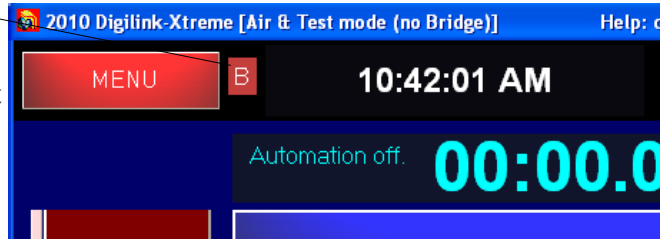


Bridge Disconnected

Symptoms:

A message on the On Air screen displays a red 'B'. Or when you click on Start Automation, a message appears that says that you must have at least 1 event scheduled, and you do in fact have something scheduled in the Scheduler screen.



Solutions:

If the Xtreme is not able to find the Bridge then follow these steps to possibly correct the issue:

Check Serial Port:

- 1) click on **Menu**
- 2) click on **Setup**
- 3) click on **Serial Ports**
- 4) on the left side if it says **Port Closed** and is set to Port 20, change to Port 1 and click **Set**
- 5) if it changes to a Yellow **Port Open**, and the red 'B' on the On Air playlist goes away, then you are good. If the red 'B' is still present, then continue with the next steps



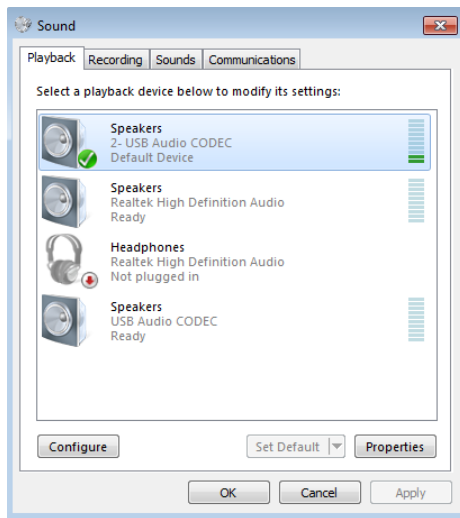
Reset Bridge Hardware and Xtreme Software:

- 6) close the **Digilink-Xtreme** software
- 7) turn off the power to the **Bridge** by unplugging the power strip from the wall. Wait 10 seconds before powering the **Bridge** back on
- 8) recheck your **USB** and **RS232** connections between the PC and the Bridge and make sure they are connected properly
- 9) after waiting 10 seconds, turn power on to the **Bridge** by plugging the power strip back into the wall. Make certain that the **Bridge** is connected to AC power. There is a green indicator LED on the power strip, make sure that it is lighted
- 10) wait 10 seconds and then restart the computer and turn the **Digilink-Xtreme** software on
- 11) you are good if the Bridge Missing (Red 'B') icon has disappeared, if not, then continue to follow the next steps

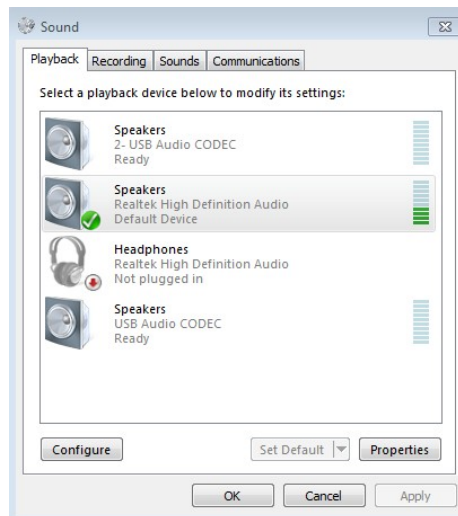
Check Sound Card Assignments:

- 12) click on the **Windows** icon
- 13) in the search box, type in: **Change sound card settings**
- 14) select **Sounds and Audio Devices**

