

**5000 SERIES DIGITAL
BILLBOARD**

SERVICE MANUAL

P1810

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DAKTRONICS

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Table of Contents

1 Introduction	1
Important Contact Information	1
Display Identification.....	1
Terms Used in this Manual.....	1
Spare Parts.....	2
Remove the Spare Parts Rack	3
Remove Module From Spare Parts Rack	3
Field Replaceable Units	4
2 Display and Control Overview	5
Display Control System Flow Overview ...	5
Display Power Overview	5
Display Signal Overview.....	5
Even Module High Section Signal Path	6
Odd Module High Section Signal Path	6
3 Display Troubleshooting	7
Remotely Cycle Power	7
Display Troubleshooting	7
4 Access Internal Components	10
Rear Access	10
Front Access.....	10
5 Test and Remove a Module	11
Module Lanyard Attachment	11
Remove a Module from the Display Face (Front Access)	11
Reinstall the Module (Front Access)	11
Remove a Module (Rear Access)	12
Remove a Module from the Top Row of a Section (Rear Access)	13
Remove a Module from Behind a Term Panel (Rear Access)	13
Reinstall a Module (Rear Access)	14
Hinge and Remove the ISP Enclosure for Module Access	14
Hinge and Remove the DMP-8065 or SmartLink For Module Access.....	15
6 Test and Replace Display Components	16
Test a Module.....	16
Module Status Indicators	16
Perform a Module Self-Test	16
Replace Module Power Supplies.....	16
Replace a Module Power Supply	16
Test and Replace a ProLink Router.....	17
Test a PLR	17
Replace a ProLink Router	18
Replace PLR Power Supplies	18
Replace a Display Fan	18
7 Control Equipment Overview, Service, and Replacement	19
Control Equipment Overview.....	19
ISP Enclosure	19
DMP-8065	19
SmartLink™	19
Open the ISP Enclosure	19
Connect a Laptop	19
Replace Control Equipment	20
Replace the DMP-8065	20
Replace DMP Power Supplies	20
Replace the ISP Enclosure Filter	20
Replacing the Router	21
Replace the Network Switch	21
Replace the SmartLink™	21
Replace the Z-Filter	21
Replace the Heater	22
Replace the Fan	22
8 Test and Replace the Multi-Direction Light Sensor	23
Troubleshoot Multi-Direction Light Sensor (MDLS) Issues	23
Test the MDLS	23
Replace the MDLS	23
9 Webcam Access and Troubleshooting	24
Retract the Webcam to the Display Face (Rotation Mount Only)	24
Webcam Troubleshooting	24
10 Display Maintenance	26
Service Calls	26
Annual Inspection	26
A Reference Documents	27
B Daktronics Warranty and Limitation of Liability	29

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1 Introduction

Important Contact Information

Daktronics Help Desk: 1-877-DAK-HELP

Project Manager: _____ Phone Number:

Email: Billboardservice@daktronics.com

Display Identification

This section provides label information that is helpful in understanding a Daktronics digital billboard display label. Refer to **Figure 1** and the table below.



Figure 1: 5000 Series Display Label

Display Assembly Number Display Serial Number Manufacture Month/Date Year	DB-5000 Modules High X Modules Wide MODS RMN: Daktronics - 0200 - 08 Manufactured in Sioux Falls, SD 120/240 VAC, Single Phase, 60 HZ AMPS (L1/L2) = 4.1/5.1 Total Total Watts for Display Section = 1,104
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Terms Used in this Manual

Lanyard Attachment Ring: A ring found on the back of each module that attaches to a lanyard and prevents the module from falling.

Latch Release: Releases the latch that holds the module firmly in the display. The latch is centered near the top and bottom of the module.

Light Emitting Diode (LED): Low-energy, high-intensity lighting unit.

Line Filter: Removes electromagnetic noise that might interfere with local communication channels from the power system.

Module: Consists of a display board with LEDs, a driver board or logic card, housing, a module latch assembly, and a louver. Each module is individually removable from either the front or back of the display. Module part numbers vary by pixel pitch.

ProLink Router (PLR): The PLR takes data in and then routes that data to other areas in the sign. There is typically one PLR per display section.

Power Supply: A device that converts AC line voltage from the panel board to low DC voltage for driver boards. In the 5000 series, one power supply powers two modules, one controller, or a ProLink Router (PLR).

Serial Advanced Technology Attachment (SATA) Cable: Allows high speed signal flow from device to device. In digital billboards, they run signal from module to module and from the PLR to the modules.

Termination Block: An electrical connection point, usually used to connect internal power and signal wires of the same type coming into the display from an external source.

DMP-8065: Digital billboard control card that sends content to the display. The DMP limits the display to static content and regulates content hold times.

Spare Parts

Every Daktronics digital billboard is shipped with spare parts that include commonly replaced components. The table lists some of the components that may be included in the spare parts rack shown in **Figure 2**. Refer to the spare parts inventory list contained in the bag in the spare parts rack for a list of the parts. Contact the Account Service Manager (ASM) to order additional spare parts.

Description	Daktronics Part Number
Module	Varies by pixel pitch
PLR-6050 W/Hook Mount	0A-1487-6009
28" SATA Cable	W-2410
Power Supply	A-2476
LC-LC Duplex Fiber Cable	W-1767
30' 4 Pin Male to 4 Pin Female Cable	W-1820
3' 3 Pin Male to 3 Pin Female Cable	W-2510

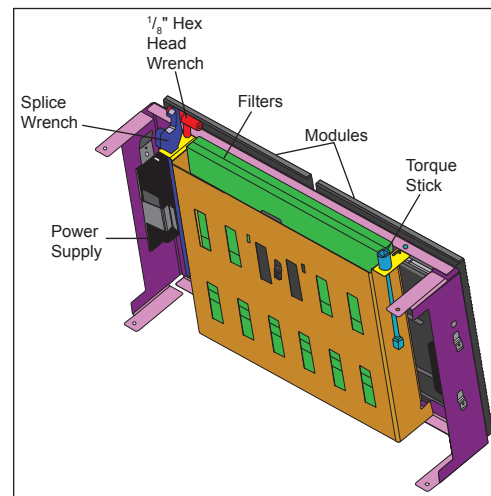


Figure 2: Spare Parts in Spare Parts Rack

Remove the Spare Parts Rack

Spare parts are located inside the display cabinet behind the bottom-left doors. Refer to **Figure 3**.

To access modules located behind spare parts, remove the spare parts rack.

1. Remove the two wing nuts that secure the spare parts rack to the display cabinet. Refer to **Figure 4**.
2. Lift the spare parts rack off of the mounting studs. Refer to **Figure 5**. A second set of mounting studs is located near the bottom of the display.

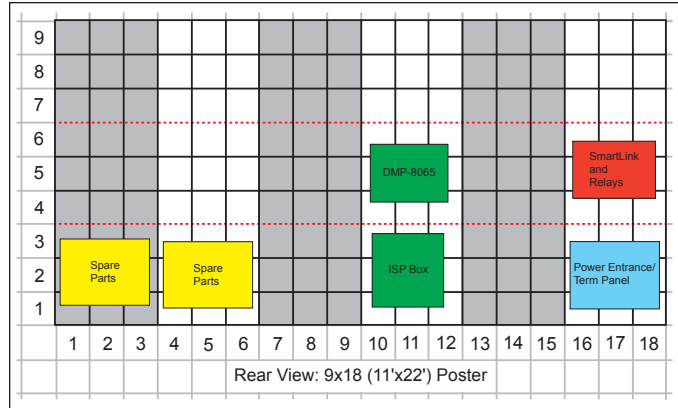


Figure 3: Spare Parts Rack in Display

Note: After performing service or completing connections, replace the display door and ensure it is attached to the safety lanyard and secured with a screw (#10-24 X0.625 hex head, Daktronics part number HC-1554) in the provided location on the top-right side of each door. Refer to **Figure 6**. Find replacement screws in a bag in the spare parts area.

