

13 June 2006

RCS vs. AUDIOVAULT

RCS Master Control is an excellent MUSIC based LIVE ASSIST automation system.

The MBN Network is a PROGRAM based FULLY AUTOMATED system.

The first indication that MC was not designed for programs was when our hard drives were full with back-ups for all our programs. (See email 12)

Master Control (MC) is designed for the average user to operate by implementing simplistic controls and limit the user interface for adjusting main elements of the system. In other words, limiting "under the hood" tweaking as it is designed for heavy usage by local DJs; not programmers and engineers. As the Network head end, we need absolute control over all aspects of programming and audio. By continuing to work with the MC system, it is in essence using a car to move elements, when we should be using a truck.

When we switched to MC, we assumed that the basic elements of handling audio were the same and that we would merely be adding a multitude of new features. It is my understanding that the main selling points of this system were the ability to eliminate dead-rolls by using their "Time Stretch/Squeeze" feature and that we would have 24/7 access to customer support. The "Time Stretch/Squeeze" feature is not working successfully and when we call for support, many times we end up "stumping" them where they have to talk to the developers and get back to us. We are only asking to use the features promised to us, instead we get "that will be fixed in the next version". (See emails 1, 2, 5, 6, 6, 8, 9, 11, and 13) It has been 6 months and we still do not see a solution on the horizon.

I would like to point out what features we are now missing by going to MC and the resulting loss of productivity.

We no longer have the ability when trimming programs to drag the beginning and end points of an audio file within the wave form. This simple function allowed us to quickly trim programs to an exact point where now it is more or less a "trial and error" process of trimming.

We can not play programs in a playlist. We have to use a separate Database that needs to be scheduled to play as well as remember to copy the audio from our main database. All this takes time when a simple playlist can be used accomplish this task.

* We can no longer play MTTN repeats. The production department can elaborate on the specific impact this has on them. We basically have to change the way a program is produced from all aspects from the host and producer, to the delivery and inability to archive this classic program.

* We can not adjust the gain or volume of specific cuts. Our long form music programs such as Sound of Majesty, Heart Song, and Gospel Praise are normalized according to

Links which are primarily speaking programs. The only way to load these programs correctly now is to load them real time.... This is how we loaded programs when they came on real-to-real. As a Network we need absolute control over the quality of each program. Since MC is designed primarily as a live-assist automation system, the board operator has control of levels should something be off. Being fully automated, we do not have this option. (See email 3, 4, 8, 9, 11, 13) *(No level control in editor)*

We have lost the ability to have a client server structure where there is no waiting for changes made to a cut to copy over a network. In AudioVault we would load a playlist of programs to work with and any changes made would be immediate. Now, in MC, we have to wait for each file to copy to the local workstation, make our changes, then wait for it to copy back to the main computer. This has increased the amount of time spent with each program 3 fold.

The time/stretch feature does not work, which is supposed to eliminate dead-rolls for us. Until it is fixed, Voice Trackers have to time out their music sweeps and make exceptions to how they would normally talk within a sweep if they were working their shift "live". If we do not want dead-rolls working with Audio Vault, the Voice Trackers would be doing exactly what they are doing now in MC. We do not have to use dead-rolls with AudioVault as the ability exists to time out music sweeps with their Voice Tracker.

MC doesn't even do this right now. If a voicetrack precedes a hard ERM it skips it or plays part of it, then chops it off. (see e-mail thread #5, especially page 2)

Also, the voicetracker in Audio Vault is set up as a grid with time markers on the song wave forms allowing for precise placement of voicetracks. MC is a fluid system (assuming the time/stretch feature works) where VoiceTracking is all done by ear. It is a trial and error process when working more in depth on a particular VT. The MC Voicetracker also has a bug where the waveform of the VT does not show up and when a button to show this waveform is pressed, the VT is distorted and unplayable. We currently have lost our professional sound during our music sweeps and affiliates are calling and complaining. Contact Network Development for more information on this.

There have always been problems to work through when changing automation systems, but this time we have an automation system out there that we know works for our needs as a network. The Owned and Operated Stations can benefit from the MC system as they would use it primarily as a live-assist system and receive their programs from the Network. They would have adequate support from RCS as they would be using the system the way it was designed. It does not make sense for the Network to continue using a system that is not designed for what we do. We were unaware of these problems when purchasing this system, but now after 6 months of troubleshooting, it is time to use a system that will fulfill our needs. I propose we switch to AudioVault for the Network. Our current system can be used for the WMBI installation.

---The reason the service we received from AudioVault was so poor was the fact that we were using a system they no longer sold. If we use their new system, the support would be more than adequate.--- WGNR currently only uses their system for Voicetracking during Holidays and Saturdays from 7-11am.-----
What system are we going to use in an emergency if an O&O station crashes? Why?

Time STRETCH

From Scott Wells <SWells@rcsworks.com>

Sent Monday, June 12, 2006 12:01 pm

To Tom Svoboda <thomas.svoboda@moody.edu>

Cc "John B. Neff" <john.neff@moody.edu> , Kevin Miller <KMiller@rcsworks.com> , Phil Shappard <phil.shappard@moody.edu> , Tony Williams <TWilliams@rcsworks.com> , Terry Long <TLong@rcsworks.com>

Subject RCS Support - Stretch to ETM

Hi Tom,

Terry Long and I spent a good deal of time on Friday calculating how it could be that we ended up stretching an element 8 seconds longer than its expected duration. It appears that when we began the Stretch to ETM calculation, we fail to account for the Start Offsets of each element in the sweep, which can lead to (most likely) an inflated time stretch/squeeze factor.

This is consistent with the problem that has been identified by Tony Williams and will be fixed in version 16.1.6v.

Best Regards,

Scott Wells

Scott Wells
RCS Technical Support
914.428.2525 (x147)
swells@rcsworks.com

Shappard <phil.shappard@moody.edu>
 Thursday, June 8, 2006 9:57 pm
 Tom Svoboda' <thomas.svoboda@moody.edu>
 , 'John Neff' <john.neff@moody.edu> , 'Bill Tennant' <bill.tennant@moody.edu> , 'Paul McKnight'
 <PMcKnight@rcsworks.com> , 'Scott Wells' <SWells@rcsworks.com>
 Subject: RE: time stretch/squeeze in a permanent stretch

Tom,

Are you clear on what Paul McKnight is asking you to do in communicating with RCS Support? We have a couple of issues that require expedited correction so I want to make sure we are as effective as possible so resolution can be hastened.

