

# Table of Contents

<b>Distance Learning Components</b>	<b>pg. 3</b>
<b>Start-up / Troubleshooting</b>	<b>pg. 4</b>
<b>Mip Test</b>	<b>pg. 6</b>
<b>Dealer Self Intall Instructions</b>	<b>pg. 9</b>
<b>Factory Default Reset Steps</b>	<b>pg. 12</b>
<b>Manual Tuning Process</b>	<b>pg. 13</b>
<b>DSR530-KSM230 No VCR DSR530 wiring diagram</b>	<b>pg. 15</b>
<b>DSR530-SC500 No VCR DSR530 wiring diagram</b>	<b>pg. 16</b>
<b>DSR530-KSM230 DSR530 wiring diagram</b>	<b>pg. 17</b>
<b>SC500-SC500B DSR 530 wiring diagram</b>	<b>pg. 18</b>
<b>RF Splitter Configuration – (used to troubleshoot fail on install units)</b>	<b>pg. 19</b>
<b>IRD Replacement Completion Form</b>	<b>pg. 21</b>

## \*\*\*\*STAR Distance Learning Quick Operation Guide

For Additional assistance call the FORDSTAR Help Desk at 1-(800) 790-HELP(4357) option 5



### Television

Displays Video and Audio

- Confirm TV is powered on  
Tune TV to video mode by pressing the TV/Video button (Sony Models only)

### Integrated Receiver Decoder (IRD)

Tunes and decodes channels from satellite. It should remain powered on at ALL times

- Can digitally record and store approximately 100 hrs of programming.
- Use the remote to adjust channels and enable digital recording features.

### Site Controller (SC500)

The Communication link for Distance Learning, it should remain powered on at ALL times.

- Log into correct Host (Shown at the bottom Right of the TV screen)
- The + and – key will change the host number, the **ENTER** key ↵ will begin the log in process
- Taped log-in instructions precede each broadcast



### Keypads

Personal link for the student to the instructor

- Once the Site Controller is logged in, the Key pad will prompt you for your student I.D

**Do not tamper with the wiring of this Equipment:**

You may disable your system and may affect other sites. Resulting repairs may be billed to you

This unit is dedicated to the use of \*\*\*\*star programming

**Getronics On-Site Start – Up / Troubleshooting**

When the Getronics' FSR arrives on site, he/she should ask for the site contact and ask to be directed to the Distance Learning Unit (DLU).

The DLU is used by the site for long distance interactive training and is composed of 3-4 pieces of equipment.

Generally, the equipment should be in a group, typically in a large entertainment center cabinet/tower, but it may be spread out in the room. As the audio is pathed through all the equipment in the DLU via RCA and Mini-Cables it will not be spread too far.

The Components of the DLU are:

1. **TV** – Dealers were supplied with a Sony TV. Customers have substituted other models since then. Any model is acceptable as long as it has RCA jacks for Audio/Video
2. **IRD** - The DSR530F/Star Choice is the satellite receiver. It is connected to the satellite and provides the audio/video feed to the DLU
3. **Site Controller** - Specialized device that connects the dealership personnel to the instructor's host computer at the broadcast studio. The Site Controller or SC provides interactive audio and data transmission between the student and the instructor, using individualized keypads connected to the site controller. Up to 128 keypads can be connected to each SC although the typical number is 3-5. There are two models currently in use the KSM230 and SC500. Both connect to the DLU similarly and test similarly.
4. **VCR** - Some DLUs have a VCR connected into the system in order to tape the training broadcasts. The original standard was one of several commercial grade Sony models but dealers have replaced them with other devices over the years. Any model VCR is acceptable as long as it has RCA audio/video jacks. The VCR should also have a line/aux/video setting to allow feed through the IRD.

When the tech arrives on site he/she should replace the IRD following the instructions in the Dealer Self Install Packet. A set of instructions should be included in the box with the new IRD. They are also included in this guide, (pg. 9). Once replacement has been completed the tech should be able to see video. If the tech does not see video there are some simple troubleshooting steps to perform, **before** calling the Fordstar help desk. (FSHD/MHD at 1-800-790-4357 Option 5 for assistance). If all troubleshooting steps have been performed and it is determined that the IRD was “dead on arrival” it should

remain installed at the dealership. Pack up the old IRD and give to Ford site contact per Site Closure Instructions.

**The following steps should be performed prior to calling FSHD for assistance:**

**1. TV**

- a. Confirm that the TV is on and it is in video mode.
  - i. Standard Sony TVs have a TV/Video button on the front. It should be set to video or video1 depending on the model.
  - ii. Other TVs should be set to the mode that allows the RCA inputs to function.
    1. This is labeled differently by manufactures. Some possibilities are:
      - a. Video
      - b. Line
      - c. Aux
    2. This setting can be a button, a menu choice or even listed as a channel.
    3. Ask the site contact for assistance. If they are unable to assist you contact the FSHD.

**2. IRD**

- a. The IRD should be powered on.
  - i. The power switch is a silver button on the front left on the device.
- b. Also the signal light (a small satellite dish also on the upper right) should be lit green.
- c. If the dish is not lit or is lit red or amber, attempt to power cycle the IRD.
  - i. If it does not change contact the FSHD immediately.

**3. VCR**

- a. Should be powered on and set to line mode.
  - i. Standard Sony VCRs will show the word "Line" in the LED display when properly set.
    1. If the word "Line" does not appear. Press the "input select" button on the VCR.
      - a. The button is on the front of the VCR but it may be hidden behind an access door depending on the model.
  - ii. Other VCRs need to be set to the setting that allows their RCA inputs to function.
    1. This is labeled differently by manufactures. Some possibilities are:
      - a. Video
      - b. Line
      - c. Aux

2. This setting can be a button, a menu choice or even listed as a channel.
3. Ask the site contact for assistance. If they are unable to assist you contact the FSHD.

