



frequently asked questions (FAQs)

This guide will assist you in using the technology & equipment in the Radio & Podcast studios. However, it is not comprehensive. If you have any further questions, please compose a message and direct your query to the Head Of Tech via [#tech-help](#) on [Discord](#).

my ID card doesn't let me in:

- Please email Tash (president@kclradio.co.uk) in the first instance.
- (Provided you have a valid membership) if you go to the Hubs desk on the 7th floor (on your right as you exit the lifts) they will crosscheck your name, K number, booking system, and the published schedule - and if everything checks out, they will let you into the Media Suite on that occasion.

radio suite:

how do I use the computers in the radio suite?

- The password for the Mac and the Windows PC is **radio123**.
- Instructions on how to use Audacity to record, and using the broadcast software to go live, are on the Handbook.

i can't hear myself when i use the presenter mic:

- Is the MIC/TEL button at the top of Channel 5 **on** and **red**? If not - press it.
- If it doesn't turn on, make sure the fader is fully down before hitting the MIC/TEL button.
- Please note that you only need to use the MIC/TEL button for the presenter mic: it is not required for the guest mics.

i can't hear audio from my laptop:

- Ensure the aux cable is plugged in, and that you are trying to use Channel 7 on the desk.
- Is the INP1/INP2 button at the top of Channel 7 **on** and **red**? If not - press it.
- If it doesn't turn on, make sure the fader is fully down before hitting the INP1/INP2 button.

i can't hear audio from the Mac:

- Ensure the USB cable is plugged in at the back (grey, heavy-duty), and that you are trying to use Channel 8 on the desk.
- Is the INP1/INP2 button at the top of Channel 8 **on** and **red**? If not - press it.
- If it doesn't turn on, make sure the fader is fully down before hitting the INP1/INP2 button.

the PC is asking me to activate Windows:

- If it lets you hit the X at the top-right, do that.
- If not, hit 'Go to PC settings', then 'Control Panel', and close the window.

podcast suite:

The main two microphones are plugged into the Focusrite Scarlett box. To connect it to your laptop, plug in the black USB cable. To use any additional mic(s), plug in the red USB cable.

the USB cable won't fit into my laptop's port:

- If you have a more modern laptop (most new MacBooks, etc) you may only have USB-C ports, not the older USB-A port. You will need to supply your own USB-C to USB-A adapter to use the equipment (we do not supply this cable anymore as all of ours in the past have "gone missing").

my laptop won't recognise the Focusrite Scarlett box:

- Download the drivers [here](#).

remind me - how do I record?

- Download Audacity [here](#). For instructions on how to use it, please consult the Handbook, and if you have any further questions, [here](#) is Audacity's official operational manual.

i've opened Audacity, but it isn't recognising the Focusrite box:

- Have you installed the drivers? (above)
- Close Audacity and reopen it (for Audacity to recognise the box, you need to have opened Audacity AFTER plugging in the cable).
- Have you changed the Recording Device and Playback Device in Audacity to the Focusrite Scarlett box?