PDi
Communication Systems, Inc

USER MANUAL
Document Number: PD196-457R1

medTV SMART

PDi A-Series Televisions

For model numbers ending with “C” or “C2”
A24C, A32C, A43C, A55C, A65C
A24C2, A32C2, A43C2, A55C2, A65C2

mymedTV.com

powered by PDi

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This symbol indicates that dangerous voltage constituting a risk of electric shock is present within this unit.

This symbol indicates that there are important operating and maintenance instructions in the literature accompanying this unit.

CAUTION

RISK OF ELECTRIC SHOCK, DO NOT OPEN!

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER. NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL

Overhead Falling Hazard

TV can pose a striking hazard when mounted at an elevated position. Use only PDi mounting brackets, support arms, and appropriate hardware to assure TV will not fall from the mounted position. Failure to do so may cause injury or death.

Rain and Moisture

WARNING: To avoid the hazards of fire or electrical shock, DO NOT expose this television to rain or moisture.

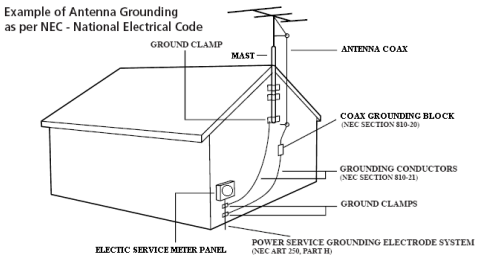
Oxygen Environment

WARNING: Do not use in any oxygen tent or oxygen chamber. Such use may cause a fire hazard.

Wet Locations

Do not use this television near water. Television shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the television.

Note to Cable TV Installer



This reminder is provided to call the cable TV system installer's attention to Article 820-40 of the National Electrical Code. The code provides guidelines for proper grounding and specifies that the cable ground shall be connected to the grounding system of the building, as close to the point of the cable entry as practical. Canadian installations shall be properly grounded in accordance with the Canadian Electrical Code, Part 1

FCC

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in residential or commercial installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Cleaning and Disinfection

Clean the exterior of this television by removing dust with a lint-free cloth. Spot test a new disinfectant by test cleaning a non-obvious small spot on the TV's back cabinet, keypad, and LCD panel. PDi recommends using a premoistened disinfectant cloth, like PD600-001 Super Sani-Cloth or similar, or spraying cleaner onto a dry cloth and then wiping the unit. Specific recommendations can be found at www.pdiarm.com. CAUTION: To avoid damage to the surface of the television, do not use abrasive or chemical cleaning agents.

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Underwriters Laboratories

c UL us LISTED

This model Hospital Grade LED HDTV is a specialized TV and should be installed to National Electrical Code specifications. This device is safety tested and listed by the Underwriters Laboratories as a product suitable for use in healthcare facilities in both the United States and Canada.

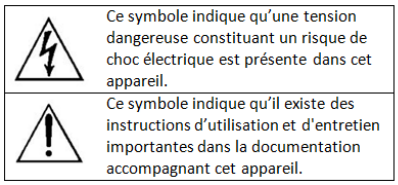
IMPORTANT SAFETY INSTRUCTIONS

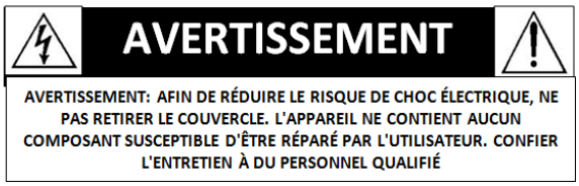
THIS INSTALLATION SHOULD BE MADE BY A QUALIFIED SERVICE PERSON AND SHOULD CONFORM TO ALL LOCAL CODES. READ AND FOLLOW THE SAFETY INSTRUCTIONS BEFORE ATTEMPTING THIS INSTALLATION

1. Read these Instructions – All the safety and operating instructions should be read before the product is operated.
2. Keep these Instructions – The safety and operating instructions should be retained for future reference.
3. Heed all warnings – All warnings on the product and in the operating instructions should be adhered to.
4. Follow all instructions – All warnings on the product and in the operating instructions should be followed.
5. Do not use this apparatus near water – for example, near a bathtub, wash bowl, in a wet basement; or near a swimming pool; and the like.
6. Cleaning – Please see specific recommendations under "Cleaning and Disinfection" on previous page.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. DO NOT defeat the safety purpose of the polarized or grounding-type plug. This product is equipped with a three-wire grounding-type plug, a plug having a third (grounding) pin. This plug will only fit into a grounding-type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the product.
11. Attachments only use attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.

13. Unplug this apparatus during lightning storms or when unused for extended periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
15. Power Sources – This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your product dealer or local power company. For products intended to operate from battery power, or other sources, refer to the operating instructions.
16. Oxygen Environment – Do not use in an oxygen tent or oxygen chamber. Such use may cause a fire hazard.
17. Lightning – For added protection for this product during a lightning storm, or when it is left unattended and unused for extended periods of time, unplug it from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the product due to lightning and power-line surges.
18. Servicing – Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.

SAFETY INSTRUCTIONS (FRENCH)





Danger chute d'objets

AVERTISSEMENT: Afin d'éviter toute blessure, cet appareil doit être solidement fixé au sol/mur conformément aux instructions d'installation. Les télévisions peuvent présenter un risque de heurt lorsqu'elles sont montées en position élevée. Utiliser uniquement des supports de montage, des bras de support et le matériel approprié de PDi afin d'assurer que la télévision ne tombe pas de sa position de montage. Le non-respect de ces instructions peut causer des blessures ou la mort.

Pluie et humidité

AVERTISSEMENT: Afin d'éviter les risques d'incendie ou de choc électrique, NE PAS exposer cette télévision à la pluie ou à l'humidité ou l'utiliser dans un endroit humide.

Environnement d'oxygène

AVERTISSEMENT: Ne pas utiliser dans une tente à oxygène ou chambre à oxygène. Une telle utilisation peut causer un risque d'incendie.

CONSIGNES DE SÉCURITÉ IMPORTANTES
CETTE INSTALLATION DOIT ÊTRE EFFECTUÉE PAR UN TECHNICIEN QUALIFIÉ ET DOIT ÊTRE CONFORME À TOUS LES CODES LOCAUX. LIRE ET SUIVRE LES CONSIGNES DE SÉCURITÉ AVANT DE PROCÉDER À L'INSTALLATION.

