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## INSTRUCTION MANUAL

# HDE-4C-QAM

## *MPEG-2 HD Encoder*

Model	Stock No.	Description
HDE-4C-QAM	6376	MPEG-2 HD Encoder + 4xComponent/Composite inputs; 4xQAM + 4xGigE + 4xASI outputs; EAS compatible

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We recommend that you write the following information in the spaces provided below.

Purchase Location Name:	
Purchase Location Telephone Number:	
HDE-4C-QAM Serial Number:	

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## Section 1 — General & Safety Instructions



The STOP sign symbol is intended to alert you to the presence of **REQUIRED** operating and maintenance (servicing) instructions that if not followed, may result in product failure or destruction.



The YIELD sign symbol is intended to alert you to the presence of **RECOMMENDED** operating and maintenance (servicing) instructions.



The LIGHTNING flash symbol is intended to alert you to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electrical shock.

**TO REDUCE THE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER FROM THIS UNIT.  
NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.**

**WARNING: TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE**

### NOTE TO CATV SYSTEM INSTALLER

This reminder is provided to call the CATV System Installer's attention to Article 820-40 of the NEC that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building, as close to the point of cable entry as practical.

## Safety Instructions

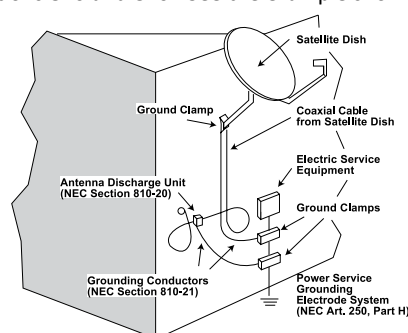


**YOU SHOULD ALWAYS FOLLOW THESE INSTRUCTIONS TO HELP ENSURE  
AGAINST INJURY TO YOURSELF AND DAMAGE TO YOUR EQUIPMENT.**

- **Elevated Operating Ambient** - If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature per Section 2.3.
- **Reduced Air Flow** - Installation of the equipment in a rack should be such that the amount of air flow required for safe operation of the equipment is not compromised.
- **Mechanical Loading** - Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.
- **Circuit Overloading** - Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of the circuits might have on overcurrent protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.
- **Reliable Earthing** - Reliable earthing of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (e.g. use of power strips).
- Read all safety and operating instructions before you operate the unit.
- Retain all safety and operating instructions for future reference.
- Heed all warnings on the unit and in the safety and operating instructions.

## Safety Instructions - continued

- Follow all installation, operating, and use instructions.
- Unplug the unit from the AC power outlet before cleaning. Use only a damp cloth for cleaning the exterior of the unit.
- Do not use accessories or attachments not recommended by Blonder Tongue, as they may cause hazards, and will void the warranty.
- Do not operate the unit in high-humidity areas, or expose it to water or moisture.
- Do not place the unit on an unstable cart, stand, tripod, bracket, or table. The unit may fall, causing serious personal injury and damage to the unit. Install the unit only in a mounting rack designed for 19" rack-mounted equipment.
- Do not block or cover slots and openings in the unit. These are provided for ventilation and protection from overheating. Never place the unit near or over a radiator or heat register. Do not place the unit in an enclosure such as a cabinet without proper ventilation. Do not mount equipment in the rack space directly above or below the unit.
- Operate the unit using only the type of power source indicated on the marking label. Unplug the unit power cord by gripping the plug, not the cord.
- The unit is equipped with a three-wire ground-type plug. This plug will fit only into a ground-type power outlet. If you are unable to insert the plug into the outlet, contact an electrician to replace the outlet. Do not defeat the safety purpose of the ground-type plug.
- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords at plugs, convenience receptacles, and the point where they exit from the unit.
- Be sure that the outdoor components of the antenna system are grounded in accordance with local, federal, and National Electrical Code (NEC) requirements. Pay special attention to NEC Sections 810 and 820. See the example shown in the following diagram:



- We strongly recommend using an outlet that contains surge suppression or ground fault protection. For added protection during a lightning storm, or when the unit is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the lines between the unit and the antenna. This will prevent damage caused by lightning or power line surges.
- Do not locate the antenna near overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take extreme care to avoid touching such power lines or circuits, as contact with them can be fatal.
- Do not overload wall outlets or extension cords, as this can result in a risk of fire or electrical shock.
- Never insert objects of any kind into the unit through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- Do not attempt to service the unit yourself, as opening or removing covers may expose you to dangerous voltage and will void the warranty. Refer all servicing to authorized service personnel.
- Unplug the unit from the wall outlet and refer servicing to authorized service personnel whenever the following occurs:
  - ☐ The power supply cord or plug is damaged;
  - ☐ Liquid has been spilled, or objects have fallen into the unit;
  - ☐ The unit has been exposed to rain or water;
  - ☐ The unit has been dropped or the chassis has been damaged;
  - ☐ The unit exhibits a distinct change in performance.
- When replacement parts are required, ensure that the service technician uses replacement parts specified by Blonder Tongue. Unauthorized substitutions may damage the unit or cause electrical shock or fire, and will void the warranty.
- Upon completion of any service or repair to the unit, ask the service technician to perform safety checks to ensure that the unit is in proper operating condition.

### Returning Product for Repair (or Credit)

**A Return Material Authorization (RMA) Number is required on all products returned to Blonder Tongue, regardless if the product is being returned for repair or credit.** Before returning product, please contact the Blonder Tongue Service Department at 1-800-523-6049, Ext. 4256 or visit our website: [www.blondertongue.com](http://www.blondertongue.com) for further information.

## Section 2 — Product Summary

### 2.1 Revision History & Reason

This is the first issue of the Instruction Manual.

### 2.2 Product Application & Description

#### Application:

HDE-4C-QAM (MPEG-2 HD Encoder – 4xComponent/Composite – 4xQAM) accepts inputs up to four (4) high-definition (HD) programs from: 4xComponent/Composite, MPEG-2 encoded outputs are available in the following formats simultaneously: 4xQAM, 4xGigE (1000Base-T Ethernet), and 4xASI.

To improve transport efficiency, the encoder allows operator to (i) assign one (1) to four (4) programs to each QAM output channel, and (ii) to individually turn on/off each of the four (4) adjacent QAM output channels.

The encoder supports Dolby® Digital audio encoding, and Closed Captioning (EIA-608) . It is also equipped with an Emergency Alert System (EAS) interface. A front-panel RF test point allows for monitoring/testing of the QAM output without service interruption.

Comprehensive remote monitoring and control is accomplished using any standard Web browser via a front-panel 10/100Base-T Ethernet connection.

#### Features:

- Accepts up to four (4) programs from 4xComponent/Composite inputs
- Simultaneously delivers the following outputs: 4xQAM, 4xGigE, and 4xASI
- Multiplexes up to four (4) input programs in any of the following output combinations:
  - (i) 1:1 (1 program per QAM channel)
  - (ii) 2:1 (2 programs per QAM channel, not exceeding 38.8 Mbps)
  - (iii) 3:1 (3 programs per QAM channel, not exceeding 38.8 Mbps)
  - (iv) 4:1 (4 programs per QAM channel, not exceeding 38.8 Mbps)
- Each of the four (4) QAM channels can (i) contain 1 or 2 programs, and (ii) be turned on/off individually
- Provides +52 dBmV QAM output level for four (4) combined channels (+60 dBmV for 1 QAM)
- Provides comprehensive GUI-based monitoring and control via standard Web browsers
- Supports Closed Captioning EIA-608
- Equipped with EAS interface (Analog Video + L/R Audio)
- Supports Real-time Dolby® Digital audio encoding
- Supports user-defined PSIP configuration

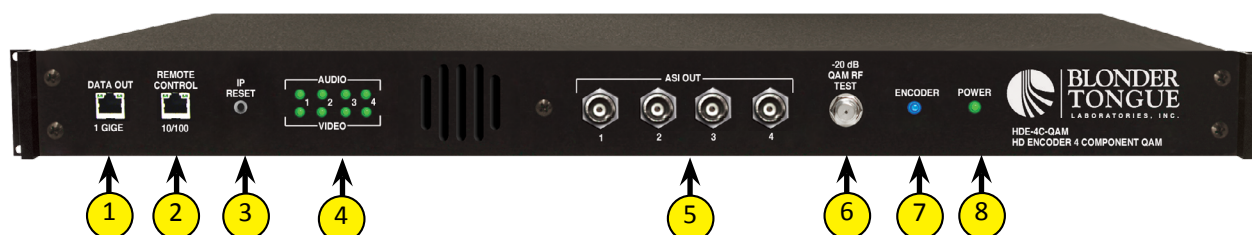
#### Real Time Application:

The HDE-4C-QAM is designed to accept up to four (4) high-definition programs. Once MPEG-2 encoded, the four (4) output programs can be assigned to either Single Program Transport Streams (SPTS) or Multi-Program Transport Streams (MPTS). The four (4) output programs can be assigned to the QAM, ASI, and IP outputs as follows:

No. of SPTS	No. of MPTS	No. QAM RF Channels used	No. ASI Connectors used	No. of IP outputs available
4	N/A	4	4	4
3	N/A	3	3	3
2	1 (2 progs.)	3	3	3
1	1 (3 progs.)	2	2	2
0	2 (2 progs.)	2	2	2
0	1 (4 progs.)	1	1	1

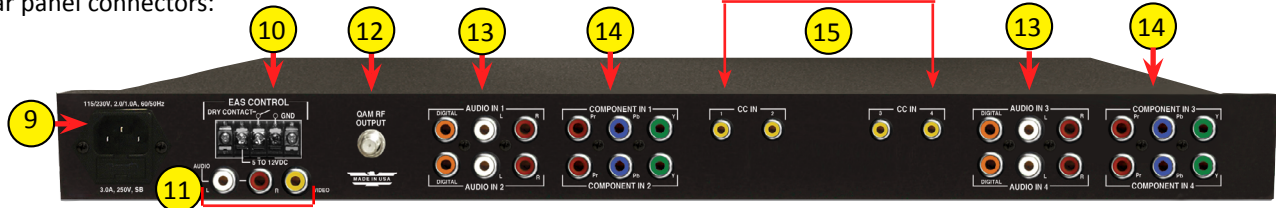
## Description:

Front panel connectors and indicators:



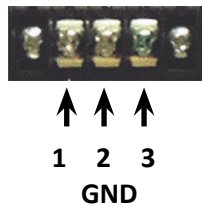
- 1 DATA OUT 1 GIGE:**  
 RJ45 connector for GigE (1000Base-T Ethernet) interface for multiplexed SPTS or MPTS output streams. Only static IP address can be assigned to this interface. The factory default value is 192.168.253.1.
- 2 REMOTE CONTROL 10/100:**  
 RJ45 connector for 10/100Base-T Ethernet interface for monitoring and configuring the unit. Only static IP address can be assigned to this interface. The factory default value is 172.16.70.1.
- 3 IP RESET:**  
 When pushed and held for about 10 seconds, resets the IP address, Usernames, and Passwords to Factory default values as follows:  
 IP address = 172.16.70.1  
 Username = Admin (case-sensitive)  
 Password = pass (case-sensitive)
- 4 AUDIO & VIDEO LEDs:**  
 LEDs indicate the status of video and audio of each of the four inputs as follows:
  - Audio LED**
    - Green = Audio input detected is Analog (L/R) or Digital Audio (PCM)
    - Red = Audio input with error
    - Off = Audio input not detected
  - Video LED**
    - Green = Video input detected is Component (YPbPr) or Composite Video
    - Red = Video input with error
    - Off = Video input not detected
- 5 ASI OUT:**  
 The "ASI OUT" BNC connectors 1 to 4 delivers multiplexed SPTS or MPTS output and is typically used as input to an external modulator.
- 6 -20 dB QAM RF TEST:**  
 "F" connector for RF testing -20dB referenced from the main output.
- 7 ENCODER:**  
 LED indicates the status of the two internal encoder chipsets as follows:
  - LED is Blue = two encoder chipsets are encoding (no input signal needs to be present).
  - LED is Off = one or both of the of the encoder chipsets are not encoding, or their normal operating temperature has been exceeded.
- 8 POWER:**  
 LED is Green = AC power is detected.  
 LED is off = indicates (i) AC power is not connected, or (ii) AC power is connected but the power supply is defective. The unit must be sent to Blonder Tongue for repair for condition (ii).

