



# MegaTunes™ Owner's Manual

**FOR TECHNICAL ASSISTANCE:**

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PM0396-07



## Table of Contents

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Important Notes for MAXX Classic and FORCE Classic Games .....	p. 1
Terms and Conditions .....	p. 1
Merit Music Products Guide .....	p. 2
Site Preparation.....	p. 3
Sound Zones.....	p. 3
Planning the Installation.....	p. 3
Checking the Phone Line.....	p. 3
Sharing a Phone Line.....	p. 4
Description .....	p. 4
Single Board Computer (SBC).....	p. 4
Tune Central .....	p. 4
Remote Control.....	p. 4-6
Internet Technologies.....	p. 6-7
Installation .....	p. 7
Installing Hard Drive.....	p. 7-8
Connecting a Phone Line.....	p. 8
Connecting a Sound System .....	p. 8
Connecting the Antenna.....	p. 9
Linking to a Game.....	p. 9
Connecting a Microphone .....	p. 9
Connecting an External Audio Source .....	p. 10
TouchTunes® Operator Setup .....	p. 10
First Time Installation/Phone Settings .....	p. 10-12
Sound Test.....	p. 12
Programming and Enabling the Remote .....	p. 12-13
Saving Settings .....	p. 13
General Care and Maintenance .....	p. 14
Cleaning the Fans and Vents.....	p. 14
Troubleshooting Guide.....	p. 15-18
Replacement Parts List.....	p. 19
Software License Agreement.....	p. 20
English.....	p. 20-21
French .....	p. 22-23
German .....	p. 24-25

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***NOTE: You should have already made arrangements to receive a hard drive for the unit prior to delivery. The unit will not function without the hard drive. You will also need to supply RCA stereo connectors for each set of speakers running to the MegaTunes™ unit.***

### **Important Notes for MAXX Classic and FORCE Classic Games**

MAXX and FORCE Classic games will not display the TouchTunes® Operator Setup properly and should only be linked to a Megatunes unit if the Setup can be run on a FORCE game with at least 2003 software. Also, FORCE Classic games running FORCE 2004 and FORCE 2005 software will have the same TouchTunes® features found in FORCE 2003 games (see the Merit Music Products Guide).

### **Terms and Conditions**

Beginning March 1st, 2005, games connected to the Merit MegaTunes™ unit must be kept up to date, loaded, and operating the latest full software upgrade in order for both music and games to be available. If the software is no longer kept current after this date, the unit can be run either as a game-only or music-only device.

To switch the unit to work as a game-only or music-only device once it is no longer running the current software, press the SETUP button in the game and touch the TouchTunes® button on the Main Menu. You will then be prompted to choose either the "Game Only" or "Music Only" option. If you choose the "Game Only" option, a message stating that this may be in violation of the terms of the operator's agreement with TouchTunes® will display. Touch YES to continue with setting the unit to game-only or NO to return to the previous screen. If you choose the "Music Only" option, the TouchTunes® Menu will again be fully operational.

Terms and conditions are subject to change.

Use the guide below to determine the music availability after connecting the MegaTunes™ unit to your game. Keep in mind that you must be operating the latest full software upgrade in order for both music and games to be available.

## Merit® Music Products Guide

### MAXX Machines

If You Have...	And You Add a...	You'll Get
<b>Ruby</b>	Merit® MegaTunes Unit <sup>1</sup>	192 albums plus current features <sup>2</sup>
<b>Sapphire</b>	Merit® MegaTunes Unit <sup>3</sup>	192 albums plus current features <sup>2</sup>
<b>Jade</b>	Merit® MegaTunes Unit <sup>4</sup>	192 albums plus current features <sup>2</sup>

### FORCE Machines

If You Have...	And You Add a...	You'll Get
<b>FORCE 2003</b>	Merit® MegaTunes Unit	Full music library, operator setup on game <sup>5</sup> plus current features <sup>2</sup>
<b>FORCE 2004</b>	Merit® MegaTunes Unit	Full music library, operator setup on game <sup>6</sup> plus current features <sup>2</sup> and new features <sup>7</sup> .
<b>FORCE 2005</b>	Merit® MegaTunes Unit	Full music library, operator setup on game <sup>6</sup> plus current features <sup>2</sup> and new features <sup>7</sup> .

<sup>1</sup> FORCE 2003 machine required for music setup.

<sup>2</sup> Current features include: Virtual Wallet (FORCE 2003/Ruby and Next Gen only), Play Me Now, Top 10 and Current Song Scrollbar.

<sup>3</sup> FORCE 2004 machine required for music setup.

<sup>4</sup> FORCE 2005 machine required for music setup.

<sup>5</sup> Music setup is currently compatible with FORCE Upright, Radion, Elite, and Vibe.

<sup>6</sup> Music setup is currently compatible with FORCE Upright, Fusion, EVO, EVO Walette, Radion, Elite, and Vibe.

<sup>7</sup> New features include Tune Central™ support, Vote for Download, Also by Same Artist and more.

**NOTE:** If you do not have a FORCE or MAXX game with a Unicorn motherboard, you will need one Mega-Link kit for each game. All linked games must be running the same software version.

## Site Preparation

In determining the location for your Megatunes™ unit, keep in mind that it must be connected to a suitable, grounded electrical outlet. Since the unit is a computerized device, it should have a separate circuit, if at all possible. If a separate circuit is not available, care should be taken to provide a clean and constant voltage. As a basic guideline, never connect the unit to a circuit that also supplies power to freezers, coolers or other high power-consuming and electrical noise-generating equipment. Familiarity with standard wiring practices, as recognized by a government agency in your area, is necessary.

The unit should not be exposed to any moisture or excessive heat, nor should any objects be placed on the unit's surface. Also make sure there is enough space around the unit to ensure proper ventilation and that the surface is stable and capable of supporting at least 50-60 lbs.

The unit can be mounted on a stable surface using the supplied template (PM0398-01). Be sure to use sufficient hardware to support the weight of the unit (30 lbs).

**NOTE: All units using the music licensed by TouchTunes must be placed in public, commercial, business establishments.**

## Sound Zones

A sound zone is considered to be any set of speakers that are controlled as a single unit. A single set of speakers with the same volume control would be configured as ZONE 1, with an additional speaker set configured as ZONE 2. Setups may vary with existing sound systems.

