



It is imperative that assistive listening equipment is in good repair at all times. Any failures must be responded to with the same urgency as if an entire house/projector was down. This job aid outlines basic troubleshooting guides. To escalate system issues, **contact** the TOC:

- Via Backstage: <http://toc.homeoffice.amc.corp/dssp/> or
- 1-800-280-1447, option 1

CaptiView

For any problems with CaptiView closed captioning, **attempt** the following before filing a Theatre Operations Center ticket:

- **Ensure** all devices are powered on and connections completed.
- **Power-cycle** the CaptiView by pulling it from its USB receptacle (which will be on the back of a Doremi server in a Christie auditorium and typically in the pedestal in a Sony house) and then **replace** it.
 - **Exception:** In an auditorium with a Sony 220, the AccessLink and CaptiView will typically be fully-enclosed in the projector pedestal and won't be accessible. These can be power-cycled by rebooting the projector.
- **Ensure** content is CC-enabled. If so, **test** with any other available CC-enabled content.

Fidelio Audio

Before filing a Theatre Operations Center ticket, **check** below for common issues and solutions.

Fidelio Tablet

- **Stalled or won't power on**
 1. **Restart** the tablet by using the pinhole reset button on the back of the unit.
 2. After pressing it, allow 2-3 minutes for the tablet to fully boot before starting the Fidelio application.
 3. If issue is not resolved, **note** the serial number of the affected tablet and **escalate** to the TOC.
- **Won't identify or connect to receivers**
 1. **Power-cycle** the tablet and allow 2-3 minutes for it to fully reboot.
 2. Before starting the Fidelio application, **remove** the USB cable connecting the tablet to the charging base from both ends.
 3. Carefully and firmly **re-seat** them.
 4. **Start** the Fidelio application.
 5. If issue is not resolved, **note** the serial number of the affected tablet and the software version of the Fidelio application and **escalate** to the TOC.
- **Isn't showing any auditoriums as selectable (numbers are grayed out)**
 1. **Power off** the tablet.
 2. **Remove** the Micro SD card from its slot on the right edge of the tablet and **reseat**.
 3. **Power on** the tablet and allow 2-3 minutes for it to fully boot before starting the Fidelio application.
 4. If issue is not resolved, **note** the serial number of the affected tablet and **escalate** to the TOC.
- **Problems not remedied by above actions or presenting some other non-listed issue**

The tablet may require new software be installed. **Escalate** directly to the TOC.



Fidelio Receiver

- **Charging base has power, but tablet will not charge**
 - Current fix for this issue is a Return Merchandize Authorization (RMA) through Doremi. **Note** the serial number of the tablet and charging station and **escalate** to the TOC.
- **Won't power off and/or won't program**

The receiver will need to be manually power-cycled.

 1. **Open** the device to expose the circuit board and battery.
 2. **Unplug** the batter power leads.
 3. **Re-plug** the battery power leads.

Fidelio Transmitter

- **Fidelio (or Accesslink) transmitter's USB power is plugged in, but unit is off**
 1. **Ensure** USB/AC power is connected. If so, problem is most likely a faulty USB/AC power cube.
 2. If the theatre has an extra USB/AC power adapter on-site, **test it** to see if power resumes.
 3. **Note** serial number of Fidelio or AccessLink and **escalate** to the TOC.

No Assisted Audio Is Playing Through Receivers

- **Feature is not assisted audio-enabled**
 - Ensure that scheduled feature is assisted-audio enabledⁱ. A feature with assisted listening will typically have **HI** (Hearing Impaired) in the DCP label and a feature with Descriptive Video Service will have **VI** (Visually Impaired) or **AD** (Audio Descriptive).
- **Bad content**
 - Rarely, a feature may be listed as HI, VI or AD-enabled, but be improperly encoded. This is a problem with the feature as it was distributed and has nothing to do with the equipment or ingest process (i.e., this is not the theatre's fault).
 - If possible, **play** another CC-enabled feature to test for successful output.
- **Incorrect receiver channel programming**
 - A Fidelio receiver is capable of broadcasting four channels of assisted audio content, but only two simultaneously. Some features may have the extra content on broadcast Channel 1, others may have it on broadcast Channel 2.
 - If the receiver is set for the wrong channel, it will not receive any signalⁱⁱ.
 - For further assistance, **escalate** to the TOC.
- **Incorrect audio routing**
 - Sony and Dolby cinema servers require specific multi-channel audio routing for assistive audio content to function correctly.
 - Certain technical processes (media block replacement or some software updating) may cause the proper routing settings to revert to default.
 - **Escalate** to the TOC.

ⁱ [SS-1-05b, Job Aid - Fidelio Audio Receiver - Hearing and Visually Impaired](#)

ⁱⁱ [SS-1-05b, Job Aid - Fidelio Audio Receiver - Hearing and Visually Impaired](#)