

Technical Support Guideline

Volicon Installation Guide

Revision: 6

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2. Volicon Equipment

a. Figure 2.1 shows the components for the Volicon Scout installation.

1. Volicon Scout
2. SC-512 accessories
3. STB Self Assembly Unit

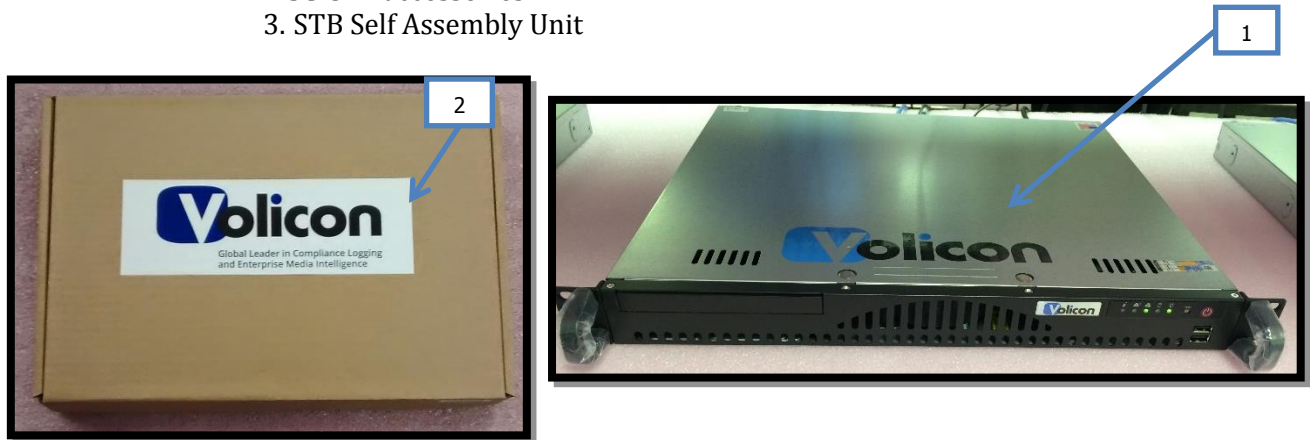


Figure 2.1. Volicon shipment – Scout & Accessories Box.

b. Figure 2.2 shows the components that come in the box of accessories:

1. (1) UIRT
2. (1) Short *Female* Component Breakout cable
3. (1) Long *Male* Component Breakout cable
4. (1) AC Power Cord Cable
5. Mounting Hardware
6. (1) Cable Adapter

