

INSTRUCTION MANUAL

HDE-8C-QAM

MPEG-2 HD Encoder

Model Stock No. Description

HDE-8C-QAM 6370 MPEG-2 HD Encoder

8xComponent/Composite + 1xSpare inputs;

4xQAM + 1xASI outputs; EAS compatible

Status	Date	Document No.	Issue No.	Author
Active	October 18, 2013	651232100A	1	KK



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

Purchase Location Name:	
Purchase Location Telephone Number:	
HDE-8C-QAM Serial Number:	

The information contained herein is subject to change without notice. Revisions may be issued to advise of such changes and/or additions.

Correspondence regarding this publication should be addressed directly to:

Blonder Tongue Laboratories, Inc.

One Jake Brown Road

Old Bridge, NJ 08857 USA

Document Number: 651232100A

Printed in the United States of America.

All product names, trade names, or corporate names mentioned in this document are acknowledged to be the proprietary property of the registered owners.

This product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. Reverse engineering or disassembly is prohibited.

Table of Contents

SECTION 1 – GENERAL & SAFETY INSTRUCTIONS	4
SECTION 2 – PRODUCT SUMMARY	6
2.1 REVISION HISTORY & REASON	6
2.2 PRODUCT APPLICATION & DESCRIPTION	6
2.3 PRODUCT SPECIFICATION	
SECTION 3 – INSTALLATION & POWER-UP	10
3.1 UNPACKING	10
3.2 INSTALLATION	
3.3 POWER-UP	10
SECTION 4 – COMMUNICATING WITH THE UNIT	11
SECTION 5 – CONFIGURING THE UNIT	12
5.1 ACCESSING THE UNIT VIA THE WEB BROWSER	
5.2 MAIN STATUS SCREEN	13
5.3 CONFIGURATION SCREEN	14
5.4 MAIN >ENCODER	15
5.4.1 MAIN > ENCODER > VIDEO SCREEN	15
5.4.2 MAIN > ENCODER > AUDIO SCREEN	16
5.5 MAIN > OUTPUT SCREEN	18
5.5.1 MAIN > OUTPUT > TS CONFIG SCREEN	18
5.5.2 MAIN > OUTPUT > SCREEN	20
5.6 MAIN > REFRESH TAB	22
5.7 NETWORK SCREEN	22
5.7.1 ADMIN.HTML "HIDDEN SCREEN"	24
5.8 TIME SCREEN	26
5.9 EVENT LOG SCREEN	28
5.10 UPDATE SCREEN	30
APPENDIX A: LIPDATING THE SOFTWARE REMOTELY	31

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

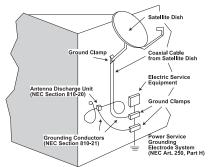


YOU SHOULD ALWAYS FOLLOW THESE INSTRUCTIONS TO HELP ENSURE AGAINST INJURY TO YOURSELF AND DAMAGE TO YOUR EQUIPMENT.

- ► 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 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-8C-QAM (MPEG-2 HD Encoder – 8xComponent/8xComposite – 4xQAM) accepts up to eight (8) analog programs from any of the following inputs: 8xComponent and 8xComposite. The encoder is equipped with a spare input (9th input) to replace any one (1) of the primary eight (8) inputs in the event of a failure.

The encoder digitizes, MPEG-2 encodes each input into a high-definition stream, multiplexes the resulting eight (8) program streams, and then modulates them onto four (4) adjacent QAM channels in the 54-1002 MHz range (CATV 2-158). Any one (1) of the four (4) QAM output streams is also available in ASI format.

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 rear-panel 10/100Base-T Ethernet connection.

Features:

- Accepts up to 8 programs from any of the following inputs: 8xComponent and 8xComposite
- Supports additional 1 spare input to replace the failed input
- Digitizes, MPEG-2 encodes, and multiplexes up to 8 inputs into 4 QAM output channels (2 programs per QAM channel)
- Provides any 1 of the 4 QAM output streams in ASI format
- Compatible with ITU Annex A and B digital QAM formats
- Provides comprehensive GUI-based monitoring and control via standard Web browsers
- Provides a front-panel RF test point (at 20dB below primary QAM output)
- Equipped with EAS interface (Analog Video + L/R Audio)
- Supports Real-time Dolby[®] Digital audio encoding
- Supports Closed Captioning EIA-608
- Supports user-defined PSIP configuration

Description:

Front panel connectors and indicators:





1 -20dB QAM RF TEST:

"F" connector for RF testing @ 20dB below the main QAM RF output.

2 ASI OUT:

The "ASI OUT" BNC connector delivers any one (1) of the four (4) QAM output and is typically used as input to an external modulator.

3 INPUT STATUS LEDs:

LEDs indicate the status of audio and video of each of the eight (8) inputs plus the spare input as follows:

Audio LED

Green = Audio input is detected and has no errors

Red = Audio input with error

Off = Audio input not detected

Video LED

Green = Video input is detected and has no errors

Red = Video input with error

Off = Video input not detected

Audio and Video LED's in Spare Mode

When the Spare Mode is enabled, both audio and video LEDs on the spare input (#9) and its user assigned replacement input will blink green. The LED indicators will return to their previous states when the mode is disabled.

