



## Digisuite MAX RS422 Troubleshooting

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#### **VTR Calibration**

This is a guide on how to setup your VTR with your DigiSuite cardset using the RS-422 port.

We have recently been able to help many customers with serial device control problems, when Printing to Tape and Capturing. The issues that can be seen are:

1. While batch capturing in Premiere you receive the error message "Cannot find in point specified".
2. While Printing to Tape, the out point will have repeated or black frames.

Here is a simple guide that we've set out to ensure that the VTR and computer are communicating properly.

First Thing:

Make sure that you can communicate with the deck. From within the DigiSuite Configuration Panel, check to see if you can shuttle and jog your deck. If you cannot control your deck from here, then there is a communication problem. Please look at the answer to question #2 (found below), for suggestions.

What to do for Print to Tape issues:

1. Uninstall Pipeline's ProVTR, if it is installed.
2. Make sure to have a striped tape on hand. Run the calibration wizard from within the DigiSuite Configuration Panel.
3. Once the Calibration Wizard is done, immediately Validated the Calibration
4. Check the Edit On and Off Delay settings. They can be found in the Advanced Settings.
5. From the list below, make sure that you have the correct settings.

If your deck does not appear in the list below, it is because we have not tested them. Generally, it has been observed that only the Edit Off Delay needs to be adjusted. The first thing to try is to match it to the Edit On Delay number.

If this does not rectify the situation, then you may have to adjust the menu on the deck itself. We, in Tech Support, have the menu settings for the PVW-2800, DVW-A500 and the UVW-1800, that we can send to you.



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### VTR settings for analogue Device Control

Edit Delay		Device	Video Standard
On	Off		
0	0	Panasonic AG-7650	NTSC
0	0	Panasonic AG-7650	PAL
8	8	Panasonic AG-7750	NTSC
8	7	Panasonic AG-7750	PAL
0	0	Sony UVW-1600	NTSC
0	0	Sony UVW-1600	PAL
3	3	Sony UVW-1800	NTSC
3	3	Sony UVW-1800	PAL
0	0	Sony PVW-2600	NTSC
0	0	Sony PVW-2650	NTSC
3	3	Sony PVW-2800	NTSC
3	3	Sony PVW-2800	PAL
0	0	Thomson Pro TTV-3625	PAL
2	2	Sierra Design Labs QuickFrame	NTSC
3	3	Sierra Design Labs QuickFrame	PAL
3	3	Sony BVW-70	NTSC
3	3	Sony BVW-40	NTSC
3	3	Sony BVW-75	NTSC
5	5	Sony BVW-75	PAL
10	10	Panasonic AG-DS850	NTSC
3	3	Sony LVR-3000N	NTSC
6	6	Ampex DCT700D	NTSC
6	6	Ampex DCT700D	PAL
5	5	Sony DVW-500	NTSC
5	5	Sony DVR-2100	NTSC
5	5	Sony DVR-2100	PAL
5	5	Sony DVR-20	NTSC
5	5	Sony DVR-18	NTSC
5	5	Sony DVR-28	NTSC
5	5	Panasonic AJ-D750	NTSC
5	5	Sony DVW-500P	PAL
5	5	Sony DVW-A500	NTSC
6	6	Generic Recorder	PAL+NTSC
0	0	Generic Player	PAL+NTSC

Other Errors that might be observed:

1. Q) While crash or batch capturing in Premiere you get an error message stating, "Cannot find in point".

1. A) This normally happens when you are using a DV, D-9, Digital-S type decks. Go into the DS configuration panel, VTR tab, Enable Recorder, Setup Recorder, Advanced Settings and check off Enable Device Cue.

2. Q) Cannot communicate with VTR or it cannot be controlled.

2.A) Few things that need to be checked.

-Cable and connection. Make sure you are using the correct cable and connection between the deck and the computer.

Remember RS-422A is not the same as RS-422.

-COM Port. Make sure the correct COM Port is selected within the DS configuration panel. As well, make the COM Port is set to the default settings in the Device Manager (or as instructed by the manufacturer of the RS-422 to RS-232 cable)

-Deck should be in remote mode.