

BACKGROUND

Incomplete setup programming of the model PDI-P23LCD television may result in patient complaints. These instructions should be followed and the TV's programming verified before allowing patient use of the television. For a full description of the TV's programming, please refer to the User Manual, PDI document number PD196-086 Rev2.

NOTE: These instructions apply only to the model PDI-P23LCD (not the PDI-P23LCDC model). Please verify the model number from the product label located on the back cabinet of the TV. The PDI-P23LCD model is also quickly identified as it has an LCD panel that measures 23" diagonally and a "MENU" button located direct to the right of the "ON/OFF" button. Later models do not have a "MENU" button.

Issue 1 – MENU BUTTON NOT DISABLED

The TV's front panel menu button is not disabled in the setup screen allowing a patient or visitor to enter the room, activate the menus, and manipulate the TV's channels. The complaint is usually one in which the TV displays the message "No Channels Available, Please Contact TV Representative". This occurs when the TV is taken out of its current service level and switched to a non-programmed service level without channels. Since the service levels are labeled "Free", "Basic", and "Premium" the temptation to switch the service level by a visitor to gain additional channels is great. The corrective action is to disable the MENU button in the TV's SPECIAL menu by setting LOCK to ON. This prevents tampering with the TV's internal channel settings. A programming remote control is required.

1. Activate the TV's menu system and from the Main menu select SPECIAL.
2. In the SPECIAL menu select LOCK.
3. Set LOCK to On.
4. Press the "TV/AV" button on the remote to exit.
5. Verify the TV's button is disabled (LOCKED) by press the front control MENU button. A message will appear in the TV's lower left corner indicating the Lock feature is active.

Issue 2 – NO SIGNAL MESSAGE DISPLAYED

If the TV is tuned to a non-broadcasting empty channel that has been pre-programmed into the TV's service level, a "No Signal" message will be displayed on a blank screen. Also this same message will appear if the TV's front panel "TV/AV" button is pressed taking the TV out of TV MODE and switching it to one of the many inputs located on the back of the TV. The "TV/AV" button is disabled with the MENU button when LOCK is set to ON. Lock affects both the MENU and TV/AV buttons and will eliminate the possibility of switching the TV to an empty input. The corrective action is to disable the MENU button as explained above and verify that the TV has programmed channels with active signals.

PDI TECHNICAL ASSISTANCE

Additional factory assistance is available during the business hours of 8 am till 5 pm EST, Monday through Friday. Please call 937-743-6010 and ask for technical support.