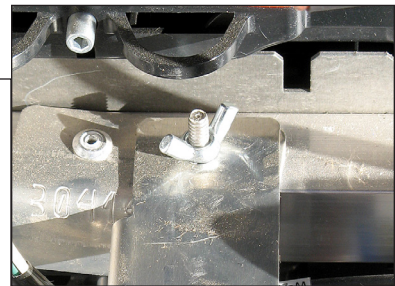


Figure 4: Wing Nut Securing Spare Parts Rack

Remove Module From Spare Parts Rack

1. With one hand on the module face, insert the $\frac{1}{8}$ " hex head wrench into the bottom access hole.
2. Turn the latch release approximately a quarter-turn counterclockwise.

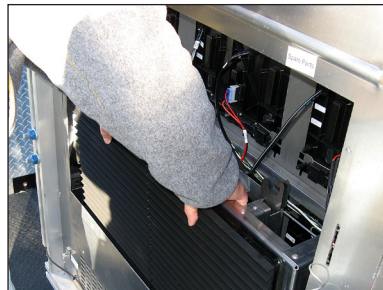


Figure 5: Lift Spare Parts Rack From Cabinet

3. Insert the $\frac{1}{8}$ " hex head wrench into the top access hole.
4. Turn the latch release approximately a quarter-turn counterclockwise. You should feel the module release from the display face.
5. Disconnect the SATA cables from the back of the module.
6. Remove the plug inserted into the power jack. Refer to **Figure 7**.



Figure 6: Removing Door Screw



Figure 7: Remove Plug From Power Jack on Spare Module

Field Replaceable Units

The table below lists component names and part numbers of components that can be replaced in the display and the control system. Some of these components are located in the spare parts rack. Contact the ASM to order components when needed.

Display FRUs		Control System FRUs	
Description	Daktronics Part Number	Description	Daktronics Part Number
Module	Varies by pixel pitch	Meraki Router	A-3665
Surge Suppressor	A-3677	DMP-8065.2	0A-1603-8200
Power Supply	A-2476	Light Sensor	0A-1604-4620
3 Pole Contactor	A-3157	Ethernet Switch	A-1815
Axial Fan .4 A	B-1045	500 W Heater	A-1819
Axial Fan .17 A	B-1094	POE Injector	A-3126
12 VDC Relay	K-1040	Mobofix Webcam	A-3127
28" SATA Cable	W-2885	SmartLink™	A-3707
72" SATA Cable	W2889	Temperature Sensor	0A-1151-0013
Line Filter	Z-1002	60 V Surge Protector	A-3159
20 Amp Single Pole Breaker	S-1045	Axial Fan .16 A	B-1053
15 Amp Tandem Breaker	S-1199	Axial Fan .13 A	B-1071
120 VAC Relay	K-1044	Filter	EN-2242
ProLink Router	0A-1487-6009	Transformer	T-1043

2 Display and Control Overview

This section describes generic power and signal paths for digital billboards. Refer to display-specific signal and riser drawings for component locations on your display.

Display Control System Flow Overview

Figure 8 shows the location of the ISP enclosure, DMP-8065, and the SmartLink™ power control device. The control system bay or components may vary slightly by display. Refer to project-specific drawings for display control location, signal path, and power path.

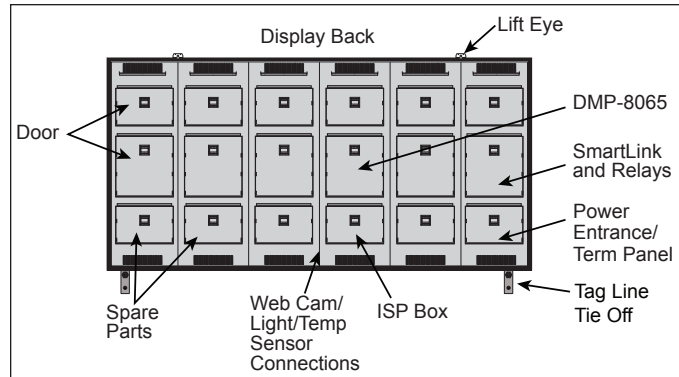


Figure 8: 5000 Series Control Components

Display Power Overview

The power system for the 5000 series is significantly different than any previous series of Daktronics digital billboards. Each 65 Watt power supply powers two modules. In most cases, the module power path follows the signal path. **Figure 9** shows a basic overview of the power system in an individual display section. Power to the display section enters into the termination panel and is redistributed to the power supplies. Refer to the layout drawing for display-specific power distribution.

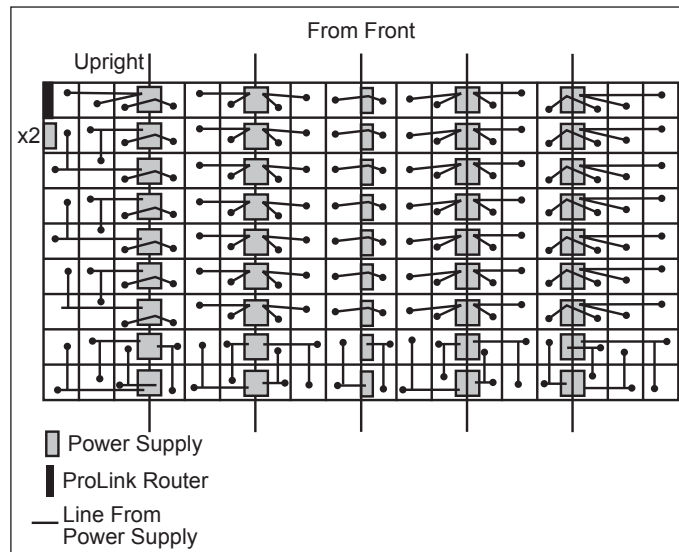


Figure 9: Poster Power Example

Display Signal Overview

This section provides generic signal path illustrations for even tall sections, **Figure 10**, and odd tall sections, **Figure 11**.

Signal is sent from the DMP-8065 and is sent to the ProLink Router (PLR) in the display section. The PLR then sends the signal to the first module in the section. From that module, the signal is then sent to the other modules in the section. The PLR not only sends signal to the first module in the chain but also receives signal from the last module in the chain and creates a redundant signal path.

Even Module High Section Signal Path

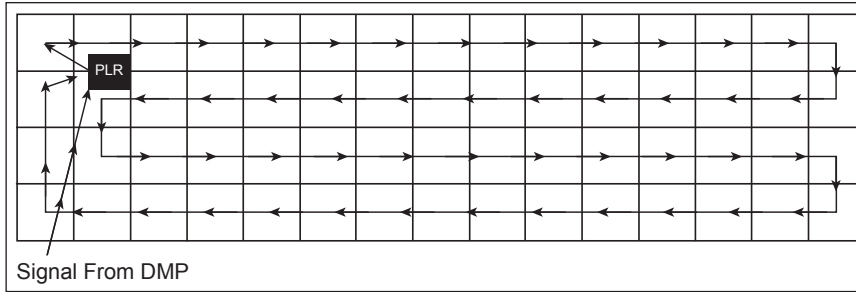


Figure 10: Even Tall Section Signal Path Example

Odd Module High Section Signal Path

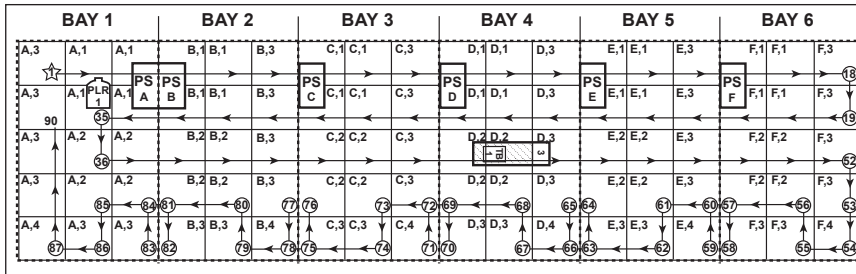


Figure 11: Odd Tall Section Signal Routing Example

3 Display Troubleshooting

Remotely Cycle Power

Each Daktronics 5000 series display ships with a SmartLink™. The SmartLink™ has four different relays that the Daktronics help desk uses to remotely cycle power to some control and display components. Refer to **Figure 12** while reading the relay function table below:

