Programming the MX-6000

for a Kaleidescape Movie Server

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Kaleidescape, Inc.
440 Potrero Avenue
Sunnyvale, CA 94085
USA

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Section 1
Overview

MX-6000 Controller

The URC MX-6000 touch panel controller provides IR control and narrow band 418 MHz communication to control home theater components. The MX-6000 controller also provides access to WiFi networks to communicate with Ethernet-enabled components, including the Kaleidescape System. WiFi connection provides two-way communication and displays cover art. See Figure 1-1.

Figure 1-1   URC MX-6000 Touch Panel Remote Control

The Kaleidescape Application

The Kaleidescape application for the MX-6000 remote controller is easily installed to provide control features for Kaleidescape players.

The Kaleidescape application provides two types of control.

▶ Control of Onscreen Display (OSD) for movies and music

▶ Standalone control of music zones without a display

Onscreen Display Control

The MX-6000 provides control for the Kaleidescape System OSD. See Figure 1-2. OSD control provides the following control features:

- Navigate menus and make selections with the scroll wheel, directional keys, and touch screen.
- View metadata and cover art on both the display device and the MX-6000.
- Search through the entire library of movies and albums with a full onscreen keyboard.

Figure 1-2   Example Video Window

Note: The name of the Kaleidescape player appears in the center of the top bar of the remote window. This name can be changed on the **COMPONENTS** tab of the installer pages of the browser interface.

Standalone Music Control

The MX-6000 controller can be used to control music playback for music zones even without a display device. The standalone music control interface provides the following features:

- Select music from collections.
- Search for a particular artist, album, classical composer, classical work, or genre.
- View cover art and album information while listening to music.

The MX-6000 provides full control and feedback for every music zone. See Figure 1-3.

Figure 1-3   Example Music Control Interface Window

Basic Installation Procedure

Installing the Kaleidescape application for the MX-6000 is fast and simple. Configuration is straightforward and applies to all Kaleidescape Systems.

1. Download **Complete Control Program (CCP)** programming software from the URC website at http://www.universalremote.com.

2. Perform a live update.

3. Download the Kaleidescape application for the MX-6000.

4. Create a blank customer program or start from an existing program in CCP.

5. Verify the network is working and Kaleidescape software version.

6. Set up network configuration on the MX-6000 (if not already entered).

7. Add the Kaleidescape application to the MX-6000 program.

8. Configure the Kaleidescape application.

9. Download the customer program to the MX-6000.

Section 2
Installation

There are two steps to installing the Kaleidescape application for the MX-6000 remote controller.

- Download both URC software and the Kaleidescape application to the installer's computer.
- Add the Kaleidescape application to the MX-6000 and configure the application for the customer.

Note: The MX-6000 controller is not detected if connected before the correct step in the installation procedure.

Download Software to Computer

Download CCP Software

The latest version of the **Complete Control Program (CCP)** programming software is available to professional installers as a download from the URC website.

Use the following procedure to download CCP programming software.

1. Go to the URC website, www.universalremote.com.

2. Select the **DEALER PORTAL** button from the top of the screen to enter the **Control Room**.

3. If necessary, register by selecting the **NEW USERS** link or enter **EMAIL** address and **PASSWORD** in the text boxes, then click **SIGN IN**. A registration code is required for **NEW USERS**.

4. Click the **SOFTWARE DOWNLOADS** button on the left. A list of software appears.

5. Select **COMMERCIAL CCP**. A download window appears.

6. Click **DOWNLOAD**, then **SAVE FILE.**

7. Run the CCP Installer.

8. If a message appears warning about software compatibility, there is the option to click **CONTINUE ANYWAY**. See Figure 2-1.

Figure 2-1   Warning Message

A query window appears about installing **Microsoft ActiveSync**. See Figure 2-2.
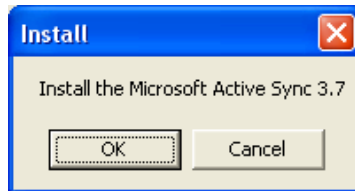

Figure 2-2   Install Window for Microsoft ActiveSync

9. Click **OK** to install Microsoft ActiveSync. The **Microsoft ActiveSync** Install Wizard appears. See Figure 2-3.
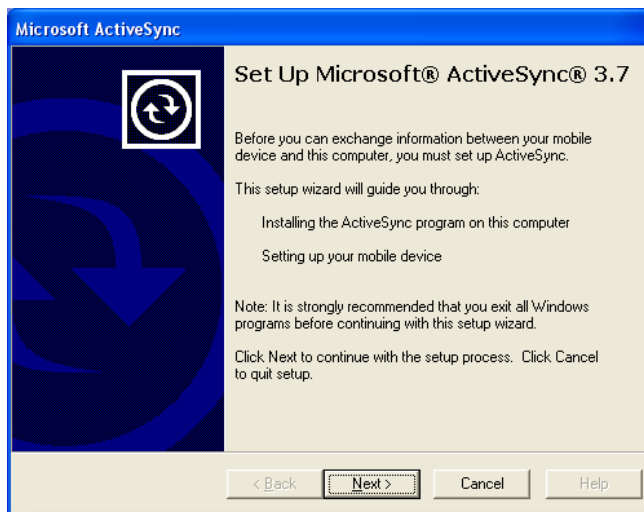
Figure 2-3   Microsoft ActiveSync Install Wizard

10. Follow the install instructions. After installation is complete, a window appears stating when installation is complete. Then the **Get Connected** install wizard appears. See Figure 2-4.

After ActiveSync is installed, it is not necessary to connect to the MX-6000. Click **CANCEL.**

Figure 2-4   Get Connected Install Wizard

Perform Live Update

1. Launch CCP.

2. Select the **HELP** menu from the toolbar menu, then select **LIVE UPDATE**. See Figure 2-5.

Figure 2-5   Help Menu

3. Check for updates. If updates are available, an **Update Available** window appears. See Figure 2-6.

Figure 2-6   Update Available Window

4. Click the **OK** button. It is always advisable to update the program.

Download the Kaleidescape Application for the MX-6000

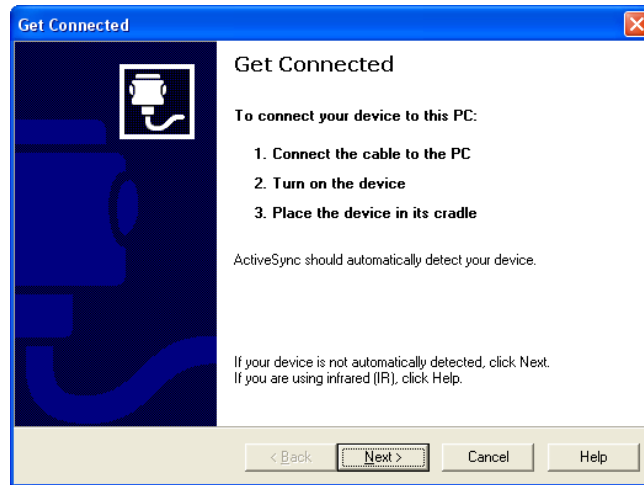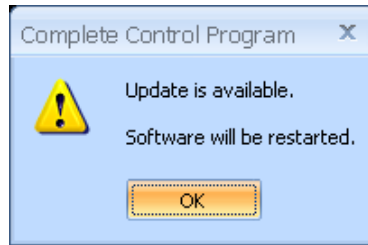The Kaleidescape application can be downloaded from either the Kaleidescape website or the URC Toolbox.

▶ www.kaleidescape.com

▶ www.universalremote.com

Use one of the following procedures to download the application.

Note: The Kaleidescape application MUST be downloaded to the appropriate directory location under the CCP software. Default location is at the following location.

