



Hello

Welcome to Nautel Waves, introducing: our new CEO, Kevin Rodgers; new Platinum Power Supply Upgrade; and, what's new in customer service including the results of a recent customer pulse survey.

Hear from Alex Hartman, Chief Engineer at KVSC, about his new GV10, and don't miss our latest technical support video on rack interface board replacement.

LATEST WEBINARS



[New Compact GV30 >](#)



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[GV Release 4 Features >](#)

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Spotlight on Kevin Rodgers, New CEO

What happens when a thriving company's Director of Customer Service, Kevin Rodgers, takes over as President and CEO?



The focus on the customer – which is already very strong - becomes even more intensive.

In addition to being a shareholder and board member of the company for many years, Kevin has long had "boots on the ground" in terms of the day-to-day operations of the company, especially when it comes to Nautel's customer-driven processes. Kevin has been with Nautel for three decades, most recently serving as Director of Customer Service, where he grew the department to what it is today.

"Getting customer input is vital to our success," Kevin says. "Most of the advanced ideas in our products, and many of our customer support programs, including [Nautel PhoneHome™](#), come about from conversations with customers who are interacting with our products on a daily basis and know firsthand what would make their lives easier."

So, just what will be changing at Nautel under Kevin's leadership? [Learn more >](#)

New Platinum Power Supply Upgrade

After we released the new NV/It and GV Series transmitters, existing FM customers asked if they could get similarly efficient power supplies for their transmitters.

Well, we're pleased to announce our new plug and play Platinum Power Supply Upgrade for NV and VS transmitters. As part of our

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LATEST TECH SUPPORT VIDEO



[Rack Interface PWB Removal & Replacement Video >](#)

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Continuous Improvement process we invested in the necessary resources to provide this new functionality to our legacy FM customers, complete with our standard four-year warranty.



The new platinum grade power supplies offer a direct pin-for-pin-compatible replacement and offer considerable advantages over the previous generation of switching power supplies. They can also be mixed with existing power supplies.

Please contact Nautel support for ordering information. 1-877-628-8353, support@nautel.com

[Platinum Power Supply Upgrade: Learn more >](#)

What's New in Customer Service

In April, 2014, Andy Berry joined the Nautel support team as Manager, Customer Service.

An explorer at heart, Andy has a passion for discovering new ways of enhancing the customer experience.

In this article, Andy outlines what's new in customer service including the completion of Release 4.0 software for all major transmitter product lines, and the results of a recent Pulse Survey he conducted to check if customers really are enjoying the peace of mind that our brand promises. [Learn more >](#)

Going forward, Andy will be working with his team to make things even better, and he welcomes your input on how we can improve further.

[Read Andy's full article including Customer Survey Results >](#)



Customer Story: First GV10 Goes on Air at KVSC

The change from tubes to solid-state was a big jump in technology for transmitters, significantly reducing running and maintenance costs.

The challenge now is to raise the bar with innovative features. So, has Nautel's newest model, the GV Series, met this challenge?



[Mark Grimes uses a VS300 as a replacement exciter in his BE >](#)



[Greg Hateley in Perth, WA with his NV, XR & XL transmitters >](#)



[Putting our new CEO, Kevin Rodgers to work at WBA >](#)

UPCOMING EVENTS

BES, Jan 15-17
New Delhi, India

NRB, Feb 23-26
Nashville, TN

CABSAT, Mar 10-12
Dubai, UAE

NAB, Apr 11-16
Las Vegas, NV

[View All Upcoming Events >](#)

LATEST SOFTWARE

All latest software updates are now accessible at Nautel.com
[View Latest Software >](#)

Alex Hartman, Chief Engineer for KVSC, shows that the GV Series is more than a very attractive upgrade.

"My GV10 running at 1/2 power with -14dBc injection is achieving 74.8% efficiency. When run into a dummy load at full 9 kW output with -14dBc, that number jumped up to 89%! Not much wasted juice there!"

[Read Alex's GV Story >](#)



Tips 'n Tricks by Jeff Welton

LTE Interference is a hot topic currently affecting hundreds of stations, both with and without Nautel gear.

Longer than Jeff's usual, this article gives a comprehensive overview of the challenge and provides some decent, cost effective solutions. It contains input from three consultants, a contract engineer and a Washington, DC communications lawyer.

[Read More >](#)



Submissions for this Tips 'n Tricks column are encouraged and if published you'll receive a Nautel T-shirt. Submissions should be typed and emailed, with high resolution photos, to info@nautel.com using the subject line Tips 'n Tricks.

LPFM Corner by Christy Lynn White

The FCC continues to work through the LPFM applications bringing the total construction permits to just over 1,400. This is up by almost 200 in just a few months, with more to come as the FCC works through the remaining applications.



Stations are slowly getting on the air, with just over 100 new LP stations now on-air. Many of these new stations are hitting the airwaves with the [Nautel VS300LP Transmitter](#), taking advantage of the range of features, advanced user interface (AUI) and Orban Inside audio processing card. It has been very exciting talking with new stations, answering questions and hearing what they like about the VS300LP. In their own words, here are a few user accounts.

"We use the internet for our STL, and with the AUI functionality on the VS300LP we log in each morning, go to the correct preset, and transmit over ICECAST streaming. It works beautifully. In the evening, when we are not manning the broadcast, we use a preset to enable the transmitter's onboard scheduler to run the station at low wattage and that also works great." **John Phane, KVBB, Big Bear, CA.**

"I deploy VS300LP transmitters exclusively in our LPFM projects. They are extremely reliable and the Orban processing card helps them sound as good as the full-power stations in their areas. The units also eliminate the need to purchase additional equipment to facilitate telemetry, remote control, and alarms." **Jason Bennett, FM Expansion Group, LLC.**

Both these users purchased under **Nautel's LPFM promotion**, which provides new LP stations with an Orban Inside processing card at no charge with the purchase of their transmitter. This offer ends December 31, 2014. For more information on the promotion, and the VS300LP contact Christy White directly at 1-877-662-8835 or christy.white@nautel.com

[Learn more about the VS300LP transmitter >](#).

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