



Version 2.9

User Guide



October 2014

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SHOUT User Guide

1. Introduction

Chyron's SHOUT application aggregates posts from multiple user defined social media services, such as Twitter, Facebook, Instagram, RSS feeds, and Mass Relevance streams. These posts can be moderated by the SHOUT operator and output to a Chyron playout system. A wide variety of filters and search criteria may be applied by the operator to manage the content and appearance of posts that reach Air/production output. SHOUT operates on any Windows machine and can control Chyron's Channel Box platform or any system running Lyric software, such as HyperX or LEX.

Alternately, SHOUT-produced content may be output to a file for use in editing sessions and other post-production operations.

Moderation options include creation of multiple, application-wide moderator messages, which appear as customized posts.

SHOUT's main window is seen in **Figure 1**. The window consists of five menus and two buttons:

- The **File** menu allows the operator to add, import, and close tabs, as well as exit the application.
- The **Edit** menu allows the operator to edit, move, and delete posts.
- The **View** menu allows the operator to refresh the tabs, view the available requests, and view the logs.
- The **Tools** menu allows the operator to enter the Global Preferences, the Tab Settings for the current tab, and the Device Manager.
- The **Help** menu provides information about the application and its licensing agreement, as well as the ability to activate and deactivate license keys. This user guide can also be found in the Help menu.
- The **Add Tab** button allows the operator to add a new tab.
- The **Refresh All** button allows the operator to refresh all the tabs at once.

Where an information icon  appears on the interface, additional information about the feature with which you are working is available. Help text will appear upon mouse-hover.

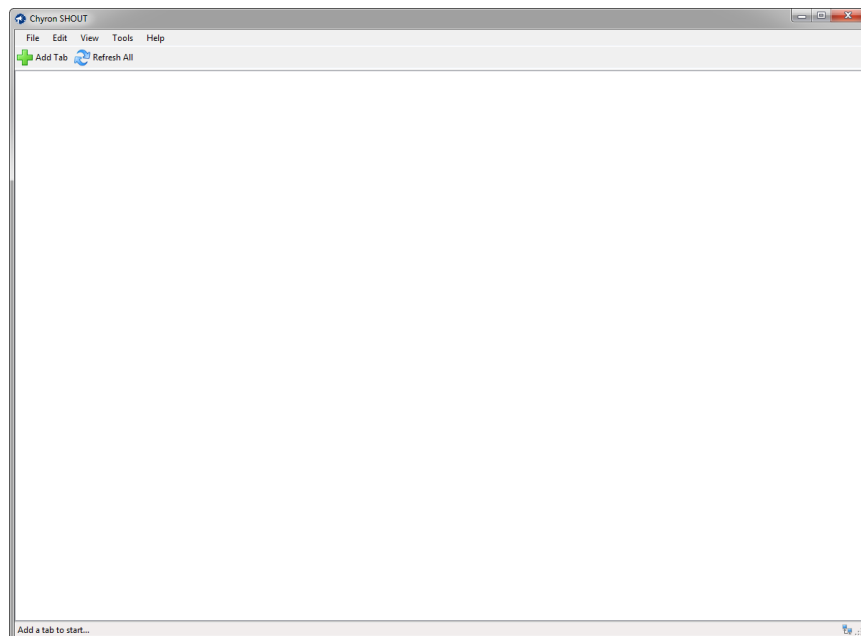


Figure 1. SHOUT main window

2. SHOUT's Global Preferences

SHOUT's global preferences consist of application-wide settings that affect all of the tabs. The Global Preferences dialog can be launched from the Preferences menu item under Tools. The Global Preferences dialog contains ten sections: **Accounts**, **Search**, **Filter Out**, **Find and Replace**, **Playback**, **Logos**, **GPI**, **Appearance**, **Language**, and **Internet**.

2.1. Accounts

The Accounts section of the global preferences is used to add, remove, and authenticate different social media accounts that can be used in various tabs. SHOUT currently supports the following social media data sources: **Twitter**, **Twitter Lists**, **Facebook**, **Facebook Pages**, **RSS Feeds**, **YouToo Feed**, **Mass Relevance Streams**, **SHOUT Tabs** and **Instagram Accounts**.

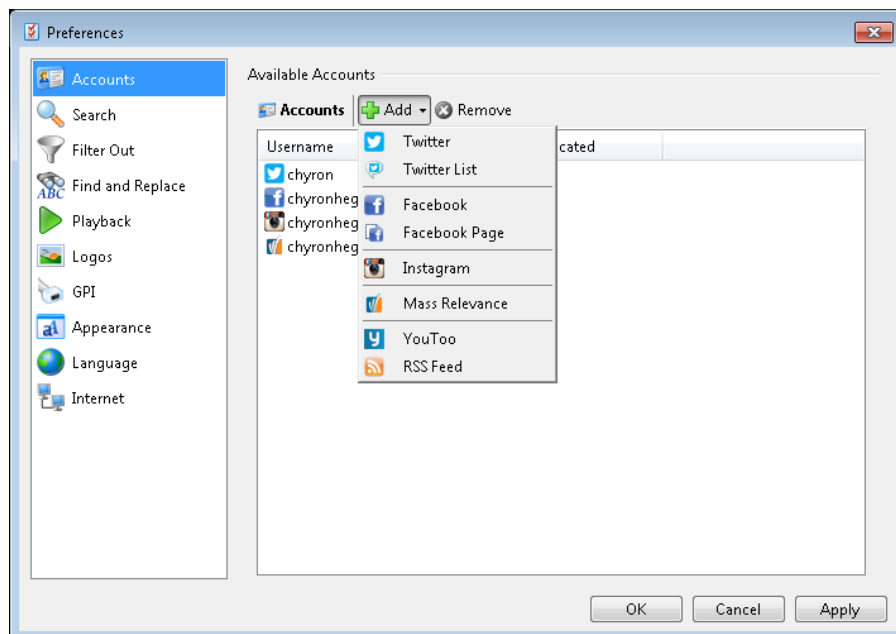


Figure 2. Accounts preferences and the available social media account types

To add an account, use the **Add**  dropdown to select the desired account type. Depending on the account type, the operator will be prompted for information associated with that account. To authenticate an account at a later time, select it from the list, and click the **Authenticate** button. To remove an account, select it from the list, and click the **Remove** button. Multiple accounts may be authenticated or removed at once by selecting multiple accounts and taking the desired action.

2.1.1. Adding a Twitter Account

1. To add a Twitter account, select **Twitter** from the **Add** dropdown.

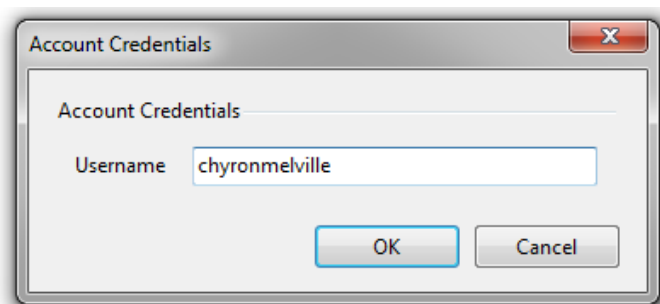


Figure 3. Username of the Twitter account being added

2. In the **Account Credentials** dialog, enter the username associated with the account.
3. Click **OK**. The **Authorize Account** windows seen in **Figure 4** will appear, presenting the opportunity to authenticate your account.

Twitter accounts are required to be authenticated in order for SHOUT to properly refresh any data sources that are using that account as a parent authenticator. This means that you must add at least one authenticated Twitter account in order to properly download posts and images from Twitter lists and search terms.

To authenticate your Twitter account:

4. Enter your username and password and click **“Authorize app.”**
5. Once logged in, you will be prompted with a PIN number. This number is automatically copied into the text box seen at right in **Figure 4**.
6. Verify that the pin numbers match and click the **OK** button to complete the authentication process.

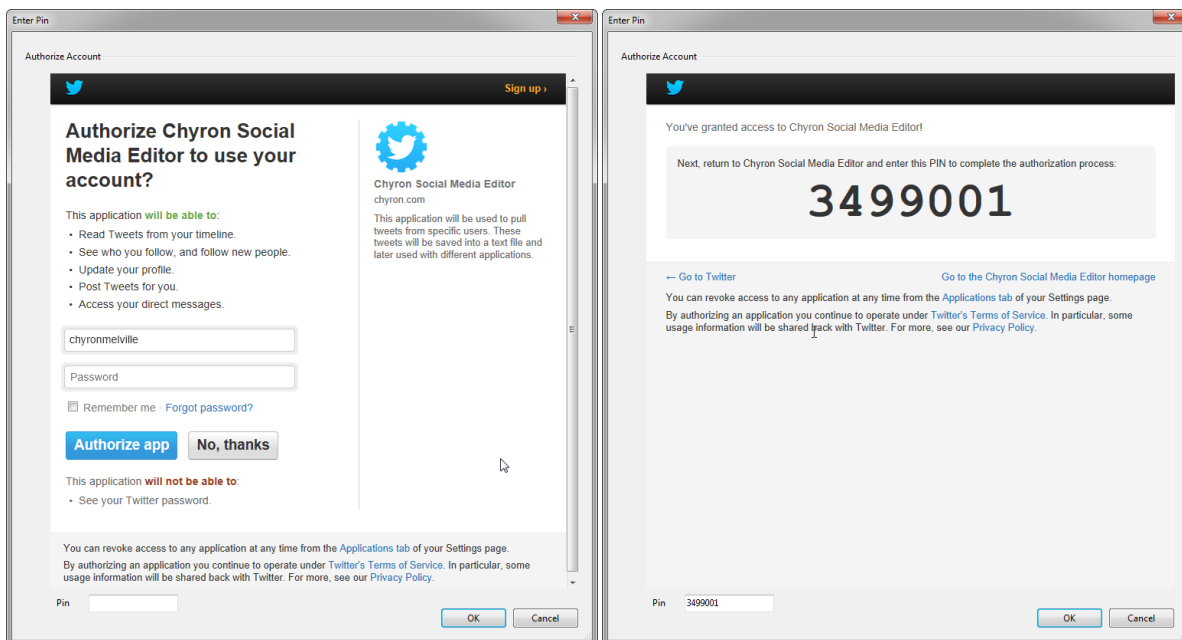


Figure 4. Authorization for using SHOUT with a Twitter account

2.1.2. Adding a Twitter List

Twitter lists can also be used in SHOUT as data sources.

To add a Twitter list:

1. Select **Twitter List** from the **Add** dropdown.
2. Type in the full URL of the list or the List Owner and List Name, as seen in **Figure 5**. Note that the List Owner and List Name must be entered exactly as registered.
3. Select the parent account that this list will be authenticated under.
4. Press **OK**.

If no authenticated Twitter accounts exist, the **Add** dropdown's Twitter List selection will be disabled until one is added.

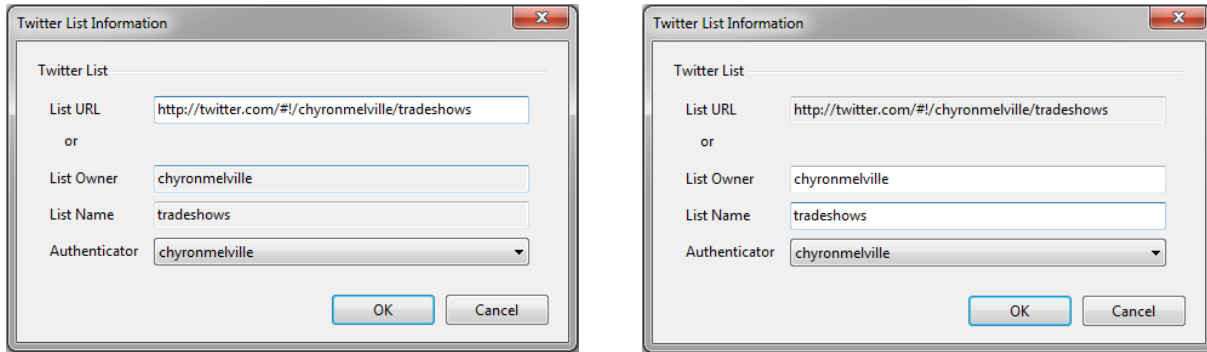


Figure 5. On the left, a Twitter list added by entering URL.
On the right, a Twitter list added by entering List Owner and List Name.

2.1.3. Adding a Facebook Account

Adding a Facebook account is similar to adding a Twitter account:

1. Select the **Facebook** item from the **Add** dropdown.
2. In the **Account Credentials** dialog, enter the username associated with the Facebook account.
3. Press **OK**.

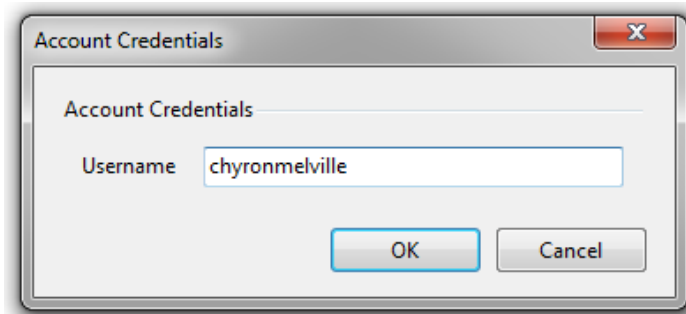


Figure 6. Username of the Facebook account being added

Next, you will have the option to authenticate the account. Like Twitter accounts, Facebook accounts must be authenticated to work with SHOUT. If an unauthenticated Facebook account is added to a tab, it will fail to retrieve its posts.

To authenticate a Facebook account:

4. Enter the account's **Email** and **Password** as seen in [Figure 7](#).
5. Press **Log In**.
6. Press **Go to App**. (Also, note the Terms of Service and the Privacy Policy links at the bottom of this page.) See [Figure 8](#).
7. Press **Allow** as seen in [Figure 9](#).
8. The **Facebook Authentication** window will automatically close.

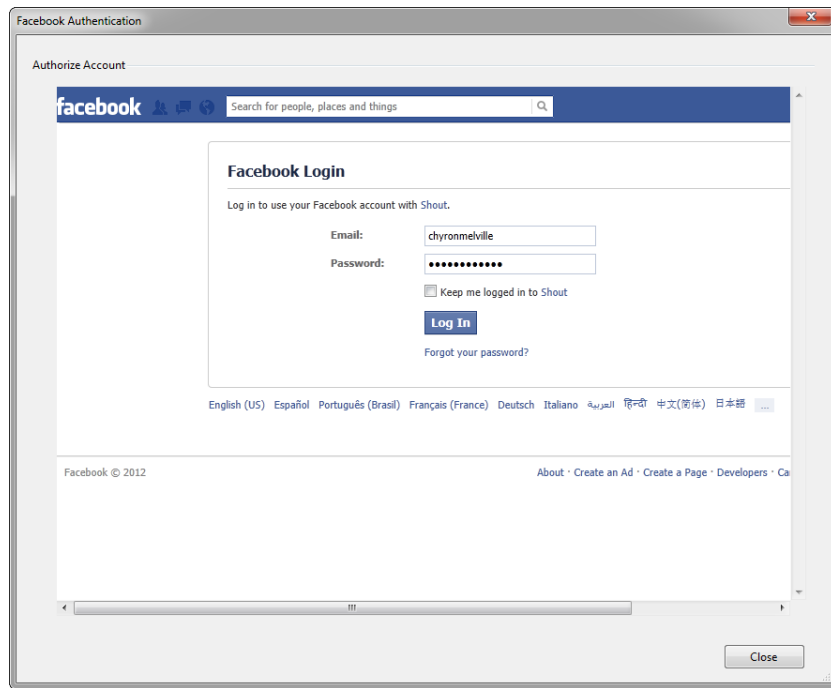


Figure 7. Facebook account authentication process, Steps 4 and 5

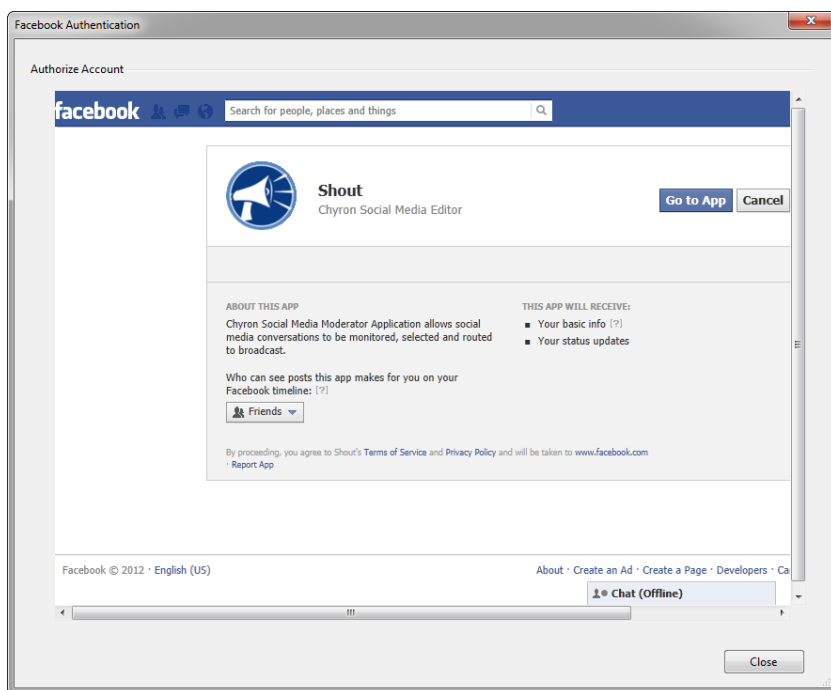


Figure 8. Facebook account authentication process, Step 6

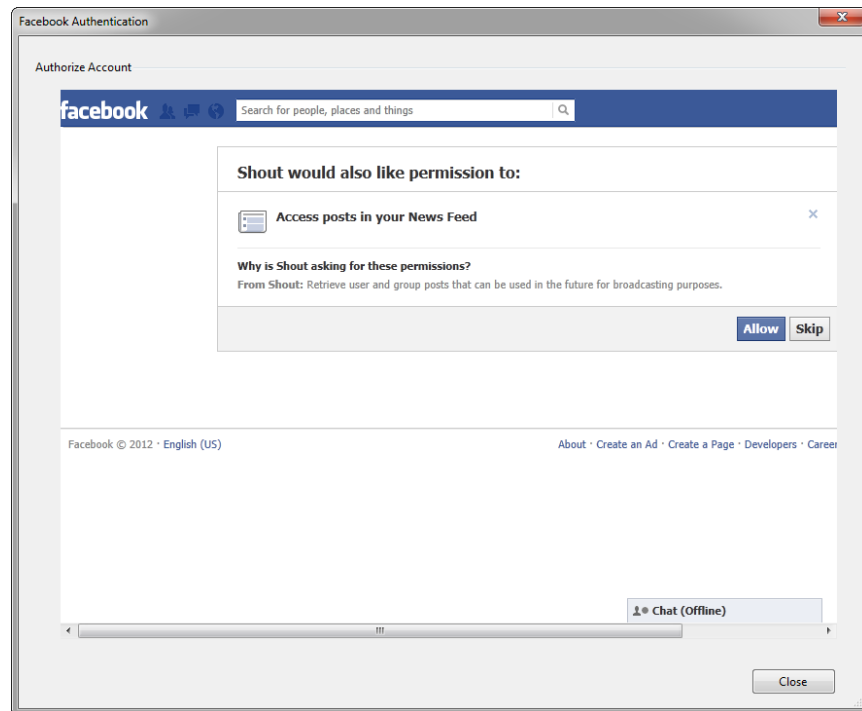


Figure 9. Facebook account authentication process, Step 7

When authenticating a Facebook account, SHOUT receives an access token from Facebook that gives SHOUT permission to access the account's data. In some cases, the access token may expire after approximately 60 days. At that point, the account will need to be re-authenticated. If a refresh fails due to an expired or invalid access token, SHOUT will display a notification (Figure 10) at the top of the window to alert the operator. The operator can click the label link to authenticate the accounts, or close the notification using the X on the right. Once the notification is closed, it will not reshown for those accounts. The notification will automatically hide after those accounts have been re-authenticated.

