



PURPOSE

This document contains projection network troubleshooting steps outlined by symptom.

UNABLE TO TRANSFER CONTENT TO PROJECTOR OR UNABLE TO SCHEDULE CONTENT IN SCREENWRITER

1. **Sony** – Perform a full shutdown of the projector and leave powered down for a full 10 minutes.
 - Check for a network switch in the audio rack and verify it has power.
 - If so, power cycle and then retest the projector for connectivity.
2. **Christie/Barco/NEC** – Shutdown the Media Block and leave powered down for a full 10 minutes.
3. Power projector/Media Block back on.
4. Check transfer status.

DOREMI “PROJECTOR COMMUNICATION FAILURE” ERROR

1. Locate the switch that connects the projector to the Doremi server. This will either be in a 4-port Netgear switch in the pedestal or in the sound rack.
2. Verify the switch has power.
 - If no, check connections and verify power.
 - If yes, powercycle the switch.
3. Check the playback tab on the Doremi server to see if the error still appears.
 - If yes, powercycle the server. Also, powercycle the projector by disconnecting the power cord from the front left side of the projector. If the issue still occurs, open a DSSP ticket.
 - If no, great!

MULTIPLE AUDITORIUMS OFFLINE/INACCESSIBLE TO SCREENWRITER

1. Locate the DCI switches in the booth.
 - They are typically Cisco switches labeled [Site Number]-AMC-DCI-01
 - Located near the Digital Cinema rack on the wall
2. Verify the switch(es) have power.
3. Open a [DSSP ticket](#) requesting that the TOC notify Network Services of any switch without power **before** power cycling it.

