Timed Record – Audio not re-recording

Symptoms:

The Timed Records aren't being replaced with the new recordings. There may be dead air, or it may have the previous recording that is out of date. This may happen with only a few recordings, or it may happen to all recordings.

Solutions:

There are 3 main reasons for the automation to not re-record over a previous timed record:

Option 1: No audio from receiver

Timed Record is from a previous recording, not the newly updated:
If the Timed Records are setup to listen for audio, then the Timed Records will not re-record over the previous recording if it doesn't receive audio. In this example the log shows the start of the timed record at 12 noon. It listens for audio and doesn't receive the audio until 3 seconds after the top of the hour. It then starts a 5 minute record and finishes at 5:03.

```
T TREVENT  TOH News   , begin TR event 0000 - 02 11 11 12 00 00 -- -- -- 00 00
T TREVENT  TOH News   , wait for audio 0000 - 02 11 11 12 00 00 -- -- -- 00 00
T TREVENT  TOH News   , audio rcvd     0000 - 02 11 11 12 00 03 -- -- -- 00 00
T TREVENT  TOH News   , time stop      0000 - 02 11 11 12 05 03 -- -- -- 00 00
T TREVENT  TOH News   , file exists    0000 - 02 11 11 12 05 03 -- -- -- 00 00
```

When you look at the log, you are looking to make sure that you see the audio rcvd. If it does not say audio received, then the threshold may be too high, or the receiver needs to be reset.

Timed Record has dead air:
If your Timed Records are not setup to listen for audio, and your Timed Records are only dead air, then the likely reason is that the receiver needs to be reset.

Option 2: Threshold level too high

If you are using Timed Records w/ audio, then the system will listen for when the audio plays from the satellite receiver before it starts to record your timed recording. This is for when broadcasts may come a few seconds late. The software allows you to set the audio threshold level for when the recording should begin. This level can be set by:
1) go to the Recorder screen
2) click on the Setup button
3) it will first ask you if you want to set the Audio Threshold Trigger Level, select Yes

4) it will now ask you what level you would like to set it up as. The typical level would be around 200. Click on Save

Option 3: Corrupt temp files

On occasion the temp file may become corrupt and not allow your recordings to re-record. To correct this issue:

1) go to the **C:** drive
2) go to the **Arrakis** folder
3) go to the **Xtreme** folder
4) go to the **TempFiles** folder
5) delete all files inside this folder
6) go back to the **Xtreme** folder
7) go to the **TempFls** folder
8) delete all files inside this folder
9) you may need to delete the original recording of the files as well. So if cart 100 was having problems rerecording, you may need to delete car 100 out of your **Library**