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## SmartTouch

## Telephone Automation System

The SmartTouch allows a broadcaster to do a remote via phone line without the need for someone to run the board at the station. The announcer simply calls the dedicated phoneline and types in the security code for the SmartTouch. The announcer can then control the Smartcaster via the DTMF (Dual Tone, Multi Frequency) tones on a standard touch-tone phone.

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## Standard Touch Tone Phone Pad

1	2	3
Intro	Start Break	Stop Break
4	5	6
close	Direct Air	Direct End
7	8	9
Cut In	Air Cue	Net Cue
*	0	#
Hang up		Clear

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SmartTouch Introduction

Preparing for Your Remote Ahead of Time

The SmartTouch provides you with considerable control of your Smartcaster and your air sound from any touch tone phone, anywhere in the world. Even the most complex remotes are possible without the need of having someone "ride the board" back at the studio. Over 100 different remote "templates" can be pre-programmed at the studio prior to the actual event. These templates can then be called onto the air by touch tone command.

A template consists of three different sections that together make up a smooth way to transition into and out of a remote broadcast. The sections are as follows:

- **Section 1- INTRO.** This section, which is actuated from the field by a DTMF tone 1, will play a prerecorded intro, then put the remote telephone over the air.
- **Section 2- SPOTS.** This section, actuated by a DTMF 2 will play a rotation of spots within the remote, starting over on the list when the last spot plays.
- **Section 3- CLOSE.** This section, actuated by a DTMF 4, will play the close, then rejoin the satellite network.

**Setting up the template, therefore consists of the following:**

1. Assigning a number (001-999) to the remote. This number will be keyed in from the touch tone phone to "cue up" the proper template for that remote. If your station has a limited number of remotes at any given time, we suggest using identical numbers (i.e. 222, or 333) for your remote number. Having the same number makes it a little easier to recover from losing your place.
2. Recording an intro, and informing the SmartTouch of the file number for the intro.
3. Recording the spots (if they are not already present in the Smartcaster), and listing the spots in the spot list section of the SmartTouch software.
4. Recording the close, and listing it in the close section of the software.

To access the SmartTouch procedure, pick Remotes under the programming window from the main menu.

The first screen that appears is a list of all the remote templates that have been created. The list includes the number of the remote, the file to be played for an intro, the file to be played for a close, the date, and time of the remote, and rotational position of the next spot to be played.

At this point, you may browse through the list of remotes, using the arrow keys and the page up and page down keys on the keyboard.

A menu selection appears at the bottom of this screen. The options are as follows:

- F1-Pulls up a help screen to explain how to use this section of the SmartTouch system.
- F2-Allows a remote to be added to the list of remotes, or allows for editing of data within the remote, including spot rotation.

When you pick F2, a window will appear in the center of the screen asking for a remote number. Any 3 digit number from 001 through 999 is acceptable. If the number entered is a number of an existing remote, the user will be allowed to edit the remote. If, however, the number is a new remote, the user will have a blank screen to enter new data.

The information needed for the remote is entered in each field in sequence. Once the data is entered in the first field, depressing the down arrow key will advance to the next field. Depressing the up arrow key will move back to the previous field to allow data to be changed.

**The header information for the remote includes the following in this order:**

- Date
- Time
- Number of the intro audio file
- Number of the close audio file
- Starting point for the spot rotation

Once this data has been entered, the cursor jumps to the spot rotation window. This is where the actual location of the spots are entered. Type in the five digit spot code and the account name will appear. If the spot you are entering is not yet produced, you get an advisory saying that the spot is not recorded, in place of the name. If that spot is not produced by the time the remote is aired, the spot will simply be skipped. If the entire list of spots is not produced, a fill file will be played when the remote site calls for the spots.

To edit a field, use the arrow keys to highlight the field, then use the backspace to delete the current data.

The full rotation of spots must be placed in this list. If one account is receiving more spots than another, that must be reflected in the list. The SmartTouch will simply play the next one down.

The spots are listed in two columns to maximize the number displayed on a single screen. As more are added, the first spots scroll off the top of the screen. The cursor can be moved to any position, anywhere in the list, using the *up and down arrows*, or the *page up* and *page down* keys. Pressing *Insert* will move the highlighted spots shown, allowing another spot to be inserted in that position. Likewise, pressing *Delete* will delete the highlighted spot.

When the entire spot rotation list is entered, pressing *ESC* will save any changes you have made and return you to the previous menu.

**F3** Deletes a remote from the remote list.

**F4** Allows for the operator to access manually the remote rotation of spots, to make it easier to play spots within ballgames or other programs that require a sponsorship rotation. This means that you actually can use this section of the programming as a modified live assist module, without the need of automating the remote. Once in this mode, the function keys correspond to the keys on a touch tone pad. **F1** performs the same function as touch tone 1, etc.

