spacial.

SAM Broadcaster Cloud
Web User Interface
User Guide

Table of Contents

SAM BROADCASTER CLOUD DOCUMENTATION **4**
SAM BROADCASTER CLOUD CONCEPT **4**
SAM BROADCASTER CLOUD OPERATION OVERVIEW **4**
TERMINOLOGY DEFINITIONS **5**
SUPPORTED FILE TYPES **5**
SAM BROADCASTER CLOUD WEB USER INTERFACE (WUI) **5**
SEARCH **9**
OPTIONS **10**
START/STOP STATION OPTION 11
OPEN PLAYER SITE OPTION 11
RESET LAYOUT OPTION 11
TEXT SIZE OPTION 11
COLOR SCHEME OPTION 11
SHOW OVERVIEW OPTION 12
UPLOAD FILES OPTION 12
SWITCH STATIONS OPTION 12
SIGN OUT OPTION 12
LIBRARY TAB **12**
PLAYLISTS 12
Shared Playlists *12*
Station Playlists *13*
CONTEXT MENUS **13**
PLAYLIST CONTENTS AND QUEUE WINDOWS CONTEXT MENU 14
Add To Sub-Menu *14*
Edit Context Menu Option *15*
Move Sub-Menu *15*
Remove Sub-Menu *15*
EXPORT PLAYLIST FILE SUB-MENU 15
IMPORT SUB-MENU 16
VIEW SUB-MENU 16
SORT SUB-MENU 17
SHUFFLE PLAYLIST CONTEXT MENU OPTION 17
REFRESH CONTEXT MENU OPTION 18
PREVIEW IN PLAYER CONTEXT MENU OPTION 18
LIBRARY FILTER CONTEXT MENU 18
PLAYLIST CONTEXT MENU 18
ADD PLAYLIST TO CONTEXT MENU OPTION 18
NEW PLAYLIST CONTEXT MENU OPTION 18
RENAME PLAYLIST CONTEXT MENU OPTION 18
REMOVE PLAYLIST CONTEXT MENU OPTION 19
EXPORT PLAYLIST FILE CONTEXT MENU OPTION 19
SHUFFLE PLAYLIST CONTEXT MENU OPTION 19
QUEUE **19**
HISTORY **20**
LIVE CONTROL TAB **21**
LIVE CONTROL OPTIONS 22
Live Control Options, Change Mode *22*
Live Control Options, Change Stream Buffer *22*
Live Control Options, Refresh *23*
CONNECTION INFORMATION 23

SAM Broadcaster Live-DJ Link *23*
SAM Broadcaster Pro Link *23*
Icecast 2 Compatible Link *23*
SCHEDULE TAB **23**
HEALTH TAB **24**
SETTINGS TAB **26**
STATION DETAILS 26
TUNEIN.COM INTEGRATION 27
DJ MANAGEMENT 27
Service Level DJ Permissions *27*
Station Level DJ Permissions *27*
Adding a DJ *28*
Removing a DJ *29*
AUDIO SETTINGS 30
Trim Silence *31*
Cross *31*
Fade *31*
Track Exclusion *31*
WIDGETS TAB **31**
FREE HOSTED WEBSITE 32
WEBSITE TEMPLATE CONFIGURATION 32
LISTEN LINK 33
PLAYER 34
WEB WIDGETS 35
IMPORTING CONTENT **36**
IMPORT SOURCE 38
CLEARING THE UPLOAD QUEUE 39
UPLOAD OPTIONS 39
IMPORT MODE 39
CONCURRENT CONNECTIONS 40
DESTINATION 40
MEDIA TYPE 40
UPLOAD STATUS AND STORAGE CAPACITY 42
ORGANIZING MEDIA CONTENT **43**
TRACK MEDIA EDITOR – BASIC INFO 43
ALBUM COVER ART SEARCH FUNCTION 46
TRACK MEDIA EDITOR – EXTENDED INFO 47
TRACK MEDIA EDITOR – COMMENTS 47
TRACK MEDIA EDITOR – LYRICS 48
TRACK MEDIA EDITOR – HISTORY 49
TRACK MEDIA EDITOR – AUDIO SETTINGS 49
PERMISSION DENIED **50**
ANNEX A – EXAMPLE PLAYERS **51**
ANNEX B – WEB WIDGET EXAMPLES (LIGHT THEME) **55**
ANNEX C – TABLE OF FIGURES **57**

SAM Broadcaster Cloud Documentation

This is the first in a series of documents which combined make up the User Guide for SAM Broadcaster Cloud (SAM Cloud) and the associated component parts. This document deals specifically with the concept of SAM Cloud and the SAM Cloud Web User Interface (WUI).

- **Document 1, Web User Interface (WUI)** covers SAM Cloud as a concept, and the SAM Cloud Web User Interface (WUI)
- **Document 2, Scheduling** deals with scheduling and station automation
- **Document 3, Live Streaming** covers live streaming and SAM Broadcaster Live-DJ
- **Document 4, User Zone** explains the User zone
- **Document 5, Library Import Utility (LIT)** covers the usage of the LIT
- **Document 6, Appendices** contains the document referenced

SAM Broadcaster Cloud Concept

SAM Cloud is a Cloud-based Radio Streaming Solution. You simply log in to your Web User Interface (WUI), configure your station details, upload tracks, change your ON AIR status to ON and your station will start broadcasting from the SAM Cloud. The WUI also enables Station Managers and DJs to create Playlists, schedule the station output and much more. Station Managers can also manage their station DJs.

SAM Broadcaster Cloud Operation Overview

SAM Cloud has evolved since the first release and whilst SAM Cloud remains an excellent Radio Automation Solution, it now includes the capability and features you require for a complete Internet Radio Station solution including live broadcasting with SAM Broadcaster Live-DJ.

SAM Cloud can be configured in one of three different modes which are explained in the Live Streaming document but to operate SAM Cloud as just a Radio Automation Solution, you would select the 'SAM Broadcaster Cloud Only' mode from within the Broadcast Control (BC).

You should be aware that as a Radio Automation Solution, SAM Cloud runs in near-real-time and not real-time, this is best explained with an example:

John is listening to his own station and has just received a request from a listener that asks if John can play "James - Sit down" next. John hears that the current track "Dido - Thank you" is about to end and quickly searches for "James - Sit down" in the WUI and drags it to the top of the Queue. But, a few seconds later "INXS - Need you tonight" starts playing whilst "James - Sit down" is still at the top of the queue. Why?

The reason why John's action was not in time is because the streaming introduces a delay. The streaming server maintains an adjustable buffer which by default is set to a recommended 25 seconds. This not only allows the stream to start playing instantly when a listener first tunes in, but this also protects the listener from short internet problems and audio anomalies by reducing the need for further buffering. This does however mean that what your listeners hear is several seconds behind what is currently happening in the cloud.

A safe delay to work on is to assume that what you hear is 60 seconds behind real-time and schedule your content accordingly.

One important point to note is that the Queue takes priority and if there are tracks in the Queue, any automated content or scheduling will not play until the Queue is empty. If the Queue Loop is ON then the Queue will continue to repeat until the Queue is cleared or the Queue Loop is removed and the Queue plays out.

Terminology Definitions

To help you understand the technology behind SAM Cloud, here is a brief explanation of some of the terminology used:

Content - this is your music, podcasts, promos, news, voice or any other recorded audio that you wish to broadcast.

Cloud - the term for the process of moving operations and data from your computer to a cluster of computers hosted elsewhere to perform the actual work and storage. The "Cloud" basically frees you from the hassle of maintaining constantly connected, hardware, infrastructure or software.

Metadata - the information about your content which is associated with each track, like Artist, Title, Album, Duration, etc.

Tag - most audio files contain a Tag where the track metadata is stored, for example, album name.

Queue, Library, Playlist, Schedule, Library, Filter - these are all internal SAM Cloud features which are described in more detail, later in this document series.

Playlist vs. Playlist file – We often talk about playlists and playlist files, and there is a big difference between the two. Playlist files are physical files containing a list of audio track filenames. These playlist files typically have extensions like .m3u, .pls, .wsx, .mil. The list of tracks within a playlist file is the playlist.

Supported File Types

The following file types are currently supported:

- MP3 (*.mp3)
- Windows Media (*.wma)
- Ogg Vorbis (*.ogg)
- Free Lossless Audio Codec (*.flac)
- AAC (*.aac)
- M4A (*.m4a) - iTunes format
- Wave (*.wav)

SAM Broadcaster Cloud Web User Interface (WUI)

The SAM Cloud Web User Interface (WUI) has been designed to enable Station Managers to set up and manage their station as well as enabling DJs with the appropriately assigned permissions to manage and manipulate the library content.

The WUI can be found at http://samcloud.spacial.com

Simply log in to your SAM Cloud WUI with your username and password. You will also find a forgotten password facility as well as the option to remember your log in credentials on the login screen.

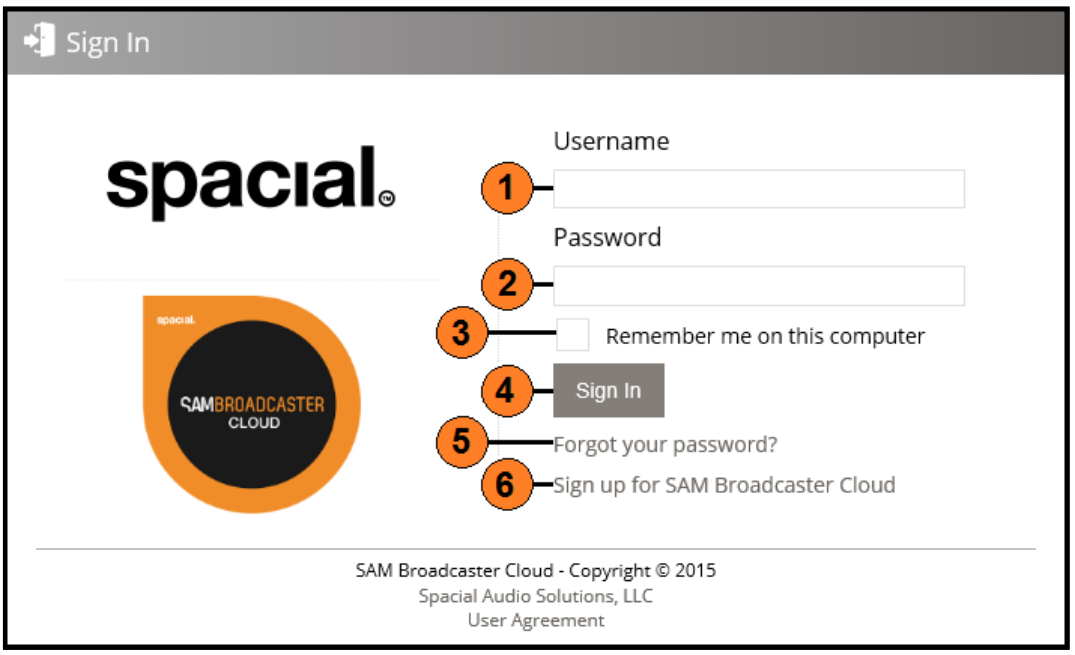

Figure 1 – Web User interface Login

Serial	Description
1	Username Box
2	Password Box
3	Check Box to Remember the Current Username and Password
4	Sign In button
5	Forgotten Password Facility
6	Link to Sign Up for a New SAM Broadcaster Cloud Service

If you have multiple stations, the first option available will be to select the station you wish to manage, after which you will be presented with the WUI for the selected station.

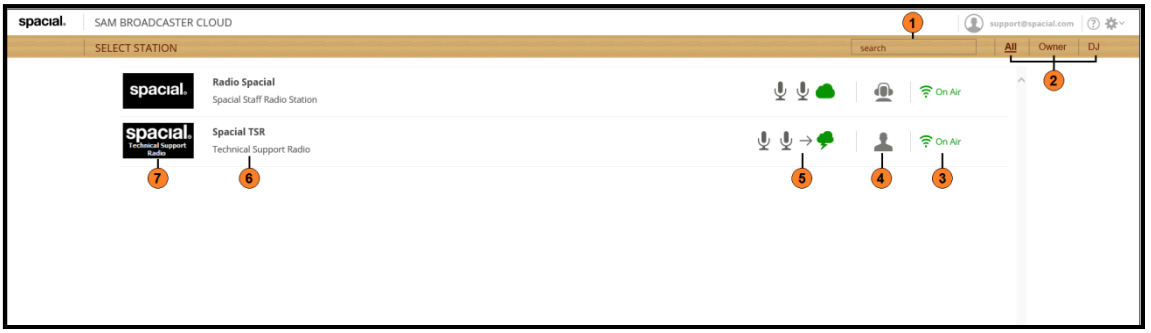

Figure 2 – Station Selection Screen

Serial	Description
1	Station Search Box
2	Chose to Display All Stations, Owned Stations or Stations at which you DJ
3	Station On-Air Status
4	Station Status (Owner or DJ)
5	Broadcast Control Mode
6	Station Name and Tag Line
7	Station Logo

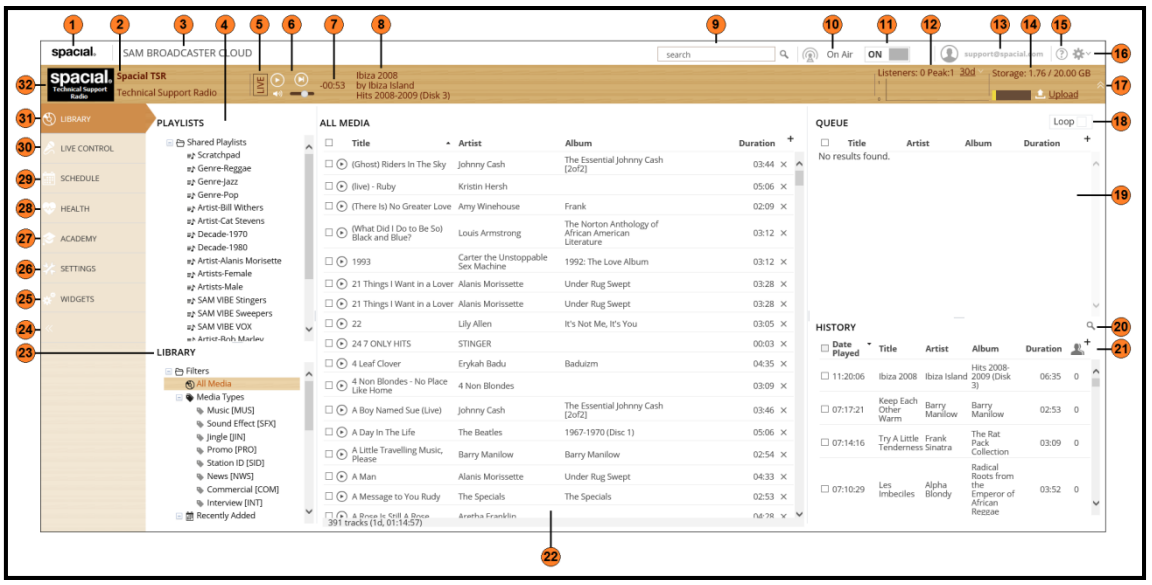

Figure 3 – WEBUI Library Page

Serial	Description
1	Spacial Brand Identifier
2	Station Name and Tag Line
3	SAM Broadcaster Cloud Identifier
4	Playlists Window (Shared and Station Playlists)
5	Live Audio or Track Preview Indicator
6	In-Stream Player Controls for both Live Audio and Track Preview
7	Time Remaining for the Current Playing Track
8	Currently Playing Track Title and Artist
9	Library Search Function
10	Station Air Status Indicator (On Air or Off Air)
11	Station On Air/Off Air Button
12	Current and Peak Listener Figures
13	Currently Logged in User
14	Used and Total Cloud Library Storage Indicator
15	Help (Opens the SAM Broadcaster Cloud Knowledgebase)
16	Options
17	Minimize the Track Bar
18	Set the Queue Loop status On or Off
19	Queue Window
20	Track History Search Function
21	Track History Window
22	Contents Window including track and duration counts
23	Library Filter Window
24	Sidebar Minimizer
25	Widgets Tab
26	Settings Tab
27	Academy Tab
28	Health Tab
29	Schedule Tab
30	Live Control Tab
31	Library Tab (Selected by Default)
32	Station Logo

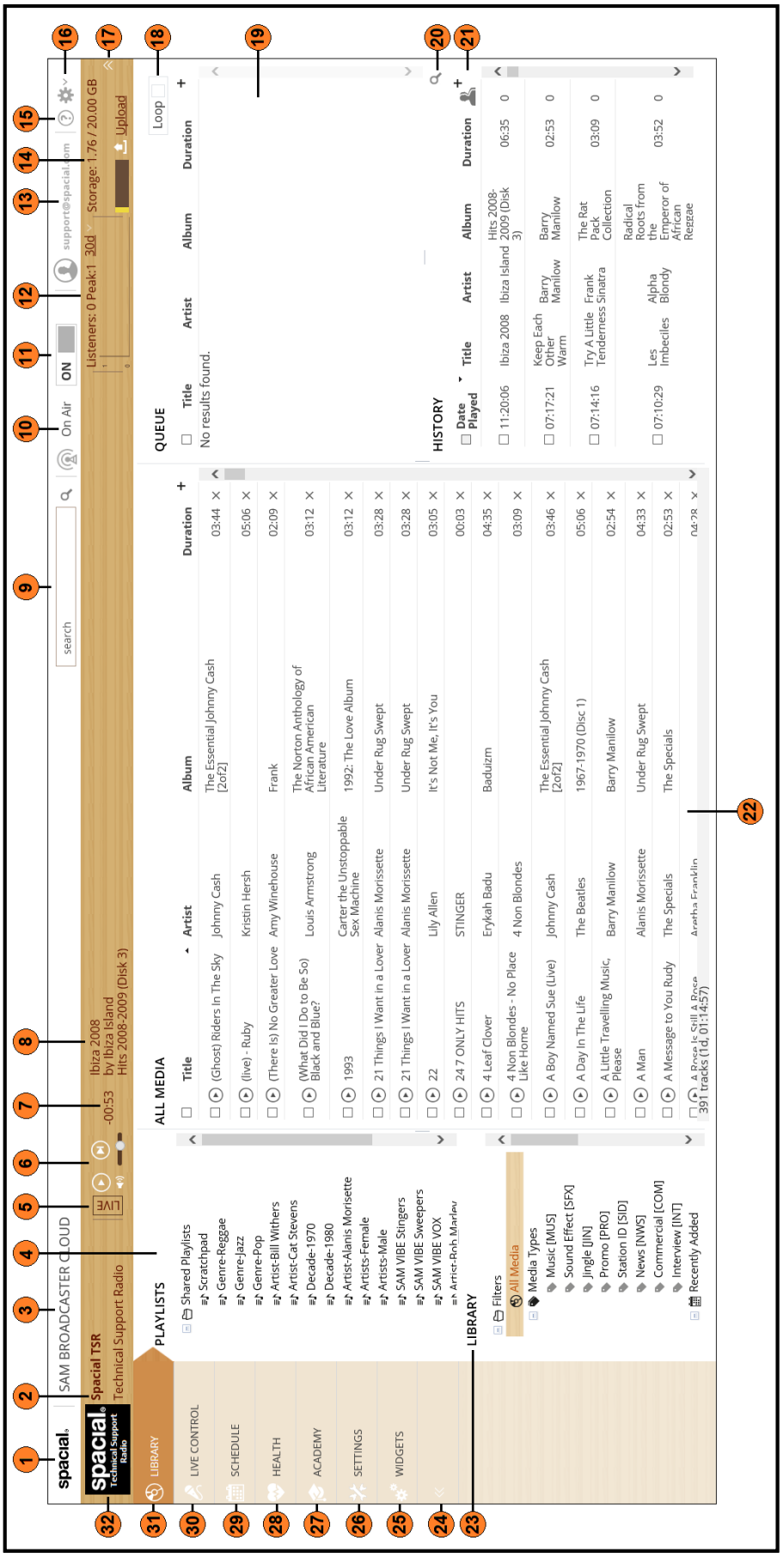

Figure 4 – WUI Library Page (Rotated and Enlarged)

By selecting the item shown as item 17 in the previous image, we can minimize the track bar whilst still retaining the basic player functionality as well as the other available features.

