MOVING iMAGE TECHNOLOGIES INC

Field Technical Note R000308

IRC-28 Caption Conflict, Dolby DSS220 with Virtual Network Computing (VNC) window

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MiT engineering has identified a field problem users should be aware of in a specific installation using the IRC-28 closed caption transmitter. The symptom of the problem is that the server, when playing a DCP with correct assisted listening captions, will stop delivering captions under the following conditions:

- The IRC-28 is running a firmware version that uses a Half-Duplex network connection.

- The d-cinema server is a Dolby DSS220 running firmware version 4.9.6.4 (but might also apply to the DSS200 on FW ver. 4.9.6.4, and also DSS100 on FW ver. 4.7.8.7, and on DSS series servers running earlier versions, but this hasn't been verified).

- An active Virtual Network Computing (VNC) connection is open to the server.

In the above conditions, timed captions may stop playing.

Solution: At this time the only known remedy for this problem is to not have an active VNC window open to the server while captions are playing. Further investigation is ongoing.