

Import Audio – Import audio folder not working

Symptoms:

Audio placed in !!!ImportAudio folder is not being transferred over to the Library folder in Xtreme. The audio files stay in the folder and do not move over. This can occur directly on the On Air machine, or from a networked Production PC.

Solutions:

There are five main causes for the !!!ImportAudio folder to “not function”:

Option 1: Incorrect File Name

If files being added to the Import Audio are not being seen in the Library, a common issue is that the file's Title and Artist information isn't being recognized. To check for this:

- 1) go to the **Library** screen
- 2) scroll down to the 90000 cart numbers in the list
- 3) if you see files that have a 90000 cart number and for its title it says **Title** and for its artist it says **Text**, then the files that have been added do not have the proper naming for the Xtreme to recognize. If this is not the case, then move on to **Option 2**
- 4) if you see files without Title and Artist information, you may listen to the file to identify it. Double click on the file to bring up the Edit Data screen
- 5) click on the music note next to the Save button. This audio will play out the Cue output off the Bridge

Here are instructions for the Xtreme to recognize the Title and Artist information automatically:

The Digilink-Xtreme is capable of automatically recognizing audio information such as the Title and Artist from the files that are imported into the Xtreme. If the audio files that are being added are not having their Title and Artist information added, then it is not following one of these methods. The Title and Artist information can be recognized 1 of 2 ways:

1) MP3 V1 tag: Audio files have the ability to have tagged data appended to the audio file. This allows software to automatically recognize important information such as Title and Artist. The audio file must have a MP3 version 1 tag in order for it to automatically recognize the information. If the Xtreme isn't recognizing the Title and Artist information then it may be because it did not have the proper tagging.

2) File Name: The Digilink-Xtreme can recognize information such as title, artist, cart # and other information based on the audio file name. The audio file name simply has to be named in the proper

format. For example, if you wanted to import the Beatles song “The Yellow Submarine” with a cart number of 1000A, then you could name the audio file:

1000A+The Yellow Submarine+The Beatles+.mp3
cart # + Title +Artist (text) +.mp3

The different fields are delineated with the ‘+’ character. Another example is if you had an ad that you wanted to have a cart number of Jack100 with the Title as “Jacks Farming” and Text with “Nighttime Ad,” and you want it to be a Type S spot, then you would name the audio file as:

Jack100+Jacks Farming+Nighttime Ad+S+.mp3

You can add more information to the file by putting more information into the file name. The format is:

Cart# + Title + Artist (Text) + intro time + extro time + Type + Start Date + Kill Date +0+ runtime+.extension (mp3/wav/mp2)

example: 1000+The Yellow Submarine+The Beatles+10.2+04.3+M+12_31_2000+12_31_2099+0+04_18_4+.mp3
See the instruction manual for more information.

Option 2: Incorrect File Path

If the folder is in the incorrect location, or if the shortcut is incorrect, then the Import Audio folder will not function. To correct this issue:

- 1) delete the current **!!!ImportAudio** shortcut/folder that was not functioning
- 2) go to the **On Air** computer
- 3) open the **C:** drive
- 4) open the **Arrakis** folder
- 5) open the **Xtreme** folder
- 6) right click on the **!!!ImportAudio** folder, select **Send To: Desktop create shortcut**
- 7) use this shortcut for importing all audio files into the Xtreme. You may copy this folder and put it on other computers over the network as well

Option 3: Corrupt Audio File

If a corrupt file is located in the Library folder, then the Import Audio folder will not function properly. Corrupt files are typically created by saving a file that is being downloaded from the internet, or the network directly into the Import Audio folder. **Never save a file directly into the Import Audio folder.** First save it to another location on the computer, such as the desktop, then drag the completed file into the Import Audio folder.

To check and correct this issue:

- 1) go to the **On Air** computer
- 2) open the **C:** drive
- 3) open the **Arrakis** folder

- 4) open the **Xtreme** folder
- 5) open the **Library** folder
- 6) inside this folder check for files that are not named in the proper Xtreme naming convention:
Cart # + Title + Artist + intro + extro + type + start date + kill date +0+ runtime+extension
2000+Xtreme from Arrakis+Arrakis Jingle+00.0+00.0+J+12_31_2000+12_31_2099+0+00_03_7+.mp
- 7) if you see any files without this name, likely just a short file name, then remove that file from the **Library** folder and restart the **Xtreme** software
- 8) you may also typically find the file by going to the **Library** screen and looking for a file with jibberish for it's title and information

Option 4: Network not functioning

If you are transferring the audio files over the network from a Production machine, then the network may be an issue. Make sure that the shortcut you are using is correct. Follow the steps in Option 1 on the networked PC and make sure you have a correct shortcut from the On Air PC's Import Audio folder. The check the network by checking the On Air computer's Import Audio folder from the On Air machine. Check to see if the audio file is in fact in the correct folder.

Option 5: Improper format file

If the file is not an .mp3, .mp2 or .wav format, then the file will be placed into the Deleted Files folder. To check this folder:

- 1) go to the **C:** drive
- 2) open the **Arrakis** folder
- 3) open the **Xtreme** folder
- 4) open the **Deleted Files** folder and see if your files are here. If they are, then there is something wrong with the audio files