

Maestro Jukebox Quick Start Guide

About this guide

This guide explains how to install and activate the Maestro Digital Jukebox. Maestro is different from conventional jukeboxes, both in the way it operates and in the way it is installed. It is therefore strongly recommended that you review this guide thoroughly before you begin. For detailed information on planning your installation, refer to the *Maestro Operator's Manual* on the TouchTunes web site.

Service and support

For service and support issues, call the TouchTunes 24/7 Service Hotline at 888-711-5853. You must provide the Jukebox ID number to obtain service. This number can be found underneath the front of Maestro or inside to the right of the fan.

Components

Maestro ships in several boxes. If any component appears to be damaged, do not attempt to use or install the system. Notify TouchTunes or your local distributor immediately.

Verify that you have received the following components:

Maestro	
1	Maestro Digital Jukebox with power line installed
1	Maestro wall bracket
1	Thumbscrew wing nut (on the wall bracket)
1	Parts kit containing:
1	Remote control
1	Remote control mounting bracket
3	AA batteries
2	Keys (ilco #549)
1	Air filter
1	Phone cable with RJ11 connectors (7 feet)
1	Terminal connector (four-position Euro-style). Used to connect an optional microphone.
Hard drive (shipped separately)	

Dimensions and weight

	Height	Width	Depth	Weight
Crated	48"	28"	14"	80 lbs.
Uncrated	32.5"	19"	8"	60 lbs.

Important safety information

Read all safety instructions before installing this product.



CAUTION: Maestro components are heavy and represent a serious safety hazard if their mounting system should fail. Therefore, installation should only be performed by an experienced installer or licensed contractor that is familiar with standard rigging, mounting, and hanging practices, as recognized by a licensed engineer or governmental agency in your area.



CAUTION: Maestro mounting components are UL listed and CSA approved only when used as specified in this guide. Any other use or modification of the mounting components is expressly prohibited, as this may present an unacceptable risk of structural failure.



CAUTION: Do not install Maestro near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.



CAUTION: Do not defeat the safety purposes of the polarized or grounding-type plug. A polarized plug has two blades with one blade wider than the other. A grounding-type plug has two blades and a third grounding prong. The wider blade or the third grounding prong are provided for your safety. If the provided plug does not fit in your outlet, consult an electrician for replacement of the obsolete outlet.



CAUTION: See product enclosure for safety related markings and refer to the *Maestro Operator's Manual* on the TouchTunes web site for additional safety information.



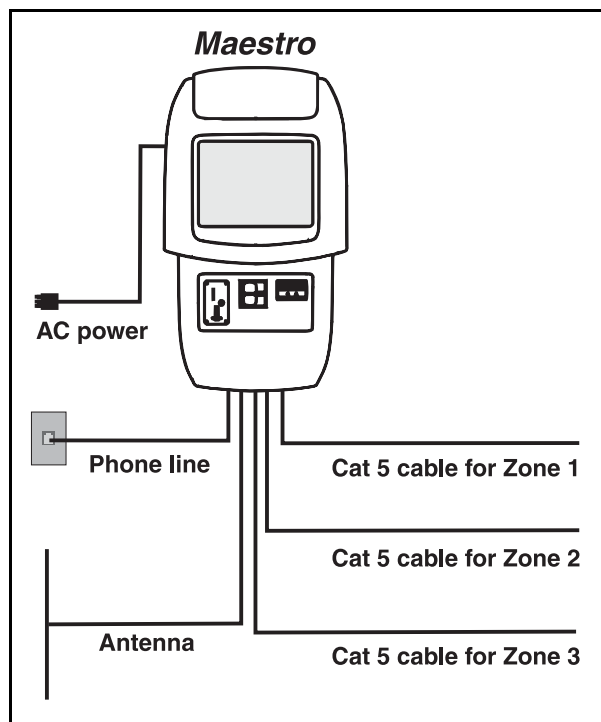
CAUTION: Dispose of used batteries in accordance with the regulations in your area. Do not incinerate.



CAUTION: The lights inside Maestro contain mercury. Disposal of this material may be regulated in your area due to environmental considerations. For disposal or recycling information, please contact your local authorities or the Electronic Industries Alliance at www.eiae.org.

Important concepts

Wiring overview



Audio Input

Maestro can accept input from a microphone and an external sound source. For instructions on how to make these connections, refer to the *Maestro Operator's Manual*.

Jukebox registration and sleep mode

To avoid unauthorized use of the jukebox, each jukebox has a registration number assigned to it. To activate the jukebox, you must enter its registration number. The jukebox then calls the TouchTunes server to validate the number. If the registration number is valid, the server activates the jukebox. If not, the jukebox remains inoperative.

Once a jukebox has been activated, all jukebox features come into effect.

Sleep mode

Sleep mode provides a way for operators to temporarily deactivate the jukebox so it can be moved to a new location. Before the jukebox is moved, it is placed into sleep mode. After arrival at its new location, the jukebox must be re-activated using the appropriate registration number.

Important: *Sleep mode must always be used when moving the jukebox.*

Nightly song queue purge

This feature automatically deletes all unplayed songs that are in the queue if the jukebox is turned off (using the Night Mode button) for more than four hours. This way, when the jukebox is turned back on, a location is not forced to play songs queued up the previous evening.

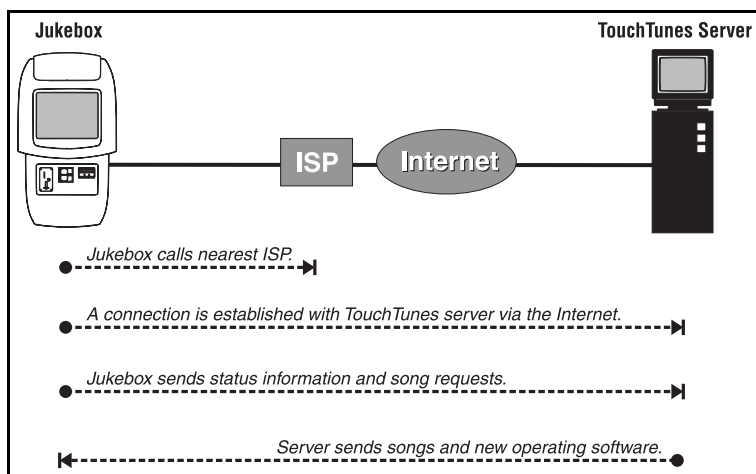
The four hour time period can be customized in the range of 1 to 14 hours. To do this, you must contact the Touchtunes service hotline at 1-888-711-5853.

This feature is on by default. To turn it off you must contact the Touchtunes service hotline.

Nightly communications

Every night the jukebox calls the TouchTunes server. This call serves several important purposes:

- **Reports daily income:** TouchTunes uses this information to calculate revenue for the jukebox.
- **Reports the number of plays for each song:** This is required so that TouchTunes can track its royalty obligations and make the appropriate payments to music publishers.
- **Downloads updates to the jukebox software (if required):** This ensures that whenever updates are available, all jukeboxes in the field are automatically upgraded.
- **Downloads new songs:** Operators can create a list of songs they want to add to the jukebox and the songs are automatically downloaded when the jukebox calls the server. The jukebox also has a *Vote for Download* feature. When enabled, it allows customers to vote for their favorite songs. The song that obtains the most votes every week is downloaded and added to the jukebox. If you signed up for the revenue enhancement program, TouchTunes automatically manages the songs on the jukebox for maximum profitability during the nightly call.
- The jukebox uses the Internet to communicate with the TouchTunes server. Using the area code of the location's phone number, the jukebox determines the nearest ISP (Internet service provider) to call.



