



ProFusion[®] M5

USER GUIDE



CAUTION

RISK OF ELECTRIC SHOCK DO NOT OPEN NO USER-SERVICEABLE PARTS INSIDE



This symbol is intended to inform users that internal parts may cause electrical shock and injury.



This symbol is intended to inform users of important operational instructions and clarifications.

WARNING!

To reduce the risk of fire, electric shock, or injury:

- Do not use ProFusion® M5 if it has been exposed to water.
- Do not use ProFusion M5 if it has been dropped and or damaged.
- Do not use ProFusion M5 with a damaged power cord.
- Do not unplug by pulling on the power cord.
- Do not restrict case airflow by blocking or inserting objects into case ventilation openings.
- Do not use in environments with excessive heat, humidity, magnetic fields, or dust.
- Place ProFusion M5 only on a stable surface of sufficient size and strength where it will not be exposed to excessive vibration.
- Do not overload power outlets.
- Route all cables safely. Do not place any items on or against the cables.
- Do not allow children to operate without supervision.
- Use only attachments that are approved by DMX, Inc.

Safety Agency Listings

ProFusion M5 – Version 1.0

This device is in compliance with FCC rules Part 15B for class A devices. This device provides reasonable protection against harmful interference if installed and used in accordance with the instructions.

This device is UL/CSA listed.

This device is certified as a CE Class A appliance.

ProFusion M5 – Version 2.0

Regulatory and Safety

This device is in compliance with Class A limits for FCC Part 15B and Industry Canada ICES-003. This device provides reasonable protection against harmful interference if installed and used in accordance with the instructions.

FCC

This equipment has been tested and found to comply with the limits for a Class A device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this device in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.

Industry of Canada

This Class A digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations. Operation is subject to the following two conditions; (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Cet appareillage numérique de la classe A répond à toutes les exigences de l'interférence canadienne causant des règlements d'équipement. L'opération est sujette aux deux conditions suivantes: (1) ce dispositif peut ne pas causer l'interférence nocive, et (2) ce dispositif doit accepter n'importe quelle interférence reçue, y compris l'interférence qui peut causer l'opération peu désirée.

Note: This device contains a Class 1 Laser Product.



This device contains a Li battery. CAUTION: Risk of explosion if battery is replaced with incorrect type. Please dispose of used batteries according to battery instructions.

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Features

What is ProFusion M5?

ProFusion M5 is a high-performance, easy-to-use, multimedia platform, which delivers your brand image, digital signage, advertising, full-motion video, messaging and music.

ProFusion M5 System Overview

Only ProFusion M5 has the adaptability to deliver a variety of multimedia content from a single, space-efficient component. Multiple visual effects can play simultaneously, from Adobe® Flash™ animation to Web content and music videos. Combine visuals with music, audio and video message marketing to create a custom in-store experience at the touch of a button.

ProFusion M5 Features

- Supports multiple visual and audio elements, including video, music, digital signage, messaging, web content, and branding.
- Effortless integration with existing audio visual components.
- Ease of installation and management.
- Optimized, efficient, and reliable distribution of high-quality multimedia content throughout a company's multiple locations.
- Supports multiple formats; MPEG 1, MPEG 2, JPEG, PNG, MNG, HTML and Adobe® Flash™.

How Does ProFusion M5 Work?

Your ProFusion M5 arrives pre-loaded with music, imaging and messaging per your exact specifications. It works seamlessly with most existing audio and video systems and can deliver images to LCDs, plasma screens, TVs, kiosks, and video projectors. Configuration and content is updated in two ways; Ethernet or disc.

Getting Started

Checking Your Package Contents

- (1) ProFusion M5 playback device
- (1) ProFusion M5 User Guide
- (1) 6' (183cm) 18 AWG UL power cord
- (1) S-Video/Composite breakout adapter cable (version 2.0 only)
Note: This cable is required for ProFusion M5 devices using S-Video or Composite
- (1) 6' (183cm) S-Video cable
- (1) 6' (183cm) Composite cable (S-Video connector to RCA connector)
- (1) 1/8" Stereo mini plug to stereo RCA audio adapter
- (1) 6' (183cm) Dual RCA stereo audio cable
- (1) Stereo male to RCA male Y-cable
- (Optional) Additional second set of audio cables for ProFusion M5 devices configured for two audio zones

Any additional or different cables required to complete the installation will need to be obtained separately.

Please keep all packaging material for later use if your ProFusion M5 must be re-shipped.

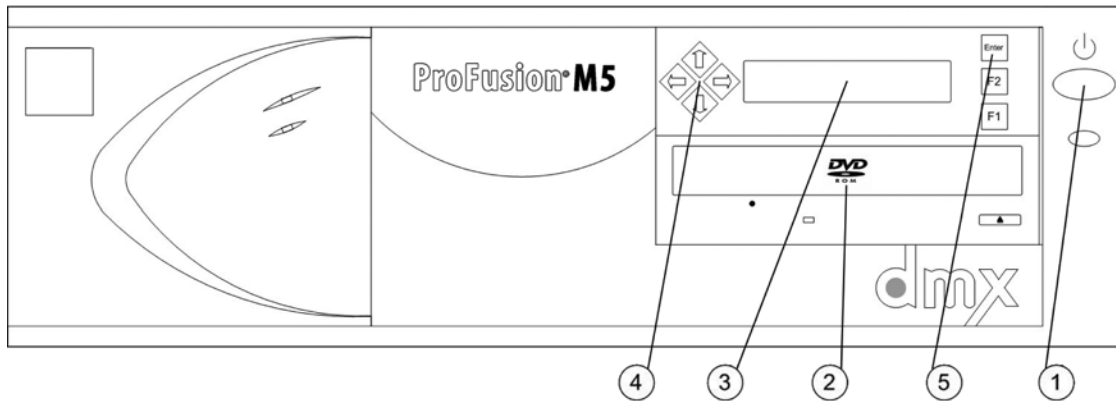
Identifying your ProFusion M5 product version

- **Version 1.0:** Serial numbers (located on the rear panel) that start with the letter D.
- **Version 2.0:** Serial numbers (located on the front and rear panel) that start with the letter C.

Controls and Functions

Front Panel

The front panel of ProFusion M5 has an LCD control panel used to change styles and access other aspects of the Control Panel menu system.



1. POWER Button

To turn ProFusion M5 on or off, press the POWER button once.

Note: Do not hold in the POWER button when powering ProFusion M5 on or off.

2. DVD-ROM Drive

The DVD-ROM drive is used to update ProFusion M5 with the latest configuration, software and content. Press the eject button in the lower right corner of the DVD-ROM drive to open and close the disc tray.

