



BroadcastRadio

Technical Support Policies

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Overview

This document explains the procedures you should follow when you need to resolve a Technical Support Issue with a Broadcast Radio product, and also outlines what you can expect from a Broadcast Radio Engineer during a visit to your premises.

Software Technical Support

If you have a problem or query using any Broadcast Radio software product, you should follow these steps in the following order to help you quickly resolve the issue. We have worked hard to ensure that you will often find the answers to most of the common questions on our website or in the relevant documentation.

We exclusively develop software for Windows platforms, please check the current policy on our website <https://www.broadcastradio.com/os-support> - use of our software on other platforms, such as Apple devices using Windows Emulators is not officially supported.

Important: Please be aware that there is a difference between "Training" and "Support" - Support is provided to help you resolve problems and carry out essential preventative maintenance on your systems, whilst Training is "How do I..." type questions. You should contact your Account Manager to discuss any Training needs you may have.

Similarly if you have purchased new or replacement computer equipment and you want software or data transferring to new machines, this is not classed as Technical Support. We can also provide installation services to assist you with your requirements, please contact your account manager for a quote.

Software supplied by us from other manufacturers may require additional Technical Support Contracts from those manufacturers. Our engineers will assist the best they can to resolve issues, however you may need to contact those vendors directly.

Issue resolution

Like most companies, we are not able guarantee that we can resolve every issue, but our team will always work as hard as possible to achieve a good solution. Where it is not possible to fully resolve a situation, we will endeavour to provide suggestions for alternatives and other potential solutions.

Hardware Technical Support

If you have a problem with hardware, such as audio mixers, playout PC's or Servers, the first question to answer is did we supply it to you?

If we did, you should find a Barcode on the unit or packaging starting with either an "S" or "I" – these are unique numbers we can use to identify the components. This will give us access to the warranty status, which batch they were purchased in and other information vital to speedily assisting you.

We have a separate document outlining the Warranty Policy of supplied hardware, this can be found at the end of this document.

If we did not supply the item to you, we may be able to assist based on our years of knowledge in this sector, however our engineers may have to refer you back to where you purchased the item, before any further diagnosis of may take place. If you are having major operational difficulties, we will attempt to provide you with a "work around" if possible.

Differences between 'Technical Support', 'Training' and 'Engineering Time'

Technical Support

Technical Support is only provided for Broadcast Radio products, services and hosting and requires a Technical Support Contract. Please see '[Engineering Time](#)' below if you do not have a current Technical Support Contract.

Whilst we can offer help and advice for issues with other software such as Microsoft Windows, SQL Server, hardware devices or other technologies, we are not normally able to provide support for these products and you may need to contact the relevant manufacturer directly.

Technical support is limited to fixing issues with the software itself, guidance on best practice for installing and configuring the software, as well as preliminary feature and setting inquiries. It does not include "How do I.." questions, please see Training below for more information.

Technical Support is for users to ask for top level advice on how to use supported products, system requirements and of course, troubleshooting. Many users find this to be sufficient to plan, deploy and maintain our products, but some may also want additional training – see below. During a Technical Support session the engineer may also suggest that some specialist training may be useful to help you get the best from the system and will be able to pass your details onto the hello team if you want further information.

Common examples of Technical Support inquiries:

- 1) Seeing an unexpected error when using a product.
- 2) A product will not start, or when running, does not behave as expected.
- 3) A brief question on the best way to achieve a task – for example "What is the best way to automate importing of a news bulletin", or "How do I restrict users deleting certain content".
- 4) Asking where to find the best source of information on deploying and maintaining a product – for example how to deploy and configure Broadcast Radio SmartSigns, how best to handle Windows Updates, or how to setup Backup processes to ensure data is maintained in the event of a critical issue.

We are also able to provide limited technical support for AEQ products purchased directly from Broadcast Radio.

Training

We offer dedicated User Training where a user - or a small group of users - is taught how to deploy, operate, or maintain a product. These training sessions are to teach users how to use the products, as well as provide invaluable hints and tips on getting the best from the systems and solutions.

This training is also useful for users who have been using the product or solution previously and want to learn how to use a new feature or a feature they have not used previously.

In depth Technical Training is also available which is aimed at the more technical users who want to understand more about the product or solution, and how to plan and maintain a more complex environment.

We design the training sessions around your needs, so please contact your account manager via hello@broadcastradio.com to discuss this option further.