C:\Program Files\Universal Remote Control, Inc\Complete Control Program\MX-6000\TwoWay

From the Kaleidescape Website

1. Go to **Control Systems** area on the Kaleidescape website.

www.kaleidescape.com/support/control-systems

2. Click on the **URC** icon.

3. Click on the **URC MX-6000 Application** download. Download begins immediately.

From the URC Website

1. Click on the **INSTALLER LOG-IN** button to enter the Control Room.

2. Sign in, enter **EMAIL** address and **PASSWORD** in the text boxes.

3. Click on the **URC TOOLBOX** button on the left. The **Tool Box** screen appears. See Figure 2-7.

Figure 2-7   Tool Box Screen

4. Select **2-WAY MODULES.** A list of 2-way modules appears on the right. See Figure 2-8.
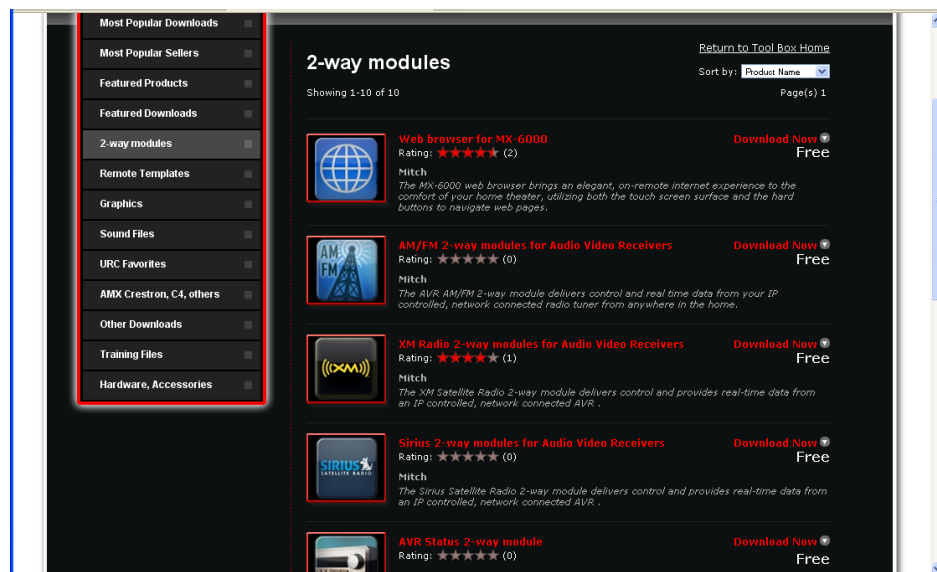

Figure 2-8   List of 2-Way Modules

5. Select the Kaleidescape application and click the **DOWNLOAD NOW** button.

Configure the MX-6000 Controller

Before loading and configuring the MX-6000 with the Kaleidescape application, check the customer site.

▶ Customer wireless network must be working.

The installer pages of the browser interface can be used to verify that players to be controlled are running and that players are configured to use a static IP address. If the PC is using a wireless connection, the following items can be verified:

- The wireless network is working.
- The wireless configuration is correct.
- The player is accessible on the network.
- The player is properly configured to use a static IP address.

▶ Kaleidescape System must be running KEAOS 3.7.0 or higher.

Create Blank or Default Program in CCP Software

1. Open CCP software. The **CCP window** appears (see Figure 2-9) with a **New File** window in the center. See Figure 2-10.
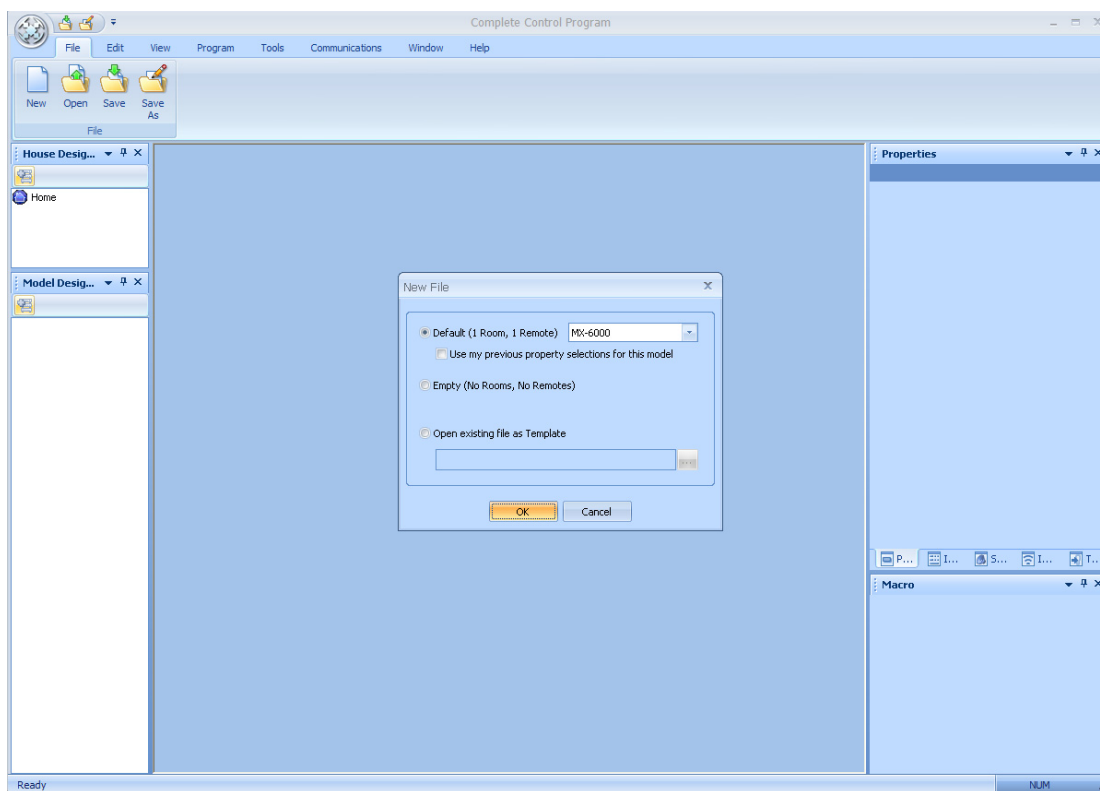
Figure 2-9   CCP Window
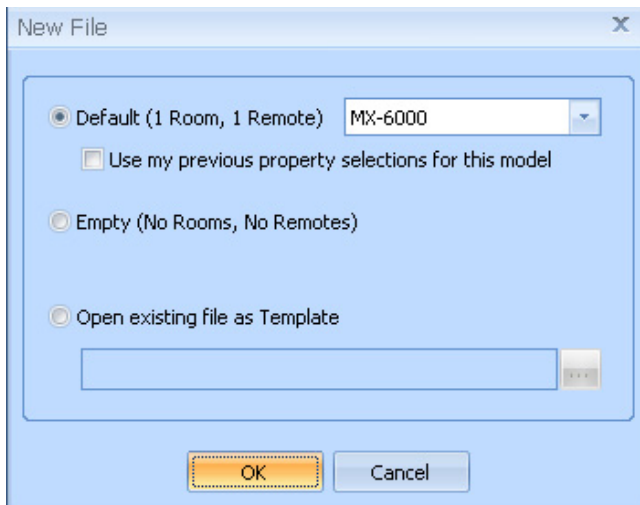
Figure 2-10   CCP New File Window

2. Select the **DEFAULT** radio button or open an existing file for the MX-6000 controller. Click **OK**. A **New File Model Properties** window appears. See Figure 2-11. Select a theme (background) and click **OK**.

Figure 2-11   New File Model Properties Window

3. A CCP **Help** window might appear. See Figure 2-12. Check the **DO NOT SHOW MESSAGE AGAIN** checkbox if appropriate and close the **Help** window.
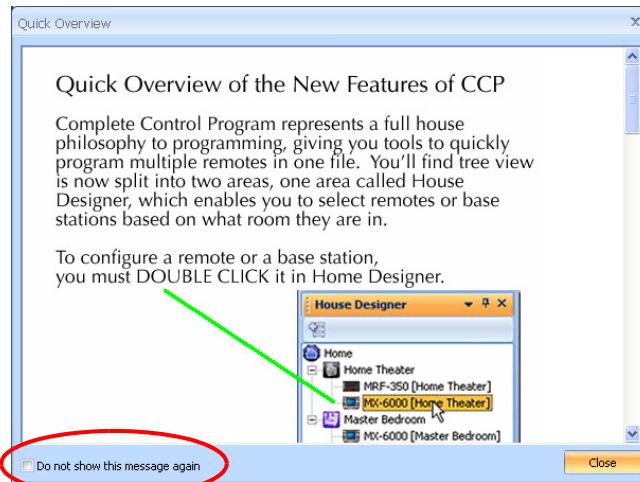
Figure 2-12   Help Window

