



Installation Guide

3G Video Interface

Version 2.0
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Tech Support: 925.217.1233

Important Note: The Studio Movie Server is a highly specialized product that requires a cool & well vented environment and an approved UPS unit, failure to providing these items could result in your system not performing properly.

Section 1 - Studio Setup: Before you get started

Your Studio system is a powerful hard drive based video server with the ability to playback one zone (*additional zones may be added with additional Studio units, which will also increase your storage*).

When placing the system it is important to remember that thought should be given to providing adequate ventilation. Servers with very high performance hard drives and professional video processors all generate significant heat.



The Studio System



Studio Remote & USB based IR input

To power down the unit touch the front power button to allow a proper shutdown.

DO NOT HOLD THE POWER BUTTON TO POWER OFF UNIT.

Forcing the power off without a proper shutdown could damage the unit.



Remember to keep unit in a well-vented environment, because the system is both a video player and a powerful server with large hard drive. When powering down the system, never hold the power button to force a shutdown, this could on rare occasion damage the unit, always touch the power button to allow a normal shutdown procedure.

Things to remember when connecting the system:

- You must connect to a network PRIOR to powering up unit
- You must connect USB IR pickup PRIOR to powering up unit
- System is default set to digital 5.1 coax or optical output, you must review the manual for changing the output to stereo analog output if desired.

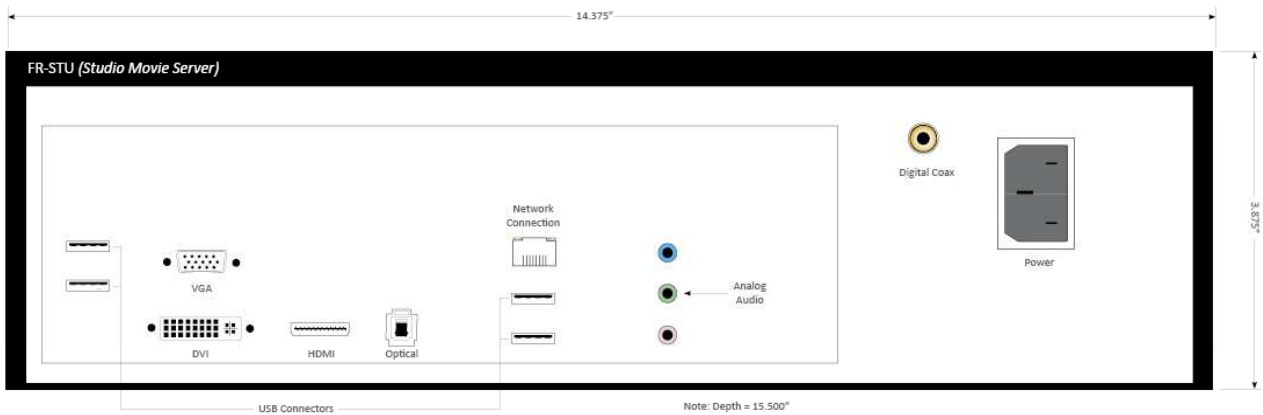


Both Digital Audio and Analog audio are NOT both active, you must setup one or the other in the system manager.

If both analog and digital output are required, please order the optional dual output adapter FR-D2A.

Component output requires FR-COM adapter kit

Audio over HDMI requires FR-AOH adapter kit



3 Steps for Successful Media Server Installations:

Prior to setting up your Studio System for the first time, it is critical to understand and plan for a proper installation that will avoid problems. By being prepared and taking these required steps you will insure a successful installation.

1. **Cool Environment**
2. **UPS Power & Power Conditioning**
3. **Properly configured reliable network**

Keeping it Cool...

A cool environment is a must for Fusion equipment and lack of adequate venting will shorten the life of the product and in circumstances where it gets hot enough, will cause the equipment to shutdown. **If you observe any of your Fusion components shutting down spontaneously, there is a very good chance that they are overheating.**

Power is Key...

Servers can be extremely reliable and last for years if they're in a good environment and have a clean conditioned power source and most importantly, if they are not jolted off by an electrical outage.

There are many good quality UPS available that will work well, and Fusion doesn't endorse any particular brand, however we do recommend at least a 1,000VA rated unit.



It starts with a solid network...

All media servers require a network to function properly; the network allows the server to have access to the Internet to catalog music and movies as well as stream additional video and audio to players. There are three key items to remember about getting a reliable and solid network;

1. **Install New Switch – we recommend avoiding inexpensive routers**
2. **Test ALL your cat-5 runs, test your terminations, be confident of your cable**
3. **Use a static IP for each Studio (you can set it up with the remote)**
4. **If you are not sure about your configuration call in for help**

Lastly, Fusion strongly recommends against using any combination router/dsl units that many Internet providers are putting in the field.

Section 2 - Getting Started: DVD Movies

The Studio Movie Server is capable of outputting a single stream of video and audio, the system can be expanded by adding additional units, which add another independent video stream as well as double the storage. To get started, we will begin by setting up a single movie server, before we look at installing multiple units to your network. The Studio Movie Server is a networked based product and requires Internet access to be able to catalog movies; it also uses the network to distribute additional streams of video to other units.



It is important to have a network and Internet access available when first setting up the Studio to load movies or music and setup the system.



Step #1 - Video Server Setup:

Before powering up:

Make sure that the server is connected to your network prior to powering the unit; it will not properly launch all of its services without this connection.

- Network Cat-5 cable plugged in viable network
- USB IR pickup for Fusion remote (supplied with unit)

Step #2 - Connecting Studio to your Display:

It is important to understand and know your display's native resolution and available video connections to achieve the best possible picture quality for optimal video playback. The Studio design has been optimized for use with newer high definition wide screen displays; the recommended output is HDMI, the unit is capable of 1080p, 1080i, or 720p, the system cannot be configured to standard definition displays.



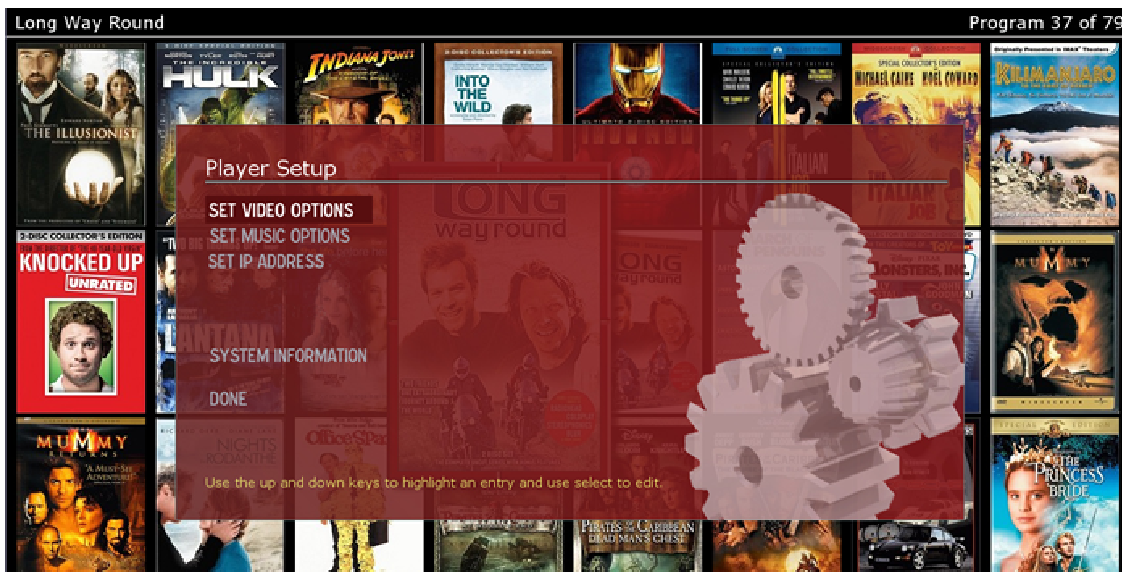
Studio systems have HDMI 1.3 for video; if component output is required you must use the FR-COM component adapter.

A video of setting up your Fusion is available on Fusion's website www.fusionrd.com

Step #3 – Setting up the System:

Now its time to power up the system to begin initial setup, the unit will default to the movie mode screen showing movie coverart, typically new systems have one test movie on them unless you have had your movies pre-loaded by Fusion's movie loading service. To go to the setup mode you will press the "+" key on the left side of the remote.

Almost every setting is available through the setup screen using the remote. Follow the simple menu on the screen for playback options on the Studio or Cinema Player.



It is strongly recommended to set the Studio to an individual static IP. Remember to set each IP outside of the range of IP numbers that your router uses for assigning DHCP. If you have any questions about the correct way to do this please contact Fusion support.



For complete overview of the setup and each remote control function, please review the Quick Setup Guide, included with your Studio and available online at www.fusionrd.com

Setup options:

Setup options are available using the Fusion remote and are not available in 3rd Party controllers (like Crestron or Control4 since these are for installation and not for use with control systems). Please use the Fusion remote control for the following procedure.



Set Video Options:

Include zone rating, video (movie audio output – digital or audio), & Overscan for movie playback. Analog & digital audio are not both active, if you require both active at the same time you will need to order the special Fusion adapter model#: FR-D2A.

Set Screen Options

Include setting the output resolution (720p, 1080i or 1080p), screen saver delay, Overscan for interface (you may reset video to 720p at anytime by pressing and holding the “exit” key for 10 seconds this can be helpful if the incorrect resolution is selected and you no longer have a video output to view. **Unit must be re-booted for resolution change to take effect.**

When using the Fusion component adapter (FR-COM), be sure to only use the short (included) HDMI cable, only use 720p or 1080i (typically displays cannot handle 1080p component) and make sure that the switch on the adapter is set to YUV.

