ReVeal CX Series e-Manual

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Introduction

Every effort was made to ensure that the information contained in this manual is accurate. However, information is subject to change without notice. We accept no responsibility for any errors or omissions. In case of discrepancy, the web version takes precedence over any printed literature.

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About this guide

The purpose of this guide is to help you successfully use the features of the ReVeal CX Series.

This manual is intended for novice, intermediate, and experienced users. It is assumed that you have basic computer experience and skills, and are familiar with basic telecommunication concepts, terminology, and safety. For more technical resources, visit VeEX Inc web site at www.veexinc.com.

If you need assistance or have questions related to the use of this product, call or email our customer care department for customer support. Before contacting our customer care department, you must have your serial number ready. Please reference the Basic Operations section of the BX100, CX100/CX150, or MX100 product manuals for details on locating your unit serial number.

Customer Care:

Phone: + 1 408 970 9090

Email: customers@veexinc.com

Website: www.veexinc.com

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Getting Started

To begin using the ReVeal PC software, launch ReVeal from your desktop or Quick launch shortcut.

The image above will appear on the screen as the ReVeal application is loading.

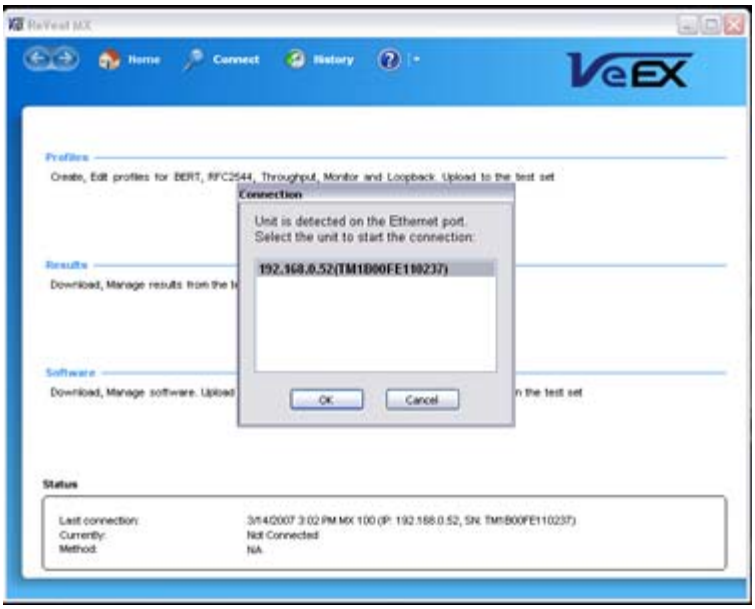
Once ReVeal is opened, the user must first establish an IP connection with the test set for performing software upgrades, results downloads, and profile downloads/uploads.

To establish an IP connection with any VeEx product the user must first discover and select from a list of discovered devices. (Note: To use the discovery function, the test set must be connected to the same subnet as the PC where Reveal is installed. However the PC application can connect to any test set, provided that the IP address is a public IP address. For such applications, enter the test set's IP address manually.)

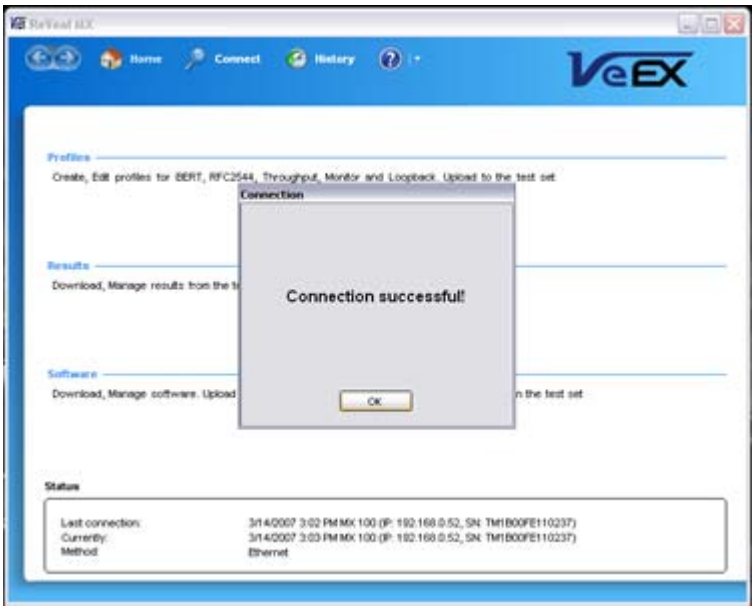
To discover and connect to a test set click on "Connect" at the top of the screen.

Clicking on Connect will display a Connection Detection window while ReVeal searches for VeEx products (BX100, CX100, CX150, and MX100) on the same subnet/network.

A list of dicovered VeEx products is provided in the Connection window.



The user must select the test set that he wishes to connect to and click on the OK button.



If the connection is succesful, the above message window is displayed. Click on the OK button to close the window and to continue with the ReVeal software..

After a succesful connection to a test set is established the user can now perform software upgrades, check current software and options installed, download results, download/upload profile, add software options (for post-purchase options), create test reports, etc.

Without a test set connected, the user can modify profiles, view existing stored results, and create reports.

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Home Menu

The following home menu appears when ReVeal tool finishes loading.

There are 5 icons on the top of the home menu: Back/Forward Arrows, Home, Connect, History, and Help.

Back/Forward Arrow Icon: Change the page back to the previous page or change it forward to the following page.

Home Icon: Directs back to the home menu.

Connect Icon: Connecting the PC with a test set.

History Icon: A list of the activities between the PC and the test set.

Help Icon: Information about ReVeal.

In the main window there are 3 main applications: Profile, Results, and Software.

Profiles: To create and edit the profiles for channel tables and test locations. It also allows the user to upload the created profile to the test set.

Results: To download and manage results from the test set. The user can also upload the results to the server, print, create reports, or create a PDF file of the results.

Software: To download and manage software. Upload software and options to the test set. It also allows the user to check for the version number and the options on the test set.

The Status section has the connection activity information and the method of the connection.

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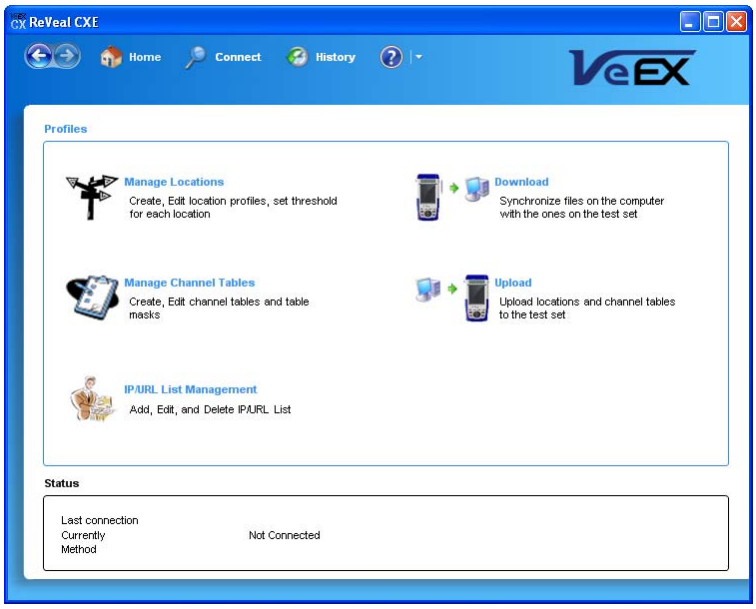
Profiles

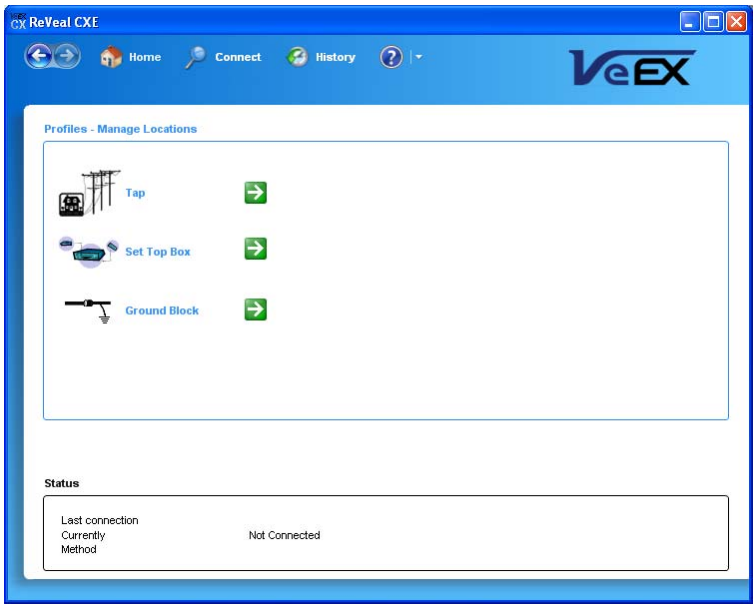
Profiles allows the user to create new, edit, modify profiles, as well as managing channel tables and threshold locations. Additionally to this section, it also allows the user to download/upload the profiles to/from the test set.