#### 4. Check the Wiring

- a. You should be able to disconnect the cables from the failed IRD and directly connect them to the new unit. However it is possible that the cable will not be properly connected when the tech arrives. The audio and video output from the IRD is wired through several devices before reaching the TV using RCA-Style and mini-stereo type cables. See the attached wiring diagrams for the different variations. The general path is as follows.
  - i. Video -
    1. RCA Video output of the IRD to the RCA video input of any attached VCR
    2. VCR RCA video output to the RCA-video input of the TV.\
  - ii. Audio - Fordstar broadcasts only in mono audio. Only the left channel audio needs to be connected for the audio to work. The cables at site may be either mono or stereo.
    1. RCA audio output of the IRD to the RCA audio input of any attached VCR.
    2. VCR audio output to Site Controller MINI (Headphone style) audio input jack.
    3. Site Controller MINI audio output to TV RCA Audio Input.
- b. Confirm that the IFL COAX (Feed from Dish) is actually connected to the IRD and to a wall plate/other connection in the room.
  - i. **NOTE:** The IFL should be the ONLY COAX connected to any device in the DLU
    1. Should be connected from the splitter to the IRDs input 1 & 2.
  - ii. Any other COAX connections are non-standard and should be removed for testing.
    1. Inform the site contact that those connections are non-standard and should not be connected to the DLU when complete.

#### **If there is still no video.**

1. Perform a cold reboot of the IRD.
  - a. Remove the power cable from the back of the unit.
  - b. Wait 20 seconds.
  - c. Plug the unit back in and wait for the reboot cycle to complete.
    - i. This can take up to 6 minutes to complete.
    - ii. Do not touch the unit or the remote during this time.
2. Perform a warm reboot.

- a. Hold down the power button on the front of the unit for 5-10 seconds until the unit powers down.
  - b. Wait 15 seconds.
  - c. Power the unit back up by pressing the front panel.
3. Perform a Factory Default reset and attempt to manually tune the IRD
  - a. See **Factory Default Reset** and **Manual tuning documents** included. This should restore Video.

If that does not resolve the problem, contact the FSHD/MHD at 1-800-790 4357 Option 5

## **MIP Testing**

Once the tech has confirmed video, he/she needs to verify this by:

1. Tuning the IRD to channel 018.
  - a. You should see either a PowerPoint presentation on the MIP testing procedure, or the MIP analyst performing tests.
2. Log the site controller on to perform the test logging the site controller on to the Fordstar test host (The Mini-MIP).
  - a. There are two models of site controllers
    - i. KSM230
    - ii. SC500.
  - b. The log in procedure, menu structure and the front display panel are the same for both
3. To log on, check the display area of the site controller.
  - a. You should see in the display the following message
    - i. *SELECT HOST >HostXX*  
*Press Enter To Log on(Host changes, need to call and get correct host)*
    - ii. Use the Teal +/- buttons on the front display to change the host reading so that it reads Host01
    - iii. Once it displays Host01, press the enter key on the front display to begin the log on process.
4. This will take anywhere from 30 to 60 seconds to complete.
5. If successful, you will see the menu display change to:
  - a. *Logged onto Host 01*  
*PRESS ENTER TO LOG OFF.*
  - b. If you see any other message or no display at all contact the Fordstar Help Desk at 1-800 790-4357 Option 5
6. Once the Site Controller logs on to a host, you will need to enter your ID, (see **step 8**), in the keypad.
  - a. The keypad takes 15-30 seconds to establish a connection after the host logs in.
  - b. The keypad will show the follow display when the unit is not yet connected to the host:
    - i. Keypad # X

Site not connected

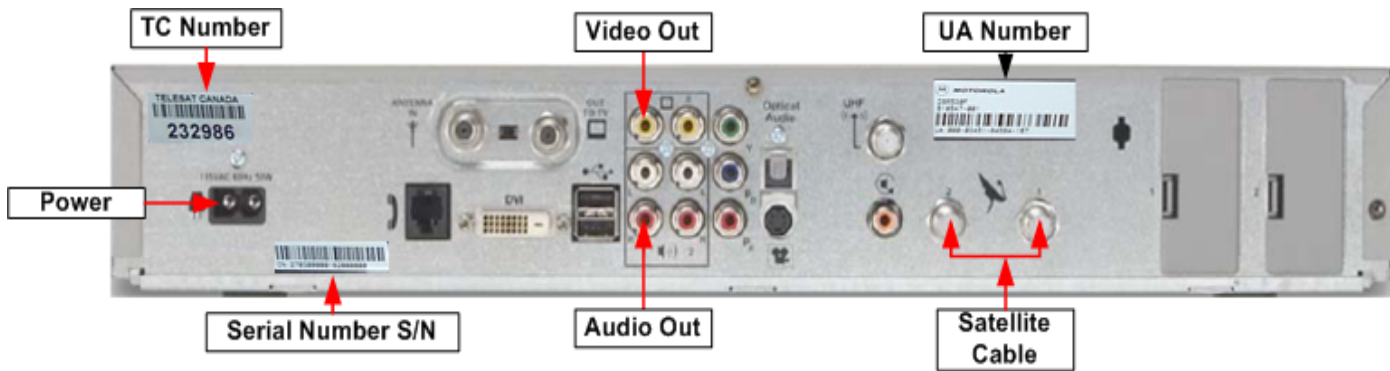
7. Once the keypad establishes a connection, it will change to:
  - a. Enter your View ID  
ID:
8. **A pool of IDs has been created for Getronics' use.**
  - a. The pool consists of the three digit **numbers between 300 and 350.**
  - b. These numbers will identify you to the MIP analyst as Getronics FSR performing an IRD swap.
  - c. Select any number within the range.
    - i. The host can only accept one log in per ID at a time.
    - ii. If an ID is rejected, it may be in use by another tech.
      1. Simply select another ID within the range and try again.
  - d. If you are still having issues logging in contact the FSHD at 1-800-790-4357 Option 5.
9. Once you are logged into the keypad, it will display a message.
  - a. Getronics IRD Tech
10. As soon as the keypad registers this message,
  - a. Press the **Red** call button on the keypad.
    - i. DO NOT wait for the Mini-MIP analyst to ask you to press the call button.
      1. There may be dozens of sites logged in to host 01 at one time for downloads, audio testing and/or by mistake.
      2. The MIP Analyst may not have time to acknowledge each site that simply logs in.
      3. **IN ORDER TO TEST YOU MUST PRESS THE RED CALL BUTTON.**
  - b. The red Wait light just above it should now be lit.
  - c. Stand about 3-5 feet away from the DLU with the keypad in your hands.
  - d. Pay attention to the MIP Analyst on the broadcast.
    - i. The MIP analyst will come on and acknowledge you as:
      1. The tech at your site location, such as:
        - a. The Getronics' tech at Smith Ford
        - b. A tech testing at Johnson Lincoln Mercury
      2. The Analyst will give you directions.
      3. Once you see the Green speak light come on the keypad, you may respond interactively with the MIP analyst.
        - a. Speak in conversational tones holding the keypad 1-2 feet in front of you.
11. Generally the MIP test will consist of:
  - a. A short conversation.
  - b. Three to Five Questions such as:
    - i. Pressing certain keypad keys
    - ii. Counting to establish Audio quality.
  - c. The test should take less than a minute.