Set IP Address

Include network configuration (static or dynamic IP) Please remember to enter your Gateway as well as your DNS server (both are typically your router’s IP address ending in the number “1”).

System Information

Include serial number of unit, software version, and IP address



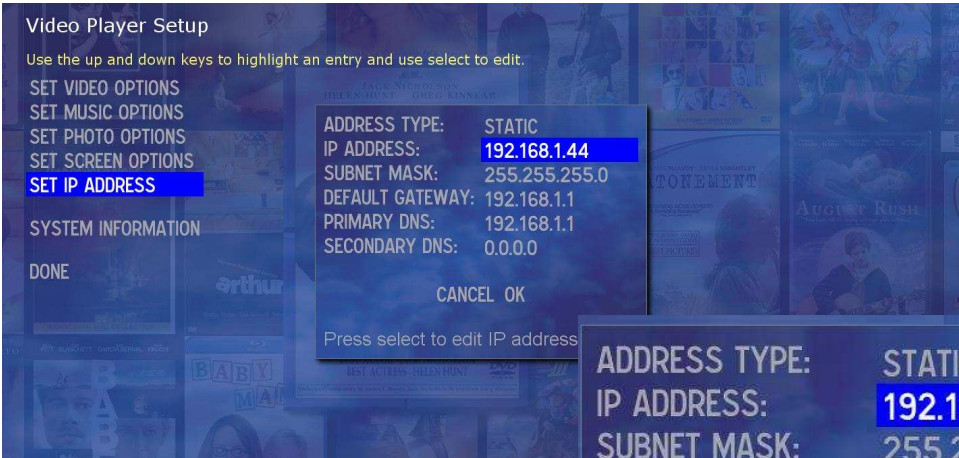
If you should happen to set the display resolution outside the range of your monitor and can no longer see a picture, you can reset your unit back to 720p by holding the “exit” button for 10 seconds.

When changing display resolutions you must re-boot your unit to have the screen properly sync with your monitor.

Setting IP Address:

All Fusion products ship with IP settings set to DHCP for initial ease of installation and setup, we do however recommend that you set all Fusion components to static IP addresses for greatest reliability on your network. Setting the IP parameters up properly is important for the system's correct operation and to allow the components to access the online movie database as well as to display movies correctly.


It is important to know your router's IP address as well as its DHCP range, which is the series of numbers or IP addresses that the router will assign all devices on its network that are set to DHCP. The different addresses typically refer to the last number of the IP address. See the example below for a correctly configured IP setting.



The screenshot shows a menu titled "Video Player Setup" with several options. The "SET IP ADDRESS" option is highlighted. A sub-menu is open, displaying the following settings:

ADDRESS TYPE:	STATIC
IP ADDRESS:	192.168.1.44
SUBNET MASK:	255.255.255.0
DEFAULT GATEWAY:	192.168.1.1
PRIMARY DNS:	192.168.1.1
SECONDARY DNS:	0.0.0.0

Below the sub-menu, there are "CANCEL" and "OK" options, and a prompt "Press select to edit IP address".



This is a close-up of the sub-menu shown in the previous image. It displays the same settings:

ADDRESS TYPE:	STATIC
IP ADDRESS:	192.168.1.44
SUBNET MASK:	255.255.255.0
DEFAULT GATEWAY:	192.168.1.1
PRIMARY DNS:	192.168.1.1
SECONDARY DNS:	0.0.0.0

At the bottom, there are "CANCEL" and "OK" options, and a prompt "Press select to edit IP address".

When setting the static IP of a system, you must make sure that the address is outside the range of the router's DHCP settings.

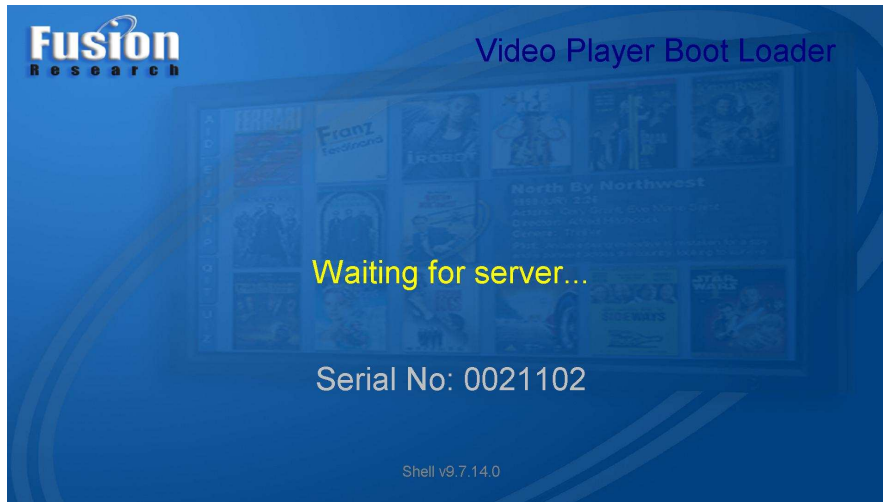
For example; if the router's range in this example is 192.168.1.100 to 192.168.1.150, you would want to set the last number either below 100 or above 150.

The default gateway is typically the router's address as is the DNS setting.

You must have a default gateway & DNS setting configured for the unit to work correctly.

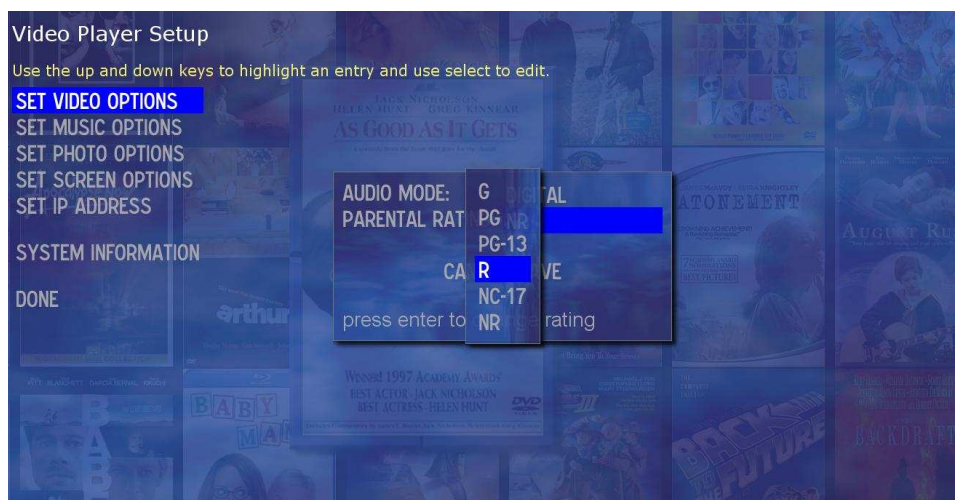
If when operating the system, you cannot connect to the online movie database the likely problem will be that you do not have the default gateway or DNS settings properly entered. Another possibility of course is that the network doesn't have access to the Internet or the IP address is in conflict with another device on the network.

If when initially setting up your system the startup screen shows “waiting on server”, this is an indication that no network connection was detected and the cat-5 cable needs to be inspected or pushed in all the way to make solid contact. If the problem persists, please try changing the cable or port on the switch or router since this is an indication that no network was found.

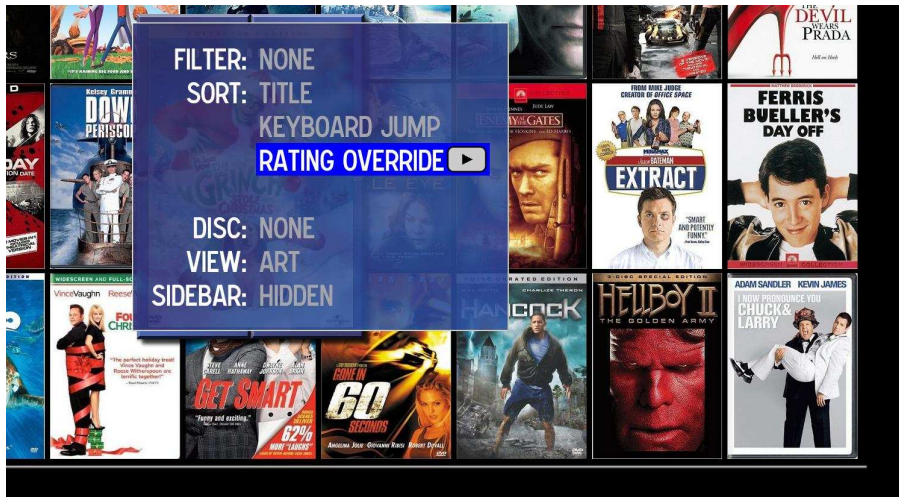


Setting Rating:

You can set a rating limit on any Fusion unit (zone) by selecting the maximum rating shown in the setup section under “Set Video Options” as seen below. When a rating is selected (for example the rating “PG-13”) once saved, no movies with a rating above PG-13 will be seen in the interface in that particular zone. The default setting is “NR”, which has no restrictions and allows all movies to be shown.



You can unlock any zone that has a rating limit on it by bringing up the “Menu” button on your remote or touch panel, or by selecting the DVD Menu key on the Fusion remote.



Menu window shown has many additional functions



To bring up on screen menu select this key. Also the “Menu” key will work on most control systems.

