TV Setup and Troubleshooting

E-TRe & E-TRxe

The following procedure will guide you through the Channel Scan of the Embedded E-TRe and E-TRxe treadmills.

Step 1

Start on the default screen (Fig. 1).

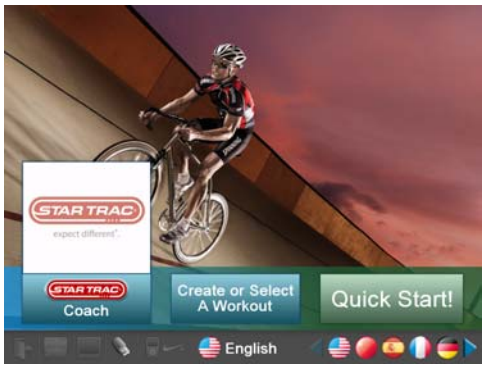


Fig. 1

Step 2

Press and hold the VOL '**+**' key and the CH '**+**' key and the number '3' key on the keyboard at the same time to enter the Service Menu (Fig. 2).

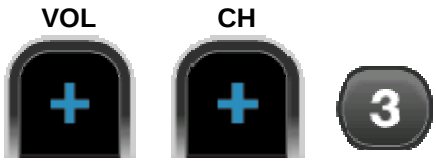


Fig. 2

Step 3

Press the number '5' key on the keyboard or touch "Calibration And Setup".

Step 4

Enter the Password “2 1 8” and press ‘OK’ (Fig. 3).

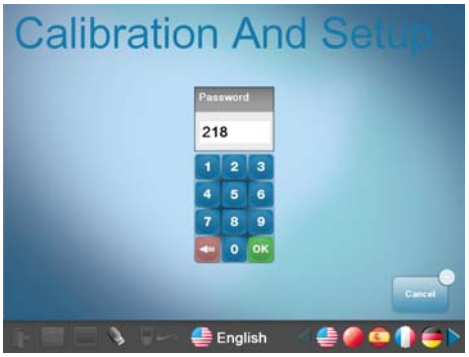


Fig. 3

Step 5

Press the number ‘6’ key on the keyboard or touch “TV Set Up” (Fig.4).

Fig. 4

Once in the TV Setup menu, there will be six options (Fig. 5).

Fig. 5

Channel Scan

Channel Scan is used to find channels for a specific standard and frequency range (Fig. 6).

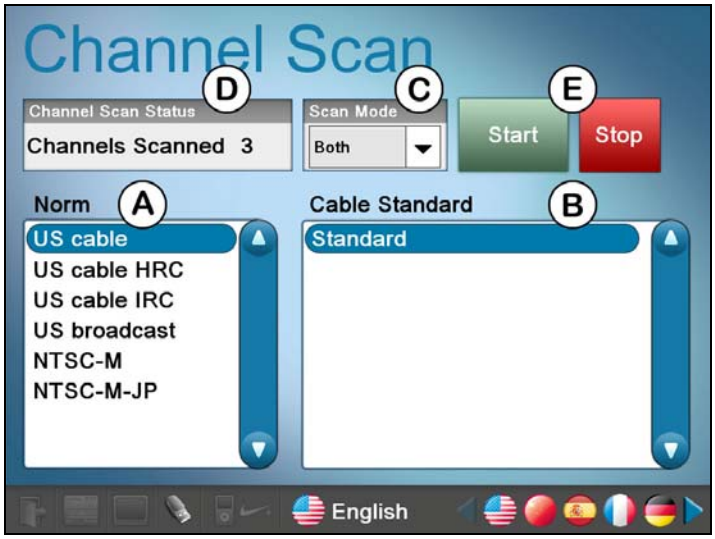


Fig. 6

A. Choose the county's standard for TV broadcastings.

B. Choose the frequencies to be scanned in that standard.

C. Choose to scan only analog, digital or both types of signals.

D. The number of channels scanned will be displayed here. Once completed, this will show "Channel Scan Completed" (Fig. 7).

