Satellite – Spotsets not playing – Dropped Fbreak

Symptoms:

In a Satellite hour, spotsets or Floating Breaks are not playing. The Floating Breaks are scheduled and countdown on the playlist, but they do not get triggered and play the scheduled commercials.

Solutions:

This error can be caused by one of three options:

Option 1: Incorrect Wiring

If the Bridge Switcher isn't receiving closures to trigger Floating Breaks, then the Fbreaks will not play. To check this:

1) in the Digilink-Xtreme program, go to the LOG screen
2) scroll to the hour that the Floating Breaks (Fbreaks) are not triggering
3) look at the approximate times that the Fbreaks should be firing and look for:
    9 SATCLOSR Sat Break (P)
4) note that if you do not see any of these closures in the Log, then there is a problem with the wiring. Review the Bridge Tools manual for proper wiring

Option 2: Improper Scheduling

The Floating Break is a window of time that the commercial break spotset can be triggered. By default it is a 10 minute window. If the closure does not come during that window of time, then the Floating Break will be dropped and not play the scheduled spots. It is critical to schedule your Floating Break at a start time that will guarantee getting triggered. An example may be if a spot is scheduled to start at 12:15, then the Floating Break should have a start time at 12:10. To check and see if this is why you are missing your spotsets:

1) in the Digilink-Xtreme program, go to the LOG screen
2) scroll to the hour that the Floating Breaks (Fbreaks) are not triggering
3) look at the approximate times that your Fbreaks are scheduled for and look for:
    N FBREAK
4) this will be the start time of your Floating Break. If the variance is set to 10 then it will run for 10 minutes and you will see a:
    5 DropFBrk (followed by the name of the spot)
5) you should be receiving a Sat Break closure sometime within that window. Look at before the

start time of the floating break and after the DropFBrk and see if you see a

9 SATCLOSR Sat Break (P)

6) if the **SATCLOSR Sat Break** came prior to the **FBREAK** start time, then you should reschedule your **FBREAK** to start earlier. If the **SATCLOSR Sat Break** came after the **DropFBrk** then you need to reschedule the **FBREAK** to start at a later time or increase the variance

Option 3: Need to Reset Bridge & Satellite Receiver

If the Bridge is not recognized by the software or the satellite receiver needs to be reset in order to send closures, then the Floating Breaks will not fire. If you have received closures in the past and it has worked properly before, then one of these two may need to be reset. If you have recently wired / rewired your Bridge or Satellite receiver, then it is likely a wiring issue as mentioned in Option 1. To check for which is the cause and which to reset:

Resetting Your Receiver

1) go into the **Digilink-Xtreme** software
2) open the **LOG** screen
3) search through this log for any **SATCLOSR**
4) if you see any **SATCLOSR** in the log then the satellite receiver is in fact sending the closures. If you do not see any **SATCLOSR** then restart your Satellite Receiver. If you still do not see **SATCLOSR** after restarting your Receiver, then check the wiring. If you do see **SATCLOSR** in the **Log** screen then you may need to restart your Bridge. Follow these next steps in that case:

Resetting Your Bridge

If the Bridge needs to be reset, then a message on the On Air screen will display 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.

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
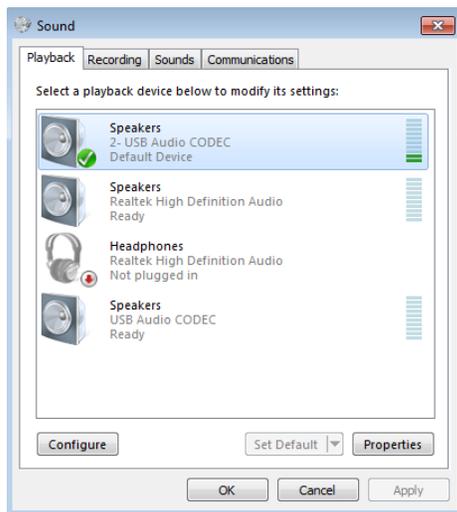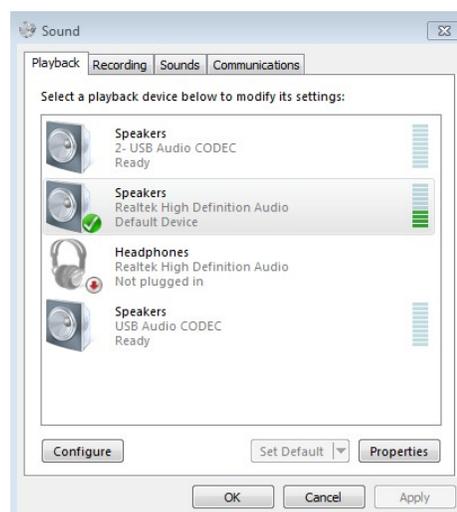
INCORRECT   CORRECT

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
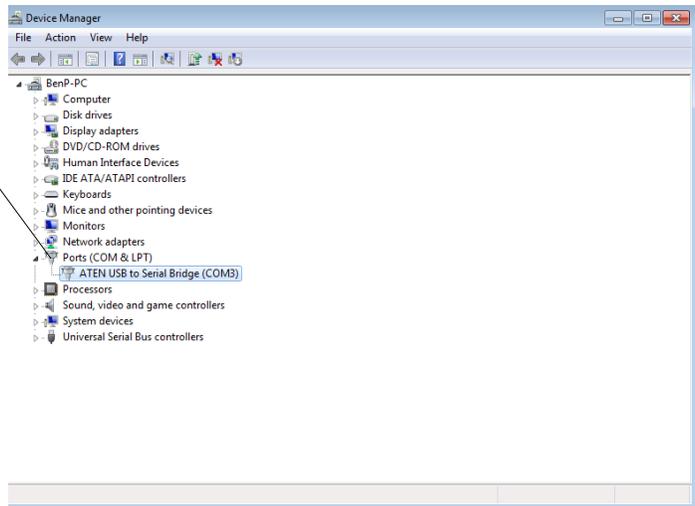
Check for a 3rd USB CODEC:

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 are 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