3. LCD Control Panel

The LCD display panel is also used to access the Control Panel menu system. While in Playback mode, the main screen of the LCD control panel will display the title, artist, style name and zone name of the content currently playing. The last line of the main screen will automatically scroll between the zone name, Schedule Mode, and date/time.

4. Navigation Buttons

The UP, DOWN, LEFT and RIGHT buttons are used to navigate the Control Panel menu system.

5. Enter Button

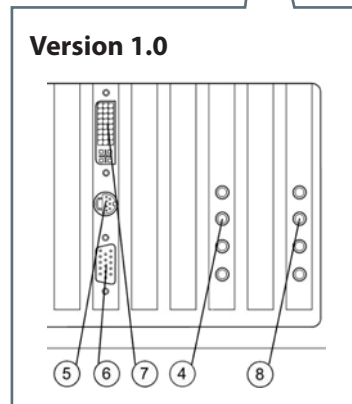
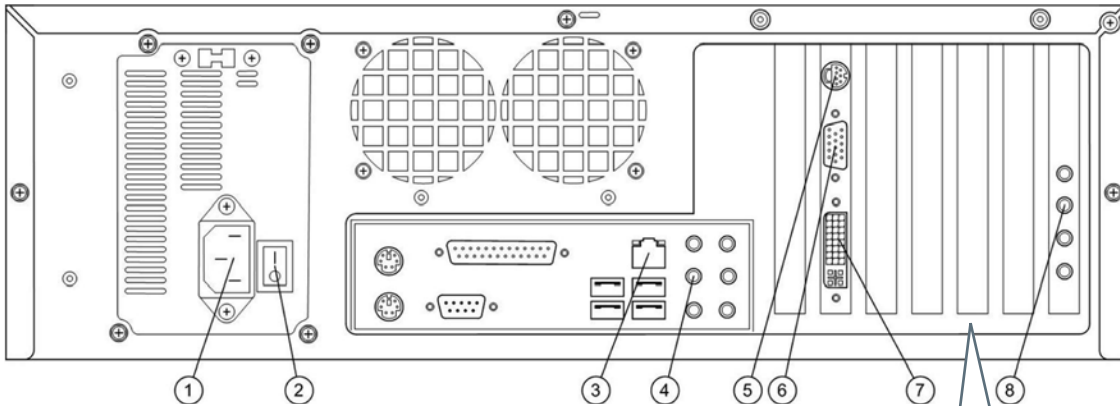
Press the ENTER button to access the Control Panel menu system. The ENTER button is also used to select highlighted options in the Control Panel menu system.

Note: The F1 and F2 buttons are not functional.

Rear Panel

The rear panel of ProFusion M5 has a variety of connections that are used to integrate it with your existing audio/visual system and Ethernet network.

Version 2.0



1. Power Cord Input

ProFusion M5 operates on AC power.

Note: Never attempt to operate ProFusion M5 on DC power.

2. On/Off Switch

This switch should be left in the ON position at all times.

3. Ethernet Port

The Ethernet port is used to connect ProFusion M5, via a CAT5 Ethernet cable, to your network in order to receive configuration, software and content updates via the Internet.

4. Music Zone Audio Connector (Green Jack)

This connection is a 1/8" stereo mini-plug jack used to connect ProFusion M5 to your amplification equipment.

5. Video Zone S-Video/Composite Port

This port is used for S-Video and Composite video signals.

Note: When connecting your ProFusion M5 to display, or other external video equipment, the provided S-Video/Composite breakout adapter cable is required if the video output type will be S-Video or Composite (version 2.0 only).

6. VGA (D-Sub) Port

This port can be used to connect ProFusion M5 to LCD and plasma displays or external video equipment that support VGA or RGBHV video signals.

7. DVI (Digital Video Interface) Port

This port is designed for the highest resolution video, including “high definition” video. This video output type allows for a purely digital video signal from ProFusion M5 to a display or other external video equipment. This connection type is usually found on digital-ready display devices such as certain LCD and plasma displays.

8. (Optional) Second Music Zone Audio Connector (Green Jack)

This connection is a 1/8” stereo mini-plug jack used to connect ProFusion M5 to your amplification equipment. This output is available for ProFusion M5 devices configured for a second zone of audio.

Installation and Setup

Placement Guidelines

- ProFusion M5 is designed to be placed horizontally and right-side up. Other positions may cause problems with air flow within the case and may significantly shorten the lifespan of the internal components.
- ProFusion M5 should be placed in a clean, well-ventilated area. Do not stack items on or against your ProFusion M5 as this can create excessive heat and/or static electricity charge problems.
- ProFusion M5 should only be placed on a surface of adequate strength and stability and free of excessive vibration.
- Ensure all cabling is routed properly and safely to avoid tripping hazards that could pull your ProFusion M5 off the surface.
- Ensure your ProFusion M5 is plugged into a properly grounded, always-on AC power outlet.

Note: Plugging ProFusion M5 into a switched outlet may lead to improper shutdowns which will likely shorten the life of the equipment.

Rack Placement

If you are planning on installing your ProFusion M5 in a rack, a minimum 6½" (16.5 cm) (4RU) vertical rack space will be required. Do not improvise a rack mount solution; instead, install your ProFusion M5 on a rack shelf suitable for approximately 40 lbs (18.1 kg) of weight.

Connecting ProFusion M5



Always connect video cables prior to powering on ProFusion M5.

- Turn off your amplification equipment and the volume completely down before installing your ProFusion M5.
- ProFusion M5 should not be plugged into the AC outlet found of the rear of some audio amplification equipment due to potential grounding issues. Only plug ProFusion M5 into properly grounded electrical outlets.

ProFusion M5 supports the following four video output types:

- DVI (Digital Visual Interface)
- VGA

Note: ProFusion M5 natively supports VGA to RGBHV Component signals. ProFusion M5 does not support VGA to Y-Pr-Pb Component video. External video equipment will be required to convert the VGA signal to Y-Pr-Pb Component.

- S-Video
- Composite

ProFusion M5 supports the following video broadcast standards:

- PAL A
- NTSC M

Connecting the Video Output

STEP 1 Properly secure the video cable to the corresponding output port of your ProFusion M5 that matches the video input of your display or external video equipment.

