

OPERATOR GUIDE

Resi Multisite Decoder

Event Selection, Delay, Shared Cues & Fade to Black

PURPOSE: Use this guide to load the correct encoder event, prepare shared cues for every campus, set the correct live delay, and safely bring the decoder output on and off air.

CORRECT LOOK: The correct event is selected, the preview is playing, buffered time is healthy, the campus delay is correct, and Fade to Black is OFF only when the decoder should be visible and heard.

Campus Login & Delay Reference

Campus	Username	Password	Delay from Live
Tucker	mwtucker	MWproduction23	0 minutes
Lilburn	mwililburn	MWproduction23	2 minutes
Chamblee	mwchamblee	MWproduction23	2 minutes

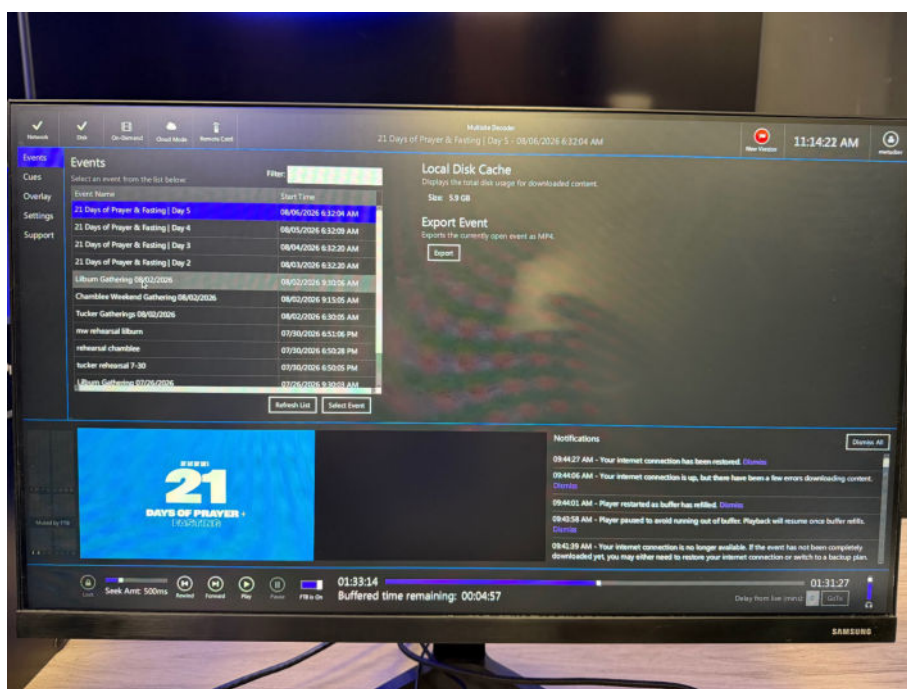
Non-Negotiable Operating Rules

1. Always clear the Local Disk Cache when selecting a new event.
2. If the expected encoder event is missing, click Refresh List.
3. When creating cues, always check Share new cues with others before clicking Add Cue.
4. Use Fade to Black while preparing, changing events, or moving to a cue. Turn it OFF only when the output is ready to be seen and heard.

STEP 1 | Confirm System Status

Do this before selecting an event or taking the decoder output on air.

5. Confirm the Resi Multisite Decoder software is open.
6. Confirm the Network and Disk indicators at the top show check marks.
7. Confirm Cloud Mode and Remote Ctrl are available for the service workflow.
8. Read the Notifications panel. Resolve any active internet, download, or buffer warnings before going on air.
9. Keep Fade to Black ON while preparing the decoder.