## Planning the Installation

Consider the following as you decide on speaker placement:

- volume required in the area

- the stereo image. The sound stage of sound zones can vary depending on speaker placement.

**NOTE: Sometimes the physical layout of a location makes it almost impossible to create a good stereo image. For example, if a location has many small interconnected rooms or if a location is very long and narrow. Under these circumstances, it may be more advantageous to operate all speakers in mono. This would enable you to cover small rooms with one speaker instead of two and make placement much easier to determine.**

## Checking the Phone Line

The unit requires an analog telephone line to communicate daily with the TouchTunes® server. Once connected, the unit will call out once daily based on a specified time frame determined by the operator and typically during closed hours. The telephone line connection is necessary to ensure software program updates and music downloads. For security reasons, the unit will be deactivated if it fails to connect to the server within 30 days after a phone connection is lost.

A dedicated phone line is not necessary, as you should be able to share an existing location phone line. However, depending on the quality of the existing line in the location, the type of phone services it supports, and the other equipment making use of the line, you may or may not be able to make use of this existing telephone line.

**NOTE: It is crucial that the jukebox have access to a noise-free telephone line. If you connect the jukebox to a standard line, it will result in communications problems including repeated call failures and slow downloads. This will impact your ability to add songs to the jukebox and receive new software updates, as well as cause additional maintenance for you. It is best to get this correct during installation to avoid recurring problems.**

### Sharing a Phone Line

In most cases, the jukebox can successfully share the existing phone line with other devices, such as phones, fax machines, or alarm systems. However, some devices, such as computerized telephones, lottery terminals, and ATMs, can cause problems on a shared line. You can usually resolve these conflicts by contacting the operator of the other equipment and coordinating call and answer times.

### Sharing the Line with an Alarm System

Most current Alarm Systems communicate over telephone wiring. These locations should have the telephone line from the service entry going to the input side of the alarm and the telephones connected to the phone side of the alarm.

### Sharing the Line with a Digital Phone System

If a location has a digital phone system, the jukebox telephone line must be connected to the analog line in front of the phone system.

### Description

The MegaTunes™ unit measures 20 1/4" W X 15 1/2" D X 4 3/4" H and houses a single board computer (SBC), Ethernet hub, transformer, and fan. The top cover is secured with (3) screws on each side and there are (4) mounting holes on the base of the unit. See Figure 1 for locations.

The unit can be connected to an existing sound system or a Remote Sound System purchased from Merit Industries. The Remote Sound System includes an amplifier, subwoofer, and (2) satellite speakers.

**NOTE: Once the unit is up and running, the power switch on the MegaTunes™ unit should always remain on unless the unit is being moved or serviced.**

**Turning the unit off will prevent it from communicating with the server.**

### Single Board Computer (SBC)

The MegaTunes™ unit contains a Single Board Computer (SBC), which is the main jukebox component. To access the connectors on the SBC, remove the access panel on the front of the MegaTunes™ unit (see Figure 1).

The Single Board Computer is equipped with a sound card, a 56 Kbps modem, slots for a 10GB hard drive and 64MB flash memory (as needed), a fan, and a 120/240 VAC Power Supply Unit. See Figure 2 for SBC audio specifications.

### Tune Central™

Units connected to Tune Central™ give players access to the entire TouchTunes® library of over 100,000 songs. Tune Central™ is a stand-alone unit (see Figure 3) measuring 5 3/8" H X 3 1/2" W X 8 1/8" D and weighing approximately 12lbs. It must be connected to an electrical outlet and one of the empty ports on the Ethernet hub inside the MegaTunes™ unit.

### Remote Control

The remote control enables location personnel to control certain jukebox functions without having access to the Jukebox Operator menu. The remote control is powered by (2) 1.5V AA batteries (included).

The remote control is RF-based, which eliminates the need to point it directly at the jukebox when using it. The effective range will vary depending on the type of the obstructions between the remote and the jukebox. For example, concrete and metal provide more of a barrier than wood or plaster. The remote control can also be affected by interference from other RF-based devices. If two TouchTunes® jukeboxes are installed in close proximity to one another, the remotes

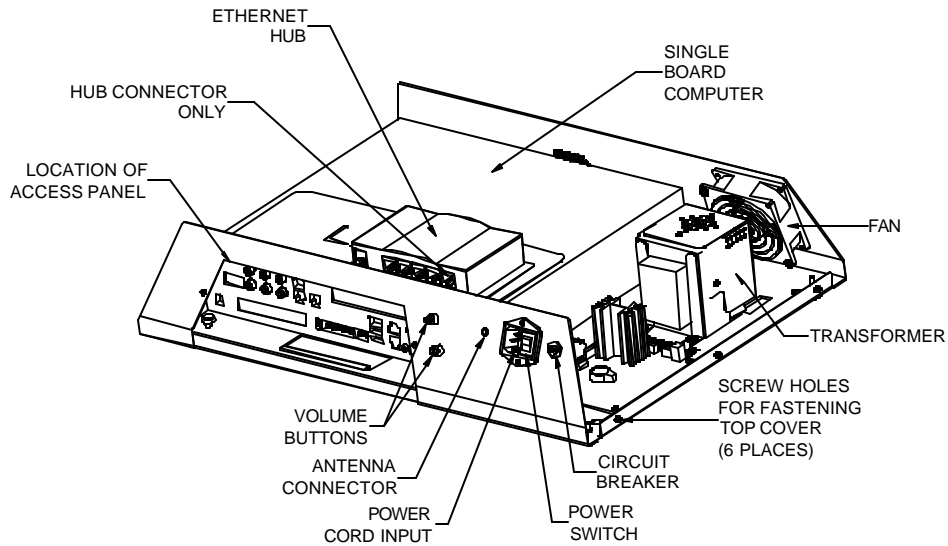


FIGURE 1 - MEGATUNES UNIT

<b>Microphone channel gain</b>	20 dB at full volume (balanced)
<b>AUX channel gain</b>	0 dB at full volume
<b>AUX input overload voltage</b>	1 Vrms minimum
<b>Max. output level (all RCA outputs)</b>	1.0 Vrms, 600 Ohms (unbalanced)
<b>Max. output level (RJ-45 outputs)</b>	7.0 Vrms, 150 Ohms (balanced)
<b>Total Harmonic Distortion (THD)</b>	= 0.1% from 10 HZ–20 kHz
<b>Frequency response</b>	= ± 0.5 dB from 10 Hz–20 kHz (tone flat)
<b>Noise output</b>	= 64 uVrms (90 dB S/N) at max volume
<b>Volume increment</b>	= 2 dB
<b>Volume range</b>	= 80 dB