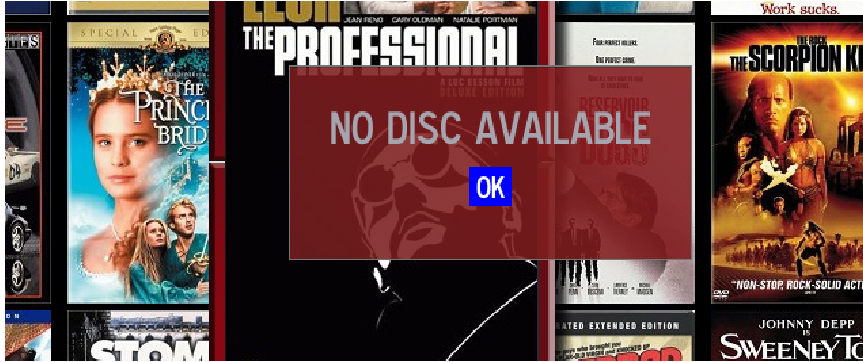
Navigate down to “Rating Override” to open a password window as seen below to override the rating limit and allow all movies to be shown in the zone. The rating override will stay active for a period of 30 minutes, after which the system will revert back to its original rating limit.

The default password is “4711”, and can only be changed by Fusion personnel, this can easily be done remotely by calling into support and requesting the change (925) 217-1233.



Step #4 - Loading a DVD Movie into the System: (Blu-ray loading is covered in another section)

After you have completed the previous steps you begin by simply placing a DVD movie into the drive before selecting the record command. On the Fusion remote this is the red button shown below.



Press the red "record" button to load a movie onto the system

If you press record too soon before the system can recognize a disc, you will get this screen



Tip: By selecting "Menu" on the URC, RTI or Control4 remote or touch panel you will get a menu window that will allow recording, sorting & filtering in the interface as seen below. By selecting "Disc" using the down arrow keys you will be able to load.



After selecting the record or disc load option the system will begin to read the disc unique ID number and look it up on Fusion's movie database. DVDs actually do not have any movie data or covers art on them and only have an identification number on them to make them unique.



Once a disc is in the system, the unit will need 30 seconds to retrieve the movie information from Fusion's online movie database.



If you are not connected to the Internet, the Genny system will not be able to identify the movie and properly load it. The system requires the Internet for online cataloging and covers art; this allows the unit to always have the latest movie information.

If you think that you have Internet access on your network, be sure to check that you have properly configured your DNS server address in your IP setup. Very often this is simply the same IP address as your router. (see page 9)

Want to load a large collection of Movies? Fusion has a loading service available to handle anything up to a very large collection.

(Please contact your Fusion representative for more information on this product)

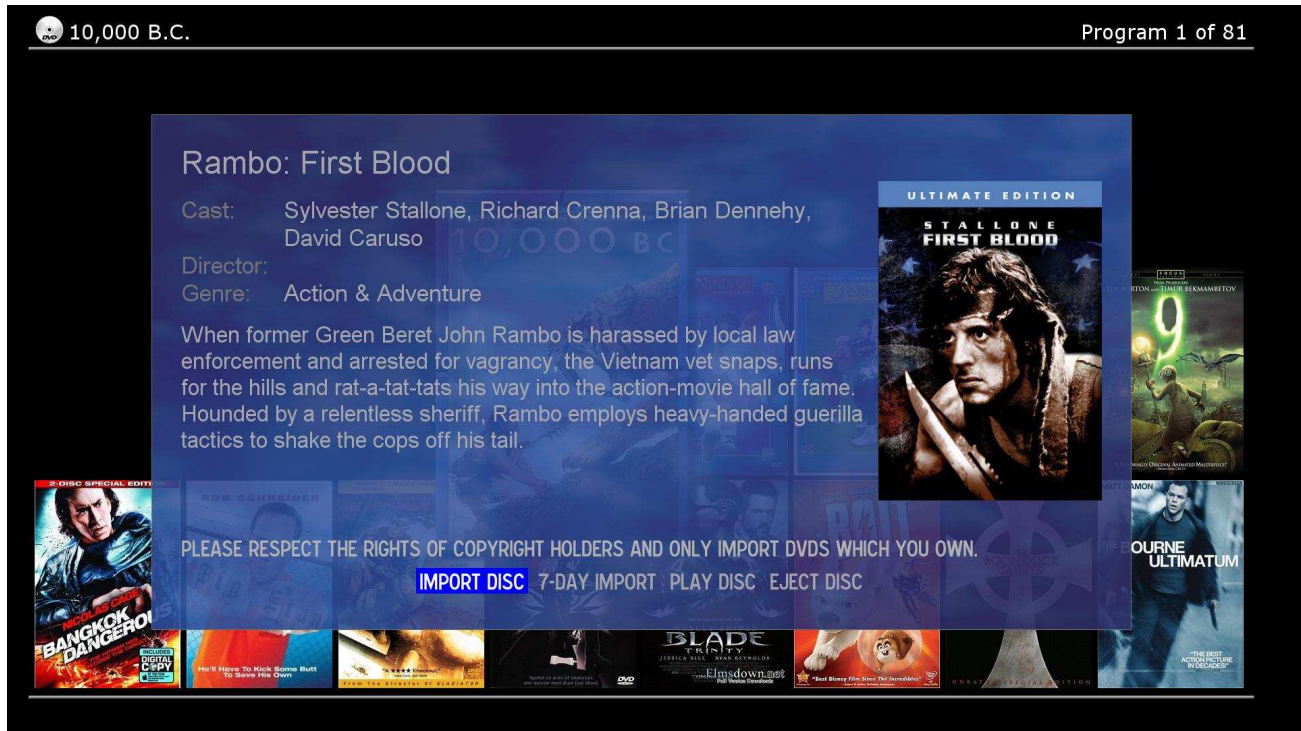
DVD Movie Storage Calculations:

The average DVD size can vary greatly depending on the length of movie and the special features and other optional information on the specific disk. Approximate size guidelines for DVD are 6.5GB per disc.

Blu-ray Import:

Certain model Fusion System will support importing non-encrypted Blu-ray files or have the ability to play Blu-ray discs from the drive. If you have a Blu-ray capable model, please refer to the Blu-ray import supplement for this information. Blu-ray discs can easily be over 40GB in size or larger.

Once the disc has been recognized you will be presented with the import screen seen below...



By selecting **"Import disc"** you acknowledge that you own the material that you are loading onto the system. The Fusion media server should be seen as an archive of media that you own and should never be used otherwise.

Selecting **"7-Day Import"** will automatically purge the movie from your archive after one week. This option can be very helpful for movies you want to view on your system, but would prefer to not keep long-term.

Disc loading can vary from 15 to 30 minutes depending on the length of the movie and its condition. Scratched movies and take twice as long as discs, which are in new condition, as the disc drive must slow down to read a damaged or scratched disc.

Selecting **"Play Disc"** is for playing the disc in the drive without loading it first. If you don't see this option on your system, you should contact Fusion support to see if your model can have this feature turned on.

Disc will not be recognized in the drive:

If a disc is scratched in the center or the beginning of the file, the DVD may not be readable and the system may not even be able to recognize that any disc is in the system. Even very small scratches can do this on relatively clean discs. This is not an indication that the system is failing, but that the disc cannot be loaded into the system and is defective.

Disc will stop loading before finished:

Occasionally you will encounter discs that fail to load; they will usually appear to freeze during the loading process and not progress. This is due to the fact that the movie title has an additional level of encryption on it and it hasn't been mapped onto our database. Please contact Fusion to let them know about this title, once mapped onto our system you will be able to load it properly.

Step #5 – Sorting, searching & filtering Movies

Sorting: By selecting the “Sort” button you can arrange your movie by length, rating or program (program meaning the alphabetical order of the movie). By default, movies are always sorted by alphabetical order unless changed.

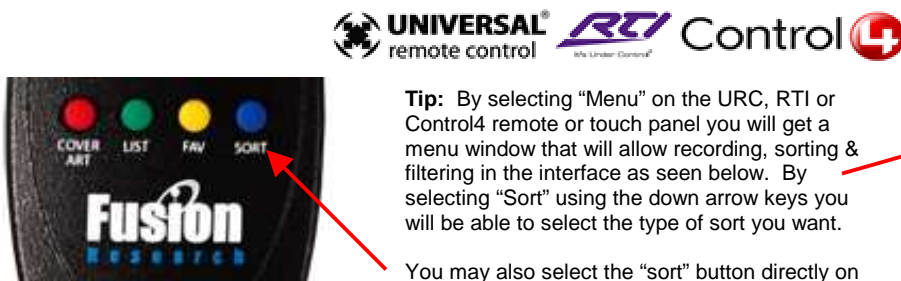


Sorting by Length starts with the shortest movie and goes to the longest.

Sorting by Rating starts with the lowest rated movie to the highest.

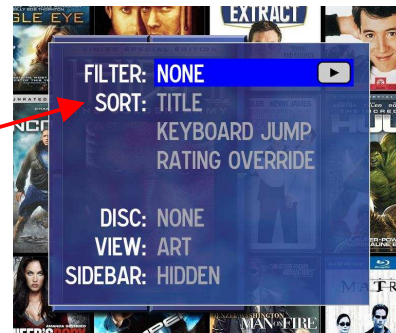
Sorting by Import Date starts with the last movie imported to the first.

Sorting by Program puts list in alphabetical order starting with numbers first.

