NWE-TS

Nielsen Transport Stream Watermark Encoder
User Manual
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Our mission is to:

1. Provide a Superior Customer Experience
   • offer the best product quality and support
2. Make Cool Practical Technology
   • develop great products that customers love

Ross has become well known for the Ross Video Code of Ethics. It guides our interactions and empowers our employees. I hope you enjoy reading it below.

If anything at all with your Ross experience does not live up to your expectations be sure to reach out to us at solutions@rossvideo.com.

David Ross
CEO, Ross Video
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1. We will always act in our customers’ best interest.
2. We will do our best to understand our customers’ requirements.
3. We will not ship crap.
4. We will be great to work with.
5. We will do something extra for our customers, as an apology, when something big goes wrong and it's our fault.
6. We will keep our promises.
7. We will treat the competition with respect.
8. We will cooperate with and help other friendly companies.
9. We will go above and beyond in times of crisis. *If there’s no one to authorize the required action in times of company or customer crisis - do what you know in your heart is right. (You may rent helicopters if necessary.*)
NWE-TS User Manual

- Ross Part Number: NWETSDR-004-03

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Patents

Important Regulatory and Safety Notices to Service Personnel

Before using this product and any associated equipment, refer to the “Important Safety Instructions” listed below to avoid personnel injury and to prevent product damage.

The NWE-TS makes use of a number of individual component products to make up a complete turnkey system. The Important Safety Instructions section of this manual is intended to compliment individual OEM product manuals and the user must refer to, and heed, any safety instructions outlined in these supplementary product manuals. The following is a link to the Dell® safety conformity instructions:

http://www.dell.com/content/topics/global.aspx/about_dell/values/regulatory_compliance

Product may require specific equipment, and/or installation procedures to be carried out to satisfy certain regulatory compliance requirements. Notices have been included in this publication to call attention to these specific requirements.

Symbol Meanings

Protective Earth — This symbol identifies a Protective Earth (PE) terminal, which is provided for connection of the supply system’s protective earth (green or green/yellow) conductor.

This symbol on the equipment refers you to important operating and maintenance (servicing) instructions within the Product Manual Documentation. Failure to heed this information may present a major risk of damage to persons or equipment.

Warning — The symbol with the word “Warning” within the equipment manual indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury.

Caution — The symbol with the word “Caution” within the equipment manual indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury. It may also be used to alert against unsafe practices.

Notice — The symbol with the word “Notice” within the equipment manual indicates a potentially hazardous situation, which, if not avoided, may result in major or minor equipment damage or a situation which could place the equipment in a non-compliant operating state.

Warning Hazardous Voltages — This symbol is intended to alert the user to the presence of uninsulated “dangers voltages” within the product enclosure that may be of sufficient magnitude to constitute a risk of shock to persons.

ESD Susceptibility — This symbol is used to alert the user that an electrical or electronic device or assembly is susceptible to damage from an ESD event.

Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with manufacturer’s instructions.
8. Do not install near heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purposes of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug as two blades and a third grounding prong. The third prong is provided for your safety. If the provided plug does not fit in to your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Unplug this apparatus during lightning storms or when unused for long periods of time.
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug damage, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
14. Do not expose this apparatus to dripping or splashing and ensure that no objects filled with liquids, such as vases, are placed on the apparatus.
15. To completely disconnect this apparatus from the AC Mains, disconnect all power supply cords from the AC receptacles.
16. The mains plug of the power supply cords shall remain readily operable.
17. The NWE-TS chassis is to be rack mounted only. To ensure safe operation and maintain long-term system reliability, proper installation requires that the front and back area of the chassis are clear from obstructions so as not to restrict airflow.

**Warning**
18. **Indoor Use:** **WARNING:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

19. The safe operation of this product requires that a protective earth connection be provided. A grounding conductor in the equipment’s supply cord provides this protective earth. To reduce the risk of shock to the operator and service personnel, this ground conductor must be connected to an earthed ground.

20. Service barriers within this product are intended to protect the operator and service personnel from hazardous voltages. For continued safety, replace all barriers after servicing.

**Caution**
21. **Caution:** This apparatus contains a Lithium battery, which if replaced incorrectly, or with an incorrect type, may cause an explosion. Replace only with the same type recommended by the manufacturer. Dispose of used batteries according to the manufacturer’s instruction by qualified service personnel.

22. Certain parts of this equipment still present a safety hazard, with the power switch in the OFF position. To avoid electrical shock, disconnect all A/C power cords from the chassis’ rear appliance connectors before servicing.
23. This product contains safety critical parts, which if incorrectly replaced may present a risk of fire or electrical shock. Components contained within the product’s power supplies and power supply area, are not intended to be customer serviced and should be returned to the factory for repair.

24. To reduce the risk of fire, replacement fuses must be the same type and rating.

25. Use only power cords specified for this product and certified for the country of use.

26. The safe operation of this equipment requires that the user heed and adhere to all installation and servicing instruction contained within the equipment’s manuals.

Warning — This product includes an “Ethernet Port” which allows this product to be connected to a local area network (LAN). Only connect to networks that remain inside the building. Do not connect to networks that go outside the building.

EMC Notices

United States of America
FCC Part 15
This equipment has been tested and found to comply with the limits for a class A Digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

Notice — Changes or modifications to this equipment not expressly approved by Ross Video Limited could void the user’s authority to operate this equipment.

CANADA
This Class “A” digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe “A” est conforme à la norme NMB-003 du Canada.

Notice — This is a Class A product. In domestic environments, this product may cause radio interference, in which case the user may have to take adequate measures.

Maintenance/User Serviceable Parts
Routine maintenance to this product is not required. This product contains no user serviceable parts. If the product does not appear to be working properly, please contact Technical Support using the numbers listed under the “Contact Us” section on the last page of this manual. This product is covered by a generous 3-year warranty and will be repaired without charge for materials or labor within this period. See the “Warranty and Repair Policy” section in this manual for details.
Environmental Information

The equipment that you purchased required the extraction and use of natural resources for its production. It may contain hazardous substances that could impact health and the environment.

To avoid the potential release of those substances into the environment and to diminish the need for the extraction of natural resources, Ross Video encourages you to use the appropriate take-back systems. These systems will reuse or recycle most of the materials from your end-of-life equipment in an environmentally friendly and health conscious manner.

The crossed out wheelie bin symbol invites you to use these systems.

If you need more information on the collection, re-use, and recycling systems, please contact your local or regional waste administration.

You can also contact Ross Video for more information on the environmental performance of our products.
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IX
Introduction

In This Chapter

The following topics are discussed:

• Overview
• Functional Overview
• System Integration
• Documentation Terms and Conventions

A Word of Thanks

Congratulations on choosing an openGear NWE-TS Nielsen Transport Stream Watermark Encoder. Thank you for joining the group of worldwide satisfied Ross Video customers!

Should you have a question pertaining to the installation or operation of your NWE-TS, please contact us at the numbers listed on the back cover of this manual. Our technical support staff is always available for consultation, training, or service.
Overview

The NWE-TS is a Nielsen Transport Stream Watermark Encoder. It accepts one MPEG-2 Transport Stream (TS) input, extracts and watermarks selected audio services, and then re-injects them into the TS in place of the non-watermarked audio services.

The NWE-TS adds data to audio used to track a video program through many national distribution systems. Typically, the signal is monitored as it is broadcast on all commercial full-power United States television stations, although other stations, cable feeds, and households can be monitored.

The information that is encoded is used to uniquely identify the content of the creative and, if desired, track the transport path of the creative through any other point in the distribution system that does watermarking. This patented ability to add information at various stages is called multi-level encoding. The encoded information typically consists of:

- **Source Identification Number (SID)** — A unique number is assigned to each source of creative, usually one per encoder. Post-production facilities that serve more than one Automated Measurement of Lineups (AMOL) client may use a separate SID for each client.
- **Date/Time** — The local time that the creative was encoded.

The audio portion of the NWE-TS uses the Nielsen Audio Encoding System (NAES) Nielsen Watermarks (NW) audio encoder. Audio is encoded on a continuous basis. The data is embedded in an audio signal by performing minor modification of selected spectral frequency components of successive blocks of audio data.

Operator Interfaces

The NWE-TS can be accessed via the following interfaces:

- **DashBoard Control System** — This interface enables you to monitor and control openGear Connect compatible devices from a computer. Refer to the *DashBoard User Manual* for details on using DashBoard.
- **NWE-TS Network Configuration** menu system — This interface enables you to setup network communications for your NWE-TS directly from the NWE-TS chassis. Refer to the section “Manual Setup” on page 2-12 for details.

Features

The NWE-TS was designed with the following client requirements in mind:

- Supports an ATSC Transport Stream carried in a DVB-ASI signal
- Ability to watermark up to ten audio streams
- Two levels of bypass for optimal protection from signal, power, and system failures:
  - relays controlled by power and front-panel push buttons; and
  - “soft” bypass under watchdog, software, and user control
- Reports status and configuration remotely via the DashBoard Control System
- Reports serial number and IP address on the front panel
- Remote monitoring with IPMI (refer to the Dell® documentation for details)
- 3-year transferable warranty
Functional Overview

This section provides a functional block diagram for the NWE-TS.