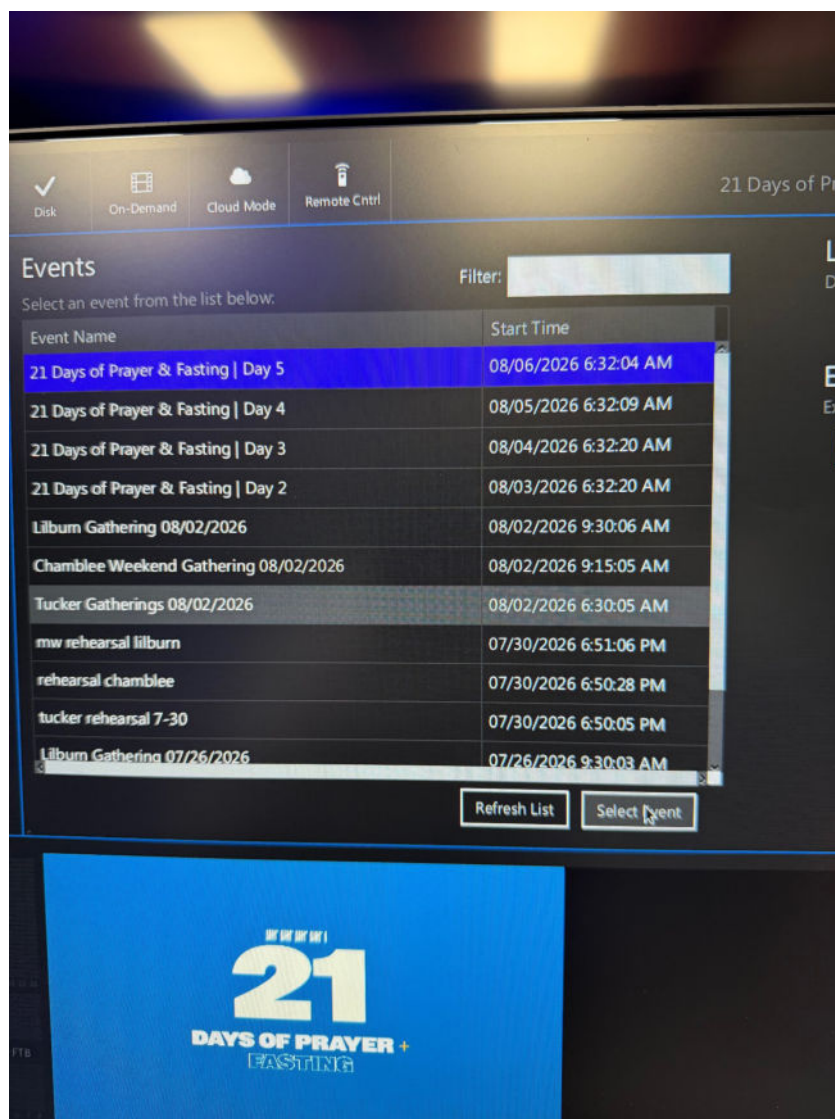
Main Multisite Decoder screen: Events, system status, preview, notifications, playback controls, buffered time, and delay control.

IF YOU ARE SIGNED OUT: Sign in with the username for the campus shown in the Campus Login & Delay Reference table. All three campus accounts use the password “MWproduction23”.

STEP 2 | Find and Select the Correct Event

Never start playback until the event name and start time have been verified.

10. Click Events in the left menu.
11. Find the correct encoder event by its Event Name and Start Time.
12. If the expected event is not listed, click Refresh List. Recheck the list before troubleshooting anything else.
13. Click the correct event once so it is highlighted.
14. Click Select Event.

