

D-BOX

HOME ENTERTAINMENT MOTION SYSTEM



TROUBLESHOOTING GUIDE



LIMITATION OF LIABILITY

IN NO CASE AND IN NO WAY, THE PROVIDER OF THIS PRODUCT (D-Box Technologies Inc., the distributor or reseller, or any other party acting as provider) shall be liable and sued to court for damage, either direct or indirect, caused by and to the user of the Motion System and which would result from an improper installation or misuse of the product. "Misuse" and "improper installation" mean, without limitation, installation and use not corresponding to the instructions in this manual.

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1. IMPORTANT SAFETY INSTRUCTIONS

1. Read, follow and keep these instructions.
 - a) Obey all warnings.
 - b) Do not use this device near water.
 - c) Clean only with a dry cloth.
 - d) Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
 - e) Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that produce heat.
 - f) Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
 - g) Protect the power cord from being walked on or pinched particularly at outlets, receptacles, and the point where they exit from the device.
 - h) Only use attachments/accessories specified by the manufacturer.
 - i) Unplug this device during lightning storms or when unused for long periods of time.
 - j) Refer all servicing to qualified service personnel. Servicing is required when the device has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the device, the device has been exposed to rain or moisture, does not operate normally, or has been dropped.
 - k) Do not expose this device to dripping or splashing and ensure that no objects filled with liquids, such as vases, are placed on the device.
 - l) To completely disconnect this device from the AC mains, disconnect the power supply cord plug from the AC receptacle.
 - m) The mains plug of the power supply cord shall remain readily operable.



The lightning flash with an arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.



This symbol indicates that you must communicate with the manufacturer for disposal of the equipment.

WARNING: To reduce the risk of fire or electric shock, do not expose this device to rain or moisture.



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2. Introduction

This guide provides the information you need to troubleshoot your Home Entertainment Motion system. It is a guide to help you diagnose and correct network problems.

3. General

Read the installation and operation guide before you troubleshoot your HEMC. It is important that your home entertainment network is set up as depicted in the guide. This will ensure a top performance of the system.

It is important to identify the point of failure as fast as possible in order to troubleshoot, diagnose and replace the failed component if required.

The next sections of this guide are as follows:

- **Section 4** provides basic troubleshooting instructions.
- **Section 5** consists of troubleshooting tables based on LEDs and indicators status.


When there is a corrective action for a problem, it is mentioned. Often, the solution consists in removing and replacing the failed device. Contact your D-BOX service representative if you think a device has to be replaced.

If a problem persists after you have tried the corrective action, or if a problem cannot be solved locally, fill the form in Annex A to escalate the problem to D-BOX CANADA (Level 2 support).

Parts under warranty are replaced free of charge. Make sure you have your date of purchase information handy when you are in touch with D-BOX CANADA for a replacement part.


4. Basic Setup before Troubleshooting

4.1. First Steps to initialize the HEMC for the first time

1. Press the Start button  on the HEMC front panel.
2. Did you subscribe to a D-BOX Motion Code bundle on the Jukebox website?

If not, please do so at <https://jukebox.d-box.com/>

3. Did you download the D-BOX App on your mobile device?

If not, please do so. The App is called **D-BOX HEMC**. Its icon is .

4. Start the App on your mobile device.

Did you register your HEMC using the same credentials as the ones in the Jukebox website? If not, please do so.

5. If your HEMC is not connected to your router via a network cable (Wi-Fi mode); on the available networks shown on your mobile device list (OS Settings), select your HEMC Serial Number. Use hemc1234 as password once the connection is established.

Note: once the HEMC is connected to your local Wi-Fi Access Point, the mobile device disconnects from the HEMC. In such a case, the mobile device will typically reconnect automatically to your local Wi-Fi. If it does not, in order to reconnect to the HEMC, connect the mobile device to the same Wi-Fi Access Point.

6. Go back to the App and set the device as a Wi-Fi client.
7. Follow onscreen instructions.

If the motion system still does not work after going through the first five (5) steps, go to the Status section on the App and check indicators status with the help of tables in section 5.

4.2. General Troubleshooting Tips

Before you try to watch a film:

1. Check that your system is ON.
2. Make sure the film is available with Motion Codes in your HEMC's library.
3. Power ON your HEMC at least once a week for a minimum of 5 consecutive minutes. This will ensure that your HEMC uses the latest Motion Code releases and software updates.

Note: do not unplug the HEMC while the unit is downloading Motion Codes and/or software updates.

4. Do a visual inspection to make sure nothing prevents the motion system from moving; check that there is no interference from foreign objects.
5. Check that the power cables are firmly plugged in.

Note: for steps 6 to 8, refer to the connection diagrams in the HEMC Installation and Operation Guide.

6. Check that the USB cable from the HEMC is firmly plugged in the KAI-1P or the KCU (if applicable).
7. Check that the RJ45 cable from the KAI-1P or the KCA is firmly plugged in the ACM port (or the ILC, if used) under the chair.
8. Check that the RJ45 cables between the KCU and the KCA are firmly plugged in, if applicable.
9. For distance troubleshooting, make sure an Internet connection is available.



If the system is not operational, try the following:

1. Power off all equipment for at least one minute.
2. Restore power to the ACM. You should hear a few ``tic-tic-tic`` as the actuators calibrate themselves.
3. Restore power to the controller.
4. Start the HEMC App.
5. Play a film with motion codes and observe that the system is operational.

4.3. If the film is not synchronizing with chair motion

The audio settings of the source might not have been configured correctly.

Make sure the source is feeding an analog stereo downmix signal to the HEMC via a standard stereo (TRS) 3.5 mm jack (see the HEMC Installation Guide).

