

ELECTROSONIC

**National Museum of
American Indian
Americans Gallery:**

**Medialon Show
Control User Manual**

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ELECTROSONIC CONTACT INFORMATION

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System Integration by

ELECTROSONIC

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1 Introduction

The Medialon Show control system for the American's Gallery is a Medialon Showmaster Pro. This Showmaster is connected to all the equipment and is linked to the main Medialon Manager and to Overture. It means that you can directly control the Americans gallery equipment in 3 different ways:

- by connecting to the Showmaster
- From the Main Medialon computer in the NCC
- From Overture "Magic Menu" web page

2 Connecting to the Showmaster

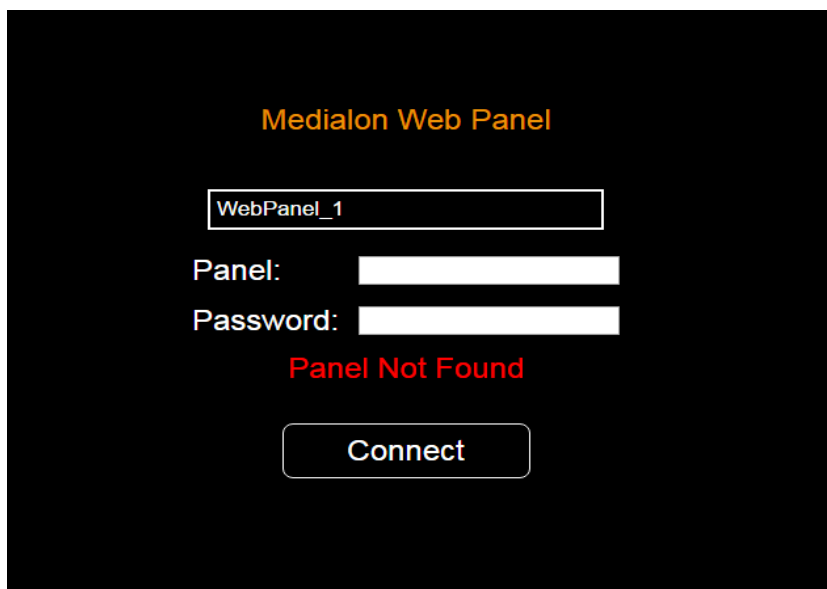
2.1 Showmaster Webpage

You can access to the showmaster from any computer connected to the exhibit network.

Open a web browser, type the IP address of the showmaster:

172.18.1.147

This page will appear:



Medialon Web Panel

WebPanel_1

Panel:

Password:

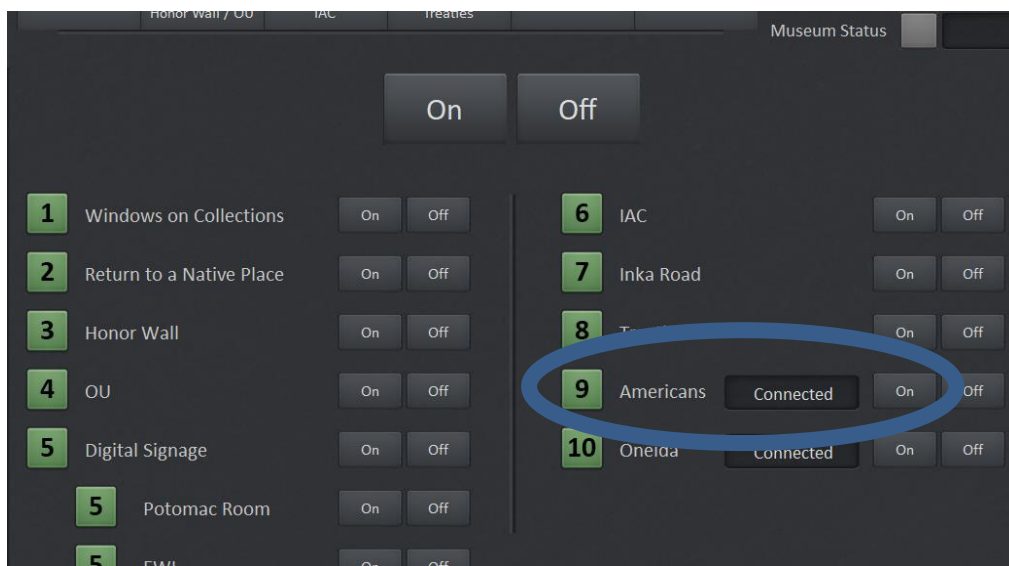
Panel Not Found

Connect

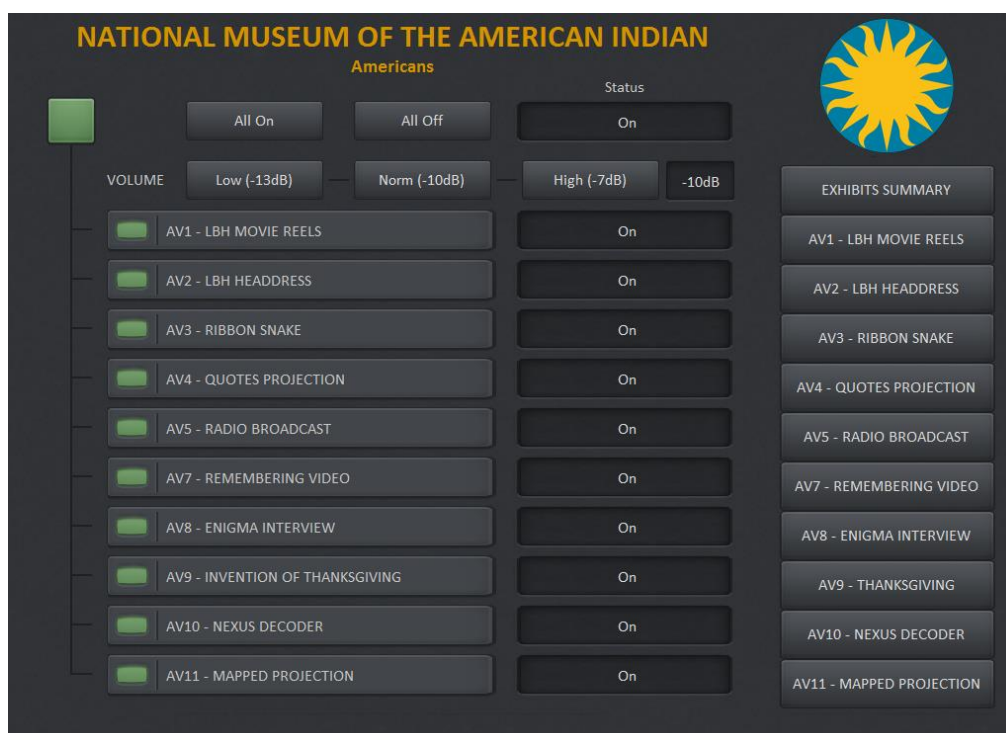
Select WebPanel_1, then press connect.

You'll be directed to the showmaster web interface:

2.2 Museum Medialon interface



On the main Medialon interface, on the home page, just click on the Americans line and you'll be redirected to the page shown below:



2.3 Overture

Like for all the other galleries, the American's gallery can be accessed from the Overture iPad interface

3 Showmaster Interface

3.1 Home Page

Gallery Indicator:

- Green: Gallery ON and OK
- Red: Gallery Off
- Blinking Red/White: One element on the gallery is not working as expected.

Global gallery control

Global gallery Volume control

NATIONAL MUSEUM OF THE AMERICAN INDIAN
Americans

Status: On

VOLUME: Low (-13dB) | Norm (-10dB) | High (-7dB) | -10dB

AV	AV Name	Status
AV1	LBH MOVIE REELS	On
AV2	LBH HEADDRESS	On
AV3	RIBBON SNAKE	On
AV4	QUOTES PROJECTION	On
AV5	RADIO BROADCAST	On
AV7	REMEMBERING VIDEO	On
		On
		On
		On
		On

EXHIBITS SUMMARY

- AV1 - LBH MOVIE REELS
- AV2 - LBH HEADDRESS
- AV3 - RIBBON SNAKE
- AV4 - QUOTES PROJECTION
- AV5 - RADIO BROADCAST
- AV7 - REMEMBERING VIDEO
- AV8 - ENIGMA INTERVIEW
- AV9 - THANKSGIVING
- AV10 - NEXUS DECODER
- AV11 - MAPPED PROJECTION

