

# ProFusion<sup>®</sup> XS

## USER GUIDE





# CAUTION

**RISK OF ELECTRIC SHOCK!  
DO NOT OPEN!  
NO USER-SERVICEABLE PART INSIDE!**



This symbol is intended to inform users that internal parts may cause electrical shock and injury.



This symbol is intended to inform users of important operational instructions and clarifications.



## WARNING!



**To reduce the risk of fire, electric shock, or injury:**

- Do not use ProFusion® XS if it has been exposed to water.
- Do not use ProFusion XS if it has been dropped and or damaged.
- Do not use ProFusion XS with a damaged power cord.
- Do not unplug by pulling on the cord.
- Do not restrict case airflow by blocking or inserting objects into case ventilation openings.
- Do not use in environments with excessive heat, humidity, magnetic fields, or dust.
- Place ProFusion XS only on a stable surface of sufficient size and strength where it will not be exposed to excessive vibration.
- Do not overload power outlets.
- Route all cables safely. Do not place any items on or against the cables.
- Do not allow children to operate without supervision.
- Use only attachments that are approved by DMX, Inc.

## Safety Agency Listings

This product was tested and found to be fully compliant with

FCC Part 15 Subpart B/Class A

CE Class A

C-Tick/Class A

cTUVus TUV CB Scheme

RoHS Compliant

WEEE marked



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# Features

## What is ProFusion XS?

As our leading on-premise system, ProFusion® XS digital audio delivery system provides extensive commercial-free music programming, engaging message marketing, flexible scheduling, and the ability to play different types of music in various areas of your business. ProFusion XS provides total control over what your customers hear.

### MUSIC DESIGN

**Music for Your Unique Business.** ProFusion XS puts your DMX music programming into action effortlessly. Our experienced music design team ensures your music is aligned with the goals you have for your business and brand. Our music design team is recognized around the world as the best in the business.

### SCHEDULING

**Easy Music Management.** The ProFusion XS scheduling allows your music to target specific customer demographic types as well as change the tempo of you business by the hour, day, week, as well as, seasonal or promotional events. Manage the music that you want your customers to hear.

### MESSAGE MARKETING

**Effective Customer Communications.** The right message at the right time has the power to stimulate a customer's willingness to spend. ProFusion XS supports your business's message marketing needs by seamlessly integrating your music programming with the right message, at the right time.

### RELIABILITY

**Dependable Platform.** ProFusion XS is commercially built for extended life in heavy-use environments. Each internal component is carefully selected and tested for maximum reliability. Thousands of ProFusion products installed as far back as 2000 are still servicing our customer's music and messaging needs.

### HANDS-FREE UPDATES

**A Connection You Can Count On.** ProFusion XS has been designed to deliver new music and configuration updates, quickly and cost efficient using your company's existing network. ProFusion XS dramatically cuts the time it takes to receive new music. ProFusion XS also supports updates via disc. If you choose to receive your updates via disc, each month you will receive a disc containing new music that will update your ProFusion XS using its built-in DVD-ROM.

### CONVENIENCE

**Simple-to-Use Design.** ProFusion XS is engineered for easy integration with most commercial amplification equipment. ProFusion XS includes a simple-to-use control panel and menu system that allows you to control your music and messaging at your fingertips. Simply connect your ProFusion XS and begin enjoying continuous music.

# Getting Started

## Checking the Package Contents

- (1) ProFusion XS playback device
- (1) ProFusion XS User Guide
- (1) 6' (183cm) 18AWG UL Power cord
- (1) 6' (183cm) Stereo RCA male-to-male audio cable
- (1) 6' (183cm) Stereo RCA male-to-male audio cable (included only with ProFusion XS devices configured for three or four zones of audio)

***Any additional or different cables required to complete the installation will need to be obtained separately.***

***Please keep all packaging material for later use in case your ProFusion XS must be re-shipped.***

## Installation and Setup

### Placement Guidelines

- ProFusion XS is designed to be placed horizontally and right-side up. Other positions may cause problems with air flow within the case and may significantly shorten the lifespan of the components.
- ProFusion XS should be placed in a clean, well-ventilated area. Do not stack items on or against your ProFusion XS as this can create excessive heat and/or static electricity charge problems.
- ProFusion XS should only be placed on a surface of adequate strength and stability and free of excessive vibration.
- Ensure all cabling is routed properly and safely. This will avoid tripping hazards that could pull your ProFusion XS off the surface you have placed it on.
- Ensure your ProFusion XS is plugged into a properly grounded, always-on AC electrical outlet.

***Note: Do not plug your ProFusion XS into a switched outlet, such as power strips or other outlets that may be inadvertently turned off. This can lead to improper shutdowns which will likely shorten the life of the equipment.***

### Rack Placement

- If your ProFusion XS is going to be installed in a rack, at least 6½" (16.5 cm) (4RU) vertical rack space will be required.
- Do not improvise a rack mount solution; instead, install a rack shelf suitable for approximately 20 lbs (9.1 kg) of weight, and place your ProFusion XS on the shelf.

***Note: ProFusion XS has been designed to be mounted in a rack. Please contact DMX Customer Service if you would like to order a rackmount kit. See "Appendix E: Contact DMX" (p. 28).***



## Connecting ProFusion XS to Your Amplification Equipment



Always connect audio cables prior to powering on your ProFusion XS.

- Turn off your amplification equipment and turn the volume completely down before installing your ProFusion XS.
- Your ProFusion XS should not be plugged into the AC outlet found on the rear of some audio amplification equipment due to potential grounding issues. Only plug your ProFusion XS into properly grounded electrical outlets.
- To avoid being inadvertently powered off, never plug your ProFusion XS into a switched outlet.

Connecting your ProFusion XS to your amplification equipment:

**STEP 1** Connect one end of the RCA audio cable with the white plugs into the white RCA jack labeled *Zone 1* on the rear panel of your ProFusion XS. Connect the other end of the RCA cable into the corresponding input of your amplification equipment.

**Note:** *If your ProFusion XS is configured for only one zone, the audio for that zone will output from both the Zone 1 and Zone 2 RCA jacks. Connect one end of the RCA audio cable with the red plugs into the red RCA jack labeled "Zone 2" on the rear panel of your ProFusion XS. Connect the other end of the RCA cable into the corresponding input of your amplification equipment.*

**STEP 2** If your ProFusion XS has been configured for a second zone of audio, connect the red RCA plug of the audio cable into the RCA jack labeled *Zone 2* (red jack) on the rear panel of your ProFusion XS. Connect the other end of the RCA cable (red plug) into the corresponding input of your amplification equipment.

**STEP 3** If your ProFusion XS has been configured for a third zone of audio, repeat step 1. If your ProFusion XS has been configured for a third and fourth zone of audio, repeat steps 1 and 2.