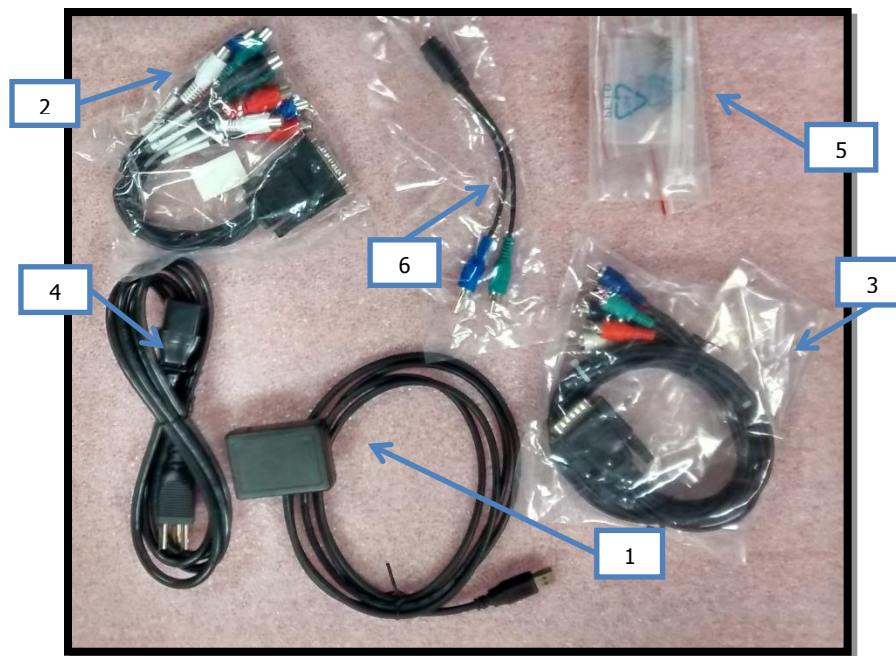


Figure 4.2. Components in Accessories Box.

c. Figure 2.3 shows the components that come in the box of accessories:

1. (1) Main Body
2. (2) STB Securing Brackets
3. (1) UIRT Bracket
4. (1) Top Plate
5. (1) Front Face Plate
6. (1) USB UIRT
7. (2) Long Brackets
8. (2) Short Brackets
9. (2) STB Stabilizing L-Brackets
10. Mounting Hardware

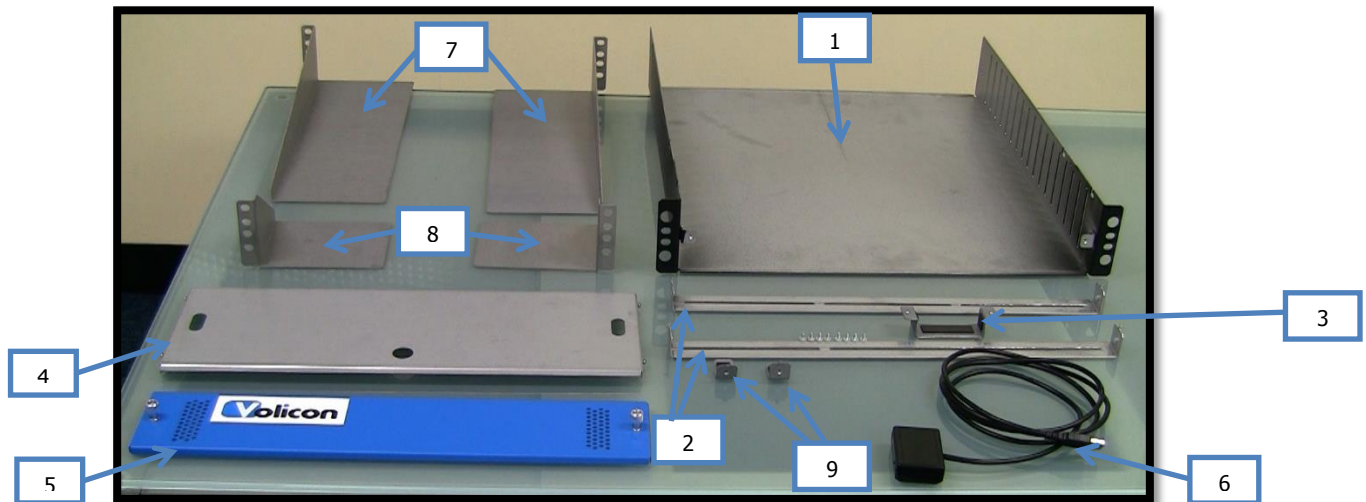


Figure 4.3. STB Shelf Assembly Unit.

3. Comcast Equipment

a. In order to connect to the Volicon System it will be necessary to obtain the following equipment:

1. Connect with Dedicated Monitor

1. Monitor
2. Keyboard
3. Mouse
4. KVM Switch

*System must be running Windows Vista, Windows 7, or Windows 8.

4. Pre-Installation STB Shelf Assembly Unit

- a. Lay the Main Body of STB Shelf Assembly Unit on a hard and smooth surface. Identify the Front of the Main Body by the wings as indicated by Figure 4.1.

