

Running SD8 Software on a PC

Please note that if you are preparing sessions to run on a console, you should use the same version of "Offline" SD8 software that the console is running. Although there is normally upward version compatibility there is definitely no guaranteed downward compatibility and therefore using the correct version is advisable.

There is an "Offline" version of the SD8 software available for download at http://www.digico.org/DiGiCo-05/DIG_support_tech_downloads.php as well as a Technical Specification document and the User Manual in PDF format. This "Offline" software is a self extracting ZIP file that will extract to a C:\SD8 folder.

IMPORTANT: It is essential that you also create a new folder called C:\Projects on your PC. This is where you will save and load your sessions from. Without this you will not be able to load and save sessions without getting an error message

The USB key that is provided with the console will contain a file called SD8_0xx.exe that can be used to install the software on the PC but when you run this self extracting ZIP file you will need to change the install path from D:\SD8 to C:\SD8 - this will copy the SD8 folder and its contents to C:\SD8 on your PC. It is advisable to use the official "Offline" version if possible for ease of installation.

Finally, open the C:\SD8 folder on your PC and double click on the SD8.exe program file to run the application. You can create a shortcut to this program on your desktop if required.

General SD8 Console Troubleshooting

Starting the console

If, for any reason, you have a problem starting the console, turn both power supplies off and on again and as the console starts up, hold the keyboard **SHIFT** key. This will enable you to select the **Revert To Defaults** option that will appear on the screen and the console will start up with an empty session, ignoring any previous startup or automatic recovery sessions.

Length of Session File Names

In SD8 software versions up to and including V87 - Please restrict filenames to 12 characters to avoid potential problems with Load and Save session functions.

Audio not passing on certain channels

There are many things in the audio processing path that could prevent a signal from passing from its input to an output or the monitoring system - here are some things to check if this situation occurs:

The input channel is set to use its ALT Input - look for a small red button at the top of the on screen channel marked ALT IN - in this case, assign the channel by touching the screen and press the ALT input button at the top of the centre worksurface section.

Inserts In on Input channel - either channel insert A or B is active but has no Send & Return route.

Channel or Group fader down - check that all faders in the path of the signal are up

No Output Routing - touch the bottom of the input channel screen to open the output view and ensure that the channel is routed to the correct buss or Direct output

Inserts in on Group channel - the buss that the channel is routed to has insert A or B active but has no Send & Return route

Something is soloed - a solo is active on one of the console channels - press Solo Clear on the right hand worksurface

Hard or Soft Mute on Input Channel or Group - a mute is active on either the input or output channel in question - hard mute is accessed by pressing the 2nd Function button and using the normal channel mute button.

Control Group fader down - the channel in question is the member of a Control Group that is muted or turned down.

Gate In Input Channel or Group - the input or output channel has an active gate that is not opening.

Snapshots not recalling as expected

When a Snapshot is stored, all of the console settings are included but when it is fired only the settings that are included in the Global and individual Recall scopes (ticked in green) will be recalled.

Most channel settings can be made SAFE from all Snapshot recall using the buttons in the channel setup panels that are accessed by touching the top of an on screen channel.

If the Auto Update button is active in the Snapshot panel, the current Snapshot is updated whenever you change a console setting according to the Auto Update Scope. This may lead to some confusion about the contents of the saved Snapshot.

Snapshots not inserting as expected

When a Snapshot is inserted in the list using the Insert New or Duplicate Selected buttons, the new Snapshot will be placed below the SELECTED Snapshot (the one marked in green) not below the CURRENT Snapshot (the highlighted one in the list)

Assigning console controls

If you have assigned a bank to the screen and are trying to adjust a specific parameter but something else is being changed it is possible that the worksurface 2nd Function button is active.

If this button is pressed the following alternative controls become available:

Channel Mute button becomes the Hard Mute button

Aux ON/OFF switch becomes Aux Pre/Post switch

Stereo Aux sends become stereo Aux pans

Output channel coarse delay becomes output channel fine delay

It is also possible that the channel which is being adjusted is not the intended channel - make sure that the correct channels are assigned to the screen by checking the small channel numbers at the top of the on screen channel.

