

Subject: Radio Heatherwood Presenters Newsletters
From: "Secretary" <Secretary@radioheatherwood >
Date: 09/11/2005, 10:08
To: Radio Staff



The Radio Heatherwood staff newsletters took many styles and methods of production during its publications.

We have recreated an issue distributed by email to radio staff and also posted on the staff noticeboard.

This newsletter originally published as above date.

The only changes made to these emails have been the removal of personal phone numbers and email addresses.

Background Story to Email:-

Quality And Volume Output of Radio Heatherwood

PJ Davidson-Smith Former Secretary

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From: "Secretary" <Secretary@radioheatherwood>
Date: 09/11/2005, 10:08
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Hi Guys

By now you would have all seen the new meters on the consoles and are asking why do we need this ? " oh they are a distraction whilst broadcasting ?".

" What's this all about "? " Oh it's only PJ banging on about technical stuff don't need to read this ?

Wrong, Read on !!!

Lets take a couple of minutes to look at the thinking behind this and why we should strive to put out an output that is easy on the ears and is a talking point for patients.

The change to the voice recorder from the old video tapes has given us the opportunity to easily listen to what's going out to the patients. Whilst we have found some very good output there is some which is below par and we need to look at how we can raise this quality.

PPM Meters

These meters on the consoles take an average of the peak's and display them. Your levels of 4-5 should be where your output is.

New VU Meters

These meters measure the volume units and they are calibrated so that a 5 on the ppm meters on the console will register two red lights on at the 0db point for each channel. A blue label on the new meters with a downward arrow shows the maximum point you are aiming for.

The new vu meters will show all the peaks consequently you will find occasions where the red lights beyond the 0db mark will light up as long as this is not sustained red on but only momentarily it's fine. If during your output you are lighting these red lights beyond the 0db mark all the time a look at the meters on the console will confirm you have passed 5 and are too loud.

So to summarise the ppm meters on the console of a 5 on the console will be reflected as a 0db(two red Lights) on the new vu meters.

Lights above the odb mark should only be on momentarily and not as a regular event.

Volume Levels

The problem which shows up time and time again is the volume level which goes out especially at hand backs to rhapsody and studio changeovers. In addition some staff are not keeping one eye on the output level via their meters on the console during their shows.

Dealing with two studio changeovers it seems we can never have the volume levels in both studios the same at the point of the switch being thrown. The new meters on the console now show your level and the level of the studio coming on. A difference in level is in your face and a key change at the point when both sets of meters are not in tandem is going to be reflected in that volume level when the key gets thrown.

For the listener it's either jump out of your bed as the key is changed or the drop in volume is such they are reaching for their volume control cos they can't hear the new presenter.

How will this work in reality ? Provided the presenter on air has his levels at the correct point it will be the oncoming studio's responsibility to open their fader for the opposite studio and to set

their levels so that they match the opposite studio. Key change is always best at the end of a record (Mono output if you switch too soon goes out)

Normal monitoring during your show will be aided with the display of the new meter at eye level, this will give you an indication of when things are too loud or too soft.

Handing back to rhapsody is no different than before your levels on the console should be at maximum at the point you throw the key.

Get one of your colleagues to listen to TX output in reception as you do the key change if they don't hear a change in volume then the patients won't either.

Quality Of Sound Output

Our quality of sound output is just as important as the composition of the show or the things we say. If we have taken time on our ward rounds to tune the patient in. We don't want them to comment on our output by saying to others the sound is up and down can't hear what they are saying or it's too loud. They switch off and encourage others not to listen.

We need patients to be totally satisfied that we have delivered a quality of service which makes them comment on our output in a positive light and not the negative.

We are not making changes for the sake of it we are striving to improve patients and staff's overall perception of our service the better it is for us the easier it will be for you when you do your ward rounds !

The complaints about the hospicom terminal might be relentless but patients will comment on our service and we will put hospicom to shame as patients realize where the problems lie.

This is stage one of my improvement for quality. the next stage comes when I'm able to deliver stereo output during studio changeovers. Yes it will happen.

If you don't understand any of what's been highlighted here, contact me or pop into the studio any Saturday and we will answer your concerns.

Regards
Peter J Davidson-Smith
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