



HELIUS MEDIAGATE ROUTER

USER MANUAL

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Overview and Safety

The Helius MediaGate Router is an integrated satellite and Digital Video Broadcast (DVB) receiver that plugs into your network.

This user manual provides instructions for using the Helius MediaGate Router functions. All functions the Router is capable of are documented in this manual. Some functions are based on licensing or permissions granted by the administrator of your network and may not be available. For more information please see your administrator or sales representative.

No internal parts of the Router are meant to be exposed or serviced.



Electric Shock Hazard.



The Helius Router contains parts that are connected to an electrical power supply. Follow these safety measures and any others that may apply to working with electrical equipment.

- DO NOT unplug the device unless it has been properly shutdown.
- DO NOT open or expose internal parts of the equipment.
- Always allow the temperature of the equipment to stabilize to normal room temperature before using. Prevent exposure to extreme hot or cold temperatures.
- DO NOT place the equipment close to an external source of heat such as a radiator or heating vent, or near appliances generating magnetic fields.
- DO NOT subject the equipment to vibrations.
- DO NOT cover ventilation openings when equipment is in use. Always provide enough room around equipment for air to circulate freely through the ventilation openings.
- DO NOT allow any liquid on or in the equipment.
- Never place in direct sunlight.

The Helius User Interface

The Helius user interface for enabling available channels, recording and playback of video is accessible using the remote control.

The MediaGate Router 4550 has an internal InfraRed (IR) sensor. The MediaGate Router 2550 has an external connection for the IR remote. Please refer to your installation guide for information on how to connect the IR remote sensor.

The remote control must be pointed toward the IR sensor in order to work properly.



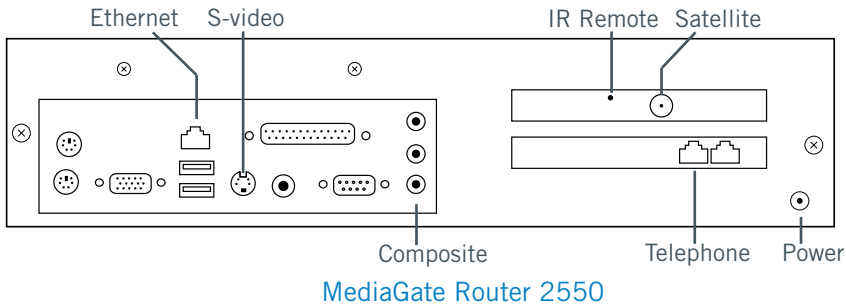
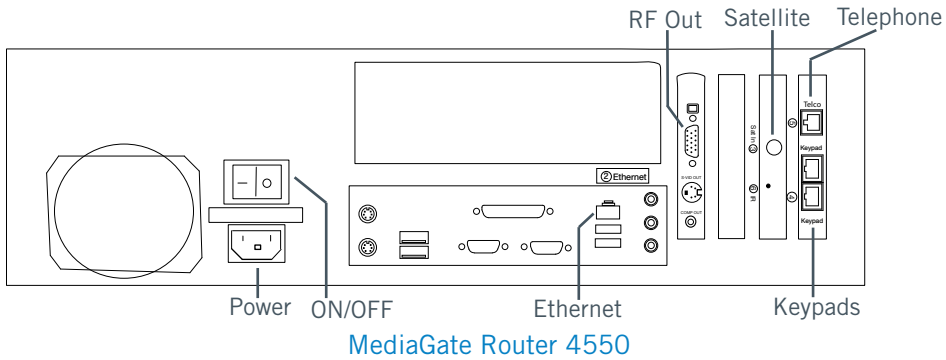
The remote control and external sensor may be attached to the Router or monitor using velcro.