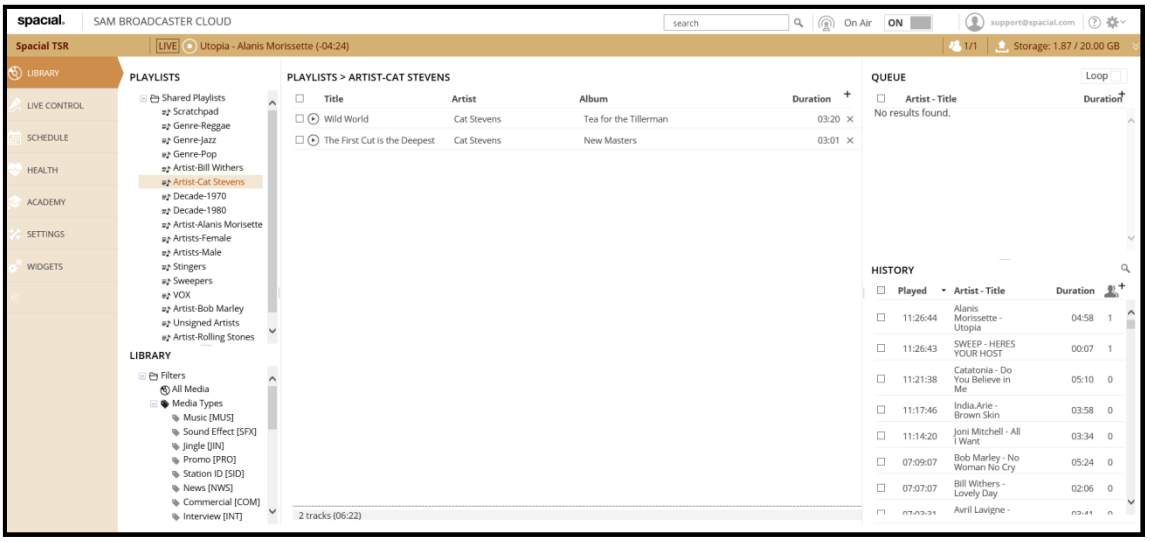

Figure 5 – WUI Showing Track Bar minimized

By selecting the item shown as item 24 in image 3 we can also minimize the sidebar, again without losing any functionality.

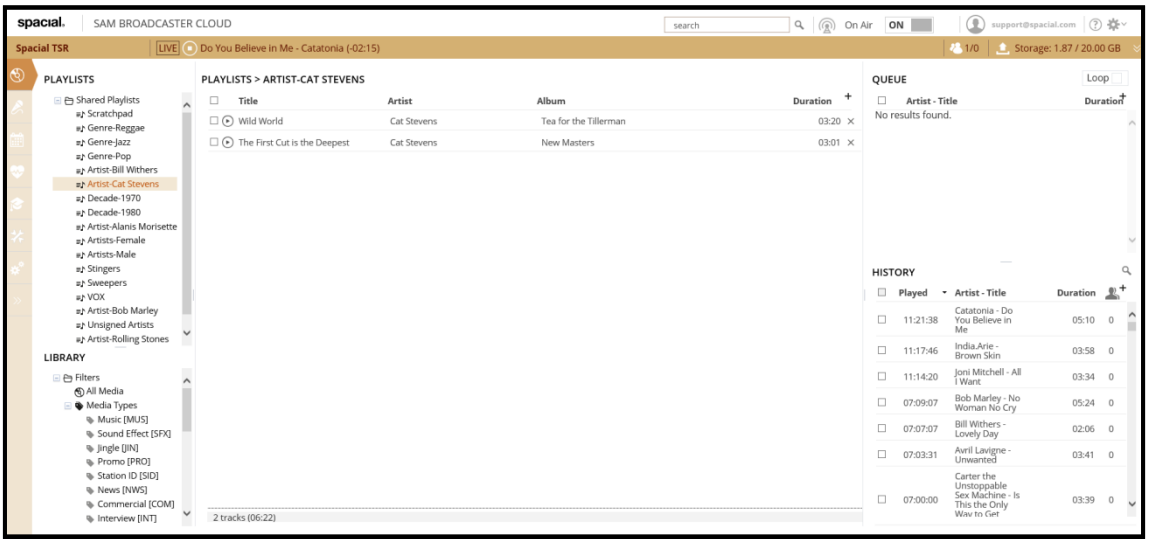

Figure 6 – WUI Showing Both Track Bar and Sidebar minimized

Search

A search option is available which enables us to search the entire library. When a search has been undertaken, a new Search tab appears within the Sidebar which enables us to refer back to the Search results as necessary.

Clicking the **X** within the Search Tab will close the Search and the Search Tab.

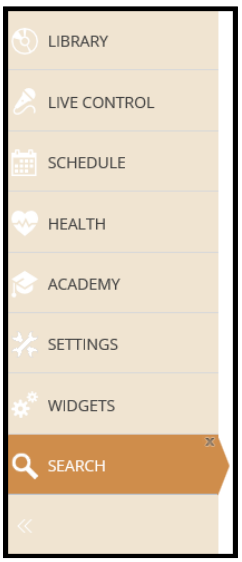

Figure 7 – Search Tab

Options

There are a number of options available which are designed to make your SAM Cloud experience even more enjoyable. To access the Options menu simply click on the Cog icon at the top-right of the screen.

Figure 8 – SAM Broadcaster Cloud Options Icon

Clicking this icon opens the main Options menu

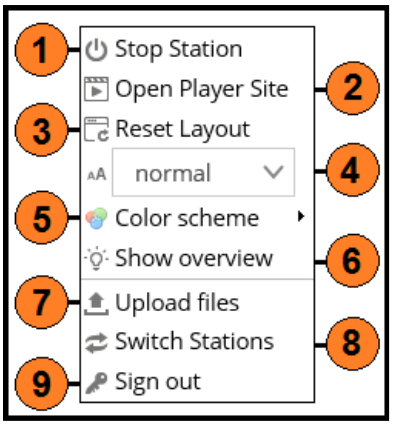

Figure 9 – Options Menu

Serial	Description
1	Start or Stop the Station depending on the current Station status
2	Opens the Station Player Site in a separate tab
3	Reset the WUI layout to the default settings
4	Adjust the WUI font size
5	Change the WUI colour scheme
6	Show an overview to help you get started
7	Opens the file upload window in a separate tab
8	Takes you back to the window shown in Figure 2
9	Sign out of the WUI

Start/Stop Station Option

Depending upon the current status of your station, you will be able to either start or stop your station.

Open Player Site Option

The Player Site is discussed later in this document but clicking this option is one method of opening the station Player Site. Other methods are also explained later on.

Reset Layout Option

Selecting this option will reset your WUI appearance to the default layout. This will also log you out whilst the layout is reset.

Text Size Option

This option enables us to adjust the font-size either two sized smaller or larger as well as resetting the font-size to normal.

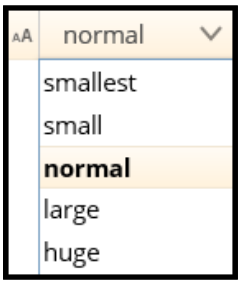

Figure 10 – WUI Font-Size Option

Color Scheme Option

This option provides five different colour schemes for the WUI from the choices shown below.

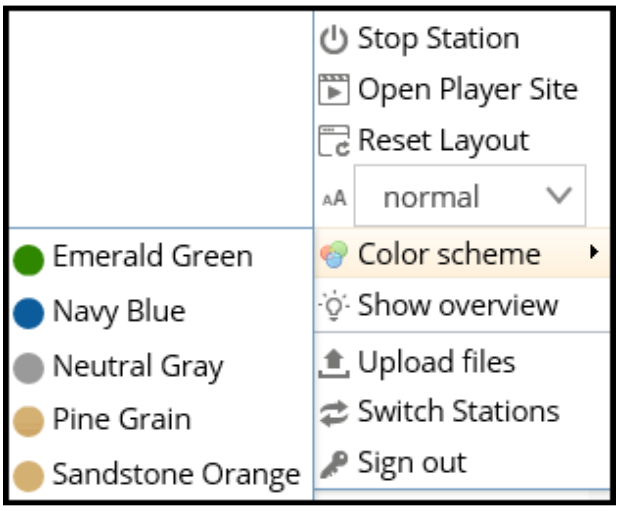

Figure 11 – Color Scheme Options

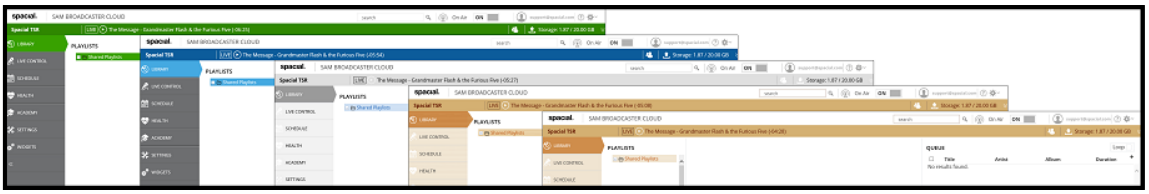

Figure 12 – Examples of the Different Colour Schemes Available

Throughout this document series, a variety of color schemes have been utilized and this explains the different color schemes shown in the images.

Show Overview Option

This loads a pop-up window with useful information about SAM Cloud.

Upload Files Option

This opens the File Upload window in a new tab from which you can upload tracks to the Cloud library.

Switch Stations Option

Customers with more than one station can use this option to switch between the different stations without having to log out and back in.

Sign Out Option

This will log you out of the WUI.

Library Tab

Under the Library Tab we find the uploaded content and associated features including Playlists, the Queue, History window as well as Library and Group Filters.

Playlists

Playlists are discussed in greater detail within the Scheduling section of this document series but they are mentioned here briefly as they are an ideal method of organizing media.

There are a number of methods we can employ to organize and manage our media library but possibly the most important tool available is the Playlist. One of the great features within SAM Cloud is the ability for up to 50 stations to share a single music library and because of this, we have two distinct types of Playlists to ensure each station only plays the correct content for that station, **Shared Playlists** and **Station Playlists**.

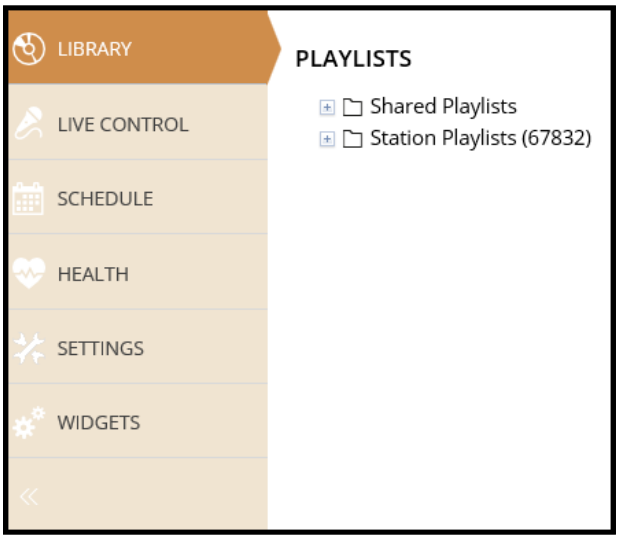

Figure 13 – Library Playlists

Shared Playlists

Shared Playlists are available to every station under the same SAM Cloud service and are perfect for categorizing music based on genres, albums, artists or any other commonality which would usually be available to multiple stations.

You could also use Shared Playlists for any other content that can be played on all stations like network promos, competitions, network wide commercials, etc.

Station Playlists

Station Playlists should be used to manage content which is only intended for use with specific stations. Station Playlists are the perfect place to store station specific content like Station Ids, commercials that should only run on one station and music content specific to the station genre.

The number shown to the right of the Station Playlists (67832 in this case), is the Station ID and if you need to raise a support request, especially if you have multiple services and stations, it can assist the Helpdesk in identifying the station you are referring to.

To access the Playlists simply select the Library Tab and the Playlists Window will appear. To the right of this you will find the Content Window which will display the Playlist content.

You can see that the Shared Playlist 'Artists-Female' has been selected and the tracks contained within this Playlist are displayed to the right. You will also note that this station follows a naming convention which gives an indication of the type of content the Playlist contains without having to examine the Playlist contents. This simplifies matters when you have multiple DJs working with the same library and helps ensure each DJ knows what type of track to expect when selecting the Playlist. Playlists for a specific decade, artist, album or genre are easily identified by following a basic naming convention.

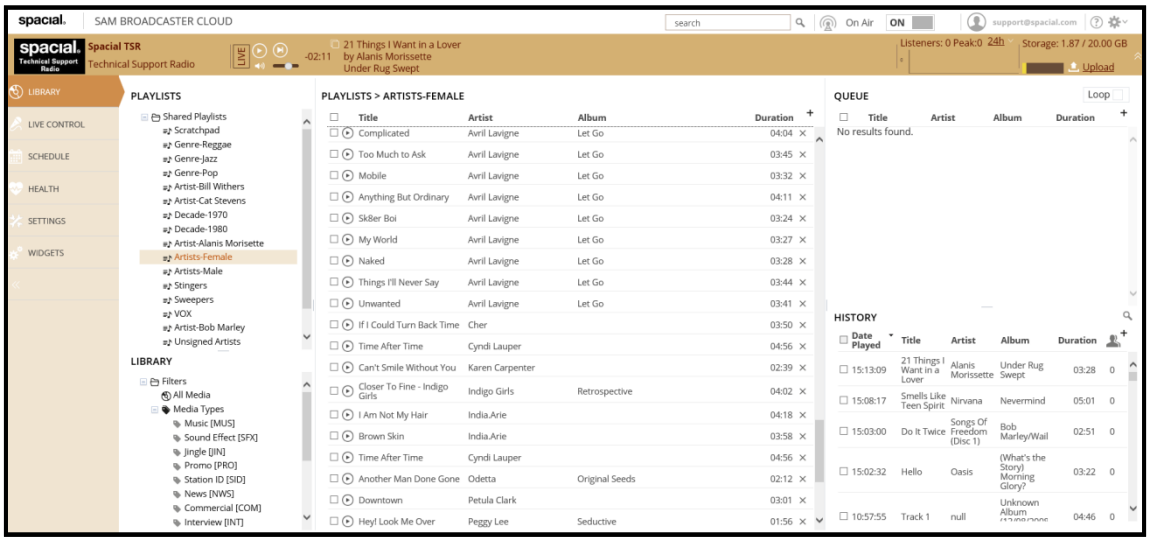

Figure 14 – Shared Playlist Content

Whilst Shared and Station Playlists are separate, each Playlist must have a unique name. You could not use the same name for both a Shared and Station Playlist as this generates an error message.

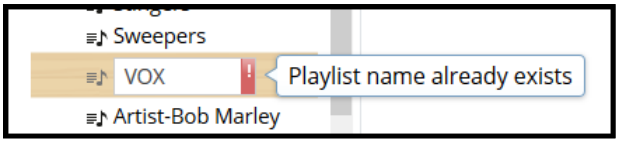

Figure 15 – Playlist Already Exists

Playlists are a great way of categorizing music based on any commonality or personal preference and whilst Playlists can be added to the Queue, to really benefit from Playlists, we need to make better use of them with greater flexibility. This can be achieved with Playblocks which are explained in the Scheduling document.

Context Menus

There are a number of different context menus available within the various windows of the WUI which can be accessed by right-clicking a track displayed within the corresponding Window. The Context

menu for the Queue and Playlist Contents windows provide the same options whilst the History and Playlist windows each have their own specific Context Menu.

Playlist Contents and Queue Windows Context Menu

As mentioned, both the Playlists Contents and Queue windows share a common Context menu which provides a number of useful features.

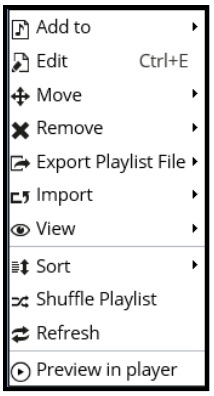

Figure 16 – Track Context Menu

Add To Sub-Menu

Selecting Add to from the Context menu enables us to add the selected track to either the bottom or top of the Queue as well as to any existing Playlist.

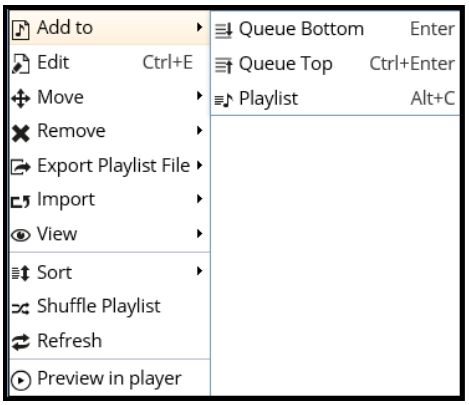

Figure 17 – Add to Sub-Menu

Selecting the Playlist option brings up the Add to Playlist dialog box which displays all Playlists available to this station both Shared and Station Playlists. To add tracks to a new Playlist would require you to create the new Playlist first.

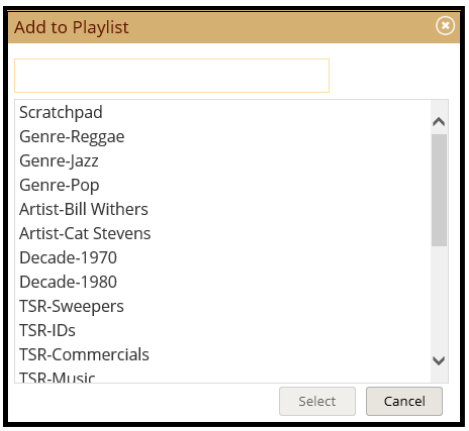

Figure 18 – Add to Playlist

Edit Context Menu Option

Selecting the Edit sub-menu item brings up the Track Information Editor described later in this document.

Move Sub-Menu

Selecting the Move menu item enables us to move the track to either the top or bottom of the Playlist or simply up or down one place within the Playlist.

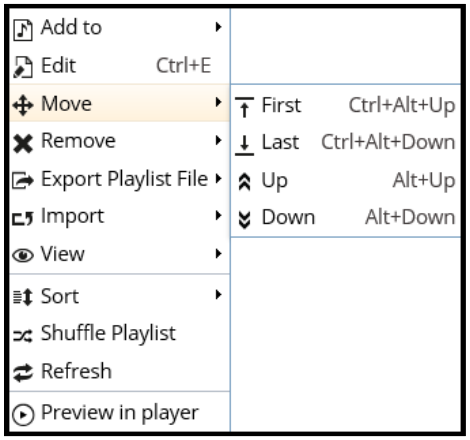

Figure 19 – Move Sub-Menu

Remove Sub-Menu

The Remove sub-menu enables us to remove a track or selected tracks from the current Playlist, remove the unselected tracks, clear the Playlist (remove all tracks), remove duplicate tracks from the Playlist and permanently remove the track from the library but once removed, the track will need to be uploaded again as it cannot be restored.

The Remove Duplicates option is especially useful when you cannot be sure whether you have already added a track or a number of tracks to the Playlist. This enables us to add the tracks and then remove any duplicate tracks found.

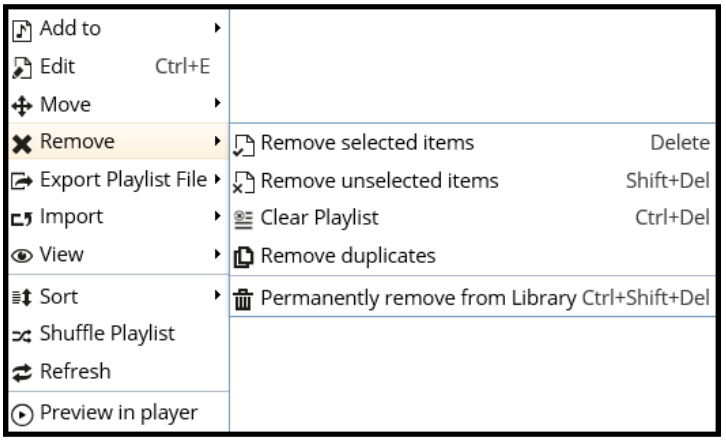

Figure 20 – Remove Sub-Menu

Export Playlist File Sub-Menu

From here we can export the contents current playlist in to one of four supported Playlist file formats, .MIL, .M3U, .M3U8 and .CSV.

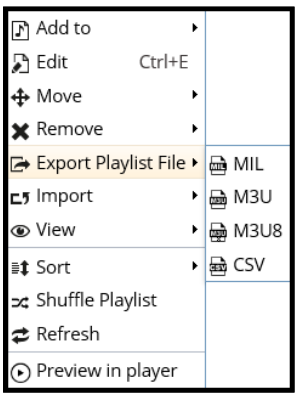

Figure 21 – Export Playlist File Sub-Menu

Import Sub-Menu

Selecting the Upload Files option opens the track upload window in a new tab but the upload location is automatically set to the current Playlist.

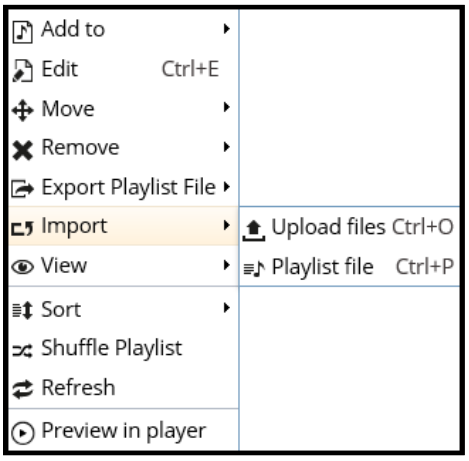

Figure 22 – Import Sub-Menu

Selecting the Playlist File options opens a further window which points out that only tracks already stored in the Cloud and which are listed within the Playlist file will be added to the Playlist. No missing tracks will be uploaded.