NOTE: read your receiver user guide to find out if your receiver can output a downmix of the left, right and center channels as a minimum (all channels downmix is better). If your receiver cannot output a downmix, connect one of the D-BOX suggested converters to your entertainment system (See the Home Entertainment System installation and Operation Guide).

5. Troubleshooting with System LEDs and Indicators

Table 1 lists the KAI-1P LEDs and their colour status.

Table 1 KAI-1P LEDs Status



LEDs	Colour	Problem	Solution
KAI-1P LEDs	<ul style="list-style-type: none"> - GREEN: connected to the HEMC. - YELLOW: receiving motion codes. 	N/A	N/A
KAI-1P LEDs off	No light	<ul style="list-style-type: none"> - When connected, the LED on the KAI-1P should be GREEN. If not, read the SOLUTION column. 	<ul style="list-style-type: none"> - Don't use a USB hub. - Replace the USB cable. - Check if HEMC is ON. Connect the HEMC to a wall outlet. Press  on front panel to power up HEMC. - Disconnect and reconnect KAI-1P. Check that LEDs illuminate. - If you have a problem with the motion system, replacing the KAI-1P with a working one will test the functionality of the KAI-1P.

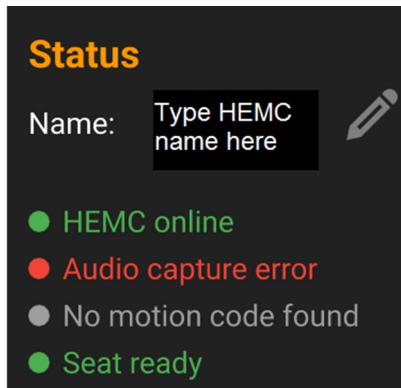
Table 2 ACM LED Status

LED Colour	Problem	Solution
No Colour	ACM not powered	Plug the ACM in outlet.
Green	No Fault	The ACM is powered and running fine.
Red	Actuator fault	Manual reinitialization required: unplug and replug ACM. If the problem persists, contact D-BOX support.
Orange	Actuator fault	The ACM will reinitialize itself after a few minutes. If the problem persists, contact D-BOX support.

HEMC App Status

The 4 status indicators can display in 4 different colours: green, yellow, red, and grey.

Tables 3 to 6 featured in the next pages explain the colour status for each indicator. Do your troubleshooting based on the status displayed on your App device.



When you start the App, the status page appears.

The 4 status indicators display system status as follows:

- The first indicator gives the **HEMC** status.
- The second indicator gives the **audio source** status.
- The third indicator gives the **motion code** status.
- The fourth indicator gives the **seat readiness** status.

Table 3 HEMC STATUS


HEMC STATUS			
INDICATOR COLOUR	WRITTEN STATEMENT	PROBLEM	SOLUTION
GREEN	HEMC Online	N/A	N/A
YELLOW	HEMC Initializing HEMC Shutting Down	N/A (Transitory States)	N/A
RED	HEMC Unavailable	The HEMC cannot be located	<p>See solutions for GREY indicator.</p> <p>Do the steps in 4.1.</p> <p>Is the network cable connected properly?</p> <p>Are the Wi-Fi antennas installed?</p> <p>Follow Wi-Fi instructions from your mobile device manufacturer.</p> <p>Check that network cable is properly connected at both ends.</p> <p>Install Wi-Fi antennas.</p>
GREY	HEMC power OFF NOTE: Grey can also mean that your HEMC was connected at some point and is now offline.	HEMC not powered No connection to Internet.	<p>Check if HEMC is plugged in a wall outlet.</p> <p>Press  to power up HEMC.</p> <p>Check HEMC network connection.</p>

Table 4 Audio Source Status

AUDIO SOURCE STATUS			
INDICATOR COLOUR	WRITTEN STATEMENT	PROBLEM	SOLUTION
GREEN	Audio Source Detected	N/A	N/A
YELLOW	Configuring Audio Capture	Transitory state,	N/A
	Audio Capture Configured	"	"
	Starting Audio Capture	"	"
	Audio Capture Started	"	"
	Stopping Audio Capture	"	"
	Capturing Audio	"	"
	Silence Detected	Downmix volume too low	Increase downmix volume.
	Content Identification Failed	Downmix volume too low	Increase downmix volume. Install a D-BOX recommended converter (see Installation and Operation Guide) between your AVR and HEMC.
		Film not motion coded	Plug audio jack in headphones and check if you hear sound. Select a motion coded film
		Motion Code not available	Update HEMC.
RED	Audio Capture Error	Internal problem with capture module.	Try to restart the HEMC. If the problem persists, contact D-BOX support.
GREY	No Audio Source	HEMC unavailable or	Do the steps in 4.1.
	Audio Capture Stopped	Transitory state	N/A



Table 5 Motion Code Status

MOTION CODE STATUS			
INDICATOR COLOUR	WRITTEN STATEMENT	PROBLEM	SOLUTION
GREEN	Motion Code Found Motion Code Available	N/A	N/A
YELLOW	Looking for Motion Code	N/A (Transitory State)	Wait until the process is completed
	Motion Code not Available	The HEMC identified content via the audio, but the corresponding Motion Code could not be found.	Call D-BOX support immediately.
GREY	No Motion Code Found	Film not motion coded Or Motion Code library not up to date	Go to Table 3, page 9

Table 6 Seat Readiness Status

Note: If you power off a seat, it will disappear from the App.

SEAT READINESS STATUS			
INDICATOR COLOUR	WRITTEN STATEMENT	PROBLEM	SOLUTION
GREEN	Seat(s) Ready	N/A	N/A
RED	No Seat	The system does not detect the seat.	Do step 7 in 4.2.

If your motion system is still down after going through all the troubleshooting steps, use the form in Annex A to escalate the problem to D-BOX CANADA.