

PRX: A Troubleshooting Guide for WFMT Radio Network Affiliates

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SubAuto

What is SubAuto? How does it work?

SubAuto is a file delivery based system that allows the WFMT Radio Network to distribute audio content over the internet and deliver it directly to a station's broadcast automation system via PRX.

How much do I have to pay to use SubAuto?

It's free for all WFMT affiliates for WFMT Radio Network Programs.

I used to be a CD station and now want to get programming via PRX, how do I start that?

Please email Stacy Gerard sgerard@wfmt.com or Estlin Usher eusher@wfmt.com with your name, call letters and programs you wish to subscribe to.

Subscriptions

I'm on my station account but I can't subscribe to a program, what do I do?

Only administrators have permission to subscribe to programs. Please contact your account admin and have them add you. If you do not know who your account administrator is please contact PRXHelp@prx.org

I accidentally subscribed to a program. Help!

You won't receive programming until we approve your subscription. Email Stacy Gerard sgerard@wfmt.com and let her know to NOT approve the subscription.

I subscribed to a program and noticed some days of the week have +week at the bottom. What does this mean?

The +week feature lets you get the program a week after the release date* (only select this option if you're a week behind the release schedule).

*release dates are available on program listings

Email Settings

How do I control my email settings?

Log in to PRX, select My PRX. Under **Account** select **Email Settings**. You can designate who receives confirmation emails at your station. We recommend that your account administrator select the settings for: **Delivery**, **Subscription Alert Information** and **Piece Message Received**.

Cue sheets

Where are the cue sheets?

Cue sheets are usually posted with their corresponding program and are sent through the PRX messaging system.

I didn't receive a cue sheet, how do I get one?

Log in to PRX and check your email settings. Make sure that **Subscription Alert Information** and **Piece Message Received** are checked.

Programming

I need promos for next week's programming. Where are they?

All promos are released seven days ahead of schedule and should be in your automation system or available for download on PRX.org.

I'm missing programming in my automation system, what do I do?

You can always try a manual push (into your automation system). Log in to PRX. Click on **My Subscriptions** and select the program you are missing. This will direct you to all the episode pages; select the episode page you are missing. On the upper right-hand corner you'll see a button that says "**Get Audio for...**" click on that and it will take you to the delivery page. If you have no deliveries, press the button at the bottom that says "**Create deliveries.**" That should push the episode files into your automation system. If you still do not receive your episode files, please contact PRX help at prxhelp@prx.org

The files being pushed to my automation system are corrupted, what do I do?

Please contact PRX help at prxhelp@prx.org

Please contact Stacy Gerard at sgerard@wfmt.com if you run into the following problems:

- You need subscription approval ASAP
- The sound files are wrong
- The sound files are not in the correct order
- The sound files received are clipped at the end
- The levels are too low or hot (high)

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