VenueHub User Guide

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Introduction
This is a computer based digital audio jukebox system manufactured in the UK by Sound leisure Ltd.
The customer inserts coins or makes payment via the contactless (NFC) payment module (optional) and selects tracks using a sophisticated touch screen interface. Selected songs are played through the locations sound system or through the amplifier built into the machine.

Up to 30,000 audio tracks are stored locally on the PC hard drive. The VenueHub AV has 8000+ music videos in addition to the 30,000 audio tracks.
Over 6 million audio tracks can be accessed and downloaded when the VenueHub jukebox is connected to the SoundNet “Unlimited” service (optional and requires online connectivity). Please ask your machine operator or contact Sound Leisure if you would like more information regarding the “Unlimited” service.

In addition to the vast choice of music, the VenueHub jukebox system provides a diverse range of features and options to enhance the venues promotion and activity. This includes onscreen advertising, “What’s On” events, Image Slideshow, Interactive Bingo, Pub Quiz (with full integrated audio), last.fm, News, Apps, subtv and more.

Software and Music Updates
Regular music and software updates are provided via a DVD update disc or automatically via the internet (online connection required).
If your machine is not connected, please contact Soundnet on 020 7644 8888 or go to www.soundnet.net

Online/Offline Configuration
VenueHub has been developed with a host of functionality which requires an online connection to Sound Leisure’s servers. For the purposes of this document, any machine which is connected to the internet via any method (direct broadband, Wi Fi, 3G etc) is described as an “Online” machine. Any machine which is not connected to the internet is described as an “Offline” machine.

OPWeb™ Remote Management
The OPWeb™ system is the web portal for Sound Leisure’s Milestones In Music and VenueHub Jukebox technologies. In order to benefit from the advantages of OPWeb™ the relevant jukebox must be online.

The OPWeb™ website displays data regarding all aspects of the jukebox operation, including income, music update history, on /off times, background music settings etc. In addition, OPWeb™ also provides remote access to the jukebox settings, enabled the all aspects of a jukebox to be configured or altered without the requirement to visit site. Background Music profiles, Price of Play settings, Music Profiles, On/Off times etc can all be securely altered using the online portal.

Continued on the next page...
As with the physical jukebox, access to jukebox settings can be configured to enable different levels of users to access different features on the jukebox.

Once signed into OPWeb™ the initial view is of the company’s whole estate of online jukeboxes. Sites are named in a list which details installation dates, income growth, weekly average take and estate average along with a Real Time indicator of the current connected status of the jukebox. Additional details show the date and time of the last update taken by each jukebox.

By clicking on any individual site name, the sites data can be accessed for deeper analysis and remote jukebox configuration.

For more details on the OPWeb™ system please contact Sound Leisure Sales or Soundnet.

Subtv Integration (VenueHub AV Model Only)
Sound Leisure and Subtv have combined forces to offer customers a seamlessly integrated solution based on two market leading technologies.

Subtv’s "SubInfo" is a popular in-venue media system which combines social media integration in the form of Twitter and Foursquare, with the revenue earning opportunity of scheduled advertising.

Sound Leisure's VenueHub AV Digital Jukebox Platform is the most advanced digital video jukebox available, offering a highly developed, content rich customer interface, high definition portrait touch screen and an extensive feature list.

The combined development enables the two systems to seamlessly communicate to ensure customers music selections are not affected by scheduled advertising, and to provide music videos, social media, advertising and other dynamic content on a single screen. National advertising campaigns can be scheduled from a central location and distributed to individual sites or groups of venues, ensuring prompt delivery and total control.

Key Features:

- Seamless integration with the VenueHub
- Cloud based media and text scheduling tools
- Post images, video or text to any combination of screens worldwide
- Onscreen templates designed to conform with brand guidelines
- Access to "free commercial advertising module"*
- Earn revenue from every advertisement

*Advertising content must be provided by Subtv
Customer Operation
The customer selects tracks using the touch screen interface.
Tracks are organised into music genres such as Pop, R&B, Blues, 60’s etc.

When more than one page of results is available, further pages are accessed using the blue arrows or by simply swiping the screen in the direction that they wish to move (right to left = scrolls forwards, left to right = scrolls backwards).

To play a track the customer must insert money to establish credits. Once the required track is located, the user can tap the song twice on screen to select it. It then asks the customer to confirm the required track before credits are debited and the track is added to the playlist. At any time the customer can return to the main page of the interface by pressing the round “Home” button at the centre of the screen.

Interface Features

Track Preview
Once a track has been selected, the user is then asked to confirm the playback of the track before any credits are debited. At this stage, the user can press and hold the ‘Preview’ button (located over the track cover art) to hear a local preview of up to 15 seconds of the track. This enables the customer to check the selected track is the correct song, before confirming the purchase. (Please note, Track Preview is not available at this time with ‘Unlimited’ online tracks).

Recommended Tracks (Only available with online connection)
Once a track selection has been confirmed, VenueHub will automatically recommend tracks by similar artists which the user may like. Track suggestions are based on analysis of millions of users play preferences.

Search Methods
There are five main ways in which a user can search for music on the VenueHub jukebox:

- Online “Unlimited” Search
  When the optional online ‘Unlimited’ music package is enabled, customer can select whether they wish to search for music only from the jukeboxes “offline” library (approximately 30,000 tracks stored on the local hard drive) or both the “offline” and “online” libraries which includes over 6 million tracks stored on the “Unlimited” servers. Access to the “Unlimited” library can be profiled using timers. These can be found in the following location:
  Engineers Menu>Internet Features>Unlimited Options>Unlimited Search Disable Timers

Continued on the next page...
• **Search by Artist**
  This allows the customer to search for an artist (offline/online libraries). Tracks by the same artist are organised into folders to reduce the number of pages across which search results are displayed. Each folder shows the artist name and the number of tracks contained within the folder. Results are organised by A-Z artist name when doing an online search. A-Z track name, popularity and release date are options when doing an offline search.

• **Search by Track**
  This allows the customer to search for a specific track by entering the full track name or any word from it. When searching online, it is recommended that as much of the track name is entered as possible to reduce the search time. Results are organised by A-Z artist name when doing an online search. A-Z track name, popularity and release date are options when doing an offline search.

• **Search by Date**
  The user can enter any date from 1960 to the current date (Date of Birth, Wedding Anniversary etc). The results display the Official UK Top 40 for that date, including the tracks, tracks movements (up, down, non mover etc). Users can then scroll forwards or backwards chronologically to view the charts from surrounding weeks.

• **Search by Keyword**
  This allows the customer to search for a track by entering a track, artist, genre or basically any word which a song might have been tagged with. For example you could search for “winter” and it would come back with anything with that word in the artist/title names and anything regarded as a winter song (i.e. Xmas tracks). The Jukebox must be online and connected to the Unlimited service for this feature.

**Predictive Search Results**
Artist suggestions are displayed to the customer as they search by ARTIST. As soon as a user has entered 3 letters, VenueHub will suggest the most popular artists on that site which are relevant. At this time, predictive results are only available when a user selects Search by Artist / Offline.

**Music Genres / Categories**
The main categories show the genres of music available to the customer. The number and type of genres available depends upon the profile that has been loaded onto the machine.

Note: Profiling only applies to local tracks; it is not available for the “Unlimited” online music library.
Introduction to the Jukebox Settings Menus

In order to control the settings which can be seen by different users of the jukebox, there are three different settings menus which are Engineers Menu, Collectors Menu, and Managers / Special Event Menu.

Menu Selection Screen

When the jukebox door is opened the Menu Selection screen appears:

Collectors Menu
Engineers Menu

To select an option touch it on screen. To exit the Menu Selection screen and return to the jukebox interface whilst working with the door open, simply pull the white switch actuator towards you to lock it out. On the screen touch the “Return to Jukebox” button.

To go back into the Menu Selection screen press the switch actuator all the way in and release.

Engineers Menu

This is the main jukebox settings menu, from which all the functions of the jukebox can be configured and altered. The Engineers Menu cannot be accessed unless the main jukebox door is unlocked and opened.

Engineers Menu settings should only be altered by a trained and competent professional as changes to their configuration will affect the correct operation of the VenueHub jukebox.

Settings within the Engineers menu are grouped together in to logical groups. (i.e. Jukebox Setup, Music Settings, Adverts etc)

From the Engineers Menu, the settings which can be accessed via the Collectors Menu and Managers Menu can be configured and altered. Sound Leisure configures all 3 menus to remove access to critical settings from all but the Engineers Menu.
Collectors Menu

Touch the “Collectors Menu” button on screen to enter the Collectors Menu. This menu is designed to offer quick access to only those functions required by the collector.

The settings available can be configured by using the “Menu Setup” option in the Engineers Menu:

Engineers Menu>Jukebox Setup>Menu Setup

Managers / Special Event Menu

To access the Managers Menu, insert the Managers Key in to the key switch on the side of the jukebox cabinet and rotate it clockwise. On screen, select the Managers Menu option. This menu is designed to offer quick access to only those functions required by the site manager.

The settings available can be configured by using the “Menu Setup” option in the Engineers Menu:

Engineers Menu>Jukebox Setup>Menu Setup>Special Event Menu
Workshop Preparation & Internet Connectivity

General Workshop Preparation
All of the settings on the VenueHub jukebox should be set and stored on the machine prior to the actual installation taking place. This preparation undertaken in the workshop will save hours on site and greatly simplify the installation.

Before commencing work on the machine ensure that the work surface is clear and covered so that the underside of the front door surround is not damaged whilst working on the jukebox.

There is no need to remove the wall mounting plate from the machine at this time as it is best left secured to the unit until it is taken to site.

The door keys can be found in a cloth bag secured to the mounting plate. The standard key for the VenueHub is an SL001. Alternative locks are available and may be purchased via Sound Leisure Stores if required.

Open the door. Plug the power lead into the socket on top of the power supply then connect to a local power source. Turn the internal power switch on and the switch on the socket. Please note there is also an on/off switch underneath the machine on the left hand side. When all power switches are in the ‘On’ position, the machine will boot up. This process may take a few minutes.

Open the front door of the machine to display the ‘Menu Selection’ screen (automatically activated by the door switch situated at the bottom right hand corner of the machine just below the cashbox shelf).

To exit the ‘Menu Selection’ screen and return to the Jukebox interface whilst working with the door open, simply pull the white switch actuator towards you to lock it out. On the screen touch the “Return To Jukebox” button.

To go back in to the ‘Menu Selection’ screen press the switch actuator all the way in and release. The first menu you access is the Engineers/Collector Menu. These are entered by touching the screen on the relevant title.

Soundnet Server Gate ID
When a VenueHub is delivered it will already be configured with a Gate ID from Soundnet. This unique Gate ID, in conjunction with the PC number, identifies your machine to the Soundnet server and enables it to connect to Sound Leisure and Soundnet servers. Without a Gate ID a VenueHub jukebox cannot access the “Unlimited” music library of 6 million plus tracks. If the VenueHub machine is moved to a new site a new Gate ID must be provided by Soundnet.
**Pre Installation Connection to Server**

The VenueHub is designed to be connected to the internet via a suitable broadband connection. Only if this is done will the VenueHub achieve its optimum earning potential.

If broadband is not available or connectivity is temporarily lost the jukebox will still function although music selection will only be available from the 30,000 tracks stored on the hard disk drive in the machine. Some applications will not function until full connectivity is re-established.

It is recommended that the VenueHub is connected via the internet to the online server prior to the machine being installed. This simplest manner of achieving this in a Workshop environment is to use a standard ADSL/Cable connection via a router. Connect a CAT5 cable between the Jukebox computer network port and the internet router and follow the instructions in this document to establish a connection.

At this point, any outstanding program or music updates will be delivered to the machine.

It is recommended that once installed, a VenueHub jukebox is be kept online at all times to ensure it receives its scheduled music and program updates and has access to a full range of content and services for which it has been designed. At this time, Chart music updates are delivered on a Monday and albums and core tracks are delivered on a Thursday.

Failure to fully configure and test the online operation of VenueHub prior to site installation may result in delays and difficulties during the actual installation.

**Connectivity Options**

It must be established prior to the installation taking place exactly how the jukebox will connect to the Internet.

**Note: If there is no broadband currently on site but it is intended to have one installed specifically for the jukebox it should be remembered that it can take weeks for this installation to take place.**

There are currently 4 ways to provide connectivity for the product:

- ADSL/Cable
- Wi-Fi
- MiFi (3G)
- Power Line Network

Tests have shown the most secure and efficient method of connecting to the internet is by wired ADSL/Cable via a router. Both Wi-Fi and MiFi solutions can be problematic depending on the location of the venue and the positioning of the jukebox within the site.
**ADSL/Cable**

This is the most reliable connection method. To establish a connection a CAT5 cable will need to run from the jukebox to the router. Being hard-wired there is minimal chance of any signal loss provided that cable is intact and the RJ45 connections are made off correctly at each end. The colour code as shown in the manual must be followed exactly. **Please note that STRAIGHT connections between the two devices must be used.**

A network tester will be required to undertake the test procedure correctly.

**Wi-Fi**

The jukebox may be connected to the Internet via an in-house Wi-Fi network provided that there is sufficient bandwidth and signal strength at the jukebox location. A suitable wireless dongle will be required. We recommend the use of the Edimax EW-7711USn or the Netgear WG111v3 device as the drivers for these are already preloaded on the VenueHub. It is not practical to attempt to connect the jukebox to a network with public access or to a system that requires a daily code change as the jukebox will not function.

The Wi-Fi network should always be checked to establish that an Internet connection may be established at the intended jukebox location. The easiest way of doing this is to use a Wi-Fi equipped smartphone or laptop from where the jukebox is to be installed and search for the local Wi-Fi network.

**Wi-Fi may not be used in a location where a daily code is required to access the internet.**

**MiFi**

MiFi Mobile uses ‘3’ mobile broadband to establish a connection to the internet, which means a fixed (BT or other) landline and broadband solution is not required.

The single box MiFi solution also includes a wireless router which can be connected to by plugging a USB Wi-Fi dongle in to the VenueHub PC.

The MiFi module can be positioned in a secure location away from the VenueHub, as long as the jukebox remains within the range of its Wi-Fi signal. The connection is totally wireless so no cables are required between the jukebox and MiFi router.

It should also be noted that the MiFi unit requires permanent 240v mains power. The system is very simple to set up and use and provides a convenient and cost effective route to providing venues with online connectivity for the VenueHub jukebox.

The speed of the MiFi mobile connection to the internet will depend on the reception available in the venues area. This can be classified as follows:

- Excellent coverage - within HSPA+ coverage
- Good coverage - within 3G coverage
- Marginal coverage - on the edge of a 3G coverage region

*Continued on the next page...*
3 claims its 3G coverage currently covers 97% of the UK population and offers download speeds of up to of up to 3 Mbps which is compatible with VenueHub’s requirements. HSPA+ coverage is currently around 90% and offers speeds up to around 6 Mbps.

Soundnet can supply a MiFi device that will cost £15.00 per month. A suitable wireless dongle will also be required to connect to the MiFi. We recommend the use of the Edimax EW-7711USn or the Netgear WG111v3 device as the drivers for these are already preloaded on the VenueHub Computer.

**IMPORTANT NOTE ABOUT MiFi (3G)**
The mobile operator coverage must be checked in the first instance to ensure a service is available in each location. **THERE IS NO CERTAINTY OF NATIONAL COVERAGE.**
You can check 3’s coverage by using the “Coverage checker” facility on the 3 website, which can be found at the link below:

www.three.co.uk/Mobile_Broadband/Coverage_speed

The page also included useful information about mobile broadband and the influence on speed and coverage.

The MiFi 15 gigabyte modem is available from Soundnet.
Please call for more details:

James Luck
Tel: 020 7644 8888

**Power Line Networking**
Power line networking is one of several ways to connect the VenueHub jukebox to the router without the need to run unsightly CAT5 cabling. The product has been around for a number of years but only in recent times been developed to the level where it is capable of streaming HD video. This makes the product an excellent cost effective alternative to installing a new hard-wired installation.

The principle is simple in as much as it uses the electrical wiring in the venue to create a network. Two power line network sockets would be required. The first one needs to be where the jukebox is sited. The second socket is installed next to the router. The electrical circuits used must be on the same electrical phase although it is not a requirement that they be on the same electrical circuit.

There are a number of excellent manufacturers producing this type of product currently. The operating principle is simple in that power line networking is based on the concept of "no new wires." The only Cat 5 cables required would be the links from the sockets to the jukebox and the router. The links use straight connections.

Simple plug in units are available, alternatively an existing double mains socket may be replaced with one that has a single mains socket outlet and a number of network ports. This product fits in a standard 35mm deep double back box and because of the design is virtually impossible to steal especially if security screws are used to secure it to the back box.
Recommended Settings
It is recommended that the following jukebox configuration take place before the jukebox is taken to site for installation. These can be found in the Engineers Menu:

**Jukebox Setup**
- Contactless Payment (if optional module is fitted)
- Price of Play
- Pricing Setup (optional ‘Unlimited’ service only)
- Venue Details
- On/Off Timer
- Setup
- Menu Setup
- Pricing Promotion
- Password

**Music Settings**
- Song Filters

**BGM (Background Music)**
- BGM

**Adverts**
- Operator Setup

**Internet Features**
- Unlimited Options (If connected to optional ‘Unlimited’ service)
- Server (If connected to optional ‘Unlimited’ service)

**Add On Features**
- Internal Secondary Speaker Volume
Configuring Internet Connection

**ADSL/Cable (Wired)**
To configure the VenueHub for connection to an ADSL/Cable connection, connect a CAT5 cable from the router to the jukebox PC. Then go to the following location in the Engineers Menu:

**Engineers Menu>Internet Features>Server>Continue>Setup The Internet>OK**

1. Press “ADSL Using A Router”.
2. Press “Check Internet Connection”.
3. If you have connected the CAT5 and it is correctly wired you should now see the Google homepage. This signifies that the jukebox is now connected to the internet.
4. Press the “Close Window” button to exit.

In some situations the jukebox may require a static IP address to be able to connect to the router successfully. To set a static IP go to the following location:

**Engineers Menu>Jukebox Setup>Page2>IP Address Settings**

1. Press “Switch To Fixed IP Address”.
2. Change the Fixed IP Address by pressing “Change” then touch the first part of the current displayed address which will turn green, then enter a new value in the keypad below and press OK. The next part of the number will then be highlighted in green. Press “Save” when done.
3. Do the same for the Subnet Mask and Gateway.
4. Press “Main Menu” to exit the IP Address Settings menu. Your settings will be applied and the jukebox will restart.

**ADSL/Cable (Wi-Fi)**
This procedure must be followed on site exactly as written.
We have pre loaded the drivers for the Edimax EW-7711USn and the Netgear WG111v3 wireless dongles on to the VenueHub jukebox. You will therefore require the Edimax or Netgear dongle before going to site. You may also require an extension USB lead as it may not be possible to obtain a sufficient signal with the dongle inside the jukebox case. The dongle and an ABS dongle cover may be obtained from Sound Leisure stores if required.

*Continued on the next page...*
Stage 1:

Engineers Menu>Wireless Network Setup
Engineers Menu>Add On Features>Wireless Network Setup
Managers Menu>Wireless Network Setup

1. Turn on the jukebox and allow it to boot up.

2. Go to Wireless Network Setup in the Engineers Menu.

3. Press “Install New Wireless Hardware Drivers”.

4. If the driver for your wireless dongle is already installed it will say “Installed” next to it, in which case you can skip to Stage 2 below.

5. Edimax EW-7711USn
   - Do Not plug in the dongle yet.
   - Select the Edimax driver.
   - Accept the license terms then touch “Next”.
   - Select “Install Driver Only” then “Next”.
   - Select “Install” then “Finish”.
   - Plug in the wireless dongle and wait approx 20secs.
   - Touch “Restart Jukebox”.
   - Once rebooted go to Stage 2.

6. Netgear WG111v3
   - Plug in the dongle.
   - Select the Netgear driver.
   - Plug in the wireless dongle and follow the onscreen instructions.
   - Press “Restart”.
   - Once rebooted go to Stage 2.

Continued on the next page...
Stage 2:

Engineers Menu>Jukebox Setup>Page2>Wireless Network Setup
Engineers Menu>Add On Features>Wireless Network Setup
Managers Menu>Page2>Wireless Network Setup

1. Return to Wireless Network Setup.

2. Touch “Setup Wireless Connection”. All of the available Networks will now be shown.

3. Touch the network in the list to be used.

4. Touch Connect to Selected Network.
   - Note: If you are connecting to a hidden network you need to select “Connect to Hidden Network” and enter all the router information.

5. If a password is required touch “Change” and enter the password for the selected network. Passwords are case sensitive. Touch the Enter key to apply.

6. Touch “Save Settings and Connect”.

7. The connection settings will now be displayed. Touch “Main Menu”, the jukebox will now reboot. This will take a few minutes.