Audio and Video LED's in EAS Mode

When EAS is activated, the Audio LEDs will change one at a time to red starting from Input # 1 and moving right towards Input #8. The sequence continues on the Video LED row, again starting at input #1 and moving right. After all LEDs are have turned red they all simultaneously switch back to green and the cycle begins again, continuing until EAS has been deactivated.

4 IP RESET:

When pushed and held for about 10 seconds, the power LED will blink once to confirm reset operation. The encoder defaults to the original IP address, Usernames, and Passwords as shipped from the Factory (shown below).

IP address = 172.16.70.1

Username = Admin (case-sensitive)

Password = pass (case-sensitive)

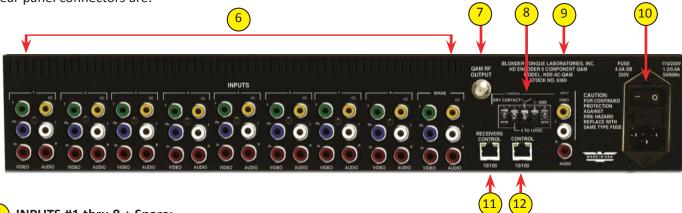
5 POWER:

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).

Instruction Manual

Rear panel connectors are:



6 INPUTS #1 thru 8 + Spare:

RCA connectors for Video and Audio inputs marked as follows:

Y, Pb, Pr - Analog Component Video

Y – Composite Video

CC – 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.

L, R - Analog Left/Right Audio

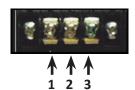
7 QAM RF OUT:

"F" connector for up to four (4) QAM RF outputs.

8 EAS CONTROL:

Terminal strip to activate the EAS messaging feature in one of two the 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 the input programs (whether Component or Composite) with the EAS INPUT (see 9 below for details). The QAM RF OUT (see 7 above), ASI OUT (see 2) will all contain the video and audio present at the corresponding RCA connectors of the EAS INPUT.

9 EAS INPUTS:

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.

(10) INPUT POWER:

IEC 14 power inlet plug - rated 110/230 VAC; 1.2/0.6A; 60/50 Hz; equipped with Slo-Blo, 4.0 Amps, 250 V Fuse and On/Off switch.

11 RECEIVERS CONTROL 10/100 (FUTURE OPTION):

RJ45 connector for 10/100Base-T Ethernet interface for controlling select satellite receivers.

12 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.

2.3 Product Specification

INPUT

Component Primary Connectors: Spare Connectors: Video Resolution: Video Aspect Ratio:	8 sets each 3x RCA for Video (Y, Pb, Pr) 8 sets each 2x RCA for Analog Audio (L, R) 3x RCA for Video (Y, Pb, Pr) 2x RCA for Analog Audio (L, R) 480i, 720p, & 1080i 4:3 & 16:9
Composite Video Primary Connectors: Spare Connectors: Video Resolution:	8 sets each 1x RCA for Video (Y) 8 sets each 2x RCA for Analog Audio (L,R) (shared with component connectors) 1x RCA for Video (Y) 2x RCA for Analog Audio (L,R) (shared with component connectors) 480i
EAS (Emergency Alert System) Connectors: Trigger Mechanism:	3x RCA (Video, Audio L & R) 5-12 VDC & Dry Contact Closure (Terminal Strip)

Encodin	g Profile	
Video	Output Format: Chroma: Resolution: Frame rate: Aspect Ratio: GOP Structure: Transport Rate: Video Bit Rate: Video Pre-filter:	MPEG-2 HD MP@ML; ISO 13818-2 4:2:0 480i, 720p, & 1080i 29.97 fps (480i); 29.97 fps (1080i); 59.97 fps (720p) 4:3 & 16:9 I & P frames (user-selectable) Variable (user-selectable) Variable (user-selectable) Variable (user-selectable)
Audio	Output Format: Sampling rate: Bit rate:	Dolby [®] Digital 48 kHz Variable; 128-320 Kbps (user-selectable)
Closed	Captioning Component: Composite:	EIA- 608; 1x RCA (cc) EIA-608

OUTPUT

QAM	
Connector:	1x "F" Female (rear panel; up to 4x RF QAM ch. combined)
Modulation:	QAM 16, 32, 64, 128, and 256
Standards:	ITU-T J.83; Annex A and B
DVB Symbol Rate:	Variable; up to 7 MSymbol/sec (MBaud)
Frequency Range:	54 to 1002 MHz
Tuning:	CATV Channel Selectable (CH. 2 to 158)
Channel Bandwidth:	24 MHz (4x Adjacent 6 MHz)
RF Level:	+40 dBmV ± 1 dB (4 channels combined)
RF Level Adjustment Range:	+35 to +45 dBmV, 1 dB increment
Frequency Tolerance:	± 0.5 kHz @ 77 °F (25 °C)
Frequency Stability:	± 5 kHz over 32 to 122 °F (0 to 50 °C)
Amplitude Flatness:	± 0.25 dB (over 6 MHz channel)
Phase Noise:	-98 dBc (@ 10 kHz)
Spurious:	(0 /
Broadband Noise:	-70 dBc (@ +40 dBmV output level, 5.5 MHz bandwidth)
Impedance:	
Spectral Inversion:	Auto Recognition
Carrier Suppression:	45 dB
Return Loss:	14 dB typical
Signal-to-Noise Ratio (SNR):	40 dB typical
`MEŔ:	39 dB typical
I/Q Phase Error:	
I/Q Amplitude Imbalance:	Less than 1%
ASI	
Connector:	1x BNC (front-panel)
Output Assignment:	Any 1 of 4 QAM output streams
Format:	DVB-ASI
10111140	
Standard:	ETSI EN 50083-9

