PodcastReady Installation Instructions

INSTALLATION INSTRUCTIONS FOR DOWNLOADED FILES

Requires Win2000/XP

Overview
When you purchase PodcastReady we will send you a link to download the installer. The installer is preset to install to the C:\wireready\ folder of the computer(s) you plan to install on the machine. We do not make registry entries nor do we add or change dlls in the Windows system folders. So once the software is installed, you can backup the entire software by copying it to another folder computer, flash drive, or CD-ROM. After the software has been configured, it can be installed to another computer by copying the folder, and making shortcuts to the EXE directly.

Follow the instructions in the *Running the PodcastReady Setup* section below to install to your computer. If desired, you can call our support number (800-833-4459) to be walked through the install, or you can have someone in our support department remote install and configure the programs and get then running while you watch (or we can do it so you can work on other things).

This solution consists of two programs: WR32.EXE and DBCAPTURE.EXE

WR32.exe is the user GUI, which contains the automation decks that run your record and publish (podcast) command schedules. You will need to configure the program to work with your sound cards. Each schedule deck has a Setup pull down menu where you can configure the decks to use specific sound card channels based on your own hardware.

DBCapture.exe is the FTP engine that takes submitted jobs from the automation decks and manipulates the audio files. This includes taking the recorded WAV files and moving them to one or more FTP destinations as WAV, mp3, wma or other formats, as well as duplicating the files (either WAV or other formats) into more than one drive or server if you want to maintain backups. It is up to you whether the recording schedules produce files which overwrite themselves daily, weekly or on another basis, or whether you want us auto-naming files with common prefixes and date based naming. The latter does require that you periodically check your drives and move content off the PC if you have us retaining them.

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The purchase includes having us remotely setup your initial schedules, which serve as part of your training. So send us recording schedules so we can have them prepared before you need them, if possible.

DBCapture is a very powerful scripting based program, and it is best to have us initially set up the script templates and the destination file (dbfolder.dat) that tells DBCapture where to publish files for a given "alias" in the recording schedules. Publishing not only involves moving files and encoding them to one or more FTP (or UNC) destinations, but also producing RSS feed files or other list indexes which we refer to as ordered entries. Generally RSS feeds are ordered entries that include the RFC standard link title, description and time stamps, and go back 50 or more items, with our software purging files as they fall off the list. The software can also support chained tasks which in addition to publishing the primary self purging RSS feeds can automatically create YEAR MONTH and/or DAY subfolders to also publish duplicates (or higher compressed) versions for long term archiving. The archiving feature generates individual monthly index lists, but it would be your responsibility to setup hyperlinks to each year as each year is dynamically foldered by the archive function. All of this setup is included in your purchase.

FTP access to your FTP/web server only requires a user account and password to be plugged into the dbfolder.dat file structure. We use FTP to add/modify and delete files that we're responsible for maintaining.

If the publishing ever can't continue due to a connectivity issue with DBCAPTURE or the Internet, all submitted jobs are queued so upon user intervention the system will catch up.

It is possible to scale the system on more than one computer. In high demand recording applications, it is sometimes desirable to put the DBCapture program on a separate computer so encoding and FTP operations do not glitch your recording. While rare, it is possible if you overtax your CPU. In addition it is possible to path the recordings to multiple "IN" paths served by multiple instances of the DBCapture program. In situations where you have a lot of bandwidth and are recording multiple things at once, we can be encoding and uploading multiple files at the same time with multiple instances. From a scalability standpoint, you can run more than one DBCapture on the same computer or use multiple computers depending on how large you want your system to be (The latter is often done with radio networks). The average radio station, however, can run both WR32 and DBCapture on the same PC.

Lastly, the software includes a software-based monitoring agent (WRCHECK) which can be setup to monitor both WR32 and DBCAPTURE and email you if either app ever goes down (because a heartbeat file stops updating on the hard-drive). In addition, we also support a hardware watchdog (KICKOFF), which goes on a USB port, and can reboot windows or power cycle the computer if there is ever an application or operating system crash. (The Kickoff sells for $179).

The *Setup32 Administration* handout will explain how to make configuration changes to the system after the software is copied / installed onto your computer.

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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.

Running the PodcastReady Setup
The setup program can be run from the desktop or from within a folder.

1) Double-click on PodcastReady-wr32-8.016-dbcapture-7.028-Setup-v2.exe to begin the installation. The window to the right opens.

