Robert Huber

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SAVANT KNOWLEDGE

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In order to be able to fully review the issue you are experiencing, we need some additional information from the Savant System and its communication with your 3rd party device.

Please follow the process below so that we can best assist you with your issue. The following procedure describes how to capture an RPMTerminal trace.

- 1. Invoke System Monitor and select the Master/Host controller.
- 2. Select the Component Status option under the Control Section.

\triangle	Syst	em Status	2
Disconnect			Refres
V CENERAL	Controlled Component: Device Name Sony DVD VCR Marantz \$R\$003 CD Player Cable Box Panasonic TV	Controlled Component Sta Connection Status: Rosie Control Port Name: Bytes Sent: Bytes Sent: Bytes Received: Receive Response Timeouts: Last Message Received: Terminal Connection Status: Component Profile: Notes:	

3. Select the Component that is being investigated. In this case, Marantz SR5003 AVR.

00	TE Alpha Host S3 - 192.1	68.66.88 (Master/Touchpanel Server)	
		System Status	
Disconnect			Refresh
✓ GENERAL	Controlled Component: Device Name Sony DVD VCR Marantz SR5003 CD Player Cable Box Panasonic TV	Controlled Component Sta Connection Statusne Rosie Device Name: Rosie Control Port Name: Bytes Sene: Bytes Received: Messages Received: Receive Response Timeouts: Last Message Received: Terminal Connection Status: Component Profile: Notes:	ttus Connect Savant R5-232 3 464 57 500 57 0 @PWR:1 (<40505 @PWR:1 (<40505 marantz_sr5003.xm

4. Click Launch Terminal button to open RPMTerminal.

Disconnect			Re
 ▼ CENERAL ♥ System Dashboard ♥ Rosie Info ● Processes ● Logs ● Diagnostic Reports ▼ System State ■ Service Events ● Services ▼ Comported Status ▼ AVV ♥ Audio Controls ● Ydeo Controls ● Xdeo Controls ■ Ydeo Controls 	Controlled Component: Device Name Sony DVD VCR Marantz 588003 CD Player Cable Box Panasonic TV	Controlled Component Sta Connection Status: Rosie Device Name: Rosie Control Forn Name: Bytes Sent: Bytes Received: Messages Received: Receive Response Timeouts: Last Message Received: Terminal Connection Status: Component Profile: Notes:	Launch Terminal

5. Generate the desired communication traffic to the Component.

In this example; PowerON, SelectInput, and Volume messages being sent to Marantz SR-5003 AVR.

Note: When capturing IR traces - set the Mode to HEX.

00	RPM Terminal				\bigcirc
		MIXED	-	Â	0
		Mode	Comman	d Clear Se	ttings
Time	Message				-
21:08:06.176	Starting connection: Marantz SR5003				1
21:08:06.630	Successfully connected to AVC				
21:08:22.508	@PWR:2\h0D				
21:08:22.596	@PWR:2\h0D				
21:08:25.511	@AMT:1\h0D				
21:08:25.713	@SRC:GG\h0D				
21:08:25.733	0				
21:08:25.743	\h15\h0D				
21:08:25.759	e				
21:08:25.768	AMT:1\h0D				
21:08:36.824	@VOL:1\h0D				
21:08:36.848	@VOL:-				
21:08:36.861	47\h0D				
21:08:38.216	@V0L:1\h0D				
21:08:38.249	@VOL:-46\h0D				
21:08:43.577	@V0L:1\h0D				
21:08:43.600	0				
21:08:43.611	VOL:				
21:08:43.615	-45\h0D				
21:08:44.322	@VOL:1\h0D				
21:08:44.354	0				
21:08:44.371	VOL				4
[Subm	it
				Repe	
				кере	at
and the second se					

6. Save trace by selecting File > Save As. In this example, we titled the file Marantz Trace.txt

000	New Connection	N TE Alpha Host 53 – 192.168.66.88 (Master/Touchpanel Server)
:82:29.322 Coi 🔿 🗍	Save	S System Status	~ ~
:82:29.376 Cor 🔳	Save As 0		
New		RPM Terminal	Uolo
182129.465 Cor		MXED 🔹 🍪 🦂	S
182129.437 Col	Page Setup 0		
182:29.600 R0 1	Print	P stage	
102127-000 MA 1	21:08:36.824	evol::1\000	6
:82:29.741 Cor	(21:08:36.848	evol:://evo	
:82:29.758 Cor 2 -	21:08:36.861	47\100	
	21:08:38.216	EV01:1\\#0	
:82:29.791 Col	V CI 21:08:38.249	(V0L:-46\)#0	Append Carriage Retur
182129,823 Col 3	21:08:43.577	EV0L:1\h80	Yes :
	21:08:43.600		
182:29.858 Cor	21:08:43.611	VOL:	AVC Communications Mode
82:29.891 Cor	21:08:43.615	-45\h@D	Observe
	21:08:44.322	@V0L:1\h@D	AVC Communications Destinati
82:38.189 R0 5	21:08:44.354		Component
82:38.242 Cm	21:08:44.371	VOL	
ACCESSION OF	21:08:44.389	:-44\h80	
and the second second	21:08:51.042	BAMT: 2\hBD	
HERE I	21:08:51.063	e	
X	21:08:51.095	AMT: 2\h8D	
	21:08:53.794	BAMT:1\H8D	
P	21:08:53.813	RAMT:1\hBD	
8	21:09:04.072	ePWR:1\heD	
- Far	21:09:04.184		U
STERRE	21:09:04.204	PWR	*
120011-08 9 =	21:09:04.239	:1\\N00	
1940 B	171	Subr	nit
10 _	1	Rep	

7. If you are engaged with support, reply to the email about your ticket and attach the traces to the message. These will automatically append to your ticket. Alternatively create a new ticket describing your symptoms and attach the terminal trace.

MarantzTrace.txt 21:08:06.176 Input Message: Starting connection: Marantz SR5003 21:08:06.630 Input Message: Successfully connected to AVC 21:08:22.508 ROSIE Output Message: @PWR:2\h0D 21:08:22.596 Component Output Message: @PWR:2\h0D 21:08:25.511 ROSIE Output Message: @AMT:1\h0D 21:08:25.713 ROSIE Output Message: @SRC:GG\h0D 21:08:25.733 Component Output Message: @ 21:08:25.743 Component Output Message: \h15\h0D 21:08:25.759 Component Output Message: @ 21:08:25.768 Component Output Message: AMT:1\h0D 21:08:36.824 ROSIE Output Message: @VOL:1\h0D 21:08:36.848 Component Output Message: @VOL:-21:08:36.861 Component Output Message: 47\h8D 21:08:38.216 ROSIE Output Message: @VOL:1\h0D 21:08:38.249 Component Output Message: @VOL:-46\h0D 21:08:43.577 ROSIE Output Message: @VOL:1\h0D 21:08:43.600 Component Output Message: @ 21:08:43.611 Component Output Message: VOL: 21:08:43.615 Component Output Message: -45\h0D

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