

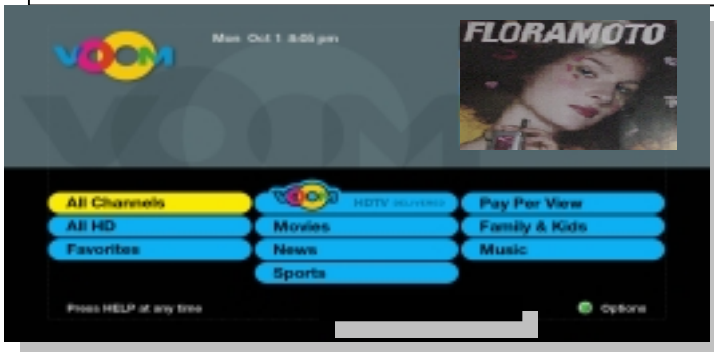


DSR 550 Satellite Receiver Download Installation Manual (Installation Wizard)

Note: Screen content displayed in this manual may vary.

01 June 2004 (1)

CONFIDENTIAL DRAFT



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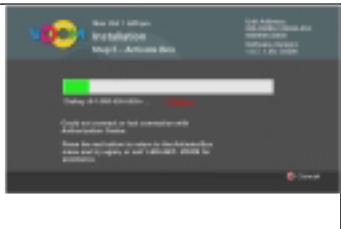
This Motorola document is intended to assist an installer on installation, download, and the activation process for the DSR550 satellite receiver set-top box (STB) with the “Installation Wizard” code (version 0x600 and higher).


Record Motorola STB serial number	<ul style="list-style-type: none"> Please record the Motorola STB 16 digit serial number located on the label on the rear panel (or bottom) of the STB. It is in the format: SN: 1234567890123456. This is required for authorization later in the process. 	
Serial Number	<ul style="list-style-type: none"> ✓ Serial No: _____ 	
Verify Smartcard	<ul style="list-style-type: none"> Open up the smartcard front panel on the STB to verify that the smartcard is in place. If no smartcard is present, please notify O’Rourke Sales Company of missing smartcard. A missing smartcard will prevent video from being viewed. <p>Please record the smartcard number. It is the 11 digit number (on the smartcard) in a large font above the UPC bar code.</p>	
Record Smartcard ID	<ul style="list-style-type: none"> ✓ Smartcard No: _0_____ 	
Initial Assumptions	<ul style="list-style-type: none"> Outdoor electronics are installed and roughly aimed at the Rainbow 1 satellite (61.5w). Satellite, Off-Air Antenna and diplexor are properly wired to STB. Monitor is properly connected to STB. Telephone line is connected from STB RJ11 connection to wall socket. This is required for activation. 	
Plug in STB	<ul style="list-style-type: none"> The STB will require less than 1 minute to fully power up. While powering up, the Voom bitmap banner will appear. 	
Step 1- Set Output Resolution	<ul style="list-style-type: none"> For a STB that has not yet been initialized, the Installation Screen 1- Set Output Resolution screen will first appear (otherwise the “Installation Steps” screen will appear). The colored remote control unit (RCU) “softkeys” are used to select the various resolutions. The “VoOm” RCU key can also be used to cycle through the resolutions. Press “OK” to exit this menu. 	