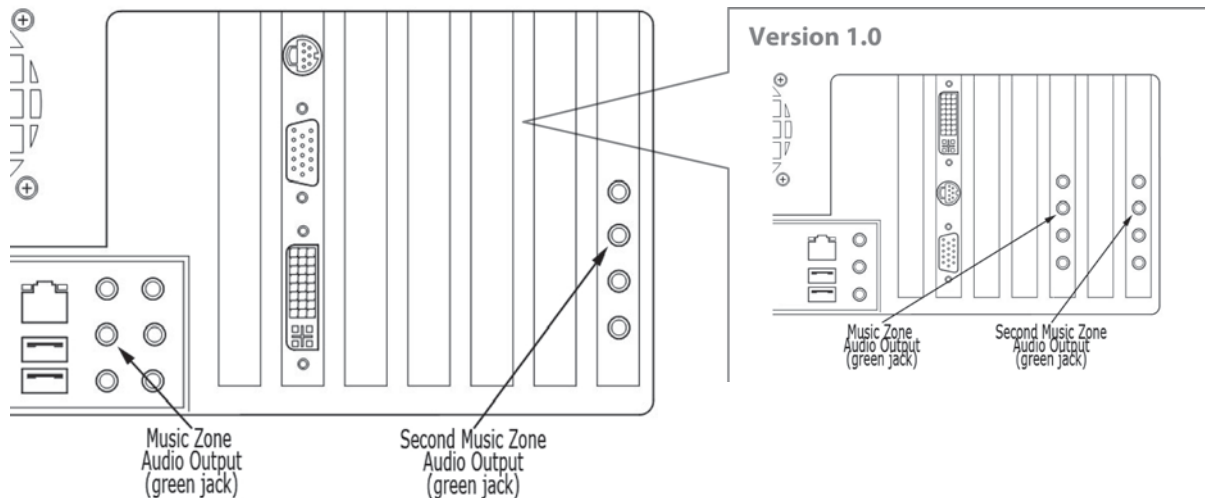
Note: *When connecting ProFusion M5 to your display, or external video equipment, the provided S-Video/Composite breakout adapter cable is required if the video output type will be S-Video or Composite (version 2.0 only).*

STEP 2 Connect the other end of the video cable to the display or external video equipment.

Connecting the Audio Output

STEP 1 Plug the 1/8" stereo mini plug to stereo RCA audio adapter to the green audio output on your ProFusion M5.

Version 2.0



STEP 2 Connect the appropriate audio cables to the 1/8" stereo mini plug to stereo RCA adapter and your amplification equipment.

Note: *Although ProFusion M5 version 1.0 has audio jacks located next to the Ethernet port, these outputs have been disabled.*

STEP 3 (Optional) If your ProFusion M5 has been configured for two zones of audio, repeat steps 1 and 2 for the second audio zone.

Basic Operation

Powering ProFusion M5 On and Off



Always use the POWER button to power off ProFusion M5 before unplugging it from an electrical outlet. Failure to do so may result in damage to your ProFusion M5.

Powering On ProFusion M5

STEP 1 Press the POWER button once (do not hold the button in). ProFusion M5 will start up and the LCD control panel will illuminate approximately 30 seconds later.

Note: *When powering on ProFusion M5 version 1.0, the LCD control panel will illuminate immediately after pressing the power button.*

STEP 2 ProFusion M5 will begin playback approximately one minute later.

Powering Off ProFusion M5



If your ProFusion M5 is configured to receive it updates via Ethernet, it must remain powered on at all times.

STEP 1 Press the POWER button once (do not hold the button in).

STEP 2 ProFusion M5 will shut down approximately 30 – 60 seconds later.

Rebooting ProFusion M5

STEP 1 Press the POWER button once (do not hold the button in).

STEP 2 ProFusion M5 will shut down approximately 30 – 60 seconds later.

STEP 3 After the shutdown, wait 30 seconds.

STEP 4 Press the POWER button once (do not hold the button in). ProFusion M5 will begin playback approximately 30 – 60 seconds later.

Updating ProFusion M5 via Disc

ProFusion M5 can be updated via Ethernet or disc. It is important to update your ProFusion M5 as soon as you receive any update discs. Please note that if your ProFusion M5 configured for Ethernet updates, you may still receive disc updates, and should load them as soon as they arrive.

Always verify the update disc is clean and free of scratches, smudges and fingerprints. To clean a disc use lint-free cotton cloths and wipe against the tracks, starting in the middle of the disc and wiping towards the outside of the disc. Do not wipe in a circular motion as this can create scratches.

STEP 1 If your update contains multiple discs, load disc #1 first.

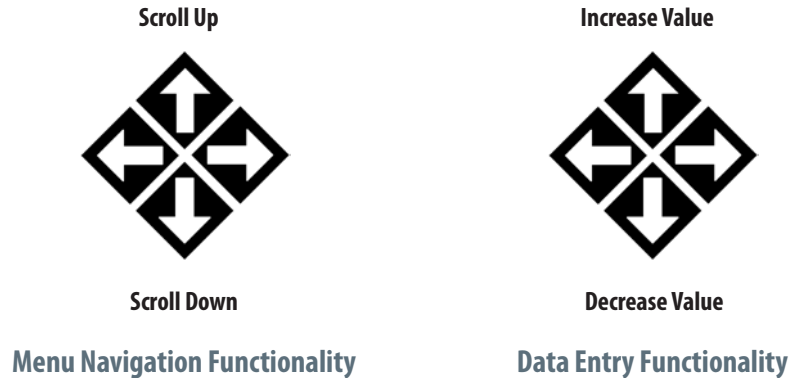
- STEP 2** Hold the disc face up and by the edges.
- STEP 3** Press the DVD-ROM eject button to open the tray.
- STEP 4** Insert the disc into the center of the DVD-ROM tray.
- STEP 5** Press the DVD-ROM eject button to close the tray (do not push the tray in).
- STEP 6** Approximately 15 seconds after the tray has closed, the update will automatically start. The update will take anywhere from 60 seconds to 15 minutes, depending on the type and size of the update.
- STEP 7** The DVD-ROM tray will automatically eject once the update has completed and the control panel will display the status of the update.
- STEP 8** Repeat the steps above for any other discs included in your update.

Control Panel Menu System

ProFusion M5 Control Panel menu system allows you to perform numerous tasks, including:

- Changing styles for playback
- Changing and testing network settings
- Changing video settings
- Initiating configuration and content updates

NAVIGATION Buttons



Using the Control Panel NAVIGATION buttons:

- To access the Control Panel menu system, press the ENTER button, located right of the LCD control panel display.
- To scroll through menu options, press the UP or DOWN button.
- To select menu options, press the ENTER button.
- To return to previous menus, press the UP or DOWN button until *BACK* is highlighted, then press the ENTER button.

Control Panel Menu Permissions

Upon request, your ProFusion M5 Control Panel menu system can be configured so any of the following menu option are disabled:

- Changing styles
- Changing date and time
- Changing volume levels
- Disabling and enabling messages for playback
- Initiating configuration and content updates via network update

Note: If you require any menu permissions disabled or enabled, contact DMX Customer Service. See “Appendix E: Contact DMX” (p. 27).

