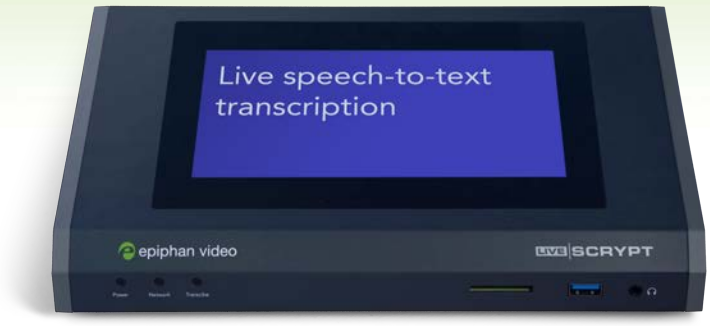
epiphan video

User Guide

LiveScrypt



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- Phone toll free at 1-877-599-6581 or call +1-613-599-6581

Gather as much information about your problem as you can before you contact us so we can help you better, including:

- A description of the problem
- Details about your audio source (i.e. type and connection)
- Product serial number
- Product firmware version
- Product LED lights

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Get started

Welcome and thank you for buying Epiphan LiveScrypt™. You'll find all the information you need to set up and use your new live transcription solution in this guide.

The **Get started** covers What is LiveScrypt? and gives an overview About your LiveScrypt device, as well as the User interfaces. You'll also find the basic step-by-step procedures you need to get started transcribing right away.

The rest of the guide covers custom options that are available from the LiveScrypt device settings - like changing the transcription language, displaying a QR code so people can watch using their favorite smart device, changing the font size and the look of the output display, and more.

The guide is divided into these main sections:

- Get started
- Display options
- Transcription options
- Network and system options
- Security options
- Troubleshooting and support
- Billing and storage

Before you begin

To get started, you need your LiveScrypt transcription device, a LiveScrypt account, a network connection, and at least one audio source - like a microphone. You can connect one or more audio sources to the LiveScrypt device. LiveScrypt even accepts embedded audio from SDI, HDMI, and USB (UVC) video sources.

Here are six steps to quickly start transcribing using your LiveScrypt device.

Step 1: Set up an AV Studio account and enable LiveScrypt transcription service. Valid credit card information is required, see Create an account and enable transcription services.

Step 2: After your account is setup, you should connect the LiveScrypt device to the network and power up the device, see Connect the network and power on.

Step 3: Next, connect your audio sources and check your levels, see Connect audio sources and check levels

Step 4: And connect an output display device, see Connect an external display .

Step 5: Now you're ready to start transcribing. Its just a simple tap to start, stop, and pause transcription using the touch screen and web interface, see Start, stop, and pause transcription using the touch screen.

Step 6: When you're done, you can download an .SRT or .TXT file of the transcription, see Download and delete .SRT and.TXT files.

What is LiveScrypt?

LiveScrypt is an automated, AI-based live transcription solution for real-time speech-to-text transcription that's perfect for conferences, corporate town halls, medical training, lecture capture, and any live event where greater accessibility is needed.

The LiveScrypt transcription solution has two main components: a hardware device and an automated cloud-based transcription service.

Highly accurate and affordable, LiveScrypt supports many languages - making it incredibly versatile.

Watch live transcriptions on in-room displays or from anywhere there's Internet connectivity using your mobile device and favorite web browser. You can even feed the HDMI output to your video production software and chroma key out the background for a transparent lower-third effect.

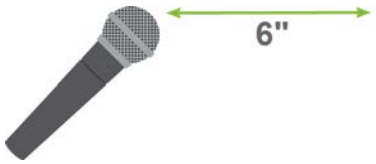
The convenient 7 inch built-in touch screen lets operators monitor the live transcription, as well as set up options like the profanity filter and automatic punctuation. LiveScrypt also offers easy-access remote setup options using a web-based UI or AV Studio.

When your event's done, the transcription is saved to your account in the cloud. You can download the .SRT or .TXT transcription file at any time.

Performance tips

The better your audio source, the better LiveScrypt works. Here are some tips to get the best out of your LiveScrypt device:

- Avoid multiple people speaking at the same time or in quick succession one after the other. It takes a moment for LiveScrypt to adjust to each person's voice.
- Choose a quality microphone and speak directly into it at a distance of about 6 inches for a good audio signal.



- Only connect mixers and microphones to the input ports on the LiveScrypt device that are rated for the compatible audio-level. Avoid adapters to connect mismatched audio signals. For more information, see Audio inputs.
- Some types of microphones are more sensitive and produce a stronger audio signal. Others need a lot of gain. For general guidelines on how much gain to add to an audio signal, see Adjust audio gain.
- Avoid placing microphones near sources of noise, like loud fans and air vents. If the environment is unavoidably noisy, consider using a lavalier microphone with a cardioid pickup pattern for better noise rejection.
- Check that your audio cables aren't damaged.

User interfaces

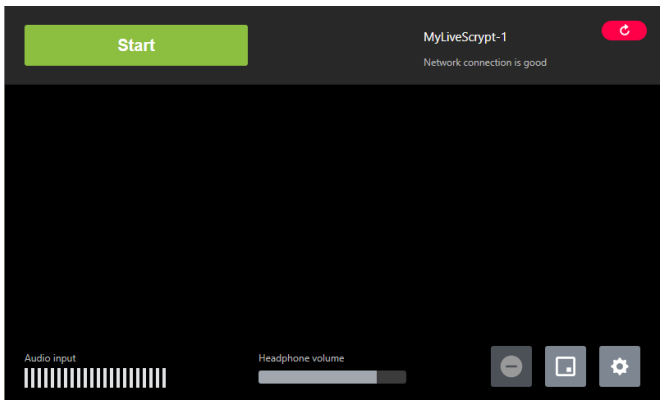
LiveScrypt has three interfaces you can use to monitor and control live transcription, as well as configure LiveScrypt options.

- Using the touch screen
- Using the web interface
- Using AV Studio

Using the touch screen

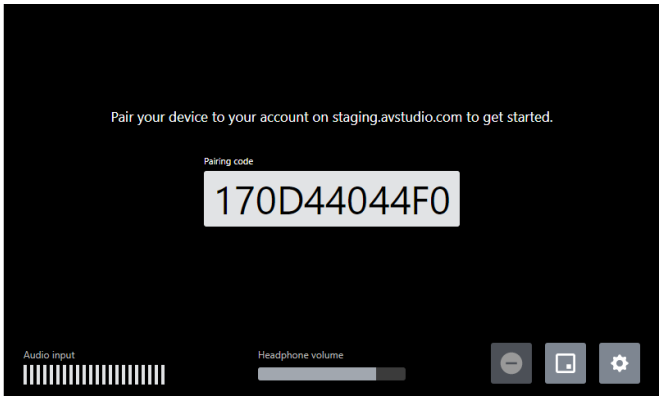
The LiveScrypt device's front panel includes a 7 inch touch screen for confidence monitoring, configuration, and operation. Simply tap and swipe to select buttons and navigate menus.

Control icons and a VU meter appear along the bottom of the touch screen, and a header bar with additional buttons and information like the name of the device appears along the top.



Transcriptions scroll upwards from the bottom of the screen by default. The active phrase is highlighted.

The display area can show the pairing code, transcriptions, menus, the QR code, and messages.



The touch screen is capacitive. Use only your finger or a specially designed soft-tipped capacitive stylus. Pressing too hard or using something other than your fingertip or capacitive stylus can damage the screen.

Table 1 *Description of controls and icons*

Icon	Description
Start	Start transcription.
	Stop transcription.
	Pause transcription.
	Restart a paused transcription.
	Clears the transcription from the beginning of the current session. The icon is grayed out when transcription isn't started.
00:00:15	The transcription timer increments while transcription is in progress and displays time in **hh:mm:ss**. The time flashes while transcription is paused and reverts to 00:00:00 when transcription is stopped.
	Select the display view that people see. Options are: • **None**: A plain black screen with the LiveScrypt logo displays. • **Text**: The live transcription displays full screen when you start transcription. The transcription appears only as speech is detected. • **Text + QR**: The live transcription displays along with the QR code when you start

Icon	Description
	transcription. The transcription appears only as speech is detected. • **QR code**: A full screen QR code displays when you start transcription.
	Access the Settings to configure the HDMI output options, audio sources, transcription options, system and network options, and security features.
	Reboot the device. Displays when a software update is available.

A headphone volume slider and VU meter appear along the bottom of the touch screen. For more information, see Monitor audio.

Using the web interface

The web interface is a convenient way for you to remotely monitor, configure, and control your LiveScrypt device.

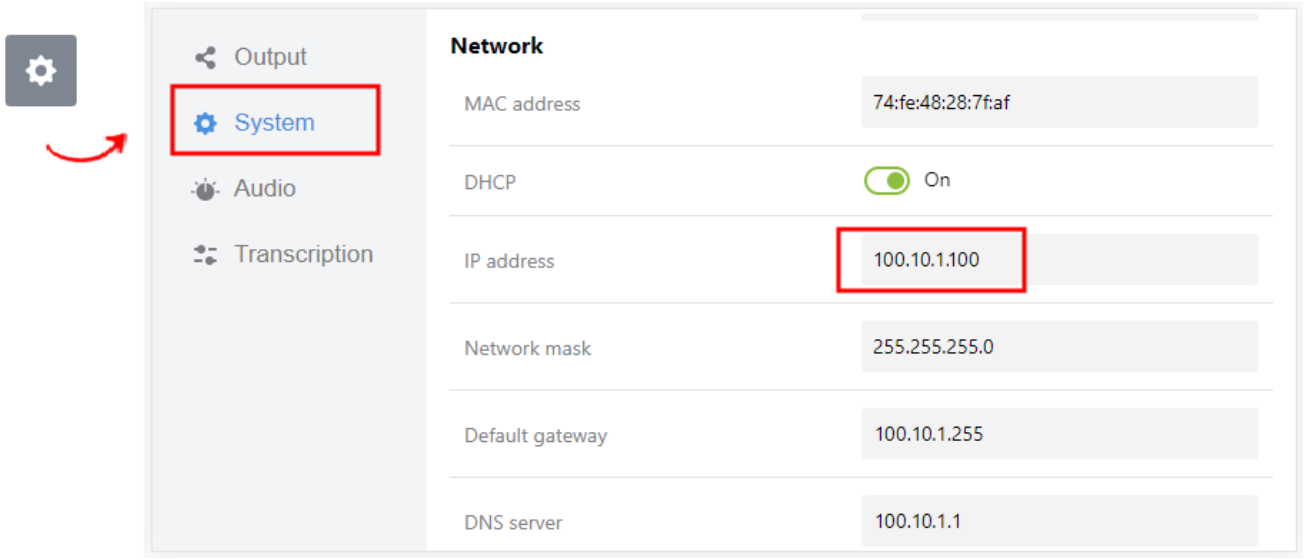
All screens and controls are exactly the same as the touch screen. Simply click and drag to scroll through lists and select menus using a computer and mouse. Using a smart device or a touch-sensitive screen, you can tap and swipe.

Throughout this user guide, follow the instructions to use the touch screen unless the instructions specifically indicate there are alternate steps for the web interface. For an overview of icons and controls on the screen, see Using the touch screen.

The IP address of your LiveScrypt device is needed to use the web interface. As well, the device must be connected to a LAN with access to the Internet. To connect the device to the network, see Connect the network and power on.

To use the web interface with your LiveScrypt device:

1. Get the IP address of the device. From the touch screen, tap the **Settings** (gear) icon and select **System**. Then scroll to the **Network** section.



2. Enter the IP address of your device into the address bar of your web browser as follows:

   http://<IP Address>/admin

3. Select **Log In** and that's it. You're in!

Alternatively, you can access the web interface from the **System** menu in AV Studio when you select **Remote Web Admin**, see Using AV Studio .

If login credentials are configured for your LiveScrypt device, ask your administrator for the user name and password. See Set the web interface password.

Using AV Studio

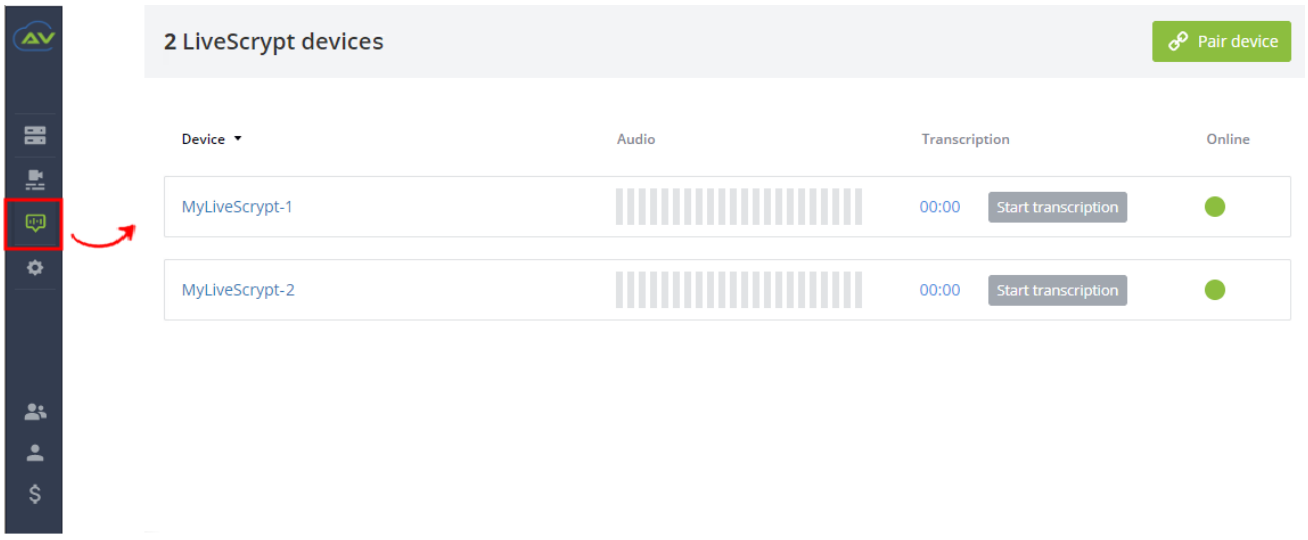
AV Studio is a cloud-based video production platform that lets teams remotely control video encoders like the Epiphan Pearl family of encoders, as well as access the LiveScrypt transcription service and devices.

With AV Studio account, you can:

- Setup LiveScrypt transcription services, billing, and monitor monthly usage, see Create an account and enable transcription services.
- Control transcription for a paired LiveScrypt device, see Start, stop, and pause transcription using AV Studio.
- Preview live transcriptions for individual LiveScrypt devices and monitor the audio VU meter.

- Configure the LiveScrypt device settings, including: output options, system and network options, audio options, and transcription options.
- Manage archived transcription sessions and download .SRT and .TXT files after the transcription session ends, see Download and delete .SRT and.TXT files.
- Reboot the LiveScrypt device.
- Access the web interface, see Access system information.
- Pair and unpair devices, as well as delete devices from your team, see Pair the LiveScrypt device.
    - The LiveScrypt device's entry in AV Studio permanently goes offline when you unpair. You must pair the device again to start a new transcription session.
    - If you pair LiveScrypt again after you have successfully unpaired from AV Studio, it shows up as a new device in AV Studio with a new device ID. The previous instance of the device remains permanently offline; however, you can still access transcription .SRT and .TXT files for an offline device instance.

Deleting an offline LiveScrypt device in AV Studio removes all transcription files associated with that encoder instance.



For more information about AV Studio, see the AV Studio online user guide.

About your LiveScrypt device

This section will help you get oriented with your LiveScrypt device. For the full product specifications, see Specifications

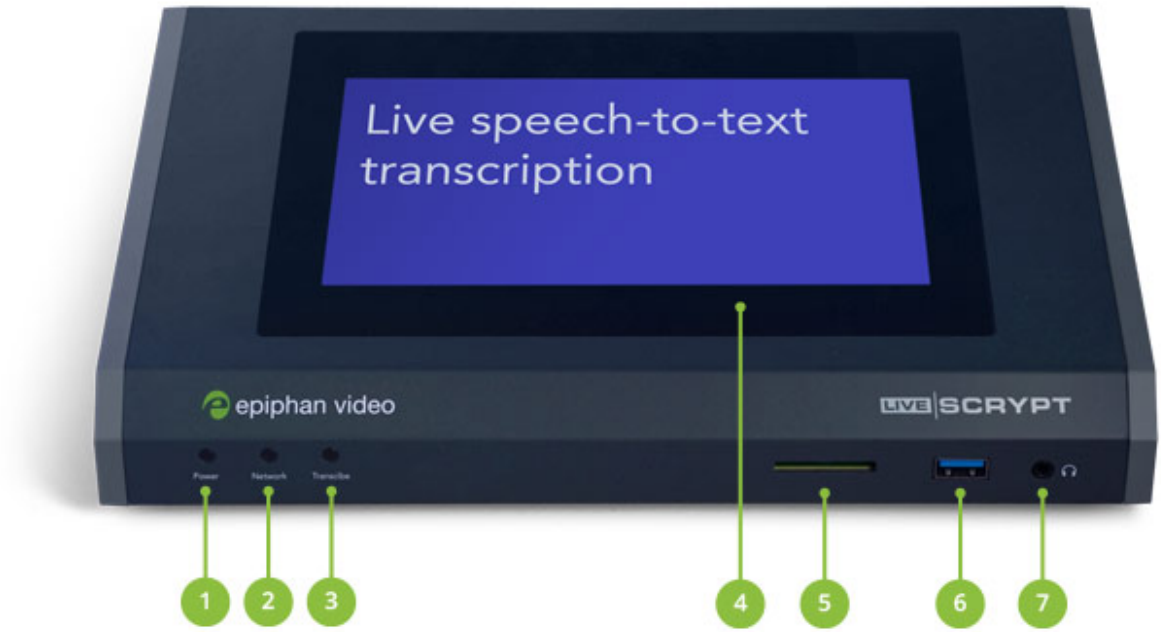


Table 2 *LiveScrypt front panel descriptions*

Label	Name	Description
1	Power light	Glows when the LiveScrypt is powered on.
2	Network light	Glows when the LiveScrypt has network connectivity.
3	Transcribe light	Glows when LiveScrypt is transcribing.
4	Touch screen front panel display	Used for confidence monitoring, configuration, and for authentication using a 4-digit PIN (if enabled).
5	SD card slot	Unused
6	USB 3.0 port	Unused. Do not connect a web camera or USB microphone to this

Label	Name	Description
		port.
7	3.5 mm audio output jack	Audio headphone jack.

