

Technovision Interactive, Inc.
Reference Guide



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Operation

The Technovision IM24 sampling system allows direct disc access on 24 individual CDs. The IM24 package includes a control panel and a proprietary 2-way control interface mounted within the 25 discs CD changer. It also comes with a built in statistics program to gather and display disc and individual track usage data.

Standard Features

- Direct disc access.
- Next / previous track access.
- Durable user interface.
- 24 + 1 disc capability.
- "Even Play" sampling when unused.
- Statistical record keeping.
- Front panel volume adjust.
- Microprocessor controlled for future expansion.

Physical Features *for Panel only*

Power Requirements:

AC 120V, 60 Hz

(9V DC, 500mA power adapter included)

Power Consumption:

3.5 W max

Net Weight: 750g. (1.65 lbs.)

Dimensions: 89x572x32mm(3.5" x 22.5" x 1.25")

Operating Temperatures:

32 to +132 deg. F (0 to +50 deg. C)

Operating Humidity: 0 to 90 % non-condensing

IM24 Operating Guide

General Specifications

- Volume up and down button is active at all times.
- The system will revert to playing the last CD (song) playing (before the user selection) after 5 minutes of inactivity.
- Statistics will be kept for up to 15 tracks per disc.
- Maximum statistics count will be 9999 per track.

Operating Specifications

- Upon start up, the system will go into ATTRACT mode, by playing the last CD it was sampling before being shut down. In ATTRACT mode, the system will display the DISC and TRACK information while waiting for a DISC button to be pressed.
- Upon pressing a DISC number the system will begin playing Track 1 from that disc.
- The user can not press another DISC # for 1 minute and 30 seconds but can press the previous or next track button to select another track.
- Once a track has played for 1.5 minutes, the statistics count for that disc and track will be incremented.
- After 5 minutes of no inactivity the system will go back to the ATTRACT mode.

Moving the Listening Post

BEFORE MOVING THE LISTENING POST YOU MUST FIRST REMOVE THE CDS FROM THE CD PLAYER. FAILURE TO DO SO WILL RESULT IN THE CD ROLLING BACK INTO THE PLAYER AND JAMMING THE PLAYBACK MACHANISM.

Retrieval of Statistics

On the back of the control panel, you will find two small switches. (See below).

Unplug the power to the control panel.

Slide Dipswitch position 1 to the UP position. (DISC STATS MODE).

Plug in the power to the control panel.



The display will show the total count for disc 1 (default disc upon entering statistics mode).

You can now press a disc number button to retrieve the total statistics count for that disc.

To retrieve the individual track count for that disc you will have to press the NEXT or PREVIOUS track buttons. The display will show the disc number and track number for 1/2 second then display the statistics count for that track for 1 second before showing the DISC and TRACK numbers again.

This process will repeat until another DISC number is chosen, NEXT or PREVIOUS button is pressed or Statistics Mode is exited.

To clear the statistics for the current selected disc you will have to hold down the RESET button on the back of the board for 5 seconds. To clear the statistics for **ALL** of the discs you will have to put DIPswitch **1 and 2** in the UP position then hold down the RESET button for 5 seconds.

Troubleshooting

STEPS TO FOLLOW TO DETERMINE WHETHER YOU HAVE A COMPONENT PROBLEM.

The IM24 Listening post consists of three main components.

1. Control Panel
2. Amplifier
3. CD Player

Ensure your wall outlet has power.

Power down entire system before turning back on and continuing with testing of the system.

Make sure all components within Listening Post are plugged in securely and that all cables are connected, power plug to control panel, amplifier, CD player and the main plug to listening post.

Make sure power is turned on to the amplifier and that the volume is turned up on control panel and amplifier.

Ensure all 24 CD's are loaded into CD player and loaded correctly (Label of CD facing the right hand side of player, only one CD per slot)

If listening post still doesn't work even after following the above steps, proceed to read below.

For Further Technical Assistance Contact

Stephen Hemingway
1-866-420-5153 x 27
stephen@technovision.com

or

Vanda Sementilli
1-866-420-5153 x 21
vanda@technovision.com

1. My listening post has no sound:

Are all six cables on the back of the control panel plugged in?

Yes... go to next question.

No....read below

Plug in ribbon, audio and power cables. Unplug power to the control panel and plug it back in.



Audio out
to Amp

Audio in
from CD

Is the control panel display working? Yes...go to next question.

No....read below

If display is not working, then the control panel needs to be replaced.

Is display changing when buttons are pressed?

Yes... go to next question

No....read below

IM24 panel needs to be sent to us for repairs.