We also have a massive library of self-help training materials at <https://www.broadcastradio.com/videos>

Engineering Time

Engineering Time covers all other technical or non-training operational needs. Some examples might include moving a running Myriad system to all new computers or installing/reinstalling Microsoft SQL Server after a system upgrade, or if you do not currently have a Technical Support Contract.

Support Checklist (before contacting Broadcast Radio)

If the product comes with help files, check these first as they contain the 'quick' answers to most questions.

Please check on our support website portal, for training videos or latest documentation

<https://www.broadcastradio.com/support>

Contact your own organisations support person. All Broadcast Radio customers must nominate either a single person or a group of technical users as their first port of call. This is usually an IT professional or Station Engineer.

The internal support person should check our Software brand website at <https://www.broadcastradio.com/support> to see if the issue is covered in on-line technical support or Frequently Asked Questions (FAQ's) section of the Support website. Consider posting the issue on the Discussion forum (<https://www.broadcastradio.com/community-forum>) and asking other users if they have experienced a similar issue and how they resolved it. We often find that other users are the best source for advice on "How To" matters as they may have faced the same questions and found novel solutions.

If the problem remains unresolved, the internal support person should then contact Broadcast Radio themselves.

If you (as the internal support person) need to contact Broadcast Radio, make sure you have the following information ready:

Description - A concise description of the question, and in the case of a problem what you were doing before it happened: i.e. "I moved 3 carts from carts 1001,1002 and 1003 to 2001, 2003 and 2005 and now they won't play in my Myriad Log"

Software Version - Name and exact version of the software - this can be found from the products 'About' screen, often on a 'Help' menu. For instance, the product may be 'Myriad' and the exact version number may be "v5.21.12345". If you do not give us all three parts of the version number, ("5", "21" and "12345") we may be unable to help you.

Environment - Which operating system you are running on - i.e. Windows 10 Professional. You can usually click the 'Start' button and read the operating system name from the blue bar at the right-hand side of the 'Start Menu'. You can find full details of supported operating systems in the Broadcast Radio software Support Policy on the support website.

Hardware - What other hardware you have installed (i.e. Soundcard, Display or Video card, logic card etc.) For instance, a typical machine may include a Roland Octa-Capture USB Soundcard and a PCI1750 logic card. We may also ask you for the driver versions that you are running for each of these devices, though this is not always necessary.

Network Configuration - Whether your information is stored locally (on the computer's hard disks) or on a network location (such as a file server or another computer).

License - The name that the software is licensed to (i.e. "My Station FM, Studio 1"). We will only provide support for registered users. You must also have completed, signed and returned the Contract that was sent to with your original license certificates. We will not provide support until this has been received by us.

Remote Access - In some cases it is often quicker if we can remote control your system using tools such as TeamViewer and resolve the issue remotely.

It may sound obvious, but before contacting us you should check that the problem is definitely with either the Broadcast Radio product, or with other hardware or software supplied by us. Although we endeavour to be as helpful as possible, we cannot guarantee to provide support for other products installed on the computer, or for hardware that was not directly supplied by us. In the case of some non-Broadcast Radio software (such as Adobe Audition, or SamCast), if we are unable to

resolve the issue, we may ask you to contact the appropriate company directly. Again, we will try to resolve the issue ourselves, but sometimes we simply have to bow to their greater product knowledge.

Technical Support Contracts and Costs

Technical support costs may differ depending on whether the support is classified as 'in office hours' or 'out of hours'. For clarification, our normal 'In Office Hours' are 09:30 to 17:30 (GMT/BST), Monday to Friday excluding public holidays and staff training days. We operate occasional internal staff training sessions which will result in the office remaining closed for a morning or an afternoon. These will be announced on Websites & Social Media several days in advance in most cases.

Christmas Holidays - We also close for an extended Christmas break the details of which will be posted on our website and Facebook Pages each year. All support provided in the extended Christmas break will be classed as 'out of hours'.

In Office Hours Support

When you purchase a Broadcast Radio Product, it usually comes with a period of Included Technical Support as standard. This entitles you to unlimited Technical Support during our Published Office Hours via email, remote control, or telephone support for that period. Once this period expires you can then choose to renew the contract for a monthly or annual fee. We also offer Total Subscription which includes ongoing software upgrades as well as in office hours support.