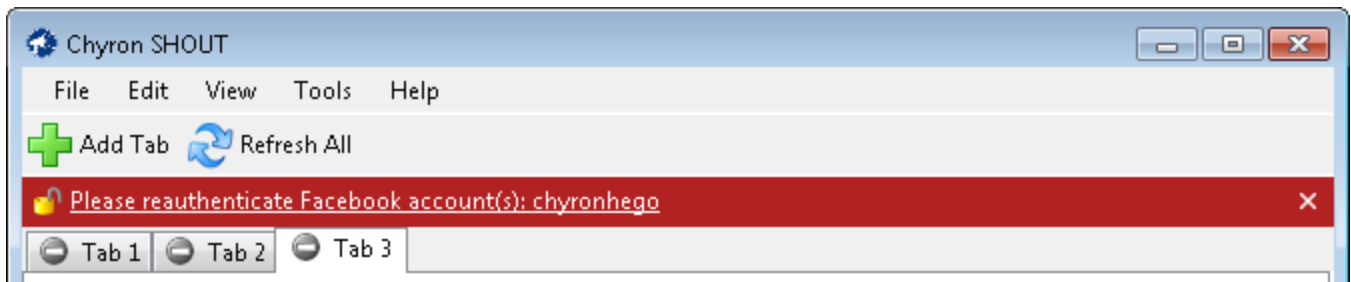


Figure 10. Expired or invalid Facebook access token notification

2.1.4. Adding a Facebook Page

Facebook pages can also be used in SHOUT as data sources.

To add a Facebook page:

1. Select the **Facebook Page** item from the **Add** dropdown.
2. Type in the name of the page (in this example, "chyronmelville").
3. Select the parent account under which this page will be authenticated.
4. Press **OK**.

If no authenticated Facebook accounts exist, the **Add** dropdown's Facebook Page selection will be disabled until one is added. If a Facebook account is removed after a Facebook page is added, the Facebook page may still remain authenticated unless the account owner manually removes the SHOUT application from their Facebook settings.

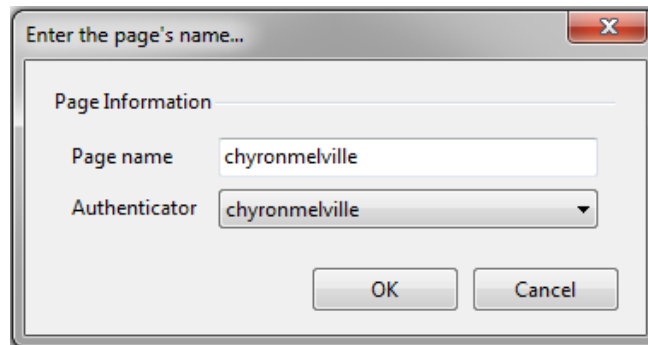


Figure 11. Name of the Facebook page being added

2.1.5. Adding an RSS Feed

SHOUT also supports RSS feeds as data sources. **The RSS feeds must conform to the RSS Specifications.**

To add an RSS feed:

1. Select the **RSS Feed** item from the Add dropdown.
2. Enter the URL for the RSS feed. The Title and Description of the feed will fill in automatically if the URL contains a valid RSS feed. The Name of the RSS feed will only fill out automatically if it does not contain a custom name.
3. Optional: Customize the Name of the RSS feed. This is used by SHOUT to uniquely identify the RSS feed.
4. Press **OK**.

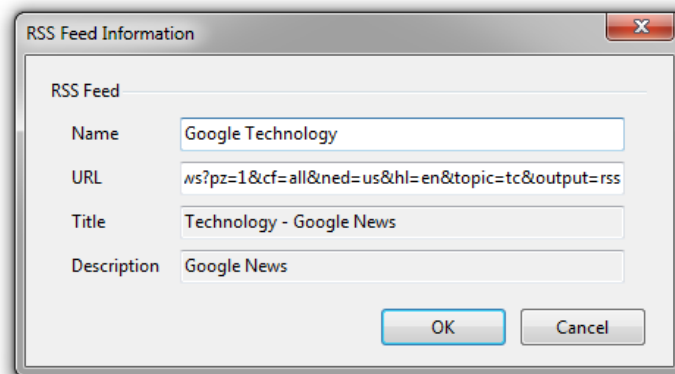


Figure 12. Adding a valid RSS feed

If the URL entered contains an invalid RSS feed, an error will be indicated and the text in the Title and Description fields will be automatically removed. If the text in the Name field was not customized, then it will also be removed.

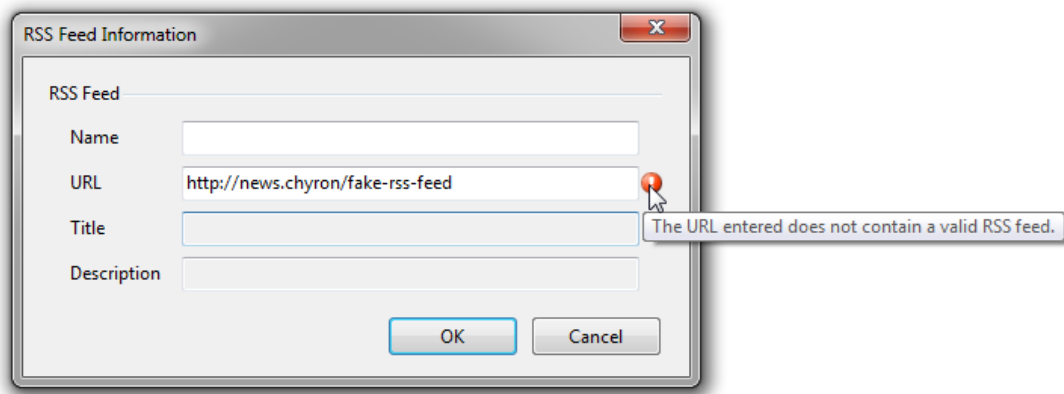


Figure 13. Invalid RSS feed URL entered

An RSS feed can be invalid for the following reasons:

- The URL entered is in an invalid format
- The URL entered does not exist
- The URL entered does not contain an RSS feed
- The URL entered contains an RSS feed that does not conform to the RSS Specifications

See “RSS Sample.xml” file in the installation directory for more information on how to format your RSS feed.

2.1.6. Adding a Mass Relevance Stream

SHOUT also supports Mass Relevance’s public streams as data sources.

Mass Relevance aggregates posts from multiple social media services, such as Twitter and Facebook, into one stream. Therefore, the posts that populate the input and output lists from a Mass Relevance stream will be marked with an icon (see page 36) depending on their original source.

To add a Mass Relevance stream:

1. Select the **Mass Relevance** item from the **Add** dropdown.
2. Enter the stream’s owner (this is typically your account name) and the stream’s name.
3. Press **OK**.

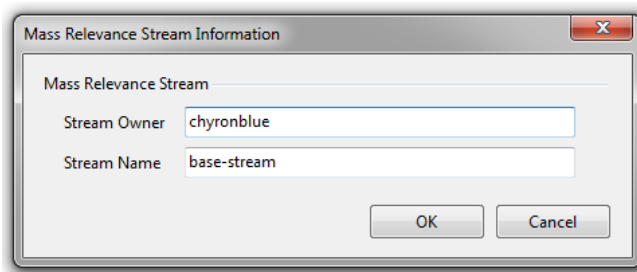


Figure 14. Adding a Mass Relevance stream

2.1.7. Adding an Instagram Account

Adding an Instagram account is similar to adding a Facebook account:

1. Select the **Instagram** item from the **Add** dropdown.
2. In the **Account Credentials** dialog, enter the username associated with the Instagram account.
3. Press **OK**.

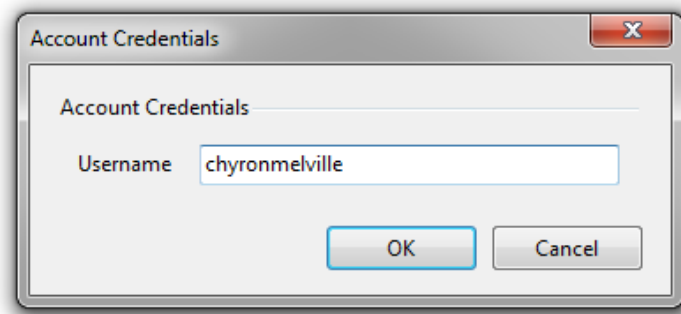


Figure 15. Username of the Instagram account being added

Next, you will have the option to authenticate the account. Like Facebook and Twitter accounts, Instagram accounts must be authenticated to work with SHOUT. If an unauthenticated Instagram account is added to a tab, it will fail to retrieve its posts.

To authenticate an Instagram account:

4. Enter the account's **Username** and **Password** as seen in **Figure 16**.Figure 7
5. Press **Log In**.
6. Press **Authorize** as seen in **Figure 17**.
7. The **Instagram Authentication** window will automatically close.

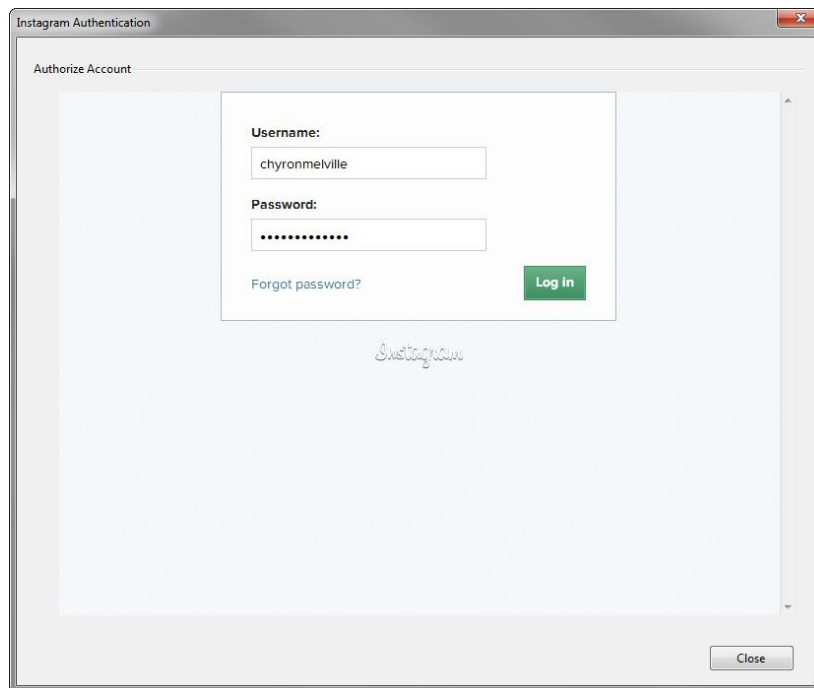


Figure 16. Instagram account authentication process, Steps 4 and 5

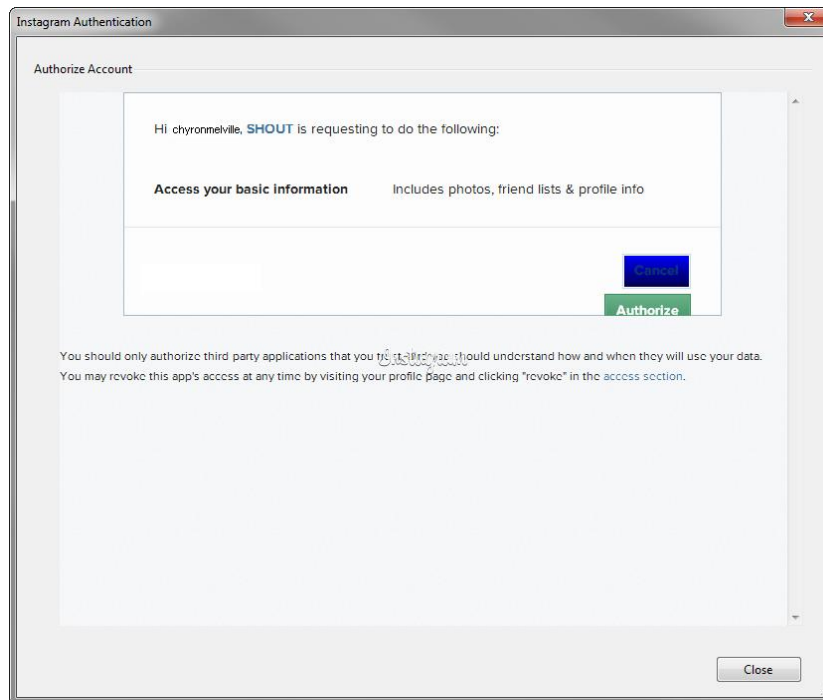


Figure 17. Instagram account authentication process, Step 6

Note

In order for Instagram search terms to work, there must be at least one authenticated Instagram account.

2.1.8. Adding a YouToo Feed

SHOUT also supports YouToo feeds as data sources. YouToo feeds work like RSS feeds and **must conform to the RSS Specifications**.

NOTE: For more information on how YouToo feeds work with SHOUT and additional templates with polling capabilities, please contact YouToo Tech Support at <http://www.youtootech.com/bgintegration>.

To add a YouToo feed:

1. Select the **YouToo** item from the Add dropdown.
2. Enter the URL for the YouToo feed. The Title and Description of the feed will fill in automatically if the URL contains a valid RSS feed. The Name of the YouToo feed will only fill out automatically if it does not contain a custom name.
3. Optional: Customize the Name of the YouToo feed. This is used by SHOUT to uniquely identify the YouToo feed.
4. Press **OK**.

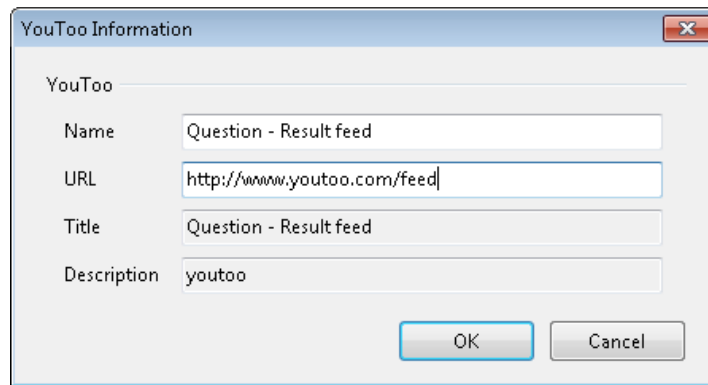


Figure 18. Adding a valid RSS feed

If the URL entered contains an invalid RSS feed, an error will be indicated and the text in the Title and Description fields will be automatically removed. If the text in the Name field was not customized, then it will also be removed.

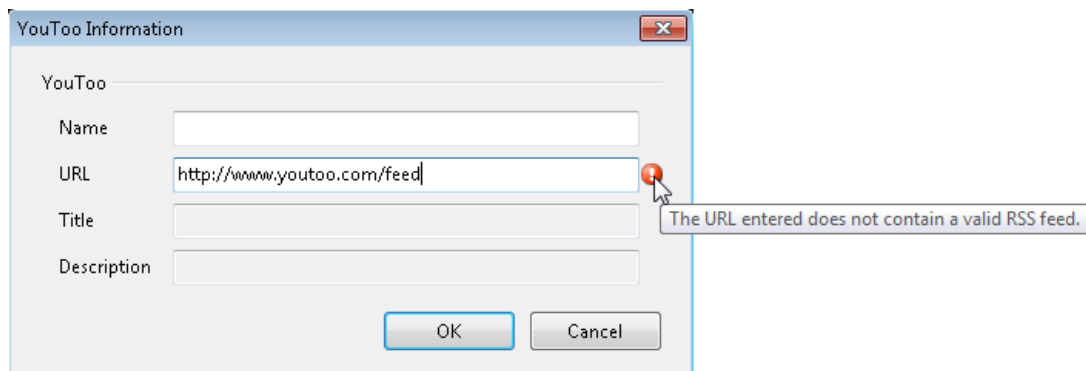


Figure 19. Invalid RSS feed URL entered

An RSS feed can be invalid for the following reasons:

- The URL entered is in an invalid format
- The URL entered does not exist
- The URL entered does not contain an RSS feed
- The URL entered contains an RSS feed that does not conform to the RSS Specifications

2.1.9. Adding a SHOUT output

SHOUT supports adding outputs from other tabs as data sources. This enables users the ability to create multiple topic specific tabs and then aggregate them into one. Note that the search functionality also supports searching other tabs' output posts. To add a SHOUT tab as a data source, simply select **SHOUT tab** from the add account drop down and select the desired tab.

