

ENCO Digital Audio Delivery System - Ethernet

Requirements

- Audio Server Interface Software Option
- Universal TCP Translator supplied by ENCO
- Ethernet Cable

Port Connections

Communications		
Audio Server Ethernet	>	Local Area Network Ethernet

Remote Device Port Configuration Settings

Use the following procedure to configure a remote device for your ENCO Digital Audio Delivery System on the Caprica Server:

1. Use the current version of **DashBoard** software to connect to your **Caprica Server**.
2. In the **DashBoard Tree View**, double-click the **Port Configuration** node of your Caprica Server.
3. In the **Port Configuration Summary** table, double-click a **REMOTE#** port in the **Port** column.
4. In the **Configure REMOTE#** panel, click **Audio Server**.
5. Click **EncoDAD**.
6. Click **Network Settings**.
7. Use the following settings to configure the **Network Settings** for your ENCO Digital Audio Delivery System:
 - **Ethernet Role** — Client
 - **Remote IP Address** — IP address of your ENCO Digital Audio Delivery System
 - **Remote Port** — Port number that your ENCO Digital Audio Delivery System uses to communicate with other devices
 - **Local IP Address** — 0.0.0.0
 - **Local Port** — 4444
 - **Protocol** — TCP
8. Click **Apply Changes** to save the device settings.
9. Click **Done** to close the Configure REMOTE# panel.

For More Information on...

- configuring remote devices for OverDrive systems that contain a Caprica Server, refer to the *Caprica User Guide*.

Device Setup

- If the Universal TCP Translator is not installed on the ENCO, contact ENCO to download the installer.
- You must configure a remote port on the ENCO DAD for external automation using the DAD Command Language (DCL).
- You must create a blank playlist on the ENCO DAD, and name the playlist **SYNERGY**. This playlist enables the switcher to communicate with the ENCO DAD.
- On the **Audio Server** menu of the switcher, the **Cut ID Machine** must be set to **QUAD I**.

Compatibility

Audio Server	Version
ENCO Digital Audio Delivery System	-

Automation	Version
OverDrive	15.0 or higher
Caprica Server	1.0a or higher

Contacting Technical Support

Technical Support is staffed by a team of experienced specialists ready to assist you with any question or technical issue.

Ross Video has technical support specialists strategically located around the globe to ensure a prompt response to technical inquiries. Our primary technical support center is located in Ottawa, Ontario, Canada. In addition, we have offices in The United Kingdom (London), Australia (Sydney), and Singapore with satellite locations in New York City, The Netherlands, and China. As we expand our presence globally, we are constantly evaluating other key locations to have a local technical support specialist in order to better service our customers.

North America

Our North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours.

Our telephone number is: +1-613-686-1557

Toll free within North America: +1 833-859-0499

EMEA

Our EMEA center is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location.

Our telephone number is: +44 (0)1189502446

International toll free: +800 3540 3545

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Online

E-mail: techsupport@rossvideo.com

Website: open a support request using the link <https://support.rossvideo.com/> to open a support request.

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