For customers who have opted not to renew a Support Contract and no longer have support, we are often able to offer "Engineering Time" which is charged based on the time taken. You can find out more about this option by emailing hello@broadcastradio.com The hello team is also able to provide quotes for the Total Subscription and regular Office Hours Support renewal as well.

We will always discuss the options with you before proceeding.

As noted above, we are not able to guarantee that every issue can be successfully resolved, but if you do not have a Support contract you will still be charged for the engineering time used. For example, an engineer may work with you for an hour before being able to determine if a solution is viable, so you would be charged for that initial hour. You will NEVER incur engineering costs without us discussing the options with you in advance so you can decide whether to proceed.

Out of Hours Support

Unless previously arranged with Broadcast Radio, we will invoice you for "Out of Hours Technical Support" to the amount of £137.50 (+VAT where applicable). This covers you until 9:30am the following day for the same issue.

Further non-related issues usually incur another support charge. Please ensure that you are authorised by your company to incur this charge before calling the Out Of Hours Support number as unfortunately we cannot be held responsible for costs incurred by un-authorised staff.

PLEASE NOTE: It is the job of the on-call engineer to work with you to create a fix or work around for critical issues that are impacting directly on your broadcast service. The engineer will not be able to provide training on the software or hardware during these calls.

Contacting Broadcast Radio

If you have been unable to resolve the issue after following the above procedure, you can do so in several ways:

If the question is not urgent, email it to support@broadcastradio.com with the information above and it will be routed to several support engineers to allow for the fastest possible response. If you need to provide any follow up information, or to reply to an engineer's email, make sure you include the previous email completely as it may be dealt with by a different engineer. Email support is only provided during normal office hours.

During Office hours, call us on +(44)(0)1482 350700 and ask to speak to Technical Support.

If you have a non-urgent question out of hours and cannot email it, please leave a message on the technical support voice mail via +(44)(0)1482 350700 and we will call you back during the next working day.

If you have a broadcast emergency out of hours, we do provide an emergency technical support number. Details of this are on the office answer phone - please see below for more information about this service.

If you would like to visit us in person, please contact us in advance as we only provide a "by appointment" system.

Important: The Contract or Purchase Order you signed when you originally purchased the software includes details of how long your 'Support Period' is. During this period, all support calls and emails during office hours are free of charge. If your Support Period has elapsed, then you should contact your Account Manager for pricing information for extending your Support Period.

Our support engineers are directly employed by Broadcast Radio to help you. We do not use outsourced Support Centre's, temporary contract staff or other third-party agencies so you can always be assured that you are dealing with the people that know the product best. We have also selected several key users from within our customer base that we may also recommend speaking to as they often have experience of using our products in more novel ways than we originally envisaged. Remember though that although we recommend them, we do not endorse their advice, or offer any guarantees on any solutions that they may provide.

We operate a two-tier system of support. A fully trained Engineer who can answer most queries immediately will handle your initial call. If the Engineer is unable to resolve the issue, they will move the query on to the second level of in-depth support, which also includes the developers of the product. We are almost unique in providing this ability to talk directly to the software authors - who have the best knowledge of our products in the world. These engineers are often extremely busy, so we may ask for a number to call you back on as soon as possible.

We always expect our engineers to be courteous and polite, and if you feel an engineer has let us down, please let us know. Likewise, we ask that you also be polite in dealing with us - we understand that it can be very stressful dealing with unexpected issues at inconvenient times, but our engineers are under strict instructions to terminate any calls that are abusive or threatening. They are never reprimanded for doing so. All calls to us are recorded for training and monitoring.

Our engineers are also unable to authorise any refund or other remuneration. If you feel that this is something you wish to discuss, please contact your Account Manager who will be happy to go over this with you once they have been made aware of the situation.

Contacting us via email

If you have a sales query and cannot contact your Account Manager, please email hello@broadcastradio.com

If you want to report a problem, or ask a technical question email support@broadcastradio.com You should always use this email address which is routed to the whole support team rather than individual engineers.

If you need a new license code email licenses@broadcastradio.com giving your current Licensee Name and a contact number

For all other questions, email hello@broadcastradio.com and your email will be routed to the correct person.

The following terms and conditions apply

All the information above must have been collected before you make the call.

You must be able to be in front of the system when we return the call.

You must be authorised by your organisation to incur the Out-Of-Hours charges shown above.

