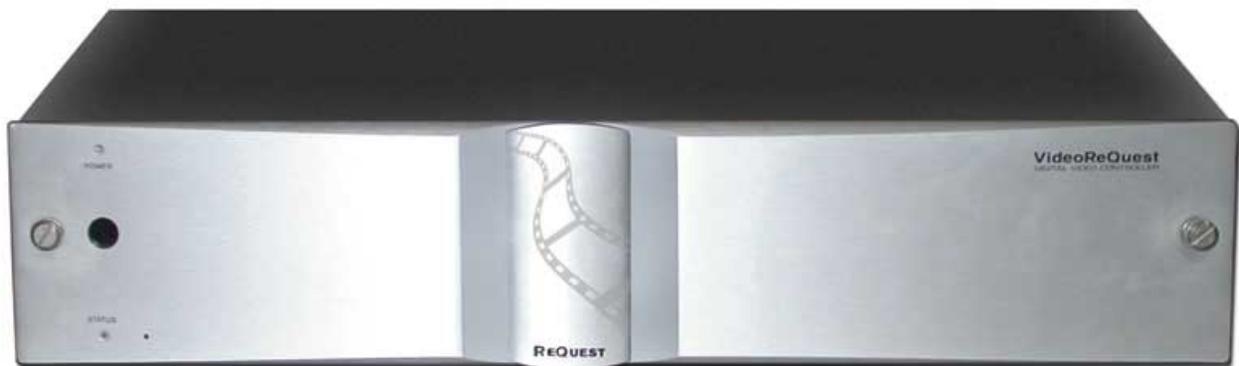


# VIDEO REQUEST

## Installation Guide

### Installation/Setup/Equipment

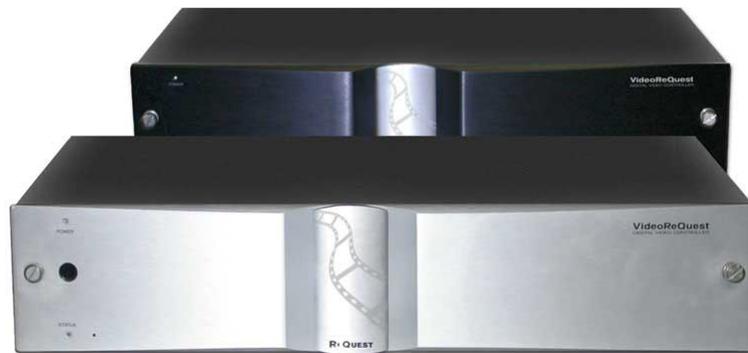


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**IMPORTANT:** Be sure to check the software version of the Sony DVP-CX777ES 400 disc DVD changer. Please see APPENDIX 1 (Page 8) for more information.

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Version 1.1.8		7/06/04



**Introduction:**

VideoReQuest brings ReQuest's award-winning user interface to video control. Its simple, intuitive interface allows you to easily control up to 4 Sony 400 disc DVD changers. Enjoy the convenience of selecting any of the 1600 DVD discs in a collection, with the powerful control of our on-screen user interface.

**Installation/Setup/Equipment for Video Switching:**

The VideoReQuest provides the most flexible solution for your custom install requirements, whether it is a complete control system such as Crestron or AMX, or a basic IR system using a Pronto. VideoReQuest was designed to work with the video switchers that you already use.

The VideoReQuest has 4 different ways to support video switching. On the next page you will find instructions on all four.

**Included Cables and Accessories:**

1. RS232 Serial Cable 6' (Control System)
  - a. Null Modem - Female->Female
2. RS232 Serial Cable 6' (DVD Player #1)
  - a. Null Modem - Female->Female
3. RS232 Serial Cable 6' (DVD Player #2)
  - a. Null Modem - Female->Female
4. RS232 Modem Serial Cable 6' (Zektor Video Switch, Key Digital Video Switch or Sima Switch)
  - a. Monitor Cable - Male->Female
5. IR Remote Control + 2 AAA Batteries
6. 4 Rubber Feet
7. Ethernet Cable (Grey)
8. User Manual
9. Remote Quick Guide.

