

Audio Issues – Dead air at end of file

Symptoms:

An audio file when played in the Digilink-Xtreme has dead air at the end of the file. This specific file is an .mp3 file. It only misses the last part of the audio file when the Xtreme plays it, and it plays fine in other players such as Windows Media Player.

Solutions:

The likely reason this .mp3 file has dead air at the end of the file is because it was recorded or ripped as a variable bit rate. To correct this issue:

- 1) play the audio file from the **Library** screen in the **Digilink-Xtreme**. Verify that there is still dead air at the end of the file
- 2) now play the audio file in another player software such as **Windows Media Player**. Verify that it sounds normal in this player. If the audio still has dead air, then there is a likely problem with how the audio file was created and the file needs to be recreated
- 3) if the file plays incorrectly in **Xtreme** and sounds fine in the secondary player, then please email this audio file to support@arrakis-systems.com and we will verify if the file is a variable bit rate. If the file is in fact a variable bit rate, then it is mandatory that the file be converted to a constant bit rate

Variable bit rate files may be converted using a program called Switch:

1) download onto a production computer a program called **Switch**
<http://www.nch.com.au/switch/index.html>

2) for the **Output Format**, select **.mp3**

3) click on the **Encoder Options** button on the bottom left

4) in the MP3 Encoder Settings screen check the option **Constant Bitrate**

5) change your **Bitrate** to **256**

6) if you do not have 256 as a Bitrate or an **.mp3** option to convert to, then you may use the **.wav** option for Output Format

7) if you chose the **.wav** format, then for the **Wave Encoder Options**, select **44100Hz, 16 Bits, Stereo** for its Attributes

8) click on **Add Files**, and locate the audio files you would like to convert

9) you may change the **Save to folder:** to a different location if you would prefer it to save the converted files to a different location

10) click on **Convert**. All

converted files will be saved to the folder designated in step 9. Take these converted files and replace your old files in the Digilink-Xtreme On Air library