**Note:** *If your ProFusion XS is configured for three zones, the audio output for Zone 3 will also output the Zone 4 RCA jack. Connect one end of the RCA audio cable with the red plugs into the red RCA jack labeled "Zone 4" on the rear panel of your ProFusion XS. Connect the other end of the RCA cable into the corresponding input of your amplification equipment.*

## Connecting ProFusion XS to Your Network

Connecting your ProFusion XS to your company's network:

**STEP 1** Connect one end of a CAT5 Ethernet cable to the Ethernet port located on the rear panel of your ProFusion XS.

**STEP 2** Connect the other end of the CAT5 Ethernet cable to your network equipment (router, hub, or switch).

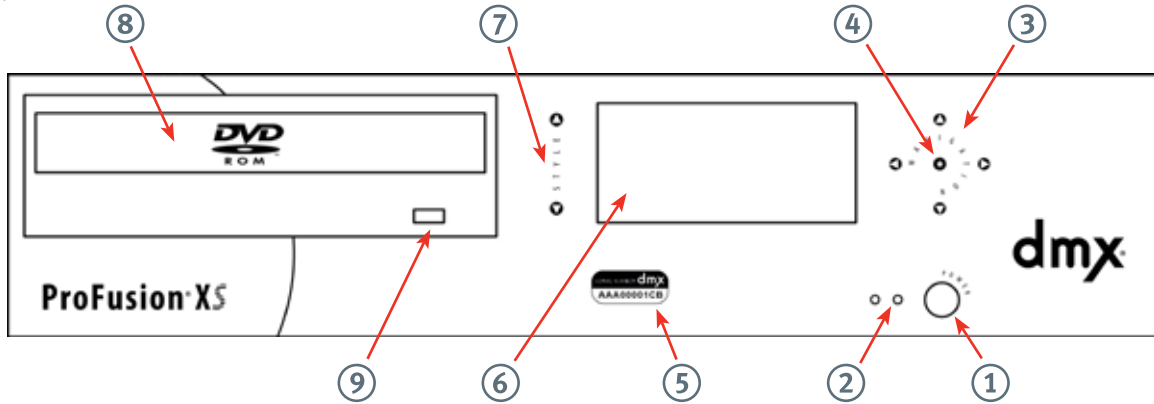


It is highly recommended that a connectivity test is performed after changing any network settings. See *Testing the Network Settings* (p. 19) for instructions.

# Controls and Functions

## Front Panel

The front panel of ProFusion XS is used to change music styles, stop playback, and access the Control Panel menu system.



### 1. POWER Button

The POWER button is used to power ProFusion XS on and off.

**Note:** Do not hold in the POWER button when powering ProFusion XS on or off.

### 2. Power LED

This green LED will remain solid while ProFusion XS is powered on.

### 3. NAVIGATION Buttons

The UP, DOWN, LEFT and RIGHT buttons are used to navigate the Control Panel menu system.

### 4. \* Button

This button is similar to the ENTER button on a keyboard and is used to select menu options from the Control Panel menu system.

### 5. Serial Number

This unique number is used to identify your ProFusion XS.

### 6. LCD Control Panel

The LCD control panel is used to access the Control Panel menu system. While in *Playback Mode*, the LCD control panel will display the title, artist, and style information of the content currently playing. The last line will continuously scroll between the zone name, date/time, and *Schedule Mode*.

### 7. STYLE Buttons

These buttons are used to select styles for playback.

### 8. DVD-ROM Drive

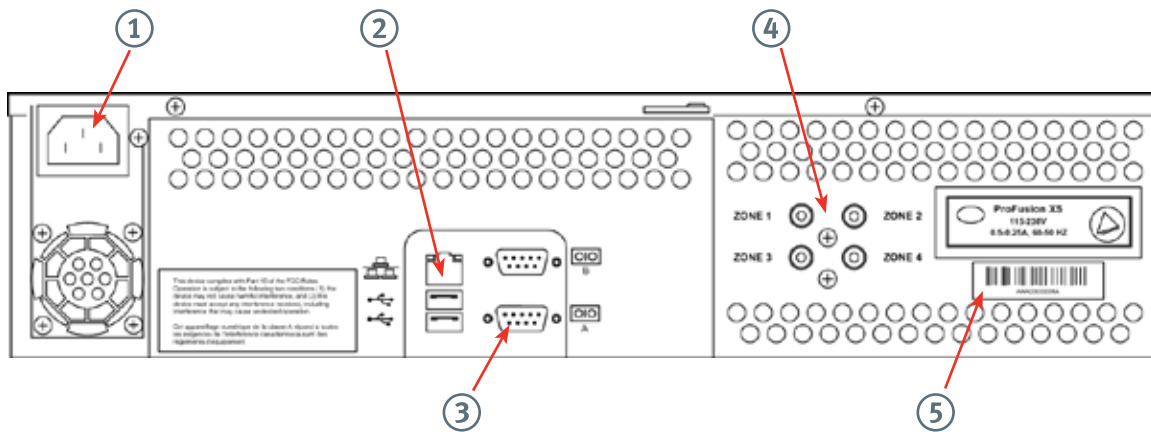
The DVD-ROM is used to update ProFusion XS via CD with the latest configuration, software and content.

### 9. DVD-ROM Drive Eject Button

This button is used to open and close the DVD-ROM drive when updating your ProFusion XS via CD.

## Rear Panel

The rear panel of ProFusion XS has a variety of connections that are used to integrate it with your existing amplification equipment and Ethernet network.



### 1. Power Cord Input

ProFusion XS operates on AC power.

**Note: Never attempt to operate your ProFusion XS on DC power.**

### 2. Ethernet Port

The Ethernet port is used to connect ProFusion XS to your network in order to receive configuration, content and software updates.

### 3. Serial Port

The serial port is used as a RS-232 serial communications interface that allows ProFusion XS to be controlled by external equipment providing the ability to change styles on desired zones. See *Direct Serial Interface (DSI)* (p. 23) for additional information.

### 4. Music Zone Audio Connectors

These connections are standard RCA jacks used to connect ProFusion XS to your amplification equipment.

### 5. Serial Number

This unique number is used to identify your ProFusion XS.

# Basic Operation

## Powering ProFusion XS On and Off



Always use the POWER button to power off ProFusion XS before unplugging it from an electrical outlet. Failure to do so may result in damage to the device.

### Powering On ProFusion XS

**STEP 1** Press the POWER button once.

**STEP 2** The green LED power indicator just left of the POWER button will illuminate, and the LCD control panel will display the DMX logo. This will be followed by an “all’s well” beep.

**STEP 3** Approximately 30 seconds after the “all’s well” beep, ProFusion XS will begin a five step initialization process.