Do not insert objects in to the two, pin-sized holes that are located beside the LEDs.

Table 3 *LiveScrypt back panel descriptions*

Label	Name	Description
1	Lock	Allows LiveScrypt to be locked to a desk or surface using a laptop lock cable.
2	Power button	Press to toggle LiveScrypt on and off. If a software shutdown is performed when the toggle switch is in the on position, double press the power button to turn on LiveScrypt.
3	Power jack	Plug the power supply in here. The port requires a 12 V DC power source (center-positive). Always use the provided power supply.
4	USB 3.0 ports	Connect a USB web camera (UVC) with embedded audio or a USB (UAC) audio source.

Label	Name	Description
5	HDMI output port	Connect an HDMI monitor or display device, see Connect an external display for details.
6	RJ-45 Ethernet	Auto-sensing gigabit Ethernet 10/100/1000 Base-T network port, see Connect the network and power on.
7	SDI in	Connect up to 3G SDI signals for LiveScrypt to use the embedded audio.
8	HDMI in	Connect HDMI and DVI signals (using an adapter) for LiveScrypt to use the embedded audio.
9	RCA audio in	RCA consumer line-level mono audio pair, see Audio inputs.
10	3.5 mm audio in	Stereo plug for mic-level passive or active stereo electret microphones.
11	XLR/TRS combo jacks	Two mono XLR /TRS combo jacks. • Two XLR mic-level (balanced) • Two TRS ¼" professional line-level, +4 dBu (balanced/unbalanced)
12	Phantom power light	Glows when 48 V phantom power is enabled. Phantom power is applied to both XLR audio input ports when enabled, see Enable or disable phantom power. **WARNING**: Connecting devices that are not designed for phantom power when phantom power is enabled for the two XLR ports can seriously damage those devices. Always check the phantom power LED before connecting devices to the XLR ports.

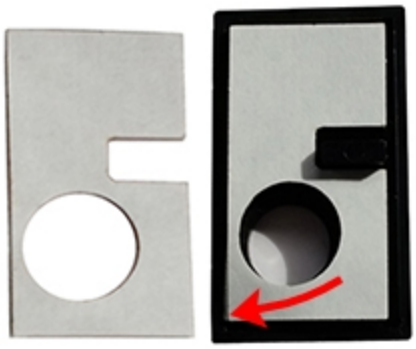
Install the power button shield

Optionally, you can install the supplied power button shield over the power button to prevent accidentally turning the device off. Once applied, you cannot reposition the power button shield without damaging the adhesive.

Before you begin, clean the area around the power button to remove any dirt or grease.

To install the power button shield:

1. Attach the adhesive to the back of the power button shield. Remove the red adhesive backing and carefully align the lower left corners before pressing firmly.



2. Remove the white adhesive backing and align the tab with the laptop lock keyhole to position the power button shield. Make sure the power button is clearly visible through the round hole before pressing firmly.

3. Press the power button to ensure it functions properly.

Create an account and enable transcription services

To use your LiveScrypt transcription solution, you need an AV Studio account and a transcription service plan. A valid credit card is required.

Only the AV Studio account owner can add or modify billing information, plans, and change ownership of the account. A LiveScrypt plan can be setup for individual teams by the owner of that team.

After your LiveScrypt live transcription plan is setup, you can pair your LiveScrypt device to your account and start transcribing, see Pair the LiveScrypt device.

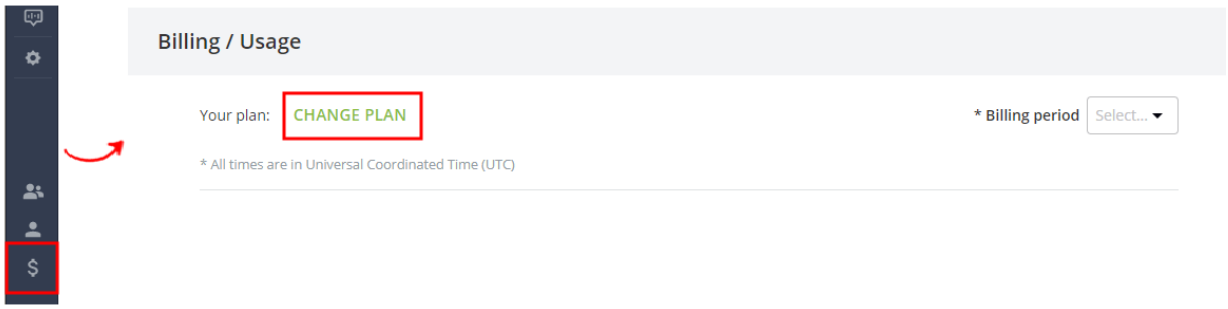
For the current terms and cost for the LiveScrypt live transcription service, go to: https://www.epiphan.com/products/livescrypt/

At the time of publishing this guide:

- The cost is $9.95 USD per transcription hour with a one hour minimum.
- The first five minutes of a transcription session is free. After five minutes, you're billed a minimum of one hour.
- For sessions longer than one hour, additional charges at the rate of $9.95 USD per transcription hour applies. For example, a session that is 61 minutes long is billed for two transcription hours.
- Your credit card is charged once at the end of the 30-day billing cycle. The billing cycle begins the date credit card information was added to your account to enable the LiveScrypt transcription service for a team.

To create an account and enable transcription services:

1. Using your web browser, go to www.go.avstudio.com
2. Select the **Billing/Usage** icon, and then select **CHANGE PLAN** on the Billing / Usage page.



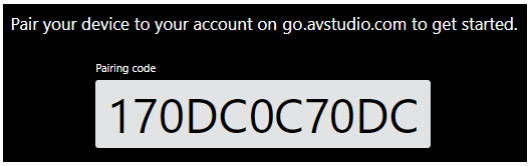
You can also **Add a payment method** from the **LiveScrypt** devices page. A banner displays if no transcription service plan is configured.

3. Follow the prompts and enter your billing and credit card information. When you're done, select **Confirm billing**. Owners can modify their billing information at any time.

Connect the network and power on

If your network uses DHCP, then all you need to do is connect the LiveScrypt device to your network using a standard RJ-45 Ethernet cable. An IP address is automatically assigned to the device.

Now you can connect the AC power adapter and power on. The LiveScrypt device should automatically connect to the network. You will see a device pairing code on the touch screen.



Your network must have access to the Internet for LiveScrypt transcription to work, plus the required network ports must be open with read/write privileges. Contact your IT administrator if you're not sure.

The following network ports must be open with read/write privileges for LiveScrypt to function properly:

- **Port 22** - SSH used for remote support (TCP).
- **Port 80** - used by the local web admin page (HTTP).
- **Port 123** - used for NTP time synchronization (TCP/UDP).
- **Port 443** - used to communicate with the LiveScrypt cloud transcription service (HTTPS).

For more information about network settings or assigning a static IP address, see System network options.

Connect audio sources and check levels

The LiveScrypt device accepts multiple audio sources from cameras, digital mixers, and microphones. Embedded audio from SDI, HDMI, and USB (UVC) video sources are extracted. A single, combined mono signal is sent to the cloud for transcription.

When connecting USB web cameras and microphones, make sure to use the USB ports on the rear panel of the LiveScrypt device. USB devices must be UVC/UAC compliant

Analog audio inputs:

- Two mono XLR/TRS combo jacks, + 4.0 dBu up to 12.3 V RMS (+24 dBu):
  - XLR mic-level input (balanced), supports +48 V phantom power
  - ¼" TRS professional line-level input (balanced/unbalanced)
- One 3.5 mm stereo mic-level input (unbalanced)
- Two mono RCA (pair) consumer line-level inputs (-10 dBV)

Phantom power is applied to both XLR ports. Connecting devices that are not designed for phantom power when phantom power is enabled can seriously damage those devices. Always check the phantom power LED before connecting devices to the XLR ports. To enable phantom power, see **Enable or disable phantom power**.

To connect audio sources and check audio levels:

1. Connect your audio sources to the ports on the rear panel of the LiveScrypt device.
2. Power on the LiveScrypt device, see Connect the network and power on.
3. Test your audio levels (for example, speak into connected microphones). You can monitor the volume in the headphones and using the VU meter on the touch screen, see Monitor audio.
4. (Optional) From the touch screen, tap **Settings** and then tap **Audio** to open the Audio options where you can add gain to the XLR, ¼" TRS, and RCA ports as required, see Adjust audio gain.

Table 4 *Audio gain guidelines*

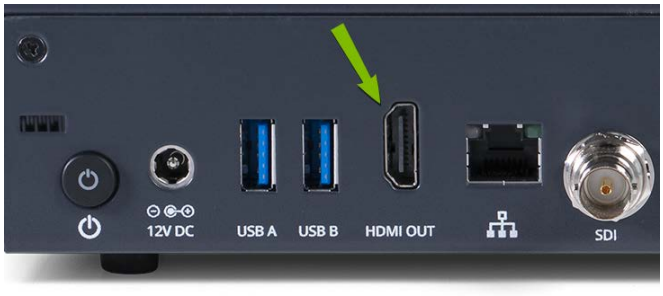
Audio source	Input port	Gain
Dynamic microphone	XLR	Add +50 to +60 dB gain to the audio input port.
Electret microphone	XLR	Add +18 to +40 dB gain to the audio input port.
	3.5 mm	Add +6 to +12 dB gain to the audio input port.
Wireless microphone receiver	XLR	Add +18 to +40 dB gain to the audio input port.
	3.5 mm	Add +6 to +12 dB gain to the audio input port.
Condenser microphone with phantom power	XLR	Add +40 to +60 dB gain to the audio input port.
Mobile phone or other consumer line level device	TRS	Add +6 to +12 dB gain to the audio input port.
	XLR	Add +6 to +12 dB gain to the audio input port.
	RCA[1]	Nominal
Professional mixer	TRS	Nominal
	XLR	Nominal
	RCA	Not recommended.

For technical details about the audio inputs, see Audio inputs.

For audio performance tips, see What is LiveScrypt?.

Connect an external display

You can connect the HDMI output from the LiveScrypt device to in-room monitors, projectors, and any video processing device that accepts an HDMI signal using a standard HDMI cable. No audio is included in the HDMI output. Only the live transcription displays.



The default output is set to display medium-size white text on a black background. You can change the size of the text, as well as change the background color scheme from the **Settings** using the touch screen.

Display color schemes:

- **Dark**: White text on black background.
- **Light**: Black text on white background.
- **Green screen (white text)**: White text on chroma green background.
- **Green screen (black text)**: Black text on chroma green background.

Font size options:

- Huge
- Extra large
- Large
- Medium (default)
- Small

To connect to the HDMI output port and change the default settings:

1. Connect your display device to the **HDMI OUT** port on the rear panel of the LiveScrypt device.
2. On the touch screen, tap **Settings** and then tap **Output** to open the Output options.
3. Modify the output port options and color schemes.
4. Tap **Apply** when you're done.

For more details about setting Output port options, see Output display options

To test your settings, an audio device must be connected. The LiveScrypt device must also be connected to the network and be paired to your AV Studio account with LiveScrypt transcription services setup.

Pair the LiveScrypt device

You must pair the LiveScrypt device to your free AV Studio account that has transcription services setup before you can use the device for live transcription. You can set up an account the first time you pair your LiveScrypt device or you can set it up in advance, see Create an account and enable transcription services.

The device ID pairing code appears on the touch screen when the device isn't paired.

You can unpair the device using AV Studio. When you do, the device ID pairing code changes value. The next time you pair the device with AV Studio, it shows up as a new device in AV Studio with the new device ID. To pair the device using AV Studio, see

Important considerations

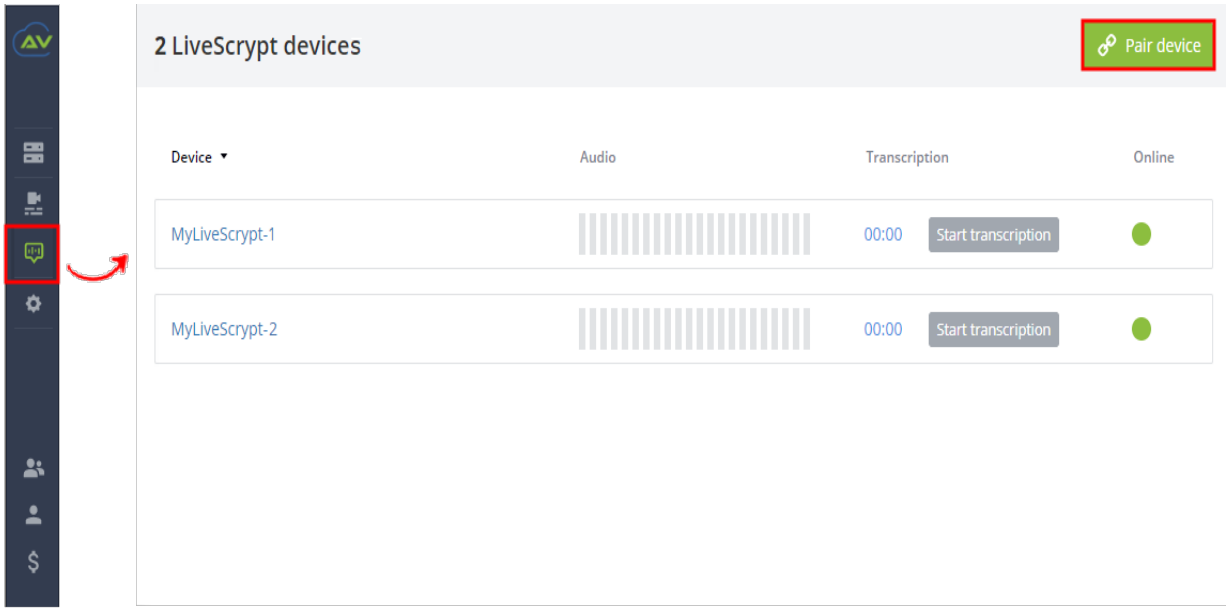
- The LiveScrypt device's entry in AV Studio permanently goes offline when you unpair. You must pair the device again to start a new transcription session.
- If you pair LiveScrypt again after you have successfully unpaired from AV Studio, it shows up as a new LiveScrypt device in AV Studio. The previous instance of the device remains permanently offline.
- If you don't see the pairing code on the touch screen and the device isn't currently paired with AV Studio, you can find the pairing code in the Settings. Tap the gear icon at the bottom right corner of the touch screen and select **System**. Under the **Your device** section, use the **Device ID** as the pairing code.

To pair and unpair the LiveScrypt device:

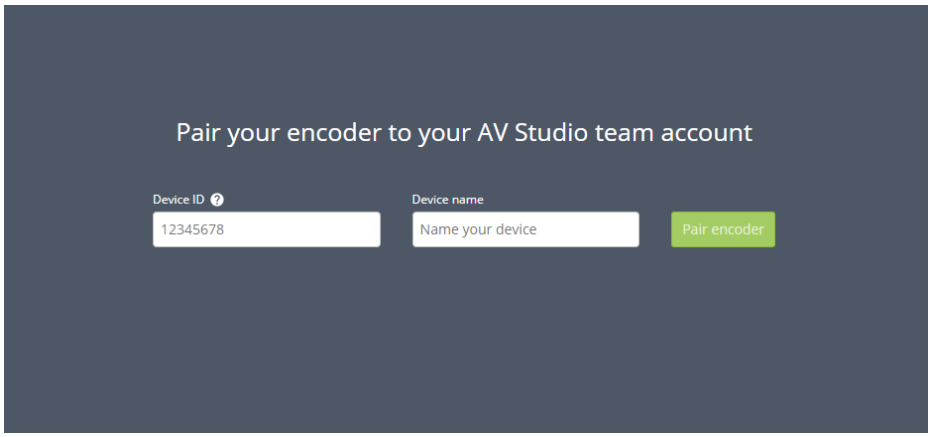
1. Login to your AV Studio account. Go to www.go.avstudio.com

   Your default AV Studio team is automatically selected.

2. Select the **LiveScrypt** menu icon to open the LiveScrypt devices page, and then select **Pair device**.



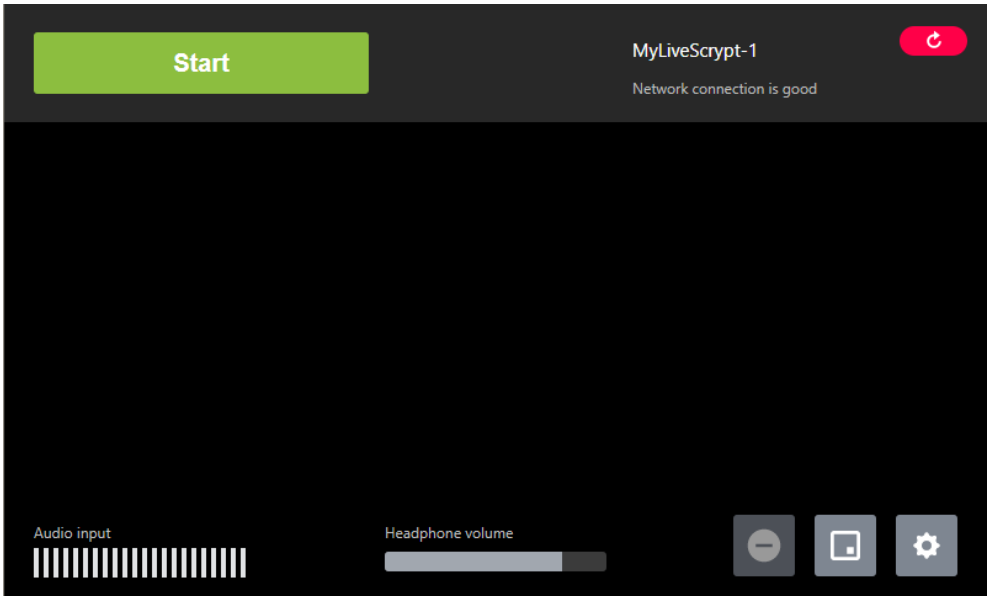
3. On the device pairing page, enter your **Device ID** pairing code and give your device a name, then select **Pair encoder**. Your device appears on the LiveScrypt devices page in AV Studio when the device is paired.



You can use alphanumerical characters and spaces in the device name; however, we recommend using underscores to separate words instead of spaces. Common character sets for Western and Central European languages, Nordic languages, and Russian should display correctly for the device name in the user interface on the LiveScrypt device. The device name should not include the following special characters: ^ < > / \ ? * : " |

Start, stop, and pause transcription using the touch screen

Easily start, stop, and pause a transcription session with a simple tap on the LiveScrypt device's touch screen. The time a transcription session is paused is counted as billable time for that session.



