

HOW TO CONTACT MANAGEMENT & PROGRAMMING

- **Charles Wright**, our Station Engineer, handles all programming duties and can be reached at charles@austinfilm.org
- **Doug Gray**, Station Manager, doug@austinfilm.org

HOW CONTENT IS DISTRIBUTED:

www.austinfilm.org/austin-public-distribution

Cable Companies:

- Google Fiber, channels 10, 11 & 16 – HD Signal
- Spectrum, channels 10, 11 & 16 – SD Signal
- Grande Communications, channels 10, 11 & 16 – SD Signal
- AT&T Uverse channel 99 – SD Signal

Streaming Online:

- www.austinfilm.org/austin-public/watch - HD Signal
- Roku App – Search “Austin Public” - HD Signal
- Apple TV App – Search “Austin Public” - HD Signal
- Amazon Fire App - Search “Austin Public” - HD Signal

Remote Streaming Services:

- RTMP Feed to our channels remotely:
 - OBS – Free and downloaded online
 - Restream - request login from doug@austinfilm.org
 - Streamyard - request login from doug@austinfilm.org

HOW TO SUBMIT CONTENT TO AUSTIN PUBLIC

To submit content you must first complete the startup process to become a Producer:

- Attend an Orientation
- Complete the Producer Survey and supply copy of photo ID and proof of residency
- Complete the Media Policy class
- Pay a Producer Program subscription (monthly or yearly)

STEP 1: Uploading your file online

1. Got to: <https://connect.telvue.com/media/all>
 - Login:
 - User: apcontent
 - Password: APcontent
2. Click the “Media” tab at the top
3. Drop your file into where it says:

Drop files on page to upload.

****There is a 10GB max on the file size****

STEP 2: Filling out a show form

4. Fill out and submit a **Show Form** (the “Add a New Show” link in the Projects section on the Producer Portal). Make sure to create a Project through the portal first and then you’ll see this link appear. We have training videos online here to learn how to use your Portal: www.austinfilm.org/austin-public/training-videos

Please Note: There is a 5-day processing period between the time you submit your file and when it will cablecast. If there is a technical problem with your file then staff will notify you within these 5 days. You can find out if your show form has been approved under the “Shows” tab on your Producer Portal.

TECHNICAL REQUIREMENTS

There are two important technical requirements to adhere to:

FADE IN AND OUT - We require a fade up from black at the beginning of the video and a fade down to black at the end of the video. There needs to be only 1 second of black at the very beginning and at the end of the show.

10 SECOND TAG AT THE END OF YOUR FILE - All files submitted (except promos) must have a local identification tag for 10 seconds at the end of the program (after last video and credits).

This tag must include legible text with Producer's name and at least 1 of these 3 items:

- A working phone number
- Physical address (It can be a PO Box)
- The active email address on file with the Austin Film Society.

A website and/or social media links are optional. The Tag must be **STATIC** for 10 seconds and not scrolling or moving in anyway. This tag is included in the total run time of 28:30 and 58:30 for Series files.

FORMAT FOR NAMING YOUR DIGITAL FILE:

1. **The first 3-4 characters** - Acronym of your project title - all CAPS, no spaces, no numbers, no special characters and no punctuation marks.
2. **The next characters (5 - 8 characters long)** - Episode Name - all lowercase, no spaces, no numbers, no special characters, no punctuation mark.
3. **The last 2-3 characters** - Episode Number - just numbers, no spaces, no special characters, no punctuation marks.

Example Name: If the name of your show is: "Austin Public Training - Camera Class #1". Your File Name Could Be: **APTcamclass001.mov**

FORMATTING YOUR FILE:

We accept a wide range of file types and High Definition (1920x1080) is our preferred resolution. The main thing to know is that **your file needs to have a frame rate of 29.97 frames per second.**

TYPES OF PROGRAMMING:

There are 3 types of programs you can submit. All 3 require the file to be dropped off in Austin Public's upload station or uploaded online with a Submit Show form filled out through the Producer Portal.

Promo (No extra Cost) - 15-90 second video to promote your show on the channels

Independent Shows (No extra Cost) - Shows of any length that will cablecast at programming department's discretion or a Producer can request an airdate

Series (minimal fee for a Series ranging from \$15-\$40 for the full 4-month season)

A Season of weekly programming that cablecasts at the same time and same day of the week for a 4-month span. Series programs must be: 28:30, 58:30, 1:28:30, 1:58:30 in length.

Please Note: If a Series Show is not timed correctly the digital file will be rejected.