1. Lire ces instructions. Toutes les consignes de sécurité et d'utilisation doivent être lues avant d'utiliser le produit.
2. Conserver ces instructions. Les consignes de sécurité et d'utilisation doivent être conservées pour référence future.
3. Respecter tous les avertissements. Tous les avertissements sur le produit et dans les consignes d'utilisation doivent être respectés.
4. Suivre toutes les instructions. Tous les avertissements sur le produit et dans les consignes d'utilisation doivent être suivis.
5. Ne pas utiliser cet appareil près de l'eau - par exemple près d'une baignoire, d'un lavabo, dans un sous-sol humide, ou près d'une piscine ou similaire.
6. Veuillez voir les recommandations sous "Nettoyage et Désinfection" à la Page précédente.
7. Ne pas obstruer les ouvertures de ventilation.Installer conformément aux instructions du fabricant. Les ouvertures ne doivent jamais être obstruées en plaçant le produit sur un lit, uncanapé, un tapis ou toute autre surface similaire.
8. NE PAS installer près de sources de chaleur telles que radiateurs, registres de chaleur, poêles ou tout autre appareil (y compris les amplificateurs) qui produit de la chaleur.
9. NE PAS neutraliser le dispositif de sécurité de la fiche polarisée ou de terre. Ce produit est équipé d'une prise de terre à trois fils, une fiche ayant une troisième broche (mise à la terre). Cette fiche ne peut s'insérer que dans une prise de courant avec mise à la terre. Il s'agit d'une caractéristique de sécurité. Si vous êtes incapable d'insérer la fiche dans la prise, contacter votre électricien pour remplacer votre prise obsolète.
10. Protéger le cordon d'alimentation pour qu'il ne soit pas piétiné ni pincé, en particulier au niveau des fiches, des prises de courant et au point de sortie de l'appareil.
11. Accessoires - Utiliser uniquement les attaches/accessoires recommandés par le fabricant.
12. Utiliser uniquement avec un chariot, stand, trépied, support ou table recommandé par le fabricant ou vendu avec l'appareil. Lorsqu'un chariot est utilisé, faire attention lors du déplacement de l'ensemble chariot/appareil afin d'éviter des blessures en cas de basculement.
13. Débrancher cet appareil en cas d'orages ou lorsqu'il reste inutilisé pendant de longues périodes.
14. Confier toute réparation à un personnel de service qualifié. Des réparations sont nécessaires si l'appareil est endommagé d'une façon quelconque, par exemple : cordon ou prise d'alimentation endommagé, liquide renversé ou des objets sont tombés dans l'appareil, l'appareil a été exposé à la pluie ou à l'humidité, ne fonctionne pas normalement ou s'il est tombé.
15. Sources d'alimentation - Ce produit doit être utilisé uniquement à partir du type de source d'alimentation indiqué sur l'étiquette. Si vous n'êtes pas sûr sur le type d'alimentation de votre domicile, consultez le détaillant de votre produit ou la compagnie d'électricité locale. Pour les produits proposés de fonctionner par piles, ou autres sources d'alimentation, reportez-vous aux consignes d'utilisation.
16. Environnement d'oxygène - Ne pas utiliser sous une tente à oxygène ou chambre à oxygène. Une telle utilisation peut causer un risque d'incendie.
17. Foudre - Pour une protection supplémentaire pour ce produit lors d'un orage, ou lorsqu'il est laissé sans surveillance et inutilisé pendant de longues périodes de temps, le débrancher de la prise murale et déconnecter l'antenne ou le système de câble. Cela permettra d'éviter tout dommage à l'appareil causé par la foudre et par les surtensions des lignes électriques.
18. Entretien - N'essayez pas de réparer ce produit vous-même car l'ouverture ou le retrait des couvercles peut vous exposer à une tension dangereuse ou à d'autres dangers. Confiez toutes les réparations à un technicien qualifié.

Mounting

PDi offers a wide range of wall, floor and ceiling mounting options. Contact PDi for more information.

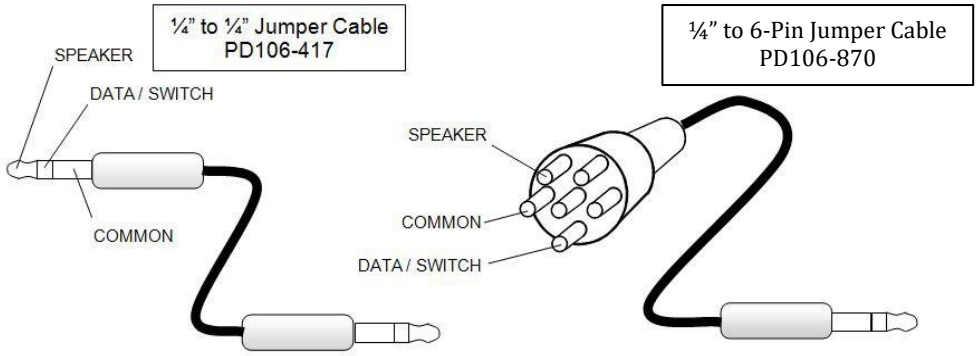
Connections

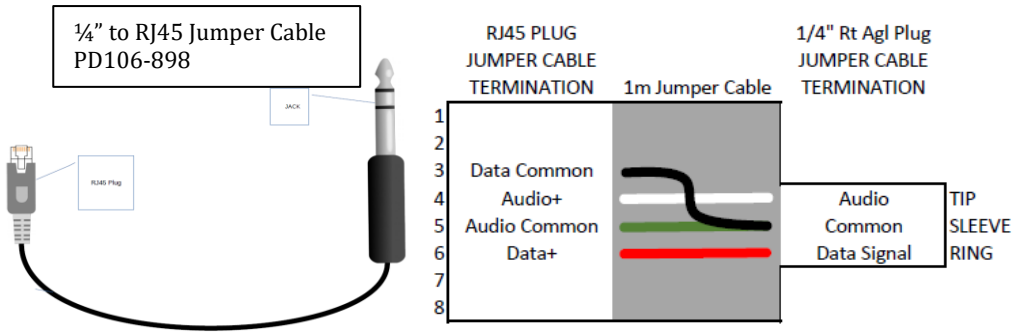
Pillow Speaker Connection

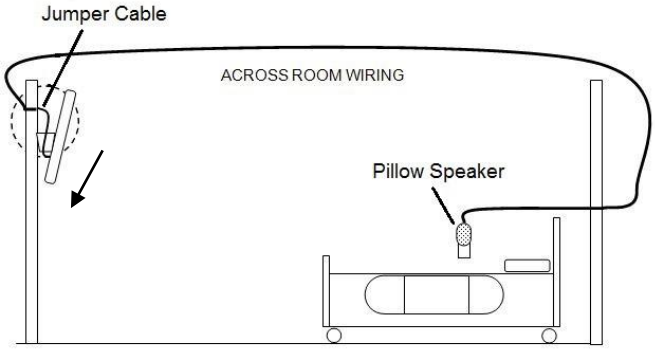
A ¼" stereo-style pillow speaker (pendant control) jack is located on the TV's connector panel on the left side of the TV. This TV is designed for 5V pillow speaker voltage and works with either a digital pillow speaker that generates digital-style control codes or a single-button analog (switch-style) pillow speaker. The TV is compatible with universal pillow speaker recognition code set.

Across-Room Wiring

NOTE: A jumper Cable (shown below) is NOT supplied with the TV and must be ordered separately.

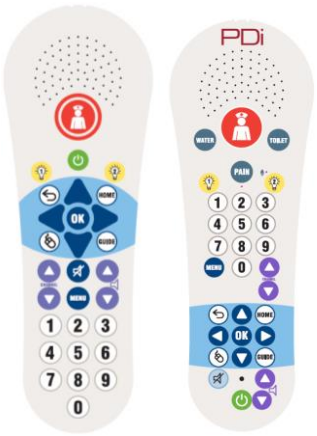






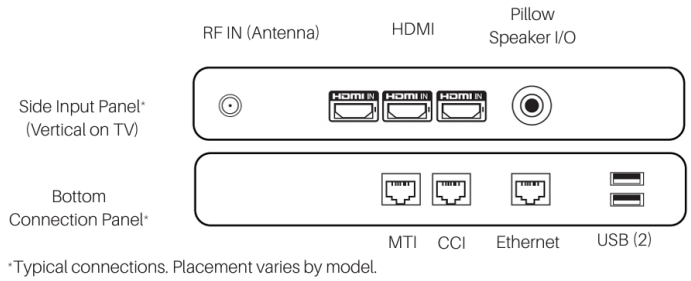
Pillow Speakers

To get full use out of all of the features available to patients on PDi A-Series TVs, PDi recommends selecting a pillow speaker with the following buttons: HOME, BACK, NAVIGATION ARROWS, and OK/SELECT. Ideally, the patient will also have a button that gives them the functionality of a mouse.



Signal Connections

CAUTION: Some hospital cable systems provide power voltage on the coaxial cable. This TV is NOT designed to be powered via a coaxial cable. DO NOT connect to a powered coaxial cable. Damage will result to the TV.



*Typical connections. Placement varies by model.

Coax Connection

When connecting the coax cable to the RF connector, be careful not to over tighten. It is recommended to tighten to no more than 8 in-lbs. of torque. If a proper torque wrench is unavailable, finger tighten until the nut on the cable does not move easily, then tighten no more than an additional 1/8 turn.

DVD Module

This model A Series television is NOT compatible with the PDi DVD module, PD251-043-1.

Side-Panel Buttons

The buttons on the right side of the TV can be used to control a limited number of the television's basic operating functions.

•INPUT Press this button to cycle through all enabled sources.
•CC Caption OFF, On, Mute
•VOL ▲ Press this button to increase volume.
•VOL ▼ Press this button to decrease volume.
•CH ▲ Press this button to go to the next highest channel.
•CH ▼ Press this button to go to the next lowest channel.
•POWER Press this button to turn the TV on and off.