FIGURE 2 - SINGLE BOARD COMPUTER AUDIO PERFORMANCE

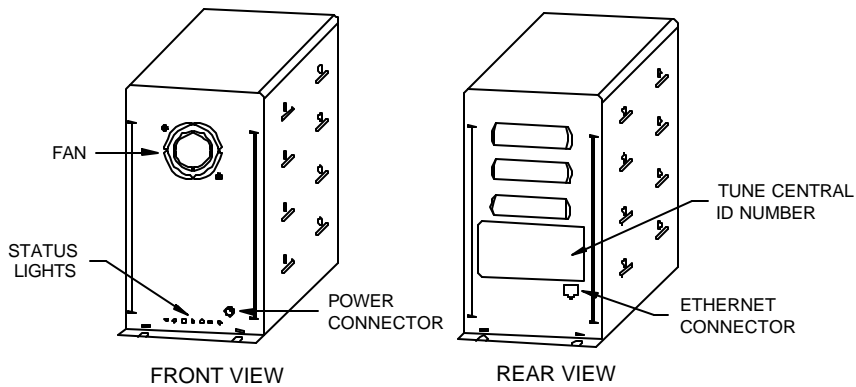


FIGURE 3 - TUNE CENTRAL™ UNIT



may conflict if both have the same remote control ID. You will customize the remote ID and enable the remote while setting up the game.

Figure 4 shows the functionality of the remote control keys.

**NOTE: Unless you are connecting more than one set of speakers to the unit, you will only be working with ZONE 1 settings.**

### Internet Technologies

TouchTunes® jukebox components allow customer interaction via user interface with animated graphics on the monitor touchscreen. Jukebox Operators are able to “order” on a 24-hour basis any individual music title (including the newest releases) from a remote central library. The selection will be “delivered” via TouchTunes’ proprietary telecommunications downloading network, including MP3, MMP, and graphics formats stored within the memory of the jukebox on location. At 11:1 compression ratio,

approximately 2,000 songs can be stored on the 10 GB, ATA/IDE Hard Drive. The operating system information can be stored on the hard drive or a 64MB Flash Memory Card, as needed.

### Jukebox Communications

The jukebox calls out once a day with an “I’m alive” call, typically during a location’s off hours in order to avoid phone conflicts. If you’ve placed orders for new songs, two to three song files will download per hour (based on average phone line speed), with a 33.6 Kbps or 56 Kbps modem used to communicate with the server.

56 Kbps (V.90) modems are capable of transmitting 33.6 Kbps to the server and receiving approximately 42 Kbps from the server if digital lines are available on the ISP (Internet Service Provider) side. This means that this throughput cannot be achieved on “Typhoon”. The modem basically acts much like a D2A and A2D converter pair, convert-

### Remote Control Key Functionality

<b>P1 Give promotional credit</b>	Does not apply in this software.
<b>P2</b>	Reserved for future use.
<b>P3 Skip song</b>	Quickly press and release this button to stop playing the current song and immediately skip forward to the next song in the queue. Support for this feature is enabled/disabled on the <b>System Settings</b> screen. To empty the song queue, press and hold P3 for 5 seconds.
<b>Zone 1 Volume</b>	Raises and lowers the volume of zone 1 speakers within the limits set on the <b>Mixer Settings</b> screen.
<b>Zone 2 Volume</b> (if applicable)	Raises and lowers the volume of zone 2 speakers within the limits set on the <b>Mixer Settings</b> screen. This feature is always available.
<b>MIC Volume</b>	Raises and lowers the volume of the microphone within the limits set on the <b>Mixer Settings</b> screen.
<b>JUKE ‘PAUSE’</b>	Pauses the currently playing song. The jukebox screen will display the message “Jukebox is Paused” and switch to the auxiliary sound source (if connected) or a microphone (if enabled). To unpause, press this button again and the jukebox will resume playing song.

FIGURE 4 - REMOTE CONTROL KEYS

ing digital signals so they can be transmitted analogously on copper wires (with limited bandwidth) and back to digital.

#### **TouchTunes™ Server and Database**

TouchTunes® maintains two servers to handle jukebox communications and data. Two terabytes of disk space allow for an extensive library of music selections and for TouchTunes® to receive uploaded log files from the jukebox network. One server is used as a backup to the other.

There are two pathways that jukeboxes use to connect to the server. Approximately 80% of the jukeboxes connect to the TouchTunes® server through the use of an Internet provider. These boxes dial a local POP (point of presence) radius server, which verifies the user name and password programmed into the jukebox. From there, communication is accomplished using the Internet backbone.

The other method of connection to the server is through a direct-dial toll free number. This also requires the jukebox to verify its user name and password to gain access to the TouchTunes server.

#### **Internet Service Providers**

TouchTunes® uses UUNET™ and AT&T™ to handle Internet access for jukeboxes. In some cases, jukeboxes have difficulty communicating due to a problem with the ISP (Internet Service Provider) network and not TouchTunes®. TouchTunes® monitors ISP traffic and congestion, makes changes to the jukebox as required, and will even notify the ISP when problems are noted with their services.

#### **Local Point of Presence (POP)**

The jukebox will call a local phone number to connect to the Internet. TouchTunes® makes every effort to ensure the jukebox is making a local call.

Jukeboxes that do not have a local POP to access the Internet are using a toll free direct dial-up to access the TouchTunes® network. It is not uncommon for jukeboxes using the direct dial to experience periods where they get a busy signal. This is due to the volume of jukeboxes using the direct access.

TouchTunes® has experienced better communication results using the Internet for communication and makes every effort to have jukeboxes communicate in this manner.

