



MEDIA & PRODUCTION

Standards & Procedures

For Broadcast & Media Room

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

Livestream via Teradek

To livestream through the Teradek Broadcaster Itself, follow these steps...

1. Ensure power to the Broadcast unit is turned on
2. Check that the power, video, and network indicator lights are on



3. Click the Red "go-live" button to begin a broadcast

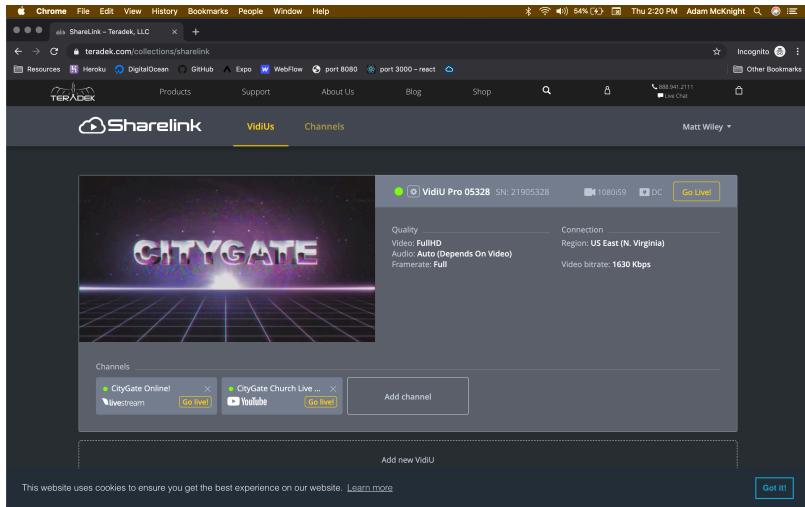


Note: You should 'go live' a few minutes before service start to test the equipment.

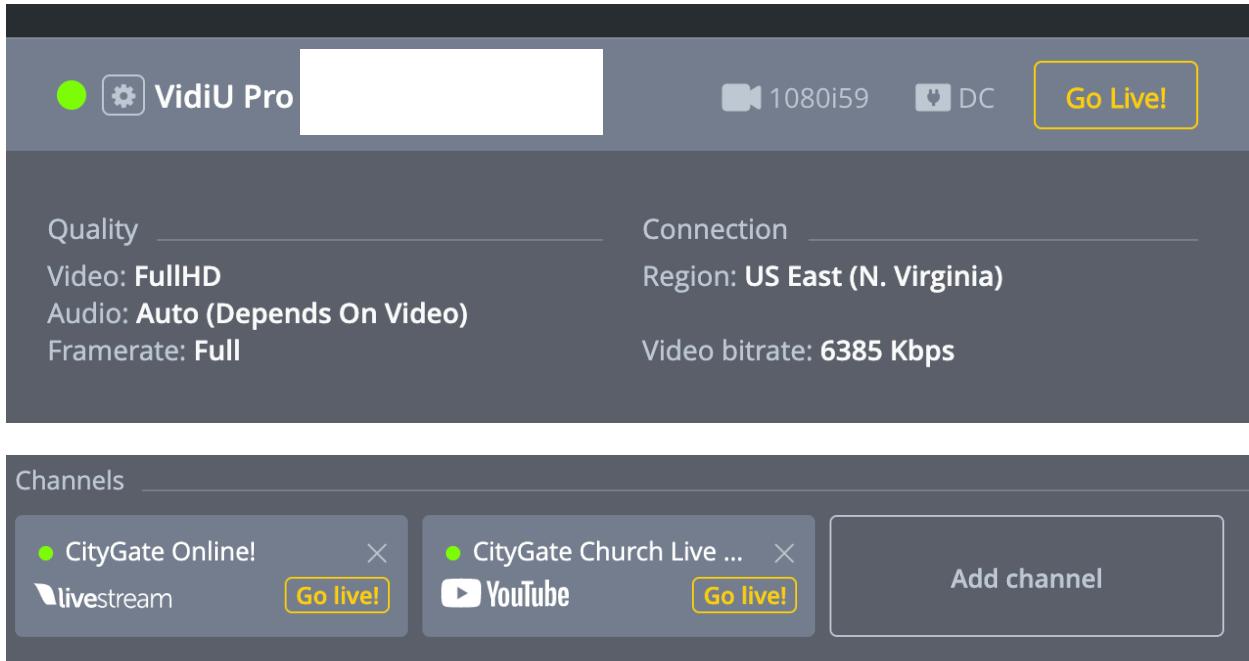
If there is ever an issue with the broadcaster unit itself, try to livestream through the Teradek Broadcaster Online, by following these steps...