Stage 3:

Engineers Menu>Internet Features>Server>Continue>Setup the Internet>OK

The next procedure is to check that the jukebox is actually connected to the internet.

1. Find “Setup The Internet” option at the above location.
2. Touch “Check Internet Connection”. If you have completed the actions correctly you will now see the Google homepage.
3. Close the window and return to the main menu.

The Wi-Fi set up procedure is now complete.
**ADSL/Cable (Power Line Network)**

Connect your power line adaptors then follow the wired guide on page 21.

**MiFi (3G)**

Connect the MiFi to a mains power source and turn on. Then follow the jukebox Wi-Fi setup procedure on page 21.

**Connection Problems – Blocked Ports**

If you are connecting the VenueHub to a router which has been restricted to just port 80 access (general web browsing) you will not be able to connect to Soundnet and Sound Leisure servers. You must contact the Internet Service Provider and they will assist in reconfiguring the router to allow this.

The following list of URL’s/IP’s all need full access on **ALL** outgoing ports

- ftp.trackdial.com (188.227.184.132)
- updates.trackdial.com (188.227.184.137)
- www.trackdial.com (188.227.184.132)
- 78.129.148.52

**Obtaining the MAC Address**

Some internet providers such as “The Cloud” will ask you for the MAC address as well as which ports are needed as listed on the previous page.

To get the MAC address of the jukebox first make sure you are connected to the network then do the following:

Go to **Engineers Menu>Internet Features>Server>Continue>Setup the Internet>OK**

You will see the MAC Address displayed just below the “Wireless Network Setup” button, wired connection MAC is on the left and WiFi MAC on the right.

You can also view the WiFi MAC address here:

**Engineers Menu>Jukebox Setup>Page2>Wireless Network Setup**
Installation Guide - VenueHub P23 and P32 Cabinets

Introduction
Before you begin the installation ensure the following requirements are met:

It is recommended that all the jukebox settings required for the venue are configured and tested prior to arrival at the venue. A list of the jukebox settings which should be configured and tested before arriving can be found on page 20.

Locate the position where the cabinet will be mounted:

- Check that the wall or structure which the VenueHub cabinet will be fixed to is suitable to take the weight of the machine. The P23 VenueHub weighs 35Kg.
- Ensure the cabinet is not fixed in a position directly over a heat source (such as a radiator) or positioned in a place where it will be exposed to direct sunlight.
- Ensure there is a mains 240v power socket within 1.5 meters of the machine.
- The space where the machine is to be fitted should be wide enough to allow the door to fully open. Note that a minimum space of 60 centimetres is required.

Note: The position of a jukebox in a venue can have a dramatic effect on the success of the product. Select the best possible position in the location for the jukebox. Ask your Sound Leisure representative for advice if you are unsure how to establish the best location in a venue.

Wall Mounting the Cabinet
The wall mounting plate for the VenueHub is fixed to the back of the jukebox for delivery. To release the mounting plate, open the front door and remove the cashbox. Slacken the two top screws and remove the bottom screw.

Proceed to mount the bracket on the wall ensuring that it is perfectly level and by the using the most appropriate fixing for the type of wall structure. To ensure the correct positioning of the cabinet place the top of the bracket approximately 183 centimetres above the floor level.

Note: The jukebox ON/OFF switch is located on the bottom left hand side of the cabinet and room should be left to enable this to be activated / deactivated.

With the mounting bracket secured to the wall, locate the two protruding bolts which form the bracket on to which the jukebox will be mounted. Check both bolts are secure but not fully tightened. This will ensure the jukebox can be easily positioned on the hanging bolts. The mains lead is provided in a separate bag.

Continued on the next page...
Feed the internal connection through the opening in the rear of the machine and plug it into the socket that can be found on top of the power supply. Do not turn the machine on at this time.

Close and lock the front door of the jukebox, with assistance lift the jukebox onto the two slackened bolts protruding from the mounting plate.

**WARNING:** Take care when opening the front door of the machine at this point. If the weight of the machine is not supported the cabinet mat tilt on its bracket due to the weight of the front door moving to one side.

**ENSURE THE CABINET IS WELL SUPPORTED BEFORE OPENING THE FRONT DOOR!**

When you are sure the cabinet is safely hanging from both protruding bolts, open the front door while ensuring the weight of the cabinet is supported at both sides. Replace the locking screw at the centre of the cabinet and fully tighten all three screws to ensure the cabinet it solidly attached to the mounting bracket.

The volume control is connected to the Jukebox via the 1026V processor board that is located in the bottom left hand side of the cabinet. The RVC connections on the control board are removable to assist with wiring. Simply pull the 4-way connector towards you to remove.

The speakers can now be fitted and wired back to the jukebox. Care must be taken to ensure that the connecting cables are not damaged. The speaker leads are connected to the speaker connection pad inside the jukebox. This should only be done after the speaker lines have been checked with an accurate digital meter. There must be no short circuits and the resistance must not under any circumstances be less than 4Ω.

**Powering up the Jukebox**

There are two main power switches on the VenueHub jukebox:

- **Internal Power Switch** - Located on the top of the jukebox power supply, on the left hand side of the cabinet (Next to the Kettle Lead socket).
- **External Power Switch** - Located on the bottom edge of the jukebox cabinet, on the left hand side. The external power switch is set into the black metal cabinet case.

When both switches are in the ON position and the mains socket is also turned on, the Jukebox will start its boot up sequence. It is normal for this to take several minutes.

When the machine has powered up successfully you can then configure/check the internet connection.

If required, the jukebox may now be connected to the internet. This will enable access to the ‘Unlimited’ server based music service and the OPWeb system.

*Continued on the next page...*
The internet connection from the jukebox to the router should be hard wired with CAT5 cable where possible. If this is not possible a wireless connection may be used however it must be noted that wireless connection are liable to signal problems which may cause subsequent service issues.

For more information on connecting VenueHub to the internet please refer to pages 17-19 and 21-33.

Proceed to check the coin acceptance and make a number of selections. At this time you should check the operation of the volume controls and reject as well as every speaker to ensure that every speaker is working.

If the amplifier settings, such as maximum output level or tone quality require adjustment these should be set at this time.

For more information on the amplifier setup please go to page 142.

**Training the Licensee**

It is of the upmost importance that the venue manager or a nominated member of staff receives a brief training session on the operation of the VenueHub.

When you are satisfied that the installation is complete and without fault, demonstrate the product to the licensee or a nominated member of staff so that they may in turn pass along user tips and be on hand to deal with any customer enquiries.

*Note: By ensuring that the venue staff are knowledgeable and excited about the VenueHub installation, the jukebox has the greatest chance of been successful with the venue’s customers.*

When the demonstration is concluded approval should be sort to position the tent cards (table talkers) that came with the machine at strategic positions around the premises.
Jukebox Setup

Coin Mech (channels)
Engineers Menu> Jukebox Setup> Coin Mech

This section is configured by Sound Leisure to match the coin accepter mechanism fitted to your VenueHub jukebox.

Please do not adjust these settings.

Contactless Payment
Engineers Menu> Jukebox Setup> Contactless Payment

This is where you can configure the optional Contactless Payment (NFC) card reader if you have it installed. The following options are available:

- Enable/Disable Button – Enable or Disable the reader
- Status – States whether the reader is ready or not
- Cash Total – Total money taken via the reader
- Resettable Meter – Total money taken by the reader, can be reset to 0
- Site Reference – Name/number you want to appear on statement
- Test Card Reader
- Minimum Payment Allowed
- Maximum Payment Allowed

Price of Play
Engineers Menu> Jukebox Setup> Price of Play

Changing “Coin Payment” settings
Engineers Menu> Jukebox Setup> Price of Play

To change a Coin Payment price of play settings locate the “Price of Play” column on screen. Any existing price of play levels will be shown (i.e. 1–5, 3–10, 7–20). To edit a price of play level, touch it on screen.

The “Price of Play Entry” screen appears. Here you can set the number of plays rewarded for any coin value. Touch the “Plays” or “Cash” box to select a setting then use the keyboard to enter a new value. Press ‘OK’ on the keyboard to enter a value in the “Plays” or “Cash” box.

Please note, when entering the ‘Cash’ value to divide the figure by 10. So for 0.50p enter 5, for £1 enter 10, for £2 enter 20 etc.
When the price of play is correctly configured, press “Exit”.

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Changing “Contactless Payment” settings
Engineers Menu>Jukebox Setup>Price of Play

NOTE: The “Credit Card” Price of Play settings are only applicable if the optional contactless payment module is fitted to the VenueHub. This must be enabled from the following location:
Engineers Menu>Jukebox Setup>Contactless Payment

To change a Contactless Payment price of play setting locate the “Credit Card” column on the “Price of Play” screen. Any existing price of play levels will be shown (i.e. 1–5, 3-10, 7–20). To edit a price of play level, touch it on screen.

The “Price of Play Entry” screen appears. Here you can set the number of plays rewarded for any coin value. Touch the “Plays” or “Cash” box to select a setting then use the keyboard to enter a new value. Press “OK” on the keyboard to enter a value in the “Plays” or “Cash” box.

Please note, when entering the “Cash” value to divide the figure by 10. So for 0.50p enter 5, for £1 enter 10, for £2 enter 20 etc.

When the price of play is correctly configured, press “Exit”.

Adding a new Price of Play level
Engineers Menu>Jukebox Setup>Price of Play

To enter a new price of play level touch the next available Price Of Play slot which will be identified with a ‘ – ’ (usually level 4 if POP is at default setting.)

The “Price of Play Entry” screen appears. Here you can set the number of plays rewarded for any coin value. Touch the “Plays” or “Cash” box to select a setting then use the keyboard to enter a new value. Press “OK” on the keyboard to enter a value in the “Plays” or “Cash” box.

Please note, when entering the “Cash” value to divide the figure by 10. So for 0.50p enter 5, for £1 enter 10, for £2 enter 20 etc.

When the price of play is correctly configured, press “Exit”.

“Same” Option (Contactless Payment Only)
Engineers Menu>Jukebox Setup>Price of Play

When contactless payment is enabled, a “Same?” column appears on the Price of Play screen with a tick box option. With this option enabled (ticked), changes made to any Price of Play level are automatically copied to both payment types (“Coin Mech” and “Credit Card”).

Continued on the next page...
This is done to ensure both coin and contactless payment methods have the same price of play level. If different Price of Play levels are required for coin payment and contactless payment, please disable the feature by pressing it on screen.

Once disabled an “X” will appear on screen. Different price levels can now be set.

**Pricing Setup (optional “Unlimited” service only)**

*Engineers Menu>*Jukebox Setup>*Pricing Setup*

Once the basic Price of Play settings have been configured, an additional setting can be used to increase the cost of downloaded tracks from the optional “Unlimited” server.

By default, the jukebox is configured so that tracks downloaded from the “Unlimited” server are charged at 2 credits.

Once a track is downloaded it then becomes a “local” track and is stored on the jukebox PC’s local hard drive. While held on the local PC drive, the cost of playback returns to a single credit (as determined by the Price of Play settings).

By default a download track will be deleted from the local hard drive 8 weeks after it was last played. If a customer wished to play the track again after it has been deleted from the local drive they would need to download it again from the “Unlimited” server (and pay the additional credit if the unit is configured to charge extra for online tracks).

Each time the track is played, the 8 week period is reset so popular tracks will be retained on the local hard drive until they are no longer required.

**Configure the retention of “Unlimited” tracks**

*Engineers Menu>*Jukebox Setup>*Pricing Setup*

Locate the “Online Weeks” section on screen. By default a downloaded track will be deleted from the local hard drive 8 weeks after it was last played. To adjust the number of weeks use the - and + buttons on screen.

**Configure the Price of Play for “Unlimited” tracks**

*Engineers Menu>*Jukebox Setup>*Pricing Setup*

Locate the “Online Cost (Credits)” section on screen. By default, the cost of playing an “Unlimited” online track is 2 credits. To adjust the value use the - and + buttons on screen.

To set the cost of playing an “Unlimited” online track the same as a standard local track, set the ‘Online Cost (Credits) value to 1.
Venue Details

The Venue Details settings should be configured when the location of the installation is known.

This page allows the venue to enter relevant details about the site which is then displayed through dynamic advertising on the jukebox interface. In addition, the geographic location of the site should be entered (nearest city) as this data will be used on upcoming developments.

The following details can be configured:

- **Site Name**
  - Press the “Change” button to edit the site name. Use the onscreen keyboard to enter the site name and press “Enter” to confirm.
  - **Note:** Changing the site name here also amends the name elsewhere in the jukebox setup.

- **Welcome Message**
  - Currently not supported, still in development.

- **Country**
  - Select your country using the << >> buttons. This information will be used by the last.fm app.

- **Nearest City**
  - Press the “Change” button and select your nearest city from the list. When selected the chosen city will be highlighted with white text on a blue background. Press the ”Select” button to continue. This information will be used by the last.fm app.

- **Office Reference ID**
  - This is to give the jukebox your own unique ID which will show on Data Collections for your accounting purposes. Press the “Change” button and type in your ID using the onscreen keyboard. Press “Enter” to save it.

- **Picture**
  - Currently not supported, still in development
Jukebox Info
Engineers Menu> Jukebox Setup> Jukebox Info

This page shows general information about the jukebox computer and program.

- Jukebox software version number.
- Computer serial number.
- Number of un-archived tracks.
- Number of archived tracks.
- Total number of songs (audio)
- Total number of videos (VenueHub AV only)
- Last music update ID
- Last update date and time
- Time jukebox was turned on
- Cash Meter (Running total of cash taken by the machine in 10p units)
- Resettable Meter (A resettable cash meter in 10p units)

In addition there are two basic function buttons included in the Jukebox Info page:

- Add Credit – Can be used to add credits to the jukebox.
- Clear Credits – Removes any credits currently on the jukebox.

Graphic EQ
Engineers Menu> Jukebox Setup> Jukebox Info> Graphic EQ

Warning: Use of the graphic equaliser is not recommended.

The graphic EQ button can be pressed to display the Sound Card advanced settings. Customised EQ configurations can be profiled manually or presets can be selected to optimise the output from the jukebox PC (i.e Bass, Treble, Vocal, Live etc.) Sound Leisure does not recommend these settings are changed as correct EQ is most effectively achieved via the jukebox or external amplifier.

Saving / discarding changes to the EQ.
To save changes to the graphic equalizer, press “OK” at the bottom of the equalizer application on screen. Press the “Main Menu” button.

As the jukebox exits the Jukebox Info page you will be asked if you wish to save the changes to the EQ settings:

- Press “Save Settings” to confirm the changes. This will cause the PC to reset automatically saving any changes made to the Graphic EQ.
- Press “Exit” to discard any changes and return to the setup page.
**Time and Date**

**Engineers Menu > Jukebox Setup > Time and Date**

Enables the time and date, and daylight saving options to be configured. All times are displayed in the 24hr clock format.

**NOTE:** If the machine is online, automatic updates will occur to ensure the time and date is correct.

**Editing the time and date**

**Engineers Menu > Jukebox Setup > Time and Date**

1. Press the “Change” button on screen.

2. Press a value to highlight it then use the onscreen keyboard to enter a new value. Press the “OK” button to enter the value.

**Daylight Savings Settings**

**Engineers Menu > Jukebox Setup > Time and Date**

1. Press the “Change” button on screen.

2. The Time and Date screen appears. At the bottom of the page locate the “Daylight Saving” option and press the “Change” button.

3. Select the appropriate region from the list on the left side of the screen. Options are available for:
   - Europe
   - Australia
   - Tasmania
   - New Zealand

4. The ‘Dates’ column on the right hand side of the screen gives details of the dates on which changes will be made to the jukebox time and date.

5. To enable automatic Daylight Savings changes press the ‘Enable’ button at the top of the page.

**NOTE:** Daylight savings adjustments take place automatically if the jukebox is connected to Sound Leisure’s servers for remote updates or ‘unlimited’ functionality.
On/Off Timer

**Engineers Menu>Jukebox Setup>On/Off Timer**

Enables the Operator to configure the time at which the VenueHub automatically switches On and Off. Press a value to highlight it then use the onscreen keyboard to enter a new value. Press the “OK” button to enter the value.

**Note:** If On/Off timers are disabled the machine will automatically reset at 6am to clear its memory and process any updates. The full reset process takes around 5 minutes to complete.

Setup

**Engineers Menu>Jukebox Setup>Setup**

Display First Price of Play Level On Screen

**Engineers Menu>Jukebox Setup>Setup**

This allows the lowest Price of Play option to be removed from the customer interface in order to encourage the next level of play. For example if Price of Play is set as follows:

- 1 Play = £0.50
- 2 Plays = £1.00
- 4 Plays = £2.00

With the feature enabled the 1 x 50p level would not be displayed on the customer interface. If a customer inserts 50p the credit is still given.

Save Credits and Playlist at Power Down

**Engineers Menu>Jukebox Setup>Setup**

The default setting for this option is “YES”. If the jukebox loses power or a reset is required the machine remembers its current playlist and any outstanding credits and will continue to play from its last position. To disable this feature touch the option on screen.

Forget Playlist If Powered Off For More Than 3 Hours

**Engineers Menu>Jukebox Setup>Setup**

The default setting for this option is “YES”. This setting ensures that when a machine has been turned off at the end of the evening, the playlist is cleared when the machine turns on the following morning.

The machine will also remove any credits that have been left on the machine.
Currency

**Engineers Menu>Jukebox Setup>Setup**

Enables the currency of the Jukebox to be set.

To change the selected currency, press the “Change” button. From the list that appears, select the appropriate currency by touching it on screen. The selected option is indicated by a yellow arrow at the left hand side of the button. The selected currency will be shown throughout the jukebox interface.

Special Event Switch Settings

**Engineers Menu>Jukebox Setup>Setup**

Special event mode can be activated by the manager on occasions where the jukebox needs to be disabled (football matches, DJ sets, Live bands etc.) When Special Event mode is in progress there are two options available:

- **Disable the jukebox and switch of the screen**  
  This disables the coin mechanism and removes the jukebox interface from screen.

- **Pause the song until the switch is released, then replay that song and continue**

To select an option touch it on screen. The selected option is indicated by a yellow arrow at the left hand side of the button.

Restrict Track Repeat

**Engineers Menu>Jukebox Setup>Setup>More**

If this function is enabled it ensures that customers cannot pay to repeatedly play the same track within a designated time.

If the user tries to play the same track within the designated time a message appears on screen which informs them the track cannot be selected.

To configure the track repeat timer:

1. Locate the “Restrict Track Repeat” section of the page.

2. Press the orange button beneath the title to highlight it then use the onscreen keyboard to enter a new value (in minutes).

3. Press the “OK” button.

E.g. Enter Value “30” to ensure the same track can only be replayed after 30 minutes. To enable/disable “Restrict Track Repeat” press the relevant button on screen. The selected option is indicated by a yellow arrow at the left hand side of the button.
**Cross Fade**  
*Engineers Menu>Jukebox Setup>Setup>More*  
*Engineers Menu>Music Settings>Cross Fade*  
*Managers Menu>Cross Fade*

The Cross Fade feature allows tracks to be cross faded or mixed into each other without any silence between tracks.

To enable/disable “Cross Fade” press the relevant button on screen. The selected option is indicated by a green button.

**Language Setup (In Development)**  
*Engineers Menu>Jukebox Setup>Language Setup*

This feature will let you change the language of the interface and engineers menus, either both or independently.

**Menu Setup**  
*Engineers Menu>Jukebox Setup>Menu Setup*

In order to control the settings which can be seen by a different users of the jukebox, there are three different settings menus:

- Engineers Menu
- Collectors Menu
- Special Event Menu (Managers Menu)

The Menu Setup option enables individual settings to be displayed or hidden in each of the three menus.

**Note:** Please be aware that it is not necessary to grant access to critical jukebox settings via the Managers Menu.

Once the machine is correctly configured there is no requirement for the site manager or staff to access these settings.

By default your VenueHub menu settings provide safe access to only those options required for day to day use of the jukebox and its features.
Hide/Display Individual Settings on any System Menu

**Engineers Menu>Jukebox Setup>Menu Setup**

Touch the screen to select the menu which you wish to configure (Engineers, Collectors or Special Event/Managers).

A list is displayed showing all of the settings pages available on the VenueHub. Two buttons at the side of the list enable it to be organised in different ways:

- Sort by Name
- Sort by Menu Order

The list can be scrolled up and down using the arrows at the bottom of the page.

To enable/disable a setting on the selected menu, touch the screen to select the relevant setting from the list and press the enable or disable button on screen.

If the setting has been enabled, the selected menu will display “Enabled” next to the option.

If the setting has been disabled, the selected menu will display “Hidden” next to the option.

**Video Trailers (VenueHub AV Only)**

**Engineers Menu>Jukebox Setup>Video Trailers**

During periods when the jukebox is not playing any songs, such as when there is no active BGM Timer, the video trailers will play on the TV screens.

The videos supplied with the VenueHub are dancing silhouettes but could be replaced if necessary. Contact Sound Leisure if you wish to use your own videos.