Unit is shipped with Rack ears installed.

**Requirements:**

1. **Broadband Connection to Internet.**
  - a. VideoReQuest does not have a built in database, therefore, it requires a consistent Internet connection.
  - b. If dialup is the only option for internet connection, please refer to [AudioReQuest Network Guide 2: Dial Up Album Lookups that uses the Netgear RM356 Modem Router.](#)
  - c. If the Internet is down while DVD's are loaded into the changer then the VideoReQuest will add them to a list and will look them up when connected back to the Internet.
2. **1-4 Sony DVP-CX777ES 400 Disc DVD Changers.**
  - a. The DVD changers need to be installed close to the VideoReQuest because serial cable lengths should not exceed 10' AND should be plugged into the same circuit as the VideoReQuest.
  - b. The Sony DVD changers are available through ReQuest Multimedia if you are not a Sony ES Dealer.
  - c. Please refer to the Switching section of this Installation guide as different methods allow for fewer than 4 changers.
3. **Video and Audio Cables.**
  - a. Video and Audio cables **are not included** with the VideoReQuest.

## Video Switching Options for VideoReQuest

### 1. VideoReQuest and Direct RS-232 Control of Switchers and Receivers

- a. Works with 1-3 DVD Changers
- b. For a simple, out of the box, no programming solution, the VideoReQuest supports direct RS-232 control of the following video and audio switchers and receivers:
  - i. Zektor HDS4.2 with RS-232.
    1. Supports 4 YUV, SPDIF/TosLink Input, 1 Output. See <http://www.zektor.com>. Contact ReQuest Multimedia for special pricing.
  - ii. KeyDigital KD-SW4x1 / Flash4.
    1. Supports 4 YUV, SPDIF Input, 1 Output. See <http://www.keydigital.com>. Special pricing has been set up through Capitol Sales.
  - iii. Sima VS-712EX **(For Video Distribution)**
    1. Supports 3 YUV, SPDIF/TOSLINK Input 1 Output. This switch does video up-scaling from composite to component video. Ideal for distributed video applications. See <http://www.simacorp.com>. Contact ReQuest Multimedia for special pricing.
- c. Because these switches only have 4 inputs, they are limited to 3 DVD changers. Serial cables are included to connect to either switch.
- d. See pages 4 and 5 for details.



### 2. VideoReQuest and IR Control of Switchers and Receivers

- a. Works with 1-3 DVD Changers
- b. For an IR control of existing switches or receivers, the VideoReQuest supports IR blasting with a direct interface to the Xantech RS232 to IR adapter.
  - i. Xantech RS232IR Serial to IR Blaster and Dragon Drop IR Software. Link to the Xantech Help Guide for the RS232IR Module: [www.xantech.com/products/i\\_folder/i\\_rs232ir.pdf](http://www.xantech.com/products/i_folder/i_rs232ir.pdf)  
Link to the Xantech Dragon Drop IR Software for the RS232IR Module: [www.xantech.com/products/software/SETUP460v105.exe](http://www.xantech.com/products/software/SETUP460v105.exe)
- c. See page 6 for details.



### 3. VideoReQuest and Pronto Control of Receivers or Televisions

- a. Works with 1 DVD Changer
- b. For a simple home installation setup of a VideoReQuest and DVD changer connected directly to an A/V Receiver or television, ReQuest provides pre-made Pronto CCF files for browsing and video source switching.
- c. This option is restricted to 1 DVD changer as the switching codes are programmed into the Pronto, which has no knowledge of which DVD player is playing.
- d. At [www.request.com](http://www.request.com) you can download the Pronto files for the [VideoReQuest under Support->VideoReQuest->Pronto Interface](#).