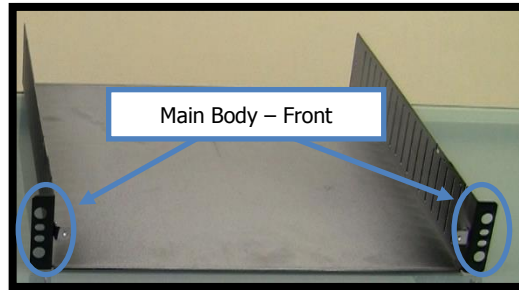


Figure 4.1. STB Shelf Assembly - Main Body Front.

- b. Take (1) STB Securing Bracket with the securing tabs facing up and attach the UIRT Bracket to the middle slot using (2) Phillips Head Screws from the Mountaing Hardware. See Figure 4.2 for reference.



Figure 4.2. STB Shelf Assembly - UIRT Bracket.

- c. Attach the STB Securing Bracket/UIRT Bracket Assembly to the Main Body
- d. Mount the STB Securing Bracket/UIRT Bracket Assembly inside the Main Body. It is recommended to mount the STB Securing Bracket/UIRT Bracket Assembly at the third vent from the front and about a finger's height from the bottom. These brackets however, may be mounted flexibly depending upon the dimensions of the cable box and desired proximity to the UIRT.

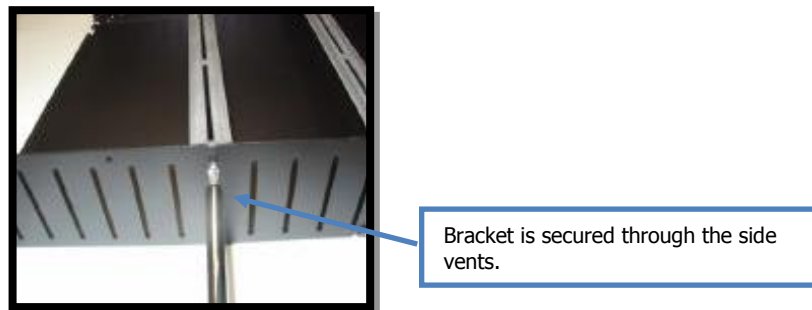


Figure 4.3. STB Shelf Assembly - Bracket Installation.

- e. Take the remaining STB Securing Bracket with the securing tabs facing up and attach the (2) STB Stabilizing L-Brackets to the two outermost slots using (1) Phillips Head Screws per L-Bracket. See Figure 4.4 for reference.

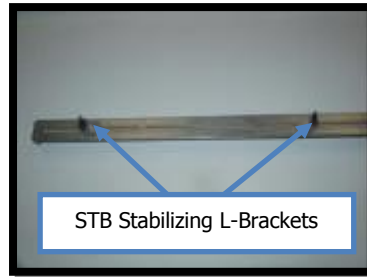


Figure 4.4. STB Shelf Assembly – STB Stabilizing L-Brackets.

- f. Mount the STB Securing Bracket/STB Stabilizing L-Bracket Assembly inside the Main Body. This bracket should be mounted somewhere near the middle of the Main Body depending on the size of the STB being used. The Securing Screws should be kept loose at this time to allow for adjustment once the STB is installed.
- g. Take the Comcast supplied STB and place front about 2 to 3 inches from the UIRT Bracket
- h. Adjust the STB Securing Bracket/STB Stabilizing L-Bracket Assembly so that the Securing Bracket is touching the top of the STB and L-Brackets are snugly grasping the sides of the STB. Once the desired fit has been achieved tighten the screws to the Assembly.
- i. Take the USB UIRT and slide it in the USB UIRT Bracket with the sensor facing the STB.
- j. Run the USB UIRT cable under the STB so that it comes out the back of the Main Body.
- k. Next, take the Top Plate and secure to the Main Body. There are two screws on each side of the Top Plate that slip into notches in the front of the Main Body. Once in place, firmly press the Top Plate forward and it will lock into place. See Figure 4.5 for reference.