1. Open a web browser and go to <https://teradek.com/collections/sharelink>
2. Click "sign in"
3. Enter the email address:
4. Enter the password:
5. Click the button Sign In

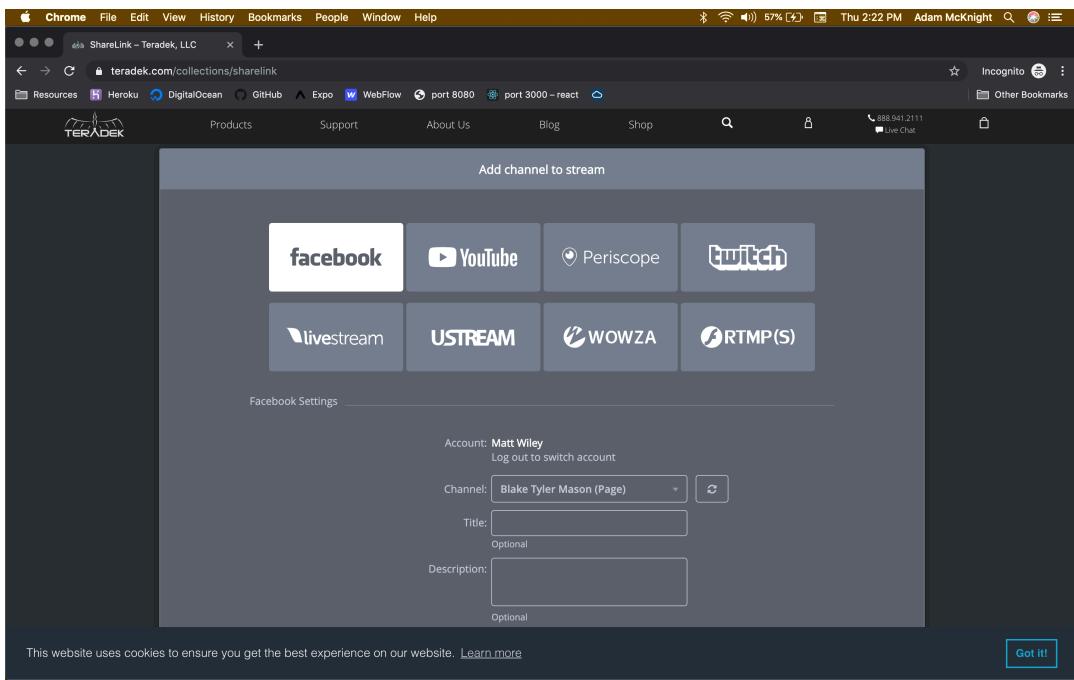
- After you click sign in a screen should appear that looks like this:



- In the top right corner, click the "go live" button to begin a live stream for all "channels" (if you need to begin a live stream for a specific channel, then click 'go live' on its dedicated channel)



- If channels are offline or not working, you may need to sign out of each channel. To do this, click on the Channels tab at the top. You should see each streaming channel listed. To re-add the problem account click on actions, then click "delete." After the channel is deleted, click on add a new channel.



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.

Lighting

Our lighting system is based on a software called, Show Express. Show Express should already be running on the lighting console. If you find it is not running, see a member of the media team or locate the app in the dock of the Mac. Click the application, to begin the program.

To turn on the house, or work lights; Select the “house-on” or “work-on” options in the lower right hand side of the lighting console. The same presets will work to turn off their respective lights.

The color options in the top left corner are used as simple, quick color presets that will change the color of the lighting.

To change the lighting for a slow-paced, or fast-paced worship song; select the “fast,” or “slow” options respectively within the software.

To change the lighting for Pastor (during sermon), select the “sermon” button.

Sometimes we use automated lighting, which is pre-built (using Ableton). It is important to remember: If we are using automated lighting, not to change any settings by clicking on various presets.

Note: Be sure, when moving to another lighting preset, to have it selected before de-selecting the other preset. Failing to do so, in this order, may cause lighting to turn off or behave unexpectedly!

Pro Presenter

Adding songs to a playlist

To add a song to a playlist all you need to do is go to the search bar on the left side of the screen that says library. Once you are there type in whatever song you are needing to find. Once you have found it, click and drag over into the playlist.

NOTE: we might not have the song downloaded yet. If we do not click on the song and a tab should come up. In that tab just click on the icon that is in the top right hand corner (it should look like a piece of paper with a plus). Once you have done that the song will be added in your library. Finally go through the slides to make sure that there are no grammatical errors.

If you have added a new song to the library to make sure that you add the appropriate cues for it. Multiscreen cue is used for multi tracks. Stage display is for the back screen. This also goes for adding videos, graphics, and music.

To find out what songs we need to be added to the playlist for that service all you need to do is go to <https://c3.tv/worshipcentral>. In there it should say what songs we need ready for the upcoming service

There may be times when you can't look up a song, so you will have to make the slide yourself. To do this, click on the new playlist button and give it the title of the song. Once you do that you can add the appropriate slide that are needed for the song.

Adding a video, graphic, or audio

In the top middle part of the screen there should be three icons that say video/image, audio, and pro remote. To add a video graphic or image to the playlist click the icon that says video/image. Once you are in there find what you want, then click and drag into the playlist. The same thing works for the audio as well.