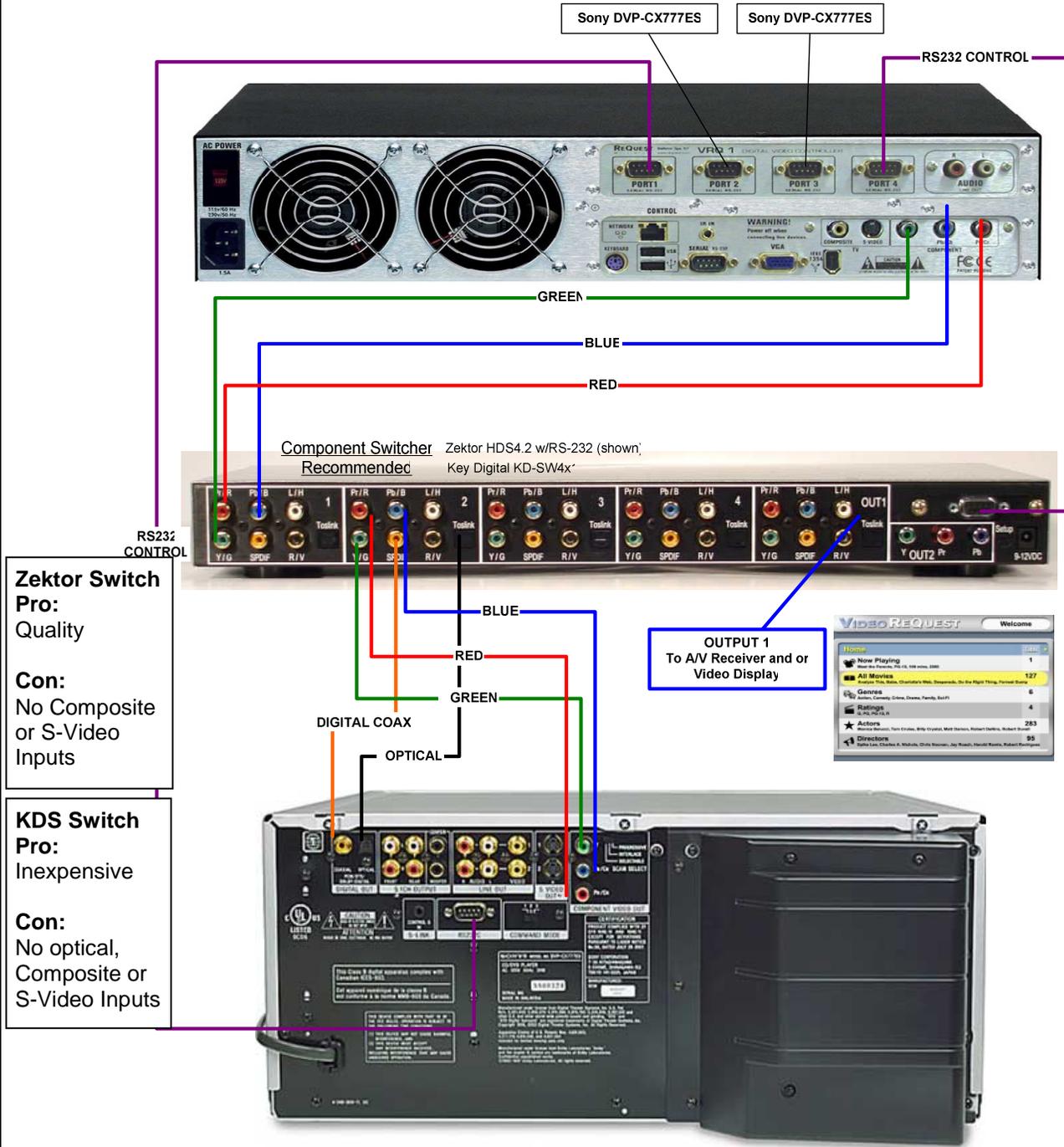


### 4. VideoReQuest and Home Automation Control Systems

- a. Works with 1-4 DVD changers
- b. For large custom installations, VideoReQuest provides the proper hooks in its control protocol for automatic video switching within a control system. ReQuest provides sample Crestron modules with support for Crestron PVID audio/video matrix switches.
- c. Download the Crestron Demo Program and Macro at [www.request.com](http://www.request.com) under [Support->VideoReQuest->Crestron Integration](#).



