

# User manual

TRIAX EPG transfer service  
for Samsung SINC Middleware Server

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## 1. Installation

### 1.1 Introduction

This guide will instruct you in how to install the TRIAX EPG Transfer Service on a Windows Server or a Windows 7 system. Transfer service is needed to run an IPTV system using Samsung SINC Server 3.0 and the TRIAX EPG Server with Samsung Hospitality TVs.

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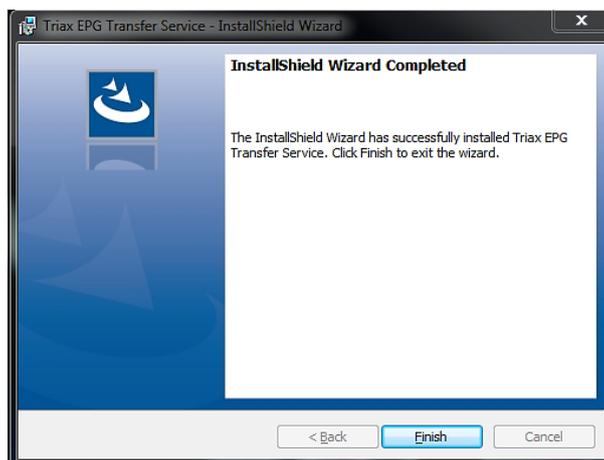
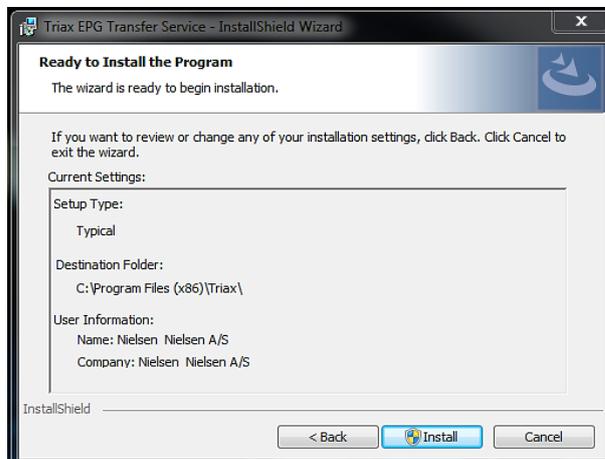
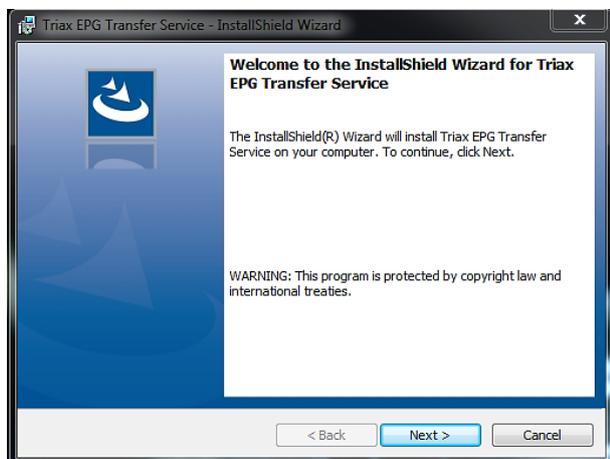
### 1.2 Preinstallation

Before installing the TRIAX EPG Transfer Service, please install the Samsung SINC Server 3.0 on the Windows system. It is not necessary to add all TVs to the SINC Server before installing the Transfer Service.

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### 1.3 Software installing

Run the installation file provided from the TRIAX Web page ([www.com.com](http://www.com.com)). There is no need for any user input. The program will be installed in "C:\Program Files (x86)\Triax\"



## 2. Post installation

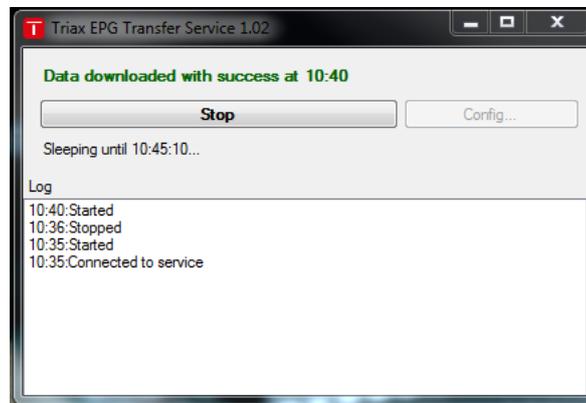
### 2.1 Service start

Since this program is a service, the Transfer Service needs to be started manually by the user after installation or started automatically by Windows at startup by rebooting the system. If the user wants to start the service manually, go to the task manager and start the service. This operation requires administrator privileges.

