



# QGO LIVE

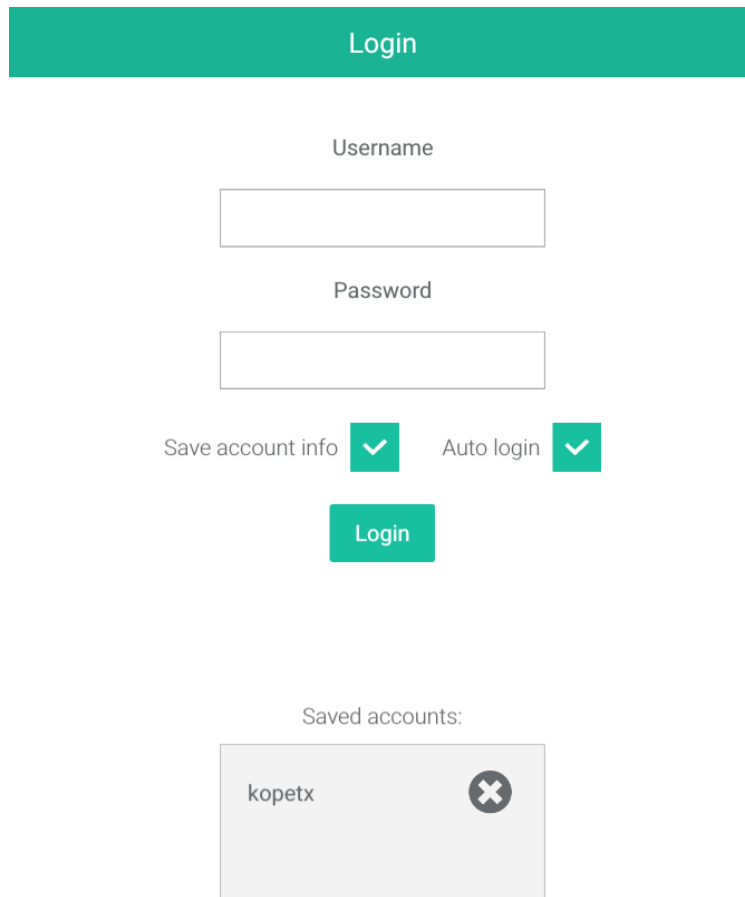


## User Guide

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# LOGGING IN



The login page features a teal header with the title 'LOGGING IN'. Below it is a teal 'Login' button. The form includes two input fields: 'Username' and 'Password'. Below these are two checkboxes, 'Save account info' and 'Auto login', both of which are checked and indicated by teal checkmarks. A teal 'Login' button is positioned below the checkboxes. At the bottom, there is a 'Saved accounts:' section containing a list with the username 'kopetx' and a circular 'X' icon to its right.

Login

Username

Password

Save account info ☒ Auto login ☒

Login

Saved accounts:

kopetx

**Fig. 1** – Login page

When you first open the application, you will be presented with the login page. Enter the username and password given to you when your account was set up.

You can check “Save account info” and “Auto Login” if you wish to have the app remember your account.

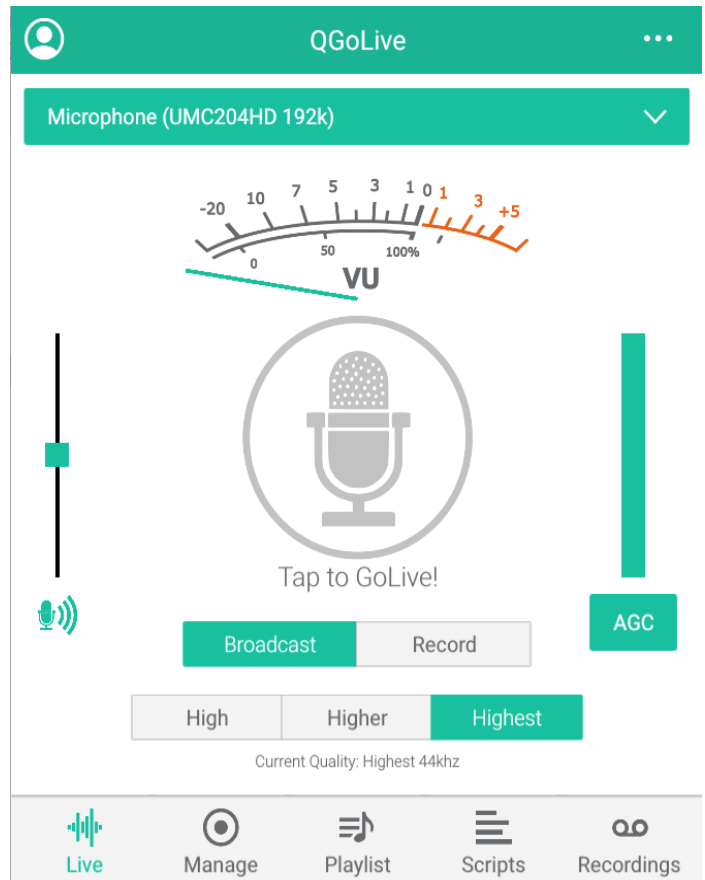
If you are going to be using several different accounts, it may not be desirable to auto login on every account.

If you save an account, it will appear in the “Saved accounts” list below. Simply select an account to log in.

# GOING LIVE

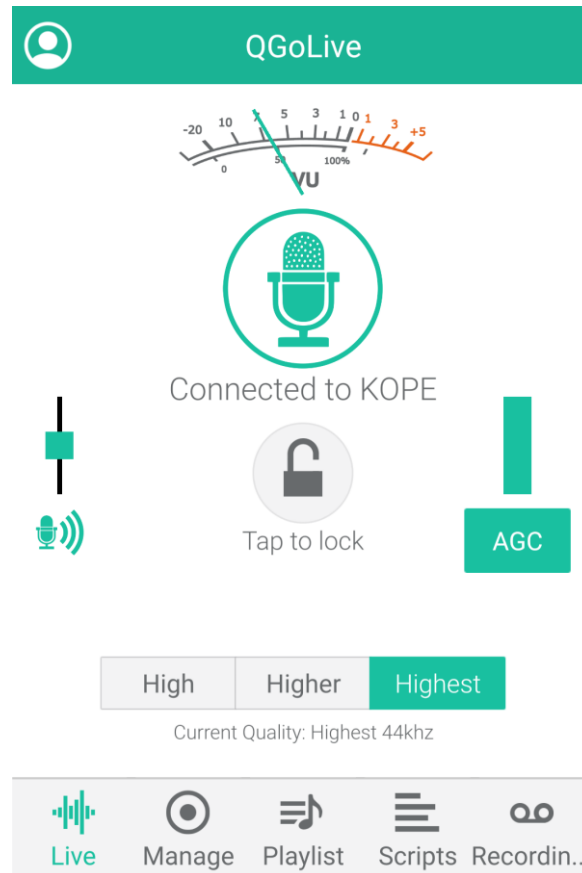


**Fig.2–** Mobile version, disconnected state



**Fig. 3 –** Desktop version, disconnected state

When you log in, the first thing you'll see is the Live tab. The appearance of this page will differ slightly depending on what device you are running the application on. Figure 2 shows the mobile version of QGoLive, and figure 3 depicts the desktop version. The main difference on the desktop version is the option to select the audio device feeding into the program.



