



Apple FM : Taunton Hospital Radio
Members Guide & Presenter Instructions

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Introduction

This guide is for all members and presenters of Apple FM. It is to be used as a training guide to inform you of procedures that you need to be aware of and follow during your membership. All references to the word 'station', in this instruction guide, refer to Apple FM. If you are unsure of any terms or radio slang used in this manual please see the glossary of terms at the end of this guide.

Getting In

Normally the Duchess building is open during the day. If it is locked when you arrive, you can obtain a key from Accident & Emergency reception. You will need to show your NHS Volunteer membership card and sign for the key. **You must keep the key in your possession at all times until you sign it back in.**

Studio keys

You should have your own key to the studio. If you do not then there will most likely be occasions when you are unable to get in to the studio. Please ask the Chairperson for a key. If you are the last one to leave the studio you are responsible for locking the door.

Intruder alarm

Do not enter the studio unless you know the intruder alarm code. Unless someone is already in the studio, the intruder alarm should be on when you enter. As you open the door it will start beeping, if it does not, please complete an incident report (see section "Dealing with problems") and place it in the Chairperson's mail slot. The alarm control panel is on your right as you enter (see picture).



Enter the code and the beeping should stop. If it does not, remain calm and try again. If it still does not stop, the full intruder alarm will go off. If this happens, DON'T PANIC. (See section "Dealing with problems")

To turn the alarm on when you leave you should Key in the alarm code, followed by "A". The alarm will start beeping two different tones, which will sound at slightly different times while the door is open. **Within 30 seconds** you must leave the studio and close the outer door. The tones should then sound at precisely the same time. They should stop within 30 seconds, indicating the alarm is now set. If you are the last one to leave the studio you are responsible for activating the intruder alarm.

Signing in & out

Everyone entering the studio **must** sign in and out. The signing in book is on the shelf in front of you as you enter Studio 1. Your name and time of entry are required for insurance purposes. Your signature and time of exit indicate that you accept responsibility for the safe and correct shut down of the studio, or handover to another presenter. Guests **must** sign the guest book, and must at all times be accompanied by a fully CRB cleared member.

Members & Presenters - Conduct/Behaviour

Ward Etiquette

We must conduct ourselves in an appropriate manner when visiting the hospital wards. Members should look presentable (preferably in station uniform), be friendly and approachable. You must always wear your hospital badge when on duty on the wards and present it to staff if they require to see it. BEFORE you walk around the wards to collect requests you should ask a senior member of staff (on each ward) if they will allow you to collect requests. They may ask you not to approach particular patients and this must be respected. You should use the provided alcohol based hand gel before entering each ward and after any patient contact, although there is no reason why we would make contact with the patients. While on the wards you should be wise to areas under infection control, this could be a side-room or in some cases whole wards, and you should not enter these areas under any circumstances. You should not sit on a patient's beds or the chairs next to their beds for infection control reasons (even if the patient invites you to). Should you wish to sit and chat with a patient you should only use the visitor chairs provided.

Data Protection

All members of the station are bound by the data protection act. Patient details and any information they give you is to stay between you and them, even if you know them, patient information must be kept confidential. (Remember a patient may not even want their relatives/friends to know they are in hospital)

Health & Safety

It is important that you and any guests in the premises stay safe and remain vigilant. Please familiarise yourself with all safety information provided on the noticeboards of the studio. Only ever use equipment provided for the purpose it is intended. Never use studio equipment in any other way than you have been trained or as stated in the user manuals. If you spot an issue that could potentially cause harm to you, your colleagues or our guests you must report it immediately. (See call for help section) Health & Safety is everybody's responsibility.

Other Rules

Alcohol is not to be consumed on the premises and you must not be under the influence of alcohol or drugs while in the studio. The hospital is a smoke-free site so you have to leave the site to smoke. We ask that you don't smoke publicly while in station branded uniform.

It is unacceptable and unprofessional to criticise your station colleagues, station programmes or decisions made by the committee or C.I.C live on-air. Should you have any issues with any of the above please leave these discussions for off-air and raise any concerns to a committee or C.I.C member.

Remember that the studio external walls and doors are thin and your discussions maybe heard by the public or hospital staff. Therefore please keep your off-air discussions and language clean and professional.

The station does not employ a cleaner. You should clean up your mess and leave the premises exactly how you found them. DO NOT consume food and drink over the mixer desk or any vulnerable studio equipment.

If you leave the station unattended at any time, for toilet breaks etc, you must lock the main door to avoid theft of studio items.

Outside Broadcasts

It is essential we conduct ourselves in an appropriate manner when working at station OBs. Members should look presentable (preferably in station uniform), be friendly and approachable and never rude to the public. Please be aware of your actions when you are in station branded uniform, even if you are not at an outside broadcast location. Alcohol is not to be consumed while on duty at outside broadcasts and we ask that you don't smoke publicly while in station branded uniform.

Presenters Rules

If you are unable to do your show due to illness or time-off you **MUST** let the programme controller know as soon as possible. This is so another presenter can be sourced for your show or a repeat can be scheduled. Disciplinary action may need to be taken if you fail to do this. Please give at least two weeks notice if you wish to take holiday. If you are unwell please let the programme controller know as soon as you possibly can.

- All presenters must play the News jingle into the news broadcast.
- Coming out of the news you should play a Station identity jingle (followed by a personalised jingle if you have one). You may come out of the news with a advert/promo but a station jingle must be played after.
- Pick a good starting track (Something well-known and upbeat)
- Make sure you play all adverts / PSAs / Promos / Sponsor jingles that you are required to during your show
- Make your programme relevant to local people
- Avoid playing back-to-back tracks (and separate with a station jingle if you do)
- Don't play obscene tracks, banned music, or depressing music (see 'Swear Words' section)
- Back-time to the news so your last track finishes at the right time. If you cannot do this well, then use a strategy to avoid it – play a bed or instrumental track which can be cut at any point to play the news jingle
- Presenters should check the “studio” page of the website before each show. This includes the latest information about the station and talk-ups that you can include in your show. The “studio” page of the website is set as the home page on the studio computer (You may need to press “Ctrl” and “F5” together to refresh the page).
- Presenters should promote all listening methods to listeners. The station frequency, Channel one on Hospedia and the online website address.

Please note: All station output is recorded on a logger a kept for a specified amount of time. This is a requirement from OFCOM and allows us to check our outputs content and follow up on any complaints we may receive.