- i. There are some audio issues that may require a longer test.
  - ii. None should take longer than 2 -3 minutes to complete.
- 12. Be patient, there may be others ahead of you in the call queue.
  - a. Calls will be answered on a 1<sup>st</sup> come 1<sup>st</sup> served basis.
  - b. Remember, your entry in the queue begins **when you press the red call button, not when you log onto Host 01.**
- 13. Once the red wait light is lit, **DO NOT press another button unless the MIP analyst requests you to.** Pressing keypad buttons while waiting for a call to connect may knock you out of your position in the call queue.
- 14. Respond to all questions asked by the MIP Analyst. Failing to answer the MIP Analyst may lead them to believe that you are having audio or other technical issues and may prevent you from getting a sign off.
- 15. Some sites use digital audio for interactivity, using either Internet or satellite based transport.
  - a. This can cause a slight lag in audio response so be aware and attentive to the instructor for assistance.
- 16. If the test is successful the MIP analyst will give you a three-digit signoff number.
  - a. If the test is not successful, the MIP analyst will not provide a signoff number and will instruct you to contact the FSHD.

## **Integrated Receiver/Decoder (IRD) Dealer Self Install Instructions**

- 1. Unpack the replacement IRD. Please keep the box and packing materials, as you will be using them to return your non-working unit back to Ford.
- 2. Note the location of SN number and UA number on the back of the replacement unit. Record these numbers as the Fordstar Helpdesk will need them to activate your receiver.
  - a. The Serial Number (S/N) will be a 16 Digit Number beginning (08974733xxxxxxx)
  - b. The Authorization Number (U/A) will be a 16-Digit number beginning with (000-03451-xxxxx-xxx)
- 3. You are now ready for replacement.
- 4. Make note of what cables are currently plugged into the failed IRD and where they connect. (Labeling all cables is recommended).





5. Power the unit off and disconnect all cables from the failed IRD.
6. Remove failed IRD from its current location and install the replacement unit in its place. Record the U/A and S/N information from the failed IRD. The FordStar Helpdesk (FSHD) will need these numbers to deactivate the old unit from the database.

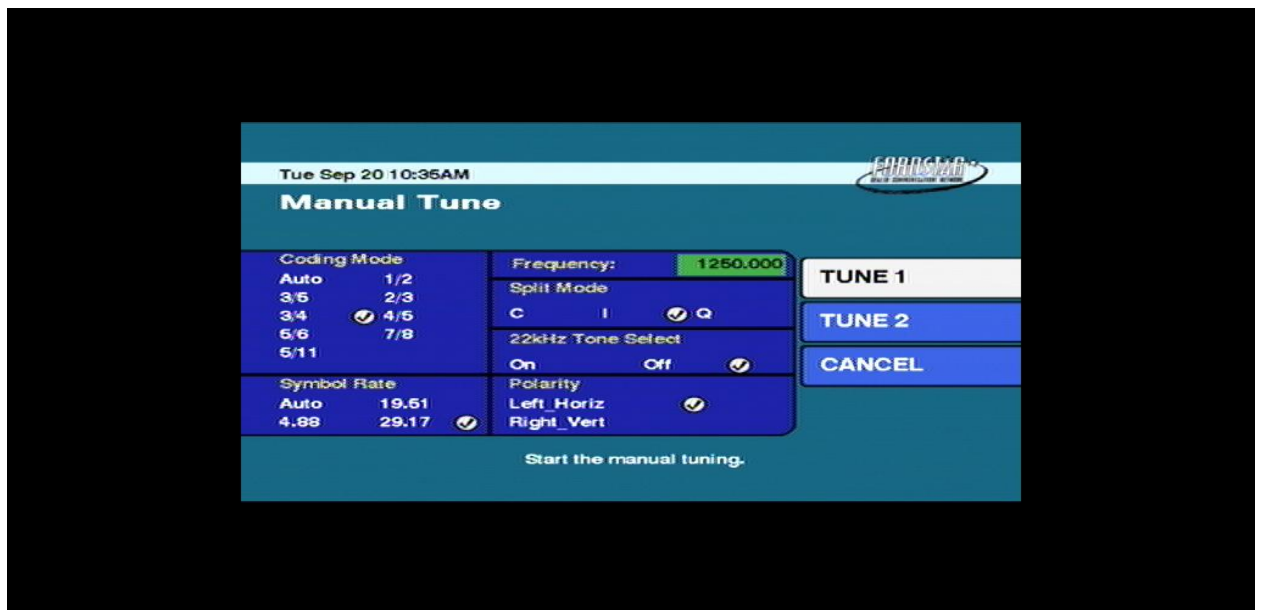
***Note: Do NOT connect power cord at this time.***

7. Leaving the power cord disconnected, connect all other cables to the replacement unit exactly as they were found on the failed unit.
8. Now connect the power cord.
9. Do **not** touch any buttons on the remote or on the replacement unit during the initial power up.
10. Monitor the display, wait 2 minutes. Four blue bars should begin to cycle on the right hand side. If you do not see the blue bars please press the front left reset button (see figure to right) and repeat this step.
11. When the blue bars become solid, use the remote control to manually tune the new receiver
  - a. press the “Options” button
  - b. Select #4, System Setup.
  - c. Select #3, System Settings.
  - d. Press 988 to bring up the System Configuration menu.
  - e. Select #1, Manual Tune.





- f. Arrow over to "Frequency" and set to 1250.000.