Failure to communicate

A jukebox that fails to communicate with the TouchTunes server will eventually be disabled. This occurs as follows:

- If the jukebox fails to communicate with the TouchTunes server for several consecutive days, a red telephone icon appears in the top right corner of the Attract screen. This warning icon will appear for the next few days. If you touch this icon, the jukebox displays the message "This jukebox will be disabled in XX days."
- When the jukebox becomes inoperable, instead of the Attract screen you will see the message "This jukebox has been deactivated. Please contact your operator."

Installing the phone line

Maestro requires an analog telephone line to communicate with the TouchTunes server. Once connected, Maestro will call out once daily at the time you specify (typically during non-business hours). This daily communication is critical for proper operation. It enables Maestro to retrieve system software updates and download new music.

Maestro can usually share an existing phone line with other devices, such as phones, fax machines, or alarm systems. A dedicated phone line is not necessary. However, some devices, such as computerized telephones, lottery terminals, and ATMs, can cause conflicts on a shared line. You can usually resolve these conflicts by contacting the operator of the other equipment and coordinating call and answer times.

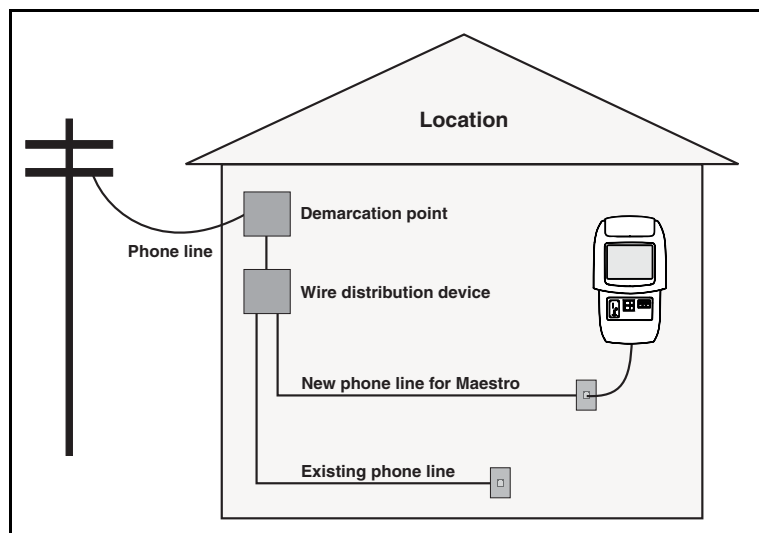
- **Alarm systems:** Most current alarm systems communicate over telephone wiring. These systems usually have the telephone line connected directly from the demarcation point (service entry) to the input side of the alarm. Telephones and Maestro should be connected to the phone side of the alarm.
- **Digital phone systems:** If the location has a digital phone system, the Maestro phone line must be connected to the analog line in front of the digital phone system.

Running a new phone cable

Note: As of February 1, 1996, the telephone company states, for single-line residence or business telephone service, that the owner is responsible for the installation and maintenance of telephone wiring after the demarcation point.

In most cases, you will need to run a new phone cable from the demarcation point (also known as the telephone network interface, or service entry) to the spot where Maestro will be installed.

The demarcation point is located where the outside phone line enters the building. By running new, quality cable directly from this point to Maestro, you can avoid potential problems caused by existing wire connections that may be poorly made.

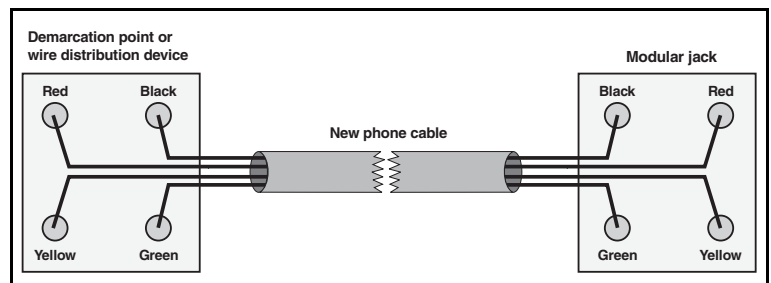


Recommended parts and tools

- Phone line polarity tester (available at Radio Shack).
- Phone cable with RJ11 connectors (7' long) included in the parts kit. Used to connect Maestro to the phone jack.
- Four-conductor telephone modular wall jack.
- Four-conductor round telephone cable. Used to connect the phone line from the demarcation point to the wall jack.
- Any analog phone without filters or a Butt-in set. Used to listen to the newly installed phone line.

Installation tips

- Always use good quality cable and make the cable run as short as possible. This will cut down on potential problems with line noise.
- Avoid using phone line splitters to tap into an existing jack.
- Make sure that the phone line is not routed over or near fluorescent or neon lights. Electrical noise generated by these devices can interfere with the phone line.
- It is not uncommon for a telephone line to pick up a radio station. To diagnose this problem, use a cheap telephone without filtering, or a Butt-In set. You must determine if the noise is on the telephone company's equipment or being picked up on the inside wiring. Disconnect the inside wiring at the demarcation point. If the noise disappears, it is on the phone company's wiring and they must fix it.
- Wire both ends of the phone cable to the same colors (as indicated). The jukebox generally uses the red and green wires for its phone line. Typically, the green wire has positive electrical polarity and the red wire is negative.



- Once installation is complete, use a polarity tester to verify the line.
- Make a call to any 877 prefix toll free number to ensure that calls to this prefix are not blocked.



