

Quality Entertainment

Troubleshooting Guide

DJ System:

Problem: “Virtual DJ is open but nothing will play. There might have been an error when I started VDJ.”

Solution: Verify that the Denon has power, the USB cable is connected to the laptop, close Virtual DJ and open it again. Make sure no ASIO error appears upon restart. If ASIO error appears, verify “Config” menu soundcard settings, they are posted in the laptop lid.

Problem: “I press play, the track plays but I can’t hear it.” OR “I press play but the track doesn’t start.”

Solution: 1. Verify that the soundcard settings in the “Config” menu are correct. The correct settings are posted in the lid of the laptop case. Be sure to hit “Apply”.

2. Make sure the source selector knob at the top of the channel on the Denon is set to “PC”.

3. Make sure Master knob is at about 11 o’clock.

4. Make sure cross fader settings are correct. (Located on front right of Denon, next to the mic eq)

Problem: “How do I use the AUX cable?” (3.5mm to RCA that is wired into the console)

Solution: Verify that the cable is in “Line 1” on the back of the DENON. On channel 3 (Far left channel), set the source selector knob at the top of the channel to “LN 1”. Make sure the white gain knob on that channel is at about 2 o’clock. Connect the AUX to the desired source. Verify that the device volume is maxed out. Press play on the device. Slowly bring up fader on channel 3 until desired volume is achieved.

Problem: “How do I play songs off a USB drive?”

Solution: Connect USB to the laptop. Navigate windows explorer to the drive to open its contents. Drag desired folders or tracks to the desktop. Remove USB from laptop. In VDJ, navigate to “Desktop”. Once selected, any folders will appear as a dropdown and will need to be selected. Tracks will appear in the browser.

Problem: “The Denon is plugged in, but is not turning on.”

Solution: Verify that the power bar has power. The laptop may be on, but it has battery power, so this is not a good indication that there is power. Verify that the power button on the back of the Denon is pressed in for “on”. Verify that the power adapter next to the power button has not come loose. Verify that the cable plugged into the power brick that is zip tied to the bottom of the Denon is in fact connected.

Panasonic 720p Projectors:

Problem: “The image isn’t straight.” Or “The image doesn’t fit the screen”

Solution: Press the “Keystone” button on the projector. Select “HV Keystone”. Press the up or down arrow to reset the keystone to its natural position. There should NOT be a red arrow indicating that the image has been adjusted vertically or horizontally. Press Keystone again to enter Corner Correction mode. (You can also get to this mode by pressing keystone and selecting it from the drop-down menu). Place the projector at a distance from the screen so that the image lines up with the top of the screen and blows over the sides by a few centimeters. The first corner highlighted in the corner correction settings will be the top left. Use the arrow buttons to align the edges of the image with the edges of the screen. Press keystone to highlight the other corners. Repeat process until the image sits within the boundaries of the screen.

Problem: “The laptop is plugged in, but it is not showing up on the screen.”

Solution: Verify what cable is connecting the laptop to the projector. Press “Source” on projector and select the correct option. If problem persists, open the display settings on the laptop to verify that it knows the projector is connected. In most cases, you want to have it set to “Duplicate” on PC and “Mirror” on Mac.

Problem: “I am using HDMI for the laptop and the sound is coming out of the projector instead of the D.I.” or “I am using HDMI and the audio isn’t working from the headphone jack.”

Solution: Navigate to the sound settings and look for the tab “Playback” on PC. For Mac, just look for the Sounds menu in settings. You will notice that the audio output is set to the HDMI port. On PC, you need to make the headphone jack the default device in the playback menu. On Mac, you only need to click on “Headphones”. You could also hook the D.I up to the 3.5mm audio output jack on the back of the projector for a quick fix, but sometimes there can be level issues.

Photo Booths:

Problem: “Where are the keys for the booth?”

Solution: Only one booth has keys. If set up correctly, they will be hanging on the rear handle of the printer. The other booth looks like it needs a key but is actually just a slot. There should be a flat head screwdriver behind the printer to help open it, but anything will do.

Problem: “The printer is not printing.”

Solution: There could be a million and one reasons why this has happened. Often, power has got unplugged at some point and plugged back in. Sometimes this causes the tablet to lose connection with the printer. Verify that the light is still working on the top of the booth to verify the booth *currently* has power. (Remember that the tablets have battery power, so they are not a good indication as to whether the booth itself has power). Verify that the light on the printer is still green. The attendant may have to remove the printer lid to see the light. If red/orange and flashing, there may be a paper issue. This is rare. If the light is green, then the printer is not the issue. Ask the attendant to attach the keyboard to the USB hub in the back of the head unit. Depending on which software is running, they will either need to press “Escape” for DSLR Remote Pro, or “F1” in Social Booth. If Social Booth is frozen, “Alt+F4” will kill it. Exit the software and restart the tablet via the windows start button. IT IS EXTREMELY IMPORTANT THAT “RESTART” IS SELECTED AND NOT SHUT DOWN. Verify with the attendant that they selected restart. If they did not, they will have to press the power button on the tablet and choose Restart the second time. Once restarted, open the photobooth software, the power on the camera may need to be cycled for it to get recognized. Try a test shot. Hopefully it prints. In the event that the printer does not cooperate, ask the attendant to continue to take photos and hit print. All the photos will save and can be printed and delivered the following week. A digital copy of all photos will also be provided.