- g. Highlight "TUNE 1" and press the "Enter" key on the remote. In no more than 1min, it will change from "TUNING" to "TUNED". The satellite icon on the front of the IRD will change from red to green.
12. You should now have a green satellite icon. If you do not, please try the manual tune process again. If you still do not have a signal, please contact the Ford Business Assistance Center at **1-800-790-4357, Opt 5**.
13. The Fordstar Helpdesk will have your receiver Activated and will confirm your audio/video with an interactive test. (see Mip testing, pg 6).

14. When you have completed your replacement, please pack the failed receiver into the replacement units packaging and attach the included pre-printed waybill to the box. Refer to the enclosed letter for shipping information.
15. You are now complete. *This unit should be left powered on at all times. Please do not power off this unit.*

***If you have any difficulties with the installation or have any questions please contact the Helpdesk (FSHD) at 1-800-790-4357, Opt 5***

## Factory Default Reset for DSR530F

If for some reason the IRD will not acquire video or a signal, it may be necessary to perform a factory reset on the IRD. The following steps will **reset and program** the IRD. Once a signal is acquired, then an authorization must be completed by the VOC. Refer to **IRD Authorization** located in Paperless.

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### Documents to reference

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*IRD Authorization*

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*Authorization Reset DSR530*

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*Rebooting the DSR 530*

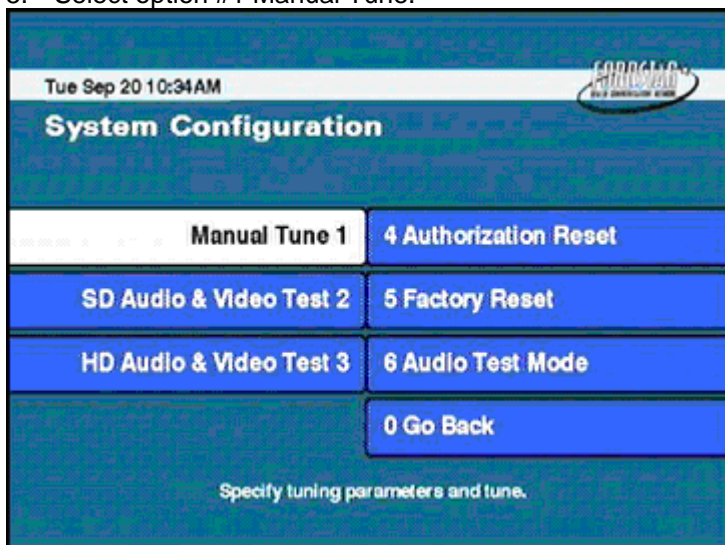
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**NOTE: This process must be completed with the Remote Control DO NOT USE THE FRONT PANEL OF THE DSR530.**

1. Press the '**SAT**' button then press '**OPTIONS**'.
-  Note: If you are unable to get the options menu try to power cycle the IRD by unplugging the power cord for at least 30 seconds, plug it in and power the IRD on
2. Select "**Option 4**" -System Setup by pressing **the number 4 on the remote keypad** or use the arrows to select "**Option 4**" then press **<Enter>**.
3. Select "**Option 3**" -System Settings on the System Setup menu by pressing **the number 3 on the remote keypad** or using the arrows to select "**Option 3**" then press **<Enter>**.
4. With the "**System Setting**" menu displayed enter "**988**" on the remote control to access the System Configuration menu. **NOTE: This does not display on screen.**
5. Select "**Option 5**" **by pressing the number 5 on the remote keypad or using the arrows** - Factory Reset and press **<Enter>** on the remote to confirm reset.
6. The display on the IRD will go black.
7. Unplug the power cord on the IRD.
8. Wait 20 seconds then plug the power cord back in.
9. After the blue lights finish cycling then power the unit back on.
10. Manually retune the device. See **Manual Tuning for IRD (next page)**



1. To get to the manual tune menu, press the Options key.
2. Select #4 System Setup **by pressing the number 4 on the remote keypad or using the arrows.**
3. Select #3 System Settings. **by pressing the number 3 on the remote keypad or using the arrows**
4. Press "988" to get to the hidden System Configuration menu.
5. Select option #1 Manual Tune.



6. **Using the arrows key, highlight the 'Frequency' box. Using the keypad, set the frequency to 1250.000**

Tue Sep 20 10:35AM

**Manual Tune**

Coding Mode	Frequency: 1250.000	TUNE 1
Auto 1/2	Split Mode	TUNE 2
3/5 2/3	C I <input checked="" type="checkbox"/> Q	CANCEL
3/4 <input checked="" type="checkbox"/> 4/5	22kHz Tone Select	
5/6 7/8	On Off <input checked="" type="checkbox"/>	
5/11	Polarity	
Symbol Rate	Left Horiz <input checked="" type="checkbox"/>	
Auto 19.51	Right Vert <input checked="" type="checkbox"/>	
4.88 29.17 <input checked="" type="checkbox"/>		

Start the manual tuning.

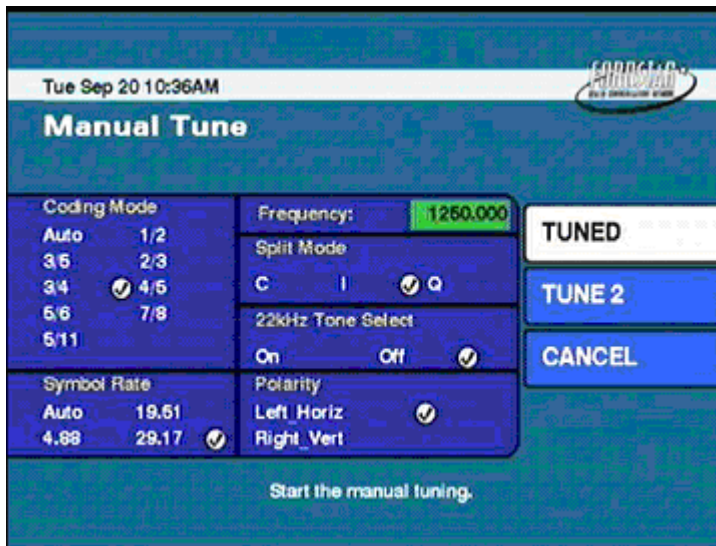
7. Using the arrow key confirm all settings are correct as in the picture above.
8. Highlight "TUNE 1" and press the enter key. Once it changes from "TUNING" to "TUNE", the signal light on the front of the IRD will change from red to green.