Figure 1.1 NWE-TS — Simplified Block Diagram
System Integration

This section provides a system diagram that illustrates one way to integrate your NWE-TS into a watermarking system. Note that Figure 1.2 is only an example and your facility needs may differ from what is presented here.

Figure 1.2 NWE-TS — System Integration Example
Documentation Terms and Conventions

The following terms and conventions are used throughout this manual.

Terms

The following terms are used:

- "5.1" refers to 5.1 surround sound.
- "Audio PID" refers to the audio stream in a TS that is identified by a 13bit packet identifier.
- "ASI" or "DVB-ASI" refers to Asynchronous Serial Interface. A standard interface for carriage of a Transport Stream (TS) in a 270megabit/second serial digital signal.
- "Basic Tree View" refers to the area located to the far left of the DashBoard window. This area displays devices in a tree structure. When you launch DashBoard, all openGear Connect compatible devices on the same network are auto-detected by default.
- "DashBoard" refers to the DashBoard Control System.
- "Device View" refers to the area located to the far right of the DashBoard window. This area typically displays tabs that include menus and options for control and monitoring an openGear Connect compatible devices.
- "DHCP" refers to Dynamic Host Configuration Protocol.
- "DST" refers to Daylight Saving Time.
- "ES" refers to elementary stream. One of the components of a program, such as video, audio, or data.
- "LTC" and "Timecode" refer to Linear Timecode unless otherwise noted.
- "MPEG-2" refers to a standard format for the transmission and storing of audio, video, and PSIP data. This standard of multimedia compression is defined by the Moving Picture Experts Group, a sub-group of the International Organization for Standardization (ISO).
- "MPTS" refers to Multi Program Transport Stream. A TS that contains more than one program.
- "NAES" refers to Nielsen Audio Encoding System.
- "NTP" refers to Network Time Protocol.
- "Operator" and "User" refer to the person who uses the NWE-TS.
- "PID" refers to Packet ID. A 13bit address that identifies each component of a TS. For example, each ES and PSI table has its own PID. Some have fixed reserved values (e.g. 0 for the PAT) and others have values that are defined within the PSI.
- "Program" refers to a group of Elementary Streams intended to be presented together. A television program typically contains one video, at least one audio, and possible some data ES's.
- "PSI" refers to Program Specific Information, defined by ISO/IEC 13818-1. Metadata that describes the TS and its Programs to allow receivers to select and assemble the appropriate components for presentation to the viewer. PSI is required in every MPEG-2 TS, including the DVB and ATSC formats. PSI consists of tables such as the PAT which are used in both DVB and ATSC formats, and others such as the SDT which are used only in DVB.
- "PSIP" refers to Program and System Information Protocol, defined by ATSC A/65. A specification that defines metadata that is required in an ATSC TS, in addition to essential PSI tables.
- "SID" refers to the Source Identification number assigned by Nielsen.
• “System” and “Video system” refer to the mix of interconnected production and terminal equipment in which the NWE-TS operates.

• “TS” refers to MPEG-2 Transport Stream. A group of one or more Programs which are carried together, along with information that describes the contents of the TS and its Programs to allow receivers to select the appropriate components for presentation to the viewer.

• “TSID” refers to a Transport Stream Identifier. This value identifies the content source of an MPEG-2 transport stream.

Conventions

The following conventions are used:

• Operating Tips and Note boxes are used throughout this manual to provide additional user information.
Installation

In This Chapter

This chapter provides instructions for the physical installation of your NWE-TS, cabling for the NWE-TS, and updating the NWE-TS software.

- Before You Begin
- Planning the Installation
- Front Panel Overview
- Rear Panel Overview
- Getting Started
- Connecting the Transport Stream Device
- Linear Timecode Cabling
- Ethernet Communications
- Software Upgrades
Before You Begin

Before you begin, ensure that you are using DashBoard version 5.0.0 or higher. The DashBoard Control System software and user manual are available from the Ross Video website.

Static Discharge

Throughout this chapter, please heed the following cautionary note:

ESD Susceptibility — Static discharge can cause serious damage to sensitive semiconductor devices. Avoid handling circuit boards in high static environments such as carpeted areas and when synthetic fiber clothing is worn. Always exercise proper grounding precautions when working on circuit boards and related equipment.

Unpacking

Unpack each NWE-TS you received from the shipping container and ensure that all items are included. If any items are missing or damaged, contact your sales representative or Ross Video directly.

Related Publications

It is recommended to consult the following Ross documentation before installing and configuring your NWE-TS:

- DashBoard User Manual, Ross Part Number: 8351DR-004
- NWE-TS Quick Start Guide, Ross Part Number: NWETSDR-002
Planning the Installation

Before installing the NWE-TS, determine the following:

- Compatibility with Existing Plant
- Determine Encoder Insertion Point
- Select the Time Reference Source

**Compatibility with Existing Plant**

The NWE-TS is designed to work with an ATSC Transport Stream carried in a DVB-ASI signal on coaxial cable. With companion converters, it can also be used in a SMPTE 310M path, as discussed in the chapter “SMPTE 310M Configuration” on page 6-1.

**Determine Encoder Insertion Point**

The best insertion point for the NWE-TS is downstream of the ATSC emission multiplexer, since this enables it to use the PSIP data in identifying programs for watermarking. The PSIP is an essential component of an ATSC Transport Stream. If it is missing, an alarm is generated and no watermarking occurs.

**Select the Time Reference Source**

The NWE-TS requires an accurate time reference, in order to ensure correct watermarking and crediting. The preferred source is Network Time Protocol (NTP) for the following reasons:

- It provides the date as well as the time.
- It reduces cabling since it uses the network connection which is required for DashBoard control and monitoring.
- It is less prone to configuration errors, especially when Daylight Saving Time (DST) is observed and/or when a time zone offset is required.

If NTP is unavailable at your facility, the time reference can be supplied by a Linear Timecode (LTC) input.

*For More Information on...*

- connecting an LTC device to your NWE-TS, refer to the section “Linear Timecode Cabling” on page 2-11.
- selecting a time reference source for the NWE-TS, refer to the section “Configuring the Time Reference” on page 3-5.
Front Panel Overview

This section provides a general overview of the features of the NWE-TS front panel.

Figure 2.1  NWE-TS — Front Panel

1) Power Button
This is the main power button for the NWE-TS.

2) VGA Port
Use this port as described in the section “VGA Port” on page 2-7.

3) Diagnostic Panel
This panel reports the serial number, network address mode, IP address, and netmask of the NWE-TS. Status information on the Dell® hardware is also displayed. Refer to the Dell documentation that accompanied the NWE-TS for details on the type of messages this panel displays.

4) USB Ports
Use these ports as outlined in the section “USB Port(s)” on page 2-7.

5) Bypass Mode Button
This button is used to force the transport stream into bypass mode or to restore it to active status. Refer to the chassis silk-screen for button toggle position details.

6) STATUS LEDs
This panel provides four LEDs that reports on the transport stream (TS) signals and watermarking signals of the NWE-TS. Table 2.1 describes these LEDs starting with the left-most LED when facing the NWE-TS front panel.

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<th>Color</th>
<th>Display and Description</th>
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<td>TS IN</td>
<td>Green</td>
<td>When this LED is green, a valid ASI input signal is connected to the ASI IN BNC located on the NWE-TS rear panel.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>When this LED is off, the input signal is invalid or missing.</td>
</tr>
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Table 2.1  LEDs on the Front Panel
### Table 2.1 LEDs on the Front Panel

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<th>LED</th>
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<th>Display and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TS OUT</td>
<td>Green</td>
<td>When this LED is green, the NWE-TS is producing a valid ASI output.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>When this LED is off, the ASI output of the NWE-TS is not a valid ASI output.</td>
</tr>
<tr>
<td>ALARM</td>
<td>Red</td>
<td>When this LED is red, an error condition is occurring. For example, there may be errors in the transport stream because there are missing Audio PIDs.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>When this LED is off, the NWE-TS is operating correctly with no errors.</td>
</tr>
<tr>
<td>ENCODE</td>
<td>Green</td>
<td>When this LED is green, the NWE-TS is watermarking the audio signals.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>When this LED is off, no watermarking is occurring. For example, the watermarking feature is disabled, or the audio is missing.</td>
</tr>
</tbody>
</table>
Rear Panel Overview

This section provides a general overview of the features of the NWE-TS rear panel. Your NWE-TS may be built using one of the following Dell® hardware platforms.

1. LTC IN BNC
   This BNC provides an unbalanced SMPTE 12M LTC input connection for the NWE-TS. The source on this BNC can be used as your time reference source. Refer to the section “Configuring the Time Reference” on page 3-5 for configuration details.

2. LTC COMM LED
   This LED reports the communication activity on the LTC IN BNC as follows:
   • When lit, this LED indicates a valid LTC signal is present.
   • When off, this LED indicates that an LTC signal is not present.

3. ASI IN BNC
   This BNC accepts a DVB-ASI MPEG-2 transport stream input. The TS IN LED on the front panel reports the communication activity of the signal on this BNC.

