

# **Eclipse Virtual Radio**

## **User Guideline 1**



**PROPRIETARY AND CONFIDENTIAL – Eclipse Streaming Solutions (Pty) Ltd**

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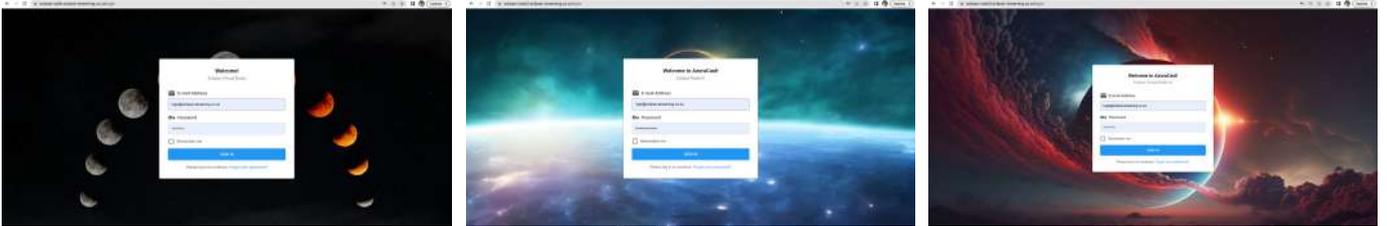
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## Welcome to Eclipse Virtual Radio!

EVR is the culmination of twenty plus years of experience in online radio, starting from pioneering online radio in South Africa in the late 90's / early 2000's. The EVR solution combines the best online radio solutions globally with local expertise and experience, to ensure that you have the best tools at hand. Constantly evolving and optimised on an ongoing basis, EVR offers a one-stop online radio streaming solution that is flexible and always close to leading edge. Our multi-disciplinary team is passionate about online radio so you're dealing with people that love the medium as much as you do!

## Logging in

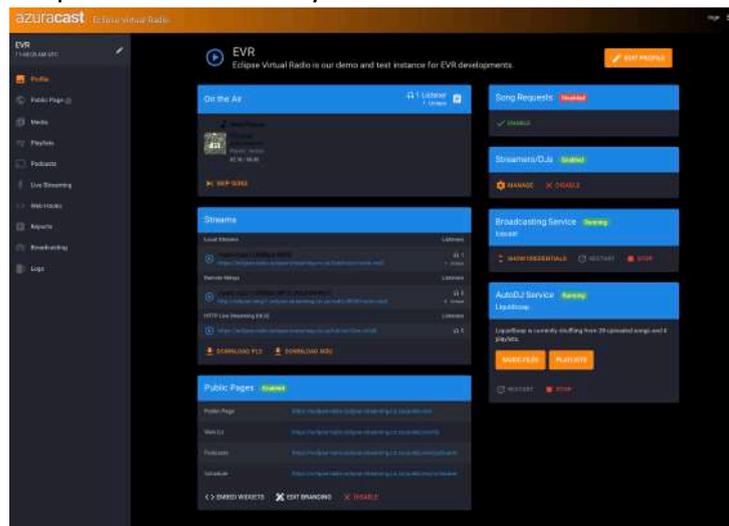
Eclipse Virtual Radio is housed on various VMs (virtual machines), each of which is home to up to 10 stations. This model ensures efficiency in terms of functionality, distribution and storage. Your URL will be [eclipse-radio.eclipse-streaming.co.za/](http://eclipse-radio.eclipse-streaming.co.za/), [eclipse-radio2.eclipse-streaming.co.za/](http://eclipse-radio2.eclipse-streaming.co.za/), [eclipse-radio3.eclipse-streaming.co.za/](http://eclipse-radio3.eclipse-streaming.co.za/) and so on, depending on which VM your station is housed on.



All stations only have access to their own content only and this is controlled by the Eclipse Team. You can add users by sending a request to [hello@eclipse-radio.co.za](mailto:hello@eclipse-radio.co.za) and an Eclipser will ensure that the user is added for you. Generally we recommend that you have at least two team members as registered users. Please keep your credentials safe.

## Landing page

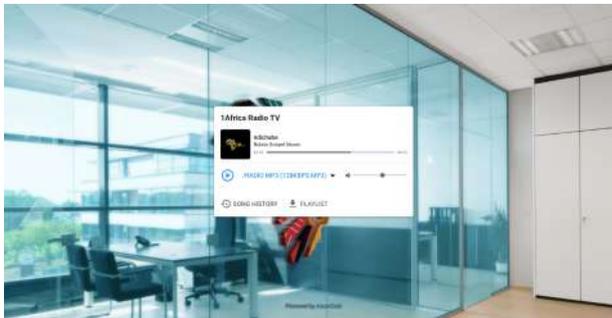
All the key information for your station is found on the landing page. Please do not make any alterations unless you are sure of the impact it will have on your station's live broadcast.



To assist with the required settings for your station, we have provided a Configuration Sheet for your station which provides all relevant data. If a setting is changed and you are unsure of how to reset it, you can simply consult the Config Sheet to establish what the correct setting is and restore it.

## Public pages

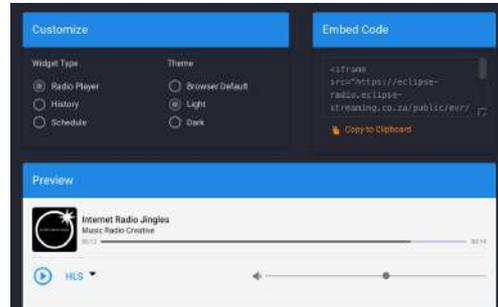
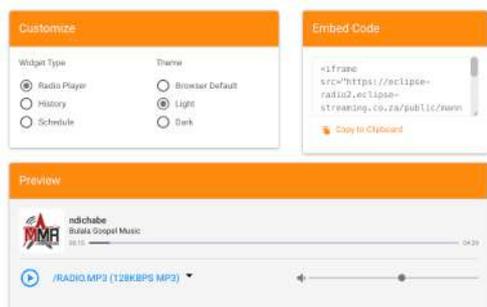
At the bottom of your profile page are your public page URLs. You can share these URLs with listeners, DJs and podcast listeners. This means that even if you don't have a website, your online station information can be shared and you have a mini-site that can be used for your online broadcast. Branding and background art is customisable to give you the look and feel that you want.



