

Smartphones Make Smart Production

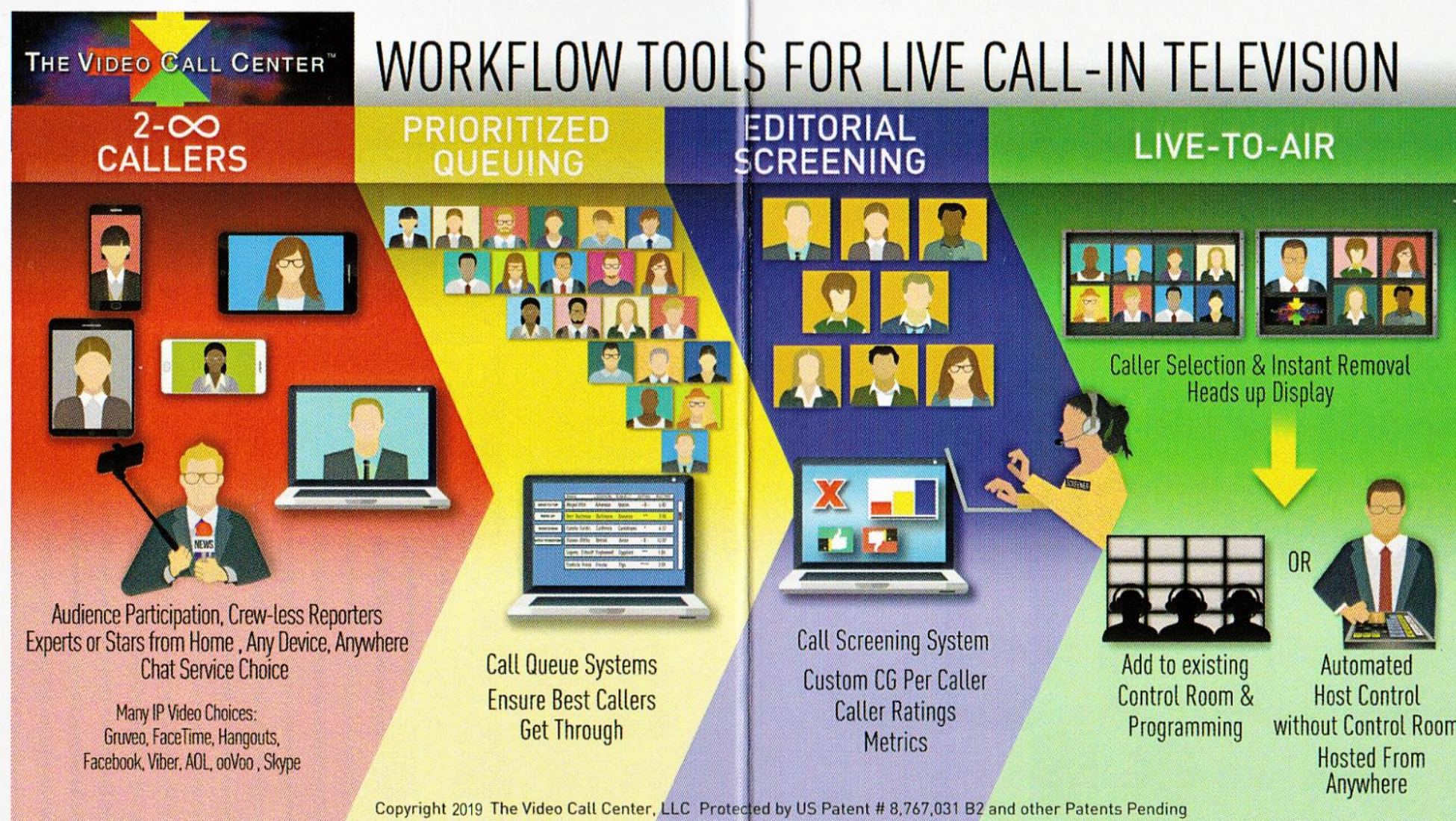
Creative Options for Production teams:

2 Way Remotes from Anywhere

Live remotes from virtually anywhere with two-way instant video/audio connections create intimacy and connection on-air.

IP Remote Production as a Service

VCC delivers air-ready remotes by optimizing connections, framing, and replacing all the tasks an on-site crew would perform.



Smartphones Make Smart Finance

VCC reduces production costs by enabling high-quality, live two-way remotes from virtually anywhere, without the cost of trucks, crews, or remote equipment. An "all you can eat" service model means production teams can bring in unlimited contributors, each using their own device, for a single fixed fee. These features when applied to even a fraction of an organization's remotes help to drive down production costs, relieving the pressure on tight budgets.



VCC's innovative HAT® automation technology further reduces operating costs and can even help producers avoid capital & facility expenditures. The system enables distributed teams to create complete live programs without the need for control rooms or technical crews. On-air hosts, or non-technical producers can simply control the show from anywhere.