4. ASI OUT BNC
   This BNC carries the DVB-ASI MPEG-2 transport stream output, with watermarking, of the NWE-TS. The TS OUT LED on the front panel reports the communication activity of the signal on this BNC.

5. Serial Port
   This port is reserved for future use.

---

Figure 2.2 NWE-TS — Dell R320 Rear Panel

Figure 2.3 NWE-TS — Dell R330 Rear Panel

### Table

<table>
<thead>
<tr>
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<td>3) ASI IN BNC</td>
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<tr>
<td>4) ASI OUT BNC</td>
<td>8) Gb2 Ethernet Port</td>
</tr>
<tr>
<td>9) USB Port(s)</td>
<td>10) Power Supplies</td>
</tr>
</tbody>
</table>
6. **VGA Port**

   Connect a monitor to this port if you do not have access to a network with DHCP for the initial ethernet setup, or if you have a need to reset your NWE-TS static IP address outside of DashBoard. Refer to the section “**Manual Setup**” on page 2-12 for details.

7. **Gb1 Ethernet Port**

   This standard 10/100/1000 Base-TX RJ45 connector is used to connect the NWE-TS to an external Ethernet network. This connector is required to bridge the external ethernet network to the local communication bus for monitoring and controlling the NWE-TS using DashBoard. This port is also used for software upgrades.

8. **Gb2 Ethernet Port**

   This port is reserved for future use.

9. **USB Port(s)**

   Connect a keyboard to this port if you do not have access to a network with DHCP for the initial ethernet setup, or if you have a need to reset your NWE-TS static IP address outside of DashBoard. Refer to the section “**Manual Setup**” on page 2-12 for details.

10. **Power Supplies**

    The NWE-TS comes standard with two power supplies. One A/C power cable has been provided with each power supply. Refer to the section “**Connecting the NWE-TS Power Supplies**” on page 2-8 for details.
Getting Started

This section provides additional information for installing the NWE-TS, and DashBoard before you can proceed to cabling and configuring your NWE-TS. Refer to the *NWE-TS Quick Start Guide* that accompanied your device for installation information.

Installing the NWE-TS

Refer to the *NWE-TS Quick Start Guide* that accompanied your device for information on the physical installation of the NWE-TS.

Connecting the NWE-TS Power Supplies

For redundancy, each power cord should be connected to a separate power source for protection against failure of the A/C power circuit. In the event of one power supply failure, the frame load is transferred to the other redundant power supply.

**Warning** — In some countries, it may be necessary to supply the correct mains supply cord. Use only an approved IEC 320 C-13 type A/C line cord rated for a minimum 10A at 250V and certified for the country of use.

The power supply plugs into the right-hand section of the NWE-TS rear panel. The universal power supply supports all worldwide AC power voltages, and no power adjustments are required.

To connect the NWE-TS power supplies

**Warning Hazardous Voltages** — The safe operation of this product requires that a protective earth connection be provided. This protective earth is provided by the grounding conductor in the equipment's supply cord. To reduce the risk of electrical shock to operator and service personnel, this ground conductor must be connected to an earthed ground.

1. Connect the cable’s female IEC connector to the right power socket. (Figure 2.2)
2. Plug the second IEC connector into left power socket.
3. Each AC connector includes a PowerLock, which is designed to retain the power cable connector. Clip the PowerLock over the shoulder of the inserted AC Cable end.
4. Connect each supplied power cable’s three-prong male connector to an AC outlet.
5. Power on the NWE-TS by pressing the Power button on the front panel. Refer to Figure 2.2 for button location. The fans run at full speed for a short period at the startup.

Ethernet Connection

The exact steps for connecting to your facility via an ethernet network depend on the network requirements for your facility. Contact your IT Department before connecting to your facility network to ensure that there are no conflicts. They will provide you with an appropriate value for the IP Address, Subnet Mask, and Gateway for the NWE-TS. Note that the NWE-TS is set for DHCP by default.

*For More Information on...*

- physical connections on the NWE-TS rear panel, refer to the *NWE-TS QuickStart Guide*. 
• configuring network settings, refer to the section “Ethernet Communications” on page 2-12.

Launching DashBoard to Access the NWE-TS

The DashBoard client runs on a separate computer that is connected to the same network as the NWE-TS (Figure 1.1). Before proceeding, ensure that the DashBoard software is installed on a PC connected to your facility network. The DashBoard software and user manual are available from the Ross Video website.

To launch DashBoard

1. Ensure that you are running DashBoard software version 5.0.0 or higher.
2. Launch DashBoard by double-clicking its icon on your desktop.
3. Ensure that the NWE-TS is displayed in the Tree View of DashBoard. If not, consult the DashBoard User Manual for more information on troubleshooting.
4. Expand the nwets node in the Tree View to display the sub-nodes listed below. These sub-nodes provide access to the configuration and error logging interfaces for your card.
Connecting the Transport Stream Device

This section provides a general overview of the connections available on the NWE-TS chassis for connecting to a transport stream (TS) source. A SMPTE 310 configuration is possible using the NWE-TS and the Ross Video ASI-310-R2 openGear card which provides conversion in both the 310-to-ASI and ASI-to-310 directions, and relay bypass of the SMPTE 310 signal.

For More Information on...

- SMPTE 310 workflow, refer to the appendix “SMPTE 310M Configuration” on page 6-1.

Cabling Overview

The NWE-TS provides one DVB-ASI BNC for the transport stream source input and a second DVB-ASI BNC as the watermarked output from the NWE-TS to your downstream equipment.

To connect a transport stream source to your NWE-TS

1. Locate the **ASI IN** BNC on the NWE-TS rear panel. Refer to Figure 2.4 for the BNC location.
2. Connect one end of the TS Interface Cable to the **ASI IN** BNC on the NWE-TS rear panel. Ross Video does not supply this cable.
3. Connect the other end of the TS Interface Cable to the BNC connector on your TS device that will provide the input for the NWE-TS.

To connect the ASI output of the NWE-TS

1. Locate the **ASI OUT** BNC on the NWE-TS rear panel. Refer to Figure 2.4 for the BNC location.
2. Connect one end of the TS Interface Cable to the **ASI OUT** BNC on the NWE-TS rear panel. Ross Video does not supply this cable.
3. Connect the other end of the TS Interface Cable to the BNC connector on your downstream equipment.

Bypass Relay

The NWE-TS provides bypass relays from transport stream input to output via a button located on the NWE-TS front panel. Refer to “Front Panel Overview” on page 2-4 for button location.
Linear Timecode Cabling

The NWE-TS requires a time reference to ensure accurate watermarking. NTP is the preferred source. If this is not available, you can use the **LTC IN** BNC provided on the NWE-TS rear panel. The NWE-TS receives Linear Timecode (LTC) on this BNC and DashBoard reports the LTC presence in the Status tab.

This section provides an overview on cabling your LTC device to the NWE-TS rear panel. Refer to the documentation for your LTC source for specific cabling requirements for your device.

Connecting an Unbalanced LTC Input

Before cabling, ensure that the following condition is met:

- For 59.94Hz video formats, the LTC source should be set to Drop Frame timecode as opposed to Non-Drop Frame. SMPTE Drop Frame timecode, a SMPTE standard that maintains time accuracy between the frame rate and actual wall-clock time, will prevent a slight drift in a facility’s house time over extended periods of time. Setting the house SMPTE timecode generator to Drop Frame time will prevent this cumulative timing error from affecting the time accuracy of Nielsen’s SID (Source ID) insertions in the program feed.

**To connect an LTC input**

1. Locate the **LTC IN** BNC on the NWE-TS rear panel. Refer to [Figure 2.5](#) for the BNC location.

![From LTC Device](From LTC Device)

**Figure 2.5** NWE-TS (Dell R330) — Cabling for LTC

2. Connect one end of the LTC Interface Cable to the **LTC IN** BNC on the NWE-TS rear panel. Ross Video does not supply this cable.

3. Connect the other end of the LTC Interface Cable to the BNC connector on your LTC device.

**For More Information on...**

- setting the time reference source to LTC, refer to the section “**Configuring the Time Reference**” on page 3-5.
Ethernet Communications

The Gb1 Ethernet port on the rear module is also for software upgrades. The exact steps for connecting to your facility via an ethernet network depends on the network requirements of your facility. Contact your IT Department before connecting to your facility network to ensure that there are no conflicts.

Cabling for the NWE-TS

Use a CAT5 Fast Ethernet cable or better (up to 100m) to connect the NWE-TS to an external Ethernet hub or switch. The Gb1 Ethernet port has its RJ45 connector wired as a Network Interface card (NIC) and does not provide Power-over-Ethernet (PoE). There is no need for a crossover cable as the NWE-TS includes an Auto-MDIX ethernet PHY that will switch to crossover automatically as needed. Ross Video does not supply these cables.

Communications Setup

In order for the NWE-TS to function, it must be attached to a network. A network connection enables remote access to the NWE-TS. Ross Video recommends that any required network configurations be performed by a qualified Network Administrator. Some network settings, if configured incorrectly, could prevent the NWE-TS from communicating on the network.