Just to recap the issues that I am aware:

1. Building wave form in Voice tracker zoom window destroys the playback of VT audio in seque.
2. New BGR software successfully records audio in linear format but creates a blank audio file in Linker database.
3. Stretch to ETM not working correctly since changing globally changing Hard ETM characteristic to "fade after ETM" from the previous "fade to ETM"

I am sure we will find resolution soon.

Phil

-----Original Message-----
 From: Paul McKnight [PMcKnight@rcsworks.com]
 Sent: Thursday, June 08, 2006 12:57 PM
 To: Tom Svoboda; Scott Wells
 Cc: John Neff; Phil Shappard; Bill Tennant
 Subject: RE: time stretch/squeeze in a permanent stretch

Tom,

There may have been some confusion in the issue that you sent to support and the one that Scott Wells is working on. It's very important that we have contact person. I would recommend that Scott be that person. Any e-mails sent to support@rcsworks.com goes to only me.

Scott reports that the problem you are having is NOT consistent with the issue we have listed as BUG06825. Scott indicates that you do not pre-schedule voice tracks and you are seeing serious inaccuracies regarding the total time value that you have for each individual stretch-to-ETM sweep.

Scott is still investigating.

-----Original Message-----
 From: Tom Svoboda [thomas.svoboda@moody.edu]
 Sent: Thursday, June 08, 2006 9:47 AM
 To: Paul McKnight
 Cc: John Neff; Phil Shappard; Bill Tennant
 Subject: RE: time stretch/squeeze in a permanent stretch

Paul,

What do you recommend that we do between now and the V update?

Tom Svoboda
 Operations Manager, MBN
 (312) 329-2044

BASED - LONG PROGRAMS

John,

Actually, I am not opposed to this solution. I have worked numerous weekend shifts, and found that typically I can complete all of the required downloads in about 4 hours. Slower, new or more meticulous operators may stretch that to 5 hours. We have six weekend shifts. If we assign one SOM program to each shift, it leaves them with about three hours to download one SOM real time. Heartsong is downloaded real time anyway because it comes on DAT. The exception would be Sunday's SOM, which airs at 11P on Sunday evening. We will need to real time record that one program on a weekday before the Thursday pre-feed.

So, if I understand correctly, we can leave the auto-normalization turned on for Links. We simply record SOM & HS and exit the editor. Then re-open the editor and un-normalize them.

Does anyone see a reason **not** to do these programs this way?

By the way, we will still need to rip SOM into AV for FM.

Tom Svoboda

From: John B. Neff [mailto:john.neff@moody.edu]
Sent: Thursday, June 08, 2006 8:15 AM
To: bill.tennant@moody.edu
Cc: 'Dave Trout'; dave.woodworth@moody.edu; 'Chris Segard'; Greg Wheatley; RCS List Serv
Subject: Re: RE: Heartsong Audio Levels

I just called RCS and they confirmed that only Songs and Links have separate normalization levels. We can not assign or create a particular category to have its own normalization level. It was suggested that we turn off auto-normalize for links. The problem that exists with the SOM programs we receive is that they have varying levels when ripped in. The only way to get the correct level for Sound of Majesty is to cue the CD to one of Greg's Voice Tracks, set the playback level, then record the program in real time. It would be easier to then un-normalize the audio than to turn off the auto-normalize and have to manually normalize every program and spot link.

John Neff

----- Original Message -----

From: Bill Tennant <bill.tennant@moody.edu>

Date: Wednesday, June 7, 2006 4:27 pm

Subject: RE: Heartsong Audio Levels

> I suggest we create a separate normalization category for all MBN-
> originated programming. Our people create art with a broad dynamic
> range that needs to be preserved. Our production values are of much higher
quality and it's evident that they cannot be lumped together with normalization

> that is used
> for programs received from outside sources.
>
> Bill Tennant, CSRE, Broadcast Engineer
>
> Bill,
>
> I created a Music cut of SOM and then checked the normalized
> level. I think it is a little higher than the Link cut, but there is still a
> lengthy span of time where the audio level never rises to -20. Sorry. It was an
> excellent thought, though.

>
> Tom Svoboda
>
> Operations Manager, MBN
>
> (312) 329-2044
>

> From: Bill Tennant [bill.tennant@moody.edu]
> Sent: Wednesday, June 07, 2006 9:36 AM
> To: 'Tom Svoboda'
> Cc: 'John Neff'; 'Phil Shappard'; 'Dave Trout'
> Subject: RE: Heartsong Audio Levels

>
> Can they be categorized as songs instead?
>
> Bill Tennant, CSRE, Broadcast Engineer

> Bill,
>
> Heartsong is scheduled as a Link, but the audio is mostly music.
> This seems
> to be a problem. Sound of Majesty schedules the same way. It is
> a Link that is mostly music. I am not hearing any complaints about any other
> programs (Links) but these two. As I observe our Links, the peaks
> seem to be consistently between -2 and 0, which I would think is perfect.
> Yet, we have these two problem children, and possibly two more in Psalm 95
> and Gospel Praise (that no one has complained about, yet.)

> What would be the consequences if we raised our auto normalization
> level for
> Links to where they peaked just into the red, hoping to bump up
> SOM & HS
> into that magical -2 to 0 range?

>
> Tom Svoboda

> From: David Trout [david.trout@moody.edu]
> Sent: Tuesday, June 06, 2006 11:54 AM
> To: thomas.svoboda@moody.edu; john.neff@moody.edu
> Cc: dave.woodworth@moody.edu
> Subject: Fwd: Heartsong Audio Levels

> Guys, was this a network problem on our end? Jim McBride is
> "with it" technically, so it makes me think there's a good chance the levels
> were off on our end. Can you confirm? Thanks! <DT>

>
> Date: Tue, 06 Jun 2006 10:05:00 -0500
> From: kgle <kgle@midrivers.com> (by way of "mbn@moody.edu"
> <mbn@moody.edu>)Subject: Heartsong Audio Levels
> To: david.trout@moody.edu

>
>
> I noticed on Sunday evening that the audio levels of Heartsong
> were very
> low. We take it live from satellite so I do believe the
> difficulty was not
> on our end since Moody levels were normal just prior to the
> beginning of
> Heartsong. Thanks.

