

Checklist for setup of Automation in Wireready32

- All computers boot
- All computers are networked. The connection should either be to a server, or to a production computer. A drive letter has been mapped, and remains mapped after the computer is rebooted.
- All computers are able to run Wireready32 simultaneously.
- All computers are able to use all of their audio cards.
- Any switchers or AT1616s are connected to the proper computers, and have been tested to make sure they work in Wireready32.
- Any Genovation keypads have been connected to the proper computers.
- Cool Edit or another audio editing program has been installed on any computer that will need to edit audio.

Fax back pgs 3,4,5,9 and 6 or 7 ASAP

WireReady will be configuring and training your staff on your new, WireReady32 Automation system in the near future. Your WireReady32 system includes on-site and/or dial-in interactive training for your staff. Please forward the Engineering Checklist to the engineer or Ops person at the station(s), and the Training Schedule/checklist to the person who is responsible for setting up a training schedule with the staff. These forms must be filled out and faxed back before we arrive.

Please complete/fax these back to WireReady by: _____ / ____ / ____ at ____ : ____
EDT

Training will have the following goals in mind:

1. Use of the system in your specific environment ie: recording and editing of audio; scheduling of programs, etc.
2. Familiarity of the IT person to be able to troubleshoot the system should problems arise.
3. Understanding of everyone involved of the support flow process. - i.e who to contact first.

Each training session will take between 1 and 2 hours depending on the trainee's general level of windows skills. A form has been attached to let you schedule training times.

Barring flight delays, WireReady will be arriving on: ___/___/___ at aprox: ___:___AM/PM

Your WireReady Trainer(s) will be:

They will be leaving on ___/___/___ at aprox: ___:___AM/PM All times are local.

Most facilities have been scheduled with a week of on-site training and assistance.

Training times can be scheduled from:

_____, ___/___/___ at ___:___AM/PM through
_____, ___/___/___ at ___:___AM/PM

Assuming the on-site is Monday through Friday:

Monday Afternoon will be spent making sure the system is completely wired and operational, at least to the point where training is feasible. Tuesday through Thursday will be devoted to training, practice, and actual dry/runs use of the system.

Friday will primarily be spent evaluating the system, and going over any suggestions/issues that have come up during the course of training.

The Trainer(s) are staying at: _____

Phone: _____

During your training week, if you need to find/reach your trainer, you can page:

_____ at (____)____ - _____

CONTACT SHEET

Station Address:

Station Main Phone Number:

Station Main Fax Number:

Station News Fax Number:

All "Call Letters" that run from this facility:

For contacts below, leave phone number blank if it's the same as above.

Program Director: _____
Phone: _____
Email: _____

Audio Engineer: _____
Phone: _____
Email: _____

IT/PC Person _____
Phone: _____
Email: _____

Key Person for coordinating WireReady On-Site Training Schedule:
_____ Phone: _____
Email: _____

Key Person for making decisions on how system is configured:
_____ Phone: _____
Email: _____

ENGINEERING CHECKLIST FAX BACK ASAP

Prior to our arrival, the following system components must be checked to see that they are operational BEFORE we fly out: Training cannot begin until these items are verified as completed.

You may call our 800 833-4459 technical support number if you need help verifying the following items on the next page or if you have special circumstances. Training can occur in some cases if the any of the following are not done, but you must contact David Gerstmann at WireReady (800) 833-4459 to let us know ahead of the flyout:

[] Make sure at least ONE workstation has been wired to a console or mixer board so that it can RECORD from a source (such as a microphone) and PLAY back into speakers. This is critical so that staff may be trained how to digitally record, edit and play sound in the system.

[] Make sure that at least ONE workstation has been installed and wired in your an on-air/Studio position.

An optional AT1616L relay controller may have been provided for remote start/stop capability. This device supports wiring remote start and stop buttons which your air console may have to the workstation in the studio.

Last Check -Making sure everything is ready before training begins when the trainer arrives:

The first day/afternoon when we arrive, we will want to verify that the system is operational. We will need help from the IT/engineering person to fix any "loose-ends" that need dealing with before training can begin.