2) Click the Next button on the introductory screen.
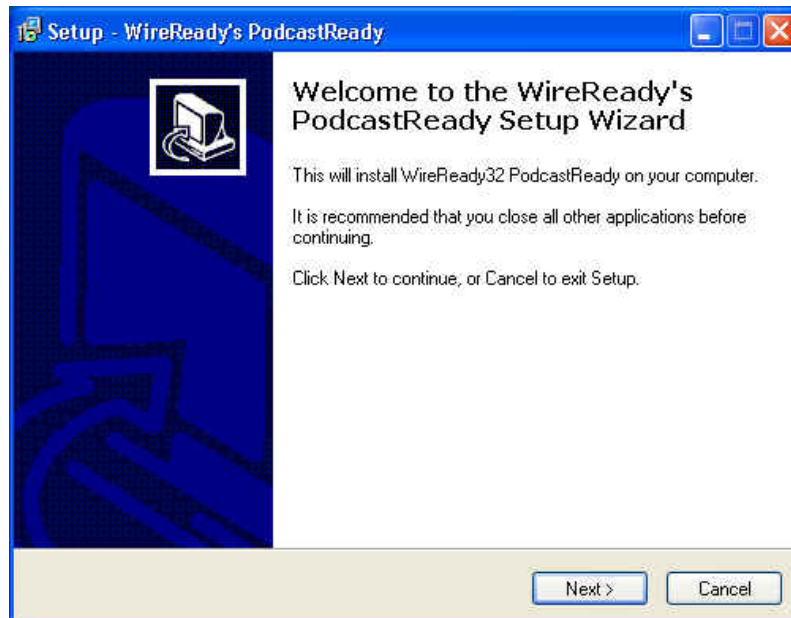
3) The setup program will install to the c:\wireready\ folder by default. If you will be installing to another location, enter the new path in the entry box or click the Browse button to navigate to the folder. Click the Next button to continue.

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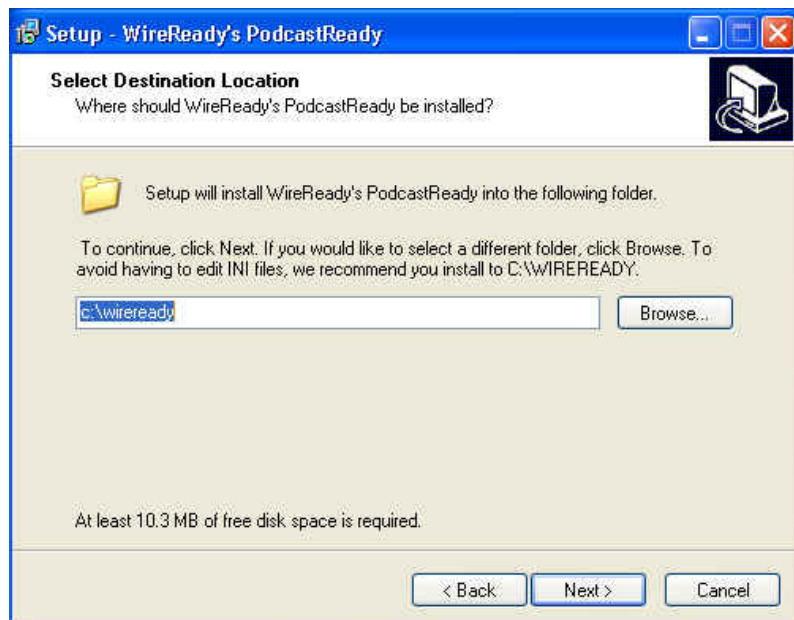
4) The next window is to confirm the correct path before starting to install the executables and shortcuts. If the Destination location is correct, click the Install button. If it is incorrect, click the Back button and enter the new location for the files to be installed.
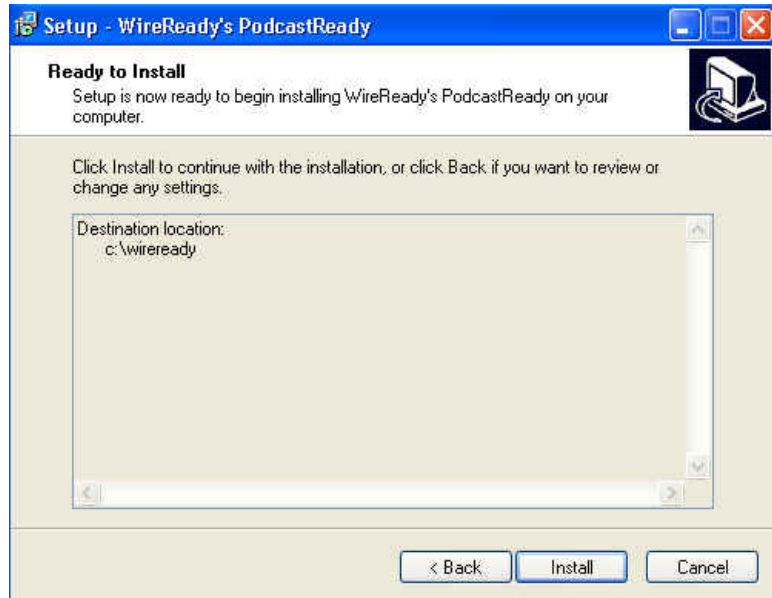
5) The next window will show the file names as they are extracted, along with a progress bar. If any files already exist, a Confirm window will pop up for each existing file. If you would like Setup to overwrite the existing file, click the Yes button.
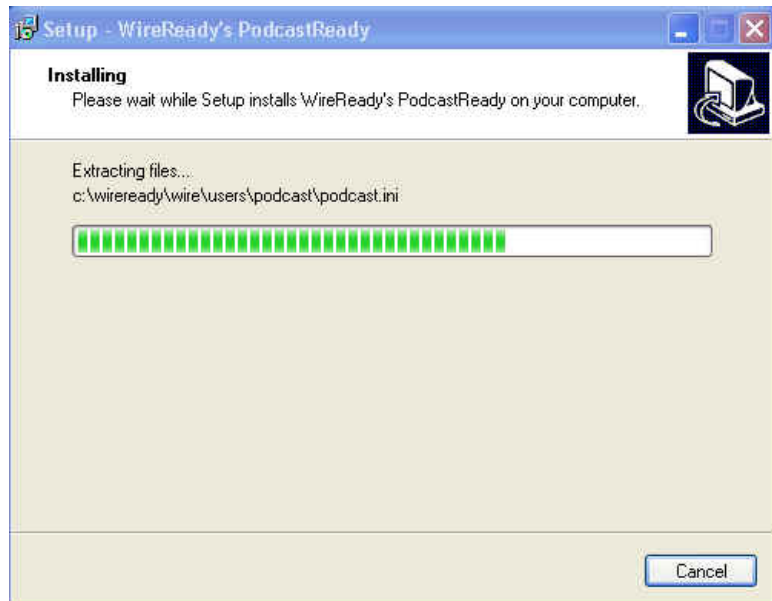
Warning: It can be potentially dangerous to overwrite the existing files. If you are already running WireReady32, DBCapture, or WRCheck from the c:\wireready\ folder, choose No to keep your current settings. Then reinstall the setup to a different directory. Overwriting the existing files can wipe out your user's settings for WireReady32, and your web publishing paths for DBCapture.

