AirCheckReady Installation Instructions

CD-ROM INSTALLATION INSTRUCTIONS

Requires Win2000/XP

The enclosed CD-ROM is a complete image of a ready-to-go configured system. Follow the instructions below. The *Setup32 Administration* handout will explain how to make configuration changes to the system after the software is copied / installed onto your computer. We have already set up users called Airchck1 thru Airchk5.

After installing the software, please hand out our documentation to your users. Some interactive training has also been included for your staff. If on-site training was not ordered, please call to setup convenient training times when you are ready, and please give us a few days notice for training.

A typical Windows program affects your Windows files, but our software installs to its own directory. We make no Windows settings changes, no registry changes, or any Windows / system dll changes. You will install the files to a folder on the hard-drive, and you are ready to run. Should you need to remove the WireReady software, it can be done completely by removing our WIRE directory subtree.

First, you must decide on your computer configuration, choosing one of the options below. **After you choose one of these configurations, you may proceed to the Install Steps and run the Installation CD-ROM.**

CONFIGURATION OPTION #1- STAND-ALONE COMPUTER NETWORKED TO A PRODUCTION COMPUTER RUNNING *.WAV EDITING SOFTWARE AND/OR A 2nd COPY of AirCheckReady automation software:

This is the recommended option.

If you have purchased a SINGLE-user license and will be running in a STAND-ALONE configuration:

The files that will be copied off the CD are pre-configured for AirCheckReady to run from the w: drive (which is a substituted drive letter corresponding to C: or D:\WIREREADY on your local hard-drive)

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If you cannot use W: for a (substituted) drive letter, please call WireReady for special instructions on editing our config files with the drive letter or share path to the server you prefer. (If you wish to do the change yourself, you can follow the instructions in the section *Using UltraEdit to Change Paths* at the end of this document.)

HOW TO CREATE A SUBSTITUTED "W" DRIVE ON YOUR SYSTEM.

> Create a directory on the local hard-drive (either C or D) called WIREREADY
> Create a shortcut on the desktop that has this in the program field - program
> **SUBST W: C:\WIREREADY.**
> Run the shortcut.   This will make a W drive on the system.
> Copy/paste the short cut to the START/PROGRAMS STARTUP folder
>   This will make sure W is setup every time you boot your system.
> Call WireReady if you need help performing these steps.

> Go to the *CD Install Steps* section on page 5 to install the program.
> Once the program is installed to the server and the local AirCheckReady drive, you may store the CD-ROM in a safe place.

When you use the CD to install our software, it will create a WIRE directory in the W drive and that is where all the program/configuration and automation logs reside. It also sets up a list of default audio and text file folders, which we call CUSTOM folders. After the program is installed you can use our SETUP32 utility to change the folders you have, add more, or as some customers do, delete them all and have just one big folder called AirCheck.

CONFIGURATION OPTION #2 – DEDICATED SERVER

If you have purchased a LAN multi-user license, have a DEDICATED computer to act as a server, and will be storing all files on the server:
> What we consider a server computer is one that can be used for other server based office systems, but isn't used as one of the user workstations (i.e touched by humans during day to day use) (i.e NT/2000/2003 server, Novell, Linux etc). In this configuration, everyone uses/shares the same common folders for audio and text files located on the server, where workstations running our software play and record (read and write) data from/to the server over the LAN cable and out the sound cards in the workstations. With WireReady you can setup one or more folders to hold audio, text or other media files, and it's also possible to have more then one server for audio locations. This is controlled within our software after it is setup on the first. A dedicated NT/2000 or Novell or Linux server is powerful enough to "CENTRAL STORE" the audio so that multiple workstations may play/record and share the same audio and text storage using standard 10/100 ethernet connections.