Kiosk Status indicator

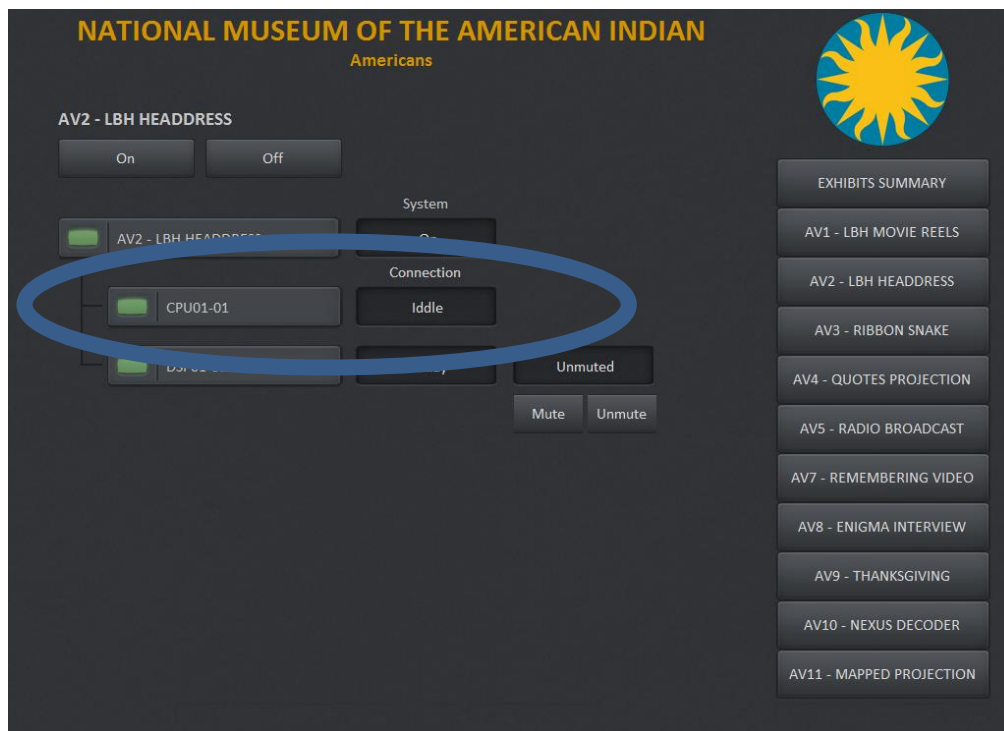
- Green: Gallery ON and OK
- Red: Gallery Off
- Blinking Red/White: One element on the kiosk is not working as expected.

Click on the name to access to equipment detailed page

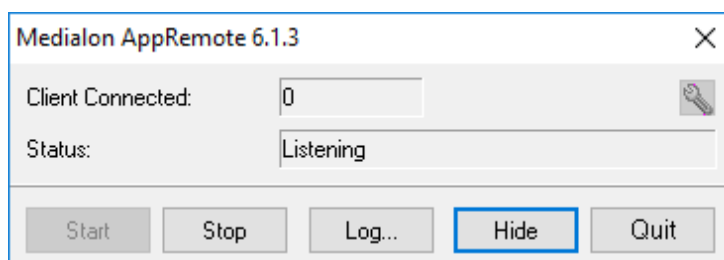
3.2 Detailed gallery pages

3.2.1 Computers Control

Red indicators show offline computers. It means that it is not ON or Medialon cannot connect.



If the computer is ON, check its IP address and check if Medialon app Remote is running:



3.2.2 Video & Audio players Control

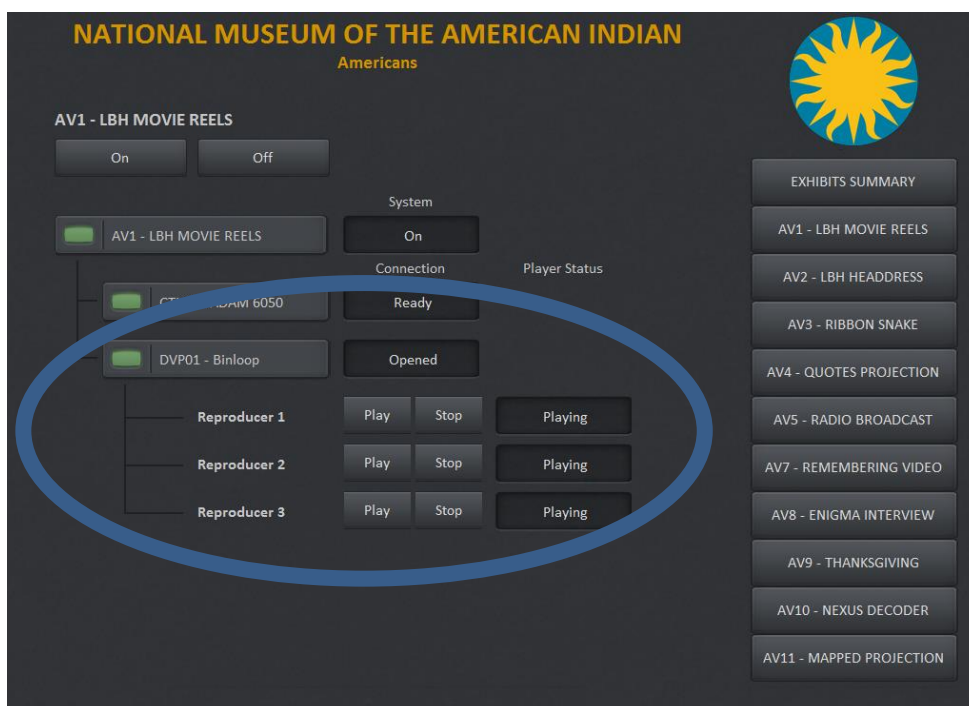
Unlike computers, we control two parameters:

- Network connection
- Transport status (Playing/stopped/paused)

We consider that the Kiosk is working properly if the player is Online (LED Green), playing and kiosk is ON. So, if you have an alert on a kiosk concerning a video or audio player there are two things to check:

- Is the player Online? Is it playing?

The following example is for the binloop on AV1:



The 7th Sense Delta Nano of AV4:



If a video player is not online or not playing, restart the player and turn ON the kiosk again from Medialon

3.2.3 Projector and Monitor control

Like for the players, we check two parameters to be sure the video projectors and the monitors are working properly

- Network connection
- Power status

We consider that the Kiosk is working properly if the monitor or projector is Online (Green LED), ON and kiosk is ON. So, if you have an alert on a kiosk concerning a monitor or projector there are two things to check:

- Is the monitor Online? Is it on?

If a monitor or a projector is not online, restart the showmaster and turn ON again the kiosk from Medialon. If it's still not working restart electrically the monitor or projector.

Planar Screens on AV7, for example:



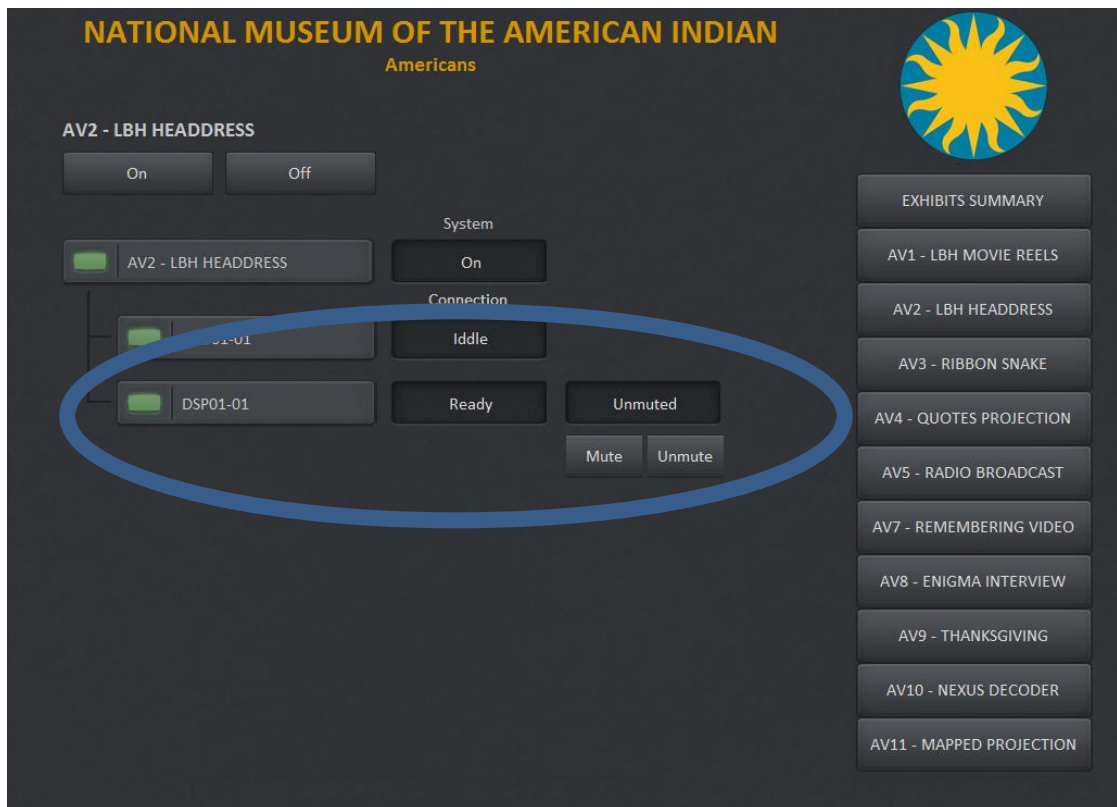
Christie video projectors on AV11



3.2.4 Audio Matrix (Qsys) Control

On some kiosks, we can control the audio from Medialon.

We consider that a kiosk is working properly when the Qsys is online (Green LED), the kiosk unmuted and the kiosk is On.



If the Qsys is offline restart first the showmaster. If the issue is not fixed, restart the Qsys

APPENDICES

Standard Warranty and Service Operating Policy

U.S. Service Solutions Group
Toll Free: 888-832-4374 Electrosonic, Inc.
Phone: 952-931-7500 10320 Bren Road East
Fax: 952-931-2394 Minnetonka, Minnesota 55343
Email: techsupport@electrosonic.com
Website: www.electrosonicservice.com

OPERATING OBJECTIVE

Electrosonic, Inc. has a specific business unit in place to manage the service and support of our projects. The Service Solutions Group is staffed with trained technicians to fulfill the Company's warranty obligations. This group also coordinates and executes on-site support and/or repairs on systems provided by Electrosonic.

The Service Solutions Group can also administrate a separate Maintenance and Service Agreement (at an additional cost) that includes repair and support at levels above our standard warranty obligations.

STANDARD WARRANTY

Warranty coverage of equipment not manufactured by Electrosonic is limited to the warranty provided by that manufacturer. If required, Electrosonic will act as the liaison to coordinate warranty support from said manufacturer.

Please see warranty timetable below.

ELECTROSONIC Standard Warranty		
Box Product Sale - non-Electrosonic installation	0-90 Days	91-365 Days
• Full exchange of defective product	X	
• Repair of defective product at Electrosonic - parts and labor included*		X
• Customer removes and ships defective product to Electrosonic	X	X
• Standard outbound freight paid by Electrosonic	X	X
* product repair times vary based on repair center workload		
System Sale - Electrosonic installation	0-90 Days	91-365 Days
• Electrosonic technician returns to site	X	
• Full exchange/on-site repair of defective product	X	
• Repair of defective product at Electrosonic - parts and labor included*		X
• Customer removes and ships defective product to Electrosonic		X
• Standard outbound freight paid by Electrosonic		X
* product repair times vary based on repair center workload		
** after initial 90 days of ownership, warranty of equipment not manufactured by Electrosonic is limited to that of the manufacturer		

This warranty does not cover acts of God or malfunction in any component caused by improper occurrences or actions taken after the warranty start date. These include modifications to the system design by anyone other than Electrosonic, misuse, abuse, neglect, improper adjustment, tampering, improper/inadequate maintenance, and/or malfunctions resulting by adjustment, service or maintenance by unqualified personnel. LCD panels or phosphor based displays such as CRT tubes and plasma panels that are scratched, broken, burned by a static image or have imperfections in any special coating are not covered under the Electrosonic limited warranty or that of the original manufacturer. Projection lamps are covered under the original manufacturer's ninety (90) day limited warranty. The Owner must return the lamp to Electrosonic for evaluation or product exchange.

