

# Consoles 102

## Emphasis FAQ's

### General and Version Information Where do I get version information?

Since Emphasis is really a suite of software, you will find different version numbers depending on where you go to look. ETC Technical Services is interested in the system number which is a unique number assigned to each software suite that goes out.

#### In Visualization

- Help
- About Emphasis

**The system number is the number that is in parenthesis at the end of the Visualization software version.** It will be equal to the Emphasis software version (i.e.: 1.8, 2.1, etc.)

-OR-

#### On the Server

- Press Windows Button (located between Alt and Ctrl) and E
- Program Files
- ETC

A list of version numbers for all software components of the current system build can be found in this location. There will be a compatibility report for what disk image is loaded. This report will give version numbers for all installed components. Note: This will not change if customer upgrades individual components and not the whole image.

#### Facepanel Setup Button Software Version

Starting with 1.4 there will be no version number in the lower right hand corner of the setup screen. All other versions have said 1.0 which means nothing and is not helpful in troubleshooting

#### Can this system be password protected?

Yes. System Manager log in can be password protected see *Consoles 221 Setting up Emphasis System Components*. Emphasis and NCE users should not be password protected.

#### Is there a backdoor password that will always get you into System Manager?

No. There is not a backdoor default that will always work. This is part of why there is a technical services password protected login. Please see *Setting up Emphasis System Components* document for directions on how to set System Manager Password.

### System Installation Information

#### Do I have to register my Emphasis system?

YES! You must register within 15 days of turning the server on for the first time. If you do not register within 15 days, Emphasis Visualization will stop working. You will only have access to Emphasis Console Application until the software is registered.

#### Does setting the server clock backwards solve this registration requirement?

No. Don't try to be sneaky.

#### Where do I go to register my software?

- call 1-888-908-2299 only during business hours
- fax 1-800-555-8912 or 1-608-836-1736
- [registeremphasis@etconnect.com](mailto:registeremphasis@etconnect.com)

#### If I reinstall my system from the System Install disks, do I need to remove the internal dongle?

No. It works just fine to leave it in there.

### Emphasis Server Hardware Information

#### Do I need a hub/switch in my Emphasis system?

Yes. While the system seems to work with a cross over cable or setting dip switches to crossed, it is always a good idea to include a network hub or switch. XP will turn off the port if it does not see network activity immediately.

### **Why don't the "quick buttons" on the keyboard work?**

We have disabled them since they shortcut to Internet tasks. The server should not be connected to the Internet at any time.

### **Why does the moon (sleep) button not work?**

The sleep button is very bad for Emphasis. It will temporarily turn off the machine and it will stop outputting DMX!!! This is why it has been disabled.

### **Why does one of the USB ports on the front of the server not work?**

The USB port that is closest to the inside of the server is used internally by the dongle that enables the software. There are 3 to 5 other USB ports on the machine that all work.

### **Do I need to install a dongle to make Emphasis work?**

No, it is housed internally and installed at the factory.

### **Is the internal Emphasis USB dongle the same as the WYSIWYG boxed product USB dongle that comes with my Emphasis system?**

No. It may look the same, but Rainbow has put different hardware in them. It is also programmed very differently. These dongles are NOT interchangeable.

### **I bought a 3D server. Where do I plug in my monitors?**

The dual monitor video card that we have installed on the servers outputs digital video. The server comes with a Y-cable that splits the signal into 2 VGA outputs.

### **Can I buy my own PC server and just install the Emphasis software?**

No, an Emphasis server is shipped pre-configured from ETC with internal dongle to protect the software. We will not sell the software alone. We will not support such installations.

## **General Hardware and Software Information**

### **What do I need to do with the WYSIWYG software that came with my system?**

All software for the Emphasis system is installed in the factory. The WYSIWYG software that comes with the Emphasis system is WYSIWYG box product that can be installed on another computer. The dongle is useful to get all features in Emphasis offline.

### **What is the difference between Emphasis Visualization and Emphasis Console software?**

- Emphasis Visualization is the Cast portion of the Emphasis Software. It is the primary user interface on the Emphasis Server. It looks like a modified WYSIWYG.
- Emphasis Console is the ETC portion of the Emphasis Software that drives the facepanel. It is mostly hidden to the user; however, this is the portion of the code that outputs DMX. If you open it, it looks like Expression Off-Line.

### **What is the difference between Expression 3 consoles and Expression with Emphasis facepanels?**

Software, paint color, and the addition of a 4<sup>th</sup> DMX out port.

### **What is the difference between current Express consoles and Express with Emphasis facepanels?**

Nothing is different except the software installed when it ships.

### **What New WYSIWYG boxed product comes with my system?**

WYSIWYG console edition comes with 3D servers only; there is no WYSIWYG software that comes with 2D systems.

### **In a full system, are monitors part of the package?**

As with all of our other control systems, monitors are an add on extra. They are not necessarily part of an ECS system.