>
> Jim McBride, Manager
> KGLE Radio
> Glendive, MT

>
>

RE: MUSIC BASED PROGRAMS

Page 1 of 1

From Paul McKnight <PMcKnight@rcsworks.com>

Sent Thursday, June 8, 2006 6:12 am

To Tom Svoboda <thomas.svoboda@moody.edu>

Cc John Neff <john.neff@moody.edu> , Phil Shappard <phil.shappard@moody.edu> , Bill Tennant <bill.tennant@moody.edu>

Subject RE: classical music

Tom.

It sounds like the passage is too low from the beginning. Would "not" normalizing improve this? Mixing the CD or riding levels when it is produced might help.

The solution is not necessarily an RCS or even a computer based one, as this can occur even if you play from the CD. It is about managing the gain of this program. A -20db silence threshold for classical music is too high. For a shot at an RCS solution, we suggest that you turn off auto normalization and have the users normalize items entered in the database as you see fit. Do not normalize this classical program after ripping but play it as is. We believe it is the nature of the music.

-----Original Message-----

From: Tom Svoboda [thomas.svoboda@moody.edu]

Sent: Wednesday, June 07, 2006 4:21 PM

To: Support

Cc: John Neff; Phil Shappard; Bill Tennant

Subject: classical music

MOODY-FM broadcasts a daily 55 minute classical music program. It is fully produced on CD. We rip it in and play the program back as a Link. What we have discovered is that our current auto-normalization setting works great for our other programs and spots, but not for the classical music. The dynamic range is such that when we normalize the peaks, the bottom levels are so low for so long that we are tripping our off-air alarm. We have received several complaints from our affiliates as well that their off-air alarms are being triggered during this program. Just today we tried to normalize this program as a Music cut instead of a Link, hoping to bring up the bottom levels, but difference was not significant. The levels came up some, but long portions of the program, 2-3 minutes at a time in some cases, remained below -20, which is our off-air threshold. What do you recommend? Thank you.

Tom Svoboda
Operations Manager, MBN
(312) 329-2044

HARD ETMs / TIME STRETCH

From "John B. Neff" <john.neff@moody.edu>
 Sent Wednesday, June 7, 2006 3:06 pm
 To Phil Shappard <phil.shappard@moody.edu>
 Cc support@rcsworks.com , 'Tom Svoboda' <thomas.svoboda@moody.edu> , 'Bill Tennant' <bill.tennant@moody.edu> ,
 John Neff <john.neff@moody.edu>
 Subject Re: skipped stretch to ETMs

End Stretch to ETMs "Skipped" today @ 1:55pm, 1:27:30pm, 10:55am, 10:28am, 9:26am, 6:28:30am,

and yesterday at 9:29pm, 7:55pm, 7:30pm, 7:26:30pm, Momentary Closure 6 skipped at 5:00pm, 3:53pm, 3:25pm, 2:29pm, 1:55pm, 1:27:30pm,etc.

I would imagine this would also occur during Music Throught The Night from 12am to 5am each morning, but we are still using the AudioVault system during those hours as there is no way that MC can schedule repeats of MTTN....

* It looks like all of the End Stretch to ETMs and a momentary closure were "Dropped by MC to make exact time".

Let me guess what the solution is- insert an empty breaknote between the End stretch to ETM and the Hard ETM? Am I right?

John Neff, Program Systems Operator
 Moody Broadcasting Network
 820 North La Salle Blvd
 Chicago, IL 60610
 312.329.4471
 312.329.4145 control room
 312.329.4468 fax
 www.mbn.org

----- Original Message -----

From: Phil Shappard <phil.shappard@moody.edu>

Date: Wednesday, June 7, 2006 12:58 pm

Subject: RE: Voice track cut off, momentary closure fired with no break, skipped stretch to ETMs

> John,
 >
 >
 > This is the first time I have heard of an issue with the Stretch
 > to ETM
 > programming. Do you have a log of the occurrences? In other words,
 > do we
 > have an idea of when this has occurred? Thanks again for your
 > assistancethis morning with the new Background Recorder. This is
 > very nice software.
 > I hope you get a chance to thank someone at RCS for making this
 > available!
 >
 >
 > Phil
 >
 >
 > _____
 >
 > From: John B. Neff [john.neff@moody.edu]
 > Sent: Wednesday, June 07, 2006 12:03 PM

see e-mail
 thread #6
 which
 contradicts
 his statement
 see also
 e-mail thread
 #8 page 2
 especially at
 asterisk

NOT!

7 June noon

- > To: support@rcsworks.com
- > Cc: Phil Shappard; Tom Svoboda; Bill Tennant
- > Subject: Voice track cut off, momentary closure fired with no
- > break, skipped
- > stretch to ETMs
- >
- >
- >
- > I was told by Jack to email support@rcsworks.com
- >
- > At 10:45:26am the voice track was cut off going into a floating
- > spot break
- > with a momentary closure. We were told to insert an empty
- > breaknote before
- > the momentary closure to alleviate this problem. This has been a good
- > solution until now. After the spot aired the next spot was
- > skipped, yet the
- > momentary closure fired before skipping the second spot.
- >
- > So at 10:45:26am our network host was cut off, a momentary closure
- > fired, then a spot aired, then another momentary closure, but
- > instead of a spot,
- > regular programming resumed. So stations that used that momentary
- > closure played their spot and then came back in the middle of a
- > song.
- >
- > We also are finding now that the command "END Stretch to ETM" will be
- > skipped at random, even if the sweep times out.
- >
- > This all seems to point to our difficulties with the time
- > stretch/squeeze.
- > I can not express enough the importance of finding a solution to this
- > problem that has existed ever since we have gone on-line with
- > master control
- > this last month. Affiliates have been calling us each day and some in
- > particular call each time a transition does not go smoothly. I
- > hope you can
- > emphasize with our frustrations.
- >
- > Please advise,
- >
- > John Neff, Program Systems Operator
- > Moody Broadcasting Network
- > 820 North La Salle Blvd
- > Chicago, IL 60610
- > 312.329.4471
- > 312.329.4145 control room
- > 312.329.4468 fax
- > www.mbn.org
- >
- > "Zeal without knowledge is not good; a person who moves too
- > quickly may go
- > the wrong way. " Proverbs 19:2 NLT
- >
- >
- >
- >