Electrosonic Inc. cannot be held responsible for consequential losses caused by failure or breakdown of its products or goods supplied either within or without warranty.

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RETURN AUTHORIZATION POLICY

The Electrosonic Service Solutions Group uses a Return Merchandise Authorization (RMA) system for all equipment repairs and exchanges regardless of warranty status or original manufacturer.

Any equipment received at Electrosonic without an RMA number clearly displayed on the shipping container, packing list, or attached to the defective equipment will experience delays in processing.

To process the RMA accurately, Electrosonic requires the following information:

- Company name
- Address
- Phone number
- Contact name
- Email address
- Model number of product
- Serial number of product
- Detailed description of the fault

RMA numbers can be obtained by contacting the Service Solutions Group:

- Enter the required information into the RMA request form at www.electrosonicservice.com
- Call 1-888-832-4374 with the required information
- Fax 1-952-931-2394 with the required information
- Email techsupport@electrosonic.com with the required information

Electrosonic will NOT issue a RMA number to any product without an accurate model number, serial number and detailed fault description. RMA numbers remain valid for forty-five (45) days.

Once an RMA number is issued, promptly return defective equipment per Electrosonic instructions or ship to:

Electrosonic, Inc.
Attn: Technical Repair Center
RMA # _____
10320 Bren Road East
Minnetonka, MN 55343
1-888-832-4374
1-952-931-7500

Electrosonic is not responsible for damage to a product during shipment. Utilize the original packaging when possible. Always confirm that the product is packed safely and securely. If product is damaged during shipment, time delays during the repair process could result.

WARRANTY REPAIRS

A warranty repair consists of parts and labor. Proof of purchase may be required for any warranty repair. All warranty repairs must be performed at an Electrosonic repair facility or at the manufacturer's authorized repair facility. Any attempt to repair an Electrosonic supplied product by unauthorized personnel will void the remaining warranty.

Electrosonic will NOT process any warranty repair without obtaining an accurate model number, serial number and detailed description of the failure for the RMA record.

NON-WARRANTY REPAIRS

Equipment outside of warranty coverage will be repaired on a time and materials basis at the manufacturer's authorized repair facility or the Electrosonic Technical Repair Center.

All non-warranty repairs are subject to minimum workshop fee. Electrosonic warranties most repairs against faulty workmanship or components used in the provision of the repair for a period of ninety (90) days from the date of dispatch from our premises.

A purchase order is required for all non-warranty repair work.

Electrosonic will NOT process any non-warranty repairs without obtaining an accurate model number, serial number and detailed defect description for the RMA record.

ESTIMATES (non-warranty repairs)

A fixed fee of \$110 (one hour of labor) will be charged for all estimates. All estimates will be sent to the customer in writing and will require a signature for authorization. If the estimate is declined, the equipment will be returned to the customer unrepaired.

Equipment requiring an estimate cannot be scheduled for express repair service.

BASIS FOR ACCEPTANCE

Electrosonic cannot guarantee the availability of components or assemblies within the electronics industry and reserves the right to return, unrepaired, any item which is beyond economic repair.

In such cases, a \$110 estimate fee will be assessed.

RESPONSE & REPAIR TIMES

Based on available resources, the Service Solutions Group will always try to provide a reasonable response-time to a service request. Equipment exchange requests for out-of-box equipment failures can generally be processed within twenty-four (24) hours.

Every effort will be made to ensure that field service calls are carried out at the requested times. However, Electrosonic cannot be held liable for any losses incurred due to late or non-arrival caused by factors beyond the control of Electrosonic. Shop repair times cannot be guaranteed due to fluctuating workloads at Electrosonic's repair facility.

Express repairs may be requested by the Owner and will be accepted on the basis of the current workload at Electrosonic's repair facility. Equipment sent to Electrosonic's Service Solutions Department for express repair will be evaluated immediately upon arrival. Actual turn-around times cannot be guaranteed due to the possible complexity of the problem, the availability of necessary replacement parts and the recommended soak testing periods. Additional labor charges will apply to all express repairs, both on equipment in and out of warranty.

