

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 jukes 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	