

Remote Operations for Hospital Radio Stations

This remote operations document is based on radio stations that use Playout systems such as Myriad™ and a good quality internet connection and not using a third party such as the NHS intranet which could cause issues due to Firewall restrictions.

There are some very good remote desktop software packages available such as TeamViewer™ but these normally come with a subscription. They may also offer “non-commercial” or “home use” versions which may have some restrictions applied such as limited usage. Some such as Ammy Admin have had issues with security and in some circumstances uses have been compromised. Ensure you have the latest version of your remote software downloaded.

Most Hospital Radio services with a limited income are not likely to afford such luxuries as an annual subscription of £31.90/month for TeamViewer™ or £299/year for LogMeIn Pro, so we tend to use the free “home use” version – but be warned, if used regularly, you may be blocked from use and informed to upgrade to the commercial versions.

There are some free to download and use applications like “Chrome Remote Desktop” and “Remote Utilities for Windows” which have their own Pro’s & Cons.

For the purposes of the examples given, we shall assume the use of Ammy Admin and Myriad™.

Download Ammy from the website (*please note, download not available via Google Chrome or Firefox web browsers. Use Internet Explorer, Edge or Opera*): <http://www.ammy.com/en/downloads.html>

Once downloaded on the Myriad PC, run the application to open the client. In Ammy settings, Install and Start “service”.



Each Client will have an 8 figure ID number and password. In settings, you can add Access Permissions so you can ADD a remote user or ANY remote user with a specific password of your choice.

At the remote end (your home?) download the same software. There is no requirement to Install and Start Service on your home PC.

Enter the remote Myriad PC ID number and click Connect. It should find the Myriad PC, a window will open and ask for the password.



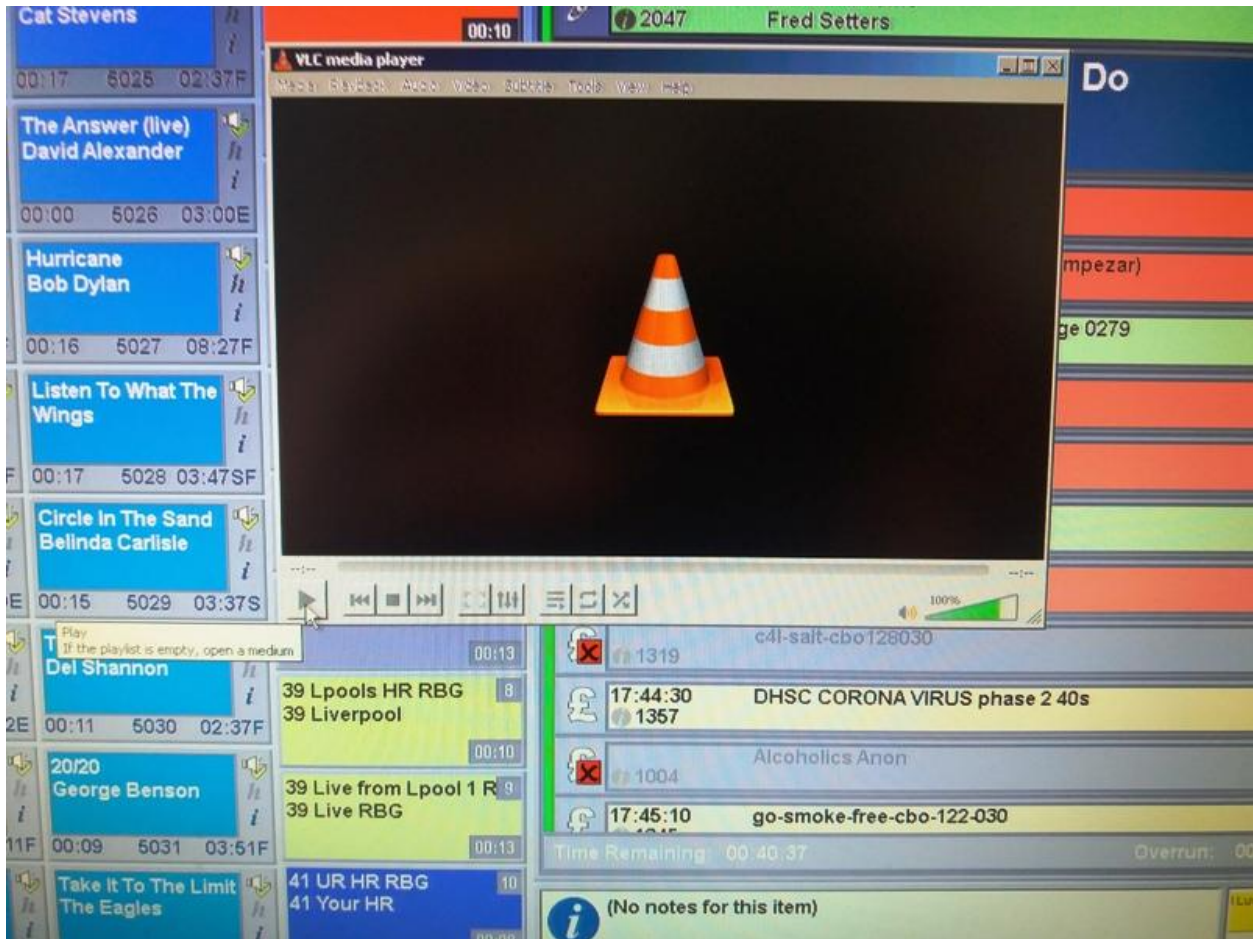
It should then open a screen with the Myriad PC displayed. You should be able to see the studio Myriad



PC.

So how can we insert a live remote feed such as “The Sunday Social” into our programming? Myriad v3 doesn’t allow streams to be played from the main Myriad suite, BUT what we can do is payout a stream using VLC or Winamp (the audio output should default to Myriad channel 1)

So for “The Sunday Social”, what we can do is schedule Myriad to finish at 12:02:10 (for stations not taking Sky New radio add some ads/radio fillers or a piece of music). As the Myriad clock finishes, you can either start the stream or raise the volume control and fade in the stream.



Once the remote program has finished, GO on the 14:00 hour clock and stop the stream.

Your Hospital Radio station is back running from Myriad.....

Paul Watters (March 2020)

*Disclaimer – this advice is given in good faith. E&OE