You must leave a contact telephone number that you can be reached on. We will not return calls otherwise. This number must be either a 'landline' or a mobile number. We will not return calls to "Premium" or "Special" rate telephone numbers.

Our engineers will not give out any other numbers for you to reach them on. This includes home, personal mobile or business mobile numbers. You must make each call through the supplied number. You will only be charged once per issue until 9:30am the following day as explained above regardless of how many messages you leave.

This service is not guaranteed. Although we make every effort to provide this service 365 days a year, if the engineer is already dealing with an issue and cannot arrange another engineer to call you back, or other unforeseen circumstances arise we may be unable to return your call promptly. If we are unable to return your call at all, or cannot reach you then we will not charge you for your call, but also we will not provide any form of remuneration to yourselves unless by separate arrangement with Broadcast Radio.

We will make every effort to resolve the problem, and will usually try several solutions, but in some cases, it is not possible to fully rectify the issue. In this case we may still charge you for the call.

For some problems, the engineer may only be able to rectify the issue by remote controlling your system - please see the notes above about remote access.

Site Visits and Installations

Unless separately agreed, if you would like a site visit either for installation, support or additional training please be aware of the following:

On site visits, how much does it cost?

We will mutually agree in advance how many engineers should be sent to your site as each engineer is charged for separately. There is a surcharge for out of hours visits and you can get pricing information from your Account Manager or by emailing hello@broadcastradio.com

We will invoice you for all charges incurred travelling to your site from our registered office, and whilst on or around your site. Our mileage charge is £0.50 per mile +VAT. This also applies to any other costs such as train tickets etc. We will normally notify you of the estimated cost beforehand based on expected mileage. In the event of any extra-ordinary charges, these will be charged in a follow up invoice. If we have sent two or more engineers, they will wherever possible share transport to reduce costs.

We will also charge you for any hotel room charges incurred during the visit. Engineers usually stay at a Premier Inn or similar accommodation as a company policy. If we have sent two or more engineers to you, they will be booked into separate hotel rooms, which you will be charged for.

We will not expect you to cover the cost of any food or drink consumed by the Engineers during the visit.

When will the engineers arrive and how long will they stay?

The time taken to travel to/from your site is split equally between your time and ours. Therefore, we may travel to your site during your time, but then return in our time or vice-versa. If you want to discuss this further, please ask your Account Manager.

Once on-site, if you would like to book the Engineers for another period either immediately after the current one, or in the future, you must discuss this with your Account Manager who will make the appropriate arrangements.

We define a 'Day' as being 8 hours including a 30-minute break, but the engineer may work an additional 2 hours at their discretion, but on no more than 2 consecutive days.

Broadcast Radio do not expect Engineers to work outside of the agreed hours, but the Engineers may personally agree to stay longer, which is a private matter between yourself and the Engineers. They are never reprimanded for leaving a site "on-time".

If the Engineers are unable to keep an appointment with you, we will let you know as soon as possible, and will arrange another mutually convenient time. Unfortunately, we cannot offer any remuneration for delaying visits.

Health and Safety

Important: In light of the current COVID situation you MUST ensure that your site is Covid-Secure, or our engineers will NOT be able to enter your location. Please see <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19> for details on your legal requirements. If you have any questions regarding this or any other section of this policy, please contact us BEFORE our engineers depart for your site visit.

If you have any special requirements, please contact us in advance. You are responsible for providing any special footwear or clothing required for access to your site.

When arriving on site, please inform the Engineers of any special Health and Safety requirements and Fire Regulations and procedures.

What do you need to do when the Engineers arrive?

The Engineers are expected to arrive well presented in suitable clean smart clothing and footwear. This does include smart jeans, "combat trousers" or similar as the job may include kneeling or crawling.

During the visit, please ensure that normal 'amenities' are available such as drinking water and toilet facilities.

If you are in a secure building, please provide any access cards or devices necessary, or a means to contact a person who has these.

What will you need to provide?

The Engineers will arrive with tools suitable for the job, however you may have some equipment that requires tools that we do not carry. If this may be the case, please let us know in advance or arrange to have such tools on site that we can use. Due to Insurance and Health and Safety reasons we are unable to drill, cut holes or otherwise alter walls, ceilings, floors and any other parts of the structure of your buildings. Therefore, you must ensure that any holes needed to pass cables through are already in place prior to the visit or can be cut by yourselves or other agents once the Engineers are on site. If the site is not ready when we arrive and later find that we cannot finish the job and must return another day, this will incur further charges.

