



This document provides an overview of IMAX Xenon systems, daily power down procedures, volume control, and general troubleshooting instructions for issues which may arise during, or resulting from, the operation of IMAX projectors, servers, and sound equipment.

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TROUBLESHOOTING PHILOSOPHY

As technology develops and processes and systems change, there may be instances when the IMAX projector and/or equipment may not function properly. In these instances, steps must be taken to resolve the projector and/or equipment issues and restore IMAX operations.

Some common issues and/or errors which frequently may be resolved by the manager on duty (MOD) include:

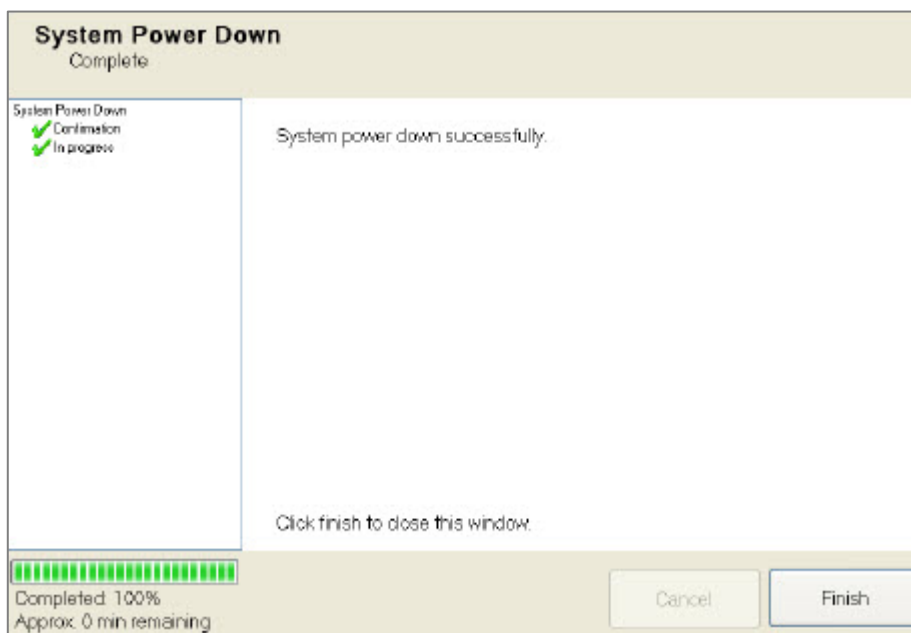
- Show(s) not scheduled in scheduler
- Feature ingestion failure
- Calibration errors



SYSTEM POWER DOWN

Follow these steps for the daily power down of the IMAX system.

1. **Log in** to SMS.
2. **Press** 'Power.'
3. **Press** 'Power Down' to begin the power down process. Do not use the buttons to power down each component individually.
4. A screen will appear to confirm the power down. **Press** 'Next.'
 - Powering down the system takes approximately 10 minutes as each component is sequentially powered down and the lamp cools. The facility exhaust fans must remain on during this time.
 - Under some conditions, the system will forego the lamp cool-down period.
5. Upon completion, a **"System power down successfully"** message will be displayed.



6. **Click** 'Finish' and **select** 'Logout' to log out of SMS.
7. **Reboot** the SMS console after the power down.