### **What is the best order to turn on the components in my Emphasis Control System?**

- Hub/Switch (as with any network routing device, this should remain on at all times)
- Server
- ECS Facepanels
- ETC Net 2 Nodes
- Outboard Devices (RFU, etc.)

**When I turn on my facepanel with Emphasis code loaded, the opening splash screen says Expression, Insight or Express and old copyright dates. Why?**

Since this product allows older consoles to be fully upgradeable, there is no reason to change the facepanels bootrom; this is the source for this splash screen. It does not mean that the facepanel has not upgraded properly.

**Are LPC's Supported?**

Yes, as of software version 1.4

**Can you set two facepanels up to track?**

No cannot set up two facepanels to track because the processing is done at the server and not the facepanel, however you can setup two emphasis servers as a tracking system similar to obsession II style of tracks

**What does the A/B keyswitch do on Expression and Insight facepanels?**

The keyswitch will change the system ID that the facepanel is logged into. The two system ID's are set in the facepanel configuration menu.

**Can I get a wireless remote focus unit for my Emphasis system?**

Yes, Wireless Remote Focus Unit (WRFU) is supported. To enable WRFU you will need to purchase the WRFU software as well as a Pocket PC and an access point. The code to upgrade the emphasis system to WRFU ready is a free upgrade and is now active on new servers being shipped out.

**Is there an Offline software**

Yes, there are two levels of offline software, when the console edition dongle you get full functionality, emphasis, data, design, presentation and cad. Without the console edition dongle you get emphasis and data only. Be certain the dongle is plugged in prior to launching the application.

**What is RVF?**

RVF stands for Remote Virtual Facepanel, This program allows you to connect you P.C to the etc network (following ETC I.P. network setting) and remotely control the console thru your computer. When using this software only console button presses will be transferred over the network. No visualization functionality will be communicated (i.e. modification or additions to your drawing).

**When I launch Emphasis I only have Emphasis and Data Tabs at the top**

You many run into this problem when you first start emphasis for the first time. There is nothing wrong with the system. The console is starting in show mode. To take the system out of show mode, go to file show mode. The system will ask you if you want to save changes. If you have made changes click yes and choose a name for the file, if not choose no. The system will reboot in full menu mode.

**What is show mode?**

You have the option to load the show in Show Mode. Show Mode locks out many features that can affect the performance of you show. In Show Mode, only the Emphasis and Data mode is available, and shaded views are replaced with wireframe views.

**If I can't use the ETCLink Port on the back of the Facepanel, how do I get Link messages into and out of the system?**

Link functionality in Emphasis is through WYSILink only. Error messages can be seen on the server screens in the LINK mode. The only way to get Link messages from the racks onto the wire is to connect the racks to a DMX node that has an ETCLink port.

**What do I get if I buy the WYSILink add on for my Emphasis system?**

If you do not have the add-on, the only thing you get is message logging (and associated pop up boxes) for critical errors only (airflow, overtemp, rack off line, etc.). The add-on gets you full WYSILink functionality including access to back up looks, load reporting, about dimmer, about rack, as well as graphic representation on the fixtures with errors.

### **Can I use Sensor+ with Emphasis?**

Yes! no additional hardware is required. Sensor+ link functions can be accessed through the Sensor+ HTML pages on server. Access direct from Emphasis will be with WYSILink only (for additional cost)

### **When I open Emphasis, I see Expression style screens and I have an Express (or an Insight) hooked up to the system.**

Emphasis defaults to having an Expression style facepanel. If you hook up something different, you need to change the facepanel type. To do this, go to the Emphasis mode in Emphasis Visualization. Click Set-up on the File, Library, Options, etc. bar. Select Facepanel type. Select the type of facepanel you are connecting. After this change is made, you need to reboot the Emphasis application for the changes to take effect.

## **Programming Information**

### **Will Emphasis automatically reload the last thing I was working on if I quit or it crashes?**

This should happen by default; however, if it is not reloading the last show, check this:

- Go to the Emphasis Mode
- Select Options from the bar that contains File, Edit, Library, etc.
- Select Application Options
- Go to the File Options Tab
- Check Auto Recover in the Auto Save Box
- Select how long you would like to have between Auto Saves. If you wish to keep back up files permanently on the hard drive Check Keep Back Up Files.
- Check Reload last Document on Startup in the Document Loading Box

### **Can I make a template that has my theatre already drafted and its inventory included in the flight case so I don't have to redraft or import everything I need, every time I start a new show?**

Yes! It is called Default.ecs. You can save any elements of your Emphasis file into a file called Default. This file will load any time you do a 'file new' command so that you have a place to start with your specialized elements already loaded.

### **Can I set my system settings and other user definable attributes or shortcuts and have them load in every time I start a new show?**

Yes, this is contained in the Default.ecs file

### **How do I get rid of the settings that I set with the Default.ecs show and start with a completely blank document?**

Delete the Default show or reprogram and resave the Default.ecs file. If you want to return to this show later, save as a different name.