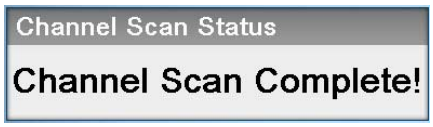


Fig. 7

E. These start or stop the channel scan process. If the scanning process is stopped before completion, it will not save any channels found thus far.

Note: The channel scan can take between 15 minutes to 1 hour (depending on the number of frequencies available for scanning.

Channel Maintenance

Channel Maintenance allows you to hide channels, re-number channels and adjust audio gain levels.

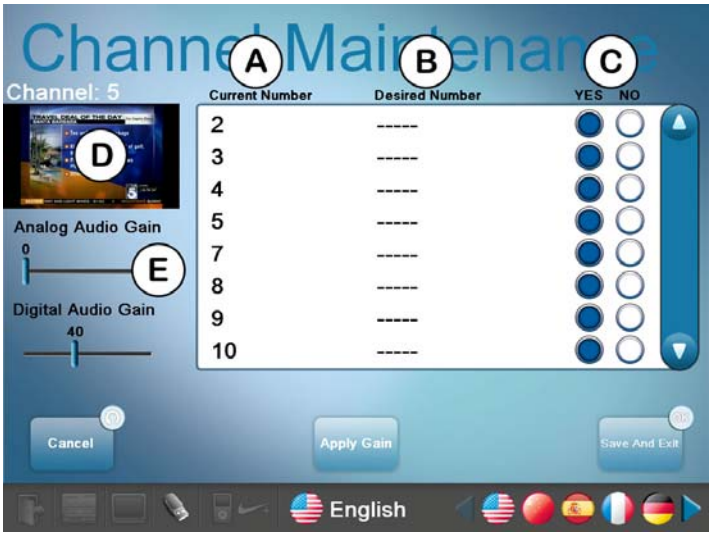


Fig. 8

A. Tap on a number to choose a channel.

B. Desired Number allows the current number to be changed to another number.

C. If an undesired show was captured during the channel scan, it can be removed from the lineup by tapping the NO circle. Tap YES to keep it in the lineup.

D. A preview of the current channel will be displayed here.

E. Sometimes the analog channels may not be as loud as the digital channels or vice-versa. These two sliders allow adjustment of the gain for both types of audio.

Remove TV Config Files

Remove TV configuration allows you to clear all TV settings in the event the TV configuration becomes corrupted.

Manual Channel Config

Manual Channel Configuration allows you to manually configure the frequency of each channel.

Note: Manual configuration will clear all the settings of previously scanned channels. Also the manual channel configuration only works for analog TV.

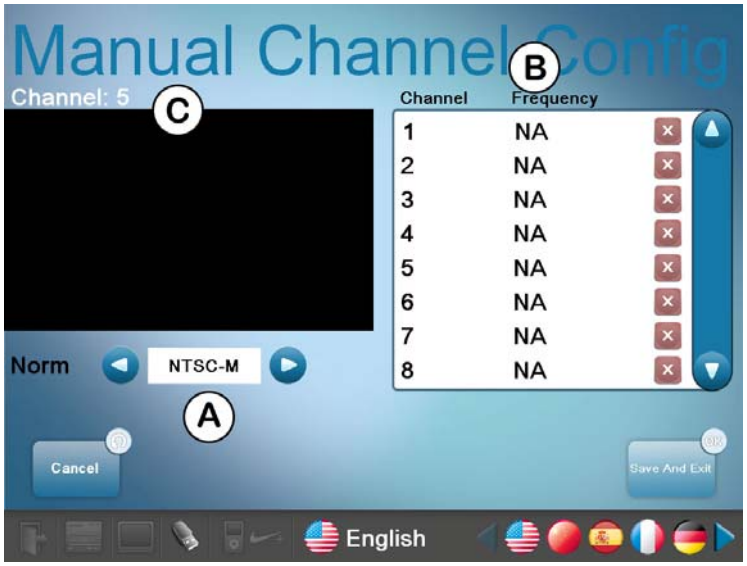


Fig. 9

A. Choose the standard (Norm) for the country that the machine is in.

B. Tap on the frequency column of each channel and key in the desired frequency for that channel.

C. A preview of the current channel will be displayed here.

Export TV Config and Import TV Config

Allows you to export the channel scan information from one TV and import it to another.

