



This digital content user guide details how theatres receive various pieces of digital cinema content and how to properly ingest this content - including using the Kencast and the Customer Removable Unit (CRU).

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### DIGITAL CONTENT DELIVERY OPTIONS

Digital content is generally received via Digital Cinema Distribution Coalition (DCDC), hard drive (HDD), thumb drive, or the National CineMedia (NCM) ACE Server.

#### DCDC KenCast Satellite - Delivery

- Confirm the automatic receipt of trailer and feature content on a weekly basis to the KenCast server via satellite or T1 connection.
- Maintain the Library Server content via Screenwriter (Content > LMS) on a weekly basis by clearing unused content for space.
- Contact the Technical Operations Center (TOC) if DCDC content is unavailable on the KenCast server, to determine the cause.
- Contact Deluxe by phone (877-272-3870), if necessary, or email [Trailers](#) for further assistance with content retrieval.

#### DCDC KenCast Satellite - Ingestion

- Confirm you have ingested content from KenCast to LMS via Screenwriter.
- Verify the LS has automatically pushed the content to the scheduled auditorium.
- Contact the TOC if DCDC content is unavailable on the library server, to determine the cause.
- Contact the appropriate distributor as listed on the next page, if necessary, or email [Trailers](#) for assistance.

#### Hard Drive (HDD) Content - Delivery

1. Confirm delivery of the hard drive case.
2. Verify the outside shipping labels for the correct content title and “ship to” information.
3. Verify enclosed or attached content information sheet matches feature title.
4. Locate return address label for future use. Contact Film Booker if unable to locate.

#### Hard Drive (HDD) Content - Ingestion

1. Determine which server to ingest content to:
  - Library Server via Customer Removable Unit (CRU) or USB: This can be done at any time as the server is a separate free-standing unit. From here, digital content can then be transferred to multiple projector servers at the same time over the network, which is faster than the transfer rates available over the USB interface.
  - Projector Server via USB: If the site is not equipped with a central LS, the LS is unavailable, the content is not compatible with the LS, transfer digital content directly to the local projector server(s).
2. Unpack the hard drive.
3. Ingest the INGESTING FROM THE CRU TO THE LS, if the drive is compatible. If not, proceed to step 4.
4. Attach the enclosed power cable to the drive or use one on hand.
5. Attach the enclosed USB cable to the drive or use one on hand.
6. Plug in the power cable and turn on the drive.
7. Attach the USB cable to the server’s USB port.



8. Start the transfer (some systems will detect the hard drive and automatically start an application prompting ingest). Transfer times are generally real-time over the USB interface if no content is currently playing.
9. Consult individual user guides, if necessary, when LS is unavailable, and content must be ingested on individual projectors.

| Sony                 | Doremi                | Dolby Cinema @ AMC*    |
|----------------------|-----------------------|------------------------|
| SS-3-25 <sup>i</sup> | SS-3-30 <sup>ii</sup> | SS-5-05 <sup>iii</sup> |

10. Contact the appropriate distributor immediately and copy your film buyer for delivery issues or corrupt content. Common distributors include:

| Distributor                    | Contact Information                                                                                                                                                       |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Deluxe                         | 877-272-3870 or<br><a href="mailto:ddchelp@bydeluxe.com">ddchelp@bydeluxe.com</a><br><a href="https://login.bydeluxe.com/">https://login.bydeluxe.com/</a>                |
| DirecTV                        | 1-800-496-4915                                                                                                                                                            |
| Digital Cinema United (DCU)    | 424-298-8297<br><a href="mailto:kdm@digitalcinemaunited.com">kdm@digitalcinemaunited.com</a>                                                                              |
| Fathom Events                  | Event In-Progress: 844-328-4660<br>Event Not in Progress: 855-473-4612                                                                                                    |
| Meta Media                     | Hard Drives: <a href="mailto:hddsupport@metamedia.tech">hddsupport@metamedia.tech</a><br>KDMs: <a href="mailto:kdm-support@metamedia.tech">kdm-support@metamedia.tech</a> |
| Motion Picture Solutions (MPS) | <a href="mailto:kdm@motionpicturesolutions.com">kdm@motionpicturesolutions.com</a>                                                                                        |
| Qubewire                       | <a href="mailto:support@qubewire.com">support@qubewire.com</a>                                                                                                            |
| IMAX Content                   | <a href="mailto:DCPKDM@imax.com">DCPKDM@imax.com</a>                                                                                                                      |

11. Thumb Drive (Trailer Content) – Delivery & Ingest
  - a. Confirm receipt of a thumb drive.
  - b. Ingest individual trailers manually from the thumb drive into the projector servers that need them, or
  - c. Ingest the entire thumb drive will need to be copied into the LMS via Screenwriter.