#### **How It All Works**

New jukeboxes are programmed to call out using the toll free number, but the phone number information initially programmed into the installation screen on the jukebox is far from accurate. The first step requires TouchTunes® to send a small command to the jukebox in order to capture the phone number information through caller ID. After the accurate information is obtained, TouchTunes® will search for a local ISP for the jukebox and program it using that information. If the jukebox determines there is a problem with the ISP, it will roll back to the toll free number to communicate with the server. In this event this happens, the jukebox will upload its files and logs, but will not download music. Typically, ISP issues are solved within a day's time.

#### **Installation**

Once you have selected a suitable location, you are ready to install the MegaTunes™ unit.

#### **Installing Hard Drive**

***NOTE: You should have already made arrangements to receive a hard drive for the unit prior to delivery. The unit will not function without the hard drive.***

To install the hard drive:

1. Make sure the unit is turned OFF and unplugged from its power source.

2. Remove the access panel (secured by (2) thumbnuts) in order to access the hard drive slot.
3. Insert the 10GB hard drive into the 'Removable Hard Disk' slot (see Figure 5) until it is fully seated, then hand-tighten the hard drive bracket spring-loaded screw into the tapped hole. Keep in mind that the hard drive is sensitive to impact and must be handled with care.
5. Connect the other end of the phone line to a phone jack. If necessary, use the supplied phone coupler and/or phone splitter.

### Connecting a Sound System

Follow the steps below to connect an existing amplifier and speakers to the MegaTunes™ unit.

**NOTE: To connect a Merit Industries Remote Sound System™ to the unit, follow the instructions in your Remote Sound System™ Installation Manual.**

**NOTE: Push the hard drive into the slot gently, as the mating pins/connector may be slightly out of alignment.**

### Connecting a Phone Line

4. Connect one end of the supplied phone line to the phone connector located above and to the left of the PARALLEL PORT (see Figure 5). You will be using the coupler on the right hand side, as a dummy connector is installed in the left coupler to prevent an incorrect phone line connection. Then pass the phone line through one of the slots at the bottom of the access panel.
6. With the access panel still removed, pass the RCA connectors running from your amplifier through the slots at the bottom of the access panel and connect the corresponding ends (white to left, red to right) to the left and right ZONE 1 outputs on the Single Board Computer inside the unit (see Figure 5). Repeat using the ZONE 2 outputs if you want to connect an additional sound system.

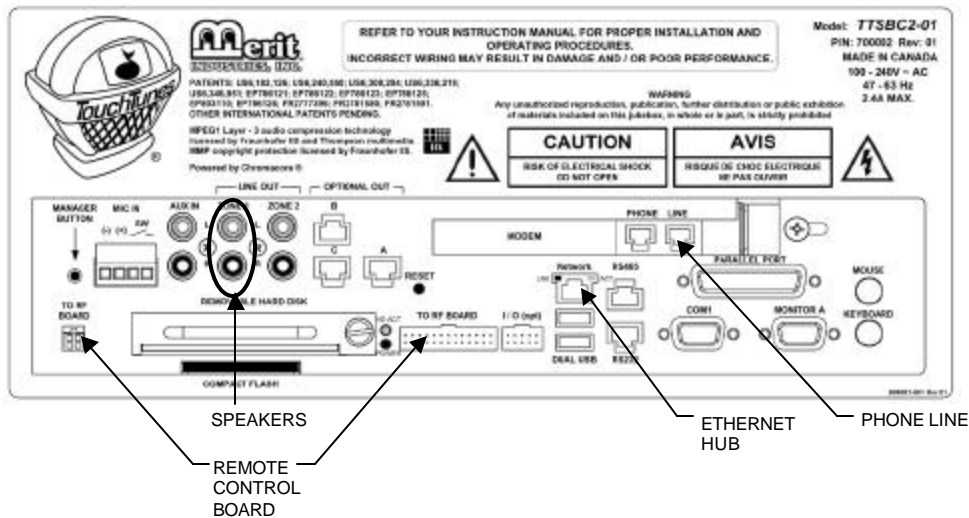


FIGURE 5 - SINGLE BOARD COMPUTER CONNECTIONS

### Connecting the Antenna

7. Connect the supplied antenna to the antenna connector on the unit (see Figure 1) and pass the wire through one of the slots at the bottom of the access panel.

### Linking to a Game

The Ethernet hub mounted to the SBC (see Figure 1) allows for (3) games to be connected to the MegaTunes™ unit. **Keep in mind that each game must be running the same software version (at least version 10).** Additional games would require the use of another Ethernet hub connected to the port labeled "1" on the hub inside the unit. One Ethernet cable is included with the MegaTunes™ unit, but you will need to purchase additional cables in order to link more than one game.

**NOTE: You will need to adjust the monitor settings on any games after they are linked to display the TouchTunes® Operator Setup. Enter the TouchTunes® Setup Screen on the game and then adjust the monitor settings so the graphics are displayed properly.**

**NOTE: Certain TouchTunes® features will not be available on FORCE Classic or MAXX games.**

**Games (non-Classic) running FORCE 2004 or greater software only:**

8. **Make sure all games that are to be linked have the Hi Resolution feature enabled in order to properly display the current TouchTunes® interface.** Press the SETUP button inside the game and enter the System Menu, then touch the Options icon. Page through the options and make sure the Hi Resolution feature is checked. If it is not enabled, certain TouchTunes® features will not be available.

**NOTE: It is recommended that you perform a touchscreen calibration after enabling Hi Resolution.**

**FORCE and MAXX games with Unicorn motherboards:**

9. Turn off all games that will be connected to the unit.
10. Plug one end of the supplied 50' Ethernet cable into one of the empty ports on the Ethernet hub mounted to the SBC. Then pass the cable through the slots at the bottom of the access panel.

**NOTE: It may be easier to plug the Ethernet cable into the hub if you remove the cover to the MegaTunes™ unit. The cover is fastened with (3) screws on either side of the unit. See Figure 1.**

11. Connect the other end of the Ethernet cable to the Ethernet coupler on the back of the game (The Ethernet coupler is the one on the left if you are facing the back of the game.).
12. Repeat for other games you want to link to the MegaTunes™ unit.
13. Replace the access panel.

**MAXX games without Unicorn motherboards:**

14. Follow your MegaLink® instructions, but do NOT install the crossover coupler when linking multiple games. Connect the Ethernet cable directly from each game to the Ethernet hub inside the MegaTunes™ unit. Pass the cables through the slots at the bottom of the access panel.