The three Series Seasons:

- Summer Season May 1 to August 31
- Fall Season September 1 to December 31
- Winter Season January 1 to April 30

Check the "SERIES" link for current costs, updates and policies for the Series seasons:

www.austinfilm.org/austin-public/series

CONTENT, TECH SUPPORT, SERIES & STREAMING

****Every Producer is responsible for reading and understanding our full 24-page policies and procedures found on www.austinfilm.org. The following policies are strictly about the warranties agreement, tech support, series and streaming services, which are also listed in the full policies and procedures****

GENERAL

UNIVERSAL REPRESENTATIONS AND WARRANTIES AGREEMENT:

The Producer submitting the content, going live and/or applying for the Series understands, warrants, and represents to Austin Public that the program being submitted or aired live contains none of the following:

- Any material that is defamatory, unlawfully disparaging or that constitutes invasion or violation of any person's right to privacy.
- Any material, which is in violation of Subchapter B: Obscenity, of Chapter 43 of the Texas Penal Code.
- Any material, which violates any local, state, or federal laws, rules, or regulations throughout the world.
- Any advertising or material that promotes any commercial product or service.
- Any solicitation or appeal for funds.
- Any unlawful use of copyrighted material or any other proprietary property.
- Any material that has a reasonable probability of creating an immediate danger or damage to property, creating an injury to person(s), or creating public nuisance.

Producers are required to complete the Media Policy class and sign the contract to agree to these bullet points before they can submit content to air, go live, apply for a series and/or reserve the resources.

EQUIPMENT TECH SUPPORT:

Certain AFS staff members will provide tech support under these conditions:

- Only provided by our Community Media staff (Station Manager, Equipment Specialist, and Station Engineer)
- Only during specific hours:
 - 10am-6pm, Monday – Friday, during our COVID-19 suspension of operations
 - Public Hours once we reopen
- Only on AP equipment and resources
- Only on resources the Producer has a certification to operate
- To a crewmember only after they've first discussed the issue with the Producer who reserved the resource and a resolution cannot be made. We have online and paper training resources available, and if you need additional assistance please schedule an appointment with our Station Manager or Station Engineer by emailing austinpublic@austinfilm.org
- In person, via email or phone:
 - Charles@austinfilm.org
 - 512-478-8600 X25

PLEASE NOTE: Station Engineer may suggest coming onsite with the gear to further tech support if support cannot be given successfully over the phone or email.

LIVE SHOWS

LIVE REMOTE CABLECASTS:

It is the responsibility of the Producer that applied for the Live Remote Series or live time request to make sure the stream starts on time and that there is no dead airtime. It is also this Producer's responsibility to make sure the host and guests are abiding by the warranties and representations taught in the Media Policy class as listed above and in "PART 7: CONTENT" of the full Policies and Procedures found on the AFS website.

LIVE PROGRAM CANCELLATION:

To cancel a live program the Producer must email the Station Engineer at least 24 hours before a scheduled airdate. Please email charles@austinfilm.org. When we are open to the public you may also call 512-478-8600 X25.

SERIES

GENERAL INFO:

A Series is defined as a show (with at least 20% original content) that is cablecast weekly on the same day, time and channel during a 4-month season with a total running time of 28:30, 58:30, 1:28:30 or 1:58:30. All active Producers, who have completed Media Policy, are eligible to apply for a Series. A small application fee is required to secure your series time slot.

Producers are limited to 1 Live Studio Series application during the priority application period; however, there are currently no limitations on pre-recorded or Live Remote Series applications. A Producer may apply for additional series after the priority application period ends based on availability. The same application fee will still apply. A Series is a privilege, not a right.

The 3 Series Seasons:

- Summer Season runs May – August
- Fall Season runs September – December
- Winter Season runs January – April

SERIES APPLICATION PROCESS:

The priority application process for a new season will occur during the month prior to the Series start date. The Application form, payment form and current season updates can be found here: <https://www.austinfilm.org/austin-public/series>

LIVE STUDIO SERIES:

Live Studio Series will only be available during specified time slots on Sunday, Monday & Tuesday (when not closed for onsite operations due to COVID-19). These slots will be listed in the Live Time options on the series application, when made available for that season. A live series show must justify the space requirement for Studio 1. Series allocations will be made with respect to those space requirements.

OTHER SERVICES:

STREAMING SOFTWARE & SERVICES:

Streamyard: This service is open for use by any active Producer, as long the Producer has requested live airtime on the channels through a show form or series application. To initiate use of Streamyard a Producer will need to acquire a login code by emailing and requesting the code from doug@austinfilm.org.

Restream: This service requires a reservation through the Producer Portal. It is listed on the portal as a reservable asset under the "Streaming Services" section when making a reservation. Certification and login will be given upon requests sent to doug@austinfilm.org. You must make a reservation for a block of time each time you want to use Restream and they should be 1 - 3 hours in length.

Here are additional policies for Restream:

1. **Producers must use Restream to go live on Austin Public's channels** but they're welcome to simultaneously stream out to any other source(s).
2. Restream only allows one person to use their virtual "studio" at a time so Producers should not log in to Restream outside their approved blocks of time.
3. Producers are responsible for adding their own social media stream channels and need to avoid streaming to other Producer's channels when going live or creating their event.
4. The Custom RTMP feed in the "Destinations" section on Restream will send the feed to Austin Public's channels so Producers need to select this destination when going live or creating an event. Do not change the Custom RTMP info.
5. Non-series Producers are required to submit a separate Show Form through the portal to request a live time slot for a channel. Series Producers do not need to submit a Show Form but are required to add their Series name to the notes field of the Restream reservation.

The reservation for Restream and the Show Form for the live time will be processed by our Engineer, so reach out to Charles@austinfilm.org for questions. There are training videos on Streamyard and Restream here: www.austinfilm.org/austin-public/training-videos