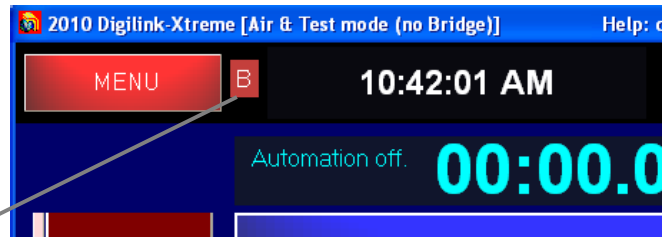# Audio Issues – No Audio out Program Output

Symptoms:

The Digilink-Xtreme shows that it is playing, but there is no audio going out the program output, and over the air. This can be a satellite schedule or music on hard disc. If the Bridge was struck by lightning, then it may need to be sent in for repairs.
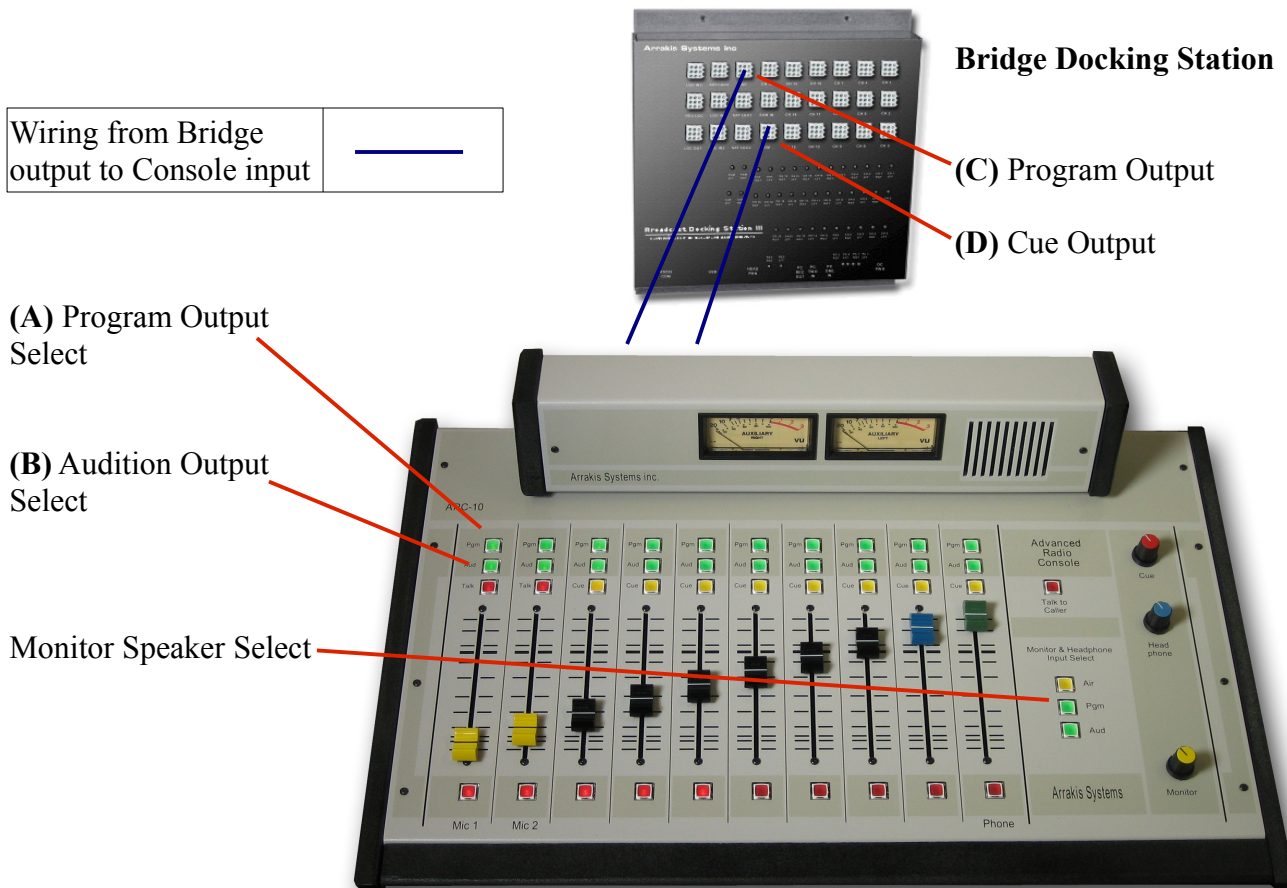
Solutions:

First check to see if the Bridge is being recognized by the Digilink-Xtreme. On the **On Air** screen, next to the **MENU** button, there is a **'B'**. If the **'B'** is RED then follow the Bridge Disconnected instructions: http://www.arrakis-systems.com/ftp/pub/Automation/Troubleshooting/Bridge%20Disconnected.pdf
If the **'B'** is GREY then the Bridge is being recognized by the Xtreme, and proceed on to the next steps:

Bridge Docking Station

Wiring from Bridge output to Console input	———

(C) Program Output

(D) Cue Output

(A) Program Output Select

(B) Audition Output Select

Monitor Speaker Select

The **(C)** Bridge Program Output and the **(D)** Bridge Cue Output should be connected to 2 different channels on your board. If your console has two outputs (Program & Audition), then every channel on the board has the option of either being played out the **(A)** Program Output or the **(B)** Audition Output. In these instructions, when we refer to the different outputs, it will be notated with the letters from this key:

(A) Program Output from the Console
(B) Audition Output from the Console
(C) Program Output from the Bridge
(D) Cue Output from the Bridge

Instructions:

1) select another source to go over the air. If your station is satellite format, set your console so that the satellite feed plays over the air through the **(A)** Program output on your console. If your station is hard disc format, then select your CD player to play audio out the **(A)** Program output on your console
2) turn off the monitor select for the **(A)** Program output and chose the **(B)** Audition output for your monitor speakers
3) select the **(B)** Audition output on your console for both channels designated for your . **(C)** Program and **(D)** Cue channel from the Bridge Docking Station for the Digilink-Xtreme
4) make sure both channels **(C & D)** and your monitor speakers are potted high enough on your board so you may hear what is playing on the channels. Proceed to Test #1

Test #1: Applies to Satellite Automation ONLY *(go to Test #2 for Hard Disc Automation)*
1) Pot down the **(D)** Cue channel on your console and pot the volume up on your **(C)** Program channel
2) Play audio from the On Air playlist (this should go out the Bridge Program output, and cover satellite audio if there is any)

	Option 1	Option 2	Option 3
Do you hear the Satellite feed?	Yes	No	No
Do you hear files playing from Xtreme?	No	Yes	No

Test #2:
1) Pot down the **(D)** Cue channel on your console and pot the volume up on your **(C)** Program channel
2) Play audio from the **On Air** playlist in the Digilink-Xtreme software (this audio should go out the Bridge **(C)** Program output channel)
3) Pot up the volume on the **(D)** Cue channel and pot down the **(C)** Program channel
4) Play audio from the **On Air** playlist in the Digilink-Xtreme software (this audio should go out the Bridge **(C)** Program output channel)

	Option 4	Go to Test #3
Do you hear audio out the **(C)** Program output?	No	No
Do you hear audio out the **(D)** Cue output?	Yes	No

Attach headphones to the **HEAD PHN OUT** on the Bridge (audio heard through this is the **(D)** Bridge Cue output)
Go to the **Library** screen and play an audio file (this audio should go out the **(D)** Bridge Cue output)

	Option 5	Option 6	Option 7
Do you hear audio in the headphones?	Yes	No	No
Do you hear audio going out the Cue output?	No	Yes	No

Option 1:

1) if you have your satellite receiver wired to go directly to the console, make sure that that channel is not selected for your **(B)** Audition output, and that that is not the satellite audio that you are hearing
2) if it shows the audio files playing on the **On Air** playlist, and you still do not hear it then proceed to Test #2

Option 2:

1) reset the power for the Satellite receiver and see if it corrects the issue
2) you may go to the Recorder screen, change the source channel to the desired source
3) you should see audio coming from the meters. If you do not, then that means the audio is not being sent from the Satellite receiver to the Bridge. Check your wiring connections and make sure the receiver is passing audio properly. You may listen to the selected source channel on on the Recorder screen through connecting headphones to the **PC REC OUT** on the Bridge