## **NCM ACE Server (Preshow Content – Full Integration) – Delivery & Ingestion**

1. Confirm automatic NCM preshow content delivery to the LS via the Hughes satellite (similar to DCDC satellite distribution).
2. Verify automatic content download to the NCM ACE server.



## DELUXEONE PORTAL

The DeluxeOne Portal is a tool theatres can use to find information and download KDMs on any titles being delivered by Deluxe.

### Navigation

Match the numbers in the screenshot below to the tasks you can complete.

1. See when content delivery was expected
2. See anticipated booking timeline
3. Verify delivery and/or track content
4. Find DCP Titles
5. Check Credit Offset Information
6. Download KDMs

The screenshot shows the DeluxeOne Portal interface. At the top, there's a navigation bar with tabs: TITLES, DISTRIBUTION, SITES, SUPPORT, and INGEST LETTERS. Below this, there's a section for delivery details. Callout 1 points to 'Delivery Method: Physical' and 'Studio Order ID: 356488'. Callout 2 points to 'Play Date Begin: 1/27/2023 0:00 PST' and 'Play Date End: 3/9/2023 23:59 PST'. Callout 3 points to 'Carrier: UPS Ground' and 'Tracking Number: 1Z7862A00311918098'. Callout 4 points to 'CTT: TOP-GUN-MAVERICK\_FTR-3\_S\_EN-EN-CCAP\_US\_51-HI-VI-Dbox\_4K\_PC\_20220513\_Dlx\_SMPTE\_OV'. Callout 5 points to 'Feature Run Time: 02:10:34' and 'Credit Start Time: 02:02:05'. Callout 6 points to the 'Get Keys' button.

### Login

To login to the DeluxeOne portal, navigate to this website: <https://one.bydeluxe.com/login/>

The theatre's account is linked to the theatre email address: [unit #]@amctheatres.com

### Password Reset

If you forgot or do not know the theatre's password, simply click "Forgot Your Password?" and follow the steps to retrieve it.

If there is no "Forgot Your Password" option:

1. Click "Need help signing in?"
2. "Forgot password?" will appear. Click that.
3. Enter the theatre's email address and click Reset via Email.

Sign In

email

password

APF Login

Sign In Forgot Your Password?

Sign In

email

password

APF Login

Sign In Forgot Your Password?

Reset Password

Email

0683@amctheatres.com

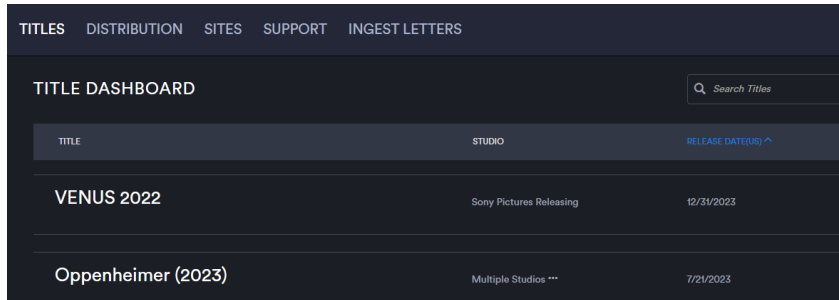
Reset via Email

Back to sign in



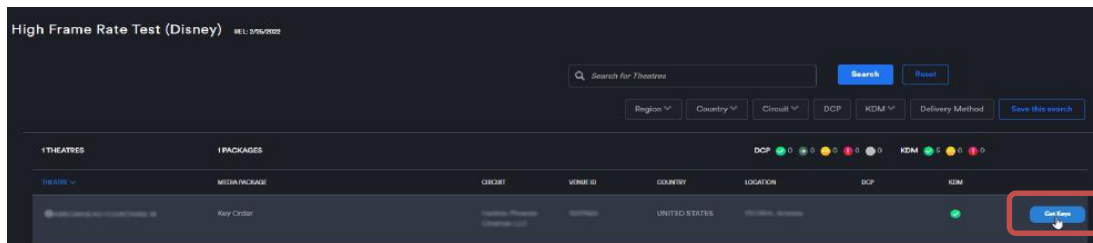
## Download KDMs

1. Once logged in, **navigate** to the *Titles* dashboard and scroll to, or search for the feature in question.



| TITLE DASHBOARD    |                         |                    |
|--------------------|-------------------------|--------------------|
| TITLE              | STUDIO                  | RELEASE DATE(US) ^ |
| VENUS 2022         | Sony Pictures Releasing | 12/31/2023         |
| Oppenheimer (2023) | Multiple Studios ***    | 7/21/2023          |

