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# HeRO<sup>®</sup>

## *solo/duet*

Version 3.1

Customer Assembly & Maintenance Procedure

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## **HeRO solo /duet Customer Assembly & Maintenance Procedure**

### **1. Purpose**

- 1.1. Un-packing and assembly instructions for HeRO duet/solo at distributor / customer sites.
- 1.2. Instructions for maintenance of HeRO duet/solo equipment.

### **2. Scope**

- 2.1. Assembly of HeRO solo /duet on a roll stand. Maintenance for all configurations.

### **3. Materials**

- 3.1. For assembly, the following items will be needed:

- a. Phillips screwdriver (PH2)
- b.  $\frac{3}{16}$ " Hex wrench
- c. 3mm Hex wrench
- d.  $\frac{5}{32}$ " (4mm) Hex wrench
- e. 5mm Hex wrench
- f.  $\frac{1}{2}$ " (13mm) socket wrench
- g. Ruler (30 mm length minimum)
- h. Tape measure (10ft)
- i. Scissors

- 3.2. For maintenance, the following items will be needed:

- a. USB Keyboard
- b. USB Mouse

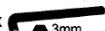


**HeRO solo / duet should be located in a position that allows access to the electrical mains connection and does not block the mains disconnect device, if present.**

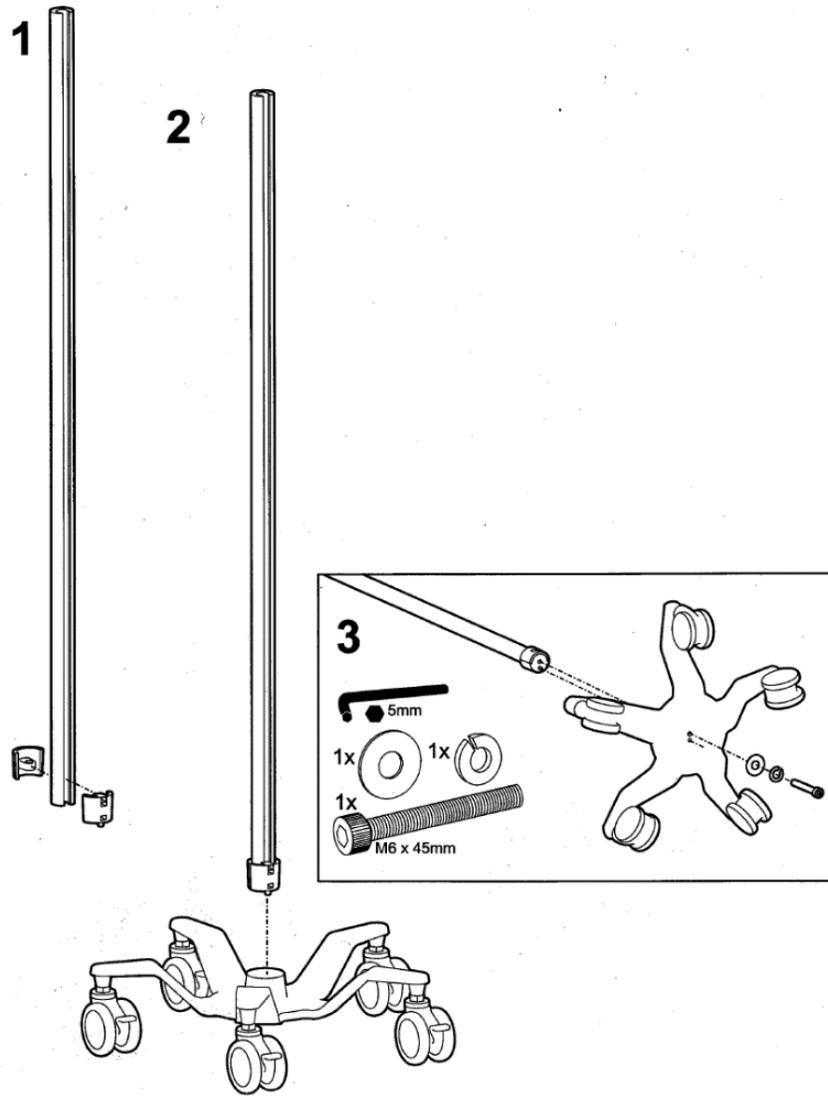
### **4. Assembly Procedure – Roll Stand with Line Input – Ergotron**



### Materials List

	A	B	C	D	E	F
1	1x 	1x 	1x 		1x 	
2			4x  M4 x 10mm	1x 	1x  M6 x 45mm	
3			4x  M4 x 10mm		2x  M6 x 30mm	1x 
4			1x 	1x 	2x  M5 x 14mm	
5			1x 	1x 	1x  3mm	1x 
6			1x 	1x 	1x  5mm	

Step 1: Attach rolling base to pole using provided Allen wrench.