### Connecting a Microphone

15. If desired, connect a microphone to the MIC IN connector on the SBC and pass the cable through the slots at the bottom of the access panel.

### Connecting an External Audio Source

16. If desired, connect the left and right RCA connectors running from an external audio source, such as a CD or tape player, to the LINE IN connectors on the SBC.
17. Replace the access panel.

### Connecting to Tune Central™

If you will not be running Tune Central™, skip ahead to the next section.

18. Choose an appropriate location for the Tune Central™ unit. It should be placed on a flat surface away from heat sources such as vents or amplifiers.
19. Connect the supplied power source to the power connector on the front of the Tune Central™ unit (see Figure 3) and the supplied power cable to the power source. Then plug the power cable into a suitable grounded outlet. Use the same guidelines as those found in the beginning of the Site Preparation section on Page 3 to choose an electrical outlet.
20. Connect one end of a customer-supplied standard Ethernet cable to the Ethernet connector on the Tune Central™ unit (see Figure 3) and the other end to one of the empty connectors on the MegaTunes™ unit (see Figure 1).

### TouchTunes® Operator Setup

The following instructions are only to guide you through the setup procedure. For complete software instructions, see the TouchTunes® Software Manual.

**NOTE: If you are linking more than one game, you will only need to setup the TouchTunes® software on one game. The setup will then be reflected on all games.**

### First Time Installation/Phone Settings

21. Plug in and turn on both the MegaTunes™ unit and the connected game(s). Keep in mind that while a game will boot up in approximately one minute, the MegaTunes™ unit will take several minutes to load.

**NOTE: Because the TouchTunes™ software has not been set up yet, the screen will display a "Jukebox Error - Check Diagnostics" message at the bottom of the screen when turned on for the first time.**

22. Press the SETUP button in your game to bring up the Main Menu.
23. Touch the 'TouchTunes' button on the Main Menu, then the 'TouchTunes Setup' button. The INSTALL screen will appear. See Figure 6.

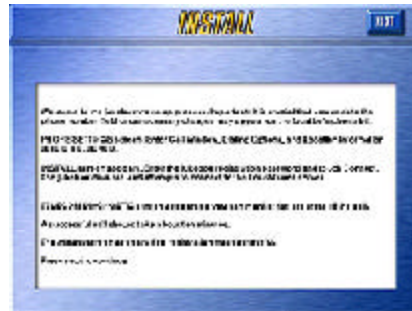


FIGURE 6 - INSTALL SCREEN

24. Take note of the information on the screen and press **NEXT**. The **PHONE SETTINGS** screen will appear. See Figure 7.



FIGURE 7 - PHONE SETTINGS SCREEN

25. Set the time during which the MegaTunes™ can use the phone line to call out to the TouchTunes® server. Time is specified using a 24-hour clock (i.e., 00:00 equals midnight).

**NOTE: The more time you make available, the more songs the jukebox will be able to download at one time (a single song takes about 20 to 25 minutes to download). The busiest time for the server is between 4 AM and 8 AM Eastern time. If you can set your unit to call outside this time, you may get better throughput. It is suggested you set CALL FROM to one half hour after the location is locked up for the night (i.e., the time the last person leaves and locks the front door) and set CALL TO to one half hour before the first person enters the location. Once a song file begins downloading, it will continue through to completion, which may exceed the end time specified. The half-hour buffer should prevent phone conflicts.**

26. Enable the **WAIT FOR DIALTONE** option to turn on dial tone detection. If this feature is left off, the jukebox will automatically start dialing after a two-second delay. For voice mail compliance, it is recommended you leave this feature off in order to solve dialing problems on the phone line. When voice mail is

installed, the jukebox modem may not be able to recognize the dial tone following the voice mail signal because in many cases, the dial tone is intermittent due to message beeps.

If it is necessary at your location to dial the number 9 to gain access to an outside line, turn on **DIAL 9 FOR EXTERNAL LINE**. If a different outgoing prefix needs to be dialed, use the **EDIT** button in the **CUSTOM DIAL PREFIX** box to bring up a numeric keypad for entering the prefix.

If the location has call waiting, you should enter the prefix to disable it. In most cases this is \*70. You may need to add a pause to the end of this sequence, as sometimes there is a delay before the dial tone returns. Use the # key to enter a pause. For example, the sequence \*70## disables call waiting and then pauses twice before continuing to dial.

Select the type of phone line that is installed at the location by setting **PHONE DIALING** to **ON** or **OFF**.

27. Use the **EDIT** buttons to enter the name, type, phone number, and time zone of your location. Once all the information has been entered, the **INSTALL** button will appear.

**NOTE: If you enter an incorrect phone number, it could result in unnecessary charges on the location's phone bill.**

28. Touch the **INSTALL** button. The **ENTER PASSWORD** screen will appear.
29. Enter the registration password for the MegaTunes™ unit and touch **OK**. The unit will now dial out and attempt to connect to the TouchTunes® server.

**NOTE: The password should have been sent to you by fax prior to delivery of the jukebox. If you did not receive your**

password, call TouchTunes® at 1-888-711-5853.

30. The TELEPHONE DIAGNOSTIC screen (see Figure 8) appears, enabling you to monitor the progress of the call. A successful call should take about ten minutes to complete. If the call fails, you will see an error message indicating the nature of the problem that occurred.



FIGURE 8 - TELECOM DIAGNOSTIC SCREEN

After a successful call is completed, you will be returned to the Main Menu.

**NOTE:** Some of the messages may appear on the screen for an extended period of time during the initial call to the server. Do NOT reboot the machine.

31. Exit out of the Main Menu. If the TouchTunes icon does not appear on the Main Game Menu, reboot BOTH the game and Single Board Computer by turning off the interior and exterior power switches and turning them on again. Once both the game and jukebox are loaded again, press the SETUP button inside the game to access the Main Menu.

### Sound Test

32. From the Main Menu, press the 'TouchTunes' button, then 'TouchTunes Setup.' The jukebox will now display the Jukebox Operator menu. See Figure 9.