4. The **CCP window** changes showing the MX-6000 simulator. See
    Figure 2-13.

Figure 2-13   CCP Window with MX-6000 Simulation

5. Connect a Type A to mini-B USB cable to both the computer and the
    MX-6000 remote controller.

Enter Network Configuration for MX-6000

1. Select the **Program** menu from the toolbar. See Figure 2-14.
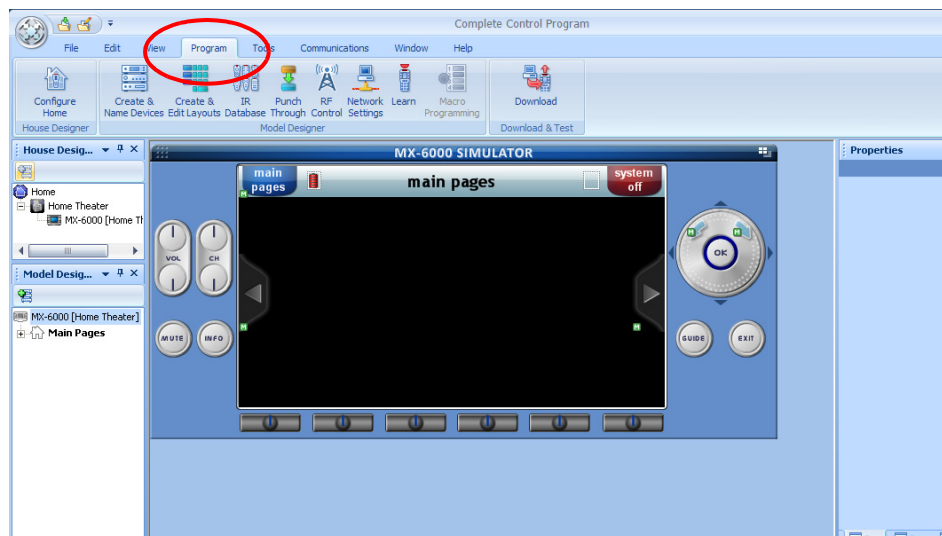
Figure 2-14   Program Menu

2. Select **Network Settings**. See Figure 2-15. The **Network Settings** window appears.
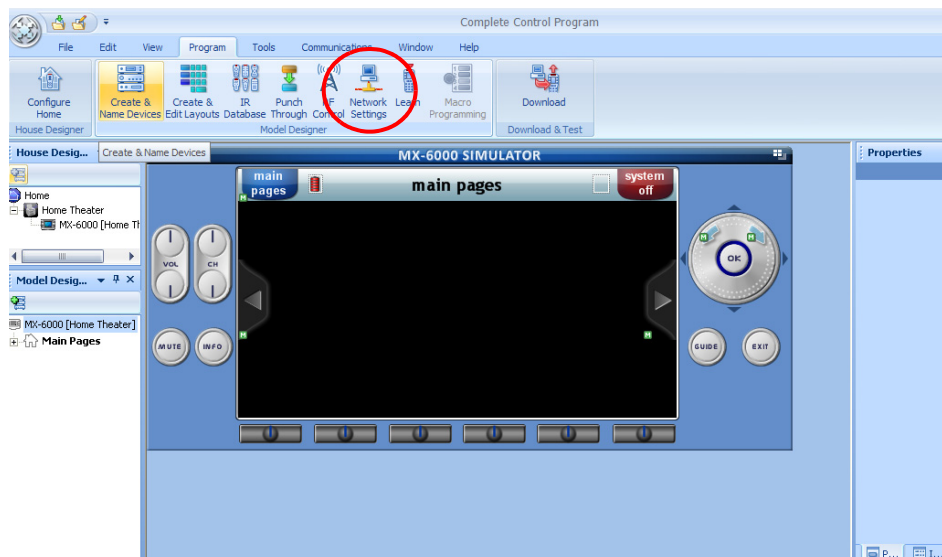
Figure 2-15   Network Settings Option

3. Click the **ADD NEW** button. See Figure 2-16. The **Wireless Network Key** window appears.
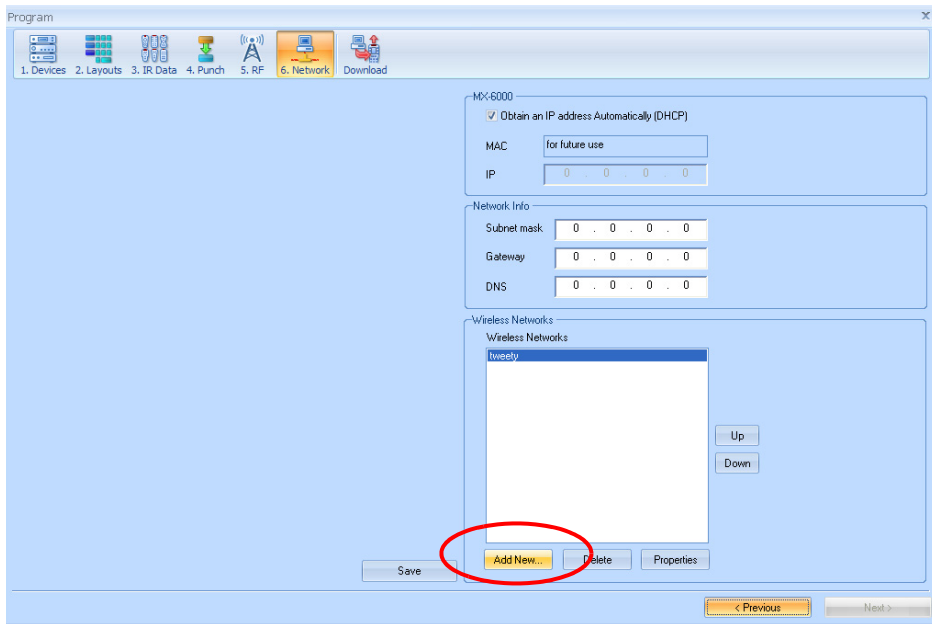
Figure 2-16   ADD NEW Button

4. Enter network connection information for the MX-6000. See Figure 2-17. Then click **OK**.
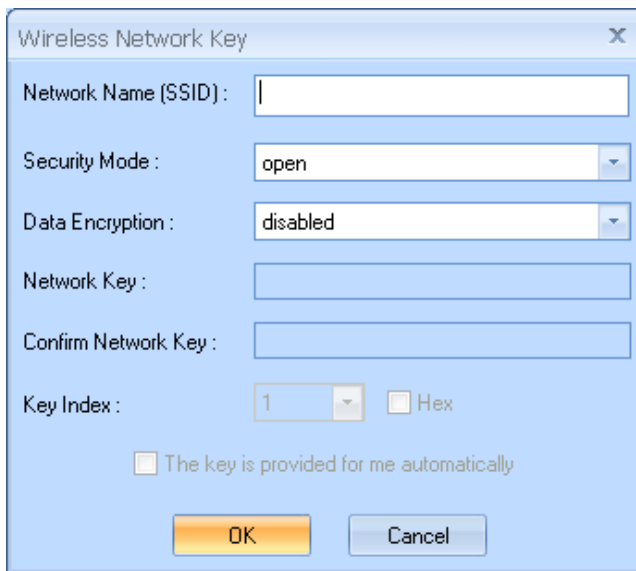
Figure 2-17   Wireless Network Key Window

 a. Enter SSID of the network (or name of the wireless network).

 b. Select the Security Mode and the type of Data Encryption from the drop-down menus.

  If the network uses **WEP encryption**,

  ▶ Security Mode – select **OPEN** or **SHARED**

▶ Data Encryption – select **WEP**

If the network uses **WPA or WPA2 encryption**,

▶ Security Mode – select **WPA, WPA2, WPA-PSK,** or **WPA2-PSK**

▶ Data Encryption – select **TKIP** or **AES**
(**TKIP** is usually used in residential installations)

c. Enter the **Network Key** (password appropriate to the network) in the text box and confirm.

d. Select the **Key Index** from the drop-down menu. This value seldom needs changing. Contact the network administrator.

e. Check the **Hex** checkbox if required. Contact the network administrator to verify if required.

5. Click **SAVE**, then close the **Network Settings** window.

Add Kaleidescape Application

Note: For volume and power control, refer to URC documentation.