GENERAL

Dimensions (W x D x H):	19.0 x 19.5 x 3.5 inches (483 x 495 x 89 mm)
Power:	110 - 230 VAC, 50/60 Hz (Fuse: 4.0A, 250 VDC, Slo Blo)
Power Dissipation:	~60 W (max)
Weight:	~15 lbs (6.8 kg)
Operating Temperature:	32 to 122 °F (0 to 50 °C)
Storage Temperature:	-13 to 158 °F (-25 to 70 °C)
Operating Humidity:	0 to 95% RH @ 35 °C max, non-condensing
Storage Humidity:	0 to 95% RH @ 35 °C max, non-condensing

ALARMS/MONITORING/CONTROL

	16x Input Status LEDs (Video 1-8; Audio 1-8) 2x Spare LEDs (Video & Audio) 1x Power LED 1x "F" Female RF Test Port 1x IP Reset button
Remote Monitoring/Control:	GUI-based menu via Web browser (1x RJ45 connector; 10/100Base-T)

Section 3 – Installation & Power-up

3.1 Unpacking

You will find the following items in the box:

- HDE-8C-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 741021300) containing the following:

Seven-foot cross-pinned (cross-over) RJ45 Ethernet cable (QTY=1)

3.2 Installation

The HDE-8C-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

Connect the line cord to a 110/230 VAC, 60/50 Hz outlet. Please note that the IEC power connector on the rear panel of the unit is equipped with an ON/OFF switch and a fuse (SLO-BLO, 4.0 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 with 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 unit's rear-panel RJ45 interface marked "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.

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.

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.

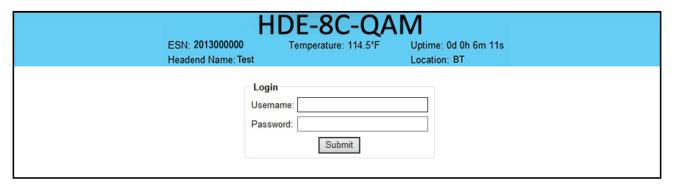


Figure 5.1 - "Login" Screen

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

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.

Username = Admin (case-sensitive)

Password = pass (case-sensitive)

- OR -

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

Password = pass (case-sensitive)

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, Inputs, Encoder, Output, and Refresh.
- Primary tab "Network" doesn't include any sub-tab.
- Primary tab "Time" doesn't include any sub-tab.
- Primary tab "Event Log" 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 Input, PID and Output information of each of the four (4) transport streams (TS). Each TS contains two (2) programs:

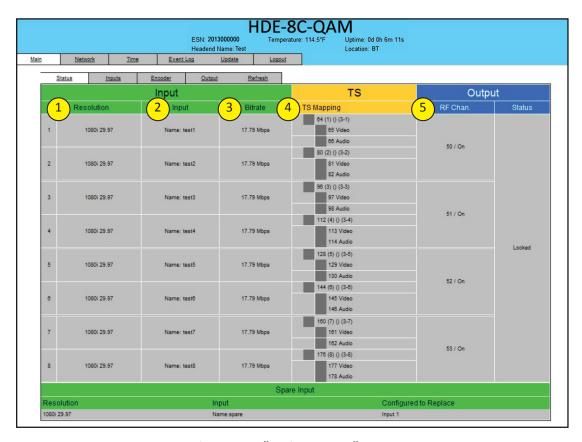


Figure 5.2 - "Main > Status" Screen

In the section entitled "Input" under green header, the following parameters about each input program in the TS are displayed:

- **Resolution:** indicates the resolution and frame rate of the video input.
- 2 **Input:** indicates the user-defined name of the input source (see Section 5.3 for details).
- Bitrate: indicates the bitrate of the input program.

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

TS Mapping: indicates the list of programs selected by the user to be assigned to each output TS (TS #1 thru 4). The program information includes the PMT PID, Program number, Short Name, Major-minor channel number (see Section 5.5.1 for details).

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

- RF Chan: indicates (i) the RF channel number of the QAM output, and (ii) whether the output QAM is On or Off (see Section 5.5.2 for details).
- **Status:** indicates whether the Quad-QAM RF output module is locked or not.

In the section entitled "Spare Input" under green header, the following parameters about the Spare Input (9th input) are displayed:

Configured to Replace: Displays the assigned input for spare replacement (see Section 5.3 for details).