Tue Sep 20 10:36AM

**Manual Tune**

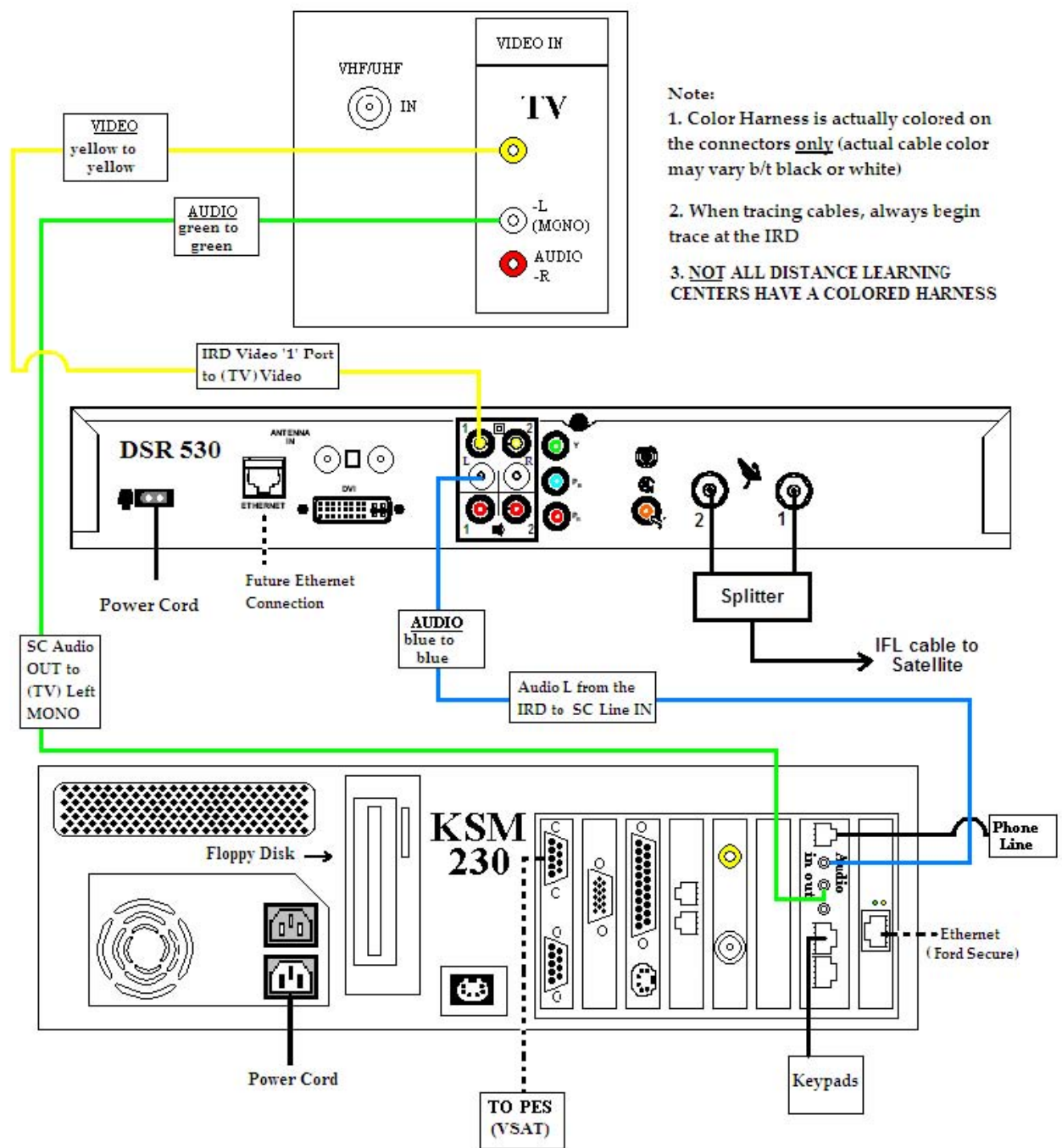
Coding Mode	Frequency: 1250.000	TUNING
Auto 1/2	Split Mode	TUNE 2
3/5 2/3	C I <input checked="" type="checkbox"/> Q	CANCEL
3/4 <input checked="" type="checkbox"/> 4/5	22kHz Tone Select	
5/6 7/8	On Off <input checked="" type="checkbox"/>	
5/11	Polarity	
Symbol Rate	Left Horiz <input checked="" type="checkbox"/>	
Auto 19.51	Right Vert <input checked="" type="checkbox"/>	
4.88 29.17 <input checked="" type="checkbox"/>		

Start the manual tuning.



9. Wait for the all the blue LEDs on the front of the IRD to acquire a lock. Once all four LEDs lock, they will flash a few times and then become solid.
10. Change to the appropriate channel number to view video. If video is not present, perform a front panel reset by holding down the reset button for **at least** 5 seconds.
11. After reboot the IRD will display channels and video.