**Fig.4– Connected**

To go live, just tap the mic icon in the center of the screen. This will connect you to the receiver, and depending on how the studio is set up, you'll hear audio return and your VU meter will become active showing your send audio.

## Audio Adjustments

If you're setting up for the first time or move to a different audio environment, it's a good idea to make a few audio adjustments:

Tapping the small mic icon on the left will bring up the audio gain setting. You can adjust your level so that you peak at zero on the VU meter. To help you sound even better, hit the "AGC" button on the right side of the screen. This turns on the automatic gain control, which will help control your levels. It is normal to see the AGC indicator deflect slightly on voice peaks.

## Lock Icon

To avoid inadvertent disconnections, you can lock the phone in the on position by tapping the lock in the center of the screen (this is especially handy for those with beards who might disconnect the phone by pressing it to a hairy cheek). Double tapping will unlock the connection.

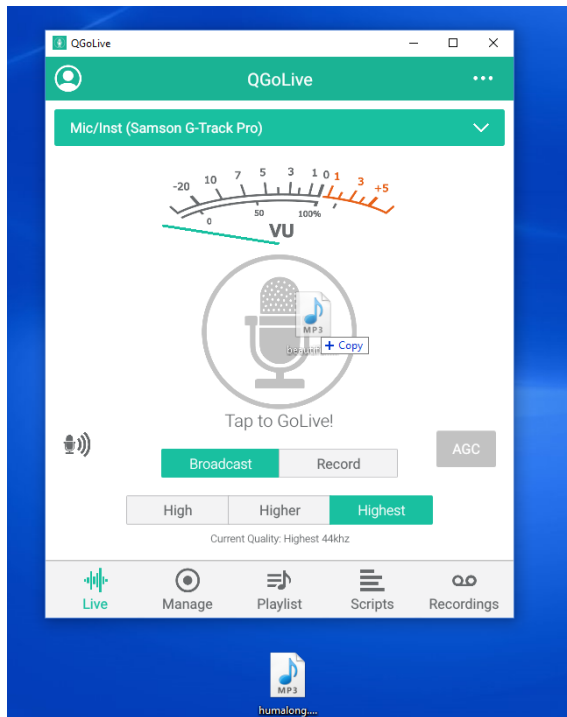
## Quality

Default quality is the highest. Quality can be dialed back to accommodate less than ideal bandwidth using the high or higher options.

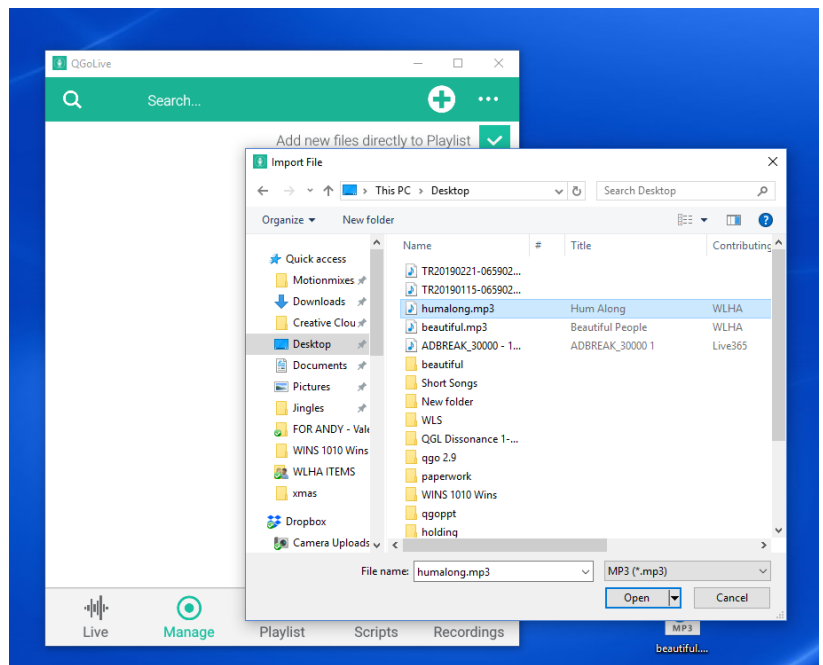
# IMPORTING AUDIO

The procedure for importing audio varies by device. Files must be in .mp3 format.

## Desktop PC or Mac



**Fig.5–** Drag and drop to insert audio



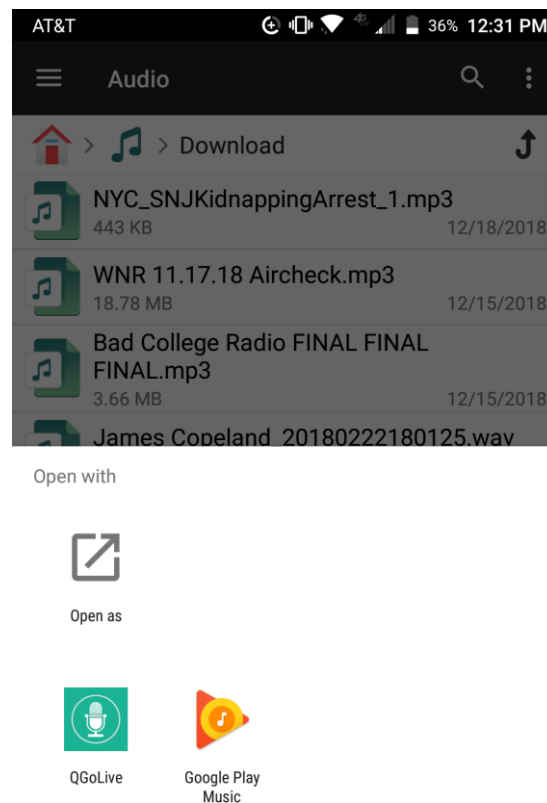
**Fig. 6 –** Tap the + sign in the manage tab to insert audio

On a PC or Mac, simply drag a .mp3 cut onto the QGoLive screen and it will be automatically imported and uploaded to the playback server (Fig. 5). Audio can also be uploaded by tapping the + symbol in the upper right corner of the manage tab which will give you the option to select the file from anywhere on the computer using the normal system dialogue box. (Fig. 6) Selecting the “add cuts automatically to playlist” option in the manage tab will also add the cuts to the playlist automatically, and this is true in all versions. Otherwise they can be added manually in the playlist tab.

# IMPORTING AUDIO

The procedure for importing audio varies by device. Files must be in .mp3 format.

## Android



**Fig.7–** “Open with” option on Android

In Android, locate the file on your phone and hold your finger on the file to bring up the “open with” option which will allow you to select QGoLive (Fig. 7). In general, cuts need to be saved onto the device and then opened in QGoLive by selecting them. QGoLive can be set as the default program for this. Note: A file manager application may streamline this process.

