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HTV Emulator Trouble shooting guide

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Status summary:

There are several reason why a HTVE fails to connect a TV to a Pillow Speaker system this guide shows some steps that may help to diagnose a problem.

Confirm the TV is capable of communication with the Interface:

The Samsung TV communicates with the HTVE interface trough the Data cable using the SSCP protocol.
To confirm communication follow these steps.

Pre-requisites:

1. Confirm that TV is operating using the Samsung Remote control.
2. Make sure that TV has been properly setup to use the SI Vendor setting as SSCP.
3. Make all of the connections to the HTV emulator.

Locate on the HTV Emulator the LED hole on the side and with the TV in OFF state, confirm that there is no light coming from it:

Using the Samsung Remote control, turn On the TV

The LED inside the HTV emulator should light up Green.

The LED should follow the state of the TV.

If the LED does not turn ON, the possible causes may be:

1. The TV may not be configured for SSCP protocol.
2. The USB cable is not connected to the TV for power
3. The Data cable may be connected to the wrong connector, often its confused with one of the LAN connectors. Make sure is connected to the connector labeled DATA.
4. The Data cable or USB Cables may be bad

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If the LED behaves as expected but the Pillow speaker is still unresponsive, then we can confirm that the HTV emulator is receiving commands with the following procedure:

With the TV turn off, confirm that the LED is turn Off.
Using the Pillow Speaker press the Channel up button

The LED should blink in response with every key pressed.

> Note: This process also works when the TV is ON, but since the LED would be ON, then each key would blink dark and is more difficult to see. That is why we suggest to perform this test with the TV Off.

If the LED is not blinking with each of the Channel up key presses. Then the possible causes can be:

1. The Pillow speaker is not set to use the Samsung Protocol or the Zenith protocol. If you are not sure about the setting of the Pillow speaker, but have used that Pillow speaker on a different TV, you may find what protocol has it been set by looking at the working TV.

   Note: The HTV emulator does not support the RCA nor the Philips protocol.

   To set the pillow speaker to the generic Zenith protocol, consult the instruction sheet that comes with the pillow speaker.

2. In particular when dealing with brand new Rooms, The Wiring from the nurse call system to the wall behind the TV may have a problem. It is common to have miss-wirings between the Nurse call system stations behind the Bed and the Wall connector on the side of the TV.

   The best way to confirm this issue is by using a test pillow speaker that can connect directly to the HTV emulator and confirm its operation that way.

3. The Cable that goes between the Wall and the HTV emulator may be bad or have a faulty connection. This may be worsened if there are multiple adapters at play. Try if possible to replace the cable.