**Note: Only silent videos are supported, there will be no audio playback.**

**Add/Delete Video Trailers**

**Engineers Menu>Jukebox Setup>Video Trailers**

**Trailer update disc/memory stick must be supplied by Sound Leisure.**

To add a new trailer, insert the CD/DVD-ROM or USB memory stick containing the new videos then press the “Install New Trailers” button, then the “Install” button. Once the files have been transferred press “Main Menu” to exit.

To remove a trailer touch the filename on screen which will then be highlighted white text on a blue background and press “Delete Selected Trailer” then “Yes” to confirm.
Pricing Promotion
Engineers Menu> Jukebox Setup> Pricing Promotion

Introduction
This facility enables special pricing levels to be offered to the customer at predetermined time periods during the week. There are 4 individual timers, which can all be tailored by day, time, and price of play. The pricing level automatically changes based on the profile and dynamic advertising promotes the feature during active periods.

The basic function of this facility is to offer cut-price or free tracks on the jukebox during established quiet periods in the venue. The correct profiling of this feature can therefore lead to increased takings. Alternatively the pricing levels can be increased to make the jukebox more expensive during a specific time period if required.

Once the “Pricing Promotion” expires, the price of play reverts to the default settings programmed in the “Price of Play” engineers menu.

At this point, options are available to retain or clear the outstanding playlist.

Enabling Pricing Promotion Timers
Engineers Menu> Jukebox Setup> Pricing Promotion

By default there are no Pricing Promotion timers enabled.
To profile a timer:

1. Select timer 1 to 4 by touching it on screen. When a timer is selected it will be displayed with white text on a blue background.

2. At the bottom of the screen press the “Enable” button. Once the timer is enabled the display will show (Enabled) at the side of the timer. Across the screen, dynamic settings boxes are populated with details regarding the selected time.

3. To edit any of the default settings touch the relevant button/setting on screen. Go to the next page for more info.
**Pricing Promotion On/Off Times and Days**

*Engineers Menu > Jukebox Setup > Pricing Promotion*

With a timer enabled (see previous page) locate the orange button which displays the times and dates on which the current timer is enabled. To edit the details, press the orange button on screen.

The screen that is displayed enables the user to set the days and time periods in a week during which the selected timer will be active:

1. Locate the ‘On time’ and ‘Off Time’ section of the screen.

2. Press a value (Hour or Mins) to highlight it and then use the onscreen keyboard to enter a new value. Values entered in the “Hour” field must be in 24 hour clock format. Press the “OK” button to enter the value.

3. Locate the days of the week section of the screen. Press any day of the week to toggle the setting between YES and NO.

4. Where YES is selected, the Pricing Promotion for the current timer will be applied automatically on that day, during the time period specified in the “On Time” and “Off Time”. Where NO is selected the Pricing Promotion will be ignored.

Once the correct On/Off times and Days have been set, press the “Exit” button. The dynamic button will now show the details you have programmed, including the days and times when the Pricing Promotion timer will be enabled. Check the days and times are correct.
Settings Charges for Pricing Promotion Periods

Engineers Menu>Jukebox Setup>Pricing Promotion

1. With the required timer selected, locate the “Plays – Cash” boxes numbered from 1 to 8 on screen.
2. Select box 1 by touching it on screen.
3. The Price of Play Entry screen appears. Here you can set the number of plays rewarded for any coin value during the current timer. Touch the “Plays” or “Cash” box to select a setting then use the keyboard to enter a new value. Press “OK” on the keyboard to enter a value in the “Plays” or “Cash” box.

Please note, when entering the “Cash” value to divide the figure by 10. So for £0.50 enter 5, for £1 enter 10, for £2 enter 20 etc.

For example:

**Box 1:** 2 plays for £0.50 - Would be entered as: 2 – 5

*Note: Box 1 should always contain the lowest pricing level.*

Next (if required) follow the same procedure to enter the additional pricing levels:

**Box 2:**
4 plays for £1.00 - Would be entered as: 4 – 10

**Box 3:**
8 plays for £2.00 - Would be entered as: 8 – 20

Continue in this way until all the required Pricing Promotion pricing levels have been set.

Pricing Promotion Free Play

Engineers Menu>Jukebox Setup>Pricing Promotion

With the required timer selected, locate the “Plays – Cash” boxes numbered from 1 to 8 on screen.

Select box 1 by touching it on screen.

The Price of Play Entry screen appears. To set the jukebox to Free Play during the period the current timer is active:

1. Touch the “Plays” box to highlight the setting then use the keyboard to enter 0. Press “OK” on the keyboard to enter the value.
2. Touch the “Cash” box to highlight the setting then use the keyboard to enter 0. Press “OK” on the keyboard to enter the value.
3. Press Exit to return to the “Pricing Promotion Timers” screen. Box 1 will still show “-” which means the “Free Play” pricing level has been set.

When the Pricing Promotion level 1 price of play has been set press Exit.
**Pricing Promotion Advert**

*Engineers Menu > Jukebox Setup > Pricing Promotion*

Locate the section of screen titled “Pricing Promotion Advert”. Press the dynamic orange button to change the settings displayed.

The “Pricing Promotion Video” page is displayed. Locate the ‘Play Pricing Promotion Attract Mode Video’ section and press the button to toggle the setting between YES and NO.

When YES is selected, VenueHub will actively promote the “Pricing Promotion” details at any period when a timer is active. This is achieved using full screen adverts which are displayed when the customer interface is not in use.

If a timer has been profiled to enable “Free Play” on the jukebox, this will also be promoted via full screen adverts on the customer interface.

If NO is selected the Jukebox will not display any Pricing Promotion adverts.

**Clear Playlist After Pricing Promotion**

*Engineers Menu > Jukebox Setup > Pricing Promotion*

Locate the section of screen titled “Pricing Promotion Advert”. Press the dynamic orange button to change the settings displayed.

To change the setting, locate the “Clear Playlist after Pricing Promotion” section and press the button to toggle the setting between YES and NO.

**Use of the Clear Playlist Option**

*Note: The default setting for this feature is “NO”. Only enable this setting in conjunction with a “Free play” pricing promotion.*

Do not enable “Clear Playlist” for reduced price promotion times.

During “Free Play” pricing periods the jukebox playlist often becomes very long. Setting the “Clear Playlist” option to “YES” deletes any remaining playlist at the end of the Pricing Promotion time period. This encourages users to return to the jukebox and play music rather than have to wait for an extensive playlist to complete playback.

If the “Clear Playlist” value is set to “NO” all the tracks remaining in the playlist will be retained and played out as usual even after the Pricing Promotion has ended.

If the Pricing Promotion has been programmed to give credits for a reduced price of play, the “Clear Playlist after Pricing Promotion” option should be set to “NO” so that tracks which have been paid for are retained.
All Archived Tracks Cost One Credit

Engineers Menu> Jukebox Setup > Pricing Promotion

The default value for this setting is “NO”. This should not be enabled.

Remote Credits

Remote Credits can only be used with:

- A two button Remote Volume Control (RVC). This will include a red Reject button on the top of the casing and a red Feature button on the bottom (image, right)

- Infra-Red Handset (optional)

The Remote Credits feature allows free credits to be issued to the jukebox at predetermined periods of the week using the remote control.

The quantity of free credits which can be issued during any hour long period can be profiled to ensure tight control of this feature. No visual indication is given on the customer jukebox interface to inform the customer that free credits are available. This feature does not therefore detract customers from paying for track playback.

Remote Credits should not be confused with “Pricing Promotion” or “Free Play” which both reduce the overall price of play on the jukebox at a predetermined period.

Instead, Remote Credits allows a manager or member of staff to actively select when to award a free credit to a customer, and provides a limit to the quantity of credits which can be issued.
Profiling Free Credits

**Engineers Menu > Jukebox Setup > Remote Credits**

1. Select the day of the week when free credits are required by pressing it on screen. The selected day will be highlighted as white text and a blue background.

2. Select the time period during which free credits are required by pressing it on screen. The selected time period will be highlighted as white text and a blue background.

3. Use the onscreen keyboard to enter a new value (up to 3 digits). Press the OK button to enter the value.

**Note:** Profiled free credits which are not issued during the designated time period are not carried over to the proceeding period. The VenueHub does not collate credits that have not been issued so that they can be used at another time.

Password

**Engineers Menu > Jukebox Setup > Password**

The password option enables a four digit password to be registered with the individual machine. Once registered this is used to control access to the settings held within the Engineers Menu.

The correct password must be entered each time access is required to the Engineers Menu. A password entry screen is presented each time the front door is opened.

**Note:** The Special Event (Managers Menu) and Collectors Menu are not affected by this function.

Setting A Password

**Engineers Menu > Jukebox Setup > Password**

Use the onscreen keyboard to enter a 4 digit code. Press the “OK” button to enter the value.

A confirmation page will appear which displays the entered code. Confirm this is correct then press the “Yes” button to proceed. If the code is incorrect, press the “No” button to return to the entry screen.

**Note:** You can’t use 0000 as a password
Disabling A Password

Engineers Menu> Jukebox Setup> Password

Note: You will require the original password to disable this feature.

Enter the current 4 digit code for the jukebox and press ‘OK’. When prompted to enter a password, enter 0000. Press ‘Yes’ to confirm the password disable function.

Resetting a Lost Password

Engineers Menu> Jukebox Setup> Password

If you lose or forget the password it is possible to reset this by calling Sound Leisure:

Tel: 0845 2301775 (Local Rate from a landline)
Tel: 0113 2321700  (From a mobile)

When you are connected, select the “Digitech” option or ask the receptionist to connect you. Quote the “Serial Number” and “Code” displayed on screen to the telephone engineer. In reply the engineer will issue you with a “Reset Code”.

Use the onscreen keyboard to enter the “Reset Code” then press the “OK” button.

Limit Playlist Size

Engineers Menu> Jukebox Setup> Limit Playlist Size

Engineers Menu> Music Settings> Limit Playlist Size

The default setting for the playlist limit is disabled. The playlist limit can be enabled in order to control the number of songs which can be paid for and stored in the jukebox playlist. In situations where customers are paying to play tracks, it is recommended that this option remains disabled.

It specific situations where the VenueHub price of play is permanently set to “Free Play” this playlist limit can be used to control the duration of the playlist by restricting the number of tracks which can be added to it.

To enable the playlist limit, press the “Maximum Queue Limit Enabled” button until “YES” is displayed.

A new section appears titled “Maximum Songs in the Queue”. Use the – and + buttons to increase or decrease the number of songs which can be added to the playlist.

If the playlist limit is enabled and a customer tries to select another song once the maximum limit has been reached a message is displayed on screen:

“The playlist is full, please try again later”
**TV Output Settings**

*Engineers Menu>Page2>TV Output Settings*

*Managers Menu>Page2>TV Output Settings*

Here you can enable or disable the TV output by toggling the setting. This will already be enabled on the VenueHub AV but audio only VenueHubs also support this feature to allow for advertising on TV screens using static images, videos and scrolling text overlays.

Once enabled another option will appear “Show Managers Photos On The TV Output Screen”. When this is enabled on an audio VenueHub it will continuously display user installed photo albums on the TV Screen. On the VenueHub AV it will only display the photos when there is an audio track playing.

For more information regarding manager photos go to page 90.

**Wireless Network Setup**

*Engineers Menu>Page2>Wireless Network Setup*

*Managers Menu>Page2>Wireless Network Setup*

This menu displays information regarding your wireless connection. If a wireless dongle is installed correctly it will be detected under Hardware Device.

IP Address and connection speed information is displayed at the bottom.

The jukebox may be connected to the Internet via an in-house Wi-Fi network provided that there is sufficient bandwidth and signal strength at the jukebox location. A suitable wireless dongle will be required. We recommend the use of the Edimax EW-7711USn or the Netgear WG111v3 device as the drivers for these are already preloaded on the VenueHub. It is not practical to attempt to connect the jukebox to a network with public access or to a system that requires a daily code change as the jukebox will not function.

The Wi-Fi network should always be checked to establish that an Internet connection may be established at the intended jukebox location. The easiest way of doing this is to use a Wi-Fi equipped smartphone or laptop from where the jukebox is to be installed and search for the local Wi-Fi network.

**Wi-Fi may not be used in a location where a daily code is required to access the internet.**

To install and configure your wireless dongle and connection please go to page 90.
**IP Address Settings**

**Engineers Menu>Jukebox Setup>Page2>IP Address Settings**

In some situations the jukebox may require a static IP address to be able to connect to the router successfully.

Set a static IP:

1. Press “Switch To Fixed IP Address”.

2. Change the Fixed IP Address by pressing “Change” then touch the first part of the current displayed address which will turn green, then enter a new value in the keypad below and press OK. The next part of the number will then be highlighted in green. Press “Save” when done.

3. Do the same for the Subnet Mask and Gateway.

Press “Main Menu” to exit the IP Address Settings menu. Your settings will be applied and the jukebox will restart.

**Interface Options**

**Engineers Menu>Jukebox Setup>Page2>Interface Options**

**Recommended Artists**

**Engineers Menu>Jukebox Setup>Page2>Interface Options**

This option allows you to Enable or Disable the Recommended Artists feature. If enabled, when a customer selects a song the jukebox will recommend similar tracks from the Unlimited database.

*Note: This feature will only work when the VenueHub is connected to the “Unlimited” service.*
Webcam

If your VenueHub has the optional webcam feature installed, here you can enable or disable the feature.
If enabled, when the customer selects a song they will be given the option to make a “DanceMe” video. A photo of their face will be taken and added to the body of a dancing person chosen from the templates available. You then have the option of sending the video to an email address.
Once you exit the video creation and return to the jukebox, the “DanceMe” video will appear in the Mini and Fullscreen adverts on the jukebox interface while the chosen song is playing.

Credit Countdown

Credit Countdown is a feature that will offer double credits for 2 minutes after a set time has passed where no money has been inserted into the jukebox. If no money is inserted during the 2 minutes promotion, the promotion will randomly run again.

To enable this feature just press the “Enabled” button then you will have an option to choose how long until after the last paid play you want the promotion to start.
Music Settings

Update

Engineers Menu>Music Settings>Update
Engineers Menu>Maintenance>Update

The Update screen is used for updating the jukebox program version and the music.

Please note that if the machine is registered online to receive music updates then the text in the orange box will at intervals display the text “update waiting to be processed”. If this is the case please press the update button and wait for the update to install. If you do not wish to update the jukebox manually the update will automatically install the next time the jukebox is powered off and back on again.

If you believe a VenueHub should have received an update please refer to the INTERNET FEATURES section of the Engineers menu to see the current status of any download.

Playlist

Engineers Menu>Music Settings>Playlist
Engineers Menu>Maintenance>Playlist

The Playlist screen shows information about the track currently playing, and songs that have been selected and are queued to play.

It also shows which BGM timer is currently active.

From this screen the customer has one of four options:

- The “Clear All Songs” button will clear the entire playlist.
- The “Clear Selected Song” will clear only the song you have selected.
- The “Show Current BGM Tracks” button will display a list of all tracks available for the current BGM profile.
- The “Reject Song” button will reject the track currently playing.

Music Status

This section of the screen shows information regarding the song currently playing:

- **Status** – Stopped, Playing Audio or Playing Video.
- **Position** – Current position in the song’s total duration.
- **Duration** – The length of the song.

Continued on the next page...
• **Total Plays Today** – Number of paid plays since the machine was switched on.

• **Songs On Jukebox** – Total number of tracks in the jukebox database.

• **Type of Song Playing** – Paid Play or BGM.

• **Current BGM Timer** – The timer which is now active.

**Config Menu**

*Engineers Menu>Music Settings>Config Menu*

Factory use only.

**RPS Setup**

*Engineers Menu>Music Settings>RPS Setup*

RPS profiling can be used to change the profile of the music library on the jukebox. This can be used to enable specific genres of music to be enabled or disabled depending on the venue requirements.

The RPS profile can be loaded from either a USB memory stick or CD/DVD-ROM.

Please talk to your SoundNet representative to acquire an RPS profile or for more information regarding this feature.

**Song Filters**

*Engineers Menu>Music Settings>Song Filters*

Music filters provide a quick and easy way of removing sections of the music library which have been grouped together into ‘filter groups’.

**Example 1:**
A stylish high street bar requests “novelty” or “children’s music” is removed from the VenueHub music library. By enabling the “Kids” and “Novelty” filters, all tracks contained within these filter groups are removed from the jukebox.

**Example 2:**
A machine is sited in a bar in Scotland where the manager asks for any tracks associated with English, Irish, and Welsh sports to be removed. By enabling the “Irish Sport”, “Welsh Sport” and “English Sport” filters, all the tracks which fall into these filter groups are removed.
Enabling / Disabling a Song Filter

Engineers Menu>Music Settings>Song Filters

The screen displays a list of the available filter groups and shows their current status:

- Kids (Mr Blobby, Bob the Builder)
- Controversial (Offensive Rap)
- Novelty (Crazy Frog)
- English Sport (Swing Low Sweet Chariot)
- Irish sport
- Welsh Sport
- Scottish Sport
- General Sport
- Urban Controversial
- Video Controversial (VenueHub AV only)
- Comedy
- Comedy (Explicit)
- Religion
- Spoken Word
- Scottish Controversial

To enable or disable a filter, first select the filter category by touching it on screen. When selected, the item will be highlighted with white text on a blue background.

- To activate a filter press the “Enable Filter” button. Once enabled, tracks within this category will be hidden from customer view and will not be selected by BGM timers.

- To disable a filter press the “Disable Filter” button. All tracks within this category type are now available for jukebox selection.

Editing the Tracks Which are Filtered

Engineers Menu>Music Settings>Song Filters

To view the tracks hidden by an active filter press the “Modify Filter” button on screen. Individual tracks within the filter can be configured to be included or excluded from the selected filter.

To change the status of an individual track within a filter, first select the track by touching it on screen. When selected, the item will be highlighted with white text on a blue background.

Press the Include/Exclude button to toggle the setting of the selected track.

Continued on the next page...
**INCLUDE**
Track is included in the currently selected filter.
If the filter is Active this track will not be visible on the jukebox interface and will not play as part of a BGM profile.

**EXCLUDE**
Track is NOT included in the currently selected filter.
If the filter is Active this track will still be visible on the jukebox interface and is available to play as part of a BGM profile.

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**Special Categories**

**Engineers Menu>Music Settings>Special Categories**

Special music categories can be pre-programmed to only appear on the customer interface at certain times of the year. For example, the Christmas category is automatically displayed on the December 1st and disabled again on January 1st.

Soundnet profile numerous special categories throughout the year. For example, music festivals such as Glastonbury, Reading and Leeds all have specific “Special Categories” which are enabled around the time of the event. These categories are profiled with music relevant to the event or theme which is being promoted.

When Special Categories are sent to your VenueHub jukebox they will include on and off dates, however these dates can be altered to affect when each Special Category is available.

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**Changing the Start and End Dates**

**Engineers Menu>Music Settings>Special Categories**

1. Select a category by touching it on screen. When selected, the item will be highlighted with white text on a blue background.

2. Press the “Configure Selected” button.

3. On the screen which appears, select any value by touching it on screen. Use the onscreen keyboard to enter a new value then press ‘OK’ to enter it.

4. Set the start date and end date during which the category will be automatically enabled. You can also disable a category here if you wish, which will override the set date.

5. Press “Save” to exit.
Albums

Engineers Menu>Music Settings>Albums

This menu allows you to choose which Albums are displayed on the VenueHub customer interface.

Two options allow control of the albums which are displayed:

- **View Albums**: List of all albums which can be individually enabled or disabled.
- **Settings**: A list of album genres which can be enabled or disabled (Indie, Pop Rock etc).

Enable or Disable Individual Albums

Engineers Menu>Music Settings>Albums>View Albums

From this screen, individual albums can be enabled, disabled or archived. To scroll through more albums use the “UP” and “DOWN” buttons.

Select an album by touching it on screen. When selected, the item will be highlighted with white text on a blue background. Once selected, press the ‘Enable’, ‘Disable’ or ‘Archive’ button on screen.

**Disabled**
If the album is disabled it is not displayed when the customer selects the “Featured Albums” category on the jukebox interface.

**Enabled**
If the album is enabled, the album is displayed when the customer selects the “Featured Albums” category on the jukebox interface.

**Archived**
If the album is archived and enabled, tracks within it can be viewed and selected but will be charged at a higher cost than normal tracks.
Enable or Disable Albums by Genre

Enable or Disable Albums by Genre

**Engineers Menu>Music Settings>Albums>Settings**

Albums are grouped into specific music genres which can be enabled or disabled. The album genres are as follows:

- Top Hits
- Pop Albums
- Rock Albums
- Indie Albums
- Dance Albums

To toggle the status of an album genre touch the button on screen:

**YES**

Any albums falling within the genre will be downloaded and displayed in the “Featured Albums” category on the jukebox interface.

**NO**

If an album genre is disabled and an update includes an album which falls into the same grouping, the album will still be downloaded but this will be automatically hidden from the customer interface. This is done to ensure the profile of the jukebox can be changed at any time without the requirement for extensive music updates.

