



PDi RF-HEMiS V3

PD890-1009
Head-end Management Integrated TV System

Document Number: PD196-391

 <small>Communication Systems, Inc.</small> <i>A Leader in Patient Communication Solutions™</i>	MODEL NUMBER: PDI RF-HEMIS V3 USER MANUAL	Document Number: PD196-391R1
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Overview

The PDi RF-HEMiS allows all the TVs in the building to be upgraded together, from the head end. It does this by inserting upgrade information into the building's RF coax cable plant. Compatible TVs include PDi E-series, P14W, medTV14, P19TV, and medTV19. Each model TV may be updated independently, and TVs may be placed into logical groups for the purposes of applying different settings to each group. The following may be updated:

1. TV settings including channel map
2. TV firmware
3. TV splash image (shown for a few seconds each time TV is turned on)

Operation

Following are the typical steps involved in setup and routine operation:

1. Prepare TVs for use with RF-HEMiS (see pg. 4, "TV Preparation").
2. Install RF-HEMiS (see pg. 8, "RF-HEMiS Installation").
3. Configure the RF Clone Manager App (see pg. 8, "Initial RF Clone Manager App Configuration").
4. For each different TV model, set one TV as desired then save the settings file to a USB drive.
5. Load all settings files, firmware updates, and splash images into the RF-HEMiS using the RF Clone Manager Application.
6. In the RF Clone Manager Application start the RF broadcast, which sends all the updates in a continuous loop.
7. When it is time to change TV settings, repeat steps 4 through 6.

When set for automatic updating, TVs will look for new data on their programmed update channel each time the TV is turned off and back on. If no updates are found, the TV turns on normally. When an update is present, the TV will immediately download and apply it. A message is displayed notifying the patient of what is happening. The update may take up to 2 minutes.

TV's with automatic updating disabled will not search for updates. They may be manually updated by entering the setup menu and navigating to "Search for Updates Now" under the "RF Cloning and FW Update" menu. See TV's user manual for more information.

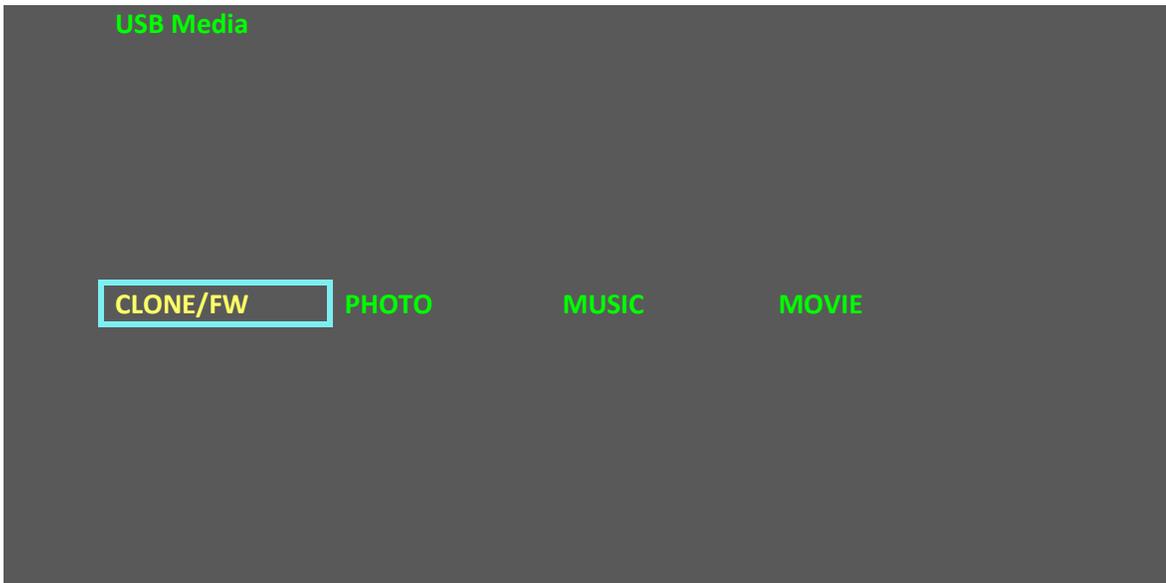
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TV Preparation

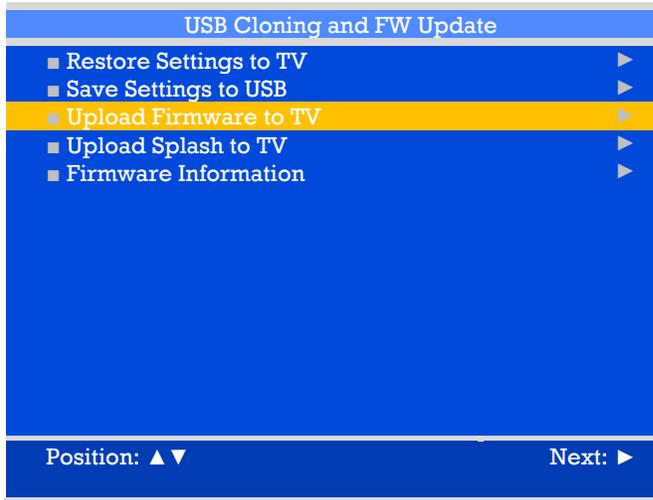
Updating Older TV Firmware

Your TVs may need to be updated to a new firmware version using USB prior to using RF updating. The minimum firmware version required to use RF updating is listed under “TV Compatibility” (see pg. 15, “Specifications”).