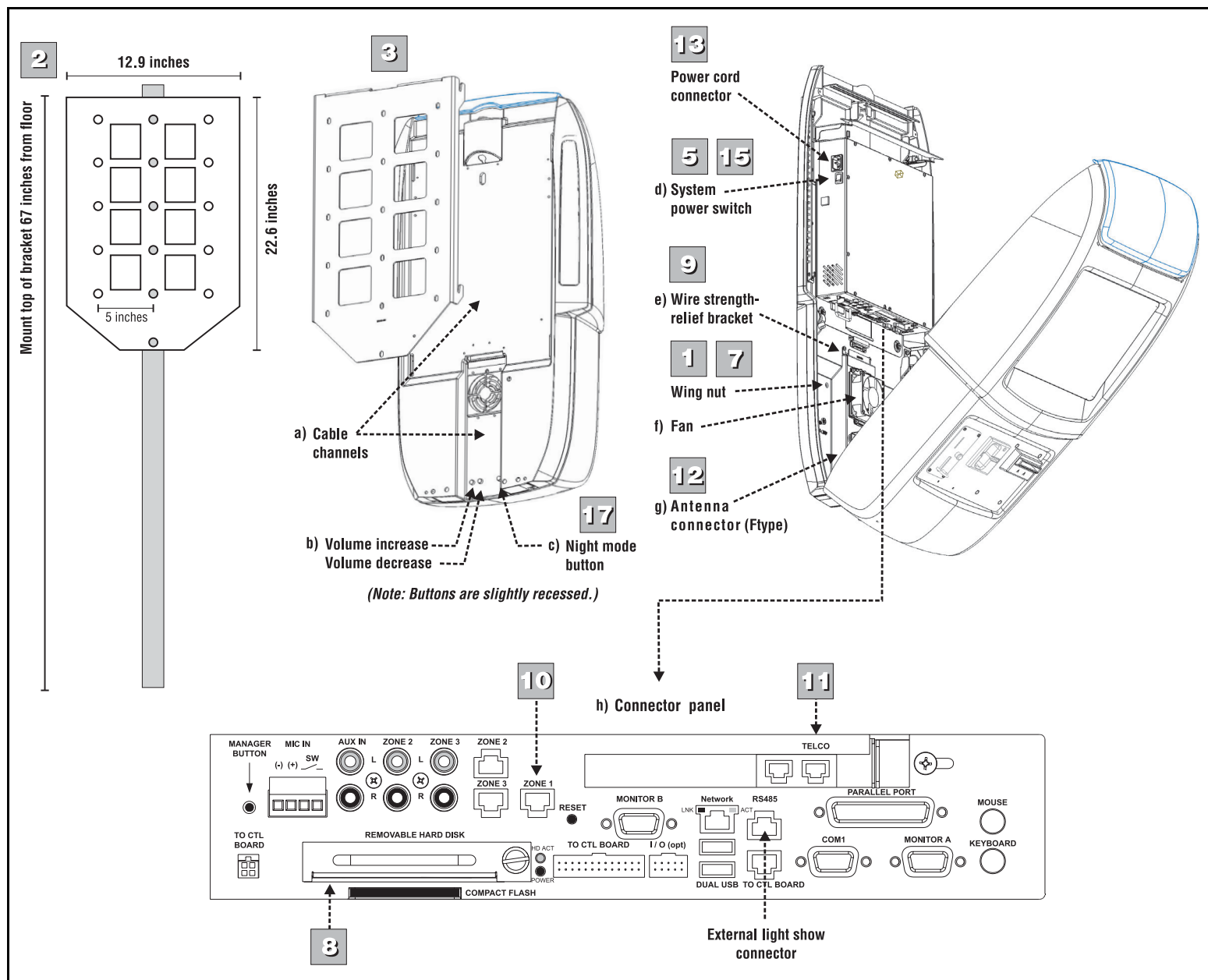
CAUTION: Telephone wires typically carry low voltage, but if you are touching the wires when the phone rings, you can receive a substantial jolt. Enough current is still sent through the line to activate the old style mechanical ringing devices.

Do not work on phone lines during a thunder storm, since an electrical strike can send excessive current down the line.

To minimize the risk, always make the connection to the live phone line or to the demarcation point after you have completed all other connections.

Installing Maestro

The following diagram provides an overview of the installation sequence. Refer to page 5 for installation instructions.



Components overview

- a Cable channels:** All cables are routed through the cable channels on the rear of the unit.
- b Volume buttons:** Provide manual control of the jukebox volume.
- c Night Mode button:** Turns off the monitor, lights, and bill collector. The jukebox computer remains active so it can call the TouchTunes server at the preset time.
- d System power switch:** Turns off all power to the jukebox.
- e Wire strength-relief bracket:** This is where cables are routed out of the jukebox and into the cable channels. Once the bracket is tightened, the cables are secure so they cannot be pulled out.
- f Fan:** Provides cooling. A replacement filter is supplied in the parts kit.

- g Antenna connector:** The antenna permits Maestro to communicate with its RF-based remote control. The benefit of an RF remote is that it does not require line-of-sight to operate. It will also work through walls and other obstructions.

The range of the remote varies depending on the type of obstructions between it and the jukebox. 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. The average range is 100 feet.

- h Connector panel:** This is where audio connections are made, the phone cable is connected, and the hard drive is installed.

Installation procedure

1 Remove the wingnut screw

Remove the wingnut screw from the wall bracket and set it aside.

2 Attach the wall bracket

The top of the wall bracket must be mounted 67 inches (5' 7") from the floor. Use a level to ensure that the bracket is level. Secure the bracket to the wall with at least four lag bolts and washers.

3 Hang the console on the wall bracket

Hang the console on the wall bracket using the flange hooks on the rear. Allow the weight of the console to set it into position.

4 Open the console

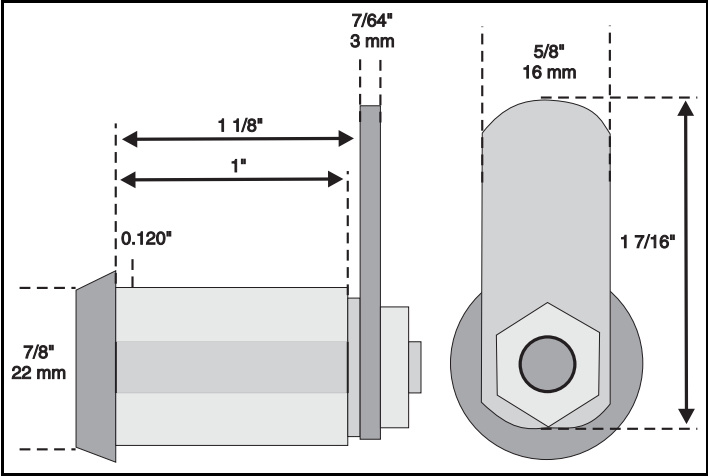
The lock is located on the top of the unit. Once unlocked, Maestro will open completely under the control of two dampers located inside the assembly. (The dampers are not shown in the diagram.)

5 Turn off the power

Ensure that the system power switch is in the '0' position.

6 Replace the lock (optional)

All Maestro consoles are keyed alike. Therefore, for security reasons, you may want to replace the lock. The lock is a tubular cam lock with the following dimensions:



7 Install the wingnut screw

Install the wingnut screw on the bolt to the left of the fan assembly. This screw will lock the console to the wall bracket.

8 Install the hard drive

Insert the hard drive into the slot labelled **REMOVABLE HARD DISK** and push *gently* until it is fully seated. Hand tighten the thumb screw.

9 Remove the wire strength-relief bracket

Locate the wire strength-relief bracket just above the fan assembly. Remove the two 1/4" bracket screws, and set them aside. This is the opening that all cables pass through. This includes antenna, phone line, audio input/output, microphone, and optional external light show cable.

10 Connect the Cat 5 cable (audio out)

The most effective way to connect the jukebox to external sound systems is via standard category 5 cable. Three RJ45 connectors are provided on the back of the computer for this purpose.

You can purchase prewired cable, or you can wire your own cable as follows:

Straight-through category 5 cable wiring						RJ45 connector	
Color	Near End		Far End		Color		
white + orange	1		1		white + orange	1	
orange	2		2		orange	2	
white + green	3		3		white + green	3	
white + blue	4		4		white + blue	4	
blue	5		5		blue	5	
green	6		6		green	6	
white + brown	7		7		white + brown	7	
brown	8		8		brown	8	

The jukebox provides RCA outputs for zones 2 and 3. If you need RCA outputs for zone 1, a category 5 to RCA converter is available from TouchTunes (part number 700003-001).