You should also ensure that the area the engineers will be working in and the access to those areas is as clean and dust free as possible. Dirt and dust cause significant damage to computer components and will dramatically reduce the time until the components fail. In such cases we are unable to provide warranty repairs or replacements and the visiting engineer will warn of this accordingly on arrival giving you the opportunity to reschedule for another time. This rescheduled visit may incur further charges.

Other than parts swapped out under warranty, any parts used during the site visit will be invoiced to you afterwards. Before using these parts, we will discuss this with you to ensure you are happy to go ahead. We may have to consult with your Account Manager and we will then give you a firm cost for the items. Please ensure that you have permission to authorise these parts before agreeing to their purchase.

Most of the Engineers vehicles are their personal vehicles and are not covered by a company car policy, therefore if you need one engineer to visit another site, you may need to arrange alternate transportation at your cost.

Broadcast Radio Hardware / Studio Package Warranty Policy

All hardware products / Studio packages are sold with a one year "Back to Base" warranty except rechargeable batteries which have a six-month warranty. The commencement date for both DOA and relevant warranty period starts from when the customer receives the product.

0-28 Days (DOA)

Within 28 days of the customer receiving their product, if the product fails to operate it is defined as Dead on Arrival (DOA). You should contact Broadcast Radio immediately, either via telephone or to support@broadcastradio.com

During the 0-28-day period, the Support team welcomes calls from customers, retailers or distributors to answer technical questions and offer advice necessary for best use of the products. In the case that the product is confirmed DOA (after confirmation by the Support team) Broadcast Radio Ltd will directly support the customer, retailer or distributor by providing a full credit or new replacement unit once the product has been returned to the Product Support Centre under the standard RMA procedure (at the customer, retailer or distributors expense).

The full credit or new replacement policy is subject to the unit passing the Support Centre's in-bound inspection to establish the validity of the warranty claim, i.e. establishing that it is not customer induced damage and confirming that all the accessories and packaging are returned in good condition.

Any missing components or customer induced damage will be charged back to the customer, retailer or distributor or deducted from any credit note raised.

28 Days – 1 Year or 6 Months

Following the initial 28-day DOA period and up to the end of the one-year warranty period (six months for rechargeable batteries) all warranty and support requirements should be handled directly between the customer and Broadcast Radio Ltd Support.

Product Returns

In the event of needing to return a product to Broadcast Radio Ltd a "Returns Merchandise Authorisation" (RMA) reference number must be sought directly from the Support Team. This can be requested by phone, or e-mail:

Tel: +44 (0)1482 350 700

E-mail: support@broadcastradio.com

The returns number (RMA PSQXXXX) must be **clearly marked** on the outside of the consignment for identification purposes. All returns must be sent to:

Product Support Department
Broadcast Radio Ltd.
1-2 Maritime House,
Maritime Business Park,
Livingstone Road,
Hessle,
East Riding of Yorkshire,
HU13 0EG

Items will be repaired or exchanged at the discretion of the Support Team to achieve an expedient return timescale. The cost of shipping the return to Broadcast Radio Ltd is to be borne by the customer. If a retailer or distributor returns product to Broadcast Radio this cost is to be borne by the retailer or distributor unless otherwise agreed between the Buyer and their Broadcast Radio account manager in the agreed terms and conditions of business. If the fault is found to be a warranty issue the cost of shipping the item back to the customer will be met by Broadcast Radio Ltd. If the fault is found to be non-warranty based the customer will be charged for shipping the unit back to them.

A fully documented report accompanies each return shipment from the Support Team, detailing the repairs performed per item.

Definition of Warranty / Non-Warranty

Upon receipt of all RMA returns the Support Team perform an inbound inspection to verify the products and accessories returned to establish whether the return is to be classed as “Warranty” issue or a “Non-Warranty” repair.

All “Warranty” issue items will be repaired or replaced and returned to the customer with a report.

Customers with “Non-Warranty” units will be contacted with the details of the fault and its repair or replacement. The Support Team offers the most economical solution for the customer with all costs, including return shipping, agreed with the customer in advance of works being completed.

Manufacturers may offer longer warranties on certain hardware; these normally require registration with them directly. We are not responsible for this registration, and you should ensure this is done as per the manufacturer documentation should you wish to take advantage of these services after our warranty period has elapsed.

This Warranty Does Not Affect Your Statutory Rights