News / Weather / Travel / Sport Reports

The news is delivered by Satellite feed from Sky News. (When news isn't being broadcast on this channel - pips can be heard intermittently) Use PFL to check that you have a news feed (and you can hear the pips). Cue up the News jingle and start it at 8 seconds before the hour. Use the wall clock unless you have just checked that the computer clock is exactly correct. Note: If you forget to fade down the news channel, after the news, you will get test pips included in your programme

All live shows are required to broadcast the Sky News headlines, which are live each hour – on the hour. The bulletins last exactly two minutes. If you are presenting the Breakfast or Drive-Time shows you are required to put out extra sky news material (sport news, entertainment news etc). The correct 'intro' and 'outro' jingles should be used.

During Breakfast (7-10am) and Drive-Time (4-6pm) headlines are to be broadcast at half past the hour as well as on the hour. You are also expected to broadcast local news headlines at the following times- 07:00, 07:30, 08:00, 08:30, 09:00, 09:30 and at 12:00, 13:00, 16:00, 16:30, 17:30, 18:00 plus 21:00. Local headlines can be sourced using BBC Somerset website and The Gazette website.

The weather forecast is available on our website, if it is out of date refresh the page by pressing 'Ctrl' and 'F5' together. Read it through before you open the microphone to ensure it makes sense. There is an station weather jingle available and it must be used. If you use a backing bed while you read the weather, ensure the volume is low enough not to obscure your voice. Remember your listener may not have perfect hearing. Weather is required to be broadcast during Breakfast and Drive-Time at 15 and 45 Min's past the hour. Outside of these times weather should be broadcast at 30mins past each hour. During Breakfast and Drive-Time you should include Travel reports after Weather Reports.

National sports news is wrapped twice daily via the IRN website and local sport can be sourced from the BBC website and Gazzette website. It is a requirement that Sport be broadcast at 40 past the hour during Breakfast and Drive-Time. At Weekends and during sporting events Live Sports updates may be available Via the News Fader on the mixing desk. You will be informed if this is going to happen during your show and if you are required to broadcast it.

As a station we are committed to bringing up-to-date news, weather, travel and sport. If you are not a presenter of the Breakfast or Drive-time shows you are not required to do regular weather, travel and sport news, however it is an expectation that you regularly check online and do weather, travel and sport reports whenever there is anything of significance to report on.

Major Incident / Obituary News Procedure

In the event of a major incident or obituary the following procedure should be followed, by the book.

The definition of a major incident is when an incident happens that causes mass death. Such as a terrorist attack or severe road accident, plane crash etc. An obituary (sometimes abbreviated to OBIT) is when a well-known public figure or senior member of the Royal family die.

You may be alerted to such news if you have the studio TV on or browse the studio internet. You maybe alerted to the news via a phone call from a station colleague or member of the public.

Follow this procedure immediately

1. To verify that the information you have been told is correct - check Sky News on the TV or check the I.R.N website www.irn.co.uk (it will be on the website under a BREAKING NEWS header).
2. Once you have confirmed the information is correct pre-fade (PFL) the News fader on the mixer to see if a news item is broadcasting, about the incident, or if instructions are being given out about a forthcoming news bulletin.
3. If a news item is already live you will need to dip into the feed as soon as possible. If there are instructions about when a news item will start be ready to start the news feed at the given time. (do not broadcast the instructions from the feed – these are just for your information)
4. When you are ready to broadcast the news feed, fade out the track that is playing and simply say, “We now interrupt normal programming for an important news item”
5. When the news feed ends do NOT revert back to your normal show format and only play music from the OBIT playlist (provided in the studio) or play classical music.
6. Find out when the next news update is and join the feed when it goes live. (it is quite likely the news channel will broadcast longer and more frequent bulletins) You should find information about this on the I.R.N website.
7. When your show is due to end make sure you inform the next presenter that the station is in OBIT mode or if no-one is taking over you must speak to a senior member of the station for instructions. (See Call For Help section)

Please Note:

YOU are NOT permitted to personally break the news article about the incident and are only permitted to hand-over to the news feed.

You are NOT permitted to pass comment or speculate about the incident and must remain impartial and professional.

The above information is very important. If you do not understand something on this page please speak to a committee / C.I.C member for further training.

Adverts / Sponsors / Promos / PSAs / Talk-Ups

It is essential that you play the adverts and sponsor jingles as instructed. These are the stations source of income and we cannot survive without them. Failure to do this may result in disciplinary action.

During your show it is mandatory that ALL presenters promote shows that are coming up after your show, later today or tomorrow. Use show promos if available.

You should also include PSAs during your show. Some of these should only be played at certain times of the day or year. Make sure you check information on the PSA carts before you play them.

You should ALWAYS come out of an advert or PSA break with a station jingle.

Please include one or more talk-ups in each show. These can be found on the “studio” page of the website. (This is set as the home page on the studio computer)

Swear words

If a swear word goes out live on-air you must apologise at the nearest possible opportunity. If it is your guest that swears they must apologise. Always report such instances to the programme controller detailing the time and date it occurred. Failure to report swear words that go out on-air will be taken very seriously as it can get us into serious trouble with OFCOM if the correct protocol is not followed.

Myriad: All music in the Myriad system has been screened for bad language or inappropriate lyrics. However, sometimes the odd swearword slips through the net. If you come across a track in Myriad with bad language please **do not ignore it** and report it to the programme controller so the track can be edited or removed. Please also detail the time and date that the swear word/s was broadcast.

Your Music: Many of you play your own music via CD's or iPods/iPads etc. It is **your responsibility** to check the content of the music you play **before** you play the tracks on your show. If you play a track with inappropriate lyrics by mistake you must report it to the programme controller detailing the time and date it occurred.

Microphone technique

It is very important to work on your microphone technique. In addition to talking clearly and having something to talk about, your programme will seem very amateurish if you cannot use the microphone correctly. Our microphones are very directional, and work best if the pickup is facing your mouth.

Think about what you are going to be doing during your link talk if you are going to be talking to a co-presenter or guest, make sure your microphone position allows you to look at them.

If you need to move away from the microphone (say to pick something up) let the listener know, ("sorry, I just have to pick up the newspaper...") increase your volume as you move away...(**"I need more space or less stuff here!"**) and keep talking.

Do **not** have conversations with people who are "off microphone". If someone is not in front of a microphone the listener cannot hear what he or she is saying, and this will almost always make bad radio.

Telephone calls

You will not hear the telephones ring in the studio. Flashing lights on the wall and mixer desk will indicate which studio phones have an incoming call. No calls from listeners are allowed live on-air without using the Profanity Delay unit. If the phone goes while you are talking on air, try to conclude your link speedily and then take the call. All requests should be written on request slips to be entered into the weekly draw and to be included in the station request chart. Outgoing calls cannot be made on the studio phones unless they are pre-programmed into the phone's speed-dial keypad.

Text Messages

Listeners can text the studio on 01823-288970. The text machine is situated on the mixer desk. See instructions in the studio for details on how to use this.