1. Connect a USB drive into the port on the center console (Fig. 10).

Fig. 10

2. Wait until the USB source is recognized by the system. The USB icon will come on (Fig. 11).

Fig. 11

3. From the TV Setup screen, select Export TV Config. A prompt will say that the files successfully exported.
4. Remove the USB drive and insert it into the center console of the next unit.
5. Wait until the USB source is recognized by the system.
6. From the TV Setup screen, select Import TV Config. A prompt will say that the files have been successfully imported.
7. Test TV function.

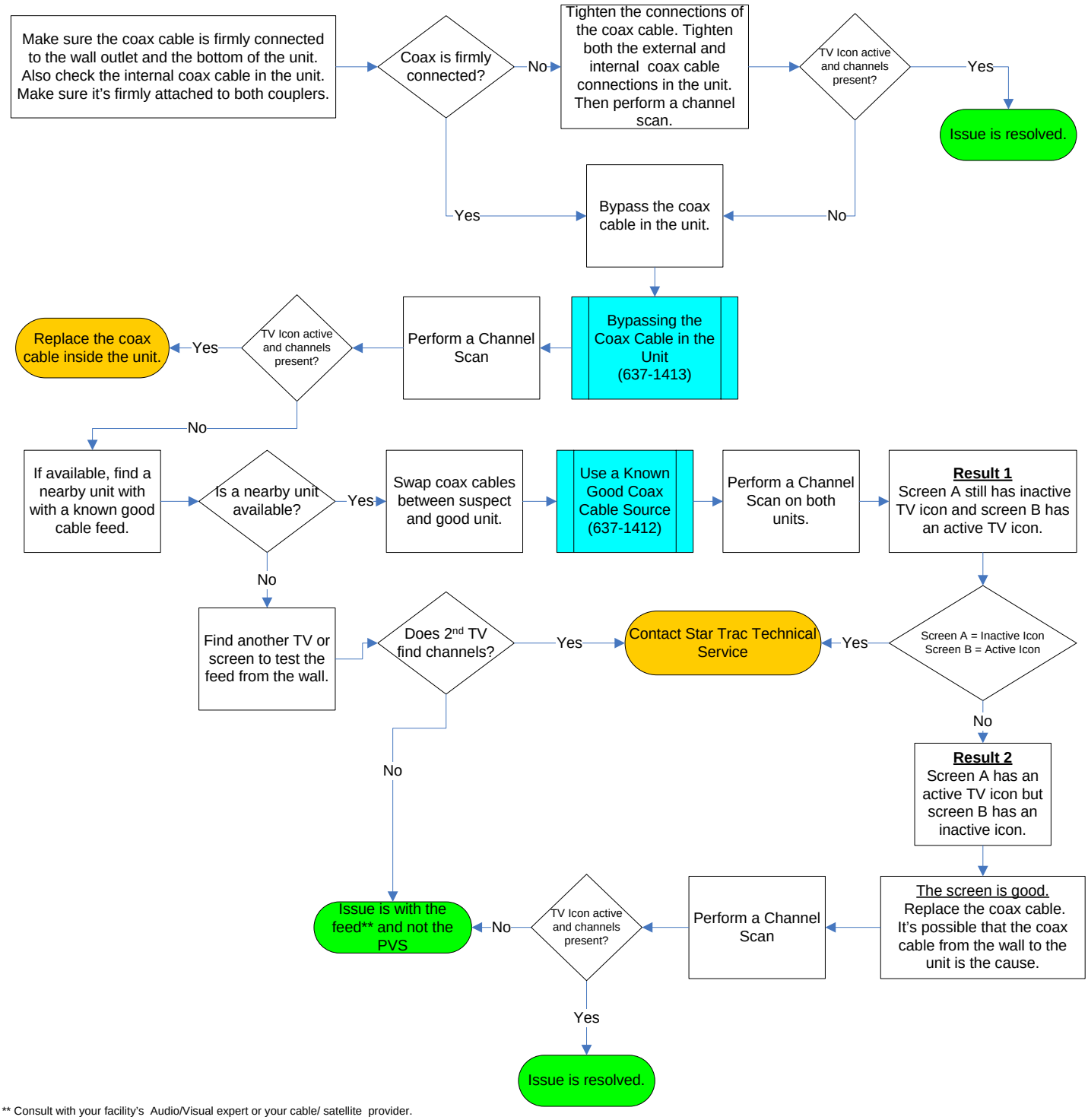
Troubleshooting

This document contains the follow troubleshooting instructions:

- TV icon is inactive after a channel scan/ no channels found
- No channel scan options
- Cable/Signal Requirement and Issues

TV Icon is Inactive After a Channel Scan

When the TV icon is inactive (grayed out) after a channel scan, no channels were found and the TV option is disabled. If channels were found the icon is active. When the icon is touched, the TV will show on the screen.



** Consult with your facility's Audio/Visual expert or your cable/ satellite provider.

Bypass the Coax Cable in the Unit

Embedded Touch Screens

When troubleshooting an Embedded Touch Screen issue such as:

- The TV icon is grayed out (no channels picked up during channel scan)
- Some channels missing after channel scan

Bypassing the coax cable inside the cardio machine may be necessary. This is for troubleshooting purposes only.

This bulletin is used with the flow chart for the symptoms listed above.

1. Remove the back plastic housing of the display (Fig. 1).

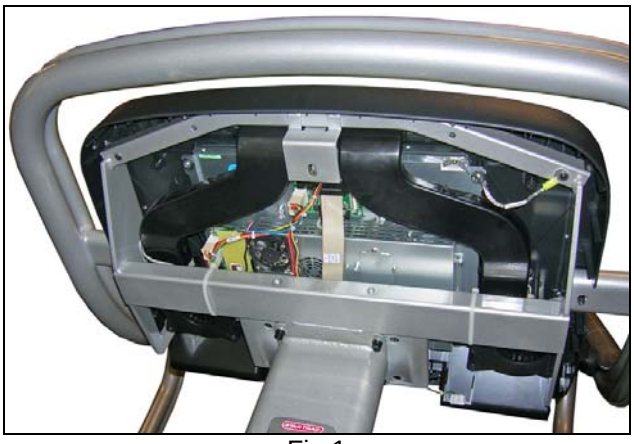


Fig.1

2. Disconnect the coax cable going into the screen (Fig. 2) and disconnect the coax cable going into the bottom of the treadmill (Fig. 3).