**1. VideoReQuest and Direct RS-232 Control of Switches and Receivers**



**Zektor Switch Pro:**  
Quality  
**Con:**  
No Composite or S-Video Inputs

**KDS Switch Pro:**  
Inexpensive  
**Con:**  
No optical, Composite or S-Video Inputs

**VideoReQuest with a Zektor or Key Digital Switch**

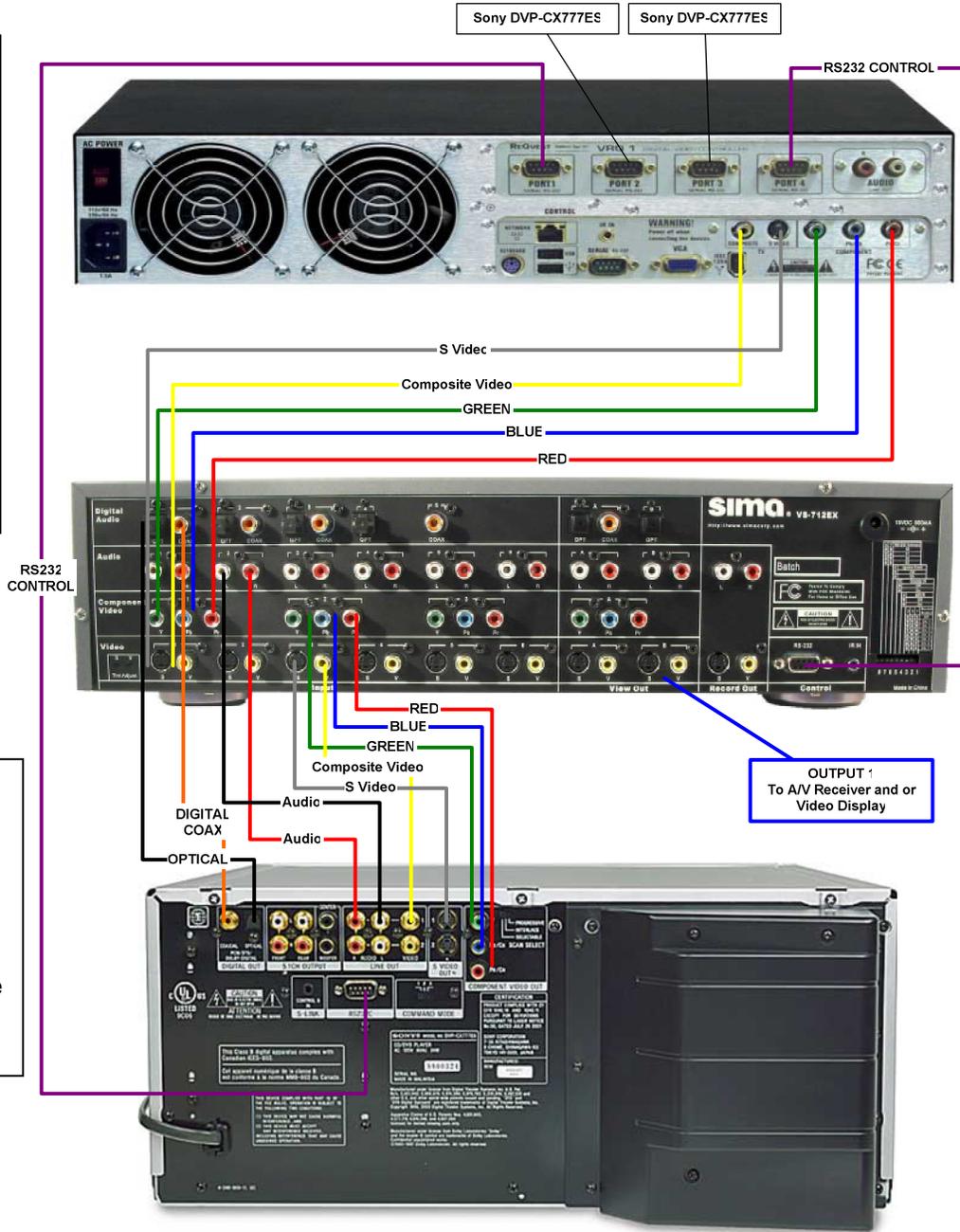
- 1) Connect the VideoReQuest Audio and Video to Input 1 of the switch.
- 2) Connect 1-3 DVD Changers' Audio and Video to Inputs 2-4.
- 3) Connect the RS-232 cable from the DVD changers to ports 1 – 3 of the VideoReQuest.
- 4) Connect Port 4 of the VideoReQuest to the RS-232 Port of the switch.
- 5) In the VideoReQuest Menu, go to Video Switch setting to set the appropriate switch.