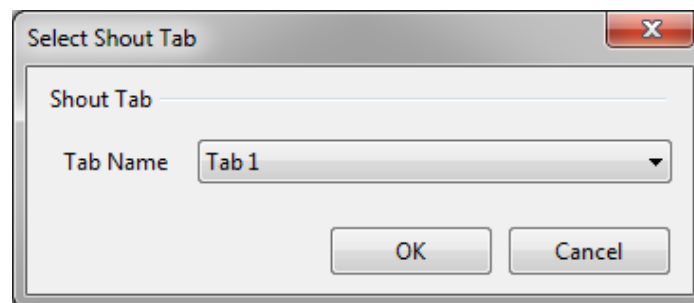


Figure 20. Select Shout Tab dialog

2.2. Search

The Search section of the global preferences (Figure 21) is used to add, edit, and remove different **Instagram**, **Facebook**, **SHOUT Tab** and **Twitter** search terms that can be used in various tabs.

To add a new search term, click the **Add** button and start typing. Various **Twitter** search operators can be used concurrently to retrieve desired results. To view a list of these search operators, hover over the blue question mark, circled, in the top right corner. To edit a search term, double click it or select it and press the **Edit** button. To remove search terms, select them and click the **Remove** button.

SHOUT tab search terms search other tabs' output posts and aggregate them into one input data source. SHOUT will attempt to match on text occurrences in the post's message. It will also attempt to match on exact usernames. This enables the ability to aggregate all posts from a specific user into one data source.

Note: There must be at least one authenticated Twitter account (see Section 2.1.1, "Adding a Twitter Account", page 2) for Twitter search terms to refresh properly and at least one authenticated Instagram account for Instagram search terms to refresh properly. Some Facebook search terms will refresh without an authenticated Facebook account, but it is recommended to authenticate at least one Facebook account for better results.

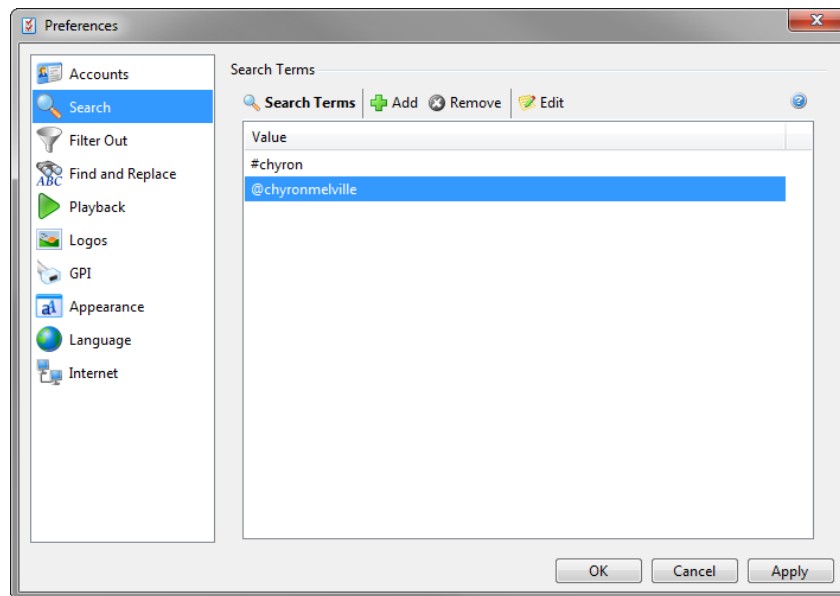


Figure 21. Editing, adding and removing search terms.

2.3. Filter Out

The Filter Out section of the global preferences is used for defining words and phrases whose appearance will cause automatic exclusion of incoming posts in which they are contained.

Unlike the Find and Replace feature described below, this feature will completely hide the post from the operator. Adding, removing, and editing words in the Filter Out section work similarly to the same tasks in the Search section.

The Filter Out feature removes input posts that were added before and after a new filter word is added. If a filter word is removed from the list, any previously filtered posts may be visible to the operator again. This feature will look at both the post's username and message to determine if that post should be excluded. Thus, the operator can exclude all posts by a specific user by adding their username as a Filter word.

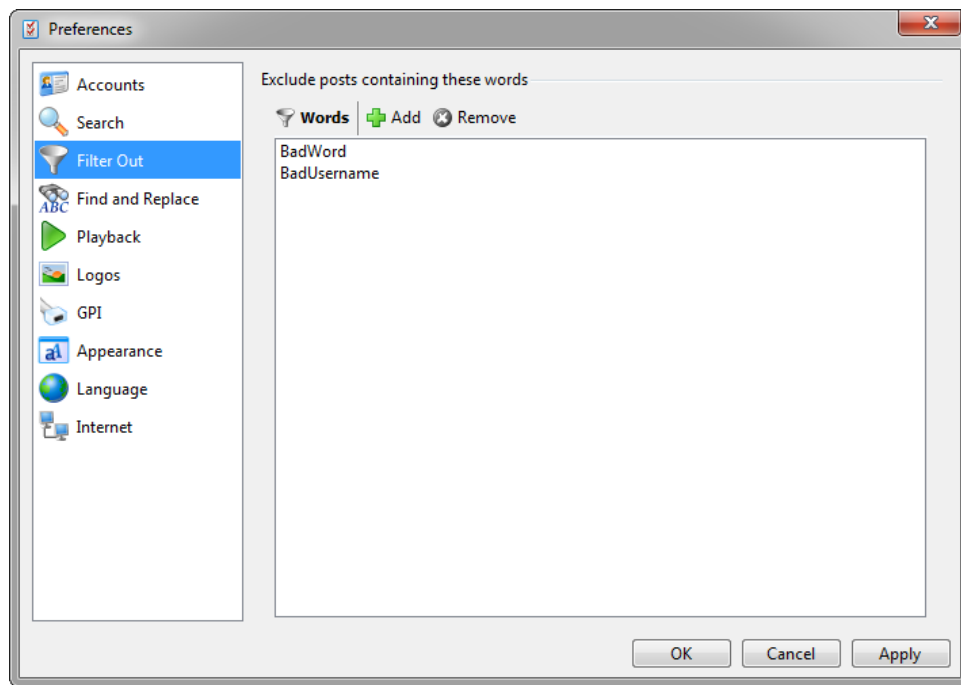


Figure 22. Editing, adding and removing filters

2.4. Find and Replace

The Find and Replace section of the global preferences is used for defining words and phrases that will be automatically replaced with new text. Adding and removing new terms works in the same way as the Filter Out and Search sections do.

To edit a Find and Replace term, select it from the list of terms and enter the new text into the provided text boxes. Similar to the Filter function, the Find and Replace function will replace text in input posts that were added before and after a new term is added. However, unlike the Filter function, the Find and Replace function does not restore previous text when a term is removed. To remove a word or a phrase from a post, leave the Replace column empty.

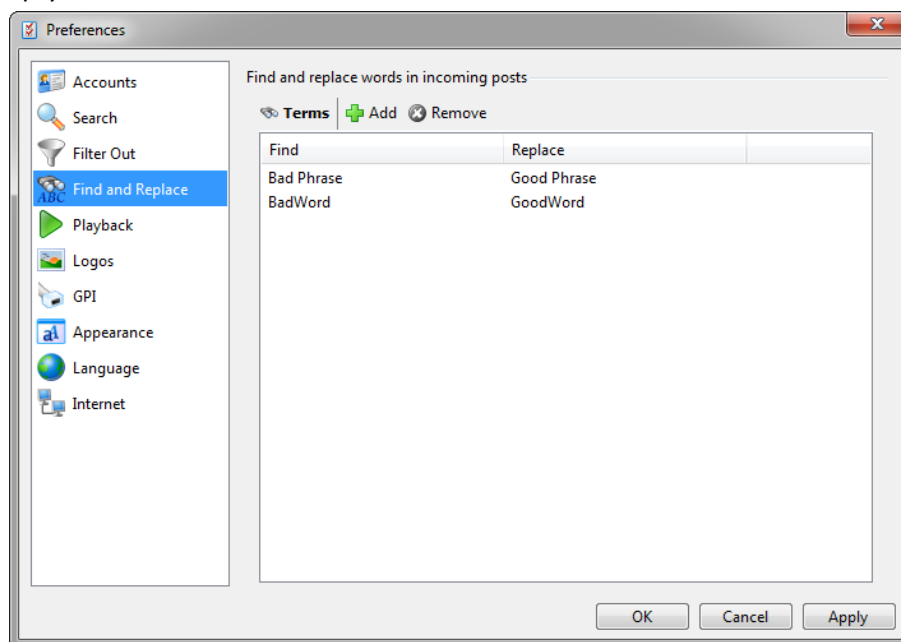


Figure 23. Setting Find and Replace terms

2.5. Playback

The Playback section of the global preferences is used for defining various settings that affect playback on all tabs.

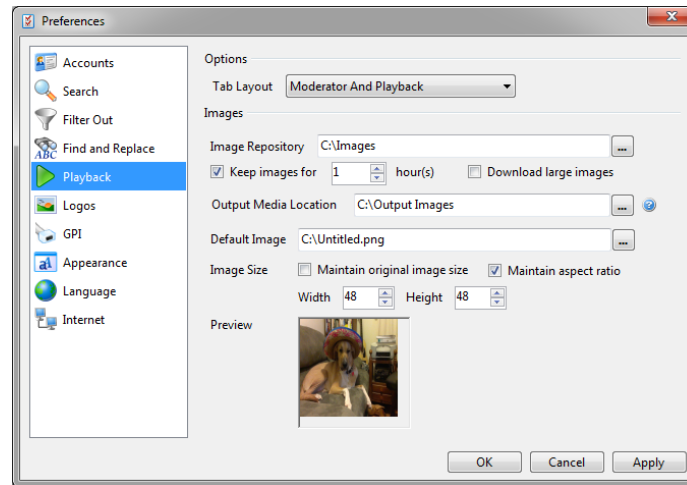


Figure 24. Global playback preferences

The Playback section allows the operator to do the following:

- Toggle the tab's layout between:
 - **Moderator And Playback** – The normal default view of the input and output lists **with** the playback controls in the top right corner. This option is selected by default.
 - **Moderator Only** – The normal default view of the input and output lists **without** the playback controls in the top right corner. This option is forced for evaluation copies.
 - **Playback Only** – This view replaces the input list with large playback controls and removes the playback controls from the top right corner.

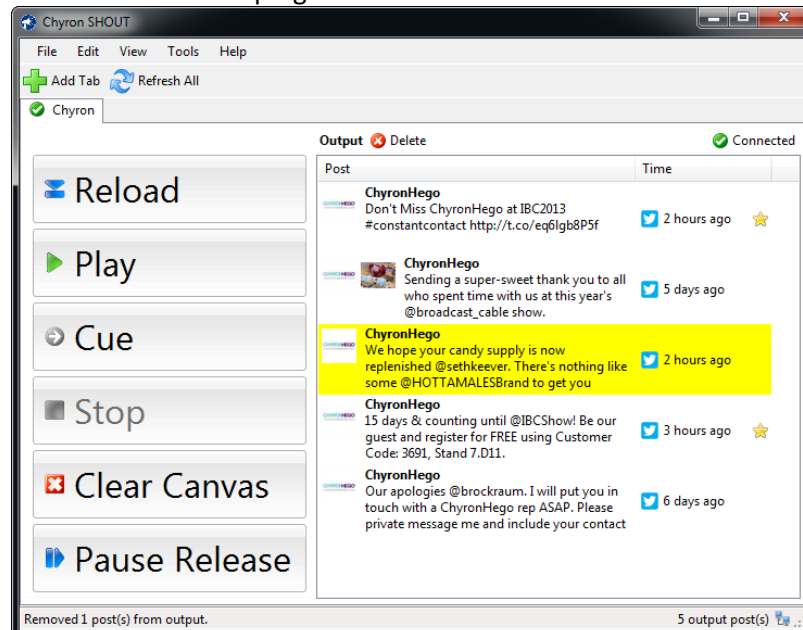


Figure 25. SHOUT's User Interface when the Tab Layout option is set to Playback Only.

- Determine whether all outgoing posts will use the default image (with the exception of moderator messages).
- Select the Image Repository. This folder is the centralized location for Shout's images. This folder can be set to a remote location to improve performance when sharing tabs across multiple instances.
- Download high resolution avatars using the **Download Large Images** checkbox.
- Select how long images will remain in the image repository. This option defaults to 48 hours. This option should be set to a low value to maintain a low image repository disk usage.
- Select the destination folder for output images that are sent to a playout device. This location must be accessible by both SHOUT and the playout device.
- Select a default image that will be used for incoming posts with no image and outgoing posts that use the Application Default image. **This option has been moved to the tab's output setting. Values selected here will be used as the defaults for new tabs.**

Define the size of the output images that will be used for playback. SHOUT will automatically save the images at this size, rescaling when necessary.

2.6. Logos

The Logos section of the global preferences allows the operator to define social media-specific logos. Similar to a user's profile image (**<image> format tag**), these logos can be used to update fields in a scene using the **<logo>** format tag. SHOUT will automatically create a default logo for each social media data source type, as well as a default logo for moderator messages. These default logos will only be created **once** by SHOUT. The operator can hover over the icon for a better preview of the logo. The specified location of each logo must be valid and can exist anywhere on the system that is running SHOUT. This will ensure that SHOUT can properly save the images into the tab's output image location (see [Section 3.3](#), Output Settings) for playback.

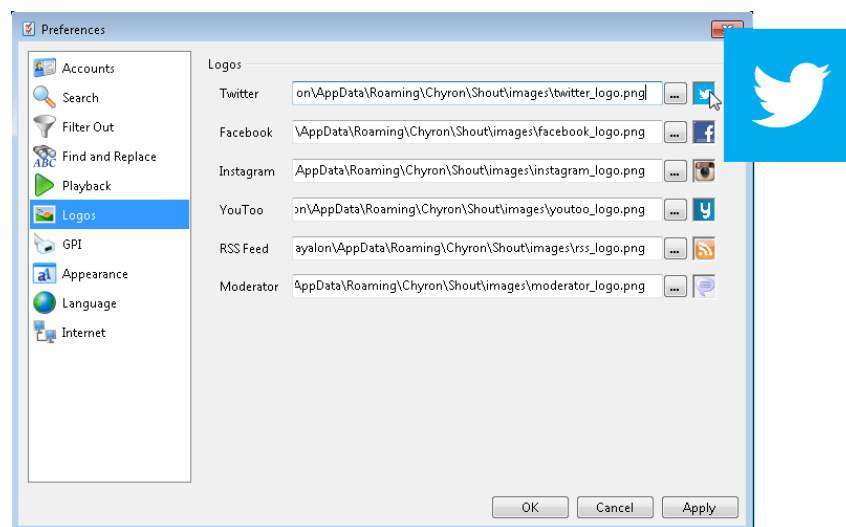


Figure 26. Social media specific logos and the hover-over popup preview

2.7. GPI

The GPI section of the global preferences is used for setting up and enabling GPI controls through a serial port. The operator can control SHOUT by sending Load, Play and Stop commands to the tab which has focus. The operator has the ability to select which serial port will be used and the bounce time between similar commands. In addition, the operator can also select to automatically enable GPI control on application startup.

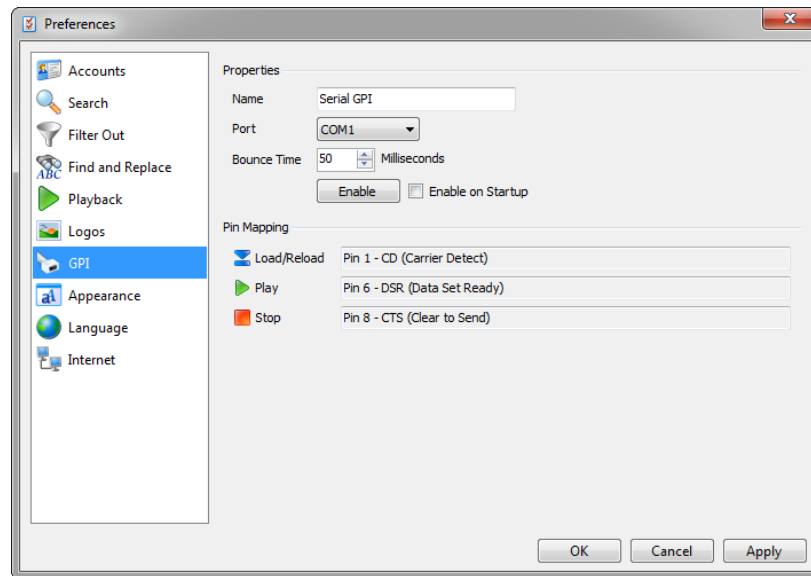


Figure 27. GPI settings

Pin #	Command
1	Load/Reload – CD (Carrier Detect)
6	Play – DSR (Data Set Ready)
8	Stop – CTS (Clear to Send)

When GPI control is enabled, there will be a serial port icon in the bottom right corner of the main window. The tooltip for this icon shows which port is currently being used.

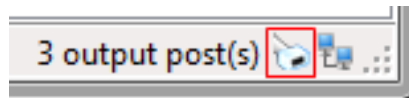


Figure 28. GPI indicator in the bottom right corner of the main window

2.8. Appearance

The Appearance section of the global preferences is used for customizing the styles of both the Input and the Output lists. For each list, the operator can customize the background color, the text's color, the text's font type, size, and style, and the number of lines per post. Changing the font of the Input list will also change the font of the textbox in the Edit Post dialog. The **Reset to Default** button does not reset the number of lines per post.

The operator can change the text and back color of special output posts, such as moderator messages, on air posts, and cued posts, to match their preferences. In addition, the operator can customize the tab header's font type, size, and style.