ProFusion M5 Device Information

The *Device Information* menu option provides key information specific to your ProFusion M5. The *Device Information* option will continuously scroll between Device ID, configuration version, software version, and operating system version. You can also the UP or DOWN button to scroll through the *Device Information* items.

Accessing the Device Information option from the title/artist screen:

STEP 1 Press the ENTER button to access the Control Panel menu system.

STEP 2 Press the DOWN button until the *Device Information* option is highlighted, then press the ENTER button.

STEP 3 This option will automatically scroll between the Device ID, Conf Ver (Configuration Version), SW Ver (Software Version) and the OS Ver (Operating System Version).

Device ID

The Device ID is a number specific to your ProFusion M5. It ensures that custom configurations and settings are applied only to this specific ProFusion M5.

Note: When calling DMX for assistance, please confirm your Device ID prior to calling.

Configuration Version (Conf Ver)

Configuration version refers to a set of specific settings such as scheduling, playback start and stop times, and other settings specific to your ProFusion M5. This number also ensures that an older configuration update to your ProFusion M5 will not overwrite the current configuration settings.

Software Version (SW Ver)

Software version indicates which version of the ProFusion software is currently installed on your ProFusion M5.

Operating System Version (OS Ver)

This indicates which operating system version is installed on your ProFusion M5.

Changing Styles

Your ProFusion M5 is configured to follow a pre-determined schedule. You may override the schedule by changing the style.

The ability to change styles may be disabled, if requested, for your ProFusion M5. If you attempt to change styles and the control panel displays *Access denied: Style change*, you do not have permission to change styles.

If your ProFusion M5 is scheduled to stop playback at a certain time, the control panel will display *Music Stopped*. You may manually begin playback by changing to any available style.

Changing styles from the title/artist screen:

STEP 1 Press the ENTER button to access the Control Panel menu system.

STEP 2 Press the DOWN button until *Select Style* is highlighted, then press the ENTER button.

Note: If your ProFusion M5 is configured for only one zone; skip to Step 4.

STEP 3 Press the UP or DOWN button to select the specific zone in which you would like to change styles, then press the ENTER button.

STEP 4 Press the UP or DOWN button until the desired style is highlighted, then press the ENTER button. The ProFusion M5 will immediately begin playing the style.

Note: If a music style is selected on Zone 2 and the visual style currently playing contains audio, the style change will be disallowed. The music style for Zone 2 can only be changed if the visual style currently playing does not contain audio.

SinglePlay Styles

SinglePlay styles are visual styles that will play through its playlist once, and when complete, will revert automatically to the style scheduled to play at that time.

Selecting a SinglePlay style from the title/artist screen:

STEP 1 Press the ENTER button to access the Control Panel menu system.

STEP 2 Press the DOWN button until *Select Style* is highlighted, then press the ENTER button.

STEP 3 Press the UP or DOWN button to select the visual zone, then press the ENTER button.

STEP 4 Press the UP or DOWN button until *SinglePlay* is highlighted, then press the ENTER button.

STEP 5 Press the UP or DOWN button until the desired SinglePlay style is highlighted, then press the ENTER button.

Note: If no styles appear after selecting SinglePlay, there are no SinglePlay styles available.

STEP 6 Press the ENTER button to select the highlighted SinglePlay style. The SinglePlay style will immediately play.

Viewing and Setting Date and Time

If your ProFusion M5 is configured to receive its updates via Ethernet, it will synchronize the date and time with its designated FTP server each time it connects.

Viewing Date and Time

This option allows you to view the current date and time for your ProFusion M5. Changes to the date and time cannot be made from this menu option.

Viewing the date and time from the title/artist screen:

STEP 1 Press the ENTER button to access the Control Panel menu system.

STEP 2 Press the DOWN button until *Date and Time* is highlighted, then press the ENTER button.

Note: *The ability to change the date and time may be disabled for your ProFusion M5 if requested. If you attempt to access the Set Date and Time option and the control panel displays “Access denied: Set Date and Time”, you do not have permission to modify the date and time.*

STEP 3 Press the DOWN button until *View Date and Time* is highlighted, then press the ENTER button. The current date and time for your ProFusion M5 will be displayed.

Setting Date and Time



Your ProFusion M5 comes configured with the correct date and time for your location. Incorrectly modifying the date and time may cause undesired changes to time-sensitive activities such as scheduling.

Setting the date and time from the title/artist screen:

STEP 1 Press the ENTER button to access the Control Panel menu system.

STEP 2 Press the DOWN button until *Date and Time* is highlighted, then press the ENTER button.

STEP 3 Press the DOWN button until *Set Date and Time* is highlighted, then press the ENTER button. The current date and time will be displayed.

STEP 4 Press the UP or DOWN button to change the month.

STEP 5 Press the ENTER button if only the month needs to be changed. If you need to make further changes to the date or time, press the RIGHT button to move to the day, time, and AM/PM setting. Once the current date and time have been set, press the ENTER button.

Style Version Information

The Style Version Information menu option allows you to confirm the playlist version for all styles currently on your ProFusion M5.

Viewing the Style Version Information menu option from the title/artist screen:

STEP 1 Press the ENTER button to access the Control Panel menu system.

STEP 2 Press the DOWN button until *Style Version Info* is highlighted, then press the ENTER button.

Note: If your ProFusion M5 is configured for only one zone; skip to Step 4.

STEP 3 Press the UP or DOWN button to select the zone containing the style in question, then press the ENTER button.

STEP 4 Press the UP or DOWN button to select a style, then press the ENTER button. The playlist version for the style will be displayed.

Messaging

If your ProFusion M5 is configured to utilize Messaging, the playback of messages will be scheduled to play at specific times and days. Changes to Messaging, including scheduling, should be configured by DMX for your ProFusion M5. If necessary, the Message Control option will allow you to suspend a message immediately.

Message Control

Turning messages on or off from the title/artist screen:

STEP 1 Press the ENTER button to access the Control Panel menu system.

STEP 2 Press the DOWN button until *Messaging Control* is highlighted, then press the ENTER button.

Note: If your ProFusion M5 is configured for only one zone; skip to step 4.

STEP 3 Press the UP or DOWN button to select the zone that contains the message you need to turn on or off, then press the ENTER button.

STEP 4 Press the DOWN button until *Messaging Control* is highlighted, then press the ENTER button.

Note: If “No Messages” is displayed, there are no messages scheduled for the selected zone.

STEP 5 Press the UP or DOWN button until the desired message is highlighted, then press the ENTER button.

STEP 6 Press the UP or DOWN button to toggle between *ON* and *OFF*, then press the ENTER button to accept the change. When a message is set to *ON*, it will playback according to its schedule, and when set to *OFF*, the message will be suspended.