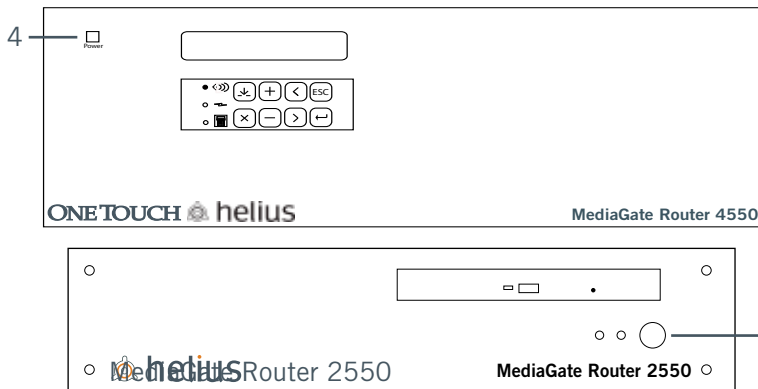
Do not block the IR sensor and assure that it is within range of the remote control or the remote control will not function.

Connect and Power Up

1. Connect all cables to the Router. Your hardware configuration may be different. Please refer to your installation guide for details of your hardware.



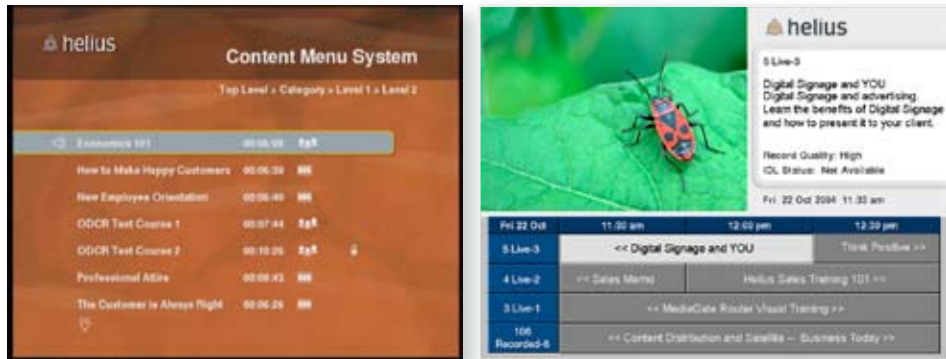
2. Plug the power cord into a compatible power receptacle.
3. If available, press the Power ON/OFF switch to ON (-) on the back panel. If not available, skip to step 4.
4. Press and release the Power button on the front panel of the Router.



Channels, Programs and Videos

The Helius MediaGate Router can receive and display authorized satellite channels, MediaWrite packages, and recorded programs or channels for playback. Available satellite channels are determined by your network administrator and satellite provider.

The user interface consists of two basic screens for selection of available channels and programs and recorded video: The Content Menu and the Electronic Program Guide (EPG).



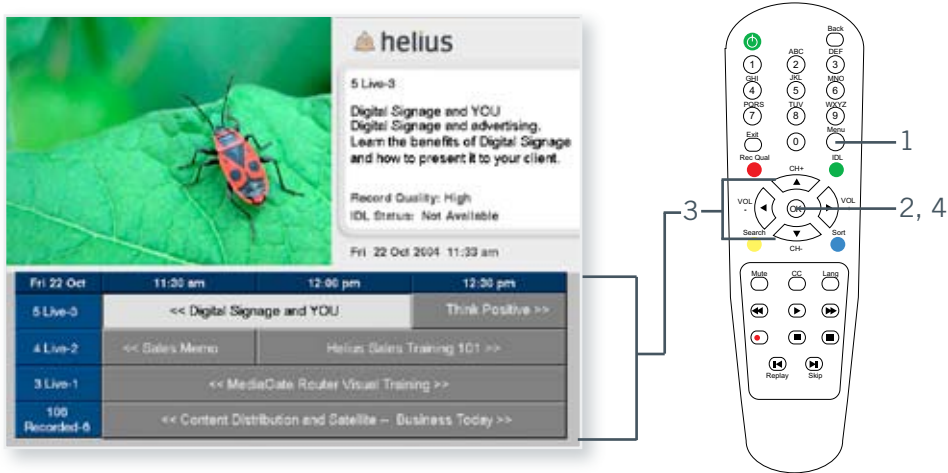
The Content Menu provides a list of videos that have been received from the MediaGate Server or recorded locally. The Content Menu contains OnDemand Classroom courses as well as recorded video.