### 2.2 User interface

When the service is started, it will automatically start to download from the EPG Server, if the standard installation paths are used. The UI can be brought up by clicking the TRIAX Logo in the taskbar..

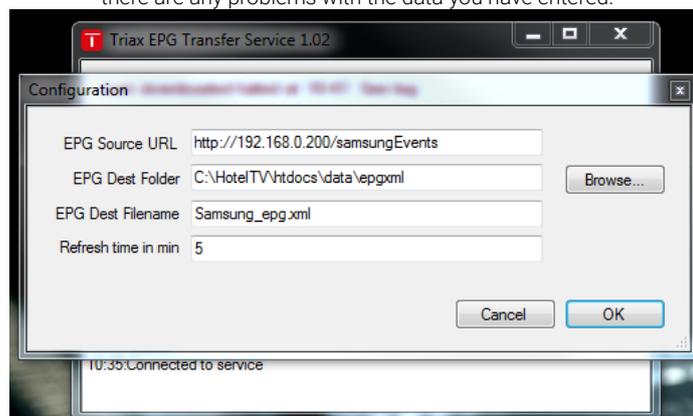
If you need to change the parameters, press the stop button and then the config button.



In the Configuration window, it is possible to change:

- The IP address of the EPG Server
- The destination folder for the Samsung\_epg.xml file for the SINC server. The location must always be "<SINC Server install directory>\htdocs\data\epg.xml"
- The destination filename. This is required to be Samsung\_epg.xml by the SINC server
- The refresh time for the application. The default is 5 min, but if desired this can be anywhere between 2 and 65537 minutes (default 5 minutes)

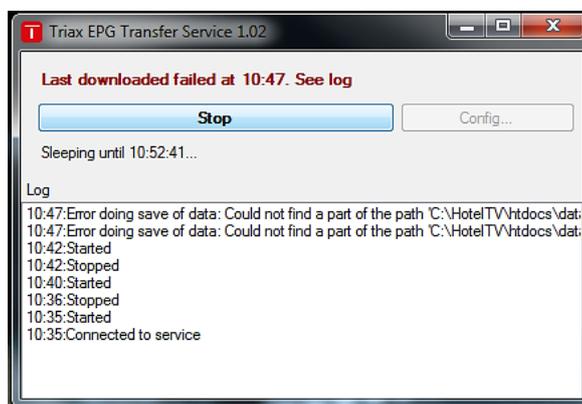
When the source, destination and refresh time has been updated, click OK to close the configuration window. The window will alert you if there are any problems with the data you have entered.



## 3. Troubleshooting

### 3.1 Download failing

If the download fails, it may be because the destination does not exist or because the source url is not correct. In this case, the GUI will display "Last download failed at <time>. See log". The log will inform the user of any problems encountered. Stop the program, enter the Config window and check that the paths you've entered are correct.



### 3.2 EGP not displaying on TV

If the TVs are not getting EPG data when pressing the Guide button, even after the channels have been set up and paired to the EPG channels in the SINC Server channel setup, there may be a problem with the Java installation. The SINC Server uses Java to convert the EPG data from the file called Samsung\_epg.xml to a file called EPG\_IP.xml. This conversion requires Java to be set up correctly. If the EPG\_IP.xml file does not appear after 5 minutes in the "<SINC Server install directory>\htdocs\data\epgxml" directory, please check that the Java Runtime Environment paths are correct and entered. This is usually done by right clicking the "This PC"/"Computer" icon and entering Properties->Advanced System Settings->Advanced tab->Environment Variables and then finding the JAVA\_HOME and JAVA\_RTE variables and entering the Java install path found in Program files\java or Program files (x86)\java.

For further information  
and updated manuals go to

[triax.com/support](https://triax.com/support)