<p>Installation Steps</p>	<ul style="list-style-type: none"> After each step, the Installation Wizard will return to this checklist. This screen will show the setting/status for each step after step completion. In general, each submenu will timeout back to this screen. The timeout values for each step in minutes are: (1) 5, (2) 60, (3) 30, (4) 30, (5) 5/10, (6) 5, (7) 5 	
<p>Step 2- Aim Satellite Dish</p>	<ul style="list-style-type: none"> This screen is used to peak the satellite dish. The signal level bar indicator will be red if the value is under 85, and green if over 85. An audio chirping tone is generated indicating relative signal level. Press the green RCU soft-key to continue. Note: If the signal level is below 80, you will not be allowed to Activate the Box. 	
<p>Step 3- Aim Off-Air Antenna</p>	<ul style="list-style-type: none"> This screen is used to peak the off-air (8VSB) antenna. First, please enter an RF value for your area (e.g., 15 for San Diego), then press "OK". The signal level bar indicator will be red if the value is under 85, and green if over 85. An audio chirping tone is generated indicating relative signal level. Press the green RCU soft-key to continue. 	
<p>Step 4- Scan Local Channels</p>	<ul style="list-style-type: none"> This screen is used scan all local off-air channels for inclusion into the guide. The scanning process may take a few minutes to complete. A table is built up and displayed of all channels found. 	
	<ul style="list-style-type: none"> The red RCU soft-key can be used to redo the off-air antenna aim, and the green soft-key can be used to continue the scan. 	
	<ul style="list-style-type: none"> Once the scan is complete, a second screen will appear showing all channel found. Press the green RCU soft-key to continue. 	
	<p>Note: The off-air channels that are part of the user's region/channel map (based on their zip code), will have guide data appearing in the program guide. Channels scanned and found outside of their region will appear in the guide, but not show program guide data in the guide.</p>	


<p>Installation Steps (so far so good)</p>	<ul style="list-style-type: none"> If all has gone well so far, the Installation Steps main menu should show check-marks for the first 4 steps. <p>The next step is to actually activate the box. The box activate step is straightforward, but encompassing a lot of activity including: entering account information, automatically dialing into an activation PC, requesting and receiving box authorization, and acquiring satellite maps and acquisition.</p>	
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<p>Step 5- Activate Box</p>	<ul style="list-style-type: none"> NOTE** - Call 1-800-818-6663 for activation as Automatic Activation is not currently available. Proceed to Step 6. Enter in the Account Number: this should be on the work authorization form. 	
	<ul style="list-style-type: none"> Enter in the ICOMs dial-back PC Phone Prefix and Number [TBD]. The prefix box is for special characters used for dialing such as 9 (to get an outside line), or Pause (press blue soft-key). Press the down arrow to get to the second box. 	
	<ul style="list-style-type: none"> Enter in the work order number and installer id. 	
	<ul style="list-style-type: none"> Press the green RCU soft-key to start the activation process. 	
	<p>If successful, the process will include the following steps: “Waiting for Dial Tone”</p>	
	<p>“Dialing”, “Connecting”, “Requesting Authorization”, “Confirming Authorization”, “Acquiring Satellite Time & Channel IDs”</p>	
	<p>“Hanging Up”</p>	
	<ul style="list-style-type: none"> <i>As an FYI, what is happening in this step is that the STB is dialing into a PC downloading all of the entered information (and more). A PC is displaying this information, and an operator is entering this info into the ICOMs authorization system. When the unit is created via ICOMs, the appropriate messages are sent to STB for authorization.</i> 	


	<ul style="list-style-type: none"> If there is a problem dialing out or connecting to the remote Installation Wizard PC, the following failure screen appears. If this occurs, please attempt to restart Step 5. If the failure occurs again, you can contact the Voom call center directly at 1-800-818-6663. 	
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<p>Step 6- Program Remote</p>	<ul style="list-style-type: none"> Please follow the steps on the two program remote screens to program the customer's remote control unit. 	
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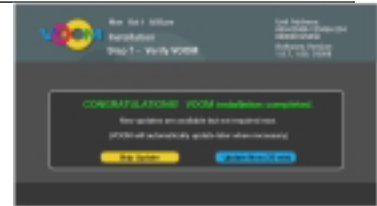
<p>Step 7- Verify Voom</p>	<ul style="list-style-type: none"> This is the final installation step. During this step, the STB will check to see if there is a code download available. 	
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	<ul style="list-style-type: none"> First, if the DVI output is being used, the STB verifies that the TV is HDCP (copy protection) compliant. If it is not, the following “Conflict- DVI Connection” screen will appear. If this occurs, the TV monitor must be connected to the STB using a different output connection (e.g., Yprpb). <p>If the DVI connection is not being used, or the TV is HDCP compliant, this screen will not be displayed.</p>	
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	<ul style="list-style-type: none"> After reading the “Verify Voom” screen, press the green soft-key to continue. 	
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	<ul style="list-style-type: none"> During this final step, the STB will check to see if a download is available. If there is no download available, then the STB may wait for 2-3 minutes in this screen to collect all remaining system messages. After this time period, a “Congratulations!” screen will come up allowing you to press OK and “Start Voom”. 	
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- If there is a download available, the user will have the option to “Skip Update”, or “Update Now”. If the selection is to skip the update, the update will automatically take place the next morning at about 2:10am local time.