Route the cables through the strength-relief bracket and either up or down the cable channels on the back of the unit.

11 Connect the phone line

Connect phone line to the connector labelled **TELCO**. Route the cable through the strength-relief bracket and either up or down the cable channels on the back of the unit. Plug this cable into the modular phone jack you installed earlier.

12 Connect the antenna

The remote control is RF-based and Maestro requires an antenna to receive its signals. Connect the antenna cable to the connector labelled **ANTENNA**, which is located below and to the left of the fan. Route the cable through the strength-relief bracket and either up or down the cable channels on the back of the unit. Spread the cable ends and attach them to the wall.

13 Connect the power cord

Plug the power cord into a properly grounded wall outlet.

14 Re-install the wire strength-relief bracket

15 Turn on the power

Toggle the system power switch to the '1' position.

16 Close the console

Make sure that the unit is locked and the key is removed.

17 Turn on screen

Press the Night Mode button on the rear of the unit to activate the screen.

Starting Maestro

1 Startup

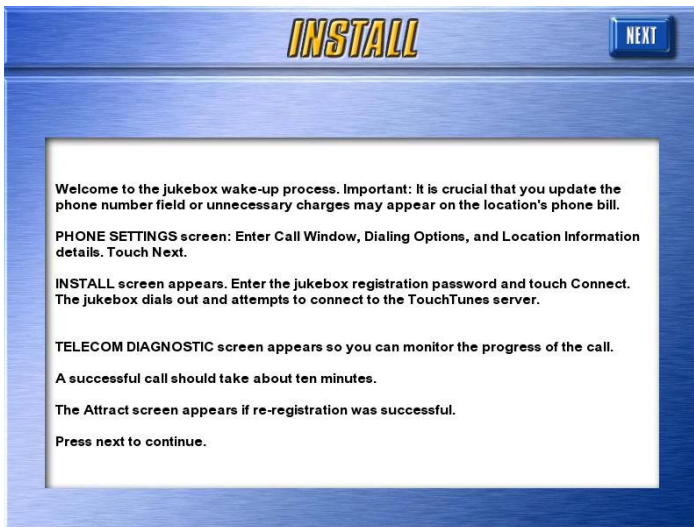
Once power is applied, Maestro will display a series of startup messages, then the startup screen will open.



Icons at the bottom of the screen appear as each subsystem is initialized. Total startup time is 3 to 5 minutes (depending on the number of songs on the hard drive). The jukebox will frequently pause as it progresses through the startup sequence. This is normal. However, if the jukebox pauses on any set of messages for more than five minutes with no activity, a problem may have occurred.

For a complete description of the startup messages and troubleshooting tips, refer to the *Maestro Operator's Manual* on the TouchTunes web site.

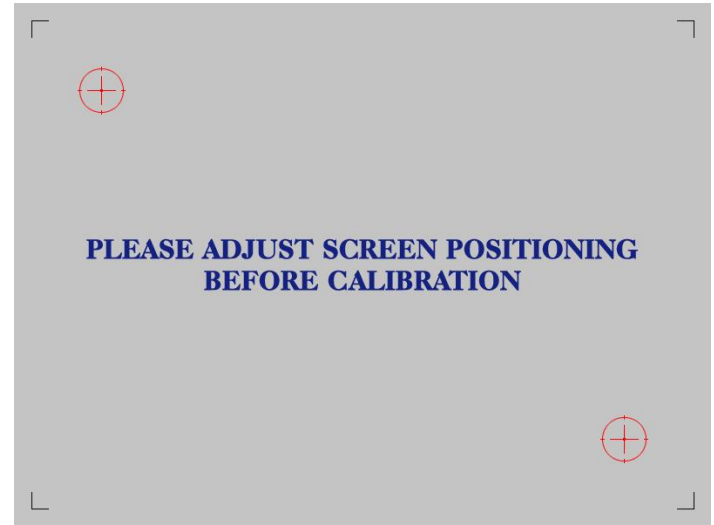
Once all subsystems are initialized the *Install* screen opens:



Touch **NEXT** to start the installation procedure.

2 Calibrate the touchscreen

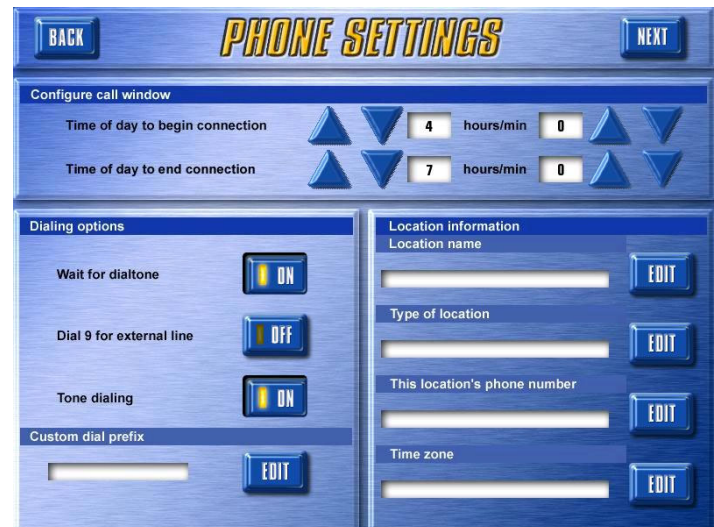
The *Calibration* screen opens.



To properly calibrate the touchscreen, stand directly in front of the jukebox as a customer would. Do not move your head as you touch the centers of both crosses.

3 Provide phone and calling information

The *Phone Settings* screen opens.



- a. In the **Configure call window** box, set the time during which the jukebox can use the phone line to call the TouchTunes server. Time is specified using a 24-hour clock (i.e., 00:00 equals midnight).

The more time you make available, the more songs the jukebox will be able to download. It takes about 20 to 25 minutes to download a single song. The busiest time for the TouchTunes server is between 4 AM and 8 AM Eastern time. If you can set your jukebox to call outside this time, you may get better throughput.

- **Time of day to begin connection:** Set this 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). The half hour gives you a buffer in case things are running late one night.
- **Time of day to end connection:** Set this to one half hour before the earliest person arrives and enters the location.

b. In the **Dialing options** box, select the type of phone line that is installed at the location.

- **Wait for dailtone:** Disable this option if the location has a voice mail service installed on its line. When disabled, the jukebox will not check for a dial tone before dialing out, instead it will pause for two seconds then begin dialing.
- **Dial 9 for external line:** Enable this option if 9 needs to be dialed to access an external line. For example, if a PBX is installed at the location.
- **Tone dialing:** If the location uses pulse dialing, turn this option off.

c. If an outgoing prefix needs to be dialed before the phone number, touch the **EDIT** button under **Custom dial prefix**, then use the numeric keypad to enter 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.

d. Location information identifies the jukebox to the TouchTunes server. Touch the **EDIT** button next to each of the following parameters to set them.

- **Location name:** Specify the name of the location.
- **Type of location:** Choose a type from the list.
- **This location's phone number:** Enter the phone number of the location including its area code.

The jukebox uses the phone number you enter to determine the most cost-effective way to call the TouchTunes server. If you enter an incorrect number, it could result in unnecessary charges on the location's phone bill.

