

Best Practices to Get Your TouchTunes Jukebox Operational

| Potential Problem | Service Recommendation | Turned Off | In Standby |
|---------------------------------|---|---------------------|------------|
| Bills Rejected | Disassemble and clean Bill Acceptor, wipe down and clean bill path, clean belts and optics | X | X |
| Blocked Airflow / Heat | Clean the exterior of the jukebox | X | X |
| Blocked Airflow / Heat | Clean all vents with a paintbrush and vacuum out dust | X | X |
| Blocked Airflow / Heat | Blow out or vacuum Power supply and amplifier vents | X | X |
| Blocked Airflow / Heat | Clean out Fans with a paintbrush and vacuum | | X |
| Blocked Airflow / Heat Issues | If the bar was under construction or any drywall work was performed, extra attention should be paid to removing drywall dust from the jukebox components | X | X |
| Deactivated Jukebox | Verify the location still has a Broadband network | X | |
| Doesn't boot up | Reseat Power Connections and or Power supply | X | |
| Sanitization | Clean/disinfect Touchscreens | X | X |
| Test the outlet proper polarity | Verify The power in the location is correct | X | X |
| Doesn't boot up | If the jukebox has been powered off for an extended period of time, the CMOS battery could be dead | use standard CR2032 | X |
| Connecting to Network | Contact Support or Sales to reactivate the modem. -Jukes should come back online within ~15 minutes. If they do not, a re-seat of the wireless card or a reboot | X | X |
| Sound Quality | A lot of locations have remodeled, and juke have been moved, test all speakers/ zones are working properly. | X | X |
| Sound Quality | Auxiliary has been hooked up, working again/ balanced | X | X |
| Background Music | Re-enable CMP if needed | X | X |
| General Operation | Make sure screen is still calibrated and BA's take money after cleaning | X | X |
| General Operation | Make sure remote is still working | X | X |
| General Operation | Auto-Activation may need to be re-enabled/ adjusted | X | X |
| General Operation | Have spare parts on hand | X | |