- 15) click on the **Playback** tab
- 16) select your PC sound card and click on the **Set Default** button. Do NOT select the **USB Audio CODEC** or **2-USB Audio CODEC**. A green check mark should now be next to your PC sound card
- 17) insert a dummy plug into the **Line In** input (blue input on most computers). This plug can be from a set of headphones or any 1/8" plug that will fit. This plug needs to be connected at all times in order for it to function properly
- 18) click on the **Recording** tab, and now do the same thing, in step 16, for selecting your PC sound card for recording
- 19) once these are set, press the button **Apply** at the bottom right of this screen
- 20) check that both are set to the PC sound card and then click **OK**
- 21) restart the computer, double check that the sound card assignments are still correct, then follow steps 6 - 11 again. If the 'B' is still red, then continue to the next steps



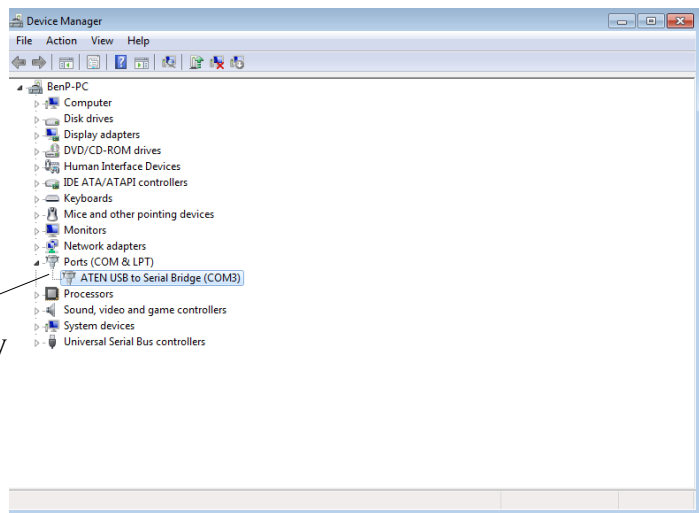
INCORRECT



CORRECT

Check RS232 Serial Port Functionality:

- 22) click on the **Windows** icon
- 23) in the search box, type in **Device Manager**
- 24) select **Device Manager**
- 25) check to make sure the RS232 from the Bridge is connected
- 26) click on **Ports** so that it will expand
- 27) see if there is a **Communications Port** and which port number it is on. It will say **COM1** if it is on port 1
- 28) if you do not see a Communications Port, then follow steps 6 - 11 again. If you still do not see a Communications Port then double check that your RS232 cable is plugged in to your Bridge and Computer. If you are using an RS232 to USB adapter, you may have problems with the adapter. If your RS232 is connected directly to the PC and it still does not see a Communications Port, then you may have a problem with the RS232 port on your computer. Check with a computer specialist



- 29) if the port number for the Communications Port is not on **COM1** then note which number it is set to. Follow steps 1 - 5 again but instead of setting it to port 1, set it to the port listed under the communications port. For example, if it says **COM2**, then set it to **Port 2** in step 4
- 30) if the 'B' is still red on the On Air screen then follow the next steps

Check for a 3rd USB CODEC:

- 31) in the **Digilink-Xtreme** software, click on **Menu**
- 32) click on **Setup**
- 33) click on **Sound Cards**
- 34) under the **List of Available Sound cards**, check if there are only 2 **USB Audio CODECs** listed. If there are 3 or more, then unplug all USB connections except for the Bridge
- 35) restart the computer and follow steps 6 – 11
- 36) if the 'B' is still red then follow the next steps



Test Using Bridge Tools:

- 37) close the **Digilink-Xtreme** software
- 38) open the **Bridge Tools** test software. The Bridge Tools software will test the Com port connection to the Bridge and the USB audio connection to the Bridge. If either is missing, then messages will display the problem. If the connections are good, then the Bridge Tools test software will display a message indicating it is ready to be used
- 39) if it still does not recognize the Bridge, then follow steps 6 - 11 again. If the Bridge will still not connect after following all these steps, please contact Digilink-Xtreme support. 970-461-0730 x332