1. Select the **Program** menu from the toolbar.

2. Select **CREATE & NAME DEVICES**. See Figure 2-18.
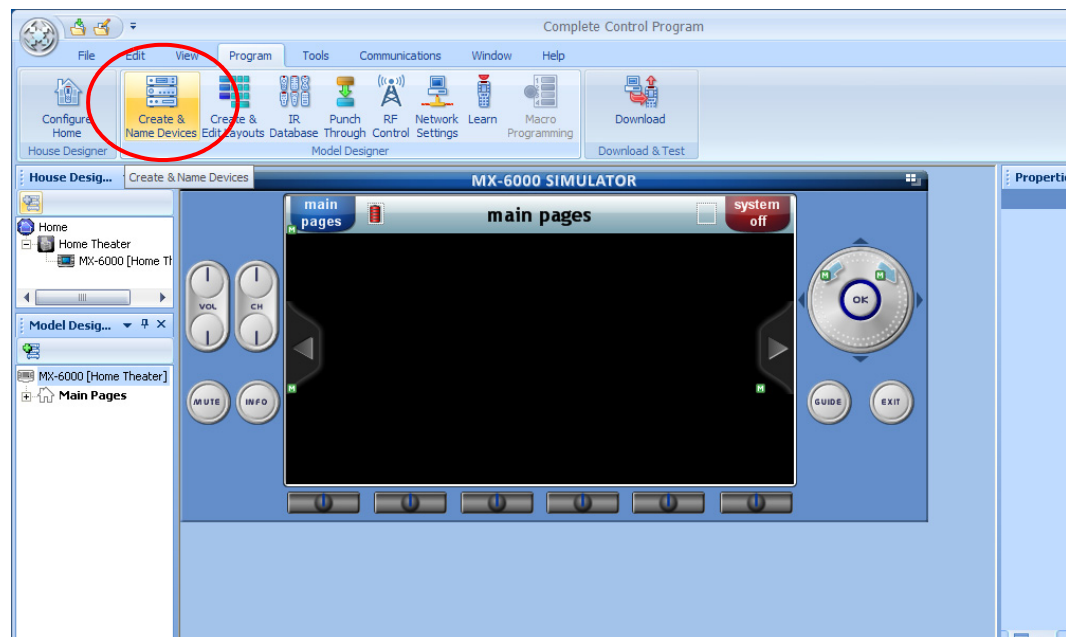
Figure 2-18   Program Menu, Create & Name Devices

The **Devices** window appears. See Figure 2-19.
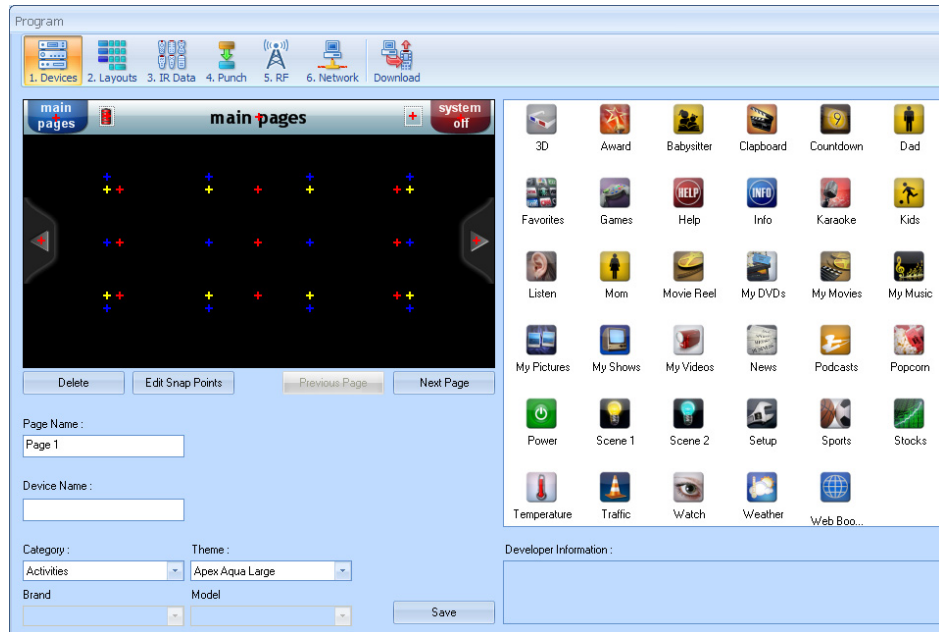
Figure 2-19   Devices Window

3. Select **TWO-WAY MODULES** from the **Category** drop-down menu. See Figure 2-20.
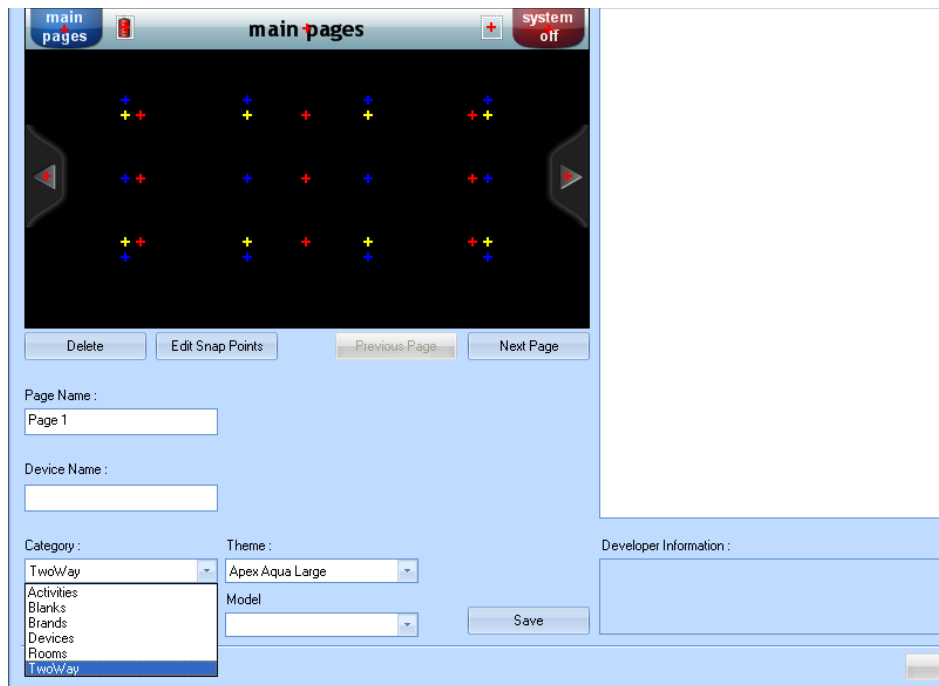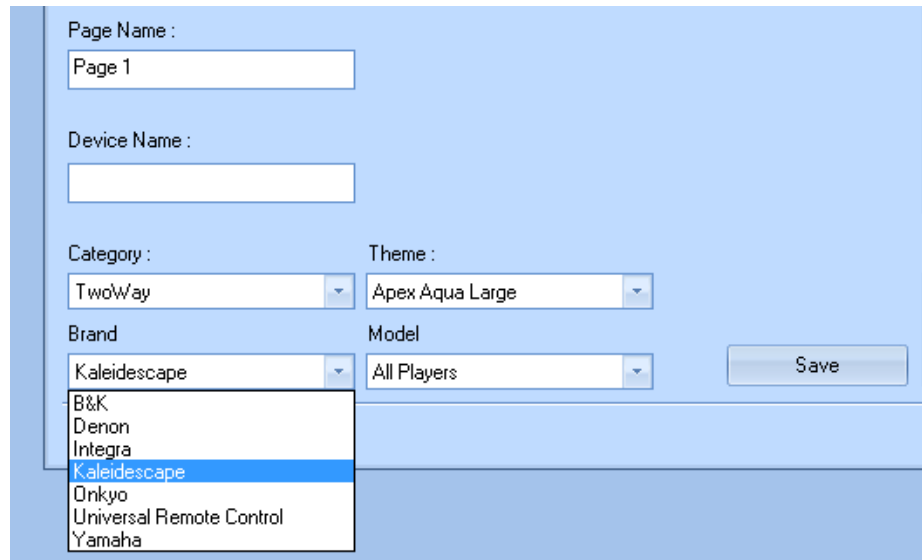
Figure 2-20   Setting Category

4. Select **KALEIDESCAPE** from the **BRAND** drop-down menu. See Figure 2-21. The Kaleidescape icon appears on the right section of the screen.
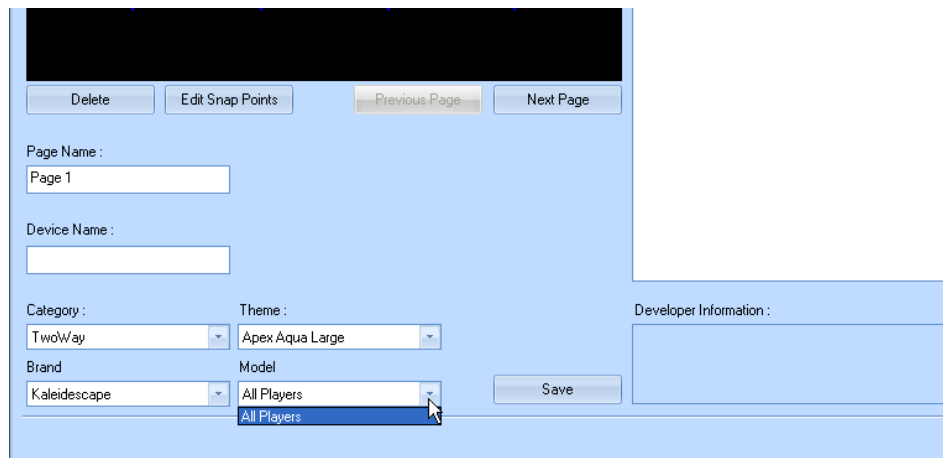
Figure 2-21   Setting the Brand