5.3 "Main > Inputs" Screen

The "Main > Inputs" screen (Figure 5.3) is a "user-configurable" screen where the following input source parameters can be configured:

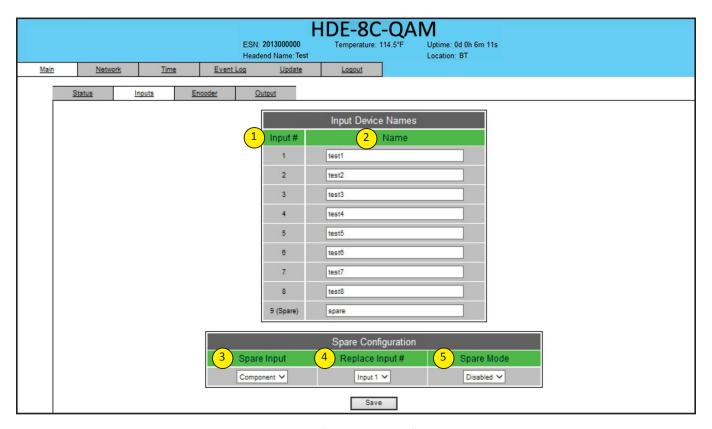


Figure 5.3 - "Main > Inputs" Screen

- 1 Input #: indicates the physical input interface
- 2 Name: enter a name to identify the input source device.
- 3 Spare Input: allows the user to select the type of input source. Possible options are Component, and Composite.
- 4 Replace Input #: allows the user to select the desired physical input interface number that can be replaced by the Spare (9th input) should it fail. Possible options are: Input#1 thru 8.
- 5 **Spare Mode:** should the input on physical interface as assigned in 4 above fail, allows the user to manually replace the failed input with the Spare Input (9th input; assigned in 3 above). Possible options are Enabled, and Disabled.



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

5.4 "Main > Encoder" Screen

The "Main > Encoder" screen (Figure 5.4.1) is a "user-configurable" screen and includes the following sub-tabs: Video and Audio.

5.4.1 "Main > Encoder > Video" Screen

The "Main > Encoder > Video" screen (Figure 5.4.1) is a "user-configurable" screen to select the video encoder parameters for each input program:

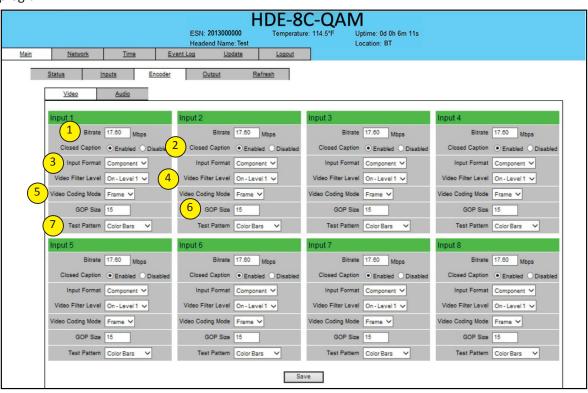


Figure 5.4.1 - "Main > Encoder > Video" Screen

- Bitrate: allows user to 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 > Output > TS Config" screen (see 2 of section 5.5.1 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.
- **Closed Caption**: is the process of passing EIA-608 Closed Captioning (CC) information and displaying the CC text on TV or other visual display. Possible options are Enabled, and Disabled. The factory default value is "Disabled".
- **Input Format**: allows the user to select the type of input video source. Possible options are Component, and Composite.
- Video Filter Level: 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.
- Video Coding Mode: possible options are Frame, or Field. The factory default value is Frame.
- 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.
- Test Pattern: is the video pattern that the encoder will display upon loss of input video. Possible options are: Color Bars, Black, Blue and Red screens.



5.4.2 "Main > Encoder > Audio" Screen

The "Main > Encoder > Audio" screen (Figure 5.4.2) is a "user-configurable" screen where the following parameters associated with the Dolby® Digital encoded stereo audio are configured and displayed for the each audio input:

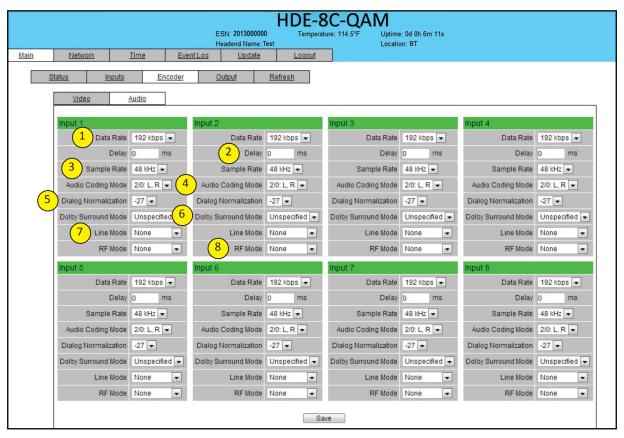


Figure 5.4.2 - "Main > TS Map" Screen

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.

- 2 Delay: allows the user to adjust the audio delay (-300 to 300 ms) to correct for input video/audio sync mismatch.
- 3 Sample Rate: indicates the input sampling rate of the encoder. The HDE-8C-QAM supports 48 kHz sampling rate.
- 4 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-8C-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.

- 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".
- **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 $\boxed{7}$ and $\boxed{8}$ 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 load 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 band width 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 load shouting and amplifier whispers. See Dolby Encoding guidelines for additional information.



5.5 "Main > Output" Screen

The "Main > Output" screen (Figure 5.5.1) is a "user-configurable" screen and includes the following sub- tabs: TS Config, and QAM.