> > **You will want to setup your servers' directory for WireReady to be shared as DRIVE W**

> > Map the workstations so that they see the volume you plan to use on your server (where the WIRE directory will be located) as W: drive. If you cannot use W: for a drive, please call WireReady for special instructions on editing our config files with the drive letter or // share path to the server you prefer. (If you wish to do the change

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yourself, you can follow the instructions in the section *Using UltraEdit to Change Paths* at the end of this document.) If you do not know how to use My Network Places to MAP a drive on the network, call WireReady for assistance. (In all basic installs our run path will be W:\WIRE – this is what our CD-ROM installer will want to do)

If you are setting up the system for multiple user access on a LAN, you only use the CD-ROM on ONE WORKSTATION as all other workstations read from the server. Once installed to the server from the workstation, you may store the CD-ROM in a safe place.

Go to the *CD Install Steps* section on page 5 to install the program.

When you use the CD to install our software- it will create a WIRE directory in the W drive and that is where all the program/configuration and automation logs reside.   It also sets up a list of default audio and text file folders, which we call CUSTOM folders. After the program is installed you can use our SETUP32 utility to change the folders you have, add more, or as some customers do, delete them all and have just one big folder called AirCheck.

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PERFORMANCE ISSUES
SETUP OF A LAN TO ENSURE CORRECT OPERATION

In a LAN scenario with a server, it is assumed that all the machines run off the server, storing audio on the server. Your server has to be fast to support multiple machines or if you use high sampling rates or stereo.

In a Stand-Alone scenario, it's assumed the machine is recording and playing off it's LOCAL hard-drive(s). In this scenario there is no LAN-bandwidth or server issues to be concerned with and in this fashion, no matter how slow or bad your LAN is, the AirCheckReady computer can do what it needs to independently. If the LAN or server/production machines go off line, the only thing the AirCheckReady computer can't do is pick up newly produced material from other machines or send newly-recorded files to another machine.

Audio Exchange and Peer To Peer networking (when you have an AirCheckReady computer connected to one or more Production computers without a server – Configuration #1):

In standalone configurations, because audio is not shared on a common server, AirCheckReady supports "syncing". Any machine can have its audio folders set to look at another computer's corresponding folders.

A playlist can be created to run in one of the Automate decks to "sync" one folder to another. When a Sync command is hit, the computer will automatically "sync", pulling any new or changed audio from the other machine (i.e. a production machine) onto it's own drives.

GoldWave and other editing programs automatically play on the local drive, but can save to the server when used in a central storage configuration. This keeps the majority of traffic on the local drives and off the network.

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CDROM INSTALL STEPS

1) To **Install** off of the CD, run the Install.bat file on the CD-ROM.
-Put the AirCheckReady CD in the CD drive.
-Open a DOS box. (click Start, Run, type CMD and hit ENTER) then type the letter of your CD drive, a colon, and then hit ENTER.
-Type INSTALL [CD letter] [Network drive] at the DOS prompt to start the installation. For example, if your CD-ROM drive is D: and your network drive is W: type: "INSTALL D W".
-Strike the **Enter** key. The files will be installed to your server.

2) Client Install.
We have created 5 users on the installation CD. The 5 users are:
Airchck1—configured to use a Broadcast Tools switcher and its PIP inputs on COM1.
Airchck2—configured to use a Broadcast Tools switcher and its PIP inputs on COM2.
Airchck3—configured to use an SRC-2 device on COM1 .
Airchck4—configured to use an SRC-2 device on COM2.
Airchck5—configured to not use closures

On either a LAN or a stand-alone installation, you only have to make a short cut to our program loader/executable (wr_win.exe). Create a short cut to w:\wire\wr_win.exe on your desktop. To launch with a specific workstation user name (so the recording will start automatically if the computer is restarted), include a "/u [username]" parameter. In the below example, the program will start with the computer logging in as the Airchck1 user.

w:\wire\wr_win.exe /u Airchck1

This loader program automatically copies the network-available WireReady main program file (wr32.exe) to c:\wire and launches it. Short of an audio editor program (on the machines that editing will be done on), no other client software is installed. The reason we run our EXE from a temp location is that it allows for upgrading to occur even when the system is running and on networks with dedicated servers –pulling the EXE off the network and running locally makes us run faster.