5.   Select **ALL PLAYERS** from the from the **MODEL** drop-down menu. See Figure 2-22.

Figure 2-22   Setting the Model

6.   Drag the Kaleidescape icon onto the page. See Figure 2-23.
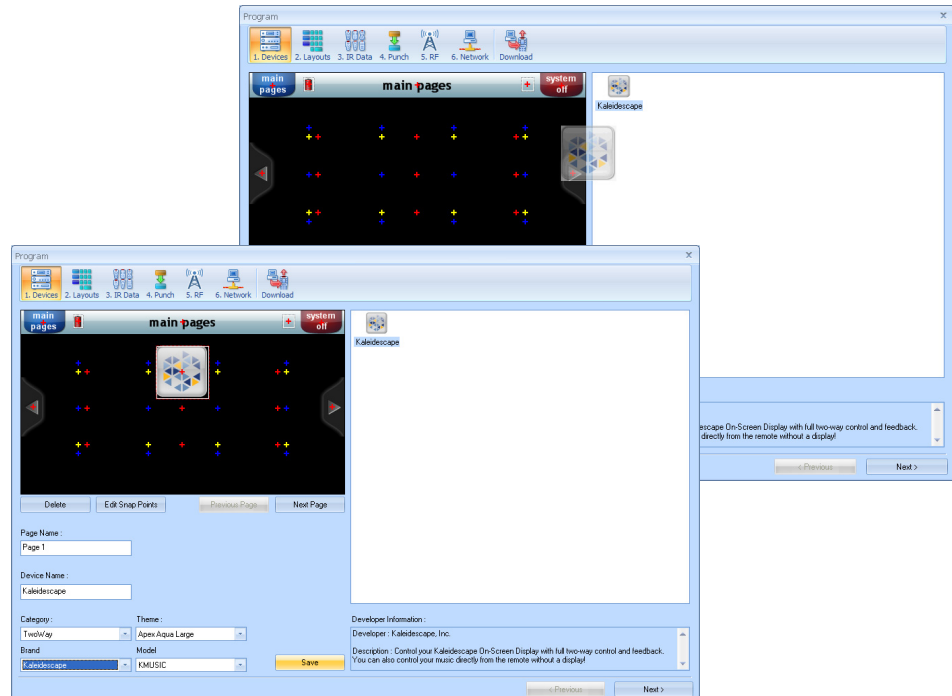
Figure 2-23   Adding Kaleidescape to the Configuration

7. Enter a name for the device in the **DEVICE NAME** text box. This name is typically a description of a zone, for example, **Movies** or **Patio Music**. See Figure 2-24. The name is automatically entered on the device icon.
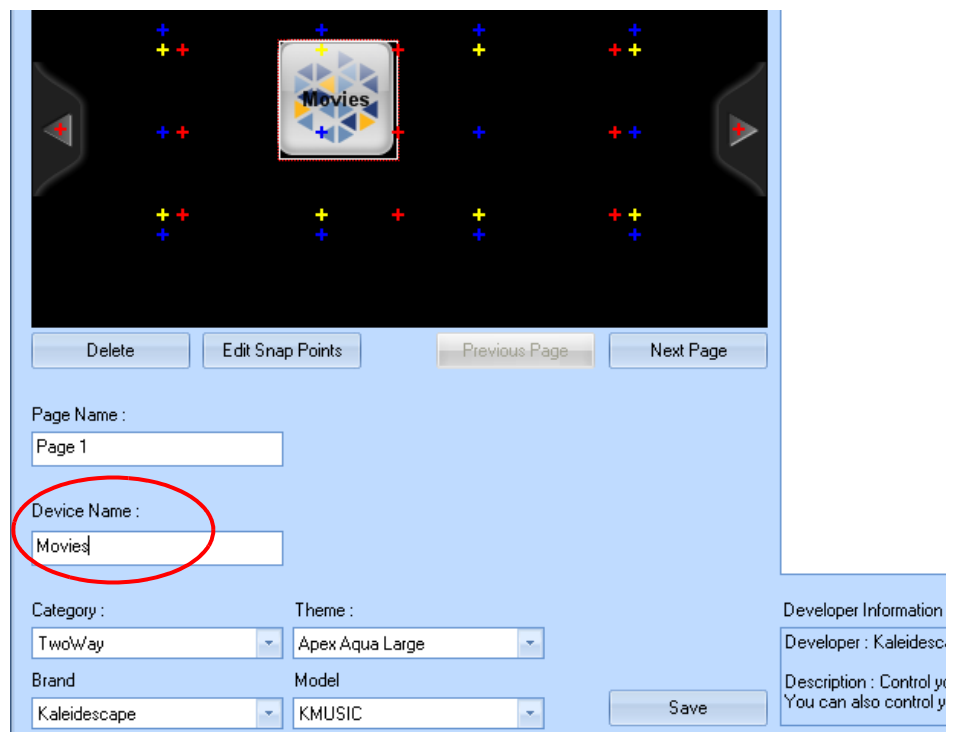
Figure 2-24   Naming a Device or Zone

8. Click **SAVE** and close the window. The device is now added to the list of devices on the **Program** screen.

9. Click on the icon to bring up the **Properties** section of the screen.

10. Change the color of the Device Name text by clicking the color options icon. See Figure 2-25. The **Select Color** window appears. Click on a text color that contrasts with the background and click **SAVE**.
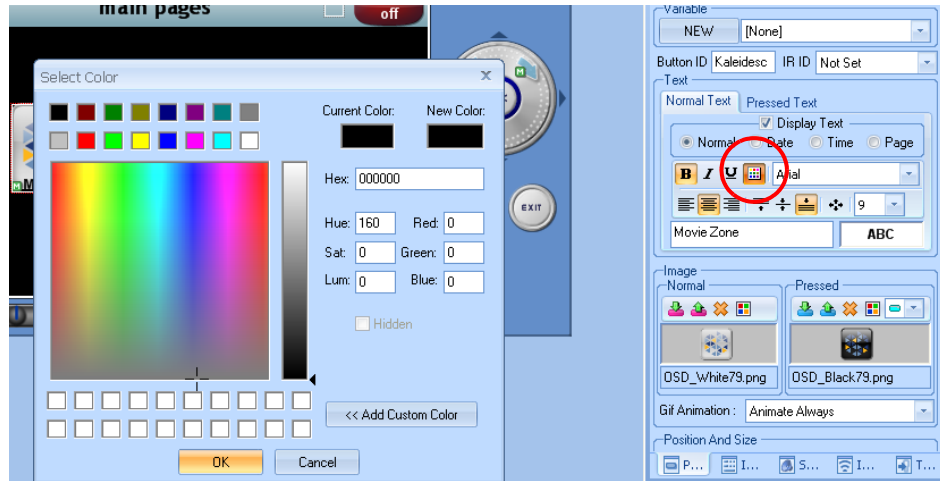
Figure 2-25   Select Color Window

11. Change the position of the name on the icon.

   a. Select the **NORMAL TEXT** tab.

   b. Select the **NORMAL** radio button.

   c. Select the type and position of the text – top, middle or bottom of the icon. Figure 2-26 shows the text placed at the bottom of the icon.
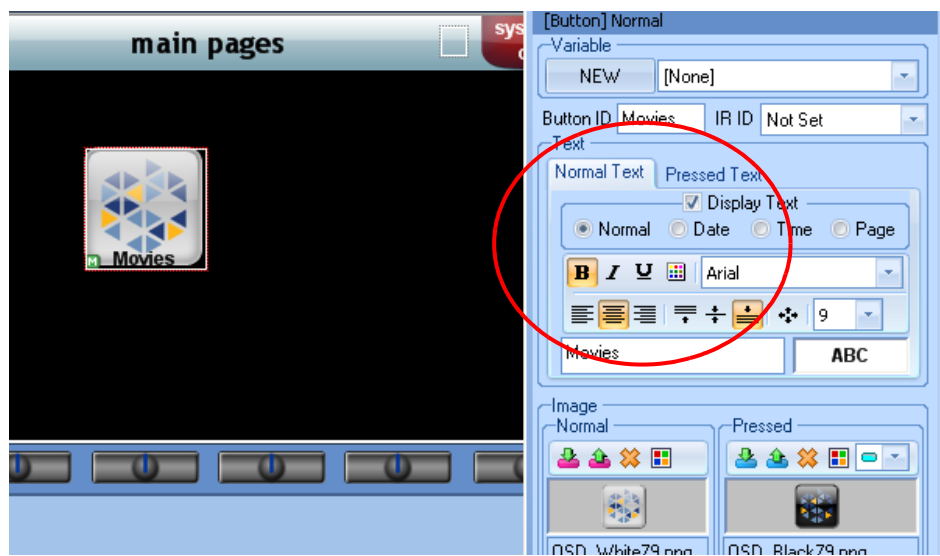
Figure 2-26   Positioning Device Name