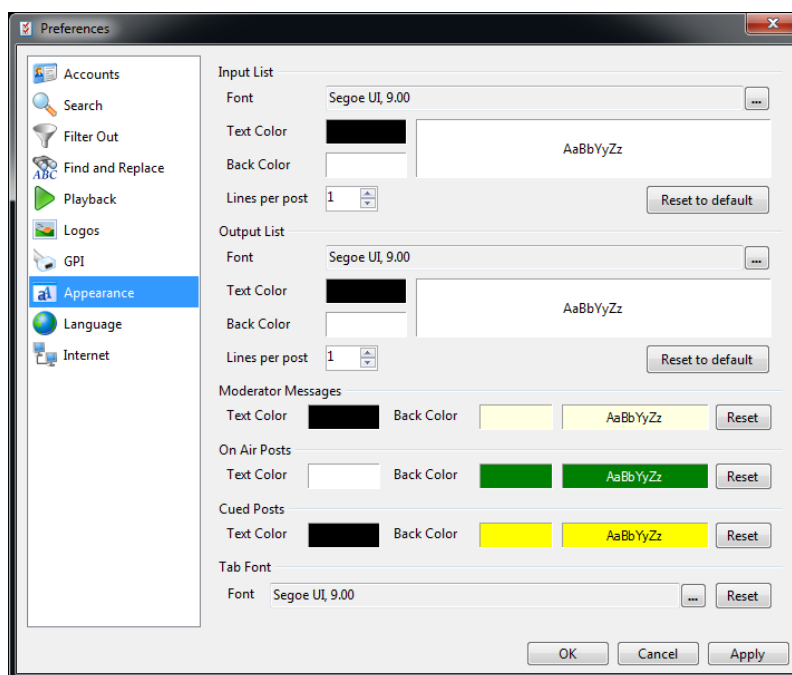


Figure 29. Font type and size, text color and background color selections

2.9. Language

The Language section of the global preferences is used for manually selecting the language of the application. SHOUT currently supports twelve different languages: **Arabic, German, English, Spanish, French, Hebrew, Hindi, Italian, Japanese, Korean, Portuguese** and **Russian**. The operator can either select a specific language or have SHOUT use the current system language. The **Use System Language** option is selected by default.

NOTE: SHOUT must be restarted for language changes to take effect.

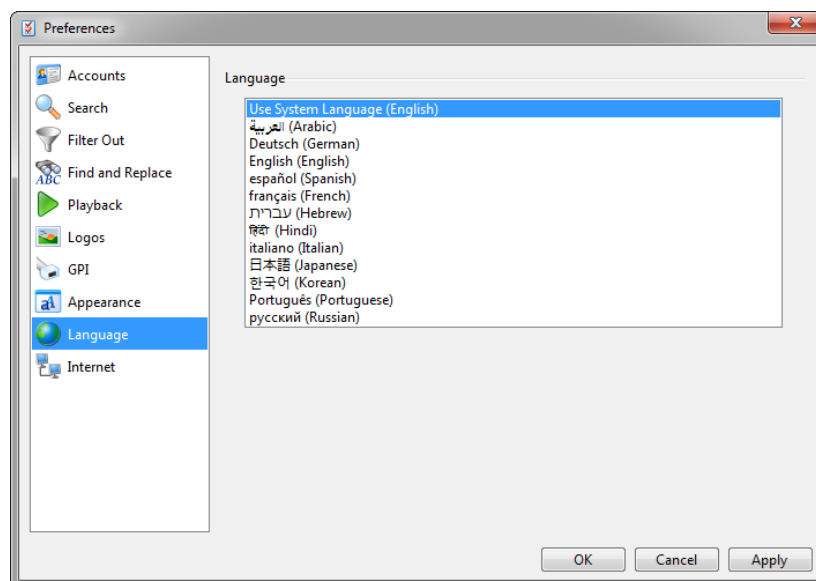


Figure 30. Language selection screen with Use System Language selected

2.10. Internet

The Internet section of the global preferences is used for putting SHOUT in offline mode and configuring SHOUT to use a proxy server.

When offline mode is enabled, SHOUT will not attempt to perform any operations that require the internet. These operations include:

- Authenticating new and existing accounts.
- Downloading new posts for accounts and search terms.
- Downloading images for existing posts.

An icon symbolizing whether SHOUT is or is not in offline mode can be found on the bottom right corner of the main window.



Figure 31. On the left, Offline mode is disabled. On the right, Offline mode is enabled.

SHOUT can also be set up to use a proxy server when retrieving data from the internet. The use of a proxy server is disabled by default.

To disable the proxy server, select **DO NOT use a proxy server**. To enable the proxy server and use the settings found in Internet Explorer, select **Use the proxy server settings from Internet Explorer**. To enable and use a custom server, select **Use a custom proxy server** and enter in the address and port of the server. If the server requires authentication credentials, enter them into the username and password fields.

Note: If the **Use the proxy server settings from Internet Explorer** option is selected and no server information is entered into Internet Explorer, then no proxy server will be used. Similarly, if the **Use a custom proxy server** option is selected and no server information is entered, then no proxy server will be used. However, if invalid server information is entered, SHOUT will fail to refresh.

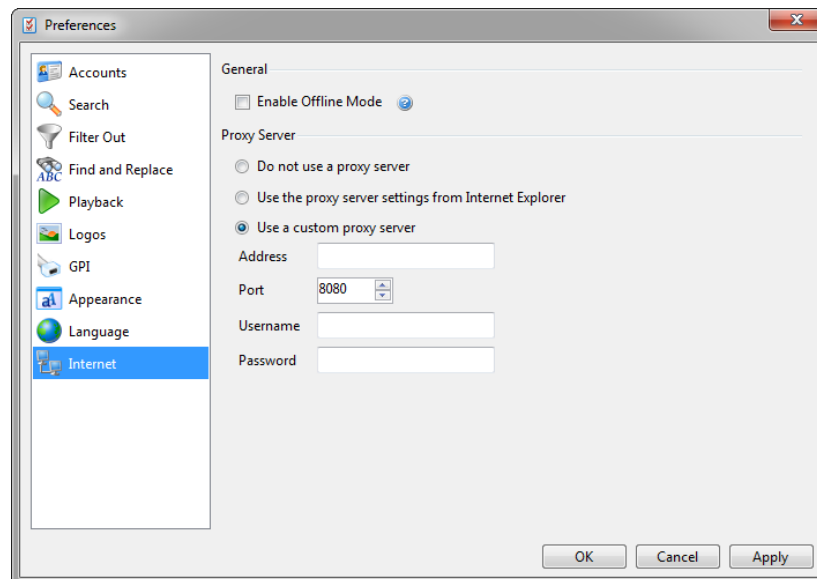


Figure 32. Internet section with Offline mode disabled and a custom proxy server

3. New Tab Wizard

In SHOUT operation, the term “Tab” refers to a pool of posts that will be moderated and sent to a playout device. As many tabs as needed may be created, each connected to and controlling a different device.

Note that any one tab can control only one playout device.

Multiple tabs may contain the same posts, but each tab operates independently of the others.

After configuring the global settings, the next step necessary to start using SHOUT is to start adding new tabs.

To open the New Tab Wizard and to add a new tab, select the **Add Tab** menu item under the File menu, or click the **Add Tab** button on the main window.

From the New Tab Wizard, you can configure a new tab in its entirety. The wizard is split up into four categories: **General**, **Input**, **Output**, and **Playback**.

3.1. General Settings

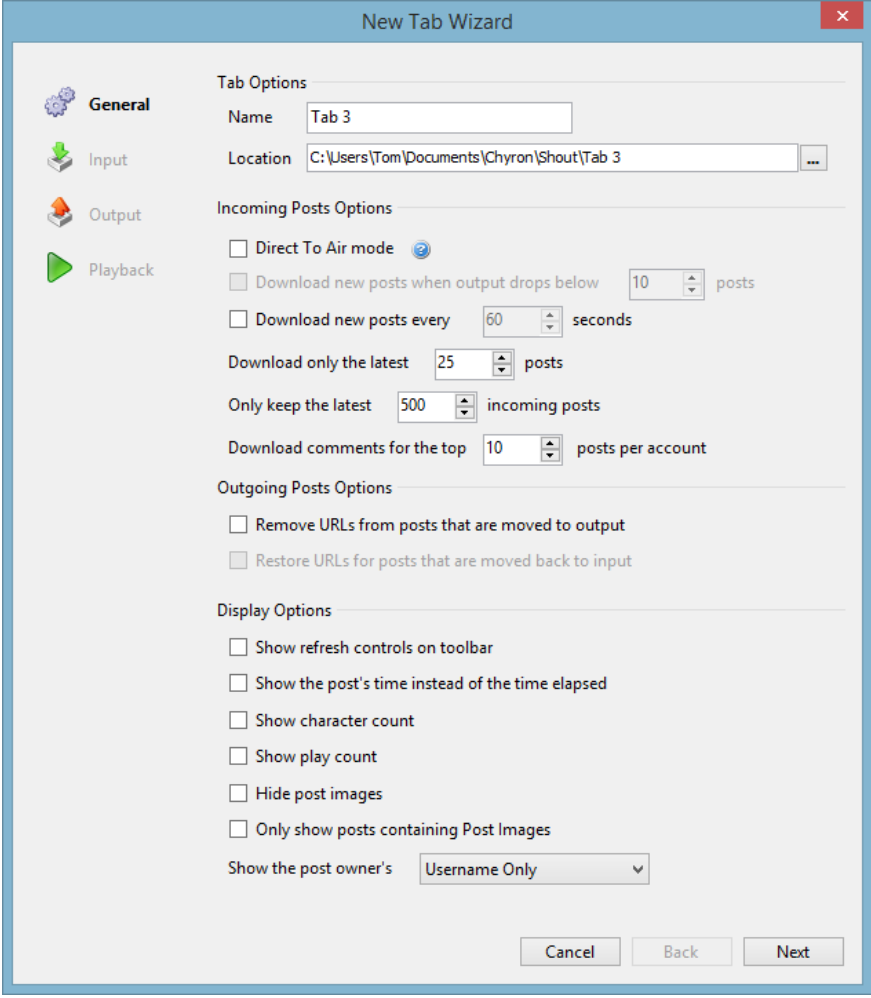
The image shows a screenshot of the 'New Tab Wizard' dialog box, specifically the 'General' tab. The dialog has a title bar with a close button. On the left, there are four icons representing the tabs: General (selected), Input, Output, and Playback. The main area is divided into several sections: 'Tab Options' with fields for 'Name' (Tab 3) and 'Location' (C:\Users\Tom\Documents\Chyron\Shout\Tab 3); 'Incoming Posts Options' with checkboxes for 'Direct To Air mode', 'Download new posts when output drops below' (10 posts), 'Download new posts every' (60 seconds), 'Download only the latest' (25 posts), 'Only keep the latest' (500 incoming posts), and 'Download comments for the top' (10 posts per account); 'Outgoing Posts Options' with checkboxes for 'Remove URLs from posts that are moved to output' and 'Restore URLs for posts that are moved back to input'; 'Display Options' with checkboxes for 'Show refresh controls on toolbar', 'Show the post's time instead of the time elapsed', 'Show character count', 'Show play count', 'Hide post images', and 'Only show posts containing Post Images'; and a 'Show the post owner's' dropdown menu set to 'Username Only'. At the bottom right are 'Cancel', 'Back', and 'Next' buttons.

Figure 33. General settings, New Tab Wizard

- **Name:** This is the unique name of the new tab. **Note:** Unless the folder name has been manually changed, changing the name of a new tab will automatically update its folder location.
- **Location:** This is the working directory of the new tab. All the configuration files that are associated with this tab can be found here. This location needs to be accessible by all the systems that are going to moderate this tab.

- **Direct to Air mode:** When this option is enabled, all newly downloaded posts will automatically be added to the output list. **Only use this option if you trust your data sources.**
- **Download new posts when output drops below (X) posts:** This option can only be enabled if Direct to Air mode is enabled. The option automatically causes the tab to refresh when the output post count drops below the specified limit (X). **Note:** Only one auto-refresh option can be enabled at a time.
- **Download new posts every (X) seconds:** When this option is enabled, the tab will automatically refresh itself every X seconds, where X is the specified number of seconds between refreshes. **Note:** Only one auto-refresh option can be enabled at a time.
- **Download only the latest (X) posts:** This option allows the operator to define how many posts should be downloaded per account or search term during a refresh. The maximum value is 100.
- **Only keep the latest (X) incoming posts:** This option places a throttle on the maximum number of posts (X) that can be in the incoming list at any given time. SHOUT will automatically remove the oldest posts when this throttle is reached. The maximum value is 2000. **Note:** The output list is automatically throttled at 1000 posts.
- **Download only (X) statuses per Facebook account:** This option only applies to Facebook accounts and pages. It specifies how many of the account's newest statuses should be converted to lists. When a status is converted to a list, it will have its own item in the Search drop down on the main window and the comments for that status will be downloaded as posts. The maximum value is 25.
- **Remove URLs from posts that are moved to output:** This option automatically removes URLs from posts when they are moved to the output list. This option does not affect posts that are added using Direct to Air mode.
- **Restore URLs for posts that are moved back to input:** This option automatically restores URLs to posts that are moved back to the input list. This option can only be enabled if the **Remove URLs from posts that are moved to output** option is enabled.
- **Show refresh controls on toolbar:** Allows the operator to show or hide the **Auto-refresh after (X) seconds** and the **Download only the latest (X) posts** options on the tab's toolbar, which are accessible from the main window.
- **Show the post's time instead of the time elapsed:** Allows the operator to show the time of the posts, rather than the time since the post was created.
- **Show character count:** Allows the operator to show/hide the character count of posts in both the Input and Output lists.
- **Show play count:** Allows the operator to show/hide the play count of posts in both the Input and Output lists. **Note:** Play count will only display in the Input list for posts that have been played at least once.
- **Hide post images/videos:** Allows the operator to disable the preview of images/videos that are attached to posts. If this option is enabled, a camera icon (📷) will appear next to the username to indicate that this post contains an image.
- **Only show posts containing Post Images/Videos:** When this option is checked, only posts that contain Post Images/Videos will be displayed.
- **Show the posts owner's name dropdown:** Allows the operator to determine if post owners' usernames, real names or both should be visible in the header portion of each post.

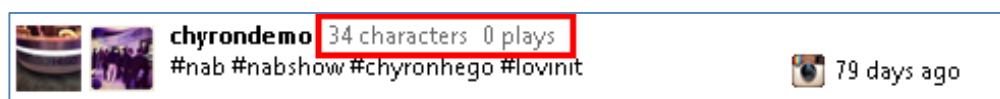


Figure 34. Example post with character count and play count enabled.

3.2. Input Settings

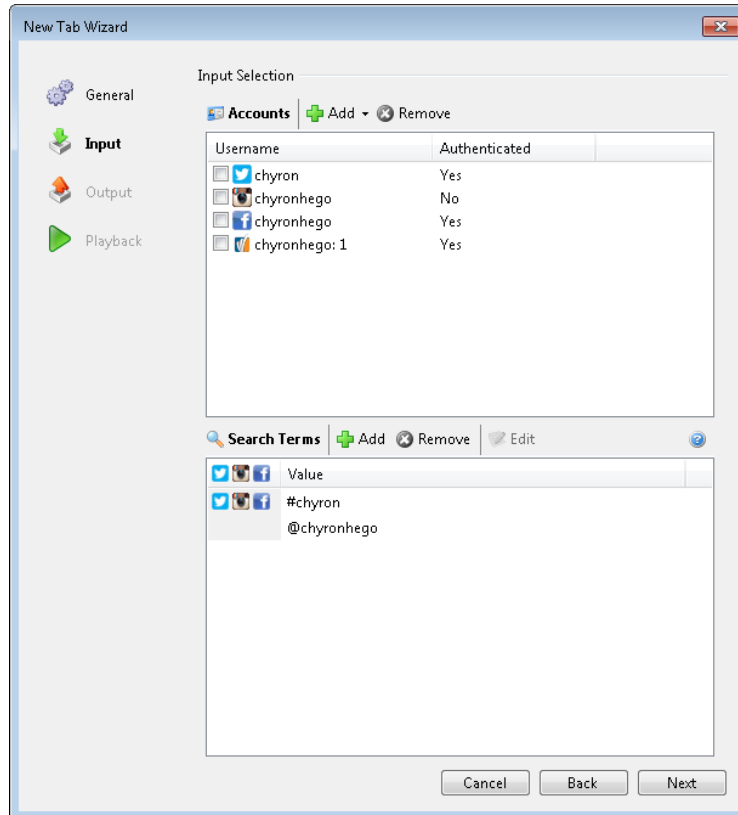


Figure 35. Input Settings on New Tab Wizard

- Allows the operator to select which accounts and search terms will be used to retrieve posts.
- The operator can add and remove accounts and search terms directly from this portion of the wizard.
- To select an account, click the checkbox next to the desired item.
- To select a search term, click the data source icon(s) next to the desired item. The same search term can be used in multiple data sources (see the **#chyron** item in [Figure 35](#)).
- Multiple accounts and search terms can be selected per tab.

3.3. Output Settings

The two Scene Types offered at the top of this dialog enable different options for formatting posts. See [Figure 36](#) and [Figure 37](#).

- **Scene type:** Allows the operator to define the scene type with which the output will be used.
- **Data output:** Allows the operator to define the output file type (Txt or Xml), as well as the tab's output image location. The output image location must be accessible by both SHOUT and the playback device. **Note: Different scene types using the same file type will format the data differently.**
- **Maintain Aspect of Post Images:** Allows the operator to maintain the aspect ratio of post images by specifying the **Width** and **Height** of the image object in the scene. When this option is enabled, post images will be rescaled to fit into the given size while maintaining their aspect ratio. Images that are smaller than the given size will not be scaled up. Instead, they will be inserted into an image that has the same aspect ratio as the given size by surrounding the original image with empty pixels.

Format tags are used in both page and crawl scenes and they are replaced with the post's content during playback. Available format tags are listed in the table that follows:

Tag	Value definition
<username>	The username of the post's owner.
<realname>	The real name of the post's owner.
<message>	The message belonging to the post.
<date>	The date the post was originally created.
<time>	The time the post was originally created.
<elapsed>	The elapsed time since the post was originally created. (e.g. 5 minutes ago)
<image>	The avatar belonging to the post's owner.
<logo>	The social media logo defined in the Logos section of Preferences. See Section 2.6 .
<postimage>	The image attached to a post. Note: not all posts may have an image attached to them.
<postvideo>	The video attached to a post. Note: Supports Instagram videos only and not all posts may have a video attached them.

