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My Station is not currently streaming but we still receive technical alerts. How do I stop those from being sent?

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If your account level is that of Super Admin you can make the needed changes by logging into your andomedia.com account. However, if your account level is not a Super Admin you will need to have your account upgraded to Super Admin or you will need to reach out to a local Super Admin to have them upgrade your account or have them make the needed changes.

Once a Super Admin has accessed the system just follow these steps to Disable technical alerts from being sent:

1. Log into your Client Console account and click on Advanced at the top of the screen
2. Click the Stations link
3. Choose Edit/Delete stations and Highlight the station in question, then click EDIT
4. When the Edit Station screen appears, scroll about 2/3 of the way down the screen until you see Monitor Check-in Time out, Monitor Last Spot Played and Monitor Last Data Received
5. All three alerts should already be enabled
6. Just uncheck the necessary boxes for the alerts that you want to disable and click SAVE. That will remove these stations from sending technical alerts

To re-enable them at any point in the future just repeat steps 1-5 and then re-check any boxes for alerts that you want to re-enable, then Click Save

If you need further assistance just submit a support ticket through the link at the top of the screen.