Fig. 2

Fig. 3

3. Transfer the ‘quick connect’ from the internal cable to the external cable (Fig. 4).

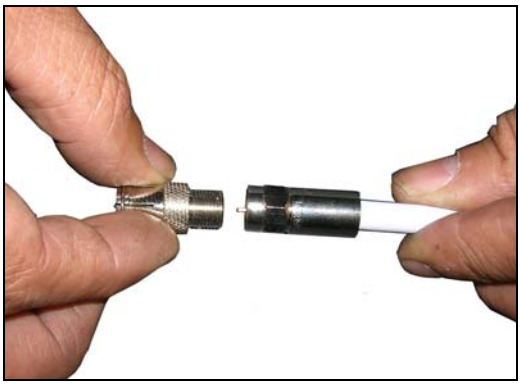


Fig. 4

4. Connect the coax cable from the wall directly into the back of the screen (Fig. 5).

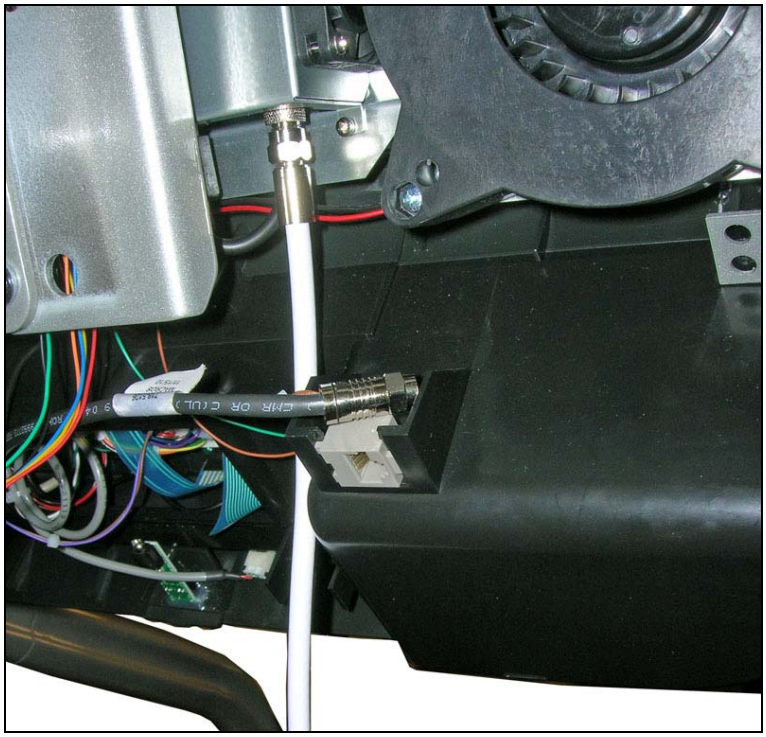


Fig. 5

Return to the flow chart.

Use a Known Good Cable Source

Embedded Touch Screens

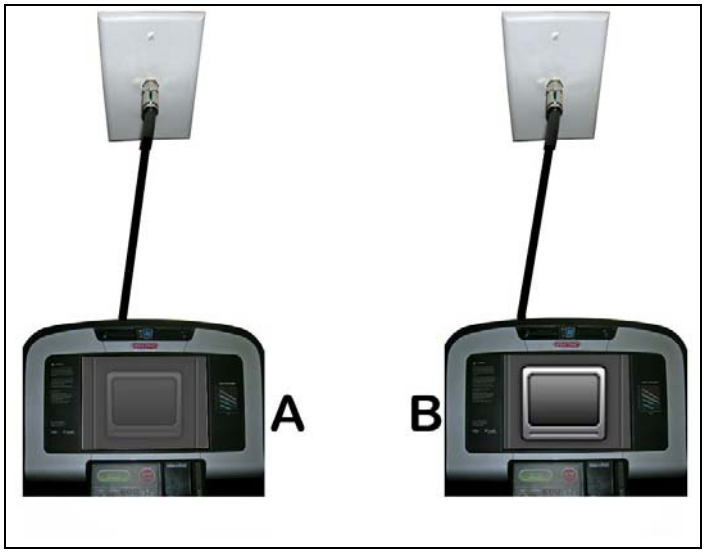
When troubleshooting a TV issue such as:

- TV icon is grayed out/no channels found after channel scan
- Poor picture quality
- Some channels missing after channel scan

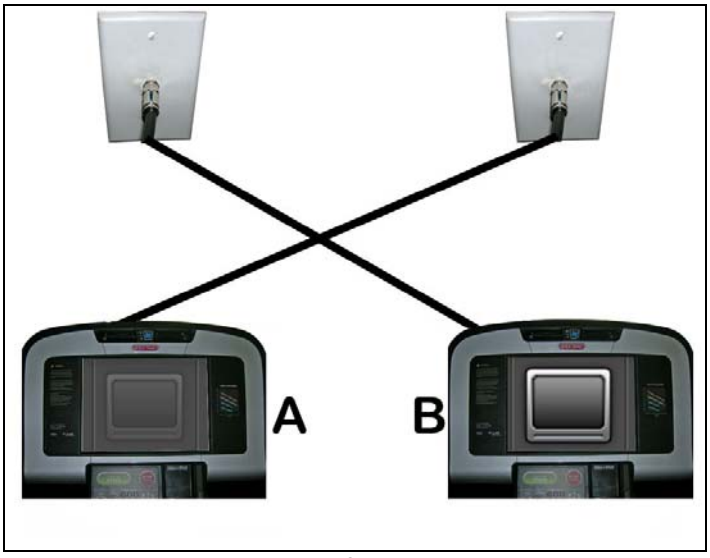
Testing with a known good coax cable source will expedite the troubleshooting process.