5.5.1 "Main > Output > TS Config" Screen

The "Main > Output > TS Config" screen (Figure 5.5.1) is a "user-configurable" screen where the following output parameters are configured and displayed for each output stream:

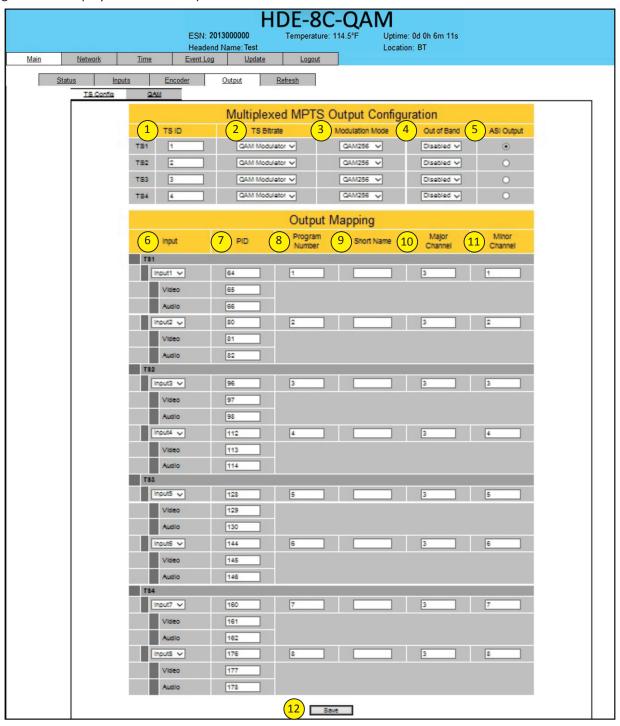


Figure 5.5.1 - "Main > Output > TS Config" Screen

In the section entitled "Multiplexed MPTS Output Configuration", the user can select and configure the following parameters of the MPTS output stream:

- 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.
- **TS Bitrate:** user must select 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).
- Modulation Mode: user can select the modulation mode. Possible options are: Reserved, Analog, QAM64, QAM256, 8-VSB, and 16-VSB.
- Out of Band: an out-of-band (OOB) is a channel which is the 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. Possible options are Enable, and Disable. When Enabled, 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-8C-QAM.

In the section entitled "Output Mapping", the user can select and configure the following parameters for each output TS indicated by "TS#", under gray header:

- ASI Output: allows the user to select any one of the four transport streams to be provided on the front panel ASI output.
- 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.
- 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)

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.

- Short Name: user may enter the short name of the channel. Up to 7 alphanumeric characters are allowed.
- Major Channel: user may enter the major channel number for the output program. The range is 1 to 99 for Terrestrial and 1 to 999 for Cable.
- Minor Channel: user may enter minor channel number for the output program. The range is 1 to 99 for 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 on TV would be 6-1.

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

12) 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".



Please ensure the duplicate values are edited & click on SAVE button AGAIN to apply the new values/configurations.

5.5.2 "Main > Output" Screen

The "Main > Output > QAM" screen (Figure 5.5.2) is a "user-configurable" screen to assign QAM parameters to the TS:

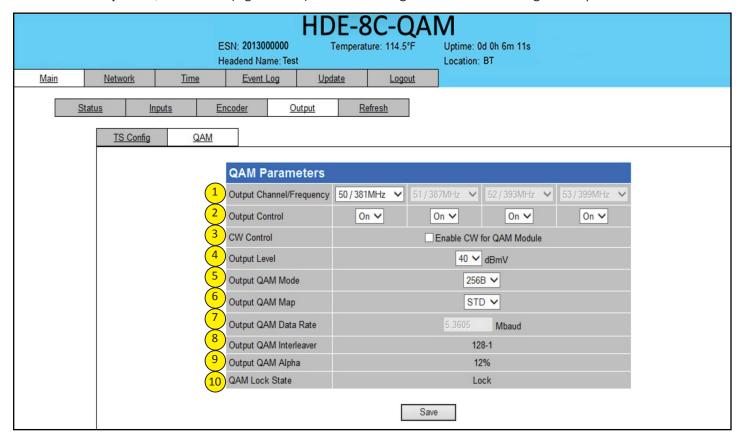


Figure 5.5.2 - "Main > Output > QAM" Screen

Output Channel/Frequency: user must assign a RF channel number to the RF QAM output of the Quad-QAM module (i.e. RF channel 50, as shown in Figure 5.5.2). The remaining three RF QAM channels will be automatically assigned to the next adjacent channels (i.e. RF channels 51, 52, and 53). 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.

- Output Control: turns each of the 4 RF channels On/Off.
- 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; this is typically used in frequency alignment of the system.
- Output Level: must select the QAM RF output level for the output. The range is 35 to 45 dBmV. It is recommended to maintain the output level at 40 dBmV for normal operation.
- Output QAM Mode: allows user to select 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.
- Output QAM Map: allows user to select the desired QAM Map (channel/frequency plan). Possible options are STD, IRC, and HRC.
- Output QAM Data Rate: indicates the maximum data rate depending on the selected QAM mode, for example 5.360500 Mbaud for QAM 256B.
- Output QAM Interleaver: indicates the interleaver value for the selected QAM mode.
- **Output QAM Alpha:** indicates the Alpha value for the selected QAM mode.
- 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.

5.6 "Main > Refresh" Tab

The "Main > Refresh" tab can be clicked while you are on any of the following sub-tabs screens: "Status", "Inputs", "Encoder", and "Output". When clicked, it will update all relevant fields/parameters of the active screen as that information is retrieved from the HDE-8C-QAM in a real-time basis.