- **Time zone:** Choose the time zone that the location is in.

e. Touch **NEXT**.

4 Specify the registration password

Enter the registration password and touch **Connect**.

The screen shows a 'Jukebox password input' window. At the top are 'BACK' and 'CONNECT' buttons. Below is a text input field. At the bottom is a numeric keypad with buttons for digits 1-9, 0, a 'Clr' (clear) button, and a 'Del' (delete) button.

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.

5 Monitor the call to the TouchTunes server

The jukebox will now dial out and attempt to connect to the TouchTunes server. The **Telecom Diagnostics** screen appears, enabling you to monitor the progress of the call. For example:

The 'TELECOM DIAGNOSTIC' screen is divided into three main sections. The top section, 'Hardware IDs', shows fields for Jukebox ID (0000001799B8), Computer ID (N/A), and Harddisk ID (CSH200D2CGK7HB). The middle section, 'System date and time', shows System date (Feb 27, 2003), System time (17:10:24), and System temp (N/A). The bottom section, 'Telecommunication trace', displays a log of events from Feb 27, 2003 17:04:51 to 17:10:25, including successful synchronization, connection establishment, and password validation. A 'CANCEL' button is at the bottom right.

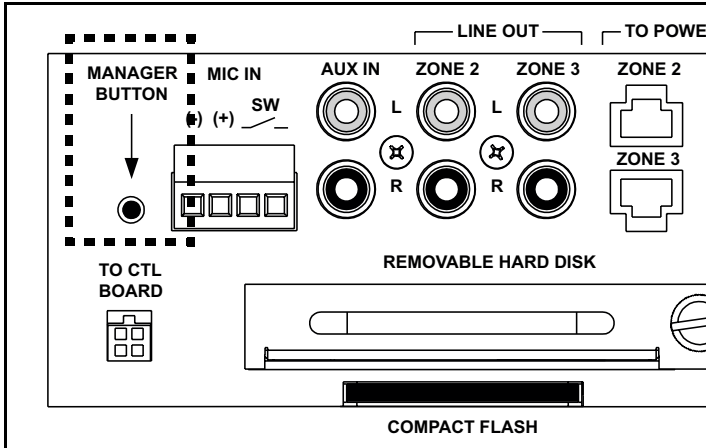
A successful call should take about ten minutes to complete. If the call fails, you will see an error message indicating the problem that occurred. Refer to the *Maestro Operator's Manual* for a description of all error messages and advice on how to correct them.

When the call is complete, the **Attract** screen will appear. Maestro is now operational.



6 Activate the Operator Menu

The Operator menu enables you to configure all Maestro settings. To activate the Operator menu, press and release the manager button which is located on the left side of the console connector panel.



The Operator menu has the following options.

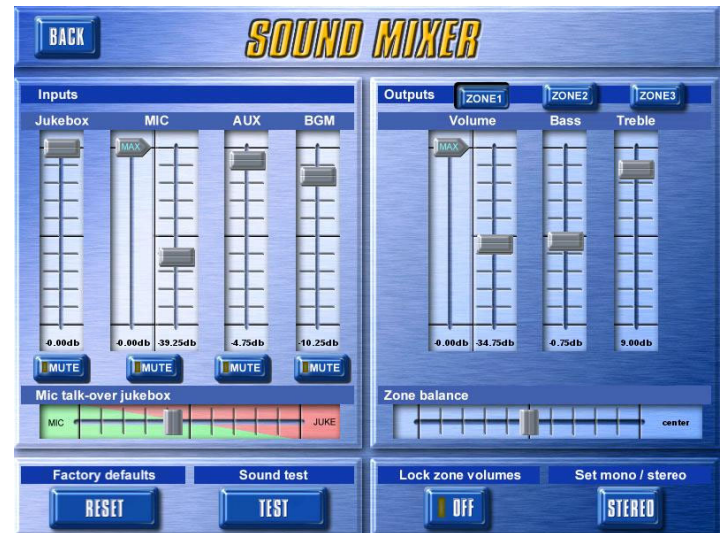


Important: A safety feature automatically returns the jukebox to the *Attract* screen and normal operation if you leave any operator screen (except Telecom Diagnostics) idle for more than 1 minute.

Test and set sound levels

1 Open the Sound Mixer screen

On the Operator menu, touch **Sound mixer**. The *Sound Mixer* screen opens.



2 Run the sound test

- Under the heading **Sound test**, touch **Test**.
- Listen to the test at all speaker positions to ensure everything is functioning properly.
- During the test use the **Outputs** sliders to adjust the volume of each zone.
 - JUKEBOX:** Controls the gain applied to paid or free plays.
 - MIC:** Controls the gain applied to an external microphone.
 - AUX:** Controls the gain applied to an external line level signal connected to the auxiliary inputs on the rear panel.
 - BGM:** Controls the gain applied to songs played by the background music option.

Final output volume is controlled by the **Volume** slider.

The sound you hear during normal operation is governed by these two rules:

- The **JUKEBOX** sound source is played whenever there are songs in the play queue. It can only be interrupted by:
 - Pressing the **Pause** button on the remote control. This also switches to the **AUX** sound source if one is connected.
 - Pressing the **Talk** button on a connected microphone. This fades down the **JUKEBOX** according to the setting for **Mic talk-over jukebox**.
- The jukebox automatically switches to the **AUX** source if the jukebox is not in use and no song is currently playing, or the jukebox was paused using the remote control.

3 When you are done

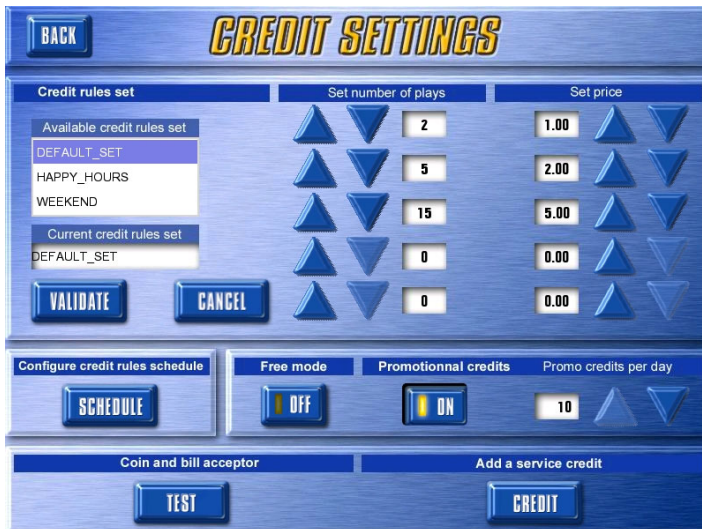
Touch **Back** to return to the Operator menu.

Define pricing

In this step you test the coin and bill acceptors, set pricing levels for credits, and define the number of service and promotional credits that are available.

1 Open the Credit Settings screen

On the Operator menu, touch **Credit settings**. The *Credit Settings* screen opens.



2 Set pricing levels

The jukebox features a flexible pricing system which enables you to create multiple pricing schemes for use at different times of the day. For example, you could use a different pricing structure during Happy Hour or on Friday and Saturday nights. For details on this feature, see the *Maestro Operator's Manual*.