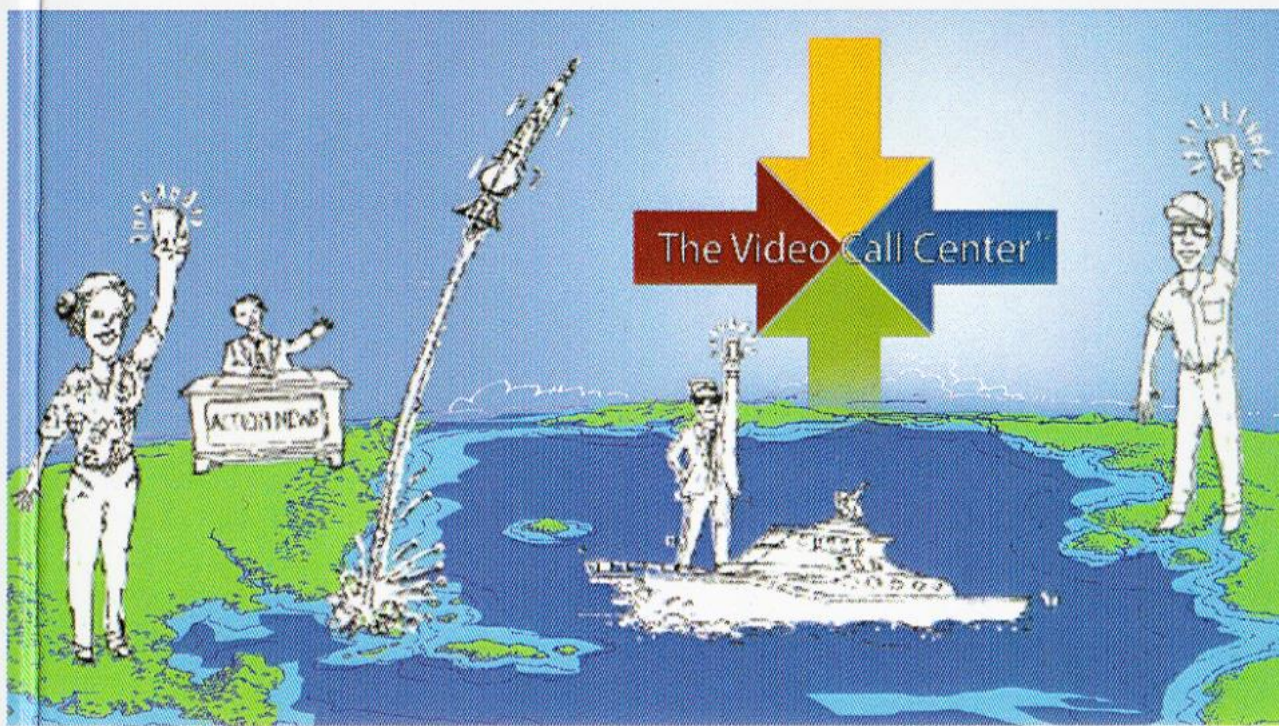
Presenting **Video Call Center** sales literature, and Commentary adjacent to it, on the vital reliability of the **Video Call Center** to 2-way, audience participation, interactive, multi-platform, TV show producers, sponsors, and media members by **Brock d'Avignon**, Executive Producer, **Freedom interactive Television Networks Association (FiTNA)** relating conversation with VCC leaders & demo at the 2019 **National Association of Broadcasters**

Live or Live to tape Connection w/Studio

Stable, high-quality connections can be used to create interactions over many hours, between points anywhere in the world.

Control Room or Automated Production

VCC connects with standard control rooms, or skip the control room with VCC's HAT technology for a remote host-driven production.



Smartphones Make Smart Contribution

Getting a crew to a remote location takes time. VCC's Caller Cloud® service connects contributors anywhere, using any device, directly into a client's own control rooms. Everyone in a producer's contact list can now make live contributions to a program, without a download: reporters, athletes, experts, stars... anyone! From anywhere around the globe, VCC provides real-time remote editorial and technical management as a service to manage contributors and get the best shot possible.

Contributors receive an instant return video signal, giving them an intimate connection to action on set. Latency is so minimal that remote contributors can even do live play-by-play or narration over B-Roll!

In 2010, Executive Chair of *Video Call Center (VCC)*, Tom Wolfzien, 16 years Producer/Director of *The NBC Nightly News* thought of overcoming the difficulties in smartphone calls pixeling out, or 40% dropping off through numerous blackboxes enroute to air, or just when a viewer got on air to ask a question via *Facetime, Skype, Tango, WhatsApp* or other web videophone applications, the call vanished. Tom wanted reliable broadcast quality standards for smartphones' video & audio signal on mass media. In 2014, Tom tapped 35-year NBC **Broadcast Engineer Larry Thaler** to be CEO to solve this. Over 5 years, among brilliant programmers like **Greg Milne**, they achieved it with **signal processing patents proven in over 1,000 LIVE on air shows with 98.3% reliability worldwide.** If a producer's format handles 7 viewed callers on air simultaneously, they buy 7 dedicated units to each transmission. The convenience of the VCC visual screener queue system is analogous to that of talk radio with unlimited viewer-callers being managed in the cloud from 1 to infinity. The VCC "virtual green room" handles release form legalities and the viewer-caller gains a password. The producer's screener can avert duplicate questions from a message box, advise viewers' how to avoid background glare, and determine if the viewer-caller typed out they have a solution to a problem under discussion – which can put them at the top of the "caller queue" CQ. The VCC has flawlessly handled by easy to train CQ screeners and hosts **19 on air smartphone interactions within a half-hour show.**