Remote Controls & Keyboards

A programming remote control, PD108-520, (or a keyboard and mouse) is required to perform all setup operations for the television. The programming remote is NOT packaged with the TV and must be ordered separately. Power, setup, and the directional buttons will be the main buttons used on these remotes. These remotes will operate any PDI TV regardless of the TV's Bed A/B/C/D setting. Because these remotes have the TV SETUP button to gain full access to the TV's menus, they should not be given to patients. PDi offers other remotes designed for patient use.

Programming Remote Control (PD108-520)

A programming remote control PD108-520 (or legacy remote PD108-420)is required to perform all setup operations for the television. The programming remote is NOT packaged with the TV and must be ordered separately. Power, setup, and the directional buttons will be the main buttons used on this remote. See PDi document PD196-446R1 for additional information on the PD108-520 remote.

Patient Remote Controls

Patient remotes offer independent bed selectable codes and control of a single TV in a two, three, or four TV room.
PDi offers several patient remotes:
PD108-527 (see document PD196-447R1)
PD108-421 (see document PD196-115R3)
PD108-210 (see document PD196-443R1).

Wireless Keyboard

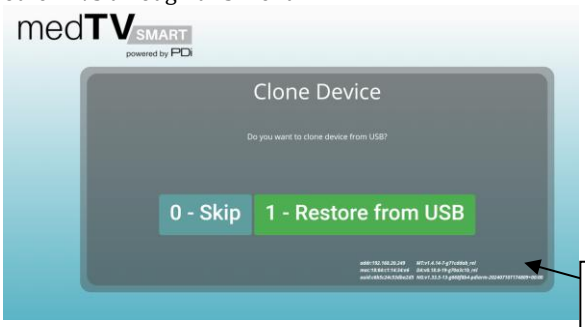
PDi offers a healthcare-grade medical keyboard with touchpad to provide patients with easier interaction with the some of the available features of the PDi A-Series TV. PD902-950

SET-UP WIZARD

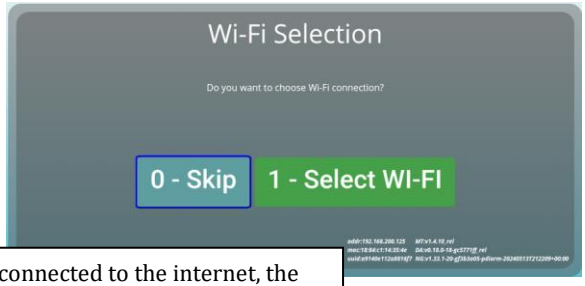
The first time the A-Series medTV is powered up you will be prompted to use the Set-Up Wizard to help with initial set up. Follow the onscreen prompts to navigate through the menus.

Optional USB Cloning

If you have already configured a TV to the desired settings and saved a clone file to USB, you can load those settings onto other TVs through this menu.

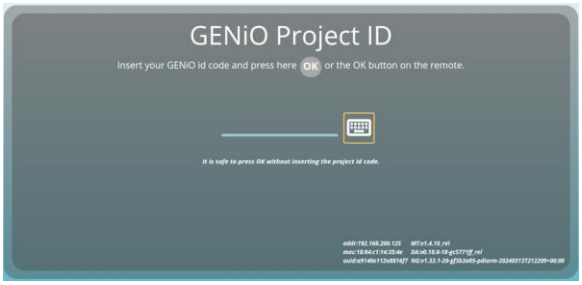


Wi-Fi Setup

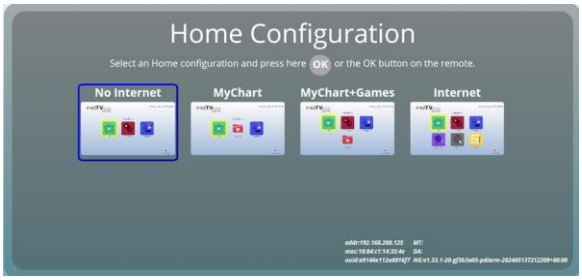


If your TV is connected to the internet, the IP address, MAC ID, and UUID will auto populate here

Initial Power On– No GENiO



If you do not have a GENiO project ID, press the OK button on the program remote. You will see 4 configuration options. Select your desired configuration and then press the OK button. If standard TV with no homepage is desired, please see set up instructions in the Quick Start Guide below.



Configuration options:

- No Internet: TV, Games, and Relaxation
- MyChart: TV, Relaxation, MyChart
- MyChart + Games: TV, Games, Relaxation, MyChart
- Internet: TV, Games, Relaxation, Education (link to cdc.gov), Internet browser (google.com homepage), Social (links to Facebook, Instagram, LinkedIn, Pinterest, X(Twitter)

Initial Power On – With GENiO

Upon initial power up, you will see the screen below.

If you have subscribed to GENiO and been assigned a project ID:

1. To connect your device to GENiO, you must first provide internet access to the device. If the device cannot connect to GENiO, you will see a message "The Genio server is unreachable. We cannot verify any project id code."
   Note: **a hardwired connection is PDi's recommended method** of providing internet connectivity. **Do NOT** connect your devices to a network that uses **captive portal** (see Network Requirements section below).
   - **Hardwired internet:** Simply connect the ethernet cable to the ENET port on the bottom of the TV.
   - **WiFi internet:** Follow the onscreen prompts in the set up wizard Wi-Fi Selection section.
2. Enter your 5digit GENiO project ID and press OK. If a valid project ID has been entered, a message will appear with the project name. Press the OK button to proceed.
3. (*optional*) Enter the location of the device. This will populate into GENiO to make the device easier to locate and manage within GENiO.
4. Press the OK button to finish.

QUICK START GUIDE & POPULAR SETTINGS

Simple TV Setup

To use the A-Series TV as simple RF TV with no home screen, follow these setup instructions:

1. Follow set-up wizard and select "No Internet" configuration
2. Open TV app by pressing 1 on the program remote. Then press TV SETUP on program remote
3. Sources -> Source Enable. Ensure that TV is Enabled (APO or NAPO). Ensure that MEDIA, HOME, and IPTV are Disabled
4. Sources. Set Default Source to TV
5. Common -> CH =/- Change Source set to OFF

Connect Device to the Internet

Note: a hardwired connection is PDi's recommended method of providing internet connectivity. Guest networks with captive portal (that require the acceptance of terms and conditions before use) should NOT be used. See Network Requirements section for additional information.

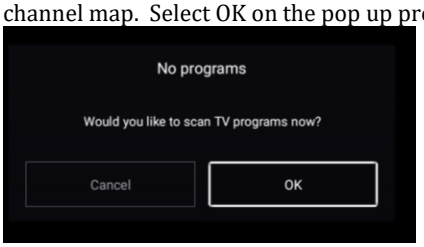
Hardwired internet: Simply connect the ethernet cable to the ENET port on the bottom of the TV.

WiFi internet:

- Open the TV application. While in the TV application, press TV SETUP on remote.
- Navigate to Advance menu and press ok on remote.
- Select Network menu.
- Set NetMode to Wireless and complete Wireless set-up

Set Up Channels (RF)

If the TV doesn't find a channel list, it will prompt you to Auto Program (or Channel Scan) the TV to load the TV channels to the TV's channel map. Select OK on the pop up prompt.



Manual Channel Scan/Auto Program

1. Open the TV application by pressing 1 on program remote. While in the TV application, press TV SETUP on program remote
2. Navigate to Channel menu and press ok on remote
3. Select Service Level
4. Set Active Service Level to Free
5. Navigate to Scan and press ok on remote to begin channel scan

USB Cloning

Once you have a PDi TV configured the way you want, you can copy these settings to other PDi TVs of the same model and size. USB Cloning copies most of the TV settings, including: channel scan/map, power on channel, power on volume, channel aliases, min/max volume, source settings, WiFi settings. NOTE: USB cloning does NOT copy GENiO project IDs.
On the TV you have set-up and configured that you want to copy the settings from:

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Hospital Mode -> USB Cloning, Firmware, Splash Update
3. Set the Save/Restore type to Settings
4. Insert USB drive into USB-A port on bottom of TV
5. Select Save to USB.
6. Choose a file name (pdi_AXXC_data, where XX=screen size is the default) and select OK.