A Confirm window may open for each of the following files that currently exist under the c:\wireready\ folder: podcast.ini, $config.wr, $user.cfg, cusdir32.dat, $cart.sts, $cart.cat, $capture.cap, system.ini, custom.dat, Pod-Mon.ply thru Pod-Sun.ply, indexlinktemplate.htm, indextesttemplate.htm, rsslinktemplate.htm, rsstexttemplate.htm, textlinktemplate.htm, texttemplate.htm.

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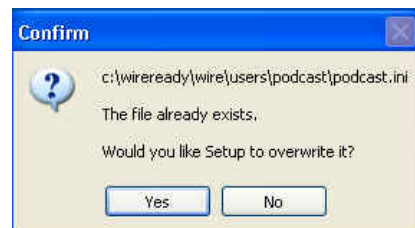
6) When the files have been installed to the computer, a "readme.txt" file will pop up. The file contains the following text:

> There is a document describing some files that will need to be modified before podcasting can be done. You can access the document by clicking on Start/Programs/WireReady/Files to modify.
>
> The PodcastReady manual has been placed on your desktop.
>
> When you reboot the computer, the podcasting programs will run automatically. You can also start these programs by clicking on the shortcuts on your desktop, or in Start/Programs/Wireready.
> Wireready32 is used to type up the podcasts, and to tell the podcasts to be sent. DBCapture is the program that publishes the podcasts in the background. The two WRCheck programs run in the background, making sure that Wireready32 and DBCapture are running. If either program stops running, WRCheck will send an email, and the stopped program will be started again.
>
> The first time you run WireReady32, you might be prompted to enter a password that will permit WireReady32 to run for 30 days. Please call WireReady technical support at 1-800-833-4459 to receive this password.

7) Close the readme.txt file by clicking on the "x" in the upper right corner.