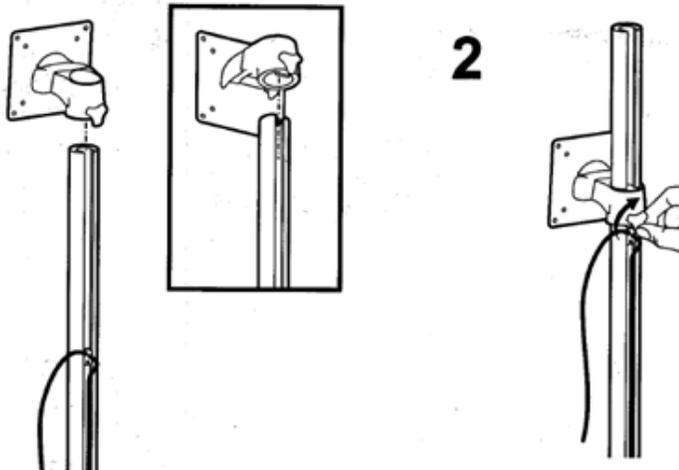
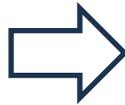


Step 2: Insert the power supply holster in the channel as shown.

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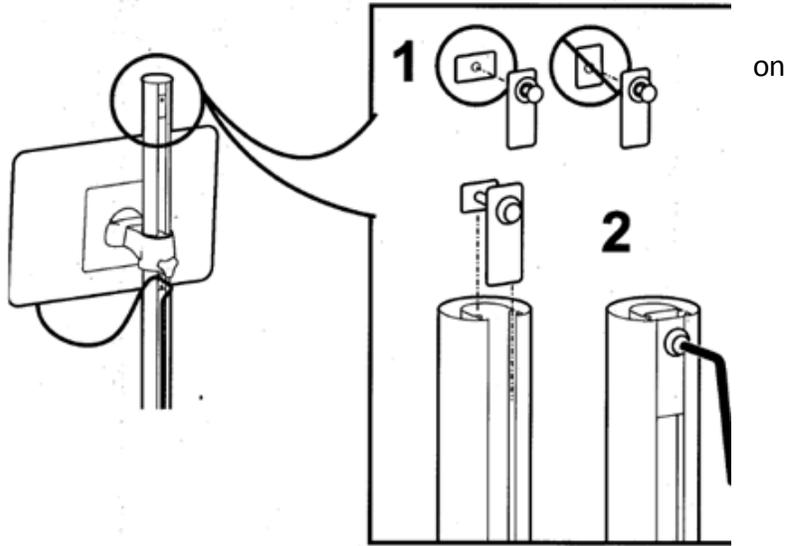
Slide down the channel so that the top of the power supply holster is at a point approximately 92 mm (37 in) above the floor. Tighten the screws on the power supply holster to hold it in place.



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Step 3A: Slide monitor mount on to pole and tighten to pole.

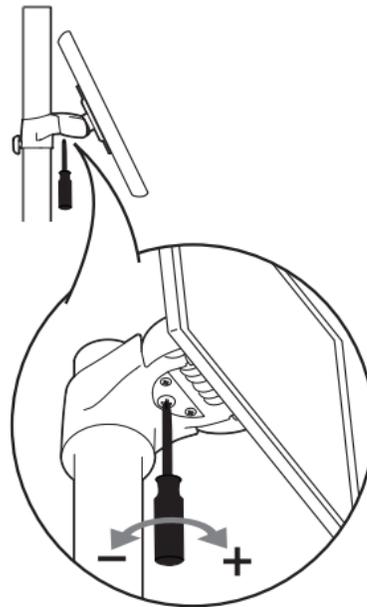
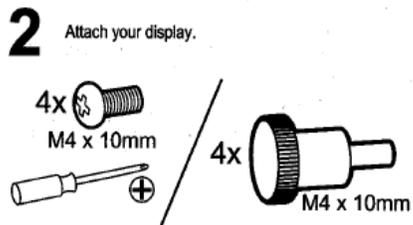
Step 3B: Slide stopper to pole and tighten at top.



Step 3C: Insert end piece to top of pole.

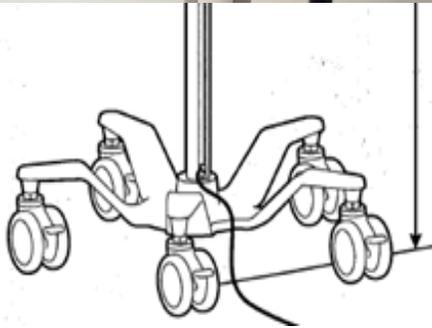


Step 4: Attach the HeRO monitor to the VESA mount. If necessary, adjust screw because monitor is too heavy or too light for mount.

