

LUCI GLOBAL

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 LUCI Global app and choosing **NAME STATION** from the destination list. The audio quality makes it seem as if they are at the **NAME STATION** itself. LUCI Global 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.

You were invited by **NAME STUDIO** to go live on their program. Just follow the download, install, test and connect steps below. The audio quality of LUCI Global is professional and nothing like a normal phone call. You will need to establish contact yourself by choosing the station and go live at the required and set time.

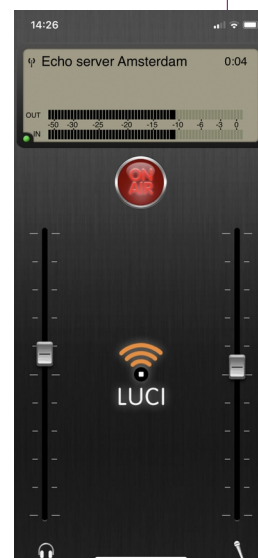
STEP 1 : DOWNLOAD

LUCI GLOBAL is available for iOS, Android, Windows, MAC and Linux devices. Make sure your device meets all the requirements and you have the latest version installed.

[See download links here](#)

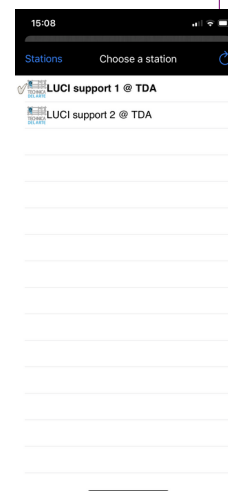
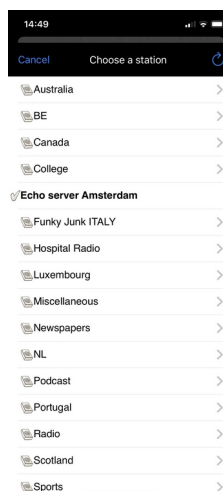
STEP 2 : TEST YOUR CONNECTIVITY

- After downloading open LUCI Global on your device
- Check the Do's and Don'ts before connection
- Press the on-air button in order to test your connectivity
- You will be contacting the 'Echo Server Amsterdam'
- You see a small button lighten up in green
- Check your microphone fader and test your audio (it should be set around 0dB)
- 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)



STEP 3 : CONNECT TO **NAME STATION**

- Press the on-air button to disconnect and tap 'Echo Server Amsterdam' and you see a directory list appearing on the screen (or choose stations at the top left)
- choose Directory **NAME DIRECTORY**
- select **NAME STUDIO**
- to connect: press the on-air button
- stop connection: press the on-air button



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 STUDIO**.

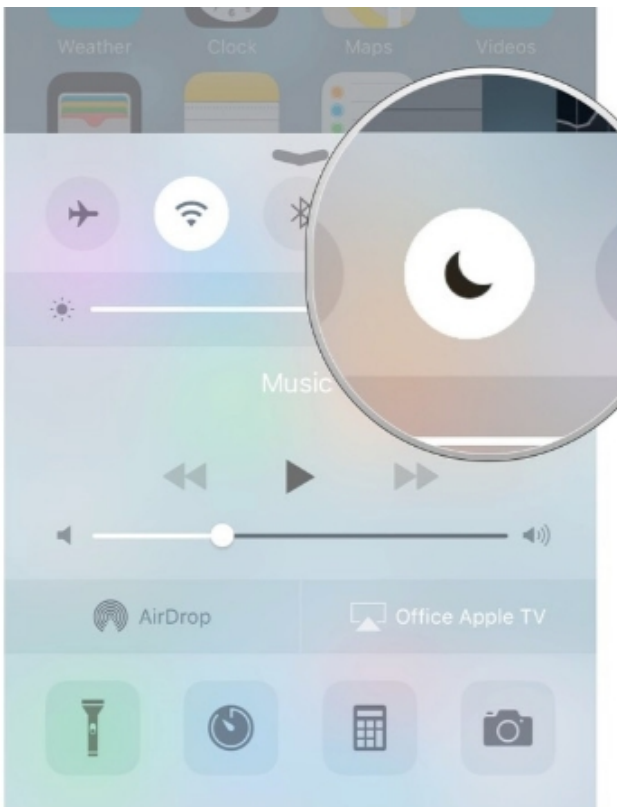
CHEKCLIST DO'S & DON'TS

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:

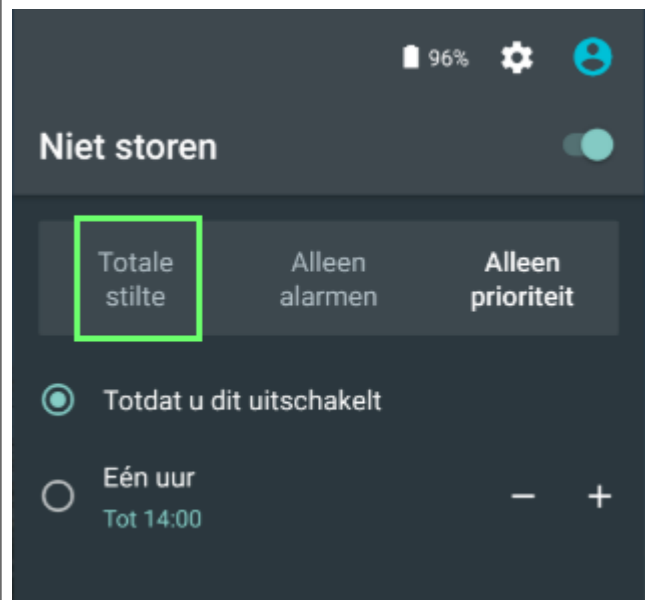
- Settings
- scroll to Do Not Disturb
- make sure all options are disabled
- make sure that at 'Silence' you have chosen 'Always'
- enable the function by activating Manually
- in the standby screen, the moon icon must be visible to indicate that Do Not Disturb is active



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.

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 LUCI Global

CHECK : INTERNET / WIFI

4G / 5G / internet: connect to the internet via wired LAN, 4G or 5G network, or WIFI. Use WIFI only when there is no other option available.

CHECK : ACCESSORIES

Use at least a wired headphone. For professional quality, use 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.**

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 little 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 little 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: STEP 2 test your connectivity by choosing the Echo server from your station-list in LUCI Global. Then connect, you will hear yourself back, if you listen to yourself and hear little to no dropouts for a minute the connection should be Ok.

Then if all is well, choose your station in the LUCI Global station list, press the On Air button, and then, 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