

## *Maintenance and Troubleshooting*

### **Maintenance**

The DR500 Receiver and remote controls are designed to deliver years of maintenance-free, CD-quality music. The only maintenance you may need to perform is cleaning your DR500 Receiver and replacing batteries in your remote control.

### **Cleaning the DR500 Receiver**

Before cleaning the DR500, unplug it from the wall outlet. Clean the cabinet, panel, and controls with a soft cloth lightly moistened with water.

Do not use any type of abrasive pads, scouring powders, liquid cleaners, aerosol cleaners, or solvents such as alcohol or benzene.

### **Troubleshooting Tips**

The troubleshooting tips found on the following pages were designed to help you diagnose and correct minor problems in the unlikely event that you experience difficulties with your DBS DR500 system.

Possible problems, arranged alphabetically, are followed by solutions that should help you to troubleshoot any DBS DR500 difficulties.

If you try all the suggested solutions and nothing works, call your DMX MUSIC affiliate, as they are equipped to diagnose and correct your DBS system and DR500 Receiver problems.

Problem	Possible Causes	Solutions
Authorized indicator is NOT lit green	You are not authorized to receive the current channel.	Tune to an authorized channel. Contact your DMX MUSIC affiliate if you wish to receive the music channel.
DR500 Receiver does not work	<p>DR500 is not plugged in.</p> <p>The AC outlet is off.</p> <p>The AC outlet is not working.</p> <p>The AC outlet is not providing the required power. (You may be experiencing a power <i>brown out</i> in your area.)</p> <p>The DBS system is not correctly installed, the satellite dish antenna is not pointed at the satellite.</p>	<p>Check that the DR500 is plugged into an AC power outlet.</p> <p>Turn the AC outlet on.</p> <p>Switch the DR500 power cord to another outlet. Have a professional electrician check the outlet.</p> <p>Operate the DR500 from a 120 V 60 Hz outlet only. Have a professional electrician check the outlet.</p> <p>Check the DBS system for proper operation and that the satellite dish is in the correct position (refer to Section 1).</p>
DR500 Receiver shows a distinct change in operation or is not operating normally	The DR500 may need to be serviced.	Unplug the receiver from the wall outlet. Wait 30 seconds. Plug the DR500 back into the outlet. Check the DR500's performance. If the DR500 still performs poorly, contact your DMX MUSIC affiliate.
LNB PWR Indicator Flashing	The cable connecting the DR500 to the satellite dish is shorted.	Disconnect the cable from the unit and wait 30 seconds. If the LNB PWR light turns either off or on, replace the cable. If the light flashes, contact your DMX MUSIC affiliate.
Music stops briefly or is distorted.	<p>There is a problem with the satellite dish LNB.</p> <p>The audio signal for the particular music channel was temporarily interrupted by a technical problem.</p> <p>Poor satellite signal quality sometimes due to sunspots or inclement weather.</p> <p>The DR500 was subjected to excessive vibration or movement.</p>	<p>Contact your DMX MUSIC affiliate.</p> <p>Select another music channel or wait for the music to begin again.</p> <p>Wait for the music to begin again. If this is a frequently reoccurring problem, contact your DMX MUSIC affiliate.</p> <p>Ensure that the DR500 is in an appropriate location away from vibration or movement that may cause the music to stop momentarily.</p>

Problem	Possible Causes	Solutions
No sound	<p>The stereo is turned off or the volume is turned down.</p> <p>The DR500 Receiver volume is turned down.</p> <p>The Mute function is selected.</p> <p>You are not authorized to receive the current channel.</p> <p>The DR500 and stereo connectors are not correctly attached.</p>	<p>Turn on the stereo and adjust the volume.</p> <p>Turn the volume up on the DR500 Receiver.</p> <p>To return to normal volume, press MUTE on your remote control.</p> <p>Tune to an authorized channel (refer to Section 3). Contact your DMX MUSIC affiliate if you wish to receive the music channel.</p> <p>Check all DR500 and stereo connections.</p>
No sound from one of the speakers.	Balance is incorrectly set or your stereo/speaker connections are not correctly adjusted.	Adjust the balance controls on stereo and check all connectors.
Remote control does not operate the DR500.	<p>The remote control is not pointed at the DR500.</p> <p>The remote control is too far from the DR500.</p> <p>The path between the DR500 and remote control is obstructed</p> <p>The DMX MUSIC/DJ mode is not set to the correct mode.</p> <p>Front panel lockout is set</p> <p>The remote control batteries are run down.</p> <p>Remote control is broken.</p>	<p>Point the remote control directly at the DR500. Ensure that there are no obstacles between the DR500 and the remote control unit.</p> <p>Move to within 10 meters of the the DR500.</p> <p>Remove the obstruction, point the remote control control directly at the DR500.</p> <p>Ensure that the DMX MUSIC/DJ mode is set correctly. You will see DMX MUSIC appear on the DMX MUSIC/DJ display (refer to Section 1).</p> <p>Unlock the front panel (refer to Section 4).</p> <p>Replace all remote control batteries.</p> <p>Check that the remote control is functioning properly by performing the procedure for viewing the time on the DMX MUSIC/DJ.</p>

Problem	Solutions	Solutions
Remote control operates erratically	<p>The remote control is exposed to direct, bright sunlight or florescent lighting. This exposure may interfere with the remote control signal and not allow the remote and DR500 to communicate.</p> <p>Remote control is broken.</p>	<p>Protect the remote control from the direct light exposure.</p> <p>Check that the remote control is functioning properly by performing the procedure for viewing the time on the DMX MUSIC/DJ.</p>
Sync indicator is not lit green.	<p>Poor satellite signal quality sometimes due to sunspots, rain, or other inclement weather.</p> <p>The DR500 Receiver has not locked onto the satellite.</p> <p>Power to the low noise block (LNB) amplifier is shorted or set to OFF.</p> <p>Power is disconnected to the low noise block (LNB) amplifier.</p>	<p>Wait for the weather to clear.</p> <p>Check the alignment of the satellite dish (refer to Section 1). Unplug the receiver from the wall outlet. Wait 30 seconds. Plug the DR500 back into the outlet. Check the DR500's performance. If the DR500 still performs poorly, contact your DMX MUSIC affiliate.</p> <p>Check LNB PWR indicator. If it is not illuminated, power to the LNB is OFF. This may be normal for multiple receiver installations providing signal to a single LNB. Contact your DMX MUSIC affiliate before switching LNB to ON.</p> <p>Check the cable.</p>
Volume control does not work	Volume control keys are off.	Turn the volume control keys on, use PRESET 975.