The LiveScrypt device must be paired to your AV Studio team to start a transcription session, see Pair the LiveScrypt device.

To start, stop, and pause transcription from the touch screen:

1. Tap **Start** to start transcription. The buttons on the header bar change.
2. When you're done, tap the red **Stop** button in the leftmost corner of the header bar. Or tap the **Pause** button and then restart the transcription when you're ready.

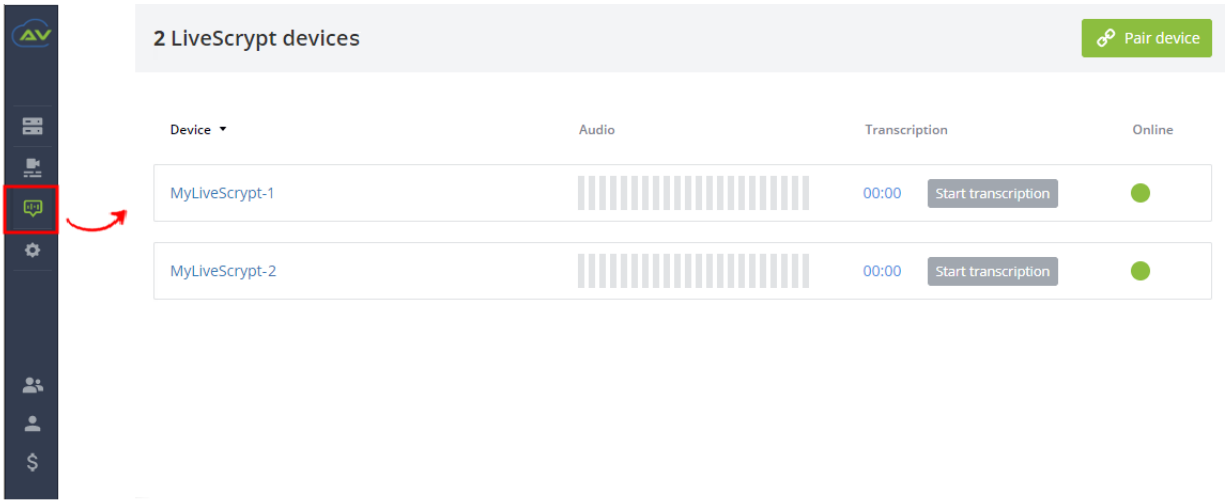
Start, stop, and pause transcription using AV Studio

You can remotely start and stop a transcription session directly in AV Studio from the LiveScrypt devices page and from a device's Settings page. You can also pause a session from the device's Settings page in AV Studio.

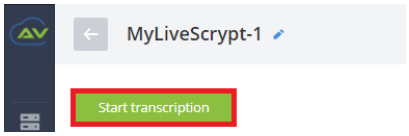
The time a transcription session is paused is counted as billable time for that session.

To start, stop, and pause transcription using AV Studio:

1. Login to your AV Studio account at https://go.avstudio.com
2. Using AV Studio, select the **LiveScrypt** menu icon. The list of LiveScrypt devices opens.



3. In the row for the LiveScrypt device, select **Start transcription**.
4. Select **Stop transcription** when you're done.
5. (Alternative method) To start, stop, and pause transcription from the device Settings in AV Studio:
    a. From the LiveScrypt list of devices, select a device name in the list to open the Settings for that device.
    b. Select **Start transcription**.

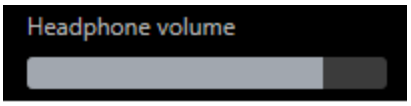


    c. When you're done, select the red stop icon in the leftmost corner of the header bar. Or select the pause icon and then restart the transcription when you're ready.

Monitor audio

Audio from all connected sources are combined into a mono signal. There's a 3.5 mm audio jack for monitoring audio on the front panel of the LiveScrypt device. You can plug external speakers or headphones into the 3.5 mm audio jack. The same mono signal is heard in the left and right headphone speakers.

Tap or swipe the headphone volume control on the bottom of the touch screen to adjust your volume.



Increasing the volume to 100% may cause you to hear distortion that is not actually present in the audio signal being sent for transcription. At approximately 75% volume, you hear the nominal audio level in the VU meter at approximately where the green bars change to yellow.

A mono VU meter on the touch screen shows the audio level of the combined audio signal. The value is displayed in dBFS (decibels relative to full scale). Colored bars represent the audio level.

Similar audio VU meters appear in other places, like where you configure the audio gain in the Settings. To adjust the gain, see Adjust audio gain.

Output display options

You can easily change the look of the output display directly from the touch screen. You can also configure the HDMI output display port settings and the size of the text that appears on the touch screen of your LiveScrypt device using the touch screen, the web interface, or AV Studio when your LiveScrypt device is paired with your AV Studio team.

Topics:

- Choose the display view
- Display QR code
- Copy the QR code and session URL
- Change the display output port resolution
- Change display color scheme and font size
- Change the direction of transcription
- Change touch screen font size

Choose the display view

You can quickly change what people see on the output display using the touch screen, web interface, or AV Studio. For instructions on how to access the web interface and AV Studio, see Using the web interface.

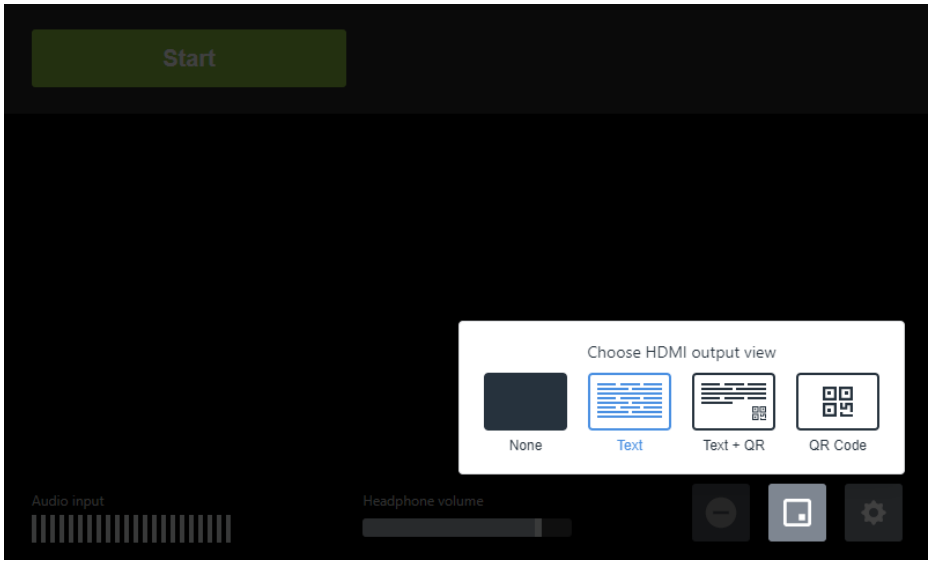
The display options are:

- **None**: A plain black screen with the LiveScrypt logo displays.
- **Text**: The live transcription displays full screen when you start transcription. The transcription appears only as speech is detected.
- **Text + QR**: The live transcription displays along with the QR code when you start transcription. The transcription appears only as speech is detected.
- **QR Code**: A full screen QR code displays when you start transcription.

To make other visual changes, like changing the color of the background or the font size, see Transcription options.

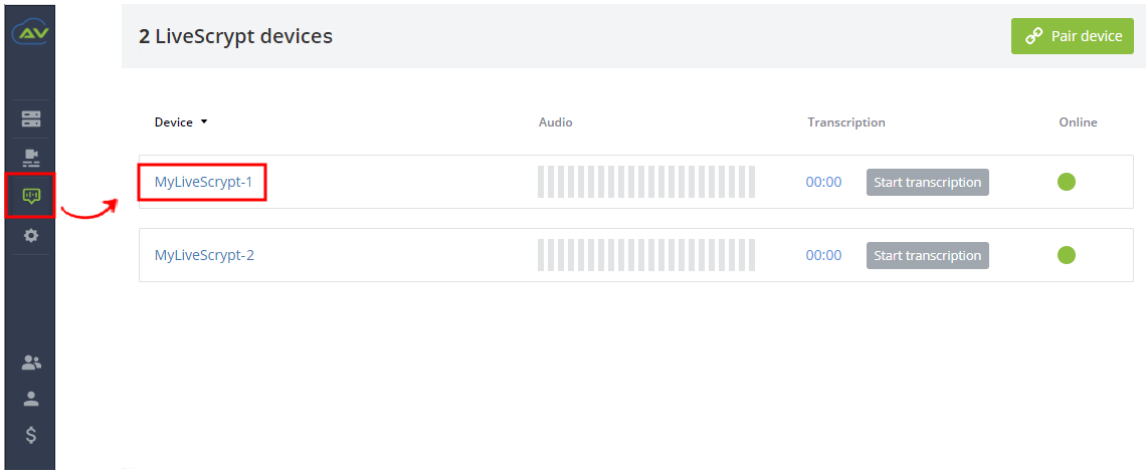
To choose the display view:

1. Using the touch screen or web interface, tap the **Display view** icon and choose the view you want to display. The selected view is highlighted in blue.



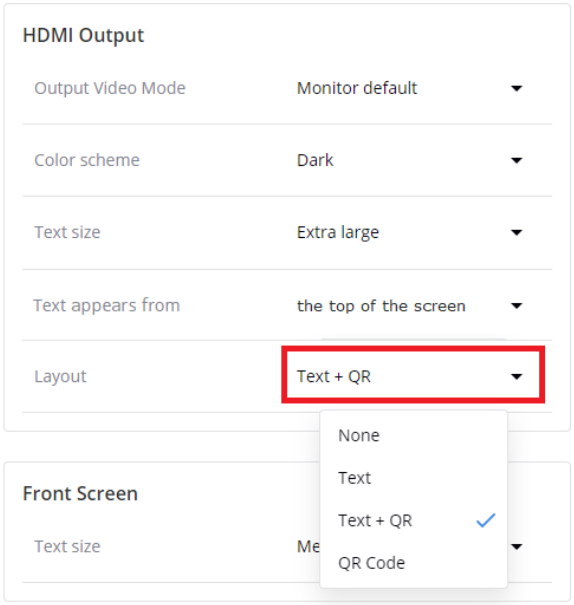
2. Using AV Studio, do the following:

   a. Using AV Studio, select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.



   b. From the **Settings**, select **Output**. The Output menu opens.

c. In the **Layout** field, select a layout from the drop-down menu.



Display QR code

It's easy to show a QR code on the HDMI output display port so that people can connect to the live transcription using their favorite browser on their smart device. You can display the QR code using the touch screen, the web interface, or AV Studio when the device is paired with your AV Studio team. For instructions on how to access the web interface and AV Studio, see Using the web interface.

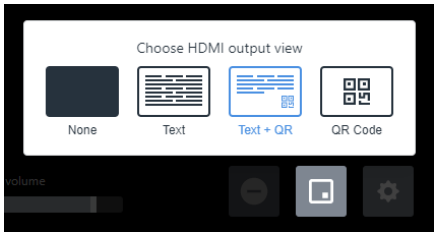
The QR code display options are:

- **Text + QR**: The live transcription displays along with the QR code when you start transcription. The transcription appears only as speech is detected.
- **QR Code**: A full screen QR code displays when you start transcription.

To copy the QR code and transcription session URL to provide them to audiences so they can watch the live transcription from a smart device or computer, see Transcription options.

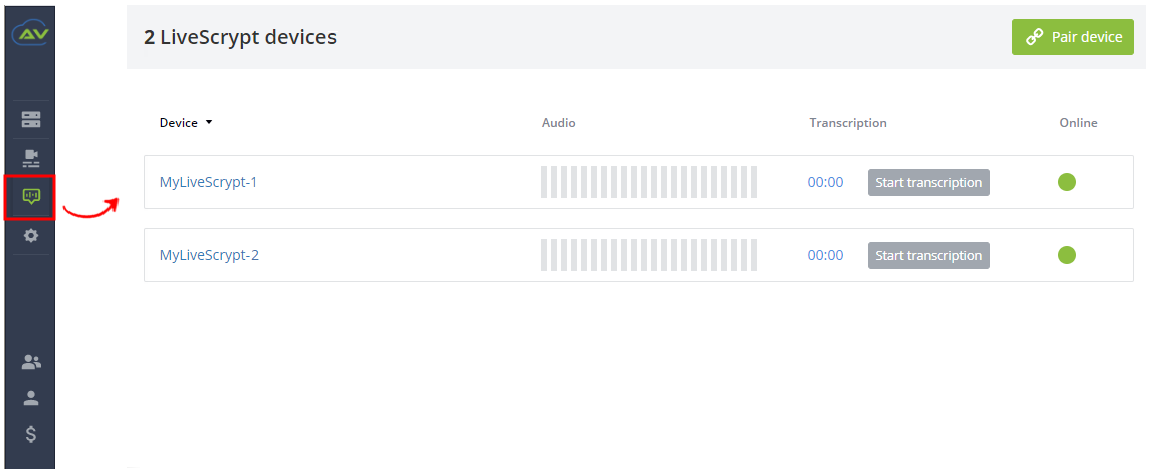
To display the QR code:

1. Using the touch screen or web interface, tap the **Display view** icon and choose the view you want to display. The selected view is highlighted in blue.



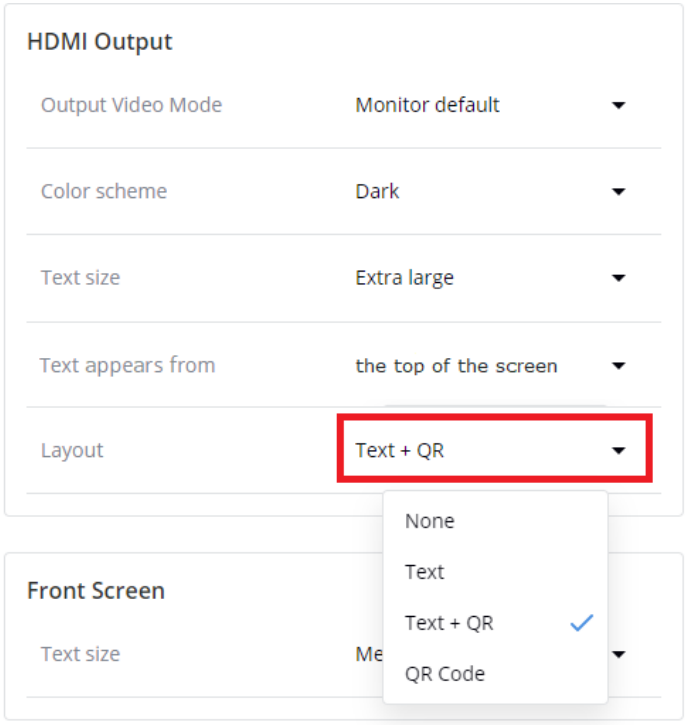
2. Using AV Studio, do the following:

   a. Select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.



   b. From the **Settings**, select **Output**. The Output menu opens.

c. In the **Layout** field, select a layout from the drop-down menu.



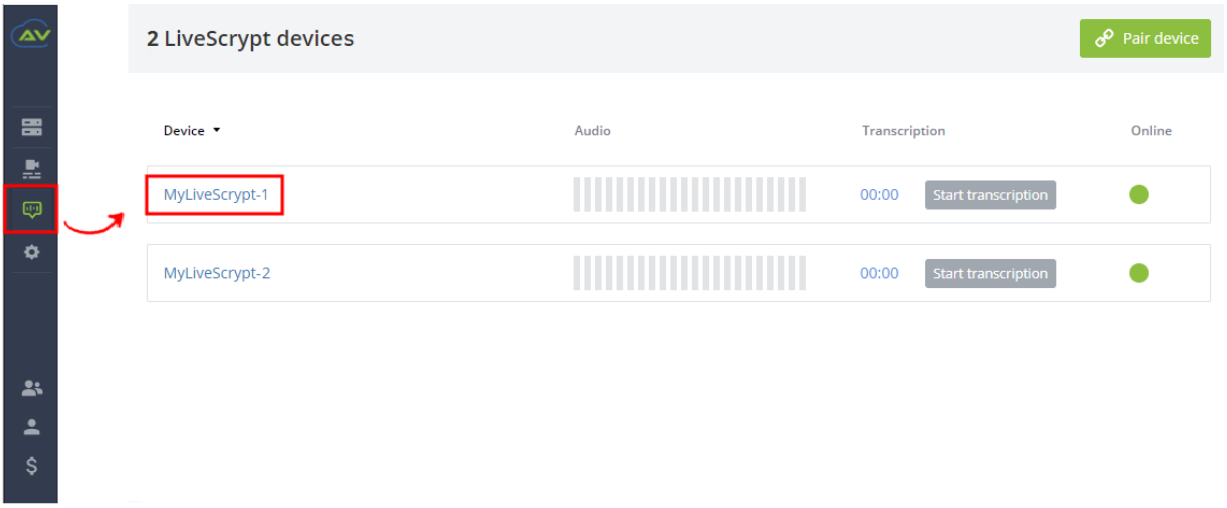
Copy the QR code and session URL

Using AV Studio, you can copy the QR code and transcription session URL to provide them to audiences so they can watch the live transcription from a smart device or computer.

If the LiveScrypt device is unpaired and permanently offline, it won't appear in the list of LiveScrypt devices.

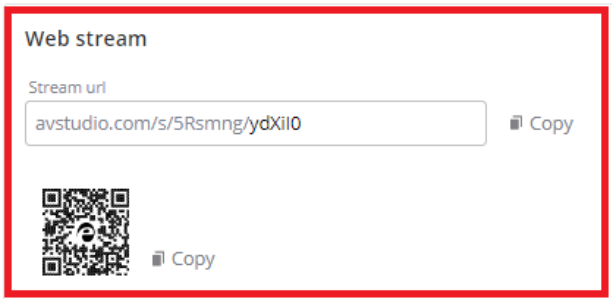
To copy the QR code and session URL using AV Studio:

1. Login to your AV Studio account at https://go.avstudio.com
2. Select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.



3. From the **Settings**, select **Output**. The Output menu opens.

4. In the **Web stream** section, select **Copy** beside the Stream URL or QR code to copy it to your clipboard. Then paste it into your document or email.