The loader always checks for a new version. For example, if you get an upgrade from us in the future which puts a new WR32.EXE in your W:\WIRE path, the next time the program is started, the loader will first update the temporary copy with the latest version before it starts. Note: If you ever downgrade- you have to remove the temp EXE file from C:\WIRE.

!! ENSURING THAT WIREREADY WILL STARTUP IMMEDIATELY ANYTIME THE COMPUTER IS TURNED ON OR RESTARTED

Put a copy of the desktop shortcut into the Startup folder so AirCheckReady will start automatically when the computer is rebooted.

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Note: If you get a security key error, make sure your key is connected to the printer port and, if necessary, install the Sentinel Drivers (#11 below). See the *Security Key Drivers* **section of this handout. (Keys are not necessary with all customer installations, depending on the type of system you purchased – if you received keys in your install kit you need to use them.)**

3) Digital Audio Editor

When you are using the audio features of AirCheckReady, you will be using a digital audio editor program, generally on a production computer. While it's possible to run a WAV editor from the AirCheckReady position, we tend to dissuade use since some editors use a LOT of CPU horsepower. We include a very simple recorder called QUICK RECORDER for simple voice over work and simple dubs, which is low processor intensive and very simple to use. Call if you would like to use our recorder. If you are installing our automation software on your production computer (most customers do for backup purposes) and if you already have an audio editor, you will want to set that as the default editor for *.wav files.

The easiest way to set this is using Windows Explorer/My Computer.
  Navigate to a *.wav file.
  While holding the Shift key on the keyboard, right-click on the wave file.
  From the menu, choose **Open With...** and then **Choose Program...**
  Choose your editor program from the list, and check the statement to **Always use the selected program to open this type of file**.

If you do not have a digital audio editor, and you purchased GoldWave from WireReady NSI, you can install GoldWave on the workstations according to the number of copies of the GoldWave (if any) we have provided. If you purchased another editor from us like Audition or Sound Forge, only install these on the machine(s) for which you purchased that software. If you purchased GoldWave from us, you should have received the *GoldWave Set-up and Registration Information* form, which includes the ID and License number for each of the licenses you purchased.

Note to older customers- we used to include Cool Edit with our software, but Adobe discontinued the product. We no longer include it, but if you have Cool Edit 2000 or PRO it works great. If you use it and would like some useful tutorial information we wrote, contact us and we will send it to you.

If you are planning on using GoldWave and if we included it with your purchase, follow the instructions for installing and setting up GoldWave. After GoldWave is installed on each workstation, follow the instructions above for making GoldWave the default audio editor on each of the workstations.

4) Installing Additional COM Ports

If you are using WireReady-supplied USB to RS-232/COM port converters to connect an external device, you need to install drivers for the device. When you connect the USB converter to the USB port it will prompt for a driver. The driver can be found on the WireReady installation CD or on the drive that AirCheckReady was installed

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to, in the WIRE\INSTALL\USB2COM-FTDI folder.

Do not use the drivers that came with the USB converter CD, as they are not the latest. You must use the drivers on our CD-ROM in order to use 2 or more of these adapters on the same computer. You can use a standard USB2.0 hub if you need to put more than one adapter on the same USB port.

Once configured, these devices show up in Device Manager as COM ports. Once you identify the COM port number assigned by Windows, this is the port number you use when configuring the devices to work with AirCheckReady.

WireReady is also compatible with many PCI based COM port cards such as RocketPort and other brands- however the USB to COM port adapters we now sell are the least expensive and simplest to use.

5) Audio Playback/Recording:

AirCheckReady requires Plug and Play Windows-compatible sound cards. PCI-based sound cards USB and firewire connected external devices and onboard sound devices all work. Our recommended studio professional card is the LYNX ONE from Lynxstudio.com for single play/record capability with either analog or digital connections.   Up to 4 of these can be installed in a computer.   Lynx also makes a Lynx TWO series which is an overlapping multi-track card- depending on model can play or record up to 8 wav files at the same time through 2 or more physical outputs/inputs. High-end cards such as AudioScience, Digigram, and Antex are also compatible with the system.   There are many other brands, which also work. Older customers who use the SoundBlaster64 AWE GOLD (an ISA based card) are discouraged from using it with our windows version.   For all intents, if your computer still has ISA slots, it is likely older generation and not ideal for Win2000/XP environments.

