

**NOTE: YOU CANNOT USE A MAC OR WINDOWS VISTA
DUE TO MICROSOFT COMPATIBILITY ISSUES.**

Computer

For a computer running one stream we recommend no less than:

Windows XP

- Pentium IV or better running at at least 2.8 GHz
- 1 GB of RAM memory or more for audio OR 2GB or more for video
- Until October 22, 2010, you can buy an XP machine from Dell.com, look for the Windows 7 downgrade option, typically found with business class machines

Windows 7

- Processor running at least 3.0 GHz
- 2 GB of RAM memory or more for audio OR 4GB or more for video
- You **MUST** turn off Aero and UAC features prior to service setup

Notes

- We recommend anti-virus software such as Norton or AVG
- If you will be archiving, we recommend at least a 250GB hard drive
- If you would like to use an add-in sound card to improve sound quality, we recommend a sound card that has been approved by Microsoft. See information at this URL:
http://www.microsoft.com/windows/windowsmedia/forpros/service_provider/hardware/default.aspx#encoder9

Internet Connection

We recommend that you have a dedicated high speed internet connection for streaming

- For audio at a standard bit rate, each stream will need at least 128kbps upload speed
- For video at a standard bit rate, each stream will need at least 512kbps upload speed
 - Please note:
 - If you would like a higher bit rate these numbers will increase accordingly
 - If your streaming computer is not on a dedicated Internet connection, these numbers will increase
 - Please contact us for minimum speeds if either of these apply to you



PRE-SETUP INFORMATION

Automation Connection

If you will be doing Sound Exchange reporting or Ad Replacement, please keep in mind that the automation system will need to be connected to the streaming computer. Scott Studios SS32, BE Audio Vault, and Media Touch are all able to connect via TCP. SmartCaster and Computer Concepts Maestro will need to be connected serially by a null modem cable. (These need to be less than 50' long so keep that in mind when selecting a location for your streaming computer.) Please contact your automation system vendor if you have Enco, Simian, or Pristine to find out if your version needs to connect via TCP or serial cable.

Remote Access

The remote access program we typically use is UltraVNC. We go through the installation of this program with you during your scheduled setup.

- If you would like to install on your own, you can download and install UltraVNC from [ftp.surfernetwork.com/UltraVNC](ftp:surfernetwork.com/UltraVNC). Use the file called UltraVNCSetup.exe.
 - **PLEASE NOTE:** This program needs a few specific items checked during installation so please be sure to check "How to Install UltraVNC.doc" document which is in the same folder.

User Accounts

Please be sure the streaming setup is done on the computer's Administrator account

- If you will be doing RIAA reporting that requires us to collect logs from you, the Administrator account **MUST** have a password on it

IP Addresses

- It is preferred that you have a static external IP address. If you cannot get a static external IP address, we can set you up with a No-IP account free of charge. Please see www.no-ip.com for more information.
- Each computer will need a static internal IP address on your network

Port Forwarding (if there is a router)

- Each separate computer will need a port forwarded to it starting with 5900. (Second computer would be 5901 and so on.) This will allow for remote access.
- Each station will need its own port forwarded starting with 8080 for the stream itself. (This means if a computer has two stations, it will need two ports forwarded to it, 8080 and 8081, one for each stream.)
- Please keep a list of each computer's stations, its internal IP Address, and the specific ports forwarded to it. This will make the setup and any future maintenance much easier.
- **If there is any reason why port forwarding cannot be setup, please let the tech know.**

Audience Support

When you post your links to Listen Live, you may want to include a link to playerinfo@surfernetwork.com. This email account is for listeners that are having trouble with the stream. This will also help us track any recurring problems.