3.3.1. Crawl

This setting places viewer and moderator messages in a traditional animated movement across the screen.

Format and Style: This is only used with a **Crawl** scene type. It allows the operator to define the output format for the posts. From here, the operator can select from a number of tags that will be replaced with the post's content. The operator can format the message using color, bold, italic, and underline font properties. The operator can also define the number of pixels by which to offset images on the Y-axis. In addition, the operator has the ability to disable the use of RTF tags and send the post's content in plain text. This means that the formatting of the crawl will be inherited from the scene itself. For post tags, hover over the blue question mark.

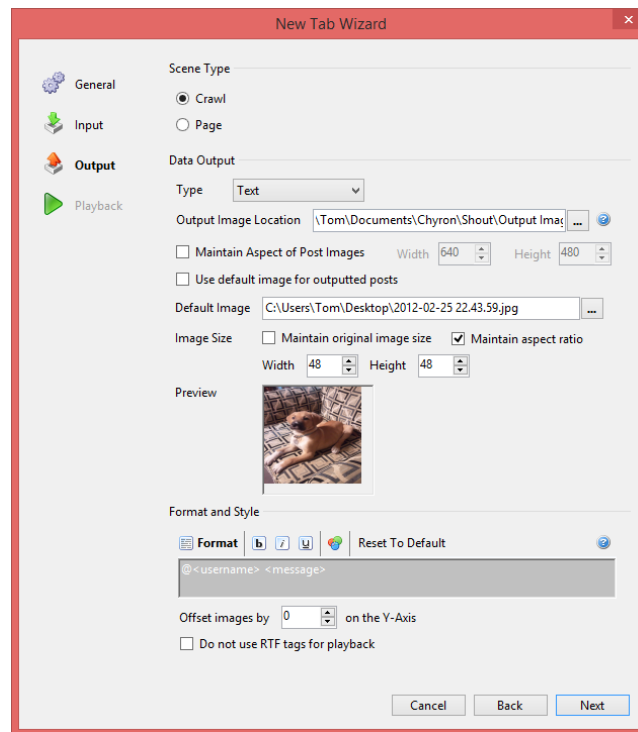


Figure 36. Output settings, configured for the scene type Crawl.

3.3.2. Page

Page scenes typically populate a lower-third text window, or in rare instances, a full-screen template, with SHOUT content.

Columns: This is only used with a Page scene type. It allows the operator to define the name of the objects in the scene that will be updated, and what part of the post's content will update those objects. The **Name** column is the name of the object in the scene, and the **Format** column is the data that will update that object. For post tags, hover over the blue question mark.

Example

There are four rows in **Figure 37: Username, Message, Image and Time Elapsed**. This means that the scene to be used with this tab must have three updatable text objects and one updatable image object. The names of these four objects must correspond to the names provided in the **Name** column. Each of these objects will be updated with the translated text found in their respective **Format** column. The format column can contain plain text, as well as format tags. For instance, Username contains @<username>, this means that every time the Username text object is updated in the scene, it will contain the @ symbol followed by the post owner's username.

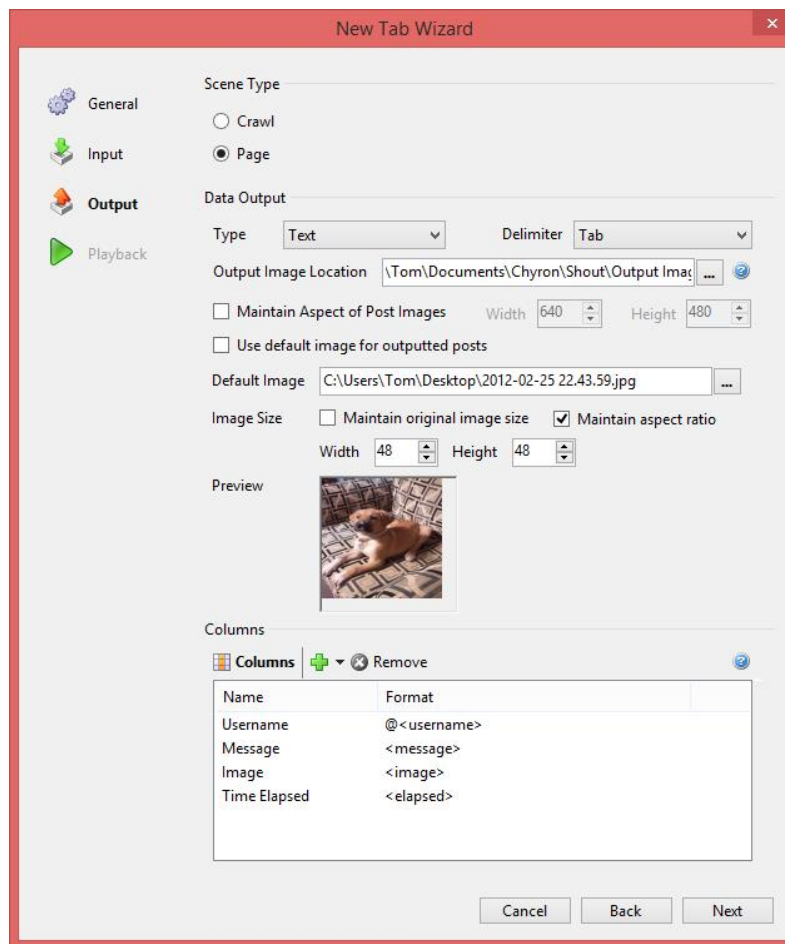


Figure 37. Output settings configured for the scene type Page. In this type of scene, formatting and style are dictated by the scene originally composed in Lyric or Channel Box.

As mentioned above, the overall design of a page scene is initially created in Lyric or Channel Box composition software. However, fine detail regarding SHOUT column content (the poster's name or pre-set alias, in-line image substitutions, etc.) can be adjusted in the Columns section of the Page tab dialog seen in [Figure 37](#).

3.4. Playback Settings

Basic device settings and playback options are established in this dialog.

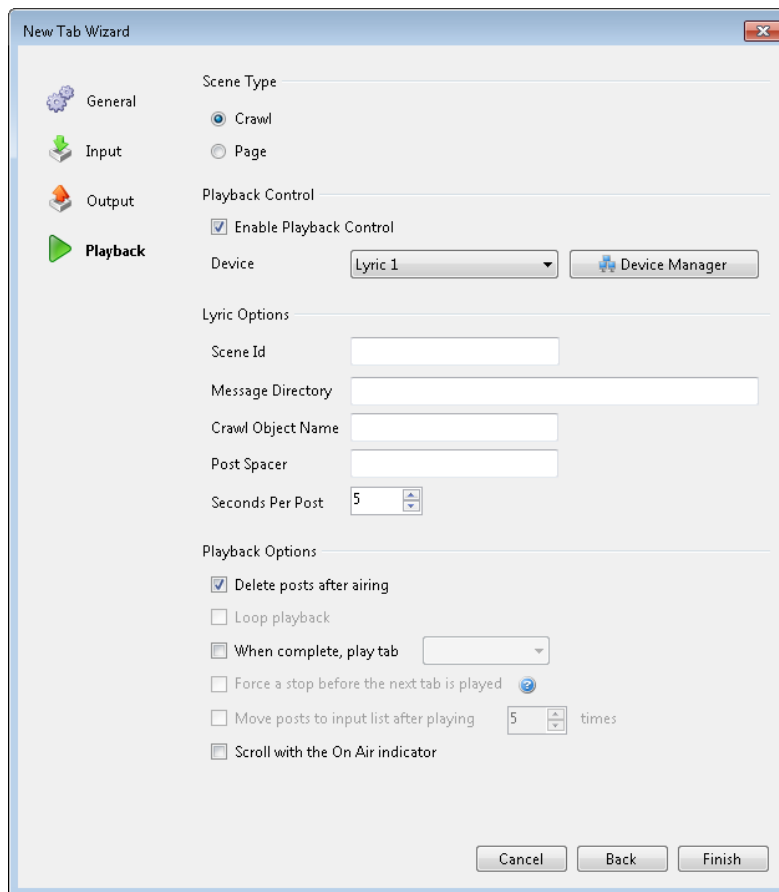
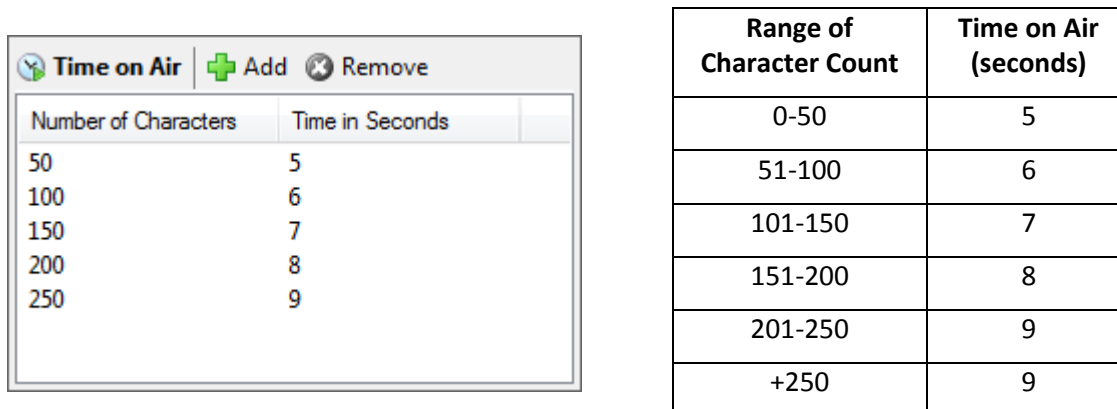


Figure 38. Sample Playback settings dialog. In this example, Channel Box operation has been selected.

- **Scene Type:** Discussed in [Section 3.3](#).
- **Playback Controls:** Allows the operator to connect to either a Channel Box or Lyric device, and set up the necessary information needed for playback. **Note:** For either Channel Box or Lyric device operation, encoding of communication between SHOUT and your hardware system must match. Read on.
- **Device Specific Options:** Allows the operator to configure device-specific options for Channel Box or Lyric devices (HyperX, LEX). Depending on the selected device, different playback control options become available on this dialog. **Refer to [Section 6](#) for details on Channel Box operation, and [Section 7](#) for Lyric operation.** Details in these sections include hardware communication and encoding settings.
- The **Posts Per Page** is available for both Channel Box and Lyric devices and it allows the operator to specify how many posts the scene contains.
- The **Advance Pages** is also available for both Channel Box and Lyric devices and it allows the operator to specify if the sequence will iterate through the output posts **automatically** or **manually** (user operated). If automatically is selected, then the operator can specify the time (in seconds) each set of posts will be on air. See [13](#) for shortcuts associated with this option.
- **Time on Air:** The operator can use this feature to dynamically configure how long each set of posts will remain on air depending on the posts' maximum character count. To open the **Time on Air** option, click the clock icon (🕒). Changing the default Seconds Per Post option will automatically reflect the **Time in Seconds** column for all **Time on Air** rows. The **Time on Air** feature creates a range of characters for each row to

determine how long each set of posts will remain on air (see [Figure 39](#)). If more than one post is used per page, then the post with the largest character count will be used to determine the time on air.



**Figure 39. On the left, time on Air option with 5 rows.
On the right, interpretation of the Time on Air option.**

Note: As shown in the table above, if the character count is larger than the largest available Time on Air option, then the largest available Time on Air's Time in Seconds will be used.

Playback Options include:

- **Delete posts after airing:** When enabled, this option automatically deletes posts from the output list after they are sent to the playout device.
- **Loop playback:** With this option enabled, playback does not stop when the last post in a list is aired. Rather, the list will continue to play from the first post.
- **When complete, play tab:** Allows the operator to select the next tab to be automatically played once this one has completed. This option can only be enabled when Loop playback is disabled.
- **Force a stop before the next tab is played:** Allows the operator to specify that this tab should execute a stop before starting playback in the next tab. This option can only be enabled when the **When complete, play tab** option is enabled. This option is usually used with persistent scenes that do not automatically come off the air when a new scene is played or if the next tab is controlling a different device and a stop on the current device is needed.
- **Move posts to input after playing X times:** Allows the operator to specify how many times a post will be played before it automatically gets moved back to the input list. Once a post reaches this limit, it will be moved to the top of the input list. If that post is dragged back to the output list, its play count will reset to 0.
- **Scroll with the On Air indicator:** When enabled, this option automatically scrolls the output list so the On Air indicator is always visible.

Note

Clicking the **Finish** button finalizes the tab creation process. If a tab with the same name is found in the same location, the operator will be prompted to overwrite the existing tab, import the existing tab, or cancel the new tab action.

3.5. Tab Settings

If necessary, once a tab is created, its settings may be changed in the Tab Settings window, which is accessed through the Edit menu. The following illustrations show variations to existing tabs previously created in the New Tab Wizard; see [Section 3](#). The available adjustments are identical, although the title and appearance of the dialogs vary slightly.

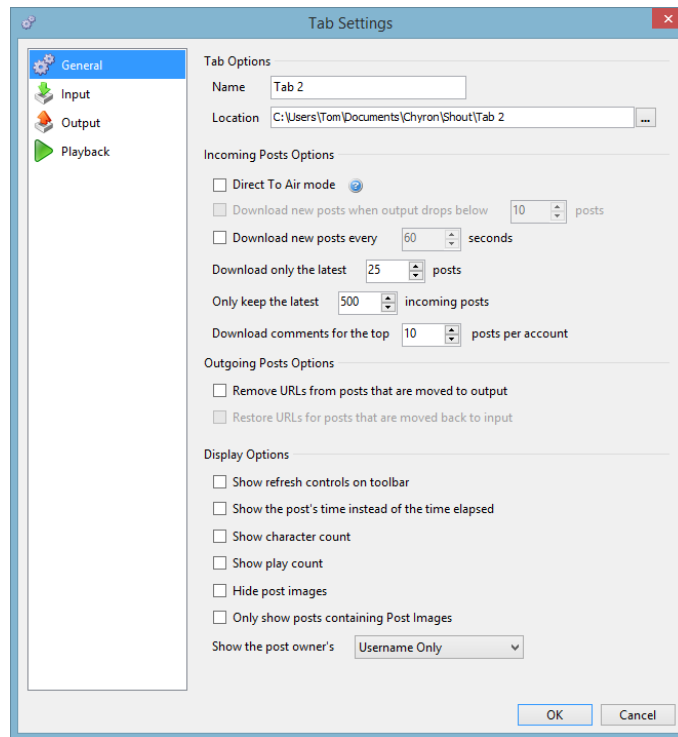


Figure 40. Available adjustments in the General section of the Tab Settings dialog

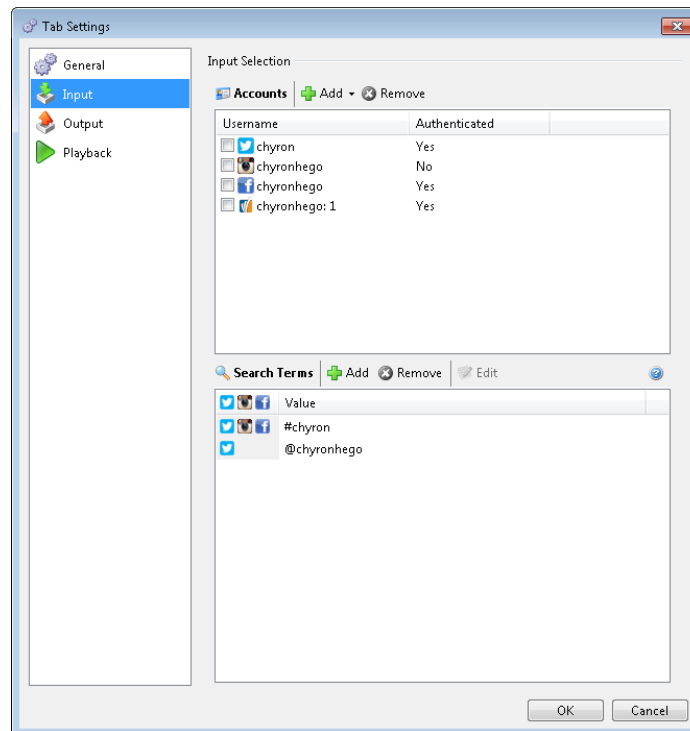


Figure 41. Available adjustments in the Input section of the Tab Settings dialog

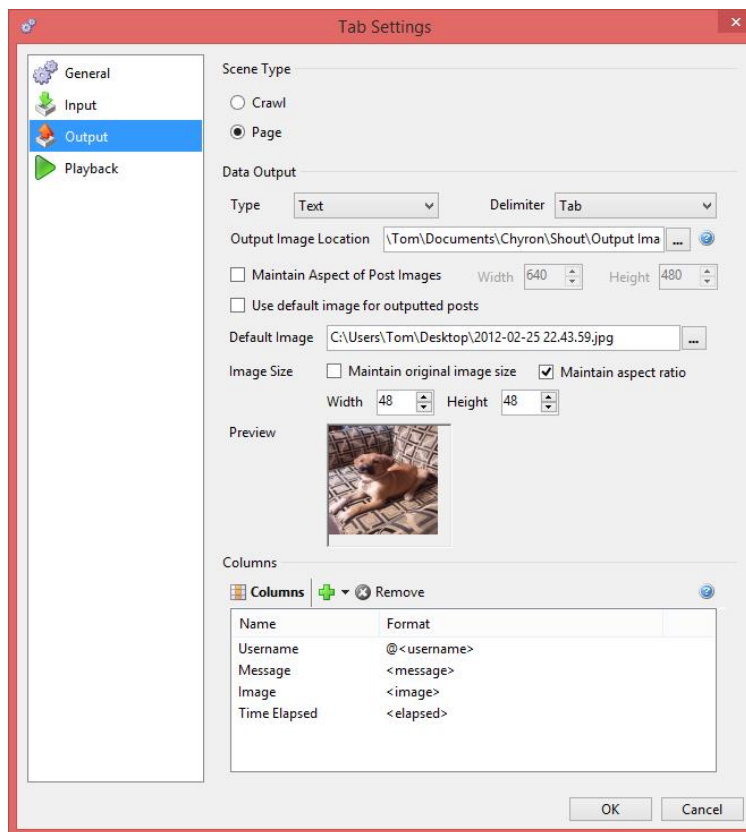


Figure 42. Available adjustments in the Output section of the Tab Settings dialog