*seeming
randomness
of problem*

HARD ETM / TIME STRETCH

From Phil Shappard <phil.shappard@moody.edu>
Sent Monday, June 5, 2006 3:54 pm
To "John B. Neff" <john.neff@moody.edu>
Cc Scott Wells <SWells@rcsworks.com> , Tom Svoboda <thomas.svoboda@moody.edu> , Ron Quinn <RQuinn@rcsworks.com> , tony@rcsworks.com , jvalle@rcsworks.com
Subject Re: RE: moody debug file for 10:55am

Ron,

!*

I would like to clarify once again what we are trying to accomplish. We would like to have program sweeps whether they are music or programs to complete inentirety just before the ETM. This is accomplished through the STRETCH TO ETM command. This has worked quite well for us once we were able to determine you have to be in AUTOMATION Mode and have ABC assigned to the sequencer. The challenge for us is the fade the precedes Hard ETM. If the Stretch to ETM has done its job, there is no need to fade out the audio. So it was thought why not change the characteristics of the ETM fade to "Start Fade at ETM". I mean it made sense. If the Stretch to ETM is doing its job the fade AFTER the ETM would be of no effect to the onair sound. Unfortunately, I heard multiple times this weekend where audio from the front end of the ETM was actually playing or almost overlapping with the audio AFTER the ETM. Then there were other timing issues this morning that have been reported to you. </P>

My next plan was to try the Fade THROUGH ETM but am now afraid to attempt this pending direction from RCS Support.

Once again, I believe our objective to have programming come up to an ETM and end cleanly has been clearly stated. We would like RCS Support to tell us how to program our MC system to accomplish this. It seems odd that no one else has never brought this up before. I realize we often defy the conventions of general market radio with our "Moody" way of doing things, but this seems to be a rather simple request. Please forgive us for not fully understanding the ramifications for what we ask. Our intentions are to make our Network and stations sound the best and as our partner in producing our on-air sound we rely on your organization.

Thank you,

Phil Shappard

----- Original Message -----

From "John B. Neff" <john.neff@moody.edu>
Date Mon, 05 Jun 2006 15:22:11 -0500
To Scott Wells <SWells@rcsworks.com>
Cc Tom Svoboda <thomas.svoboda@moody.edu>, Ron Quinn <RQuinn@rcsworks.com>, Phil Shappard <phil.shappard@moody.edu>
Subject Re: RE: moody debug file for 10:55am

Thanks Scott,

In the meantime we have changed our sequencer settings back to "End Fade at ETM". We look forward to any solutions you might find.

John Neff, Program Systems Operator
Moody Broadcasting Network
820 North La Salle Blvd
Chicago, IL 60610
312.329.4471
312.329.4145 control room
312.329.4468 fax
www.mbn.org

"Zeal without knowledge is not good; a person who moves too quickly may go the wrong way." Proverbs 19:2 NLT

----- Original Message -----

From: Scott Wells <SWells@rcsworks.com>

INCORRECT HELP FILE

Page 1 of 1

From "John B. Neff" <john.neff@moody.edu>
Sent Wednesday, May 31, 2006 7:24 am
To john.neff@moody.edu
Subject RCS BGR to Linear...
BACKGROUND RECORDING:

Q: How do I change the format of items recorded in BKGNDREC to LINEAR?

A: In the windows registry in HKLM\Software\RCS\AudioInterfaces\MediaFormat, change the DefaultBitRate to 0.

<http://www.rcsworks.com/support/mcxv/web%20home/faq.asp#Q:%20How%20do%20I%20change%20the%20format%20of%20items%20recorded%20in%20BKGNDREC%20to%20LINEAR>

John Neff, Program Systems Operator
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"Zeal without knowledge is not good; a person who moves too quickly may go the wrong way." Proverbs 19:2 NLT

I IMPLEMENTED THIS "FIX"
AND WE HAD NO OVERNIGHT RECORDINGS
BECAUSE OF IT. *John*

RESPONSE OF ISSUES

From Paul McKnight <PMcKnight@rcsworks.com>

Sent Tuesday, May 30, 2006 3:38 pm

To Phil Shappard <phil.shappard@moody.edu>

Cc Jim Valle <JValle@rcsworks.com> , "John B. Neff" <john.neff@moody.edu> , Tom Svoboda

<thomas.svoboda@moody.edu> , phil.shappard@sbcglobal.net , Tony Williams <TWilliams@rcsworks.com>

Subject RE: Master Control Software Issues

Phil,

Thank for this and your comments. I appreciate what you are asking for but in most cases we already do what you are asking but not in the manner you are use to. MC has been around for years and when we make a change to our standard configuration we need to assess on how it could reflect on our other clients.

We take all requests seriously and review them with the Product Manager, QA Manager and programmers to determine if the request is feasible and will provide our clients as a whole, a better product.

Your first request is that you would like a Hard Exact Time Marker that will not fade the preceding audio out. For as long as RCS has been putting out Master Control a hard ETM will fade. In our help screen it describes the Hard Reset (Master Control only): If the Master Control sequencer is playing an event scheduled before an exact time marker at the designated hard time, it will fade that event and begin playing the event following the hard exact time marker in the schedule. This will happen regardless of how much time is remaining on the event that is faded. This is just how it works. *we don't want it to fade, we want it to play out at full volume.*

If you do not want a fade you should use another ETM. There can be no mix. MC offers several ways of managing time. You will have to use what is appropriate to achieve what you want. What you are asking for is a Hard ETM that isn't really a Hard ETM, but is only a Hard ETM if you want cut away at specific moment, but can still keep on talking, thus fade some things but not everything. We cannot change fundamental behavior. *we are not asking for this. We simply want all elements in a segment to time out exactly before the ETM!*

Your second request has been fulfilled! The new Background Recorder is available and Tony will supply me details on how to get it to you. Impaud works from anywhere we can see the audio folder and the database (source and target) but auto-normalize has been an issue with mono files and I believe this was fixed several versions back.