Relay	Component
R1	ISP Enclosure
R2	DMP-8065
R3	Display
R4	Auxiliary Power

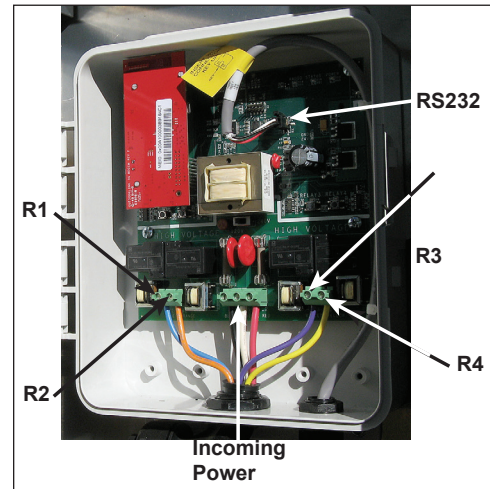





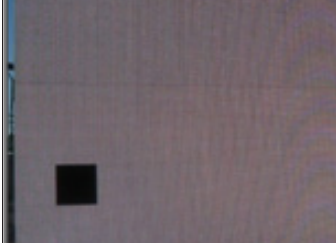
Figure 12: SmartLink™

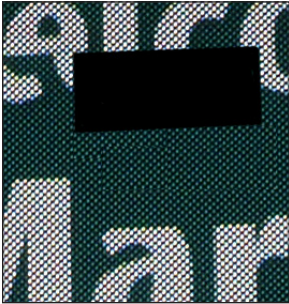


If remote troubleshooting is desired, call Daktronics help desk at 1-877-DAK-HELP and they can assist. Do not press the buttons in the SmartLink™ to cycle power to the components because it can take as long as an hour to reset the relays.

Display Troubleshooting

Work with Daktronics help desk or experienced technicians to address display issues.

Issue	Issue Image	Troubleshooting Steps
Entire display blank		<ol style="list-style-type: none"> 1. Verify there is power to site by ensuring the power supply indicators are on. If they are on, there is power to site and it is most likely a signal issue. If there is site power, continue to Step 3. 2. Verify the contactors for each display section are closed and allowing power to the display and control system. 3. Verify the ProLink Router (PLR) is receiving power. If the LED indicator lights are on, unplug and reestablish power to the PLR. 4. Verify the fiber cables from the Digital Media Player (DMP) to the PLR are connected. 5. Call Daktronics help desk at 1-877-DAK-HELP (325-4357) and have them verify the content that was supposed to play was successfully uploaded and sent to the display.
Content switched between display sections		<ol style="list-style-type: none"> 1. Check the fiber interconnect cables between display sections because they may be switched. Port A should be connected to Port A. Port B should be connected to Port B. 2. Check the fiber cables coming from the DMP because they may be switched.

Issue	Issue Image	Troubleshooting Steps
Scattered or out of order content		<ol style="list-style-type: none"> 1. The SATA cable and redundant SATA cable from the PLR to the modules may be switched. 2. Call Daktronics help desk to verify the translation table is correct.
Blank display section		<ol style="list-style-type: none"> 1. If applicable, verify the fiber interconnects are installed. 2. On displays with multiple sections or power entrances, verify the power interconnect cables between the display sections are connected. 3. Check the modules at the beginning and end of the affected area. This issue can be caused by disconnected or bad SATA cables on both of those modules. If the module power indicator is on, there is most likely a SATA cable issue. If the module power indicator light is off, there is most likely a module issue. 4. Measure site power and verify it meets the requirements listed on the system riser. If this issue appears when there is white or light content, it is possible there is insufficient power to the display. If this is the case, work with an electrician to establish the correct site power. 5. Verify the PLR has power and is functioning. Disconnect and reconnect power to the PLR. 6. Verify there is power to that display section by checking module status indicators on multiple modules. If there is no power, check the breakers on that sections term panel. 7. Check that the contactors in each display section are closed which means that section should be receiving power.
Area of content mixed up - module ID out of order		<p>Verify the SATA cable path in that area is correct by comparing it to the display signal drawing. If not, correct the signal path.</p>
1 module out		<ol style="list-style-type: none"> 1. Ensure the SATA and power cables to the module are connected and secure. 2. A SATA cable may be damaged, replace both SATA cables to the module to see if this addresses the issue. 3. It is likely a bad module. Swap the module with a replacement module and verify that the new module functions correctly.

Issue	Issue Image	Troubleshooting Steps
2 modules out		<ol style="list-style-type: none"> 1. Check status indicators on the back of the modules. If indicators are off, check the power indicator on the power supply for affected modules. If the power supply indicator is off and there is power connected to the power supply, replace the power supply. 2. If there is power to the power supply and the modules, check the SATA cables to the modules. It is possible the SATA cables at the beginning and end of the affected modules are disconnected or bad.
3 or more modules out in a line within the same PLR section		<ol style="list-style-type: none"> 1. Check the modules at the beginning and end of the affected area. This issue can be caused by disconnected or bad SATA cables on both of those modules. If the module power indicator is on, there is most likely a SATA cable issue. If the module power indicator light is off, check the power supplies for the modules at each end of the issue are on. If not power or signal, it is most likely a module issue. 2. Measure the site power to verify it meets Daktronics requirements. If this issue is only seen with white or light-colored content, there is most likely a power issue. If there is insufficient power, work with an electrician to establish proper site power.
Display too bright		<ol style="list-style-type: none"> 1. Immediately call Daktronics help desk and have them blank the display. 2. Verify the Multi-Direction Light Sensor (MDLS) is connected. 3. Inspect the area for a light source shining on the Multi-Direction Light Sensor (MDLS). This may cause incorrect readings. If necessary, relocate the MDLS to a different area. 4. Verify the MDLS is mounted correctly. If not, remount the MDLS. 5. Have the help desk verify that the MDLS is set to multi-direction and automatic.
Display too dim		<ol style="list-style-type: none"> 1. Verify the MDLS is connected. 2. Verify the MDLS is mounted correctly. If not, remount the MDLS. 3. Verify there is no debris or excessive dirt buildup on the three MDLS windows. 4. Have the help desk verify that the MDLS is set to multi-direction and automatic. 5. Have the help desk verify the display is not experiencing thermal dimming due to excessive heat.

4 Access Internal Components

Rear Access

Required Tools: Phillips screwdriver or $\frac{5}{16}$ " nut driver

DB-5000 series digital billboards have lift-off doors that are secured with one Phillips $\frac{5}{16}$ " hex head screw in the top-right corner during shipping. Remove the screw. Refer to **Figure 13**, and lift the door to disengage its tabs from the slots on the display's back sheet. Refer to **Figure 14**.

To completely move the door out of the way, disconnect the lanyard connected to the door.

Note: After performing service or completing connections, replace the display door and ensure it is attached to the safety lanyard and secured with a screw (#10-24 X0.625 hex head, Daktronics part number HC-1554) in the provided location on the top-right side of each door. Refer to **Figure 13**. Find replacement screws in a bag in the spare parts area.