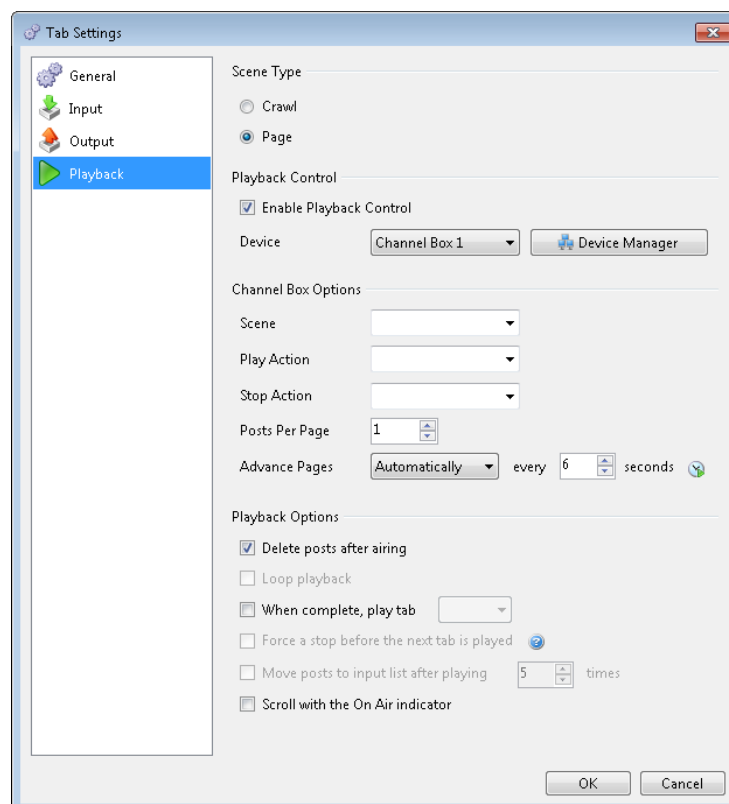


Figure 43. Available adjustments in the Playback section of the Tab Settings dialog

4. Available Requests

The Available Requests dialog displays the number of remaining requests for each **Twitter** account. There are three types of Twitter requests, and each type of request is limited to a maximum number of requests per **15 minutes**. This means that if the maximum number of requests has been reached within a 15 minute time period, then future requests will fail until the 15 minute time period has expired. The table below illustrates each request type and its maximum number of requests.

Request Type	Maximum Number of Requests
Twitter Account	180
Twitter Search Term	180
Twitter List	180

The Available Requests dialog can be used to help ensure that SHOUT is not making too many requests too frequently, which can result in Twitter data sources failing to refresh.

Note the **Always on top of main window** option at the bottom. Selecting this checkbox will ensure that the dialog is always visible and on top of the main window. This is helpful if the operator wishes to place the Available Requests dialog over the main window and retain the ability to interact with the main window.

As illustrated in **Figure 44**, the cells of the number of available requests change color as the number of requests get closer to 0. The cell will turn **yellow** when the number of requests drops below 30%, **orange** when the number of requests drops below 20%, **red** when the number of requests drops below 10% and **grey** (with **N/A** as the value) when the number of requests has not been determined yet. This can occur if the request type for that account is not being used.

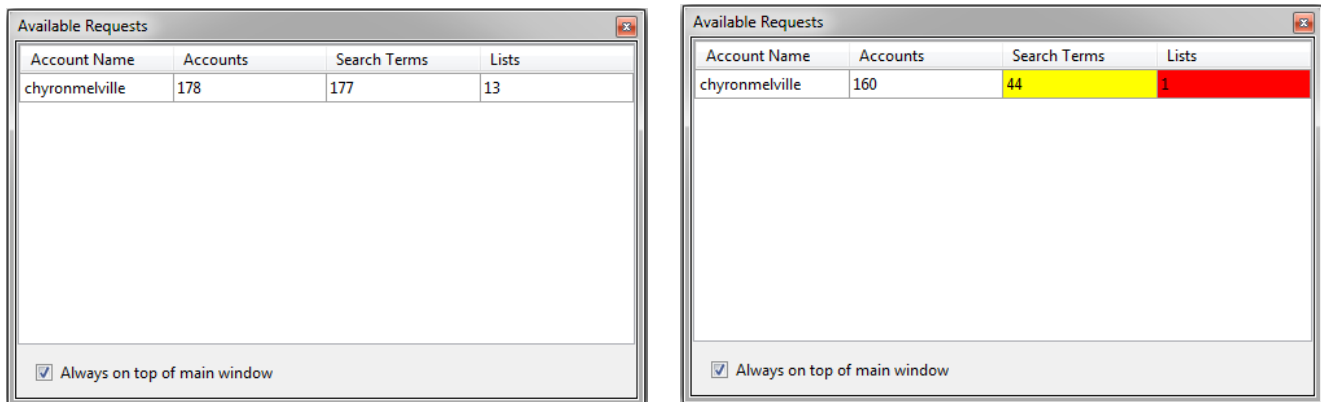


Figure 44. On the left, Available Requests dialog with a high number of requests remaining. On the right, Available Requests dialog with a low number of requests remaining.

5. Device Manager

The device manager allows the operator to easily configure multiple devices that can be used within the tabs. The device manager can be accessed from the Tools menu or the Playback section of the Tab settings dialog. Multiple tabs can use the same device, but only one tab can control playback to that device at a time. The operator can configure as many devices as necessary. The commands portion of the Device Manager will show all the commands sent and the responses received from all the devices. The list of commands can be copied or cleared using the right-click menu. Once a device is created, it can be edited by double-clicking or selecting it and clicking the Edit toolbar button. Only devices that are not currently connected can be edited.

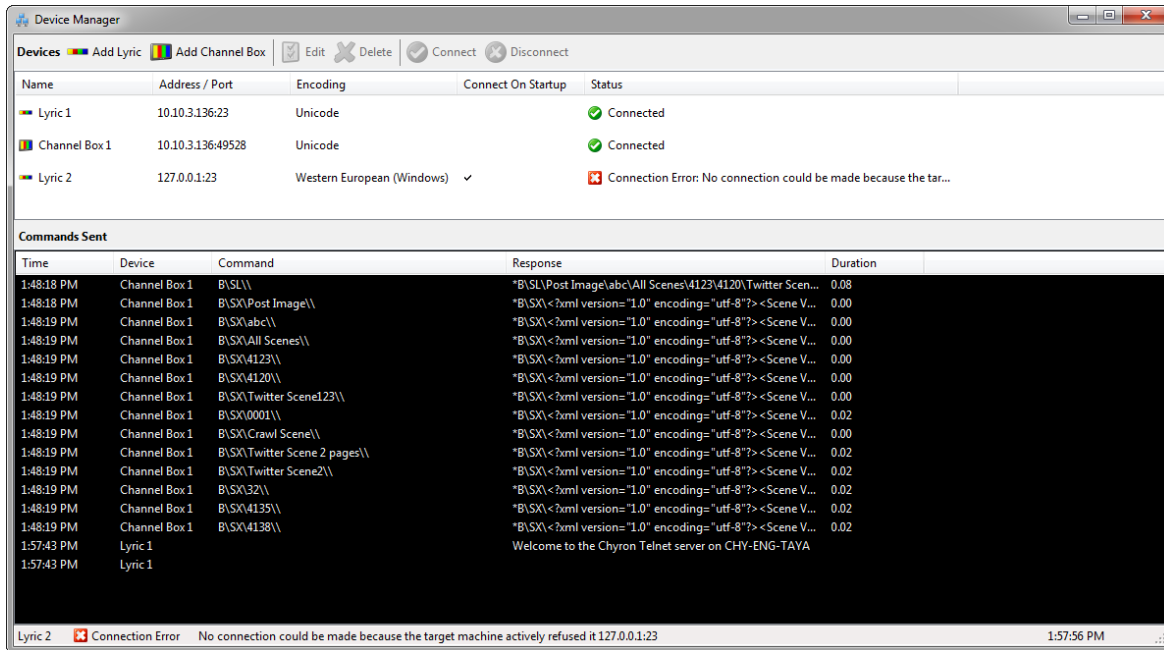


Figure 45. Device Manager with a Channel Box and 2 systems running Lyric

5.1. Configuring a Channel Box Device

Configuring a new Channel Box device is very simple.

1. Click the toolbar's **Add Channel Box** button.
2. Enter a **Name** to uniquely identify this device.
3. Select the **Connection** type:
 - a. Network
 - Enter the **Address** of the Channel Box device
 - Enter the **Port** of the Intelligent Interface that was set up on the Channel Box device (see [Section 6](#)).
 - b. Serial
 - Select the COM **Port** that is going to be used. This is not the port that is set up on the Channel Box device. Instead, this is the port on the system running SHOUT in which the serial cable is connected to.
 - Select the desired **Baud Rate**, **Data Bits**, **Parity**, and **Stop Bits**. These should match the settings that were set up on the Channel Box device.

4. Select the **Encoding** that matches the Intelligent Interface that was set up on the Channel Box device (see [Section 6](#)).

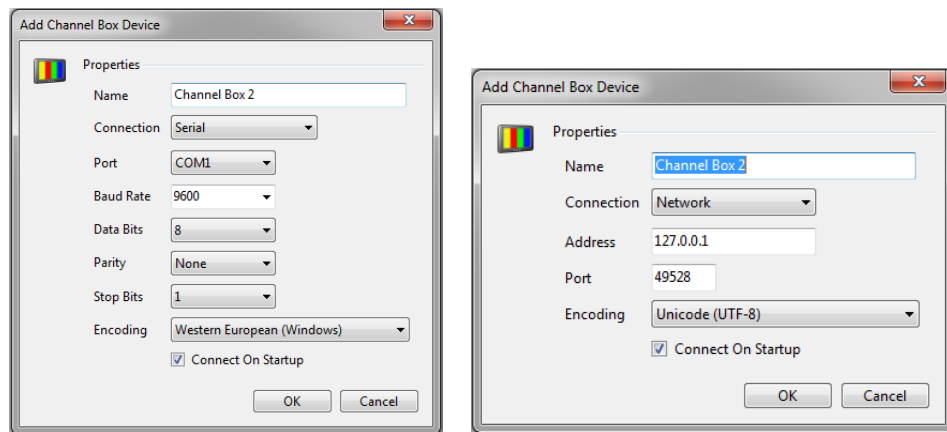


Figure 46. Left: Channel Box using Serial connection. Right: Channel Box using Network connection.

5.2. Configuring a Lyric Device

1. Click the toolbar's **Add Lyric** button.
2. Enter a **Name** to uniquely identify this device.
3. Select the **Connection** type:
 - a. Network: Enter the **Address** of the Lyric device. **Note:** The **Port** of Lyric devices is always 23.
 - b. Serial
 - Select the COM **Port** that is going to be used. This is not the port that is set up on the Lyric device. Instead, this is the port on the system running SHOUT in which the serial cable is connected to.
 - Select the desired **Baud Rate**, **Data Bits**, **Parity**, and **Stop Bits**. These should match the settings on Lyric's COM port.
4. Select the **Encoding** matching the Lyric device (see [Section 7](#)). **Note:** If Unicode I/O is checked in the Lyric Telnet Config window (see [Section 7](#)), SHOUT's Encoding should be set to **Unicode**. Otherwise, if Unicode I/O is not checked, SHOUT's encoding should be set to **Western European (Windows)**.
5. Select the number of **Available Frame Buffers** for this device. If 1 (the default value) is selected, the select frame buffer command will be ignored. Else, the select frame buffer command is sent. Ignoring the select frame buffer command may potentially speed up the play to air time.

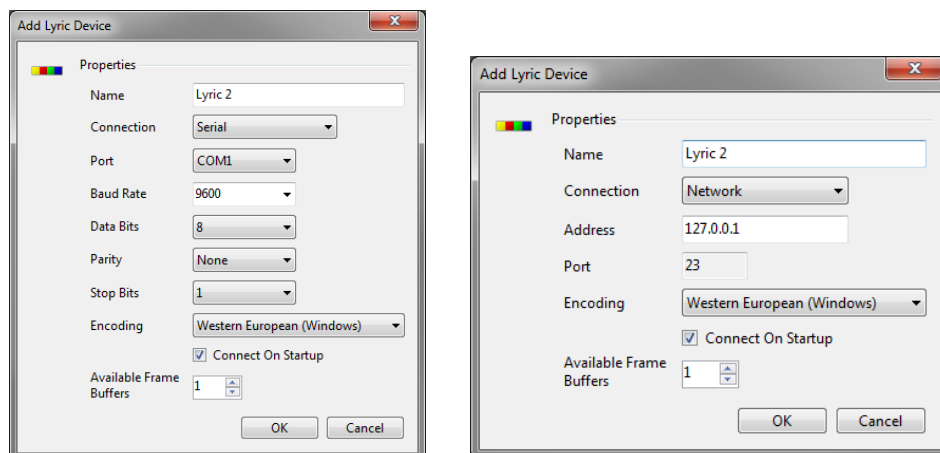


Figure 47. On the left, a Lyric device using a Serial connection. On the right, a Lyric device using a Network connection.

6. Playback with Channel Box

SHOUT supports playback to Channel Box systems using the Intelligent Interface protocol. Channel Box playback settings must be set to ensure that Intelligent Interface is enabled and listening to incoming commands.

To enable Intelligent Interface on a Channel Box device:

1. From the **Tools** menu, select the **Configuration** menu item. The Configuration menu is seen in [Figure 48](#).
2. Expand the **Automation** section on left, right-click on **Intelligent Interface**, and in the context menu, click **Add**.
3. The **Command Encoding** and **Connection Type** settings are available until the **Interface Enabled** checkbox near the top of the dialog is selected. Select the desired Encoding (this must match SHOUT's encoding) and specify a TCP/IP port OR a Serial Port. If Serial Port is selected then change the COM Port Settings to match your preferences (these can be left at default).
4. Click the **Interface Enabled** checkbox. Encoding and other connection settings are now unavailable as seen below.
5. Press **OK**.

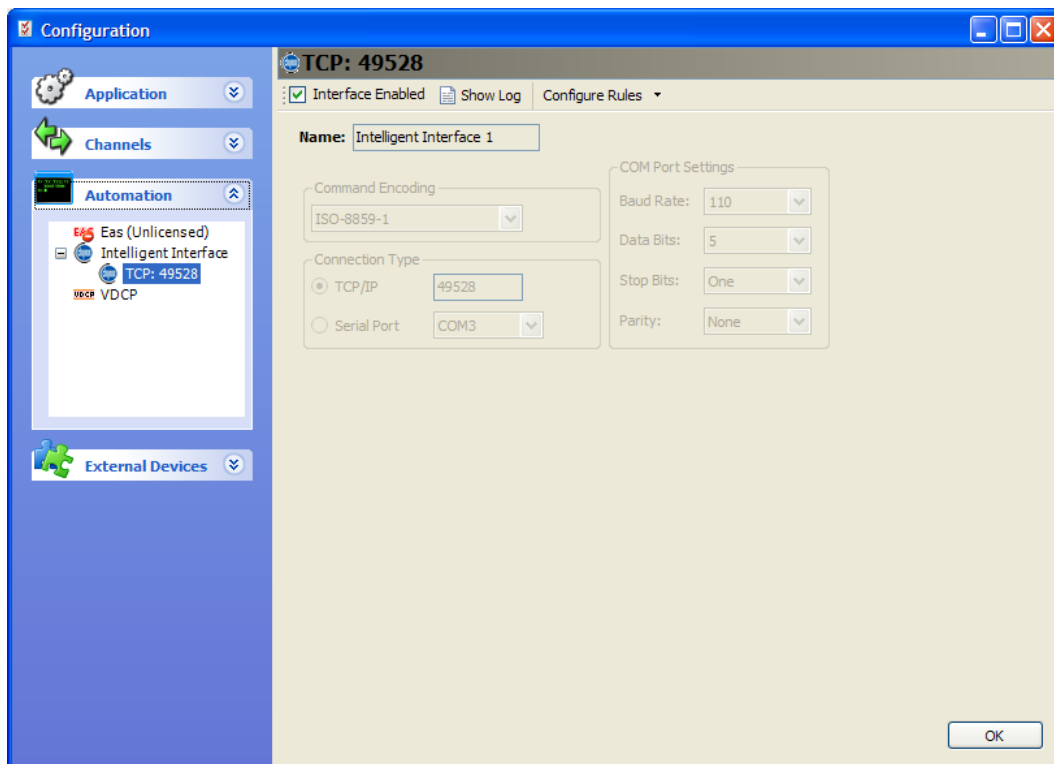


Figure 48. Intelligent Interface settings on Channel Box

Next, connect to your device from SHOUT:

1. In the **Playback** section of the Tab Configuration dialog, check **Enable Playback Control** ([Figure 43](#)).
2. In the **Device** dropdown, select a Channel Box device.
3. If the device is not already connected, click the **Device Manager** button and connect your device.

If connection to your Channel Box device is successful, the Scene list will automatically populate with scenes from your device. You will also notice a green icon next to the word "Connected" on the tab's toolbar.

Note

If you are not able to connect, verify that your device is reachable (whether it is running locally or on the correct network) and that the specified IP address, port number, and encoding type are correctly matched with your device.