2. VideoReQuest Control of Switchers and Receivers for Video Distribution

**Sima Switch Pro:**  
Simultaneous Composite & Component Switching

Upscale Composite & S-Video to Component

**Con:**  
Only 3 Component Inputs

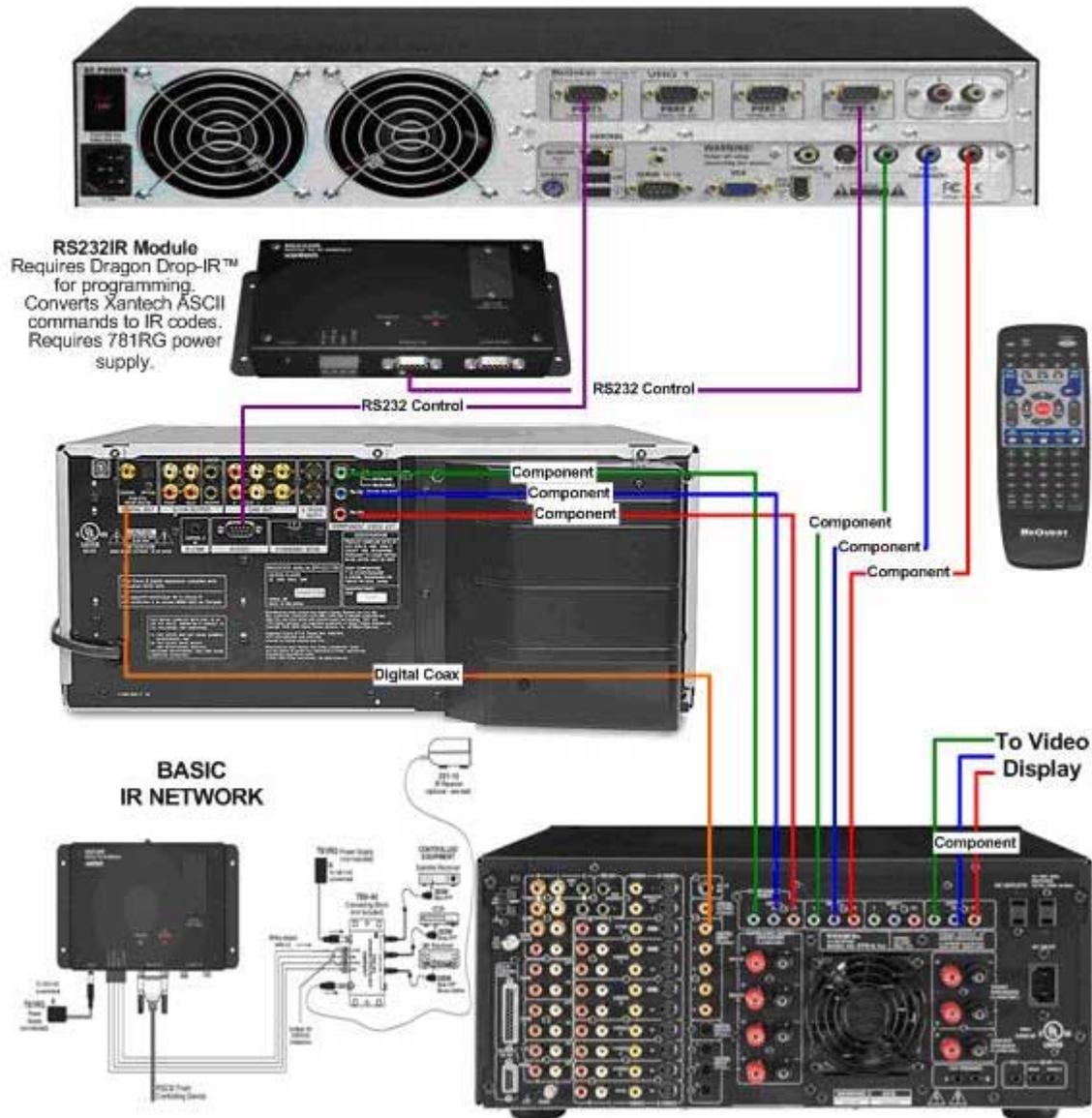


**NOTICE:**  
If you run VideoReQuest in 720p mode, **DO NOT** connect the S-Video cable as it will degrade the quality of the output.

