

ROCK-STAR Lx™

Troubleshooting

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- Troubleshooting Chart

LED Indicators

The LEDs are described below and can help you isolate a problem. For Rock-Ola's Digital SyberSonic Pre-Amp LED indicators, see page 22.

ROWELINK CONTROLLER

5 VDC, 12 VDC, 24 VDC, and 24 VAC LED's

Should be on. On when there is power to the ROWELINK CONTROLLER.

IR RCV LED

Flashes whenever any IR signal is seen by the IR RECEIVER. May flash due to ambient light.

KID RL TX LED

Should be flashing **. Flashes when the ROWELINK CONTROLLER sends an RL signal back to CORE COMPUTER. Rate is approximately ten times per second.

CC RL RX LED

Should be flashing **. Flashes when ROWELINK CONTROLLER receives a RL signal from one of the RS-485 bus devices. Appears almost continuously on (rate is more than 20 times per second).

CC RL TX LED

Should be flashing **. Flashes when Rowelink Master Commands are sent from the Computer Core. Appears almost continuously on (rate is more than 20 times per second).

CRDT RL TX LED

Should be flashing **. Flashes when the ROWELINK CONTROLLER sends a RL signal back to the CORE COMPUTER. Rate is approximately once per second.

CRDT STATUS LED

Will flash when a coin is inserted and the CRDT RL TX LED is flashing. May or may not flash when a coin is inserted if the CRDT RL TX LED is not flashing.

** When the COMPUTER CORE ASSEMBLY is powered up, then it may take several minutes for the LED's to start flashing.

COMPUTER CORE ASSEMBLY

+5 V LED (GREEN)

This should be lit whenever the jukebox is connected to 120 VAC service.

HDD LED (RED)

This LED should be lit only when the hard drive is being accessed by the computer.

POWER SUPPLY ASSEMBLY

+12 VDC (RED)

Troubleshooting Charts

The best way to isolate a problem is to determine its cause. The following charts should help to narrow down which module is failing and whether it can be fixed or it needs to be replaced.

Start with finding the “Problem” column that relates the closest to the problem you are experiencing and then match it to the closest “Symptom”. There can be many “Probable Causes” listed for each Symptom. The Probable Causes are listed in decreasing order of probability.

PROBLEM	SYMPTOM	PROBABLE CAUSE
Application does not boot up.	At the first boot up screen, “Detecting IDE Primary Master” reports “None”.	<ol style="list-style-type: none"> 1. There is no hard drive in the computer. 2. The plugs are not completely seated in the hard drive. 3. The data cable or power cable has come loose from the motherboard or hard drive.
	The boot up process stops at “DISK BOOT FAILURE, INSERT SYSTEM DISK AND PRESS ENTER.”	<ol style="list-style-type: none"> 1. There is no hard drive in the computer. 2. The data cable or power cable has come loose from the motherboard or hard drive. 3. The hard drive is dead.
Jukebox will not operate when powered ON.	The Bill Acceptor LED’s on the front door fail to light.	<ol style="list-style-type: none"> 1. The plug is not completely inserted into the outlet. 2. The wall circuit is not “hot”. 3. The ON/OFF switch on the power supply is in the OFF position. 4. The circuit breaker in power supply is open.
	The Bill Acceptor LED’s come on, but the application will not boot.	The system power supply or the LCD is defective or unplugged.
The LCD does not work.	The computer fan is on and all systems LEDs and lights are normal.	<ol style="list-style-type: none"> 1. The power plug, video cable, or LCD power supply wiring is not seated completely. 2. The system power supply is defective. 3. The LCD is dead.
The touchscreen does not work.	The application boots up, but the touchscreen does not respond to touch.	<ol style="list-style-type: none"> 1. The USB cable is not seated completely at the LCD or at the Core Computer. 2. The touchscreen is not calibrated. 3. The touchscreen is dead.
The touchscreen will not calibrate.	Nothing happens after pressing the calibration button.	<ol style="list-style-type: none"> 1. The USB cable plug is not fully seated at the LCD or at the Core Computer. 2. The touchscreen is dead. 3. The motherboard in the Core Computer has failed.
	The calibration program runs, but will not respond to touch.	<ol style="list-style-type: none"> 1. The USB cable plug is not fully seated at the LCD or at the Core Computer. 2. The touchscreen is dead. 3. The motherboard in the Core Computer has failed.
No music from jukebox.	No sound from jukebox, although the application reports “Now Playing...a New Song.”	<ol style="list-style-type: none"> 1. Volume control is turned all the way down. 2. Volume control is broken. 3. Audio cables are disconnected or loose from the Core Computer or the pre-amp. 4. The amplifier is overloaded and shutdown. 5. The audio mode input routing or muting is configured incorrectly.
	No sound from jukebox and the application doesn’t appear to be playing the song selected.	<ol style="list-style-type: none"> 1. There are no more credits available for play. 2. Reject song was activated.

PROBLEM	SYMPTOM	PROBABLE CAUSE
Machine is locked up during normal runtime.	Bill acceptor is taking money but credits are not accumulating and the touchscreen is not responsive.	The Core Computer is locked up. Reboot it by pressing and releasing the ATX Reset Switch.
The bill acceptor does not work.	The bill acceptor will not accept a bill.	<ol style="list-style-type: none"> 1. The bill acceptor is full. 2. The bill box was not re-installed on the bill acceptor correctly. 3. There is a jammed bill in the device. 4. The plugs are not inserted securely at the acceptor. 5. The bill acceptor is defective.
	The green lights on the bill acceptor are not flashing.	<ol style="list-style-type: none"> 1. The cable is damaged at the acceptor. 2. The jukebox has disabled the bill acceptor. Put the jukebox into normal operating mode. 3. The bill acceptor is defective.
Location network line not installed in the location.	There is no designated broadband line installed in the location.	<ol style="list-style-type: none"> 1. The inside wiring installation appointment was not scheduled. 2. The inside wiring installation has not occurred. 3. The line was not installed in the pre-selected location. 4. The line (jack) was not labeled by the technician.
Router does not work.	When the power supply is connected to the router, nothing happens.	<ol style="list-style-type: none"> 1. The AC power plug is not fully inserted in the receptacle on the back of the router. 2. The wall plug is not "hot".
	The "Link/Act #" light (on the front of the router) does not light up when an Ethernet cable is plugged in the respective port.	<ol style="list-style-type: none"> 1. The Ethernet port is defective. 2. The jukebox is not powered on. 3. The cable is loose at the Core Computer in the jukebox.
	The WAN light does not light up.	<ol style="list-style-type: none"> 1. The broadband connection is not plugged into the WAN port. 2. The cable modem or DSL modem is not powered on.
The "Music On Demand" feature does not work.	The feature has never been available in the location.	<ol style="list-style-type: none"> 1. There is no Ethernet cable connection between the router and the jukebox. 2. The Ethernet cable is not fully seated in the port on the Core Computer or in the back of the router. 3. The connection is loose between the installed line and the router. 4. The cable is bad. 5. The Internet line is down. 6. The hard drive trigger code was not entered.
	The feature was available, but is no longer available.	<ol style="list-style-type: none"> 1. The connection has become loose between the router and the jukebox. 2. The connection has become loose between the installed line (jack) and the router. 3. All the lights on the front of the router are ON. 4. The router was shut off or lost power. 5. The Internet service provider (ISP) is down. 6. The AMI Entertainment server is down.