12. Click the offset icon to bring up the **Font Options** window to offset the text for the Device Name. Moving the text off the button makes both text and button easier to read. See Figure 2-27. Kaleidescape recommends the following settings:

> Offset X = **0**
> Offset Y = **20**
> Line Spacing = **0**

Enter offset numbers in the text boxes and click **OK**.
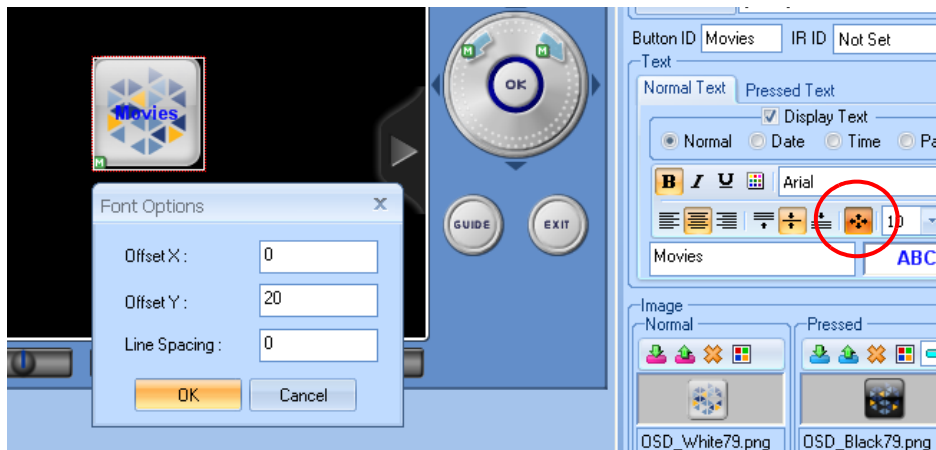
Figure 2-27   Font Options Window to Offset Text

To add other devices or zones, simply repeat this procedure.

Note: Each interface type requires a device. For example, to control a single zone with both OSD and the music control interface, two devices must be created for the same zone.

Configure the Kaleidescape Application

1. Click on the Kaleidescape device in the **Model Designer** section of the screen on the left. See Figure 2-28. **Properties** information appears.

Figure 2-28   Application Properties

2. Check the **THIS DEVICE HAS BEEN ASSIGNED A STATIC IP** checkbox in the **Network Information** section. See Figure 2-29.

    Note: Use the installer pages of the browser interface to assign a static IP address if necessary.
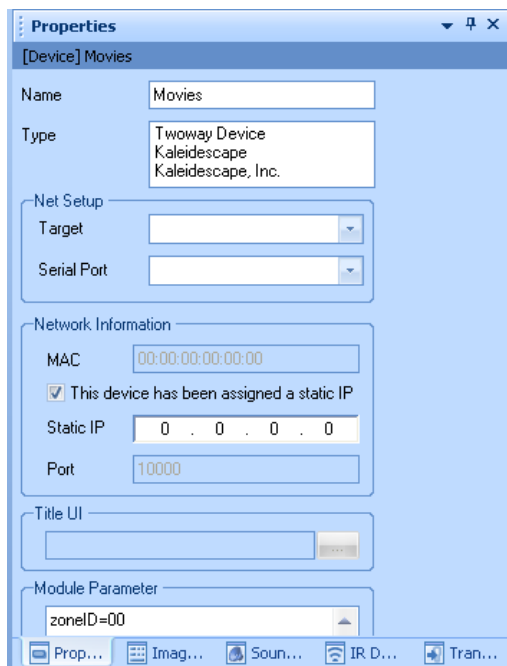
Figure 2-29   Device Properties

3. Enter the IP address of the Kaleidescape player associated with the current configuration. See Figure 2-30.
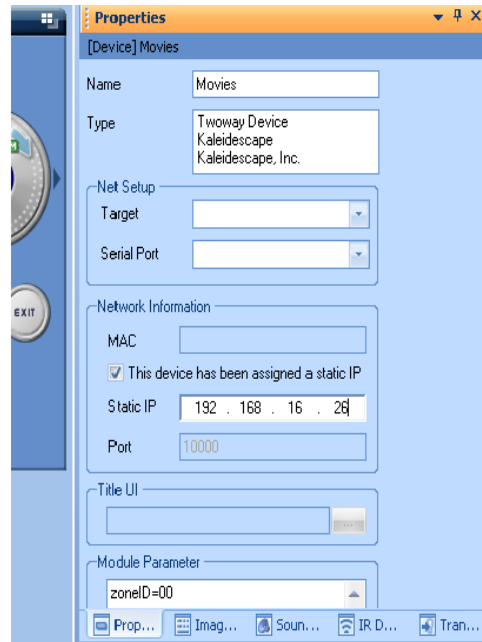
Figure 2-30   Entering IP Address

4. Enter zone control information in the **Module Parameters** section.

   ### Mini System

   a. Enter **zoneID=00** to control the movie zone.

   b. Enter **zoneID=01**, **zoneID=02** or **zoneID=03** to control one of the three music zones.

   Note: ZoneID=00 provides control over the OSD, and zoneID=01 provides standalone music control. These are the same zone, but controlled in two different ways.

   ### Movie players

   a. Enter **zoneID=00** to control the movie zone.

   b. Enter **zoneID=01** to control the music zone.

   ### Music Player

   • Enter **zoneID=01**, **zoneID=02**, **zoneID=03** or **zoneID=04** depending on the zone to be controlled.

5. Repeat this procedure for each zone to be controlled by the MX-6000 beginning with "Add Kaleidescape Application" on page 18.

6. Save settings.

Download Customer Program to MX-6000

After the Kaleidescape application is configured in CCP software, the configuration must be downloaded to the MX-6000 controller.

Note: The MX-6000 uses the computer's network connection (not the WiFi connection) when connected via USB. It is good practice to test the controller with no USB connection before connecting with the USB to verify that the MX-6000 is connected to the WiFi network.

1. Select **DOWNLOAD** on the **Program** menu to download the Kaleidescape application to the MX-6000. See Figure 2-31.
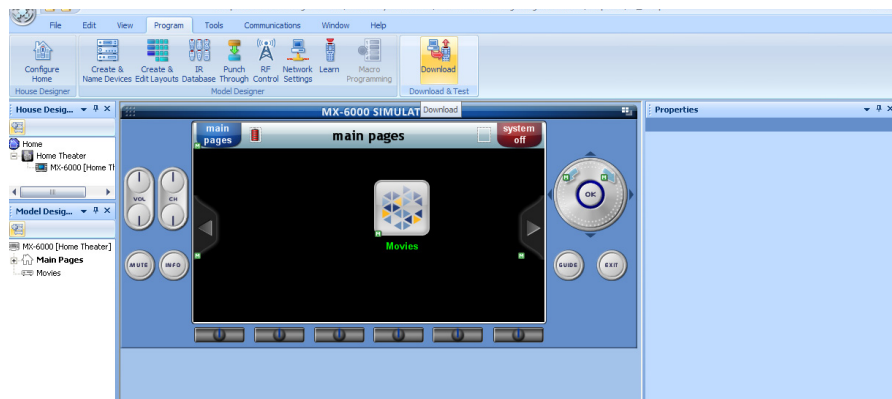
Figure 2-31   Program Menu, Download

2. Click the **DOWNLOAD** button. See Figure 2-32.
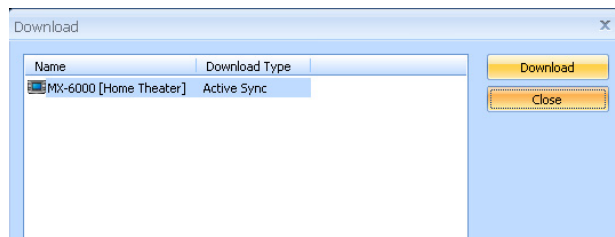
Figure 2-32   Download Window

- A status bar appears on the computer screen.
- The MX-6000 display shows a message stating that the controller is communicating with the computer.

Note: If any Windows Firewall prompts appear, there is the option to confirm to allow downloading of the MX-6000 program.

When download is complete, a message appears on the computer stating that the download was successful. See Figure 2-33.