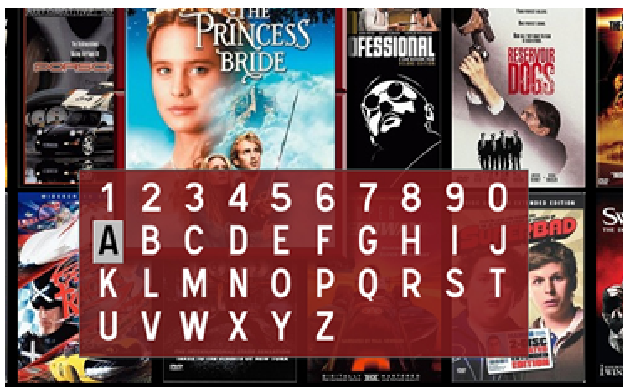


Tip: By selecting “Menu” on the URC, RTI or Control4 remote or touch panel you will get a menu window that will allow recording, sorting & filtering in the interface as seen below. By selecting “Sort” using the down arrow keys you will be able to select the type of sort you want.

You may also select the “sort” button directly on the Fusion remote.



Onscreen Key Search:



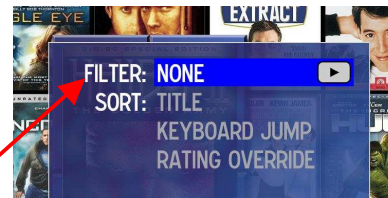
By selecting the number “0” key on the remote to bring up on the on screen keyboard, by selecting a letter or number you can immediately jump to the beginning of that movie list. You may also filter a group of movies then use this feature to refine your search.

You can also select “keyboard jump” from the menu selection as shown above to bring up the on screen keyboard.

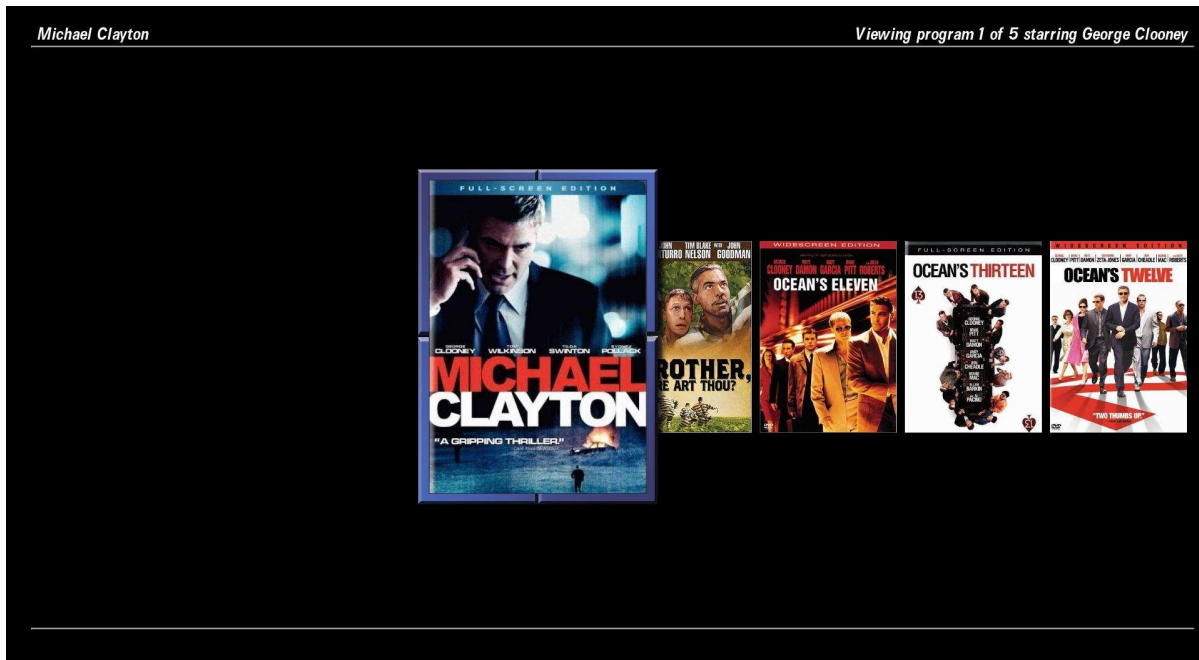
Filtering: Filtering is a powerful tool to use especially when there is a large number of choices in bigger collections. By using filters you can greatly reduce your list of choices, for example if you choose “Comedy” all other genres would be removed and the remaining choices could still be sorted for more convenient selection.



To bring up the filter view select the “fav” key at the bottom the remote, in this example “actor” was selected then “George Clooney”.



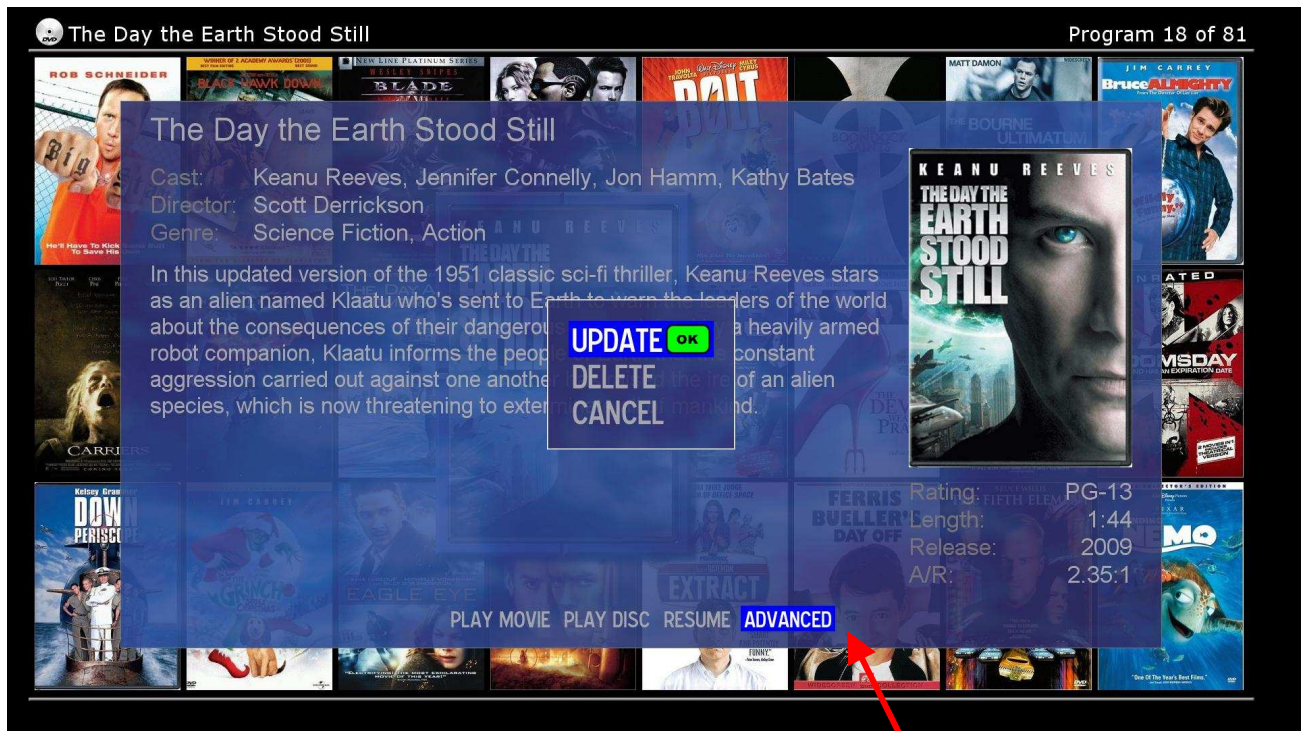
When using other control systems you can bring up the filter option by select “Menu” on the remote or touch panel.



After filtering only the results will be shown, selecting “exit” or “cancel” will remove filter & all movies will once again be shown.

Managing Your Movies:

There are two ways to manage your movies; by using the onscreen display, or with a manager on your PC.



The first method is using the movie interface itself. As shown above, when you select a movie using the “select” button on your remote or touch panel on the lower right you have an “advanced” button. Once selected you have a choice of deleting a movie or updating it. Occasionally a movie could require an update when the cover art or meta data is incorrect and our database staff have not yet had the opportunity to update it yet, there is also a link on Fusion’s website for notifying us when a movie needs updating.