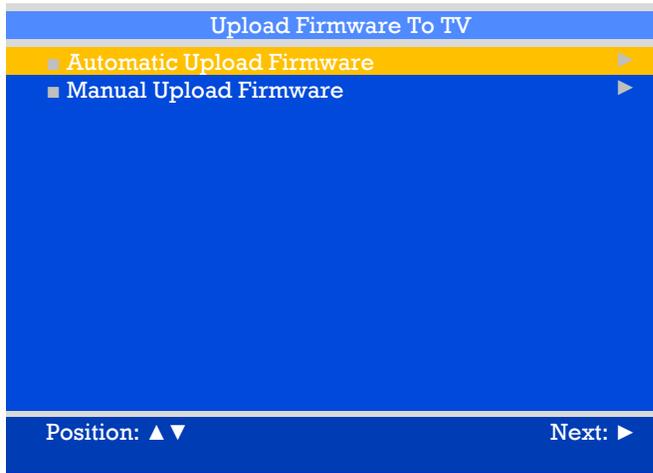
To update the TV, first obtain a USB flash drive with the correct firmware version from PDi. Then plug the USB drive into the TV. When plugged in, a USB media selection menu will appear. Press OK on the remote to open the Clone/FW selection menu.



Navigate to the Upload Firmware to TV option and select it by pressing right on the arrow pad.



Press right on Automatic Upload Firmware to enter the confirmation screen.

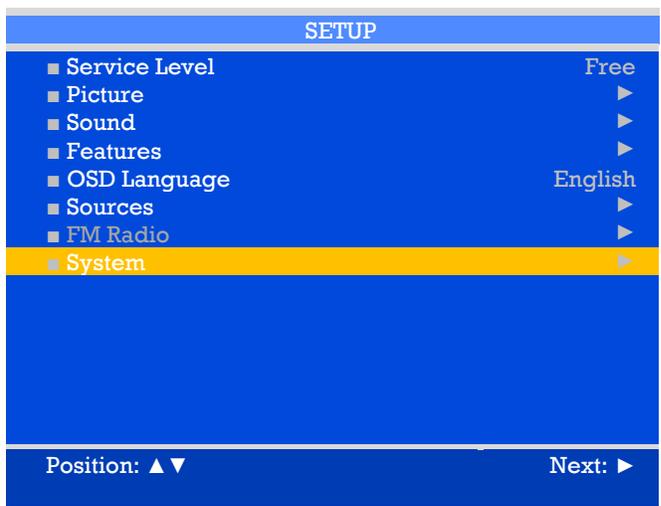


The Update Firmware Confirmation screen should appear. If it does not, check to make sure the USB drive has the proper firmware located in the PDITDF folder. Then on the Update Firmware confirmation screen, press up to confirm update to latest firmware version. The TV will begin reading the file on the USB drive and will update. Do not unplug the TV while it is updating as that may cause the TV to become nonfunctional.

