



Technical Support Flow Form

The following information is required to assist design(s) of FTA (Free to Air) & PTV (Pay TV) systems for Flow series Product:

- By filling in this form, you accept the Ikusi ANZ Disclaimer and Notes attached

Distributor / Wholesaler & Contact Details		Customer & Contact Details	
Site Name		Site Address	
System Requirements:			
IP O/P	RF O/P	RF & IP O/P	PTV & FTA
PTV only	ENC - No of HDMI I/P's		RPSU
FTA only		Flow STB - Qty	
DRM – (Digital Rights Management)		Installation by Ikusi Australia required	
Flow SW – License Middleware required for Philips TV Samsung TV LG TV			
Transponders & Services			Qty
FTA (Free to Air)	Transmitters (Transponders)		
	FTA Services (not including Radio)		
	Radio Services e.g. ABC, SBS (Not DAB+, FM, or AM)		
Satellite (PayTV, Foxtel etc.)	PayTV (Foxtel) Transponders		
	PayTV Services		
Satellite Vast	Vast Transponders		
	Vast Services		
Other Satellite-FTA (Free to Air) e.g. CCTV	FTA Transponders		
	FTA Services (not including Radio)		

DRM information required			
Type of Hospitality Smart TVs	Philips TV	Samsung TV	LG TV
Installation address			
E-mail contact			

- Forward to: technicalsupport@ikusi.com.au (preferred) or Fax to: (03) 9720 7422 attention Technical Support
- Where possible more detailed information about services should be either filled in on FTA & Foxtel Services list, or supplied via email information
- Fill in excel form for Foxtel or Pay-tv services as applicable.



Description of modules etc.

Flow Base 2.0 - 12 x modules mounting back panel

Flow Cover - Enclosure and Cooling Fan Assembly

Flow PSU - Power Supply Module

Flow Hub 2.0 - Control Unit Module

Flow INx2 - 2 x tuner Multi-standard interface Module

Flow INx4 - 4 x tuner Multi-standard interface Module

Flow SEC - 2 x CAM Common Interface Module

Flow OUT - 6 x Channel DVB-T/C Output module

Flow ENC - 4 x HDMI Encoder Module

FLOW SW Licence - Middleware software licence

FLOW STB - IPTV/OTT Set-Top Box

FLOW RPSU REDUNDANT - 1U 19" Rack redundant Power Supply

DRM Licence Philips, LG, or Samsung (fees by Television vendors may apply)
see notes below.

DRM Licence for LG PRO-IDIOM (including LG IP set top boxes) see notes
below.



FLOW INSTALLATIONS BY IKUSI STAFF REQUIREMENTS

Local installation estimate -Price on Application Melbourne and Metro only

Interstate installation estimate – Price on Application

Note: May vary due to travel time required.

Extra costs for accommodation and flights not included

All flights and accommodation arranged & paid by customer after agreement with Ikusi.

Requirements Prior to Installations

1. Enough space (3RU) in a 19-inch rack will be provided.
2. Mains power outlets will be provided in order to supply power to the head-end and test equipment.
3. If the installation requires FTA signal processed, a cable with a minimum signal of 70dBmv & at least 32dB MER or better shall be provided.
4. If the installation requires Foxtel services, 2 coaxial cables with a minimum signal of 70dBmV and 15dB MER will be provided. 1 coaxial cable will be horizontal polarity and 1 coaxial cable will be vertical.
5. All coaxial cables and connections will be clearly marked and identified.
6. All signals strengths will be provided in report form, and demonstrated as being correct to Ikusi installer by customer or their authorised technician / installer
7. Should the installation need both terrestrial and satellite, the 3 cables with the requirements above will be provided.
8. Where Foxtel services are needed, the Pro CAM / Smartcards should be purchased from Foxtel, Ikusi recommend testing all equipment and activating Foxtel cards prior to installation.
9. Where Ikusi staff are required to attend an installation, a technician and or installer must accompany Ikusi staff during the installation process, both for liaison between customer and for training purposes.



Disclaimer and Notes.

Quotation price is valid for 30 days.