ON-SITE SERVICE VISITS

For a site visit to clear faults on fixed equipment installations, Electrosonic has Regional Service Technicians to assist its customers. All site visit requests must be made through the Service Solutions Department and will be scheduled on a basis whereby every effort will be made to rectify a fault in the shortest possible time and with the minimum number of visits based on information supplied to Electrosonic prior to the site visit.

Electrosonic Installed System site visits – Limited site visits are covered under the standard one-year "Custom Solution Project" warranty. An Electrosonic technician will return to the Owner's project site for the first ninety (90) days after First Beneficial Use" only when Electrosonic has performed the installation. However, Electrosonic will first make every effort to resolve the issue over the phone. If the issue cannot be resolved over the phone, a site visit from a qualified ESI technician will be scheduled.

***IMPORTANT NOTE:** Should it be determined that the perceived warranty related on-site technical issue needing resolution is no fault of Electrosonic, the Owner will be responsible for all costs incurred and must issue a PO to Electrosonic for the site visit including travel, lodging, per diem and labor costs.

Out of Box Product site visits - Site visits are not covered under Electrosonic's standard one-year "Out of Box" warranty. An "Out of Box" sale is considered a product sale to the Owner without any installation services. A purchase order number is required before a site visit can be scheduled. Electrosonic standard labor and travel rates will apply.

A customer can schedule a site visit by contacting the Service Solutions Department by phone, facsimile, or via the request form at www.electrosonicservice.com.

LABOR RATES

The Electrosonic Service Solutions Department has standard labor and expense charges applicable to all service, repair and maintenance work. The rates shown below are those normally applicable to all projects. On certain projects and/or sites, negotiated alternative labor and expense charges may be applicable. A minimum of one hour will be charged for any workshop repair or field service visit.

SHOP RATES

- *Normal repairs (non-warranty items) \$110 per hour
- *Express repairs (non-warranty items) \$165 per hour
- *Express repairs (warranty items) \$55 per hour

FIELD SERVICE VISIT RATES

IMPORTANT NOTE: Field service rates apply to all "post 90-day" warranty service calls as well as all non-warranty service calls.

Time on site (Mon – Fri, 8am – 8pm) \$145 per hour to the nearest ½ hour

Travel time (Mon – Fri, 8am – 8pm) \$98 per hour to the nearest ½ hour

On-site visits conducted on the weekend or outside of normal business hours (8am – 8pm) are subject to additional charges:

Time on site

(M-F before 8am & after 8pm, Sat, Sun) \$195 per hour to the nearest ½ hour

Travel, lodging and per diem expenses will be invoiced to the Owner at cost plus 15%.

TECHNICAL & EMERGENCY PHONE SUPPORT

The Service Solutions Department offers technical phone support between Electrosonic's office hours of 8:00 am and 5:00 pm (CST). A technician can be reached by calling 888-832-4374 or by emailing techsupport@electrosonic.com. Based on warranty and service contract status, charges for phone support may apply. A rate of \$95.00 per hour, billed in quarter hour increments, will be charged when applicable.

The Technical Service Department also offers extended emergency phone support after Electrosonic's office hours and on weekends. Calls for emergency support will be invoiced to the customer at \$25.00 (minimum charge) or \$2.00 per minute for calls exceeding twenty minutes (\$120/hr). Some maintenance and service plans include this service at no additional charge.

Any customer may reach a technician after Electrosonic's office hours by calling the Technical Service Department's direct number: 888-832-4374. This extended emergency support is available between the hours of 5:00pm and 10:00pm (CST) Monday through Friday and between the hours of 8:00am and 10:00pm (CST) Saturday, Sunday and holidays.

SHIPPING

The Owner is responsible to arrange for and pay for all outgoing shipping costs for all defective equipment from the Owner's facility to the appropriate Electrosonic repair facility and/or manufacturer's repair facility as required. This includes all equipment being returned to Electrosonic for warranty or non-warranty repair or equipment being shipped for exchange. Electrosonic will arrange for and pay ground service shipping for all equipment being returned to the customer after warranty repair and for all equipment being sent out for warranty exchange.

The Owner is responsible to pay the shipping charges for all other express shipments (including counter to counter fees) and all shipments of equipment being returned after non-warranty repair.