Select Profiles from Home Menu.

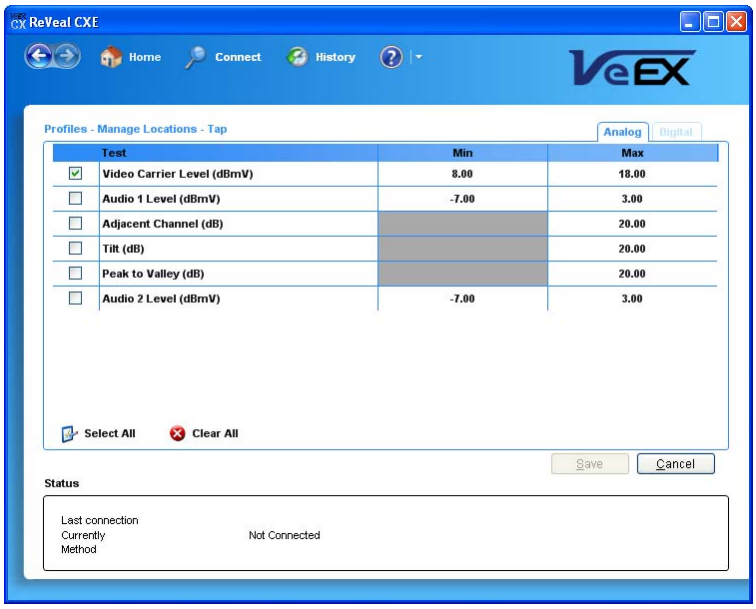


There are five sub sections under Profiles: Manage Locations, Manage Channel Tables, IP/URL List Management, Download, and Upload.

Manage Locations

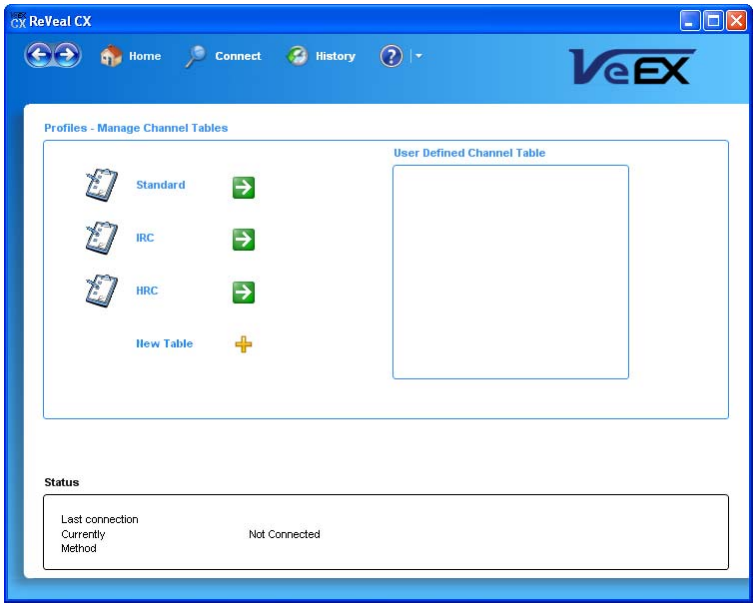


The user selects one of the locations to modify: Tap, Set Top Box, or Ground Block.

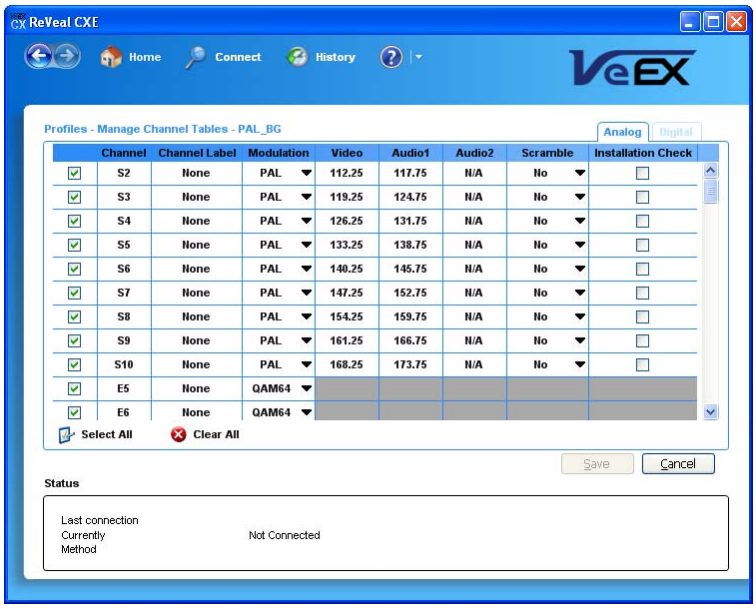


The user selects either Analog or Digital to edit the location. It allows the user to check or uncheck the test and to modify the Min, Max, and Tolerance value. Press Save to commit to all the changes and modifications.

Manage Channel Tables

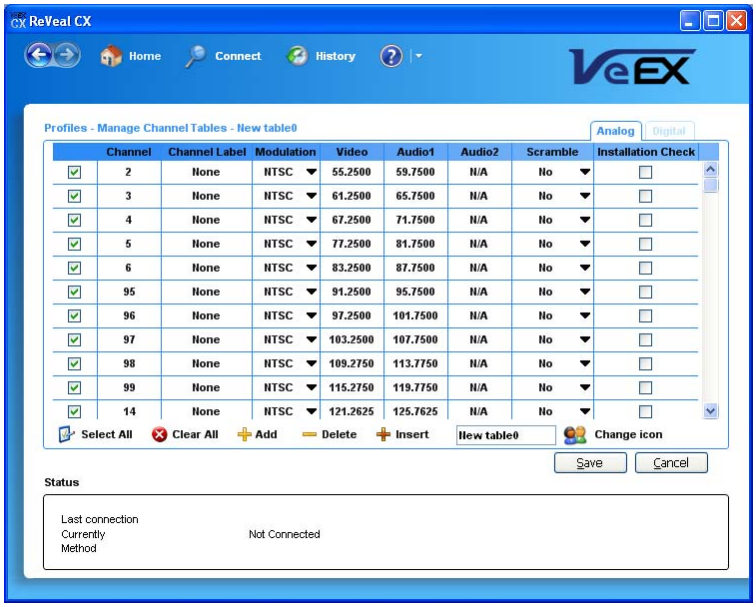


The user can select one of the preprogrammed channel tables (Standard, IRC, and HRC for United States, and PAL B/G, PAL I, and PAL L for International) or create a new channel table either from an existing table or blank table.



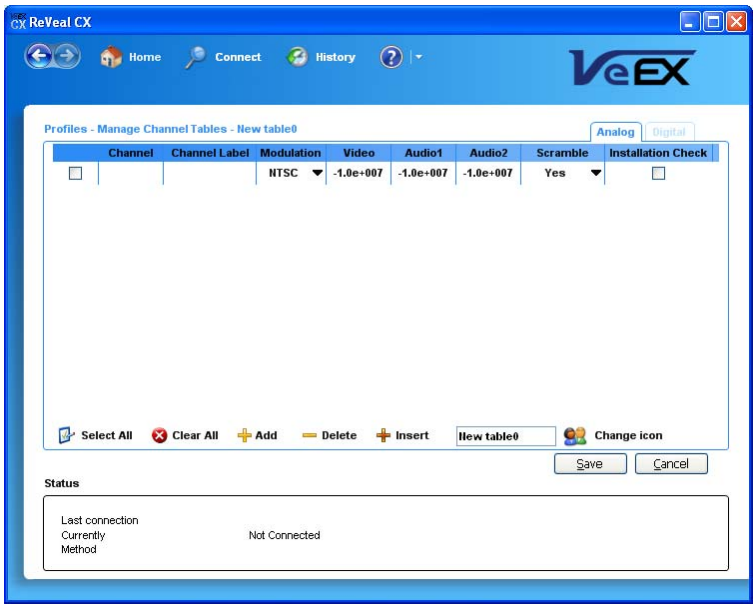
Standard, IRC, HRC, PAL B/G, PAL I, PAL L are the preset tables in the unit. The user can modify any of the preset tables by checking or un-checking the channels. It can also make changes on Channel Label, Modulation, and Scramble. However, the user cannot add, delete, insert channel, edit the table name, nor change icon.

