



# Soft-LED™ Quick Reference Guide

(Refer to Soft-LED™ User Manual for more information)



- Visually check for damage from shipment.
- Remove curtain from case by removing lid and flipping case up on end. Handle curtain by edges only. Be careful of latches.



Properly remove curtain from case

- Tie drapery to support system.



Secure drapery tightly

- Remove caps from curtain connector by pulling back on the metal part of the connect and pushing down on the cap.



Pull bracket back

Remove cap

- Place connector on mating connector of the rack. Before pushing metal bracket forward, make sure the connector is fully seated by pressing down on the front of the connector.
- Ensure connector colors match.



Place connector on mate

Push down front of connector

- Push the metal bracket forward. There should be very little resistance. Stop and check for proper seating of connector if in doubt.



Push bracket forward

- Connect an Ethernet cable between each Touring Rack (Daisy Chain configuration).
- Connect proper power source to Touring Rack(s).



Connect power source to Touring Racks

- Power on all Touring Rack(s)
- Confirm all power supplies are active (Use the ethernet switch to determine this)



Power On Touring Racks

- A random test pattern should appear on the curtain



Check for test pattern

- Connect video source to the Video Rack.
- Connect single Ethernet cable from the Video Rack to the first Touring Rack.



Connect video source

Connect Ethernet

- Connect power source to Video Rack.
- Power on the Video Rack.
- Confirm that power is online for:
  - Monitor(s) and Computer(s)
  - Video converter(s) and DVD Player



Connect power source to Video Rack

- Select video source on video converter(s).
  - Analog/S-Video for DVD Player
  - RGB for VGA (RGBHV)



Select proper video source

- If a proper video signal is being sent, video should appear on the reference monitor and the curtain.



Check for video on monitors and curtain

Distributed in North America by

ROSE BRAND NY (800)223 - 1624 CA (800)360 - 0506 [www.rosebrand.com](http://www.rosebrand.com)

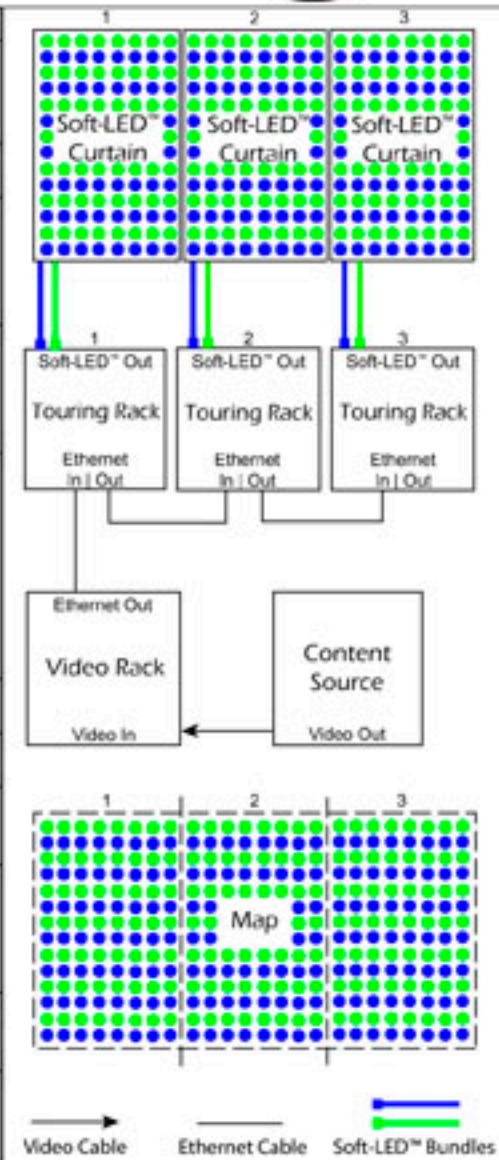


# Soft-LED™ Troubleshooting Guide

(Refer to Soft-LED™ User Manual for more information)



Symptom	Cause	Solution
Curtain is not working	Power or data is not connected correctly	<ol style="list-style-type: none"> <li>1. Check power on the Touring Racks: <ul style="list-style-type: none"> <li>-Ethernet switches</li> <li>-All power supplies</li> </ul> </li> <li>2. Ensure all Soft-LED™ connectors are completely latched.</li> </ol>
Only part of the curtain is working properly	Power is disconnected from a power supply tray or Ethernet switch	<ol style="list-style-type: none"> <li>1. Check all internal power connections.</li> </ol>
2 Lines of LEDs (parallel) are not working	Power supply is not functioning correctly	<ol style="list-style-type: none"> <li>1. Check Ethernet connections for the power supply.</li> <li>2. Check that all connectors on a power supply are plugged in and functioning correctly.</li> <li>3. Check the power indicator on the power supply, if it is not online, replace the power supply.</li> </ol>
2 Lines of LEDs (parallel) are locked in the test pattern	Power supply is not handling data correctly	<ol style="list-style-type: none"> <li>1. Check Ethernet connections for the power supply.</li> <li>2. Check if the IP address is correct.</li> <li>3. Ensure there is activity on the Ethernet switch for the power supply (when rest of curtain is correctly working), if not, replace the power supply</li> </ol>
Single line of LEDs is not working	Data is not going to the first node or running through the first node in the line	<ol style="list-style-type: none"> <li>1. Check the Soft-LED™ connector on the curtain for pushed-in pins.</li> <li>2. Check voltage on the Soft-LED™ connector on the Touring Rack. If there is no voltage present, check the power supply (Refer to the User Manual for correct voltages).</li> <li>3. Check the voltages before and after the first node: <ul style="list-style-type: none"> <li>-If a voltage is not present before the first node, check all connections.</li> <li>-If voltages are correct before but not after the first node, replace the first node.</li> </ul> </li> </ol>
Part of a line of LEDs is not working	First bad node or last good node before bad node is malfunctioning	<ol style="list-style-type: none"> <li>1. Replace the first bad node.</li> <li>2. Replace the last good node in the line.</li> </ol>
A node is locked in one color, has a loss of one color, or has no output	Node is malfunctioning	<ol style="list-style-type: none"> <li>1. Replace node (Refer to User Manual for instructions).</li> </ol>
No video image on the curtain	The Video Rack is not connected properly	<ol style="list-style-type: none"> <li>1. Check video source.</li> <li>2. Check power to ALL components of the Video Rack.</li> <li>3. Check proper video input selection.</li> </ol>
Random pattern on the curtain	No Video Rack signal	<ol style="list-style-type: none"> <li>1. Check Ethernet connection from Video Rack to Touring Rack.</li> <li>2. Ensure the Video Rack is receiving proper video signal.</li> <li>3. Check data on Touring Racks. <ul style="list-style-type: none"> <li>-Each power supply should have an indication light on the Ethernet switch.</li> </ul> </li> </ol>
Curtains are displaying wrong section of image	Configuration does not match video map	<ol style="list-style-type: none"> <li>1. Ensure that all curtains are in the correct order according to the video map.</li> <li>2. Check that each curtain is connected to its respective Touring Rack.</li> </ol>
2 to 4 lines of LEDs around the perimeter are not working	The scan convertor is not configured correctly	<ol style="list-style-type: none"> <li>1. Adjust the overscan setting on the convertor (can only be changed via the remote)</li> <li>2. Increase the image area in the Video Management Tool.</li> </ol>



Distributed in North America by

**ROSE BRAND** NY (800) 223 - 1624 CA (800) 360 - 0506 [www.rosebrand.com](http://www.rosebrand.com)