Change the display output port resolution

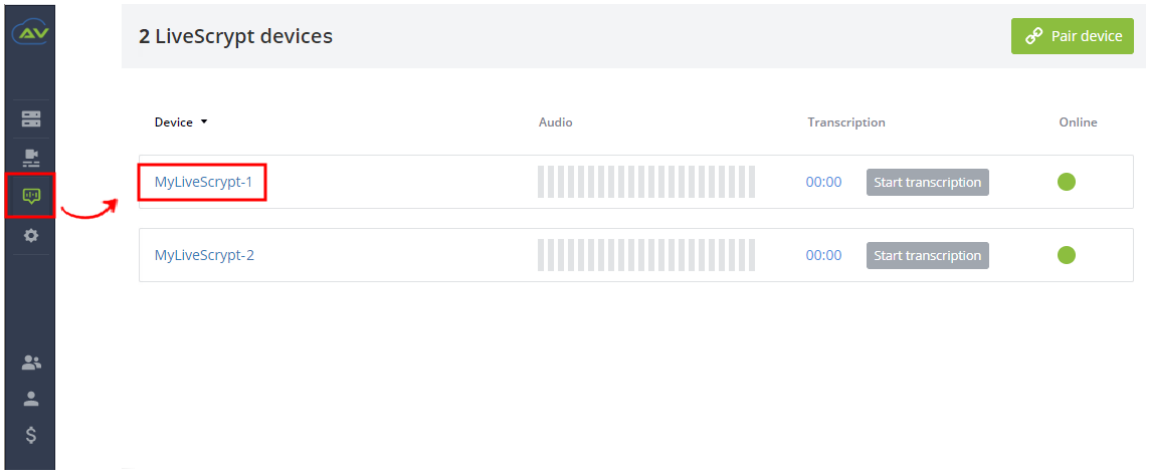
The default resolution of the HDMI display output port should work for most situations; however, you can manually select a resolution using the touch screen, the web interface, or AV Studio when the LiveScrypt device is paired with your AV Studio team. For instructions on how to access the web interface or AV Studio, see User interfaces.

To change the display output port resolution:

1. Open the device Settings, do one of the following:

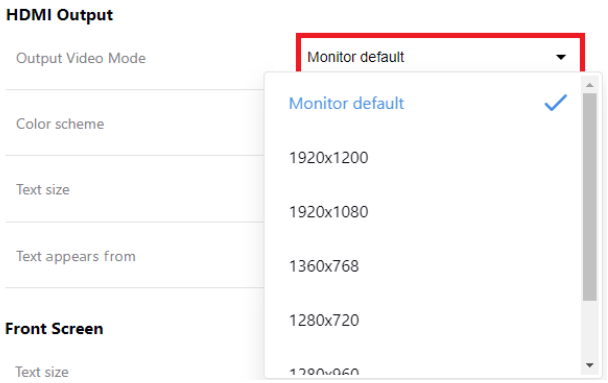
   a. Using the touch screen or web interface, select **Settings** .

   b. Using AV Studio, select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.

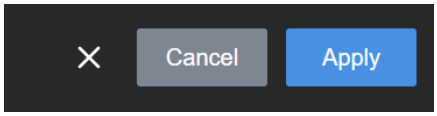


2. From the **Settings**, select **Output**. The Output menu opens.

3. In the **Output Video Mode** field, select a resolution from the drop-down menu.



4. Select **Apply** if you're using the touch screen or web interface.



Change display color scheme and font size

You can change the color scheme of the HDMI display output and the transcription font size using the touch screen, the web interface, or AV Studio when the LiveScrypt device is paired with your AV Studio team. For instructions on how to access the web interface or AV Studio, see User interfaces.

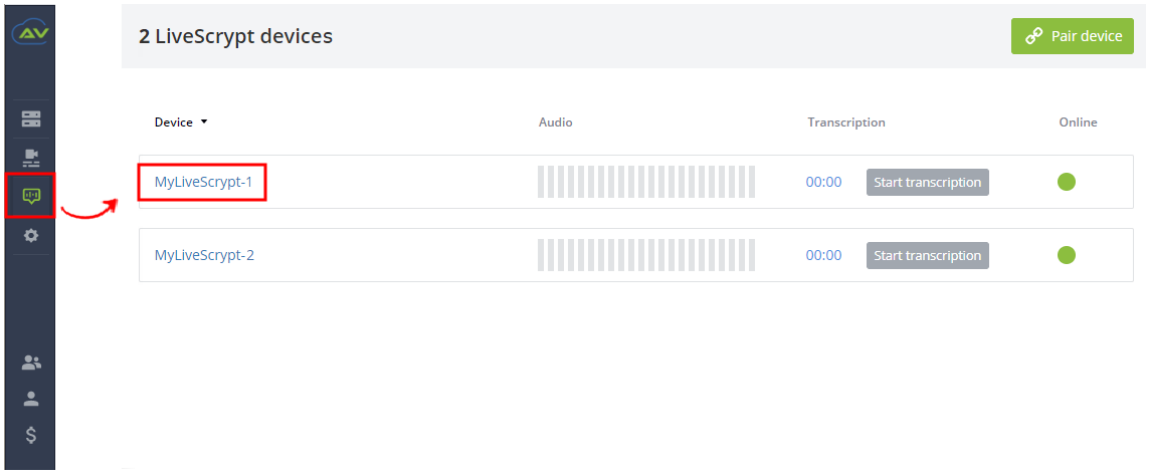
The default output is set to display medium-size white text on a black background. You can change the size of the text, as well as the background color scheme from the Settings.

Display color schemes:

- **Dark**: White text on black background.
- **Light**: Black text on white background.
- **Green screen (white text)**: White text on chroma green background.
- **Green screen (black text)**: Black text on chroma green background.

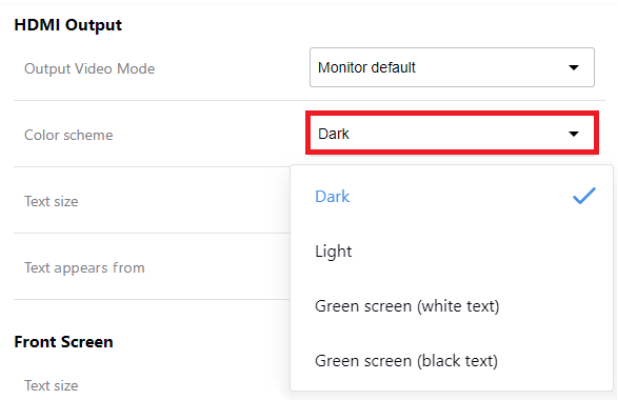
To change the color scheme of the display output and the font size:

1. Open the device Settings, do one of the following:
   a. Using the touch screen and web interface, select **Settings** .
   b. Using AV Studio, select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.

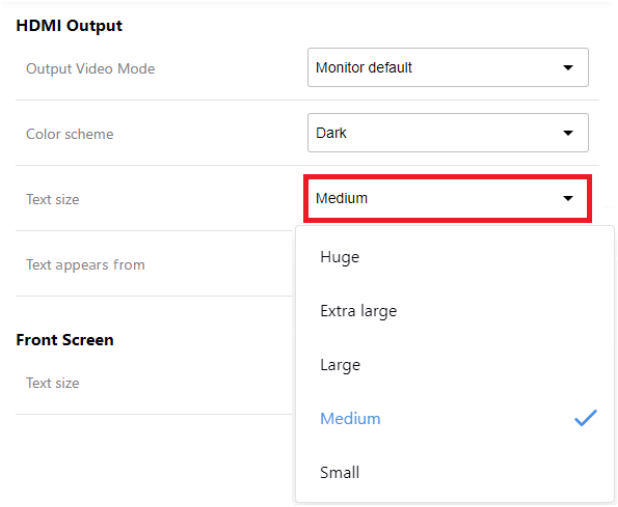


2. From the **Settings**, select **Output**. The Output menu opens.

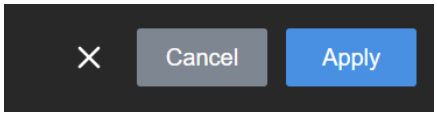
3. To change the color scheme, select a scheme from the **Color scheme** drop-down menu.



4. To change the font size, select a size from the **Text size** drop-down menu.



5. Select **Apply** if you're using the touch screen or web interface.



Change touch screen font size

You can change the font size of the transcription displayed on the LiveScrypt device's touch screen using the touch screen, the web interface, or AV Studio when the LiveScrypt device is paired with your AV Studio team. The default output is set to display medium size white text on a black background.

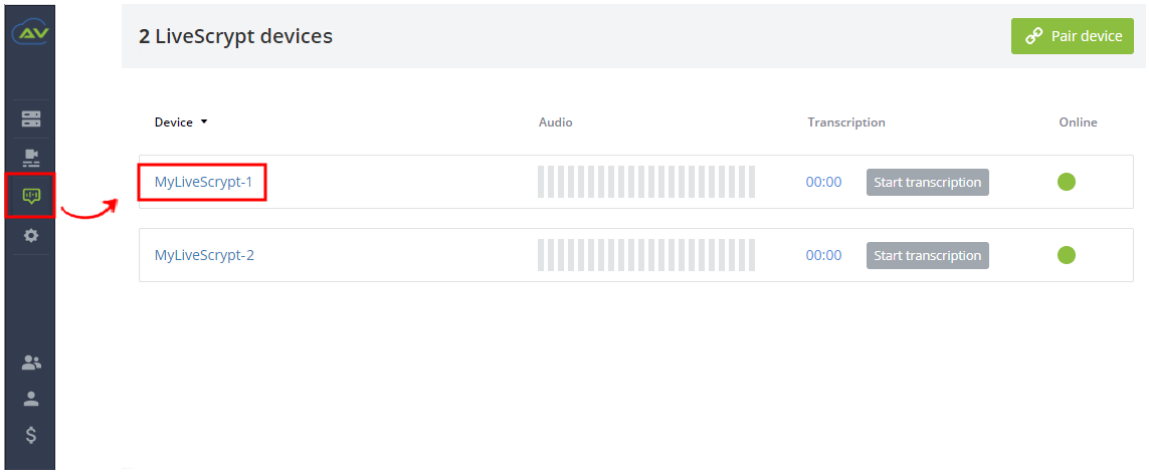
For instructions on how to access the web interface or AV Studio, see User interfaces.

To change the font size of the transcription displayed on the touch screen:

1. Open the device Settings, do one of the following:

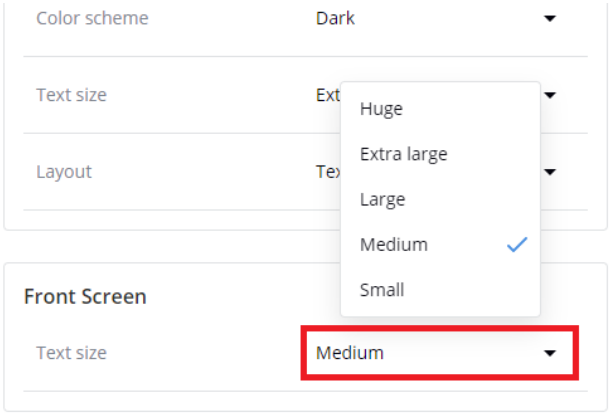
   a. Using the touch screen and web interface, select **Settings** .

   b. Using AV Studio, select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.

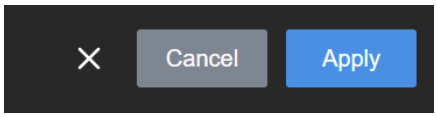


2. From the **Settings**, select **Output**. The Output menu opens.

3. In the **Front Screen** section, select a size in the **Text size** drop-down menu.



4. Select **Apply** if you're using the touch screen or web interface.



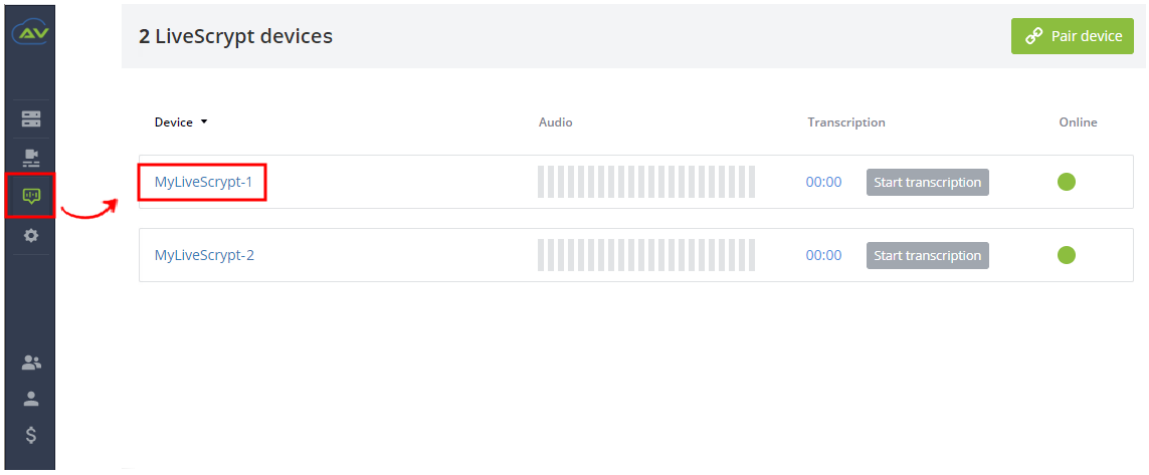
Change the direction of transcription

By default, new lines of transcription start at the top of the screen and move down as new text fills the screen. You can change the direction so that the transcription fills the screen from the bottom and moves upwards using the touch screen, the web interface, or AV Studio when the LiveScrypt device is paired with your AV Studio team. For instructions on how to access the web interface or AV Studio, see User interfaces.

Words are written from left to right by default and cannot be changed.

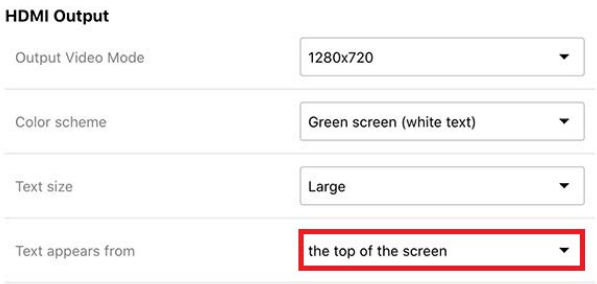
To change the direction the transcription fills the screen:

1. Open the device Settings, do one of the following:
   a. Using the touch screen or web interface, select **Settings** .
   b. Using AV Studio, select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.

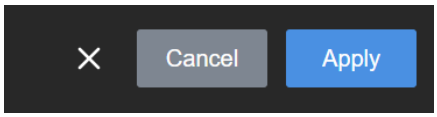


2. From the **Settings**, select **Output**. The Output menu opens.

3. In the **Text appears from** field, select an option from the drop-down menu.



4. Select **Apply** if you're using the touch screen or web interface.



Transcription options

You can setup transcription options using the touch screen, the web interface, and in AV Studio when your LiveScrypt device is paired.

Topics:

- Change the language
- Enable punctuation and profanity filter
- Enter an NAICS code
- Clear transcription from the display
- Download and delete .SRT and.TXT files

To start, stop, and pause transcription, see Start, stop, and pause transcription using the touch screen or Start, stop, and pause transcription using AV Studio.

Change the language

English (US) is set as the default language for transcription. This means that English speech is recognized and transcribed. You can change the transcription language using the touch screen, the web interface, or AV Studio when the LiveScrypt device is paired with your AV Studio team. For instructions on how to access the web interface or AV Studio, see User interfaces.

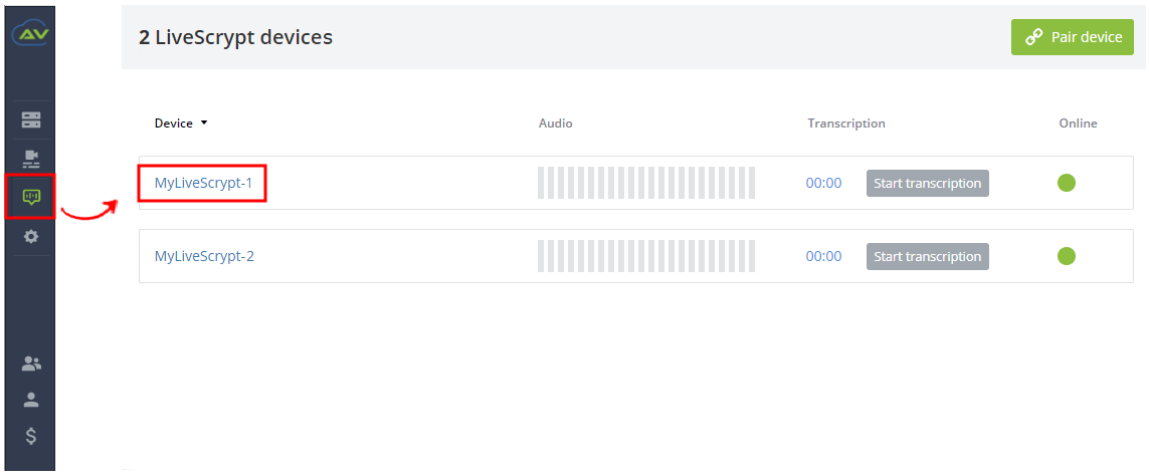
LiveScrypt supports Google Cloud's language set for the basic ASR speech recognition model. For a comprehensive list, see https://cloud.google.com/speech-to-text/docs/languages.

Changes do not take effect while transcription is in progress. You must stop or pause transcription, and then restart transcription to see the changes.

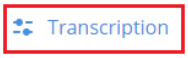
To change the language:

1. Open the device Settings:
    a. Using the touch screen and web interface, select **Settings** .
    b. Select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device

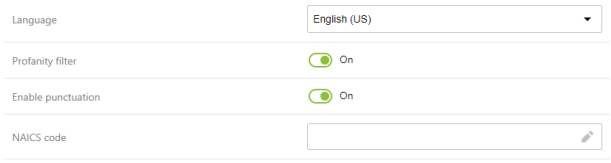
Settings.



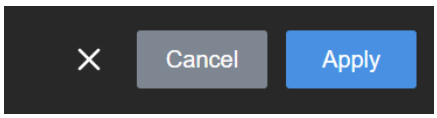
2. From the **Settings**, select **Transcription**. The Transcription menu opens.