Studio Email

Listeners can email all presenters in the studio. There is a device situated next to the mixer desk that will automatically print out listener emails as they are sent. Please give out the email address on your show and include any email comments and requests. The address can be found on the email printer.

Internet

A monitor to the right of the Myriad monitor is available for internet access. Please feel free to use the internet for adding content to your show. Sound from the Internet can be broadcast as it has a fader on the mixer desk. However, make sure you do not broadcast any audio from the internet that the station does not have a legal right to play.

Please check the 'home page' on the internet monitor for current talk-ups that you should use on your show and for any new guidance from the committee / C.I.C.

If you use social networking sites such as Facebook or Twitter remember to log-out of the websites when you have finished.

You must not use the internet to look at pornography or anything inappropriate and you should not download programs to the computer without prior permission.

Voice-Tracking

Studio two is available to voice-track shows. This is where you can pre-record a show if you are unable to do your show live due to holiday etc. You may also wish to do a pre-recorded show as well as your live show. Speak to the programme controller for details and training.

Hand over

If you will not be closing down the studio, but handing over to another presenter, you will normally do this during the news. Get ready well before hand so when you start the news you can quickly get out of the mixing desk chair and move out of the way for the next presenter.

Technical Information for Presenting Your Programme

The below is intended to help station presenters know the correct routines for a radio show. Whilst it will not instantly make anyone a good presenter, it will show you the basics of how to run a show from start to finish, and contains some hints and tips for “best practice” with the many complicated systems routinely used by a presenter.

Start-up routine

Main power

The main power switches control the supply of power to all studio equipment, which is not required during automated playout (screens, the mixing desk etc.) It is located on the right hand side as you enter Studio 1 and on the left hand side door frame as you enter Foxglove Studio. They are labeled “Master Switch”. Under normal circumstances moving this switch to “On” should power up the Myriad screens, the mixing desk, and you should be able to hear Myriad playing out through the monitor speakers.



Answering machines

The answering machines, which are mounted on the wall on the right hand side as you enter Studio 1, should be on when you enter the studio. Press the “Answer on/off” button on each to switch them off. They will confirm that they are off by saying, “Answer off” and a small dash or hyphen will be displayed. If they are on, the number of messages received will show (0 if there are none) ALL PRESENTERS are required to check messages before their show and play any requests that we may have received via the Answer machines.

Myriad log in

For full details see the section about Myriad. Myriad should be running in “automation mode” and the log in dialogue should be visible on screen. Type your user name in the top entry field then press the <Tab> key (next to the Q), type your password, and press the <Enter> key. Whilst you *can* use the mouse for this, it is not unknown for users to accidentally click on the wrong button at this stage, which will cause Myriad to stop playing immediately (a bad thing) so it is recommended that you use the keyboard. If you do not have your own user name and password for Myriad, speak to the programme controller.

Desk check

Before you go on air, you must ensure that the mixing desk is ready. Check that the faders for “Computer 1+3” and “Computer 2+4” are fully up, and that both “On” buttons are green: Also check that all other faders are in the down position. (CD2 + MD is **not** down in the image to the right)



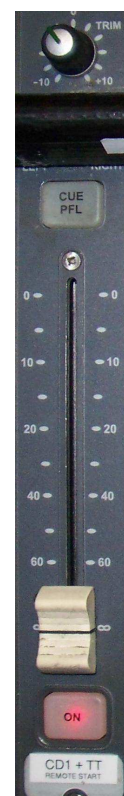
Going On air

You should now switch the studio to “On Air” mode by pressing the “Studio 1” button on the Station Output Selector: This will cause the “On Air” lamps to light in the studio and means that the mixing desk is now LIVE. Anything on the mixer with faders up will now be transmitted.

Basics of the mixing desk

The mixing desk is split into multiple channels, each of which is linked to one or two audio sources. The main controls you will use on each channel of the mixing desk are the On/Off button (bottom), the fader, the Cue/PFL button, and the Trim control (top). The buttons are very sensitive and pressing them too hard may result in them switching on then back off again. If this happens, try pressing more gently and not holding the button down at all.

In general you should pre-fade listen (PFL) to all tracks (and your own microphone) to set the levels correctly. To do this, ensure the fader is down and the On / Off button is “On”. Press the “PFL” button so that it lights up. Use the CD controls, Myriad start controls, or other controls to start the track. Set the levels using the Trim control so that at the loudest part of the track (you will probably have to skip to the middle) makes the meters go up to level 4 and the first amber light just flickers. This is the perfect level for broadcast. Any louder than this and the automatic limiting circuits will “chop the top” of the volume, resulting in poor quality broadcast sound. If you are playing a track with widely varying levels (such as many pieces of classical music) you may need to start with the trim control set to high, and decrease it at the appropriate time to reduce the volume of the louder parts of the track. Do this slowly and smoothly unless you can accurately judge a very sudden change in volume. PFL will also allow you to back-time a track accurately by listening to the end part to determine exactly when you will start the news (or other) jingle, which may not be at the timed end of the track on a CD. The two CD channels and the vinyl record deck channel work slightly differently than the others – if the channel is on, and you move the fader up off the “0” position, the relevant disk will start playing immediately. If the channel is off and you position the fader at whatever volume you want the disk to start, pressing the On/Off button will immediately start the relevant disk playing. No other channels work like this.



CD Players

The two main CD players are professional systems with several “Radio presenter friendly” features. They have jog and shuttle dials allowing very fine control over the exact start position for a CD. When a track ends, they stop, unlike a domestic CD player, which normally continues to the next track. They auto-start when the relevant fader is moved from the zero position, or the “On/Off” button is switched to On and the fader is not in the zero position.



To select a track, rotate the small white knurled knob (1) until the correct track number shows.

To listen to a track before playing on air, ensure the fader for this CD player is right down, and the On/Off button is red or off (**not** green). Press the relevant PFL button above the fader, then press the Play/Pause button (2) on the CD player.

To fast forward, rotate the outer large white wheel (3) clockwise. To skip backwards, rotate the wheel anti-clockwise.

To cue a track to a specific “cue point” ready to start, play until you are very near to the cue point and press Play/Pause. Wind the inner large dark grey wheel (4) clockwise or anti-clockwise until the track “stutters” at exactly the correct moment. Press Cue to set the cue point. Press Play/Pause to check that it starts correctly.

To reset the track back to the beginning or previously chosen cue point while it is playing, press Cue.