This bulletin is used with the flow chart for the symptoms listed above

Find a nearby unit that has good picture quality (if available) and plug the ‘good’ cable directly into the ‘suspect’ screen (A) and the ‘suspect’ cable into the good screen (B).



Before



After

Return to the flow chart to continue.

No Channel Scan Options

All Embedded Screen Products (Version 1 only)

Symptom: The TV functions on an Embedded Screen product will no longer work. While going into the Service Menu to perform a channel scan, there are no options available to choose (Fig. 1).

Fig. 1

This occurs when the tuner card in the embedded screen has become loose and is not making proper contact with the motherboard.

To resolve this, remove the embedded screen* completely from the machine, then remove the sheet metal from the back of the screen (Fig. 2).

Note: This applies to version 1 embedded touch screens only. DO NOT open the sheet metal back from version 2 screens. This will void the warranty on the screen.

Fig. 2

*Embedded Screen refers to the complete assembly including plastics. There is no need to remove the computer touch screen alone.

Once the sheet metal is removed, the tuner card is exposed (Fig. 3).

Fig. 3

Check the tuner card. Ensure that it is seated completely into the slot. Gently push the card to reseat it completely. There should not be any of the tuner card's contacts showing (Fig. 4)

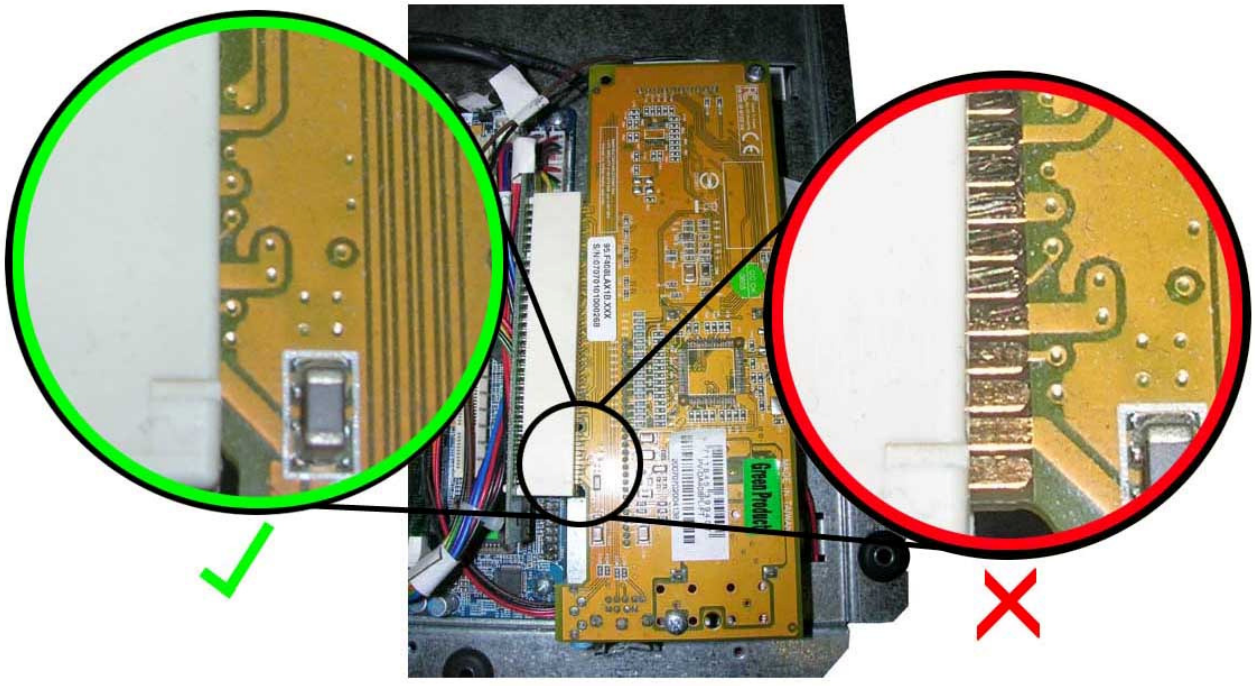


Fig. 4

Once the card is seated, verify that the two Phillips screws are firmly secure. Do not over tension the screws (Fig. 5)

Fig. 5

Reinstall the sheet metal cover and embedded screen back on the machine. Be careful, do not pinch any cables while reinstalling. Boot up the machine and enter the Service Menu to perform the channel scan.