# IMPORTING AUDIO

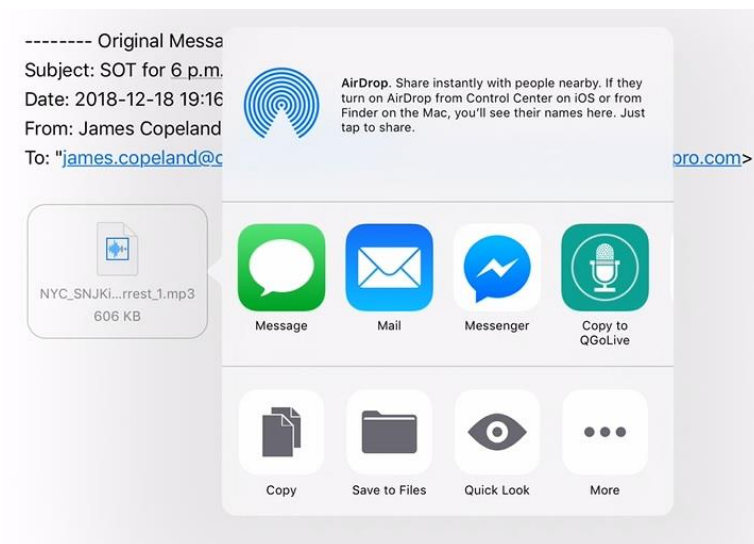
The procedure for importing audio varies by device. Files must be in .mp3 format.

## iOS



**Fig.8–** “Copy to QGoLive” from the “open in” option in Twisted Wave audio editor

In iOS, you can use the export function in an editing program such as Twisted Wave which will allow you to “copy to QGoLive” as long as the exported cut in a .mp3 file.

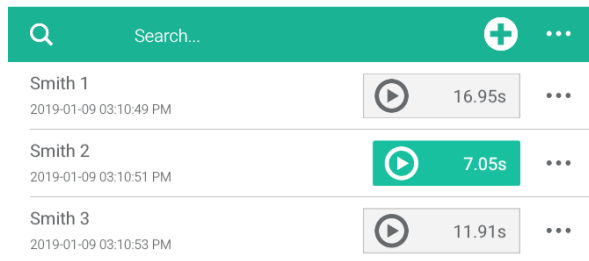


**Fig.9–** “Copy to QGoLive” from an email attachment

You can also hold your finger on the .mp3 attachment in an email, and that will allow you to open the cut in QGoLive.

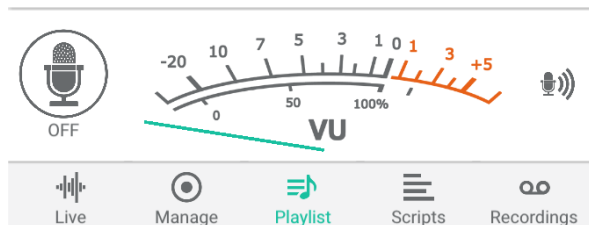


# PLAYING BACK AUDIO IN LIVE SHOTS

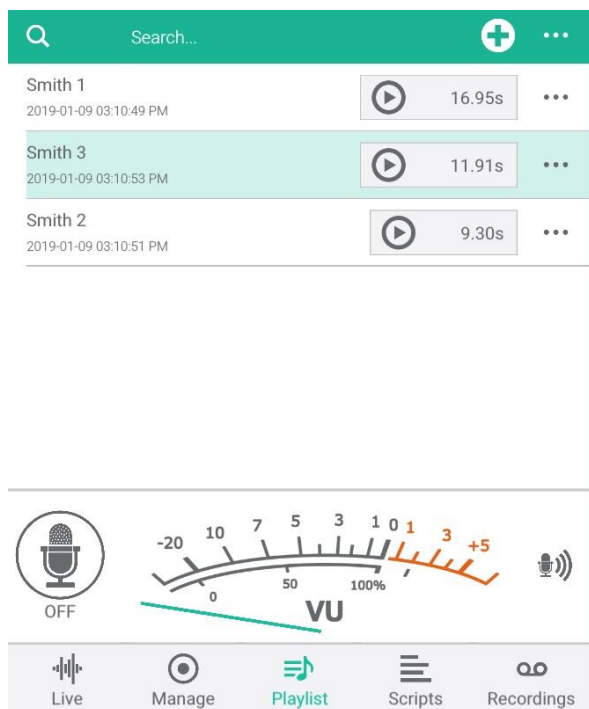


Once imported, clips will show up under the Manage and Playlist tabs (if the “add cuts automatically” option is selected in “Manage”).

To play clips from the playlist in a live report, simply hit the play button. Hit the button again to stop playback and rerack the file to the start. Standard cut and paste operations can be used to arrange elements in the script.



**Fig.10–** Playlist Tab



To change the order of the clips in the playlist tab, tap and hold (or click and hold in the desktop version) and move the clip into the preferred order.

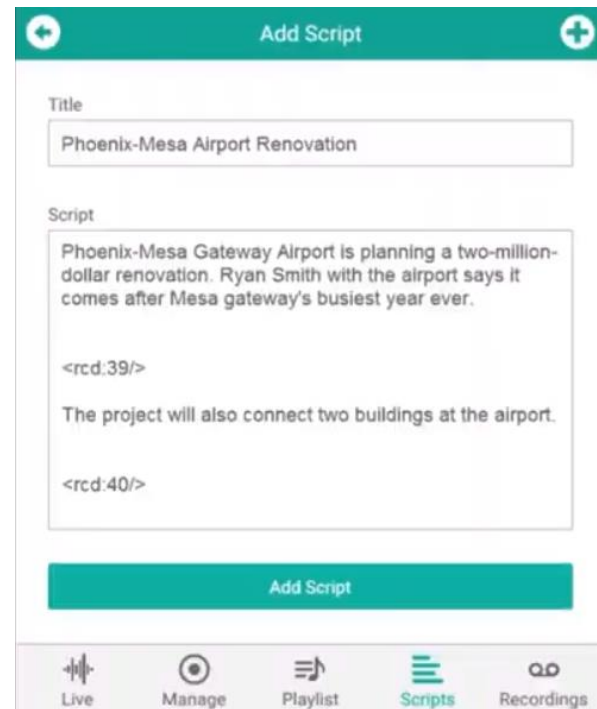
**Fig.11–** Tap and drag to change the order of clips in the playlist

# WRITING SCRIPTS

QGoLive also has a scripting function with embedded audio similar to that found in NewsBoss or Burli.

To start a new script, go to the script tab and tap the + symbol in the upper right. This will bring up the script editor.

Cuts from the playlist can be inserted into the script by clicking the + in the upper right (they will initially appear as tags, as seen in figure 12).