The IT/Engineering person the trainer(s) should ask for when they first arrive to make sure everything is ready is:

_____ph_____pager_____

WireReady NSI FAX BACK ASAP

Training CheckList Form

Training generally begins at Tuesday at 10AM, and continues through Thursday at 5PM. Times can be adjusted to meet local market needs. Trainers can also come in early on specific days, especially if the station attempts to switch over to the new system while the trainer is still on-site.

Switching over during the on-site visit provides the added security of a trainer on-site to help with actual real life news functions the first day or two that the station is on the system. Whether or not a station switches to the new system immediately is a local decision and care and extensive practice/dry-runs should be considered prior to going on air so that the product is not compromised in any way.

Preparing for Training and practicing afterwards:

It will be helpful, but not required for people to read through the materials to get a sense of how the system works prior to training. But more importantly, each person, after being trained, SHOULD SPEND 30-60 minutes immediately after the training session practicing what he or she has learned. If there are empty openings in the training schedule, staff can have second sessions or use them for question/answer periods.

Ops/contact who will be coordinating Training/staff/onair content issues is:

Ph: _____

Pager: _____ Email: _____

We strongly recommend ONE PERSON per session. In large markets, if it is necessary to double up, it may be done to accomodate 20 or more people.

We have provided a 2 hour schedule, and a 90 minute schedule. Larger markets who have more people that require training should use the shorter 90 minute schedule. DO NOT USE BOTH

2 HOUR SCHEDULING FOR SMALL/MEDIUM MARKETS

Note: Someone must be available to greet the trainer when they arrive between 9:00 and 9:30am each day before training occurs (or 30 minutes prior to the first training session scheduled). One computer in the newsroom MUST be available for training on, and the trainer must have a minimum of 30 minutes to prepare that computer for training prior to any training session.

Person to Greet Trainer: _____
i.e the person the Trainer should ask for when they arrive:

Tuesday:

10AM: _____ 12PM: _____

2PM: _____ 4PM: _____

Person to Greet Trainer: _____
i.e the person the Trainer should ask for when they arrive:

Wednesday:

9AM: _____ 11AM _____

1PM: _____ 3PM _____

5PM: _____

Person to Greet Trainer: _____
i.e the person the Trainer should ask for when they arrive:

Thursday:

9AM: _____ 11AM _____

1PM: _____ 3PM _____

5PM: _____

90 MIN SCHEDULING FOR LARGE MARKETS

Note: Someone must be available to greet the trainer when they arrive between 9:00 and 9:30am each day before training occurs (or 30 minutes prior to the first training session scheduled). One computer in the newsroom MUST be available for training on, and the trainer must have a minimum of 30 minutes to prepare that computer for training prior to any training session.

Person to Greet Trainer: _____
i.e the person the Trainer should ask for when they arrive:

Tuesday:

10AM: _____ 1130: _____
100: _____ 230: _____
400: _____ 530: _____

Person to Greet Trainer: _____
i.e the person the Trainer should ask for when they arrive:

Wednesday:

9AM: _____ 1030: _____
1200: _____ 130: _____
3PM: _____ 430: _____

Person to Greet Trainer: _____
i.e the person the Trainer should ask for when they arrive:

Thursday:

9AM: _____ 1030: _____
1200: _____ 130: _____
3PM: _____ 430: _____

Person to Greet Trainer: _____
i.e the person the Trainer should ask for when they arrive:

Friday:

8AM: _____

SPECIAL INSTRUCTIONS:

If you need special instructions in order to access the radio station, please list them here. Also if your station has printed directions, please include them when you fax these forms back to us.

WHO TO CONTACT FOR HELP/TECHNICAL SUPPORT:

WireReady is available via our 24/7 800 number for general problems and/or emergencies with the system.

When calling 800 833-4459, please identify yourself by your call letters or company name.

In general, we recommend the following "Flow" for staff getting technical support:

1st call - Local Engineer/IT person

Your local engineer/IT person is the first person to call for problems with your audio equipment, or general computer/windows issues.