**Note:** *Do not attempt to power off ProFusion XS during the initialization process as this can lead to corruption which can prevent the device from properly functioning.*

**STEP 4** Upon completion of the initialization process, the LCD control panel will display *Music Stopped* and approximately 15 seconds later playback will start.

Music Stopped  
Next Style to  
Start at 8:00AM  
Zone 1

**STEP 5** Once playback has begun, the LCD control panel will display the title/artist information of the content currently playing.

**Note:** *If your ProFusion XS is powered on during a time the device is not scheduled for playback, the LCD control panel will display “Music Stopped” and the time playback is scheduled to begin.*

### Powering Off ProFusion XS



If your device is configured to receive it updates via Ethernet, your ProFusion XS must remain powered on at all times.

**STEP 1** Press the POWER button once (do not hold the button in).

**STEP 2** Approximately 10 seconds after the pressing the POWER button, ProFusion XS will enter a *Pause Mode*. At this time playback on all zones will stop.

**STEP 3** Once ProFusion XS is in *Pause Mode*; press the POWER button once to complete the shutdown process. This will take approximately 20 seconds.

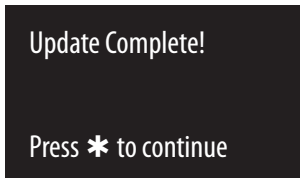
## Updating ProFusion XS via CD

ProFusion XS can be updated via Ethernet or CD. It is important to update your device as soon as you receive any update CDs. Please note that customers with devices configured for Ethernet updates may still receive CD updates, and should load them as soon as they arrive.

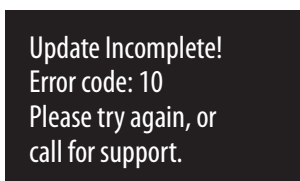
Always verify the update disc is clean and free of scratches, smudges and fingerprints. To clean a CD use lint-free cotton cloths and wipe against the tracks, starting in the middle of the disc and wiping towards the outside of the disc. Do not wipe in a circular motion as this can create scratches.

Updating your ProFusion XS via CD:

- STEP 1** If your update contains multiple CDs, load disc #1 first.
- STEP 2** Hold the CD face up and by the edges.
- STEP 3** Press the DVD-ROM eject button to open the tray.
- STEP 4** Insert the CD into the center of the DVD-ROM tray.
- STEP 5** Press the DVD-ROM eject button to close the tray (Do not push the tray in).
- STEP 6** Approximately 15 seconds after the tray has closed, the update will automatically start. The update will take anywhere from 60 seconds to 10 minutes, depending on the type and size of the update.
- STEP 7** The DVD-ROM tray will automatically eject once the update has completed and the control panel will display the status of the update.



**Note: Contact DMX Customer Service if an update produces an error code. See "Appendix E: Contact DMX" (p. 28). Please note the error code number when contacting DMX for assistance.**



## Control Panel Menu System

ProFusion XS Control Panel menu system allows you to perform numerous tasks, including:

- Stopping and starting music playback
- Adjusting volume levels
- Enabling and disabling messages
- Initiating configuration and content updates
- Modifying and testing network settings
- Creating Custom schedules

## NAVIGATION Buttons



Using the Control Panel NAVIGATION buttons:

- To enter the Control Panel menu system, press the \* button in the center of the NAVIGATION buttons.
- To scroll through menu options, press the NAVIGATION UP or NAVIGATION DOWN button.
- To select menu options, press the \* button.
- To return to previous menus, press the NAVIGATION UP or NAVIGATION DOWN button until *BACK* is highlighted, then press the \* button.

## Control Panel Menu Permissions

Upon request, your ProFusion XS Control Panel menu system can be configured so any of the following menu option are disabled:

- Changing volume levels
- Changing date and time
- Changing styles
- Changing and creating schedules
- Disabling and enabling messages for playback
- Initiating configuration and content updates via network update
- Turning DFX® Audio Enhancer on or off

**Note:** *If you require any menu permissions disabled or enabled, contact DMX Customer Service. See "Appendix E: Contact DMX Customer Service" (p. 28).*

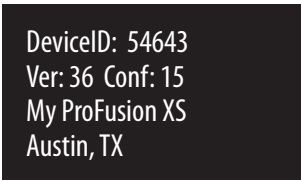
## ProFusion XS Device Information

The *Device Information* menu option provides some key information about your specific ProFusion XS. The *Device Information* menu option contains the following: Device ID, software version, configuration version, and device description.

Accessing the *Device Information* menu option from the title/artist information screen:

- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION DOWN button until the *Device Information* menu option is highlighted, then press the \* button.

**STEP 3** The following information will be displayed; Device ID, software version, configuration version, and device description.



### Device ID

The Device ID is a unique number specific to your ProFusion XS. It ensures that custom configurations and settings are applied only to your specific ProFusion XS.

**Note:** *When calling DMX for assistance, please confirm your Device ID prior to calling.*

### Software Version (Ver)

Software version indicates which release of ProFusion software is currently installed on your ProFusion XS.

### Configuration Version (Conf)

Configuration version refers to a set of specific settings such as scheduling, playback start and stop times, and other settings unique to your device. This number also ensures that an older configuration update to your ProFusion XS will not overwrite the current configuration settings.

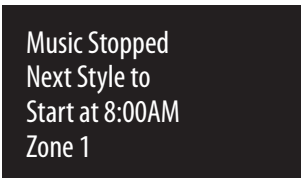
### Device Description

The device description, lines three and four, usually reference your company name and location. This information is optional and may not be present.

## Changing Styles

Your ProFusion XS is configured to follow a pre-determined schedule. You may override the schedule by changing the style. The ability to change styles may be disabled, if requested, for your ProFusion XS. If you attempt to change styles and the control panel displays, *You do not have permission to use this feature*, the ability to change styles has been disabled.

If your ProFusion XS is scheduled to stop playback at a certain time, the control panel will display *Music Stopped* and the time playback will begin. You may manually begin playback by selecting any available style.



Changing styles:

**STEP 1** Using the NAVIGATION UP or NAVIGATION DOWN button, change the title/artist information displaying on the LCD control panel to the desired zone for the style change.

**STEP 2** Use the STYLE UP or STYLE DOWN button to scroll through a list of available styles.



**STEP 3** Once your desired style is highlighted, press the \* button to change to the new style. The content currently playing will fade down and content from the new style will immediately begin.

## Style Blocking

ProFusion XS has the capability to restrict availability of certain music styles to certain times of the day. This feature helps to ensure that only proper music styles are played to target client demographics and store image. Style blocking also ensures ProFusion XS users will not inadvertently select an inappropriate musical style.