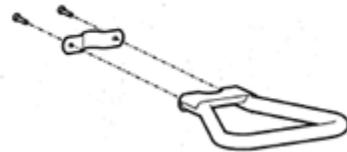


Step 5: Push the power cord in to the channel.

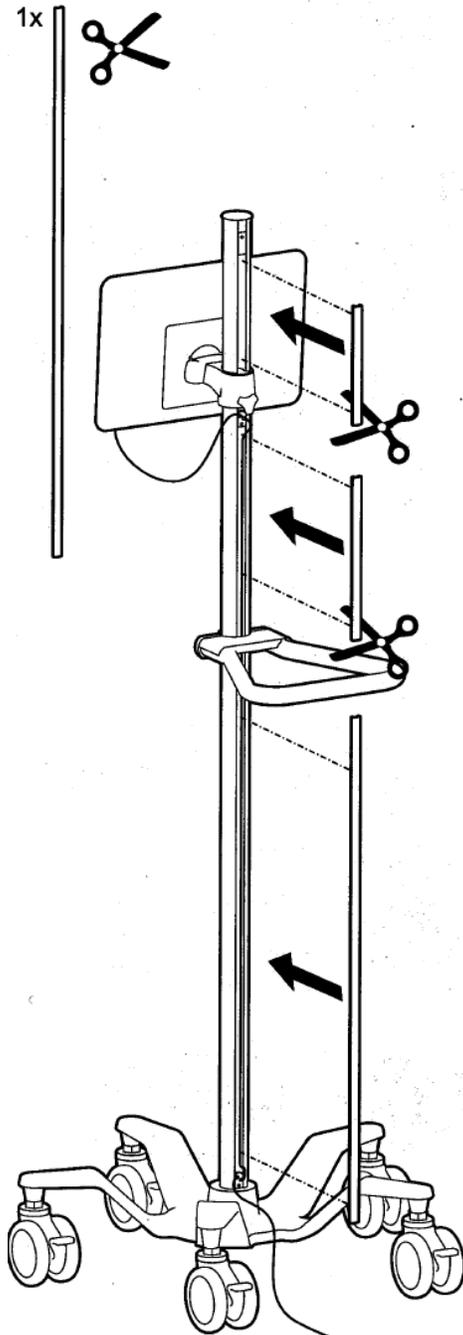
Step 6: Put the power supply on the holster and secure it with the Velcro straps. Attach the power cord to the strain relief and plug in to the power supply.



Step 7: Attach the handle. The top of the handle should be 1016 mm (40 in) above the floor.



Step 8: Cut the channel cover to fit and insert as needed.



## 5. Assembly Procedure – Custom Arm

5.1. Thread the Velcro straps through the slots in the power supply mounting bracket.

- 5.2. You may have to loosen the Allen head screws (5/32" or 4mm) to allow the VESA plate to rotate.



- 5.3. Attach the power supply bracket to the HeRO monitor as shown with 2, 10 mm screws. Note that the screws are not tightened. This will allow the VESA mount to slip under the two screws.



5.4. Attach the VESA mount to and power supply as shown.



5.5. You can now use the pole clamp to attach the unit to the bedside pole.

## 6. Maintenance Procedure

Routine maintenance required for HeRO *duet/solo* includes time/date adjustment. Since the system is not connected to the internet and/or server to synchronize time, the time may drift. To minimize this action, MPSC recommends that time/date settings are checked annually and adjusted if necessary.

**Note: Please check the serial number on the back of the HeRO duet/solo monitor to determine which set of instructions are applicable to your system. If the serial number begins with ACD, ADE or ACF please use Instruction #1. If the serial number begins with ACH, ACI or ACJ please use Instruction #2. If the serial number begins with MEDM12 please use Instruction #3. If you are unable to locate the serial number, please contact MPSC Technical Support @ +1 800-394-1625 option 5.**



### Instruction #1: Change Date and Time Settings on HeRO Solo/Duet

Equipment Required: USB Keyboard and Mouse

1. Remove the plastic cover from the back of the solo/duet monitor (Figure 1). To remove, apply pressure to the top of the plastic cover, on both sides of the hole through which cables pass, and slide down.
2. Connect a USB keyboard and mouse to the monitor (Figure 1).
3. Exit out of the full-screen HeRO application by pressing “ALT+ F4” on the keyboard.
4. Move the mouse to the bottom of the screen to make the taskbar appear.
5. On the taskbar, click Start/Log Off.
6. Log in as user “ServiceUser” with password “serv1ce”.
7. Right click on the clock display in the taskbar.
8. Select Adjust Date/Time to show the Date and Time Properties window.
9. In the **Date and Time Settings** dialog box, do one or more of the following:



Figure 1. USB connections.