For Installation Check, the user can select up to 6 analog and 6 digital channels. And in order to select one of the existing channels for the installation check, check the box of the corresponding channel under the Installation Check column.



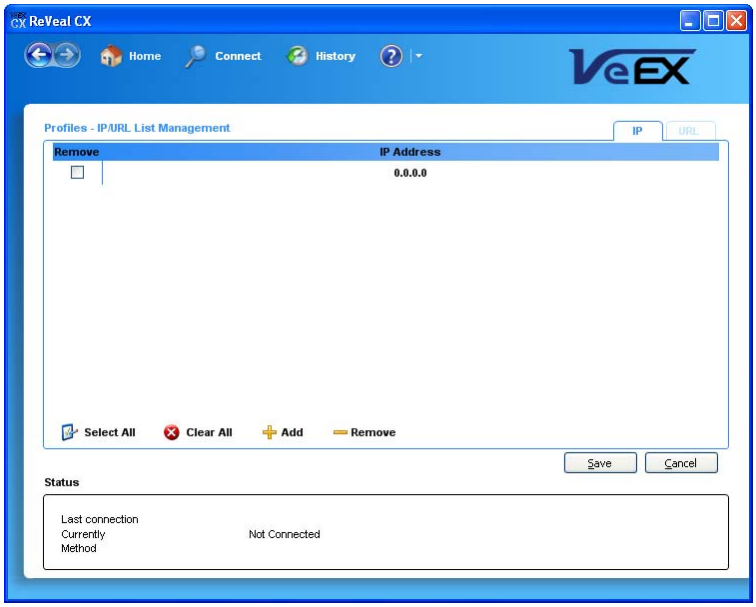
The user can create a new table using an existing table or a blank table.

The existing tables have all the values preset in the table. The user can modify all the parameters in the table: check or uncheck the channel, Channel, Channel Label, Modulation, Video, Audio1, Audio2, and Scramble. In the new table, the user is allowed to add, delete, insert channel, edit table name, and changing the icon.



The blank table will have no preset values and the user will have to click on ‘Insert’ to add a new channel. The new channel table will be shown at Profiles – Manage Channel Tables screen on the right under User Defined Channel Table.

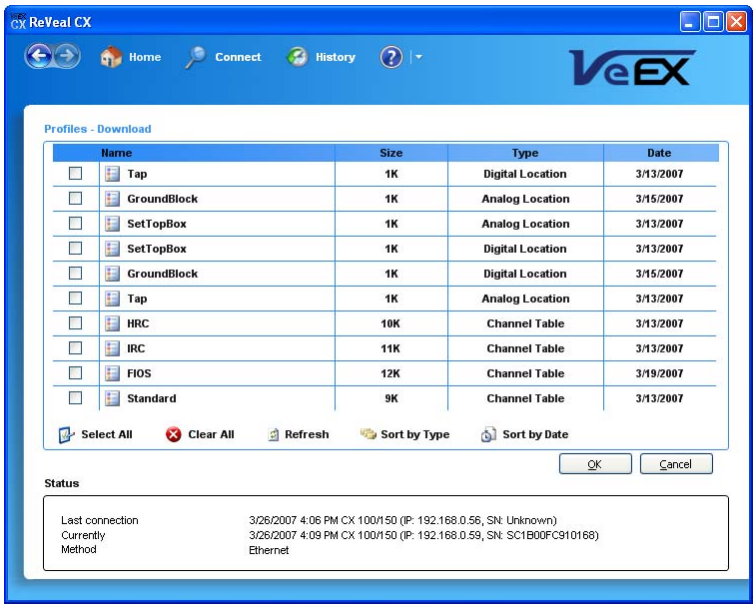
IP/URL List Management



This section allows the user to add and to remove an IP or URL. This is used for all IP related tests.

Download

Note: Make sure the test set is connected to the PC prior to selecting the Download function.

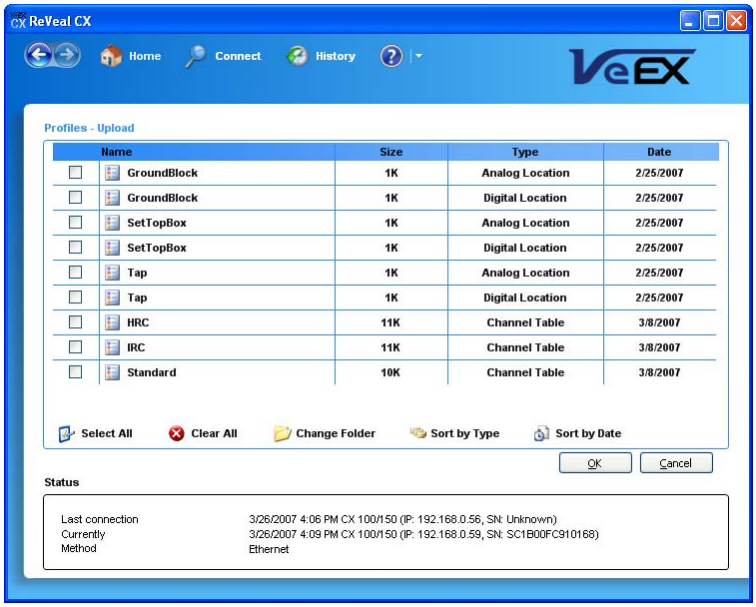


The user can download all the profiles that are on the test set to ReVeal CX.

Note: Profiles with the same name will be replaced by the download.

Upload

Note: Make sure the test set is connected to the PC prior to the Upload section.



The user can check and uncheck any profile to be uploaded to the test set.

Note: Profiles with the same name will be replaced by the ones uploaded to ReVeal CX. In order to have the new profiles in effect, the test set needs to be cycle powered.

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Results

Results allows the user to download stored result files from the test set, manage these results, print the results in MS Word format, and generate PDF files from the results. This feature also allows for the creation of custom test reports; test reports can be created from one or more than one results files. The reports can be customized with company logos and detailed commentary. (Note: At the moment the report creation feature is only available for the ReVeal MX series, please check with VeEX customer service for the availability on other Reveal versions.)

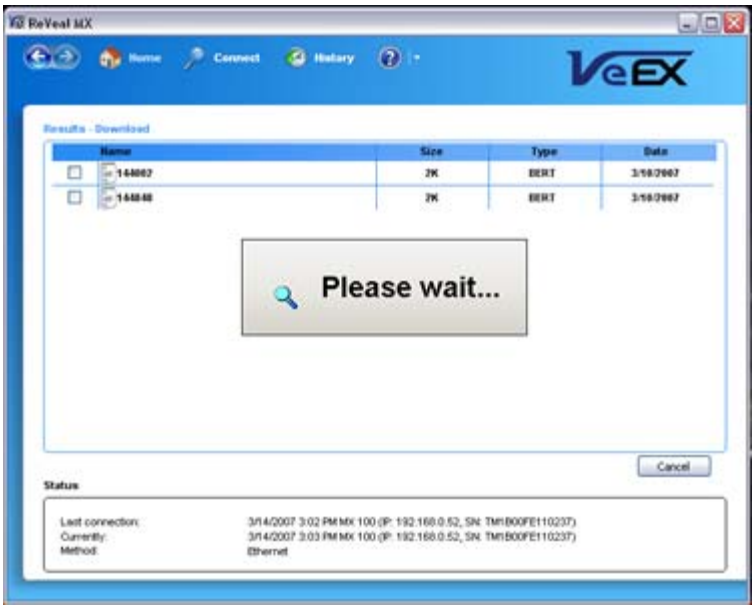
From the Home menu select Results.

In the Results main menu four to five features are available depending on the ReVeal Software version: Download, Mange Results, Create Reports, PDF Results, and Print Results.