Delete Songs

**Delete Songs**

**Engineers Menu>Music Settings>Delete Songs**

The Delete Song feature enables songs to be removed from the jukebox so that they cannot be viewed by customers or played as part of a BGM profile. This also may be required if a faulty track is detected or if it is unsuitable for a particular site.

In reality, songs are hidden rather than being deleted. This enables them to be restored and used again if the jukebox is re-profiled or the venue’s music requirements change.

**Note:** When using this feature please disable all BGM timers as it is not possible to show tracks that have been hidden by an existing BGM timer. Remember to reset your BGM timers once you have finished deleting tracks.

Please make Soundnet aware of any faulty tracks encountered on VenueHub. It is possible to replace faulty tracks ensuring the future stability of the machine.
Deleting a Track

**Engineers Menu>Music Settings>Delete Songs**

This page displays a list of all the tracks stored in the local music library organised alphabetically by Artist Name.

To quickly jump to Artist names starting with any letter, use the << >> buttons to scroll through the alphabet. The list will automatically update based on the letter currently selected.

Use the Up and Down arrows to scroll through the displayed tracks in order to locate your required track.

Once the required track is located, select it by touching it on screen. When selected, the item will be highlighted with white text on a blue background.

To hide the track press the “Hide” button on screen.

A new screen appears asking you to confirm the “Hide” command is correct. To hide the track press “Hide”.

Update CD Options

**Engineers Menu>Music Settings>Update CD Options**

This section contains settings which determine how the jukebox processes tracks during a music update. Music updates can be achieved via CD/DVD-ROM or if the VenueHub jukebox is online, automatically via Sound Leisure servers.

This menu has 3 options:

- **Other Settings**
- **Archive Options**
- **Chart Size**
Other Settings

**Add Any New Album To BGM Timers?**
The default value for this setting is “NO”.
This setting can be used to determine if tracks featured on downloaded albums can be used as part of a BGM profile. Sound Leisure recommends “Album Tracks” are excluded from BGM profiles.

**Add Any New Special Categories To BGM Timers?**
The default value for this setting is “NO”.
This setting can be used to determine if tracks featured in “Special Categories” can be used as part of a BGM profile. Sound Leisure recommends “Special Categories” tracks are excluded from BGM profiles.

Archive Options

**Chart Size**

This allows you to select the number of weeks that chart songs remain un-archived. This can be up to 12 weeks, setting 0 will disable it.

**Note: This option only works when the jukebox is not connected to the Unlimited music server and the Archive policy is enabled.**

Venue Requests

This section lets you add tracks to the Venue Requests category. This will also un-hide them if previously hidden in the Delete Songs menu.
You can also remove special venue requested albums here.

By toggling the Enabled/Disabled buttons you can hide either all individual tracks or all albums. Setting both to Disabled will remove the Venue Requests category from the selection screen.
**Configuring Individual Tracks**

*Engineers Menu* > *Music Settings* > *Venue Requests* > *Settings*

Use the Up and Down arrows to scroll through the displayed tracks in order to locate your required track.

Once the required track is located, select it by touching it on screen. When selected, the item will be highlighted with white text on a blue background.

Press the “Convert” button to add the track to the Venue Requests category.

To view all tracks added to Venue Requests press the “Venue Requests” button. Selecting a song and clicking “Convert” in here will remove it from Venue Requests and if it was a previously hidden track it will re-hide it.

**Configuring Albums**

*Engineers Menu* > *Music Settings* > *Venue Requests* > *Settings*

This only applies to special albums requested by the venue, the albums you receive on your regular music updates do not apply.

Use the Up and Down arrows to scroll through the albums.

Once the required album is located, select it by touching it on screen. When selected, the item will be highlighted with white text on a blue background.

Press the “Delete Album” button to remove it from the Venue Requests category.

**Cross Fade**

*Engineers Menu* > *Music Settings* > *Cross Fade*

*Engineers Menu* > *Jukebox Setup* > *Setup* > *More* > *Cross Fade*

*Managers Menu* > *Cross Fade*

The Cross Fade feature allows tracks to be cross faded or mixed into each other without any silence between tracks.

To enable/disable “Cross Fade” press the relevant button on screen. The selected option is indicated by a green button.
Limit Playlist Size

Engineers Menu>Music Settings>Limit Playlist Size
Managers Menu>Limit Playlist Size

The default setting for the playlist limit is disabled.

The playlist limit can be enabled in order to control the number of songs which can be paid for and stored in the jukebox playlist. In situations where customers are paying to play tracks, it is recommended that this option remains disabled.

In specific situations where the VenueHub price of play is permanently set to “Free Play” this playlist limit can be used to control the duration of the playlist by restricting the number of tracks which can be added to it.

To enable the playlist limit, press the “Maximum Queue Limit Enabled” button until “YES” is displayed.

A new section appears titled “Maximum Songs in the Queue”. Use the – and + buttons to increase or decrease the number of songs which can be added to the playlist.

If the playlist limit is enabled and a customer tries to select another song once the maximum limit has been reached a message is displayed on screen:

“The playlist is full, please try again later”
Maintenance

Calibrate Touchscreen

Engineers Menu>Maintenance>Calibrate Touchscreen

The Calibrate Touchscreen option enables an engineer to recalibrate the VenueHub touchscreen.

When the touchscreen is operating correctly, the cross hair which represents the position of the PC’s cursor, should automatically position itself directly underneath the user’s finger when they touch the screen.

If the position of the cursor is above, below or at either side of the user’s finger when touching the screen, the touch screen may require recalibrating.

**Note: Recalibrating the touch screen will cause VenueHub to reset. This process takes several minutes to complete.**

To recalibrate the touch screen, touch the “Calibrate Now” button on screen.

- Follow the simple on screen instructions, pressing the screen directly over each of the markers. The markers appear on screen as a blue cross with a red centre. By default 9 markers should be displayed, one after another.

- When pressing the markers onscreen, ensure you use an extended pointed finger. Also ensure the rest of your hand and other parts of the body do not contact the screen during the recalibration.

When all the markers have been registered, a “Confirm” button appears on screen. Press this to confirm the calibration.

If you do not press the “Confirm” button, the calibration screen times-out after 15 seconds and the recalibration is discarded.

To exit the calibration menu press the “Main Menu” button. At this point if a recalibration has taken place you will be presented with a test screen featuring a large number of red “TEST” boxes. Touch the screen all over to ensure the calibration is correctly configured.

Once you have confirmed the recalibration, press the “Save Settings” button. After a short countdown the machine will reset.
Update

Engineers Menu>Music Settings>Update
Engineers Menu>Maintenance>Update

For more information on this subject please go to page 57.

Playlist

Engineers Menu>Music Settings>Playlist
Engineers Menu>Maintenance>Playlist

For more information on this subject please go to page 57.

View Reports

Engineers Menu>Maintenance>View Reports

There are three options:

• View Plays Report
• View Category Plays
• View Music Updates

View Plays Report

Engineers Menu>Maintenance>View Reports>View Plays Report

This option displays the total play count for any tracks on the jukebox. The information can be sorted by:

• Recent Plays
• Total Plays
• Artist (A-Z)
• Date (on which the track was added to the library)

View Category Plays

Engineers Menu>Maintenance>View Reports>View Category Plays

This option displays the total play count for each music genre on the jukebox. The information can be sorted by:

• Recent Weeks Plays
• Total Plays
• Category / Genre (A-Z)

Continued on the next page...
The view can be changed from main genres/categories to sub genres/sub categories by pressing the “Display Sub Cats” button.

**View Music Updates**

*Engineers Menu>Maintenance>View Reports>View Music Updates*

This option displays a record of the scheduled weekly updates that are sent to the jukebox by Soundnet (either via CD/DVD-ROM or via online servers). The information can be sorted by:

- Date
- Disc/Update ID
- Failed Updates

If any failed updates have been encountered the “Failed Attempts” column of the report will indicate the number of times this occurred.

**Error Log**

*Engineers Menu>Maintenance>Error Log*

The error log contains information about the incidents occurring in within the VenueHub software.

Do not be alarmed if the error log appears full. VenueHub records many events in the error log which do not affect the performance of the software. This information can be used by Sound Leisure’s engineers to establish the nature of a fault with your hardware should a problem arise.

The error log can be saved to a USB stick and transferred to a PC in order to be emailed to Sound Leisure. To do this, insert a USB stick in to the VenueHub PC and press the “Save Error log” button.

**Backup Data Stick**

*Engineers Menu>Maintenance>Backup Data Stick*

An external flash memory stick is attached to every VenueHub PC via a USB port. This is stored inside the VenueHub case and used to hold a remote copy of the machines settings and logs.

Stored settings include a price of play, music profile, BGM timers, archived tracks, pricing promotions etc.

When changes are made to jukebox settings these can be manually backed up to the USB memory. Automatic backups also occur when exiting the engineers menu.

*Continued on the next page...*
In the event of a PC failure, the backup files stored on the USB memory stick can be used to automatically configure a replacement PC to the same settings as the original. Additional backups of system settings can also be taken by unplugging the USB memory stick stored within the jukebox cabinet and plugging in any other USB stick. This function allows a backup of settings to be taken offsite if required.

**Creating a USB Backup of Jukebox Settings**

*Engineers Menu>Maintenance>Backup Data Stick*

1. Remove any resident USB memory sticks from the jukebox PC. Remove the USB cable which connects the VenueHub’s internal backup memory stick to the jukebox PC. Insert a clean memory stick into the same port.

2. Press the “Backup/Copy” button on screen. The “Memory Stick Duplication” screen will appear.

3. Press “Start Duplication” to initiate a data transfer.

4. Once all the data has been backed up onto the memory stick the screen will read “Backup data stick has been created successfully”. Then press “Exit”.

5. At this point a copy of all the setup data files has been transferred onto the memory stick (excluding the computer serial number). Remove the memory stick and replace the USB cable which connects to the internal backup memory stick.

6. Press “OK I HAVE DONE AS INSTRUCTED” on screen to return to the Engineer’s Menu.

**Restoring Settings from a Previous Backup**

*Engineers Menu>Maintenance>Backup Data Stick*

1. Remove any resident USB memory sticks from the jukebox PC. Remove the USB cable which connects the VenueHub’s internal backup memory stick to the jukebox PC.

2. Insert a USB memory stick containing VenueHub settings files from a previous backup.

3. Press the ‘Restore from Stick’ button.

4. A confirmation screen appears. This asks if the current jukebox settings should be overwritten with those from the USB stick. If you wish to proceed press ‘Yes’, otherwise hit ‘No’.

*Continued on the next page...*
NOTE: Once the restore process is started it cannot be undone.

5. A progress screen will update as the settings are copied from the USB stick to the PC. When complete you will be asked to restart the jukebox PC.

6. Press ‘Restart Now’.

7. A copy of the new machine settings should now be transferred to the cabinet’s internal USB stick. Remove the temporary USB stick and reconnect the cable which connects the VenueHub’s internal backup memory stick to the jukebox PC.

8. When the machine has rebooted, re enter the engineers menu and return to the Backup Data Stick screen.

9. Press the “Backup/Copy” button then “Start Duplication”.

10. Press “Exit” then “OK I HAVE DONE AS INSTRUCTED” on screen to return to the Engineer’s Menu. The jukebox settings have now been updated and backed up to the cabinet’s internal USB memory stick.

### Data Collection

**Engineers Menu>Maintenance>Data Collection**

Data collection enables the operator to collect site data via a USB memory stick. This data can be taken away from site for analysis. Data is collected in CSV and MDS formats. You can easily open CSV using Microsoft Excel or a similar program. Use a text editor to open the MDS files, such as Notepad, Word etc.

In order to enable data from each site to be differentiated, a site name and site number can be entered. This information is then shown on all reports related to the jukebox.

Reports transferred during data retrieval are as follows:

- Song Plays
- Time Plays
- User Input Logs

In addition, the following information files can be viewed by opening with Windows Notepad, Microsoft Word or similar:

- BGM Timers
- Cash Info
- Error Log
- Jukebox Info
- Music Downloads

Continued on the next page...
All reports are grouped together in a single folder which is automatically titled to represent the site number and site ID.

The Data Collection procedure does not wipe the inserted USB stick before transferring data, so a single USB stick can be used to store Data Collections from more than one machine.

**Performing a Data Collection**

*Engineers Menu > Maintenance > Data Collection*

The Data Collection screen shows the current site name and site number. To change these details press the ‘change’ button on screen.

To collect data:

1. Connect a USB memory stick to the jukebox. A convenient USB port is located on the bottom side of the jukebox on the exterior of the cabinet.

2. Press the “Collect” button on screen. A progress screen will update as the data is copied from the PC to the USB stick.

3. When the transfer is complete, remove the USB stick.

**Rollback**

*Engineers Menu > Maintenance > Rollback*

The Rollback feature can be used to try and restore the jukebox if the current music library becomes corrupt. This function attempts to overwrite the corrupt database with a previous version.

**WARNING: THIS PROCEDURE SHOULD ONLY BE CARRIED OUT IF ADVISED BY A SOUND LEISURE DIGITECH ENGINEER.**

**Rollback the Music Library**

*Engineers Menu > Maintenance > Rollback*

1. When the page is first opened a message will appear stating:

   "SEARCHING FOR BACKUPS PLEASE WAIT"

2. The list of available music library databases will be displayed on screen, identified by the date on which they were installed.

3. Select the most recent entry by touching it on screen. When selected it will be highlighted with white text on a blue background.

Continued on the next page...
4. To roll back to the selected music library database press the “ROLLBACK SELECTED” button.

5. You will be asked to confirm your desire to roll back to the database selected.

6. When the library has been restored, check the jukebox to confirm the corruption issue is resolved. If the issue still exists, return to the Rollback menu and select an earlier entry.

**Jukebox Locking**

**Engineers Menu>Maintenance>Jukebox Locking**

The jukebox locking function is required when a jukebox with an ongoing subscription to Soundnet music services is taken off site.

By locking the jukebox, the ongoing monthly subscription to Soundnet’s content provision can be postponed.

**Locking the Jukebox:**

1. Open the Jukebox Locking screen and make a note of the following details:
   - The 6 digit code shown in the top left corner of the screen.
   - The jukebox serial number.

2. Call Soundnet on +44 (020) 76448888 and request a Jukebox Lock Code.

3. The advisor will ask for the 6 digit code and the jukebox serial number.

4. You will then be issued with a 6 digit Lock Code. Make a note of this.

5. Enter the 6 digit Lock Code using the onscreen keyboard. Press the “Enter” button to confirm the code.

6. A final “Confirmation” code will be displayed to confirm the machine has been locked. Call Soundnet and re-quote the jukebox serial number and the confirmation code. This completes the process.

**Note:** Until the final confirmation code has been received by Soundnet the jukebox subscription will remain active and therefore chargeable. Please ensure the full process is completed in order to postpone the relevant subscription charges.
Maintenance

**Engineers Menu>Maintenance>Maintenance>Save Settings**

Use this option to save any changes made to the jukebox operating system. It is advisable to ensure changes are saved when settings such as driver updates or graphic equaliser settings have been changed.

Help

**Engineers Menu>Maintenance>Help**

**Managers Menu>Page2>Help**

This is where you will find the VenueHub manual which you are reading now.
BGM

Introduction to Background Music (BGM)
The Background Music option enables you to quickly program the jukebox to automatically play profiled selections of music during pre-set periods of time. In addition, BGM timers can be used to control the tracks which are available for customer selection on the jukebox customer interface. By enabled options in a BGM timer the music library can be restricted to only display tracks within the current BGM timer.

BGM Parameters
There are fifteen individual timers which can be profiled and organised using any combination of the following parameters:

1. On/Off Times.
2. Days of the Week.
3. Interval between BGM Songs & Display Options.
4. BGM Type:
   • Most Played Songs
   • Least Played Songs
   • BPM Range
   • Playlist
5. Exclude/Include Individual Genres/Categories.
7. Set BGM Volume.
8. Change Timer Name.

The BGM menu page displays the following:

- List of BGM timers with status (Enabled / Disabled).
- Dynamic information box showing details of the currently selected timer.
- “Enable/Disable”, “Name Selected” and “Change Details” buttons.
- Now Playing Timer (which displays the currently active timer).

Please follow the process detailed on the next page to enable and profile a BGM timer. Multiple timers can be configured to ensure the playback of music is controlled at all times.

Note: Where more than one timer exists for a given time, the timer positioned highest in the list takes precedence.

Note: Where no timer exists for a given time, no BGM music will be played. It is therefore advisable to set a general BGM timer to cover all periods as the lowest priority timer. Additional timers can be set above this to profile more specific time periods.
Enabling a BGM Timer

Before a timer can be profiled it must be enabled.

To enable a timer, select it by touching it on screen. When selected, the current timer will be highlighted with white text on a blue background. Press the “Enable” button.

To begin profiling the currently selected time press the “Change Details” button. The profile page for the currently selected BGM timer will appear. This contains all the options which can be configured to control the music selected by the current timer.

For more information on profiling a BGM timer go to page 77.

Changing Timer Priorities and Names

The first Timer in the list has the highest priority, while the bottom Timer in the list has the lowest priority.

If two or more timers overlap or more than one timer is programmed for a single time slot, the BGM profile highest in the list of timers takes precedence and its settings will be used for that period.

Changing the priority of BGM timers:

To change the priority of a BGM timer, first select the timer onscreen. When selected the chosen timer will be highlighted with white text and a blue background. Use the “Move Up” and “Move Down” buttons on screen to change the position of the currently selected timer in the list.

Changing the name of a BGM timer:

To change the name of a BGM timer, first select the timer onscreen. When selected the chosen timer will be highlighted with white text and a blue background.

Press the “Name Selected” button onscreen. Use the onscreen keyboard to enter a name for the currently selected timer. Press “Enter” to confirm the name.
Profile the Days and Times

Engineers Menu>BGM>BGM>Change Details>Change On-Off Timers and Days

1. To set the days on which the current timer will operate touch the individual day buttons on screen to toggle the state from “Yes” to “No”.
   - YES The timer will operate on the chosen day.
   - NO The timer will NOT operate on the chosen day.

2. Once the days have been set, enter a start time for the currently selected timer. Touch the “On Time” (Hour or Mins) button on screen and use the keyboard to enter the time at which the timer should automatically enable. Press “OK” to confirm the value. Values must be entered in the 24 hour clock format (00h – 23h).

3. Enter an end time for the currently selected timer. Touch the “Off Time” (Hour or Mins) button on screen and use the keyboard to enter the time at which the timer should automatically disable. Press “OK” to confirm the value.

The currently selected timer will now be enabled and disabled at the profiled times only during the dates which have been activated.
**BGM Types**  
*Engineers Menu>BGM>BGM>Change Details>BGM Type*

The BGM type selected will alter the options which are available in the next section of profiling. Once a BGM Type has been selected, press the “Main Menu” button to return to the main BGM settings menu for the currently selected timer.

The button directly beneath “BGM Type” will dynamically have changed to reflect the settings available for the BGM Type selected.

There 4 BGM options available are as follows:

- **Beats Per Minute and Year Range**
- **Most Played Songs**
- **Least Played Songs**
- **Playlist**

**Beats Per Minute and Year Range**  
*Engineers Menu>BGM>BGM>Change Details>BGM Type>Beats Per Minute*

**BPM Range**  
*Engineers Menu>BGM>BGM>Change Details>Change BPM Range*

**This option is only available when “Beats Per Minute” is selected as the “BGM Type”**.

This option enables an upper and lower BPM limit to be set for the current profile to control the tempo of tracks played in this timer. Each track on the jukebox music library has a BPM rating programmed into its code, usually somewhere between 60 – 185 BPM. A track with a slow tempo would have a low BPM rating (i.e. Frank Sinatra – Strangers in the Night 90bpm) whereas a fast track would have a much higher BPM rating. (i.e. The Beatles – She Loves You 151bpm).

A year range option can also be set to only profile tracks within a specific chronological period.

The BPM ranges have been grouped together to make it quick and easy to select the speed of music which is required. 4 settings are available:

- Slow (0 – 60 BPM)
- Medium (61 – 90 BPM)
- Fast (91 – 120 BPM)
- Very Fast (121 – 300 BPM)

Continued on the next page...
In the BPM “From” window, select the lowest BPM speed required for the currently selected timer. When a value is selected it will be highlighted with white text on a blue background.

In the BPM “To” window, select the highest BPM speed required for the currently selected timer. When a value is selected it will be highlighted with white text on a blue background.

Note: The majority of tracks in an average jukebox music library fall between 60 – 185 BPM.
The “To” Range must always be equal to or faster than the “From” Range.

Year Range
Engineers Menu>BGM>BGM>Change Details>Change BPM Range

This option is only available when “Beats Per Minute” is selected as the “BGM Type”.

A year range can be set from lowest year to highest year, where the lowest possible year is 1952 and the highest is the current year. (i.e. 1950 – 1969).