Rear panel connectors:



- 9 INPUT POWER:**  
IEC 14 power inlet plug - rated 115/230 VAC; 2.0/1.0A; 60/50 Hz; equipped with Slo-Blo, 3.0 Amps, 250 V Fuse.

- 10 EAS CONTROL:**  
Terminal strip to activate the EAS messaging feature in one of two following ways:  
a) 5-12 VDC between terminals 1 & 3 shown below  
b) Dry Contact between terminals 2 & 3 shown below



**NOTE:** This feature is intended to activate EAS and override all input programs with the EAS INPUT (see 11 below for details). The QAM RF OUT (see 12 below), ASI OUT (see 5) and DATA OUT (see 1) will all contain the EAS content on every program.

- 11 EAS INPUT:**  
RCA connectors for EAS Analog Audio (marked L & R) and Composite Video (marked VIDEO) inputs.



**EAS FEATURE IS FUNCTIONAL ONLY WHEN (I) EAS CONTROL IS TRIGGERED ON, AND (II) VIDEO/AUDIO IS DETECTED ON EAS INPUT CONNECTORS. THE EAS FEATURE WILL NOT BE FUNCTIONAL UNLESS BOTH THESE CONDITIONS ARE MET.**

- 12 QAM RF OUTPUT:**  
“F” connector for up to four (4) QAM RF outputs.

- 13 AUDIO IN 1, 2, 3 & 4:**  
RCA connectors (marked L and R) for Analog Left/Right Audio inputs and RCA connectors (marked “DIGITAL”) for Digital Audio program inputs.

- 14 COMPONENT IN 1, 2, 3 & 4:**  
RCA connectors (marked Pr, Pb, Y) for Analog Component Video inputs. The RCA connectors (marked Y) are also used for Composite Video input. For composite video inputs use “Y” connector inputs.

- 15 CC IN 1, 2, 3 & 4:**  
RCA connectors (marked “CC IN”) for Analog NTSC Closed Captioning (EIA-608, also known as Line 21), which will then be digitized and inserted in the MPEG-2 Transport Stream of the Component inputs.



## 2.3 Product Specification

### Input

<b>Component</b>	<b>Connectors:</b> 4 sets each 3x RCA for Video (Y, Pb, Pr) <b>Video Resolution:</b> 480i, 720p, & 1080i <b>Video Aspect Ratio:</b> 4:3 & 16:9 <b>Audio:</b> 4 sets each 2x RCA for Analog Audio (L, R) 4 sets each 1x RCA for Digital Audio (PCM)
<b>Composite</b>	<b>Connectors:</b> 4x RCA (Y)480i <b>Video Resolution:</b> 480i <b>Audio:</b> 4 sets each 1x RCA for Digital Audio (PCM)
<b>EAS (Emergency Alert System)</b>	<b>Connectors:</b> 3x RCA (Video, Audio L & R) <b>Trigger Mechanism:</b> 5-12 VDC & Dry Contact Closure (Terminal Strip)

<b>Encoding Profile</b>	
<b>Video</b>	<b>Output Format:</b> MPEG-2 HD MP@ML; ISO 13818-2 <b>Chroma:</b> 4:2:0 <b>Resolution:</b> 480i, 720p, & 1080i <b>Frame rate:</b> 29.97 fps (480i); 29.97 fps (1080i); 59.97 fps (720p) <b>Aspect Ratio:</b> 4:3 & 16:9 <b>GOP Structure:</b> I & P frames (user-selectable) <b>Transport Rate:</b> Variable (user-selectable) <b>Video Rate:</b> Variable (user-selectable) <b>Video Pre-filter:</b> Variable (user-selectable) <b>Color Space:</b> YCbCr and RGB
<b>Audio</b>	<b>Output Format:</b> Dolby® Digital <b>Sampling rate:</b> 48 kHz <b>Bit rate:</b> Variable; 96-448 Kbps (user-selectable)
<b>Closed Captioning</b>	<b>Component:</b> EIA-608 <b>Composite:</b> EIA-608

### General

<b>Dimensions (W x D x H):</b>	19.0 x 18.125 x 1.75 inches (483 x 460 x 44 mm)
<b>Power:</b>	115-230VAC, 60/50Hz (Fuse:3.0A, 250VDC, Slo Blo)
<b>Power Dissipation:</b>	60 W
<b>Weight:</b>	8 lbs (3.6 kg)
<b>Operating Temperature:</b>	32 to 122 °F (0 to 50 °C)
<b>Storage Temperature:</b>	-13 to 158 °F (-25 to 70 °C)
<b>Operating Humidity:</b>	0 to 95% RH @ 35 °C max, non-condensing
<b>Storage Humidity:</b>	0 to 95% RH @ 35 °C max, non-condensing

### Output

<b>QAM</b>	<b>Connector:</b> 1x "F" Female (rear panel; up to 4x RF QAM ch. combined) <b>Modulation:</b> QAM 16, 32, 64, 128, and 256 <b>Standards:</b> ITU-T J.83; Annex A and B <b>DVB Symbol Rate:</b> Variable; up to 7 MSymbol/sec (MBaud) <b>Frequency Range:</b> 54 to 1002 MHz <b>Tuning:</b> CATV Channel Selectable (Ch. 2 to 158) <b>Channels' Bandwidth:</b> 24 MHz (4x Adjacent 6 MHz) <b>RF Level:</b> +42 to +52 dBmV, 1 dB increment (4 ch. combined) +46 to +56 dBmV, 1 dB increment (2 ch. combined) <b>RF Level Accuracy:</b> ± 1 dB <b>Frequency Tolerance:</b> ± 0.5 kHz @ 77 °F (25 °C) <b>Frequency Stability:</b> ± 5 kHz over 32 to 122 °F (0 to 50 °C) <b>Amplitude Flatness:</b> ± 0.25 dB (over 6 MHz channel) <b>Phase Noise:</b> -98 dBc (@ 10 kHz) <b>Spurious:</b> -57 dBc <b>Broadband Noise:</b> -70 dBc (@ +52 dBmV output level, 5.5 MHz bandwidth) <b>Impedance:</b> 75 Ω <b>Spectral Inversion:</b> Auto Recognition <b>Carrier Suppression:</b> 45 dB <b>Return Loss:</b> 14 dB typical <b>Signal-to-Noise Ratio (SNR):</b> 40 dB typical <b>MER:</b> 40 dB typical <b>I/Q Phase Error:</b> Less than 1 degree <b>I/Q Amplitude Imbalance:</b> Less than 1%																		
<b>ASI</b>	<b>Connectors:</b> 4x BNC (Front-panel) <b>Output Assignment:</b> 4 output programs can be assigned as follows: <table><tr><th>No. of SPTS</th><th>No. of MPTS</th><th>Connectors used (user-defined)</th></tr><tr><td>4</td><td>N/A</td><td>1,2,3,4</td></tr><tr><td>3</td><td>N/A</td><td>1,2,3</td></tr><tr><td>2</td><td>1 (2 progs.)</td><td>1,2,3</td></tr><tr><td>0</td><td>2 (2 progs.)</td><td>1,2</td></tr><tr><td>0</td><td>1 (4 progs.)</td><td>1</td></tr></table> <b>Format:</b> DVB-ASI <b>Standard:</b> ETSI EN 50083-9	No. of SPTS	No. of MPTS	Connectors used (user-defined)	4	N/A	1,2,3,4	3	N/A	1,2,3	2	1 (2 progs.)	1,2,3	0	2 (2 progs.)	1,2	0	1 (4 progs.)	1
No. of SPTS	No. of MPTS	Connectors used (user-defined)																	
4	N/A	1,2,3,4																	
3	N/A	1,2,3																	
2	1 (2 progs.)	1,2,3																	
0	2 (2 progs.)	1,2																	
0	1 (4 progs.)	1																	
<b>GigE</b>	<b>Connector:</b> 1x RJ45 (Front-panel) <b>Standard:</b> 1000Base-T Ethernet <b>UDP/RTP:</b> Supported (user-selectable) <b>Address Assignment:</b> 4x IPv4 addresses & port numbers (user-selectable)																		

### Alarms/Monitoring/Control

<b>Local Monitoring:</b>	8x Input Status LEDs (Video 1-4; Audio 1-4) 1x Encoder LED 1x Power LED 1x "F" Female RF Test Port
<b>Local Control:</b>	1x IP Reset button
<b>Remote Monitoring/Control:</b>	GUI-based menu via Web browser (1x RJ45 front-panel connector; 10/100Base-T)

## Section 3 – Installation & Power-up

### 3.1 Unpacking

---

You will find the following items in the box:

- HDE-4C-QAM Encoder (QTY=1)
- Power Cord with IEC C13 line socket and 3-pin Type B NEMA 5 plug (QTY=1)
- A hardware bag (item 741021800) containing the following:
  - Seven-foot cross-pinned (cross-over) RJ45 Ethernet cable (QTY=1)

### 3.2 Installation

---

The HDE-4C-QAM encoder is designed to be installed in a standard 19-inch (483 mm) rack (EIA 310-D, IEC 60297, and DIN 41494 SC48D).

To install the encoder, secure the unit's front panel to the rack by inserting four (4) machine screws, with cup washers, through the four (4) mounting holes in the front panel.



**FOR SAFE AND RELIABLE OPERATION, THE GROUND PIN OF THE POWER CORD PLUG  
MUST BE GROUNDED PROPERLY.**

### 3.3 Power-up

---

To power up the unit, connect the line cord to a 115/230 VAC - 60/50 Hz outlet. Please note that the power inlet plug is also equipped with a fuse-holder and fuse (SLO-BLO, 3.0 Amp, 250V).

The "POWER" LED on the front-panel will light green.