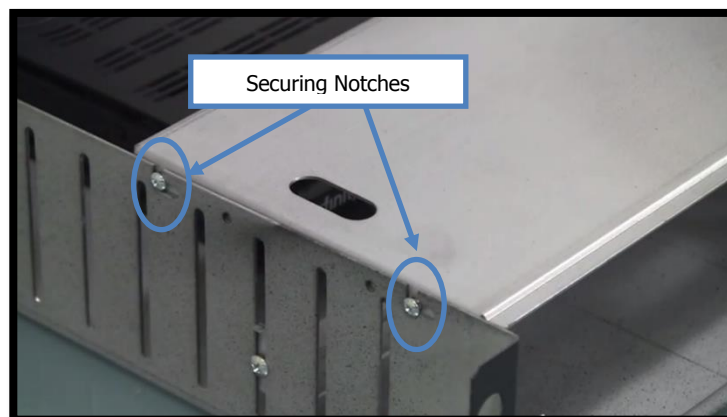
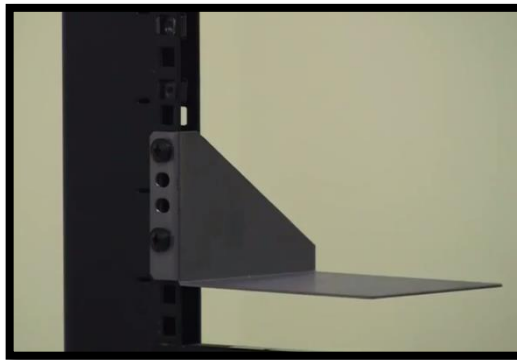


Figure 4.5. STB Shelf Assembly – Securing Notches.

- l. Finally, place the vented 2U Shelf Front Cover into position at the front of the STB Shelf Assembly Unit between the Side Panel “Wings”. For reference see Figure 4.6.

**Figure 4.6. STB Shelf Assembly – Shelf Front Cover.**

- m. Ensure that the Thumb-Screw holes on the (2) 2U Side Panels are aligned with the (2) Thumb-Screw holes on the 2U Shelf Front Cover. Once aligned, screw the (2) Spring Loaded Thumb-Screws into position.
- n. Now that we have completed the assembly we will install the STB Shelf Assembly Unit in the rack.
- o. Take the two Short Brackets and secure to the front of the rack as shown in Figure 4.7. Allow for 2U above the Bracket.

**Figure 4.7. STB Shelf Assembly – Short Brackets.**

- p. Next, take the two Long Brackets and secure to the back of the rack at the same height as the Short Brackets. See Figure 4.8 for reference.

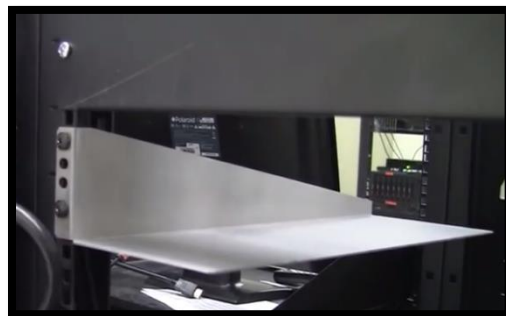


Figure 4.8. STB Shelf Assembly – Long Brackets.

- q. Now that the Brackets are secure, take the STB Shelf Assembly Unit and from the front of the rack slide it in so that it sits on the 4 Brackets. See Figure 4.9 for reference.

