Screen controller doesn't work

URL: https://docs.grassfish.com/docs/screen-controller-doesnt-work

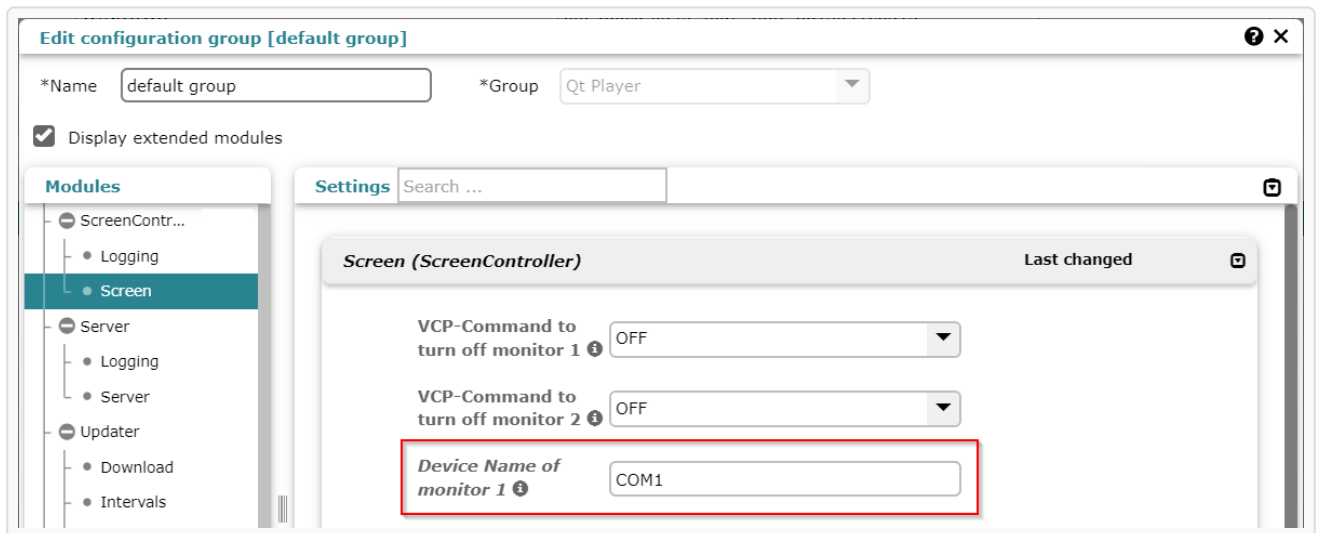**Archiviert am:** 2025-07-17 18:30:43

Symptoms

Screen controller doesn't work as intended with RS-232. Your screen controller configuration is incorrect.

Resolution

The following steps can help you identify and solve the issue.

Check the configuration

1. To ensure that you've added the COM port, go to the player configuration or the configuration group:

   ◦ For an individual player, go to **Channels > Location**. Double-click on your player and select **Edit** next to **Configuration** in the **Edit player** window.

   ◦ For a configuration group, go to **Administration > Player > Configuration groups** and double-click on the configuration group.

2. In the **Edit configuration group** window, ensure that **Display extended modules** is selected.

3. Under **Modules**, select **ScreenController > Screen**.

4. Ensure that the **Device Name of monitor 1** matches the name of your COM port.

Check the hardware

In addition to the signal cable, usually an HDMI cable, RS-232 control also requires a control cable that must be connected to the RS-232 interface.

Ensure that this cable is present, correctly connected, and compatible with your system. Otherwise, the IXM One configuration can't take effect.