Note: If your ProFusion M5 receives a configuration update that includes a suspended message, the message playback will revert to ON. If changes to your Messaging are needed, see “Appendix E: Contact DMX” (p. 27).

Message Playback

Forcing playback of a message from the title/artist screen:

STEP 1 Press the ENTER button to access the Control Panel menu system.

STEP 2 Press the DOWN button until *Messaging Control* is highlighted, then press the ENTER button.

Note: If your ProFusion M5 is configured for only one zone; skip to step 4.

STEP 3 Press the UP or DOWN button to select the zone with the message that you would like to play, then

press the ENTER button.

STEP 4 Press the DOWN button until *Messaging Playback* is highlighted, then press the ENTER button.

Note: If *“No Messages”* is displayed, there are no messages available for that zone.

STEP 5 Press the UP or DOWN button until the desired message is highlighted, then press the ENTER button. The currently playing content will stop and the message will play. Once the message has completed playing the previous style will resume playback.

Advanced Operation

Video Settings

Determining the Current Video Output Type

To determine the current video output type from the title/artist screen:

- STEP 1** Press the ENTER button to access the Control Panel menu system.
- STEP 2** Press the DOWN button until *Video Settings* is highlighted, then press the ENTER button.
- STEP 3** Press the DOWN button to scroll through the available video output types. The current video output type will have *Active* after it.

Note: *If the S-Video or Composite video output type is active, the TV option will have either (SV-NTSC Active) if set to S-Video, or (C-NTSC Active) if set to Composite.*

Changing the Video Output Type

Changing the video output type from the title/artist screen:

- STEP 1** Press the ENTER button to access the Control Panel menu system.
- STEP 2** Press the DOWN button until *Video Settings* is highlighted, then press the ENTER button.
- STEP 3** Press the DOWN button until *Set Video Port* is highlighted, then press the ENTER button.
Note: *If the desired option is S-Video or Composite, select the TV option, then select S-Video or Composite.*
- STEP 4** Press the DOWN button until the desired video output type is highlighted, then press the ENTER button. Rebooting ProFusion M5 may be required. If a reboot is required, the control panel will display *Press Enter to Reboot*.

Setting the Video Output Resolution

Your ProFusion M5 will be configured for a specific resolution prior to installation. This resolution will be the *DMX Default* and can be selected from the Set Resolution menu option.

Changing the resolution from the title/artist screen:

- STEP 1** Press the ENTER button to access the Control Panel menu system.
- STEP 2** Press the DOWN button until *Video Settings* is highlighted, then press the ENTER button.
- STEP 3** Press the DOWN button until *Set Resolution* is highlighted, then press the ENTER button.
- STEP 4** Press the DOWN button until the desired resolution is highlighted, then press the ENTER button.
Note: *If the desired resolution is not listed, the Custom option can be used to create a specific resolution. The steps for creating a Custom resolution are listed on the next page.*

Creating a Custom Resolution

Creating a Custom resolution from the title/artist screen:

STEP 1 Press the ENTER button to access the Control Panel menu system.

STEP 2 Press the DOWN button until *Video Settings* is highlighted, then press the ENTER button.

STEP 3 Press the DOWN button until *Set Resolution* is highlighted, then press the ENTER button.

STEP 4 Press the DOWN button until *Custom* is highlighted, then press the ENTER button.

STEP 5 Press the UP or DOWN button to select the value for the first digit of the width.

Note: *3-digit resolutions such as 800 should be entered as 0800.*

STEP 6 Press the RIGHT button to move to the second digit of the width.

STEP 7 Repeat step 5 & 6 for the third and fourth digits of the width and for the height.

STEP 8 Press the RIGHT button until the *Set* option is highlighted, then press the ENTER button.

Note: *If the control panel displays, "Invalid Resolution", the Custom resolution entered is not supported by the connected display or external video equipment.*

Rotating the Screen Orientation

ProFusion M5 supports the following screen orientations:

- Landscape: normal
- Portrait: screen image rotated left 90°
- Inverted Portrait: screen image rotated right 90°
- Inverted Landscape: screen image rotated 180°

Rotating the screen orientation from the title/artist screen:

STEP 1 Press the ENTER button to access the Control Panel menu system.

STEP 2 Press the DOWN button until *Video Settings* is highlighted, then press the ENTER button.

STEP 3 Press the DOWN button until *Set Rotation* is highlighted, then press the ENTER button.

STEP 4 Press the DOWN button until the desired rotation type is highlighted, then press the ENTER button.

Network Connectivity (Ethernet Update Only)

The Network Control menu option provides information regarding the network configuration for your ProFusion M5, the ability to modify and test the current network configuration, and an option to initiate updates.

ProFusion M5 utilizes the FTP protocol to connect to its designated server for updates. In order to connect, your firewall will need to allow FTP traffic from your ProFusion M5 to its designated update server.

Viewing the Network Settings

The View Settings option displays the current network configuration for your ProFusion M5. This includes the IP type (DHCP or static), IP address, subnet mask, default gateway, and the IP address of the FTP server your ProFusion M5 will connect to for updates.

Viewing the network settings from the title/artist screen:

- STEP 1** Press the ENTER button to access the Control Panel menu system.
- STEP 2** Press the DOWN button until *Network Control* is highlighted, then press the ENTER button.
- STEP 3** Press the UP or DOWN button until *View Settings* is highlighted, then press the ENTER button.
- STEP 4** Press the UP or DOWN button to scroll through the settings.



Modifying the network settings incorrectly will likely render your ProFusion M5 unable to connect for updates. Proceed only at the direction of your network administrator or DMX.

Changing the IP Type

The Set IP Type option allows you to change between DHCP and static IP addressing, as well as set the IP address, subnet mask, and default gateway for static IP addressing. When changing the IP type from DHCP to static it will be necessary to enter the IP address, subnet mask, and gateway. Please have your network settings available before changing from DHCP to static.

Changing the IP type from the title/artist screen:

- STEP 1** Press the ENTER button to access the Control Panel menu system.
- STEP 2** Press the DOWN button until *Network Control* is highlighted, then press the ENTER button.
- STEP 3** Press the UP or DOWN button until *Set Configuration* is highlighted, then press the ENTER button.
- STEP 4** Press the UP or DOWN button until *Set IP Type* is highlighted, then press the ENTER button.
- STEP 5** Press the UP or DOWN button to toggle between DHCP and Static, then press the ENTER button to select the desired type.
- STEP 6** Press the UP or DOWN button to set the value for the first digit of the first octet (group of numbers), then press the RIGHT button to move to the second digit.
Note: IP addresses such as 10.1.1.100 should be entered as 010.001.001.100 and Subnet Masks such as 255.255.255.0 should be entered as 255.255.255.000.
- STEP 7** Press the UP or DOWN button to set the value for the second digit of the first octet, then press the RIGHT button to move to the third digit.
- STEP 8** Press the UP or DOWN button to set the value for the third digit of the first octet, then press the RIGHT button to move to the first digit of the second octet.
- STEP 9** Repeat steps 6 – 8 to set the remaining octets, then press the ENTER button to set the IP address and move to the subnet mask.
- STEP 10** Repeat steps 6 – 9 to set the subnet mask.
- STEP 11** Proceed to the section, *Changing the Default Gateway*, on the next page, to set the default gateway.