**DSR530-KSM230 No VCR**  
**DSR530**



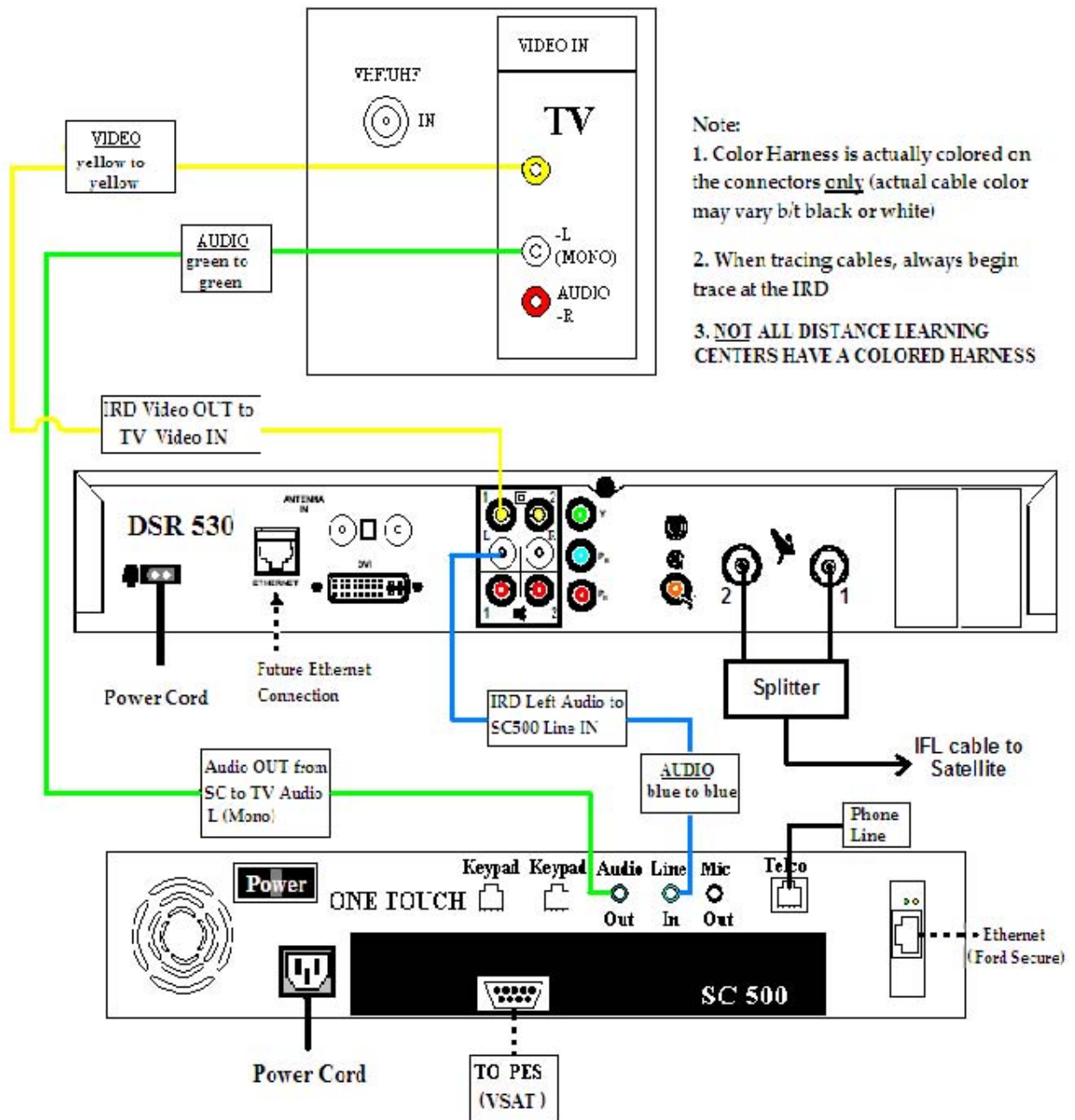
Location: FORDSTAR/Distance Learning/Wiring Diagrams/DSR530/DSR530-KSM230 No VCR Keywords: Dsr530, site controller, diagram, ksm230, 530, 230, vcr Last Revision: 03-23-2005 Revision No: 1.0 Revision Requested By: Nicole Wright SME if Applicable: Nicole Wright

