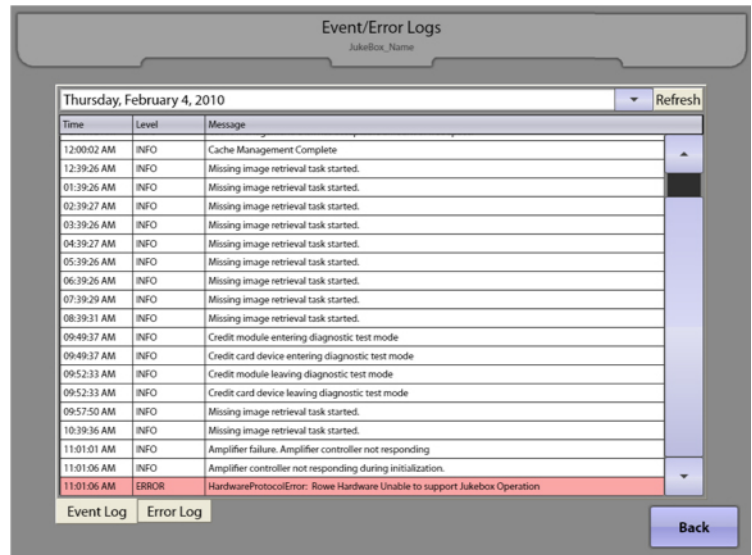
To see specifically what error has taken your jukebox Out of Service, follow these steps.

1. Open the jukebox and press the **SERVICE** button on the computer core. \*
2. From the Service Mode Main Menu, touch **Diagnostics**, and then touch **Event/ Error Logs**.

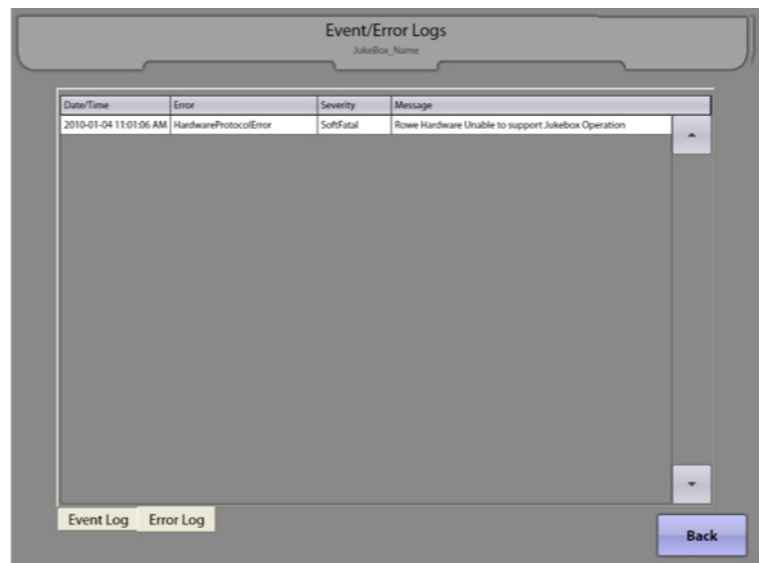


\* If touching the SERVICE button did not enter you into the Service Mode, check the computer core for the following blinking LEDs: **USB RX**, and **USB TX**. If the lights are not blinking, make sure the power supply is on. If still unresponsive, reboot by pressing the ATX reset switch from inside the cabinet, or from the designated hole on the outside using a small tool or implement (refer to your hardware manual for the jukebox-specific location of this external reset). If the LEDs are still not blinking after a reboot, then you may have a faulty computer core that should be replaced.

3. The Jukebox Event Log will be displayed first. Go to Step 4 to view the errors; however, before doing so, you may wish to review this Event Log, as it may contain additional information regarding the error that caused the jukebox to go Out of Service.
4. Touch the **Error Log** tab at the bottom of the screen to display a list of errors that the jukebox has encountered.



5. You should see one or more errors listed. An example is shown here. Before doing anything else, write down the errors so you are able to recall them if needed after they have been cleared.
6. If possible, correct the displayed errors by attending to the specific problem shown in the error log. It's possible that the jukebox will clear the error automatically as you fix the problem.
7. Once all of the errors are clear, exit the Service Mode by touching the **Back** button. Then touch the **Exit Service Mode** button on the Main Service Mode Screen.





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