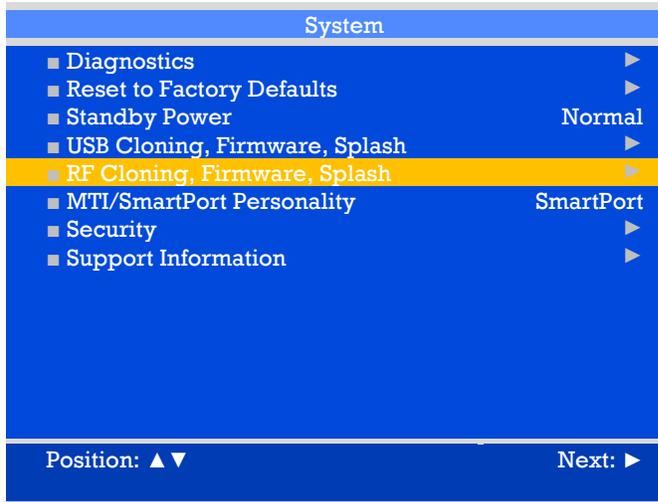


Enabling RF Updating

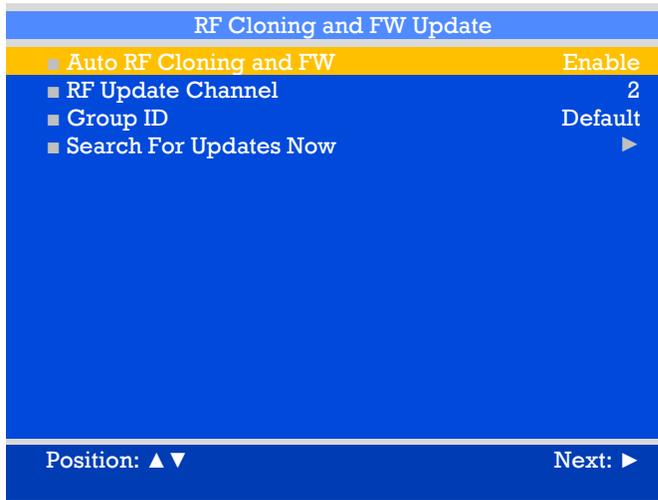
Turn on the TV and press the setup button with the TV remote. Navigate to the “System” menu and press the right arrow to open the “System” menu.



Then navigate to “RF Cloning, Firmware, Splash” and press the right button to open the “RF Cloning” menu.



Enable automatic RF updating by pressing right arrow on the first option.



Then navigate down to “RF Update Channel” and use the arrow buttons to select the correct channel. This channel must be unused by the television service provider. This same channel will need to be entered into the RF Clone Manager Application’s broadcast settings in order for updates to be broadcast correctly. Lastly, navigate to the Group ID option and change it to the desired setting for this TV. Groups allow the user to organize TVs and update individual groups with common settings.

The TV is now ready for RF updating.

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RF-HEMiS Installation

Follow these steps for initial installation. A LAN connection is optional.

1. Install the RF-HEMiS into the existing 19" head-end rack.
2. Apply AC power. After a power outage the RF-HEMiS will require a manual restart. To avoid this, power the unit from an uninterruptable power supply (UPS).
3. Connect a quality coax cable (not included) from the RF-HEMiS output to the existing head-end combiner.
4. Attach a keyboard, mouse, and VGA monitor to the RF-HEMiS.
5. Power on the RF-HEMiS by pressing the red power button on the front right of the device.
6. (Optional) To allow headless operation, connect the RF-HEMiS to the LAN. Then enable Windows RDP or install another remote desktop service.
7. (Optional) For added security, set a user password and install enterprise virus/threat detection software.

Initial RF Clone Manager App Configuration

To prepare the RF Clone Manager app for use, some initial configuration is required.

1. Turn on the RF-HEMiS by pressing the red power button on the front right of the machine.
2. Once the system is fully booted and logged in, start the RF Clone Manager app by double-clicking the PDi icon on the desktop.
3. From the Main Screen, click the "Broadcast Settings" tab at the top left.
4. The Broadcast Settings Menu should appear (see pg. 13, "Broadcast Settings Menu" for details).
5. Change your "Channel Type" and "Channel Number" setting to the channel your facility has chosen for update broadcasting (see pg. 6, "Enabling RF Updating" for details).
6. Set the Signal Level (in dBmV) of the RF output to match other QAM channels entering the combiner.
7. (Optional) If necessary, switch from QAM to VSB modulation.
8. Click "Save Settings," and the app is ready for use.

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Using the RF Clone Manager App

Overview

The RF Clone Manager Application allows a user to manage and broadcast Television Data Files (TDFs) and splash images to connected televisions. TDFs can contain TV settings or firmware updates. To use the application, a user must have all the necessary TDFs for each TV being updated. Then the user creates one or more Updates via the “Add Update” button, selects them from the Update List by clicking the checkbox next to their name, and finally clicks the Broadcast button.

Loading Television Data Files (TDFs)

To make use of the RF Clone Manager app, at least one TDF is required. Firmware TDF’s are provided by PDI. Settings TDFs are generated by television sets and saved to a USB flash drive (see your television user manual for details). Once the requisite TDFs are saved to a flash drive, the drive must be connected to the RF-HEMiS and TDF files transferred to the RF-HEMiS. For convenience, there is a “TDFs” folder on the desktop for the files, but any location on the device will work.

Assigning Television Groups

PDi televisions have the option to be assigned to a specific “Group,” which allows them to receive targeted update broadcasts. Using this option, televisions in different areas of the facility can be assigned specific groups which, in turn, will receive specific settings configurations (channel lineups, language settings, etc). This allows complete control over the content that certain groups have available.

By default, all televisions belong to the “Default” update group, and will only receive updates targeting that group. However, each TV’s group can be changed to one of 30 different options. Once changed, TVs will only receive updates that target their new group.

Additionally, in the app’s “Edit Groups” menu, custom tags can be applied to the group labels for more convenient and intuitive organization within the app (see pg.14, “Edit Groups Menu” for details).

