

TFM17



17-INCH TALENT FEEDBACK MONITOR ASSEMBLY AND INSTALLATION GUIDE

Autocue and QTV have been serving the broadcast industry since the mid-1950s when QTV in New York and Autocue in London supplied the very first prompters via their rental divisions.

Creating broadcast history. The two companies merged in 1984 under Autocue Group and, with the introduction of the QSeries family of software, became the only company to offer the television industry a single solution for all transmission, newsroom, scripting and prompting requirements. QTV forms the Americas division of Autocue Group's prompting sales and rental services.

Prompter of choice around the globe. Autocue Group is known worldwide for its service and dependability, serving such prestigious clients as the BBC, Bloomberg, NBC and CNN. The Group's prompting solutions are compatible with all newsroom systems on the market and are in use worldwide by broadcasters, production professionals, government facilities and corporate producers requiring excellence in prompting and newsroom automation solutions.

For further information, please visit either web site shown at the bottom of this page.

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SECTION 1: Introduction

For the broadcaster, production facility or event organiser requiring greater viewing distances and larger display areas, Autocue prompter display and on-camera units satisfy all your needs.

Designed for the most demanding of broadcast environments, Autocue on-camera units and feedback monitors have crisp, ultra-bright picture quality, precision controls, and rugged construction.

Autocue on-camera units comprise prompter display, hood, mounting bracket, tripod plate and accessories.

Autocue on-camera units and feedback monitors are available in a range of configurations to match most camera, lens and mounting combinations.

1.1: TFM17



Autocue's Talent Feedback Monitors (TFMs) provide on-camera talent with precise, live broadcast output. Conveniently mounted below the prompter unit with a fully adjustable mounting arm, complete range of motion is achieved for maximum visibility.

A variety of counterbalances and adjustable weights are available to ensure safe and stable operation and movement of mounted equipment.

Where appropriate, Autocue can also provide a range of accessories, such as cue lights and remote controls, to complement your chosen system.

1.2: About this guide

This document describes how to assemble and mount your chosen Autocue prompter display or on-camera unit. It is suitable for any broadcaster or news

production crew. This guide is suitable for novices as well as expert users of the product line from Autocue.

Reference material is also provided that explains how to adjust the various settings and troubleshoot the prompters to ensure optimum performance.

1.3: Copyright information

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All third-party software or hardware, including logos, referenced within this guide is copyright of the respective owners.



1.4: Disclaimer

Autocue Group Ltd reserves the right to revise this publication and to make changes in its content without obligation of Autocue Group Ltd to notify any person or persons of such revision.


SECTION 2: TFM17 Components

The following tables list the supplied and recommended components for your TFM17 on-camera unit.

2.1: Supplied equipment

Item Name	Illustration
TFM17	
Power and video cable	

2.2: Optional equipment

Item Name	
Large "Magic Arm" bracket	

SECTION 3: TFM17 Technical Specifications

ATTRIBUTE	VALUE
Display size	17" (432mm)
Brightness	400 Nits
Resolution	1440 x 900
Contrast Ratio	200 : 1
Reading range	5m (16ft)
Input signal	Composite (1 x BNC) VGA S-video
Composite standard	NTSC, PAL
Power input	12 V DC (2.1 mm jack)
Power consumption	36W 3A @ 12V DC
Display controls	Push button on-screen menu
Assembly weight	~ 4 kg
Common mounting options	"Magic Arm" Bracket: Lightweight system Attaches to the wide-angle hood bracket Fully adjustable to any height or angle of view

SECTION 4: TFM17 Connections

4.1: Physical characteristics

The Autocue TFM17 is illustrated below.



4.1.1: Video and power inputs

Connect video cables and power leads to the sockets on the side of the .prompter display unit.

Power. Use either a standard mains electrical supply cable to the Mains Input socket.

Video. You can connect a video signal via the Video In BNC.

SECTION 5: Assembly Procedures

An Autocue Talent Feedback Monitor (TFM) can be used with almost any industry-standard camera and tripod combination. The TFM17 is usually used in conjunction with Autocue's larger On-Camera Units.

Assembling and mounting your TFM17 involves:

- attaching the mounting arm to the OCU mounting plate
- attaching the monitor to the mounting arm
- connecting required cables
- ensuring all connections and fixings are secure.