**Figure 4.9. STB Shelf Assembly – Rack Installation.****5. Pre-Installation Checklist**

- Check internet connectivity
- Verify broadcast video and audio.
- Go into STB menu settings, video, and select 720p as the video settings

6. Volicon Equipment Installation

- a. Figure 6.1 shows the Volicon Scout front and rear views.
- On/Off Switch
 - Power Outlet
 - USB Ports
 - Ethernet Ports
 - HDMI Input Port
 - Breakout Cable Port

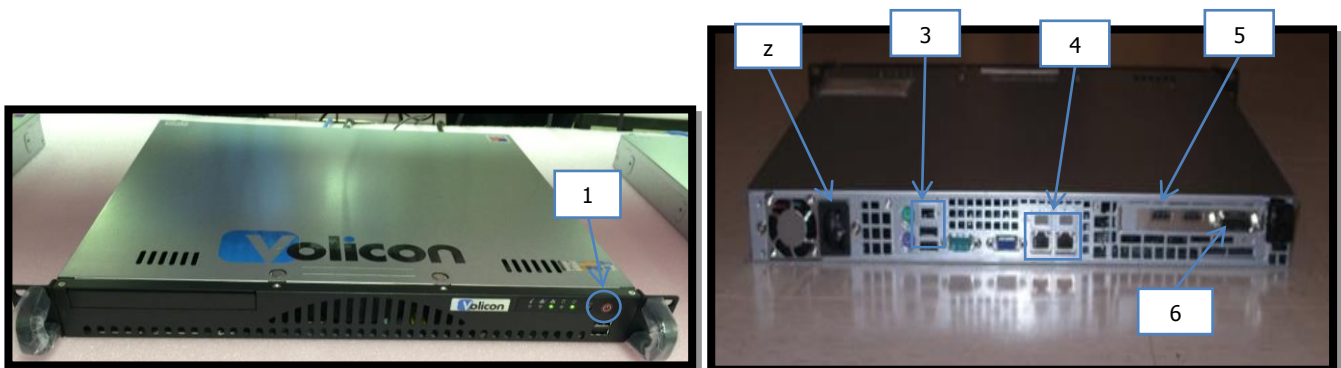


Figure 6.1. Volicon Scout Front and Rear View.

- b. Figure 6.2 shows a close up of the Scout's LED indicators:

1. Ethernet Connection light
2. HDD light
3. Power light

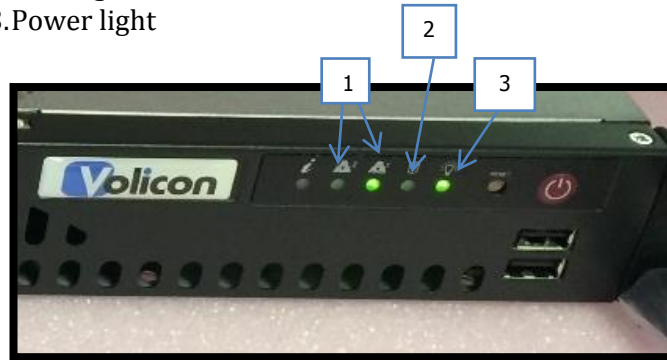


Figure 6.2. Front Right Face of the Scout - LED indicators.

- c. The Volicon Scout Unit has been designed to slide into a standard rack without the need for rails. Simply Slide the unit in directly above the STB Shelf Assembly Unit and secure the front Wings using the provided mounting hardware. See Figure 6.3 for reference.



Figure 6.3. Scout Racking - Securing.

- d. Install the power cable to probe and connect to the designated outlet.
- a. Figure 6.4 shows Volicon Scout rear view and location of the Composite port.
 - b. Connect the Analog Adapter to the outer most port located on back, right hand side of the Volicon Scout as shown on Figure 6.4.