On the TV you want to copy the settings to:

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Hospital Mode -> USB Cloning, Firmware, Splash Update
3. Set the Save/Restore type to Settings
4. Insert USB drive from the step 4 above into USB-A port on bottom of TV
5. Press Restore Setting to TV. If no compatible clone file is found, this option will not be available

Delete Channels from the Channel Map

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Channel -> Service Level
3. Select the desired service level, navigate to Configure Channels.
4. Navigate to the desired service level so it's in the selection box
5. Press the right navigation arrow to enter the channel map
6. Navigate to the desired channel so it's in the selection box.
7. Press TV SETUP on the remote to modify the channel
8. Navigate to Free, Basic, or Premium (whichever service level you want to remove the channel from) and press OK to remove the channel from that service level.

Default Program/Power On Channel:

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Hospital Mode -> Default Settings -> Default Program
3. Select Last or choose a specific channel from the list

Speaker Enable/Disable

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Sound -> Internal Speaker Enable
3. Disable speakers for all sources

Enable/Disable Sources

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Sources -> Source Enable
3. Set each source to desired setting: Disable, Enable/APO (auto-power-on), Enable/NAPO (no-auto-power-on).

Firmware Update – USB

The firmware is field upgradeable, but normally does not require this process and should be performed by the hospital technician. Once complete, the TV settings must be reprogrammed. A special data file is required from the PDi factory to complete this process by USB. Firmware files are written to the root directory of a blank USB Flash Drive. Disconnect power from the device. While in a no-power state, insert USB drive to one of the USB-A port. Then connect power and power on the TV. TV will update. Be sure to remove the USB drive when the update is complete. Once complete, the TV settings must be reprogrammed.

Firmware Update - OTA

The firmware is field upgradeable, but normally does not require this process and should be performed by the hospital technician. Once complete, the TV settings must be reprogrammed.

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Advanced -> Common -> System Upgrade
3. Select “Check for System Upgrade” to see if an updated version of firmware is available. If available, select Upgrade.
4. Device will update and reboot.

Firmware Update – GENiO

GENiO provides the ability to push firmware updates to the TVs remotely. Contact PDi for more information.

Factory Reset/System Recovery

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Hospital Mode -> System Recovery
3. Confirm that you want to factory reset the TV and select OK to continue

OR

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Advanced -> Common -> System Recovery
3. Confirm that you want to factory reset the TV and select OK to continue

Set Menu PIN/Password

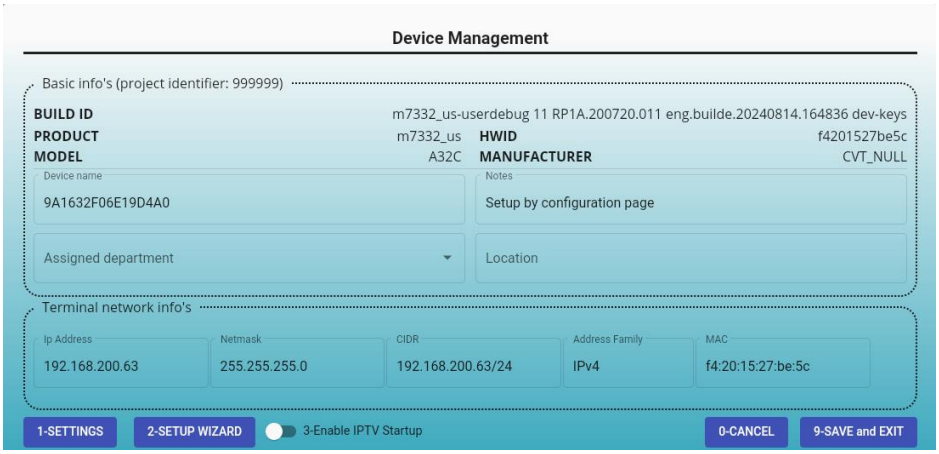
Set-Up Menus can only be accessed with a PDi programming remote but if an additional level of security is desired, set up menu password protection can be enabled. Note: If the password is changed and forgotten, it cannot be recovered. Factory reset will be required.

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Security -> Change Password
3. Enter the default password (1234) then enter the new password.

Reset Configuration/Connect to GENiO

To reset the TV's configuration or to connect to GENiO:

1. From the TV home screen, switch the program remote to mouse mode by pressing the mouse button on the remote. You will see a message on the TV indicating the TV is now in mouse mode.
2. With the navigation arrows, move the mouse to the medTV logo (or other logo if the TV has been previously customized through GENiO) in the top left corner of the screen. Press and hold the OK button on the remote until a password entry window appears.
3. Enter the default password 45066. NOTE: The TV will still be in mouse mode. The numbers can be entered with the keypad on the remote but to select OK, you will need to navigate the mouse cursor to the OK button. Alternatively, you can put the TV back in keyboard mode by pressing the mouse button on the remote.
4. The Device Management Menu below will appear. With the TV in keyboard mode, press 2 on the remote to reconfigure the device per the set up wizard instructions above.

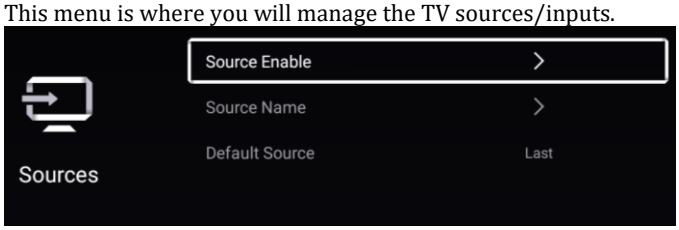


RF TELEVISION SETTINGS

TV setup can be done using a PDi programming remote or a keyboard and mouse. The PDi programming remote (Part Number PD108-520) must be ordered separately. The following instructions assume you have correctly mounted the TV and connected a coax cable that provides RF signal.

Sources Menu

This menu is where you will manage the TV sources/inputs.



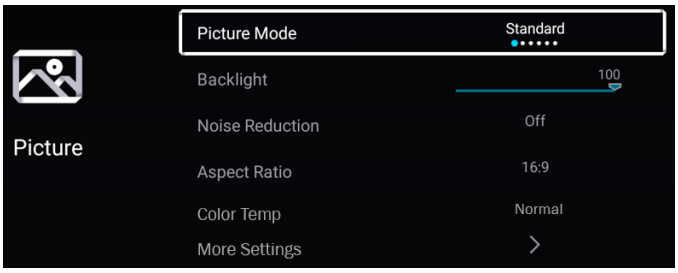
Source Enable

Source Enable: This menu is where you will enable/disable the TV's sources/inputs. Each source can be set to Disable, Enable/APO (auto-power-on), Enable/NAPO (no-auto-power-on). At least one of TV, HDMI1, HDMI2, HDMI3 must be enabled.
NOTE: Please disable all TV sources that are not in use. A TV that is switched to a non-connected source generates nuisance hospital maintenance calls of TV Not Working, when in fact the TV does work, but has been set to an inactive source.

Source Name: Rename TV, HDMI1, HDMI1, HDMI3 to: None (default), Cable, Antenna, Satellite, BD/DVD, VCR, Game, MP3 Player, IPTV, PC, or Set Top Box

Default Source: Set the TV to power on to a specific source. Options available are: Last (default), TV, Home. If set to Last, the TV will power on to the source the TV was on when the TV was powered off.
If set to TV, the TV will power on to the TV. If set to Home, the TV will power on to the medTV Smart Main Menu.

Picture Menu



Picture Mode: The default is Standard picture mode. Or you can change to Dynamic, Soft, Vivid, Energy Saving, User. User mode allows you to manually adjust picture settings through the custom settings menu where you can manually adjust contrast, brightness, color, and sharpness. All are defaulted to 50%.

Backlight: Changes the brightness of the display 0-100%. Default is 100%

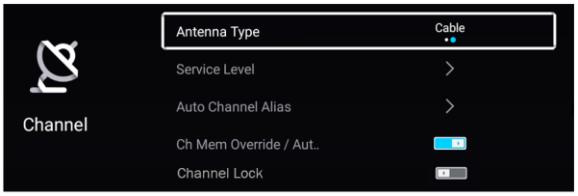
Noise Reduction: Off (default), Low, Middle, High, Auto. Noise refers to the "snowy" picture that can be a problem with analog signals. Turning Noise Reduction on tends to mute details in a digital picture.