The TFM17 is supplied with the mounting plate already attached to the back of the monitor using standard VESA fittings.

NOTE: A feedback monitor is usually ordered at the same time as OCU with the mounting plate already attached to the OCU mounting bracket. If TFM17 is ordered separately refer to section 5.2 for instructions on attaching the mounting plate to the OCU bracket.

5.1: Mounting a TFM17 on an Autocue “Magic Arm”

Talent feedback monitors should be attached to Autocue's standard OCU mounting bracket using the recommended “Magic Arm” bracket.

5.1.1: Attach “Magic Arm” to the mounting plate.

1. Insert one end of the “Magic Arm” bracket into the mounting plate attached to the OCU mounting bracket.
2. Securely fasten the locking screw.



NOTE: The vertical hood mounting bars are longer than the horizontal prompter display unit mounting bars.

5.1.2: Attach monitor to the "Magic Arm"

1. Insert the end of the "Magic Arm" into the socket of the plate on the rear of the TFM17.



2. Securely fasten the locking screw.

5.1.3: Position monitor below OCU

1. Loosen the central locking lever of the "Magic Arm" bracket..



2. Carefully maneuver the TFM17 to the required position.



3. Securely lock the whole assembly in place by tightening the central locking lever.



5.2: Attach Magic Arm mounting plate to OCU bracket

If you have purchased a TFM17 as a separate item, you will need to attach the monitor plate to the OCU mounting bracket.

1. Remove the wide angle hood and prompter display monitor from the OCU mounting bracket.
2. Detach the mounting bracket from the tripod mounting plate.

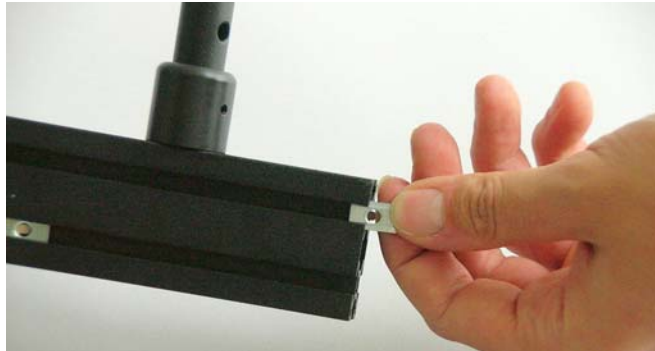


3. Remove one of the horizontal mounting bars

- Carefully remove the plastic end caps from the mounting bracket using a thin screwdriver or similar device



- Insert two of the supplied slide nuts into each of the slots of the mounting bracket. Ensure these are on the same side as the horizontal mounting bars.



- Position the four slide nuts to align with the screws of the "Magic Arm" mounting plate.



- Securely fasten the mounting plate to the OCU mounting bracket.



8. Replace the plastic end caps and re-attach the horizontal mounting bar that was removed in step 1 above.



9. Replace the OCU bracket assembly on to the tripod mounting plate.

SECTION 6: TFM17 Operation

OSD (On Screen Display) menus are used to configure the TFM17 and prepare it for displaying scripts.

NOTE: While operating your TFM17, troubleshooting or maintenance tasks may need to be performed on the prompter display unit. For guidance, refer to section 7.

6.1: Connections

Once your TFM17, on-camera unit and camera combination are securely mounted on a tripod attach the TFM17 cabling.

NOTE: Ensure you have a power supply and video signal available.

1. Connect the video signal to the appropriate input socket.
2. Connect the IEC power cable to the power input socket.

6.2: Operating your TFM17

Turn on the TFM17 and if necessary, use the control buttons to adjust the positioning and appearance of the image displayed.

All units are checked before being shipped using the default factory settings. Depending on the ambient lighting conditions where you will be operating the TFM17, you may need to adjust the brightness and contrast of the image.

SECTION 7: Troubleshooting and Maintenance

7.1: Common problems

The table below lists common problems that may occur during prompter operation. Suggested things to look for are.