You do not need to use the same audio cards in every computer.   All audio cards play and record WAV files, so you may record an audio file on one card, and then edit/preview the file on another computer, even with a lesser quality sound card without hurting the audio quality. The software and WAV files are also compatible with laptop devices.

Consumer sound cards, and on-board sound cards are also compatible with the system, but sound quality varies and depends on the specific hardware used.   Most inexpensive sound cards will not support simultaneous play/record or multiple card configurations.

IMPORTANT - CUSTOMERS WHO USE CONSUMER CARDS LIKE CREATIVE LABS:

You can't put more than one of the same model card in the computer. I.e you can put a Live, an Audigy LS, and an Mp3+ USB – and have 3 play and 3 records. But if you put 2 LIVEs- the 2nd LIVE won't show up in windows. This is a driver issue, and not a limitation of our software.

In general- unless the manufacturer specifically states they let you put more than one of their exact model card in the computer the driver won't allow it.

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Creative labs sells many models- there are several Audigy models- but from a driver standpoint they are all the same card.

IMPORTANT- SAMPLE RATE/MULTIPLE PLAY/OVERLAP/RECORD CONSTRAINTS

Every card/device in windows shows up as an audio name with a number beginning with 1.   Every screen/place in WireReady automation software lets you assign which device numbers that particular screen or place on the screen will record through or play out of. In this fashion you can assign multiple devices to our software in the same way a master control console has multiple channels and faders.

A soundblaster live is one device- i.e 1. Adding an audigy LS gives you a 2. If you have an onboard sound card- that's a nice audition device (#3) etc.

Nearly all windows cards can simultaneously play and record at the same time- but BEWARE – if you use a card that way MAKE SURE all WAV files are the same sample rate. Most audio cards require that anything occurring simultaneously on them at the same time be at the same sample rate or it won't do what you ask.

However if your Sound blaster live is previewing and the Audigy is recording, they can be different sample rates, since they are different cards.

If you have a multi-channel card like a LYNX TWO, that will show up in windows with as many as EIGHT device numbers (i.e 1 through 8).   And it will let you assign which devices physically play out which connectors in the back of the card.

There are a couple dozen different places in WireReady to map audio devices.   Any screen/area on a screen mapped to a different device can be used at the same time as other places in our program. If two screens/places on screens are using the same audio device- only one screen will let you use it at a time. The other screen will ignore you.

Drive Space:
The system records in linear 16-bit PCM WAV formats using standard Microsoft RIFF/WAV headers. Sampling rate is up to the user and ranges (for mono files) from 2MB/minute for 16Khz, to 2.6MB/minute for 22Khz, 3.6MB/minute for 32Khz, and 5MB/minute for 44Khz. **Double these numbers for stereo. Luckily drives are available up to 300GB (at the time of this writing) and cost les than $1 per GB.** We currently do not support ACM (audio compression managers) such as MPG and MP3 for real-time storage playback because we find that software codecs are unreliable and prone to skipping. Note, we also store all cut information in the WAV files themselves- no external database is used.

6) TWEAKUI

We have included Microsoft's TWEAK utility under WIRE\INSTALL. You may install this utility on your on-air and production computers. TWEAK lets you setup the computer to automatically login to your network at startup. We have included versions for Windows95,

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Windows98, and Windows2000 and Windows XP. Refer to the *Installing the Tweak User Interface* document to install the program.

7) SETUP32 Administration Program

A comprehensive administrators program (SETUP32) has been included. Every configurable option in the system is available for customizing through this program. Refer to the *Manual For The Setup32 Utility* for information explaining how to use Setup32 to configure your station.

We recommend that you DO NOT delete any of the custom folders we have started you with before calling us. You may add other folders you wish to make available to the system at anytime.

If you have any questions, do not hesitate to call us.