Your third request deals with an audio level control. Again we discuss this request to see if it something that we have missed. We believe not. There is no adjustment to audio level on individual items because the system offers Normalization that is automatic. All you need to do is set the target level for Songs, Links and Spots and our process takes care of the rest. You can have files normalized automatically when a recording session is saved or manually by the operator. In addition to normalization we offer overlap ducking of audio to give links and voice tracks presence. These fade settings can be set by you to suit your operation.

You've also asked that there be someone in support assigned to Moody. You are aware our techs multitask and are on the road or here in White Plains. I don't have the resources available to dedicate a person to your site. What happens if they are on the road? I have a group of skilled techs and you will always be treated by everyone of them with the highest level that RCS Tech support can provide.

Hope that helps.

Respectfully,

Paul McKnight

-----Original Message-----

From: Phil Shappard [phil.shappard@moody.edu]

Sent: Friday, May 26, 2006 5:37 PM

To: Paul McKnight

Cc: Jim Valle; 'John B. Neff'; 'Tom Svoboda'; phil.shappard@sbcglobal.net

Subject: Master Control Software Issues

Paul,

I would like to follow up John Neff's e-mail message from Friday morning in an attempt to point out the issues we are facing with our new MC installation. Whereas, none of them are causing us to turn the old Audiovault system back on, we would like to get a better understanding of the process to bring some resolution. Granted, some things are not going to be a "quick-fix" but we would like to know how we can best make MC work for us until a time your programmers can release some helpful code.

In addition, I would like you to know that I will be the sole person presenting these "formal" requests for help. As each station



comes on-line, individual wish lists will no doubt be given to your service people. My goal is to create an efficient way for our collective Moody stations to fully maximize the use of MC and also present to you the needs of each station so your people can best serve us. I will do my best to have all station personnel filter their wish lists through me leaving the typical support and "how to" calls to RCS support to receive directly.

Several of the issues will be considered "old" to you but until they are resolved, they are still fresh on our anticipation and expectation list. Items such as a hard ETM that doesn't fade are still elusive to us. Background Recorder still is not recording linear but at a 256 kbps rate. Impaud still, when engaged, will not satisfactorily "push" programs from BGR to the respective databases:

You may recall our early talks with both you and Tony about our frustration in getting the Time Stretch/Squeeze to work. We tried the automation mode and then found that we thought it was working in the satellite mode. Tony told us we had to be in the AB Net, CD Local mode for it to work and that it would then not fade out at the hard ETM. Unfortunately, this was bad advice since the only way Stretch to ETM works is in the Automation Mode when you have ABC assigned to the sequencer thereby preventing any use of the Hot Keys on channel C. In the case this is not the end of the world since we are not running a live operation on the onair machine and can have Hot Keys use channel D for emergency audio. Request #1 We need a Hard ETM that will not fade the preceding audio out. Even though Tony told us using a Stretch to ETM will not fade the audio out, it does. We need to be able to use the time Stretch/Squeeze in the Automated mode and not have audio fade out at the end of the sweep. Please tell us how to accomplish this ASAP. This is very important to us!

The issue of moving recorded audio on the Background Recorder to the respective database is not fixed in our current system. I am more concerned about Impaud not working when you "push" the audio to the database. It is my understanding that this is not a problem if you are "pulling" the audio such as what WGNR in Anderson, Indiana does. We thought in setting up our Background Recorder to "push" the audio to the database we would relieve this processing of audio to a machine that is already using less CPU resource. It didn't make sense to run it on either PR1 or PR2. Regardless, we are manually inserting all of our long-form programs because Impaud attenuates the audio at least 6db and destroys the wav form in the audio editor making it look like a flat line just about a half inch high with no modulation present. Request #2 What date can we expect to have this fixed? We have been expecting the "new" background record/impaud program for close to a year! Please tell me if we are in error for trying to push the programs to the database and whether we should just use either of the production machines or the one that is not serving as the admin machine. Given the amount of full-form programs we air we don't want to create another problem. Please realize the current system is more labor intensive than our Audiovault system was so therefore we are now going backwards and incurring extra hours of labor each day.

Something that we have taken for granted for the past ten years is the ability to open up an audio file and simply add or lower the gain on the cut. This is not even an option on the basic MC editor. Running the "new" editor is not even an option since it requires the exporting of audio from the system on to the machine and once again a waste of our time given the relative ease we used to do this on Audiovault. In calling RCS support two days ago, I was encouraged to NOT use the new editor. This was not encouraging since this was the only option for adjusting the audio. Request #3 We would like to request a simple Audio level control on the Legacy editor to be located right next to the level meters on the lower right hand side. I believe all MC users would benefit greatly from such a feature.

We are still have issues settling on a proper audio output level here at the network headend. I will work closely with RCS support to resolve this. In the meantime, I would like to request a formal response to the bold text request listed above. I want to be reasonable in our expectations. We have asked for someone to be assigned to us given our 13 station order but that has not been done yet. If you have a particular tech person that would give us the best advise I don't mind calling and asking for them. On our part, we need to do our best to communicate what we are trying to accomplish so you can give us the best answers. Unfortunately, we have received conflicting responses and have lost a lot of time. It is my goal as the sole person communicating the "challenges" at the Moody installations we can bring quick resolve to things as they come up.

Phil Shappard

From "John B. Neff" <john.neff@moody.edu>

Sent Friday, May 26, 2006 10:44 am

To PMcKnight@rcsworks.com , jimv@rcsworks.com , Phil Shappard <phil.shappard@moody.edu>

Cc Tom Svoboda <thomas.svoboda@moody.edu> , Bill Tennant <bill.tennant@moody.edu> ,
wayne.pederson@moody.edu

Subject Understanding RCS for Network Operations MOODY-FM...

After being on-line with our system for one week, we have discovered that the issue of a Fading Hard ETM has caused a critical issue for the sound of network operations. We have asked that this issue be addressed and have waited for 2 months to hear a response. Now we are confusing Voice Trackers because we can not train them consistently as there are many restrictions for them to get a clean sound during a music sweep.

