

ProFusion[®] D

USER GUIDE



Designing Atmospheres
Delivering Experiences

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® D if it has been exposed to water.
- Do not use ProFusion D if it has been dropped and or damaged.
- Do not use ProFusion D 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 D 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

This product was tested and found to be fully compliant with

FCC Part 15 Subpart B/Class A

CE Class A

C-Tick/Class A



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Features

What is ProFusion D?

ProFusion® D is an audio playback device that is located on-site at your business and looks like traditional commercial sound equipment. ProFusion D is the most convenient way to bring expertly programmed, commercial-free music into your business. ProFusion D is engineered to integrate with most commercial sound systems. The ease-of-use and simple set-up allows you to connect your ProFusion D to your amplification system and begin enjoying continuous music.

ProFusion D Overview

Included with your ProFusion D is an Opening Disc Library (ODL). The ODL will include one disc per each style of music you have selected. Once ProFusion D has been powered on, simply insert a disc and playback will begin within 45 seconds.

As a ProFusion D customer you will receive new music on a 30, 60 or 90-day disc rotation. One disc will be provided at each rotation based on your selected music styles.

ProFusion D Features

- Up to 30 hours of music per disc
- Single zone playback capability
- Marketing MOH (Message On Hold) functionality
- Simple User Interface

Getting Started

Checking the Package Contents

- (1) ProFusion D playback device
- (1) ProFusion D User Guide
- (1) 6' (183cm) 18AWG power cord
- (1) 6' (183cm) Mono RCA male-to-male audio cable (second cable will be included with ProFusion D configured with MOH zone)
- (1) Open Disc Library (ODL) (not included with service replacement ProFusion D devices)

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 D must be re-shipped.

Installation and Setup

Placement Guidelines

- ProFusion D 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 D should be placed in a clean, well-ventilated area. Do not stack items on or against your ProFusion D as this can create excessive heat and/or static electricity charge problems.
- ProFusion D 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. This will avoid tripping hazards that could pull your ProFusion D off the surface you have placed it on.
- Ensure your ProFusion D is plugged into a properly grounded, always-on AC electrical outlet.

Note: Do not plug your ProFusion D into outlets that may be inadvertently turned off. This can lead to improper shutdowns which will likely shorten the life of the equipment.

Rack Placement

- If your ProFusion D is going to be installed in a rack, at least 6½" (16.5 cm) (4RU) vertical rack space will be required.
- Do not improvise a rack mount solution; instead, install a rack shelf suitable for approximately 20 lbs (9.1 kg) of weight, and place your ProFusion D on the shelf.

Connecting ProFusion D



Turn off your amplification equipment and the volume completely down before installing your ProFusion D.

- ProFusion D should not be plugged into the AC outlet found on the rear of some audio amplification equipment due to potential grounding issues. Only plug ProFusion D into properly grounded electrical outlets.
- Always power off ProFusion D by pressing the STANDBY button.

Follow the steps below to connect your ProFusion D to your amplification equipment:

STEP 1 Connect one end of the RCA audio cable into the white RCA jack labeled *Zone 1* on the rear panel of your ProFusion D. Connect the other end of the RCA cable into the corresponding input of your amplification equipment.

Note: If your ProFusion D is configured for only one zone, the audio for that zone will output from both the Zone 1 and Zone 2 RCA jacks. Connect one end of the RCA audio cable into the red RCA jack labeled "Zone 2" on the rear panel of your ProFusion D. Connect the other end of the RCA cable into the corresponding input of your amplification equipment.

STEP 2 (Optional) If your service includes the Messaging On Hold (MOH) feature, connect one end of the RCA

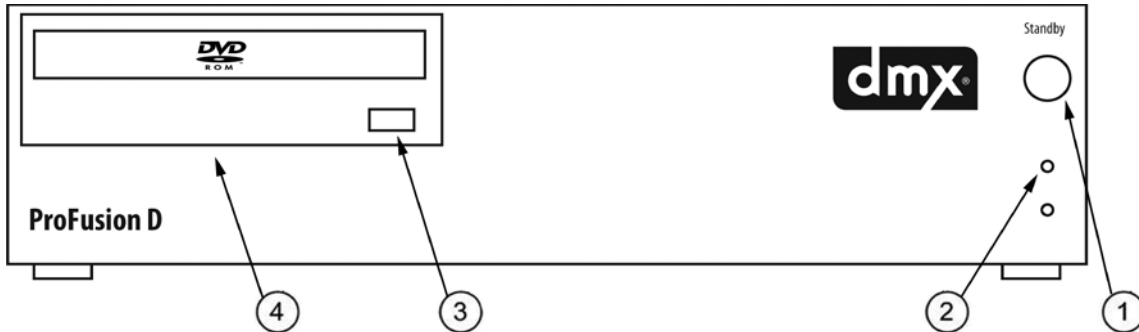
audio cable into the red RCA jack labeled *Zone 2* on the rear panel of your ProFusion D. Connect the other end of the RCA cable into the corresponding input of your MOH amplification equipment.

STEP 3 Connect the supplied power cord to the power cord input on the rear of your ProFusion D and plug the other end to a properly grounded electrical outlet.

Controls and Functions

Front Panel

The front panel is used to change discs and power ProFusion D on and off.



1. STANDBY Button

The STANDBY button is used to power ProFusion D on and off.

Note: Do not hold in the STANDBY button when powering ProFusion D on or off.

2. Power LED

This green LED will remain solid while ProFusion D is powered on.

3. DVD-ROM Eject Button

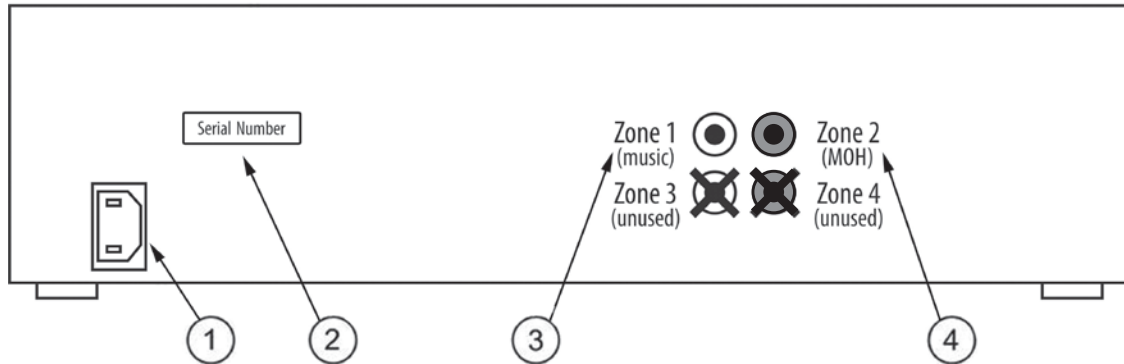
This button is used to open and close the DVD-ROM drive when changing discs.

4. DVD-ROM drive

The DVD-ROM drive is used to play ProFusion D/DS discs. A valid ProFusion D/DS disc must be in the DVD-ROM drive for playback.

Rear Panel

The rear panel is used to connect your ProFusion D to your amplification equipment and an AC electrical outlet.



1. Power Cord Input

ProFusion D operates on AC power. Connect one end of the supplied power cord to the power cord input and plug the other end into an electrical outlet that will always remain on.

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

2. Serial Number

This unique number is used to identify your ProFusion D.

Note: Please have the serial number of your ProFusion D when contacting DMX Customer Service.

3. Music Zone Audio Connector (white jack)

This connection, labeled *Zone 1*, is a standard RCA jack used to connect your ProFusion D to your amplification equipment.

4. MOH Zone Audio Connector (red jack)

This connection, labeled *Zone 2*, is a standard RCA jack used to connect your ProFusion D to your MOH amplification equipment.

Note: The RCA jacks labeled “Zone 3” and “Zone 4” are not enabled.

Operation

Powering On and Off ProFusion D

Powering On ProFusion D

STEP 1 Press the STANDBY button once.

STEP 2 The green LED power indicator, below the STANDBY button, will illuminate and ProFusion D will produce an “all’s well” beep.

Note: *If your ProFusion D produces a series of four beeps when powered on, see “Appendix B: ProFusion D Beep Codes” (see p. 9).*

Powering Off ProFusion D

STEP 1 Press the STANDBY button once.

STEP 2 ProFusion D will beep once and the music will fade out immediately.

Loading ProFusion D Discs

STEP 1 Anytime after your ProFusion D has produced the “all’s well” beep, press the DVD-ROM eject button.

STEP 2 Place a valid ProFusion D/DS disc (label side up) into the tray.

Note: *Only DMX ProFusion D/DS discs will play in this device. Consumer audio CDs and DVDs will not function with ProFusion D. Inserting a disc other than a valid ProFusion D/DS disc will cause the DVD-ROM drive to eject its tray.*

STEP 3 Press the DVD-ROM eject button to close the tray.