3. In the **Language** field, select your language from the drop-down menu.



4. Select **Apply** if you're using the touch screen or web interface.



Enable punctuation and profanity filter

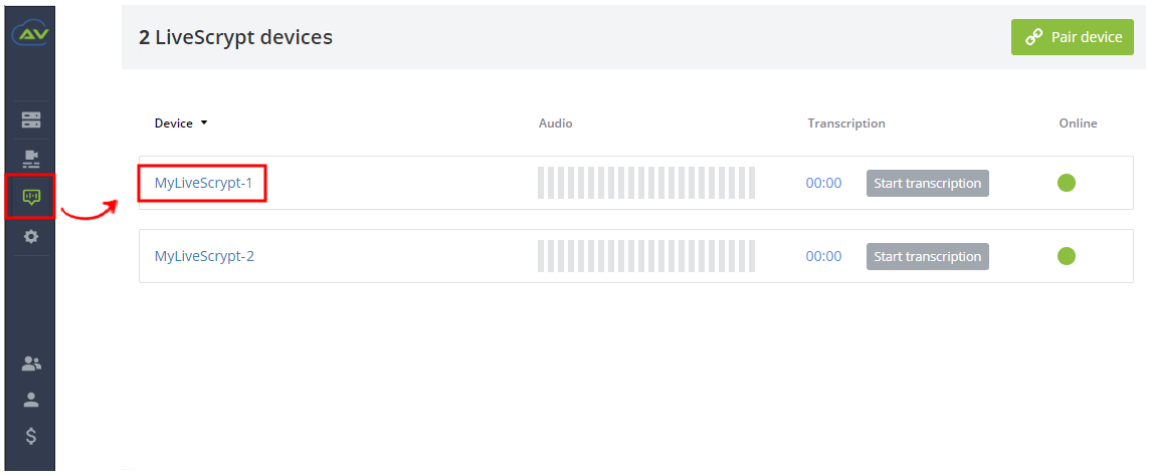
Automatic punctuation and the profanity filter are enabled by default. You can turn the punctuation and profanity filter options on and off from the touch screen, the web interface, or using AV Studio when the LiveScrypt device is paired with your AV Studio team. For instructions on how to access the web interface or AV Studio, see User interfaces.

The profanity filter replaces profane words with asterisks, for example: b***

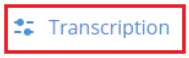
Changes do not take effect while transcription is in progress. You must stop or pause transcription, and then restart transcription to see the changes.

To turn punctuation and the profanity filter on or off:

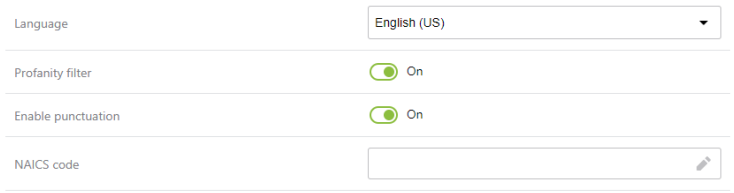
1. Open the device Settings:
   a. Using the touch screen and web interface, select **Settings** .
   b. Select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.



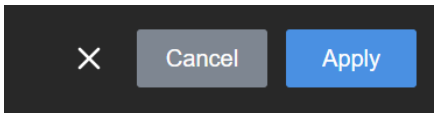
2. From the **Settings**, select **Transcription**. The Transcription menu opens.



3. Toggle the **Punctuation** and **Profanity filter** switches On or Off. In AV Studio, check the appropriate check boxes.



4. Select **Apply** if you're using the touch screen or web interface.



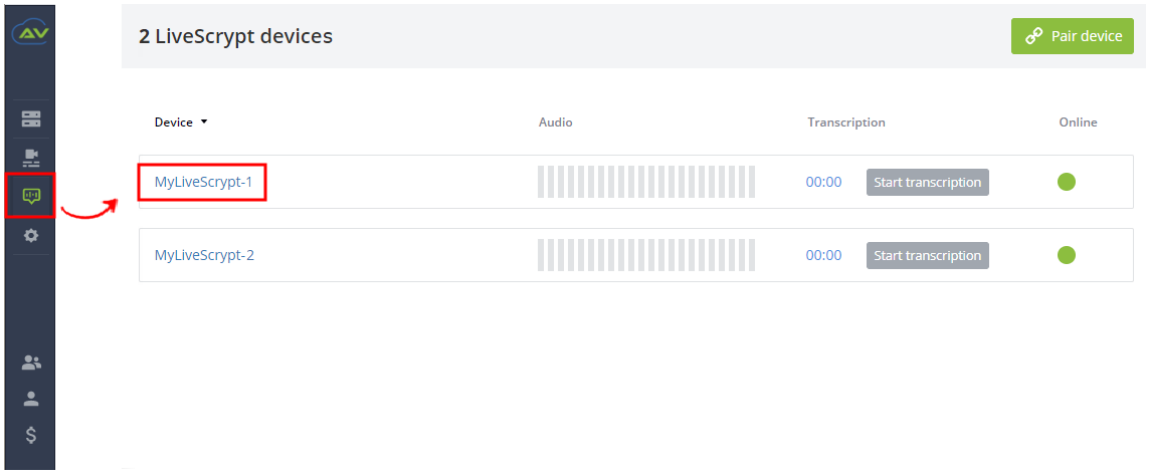
Enter an NAICS code

North American Industry Classification System (NAICS) codes are industry-specific language libraries, for example: aerospace (33641) or agriculture (115). LiveScrypt supports NAICS codes to augment transcription.

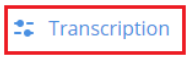
You can enter an NAICS code using the touch screen, the web interface, or AV Studio when the LiveScrypt device is paired with your AV Studio team. For instructions on how to access the web interface or AV Studio, see User interfaces.

To enter an NAICS code:

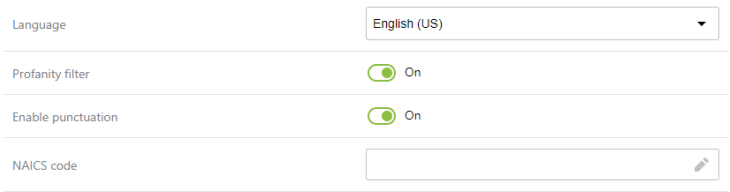
1. Open the device Settings:
   a. Using the touch screen and web interface, select **Settings** .
   b. Select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.



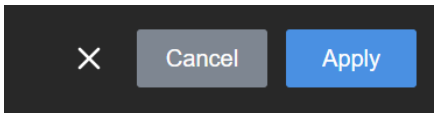
2. From the **Settings**, select **Transcription**. The Transcription menu opens.



3. In the **NAICS code** field, enter the code using a keyboard.



4. Select **Apply** if you're using the touch screen or web interface.



Clear transcription from the display

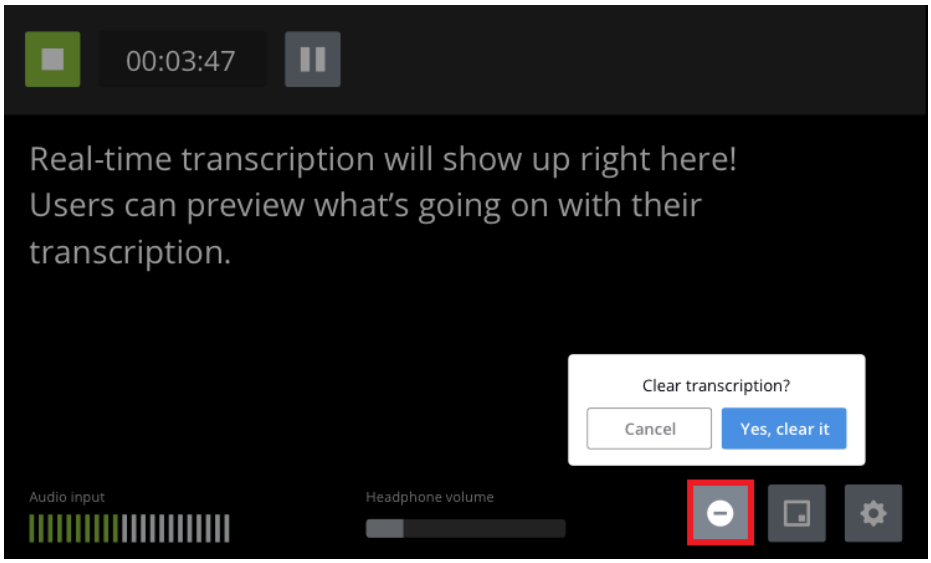
You can clear the content of the current transcription session from the display without stopping or pausing the session. All previously transcribed text is cleared from the touch screen and the HDMI output display port. You can only clear the transcription for a session that's currently active.

Clearing the session does not delete the transcribed content from the .SRT or the .TXT file for that session. Those files retain the full transcription of the whole session.

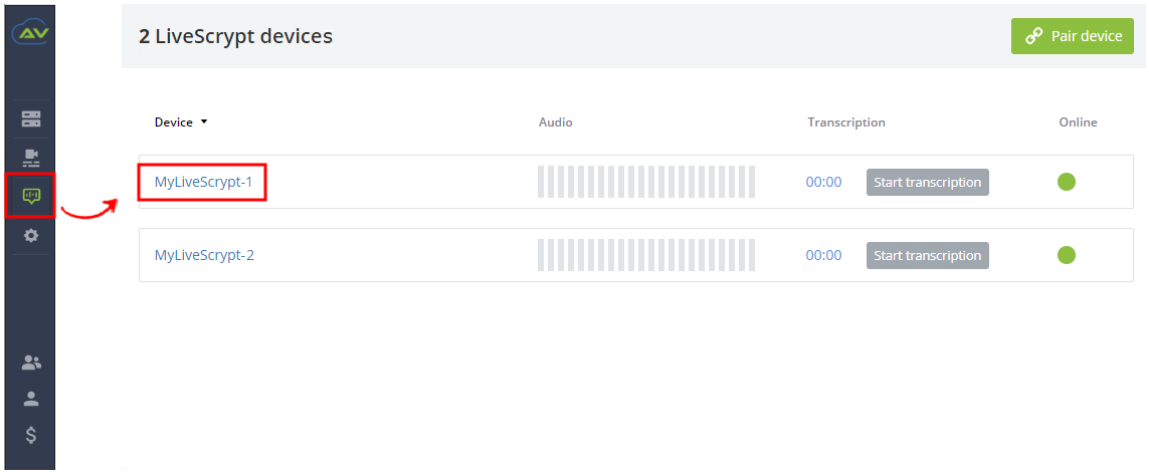
You can clear the transcription for a session using the touch screen, the web interface, or AV Studio when the LiveScrypt device is paired with your AV Studio team. For instructions on how to access the web interface or AV Studio, see User interfaces.

To clear the transcription from the display for an active session:

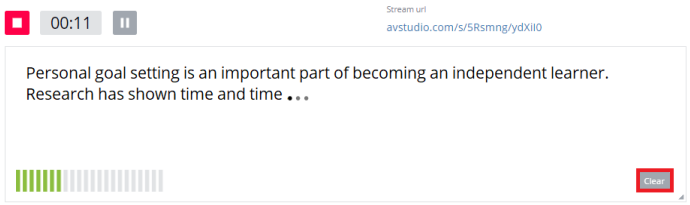
1. Using the touch screen and web interface, tap the **Clear** icon that appears along the bottom of the touch screen and select **Yes, clear it.**



2. Using AV Studio, do the following:
    a. Select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.



b. From the **Settings**, select **Clear** in the bottom right corner of the display area.



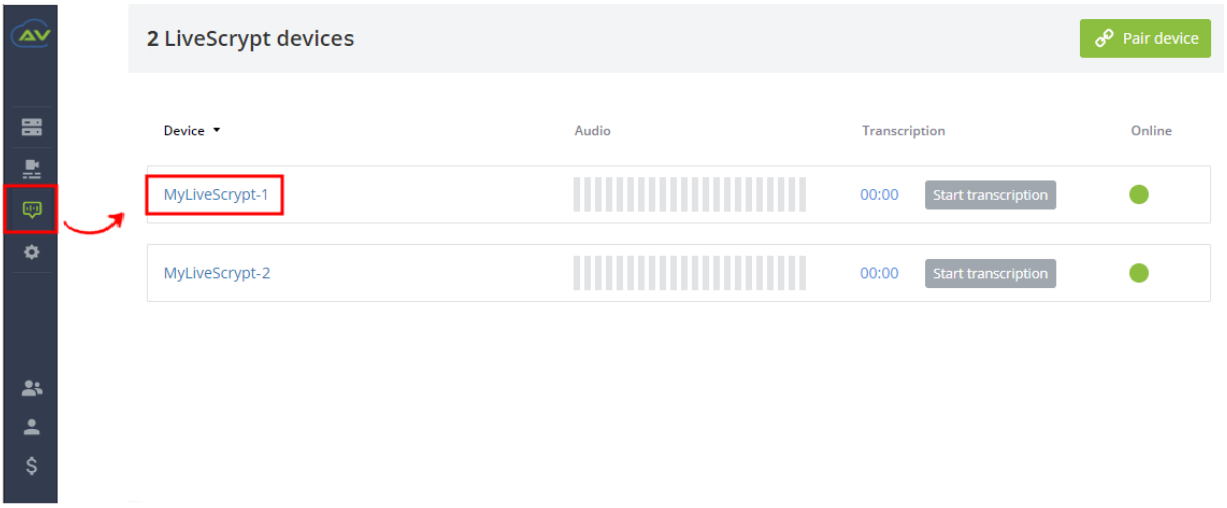
Download and delete .SRT and.TXT files

You can access .SRT and .TXT transcription files for the sessions associated with a device as often as you like using AV Studio. Download transcription files or delete them from the Sessions tab on the Settings page for a paired LiveScrypt device.

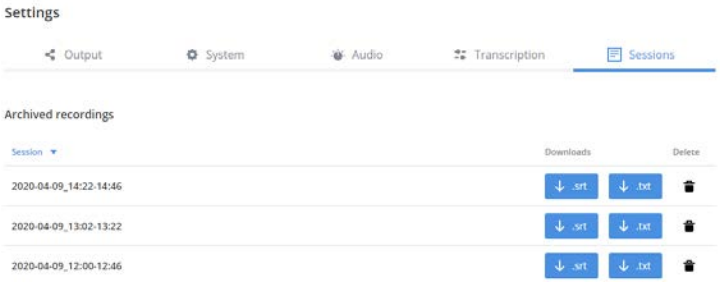
If the LiveScrypt device is unpaired and permanently offline, it won't appear in the list of LiveScrypt devices. You can no longer access the .SRT or .TXT transcription files associated with that device.

To download or delete .SRT and .TXT files in AV Studio:

1. Login to your AV Studio account at https://go.avstudio.com
2. Select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.



3. From the **Settings**, select the **Sessions** menu to see a list of the transcription sessions for that device.



4. To download a transcription file, select the blue download button for the file you want to download and follow the prompts.
5. To delete a transcription file, select the trash can icon at the far right of that row and confirm when prompted.

Transcription files are permanently removed if you delete a session in AV Studio or delete a paired instance of your LiveScrypt device from AV Studio. To learn more about AV Studio, see the **AV Studio online user guide**.

Audio options

If you went through the Get started section, you already have a basic setup with some audio sources connected to the LiveScrypt device. This section contains additional information and audio options you can setup using the touch screen, the web interface, and AV Studio when your LiveScrypt device is paired with your AV Studio team.

Topics:

- Enable or disable phantom power
- Adjust audio gain
- Mute audio
- Assign audio sources to an input

For information about monitoring audio, see Monitor audio.

Enable or disable phantom power

Phantom power is not enabled on the XLR audio input ports by default on LiveScrypt. You can enable 48 V Phantom power for the two XLR ports using the touch screen, the web interface, and AV Studio when the LiveScrypt device is paired with your AV Studio team.

When phantom power is enabled:

- 48 V phantom power is applied to both XLR port 1 and XLR port 2.
- The phantom power LED beside the XLR/TRS combo jacks on the rear panel of LiveScrypt is solid on.
- Phantom power is not applied to the ¼" TRS inputs of the combo jacks.

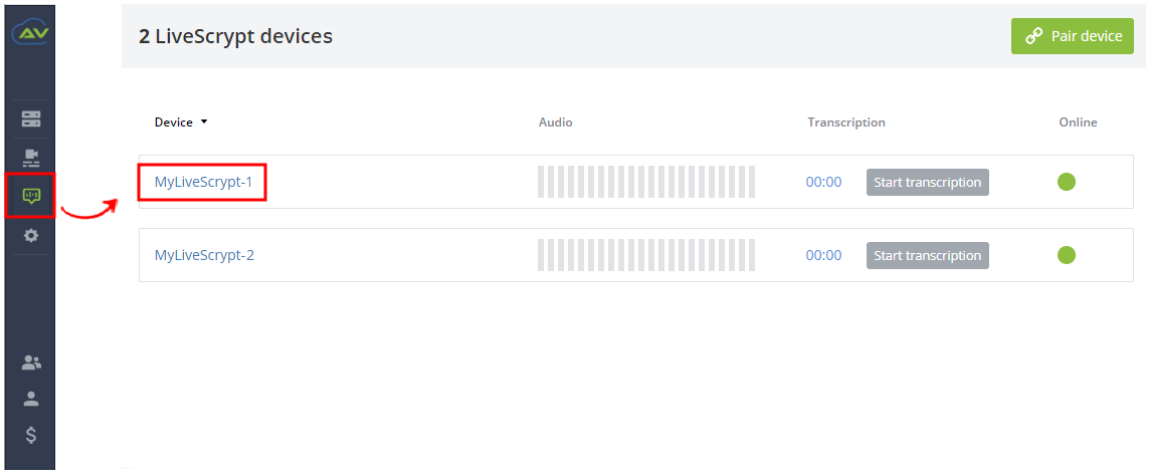
Connecting devices that are not designed for phantom power when phantom power is enabled for the two XLR ports can seriously damage those devices. Always check the phantom power LED before connecting devices to the XLR ports. A direct box can be used to provide the correct mic-level signal to the XLR port and offers some isolation protection in case of accidental exposure to 48 V phantom power.

To enable or disable phantom power:

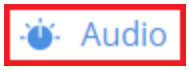
1. Open the device Settings:

   a. Using the touch screen and web interface, select **Settings** .

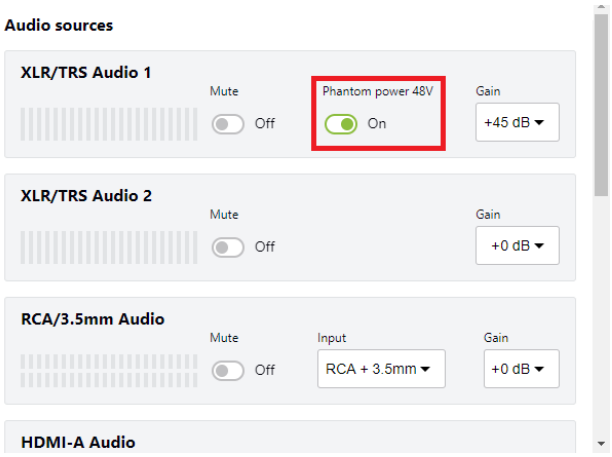
   b. Select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.