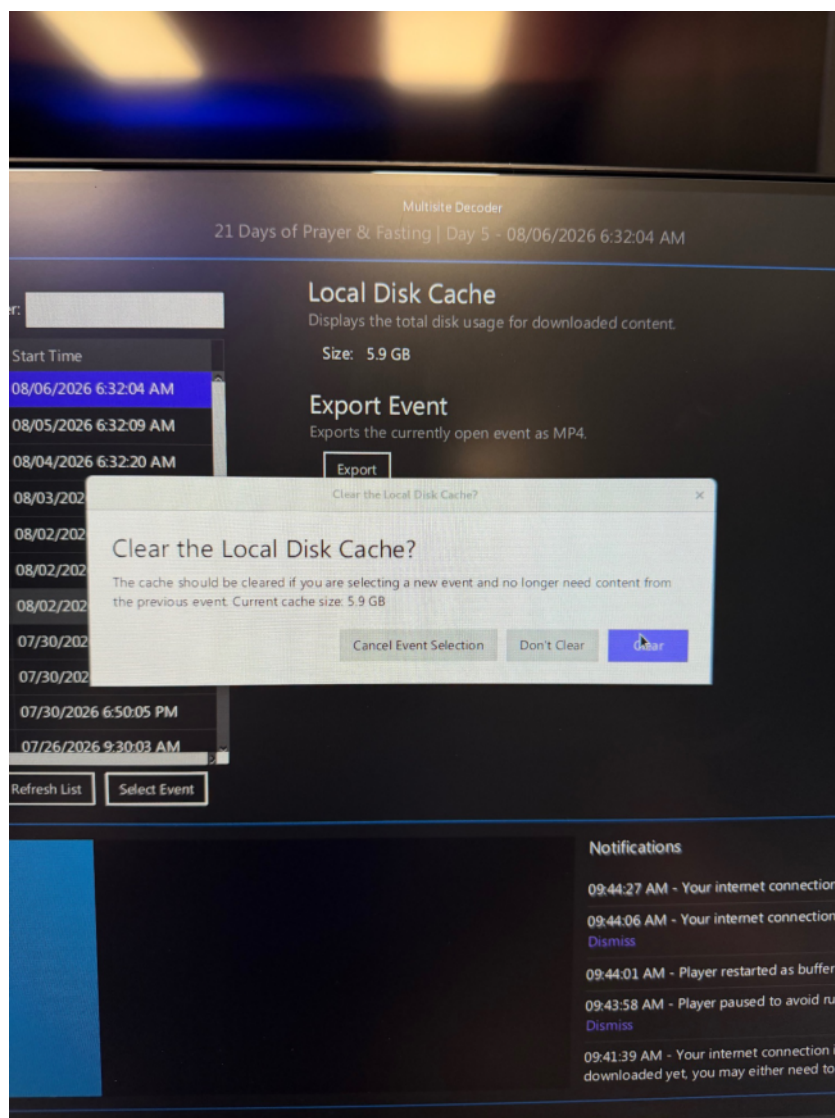


Events page: use Refresh List when a new or expected encoder event does not appear, then highlight it and click Select Event.

STEP 3 | Always Clear the Local Disk Cache

Clearing the cache removes downloaded content from the previous event and prepares the decoder for the new event.

15. After clicking Select Event, wait for the Clear the Local Disk Cache? prompt.
16. Click Clear.
17. Allow the new event to begin loading and watch Buffered time remaining.
18. Do not take Fade to Black OFF until the correct event is loaded, playing, and stable.



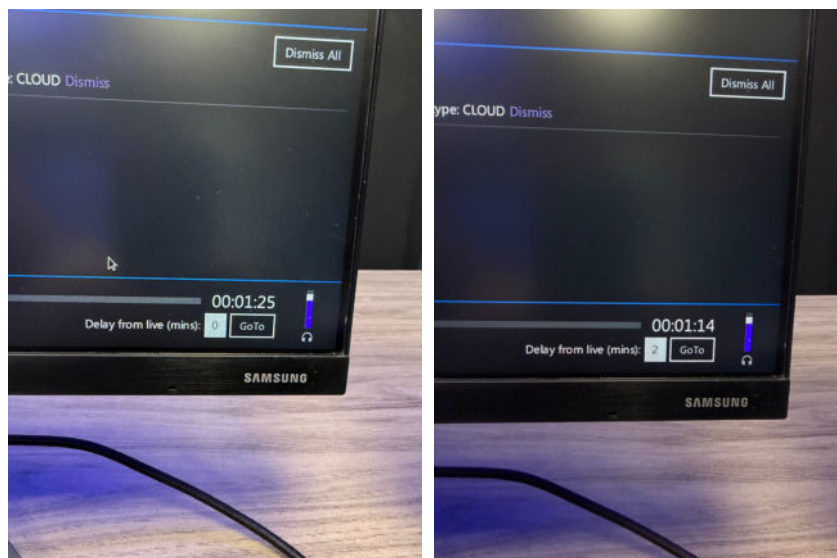
Cache confirmation: choose Clear every time a new event is selected.

WHY THIS MATTERS: Old downloaded content consumes disk space and can create confusion when moving between events. Clearing the cache gives the new event a clean start.

STEP 4 | Set Delay from Live

Delay controls how far behind the live encoder each campus plays.

19. Wait until the selected event is LIVE. The delay setting cannot be changed before the event is live.
20. At the bottom-right, click the Delay from live (mins) field.
21. Enter 0 for Tucker, or 2 for Lilburn and Chamblee.
22. Click GoTo.
23. Verify the field still shows the correct value and allow playback/buffer to stabilize.



Left: Tucker at 0 minutes. Right: Lilburn and Chamblee at 2 minutes. Click GoTo after entering the value.

IMPORTANT: Tucker uses 0 minutes because Tucker is the cue-setting campus. Staying closest to live allows Tucker to mark and share cue positions sooner.