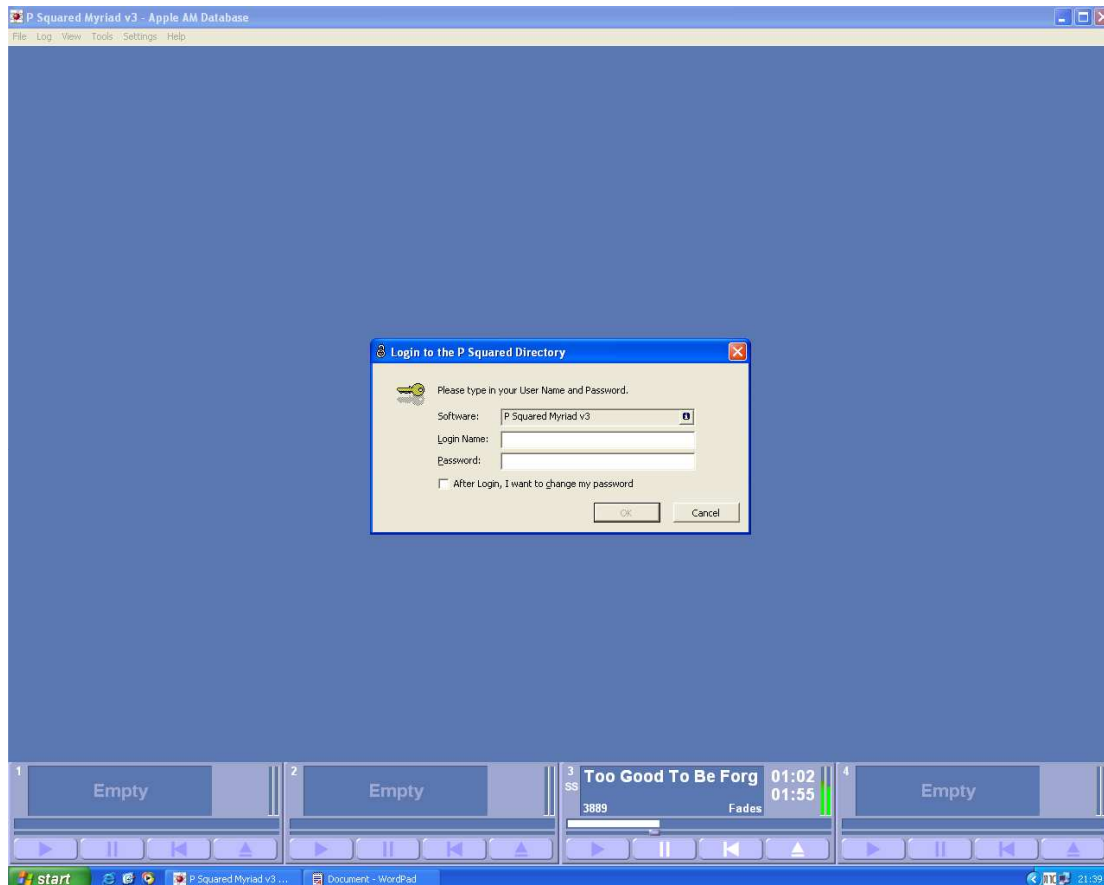
Remember to set the level of the loudest part of the track to 4 on the desk meter.

Finally, press Cue/PFL on the mixer to go back to listening to the track currently being broadcast.

Myriad

This guide is intended to show you how to take Myriad out of automation mode into fully manual mode, give an overview of the main features of Myriad, and show how to put it back into automation mode at the end of your show (assuming you are not handing over to another presenter). It is not intended as a user manual for Myriad, which is available in the studio.

When you have completed the normal studio start up routine, the screen should look like this:

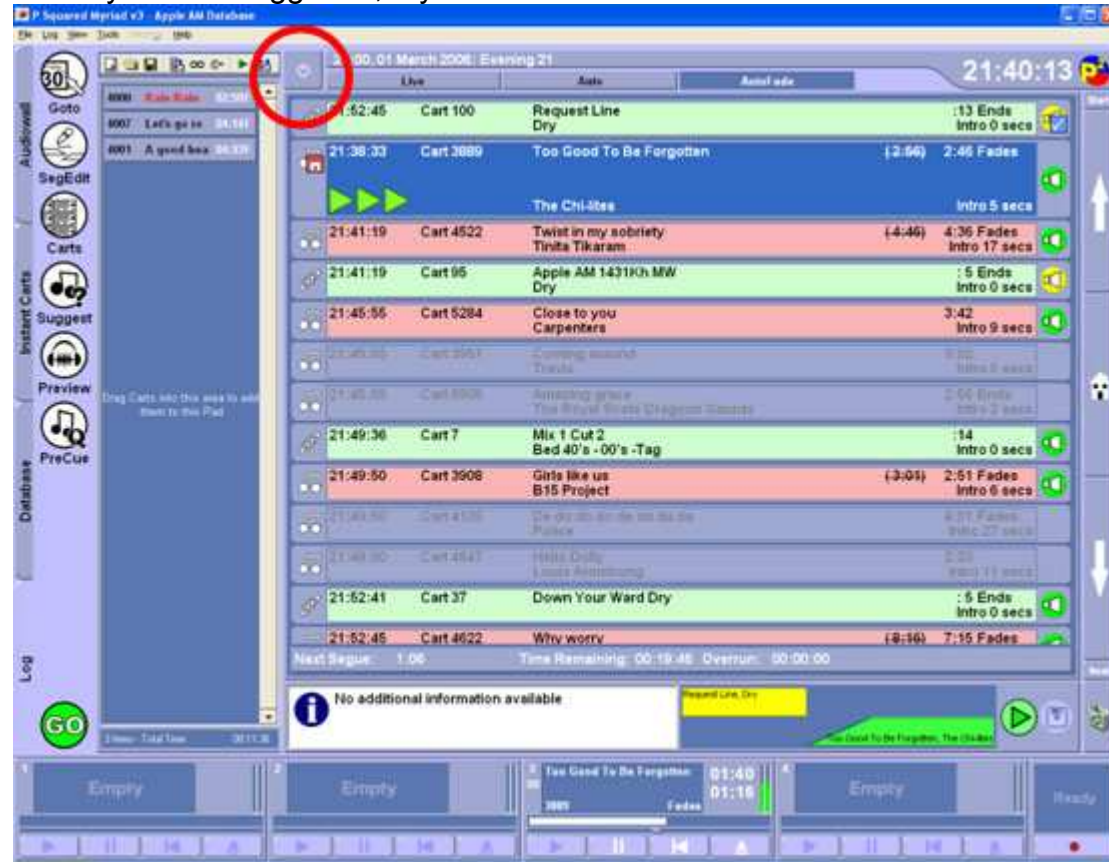


You will have been given a user name and password to log in. If you wish to change your password, there is a check box on this dialogue which allows you to do this. It is strongly advised that you do so the first time you log in, so that your password is memorable to you. If you need advice on choosing a password, please ask.

Note: All activities in Myriad are logged, so it is in your interest to ensure that you log out when you are finished and that you keep your password secure.