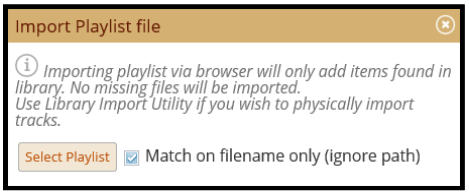

Figure 23 – Import Playlist File Window

There is the option to ignore the original file paths from where the tracks were originally uploaded which is useful if a copy of the required track or tracks has been uploaded but from a different source location. Clicking the Select Playlist button will open a standard Windows browse window with which you can navigate to locate the playlist file.

View Sub-Menu

The same four view options found in the Queue window are also available as Playlist display options, Auto, Compact, Tile and Columns.

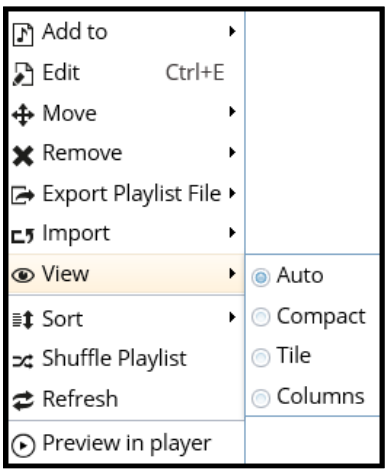

Figure 24 – View Sub-Menu

Sort Sub-Menu

We can sort both the contents of a Playlist and the contents of the Queue based on the five criteria available, namely by Artist, by Title, by Album, by Duration and by Year. The Artist, Title and Album options can be sorted A to Z or Z to A whilst the Duration and Year categories can be sorted 0 to 9 or 9 to 0.

Figure 25 – Sort Sub-Menu option showing by Artist Options

Figure 26 – Sort Sub-Menu option showing by Duration Options

Shuffle Playlist Context Menu Option

This option will shuffle the contents of the Playlist to vary the track order.

Refresh Context Menu Option

Selecting this option will refresh the Playlist which is useful when uploading tracks to the Playlist.

Preview in Player Context Menu Option

This option enables you to preview the track with the in-stream player, without having to interrupt your live stream.

Library Filter Context Menu

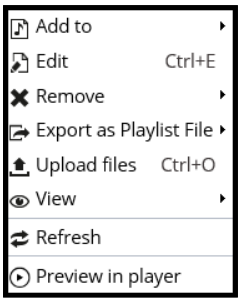

Figure 27 – Library Filter Context Menu

The Library Filter Context Menu differs slightly from the previous menu. As this is not a Playlist, there is no option to Shuffle Playlist and as the contents of the Filters are based on the date uploaded or track metadata, there is no option to import a Playlist File. The other options remain the same.

Playlist Context Menu

By right-clicking one of the Playlists we can access the Playlist Context Menu which provides a number of Playlist-specific options.

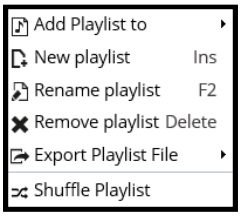

Figure 28 – Playlist Context Menu

Add Playlist to Context Menu Option

The first menu option enables us to add the current Playlist to either the top or bottom of the Queue as well as any other Playlist.

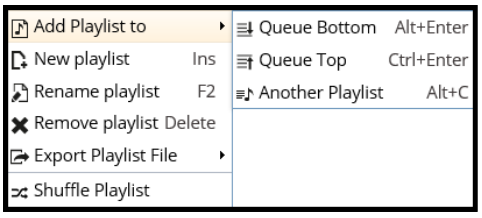

Figure 29 – Playlist Context Menu, Add Playlist to

New Playlist Context Menu Option

Selecting this option is one method of creating a new Playlist.

Rename Playlist Context Menu Option

This option allows us to rename an existing Playlist.

Remove Playlist Context Menu Option

This will remove the Playlist but this will not remove the tracks which were contained within the Playlist.

Export Playlist File Context Menu Option

This option enables us to export the contents of the Playlist as a playlist file in one of the four supported formats shown.

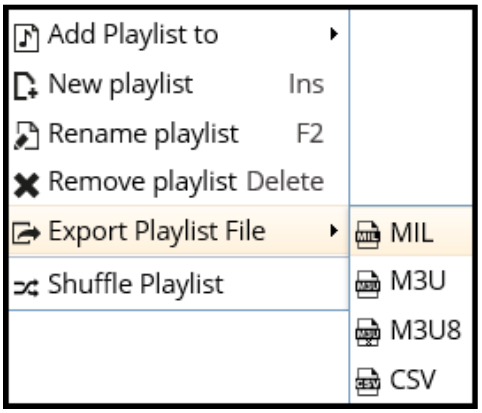

Figure 30 – Playlist Context Menu, Export Playlist File

Shuffle Playlist Context Menu Option

This option will shuffle the contents of the Playlist to vary the track order.

Queue

The Queue can be used to play content either by manually adding tracks to the queue or by using some of the scheduling automation features available with which tracks or Playlists can be added to either the top or bottom of the Queue. The most important aspect of the queue which should be remembered is that the Queue has priority. This means that whilst there is content in the Queue, scheduled Playblock changes will appear to rotate in the Health tab but the Queue will continue to play until empty but if the Queue Loop is on then the Queue will always play.

With a maximum queue length of 30,000 tracks the Queue can be a powerful broadcast option however, if a station schedule continues to add Playlists to the Queue with Queue Loop enabled but without clearing the Queue first, this can quickly fill the queue to capacity and we would recommend clearing the Queue before adding Playlists to the Queue, especially if the Playlist is for a different genre or segment.

The Queue Loop can be enabled and disabled manually by selecting the corresponding check box but this can also be automated with the powerful scheduling features available.

This feature can be used to great advantage when you need to insert adverts or station IDs within your normal scheduling. Whilst a Playblock is playing, we can use the scheduling features to add specific tracks to the top of the Queue at any specified time and this track will play out next as the Queue has priority.

The Queue, like the center content window, has a number of display options which can be accessed by right-clicking any track and selecting View.

Here we can see the Queue is displayed with Tile View selected but this also shows the other View options available, Auto, Compact, Tile and Columns which is the default view.

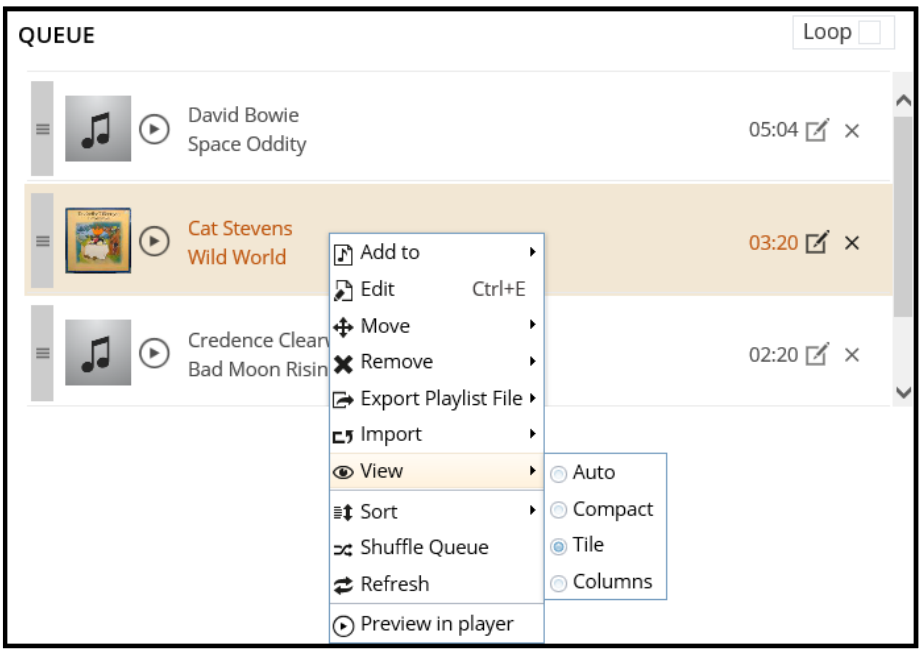

Figure 31 – Queue Tile View and View Options

Figure 32 – Queue, Compact View

History

The History window displays the track history for the last 1,000 entries or the last 48-hours, whichever is the smaller number of tracks. The track history also includes the number of listeners at the time the track was played but for accurate reporting, the reports from the user zone should be used. This is covered in more detail in the User Zone document in this series.

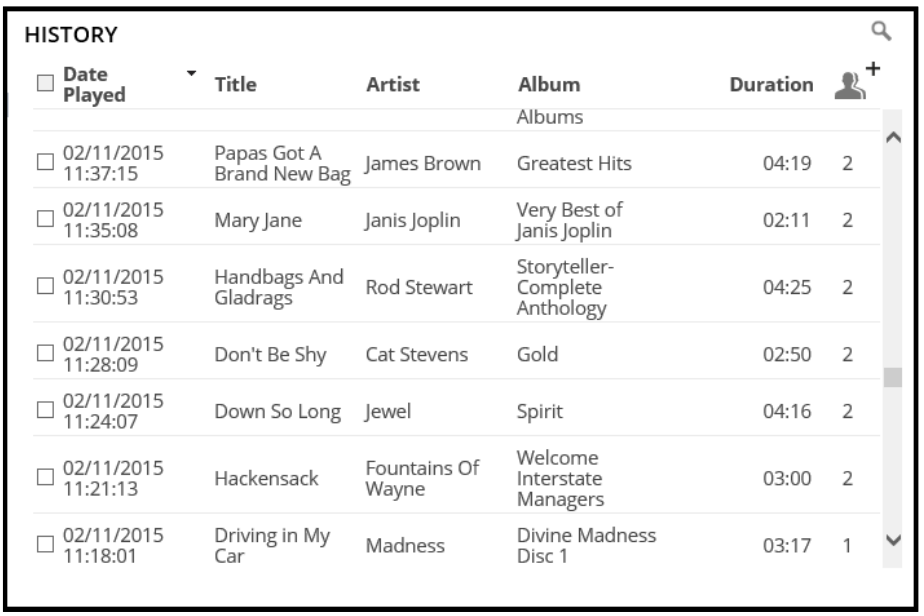

Figure 33 – History Window

Apart from the track information and the number of listeners, there is also a search feature which searches the track History.

The History window contents can be viewed either in the default Column view or in the Compact view.

Live Control Tab

Whilst Live Streaming is covered in greater detail in the Live Streaming User Guide, the corresponding features found within the WUI are explained in this section and although the functionality of the Broadcast Control found under the Live Control Tab bears some resemblance to the Broadcast Control window within SAM Broadcaster, there are a number of fundamental differences.

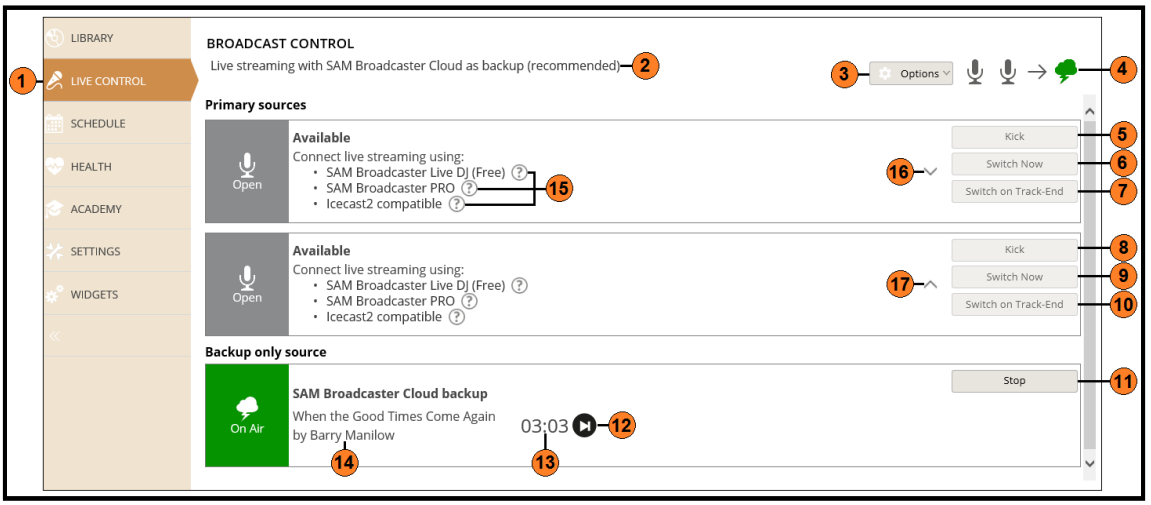

Figure 34 – Broadcast Control

Serial	Description
1	Live Control Tab
2	Current Streaming Mode
3	Options
4	Graphical representation of the current streaming mode
5	First broadcast source Kick button
6	First broadcast source Switch Now button

7	First broadcast source Switch on Track End button
8	Second broadcast source Kick button
9	Second broadcast source Switch Now button
10	Second broadcast source Switch on Track End button
11	Stop SAM Broadcaster Cloud
12	Skip to the next track
13	Current track duration
14	Current track title and artist
15	Links to instructions and any associated license information
16	Click to move the source down
17	Click to move the source up

Live Control Options

There are three primary options available within the Live Control tab, Change Mode, Change Stream Buffer and Refresh.

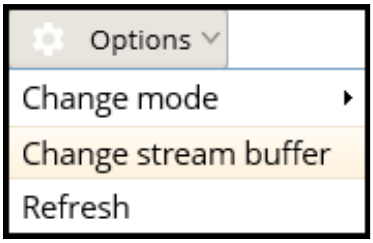

Figure 35 – Live Control Options

Live Control Options, Change Mode

The recommended Broadcast Mode is Live Streaming with SAM Broadcaster Cloud as backup. This ensures SAM Cloud will resume streaming if it detects that the live DJ suddenly stops streaming for any reason. This change over will usually take less than 3 seconds to complete and helps reduce any dead-air.

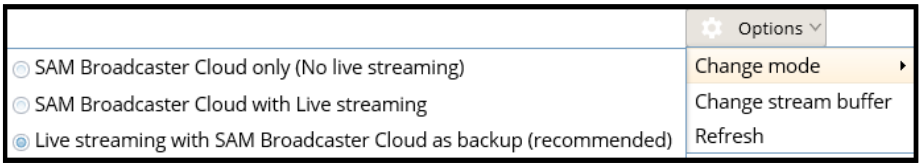

Figure 36 – Change Broadcast Mode

Live Control Options, Change Stream Buffer

The recommended buffer duration is 25 seconds but you might reduce this if your DJs appear to be having difficulty connecting as the DJ would need to be connected for long enough for the buffer to fill completely before the system can switch sources. Alternatively, you might wish to increase the buffer duration to cater for longer network issues your listeners might regularly experience.

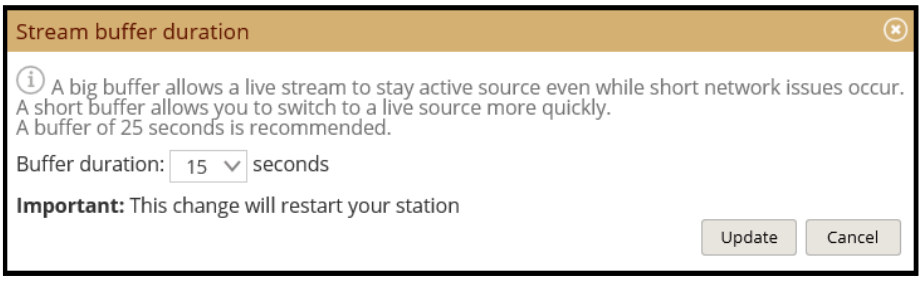

Figure 37 – Change Stream Buffer

Live Control Options, Refresh
This option simply refreshes the screen.

Connection Information
As we saw in figure 34, the buttons shown as item 15 provides information and any corresponding licensing information for any SAM Broadcaster licenses which can be accessed from these links. The Icecast streaming details required for configuring an Icecast v2 compatible stream are also available.

SAM Broadcaster Live-DJ Link
Selecting this option will display your SAM Broadcaster Live-DJ license key, provides a download link as well as a link to the Quick Start Guide.

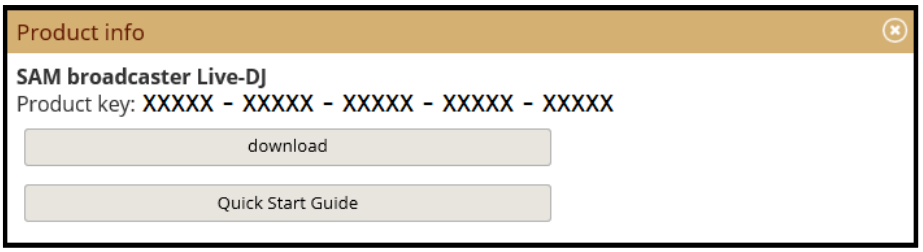

Figure 38 – SAM Broadcaster Live-DJ Link

SAM Broadcaster Pro Link
Selecting this option will display any SAM Broadcaster Pro license key you might also have as well as providing a download link for the software and a link to the Quick Start Guide.

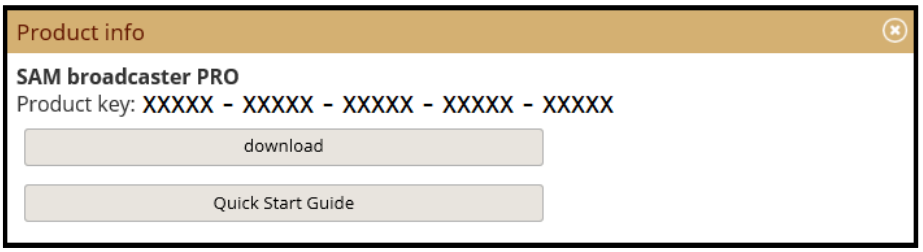

Figure 39 – SAM Broadcaster Pro Link

Icecast 2 Compatible Link
The necessary configuration information is displayed for both slots and whilst only the formats listed are officially supported, other streaming formats may also work. This information should be used to configure either your Icecast v2 compatible hardware or software encoder to enable this to connect to and stream though SAM Cloud.

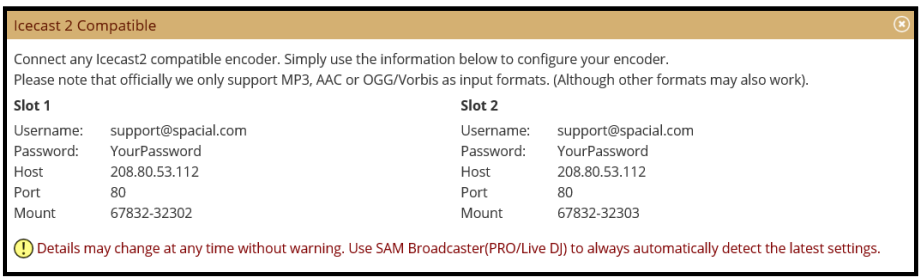

Figure 40 – Icecast 2 Compatible Link

Schedule Tab

Use of the Scheduling features is covered in detail in the dedicated Scheduling document in this User Guide series but a description of the available options is included here.

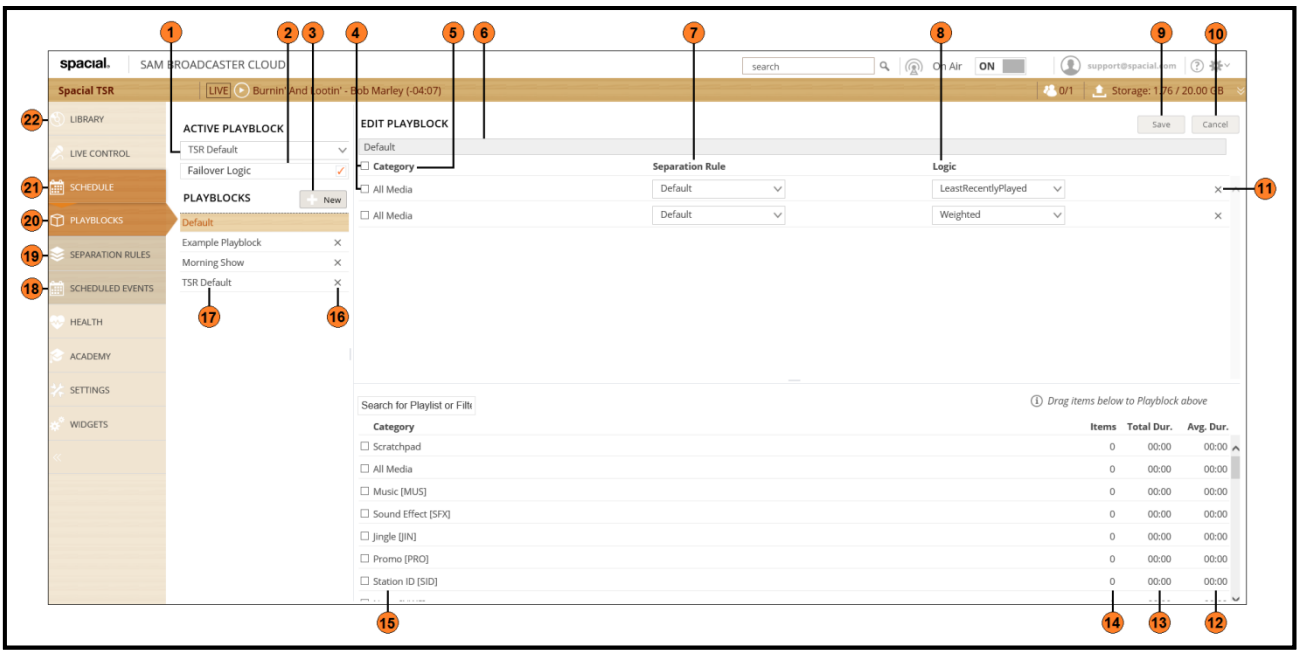

Figure 41 – Playblock Editor

Serial	Description
1	Displays the Active Playblock
2	Set Failover Logic on or off
3	Click to create a new Playblock
4	Detail Selector (either all details or individually)
5	Detail Categories
6	Edit the Playblock Name
7	Detail Separation Rules
8	Detail Logic
9	Save Playblock
10	Cancel changes
11	Delete Playblock Detail
12	Average Duration of the items in the respective Playlist or Filter
13	Total Duration of the items in the respective Playlist or Filter
14	Number of items in the respective Playlist or Filter
15	Available Playlist and Filter categories from which to create the Playblock
16	Delete Playblock
17	List of available Playblocks
18	Scheduled Events Tab
19	Separation Rules Tab
20	Playblocks Tab (selected)
21	Schedule Main Tab
22	Library Tab (Playlists are found here)

Health Tab

If you find SAM Cloud is not playing the tracks you are expecting then the first place to look is the Health Tab. Here you can usually identify any problems which might be affecting your station output. We can see from this image that the current Playblock was unable to select the desired track which would usually indicate either the Separation Rules are too strict or there are not enough tracks of a wide enough variety to enable SAM Cloud to play the right track.