1. To enter a “Highest” or “Lowest” year, first select the value by touching it on screen. Once selected the value will be highlighted with black text on a yellow background.

2. Use the onscreen keyboard to enter a 4 digit year value (i.e. 1976 rather than 76) and press “OK” to confirm.

3. To enter the current year, highlight a value then press the “Present Day” button. The value will display “Now” in the selected field.

   Note: By selecting the “Now” option this removes the need to update BGM timers at the beginning of each year, as would be required if the current year was entered manually. The “Now” option ensures the newest material will continue to be played each time the changes on New Year’s Day.

4. To enable music from all years to be selected by the currently selected BGM timer, press the “All Years” button. “All Years” is displayed in the “Highest” and “Lowest” year range fields.

Calculate Button
Engineers Menu>BGM>BGM>Change Details>Change BPM Range

Press the “Calculate” button to display the quantity of tracks which fall within the parameters you have entered for “Beats Per minute” and “Year Range” values.
Most Played Songs

Engineers Menu>BGM>BGM>Change Details>BGM Type>Most Played Songs

This option is only available when “Most Played” is selected as the “BGM Type”.

Selecting this BGM Type causes the jukebox to play the “Most Popular” selections on the machine. As the jukebox is used it logs every paid play selection and creates a jukebox chart from most popular to least popular of all the tracks in the jukebox music library. BGM “Most Played” enables a timer to be profiled to determine the quantity of “Most Played” tracks available (i.e. select from the 100 most played songs.) A “Most Played” timer can also exclude songs that have recently been added to the machine in order to give them time to establish a ranking (i.e. ignore songs that have been on the jukebox less than 3 weeks).

A figure can be entered to control the size of the playlist from which selections are taken (i.e. 200 most popular tracks). Tracks are played in a randomised order.

The page displays a box showing which reflects the size of the playlist from which selections are taken (i.e. 200 = 200 most popular tracks).

To edit the value first touch it on screen, when selected it will turn yellow. Use the onscreen keyboard to enter a new value and press “OK” to confirm.

Type of Most Played

There are two options available:

Last 3 Weeks Most Played
This option will select tracks from the most played tracks of the previous 3 weeks only.

All Time Most Played
This option will select tracks from the most played tracks on the jukebox since its installation.

Last 3 Weeks Most Played

Engineers Menu>BGM>BGM>Change Details>Most Played

This option is only available when “Most Played” is selected as the “BGM Type”.

This option will select tracks from the most played tracks of the previous 3 weeks only.
**All Time Most Played**  
*Engineers Menu>BGM>BGM>Change Details>Most Played*

This option is only available when “Most Played” is selected as the “BGM Type”.

This option will select tracks from the most played tracks on the jukebox since its installation.

**Least Played**  
*Engineers Menu>BGM>BGM>Change Details>Least Played*

This option is only available when “Least Played” is selected as the “BGM Type”.

Selecting this BGM Type causes the jukebox to play the least popular selections on the machine. A figure can be entered to control the size of the playlist from which selections are taken (i.e. 200 least popular tracks.) Tracks are played in a randomised order. A “Least Played” timer can also exclude songs that have recently been added to the machine in order to give them time to establish a ranking (i.e. ignore songs that have been on the jukebox less than 3 weeks).

The page displays a box showing which reflects the size of the playlist from which selections are taken (i.e. 200 = 200 least popular tracks.)

To edit the value first touch it on screen, when selected it will turn yellow. Use the onscreen keyboard to enter a new value and press “OK” to confirm.

**Exclude Tracks Less Than X Weeks Old**  
*Engineers Menu>BGM>BGM>Change Details>Least Played*

Enter a value to determine the number of weeks new tracks will be ignored by the currently selected timer. Entering “3” would ensure only the least played tracks more than 3 weeks old were included in the profile.

To edit the value first touch it on screen, when selected it will turn yellow. Use the onscreen keyboard to enter a new value and press “OK” to confirm.
**Playlist**  
*Engineers Menu>BGM>BGM>Change Details>Playlist Setup*

This option is only available when “Playlist” is selected as the “BGM Type”.

Enables specific tracks created as a playlist to be profiled for the current timer. A Playlist must be created separately in the “Custom Playlists” option of the interface which is found at:

*Engineers Menu>BGM>Custom Playlists*

For more information on the Custom Playlists option please go to page 87.

**Selecting a Playlist for BGM Timers**  
*Engineers Menu>BGM>BGM>Change Details>Playlist Setup*

1. This page displays a selection box which shows the name of the first available playlist.

2. Press the << and >> arrows to scroll through all the playlists available on the jukebox.

3. Select a “Play Order” option on screen:
   
   - **Sequential** - The tracks will play in the exact order the playlist was created in.
   
   - **Random** - Tracks will be selected from the chosen playlist in a random order.

Pressing the “Change” button takes you directly to the Custom Playlist facility.
**Interval Between BGM Songs & Display Option**

*Engineers Menu>BGM>BGM>Change Details>Interval Between Songs & Display Option*

This option enables a delay (interval) to be programmed between the playback of BGM tracks for the currently selected timer. Entering 5 would therefore profile a 5 minute interval between the playback of each BGM track.

1. To enter a BGM interval, first select the value by touching it on screen. Once selected the value will be highlighted with black text on a yellow background.

2. Use the onscreen keyboard to enter a value (in minutes) and press “OK” to confirm.

**Note:** If the Interval value is set to “0”, constant BGM (no interval) is enabled for the currently selected timer.

**Only Display Songs that are in the BGM Range**

*Engineers Menu>BGM>BGM>Change Details>Interval Between Songs & Display Option*

This powerful option enables the music displayed on the customer interface to be filtered in line with the active BGM timer. This option therefore not only provides control over the automatically selected music played by the active BGM timer, but also controls the music which is available for paid play selection by customers.

By preventing customers making paid play selections for songs outside the current BGM profile, the ambience of the venue can be tightly controlled. This could be used to ensure only suitable music was available for paid play selection during early mornings and lunch periods where a venue is busy with customers eating and where very fast music or heavy metal would be unsuitable.

Touch the button on screen to toggle the setting from “Yes” to “No”.

If this value is set to “Yes” the jukebox library available to customers for paid play selection will be filtered in line with the current BGM Timer.

If this value is set to “No” the entire jukebox library will be made available to customers for paid play selection. The BGM profile will only affect the selection of track played automatically by BGM.
Change Excluded Categories

*Engineers Menu>BGM>BGM>Change Details>Change Excluded Categories*

This option enables specific categories to be removed from the profile of the currently selected BGM timer. When a category is excluded, tracks contained within it will not be available for selection by BGM.

The page shows two columns:

**Included Sub Categories**
Shows a list of all the music categories which are included in the currently selected BGM timer.

**Excluded Sub Categories**
Shows a list of all the music categories which are excluded in the currently selected BGM timer.

**Excluding a Music Category**

*Engineers Menu>BGM>BGM>Change Details>Change Excluded Categories*

1. To exclude a music category from the currently selected timer, select a category from the “Included Sub Category” list on the left side of the screen. When selected the category will be highlighted with white text on a blue background.

2. Press the “Add” button.

3. The selected music category will move from the “Included Sub Category” list to the “Excluded Sub Categories” list. No tracks within the category will be available for selection with the currently selected BGM profile.

**Including a Previously Excluded Category**

*Engineers Menu>BGM>BGM>Change Details>Change Excluded Categories*

1. To include a music category which has previously been excluded from the currently selected timer, select a category from the “Excluded Sub Categories” list on the right side of the screen. When selected the category will be highlighted with white text on a blue background.

2. Press the “Remove” button.

3. The selected music category will move from the “Excluded Sub Categories” list to the “Included Sub Categories” list. All tracks within the category will be available for selection with the currently selected BGM profile.

**Warning:** If you have enabled the “ONLY DISPLAY THE SONGS THAT ARE IN THE BGM RANGE” option, removing a category from the same BGM timer will result in the genre/category graphic being hidden on the customer interface. No tracks from the exclude category will be available for customer selection.
**Change Excluded Songs**  
*Engineers Menu>BGM>BGM>Change Details>Change Excluded Songs*

This option can be used to exclude a specific song from the currently selected BGM timer.

The initial screen displays a list of all the songs available to the current BGM timer, taking into account the options chosen in all the previous “BGM Setting” pages (i.e. BPM Type and Rate, Year Range etc).

Tracks are organised alphabetically by Artist name.

### Excluding a Song

*Engineers Menu>BGM>BGM>Change Details>Change Excluded Songs*

1. Use the arrows to scroll through the list of “Included Songs” and locate the required track.
2. Select the song by touching it on screen. When selected it will be highlighted with white text on a blue background.
3. Press the “Add” button to exclude the songs from the current play list. Once a track has been excluded from the current BGM timer it will be displayed in the “Excluded Songs” list at the bottom of the screen.

### Including a Previously Excluded Song

*Engineers Menu>BGM>BGM>Change Details>Change Excluded Songs*

1. Use the arrows to scroll through the list of “Excluded Songs” and locate the required track.
2. Select the song by touching it on screen. When selected it will be highlighted with white text on a blue background.
3. Press the “Remove” button to remove the song from the “Excluded Songs” list. Once a track has been removed from the “Excluded Songs” list it will be displayed in the “Included Songs” list at the top of the screen.
Change BGM Volume

Engineers Menu>BGM>BGM>Change Details>Change BGM Volume

This option enables the volume of tracks selected by the current BGM timer to be set lower than those of paid play tracks.

The page displays a sectioned bar which represents the BGM volume options for the current timer. The maximum BGM Volume is the same as the current Paid Play level.

To adjust the volume level for the currently selected BGM timer, touch the appropriate level on screen.

The selected level can be tested by pressing the “Test Volume Level” button on screen. This causes the jukebox to adjust the volume of the track currently playing to that of the BGM timer. Evaluate the music level and make changes to the BGM volume setting if required. “Test Mode On” is displayed when this feature is active.

Note: If you exit the BGM Volume screen with the “Test Mode” function enabled and a paid play track playing, the volume will remain low until the track has finished. The playback of paid play tracks will then return to the standard volume.

Duplicate

Engineers Menu>BGM>BGM>Change Details>Duplicate

The duplicate feature allows a fully profiled timer be duplicated and renamed in order to save time. This is ideal for timers which share similar settings or music themes.

Duplicate an Existing BGM Timer

Engineers Menu>BGM>BGM

1. Identify the name of the timer which will be duplicated.

2. To duplicate an existing BGM timer, a new timer must first be selected and enabled in order to provide a location for the details to be copied.

3. Select a new timer by touching it on screen. When selected it will be highlighted in White text with a blue background. To enable the timer press the “Enable” button.

4. With the new timer enabled and selected, press the “Change Details” button.

5. At the bottom of the page, press the “Duplicate” button.

Continued on the next page...
6. The page displays a list of all the current BGM timers. Select the timer which the
details will be copied from. When selected the timer will be highlighted in white text
on a blue background.

7. Press “Duplicate Selected”. A summary page will display showing:

- The name of the timer from which the settings will be copied.
- The name of the timer to which the settings will be copied.

8. Check that the details are correct and press “Yes Proceed” to complete the process.

9. The copy process is completed. Adjust the settings for the new timer using the
options available.

Custom Playlists

Engineers Menu>BGM>Custom Playlists

A custom playlist of music can be created and specified in a BGM timer to enable an exact
list of tracks played automatically at any given time. Tracks can be played in a specific order
or sequentially, depending on the BGM settings selected.

Creating a Custom Playlist

Engineers Menu>BGM>Custom Playlists

1. Press the “New Playlist” button on screen.

2. Enter a name for the playlist and press “Enter”.

3. The new playlist will be added to the list of available playlists. Select it by touching it
on screen. When selected it will be highlighted with White text on a blue
background.

4. Press the “Change Details” button on screen.

5. The playlist creator screen appears. To start building the playlist press the “Add
Song” button on screen.

6. You are presented with search 3 options:

- Search by Category

- Search by Artist or Title

- Show Results from Last Search
Search by Category

Engineers Menu>BGM>Custom Playlists>Change Details>Add Song

1. The screen displays the list of songs contained within each music genre/category in the music library (i.e. Indie, Rock, 00’s etc). To move through different music genres press the << and >> buttons at the top of the page.

2. Use the scroll up and scroll down buttons at the bottom of the page to scroll through additional pages of tracks for each genre.

3. To select a track touch it on screen. When selected a track will be highlighted with white text on a blue background.

4. To add the track to the current playlist press the “Select Song” button on screen. The page returns to the track list for the current playlist and the recently selected track will now be displayed.

Search by Artist or Track Title

Engineers Menu>BGM>Custom Playlists>Change Details>Add Song

1. Select either “Artist” or “Title” at the top of the page.

2. Use the onscreen keyboard to enter the details of the artist or track name required. Press “Enter” to search.

3. The screen displays the list of results. Use the scroll up and scroll down buttons at the bottom of the page to scroll through additional pages of tracks.

4. To select a track touch it on screen. When selected a track will be highlighted with white text on a blue background.

5. To add the track to the current playlist press the “Select Song” button on screen. The page returns to the track list for the current playlist and the recently selected track will now be displayed.

Show Results from Last Search

Engineers Menu>BGM>Custom Playlists>Change Details>Add Song

Press the “Show Results from Last Search Performed” button to display the track list from the previous search. This ensures the same search does not need to be repeated again and again where tracks from the same artist are used to build a playlist.
Arranging the Order of Tracks in a Playlist

Engineers Menu>BGM>Custom Playlists>Change Details

Once all the tracks required for a playlist have been entered, the list can then be rearranged in order.

First, select a track by touching it on screen. Once selected, the track will be highlighted with white text on a blue background.

Press the “Move Song Up” and “Move Song Down” buttons on screen to change the position of the selected song.

Note: The position of each track in the playlist will only be retained if the “Play Order” of the BGM timer is set to “SEQUENTIAL”. If “Random” is selected tracks will be chosen from the playlist and played back in a random order.
Adverts

Managers Photos

The Managers Photos scatter advert enables images and adverts created by the location to be loaded on to the VenueHub jukebox via CD/DVD-ROM or USB stick. When the jukebox is not being used by a customer (and when the credit count is zero) it automatically enters “Attract Mode”, displaying a range of adverts intended to attract customers to the jukebox. The “Scatter Advert” displays any images stored in the Managers Photos section of the jukebox on the customer interface, where they can be moved around, viewed and enjoyed by customers.

Adding Images to Managers Photos

1. On the bottom left hand side of the external cabinet, locate the locked USB access door. This can only be opened using the key which was supplied with your VenueHub jukebox.

2. Open the access door using the key and insert a USB stick containing images into the USB slot. Alternatively images can be added by CD/DVD-ROM if you have access to the jukebox PC.

3. When the Managers Photos page is opened, a list is displayed of any photo albums currently stored on the Jukebox. To add a new album, press the “New Photo Album” button.

4. Press “Change” to give your album a name. Hold down Delete to remove the default name. When you have typed your own press “Enter” to save it.

5. Select if you want the photos to show on the Jukebox Interface when in Attract mode, the TV output, or both by selecting Yes/No on the relevant option.

6. Press “Change Photographs In This Album” then “Install More Photographs”.

7. Select the source by pressing either “CD-ROM”, “Memory Stick” or “Copy From Existing Photo Album”.

8. Touch each image you want to copy to the jukebox (they will turn blue) then press “Install Selected Images”. Alternatively press “Install ALL Images”.

Continued on the next page...
9. Once copied, press “Back” then “Back to Managers Photos”. Here you have the option to rotate or delete photos if necessary.

10. Press “Back To Photo Album Settings”, then “Main Menu” to exit.

Deleting or Editing Photo Albums

Engineers Menu>Adverts>Managers Photos
Managers Menu>Page2>Managers Photos

1. When the Managers Photos page is opened, a list is displayed of any photo albums currently stored on the Jukebox. To delete an album, press “Delete Selected Photo Album”.

2. If you want to delete specific photos or add more photos to an album press “Edit Selected Photo Album” then “Change Photographs In This Album”.

3. Touch each image you want to delete (they will turn blue) then press “Delete Selected Photos”.

4. If you want to add more photos press “Install More Photographs”.

Whats On Events

Engineers Menu>Adverts>Whats On Events
Managers Menu>Whats On Events

The “What’s on Events” is an essential tool for a venue, enabling the site management to use the VenueHub to promote all the events and activity coming up in a location.

Once events have been programmed into the VenueHub they are displayed in two places:

- In the “What’s On” application which is accessible at all times to customers via the Jukebox customer interface (no credits required).

- Via automatic, dynamic full screen adverts which run when the jukebox is not being used by customers.

Any number of events can be programmed into ‘What’s On’ and the software will automatically ensure all events are equally promoted.
Adding a New Event

Engineers Menu>Adverts>Whats On Events
Managers Menu>Whats On Events

1. Press the “New Whats On Event” button.

2. Enter a title for the event using the onscreen keyboard. Press “Enter” to continue.

3. Select the icon you want to associate with the event by pressing the “Change” button on screen. To select an option press it on screen. Press “Next” to continue.

4. If the event has a specific start time, press the “Does This Event Have A Start Time” button to toggle it from “No” to “Yes”.

5. If the event start time has been enabled, press the hour and minutes button on screen and use the keyboard to enter relevant values. Press “OK” to enter the values. Values should be entered in 24 hour clock format. Press the “Next” button to continue.

6. Enter a full description of the event. Press the “#£=” button to access a full list of currencies and symbols. Press the “Enter” button to continue.

7. Select a frequency for the event. Three options are available:
   - Single Day (One Off Event)
   - Weekly (Weekly Event)
   - Monthly (Monthly Event)

   Select an option and press “Next” to continue.

8. Select the date on which the event takes place. If the event frequency was set to “Weekly” or “Monthly” you will also be asked to enter an end date for the event. If the end date is not known, press the “Never End” button on the calendar screen.

9. If the event frequency was “Weekly” or “Monthly”, set the days or dates on which the event occurs:
   - Weekly – Set the days of the week on which the event will occur.
   - Monthly – Set the days of the month on which the event will occur

10. Press the “Finish” button to complete the event entry.

   **Note: The ‘Finish’ button must be pressed to save the new event.**

Return to the jukebox customer interface and select the “What’s On” application. If the event is scheduled within the next 14 days (default value) it will be displayed on screen. To view any additional information about the event, touch an event on screen.
**View/Edit Existing Events**  
**Engineers Menu>Adverts>Whats On Events>View Events**  
**Managers Menu> Whats On Events>View Events**

Events which have already been programmed into VenueHub can be viewed and edited by pressing the “View Events” button.

1. To edit an existing advert, select it from the list on screen. When selected the chosen event will be highlighted with white text on a blue background.

2. Press the “Edit Event” button on screen.

3. Follow the process for setting up a new advert on the previous page and make changes as required.

4. You must go through all the stages of the event programming and select “Finish” on the final page in order to save any changes made.

**Site Name and Venue Information**  
**Engineers Menu>Adverts>Whats On Events>Site Name**  
**Managers Menu> Whats On Events>Site Name**

In here you can add venue specific details:

- **Site Name**
  - Press the “Change” button to edit the site name. Use the onscreen keyboard to enter the site name and press “Enter” to confirm.
  - **Note:** Changing the site name here also amends the name elsewhere in the jukebox setup.

- **Welcome Message**
  - Currently not supported, still in development.

- **Country**
  - Select your country using the << >> buttons. This information will be used by the last.fm app.

- **Nearest City**
  - Press the “Change” button and select your nearest city from the list. When selected the chosen city will be highlighted with white text on a blue background. Press the “Select” button to continue. This information will be used by the last.fm app.

*Continued on the next page...*
• **Office Reference ID**
  - This is to give the jukebox your own unique ID which will show on Data Collections for your accounting purposes. Press the “Change” button and type in your ID using the onscreen keyboard. Press “Enter” to save it.

• **Picture**
  - Currently not supported, still in development.

**Sports Event Advert**

**Engineers Menu>Adverts>Sports Event Advert**  
**Managers Menu> Sports Event Advert**

Sports event adverts build on the “What’s On Event” principal by allowing the location management and staff to program the VenueHub jukebox to promote upcoming events at the venue. Sport event adverts add additional functionality which enables the emblems and logos of the relevant teams to be displayed along with the event details.

**Adding a New Sports Event Advert**

**Engineers Menu>Adverts>Sports Event Advert**  
**Managers Menu> Sports Event Advert**

1. Press the “New Sports Advert” button on screen.

2. Enter a date and time of the Sports Event by touching the relevant boxes on screen.

3. If the Sports Event is between international teams, press the “International Game?” button on screen to toggle the setting to “Yes”.

4. Press “Next” then select the teams by following the instructions on screen. Press “Next” when both teams have been selected.

5. To enter an Event Title and press the “Type Title” button on screen. Use the onscreen keyboard to enter the Event Title and press “Enter” to confirm.

6. To enter details about the Event press the “Type Message” button on screen. Use the onscreen keyboard to enter the Event details and press “Enter” to confirm.