To switch Myriad out of full automation mode

When you have logged in, Myriad *should* look like this:



When you're ready for the Myriad log to stop playing (the last track before the news before the start of your programme) click on the button next to the 'live' button (circled – this button looks a bit like an apple). When you have done this, the button will change from green to red. No further tracks will be played from the Myriad log after the current track has finished. You may need to fade the current track to broadcast the news on time. ***Remember to press the red "Studio 1" on air button before the start of your show.***

General Usage



The audiowall is where you can search and find all audio in the Myriad database. You can go to the audiowall by clicking on the audiowall tab on the left hand side of the Myriad screen. You now have a list of audiowall options on the left side of the screen. (Shown by the red arrow above)

Find allows you to search for audio by typing in text (see below).

Home takes you back to the first cart in the Audiowall.

Jump allows you to move to a specific cart number (see below).

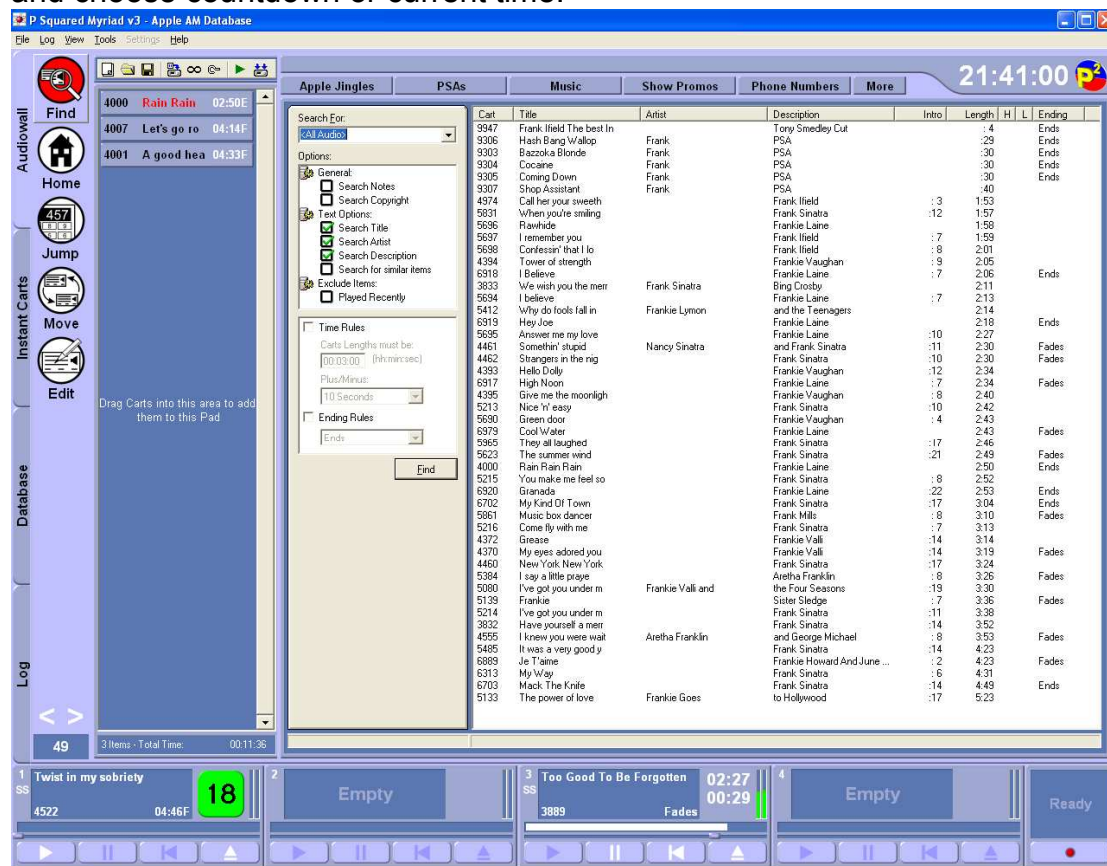
Move allows people with edit rights to move carts. *You should not need to use this in normal use of Myriad.*

Edit allows people with edit rights to edit carts. *You should not have a need to use this in normal use of Myriad.*

The “**Pad**” (to the right of the large buttons) can be used to stack up a set of carts to be played one after another. Pad sets can be saved and recalled (using the toolbar at the top of the “Pad”) and single items can be removed from a pad by double-clicking on them. Clicking the “play” button on the Pad toolbar will cue up the first item to be played. *Note it will not start it playing. Use the corresponding cart players “Play” button on the screen or keyboard.*

The “Selection Buttons” at the top of the audiowall screen (circled above) move the Audiowall to specific parts of the whole catalogue (ie: Jingles, PSAs, Adverts etc). Clicking on the “More” selection button will open a window with more jump buttons. You can create personal selection buttons here to take you to specific locations.

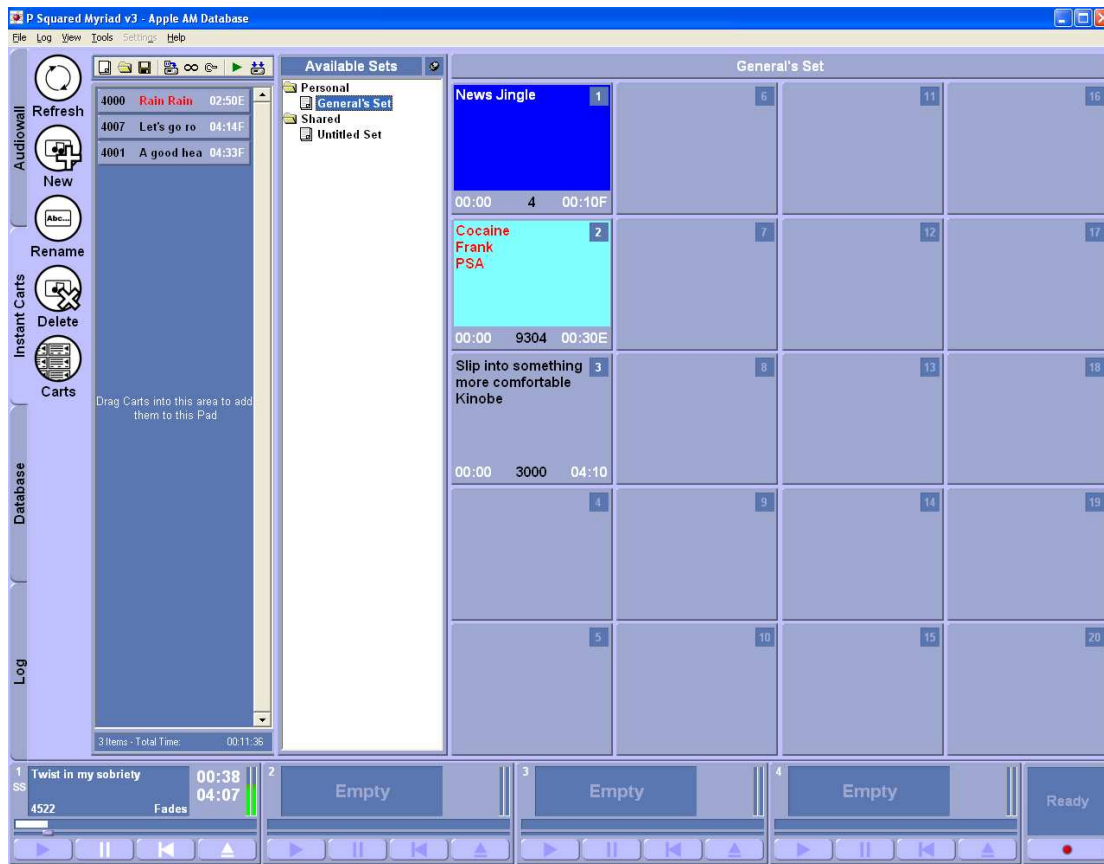
Tip: To change how the clock displays, click it with the RIGHT mouse button and choose countdown or current time.



