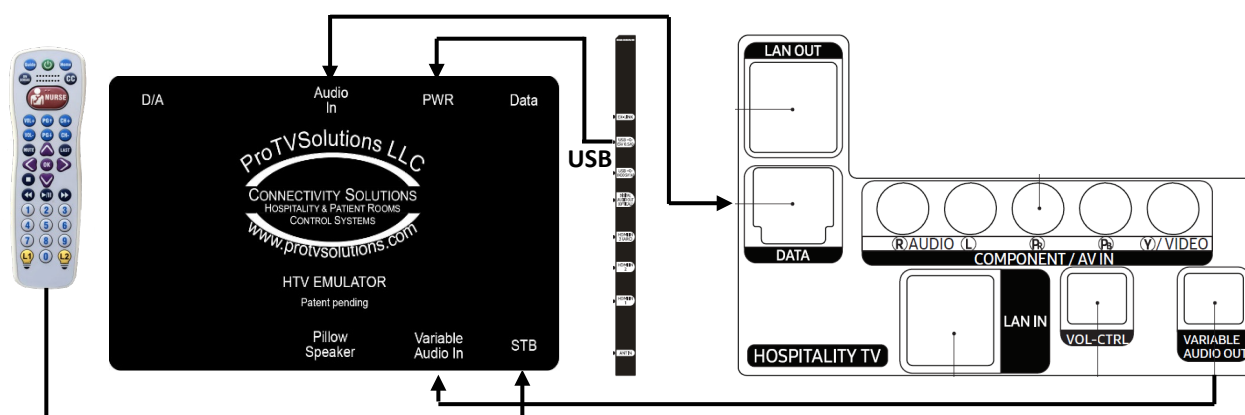


# HTV Emulator-1 TROUBLESHOOTING GUIDE for Samsung HGxxNT690U TVs for H-BROWSER Applications that Implement Custom Volume and Mute OSD\*

\*Not for STANDALONE or H-BROWSER application without custom Volume and Mute OSD  
 For these installations, see [www.ProTVSolutions.com/htve-support.html](http://www.ProTVSolutions.com/htve-support.html) for guides.

Confirm that the HTV Emulator-1 is wired as shown –



## Troubleshooting

**NO CONTROL of TV** – Confirm pillow speaker is setup for either Zenith or Samsung protocol. Instructions typically included with pillow speaker.

**DISTORTED AUDIO** - If the audio is distorted, confirm that the connection to the emulator is made to the VARIABLE AUDIO IN jack. Also confirm that the SubAmp Mode is set to 1, and that the Volume is set to 3.





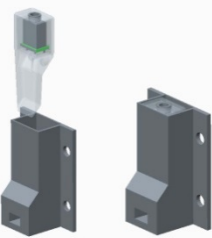
**NO VOLUME OR MUTE INDICATOR** – Make sure SubAmp is set to 1. Make sure the pillow speaker is configured for H-Browser.

**TV WON'T TURN ON WITH PILLOW SPEAKER** –Virtual Standby may not have been enabled in the Samsung Hospitality Menu. If it wasn't setup as the first item, then, it will be grayed out and you won't be able to confirm that it is on or off by looking at it. You can confirm that Virtual Standby is on, by looking to see if the SPDIF shows a red light when the TV is OFF. If not, Virtual Standby can be reenabled by resetting the TV and starting the TV setup process again.

Additional support, and guides are available at -  
[www.protsolutions.com/htve-support.html](http://www.protsolutions.com/htve-support.html)

Email us at [info@ProTVSolutions.com](mailto:info@ProTVSolutions.com), or phone 888.866.9981 X700

# ProTVSolutions Healthcare Product and Accessory Line Card

PRODUCT	IMAGE	KEY FEATURES	REQUIREMENT
<b>Adapters and Cables for Healthcare Products</b>		<ul style="list-style-type: none"> <li>• 3.5mm Male to 3.5mm Male 1M cables for Samsung TV's</li> <li>• 6-pin Male to 3.5mm Male, for LG TV's</li> <li>• 6-pin Female 30 3.5mm Male, for LG TV based installations</li> <li>• 1/4" Male to 3.5mm Male cables or adapters needed for many installations</li> <li>• 1/4" Female to 3.5mm Male Adapter, for various pillow speakers</li> <li>• 1/4" Female to 3.5mm Male cable, for various pillow speakers</li> <li>• Others available as well, all high quality at reasonable prices</li> </ul>	
<b>HTV Emulator</b> Part# HTV Emulator-1		<ul style="list-style-type: none"> <li>• Hospital TV Emulator – Why buy expensive Healthcare TV's?</li> <li>• Offers pillow speaker control &amp; audio with non-healthcare TV's and STB's</li> <li>• Works best with Samsung and LG hospitality televisions</li> <li>• Communicates through MPI or SSCP protocols</li> <li>• No IR blasters, direct wired communication to TV and STB</li> </ul>	<ul style="list-style-type: none"> <li>• TV must have analog audio</li> <li>• TV must have MPI or SSCP protocols</li> <li>• Some STB protocols may need to be added</li> </ul>
<b>Pillow Speaker Interface (PSI)</b> Part# PSI-ADB-2		<ul style="list-style-type: none"> <li>• Control hospital grade TV AND Set Top Box with a standard Pillow Speaker</li> <li>• Supports a wide range of STB's including Cable, Satellite, and IP</li> <li>• Patients can enjoy a home like viewing experience</li> <li>• Compatible with almost any hospital grade TV</li> <li>• Pillow Speaker buttons can be mapped for any function on TV or STB</li> <li>• Can be combined with IR2USB for boxes without an IR input</li> </ul>	<ul style="list-style-type: none"> <li>• TV's and Pillow Speakers must support Zenith, Philips or Pro:Centric protocols</li> <li>• Hospital grade TV</li> <li>• STB or SBB with IR input</li> </ul>
<b>Pillow Speakers</b>		<ul style="list-style-type: none"> <li>• Pillow speakers that have the right keys to work well with cable and satellite STB's</li> <li>• Anacom Medtek and Crest line available</li> </ul>	
<b>Remote Prism Tunnel</b> Part# RP Tunnel		<ul style="list-style-type: none"> <li>• Designed to eliminate IR interference between adjacent TV's</li> <li>• Great for multiple beds in clinics, senior living and hospitals</li> <li>• Also designed for bars, restaurants and fitness centers</li> <li>• Easy to install, installs in less than 1 minute</li> <li>• Includes Remote Prism, 3m cable and mounting hardware</li> <li>• Can be combined with IR2HID for boxes without an IR input</li> </ul>	<ul style="list-style-type: none"> <li>• STB or SBB with IR input</li> <li>• Multiple TV's</li> </ul>