By default, the NWE-TS is set to DHCP. You will need to connect it initially to a network with DHCP so that you can make a connection and follow the procedure below.

To set up ethernet communications for the NWE-TS

1. Select the NWE-TS node in the Tree View of the NWE-TS you want to configure.
2. Select the Ethernet tab in the Device View.
3. If you are manually configuring the ethernet settings:
   • Select Static.
   • Enter the IP Address, Subnet Mask, and Default Gateway settings for the NWE-TS.
4. If you want network settings to be automatically obtained, select DHCP.
5. Click Apply Changes to save the new settings.

Manual Setup

If you do not have access to a network with DHCP for the initial ethernet setup, or if you have accidentally set your NWE-TS to an invalid static IP address, use the following steps to allow the NWE-TS to connect to your network.

To login to the NWE-TS

1. Connect the supplied keyboard and a monitor to the USB and VGA ports on the NWE-TS front or rear panel. Refer to the section “Rear Panel Overview” on page 2-6 for port locations.
2. At the prompt, login using the following information:
   • User: ipconfig
   The NWE-TS Network Configuration menu is displayed.
NWE-TS Network Configuration

Current configuration for NWETS:
IP address method: DHCP (Dynamic Host Control Protocol: address and other parameters are from DHCP server)

Menu:
1) Refresh network settings
2) Switch to Static IP Addressing
3) Exit leaving settings unchanged

NWE-TS Network Configuration Menu

To assign a static IP address

1. Enter the value 2 to display the Static IP Address menu.

NWE-TS Network Configuration

Modified configuration for NWETS:
IP address method: Static (address, netmask, and gateway are set manually)
IP address:
Netmask: 255.255.0.0
Gateway:

Menu:
1) Discard changes and refresh network settings
2) Switch to DHCP IP Addressing
3) Modify IP address
4) Modify netmask
5) Modify Gateway
6) Discard changes and exit
7) Commit changes and exit

Static IP Address Menu

2. Use selections 3, 4 and 5 to assign the static IP address.

3. To implement your changes:
   • Return to the Static IP Address menu.
   • Select 7.
   • The NWE-TS will now establish the network connection.

4. Confirm that the NWE-TS is visible in DashBoard as follows:
   • Launch the DashBoard client on your PC.
   • Ensure that the NWE-TS is displayed in the Tree View of DashBoard.

5. Disconnect the keyboard and monitor from the NWE-TS rear panel.
Software Upgrades

The NWE-TS can be upgraded in the field using the options available in DashBoard.

**Important** — The NWE-TS outputs will be interrupted during the upgrade process. To avoid disruption of your video and/or audio, please place the NWE-TS in bypass before beginning, by clicking the Bypass button on the Configuration tab in DashBoard. After you have upgraded the necessary firmware components, restore the NWE-TS to active operation by clicking the Bypass button again.

To upgrade the software on the NWE-TS

2. Select the NWE-TS node in the Tree View of the NWE-TS you want to configure.
3. Select the Configuration tab in the Device View.
4. Select Upload, located near the bottom of the Configuration tab, to display the Select file Upload dialog.
5. Navigate to the *.bin file you want to upload.
6. Click Open.
7. Click Finish to start the upgrade.
8. Monitor the upgrade.
   • An Upload Status dialog enables you to monitor the upgrade process.
   • The NWE-TS auto restarts as part of the upgrade process. This restart is required after each software upgrade.
   • The NWE-TS is temporarily taken off-line for up to 7 minutes as part of the upgrade process.
   • The upgrade is complete once the status indicators for the Card State and Connection fields return to their previous status. These fields are located in the top left corner of the Device View, and directly above the Status tabs.
Configuration

In This Chapter

The NWE-TS provides transport stream processing to add Nielsen Watermarking to any/all audio streams. DashBoard provides tabs that allow you to identify Program and Audio streams and specify which ones are to be watermarked. You can also specify watermarking parameters, including the Source Identification (SID), obtained from Nielsen Encoder Support, for each Program in the transport stream, and choose a source of the time and date to be used in watermarking.

The following topics are discussed:

- Managing SID Entries
- Configuring the Time Reference
- Configuring the NWE-TS
- Event Logs
Managing SID Entries

From the SID Assignment tab you can add or remove a SID entry, view whether a SID is enabled or disabled, and verify SID assignment properties (such as program number). Note that each SID entry must have a valid Major/Minor channel number, Program number, or AC3 PID entered for encoding to begin.

Configuring a SID Entry

Each row in the SID Assignment tab potentially represents an audio elementary stream (ES) that will be watermarked in the transport stream. You can activate up to ten audio streams to watermark; the SID value is configurable for each stream individually. The list of channels is automatically provided by the transport stream input connected to the NWE-TS.

To configure a SID entry

1. Select the NWE-TS node in the Tree View of the NWE-TS you want to configure.
2. Select the SID Assignment tab in the Device View.
3. In the SID and Check Code field, enter the Source Identification (SID) code you obtained from Nielsen Encoder Support. The SID is supplied with check characters to ensure that it is entered correctly into the NWE-TS. Note that this field is case sensitive and the check characters must be entered in upper case with no spaces between the SID and check code.

Note — A SID is required if a CSID is to be configured.

4. In the CSID and Check Code field, enter the Critical Band Encoding Technology (CBET) Source Identification code you obtained from Nielsen Encoder Support. The CSID is supplied with check characters (different from the SID code) to ensure that it is entered correctly into the NWE-TS. Note that this field:
   • is case sensitive and the check characters must be entered in upper case with no spaces between the CSID and check code.
   • can be left blank if no CBET encoding is performed for the slot.
5. Verify the PSI/PSIP field to ensure the SID Assignment tab parameters match what is found in the transport stream input (green status) or if there is a mismatch (yellow status). If there is a mismatch, click Validate to update the lists.

Note — If the desired Transport Stream (TS) is present at the input, you can select the audio streams to be watermarked from a list provided by opening the DashBoard control. If the TS is not present, you can type the desired values into the controls, but there is no way to verify that they are correct until the TS is connected.

6. From the Mode menu, specify how you will identify the channels to be watermarked. Select one of the following:
   • Major/Minor — Select this option to have the NWE-TS watermark the selected Program group in the transport stream, and its Audio PIDs, as identified by the channel and sub-channel. The Major/Minor Ch field is now editable for this SID row. Proceed to step 7.
   • Program Number — Select this option to have the NWE-TS watermark the selected Program group in the transport stream, and its associated Audio PIDs, as
identified by the Program number. The Program Number field is now editable for this SID row. Proceed to step 8.

• Audio PID — Select this option to have the NWE-TS watermark an individual audio stream, identified by its PID value. The Audio PID field is now editable for this SID row. Proceed to step 9.

7. If you selected Major/Minor:
   • Specify the channels of the Program group you wish to watermark from the Major/Minor Ch menu for the SID row. Channels are listed in the format of [xx-y] where xx represents the major channel number and y represents the sub-channel number.
   • Verify that the PSIP Name field is updated with the correct channel information.

8. If you selected Program Number:
   • Specify the channels of the Program group you wish to watermark from the Program Number menu for the SID row.
   • Verify that the PSIP Name field is updated with the correct channel information

9. If you selected Audio PID, specify the audio packet identification number (PID) in the Audio PID field for the SID row.

10. If you are inserting NAES2 watermarks, specify how to resolve conflicts between data already present in the incoming signal, and data to be added by the NWE-TS by selecting an option in the Insertion menu for that SID row. Choose from the following:
   • Ovr, Ovr — Select this option to encode the NWE-TS CSID and SID data regardless of the presence of incoming data.
   • Ovr, Ref — Select this option to encode the NWE-TS CSID data regardless of the presence of incoming CSID data. The NWE-TS SID is not encoded when incoming SID data is present, and only transmits the incoming SID data.
   • Ref, Ovr — The NWE-TS CSID is not encoded when incoming CSID data is present, and only transmits the incoming CSID data. The NWE-TS encodes the SID data regardless of the presence of incoming SID data.
   • Ref, Ref — Select this option to not encode the NWE-TS CSID and SID data when incoming data is present, and only transmit the incoming data. This should only be selected under the guidance of Nielsen.

11. Select the Active box for the SID row. This adds the SID entry to the transport stream watermarking once the Submit button is clicked. Note that the order that you add SID entries determines their order in the stream.

12. Verify the SID assignment parameters you selected in the above steps as follows:
   • Click Validate located near the bottom of the tab.
   • The read-only fields below the button update to report the status of SID entries against the information in the input transport stream.
   • The Submit button is now enabled.

13. Verify that the Card State field, located above the Status tabs and in the top left corner of the Device View window, does not report there are unsaved changes (yellow status indicator).

14. Click Submit to apply your changes and to start encoding.
Activating and De-activating an SID Entry

You can choose to enable or disable an SID entry from the transport stream watermarking. Note that the order of SID lines is important as the first validate line that is submitted is given priority.