8) Recommended Workstation Specifications Settings

AirCheckReady is a standard Microsoft C++ MFC compiled 32-bit program. In general, no special settings are required. Any other Windows program can run at the same time, such as Internet Explorer, Outlook, or Word.   For the best performance we recommend the following:

- That power management be disabled.   (if the machine is going to be used 24/7 like a capture station or it's an AirCheckReady playback position)
- That the task scheduler be disabled unless you have specific need to use it.
- That you run an anti-virus program such as Norton if your machines are connected to the Internet.

If you plan to use the audio features of the system, please follow the manufacturer instructions for your respective sound cards and make sure all drivers are loaded.

> **MAKE SURE YOU DISABLE SOUNDS IN CONTROL PANEL**
> System sounds will interfere with playback/recording, and can crash some cards like the Card-D Deluxe with our application.

IMPORTANT: If running Norton Antivirus auto-protect, special configuration changes are required to prevent auto-protect from interfering with audio recording and playback. You can search for Performance under Symantec's Norton Antivirus support section.

9) General Hardware/OS Requirements

These are general requirements. Your specifications may be different if you have special needs or have discussed a specific application with a WireReady sales or technical support representative.

AirCheckReady works with Windows 2000 and XP operating systems.

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In general we recommend 200Mhz and faster processors with a minimum 32MB of RAM. NT/2000 requires 64MB of RAM. Ideal machines are 1Ghz or faster with 128MB of RAM, especially if you plan to run other 32 bit applications (Explorer/Outlook) at the same time. Always make sure you are using the latest Microsoft Service packs for your operating system (available from Microsoft.com). Both IDE and SCSI hard-drives work fine. For LANs, we recommend dedicated Novell or NT/2000 based servers to host the system files. The application is client based, with the server acting strictly as a file/print server. In the case of small LANs, a workstation may be dedicated to be the shared hard-drive using basic Microsoft client networking and sharing the network drive.

Note when using a dedicated server, the server does not have to be dedicated strictly for the WireReady software. Existing office servers/department servers may be used for this purpose if they have the necessary drive space and horsepower to handle the extra users.

A minimum of a 40GB hard-drive if you are not doing music; anything larger would be unnecessary.

The motherboard should have at least two or three PCI free slots (that's after network and/or video). Some motherboards have onboard video and LAN which is okay.

Go with a larger, not a smaller, computer case, and make sure there is at least one case fan installed in the top or back of the computer case (in addition to the fan that comes on the power supply).

If you are having a model built up by a local store, use a minimum 300watt power supply.

If you buy a brand name computer, blow out the software that comes on it, by doing a fresh, from scratch "clean" installation off the Windows install CD. DELL and other big companies make great computers but they load them up with a lot of additional programs that gets in our way.

The machines should have a floppy and CD-ROM drive, 1 or 2 COM ports (2 is better), parallel port, keyboard/mouse etc. At least 2 USB ports. We use USB ports to become COM ports with adapters we provide. To connect more than one on the same USB port requires a standard USB hub. In theory USB 1.1 or 2.0 hubs work, but we have only done a lot of testing using the 2.0 standard with these adapters.

500VA or larger battery backup or UPS is mandatory to protect the computer and keep the automation running in times of a power failure. We remember where we are in your automation and will recover on the sequence we left upon restart- but external equipment like switchers may not remember their current channel, and Windows doesn't like to lose power without a chance to shut down – so PLEASE use a UPS.

If you are using Broadcast Tools switchers, and the equipment will be located far from computer, get a smaller 200-300 watt unit to protect/power all of them if they can't share the same UPS that the computer uses.

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Redundancy Suggestion:

This is not a requirement, but we do not build automation computers without a RAID 1 mirror "hot swap" array system in an AirCheckReady system.

Hot swap Raid 1 Mirroring uses two identical hard-drives and tricks the computer into only seeing one. In this fashion should either drive ever have a failure, the computer never knows it. It doesn't crash and you don't lose data. Furthermore, you can slide out the bad drive, slide in a new one and just turn a key. It re-mirrors automatically. We recommend this for operational reliability, not for data protection. It certainly is the ultimate in data protection but remember your production computers will already have the same audio on them and can be swapped in an emergency. But if you put hot swap RAID on the AirCheckReady computer it means the system will never crash and lose the recording if a hard-drive fails. And moreover you'll save yourself hours reinstalling Windows and our software and restoring audio when a drive fails.