**Fig.12**– cuts from the playlist appear as tags in the script editor

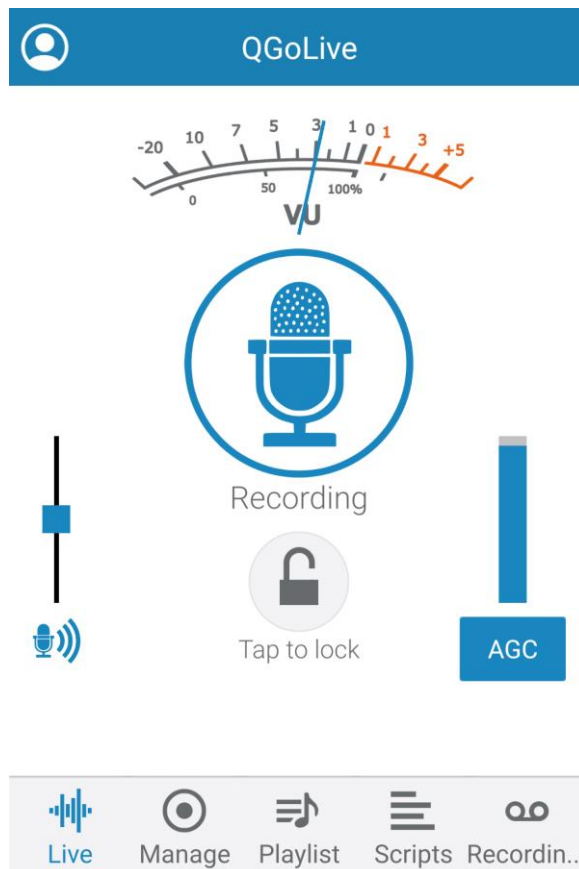


**Fig.13**– finished script ready to record or broadcast

When finished writing, you can hit “add script” which will save your script and take you back to the script tab. Once you open your script again, the cuts will now appear as embedded playback buttons. Hitting the edit button in the upper right will allow you to go back into the script to make revisions.

Now you can connect to the air by tapping the mic on the left side of the screen and read this report as a live wrap. Audio gain settings can be adjusted on the right side of the screen. From here you can also switch over to the record mode and send in a recorded report as well.

# RECORDING



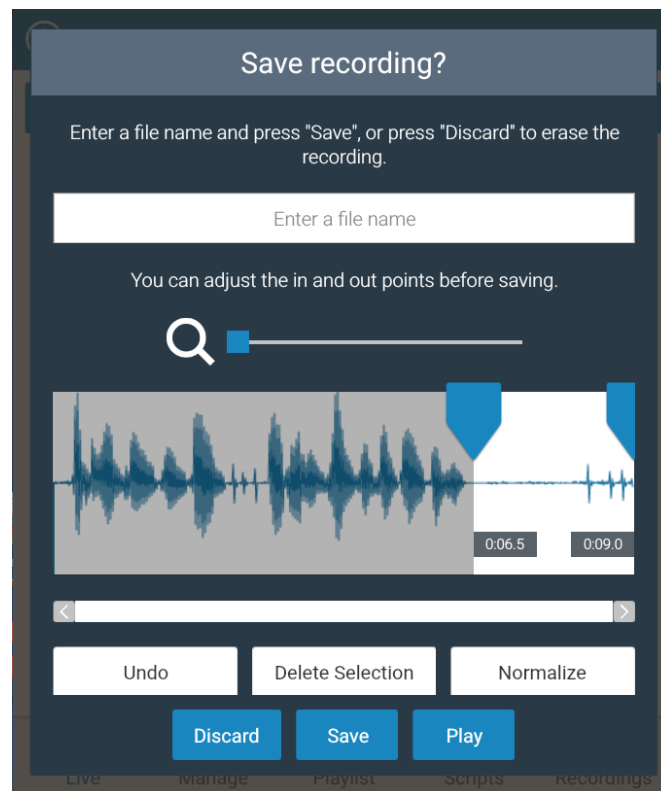
**Fig.14–** Recording mode

QGoLive has two basic modes – live and recording. You can switch between these on the main “Live” tab. Most of the functionality is the same, except instead of going live, you will be recording directly to your device.

Recording can be done in the Live, Playlist, and Scripts tabs in the same way live broadcasting is accomplished in the “Live” mode.

Simply tap to record in whichever tab you want, and when you’re done recording, tap the mic again to stop. This will also bring up the edit dialogue box.

# EDITING



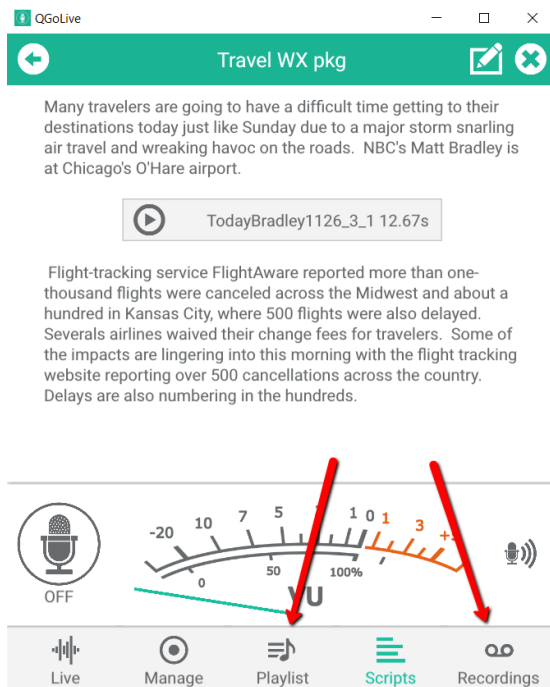
**Fig.15–** Editing page with audio ready to delete selected

In the edit dialogue box, you can set the in and out points by selecting which audio you would like to discard and hit the “Delete” button. You can use the magnifying tool to zoom in to a selection and use the “Normalize” button to make your audio sound as good as possible.

When you are finished editing, give your audio a name and hit “Save”

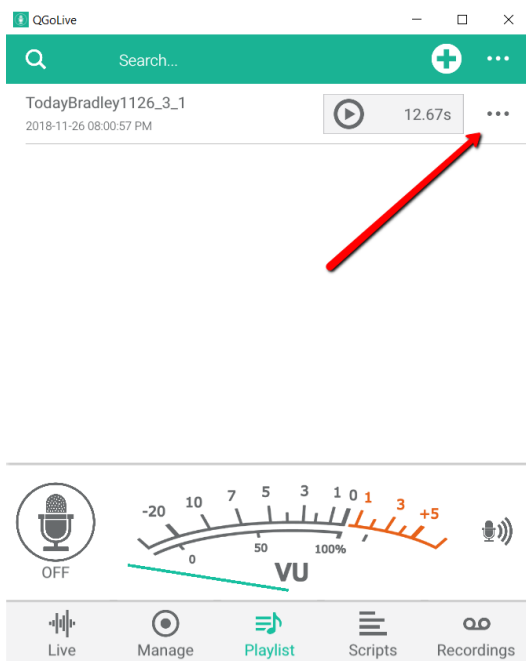
Edited audio will show up in the Recordings tab. From this tab, you can export your audio.

# EXPORTING AUDIO

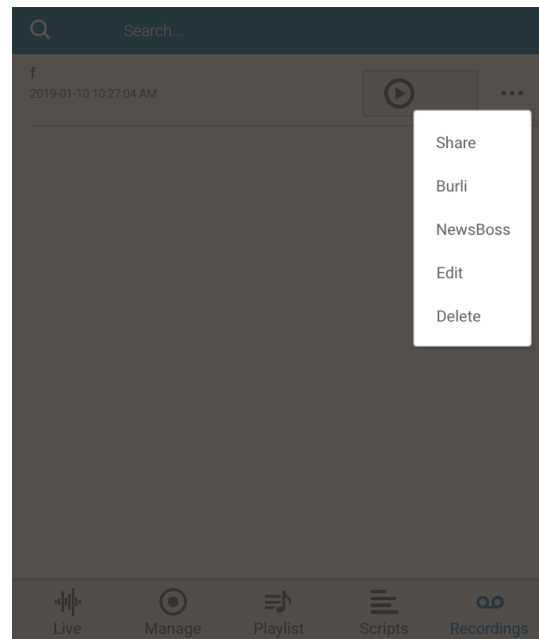


**Fig.16–** Export audio from the Playlist or Recordings tab

There are a couple different ways recorded audio can be exported from QGoLive. Audio can be exported from the Playlist or Recordings tabs, but the Recordings tab gives you more options.