To activate an SID entry

1. Select the NWE-TS node in the Tree View of the NWE-TS you want to configure.
2. Select the SID Assignment tab in the Device View.
3. In the SID Assignment tab, locate the row for the SID that you wish to activate.
4. Select the Active box next to the appropriate SID row.
5. Click Validate.
6. Click Submit.

To de-activate an SID entry

1. Select the NWE-TS node in the Tree View of the NWE-TS you want to configure.
2. Select the SID Assignment tab in the Device View.
3. In the SID Assignment tab, locate the row for the SID that you wish to activate.
4. Clear the Active box next to the appropriate SID row.
5. Click Validate.
6. Click Submit.

Deleting an SID Entry

Deleting an SID entry from the list in the SID Assignment tab removes it from the NWE-TS workflow. It does not delete it from the transport stream input source. Note that if there is a single SID row present, it cannot be deleted.

To delete an SID entry

1. Select the NWE-TS node in the Tree View of the NWE-TS you want to configure.
2. Select the SID Assignment tab in the Device View.
3. In the SID Assignment tab, locate the row for the SID that you wish to de-activate.
4. Select the Delete box next to the appropriate SID row.
5. Click Validate.
6. Click Submit.
Configuring the Time Reference

The NWE-TS requires an external time source in order to accurately encode the time-of-day into the audio stream. A variety of external time sources are supported. Without an external time source, the encoded time-of-day will drift over extended periods.

Specifying the Time Reference Input

The options in DashBoard enable the selection of time/date source, configuration of applicable time-zone offsets, and Daylight Savings Time (DST) adjustment parameters such as whether the LTC input follows DST. This section also outlines how to set the time manually, in case the time input is temporarily unavailable.

Note — The NWE-TS requires an NTP or LTC input for accurate timekeeping. If this is temporarily unavailable, you can also select the free-running System Clock; however this is not suitable for live system operation, as it will drift over time.

To specify the time source

1. Select the NWE-TS node in the Tree View of the NWE-TS you want to configure.
2. Select the Configuration tab in the Device View.
3. From the Time Reference area, specify the type of time reference input by choosing one of the following:
   • System Clock — Select this option to use the date and time as reported by the NWE-TS internal clock. Refer to the section “To manually set the date and time for the System Clock” for details on configuring the internal clock.
   • NTP (Network Time Protocol) — Select this option to obtain the date and time from a NTP server via the ethernet connection on the NWE-TS rear panel. Enter an IP address for an NTP server that is accessible through your network.
   • LTC — The time of day is obtained from the timecode signal connected to the LTC BNC connector on the NWE-TS rear panel.
4. When using an LTC input, specify whether your LTC device automatically adjusts for Daylight Savings Time (DST) by configuring the LTC Observe DST check box as follows:
   • Select the check box if your LTC device connected to the NWE-TS automatically adjusts for DST.
   • Clear the check box if your LTC device connected to the NWE-TS does not recognize DST. This is the default setting.
   • You will also need to set the Encoder Date as outlined in step 2. in the procedure “To manually set the date and time for the System Clock” below.
   • You may also need to specify an offset as outlined in the section “Specifying an Offset” on page 3-6.
5. From the Time Zone menu, specify the time zone your facility is located in.
6. Click Set Time Reference.
7. Verify that the Encoder Date and Encoder Time fields in the Status tab are correct.
To manually set the date and time for the System Clock

1. From the Device View, select the Configuration tab.

2. To specify the current date:
   - Use the Day, Month, and Year fields to specify the current date.
   - Click Set Encoder Date to apply your changes.

3. To specify the current time:
   - Use the Hours field to specify the hour value, 00 to 23, using 24-hour notation.
   - Use the Minutes field to specify the minute value.
   - Use the Seconds field to specify the seconds value.
   - Click Set Encoder Time to apply your changes.

4. Verify that the Encoder Date and Encoder Time fields in the Status tab are correct.

Specifying an Offset

If the NWE-TS output is to be viewed in a separate location from the timing reference input source, you need to include an offset to the time. This enables the NWE-TS to watermark the local time in the broadcast area. For LTC, the offset is normally set to 0, unless the program will be broadcast in a different time zone than the NWE-TS location.

To specify an offset:

1. From the Device View, select the Configuration tab.

2. In the LTC Offset field, specify an offset using the following format: # hh:mm:ss where:
   - # represents if you want to increase (+) or decrease (-) the offset by the indicated value. For example, typing +00:00:04 adds an offset of 4 seconds.
   - hh represents the number of hours to offset the time source by.
   - mm represents the number of minutes to offset the time source by.
   - ss represents the number of seconds to offset the time source by.

3. Click Set Time Reference.
Configuring the NWE-TS

This section outlines additional communication setup such as setting the audio code scheme for the NWE-TS, and using the Bypass buttons on the Configuration tab.

Setting the Code Level

You must specify the NWE-TS role in your program path.

To set the code level for a NWE-TS

1. Select the NWE-TS node in the Tree View of the NWE-TS you want to configure.
2. Select the Configuration tab in the Device View.
3. Set the audio code scheme for your NWE-TS by selecting an option in the SID Code Level menu. Choose from the following:
   - **Final Distributor** — Select this option if the NWE-TS is installed in the station or cable network slot of the program-distribution chain.
   - **Program Content** — Select this option if the NWE-TS is installed in the broadcast network or syndicator slot of the program-distribution chain.
4. Click Set beside the SID Code Level menu to apply your changes.

Setting the Transport Stream ID

A TSID value is assigned to each emitter of an ATSC signal. The NWE-TS compares the value in the incoming stream to the one specified here. If they do not match, watermarking is disabled. To disable this comparison and accept any ATSC TS input, enter the value 0.

To set the System TSID for your NWE-TS

1. Select the NWE-TS node in the Tree View of the NWE-TS you want to configure.
2. Select the Configuration tab in the Device View.
3. In the System TSID field, type the identification number for the incoming transport stream for your NWE-TS.
4. Click Set beside the System TSID menu to apply your changes.

Using the Bypass Mode

In this mode, the ASI input is re-clocked and routed to the ASI output without any watermarking or delay. This will occur if the NWE-TS is unable to process the ASI TS for some reason, or under Dashboard control. In this mode, the Encode LED on the front panel is off. This section outlines how to enable Bypass mode using Dashboard.

**Note** — This software-controlled bypass mode does not operate the same way as the front panel BYPASS button. When the button is in the Bypass (out) position, the ASI input BNC is looped passively to the ASI output BNC through a relay, and the input is not available for inspection by the NWE-TS software. The BYPASS LED on the front panel is lit red, and the main Dashboard status for the NWE-TS indicates Bypass.
To enable Bypass mode

1. Select the NWE-TS node in the Tree View of the NWE-TS you want to configure.
2. From the Device View, select the Configuration tab.
3. From the System Mode area click Bypass. The button is now lit, and the Bypass field in the Status tab indicates that the NWE-TS is operating in Bypass mode.

To disable Bypass mode

1. Select the NWE-TS node in the Tree View of the NWE-TS you want to configure.
2. From the Device View, select the Configuration tab.
3. From the System Mode area click Active. The button is now lit, and the Bypass field in the Status tab indicates that the NWE-TS is operating in Active mode.

---

**Important** — The Transport Stream propagation delay through the NWE-TS is approximately 430msec in Active mode, and 5µsec in Bypass mode. Switching between these modes will cause a transient disruption of the video and audio programming, and should only be done when absolutely necessary.

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**For More Information on...**

- the location of the Bypass button on the front panel, refer to the section “Front Panel Overview” on page 2-4.
Event Logs

The following events and conditions are recorded in the event log:

- Configuration changes that affect the audio path such as watermarking parameters.
- Input state changes such as audio presence.
- Power-on or reboot cycles.
- Error conditions reported by DashBoard.

The log does not report the Check Code value entered in the Configuration tab.

Viewing the Event Log

The Event Log tab in DashBoard displays only the 20 most recent messages. Each message includes a timestamp, and a short description of the event. To access a complete log of events, you must navigate to the Logging interface as described in the section “Logging Interface” below.

To view the event log in DashBoard

1. Select the NWE-TS node in the Tree View of the NWE-TS you want to monitor.
2. From the Device View, select the Event Log tab.

Logging Interface

The NWE-TS also provides a second interface, System Logging, located under the nwets node in the Tree View of DashBoard. Double-click the System Logging node to display the View System Log tab in the Device View. This tab provides a more detailed list of events than what is reported in the Event Log tab discussed above. The Logging interface is used by Ross Technical Support and the Nielsen Encoder Group for troubleshooting. You should only access this node under their direction.

Note — The information reported in the System Logging interface is stored in the non-volatile memory of the NWE-TS.

Saving the Event Log

The complete event log can be downloaded to a file on your computer. The resulting file contains log entries in chronological order. The event log stores messages in the non-volatile memory. Upon read-back, the entries are displayed in chronological order.

To save the event log as a compressed archive

1. From the Tree View, expand the NWE-TS node for the card you want to monitor.
2. Double-click the System Logging node to display the Logging interface in the Device View.
3. Click Download and follow the on-screen instructions.
DashBoard Menus

In This Chapter

This appendix briefly summarizes the menus, items, and parameters available from the NWE-TS node in the Tree view of DashBoard. Parameters marked with an asterisk (*) are the factory default values.