1. Customers are required to provide accurate information for the number of Free to Air (FTA) and satellite services required.
2. Poor or inaccurate information provided, may have a substantial impact on the final installation cost of a project, where information varies from Ikusi quotation.
3. Does not include any commissioning of RF or IP distribution systems.
4. Estimate does not include installation labour or commissioning.
5. Estimate does not include Cams & Smart cards; these need to be purchased from Pay TV supplier.
6. The RF & IP Headend Equipment should be commissioned by an experienced contractor to make certain system is balanced and working correctly.
7. Antenna and Satellite equipment should be installed by qualified installer for best results.
8. Where Ikusi Middleware is required, the hospitality Smart Televisions must be: a compatible brand, loaded with the latest firmware, and should be verified, that model operates with Ikusi Flow systems.
9. Where a DRM licence is required, the licence is supplied via Ikusi R&D Spain and may take 10 days or more to obtain. Please Note: Fees for licences may apply to specific Television Models being used.

Note: DRM for LG PRO-IDIOM (including LG Set-top Box) can only be supplied via approved LG DRM suppliers in Australia.

DRM for LG PRO-IDIOM (including LG IP Set Top Box) using Ikusi device manager is charged based on the number of SEC modules and ENC modules.

If Ikusi device manager is not used, then third party middleware and DRM licences are purchased via other approved LG DRM suppliers.

DRM licences for Philips TV's are based on number of televisions installed

10. Ikusi ANZ P/L will not be held responsible for any omissions or errors in our quotation or estimation price.
11. (Installation by Ikusi staff) Estimate includes installation of Flow headend only.
12. Ikusi ANZ P/L will not be held responsible issues arising from distribution or IP networks.

It is the responsibility of the contactors and or installers to verify the design requirements prior to the order(s) being placed.

Training and Phone Support

Ikusi will supply free training for Flow as required for installers at Ikusi Bayswater Victoria, or by special arrangement.

Ikusi will also provide phone support, up to approx. 3 hours, for issues relating to installation outside normal installation requirements.

After that time, a charge may be applied for issues relating to standard setups, that could be resolved through following instruction manuals etc.

All other issues will be dealt with on merit.



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Terms & Conditions of Sale.

1. Prices & Supply All prices provided in this price list are non-inclusive of GST, and for ex-warehouse goods. Prices are applicable and valid according to the price list on the day of order receipt. Prices are subject to change without prior notice.

Estimated time of delivery: 3- 4 weeks, subject to stock availability at the time of purchase order receipt.

2. Payment Conditions: Standard payment conditions apply unless alternative arrangements are made between the purchaser and IKUSI. If payment is late or not received, IKUSI is entitled to take legal action in order to recover the goods and claim interest and expenses incurred. Ownership of the goods is not passed onto the purchaser until full payment is received.

3. Taxes & Expenses: Other additional taxes or expenses that may be incurred in transporting the goods to their final destination will be incurred by the purchaser and not IKUSI.

4. Warranty & RMA's: IKUSI warrants the quality of their products against any visible or hidden fabrication defects for a term of 24 months from date of purchase. IKUSI must be made aware of any defects in writing or within one week of receipt of goods. The warranty only covers IKUSI supplied products. The warranty does not cover any incurred damage to connected equipment, related systems or any consequential damages.

Returned Material Authority (RMA)

1. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.
2. During the process of repair, some or all of your stored data may be lost. Please ensure that you have saved this data elsewhere prior to repair.
3. A pre-authorised copy of RMA form must accompany all return shipments. All return goods must be reasonably prepared for shipment, including packaging and proper boxing for small components and/or banding for pallets, to protect them during transit. Received Damaged Goods caused by improper packaging will not be credited. ALL Goods must be returned in its Original Packaging and must be in Good Saleable Condition. Goods not meeting this condition will be rejected for credit.

5. Governing Laws: The conditions of sale are governed according to Australian Consumer Law Any disputes must be settled in Victoria. The acceptance by the buyer of our invoice or delivery note for the received goods implies acceptance of all the general conditions of sale.