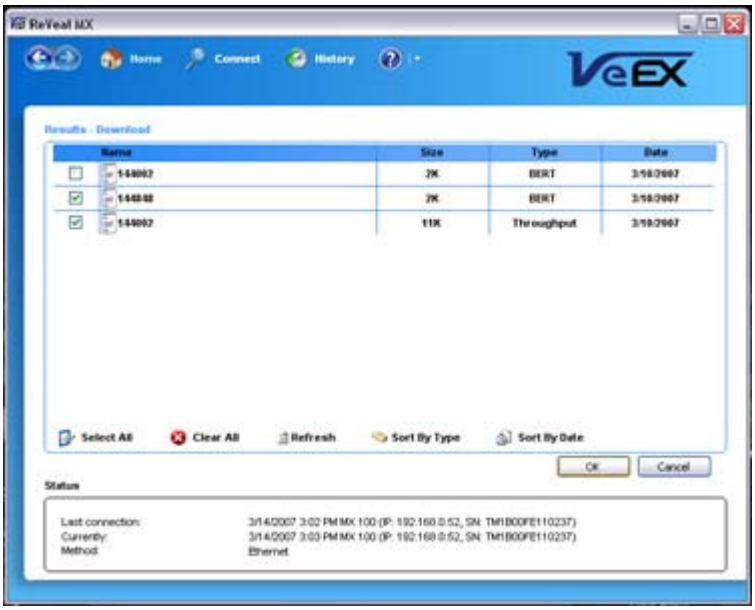
Download

To download results that are stored in the test set to the PC where ReVeal is running, first establish a successful connection to the test set then go to Results/Download.

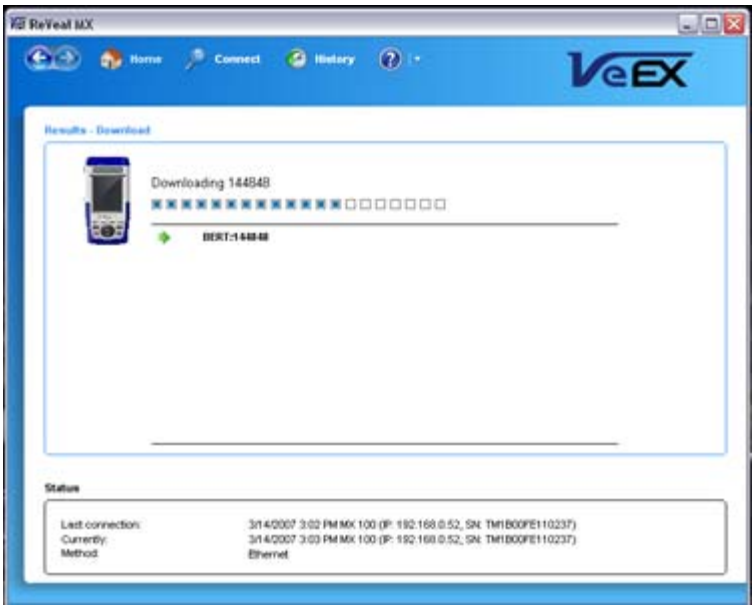
When Download is selected, ReVeal will check for any stored results in the test set and begin to display them on the screen as seen in the figure below.



After the check is completed the user can select the available results to download.



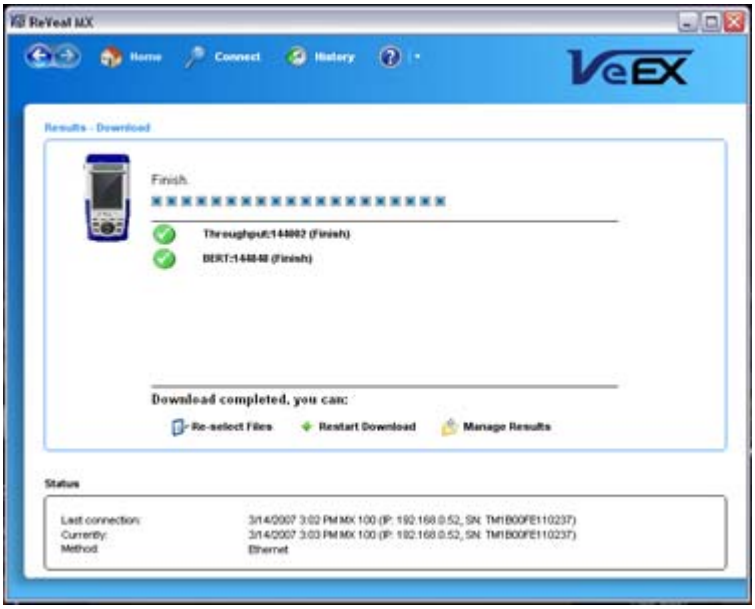
Once the results files have been selected, press OK.



When OK is pressed the download progress will be displayed for each result file that is being downloaded.

When all of the result files are downloaded the user can proceed to manage, print, PDF, or create test reports from the results.

Note: Downloading results to Reveal does not remove the files from the test set.

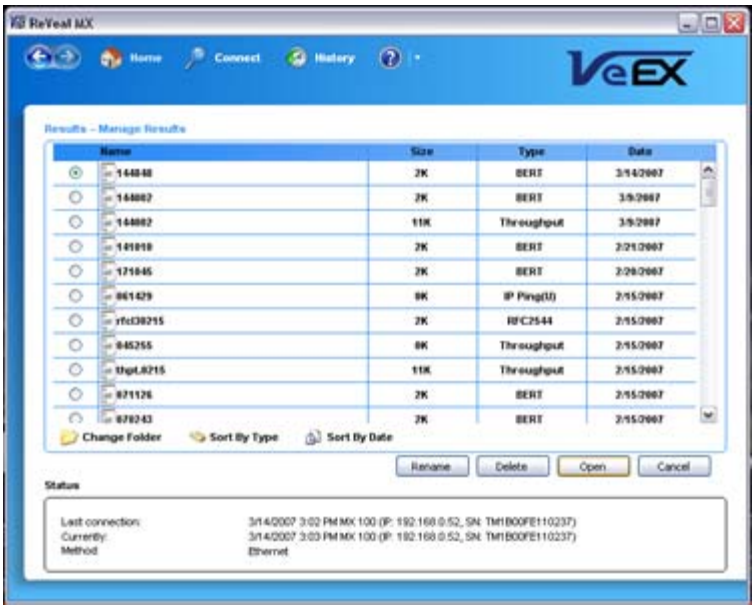


A short cut key to the Manage Results section is provided after the results are downloaded.

Manage Results

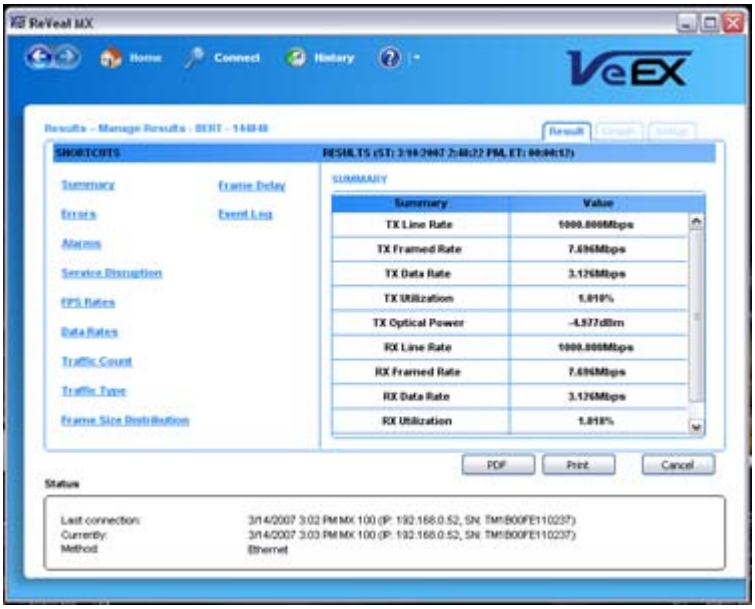
In the manage results section that can be accessed from the Results main menu or from the short cut provided after the result download, the user is allowed to rename, delete, and open (to view) the results files selected.

A full list of available results (all results that have been downloaded to the PC where ReVeal is installed) are displayed.



In this section the result files can be viewed, renamed, deleted, or printed. The files can be sorted by date or result's type. The default location that the result files are stored is My Documents/My Veex Files/(CX or BX or MX)/Results

To open a result file select the file and click on Open.