Using the PC Cinema Manager

Download the Cinema Manager from Fusion’s website

www.fusionrd.com/download.htm

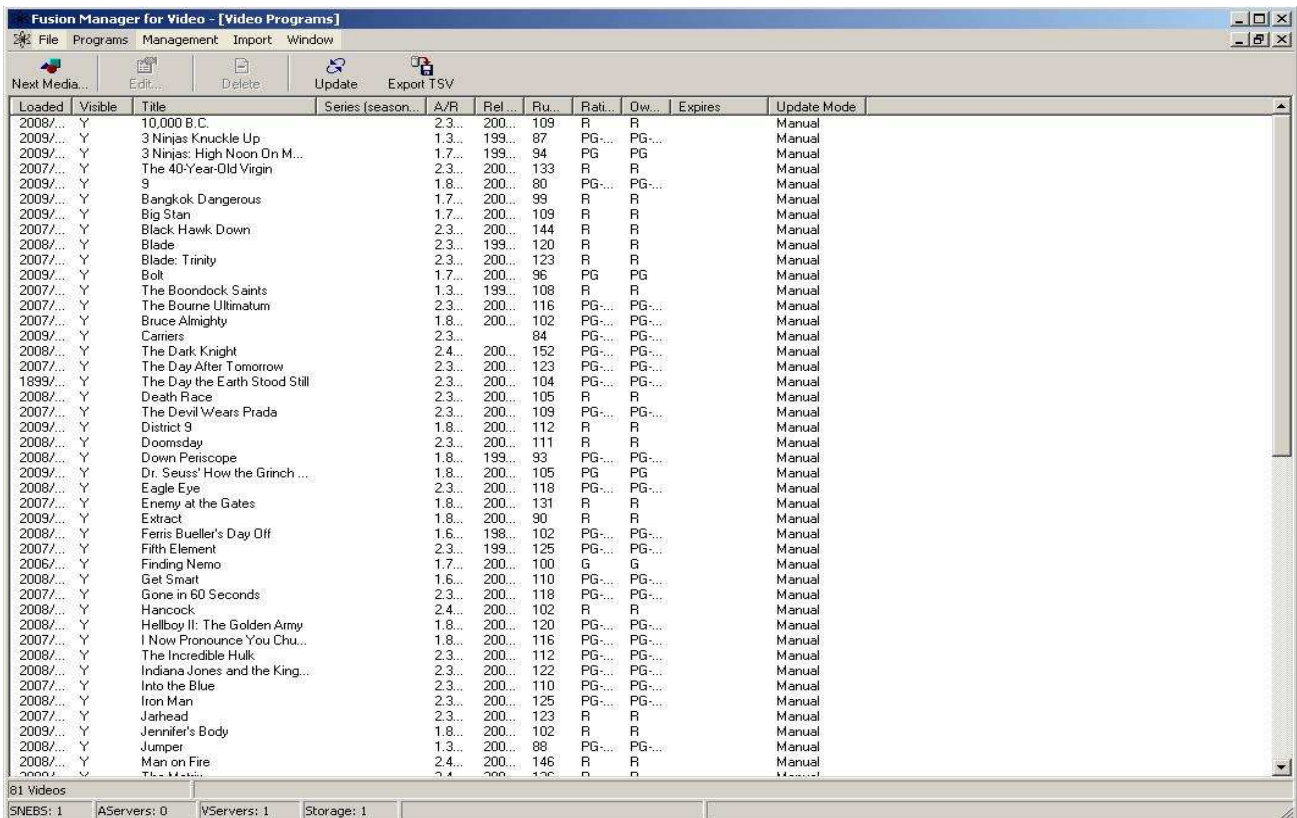
Note: The managers is a Windows™ application, which can be downloaded onto any PC on the same network that the Genny Media Server is on; the application will automatically find the server without any configuration required.

Using the Cinema Movie Manager Application:

The Cinema Manager is a program that can be loaded onto any PC on the owner's network. This program gives you the ability to manage content on the Fusion System as well as the ability to manage and customize the capabilities of the individual players in the system.

Note: The Cinema Manager is a Windows application that should run on most XP, Vista or Windows 7 computers and can be downloaded free of charge www.fusionrd.com/download.htm. If you have questions about how to download the Fusion Cinema Manager please contact **Tech Support at: 925.217.1233**

When you download the Cinema Manager to the desktop of your PC, you will get a small icon, which will launch the following screen after double clicking on it.



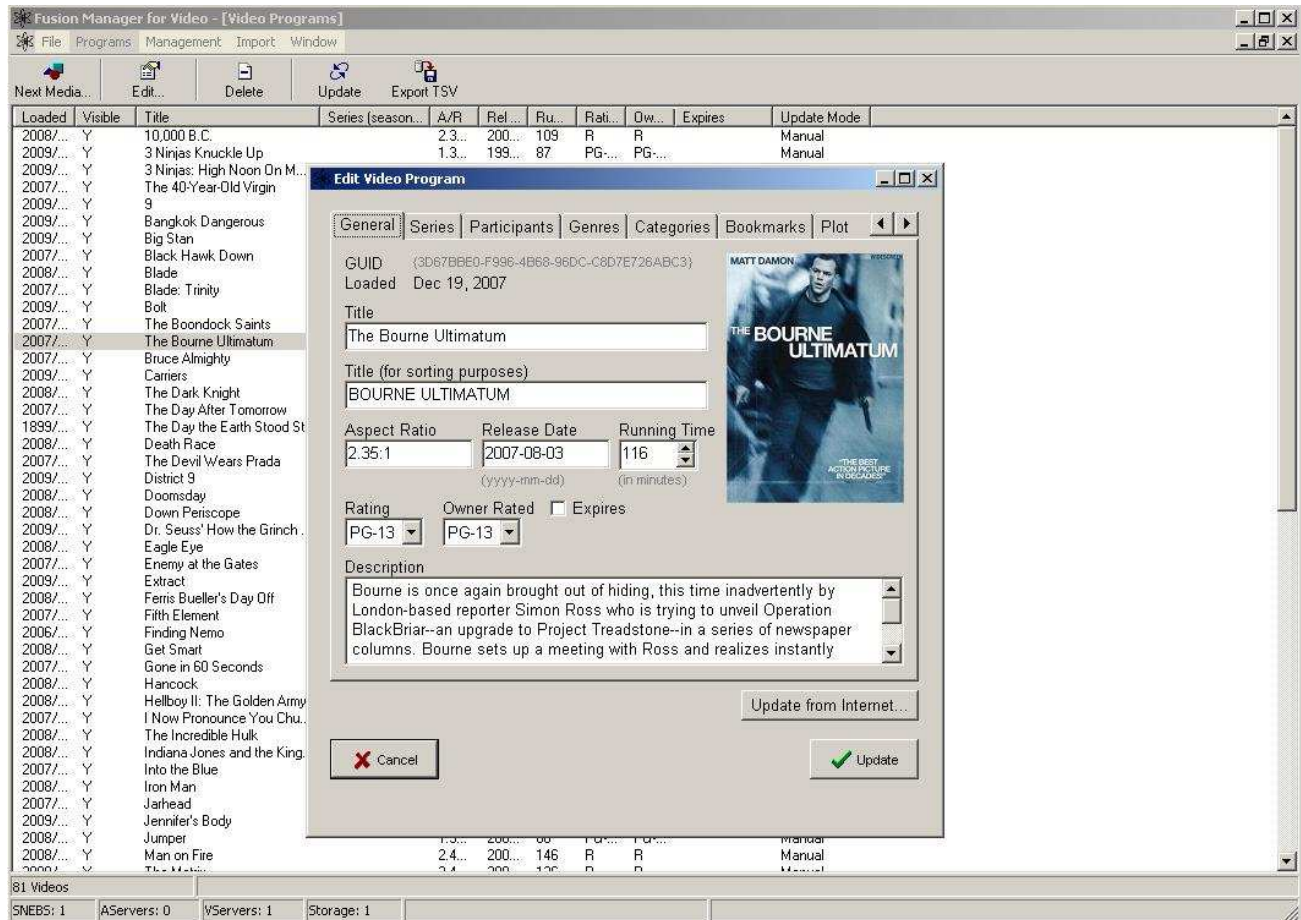
The manager must connect to the network to operate properly. Upon startup, it will automatically search for and connect to the first network it finds. When it does, it will open your list of loaded movies on your server. If the list window does not open, and most menus are disabled then you are not connected, this could be due to firewall issues or how your PC's security is setup. If this is the case you will need to make an exception in your PC's security to allow the Fusion Cinema Manager to operate.

You may select a video by double clicking on it or by right clicking presents options to Edit, Export and Delete the video.

Warning: Deleting a video will permanently remove it from the system. The video will have to be re-imported to be recovered. The system will automatically recover used storage space after video deletion.

Editing Movie Information:

When opening the Cinema Manager program, a list of movies currently in the system will appear.



Owner Rated

In addition to the official MPAA film rating, the user has the option of adding his or her own rating to the video. This owner rating is used to determine if a video will be available on a player based on the player's rating. This adds much more flexibility for the owner who wishes to restrict viewing of certain movies throughout the home.

For example, let's say that the owner has the movie "Caddyshack" which is rated R. The owner's son is 12, and the player in the son's bedroom has been set to "PG-13", meaning videos rated "higher" than PG-13 will not be available, but the owner wants to make THIS particular video available to his son's player without making all other R rated videos available.

The owner can change the "Owner Rating" of this particular video to PG-13, and it will be available on all players selected for PG-13 and below, even though it will still be listed with an R rating.

Expires Box

Videos in the system can be set to expire after a certain number of days. Ordinarily, videos do not expire, but if for any reason the owner does not want it in their permanent system, they may select the expire option and the system will purge that particular video.

For example, imagine the player in the bedroom imports DVDs with no expiration date, meaning any video imported will be permanent until the owner deletes the video manually, but the player in the family room is set to delete imported DVDs after 3 days (a customary rental period).

The homeowner can import DVDs they own in the bedroom, and DVDs they have rented in the family room, knowing that after 3 days the DVD they rented will be deleted automatically, ensuring they don't have a copy of the video beyond the date they are entitled to do so based on their DVD rental agreement.

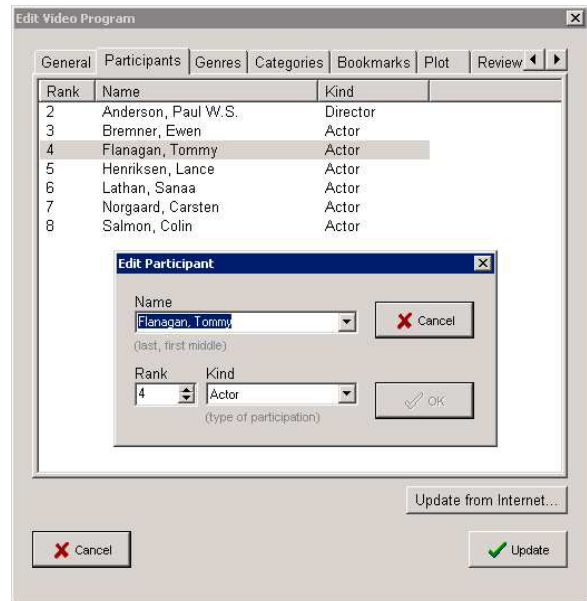
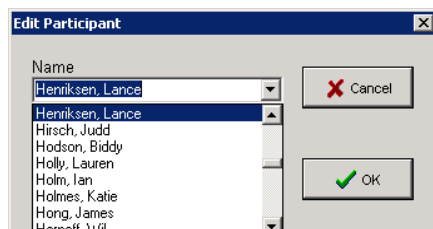
GUID

Finally the GUID at the top of the page (in gray) is our tag for that specific video. If an owner has any issues with a particular video, they will want to quote this number to the dealer for follow up with Fusion Tech Support. To easily copy the number, simply right-click on it.

