



## CONTENT UPDATE INSTRUCTIONS

Enclosed in this package is your Heart Server content update contained on one USB Hard Drive.

### PLEASE NOTE:

The content update from the USB Hard Drive may take up to 48 hours to complete. Please do not remove the USB drive early, or the update may not complete successfully.

1. Ensure the server is powered on: the right-most green LED on the front panel should be on solid and the amber LED to the left of it should flash randomly.
2. Locate the server USB ports. The USB ports are found on the back of the unit, towards the power plug. If your server has been fitted with a USB extension cable please Do Not plug into this extension cable. **USB port location.**



3. Connect the USB Hard Drive directly into either of the USB ports (not extension cable). Within about 5 minutes, you will hear a series of rapid beeps. The server will begin loading the video and schedule content at this point, **which may take up to 48 hours**, depending on the amount of content to be updated. The C.A.R.E. Channel will continue to broadcast during this time.

### PLEASE NOTE:

If you do not hear the rapid initial beeps: Remove the USB Hard Drive. Reset the broadcaster by pressing the button labeled “Reset”, which is recessed in the front panel by the status lights. Wait 10 minutes and then repeat Step 3.

4. After 48 hours, the update will be completed and you may remove the USB Hard Drive. Please return it using the supplied return shipping label. **Please remove the USB cable from the USB Hard Drive before packing and shipping the Hard Drive and cable.**

There is no need to restart the server. Once the drives have been returned, **we will check the log files written to the drives by the broadcaster to ensure the update was successful.**

We have enclosed a return label for your convenience. If you cannot locate the label, or if you have any questions during the content update, please contact **Robert Klundt** at **800-348-0799** or **rklundt@healinghealth.com**.