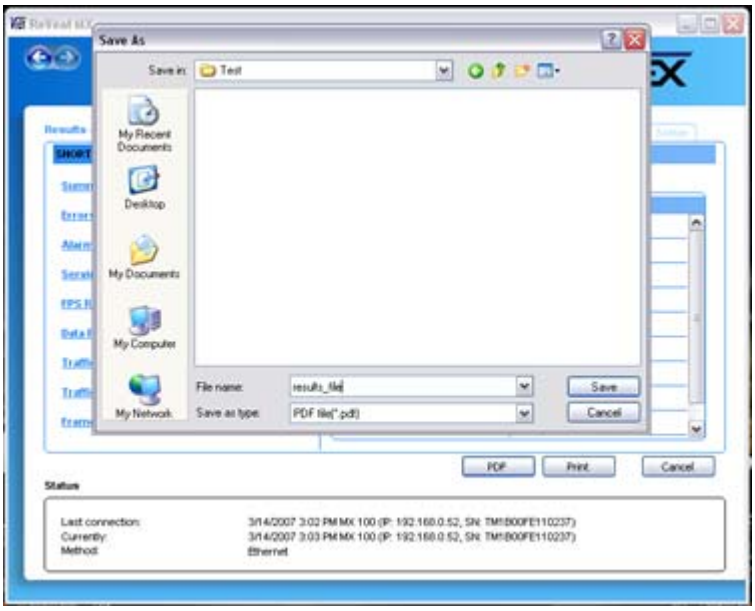


When the result file is open the user can navigate through the results screen by selecting the shortcuts to the left of the screen. The user can also view any graphs that are part of the results (if available), and the test configuration setup.

From the Manage Results > Open section the user has the option to print the results or generate a PDF file of the results that are being viewed.

Results can be printed to a printer by clicking on Print.

Note: A printer driver needs to be installed on the PC and connected in order to be able to print the results.

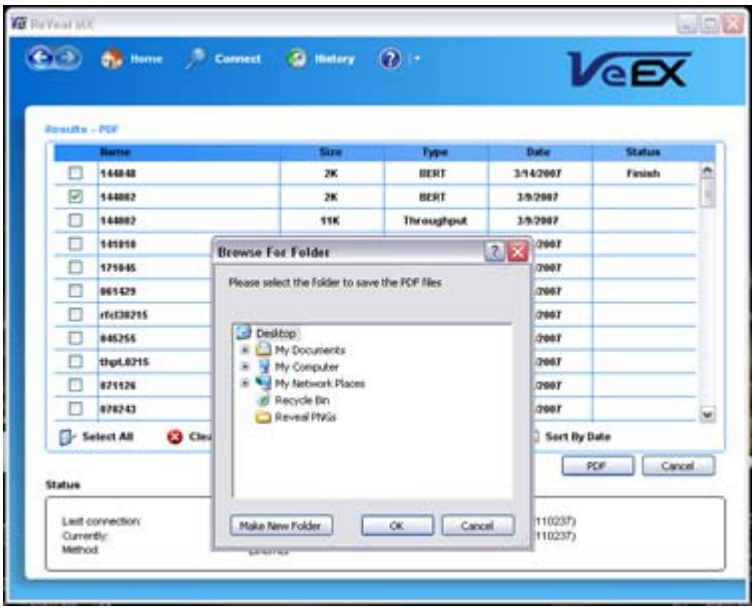


A PDF file can be generated from the results file being viewed by clicking on the PDF button.

PDF Results

Generating a PDF file from a result file can be done from two locations; the first is from the Results/PDF Results menu and the second from the short cut provided in the Manage Results/Open section (as shown above).

Select PDF Results to generate a PDF file of any results file stored in the PC where ReVeal is installed.

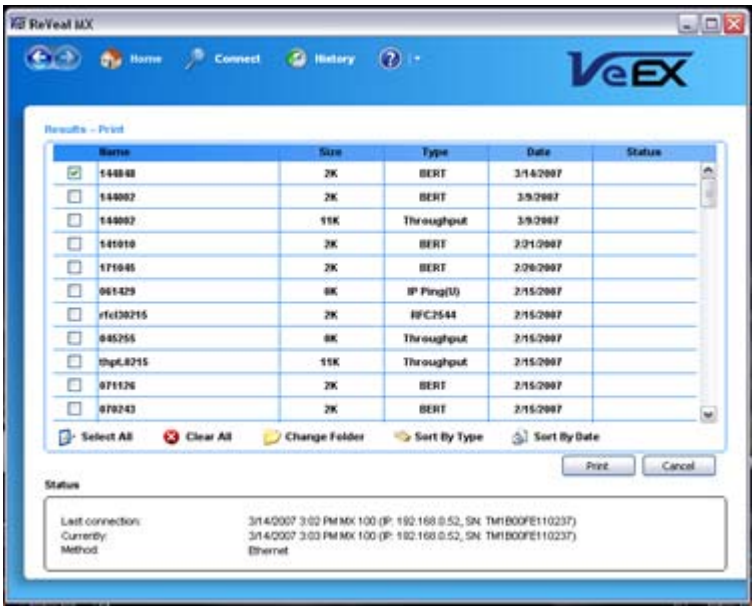


Select the result file to PDF by selecting the check box to the left of the file name. Click on PDF to generate the PDF file and select the location where the PDF will be stored. The default PDF file name is the result file name.

Print Results

Printing results files can be done from the Manage Results section, as shown above, or from the Results/Print Results menu.

Select Print Results to print available results files stored in the PC where ReVeal is installed.



Select the result file to print by selecting the check box to the left of the file name. Click on Print to print the results to a printer.

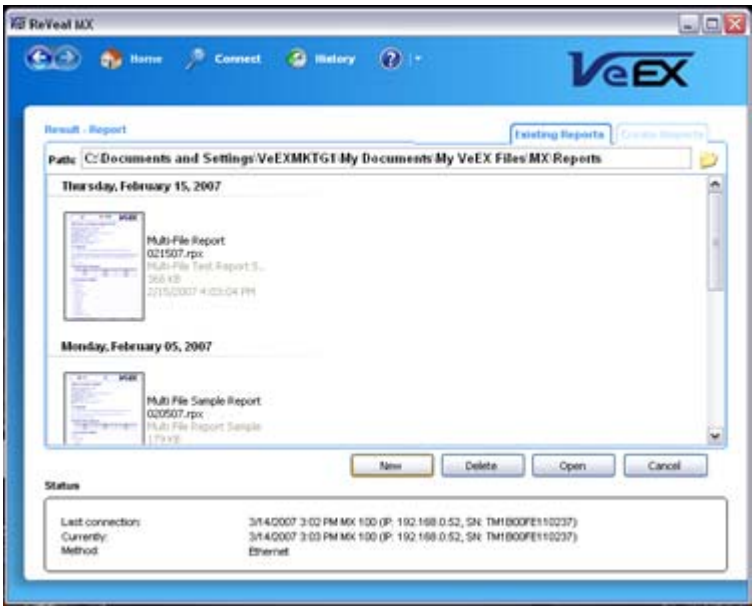
Create Reports

In the Create Reports menu the user can create custom test reports with one or multiple result files. Once a report has been created and saved, a PDF file can be generated from the report.

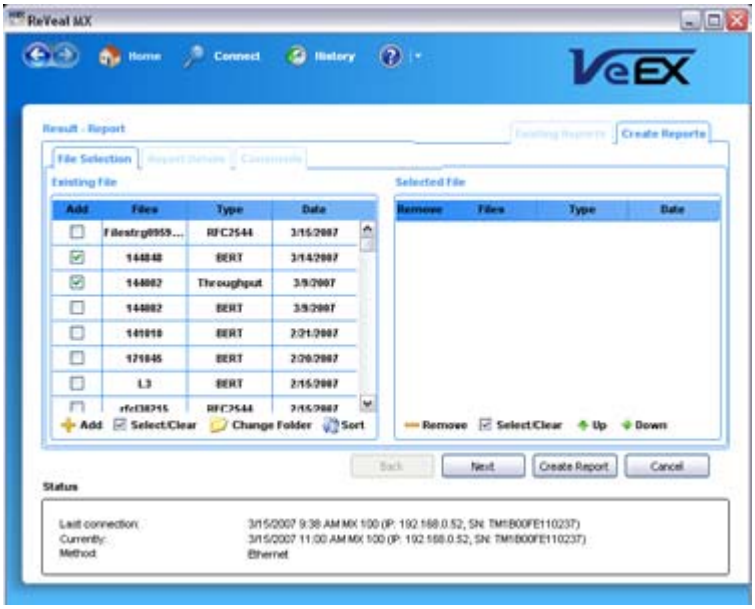
The user can select one or more result files available to include in the test report, input details about the job such as name of the company that carried out the test, name of the end customer, name of the technician, job number, etc. The user can also add company logos to the report, and add notes/comments/summaries that are relevant to the report. The outcome is a professional test report with a table of contents and a well organized section.

