Technical Bulletin

Channel Mapping the Com1000 using EPG generated PSIP Data

Eliminate digital sub-channel numbers using this technique

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Many hospitals are switching to Com1000 headends to provide patients with HD picture content at a lower cost compared to local town cable company offerings. One of the challenges patients face during their stay is the ability to enter whole channel numbers instead of learning a new set of hospital channels and sub-channels. As an example, a national news channel such as CNN is located on channel 96 in the patient's home, but instead is located on channel 97-1 at the hospital. Fortunately, the Com1000 provides a channel mapping capability that is often overlooked, which allows remapping of channel 97-1 to channel 96, eliminates the "-1" sub-channel number entry requirement, and provides a familiar channel number to which the patient is accustomed.

CAUTION: this bulletin should only be implemented by a Servicer / Installer / Integrator with prior experience and competence with the Technicolor Com1000 product.

Overview

The Com1000's Electronic Program Guide (EPG) generates PSIP information that contains virtual channel tables. With proper EPG programming, all digital channels with sub-channel numbers can be remapped to whole channel numbers*.

*** Please consult the TV manufacturer and verify that your TV model supports EPG channel mapping.**

Procedure

This bulletin assumes you have already setup a full channel table of digital channels on a Com1000 and also an Electronic Program Guide (EPG) for those channels. Please refer to the Com1000 Integrator's Manual for installation instructions regarding the configuration of channels and setup of the EPG.

The remainder of this procedure explains the channel mapping process.

1. Open the EPG guide and locate the channel listings.

For this example, only 4 channels are listed in the guide.

97-1 202-65535-HD 1 33
Channel 97-1 is tuned to DirectTV® channel 202 (CNN), is an HD resolution channel, tuner is located in chassis 1 at port 33.

97-2 350-65535-SD 1 34
Channel 97-2 is tuned to DirectTV® channel 350 (CSP1 “C-Span”), is an SD resolution channel, tuner is located in chassis 1 at port 34.

98-1 282-65535-HD 1 49
Channel 98-1 is tuned to DirectTV® channel 282 (APL “Animal Planet”) is an HD resolution channel, tuner is located in chassis 1 at port 49.

98-2 353-65535-SD 1 50
Channel 98-2 is tuned to Direct TV® channel 353 (BTV “Bloomberg TV”), is an SD resolution channel, tuner is located in chassis 1 at port 50.

Display of the current channel guide (EPG) verifies the same channel information.

2. For this example, the channels will be remapped as follows:

   Channel 97-1 becomes 96
   Channel 97-2 becomes 97
   Channel 98-1 becomes 98
   Channel 98-2 becomes 99

Modify the channel listings in the EPG involves selecting a main channel number and eliminating the sub-channel number by replacing the “-sub channel” with “-0”. For this example, channel numbers are emphasized to note changes.

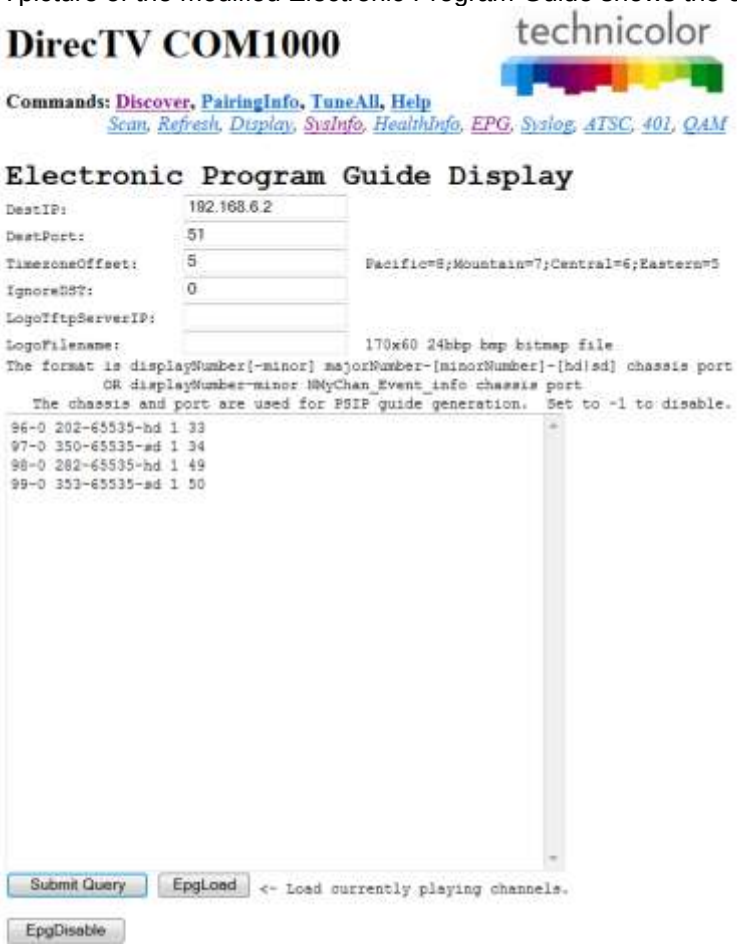
97-1 202-65535-HD 1 33 becomes **96-0** 202-65535-HD 1 33
Channel 97-1 is assigned the virtual channel 96.

97-2 350-65535-SD 1 34 becomes **97-0** 350-65535-SD 1 34
Channel 97-2 is assigned the virtual channel 97.

98-1 282-65535-HD 1 49 becomes **98-0** 282-65535-HD 1 49
Channel 98-1 is assigned the virtual channel 98.

98-2 353-65535-SD 1 50 becomes **99-0** 353-65535-SD 1 50
Channel 98-1 is assigned the virtual channel 99.

Pressing the “Submit Query” button will upload the new channel guide. A picture of the modified Electronic Program Guide shows the changes.



A quick look at the TV's displayed EPG indicates successful channel remapping.

Now, perform an Auto Channel Search on the TV to learn the new channel table. Once completed, verify the new channel number changes, by tuning to a new whole number channel, press the "OK" button to verify the channel information in the About Box located at the bottom of the TV's screen.

In the picture below, CNN channel 97-1 is remapped to channel 96.

Troubleshooting

1. *TV still displays old channel number.*
   Perform an Auto Channel Search to re-learn the TV to the new channels.

2. *TV displays new channel number, but picture is black or gray with pixilation.*
   Verify the TV's "**Proldiom**" is set to "**Free to Guest**".

3. *Unable to modify Com1000 EPG.*
   Check the Integrator's Manual for suggestions.

4. *Unable to setup channels in the Com1000.*
   Check the Integrator's Manual for suggestions.

SUMMARY

The Com1000 provides added versatility by remapping channels using PSIP data. Fortunately, PDI televisions use PSIP for channel setup and can utilize this added capability of channel mapping*. Hopefully this new technique will prove useful and become a necessary technique of the knowledgeable installer.

*** Please consult the TV manufacturer and verify that your TV model supports EPG channel mapping.**

DISCLAIMER

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For More Information

If you have questions, please contact PDi's Technical Support department at 937-743-6010 Option 2.