It is highly recommended that a connectivity test is performed after changing any network settings. See *Testing Your Network Settings* (p. 19) for instructions.

Changing the IP Address and Subnet Mask

Changing the IP address and subnet mask from the title/artist screen:

- STEP 1** Press the ENTER button to access the Control Panel menu system.
- STEP 2** Press the DOWN button until *Network Control* is highlighted, then press the ENTER button.
- STEP 3** Press the UP or DOWN button until *Set Configuration* is highlighted, then press the ENTER button.
- STEP 4** Press the UP or DOWN button until *Set IP/Subnet Mask* is highlighted, then press the ENTER button.

Note: IP addresses such as 10.1.1.100 should be entered as 010.001.001.100.

- STEP 5** Press the UP or DOWN button to set the value for the first digit of the first octet, then press the RIGHT button to move to the second digit of the first octet.
- STEP 6** Press the UP or DOWN button to set the value for the second digit of the first octet, then press the RIGHT button to move to the third digit of the first octet.
- STEP 7** Press the UP or DOWN button to set the value for the third digit of the first octet, then press the RIGHT button to move to the first digit of the second octet.
- STEP 8** Repeat steps 5 – 7 for the remaining octets, then press the ENTER button to accept the change.
- STEP 9** Repeat steps 5 – 8 to set the subnet mask.



It is highly recommended that a connectivity test is performed after changing any network settings. See *Testing Your Network Settings* (p. 19) for instructions.

Changing the Default Gateway

Changing the default gateway from the title/artist screen:

- STEP 1** Press the ENTER button to access the Control Panel menu system.
 - STEP 2** Press the DOWN button until *Network Control* is highlighted, then press the ENTER button.
 - STEP 3** Press the UP or DOWN button until *Set Configuration* is highlighted, then press the ENTER button.
 - STEP 4** Press the DOWN button until *Set Default Gateway* is highlighted, then press the ENTER button.
 - STEP 5** Press the UP or DOWN button to set the value for the first digit of the first octet, then press the RIGHT button to move the second digit of the first octet.
- Note:** IP addresses such as 10.1.1.100 should be entered as 010.001.001.100.
- STEP 6** Press the UP or DOWN button to set the value for the second digit of the first octet, then press the RIGHT button to move to the third digit of the first octet.
 - STEP 7** Press the UP or DOWN button to set the value for the third digit of the first octet, then press the RIGHT button to move the first digit of the second octet.
 - STEP 8** Repeat steps 5 – 7 for the remaining octets, then press the ENTER button to accept the change.



It is highly recommended that a connectivity test is performed after changing any network settings. See the section below, *Testing Your Network Settings* for instructions.

Changing the FTP Server IP address

Changing the FTP server IP address from the title/artist screen:

- STEP 1** Press the ENTER button to access the Control Panel menu system.
- STEP 2** Press the DOWN button until *Network Control* is highlighted, then press the ENTER button.
- STEP 3** Press the UP or DOWN button until *Set Configuration* is highlighted, then press the ENTER button.
- STEP 4** Press the UP or DOWN button until *Set FTP Server* is highlighted, then press the ENTER button.
- STEP 5** Press the UP or DOWN button to set the value for the first digit of the first octet, then press the RIGHT button to move the second digit of the first octet.
- STEP 6** Press the UP or DOWN button to set the value for the second digit of the first octet, then press the RIGHT button to move to the third digit of the first octet.
- STEP 7** Press the UP or DOWN button to set the value for the third digit of the first octet, then press the RIGHT button to move the first digit of the second octet.
- STEP 8** Repeat steps 5 – 7 for the remaining octets, then press the ENTER button to accept the change.



It is highly recommended that a connectivity test is performed after changing any network settings. See the section below, *Testing Your Network Settings*, for instructions.

Testing the Network Settings

The Test Network Connect option allows you to verify your ProFusion M5 is properly connected to your network, and its network settings are correct. This will allow your ProFusion M5 to successfully connect at its designated time.

Initiating a test connection from the title/artist screen:

- STEP 1** Press the ENTER button to access the Control Panel menu system.
- STEP 2** Press the DOWN button until *Network Control* is highlighted, then press the ENTER button.
- STEP 3** Press the UP or DOWN button until the *Set Configuration* option is highlighted, then press the ENTER button.
- STEP 4** Press the DOWN button until the *Test Network Connect* option is highlighted, then press the ENTER button to initiate a test. If the test is successful, the control panel will display *FTP Test Successful*. If the Test Network Connect fails, the control panel will display *FTP Test Failed*.

Viewing the Update Status

The View Update Status option displays the current connectivity status of your ProFusion M5. If your ProFusion M5 is not currently connected, the View Update Status will display the results of the last connection attempt.

Accessing the View Update Status from the title/artist screen:

- STEP 1** Press the ENTER button to access the Control Panel menu system.
- STEP 2** Press the DOWN button until *Network Control* is highlighted, then press the ENTER button.
- STEP 3** Press the DOWN button until *View Update Status* option is highlighted, then press the ENTER button.
- STEP 4** If your ProFusion M5 is currently connected, the *View Update Status* option will display *Connection Active*, along with the current connection activity. If your ProFusion M5 is not connected, the *View Update Status* will display *Connection Idle*, along with the status of the last connection attempt.

Updating the Configuration

The Update Configuration option allows you at any time to connect and check for configuration changes and software updates. This option will not download any available new content.

Initiating a configuration only update from the title/artist screen:

- STEP 1** Press the ENTER button to access the Control Panel menu system.
- STEP 2** Press the DOWN button until *Network Control* is highlighted, then press the ENTER button.
- STEP 3** Press the DOWN button until the *Update Configuration* option is highlighted, then press the ENTER button to initiate the configuration update.

Updating the Content & Configuration

The Update Content & Configuration option allows you at any time to connect and check for configuration changes and software updates, as well as new music or video content. With this option, your ProFusion M5 will download any available configuration changes, software updates and new content.

Note: If new content is available for download, your ProFusion M5 may be updating for a long period of time. It is advisable to check with your network administrator before selecting this option.