Front Access

Front access is completed by removing modules from the display front. Refer to the steps in **Remove a Module from the Display Face (Front Access) (p.11)** to remove a module from the front of the display to access internal components.



Figure 13: Removing Screw From Door

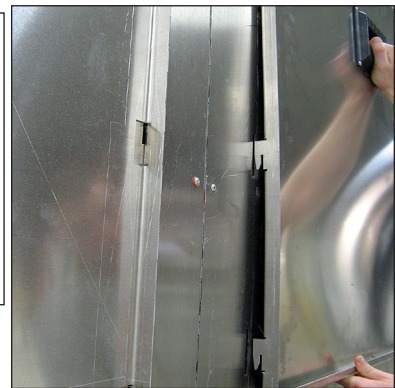


Figure 14: Removing Door

5 Test and Remove a Module

Module Lanyard Attachment

Daktronics recommends attaching a module lanyard (located in the spare parts rack) whenever removing a module. To attach a module lanyard:

1. Attach one end of the module lanyard to a lanyard attachment ring on the top of the module.
2. Feed the lanyard over a wire rod or through a nearby upright. Do not anchor the module to another module.
3. Attach the other end of the module lanyard to the lanyard attachment ring on the top of the module.

Remove a Module from the Display Face (Front Access)

Required Tools: $\frac{1}{8}$ " hex head wrench, module lanyard (from the spare parts rack)

To remove a module from the front:

1. With one hand on the module face, insert the $\frac{1}{8}$ " hex head wrench into the bottom access hole.
2. Turn the latch release approximately a quarter-turn counterclockwise.
3. Insert the $\frac{1}{8}$ " hex head wrench into the top access hole.
4. Turn the latch release approximately a quarter-turn counterclockwise. You should feel the module release from the display face.
5. Pull the module from the display face just far enough to reach the back of the module.
6. Disconnect the power and SATA cables from the back of the module.
7. Gently place the module on a clean and dry surface.

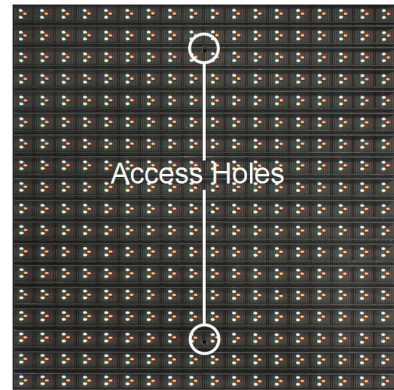


Figure 15: Module Access Holes

Note: If there is no place to set the module, use a safety lanyard to hang the module from the back of the display. Attach the safety lanyard in a way that takes up slack on the lanyard. Carefully let the module hang while ensuring it does not damage LEDs or louvers.

Reinstall the Module (Front Access)

1. Reinstall the module by aligning it with the opening.
2. Reattach the power and SATA cables.
3. Carefully insert the module into the opening while verifying that SATA and power cables are not being pinched between the module and display face.
4. Firmly press the lower half of the module against the display face.
5. Insert the $\frac{1}{8}$ " hex head wrench into the bottom access hole and turn approximately a quarter-turn clockwise or until you feel it latch in place.

6. Insert the $\frac{1}{8}$ " hex head wrench into the top access hole and turn approximately a quarter-turn clockwise or until you feel it latch in place.
7. Gently pull on the module to verify it is properly seated.

Note: If the module is not latched properly, the latch springs on the module should force the module away from the display face. If you notice this, attempt to reinstall the module.

Remove a Module (Rear Access)

Sometimes, when removing a module from the back of the display, certain display components may inhibit module removal. If that occurs, remove the component according to the instructions provided in **Section 6: Test and Replace Display Components (p.16)** and then remove the module. Replace all components when done servicing the module.

Required Tools: $\frac{1}{8}$ " hex head wrench, module lanyard (from the spare parts rack)

To remove a module from the back of the display, complete the following steps:

1. Attach one end of the safety lanyard to a lanyard ring on the top of the module.
2. Feed the lanyard through the lanyard ring on the top of the display directly below the module that will be removed.
3. Attach the other end of the lanyard to the lanyard attachment ring on the bottom of the module that will be removed. Refer to **Figure 16**.
4. Disconnect the SATA and power cables from the back of the module.
5. With a $\frac{1}{8}$ " hex head wrench, turn the bottom latch gear approximately a quarter-turn clockwise to disengage the latch.
6. With a $\frac{1}{8}$ " hex head wrench, turn the top latch gear approximately a quarter-turn clockwise to disengage the latch.

Note: Always maintain a firm grip on the module as it is removed from the face sheet.

7. Rotate the module in a way that allows you to guide it through the frame opening without catching the louvers or LEDs on the cabinet. **Figure 17** shows proper module removal from the back. **Figure 18** shows improper module removal from the back.

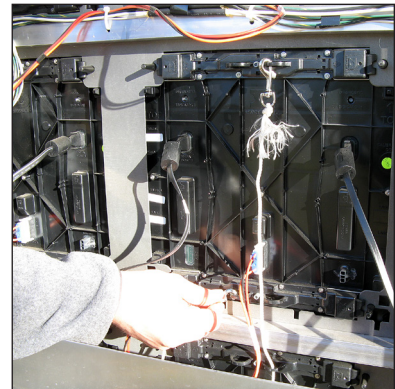


Figure 16: Attach Safety Lanyard to Modules

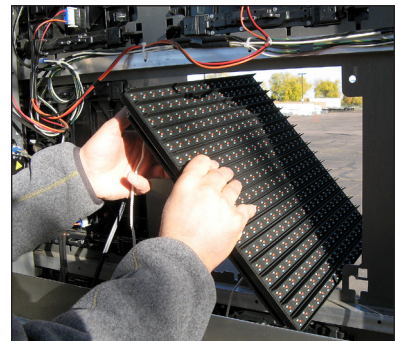


Figure 17: Proper Module Removal From Back

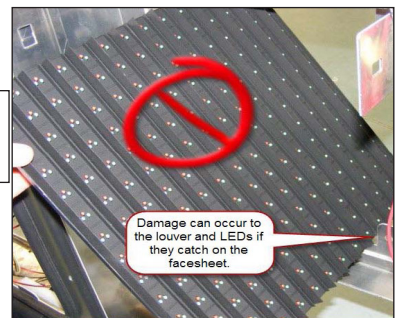


Figure 18: Improper Module Removal From Back

Remove a Module from the Top Row of a Section (Rear Access)

Required Tools: 90-degree Allen wrench, module lanyard

To remove a module along the top row, complete the following steps:

1. Using the procedure outlined in **Remove a Module (Rear Access) (p.12)**, remove the module in the center of the bay directly below or at an angle of the target module. Refer to **Figure 19**. All modules are accessed from the rear through the center module.
2. Disconnect the power and SATA cables from the module.
3. Connect a module lanyard from a lanyard attachment ring on the module to a structural member inside the display.
4. Insert the 90 degree Allen wrench into the top module latch gear.
5. Turn a quarter-turn clockwise to disengage the module from the face sheet.
6. While holding the back of the module, insert the 90° Allen wrench into the bottom module latch gear.
7. Turn a quarter-turn clockwise to disengage the module from the face sheet.
8. Remove the module by pushing it away from the display face, pivoting and rotating it 90 degrees and pulling it through the face sheet.

Note: Ensure louver blades run lengthwise when pulling module through display face so they are not damaged by the face sheet.

9. Repair or replace the module as needed.
10. Reverse Steps 1 - 8 to reinstall the module.

Remove a Module from Behind a Term Panel (Rear Access)

Required Tools: Flat-head screwdriver, $\frac{1}{8}$ " Allen wrench, module lanyard

1. Turn the quarter-turn latch on the top-right side of the term panel using a flat-head screw driver. Refer to **Figure 20**.
2. While holding the term panel, allow it to slowly rotate open and out of the way. Refer to **Figure 21**.
3. Follow the steps in **Remove a Module from the Top Row of a Section (Rear Access) (p.13)** to remove and reinstall a module.
4. Reverse Steps 1 - 3 to replace the term panel.

