



HEART C100BYP SERVER DRIVE EXCHANGE INSTRUCTIONS

Enclosed in this package is your updated program content for The C.A.R.E. Channel. Please use anti-static precautions when handling the drive.

1. Power down the HEART™ Broadcaster by pressing and releasing the red button on the far right side of the front panel. The unit will power off within 30 seconds of pressing the button.
2. Locate the removable hard drives on the left side of the HEART™ Broadcaster's front panel. The upper drive is labeled "CONTENT" and has a black or purple handle, while the lower drive is labeled "SYSTEM" and has a white handle. You will be replacing the upper CONTENT drive, with the black or purple handle. To the right of the handle you will find a small dark red release button. Slide this button to the right to release the handle. Once the handle releases and opens slightly, carefully, but firmly, pull the handle outwards to remove the hard drive.
3. Insert the new content update hard drive, making sure that its handle is in the open, unlocked position. Push on the front of the drive, not the handle, to seat the drive until the handle begins to close. Once the handle has begun to close from contact, push the handle the rest of the way closed until it is locked. If you are unsure whether the drive is completely seated, you may compare the distance the handle extends from the front panel with the "SYSTEM" drive handle below it. The handles should be even.
4. Once you have confirmed the new content drive is seated, press the power button again to turn on the HEART™ Broadcaster. Video broadcast will resume within a few minutes; check the channel on a TV in the facility to ensure broadcast with the new content drive is restored.

Please use the same anti-static packing materials to return the old drive to Healing HealthCare Systems. A return label has been enclosed for your convenience. If you cannot locate the label, or if you have any questions during the drive exchange, please contact Healing HealthCare Systems at 800-348-0799 or rklundt@healinghealth.com.

Best Regards,

Robert Klundt
Technical Support Specialist
Healing HealthCare Systems, Inc.