## Viewing and Setting Date and Time

If your ProFusion XS receives its updates via Ethernet, it may be configured to synchronize the date and time with the server each time it connects.

### Viewing Date and Time

To view the currently set date and time for your ProFusion XS, watch the fourth line of the title/artist information. The date and time will scroll by approximately every 30 seconds.



### Setting Date and Time

Setting the date and time from the title/artist information screen:

**STEP 1** Press the \* button to access the Control Panel menu system.

**STEP 2** Press the NAVIGATION DOWN button until *Set Date and Time* is highlighted, then press the \* button.



**STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button to change the month.

**STEP 4** Press the \* button if only the month needs to be changed. If you need to make further changes to



the date or time, press the NAVIGATION RIGHT button to move to the day, time, and AM/PM setting, and the NAVIGATION UP or NAVIGATION DOWN button to modify each option. Once the current date and time have been set, press the \* button.

## Adjusting Volume Levels



To maximize sound fidelity, it is recommended volume levels are adjusted from your amplification equipment.

ProFusion XS supports independent volume levels for each zone of audio. Any changes in volume level will affect only the selected zone.

Adjusting the volume level for a desired zone from the title/artist information screen:

- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION UP or NAVIGATION DOWN button until *Volume Control* is highlighted, then press the \* button.
- STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until the desired zone is highlighted, then press the \* button.



- STEP 4** Press the NAVIGATION LEFT button to decrease the volume level and the NAVIGATION RIGHT button to increase the volume level.



- STEP 5** Once the appropriate volume level has been set, press the \* button to accept the change.

## Muting a Zone

Muting a desired zone from the title/artist information screen:

- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION UP or NAVIGATION DOWN button until *Volume Control* is highlighted, then press the \* button.
- STEP 3** Press the NAVIGATION DOWN button until *Mute <Desired Zone>* is highlighted, then press the \* button.



Turning the mute off for a desired zone from the title/artist information screen:

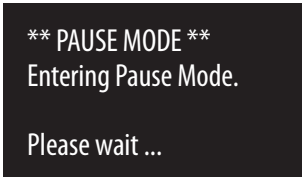
- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION UP or NAVIGATION DOWN button until *Volume Control* is highlighted, then press the \* button.
- STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until the desired zone is highlighted, then press the \* button. Entering the *Volume Control* menu option for the selected zone will restore the previously set volume level for the zone.



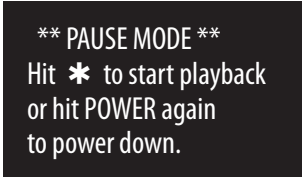
**STEP 4** Press the \* button to exit the *Volume Control* menu option.

## Pause Mode

If it is necessary to stop playback on all zones immediately, press the POWER button once.



The music from all zones will fade down as your ProFusion XS enters *Pause Mode*. When your ProFusion XS is in *Pause Mode*, all functionality remains active but all zones will stop playback.



To resume playback on all zones when in *Pause Mode*, press the \* button. Your ProFusion XS will re-enter *Playback Mode* with the appropriate scheduled styles playing on all zones. To shutdown your ProFusion XS from *Pause Mode*, press the POWER button again.

**Note:** If your ProFusion XS is configured for Network update, it will update at its scheduled time while in *Pause Mode*.

## Messaging

If your ProFusion XS is configured to utilize Messaging, the playback of messages will be scheduled to play at specific times and days. Changes to Messaging, including scheduling, should be configured by DMX for your ProFusion XS. If necessary, the *Message Control* menu option will allow you to suspend a message immediately.

### Message Control

Turning messages on or off from the title/artist information screen:

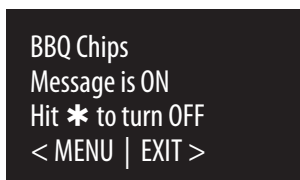
- STEP 1** Using the NAVIGATION UP or NAVIGATION DOWN button, change the title/artist information displaying on the LCD control panel, to zone with the message that you would like to play.
- STEP 2** Press the \* button to access the Control Panel menu system.
- STEP 3** Press the NAVIGATION DOWN button until *Messaging Control* is highlighted, then press the \* button.
- STEP 4** Press the NAVIGATION UP or NAVIGATION DOWN button until *Message Control* is highlighted, then press the \* button.

**Note:** If “No Messages” is displayed, there are no messages available for that zone.

- STEP 5** Press the NAVIGATION UP or NAVIGATION DOWN button until the desired message is highlighted, then press the \* button.



- STEP 6** Press the \* button to toggle between *ON* and *OFF*, then press the NAVIGATION RIGHT button to accept the change. When the message is set to *ON*, it will playback according to its schedule and when set to *OFF*, the message will be suspended.



**Note:** If your ProFusion XS receives a configuration update that still includes a suspended message, the message playback status will revert to *ON*. If changes to your Messaging are needed, contact DMX Customer Service. See “Appendix E: Contact DMX” (p. 28).

### Message Playback

Forcing playback of a message from the title/artist information screen:

- STEP 1** Using the NAVIGATION UP or NAVIGATION DOWN button, change the title/artist information displaying on the LCD control panel, to zone with the message you would like to play.
- STEP 2** Press the \* button to access the Control Panel menu system.

**STEP 3** Press the NAVIGATION DOWN button until *Messaging Control* is highlighted, then press the \* button.

**STEP 4** Press the NAVIGATION UP or NAVIGATION DOWN button until *Message Playback* is highlighted, then press the \* button.

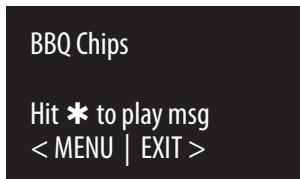
**Note:** If “No Messages” is displayed, there are no messages available for that zone.

**STEP 5** Press the NAVIGATION UP or NAVIGATION DOWN button until the desired message is highlighted, then press the \* button.



BACK  
>BBQ Chips  
T-Shirts  
Steak

**STEP 6** Press the \* button to play the message. The currently playing content will stop and the message will play. Once the message has completed playing, the previous style will resume.



BBQ Chips  
  
Hit \* to play msg  
< MENU | EXIT >

# Advanced Operation

## Network Connectivity (Ethernet Update Only)

The *Network Control* menu option provides information regarding the network configuration for your ProFusion XS, the ability to modify and test the current network configuration, and an option to initiate updates.

ProFusion XS utilizes the FTP protocol to connect to its designated server for updates. In order to connect, your firewall will need to allow FTP traffic from your ProFusion XS to its designated update server.

### Viewing the Network Settings

The *View Settings* menu option displays the current network configuration for your ProFusion XS. This includes the IP type (DHCP or Static), IP address, subnet mask, default gateway, and the IP address of the FTP server your ProFusion XS will connect to for updates.