The “Find” page allows you to search for a song or artist by typing the text in and clicking on FIND. You have other search options too, for example you can search for songs of a specific length etc but after such searches remember to set further searches for “<All Audio>” or Myriad will only search for items, which match the rules from your previous search. To select a track from the search menu just double click on the track you want to be taken to the tracks home on the audiowall.

The “Jump” feature allows you to go straight to a tracks home on the audiowall if you already know it’s cart number. When you click on jump it will bring up the jump box (see right), type the number in and press OK (or enter on the keypad) to be taken to your selected cart.





“Instant Carts” are used to collect together sets of carts you may wish to have quickly available. You can create new “Personal” sets as required, giving them names, which are meaningful to you. The Myriad administrators will create the shared sets.

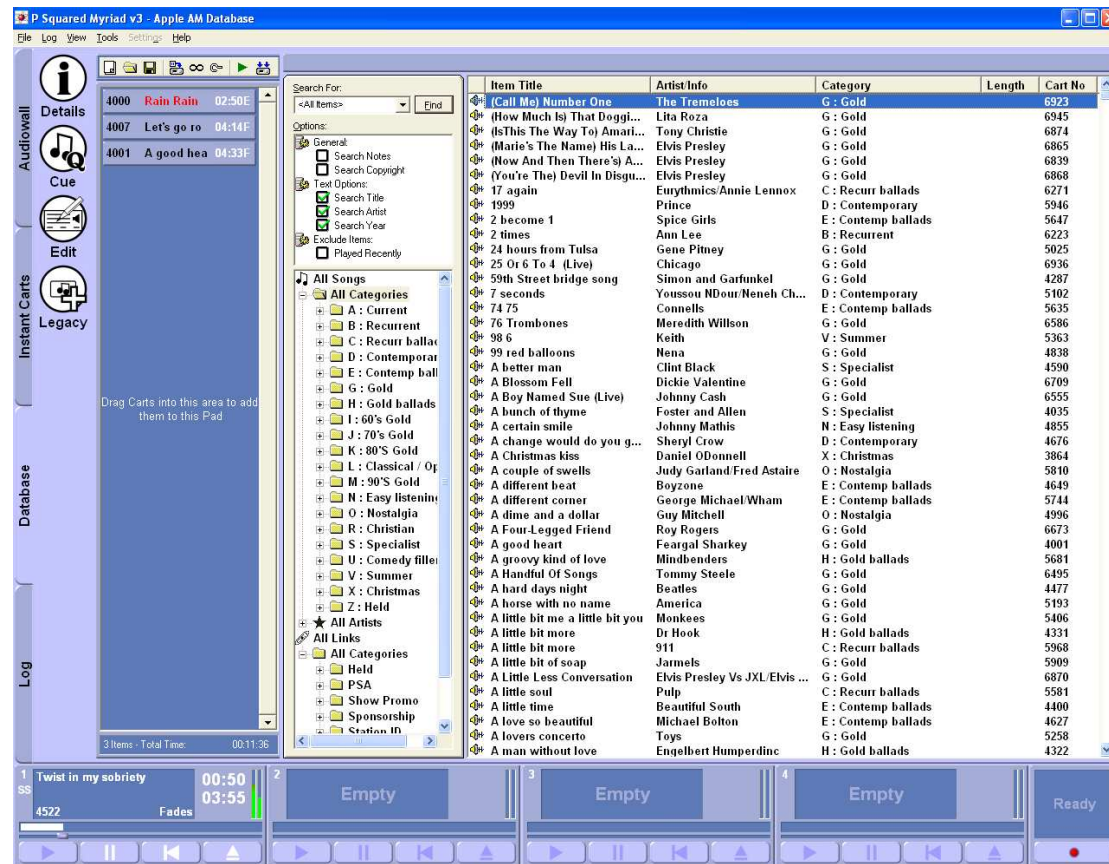
To add carts to an “Instant Carts” set, click on the “Carts” button on the left hand side, find the cart you wish to add, and then drag it into the Instant Cart position you require. To play an instant cart, simply hit the number for the first 10, or hold down the <shift> key and press the number minus 10 for 11 to 20 (i.e. for cart 13 hold down <shift> and press 3).

For 10 and 20, press 0 and <shift>+0.

To create a new Instant Carts set, click on the “New” button on the left side of the screen.

Tip: Simply clicking on an Instant Cart with the mouse will **immediately** play that cart in the first available player.