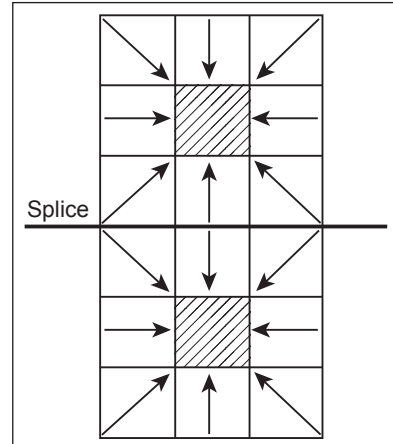


Figure 19: Removing a Module From Top Row of a Section

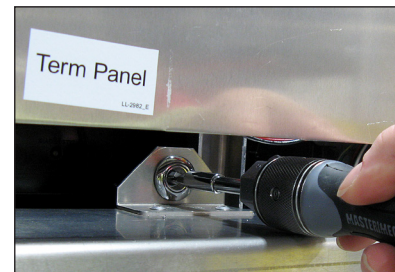


Figure 20: Term Panel Latch

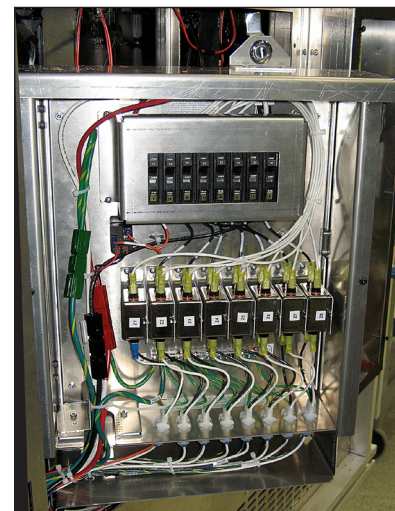


Figure 21: Term Panel Swung Out

Reinstall a Module (Rear Access)

1. Rotate and carefully guide the module through the module opening. Refer to **Figure 22**.

Note: To ensure proper alignment, verify the word TOP printed on the back of the module is to the top left of the module.

2. Once the module is through the display face, align the module with the face sheet so the gravity load pegs fit in the gravity load peg holes. Ensure the lanyard or cables do not pinch between the module and the display.
3. After the module is in place, use the bottom module lanyard rings or the lanyard to pull the module firmly against the face sheet.
4. With a $\frac{1}{8}$ " hex head wrench, turn the bottom latch gear approximately a quarter-turn counter-clockwise to engage the latch.
5. Use the top module lanyard rings or the lanyard to pull the module firmly against the face sheet.
6. With a $\frac{1}{8}$ " hex head wrench, turn the bottom latch gear approximately a quarter-turn counterclockwise to engage the latch.
7. Use the top module lanyard rings or the lanyard to pull the module firmly against the face sheet.
8. With a $\frac{1}{8}$ " hex head wrench, turn the top latch gear approximately a quarter-turn counterclockwise to engage the latch.
9. Connect the SATA and power cables to the back of the module.

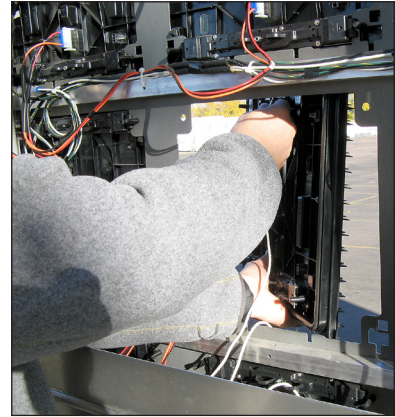


Figure 22: Rotate Module To Clear Face Sheet

Hinge and Remove the ISP Enclosure for Module Access

The ISP enclosure hinges out of the way for module access. It can also be lifted off the of the hinges. To hinge the ISP enclosure out of the way and lift it off the hinges:

1. Locate the quarter-turn latch at the top of the ISP enclosure.
2. Use a flathead screwdriver, turn the quarter-turn latch counterclockwise until the ISP enclosure disengages.
3. Pull the ISP enclosure from the right to hinge it out of the way. Refer to **Figure 23**.
4. If needed, carefully lift the ISP enclosure off of the hinges on and set aside while ensuring power and signal cables do not get pinched.

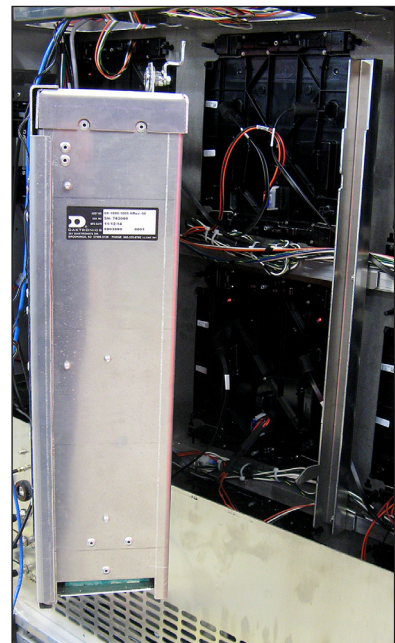


Figure 23: Hinge ISP Enclosure Out of Display

Hinge and Remove the DMP-8065 or SmartLink For Module Access

The DMP-8065 hinges out of the way for module access. It can also be lifted off the of the hinges. To hinge the DMP-8065 out of the way and lift it off the hinges:

1. Locate the quarter-turn latch at the top of the DMP-8065.
2. Use a flathead screwdriver, turn the quarter-turn latch counter-clockwise until the DMP-8065 disengages.
3. Pull the DMP-8065 from the right to hinge it out of the way. Refer to **Figure 24**.
4. If needed, carefully lift the DMP-8065 off of the hinges and set aside while ensuring power and signal cables do not get pinched.

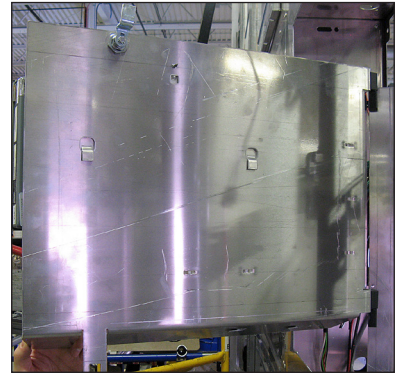


Figure 24: Hinge DMP-8065 Out of Display

6 Test and Replace Display Components

Test a Module

Module Status Indicators

Under normal operation, module indicator LEDs (one on each side on the back of the module) should flash once every two seconds. Refer to **Figure 25**.

When troubleshooting, it is important to know that the module may take up to eight seconds to change the pattern.

Perform a Module Self-Test

If a module is blank, but has power supplied to it, perform a module self-test to diagnose a module or SATA cable failure. To perform a self-test, follow the steps below.

1. Attach a SATA cable to Port A and Port B on the module. Refer to **Figure 26**.
2. Disconnect the power to the power supply for 10 seconds.
3. Reconnect the power to start the self-test.
4. Verify the module is running a self-test.

Remove the SATA cable and cycle power to the module to stop the self-test.

Replace Module Power Supplies

The power supply provides power from the term panel to the module. For the 5000 series of digital billboards, the module power supply is located on the uprights. Each power supply typically controls two modules.

Replace a Module Power Supply

1. Disconnect the power coming from the term panel to the power supply.
2. Disconnect the power cable from the power supply to the modules. Refer to **Figure 27**.
3. Pull the power supply assembly release tab.
4. Gently lift the power supply assembly off the upright.
5. Pull the power supply tab to release the power supply from the mounting bracket.