To set default prices, do the following:

- In the **Set number of plays** column, set the number of plays for each level.
- In the **Set Price** column, set the dollar amount for each level.

Note: The average price per song must decrease at each level. The jukebox will automatically determine if the pricing you set follows this rule. If not, the prices that are in error are displayed in red and the **BACK** button disappears. You cannot exit this screen until all price levels are valid.

- Once you have set valid plays and pricing for all levels, touch **VALIDATE** to store them, or touch **CANCEL** to return to previously saved prices.

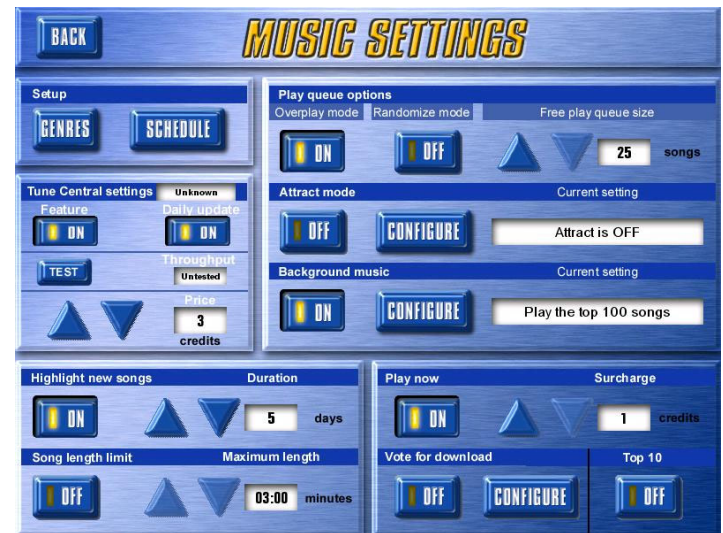
3 When you are done

Touch **Back** to return to the Operator menu.

Define music settings

1 Open the Music Settings screen

On the Operator menu, touch **Music settings**. The Music Settings screen opens:



2 Adjust play queue options

- Turn on **Overplay mode** to have the jukebox ignore multiple plays of a song. If the same song is added to the play queue more than once, it is only played once. (Note that the currently playing song is not counted.)
- Turn on **Randomized mode** to have the jukebox play back songs randomly, rather than in the order they were selected.

3 Configure Attract mode

When enabled, this feature causes the jukebox to automatically play a song when it has been idle for a specified amount of time. For details on scheduling, see the *Maestro Operator's Manual*.

4 Configure Background music

This feature lets you define certain times during the week that the jukebox will randomly play songs. You have control over the day and time songs are played, how they are selected, and the volume level at which they are played. Background music automatically stops if a customer plays a song. It will automatically resume once the play queue is empty. For details on scheduling background music, see the *Maestro Operator's Manual*.

5 Configure the Play Now feature

This feature enables customers to put their songs at the top of the play queue for an additional fee (surcharge). When enabled, the customer is prompted to "Play Now" after selecting a song.

6 Configure the Vote for download feature

When this feature is enabled, customers are prompted to vote for their favorite song not currently on the jukebox, after they make a paid selection. When the voting period expires, the song with the most votes is downloaded.

7 Enable the Top 10 feature

When this feature is enabled, customers are able to select a song from the ten most popular songs on the jukebox. The Top 10 icon is only visible when a minimum of 10 songs on the jukebox have been played at least once. This ensures that at least ten "top" songs exist.

8 Set the Song length limit

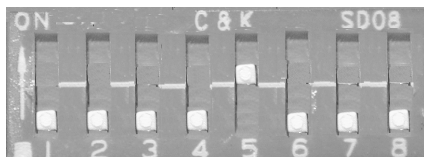
This option enables you to limit the playing time of songs. When a song reaches the limit you set, it is faded out.

Enable the remote control

1 Prepare the remote

- Retrieve the remote control from the Parts kit and install the three AA batteries.
- Each remote has a customizable ID number which is controlled by the position of eight tiny switches located just above the battery tray.

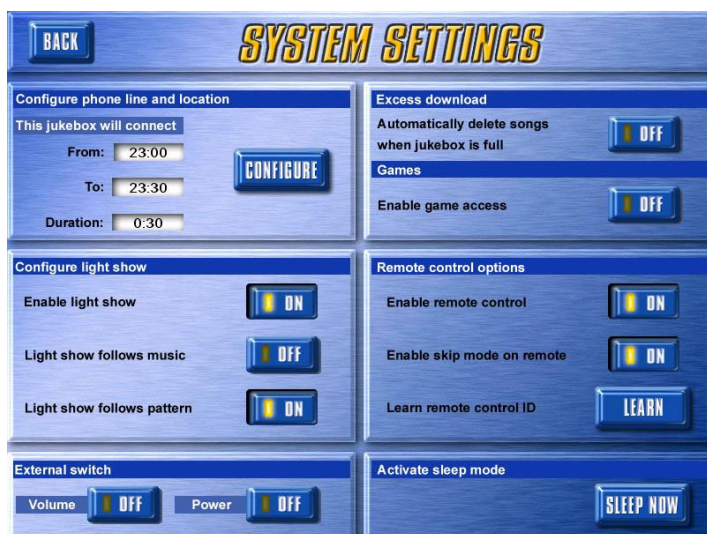
During manufacturing, all switches are set to the same position (switch 5 on, all others off).



It is recommended that you customize the ID number for each remote by randomly altering the position of these switches. For example: set switch 5 off, and switch 6 on.

2 Open the Systems Settings screen

On the Operator menu, touch **System settings**. The System Settings screen opens:



3 Enable the remote control

- In the **Remote control options** box, set **Enable remote control** to **ON**.
- To allow the remote control to skip a song that is playing (P3 button), turn on **Remote Control Skip Mode**.
- Next to **Learn remote control ID**, touch **LEARN**.
- Watch the monitor. When prompted, press the **MIKE VOLUME UP** key on the remote control. The monitor will return to the System Settings screen.
- Touch **back** to return to the Operator menu.
- Test the remote by raising and lowering the jukebox volume as it is playing.

Explain operation to staff

It is important that location personnel are familiar with the operation of Maestro. Take a few minutes to cover the following topics with them.

Coin and bill mechanism

The jukebox accepts only \$1 and \$5 bills (old and new) four ways, and US 25 cent and \$1 coins.

Power

- Show the Night Mode switch on rear of jukebox.
- Explain that the Night Mode button turns off the jukebox monitor and audio subsystem only. The computer inside the jukebox is always running since it calls TouchTunes every night. For this reason, the jukebox should **never** be turned off by pulling its plug or shutting circuit breakers that cut power to its wall outlet.
- Explain that pushing the on/off button on the remote is the same as pushing the Night Mode button.

Volume buttons

Show the backup volume control buttons on the rear of the jukebox and explain that they can be used if the remote is broken, lost, or low on battery power.

Customer interface

- Show how a song is selected and is played.
- Explain credit settings and the schedule you have set for them.
- Explain the following features if enabled: vote for download and promotional game.