The *Video Call Center* and VCC CQ screeners are a major function of low-cost 2-way audience participation formats for interactive producers with smartphones, tablets, and computer-cameras. In **FiTNA** formats, when a viewer-caller is interested enough in a topic to call, while waiting for a chance to get on air to mass media, the viewer-caller can be engaged to do a list of other interactivity such as **PhoneVoting** to tallies, donating, ...and buying items.

Smartphones Make Smart Television™

There are billions of smartphones in the world. With the VCC, every one of those devices can empower a uniquely located contributor to participate in a live television or web program. VCC's platform and services provide producers with the tools and flexibility they need to reliably manage those remotes, develop innovative production models, and realize meaningful cost savings.

Whether you're seeking:

- Production options to enhance creativity
- Greater flexibility with live remotes
- Financial cost savings
- Increased audience engagement
- Show creation without a control room

VCC has innovative, proven solutions with the high-reliability and quality that broadcasters expect.



After the password acknowledging the legal media release, within the Video Call Center's *Caller Queue* (CQ), the caller-viewer can see/hear what's happening on air, while the CQ screener/host sees on a laptop computer the viewer-caller & their background. The CQ provides a reminder snapshot to the screener and host for possible upcoming on air interaction. When the viewer-caller clicks into the VCC "virtual green room", they are competing with many other callers closer to getting on air.

While waiting, the viewer-caller can do other personal tasks with their smartphone or device. In talk-radio, KFI has more listeners just in Los Angeles every day than CNN does. Why? Talk-radio format offers that chance of on-air interactivity, gaining those high ratings. An activity of many radio listeners is driving their car, while others are hands-free doing other chores while listening. However, with smartphones, tablets, and computer-cameras - **by providing producers additional Freedom interactive TV formats, most viewer-callers-in-waiting will still have a satisfying experience with FiTNA formats engaged with the topic they were motivated to call-in about.** This isn't merely retroactive delight because the screener told them to correct their camera angle, since the selfie phonecam was looking up their nose; but they can enjoy other interactivity with the topic they called in about.

With FiTNA formats of interactivity, the viewer-callers can multi-task personal device media with the show that will retain them online. Instead of thinking its long odds to being seen & heard, giving up, and ringing off; a viewer-caller can be happily engaged in:

- Making inquiries from curiosity
- Downloading video to satisfy curiosity
- Uploading video to comment upon on-air
- Register opinions on PhoneVoter tallies
- Sign a petition
- Comment
- Comment on other callers' opinions (in other than the CQ window)
- **Offering a solution at length on the site** (other than the brief summary in the CQ message box that put them up higher)
- **Donating** to a panelist, cause, charity, inventor, or candidate
- **Crowd-funding** an inventor or cause
- **Buying** ideas, services, or items in the website store while waiting to be on air.

Smartphones Make Smart Engagement

With VCC's Caller Queue® platform, viewers become participants in the program. This is audience engagement far beyond simple SMS display and poll results.

Callers join Caller Queue® using the video calling apps already on their smartphone, tablet, or computer, without downloading any apps or software. Producers have a full suite of editorial controls to screen, prioritize, and select callers for participation on air.

Caller Queue® is a "green-room in the cloud" where audience members watch the show, answer questions, or even post selfies while waiting their turn. VCC Social Amplification Engine encourages viewers to promote their participation with their social media followers, converting audience members into participants then promoters.

VCC's social amplification engine converts audience members from passive viewers... into active participants... & into the show's biggest promoters!



Proven Success Across Cable Networks, Syndication, TV Stations & Digital

The VCC offers a suite of production services coupled with ground breaking technology to enable clients to create new innovative forms of television. Our technologies are protected by US patents #8767031 #9654731, China #ZL201380050976.3 and patents pending.

About The VCC

VCC has enhanced more than 700 programs & produced more than 6,500 remote feeds, with >98.3% on-air reliability

Live Sports, Relationship & Dating, Live News, Political, Lifestyle, Reality TV, Infotainment, Syndicated Talk, Sports Talkers, Scifi/Paranormal, Documentary, Medical/Health, Automotive, Military, Music...