Upon entering the Create Reports menu the first screen that appears is the Existing Reports section. This tab

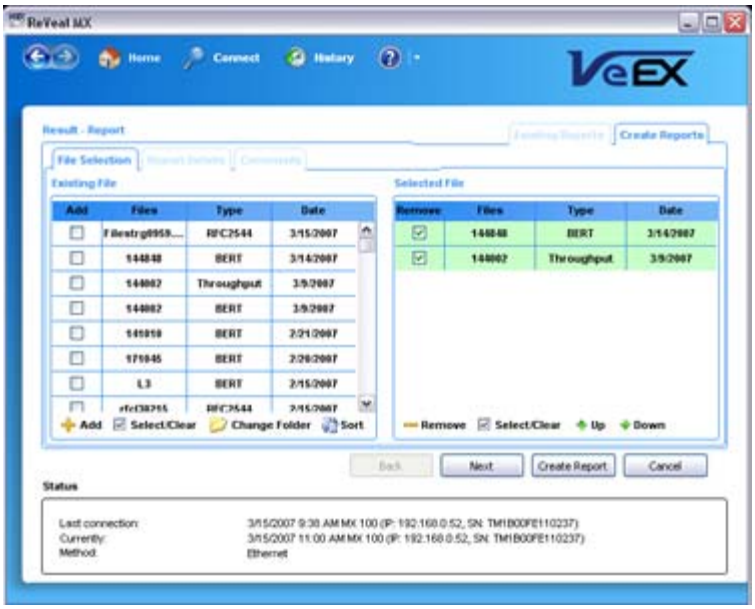
displays all of the available test reports (that have already been created and stored on the PC where ReVeal is installed).



To start s new report click on the New button or the Create Reports tab (next to the Existing Reports tab).

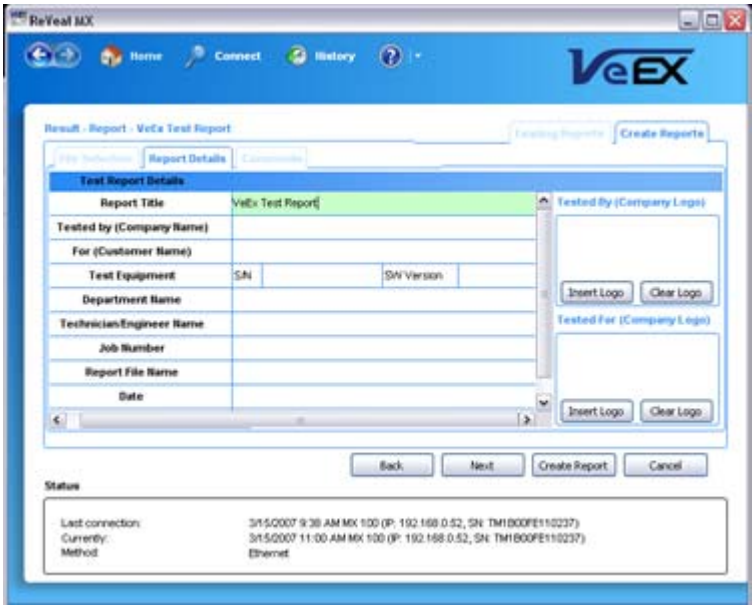


The first step in creating a report is to select the result file/s to include in the report. As shown in the figure above, in the File Selection tab, select the result file/s from the list available. Once the file/s is selected, click on the Add button.

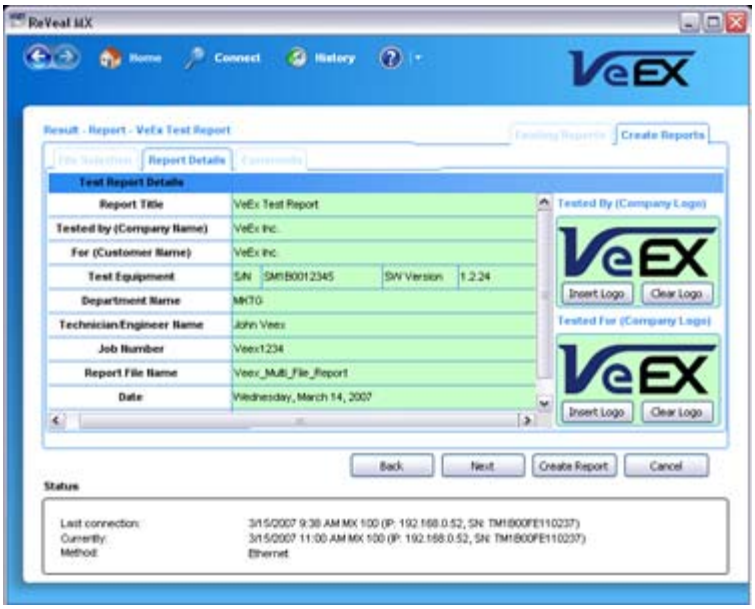


The file name will be displayed on the right side of the screen when the selected files are added. The user can remove the files (if the wrong files were selected) and change order of the files (the file at the top of the list is the first one to appear in the test report).

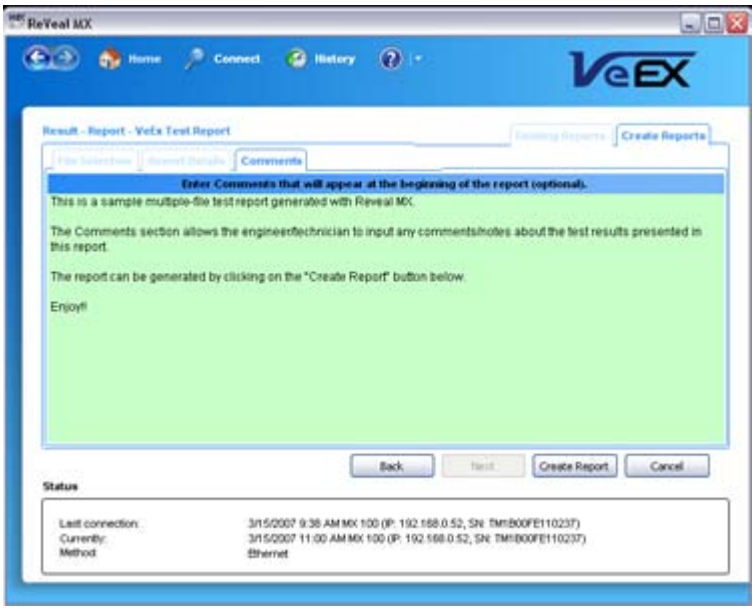
Once the result file/s are selected, click on the Next button to go the Report Details tab to input the test report information.



In the Report Details tab the user can fill in as many of the fields that are available, including company logos (from image files JPEG, GIFs, etc) simply select the field and type in the text.

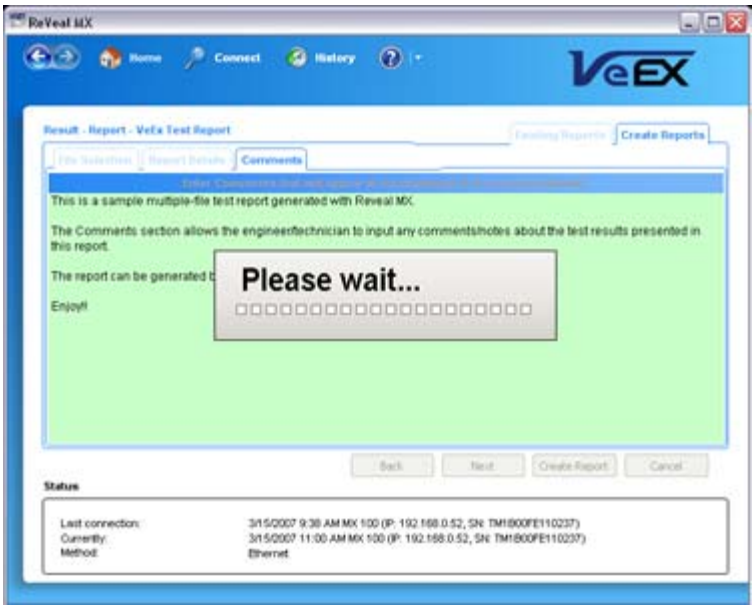


When the fields are filled in and company logos have been inserted, click Next button to go the Comments tab.

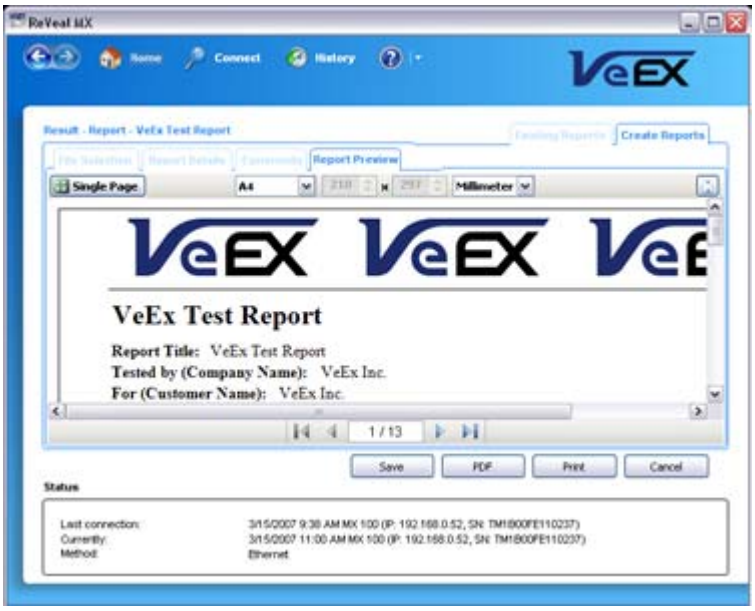


In the Comments tab the user can input any text that is relevant to the test support. Simply click on the blank area and begin typing.

As soon as all three tabs (Files Selection, Report Details, and Comments) have been completed to satisfaction click on the Create Report button to generate and save the report.



After clicking on Create Report, the screen will display a please wait message while it's generating the report. Once the report has been generated a preview of the report appears in a new tab called Report Preview.

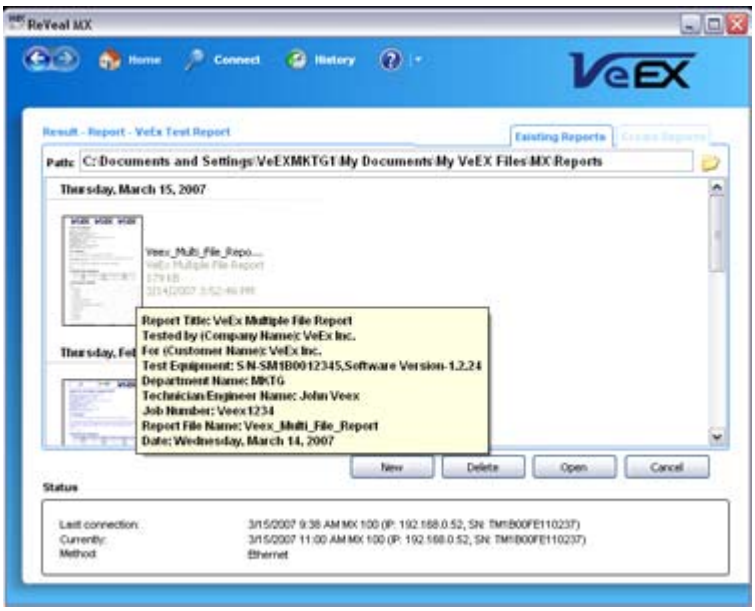


Now that the report has been generated it is time to save the report by clicking on the Save button.

The default location where the report is saved is My Documents/My Veex Files/(CX, BX, or MX)/Reports.

From this screen the user can print and generate a PDF file from the report.

When the report is saved, it will appear in the Existing Reports tab for fast and easy access.



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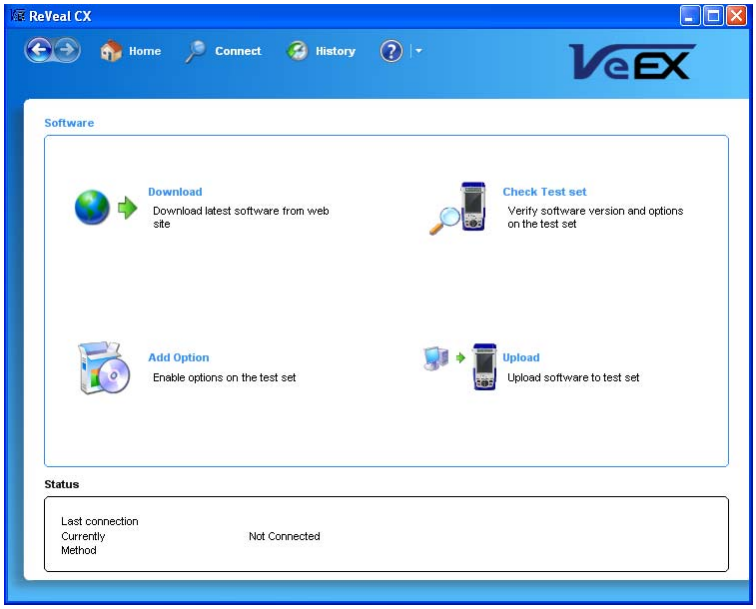
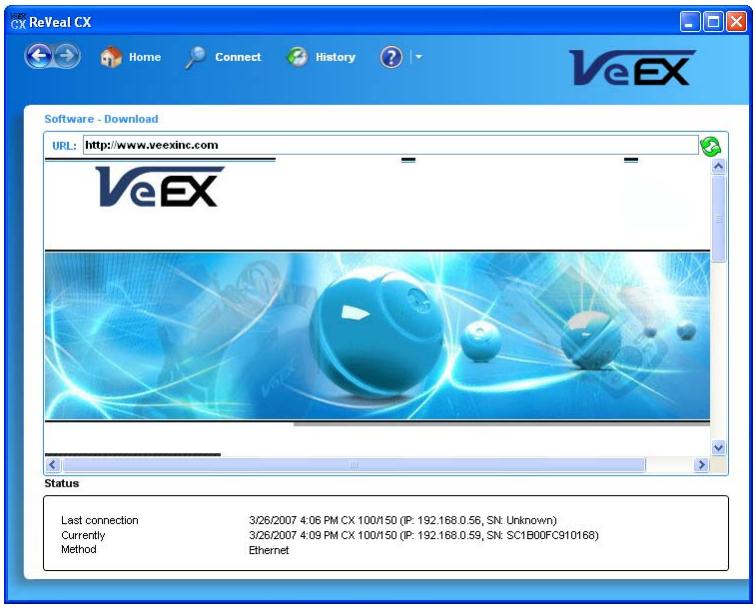
Software



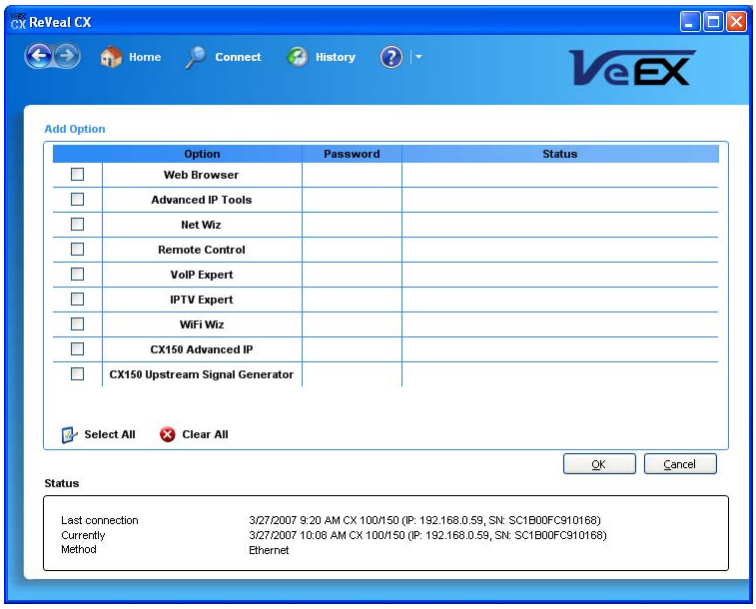
There are four sub sections under Software: Download, Add Option, Check Test Set, and Upload.

Download



It allows the user to log into the VeEX website to download the latest software version for the test set. Note: the user needs to register in order to access the secure website.

Add Option



Web Browser, Advanced IP Tools, net Wiz, Remote Control, VoIP Expert, IPTV Expert, CX150 Advanced IP, and CX150 Upstream Signal Generator are the options available for the CX Series. (Note: Only the CX150 Cable Modem is able to add the CX150 Advanced IP and Upstream Signal Generator.)