The EPG provides a list of times and dates of channels and programs that are available. Included in these channel listings will be available Interactive Distance Learning (IDL) channels if the MediaClassroom Live option has been licensed. The EPG makes it easy to select and enable learning channels and other programs.

When the Helius MediaGate Router is initially powered on, an active channel will display in full screen on the monitor. While in full screen mode, press the MENU button on the remote control to access the Main Menu and make another selection.

Select a Channel or Program

The EPG displays the channel, time slots and titles of programs available.



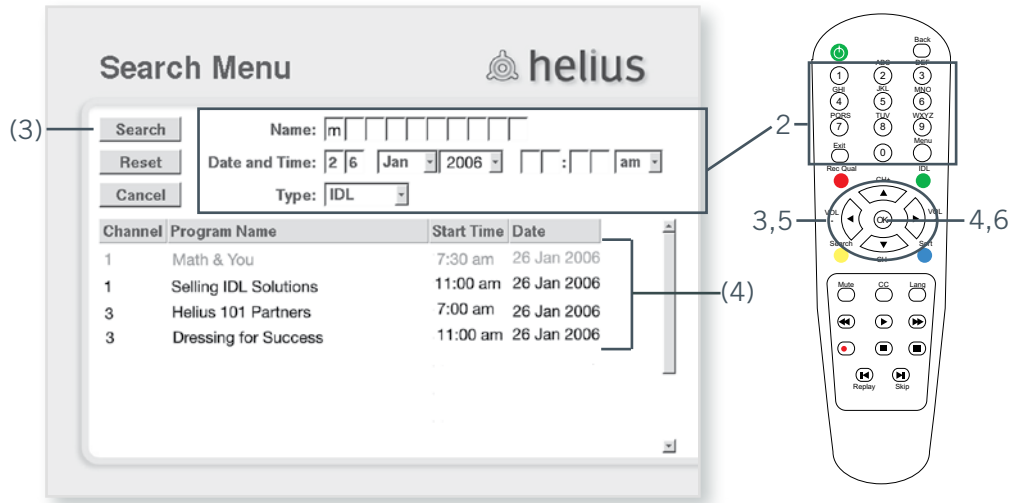
1. Press MENU on the remote control to display the Main Menu.
2. Press OK to select Program Guide and open the EPG.
3. Press the up ▲ or down ▼ arrow to highlight a program.
4. Press OK to select the program.

While in full screen mode, channels may be selected by pressing the channel number, then OK on the remote control or pressing the up ▲ or down ▼ arrow to scroll through the channels and display their current programming.

- ☰ If a recorded video is currently playing, or any other menu is displayed, press EXIT on the remote control until a channel is displayed full screen. Pressing MENU to open the Main Menu only works from full screen mode with a channel displayed. Pressing MENU when not in full screen channel mode will result in no response from the system.

Search for a program

1. Select SEARCH in the Main Menu.



2. Enter search criteria using the remote control. The complete name or title is not required to search. The beginning letters or numbers of a file name may initiate a search.
3. Press the arrow keys to highlight the Search button on the menu.
4. Press OK. A list of possible matches will display in the window.
5. Press the up and down arrow keys to highlight the desired selection.
6. Press OK.



If a program is currently running, the program should begin to display. If a program occurs in the future, and is selected in the Search screen, the event information screen will display.