Still no sound? Now you need to check the Amplifier.

Is power turned on? Yes...go to next question

No...read below

Make sure your Amplifier is turned on and that it's securely plugged in.

Is volume on Amplifier turned up?

Yes...go to next question

No... read below

Your amplifier volume needs to be turned up to at least -60db

Is the amplifier set to CD? Yes...go to next test.

No.... read below

If it's not set to CD by rotating the input selection knob on the front of the amplifier until the display reads "CD."

To test the amplifier, change amp to "TUNER" (radio station) you should hear static. If you do not hear static, return the amplifier to us.

Is the amplifier set to monitor mode? (Monitor displayed in red on amplifier display) Yes...read below
Monitor mode needs to be turned off. Press the **monitor** mode button.

Still no sound? Now you need to check the CD Player.

Is the player making a mechanical sound when loading discs?

Yes. Go to next question

No...read below

The CD player should make a mechanical sound when loading discs, if not, then there is a problem with the CD player.

Try pressing play on the CD player.

Does it work? Yes. go to next question

No...read below.

If not, then it could be the CD player that is causing the problem. Needs to be sent in for repairs.

Try changing discs & tracks manually on the CD player, if they change then your CD player is working thus, it may be your control panel that's causing the problem.

Do you now hear audio? Yes...return control panel for repairs.

No...read below.

Confirm cabling and return control panel if cabling is correct and you are still not able to hear audio.

2. I have no display on the Control panel, Amplifier or CD player:

Check the following:

CONTROL PANEL- Ensure power is on and plugged in.

If the CD player is responding when buttons are pressed, and there's still no display, then your panel needs to be sent in for repairs.

AMPLIFIER- Ensure power is on and plugged in.

If your display appears dim, press F1 dimmer button.

If power is on and unit is plugged in and you still experience no display, then the unit needs to be sent in for repairs.

CD Player—Ensure power is on and that all cables are connected and plugged in. If the CD player continues to have no display, bring the CD player in for repairs.

3. My tracks won't change:

CONTROL PANEL-Ensure your cables are connected securely. If so, then try the button test:

*Hold any button while you power up the control panel, the panel will enter **Button Test Mode**.

When a button is pressed, a number will display on the screen, if nothing appears or the number is flickering (like a loose connection) then your panel needs to be sent in to replace buttons.

AMPLIFIER- Nothing to do with the tracks.

CD Player- Ensure your cable is securely plugged in and turned on.

Make sure all 24 CDs are loaded.

Can you change tracks with buttons on CD player?

If not, then you have a faulty CD player. You will need to make arrangements to send your faulty player in for a replacement player.

4. A Button on the Control Panel doesn't work:

Does the button feel (click) the same as the others, when pressed? If not, the panel will need to be sent in to repair the button.

5. My CD Player won't play:

Is the CD player turned on? Yes, go to next test procedure.

No, read below

The control panel turns on the CD player.

Check to see that all cables are connected.

Ensure the CD's loaded in the proper direction, from top of CD to the right hand side of CD.

Still not playing?

Make sure you have only one CD per slot in machine and that the ribbon cable is connected between the CD player and the control panel in the door (red stripe up.)

The display on the control panel should change whenever the display on the CD player changes.

If you manually press play on the CD player, does it work?

Yes...go to next test procedure.

No...read below.

You should be able to manually change tracks or CD's directly on the CD player, if you can't then the CD player is defective.

Still not playing?

Amplifier should be set to "CD" and the CD player should not be set in repeat or random mode with the latest IM24 firmware (older IM24 firmware may set the player to random mode).

Are any of the discs scratched or smudged (finger prints)?

If a disc is scratched, that could be causing the problem.

Does Screen on CD Player say U1 or U2?

This is a self-diagnostic function of the CD Player

If it says U1 The disc is not properly loaded in rack, Reload the discs properly (Label of CD to right hand side of player) Check if there is a foreign object attached to the disc, check if there is a foreign object in the rack

If it says U2 There is an operation Error in the mechanical section of the player, Check if there is a foreign object in the rack, unplug the power cord then plug it back in again

6. I'm getting no display or response from my Control Panel:

Check the light on the power supply plug. Is it plugged in tight? Does it respond to button a press? If you answered no to any of these questions have the unit sent to us for possible repairs.

7. Listening Post plays same song repeatedly:

Check the button on the control panel to make sure they are not stuck. Ensure all the CD's are loaded into the player?

8. All I get is Static:

Make sure the wires are hooked up correctly, with the input on the amplifier set to CD.

