Live - FAQ

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What software can I use to broadcast live on my radio station?

The Radionomy platform is optimized for various live broadcast programs. The best are:

1) **SAM CAST** (fee) from version 4.7.1 upwards, with the Legacy MP3 (ACM Codec) encoder
2) **Winamp** (free), starting with version 5.57, with the Shoutcast DSP 1.9.0 plug-in

If you encounter operating issues directly related to these software programs, please contact the software publisher’s customer support directly.

Other programs, such as VirtualDJ, may be used for live broadcasting. However, Radionomy is not optimized for their use and provides no guarantee of proper operation.

**Should I plan my live shows in the Radio Manager?**

No, you do not need to plan in advance. Program your usual schedule in the Radio Planner. When you start to broadcast live from your computer, the schedule generated by the Planner Radio will be automatically suspended and will resume automatically when you complete your live online session.

**Can I change my password?**

Yes, you can change your password from your user account at [http://www.radionomy.com](http://www.radionomy.com). To do so, go to your account tab in the top right.

Warning: although special characters such as “&” and “/” are accepted, **accents are not** and must not b used.

Once you have received the email confirming the password change for your account, you must restart your radio station for the change to be effective. You can then connect with the new password to broadcast live.

**I cannot connect! My program displays the message “Invalid Password”. What should I do?**

This may be due to a few things.

- Check your upper or lower case characters. Passwords are case sensitive.
- Check that you are correctly typing the password manually - pasting from the clipboard may not work.
- Check that your password does not contain any accents. If this it does, you must change your password.
- You have changed your password, but you have not restarted your radio station.
- If you have changed it and restarted your radio station and it still does not work, you might need to update your configuration if not much time has elapsed between the change and your first login. To do this in Windows, enter the following command in “Run”: `ipconfig /flushdns`

If none of this works and you meet the system requirements (for those, see What software can I use to broadcast live on my radio station?), please report your error on the forum by opening a topic dedicated to your radio station.

**I cannot connect! My software displays the message “Couldn’t connect to the server”. What should I do?**

This may be due to a few things:

- Your radio station does not have at least one listener when you try to connect.
- You are not broadcasting in the correct format: mp3 at 128 kbps or lower.
- Your bandwidth is insufficient / your Internet connection uses Wi-Fi.

If all of this has been checked and you fulfill the configuration requirements (see What software can I use to broadcast live on my radio station?) report it on the forum by opening a topic dedicated to your radio station.

**When I select the Legacy MP3 (ACM Codec) in SAM Broadcaster, sufficient broadcast quality (56 kbps max, for example) is not available. What should I do?**

Here is a tutorial explaining what to do.

If this tutorial does not solve the problem, you need to contact the support team of the publisher responsible for SAM Broadcaster.

**When broadcasting live, my radio station occasionally disconnects and returns to the Radio Manager schedule, then returns to the live broadcast. What should I do?**

Your Internet connection is not stable or the bandwidth is insufficient, causing packet loss resulting in temporary returns to the Radio Planner schedule.

- If you have a broadband connection but are using Wi-Fi, you should switch to using an Ethernet cable.
- If this is an insufficient bandwidth issue, you can try to use a lower rate. For example: mp3 96 kbps.

If the problem persists the only solution is to establish a stable Internet connection and sufficient bandwidth to be able to broadcast live.
When broadcasting, my radio does not display the titles and artists for the songs played correctly. Is this normal?

This means that you are not sending the correct metadata for your songs in the “Artist” and “Title” fields from your broadcasting software.

In Winamp, the default setting is normally correct.

Note that if you use an external metadata generator, we strongly recommend that you avoid using StreamTitre.

Instead try Update Title, available for download here.

Warning: if you do not send this data correctly, your access to live broadcasting may be disabled because this information is essential for us to comply with copyright law.

When my live broadcast is over and I disconnect, my radio plays advertising and promotional loops. What should I do?

This means that our system did not detect that you were live and, in turn, indicates that your broadcast software is not sending metadata correctly (see previous point). Ensuring that this information is correctly sent will resolve the problem.

When my live broadcast is over and I disconnect, my radio does not reconnect and plays silence. What should I do?

To date, we have not been able to reproduce this bug for optimal configuration. Make sure you are trying this optimal setups.

- SAM Broadcaster (fee), from version 4.7.1 upwards, with the Legacy MP3 (ACM Codec) encoder
- Winamp (free), from version 5.57 upwards, with the Shoutcast DSP 1.9.0 plug-in

These problematic configurations should be avoided:
- Sending incorrect or absent metadata
- Installing a second Winamp or SAM (particularly MyRadiomatisme) broadcasting program in parallel
- Using MyRadiomatisme
- Using an inadequate external title generator (particularly StreamTitre)
- Frequent packet loss (unstable or low Internet bandwidth)
There is a delay between the moment I broadcast music and hear it on the radio. Is this normal?

Yes, this is normal. There are several ‘buffers’ between the time you send the music and when the listener hears it.

Consider the following example with the Sam Broadcaster software:
SAM (1 second output buffer) - Matrix switcher (10 to 20 second buffer) - Icecast 1 (about 1 to 2 seconds) - Icecast Relay (about 1 to 2 seconds) - Client buffer (depends on the client and the Internet connection).

All these buffers add up and result in the delay that you have noticed. To ensure good broadcast stability, this delay cannot be reduced.

Where can I find my login information for connecting live?

Visit your radio’s management site, available here. Once logged in, you will find the necessary information to broadcast live via your broadcasting software (SAM or Winamp) in the “Live” section.

When I type the liveXXXX.radionomy-live.net address into my browser, it asks me for a login and password. What should I do?

You should not go directly to this address. In order to broadcast live, you must use broadcast software (Winamp or Sam Broadcaster). In these programs, you will have to complete a form with the information provided on the “Settings” > “Live” tab.

I've just created my radio station, can I now broadcast live?

No, live activation may take up to 24 hours after your radio station has been activated.

None of these FAQ’s address my problem...

If your issue is not one of the above, please report it on the forum so that we can improve the Radionomy experience.