## Section 4 – Communicating with the Unit

Local or remote communication with the unit is only possible through a GUI-based menu via any standard web browser. Before you can communicate with the unit, you must configure the unit's IP address to conform to your existing IP network or LAN. To do so, follow these steps:

- (1) Plug one end of the Ethernet cross cable that is provided in the hardware bag to the unit's front-panel RJ45 interface marked "Remote Control 10/100". Plug the other end of the cable to your computer.
- (2) The factory default IP address of the unit is **172.16.70.1**. To be able to communicate with the unit, you must first change your computer's IP address.

The following steps explain how to do this for a computer with **Windows XP** operating software:

- (a) On your computer, open the "Control Panel"
- (b) Double-click on "Network Connections"
- (c) Right-click on the "Local Area Connection", and then click on the "properties".
- (d) A dialog box entitled "Local Area Connection Properties" will appear. In this box, double-click on the "Internet Protocol (TCP/IP)".
- (e) A dialog box entitled "Internet Protocol (TCP/IP) Properties" will appear. Select the "Use the following IP address" option and enter the following addresses:

**IP address: 172.16.70.2**

**Subnet mask: 255.255.255.0**

No need to enter a value for the Default Gateway.

Click OK to close the dialog box. Now your computer is ready to communicate with the unit.

- OR -

The following steps explain how to do this for a computer with **Windows 7** operating software:

- (a) On your computer, open the "Control Panel"
- (b) Click on "Network and Internet"
- (c) Click on the "View network status and tasks"
- (d) Click on "Change Adapter Settings" on left hand side of the window
- (e) Right-click on the "Local Area Connection", and then click on the "properties".
- (f) A dialog box entitled "Local Area Connection Properties" will appear. In this box, double-click on the "Internet Protocol Version 4 (TCP/IPv4)".
- (g) A dialog box entitled "Internet Protocol Version 4 (TCP/IPv4) Properties" will appear. Select the "Use the following IP address" option and enter the following addresses:

**IP address: 172.16.70.2**

**Subnet mask: 255.255.255.0**

No need to enter a value for the Default Gateway.

Click OK to close the dialog box. Now your computer is ready to communicate with the unit.



Never connect the "Data Out (1 GigE)" and "Remote Control 10/100" ports (see 1 & 2 of Section 2.2 for details) to the same unmanaged switch. If using a managed switch, ensure the "Remote Control 10/100" port is configured such that it does not receive any multicast traffic.

## Section 5 - Configuring the Unit

### 5.1 Accessing the Unit Via the Web Browser

You must complete the steps described in Section 4 before proceeding as follows:

- (1) Open a web browser on your computer (Internet Explorer 7 or higher is recommended) and enter the following URL address (**http://172.16.70.1**). The "Login" Screen (Figure 5.1) will appear.

**Figure 5.1 - "Login" Screen**

- (2) Enter the following **case-sensitive** factory-default Username and Password, and click on the "Submit" button.

**Username = Admin**

**Password = pass**

**- OR -**

**Username = Guest**

**Password = pass**

**NOTE:** When logged in as Admin, the user has read and write permission. Only one Admin can be logged in at a time. When logged in as Guest, the user has only read permission. Up to four Guests can be logged in simultaneously.

Monitoring and configuration of the unit is achieved via a series of web pages described in following sections. The following read-only information is displayed in a "page header" – in blue color – on top of each web page:

**ESN:** unit's Serial number

**Headend name:** a user-defined field to make identification easier

**Temperature:** temperature of unit's chipset

**Uptime:** time elapsed since last time the unit was turned on

**Location:** a user-defined field to make identification easier

As shown in Figure 5.2, under the blue "page header" the following Primary tabs will appear:

- Primary tab "Main" includes the following sub-tabs: Status, Program, Video, Audio, TS Map, TS Config, IP, QAM, Output, and Refresh.
- Primary tab "Network" doesn't include any sub-tab.
- Primary tab "Time" doesn't include any sub-tab.
- Primary tab "Event" doesn't include any sub-tab.
- Primary tab "Logout" doesn't include any sub-tab.

Each Primary and sub-tab is described in the subsequent Sections.

## 5.2 "Main > Status" Screen

The "Main > Status" screen (Figure 5.2) is a "read only" screen and displays the following information:

HDE-4C-QAM

ESN: 2012000000

Temperature: 114.5°F

Uptime: 0d 0h 6m 11s

Headend Name: Test

Location: BT

Main

Network

Time

Event Log

Logout

Status	Program	Video	Audio	TS Map	TS Config	IP	QAM	Output	Refresh
TS					Output				
1	TS Mapping		2	Bitrates		3	4	5	
	TS1	18.08 / 38.81				IP1 (UDP://192.168.253.2:50000)	Ch. 2	ASI OUT 1	
P1	100 (1) (TEST1) (3-1)	17.85							
	101 V: Comp 1	17.64							
	102 A: Audio In 1	0.20							
	TS2	18.08 / 38.81				IP2 (UDP://192.168.253.2:50001)	Ch. 3	ASI OUT 2	
P2	110 (1) (TEST2) (3-2)	17.85							
	111 V: Comp. 2	17.64							
	112 A: Audio In 2	0.20							
	TS3	18.08 / 38.81				IP3 (UDP://192.168.253.2:50002)	Ch. 4	ASI OUT 3	
P3	120 (1) (TEST3) (3-3)	17.85							
	121 V: Comp. 3	17.64							
	122 A: Audio In 3	0.20							
	TS4	18.08 / 38.81				IP4 (UDP://192.168.253.2:50003)	Ch. 5	ASI OUT 4	
P4	130 (1) (TEST4) (3-4)	17.85							
	131 V: Comp 4	17.64							
	132 A: Audio in 4	0.20							

Figure 5.2 - "Main > Status" Screen

In the section entitled "TS" under an orange header, the following parameters about each output TS (transport stream) are displayed:

- 1 TS Mapping:** indicates the list of programs selected by the user to be assigned to TS (TS #1 thru 4). The program information includes the PMT PID, Program number, Short Name, Major-minor channel number.
- 2 Bitrates:** indicates the transport stream bitrate and the TS Bitrate (refer **2** of Section 5.7 for details).

In the section entitled "Output" under blue header, the following parameters about each output TS are displayed:

- 3 IP:** indicates the encapsulation method, IP address, and the port number to which a TS is assigned.
- 4 QAM:** indicates the RF channel number of the QAM output.
- 5 ASI:** indicates the physical ASI OUT port number to which a TS is assigned.

### 5.3. "Main > Program" Screen

The "Main > Program" screen (Figure 5.3) is a "user-configurable" screen to select the video/audio sources for each input program:

Status	Program	Video	Audio	TS Map	TS Config	IP	QAM	Output	Refresh
		<b>1</b> Video Source	<b>2</b> Audio Source	<b>3</b> Video Resolution			<b>4</b> Video Bitrate	<b>5</b> Audio Bitrate	
P1	Comp. 1 ▾	Audio In 1 ▾	No Input Detected			17.60Mbps	192kbps		
P2	Comp. 2 ▾	Audio In 2 ▾	No Input Detected			17.60Mbps	192kbps		
P3	Comp. 3 ▾	Audio In 3 ▾	No Input Detected			17.60Mbps	192kbps		
P4	Comp. 4 ▾	Audio In 4 ▾	No Input Detected			17.60Mbps	192kbps		

Save

Figure 5.3 - "Main > Program" Screen

- 1** Video Source: Component #1-4
- 2** Audio Source: Audio In #1 thru 4, Digital #1 thru 4, and digital #1 thru 4.
- 3** Video Resolution: indicates the resolution of the video input selected in **1** above.
- 4** Video Bitrate: indicates the video bitrate as assigned in **1** of Section 5.4.
- 5** Audio Bitrate: indicates the audio data rate as assigned in **1** of Section 5.5.



Refer "Real Time Application" under Section 2.2 before choosing the input program combination.



Remember to click on the SAVE button to apply the new values/configurations.

## 5.4 "Main > Video" Screen

The "Main > Video" screen (Figure 5.4) is a "user-configurable" screen to select the video encoder parameters for each input program:

Figure 5.4 - "Main > Video" Screen

- 1 **Bitrate:** must enter the bitrate for each input video. It is recommended to ensure that the sum of the bitrates of the input videos in a TS, does not exceed "TS Bitrate" selected on the "Main > TS Config" Screen (see 2 of section 5.7 for details). Setting higher bitrates will provide greater video detail in comparison to lower bitrates, but may reduce the number of programs available within the TS. Typically HD programs use 12 to 17 Mbps and SD programs use 3 to 7 Mbps bitrates.
- 2 **Closed Caption:** is the process of passing the EIA-608 Closed Captioning (CC) information and displaying the CC text on television or other visual display. Possible options are Enabled and Disabled. The factory default value is "Disabled".
- 3 **Video Filter Level:** is a two-dimensional low-pass filter controlling the degree with which the input video is filtered. Possible options are: Off (no filtering), On-Level 1, On-Level 2, On-Level 3, and On-Level 4 (highest filtering coefficient). Level 1 filtering of the video will smoothen the sharp edges of the pixels and produce a softer image. The softer an image, the less number of bits required to encode the image at the quantizer level.
- 4 **Video Coding Mode:** must select the Video Coding Mode. Possible options are: Frame and Field. The factory default value is Frame.
- 5 **GOP Size:** The length between I-frames is known as the group of pictures (GOP) size. The factory default value is 15 i.e. 1 I-frame for every 14 non-I-frames. The range is 1 to 120.
- 6 **Test pattern:** is the video pattern that will be displayed on the output screen if no input video is present. Possible options are: Color Bars, Black, Blue screen, and Red screen.



Remember to click on the **SAVE** button to apply the new values/configurations.



## 5.5 "Main > Audio" Screen

The "Main > Audio" screen (Figure 5.5) is a "user-configurable" screen where the following parameters associated with the Dolby® Digital encoded stereo audio are configured and displayed for each audio input under a green header:

The screenshot shows the HDE-4C-QAM interface with the 'Main > Audio' screen selected. The top bar displays system information: ESN: 2012000000, Temperature: 112.7°F, Uptime: 0d 0h 4m 37s, and Location: BT. Below the top bar are tabs for Main, Network, Time, Event Log, and Logout. The main content area has a sub-header with tabs for Status, Program, Video, Audio, TS Map, TS Config, IP, QAM, Output, and Refresh. The 'Audio' tab is active, showing four audio input configurations (P1, P2, P3, P4) under green headers. Each configuration has a list of parameters with dropdown menus and input fields. A 'Save' button is located at the bottom center of the screen.

Input	Data Rate	Delay	Sample Rate	Audio Coding Mode	Dialog Normalization	Dolby Surround Mode	Line Mode	RF Mode
P1 (Audio In 1)	192 kbps	0 ms	48 kHz	2/0: L, R	-27	Unspecified	None	None
P2 (Audio In 2)	192 kbps	0 ms	48 kHz	2/0: L, R	-27	Unspecified	None	None
P3 (Audio In 3)	192 kbps	0 ms	48 kHz	2/0: L, R	-27	Unspecified	None	None
P4 (Audio In 4)	192 kbps	0 ms	48 kHz	2/0: L, R	-27	Unspecified	None	None

**Figure 5.5 - "Main > Audio" Screen**

- Data Rate:** allows the user to select the audio encoding bitrate in Kbps (kilobits per second). The range is 96 to 448 kbps. The factory default value is 192 kbps that supports Audio Coding Mode 2/0:L, R.