If a Voice Track is placed before a Hard ETM, it is faded out. We have music sweeps from :00 to :28, then :31-:55. We have to be out at :28 EXACTLY for affiliates to cut away for local breaks and a live feed from SRN news at :31. We have been told the only way to do this is utilizing the time-stretch feature around HARD ETMs. The problem is that anything before a HARD ETM gets faded out. We were told that Voice Trackers just have to time out the music sweep exactly if they want to talk into the break at the bottom of the hour. One of the reasons we purchased this system was so this would not be necessary, that the software was designed to allow variance. This is the exact reason why we have asked for a HARD ETM that can be selected between FADE and No-FADE which is #1 on our list of items that need to be addressed below. If the Fade can be turned off, this problem would be solved.

We also had an issue where VTs are cut off when placed before a Momentary Closure into a floating break. The RCS staff acknowledged that this was a bug and offered a work around by placing an empty break note, which is working well.

Here is a clarified list of issues waiting to be addressed. We would like someone to communicate with us as to the status of these issues. "We are working on it" does not sit well with those of us who are trouble shooting the system on a daily basis. It would help if there was active communication as to how the progress is going and a projected time when the issues might be resolved. More and more Moody stations are transferring to Master Control which will mean more and more unnecessary calls from these stations to RCS Support if issues are still open during and after the installation process. As my role as an installer, trainer, and support person, I would prefer to wait on any future installations and have all issues resolved to ease the installation and training process for new stations and all involved, RCS staff included, but it appears that this is not a realistic option.

1. We need a Non-Fading HARD ETM. In other words, a HARD ETM that can have its data value changed between FADE and NO-FADE. Currently a HARD ETM invokes a fade no matter what. In trying to find a solution to this problem, we have worked with many of the RCS staff and have successfully implemented the time-stretch feature with the correct understanding of how Master Control must be configured and the elements involved. By programming a selective, fade/no-fade Hard ETM, this will allow us to get the sound of a local music station while providing the services that a network head end must provide. This seems like the most logical and easiest solutions to address.
2. The Background Recorder needs to record Linear and not 256 compressed.
3. IMPAUD is not working correctly from the Background Recorder. On some programs, levels are low with the Wave Forms being "flat" peaking at the top of the editor window then normalized even lower. We are set up to "push" audio from Background Recorder. We are hoping that the fix from issue #1 will solve this issue. In the mean time, we are going to set up IMPAUD from a production machine to "pull" files, bypassing the Background recorder. This seems to be working for WGNR, our first installation of RCS Master Control.
4. We need the ability to adjust the Volume/Gain/Amplitude in the LEGACY Editor when a program is normalized incorrectly. This would need take effect from the audio source whereas it would not actually change the file but set some kind of playback volume/gain or however the trim points are applied. By changing the actual audio, we would have to wait for each program to copy from the source audio to the local workstation, make the volume change, and then copy back which is unproductive. It was suggested we use the RCS Editor which we found out does not handle programs over 15 minutes in length.

If the volume/gain/level adjustment is not an option then I think another solution would be to have the ability to assign an individual normalization level for a particular category of link which would then bypass the need for a volume adjustment in the Legacy Editor.

5. *New* We need understanding of the correct way to work with programs. Master Control is set up to deal primarily with songs and voice tracks. Songs are loaded once and never changed. Voice Tracks are short and temporary. In addition to music, we provide long-form programs to our 730+ affiliates. These programs are captured overnight from other satellite networks as well as loaded from a local hard drive not in the CHIC1 rcs work group where the programs are ripped in and

stored on the hard drive for loading at a later date. Everyday we update, or I should say re-load audio for 22 diferent long-form programs. We also have 32 long-form programs on the weekend. On the weekend, we load 46 short programs (under 5 minutes) that have 5 cuts for each program for each day of the week making the total short programs to 230 individual cuts loaded each weekend.

Working with these programs is frustrating because each time we load a program we have to wait for the program to load to the local workstation, then after we check levels and trim, it is normalized and then copied back to the server. This has increased our workload considerably by the time spent for all these files moving around. The IMPAUD is a nice feature, but we have so many programs that there would always be something impauding which does slow down the computer which is why we would really love it if the IMPAUD feature worked correctly on the Back Ground Recorder. Please advise us as to the best place to store programs and how we should be working with them.

I know you have training courses in New York for the general operation of Master Control, but if there can be a specific course for the more in depth configuration or more specificaly network operations within Master Control please let me know as I would be very interested in gaining the correct understanding of the software to be able to share with others here at Moody. The help files and excellent staff support are invaluable and a great asset to your company, but I find working hands-on with a person present to be the best way to learn and retain information. If there are options available I think it would be good to explore them.

Sincerely,

John Neff, Program Systems Operator
Moody Broadcasting Network
820 North La Salle Blvd
Chicago, IL 60610
312.329.4471
312.329.4145 control room
312.329.4468 fax
www.mbn.org

"Zeal without knowledge is not good; a person who moves too quickly may go the wrong way." Proverbs 19:2 NLT

MAINTENANCE

From "John B. Neff" <john.neff@moody.edu>

Sent Wednesday, April 19, 2006 12:34 pm

To john.neff@moody.edu

Subject Housekeeping and Time Stretching....

Time Stretching only works if channels ABC or ABCD are used in Automation Mode.

The Field "Time Stretch" which shows as Stretch must be added to clocks and each elemt to be time stretched must have this field marked as "Yes". It is reccomeded that not every element in a sweep be assigned to time streching.

↳ EVERYTHING MUST BE SHUT DOWN.

Housekeeping- "Run Everything" should be run every 4-6 weeks. Everything needs to be shut down except Poet server. When the Sequencer is launched select the next event to play and click Navigation, then Synchronize

WE MUST RUN OFF CD.

"Master Control Safe Audits" should be run weekly. Nothing needs to be shut down to run this.