The Video Call Center

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Producers using **Freedom Interactive TV Networks Association (FiTNA) associates' connectivity before, during, and following Video Call Center (VCC) interactivity**, makes VCC technology more valuable as intrinsic major step to **more affordable production of 2-way TV between personal and mass media, and monetization of 2-way TV**. FiTNA is joined by its media associates when they:

- 1) reduce their price to zero of media products & services to showcase 2-way TV formats in the hands of new 2-way shows/networks;
- 2) sponsor 2-way TV shows, websites, or phoneapps with sales "loss leaders" on FiTNA networks integrating 2-way technologies;
- 3) trade "product placement" for production cash in 2-way TV shows with acknowledgment of their behind-the-camera products;
- 4) extremely discount new technology & programming to attract producers to try interactive TV shows and interactive ads, or re-run passive TV with added 2-way interactivity. Include audience interactivity protocols with 5G, ATSC 3.0, and Ultra HD experiments.

For the audience, **the gateway is no-cost phone-in and Phonestrater engagement that begins with the show's theme, VCC, and or other forms of costlier 2-way media live remote production; THEN Monetization of "calls to action" occurs** with satellite TV, cable TV, Over-The-Top (OTT) 1-way streaming, Video-On-Demand (VOD). How? Integrating **website/phoneapp use and purchases into 2-way formats, plus rewards coupons or tokens for further audience purchases**. The later high-volume sales of media equipment & services to both other producers and grassroots viewer-callers engaged with an interactive TV shows, will result from the number of eyes not only watching, but acting with time & money on that topic & its ads with finger clicks. **Meaningful fun solutions oriented content + 2-way technologies = cash for production, and later full-price sales of media equipment & services as passive TV shrinks.**

Advertisers & cause-marketers can see real numbers of actuals buying ideas, services, & products better than analytics guessing by clicks how much awareness for a later purchase or activism will occur. FiTNA formats & VCC, monetizes 2-way audience engagement.

THE VIDEO CALL CENTER

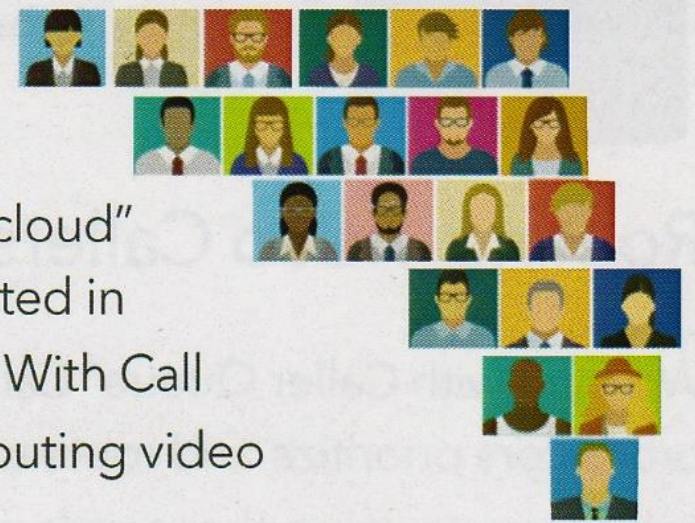
Caller Queue®

Expanding Engagement: Let viewers be part of the program

Caller Queue permits producers to manage a virtually unlimited number of remote video guests in their programming, selecting only the best ones to participate, while keeping others engaged while waiting. Using applications already on caller's devices limits friction, while Caller Queue back-stage technology keeps viewers engaged as the show proceeds. Caller Queue provides the capability, visibility and control that producers need while converting viewers to participants and promoters.

Caller Queue® video caller stacking & routing

Caller Queue is a show-branded waiting area for callers wishing to get on-air. Supporting a virtually unlimited number of callers, VCC's "green-room in the cloud" provides producers the visibility to know who is waiting, what they are interested in talking about and to prioritize the people and subjects they want on the air. With Call Manager Pro™, Caller Queue functions as a world-wide caller switchboard, routing video callers to call computer end-points, wherever they might be.



Features Include:

- ▶ **Branded Waiting Room** - Callers connect to a waiting room matching the show's aesthetics. They can view and hear the show, pre-register with their name, location and topic/challenge information and sign a release before their appearance.
- ▶ **Producer Prioritization** - Producers view snapshots and critical information about who is waiting. Prioritization tools permit filtering on subject, wait time quality etc and assign callers for screening.
- ▶ **Social Amplification** - Callers are encouraged to post their upcoming appearances to social media, expanding the audience for the program.
- ▶ **Chat** - Callers have a text chat function to permit communication with production teams.
- ▶ **Pre-Screening from Anywhere** - Callers can be editorially checked for content, framing and assisted with signal quality from anywhere.
- ▶ **VIP Calling** - VIPs and hard-to-reach contributors can be sent a text to streamline their connection.