All shipments are F.O.B. Electrosonic repair facility (as required). Check all units immediately upon receipt. If any shipping damage is found, the Owner is responsible for reporting such damage to the carrier immediately.

PURCHASE ORDER REQUIREMENTS

All requests for on-site service, equipment repairs, equipment exchanges and parts sales must be accompanied by a purchase order. Regardless of warranty status, a purchase order ensures that proper accounting practices are followed.

PAYMENT TERMS

Customers who have an active and updated account with Electrosonic may pay on a net thirty (30) basis. Any invoice not paid within forty five (45) days will be considered overdue and will be referred to collections for processing. Customers who do not have an active account with Electrosonic must pay for any repair costs for non warranty repairs in advance. Electrosonic reserves the right to request credit card payment for purchases and repairs under \$1,000.

Electrosonic accepts VISA and MASTER CARD and AMERICAN EXPRESS.

IP Address List

CPU01-01	Dell	Optiplex	172.18.1.140
CPU01-02	Dell	Optiplex	172.18.1.141
CPU01-03	Dell	Optiplex	172.18.1.142
CPU01-04	Dell	Optiplex	172.18.1.143
CPU01-05	Dell	Optiplex	172.18.1.144
CPU01-06	Dell	Optiplex	172.18.1.145
DSP01-01	QSC	Core 500i	172.18.1.146
CTL01-01	Medialon	Showmaster Pro	172.18.1.147
DVP04-01	7th Sense	Proton	172.18.1.148
DVP03-01	7th Sense	Nano	172.18.1.149
DVP01-01	Alcorn McBride	Binloop HD	172.18.1.150
DSP02-01	QSC	IO Frame	172.18.1.151
CTL02-01	Advantech	Adam-6050	172.18.1.152
LCD02-01	3M	C2167PW	172.18.1.153
LCD02-02	3M	C2167PW	172.18.1.154
LCD02-03	3M	C2167PW	172.18.1.155
LCD02-04	3M	C2167PW	172.18.1.156
PRJ01-01	Christie	DWU599-GS	172.18.1.157
DAP01-01	Alcorn McBride	AM-4	172.18.1.158
LCD03-01	Planar	EP-5014-K	172.18.1.159
LCD03-02	Planar	EP-5014-K	172.18.1.160
LCD03-03	Planar	EP-5014-K	172.18.1.161
PRJ01-02	Christie	DWU599-GS	172.18.1.162
LCD04-01	Planar	UR8651-MX	172.18.1.163
LCD05-01	3M	C4667PW	172.18.1.164
LCD05-02	3M	C4667PW	172.18.1.165
CAM01-01			172.18.1.166
PRJ02-01	Christie	DWU599-GS	172.18.1.167
PRJ02-02	Christie	DWU599-GS	172.18.1.168
PRJ02-03	Christie	DWU599-GS	172.18.1.169
CPU02-01	Dell	Optiplex	172.18.1.170

Vendor List and Contact information:

Barco Medialon, Inc.

Barco, Inc.
3059 Premiere Parkway Suite 400
Duluth, Georgia
+1 678 475 8000
www.medialon.com
Products used: Show control software

QSC

1675 MacArthur Blvd
Costa Mesa, CA 92626
Telephone: 800-854-4079
www.qscaudio.com
Products used: DSP, Power Amplifiers & Speakers

7th Sense Design Ltd

2 The Courtyard, Shoreham Rd.
Upper Beeding West Sussex, UK BN44 3
Contact: Ken Showler
Phone: +44-(0)-1903-812299
Fax: +44-(0)-8703-835589
www.7thsensedesign.com
Products used: HD video servers

Christie Digital

10550 Camden Drive
Cypress, CA 90630
Customer Service Digital Product Support
Phone: (866) 880-4462 #2
www.christiedigital.com
Products used: digital projection

Dell

www.dell.com
Products Used: Interactive and control computers

Alcorn McBride Inc

3300 S. Hiawassesee Rd., Bldg. 105,
Orlando, FL 32835
Telephone: 407-296-5800
www.alcorn.com
Products used: Video and Audio Players

Extron Electronics

1230 S. Lewis St.
Anaheim, CA 92805-6428
Phone: 800-633-9873
Fax: (800) 633-9870
www.extron.com
Products used: video/audio extenders