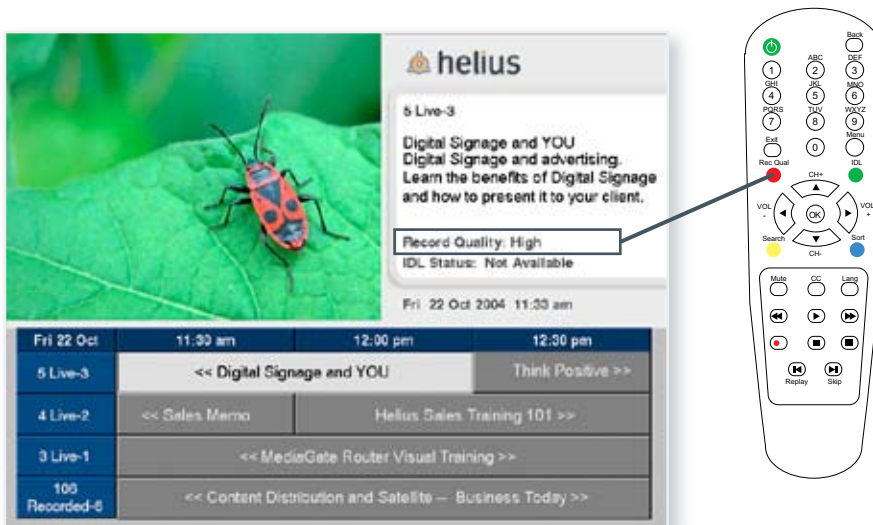
Record a Channel or Program

If authorized, a live channel or program may be recorded. Multiple channels or programs may be recorded at the same time.

A channel or program may have automatic recording initiated by the administrator through the MediaGate Server. This is referred to as Force Record and nothing is required by the end user. The program will display in the Playback Menu when it is done recording.

Record Quality

Press and release the red REC QUAL button to cycle through Low, Med and High. To record with language support, REC QUAL must be set to High. REC QUAL displays in the lower portion of the box in the upper right side of the EPG.

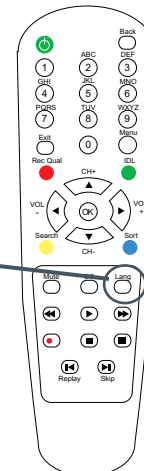


Language Support


Programs or channels may have the option of being presented in different languages.

Pressing the LANG key will display a box onscreen with the current language selection. Press the LANG key until the desired language is displayed.

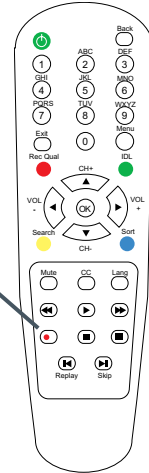
The desired language should be selected before initiating record. Language options may be indicated by numbers or names on the interface.



Single Channel Record

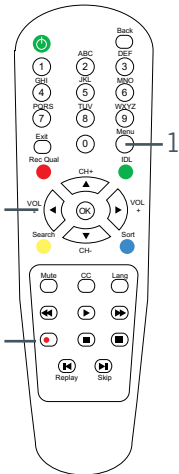
To record the current program playing, press RECORD  on the remote control while viewing the program.











The program channel may be changed while recording. The Router will continue to record the program. The program will be recorded and display in the Playback Menu.





