

## TROUBLESHOOTING - 25<sup>th</sup> Feb 21

I plan to update this file when problems / solutions found – please check back.

### Audio buffers - limiting overrun

Limit soundcard buffer over run (found in *Remote Client – Remote audio Client*) *Audio Output Device* )

- **this defaults to “0” and from experience MUST BE INCREASED** suggest try between 6 – 10.

Without making that adjustment, the audio will inevitably get significant delays and become out of sync with the control of the rig. There seems to be a software bug effecting most users. Despite setting correctly, once the FTDXRC software is closed it defaults back to “0” soundcard buffer over run.

### **THEREFORE RESET**

(*Audio Output Device – Limit soundcard buffer over run to >0*)

**EVERY TIME FTDXRC USED.**

### Server (shack) PC – Asleep/Waking/Awake report

The PC will go back into hibernation if not used for about 15minutes. The “power control” will switch it back on, whenever 15 minutes of power is selected. The reporting window telling you if the PC is Asleep, Waking, or Awake is not always accurate. It can take up to 2 minutes for the computer to wakeup despite it saying “Awake” when first logging on.

If you “connect” before the PC is awake, the remote software will appear to connect, when in reality it has not. Look at the connection window bottom left, if the latency is not displayed then the shack PC is likely to still be waking up



Small number should be here giving the latency of connection in msec

## **If there appears to be NO RF Power on transmission**

Experience has revealed the following:

Depending on the microphone used, the audio recording levels set on your “client” PC may need to be increased.

Several members have missed the setting “**send audio on MOX, or send audio on VOX**”, check your settings. (see *remote client*, - *remote audio client – client general*)

## **Audio client hang**

Occasionally the received audio goes quiet on returning from TX to RX. This seems to be the audio client hanging. Clicking the red square and cycle through the green triangle and back to the red square will sort ASAP. (or use the disconnect / connect button)

## **PC quality**

A reasonable PC is required, older PCs may struggle but try it and see. Most of the latency is likely to be in your own PC (see several references to this in the FTDXRC documentation) rather than the journey across the internet. The RCS administrator’s rather poor laptop takes several minutes for the various “window processes” to settle, and then he can use the remote successfully. Switching off the antivirus helps.

## **WiFi**

WiFi can be problematic, direct wired connection to your router may have a lot less latency on the link. The internet connect does not need to be particularly fast. The RCS Administrator has operated quite successfully connected via a mobile phone and a marginal 3G connection.

## **Power Control**

If it all goes quiet and the rig not responding as expected, check that the 15minute power limit not been reached. You can reset the power to get another 15minutes at any time, it is surprising how quickly 15minutes goes by.

## **CW**

The facility to us the rig for CW has been added (due to G0LRD lending the remote station a G4ZLP keyer). The CW receive filters are superb. Sending of CW is by keyboard which is not every ones cup of tea, but it does work.

## **RTTY / PSK / FT8 & other data modes.**

The RTTY facility in FTDXRC not yet been made to function properly by the RCS administrator. RTTY / FT8 etc can be used by setting up the appropriate software on the client PC ( FLdigi / WSJT-X etc). Rig control set to “none” and PTT control set to “Vox” ( and Vox turned on the Rig with Vox gain / delay adjusted). The audio needs to be transferred

to & from the software using a “virtual audio cable”. (several available see <https://vb-audio.com/Cable/> )

When using data modes, ensure the rig audio processor switched off, and mic gain etc levels set correctly, The Audio gain also likely to need to be reduced. Keep power levels below 50 watts (20watts likely to be sufficient)

### **Finale**

Best of luck please let me know of any problems (and also success).

*Richard G4AWP – 25<sup>th</sup> Feb 2021*

[resadmin@cdarc.org.uk](mailto:resadmin@cdarc.org.uk)

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*Acknowledgement - Screenshots taken from DF3CB website FTDXRC <https://df3cb.com/ftdxrc/>*