- ▶ **Call Manager Pro™** - Automates the process of clearing a caller to any call computer, anywhere - automatically handling positioning, cropping, button removal and lip-sync across applications.
- ▶ **Advanced Analytics** - Caller Queue has advanced reporting to help producers optimize the show.
- ▶ **Any IP Video App - No Downloads!** CQ uses native Video over IP application (e.g. Facetime, and two WebRTC applications: Gruveo and Jitsi) to optimize connections with the caller.
- ▶ **Web-Booking Tool** - VIP contributors may be booked via web-browser & real-time status viewed.
- ▶ **Cloud Service** - Accessed via any browser.

Contact: sales@TheVideoCallCenter.com
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Call Manager Pro™

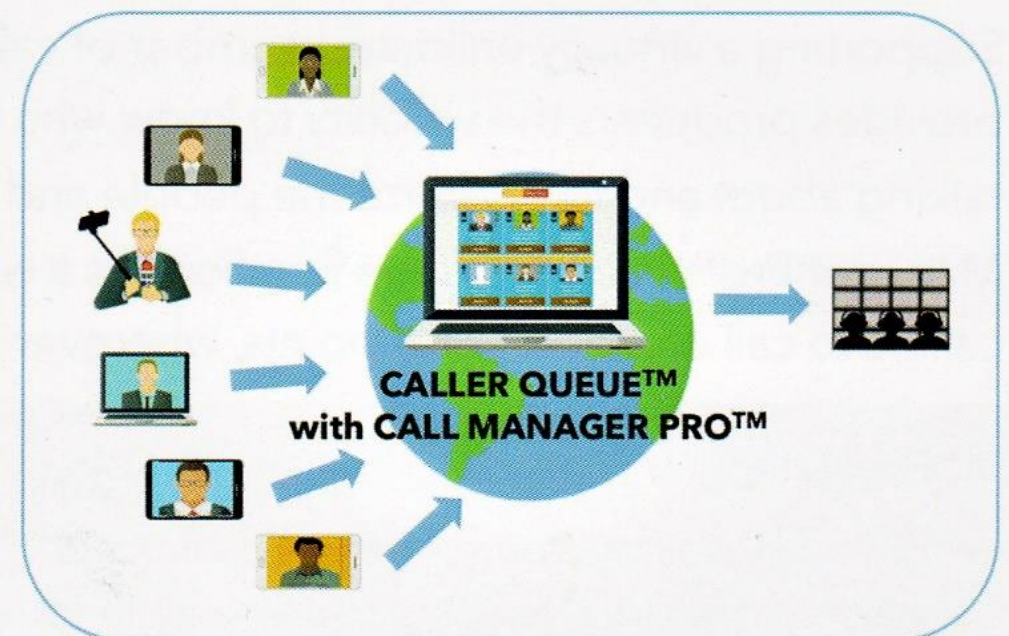


Reducing Caller-to-air Friction

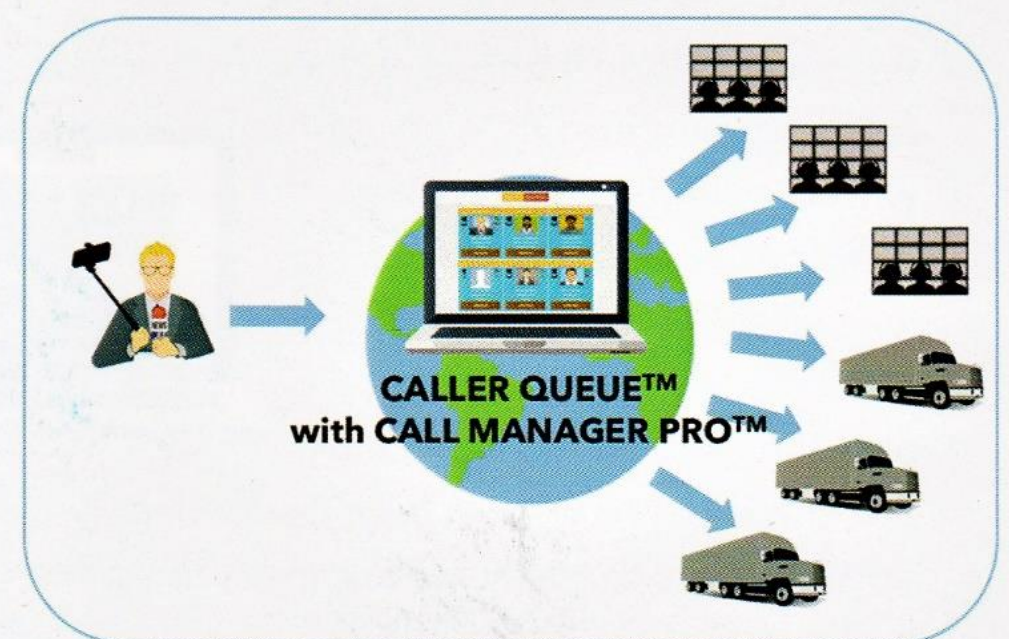
The Video Call Center is now offering Call Manager Pro™ (CMP), the most effective, effortless video call acquisition software for live television production. CMP automatically handles all the technical complexity to optimize the appearance of video calls, ensuring they look their best when brought to air. This frees producers to keep their focus on the quality of content, while still enabling them to access callers using a choice of video calling applications on from their smartphone, laptop or tablet.

Routing Video Callers

Working with Caller Queue® Call Manager Pro™ lets producers prioritize and route callers to the appropriate call computer even thousands of miles away. Operating as a video caller switchboard, CMP provides functionality to share callers over diverse locations.



Bringing many video callers to one location



Sharing one video caller between many locations

CMP software provides a powerful set of productivity tools used to:

- ▶ Quickly launch or end video calls across differing applications including Facetime, two WebRTC applications and Skype
- ▶ Automatically reposition and resize call windows to suit the look-and-feel of a show
- ▶ Automatically remove unwanted visual elements, created by calling apps, from the screen (e.g., return window, user icons for ending calls, mute buttons, etc.)
- ▶ Automatically correct for lip-sync differences across multiple video call applications
- ▶ Achieve consistency in positioning and size of caller windows
- ▶ Enable producers, located anywhere in the world, to set-up and manage calls remotely using the VCC's cloud-based platform
- ▶ Share and route video callers between locations

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THE VIDEO CALL CENTER

Live Contribution from Everywhere

Connectivity has changed the world of television

There are 4 billion smartphones in the world and every one of them is a powerful new source of news or audience interaction. Up until now, there's been no way for TV Producers to simply and reliably take advantage of the extensive optionality and universal accessibility offered by these devices.



Smartphones make Smart Television™

The VCC provides a cutting edge suite of tools that permit content producers to harness the benefits of video over IP so that newsmakers, experts, athletes, celebrities and even viewers can interact in live and live-to-tape programming - anywhere in the world - without crews, satellites, SNG trucks or field hardware to buy. VCC simplifies the process and provides the workflow needed to manage dozens of these feeds per show.

Anyone - Anytime - Anywhere

VCC's broadcast-quality tools are currently being employed for national cable, syndication, tv stations and on-line programming, incorporating thousands of live contributors from all over the world. Producers are creating an open conversation with their audience members & remotely located cast members, while maintaining editorial control, high quality and limiting costs. The result: a whole new generation of TV production choices, encompassing breaking news, political specials, sports, game shows and more. All with no per-feed cost for remote content acquisition. Leveraging the power of native video over IP applications, viewers, experts, reporters and stars can all participate with their own devices, from wherever they are, with full comms, return video and no delay to create what is the only true form of social television.

Clients:



Match Business Requirements

The VCC suite of tools can be configured in several ways to match any business and program needs.

- ▶ Caller Cloud® video acquisition as a service, with hyper low-latency connection to a control room or studio using traditional workflows
- ▶ Complete control-room-free production services through automated systems delivering HDSDI to Master Control or encoded digital media CMS
- ▶ Host-driven full-production workflow, from virtually any location delivered to the platform of your choice

In all cases, the Host, Producer, Editorial Screening and Remote Guest Contributors can be located anywhere!

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Live Video Caller Experience

Tools to Engage Audiences

The Video Call Center offers a suite of tools and services to support live video contribution from anywhere. These systems enable producers to screen and air dozens of live smart-phone callers per show with exceptional quality, efficiency, reliability and security.



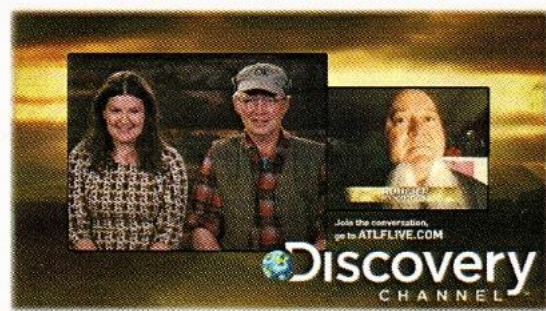
Content Creation For Any Market

National Cable



90 Day Fiancee (TLC)
Live and live to tape remotes
from five continents

National Cable



Alaska The Last Frontier (Discovery)
Fans interview cast
members on this live episodic

Syndication



Daily Blast Live (TEGNA)
VCC live feeds from social media
movers for national syndication

Local News



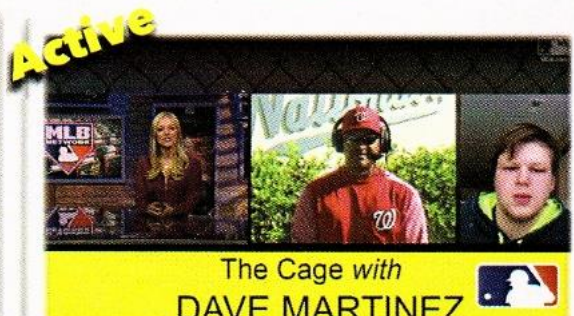
WKRC Cincinnati
Daily remotes for live and
breaking news and features

Regional Sports



Fox Sports Network
Cell-phone remotes integrated

Web



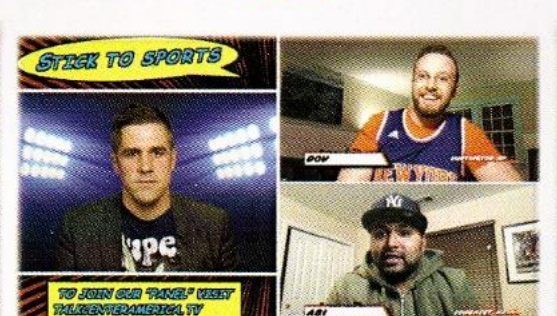
Major League Baseball
Digital Program connecting fans
with their favorite MLB stars

Syndication



Love 911 (FOX)
Relationship advice show starring
Andrea Syrtash & call-in "lovers"

Web



Stick to Sports (TCA)
Weekly sports talker with
Robin Lundberg & fanatics

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How Fox Sports Southwest Blew Out Its Friday Night High School Football Coverage This Season

With a new studio, added reporters, and a new technological wrinkle, coverage of Texas high school football reached unforeseen levels

By [Brandon Costa, Director of Digital](#)

Friday, December 7, 2018 - 2:48 pm

<https://www.sportsvideo.org/2018/12/07/how-fox-sports-southwest-blew-out-its-friday-night-high-school-football-coverage-this-season/>

High school football is deeply baked into the culture of life in Texas, but in a state so large with nearly a thousand programs scattered across it, how does one regional sports network possibly cover it all? This season, Fox Sports Southwest pulled out all the stops to take on that task.



Fox Sports Southwest increased its high school coverage across the state of Texas this season with a new studio, more field reporters, and technology that allowed for coach's smartphone cameras to go live on air.

Back in August, the team at Fox Sports Southwest's *Football Friday*, which is a five-hour program that airs live each week on the network, made the commitment to dramatically expand its efforts. It erected a new set in its Irving-based headquarters and boosted its number of field reporters out on site from one to six.

“At Fox Sports Southwest, we put a significant amount of resource, time, and effort behind our high school football product,” says **Jason Walsh**, Executive Producer at Fox Sports Southwest. “We are in charge of six pro teams here in this region and we consider our high school product to be our seventh pro team.”

However, the most impactful change, when it came to battling the scale of Texas High School football, came when the network partnered with The Video Call Center, a solutions provider that helps turn anyone with a smartphone camera into a potential on-air guest during a live television program.

Now, not only did Football Friday have six field reporters, it could speak live with any coach immediately following a game by simply calling them on their smartphone. According to Walsh, it proved to be a true “game-changer” for the network’s high school football coverage.

“The idea of using someone’s cell phone and their camera sounded a little crazy at first, but they provide a pretty viable solution,” he says. “A lot of people on our side were skeptical. Can we have these broadcasts with high-end studios and expensive cameras, and all of the things that we do, and suddenly add in cellphone coverage? Wireless signals are good in San Antonio, Dallas, and Houston, I just don’t know that if in Canadian, Texas, in the panhandle, we’re going to be able to sustain both latency and signal strength. We were blown away by their capabilities and what it was able to bring to our broadcast as a whole. We’ve never been able to do something like this before.”

The impact the technology made on the show was immediately evident on the first night they rolled it out when the show went live to a coach on his team’s bus driving down in the Rio Grande Valley in the southern-most point of the state. The players were behind the coach celebrating during the interview giving the show added color and personality that it had never enjoyed before.

The team at The Video Call Center serves as a bit of a coordinating producer during the show for Fox Sports Southwest, as well. The network would provide The VCC with a list of approximately 12-16 coaches. That list would be whittled in half based on who won each game at which point technicians at VCC’s offices in Palisades, NY would contact the coaches, test the quality of their connection, and prep them for their shot, before passing the video signals over to Fox Sports Southwest to bring on air for interviews with the talent on set.

“The amount of coverage that they get in in such a short amount of time is astounding,” says **Larry Thaler**, CEO at The Video Call Center.

The added resources and enhanced commitment to high school football at Fox Sports Southwest has redefined the network’s relationship with the sport in the state and has made the program even more of a nightly destination for viewers on Friday nights. In previous years the show would have one field reporter at what was dubbed the biggest game of the week while editors grabbed highlights from live streams on the web and ingested highlights being sent in from folks around the state via FTP. Now the show has redefined itself around its ability to go live to site via their troop of reporters or even directly into a coach’s smartphone.

“For our group, it was a great feeling of accomplishment,” says Walsh, “because we set out in the beginning of the season to figure out how we could take a bigger swath of this state and cover it. Now we are everywhere in this state on any given Friday night. It’s mind-blowing.”