5.7 "Network" Screen

The "Network" screen (Figure 5.7) is a user-configurable screen where the following parameters are displayed or configured:

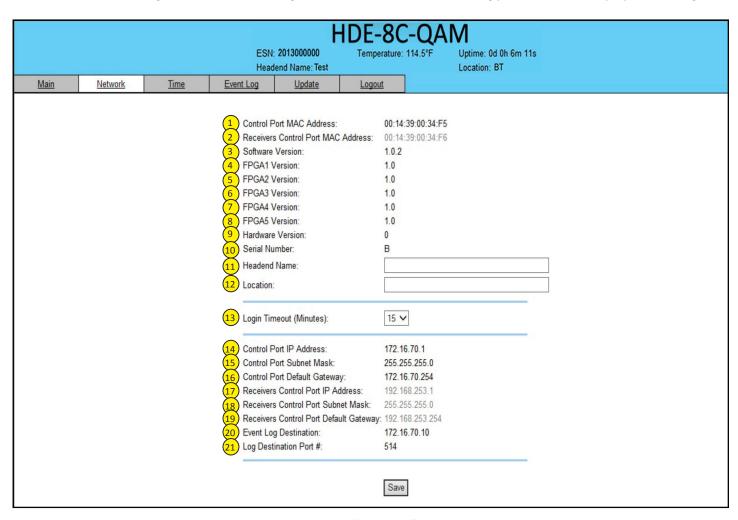


Figure 5.7 - "Network" Screen

- Control Port MAC Address: indicates the MAC Address of the "Control 10/100" Port.
- Receivers Control Port MAC Address: indicates the MAC Address of the "Receivers Control 10/100" Port.
- **Software Version:** indicates the software version of the unit.
- FPGA1 Version: indicates the current hardware version of the unit's FPGA1 chipset.
- FPGA2 Version: indicates the current hardware version of the unit's FPGA2 chipset.
- FPGA3 Version: indicates the current hardware version of the unit's FPGA3 chipset.
- FPGA4 Version: indicates the current hardware version of the unit's FPGA4 chipset.
- FPGA5 Version: indicates the current hardware version of the unit's FPGA5 chipset.
- Hardware Version: indicates the unit's hardware version.
- **Serial Number:** indicates the unit's serial number.
- **Headend Name:** a user-defined field to make identification easier.
- **Location:** a user-defined field to make identification easier.
- 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.
- **Control Port IP Address:** see (11) of Section 5.7.1 for details.
- **Control Port Subnet Mask:** see (12) of Section 5.7.1 for details.
- **Control Port Default Gateway:** see (13) of Section 5.7.1 for details.
- Receivers Control Port IP Address (FUTURE OPTION): see (14) of Section 5.7.1 for details.
- Receivers Control Port Subnet Mask (FUTURE OPTION): see (15) of Section 5.7.1 for details.
- Receivers Control Port Default Gateway (FUTURE OPTION): see (16) of Section 5.7.1 for details.
- **Event Log Destination:** see (17) of Section 5.7.1 for details.
- **Log Destination Port #:** see (18) of Section 5.7.1 for details.

5.7.1 "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 5.7.1 by typing the URL of the unit followed by a forward slash and Admin.html, for example: http://172.16.70.1/Admin.html.

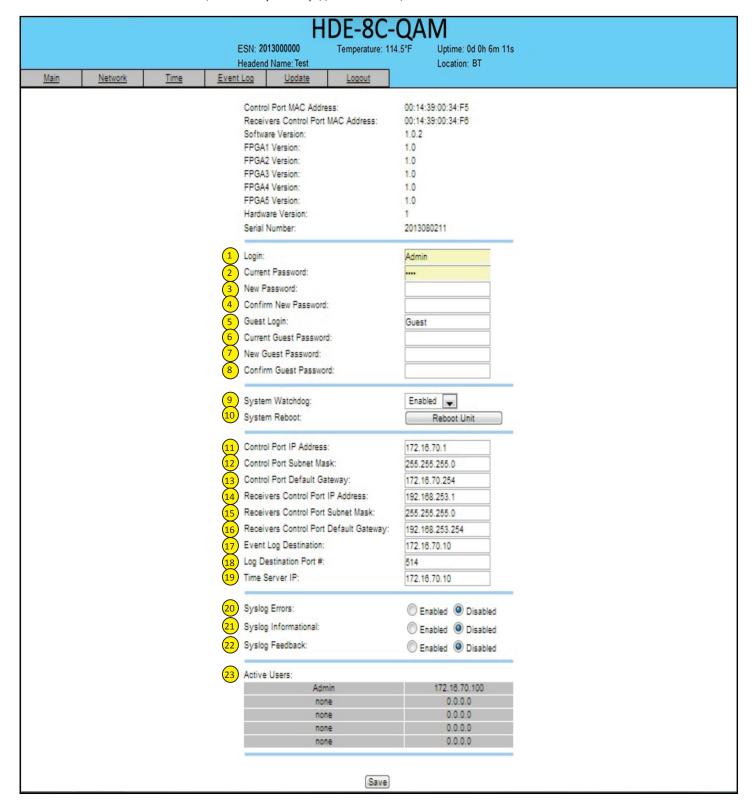


Figure 5.7.1 - "Admin.html" Screen

The following parameters can be modified:

- 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.
- Current Password: is the Administrator's Current Password (10 characters maximum). The factory default password is "pass". The password is case sensitive and will not be displayed.
- 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.
- Confirm New Password: user must enter the same password as entered in (3) above. If password entered in ((4) does not match, an error will be displayed.
- 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.
- Current Guest Password: is the current Guest Password (10 characters maximum). The factory default Guest password is "pass". The password is case sensitive and will not be displayed.
- 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.
- Confirm Guest Password: user must enter the same password as entered in 7 above. If password entered in does not match, an error will be displayed.
- System Watchdog: when Enabled, automatically reboots the unit, if the operating system stops working or the status LED turns status green or off. When Disabled, manual reboot is required in case of above events. Possible options are Enabled and Disabled.
- **System Reboot:** allows the user to remotely rebooth the unit.
- Control Port IP Address: is the static IP address that is assigned to the Control 10/100 Port. It allows the user to access the unit via the web interface. The factory default IP address is 172.16.70.1.
- Control Port Subnet Mask: is the Subnet Mask assigned to the Control Port of the unit. It allows the user to determine which subnet the Control Port IP address belongs to. The factory default Subnet Mask is 255.255.255.0.
- **Control Port Default Gateway:** is the gateway address assigned to the Control Port. It allows the user to access the unit from another network via the web interface. The factory default Default Gateway is 172.16.70.254.
- Receivers Control Port IP Address (FUTURE OPTION): is the static IP address that is assigned to the Receivers Control 10/100 Port. It allows the user to remotely monitor and control up to nine select satellite receivers through UPnP protocol via the web interface. The factory default IP address is 192.168.253.1.
- Receivers Control Port Subnet Mask (FUTURE OPTION): is the Subnet Mask assigned to the Receivers Control Port. It allows the user to determine which subnet the Receivers Control Port IP address belongs to. The factory default Subnet Mask is 255.255.25.0.
- Receivers Control Port Default Gateway (FUTURE OPTION): is the gateway address assigned to the Receivers Control Port. It allows the user to access select satellite receivers from another network via the web interface. The factory default, Default Gateway is 192.168.253.254.
- Event Log Destination: is the IP address of the remote server, to which Syslog sends the activities recorded by HDE-8C-QAM for monitoring and troubleshooting purposes. The factory default value is 172.16.70.2.
- 18) 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.
- Time Server IP: is the IP address for the Time Server from where the unit can obtain its clock reference (See Section 5.8 for details). The factory default value is 172.16.70.2.
- Syslog Errors: enable/disables the HDE-8C-QAM to forward error messages (in red font) to an SNMP syslog. The factory default value is disabled.
- Syslog Informational: enable/disables the HDE-8C-QAM to forward information messages (in blue font) to an SNMP syslog. The factory default value is disabled.
- Syslog Feedback: enable/disables the HDE-8C-QAM to forward feedback or confirmation messages (in green font) to an SNMP syslog. The factory default value is disabled.
- Active Users: indicates the username and IP address of the currently logged in users.



5.8 "Time" Screen

The "Time" screen (Figure 5.11) allows you to set the current date and time for the HDE-8C-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 "Automatic" option which allows the unit to automatically acquire time settings from a "Time Server" - you must enter the IP address of the time server (see (19) of Section 5.7.1 for details).

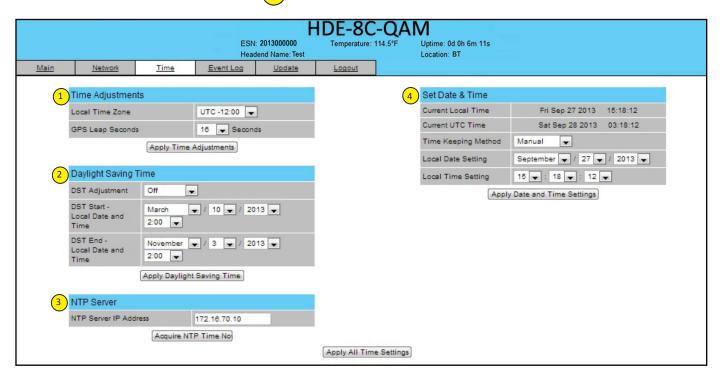


Figure 5.8 - "Time" Screen

- In the section entitled "Time Adjustments", the local time zone on Coordinated Universal Time (UTC) can be set.
- In the section entitled "Daylight Saving Time", the user can apply the Daylight Savings settings either manually or automatically using the DST Adjustment option.
- In the section entitled "NTP Server", the user can enter the IP address of the NPT server to acquire the time directly from NTP Server when an internet connection is available (see 19) of Section 5.7.1 for details).
- In the section entitled "Set Date & Time", the user can manually enter the date and time.

5.9 "Event Log" Screen

The "Event Log" screen (Figure 5.9) 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 20, 21, 22) & of Section 5.7.1 for details). The lines are color coded as follows:

Red font = error message Blue font = information message Green font = confirmation or feedback message

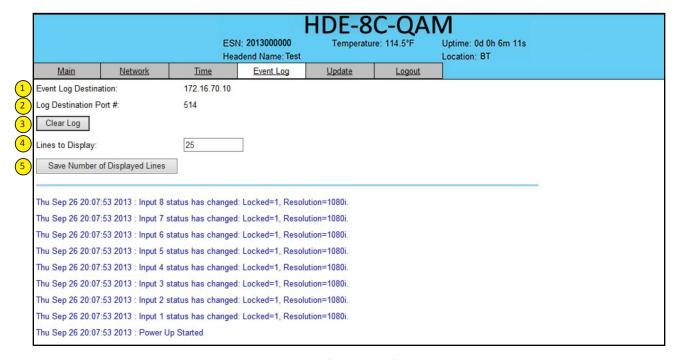


Figure 5.9 - "Event Log" Screen

- **Event Log Destination:** see (17) of Section 5.7.1 for details.
- **Log Destination Port #:** see (18) of Section 5.7.1 for details.
- Clear Log: allows the user 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.