Multiple Channel Record

1. Open the EPG.

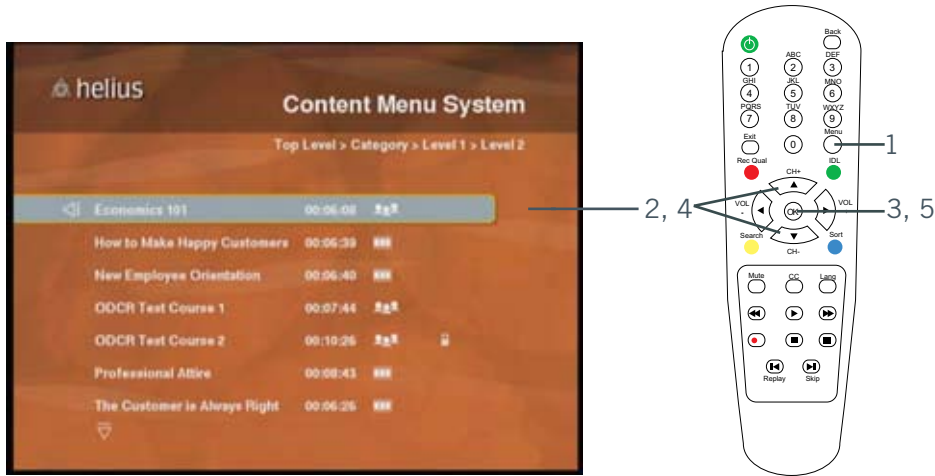



2. Press the     arrow keys on the remote control to highlight the desired selection.
3. Press RECORD  on the remote control. The channel highlighted will turn orange to indicate it is being recorded.
4. Press the     arrow keys on the remote control to highlight the next selection.
5. Press RECORD  on the remote control. The channel highlighted will turn orange to indicate it is being recorded.
6. Repeat these steps until all the desired channels or programs are set for recording.

 Programs that occur at a future time may be preset to begin recording when the program begins. Select the program as directed above and press RECORD . <Rec> will display in the title box of the program to indicate it is preset to begin recording.

Video Playback

Videos that have been received from the server or recorded locally will display in the Content Menu System of the router and be selectable for viewing. Stored content can be viewed locally or on a remote monitor connected to an SST on the network.



The  icon represents recorded video available for playback.

1. Press MENU on the remote control to display the Main Menu.
2. Press the ▲▼ up/down arrow keys to highlight CMS.
3. Press OK to open the Content Menu System.
4. Press the ▲▼ up/down arrow keys to highlight the desired selection.
5. Press OK to begin video playback.

MediaClassroom

MediaClassroom is a licensed option with two possible selections: Live and OnDemand. One or both selections may be purchased and activated. MediaClassroom requires the MediaGate Router 4550 with a built-in site controller and associated keypads to use the distance learning features. Please contact your administrator for more information. Make sure the keypads are properly connected to the Router before initiating a session.

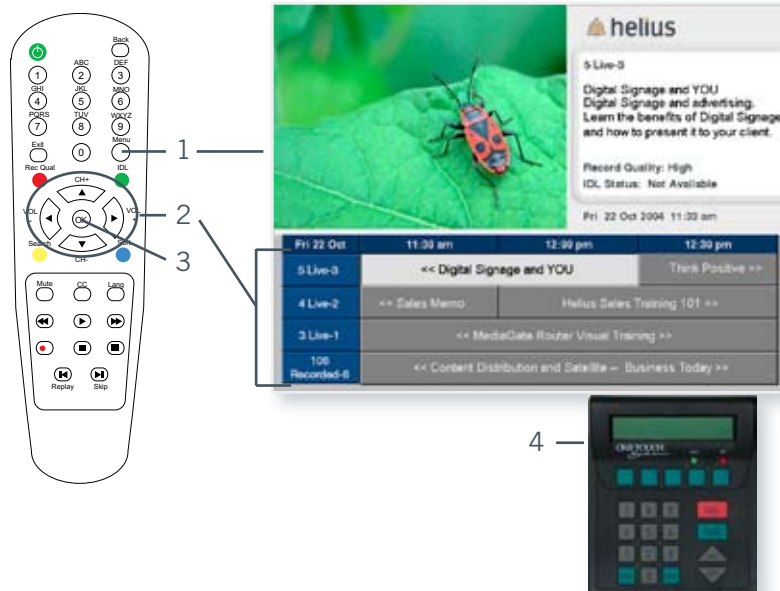
OneTouch™ Live

MediaClassroom Live enables the OneTouch™ Interactive Distance Learning (IDL) feature of the MediaGate Router. IDL classes are displayed in the EPG as channels. MediaClassroom Live allows classroom settings to receive live training sessions.

Host login occurs automatically when a MediaClassroom Live channel is selected. For a list of available training channels, please contact your administrator.