8) The setup has now finished the installation. Click the Finish button to close the window.
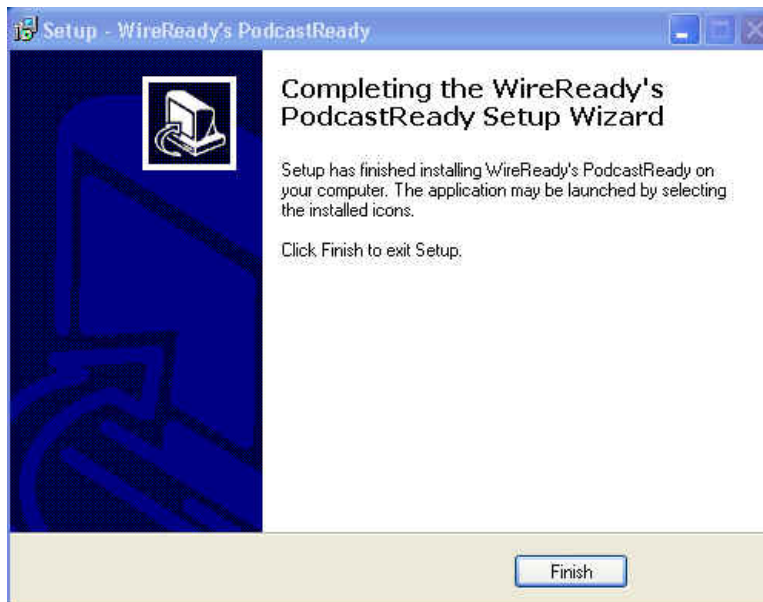
To start the programs running, either double-click on the desktop shortcuts (DBCapture, Wireready32, WRCheck for DBCapture and WRCheck for Wireready32) or reboot the computer. The shortcuts have been added to the Startup group, so all 4 should start running when the computer is restarted.

Digital Audio Editor

When you are using the audio features of PodcastReady, 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 PodcastReady 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.

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 PodcastReady was installed 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.

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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 PodcastReady.

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.

Audio Playback/Recording:

PodcastReady 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 cards 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.

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

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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 is 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.

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

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.

Recommended Workstation Specifications Settings

PodcastReady 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 a PodcastReady 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.

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.

PodcastReady works with Windows 2000 and XP operating systems.

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.

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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 a PodcastReady 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 PodcastReady 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.

Security Key Drivers
If you have a license for WireReady products for a specific number of stations, and we have included security keys, you will find them in your installation package. They are either the old style key that connected to the printer port (Sentinel key) or the new style that connects to the USB port (Aladdin key).
As of 2008, all systems are shipped with the Aladdin key, which connects to a USB port and looks similar to a flash drive. If you are waiting for the security key to be shipped to you (after you have downloaded the program), you can run in 30-day Demo mode. The software will prompt you for a code to unlock the software for 30 days. Call WireReady NSI at 800-833-4459 to get the unlock code.

Installing the Aladdin Key Drivers
When you connect the key to a USB port (either on the front or rear of the computer), Windows should recognize that a new device has been added. Allow Windows to search the Internet for drivers for the device and install them.
If you do not have Internet access, you should find the installation program under w:\wire\install\nr32\Aladdin\HaspSetup.exe. Run the exe, and it should lead you thru the installation of the drivers for the security key.
Using either method, it is not necessary to reboot the computer after installing the drivers for the Aladdin key. Once the drivers are installed, the Aladdin device shows in Device Manager under Universal Serial Bus.

Each user that logs into WireReady can be configured for the key that will be used on the computer. The user's configuration file should be set to use the Aladdin key. If you receive an error that the security key driver has not been installed when you start the program, you may need to change the configuration for that user.

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Under the w:\wire\users\[username]\ folder (where [username] is the login for WireReady), is a configuration file with the same name as the user. It will be [username].ini, and will show as a configuration file if the file extensions are not visible on your system.
Open the user's ini file with Notepad, and click on the Edit menu at the top of the window.
Choose Find, and then enter "[Security]" (without the quotes) and click Find Next.
Under the [Security] section is the line "KeyMode=". This should be set to be "Aladdin".
Change it if needed. If the KeyMode is set to Aladdin, and you continue to get the error that the security key driver was not installed, please call us at 800-833-4459.

Installing the Sentinel Security Key Drivers
Prior to 2008, WireReady NSI used the Sentinel security key to license our products. This key attaches to the 25-pin printer port, and is about 1x2 inches in size. The Sentinel drivers must be installed for our products to recognize the key. Windows does not detect that a Sentinel key has been attached to the computer.

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 on the drive that the WireReady NSI program was installed to.

You MUST use the drivers for the proper operating system, either Windows95/98 or Windows2000/NT/XP.

Using UltraEdit to Change Paths

If you running PodcastReady 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.

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-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.

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

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

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).

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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.

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.

WireReady 24/7 technical and sales support line (800) 833-4459 www.wireready.com

INTERNET CONCERNS

WireReady32 doesn't require Internet access on the air system to function but DBCapture will need it to publish to your site.. 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). Since your station will have 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.   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.

SERVICE PAKS

Unless your computer will have a public IP address and be on the open internet, most security concerns and security paks neither 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. Its 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.

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 PODCASTREADY 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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