LUCI **LIVE4ALL**

Any contributor, reporter, influential guest and / or the common listener with an internet connection can all go live on **NAME STATION**, in studio quality, by simply using the station's 4all app: **NAME APP**. The audio quality makes it seem as if you are at the **NAME STATION** itself. The app is a great, user-friendly solution for live program formats. People need practically no technical skills to broadcast live, as it is extremely user friendly and just a push on the ON AIR BUTTON. A test run with one of our technicians is advisable for breaking the ice and get familiar with the app.

You were invited by **NAME STATION** to go live on their program. Just follow the download, install, test and connect steps below. You can then establish contact and go live at the required and set time.

STEP 1 : DOWNLOAD & INSTALL

NAME APP is a free download and install here:

Platform	Link
IOS	<itunes app store link>
Android	<google play store link> and / or <URL>)
Windows	<url>
MAC	<url>

One some platforms you will be asked to give permission for audio recording (to use the microphone) or grant usage of the "Do Not Disturb" system setting (which will divert to a system dialog to switch on the permission).

STEP 2 : CONNECT TO **NAME STATION**

After downloading open **NAME APP** on your device
- Check the Do's and Don'ts before connection
- Press the on-air button in order to connect with **NAME STATION**
- You see a small button lighten up in green if you are connected
- Check your microphone fader so your OUT level on the display is around -10.
- Check the studio audio return channel via your headphone fader (you can mute this by just tapping the headphone, but remember then you will not hear the studio talking back to you when you are live).
- Stop connection: press the on-air button again

In a rare case an error message may appear. Restarting your device is usually sufficient. If the error message continues to appear after that, kindly contact **NAME STATION**.
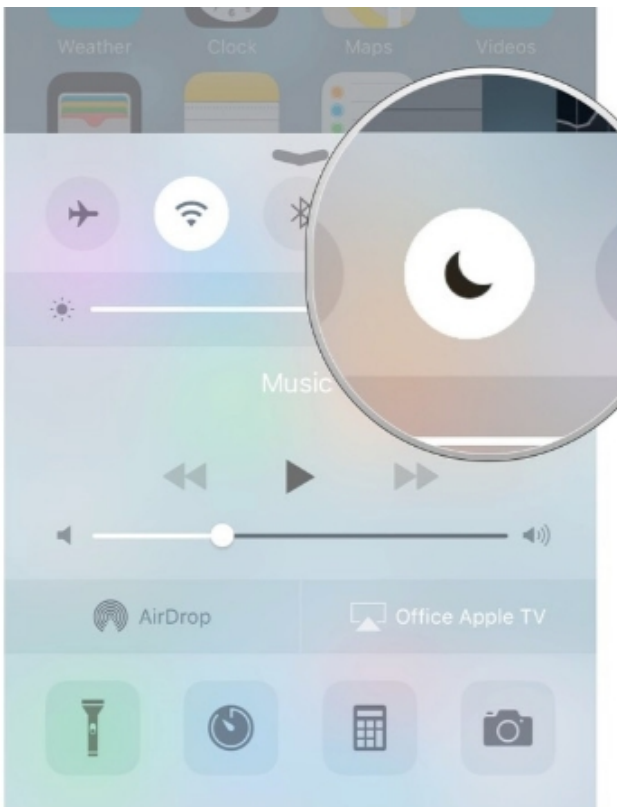
CHEKCLIST DO'S & DON'TS

CHECK : DO NOT DISTURB

The "Do Not Disturb" feature must be enabled every time before using the LUCI app so incoming telephone calls will not disturb your connection. This feature is enabled by default in iOS and Android. But always check this first. If your settings were changed turn on your "do not disturb" modes and or turn off other apps or programs to avoid unnecessary interruptions.
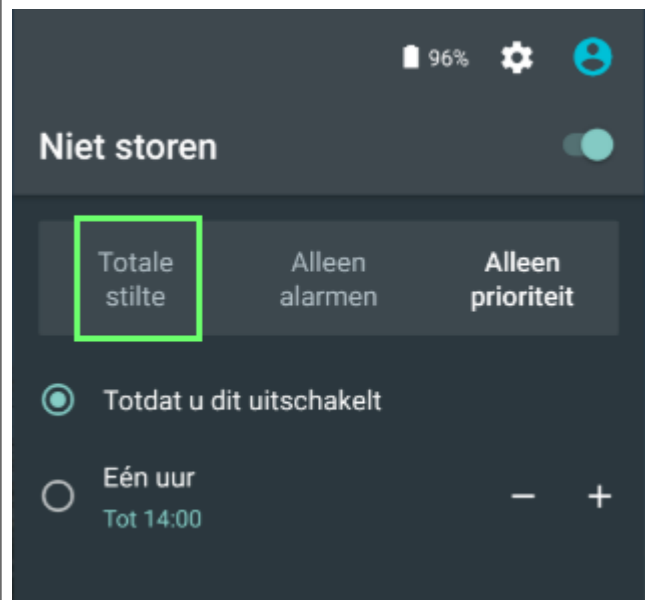
iPhone:
- Settings
- scroll to Do Not Disturb
- make sure all options are disabled
- make sure that at 'Silence' you have chosen 'Always'
- enable the function by activating Manually
- in the standby screen, the moon icon must be visible to indicate that Do Not Disturb is active

Android (from version 6.0):
- slide down the shortcut menu from the top of the screen
- choose Do not disturb
- choose Total silence
- in the standby screen the 'prohibition sign' icon must be visible to indicate that Do Not Disturb is active

Windows / MAC
- close all running programs and focus upon **NAME STATION**

Alternatively, slide the gray pop up menu from the bottom of your device. Here you can press the moon icon. The prerequisite for guaranteed good operation is that the above settings are set correctly in the Do not disturb menu.

CHECK : INTERNET / WIFI

Always use the best possible connection available in this order:
1. wired LAN
2. 5G
3. 4G
4. WIFI
5. 3G

CHECK : AUDIO

For professional audio quality use at least a wired headphone and an external microphone. Maybe you have a MIKI to connect these both? Even better ! You can also use a headset that you use for phone calls but please DON'T USE WIRELESS BLUETOOTH ACCESSORIES and DO NOT PUT YOUR PHONE ON SPEAKER.

No audio coming through? Check your phones volume setting and for iOS adjust this in SETTINGS > PRIVACY > MICROPHONE > and tick **NAME APP.**

CHECK : SURROUNDINGS & TIME

Find a quiet, preferably not empty space and avoid noises with paper, crackling packaging etc. The single most important part of live reporting nowadays is deciding if your network connection is good enough. This is a difficult decision as conditions can vary within a minute, so it's important to anticipate!

Ask yourself these questions:

1. Am I in a surrounding with a few people or in a busy area with lots of people?
2. On what network am I , 3G, 4G, Wifi
3. What time is it? At rush hour you can expect more issues then at 10:30 in the morning or 03:00 in the morning.

When you are in a busy area with many people best results are with 4G. 3G Is often unusable then. Wifi should also only be used in places where there are not many people and you are on a 'known' network, eg your home. **Hotel Wifi is absolutely NOT recommended**. 3G is best to be avoided, but if you use it, make sure you are in a quiet area with less people around. A high network speed does not say anything about the stability of the connection for streaming. Also, many bars of connectivity in the upper status bar does NOT necessarily mean you have a stable connection.

CHECK : WHEN IN DOUBT

When in doubt: contact your **NAME STATION** before your broadcast.
If all is well, concentrate on your work !

Don't worry about the connection

Quality is king in your report

Your connection can not be changed by you during a live report anyway