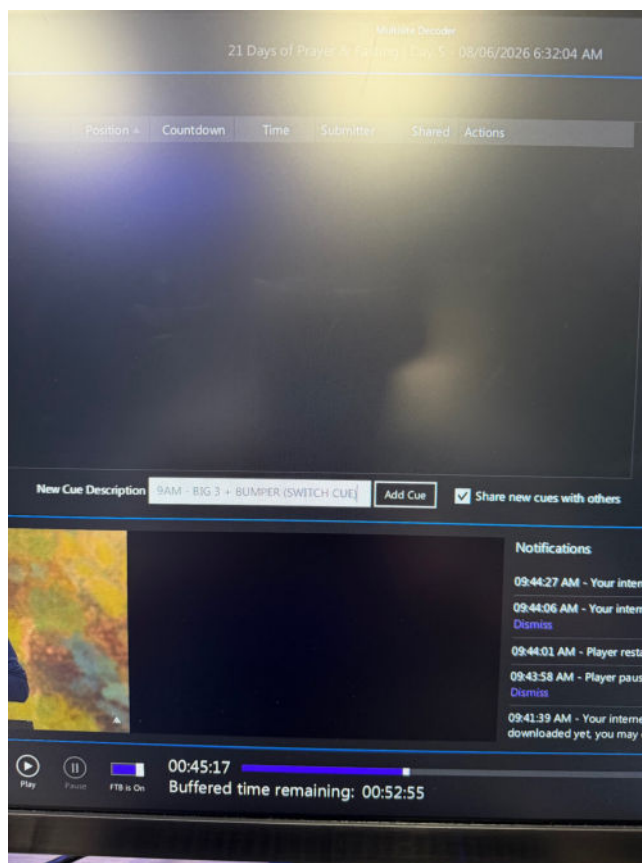
IMPORTANT: The Delay from Live setting can only be changed while the selected event is LIVE. Tucker stays at 0 minutes so cues can be created and shared quickly. Lilburn and Chamblee stay at 2 minutes.

Buffered time remaining shows how much downloaded video content is saved and ready to play. If your internet connection drops or slows down, this safety buffer keeps your broadcast running smoothly without interruption.

STEP 5 | Create and Share Cues

Cues mark exact playback positions so the other campuses can move to the same point in the event.

24. At Tucker, set Delay from Live to 0 and play or seek to the exact frame where the cue should be created. Use the rewind and forward buttons to seek to the exact cue position. Adjust the Seek Amt. time to get precise and accurate cue positions.
25. Click Cues in the left menu.
26. In New Cue Description, type a clear description. Recommended format: gathering time + segment + action. Example: 9AM - BIG 3 + BUMPER (SWITCH CUE).
27. Confirm Share new cues with others is CHECKED.
28. Click Add Cue. The cue is saved at the decoder's current playback position.
29. Verify the new cue appears in the list and shows a check mark in the Shared column.



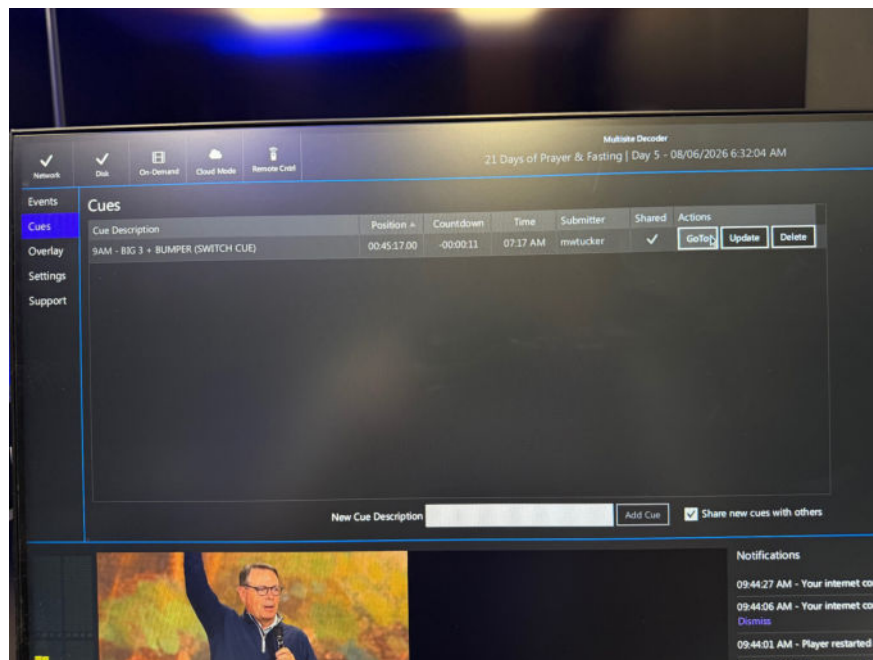
Cue creation area: enter the description, check Share new cues with others, and click Add Cue.

WHY THIS MATTERS: Share new cues with others allows Lilburn and Chamblee to see and use the cues Tucker creates. If this box is not checked, the cue remains local to the account that created it.