Initiating a content and configuration update from the title/artist screen:

- STEP 1** Press the ENTER button to access the Control Panel menu system.
- STEP 2** Press the DOWN button until *Network Control* is highlighted, then press the ENTER button.
- STEP 3** Press the DOWN button until the *Update Content/Config* option is highlighted, then press the ENTER button to initiate the content and configuration update.

Stopping an Update

The Stop Updating option allows you to terminate an update. The ProFusion M5 will resume the download where it leaves off the next time it connects for an update.

Stopping an update from the title/artist screen:

- STEP 1** Press the ENTER button to access the Control Panel menu system.
- STEP 2** Press the DOWN button until *Network Control* is highlighted, then press the ENTER button.
- STEP 3** Press the DOWN button until *Stop Updating* option is highlighted, then press the ENTER button to terminate the connection. It may take up to one minute for the connection to be terminated. When the

update has stopped, the control panel will display *Connection Idle*.

System Diagnostics

The System Diagnostics option, used for troubleshooting, can only be accessed with the assistance of a DMX Custom Service agent.

Appendix A: Glossary

Configuration: A set of unique settings such as scheduling, playback start and stop times, and settings specific to your ProFusion M5.

Control Panel Menu System: A software interface that allows the user to perform numerous tasks, including: stopping/starting playback, adjusting volume levels and modifying/testing network settings.

Custom Schedule: A scheduled style and start time for a desired zone, that created by the user from the Control Panel menu system.

Dayparting: The ability to play specific styles at designated times and days, so the correct style of music is playing for your locations at the correct times and days.

ENTER Button: This button, located to the right of the LCD control panel, is used to select options from Control Panel menu system.

Firewall: Networking hardware configured to permit or deny specific network traffic between locations.

FTP Server: A server which ProFusion M5 connects, using the FTP protocol, for music, messaging, and configuration updates.

NAVIGATION Buttons: A set of four buttons (LEFT, RIGHT, UP and DOWN), located to the left of the LCD control panel, used to navigate the Control Panel menu system.

Playback Mode: ProFusion M5 is playing music based on its Schedule Mode.

POWER Button: The POWER button is used to power on and off ProFusion M5.

SinglePlay: SinglePlay styles are visual styles that will play through its playlist once, and when complete, will revert automatically to the style scheduled to play at that time.

Style: A unique visual or musical experience referring to a particular type of music such as *Chart Attack*, *Aloha Stimueye*, *Jazz*, *Classic Rock*, etc.

Style Blocking: A configuration restriction that prevents certain styles from being selected from the Control Panel menu system during specified hours.

Title/Artist Information: Information displayed on the main screen of the Control Panel menu system for each available zone during music playback, regarding the content currently playing.

Zone: ProFusion M5 has one visual zone and up to two music zones that allow for unique music types for different areas of a business.

Appendix B: Troubleshooting

This section provides a basic troubleshooting guide for the most common issues. If this list does not help you resolve your issue, or if you have an issue that is not listed below, please contact DMX Customer Service (see p. 27) for assistance.

GENERAL ISSUES	POSSIBLE SOLUTION	PAGE
No power	Verify the power switch located on the rear is in the ON position.	4
	Verify the power cord properly connected to the ProFusion M5?	4
	Verify the power cord connected to a known working electrical outlet?	—
Control panel not illuminating	It is normal for the control panel to take up to 60 seconds before it illuminates (version 2.0 only).	8
Control panel displays <i>Matrix Orbital</i>	It is normal for this to be displayed for approximately 45 seconds during the startup process.	8
	Reboot the ProFusion M5. If the control panel displays <i>Matrix Orbital</i> for more than 2 minutes after powering the device off and back on, contact DMX Customer Service	8, 27
Control panel displays <i>Starting Player / Please Wait..</i> for longer than 40 minutes	After a device has been updated with a large amount of new content, the ProFusion M5 needs to index the content. This process can take up to 30 minutes. The process will start over if the device is rebooted. If the control panel still displays this message longer than 30 minutes, contact DMX Customer Service.	27
Unable to change styles on Zone 2	Verify the correct zone is being selected.	11
	Verify the visual style playing does not contain audio.	11
Control panel displays <i>Access Denied</i> when attempting to use a menu option	The permission for this menu option has been disabled as requested. Contact DMX Customer Service if menu permission changes are needed.	27
VIDEO ISSUES		
No video	Verify the video cable is properly connected to the correct output of the ProFusion M5, as well as the correct input of the display or other external equipment.	7
	If using S-Video or Composite (version. 2.0 only), verify the S-Video/Composite breakout adapter cable is connected to the ProFusion M5 S-Video/Composite port.	7
	Verify the ProFusion M5 is set to the correct video output type.	15
	Check the video cable for bent pins.	—
Video is black & white	If your intent is to use Composite, verify the ProFusion M5 video output type is set to Composite and a Composite video cable is being used.	15
	If your intent is to use S-Video, verify the ProFusion M5 video output type is set to S-Video and an S-Video video cable is being used.	15
	Check the video cable for bent pins.	—
Unable to change to the desired video output type	If the ProFusion M5 is connected to a distribution amplifier or video matrix, connect the device directly to a display before attempting to change the video output type.	—

AUDIO ISSUES	POSSIBLE SOLUTION	PAGE
No or low volume levels	Verify the audio cable is connected to the correct audio output of the ProFusion M5 and the correct input of your audio equipment.	7
	Verify the volume for your amplification equipment is not turned down.	—

PLAYBACK ISSUES

Playback not starting at correct time	Verify the date and time settings are correct for your location.	12
Control panel displays <i>Machine Expired</i>	Contact DMX Customer Service.	25