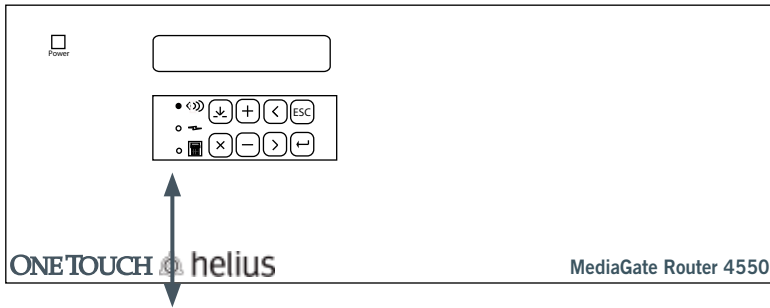
Initiate a Live session

1. Press MENU on the remote control while viewing a live program to open the EPG. To access the EPG from other locations, use EXIT to display a live program before selecting MENU.
2. Select a program from the EPG using the ▲▼ arrow keys.
3. Press OK.
4. When prompted, enter participant(s) ID into the attached keypad(s).



LED Indicators

Connection to the host server for the training session will be indicated on the front panel LEDs of the MediaGate Router.



Audio Connection indicator

red = instructor audio
green = student audio
Blank = no audio detected



Host Connection indicator

red = login failed
green = logged into host
Blank = no connection



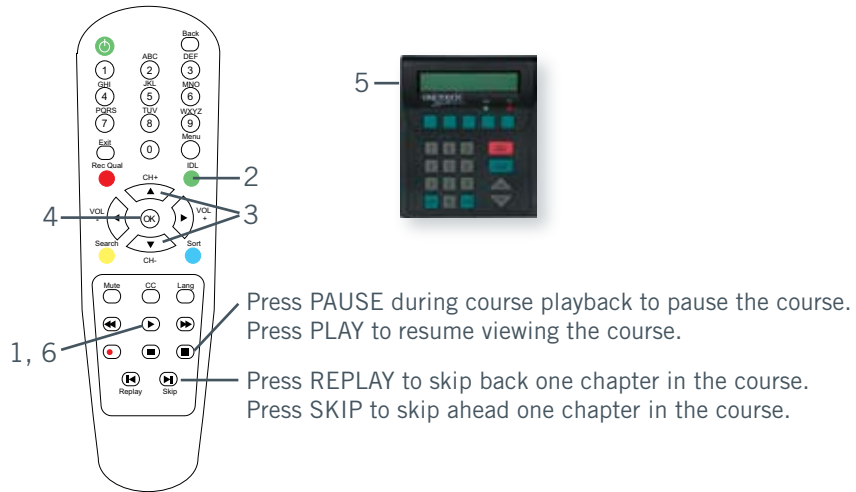
Keypad Connection indicator


red = no keypad detected
green = at least one keypad detected

OneTouch™ OnDemand

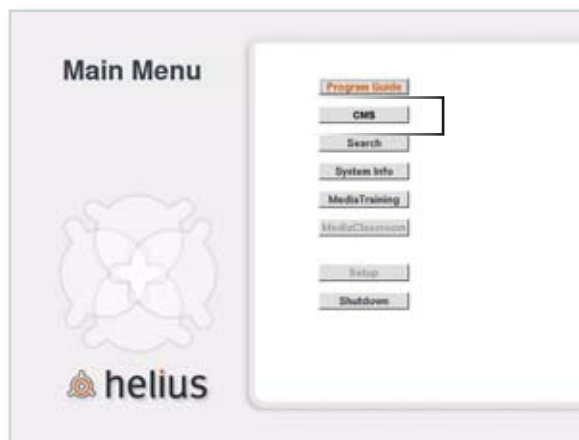
MediaClassroom OneTouch™ OnDemand is a video course classroom training environment. Selecting a program enables the keypad login feature. The system will record each participant's ID, their answers to any questions presented in the program, and the program(s) watched. Make sure the keypads are properly attached before initiating an OnDemand course.

