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## Routine Service

- Accounting and Disc Changing
- Appearance & Preventative Maintenance
- Checking for Errors

## Accounting and Disc Changing

This section is intended to familiarize you with the data the SyberSonic Electronics system provides. When used properly, this data will give you the information you need to be able to maximize the income potential of your Rock-Ola Jukebox.

Also included in this section are instructions for using Rock-Ola's exclusive automatic disc changing feature. Appearance and preventative maintenance considerations are also discussed.

## Accounting and Popularity

Rock-Ola's SyberSonic Operating System has many accounting and popularity features. These include basic and detailed accounting data along with disc popularity data that can be configured to be viewed and/or printed in least popular, most popular or in magazine order.

This section will define and discuss the use of audit and popularity data. See Section E for access instructions and a graphical representation of the Accounting and Popularity Features.

### Accounting

**90 Last Reset** - This is the date and time the period to date audit data was last reset. This data can be used to calculate the number of days that have passed since the last audits were done.

**91 Print Accounting Data** - This feature causes the accounting data to be "sent" to the SyberSonic's IR printer port for use with the optional Data Printer Kit. (Rock-Ola part number 02377-01). See your distributor for details on the Data Printer Kit.

**92 Basic Accounting** - Simple readouts showing selections, plays and cash. This data is broken down into resettable period to date (Ptd) and non-resettable Total figures. The data is as follows:

**Total Selections:** This figure is the number of selections made over the lifetime of the jukebox. Non-resettable.

**Ptd Selections** - This figure is the number of selections made since the last reset. Resettable.

**Total Plays** - This figure is the number of songs played over the lifetime of the jukebox. Non-resettable. The difference between the songs selected and the songs played is the amount of overlay.

**Ptd Plays** - Number of songs played since the last reset. Resettable. The difference between the songs selected and the songs played is the amount of overlay.

**Total Cash** - The amount of money inserted (bills and coins) into the jukebox over the lifetime of the machine. Non-resettable.

**Ptd Cash** - The amount of money (bills and coins) inserted into the jukebox since the last reset. Resettable.

**93 Total Accounting** - Detailed readouts showing resettable (Ptd) and non-resettable (Total) figures for selections, plays and cash broken down by source. Sources include the jukebox keyboard, wallboxes and remote control.

**Total Selections:** Number of selections made from all sources over the lifetime of the jukebox. Non-resettable.

**Ptd Selections** - Number of selections made from all sources since the last reset. Resettable.

**Total Local Norm** - Number of "normal" selections made via the jukebox keyboard over the lifetime of the machine. Non-resettable.

**Ptd Local Norm** - Number of "normal" selections made via the jukebox keyboard since the last reset. Resettable.

**Total Local Spec** - Number of "special" selections made via the jukebox keyboard over the lifetime of the machine. (For definition of "special", see Quick Find #13 and #63 in the Quick Find Reference Programming Definitions section). Non-resettable.

**Ptd Local Spec** - Number of "special" selections made via the jukebox keyboard since the last reset. Resettable.

**Total Wallbox Normal** - Number of normal selections made via all wallboxes over the lifetime of the jukebox to which the wallboxes are connected. Non-resettable

**Ptd Wallbox Normal** - Number of normal selections made via all wallboxes since the last reset of the machine to which the wallboxes are connected. Resettable.

**Total Wallbox Spec** - Number of "special" selections made via all wallboxes over the lifetime of the jukebox to which the wallboxes are connected. Non-resettable

**Ptd Wallbox Spec** - Number of "special" selections made via all wallboxes since the last reset of the machine to which the wallboxes are connected. Resettable

**Wallbox Detail** - The amount of cash (coins and bills) inserted into wallboxes connected to the main jukebox.

**Total Wallbox Cash** - The total amount of cash inserted into wallboxes connected to the main jukebox over the lifetime of the main jukebox. Non-resettable.

**PTD Wallbox Cash** - The amount of cash inserted into wallboxes connected to the main jukebox since the last time the cash audits were reset. Resettable.

**Total Cash** - The amount of money (bills and coins) inserted into the jukebox over the lifetime of the machine. Non-resettable.

**Ptd Cash** - The amount of money (bills and coins) inserted into the jukebox since its last reset. Resettable.

**Ptd Coin Inputs** - This choice breaks down the money inserted into the jukebox by denomination as defined by the coin input settings. (See the definition for Quick Find #61 for details). Resettable.