 If you can afford this addition to your computer it's the best investment you can make in your radio station as far as we are concerned. It WILL pay for itself; it's just a matter of time. RAID Mirroring is transparent to our software so we don't care what brand/model your computer uses.

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10) Security Key Drivers

If you are installing on WinNT/2000/XP or later operating systems you may need to install drivers for the Sentinel security key is required with some of our products.

AirCheckReady requires a security key to run. If the security key is not detected, AirCheckReady will run in Demo mode. For AirCheckReady to run with its full capabilities, it must detect that a security key is attached to the parallel port of your computer. Usually, AirCheckReady has no problems detecting the security key.

If you are sure that the security key is attached, but you are receiving errors stating that the security key was not detected, then you probably need to have security key drivers installed. These drivers are in the **WIRE\INSTALL\NR32\SENTINEL** directory.

Windows2000/NT/XP
Run the program **W:\WIRE\INSTALL\NR32\SENTINEL\WIN-NT.EXE**.
When asked for the directory to extract to, enter the directory where AirCheckReady was installed. For example, W:\WIRE.
Then, from each of the computers that are running AirCheckReady and Windows2000/NT/XP, run the program **SETUPX86**. This will bring up a window.
Click on **Functions**, then on **Install Sentinel Driver**. The proper directory will be displayed when you are asked for the path to the Sentinel files, so just press **Enter** when asked for the path. The driver will be installed.
You must restart the computer for the drivers to work.

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11) Using UltraEdit to Change Paths

If you running AirCheckReady from a drive letter OTHER than w:\wire path, which we default the software to use (if you loaded the CD on drive W), the following must be done to setup our software to work with the drive/path you chose instead. If you are running from the w:\ drive, skip this section.

UltraEdit is a relatively inexpensive program that can be downloaded from the Internet. Go to www.download.com and do a search for "ultraedit".

UltraEdit is sometimes updated, so the terms used in the following might not match exactly with the version you use.

1) Change everything except Playlists

-Start UltraEdit and Click **Search** then **Replace in files**.
-Type the original path (ex: "w:\") into the **find** box.
-Then in the **Replace With** box type in the new path (ex: "h:\")
-In the **In Files/Types** box type
"*.wr;*.txt;*.ini,*.bat,folder.dat,$drives.dat,$search2.dat,cusdir32.dat".
-Directory should be changed to match the root of the drive you're changing (ex 'h:\').
-Make sure the **Search Sub Directories** box is checked.
-Click **Replace All** and wait for it to finish.

2) Change the playlists (You do not need to perform this section if you have not been using Wireready's ControlReady program.)

The following needs to be done for every directory path the auto-recording computer sends audio to.

-Start UltraEdit and Click **Search** then **Replace in files**.
-Type the original export path (ex: "r:\nat") into the **find** box.
-Then in the **Replace With** box type in the new path for the wire directory (ex: "h:\nat").
-In the **In Files/Types** box type "*.ply".
-Directory should be changed to match the root of the drive you're changing (ex 'h:\').
-Make sure the **Search Sub Directories** box is checked.
-Click **Replace All** and wait for it to finish.

12) **Additional Software and Services Options** (sold separately, unless otherwise noted on your quote/invoice)
Please contact WireReady's Sales department for more information about any of these options at 800-833-4459 or sales@wireready.com

The features below are generally setup by WireReady techs for you using LOGMEIN when you are ready to add them.

SMPT/Email integration

Integration with Outlook

Automated Web Publishing (WebReady options are sold separately)

Automated FTP in/out submission system

Direct send/conversion system for feeding files into 3rd party digital automation systems requiring specialized headers or compressed formats.

13) **Optional Hardware   (Prices are available upon request)**

Creative Labs, Lynx Audio cards are available for professional balanced audio recording/playback. We can order other cards by request.