**NOTE:** See Dolby Encoding guidelines for additional information.

- Delay:** allows the user to adjust the audio delay (-300 to 300 ms) to correct for input video/audio sync mismatch.
- Sample Rate:** indicates the input sampling rate of the encoder. The HDE-4C-QAM supports 48 kHz sampling rate.
- Audio Coding Mode:** also referred to as Channel mode. Indicates the number of main audio channels within the encoded bitstream and also indicates the channel format. The unit supports 2/0:L,R= audio is a dual channel (Left & Right).
- Dialog Normalization:** behaves as an audio Automatic Gain Control (AGC) or Dynamic Range Control (DRC). It has the ability to take different incoming audio levels and normalize them. The ability of the Dialog Normalization depends on the configuration of the Dynamic Range Control. The HDE-4C-QAM allows you to adjust the normalization from -1 to -31 dB. The typical value is -27 dB. This is based on the standard film audio formats which normally are between -25 and -31 dB.



- 6 **Dolby Surround Mode:** indicates if the audio is two-channel Dolby or not. Possible options are:
- Unspecified: indicates the decoder must determine the audio format by itself.
  - Disabled: indicates the audio is not encoded in surround mode.
  - Enabled: indicates the audio is encoded in surround mode.
- 7 **Line Mode:** allows the user to select the type of Dynamic Range Compression to be applied to signals that will be used as direct audio feeds into a TV tuner or other receive devices. The factory default value is "None".
- 8 **RF Mode:** allows the user to select the type of Dynamic Range Compression to be applied to signals that will be used for retransmission on an RF carrier, and then fed into TV tuner or other receive devices at the end of the line. The factory default value is "None".

Possible options for 7 and 8 are:

- i) **None:** no dynamic range controls have been assigned.
- ii) **Film Standard:** suitable for movies where the very low-level sounds are not to be amplified due to other undesirable background noises that may become audible, but rather the peaks and valleys are normalized instead. It has a null bandwidth of 10 dB (-31 to -21 dB) and can add up to 6 dB of boost for low levels and attenuate high levels. The setting is used to quiet loud shouting and amplifier whispers. See Dolby Encoding guidelines for additional information.
- iii) **Film Light:** is similar to "Film Standard" but with a null bandwidth of 20 dB (-41 to -21 dB) and can add up to 6 dB of boost for low levels and attenuate high levels.
- iv) **Music Standard:** suitable for program content that is mainly made up of music where the sound level is to be normalized (reducing the loudness) to be consistent with other programs. It has a null bandwidth of 10 dB (-31 to -21 dB) and can add up to 12 dB of boost for low levels and attenuate high levels. See Dolby Encoding guidelines for additional information.
- v) **Music Light:** similar to "Music Standard" but with a null bandwidth of 20 dB (-41 to -21 dB) and can add up to 12 dB of boost for low levels and attenuate high levels.
- vi) **Speech:** suitable for program content that is mainly made up of speech only and has a null bandwidth of 10 dB (-31 to -21 dB) for average speech and can add up to 15 dB of boost for low levels and attenuate high levels. The setting is used to quiet loud shouting and amplifier whispers. See Dolby Encoding guidelines for additional information.



Remember to click on the **SAVE** button to apply the new values/configurations.

## 5.6 "Main > TS Map" Screen

The "Main > TS Map" screen (Figure 5.6) is a "read and write" screen to assign programs to TS(s):

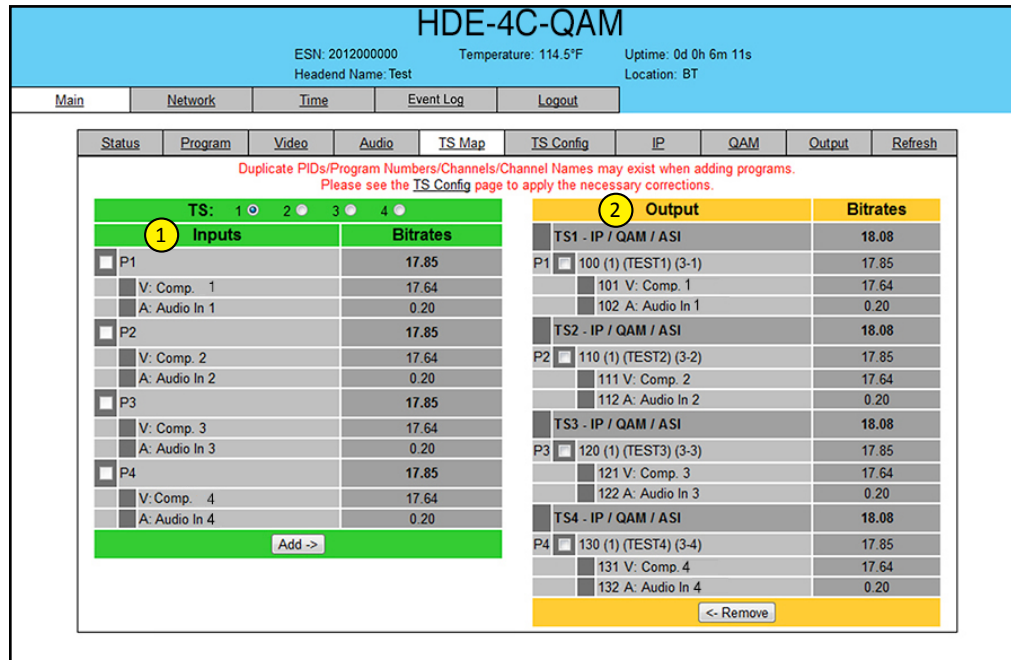


Figure 5.6 - "Main > TS Map" Screen

1 In the section entitled "Inputs" under the green header, the user can select the programs to be included in each output TS as follows:

- Select the desired program; for example, P1 as shown in figure 5.6.
- Based on whether SPTS or MPTS output is required, select the MPTS or SPTS output stream number to which the program is to be added; for example,
  - If the user requires the output as SPTS and wants to add the above selection to SPTS output stream 3, then select "TS: 3" (in top green header) and select the "Add" button in the bottom green header (see below for details).
  - If the user requires the output as MPTS and wants to add the above selection P1 and program P3 to MPTS output stream 2, then select the programs P1 and P3, select "TS: 2" and select "Add" (see below for details).

**NOTE:** Input Programs 1-4 can be assigned to only one transport stream (TS) at a time. The software will not allow a program to be selected twice. To move a program from one TS to another, first select the program under the Output section (orange header) and then select the "Remove" button. Now under the Input section (green header) select the program and the new TS: # (as above) and select "Add".

- **Add:** Once the selection of programs is completed, select the "Add" button. This will add the selected programs to the Output as shown in 2 of Figure 5.6.



PIDs, Program Numbers, Channels or Channel Names must be unique in a MPTS output stream. The user must edit the duplicated values using the “Main >TS Config” Screen (see Section 5.7 for details). The duplicate values will be highlighted in red color under **2** of Figure 5.6



MPTS Output Stream ‘x’ and MPTS Output Stream ‘y’ may have same PIDs, Program Numbers, Channels or Channel Names as each MPTS output stream is a unique stream.



STPS Output Stream ‘x’ and SPTS Output Stream ‘y’ may have same PIDs, Program Numbers, Channels or Channel Names as each MPTS output stream is a unique stream.

- 2** In the section entitled “**Output**” under an orange header, the user can view the list of the programs that are present in output TS:

**TS# - IP/QAM/ASI:** indicates the Transport Stream ID (refer **1** of Section 5.7 for details), and the type of outputs assigned to a output TS i.e IP, QAM or ASI.

The fields under the “**TS# - IP/QAM/ASI**” under grey header, displays the list of the programs and the corresponding total bitrate present in each output TS.

- **Remove:** The user can remove any of the programs from the current list by selecting it and clicking the "Remove" button.

## 5.7 "Main > TS Config" Screen

The "Main > TS Config" screen (Figure 5.7) is a "read and write" screen to assign TS parameters:

# HDE-4C-QAM

ESN: 2012000000    Temperature: 114.5°F    Uptime: 0d 0h 6m 11s
Headend Name: Test    Location: BT

Main
Network
Time
Event Log
Logout

Status	Program	Video	Audio	TS Map	TS Config	IP	QAM	Output	Refresh
<b>Multiplexed MPTS Output Configuration</b>									
1	TS ID	2	TS Bitrate	3	Modulation Mode	4	Out of Band		
TS1	1		QAM Modulator		Reserved		Disabled		
TS2	1		QAM Modulator		Reserved		Disabled		
TS3	1		QAM Modulator		Reserved		Disabled		
TS4	1		QAM Modulator		Reserved		Disabled		

<b>Output Mapping</b>											
5	Input	6	PID	7	Program Number	8	Short Name	9	Major Channel	10	Minor Channel
<b>TS1 - IP / QAM / ASI</b>											
	P1		100		1		TEST1		3		1
	V: Comp. 1		101								
	A: Audio In 1		102								
<b>TS2 - IP / QAM / ASI</b>											
	P2		110		1		TEST2		3		2
	V: Comp. 2		111								
	A: Audio In 2		112								
<b>TS3 - IP / QAM / ASI</b>											
	P3		120		1		TEST3		3		3
	V: Comp. 3		121								
	A: Audio In 3		122								
<b>TS4 - IP / QAM / ASI</b>											
	P4		130		1		TEST4		3		4
	V: Comp. 4		131								
	A: Audio In 4		132								

11
Save

Figure 5.7 - "Main > TS Config" Screen

In the section entitled “Multiplexed MPTS Output Configuration”, the user can select and configure the following parameters of the output TS:

- 1 **TS ID:** user must enter the identification number for the output TS. The range is 1 to 65535. The TS ID assigned must be unique.
- 2 **TS Bitrate:** user must select the bitrate for the TS. Possible options are:
  - QAM Modulator – Select this setting when using the QAM output of the encoder. The maximum bitrate will be 38.81 Mbps for QAM 256.
  - 19.39 Mbps – Select this setting when the primary encoder output will be ASI for an ATSC application.
  - 38.81 Mbps – Select this setting if an external QAM 256 modulator(s) will be used with the encoder’s ASI output(s).
- 3 **Modulation Mode:** user can select the modulation mode. Possible options are: Reserved, Analog, QAM64, QAM256, 8-VSB, and 16-VSB.
- 4 **Out of Band:** an out-of-band (OOB) is a channel that is a combination of the forward and reverse OOB channels. When a cable virtual channel is flagged as being out-of-band, it is carried on the out-of-band channel. The selections are either Enable or Disable. When Enabled, the encoder assigns the OOB bit in the TS packet and labels the TS as out-of-band.