5.10 "Update" Screen

The "Update" screen (Figure 5.10) allows user to browse, select, and download/update the Config file.

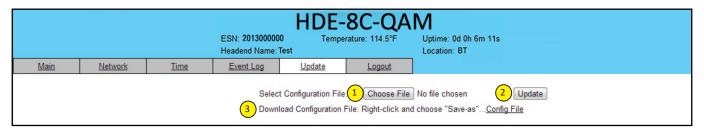


Figure 5.10 "Update" Screen

- 1 Choose File: allows the user to select a desired configuration file to be uploaded to the unit from any location on the computer.
- 2 Update: allows the user to upload the selected configuration file to the unit.
- (3) **Download Configuration File:** allows the user to download & save the current configuration settings of the unit.

Appendix A: Updating the Software Remotely

General background:

There are two different PROMs that need to be programmed in HDE-8C-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-8C-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-8C-QAM:

FTP both files (EPCS_1_ver#.bin and EPCS_2_ver#.bin) into the HDE-8C-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:
- d) Only entering the command prompt, if you see a directory different than the root directory as shown in Figure 1, then use the command "cd.." to enter the C:\>.

```
C:\Windows\system32\cmd.exe
ticrosoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
::\Users\bpate1.BLONDERTONGUE>cd..
::\Users>cd..
```

Figure 1

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-8C-QAM:

There are two ways to telnet to the HDE-8C-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.

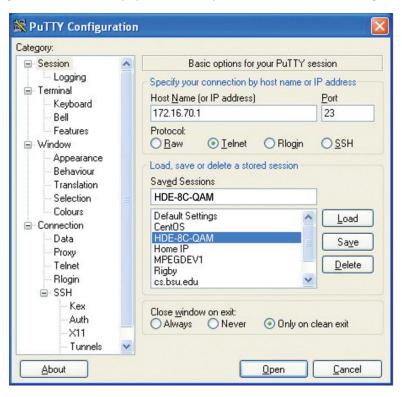


Figure 5.14

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-8C-QAM.

Warning: Care should be taken at this time, if miss spelled characters or letters are typed by accident, or you have missed to type the bin command in Step 1, this could cause the HDE-8C-QAM Flash memory to be corrupted. The HDE-8C-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.

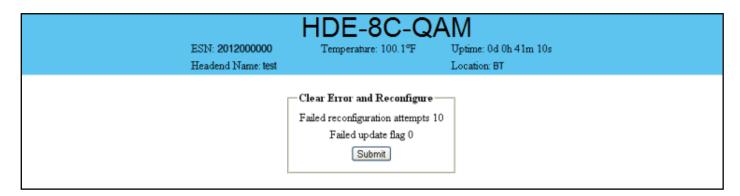


Figure 5.15

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: If you get errors during programming then DO NOT TURN OFF THE HDE-8C-QAM, just repeat the epcs commands again.

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

Two choices to reset the HDE-8C-QAM:

- (1) Reset switch in the back of the unit.
- (2) Use Telnet and type "epcs -c" this will automatically reboot the HDE-8C-QAM without a need for resetting with power switch.

NOTE: The boot-up process for HDE-8C-QAM is approximately 30 seconds.

34 | HDE-8C-QAM

Instruction Manual

NOTES:

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 ha

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.

OTHER THAN THE WARRANTIES SET FORTH ABOVE, SELLER MAKES NO OTHER WARRANTIES OR REPRESENTATIONS OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE CONDITION, DESCRIPTION, FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, OR AS TO ANY OTHER MATTER, AND SUCH WARRANTIES SET FORTH ABOVE SUPERSEDE ANY ORAL OR WRITTEN WARRANTIES OR REPRESENTATIONS MADE OR IMPLIED BY SELLER OR BY ANY OF SELLER'S EMPLOYEES OR REPRESENTATIVES, OR IN ANY OF SELLER'S BROCHURES MANUALS, CATALOGS, LITERATURE OR OTHER MATERIALS. IN ALL CASES, BUYER'S SOLE AND EXCLUSIVE REMEDY AND SELLER'S SOLE OBLIGATION FOR ANY BREACH OF THE WARRANTIES CONTAINED HEREIN SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT F.O.B. SHIPPING POINT, AS SELLER IN ITS SOLE DISCRETION SHALL DETERMINE. SELLER SHALL IN NO EVENT AND UNDER NO CIRCUMSTANCES BE LIABLE OR RESPONSIBLE FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL, PUNITIVE, DIRECT OR SPECIAL DAMAGES BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT LIABILITY OR OTHERWISE OR ANY OTHER LEGAL THEORY, ARISING DIRECTLY OR INDIRECTLY FROM THE SALE, USE, INSTALLATION OR FAILURE OF ANY PRODUCT ACQUIRED BY BUYER FROM SELLER.

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 liability and responsibility for defective products sepecifically 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)