**VideoReQuest with a Sima Switch**

- 1) Connect the VideoReQuest Audio and Video to Input 1 of the switch.
- 2) Connect 1-3 DVD Changers' Audio and Video to Inputs 2-4.
- 3) Connect the RS-232 cable from the DVD changers to ports 1 – 3 of the VideoReQuest.
- 4) Connect Port 4 of the VideoReQuest to the RS-232 Port of the switch.
- 5) In the VideoReQuest Menu, go to Video Switch setting to set the appropriate switch.

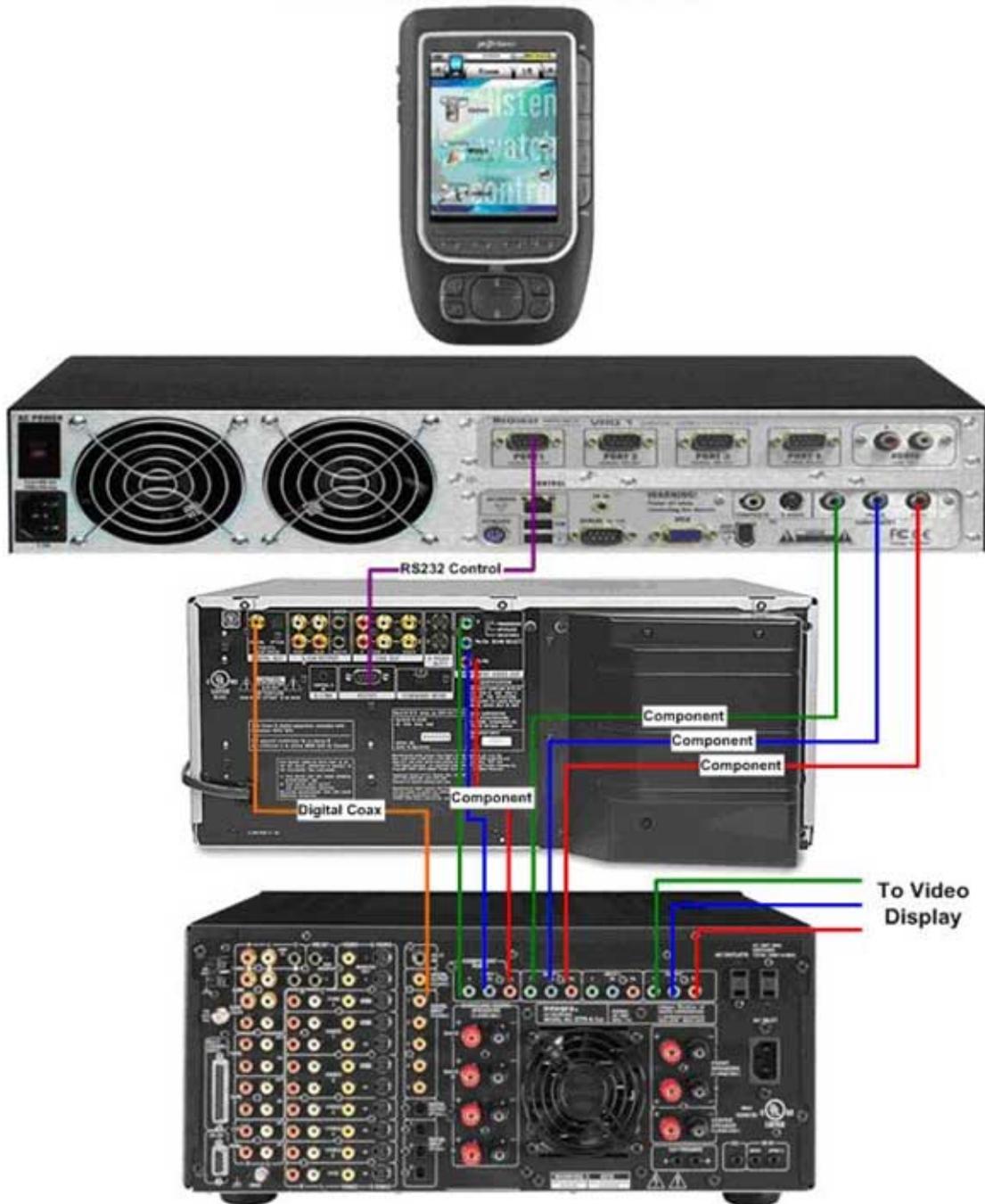
**VIDEO REQUEST  
with XANTECH CONTROL**