**NOTE:** As per the ATSC and Cable standards, the Modulation Mode and Out-of-Band fields are required to be assigned in the TS packet. Selecting the above two fields would allow the TS packets to be compliant with industry standards, but would not affect the input or output configuration of the HDE-4C-QAM.

In the section entitled “**Output Mapping**”, the user can select and configure the following parameters for each output TS indicated by “**TS# - IP/QAM/ASI**” (see 2 of Section 5.6 for details), under gray header:

- 5 **Input:** indicates the list of the programs selected by the user that are included in the TS. It includes the Input program number, video source, and audio source.
- 6 **PID:** indicates the PID value assigned to each stream. PID (Packet Identifier) values are embedded by the content provider in the MPEG-2 stream to identify tables and programming packets.



The PID value must be unique in a MPTS output stream. If a duplicate PID exists, assign a different PID in the range of 48 to 8176 (recommended range provided by the International Standards).

- 7 **Program Number:** user must enter a unique output program number for each program. PMT (Program Map Table) provides information on each program present in the transport stream such as program\_number, and the list of the elementary streams (audio, video or data).



The Program Number must be unique in a MPTS output stream. If a duplicate Program Number exists, assign a different number in the range of 1 to 65535.

- 8 **Short Name:** user may enter a short name for the channel. Up to 7 alphanumeric characters are allowed.
- 9 **Major Channel:** user may enter a major channel number for the output program. The range is 1 to 99 for Terrestrial and 1 to 999 for Cable.

- 10 Minor Channel:** user may enter a minor channel number for the output program. The range is 1 to 99 Terrestrial and 1 to 999 for Cable.



The channel number displayed on the screen is the combination of the major and minor channels. Make sure that the major-minor channel pair is unique for each program on the MPTS output. For example, if major channel = 6 and minor channel = 1, then the channel number displayed would be 6-1.



MPTS Output Stream 'x' and MPTS Output Stream 'y' may have same PID, Program Number, Short Name or Major-minor channel pair as each MPTS output stream is a unique stream.

- 11 Save:** if duplicate values exist for PID, Program Number, Short Name or Major – Minor Channel Pair in a MPTS output stream, when the SAVE button is clicked, the following pop-up window would appear accordingly: "Error! Duplicate Program Numbers found".

## 5.8 "Main > IP" Screen

The "Main > IP" screen (Figure 5.8) is a "read and write" screen to assign the IP parameters for the TS:

Status	Program	Video	Audio	TS Map	TS Config	IP	QAM	Output	Refresh		
IP Output Config											
1	Destination IP	2	Encapsulation	3	Destination Port	4	Source Port	5	Time to Live	6	Stuffing
IP1	192.168.253.2		UDP		50000		50000		128		Disable
IP2	192.168.253.2		UDP		50001		50001		128		Disable
IP3	192.168.253.2		UDP		50002		50002		128		Disable
IP4	192.168.253.2		UDP		50003		50003		128		Disable

Save

Figure 5.8 - "Main > IP" Screen

- 1 **Destination IP:** allows user to assign the IP address of the equipment to which the GigE output is streamed to.



The Destination IP Address must be present before streaming occurs, otherwise the session is aborted. For Multicast applications, the IP address must be in the range 224.0.0.0 through 239.255.255.255. For Unicast applications, the IP address must be outside the above mentioned range.

- 2 **Encapsulation:** from the two available options (RTP & UDP) select the one that matches the protocol used by the receiving equipment.
- 3 **Destination Port:** user must enter the IP Port of the receiving equipment. The factory default value is 50000. The range is 1 to 65535. The port number assigned to each TS must be unique.
- 4 **Source Port:** user must enter the IP Port of the equipment that the input IP source is streamed from. The factory default value is 50000. The range is 1 to 65535. The port number assigned to each TS must be unique.

**NOTE:** Port number is recommended to be from 49152 to 65535. Reason: Ports 1-1023 are reserved and 1024-49151 are registered ports

- 5 **Time to Live:** is limit to the amount of time an IP packet can exist in an IP network. The value is set by the sender of the packet, and reduced by every host on the route to packet's final destination. If the Time to Live reaches zero before the packet arrives at its final destination, then the packet is discarded. The purpose of this field is to avoid an undeliverable packet from circulating on an IP network perpetually. The range is 1 to 255. Factory default value is 128.
- 6 **Stuffing:** Null packets are inserted to ensure that the TS bitrate assigned in 2 of Section 5.7 remains constant. Possible options are Enable and Disable. It is advisable to Disable stuffing when only GigE output is used to help reduce the traffic on the network.



Remember to click on the SAVE button to apply the new values/configurations.

## 5.9 "Main > QAM" Screen

The "Main > QAM" screen (Figure 5.9) is a "read and write" screen to assign the QAM parameters to the TS:

# HDE-4C-QAM

ESN: 2012000000    Temperature: 114.5°F    Uptime: 0d 0h 6m 11s
Headend Name: Test    Location: BT

Main
Network
Time
Event Log
Logout

Status
Program
Video
Audio
TS Map
TS Config
IP
QAM
Output
Refresh

QAM Module 1

1	Output Channel/Frequency	2 / 57MHz ▾	3 / 63MHz ▾	4 / 69MHz ▾	5 / 79MHz ▾
2	Output Control	On ▾	On ▾	On ▾	On ▾
3	CW Control	<input type="checkbox"/> Enable CW for QAM Module			
4	Final Output Level	52 ▾ dBmV			
5	Output QAM Mode	256B ▾			
6	Output QAM Map	STD ▾			
7	Output QAM Data Rate	5.3605 Mbaud			
8	Output QAM Interleaver	128-1			
9	Output QAM Alpha	12%			
10	QAM Lock State	Lock			

Figure 5.9 - "Main > QAM" Screen



- 1 **Output Channel/Frequency:** User must assign an RF channel number to the RF QAM output of the Quad-QAM module (i.e. RF channel 2, as shown in Figure 5.9). The remaining three RF QAM channels will be automatically assigned to the next adjacent channels (i.e. RF channels 3, 4, and 5). The range is NTSC channels 2 to 155.



The RF Channel number will be displayed on TV only if the source stream does not carry any virtual channel number.

- 2 **Output Control:** turns each of the 4 RF channels On/Off.
- 3 **CW Control:** allows the user to switch the QAM output mode to CW (Continuous Waveform) which activates an analog carrier at the selected channel's center frequency comparable to the digital QAM output level. It is typically used when only an analog signal level meter is available to measure the encoder's output level during installation and servicing.
- 4 **Final Output Level:** selects the QAM RF output level for the combined output. The range is as shown in the table below when configured for 1, 2, 3, or 4 QAM output channels.

# of RF/QAM Channel ON	Final Output Level Range (dBmV)	Default/Recommended Value (dBmV)
1	52 to 60	60
2	48 to 58	56
3	56 to 46	54
4	44 to 54	52

- 5 **Output QAM Mode:** selects the desired QAM modulation mode. Possible options are: 64B, 256B, 16A, 32A, 64A, 128A, and 256A. For most applications in the USA, the recommended QAM modulation mode is 256B.
- 6 **Output QAM Map:** selects the desired QAM Map (channel/frequency plan). Possible options are STD, IRC, and HRC.
- 7 **Output QAM Data Rate:** indicates the data rate depending on the selected QAM mode, for example 5.360500 Mbaud for QAM 256B.
- 8 **Output QAM Interleaver:** indicates the interleaver value for the selected QAM mode.
- 9 **Output QAM Alpha:** indicates the Alpha value for the selected QAM mode.
- 10 **QAM Lock State:** indicates whether Quad-QAM module is working properly (locked) or not.

**NOTE:** The module may take a few seconds to lock when QAM output parameters are changed.



Remember to click on the SAVE button to apply the new values/configurations.

## 5.10 "Main > Output" Screen

The "Main > Output" screen (Figure 5.10) is a "read and write" screen to assign each TS to their desired IP, QAM, and ASI outputs:

HDE-4C-QAM										
ESN: 2012000000		Temperature: 114.5°F		Uptime: 0d 0h 6m 11s				Location: BT		
Headend Name: Test										
Main	Network	Time	Event Log	Logout						
TS			Output							
1 TS Mapping			2 Bitrates		3 IP		4 QAM		5 ASI	
TS1	18.08 / 38.81									
P1	100 (1) (TEST1) (3-1)	17.85	IP1 (UDP://192.168.253.2:50000)		Ch. 2		ASI OUT 1			
	101 V: Comp 1	17.64								
	102 A: Audio In 1	0.20								
TS2	18.08 / 38.81									
P2	110 (1) (TEST2) (3-2)	17.85	IP2 (UDP://192.168.253.2:50001)		Ch. 3		ASI OUT 2			
	111 V: Comp. 2	17.64								
	112 A: Audio In 2	0.20								
TS3	18.08 / 38.81									
P3	120 (1) (TEST3) (3-3)	17.85	IP3 (UDP://192.168.253.2:50002)		Ch. 4		ASI OUT 3			
	121 V: Comp. 3	17.64								
	122 A: Audio In 3	0.20								
TS4	18.08 / 38.81									
P4	130 (1) (TEST4) (3-4)	17.85	IP4 (UDP://192.168.253.2:50003)		Ch. 5		ASI OUT 4			
	131 V: Comp 4	17.64								
	132 A: Audio In 4	0.20								
Save										

Figure 5.10 - "Main > Output" Screen

In the section entitled "TS" under an orange header, the following parameters about each output TS are displayed:

- 1 **TS Mapping:** indicates the list of programs selected by the user to be assigned to TS (TS #1 thru 4). The program information includes the PMT PID, Program number, Short Name, Major-minor channel number. For example, TS1 indicates a SPTS with TS ID 1. For program P1 [100 (1) (DVD) (3-1)] the following information is displayed:
  - 100 – indicates the Program MAP Table (PMT) of the program.
  - 1 – indicates the Program number as assigned in 7 of Section 5.7.
  - DVD – indicates the Short Name as assigned in 8 of Section 5.7.
  - 3-1 - indicates the Major – minor channel number as assigned in 9 and 10 of Section 5.7.
  - 101 V: Comp 1 – indicates that the input video source is Component 1 and the elementary stream PID is 101.
  - 102 A: Audio In 1 – indicates that the input audio source is Audio In 1 and the elementary stream PID is 102.

- 2 **Bitrates:** indicates the transport stream bitrate and the TS Bitrate (refer 2 of Section 5.7 for details).

In the section entitled "Output" under blue header, the following parameters about each output TS are displayed:

- 3 **IP:** select the IP address, and the port number to which a TS is assigned (see 1 of Section 5.8 for details).
- 4 **QAM:** select the QAM RF channel number of the QAM output (see 2 of Section 5.9 for details).
- 5 **ASI:** select the physical ASI OUT port number to which a TS is assigned.

### 5.11 "Main > Refresh" Tab

---

The "Main > Refresh" tab can be clicked while you are on any of the following sub-tabs screens: "Status", "Program", "Video", "Audio", "TS Map", "TS Config", "IP", "QAM", and "Output". When clicked, it will update all relevant fields/parameters of the active screen as that information is retrieved from the HDE-4C-QAM in a real-time basis.