**Fig.17–** Tap the dots in to get export options



**Fig.18–** Share or export to Burli/NewsBoss

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## EXPORT OPTION 1:

You can hit “Share” to use your device dialogue to send the audio however you want – typically via email.

## EXPORT OPTION 2:

If you want to import audio directly into your newsroom system, QGoLive currently integrates with NewsBoss and Burli Newsroom. For instructions on how to do this, read on.

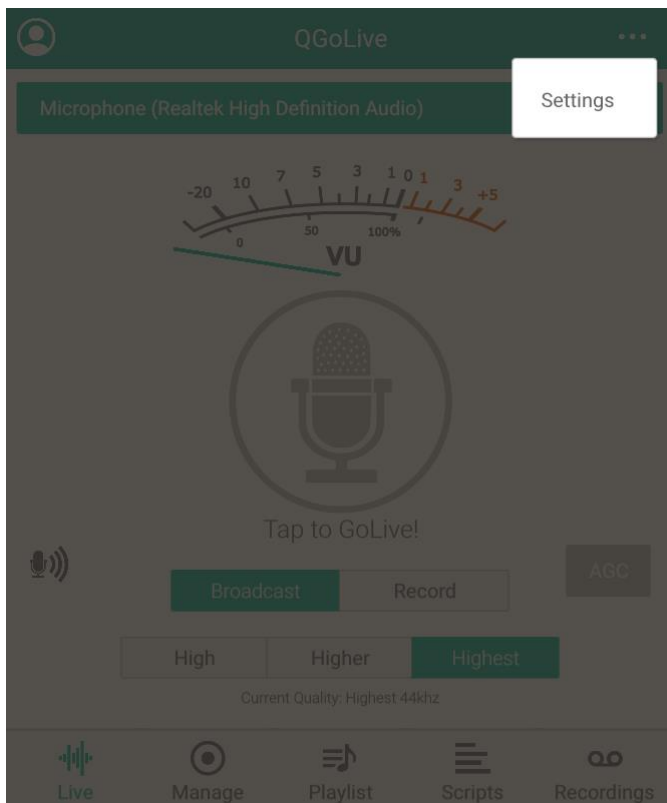
## EXPORT AUDIO TO BURLI OR NEWSBOSS

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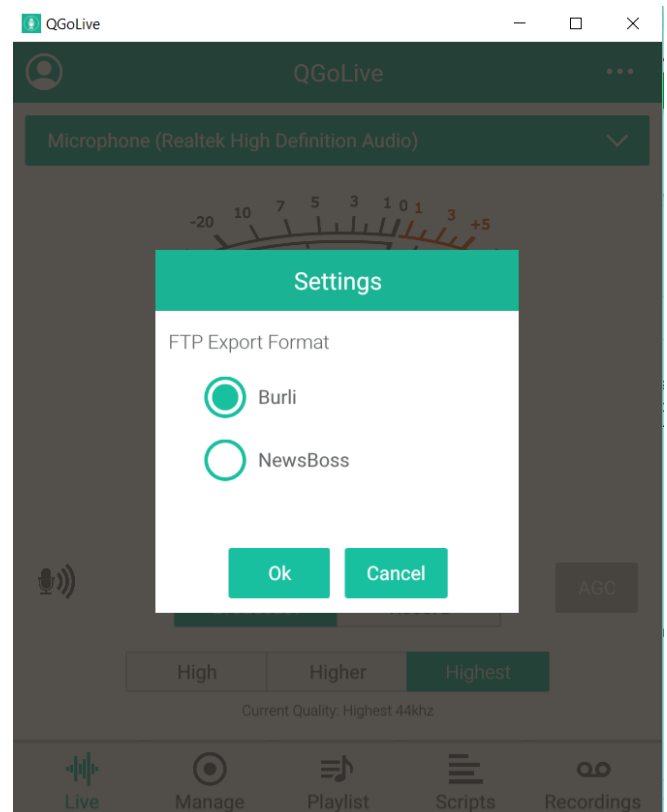
### Burli/NewsBoss Initial FTP Setup

To setup FTP exporting to Burli or NewsBoss, follow these steps:

**STEP 1** – On the main screen, click the three dots in the upper right and select settings.



**STEP 2** – Select Burli or NewsBoss in the FTP Export Format page and hit OK.



**STEP 3–** Go to the Burli/NewsBoss Export screen from the recordings or playlist tab and tap the “Edit” button.

**STEP 4–** This will bring up the FTP account settings dialogue box. Hit “Add New” and Enter at least the Host, User name and Password for your Burli/NewsBoss FTP server. Hit Save. Then you’ll be able to select the server from the list.

## BURLI/NEWSBOSS AUDIO EXPORT

After your FTP account settings have been put in, you’re ready to export audio to your newsroom system.

Hit the dots in the upper right corner of the “Recordings” or “Playlist” tab (fig. 18) and select Burli or NewsBoss (if you followed the initial FTP setup correctly, there will only be one choice).

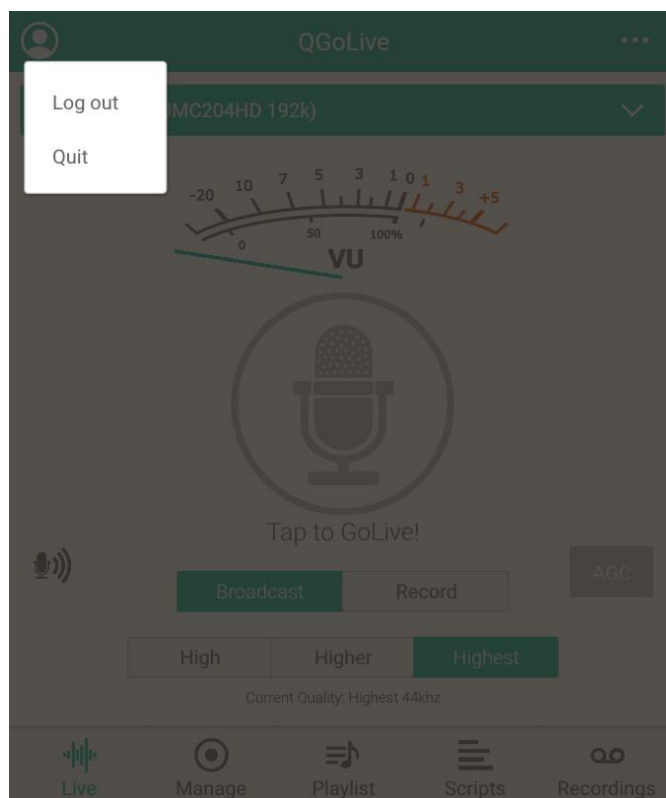
The Burli/Newsboss Export page will pop up. Enter the information you want, select audio type and include the script if desired.

Hit “Export” and you’ll get a dialogue box letting you know the status of the upload to the FTP site.