**Ptd Coin Input 1** - The amount of cash inserted as sensed by coin input 1.

**Ptd Coin Input 2** - The amount of cash inserted as sensed by coin input 2.

**Ptd Coin Input 3** - The amount of cash inserted as sensed by coin input 3.

**Ptd Coin Input 4** - The amount of cash inserted as sensed by coin input 4.

**Ptd Coin Input 5** - The amount of cash inserted as sensed by coin input 5. *In the United States, this is the figure for the amount of money in quarters that has been inserted into the jukebox.*

**Ptd Coin Input 6** - The amount of cash inserted as sensed by coin input 6. *In the United States, this is the amount of money in bills (\$1 & \$5) that has been inserted into the jukebox.*

**Total Free Sel.** - Number of selections that have been made for free over the lifetime of the jukebox. Non-resettable.

**Ptd Free Sel.** - Number of selections that have been made for free since the last reset. Resettable.

**Total Free Pct** - The percentage of all selections made that were made for free over the lifetime of the jukebox. Non-resettable.

**Ptd Free Pct** - The percentage of all selections made that were made for free since the last reset. Resettable.

**Free Detail** - Detailed information about the source and type of free plays. Resettable.

**Free Keyboard Norm** - Number of free "normal" selections made via the jukebox keyboard.

**Free Keyboard Spec.** - Number of free "special" selections made via the jukebox keyboard.

**Free Remote Norm** - Number of free "normal" selections made via the IR remote control.

**Free Remote Spec.** - Number of free "special" selections made via the IR remote control.

**Timed Bonus Norm** - Number of free "normal selections" made during the timed bonus period.

**Timed Bonus Spcl** - Number of free "special" selections made during the timed bonus period.

**Self Play Select** - Number of selections made via the jukeboxes "self-play" features.

**Total Album Buys** - Number of times a full album was selected (by typing 00 after entering the album number) over the lifetime of the jukebox. Non-resettable.

**Ptd Album Buys** - Number of times a full album was selected (by typing 00 after entering the album number) since the last reset. Resettable.

**Total Plays** - Number of songs played over the lifetime of the machine. Non-resettable.

**Ptd Plays** - Number of songs played since the last reset. Resettable.

**Total Play Ratio** - The ratio of songs selected versus the number of songs actually played over the lifetime of the machine. This ratio is the "overplay" ratio. The higher this ratio, the more the overplay is. Non-resettable.

**Ptd Play Ratio** - The ratio of songs selected versus the number of songs actually played since the last reset. This ratio is the "overplay" ratio. The higher this ratio, the more the overplay is. Resettable.

**Total Average Price (Paid Play)** - The calculated average price per song based on paid play only over the lifetime of the machine. Non-resettable.

**Ptd Average Price (Paid Play)** - The calculated average price per song based on paid play only since the last reset. Resettable.

**Total Average Price (Play)** - The calculated average price per song based on paid and free play over the lifetime of the machine. Non-resettable.

**Ptd Average Price (Play)** - The calculated average price per song based on paid and free play since the last reset. Resettable.

**94 Clear Ptds** - Clears *all* period to date audit figures. Use this feature only after all desired data has been retrieved.

**95 View Level 1** - Allows the audit data to be viewed (but not cleared) while the machine

is in security level 1. See the explanation for Quick Find #95 in the Quick Find Reference Programming Definitions found in section E of this manual.

**96 SP "Self Plays"** - If Yes, self plays are included in the the free percentage calculations. *Total Free Pct* and *Ptd Free Pct* on prior page.

**97 Power Cycles** - Displays the date, time and if the jukebox power was cycled on or off. A sample display is:

10/30 10:06 1

which indicates the jukebox power was turned on at 10:06AM on October 30.

Another sample is:

10/31 02:05 0

which indicates the jukebox power was turned off at 2:05AM on October 31.

## Popularity

Popularity data compiled by the SyberSonic Electronics system provides you with the information necessary to determine what music is "working" (and not working) at the location in which the jukebox is installed. When used properly, this data will ensure that your jukebox never has any "stale" music installed.

**100 Last Reset** - The date and time the popularity was last reset. This information allows you to calculate the amount of time the popularity figures have had to accumulate. It is a good idea to reset the popularity data when a disc(s) have been changed in order to build new popularity data based upon the "new" CDs.