Participants (tab)

Participants are Actors or Directors participating in the video. They have a rank, which is their billing order. For example, Harrison Ford should have a higher rank than John Rhys-Davies in the film Raiders of the Lost Ark. By right clicking in the window you can add a name not currently associated with that movie. You may also change the order of their ranking based upon your personal preference.

Note: When adding participants, choose the name from the drop-down list whenever possible to ensure consistency in name presentation.



Genres (tab)

Genres are used to categorize a video by well-known groupings, such as Action, Suspense, Western, etc. They also have a rank, and a video can have more than one genre. An owner may add, edit or delete genres at their discretion however the actual genres must be chosen from the predefined values.

Categories (tab)

Categories are similar to Genres. They present an alternative way to categorize videos. In categories, owners can create their own definitions. This allows owners even more ways to quickly sort through large collections.

For Example, an owner might take all of their TV shows and Movies, which feature Star Trek characters and assign them a 'Star Trek' category. Generic categories might give more information than the Genre. For instance 'The Natural' might have a "sports" genre but the owner adds a 'Baseball' category. This is also where different individuals can mark their own "favorites" list.

Update from Internet (button)

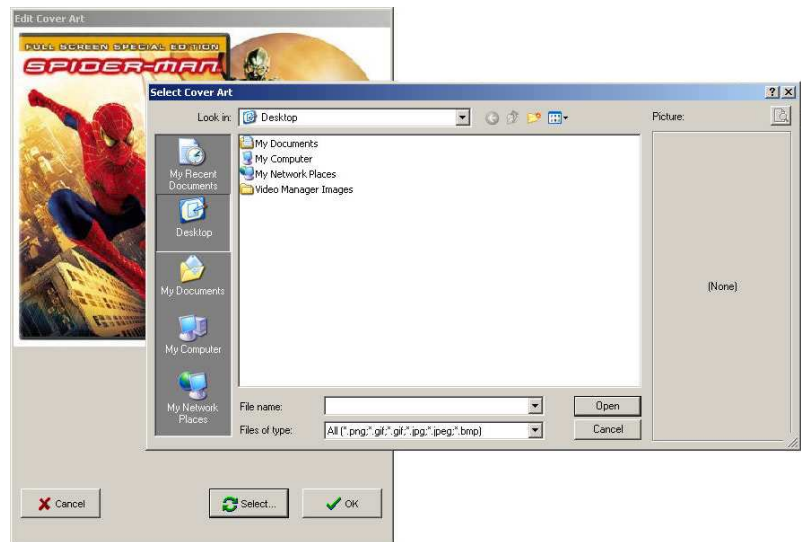
Clicking this button will delete the information currently available for the video, and replace it with information from our Fusion Information Server on the Internet. There should be no reason to do this unless you believe the Internet information has been updated or corrupted since you imported the video.

Visibility

The "visibility" of a video can only be accessed from the Edit popup window in the video list. You can make a video "visible" or "not visible". This literally hides the video from all players. The video will not be available to anyone for any reason until it is made visible.

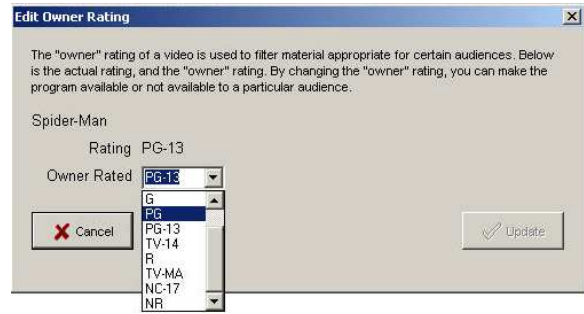
Editing and Adding Cover Art

Cover art can be changed or added by the owner. Simply search for the cover art on an Internet search engine or web store (we use Amazon for their high resolution cover art) and store the image to a computer on the home network. After all the cover art is on the computer, simply go into the [Programs], [Edit] tab in the video manager and select Cover Art. The owner then simply selects the appropriate cover art image.



Editing Owner Rating

The owner rating was discussed in an earlier section of the manual under the General tab in editing information. You can also change multiple videos quickly by simply going to [Programs] [Owner Rating]. This box will pop up and allow the owner to make changes.

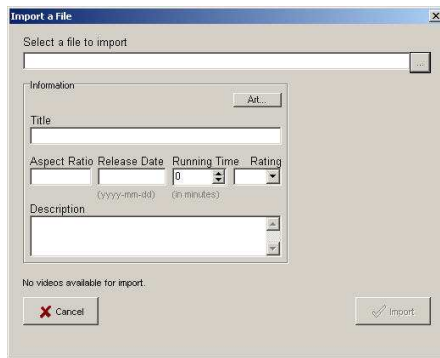
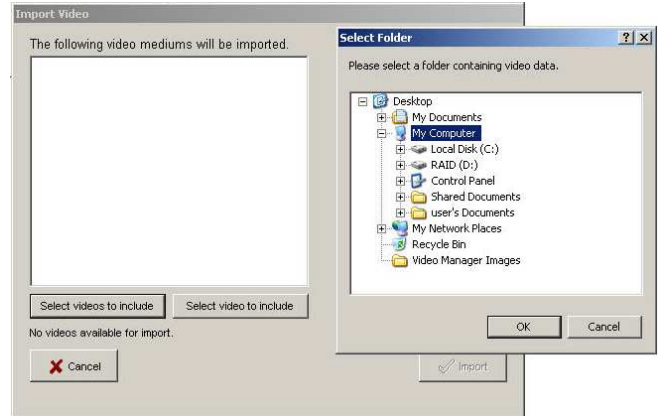


Importing Movies from Other Sources

Videos can be imported in one of three ways depending on the medium the video is contained within.

A DVD must be imported through a Player, or an Import Station. There is no way to import a DVD from a PC or the Server. For more information about DVD importing, please refer to the appropriate manual.

Other video formats generally contained in computer files can only be imported from the PC. The currently supported files are MPEG (*.mpg, .mpeg), DivX, AVI (.avi) and Windows Media Video (*.wmv).



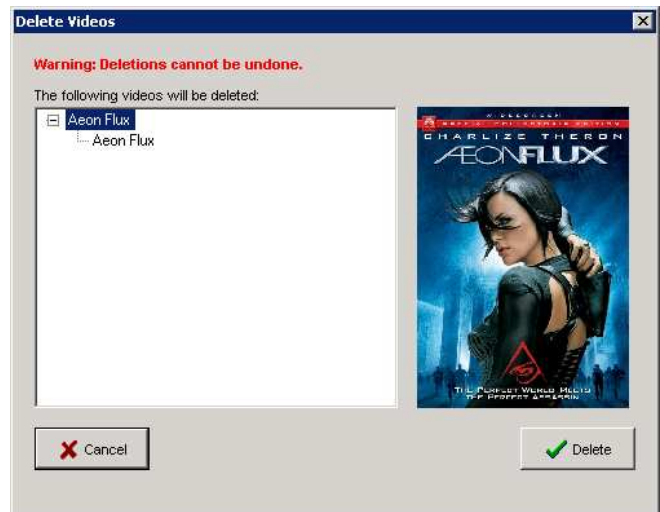
To import a video file, select [Import] [File] and select the file from your computer. Then fill in the appropriate information and select a picture for the cover art. Then click Import.

Note: A video exported from one Fusion Video Server can be imported into another using the Export / Import menu option. This requires the files be in the format and folder created by the export function, and is generally slower than a direct import from the original media, but is available if needed.

Deleting Movies

To delete a video from the Cinema Server, the owner selects the [Program] [Delete]. The following box will appear. Please note that once a movie is deleted, it is permanently removed from the system. The owner will need to import the disc again if they want to access it in the future.

Movies can also be deleted from the on screen display by selecting the "Advanced" option in a movie selection. (see page 17).



Checking Available Storage:

By selecting the [Management] [Available Storage], a window will pop up letting you know how much combined music and video storage space is available on the Fusion Cinema Server as well as approximately how many DVD's can be imported.



NOTE: The total number of movies on the system will be reported in the lower left corner of the manager window. Total DVD amount will be different based on server capacity.

Managing Individual Players:

Each Video Player in the system has its own controls. The owner may make several changes to the functionality of that particular player. First go to [Management] [Configuration] and this will bring up each of the players on the system (During installation you should set up a friendly name so you will easily remember which player is where on the system). Right click on the player you wish to modify and select from the following options:



Manage Players

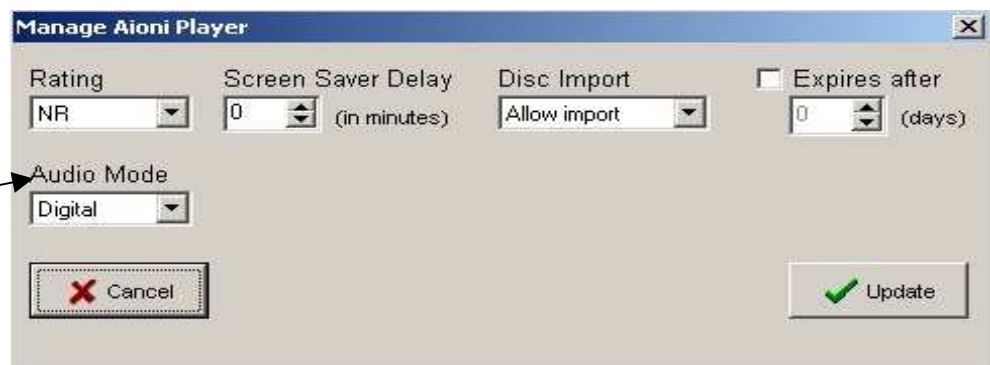
Rating Box

This is where you manage what movies will be made available on a particular player. The player will not display any movies rated higher then the rating setup here.