- To change the hour, double-click the hour, and then click the arrows to increase or decrease the value.
  - To change the minutes, double-click the minutes, and then click the arrows to increase or decrease the value.
  - To change the seconds, double-click the seconds, and then click the arrows to increase or decrease the value.
  - To change the month, click the arrow in the month list, and then click the correct month.
  - To change the year, click the arrows in the year list.
  - To change the day, click the correct day on the calendar.
10. To change the time zone, click the Time Zone tab. In the box above the map, click the drop-down arrow, and select the correct time zone.
  11. Click OK to close the Date and Time Properties window.
  12. Verify time and date displayed are correct.
  13. On the taskbar, click *Start/Shut Down*.
  14. In the Shut Down Window, click the arrow and select *Restart* from the list of options. Then select OK to restart the system.  
*(Note: Upon restart, the system will automatically start the HeRO application. If the HeRO application does not open, please contact MPSC Technical Support @ +1-800-394-1625 option 5.)*
  15. Remove the keyboard and mouse from the solo/duet monitor, and reattach the plastic cover to the back of the monitor.

**Instruction #2: Change Date and Time Settings on HeRO Solo/Duet**

Equipment Required: USB Keyboard and Mouse

1. Remove the plastic cover from the back of the solo/duet monitor (Figure 1). To remove, apply pressure to the top of the plastic cover, on both sides of the hole through which cables pass, and slide down.
2. Connect a USB keyboard and mouse to the monitor (Figure 1).
3. Exit out of the full-screen HeRO application by pressing "ALT + F4" on the keyboard.
4. Move the mouse to the bottom of the screen to make the taskbar appear.
5. On the taskbar, click Start , and then select the arrow next to Shut Down to display a list of options. Select Log off from the list.
6. Select ServiceUser from the list of available users, and enter password "serv1ce".
7. Right click on the clock display in the taskbar.
8. Select Adjust Date/Time to show the Date and Time Properties window.
9. Select the Change date and time... button.
10. Change the settings using the following instructions:
  - To change the hour, double-click the hour, and then click the arrows to increase or decrease the value.
  - To change the minutes, double-click the minutes, and then click the arrows to increase or decrease the value.



Figure 1. USB connections

- To change the seconds, double-click the seconds, and then click the arrows to increase or decrease the value.
  - To change the month and year, use the left and right arrows to move to the correct month and year.
  - To change the day, click the correct day on the calendar.
11. Click OK to save and close the Date and Time Settings window.
  12. To change the time zone, click the Change time zone... button. In the Time Zone Settings window, click the drop-down arrow and select the correct time zone.
  13. Click OK to close the Time Zone Settings window.
  14. Click OK to save and close the Date and Time Properties window.
  15. Verify time and date displayed are correct.
  16. On the taskbar, click Start , and then select the arrow next to Shut Down to display a list of options. Select Restart from the list.

*(Note: Upon restart, the system will automatically start the HeRO application. If the HeRO application does not open, please contact MPSC Technical Support @ +1-800-394-1625 option 5.)*
  17. Remove the keyboard and mouse from the solo/duet monitor, and reattach the plastic cover to the back of the monitor.

*Instruction #3: Change Date and Time Settings on HeRO Solo/Duet*

Equipment Required: USB Keyboard and Mouse, Small Philips Head Screwdriver

1. Remove the plastic cover from the back of the solo/duet monitor. Three screws need to be removed before the plastic cover can be removed.
2. Connect a USB keyboard and mouse to the monitor.
3. Exit out of the full-screen HeRO application by pressing "ALT + F4" on the keyboard.
4. Move the mouse to the bottom of the screen to make the taskbar appear.
5. On the taskbar, right click Start , select Shut down or sign out and then select Sign out.
6. Click on screen to display list of users and select Select ServiceUser. Enter password "Serv1ceH3RO".
7. Right click on the clock display in the taskbar and select Adjust date/time.
8. Select the Change button.
9. Change the date and/or time using the drop down menus.
10. Select the Change button to save the changes.
11. To change the time zone, use the drop down menu in the Settings window.
12. Close the Settings window by clicking the X in the upper right hand corner of the window.
13. Verify time and date displayed are correct.
14. On the taskbar, right click Start , select Shut down or sign out and then select Restart.

*(Note: Upon restart, the system will automatically start the HeRO application. If the HeRO application does not open, please contact MPSC Technical Support @ +1-800-394-1625 option 5.)*
15. Remove the keyboard and mouse from the monitor, and reattach the plastic cover to the back using the three screws removed previously.