This message is more apparent when Failover Logic is selected under the Playblocks tab as this tells SAM Cloud to select a track at random until a track from the Playblock detail can be selected. This is usually preferable to dead-air which can lead to the loss of listeners.

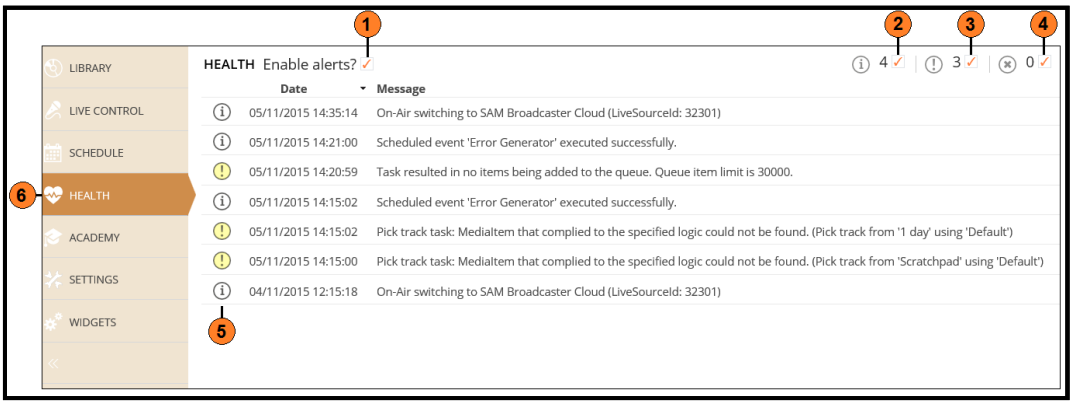

Figure 42 – Health Tab

Serial	Description
1	Check to enable or disable Health Alerts
2	Information message type filter
3	Warning message type filter
4	Error message type filter
5	Message type indicator
6	Health Tab

The Health tab displays three types of messages, Information messages which indicate the normal station activity like the switching of Playblocks or the switching to a Live DJ. The Warning messages which should be investigated and can include such issues as track rotation problems or Queue limits, and we have Error messages which should usually be reported to the Helpdesk but can also include track upload and processing errors which might be resolved by removing the track from the library and uploading the track again.

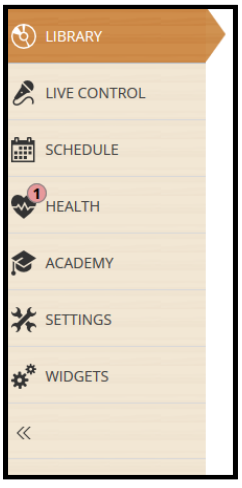

Figure 43 – Error Message Alert

When Enable Alerts is checked, any warning or error messages generated will be displayed on the Health tab in the sidebar shown above. In this instance we can see there has been one error message generated whilst the image below indicates there are three new warning messages to review. The colour of the alert indicates the type of issue recorded but in the case multiple types of messages have been recorded, the colour of the most serious message type will be displayed.

Figure 44 – Warning Message Alert

By selecting or deselecting the message filters we can control which information is displayed to us. The message type filters also include a total of the number of each type of message.

Figure 45 – Message Type Filters

Settings Tab

The Settings Tab contains a number of features described below but access to some of these features is restricted to the Station Manager only. Other features can be accessed by Station DJs if the appropriate permission has been assigned by the Station Manager.

Station Details

The first task a new Station Manager should attend to is the configuration of the station details, the station name, tag line, logo and other essential information which helps create your station image.

The Station Details, including the station logo and website address can be added or amended from the Station Details tab under the Settings.

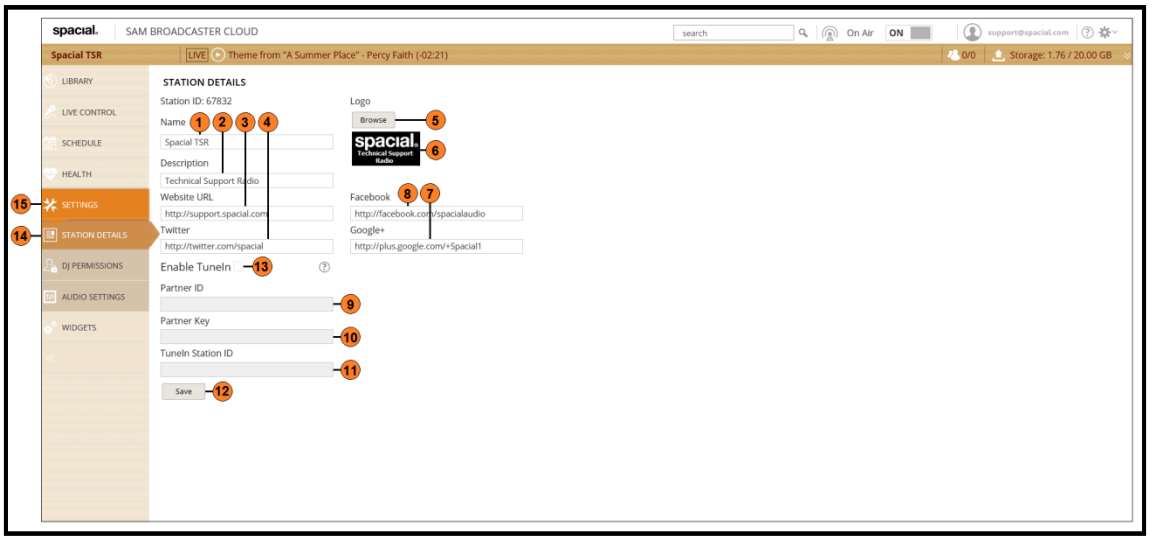

Figure 46 – Station Details

Serial	Description
1	Station Name
2	Station Description or Tag Line
3	Station Web Address
4	Station Twitter Page Address
5	Browse Button to Upload the Station Logo
6	Station Logo
7	Station Google+ Address
8	Station Facebook Page Address
9	TuneIn.com Partner ID
10	TuneIn.com Partner Key

11	TuneIn.com Station ID
12	Save Changes
13	Enable TunIn.com Integration Check Box
14	Station Details Tab
15	Settings Tab (Click to Reveal the Station details, DJ Permissions and Audio Settings Controls)

Supported image formats for the Station Logo are gif, jpeg, jpg and png whilst the maximum image size is 4mb.

TuneIn.com integration

TuneIn.com integration enables the export of the track metadata which enhances the station's TuneIn.com page and app. To enable TuneIn.com integration you must first register your station with TuneIn.com and once registered, you must then request your station's Partner ID, Partner Key and Station ID directly from TuneIn.com.

Social Media

The social media links provided here are used in some of the various Players included with each service to link to your Stations' social media pages.

DJ Management

There are two different permission levels when referring to SAM Cloud DJs, **Service Level Permissions** which apply the selected permissions assigned to a DJ, to all stations belonging to that service, and **Station Level Permissions** which only apply to the station currently being managed. Service Level Permissions can be applied or modified when logged in to any station under the service but you must be logged in to the specific station to apply or modify Station Level Permissions.

To adjust a DJ's permissions, simply adjust the check boxes for the corresponding permission and click either Apply Permissions or Apply Permissions for All Stations depending on the level of permissions being updated.

Service Level DJ Permissions

The following permissions can be applied at the service level and it should be noted that assigning any of these permissions to any DJ will also permit them to log into the SAM Cloud service and therefore, they will have the same permissions across all stations:

Permission	Description
All	All permissions are applied
Edit Metadata	DJ can view the library and edit media Metadata like Title, Artist, Album etc.
Import Media	DJ can import media (songs etc.) into your station's library
Remove Media	DJ can delete media (songs etc.) from your station's library
Admin Playlist*	DJ can manage your playlists. (Create Playlist, Rename Playlist or Delete Playlist)
Edit Playlists	DJ can edit your current playlists. (Adding items to playlist, removing items or moving items around)

* Assigning this permission automatically includes the 'Edit Playlists' permission

Station Level DJ Permissions

The following permissions can be applied at the station level and it should be noted that assigning any of these permissions to any DJ will also permit them to log into the specific SAM Cloud station however different permissions can be applied to the same DJ for different stations:

Permission	Description
All	DJ will be assigned all station level permissions
Access	DJ will be able to log into SAM Broadcaster Cloud
Scheduled	DJ will be able to manage your scheduled events

Events*	
Rotation Rules	DJ will be able to manage your rotation rules (Playblocks, Separation Rules, Active Playblock)
Queue	DJ will be able to manage the station queue
Start/Stop	DJ will be able to start and stop the station
Skip Track	DJ will be able to skip the currently playing track
History Export	DJ will be able to generate and download the History Report
Live Streaming	DJ will be able to stream live with SAM Broadcaster Live-DJ

* Assigning this permission automatically includes the "Rotation Rules", "Queue" and "Start/Stop" permissions

Apart from the Live Streaming permission, all other permissions relate only to the SAM Broadcaster Cloud service and you should be aware that a number of permissions are automatically included or assigned with other permissions.

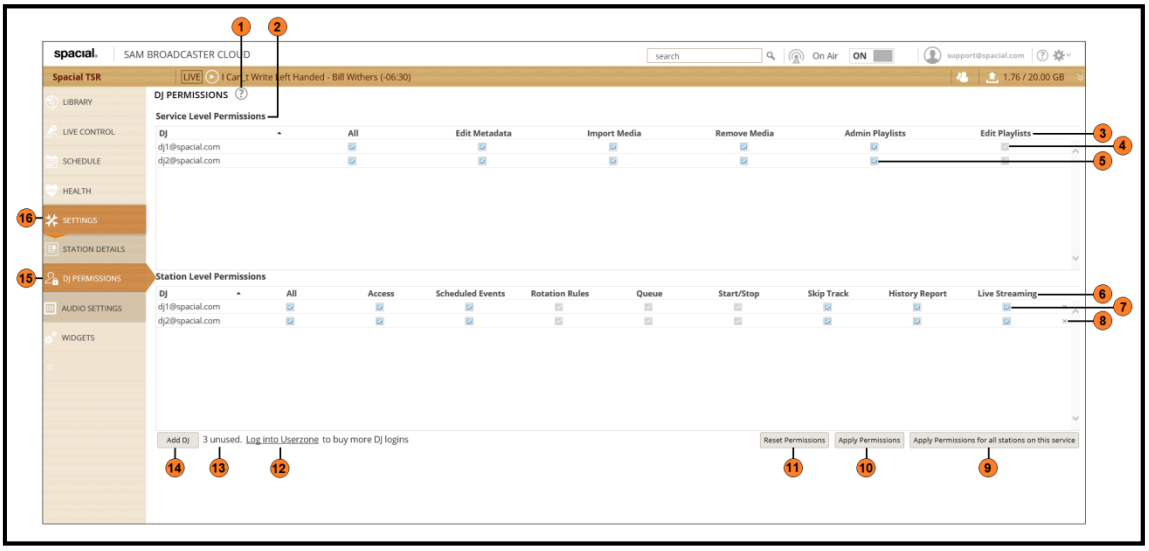

Figure 47 – DJ Permissions

Serial	Description
1	Links to the Knowledgebase article which explains DJ Management
2	List of the permissions which can be assigned at the Service Level and would be applied to all stations under this service
3	Service Level DJ Permissions
4	Greyed out checkbox depicts the permission is included with another permission
5	Check boxes with which Service Level permissions are applied
6	Station Level DJ Permissions
7	Check boxes with which Station Level permissions are applied
8	Remove the DJ which also revokes their permissions
9	Click to apply the configured permissions to all stations under this service
10	Click to apply the configured permissions
11	Click to reset the configured permissions
12	Click to log in to the User Zone where additional DJ Licenses can be purchased
13	Displays the number of remaining DJ licenses available
14	Displays the Add User window which will assign an available license to a DJ
15	DJ Permissions Tab
16	Settings Tab

Adding a DJ

Each SAM Cloud service includes at least five additional DJs whilst more can be purchased as necessary from the Services Tab within the User Zone. Assigning a DJ License to a new DJ can be

achieved by clicking the Add DJ button shown as item 14 in the previous image. This will display the Add User window. Simply enter the email address, first name and surname of your DJ and click OK.

The email address field has a character limit of 100 characters whilst both the first name and surname text boxes have a character limit of 255.

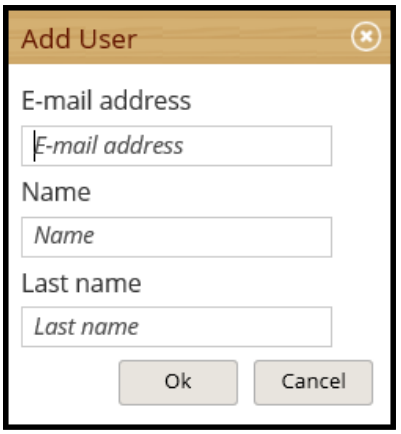

Figure 48 – Adding a DJ

If the email address already exists then the following error message is displayed:

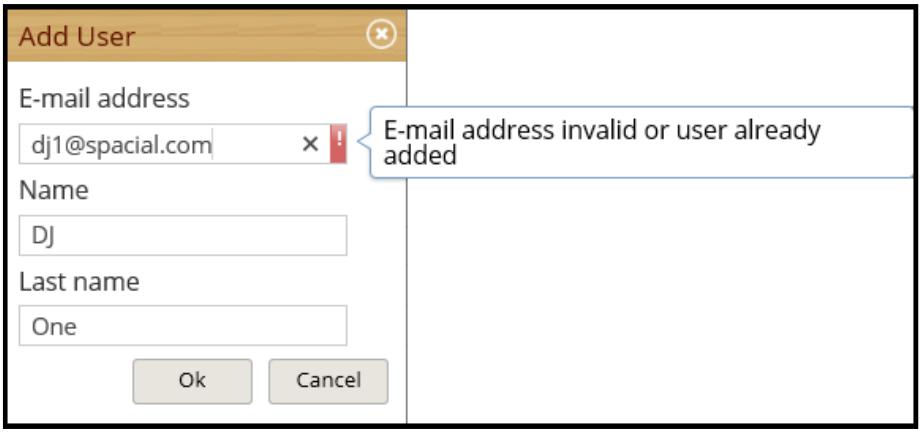

Figure 49 – Adding a DJ Error Message

Removing a DJ

Removing a DJ is simple and can be achieved by clicking the **X** shown as item 8 in the earlier image. You will be prompted to confirm whether you wish to remove the DJ from the current station or from the service.

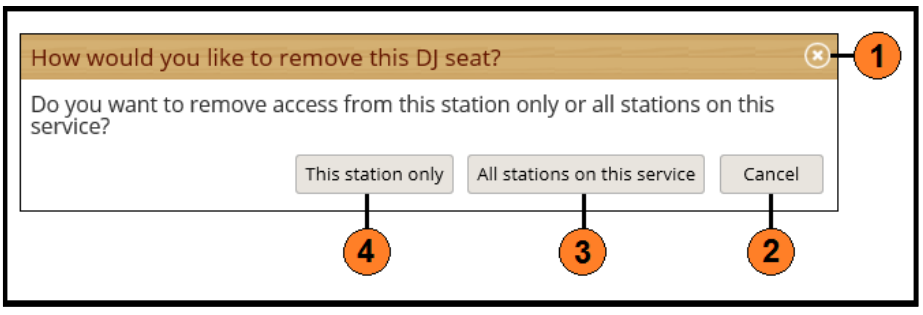

Figure 50 – Remove DJ Confirmation

Serial	Description
1	Close the window

2	Cancel action
3	Apply the changes to all stations under this service
4	Apply the changes to only this station

Audio Settings

SAM Cloud includes comprehensive and customizable Audio Settings shown above and it should be remembered that when tracks are uploaded, as a part of the processing, tracks are normalized to -18LUFS in accordance with EBU R128 which provides audio levelling based on overall loudness and not peaks. This, combined with the elimination of audio below a fixed level, ensures that better loudness matching is achieved. It should be noted that only the Station Manager can adjust these settings.

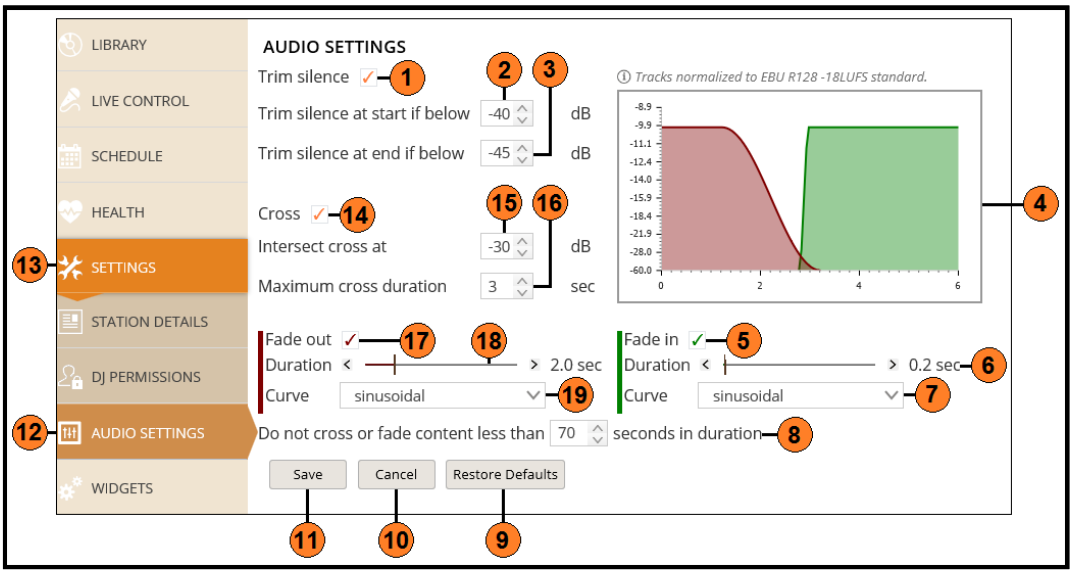

Figure 51 – Audio Settings Description

Serial	Description
1	Engage or disengage the silence trimming
2	Set the dB level below which is considered silence for the start of the track
3	Set the dB level below which is considered silence for the end of the track
4	Graphical display of the expected effect the settings will have
5	Enable the track Fade In options
6	Track Fade In duration slider
7	Track Fade In waveform shape
8	Set the track duration for tracks excluded from the cross and fade settings
9	Restore Default settings
10	Cancel any changes made
11	Save any changes made
12	Audio Settings Tab
13	Settings Tab
14	Enable the track Cross settings
15	Set the dB level at which tracks should cross
16	Set the maximum cross duration
17	Enable the track Fade Out options
18	Track Fade Out duration slider
19	Track Fade Out waveform shape

The audio output from any station is down to the personal preference of the Station Manager and we would recommend adjusting the available settings until you find the desired audio output which best suits your station.

Trim Silence

With the Trim Silence enabled, we have the option to set the level, below which, is considered silence and trimmed. The level can be set from between -10 and -60 decibels (dB) for both the start and end of the tracks.

Cross

There are two configurable options which directly affect the point at which two tracks Cross. These are the level at which the two tracks will intersect which can be set to between -10 and -60 decibels (dB) and the maximum duration of the cross which can be set from between 1 and 10 seconds.

Fade

Both the Fade In and Fade out have the same configurable settings when enabled, which consist of the duration of the Fade from between 0.1 and 10 seconds. There are also four waveform options available, Linear, Sinusoidal, Logarithmic and Exponential. Each of these gives a different Fade effect and both the Fade In and Fade Out can be set to use different curves and durations.