Songs

- Explain random play and overplay modes if you have enabled them.
- Mention that new songs can be added to the jukebox as needed. Staff will know what customers want to hear and will be able to give you valuable information in this regard.
- Explain that the jukebox calls out on the phone line every night (after business hours) and that this is how songs are added. Indicate the time range you set for the nightly call and caution staff against picking up the phone during this period as it can disrupt communications. If the jukebox is interrupted during a call it will recover, sometimes by calling again. However, if the nightly call fails for any reason, a phone icon will appear on the Attract screen. Staff should call you if this occurs.
- Explain that if the jukebox is turned off (using the Night Mode button on the rear) for more than four hours, the song queue is purged.

Attract mode/background music

Explain how attract mode and background music work and the schedule you have set for them.

Remote control

Explain that the remote does not need to be pointed directly at the jukebox, and will function through walls and other obstructions. 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.

Caution personnel against moving the switches inside the battery compartment as this will cause the remote to stop working.

Remote key assignments and functionality

The keys on the remote are pre-programmed for the following functions.

Key	Function
P1	Give promotional credit: Press and release this button to add a credit to the jukebox. Credits are deducted from the promotional credit count. By default, promotional credits are set to 10 per day. The promotional credit feature is enabled/disabled on the Credit Settings screen.
P2	For future use.
P3	Skip song: Quickly press and release this button to stop playing the current song and immediately skip forward to the next song in the queue. The skip song feature is enabled/disabled on the System Settings screen. Flush play queue: Press and hold this button for four seconds to flush the entire play queue.
ZONE 1 VOLUME	Raises and lowers the volume of zone 1 within the limits set on the Sound Mixer screen.
ZONE 2 VOLUME	Raises and lowers the volume of zone 2 within the limits set on the Sound Mixer screen.
ZONE 3 VOLUME	Raises and lowers the volume of zone 3 within the limits set on the Sound Mixer screen.
ON/OFF	Equivalent to the Night Mode button on the rear of the jukebox. Press to turn on/off the jukebox monitor and audio subsystem only. The jukebox computer remains on.
MIC VOLUME UP/DOWN	Raises and lowers the volume of the microphone within the limits set on the Sound Mixer screen.
JUKE PAUSE	Pauses the currently playing song. The jukebox screen will display the message: "Jukebox is Paused" While paused, the jukebox will switch to the auxiliary sound source (if connected), or if a microphone is enabled, it will be heard. To unpause, press this button again. The jukebox will resume playing where it left off.

Product Warranty

This product warranty (Product Warranty) is provided by TouchTunes™ Music Corporation, a Nevada corporation ("TouchTunes"), to the legal and rightful owner, lessee or licensee ("Operator") of the TouchTunes Jukeboxes and other TouchTunes products. Operator and TouchTunes have entered into agreement(s), including amendments thereto ("MSA") outlining the terms and conditions for TouchTunes to provide certain services in connection with such products. Capitalized terms used herein and not otherwise defined have the meanings assigned to them in the MSA. This Product Warranty is effective upon the delivery and full payment of each TouchTunes Jukebox ("TT Jukebox") and/or other related TouchTunes products ("TT Products") and is subject to the terms and conditions set forth herein and in the MSA. By accepting this Product Warranty and the products delivered herewith, the Operator is deemed to confirm and ratify such terms and conditions.

1. Product Warranty Period.

Subject to the limitation of paragraphs 2.2, 2.3, 2.4, 2.5 and 2.7 hereof, the term of the product warranty shall be as follows:

- 1.1 New TT Jukebox(es), excluding accessory parts such as remote controls and batteries, shall be covered by a two (2) year product warranty commencing from the date of shipment of TT Jukebox(es) to Operator.
- 1.2 Tune Central, used TT Jukeboxes and re-furbished TT Jukebox(es) sold, leased, licensed or otherwise provided to Operator by TouchTunes shall be covered by a six (6) month warranty commencing from the date of shipment of such products.
- 1.3 All other parts, or products sold, leased, licensed or otherwise provided to Operator by TouchTunes shall be covered by a ninety (90) day warranty commencing from the date of shipment of such products.
- 1.4 This Product Warranty shall not apply to any TouchTunes product already in possession of an Operator prior to the date of delivery of this Product Warranty; provided, however, that this Product Warranty shall apply to any subsequent products delivered to an Operator and shall fully replace any existing warranty agreement or understanding, whether express or implied. TouchTunes may amend this Product Warranty in connection with the delivery of future products and the Product Warranty delivered at such time shall control.
- 1.5 This Product Warranty shall be independent of, and TouchTunes shall have no obligation under, any warranty provided by a supplier other than TouchTunes for products that Operator may receive in connection with TouchTunes products and shall not limit the rights of Operator under such other warranties.

2. Product Warranty, Servicing, and Repairs.

- 2.1 Subject to limitations of Section 1 and paragraphs 2.2, 2.3, 2.4, 2.5 and 2.7, hereof, TouchTunes shall bear the cost to repair, or replace and ship product back to Operator TT Jukeboxes and TT Products covered under this Product Warranty.
- 2.2 Notwithstanding any provision herein to the contrary, Operator shall bear all costs (including the costs for such parts and all freight cost for the shipment to TouchTunes and back to Operator) for TT Jukeboxes or TT Products that require replacement or repair due to negligence or vandalism or found defective because of improper usage, treatment, handling, or that are beyond the warranty periods described herein.
- 2.3 TouchTunes shall provide Operator with available technical documentation and service manual (the "TouchTunes' Operator Manual") to facilitate installation and maintenance of the TT Jukebox. Operator, at its own cost and expense, will keep and maintain each TT Jukebox and TT Product in good repair, presentable condition and proper working order. Operator shall promptly make any necessary repairs in accordance with TouchTunes' Operator Manual, and all repair work shall be performed by properly trained and skilled personnel. Operator shall only use spare or replacement parts supplied by TouchTunes and shall not use any TouchTunes parts on any non-TouchTunes product without the written consent of TouchTunes; failure to do so shall cause this Product Warranty to be null and void. Operator shall promptly execute from time to time any upgrade or repair requested by TouchTunes upon receipt by Operator of the required upgrades or parts. Operator agrees to comply with TouchTunes' system for ordering spare or replacement parts. Operator may obtain replacement parts directly from a TouchTunes distribution center. When a TouchTunes distribution center is not reasonably accessible to the Operator or a part is not available from the distribution center, TouchTunes shall arrange to deliver the part directly to Operator. In TouchTunes' sole discretion, should a replacement part be immediately required to repair a TT Jukebox that cannot play music and Operator requests by telephone such part prior to 2:00 p.m. Central Time, TouchTunes shall use commercially reasonable efforts to provide the part to Operator by the end of the next business day. In order to minimize the downtime, TouchTunes, at its sole discretion, may decide to ship a replacement part prior to receiving the defective one. Should TouchTunes determine that a replacement part not be required to have the TT Jukebox play music, or should Operator already have a spare part in consignment, TouchTunes shall use commercially reasonable efforts to have such parts delivered within five (5) days of receipt of Operator's order.
- 2.4 Replacement parts to be provided by TouchTunes hereunder shall be delivered following confirmation through TouchTunes' helpline department and issuance of a return authorization confirmation number by TouchTunes. Any part replaced pursuant to this Product Warranty shall be returned, by a traceable, secure means, by Operator to TouchTunes within thirty (30) days of receipt of the replacement part. Should any such part not be returned within thirty (30) days, Operator shall pay TouchTunes the amount determined by TouchTunes to constitute the replacement cost (the "Advance Replacement Amount") and shall own the part, except for Hard Drive which shall remain the exclusive property of TouchTunes at all times, as provided under this Product Warranty. Should such part be returned within the said thirty (30) days, TouchTunes shall issue full credit against the Advance Replacement Amount should such failure have occurred due to normal wear and tear or manufacturer's defect. Should such parts be returned after the said thirty (30) days TouchTunes shall issue credit against the Advance Replacement Amount should such failure have occurred due to normal wear and tear or manufacturer's defect, less a \$75 administration fee. TouchTunes shall periodically provide Operator with an updated list of parts and their respective prices.
- 2.5 Notwithstanding anything in this Product Warranty to the contrary, in the event that (i) Operator breaches any of the conditions stipulated herein or causes a Default under the MSA, or (ii) the MSA terminates for any reason or no reason, TouchTunes' Product Warranty obligations herein shall be null and void as of the date of such breach or termination, as the case may be.
- 2.6 At TouchTunes' request, Operator shall provide TouchTunes with the current status and operating condition of any TT Jukebox subject to this Product Warranty.
- 2.7 EXCEPT AS IS SPECIFICALLY AND EXPRESSLY STATED IN PARAGRAPHS 1.1, 1.2, 1.3, and 2.1, TOUCHTUNES MAKES NO WARRANTIES, EITHER EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING, WITHOUT LIMITATION, THE CONDITION OF ANY TT JUKEBOX, ITS MERCHANTABILITY, OR ITS FITNESS FOR ANY PARTICULAR PURPOSE.