Once that process is finished, operation of the Smartcaster from the remote site can be accomplished with simple touch tone commands. There are eight different commands currently supported, with room for future expansion. In addition, the timing of the commands is significant. The SmartTouch has a "hookup" phase that connects the remote phone to the Smartcaster, and loads the correct template, and an "on-air" phase when the actual broadcast occurs. Touch tone commands function differently in the two phases.

To exit from this menu, simply press *ESC*

Next, learn about [Calling Into the SmartTouch](#).

Feel free to call the support line if you have any questions or comments about this, or any other problems with the Smartcaster. Our support line is 800-765-2930, our fax number is 800-498-0618, and our email address is [support@smartsbroadcast.com](mailto:support@smartsbroadcast.com).



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## Calling Into the SmartTouch

### The Hookup Phase

The hookup phase or connection phase consists of three parts:

- Dialing the station.
- Entering the security code.
- Entering the number of the remote that you wish to run.

We highly recommend a dedicated, unpublished number for your remotes, although it is possible to hook SmartTouch to any phone line. However, if you use a standard business line, and someone else calls the number ahead of you, you may dial into a busy signal and not be able to access the Smartcaster.

When you dial the SmartTouch number, you will hear a beep on the line. This beep indicates that you are connected to the SmartTouch, but are not yet to the Smartcaster. When you hear the beep, you must enter the correct security code within 30 seconds. Entry of the wrong digit in a code will cause a beep. There is no response if the digit is correct. If the code is not entered within 30 seconds, SmartTouch hangs up. If the code is entered correctly within that time frame, you will hear air cue fed back down the line. This tells you that you are now connected to the Smartcaster.

At this point, the SmartTouch waits for the next 3 digits, and will interpret these three digits as the remote number.

For example, if you punch 001 on the touch tone phone, the unit will access remote number one, while a 123 on a touch tone phone will access remote number 123. If you make a mistake, continue to enter until all three digits are in place, wait a few seconds, then enter the correct number. You must keep track of your keystrokes here, since you cannot see the Smartcaster screen. Enter the three digits carefully and you will be ready to broadcast.

### If All Else Fails...

Use the "#" key to clear the SmartTouch much the same as you would clear a calculator. This will set the network back to air and send the Smartcaster to the "Satellite on Air" screen. From here you can re-enter your remote number and start over.

You have now completed the hookup stage of the process.

Next, learn about the [On the Air Mode](#).

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### SmartTouch On Air

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### SmartTouch On Air

Once you have entered the number of the remote, the unit is automatically in the on air mode. Touch tone keys are now reassigned, and have specific functions. Here is a list of the functions:

Touch Tone Key	Function
1	Plays Intro then Puts the Phone to Air
2	Start Playing Spot List
3	Stop Playing Spot List at the End of this Spot
4	Play Close and Rejoin the Satellite Network
5	Puts the Phone on the Air Cold (Start Talking)
6	Puts the Satellite on the Air Cold
7	Cut In. Cuts all Audio then Switches the Phone To Air
8	Feed Program Cue To Air
9	Feed Network Cue to Line
0	Unassigned
***	Hang Up
#	Clear. This Cuts all Audio, Switches Satellite to Air, then Returns the Caller to the Sat On Air Screen.

Therefore, if you hit key number 1, you will dump out of the network, and the unit will begin playing the intro assigned to the remote. At the end of the intro, the phone line will be on the air.

During playback of audio, air cue is returned down the phone line. Cue is automatically muted when the phone line is switched back on the air.

- If key 9 is depressed, network audio is fed to the line in place of air cue.
- If key 8 is depressed, air cue again replaces network audio on the line.
- If you depress key 2, spots begin to play in the rotation you have previously established. The spots will play continuously, following the list from top to bottom, then rotate back to the top.
- When you depress key 3, the spot currently playing stops at the end of the spot, and the phone line is returned to the air.

NOTE: The rotational position of the next spot is saved in the SmartTouch software, so that the spots will pick up from that position, even in subsequent uses of that remote number. This means you can assign one remote number to an entire sports season, such as football, and simply call up that remote number each week as you broadcast the game. The spots will pick up from where you left off last week. This accommodates the practice of most stations of selling the season as a package, with the same sponsors rotating each week. Of course sponsors may be added or deleted at any time from that remote.


- When you depress key 4, the recording of the program close is played, and the unit will return to the satellite, taking the remote off the air.
- In the event of unanticipated delays, such as rain delays in sporting events, it is possible to return to the satellite by depressing key 6. This will result in an instantaneous return with no close played. Control of the Smartcaster returns to the normal programming sequence and will remain that way until you reinitiate the remote. Should you re-enter the remote number and depress key 5, you will instantly be back on the air. No intro file will be played.


This feature allows smooth transitions from satellite to remote and back to satellite. In order to avoid rejoining the satellite network during a national spot or local break, the announcer at the remote site can listen to the satellite audio by depressing key 9, then triggering a spot or two from the rotation. Depressing key 8 restores air cue to the line.