Track Exclusion

You might not be happy if your 5-second station IDs have a 4-second fade and we doubt your advertisers would be happy if their 30-second commercial includes a 5-second fade at the start and end so for this reason, we can exclude tracks based on their length. This option enables us to exclude tracks which are shorter than the selected length, from both the Cross and Fade settings. This can be set from between 0 and 999 seconds.

Widgets Tab

The Player and Web Widgets have been relocated from the user zone to the WUI to simplify the process of creating the Widgets. You will also find a number of additional features designed to simplify the process of listening to your station.

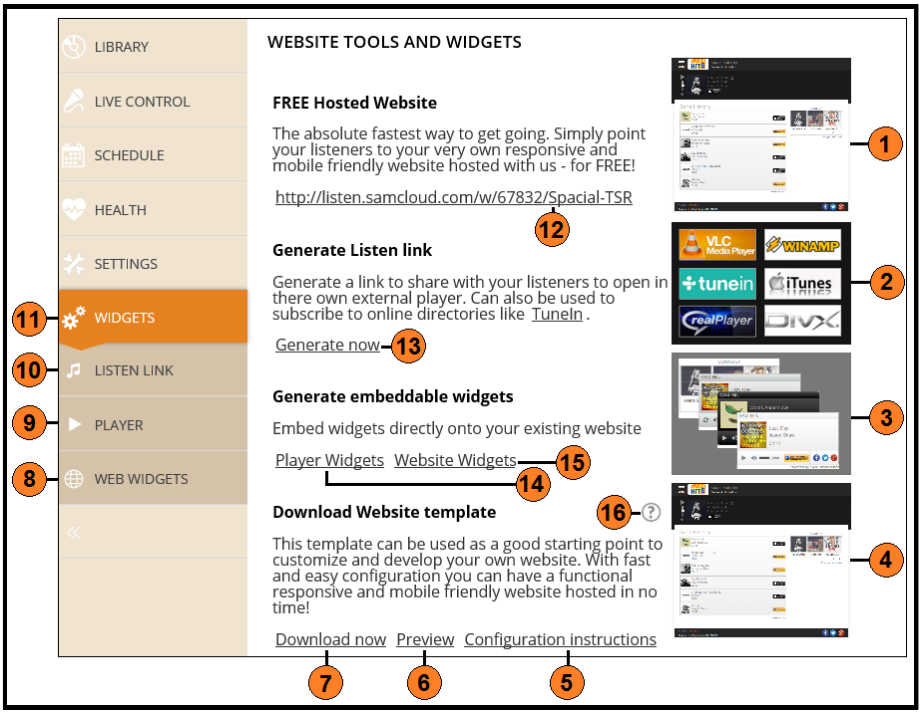

Figure 52 – Website Tools and Widget Options

Serial	Description
1	Free Station Player Webpage hosted by Spacial
2	Generate listen links for various listening options
3	Generate Widgets which can be embedded in your website

4	Downloadable and customizable website template
5	Configuration instructions for customizing the Player Webpage
6	Preview the customized Player Webpage
7	Download the Player Webpage code
8	Web Widgets Tab
9	Player Tab
10	Listen Link Tab
11	Widgets tab
12	Free Station Player Webpage link
13	Link to generate the various Listen Links available
14	Link to generate the various Player Widgets available
15	Link to generate the various Website Widgets available
16	Displays the configuration options shown in the following image

Free Hosted Website

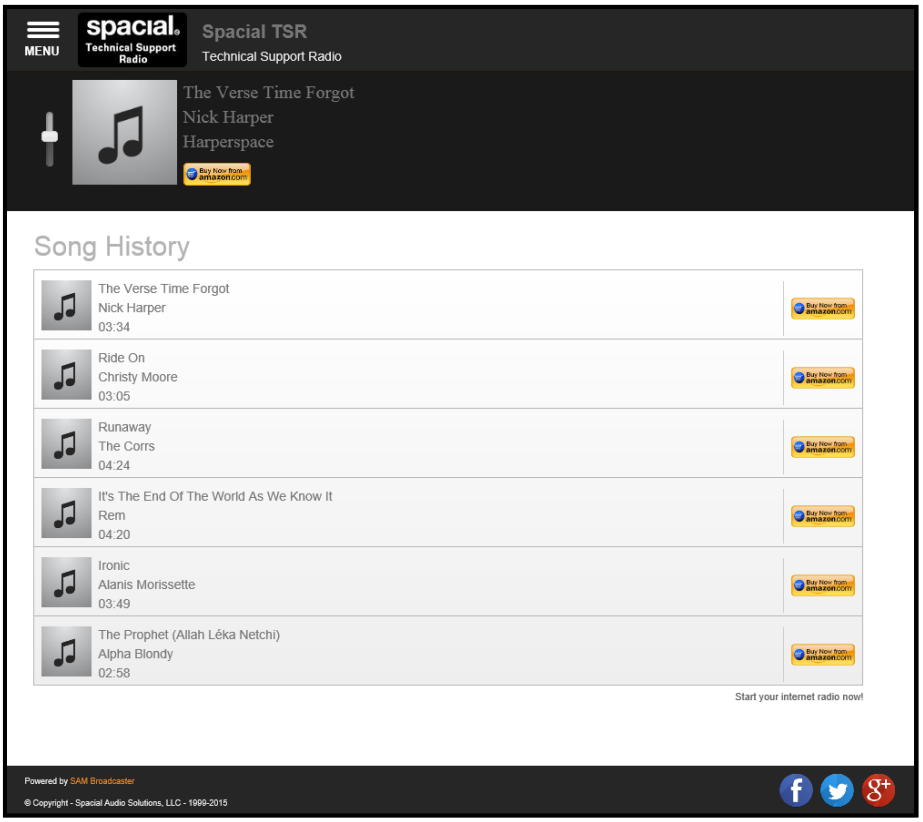

Figure 53 – Player Webpage

Website Template Configuration

The code for the Player Web Page above can be downloaded, customized and uploaded to your own station website if you prefer. This will enable you to match your station website theme and affords you better control of the layout.

The Template can be downloaded from the link shown at item 7 or from the pop-up shown below. We regret but we are unable to provide support for customized Player pages or assistance with the customization process.

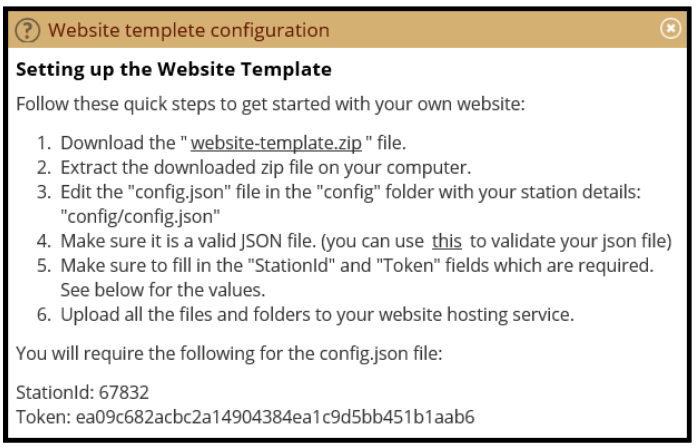

Figure 54 – Website Template Configuration Instructions

Listen Link

There are a number of options available when creating Listen Links. If your station has multiple streams then you should select the stream which will be listened to through the Listen Link. You might have a high bitrate stream for listeners with a cabled Internet connection and perhaps a smaller bitrate stream for listeners using mobile devices who are perhaps on a metered Internet service.

After selecting the stream you can select the Output Mode, selecting from one of four formats as well as the option to create either a SHOUTcast or Flash compatible Listen Link.

The generated Listen Link is displayed below the available options.

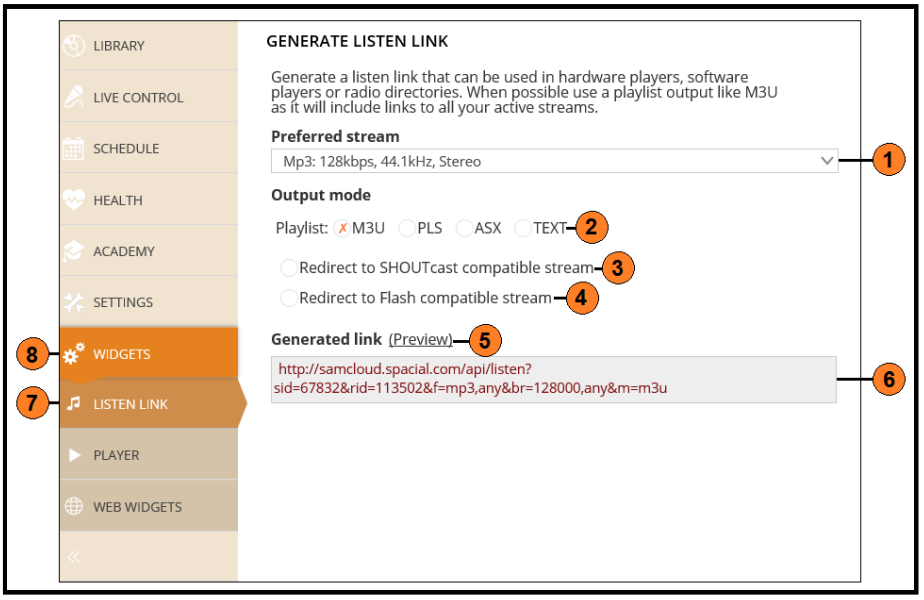

Figure 55 – Widget Listen Link Options

Serial	Description
1	Drop-down list to select the stream for the listen link
2	Select the desired Listen Link format
3	Check to create a SHOUTcast compatible Listen Link
4	Check to create a Flash compatible Listen Link
5	Generated Listen Link
6	Click to preview the generated Listen Link
7	Listen Link Tab
8	Widgets Tab

Player

There are a number of different players available, each with a number of configurable options. There are six different sized players which are each available in three colours designed to match various website themes.

Each player is available in a Light, Dark or Metallic theme, includes basic player functionality, Amazon or iTunes purchase links for the tracks which can be configured to use your affiliate details which can earn you commission on each sale made by your listeners. Some Players can also be configured to include links to your stations' social media pages on Facebook, Twitter or Google+.

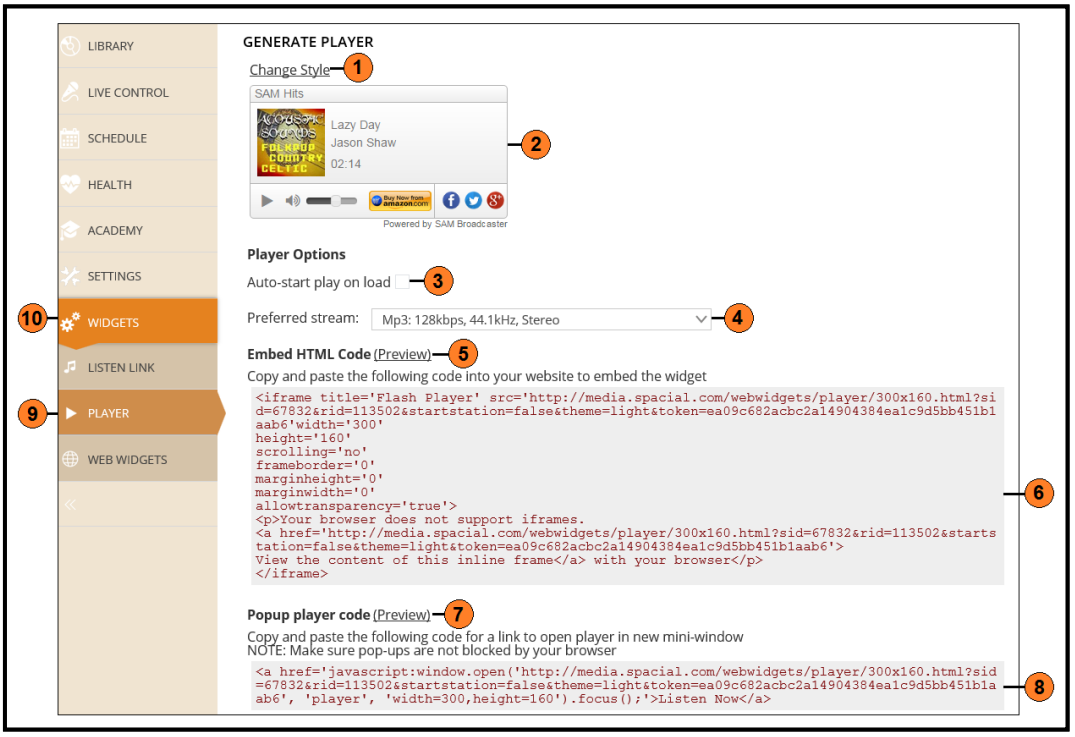

Figure 56 – Player Options

Serial	Description
1	Opens the Player Configurator
2	Visual indication of the Player being generated
3	Check to automatically start playing when the player is loaded
4	Select the preferred stream which will be streamed through the Player
5	Click to preview the Embedded Player
6	Generated Embedded Player HTML code
7	Click to preview the Popup Player in a new tab
8	Generated Popup Player HTML code
9	Player Tab
10	Widgets Tab

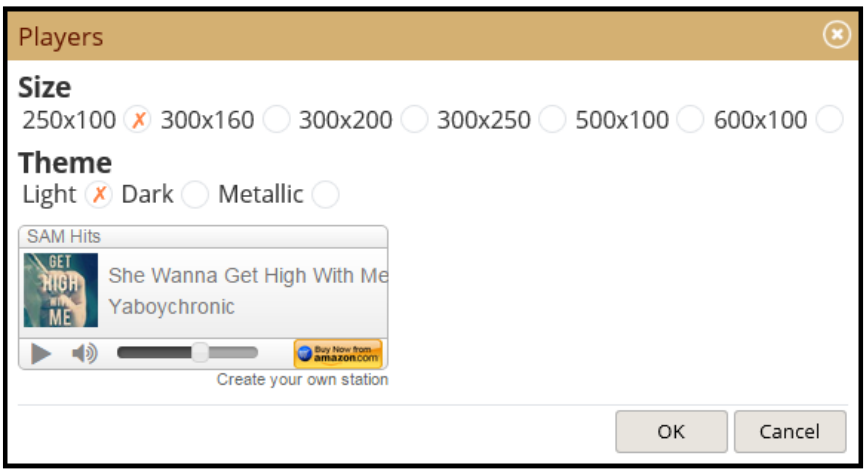

Figure 57 – Player Configurator

A complete list of the available Player options is shown at Annex A of this document.

Web Widgets

We have the option to generate a variety of customizable Web Widgets which can be simply inserted into your Stations' website to enhance your listeners' experience.

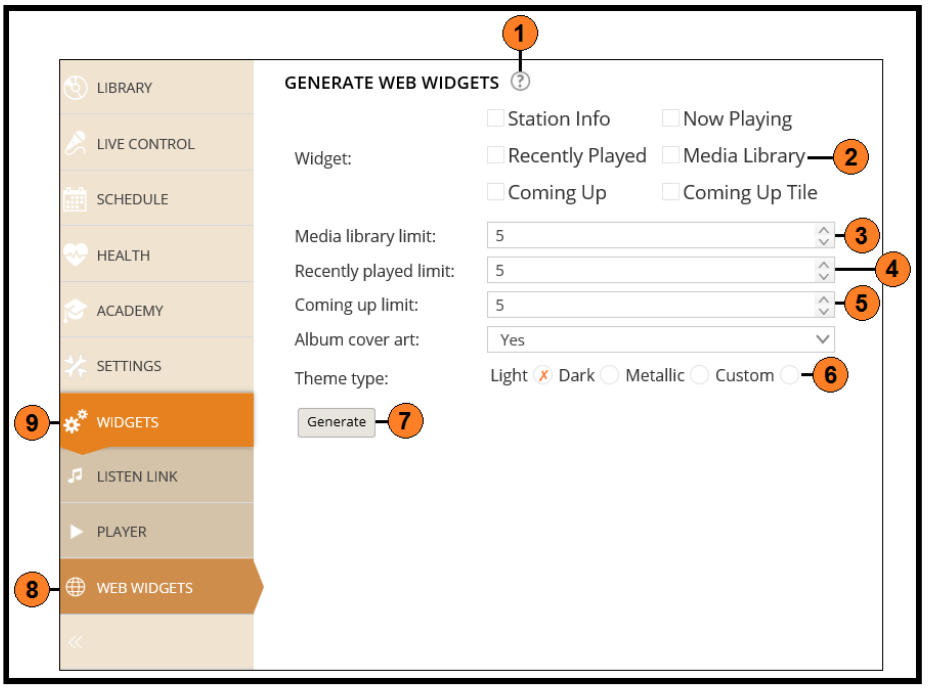

Figure 58 – Web Widget Generator

Serial	Description
1	Links to a Knowledgebase article explaining how to add Web Widgets
2	Select the Web Widgets to be created
3	Set the Media Library Limit
4	Set the number of recently played tracks to be displayed
5	Set the number of coming up tracks to be displayed
6	Select the Web Widget theme
7	Click to Generate the selected Web Widgets
8	Web Widgets Tab
9	Widgets Tab

Once we have selected the configuration options for the desired Web Widgets we click the generate button which, after a short time, will display the code snippets which can be added to your webpages. This also displays a preview of the selected Web Widgets as well as an option to preview the Web Widgets in a new browser tab.

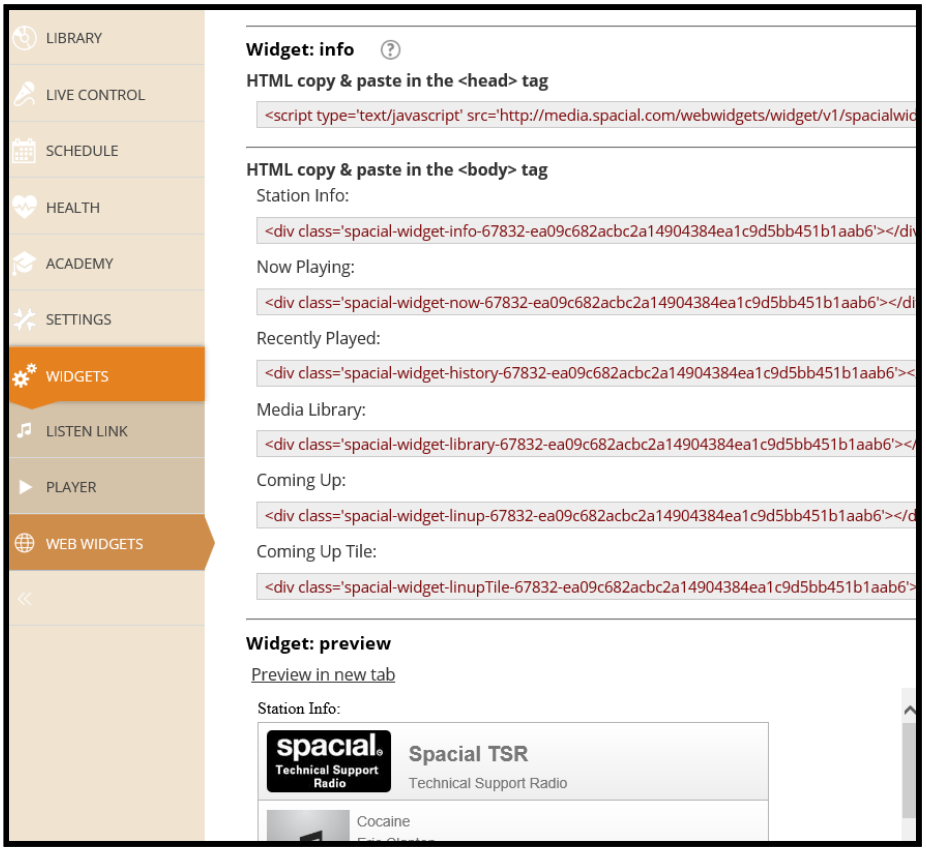

Figure 59 – Web Widget Generated Code

Selecting the Preview in new tab option opens all created Web Widgets in a new browser tab.

The available Web Widgets in the Light Theme can be found at Annex B of this document but it should be noted that the Coming Up Web Widget and the Coming Up Tile Web Widget will only display tracks from the Queue and if the Queue is empty, nothing will be displayed.

Importing Content

After configuring your station details, the next task is to upload music to the cloud which is just a fancy way of saying copying content from your computer, from a specific web address or a Dropbox account and storing your music on our computers so SAM Cloud can broadcast them.