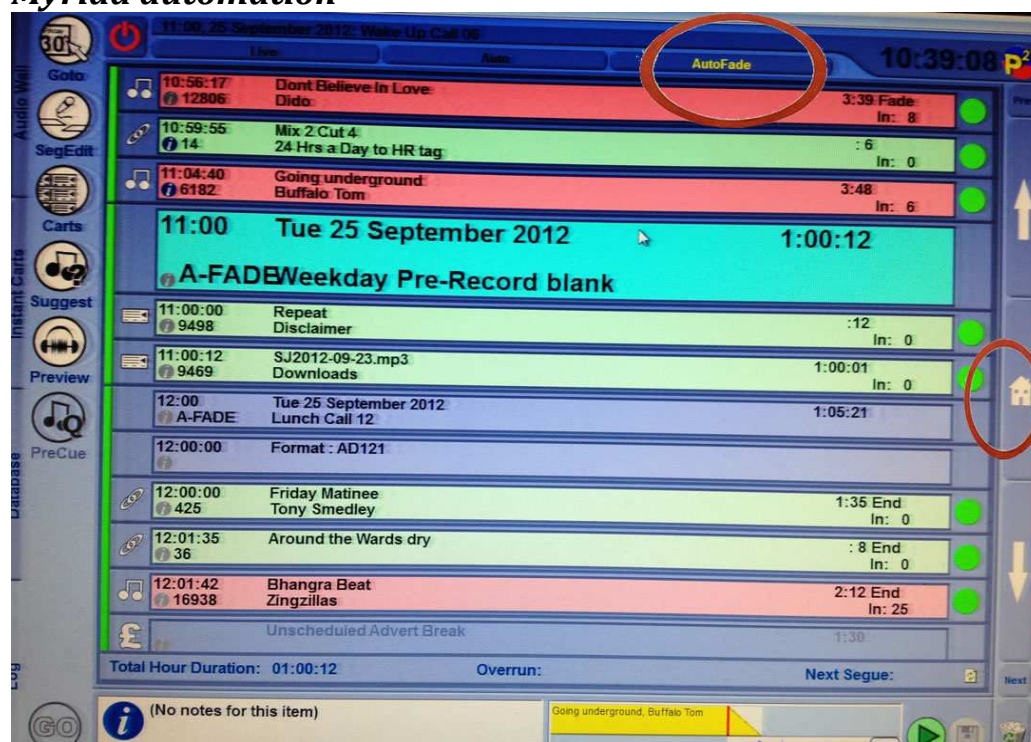
The Database tab allows you to view all the carts currently held in the Autotrack database by artist or category.



NOTE: This is NOT the same as searching the Audiotrack, as it only includes carts which are in the Autotrack database (i.e. ones which are going to be scheduled for playout). It is useful if you wish to find carts of a specific type (i.e. Summer music) or those which are currently in the "A" or "B" lists.

Shutdown routine

Myriad automation



If you are **not** handing over to another presenter, it is **your responsibility** to ensure that the studio is properly shut down. While the news is on, you must get Myriad ready for automation mode:

1. Click “Home” (circled above right) on the log page. This sets Myriad to the right time in the log. However this tends to jump several items into the hour so you will need to scroll up (using the mouse or arrow keys) to find the purple hour header bar. Check the date/time on the header bar is correct. Highlight the hour bar by clicking on it. (this will turn it light blue as above)

Note: It is vital to start the log in the correct place to allow the system to play out voice-tracked shows and repeats at the correct time. (Disciplinary action may be taken if you fail to start Myriad from the correct place)

2. Next, click on the auto-fade button (circled above). This will place the first item from the log into one of the four Myriad channels.

3. Ensure both computer faders are fully up, and both On/Off buttons are green (on)

4. When the news ends, click Play on the channel with an item in it. Myriad should then take over and play out the log.

5. Click the X in the top right hand corner of the right hand screen and then “Log out from Myriad” in the dialogue which appears. You must ALWAYS log-out, even if you are handing over to another presenter. This is important.

Note: If Myriad does not go into automation, switch your microphone on and explain to the listener that you have a problem. Keep talking while you put on any CD track to give you time to sort out the problem. (See Dealing with problems section)

Desk check

When you come in to the studio, you want to find the desk in a known state. Make sure you leave the desk in the right state for the next presenter. Ensure all faders except Computer 1/3 and Computer 2/4 are in the down position, all On/Off buttons are on, and red except for Computer 1/3 and Computer 2/4 which should be green.

Mouse

The mouse only recharges its batteries when it is properly inserted into its cradle. Replace it and you should see the small green light on its top surface light up.

Going Off air

Now press the “Sustaining Service” button on the Station Output Selector: This will cause the “On Air” lamps to go out and means that the mixing desk is now off, and only the output from Myriad will be broadcast. The light for the Sustaining Service button will show blue.

Answering machines

Ensure both answering machines are back on ready to record calls.

Main power

Double check that you **did** press the Sustaining Service button and it is lit up blue and then you can turn off the power to the studio using the switch near the door. All audio and the screens will be turned off, but as long as you have followed the instructions above Myriad will be broadcasting.

Signing out

Write the time next to your name where you signed in, and sign to say you accept responsibility for the correct close down of the studio (or handover to another presenter).

Intruder alarm

When you have tidied away **all** your rubbish, washed any mugs or cups you have used and you are ready to leave, you **must** set the intruder alarm. (See intruder alarm section earlier in this guide for instructions)

Locking up

You **must** lock the studio each time you leave it unless another presenter is inside. If you are leaving after 8pm you should lock the Duchess Building corridor door. (If you do not have a corridor key you should telephone the porters on extension 2626 to advise them that the door now needs to be locked.) Remember to return the key to Accident & Emergency reception and ensure the book is signed to prove you have.

Dealing with problems

Keys- If you don't have a studio key you will only be able to go inside the premises if a key holder is present. You should leave when they are ready to go home, as they will need to lock up. If you have a key and you are the last one to leave the studio you are responsible for locking the door.

Intruder Alarm- If the alarm goes off you can silence it by typing in the correct code. An escalation call will automatically be made to the studio engineer. If for some reason you cannot silence it you should report it straight away. (See Call For Help below). If the alarm has not been set, by the previous person to leave the station, you should report this by completing an incident report and put it in the chairperson's pigeonhole. The reports and pigeonholes can be found in the reception room.

Emergencies- If you have a serious emergency, that can cause you harm, you can summon help by pressing one of the panic buttons. There is one in each studio and you can activate them by pushing two fingers into the holes on the alarm. Alternatively you can call hospital security by dialing 3333 from the main studio phone. See further instructions on the studio notice-board.

Equipment Faults- If you spot a fault with any of the studio equipment please do not ignore it. Please complete a fault report and put it in the engineer's pigeonhole. The reports and pigeonholes can be found in the reception room.

Fire- If the fire alarm sounds you should evacuate the studio immediately. Press the jukebox button and lock the door **if there is time**, but not if doing this puts you in further danger. A second exit is available in the Foxglove studio but this is only to be used in a genuine emergency. You should be informed when the hospital is planning a fire alarm test.

News- If there is no news available on the news fader you must report this issue. (See Call For Help below)

If there is a problem with the news be prepared to read the latest headlines from the IRN website. You will know if there is an issue before you cross on the hour as you will have prefaded the channel and listened for the pips. If you have to read the headlines please introduce as follows. As the news jingle fades say " from the apple news desk at (time) good morning/ afternoon/ evening. End the bulletin by saying "Thats the latest from the Apple News Desk I'm (state your full name). Then start your outro jingle.