9. My Listening Post plays the same 30 seconds of a song repeatedly:

Make sure all 24 CD's are loaded in CD player

The Listening Post is designed to start at CD 1 and play all the way through. When it is finished CD 1 it will start CD 2 and play that, then CD 3 etc... If you press a button it will go to the selected CD and begin playing. After 5 minutes, it will go back to the CD it was playing and continue from there. When you power down the machine and power it

back up, the system will continue playing from where it left off and if that CD is missing, it will keep trying to load that CD. You need to make sure all 24 discs are loaded in the machine correctly with the label of CD to the right hand side of the player.

10. Panel on the door is flashings numbers:

Check the Dip Switches on the back of the control panel. The unit is probably in statistics mode. Change it to normal operation (both switches down)

If it continues flashing, then the dipswitches have become loose or defective. The control panel will have to be sent in for repair.

11. CD Player does not Recognize CD's that are loaded into player:

Make sure CD's are facing the proper direction (Label to right hand side of machine and that all CD's are loaded into machine. The sensor on the loader may be broken and not sensing CD's. The CD player will have to be sent in for repair.

12. Door on the CD Player will not open:

If the CD mechanism is behind the CD slots, the player will not open. Try unplugging the power and plug it back in to reset the CD player. If the door still does not open, it needs to be sent to us for repairs

If CD player has been moved with CD's in it, they can fall back into the machine and jam. This can cause the door to not open. Do not try to force the door open or it will break. Send the player back to us and we will un-jam it and send you a new one.

13. The listening post keeps playing songs:

The listening post will always play until someone selects a particular disc or track. Upon providing a 5 minute sample of the selected song, the CD will return to the previous CD.

REPLACING THE CD PLAYER

- Open the defective CD player and remove CD's if CD's are not jammed.
- Turn the power bar off.
- Unplug the ribbon cable from the control panel on the door, by pushing down on both ends of the clip and remove the cable ribbon.
- Remove screws holding down chrome straps over the CD player and amplifier.
- Place straps and screws aside.
- Lift up amplifier and slide out CD player from underneath it making sure to unplug the red and white RCA plugs on the back of the CD player and unplugging the CD player from the power bar.
- Attach new CD player's ribbon cable to control panel (only fits one way, red stripe should be up, if it doesn't plug in easily try flipping it over) and push in until side clips catch
- Attach the red and white RCA plugs into the back of the new CD player (colours on cable correspond to colours on CD player) and plug CD player back into power bar
- Slide CD player back under amplifier
- Attach straps back over CD player and amplifier (these straps are for safety during shipping of the machine, if you find it difficult to attach straps, place straps and screws in the bottom of the machine)
- Turn power bar on
- Fill new CD player with the removed CD, or with the new CDs provided.
- Change CD cover panels of the CDs if you are installing new CD's.
- Return CD player with jammed CDs inside to our office using the return information provided.



Please complete the waybill that came included with the new CD player and call: 1-800-GOFEDEX to have FedEx dispatched to you.

REPLACING THE AMPLIFIER

- Open the machine.
- Turn the power bar off.
- Remove screws holding down chrome straps over the CD player and amplifier.
- Place straps and screws aside.
- Unplug the red and white RCA plugs on the back of the amplifier; unplug the amplifier from the power bar.
- Remove the old amplifier and install the new unit.
- Attach the red and white RCA plugs into the back of the new amplifier making sure they are attached to the CD input. (Colours on cable correspond to colours on amplifier).
- Plug amplifier back into the power bar.
- Attach straps back over to CD player and amplifier (these straps are for safety during shipping of the machine, if you find it difficult to attach straps, place straps and screws in the bottom of the machine)
- Turn the power bar on.
- Return amplifier to our office using the return information provided.

Please complete the waybill that came included with the new amplifier and call: 1-800-GOFEDEX to have FedEx dispatched to you.

REPLACING THE CONTROL PANEL

- Open the door to the Listening Post.
- Turn off the power to the Listening Post.
- Unplug all six cables from the control panel.
- Unscrew the four screws that hold the control panel to the front door.
- Remove the old control panel and replace it with the new one.
- Reattach the new control panel to the door using the old screws.
- Plug back in the six (6) cables.
- Ensure that the ribbon cable is installed with the red stripe up (see below):



To Amplifier To CD player

- Turn power back on.
- Test machine.
- Close door.
- Return the defective control panel to our office using the return information provided.

Please complete the waybill that came included with the new control panel and call: 1-800-GOFEDEX to have FedEx dispatched to you.