**VideoReQuest with Xantech Control**

- 1) Connect the VideoReQuest Audio and Video to the receiver (Can be Composite, S-Video, or Component).
- 2) Connect 1-3 DVD Changers' Audio and Video to the receiver.
- 3) Connect the RS-232 cable from the DVD changers to ports 1 – 3 of the VideoReQuest.
- 4) Connect Port 4 of the VideoReQuest to the Xantech RS232IR module.
- 5) In the VideoReQuest Menu, go to Video Switch setting to set the appropriate switch.
- 6) Connect the IR emitter or plug to the receiver.
- 7) Use Xantech Dragon Drop-IR software to load receiver codes. First code is for VideoReQuest. Code 2- 4 is for DVD changer 1-3.

**VIDEO REQUEST PRONTO CONTROL**



**VideoReQuest with Pronto**

- 1) Connect the VideoReQuest Audio and Video to the receiver (Can be Composite, S-Video, or Component).
- 2) Connect 1 DVD Changers' Audio and Video to the receiver.
- 3) Connect the RS-232 cable from the DVD changers to port 1 of the VideoReQuest.
- 4) Program the Pronto with the VideoReQuest sample program. Program the VRQ, DVD, Play, Stop, and Pause command to the appropriate receiver command.

## Appendix 1: Sony Changer Software Update

The Sony changer has a bug in software versions under 1.5.10 (0095). It will lock up unless this update is put into place:

### How to check the software version of the Sony CD Changer:

Press the I/O key and put the set in STAND-BY and then press keys on the remote in order as shown below.

1. "5"
2. "CLEAR"
3. "I/O" button (POWER ON/OFF)