2. **Click** on the title for which you need a KDM.
3. Once the title page loads, **click** the Get Keys button on the right-hand side of the page.



4. Select the **Download** option.
5. Click the **START DOWNLOAD** button to save your KDM's to your standard "Downloads" folder.

## Remember

- Not all features are distributed by Deluxe; check the [Weekly Ingest Details](#) to verify distributor.
- When ingesting KDMs into Screenwriter, ingest features **before** KDMs to avoid any ingest issues.
- If you are still missing KDMs or content after using the DeluxeOne portal, open a ticket via [DSSP](#).
- If you need a KDM for a show starting within 2 hours, call Deluxe directly at (877) 272-3870.
- Deluxe may ask for your theatre's account number (TCN#). Please reference [this list](#).



## DIGITAL CONTENT TYPES

### Digital Content Package

A Digital Content Package (DCP) is a collection of digital files (compressed image files, uncompressed audio files, and subtitle files) used to store and present digital audio, image, and data streams. DCP content, when viewed in Windows, usually has six files contained in a folder with the DCP name. The different types of DCP content are:

- **National CineMedia (NCM) or Screenvision (SV) Preshow** – The DCP content for the advertising that plays before the trailers.
  - The names for NCM preshow DCP usually start with a six-digit number; the names for SV preshow start with SV [rating Early/Late].
  - The preshow advertising is supplied by via satellite and AMC is under contract to display these ads before each feature.
- **AMC Preshow** – This DCP content includes feature trailers and interstitials.
  - Trailer DCPs are generated and supplied by the production company of the feature.
  - Interstitials (a.k.a. institutional or snipes) are messages created by AMC and include trailers as well as emergency exit, coming soon, cell phone policy, and AMC/Coke feature presentation messaging.
- **Feature** – Types of features DCP's can vary depending on the way they are created.
  - **Interop** – The legacy DCP standard being phased out and replaced by SMPTE.
  - **SMPTE** – The new standard for DCP which features improvements in security, captioning, frame rates and audio format support.
  - **IMAX** – Large format DCP with extended audio capabilities. Content is supplied from IMAX directly.
  - **High Frame Rate (HFR)** – This format doubles the number of displayed frames per second from 24 to 48 fps. HFR content is only playable on projectors with proper licenses that have been configured to play HFR content.

### External Content

External content is non-DCP content requiring an alternate source to be physically connected to the projector. Connection methods vary between theatres but can be accomplished by connecting the alternate source to the projector (usually via HDMI or DVI cable) for video and a separate connection from the alternate source into the sound processor (usually via an RCA, Digital Coax, or Toslink cable). Some Christie and Barco projectors allow for a single HDMI cable to carry both audio and video. This method may require additional setup on the playback device as well as the Christie projector.

Types of external content include:

- **Laptop or Blu-ray player** – Used for presentations during theatre rentals or special events.
- **Digital Video Recorder (DVR)** – Used for prerecorded Fathom Alternative Content Events (ACE) at some theatres. The content is played back directly from a DVR after it was previously captured.
- **Live Satellite Transmission** – Used for live stream Fathom Alternative Content Events (ACE), such as opera or sports events. These types of events are streamed through the same receiver used for pre-recorded events (DVR).
- **DCDC Streaming** – Used to stream live or pre-recorded events, such as sports events or Q&As, via satellite using the Kencast.

## POWERING ON THE KENCAST



1. Pull the **“Removable Drive”** (top left standalone drive, shown above) out of the bay.
2. Power down the KenCast by holding down the **x** located in the lower corner of the directional pad.
  - Make sure all the lights of the server completely turn off; “Power off” on LCD does not indicate the server is fully off.
3. Wait 30 seconds, then press the **✓** button in the center of the directional pad until lights come on.
4. Wait 5 minutes and then follow the below based on what the LCD screen is reading out.
  - If the display begins cycling through readouts like “Disk Online,” “eth0 Address,” etc., that indicates that the server should be up and running and you can return the removable drive.
  - If the display reads **“Kencast CinemaPro,”** the server is not booting properly. Please make sure the removable drive was removed before power cycle.
  - If you see the word **“Reset”** or the server seems to be turning on and off repeatedly, check the buttons to ensure none are stuck underneath the faceplate.