Ideally however, you would want to embed a player on your website. In order to access the Embed Widget (the code that will fire up the player on your website), you will click bottom right <> EMBED WIDGETS.

The embed widgets will allow you some basic customisation in terms of theme (light and dark) and will show you a preview of the player.

Most importantly, the embed code can be copied and provided to your webmaster to embed on your radio station's website.



The "now playing" section of the player will either expose the stream metadata (usually your station name and logo) or it will show your playlist (if you are playing from a playlist housed in EVR).

## Using the Media Files facility

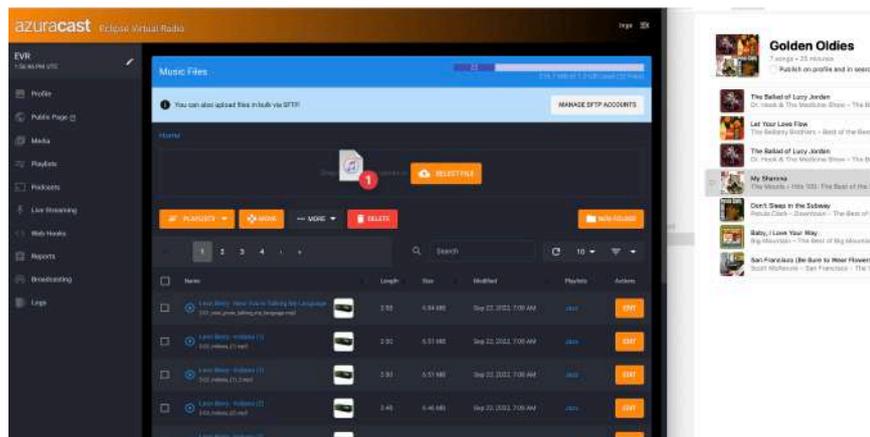
Most radio stations will simply use Eclipse Virtual Radio as a conduit for their live stream. However there are two situations where you may opt to import media to your solution.

The first is where you decide to utilise the media storage facilities made available to you within the EVR CMS and to play tracks directly from EVR. A 2GB media allowance is made available to you as a client, with overages charged at R150,00 excl VAT per GB over the allowance, pro-rated.

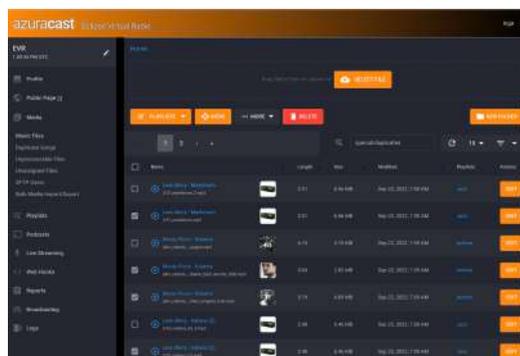
The second instance where you will use media files is where you load a playlist specifically for failover and redundancy. In this instance you can simply allow media to play out from existing playlists or alternately you can opt to curate playlists specifically for this purpose. We will cover this in more detail in the Emergency Music / Noodmusiek section.

## Loading media files

To load media files, click on Media in your menu on the left and then click on Music Files. The easiest is to Select File or to drop files from your music folder into the relevant section. In rare cases where a very large number of files are selected, you can use the bulk SFTP upload facility. Remember to register your SFTP users in the admin section first. In most cases however, the standard file upload facility will be more than satisfactory.



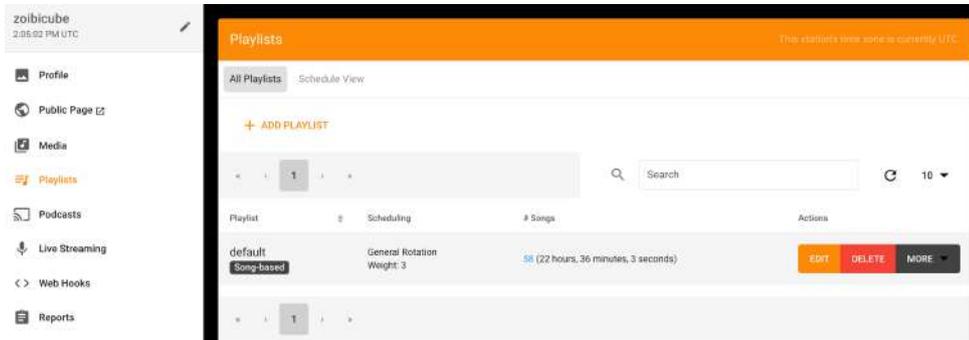
Once your media is loaded, you can run two checks, both found under the Media drop down on the left. First ensure that you haven't duplicated any songs by clicking on Duplicated Songs. Should you wish to delete duplicated songs, select the clickbox next to the song details and click Delete.



To check for unprocessable music files, click Unprocessable Files in the dropdown under Music Files to identify and delete files that are corrupted.

## Creating Playlists

To help you to manage your media, assign your music files to playlists. Playlists can be used for Emergency Music / Noodmusiek as well as for shows.



To create go to Playlists on the menu on the left and click +Add Playlist.

**Basic Info** | Schedule | Advanced

Playlist Name\*   Enable  
If disabled, the playlist will not be included in radio playback, but can still be managed.