2nd call - WireReady Support via the 800 833-4459 number

WireReady is staffed to help with any problem with the newsroom software, help troubleshooting problems occurring in it, and wire service issues if you stop receiving news or audio feeds.

Suggestions/Comments/non-emergency questions:

You can email our support department at any time: Support@wireready.com

You can email our president with any comments/ideas/concerns:

DavidG@wireready.com

The WireReady Web site, has extensive help and information about the system, including on-line copies of the manual, all related installation documents, and a searchable FAQ section with common questions and technical solutions.

Auto Recording Schedule

If your station will be setting up a workstation to be a dedicated auto-capture computer, WireReady can automatically perform timed auto-records of satellite network audio. Below, specify each start and stop time, and a short name, for example 0810-AP for an 810 AP feed would be a good example.

Go through all the times for each network source separately. Use extra paper if needed. If schedules differ on a daily basis, or weekday vs weekend, make sure you note all differences, or provide a schedule for M-F, and a schedule for Sat and Sun. Each day can be different if required.

When WireReady receives your schedule, we will configure the auto-recording. After being configured, the engineer and program director/coordinator are URGED to sit down at this computer for 10-20 minutes to be shown basic operations and troubleshooting procedures by either the on-site trainer, or WireReady via our 800 number.

Prior to WireReady32 Integration

Please have the following information available on the first day of the WireReady32 Integration. The trainer will meet with the Program Director prior to training any staff member. Most often this meeting will take place immediately after the trainer arrives (usually Monday). Please reserve up to 4 hours on your calendar for this very important planning session. After this meeting the trainer will be able to customize WireReady32 for your specific needs. Following are topics that will be discussed:

CUSTOM FOLDERS

Folders (or directories) are where the finished audio files are stored for later use.

BACKING UP AUDIO

The audio used with WireReady32 is in WAV format. These files use more hard drive space than text files, so it will be important to monitor and maintain the storage space on the network. The server will hold a great deal of data, but for maximum performance a regular schedule of maintenance should be followed. One person should be responsible for regular back-ups and cleaning of directories. There are many methods for archiving and retrieving audio files. Using a CD burner is one method (depending on how much audio you plan to keep). Please be prepared to discuss who will be performing system maintenance so the trainer may assist with setting that up.

USER CONFIGURATION

It is possible to set up different operation modes, restrict specific buttons, allow multiple notepads, and change the default directories for each user individually. A Lock Down option is available for individual users or machines. This option sets the screen configurations and wire searches so that a user will start with the default settings each time he/she logs into WireReady32. This option helps to standardize all users.

OPEN VS. SECURE LOGIN

Secure logins require a user to login at any workstation with a name and password. The configuration and searches will follow the user to any computer. With Open logins a standard workstation name is typically assigned to each computer, and the configuration and searches are attached to that workstation. The main benefit of using Secure logins is the Instant Messaging feature. A user can send a message to another user that will appear on the Title bar of the receiving user. The message will remain until it is cleared or another message is received. If instant messaging is not needed then Open logins are the most efficient method of launching WireReady32. Please be prepared to discuss with the trainer If you wish to use workstation logins or individual logins to access WireReady32.

AUTOMATIC RECORDING

The Automate feature allows a user to program a list of commands for WireReady32 to execute automatically. The computer can use this feature to automatically record audio feeds from a satellite. The computer can be set to begin recording at a specific time or it can be triggered by a tone. Please print out a schedule of the audio feeds your station subscribes to that will need to be set up on the audio capture computer.

PC ANYWHERE

WireReady can access a computer remotely for troubleshooting, upgrades, and training. Please specify which computer(s) should be running PC Anywhere for remote access. Inform the Installer which computer(s) are to have PC Anywhere installed. In an automation system, the on-air computer is usually the computer to have PcAnywhere.

CHECKLIST

- _____ Prepare a list of custom folders for the trainer to create.
- _____ Have a plan for backing up audio files.
- _____ Decide if users are to be locked down to a pre-set list of searches and configurations (Some/All/None).
- _____ Have the automatic recording schedules available for the trainer.
- _____ Decide which computer will have PC Anywhere installed.