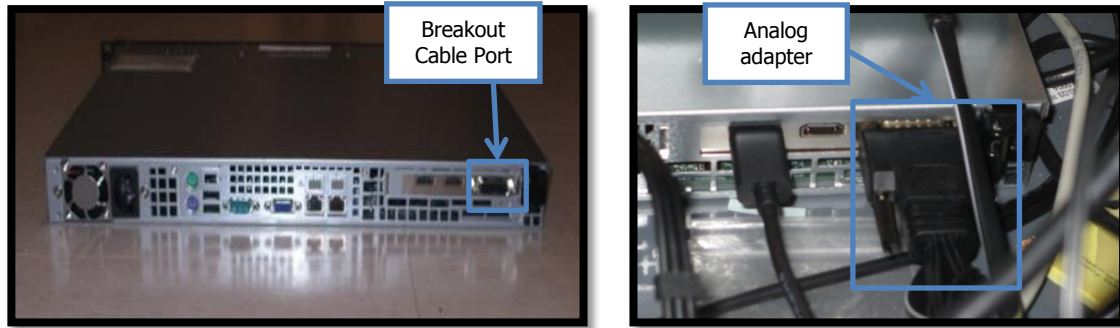


Figure 6.4. Composite Port Location and Analog Adapter.

- c. Figure 6.5 shows the Long *Male* Component Adapter/Breakout cable. This is the same cable that was connected to the Breakout Cable Port.



Figure 6.5. Analog Adapter (Breakout cable).

- d. Connect the designated Network Drop (RJ45 Cable) to the right most Ethernet port (Eth 2) on the Volicon Scout when looking at the system from the back.



Figure 6.6. Volicon Scout - Eth 2

- e. Power “**On**” the system by pressing the power button on the front right hand side of the Volicon Scout. Once powered up, the Power LED will turn on and the HDD LED will randomly blink as data is written or read from hard disk.

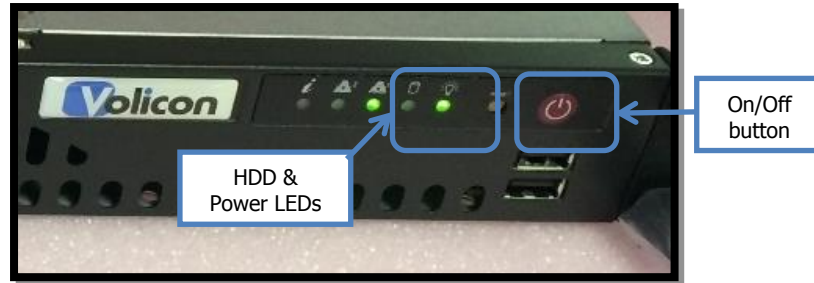


Figure 6.7. Right face of the probe - LED indicators and On/Off button.

- f. Now that the Scout Unit is on, verify the Ethernet connection by confirming that the Eth 2 LED on the front of the Volicon Scout is now lit up. See Figure 6.8 for reference.

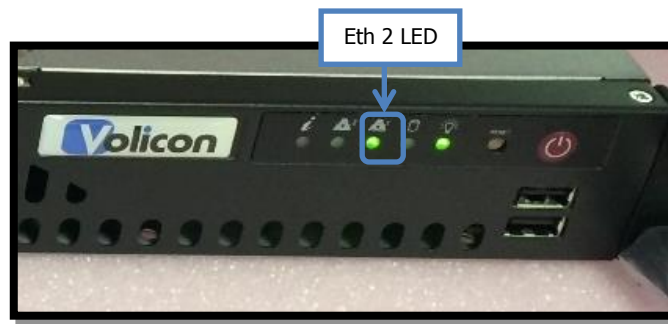


Figure 6.8. Right face of the Volicon Scout - Eth 2 LED indicator showing connection

7. Universal Infra-Red Transmitter (UIRT)

- a. Figure 7.1 shows the UIRT front view, rear view, and the UIRT blaster.



Figure 7.1. Rear, Front and UIRT Blaster.

- b. Connect the UIRT's USB cable into either one of the Volicon Scout's rear USB Ports. For reference see Figure 7.2.

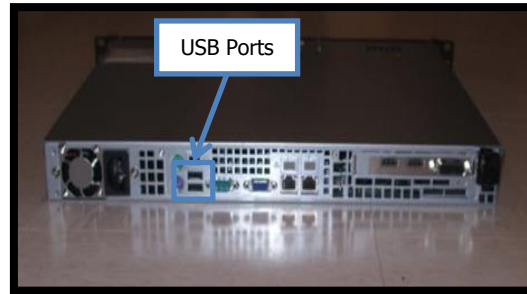


Figure 7.2. Volicon Scout Rear View - USB Ports Location.