If the selection is to update now, the STB will reboot, and begin taking the download.

- After the reboot, the code download minimal mode status screen will appear.



This screen gives an indication that the download is progressing, and the status. The top half of the screen indicates the general state:

1. Identifying Updates: indicates if the download preamble has been seen.
2. Locating Updates: indicates if the download packing list has been acquired.
3. Receiving Updates: indicates that the download is in progress. The lower part of the screen will indicate the download status.

- The far right column is useful to check on the real-time download status:






- X files expected size: indicates the total number of files expected and the cumulative size.
- X files received size: indicates the total number of files currently acquired and the total bytes of all of the files.
- The X/0/1 string series: indicates the state of each needed file. X indicates that the file has been taken in this pass, 1 indicates that the file is in the box, 0 indicates that the file is still needed.
- File X: indicates the file that was last downloaded.


- Note: Download files are delivered over the satellite in a carousel manner. If the STB misses a file due to bad weather, poor dish alignment, or some other anomaly, the unit will have to wait until another pass of that file is delivered over the satellite.



- After the download completes, the box will reboot, and come up in the main Voom screen (this may take 1-2 minutes). If the download has completed and the STB does not automatically reboot, you may need to pull the power cord to reboot the system.

You're done!

<p>Interesting Info</p>	<ul style="list-style-type: none"> You can check the current code version by pressing “Voom”, “Help”, “Info” on the remote control unit. 	
<p>(Re-Launch Wizard)</p>	<ul style="list-style-type: none"> You can re-launch the Installation Wizard by pressing “Voom”, Green RCU Soft-Key, “System Settings”, “8. Installer Menu”, “1. Installation Wizard”. <p>If you have already been successfully installed, the screens operate a bit different than described above, but the general functionality is the same.</p> <p>The main use of re-launching the Installation Wizard is to rescan for local channels, or to check for a code download.</p>	
<p>(Video Mode)</p>	<ul style="list-style-type: none"> The video mode button (hidden under the Motorola logo door) can be pressed to match the output mode of the viewing device. Once this is set, it should not have to be set again. The lightbars (from top to bottom) indicate the following video modes: 1080i, 720p, 480p, 480i). 	
<p>(Sat Dish Icon)</p>	<ul style="list-style-type: none"> The satellite dish icon on the STB front panel display indicates the if the satellite is tuned to a Rainbow 1 signal. A green icon indicates lock, a red icon indicates that either the dish is not peaked, or the specific service is not acquired. It does not give status of the off-air services. 	

	field will increment indicating successful authorization.	
(Step 7)	? If the code download screen is not showing or if it hangs, you may need to either pull the power plug, or do a front panel reset to get the box to start taking the download.	
	? If the box is not taking the code download, and it is stuck in the download minimal mode status screen, you can remove the antenna RF feed and reboot the box. The box will reboot to either the Installation Wizard or Voom screen.	
(General)	? If you still are having troubles, perform a “ front panel reset ”, but pressing and holding the power button for 5 full seconds. This should cause the screen to go blank and the front panel “light pipes” to begin flashing.	
	? As a last resort, if the above procedures do not work, press “Voom”, Green RCU Soft-Key, System Settings, 8. Installer Menu. Next, press the 9-8-8 keys on the RCU. Select the 6. Factory Reset option. Reattempt the entire installation procedure described above.	