7. Press “Next” to continue.

8. Enter a start and end date to determine when the advert for this event will be displayed on the jukebox customer interface.  

    *Continued on the next page...*
9. The advert can be profiled to run at three periods throughout the day:

- Morning (05:00 – 12:00 (lunchtime))
- Afternoon (12:00 – 19:00)
- Evening (19:00 – 05:00)

Press the onscreen button next to each time period to toggle the setting from ‘No’ to ‘Yes’. Press the ‘Next’ button to continue.

10. Select the days which the advert will be shown. When enabled, a day will be highlighted with black text on a green background.

11. Press “Finish” to complete the advert configuration.

The advert will now be shown as a mini advert at the top of the main jukebox customer interface. If the event is scheduled within the next 14 days (default value) it will be displayed on screen in the “What’s On” application.

**Edit/Delete an Existing Sports Event Advert**

*Engineers Menu>Adverts>Sports Event Advert*

*Managers Menu> Sports Event Advert*

1. Press the “Edit Existing Advert” button on screen.

2. Select the advert to be edited or deleted by touching it on screen. The selected item will be highlighted with white text on a blue background.

3. To delete the currently selected item, press the “Delete Selected” button and confirm the deletion by pressing the “Yes” button.

4. To edit the currently selected advert press the “Edit Selected” button.

5. Follow the process for setting up a new Sport Event Advert and make changes as required.

6. You must go through all the stages of the event programming and select “Finish” on the final page in order to save any changes made.
Touchscreen Advertising

When the jukebox is not being used by customers and the credit count equals zero, the jukebox automatically enters “Attract Mode”.

While in “Attract Mode” the jukebox customer interface displays a wide range of adverts, promoting new tracks and albums downloaded by the jukebox, Sports Events and “What’s On” events plus a wide range of other promotional adverts designed to attract customers to the jukebox.

- If a customer approaches the jukebox while an advert is running, pressing “Close Advert” will close the advert and return to the jukebox customer interface.

- If a customer inserts a coin while a full screen advert is running, the advert is automatically closed returning the display to the jukebox customer interface.

There are three types of Touchscreen Advertising:

- **Fullscreen Static Images**
  These are jpg images which are displayed fullscreen during Attract Mode.

- **Fullscreen Video Adverts**
  These are Flash video files which are displayed fullscreen during Attract Mode.

- **Mini Video Adverts**
  These are Flash video files which are displayed at the top of the selection screen.

Add/Delete a Fullscreen Static Image

Add a Fullscreen Static Image:

1. Press “Create New Promotional Image”.

2. Select where you want to load your image from, either CD/DVD-ROM or USB Memory Stick. The recommended image size is 768x1366.

3. Touch the photo you want to load then use the - + buttons to select the amount of time you want them to be displayed for. This can be set from 2 seconds up to 30 seconds.

4. Press “Save”. 

Continued on the next page...
Delete a Fullscreen Static Image:

1. Select the advert you want to delete from the list. When selected the chosen advert will be highlighted with white text on a blue background.

2. Press “Delete Selected Image” then “Yes” to confirm.

Add/Delete a Fullscreen Video Advert

Engineers Menu>Adverts>Touchscreen Advertising>Fullscreen Video Adverts
Managers Menu> Touchscreen Advertising> Fullscreen Video Adverts

Fullscreen video adverts must be supplied by Sound Leisure

Add a Fullscreen Video Advert:

1. Insert your CD/DVD-ROM or USB Memory Stick which contains the supplied advert.

2. Press “Install More Adverts” then select either “Memory Stick” or “CD ROM”. The jukebox will automatically scan the media and install.

3. Press “OK” to exit.

They can also be installed via the “Install New Adverts” button on the main Touchscreen Adverts page.

Delete a Fullscreen Video Advert:

1. Select the video advert you want to delete from the list. When selected the chosen advert will be highlighted with white text on a blue background.

2. Press “Delete Selected Advert” then “Yes” to confirm.
Add/Delete a Mini Video Advert

Mini video adverts must be supplied by Sound Leisure

Add a Mini Video Advert:

1. Insert your CD/DVD-ROM or USB Memory Stick which contains the supplied advert.

2. Press “Install More Adverts” then select either “Memory Stick” or “CD ROM”. The jukebox will automatically scan the media and install.

3. Press “OK” to exit.

They can also be installed via the “Install New Adverts” button on the main Touchscreen Adverts page.

Delete a Mini Video Advert:

1. Select the video advert you want to delete from the list. When selected the chosen advert will be highlighted with white text on a blue background.

2. Press “Delete Selected Advert” then “Yes” to confirm.

Interface Advert Settings

The settings on this page can be used to control the speed and frequency of which the full screen adverts appear.

- **Delay Period**
  This setting (in seconds) determines the delay which occurs after the last user touches the jukebox touch screen, before the first full screen dynamic advert is launched. Full screen advertising is only launched when the jukebox credit count equals zero.

- **Consecutive Adverts**
  This setting determines number of consecutive adverts which will run once full screen adverts are launched. Once the chosen number of adverts has run, the screen returns to the jukebox customer interface and there is a further delay before full screen adverts are launched again.

The default setting for this value is 1.
TV Advertising

Engineers Menu>Adverts>TV Advertising

This feature will allow you to display adverts and promotions if you have a TV connected to the jukebox. Static images or video adverts can be used. Both the regular audio VenueHub jukebox and the VenueHub AV both support this feature.

To enable the TV output, please go to page 54.

Overlay (Static) Image Adverts
On an audio VenueHub it will display the image for the time you specify then move onto the next image. If you only have one image advert installed it will alternate between that advert and the moving music visualisations to avoid screen burn-in.
On a VenueHub AV the static image adverts will only be displayed while there is an audio track playing.

Video Adverts
On both the audio VenueHub and VenueHub AV these will be played at the start of each music track. You can specify how many adverts to play consecutively (note that each one will start at the beginning of the next music track), and you can set how many songs to play in-between without advert interruptions.

Note: Video Adverts must be supplied by Sound Leisure

Add/Delete Overlay Images

Engineers Menu>Adverts>TV Advertising>Overlay Images

Add an Overlay Image:

1. Press “Create New Overlay Static Image”.
2. Select where you want to load your image from, either CD/DVD-ROM or USB Memory Stick. The recommended image size is 1024x768.
3. Touch the photo you want to load then use the - + buttons to select the amount of time you want them to be displayed for. This can be set from 2 seconds up to 30 seconds.
4. Press “Save”.

Delete an Overlay Image:

1. Select the advert you want to delete from the list. When selected the chosen advert will be highlighted with white text on a blue background.
2. Press “Delete Selected Image” then “Yes” to confirm.
Add/Delete Video Adverts

Add a Video Advert:

1. Insert your CD/DVD-ROM or USB Memory Stick which contains the supplied advert.
2. Press “Install More Adverts” then select either “Memory Stick” or “CD ROM”. The jukebox will automatically scan the media and install.
3. Press “OK” to exit.

They can also be installed via the ‘Install New Adverts’ button on the main TV Advertising page.

Delete a Video Advert:

1. Select the video advert you want to delete from the list. When selected the chosen advert will be highlighted with white text on a blue background.
2. Press “Delete Selected Advert” then “Yes” to confirm.

Video Advert Settings

Here you can set how many songs play before a video advert is displayed and how many video adverts play consecutively before going back to displaying the music videos again.

Change the Number of Songs Between Video Adverts

1. Press the button which will turn green, then enter the value in the keypad below and press “OK”. Can be set to anything from 0-99.
   Note: Setting this to 0 will disable the Video Adverts.
2. Press “Main Menu” to exit.
**Change the Number of Consecutive Video Adverts**

*Engineers Menu>Adverts>TV Advertising>Video Advert Settings*

1. Press the button which will turn green, then enter the value in the keypad below and press “OK”. Can be set to anything from 1-99.

2. Press “Main Menu” to exit.

**Scrolling Messages**

*Engineers Menu>Adverts>Scrolling Messages*

*Managers Menu> Scrolling Messages*

Here you can create scrolling text messages which move across the bottom of the TV screen. You may need to enable the TV output, please go to page 54 for more information on that.

There are two types of message you can create:

- **Add A New Message**
  With this option you can set time periods and days you want to show the message. Start and end date can also be set.

- **Add A New Quick Message**
  This option lets you quickly add a message that will be displayed in a loop for the amount of times you set then it will not show again.

**Create/Edit/Delete a New Message**

*Engineers Menu>Adverts>Scrolling Messages*

*Managers Menu> Scrolling Messages*

**Creating a New Message:**

1. Press “Add A New Message”.

2. Type in your message using the onscreen keyboard. You can also select a predefined message here which you can add to. Press “Next” to continue.

3. Select time slots for the message to appear then press “Next”.
   - Morning: 05:00 – 12:00
   - Afternoon: 12:00 – 19:00
   - Evening: 19:00 – 05:00

4. Enable/Disable the days which you want the message to appear then press “Next” to continue.

*Continued on the next page...*
5. Edit the start and end dates. Press the button you want to change, it will turn green, then type the value into the keypad and press “OK”. Press “Next” to continue.

6. Check the details are correct then press “Finish”.

**Edit or Delete a Message:**

1. Press “View Current Messages”.

2. Highlight the message in the list then press “Edit” to go through the create message process again.

3. If you want to delete, press the “Delete” button followed by “Yes Delete”.

**Creating a New Quick Message**

*Engineers Menu*>
*Adverts*>
*Scrolling Messages*

*Managers Menu*>
*Scrolling Messages*

1. Press “Add A New Quick Message”.

2. Type in your message using the onscreen keyboard. You can also select a predefined message here which you can add to. Press “Next” to continue.

3. Enter the amount of times you want the message to scroll (1-99999) then press “OK”.

**Set Up Time Gap Between Messages**

*Engineers Menu*>
*Adverts*>
*Scrolling Messages*

*Managers Menu*>
*Scrolling Messages*

This is where you can set a gap between scrolling messages for a specified duration. This feature is disabled as default, which means the messages loop continuously.

1. To enable the time gap press the Time Gap Disabled button to toggle it to Enabled, it will turn green.

2. Set the Mins/Secs of time you want between messages then press “OK”.
Operator Setup

The Operator Setup is used enter details of the company who operate or maintain the VenueHub machine. The operator details are displayed on a dynamic full screen VenueHub advert which promotes the operators services.

The following options are available:

- **Operator Name**
  Press the “Change” button on screen. Use the onscreen keyboard to enter the name of the company that operates the VenueHub jukebox. The operator name will be displayed on a VenueHub full screen dynamic advert.

- **Telephone No.**
  As above, but for the operating companies telephone number.

- **Email Address**
  As above, but for the operating companies email address.

- **Web Site**
  As above, but for the operating companies web address.

- **Company Tag Line**
  As above, but for the operating companies tag line.

- **Logo**
  For the operating companies logo.

  1. To add a company logo press “Touch Here To Change”.
  2. Select the source destination which contains the logo you wish to upload (CD Rom or USB Data Stick). Select “No Picture” if you want to remove a logo.
  3. Select the logo image file from the list of images displayed. To select a file touch it on screen. The selected image file will be displayed in the “Logo” window.
Install an Operator Profile from Disc/USB Stick

**Engineers Menu>Adverts>Operator Setup**
**Managers Menu> Page2>Operator Setup**

Contact Sound Leisure to request an “Operator Profile” for use with VenueHub jukeboxes. An “Operator Profile” contains all the information which can be entered on the “Operator Setup” page. This can be quickly imported rather than typing all the details in manually.

Cross Promotional Advertising

**Engineers Menu>Adverts>Operator Setup**
**Managers Menu> Page2>Operator Setup**

When enabled, this feature will display static images on the jukebox interface to advertise Games Warehouse games and promotions. Other promotions can be added by contacting Sound Leisure.
**Internet Features**

**Unlimited Options**

**Engineers Menu>Internet Features>Unlimited Options**  
**Engineers Menu>Internet Features>Server>Continue>Server Info>Unlimited Options**

The “Unlimited” options menu contains settings required for the configuration of the optional “Unlimited” music service which ads around 7 million additional online tracks to the jukebox music library.

**Enable/Disable Unlimited Service**

**Engineers Menu>Internet Features>Unlimited Options**  
**Engineers Menu>Internet Features>Server>Continue>Server Info>Unlimited Options**

This button can be used to enable / disable the “Unlimited” online music search service. Press the “Enable / Disable” button on screen to toggle the setting.

*Note: In order to connect to the optional “Unlimited” music service, a Soundnet Gate ID and subscription is required.*

**Extra Settings**

**Online Search**

**Engineers Menu>Internet Features>Unlimited Options>Extra Settings**  
**Engineers Menu>Internet Features>Server>Continue>Server Info>Unlimited Options>Extra Settings**

The online search option determines if the VenueHub includes online “Unlimited” tracks by default when customers perform a track or artist search from the jukebox customer interface. Customers can still manually enable or disable the online search function; this setting simply sets the default setting.

The default setting for this option is “Enabled” by default.

If the option is enabled by default the online search option will automatically be enabled when customers enter the search option.

If the option is disabled by default the online search option will automatically be enabled when customers enter the search option.

As online searches take slightly longer to perform, this option can be set to disabled on sites where the internet connectivity is slow or unreliable.
Playback Time Limit

The “Playback Time Limit” determines the maximum duration any online track can play for. As the range or diversity of music available via the “Unlimited” service is extensive, the music library includes tracks with severely extended play durations.

This setting ensures the track is faded out and rejected once the time limit is reached.

Enable/Disable the Playback Time Limit

Press the Enable / Disable button on screen to change the status of the playback limit timer.

Setting the Duration for the Playback Time Limit

Press the + and – buttons on screen to increase or decrease the maximum play length setting.

Explicit Filter

The “Explicit” timer attempts to filter tracks from the “Unlimited” online music library which are considered explicit.

Note: The explicit filter can only filter tracks which have been reported to Soundnet as explicit and tagged as such. Explicit Filter cannot therefore be guaranteed to exclude all explicit material from the “Unlimited” library.
Song Purchase Status (Refunds In Managers Menu)

If a customer requests a refund for a track which it is claimed was not played correctly, consult this page to confirm the track download failed. If ANY tracks have failed to correctly download and play from the “Unlimited” server, they will be displayed in the list on screen.

Issuing a Refund for a Failed Download Track

1. Once the failed track has been located, select it by touching it on screen. Once selected the track will be highlighted with white text on a blue background.

2. Press the “Refund Credits for Selected Song” button on screen.

3. You will be asked to confirm the refund.

4. Press “Yes” to confirm the refund. The track will now be cleared from the list on screen.

5. Return to the jukebox customer interface to confirm a credit has been reinstated for use by the customer.

Managers Filters

“Managers Filters” enables the location management or staff to restrict the playback of tracks which have been downloaded from the “Unlimited” online music service. Once a track has been disabled it cannot be played on the jukebox by either Background Music or customer Paid Play selections. When disabling a track, the track is hidden but not deleted ensuring it can be re-enabled at any point if required.
Disabling a Downloaded Track

1. The page displays a list of all the tracks which have been downloaded from the “Unlimited” online server to the VenueHub jukebox PC. To view the tracks downloaded only on the current day, press the “Show Todays Plays” button on screen.

2. Select the track which is to be disabled by touching it on screen. When selected the track will be highlighted with white text on a blue background.

3. Press the “Disable Selected Song” button on screen to disable the track.

4. You will be asked to confirm that the track should be disabled. Press “Yes” to confirm.

5. The track will be moved from the list of tracks downloaded to the list of disabled tracks.

Re-Enabling a Disabled Downloaded Track

1. To view all the disabled download tracks on the jukebox, press the “Show Disabled Songs” button on screen.

2. The page displays a list of all the tracks which have been disabled after been downloaded from the “Unlimited” online server.

3. Select the track which is to be re-enabled by touching it on screen. When selected the track will be highlighted with white text on a blue background.

4. Press “Enable Selected Song” to button on screen to re-enable the track.

5. You will be asked to confirm that the track should be disabled. Press “Yes” to confirm.

6. The track will be moved from the “Disabled Songs” list to the list of tracks downloaded.
Unlimited Search Disable Timers

Access to the optional “Unlimited” online music library can be restricted using “Unlimited Timers”. Up to 7 individual timers can be profiled to restrict access to the “Unlimited” functionality using the following parameters:

- Day of the Week
- On Time
- Off Time

Note: “Unlimited” timers are profiled to RESTRICT access to the optional “Unlimited” online music library.

For all periods NOT covered by an “Unlimited Timer” the online music library will remain available to customers.

Enabling an “Unlimited” Timer

Before a timer can be profiled it must be enabled.

To enable a timer, select it by touching it on screen. When selected, the current timer will be highlighted with white text on a blue background. Press the “Enable” button.

To begin profiling the currently selected time press the “Change Details” button. The profile page for the currently selected “Unlimited Timer” will appear. This contains all the options which can be configured to restrict “Unlimited” access by the current timer.

For more information on profiling an “Unlimited Timer” go to page 110.
Timer Priorities and Changing Timer Names

The first Timer in the list has the highest priority, while the bottom Timer in the list has the lowest priority.

If two or more timers overlap or more than one timer is programmed for a single time slot, the “Unlimited Timer” highest in the list takes precedence and its settings will be used for that period.

Changing the Priority of an “Unlimited” Timer

To change the priority of an “Unlimited Timer”, first select the timer onscreen. When selected the chosen timer will be highlighted with white text and a blue background.

Use the “Move Up” and “Move Down” buttons on screen to change the position of the currently selected timer in the list.

Changing the Name of an “Unlimited” Timer

To change the name of an “Unlimited Timer”, first select the timer onscreen. When selected the chosen timer will be highlighted with white text and a blue background.

Press the “Name Selected” button onscreen. Use the onscreen keyboard to enter a name for the currently selected timer. Press “Enter” to confirm the name.

Profile the Days and Time

1. To set the days on which the current timer will operate touch the individual day buttons on screen to toggle the state from “Yes” to “No”.

   • YES  The timer will operate on the chosen day.
   • NO    The timer will NOT operate on the chosen day.

2. Once the days have been set, enter a start time for the currently selected timer. Touch the “On Time” (Hour or Minute) button on screen and use the keyboard to enter the time at which the timer should automatically enable. Press “OK” to confirm the value. Values must be entered in the 24 hour clock format (00h – 23h).

Continued on the next page...
3. Enter an end time for the currently selected timer. Touch the “Off Time” (Hour or Minute) button on screen and use the keyboard to enter the time at which the timer should automatically disable. Press “OK” to confirm the value.

The currently selected timer will now be enabled and disabled at the profiled times on during the dates which have been specified. During periods when the timer is active, access to the “Unlimited” online music library is restricted.

**Hide Previously Downloaded Tracks**

*Engineers Menu* > *Internet Features* > *Unlimited Options* > *Unlimited Search Disable Timers* > *Change Details*

*Engineers Menu* > *Internet Features* > *Server* > *Continue* > *Server Info* > *Unlimited Options* > *Unlimited Search Disable Timers* > *Change Details*

When an “Unlimited Timer” is active, access to the “Unlimited” online music library is restricted.

The “Hide Downloaded Songs” option enables Paid Play customer tracks which have been previously downloaded from the “Unlimited” server to also be restricted. To enable or disable this feature touch the “Hide Downloaded Songs” button on screen to toggle the state from “Yes” to “No”.

- **YES** When the current “Unlimited Timer” is active, previously downloaded tracks will not be visible on the jukebox customer interface.

- **NO** When the current “Unlimited Timer” is active, previously downloaded tracks will be visible and available for selection on the jukebox customer interface.

**Pricing Options**

*Engineers Menu* > *Internet Features* > *Unlimited Options* > *Pricing Options*

*Engineers Menu* > *Internet Features* > *Server* > *Continue* > *Server Info* > *Unlimited Options* > *Pricing Options*

**Online Weeks**

Here you can set how many weeks a downloaded “Unlimited” track remains on the jukebox. The track will be automatically deleted after the specified amount of weeks only if it receives no plays during that time. Once the track is deleted, it can be downloaded from the “Unlimited” service again, at Unlimited pricing.

**Online Cost (Credits)**

This is where you set how many credits a downloaded “Unlimited” track will cost. After the first purchase the track will then be priced normally while it remains on the jukebox.
Server

Engineers Menu>Internet Features>Server

This is where you will find options to configure your connection to the internet and the Soundnet Unlimited service.

Before proceeding ensure that the machine has been connected to the internet and that a connection has been established.

Note: If the Soundnet Server and Remote Diagnostics have been disabled, you will need a password from Soundnet to access the Server Menu.
In order to connect to the optional ‘Unlimited’ music service, a Soundnet Gate ID and subscription is required.

Setup The Internet

Engineers Menu>Internet Features>Server>Continue>Setup The Internet

This page contains the functions required to setup the type of internet connection selected for the location.
For more information on connecting VenueHub to the internet please refer to pages 17-19 and 21-33.

