

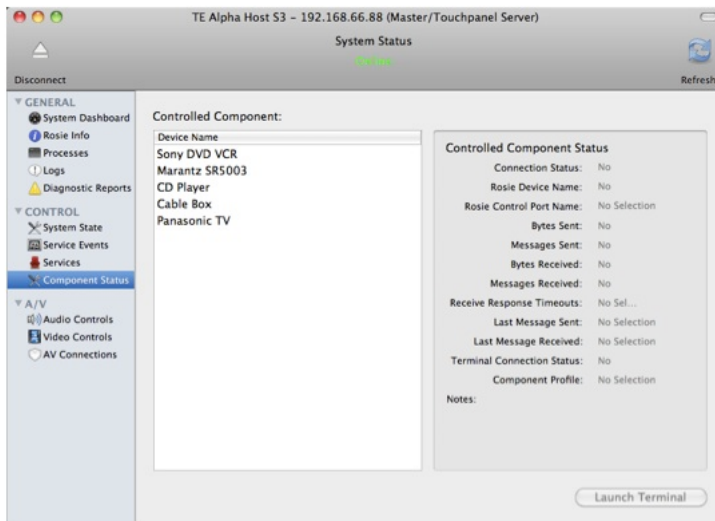
SAVANT KNOWLEDGE

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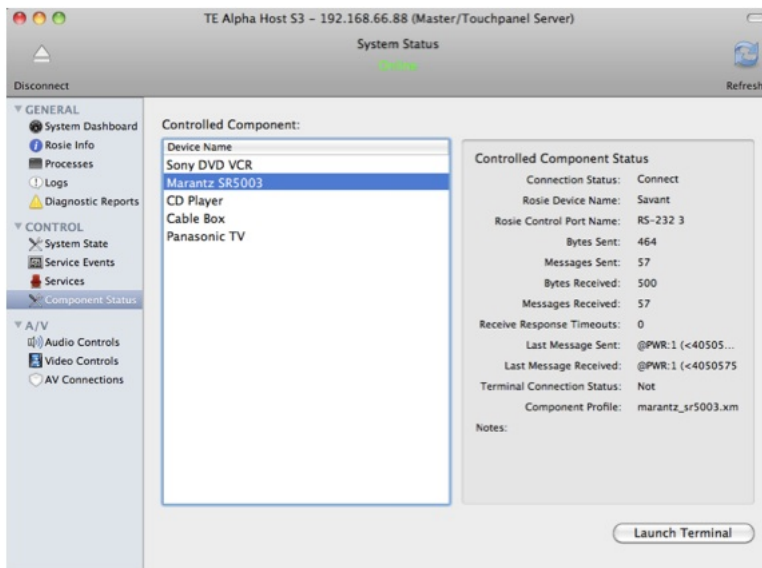
In order to be able to fully review the issue you are experiencing, we need some additional information from the Savant System and its communication with your 3rd party device.

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.

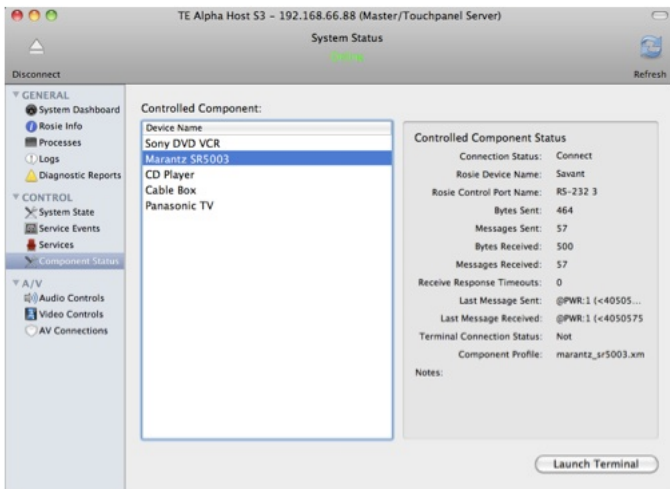
1. Invoke **System Monitor** and select the Master/Host controller.
2. Select the **Component Status** option under the **Control Section**.



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



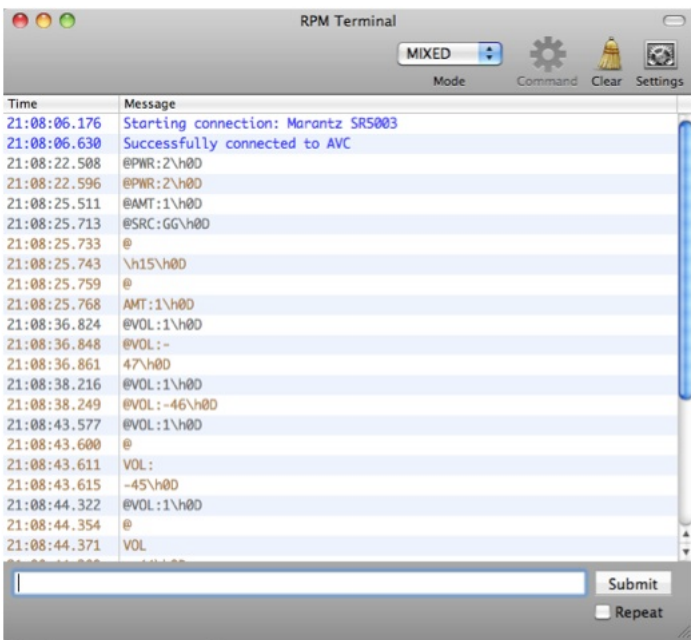
4. Click **Launch Terminal** button to open **RPMTerminal**.



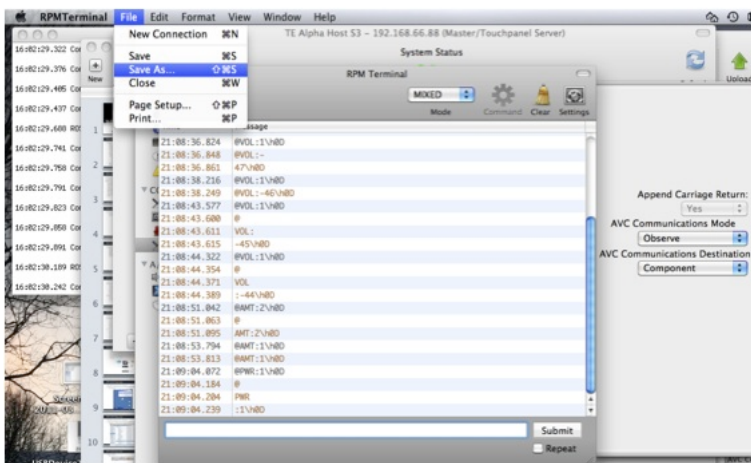
5. Generate the desired communication traffic to the Component.

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**.



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



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\h0D
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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