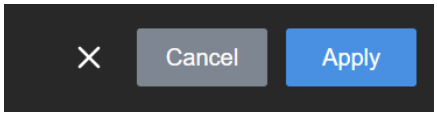
2. From the **Settings**, select **Audio**. The Audio menu opens.



3. Toggle the **Phantom power 48V** switch On or Off for the audio source.



4. Select **Apply** if you're using the touch screen or web interface.



Adjust audio gain

You can adjust the gain for XLR, ¼" TRS, RCA, and 3.5 mm inputs using the touch screen, web interface, and AV Studio when your LiveScrypt device is paired with your AV Studio team.

.Adjusting the **Input Gain** for an analog audio source affects the volume for that audio source sent to the cloud for transcription and what you hear in the headphone jack. Be aware that excessive amounts of gain can increase the perception of noise that may be present in the audio signal and could affect the accuracy of the transcription.

This table offers some guidelines for adjusting the gain at the various audio input ports on the LiveScrypt device for common types of audio input devices. You should add the suggested gain to the audio input to get an average signal to register at a nominal level in the VU meter (i.e. where the green bars change to yellow). The actual amount of gain needed depends on the strength of the original audio signal.

Table 5 *Audio input port gain guidelines*

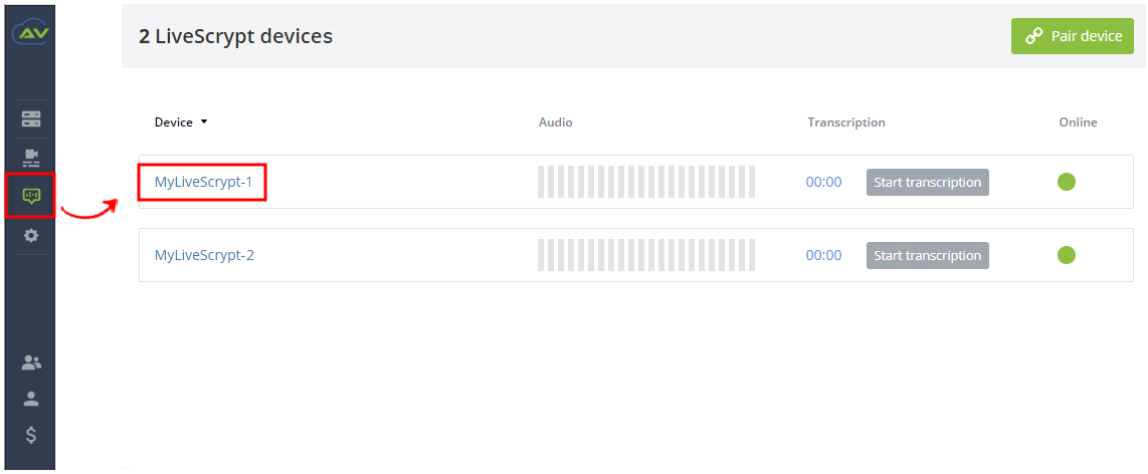
Audio source	Input port	Gain
Dynamic microphone	XLR	Add +50 to +60 dB gain to the audio input port.
Electret microphone	XLR	Add +18 to +40 dB gain to the audio input port.
	3.5 mm	Add +6 to +12 dB gain to the audio input port.
Wireless microphone receiver	XLR	Add +18 to +40 dB gain to the audio input port.
	3.5 mm	Add +6 to +12 dB gain to the audio input port.
Condenser microphone with phantom power	XLR	Add +40 to +60 dB gain to the audio input port.
Mobile phone or other consumer line level device	TRS	Add +6 to +12 dB gain to the audio input port.
	XLR	Add +6 to +12 dB gain to the audio input port.
	RCA[1]	Nominal
Professional mixer	TRS	Nominal
	XLR	Nominal
	RCA	Not recommended.

[1] To avoid unwanted signal noise on the RCA ports, we recommend adding no more than 12dB of gain to the RCA ports or when RCA/3.5 mm is used.

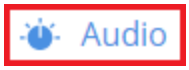
Ensure the audio input source is connected to an analog audio input port on the LiveScrypt device before proceeding. Gain is added to both the RCA and 3.5 mm inputs if the audio mode is set to RCA + 3.5 mm. For information about setting the audio input mode, see Assign audio sources to an input.

To adjust the gain for an audio source:

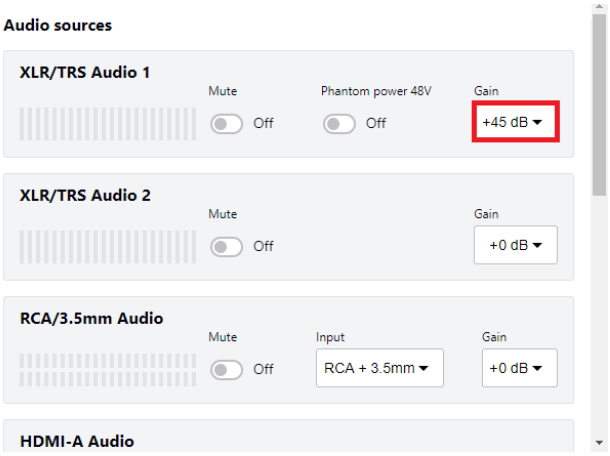
1. Open the device Settings:
   a. Using the touch screen and web interface, select **Settings** .
   b. Select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.



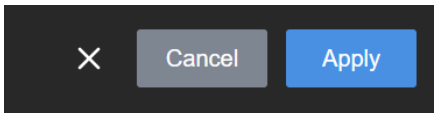
2. From the **Settings**, select **Audio**. The Audio menu opens.



3. Select a value from the **Gain** drop-down menu for the audio source.



4. Select **Apply** if you're using the touch screen or web interface.



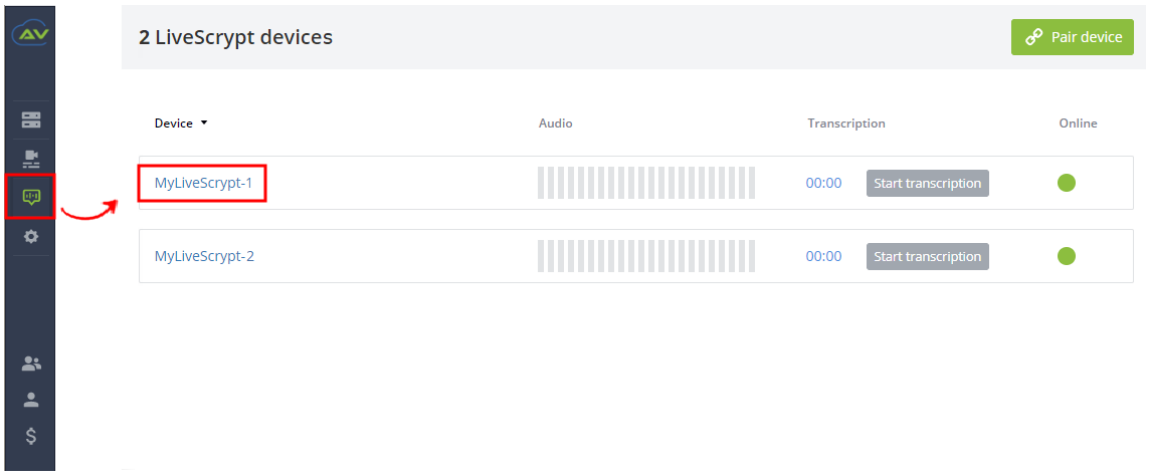
Mute audio

You can mute any audio input source using the touch screen, the web interface, and AV Studio when LiveScrypt is paired with your AV Studio team.

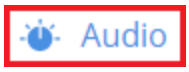
The RCA and 3.5 mm audio input ports share internal audio processing resources. Muting an audio input that shares internal resources mutes all the associated audio sources. To associate audio sources to RCA/3.5 mm Audio, see Assign audio sources to an input.

To mute an audio source:

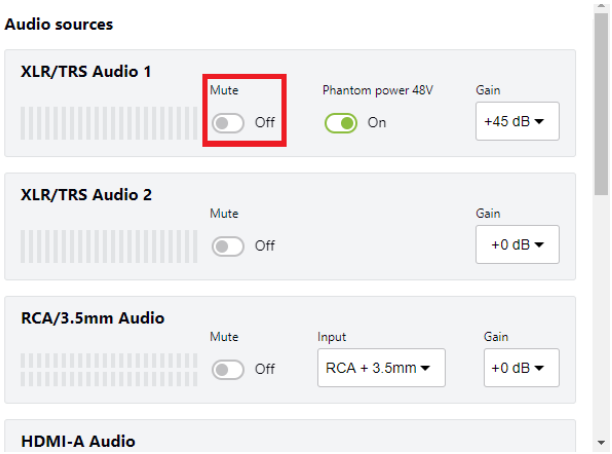
1. Open the device Settings:
   a. Using the touch screen and web interface, select **Settings** .
   b. Select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.



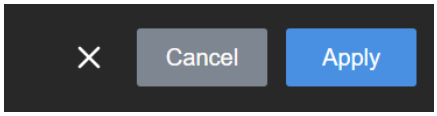
2. From the **Settings**, select **Audio**. The Audio menu opens.



3. Toggle the **Mute** switch On or Off for the audio source.



4. Select **Apply** if you're using the touch screen or web interface.



Assign audio sources to an input

Some audio input ports on your LiveScrypt device share internal audio processing resources and are listed together in the user interface.

The audio sources that share resources are:

- RCA (left and right ports)
- 3.5 mm (stereo port)

In the user interface, both the RCA and 3.5 mm audio sources appear under the label **RCA/3.5 mm Audio** and both sources are enabled at their input ports by default. You can change that using the touch screen, the web interface, and AV Studio when your LiveScrypt device is paired with your AV Studio team.

Choosing one audio source for the shared input disables the other audio source. This means that when you add gain to RCA/3.5 mm Audio, only the audio source you assign to RCA/3.5 mm Audio has gain applied and is activated at the input port. The other port is disabled.

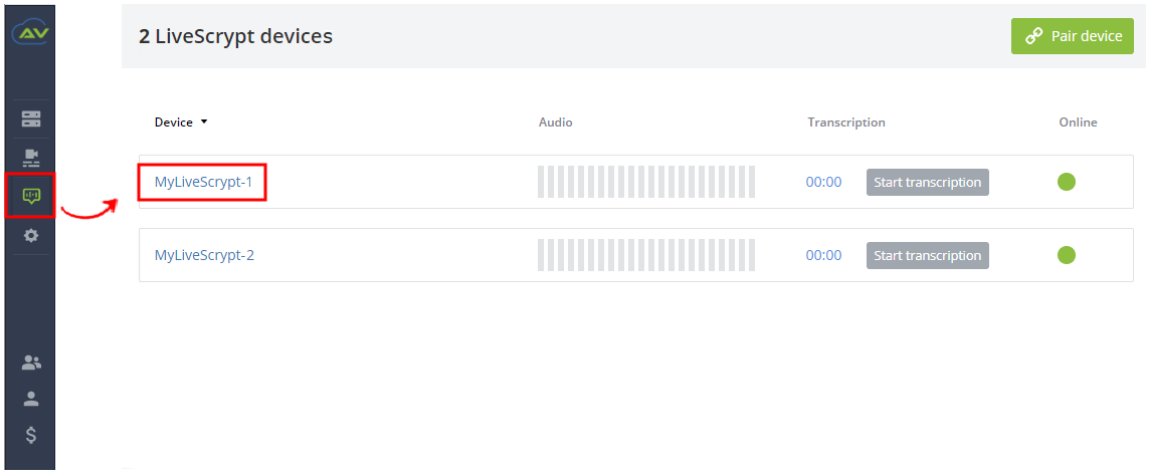
To avoid unwanted signal noise on the RCA ports, we recommend adding no more than 12dB of gain when RCA or XLR+3.5mm is selected.

To assign the audio source to an input:

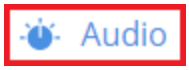
1. Open the device Settings:

   a. Using the touch screen and web interface, select **Settings** .

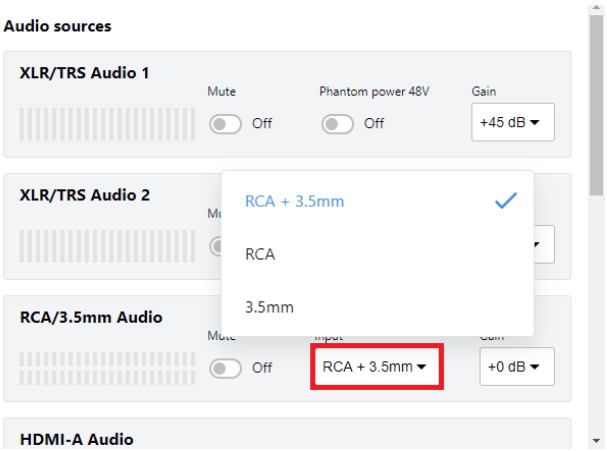
   b. Select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.



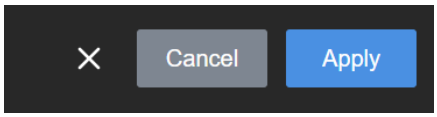
2. From the **Settings**, select **Audio**. The Audio menu opens.



3. For the **RCA/3.5 mm Audio** source, select the audio source option from the **Input** drop-down menu.



4. Select **Apply** if you're using the touch screen or web interface.



System network options

If you went through the Get started section, you should already be connected to the network. This section describes the network and system options available from the touch screen, the web interface, and AV Studio when your LiveScrypt device is paired.

Topics:

- Network ports used by LiveScrypt
- Access system information
- Rename the LiveScrypt device
- Turn DHCP on or off
- Set up a static IP address
- Set the date, time, and zone
- Setup local NTP or another synchronization server

Network ports used by LiveScrypt

Do not block IP traffic over the default outgoing and incoming network ports that the LiveScrypt device uses. For LiveScrypt to operate properly, make sure your firewall is configured to open the following ports for read/write privileges. Blocking a port will cause the service that uses that port to fail.

Outbound ports:

- **HTTP Port 80** - used by the local web admin page.
- **HTTPS port 443** - used to communicate with the LiveScrypt cloud transcription service.

Incoming ports:

- **TCP port 22** - SSH used for remote support.
- **TCP/UDP port 123** - used for NTP time synchronization.

Access system information

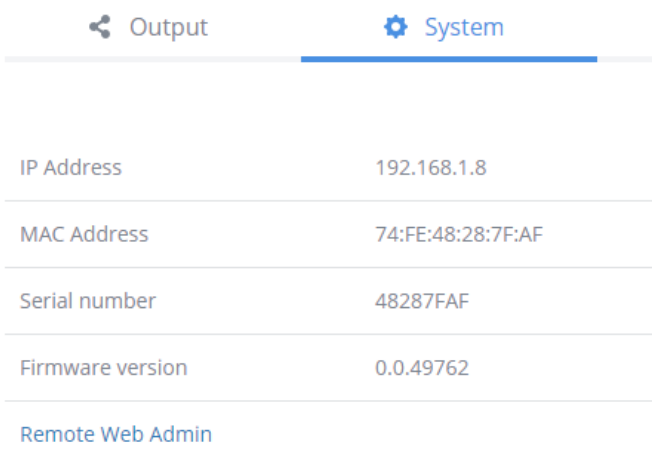
In the LiveScrypt device settings, you can access system information from the touch screen, the web interface, or using AV Studio when the device is paired with your AV Studio team.

The following table lists and describes the system information you can access.

Table 6 *System information accessed from the touch screen and web interface*

Item	Description
Device name	A name for this LiveScrypt device is displayed. You assign the device a name when you pair the device with your AV Studio team.
Serial number	The manufacturer's serial number is displayed.
Device ID	This is the device ID that is also the pairing code that is used to pair this LiveScrypt device with your AV Studio team.
Firmware version	The firmware version of the LiveScrypt device is displayed.
Network settings	This section displays the MAC address, IP address, network mask, default gateway, and includes settings to enable DHCP or set a static IP address for the LiveScrypt device. See Turn DHCP on or off.
Date and time	This section contains settings for the time zone, date and time, NTP server, and other time synchronization protocol settings.

For AV Studio, only a subset of system parameters are displayed. You can also select **Remote Web Admin** to access the web interface from AV Studio.



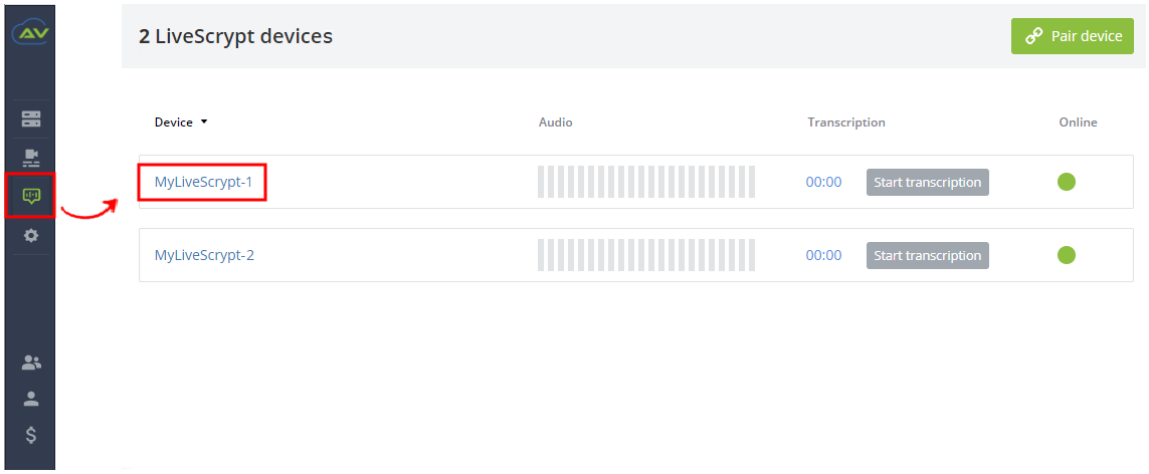
This procedure applies to all three interfaces. For instructions on how to access the web interface or AV Studio, see User interfaces.

To access system information:

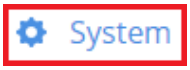
1. Open the device Settings, do one of the following:

   a. Using the touch screen or web interface, select **Settings** .