SS-based Broadcast Tools Switchers are available.
WireReady can talk via closure (through the AT1616L) or communicate via RS-232 to any RS-232 remote controllable device.   Broadcast Tools switchers nearly all have this type of connection.   The newer SS based switchers also have something equivalent to the AT1616L controller built in called PIP input/outputs. The number varies according to the switcher (see broadcasttools.com), but WireReady versions 4.5 and later can use a switcher for both audio routing AND logic inputs (triggers from satellite etc).

USB2COM Converters are available if you want to connect additional wire services and do not have an open PCI slot in the computer. These devices will allow the use of a USB port as a COM port. We also sell hubs which are required if you want to use more than 1 USB2COM converter. Customers can purchase their own USB 2.0 hub, or get one from WireReady NSI.

OTHER AUTOMATION GEAR/CONNECTIONS

If you have a special need please call. We are familiar and support a wide range of equipment such as DR10 phone DTMF remote controls from CircuitWerkes, and we can directly communicate with Starguide style satellite receivers to flip provider channels using a COM port without any intermediary equipment installed. There are boxes called Watchdogs that can reboot a computer if it should fail, and there are GPS master clocks etc.

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14) Training Options

We have provided ample documentation and training tutorials as part of your purchase. In addition, your purchase includes support for one year for basic questions, or help with troubleshooting problems related to your software purchase. Our basic support is M-F 9-5 and we also offer 24/7/365 round the clock coverage at an additional cost if not included with your initial purchase. We generally provide several hours of free training and setup time as part of any purchase. For larger scale training or where multiple people need training- we offer for-purchase training options are available.

On-Site Training:

On-Site training is available. We have professional full-time trainers ready to assist you. Cost is $995/day plus airfare/hotel/car rental. Travel time is inclusive. Please book on-site training well in advance. We recommend 2-3 weeks advanced notice to get best available airfares. Subject to availability.

Over the Phone Training:

If you didn't purchase on-site training and integration and will not have the benefit of live face-to-face training, phone-based interactive training with LogMeIn is recommended and available at no extra charge. Your purchase includes a set number of hours of free phone training, generally 2 hours, plus 1 hour per additional user license purchased. For example a 10-user system includes 12 hours of training, in addition to 24-hour 7day 800 technical support for problems. We require 72 hours advance notice for phone training, and phone training is only available M-F 9-6PM EDT. Additional hours of phone-based training may be purchased for $75/hour. Subject to availability.

15) INTERNET CONCERNS

WireReady doesn't require Internet access on the air system to function. There are risks providing Internet access especially if you allow personnel to surf the internet or use email. Please use the appropriate antivirus software and keep the subscriptions up to date (this is your responsibility). If your station has Internet on the LAN, please be sure you have a firewall appliance in place separating your LAN from the actual cable or DSL/wireless modem. Upon request we can help disable or hide these options on your air system. In general if your air machine is connected to a LAN with other computers- use anti-virus software on it 24/7- once ANY computer on your LAN gets infection, most viruses can travel over the LAN and damage other computers.

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16) SERVICE PAKS

Unless your computer will have a public IP address and be on the open internet, most security concerns and security paks are super urgent nor put you at risk if you aren't using email or surfing the internet from your air computer. We recommend *against* having windows auto-update itself. It's better you have your computer person or WireReady once or twice a year install service paks, should we be aware that any are *important*, but we will defer to your own computer expert. Just do them during the day and always baby sit (be within earshot) of your system for at least an hour after performing one of them.

17) BACKUPS

In general- if you use our software on Production- you'll have all your sound files backed up because of our SYNC setup. However there are configuration files such as your playlists *.PLY (your schedules and certain INI files that should be backed up.

We recommend you setup a batch file or use the windows task scheduler to backup these files by having the AIRCHECKREADY computer copy these files from itself to the production computer's shared folder or your network server no less than weekly. We will gladly set this up for you upon request.

If you don't have a network connection – many of these files can fit on a floppy or CD (if you have a writer) – and having these can save hours, sometimes tens of hours of work in the event of a total failure of your drive(s).

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