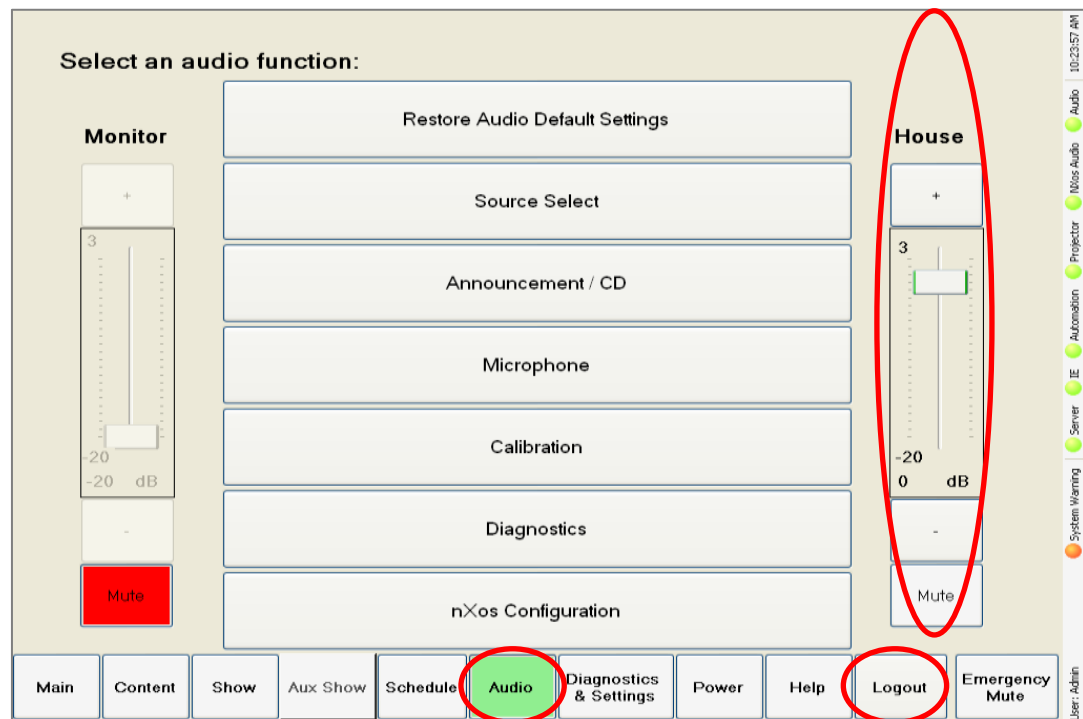
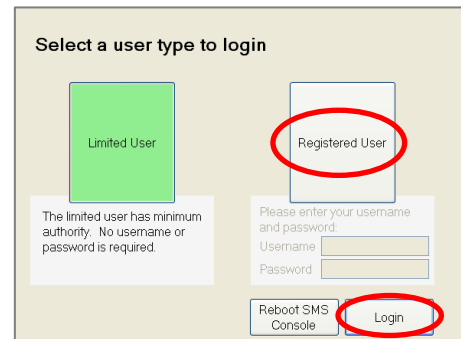
VOLUME ADJUSTMENT

IMAX recommends that volume for the IMAX presentation be played at the preset level to maximize presentation quality and deliver the movie the way the filmmaker intended it to be seen and heard. However, when noise concerns arise, follow the specific instructions below to raise or lower the volume.

Note: The volume will revert to “0” at the end of each business day. As always, **monitor** the volume during each showing.

Accessing the Volume Settings

1. On the bottom navigation bar, **press** Login.
2. **Press** ‘Registered User’ to log in with the Show Manager or Super User login password.
3. Once logged in, at the bottom of the screen, **press** ‘Audio’ to access the audio screen.



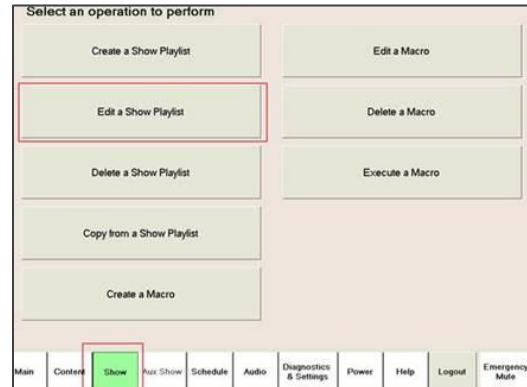
4. Under the House adjustment bar on the right of the screen, **reduce** the house volume by 1db (decibel) increments by tapping on the minus (-) button or increase the volume increments of 1db by tapping on the plus (+) button. Changes must not exceed 3db in either direction.
5. In the bottom navigation bar, **press** ‘Logout.’ When logged out, the button changes to login.