When you import a new track into SAM Cloud the following happens automatically:

1. SAM Cloud reads the metadata from the tag and stores it in the SAM Cloud database
2. The audio file is then uploaded to be stored in the cloud
3. In the cloud, the file is further processed to make it ready for broadcasting which includes normalization to EBU R128 -18LUFS standard and any extended leading or trailing silences are removed
4. Finally, the file is marked as ready for broadcasting

There are three methods to access the Upload window as shown below:

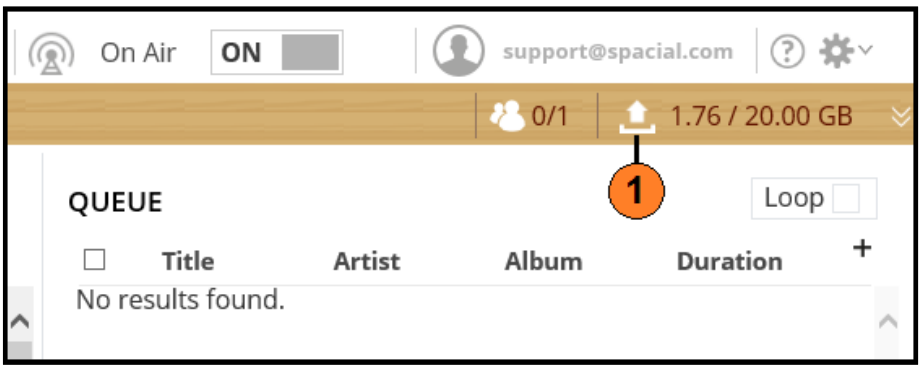

Figure 60 – Access the Track Upload Window (Method 1 Track Bar minimized)

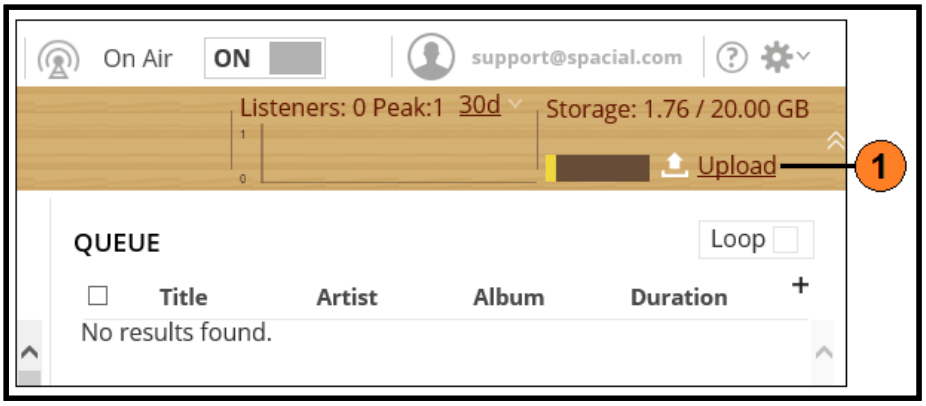

Figure 61 – Access the Track Upload Window (Method 2 Track Bar expanded)

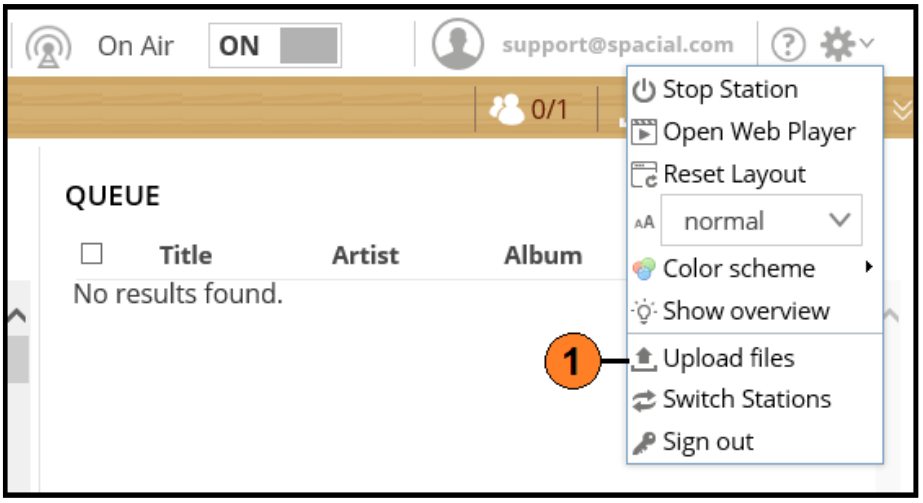

Figure 62 – Access the Track Upload Window (Method 3 Options Menu)

Serial	Description
1	Open the Upload Window

Clicking on either of these Upload links will open the Track Upload window in a new tab which contains the Track Drop Zone as well as providing a number of additional upload options.

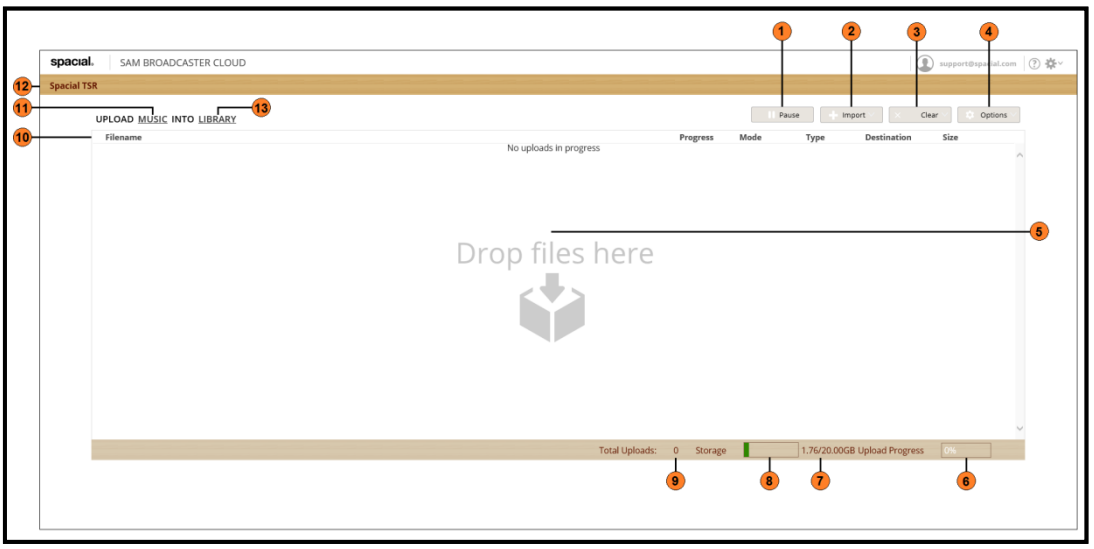

Figure 63 – Track Upload Window

Serial	Description
1	Pause current uploads
2	Set the Import source
3	Clears the upload queue
4	Upload Options
5	Drop Zone
6	Current uploads progress bar
7	Library storage usage
8	Library storage usage visual indicator
9	Number of current uploads
10	Track upload information headings
11	Selectable upload category type
12	Selectable upload location
13	Station name

Import Source

There are three import source options available as well as further information about the Import Utility:

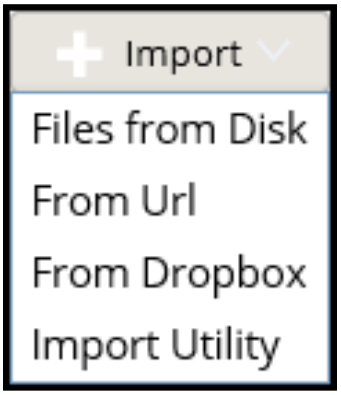

Figure 64 – Import Source Options

Option	Description
Files from Disk	Opens a browse window enabling the selection of tracks from the computer
From URL	Enables the uploading of tracks from web addresses
From Dropbox	Enables the uploading of tracks from a Dropbox account
Import Utility	Provides download options for the command line Import Utility

Clearing the Upload Queue

There are three options available for clearing the upload queue:

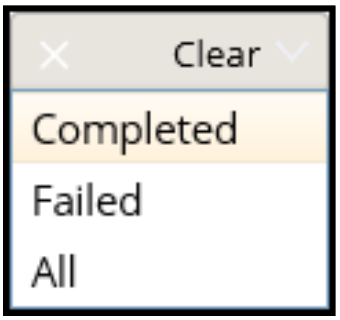

Figure 65 – Upload Queue Clear Options

Option	Description
Completed	Removes all successfully uploaded tracks from the list
Failed	Removes all failed tracks from the list
All	Removes all tracks from the list, including tracks which have not completed processing

Upload Options

Clicking the Options button provides four further options, each with configurable selections:

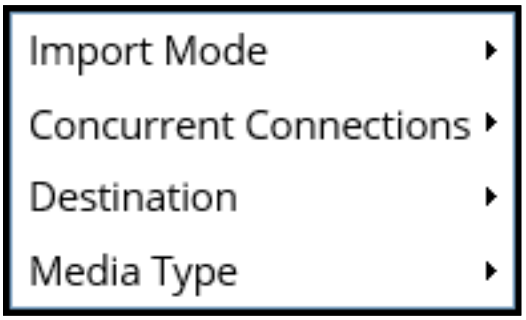

Figure 66 – Upload Options menu

Option	Description
Import Mode	Sets the track import method
Concurrent Connections	Sets the number of concurrent uploads
Destination	Sets the destination for the uploading tracks
Media Type	Determines the media type the uploading tracks should assume

Import Mode

The Import Mode determines the action of the import:

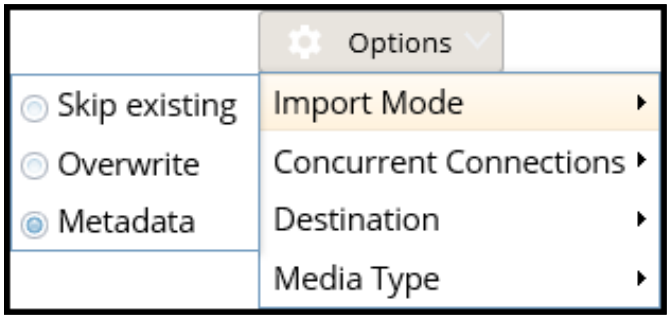

Figure 67 – Import Mode Options

Option	Description
Skip Existing	Skip a track if it already exists in the library (Default Option)
Overwrite	Upload and overwrite the audio track if it already exists in the library
Metadata	Upload and overwrite the audio track and metadata if it already exists in the library

Concurrent Connections

This option enables the DJ to select the number of concurrent connections for track uploads. The default is 2 but this can be changed from between 1 and 4. This should be adjusted to match your connection upload speed.

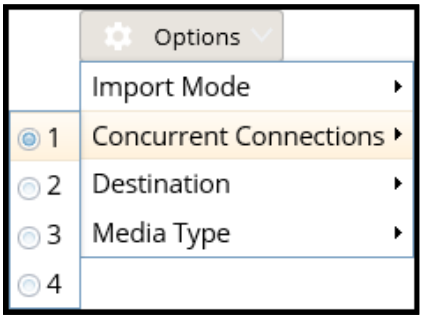

Figure 68 – Concurrent Connections

Destination

There are three primary destination options available however, selecting Playlist as the destination will display the Playlist Selector from which the target Playlist can be selected. The Playlist must already exist before the Playlist will be listed.

Regardless of the destination selected, the tracks are also uploaded to the library and can be added to other Playlists from within the WUI.

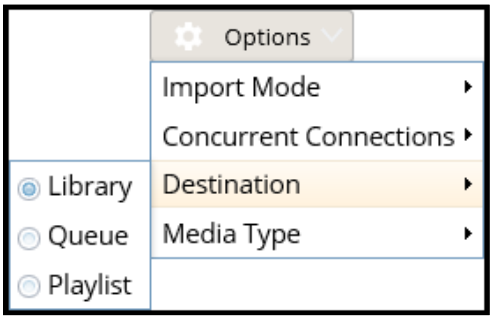

Figure 69 – Available Upload Destination

Option	Description
Library	Upload items to the Library (Default Setting)
Queue	Upload items to the Library but also add them to the Queue
Playlist	Upload items to the Library and add them to a specified Playlist

Media Type

This enables you to pre-select the Media Type for the uploading tracks. This can also be selected on a track-by-track basis whilst the tracks are being uploaded.

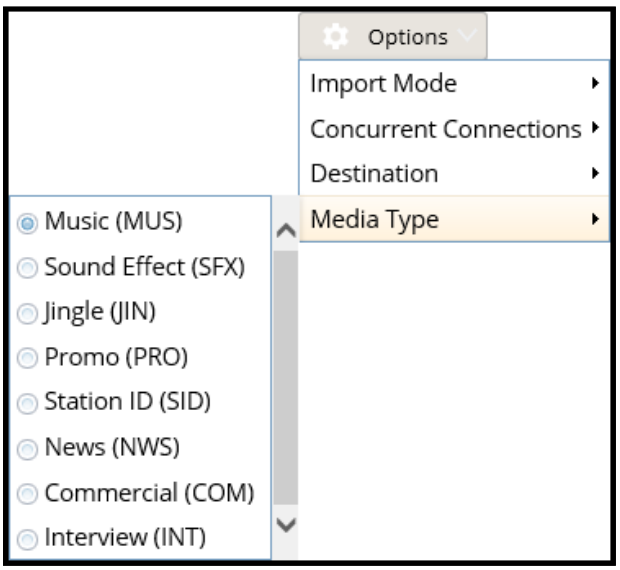

Figure 70 – Upload Media Types

The selected Media Type and Upload Destination are displayed as shown with the default media type being Music and the default destination of library:

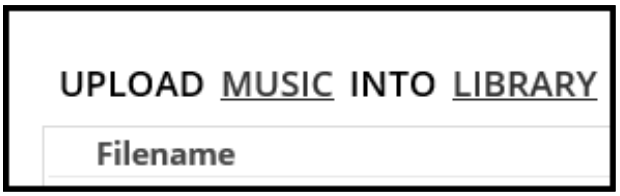

Figure 71 – Selected Upload Options

Clicking either of these options provides quick access to the options associated with each category.

Preselecting these options will apply these settings to all tracks subsequently uploaded however these options can also be changed on a track-by-track basis whilst the tracks are still uploading.

This flexibility can help minimize any further track editing after the upload has completed. For example, if you create a Station Playlist for each artist or genre, you can set the Destination before uploading tracks and then assign all tracks by the specified artist or of a certain genre to the appropriate playlist.

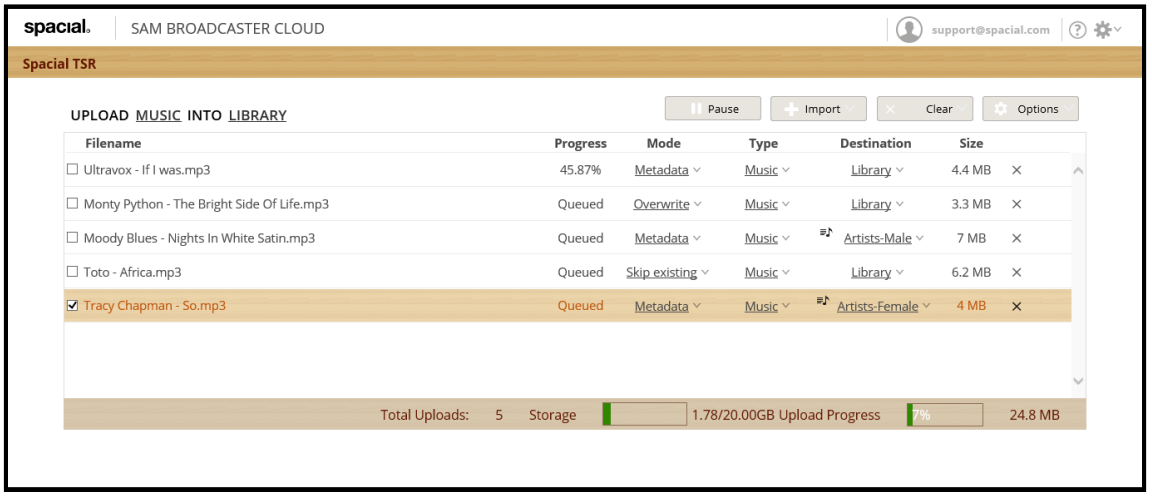

Figure 72 – Track Upload in Progress with a Variety of selected options

This image indicates the upload destination is a Playlist.

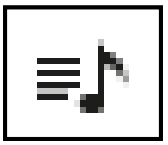

Figure 73 – Playlist Destination Indicator

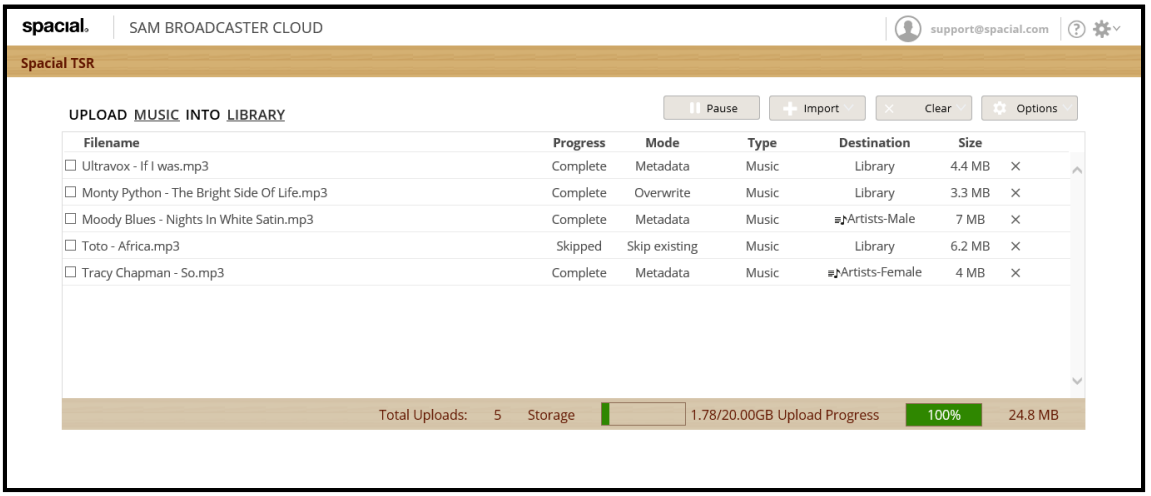

Figure 74 – Track Upload Complete

When the track upload has completed these options can no longer be changed from the Drop Zone and can only be changed using the Media Editor which can be accessed by right-clicking any track and selecting Edit.

Upload Status and Storage Capacity

The Upload Window provides a number of indicators related to your Cloud Library and the current track upload progress. As previously seen, the total number of uploads, Library storage usage, total size of the tracks currently being uploaded and the Upload Progress are all available to you at the bottom of the Upload Window.

Figure 75 – Upload Status Indicator

Additional storage capacity can be added to any SAM Cloud Service from the Services tab within the User Zone. This is explained under the User Zone document within this series.

Whilst a track is queued for uploading, the status is shown as Queued. Whilst a track is being uploaded, the current progress percentage is displayed. There are two graphical displays which also indicate the track status once the track has been uploaded but before the track is available for broadcasting.

Figure 76 – Track Processing Icon

Whilst the track is being processed then the first icon shown below is displayed and if there is a problem processing the track the Error icon is displayed.

Figure 77 – Processing Error icon

If a track shows the Error icon then it is recommended this track is deleted from the upload list, the physical track examined to ensure it plays through any media player and if necessary, the upload should be retried.

Organizing Media Content

The bigger your music library, the more you will love SAM Cloud. Large numbers of tracks can be easily managed with simple drag & drop operations.

By default, uploaded tracks will be set as the Music Media Type but this can be changed before or during the track upload from the Drop Zone and this can also be changed manually, on a track-by-track basis or you can drag and drop large number of tracks onto a media category. To change the Media Type for a single track simply right-click the track in the library, select Edit and the Track Media Editor will appear.

There is also the option to add one or more Genres and Moods for each track. These can be referenced from the built-in Library Filters which can then be used to identify tracks with a common genre or mood which in turn could be used to create Genre or Mood specific Playlists.

It is recommended that you ensure a consistent approach is taken when editing the track media information, for example, if the artist for some tracks was 'Rolling Stones' but for others it was 'The Rolling Stones', you should decide on the Artist name you wish to refer to and ensure all tracks by this artist follow this pattern.

This also has a bearing on the Separation Rules and you could easily find two tracks have been played by the same artist inside the time of the Separation Rule because the track information lists two variations of the same artist name.

Track Media Editor – Basic info

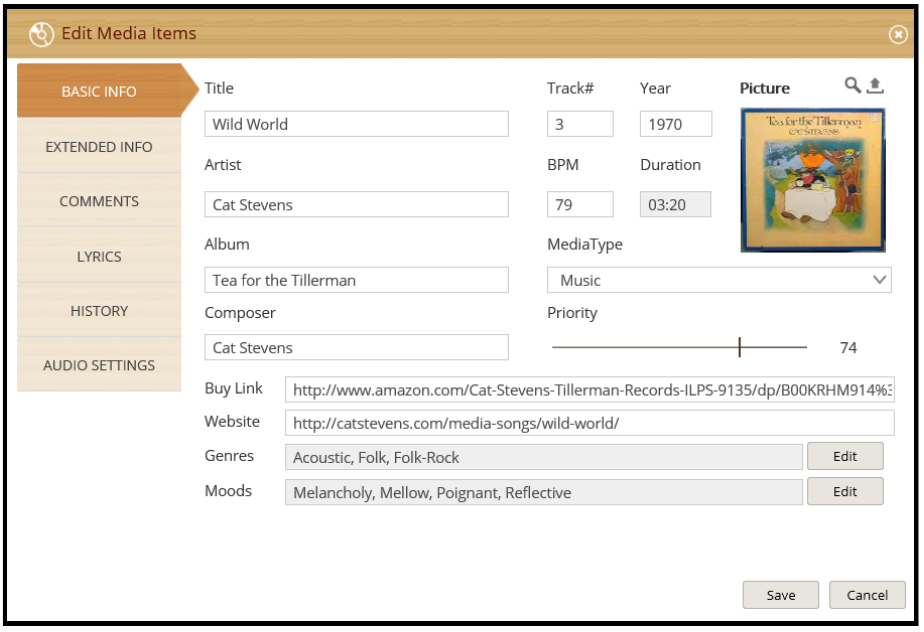

Figure 78 – Media Information Editor

We can see that all of the Basic Information has been completed for this track and whilst most of this information might be obvious, we should cover the Media Items Editor options in greater detail.