STEP 6 | Use, Update, or Delete a Cue

The Actions buttons affect the cue shown on the same row.

30. GoTo: moves playback to the cue's saved position. Keep Fade to Black ON while jumping unless the move is intended to be seen on air.
31. Update: replaces the cue's saved position with the decoder's current playback position. Use carefully.
32. Delete: permanently removes the cue. Confirm you selected the correct row before deleting.
33. At Lilburn or Chamblee, verify the shared cue is visible, select GoTo, then confirm playback is stable.

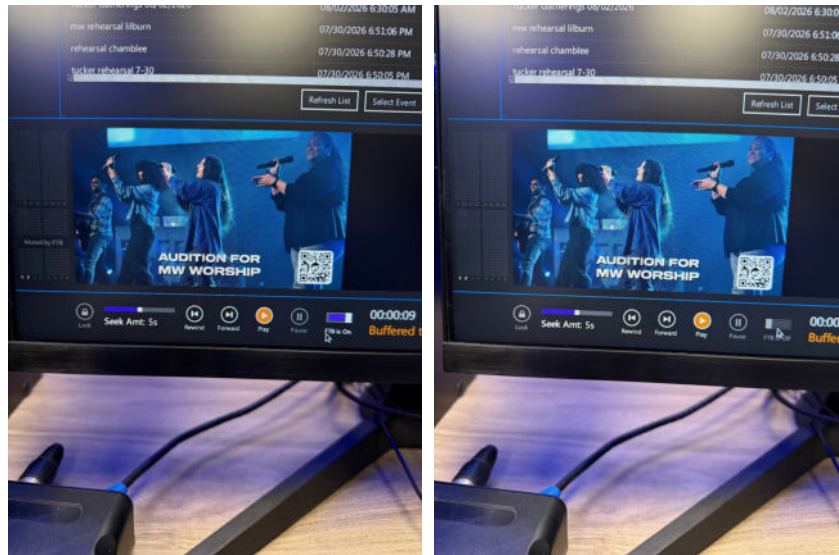


Cue list: verify Position, Countdown, Submitter, Shared status, and the GoTo / Update / Delete actions.

CUE NOT VISIBLE?: Confirm Tucker checked Share new cues with others. Then refresh or reselect the event at the receiving campus and check the Cues page again.

STEP 7 | Operate Fade to Black (FTB)

Fade to Black controls whether the decoder program output is visible and heard.



Left: FTB is ON - output is black and audio is muted. Right: FTB is OFF - program video and audio are available at the output.

34. FTB is ON: the decoder output is black and decoder audio is muted. Use this state while selecting an event, clearing cache, seeking, changing delay, going to a cue, or waiting for the correct start.
35. FTB is OFF: the selected program is visible and decoder audio is available. Use this state only when playback is correct and the decoder is ready to feed the service.
36. Before turning FTB OFF, verify the correct event, correct cue/position, correct campus delay, active playback, and healthy buffered time.
37. At the end of playback or during a decoder problem, turn FTB ON to protect the output from unintended video or audio.

DO NOT USE: Do not use FTB as a substitute for selecting the correct event or cue. FTB only hides and mutes the decoder output; it does not correct playback.

Troubleshooting Quick Reference

Problem	Action
Expected event is missing	Click Refresh List, then check the Event Name and Start Time again.
Signed out	Use the campus username listed on page 1 and password MWproduction23.
Delay cannot be changed	Confirm the event is currently live. Delay from Live can only be changed during a live event.
Cue is missing at another campus	Confirm Share new cues with others was checked; refresh/reselect the event and reopen Cues.
Playback pauses or buffer is low	Keep FTB ON. Check Notifications, Network status, and Buffered time remaining. Wait for the buffer to recover before going on air.
Wrong content is visible or heard	Turn FTB ON immediately. Verify the selected event, cue, playback position, and campus delay before turning FTB OFF.

Final Operator Checklist

#	System	Action
1	Status	Network and Disk show check marks; no unresolved critical notifications.
2	Event	Correct Event Name and Start Time selected; use Refresh List if missing.
3	Cache	Local Disk Cache cleared for the new event.
4	FTB	FTB ON while preparing or moving playback.
5	Delay	Tucker = 0 minutes; Lilburn/Chamblee = 2 minutes; change only while live.
6	Cues	Clear description entered; Share new cues with others checked; cue added.
7	Playback	Correct cue/position, playing, and buffered time stable.
8	On Air	FTB OFF only when the decoder is ready to be seen and heard.