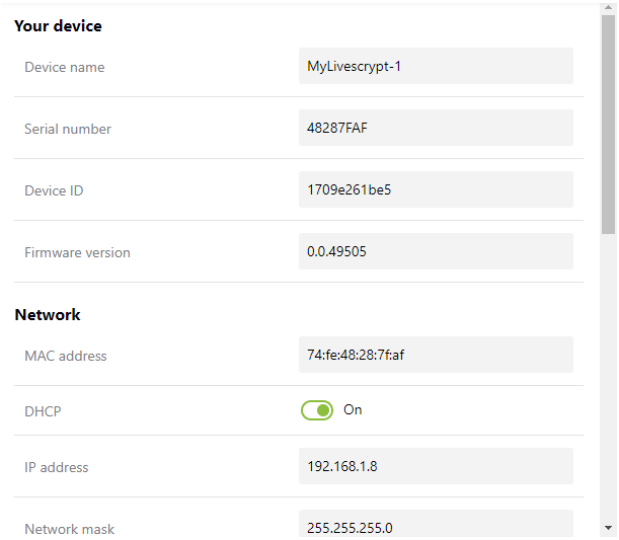
   b. Using AV Studio, select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.



2. From the **Settings**, select **System** to open the System menu.



3. Use the scroll bar to navigate the menu.



Rename the LiveScrypt device

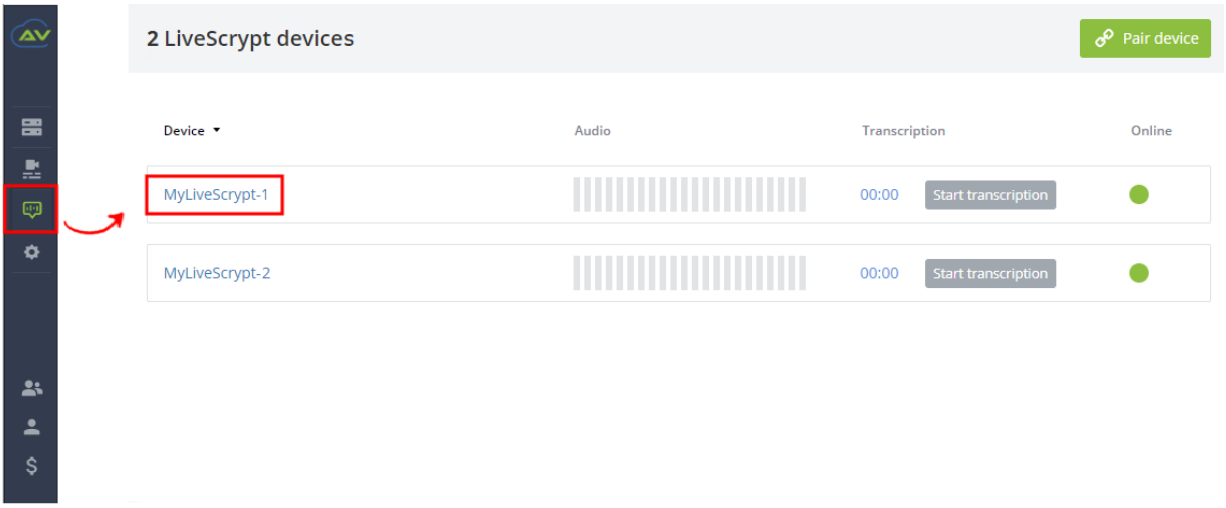
In the LiveScrypt device settings, you can access system information and view the device name using the touch screen, the web interface, or AV Studio when the device is paired with your AV Studio team.

When you pair the device to your AV Studio account, you can assign the device a unique name using alphanumerical characters and spaces. You can change the name of your LiveScrypt device at any time from the device's settings page in AV Studio. For instructions on how to access AV Studio, see User interfaces.

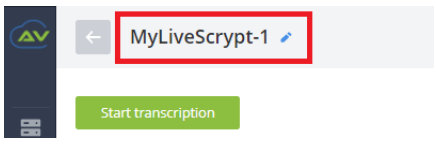
You can use alphanumerical characters and spaces in the device name; however, we recommend using underscores to separate words instead of spaces. Common character sets for Western and Central European languages, Nordic languages, and Russian should display correctly for the device name in the user interface on the LiveScrypt device. The device name should not include the following special characters: ^ < > / \ ? * : " |

To change the LiveScrypt device name using AV Studio:

1. Select the **LiveScrypt** menu icon, and then select a LiveScrypt device to open the device **Settings**.



2. At the top of the page, select the device name that appears in the header bar and enter a new name.



3. Click outside the device name field to save the changes.

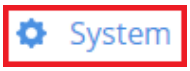
Turn DHCP on or off

In the LiveScrypt device settings, you can turn DHCP on or off. If your network uses a DHCP server to identify devices that are connected to the network, then the LiveScrypt device dynamically obtains an IP address when you power on the device. The network mask and default gateway are also obtained automatically from the network client. DHCP is enabled by default.

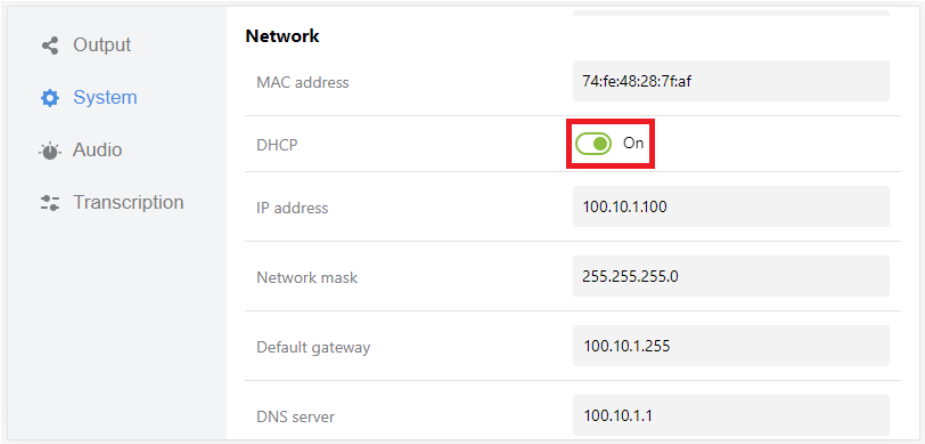
This procedure applies to the touch screen and web interface. For instructions on how to access the web interface, see Using the web interface.

To turn DHCP on or off:

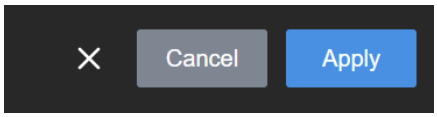
1. Select **Settings** , and then select **System** to open the System menu.



2. In the Network section, toggle the DHCP switch on or off.



3. Select **Apply**.



Set up a static IP address

If your network doesn't use a DHCP server to dynamically identify devices connected to the network, you can manually assign the LiveScrypt device a static IP address and set the network mask, default gateway, and DNS server values using the touch screen or web interface. Only IPv4 addresses are supported. LiveScrypt does not support IPv6.

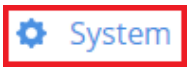
Table 7 *Static IP Address Fields*

Label	Description
IP Address	Obtain a static IP address to assign the LiveScrypt device from your network administrator. Only IPv4 addresses are supported. LiveScrypt does not support IPv6 addresses.
Network Mask	Also called the subnet mask, this value denotes a range of IP addresses. Obtain this from your network administrator, from another computer on the same subnet, or calculate the value using an online subnet calculator.
Default gateway	The network node that serves as an access point to the rest of the network. This value cannot be blank unless you are using DCHP. Specify the system's IP address if you don't have a default gateway on your network.
DNS Server	The domain name system server (DNS server) translates human-readable hostnames into corresponding IP addresses. Specify the system's IP address if you don't have a DNS server on your network. This value cannot be blank unless you are using DHCP.

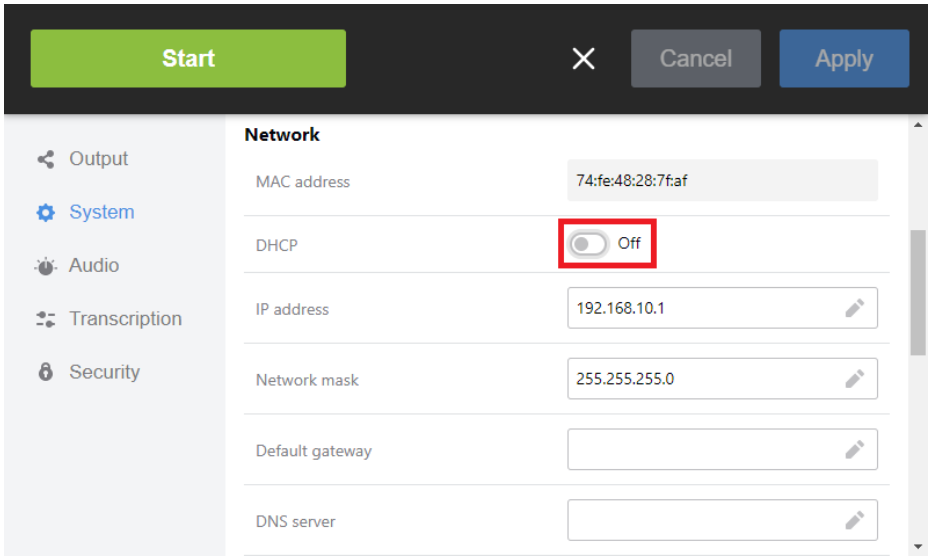
This procedure applies to the touch screen and web interface. For instructions on how to access the web interface, see Using the web interface.

To set up a static IP address:

1. Select **Settings** and then select **System** to open the System menu.

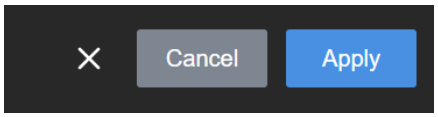
2. In the Network section, toggle the DHCP switch off.



3. Enter a static IPv4 address in the **IP address** field. You can also add or modify the **Network mask**, **Default gateway**, and **DNS server** values.

The default gateway and DNS Server fields cannot be left blank. If you do not have a default gateway or a DNS server for your network, enter the static IP address in those fields.

4. Select **Apply** and reboot if prompted.

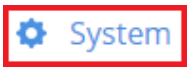


Set the date, time, and zone

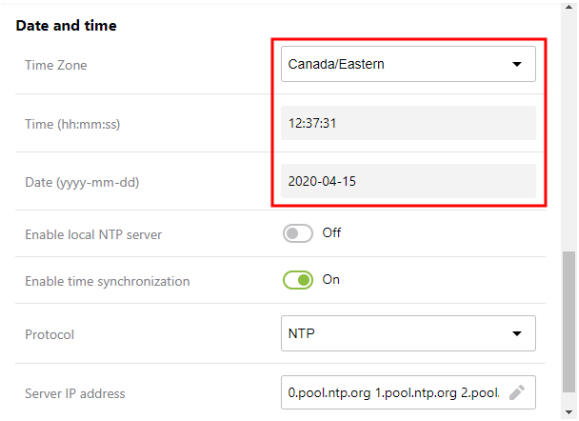
The LiveScrypt device's date and time are used for the transcription files when they're archived. You can set the date, time, and time zone for your device using the touch screen and the web interface. For instructions on how to access the web interface, see Using the web interface.

To set the date, time, and zone for the LiveScrypt device:

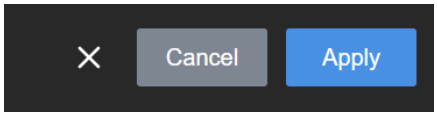
1. Using the touch screen or web interface, select **Settings** .
2. From the Settings menu, select **System** to open the System menu.

3. Scroll to the **Date and time** section and do the following:
   a. In the **Time Zone** field, select a time zone from the drop-down menu.
   b. In the **Time** field, enter the time using the format **hh:mm:ss**.
   c. In the **Date** field, enter the date using the format **yyyy-mm-dd**.

4. Select **Apply**.

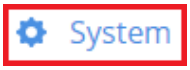
   

Setup local NTP or another synchronization server

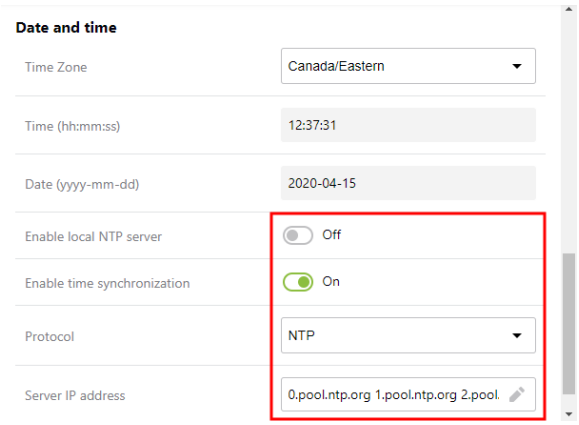
The LiveScrypt device is setup to use a web NTP server for time synchronization by default. You can select a different synchronization protocol, enter a different server URL, or setup the LiveScrypt device to get it's time synchronization from a local NTP server using the touch screen and the web interface. The device supports NTP, PTPV1, and RDATE protocols. For instructions on how to access the web interface, see Using the web interface.

To setup the synchronization server for the LiveScrypt device:

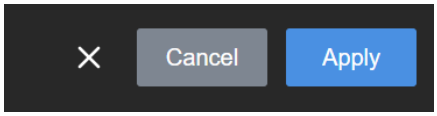
1. Using the touch screen or web interface, select **Settings** .
2. From the **Settings**, select **System** to open the System menu.



3. Scroll to the **Date and time** section and do any of the following:
    a. To enable using the local NTP server, toggle the **Enable local NTP server** switch On.
    b. To disable time synchronization, toggle the **Enable time synchronization** switch Off.
    c. To change the time server protocol, select a different one in the **Protocol** field.
    d. To change the time server URL, enter a new one in the **Server IP address** field.



4. Select **Apply**.



Security options

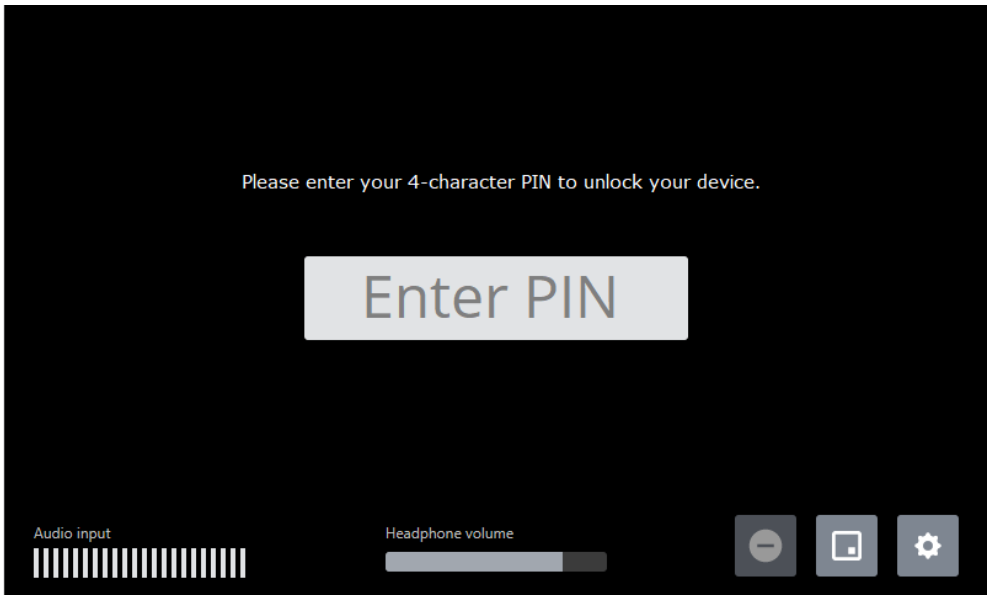
LiveScrypt offers some security features to keep your device safe. Be sure to record passwords in a safe location.

- Set touch screen PIN and lock
- Set the web interface password

Set touch screen PIN and lock

To protect your LiveScrypt device from unauthorized access, you can set a 4-character PIN security code and lock the touch screen using the touch screen and web interface. By default, a PIN is not set.

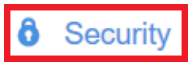
When locked, users must enter the four-digit PIN to unlock the touch screen to access the LiveScrypt device. Once unlocked, the touch screen remains unlocked and the password is reset to none. Simply repeat the procedure the next time you want to lock the touch screen.



You can use the web interface and AV Studio to configure and control the LiveScrypt device while the touch screen is locked. Using the web interface, you can even change the PIN while the touch screen is locked - just in case the PIN is forgotten.

To configure a 4-character PIN and lock the touch screen using the touch screen and web interface:

1. Select **Settings** to open the device Settings and then select **Security**. The Security menu opens.



2. Enter up to four characters in the **PIN code** field. Alphanumeric characters, spaces, and special characters are supported.

3. Do one of the following:
    a. Select **Apply** to save the password.
    b. Select **Lock touch screen** and confirm **Yes, lock it** to immediately apply the 4-character PIN and lock the touch screen.

Set the web interface password

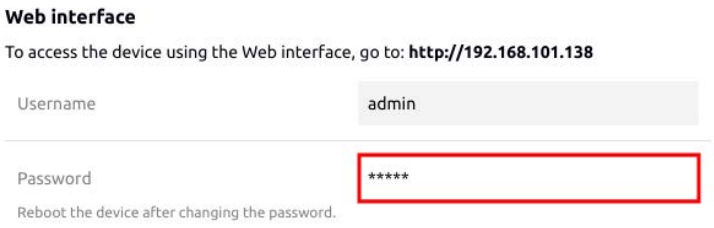
When you login to the web interface for the first time, the default user name is **admin** and no password is assigned. Just enter **admin** and leave the password field blank. For higher security, we recommend that you assign a password using the touch screen or web interface as soon as possible.

Passwords are case sensitive and can use all alphanumeric keys in the ASCII range. Passwords can be up to 255 characters long, but should not include any spaces. Contact your system administrator for your organization's specific password requirements.

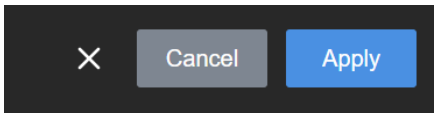
To set or change the password:

1. Select **Settings** to open the device Settings and then select **Security**. The Security menu opens.

2. Enter a password in the **Password** field using alpha-numeric characters.



3. Select **Apply**.



Billing and storage

You can modify your billing information, view usage, and content storage options using AV Studio.