Viewing the network settings from the title/artist information screen:

- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION DOWN button until *Network Control* is highlighted, then press the \* button.
- STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until *View Settings* is highlighted, then press the \* button.
- STEP 4** Press the NAVIGATION UP or NAVIGATION DOWN button to scroll through the settings.

```
IP: 10.1.5.230
SNM: 255.255.0.0
GW: 10.1.0.1
< MENU | EXIT >
```

- STEP 5** Press the NAVIGATION LEFT button to return to the previous menu option and the NAVIGATION RIGHT button to exit to the title/artist information screen.



**Modifying the network settings incorrectly will likely render your ProFusion XS unable to connect for updates. Proceed only at the direction of your network administrator or DMX.**

### Changing the IP Type

Changing the IP type from the title/artist information screen:

- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION DOWN button until *Network Control* is highlighted, then press the \* button.
- STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until *Set Configuration* is highlighted, then press the \* button.

**Note: The *Set Configuration* menu option requires an unlock code. If access to the *Set Configuration* menu option is needed, contact DMX Customer Service. See “Appendix E: Contact DMX” (p. 28).**

- STEP 4** Press the NAVIGATION UP or NAVIGATION DOWN button until *Set IP Type* is highlighted, then press the \* button.
- STEP 5** Press the NAVIGATION UP or NAVIGATION DOWN button to toggle between *DHCP* and *Static* and press the \* button to select the desired type.



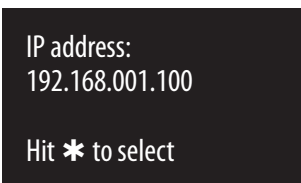
**It is highly recommended that a connectivity test is performed after changing any network settings. See *Testing the Network Settings* (p. 19) for instructions.**

## Changing the IP Address

Changing the IP address from the title/artist information screen:

- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION DOWN button until *Network Control* is highlighted, then press the \* button.
- STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until *Set Configuration* is highlighted, then press the \* button.  
**Note: The *Set Configuration* menu option requires an unlock code. If access to the *Set Configuration* menu option is needed, contact DMX Customer Service. See “Appendix E: Contact DMX” (p. 28).**
- STEP 4** Press the NAVIGATION UP or NAVIGATION DOWN button until *Set IP Address* is highlighted, then press the \* button.
- STEP 5** Press the NAVIGATION UP or NAVIGATION DOWN button to set the value for the first digit of the first octet (group of numbers), then press the NAVIGATION RIGHT button to move to the second digit of the first octet.

**Note: IP addresses such as 192.168.1.100 should be entered as 192.168.001.100.**



- STEP 6** Press the NAVIGATION UP or NAVIGATION DOWN button to set the value for the second digit of the first octet, then press the NAVIGATION RIGHT button to move to the third digit of the first octet.
- STEP 7** Press the NAVIGATION UP or NAVIGATION DOWN button to set the value for the third digit of the first octet, then press the NAVIGATION RIGHT button to move to the first digit of the second octet.
- STEP 8** Repeat steps 5 – 7 for the remaining octets, then press the \* button to accept the change.



**It is highly recommended that a connectivity test is performed after changing any network settings. See *Testing the Network Settings* (p. 19) for instructions.**

## Changing the Subnet

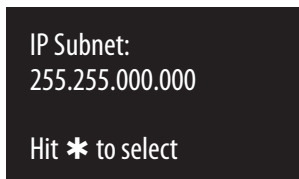
Changing the subnet from the title/artist information screen:

- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION DOWN button until *Network Control* is highlighted, then press the \* button.
- STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until *Set Configuration* is highlighted, then press the \* button.

**Note: The Set Configuration menu option requires an unlock code. If access to the Set Configuration menu option is needed, contact DMX Customer Service. See “Appendix E: Contact DMX” (p. 28).**

- STEP 4** Press the NAVIGATION UP or NAVIGATION DOWN button until *Set IP Subnet* is highlighted, then press the \* button.
- STEP 5** Press the NAVIGATION UP or NAVIGATION DOWN button to set the value for the first digit of the first octet (group of numbers), then press the NAVIGATION RIGHT button to move to the second digit of the first octet.

**Note: Subnet addresses such as 255.255.0.0 should be entered as 255.255.000.000.**



- STEP 6** Press the NAVIGATION UP or NAVIGATION DOWN button to set the value for the second digit of the first octet, then press the NAVIGATION RIGHT button to move to the third digit of the first octet.
- STEP 7** Press the NAVIGATION UP or NAVIGATION DOWN button to set the value for the third digit of the first octet, then press the NAVIGATION RIGHT button to move to the first digit of the second octet.
- STEP 8** Repeat steps 5 – 7 for the remaining octets, then press the \* button to accept the change.



**It is highly recommended that a connectivity test is performed after changing any network settings. See *Testing the Network Settings* (p. 19) for instructions.**

## Changing the Default Gateway

Changing the default gateway from the title/artist information screen:

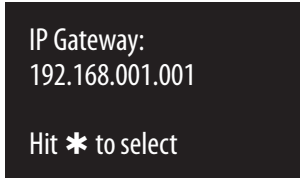
- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION DOWN button until *Network Control* is highlighted, then press the \* button.
- STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until *Set Configuration* is highlighted, then press the \* button.

**Note: The Set Configuration menu option requires an unlock code. If access to the Set Configuration menu option is needed, contact DMX Customer Service. See “Appendix E: Contact DMX” (p. 28).**

- STEP 4** Press the NAVIGATION UP or NAVIGATION DOWN button until *Set Default Gateway* is highlighted, then press the \* button.

**STEP 5** Press the NAVIGATION UP or NAVIGATION DOWN button to set the value for the first digit of the first octet (group of numbers), then press the NAVIGATION RIGHT button to move to the second digit of the first octet.

**Note:** IP addresses such as 192.168.1.1 should be entered as 192.168.001.001.



**STEP 6** Press the NAVIGATION UP or NAVIGATION DOWN button to set the value for the second digit of the first octet, then press the NAVIGATION RIGHT button to move to the third digit of the first octet.

**STEP 7** Press the NAVIGATION UP or NAVIGATION DOWN button to set the value for the third digit of the first octet, then press the NAVIGATION RIGHT button to move to the first digit of the second octet.

**STEP 8** Repeat steps 5 – 7 for the remaining octets, then press the \* button to accept the change.



**It is highly recommended that a connectivity test is performed after changing any network settings. See *Testing the Network Settings* (p. 19) for instructions.**

## Changing the FTP Server

Changing the FTP server IP address from the title/artist information screen:

**STEP 1** Press the \* button to access the Control Panel menu system.

**STEP 2** Press the NAVIGATION DOWN button until *Network Control* is highlighted, then press the \* button.

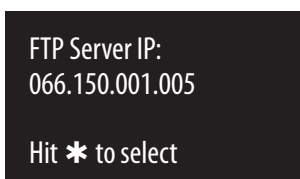
**STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until *Set Configuration* is highlighted, then press the \* button.