Adding a Splash Image

PDi televisions have the option to show a custom image each time they are turned on. When a new image is broadcast, TVs will replace the current splash image with the new one. PDi Televisions do not scale (shrink, zoom or stretch) splash images. To ensure optimal image quality, refer to the user manual of the targeted television model to check the splash image resolution requirement. Images should be sized accordingly prior to loading into the RF Clone Manager App.

To successfully add an image file to an Update, the Update will first need at least one other TDF file (settings or firmware) added, to determine the targeted television model. Once the “Targeted Model” field is populated, click “Add JPEG” to select the file to broadcast. Once done, a TDF file is generated using the JPEG and stored in the “TDFs” desktop folder. This TDF can be used independently of other update files from now on. If it is not desirable to broadcast the TDF (settings or firmware) with the JPEG, it can be removed via the “Clear” button.

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Creating an Update

Creating an update is a straightforward process. From the Main Screen (pg. 11), perform the following steps:

1. Click the “Add Update” tab at the top left of the screen.
2. The “Add Update Menu” should appear (see pg.12, “Add Update Menu” for details).
3. Enter a meaningful update name into the “Update Name” field.
4. Select the group that you are targeting from the “Update Group” dropdown menu (see pg. 9, “Assigning Television Groups” for details).
5. Click the “Add TDF” button to select and add a TDF file to the update. If there are multiple files to add, repeat this process. When a TDF file is added, the relevant data fields on the menu will become populated.
6. (Optional) A splash image can now be added by clicking the “Add JPEG” button (see pg. 9, “Adding a Splash Image” for details).
7. Once all files have been added to the update, click the “Save Update” button to finish.

The new update should now appear in the Saved Updates List.

Broadcasting an Update

When at least one update exists in the “Saved Updates List,” broadcasting can begin.

1. On the Main Screen, click the checkbox to the left of each update that needs to be broadcast. There are limitations to which updates can be simultaneously broadcast, detailed below.
2. Now click the large “Start Broadcast Button” on the right to begin broadcasting all updates.

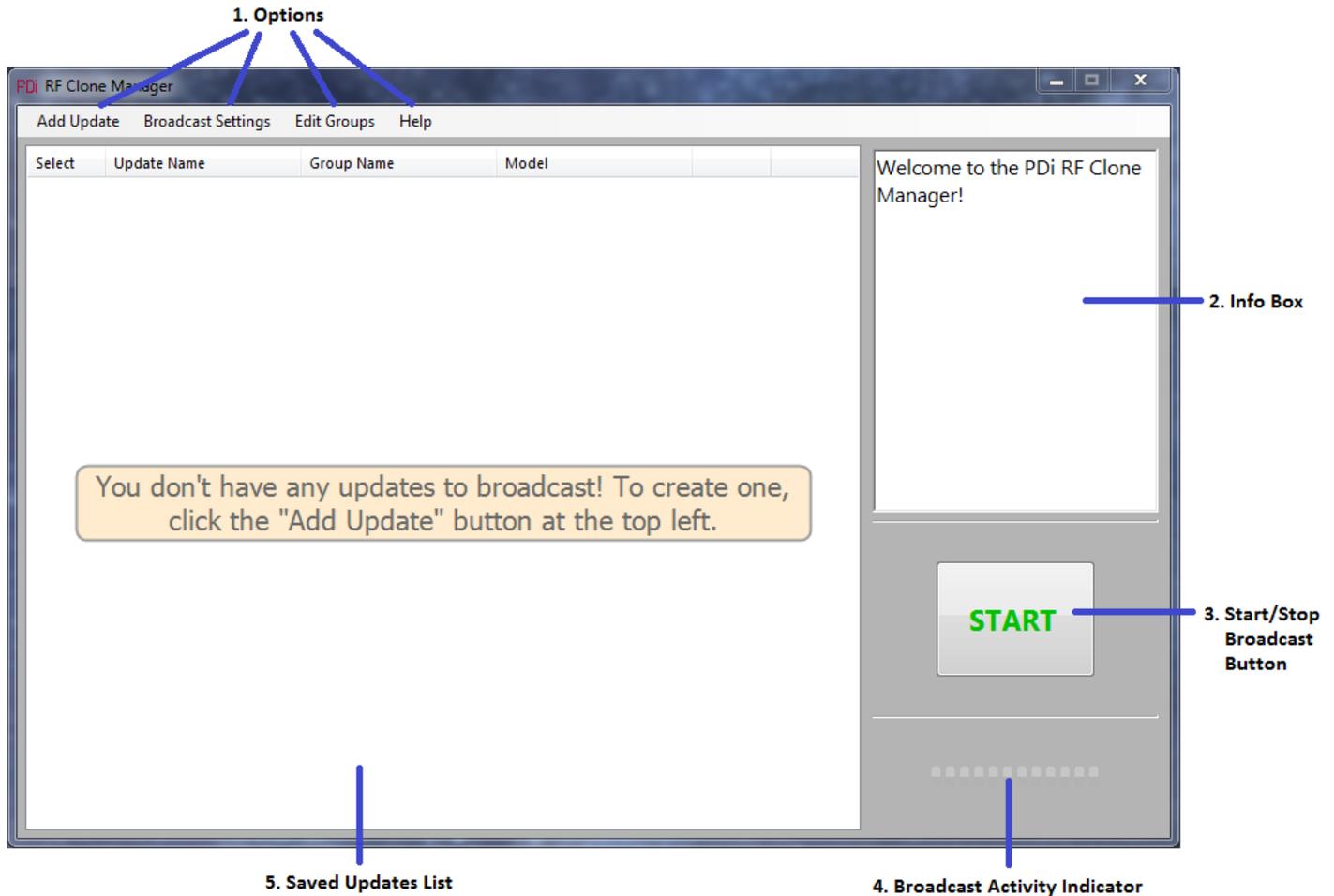
Two updates that target the same television model and Update Group cannot be simultaneously broadcast. The app will alert the user to the problem and prevent the broadcast.

