

## QUICK REFERENCE: PROFUSION M5

### POWERING ON

**STEP 1** Press **POWER** once. The LCD control panel will illuminate and the ProFusion M5 will start up. It can take up to one minute for playback to begin.

### POWERING OFF

**STEP 1** Press **POWER** once. It can take several seconds to one minute for the ProFusion M5 to power off.

### CHANGING STYLES

**STEP 1** From the **SONG TITLE** screen press **ENTER**.

**STEP 2** Press **DOWN** on the front panel until the **SELECT STYLE** option is displayed and blinking.

**STEP 3** Press **ENTER**.

**STEP 4** Press **UP** or **DOWN** to select the zone you are changing. The zone you wish to select should be blinking. If you have only one zone it should already be blinking.

**STEP 5** Press **ENTER**.

**STEP 6** A list of the styles available for that zone will be displayed. Press **UP** or **DOWN** until the desired style is displayed and blinking.

**STEP 7** Press **ENTER**. The M5 will begin playing the desired style.

### FINDING THE DEVICE ID NUMBER

**STEP 1** From the **SONG TITLE** screen press **ENTER** to access the menu.

**STEP 2** Press **DOWN** on the front panel until the **DEVICE INFO** option is displayed and blinking.

**STEP 3** Press **ENTER**. The **DEVICE ID** number is displayed.

**STEP 4** Press **RIGHT** to view the Configuration Number (**CONF VER**), the Software Version (**SW VER**), and the Operating System (**OS VER**). The LCD will toggle through all these items, changing every seven seconds.

### TURN MESSAGES ON OR OFF

**STEP 1** From the **SONG TITLE** screen press **ENTER** to access the menu.

**STEP 2** Press **DOWN** on the front panel until the **MESSAGING** option is displayed and blinking.

**STEP 3** Press **ENTER**.

**STEP 4** Press **UP** or **DOWN** to select the zone. The zone you wish to select should be blinking. If you have only one zone it should already be blinking.

**STEP 5** Once the desired zone is blinking press **ENTER** to access the zone's message menu.

**STEP 6** Press **DOWN** on the front panel until the **MESSAGE CONTROL** is blinking.

**STEP 7** Press **ENTER**.

**STEP 8** Press **UP** or **DOWN** until the desired message is displayed and blinking. If **NO MESSAGES** is displayed, there are no messages available for the selected zone.

**STEP 9** Press **ENTER**. The M5 will display that the message is **ON** or **OFF**. To change the setting, press **UP** or **DOWN** to toggle **ON** and **OFF** and change the setting. Press **ENTER** to affect the change.





## ! TROUBLESHOOTING: PROFUSION M5

### NO POWER

- ✓ Verify that the power cord is firmly in place in the rear of the M5 and that it is plugged into a functioning outlet.
- ✓ Verify that the power supply switch located on the rear panel next to the power cord is in the ON position.

### LCD DISPLAYS "PERMISSION DENIED"

Contact DMX.

### NO AUDIO AND/OR VIDEO OUTPUT

#### **If the LCD control panel displays normally and the Song Title display changes every 3-7 minutes:**

- ✓ Verify that the audio cables are connected to the proper inputs and outputs on the M5 and the amplifier.
- ✓ Verify that the output on your amplifier is set to the proper level. Ensure that the amplifier is functioning.
- ✓ Check both connectors of the video cable for bent or missing pins. If there is any damage, replace the cable.

#### **If the LCD control panel displays MUSIC STOPPED:**

- ✓ Manually select a style.
- ✓ Verify the correct date and time are displayed.

#### **If the LCD control panel is illuminated, but displays nothing:**

- ✓ Restart the ProFusion M5.

#### **If the LCD control panel displays a Matrix Orbital logo:**

- ✓ Press the **POWER** button once. If the device does not power off within 1 minute, hold the **POWER** button in until the device powers off.
- ✓ Power the ProFusion M5 on again by pressing the **POWER** button once.
- ✓ If the device still displays the Matrix Orbital logo for over 1 minute then contact DMX.

#### **If the LCD control panel displays STARTING PLAYER (vx) PLEASE WAIT**

- ✓ This will normally display for 30-60 seconds.
- ✓ If a large amount of content has been recently added via an update, the M5 may need to index the new content during startup. This can take up to 45 minutes. Subsequent startups should only take 30-60 seconds.
- ✓ If the LCD displays the Matrix Orbital logo for more than 45 minutes, contact DMX.

#### **If the LCD control panel displays MACHINE EXPIRED and a code-request:**

- ✓ Contact DMX for an unlock code. To prevent a recurrence, ensure the ProFusion M5 is being updated regularly.

### MUSIC PLAYBACK DOES NOT START AT THE PROPER TIME

- ✓ Verify that the date and time setting are correct.

### VIDEO OUTPUT IS DISTORTED

- ✓ Verify that the video cables are connected to the proper outputs on the ProFusion M5 and that they are connected to the proper inputs on the distribution amplifier or display equipment.
- ✓ Check both connectors of the video cable for bent or missing pins. If there is any damage, replace the cable.
- ✓ Check the connectors in use on both the M5 and the destination connector for bent or missing pins. This can also cause black and white display output. If there is any damage, the equipment will need to be replaced.
- ✓ Check the settings on the display equipment. Ensure the display equipment settings are correct.

