

## THE WHYS AND WHEREFORES OF REMOTE MAINTENANCE

Nétia has run an efficient, well-adapted remote maintenance service for a good many years now. The service is available via PC Anywhere software running with analog or digital phone links. All you need is a Numeris or RTC modem on a dedicated line.

The system is quite straightforward: at any time of the day or night, a Nétia maintenance manager using a fixed or laptop computer can instantly (as with an ordinary phone line) gain access to the remote "Host" computer and visualise exactly what it contains before proceeding with three types of intervention:

- checking that the client-server architecture installed is working properly
- rectifying any dysfunction in the shortest possible time
- updating software versions automatically or manually

These interventions can be carried out on any remote network computer without it affecting any editing or recording that is going on. The Remote Maintenance system has fully proved its worth. It is perfectly secure since connection depends on a password, intervention time is reduced because no travel time is involved and time zones are no longer a problem.

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## RADIO-ASSIST LEVEL INDICATORS

The two most commonly-used level measurement tools are the VU meter, to measure audio signals in volume units, and the peak meter to measure peak sound signals.

To answer the request of a radio pool, instead of a measuring device, Nétia has brought out a sound level control device anyone can use (technicians and non-technicians alike in any country). This device helps to prevent saturation which is the worst thing for radio sound levels.

Radio-Assist level indicators have a peak meter display plus peak memory (a red bar to guard against saturation). The indicators are easy to read since ballistics (or inertia) is applied according to DIN norms (the German standard specifying the time of response and lowering of indicator levels).

It should also be noted that each country has its own standards for the nominal working level (0dB).

In France, the alignment level, or standard 0dB, is set at +4dBu, but this can be adjusted in the Registry to adapt to other countries. The value is +4dBu in the USA and +6dBu in Germany.

Headroom (or anti-saturation modulation margin) is preset at 12 dB, which is a reasonable compromise between the dynamic range and the safety zone to prevent saturation, along with the maximum output level allowed by the sound card.

Headroom is configured in analog mode (with no effect on digital input and output) but can be activated in digital mode if required by the operating system. This has no effect on the sound base provided that the headroom is kept unchanged.

Radio-Assist level indicator graduations range from the headroom value (+12dB, minus a possible "hidden" reserve.) to -30dB. The minimum display value is a reasonable compromise to ensure good visualisation.

It should be noted that Radio-Assist level indicators can be adapted for all radios since the alignment level values, headroom, reserve and maximum and minimum graduations can all be parameterised.