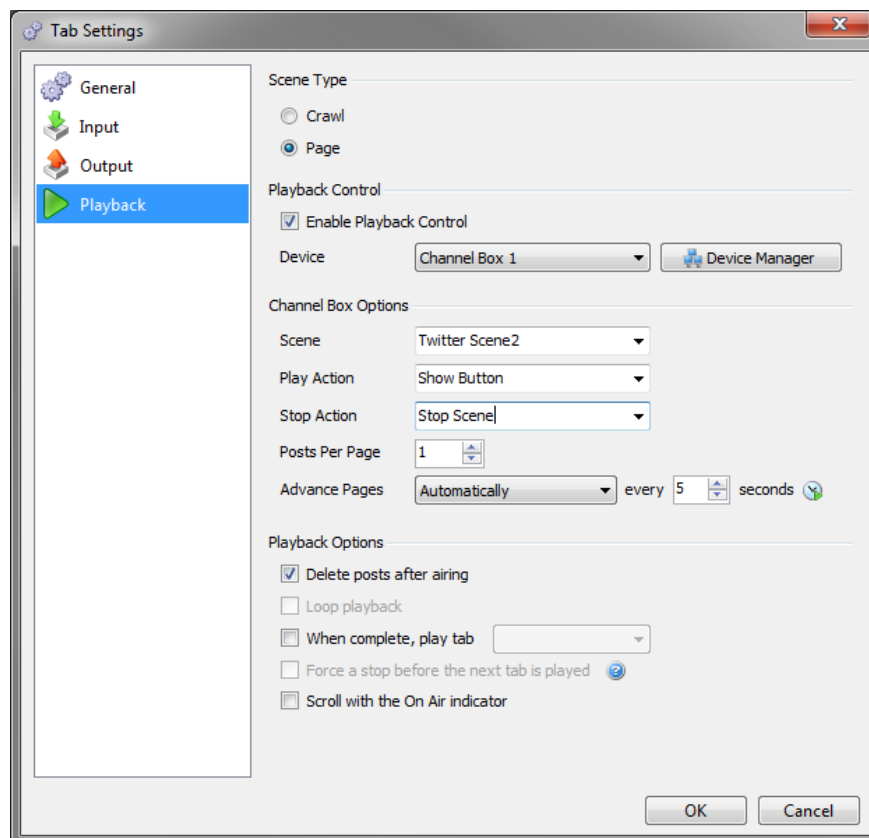


Figure 49. SHOUT configured for Channel Box playout.

- Select the desired scene from the Scene List, and the Play and Stop actions associated with that scene.
- In addition, select the desired number of Posts Per Page and choose Automatic or Manual playback.

If you are using more than one post per page, the scene objects on your device must conform to the correct naming format. For example, if a “Username” row is added in the Columns setting, then the scene must contain two text objects, “Username 1” and “Username 2.” There should only be one row in the Columns table per set of similar objects.

At the time of this writing, March 2013, SHOUT does not support Channel Box crawl scenes. To use SHOUT with a Channel Box crawl scene, the operator must link the **crawl object** within the scene to the output.txt file found in the tab’s working directory. The output.txt file is created when the tab’s data output type is set to Text. See [Section 3.3](#).

7. Playback with Lyric

SHOUT also supports playout on Lyric devices such HyperX and LEX, using the Intelligent Interface protocol. Intelligent Interface must be enabled on your Lyric device, as seen below. Connection with these devices is similar to connection with a Channel Box system.

1. Launch Lyric and select the Intelligent Interface menu item under **Config**.
2. For Network connection, verify that **Enable Telnet** is checked. For Serial connection, verify that either **Enable Serial Port 1** or **Enable Serial Port 2** is checked.
3. Press **OK**.

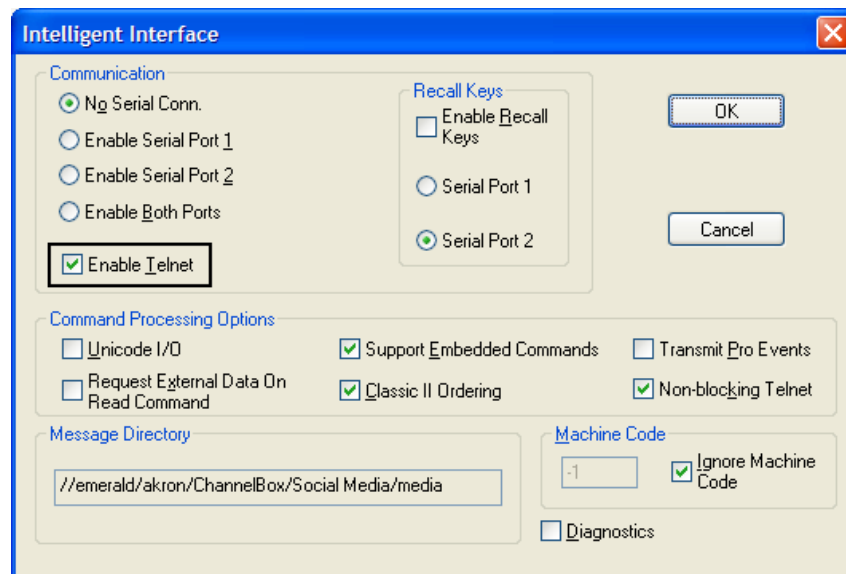


Figure 50. Lyric's Intelligent Interface settings on Chyron systems such as HyperX or LEX.

4. In the Playback Control section of the Tab Settings dialog (Figure 51 and Figure 52) check **Enable Playback Control**.
5. In the **Device** dropdown, select a Lyric device.
6. If the device is not already connected, click the **Device Manager** button and connect your device.

Once connected, enter the ID of the Lyric message that SHOUT will be updating. SHOUT will automatically remove any leading **0s** (if necessary) and the **.lyr** extension that are entered.

You may also elect to provide a Lyric message directory. **If no directory is provided, then the default directory set in Lyric's Default Paths Preferences will be used.**

For Page scenes, enter the desired Posts Per Page value, as well as the playback type (Manual or Automatic).

Selecting the **Execute the embedded macro after each update** option will cause SHOUT to automatically execute the message's embedded macro after each update.

Additionally, the output on Lyric's canvas can be previewed before take, using the **Preview before take** feature. This feature can only be enabled for Page playback. When this feature is enabled, a **Cue** button is added to the tab's toolbar. This button allows the operator to cue up and preview any number of posts before selecting one for air. A post can also be cued by right clicking it and selecting **Cue Post**.

When updating page templates in Lyric, SHOUT will attempt to update text templates that correspond to the Columns provided in the Output section (see Section 3.3.2). If no text template with the corresponding name is

found, SHOUT will attempt to update a node in the message's Scene Graph. For SHOUT to properly update the message as expected, all text templates and nodes must have a unique name.

If you are using more than one post per page, the scene objects on your device must conform to the correct naming format. For example, if a "Username" row is added in the Columns setting and the posts per page option is set to 2, then the scene must contain two text objects, "Username 1" and "Username 2." There should only be one row in the Columns table per set of similar objects.

For Crawl scenes, enter the desired Crawl Object Name, Post Spacer, and Seconds Per Post values.

Note: You may set the Seconds Per Post to '0' (zero) if you wish to only use the Post Spacer.

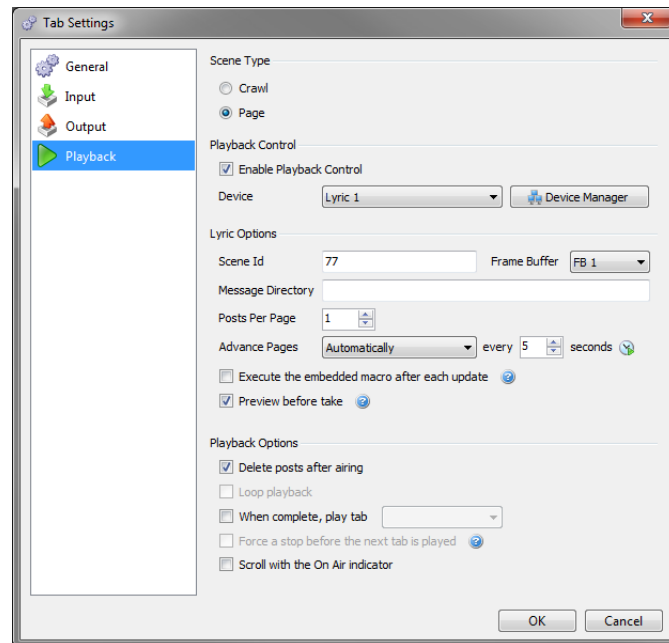


Figure 51. SHOUT's Scene Type page, configured for operation with a Chyron system running Lyric

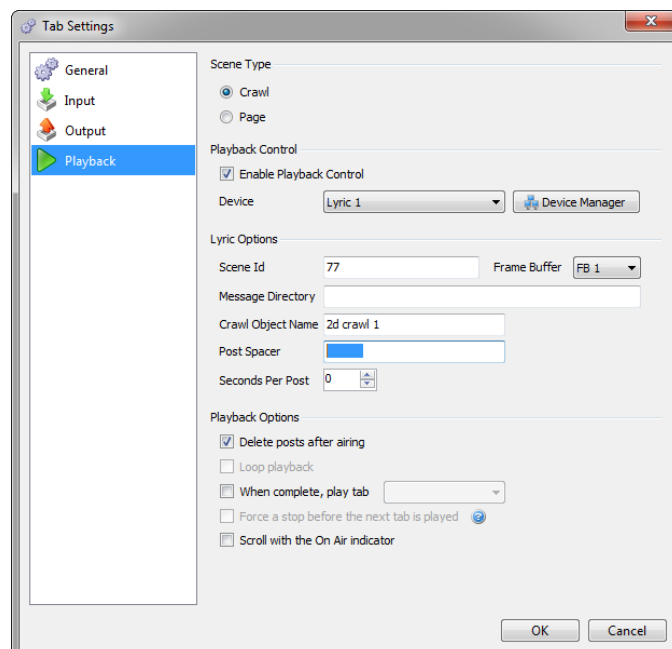


Figure 52. SHOUT with scene type Crawl, configured for operation with a Chyron system running Lyric

8. Controlling Tabs

Once a tab is created, it is automatically added to SHOUT's main window. Each tab is independent from the others and can be controlled from its own Settings dialog and toolbar. A tab page contains various controls that allow the operator to moderate, edit, and select posts.

Tabs can be reordered by dragging their headers and dropping them in the desired location.

The tab page is split into two main sections. The left section is used to view and control incoming posts, and the right section is used to view and control outgoing posts. The right section also includes playback controls and displays connection status.

Posts that have an attached image or videos will have a second image next to the avatar. Posts with a video will also have a green play icon above the image. This image/video can be removed and restored using the Edit Post dialog (Section 8.3). The operator can hover over the image for a better preview. If the post contains a video, the operator will have the ability to preview the video before selecting it for output.

In both lists, posts are marked with an icon indicating the social media data source from which they originate.

Social Media Data Source	Icon
Twitter	
Facebook	
Instagram	
YouToo	
RSS	

8.1. Controlling Incoming Posts

SHOUT affords simple control of incoming posts with these options available on the toolbar's left side:

- Selection of the posts to be viewed, using the **Search** dropdown. The operator can elect to view **all posts**, only **moderator messages**, or **individual accounts** and **search terms**. The operator can also add new search terms manually by typing them directly into the Search dropdown. This action adds the new search term to the present tab's list, selects it from the list for current use and creates the new search term in SHOUT's global preferences.

In addition, the operator can select an existing Search dropdown item by manually typing it into the dropdown box. Each item in the Search drop down is marked with an icon that symbolizes the social media data source from which it originates.

Filter Type	Icon
All Posts	
Moderator Messages	
Twitter Account	
Twitter List	
Twitter Search Term	
Facebook Account	
Facebook Page	
Facebook Status	
Instagram Account	
Instagram Status	
Instagram Search Term	
Mass Relevance Stream	
YouToo	
RSS Feed	

- The tab can be reconfigured using the **Tab Settings** window, which is accessed via the Tools menu or the Tab Settings button on the main window. It can also be accessed using the shortcut **Ctrl + T**.
- Closing a tab will remove it from the main window, but will not delete any of the tab configuration files found in the tab's working directory. These files can be used to import the tab back into SHOUT in the future.
- Clicking the **Refresh** button refreshes the current list.
- If a Facebook account or page is used, the operator will need to do a refresh on the **All Posts** item from the Search drop down in order to download and convert the account's latest statuses into lists. This will also download the latest comments for those statuses.
- Selected posts may be moved to output by clicking the **Move to Output** button, or by right-clicking on the post(s) and selecting the **Move to Output** option. Both methods will move the post(s) to the bottom of the output list.
- **Note** that the operator can also drag posts from the Incoming list and drop them anywhere in the output list.
- Selected posts may be edited by clicking the **Edit Post** button, or by double-clicking the post, or by right-clicking the post and choosing the **Edit Post** selection. For more information, see **Edit a User Post**, [Section 8.3](#).
- The rate at which new posts are pulled can be varied by clicking the **Refresh Every** checkbox and selecting a value in the time control.
- The operator can blacklist users directly from the incoming list. Blacklisting a user will delete all their posts and add them to the Filter Out section of the Global Preferences so new posts by that user will not

show up. To remove a user from the blacklist, simply remove their username from the Filter Out list. To blacklist users, right click on the desired posts and select the **BlackList User** option (Figure 53).

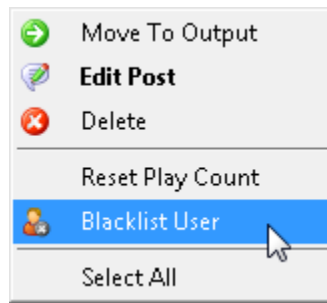


Figure 53. Incoming list context menu with Blacklist User option selected.

Note

Posts in the Incoming list can be temporarily rearranged by dragging and dropping. However, once the list is refreshed or a new Search view is selected, the posts re-sort themselves chronologically (newest posts on top).

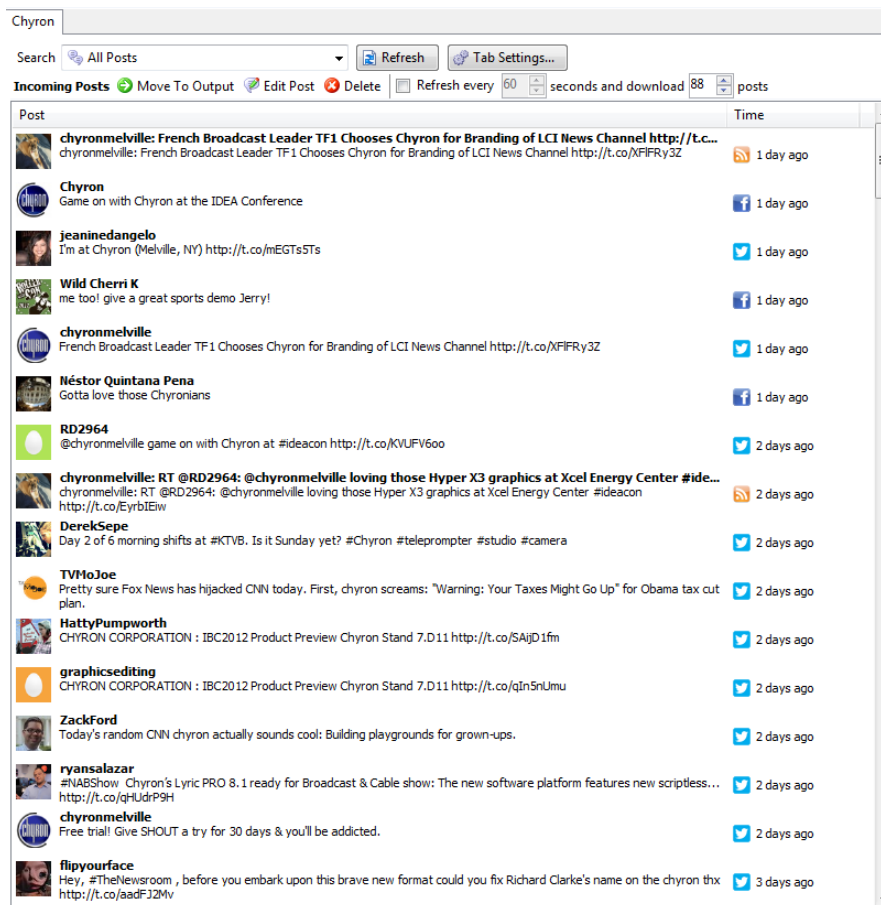


Figure 54. Incoming Posts pane

8.2. Controlling Outgoing Posts

Controlling outgoing posts is similar to incoming posts, with these options available on the toolbar's right side:

- Selected posts may be moved back to the Incoming Posts list by clicking the **Move Back** button, or by right-clicking on the post(s) and selecting the Move Back option, or by dragging posts from the Outgoing list and dropping them into the Incoming list.
- Selected post(s) may be deleted by clicking the Delete button, by clicking the Delete key on the keyboard, or by right-clicking on the post(s) and choosing the Delete selection. **Note:** Deleted posts will be added to a blacklist and remain deleted for **24 hours**. This means that after a post is deleted, it will not reappear in the input list until 24 hours have passed. This only applies to posts that have been manually deleted. Posts deleted using the **Delete After Air** feature will not get blacklisted.
- The operator can reset the play count for posts by using the **Reset Play Count** (Figure 53) option in the context menu that is found in both the Input and Output lists.
- Scenes configured with the Playback settings (Section 2.5), may be loaded by clicking the **Load** button.
- The loaded scene may be played by clicking the Play button. This will trigger the scene's Play Action if one has been defined.
- The scene currently playing may be stopped by clicking the Stop button. This will trigger the scene's Stop Action if one has been defined.
- The operator can connect and disconnect from the configured device by right clicking the connection status.
- The operator can view the current connection status of the device. **Note:** The connection status for each tab can also be found in the tab's header.

Connection Status	Icon
Connected	
Disconnected	
Connecting	
Connection Error	

The operator can rearrange output posts as needed. Rearranging output posts is permanent and will be reflected in both the saved data file and the playback order. In addition, the operator can also rearrange posts during playback, including the post currently on-air (which is highlighted in green during playback). Additionally, the operator can add new posts for output during playback.

