

## Troubleshooting Charts

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

Start with the “**Trouble**” column and find the item that closely relates to the problem you are experiencing. The “**Symptom**” will be described in the following column. There may be multiple symptoms. There may also be many “**Probable Causes**” listed for each Symptom. The Probable Causes are listed in decreasing order of probability.

PROBLEM	SYMPTOM	PROBABLE CAUSE
<b>Application does not boot up.</b>	At the first boot up screen, “Detecting IDE Primary Master” reports “None”.	<ol style="list-style-type: none"> <li>1. There is no hard drive in the computer.</li> <li>2. The plugs are not completely seated in the hard drive.</li> <li>3. The data cable or power cable has come loose from the motherboard or hard drive.</li> </ol>
	The boot up process stops at “DISK BOOT FAILURE, INSERT SYSTEM DISK AND PRESS ENTER.”	<ol style="list-style-type: none"> <li>1. There is no hard drive in the computer.</li> <li>2. The data cable or power cable has come loose from the motherboard or hard drive.</li> <li>3. The hard drive is dead.</li> </ol>
<b>Jukebox will not operate when powered ON.</b>	The LED’s on the front door fail to light.	<ol style="list-style-type: none"> <li>1. The plug is not completely inserted into the outlet.</li> <li>2. The wall circuit is not “hot”.</li> <li>3. The ON/OFF switch on the power supply is in the OFF position.</li> <li>4. The circuit breaker in power supply is open.</li> </ol>
	The LED’s come on, but the application will not boot.	The system power supply or the LCD is defective or unplugged.
<b>The LCD does not work.</b>	The computer fan is on and all system’s LEDs and lights are normal.	<ol style="list-style-type: none"> <li>1. The power plug, video cable, or LCD power supply wiring is not seated completely.</li> <li>2. The system power supply is defective.</li> <li>3. The LCD is dead.</li> </ol>
<b>The touchscreen does not work.</b>	The application boots up, but the touchscreen does not respond to touch.	<ol style="list-style-type: none"> <li>1. The USB cable is not seated completely at the LCD or at the Computer Core.</li> <li>2. The touchscreen is not calibrated.</li> <li>3. The touchscreen is dead.</li> </ol>
<b>The touchscreen will not calibrate.</b>	Nothing happens after pressing the calibration button.	<ol style="list-style-type: none"> <li>1. The USB cable plug is not fully seated at the LCD or at the Computer Core.</li> <li>2. The touchscreen is dead.</li> <li>3. The motherboard in the Computer Core has failed.</li> </ol>
	The calibration program runs, but will not respond to touch.	<ol style="list-style-type: none"> <li>1. The USB cable plug is not fully seated at the LCD or at the Computer Core.</li> <li>2. The touchscreen is dead.</li> <li>3. The motherboard in the Computer Core has failed.</li> </ol>
<b>No music from jukebox</b>	No sound from jukebox, although the application reports “Now Playing...a New Song.”	<ol style="list-style-type: none"> <li>1. Volume control is turned all the way down.</li> <li>2. Volume control is broken.</li> <li>3. Audio cables are disconnected or loose from the Computer Core or the pre-amp.</li> <li>4. The amplifier is overloaded and shutdown.</li> <li>5. The audio mode input routing or muting is configured incorrectly.</li> </ol>
	No sound from jukebox and the application doesn’t appear to be playing the song selected.	<ol style="list-style-type: none"> <li>1. There are no more credits available for play.</li> <li>2. Reject song was activated.</li> </ol>

PROBLEM	SYMPTOM	PROBABLE CAUSE
<b>Machine is locked up during normal runtime.</b>	Bill acceptor is taking money but credits are not accumulating, the touchscreen is not responsive, and I/O board LEDs are not flashing.	The Computer Core is locked up. Reboot it by pressing and releasing the ATX Reset Switch. If the Computer Core does not boot up, perform a complete Power Down and Power Up.
<b>The bill acceptor does not work.</b>	The bill acceptor will not accept a bill.	<ol style="list-style-type: none"> <li>1. The bill acceptor is full.</li> <li>2. The bill box was not re-installed on the bill acceptor correctly.</li> <li>3. There is a jammed bill in the device.</li> <li>4. The plugs are not inserted securely at the acceptor.</li> <li>5. The bill acceptor is defective.</li> </ol>
	The green lights on the bill acceptor are not flashing.	<ol style="list-style-type: none"> <li>1. The cable is damaged at the acceptor.</li> <li>2. The jukebox has disabled the bill acceptor. Put the jukebox into normal operating mode.</li> <li>3. The bill acceptor is defective.</li> </ol>
<b>Location network line not installed in the location.</b>	There is no designated broadband line installed in the location.	<ol style="list-style-type: none"> <li>1. The inside wiring installation appointment was not scheduled.</li> <li>2. The inside wiring installation has not occurred.</li> <li>3. The line was not installed in the pre-selected location.</li> <li>4. The line (jack) was not labeled by the technician.</li> </ol>
<b>Router does not work.</b>	When the power supply is connected to the router, nothing happens.	<ol style="list-style-type: none"> <li>1. The AC power plug is not fully inserted in the receptacle on the back of the router.</li> <li>2. Router reset circuit in power supply is defective.</li> <li>3. The wall plug is not "hot".</li> </ol>
	The "Link/Act #" light (on the front of the router) does not light up when an Ethernet cable is plugged in the respective port.	<ol style="list-style-type: none"> <li>1. The cable is loose at the Computer Core or router.</li> <li>2. The jukebox is not powered on.</li> <li>3. The Ethernet port is defective.</li> </ol>
	The WAN light does not light up.	<ol style="list-style-type: none"> <li>1. The broadband connection is not plugged into the WAN port.</li> <li>2. The cable modem or DSL modem is not powered on.</li> </ol>
<b>The "Music On Demand" feature does not work.</b>	The feature has never been available in the location.	<ol style="list-style-type: none"> <li>1. There is no Ethernet cable connection between the router and the jukebox.</li> <li>2. The Ethernet cable is not fully seated in the port on the Computer Core or in the back of the router.</li> <li>3. The connection is loose between the installed line and the router.</li> <li>4. The cable is bad.</li> <li>5. The Internet line is down.</li> <li>6. The hard drive trigger code was not entered.</li> </ol>
	The feature was available, but is no longer available.	<ol style="list-style-type: none"> <li>1. The connection has become loose between the router and the jukebox.</li> <li>2. The connection has become loose between the installed line (jack) and the router.</li> <li>3. All the lights on the front of the router are ON.</li> <li>4. The router was shut off or lost power.</li> <li>5. The Internet service provider (ISP) is down.</li> <li>6. The AMI Entertainment server is down.</li> </ol>