Source

Song Based  
A playlist containing media files hosted on this server.

Remote URL  
A playlist that instructs the station to play from a remote URL.

---

**Song-Based Playlist**

Avoid Duplicate Artists/Titles  
Whether the AutoDJ should attempt to avoid duplicate artists and track titles when playing media from this playlist.

Allow Requests from This Playlist  
If requests are enabled for your station, users will be able to request media that is on this playlist.

Playlist Type

General Rotation  
Standard playlist, shuffles with other standard playlists based on weight.

Once per X Songs  
Play exactly once every X songs.

Once per X Minutes  
Play exactly once every X minutes.

Once per Hour  
Play once per hour at the specified minute.

Advanced  
Manually define how this playlist is used in Liquidsoap configuration. [Learn about Advanced Playlists](#)

Include in On-Demand Player  
If this station has on-demand streaming and downloading enabled, only songs that are in playlists with this setting enabled will be visible.

Hide Metadata from Listeners ("Jingle Mode")  
Enable this setting to prevent metadata from being sent to the AutoDJ for files in this playlist. This is useful if the playlist contains jingles or bumpers.

Song Playback Order

Shuffled  
The full playlist is shuffled and then played through in the shuffled order.

Random  
A completely random track is picked for playback every time the queue is populated.

Sequential  
The order of the playlist is manually specified and followed by the AutoDJ.

General Rotation

Playlist Weight

Higher weight playlists are played more frequently compared to other lower-weight playlists.

Give your playlist an interesting and descriptive name, and then you can assign rules to it such as hourly plays and shuffling. You can also opt to avoid duplicate artists and titles.

The playlist weighting will assign a weight to selected playlists, giving more frequent playout to playlists with higher weightings.

The Scheduler will allow you to schedule playlists at specific times, dates and on a recurring basis. This has many great applications, like scheduling a virtual show from a playlist for after-hours when you don't have a live DJ for example.

You can include any audio files including a show intro, jingles, talk and music so that your listeners can enjoy your online station even when your team isn't around.

It is also possible to source your songs from a remote URL if you are using online external storage.

Again, this playlist can be scheduled and managed similar to how you would a playlist comprising media which has been uploaded.

**Basic Info** | Schedule | Advanced

Playlist Name\*   Enable  
If disabled, the playlist will not be included in radio playback, but can still be managed.

Source

Song Based  
A playlist containing media files hosted on this server.

Remote URL  
A playlist that instructs the station to play from a remote URL.

---

**Remote URL Playlist**

Remote URL

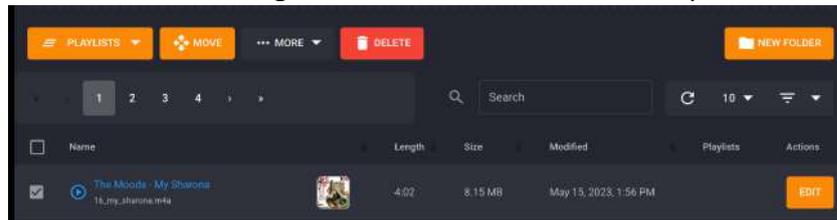
Remote URL Type  
 Direct Stream URL  
 Playlist (M3U-PLS) URL

Remote Playback Buffer (Seconds)

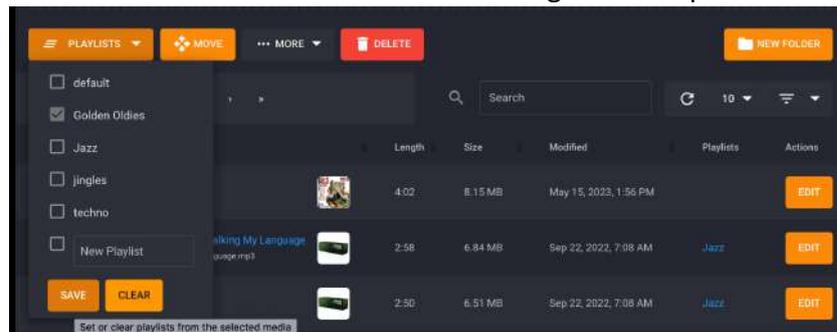
The length of playback time that Liquidsoap should buffer when playing this remote playlist. Shorter times may lead to intermittent playback on unstable connections.

## Assigning Media to Playlists

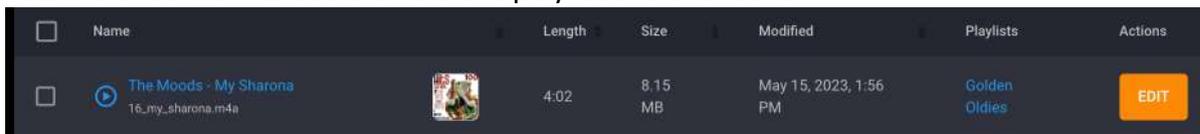
Once you have created your playlist(s) you can return to your media files and assign them to playlists. The easiest way to do this is to click on Unassigned Files in the Music Files dropdown under Media.



Select the clickboxes next to the relevant media files to be assigned to a specific file.



Then select the checkbox next to the relevant playlist and click Save.



Your media file will now be assigned to the correct playlist. To change playlists, click the EDIT button and you can change playlists and also edit a host of features on your media, including album art or even add lyrics. You can of course add your media to multiple playlists, remembering not to have it on too many playlists.

In some cases you may want to check your media file. You can do so by clicking MORE and this will allow you to play the file. Should there be a problem with the media but you know your source file is not corrupted, you can also reprocess the file. This resolves the problem in some cases, although the general alternative is to re-upload the music file completely.

Once your media is assigned, you can review your playlists again. The playlist manager will provide you with useful information such as how many songs you have per playlist and the duration of that particular playlist. Remember to ensure the ENABLE PLAYLIST button is ticked.