## 5.12 "Network" Screen

The "Network" screen (Figure 5.11) is a read and write screen where the following parameters are displayed or configured:

Callout	Parameter	Value
1	10/100 MAC Address:	00:14:39:00:2F:85
2	1 GIGE MAC Address:	00:14:39:00:2F:86
3	Software Version:	1.0.17
4	FPGA1 Version:	1.8
5	FPGA2 Version:	1.3
6	FPGA3 Version:	1.8
7	FPGA4 Version:	1.3
8	FPGA5 Version:	1.19
9	DDQ Version:	5.7
10	Hardware Version:	7
11	Serial Number:	2012000000
12	Headend Name:	<input type="text"/>
13	Location:	<input type="text"/>
14	Login Timeout (Minutes):	15
15	10/100 IP Address:	172.16.70.1
16	10/100 Subnet Mask:	255.255.255.0
17	10/100 Default Gateway:	172.16.70.254
18	1 GIGE IP Address:	192.168.253.1
19	1 GIGE Subnet Mask:	255.255.255.0
20	1 GIGE Default Gateway:	192.168.253.254
21	Event Log Destination:	172.16.70.2
22	Log Destination Port #:	514

Figure 5.11 - "Network" Screen

- 1 **10/100 MAC Address:** indicates the MAC Address of the "Remote Control 10/100" Port.
- 2 **1 GigE MAC Address:** indicates the MAC Address of the "Data Out 1GigE" Port.
- 3 **Software Version:** indicates the software version of the unit.
- 4 **FPGA1 Version:** indicates the current hardware version of the unit's FPGA1 chipset.
- 5 **FPGA2 Version:** indicates the current hardware version of the unit's FPGA2 chipset.
- 6 **FPGA3 Version:** indicates the current hardware version of the unit's FPGA3 chipset.
- 7 **FPGA4 Version:** indicates the current hardware version of the unit's FPGA4 chipset.
- 8 **FPGA5 Version:** indicates the current hardware version of the unit's FPG5 chipset.
- 9 **DDQ Version:** indicates the current software version of the unit's Quad-QAM output module.

- 10 **Hardware Version:** indicates the current hardware version of the unit.
- 11 **Serial Number:** indicates the unit's serial number.
- 12 **Headend Name:** a user-defined field to make identification easier.
- 13 **Location:** another user-defined field to make identification easier.
- 14 **Login Timeout (Minutes):** indicates the period of time before the unit logs itself out if there is no activity on the web screens. Range is 5, 15, 30, or 60 minutes.
- 15 **10/100 IP Address:** see 14 of Section 5.12.1 for details.
- 16 **10/100 Subnet Mask:** see 15 of Section 5.12.1 for details.
- 17 **10/100 Default Gateway:** see 16 of Section 5.12.1 for details.
- 18 **1 GIGE IP Address:** see 17 of Section 5.12.1 for details.
- 19 **1 GIGE Subnet Mask:** see 18 of Section 5.12.1 for details.
- 20 **1 GIGE Default Gateway:** see 19 of section 5.12.1 for details.
- 21 **Event Log Destination:** see 20 of Section 5.12.1 for details.
- 22 **Log Destination Port #:** see 21 of Section 5.12.1 for details.



Remember to click on the **SAVE** button to apply the new values/configurations.

### 5.12.1 "Admin.html" Hidden Screen

To change/modify the IP network parameters, as well as the Username and Password values for the unit, you must be logged in to the unit as **"Admin"** to access a hidden screen shown in Figure 5.11.1 by typing the URL of the unit followed by a forward slash and Admin.html, for example: **http://172.16.70.1/Admin.html**.

## HDE-4C-QAM

ESN: 2013020456
Temperature: 105.5°F
Uptime: 0d 3h 26m 3s

Headend Name:
Location:

[Main](#)
[Network](#)
[Time](#)
[Event Log](#)
[Logout](#)

10/100 MAC Address:	00:14:39:00:2F:B5
1 GIGE MAC Address:	00:14:39:00:2F:B5
Software Version:	1.0.16
FPGA1 Version:	1.8
FPGA2 Version:	1.3
FPGA3 Version:	1.8
FPGA4 Version:	1.3
FPGA5 Version:	1.17
DDQ Version:	5.7
Hardware Version:	7
Serial Number:	2013020456

---

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25

Login:

Admin

Current Password:

New Password:

Confirm New Password:

Guest Login:

Guest

Current Guest Password:

New Guest Password:

Confirm Guest Password:

---

10

Choose File

No file chosen

11

Load & Apply Configuration Settings

---

12

System Watchdog:

Disabled

▼

13

System Reboot:

Reboot Unit

---

14

15

16

17

18

19

20

21

22

23

24

25

10/100 IP Address:

172.16.130.34

10/100 Subnet Mask:

255.255.255.0

16

17

18

19

20

21

22

23

24

25

10/100 Default Gateway:

172.16.130.254

1 GIGE IP Address:

192.168.253.1

18

19

20

21

22

23

24

25

1 GIGE Subnet Mask:

255.255.255.0

1 GIGE Default Gateway:

192.168.253.254

20

21

22

23

24

25

Event Log Destination:

172.16.70.2

Log Destination Port #:

514

22

23

24

25

Time Server IP:

172.16.70.2

---

23

24

25

Syslog Errors:

☐ Enabled
☒ Disabled

24

25

Syslog Informational:

☐ Enabled
☒ Disabled

25

26

Syslog Feedback:

☐ Enabled
☒ Disabled

---

Save

Figure 5.11.1 - "Admin.html" Screen

The following parameters can be modified:

- 1 **Login:** is the Administrator's login (10 characters maximum). This login allows the user to make changes to any area of the unit. The factory default Login is "Admin". Login is case sensitive.
- 2 **Current Password:** is the Administrator's Current Password (10 characters maximum). The factory default password is "pass". Password is case sensitive and will not be displayed.
- 3 **New Password:** used only if the user wants to change the current Administrator's password. Must enter a new password (10 characters maximum). Password is case sensitive and will not be displayed.
- 4 **Confirm New Password:** must enter the same password as entered in 3 above. If password entered in 3 & 4 does not match, an error will be displayed.
- 5 **Guest Login:** is the Guest login (10 characters maximum). This login allows the user to view the unit settings but does not allow any changes. The factory default Guest Login is "Guest". Login is case sensitive.
- 6 **Current Guest Password:** is the Current Guest Password (10 characters maximum). The factory default Guest password is "pass". Password is case sensitive and will not be displayed.
- 7 **New Guest Password:** used only if the user wants to change the current Guest password. Must enter a new password (10 characters maximum). Password is case sensitive and will not be displayed.
- 8 **Confirm Guest Password:** must enter the same password as entered in 7 above. If password entered in 7 & 8 does not match, an error will be displayed.
- 9 **Save Configuration Settings:** allows the user to download and save the existing configuration of the unit in a .dat file format.
- 10 **Choose File:** allows the user to select the desired Config file from any location on the computer to be uploaded to the unit.
- 11 **Load & Apply Configuration Settings:** allows the user to upload a newly created file or update an existing file.
- 12 **System Watchdog:** when Enabled, automatically reboots the unit if, the Operating System stops working or the Status LED turns stable green or Off. When Disabled, manual reboot is required in case of above events.
- 13 **System Reboot:** allows the user to reboot HDE-4C-QAM.
- 14 **10/100 IP Address:** is the static IP address that is assigned to the unit. It allows the user to access the unit via the web interface. The factory default IP address is 172.16.70.1.
- 15 **10/100 Subnet Mask:** is the Subnet Mask address of the unit. It allows the user to access the unit from another network via the web interface. The factory default Subnet Mask is 255.255.255.0.
- 16 **10/100 Default Gateway:** is the gateway address of unit. It allows the user to access the unit from another network via the web interface. The factory default Subnet Mask is 172.16.70.254.
- 17 **1 GIGE IP Address:** is the static IP address assigned to the Gigabit Ethernet (GigE) port. The factory default value is 192.168.253.1.
- 18 **1 GIGE Default Gateway:** is the gateway address assigned to the Gigabit Ethernet (GigE) port. It allows the user to access the IP output of the unit from another network. The factory default Subnet Mask is 192.168.253.254.
- 19 **1 GIGE Subnet Mask:** is the Subnet Mask address assigned to the Gigabit Ethernet (GigE) port. It allows the user to determine which subnet the GigE IP address belongs to. The factory default Subnet Mask is 255.255.255.0.

Make sure the IP address assigned to 10/100 IP Address and 1 GigE IP Address (see 14 & 17 above) are in different network address ranges or sub-networks.

Example: If the 10/100 IP Address = 172.16.70.100,  
10/100 Subnet Mask = 255.255.255.0, and  
1 GigE IP Address = 172.16.70.110,

then you will not be able to communicate with the unit as the Remote Control 10/100 and Data Out (1 GigE) ports (see 1 & 2 of Section 2.2 for details) belong to the same subnet.

Therefore, assign 1 GigE IP Address = 192.168.253.1 or 172.16.100.98 to ensure that the Remote Control 10/100 and Data Out (1 GigE) ports belong to different address ranges (when using 192.168.253.1) or subnets (when using 172.16.100.98).



- 20 **Event Log Destination:** is the IP address of the remote server, to which Syslog sends the activities recorded by HDE-4C-QAM for monitoring and troubleshooting purposes. The factory default value is 172.16.70.2.
- 21 **Log Destination Port #:** is the Event Log Destination port to which a duplicate of the error messages created by the unit can be forwarded for monitoring and troubleshooting purposes. The factory default value, which cannot be modified, is 514.
- 22 **Time Server IP:** is the IP address for the Time Server from where the unit can obtain its clock reference (see Section 6.9 for details). The factory default value is 172.16.70.2.
- 23 **Syslog Errors:** is to enable/disable HDE-4C-QAM to forward error messages (in red font) to an SNMP syslog. The factory default value is disabled.
- 24 **Syslog Informational:** is to enable/disable HDE-4C-QAM to forward information messages (in blue font) to an SNMP syslog. The factory default value is disabled.
- 25 **Syslog Feedback:** is to enable/disable HDE-4C-QAM to forward feedback or confirmation messages (in green font) to an SNMP syslog. The factory default value is disabled.



Remember to click on the **SAVE** button to apply the new values/configurations.



### 5.13 "Time" Screen

"Time" screen (Figure 5.12) is a "read and write" screen that allows you to set the current date and time for the HDE-4C-QAM. To remain compliant with ATSC and cable standards, it is important to have the accurate date and time stamps. For this reason, it is recommended to use the "NTPServer" option which allows the unit to automatically acquire time settings from a "NTP Server" - you must enter the IP address of the time server (see 22 of Section 5.12.1 for details).