**Fig.19–** Share or export to Burli/NewsBoss

# LOGGING OUT

If you need to log out of the application for any reason, tap the symbol in the upper left corner on the Live tab. This will let you log out or quit the application.



**Fig.20–** Log Out or Quit



# STUDIO SETUP

## Receiver



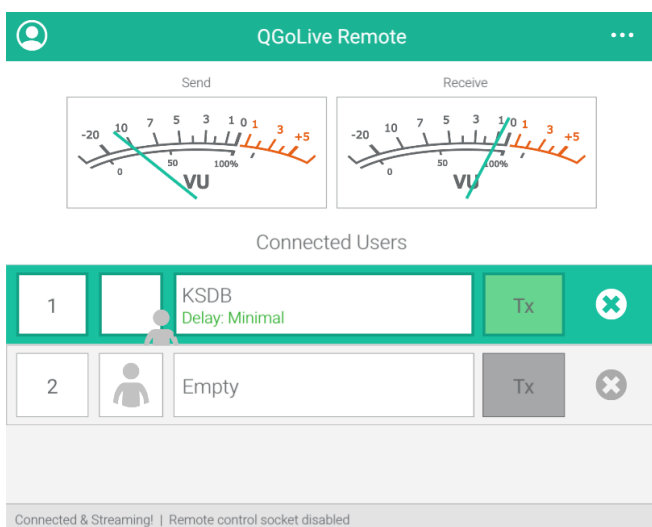
The new QGoLive dedicated 1 ru server runs the QGoLive receiver software. A monitor can be connected to the server for direct monitoring if desired. Audio input and output is handled by a breakout USB interface which is provided. The interface is available is XLR, ¼ inch TRS or RCA. For all-digital plants, simply provide your own LiveWire driver and you're done – no external audio interface needed.

Note: QGoLive is monaural, so keep that in mind when you are planning your wiring.



**IMPORTANT** – The receiver must be fed with mix-minus from the broadcast console. (Similar setup to a telephone hybrid.)

## Remote Control

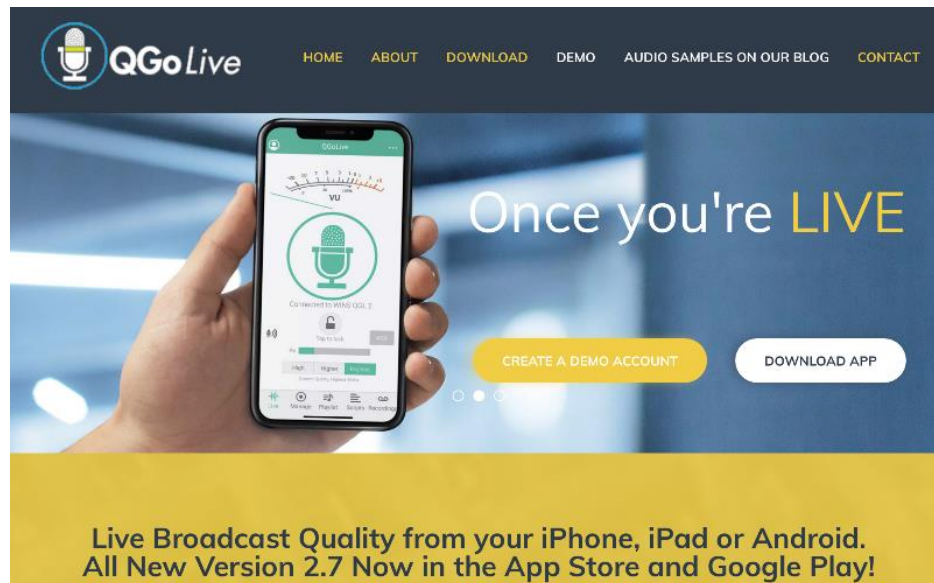


**Fig.21**– Remote control screen

The remote control application allows you to monitor the status of your QGoLive receiver anywhere. Typically, this is used when the receiver is installed in a room other than the studio or control room.

The receiver software can also be installed on a standalone PC.

In both the receiver software and the remote control software, users can be disconnected by clicking the “x” on the right. Transmit audio going to the remote can be disabled by clicking the “Tx” button.



All software downloads, account management, and the latest news can be found at our website. You will also find support contact information and more.

### Control Room Pro

1345 Avenue of the Americas, 2nd Floor

New York, NY 10105

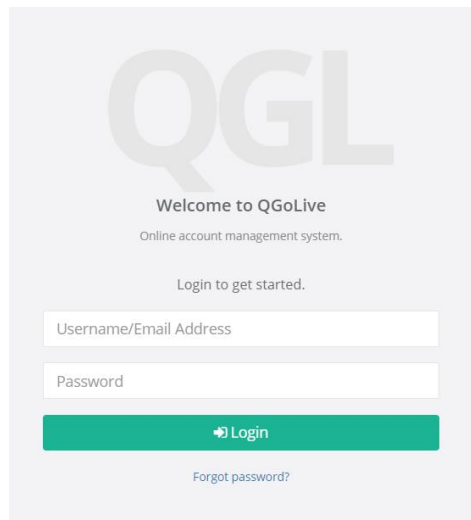
800-466-4262

info@controlroompro.com

# QGoLive.com Account

Qualifying stations can acquire a manager account on QGoLive.com. This will enable you to add users to your station on your own.

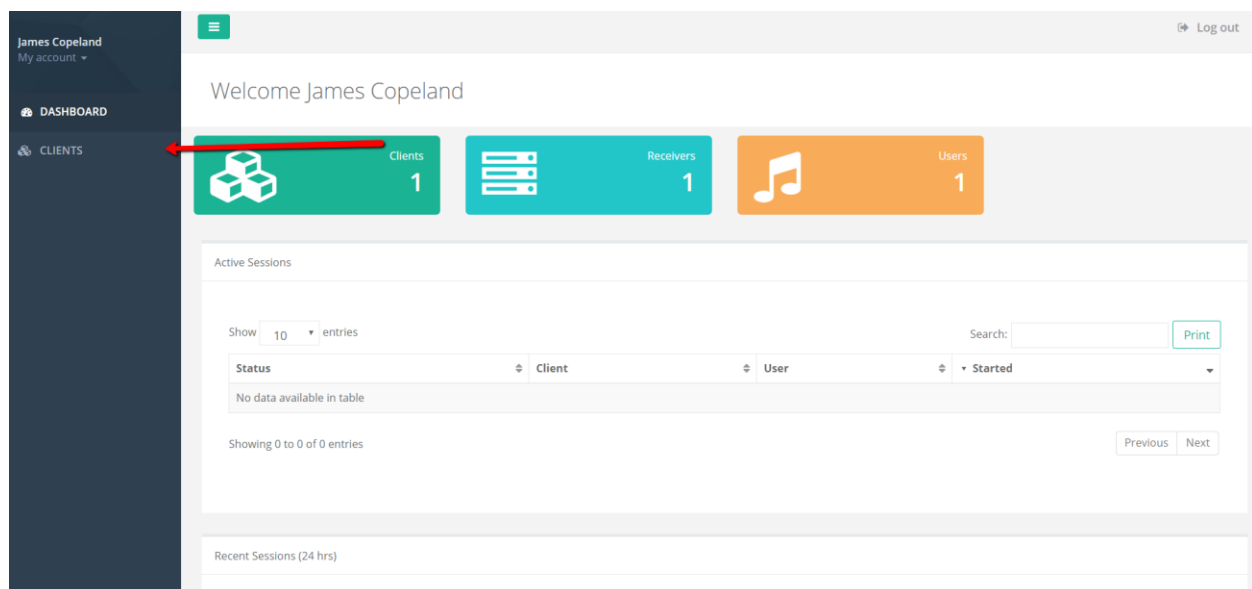
To login, go to: [app.qgolive.com](http://app.qgolive.com)



The login page features a large, light gray 'QGL' logo at the top. Below it, the text 'Welcome to QGoLive' is followed by 'Online account management system.' and 'Login to get started.' There are two input fields: 'Username/Email Address' and 'Password'. A green 'Login' button with a right-pointing arrow is below the password field. A link for 'Forgot password?' is at the bottom.