## Version information ## appears on the monitor. SYScon Version 1.510 (0095)

### Disc update procedure: (if firmware is below 1.5.10)

#### Necessary items

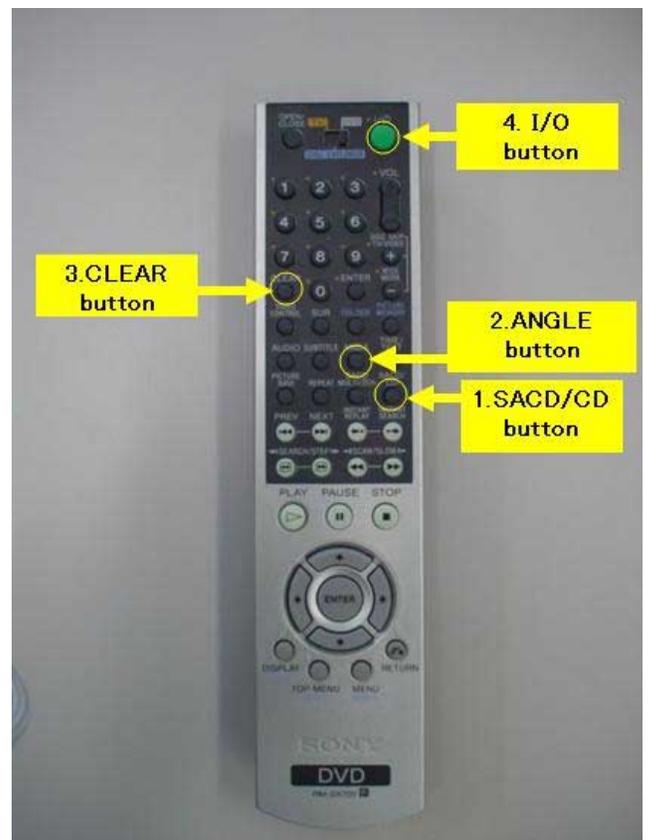
- A disc of CD-R or CD-RW
- PC with a CD-R/W Drive and CD writing Software.
- mega\_vup.bin (available at [www.request.com/linkto/Sony.html](http://www.request.com/linkto/Sony.html))

#### Writing the Firmware Update Disc

1. Put a blank CD-R or CD-RW in your PC's CD Writer drive.
2. Start CD writing software and place the data file "mega\_vup.bin" in the root directory.
3. Set the file system of the CD to be ISO9660 and Format of the CD to MODE-1. Please refer to your CD writing software's help documents if you don't know how to do this.
4. Start the CD write process. Wait for the CD to finish writing and eject it from the CD-Writer.

#### Update procedure

1. Plug the set in to wall outlet (120V).  
Put the set in STAND-BY mode.
2. With the remote commander, press keys in order as shown below.
  1. "SACD/CD" button
  2. "ANGLE" button
  3. "CLEAR" button
  4. "I/O" button (POWER ON/OFF)The set turns up.
3. Press "EJECT" button on the front panel.  
The door opens.
4. Set the updating CD-R disc in a slot.
5. Press "PLAY" button to start updating.
6. In about 1min 40sec, the inner blue LED starts blinking.
7. Unplug the set and plug in again (to reset).
8. Press "EJECT" button to remove the disc.
9. Connect a monitor to the set (for checking Firmware update).
10. Press the I/O key and put the set in STAND-BY and then press keys on the remote in order as shown below.
  1. "5"
  2. "CLEAR"
  3. "I/O" button (POWER ON/OFF)



11. ## Version information ## appears on the monitor and check the version.  
SYScon Version 1.510 (0095)

## Appendix 2: Safety Procedures

Please follow these safety procedures for a smooth installation and long product life. **The warranty will be voided if these procedures are not followed.**

- 1) Do not open the case of the product to prevent the risk of electric shock.
- 2) Do not modify any hardware or software of the product without written approval from ReQuest Multimedia.
- 3) Any servicing must only be done by ReQuest Multimedia.
- 4) Please install in a well ventilated area. If mounted in a rack, please place a 1 RU spacer above the product and 1 RU spacer or non-heat generating equipment below the product, and make sure a ventilating fan is used on the rack/cabinet.
- 5) A 3-prong grounded outlet is required for the product. Do not use a 3-prong to 2-prong "Ground Lifter".
- 6) To prevent ground loops, please insure that all serial cables, audio cables, and video cables are connected to devices powered on the same power circuit/outlet.
- 7) It is recommended to use Uninterrupted Power Supplies (UPS) and/or power conditioners.