Playlist	Scheduling	# Songs	Actions
Lekkerste Afrikaanse Treffers Song-based	General Rotation Weight: 3	30 (1 hour, 45 minutes, 52 seconds)	EDIT DELETE MORE
Liedjies van die Liefde Song-based	General Rotation Weight: 3	30 (1 hour, 42 minutes, 49 seconds)	EDIT DELETE MORE
Trekker Treffers Song-based	General Rotation Weight: 3	39 (2 hours, 14 minutes, 38 seconds)	EDIT DELETE MORE

Important note: Do not delete the default playlist since this will be the base playlist that will play unless there is another one scheduled.

## Playlist Scheduler

Basic Info | **Schedule** | Advanced

Scheduled Time #1 REMOVE

Start Time\*  End Time\*  Station Time Zone: This station's time zone is currently UTC.

To play once per day, set the start and end times to the same value.00  
If the end time is before the start time, the playlist will play overnight.

Start Date  End Date   Loop Once  
Only loop through playlist once.

To set this schedule to run only within a certain date range, specify a start and end date.

Scheduled Play Days of Week

Monday  
 Tuesday  
 Wednesday  
 Thursday  
 Friday  
 Saturday  
 Sunday

Leave blank to play on every day of the week.

[+ ADD SCHEDULE ITEM](#)

CLOSE [EDIT SCHEDULE](#)

Once you have the basic information sorted for your playlist, you may opt to schedule that playlist to automatically play out on specific dates, days and times.

You can also opt to loop your playlist only once, making sure that your playlist is slightly longer than the associated schedule time.

Under the Advanced tab, you can opt to have your playlist interrupt other songs to play out at a scheduled time or to merge your playlist to play as a single track.

Once you have scheduled your playlists, you can check the Scheduler tab under the Playlists section to verify that the playlists are all scheduled at the correct times. Playlists, their content and their associated scheduling can be amended as frequently as you wish.

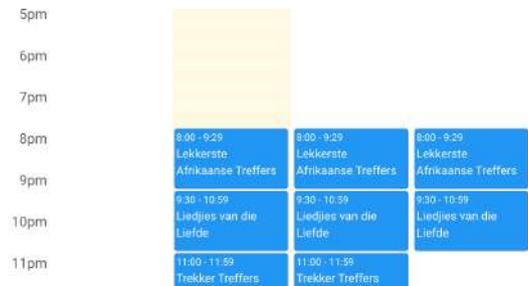
Playlists This station's time zone is currently UTC

All Playlists | Schedule View

[+ ADD PLAYLIST](#)

1 | Search | 10

Playlist	Scheduling	# Songs	Actions
Lekkerste Afrikaanse Treffers <small>Song-based</small>	General Rotation Weight: 3	30 (1 hour, 45 minutes, 52 seconds)	EDIT DELETE MORE
Liedjes van die Liefde <small>Song-based</small>	General Rotation Weight: 1	30 (1 hour, 42 minutes, 49 seconds)	EDIT DELETE MORE
Trekker Treffers <small>Song-based</small>	General Rotation Weight: 2	39 (2 hours, 14 minutes, 38 seconds)	EDIT DELETE MORE



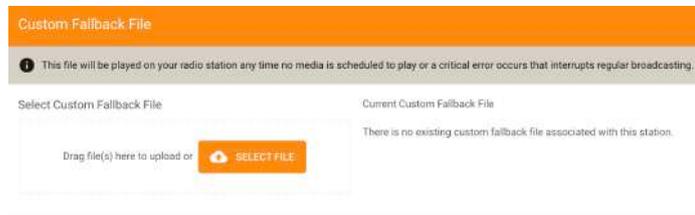
## Emergency Music / Noodmusiek

To ensure that your online station is always streaming, the Emergency Music / Noodmusiek feature will ensure that your listeners never experience radio silence.

Firstly, create your Emergency Music audio file. This will happen outside of EVR in your studio. We recommend at least 120 minutes of content. Should you experience longer periods of loadshedding for example, a four hour file may be applicable. This file can contain any audio you wish, so talk, jingles, music and any other audio content can be included. This file can be updated and changed/replaced any time you wish to keep your Fallback content fresh.

-  Profile
-  Public Page [↗](#)
-  Media
-  Playlists
-  Podcasts
-  Live Streaming
-  Web Hooks
-  Reports
-  **Broadcasting**

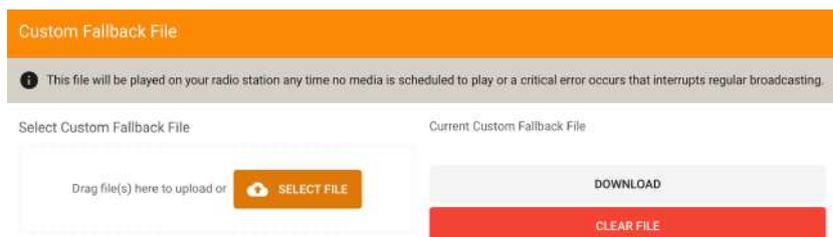
Go to BROADCASTING in the menu on the left hand side and select CUSTOM FALLBACK FILE.



Load your file and it will be ready to play out any time there is no media to stream or when there is an issue like loadshedding or poor connectivity that interrupts regular broadcasting.

You can download the file and clear it to replace with another.