Audio Mode

The audio mode, whether digital or analog, listed here, must match the player's audio connections made during initial set up.

This mode can also be set in the on screen display setup (see page 8)



Screen Saver Delay

For displays where the owner is concerned about 'burn-in' issues, they may select a screen saver option. The screen saver simply shows individual cover art available on the system, moving against a black background. A setting to '0' turns the screen saver off, otherwise the owner may select the delay in minutes before the screen saver activates. This can also be set in the setup program using the remote as covered earlier in this manual.

Disc Import

This function turns on or off the ability to import discs directly from the external DVD drive hooked to that particular player. If the feature is disabled, the user will only be able to play movies from that particular drive.

Expires After

This is where the owner sets the functionality for expiring videos. If this box is checked, all videos imported by this DVD drive and player will be automatically set to expire after the number of days the owner selects. This is ideal in a guest bedroom, a children's room or an area that normally is only used for rented DVDs.

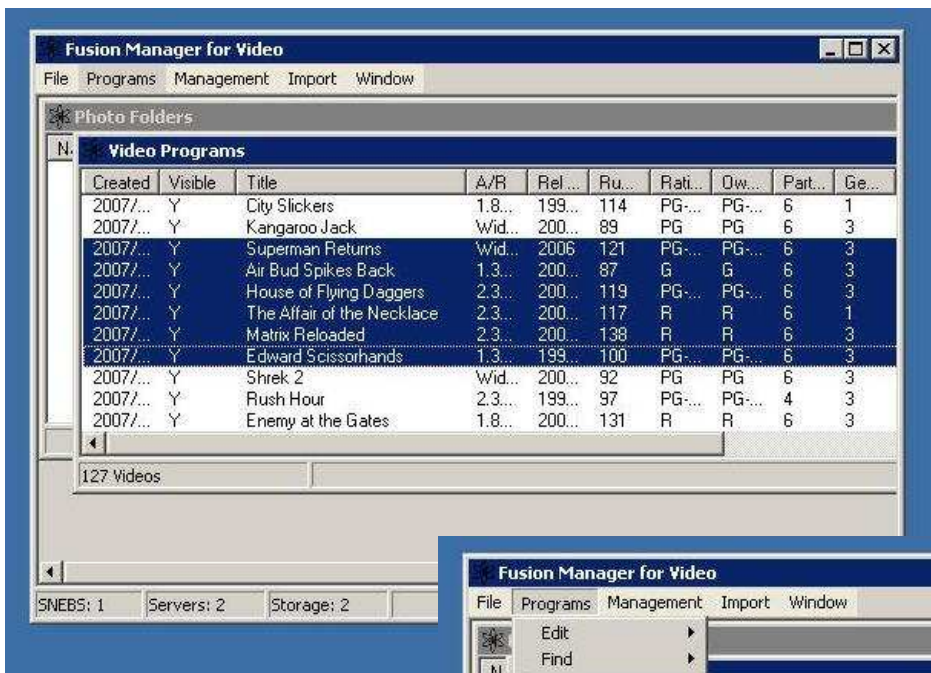
WARNING: Only check this box if you want the movies you import from this player to automatically be deleted out of the system.

Backing up the Studio Movie Sever

You can export you movies for backup purposes through the Video Manager. These files are fully encrypted and cannot be shared with other video systems. This procedure is intended as a security measure to protect the archived files on the Studio system. This will not give the ability to add extra storage, to purchase a license to add you own storage, please contact your Fusion representative.

Step #1 – Connect the drive you want to transfer your movies to:

Typically people use an external USB drive to connect directly to the Studio, you may also use a NAS drive on your network for this purpose.



Step #2 – Select the movies you want to backup

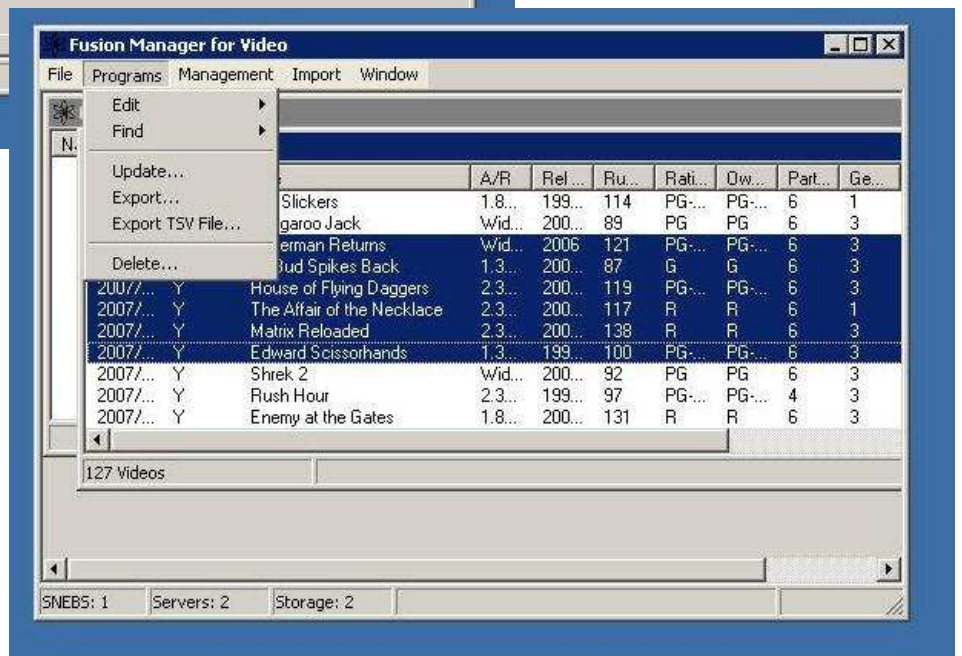
You should sort your movies prior to selecting your movies. We highly recommend sorting your movies by load date. You can sort load date by clicking on the top of the first column (also called "Created")

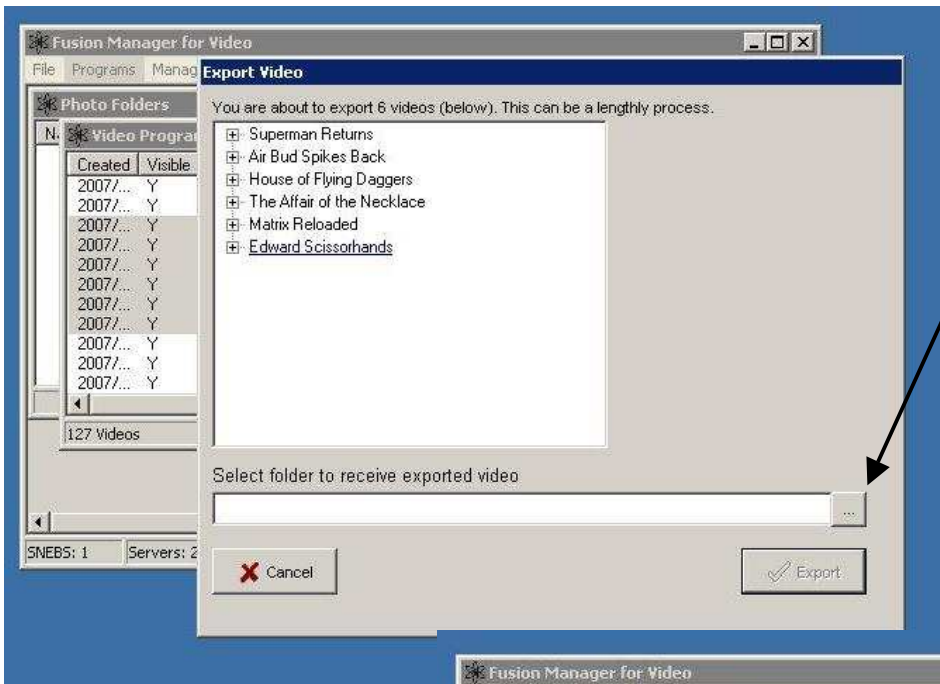
This way if you back up more than once, you will know the last movie you imported.

Step #3 – Highlight all movies you want to backup

You can select multiple movies by first clicking on the first movie you want in your list while holding the shift key, all the movies you want will then be highlighted.

You should note the last movie on your list (after sorting), so that you don't backup a movie that you have already previously stored.





