citygate CHURCH | MEDIA & PRODUCTION
Standards & Procedures

For Broadcast & Media Room

Last Revised on Wednesday, August 14th at 3:10pm

Hallway Audio

1. Try "Alexa, Shuffle songs by 'Hillsong Young and Free'," OR "Alexa, Play music by Elevation Worship." If you hear Alexa respond "Ok," then you may not need to move on to the next steps.
2. If you do not hear Alexa reply to your request, or if you don't hear the requested music playing in the Hall then you may need to change an output on the mixer located next to the Alexa unit. You can do this by following these steps…
    1. Be sure Alexa is connecting: Unplug the audio cable from the back of Alexa, and repeat the request. If she responds and plays your request then an issue with the mixer is most likely the case. However; If she does not respond to your request, or says there's an error with connecting, there may be an issue with Alexa, our Servers, or Amazons Servers.
    2. Locate the Mixer, next to the Alexa Unit.
    3. Be sure the "mute" button is not clicked, and that the volume nob is turned up, at least 3/2 of the way.
    4. Check to see if the correct input is selected on the mixer. Input A is used to broadcast the live service feed to the hall. And Input B is used to broadcast audio output from the Alexa unit.
    5. Change to the correct setting of your desired output, for Alexa, chose input B by pressing down on the physical button on the mixer.

3. If you've changed to the correct output, and do not hear any audio or the audio is extremely loud or soft then you may need to re-load an audio profile. To do this, locate the audio AMP. This AMP is located in the rack below the Alexa and Mix units. Counting from the top, it is 6 rows down. Use the large scroll nob on the left hand side of the unit, to-navigate-to "load profile". Click enter, and then click 'load profile' Once the profile is loaded, sound should return to its normal state.

If there are still issues with sound after following all of these steps, please check steps 2 and 3 again. If issues persist, contact a member of the media team. If a member of the media team is unavailable — You may have to go without hallway audio, due to a potential undiagnosable problem. **DO NOT TRY TO DIAGNOSE, OR ALTER ANY PROFILES, AMP SETTINGS, OR SWITCHES (unless they were listed as steps) DURING THESE PROCESS; DOING SO MAY CUASE ADDITIONAL PROBLEMS.

(Audio Output) — Dante / Audio over IP

To send audio out of the broadcast room, to Front Of House (FOH) and to our Broadcast Audio Engineer; we use a networking protocol, called Digital Audio Network through Ethernet or Dante for short. Dante allows us to send audio signals via CAT 6 Ethernet through a dedicated network to our FOH Mix, and to the Broadcast Audio Mix. Typically Dante is a reliable way to send audio over "long-runs" without loosing signal or audio quality. However, there may be times you run into a problem with Dante. If you do, follow these steps to begin troubleshooting the issue.

If you haven't done so already, please contact a member of the Media or IT Teams' If a member from these teams are unavailable, then try one of these steps to fix the issue.

1. **Ensure audio signals are being sent:** To do this, be sure the volume of Mac is turned up, and not muted. If a software like ProPresenter is being used, be sure the in-program volume is not muted or turned down, and that the content you're trying to play has audio attached.
2. **Start Dantes' Virtual Sound Card**: To do this, open the Finder and find the application "Dante Virtual Sound Card (DVS)," then click "Start" — DO NOT CHANGE ANY SETTINGS — after starting DVS, Mac should automatically select it as its audio output. Try to test audio again… If you find it's still not working, you may need to select DVS as the audio output manually.
3. **Select DVS as Mac OS' output source:** To do this, open system preferences, click audio, then output. After that be sure "Dante Virtual Sound Card" is clicked and enabled, click "Apply" (if applicable) and test sound again.

If you've tried all of these steps, and audio is still failing; It may indicate a larger issue with the audio network itself. These issues cannot be resolved quickly, and a member of our Media or IT team are responsible for fixing Dante related failures.