For any questions or concerns, **open** a [DSSP](#) ticket.

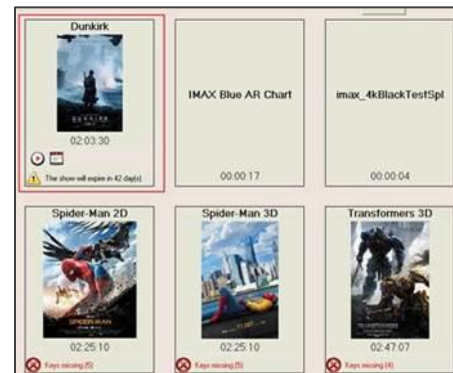


Steps to Adjust Volume Macro

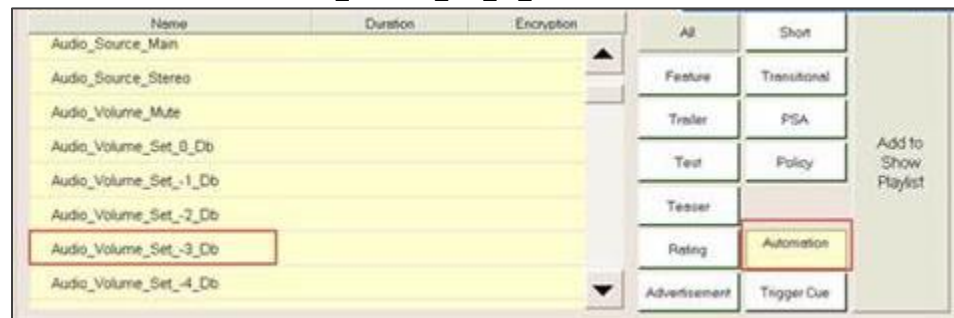
1. **Navigate to the Show tab and select 'Edit a Show Playlist.'**



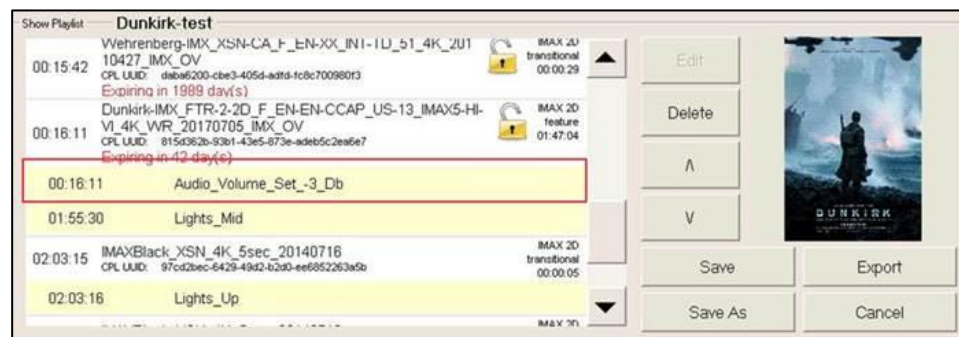
2. **Select the correct SPL to insert macro (DUNKIRK in this example).**



3. **Click the 'Automation' button and look for the "Audio_Volume_Set_-3_Db" macro.**



4. **Add the "Audio_Volume_Set_-3_Db" macro into the SPL and ensure it's executed before the feature is started.**