FIGURE 9 - JUKEBOX OPERATOR MENU

33. On the Jukebox Operator menu, touch **SOUND MIXER**. The **SOUND MIXER** screen appears. See Figure 10.



FIGURE 10 - SOUND MIXER SCREEN

34. In the **SOUND TEST** box, touch **TEST**. Listen to the test at all speaker positions to ensure everything is functioning properly. If you encounter a sound-related problem, refer to the Troubleshooting Guide.

### Programming and Enabling the Remote

35. To set the remote ID, press the **JUKE PAUSE** and lower **MIC VOLUME** buttons on the remote at the same time until the light on the **LAMP** button is solid.
36. Press any combination of the P1, P2, or P3 buttons three times to customize the ID (for example: P2 – P1 – P3 or P3 – P1 – P1). The default setting is P1 – P1 – P1).

36. Return to the Jukebox Operator menu and touch the **SYSTEM SETTINGS** button. The System Settings screen appears. See Figure 11.



FIGURE 11 - SYSTEM SETTINGS SCREEN

37. Touch **LEARN** found next to **Learn remote control ID**.
38. Watch the monitor. When prompted, press any key on the remote control. The monitor will return to the System Settings screen.
39. To allow the remote control to skip a song that is playing (P3 button), set **Enable skip mode on remote** to ON.
40. Touch **BACK** to return to the Jukebox Operator menu.
41. Enter the **SOUND MIXER** screen and touch the **TEST** button to run the sound test. As the unit is playing, raise and lower the volume with the remote to ensure it is working.

**NOTE: If you change the remote ID, you must have the jukebox relearn the ID through the System Settings screen.**

**Enabling Tune Central™ (if applicable)**

If you will not be running Tune Central™, skip ahead to the next section.

42. Return to the Jukebox Operator menu and touch the **MUSIC SETTINGS** button. The Music Settings screen appears. See Figure 12.



FIGURE 12 - MUSIC SETTINGS SCREEN

43. Touch the **ON** button in the **Tune Central settings** box. The jukebox will contact the TouchTunes® server to activate Tune Central™. You can monitor the call using the Telecom Diagnostic Screen (see Figure 8).
44. Touch the **TEST** button in the **Tune Central settings** box to test the response time of the device and network. A “Failed” message in the **Throughput** field indicates a communication problem between the Tune Central™ unit and the server. Proper operation will display a number of 1.5 or greater

More information on Tune Central™ can be found in the TouchTunes® Software Manual.

**Saving Settings**

45. Reboot the **game only** in order to synchronize the new settings. Be sure to leave the MegaTunes™ unit on at all times unless the unit is being moved or serviced.

**NOTE: It is recommended you reboot the machine each time you make changes with the Jukebox Operator menu. The game is programmed to reboot once each day by default.**

46. See the TouchTunes® Software Manual for complete software instructions.



### **General Care and Maintenance**

***NOTE: THIS UNIT MUST ONLY BE SERVICED BY QUALIFIED SERVICE PERSONNEL.***

***CAUTION: THERE ARE HIGH VOLTAGE PARTS IN THIS UNIT. BE CAREFUL WHEN SERVICING THE INSIDE OF THE GAME. THE UNIT SHOULD ALWAYS BE UNPLUGGED BEFORE SERVICING.***

### **Cleaning the Fans and Vents**

- The fans and vents should be cleaned of any dust and grime on a regular basis to ensure proper ventilation of the game.

· To ensure proper operation of the game, it is important that all fans are operating correctly and that the airflow is unobstructed. Make sure nothing is placed inside the unit or next to the fan vent that would inhibit the flow of air. Also, if any fans are not operating, it is important that they be replaced.

**Merit Industries, Inc.**  
**Troubleshooting Guide for *MegaTunes™ Unit***

**NOTE: You can view a log of operations performed by the jukebox by accessing the Diagnostic screen from the Jukebox Operator menu. If the jukebox has experienced a problem, follow the instructions on the TELEPHONE DIAGNOSTIC. See the list below for other troubleshooting issues.**

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
<ul style="list-style-type: none"> <li>• TouchTunes® button does not appear in the Main Menu and Touch-Tunes® icon does not appear in the Game Menu.</li> </ul>	<ul style="list-style-type: none"> <li>• The Single Board Computer (SBC) is not properly connected to the game.</li> <li>• The SBC experienced an error (a "Check Diagnostics" message will appear at the bottom of the screen).</li> <li>• A song did not finish downloading.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure the cable between the game and the Ethernet hub is properly connected.</li> <li>• MegaTunes™ only:</li> <li>• In MAXX™ games without Unicorn boards, make sure you properly followed the steps outlined in the MegaLink® kit when linking the game to the MegaTunes™ unit.</li> <li>• Enter the Diagnostic screen from the Jukebox Operator Menu and follow the on-screen instructions.</li> <li>• Reboot the machine.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>• unit cannot connect to the server</li> </ul>	<ul style="list-style-type: none"> <li>• The unit failed to communicate with the TouchTunes server.</li> <li>• A period of inactivity has caused the unit to lose communication with the server.</li> <li>• There is a problem with the phone line.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow these steps until the problem is solved:               <ol style="list-style-type: none"> <li>1. Activate the Jukebox Operator menu.</li> <li>2. Touch Diagnostic to see the results of the last call to the server. If you see an error message, follow the instructions on the screen. The problem could simply be a matter of the unit needing to reconnect with the server via the CALL NOW button.</li> <li>3. Check that the phone line is functioning properly.</li> </ol> </li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>• "ERROR: Modem rejected initialization string."</li> </ul>	<ul style="list-style-type: none"> <li>• The modem could not be initialized because it rejected the initialization string.</li> </ul>	<ul style="list-style-type: none"> <li>• Call TouchTunes Technical Support: 1-888-711-JUKE.</li> </ul>
<ul style="list-style-type: none"> <li>• "ERROR: Modem is not responding."</li> </ul>	<ul style="list-style-type: none"> <li>• The modem could not be initialized because it is not responding. This may be caused by one of the following:               <ul style="list-style-type: none"> <li>▪ The modem card is not properly seated.</li> <li>▪ The modem card is defective.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Follow these steps to re-seat the modem card in the SBC:               <ol style="list-style-type: none"> <li>1. Remove the screw that holds the card in place.</li> <li>2. Place the connector on the bottom of the card in line with its socket on the motherboard.</li> <li>3. Place a thumb on the front and back of the card and press down firmly on the card until it is securely seated in its socket.</li> <li>4. Replace the screw.</li> </ol> </li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>• "ERROR: Authentication failed."</li> </ul>	<ul style="list-style-type: none"> <li>• Authentication failed.</li> </ul>	<ul style="list-style-type: none"> <li>• The jukebox will automatically retry to authenticate.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>