If the media is not in pro presenter all you have to do add it in to pro presenter. To do that just click the video/image button in the middle of the screen. There will be different groups of videos or images. Take the video or image that is outside of pro presenter and just drag it into one of those groups.

Using slides during a service:

To choose a slide or a video all you have to do is simply click on it. Once you do the cues will automatically put the slide or video on the appropriate screen. Sometimes a slide or graphics will need to be removed without anything to replace it. To do that all you need to do is look to the top left and there should be 4 icons that say clear all, clear BGs, clear Slides, or clear Audio. These for the most part self explanatory and will clear or stop anything that is currently on the screen. Clear BGs will stop any video or graphic. Clear slide will clear slide. Clear audio will clear audio.

As far as the organization of the slides go for the most part all of the slides are in order and organized by things such as course, verse, etc. These should help you keep up with what they are doing in song. One more helpful tip with timing from slide to slide, wait for the singer to say the last word of whatever current slide you are on. As they are saying it immediately go to whatever next slide they are about to say is. This helps because there is a bit of a buffer between what we hear and see during service and what is actually going on. If there is ever a time when no one is singing or talking any more make sure that the Slide is clear.

There are also slides that are just for the sermon when pastor is preaching. These slides are a bit easier than the worship songs just because they are not changing nearly as much. You should look over what slides have been laid out for his sermon before it starts just so you are familiar with what he will be saying during service. Make sure to pay attention to what he was saying though, sometimes he goes out of order with the slides that we have setup.

Switcher

Typically, the Switcher should be in working order. A quick way to tell is by seeing green, red, and white lights illuminated on the board. Additionally, you should see "preview" and "program" listed on the LCD screen.

To begin using the switcher during a live production, follow these steps...

1. Red means Live. Anytime you select a camera shot, or video image the red button will make the shot live. Meaning that this is the shot being shown in the sanctuary during live events, this is also the shot being distributed throughout the building, and over our online campus and streaming providers.
2. Green means Preview. You can preview a camera shot before "taking" it live. Simply click the camera shot or video output you'd like to preview on the "preview" row on the switcher. This shot should show up in the preview window on the Samsung display above the switcher.
3. To take a shot that is in preview, you can hit the "CUT" button, which will cut to the shot which is in the preview window and make it live. Additionally, you can hit "AUTO," which will take the shot with a transition (typically a fade) added.

Production / Broadcast Camera OPs

To run and operate a camera, these are the steps you must follow...

1. Walk into the sanctuary and come up to a camera
2. Find the silver colored box, located on the side of the camera or inside the pouch, then press the power button — this provides power to the camera rig.
3. (Only Applies to Camera 1 & 3) Find a black power box (used for recording gear), power this unit on by pressing the power button.
4. (Only Applies to Camera 1 & 3) If an SSD is not already inside of the black recording box, pick one up in the media room, and insert it into the black box.
5. On the right side of the camera, you'll find a power switch. Hold down this switch, to turn the camera on. A red light should power on — the monitor on the camera should power on as well.
6. Locate the power button on the external monitor, flip the toggle to the "on" position.
7. Located on the right-hand side of the lever controls are the "zoom-in-and-out" functions.
8. Located on the left hand side are toggles for manual and auto focusing. The nob located to the left of this switch adjusts the focus. To "rack" focus, turn the wheel to adjust the focus of the camera.
9. To adjust the iris (the brightness of the image), be sure the iris setting is switched to manual – on the left hand side of the control. You'll also find a tiny black nob on the top of the left hand stick, you can turn this to brighten(to the right) or darken(to the left) the image

For Roamer Cameras...

1. Make sure you grab a battery out of the media production room and a rig to put the camera on your shoulder.
2. Make sure you are quiet and respectful walking to and from the stage.
3. When on the stage connect the cable into the camera and plug in your battery.
4. Turn on the camera using the power switch on the right hand side.
5. Flip out your preview monitor and use it to set the focus and iris.
6. To set the focus use the sliding ring on the front of the camera after the camera is set to manual.
7. You can set the iris to auto or use the skinny sliding ring on the front to change it if in manual mode.
8. Always be careful handling the camera and keep an eye on your battery levels.

Connecting to Unity (our Communication System)

1. When connecting to Unity you will first need to download the unity app — if you're on iOS click (<https://apps.apple.com/us/app/unity-intercom/id897632774>) and on Android (<https://play.google.com/store/apps/details?id=com.audivero.unity>)
2. Connect to the CityGate Staff Wifi, if you haven't connected before be sure to select the correct network named "CityGate Staff" and not "CityGate Staff - guest" the password to this network is " " all lowercase.
3. After you get the app you will get a login and password from one of the team leaders.
4. Once you are connected you can speak by hitting the center "talk" button and you should be able to hear with the provided headphones.
5. In the unfortunate event Unity Communication or the Staff Network fails, Discord is available as our secondary communication solution. If this occurs during an experience an invite will be sent in the band group; If you aren't in the band group, talk with your team leader to get set-up!

If you've followed all of these steps to connect to Unity, and you're unable to connect — please contact your team leader!

(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.