5. **Save the new SPL.**

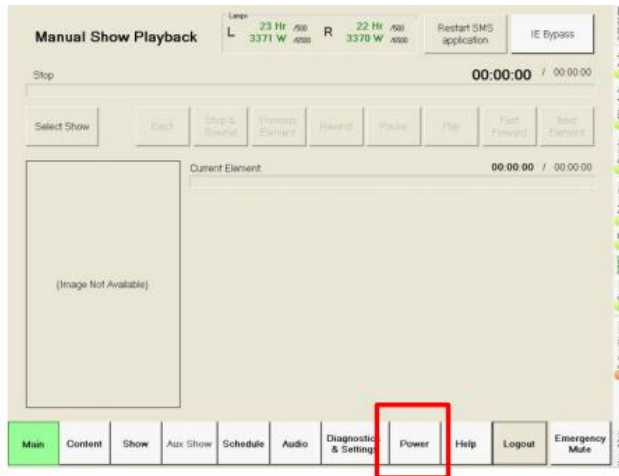


IE VIDEO TEST SERVER ERROR

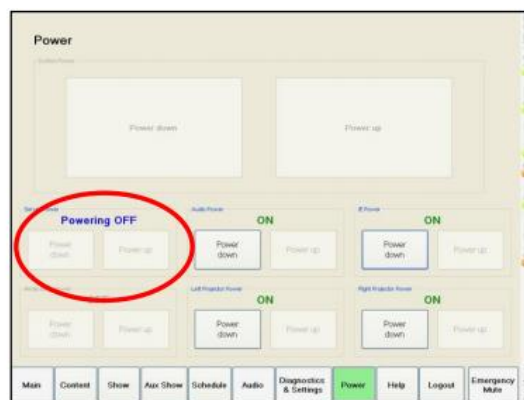
Use these steps when presented with the error **IE Video Test: Server: Failed to play test show: Missing or Invalid Test Show: FAILED**. When this error occurs, it is often during daily calibration or after playing a show in **IE Bypass**.

eCalibrationFailureNotify	Critical	2d 0h 9m 56s	1/1	2016-12-06 19:52:20	21857 Image Enhancer	ieCalibrationFailure=IE Video test: Server: Failed to play test show: Missing or Invalid Test Show: FAILED.
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1. **Log in** to SMS with the **Projectionist** account (not limited user).
2. At the bottom of the screen, **click 'Power.'**



3. **Power off** the server; **wait** for it to completely shut down.
4. **Wait 30 seconds**, then **power** the server back on.

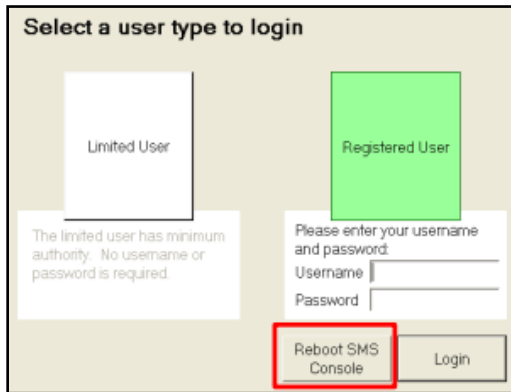


5. If the issue persists, **open a [DSSP](#) ticket**.

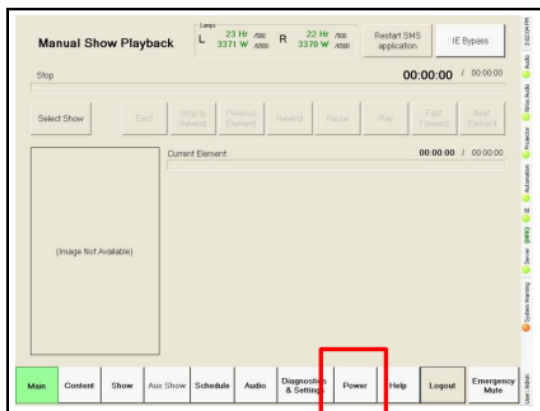


IMAX SERVER WILL NOT POWER UP

1. **Log in** to SMS with the Projectionist account (not limited user).
2. **Ensure** that a hard drive is not connected to the USB port at the back of the right projector.
3. If a hard drive is connected, **disconnect** it, **log out** of the SMS, and **reboot** the SMS Console.



4. Once no hard drive is connected, **click on** the 'Power' button at the bottom of the screen to power it down.



5. Wait 30 seconds, then **power** the server back on.



6. If the issue persists, **open** a [DSSP](#) ticket.