### **Can I have different Default.ecs shows for different users?**

No. Sorry.

### **Does ETC recommend using Default.ecs?**

Absolutely. This can dramatically cut down on programming and set up time for each show.

### **Can I save shows to the floppy on the facepanel?**

No. The disk drive on an Emphasis facepanel will be for updating facepanel code and saving the facepanel configuration ONLY. You cannot save a show on this drive.

### **When I save my show, where does it save? When I load where does it come from?**

You can now save anywhere you want, although, ETC recommends you use D:\ETC\shows

because the files are protected when you perform a disk image reload.

### **Can I save shows to the floppy on the server?**

It all depends on the size of the show. Some shows will be too big to fit on a floppy disk this is why we have provided a CD-RW.

### **Why are all the option numbers in the Facepanel Set Up screens different than Expression?**

There were so many changes in the options available in each screen that we needed to compress and rearrange the menus so they would be easy to use.

If you are importing a 3.1 show, any macros calling out set up menu numbers may have unexpected results!!!

### **Why is the patch initially completely blank?**

The patch is initially blank to allow the correct type of fixtures to be inserted into the Visualization portion of Emphasis.

### **Is there a way to set patch 1 to 1?**

Yes. It is option 11 under Clear Functions.

This may take quite a bit of time depending on channel count and system configuration.

### **What happens if I do a 1 to 1 patch?**

The Console Application patches all dimmers one to one up to the number of channels and dimmers that are set in system settings. This enables you to turn on dimmers in the traditional manner from the facepanel. Since Visualization does not know what type of fixture to draw for this new patch, it adds nothing to the CAD drawing. There is a series of "Spare Circuits" that are added to DATA as well as the Flight Case. These spare circuits are virtual place holders in Visualization until the proper type of fixtures can be inserted.

### **Can I do a partial show read?**

Yes, you can selectively load in cues, groups, submasters, focus points, macros, timecode and real time events.

### **Where is the partial show read option**

It is one of the merge functions.

### **What do the new colors mean in my patch screen**

- Green - Dimmer patched and Emphasis has control
- Yellow - Dimmer patched and Emphasis is sharing control (HTP) with another control device on the network (another Emphasis, Obsession, Unison, or Input node)
- Red - Dimmer patched but another device with higher priority has control

### **Why do fixtures with the course and fine adjustments not next to each other not work properly?**

This is an unavoidable and unchangeable carry over from Expression code. The Expression dimming engine requires with 16-bit channels that the course adjustment be first, and the fine adjustment be the next channel. There are some fixtures on the market where the fine adjustments are not right after the course in the attribute list (example: Future Light's MH-860). Expression and Emphasis cannot support this arrangement of attributes. For Emphasis, this type of fixture will remain in the fixture library. When a user first inserts this type of fixture, there will be a pop up box with an Emphnote about how the 16-bit (fine) adjustment will appear in WYG and in the patch but will not be used by Emphasis. Then you can check a box to never see that pop up again for that fixture, or leave it unchecked for the reminder. This note will also be in the fixture properties box under the version tab.

## **XP Tips and Tricks**

### **How can I get to Windows Explorer?**

Press Window (between Alt and Ctrl) and E at the same time.

### **Where can I find My Computer in the Emphasis User?**

The easiest place to get to My Computer and all the drives from the Emphasis or NCE user is to

press and hold **window** and press E. This will bring up My Computer in Windows Explorer.

--OR--

If you want a permanent shortcut, minimize the application and right click on the task bar at the bottom of the screen, hover over toolbars, then select Desktop. This will add a short cut to the task bar that will allow access to My Computer style drives. You can browse this way, or double clicking on any of the folders or files will open that item.

### **If my server is slowing down and I want to figure out where the processing power is going, how do I do this?**

Minimize application and right click on the task bar at the bottom of the screen. Select Task Manager. You can see from here what processes are running and what kind of processing power is required of the CPU for each them. Clicking on the top of any column sorts by that column. You can also close applications and processes from this screen.

### **Why don't I see the contents of windows when I am dragging or resizing them?**

This is an extremely graphics heavy operation that has been disabled to improve performance.

### **Should I use a screen saver?**

In a word, **NO**. Screen savers may starve out critical tasks in the application and cause undesired behavior. No screen saver has been selected in the installation.

### **Doesn't this XP computer look like XP?**

XP tool bars are incredibly graphics heavy and may take up to 15% of the CPU processing time. It is better to have boring buttons and bars and better performance.

### **Where is the task bar at the bottom of the screen?**

So that this looks more like a console and less like an XP computer, the task bar is hidden unless applications are minimized.

### **Why isn't there wallpaper on the desktop?**

We have chosen plain black since it takes the least processing power for screen redraws. Again, it is better to have better performance than lots of pretty pictures.