For Reference Use Only Page 1 of 1 Last printed 03/23/2005 1:37 PM at 1:37 PM

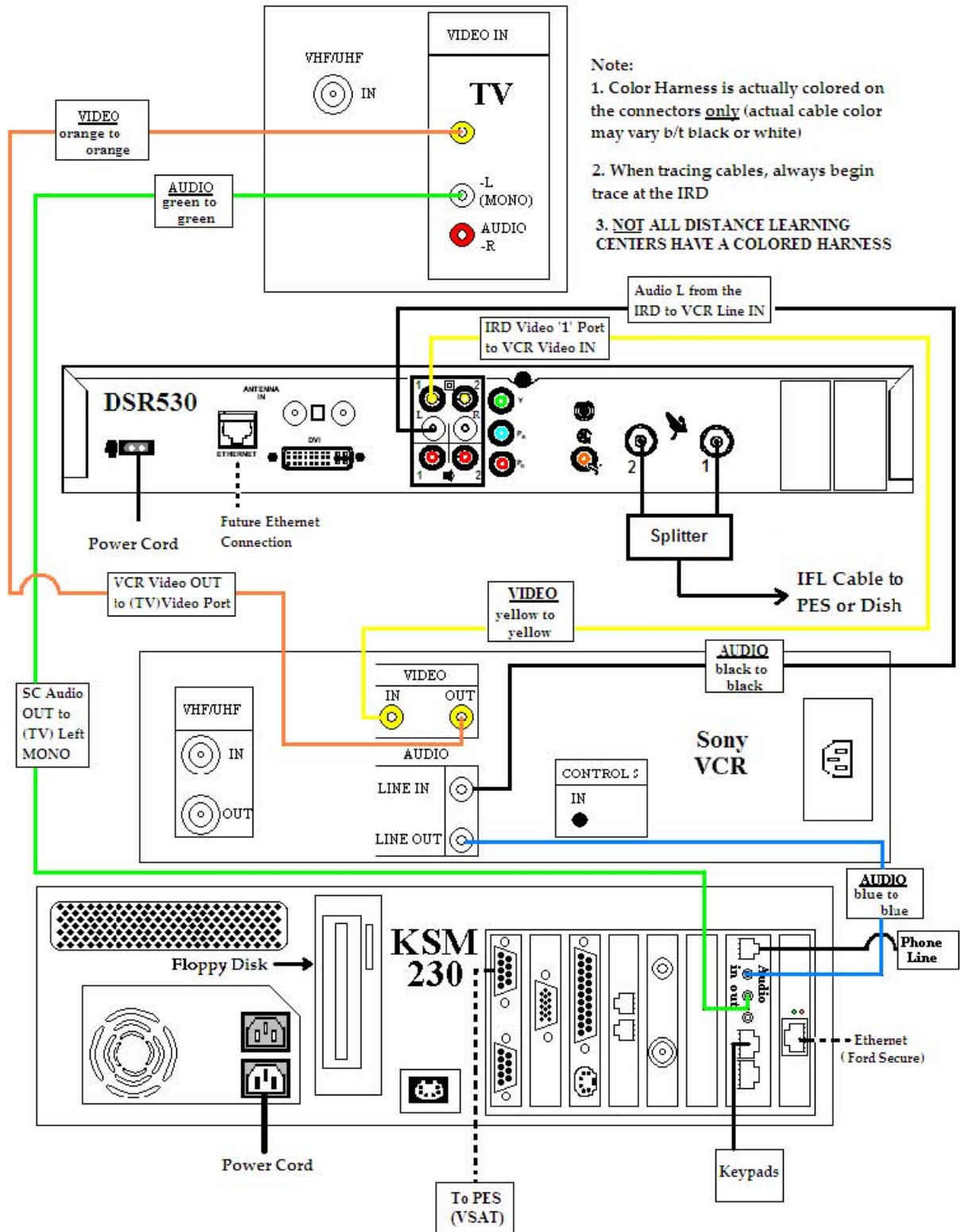
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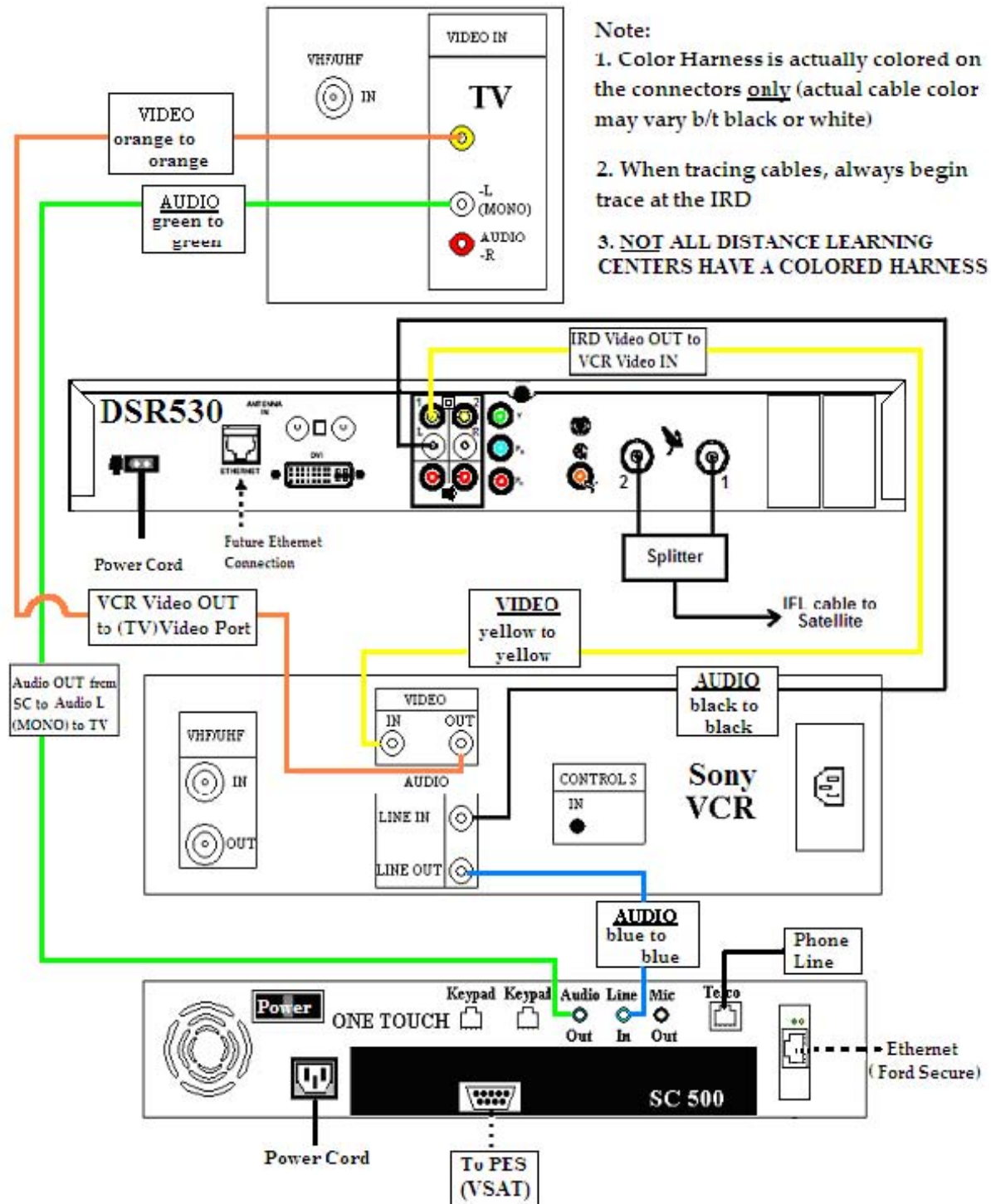
**DSR530-SC500 No VCR DSR530**