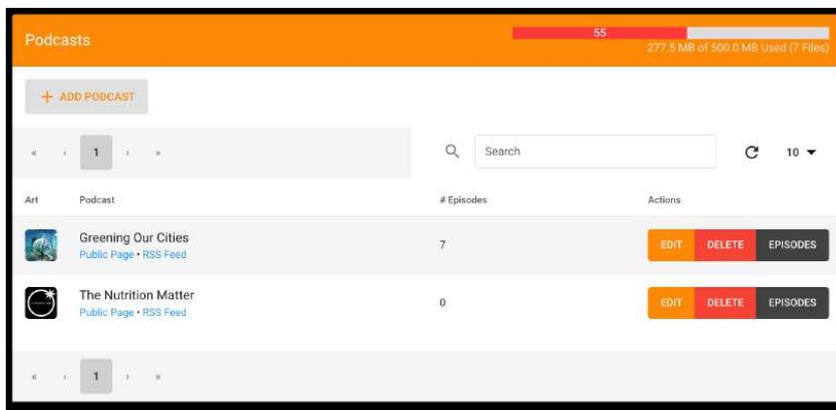
- Mount Points
- HLS Streams
- Remote Relays
- Custom Fallback File**
- Edit Liquidsoap Configuration
- Upcoming Song Queue
- Reload Configuration
- Restart Broadcasting



## Podcasts

Eclipse Virtual Radio offers basic podcast hosting with custom branding and an associated public page that you can share with your podcast audience.

To access podcasts, go to the Podcast menu on the left.



Your first step will be to create a podcast channel. Each podcast channel will house your podcast episodes that you have assigned to that channel. Click +Add Podcast to get started with a channel creation.

Create your podcast channel by entering information about the channel. The red stars denote required fields.

Categories are very important in podcasting so review the categories carefully and select one that most closely fits your podcast genre and type.

To add artwork to your channel, click on the Artwork tab and add your image. JPG and PNG files are acceptable.

Save your changes and your podcast channel is ready. Now you can add individual podcasts or episodes to your channel.

Basic information
Artwork

Podcast Title\*

Description\*

Language\*

Author

Categories\*

Website

E-Mail

Typically the home page of a podcast.

The description of your podcast. The typical maximum amount of text allowed for this is 4000 characters.

The language spoken on the podcast.

The contact person of the podcast. May be required in order to list the podcast on services like Apple Podcasts, Spotify, Google Podcasts, etc.

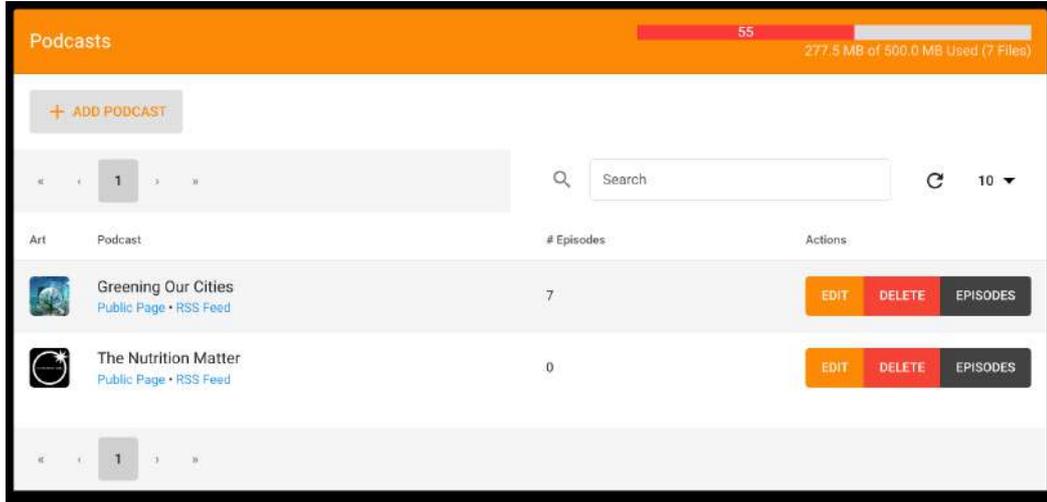
The email of the podcast contact. May be required in order to list the podcast on services like Apple Podcasts, Spotify, Google Podcasts, etc.

Select the category/categories that best reflects the content of your podcast.

CLOSE SAVE CHANGES

## Adding Episodes to your Podcast Channels

Go to your podcast channel(s) list and click on EPISODES to the right of the channel.



This will take you into the channel where you will click +Add Episode. Enter your episode name and description. You can also decide on a publish date and time. So several podcasts can be added in advance and then published at the selected time.

Basic Information   Media   Artwork

Episode\*  Website   
Typically a website with content about the episode.

Description\*   
The description of the episode. The typical maximum amount of text allowed for this is 4000 characters.

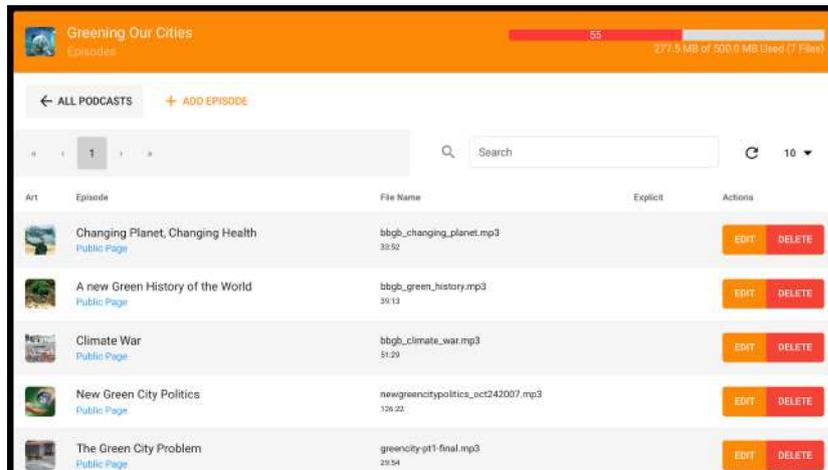
Publish Date  Publish Time   
The date when the episode should be published.      The time when the episode should be published (according to the stations timezone).