**Fig.22–** Manager login page

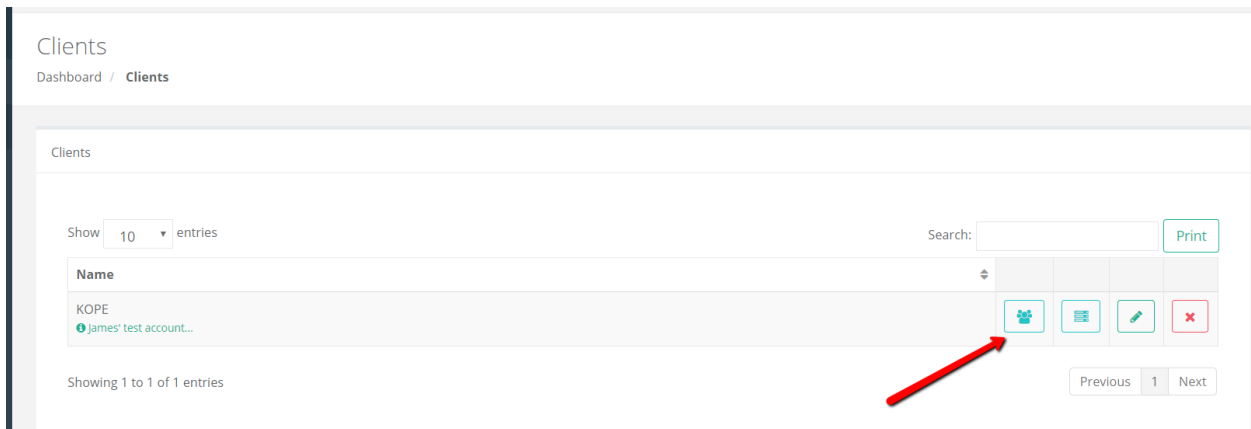
Enter your username/email address and password provided to you.



The dashboard shows a sidebar with 'James Copeland' and 'My account' at the top, followed by 'DASHBOARD' and 'CLIENTS' (highlighted with a red arrow). The main area says 'Welcome James Copeland' and has three cards: 'Clients 1' (green), 'Receivers 1' (teal), and 'Users 1' (orange). Below is an 'Active Sessions' table with columns for Status, Client, User, and Started. The table is empty, showing 'No data available in table'. There are search and pagination controls. At the bottom, there's a 'Recent Sessions (24 hrs)' section.

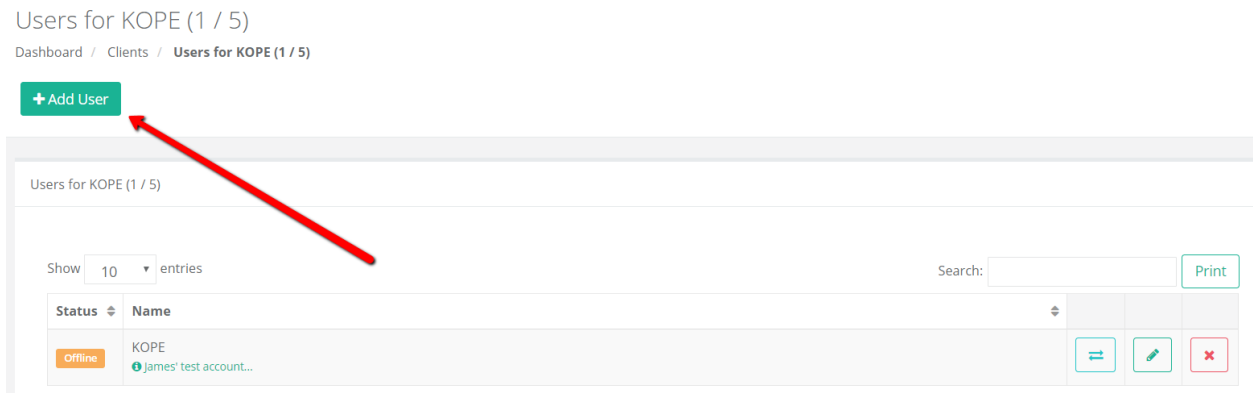
**Fig.23–** Manager Dashboard

From the dashboard, you get an overview of your stations and activity. To add a user, click on the “clients” tab (Fig. 23).