- i. **Important:** IR placement is very important and must be over the IR Receiver spot. **Using a flashlight provides an easy way to find the proper location on the Display Window.

8. Scout Network Configuration

Now that the system has been installed it is necessary to configure the Scout IP, Scout Computer Name and the CS Hostname/IP. You will need to obtain the "Provision Probe.exe". This can be achieved by visiting Comcast.Volicon.com from an internet connected PC and downloading the executable. Once downloaded, please transfer the executable to the desktop of the Volicon Scout.

8.1. Monitor Setup

- a. Ensure that the Comcast supplied monitor, keyboard, and mouse have been connected to the Comcast supplied KVM switch.
- b. Attach the corresponding cables from the KVM, VGA for the monitor and either PS/2 or USB for the keyboard/mouse to the VGA input and USB input on the back of the Scout as seen in Figure 8.1.1.



Figure 8.1.1. Volicon Scout Rear View – VGA, USB, & PS/2 locations.

8.2. Volicon Scout CS Host Configuration

- a. After receiving the "Provision Probe.exe" from Comcast.Volicon.com there should be three icons on the Desktop of the Volicon Scout. Please see Figure 8.2.1 for reference.



Figure 8.2.1. Volicon Scout Desktop.

- b. Double click the “Provision Probe.exe”
- c. A window will popup as shown in Figure 8.2.2. Please make sure that the “NIC” selected is “Local Area Connection 2”

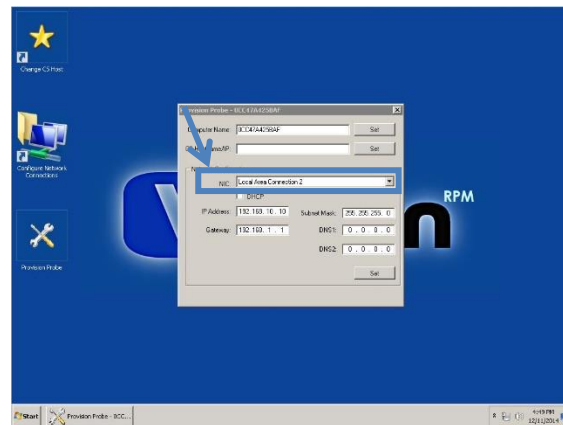


Figure 8.2.2. Volicon Scout Desktop – Provision Probe.exe.

- d. If you do not see “Local Area Connection 2” under the list “NIC”s please make sure that the Ethernet cable is connected to proper port
- e. After confirming the proper “NIC” is selected, enter the Comcast designated computer name into the section labeled “Computer Name” and hit “Set”.

