

## Digital Cinema - Troubleshooting

- Q The DCP does not seem to be ingesting from the hard drive  
A Swap the cables  
Inspect the power cords and LEDs on the power supply and hard drive  
Confirm that the power is on.  
Make sure there is enough space on the server to ingest the package. If this still does not work, make a note of the error message.
- Q The DCP loads part way and stops  
A Try rebooting the server and re-ingesting the DCP  
Contact the server installation company  
Contact DDCE Helpline on +44 (0) 800 345 7756 or email [DDCEHelp@bydeluxe.com](mailto:DDCEHelp@bydeluxe.com) for help
- Q The DCP is loaded but will not play  
A Check the KDM has been ingested  
Check the KDM validity dates on the DCP record report  
Contact DDCE Helpline on +44 (0) 800 345 7756 or email [DDCEHelp@bydeluxe.com](mailto:DDCEHelp@bydeluxe.com) for help
- Q The DCP plays but there is no audio, or the audio is out of sync  
A Try rebooting the server
- Q The DCP plays but there are no subtitles  
A Check the server has subtitles enabled  
Check the projector has subtitles enabled  
If you have to enable the subtitles because they were not already enabled, you'll need to reboot the server too  
Reboot the projector
- Q I am having trouble ingesting the KDM  
A If the KDM was emailed, copy it onto a USB stick, unzip it and ingest from USB stick  
If KDM was supplied on USB stick, try ingesting again  
Contact DDCE Helpline on +44 (0) 800 345 7756 or email [keymanager@bydeluxe.com](mailto:keymanager@bydeluxe.com) for help
- Q The KDM is ingested but the DCP does not play  
A Check the KDM validity dates on the DCP record report

Has the server been swapped recently? If so it will need a new KDM targeted at the new server

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Q My server has been replaced and my KDM no longer works

A A new server means you require new KDMs. Contact your studio representative with the new server make and serial number so they can order new KDMs to be generated and sent to you

Q Where can I find details of the film, eg: aspect ratio, end credit times or file size?

A These details are on the DCP record report enclosed in the box with the hard drive

Server serial number examples:

Doremi 202951

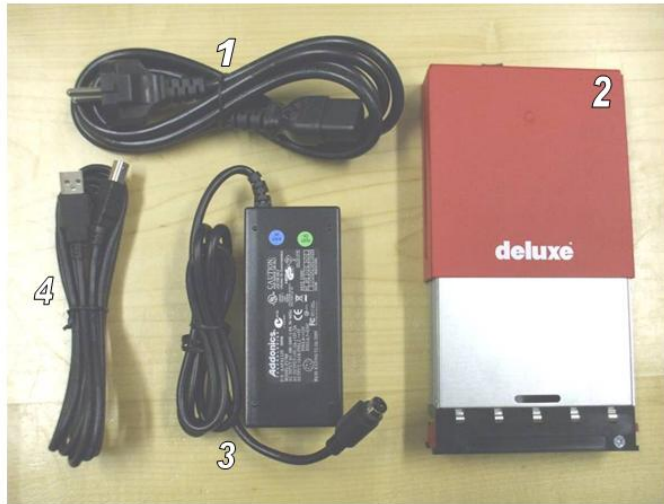
Dolby 568

GDC A03019

Kodak 00192

QuVis 102546 or 10277

## Package Contents



1. Power Cable
2. Hard Drive
3. Power Supply
4. Serial ATA-USB 2.0 Adapter

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## Connecting Up



1. Connect Serial ATA-USB 2.0 Cable to Hard Drive



2. Connect Power Adapter to Hard Drive



3. Connect Power Supply to Mains



4. Switch Hard Drive ON



5. Connect USB Cable to Replay System

6. ....Follow Replay System Instructions for Loading Content

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## Loading Keys/Licenses (Encrypted Content Only)



1. Your Content may be encrypted, and you may have been supplied separately with a License on a USB Flash Disk, .
2. Connect the Flash Disk to your Replay System
3. ....Follow Replay System Instructions for Loading a License

Note:

Licenses are also often known as Keys or as a 'KDM' (Key Delivery Message)

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## Returning Equipment



1. Please collect the drive, cables (and USB stick if you were supplied one for encrypted content)
2. Pack them all into the black Deluxe delivery box
3. Secure the Deluxe delivery box with the red cable tie ready to return

**deluxe** digital LONDON

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