Initiate an OnDemand Session

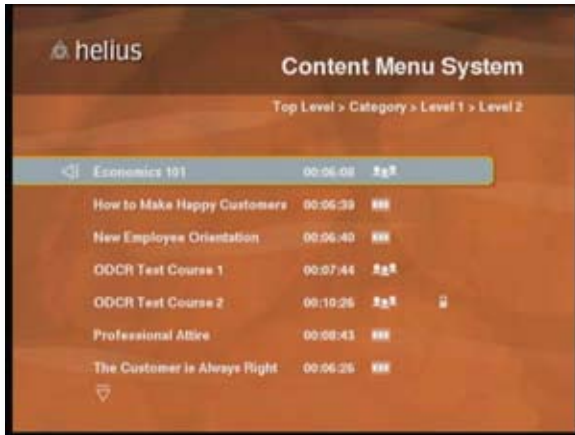


Pressing STOP  while viewing a course will immediately end the course and re-display the Content Menu System.

1. Press MENU on the remote control while viewing a live channel or program to open the Main Menu. *If a live channel or program is not displayed, press the EXIT button on the remote control until a channel or program is displayed fullscreen.*

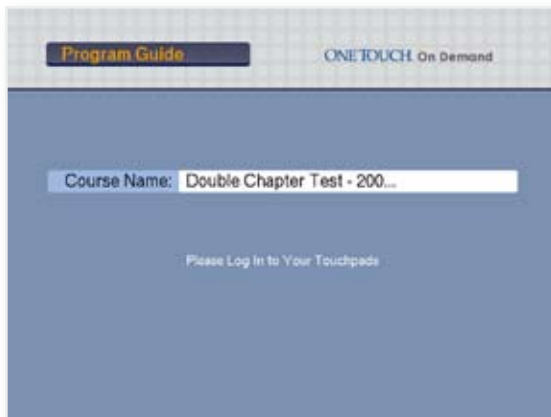



2. Press the up ▲ or down ▼ arrows on the remote control to highlight CMS.



The  icon represents an OnDemand Classroom course.

3. Press the up ▲ or down ▼ arrows on the remote control to highlight a selection.
4. Press OK on the remote control.




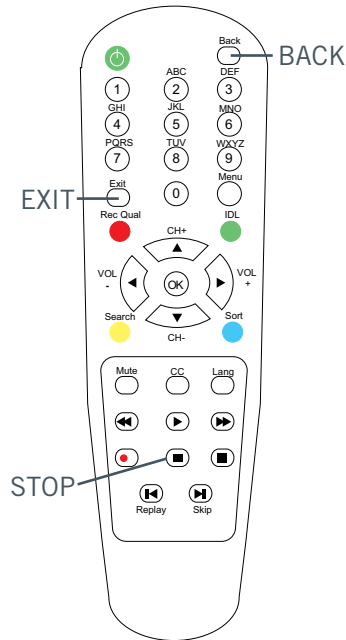
5. When prompted on the keypad display, enter individual participant(s) login number on the OneTouch™ keypad(s).
6. Press PLAY  on the remote control when all participants have logged in to begin viewing the program.

When the program has completed, the Content Menu System will re-display for another program selection. To leave OnDemand, press EXIT on the remote control.

Leave an OnDemand Session

A Session refers to being logged into MediaClassroom OnDemand whether a course is being viewed or not.

To leave a course before completion, press STOP  on the remote control.



1. Press STOP if currently viewing a course, or complete the course.
2. Press EXIT. A popup window will display asking you if you wish to end this OnDemand session.
3. Select OK in order to leave OnDemand. The system will return to the Playback Menu.

EXIT	Press EXIT to leave OnDemand. A popup window will ask you to verify that you wish to close the OnDemand session. The system will re-display the Playback Menu. EXIT does not work while a course is playing.
STOP	Press STOP while viewing a course to immediately end the course and re-display the OnDemand Program Guide.
PAUSE	Press PAUSE during a course to pause the current course while remaining logged in.
BACK	Press BACK to cancel any EXIT press and return to the screen being viewed when EXIT was pressed.



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