While broadcasting, each TDF file is sent sequentially in a loop. Since televisions update when power cycled, it may take time for the update files to be applied to all televisions in the facility. For this reason, the broadcast should be run continuously until it’s time to broadcast new updates.

RF Clone Manager App Reference

Main Screen

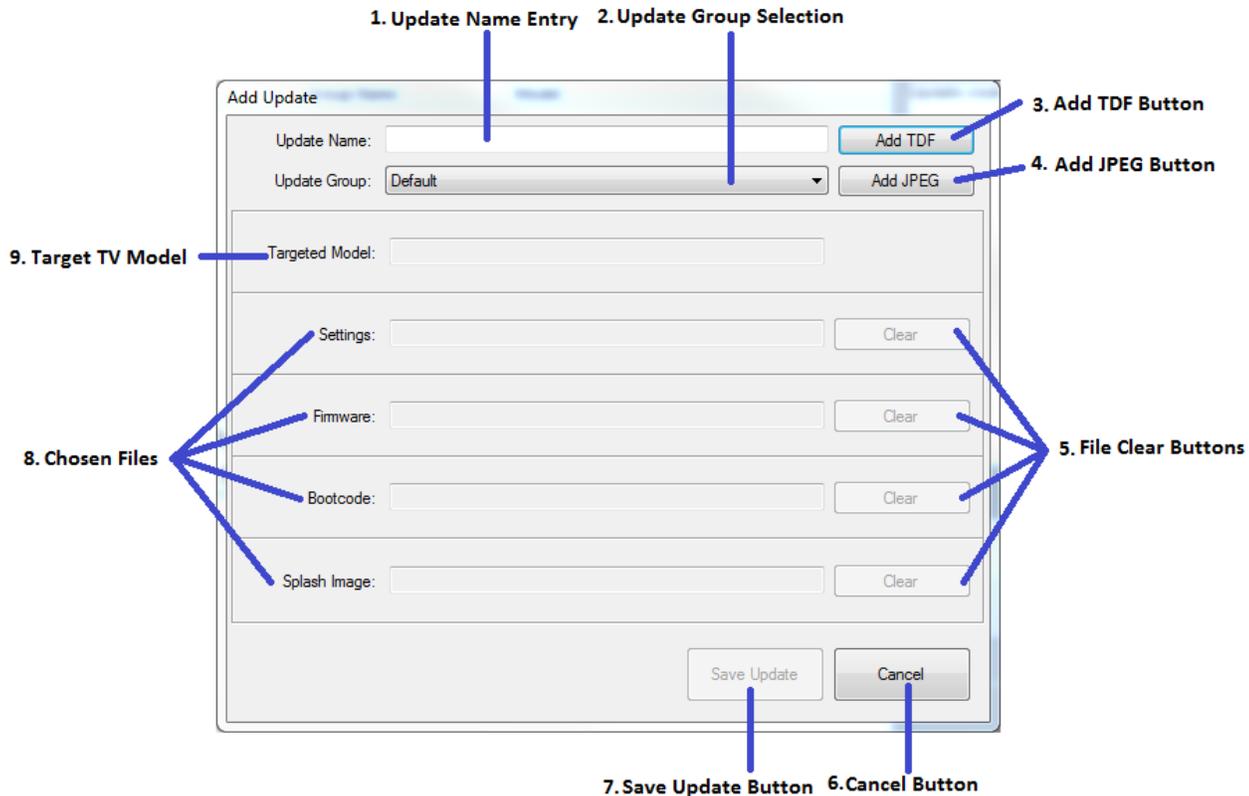
The Main Screen of the RF Clone Manager app allows access to all other parts of the app via the menu bar along the top. It also is home to the Saved Update List and is where broadcasts are started and stopped.