The following topics are discussed:

• Status Tabs
• SID Assignment Tab
• Configuration Tab
• Ethernet Tab
• Event Log Tab
Status Tabs

This section provides a summary of the read-only information displayed in the Status tabs which are located in the left pane of the Device View in DashBoard.

The fields in the Status tabs vary in severity from green (valid), yellow (caution), to red (alarm). DashBoard reports the most severe alarm for a single field. Alarm colors are noted within the tables as text set in brackets next to the parameter name.

System Configuration Tab

Table 4.1 summarizes the read-only information displayed in the System Configuration tab. Note that the information in this tab reflects the last saved/applied settings made in the Configuration tab.

<table>
<thead>
<tr>
<th>Tab Title</th>
<th>Item</th>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Configuration</td>
<td>Time Reference</td>
<td>NTP</td>
<td>Indicates the selected Time Reference source</td>
</tr>
<tr>
<td></td>
<td></td>
<td>System Clock</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>LTC</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NTP Server</td>
<td>##.##.##.##</td>
<td>Indicates the IP Address of the NTP time source</td>
</tr>
<tr>
<td></td>
<td>Time Zone</td>
<td>##</td>
<td>Indicates the time zone you specified for your facility</td>
</tr>
<tr>
<td></td>
<td>Code Type</td>
<td>FINAL</td>
<td>Indicates that the NWE-TS is configured as the Final Distributor in the SID Code Level field</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PROGRAM</td>
<td>Indicates that the NWE-TS is configured as the Program Content in the SID Code Level field</td>
</tr>
</tbody>
</table>

Status Tab

Table 4.2 summarizes the read-only information displayed in the Status tab.

Table 4.2 Status Tab Items

<table>
<thead>
<tr>
<th>Tab Title</th>
<th>Item</th>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>TX</td>
<td>(Green)</td>
<td>Indicates the NWE-TS is producing a valid ASI Output</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Red)</td>
<td>Indicates the ASI output of the NWE-TS is invalid</td>
</tr>
<tr>
<td></td>
<td>RX</td>
<td>(Green)</td>
<td>Indicates a valid ASI input signal is connected to ASI IN BNC of the NWE-TS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Red)</td>
<td>Indicates the input signal connected to the ASI IN BNC is invalid or missing</td>
</tr>
</tbody>
</table>
## Table 4.2 Status Tab Items

<table>
<thead>
<tr>
<th>Tab Title</th>
<th>Item</th>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encode</td>
<td>(Green)</td>
<td>Indicates the NWE-TS is watermarking the audio signals</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Red)</td>
<td>Indicates that no watermarking is occurring</td>
<td></td>
</tr>
<tr>
<td>Alarm</td>
<td>(Green)</td>
<td>Indicates that the NWE-TS is operating correctly with no errors</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Red)</td>
<td>Indicates that a serious error condition has occurred in the last few seconds. Refer to the Event Log tab for additional information.</td>
<td></td>
</tr>
<tr>
<td>Warning</td>
<td>OK (Green)</td>
<td>NWE-TS is not experiencing any error conditions</td>
<td></td>
</tr>
<tr>
<td></td>
<td># (Yellow)</td>
<td>NWE-TS has experienced a minor error condition in the last few seconds</td>
<td></td>
</tr>
<tr>
<td>System Mode</td>
<td>Active (Green)</td>
<td>Indicates the ASI signal is routed through the NWE-TS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Switched Bypass (Red)</td>
<td>Bypass mode set via the Bypass Mode button on the front panel</td>
<td></td>
</tr>
<tr>
<td></td>
<td>User Bypass (Red)</td>
<td>Bypass mode set using DashBoard</td>
<td></td>
</tr>
<tr>
<td>PSIP Present</td>
<td>Yes (Green)</td>
<td>PSIP Tables are present in the incoming Transport Stream (TS)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PSIP Not Preset (Red)</td>
<td>PSIP Tables are absent in the incoming TS</td>
<td></td>
</tr>
<tr>
<td>PSI Present</td>
<td>Yes (Green)</td>
<td>PSI Tables are present in the incoming TS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PSI Not Present (Red)</td>
<td>PSI Tables are absent in the incoming TS</td>
<td></td>
</tr>
<tr>
<td>PSIP PSI Match</td>
<td>Yes (Green)</td>
<td>Revision levels in the PSI Tables match the levels in the PSIP Tables</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PSIP Not Matching (Red)</td>
<td>The levels are mis-matched or missing</td>
<td></td>
</tr>
<tr>
<td>MPEG Program Count</td>
<td># (Green)</td>
<td>Indicates the number of Programs contained in the incoming TS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>None (Red)</td>
<td>No Programs are detected or the incoming TS is unavailable</td>
<td></td>
</tr>
<tr>
<td>Total Audio Streams Present</td>
<td># (Green)</td>
<td>Indicates the number of audio streams (2.0 or 5.1) within all the Programs detected in the incoming TS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>None (Red)</td>
<td>No audio streams are detected or the incoming TS is unavailable</td>
<td></td>
</tr>
<tr>
<td>Total Audio Streams Encoded</td>
<td># (Green)</td>
<td>Indicates the number of audio streams the NWE-TS is encoding into</td>
<td></td>
</tr>
<tr>
<td></td>
<td>None (Red)</td>
<td>NWE-TS is currently not encoding any audio streams</td>
<td></td>
</tr>
</tbody>
</table>
### System Information Tab

**Table 4.3** summarizes the read-only information displayed in the System Information tab.

<table>
<thead>
<tr>
<th>Tab Title</th>
<th>Item</th>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Information</td>
<td>Serial Number</td>
<td>#######</td>
<td>Indicates the serial number of your NWE-TS</td>
</tr>
<tr>
<td></td>
<td>Model</td>
<td>NWE-TS</td>
<td>Indicates the product name</td>
</tr>
<tr>
<td></td>
<td>LTC Driver Version</td>
<td>#</td>
<td>Indicates the version of the LTC card installed in the NWE-TS chassis</td>
</tr>
<tr>
<td></td>
<td>DVB-ASI Firmware Version</td>
<td># x #</td>
<td>Indicates the firmware version of the MPEG card installed in the NWE-TS chassis</td>
</tr>
<tr>
<td></td>
<td>DVB-ASI Driver Version</td>
<td>#</td>
<td>Indicates the driver version of the MPEG card installed in the NWE-TS chassis</td>
</tr>
<tr>
<td></td>
<td>Build Date</td>
<td>Mmm DD YYYY</td>
<td>Indicates the build date of the MPEG card software</td>
</tr>
<tr>
<td></td>
<td>OS Version</td>
<td>#.#.#</td>
<td>Indicates the software versions of the NWE-TS software</td>
</tr>
<tr>
<td></td>
<td>Application Version</td>
<td>#.#.#</td>
<td></td>
</tr>
<tr>
<td></td>
<td>User Interface Version</td>
<td>#.#.#</td>
<td></td>
</tr>
</tbody>
</table>

### Current SID Assignment Tab

**Table 4.4** summarizes the read-only information displayed in the Current SID Assignment tab.

<table>
<thead>
<tr>
<th>Tab Title</th>
<th>Item</th>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current SID Assignment</td>
<td>Slot #</td>
<td>SID #, Major/Minor [##-#]</td>
<td>SID assignment uses major/minor notation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SID #, Program #</td>
<td>SID assignment uses program notation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SID #, Audio PID 0x###</td>
<td>SID assignment uses PID entries</td>
</tr>
</tbody>
</table>

Reports the current encoding time as reported by the time source selected on the Configuration tab.
<table>
<thead>
<tr>
<th>Tab Title</th>
<th>Item</th>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current SID Assignment</td>
<td>Slot #</td>
<td>SID #, CSID #, Major/Minor [#-#]</td>
<td>Indicates the SID and CSID assignments for the slot in the output</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SID #, CSID #, Program #</td>
<td>SIDs and CSIDs assignment uses SID notation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SID #, CSID #, Audio PID 0x####</td>
<td>SIDs and CSIDs assignment uses PID entries</td>
</tr>
<tr>
<td></td>
<td>&lt;blank&gt;</td>
<td>No SID or CSID is assigned to that slot in the output</td>
<td></td>
</tr>
</tbody>
</table>
## SID Assignment Tab

Table 4.5 summarizes the SID Assignment tab options available in DashBoard.