There are also functions for testing your connection:

Connection Advert Setup
This feature will display connection details on the jukebox interface for the amount of time you specify. Change the value using the -+ buttons then press the “Start Advert” button. When you exit the engineers menu you will see the advert displayed at the top of the interface.

Check Internet Connection
This simply opens a web page and connects to the Google home page to confirm your internet is working. Press the close button top-right to exit.

Access Router Setup
These buttons try to access router configuration settings using the two most commonly used addresses (192.168.0.1 and 192.168.1.1). You will need to plug in a USB keyboard to type in the username and password for the router.
Server Info

Engineers Menu>Internet Features>Server>Continue>Server Info

Here you can enable/disable the Soundnet “Unlimited” service and the Remote Diagnostics feature, view Server Status and configure “Unlimited” settings.

The Remote Diagnostic feature allows Sound Leisure to assist in diagnosing any maintenance problems. It is enabled by default when the Soundnet server option is enabled.

Note: If you disable the Soundnet server and Remote Diagnostics, you will require a password from Soundnet to access the “Server” page again.

Enable/Disable the Unlimited Service

Engineers Menu>Internet Features>Server>Continue>Server Info

If the server features have been disabled you will first be asked for a password when trying access the main Server page in the Engineers Menu. When you contact Soundnet to subscribe to their service they will supply you with the password and Gate ID needed.

1. In the Soundnet Server section, toggle the “Disabled” Button to “Enabled”. It will then ask if you want to Enable Server, select “YES”.

2. Enter your Gate ID using the onscreen keyboard then press “OK”.


The Remote Diagnostics option should have automatically enabled itself. This lets Sound Leisure attempt to diagnose problems remotely.

If you wish to disable the Unlimited Search functionality but still receive weekly music updates from Soundnet, press the “Unlimited Options” button then toggle the Milestones Unlimited Service to “Disabled”.

The customer will only be able to search tracks stored locally on the jukebox hard drive if the Unlimited Search is disabled.

If you wish to disable music downloads from Soundnet toggle the “Enabled” button in the Soundnet Server section to Disabled, this will also disable the Unlimited Search functionality. A reboot will be required for the setting to take effect.
Server Status

Engineers Menu>Internet Features>Server>Continue>Server Info>Server Status

This page displays various details regarding connection status. It is split into four sections:

Current Status:

- **Music Download** – Shows the filename being downloaded.
- **Jukebox Network Status** – What it's currently doing.
- **Last Successful Logon** – Date/Time the jukebox connected to the server.
- **Site name** – Site Name registered with Soundnet.
- **Authorize Result** – Authorization check with Soundnet.
- **Gate** – Gate ID Number and music service (currently Omnifone).

Unlimited:

Shows the download progress over the current Unlimited track in the queue.

Service Status:

This does four different checks to help diagnose connection problems. It checks IP, DNS, FTP and Database connections. It logs the information in the Connection Logs (see below).

Connection Logs

Engineers Menu>Internet Features>Server>Continue>Server Info>Server Status>Connection Logs

This is where network connection checks are logged from the past 31 days. Soundnets FTP (trackdial) and Unlimited servers are checked, along with Google. Press the “Clear Logs” button to delete them.
RSS Feeds

*Engineers Menu > Internet Features > RSS Feeds*

This page details the RSS feeds which are currently profiled to the jukebox. At this time, RSS feeds cannot be manually added to the VenueHub although this functionality is scheduled for development.

RSS feeds are displayed across the top of the jukebox customer interface and can also be viewed as individual news items by selecting the “News” application from the jukebox customer interface.

The news section is categorised into three sections:

- News
- Sports
- Music

Enable/Disable an RSS Feed

*Engineers Menu > Internet Features > RSS Feeds*

1. The page shows the RSS feeds which are currently available on the jukebox. Use the << and >> buttons to scroll through the available RSS feeds.
2. The status of Individual RSS feeds can be toggled by pressing the “Enable / Disable” buttons onscreen.

**Enabled**

RSS feed content will be scrolled across the jukebox customer interface and will be available in the “News” application.

**Disable**

RSS feed content will NOT be scrolled across the jukebox customer interface and will NOT be available in the “News” application.
Soundjack

Engineers Menu > Internet Features > Soundjack

Soundjack is a free to download music app from the Apple Store or Google Play which enables your customers to use their phone to choose the music in your venue without leaving the comfort of their seat. By making the selection of music a social and experiential activity, Soundjack represents a zero cost method of increasing footfall and extending dwell-time. To use Soundjack, customers can be charged or it can be for free – it’s your decision.

If your jukebox is connected to Soundnet’s Unlimited service, Soundjack will automatically be enabled on the jukebox.

If you wish to disable the feature you can do in this menu. Here you can also view takings, users, amount of played tracks etc.

The recent activity list shows what songs have been chosen with Soundjack.
Flickr (Venue Gallery)

Engineers Menu>Internet Features>Flickr

The Venue Gallery app is driven by any images that you upload via a USB key or through a Flickr account.

New to Flickr? Then read this section...
Flickr gives you the ability to upload and store photos on the internet. Photos can be uploaded to the Flickr service via any smart device such as an iPad, iPhone, Android tablet, phone or pc.
Once photos are uploaded to your own secure location you can organise them into albums. You can also give photos titles, comment on them and tag them to the location they were taken. All photos uploaded to Flickr are publicly accessible by default. This means anyone can see the photos you have uploaded.

Venue Hubs Flickr Abilities
VHub displays the photos that you have uploaded to Flickr in a bespoke application that is accessible via the jukebox interface. Photos are displayed in order of the date they were uploaded to Flickr. When you upload a photo to Flickr you can tag the photo, these are single words used to describe it. When you upload a photo to flickr and tag it as “fs”, the photo will appear as a fullscreen advert on the VHub interface.

Setting up Flickr on a Sound Leisure VenueHub
YOU CANNOT ACTIVATE A FLICKR ACCOUNT VIA THE VENUEHUB. If you do not have an account with flickr visit: www.flickr.com and click on “Sign up for Flickr”. Once you are registered and have made a note of your username follow the below instructions on the VHub.
Note Your Flickr username is NOT your email address, flickr creates you your own unique username. You can see your username towards the top left hand side of the screen when viewing your Flickr photostream.

• Go into the managers menu of your vhub
• Press the “Flickr” button
• Press the “Enable” button
• Press the change button under the “Flickr username” heading
• Enter your “Flickr” username and press confirm

Your photos will now be accessible via the “Venue Gallery” button on the interface application bar.
Twitter

New to Twitter? Then read this section…

Twitter is a micro blogging website that allows people to share a few lines of text with other users. Each message or “tweet” as they are widely known is accompanied by your username which you choose when you first register with Twitter. Any user can view a timeline of all the tweets you have ever sent.

Twitter gives you the ability to “follow” other users that might be of interest to you. When you follow another user, any messages they post appear in a news feed that is created specifically for you.

As an example, a pub might post a message saying “This weekend only, we have a two for one offer on all meals” This message would appear in any users news feed that “follow” the pubs feed.

Whether users follow each other or not they can have a conversation with each other and relate the conversation to a specific subject to make it easier for other users to find and join in. They do this by the use of the #tag (hashtag). If for example a person has a message to post on the subject of a pub by the name of “The Red Lion”, they might create a hashtag like this ... #redlion.. When anybody posts with #redlion in their tweet it gives a user the means to search on that hashtag and see any related messages.

Another example would be people creating tweets about the city of Leeds. If they include #leeds in a tweet it would show up in search results when a user searches on Twitter for #leeds.

VenueHub’s Twitter Abilities

VenueHub gives you, as the owner of a venue, the ability to display your “tweets” on the jukebox. This is the same as looking at your timeline on Twitter. These appear in a bespoke Twitter application built for vhub. You can access this from the application bar at the top of the VHub’s user interface.
You can also enter a hashtag that relates to your venue. When customers send tweets with the given hash tag these messages will appear in the VHub Twitter app. VHub can also display the above as a fullscreen advert.

**Setting up Twitter on a Sound Leisure VenueHub**

To setup Twitter on the VHub you must first have a Twitter account. **YOU CANNOT ACTIVATE A TWITTER ACCOUNT VIA THE VENUEHUB.** If you do not have a Twitter account visit: www.twitter.com and click the “sign up for Twitter” button and follow the on screen instructions.

Once you have a username and have decided on an optional hashtag follow the below instructions...

- Go into the managers menu of your VHub
- Press the “Twitter” button
- Press the “Enable” button
- Press the “Change” button next to username
- Enter your Twitter username and press the “Enter” button
- If you want your tweets to display as a fullscreen advert as well as displaying in the interface app enable the relevant options on this page.
- Press the “Change” button in the hashtag section to enter a hashtag that best represents your venue.
- As above, you can set if you want to display the hashtag tweets as a fullscreen advert and if they should display any tweeted images.
- If at any point you have problems with the tweets that are being sent by a given user you can add them to the banned list by pressing “Change” next to the “banned people from tweeting” option.

**IMPORTANT. TO ACTIVATE THE TWITTER APP ON THE TOOL BAR THE MACHINE MUST BE RESTARTED AFTER ENABLING TWITTER.** EXIT THE MANAGERS MENU AND RESTART. TO DEACTIVATE TWITTER SIMPLY PRESS THE “DISABLE” BUTTON, EXIT THE MANAGERS MENU AND RESTART THE MACHINE.
Last.FM Settings

Engineers Menu>Internet Features>Last.FM Settings

The Last.FM feature lets users access music from their Last.FM account including favourite artists, loved tracks and most played.

To enable this feature do the following:

1. Press “Last.Fm Settings” then “Enable Last.FM Features”.
2. Before proceeding you must read and accept the Terms and Conditions.
3. Once the jukebox has restarted, the Last.FM app will be available on the jukebox interface.

Scrobble Settings

Engineers Menu>Add On Features>Last.FM Settings>Scrobble Settings

The VenueHub can send details of the tracks played on it to a Last.FM account (a process called Scrobbling). Your customers and staff can then follow your venue online via www.last.fm to see what artist and tracks are popular, see tracks being played live and to listen to a customised radio station based purely on the tracks played on your VenueHub.

1. To enable scrobbling you must first sign up for a free account at www.last.fm
2. Press the “Scrobble Settings” button then “Enable Scrobbling”.
3. Enter your Last.FM username and password in the relevant boxes. Press the “Change” button and use the onscreen keyboard, press “Enter” to save it.
4. There are two more options to set:
   - **Scrobble Customer Paid Play Tracks?**
     This will “Scrobble” tracks that customers have paid for.
   - **Scrobble Background Music Tracks?**
     This will “Scrobble” all the non-paid “BGM” tracks that play throughout the day.

Use the Yes/No options to select which of these settings you wish to use.

5. Press the “Save” button to save your settings and exit. The jukebox will verify that your username and password are correct. Click “OK” to return to the main Last.FM Settings page.
Other Settings

Engineers Menu>Add On Features>last.FM Settings

Last.FM Application
If you want the Last.FM app to appear on the jukebox interface press the “Yes” button. To remove it press “No”. Both settings will require the jukebox to restart before it will take effect.

Other Last.FM settings such as scrobbling and advertising, if enabled, will still continue to work if you select “No” to remove the Last.FM app from the interface.

The “Advertise this venues Last.FM page..” and “Advertise Last.FM user logins..” options are still in development.
Add On Features

Bingo

Engineers Menu>Add On Features>Bingo
Managers Menu>Bingo

Regulations – Section 281 of the Gambling Act 2005

Please read the following regulations which govern the use of the VenueHub Bingo application. Use of the application is deemed as acceptance of these terms.

To comply with section 281 of the Gambling Act 2005 low turnover bingo can be played without the need for a Bingo Operating License if the following limits are complied with:

- The aggregate stake for Bingo on the premises in any rolling 7 day period must not exceed £2000 or
- Players may purchase as many tickets as they require up to a limit of £5 per game.

If any of these limits are exceeded a high turnover period will be deemed to have started. The holder of an on-premises alcohol license or relevant Scottish license for premises in relation to which a high turnover period begins, shall unless a Bingo Operators License is held, inform the Gambling Commission as soon as is reasonably practicable.

Additionally no commission may be deducted from the stakes which must all be allocated to the prize fund.

An offence is committed if the above is not complied with.
Setting Up a New Bingo Game

Engineers Menu>Add On Features>Bingo
Managers Menu>Bingo

The screen displays two buttons and information regarding any Bingo games played in the last 7 days. In accordance with the regulations governing low turnover bingo, a maximum aggregate stake of £2,000.00 must not be exceeded in a 7 day period.

The screen displays:

- The accumulated stake for the past 7 days
- The remaining maximum stake available.

Note: If the aggregate stake for the past 7 days Bingo games already equals £2,000 the game is disabled and ‘Amount Too Much’ is shown on screen. The game will be re-enabled on the following day when the rolling 7 day aggregate is revised.

1. To start a new bingo game press the “Start Bingo Game” button on screen.

2. Read the terms & conditions displayed which relate to Low Turnover Bingo gaming law. By pressing OK you are deemed to have accepted these terms & conditions.

3. Bingo Game Settings

Press the “Settings” button on screen. Options are as follows:

- **Automatic Play**
  Touch the screen to toggle the setting from Enabled to Disabled:

  **Enabled**
  The bingo game will run in automatic mode. Once the game starts, press the screen once to pick the first ball. The subsequent balls will be automatically called at regular intervals. To pause the game and check the numbers of balls which have already been called, press the ‘View Board’ button.

  **Disabled**
  The game will run in manual mode. Once the game starts, press the screen once to pick the first ball. Press the screen again to pick subsequent balls. Press the ‘View Board’ button to check the balls which have already been called.

- **Sound FX Volume**
  This option is used to control the volume of the sound effects in the Bingo application. When the volume is set to Maximum the FX Volume will be equal to that of a paid play music track. Touch the screen to set the volume level required or touch “Off” to disable in game sound FX.

Continued on the next page...
- **Speech Volume**
  This option is used to control the volume of the caller’s voice which announces the ball numbers during a game. When the volume is set to Maximum the FX Volume will be equal to that of a paid play music track. Touch the screen to set the volume level required or touch “Off” to disable in game speech (if you wish to call the ball numbers yourself).

4. When all settings have been configured, exit the settings menu by pressing the “Bingo Menu” button.

5. Enter the total prize fund for the game which is about to start:
  - A maximum aggregate amount of £2,000.00 is allowed over a 7 day period.
  - Players may purchase as many tickets as they require up to a limit of £5 per game.
  - No commission may be deducted from the stakes which must all be allocated to the prize fund.

Use the onscreen keyboard to enter an amount.

6. Press “Start the Game” onscreen.

7. The game will start.

**Bingo In-Game Controls**
Once the game has initiated, you will see the Bingo application on screen. To release the first ball, touch the bingo machine anywhere.

The first ball will be selected at random and displayed on screen. If you have enabled Sound FX you will hear the ball coming through the tube. If you have enabled Speech, you will hear Bingo Bob (the caller) announce the ball.

- If Automatic Play is ENABLED a short pause will occur, followed by the next ball.
- If Automatic Play is DISABLED the game will now pause until the screen is touched again, at which point the next ball will be called.

**Note:** The game can be cancelled without the “Stake” being logged, up to the presentation of the 5th ball. After the 5th ball has been displayed the prize fund is recorded in the game logs which cannot be edited. At this point a “Stake Locked In” icon is displayed on screen.

The most recently called (6) numbers are shown at the top of the Bingo application for quick reference.

To view all the previously called numbers, press the “View Board” button on screen.
The game is paused and the screen displays all the numbers which have been called so far in the current game. 

*Continued on the next page...*
To assist in checking cards, press each confirmed number on screen. This will display a tick next to the numbers which have been confirmed. To clear a tick, press the number again. To clear all ticks press the “clear all ticks” button at the top of the interface.

To continue the game, press “Continue Game” on screen. The Bingo application reappears. Press the screen restart the game and call the next number.

To end the game, press the “View Board” button on screen. Press the “Exit Jukebox Bingo” to return to the Bingo setup menu.
If the game proceeded past the 5th number being called and the stake was locked in, the figures for the “Maximum Stake Available” and “Total Prize Fund for the past 7 days” will have been updated.

**Game History**

**Engineers Menu>Add On Features>Bingo>Game History**

**Managers Menu>Bingo>Game History**

The game history option shows a detailed log on the Bingo games which have taken place in the last 7 days.

The log shows the following data about the Bingo games which have been played:

- Date of game
- Game stake
- Aggregate stake over 7 days
- Remaining stake for 7 day period.
Pub Quiz
Engineers Menu>Add On Features>Pub Quiz
Managers Menu>Pub Quiz

Note: The Pub Quiz application comes with a free trial which enables the application to be evaluated. In order to continue to use the Pub Quiz application a subscription is required. This can be arranged by calling Soundnet on: (020) 7644 8888.

Introduction
The VenueHub Pub Quiz application is a professional software solution which provides a multi media quiz solution for any venue. The Quiz questions are automatically updated along with the VenueHubs music library, so you’ll never need to write another pub quiz question again!

Key Features
Pub Quiz has a wide range of options which enable it to be used in a wide variety of ways:

- **Question and Answer Audio**
  When enabled, quiz questions and answers are read aloud by a professional voice artist. The questions are distributed through the jukeboxes sound system and play back through any speakers connected to it.

- **Music Questions with Audio Samples**
  Music questions include audio samples which can be used to point the customer in the right (or wrong) direction.

- **Automatic Quiz Control**
  If selected, the quiz can be configured and left to run totally on its own. Simply select the question categories, number of questions, number of rounds and speed of quiz and press go. The introduction, quiz questions, audio clues, and answers are all voiced by a professional voice artist and read out automatically, ensuring you’re free to run the bar!

Alternatively, use the “Pub Quiz” application to simply display the questions on screen and read them aloud just like a traditional pub quiz.

- **Repeat Question Function**
  Just like a normal quiz, people might need to hear a specific question again. At the end of the quiz a full list of all the questions is displayed and the question and answers can be replayed if required.

- **Preview Answer Button**
  Just like a normal quiz, it’s sometimes good to give the customers a clue to help them with a difficult question. The “Preview Answer” button enables the quiz master to see the answer to any question as it is asked, making it possible to provide a clue!
Pub Quiz Information

Engineers Menu>Add On Features>Pub Quiz
Managers Menu>Pub Quiz

The “Pub Quiz” main page displays the options for purchasing a subscription license for the application and a launch button for the Quiz Setup wizard used to start a new quiz.

The following information is also displayed:

- License Status
- Questions Available
- Quiz Categories Available
- Quiz In Progress

Purchasing a License Subscription

Engineers Menu>Add On Features>Pub Quiz>Purchase Licence
Managers Menu>Pub Quiz>Purchase Licence

1. When the page is opened a note appears on screen informing you the “Pub Quiz” is running in trial mode. Press the “Close” button on screen to continue.

2. Press the “Purchase License” button on screen.

3. Make a note of the Serial Number and Code displayed on screen.

4. Call Soundnet on (020) 7644 8888, and quote the Serial Number and Code displayed on screen. Soundnet will issue you with an “Activation Code” which you should make a note of.

Return to the jukebox and use the onscreen keyboard to enter the “Activation Code” then press the “OK” button. The quiz subscription is now enabled and you will automatically receive quiz question updates with your regular music updates.
Quiz Setup Wizard
Engineers Menu>Add On Features>Pub Quiz
Managers Menu>Pub Quiz

Note: The configuration of a new quiz is completed using the quiz setup wizard which takes the user through the options available. Individual options can only be accessed through the setup wizard.

1. When the page is opened, if the Quiz is still running in trial mode a note appears on screen confirming this. Press the “Close” button on screen to continue.

2. Press the “Start New Quiz” button on screen.

3. Select the required quiz categories
   The display will show a list of the quiz categories which are available. Touch the toggle the status of any quiz category from enabled to disabled. When a quiz category is enabled it will be highlighted with a white tick on a green background.

4. Select how the questions are organised
   Two options are available to control how the quiz questions will be organised:
   - Questions from all categories per round
   - Questions from only one category per round

   To select an option touch it on screen. When selected, the option will be highlighted with a white tick on a green background. Press the “Next” button when the required options have been set.

5. Setting the number of rounds
   Press the << and >> buttons on screen to set the number of rounds required.

6. Setting the number of questions per round
   Press the << and >> buttons on screen to set the number of questions per round. Press the ‘next’ button to continue.

7. On screen a sign will appear confirming the quiz question bank has been created. Press the next button to continue.

8. Enable or Disable the “Preview Answer” button
   Just like a normal quiz, it’s sometimes good to give the customers a clue to help them with a difficult question. The “Preview Answer” button enables the quiz master to see the answer to any question as it is asked, making it possible to provide a clue. To enable the “View Answer” button during the quiz, press the “View Answer” checkbox on screen. When enabled, the option will be highlighted with a white tick on a green background.