## DSR530-KSM230 DSR530



## SC500-SC500B DSR 530



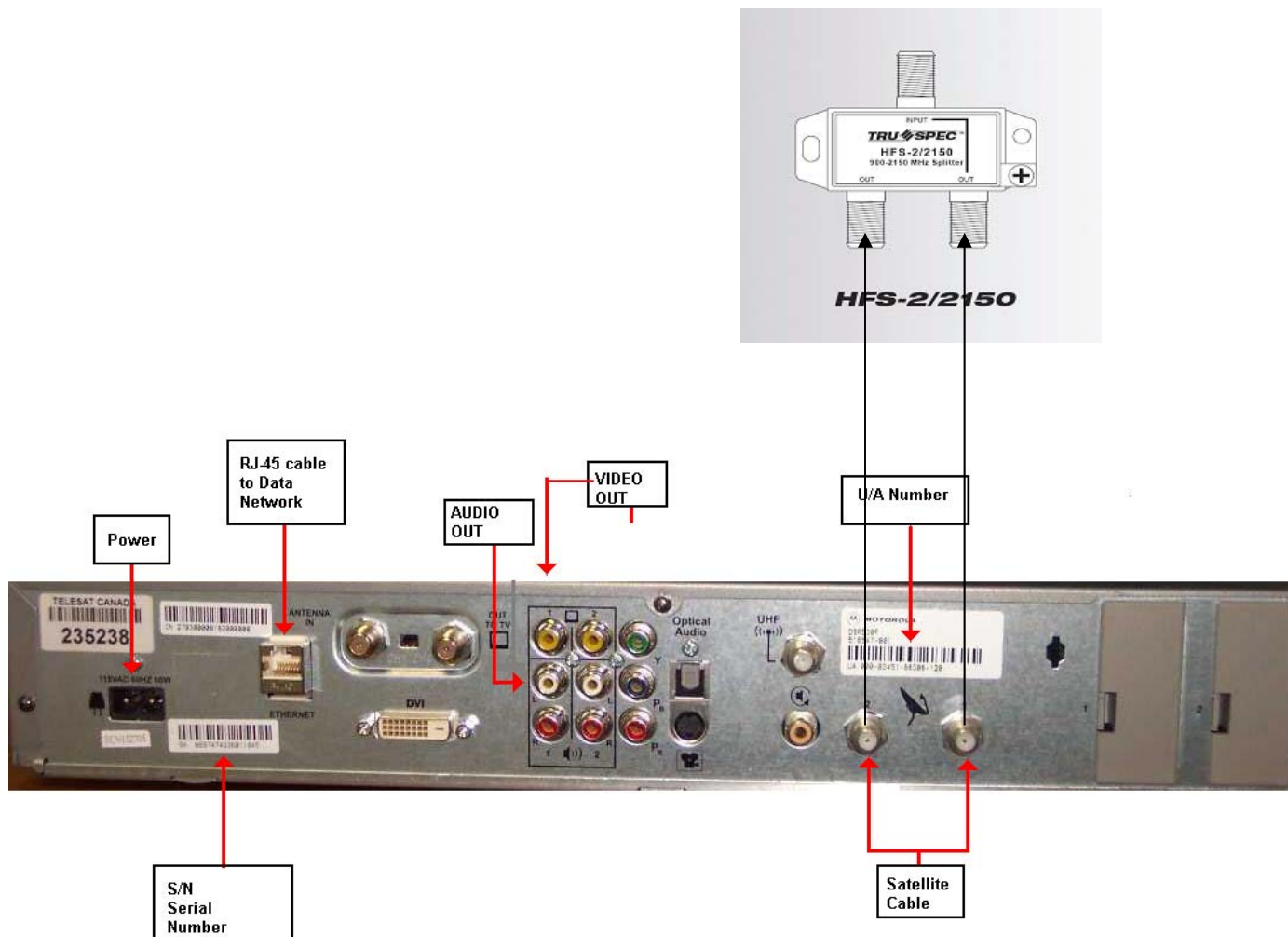
## RF SPLITTER INSTALLATION FOR FORDSTAR DSR530F IRD'S

There are two types of RF splitters deployed in the FORDSTAR Dealer Network for DSR530F IRD's.

TruSpec HFS-2/2150 / DX Antenna SED-772 - 1 Port DC Blocking Splitter

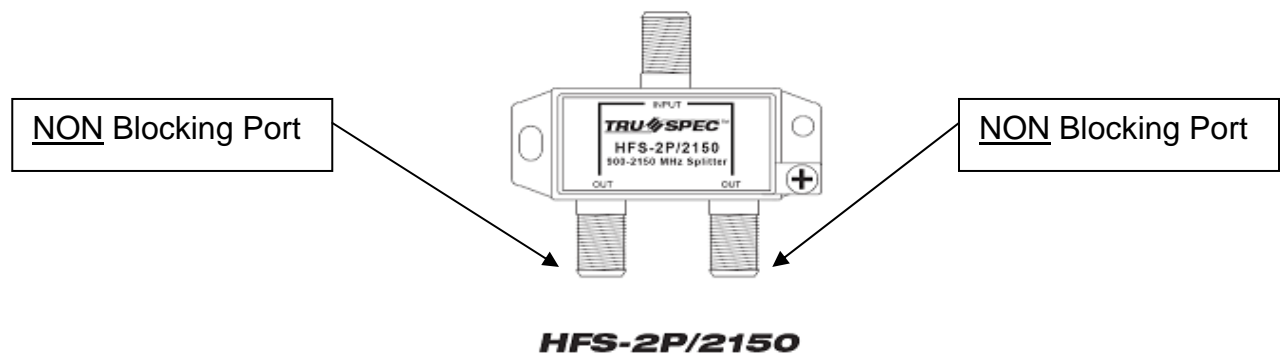
OR

TruSpec HPS-2P/2150 - Non Blocking (Passive) Splitter



The **HFS-2/2150** or **SED-772** MUST be installed with the DC Blocking Port connected to Satellite Antenna 2 IN on the DSR530F.

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Since the **HFS-2P/2150** is a NON Blocking DC Splitter either output can be connected to Satellite IN 1 or 2.

FAILURE TO ADHERE TO THIS PROCEDURE WILL MAKE THE DSR530F INOPERATIVE

## IRD Replacement Completion Form

When the IRD has been replaced fill out the form completely and accurately.

**All fields must be completed.**

*Site Name:* \_\_\_\_\_

*Replacement Date:* \_\_\_\_\_

*P&A Code:* \_\_\_\_\_

*Tech Name:* \_\_\_\_\_

*Old S/N:* \_\_\_\_\_

*New S/N:* \_\_\_\_\_

*Old U/A:* \_\_\_\_\_

*New U/A:* \_\_\_\_\_

*SR Number:* \_\_\_\_\_

*SR Reason Code:* \_\_\_\_\_

*Mini-Mip SR:* \_\_\_\_\_

*UPS Tracking Number:* \_\_\_\_\_

***Person that IRD was left with: (THIS SIGNATURE MUST BE PROVIDED)***

\_\_\_\_\_  
(Printed Name of Dealership Representative)

\_\_\_\_\_  
(Signature of Dealership Representative)

Fax site closure document with site contact's signature to Motorola at fax # 719-948-1966.

Also fax to Getronics at 978-858-8623.

**\*\*\*TECH MUST CONFIRM THAT FAX HAS BEEN RECEIVED BEFORE LEAVING SITE\*\*\***

If there is a problem with faxing call the Project Coordination team at 877- 926-4872 to advise.

### ***Notes:***

**\*What was the Status/Symptoms of the IRD when the Tech Arrived?**

**\*What troubleshooting did the tech perform?**

**Other comments: ( please remember the name of the person you speak to at help desk)**