Problem	Check...
The power LED of the LCD flat-panel display is not illuminated	if the power switch for the unit is in the ON position
	if the power cord is connected to a working power outlet.
	if the power cord is plugged in to the unit
There is no picture visible	if the power supply receives power and is correctly connected to the display
	if the signal cable is correctly connected to the graphics board or to the video source and display
	if the device is it turned on and set to the correct mode (VGA or video)
	if the display supports the graphics mode of the graphics board (see Technical Specifications)
	if the connectors have any bent pins
	if the brightness and contrast settings in the OSD menu are appropriate
	if the screen saver settings of your system are causing problems
The power LED is red	See previous item #2.
The image is blurred or unstable	if the signal cable is correctly connected
	if the selected graphics mode is correct.
	if the display supports the graphics mode of the graphics board.
	if the resolution of the unit is set to less than 1280 x 1024 at a refresh rate of 60 Hz. (For resolutions lower than this the image is expanded via interpolation which may cause errors. As a result the image may look blurred.)
<i>Alternative suggested remedies:</i>	
	Select "Auto adjust" from the Position menu.

Problem	Check...
	Select the H-Total and Phase functions from the Position menu and change the settings to achieve a sharp and stable image (these settings may have to be repeated when you have selected another graphics mode).
The image is not sized properly or not centered	if the horizontal and vertical image position in the OSD menu is set correctly
	If the selected graphics mode is appropriate
	if the display unit supports the graphics mode of the graphics board
OSD error message: "Signal overrange"	if the selected graphics mode is correct.
	if the display unit supports the graphics mode of the graphics board

For further troubleshooting assistance, refer to our Frequently Asked Questions (FAQ) database on our website: www.autocue.com.

7.2: Maintenance

7.2.1: Cleaning the monitor

CAUTION: **Electric Shock Hazard!**

Isolate the feedback monitor and any other devices from any power source before cleaning the display unit surface.

Regular cleaning will help keep your feedback monitor in good condition.

- As recommended by the manufacturers, use tepid water with a small amount of detergent to clean the glass on the prompter display unit and then leave it to dry naturally.
- Wipe the equipment surface down with a moist cloth; do not allow liquid to enter the equipment.
- Clean the feedback monitor screen with a lint-free, soft cloth. Do not use (glass) cleaning agents or paper tissues for cleaning.
- Wait until all cleaned parts are completely dry before reconnecting the feedback monitor to the power source.

7.2.2: Care and handling advice

- Avoid dropping the feedback monitor or any of its individual components.
- Clean the monitor periodically.

NOTE: Do not use abrasive cleaners or dusters when cleaning the monitor.

- Do not run the feedback monitor for excessively long periods of time.
- Do not use in wet weather without a cover.
- Do not expose to sunlight for long periods of time.
- Ensure that the feedback monitor is correctly aligned both horizontally and vertically for optimum viewing.
- Ensure that the whole assembly—camera, OCU, feedback monitor—is securely fastened and does not sway from side to side.

SECTION 8: Sales and Support Information

We have been working in live broadcast environments for the past 50 years and understand the importance of efficient and effective hardware and software support.

We provide the latest prompting software builds for free on our website ensuring you continue to benefit from enhancements. Warranties cover all of our hardware products, with an in-house assessment and repair service offered outside of the warranty period.

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Technical support

Our hardware and software support is provided by our own in-house teams.

Telephone support

We provide 24/7 support for our QSeries and Rental customers, with support for prompting customers available during UK office hours (9am till 6pm GMT) and US office hours (9am till 5pm EST).

Onsite support

Our Tech Support team also travel to customer sites to install QSeries systems and offer ongoing after-sales support to QSeries customers.

To request technical support please use one or more of the following options.

International

Phone.

1. Call the main Autocue number:
+44 20 8665 2992
2. Select the support option

3. Leave a message including as much detail about the problem as practical.

Email.

1. Send an email to:
support@autocue.co.uk
Remember to include as much detail as possible. A phrase such as "Screen blank" makes it difficult for the support staff to diagnose a problem and will delay providing you with an answer.

Web site.

1. Go to www.autocue.com
2. Select "Support" and then "Problem Form" from the menu bar
3. Complete the form and submit it.

Americas

Phone.

1. Call the main QTV number:
+1 704 377 1496
2. Select the support option
3. Leave a message including as much detail about the problem as practical.

Email.

1. Send an email to:
support@qtv.com
Remember to include as much detail as possible. A phrase such as "Screen blank" makes it difficult for the support staff to diagnose a problem and will delay providing you with an answer.

Web site.

1. Go to www.qtv.com
2. Select "Support" and then "Problem Form" from the menu bar
3. Complete the form and submit it.