1. Options:
 - Add Update: Opens the Add Update menu (pg. 12).
 - Broadcast Settings: Opens the Broadcast Settings menu (pg. 13).
 - Edit Groups: Opens the Edit Groups menu (pg. 14).
 - Help: Opens the Help drop-down menu. From there, you can choose to view the application's About screen, or access an in-app User Guide.
2. Info Box: Displays the current status of the application.
3. Start/Stop Broadcast Button: When one or more updates have been chosen from the Update List, clicking this button will begin the broadcast. Clicking it while the broadcast is running will stop it.
4. Broadcast Activity Indicator: Indicates when updates are being broadcast.
5. Saved Updates List: All of the updates that the user has created and saved, initially organized by Group. This sorting order can be changed by clicking on one of the column headers. Each update will have a checkbox, name, group, model, and a delete button.

Add Update Menu

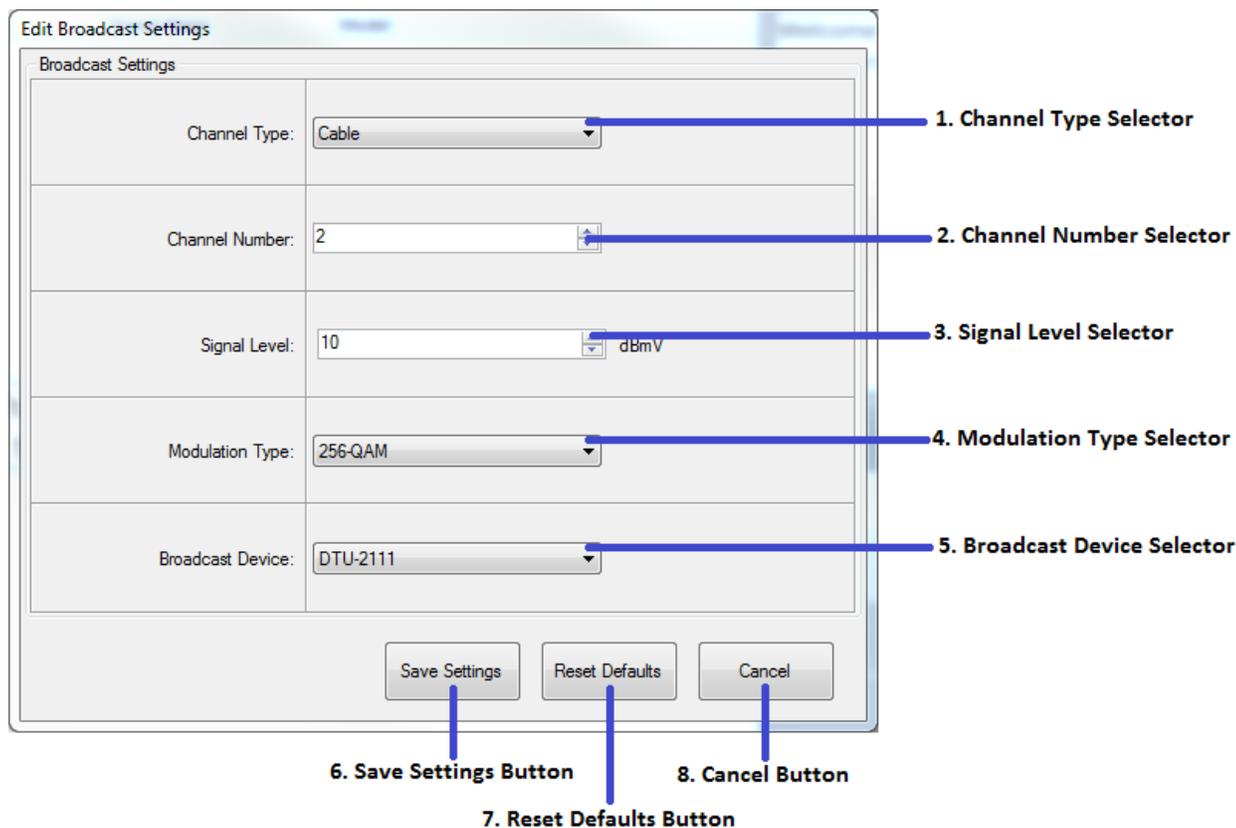
The Add Update menu is used to add TDFs for a specific TV model and group. Each update can have one Settings, Firmware, Boot Code, and Splash Image file, as well as an Update Group ID, and Update Name. These files can be added to the update via the “Add TDF” button. Additionally, JPEG splash images can be added to updates via the “Add JPEG Button” (see pg. 9, “Adding a Splash Image” for details). To save these update settings, an Update Name and at least one TDF file is required.