Figure 25: Labeled Module Back

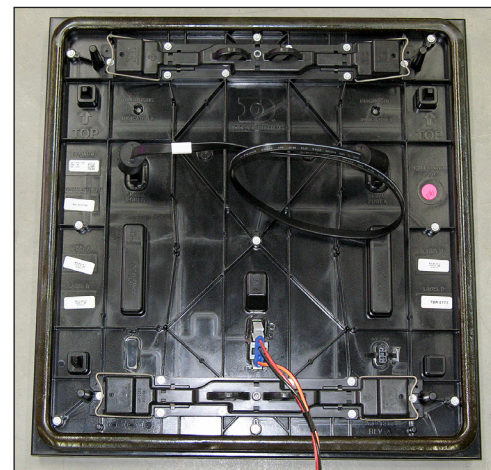


Figure 26: Module Self-Test

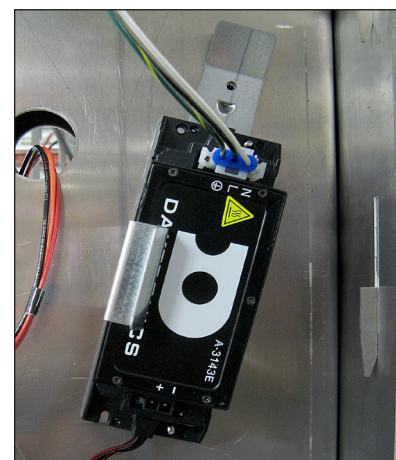


Figure 27: Power Supply Mounted to Upright

Test and Replace a ProLink Router

A ProLink Router (PLR) sends the signal from the DMP-8065 to the modules via SATA cables.

Test a PLR

Before replacing a PLR, it may be beneficial to perform a self-test. To perform this test:

1. Connect a duplex fiber cable from Fiber Port A to Fiber Port B. Refer to **Figure 28**.
2. Connect a working SATA cable from SATA Port A to SATA Port B.
3. Connect the power cable to the PLR. This will start the PLR self-test.
4. Wait for the test to complete. This may take up to 90 seconds. If the PLR has successfully sends and receives data through each of the ports, the letters P.A.S will appear on the Seven Segment Display. If the letters E.r.r appear, the Seven Segment Display will show the port numbers with issues. Refer to the ProLink Router 6050 Manual in **Section A: Reference Documents (p.27)** for a full list of error codes.

The PLR outputs test patterns in a specific order starting with Red, Green, Blue, and White. The PLR sends out these patterns with full redundancy (out both port A & B at the same time). If all of the modules change colors, it shows they all work and that visually the display is fine, but there could still be a signal failure that will not show up visually because of redundancy. The Amber/Yellow and Magenta test patterns provide a way to find the normally non-visual breaks.

After it shows the White test pattern, the PLR shows a Yellow pattern, but it only sends the that pattern out on port A (no redundancy), any modules that receive that command will turn Yellow. However, if there is a signal break, the modules will not receive the command to turn Yellow and will remain at their previous color, which was probably White. Refer to **Figure 29**. The modules that turn Yellow are working correctly. Modules that are not Yellow indicate where the signal break is. If all of the modules turn Yellow, it indicates the signal path in the "A" direction is working 100 percent.

After showing the Yellow pattern, the PLR shows the Magenta pattern, but it only sends that pattern out on Port B. Any modules that do not receive the magenta command will remain at their previous color, which is probably Yellow. Refer to **Figure 30**. Wherever they do not turn magenta indicates a signal break. If they all turn Magenta it means the signal path

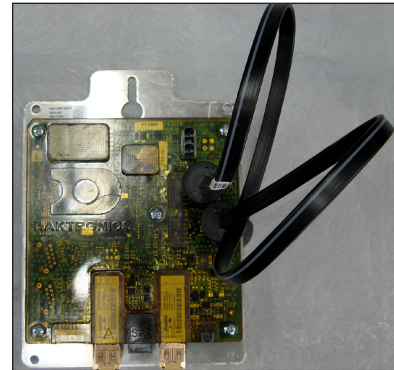


Figure 28: ProLink Router Connected For Self-Test

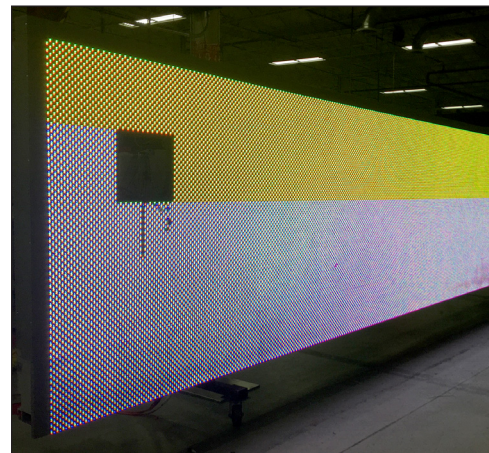


Figure 29: ProLink Router Port A Test

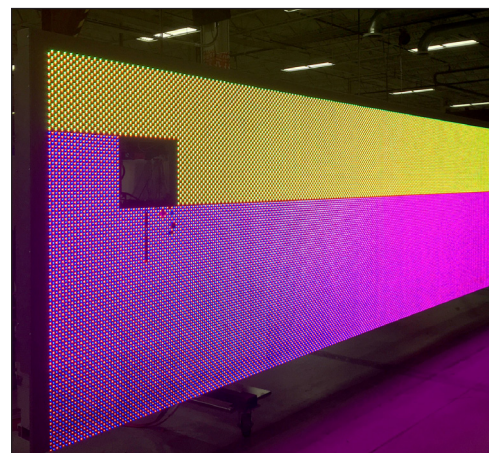


Figure 30: ProLink Router Port B Test

in the "B" direction is 100 percent.

Note: It is possible to have a break in just one path, so for example it is possible all of the modules may turn Yellow indicating "A" is healthy, but only some of them turn Magenta indicating a break in the "B" path that needs to be repaired.

5. Replace the PLR if the error persists after troubleshooting.

Replace a ProLink Router

Required Tools: Phillips screwdriver

1. Access the interior of the display by using the steps provided in **Section 4: Access Internal Components (p.10)**.
2. Disconnect the PLR SATA and power cables.
3. Using a Phillips screwdriver, loosen the PLR assembly set screw.
4. Lift the PLR assembly to disengage it from the display.
5. Reverse Steps 2 - 4 to install the new PLR.
6. Verify the cables are properly seated.

Replace PLR Power Supplies

Each PLR has a power supply.

1. Disconnect any power cables to the power supply and from that power supply to the PLR.
2. Pull the power supply tab. Refer to **Figure 27**.
3. Rotate the power supply forward and lift it off of the pegs.
4. Reverse Steps 1 - 3 to install a replacement power supply.

Replace a Display Fan

Required Tools: Phillips screwdriver, side cutter, cable ties

To replace a fan, complete the following steps:

1. Locate and disconnect the 3-pin Mate-N-Lok connector.
2. Use the Phillips head screwdriver to loosen the two fan mounting screws. Refer to **Figure 31**.
3. Remove the fan from the display.
4. Reverse Steps 1 - 3 to install the new fan.

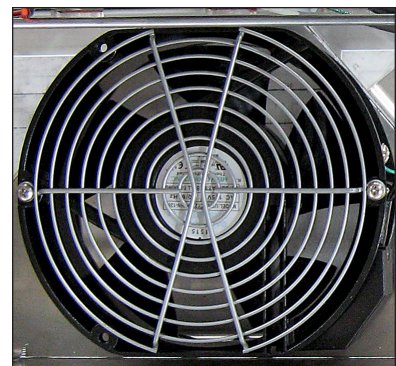


Figure 31: Display Fan

7 Control Equipment Overview, Service, and Replacement

Control Equipment Overview

ISP Enclosure

The ISP enclosure contains all of the necessary equipment for the display to communicate over the Internet and schedule content.