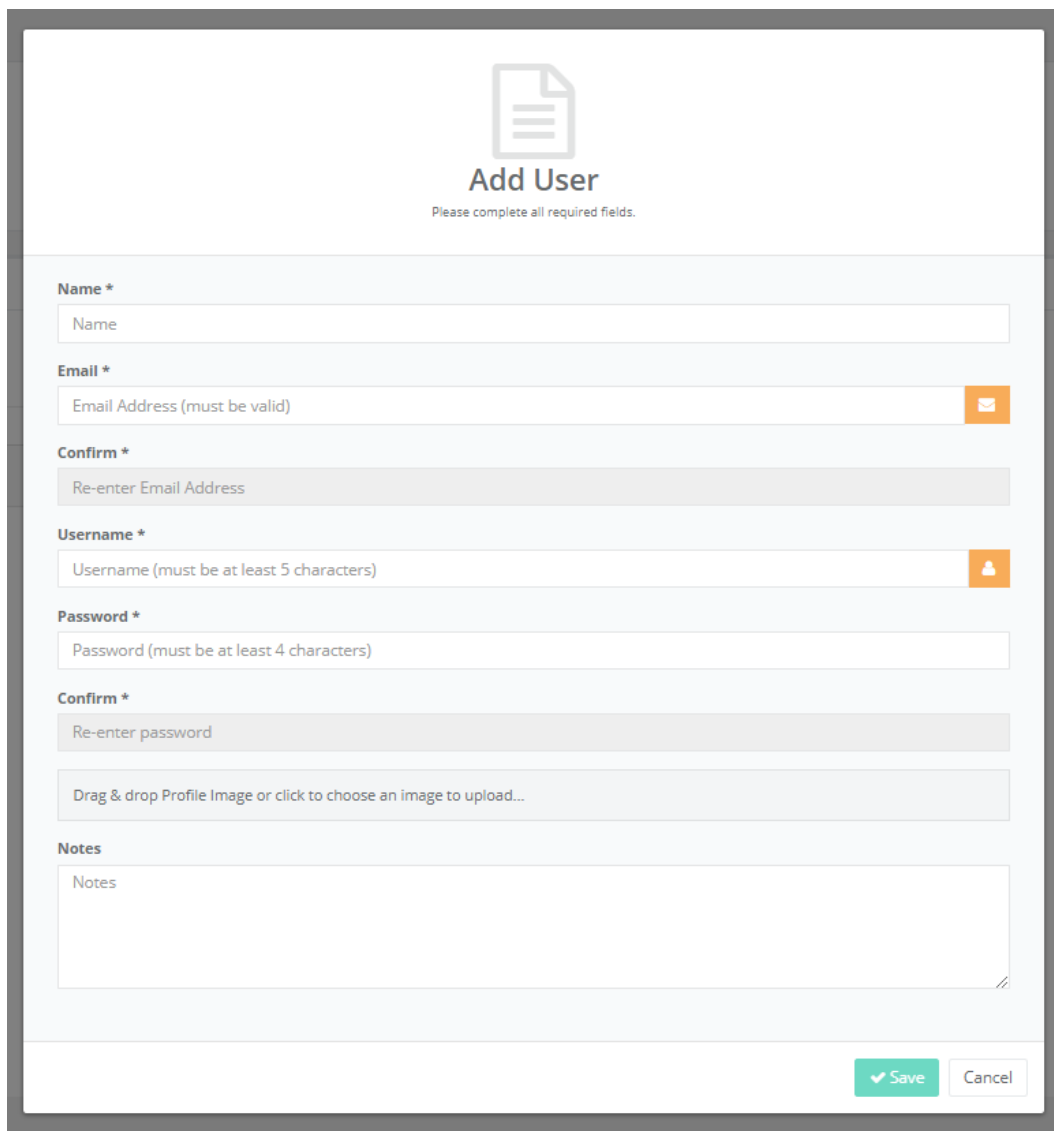
**Fig.24–** Editing Users


Click on “users” (Fig. 24). From here you can edit your current users and add new ones.




**Fig.25–** Adding a new user

Click the “Add User” button in the upper left. You can add more users depending on how many your account is authorized for.




  
**Add User**  
Please complete all required fields.

**Name \***

**Email \***  
 

**Confirm \***

**Username \***  
 

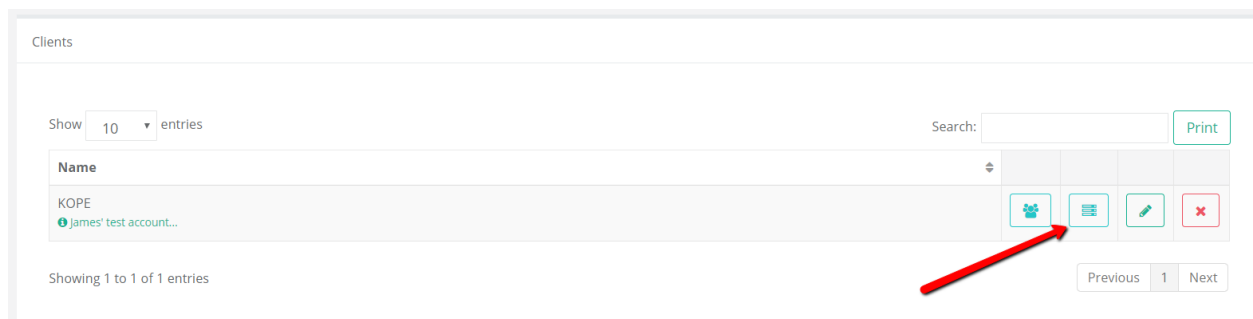
**Password \***

**Confirm \***

**Notes**

**Fig.26–** Add user dialogue






Fill out the information requested, making sure to note the username and password – this is how each individual user will log in.



Clients

Show  entries

Search:

Name	
KOPE  james' test account...	   

Showing 1 to 1 of 1 entries

**Fig.27–** Receiver editing

If you ever need to change your receiver login credentials, you can do so by clicking on the “Receivers” tab back on the “Clients” page.



# QGoLive

## User Guide



### QGoLive Studio Checklist

*QGoLive is very straightforward to use for live remote broadcasting, but here are some tips to ensure your broadcast is a success:*

#### **1. Get set up**

- a. Either start your desktop receiver program or make sure your physical receiver box is powered up and ready to go.
- b. If you are using a receiver box, you will probably want to run the remote control application, which allows you to monitor incoming connections.
- c. Log in to QGoLive using your receive credentials.
- d. Ensure that you have the correct audio source selected to send to your talent when using the computer application, and that QGoLive is sending to the correct audio output device into your broadcast console. This is done in your computer audio settings and in the application.
- e. If you are using a receiver box, you should not have to change anything, since mix-minus audio should already be fed to your talent. If your board has a mix-minus bus, make sure you are sending audio to the receiver so your talent can hear cue.

#### **2. Wait for the incoming connection**

#### **3. Once the remote connects, make sure you have full duplex communication.**

- a. **IMPORTANT:** Never run more than one standard receive session at a time. This can cause problems such as no audio being sent to the talent.

#### **4. After you have established the connection, arrange your cue, and *GoLive!***

# Troubleshooting:

The most common problems you will run into can usually be fixed easily.

Problem	Cause	Solution
Remote can't connect	<ul style="list-style-type: none"> <li>• Another user is logged in</li> <li>• Receiver needs to be reset</li> </ul>	<ul style="list-style-type: none"> <li>• Disconnect the other user (may be a stuck login from a previous session)</li> <li>• Log out of the receiver and log back in</li> <li>• Restart the application if on a computer or power-cycle the physical receiver</li> </ul>
Remote can't hear audio	<ul style="list-style-type: none"> <li>• Console settings incorrect</li> <li>• Desktop audio settings incorrect</li> <li>• Two standard receiver sessions are running at the same time</li> </ul>	<ul style="list-style-type: none"> <li>• Check your send audio to the remote</li> <li>• Check computer and application audio settings</li> <li>• Disconnect one receiver or switch to network mode</li> </ul>
You can't hear remote audio	<ul style="list-style-type: none"> <li>• Desktop application audio settings are incorrect</li> <li>• Operating system audio settings are incorrect</li> <li>• Audio output from physical receiver is disconnected</li> </ul>	<ul style="list-style-type: none"> <li>• Check setting on the desktop application</li> <li>• Check audio settings on your computer</li> <li>• Check audio output connections on physical receiver</li> </ul>
Remote audio has severe delay or "no audio" message	Remote has poor network connection	Have remote switch to a lower audio quality (higher or high instead of highest). Or try disconnecting and reconnecting.
Remote application shows a user still connected after they have disconnected	Possible communication error between remote application and physical receiver	Restart the receiver and remote application
Remote loses return audio	Return audio dropout	Have remote talent disconnect and reconnect
Receiver or desktop version will not log in and is "stuck."	TX credentials have been entered in the receiver or vice versa.	<p>In the file explorer, go to: Users/user/AppData/Roaming/com.qgolive.receiver</p> <p>Delete the last folder in its entirety. (Should be called "Local Store")</p> <p>That will clear the stuck log in.</p> <p>Also works for desktop version and remote</p> <p>If you don't see AppData you need to unhide hidden files.</p> <p>An alternative way to access this folder is by entering "%appdata%" into "run"</p>