4) if you have recently been struck by lightning, then the Bridge channel may have gone out. Move the Satellite channel from the original channel on the Bridge, to another channel. For example, if your Satellite channel was going to Source 1 on the Bridge, move it to Source 4
5) on the Recorder screen, change to the new source (Source 4 in the example), and see if the meters reflect audio. You may also listen for the audio using headphones connected to the **PC REC OUT** on the Bridge
6) if the newly selected channel now works, and it is apparent that one of the channels on the Bridge has been damaged, call Arrakis Systems support and report your findings. The Bridge may be repaired
7) if the Bridge is not damaged, and the audio is still not being received from the Satellite receiver. It is a problem with either the audio wiring between the Satellite receiver to the Bridge, or there is something wrong with the Satellite receiver itself
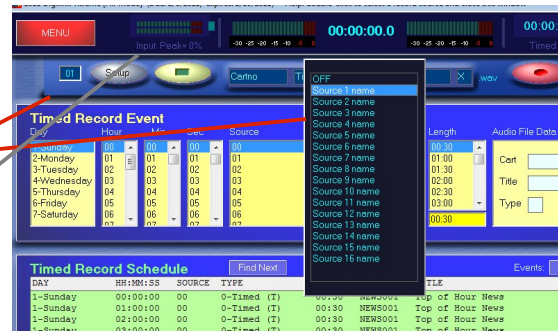
Option 3:

1) make sure that you have the proper **(B)** Audition channel selected for the **(C)** Program output.

Make sure that the **(B)** Audition channel is selected for the monitor speakers and that the speaker volume is turned up

2) run through Option #2 steps and see if you can pick up audio from your Satellite feed. If you pick up audio from your satellite feed, then proceed to Test #2

3) if you still don't pick up satellite audio, you may proceed to Test #2, but there is likely a problem with either the wiring from the satellite receiver to the Bridge, or there is something wrong with the satellite reciever

Option 4:

1) the sound card assignments may have been switched. Follow the steps outlined in the Bridge Disconnected notes to get the sound card assignments setup properly:

http://www.arrakis-systems.com/ftp/pub/Automation/Troubleshooting/Bridge%20Disconnected.pdf
NOTE: if the Xtreme software does not reflect that the Bridge is disconnected, then omit steps: 1-5 and 22-30 in the Bridge Disconnected troubleshooting notes

Option 5:

1) make sure that you have the **(D)** Cue channel selected on the board for **(B)** Audition output. Make sure that the monitor speakers are selected to the **(B)** Audition output

2) switch the **(D)** Cue channel input to another channel on the board. Try Test #3 again. If you now hear audio coming out of the monitor speakers, then there is a problem with the console's channel. If you still don't hear audio out of the new channel, then there is either a problem with the wiring from the Console to the Bridge or your Console may be damaged.

Option 6:

1) try another set of headphones on the **HEAD PHN OUT** and do Test #3 again

2) if audio still plays out the **(D)** Cue, and not the headphones, then there may be an issue with the **HEAD PHN OUT**. Follow the steps outlined in the Bridge Disconnected notes to get the sound card assignments setup properly:

http://www.arrakis-systems.com/ftp/pub/Automation/Troubleshooting/Bridge%20Disconnected.pdf
NOTE: if the Xtreme software does not reflect that the Bridge is disconnected, then omit steps: 1-5 and 22-30 in the Bridge Disconnected troubleshooting notes

3) if the **(D)** Cue output works fine, but the **(C)** Program output does not, then move the **(C)** Program output to another channel on the console. Test by playing a file from the **On Air** playlist. If you now hear audio coming out of the monitor speakers, then there is a problem with the console's channel. If you still do not hear audio out of the new channel, then there is either a problem with the wiring from the Console to the Bridge or your Console may be damaged

Option 7:

1) make sure that you have the **(D)** Cue channel selected on the board for **(B)** Audition output. Make sure that the monitor speakers are selected to the **(B)** Audition output

2) switch the **(D)** Cue channel input to another channel on the board. Try Test #3 again. If you now hear audio coming out of the monitor speakers, then there is a problem with the console's

channel. If you still don't hear audio out of the new channel, then there is either a problem with the wiring from the Console to the Bridge or the Console may be damaged

3) try another set of headphones on the **HEAD PHN OUT** and do Test #3 again
4) if audio still does not play out the headphones, then there may be an issue with the **HEAD PHN OUT**. Follow the steps outlined in the Bridge Disconnected notes to get the sound card assignments setup properly:

http://www.arrakis-systems.com/ftp/pub/Automation/Troubleshooting/Bridge%20Disconnected.pdf

NOTE: if the Xtreme software does not reflect that the Bridge is disconnected, then omit steps: 1-5 and 22-30 in the Bridge Disconnected troubleshooting notes

5) if after doing all these steps and you do not hear audio coming from the HEAD PHN OUT, then the Bridge may be damaged. Call Arrakis Systems customer support and report your findings