Figure 32 shows the equipment and the equipment location within the ISP enclosure.

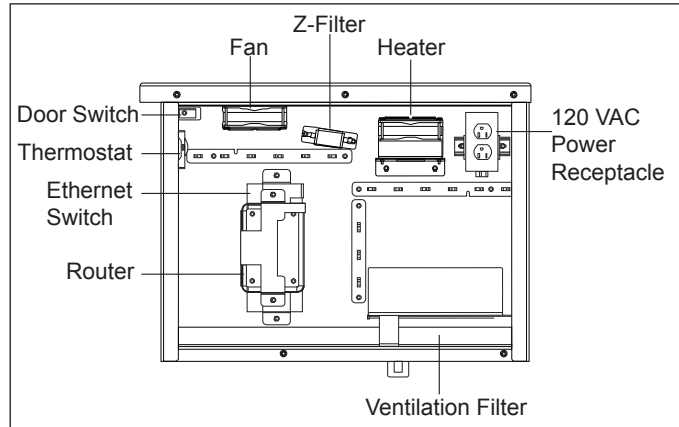


Figure 32: ISP Enclosure Layout

DMP-8065

The Digital Media Processor (DMP) receives the content from the Internet, sends it to the PLRs within the display and to the modules. All of the connections for the DMP are located on the bottom of the unit. The DMP is a field replaceable unit. Refer to **Figure 33**.

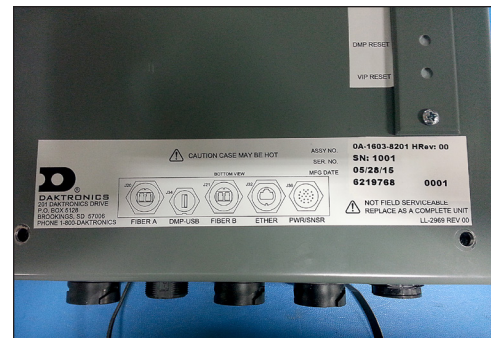


Figure 33: DMP-8065 Jacks

SmartLink™

The SmartLink™ performs power loss detection and remote power cycling for the 5000 series. **Figure 37** shows the SmartLink™ configuration.

Open the ISP Enclosure

To access ISP box components, complete the following steps:

1. Access the ISP enclosure by opening the rear access door with the control equipment label.
2. Using a flathead screwdriver, turn the two three-quarter turn latches counterclockwise. Refer to **Figure 34**.
3. For easier access to ISP components, the ISP enclosure door can be lifted off the hinges.



Figure 34: ISP Enclosure Cover Removal

Connect a Laptop

Sometime it is necessary to connect a laptop to the display for service. For displays without shared internet, locate the red cross-over cable coming from out of port 5 of the network switch. For displays with shared internet, disconnect the webcam from port 4 of the network switch and connect a Cat-5 cable from port 4 to the laptop.

Replace Control Equipment

Replace the DMP-8065

1. Disconnect the incoming power to the DMP-8065.
2. Disconnect the duplex fiber to PLR port A from the DMP-8065. Refer to **Figure 33**.
3. Disconnect the USB cable from the SmartLink™.
4. Disconnect the duplex fiber to PLR port B from the DMP-8065.
5. Disconnect the network communication cable.
6. Disconnect power to the fan on the DMP-8065.
7. Pull the DMP-8065 release tab and carefully lift the DMP off of the DMP mounting plate. Refer to **Figure 24**.
8. Reverse Steps 1 - 7 to reinstall the DMP-8065.

Caution: Risk of explosion if a battery is replaced by an incorrect type. Return the controller to Daktronics for repair or disposal.

Replace DMP Power Supplies

Each DMP has a power supply. To replace a failed DMP-8065 power supply:

1. Disconnect any power cables to the power supply and from that power supply to the DMP-8065.
2. Pull the power supply tab. Refer to **Figure 27**.
3. Rotate the power supply forward and lift it off of the pegs.
4. Reverse Steps 1 - 3 to install a replacement power supply.

Replace the ISP Enclosure Filter

The filter in the bottom of the ISP enclosure should be inspected and replaced if needed. Spare filters are located in the display spare parts enclosure. To replace an ISP enclosure filter:

1. Pull the filter out from the right side of the enclosure. Refer to **Figure 35**.
2. Remove the existing filter.
3. Replace the filter with a new filter from the spare parts rack.
4. Make sure the filter is securely in place before closing ISP enclosure door.



Figure 35: ISP Enclosure Filter Location

Replacing the Router

1. Disconnect the power cable from the top of the router.
2. Disconnect the Cat-5 cables from the side of the router.
3. Lift the router out of the bracket.
4. Reverse Steps 1 - 3 to install the new router.
5. Ensure all cables are installed in the same ports as on the old router.

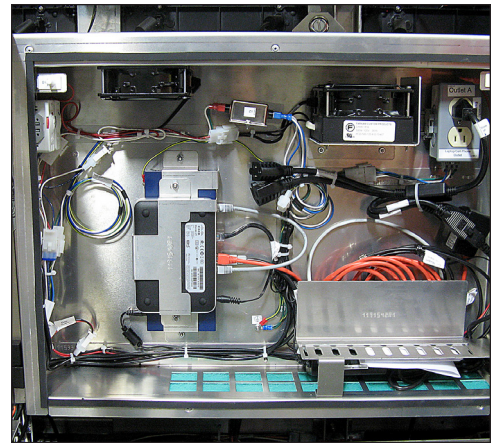


Figure 36: Router and Network Switch in ISP Enclosure

Replace the Network Switch

1. Disconnect the power cable from the bottom of the network switch.
2. Disconnect the Cat-5 cables from the top of the network switch.
3. Lift the network switch out of the bracket.
4. Reverse Steps 2 - 3 to install the new network switch.
5. Ensure all cables are installed in the same ports as on the old network switch.

Replace the SmartLink™

1. Turn off SmartLink™ breaker in the power entrance box.
2. Wait for all LEDs in the SmartLink™ to turn off. This may take up to 8 minutes.
3. Disconnect the incoming power wires in the SmartLink™.
4. Disconnect the outgoing power wires from the relays (R1, R2, R3, R4).
5. Disconnect the RS232 cable and remove any cable ties securing it within the SmartLink™.
6. Remove the four screws that secure the SmartLink™ to the mounting plate.
7. Reverse Steps 1 - 6 to install the new SmartLink™.
8. Call Daktronics help desk and provide them with the new MEID number from the bottom of the SmartLink™ enclosure.



Figure 37: SmartLink

Replace the Z-Filter

Required Tools: Phillips screwdriver

1. Unplug the 3-pin Mate-N-Lok power jack from the outside of the enclosure.
2. Disconnect the power cables from both sides of the Z-filter
3. Remove the screws that secure the Z-filter bracket to the back of the ISP enclosure.
4. Remove the two screws that secure the Z-filter to the Z-filter bracket.
5. Reverse Steps 1 - 4 to install the new Z-filter.

Replace the Heater

Required Tools: Phillips screwdriver, $\frac{5}{16}$ " nut driver

1. Disconnect the power wire to the heater.
2. Using the nut driver, loosen and remove the mounting plate nuts. Refer to **Figure 38**.
3. Remove the heater assembly from the ISP enclosure.
4. Using a Phillips screwdriver, remove the four heater mounting bolts that secure the heater to the mounting plate.
5. Reverse Steps 1 - 4 to install the new heater.