DISC UPDATE ISSUES

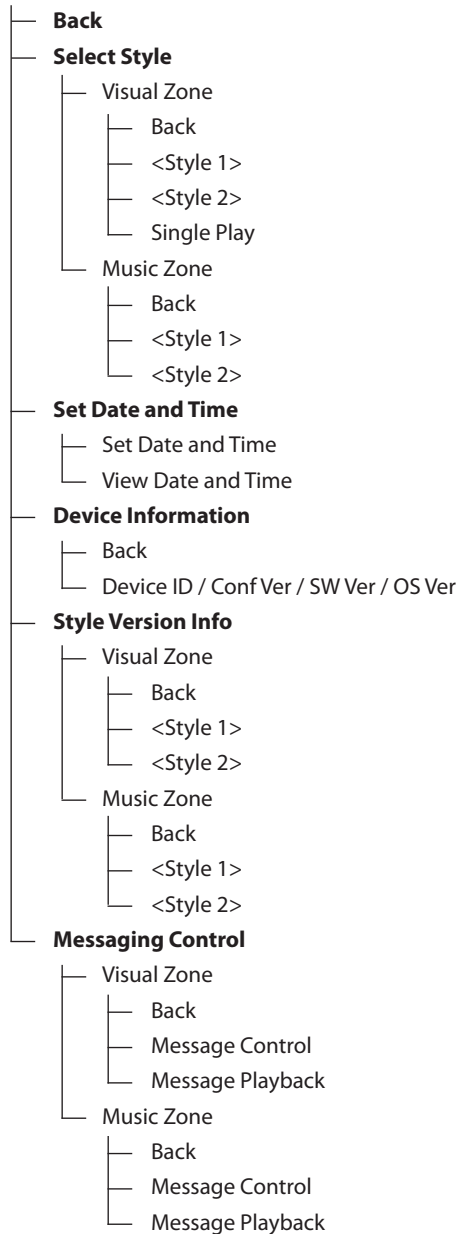
Disc update not properly installing	Verify the disc is free of scratches, smudges, or fingerprints.	8
	Verify the disc has been properly inserted in the DVD-ROM tray.	8
	Confirm the Device ID on the disc matches the Device ID of your ProFusion M5.	10
Disc update taking longer than 15 minutes	Allow the update to run for at least 20 minutes. If the update has not completed, press the POWER button once to shutdown the ProFusion M5. Wait 30 seconds and power the device back on. After the device beeps once, eject the disc. Verify the disc is free of scratches, smudges, or fingerprints. Power on the device and once playback has resumed, try the update again. If the update continues to take longer than 20 minutes, contact DMX Customer Service.	8, 27
Control panel displays <i>Incorrect CD type</i>	Verify the disc being inserted is labeled ProFusion M5.	—
	Verify the disc is free of scratches, smudges, or fingerprints.	10
Control panel displays <i>Wrong Device ID</i>	Confirm the Device ID on the disc matches the Device ID of your ProFusion M5. If the Device ID on the disc matches the Device ID of your ProFusion M5 and the update continues to produce the <i>Wrong Device ID</i> error message, contact DMX Customer Service.	10, 27
Control panel displays <i>Old Config Ver</i>	Verify you are loading the most recent update. The disc will have the date created printed on them.	—

NETWORK UPDATE ISSUES

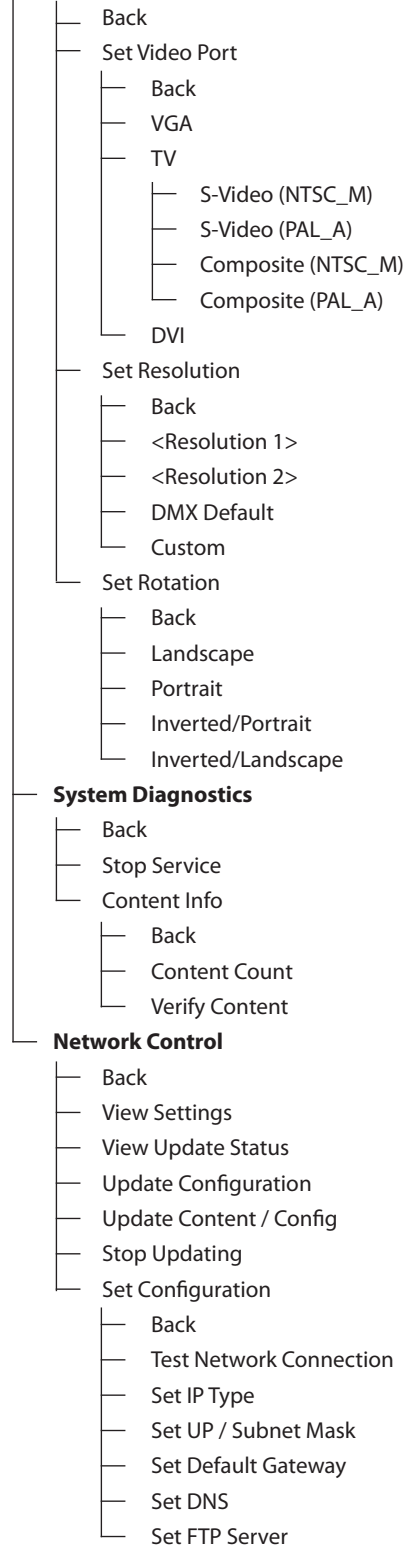
Control panel displays <i>Update Connect Error</i> after an Ethernet update is attempted	Verify the network settings for the ProFusion M5 are correct for your network.	17
	Verify your network firewall is configured to allow FTP traffic from the ProFusion M5 to its designated server.	—
Control panel displays <i>FTP Test Failed</i> after Test Network Connect attempted	Verify the Ethernet cable is properly connected to the ProFusion M5 and your network equipment.	—
	Verify the network settings for the ProFusion M5 are correct for your network.	17
	Verify your network firewall is configured to allow FTP traffic from the ProFusion M5 to its designated server.	—

Appendix C: Control Panel Menu System Tree

Visual / Music Zone



Video Settings



Appendix D: Specifications

Video Specifications

Maximum Resolution:	2560x1600
Screen Refresh Rate:	60 Hertz
Broadcast Signals:	NTSC M, PAL A

Ports

Video:	15-pin High-Density D-Sub (VGA) DVI-I TV – 4-pin mini-DIN (S-Video/Composite)
Audio:	1/8" stereo mini-plug

Power Specifications

	(Version 1.0)	(Version 2.0)
Voltage Mains:	115/230 VAC	115/230 VAC
Range:	105/125 Vrms	105/125 Vrms
Watts:	350W	300W
Current:	2.0/1.0 Amp	2.0/1.0 Amp
Line Freq:	60/50Hz	60/50Hz
Thermal Output:	1194 BTUs	1023 BTUs

Dimensions

	(Version 1.0)	(Version 2.0)
Length:	19" (48.3 cm)	18 ½" (47 cm)
Width:	17 ¼" (43.8 cm)	17 ¼" (43.8 cm)
Height:	6 ½" (16.5 cm)	5 ½" (14 cm)
Weight:	36 lbs (16.3 kg)	24 lbs (10.9 kg)

Appendix E: Contact DMX

Before contacting DMX Customer Service, please have the following information ready:

- The Device ID for your ProFusion M5 (see p. 10)
- The serial number for your ProFusion M5 (located on the front and rear panels)
Note: The serial number for ProFusion M5 version 1.0 is on the rear panel only
- Your DMX Account Number

Worldwide Customer Support Centers

Africa: + 27 11 780 3000

Brazil: + 55.11. 3457.0654

Canada: +1 800 350 0369

United States: +1 800 345 5000

Notes:

800.345.5000 * dmx.com
IN CANADA CALL 800.350.0369