Note: *Always use the DVD-ROM eject button to open and close the DVD-ROM tray.*

STEP 4 Once the tray has closed, you will hear the DVD-ROM drive begin to spin and the green LED on the front of the DVD-ROM drive will begin to flash. Playback will begin approximately 35 seconds after the tray has closed.

Changing ProFusion D Discs

STEP 1 To change ProFusion D discs, press the DVD-ROM eject button to open the DVD-ROM tray.

Note: *Do not open the DVD-ROM tray if the activity light on the front of the DVD-ROM tray is flashing.*

STEP 2 Remove the disc currently in the tray and replace it with your desired disc.

STEP 3 Press the DVD-ROM eject button to close the tray. The new disc will begin to play within 35 seconds of the tray closing.

Note: *If your disc contains messaging for your MOH zone, the message will continue to play until a disc is inserted that contains a different message.*

Cleaning ProFusion D Discs

Always verify the ProFusion D/DS 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. If any of your ProFusion D/DS discs have substantial scratches that produce issues with your ProFusion D, contact DMX Customer Service for a replacement disc. See *Appendix D: Contact DMX* (p. 11).

Appendix A: 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. 11) for assistance.

ISSUES	POSSIBLE SOLUTION	PAGE
No Power	Verify the power cord properly connected to your ProFusion D?	5
	Verify the power cord connected to a known working electrical outlet?	—
No Audio	Verify the audio cable is properly connected to your ProFusion D and your amplification equipment.	2, 5
	Verify the volume level for your amplification equipment is sufficiently turned up.	—
	Verify the disc inserted is labeled <i>ProFusion D/DS</i> .	6
	Verify the disc is free of scratches, smudges, or fingerprints.	7
The DVD-ROM drive ejects before playback starts	Verify the disc inserted is labeled <i>ProFusion D/DS</i> .	6
	Verify the disc is free of scratches, smudges, or fingerprints.	7
The DVD-ROM drive ejects during playback	Verify the disc is free of scratches, smudges, or fingerprints.	7
	If a beep code has been produced, see <i>Appendix B: ProFusion D Beep Codes</i> .	9
Volume level too high or too low	The volume level for ProFusion D is fixed. Any increase or decrease in volume will need to be produced from your amplification equipment.	—

Appendix B: ProFusion D Beep Codes

Beep Code				Error & Solution
H	H	H	H	Incorrect CD Disc is not recognized as a ProFusion D disc. Replace with a ProFusion D disc.
L	L	L	L	
H	H	H	H	CD Read Error ProFusion D disc is possibly damaged or scratched. Replace with a different ProFusion D disc.
L	L	L	L	
H	H	H	H	System Error ProFusion D disc is possibly corrupt or damaged. Reboot using different ProFusion D disc.
L	L	L	L	
H	H	H	H	Fatal Start Internal ProFusion D hardware is possibly damaged. Reboot using different ProFusion D disc. If the problem persists, please contact DMX Customer Support.
L	L	L	L	
H	H	H	H	Music Start Fail ProFusion D disc will not play. Clean or replace ProFusion D disc.
L	L	L	L	
H	H	H	H	MOH Start Fail Message On Hold will not play. Clean or replace ProFusion D disc.
L	L	L	L	
H	H	H	H	CD Need Cleaning Clean or replace ProFusion D disc.
L	L	L	L	
H	H	H	H	Broken CD Replace ProFusion D disc.
L	L	L	L	
H	H	H	H	CD Unmount Error ProFusion D disc could not unmount software to eject. Reboot ProFusion D.
L	L	L	L	
H	H	H	H	CD Eject Error ProFusion D could not eject disc. Reboot ProFusion D.
L	L	L	L	

Appendix C: Specifications

Connections

Audio: (2) RCA female jacks

Power Specifications

Voltage: 115/230 VAC
Range: 105/125 Vrms
Watts: 220 W
Current: 4.0 Arms @ 115V / 2.0 Arms @ 230V
Freq: 47 ~ 63 Hz
Thermal Output: 751 BTUs

Dimensions

Length: 15.5" (38.74 cm)
Depth: 16" (24.13 cm)
Height: 3.75" (8.89 cm)
Weight: 15 lbs (4.99 kg)

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Appendix D: Contact DMX Customer Service

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

- The serial number for your ProFusion D (located on the rear panel)
- Your DMX Account Number

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



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