

Frequently asked questions

Permitted use

What music can I stream?

Only your own music tracks: created by you and with your own copyright. Live Ambience is a tool to distribute them to your stores: under no circumstances is it a way to get around copyright, and Live Ambience is not responsible for any misuse of the tool.

Can I stream a radio or Spotify?

No. Radio stations and music services are third-party works: rebroadcasting them is not allowed. The tool is for your own tracks.

Who is responsible for the content?

You are. You are solely responsible for what you stream and for the messages and images you upload.

Internet

How much internet does it use?

Very little: 64 kbps per store, less than an online radio. A regular connection is enough. Only with capped mobile data is it worth knowing it is about 20 GB per month.

What happens if the internet drops at a store?

Your backup music, stored on the store computer, plays, and the player returns to live by itself as soon as the connection is back. If you did not upload backup music, it stays silent until then.

Can I use it in a store without a fixed internet connection?

Yes: upload your tracks in My account, Music section, and choose the **Always** mode. The player only needs internet for a while to download them; after that they play even without a connection.

And if it drops at headquarters?

Each store switches to its backup music (if you uploaded it) and goes back to live by itself, within 10 seconds at most, when the Central streams again. Without backup music it shows "Waiting" and stays silent until then.

What happens if I reload the Central page?

The browser stops the capture for security. With "Audio input" it goes back on air by itself; with a tab or the screen, tap **Go live again**. To avoid it, install the Central as an app.

Can I stop the music at a single store?

Yes: in the Central, under Locations, tap **Pause** on that location. It stops at once and comes back

when you resume it.

USB sticks and computers

How many computers can I have per location?

Up to 2 at a time. If a third one connects, the oldest one is disconnected.

Can I use the same USB stick on several computers?

Yes: the store USB stick works for all its screens. On each computer double-click and pick which screen it is. It stays installed on that computer and the stick can be removed.

The store is far away, do I have to ship a USB stick?

No. In My account, store's ... menu, **Copy link to send it**: whoever is at the store downloads the file and copies it to any USB stick.

I lost the USB stick.

In My account, store's ... menu, **Invalidate the store USB stick**: the lost stick stops working and connected screens keep playing. Then download a new one.

Is the computer dedicated only to this?

That is recommended: the player takes the full screen. If the computer is used for something else, close it with Alt+F4.

Windows says "Windows protected your PC".

It is the usual warning for files downloaded from the internet. Tap **More info** and **Run anyway**. It happens only once.

Messages and services

Can I add announcements, the time or the weather?

Yes. In My account, under "Messages and services", turn on the time, each location's weather and your scheduled messages. They play over the music with a chime.

Can I send a message only to some locations?

Yes: on each message, check the locations it goes to. With none checked, it goes to all.

I have locations in different countries. When do messages play?

At each one's local time. Choose each location's city in My account, Locations section: a 12:00 message plays at 12 in Buenos Aires and at 12 in Madrid.

Why didn't a message I just added play?

Players check the list every minute. Add it at least 2 minutes ahead and check that it is **Active**, with "Scheduled messages" checked and assigned to that location.

Who generates the voice of the messages?

The server, with text to speech, and it is saved for reuse. If it is not available, the player uses the computer's own voice.

Do messages play even if the Central is down?

Yes: each computer plays them on its own, lowering the music while the voice speaks.

Can I add news?

Not yet. Reading a news outlet's headlines in a business requires a licensed source; we are evaluating it.

Screens

Can I show images on a store TV?

Yes, in My account, **Screens** section: upload your images and the player shows them in a loop. Connect the TV to the player computer via HDMI.

Does the Smart TV browser work?

Some do, but many don't play the audio or don't let it start by itself. The most reliable is a computer or an Android TV box with Chrome connected via HDMI.

My TV is mounted in portrait.

In My account, Screens section, choose the orientation of that location's screen. The player rotates the picture by itself and shows your portrait photos.

Does the backup music take space on the store computer?

As much as your tracks weigh (up to 20 MB each). They are stored in that computer's browser and removed by themselves when you take them off the list.

Payments

How do I pay?

With Paddle, monthly or yearly (paying yearly, 30% off), by card, PayPal or other methods. Paddle issues the invoice and handles taxes. You can also pay with digital dollars (USDT or USDC) straight to our wallet, 30% off: you scan a QR with the exact amount and the account is activated by itself once the payment is confirmed (crypto is paid upfront and the renewal arrives by email).

Can I add locations during the year?

Yes, from My account. Paddle charges the proportional part until the renewal.

Can I change plans?

Write to us and we do it.

Can I cancel?

Whenever you want, from My account. The service keeps working until the end of the paid period.

Is there a refund?

Yes, in full, within 14 days of the purchase or of each renewal. Use the Cancellation button at the foot of the site or write to us.

Account and security

Why do you ask for a code when I sign in?

It is a second security step: it protects your account even if someone knows your password.

The code does not arrive.

Check spam. The code expires in 10 minutes; if it expired, sign in again with your password.

Contact

info@liveambience.com