**Merit Industries, Inc.**  
 Troubleshooting Guide for *MegaTunes™ Unit continued*

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
<ul style="list-style-type: none"> <li>• <b>“ERROR: Call failed: No dial tone. The call could not be completed because the modem failed to detect a dial tone.”</b></li> </ul>	<ul style="list-style-type: none"> <li>• The phone line is not working.</li> <li>• Another device already using the phone line.</li> <li>• Phone line has voice mail or other service that interferes with the dial tone.</li> <li>• The calling prefix that disables call waiting or other service does not contain a long enough pause to permit return of the dial tone.</li> <li>• There is a bad phone connection between the modem card and telephone wall outlet.</li> <li>• The modem is defective.</li> </ul>	<ul style="list-style-type: none"> <li>• Verify that the jukebox is connected to the phone line.</li> <li>• Connect a phone to the telephone wall outlet and make sure the phone line is working properly.</li> <li>• If the line has voice mail or other services that interfere with the dial tone, make sure the proper dialing prefix is being used to temporarily disable the service.</li> <li>• Check the phone connections between the modem card and wall outlet.</li> <li>• Make sure toll-free numbers are not blocked at the location.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>• <b>“ERROR: Call failed: The modem detected a busy signal.”</b></li> </ul>	<p>The call could not be completed because the modem detected a busy signal. This may be caused by one of the following:</p> <ul style="list-style-type: none"> <li>• The ISP or the TouchTunes server is busy.</li> <li>• The phone line in use by shared location phone.</li> <li>• The wrong dialing prefix was used.</li> </ul>	<p>Follow these steps until the problem is solved:</p> <ol style="list-style-type: none"> <li>1. Wait a few minutes and then try the connection again. If the problem persists, continue with step 2.</li> <li>2. Connect a phone to the telephone wall outlet and make sure the phone line is working properly and not being used by a shared phone.</li> <li>3. Check that the dialing prefix entered for the location is correct.</li> </ol> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>• <b>“ERROR: Call failed: A modem did not answer at the dialed number.”</b></li> </ul>	<p>The call could not be completed because a modem did not answer the call. This may be caused by one of the following:</p> <ul style="list-style-type: none"> <li>• The modem dialed the wrong number (bad dialing prefix).</li> <li>• The ISP server or TouchTunes server is not working.</li> </ul>	<p>Follow these steps until the problem is solved:</p> <ol style="list-style-type: none"> <li>1. Wait a few minutes and then try the connection again. If the problem persists, continue with step 2.</li> <li>2. Check that the dialing prefix entered for the location is correct.</li> </ol> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>• <b>“ERROR: Call failed: The connection was lost (NO CARRIER).”</b></li> </ul>	<p>This may occur due to a number of temporary conditions that will resolve themselves when you retry the connection. Possible causes are:</p> <ul style="list-style-type: none"> <li>• The wrong dialing prefix was used.</li> <li>• The phone line is noisy.</li> </ul>	<p>Follow these steps until the problem is solved:</p> <ul style="list-style-type: none"> <li>• Wait a few minutes and try the connection again. If the problem persists, continue with step 2.</li> <li>• Check that the dialing prefix entered for the location is correct.</li> <li>• Connect a phone to the telephone wall outlet and make sure the phone line is working properly. If you hear a lot of noise on the line, you need to determine whether the noise is internal or external. Disconnect the phone line at the demarcation point and if the noise persists, it is an internal problem. Also make sure the phone line does not pass any fluorescent or neon light fixtures. If the noise is external, it is the phone company's responsibility.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>

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Troubleshooting Guide for *MegaTunes™ Unit continued*

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
<ul style="list-style-type: none"> <li>• <b>“ERROR: Call failed: PPP connection failure.”</b></li> </ul>	<ul style="list-style-type: none"> <li>• The jukebox failed to establish a PPP connection with the TouchTunes server or your ISP. The most frequent cause of this is that the ISP is down.</li> </ul>	<ul style="list-style-type: none"> <li>• Keep trying the connection again until it is successful.</li> <li>• If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>no sound</b></li> </ul>	<ul style="list-style-type: none"> <li>• zone 1 and 2 (if applicable) volume levels are both at zero</li> <li>• amplifier fault protection circuit was tripped</li> <li>• speaker wiring is loose or damaged</li> <li>• amplifier cables are loose or not connected</li> <li>• amplifier or speakers are defective or blown</li> <li>• sound card is loose or defective</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure the volume has not been turned down to 0 using the remote or volume controls on the unit.</li> <li>• Try pausing/unpausing the unit with the remote several times.</li> <li>• Verify the Sound Mixer screen settings.</li> <li>• Check the connections to the amplifier.</li> <li>• Make sure that the amplifier and speakers are not defective or blown.</li> <li>• Reset amplifier fault protection circuit.</li> <li>• Re-seat the sound card.</li> <li>• If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>volume automatically goes to maximum or minimum</b></li> </ul>	<ul style="list-style-type: none"> <li>• backup volume control buttons on the unit are pushed in or jammed in place</li> <li>• there is interference from another RF-based remote</li> </ul>	<ul style="list-style-type: none"> <li>• Check the condition of the backup volume control buttons.</li> <li>• Check to see if another remote may be causing the problem.</li> <li>• If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>one or more songs in the purchase list failed to download</b></li> </ul>	<ul style="list-style-type: none"> <li>• The purchase list has more songs in it than the download limit allows per night. Generally, seven songs will download each time the unit calls the server. This can be overridden by TouchTunes personnel if required.</li> <li>• Communications with the TouchTunes server was slow due to noisy phone lines, interrupted communications, or Internet congestion.</li> <li>• The unit failed to communicate with the TouchTunes server.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow these steps until the problem is solved: <ol style="list-style-type: none"> <li>1. Activate the Jukebox Operator menu.</li> <li>2. Touch Diagnostic to see the results of the last call to the server. If you see an error message, follow the instructions on the screen.</li> <li>3. If no errors exist and you did not get your full download of seven songs: <ul style="list-style-type: none"> <li>• a noisy phone line (internal or external) caused a communication problem, and therefore only a few songs could be downloaded in the allowed time. If noisy phone lines are a chronic problem, you may want to increase the size of the calling window available to the unit every night.</li> <li>• a person or device tried to use the phone while the unit was calling out. If this happens repeatedly, it can reduce the number of songs the unit is able to download.</li> <li>• the Internet is congested. The unit connects to the server via an Internet connection. Sometimes, traffic on the Internet is backed up, resulting in very slow throughput. This can significantly reduce the number of songs the unit can download in one night.</li> </ul> </li> </ol> </li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-800-711-JUKE.</p>