John Neff, Program Systems Operator
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10

From Paul McKnight <PMcKnight@rcsworks.com>
Sent Thursday, March 23, 2006 2:13 pm
To "John B. Neff" <john.neff@moody.edu> , Tom Svoboda <thomas.svoboda@moody.edu> , Bill Tennant <bill.tennant@moody.edu> , Phil Shappard <phil.shappard@moody.edu> , Peter Dhuse <peter.dhuse@moody.edu> , Sam Beirutí <sam.beirutí@moody.edu>
Cc Ron Quinn <RQuinn@rcsworks.com> , Jim Valle <JValle@rcsworks.com>
Subject RE: Master Control issues...

Gentlemen,

I apologize for the delay in this but I was out of the office last week and my out of office message should have indicated this. There was also come confusion to who was to respond.

I have spoken to our Master Control Product Manager and his responses are intertwined below with your questions. If you feel that we need to have a conference call it can happen tomorrow.

-----Original Message-----

From: John B. Neff [john.neff@moody.edu]
Sent: Wednesday, March 15, 2006 1:32 PM
To: Tom Svoboda; Bill Tennant; Phil Shappard; Peter Dhuse; Sam Beirutí
Cc: Ron Quinn; Paul McKnight
Subject: Master Control issues...

-Mono files are new to RCS in that they were not handled until this last update, version 15u. We were on Version 15t so after updating all the computers MC will now take a mono file and convert it to stereo before adding to the database.

-We are waiting on how to fix the background recorder to record linear audio files instead of 256kbps audio files. It is currently set to Linear, but is not recording the audio files this way.

RCS: The new background recorder is linear by default. It is available when it is released (TBA) The 256 recording is converted to linear when the audio is imported.

-Also no way to adjust levels of programs outside of normalization... no gain adjustment. We are hoping that the fix for the background recorder will fix the strange levels and waveforms we are experiencing in the Audio Editor for Impaired programs from the BGR. RCS has been asked to add the ability to adjust the gain in the Audio Editor in a future version of the software.

RCS: We have reports of this from the UK. It is an active development issue currently assigned to our audio team. It would be helpful if we had a database backup and a sample of the audio you are importing. We hope to have a resolution next week. If this involves changes to audio interfaces then you will have to wait for a QA release.

-(For clarification) Time stretching works in Satellite Mode, but the FILL function does not work. The FILL function works in Automation mode but Time stretching does not work. So the FILL function will not assist us during music sweeps where we were trying to get rid of the "Dead Roll". We are currently in Satellite Mode during music sweeps to utilize the time stretching feature. Should a song be skipped due to lack of audio or other unknown, then the hour will be too short to time stretch, and since the Fill function does not work in Satellite mode we will skip to the next audio events and pass our bottom of the hour news update. If we want to avoid this potential problem we apparently need to be in Automation Mode and better have a lot of imagers, short songs, generic spots, etc. in the Fill category to fill out the hour. We currently have the Fill category assigned to Music so short Kid's music is what is being filled. We need audio from production before we go on-line if we are to utilize this feature.... or we can stick with the time-stretching, but it seems that we can not have both so we are still confused as to what is the best way to use.

RCS: Time Stretch and Squeeze will work in Automation only if the channel assignment is set to AB net CD local. The system will both time stretch and use the fill set if necessary. For your operation, where you want the programming to be timed to a specific ETM we recommend you use the stretch to ETM method. We know of cases where the time adjustment will not be handled properly and we will fix the problems as they arise. Time adjustment will be affected by: having non audio items (breaknotes) in the schedule that have run times; having LIVE/EXTERNAL items in the schedule for voice tracking (remove them before voice tracking).

-Voice Tracking DuckUp/DuckDown is called "Link-Overlap attenuator" and is found in Sequencer Settings- Fading. There are also settings for the Ramp Up and Ramp Down here as well. -----There is no way to reflect these settings for the voice-tracker to hear what they will actually sound like on the air when they are voicetracking.

RCS: The voice tracker will play the segue as it will be aired. The only thing the voice tracker will not do is play audio that is pitched up. This is in the V update.

-We have also asked that a "non-fading" HARD ETM (Exact Time Marker) be written into a future version of the software. In other words, when a HARD ETM is added, to be able to select between Fade or Non-Fade. -----Anything before a HARD

ETM will fade. If you have a control command before a Hard ETM it will fade out and not execute. If you have a spot before a HARD ETM it will fade before the ETM. Having a HARD ETM that we can chose to Fade or not Fade allows flexibility as Network head end. We currently have to schedule clocks with multiple commands to get the effect that could be accomplished with a single Non-Fading HARD ETM command.

RCS: A hard ETM means that the schedule MUST end at that point so items will be faded. If you do not want a fade then employ a soft ETM. If no dropping or fading is required then use a RESET. We would like to get the data and look at it with a clear description of what you are trying to do. T

-(Operation Note) When a program is corrupted or does not play, we have closed our automation system and relaunched it with the next program to be aired ready to be started. With MC if you close and relauch, it will begin playing the next to air event. The solution is to leave MC open, put it in Live-assist mode, eject the bad cut if it is still there so the next event is ready to play, then simply click Play when it is time.

RCS: If an element in the schedule has corrupt audio or no audio at all, MC will skip it automatically. There is no need to restart MC or eject the item from the log. The item will appear in the log editor with a Red X and the error code or text from MC. The operation described above is not necessary.

Paul McKnight
RCS Client Services

John Neff, Program Systems Operator
Moody Broadcasting Network
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www.mbn.org

"Zeal without knowledge is not good; a person who moves too quickly may go the wrong way." Proverbs 19:2 NLT

----- Original Message -----

From: Tom Svoboda <thomas.svoboda@moody.edu>

Date: Wednesday, March 15, 2006 8:56 am

Subject: mono is a Master Control disease

> John,

>

>

>

> Have you noticed that none of the programs ripped in mono then

> impauded to

> MC will play? I thought the failure of Leading the Way to play

> yesterday was a fluke. Then I tried to trim Wednesday's programs

> (yesterday) and

> found that the production machine in Satellite Production gave me

> an error

> message each time I tried to load a mono program like Running to Win,

> Turning Point or Walk in the Word. Though I do not recall the exact

> wording, the error said something about the file asked for was

> mono and the

> setting on the audio editor was for stereo only. Now, this

> morning, I see

> that the MC sequencer stalled at 5A. It would not play Living on

> the Edge,

> so it stopped! As I scrolled forward in the schedule, an error

> message popped up on the screen as passed over the mono ripped

> programs. Currently,

> Running to Win should be on-the-air, but it will not play. So, I

> am asking,

> is the solution to rip everything in stereo, or change the

> settings within

> MC to accept both stereo and mono (if that can even be done)?