The MX-6000 display shows the Kaleidescape icon.
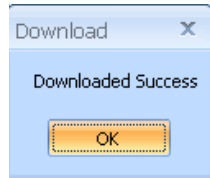
Figure 2-33   Download Success Message

3. Verify control of Kaleidescape player. If control is not established, double check installation and refer to "Troubleshooting" on page 46.

Section 3
Operation

The Kaleidescape application for the MX-6000 takes advantage of the versatile features of the MX-6000.

The Kaleidescape application provides for two types of control.

▶ **Control of Kaleidescape Onscreen Display (OSD) for movies and music**

This type of control provides cover art and metadata for all content. The MX-6000 controller displays the details page for each movie or album while browsing the OSD. This activity requires a movie zone connected to a video display in the same room as the controller.

▶ **Standalone Music Control**

The standalone music control interface provides music control for rooms with or without video displays (e.g., hallways, dining rooms, outdoors). Each music zone output is controlled independently with separate commands such as play, stop, pause.

Getting Started

When the controller is activated for the Kaleidescape System, the touch screen displays icons for all devices programmed on the MX-6000, including Kaleidescape devices or zones. If the icons do not appear, press the **MAIN PAGES** soft button on the upper left of the touch panel. See Figure 3-1.

Figure 3-1   Main Pages Soft Button

Select a device and the touch screen displays the Kaleidescape application. Depending on the state of the system, the onscreen display shows a movie cover and music control interface shows a list of music collections. See Figure 3-2.

Onscreen Display (Movie Cover)

Standalone Music (Music List)

Figure 3-2   Kaleidescape Touch Screen Displays

MX-6000 Hard Buttons

Hard buttons on the MX-6000 behave differently depending on the type of control (OSD display or music control interface).

- Onscreen display commands control the onscreen display, which in turn, controls movies and music.
- Standalone music commands only control music.

For example, the **STOP** button for OSD control stops movie or music playback, or can clear a window. The **STOP** button for music control always stops the music.

Figure 3-3 shows the hard buttons on the controller which provide basic transport control.
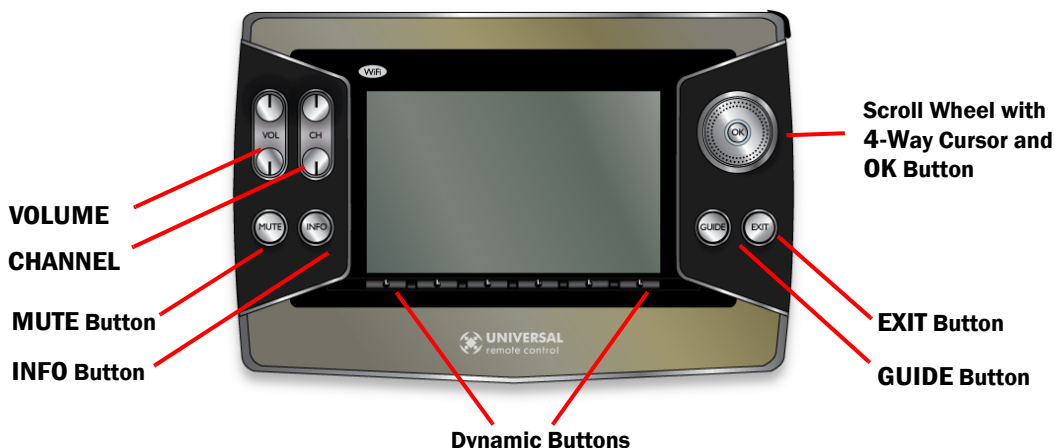
Figure 3-3   MX-6000 Hard Buttons

VOLUME Buttons	Programmed by the installer. Typically behaves the same for both OSD and the standalone music control interface.
CHANNEL Buttons	These buttons skip forward and backward to the next chapter of a movie, or to the next song.
MUTE Button	Programmed by the installer. Typically behaves the same for both OSD and the music control interface.
INFO Button	For OSD control, this button shows Kaleidescape System status information. For the music control interface, this button is not active.
Scroll wheel with 4-way cursor	The Scroll wheel can be used to navigate through selections rapidly. The 4-way cursor has basic directional controls. Used to navigate lists and menus on the onscreen display for OSD control, and to navigate music lists for the music control interface.
OK Button	For OSD control, selects items on the Kaleidescape screen display. For the music control interface, selects items on the touch panel display.
EXIT Button	For OSD control, this button is used to exit menus.

| GUIDE Button | For OSD control, this button activates the Kaleidescape menu. |
| | For the music control interface, this button has no function. |

The Five **Dynamic buttons** function to control the Kaleidescape application for the MX-6000 controller. The first button toggles between movies and music during onscreen display control, and with the music control interface does nothing.

REVERSE	This button rewinds a movie or song. Rewind speed increases each time pressed. If pressed when rewind is at maximum speed, the speed reverts to the slowest speed.
PLAY	Plays a movie or album, song or collection.
PAUSE	Pauses a movie or song.
STOP	Stops a movie or song, or can clear an OSD screen.
FORWARD	This button is a fast-forward button for a movie or song. Forward speed increases each time pressed. If pressed when forward speed is at maximum speed, the speed reverts to the slowest speed.

OSD Control for Movies and Music

The toggle button just below the **MAIN PAGES** soft button provides navigation between viewing movies and music on the OSD. Toggle between movie and music. See Figure 3-4.

Figure 3-4   Movie/Music Indicator

Viewing Options

The three soft buttons below the movie/music indicator are used to select types of onscreen viewing.

▶ The **LIST** button brings up a list of movies or music on the OSD.

▶ The **COVERS** button brings up movie covers on the OSD.

▶ The **COLLECTIONS** button brings up movie and album collections.

The touch panel shows a synopsis of the movie or album cover highlighted on the OSD.

The **NOW PLAYING** button appears below the **COLLECTIONS** button when a movie is playing or when viewing music collections. See Figure 3-5.

Figure 3-5   **NOW PLAYING Screen with OSD Control**

Movies

Movie Lists

When viewing movie lists, three buttons appear on the right: **SEARCH**, **JUMP** and **PARENTAL CONTROL**.

▶ The **SEARCH** button is used in conjunction with the 4-way cursor directional controls. Use the right/left controls to select the search criterion tab on the OSD, then press **SEARCH** and enter data on the touch panel.

A keyboard appears. See Figure 3-6. Enter search information and press **OK** or **ENTER**.

Figure 3-6   Search Keyboard

▶ The **JUMP** button provides a quick search function. Press **JUMP** and enter the first letter of the movie or album on the jump keyboard and press **OK** or **ENTER**. See Figure 3-7.

Figure 3-7   Jump Keyboard

▶ Press the **PARENTAL CONTROL** button to bring up the passcode screen. See Figure 3-8. If a movie does not meet the allowed parental control rating category, entering the passcode set in the browser interface will override the restriction.

Figure 3-8   Parental Control Passcode Screen

Movie Covers

When viewing movie covers, there are two buttons on the right: **SHUFFLE** and **PARENTAL CONTROL**. See Figure 3-9. Pressing the **SHUFFLE** button causes cover art of similar movies to be shuffled on the OSD to surround the selected movie.

Figure 3-9   SHUFFLE Button

Movie Collections

The **PARENTAL CONTROLS** button is the only button on the right when viewing movie collections.

Movie Now Playing

When a movie has been selected, a **NOW PLAYING** button appears below the **COLLECTIONS** button and progress bar displays both elapsed time and remaining time for the movie

Music

Music List

There are two soft buttons when viewing music with the list option: **SEARCH** and **JUMP**. See Figure 3-10.

Figure 3-10   Music List Soft Buttons

Music Covers

The **SHUFFLE** button is the only button when viewing music covers. When album covers are shuffled, like albums surround the selected album.

Music Collections

When viewing music collections with OSD control, there are no buttons on the right.

Music Now Playing

When music is playing and the **NOW PLAYING** button is pressed, a **REPEAT** button and a **RANDOM** button appear on the side. See Figure 3-11.

Pressing **RANDOM** causes current music to be played in a random order. Pressing **REPEAT** causes the system to start playback again after the current list of music has been played.

Figure 3-11   Music Now Playing Screen with OSD Control

Standalone Music Control

When using the standalone music control interface, a list of music collections appears. See Figure 3-12.

Figure 3-12   List of Collections

The **BROWSE** and **NOW PLAYING** buttons on the left are always available with the music control interface.

▶ The **BROWSE** button brings up the list of collections.

▶ The **NOW PLAYING** button shows which album or song is playing or if nothing is playing. See Figure 3-13.

When a song, album, or list of music selections is playing, the song currently playing is listed along with the album title and a progress bar. The progress bar shows time elapsed and time remaining for the song.