Aspect ratio: 16:9 (default), 4:3, Zoom1, Zoom2

Color Temp: Normal (default), Warm, Cool

More Settings: brings up Dynamic Light Control (DLC) setting on or off.

Channel Menu

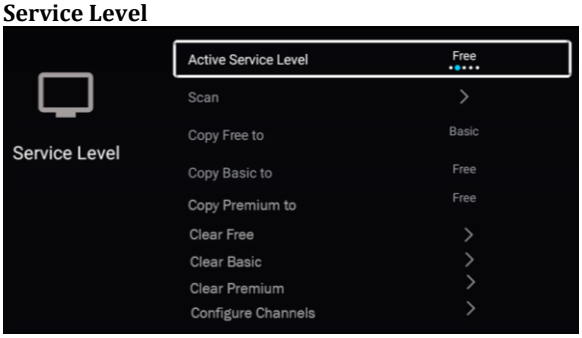


Antenna Type : Two different tuning types (Cable or Air) are available depending upon the healthcare facility's signal type. Selection of the correct signal type is required for the TV to recognize all possible channels. Most hospitals use Cable.

Channel Mem Override /Auto Update: Channel Memory Override allows any channel to be entered using the remote's number pad, even if the channel is not memorized in the current Service Level. Toggle the switch to turn Channel Memory Override On/Off. Note: the channel must have enough signal strength to be detected by the TV firmware to be added to the existing channel map.

Channel Lock: This feature allows you to fix the TV to a specific channel. For example, this feature may be used if the TV is in a common area. With the TV tuned to the desired channel, toggle the switch to lock the channel. To remove the channel lock, toggle channel lock switch again.

Service Level



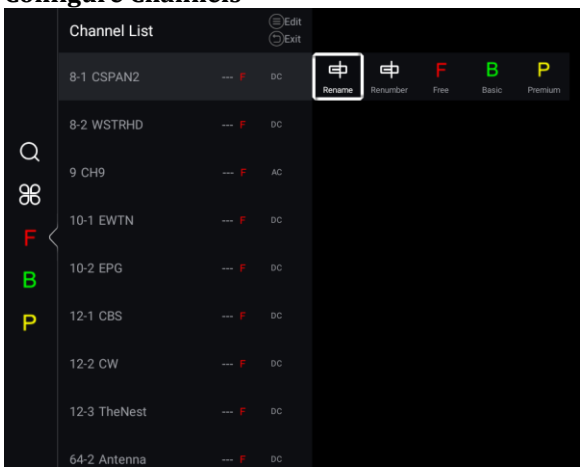
Service Level: This TV contains three separate Service Levels, (Free, Basic, Premium) allowing the hospital to offer either basic or enhanced viewing. It is unlikely multiple service levels will be required. In this case, PDi recommends configuring the Free Service Level.

Channel Maps can be copied from Service Level to Service Level. Service Levels can be cleared through this menu.

Scan (Channel Scan/Auto Program): The TV scans each available channel for activity. Channels that display activity are memorized into the selected Service Level. Both 8VSB (ATSC) and QAM (cable) will be scanned. Channel maps can be created for the 3 different service levels. To run a channel scan:

1. Set the applicable service level as Active Service Level.
2. Navigate to Scan and press OK on the remote.

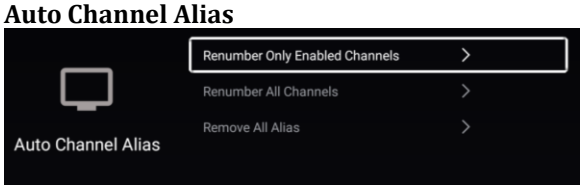
Configure Channels



Configure Channels: Remove, rename, and renumber channels from the channel map by service level.

4. From the desired service level, navigate to Configure Channels.
5. Navigate to the desired service level so it's in the selection box
6. Press the right navigation arrow to enter the channel map
7. Navigate to the desired channel so it's in the selection box.
8. Press TV SETUP on the remote to modify the channel
9. Select Rename or Renumber to modify the channel name or number. To remove the channel from the map, navigate to Free, Basic, or Premium and press OK to remove/add the channel from that service level. **F**, **B**, **P** will be displayed next to the channel indicating which service level(s) the channel is programmed to.

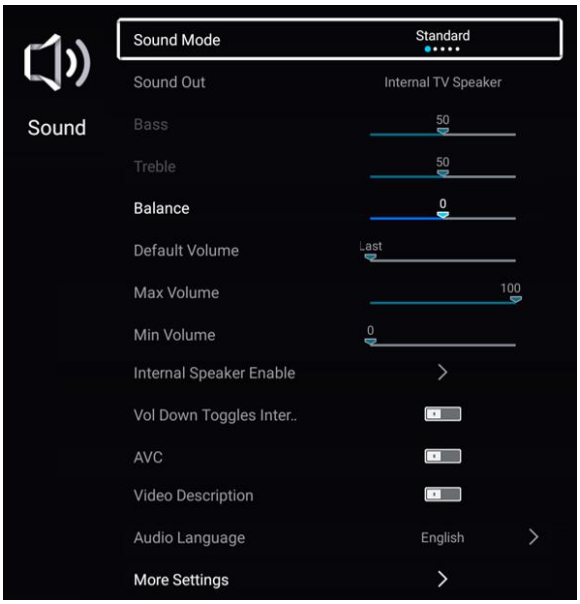
Auto Channel Alias



Auto Channel Alias: This setting automatically assigns a sequential channel number to the channels in the list. Choose the desired setting and confirm your selection.

Sound Menu

From the Sound menu, you can customize the speaker settings. This allows you to set max volume levels, disable internal speakers, etc. These settings apply to all applications on the device.



Sound Mode: The default is standard, or you can change to Music, Movie, News, or User. User mode allows you to manually adjust Bass, Treble, and Balance settings. All are defaulted to 50%.

Sound Out: Set the TVs sound to be played from Internal Speakers (default), HDMI ARC, or Bluetooth.

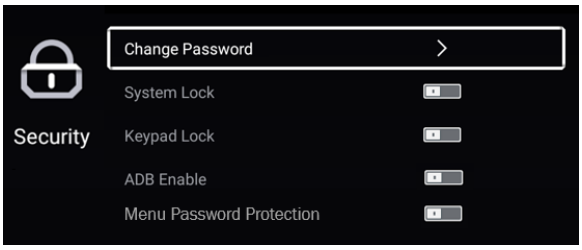
Default Volume: Sets the initial volume for the TV upon powering on. Options include "Llast" which will use the TVs last volume setting before the TV was powered off, or 0 to 100. Once the TV is on, the volume can be set to any allowable level. NOTE: If Power on Volume is set to LAST, and physical power is removed (ie. a power outage), the TV will power on with a volume of zero.

Maximum Volume: Sets the maximum volume level the TV can reach. Touch the sliding scale to adjust volume from 0 to 100.

Minimum Volume: Sets the minimum volume level the unit can reach. Setting this to any value other than 0 guarantees that some level of sound will always be heard when the TV is operating. Touch the sliding scale to adjust volume from 0 to 100.

Internal Speaker Enable: The TV's internal speakers can be enabled or disabled requiring the use of a pillow speaker for private listening. Speakers can be enabled/disabled by individual TV source (TV, HDMI1, HDMI2, MEDIA). Note that MEDIA settings apply to all non-TV applications on the device. Check or uncheck the boxes next to the sources/inputs for which you want the internal speakers disabled. To ensure the speakers are always disabled, uncheck all boxes.

Security Menu



Change Password: Set-Up Menus can only be accessed with a PDi programming remote but if an additional level of security is desired, menu password protection can be enabled. The default password of 1234 can be changed to a 4 digit password of your choice through this menu. Note: If the password is changed and forgotten, it cannot be recovered. Factory reset will be required.

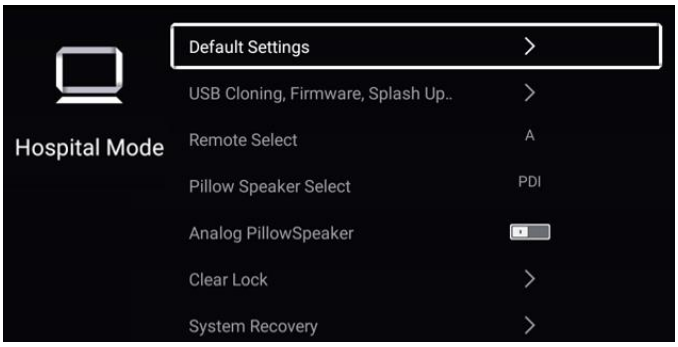
System Lock/Parental Controls: Access parental control and ratings settings by toggling this switch to on. Parental controls provide the ability to block channels or to block programs based on their rating. Once System Lock has been switched on, menus will appear to block content by its rating. Menu settings include: Moving Rating (MPAA), TV Ratings, Canadian English Rating, Canadian French Rating, and Block Unrated TV. The default setting is off.

Keypad Lock: This setting disables the control buttons on the side of the TV with the exception of power. The power button will still function.

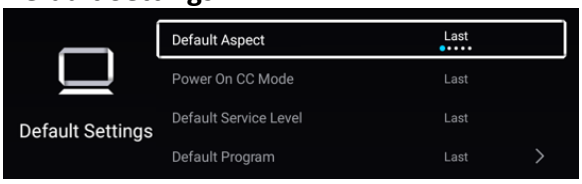
ADB Enable: If enabled, Android Debug Bridge (ADB) is an android setting that allows you to communicate with the TV. This setting is disabled by default and should remain disabled unless it is in being used for troubleshooting or development.

Menu Password Protection: Set-Up Menus can only be accessed with a PDi programming remote but if an additional level of security is desired, menu password protection can be enabled by toggling this switch. The default password is 1234. The password can be changed to a 4 digit password of your choice through the Change Password menu.

Hospital Mode Menu



Default Settings



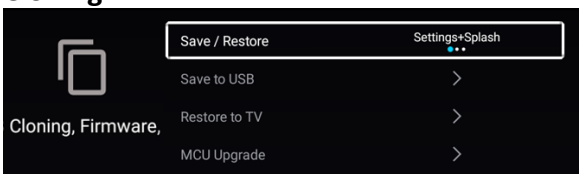
Default Aspect: Set the aspect ratio of the TV. Choose from: Last (default), 16:9, 4:3, Zoom1, Zoom2

Power on CC mode: Set what the TV will do with closed captions when the TV powers on. Choose from: Last (default), CC Off, CC On, CC On Mute

Default Service Level: Set the TV to power on with the correct service level channel map by selecting: Last (default), Disable, Free, Basic, Premium, All

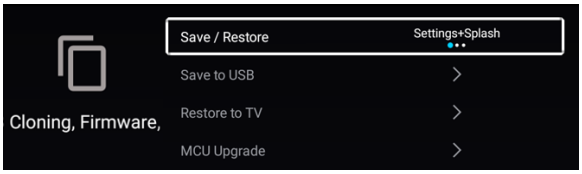
Default Program/Power On Channel: Set the TV to power onto a specific channel or to the last channel the TV was on before it was powered off. The default is Last.
Hospital Mode -> Default Settings -> Default Program

Cloning



USB Cloning: Once you have a PDi TV configured the way you want, you can copy these settings to other PDi TVs. USB Cloning copies most of the TV settings, including: channel scan/map, power on channel/volume, channel aliases, min/max volume, source settings, WiFi settings, and, optionally, the splash screen. The splash screen is the "medTV powered by PDi" image seen on the display as the TV boots up. This splash screen can be customized [insert file require] NOTE: USB cloning does NOT copy GENiO project IDs.

Cloning (con't)



On the TV you have set-up and configured that you want to copy the settings from:

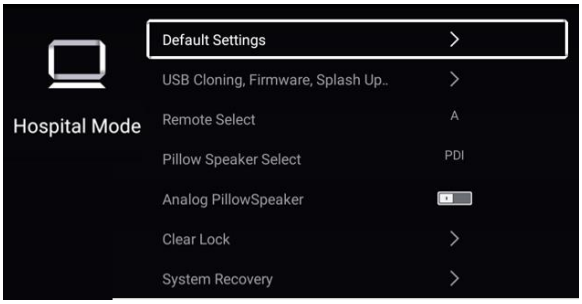
1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Hospital Mode -> USB Cloning, Firmware, Splash Update
3. Set the desired clone type in the Save/Restore line: Settings (most common), Settings + Splash, or Splash
4. Insert USB drive into USB-A port on bottom of TV
5. Select Save to USB.
6. Choose a file name (pdi_AXXC_data, where XX=screen size is the default) and select OK.

USB Cloning (con't) On the TV you want to copy the settings to:

6. Open the TV application. Press TV SETUP on the program remote
7. Navigate to Hospital Mode -> USB Cloning, Firmware, Splash Update
8. Set the desired clone type in the Save/Restore line: Settings (most common), Settings + Splash, or Splash
9. Insert USB drive from the step 4 above into USB-A port on bottom of TV
10. Press Restore Setting to TV. If no compatible clone file is found, this option will not be available.

MCU Upgrade: MCU is part of the TV's firmware package. On rare occasions, it may be necessary to update just the MCU, not the full firmware. PDi's service department will let you know if an MCU-only update is needed.
To update the TV's MCU

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Hospital Mode -> USB Cloning, Firmware, Splash Update
3. Navigate to MCU Upgrade
4. Insert USB drive containing MCU file provided by PDi i into USB-A port on bottom of TV
5. Press MCU Upgrade. A message will be displayed if no MCU file is found.



Remote Select: A-Series TVs can be set to 4 different IR bed codes to prevent interference from another nearby remote. If you have multiple A-Series TVs in close proximity to one another, set each TV and its corresponding remote to different bed codes, A/B/C/D.

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Hospital Mode -> Remote Select
3. Set to the desired remote code, A/B/C/D.
4. Confirm your selection
5. Ensure that the corresponding patient remote is sent to the same remote code, A/B/C/D

NOTE: Some patient remotes do not allow Bed C or Bed D codes.

Pillow Speaker Select: To get full use out of all of the features available to patients on PDi A-Series TVs, PDi recommends selecting a pillow speaker with the following buttons: HOME, BACK, NAVIGATION ARROWS, and OK/SELECT. Ideally, the patient will also have a button that gives them the functionality of a mouse. If these buttons are available, chose "PDI" under the Pillow Speaker Select Menu item.

To set the pillow speaker selection:

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Hospital Mode -> Pill Speaker Select
3. Set to either PDI or Legacy
4. Confirm your selection

Analog Pillow Speaker: If the TV will be used with Analog Pillow Speakers, you will need to enable this setting.

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Hospital Mode -> Analog Pillow Speaker
3. Toggle the switch to blue

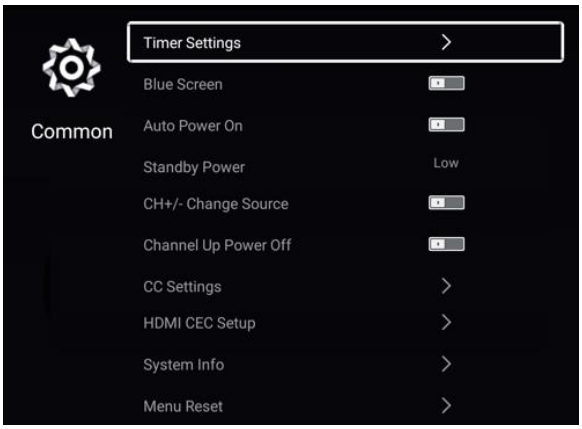
Clear Lock: Clear Lock will Enable any Lock Input source that are disabled (TV, DVD, HDMI1, HDMI2 & Media).

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Hospital Mode -> Clear Lock
3. Confirm your desire to clear these settings and select OK to continue

System Recovery: Systems Recover will return all settings for the unit to the factory default.

4. Open the TV application. Press TV SETUP on the program remote
5. Navigate to Hospital Mode -> System Recovery
6. Confirm that you want to factory reset the TV and select OK to continue

Common Menu



Timer Settings: On Screen Display (OSD) Timer: This setting sets how long on screen menus will be displayed before they time out. Options are Off, 5 sec, 15 sec (default), 30 sec, 40 sec. This setting can be important as it will keep the TV in its set-up menus for the selected time. If set to off, menus must be manually exited.

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Common -> Timer Settings
3. Set OSD Timer to desired setting (Off, 5 sec, 15 sec, 30 sec, 40 sec)

Auto Standby Timer: TV can be programed to go into standby mode after the selected amount of time. Options are: Off (default), 5 min, 10 min, 30 min, 1 hour, 2 hour, 3 hour, 4 hour, 5 hour.

Blue Screen: When the TV finds no signal on a channel, it can display a blue screen or a black screen. The default is a black screen. If a blue screen is preferred, it can get set in this menu.

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Common -> Blue Screen
3. Toggle the Blue Screen switch to on

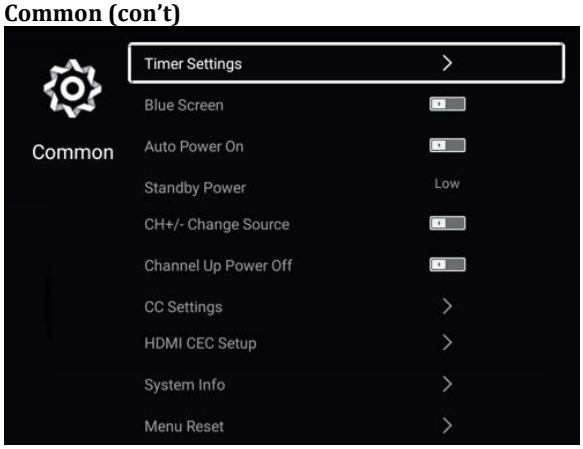
Auto Power On

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Common -> Auto Power On
3. Toggle the Auto Power On switch to on

Standby Power: The A-Series TV can be set to low, normal, or high standby power mode. Standby power mode sets the state of the TV display when the TV is powered off. In high power mode, the TV will boot very quickly as the TV is still in an on state but the panel is off. In low power mode, the TV will take longer to boot up.
To set the standby power:

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Common -> Standby Power
3. Set to Low, Normal, or High

Common (con't)



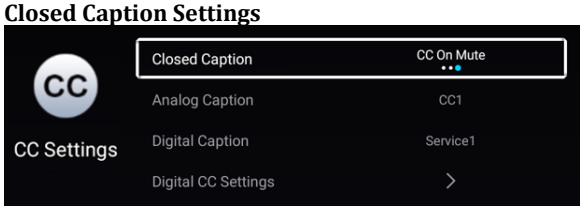
Channel +/- Change Source: If enabled, once the TV reaches the top or the bottom of its channel map, it will channel to other enabled sources.

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Common -> CH +/- Change Source
3. Toggle the CH +/- Change Source to on to enable this feature

Channel Up Power Off: If enabled, once the TV reaches the top of its channel map, the TV will power off. This is a helpful setting when analog pillow speakers are in use

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Common -> Channel Up Power Off
3. Toggle the Channel Up Power Off to on to enable this feature

Closed Caption Settings



Closed Caption Settings

Closed Caption: Set closed captions to off, on, or on when TV is muted

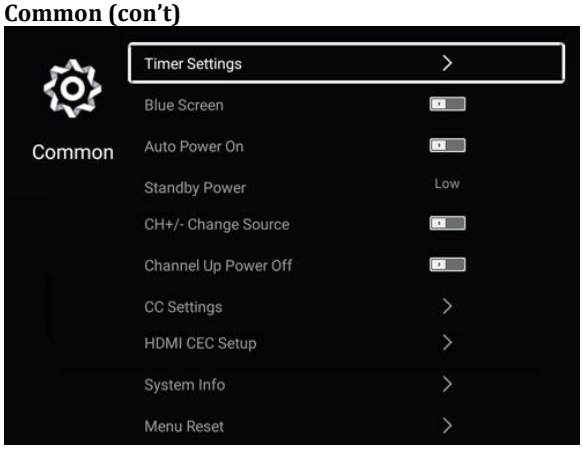
1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Common -> CC Settings
3. Set Closed Caption to Off, On, CC On Mute

Analog Caption: Analog captions will be used if the facility is using an analog TV system. Analog captions display only white text on a black background. There are 8 analog captions options to choose from depending on what the mode the broadcaster is distributing. CC1 is the most common closed caption mode.

Digital Caption: Digital captions will be used if the facility is using a digital TV system. There are 6 standard digital services, however the 2 main services are Service 1 and Service 2. Available services are determined by the program.

Digital CC Settings: With digital closed captions, you can elect to change the size, color, font, and other features of the captions. Adjustable settings include:
Size: Normal, Large, Small. Examples of the font size are displayed in the top right corner of the TV as you cycle through the options
Font: Default, Style 1, Style 2, Style 3, Style 4, Style 5, Style 6, Style 7. Examples of the font styles are displayed in the top right corner of the TV as you cycle through the options.
Text Color: White (default), Black, Red, Green, Blue, Cyan, Magenta, Yellow
Text Opacity: Solid (default), Flashing, Translucent, Transparent
Background Color: Black (default), White, Red, Green, Blue, Cyan, Magenta, Yellow
Background Opacity: Solid (default), Flashing, Translucent, Transparent

Common (con't)

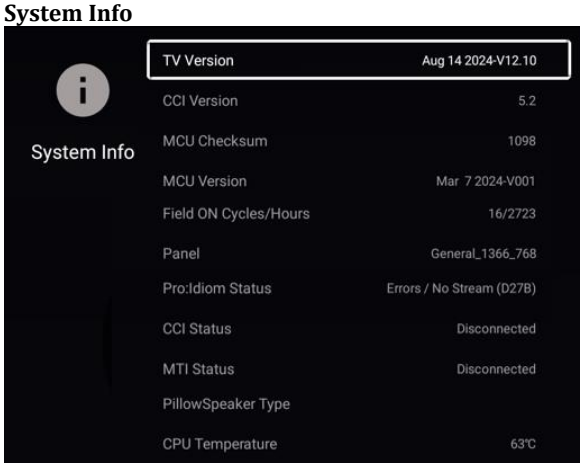


HDMI CEC Setup: HDMI Consumer Electronics Control (CEC) allows HDMI connected devices to have limited control of the TV.
To allow HDMI connected devices to control the TV, you must enable and configure CEC

1. Open the TV application. Press TV SETUP on the program remote
2. Navigate to Common -> HDMI CEC Setup
3. Toggle CEC to on to enable this feature
4. Once enabled, set Device Auto Power Off to the desired setting (on or off) by toggling the switch
5. Device List will populate with available HDMI CEC connected devices

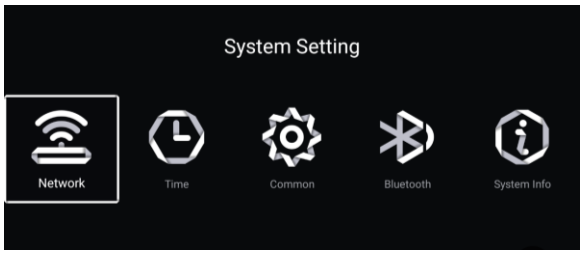
Menu Reset: This setting will delete all menu settings. It is not a factory reset but all previous menu settings will be lost.

System Info

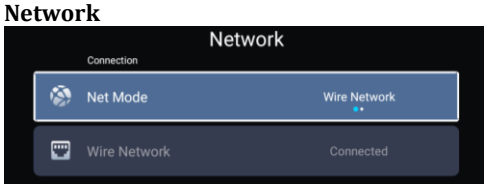


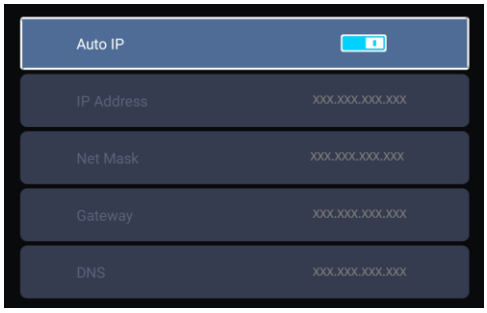
System Info: The System Info Menu is display only and offers several key pieces of information about the television.
TV Version – this is the firmware version installed on the TV
CCI Version – version of PDi's CCI software installed. CCI is PDi's interface which provides for control information to be passed between the TV and an upper-level computer system. Contact PDi for more information.
MCU Checksum – calculated based on the firmware
MCU Version – this is a component of TV firmware
Field ON Cycles/Hours – the number of times the TV has been power cycled and the number of hours the TV has been powered on
Panel – LCD panel information
Pro:Idiom Status – used to troubleshoot suspected Pro:Idiom problems
CCI Status – used to troubleshoot suspected CCI problems
MTI Status – used to troubleshoot suspected MTI problems

Advance/System Setting



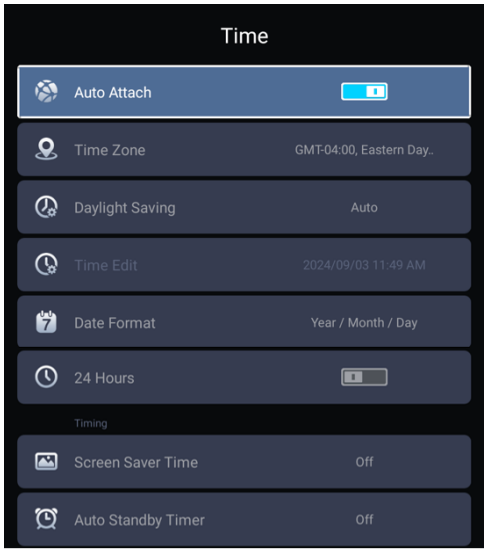
Network





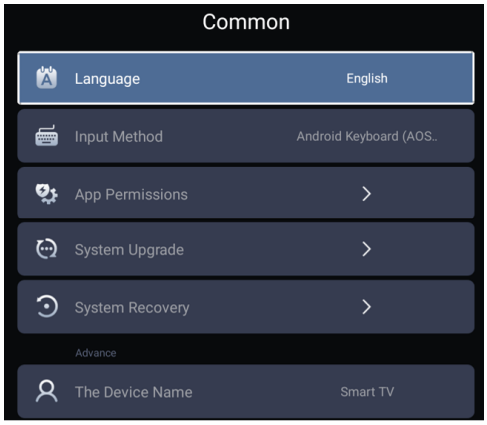
Network: Configure network settings (wired or wireless) through this menu. You will also find IP address information and settings in this menu

Time



Time: For full functionality of GENiO, the TV must be able to find the time from the network. Time can be adjusted through this menu.

Common



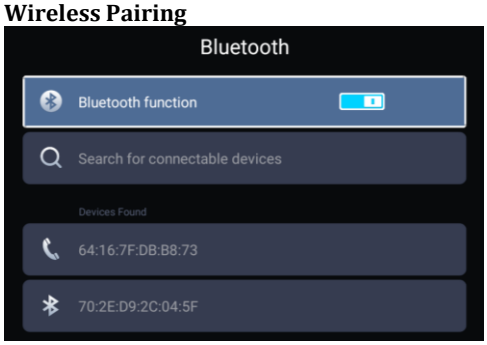
Language: Adjusting this language setting (English, Spanish, French) will change the language of the menus only.

App Permissions: If apps have been loaded to your television through GENiO, you may need to enable permissions for those apps.

System Upgrade - OTA Settings: Firmware updates are available from PDi over the air. Ensure your device is connected to the internet and select Check For System Update to see if a newer version of firmware is available from PDi.

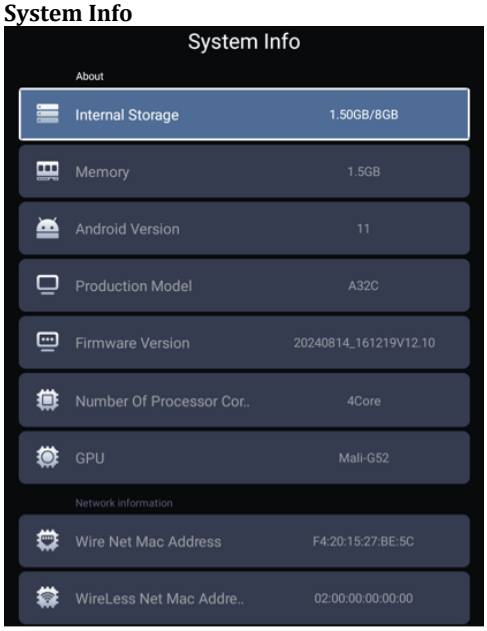
System Recovery: Use this menu to factory reset your television.

Wireless Pairing



Wireless Pairing: Use this menu to connect Bluetooth wireless devices to the television. A GENiO subscription is required to enable patients to connect wireless devices to the television

System Info



Android System Info: The System Info Menu is display only and offers several key pieces of information about the television.

Network Requirements

Firewall

While the PDi A-Series SmarTV may be used without an internet connection, it can be connected to the internet to provide more patient infotainment options. For connecting to most web sites, including the PDi Genio and OTA servers, the following must be allowed in your firewall.

Domain Name	Port	Reason
connectivitycheck.gstatic.com	HTTPS (443)	Android devices use this Google server to determine if the device has internet connectivity.
2.android.pool.ntp.org	NTP (123)	PDI devices lose their real time clock when power is lost. This NTP server is required to restore proper system time.
genio.pdiarm.com genio-api-s0.pdiarm.com genio-dn-s0.pdiarm.com genio-wss-s0.pdiarm.com	HTTPS (443)	If you subscribe to PDI Genio, these must be allowed.
ota.pdiarm.com	HTTP (80)	If you desire to perform TV system updates via the internet, this must be allowed.

IPTV (Live TV over IP)

If you are distributing live/linear TV over your IP network, all network switches must support IGMP v2 or v3. IGMP snooping must be enabled on all switches. At least one IGMP querier must also be present on the network. This is usually a service enabled in one of the layer 3 or smart switchesyou are distributing live/linear TV over your IP network, all network switches must support IGMP v2 or v3. IGMP snooping must be enabled on all switches. At least one IGMP querier must also be present on the network. This is usually a service enabled in one of the layer 3 or smart switches.

Wifi Captive Portal

If the PDi A-Series TV is using wifi, attaching to guest networks is discouraged. Many guest networks are configured with a captive portal that will block internet access on a TV any time the TV loses its network connection.

Troubleshooting Tips

Analog pillow speaker problems	•Confirm pillow speaker is securely plugged in •Connect the pillow speaker directly to the TV and verify that the across-room or bedside wiring is not faulted •Check fluorescent lighting is not causing interference
TV takes long time to turn on	•Check standby power setting
Pro:Idiom digital channels not showing up	•Check Setup > Channels > Pro:Idiom
CCI/MTI not working	•Check Setup > Channels > Pro:Idiom
PDi Qube will not turn on TV	•Check standby power is set to normal
No picture from external source	•Make sure external source is connected properly •Confirm source is not being blocked by Parental Control setting
Picture, but no sound	•Check internal speaker is enabled •Confirm sound is not muted •Confirm no headphones are plugged in •If using an external source, confirm proper connection
Remote not working	•Check batteries in remote •Check Bed A, B, C, D setup is correct
TV channels up or turns off unexpectedly	•In rare situations, fluorescent lighting reaching the IR receiver can cause erratic behavior •Disable analog pillow speaker •Relocate the TV away from the light source •Apply opaque tape over the IR sensor
Clone menu does not appear	•Verify "USB Media" source is disabled in Sources menu
No picture from external source	•Verify source is enabled in Sources menu
Pillow speaker not acting as expected (ie. press 2 but get a 5.)	•Verify that the nurse call system has the correct Personality Block enabled

Limited Warranty

PDi Communication Systems Inc., ("PDi") standard warranty information is found at pdiarm.com. For information regarding authorized servicing and all other information pertaining to this warranty, please contact PDi COMMUNICATION SYSTEMS, INC. at 40 Greenwood Ln, Springboro, Ohio 45066 or phone 800-628-9870 and ask for the PDi ProServices team.