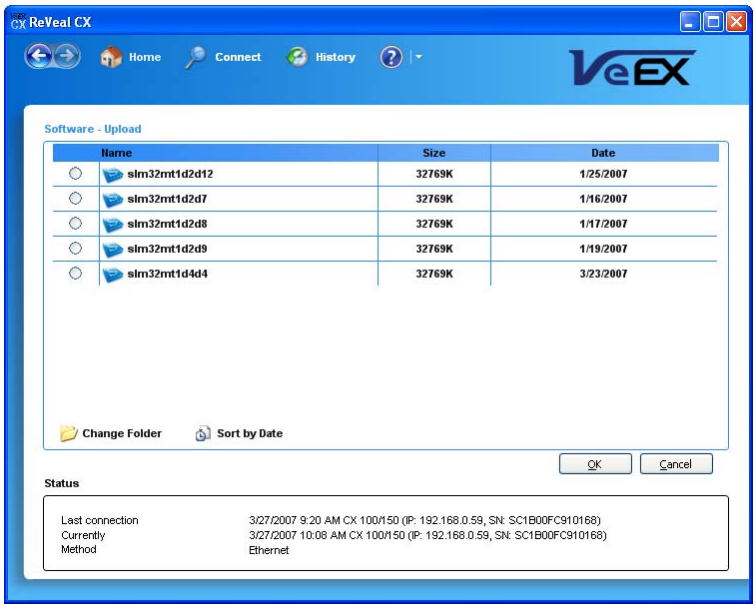
The user can check and uncheck the options they want to add onto their test set. The Add Option requires the user to input a password next to the option that the user wishes to add. Please contact customer care to order options and obtain passwords.

Check Test Set

The Check Test Set will display the test set information. The following information is provided: Test Set Serial Number, Software Version, and the Options on the test set.

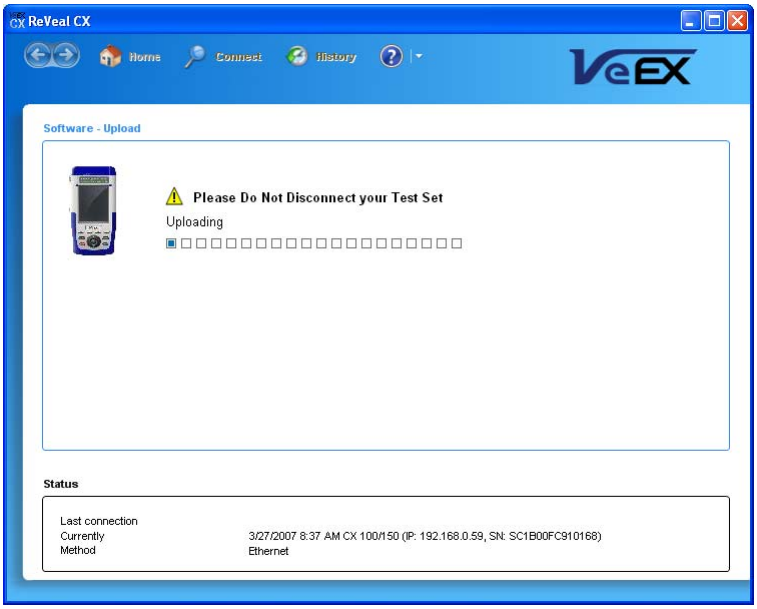
Upload

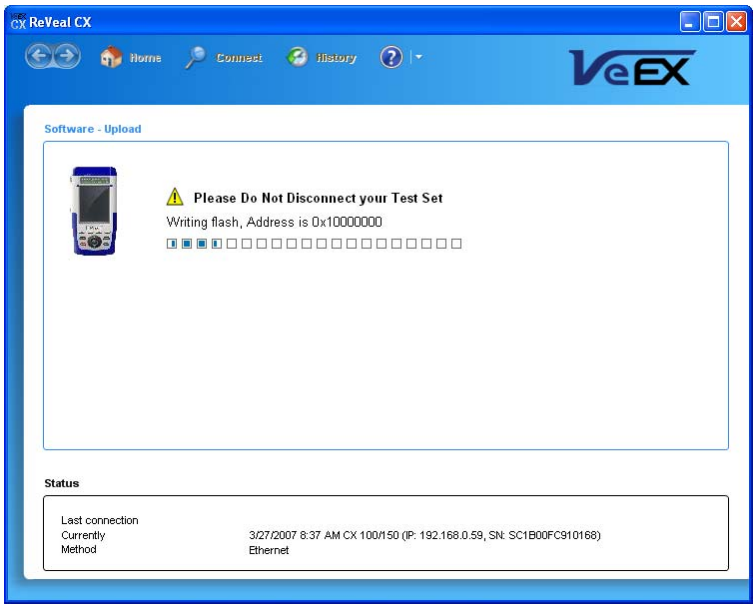
This section lets the user upload the software to the test set. All the downloaded software on the PC will be displayed on this screen.

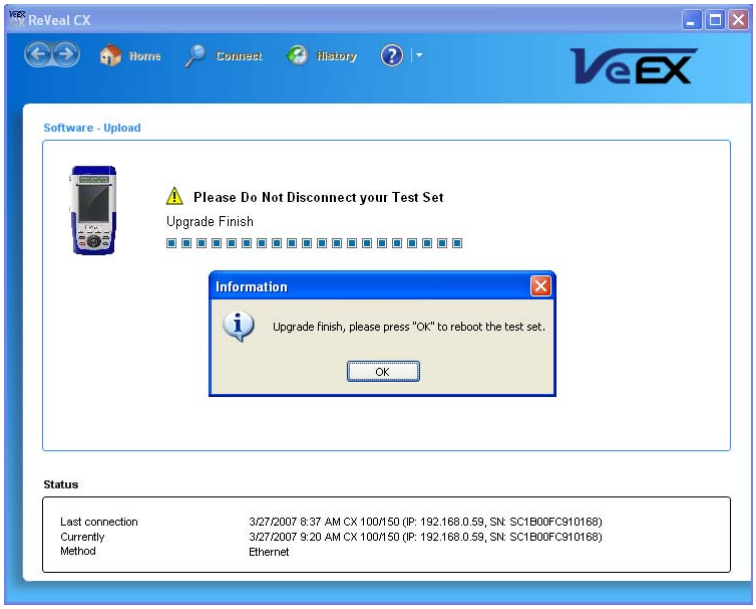


When the desired version is selected, press Ok to start upload.

The following screens provide a sample of the upgrade process.







Press Ok to reboot after the upgrade is completed.

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Warranty and software

Warranty Period: The warranty period for hardware, software and firmware are three (3) years from the date of shipment to the customer. The warranty period for battery pack, LCD, LCD touch panel, LCD protective cover, and accessories (including but not limited to patch cords, AC adaptor, SFP, USB adaptors) is limited to one (1) year.

Hardware Coverage: VeEX Inc warrants hardware products against defects in materials and workmanship. During the warranty period, VeEX will, at its sole discretion, either

- Repair the products
- Replace the hardware which prove to be defective

provided that the products that the customer elects to replace is returned to VeEX Inc by the customer along with proof of purchase within thirty (30) days of the request by the customer, freight prepaid.

Software Coverage: VeEX Inc warrants software and firmware materials against defects in materials and workmanship. During the warranty period, VeEX will, at its sole discretion, either

- Repair the products
- Replace the software and/or firmware which prove to be defective

provided that the products that the customer elects to replace is returned to VeEX Inc by the customer along with proof of purchase within thirty (30) days of the request by the customer, freight prepaid.

Additionally, during the warranty period, VeEX Inc will provide, without charge to the customer, all fixes, patches and enhancements to the purchased software, firmware and software options. VeEX Inc does not warrant that all software or firmware defects will be corrected. New enhancements attached to a software option require the option to be purchased (at the time of order or the time of upgrade) in order to benefit from such enhancements.

Limitations: The warranty is only for the benefit of the customer and not for the benefit of any subsequent purchaser or licensee of any merchandise (hardware, software, firmware and/or accessories)

Revoking the warranty: VeEX Inc does not guaranty or warrant that the operation of the hardware, software or firmware will be uninterrupted or error-free. The warranty will not apply in any of the following cases:

- Improper or inadequate maintenance by the customer
- Damage due to software installed by the customer on the unit without prior authorization (written) from VeEX Inc.
- Unauthorized alteration or misusage
- Damage occurred from operating the unit from outside of the environmental specifications for the product
- Improper installation by the customer

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About VeEX

VeEx Inc, the Verification EXperts, is an innovative designer and manufacturer of test and measurement solutions addressing numerous technologies. Global presence through a worldwide distribution channel provides uncompromised product support.

Visit us online at www.veexinc.com for latest updates and additional documentation.

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