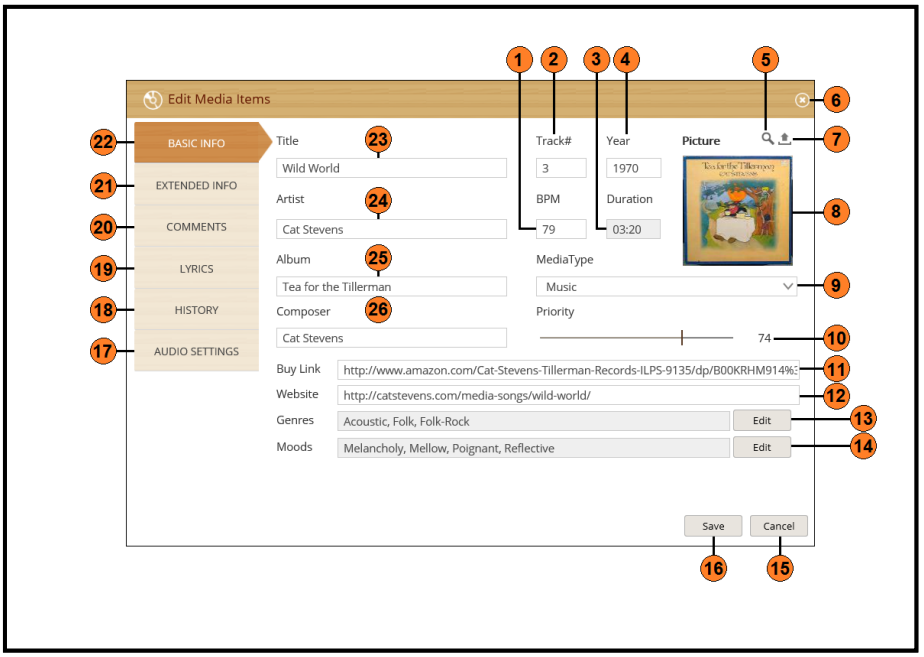

Figure 79 – Media Information Editor – Basic Info

Serial	Description
1	Track Beats Per Minute (BPM)
2	Album track number
3	Track duration
4	Track Year
5	Album Search option
6	Close the track details editor
7	Upload Album Cover Art
8	Album Cover Art image
9	Media Type selector
10	Track Priority
11	Track buy link
12	Website link
13	Genres editor
14	Mood editor
15	Cancel any changes made
16	Save any changes made
17	Audio Settings tab
18	Track played History tab
19	Track Lyrics tab
20	Comments tab
21	Extended Information tab
22	Basic Info tab (selected by default)
23	Track Title
24	Artist
25	Album Title
26	Composer

Most of the information contained within the Basic Info tab can be used to locate tracks with the help of the Library Filters. This enables us to locate tracks based on the following criteria:

- By Artist (A to Z)
- By Title (A to Z)
- By Artist
- By Title
- By Album
- By Year
- By Mood
- By Genre
- By Media Type
- By BPM

It should be noted that whilst some of these filters appear similar, By Artist (A to Z) first provides a list of the letters of the alphabet and when a letter is selected all corresponding artists are displayed whilst the By Artist filter provides a list of all artists in alphabetical order. The same is true of the Title filters.

We recommend completing as much track information as possible to provide both you with the most efficient track location features and your listeners with the best listener experience.

Whilst it is simple to change the media type for individual tracks with the drop-down menu, this is not practical for large numbers of tracks however changing the media type for a large number of tracks is also a simple task. You simply select the tracks in question, drag them onto the correct media type filter and release the mouse button when the icon turns from red to green. All of these tracks will now have the media type of the filter they were dragged onto. This also applies to Playlists.

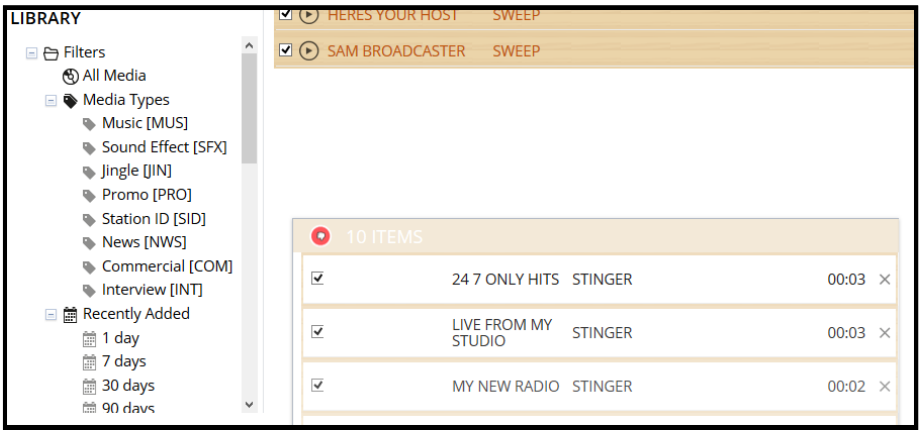

Figure 80 – Dragging Tracks on to a Different Media Type (Red icon)

When the icon changes from red to green, simply release the mouse button and the Media Type for the selected tracks will have changed, the Media Type is one of the selection criteria available when creating Playblocks and you should ensure this is correctly set for each item in your media library.

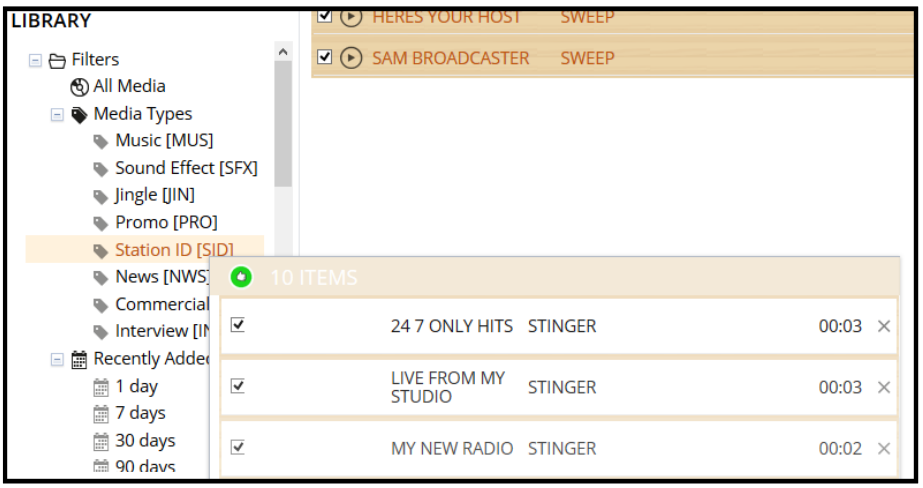

Figure 81 – Dragging Tracks on to a Different Media Type (Green icon)

Album Cover Art Search Function

Most of the information displayed in the track information editor is taken from the track metadata however the album cover art search function has three search provider options, two of which can be used to update some of the track metadata.

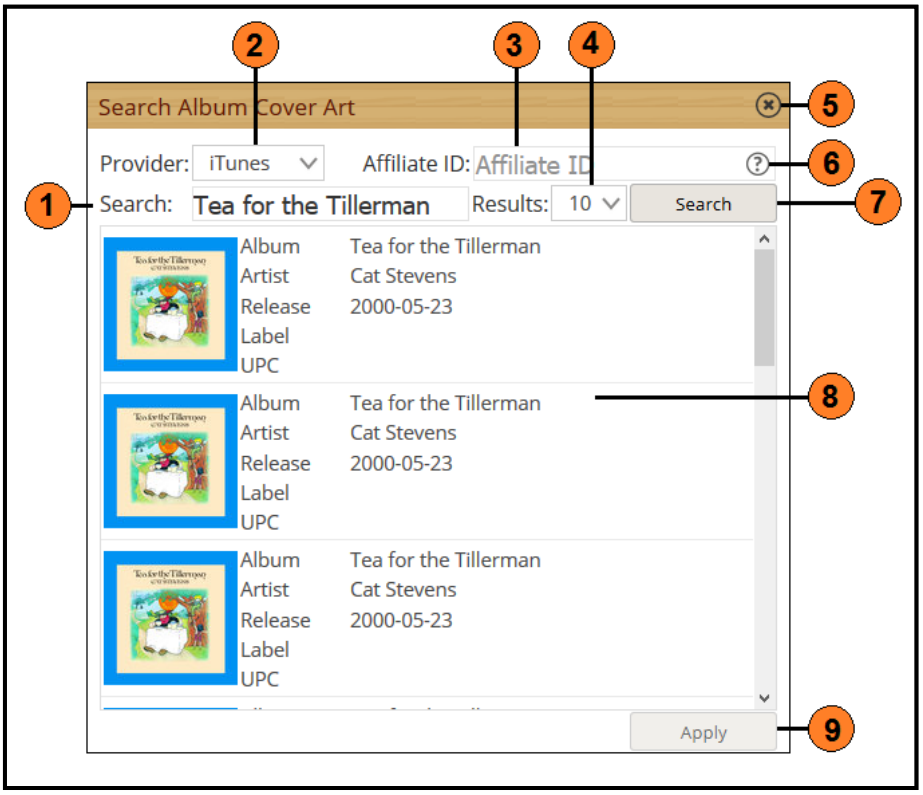

Figure 82 – Album Cover Art Search Feature

Serial	Description
1	Search box
2	Search provider drop-down selection (Amazon, iTunes or Google)
3	Enter your Affiliate ID
4	Set the number of results displayed (5, 10, 20, 40 or 50)
5	Close the window
6	Opens a link to the corresponding Associate program (iTunes or Amazon.com)
7	Click to Search

8	Results window
9	Apply the selected track or album metadata to the track information

This feature provides the option to select the information from Amazon, iTunes or Google however, Google will only provide the album cover art whilst both Amazon and iTunes enable you to enter a corresponding Associate ID which can earn commission on any sales generated from listeners who might purchase the track or album from your station Web Widgets.

Further information about becoming either an iTunes or Amazon affiliate at is available by selecting either iTunes or Amazon as your provider and clicking the question mark shown as item 6 above. This will take you to either of the following links:

http://www.apple.com/itunes/affiliates/
https://affiliate-program.amazon.com/gp/associates/join/landing/main.html

Track Media Editor – Extended info

This page contains additional information which might not necessarily be useful to DJs, it is included for completeness. Below is a description of this tab with only the different features explained.

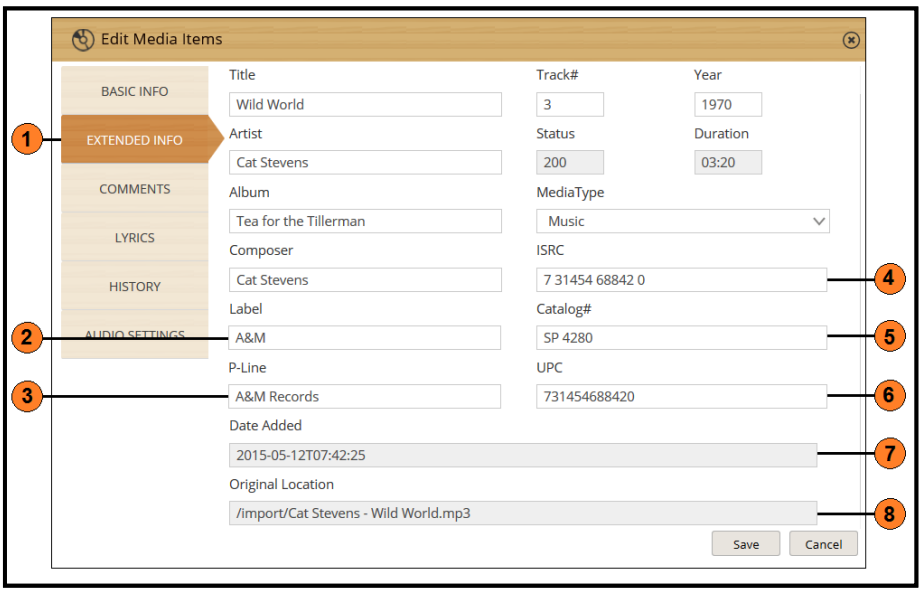

Figure 83 – Media Information Editor – Extended Info

Serial	Description
1	Extended Info tab (selected)
2	Track Record Label
3	Track P-Line
4	International Standard Recording Code (ISRC)
5	Record Label Catalog Number
6	Universal Product Code (UPC)
7	Date track was uploaded to the Cloud library
8	Original track location

Track Media Editor – Comments

Whilst there is no restriction on the type of content you can store in the Comments field, we would recommend using this to store track-specific information which could be used as a reference by the DJ when broadcasting live.

In this example we have taken information from Internet reference sites which could make the DJ sound more knowledgeable about that track than perhaps they might be.

For example, the DJ could back-announce this track with a comment about how Chris Blackwell said that the album from which this track was taken, was the best album Island Records had released up until that point in time.

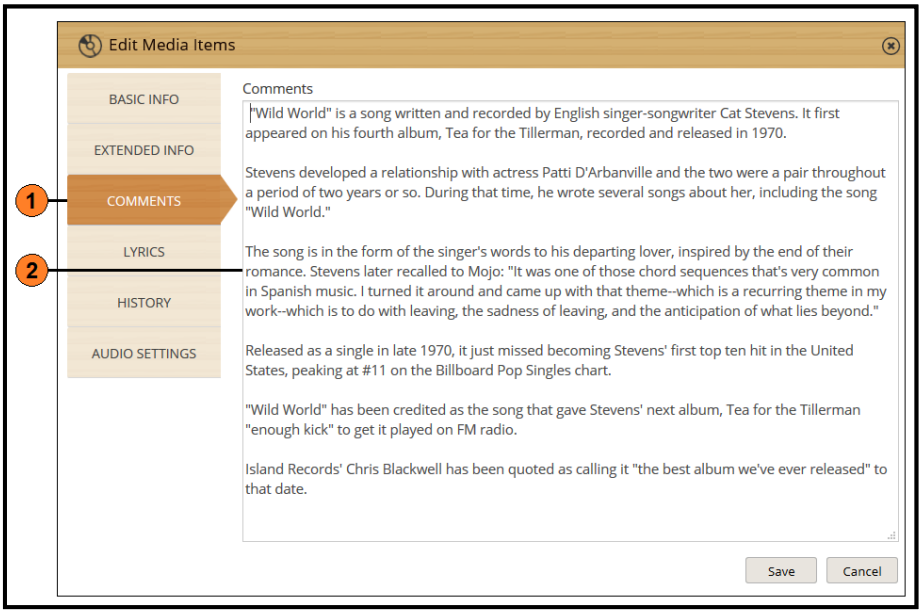

Figure 84 – Media Information Editor – Comments

Serial	Description
1	Comments tab (Selected)
2	Comments field

Track Media Editor – Lyrics

Whilst there may usually be little requirement for the song lyrics, they can be included in case the need arises.

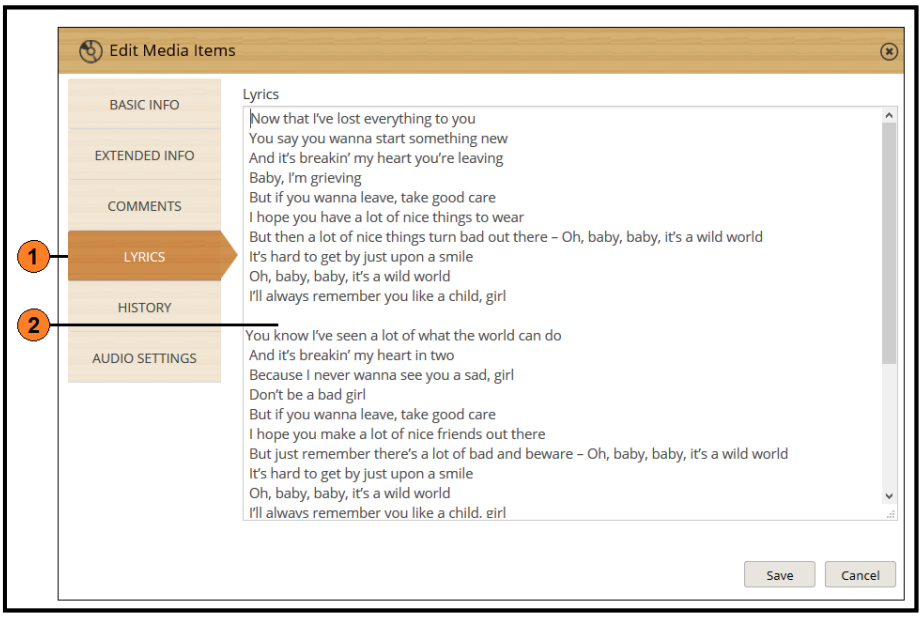

Figure 85 – Media Information Editor – Lyrics

Serial	Description
1	Lyrics tab (Selected)
2	Lyrics field

Track Media Editor – History

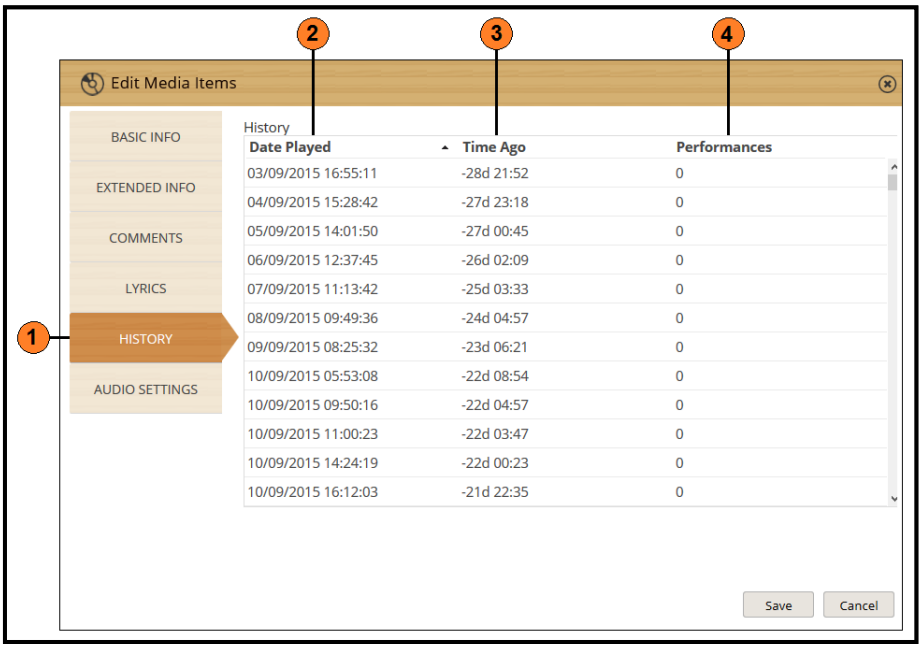

Figure 86 – Media Information Editor – History

Serial	Description
1	History tab (Selected)
2	Time and Date the track was played
3	Amount of time elapsed from the current date and time since the track was played
4	Number of performances or listeners who heard this track at the time played

The track history displayed in the Track Media Editor shows the track performance history for the previous 28 days.

Track Media Editor – Audio Settings

The track-specific Audio Settings operate in a very similar way to the standard Audio Settings feature however you can override these settings on a per-track basis. This is useful if the track has an unusually quiet intro or section which might normally be considered as the end of the track. will be explained in greater detail later on but you should be aware that editing the Audio Settings in the Track Media Editor only adjusts the Audio Settings for the specific track.

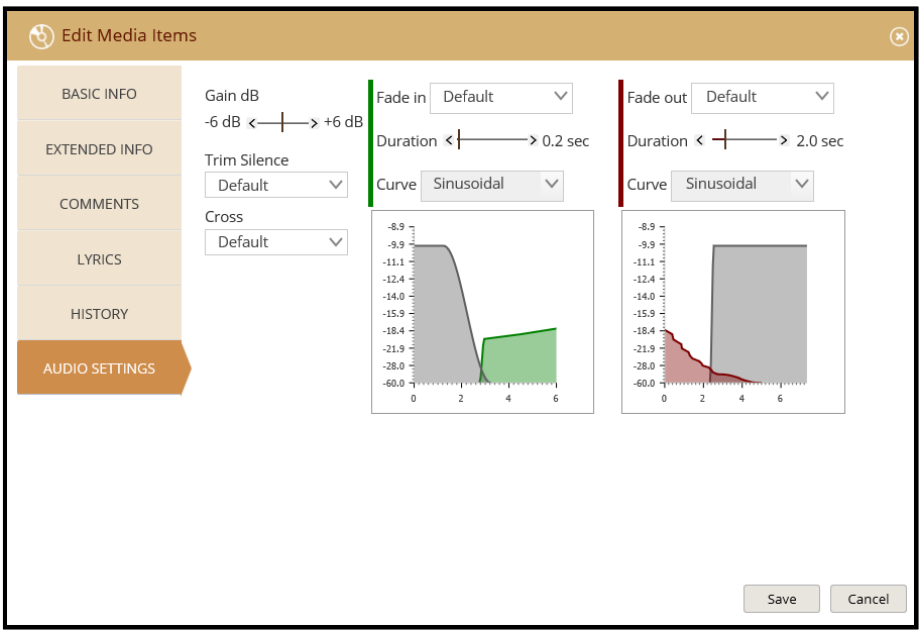

Figure 87 – Media Information Editor – Audio Settings

Whilst the station Audio Settings give you a visual indication of the effect this will have on the beginning and end of tracks, the track-specific Audio Settings provides an accurate, graphical representation of the effect of the current Audio Settings.