1. Update Name Entry: Allows the user to give the update a custom name.
2. Update Group Selection: Allows the user to select the television group that this update will target.
3. Add TDF Button: Allows the user to select the TDFs they wish to add to the update.
4. Add JPEG Button: If at least one TDF has been added to the update, a JPEG splash image can be added. The image will be shown for a few seconds each time the TV is turned on. The JPEG image should be no larger than the TV screen size in pixels. The sizes are typically either 1920x1080 or 1366x768. See the TV User Manual for exact specification.
5. File Clear Buttons: Removes the specified file from the update.
6. Cancel Button: Ends the update creation process without saving.
7. Save Update Button: Saves the update to later be broadcast. An Update Name and at least one TDF file is required.
8. Chosen Files: Names of the files currently attributed to the update.
9. Target TV Model: The television model that the selected TDFs are meant for.

Broadcast Settings Menu

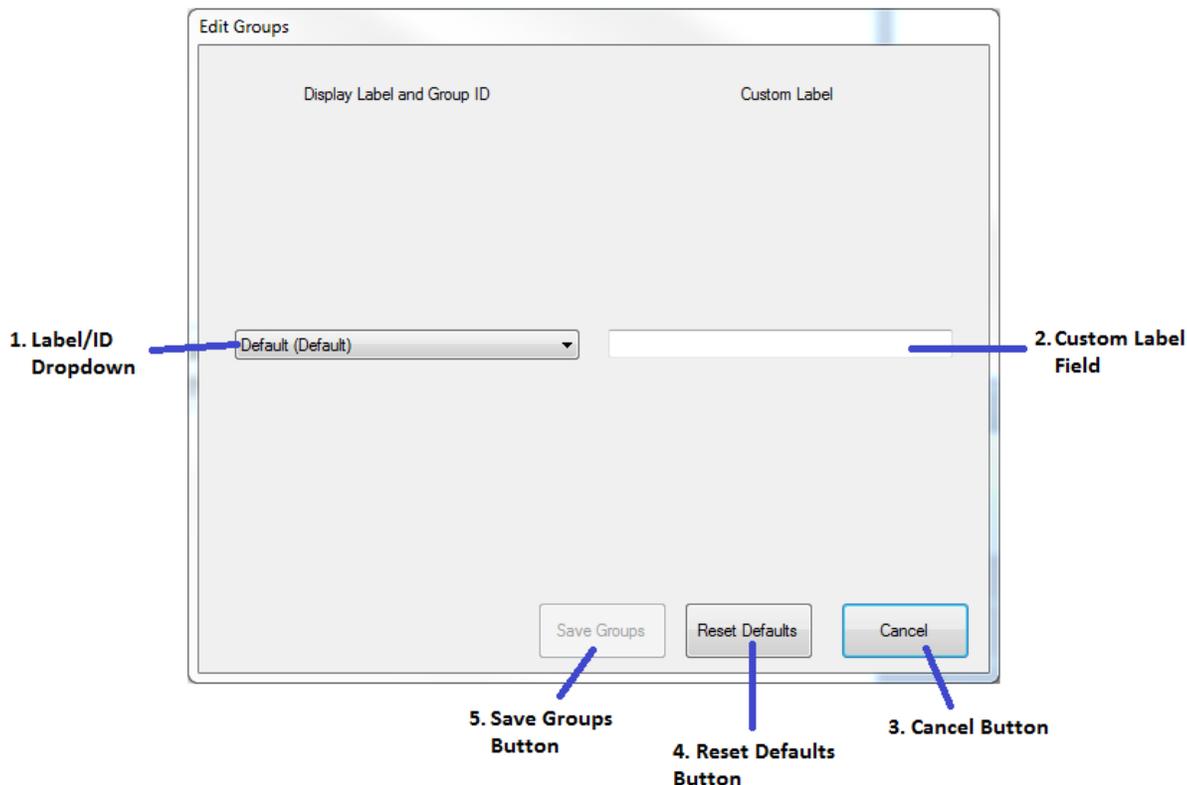
The Broadcast Settings Menu allows the user to adjust the RF broadcast settings. Channel type/number defaults to Cable 2 on all PDi Televisions and in the Application. It needs to be changed here, and on each TV, if channel 2 is already being used for TV programming. The signal level should be adjusted to match the other QAM channel signal levels on the cable plant.



1. Channel Type Selector: Allows the user to choose between cable and air channels for the broadcast.
2. Channel Number Selector: Allows the user to choose the channel number that the broadcast will be sent on.
3. Signal Level Selector: Allows the user to adjust the signal strength level in dBmV.
4. Modulation Type Selector: Allows the user to choose what kind of modulation scheme they want to use for the broadcast.
5. Broadcast Device Selector: Allows the user to select between available broadcast adapters.
6. Save Settings Button: Saves the selections to be used by the application.
7. Reset Defaults Button: Returns the setting options to their default values.
8. Cancel Button: Discards all changes and closes the menu.

Edit Groups Menu

The Edit Groups menu allows the user to create custom labels for the 30 preset Group IDs that are present on all compatible PDi Televisions. These custom labels can make organizing updates simpler.



