

Best Practice: Service to your audience

Here is some practical advice how to inform your audience and provide what they need.

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It depends on the type of event and situation which of the measures make most sense, but generally it helps to have **several touch points** for the audience so everyone gets the necessary information.

1. Informing participants ahead of the event

It's important to inform the audience before the event - for example by sending them an email with the reminder to bring headphones and their smartphones and explaining how to install the app. It also makes sense to put this information on your event website. In this way most of them come already prepared.

[Here are some text templates that can be helpful](#)

2. Service Point

We recommend to have some place where people can go to during the event if they need help. It might be helpful to have some spare headphones and adapters there for people who did not read the email :)

3. Intro sheet and slides

Print a sheet that explains how it works. You can download a ready-to-go sheet directly from within your event admin interface. It makes sense to print this and hand it out at the event and/or place it at the service point. If you have a big screen at the stage or print posters, you can show the QR code and 6-digit listener code on there, so people can scan or enter the code. We have prepared a PDF for that.

[See how to download the sheet and slide PDFs](#)

4. Extra headphones

You might want to provide some extra headphones for people who have forgotten to bring theirs. You might want to bring also some adapters for iPhone Lightning and USB-C.

[See our list of headphones and adapter recommendations](#)

5. Battery charging & power banks

LiveVoice only needs very little battery. Despite of this, some of your listeners might have forgotten to charge their phones or need to recharge their battery for some other reasons. So consider to offer battery charging stations at your event. An other option is to offer battery packs to borrow or you give your visitors some cool give-away. There are some great [power banks out there for a good price](#).