Cable/Signal Requirements and Issues

PVS and Embedded Touch Screens

Coax Cable Connector

To ensure the proper delivery of both analog and digital signals, Star Trac requires all coax cables to have compression connectors (Fig. 1).

Fig. 1

The dielectric must be flush with the hole in the connector (Fig. 2). The center connector must be free from braid debris as well (Fig. 4).

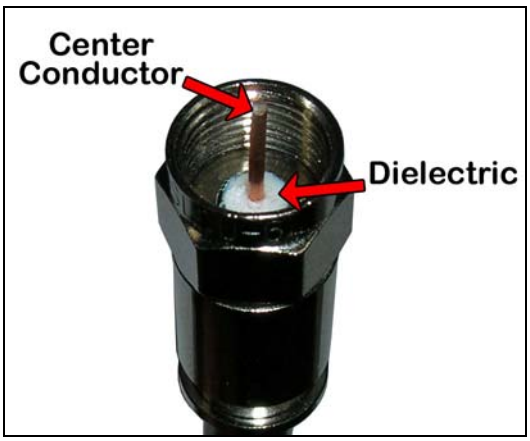


Fig. 2

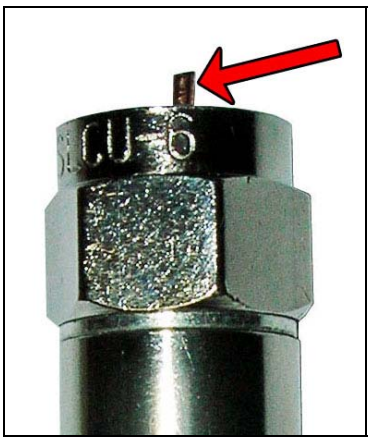


Fig. 3

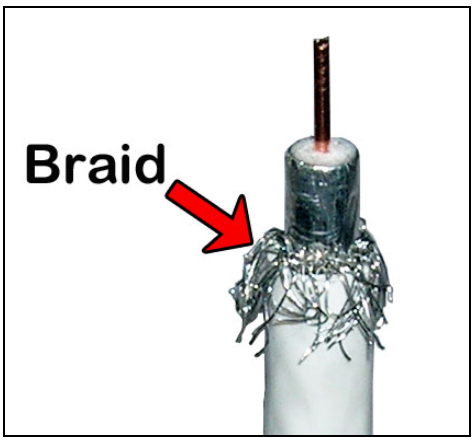


Fig. 4

Signal Strength

Signal strength must be between 0db – 5db.

Issues

Incorrect Coax Cable Connectors

Crimp On

Twist On

Two Piece

These connectors do not offer a water-tight solid connection like the compression connectors. They are also more likely to interfere with digital signals.

Possible Symptoms:

- Analog Interference (Fig. 5)
- Digital Interference (Fig. 6)
- Digital Pixilation (Fig. 6)

Fig. 5

Fig. 6

Compression Connector Debris

This occurs when any of the braiding is touching the center conductor (Fig. 7) or if there is no dielectric around the center conductor.

Fig. 7

Possible Symptom

- Analog :Snowy/grainy picture (Fig. 8)
- Digital: No digital channels
- Digital : Freezing or pixilation (Fig. 9)

Fig. 8

Fig. 9

Suck Out

This occurs when the dielectric and center conductor get pulled back into the connector (Fig. 10). The center conductor is not long enough to make the proper connection. This is often caused by a broken connector (Fig. 11).

Fig. 10

Fig. 11

Possible Symptoms

- Analog: Snowy/Grainy Picture
- No Digital Channels Only
- No Digital or Analog Channels