### Table 4.5 SID Assignment Tab Items

<table>
<thead>
<tr>
<th>Menu Title</th>
<th>Item</th>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete?</td>
<td>Selected</td>
<td></td>
<td>Deletes the specified SID row from the watermarking transport stream once the Validate and Submit buttons are clicked</td>
</tr>
<tr>
<td></td>
<td>Cleared*</td>
<td></td>
<td>The specified SID row is not deleted the next time the Validate and Submit buttons are clicked</td>
</tr>
<tr>
<td>Active</td>
<td>Selected</td>
<td></td>
<td>NWE-TS outputs the programming with watermarking for this SID</td>
</tr>
<tr>
<td></td>
<td>Cleared*</td>
<td></td>
<td>No watermarking is inserted with this SID</td>
</tr>
<tr>
<td>SID and Check Code</td>
<td>#**</td>
<td></td>
<td>Source Identification Number (SID) that is assigned by Nielsen. The ** represent the Check Code for that SID. This field is case sensitive and you must enter the characters in upper case.</td>
</tr>
<tr>
<td>CSID and Check Code</td>
<td>#</td>
<td></td>
<td>The Critical Band Encoding Technology (CBET) Source Identification Number that is assigned by Nielsen for this NWE-TS. The ** represent the Check Code for that CSID.</td>
</tr>
<tr>
<td>Mode</td>
<td>Major/Minor</td>
<td></td>
<td>Enables you to specify the major and minor channels of a Program for watermarking; watermarks all audio program associated with Major/Minor.</td>
</tr>
<tr>
<td></td>
<td>Program Number</td>
<td></td>
<td>Enables you to specify the Program for watermarking; includes the Audio PIDs associated with the Program</td>
</tr>
<tr>
<td></td>
<td>Audio PID</td>
<td></td>
<td>Enables you to specify individual Audio PIDs for watermarking</td>
</tr>
<tr>
<td>PSIP Name</td>
<td>(read-only)</td>
<td></td>
<td>Reports the identifier for the PSIP Tables present in the incoming Transport Stream</td>
</tr>
<tr>
<td>Major/Minor Ch</td>
<td>(read-only)</td>
<td></td>
<td>Mode is not set to Major/Minor</td>
</tr>
<tr>
<td></td>
<td>[xx-y]</td>
<td></td>
<td>• Mode is set to Major/Minor</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Specify the Program using the format of [xx-y] where xx represents the main channel and y indicates the sub-channel</td>
</tr>
<tr>
<td>Program Number</td>
<td>(read-only)</td>
<td></td>
<td>Mode is not set to Program Number</td>
</tr>
<tr>
<td></td>
<td>#</td>
<td></td>
<td>• Mode is set to Program Number</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Specify the Program to be watermarked</td>
</tr>
</tbody>
</table>
### Table 4.5 SID Assignment Tab Items

<table>
<thead>
<tr>
<th>Menu Title</th>
<th>Item</th>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio PID</td>
<td>(read-only)</td>
<td>Mode is not set to Audio PID</td>
<td></td>
</tr>
</tbody>
</table>
|            | #    | • Mode is set to Audio PID  
|            |      | • Specify the Audio PID to be watermarked |           |
| Insertion (CSID, SID) | Ovr, Ovr | Select this option to encode the NWE-TS CSID and SID data regardless of the presence of incoming data. |           |
|            | Ovr, Ref | Select this option to encode the NWE-TS CSID data regardless of the presence of incoming CSID data. The NWE-TS SID is not encoded when incoming SID data is present, and only transmits the incoming SID data. |           |
|            | Ref, Ovr | The NWE-TS CSID is not encoded when incoming CSID data is present, and only transmits the incoming CSID data. The NWE-TS encodes the SID data regardless of the presence of incoming SID data. |           |
|            | Ref, Ref | Select this option to not encode the NWE-TS CSID and SID data when incoming data is present, and only transmit the incoming data. This should only be selected under the guidance of Nielsen. |           |
| Validate   |      | Click this button to enable the NWE-TS to verify the SID information entered on this tab against the information from the incoming transport stream. Once the information is validated, the Submit button is enabled.  
|            |      | If the PSI/PSIP field reports a HAS CHANGED\(^b\) (yellow indicator) condition, clicking Validate will clear the condition. |           |
| Submit     |      | • Applies the changes made to the SID rows  
|            |      | • The Card State field, located above the Status tabs, will report when there are unsaved changes in the SID Assignment tab  
|            |      | • If the Submit button is disabled, changes have been made to this tab but are not validated |           |
| Cancel     |      | Ignores the changes made to the SID rows and cancels unsaved changes made in the Configuration tab. The Submit button is disabled. |           |
### Table 4.5 SID Assignment Tab Items

<table>
<thead>
<tr>
<th>Menu Title</th>
<th>Item</th>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSI/PSIP (read-only)</td>
<td>UP TO DATE (Green)</td>
<td></td>
<td>The TS structure, as reported in the PSI and PSIP, is the same as it was the last time Validate was selected</td>
</tr>
<tr>
<td></td>
<td>HAS CHANGED (Yellow)</td>
<td></td>
<td>The TS structure, as reported in the PSI and PSIOP, has changed since the last time the Validate button was selected</td>
</tr>
<tr>
<td>Read-only fields</td>
<td>#</td>
<td></td>
<td>Indicates the status of each SID that can be watermarked</td>
</tr>
</tbody>
</table>

a. Refrain and Overwrite settings only apply to NAES2 watermarks.
b. A yellow indicator is reported whenever there are changes to the SID Assignment fields that are not yet applied.
**Configuration Tab**

Table 4.6 summarizes the Configuration tab options available in DashBoard.

**Table 4.6 Configuration Tab Items**

<table>
<thead>
<tr>
<th>Menu Title</th>
<th>Item</th>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time Reference</td>
<td>System Clock</td>
<td>• Enables the NWE-TS to apply the timecode defined by its internal clock&lt;br&gt;• Use the Day, Month, and Year fields to specify the date for the system clock&lt;br&gt;• Use the Hour, Minutes, and Seconds fields to specify the time for the system clock</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NTP</td>
<td>• Enables the NWE-TS to apply the timecode defined by the NTP server&lt;br&gt;• Use the NTP Server field to enter the IP Address of your NTP server&lt;br&gt;• This is the recommended setting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>LTC</td>
<td>Enables the NWE-TS to use the Linear Timecode signal from an LTC device connected to the unbalanced LTC BNC on the NWE-TS rear panel</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NTP Server</td>
<td>###.###.###</td>
<td>Specifies the IP Address of the NTP Server of your facility</td>
</tr>
<tr>
<td></td>
<td>LTC Observe DST</td>
<td>Selected</td>
<td>Specifies that the LTC device connected to the NWE-TS automatically adjusts for Daylight Savings Time</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cleared*</td>
<td>Specifies that the LTC device connected to the NWE-TS does not apply DST</td>
</tr>
<tr>
<td></td>
<td>LTC Offset</td>
<td>hh:mm:ss</td>
<td>Specify the number of hours (hh), minutes (mm), and/or seconds (ss) to offset the timecode from the LTC source. Use an “+” or “-” to increase/decrease the offset by the specified value. For example, typing +00:00:04 adds an offset of 4 seconds.</td>
</tr>
<tr>
<td></td>
<td>Time Zone</td>
<td>#</td>
<td>Specifies the time zone your facility is located in</td>
</tr>
<tr>
<td></td>
<td>Set Time Reference</td>
<td>Applies the changes made to the Time Reference, NTP Server, LTC Observe DST, LTC Observe DST, and Time Zone fields</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Code Type</td>
<td>Program Content</td>
<td>Specifies that your facility is the broadcast network or syndicate in the program distribution chain</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Final Distributor*</td>
<td>Specifies that your facility is the final station or network in the program distribution chain</td>
</tr>
</tbody>
</table>
### Table 4.6 Configuration Tab Items

<table>
<thead>
<tr>
<th>Menu Title</th>
<th>Item</th>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code Type</td>
<td>Set</td>
<td></td>
<td>Applies the change made to the Code Type menu</td>
</tr>
<tr>
<td>System Mode</td>
<td>Active</td>
<td></td>
<td>ASI signals are routed through the card</td>
</tr>
<tr>
<td></td>
<td>Bypass</td>
<td></td>
<td>ASI signals on the input BNCs bypass the card and are looped passively to the output BNCs through the relays</td>
</tr>
<tr>
<td>System TSID</td>
<td># x #####</td>
<td></td>
<td>Specifies the transport stream identifier for the incoming signal</td>
</tr>
<tr>
<td></td>
<td>Set</td>
<td></td>
<td>Applies the change made to the System TSID field</td>
</tr>
<tr>
<td>Day</td>
<td>##</td>
<td></td>
<td>Specifies the current date for the System Clock to start counting from</td>
</tr>
<tr>
<td>Month</td>
<td>#</td>
<td></td>
<td>Specifies the month for the System Clock to start counting from</td>
</tr>
<tr>
<td>Year</td>
<td>####</td>
<td></td>
<td>Specifies the year for the System Clock to start counting from</td>
</tr>
<tr>
<td>Set Encoder Date&lt;sup&gt;a&lt;/sup&gt;</td>
<td></td>
<td></td>
<td>• Applies the changes made to the Day, Month, and Year fields • Updates the Encoder Date field in the Status tab</td>
</tr>
<tr>
<td>Hour&lt;sup&gt;b&lt;/sup&gt;</td>
<td>#</td>
<td></td>
<td>Specifies the hour for the System Clock to start counting from; assumes a twenty-four hour clock</td>
</tr>
<tr>
<td>Minutes</td>
<td>#</td>
<td></td>
<td>Specifies the minute for the System Clock to start counting from</td>
</tr>
<tr>
<td>Seconds</td>
<td>#</td>
<td></td>
<td>Specifies the second for the System Clock to start counting from</td>
</tr>
<tr>
<td>Set Encoder Time</td>
<td></td>
<td></td>
<td>• Applies the changes made to the Hour, Minutes, and Seconds fields • Updates the Encoder Time field in the Status tab</td>
</tr>
<tr>
<td>Cancel Changes</td>
<td></td>
<td></td>
<td>Returns the menu items on the Configuration tab and SID Assignment tab to their previously saved settings</td>
</tr>
<tr>
<td>Encoding Parameters</td>
<td></td>
<td></td>
<td>For use by Nielsen only.</td>
</tr>
<tr>
<td>Password</td>
<td></td>
<td></td>
<td>For use by Nielsen only.</td>
</tr>
<tr>
<td>Set Factory Defaults</td>
<td></td>
<td></td>
<td>Resets the settings in the Configuration and SID Assignments tabs to their default values</td>
</tr>
</tbody>
</table>

---

<sup>a</sup> This field is read-only when Time Reference is set to NTP.

