

Chapter 5 Troubleshooting

The KCU displays the following levels of user information, described in this chapter:

- **Keyboard power-up messages**
The KCU has a power-up sequence that provides operational information.
- **Prompts**
Prompts are displayed as a reminder when a specific keyboard entry sequence is required.
- **Self-test messages**
The KCU offers a self-test.
- **System error messages**
These error messages are displayed only with KCU330 series software (SSU).
- **Warnings**
Warnings are displayed when a command sequence is entered incorrectly, or a precondition is required for a command to operate.

Keyboard Power-Up Messages

The KCU has a power-up sequence that provides operational information. The following information is displayed during power up.

Lamp test, holding memory

The KCU scrolls a lamp test of the motion control switch lamps and holds previously entered and stored data in RAM.

Lynx Keyboard Control Unit, Version Kxx.xx

The KCU displays the software version installed.

Supervisor Disabled, 9 memories

The KCU tells you if the System Supervisor Unit is on, or offline and displays the memory size selected, either 0-9 or 00-99.

Hold the “GRP” key and add groups in order of priority

This is the end of the power-up sequence and prompts the user for a group designation.

Prompts

Prompts are displayed as a reminder when a specific keyboard entry sequence is required.

Hold “GRP” key and add groups in order of priority

Cause: The KCU requires that machines are selected to the group for synchronization. If no machines are selected to the group then this prompt is displayed. The [GRP] key and available machine select keys (A-F, GEN*) will flash.

*GEN appears for K-330 operation only.

Solution: Hold the [GRP] key and press machine select keys (A-F) to make a group.

Press ENTER to confirm

Cause: A data clear function has been selected (e.g., [CLEAR] + [Poll key]). The KCU prompts for a confirmation before performing the command. When this prompt is displayed, the command will involve resetting the system.

Solution: Press [ENTR] if you wish to proceed or any other key to exit.

Recall Memory

Cause: [MEM] has been pressed and the KCU is prompting for a memory selection.

Solution: Select a memory number.

Recall reg or mem

Cause: [RCL] has been pressed and the KCU is prompting for a register or memory selection.

Solution: Select a valid register or press [MEM] followed by the memory number.

Select valid register

Cause: Trim mode has been selected and an invalid register or no register is present in the calculator data entry buffer.

Solution: Use [RCL] to select the register you want to trim or [CLR] to cancel.

Set an “in” point

Cause: Edit mode has been entered and no edit In Point has been set.

Solution: Capture or enter a time code value and store it to the In Point register.

Solo a group first

Cause: You have attempted to recall or store a sync point or offset while in group mode.

Solution: Sync point and offsets may only be stored in solo or group status mode. Select solo or status mode and repeat the operation.

Solo the “ref” group

Cause: A reference sync point can not be captured while in group mode or if a slave machine is selected in solo mode.

Solution: Solo or Group status the reference machine.

Store reg or mem

Cause: The [CAPT] or [STO] key has been pressed. The KCU is prompting for a valid register or memory number.

Solution: Select a valid register or press [MEM] followed by the memory number (location).

Self Test Messages

The KCU offers a self-test. To invoke the self-test, press [GRP] then [SYS]. Press [ENTER] to confirm the key selection.

The following messages and information is displayed during the self test process.

Running self test

Cause: The KCU self-test procedure has been initiated.

Checking RAM: 8K

Cause: The KCU RAM is being checked.

Checking ROM: 64K

Cause: The KCU PROM is being checked.

Checksum: xxxx

Cause: The KCU PROM is read and the checksum is displayed. Press [CLR] to continue the self test.

No keys pressed

Cause: The keyboard key test is entered. Press keys to confirm that they are being correctly scanned. The associated LED is also tested. Press [SETUP] + [CLR] to exit the key test.

System Error Messages

These error messages are displayed only with KCU330 series software (SSU).

Tran: X tape out

Cause: The specified transport is not responding to transport commands.

Solution: Make sure the transport is correctly connected to the Lynx-2 module, and that the correct tape machine is selected in the menu. Make sure the tape is correctly laced on the transport.

Tran:X Play speed 30 ips

Cause: The specified transport speed has changed to 30ips.

Tran:X Play speed 15 ips

Cause: The specified transport speed has changed to 15ips.

Tran:X Play speed 7.5 ips

Cause: The specified transport speed has changed to 7.5ips.

System error XXXX

Cause: An internal communications inconsistency has occurred. The error type xxxx is a hex number that will assist the factory in locating the problem. System error codes are specific to different parts of the KCU system.

Solution: Note the system error number and contact the factory for further information.

Tran:X capstan error

Cause: The capstan of the specified transport is not responding to synchronization control.

Solution: Make sure that the specified transport is set for external control.

Tran:X transport in local

Cause: The specified serially controlled transport is switched to local.

Solution: Check that the remote switch is set to remote at the machine.

Warnings

Warnings are displayed when a command sequence is entered incorrectly, or a precondition is required for a command to operate.

All groups not locked, Edit aborted

Cause: All machines within a group have not locked before the In Point in an Edit sequence. The KCU will retry the Edit unless Edit Q/C has been set to Stop in the Edit Options menu.

Solution: Establish which transport is not locking and rectify the problem. Lengthen the preroll, or if it is the master machine try operating in Group, Master/Slave mode.

All groups not locked, Q/C off

Cause: All machines within a group have not locked before the In Point in an Edit sequence. The KCU will continue to roll the edit unless Edit Q/C has been disabled in the Edit Options menu

Solution: Establish which machine is not locking and rectify the problem.

Cue point after normal preroll, ignored

Cause: An Edit command has been issued and the Cue Point is after the In Point minus the preroll.

Solution: Clear or set a new Cue Point.

Edit ended early

Cause: An edit sequence ended before the machines had reached the Out Point. This normally is the result of pressing [PLAY] or [STOP].

Lamp test, Clearing memory

Cause: A KCU cold boot operation has been initialized. The KCU will re-initialize to default parameters. Some information will be cleared.

Lamp test, Holding memory.

Cause: A KCU warm boot operation has been initialized. The KCU variables will re-initialize. No information will be cleared.

No in-point or cue point set

Cause: A Cue command to locate the transports to the Cue Point has been issued and no cue or in point is set.

Solution: Set a Cue or In point.

Set an In Point

Cause: An edit command has been issued and no In Point exists.

Solution: Set an In Point.

“Out” must be later than “In”

Cause: An edit command has been issued when the out point is before the in point.

Transport clearing now

Cause: A [CLR] + [TRAN] command has been issued for the soloed transport. The transport will reset to default parameters.

Tran:X Play speed 30 ips

Cause: The specified transport speed has changed to 30ips.

Tran:X Play speed 15 ips

Cause: The specified transport speed has changed to 15ips.

Tran:X Play speed 7.5 ips

Cause: The specified transport speed has changed to 7.5ips.

Track is safe or not available

Cause: A track record enable command has been ignored because the track has been set to safe or the KCU can not enable it.

Solution: Use the setup menu to select and set the track to ready and then set the track enable.

WARNING: open end

Cause: An Edit command has been issued and no edit Out Point has been entered.

Solution: Set an out point.

Warning: No active transports enabled.

Cause: No transports have been record readied in Edit; therefore, the KCU will not issue the Record or Rehearse commands.

Solution: Set one or more transports to record ready by using the red [POLL] key and machine select keys.