The screenshot shows the 'Time' configuration screen for an HDE-4C-QAM device. The header bar is blue and contains the device name 'HDE-4C-QAM', ESN '2013020456', Temperature '105.5°F', Uptime '0d 3h 29m 51s', and Location. Below the header is a navigation bar with tabs: Main, Network, Time (selected), Event Log, and Logout. The main content area is divided into several sections:

- Time Adjustments (Callout 1):** Includes 'Local Time Zone' set to 'UTC -12:00' and 'GPS Leap Seconds' set to '15'. An 'Apply Time Adjustments' button is at the bottom.
- Daylight Saving Time (Callout 2):** Includes 'DST Adjustment' set to 'Off', 'DST Start - Local Date and Time' set to 'March / 11 / 2013 2:00', and 'DST End - Local Date and Time' set to 'November / 4 / 2013 2:00'. An 'Apply Daylight Saving Time' button is at the bottom.
- NTP Server (Callout 3):** Includes 'NTP Server IP Address' set to '172.16.70.2' (Callout 4). An 'Acquire NTP Time Now' button is at the bottom.
- Set Date & Time (Callout 5):** Includes 'Current Local Time' (Wed Jul 31 2013 15:54:21), 'Current UTC Time' (Thu Aug 1 2013 03:54:21), 'Time Keeping Method' set to 'Manual', 'Local Date Setting' (July / 31 / 2013), and 'Local Time Setting' (15 : 54 : 21). An 'Apply Date and Time Settings' button is at the bottom.

An 'Apply All Time Settings' button is located at the bottom center of the screen.

Figure 5.12 - "Time" Screen

- 1 In the section entitled **"Time Adjustments"**, the local time zone based on Coordinated Universal Time (UTC) can be set.
- 2 In the section entitled **"Daylight Saving Time"**, the user set the Daylight Saving Settings either manually or automatically using the DST Adjustment option.
- 3 In the section entitled **"NTP Server"**, the user can enter the IP address of the NTP server to acquire the time directly from the NTP Server.
- 4 The user can enter the IP address of the NTP server to acquire the time directly from the NTP Server when an internet connection is available. (see 22 of Section 5.12.1 for details).
- 5 In the section entitled **"Set Date & Time"**, the user can manually enter the date and time.

### 5.14 "Event Log" Screen

The "Event Log" screen (Figure 5.13) is a "read and write" screen where the following parameters can be displayed or configured. The data in Error Log can be forwarded to a SysLog database – (see 23 , 24 , & 25 of Section 5.12.1 for details). The lines are color coded as follows:

Red font = error message

Blue font = information message

Green font = confirmation or feedback message

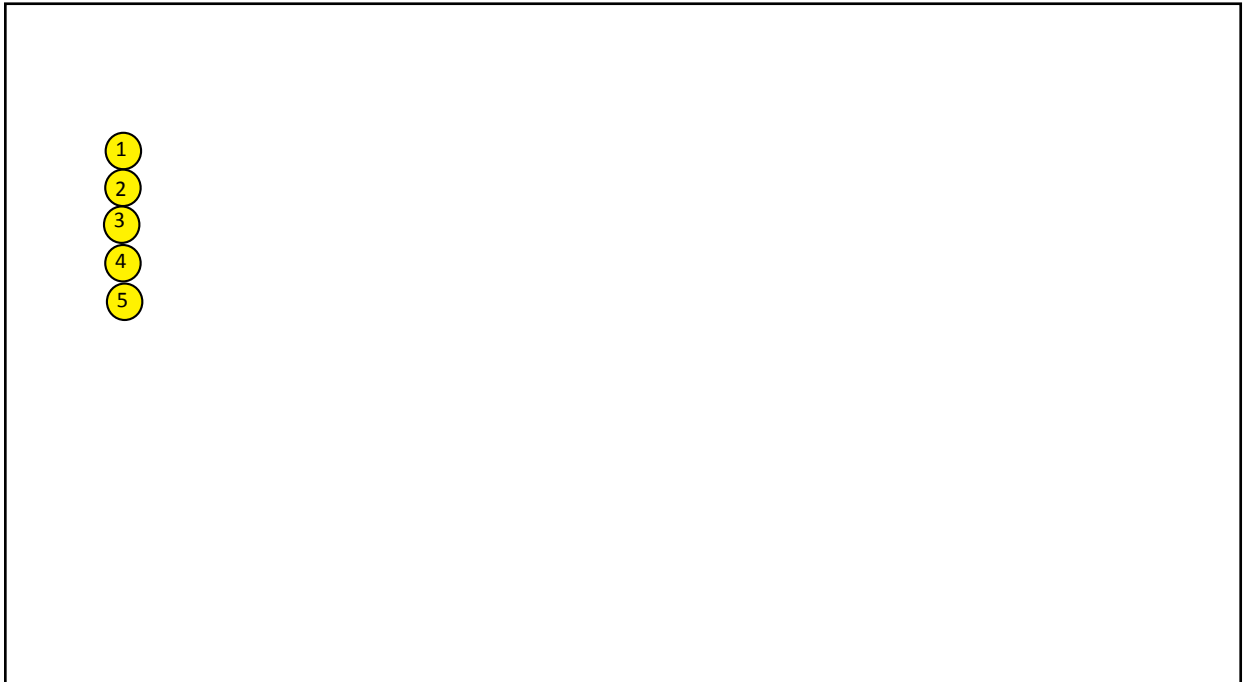


Figure 5.13 - "Event Log" Screen

- 1 **Event Log Destination:** see 20 of Section 5.12.1 for details.
- 2 **Log Destination Port:** see 21 of Section 5.12.1 for details.
- 3 **Clear Log:** allows to clear the records generated during unit's boot-up process and operation afterward. The records are cleared if the unit loses power.
- 4 **Lines to Display:** allows the user to select the number of lines to be displayed. The unit supports up to 400 Mb of data or approximately 65,000 lines. The range is 1 to 65,535.
- 5 **Save Number of Displayed Lines:** allows the user to save the error log on the screen. Please note that the error log would be saved only on the screen and not on any database.

## Appendix A: Updating the Software Remotely

### General background:

There are two different PROMs that need to be programmed in HDE-4C-QAM. They are called PROM1 and PROM2. Please note not every software update requires both PROMs to be programmed. However, program both PROMs unless you get a written notice with Release notes to do otherwise.

The total procedure takes about 10 minutes if you follow the steps below.

Step 1: FTP two files from your PC to HDE-4C-QAM.

Step 2: a) Update PROM1 with the specific command line.

b) Update PROM2 with the specific command line.

### Step 1 : FTP two Files to HDE-4C-QAM:

FTP both files (EPCS\_1\_ver#.bin and EPCS\_2\_ver#.bin) into the HDE-4C-QAM server board (there are many ways to do this).

**NOTE:** a) The EPCS\_1\_ver#.bin is to program PROM1 and EPCS\_2\_ver#.bin is to program PROM2.

b) All the commands are case sensitive

c) It is recommended to copy the EPCS\_1\_ver#.bin and EPCS\_2\_ver#.bin files in the root directory. i.e, My Computer > C:

From a command (DOS) prompt (you must be in the same folder as the EPCS files) enter:

**ftp -A 172.16.70.1**

At the FTP prompt enter the following commands:

{Please ensure that you have entered the “bin” command to confirm that you are FTPing the files as binary files.}

**bin**

**put EPCS\_1\_ver#.bin**

**put EPCS\_2\_ver#.bin**

**bye**

The above four commands may be automated by entering them in an ASCII text file (called ftpcmd, recommended but can be any name) and executing the following:

**ftp -A -s:ftpcmd 172.16.70.1**

You can place the ftp command above in a batch file (.bat) then double click on the .bat file to perform the entire download process.

### Telnet to HDE-4C-QAM:

There are two ways to telnet to the HDE-4C-QAM:

- (1) Use Command line and type in “telnet IP address” for example “telnet 172.16.70.1”
- (2) Use the Terminal program such as Putty to telnet.

Use a terminal program such as Putty to telnet into the server board (can use Linux, DOS prompt, Putty, etc)

You can save your configurations so it's very quick and easy to telnet into the board again.

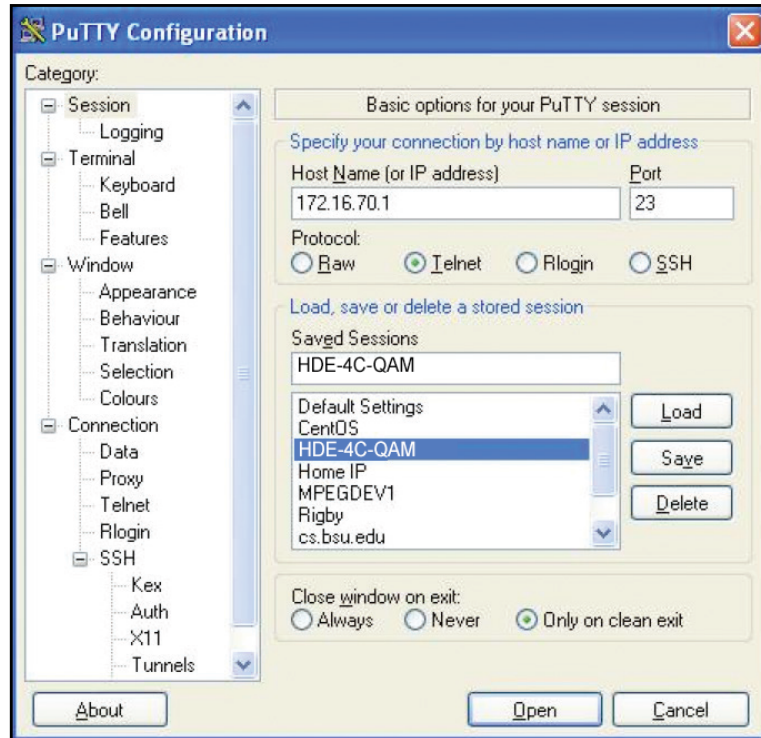


Figure 5.14

After you telnet into the server board you must login into the unit with the following credentials:

Username = **Admin** (case-sensitive)

Password = **pass** (case-sensitive)

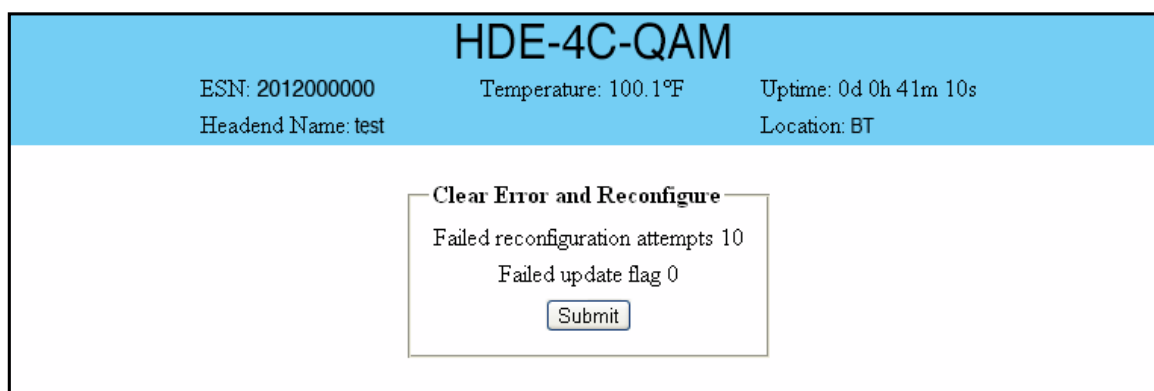
Then cd to the /home/ftp directory where the EPCS\_x.bin files have been placed.

```
cd home/ftp  
ls
```

**Step 2: Update PROM1 and/or PROM2:**

Now you can use the field update utility (epcs) to program the EPCS PROMs. This is a custom utility that resides in HDE-4C-QAM.