>

>

HARD DRIVES FULL

From Tom Svoboda <thomas.svoboda@moody.edu>

Sent Tuesday, March 21, 2006 8:39 am

To Phil Shappard <phil.shappard@moody.edu>

Cc John Neff <john.neff@moody.edu>

Subject Master Control set backs

Phil,

A new error has appeared on the Master Control horizon. It seems we are out of disc space?! John showed me this error just yesterday. Apparently, when we re-record a program onto a link card, the old audio material goes into the recycle bin, but it is not deleted. You were aware of this, right? Thus, we have filled up our audio server hard drive to the point where some programs have already failed to copy. This morning Truth for Life did not air. I noticed we played from our fill category for that 25 minutes. Peter reported to me that Money Matters did not record. I noticed that the daily Odyssey program was too long, so I re-trimmed part two deleting the Focus promotional spot and found that my new cut would not copy back to the server. I can only guess that all of these problems are related to the disc space problem. I did open the recycle bin and ran something called disc clean, but it did not seem to help. While our production recorder now shows 598 minutes remaining, compared with 24 minutes before running disc clean, the Odyssey cut still will not copy. By the way, we still need to add most our Christmas music library to the system. How in the world is that going to fit? And there are no voice tracks in the system. I realize VTs are deleted every third day or so, but if we needed to add some today, it seems they would be rejected.

I know we've got to fix all of this. I am just venting. I do want you to be aware, however, that April 3 is looking less and less probable as a cut over date.

Tom Svoboda
Operations Manager, MBN
(312) 329-2044

Issues

From "John B. Neff" <john.neff@moody.edu>

Sent Wednesday, March 15, 2006 12:31 pm

To Tom Svoboda <thomas.svoboda@moody.edu> , Bill Tennant <bill.tennant@moody.edu> , Phil Shappard <phil.shappard@moody.edu> , Peter Dhuse <peter.dhuse@moody.edu> , Sam Beirut <sam.beirut@moody.edu>

Cc Ron Quinn <RQuinn@rcsworks.com> , Paul McKnight <PMcKnight@rcsworks.com>

Subject Master Control issues...

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----- Original Message -----

From: Tom Svoboda <thomas.svoboda@moody.edu>

MARCH - NOT ON-LINE

From Phil Shappard <phil.shappard@moody.edu>

Sent Friday, March 3, 2006 12:21 pm

To 'Paul McKnight' <PMcKnight@rcsworks.com>

Cc 'Tom Svoboda' <thomas.svoboda@moody.edu> , "John B. Neff" <john.neff@moody.edu> , 'Jim Valle' <JValle@rcsworks.com>

Subject RE: MC Concerns

Paul,

When we are in Cleveland we will be focusing on WCRF. I am referring to our Network installation from six or so weeks ago. We are struggling with the advice are being given. What Tony told us to do is not what your techs told us. This is somewhat confusing and in the meantime we are still not online with our new system. This has to be addressed before we propagate this further.

Granted what we are trying to do at our network is different than Cleveland so I believe Ron will bring clarity to that installation. I must reiterate our Network system is not working clearly enough for us to go online. We need your BEST resources put into this.

I appreciate all your hard work on our behalf but need some special attention to our Chicago operations at this time to address the best way for us to run MC as a network headend. I am told the way Tony told us to go is not working satisfactory. I need someone who is proficient at Tony's level to walk us through this. I am not convinced your tech guys have a full understanding of the system in some instances given the variety of paths that have been suggested to us.

Please have whomever you choose to talk directly with Tom Svoboda at our network headend. Thank you!

Phil

-----Original Message-----

From: Paul McKnight [PMcKnight@rcsworks.com]

Sent: Friday, March 03, 2006 5:38 AM

To: Phil Shappard

Cc: Jim Valle; Ron Quinn

Subject: RE: MC Concerns

Phil,

Let's wait until Ron is on site. Then you have the ideal environment to address the issues you are reporting. Ron will have the resources of RCS behind him.

Paul

-----Original Message-----

From: Phil Shappard [phil.shappard@moody.edu]

Sent: Friday, March 03, 2006 12:42 AM

To: Paul McKnight

Cc: Jim Valle

Subject: FW: MC Concerns

Paul,

We still are struggling on getting our Network headend MC system working. I was really relieved to talk with both you and Tony last week about the time stretch. He seemed so confident, but your regular support guys don't seem to share his confidence. Is there any way we can have Tony work directly with us. This is very important to us for not only getting our Network on-line in the next two weeks but also for our Cleveland install next week. We need help!!

Thanks,

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Phil

From: Tom Svoboda [thomas.svoboda@moody.edu]
Sent: Thursday, March 02, 2006 3:35 PM
To: Phil Shappard; John Neff
Subject: MC Concerns

Here are some concerns I would appreciate help with as you have time next week to chat with Ron Quinn.

First, the stretch to ETM in Automation is not working. This is regardless of which channels we use. The experiment using AB Net. CD Loc. was unsuccessful. What we really need is a Hard Exact Time Marker without a fade at some times of the day, with the option to choose a fade at other times. And, this needs to be in conjunction with the ability to stretch or squeeze the time. (I know. I'm dreaming, but hopefully RCS employs some dreamers who might like a challenge.)

Second, we have noticed that since we activated our fill categories, the sequencer has begun filling the segments of live shows between the floating breaks and the next Hard ETM. We put the sequencer back into Automation mode so it will respect the next hard ETM. The fill does not go on-the-air; our switcher goes back to the live studio, but a casual glance at the sequencer makes it appear that the fill is what is playing. This is a minor irritation, I admit, but I can see where a less experienced operator might see the fill material counting up and down time in the play window, panic, and take actions that would throw our schedule way out of line. If there is a way to get this to stop, without disabling the fill feature (Ken's suggestion from RCS support), I'd like to know what that is. Thanks.

Tom Svoboda
Operations Manager, MBN
(312) 329-2044