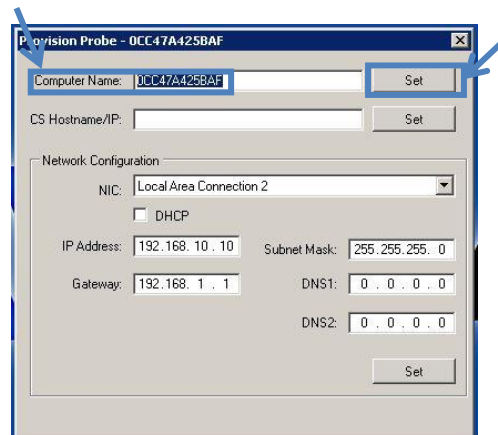
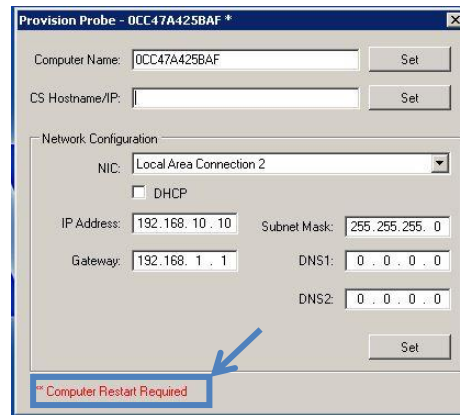
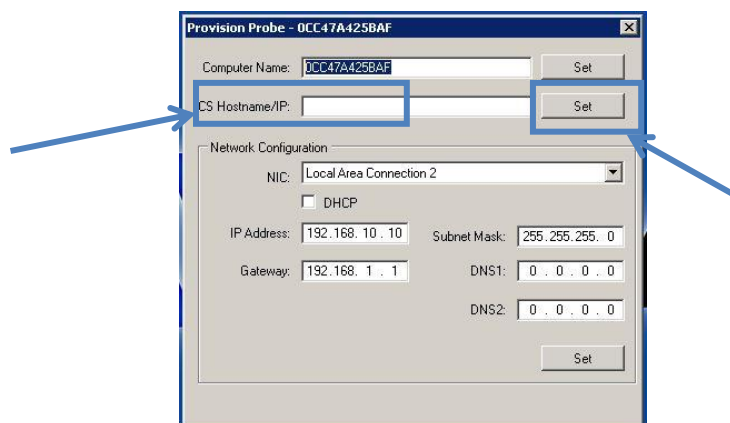


Figure 8.2.3. Provision Probe.exe – Computer Name.

- f. The Tool will update the Computer Name and when finished a line at the bottom of the open window will appear saying “**Computer Restart Required”. Please restart the system at this time. See Figure 8.2.4 for reference.

**Figure 8.2.4. Provision Probe.exe – Computer Name Restart.**

- g. After the Volicon Scout has restarted double click the “Provision Probe.exe” on the desktop
- h. A window will popup as shown in Figure 8.2.2. Please make sure that the “NIC” selected is still “Local Area Connection 2”
- i. Next, enter 172.28.105.39 in the “CS Hostname/IP:” field and hit “Set” as shown in Figure 8.2.5.

**Figure 8.2.5. Provision Probe.exe – CS Hostname/IP.**

- j. The “Set” button will greyout and say “Running” while the process takes place. This will take several minutes and when complete the buttons will return to normal
- k. Next, enter the IP Address, Gateway, and Subnet Mask as defined by Comcast into the corresponding fields and hit “Set” as shown in Figure 8.2.6.

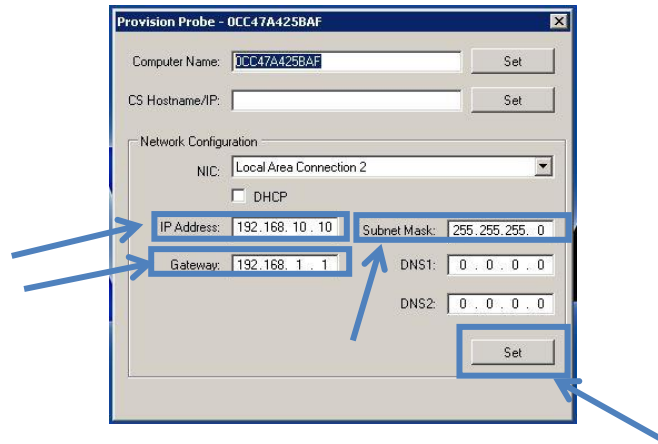


Figure 8.2.6. Provision Probe.exe – Scout Network Settings.

- l. The “Set” button will greyout and say “Running” while the process takes place. This will take several minutes and when complete the buttons will return to normal

9. Verify All Equipment is Powered Up

The following must be checked:

- STB is turned ON
- Volicon Scout turned ON.

**The base configuration of the Volicon Scout has been completed and the system should now be recognized by the Central server. Please see the hardcopy “Read Me” file that shipped with the Volicon Scout for whom to contact for the next steps.