**Note:** *The Set Configuration menu option requires an unlock code. If access to the Set Configuration menu option is needed, contact DMX Customer Service. See "Appendix E: Contact DMX" (p. 28).*

**STEP 4** Press the NAVIGATION UP or NAVIGATION DOWN button until *Set FTP Server* is highlighted, then press the \* button.

**STEP 5** Press the NAVIGATION UP or NAVIGATION DOWN button to set the value for the first digit of the first octet (group of numbers), then press the NAVIGATION RIGHT button to move to the second digit of the first octet.

**Note:** IP addresses such as 66.150.1.5 should be entered as 066.150.001.005.



**STEP 6** Press the NAVIGATION UP or NAVIGATION DOWN button to set the value for the second digit of the first octet, then press the NAVIGATION RIGHT button to move to the third digit of the first octet.

**STEP 7** Press the NAVIGATION UP or NAVIGATION DOWN button to set the value for the third digit of the first octet, then press the NAVIGATION RIGHT button to move to the first digit of the second octet.



**STEP 8** Repeat steps 5 – 7 for the remaining octets, then press the \* button to accept the change.



**It is highly recommended that a connectivity test is performed after changing any network settings. See *Testing the Network Settings* (p. 19) for instructions.**

## Testing the Network Settings

Initiating a test connection from the title/artist information screen:

**STEP 1** Press the \* button to access the Control Panel menu system.

**STEP 2** Press the NAVIGATION DOWN button until *Network Control* is highlighted, then press the \* button.

**STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until *Set Configuration* is highlighted, then press the \* button.

**Note: The Set Configuration menu option requires an unlock code. If access to the Set Configuration menu option is needed, contact DMX Customer Service. See “Appendix E: Contact DMX” (p. 28).**

**STEP 4** Press the NAVIGATION UP or NAVIGATION DOWN button until *Test Network Connection* is highlighted, then press the \* button to initiate the *Test Network Connection* option.

```
BACK
>Test Network Connection
Set IP Type
Set IP Address
```

**STEP 5** ProFusion XS will attempt to connect to its designated server. If the *Test Network Connection* is successful, the LCD control panel will display *Connection Successful!*.

```
Connect Successful!
Installation PIN:
#####
< MENU | EXIT >
```

If the *Test Network Connection* fails, the LCD control panel will display the message below with the third line indicating the nature of the connectivity problem.

```
Connect Failed!
Last Status:
Update connect error
< MENU | EXIT >
```

## Viewing the Update Status

The *View Update Status* menu option displays the current connectivity status of your ProFusion XS. If your ProFusion XS is not currently connected, the *View Update Status* menu option will display the results of the last connection attempt.

Accessing the *View Update Status* menu option from the title/artist information screen:

- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION DOWN button until *Network Control* is highlighted, then press the \* button.
- STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until the *View Update Status* menu option is highlighted, then press the \* button.
- STEP 4** If your ProFusion XS is currently connected, the *View Update Status* menu option will display the current connection activity.



If your ProFusion XS is not connected, the *View Update Status* will display *Connection Idle*, along with the status of the last connection attempt.



## Updating the Configuration

The *Update Configuration* menu option allows you at any time to connect and check for configuration changes and software updates. This menu option will not download any available new content.

Initiating a configuration only update from the title/artist information screen:

- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION DOWN button until *Network Control* is highlighted, then press the \* button.
- STEP 3** Press the NAVIGATION DOWN button until the *Update Configuration* menu option is highlighted, then press the \* button to initiate the configuration update.

## Updating the Content & Configuration

The *Update Content & Configuration* menu option allows you at any time to connect and check for configuration changes and software updates, as well as new music content. With this menu option, ProFusion XS will download any available configuration changes, software updates and new music content.

**Note:** *If new content is available for download, your ProFusion XS may be updating for a long period of time. It is advisable to check with your network administrator before selecting this menu option.*

Initiating a content and configuration update from the title/artist information screen:

- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION DOWN button until *Network Control* is highlighted, then press the \* button.

**STEP 3** Press the NAVIGATION DOWN button until the *Update Music & Config* menu option is highlighted, then press the \* button to initiate the content and configuration update.

## Stopping an Update

The *Stop Updating* menu option allows you to terminate an active update. ProFusion XS will resume the download where it left off the next time it connects for an update.

Stopping an update from the title/artist information screen:

**STEP 1** Press the \* button to access the Control Panel menu system.

**STEP 2** Press the NAVIGATION DOWN button until *Network Control* is highlighted, then press the \* button.

**STEP 3** Press the NAVIGATION DOWN button until *Stop Updating* menu option is highlighted, then press the \* button to terminate the connection. It may take up to one minute for the connection to terminate. When the update has stopped, the control panel will display *Connection Idle*.

## Scheduling

ProFusion XS scheduling supports the ability to play specific styles at designated times, days, and seasonal or promotional events. This ensures the correct style of music is playing for your locations at the correct times and days.

Your ProFusion XS will arrive with pre-configured *dayparting*. If necessary your *dayparting* schedule can be overridden from the Control Panel menu system. The *Schedule Control* menu option allows you to view and change the current *Schedule Mode* and add/remove Custom schedules from your ProFusion XS.

ProFusion XS supports the following *Schedule Modes*:

- *DMX Schedule* – the default schedule specifically configured for your ProFusion XS.
- *Custom Schedule* – a schedule created from the Control Panel menu system that designates a time a specific style will start.
- *No Schedule* – when selected, this mode will stop playback until a style is selected using the STYLE buttons. Selected styles will continue to play until a new style is selected or the *Schedule Mode* is changed.

Changing the *Schedule Mode* from the title/artist screen:

**STEP 1** Press the \* button to access the Control Panel menu system.

**STEP 2** Press the NAVIGATION DOWN button until *Schedule Control* is highlighted, then press the \* button.

**STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until *Select Schedule* is highlighted, then press the \* button.

**STEP 4** Press the NAVIGATION UP or NAVIGATION DOWN button until the desired *Schedule Mode* is highlighted, then press the \* button.