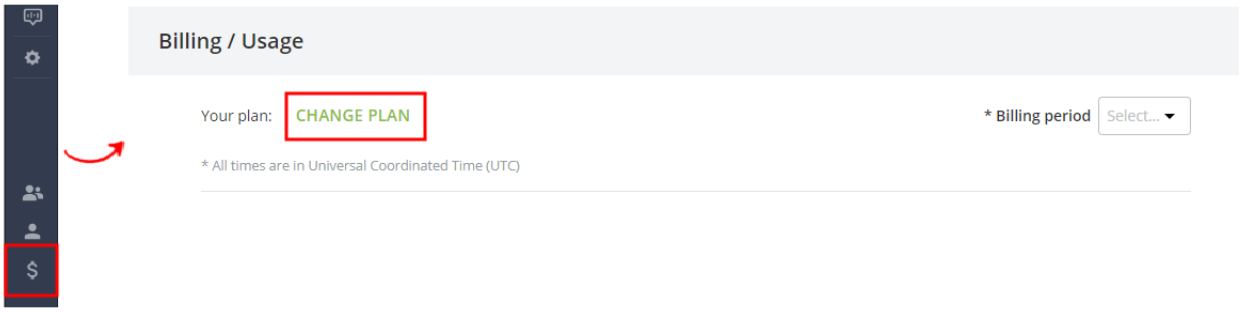
Topics:

- Managing your account and changing your plan
- Display QR code

Managing your account and changing your plan

When you first sign up for an AV Studio account, you're automatically assigned a default team. To use LiveScrypt transcription services, you need to sign up for the LiveScrypt transcription service. For instructions to access your account and set up services, see Create an account and enable transcription services.

In AV Studio, you can see the plan that's associated with your team on your team's Billing page.



Only the AV Studio account owner can add or modify billing information, plans, and change ownership of the account. A LiveScrypt plan can be setup for individual teams by the owner of that team.

At the time of publishing this guide:

- The cost is $9.95 USD per transcription hour with a one hour minimum.
- The first five minutes of a transcription session is free. After five minutes, you’re billed a minimum of one hour.
- For sessions longer than one hour, additional charges at the rate of $9.95 USD per transcription hour applies. For example, a session that is 61 minutes long is billed for two transcription hours.

- Your credit card is charged once at the end of the 30-day billing cycle. The billing cycle begins the date credit card information was added to your account to enable the LiveScrypt transcription service for a team.

For the current terms and cost for the LiveScrypt live transcription service, go to: https://www.epiphan.com/products/livescrypt/

You can create multiple teams and assign them different services. Each team is billed separately. Transcription services are tracked per team and charged monthly to the credit card information that was provided when you assigned the service to the team. It can take up to 24 hours for a charge to be processed and appear in your team's usage and billing.

Only the owner of a team can change the team's services and billing information, or transfer ownership of the team to another team member. When you transfer ownership of a team to another team member, you have the option to transfer the billing information as well. However, the current billing information will continue to be used until such time as the new owner accepts the transfer of the team and billing information. To change plans or transfer a team, see the AV Studio user guide.

Deleting a team cancels the service assigned to that team. When a team is deleted, a final charge is made to the credit card specified in the billing information for that team if there happens to be any outstanding charges.

Storage and managing your footage

LiveScrypt transcription services performs transcription in the cloud. You can access the transcription files at any time to ensure you don't lose important content.

We recommend regularly downloading your transcription files or renaming them for easier retrieval. For details on how to download .SRT and .TXT files, see Download and delete .SRT and.TXT files.

Transcription files remain a part of a team's assets until you decide to delete them.

Troubleshooting and support

Your LiveScrypt device comes with a one-year complimentary support plan starting one year from the original product shipment date. You can purchase a 2-year extended support plan from Epiphan Video for a total of three years of product support from the original product shipment date:

- **SupportPlan** offers a 2-year support extension
- **SupportPlan+** offers a 2-year support extension plus remote troubleshooting support

For more information about service plans, see www.epiphan.com/supportplan.

Before you contact Epiphan support, check the troubleshooting topic:

- Troubleshooting Quick Reference
- Power down and system restart

To contact Epiphan support:

- **Email**: support@epiphan.com
- **Online chat**: www.epiphan.com/support (Monday to Friday between 9am and 5pm Eastern)
- **Call**: 1-877-599-6581 / 613-599-6581

Remote troubleshooting support allows the Epiphan support team access to your LiveScrypt device to do things like reset lost admin passwords. No private information is sent to Epiphan maintenance servers during a remote session.

Troubleshooting Quick Reference

Use the follow quick reference table for help if you are experiencing problems or unexpected behavior from LiveScrypt.

Table 8 *Troubleshooting Quick Reference*

Problem	Action(s) to Resolve
No sound is coming from an audio	Verify that you are using the correct audio input , see Audio

Problem	Action(s) to Resolve
source.	inputs. OR Check if there are any bars registering audio in the audio meter, see Monitor audio. OR Check the touch screen interface for audio monitoring or use the 3.5 mm audio jack on the front of the LiveScrypt device to verify audio, see Monitor audio.
There's no audio from my SD SDI source.	Embedded audio from sd-SDI sources are not supported. Change your SDI source to use a different resolution up to 3G.
I can't hear the audio in my headphones.	This might be a gain issue due to the type of audio source you're using. See Adjust audio gain for recommended gain to add for various types of audio sources.
The attached monitor is not recognized.	Legacy Ubuntu systems have poor support for HDMI 2.0 and don't recognize a monitor being plugged into the LiveScrypt device. Try plugging the monitor into the device before you turn the LiveScrypt device on.
There's noticeable delay in the headphones.	It's normal for there to be a slight delay due to the audio signal being processed by the LiveScrypt device.
LiveScrypt doesn't boot up when powered on.	Confirm that the power cable is connected to a working power source. If LiveScrypt is still not powering up, remove any HDMI cables connected to the output ports and try again. If you're still unable to power up, contact Epiphan support.
System is not starting up correctly.	Ensure there are no USB sticks inserted into the USB ports during power up. They may be conflicting with the internal hard drive, causing an unexpected behavior.

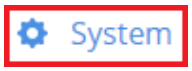
View network diagnostics

From the System menu using the touch screen and web interface, you can view network diagnostics for your LiveScrypt device to help you troubleshoot connection issues. Diagnostics include:

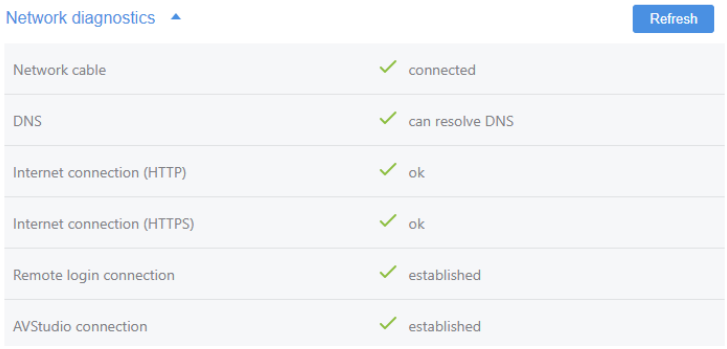
- If the network cable is connected.
- Can the DNS be resolved.
- Internet connection (HTTP/HTTPS) status.
- Remote login connection status.
- AV Studio connection status.

To view the network diagnostics:

1. Using the touch screen and web interface, select **Settings** .
2. From the **Settings**, select **System**. The System menu opens.

3. In the **Network** section, select **network diagnostics**.

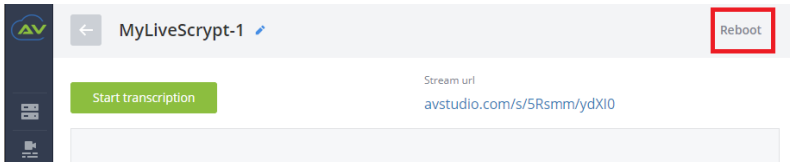
   

4. (Optional) Select **Refresh** to refresh the diagnostics.

Power down and system restart

You can power down and restart the LiveScrypt device using the power button located on the rear panel.

Alternatively, you can reboot the LiveScrypt device from the LiveScrypt device **Settings** page in AV Studio.



Specifications

Topics include:

- Audio inputs
- Vesa mounting the device
- Tech specs

Audio inputs

Audio from all inputs are combined into a single mono signal that's sent to the LiveScrypt transcription service in the cloud. The following table lists the sources of audio you can connect to the LiveScrypt device:

Table 9 *LiveScrypt Audio Input Sources*

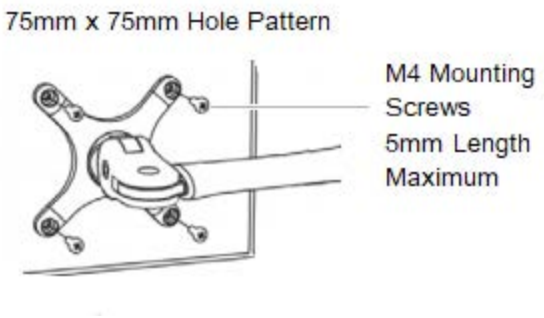
Input port	Qty	Details
SDI[1]	1	Linear PCM audio/video input. Supports up to 3G-SDI signals.
HDMI™	2	Linear PCM audio/video input, non-HDCP protected. DVI-I (using an adapter) is single link.
USB 3.0	2	Linear PCM audio/video inputs on the rear panel accept non-HDCP protected content. Use to connect a single UAC or UVC device, such as a USB microphone or a web camera.
RCA[2]	2	RCA consumer line-level audio inputs function as a mono pair (-10 dBV).
3.5 mm[2]	1	Mic-level input to connect a passive or active stereo electret microphone (unbalanced)
XLR[3]	2	Combo XLR/TRS audio inputs operate as individual mono inputs. XLR inputs accept balanced and unbalanced, mic level and professional line level signals with a maximum of up to 12.3 V_{RMS}, +24 dBu. Mic-level (balanced) inputs supply optional 48 V phantom power across both XLR ports. See Enable or disable phantom power.

Input port	Qty	Details
		Connecting devices that are not designed for phantom power when phantom power is enabled on the XLR ports can seriously damage those devices. Always check the phantom power LED before connecting devices to the XLR ports. A direct box can be used to provide the correct mic-level signal to the XLR port and offers some isolation protection in case of accidental exposure to 48 V phantom power.
¼" TRS[3]	2	Combo XLR/TRS audio inputs operate as individual mono inputs. The ¼" TRS inputs accept balanced and unbalanced, pro line level signals (+4.0 dBu) up to to 12.3 V_{RMS}, +24 dBu.

[1] SD-SDI audio is not supported
[2] RCA/3.5 mm includes audio signals from the RCA audio pair and the 3.5 mm stereo audio inputs by default. You can disable one or the other using the touch screen, the web interface, or AV Studio when your LiveScrypt device is paired to your AV Studio team, see Assign audio sources to an input.
[3] You cannot use both XLR audio inputs and the ¼" TRS audio inputs at the same time.

Vesa mounting the device

The rear panel of LiveScrypt has vesa mounting holes to fit a standard, 75mm × 75mm vesa mount. Use four M4 screws with a maximum length of 5mm to mount the plate to the rear panel of LiveScrypt.



Do not insert screws longer than the recommended 5mm. Using longer screws can damage the device.

Tech specs

The input and output connectors are listed for LiveScrypt.

For the most up-to-date product specifications and information, go to www.epiphan.com/LiveScrypt.

Table 10 *Specifications for LiveScrypt*

Video inputs[2]	Local video inputs	(1) 3G-SDI (2) HDMI™ 1.4a[1] (1) USB 3.0 (UVC) - rear panel
	Connectors	(2) HDMI type A (female) (1) BNC (female) (2) USB-A (female) - rear panel (1) RJ-45 (female)
	Standard resolutions	PAL, PAL wide, NTSC, NTSC wide
	Resolution range	640×480 to 1920×1200
	Frame rate	Up to 60 fps
	Maximum cable length for 3G SDI	300 ft
	Maximum cable length for USB 3.0	6 ft
Audio inputs	Analog audio inputs	(2) XLR mic level/pro line level (+4.0 dBu) up to 12.3 V^{RMS}, +24 dBu (balanced/unbalanced, mono) - Phantom optional (2) 1/4" TRS pro line level (+4.0 dBu) up to to 12.3 VRMS, +24 dBu (balanced/unbalanced, mono) (1) RCA consumer line level (-10 dBV) mono pair (1) 3.5 mm stereo input for electret microphones (unbalanced) converted to mono
	Connectors	(2) XLR/TRS combo jacks (female) (2) RCA (female) (1) 3.5 mm (female) - rear panel
	Digital audio inputs	(1) SDI[3]

		(2) HDMI (2) USB (rear panel)
	Connectors	(2) HDMI type A (female) (1) BNC (female) (2) USB-A (female) - rear panel
	Gain control	0 dB to +60 dB (dependent on audio port type)
	Mute	Yes
Video output	Signal types	(1) HDMI 1.4a
	Connectors	(1) HDMI
	Resolution ranges	Confidence monitoring: 480p to 1920×1200p
	Frame rate	Up to 60 fps
Audio output	Analog audio output	(1) 3.5 mm stereo headphone jack - front panel
Transcription	Languages	Google's supported basic ASR speech recognition languages: https://cloud.google.com/speech-to-text/docs/languages
	Transcription file formats	SRT, TXT
	Profanity filter	Yes (optional)
	Punctuation	Yes (optional)
	NAICS codes	Yes (optional)
Communication	USB standards	USB 1.1, USB 2.0, and USB 3.0 HDCP compliant
	Ethernet host port	(1) RJ-45 (female)
	Ethernet data rate	10/100/1000 Base-T, half/full duplex with autodetect
	Protocols	DHCP, HTTP, HTTPS
Confidence monitor,	Touch screen	7 inch touch screen monitor (built in) resolution: 800x480.

administration, and control interface		Built-in touch screen for confidence monitoring, configuration, and control.
	Web interface	Remote web-based user interface to access the same configuration and controls as the touch screen.
	AV Studio	Remote web-based user interface to access the same configuration and controls as the touch screen plus some some additional configuration options.
Security	4-digit PIN	PIN protected touch screen access (optional)
	Password protected web access	Password protected web interface and secure AV Studio remote access.
General	Power supply	External: 1.5 A, 100-240 VAC, 50 to 60 Hz (60W); 1.3 A, 100-240 VAC, 50 to 60 Hz (84W)
	Input power rating	12 VDC, 5.0 A (maximum / 60W PSU); 12 VDC, 7.0 A (maximum / 84W PSU)
	Operating temperature	32° to 104° F (0° to 40° Celsius)
	Cooling	Fan air flow: Left to right
	Enclosure	Metal
	Form factor	Portable desktop model. VESA mountable
	Dimensions (W × D × H)	10 1/4" × 6 3/4" × 2 3/8" (261 mm × 172 mm × 60 mm)
	Weight	3.8 lbs (1.7 kg)
Regulatory compliance	**FCC compliance**: Part 15	
	CE compliance: Directive 2014/30/EU - Electromagnetic Compatibility Directive 2014/35/EU - Low Voltage Directive Directive 2011/65/EU - RoHS	
Time synchronization	NTP, PTPV1, RDATE	

Country of origin	Made in Taiwan

[1]HDCP compliant.

[2]For extracting embedded audio.

[3]SD-SDI audio is not supported.

Limitations and known issues

This section includes known issues or limitations that affect functionality or usability and ways that you can work around these limitations.

Affecting AV Studio

- When unpairing or deleting a LiveScrypt device that is paired to your AV Studio team, the pop-up menus mention deletion of recordings and other items not relevant to your LiveScrypt transcription services. **Workaround**: Ignore references to recordings, scenes, and other items that are not related to LiveScrypt services and proceed to unpair or delete your device.

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April 22, 2019

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Important Safety Warnings

Model numbers covered by this document: ESP1500 and ESP1556

WARNING: This product has no user-serviceable parts and the battery used in this device is not replaceable. Do not attempt to disassemble. Return the device for service.

CAUTION, RISK OF ELECTRIC SHOCK: This device may have multiple AC power cords installed. All power sources shall be disconnected before servicing to avoid shock hazard.

ATTENTION: Cet appareil ne contient aucun composant pouvant être entretenu ou réparé par l'utilisateur. En cas de panne, retourner l'appareil pour réparation.

ATTENTION, RISQUE DE CHOC ÉLECTRIQUE: Cet appareil peut être équipé de multiples cordons d'alimentation en courant alternatif. Pour placer cet appareil hors tension, débrancher tous les cordons d'alimentation sans exception.

FCC Compliance Statement

47 CFR Section 2.1077 Compliance Information

Unique identifier: LiveScrypt

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesired operation.

Responsible party (US contact):

Epiphan Video
116 University Avenue, Suite 100
Palo Alto, CA
94301, USA

www.Epiphan.com

FCC CAUTION

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Innovation, Science and Economic Development Canada:

This device complies with ICES-003 of the ISED rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

Cet appareil est conforme à la norme ISED NBM-003 pour les appareils radio agréés. Son fonctionnement est sujet aux deux conditions suivantes:

(1) Le dispositif ne doit pas produire de brouillage préjudiciable, et

(2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

CE Compliance Statement

Marking by the symbol CE indicates compliance of this device with the applicable directives of the European Community and meets or exceeds the following technical standards.

Directive 2014/30/EU - Electromagnetic Compatibility

Directive 2014/35/EU - Low Voltage Directive

Directive 2011/65/EU - RoHS, restriction of the use of certain hazardous substances in electrical and electronic equipment

Warning: Operation of this equipment is not intended for a residential environment and could cause radio interference.

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All disputes arising out of or relating to these Terms and Conditions shall be finally resolved by arbitration conducted in the English language in Ottawa, Ontario, Canada under the commercial arbitration rules of the Canada. The parties shall appoint as sole arbitrator a retired judge who presided in the province of Ontario. The parties shall bear equally the cost of the arbitration (except that the prevailing party shall be entitled to an award of reasonable attorneys' fees incurred in connection with the arbitration in such an amount as may be determined by the arbitrator). All decisions of the arbitrator shall be final and binding on both parties and enforceable in any court of competent jurisdiction. Notwithstanding this, application may be made to any court for a judicial acceptance of the award or order of enforcement. Notwithstanding the foregoing, Epiphan shall be entitled to seek injunctive relief, security, or other equitable remedies from any court of competent jurisdiction.

If any part of these terms is unlawful, void, or unenforceable, that part will be deemed severable and will not affect the validity and enforceability of the remaining provisions. Epiphan may, at its sole discretion and without notice, revise these terms at any time by updating this posting.

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