1. Label/ID Dropdown: A dropdown menu containing every Group ID available to the app/televisions, and whatever label is currently applied to it.
2. Custom Label Field: Text entry space for custom labels.
3. Cancel Button: Discard any changes and close the menu.
4. Reset Defaults Button: Return all Group labels to their defaults (their Group IDs).
5. Save Groups Button: Save your custom label to memory.

Maintenance

The PDi RF-HEMIS is designed to run continuously in a standard 19" rack. It does not need to be connected to the LAN. If it is connected to a network, PDi recommends setting it to automatically install Windows updates for improved security. For additional protection install enterprise grade virus/threat detection software.

Specifications

Features

TV Cloning	YES
TV Firmware Update	YES
TV Splash Screen Update	YES
Update individual groups of TVs	YES
RF channel used for updates	Selectable
Number of TV's updating simultaneously	Unlimited
Intuitive Graphical user interface	YES
Remote administration	MS Windows based

TV Compatibility

ExxLEDA ExxLEDB	V2.29+
ExxLEDC	V3.09+
P19TV medTV19	V3.09+
P14W 1st generation	V2.26+
P14W 2nd generation medTV14	V3.16+

RF Output

Output level	16dBmV to 40dBmV
Channel range	2 to 135 Cable Std
Modulation	QAM or 8VSB
Connector	75Ω F-female

Physical

Rack dimension	1U x 14" deep
Power Input	100V-240V 3A-1.5A
Typical Power Consumption	30 W

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Limited Warranty

PDi Communication Systems Inc., (“PDi”) warrants, to the original purchaser only, that the product will be free from defects in materials and workmanship, under normal use, for 2 years from the date of original purchase. This warranty does not cover any other equipment that may have been included with PDi’s shipment of this product.

After receipt of written notice of a defect or malfunction occurring during the warranty period, PDi will repair or replace goods returned to its Springboro, Ohio location, at its discretion, the whole or any component part of any product manufactured by PDi and found by PDi to be defective. If the decision is made to replace the product, PDi will exchange the model for the same model or a model similar in form and function, new or reconditioned.

As a condition to obtaining warranty service, written notification of the defective product must be received by PDi within ten (10) days of noticing the defect. Repair of said product requires it to be shipped to the PDi factory in Springboro, Ohio. All shipments shall be F.O.B. Springboro, Ohio, and all shipping and freight charges to PDi’s factory shall be paid by the customer.

For information regarding authorized servicing and all other information pertaining to this warranty, please contact PDi COMMUNICATION SYSTEMS at 40 Greenwood Lane, Springboro, Ohio 45066 or phone 800-628-9870 and ask for Service.

This warranty gives specific legal rights and you may also have other rights which vary from state to state.

Exclusions from Warranty

- Products damaged by any catastrophe, accident, or from neglect, misuse, fault, improper assembly, improper maintenance, inadequate return packaging, or negligence by the customer or any third party. They will be treated as out of warranty for external cause to the Products, such as, but not limited to, failure of or faulty electric power, air conditioning, operator error, failure or malfunction of any data communications system. Such conditions will be determined by PDi at its sole unfettered discretion.
- Service and repair of accessories, apparatus, attachments or any other devices which are not PDi products or options.
- Defacing of product, revision control and PDi labeling (label alterations, serial number missing, serial number no longer discernible and serial number invalid). All serial numbers are recorded and tracked for warranty purposes.
- Unauthorized changes, modifications or alterations in or to the Products not installed by PDi.
- Damage to or loss of any programs, data, or removable storage media.
- Damage incurred during installation, relocation or removal of the Products or any accessories, apparatus, attachments or other devices.
- Normal wear.
- The furnishing of accessories or supplies.
- Damage by shipping carrier.
- Incompatibility issues.
- Damages of any kind including, but not limited to, direct or indirect damages, lost profits, lost saving, or other special incidental, exemplary or consequential damages whether for breach of contract, tort or otherwise, or whether arising out of the use of or inability to use the product, even if PDi or any distributor, dealer, or authorized service provider has been advised of the possibility of such damages, or any claim by any other party
- Damage caused by any software or application not installed at the factory.

PDi’s liability under this warranty is limited to repair or replacement of defective products and parts as provided above. PDi shall not be liable for incidental or consequential damages.*

The warranty contained herein is in lieu of all other expressed or implied warranties, including any implied warranty of merchantability or fitness for any particular purpose. PDi neither assumes nor authorizes any person to assume, on its behalf, any other obligation or liability. Some states do not allow the exclusion of limitation of incidental or consequential damages or a disclaimer of warranties implied by law, so the above limitation or exclusion may not apply. The information and technical data in this manual is believed accurate, but is not warranted and is subject to change without notice or obligation. PDi reserves the right to change this policy without advance notice.