Contains explicit content  
Indicates the presence of explicit content (explicit language or adult content). Apple Podcasts displays an Explicit parental advisory graphic for your episode if turned on. Episodes containing explicit material aren't available in some Apple Podcasts territories.

CLOSE   SAVE CHANGES

Select the clickbox “contains explicit content” should your podcast contain content that is not suitable for sensitive or younger listeners. This includes medical procedures or topics that are unsuitable for children.

Moving across the tabs to Media, you can now add the actual podcast audio file. Once done, select suitable artwork and click SAVE. Repeat until all your podcast episodes are added for the channel.



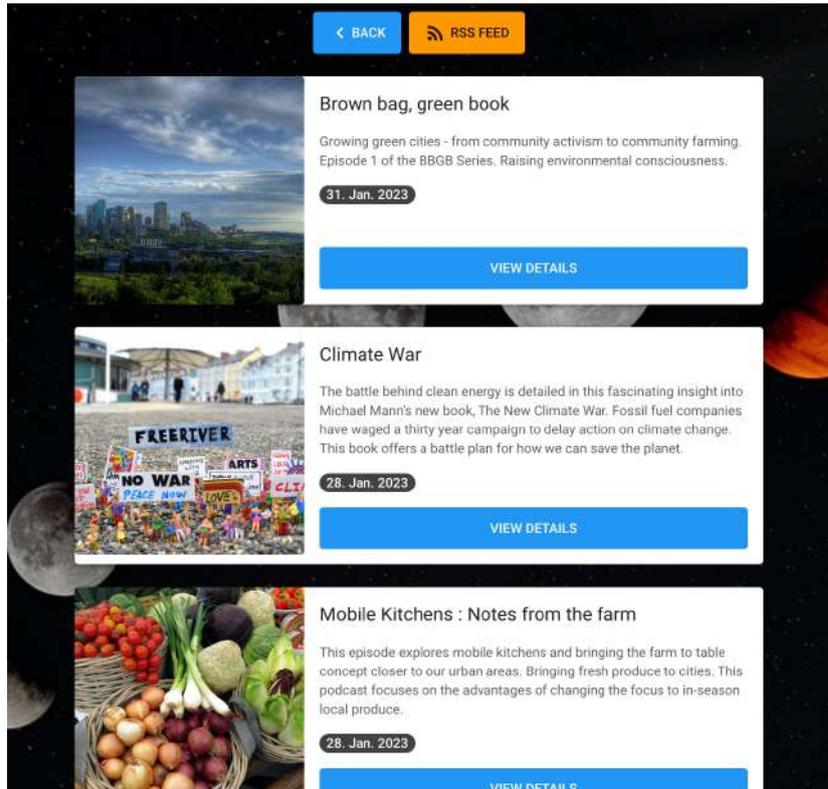
Once all the podcast episodes are added and the channel set up, you can check what it would look like on your podcast public page.



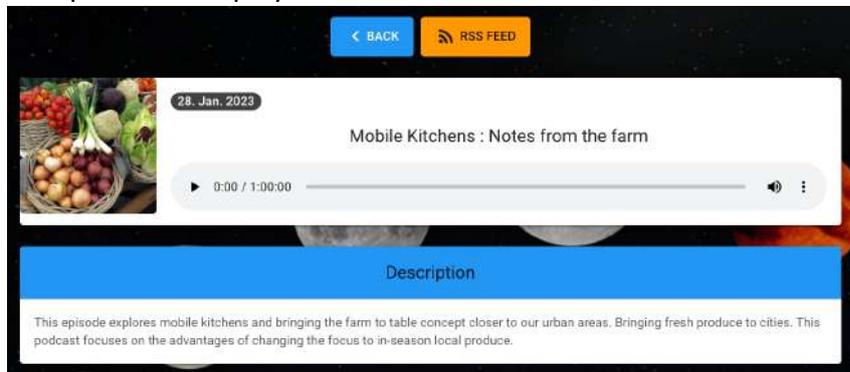
Click Public Page below your channel name to access the public page. Your channel with its artwork and description will be displayed, with a blue button for EPISODES.



Once you click on EPISODES each episode will be displayed.



Your podcast audience will then click VIEW DETAILS in order to access each individual podcast. A player, podcast image and description are displayed. Podcasts can also be downloaded.



We have provisioned 1GB of podcasts per station with each additional GB being charged at R150,00.

## Recording solutions

Go to EDIT PROFILE on your main dashboard (button top right) or select PROFILE on the menu on the left hand side and select EDIT PROFILE.

**Edit Station Profile**

Profile Broadcasting AutoDJ HLS Song Requests Streamers/DJs Administration

Name\*  
zoibicube

Description  
fuzzy warnte

Genre  
cuboidZtic

Web Site URL  
https://live.eclipse-streaming.co.za/alwaysnpe/  
Note: This should be the public-facing homepage of the radio station, not the AzuraCast URL. It will be included in broadcast details.

Time Zone  
UTC  
Scheduled playlists and other timed items will be controlled by this time zone.

URL Stub Advanced  
zoibi

Number of Visible Recent Songs Advanced  
5

Select the Streamers/DJs tab under Edit Profile.

**Edit Station Profile**

Profile Broadcasting AutoDJ HLS Song Requests **Streamers/DJs** Administration

**Streamers/DJs**

Allow Streamers / DJs  
If enabled, streamers (or DJs) will be able to connect directly to your stream and broadcast live music that streams the AutoDJ stream.

Record Live Broadcasts  
If enabled, AzuraCast will automatically record any live broadcasts made by this station in per-second recordings.