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Freedom Interactive Television Networks Association (FiTNA) sports and e-sports networks & shows will boost audience ratings by various formats ranging from the **Charity Champion Racing Leagues** with sponsored charity racecars being cheered on by vast numbers of viewer-callers that might not otherwise watch motorsports unless “their” Red Cross, Catholic Charities, or Girl Scout car was in the race being monetarily pledged to based on its performance, creating recruitment awareness, or causing purchases via website, online, phoneapps, and phone answering centers. The basic idea was offered to FiTNA Executive producer Brock d’Avignon by Dale Earnhart Sr. Other FiTNA sports formats are **America’s League** in various sports where youth to pros are playing for causes along with the audience gamer style. Ask for FiTNA’s **Newbie Producer’s Guides to Interactive TV, parts 1,2,3** at www.FreedomTVnetworks.com and ask for how the **Video Call Center** engages your interactive sports show.



WORKFLOW TOOLS FOR LIVE CALL-IN TELEVISION



The *Video Call Center* team attended the 2019 National Association of Broadcasters (NAB) where they met Brock d'Avignon, Executive Producer of the *Freedom Interactive Television Networks Association (FiTNA)* who was leading the way to 2-way audience participation multi-platform television at the last three NAB conventions. Nowhere in 7 halls full of media including finally in 2019 over 200 firms in cloud and OTT programming, tech, & service companies; all good at one-way distribution to smartphones from racecars to a smartphone in 3-seconds, and handling and bouncing signals via studios and Technical Operating Centers (TOC)s, was there anything even remotely like *Video Call Center* for 2-way use of smartphones. Brock wasn't looking forward to having to invent it. Why?

FiTNA is ramping up interactive TV networks with meaningful content such as the *All Presidential Candidates' 1:1 Debate Tourney* launching 2nd quarter 2019. After 30-years of PhoneVoting on which teenager can dance or sing the best, or ordering cubic zirconium rings; its time for more weightier issues be discussed by a wide audience, and be able to put their money where their mouth is. Even with lining up major associates in connectivity for FiTNA accommodating producers with backpack uplinks and ULive person-on-the-street interviews using cellular 4-phone-number bonded transmission, it was still a larger production cost in satellite TV, cable, and streaming. Brock knew a valuable piece of the jigsaw puzzle for modern 2-way audience participation was missing besides uploading recorded video. Where local video LIVE examples can become global with grassroots solutions discussed and PhoneVoted upon -- required smartphone production formats for tech companies to be able to sell 2-way devices to. FiTNA has conceived 27 such formats for networks such as *ARTisTVision, JuryVoter TV, Missing Children's Detective TV Network*, and creating consumer stampede shows with **Percentage As You Earn (%PAYE) finance and finansurance** of houses, cars, tuition, re-employment services, and %PAYE mutual medical finansurance for all in the free-market. 62% of Americans are 6 months to homelessness as their contracts implode from unemployment, unless our producers rapidly replace Rigid Installment Payments (RIP) & strip of buyers' equity. FiTNA seeks to un-paralyze the American economy while 1 of 6 cars are repossessed on RIP terms, we can create a %PAYE finance boom. This requires more than live remote camera crews. Viewer-Callers deciding on an interactive show that medical care for all is a good idea; can then decide if they want a percentage-of-income tax cycle to support Medicare for All; or a free-market percentage-of-income %PAYE mutual medical finansurance of pre-existing conditions, insurances, and an Ironman Suit will cost you 3% of income extra for what you want your Personal income improvement investments (Piii). SmartPhoneVoters hammer it out on air face-to-face via VCC, and decide via FiTNA members connectivity technologies.

Nielsen identified 58% of all households have either a smart TV or 1,2,3 TVs connected to an internet device, which means the majority of audience with a WiFi and computer-cam can talk back and be on mass media. However, 90% of all Americans and 1/3rd of humanity own a smartphone -- that wasn't yet reliable. Now it is! FiTNA, a 501(c)3 is dedicated to the achievement of interactive TV by educating producers how to do 2-way TV. The addition of smartphones as a cost-saver to 900 producers per new interactive network, who are being invited with discounts to try all-opinion controversy, without censorship, solution-driven shows and networks -- will replace passive TV networks even faster. Adding interactive TV to existing networks will be fun with FiTNA too.

While viewer-callers are waiting, FiTNA has other allies to add PhoneVoter tallies, places for comments, mass inquiries viewing millions of videos from the cloud, uploading video & simultaneous commentary, donations, crowd-funding, and buying stuff -- whether ideas, services, or things. One-hand clapping biased, boring, low-ratings TV, is going to hear from all points of view with more feedback of a differNET kind. Complaining will yield to solutions being found, and PhoneVoted upon. 1970s talk-show host Phil Donohue held a microphone under a studio audience guest's chin to let them question experts. He often commented, "There's a lot of wisdom out there in America." There still is. Now all of America can participate via *Freedom Interactive Television Networks Association* 2-way TV producers, technologies, sponsors, and *Video Call Centers* and their *Host Automation Technology (HAT)*. Be the 6,181st live remote via smartphone.