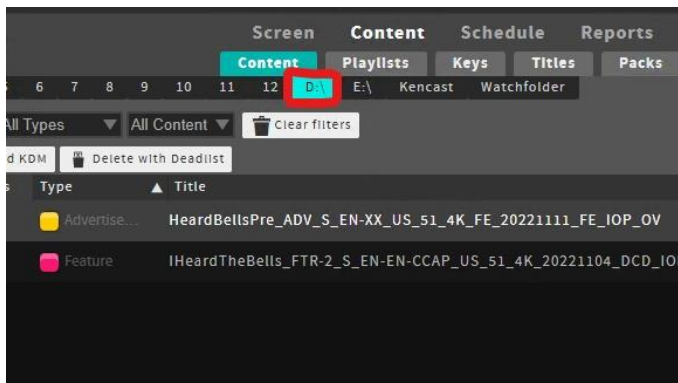




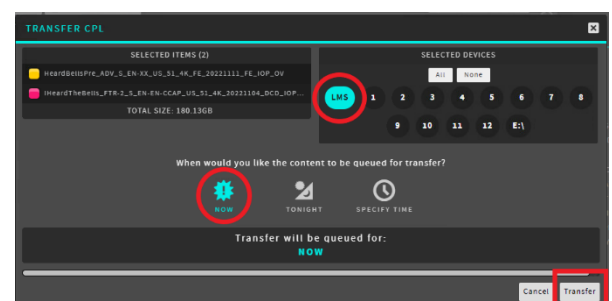
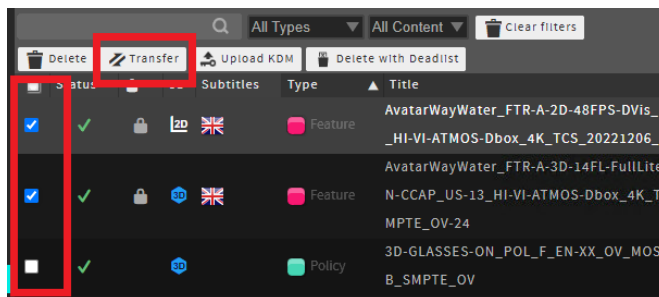
## INGESTING FROM THE CRU TO THE LS

### Inserting the Drive on the Library Server

1. Confirm manager is at the Library Server and not the Kencast server, which also has a CRU bay.
2. For theatres with servers that are not equipped with CRU bays, connect the hard drive to the USB port on the front of the server using the provided cable and skip to Step 4.
3. Remove the hard drive interface jacket.
4. Swing Open the lock arm on the front of the drive and insert the drive into one of the CRU bays.
5. Push the drive into the CRU bay as far as possible, and push the arm closed until it locks into place.
  - Note the blue LED status light will blink momentarily and then remain constant. The drive is now ready for use.
6. Log in into Screenwriter select **Content** on the top, the hard drive should automatically assign it a letter (D:\ for the example below)



7. **Ingest the Drive to the Library Server (LS)** - Once the letter has been selected, select the content you would like to transfer by checking the box on the left hand side, then select Transfer on the top, it will take you to the next window, you will select LMS, followed by now then Transfer on the bottom right hand corner. Content should now be in the Queued or Active section of the Transfer Status tab, depending on the amount of content currently transferring.





### Removing the CRU or USB Drive from the Library Server

- CRU
  1. Press and hold the grey button located on the CRU bay next to the blue status LED until the blue LED flashes. Wait until it is no longer lit.
  2. Press the locking arm on the front of the drive.
  3. Remove the drive from the CRU bay.
- USB
  1. Navigate to the computer window by double clicking the icon on the desktop.
  2. Right click on the USB drive and click Eject.
  3. Unplug the USB from the server.



<sup>i</sup> [SS-3-25 -- Sony - SMS Digital Content Management](#)

<sup>ii</sup> [SS-3-30 -- Doremi CineLister Procedures](#)

<sup>iii</sup> [SS-5-05 -- Dolby Cinema User Guide](#)