Console controls not affecting the audio

If none of the console worksurface controls are affecting the audio, it is possible that the right hand worksurface **Surface Online** button is active in the Snapshots section. If it is flashing then the surface is **OFFLINE** - press the button again to apply the current worksurface settings to the audio or press the **RTN To Audio** button to take the worksurface back to the state that it was in when the Surface Online button was first pressed - this is likely to change worksurface settings but not the audio.

If the problem is not related to the Surface Online button then press the **System>Reset Surfaces** button on the Master screen - this will

cause all the faders to briefly jump to a different position, then return to their previous position.

Important Note - A Reset Surfaces command result in a brief pause in any audio passing through the console's Local I/O.

Channels not appearing on the worksurface

If any channels are no longer accessible from the worksurface, it is likely that a bank of channels has been cleared using the **Clear Bank** LCD Function. To get these channels back onto the surface use the **COPY FROM** LCD function in conjunction with the **Layout>Channel Faders** panel on the Master screen - See the Getting Started Chapter for more details.

No signal from the Solo buss

If either of the Solo busses don't appear to be passing audio, open the Solos panel on the Master screen and check that the Solo level control at the bottom of the panel is turned up. This is not the same control as the Solo trim on the worksurface and can be set by touching it and using the **Touch Turn** control or assigning it to either worksurface **Master fader** or **Speaker volume** controls using the buttons in the on screen Solo panel.

Signal from the Solo buss when nothing is soloed

When nothing on the console appears to be soloed, it is possible to derive a signal from the Solo buss. This is the result of the **No Solo** function in the Master screen Solos panel being set to monitor either a group or aux buss. By default, the setting allows monitoring of the Master Buss but this can be prevented by touching the No Solo button and removing the Master Buss selection from the Stereo Groups section.

External keyboard

In order to function correctly the external keyboard must be connected to the console before it is powered on. The console will function without an external keyboard connected but it is very useful for such functions as labelling. Connecting the keyboard after the console has started up will not work - you should **Shut Down**, connect the keyboard and power on again.

Resetting the console

There are two different types of console reset. There should be no need to use these functions in normal operation but if there is either a computer or audio problem that cannot be resolved in any other way you should be quite clear on the 2 different types of Reset.

System>Reset Engine on the Master Screen (F11 is the keyboard equivalent) - this button will reset the audio engine but not the control PC. Be very careful with the use of this function as it will interrupt the audio for a few seconds and can possibly cause unwelcome audio side effects (potential ticks, pops etc)

The **Restart** button on the console rear panel (small square red button next to the MADI connections) - this button will restart the control PC but will not interrupt the audio as the audio engine is not affected. You will have no control of the audio settings until the console has rebooted so it is not advisable to try this in normal circumstances.

Talkback

The Talkback system in the SD8 requires that a talkback microphone is routed from the console Local I/O or a MADI Rack.

Route this socket to the Talkback input in the **Setup>Talkback** panel on the Master screen.

Then route the talkback (TB Outputs) to the required sockets on the Local I/O or a MADI Rack. There are 2 worksurface buttons that activate the talkback channels and route them to chosen outputs. The talkback level control is on the right hand section of the worksurface.

Meters

If the console's meters are not working in the required or expected way please check the Options Menu Meter tab on the Master screen - there are several meter configuration to choose from.

Console lighting

Various elements of the consoles lighting are controlled in 2 different places. On the worksurface at the top of the centre section there are rotary controls for the **touchscreen** brightness and the back panel light sockets. On the Master screen Options panel there is a **Brightness** tab where you will find controls for the **Meter LEDS**, the **LCD Displays** and the **Surface LEDS**.

Joystick not responding as expected

The centre section worksurface joystick can be used to control stereo panning if required. If a channel is assigned by touching it on the screen, the on screen pan position indicator will contain a vertical green line - this is the current position of the joystick. To adjust the pan, move the joystick until it meets the actual pan position and then the pan control will be "picked up" and be movable with the joystick.

Features not yet implemented

There are a number of controls on the SD8 which have not yet been implemented (at October 2008) - these are:

- Dynamic Automation
- Monitor matrix
- Speaker Select section