We can see that the Gain works in an identical fashion to the Station Audio Settings however, this gives a further adjustment on an individual track which might be used to increase or decrease the overall track volume level.

At the track level, we find we have three options for the Trim Silence, Cross, Fade in and Fade out settings, these are Default, Yes and No.

As standard, each track has these settings set to Default which simply means the default, station-wide settings are applied but we can select Yes which enables us to adjust these settings on the track and we can select No if we do not wish to apply any settings.

Adjusting any of these settings gives a real-time, graphical representation of the effect the changes will have on the specific track.

Permission Denied

The Permission Denied error message usually indicates your account has been idle too long. Refreshing the web browser will usually resolve this issue.

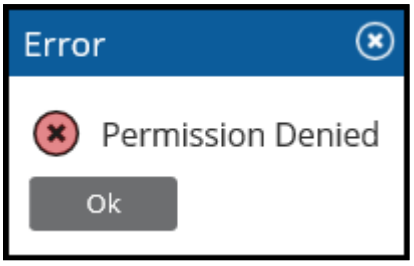

Figure 88 – Permission Denied

Annex A – Example Players

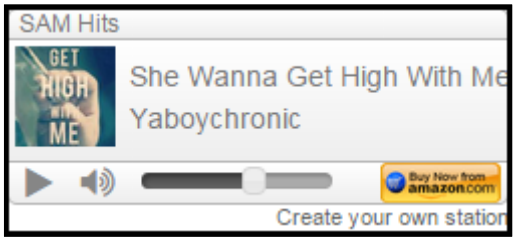

Figure 89 – 250x100 Light Theme Player

Figure 90 – 250x100 Dark Theme Player

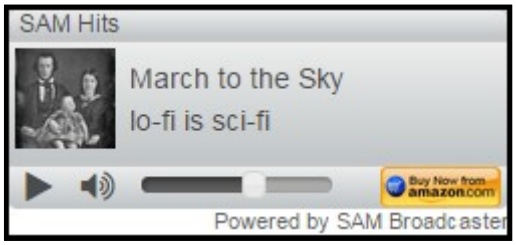

Figure 91 – 250x100 Metallic Theme Player

Figure 92 – 300x160 Light Theme Player

Figure 93 – 300x160 Dark Theme Player

Figure 94 – 300x160 Metallic Theme Player

Figure 95 – 300x200 Light Theme Player

Figure 96 – 300x200 Dark Theme Player

Figure 97 – 300x200 Metallic Theme Player

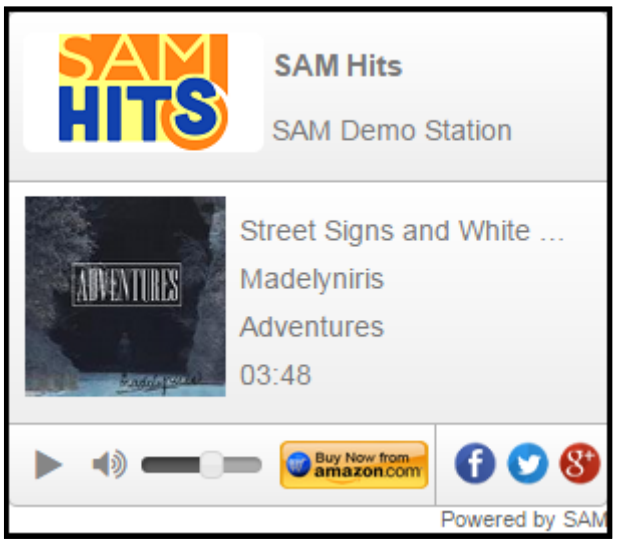

Figure 98 – 300x250 Light Theme Player

Figure 99 – 300x250 Dark Theme Player

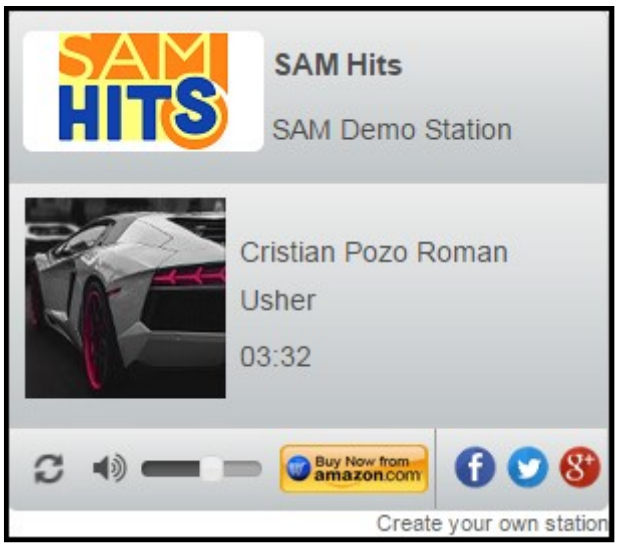

Figure 100 – 300x250 Metallic Theme Player

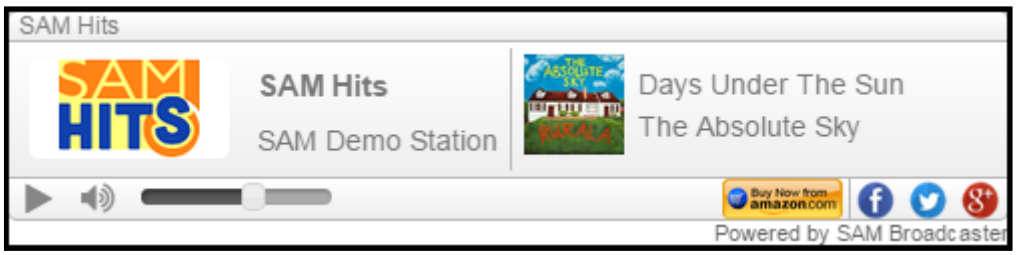

Figure 101 – 500x100 Light Theme Player

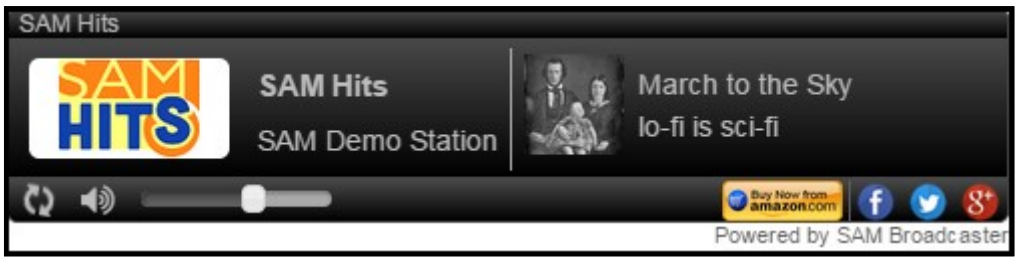

Figure 102 – 500x100 Dark Theme Player

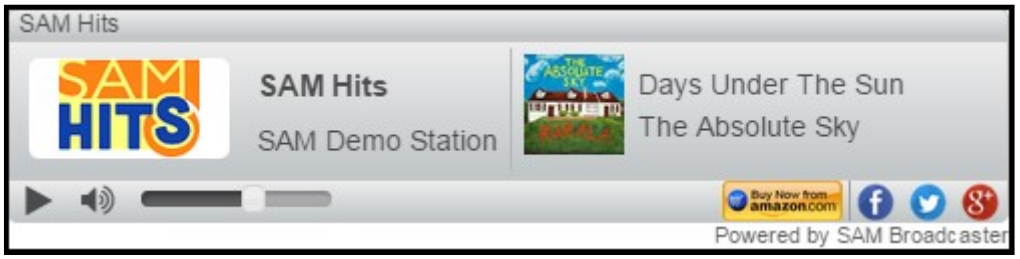

Figure 103 – 500x100 Metallic Theme Player

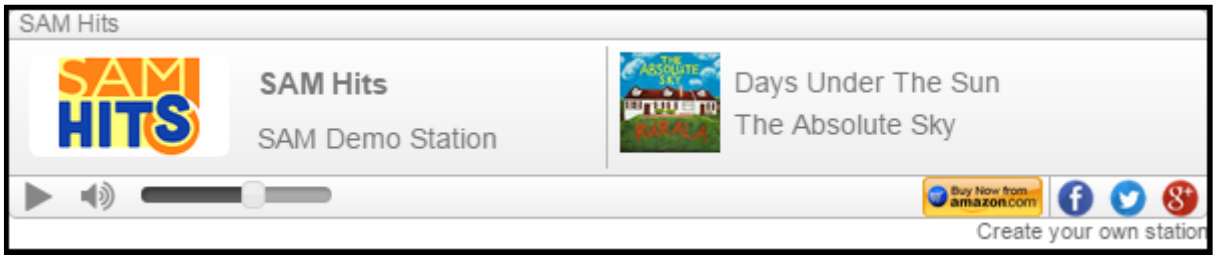

Figure 104 – 600x100 Light Theme Player

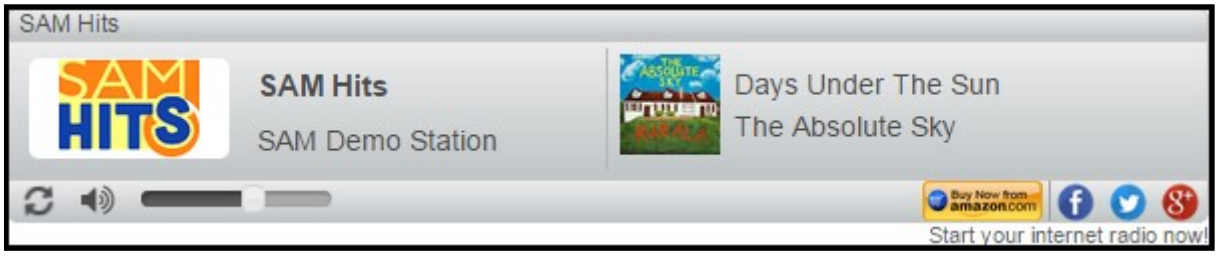

Figure 105 – 600x100 Metallic Theme player

Annex B – Web Widget Examples (Light Theme)

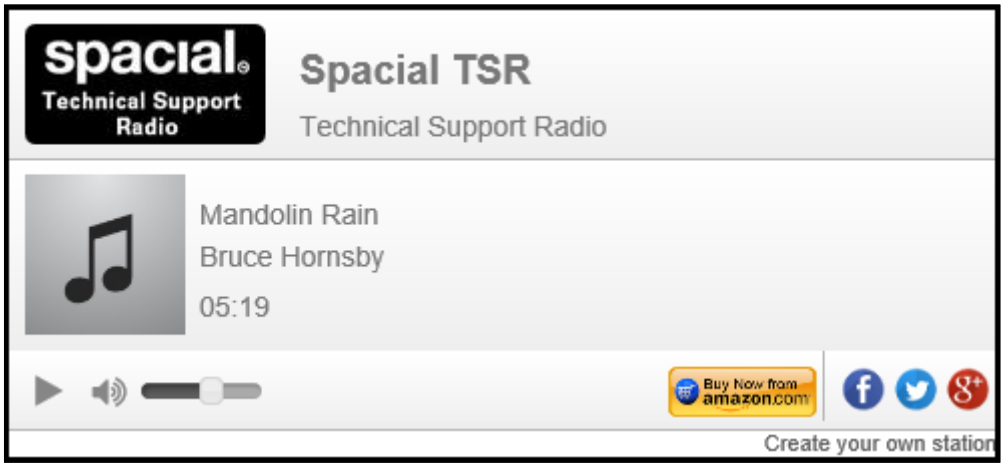

Figure 106 – Station Information Web Widget

Figure 107 – Now Playing Web Widget

Figure 108 – Recently Played Web Widget

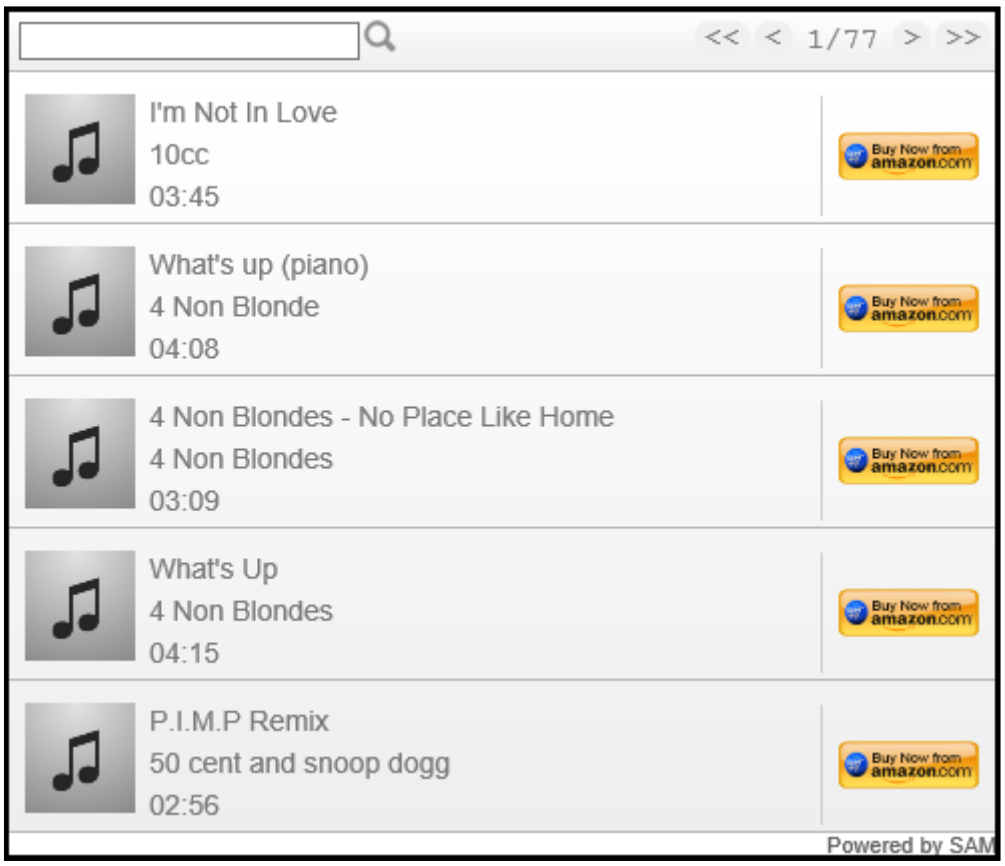

Figure 109 – Media Library Web Widget

Figure 110 – Coming Up Web Widget

Figure 111 – Coming Up Tile Web Widget

Annex C – Table of Figures

Figure 1 – Web User interface Login 6
Figure 2 – Station Selection Screen 6
Figure 3 – WEBUI Library Page 7
Figure 4 – WUI Library Page (Rotated and Enlarged) 8
Figure 5 – WUI Showing Track Bar minimized 9
Figure 6 – WUI Showing Both Track Bar and Sidebar minimized 9
Figure 7 – Search Tab 10
Figure 8 – SAM Broadcaster Cloud Options Icon 10
Figure 9 – Options Menu 10
Figure 10 – WUI Font-Size Option 11
Figure 11 – Color Scheme Options 11
Figure 12 – Examples of the Different Colour Schemes Available 11
Figure 13 – Library Playlists 12
Figure 14 – Shared Playlist Content 13
Figure 15 – Playlist Already Exists 13
Figure 16 – Track Context Menu 14
Figure 17 – Add to Sub-Menu 14
Figure 18 – Add to Playlist 14
Figure 19 – Move Sub-Menu 15
Figure 20 – Remove Sub-Menu 15
Figure 21 – Export Playlist File Sub-Menu 16
Figure 22 – Import Sub-Menu 16
Figure 23 – Import Playlist File Window 16
Figure 24 – View Sub-Menu 17
Figure 25 – Sort Sub-Menu option showing by Artist Options 17
Figure 26 – Sort Sub-Menu option showing by Duration Options 17
Figure 27 – Library Filter Context Menu 18
Figure 28 – Playlist Context Menu 18
Figure 29 – Playlist Context Menu, Add Playlist to 18
Figure 30 – Playlist Context Menu, Export Playlist File 19
Figure 31 – Queue Tile View and View Options 20
Figure 32 – Queue, Compact View 20
Figure 33 – History Window 21
Figure 34 – Broadcast Control 21
Figure 35 – Live Control Options 22
Figure 36 – Change Broadcast Mode 22
Figure 37 – Change Stream Buffer 22
Figure 38 – SAM Broadcaster Live-DJ Link 23
Figure 39 – SAM Broadcaster Pro Link 23
Figure 40 – Icecast 2 Compatible Link 23
Figure 41 – Playblock Editor 24
Figure 42 – Health Tab 25
Figure 43 – Error Message Alert 25
Figure 44 – Warning Message Alert 26

Figure 45 – Message Type Filters 26
Figure 46 – Station Details 26
Figure 47 – DJ Permissions 28
Figure 48 – Adding a DJ 29
Figure 49 – Adding a DJ Error Message 29
Figure 50 – Remove DJ Confirmation 29
Figure 51 – Audio Settings Description 30
Figure 52 – Website Tools and Widget Options 31
Figure 53 – Player Webpage 32
Figure 54 – Website Template Configuration Instructions 33
Figure 55 – Widget Listen Link Options 33
Figure 56 – Player Options 34
Figure 57 – Player Configurator 35
Figure 58 – Web Widget Generator 35
Figure 59 – Web Widget Generated Code 36
Figure 60 – Access the Track Upload Window (Method 1 Track Bar minimized) 37
Figure 61 – Access the Track Upload Window (Method 2 Track Bar expanded) 37
Figure 62 – Access the Track Upload Window (Method 3 Options Menu) 37
Figure 63 – Track Upload Window 38
Figure 64 – Import Source Options 38
Figure 65 – Upload Queue Clear Options 39
Figure 66 – Upload Options menu 39
Figure 67 – Import Mode Options 39
Figure 68 – Concurrent Connections 40
Figure 69 – Available Upload Destination 40
Figure 70 – Upload Media Types 41
Figure 71 – Selected Upload Options 41
Figure 72 – Track Upload in Progress with a Variety of selected options 41
Figure 73 – Playlist Destination Indicator 42
Figure 74 – Track Upload Complete 42
Figure 75 – Upload Status Indicator 42
Figure 76 – Track Processing Icon 42
Figure 77 – Processing Error icon 43
Figure 78 – Media Information Editor 43
Figure 79 – Media Information Editor – Basic Info 44
Figure 80 – Dragging Tracks on to a Different Media Type (Red icon) 45
Figure 81 – Dragging Tracks on to a Different Media Type (Green icon) 46
Figure 82 – Album Cover Art Search Feature 46
Figure 83 – Media Information Editor – Extended Info 47
Figure 84 – Media Information Editor – Comments 48
Figure 85 – Media Information Editor – Lyrics 48
Figure 86 – Media Information Editor – History 49
Figure 87 – Media Information Editor – Audio Settings 50
Figure 88 – Permission Denied 50
Figure 89 – 250x100 Light Theme Player 51
Figure 90 – 250x100 Dark Theme Player 51
Figure 91 – 250x100 Metallic Theme Player 51

Figure 92 – 300x160 Light Theme Player....51
Figure 93 – 300x160 Dark Theme Player....51
Figure 94 – 300x160 Metallic Theme Player....52
Figure 95 – 300x200 Light Theme Player....52
Figure 96 – 300x200 Dark Theme Player....52
Figure 97 – 300x200 Metallic Theme Player....52
Figure 98 – 300x250 Light Theme Player....53
Figure 99 – 300x250 Dark Theme Player....53
Figure 100 – 300x250 Metallic Theme Player....53
Figure 101 – 500x100 Light Theme Player....54
Figure 102 – 500x100 Dark Theme Player....54
Figure 103 – 500x100 Metallic Theme Player....54
Figure 104 – 600x100 Light Theme Player....54
Figure 105 – 600x100 Metallic Theme player....54
Figure 106 – Station Information Web Widget....55
Figure 107 – Now Playing Web Widget....55
Figure 108 – Recently Played Web Widget....55
Figure 109 – Media Library Web Widget....56
Figure 110 – Coming Up Web Widget....56
Figure 111 – Coming Up Tile Web Widget....56

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