Live Broadcast Recording Format  
 MP3  
 Ogg Vorbis  
 Ogg Opus  
 AAC+ (MPEG4 HE-AAC v2)

Live Broadcast Recording Bitrate (kbps)  
 32  
 48  
 64  
 96  
 128  
 192  
 256  
 320

Deactivate Streamer on Disconnect (Seconds)  
0  
This is the number of seconds post a streamer who has been manually disconnected can reconnect to the stream. Set to 0 to allow the streamer to immediately reconnect.

Customize DJ/Streamer Port Advanced  
8005  
No other program can be using this port. Leave blank to automatically assign a port. Note the port after this one will automatically be used for legacy connectivity.

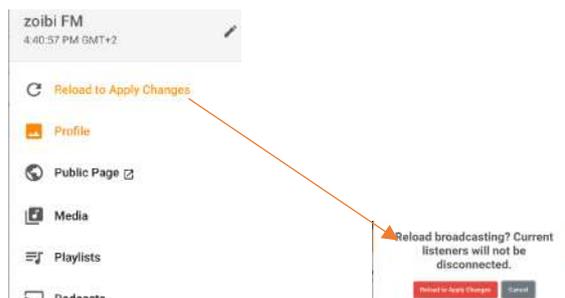
DJ/Streamer Buffer Time (Seconds)  
5  
The number of seconds of signal to store in case of interruption. Set to the lowest value that your SLS can use without stream interruptions.

Customize DJ/Streamer Mount Point Advanced  
zoibi  
If your streaming software requires a specific mount point path, specify it here. Otherwise, use the default.

**SAVE CHANGES**

Click the Record Live Broadcasts tab on the relevant Streamer/DJ. The format of the recording format options will now show. You can also use the scheduler to set your recording time under Edit Streamer. Please avoid changing the Advanced features which are marked in blue. Click save changes once you've entered format and bitrates, and your station is now recording.

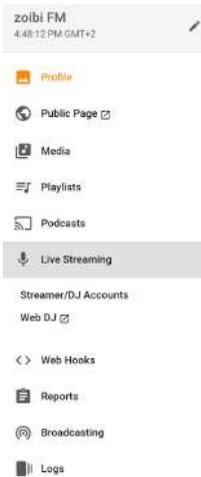
Note that you must RELOAD to APPLY CHANGES (will appear above your Profile button on the menu on the left hand side).



To stop recording, go back to Record Live Broadcasts and stop recording. Again load station. Current listeners will not be disconnected.

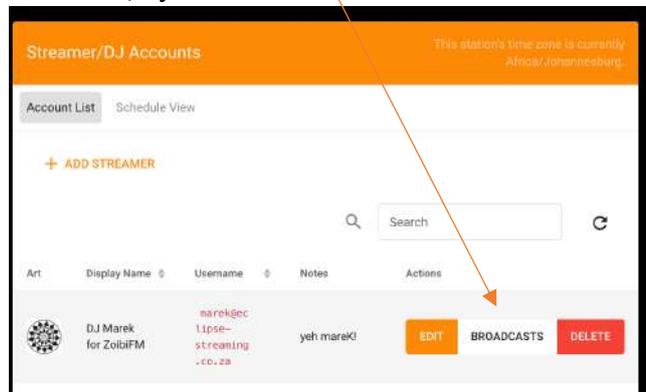
To check that your audience can hear your stream, click on PUBLIC PAGE on the left hand menu and your public page will open in a new tab. Click play on the player to listen. You may get a message saying station is offline under ON AIR in the console. Don't stress, it will revert very quickly.

To stop recording, go back to EDIT STATION PROFILE and click on the Streamers/DJs tab again. Unselect the RECORD LIVE BROADCASTS block to stop the recording and SAVE CHANGES. Reload to apply settings again.



To access your recording go to LIVE STREAMING in the left hand menu, and go to STREAMER / DJ ACCOUNTS.

Click on Broadcasts button next to the relevant Streamer/Dj account.



Your broadcast recording will appear and be ready for download. The recordings are easily identifiable with the blue play and download icons. You can now download your recording.

Start Time	End Time	Size	Actions
May 18, 2023, 4:34 PM	Live		DELETE
  May 18, 2023, 4:28 PM	May 18, 2023, 4:34 PM	5.86 MB	DELETE
May 18, 2023, 4:26 PM	May 18, 2023, 4:28 PM		DELETE

## EVR Go live with an OB-encoder

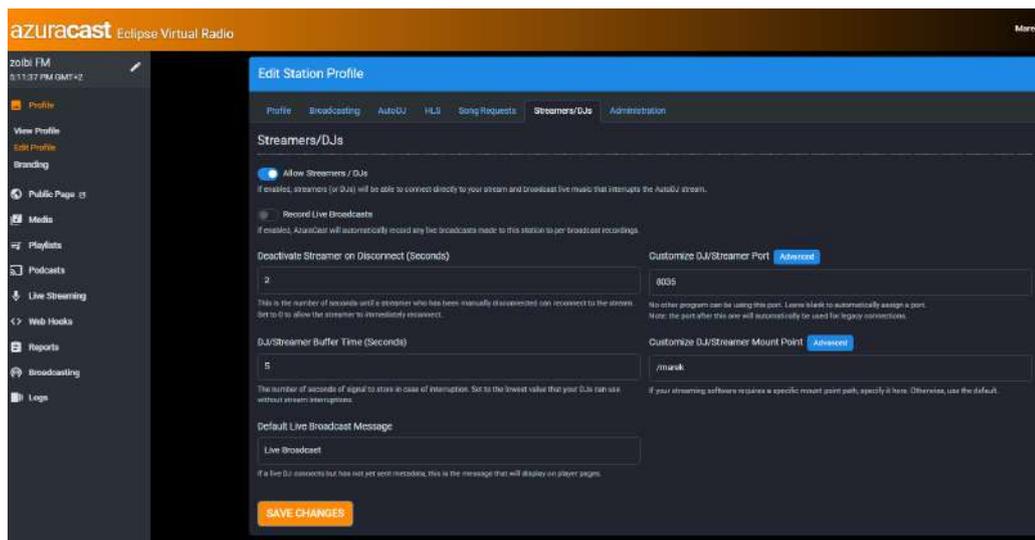
[Applies to stations with a single 24/7 radio encoder connected as a streamerDJ going over to OB stream]

### Settings

In order to attach a OB (outside broadcast) remote radio stream encoder one first needs to disconnect the 24/7 encoder to free up the port for an incoming OB mount connection.