<sup>b</sup> This field is read-only when Time Reference is set to NTP or LTC.
**Ethernet Tab**

*Table 4.7* summarizes the Ethernet tab options available in DashBoard.

<table>
<thead>
<tr>
<th>Menu Title</th>
<th>Item</th>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethernet</td>
<td>Method</td>
<td>Static</td>
<td>User manually supplies the Ethernet settings</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DHCP*</td>
<td>Automates the assignment of the Ethernet settings</td>
</tr>
<tr>
<td></td>
<td>IP Address</td>
<td>###.###.###</td>
<td>The IP Address for the NWE-TS</td>
</tr>
<tr>
<td></td>
<td>Subnet Mask</td>
<td>###.###.###</td>
<td>The subnet mask for the NWE-TS</td>
</tr>
<tr>
<td></td>
<td>Default Gateway</td>
<td>###.###.###</td>
<td>The gateway for communication outside of the local area network (LAN)</td>
</tr>
<tr>
<td></td>
<td>Apply Changes</td>
<td></td>
<td>Applies and saves any changes made to the Ethernet Settings</td>
</tr>
<tr>
<td></td>
<td>Cancel</td>
<td></td>
<td>Cancels any setting changes and resets the Ethernet Settings to the previous values</td>
</tr>
</tbody>
</table>
Event Log Tab

Table 4.8 summarizes the Event Log tab options available in DashBoard.

Table 4.8  Event Log Tab Items

<table>
<thead>
<tr>
<th>Menu Title</th>
<th>Item</th>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Log</td>
<td>DD mm dd, hh:mm:ss yyyy (code #): xxx</td>
<td>Displays the last 20 messages. Each message reports: • the date and time of the message • the type of message (code #) • a brief description</td>
<td></td>
</tr>
<tr>
<td>Event Log</td>
<td>Clear</td>
<td>Clears the fields in the Event Log tab. Note that this does not clear the information reported in the System Logging tree node, nor the information stored in the non-volatile memory of the NWE-TS.</td>
<td></td>
</tr>
</tbody>
</table>

Message Contents

Each entry in the log contains a timestamp, a code number and a description. Messages are written to the log when significant changes occur in the operation of the NWE-TS. These include: reference, audio or time inputs; power-on or reboot cycles; configuration changes that can have an effect on watermarking; video/audio bypass; user clearing of the log; and alarm conditions. Firmware version numbers are included in the startup message, to allow tracking of updates.

For More Information on...

- saving the log file, refer to the section “To save the event log as a compressed archive” on page 3-9
Specifications

In This Chapter

This appendix provides information on the specifications for your NWE-TS. Note that specifications are subject to change without notice.

The following topics are discussed:

• Technical Specifications
Technical Specifications

This section provides the technical specifications for the NWE-TS.

<table>
<thead>
<tr>
<th>Table 5.1 NWE-TS Technical Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Category</strong></td>
</tr>
<tr>
<td>Transport Stream Input</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Transport Stream Output</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
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<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Bypass Mode</td>
</tr>
<tr>
<td>LTC Input</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Environment</td>
</tr>
<tr>
<td>Power</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

a. Power off or push-button.
SMPTE 310M Configuration

In This Chapter

This appendix provides information on creating a SMPTE 310M workflow using the NWE-TS, and an openGear ASI-310 card. Note that the configuration presented here is an example and your facility needs may differ than what is presented here.

The following topics are discussed:

• System Integration
System Integration

Figure 6.1 provides a system diagram that illustrates one way to set up the SMPTE 310M conversion using an NWE-TS and a Ross Video ASI-310 converter.

Figure 6.1 NWE-TS and ASI-310 Setup — SMPTE 310M Conversion
Service Information

In This Chapter

This chapter contains the following sections:

- Troubleshooting Checklist
- Warranty and Repair Policy
Troubleshooting Checklist

Routine maintenance to the NWE-TS is not required. In the event of problems with your NWE-TS, the following basic troubleshooting checklist may help identify the source of the problem. If the NWE-TS still does not appear to be working properly after checking all possible causes, please contact your NWE-TS distributor, or the Technical Support department at the numbers listed under the “Company Address” section at the front of this manual.

1. **Visual Review** — Performing a quick visual check may reveal many problems, such as connectors not properly seated or loose cables. Check the chassis, and any associated peripheral equipment for signs of trouble.

2. **Power Check** — Check the power indicator LED on the chassis for the presence of power. If the power LED is not illuminated, verify that the power cable is connected to a power source and that power is available at the power main. Confirm that the power supplies are fully seated in their slots. If the power LED is still not illuminated, replace the power supply with one that is verified to work.

3. **Input Signal Status** — Verify that source equipment is operating correctly and that a valid signal is being supplied.

4. **Output Signal Path** — Verify that destination equipment is operating correctly and receiving a valid signal.

5. **Unit Exchange** — Exchanging a suspect unit with a unit that is known to be working correctly is an efficient method for localizing problems to individual units.

6. **Re-load the Factory Defaults** — If the NWE-TS appears to be working and reports no errors, but is not generating any active picture or outputs black, restoring the default factory configuration may fix the problem.

Saving the Configuration to a Text File

You can save the NWE-TS editable settings to a text file on your PC. This information is used by the Nielsen Encoder Support when troubleshooting issues you may be encountering with your NWE-TS.

**To save your card settings to a text file**

1. From the Basic Tree View, right-click the NWE-TS node.

2. Select Save Configuration to File.

3. Follow the on-screen instructions.
Warranty and Repair Policy

The NWE-TS is warranted to be free of any defect with respect to performance, quality, reliability, and workmanship for a period of THREE (3) years from the date of shipment from our factory. In the event that your NWE-TS proves to be defective in any way during this warranty period, Ross Video Limited reserves the right to repair or replace this piece of equipment with a unit of equal or superior performance characteristics.

Should you find that this NWE-TS has failed after your warranty period has expired, we will repair your defective product should suitable replacement components be available. You, the owner, will bear any labor and/or part costs incurred in the repair or refurbishment of said equipment beyond the THREE (3) year warranty period.

In no event shall Ross Video Limited be liable for direct, indirect, special, incidental, or consequential damages (including loss of profits) incurred by the use of this product. Implied warranties are expressly limited to the duration of this warranty.

This NWE-TS User Manual provides all pertinent information for the safe installation and operation of your product. Ross Video policy dictates that all repairs to the NWE-TS are to be conducted only by an authorized Ross Video Limited factory representative. Therefore, any unauthorized attempt to repair this product, by anyone other than an authorized Ross Video Limited factory representative, will automatically void the warranty. Please contact Ross Video Technical Support for more information.

In Case of Problems

Should any problem arise with your NWE-TS, please contact the Ross Video Technical Support Department. (Contact information is supplied at the end of this publication.)

A Return Material Authorization number (RMA) will be issued to you, as well as specific shipping instructions, should you wish our factory to repair your NWE-TS. If required, a temporary replacement frame will be made available at a nominal charge. Any shipping costs incurred will be the responsibility of you, the customer. All products shipped to you from Ross Video Limited will be shipped collect.

The Ross Video Technical Support Department will continue to provide advice on any product manufactured by Ross Video Limited, beyond the warranty period without charge, for the life of the equipment.
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Contact Us

Contact our friendly and professional support representatives for the following:

• Name and address of your local dealer
• Product information and pricing
• Technical support
• Upcoming trade show information

<table>
<thead>
<tr>
<th>Ross Video Technical Support</th>
<th>Telephone: +1 613 • 652 • 4886</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>After Hours Emergency: +1 613 • 349 • 0006</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:techsupport@rossvideo.com">techsupport@rossvideo.com</a></td>
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<table>
<thead>
<tr>
<th>General Information</th>
<th>Telephone: +1 613 • 652 • 4886</th>
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<tbody>
<tr>
<td></td>
<td>Fax: +1 613 • 652 • 4425</td>
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<td>Email: <a href="mailto:solutions@rossvideo.com">solutions@rossvideo.com</a></td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.rossvideo.com">http://www.rossvideo.com</a></td>
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