**101 View Pop.** - Select the direction you want to view the popularity. (To read the popularity data, use Quick Find 103). Choices are:

**Least** - View the disc popularity in ascending order from the least played CD to the most played CD.

**Most** - View the popularity in descending order from the most played CD to the least played CD.

**Order** - View the popularity by slot number beginning with slot 00. Can also be used with the automatic disc changing

feature for the initial loading of the CD's. (For ease of use of the Automatic Disc Changing feature, we recommend leaving this feature set to Least after the discs have been loaded).  
Default Least.

**102 Print Popularity** - Sends the popularity data to the IR data port on the computer for use with Rock-Ola Data Printer Kit # 02977-01 (optional).

**103 View Pop. Data** - View the popularity data in the order based upon the setting in Quick Find 101. The automatic disc changing feature is also accessed from this menu. See the Disc Changing section below for a full explanation of the use of the automatic disc changing feature.

**104 Clear Pop. Data** - Clears *all* the popularity data. Use only after the desired data has been retrieved and any new discs have been installed.

## Disc Changing

Rock-Ola's SyberSonic Jukebox will further enhance income with its capability of automatically selecting and providing an easy method for changing a disc. Using its advanced microprocessor technology, the machine will automatically display the least played CD (the one that should be changed... you don't want stale music in the jukebox!), and move the pages to the corresponding number so the album jacket and title strip can be changed. The jukebox will "remember" the disc number just changed so that it can be automatically mapped when the machine is returned to normal service.

*It is best to load or change discs when the C21 Mechanism is idle (no disc in play and the lift arm down). The tower must **not** be moved by hand. With power on, the lift cannot be pulled up by hand. If loading is done with power off, care must be taken to leave the arm down. If discs are changed with the unit in play, extra care must be taken to not install a disc into the slot the CD in play came from.*

**Here's how to use this exclusive feature:**

1. Make sure View CD Order (Quick Find 101) is set to "View Least Pop". Access Quick

Find 103. (View Pop Data in the Popularity Menu.)

2. Press Hits. The SyberSonic computer will now sort the popularity data. When finished sorting, the least played CD number along with the number of times its played will be shown on the display.
3. Press #1 Button. The title pages will move to the corresponding position and the disc will be loaded on the player.
4. Remove the old CD and install the new CD on the player. Change the album cover and title strip.
5. Press #2 Button to have the jukebox put the CD away and "remember" the new CD for mapping.

To change another CD, press the Right Menu Button to view the next least popular disc and do steps 3 through 5 again.

- If for some reason the automatically selected CD is not the one you want to change (maybe an "all occasion" disc), simply press the Right Menu button again. Then do steps 3 through 5.

When finished changing CDs, put the machine back into the Normal Mode. It will automatically map the just changed discs.

## Appearance and Preventative Maintenance

### Appearance

Over time, many operators have learned that one of the easiest ways to maintain maximum income from their jukeboxes is to simply keep them clean. We at Rock-Ola agree. That is the reason we designed the cabinet and exposed areas so that not only are they attractive and eye catching, cleaning them are fast and easy.

It is strongly recommended that at every routine service, the cabinet, glass and mechanism be cleaned. See Recommended Cleaning Supplies and Lubricants in Section G for a list of cleaning supplies.

It is also very important to make sure all of the lights, color wheels and animation features are

working. These should be checked at each routine service.

## Preventative Maintenance

Rock-Ola SyberSonic Jukeboxes are designed and manufactured to provide years of trouble free operation. As with any mechanical device, some routine maintenance is required. However, SyberSonic Jukeboxes require very little. Basically, all that is necessary is to keep it clean and occasionally check a few adjustments.

Detailed preventative maintenance considerations can be found in Section G of this manual.

## Checking For Errors

Finally, one last thing to consider during routine service is to check the machine for proper operation.

Occasionally, as with anything mechanical, a malfunction may have occurred that for some reason the location did not communicate to you. In order to prevent the machine's income from suffering due to unreported malfunctions, the SyberSonic system has built-in diagnostic and error reporting features.

Sections G and H of this manual contain detailed maintenance and troubleshooting information.

It is recommended that the "error codes" be checked at every routine service. If any exist, the cause should be investigated and corrected as soon as possible. Many times a minor problem which can be easily corrected is ignored. That minor problem then becomes a major problem which should have never happened. Protect your income. Let the machine work for you. Use its features to *your advantage*.