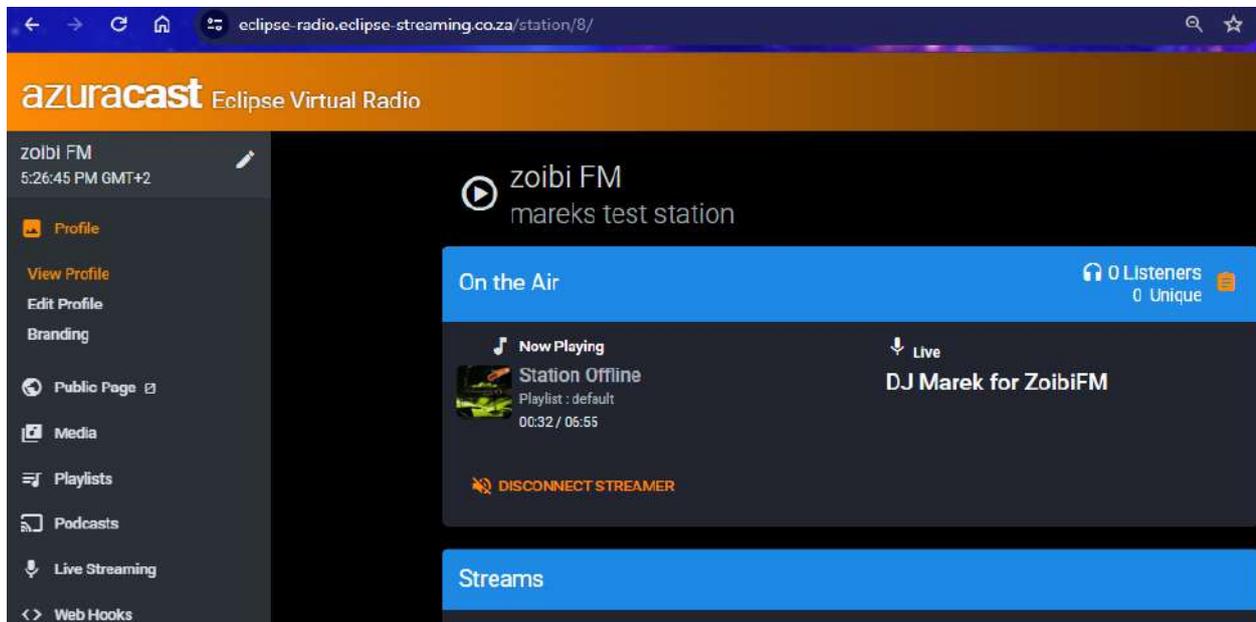
Firstly some settings need to be in effect in the station profile to prevent the 24/7 encoder from instantly reconnecting and monopolizing the port from the OB encoder.

- Your Ob encoder account must not be the same as the 24/7 encoder Streamer DJ account
- Create a new profile if you need to in the Streamer /DJ accounts section linked from the station profile page, or from the Live Streaming left panel menu.
- Set the Deactivate Streamer on Disconnect (Seconds) interval to at least 2 seconds. This will prevent a reconnection from the same encoder for the specified interval.
- If your encoder connection is unstable and constantly falls back to the default playlist then increase the DJ/Streamer Buffer Time (Seconds) to a higher value



## Actions to connect OB streamer

- Have your remote OB encoder up and running and ready to connect
- On the station profile page, click the Disconnect Streamer button
- Click connect on your OB encoder straight away to avoid radio silence



The screenshot shows the Azuracast Eclipse Virtual Radio interface for the station 'zoibi FM'. The browser address bar displays 'eclipse-radio.eclipse-streaming.co.za/station/8/'. The interface includes a left sidebar with navigation options: Profile, View Profile, Edit Profile, Branding, Public Page, Media, Playlists, Podcasts, Live Streaming, and Web Hooks. The main content area shows the station name 'zoibi FM' and 'mareks test station'. A blue 'On the Air' banner indicates '0 Listeners' and '0 Unique'. Below this, the 'Now Playing' section shows 'Station Offline' with a 'Live' button and 'DJ Marek for ZoibiFM'. A 'DISCONNECT STREAMER' button is visible. The 'Streams' section is partially visible at the bottom.

## Housekeeping

### Billings

Once you are on Eclipse's books, you will be billed for your online radio and related services once a month, usually around the 18<sup>th</sup>.

Invoices are due for payment by the last working day of that month. Please note that should payment not be made, your streaming service will be suspended.

Statements are sent by the last working day of each month. You are welcome to liaise with us regarding payment-related matters at [accounts@eclipse-streaming.co.za](mailto:accounts@eclipse-streaming.co.za).

### Support

Our support team is available to ensure that you and your audience enjoy the best possible online radio experience.

There are several ways to log a support call:

Eclipse support line **+27 763 378 3633** during office hours

Eclipse help centre <https://eclipse-streaming.atlassian.net/servicedesk/customer/portals>

Marek Dziembowski **+27 83 307 8410** or any other member of the team. Please phone directly in case of emergency. We are also available on **Telegram** and **Whatsapp**.

## Need more information?

Please check out our EVR client zone at <https://eclipse-streaming.co.za/eclipse-virtual-radio/> for more information. This space is **exclusive** to Eclipse Virtual Radio clients.