**Warning:** Care should be taken at this time, if misspelled characters or letters are typed by accident, or you have missed to type the bin command in Step 1, this could cause the HDE-4C-QAM Flash memory to be corrupted. The HDE-4C-QAM will try to reload the OS using the corrupted file ten (10) times before it displays the following screen (Figure 5.15). You can recover from this situation by repeating the procedure all over again from Step 1 above.



**Figure 5.15**

Ready: Please read the rest of this page once before typing the commands.

Update FPGA1 by programming EPCS1:

**epcs -e1 EPCS\_1\_ver#.bin**

Update FPGA2 by programming EPCS2: (if necessary)

**epcs -e2 EPCS\_2\_ver#.bin**

**NOTE:** Both EPCS PROMS can be programmed concurrently using two different terminal sessions (logins). If you get errors during programming then **DO NOT TURN OFF THE HDE-4C-QAM**, just repeat the epcs commands again.

The server board should now configure itself on power-up.

Two choices to reset the HDE-4C-QAM:

- (1) Reset switch in the back of the unit.
- (2) Use Telnet and type "epcs -c" this will automatically reboot the HDE-4C-QAM without a need for resetting with power switch.

**NOTE:** The boot-up process for HDE-4C-QAM is approximately 30 seconds.

## Appendix B: Viewing the IP output on a VLC Media player

To view the IP output from the HDE-4C-QAM on a VLC Media player in a computer or laptop, the procedure is divided into two steps:

Step 1: Change the IP address of the computer

Step 2: Using the VLC Media Player

**NOTE:** Step 1 needs to be followed only if an unicast IP address is assigned in the “Destination IP” field on the “Main > IP” screen (see 1 of Section 5.8 for details). If multicast IP address is used, then go to Step 2.

### Step 1: Change the IP address of the computer

i) Change the IP address of the computer to match the “Destination IP” updated on the “Main > IP” screen (see 1 of Section 5.8 for details and see Section 4 for instructions to change IP address of a computer).

### Step 2: Using the VLC Media Player

i) Open VLC Media Player.

ii) Select **Media → Open Network Stream**.

iii) Under the “**Network Protocol**” field, enter the network address using any one of the formats depending on the “Encapsulation” selected on the “Main > IP” screen (see 2 of Section 5.8 for details):

**rtp://@<ip address>:<port no.>**

eg: rtp://@239.10.10.31:50001

or

**udp://@<ip address>:<port no.>**

eg: udp://@192.168.253.100:50055

**NOTE:** For uni-cast, the <ip address> will be the IP address of the computer. For multicast, the <ip address> will be the multicast address assigned under the “Destination IP” on “Main > IP” screen (see 2 of Section 5.8 for details).

iv) Select Play.

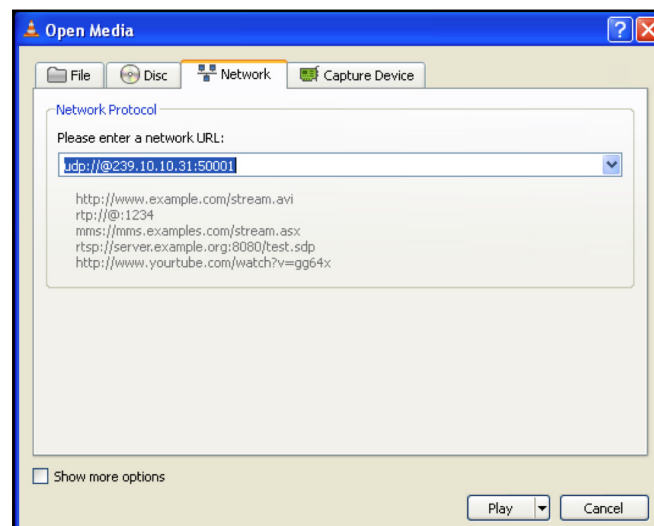


Figure 5.16

# Limited Warranty

Seller will at its sole option, either repair or replace (with a new or factory reconditioned product, as Seller may determine) any product manufactured or sold (or in the case of software, licensed) by Seller which is defective in materials or workmanship or fails to meet the applicable specifications that are in effect on the date of shipment or such other specifications as may have been expressly agreed upon in writing: (i) for a period of three (3) years from the date of original purchase for all stock hardware products (other than those specifically referenced herein below having a shorter warranty period); (ii) for a period of one (1) year from the date of original purchase, with respect to all MegaPort™, IPTV products, test equipment and fiber optics receivers, transmitters, couplers and integrated receiver/distribution amplifiers; (iii) for a period of one (1) year from the date of original purchase (or such shorter period of time as may be set forth in the license agreement specific to the particular software being licensed from Seller) with respect to all software products licensed from Seller (other than Core Product Software) that is (a) developed for a specific function or application, (b) complimentary to and does not function without the Core Product Software, and (c) listed with a specific model number and stock number in Seller's Price List ("**Non-Core Software**"); (iv) for a period of ninety (90) days from the date of original purchase, with respect to non-serialized products and accessories, such as parts, sub-assemblies, splitters and all other products sold by Seller (other than Core Product Software and Refurbished/Closeout Products) not otherwise referred to in clauses (i) through (iii) above. The warranty period for computer programs in machine-readable form included in a hardware product, which are essential for the functionality thereof as specifically stated in the published product specifications ("**Core Product Software**") will be coincident with the warranty period of the applicable hardware product within which such Core Product Software is installed.

Software patches, bug fixes, updates or workarounds do not extend the original warranty period of any Core Product Software or Non-Core Software.

Notwithstanding anything herein to the contrary,

(i) Seller's sole obligation for software that when properly installed and used does not substantially conform to the published specifications in effect when the software is first shipped by Seller, is to use commercially reasonable efforts to correct any reproducible material non-conformity (as determined by Seller in its sole discretion) by providing the customer with: (a) telephone or e-mail access to report non-conformance so that Seller can verify reproducibility, (b) a software patch or bug fix, if available or a workaround to bypass the issue if available, and (c) where applicable, replacement or damaged or defective external media, such as CD-ROM disk, on which the software was originally delivered;

(ii) Seller does not warrant that the use of any software will be uninterrupted, error-free, free of security vulnerabilities or that the software will meet the customer's particular requirements; and the customer's sole and exclusive remedy for breach of this warranty is, at Seller's option, to receive (a) suitably modified software, or part thereof, or (b) comparable replacement software or part thereof;

(iii) Seller retains all right, title and interest in and to and ownership of all software (including all Core Product Software and Non-Core Software) including any and all enhancements, modifications and updates to the same; and

(iv) in some cases, the warranty on certain proprietary sub-assembly modules manufactured by third-party vendors and contained in Seller's products, third party software installed in certain of Seller's products, and on certain private-label products manufactured by third-parties for resale by Seller, will be of shorter duration or otherwise more limited than the standard Seller limited warranty. In such cases, Seller's warranty with respect to such third-party proprietary sub-assembly modules, third-party software and private-label products will be limited to the duration and other terms of such third-party vendor's warranty, if any. In addition, certain products, that are not manufactured by Seller, but are resold by Seller, may carry the original OEM warranty for such products, if any. The limited warranty set forth above does not apply to any product sold by Seller, which at the time of sale constituted a Refurbished/Closeout Product, the limited warranty for which is provided in the following paragraph.

Seller will at its sole option, either repair or replace (with a new or factory-reconditioned product, as Seller may determine) any product sold by Seller which at the time of sale constituted a refurbished or closeout item ("**Refurbished/Closeout Product**"), which is defective in materials or workmanship or fails to meet the applicable specifications that are in effect on the date of shipment of that product or fails to meet such other specifications as may have been expressly agreed upon in writing between the parties, for a period of ninety (90) days from the date of original purchase. Notwithstanding the foregoing, in some cases the warranty on certain proprietary sub-assembly modules manufactured by third-party vendors and contained in Seller products, third party software installed in certain of Seller's products, and on certain private-label products manufactured by third-parties for resale by Seller will be of shorter duration or otherwise more limited than Seller limited warranty for Refurbished/Closeout Products. In such cases, Seller's warranty for Refurbished/Closeout Products constituting such third party proprietary sub-assembly modules, third party software, and private-label products will be limited to the duration and other terms of such third-party vendor's warranty, if any. In addition, notwithstanding the foregoing, (i) certain Refurbished/Closeout Products that are not manufactured (but are resold) by Seller, may carry the original OEM warranty for such products, if any, which may be longer or shorter than Seller's limited warranty for Refurbished/Closeout Products. All sales of Refurbished/Closeout Products are final.

To obtain service under this warranty, the defective product, together with a copy of the sales receipt, serial number if applicable, or other satisfactory proof of purchase and a brief description of the defect, must be shipped freight prepaid to Seller at the following address: One Jake Brown Road, Old Bridge, New Jersey 08857.

This warranty does not cover failure of performance or damage resulting from (i) use or installation other than in strict accordance with manufacturer's written instructions, (ii) disassembly or repair by someone other than the manufacturer or a manufacturer-authorized repair center, (iii) misuse, misapplication or abuse, (iv) alteration, (v) exposure to unusual physical or electrical stress, abuse or accident or forces or exposure beyond normal use within specified operational or environmental parameters set forth in applicable product specifications, (vi) lack of reasonable care or (vii) wind, ice, snow, rain, lightning, or any other weather conditions or acts of God.

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All claims for shortages, defects, and non-conforming goods must be made by the customer in writing within five (5) days of receipt of merchandise, which writing shall state with particularity all material facts concerning the claim then known to the customer. Upon any such claim, the customer shall hold the goods complained of intact and duly protected, for a period of up to sixty (60) days. Upon the request of Seller, the customer shall ship such allegedly non-conforming or defective goods, freight prepaid to Seller for examination by Seller's inspection department and verification of the defect. Seller, at its option, will either repair, replace or issue a credit for products determined to be defective. Seller's liability and responsibility for defective products is specifically limited to the defective item or to credit towards the original billing. All such replacements by Seller shall be made free of charge f.o.b. the delivery point called for in the original order. Products for which replacement has been made under the provisions of this clause shall become the property of Seller. Under no circumstances are products to be returned to Seller without Seller's prior written authorization. Seller reserves the right to scrap any unauthorized returns on a no-credit basis. Any actions for breach of a contract of sale between Seller and a customer must be commenced by the customer within thirteen (13) months after the cause of action has accrued. A copy of Seller's standard terms and conditions of sale, including the limited warranty, is available from Seller upon request. Copies of the limited warranties covering third-party proprietary sub-assembly modules and private-label products manufactured by third-parties may also be available from Seller on request. (Rev 0713)



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