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Troubleshooting Guide for *MegaTunes™ Unit continued*

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
<ul style="list-style-type: none"> <li>a song cannot be added to the purchase list</li> </ul>	<ul style="list-style-type: none"> <li>The unit already has the maximum number of songs installed on it (approximately 2,000). Songs in the purchase list are counted in this total, since space must be reserved on the hard drive to receive them.</li> </ul>	<ul style="list-style-type: none"> <li>Delete songs from the unit in order to create space for songs on the purchase list.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support 1-800-711-JUKE.</p>
<ul style="list-style-type: none"> <li>remote control does not work</li> </ul>	<ul style="list-style-type: none"> <li>Support for the remote is not enabled.</li> <li>The batteries in the remote control are dead.</li> <li>The switches in the battery compartment were changed.</li> </ul>	<p>Follow these steps until the problem is solved:</p> <ul style="list-style-type: none"> <li>Put new batteries into the remote control.</li> <li>Check the System Settings screen and make sure the REMOTE CONTROL MODE is ON.</li> <li>Re-learn the remote ID.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>no sound when using microphone</li> </ul>	<ul style="list-style-type: none"> <li>The PAUSE button was pressed on the remote control.</li> <li>The microphone volume limit is set to 0.</li> <li>The microphone is improperly connected to the Single Board Computer.</li> <li>The microphone is defective.</li> <li>The microphone cable is damaged or defective.</li> </ul>	<ul style="list-style-type: none"> <li>Follow these steps until the problem is solved:               <ol style="list-style-type: none"> <li>Go to the Sound Mixer screen and make sure that the maximum volume for the microphone is not limited to 0.</li> <li>Make sure that the microphone is connected to the MIC IN input on the Single Board Computer.</li> <li>Verify that the microphone is in working order and that the cable between the microphone and Single Board Computer has not been severed or damaged.</li> </ol> </li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>humming noise from any speaker after connecting to an external audio device</li> </ul>	<ul style="list-style-type: none"> <li>There is a ground loop.</li> </ul>	<ul style="list-style-type: none"> <li>Ground loops can occur when there is more than one path to the electrical ground. A quick way to solve the problem is to install a ground loop isolator on the audio cable that connects the unit to the external audio device.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>

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**Megatunes® Replacement Parts List**

<b>REPLACEMENT COMPONENTS MEGATUNES (KAV-110-000-XX)</b>	
<b>PART NUMBER</b>	<b>DESCRIPTION</b>
EC0086-01	SINGLE BOARD COMPUTER
EC0087-01	REMOTE CONTROL
SA10064-02	REMOTE CONTROL BOARD

**NOTE:** The parts in your unit may vary. When calling for replacement parts, make sure to have your serial number available to ensure the accuracy of your order.

For additional assistance, after contacting your distributor, contact:

**TouchTunes® Technical Support**

1-888-711-JUKE (5853)

**Merit Product Support and Services**

USA and Canada call toll-free:

**1-800-445-9353**

Outside the USA and Canada call:

**(215) 639-4700**

**FAX: (215) 639-5346**

Merit Industries, Inc. P.O. Box 5004, Bensalem, PA 19020-8529.

You can also visit our Web site

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Limite de Responsabilité

12. LE CONCEDANT NE SERA EN AUCUN CAS RESPONSABLE DE TOUTE RECLAMATION, DEMANDE OU ACTION RESULTANT DE OU EN RAPPORT AVEC LE LOGICIEL OU LA PERFORMANCE OU MANQUE DE PERFORMANCE DU CONCEDANT EN VERTU DU PRESENT CONTRAT POUR TOUTS DOMMAGES D'UNE NATURE QUI NEST PAS PRESUMEE PAR LA LOI ET QUI DOIVENT ETRE EXPRESSEMENT PROUVES, DOMMAGE INDIRECTS, DOMMAGES-INTERETS POUR PREJUDICE MORAL, QUE LE CONCEDANT AIT ETE AVISE OU NON DE LA POSSIBILITE D'UNE TELLE RECLAMATION, DEMANDE OU ACTION. DE PLUS, SANS LIMITER CE QUI PRECEDE, LES DEDOMMAGEMENTS A VOTRE DISPOSITION SERONT LIMITES AU MONTANT QUE VOUS AUREZ PAYE AU CONCEDANT POUR LE LOGICIEL.
13. LE CONCEDANT NE SERA EN AUCUN CAS RESPONSABLE DES DOMMAGES, Y COMPRIS TOUTE PERTE DE PROFIT, PERTES D'ECONOMIE OU TOUTS AUTRES DOMMAGES INDIRECTS OU DOMMAGES-INTERETS ACCESSOIRES DECOULANT DE L'UTILISATION OU DE L'IMPOSSIBILITE D'UTILISATION DU LOGICIEL.

Dispositions Générales

14. La validité et la construction du présent Contrat et les droits et obligations ci-inclus seront déterminés et régis par les lois du Commonwealth de Pennsylvanie aux États-Unis. Toutes litiges ou réclamations résultant ou relatives au présent Contrat feront l'objet d'une procédure de conciliation dans un établissement compétent en Pennsylvanie, aux États-Unis.
15. Merit Industries -réserve le droit de transférer le présent contrat à un tiers ainsi que ses droits et obligations ci-après.
16. Pour toutes questions concernant le présent Contrat -ou si vous désirez contacter le Concedant pour une raison quelconque, veuillez écrire à: Merit Industries, Inc., 2525 State Road, Bensalem, PA 19020, États-Unis.

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#### Haftungsbeschränkung

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