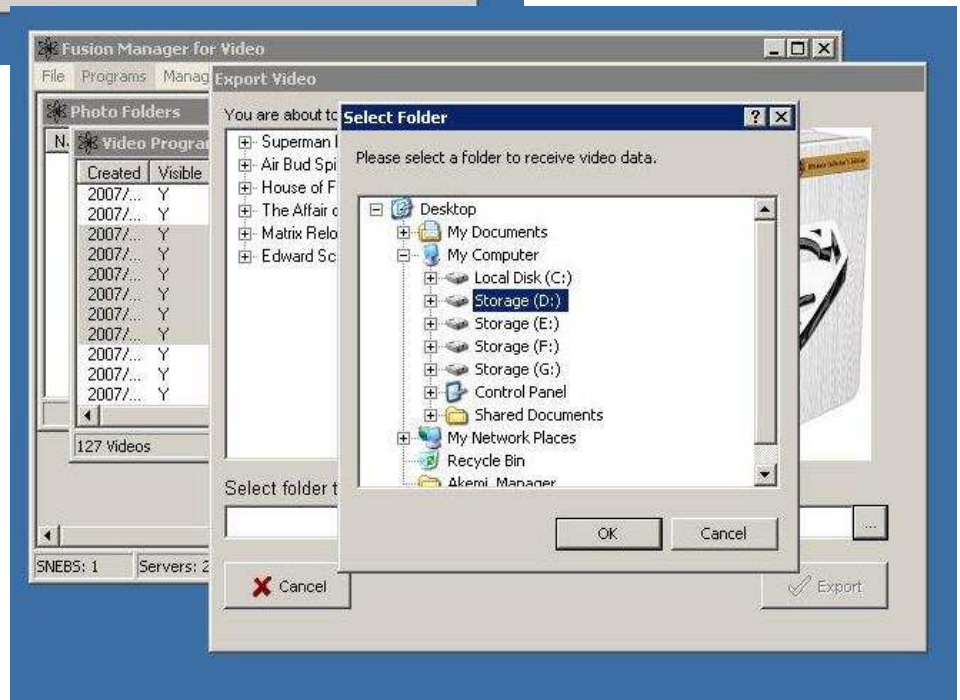
Step #4 – Confirming your export

Your list of movies will now be shown within the export video window.

By clicking on the folder button you can select the destination for your backup.

Step #5 – Select final destination folder

Using the familiar Windows convention you can select the eventual folder that the movies will be stored.



Trouble Shooting Guide

Typical System related issues:

No video from Studio	<p>If video shows at startup then disappears, you have most likely set the resolution beyond the capability of the display and must use the remote to drop to a lower resolution – (you can reset video to 720p by holding the exit key for 10 seconds)</p> <p>If you are running video through a switch, trying connecting directly into the display to make sure that video is working properly. Very often the video switch requires special setup and configuration for computer-based video.</p> <p>Make sure that display is set to proper video input, some displays require digital input to be set for computer type interface – please check display manual.</p> <p>If you are using Fusion's component adapter (FR-COM), be sure to have it set to YUV and resolution set to 720p or 1080i (not 1080p)</p>
When the Studio boots up the system cannot get through the check list “waiting on server”	<p>Make sure that you have cat-5 cables connected prior to powering on the system; you must have a network connection prior to power up. If not, you must power down the system to reset.</p>
No Sound comes from system	<p>Make sure that your system has been properly configured, the system is factory default to digital and must be changed if you are using analog. The system cannot output both digital and analog signals simultaneously unless using special Fusion adapter FR-D2A.</p>
System shuts down randomly or after running for sometime without warning	<p>All Fusion products will shutdown automatically if they get critically overheated to help prevent damage. Please check units to see if they are properly vented in a cool area, constant overheating will shorten product life and could void warranty.</p>
System will occasionally loose movies or music and must be re-booted to bring them back.	<p>System should not be re-booted as a remedy for missing media; the problem is due to networking issues. Check router (it should be a business class unit), make sure it is configured properly, and also check all cat-5 terminations.</p>
System will appear frozen or player will not respond to input and must be re-booted to work.	<p>System should not be re-booted as a remedy for a player not responding; the problem is due to networking issues. Check router (it should be a business class unit), make sure it is configured properly, and also check all cat-5 terminations.</p>

Typical DVD Movie related issues:

<p>When loading a DVD the movie shows as “UNKNOWN” in all capital letters and does not have coverart</p>	<p>When “UNKNOWN” appears in all capital letters the Fusion server cannot get access to Fusion’s online database, please check you network connect to make sure that you have a proper access to the Internet.</p>
<p>When loading a DVD the movie shows as “Unknown” not in all capital letters and does not have coverart</p>	<p>When “Unknown” appears and is not in all capital letters, the DVD is not currently in the Fusion database. Sometimes a well know movie, which has had a second release may not been cataloged. You may correct this information in the Cinema Manager.</p>
<p>When a DVD is loading it stops during the middle of the load and cannot finish</p>	<p>On rare occasions certain titles especial Disney or Sony movies have a special anti-piracy protection on them. Fusion maintains a special “key” for these movies to be able to be used on our systems.</p> <p>On occasion we may have missed an old title, which has not be accounted for, or a new release that we are currently cataloging. If the movie is an older title, please report it to us at dvd_movie@fusionrd.com. If the movie is a new title that has just come out, try loading again in a couple of days and it will most likely be done by then.</p>
<p>When a DVD is loaded into the system nothing happens and the disc must be ejected</p>	<p>On rare occasions the DVD will have damage or an imperfections on the very first data file on the disc, this is the area closest to the center. Very often this damage cannot be seen, but without it the system cannot determine what type of disc or data is on the media, therefore it cannot be loaded onto the system.</p>
<p>When loading a DVD, the incorrect coverart is shown or the movie has some missing information</p>	<p>On occasion the online database will have incorrect or missing information. This can be easily corrected by using the Cinema Manager.</p>
<p>One particular movie does not have audio, but audio is fine on most others</p>	<p>The particular movie requires a special audio setup, when playing the movie, go to the main DVD menu and select the audio setup selection, you would then choose the correct playback method for your movie.</p>

Fusion Limited Warranty:

Terms of Coverage

Each Fusion branded system sold comes with a 13-month limited warranty. This warranty provides no-charge coverage under normal product usage, for a period of thirteen months from the date the product is shipped from the factory, the warranty period does not commence when the system is installed. This warranty program provides the following key features and benefits;

- Thirteen (13) months service parts and labor.
- Five (5) day turn around time on all standard in-warranty repairs. No charges to the customer other than in-bound shipping charges, which are determined by the shipping method. All return shipments will be via Standard Ground Transportation from California
- Thirteen (13) months of regular hour telephone support (8AM to 5PM PST), Monday through Friday.
- 24-hour email response from the Fusion Support Website during normal hours.
- Software maintenance updates provided via an Internet connection.
- Access to 24-hour music and movie databases and services providing access to thousands of CD and DVD titles and associated information.

What is NOT Covered under warranty

Fusion products are only sold to professional custom integrators, products, which are not installed by profession, authorized Fusion dealers are not covered under this warranty. A number of items must remain intact in order for Fusion to verify and validate this warranty. Additionally, there are conditions, which violate Fusion's warranty program. These include:

- The product was not purchased through an approved Fusion representative or was re-sold (used).
- Equipment which shall have been subjected to damage, deterioration or malfunction resulting from (a) accident, negligence, misuse, abuse, improper installation or operation or failure to follow instructions contained in the User Manual, (b) improper environmental conditions, such as inefficient cooling and air flow or fluctuating power conditions (such as "brown" or "black" outs), (c) shipment of the product (such claims must be presented to the carrier), (d) repair or attempted repair by anyone other than Fusion or an authorized Fusion Customer Service Center, (e) lightning, tornado, hurricanes, floods, or other events beyond the manufacturer's control (Acts of God).
- Any product, on which the serial numbers has been defaced, modified or removed physically or electronically, will not be covered by a Fusion warranty.
- Any type of unauthorized repair made to the system resulting in the damage to the product will not be covered under this warranty, or ANY installation of unauthorized software not provided by Fusion.
- Damage caused to the product as a result of improper shipping or installation.
- Damage caused to the product as a result of improper installation of third party peripherals or products, or incorrect connections to peripheral or products.
- Any damage to recordings or recording tapes or discs or any other media
- The cost of parts or labor which would be otherwise provided without charge under this warranty, obtained from any source other than Fusion.
- The loss of any data, content, time, or commercial loss, whether real, incidental or consequential.
- Equipment not manufactured by Fusion. With respect to equipment sold by, but not manufactured by Fusion, the warranty obligation of Fusion shall in all respects conform and be limited to the warranty extended by its supplier.
- The foregoing warranties do not cover reimbursement for labor, transportation, removal installation or other expenses, which may be incurred in connection with repair, or replacement of equipment as provided herein, except for ground shipping charges within the USA to return repaired or replacement units to the owner.
- Except as may be expressly provided and authorized in writing by Fusion, Fusion shall not be subject to any other obligations or liabilities whatsoever with respect to equipment manufactured by Fusion or services rendered by Fusion. The foregoing warranties are exclusive and in lieu of all other express and implied warranties except warranties of title, including but not limited to warranties of merchantability and fitness for a particular purpose.

How to Return a Product for Repair

You must contact Fusion's support group at (925) 217-1233 to receive a Return Material Authorization (RMA) number. This number is to be attached to the outside of the shipping carton. The technical support person will give additional instructions. Please be sure to use the original packaging when possible, or provide adequate packaging. It is the responsibility of the customer to insure the product arrives in secure order. Fusion highly recommends insuring the package for an adequate amount to cover the cost of the unit. It will be the customer's responsibility to collect the insurance from any claim for damage in shipping.

Out of Warranty Repair

Fusion provides out of warranty repair service on a flat-rate basis if the system fails the system evaluation test. Minimum charges will apply to evaluate the system. Technical support will provide information on this service at the time of the call.

Return Policy

Fusion provides a 14-day (calendar day) refund from the date of receipt of the product. To qualify, you must have an RMA and the product must be undamaged and returned complete with all accessories and original packaging. There may be a 25% re-stocking charge applied to all products that are opened or scratched. No refunds are allowed on products that are damaged, missing parts, missing original packaging or past the 14-day time period.