Creating a *Custom Schedule* from the title/artist screen:

**STEP 1** Press the \* button to access the Control Panel menu system.

**STEP 2** Press the NAVIGATION DOWN button until *Schedule Control* is highlighted, then press the \* button.

- STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until *Add Custom Schedule* is highlighted, then press the \* button.
- STEP 4** Press the NAVIGATION UP or NAVIGATION DOWN button until correct the hour is set for your *Custom Schedule*.
- STEP 5** Press the NAVIGATION RIGHT button to move to the minutes, and AM/PM setting, and use the NAVIGATION UP or NAVIGATION DOWN button to modify each option. Once the correct time has been set, press the \* button.
- STEP 6** Press the NAVIGATION UP or NAVIGATION DOWN button until the desired style is highlighted, then press the \* button.
- STEP 7** Press the NAVIGATION RIGHT button to exit to the main screen.

## DFX® Audio Enhancer

DFX® Audio Enhancer is a plug-in that improves the sound quality of your ProFusion XS content. The DFX® Audio Enhancer contains four unique and configurable effects;

- Fidelity – enhances clarity
- Ambience – adds depth
- Dynamic Boost – amplifies sound and reduces distortion
- Bass – amplifies bass

Your ProFusion XS will arrive with a pre-configured default DFX® preset setting that can be modified by DMX if necessary.

Turning DFX® on or off from the title/artist information screen:

- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION DOWN button until *DFX Audio Control* is highlighted, then press the \* button.
- STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until *DFX Settings* is highlighted, then press the \* button.
- STEP 4** Press the NAVIGATION UP or NAVIGATION DOWN button to toggle between *ON* and *OFF*, then press the \* button to select your desired state for DFX®.

If your ProFusion XS has more than one DFX® preset setting, you may change between any of the available presets.

Changing DFX® presets from the title/artist information screen:

- STEP 1** Press the \* button to access the Control Panel menu system.
- STEP 2** Press the NAVIGATION DOWN button until *DFX Audio Control* is highlighted, then press the \* button.
- STEP 3** Press the NAVIGATION UP or NAVIGATION DOWN button until *DFX Presets* is highlighted, then press the \* button.
- STEP 4** Press the NAVIGATION UP or NAVIGATION DOWN button until the desired preset is highlighted, then press the \* button.

## Direct Serial Interface (DSI)

ProFusion XS supports a RS-232 communications interface that allows ProFusion XS to be controlled using external equipment connected to the serial port. The functionality is limited to the ability to change styles on desired zones.

**Note: Please contact DMX customer service for the “ProFusion XS Serial Control Specification” documentation if you are planning on use this feature. See “Appendix E: Contact DMX” (p. 28)**

## System Diagnostics

The *System Diagnostics* menu option, used for troubleshooting, can only be accessed with the assistance of a DMX Customer Service agent.

## Appendix A: Glossary

**\* Button:** This button, located in the middle of the NAVIGATION buttons, is similar to an Enter button on a keyboard. The \* button is used to select options from Control Panel menu system.

**Configuration:** A set of unique settings such as scheduling, playback start and stop times, and settings specific to your device.

**Control Panel Menu System:** A software interface that allows the user to perform numerous tasks, including: stopping/starting playback, adjusting volume levels and modifying/testing network settings.

**Custom Schedule:** A scheduled style and start time for a desired zone, that created by the user from the Control Panel menu system.

**Dayparting:** The ability to play specific styles at designated times and days, so the correct style of music is playing for your locations at the correct times and days.

**DFX® Audio Enhancer:** An audio enhancement plug-in that improves the sound quality of ProFusion XS content. The DFX® plug-in contains four unique effects: Fidelity, Ambience, Dynamic Boost, and Bass.

**Direct Serial Interface (DSI):** A RS-232 communications interface that allows ProFusion XS to be controlled using external equipment connected to the serial port. The functionality is limited to the ability to change styles on desired zones.

**Firewall:** Networking hardware configured to permit or deny specific network traffic between locations.

**FTP Server:** A server which ProFusion XS connects, using the FTP protocol, for music, messaging, and configuration updates.

**NAVIGATION Buttons:** A set of four buttons (LEFT, RIGHT, UP and DOWN), located to the right of the LCD Control Panel and above the POWER button, used to navigate the Control Panel menu system.

**Pause Mode:** A feature that allow the user to stop playback on all zones immediately by press the POWER button once.

**Playback Mode:** ProFusion XS is playing music based on its Schedule Mode.

**POWER Button:** The POWER button is used to power on and off ProFusion XS as well as put it into Pause Mode. When ProFusion XS is powered on and the POWER button is pressed once, it will enter Pause mode. Press the POWER button again to shutdown.

**Style:** A unique musical experience referring to a particular type of music such as *Jazz*, *Classic Rock*, etc.

**Style Blocking:** A configuration restriction that prevents certain styles from being selected from the front panel during specified hours.

**STYLE Buttons:** A set of buttons (UP and DOWN), located to the left of the LCD control panel, that are used to change styles.

**Title/Artist Information:** Information displayed on the main screen of the Control Panel menu system for each available zone during music playback, regarding the content currently playing.

**Zone:** ProFusion XS has the capability to support up to four independent outputs that allow for unique music types for different areas of a business.

# Appendix B: Troubleshooting

This section provides a basic troubleshooting guide for the most common issues. If this list does not help you resolve your issue, or if you have an issue that is not listed below, please contact DMX Customer Service (see p. 28) for assistance.

GENERAL ISSUES	POSSIBLE SOLUTION	PAGE
No power	Verify the power cord is properly connected to your ProFusion XS.	5
	Verify the power cord is connected to a known working electrical outlet.	–
Control panel displays <i>Machine Expired</i>	Contact DMX Customer Service.	28
Control panel displays <i>You do not have permissions to use this feature</i>	The menu option selected is disabled as requested for this ProFusion XS. Contact DMX if permissions for this menu are needed.	8, 28
<b>PLAYBACK ISSUES</b>		
Music does not start at the correct time	Verify the date and time is correctly set.	10
	Verify the Schedule Mode is set to <i>DMX Schedule</i> .	–
Control panel displays <i>Music Stopped</i>	Verify the date and time is correctly set.	10
<b>AUDIO ISSUES</b>		
No or low volume levels	Verify the audio cable is connected to the correct audio output of your ProFusion XS and the correct input of your audio equipment.	3
	Verify the volume level for your ProFusion XS is sufficiently turned up.	11
	Verify the volume level of the amplification equipment your ProFusion XS is connected to is sufficiently turned up.	–
<b>DISC UPDATE ISSUES</b>		
Disc update not properly installing	Verify the CD is free of scratches, smudges, or fingerprints.	7
	Verify the CD has been properly inserted in the DVD-ROM tray.	7
	Confirm the Device ID on the CD matches the Device ID of your ProFusion XS.	8
Disc update taking longer than 10 minutes	Allow the update to run for at least 15 minutes. If the update has not completed, shutdown your ProFusion XS and wait 15 seconds before powering the device back on. After the device beeps once, eject the CD and verify it is free of scratches, smudges, or fingerprints. Attempt the update again. If the update continues to take longer than 15 minutes, contact DMX Customer Service.	6, 7, 28
Control panel display <i>Incorrect CD for this device</i>	Confirm the Device ID on the CD matches the Device ID of your ProFusion XS. If the Device ID on the CD matches the Device ID of your ProFusion XS, and the update continues to produce the <i>Wrong Device ID</i> error message, contact DMX Customer Service.	8, 28