   Continued on the next page...
9. **Enable or Disable Audio for Questions / Answers**
   When enabled, quiz questions and answers are read aloud by a professional voice artist. The questions are distributed through the jukeboxes sound system and play back through any speakers connected to it. To enable “Question / Answer Audio” during the quiz, press the “Yes, Play Audio” button on screen.

   If “No” is selected the quiz questions will be picked and displayed on screen for the quiz master to read out.

10. **Enable automatic quiz control**
    If selected, the quiz can be configured and left to run totally on its own. The settings which follow enable speed of the quiz to be configured. To enable automatic quiz control press the “Yes, run quiz automatically” button on screen.

    If “No” is selected, the control of the quiz is left to the quiz master who manually requests the next question to be displayed on screen.

11. **Timer Setup** (only available if Automatic Quiz Control is enabled)
    If the automatic quiz control feature is enabled, the tempo of the quiz can be determined using the “Timer Setup” page. The timers control the following parameters:

    - Delay between each question
    - Delay between each round
    - Delay between last question and first answer
    - Delay between each answer

    Selecting one of the three presets (Slow, Medium and Fast) enters relevant values for each of the above settings. To select a preset touch it on screen. On the left hand side of the screen the values are entered for you.

    To edit any value use the << and >> buttons. Press Finish when the all the settings are as required.

    The quiz setup is now complete.
Quiz In-Game Controls

1. Once the Quiz Setup wizard exited, the “Pub Quiz” application is displayed on screen. Press the “Start” button to commence the quiz.

2. The first question is displayed on screen. If “Question / Answer” audio is enabled the audio recording of the first question will be played back.

3. Repeating the Audio to a question
   To repeat the Audio playback of the current question press the “Repeat Question” button on screen.

4. Display / Play the next question
   If “Automatic Quiz Control” is enabled, a delay will follow before the next question is selected. To manually move on to the next question press the “Next Question” button in the bottom left corner of the application.

5. The next question is displayed on screen. If “Question / Answer” audio is enabled the audio recording of the first question will be played back.

6. Continue with each question until the first round is complete. At this a message appears on screen “End of Round Complete”.

   Repeating any question from a previous round
   To view / hear any questions from the previous round press “Previous Questions (Pause)”. A list is displayed of all the question asked in the previous round appears on screen. Use the up and down arrows to scroll through all the questions. Touch a question to repeat it.

7. Starting the next round
   If “Automatic Quiz Control” is enabled the next round will start after the countdown timer has expired. To manually start the next round press the “Next Round” button on screen.

8. The next round starts and is controlled in exactly the same way. Pressing the “Pause – Previous Questions” button at any stage pauses the quiz and displays a list all questions asked in all previous rounds. Touch any question to repeat it.

9. Answers
   When all the questions and rounds are complete a message appears on screen “Questions complete! Get ready for the answers”.

   To view / hear a questions from any of the previous round press “Previous Questions (Pause)”. A list is displayed of all the question asked in the previous round appears on screen. Use the up and down arrows to scroll through all the questions. Touch a question to repeat it.

Continued on the next page...
If “Automatic Quiz Control” is enabled answers will start after the countdown timer has expired. To manually start the answers press the “Continue” button on screen.

10. The questions and answers are read out one by one. If “Automatic Quiz Control” is enabled, a delay will follow before moving on to the next question/answer. To manually move on to the next question/answer press the “Next Answer” button in the bottom left corner of the application.

11. Repeating Questions at the end of the Quiz  
   When all the question/answers have been read out, a message is displayed on screen “End of Quiz”. A full list of all the questions and answers is displayed on screen.

   Use the up and down arrows to scroll through all the questions/answers. Touch a question or answer on screen to repeat it.

12. When the quiz is complete, press the “Quit Quiz” button on screen.

Using the “Preview Answer” During a Quiz  
If the “Preview Answer” button was enabled during the quiz setup wizard, this can be used throughout the quiz to check answers to questions as they appear.

To preview the answer to a question press the ‘finger print’ icon shown in the top right hand corner of the onscreen blackboard when the question is being displayed. The answer is displayed in small letter at the bottom left hand side of the blackboard.

Quitting and Resuming a Quiz  
Engineers Menu>Add On Features>Pub Quiz  
Managers Menu>Pub Quiz

The “Pub Quiz” application can be exited at any time by pressing the “Quit Quiz” button in the top right corner of the screen. This returns the jukebox to the “Pub Quiz” main settings page.

From this page the same quiz can be resumed at any point until a new quiz is started. When a quiz is resumed, the full questions history is available and individual questions can be replayed and viewed if required.

To resume a previous quiz press the “Resume Quiz” button on screen.

The “Pub Quiz” application is displayed. Press the “Resume” button on screen to resume the quiz from the previous position.
Internal Secondary Speaker Volume

Engineers Menu>Add On Features>Internal Secondary Speaker Volume

This option lets you set the volume of the internal speaker inside the cabinet used for listening to Track Previews.

For more information on Track Previews please go to page 12.

Wireless Network Setup

Engineers Menu>Jukebox Setup>Page2>Wireless Network Setup
Engineers Menu>Add On Features>Wireless Network Setup
Managers Menu>Page2>Wireless Network Setup

For information on this feature please go to page 54.

Sub TV Settings

Engineers Menu>Add On Features>Sub TV Settings

Factory use only.

For more information on Subtv please go to page 11.

Webcam

Engineers Menu>Jukebox Setup>Page2>Interface Settings>Webcam
Engineers Menu>Add On Features>Webcam

For more information on the webcam please go to page 56.
VenueHub Hardware

Coin Mechanism

The coin acceptor fitted to the VenueHub is a Comestero RM5 CCTALK

Important Note: A standard (non CCTALK) RM5 will not work if connected to VenueHub.

Overview
The CCTALK coin acceptor has been implemented in VenueHub to enable communications with the OPWeb™ management system. The CCTalk system allows OPWeb™ to monitor in the mechanism’s status in real time and future functionality will enable OPWeb™ to email engineers when a coin acceptor fault is encountered.

When delivered, your coin mechanism will be correctly configured to the VenueHub system. Please also refer to the following relevant subjects:

- Price of Play...................... page 37
- Coin Mech (channels)...... page 37
SLE1026V Interface Board

The SLE1026V interface is the connection between the jukebox PC and all hardware connected to it. It monitors all the devices connected to the jukebox PC and is able to send and receive data to enable the PC to perform specific actions.

SLE1026V Processor Connections
SLE1026V Pin Connections

**Con1 Coin Mechanism, 7-way Stocko** (not applicable to VenueHub)

PIN 1 > 12v  
PIN 2 > Bit 0 of Binary Coin Input  
PIN 3 > Bit 1  
PIN 4 > Bit 2  
PIN 5 > Bit 3  
PIN 6 > Gnd  
PIN 7 > Coin Lockout o/c Output

**Con8 Coin Mech Box Header 10-way** (not applicable to VenueHub)

**Con2 Meter 2-way Stocko**

PIN 1 > o/c Output  
PIN 2 > 12v

**Con3 power 5-way stocko**

PIN 1 > Not Used  
PIN 2 > Not Used  
PIN 3 > Not Used  
PIN 4 > o/c Output for PC Reset  
PIN 5 > Screen Switching/Video Only

**Con11 12v Barrel Connector** (not applicable to VenueHub)

Centre Pin > 12v  
Outer > 0v

**Con14 DC Power in 12v**

PIN 1 > 12v  
PIN 2 > 0v

**Con4 RS232 to PC and Midas Power 6-way Stocko**

PIN 1 > rx PC tx 3  
PIN 2 > tx PC rx 2  
PIN 3 > Gnd PC 5  
PIN 4 > nc  
PIN 5 > Gnd for Midas  
PIN 6 > 17v for Midas

*Continued on the next page...*
**Con5 to Amp A 4-way Stocko**

PIN 1 > DC Volume Level Amp A  
PIN 2 > DC Volume Level Amp A  
PIN 3 > RVC Gnd  
PIN 4 > AGC Clamp Amplifier A

**Con6 to Amp B 4 way stocko**

PIN 1 > DC Volume Level Amp B  
PIN 2 > DC Volume Level Amp B  
PIN 3 > RVC Gnd  
PIN 4 > AGC Clamp Amplifier B

**Con7 Door Switches 3-way Stocko**

PIN 1 > Gnd (common)  
PIN 2 > Cash Door n/o  
PIN 3 > Main Door n/o

**Con10 special event 2-way kk Molex 90 degree**

PIN 1 > Gnd  
PIN 2 > Special Event Input n/o

**Tb1 Video Playing Output 2-way Terminal Block "VIDEO"**

PIN 1 > Gnd  
PIN 2 > 12v Switch Out When Video Playing  
PIN Tb2 > 17v DC

**Tb3 RVC B 4-way Terminal Block (removable)**

PIN 1 > RVC B ch1 Slider  
PIN 2 > RVC B ch2 Slider  
PIN 3 > Gnd  
PIN 4 > RVC B Eject

**Tb4 RVC A 4-way Terminal Block (removable)**

PIN 1 > RVC A ch1 Slider  
PIN 2 > RVC A ch2 Slider  
PIN 3 > Gnd  
PIN 4 > RVC A Eject

*Continued on the next page...*
Molex Con 4-way Keyboard Comms Link (Not Used)

PIN 1 > Ground
PIN 2 > Data
PIN 3 > Clock
PIN 4 > N.C.

At power on (if during on timer) the computer will tell the SLE1026V to accept coins, put AGC’s to low and enable the touchscreen controller. When coins are entered the information is passed to the computer which will calculate and display the number of credits. The customer then makes a selection, the AGC outputs are released (go high) and the video output comes on (12v) and the music and video play. If the eject is pressed the data is passed to the computer which will stop playing, the computer will then tell the SLE1026V to clamp the AGC's and the video output will go off (0v).
Digital Amplifiers

D4 Specification

- 4 x 60W rms Outputs (rated into a 4Ω speaker system)
- Independent EQ control on each Channel
- 3 Stereo audio inputs (1 Jukebox and 2 Auxiliary)
- 1 dedicated microphone input
- Karaoke or Voiceover microphone setting
- Slave input and Line output
- Simple 4 button interface with LCD display
- Full fault protection with visual feedback
- Highly efficient Class D amplifier design

Continued on the next page...
D2 Specification

- 2 x 200W rms Outputs (rated into a 4Ω speaker system)
- Independent EQ control on each Channel
- 3 Stereo audio inputs (1 Jukebox and 2 Auxiliary)
- 1 dedicated microphone input
- Karaoke or Voiceover microphone setting
- Slave input and Line output
- Simple 4 button interface with LCD display
- Full fault protection with visual feedback
- Highly efficient Class D amplifier design
Connecting Speakers

Speaker Matching Pad – Image and Wiring Notes

Each channel can take a minimum load of 4Ω. Resistances higher than this can be used but the output power will be reduced. **Resistances lower than this may cause the amplifier to enter a fault condition.**
Speaker Connection Diagrams (4 ohm / 8 ohm)

Each channel on the speaker matching pad should be connected independently. Under no circumstances should a single ground line be used to connect all the speakers back to the pad, doing so will cause the amplifier to enter a fault condition.

Auxiliary Inputs
The amplifier can be used to play audio from auxiliary sources when the Jukebox is idle. To interface correctly with the amplifier the sources should output at least a line level (1Vpp) stereo signal.
The amplifier has 2 stereo auxiliary inputs which are prioritised; this allows automatic switching between sources without the need for an external switch box.

Auxiliary 1 Has Priority Over Auxiliary 2
If sources are connected to both inputs only Auxiliary 1 will be heard. If the source connected to Auxiliary 1 is turned off the amplifier will switch to Auxiliary 2. If the source connected to Auxiliary 1 is turned on again the amplifier will switch back to auxiliary 1.

Continued on the next page...
Using the menu system a switch over time between 2 and 60 seconds can be set for the auxiliary inputs. This is the time that an auxiliary signal must be present before the amplifier will switch to it. The display will show a countdown when the amplifier is preparing to switch inputs.

**Microphone Input**
The amplifier has a dedicated microphone input that is setup to accept a low impedance (~600Ω) passive microphone. Active or wireless microphones can be used but any external gain controls should be set low.

**Line Output**
The amplifier provides a stereo line level audio output for connection to other amplifiers, if required the microphone signal can be output separately.

**Slave Input**
If two D2 or D4 amplifiers are used together, a special link between the Line Output of the first amplifier and the Slave Input of the second amplifier can be made. This link will configure the second amplifier as a slave and adjust all internal settings accordingly. Features which cannot be used on a slave amplifier, such as the auxiliary inputs, will be hidden.

**Using the Amplifier**
By default the amplifier LCD display will show the active input along the top line and the Remote Volume Control (RVC) level along the bottom line.

On the D4 amplifier, the display will show the RVC level for channels 1 and 2 for 10 seconds and then show the RVC level for channels 3 and 4 for 10 seconds.

To change the settings on the amplifier a simple 4 button system is used. Pressing the Menu Up button or the Menu Down button will cycle through the different menus, using the + or – buttons will increment or decrement the current menu. The display will return to its default state, showing the active input and RVC levels, if no buttons are pressed for 1 minute. When the display returns to this state any changes to the menus will be saved.

**Menu Description**
The following is a list of the different menus and their functions:

- **Channel 1 Stereo Mono Switch (Shown as Channel 1/3 on the D4)**
  This menu is used to set the amplifier to Stereo or 2 channel Mono. For most installs the amplifier should be left in Mono which will give independent control of each channel.

Continued on the next page...
If the appropriate speakers are installed the amplifier can be used in stereo, all settings for channel 2 will now be taken from channel 1 and the volume for both channels will be controlled from a single RVC control. On the D4 amplifier channels 3 and 4 are also linked as a stereo pair. If the amplifier is set in stereo all controls for channel 2 are hidden, on the D4 amplifier this applies to channel 3 as well. Menus 2 to 6 are repeated for each channel, the top line of the display will show which channel is currently selected.

- **Channel Master**
  This menu sets the maximum volume level that can be achieved with the RVC. To set this level, reduce the value to around 50% and turn the RVC to full. With a song playing gradually increase the value until the maximum volume required in that area is reached. Once this value is set the RVC can be used to control the volume from MUTE up to the value set by this menu.

- **Channel Bass**
  This menu sets the Bass Equalizer of the current channel. It can provide a cut or boost of 15dB.

- **Channel Middle**
  This menu sets the Middle Equalizer of the current channel. It can provide a cut or boost of 15dB.

- **Channel Treble**
  This menu sets the Treble Equalizer of the current channel. It can provide a cut or boost of 15dB.

- **Channel Microphone Volume**
  This menu sets the Microphone Volume of the current channel. It is independent of the RVC level. Setting this menu to MUTE will stop the microphone working on this channel.

**Aux Inputs**

- **Aux Input 1**
  This Menu sets the master volume level for Auxiliary Input 1. It should be set using the same method outlined in Menu 2.

- **Aux Input 2**
  This Menu sets the master volume level for Auxiliary Input 2. It should be set using the same method outlined in Menu 2.

- **Aux Input Time**
  This menu sets the time that an auxiliary input must be present before the amplifier will switch to it. The value can be between 2 and 60 seconds.
Microphone

- **Microphone Bass**
  This menu sets the Bass Equalizer of the Microphone Input.
  It can provide a cut or boost of 10dB.

- **Microphone Middle**
  This menu sets the Middle Equalizer of the Microphone Input.
  It can provide a cut or boost of 10dB.

- **Microphone Treble**
  This menu sets the Treble Equalizer of the Microphone Input.
  It can provide a cut or boost of 10dB.

- **Microphone Voiceover / Karaoke**
  If Voiceover is selected whenever the microphone is used the music will be muted, the music will un-mute when the microphone is no longer being used.
  If karaoke is selected the music and microphone will be heard together.

Line Out

- **Line Out Master**
  This menu sets the volume level of the Line Output. It is independent of the RVC level.

- **Line Out Microphone Volume**
  This menu sets the volume of the microphone sent to the Line Output

- **Line Out Voiceover / Karaoke**
  If Voiceover is selected whenever the microphone is used the Line Out music will be muted, the music will un-mute when the microphone is no longer being used.
  If karaoke is selected the Line Out music and microphone will be heard together.
**Amplifier Troubleshooting**

<table>
<thead>
<tr>
<th>Issue</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Display</td>
<td>Ensure the amplifier power lead is connected and the Jukebox is switched ON</td>
</tr>
<tr>
<td>No Sound</td>
<td>Ensure speakers are connected correctly and the amplifier is showing an input is active. Ensure the RVC level is not showing MUTE</td>
</tr>
<tr>
<td>Sound Cutting Out</td>
<td>When the sound cuts out check which fault is shown on the amplifier display, compare to the list below</td>
</tr>
<tr>
<td>Auxiliary Not Working</td>
<td>Ensure the auxiliary source level is at least 1Vpp and that the auxiliary volumes are not set to minimum</td>
</tr>
</tbody>
</table>

The following faults may be shown on the amplifier display:

**Over Current**  
This refers to an amplifier channel drawing more current than it should and will result in the audio cutting in and out. Check the speaker impedance is above 4Ω and that there are no shorts on the speaker line.

**Over Temperature**  
This indicates that an amplifier module has reached its temperature threshold and has shutdown to prevent damage. Check the fans in the Jukebox are clean and working.

**Low Voltage**  
The mains supply to the amplifier is below 200V AC (in the UK) and the amplifier has shutdown. The Jukebox will not work reliably at this voltage level, increase the voltage to the standard 235V AC.

If the Jukebox has been modified to run on a 110V supply the low voltage level is around 95V AC.
Camera Installation

1. USB Lead
2. Camera
3. Mounting block and cover
4. Securing bracket

Continued on the next page...
1. Remove the vinyl from the inside of the VenueHub door that covers the circular, clear area below the coin mech.

2. Remove the screw just below the coin mechanism.

Continued on the next page...
3. Mount the securing bracket with the screw you have just removed.

4. Remove the mounting block cover by loosening the screw.

Continued on the next page...
5. Remove the camera from its bag and remove the lens cap. Push the camera into the mounting block from the rear (The FRONT of the mounting block is the shiny side) The front of the camera should be just proud of the block once pushed through. If this is not, unscrew the focus ring on the front of the camera lens until it is the required length. Once in place, gently tighten the fixing screw in the bottom edge of the mounting block to secure the camera.
6. Take the USB cable and attach it to the rear of the camera. The black wire should be towards the top of the board as shown.

PLEASE NOTE. The Camera MUST be mounted onto the Board with the white connection socket on the top right hand side as shown. The camera retaining screw should be in the lower edge of the mounting block.

7. Replace the rear cover of the camera.

Continued on the next page...
8. Insert the mounting block into the camera viewing area. Insert the bottom edge first so it slips into the groove.

9. Use the retaining bracket to secure the camera mounting block into place.

Continued on the next page...
10. Feed the USB cable through the retaining clips on the rear of the screen and insert the USB into any free USB slot on the back of the VenueHub PC. Your Camera is now installed.
To test the camera Reboot the VenueHub and then enter the Engineers Menu
Select “Add On Features”
Select “Webcam”
Press “Enable”
If the camera has been installed correctly there will be a live feed from the camera and adjustments can be made in this section to brightness etc. When you exit this menu the jukebox will reboot.
Make a selection on the jukebox and, once confirmed, VenueHub will ask “Create music video?” This launches the “DanceMe” app.
Infrared Module Installation (SLE 1120)

Kit Contents:

1 x Ribbon Cable
1 x Mounting Plate with 1120 IR Board
3 x Adhesive clips
4 x M3 Screws
4 x M3 Star Washers
12 x M3 Nuts
1 x Remote Control with 2 X AA Batteries

Before installing the IR kit please ensure that your SLE 1026 board is running software version v5.0 and the amplifier is running on software version v4.5.

The IR kit will not work on older software.

To check software version on amplifier switch the machine on and look at the LCD display. It will display software version on boot.

To check software version on the SLE 1026 board switch the machine on and hold down the Credit button on the SLE 1026. The red LED will flash to display the software version. For example it will flash 5 times for version 5.

*Continued on the next page...*
1. Open the door and remove the card reader bracket at the bottom of the door. It is held in place by two screws.

2. Plug the 6 Pin connector into the IR board (SLE 1120)
3. Insert 4 M3 screws through the holes in the card reader bracket. Screw 2 nuts onto each screw. Now Mount the IR board plate onto the card reader bracket by aligning the 4 holes with the 4 screws. Put 1 star washer, followed by one M3 nut onto each screw. This will hold the IR plate in place.

4. Screw the bracket holding the IR kit back onto the door of the machine. Secure the bracket with 2 screws. One at the top and one at the bottom. The ribbon cable should be on the right.
5. Route the ribbon cable along the bottom of the screen. Use the adhesive clips to hold the cable in place.

6. Connect the 3 Pin cable (Brown, Red, Orange) to the Comms port on the amplifier.
7. Connect the remaining 3 pin connector (Blue, Green, Yellow) to the header on the SLE 1026 (Con 13).

For technical assistance please call Sound Leisure Digitech 0845 230 1775