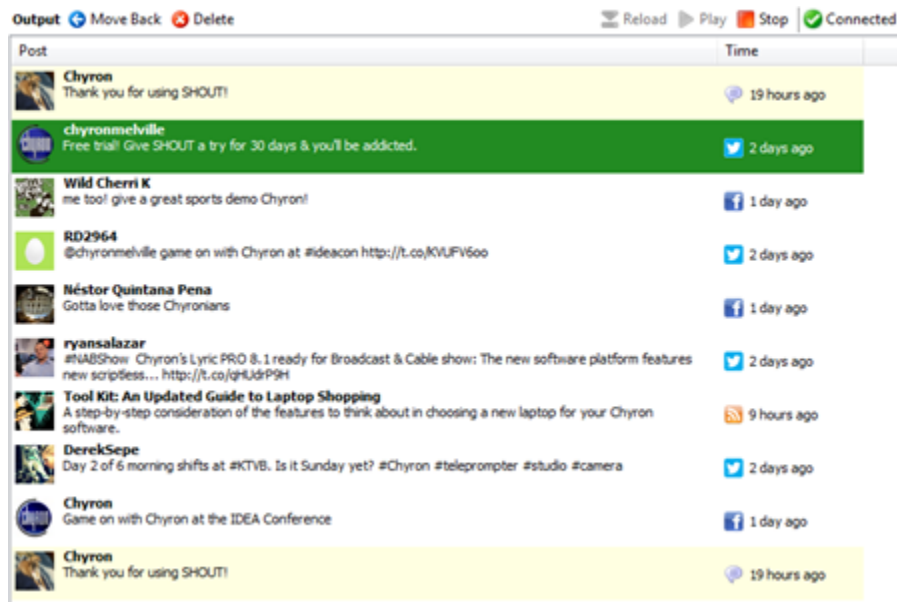


Figure 55. Outgoing Posts pane

8.3. Edit a User Post

A user post can be edited **only** if the post is **in the Input list**. To edit a post, double-click it or select it and click the **Edit Post** button in the tab's toolbar. The operator can also access the Edit Post dialog by right-clicking a post and selecting the Edit Post option. Only one post at a time may be edited. In the Edit Post dialog, the post's text content and avatar may be edited. If there is no application default image defined in the global preferences and the Application Default option is selected, then no image will be used. The character count for the post being edited is shown on the right, below the post text box.

The Edit Post dialog has two different views. The first view (Figure 56) is for posts without a post image, and the second view (Figure 57) is for posts with a post image. The operator can also remove and restore the post's attached image. If the attached image is removed, then a camera icon (📷) will be shown next to the username to indicate that the post contains an image.

From the Edit Post dialog, the post can be sent directly to output by clicking the **To Output** button. This will save any changes done to the post, close the edit post dialog, and append the post to the bottom of the output list. In addition, a post can be reverted to its original message, avatar, and attached image (if exists) by clicking the **Revert** button.

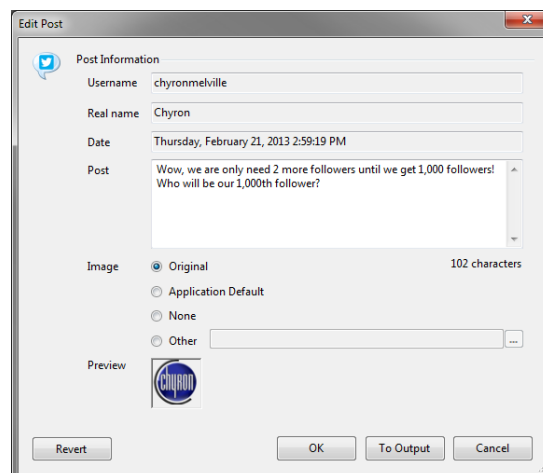


Figure 56. Edit Post dialog without a post image

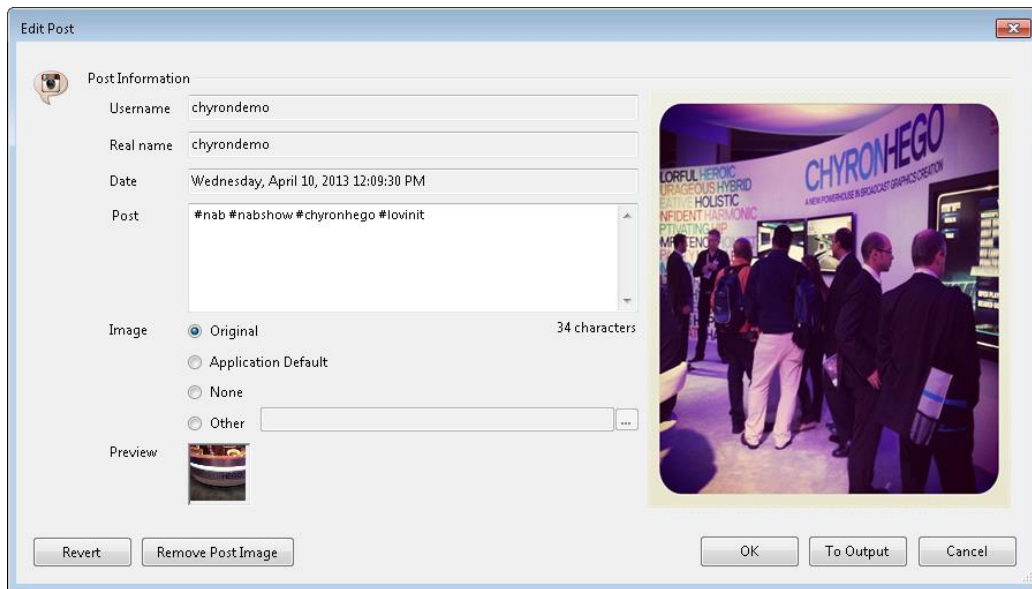


Figure 57. Edit Post dialog with a post image.

9. Moderator Messages

Moderator messages allow the operator to create application-wide messages that may be used between viewers' posts, to provide extra information, such as legal notices. Moderator messages may be created from any tab, and once a message is created, it is available on all tabs.

To create a moderator message:

1. Select the **Moderator Messages** list from the Search dropdown list.
2. Press **Add Message** from the tab's toolbar.
3. Fill in the desired username, post, and image locations.
4. Press **OK**.

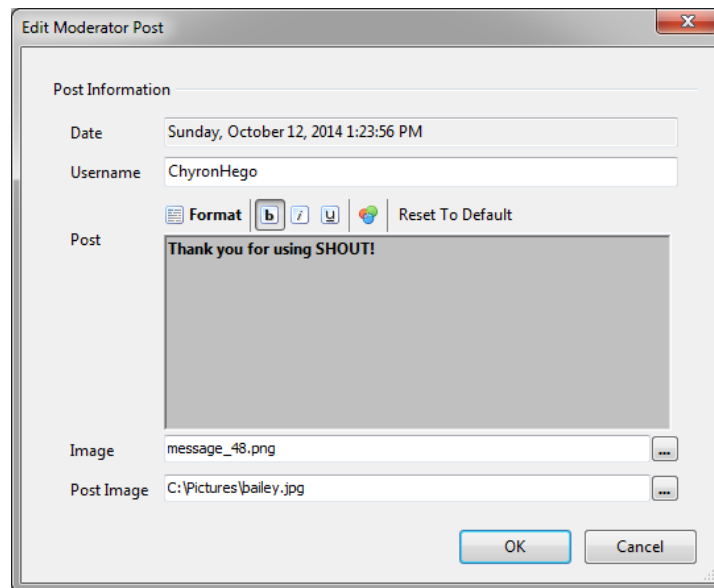


Figure 58. The Edit Moderator Post dialog

To delete a Moderator message, select it from the list and click the Delete key on your keyboard or the Delete Message button located on the tab's toolbar.

Notice that multiple instances of the same Moderator message can be placed in the output list, and that Moderator messages are highlighted in pale yellow. See [Figure 59](#). The yellow highlighting on screen is not easily visible in this illustration, but in operation will be easily seen.

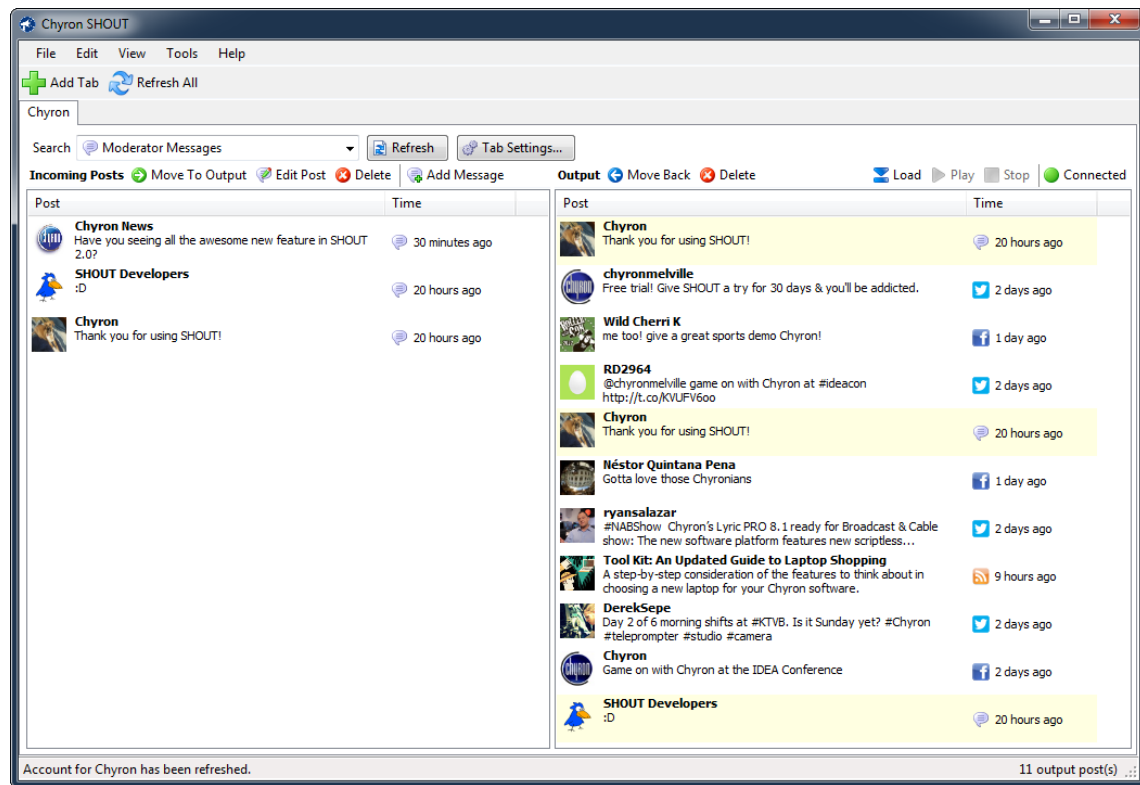


Figure 59. Moderator Messages (created at left) interspersed with User Posts, as seen at right.

10. Favorites List

The Favorites list is a global list that is shared across all tabs. It allows the operator to mark posts as Favorite, which can then be used in other tabs or at a later time. Similar to the Moderator Messages, the Favorites list can be found under the Filters drop down.

There are three ways to add a post to the Favorites list:

- 1) Hover over the post and click on the Star that is found on the right side. (See Figure 60)
- 2) Right click a post and select "Favorite". This operation can be used on multiple posts at once. **Note:** This button will toggle the state of the post. (E.g. if there are 3 posts selected, posts 1 and 2 are already in the Favorites list and post 3 is not, and the Favorite button is clicked then it will remove posts 1 and 2 from the Favorites list and add post 3 to the Favorites list.)
- 3) Drag and drop a post into the Favorites list. This operation can be used on multiple posts at once.

There are three ways to remove a post from the Favorites list:

- 1) Click the yellow Star that is found on the right side. (See Figure 60)
- 2) Right click a post and select "Favorite".
- 3) Select a post from the Favorites list and press Delete.

The input and output list will display a yellow star to the right of the post if it is in the Favorites list. If the operator hovers over a post that is not in the Favorites list, a gray star will be displayed to the right. When this gray star is hovered over, it will turn yellow. If the star is clicked, then the post will be added to the Favorites list.

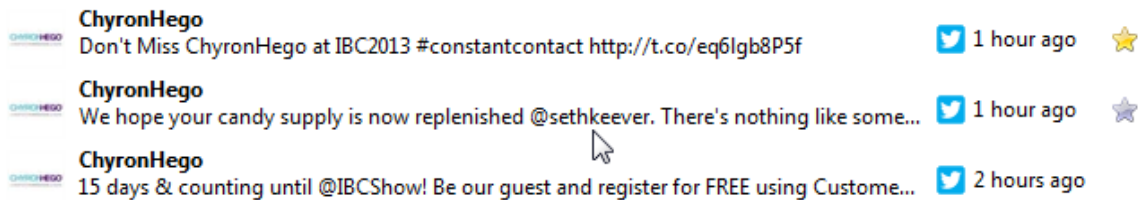


Figure 60. The top post (yellow star) is marked as Favorite. The middle post (gray star) is not marked as Favorite but the mouse is over it. The bottom post (no star) is not marked as Favorite and the mouse is not over it.

11. Multi-User Control

Multiple instances of SHOUT running on separate computers are capable of controlling the same tab. E.g. Two instances can moderate incoming posts from different (or the same) lists and select posts for output, while a third system controls the playback to a Chyron device.

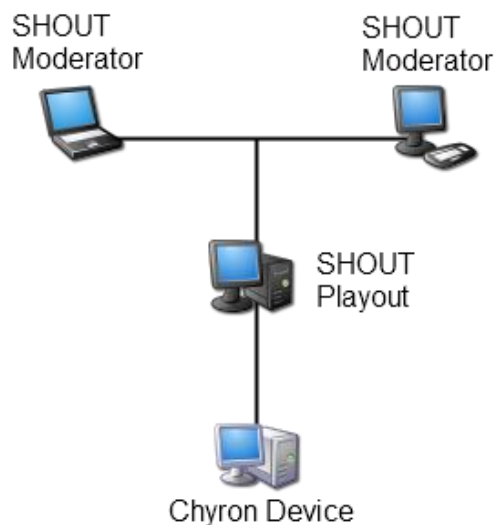


Figure 61. Two SHOUT moderator computers and one SHOUT playout computer controlling a Chyron device.

For this scenario to work, all of the computers involved will need to have access to a shared folder. This shared folder can be on one of the computers running SHOUT, on the Chyron device, or a completely different computer on the network.

Follow these steps to set up a multi-user scenario with SHOUT:

1. Ensure that all SHOUT instances and the Chyron device are on the same network.
2. Create a new tab on one of the computers running SHOUT:
 - a. Set the Tab's **Location** (under the General section) to a shared folder accessible by all SHOUT instances.
 - b. Set the Tab's **Image Output Location** (under the Output section) to a shared folder accessible by all SHOUT instances and the Chyron device, usually a subfolder in the tab's location (assuming the Chyron device has access to it) or a shared folder on the Chyron device.
 - c. Configure the rest of the tab to match your preferences.

3. On all the other SHOUT instances, import (File->Import) the tab-details file that was created with the new tab.

All instances of SHOUT are now controlling the same tab. This means that if any of the tab's settings are changed, it will be reflected in all instances. In addition, any operations performed on the input and output lists will be reflected in all instances (for example, adding posts, deleting posts, re-ordering posts, editing posts, etc.). Although only one instance can control the playback for the tab, Cued (yellow by default) and On Air (green by default) posts will be visible on all instances.

Note: The Moderator Messages list is still global to each instance and it will not be transferred to the other instances. However, moving a moderator message to the output list will be reflected in the other instances.

12. Logging

SHOUT uses a third party application called ITechLogger to log various operations. The easiest way to reach the logs is through the SHOUT interface. From SHOUT's **View** menu, the operator can select either to view the **Current Log** or the **Log Folder**. Selecting the **Current Log** option launches the ITLogBook with the current log. Selecting the **Log Folder** option opens the folder containing all the log files. Since SHOUT uses the ITech Logger Service, all SHOUT runs are stored in the same log file. Once the log file has reached its maximum size of 5mb, a new one is created for future log entries.

Commonly logged operations:

- On start-up, SHOUT logs the running version, the current license status, and tabs that fail to load.
- Whenever an automatic refresh occurs, the reason is also logged.
- During playback, SHOUT logs various operations:
 - Whenever a device is connected to or disconnected from, including any connection errors.
 - Whenever a scene is loaded, played, cleared, or stopped. Both the Scene and Device names are logged.
 - All the information about every post that is sent to the play-out device is logged. This includes **Username, Real Name, Aired Message, Original Message, Time Created, Post Type, Post Id, Character Count, Post Image Location, Video Image Location, Image Type** and the **Image Aired**.
- SHOUT logs any web and I/O errors. These errors include:
 - Images that fail to download or save, and the reason they failed.
 - Files that fail to save, and the reason they failed.
 - Accounts or Search Terms that fail to refresh, and the reason they failed.
- Adding and removing devices.
- Any application exceptions that occur in SHOUT during operation are automatically logged and the user may be prompted with an exception dialog. If this occurs, it is strongly recommended to email Customer Support with a screenshot of the exception dialog.
- Whenever Offline Mode is enabled/disabled.
- On shut-down, SHOUT logs the running version and if it successfully closed.

Note

Other operations that are not listed above that may help troubleshoot common problems may also be logged.

13. SHOUT's Global Keyboard Shortcuts

SHOUT supports a number of useful global shortcuts that can help speed up moderation.

Key Combination	Action
Ctrl + N	Add a new tab
Ctrl + O	Import a tab
Ctrl + W	Close the current tab
Ctrl + G	Move selected posts to output
Ctrl + H	Move selected posts to input
Ctrl + E	Edit the selected post
Ctrl + Q*	Clear scene objects for the current tab In Lyric, this will delete all the templates from the canvas In Channel Box, this will remove the data from all the fields that are used for playback
Ctrl + Alt + Q*	Stop playback for the current tab
Pause*	Triggers a pause release to a Lyric device for the current tab
F4	Toggles the current tab's advance page playback option to Automatic.
F9	Toggles the current tab's advance page playback option to Manual.
Del	Delete the selected post(s)
Ctrl + A	Select all the posts in the focused list
Ctrl + F5	Refresh the current view for all tabs
F5	Refresh the current view for the current tab
Ctrl + T	Open the current tab's settings dialog
Ctrl + P	Open SHOUT's global settings dialog
F1	Open SHOUT's About dialog
Space/Enter*	Triggers the Play button.
Alt + F4	Exit SHOUT

*These operations will only work after SHOUT has been connected to the device, and the Load button has been pressed



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