<b>DISC UPDATE ISSUES (CONT.)</b>	<b>POSSIBLE SOLUTION</b>	<b>PAGE</b>
<b>Control panel display <i>Incorrect CD Type</i></b>	Verify the CD has "ProFusion XS" printed on the right-side of the disc.	–
	Contact DMX Customer Service.	28
<b>Control panel displays <i>Old Config Ver</i></b>	Verify you are loading the most recent update. The disc will have the date created printed on them.	–
	If your ProFusion XS is configured to receive its updates via Network, it may have received newer configuration from a Network update. Continue loading any CDs you received as your ProFusion XS will update any content on the CDs.	–

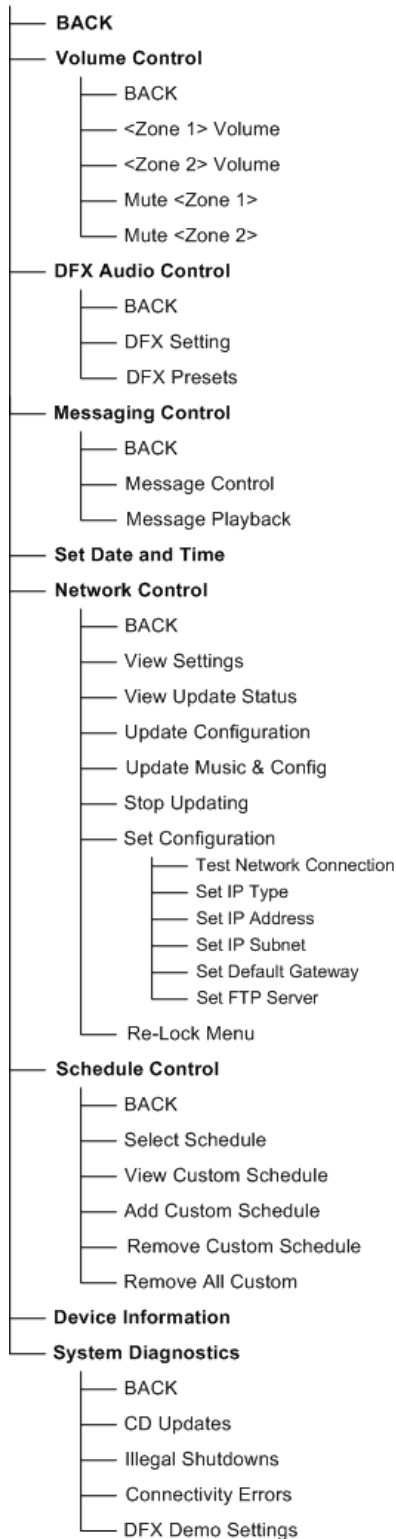
### **NETWORK UPDATE ISSUES**

<b>Control panel displays <i>Update Connect Error</i> after an Ethernet update is attempted</b>	Verify the network settings for your ProFusion XS are correct for your network.	15
	Verify your network firewall is configured to allow FTP traffic from your ProFusion XS to its designated server.	15
<b>Control panel displays <i>FTP Test Failed</i> after Test Network Connect attempted</b>	Verify the Ethernet cable is properly connected to your ProFusion XS and your network equipment.	3, 5
	Verify the network settings for your ProFusion XS are correct for your network.	15
	Verify your network firewall is configured to allow FTP traffic from your ProFusion XS to its designated server.	15

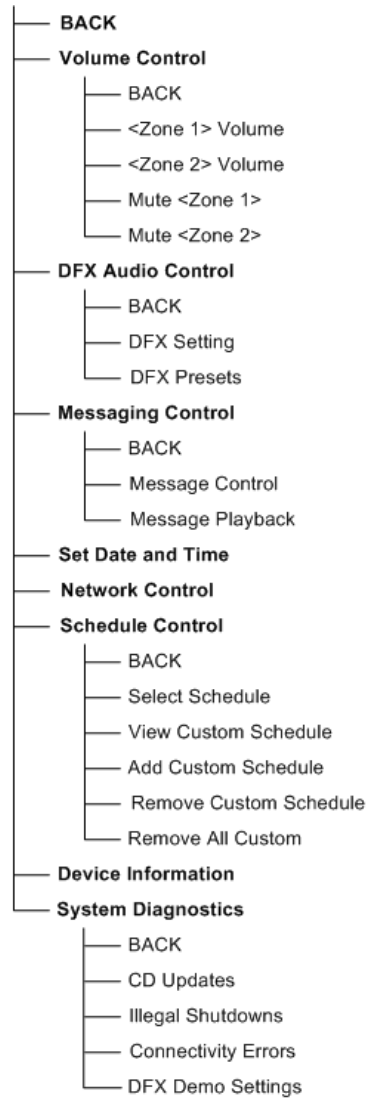


# Appendix C: Control Panel Menu System Tree

## Network Update



## CD Update



# Appendix D: Specifications

## Connections

<b>Audio:</b>	(4) RCA female jacks
<b>Network:</b>	(1) RJ-45 Ethernet port
<b>Communications Port:</b>	(1) Serial port (A)

## Power Specifications

<b>Voltage:</b>	115/230 VAC
<b>Range:</b>	105/125 Vrms
<b>Watts:</b>	220 W
<b>Current:</b>	4.0 Arms @ 115V / 2.0 Arms @ 230V
<b>Freq:</b>	47 ~ 63 Hz
<b>Thermal Output:</b>	751 BTUs

## Dimensions

<b>Length:</b>	15 ¼" (38.74 cm)
<b>Depth:</b>	9 ½" (24.13 cm)
<b>Height:</b>	3 ½" (8.89 cm)
<b>Weight:</b>	11 lbs (4.99 kg)

# Appendix E: Contact DMX

Before contacting DMX Customer Service, please have the following information ready:

- The Device ID for your ProFusion XS (see p. 8)
- The serial number for your ProFusion XS (located on the front and rear panels)
- Your DMX Account Number

## Worldwide Customer Support Centers

**Africa:** + 27 11 780 3000

**Brazil:** + 55.11. 3457.0654

**Canada:** +1 800 350 0369

**United States:** +1 800 345 5000



**800.345.5000 \* [dmx.com](http://dmx.com)**  
IN CANADA CALL 800.350.0369