Air Conditioning- The air-conditioning needs to be functioning to prevent equipment over heating and malfunctioning. If it is not working report it immediately. (See Call For Help below)

Myriad Automation (Sustaining Service)- If automation doesn't start when handing back to Myriad you can try restarting the computer (only do this if you are familiar with the process of restarting a windows computer). When the computer has restarted click on the Myriad icon on the desktop screen, log-in and start the automation. (See Shutdown Routine earlier in this guide)

If all else fails put the studio in jukebox mode and report the computer issue before you leave (See Call For Help below).

Call For Help- If you need to call for help you should use the main studio phone where all numbers you will need are programmed in.

Chairperson- Simon West

Programme Controller & Vice Chairperson- Jason Freeman

Technical Support- Steve Bird or Phil Hodgson

Glossary of terms

Adverts- A pre-recorded piece of audio that promotes a business or event. The station charges money to produce and play out this audio piece.

Back-Timing- This is what you do to reach a certain point of a show by starting a song at the right time so it finishes perfectly at the point you want to reach (such as the news on the hour). This takes some practice and tools are available to assist with this.

Bed- A non-vocal musical track used behind a speech element – sometimes the news or a weather report. If used, remember to keep the level very low as people with less than perfect hearing can find such background noise makes the speech unintelligible.

Breakfast Show- The Breakfast Show is always a flagship show on any station and usually broadcasts from early to mid-morning on weekdays. Statistically radio breakfast shows have the biggest audience. A breakfast show will include extra news, weather and travel bulletins.

Cart- A stored piece of audio (music track, jingle etc) available for playout from the automation system.

Chairperson- A chairperson is the highest officer of an organised group such as a board, committee, or deliberative assembly.

C.I.C- In order to operate and generate an income, Apple FM had to form a Community Interest Company. Several of the Apple FM members are directors of this company. Our company registration number is 07712546.

Committee- The station's charity arm is Taunton Hospital Radio. The charity is run by a committee that meets once a month to discuss the station. Our charity number is 283809.

C.R.B- All members of the station have to pass a criminal records bureau check. As we work with the public and potentially vulnerable people we have to do this check to ensure that members don't have a criminal background.

Cut- A section of a cart. The station generally does not store multiple cuts in carts, meaning cut and cart are effectively the same thing.

Drive-Time- A drive-time show usually broadcasts from late afternoon to early evening on weekdays and gets its name as many listeners are listening from their cars on the journey home from work. A drive-time show will include extra news, weather and travel bulletins.

Fader- A fader is used for each audio source on the mixer desk. It allows you to fade-in or fade-out a track by increasing or decreasing the volume.

I.R.N- This stands for 'Independent Radio News' and is the source of our news output which is now run by The Sky News Centre in London.

Intro- This is short for the word introduction. In musical terms an intro is a start of an audio track before the artists start to sing. An **Outro** describes the end of a song, which only features music with no singing.

Jingle- A produced programming element, which is usually produced by professional studio singers who sing DJ names or station positioning phrases (i.e., "The Most Music")

Jukebox- The jukebox is our back-up supply to ensure the station does not stop broadcasting audio. When the studios are off-air, if there is a period of silence of 20 seconds (if Myriad fails) the jukebox will kick in and play pre-loaded CD's. The jukebox will continue until human intervention.

Liner- A written imaging phrase, sentence or sentences that a DJ says over an intro of a record or during a break between songs and spots. Usually, Liners stand by themselves and are meant to communicate concise imaging.

Link- This is the term used to describe a presenter's speech in between songs.

Major Incident- This is where a national or international incident happens that causes mass death. A terrorist attack or severe road accident etc. The station will revert to a specified playlist and will include extra news content from I.R.N

Mixing Desk- Also just "desk". An electronic device for combining (also called "mixing"), routing, and changing the level, timbre and/or dynamics of audio signals. A mixer can mix analogue or digital signals, depending on the type of mixer. The modified signals (voltages or digital samples) are summed to produce the combined output signals.

Myriad- This is the name of the computer play-out system that the station uses. Most of our music during live shows is played from this system and Myriad's automated system broadcasts non-live shows when the studio is off-air.

Myriad Log- This is the list of music that will be played when the studio is off-air. Pre-Recorded shows and repeats will also be shown in the log. It is vital that presenters start the log in the correct place when handing the studio over to Myriad.

O.B- This is an abbreviation of the words outside broadcast. An outside broadcast is when the station broadcasts a programme from somewhere outside of the normal studio, such as a flower show.

Obituary- This is when a well-known public figure or senior member of the Royal family die and the station will revert to a specified playlist and will include extra news content from I.R.N

OFCOM- Ofcom is the UK's communications regulator. We are required to follow the guidelines set out by them. Failure to do this can see the station penalised and we could even have our broadcast licence revoked by them.

Off-Air- This is the term used when the studio is not live and the sustaining service or pre-recorded show is broadcasting.

On-Air- This is the term used when the studio is live and a show is broadcasting.

Padding- This is a slang term used for when a presenter needs to kill some time, maybe a minute before the news for example, when you don't have time to fit in a whole song. The presenter will usually adlib to fill the time or include some station talk-ups.

PFL- This stands for Pre-Fader Listen and is a button on each fader on the mixer, which allows you to pre-listen to a track before you broadcast it.

Pips- A pip is an intermittent beeping noise. Pips are commonly used to show an audio source is still live even though there is no content currently being broadcast.

Profanity Delay Unit- This is used for live broadcast programs to prevent unwanted or obscene material from being transmitted. It allows between 2 and 55 seconds of delay to be built up live whilst "on air".

Programme Controller- A station programme controller is responsible for leading programme teams to ensure that they produce programming which meets the creative and commercial needs of each station.

Promo- A piece of audio that promotes another programme that will air soon. The term promo may also be used for audio that promotes a station event such as an outside broadcast.

PSA- Public Service Announcement. A pre-recorded piece containing information considered to be useful to the listener.

Sponsor- A Company or organisation that pays the station money to be affiliated with a certain show or elements of a show such as the travel bulletins.

Sustaining Service- The sustaining service is the term used for Myriad's automated play-out system, which is used when the studio is not live.

Studio- This is the term used to describe the room from which our shows are broadcast.

Talk-Ups- This is where you read out articles (usually about the station). These articles may include news about the station like a forthcoming event. Talk-Ups add content to your show and helps with padding if you need to.

Voice-Tracking- This is a name used to describe when you pre-record a show for later play-out. It allows you to simply record your voice links in between songs on the Myriad log without having to listen to the songs.



apple:fm

V02

After reading the complete Members & Presenters Guide you are required to sign and return this form.

Please print your name here (in block capitals):

I confirm that I have fully read and understood the Members & Presenters Guide and I understand the importance of asking a committee or C.I.C member of staff about anything I am not clear about.

I understand I must abide by the rules set out within the Members & Presenters Guide.

Signed: (only sign below when you have read ALL of the guide)

Date: