



broadcastvision entertainment

CAB – TRUE



For use with True Transcend and Escalate series consoles with embedded screens.

The dynamic Broadcastvision Entertainment AXSCAB facilitates operation of cable, satellite, and IPTV set top boxes (STB) from console controls. The CAB product should operate in a “plug-and-play” manner once the console is placed into “CAB mode”.

Your CAB is enabled for an application as follows:

Proposal Number: _____

Console Description: TRUE

Set-top Box: _____

If your scenario differs in any way from the information above please call Broadcastvision customer service at 1(888)330-4283 ext.3 for additional support.

Online Service Manuals available at: www.broadcastvision.com

BROADCAST VISION C.A.B. INSTALLATION GUIDE

Using Broadcast Vision CAB in conjunction with your TRUE Fitness console will eliminate the need for a remote control when a Set Top Box is being used to receive TV signal from a satellite or cable TV service provider. With a C.A.B., the buttons on the TRUE console can be used to control a compatible Set Top Box.

Step 1 Cable Connections:

a) Connect the Cat5 connection coming from the C.A.B to the bottom C-SAFE on the back of the TRUE Console.

b) Mount the C.A.B. IR Blaster (at the end of the longer cable) to the IR receiver on the set top box.

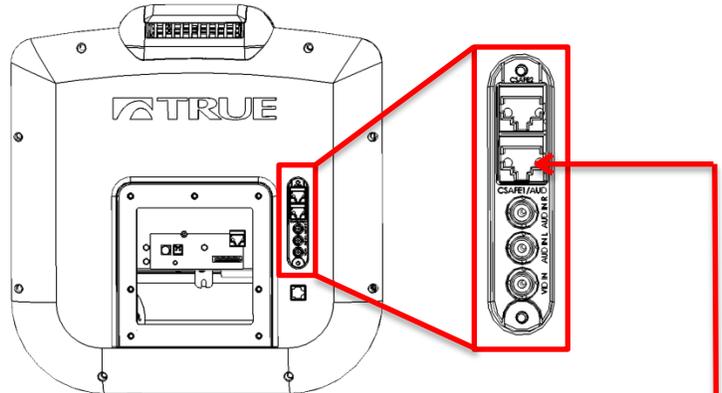
NOTE: the IR blaster has a self-adhesive backing

c) Attach the C.A.B. to the back of the TRUE console using the adhesive velcro included.

*For Transcend Touchscreens, proceed to step 2A on the next page.

**For Escalate¹⁵ TFT consoles, proceed to step 2B on page 4.

TRUE Console:



Broadcast Vision C.A.B.:



Set Top Box:



BROADCAST VISION C.A.B. INSTALLATION GUIDE

Step 2A Transcend Touchscreen Software Setup:

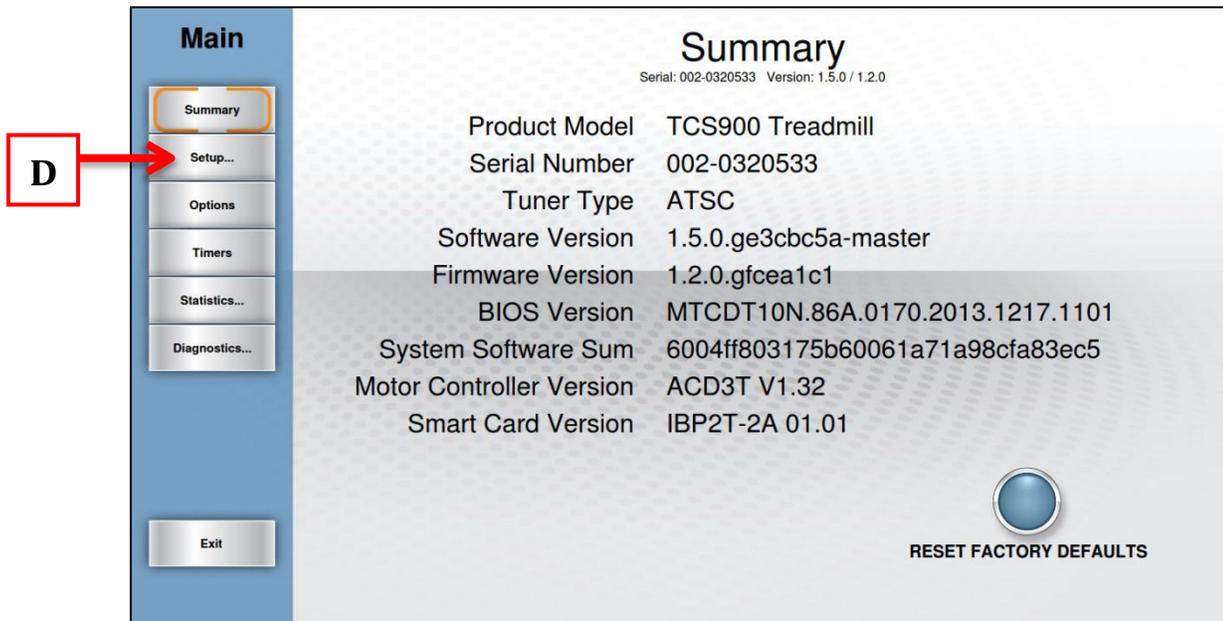
a) Enter Service Mode:

Press and hold the TRUE logo (A) in the upper left corner of the home screen. When the word "TRUE" (B) begins to flash, release the logo and press and hold the lower right corner of the screen (C).



b) Enter the Setup Menu:

- From the main menu, press the Setup button (D)

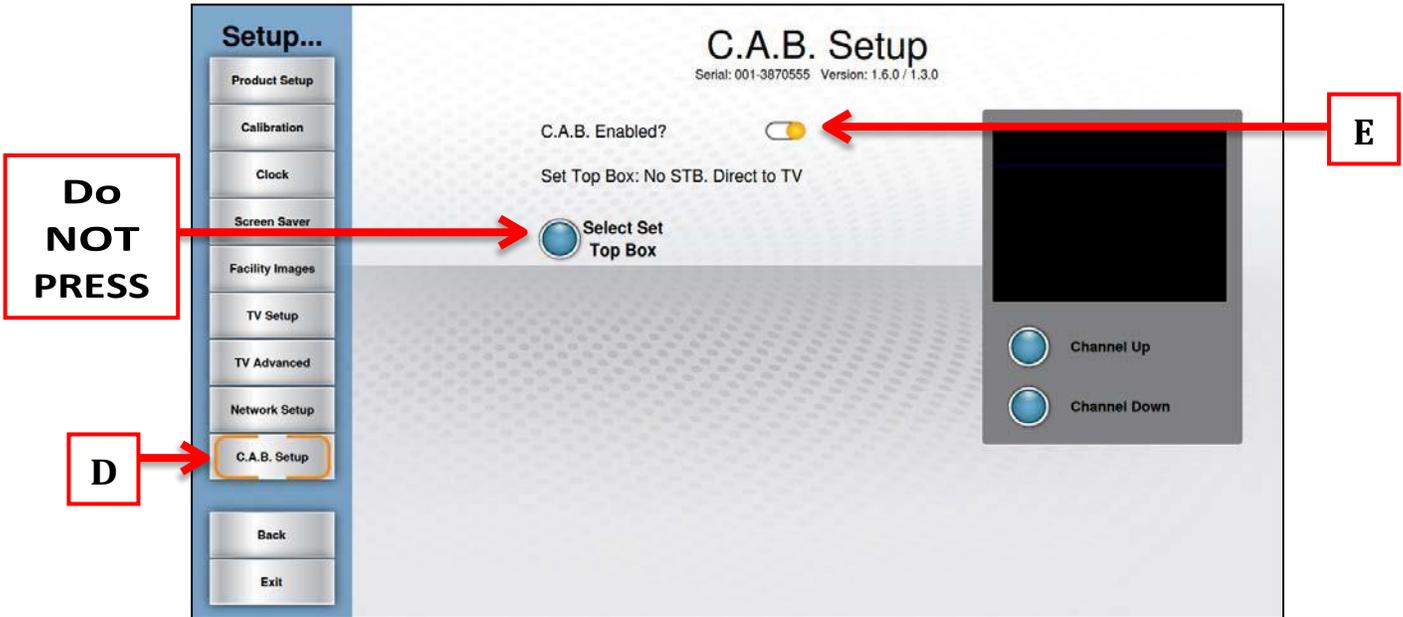


BROADCAST VISION C.A.B. INSTALLATION GUIDE

Step 2A Transcend Touchscreen Software Setup (continued):

c)C.A.B. Setup:

- From the setup Menu, press C.A.B. Setup button (D).
- On the C.A.B. Setup screen, press the C.A.B. Enabled? slider button to enable it (E).
- **DO NOT** press the Select Set Top Box Button. The C.A.B. has been preconfigured by Broadcast vision and damage may occur by selecting an alternate configuration.



- Once enabled, the C.A.B. can be tested using the Channel Up & Channel Down buttons (F).



BROADCAST VISION C.A.B. INSTALLATION GUIDE

Step 2B Escalate¹⁵ TFT Console Software Setup:

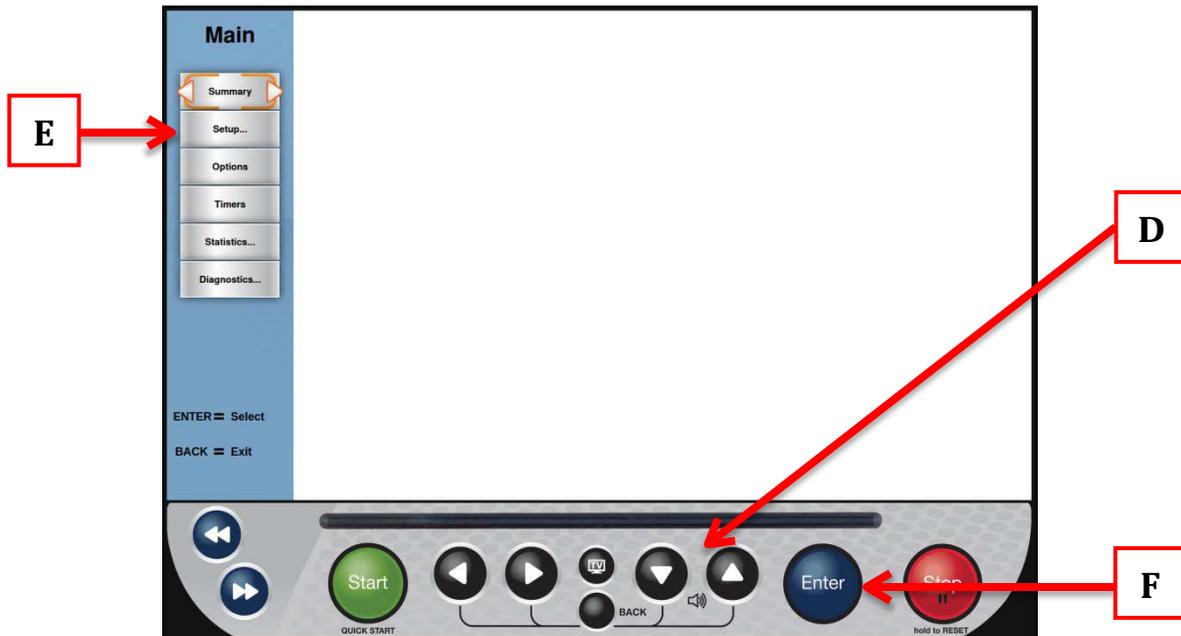
a) Enter Service Mode:

Enter Service Mode by pressing and holding the Back navigation Button (A). When the TRUE Logo (B) begins to flash, release the navigation button and press and hold the Enter Button (C).



b) Enter the Setup Menu:

- Use the Up/Down Selection Buttons (D) to Highlight Setup (E) and press Enter (F).



c) C.A.B. Setup Menu:

- Use the Up/Down Selection Buttons (G) to Highlight C.A.B. Setup (H) and press Enter (I).
- With 'C.A.B Enabled?' Selected (J), Press Enter (I) to enable it.



d) C.A.B. Setup Menu (continued):

- **DO NOT** select a Set Top Box. The C.A.B. has been preconfigured by Broadcast vision and damage may occur by selecting an alternate configuration.





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d) C.A.B. Setup Menu (continued):

- Once enabled, the C.A.B. can be tested using Forward & Back Navigation buttons (L).



Contacting Service:

Please contact our service department with any questions regarding this process using the information below:

TRUE Customer Service

Department: Phone:

800.883.8783

Email: service@truefitness.com

Days & Hours: Monday – Friday | 8:30am to 5:00pm CST



Installation Instructions

Note: The Broadcastvision CAB should always be installed after the cable/satellite service has already been installed, and you have a picture on the screen. If the set top box is not available at the time of installation you can still run all of the wires and hook up the CAB, but you will not be able to test the CAB to make sure that it is changing channels on the STB.

1. Once the CAB is hooked up you will need to run the IR emitter cable down the machine to the base of the cardio. There it will connect to either the set top box via the IR emitter or the supplied cat5 adapters for sending the signal to an AV closet through Ethernet cable in the wall or floor.

Tip: since the IR wire is very thin and easily damaged it is better to run the emitter wire through the machine (see page 5 for a wire management example).

2. Place the infrared eye from the BVE supplied cable over the front of the set top box. If you cannot see where the IR eye is on the front of the STB, shining a flashlight at the front of the box will usually help you to see the IR eye. Please see the IR eye locations of some of the most common STB's below:



3. If the set top boxes are located in another room, the supplied cat5 adapters will allow you to use a standard cat5/6 wire from each cardio machine to pass the IR signal back to the AV closet.



4. IR emitter shields are included with each CAB in order to help protect the emitter and keep it in place. Do not install the emitter shields until you are sure that the CAB is working properly.



Once installed if the CAB does not work for any reason check the Troubleshooting Guide below or if necessary call technical support at 1(888)330-4283 ext.3 before leaving the facility.



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Troubleshooting Guide:

1. **Double button presses** – Some set top boxes respond to more than one of the IR codes that we send out. If you notice that pressing a channel button on the console results in multiple presses, simply remove the 2 screws that hold the lid on the CAB and turn on dip switch 2 and 4. If this does not solve the problem, call (888)330-4283 ext.3 for further assistance.

2. **No control over set top box**

- a. **Check if CAB is getting power and channel commands from the console** – CAB contains internal LED power lights. Two indicator LEDs are located on either side of the console-side connector inside the enclosure.
 - **GREEN** - Power LED, on whenever the CAB is powered
 - **RED** - Activity LED, flashes whenever the CAB receives and processes commands

The location of the LEDs is such that they should be visible through the enclosure around the CAB connector to the console.

- b. **Incorrect IR emitter placement** – If the IR emitter is not in the correct location on the front of the box you may need to move it around until you find the location that works.

Tip: Try initially holding the IR emitter away from the front of the STB initially then continue pressing the channel button while “zeroing in” on the correct IR emitter placement.

- c. **Set top box is in RF mode – change to IR mode** – Many set top boxes can operate with a hand-held remote in RF or IR mode. For the CAB to function, it is critical that the STB accepts IR channel commands. To test if the STB is in RF mode, place your hand over the hand-held remote control IR transmitter and see if the STB receives channel change commands. If the answer is yes, the STB is in RF mode. Check online for instructions to change the STB remote control mode from RF to IR.

- d. **IR signal strength issue** – In rare circumstances, the CAB may output too strong of an IR signal for the set top box IR receiver. To test if the IR emitter is over-driving the set top box receiver, pull the emitter away from the front of the set top box, and press the channel button to see if the set top box now receives the channel command. Opening up the CAB and turning on dip switch #8 will reduce the IR current by 50% and solve this issue.



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- e. **No Continuity between CAB and IR emitter** – In some circumstances utilizing the “Far” set top box scenario, the CAT5/6 cable between the set top box and the CAB may not provide full continuity through wall plates etc. It may be helpful to re-locate the STB at the base of the cardio and re-test. Or, it may be helpful to temporarily run an alternate CAT5/6 cable from the CAB to the set top box then re-test.
- f. **CAB not programed for the correct set top box** - Your CAB is defaulted for Broadcastvision’s popular “Unicode” setting which provides control of the most popular cable and IPTV set top boxes including, but not limited to:
 - AT&T Uverse, Brighthouse, Comcast, Time Warner, and Verizon

The CAB can be quickly configured on site to operate other popular set top boxes by flipping dip switches inside the CAB enclosure as pictured below. CAB operates with many other set top boxes not included in the list below. Please call BroadcastVision support at 8883304283 x3 to determine the dip switch settings for your cable, satellite, or IPTV provider.

1 2 3 4 5 = Dip Switch settings for the following set top boxes:

0 0 0 1 1 - CAB will output commands for Amino set top boxes

1 1 1 0 1 - CAB will output commands for Enseio set top boxes

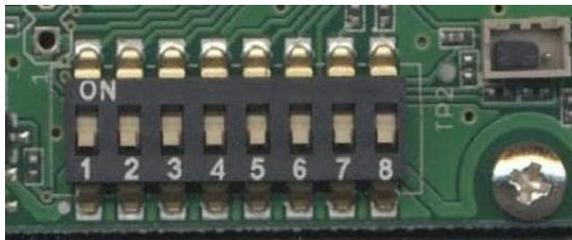
0 0 1 0 1 - CAB will output commands for LG set top boxes

0 1 0 0 1 - CAB will output commands for Rogers set top boxes

1 0 0 0 1 - CAB will output commands for Cox set top boxes

0 1 0 1 0 - CAB will output commands for Charter set top boxes

1 0 0 1 0 - CAB will output commands for Unicode-Satellite for DirecTV and Dish set top boxes





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WIRE MANAGEMENT



1. Remove cap at base of Treadmill leg

Sample Path to route IR cable Through Treadmill (In this case, Life Fitness Integrity). Call for AUXIR cable routing suggestions if needed.



"A"

2. Push pull tape through path "A", "B", and "C" in pictures



3. Pull through AUXIR cable taped to pull tape and reinstall cap, secure CAB at screen, and adhere emitter on face of cable/satellitebox



"B"



"C"





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Broadcastvision Entertainment Terms and Conditions

BVE Stock Items Returned for Credit

BVE manufactured products may only be returned for credit with written authorization from BVE within 30 days of the original invoice date. A 25% restocking fee will be charged for all returns. All products being returned to BVE require a Return Authorization number. Products must be returned in original condition with the original packaging, components and support material. Credit is contingent upon inspection of returned items.

Return Authorizations

A Return Authorization number must be issued from BVE prior to any item being returned for credit, repair or exchange. Items returned without approval will be refused and returned to the sender. Requests for a Return Authorization number may be made to our Customer Service Department at 1-888-330-4283.

Repairs and Replacements

A warranty repair of BVE manufactured product includes parts, labor and the return GROUND shipping to the customer. Repairs made while under warranty are covered for the duration of the valid warranty period. Non-Warranty repairs receive a "Repair Warranty" of 90 days parts and labor only. Warranties do not include on-site service. Advance Replacements of items in question may be arranged if the product is within 30 days of invoice date and is subject to product availability. Advance Replacements must be secured by the customer with a valid Credit Card or Net30 terms of an account in good standing.

Shipping

Shipping dates are estimates only. Products will be shipped per the designated Shipping Method. Paying for an accelerated Shipping Method only indicates the product will ship by that method when the product or repair is available. BVE will not be held responsible to accelerate shipping, discount invoices or compensate customers for loss of profits, business or goodwill due to back orders, shortages, shipping complications, damages, product malfunction, labor, construction, nature or delays.

Warranties

All products sold by BVE carry the original manufacturers' warranty. Warranty begins on the invoice date of purchase from BVE or an authorized BVE Dealer / Distributor. Warranty may alternately begin on the date of installation with a valid Installation Completion Form from an authorized BVE Dealer, Distributor or Installer. Warranties do not cover damage due to abuse, misuse, modification or the result of any third party. Warranties are not transferable and cover only the original purchaser with a valid invoice. Manufacturers will, at their option repair or replace equipment, as they deem necessary. Warranties do not include "on-site" service.