Song currently playing

Nothing playing

Figure 3-13   Now Playing Screens

Selecting Music

When a collection is selected, the collection expands to list the albums in the collection. See Figure 3-16. The option of playing the entire collection, or any one album in the collection, can be made by touch or by pressing the **OK** button.

If an entire collection is selected, a blue tab appears stating which collection is playing. See Figure 3-14.

Figure 3-14   Playing a Collection

Selecting the album by touch, or by pressing the **OK** button, brings up a list of songs and the option to play the entire album. If the entire album is selected, a tab appears stating that songs will be played. See Figure 3-15

Figure 3-15   Playing an Album

To play a particular song, use touch, the directional cursor, or the hard **PLAY** button to select a song. See Figure 3-16. A tab appears stating the name of the song currently playing.

Figure 3-16   Playing a Song

Adding to the List of Music Playing

When music is playing and a collection, album, or song is selected, a message appears inquiring about the list of music playing. Options include replacing current music playing, adding to the list of music playing, or ignoring the last selection. See Figure 3-17.

Figure 3-17   Selection Inquiry for List of Music Playing

If a song is playing and the **NOW PLAYING** button is pressed, the current song playing appears on the touch panel screen along with a **LIST** button. A progress bar also appears. See Figure 3-18.

Figure 3-18   NOW PLAYING Progress Bar

LIST Button

Select the **LIST** button to view the list of music playing. Collections, albums and songs are listed in the order selected. Figure 3-19 shows a list of music playing with three songs and an album. Note that the songs in the album are listed individually. An **INFO** button is available to return to the information about the current song.

Figure 3-19   List of Music Playing

INFO Button

Pressing the **INFO** button brings up information about the song currently playing and the **LIST** button reappears. See Figure 3-20.

Figure 3-20   Information about Current Song Playing

Controlling Music Playback

Five of the six dynamic buttons at the bottom of the touch panel screen are used to control the music playing.

PAUSE Button

When the **PAUSE** toggle button is pressed, the touch screen highlights the **PAUSE** button, the highlighted song is marked with double bars, and playback is paused. Press the **PAUSE** button while playback is paused to resume playback. See Figure 3-21.

Figure 3-21   Music Paused

STOP Button

When the **STOP** button is pressed, the touch screen highlights the **STOP** button and a message appears stating that no songs are playing. See Figure 3-22.

Figure 3-22   Music Stopped

FORWARD Button

When the **FORWARD** button is pressed, a blue tab appears stating that the music is fast-forwarding and the progress bar accelerates. Pressing the button again toggles between 2-times and 4-times fast-forward speed. See Figure 3-23.

Figure 3-23   Music Fast-forward

REVERSE Button

When the **REVERSE** button is pressed, a blue tab appears stating that the music is rewinding. Pressing the button again toggles between 2-times and 4-times fast-rewind speed. The progress bar changes directions. See Figure 3-24.

Figure 3-24   Music Rewind

REPEAT Button

When viewing music being played, the progress bar has a **REPEAT** button at the end of the bar. Pressing the **REPEAT** button causes the list of music playing to repeat. See Figure 3-25.

Note: Some playback items always repeat and **REPEAT** cannot be turned off, for example, artists, genre, user-defined collections.

Figure 3-25   REPEAT Button

RANDOM Button

When viewing music being played, the progress bar has a **RANDOM** button at the beginning of the bar. Pressing the **RANDOM** button causes songs to be played in random order. This button affects albums and collections of individual tracks, but does not affect collections, artists, and genres. See Figure 3-26.

Some playback items always play randomly and the **RANDOM** feature cannot be turned off, for example, artists, genre, user-defined collections.

Figure 3-26   RANDOM Button

BACK Button

When looking for music, the **BACK** button returns the screen back one level to the previous view. The **BACK** button can be pressed until the main collection view appears. See Figure 3-27.

Figure 3-27   BACK Button

SEARCH Button

Pressing the **SEARCH** button brings up a keyboard. The **SEARCH** button can be used to find a song, an artist, genre, etc. See Figure 3-28. Use the touch screen to enter search information. As each letter is entered, the search is narrowed and the number of matches is listed.

Press **ENTER** at any time to see results.

Note: The **SEARCH** button only initiates a search on the list currently displayed, nothing else. For example, pressing The **SEARCH** button on the Artists list initiates a search for artists, but not albums.

Search for an album

Search for an artist

Figure 3-28   SEARCH Keyboard

Section 4
Troubleshooting

Troubleshooting Guide

Problem	Probable Cause	Action
The network/signal icon on the MX-6000 controller shows as a red **X** or question mark, and there is no connection to the Kaleidescape System.	The MX-6000 controller cannot connect to the wireless network.	• Verify that network settings are correct. • Reset the wireless access point or router. • Verify that the wireless network is operating correctly.
The MX-6000 freezes while in use.	Varies	Insert the MX-6000 stylus into the **Reset** hole located on the back of the device. **Note:** Contact Kaleidescape Technical Support if the problem occurs while running the Kaleidescape application.
The Kaleidescape application is not on the list of available two-way applications in CCP software.	CCP software cannot read the Kaleidescape-app.vfd file.	• Perform a Live Update of CCP software (see "Perform Live Update" on page 10). • Verify that the Kaleidescape-app.vfd file is in the proper directory. See "Download the Kaleidescape Application for the MX-6000" on page 11.

Status Messages

Connection Problem

Message	Cause	Action
Controller is connecting to the Kaleidescape System.	The player is powered on after being turned off. **Note:** This message does NOT appear on the Mini System. The Mini System exits standby instantly.	Wait for **Waiting** icon to disappear.
Controller lost connection with Kaleidescape System. Check settings and cable connections. Verify that Kaleidescape System is powered on.	The controller loses the connection to the Kaleidescape System and cannot reestablish a valid TCP/IP connection to the component.	• Check settings and network connection. • Verify that the Kaleidescape System is powered on.
Controller was unable to connect to a Kaleidescape component. Check settings and cable connections. Verify that Kaleidescape System is powered on.	1. The controller cannot establish a valid TCP/IP connection to a Kaleidescape component during the initial connection attempt.	• Check settings and cable connections. • Verify that the Kaleidescape System is powered on.
	2. There could be an IP mismatch between the MX-6000 configuration and the player.	Verify that IP entered on the MX-6000 device is correct and that the player has a static IP.
Kaleidescape software must be updated. Connect Kaleidescape System to Internet for automatic download of the latest KEAOS software and restart system.	The Kaleidescape System is not running KEAOS version 3.7.0 or greater.	• Connect Kaleidescape System to the Internet for automatic download of the latest KEAOS software. • If necessary, restart the Kaleidescape System when download is complete.

Message	Cause	Action
Kaleidescape player is in standby mode.	The Kaleidescape player was turned off while the MX-6000 is running. **Note:** The MX-6000 controller automatically takes a player out of standby mode when the Kaleidescape application on the MX-6000 is activated.	Press the touch panel to bring the Kaleidescape System out of standby mode.
Press button to clear Kaleidescape screensaver.	Screensaver activated.	Press the touch panel to clear screensaver.

Configuration Error

Message	Cause	Action
Controller does not have a valid configuration. Configure controller activity with a valid zone ID such as zoneID=01.	Incorrect configuration information prevented the controller from reading the value.	Go to activity configuration and enter a valid zone ID. Example: **zoneID=01**
Controller expects an onscreen display but component does not display video. Check IP address and zone ID.	The zone ID is set to **0** or not been set. The MX-6000 automatically connects with OSD control; however, some devices, e.g., the Music Player, do not support OSD control.	• Configure the controller to connect to a Kaleidescape component that has video output. • For Music Players, set the music zone ID to a valid zone.
Controller is configured to control a music zone and component does not support audio output. Verify IP address.	IP address is for a server (or reader) with no audio outputs.	Configure the controller to connect to a Kaleidescape component that supports audio output.
Player has a single music zone. Set zoneID=01.	The zone ID is set to **2, 3, 4**, or higher, but the only valid choices are **0** and **1**.	Configure the controller to control music zone **01**.
Unsupported music zone. Verify activity configuration.	Zone ID is set to a value higher than the maximum value for available zones. For example, the Mini System only supports up to zone ID **3**.	Configure the controller to control a valid music zone.

Kaleidescape Support

If the troubleshooting section does not address the problem, contact Kaleidescape Support.

▶ Send an email message to **support@kaleidescape.com**.

▶ Call the support line at **+1 (650) 625-6160**.

Be prepared to provide the serial number of the Kaleidescape server. Serial numbers are printed on labels located on the backs of all components and inside the front panel of the 3U and 5U Servers.

The Kaleidescape website always has the latest support updates.

www.kaleidescape.com