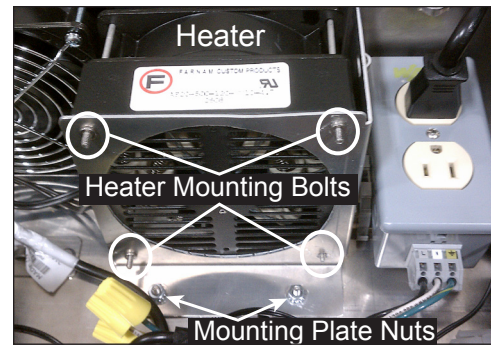


Figure 38: ISP Enclosure Heater Assembly

Replace the Fan

Required Tools: Phillips screwdriver

1. Disconnect the power wire to the fan.
2. Using a Phillips screwdriver, remove the four fan mounting bolts that secure the fan to the ISP enclosure. Refer to **Figure 39**.
3. Reverse Steps 1 - 2 to install the new fan.

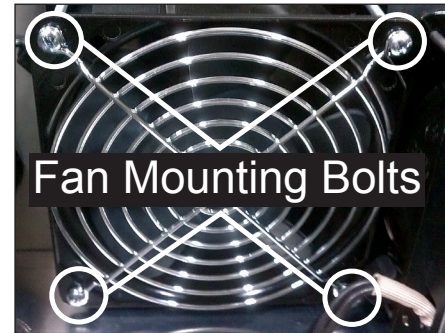




Figure 39: ISP Enclosure Fan Assembly

8 Test and Replace the Multi-Direction Light Sensor

Troubleshoot Multi-Direction Light Sensor (MDLS) Issues

The table below lists the crucial items to check if there are issues with the MDLS.

Item	Image
If there is a splice cable attached, inspect the connection.	
Inspect the MDLS windows for cleanliness.	
Check the connections at the back of the display to make sure they are secure.	
Inspect the cable from the back of the display to the MDLS for damage. If needed, order a replacement cable.	
Inspect the cable going into the bottom of the MDLS to see if it was pulled loose.	

Test the MDLS

To test a MDLS, cover it with a piece of heavy cloth. The display should dim within a couple of minutes. Remove the fabric and verify the display returns to the brighter setting. If possible, work with the help desk and have them monitor the display IDM dimming levels.

Replace the MDLS

Required Tools: Pliers, side cutters

1. Disconnect the MDLS from the quick connect on the back of the display.

Note: There may be a splice in the cable between the MDLS and the display back. If so, disconnect the MDLS cable at the splice point, not at the back of the display.

2. Remove the cable that runs from the quick connect to the MDLS.
3. Remove the two attachment bolts that secure the MDLS assembly to the mounting arm.
4. Reverse Steps 1 - 3 to reinstall a MDLS.
5. Using cable ties, secure the MDLS cable to along the back of the display.
6. Work with the help desk to test the photocell and ensure it is functioning properly.

9 Webcam Access and Troubleshooting

The information in this section describes how to retract the webcam to the display face for service and provides some basic troubleshooting steps. Work with the help desk to verify the camera is aligned and in focus after servicing or cleaning the webcam.

Retract the Webcam to the Display Face (Rotation Mount Only)

1. Remove the three short bolts from the elbow assembly. Refer to **Figure 40**.

Note: Do not remove the long bolts in the collar.

2. Use the handle to carefully pivot the webcam arm to the front of the catwalk.

Note: Verify that any webcam cables are not getting pinched or pulled when pivoting the webcam arm.

3. Return the webcam arm to the original position when servicing the webcam.
4. Replace and tighten the three short bolts.
5. Work with Daktronics help desk to verify the webcam is focused and functioning properly.

Webcam Troubleshooting

Perform the following basic power troubleshooting steps if the webcam is not functioning properly. Refer to **Figure 41** while reading the table below.

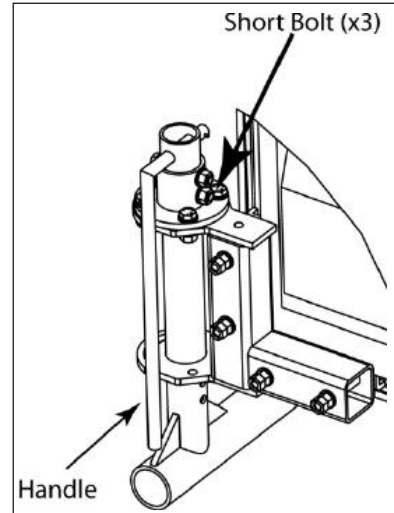


Figure 40: Webcam Arm Bolts

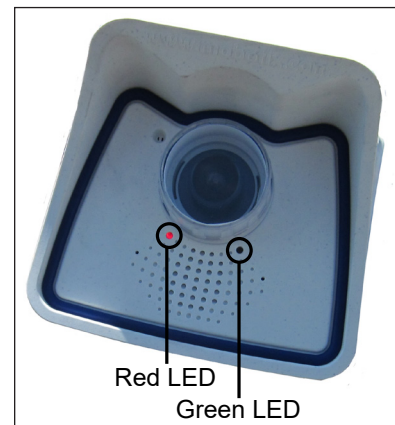


Figure 41: Webcam LED Status Indicators

Issue	Troubleshooting Steps
Both LED indicators on the webcam are off.	<ol style="list-style-type: none"> 1. Check the Cat5 connections inside the surge protector to ensure they are secure 2. Verify the M12 connection for the camera on the back of the display is securely fastened 3. Inside the ISP box, verify the camera is connected to port 1 on the POE side of the POE switch and the LED indicators are on. 4. Verify the power connection to the POE switch and AC adapter are securely fastened. 5. If all connections are securely fastened but the indicators are off, work with the help desk to further troubleshoot the issue. 6. The POE surge may be damaged. Use a RJ45 coupler to bypass.

Issue	Troubleshooting Steps
The help desk can not see a webcam image and the POE switch is functioning properly.	<ol style="list-style-type: none"><li data-bbox="613 218 1406 275">1. Verify the POE switch located in the ISP box is connected and the LED indicators are on.<li data-bbox="613 279 1406 426">2. If the LED indicators on the POE switch are on, check the Ethernet connections from the Router to the POE switch, from the POE switch to the back of the display and from the back of the display to the webcam. The Ethernet cable may be damaged or disconnected.<li data-bbox="613 430 1393 457">3. The POE surge may be damaged. Use a RJ45 coupler to bypass.<li data-bbox="613 462 943 487">4. Request a new webcam.

10 Display Maintenance

Service Calls

After addressing service issues on a service call, inspect the following items:

- Check for loose modules.
- Check for corrosion.
- Check the display for signs of damage.
- Check the control enclosure filters. Replace if needed.
- Inspect the control system for damage.
- Perform an inventory of the spare parts rack.
- Have the help desk run a diagnostics check of the display. Work with the help desk to repair any issues found during diagnostics.
- Diagnostics should be free of any errors prior to leaving the site.

Annual Inspection

It is important to schedule annual maintenance visits on a digital billboard. During the visit:

- Replace ISP enclosure filters.
- Inspect for loose modules.
- Inspect the display for excess dust or debris.
- Use the Digital Billboard Maintenance Checklist (DD3059470) to record inspection findings.

Note: After performing service or completing connections, replace the display door and ensure it is attached to the safety lanyard and secured with a screw (#10-24 X0.625 hex head, Daktronics part number HC-1554) in the provided location on the top-right side of each door. Refer to **Figure 6**. Find replacement screws in a bag in the spare parts area.

A Reference Documents

Appendix A contains drawings and quick guides that are generic to Daktronics digital billboards. Project specific drawings and documents take precedence over the document in this section.

Performing a Daktronics Module Self-Test	<u>DD1944805</u>
ProLink Router 6050 Manual	<u>DD1735784</u>

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B Daktronics Warranty and Limitation of Liability

Click [here](#) to view Warranty and Limitation of Liability (SL-02374) information.

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