Return and repair policy

RETURN MATERIAL AUTHORIZATION NUMBERS (RMAs)

- Before a purchaser ships a product back to TouchTunes™, the purchaser must obtain a valid RMA number. Boxes received without an authorized RMA Number shall be shipped back.
- Authorized RMA Numbers shall expire 30 days after they are issued.
- Only the TouchTunes™ product and quantity specified on the original RMA request can be returned with the RMA Number issued.
- If returning additional products to TouchTunes™, a new RMA Number shall be required.
- If we receive a shipment containing products not authorized for return on that RMA Number, we shall return them as is.

WARRANTY REPAIR & REPLACEMENTS

- TouchTunes™ warrants that the product is free from defects in material or workmanship under normal operation.
- Any replacement parts furnished at no cost to the purchaser in fulfillment of this warranty are warranted only for the unexpired portion of the original warranty and extended warranty, if applicable. Any services or repair outside the scope of this limited warranty shall be at TouchTunes™'s rates and terms then in effect.
- Normal "Wear and Tear" as determined by TouchTunes™, is NOT covered by this warranty.
- Under certain circumstances and at TouchTunes' sole discretion, some products may be eligible for Advanced Replacement. We shall invoice the purchaser's account for the new unit and issue a full refund for in-warranty products once we receive the original unit from the purchaser.
- TouchTunes™ does not provide loaner units.
- TouchTunes™ does not warrant the model life of products. TouchTunes™ suppliers may at any time make changes in the products delivered as products or components.
- TouchTunes™ is not responsible for damages outside of TouchTunes™ control including, but not limited to, physical damage, modifications to the product, or improper packaging.

OUT OF WARRANTY REPAIR SERVICES

- Warranty exclusions include, but are not limited to, physical damage, modifications to the product, or improper packaging.
- If a product is out-of-warranty, TouchTunes™ shall evaluate it for a minimum charge per unit. Additional parts and labor charges may apply. Prior to proceeding with the repair of a product that is out-of-warranty, TouchTunes™ shall send the purchaser a cost proposal that must be signed for acceptance and returned.
- Electing not to have TouchTunes™ repair the product, TouchTunes™ can dispose of the product on-site for a minimal fee, or the product can be returned as is.

RETURNS FOR CREDIT

- To receive credit for standard product, the product must be in re-saleable condition. We shall make that determination after evaluating the returned product. Returns for Credit MAY apply to custom products and shall be determined after evaluation of the REQUEST for return.
- TouchTunes™ may refuse credit for any of the following conditions:
 - Improper installation or testing
 - Failure to provide a suitable operating environment
 - Use of the product for purposes other than those for which it was designed
 - Failure to monitor or operate the product in accordance with applicable seller specifications and good industry practice
 - Unauthorized attachment, removal, or alteration of any part of the product.
 - Unusual mechanical, physical or electrical stress, scratches, or dents.
 - Modifications or repairs done by parties other than the seller.
 - Abuse, misuse, neglect, or accidental damage
- TouchTunes™ is under NO obligation to accept RMA's for wrongly ordered goods. TouchTunes™ MAY consider exceptions based on individual situations, a minimum 15% and up to 40% restocking fee shall apply. Products beyond 4 (four) months in age are not eligible for consideration.
- If within 7 days of product receipt the purchaser notifies TouchTunes™ that the product is defective or damaged we may waive the restocking fee. The restocking fee may also be waived for the following:
 - An incorrect product shipped by TouchTunes™ in error
 - An Evaluation Unit as stated on your original purchase order

LABELING AND ADDRESS

- The RMA Number must appear on the outside of the carton(s) in BOLD print. Any product returned without a valid RMA Number shall be returned to the sender.
- Return products to the address provided on your RMA authorization form.

PACKAGING

- TouchTunes™ recommends returning products by United Parcel Service, Federal Express, DHL, or another reputable freight forwarder.
- All TouchTunes Jukeboxes should be returned on a pallet to prevent damage.
- Should products returned to TouchTunes by customer not be shipped with protective packaging similar to that used by TouchTunes, TouchTunes shall consider the products damaged and ship them back to the sender, as is, with no credit issued or repair attempted.
- To avoid voiding the warranty, use TouchTunes™ or equivalent packaging to return a product. This includes complete crating, packaging, high-density foam and/or cardboard separators.

FREIGHT PAYMENT

- The customer prepays all inbound freight charges for both in-warranty and out-of-warranty repairs. TouchTunes™ is not responsible for damage during shipment. We recommend that you insure the shipment.
- TouchTunes™ shall pay for surface/ground return freight only, for warranty repairs. If you require overnight or other special requirements for expedited shipment, these shall be at the purchaser's expense. You may pay freight by either issuing a purchase order with the clear notation "Prepay and Add Freight," choosing your own carrier and providing your account number (freight collect), or prepaying by credit card.

FREIGHT CLAIMS AND SHIPMENT DAMAGE

- If the purchaser receives the original product in damaged condition, notify TouchTunes™ Repair Department or Customer Service immediately. If the shipment was made by a TouchTunes™ "prepay and add freight" service, TouchTunes™ shall help the purchaser process the damage claim.
- If the original freight charges were paid in advance-by freight collect or other means-notify the carrier immediately to initiate a claims inspection. TouchTunes™ Customer Service shall provide assistance, as necessary, to process the freight claim.
- If your returns/repair shipment to TouchTunes™ is received in damaged condition, TouchTunes™ shall notify the purchaser. The purchaser shall need to notify the carrier immediately to initiate a claims inspection. TouchTunes™ Customer Service shall provide assistance, as necessary to process the freight claim.

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