

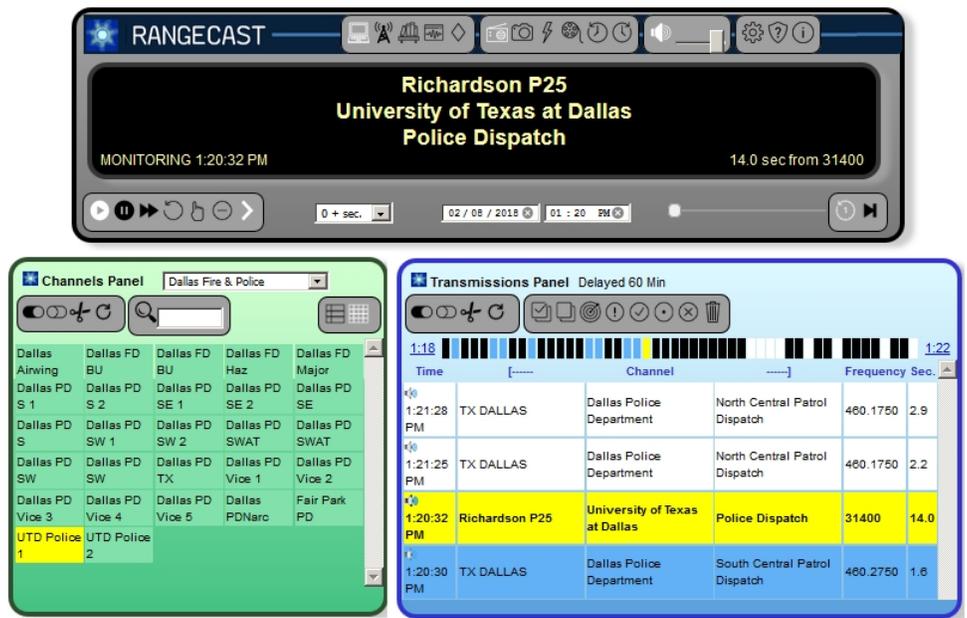


## RANGECAST IS UPGRADING

Rangecast is converting all customers who are still using the original Java player to our current HTML5 platform. Java is obsolete and no longer supported in most web browsers.

HTML5 provides better cross-platform compatibility, and the HTML5 Rangecast player works on Windows, Apple, Android, and Linux devices. In addition, our HTML5 player includes enhanced features, including lists of available channels and transmissions, a way to directly enter a specific date and time when accessing prior content, support for downloading audio files from within the player, and the ability to speed up the audio playback so you can monitor more than 60 seconds of audio in every minute. Additional premium features utilize voice to text transcription and keyword detection.

### INTRODUCTION TO THE HTML5 PLAYER



Link to LIVE DEMO RANGECAST PLAYER - Audio from Dallas metro region delayed 60 minutes

<https://www.rangecast.com/beta/player.html?s=demo>

Links to HOW TO USE THE RANGECAST PLAYER videos

Introduction (12 minutes): <https://www.youtube.com/watch?v=Vf3gubNB2vQ>

Longer description (38 minutes): [https://www.youtube.com/watch?v=\\_DV5WixkUno](https://www.youtube.com/watch?v=_DV5WixkUno)

Note - The Longer video shows version 2.7, the current player is version 2.8 with some minor differences.

## WHAT TO EXPECT DURING THE TRANSITION

The upgrade should be fairly easy, but it is important to be aware of both technical and training considerations. We expect to switch most customers during February and March. All customers must be converted by April 11, 2018 at the latest, but of course we want to switch everyone well in advance, as that will leave some margin for handling exceptions that may arise.

**Technical:** In preparation for the transition, some scanners (one at each feed site number) may need to be taken offline for a limited time while performing a signal survey. In general, this should not cause any significant disruption, since nearly all feed sites have three or more radios providing redundancy. But receive sites that operate with only a single radio receiver would be taken offline while that radio is performing a survey. This survey work is necessary for correlating received signals against a channel database used by the HTML5 player, and optimizing reception from your location. Rangepast can do this work remotely, and in most cases we expect that no on-site assistance will be required. However, while testing your system, it is possible that we may find ways to improve the quality of signal reception, and we will contact you if on-site assistance would be useful.

**Training:** Before completing the transition, your staff should be familiar with the HTML5 player. Therefore, it is important for us to co-ordinate the timing of the switchover, so you are prepared and ready. There are two basic options:

**1) Hard switchover.** If your staff can train on the HTML5 player through the links above, we can switch the system over from Java to HTML5 at some specific time convenient for your operations. (If there are any problems, we can revert to the Java programming while they are resolved.)

If you want to check performance in advance, we can temporarily switch over to the HTML5 system for a limited time (such as an hour during a late-night or weekend period) when it is acceptable to have the Java player out of service.

**2) Soft switchover.** During a transition period, we can have the scanners feeding into both the Java and HTML5 systems simultaneously. However, the recordings of transmissions must be separately indexed for the two systems, so the efficiency of the scanners will be diminished during this period (as each transmission may be recorded on two radios, resulting in 50% lower efficiency during the transition period, until you are fully comfortable with completing the switchover to the HTML5 player.)

*(Note: One feature in the Java player is not available in HTML5 -- directing audio to a specific left/right speaker.)*

## WHAT IS NEEDED FROM YOU

For the most part, we can prepare your system for the transition. However, user accounts will need to be created in the new system, and it would be helpful if you can set usernames and passwords through our online account management system.

Link to **HOW TO CREATE USER ACCOUNTS** video

[https://www.youtube.com/watch?v=tl\\_qXptLfQQ](https://www.youtube.com/watch?v=tl_qXptLfQQ)

Link for the **HTML5 system**

<https://www.rangecast.com/beta/>

*This link may be used for accessing either the HTML5 player  
or the HTML5 account management system.*

If you have any questions, please contact us at this address:

[tech @ rangecast . com](mailto:tech@rangecast.com)