If the delay is extended, and it is necessary to hang up the phone line to save long distance charges, the normal hang up procedure may be followed. When you wish to go back on the air it will be necessary to follow all the hook up procedures outlined above. However, use key 5 to go back on the air to avoid playing the intro file a second time.

Next, learn about [Hanging Up](#) correctly.

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SmartTouch Hang Up Procedures

The hang up procedure should only be done after the Smartcaster has been returned to a satellite mode, and normal programming has resumed.

To hang up, strike the star key (\*) 3 times. This will hang up the SmartTouch. Now the telephone at the remote site may be placed back on the hook.

Next, learn about [Unintentional Disconnect](#) recovery.

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SmartTouch Unintentional Disconnects

The SmartTouch has been designed to accommodate the unintentional disconnect as smoothly as possible. However the announcer at the remote sight should use all diligence to avoid the disconnect, which will certainly strand the Smartcaster in some undesirable mode until the call can be re-established. The Smartcaster will simply continue doing what it was last instructed. The unit is designed to detect the battery reversal or fast busy signal that usually results when one end of a call hangs up, and the other stays off hook. It can take some time for this detection to take place, and some phone systems use different signals than others. The most practical answer to this problem is to route cables at the remote site in such a way that there is no possibility that someone might trip and pull the phone connector out of the wall.

When the SmartTouch does disconnect, you may simply call it back, go through the hook up process, and resume the broadcast exactly where the caller left off. Be careful not to re-enter the remote number if you are already in the remote program. Doing so may trigger intros, spots, etc. when you do not want them.


If accidental disconnects are a frequent problem on you phone service, consideration should be given to a backup manner of hanging up the phone at the station.

If multiple remotes are planned at close intervals, it is important that each announcer be instructed to hit the star key three times before the phone at the remote sight is hung up. Failure to do this will result in the phone line remaining off hook at the station, and the same problem as an accidental disconnect would exist. Striking \*\*\* will instantly hang up the phone at the station, and clear the line for the next remote.

Next, learn about [Recording](#) with SmartTouch.

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## SmartTouch Record

Runs With *Smartcaster* Software X6-12-18 or Newer

This document outlines how to set up and run a record template using the SmartTouch. All other *SmartTouch* information may also be found in the Operations manual under the heading "Remotes."

The way the SmartTouch performs a recording is by setting up a remote template. This concept is similar to normal playback templates created for SmartTouch remotes.

To Make a SmartTouch Record Template:

- Select "Remotes" on the menu bar under **PROGRAMMING**.
- Press [F2] to Add/Edit a template.
- Enter a new (unused) three digit number to designate the newly created template.
- When asked, "Is this a **R** record or **P** programming?" Pick "**R**."

Now the system shows you the fields where information about the template may be added. The information required includes:

- Intro is an Audio cut (normal five digit cut number) that plays back down the phone line when the user calls. This cut instructs the caller on what to do.
- Cuts 1 through 7 represent "slots" where five digit audio cut numbers are placed. Later, the user selects which of these cuts to record or playback.

This completes the setup of a SmartTouch record template. Press [Esc] to return to the main menu. Assuming that the SmartTouch itself is hooked up and working, nothing more is required.

Running a *SmartTouch Record* involves the following steps:

- Dialing into the *SmartTouch* and "logging in" using your four digit code.
- Entering the Template Number for the *SmartTouch Record Template*

At that point, the "intro" audio cut plays down the phone line. The audio cut instructs the caller as to which cut is which (of the seven) and what keys to press to audition or record.

To audition any of the seven cuts, the user presses one number in the range of 1-7. To record any of these cuts, the user presses "8" first, then one number in the range of 1-7 and begins speaking. To conclude the

recording (or audition), press "0."

An example:

One of the radio stations where I worked had people stationed around in smaller communities that would call in a short (usually 5 to 15 minutes) program detailing the happenings of smaller towns around ours. We would always have to wait for the call, cue up a reel-to-reel and let them do the recording. Usually, we'd monitor the call in case the caller made some mistake and had to start over. Then, we'd take the reel into the control room and play it back.

**Let's take a look at how this would look with *SmartTouch Record*.**

Our reporter (call her "Judy") calls into the SmartTouch. At the security tone, she enters in her four digit security number. As confirmation, she now receives about ten seconds of air cue down the phone line.

Once the line is silent again, she enters her three digit "template" number.

Down the phone line she hears the intro cut playing. It probably would say something like, "Okay Judy, cut number one is Monday's Show. Cut number 2 is Tuesday's show, etc. Remember, press eight followed by the number of day that it is to begin your recording. When you're done, press zero. Once you press zero, you can press today's number again to audition your show to make sure everything's there. When you're completely finished, press the pound key. Then press the star key three times to hang up."

If it were Thursday, Judy would press eight, followed by a four and begin speaking. When she was finished she would press zero. She could then audition back the Thursday cut by pressing four again.

Once completely done, she would press the pound [#] key followed by three star keys [\*\*\*] to hang up the phone.

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