

Troubleshooting

Troubleshoot audio and video quality and connection issues.

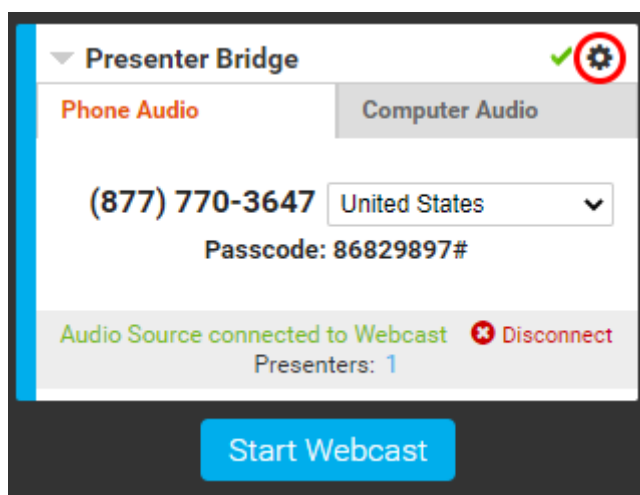
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Echo, Feedback or Distortion of Event's Audio and/or Video

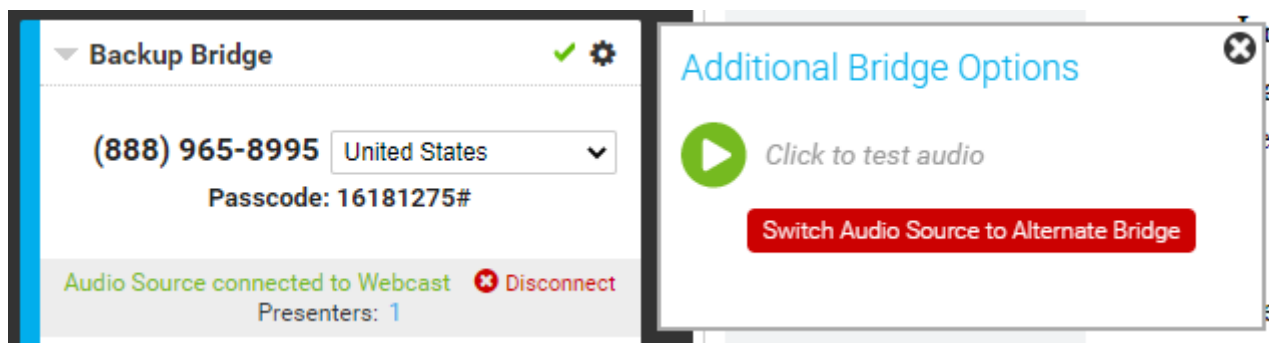
If there is an issue with the audio and/or video quality, start by determining if it is an issue with a presenter's telephone line or video feed or a local playback issue for a viewer. Issues with the event's audio/video stream will impact the entire audience. In this case, you would see a large volume of reports of issues accessing the event. Local playback issues may be isolated to a small percentage of the audience due to a problem with their computer, network or internet connection. In this case, you would see a single report or a few reports of issues.

Audio Events

For audio events, you can test the audience stream by clicking on the gear icon in the Presenter Bridge section of the Live Studio.



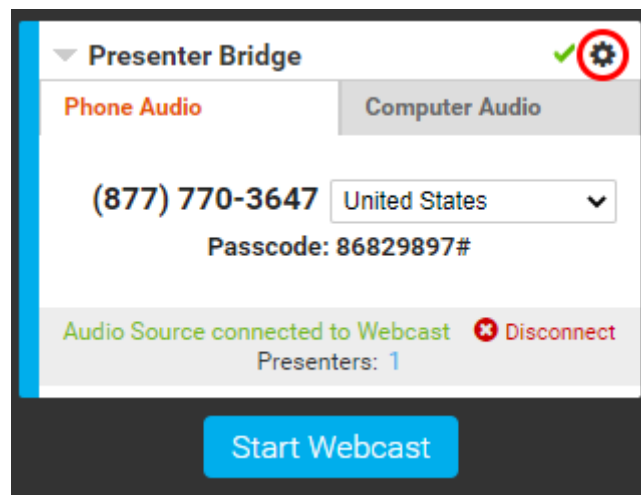
In the pop-out window, click on the Play button to listen to the stream the audience will hear.



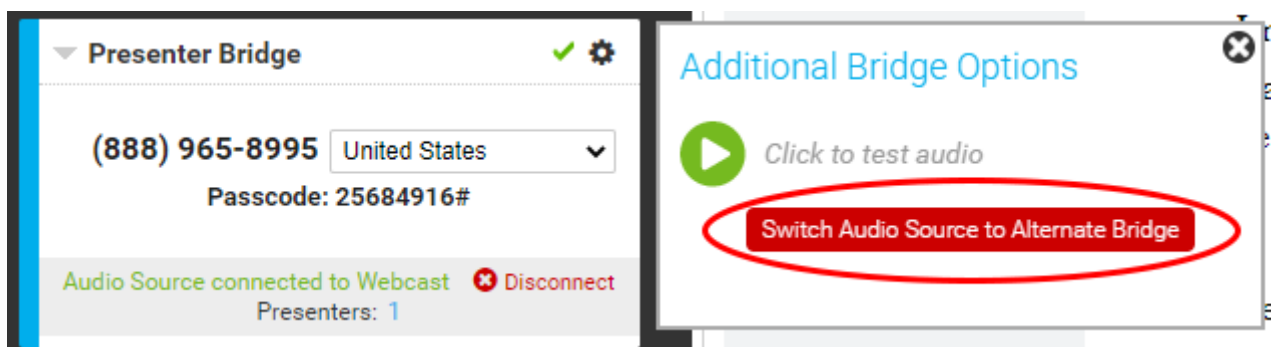
If there is an issue with an individual presenter's line, it should impact their audio only. In this case, have the presenter hang out or disconnect and join the Presenter Bridge again. If the issue persists, have them use another phone line. If there is an issue with the phone bridge, it should

impact all presenter's audio. In this case, follow the troubleshooting steps below. To confirm another line is not impacting other presenter's audio, it is recommended to have all speakers mute their lines locally to avoid feedback or an echo. Have each presenter unmute and test their audio individually to identify the problematic line.

If there is an issue with the phone bridge (not an individual speaker line) and the event was set up with a Back-up Phone Bridge, you will see a gear icon by the Presenter Bridge information in the Live Studio.



Click on the gear icon and click **Switch Audio Source to Alternate Bridge** to switch to the event's back-up phone bridge.



Follow the instructions to dial-in, connect and switch to the back-up bridge. Click **Set as Webcast Audio Source** to switch the bridge on the event.



Switch Audio Source to Alternate Bridge

If you are having trouble connecting the Presenter Bridge to the Webcast or the bridge is experiencing audio issues, dial and connect the alternative bridge below and set it as the Webcast audio source.

Phone Audio	Computer Audio
<p>(888) 965-8995 United States ▼</p> <p>Passcode: 41678733#</p>	
<p>Audio Source not connected to Webcast ➔ Connect</p> <p>Presenters: 0</p>	

Please connect the bridge to preview audio.

Set as Webcast Audio Source

Speakers will then be prompted to disconnect and dial into the new bridge.

Video Events

For video presentations, make sure you are using a wired internet connection to present and close any unneeded programs running on your computer. It's recommended to disconnect from a VPN if you are connected to one. If the audio or video issue is being experienced by the entire audience, follow the instructions below based on the video acquisition being used:

Video Bridge Events

If the issue is related to a single presenter, have the presenter close the Live Studio and reconnect to the Video Bridge. If the issue persists, have the presenter try to use a different camera and/or microphone source. If the issue is related to all presenters, switch to the Backup Stream in the Broadcast Controls section of the Live Studio. Click on the **Backup Stream** box to activate it on your event.

Max Video Bridge Participants: 10		
Primary Stream	✓ Connected	✗
Backup Stream	✓ Connected	✗
Audio Stream	✗ Not Connected	

Video Bridge Information Audio Details

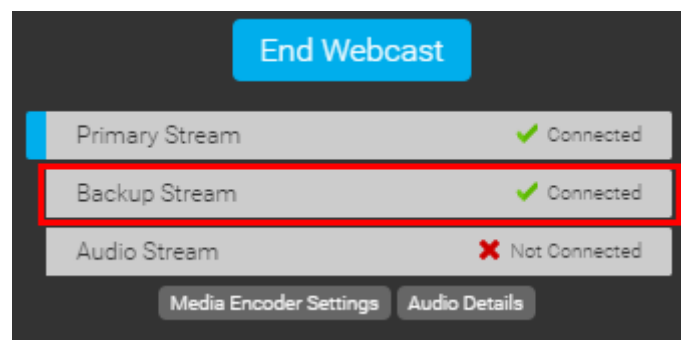
If the issue persists, use the red x next to the Primary and Backup Stream to reconnect the Video Bridge to the event.

Webcam Events

Have the presenter close the Live Studio and reconnect to their webcam. If the issue persists, have the presenter try to use a different camera and/or microphone source.

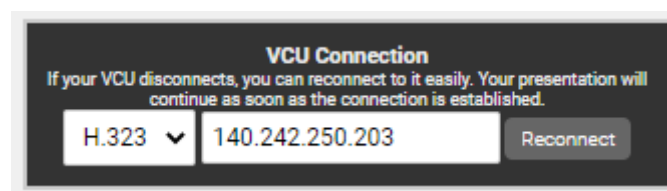
Encoder Events

If a Backup Stream has been connected, switch to the Backup Stream in the Broadcast Controls section of the Live Studio. Click on the **Backup Stream** box to activate it on your event. If the issue persists, ensure there isn't an issue with the Encoder source delivering the video feed and restart the Encoder as needed.



VCU Events

Have the presenter use the **Reconnect** button to reconnect the VCU to the event. If the issue persists, ensure there isn't an issue with the VCU source delivering the video feed and restart the VCU as needed.



Investigating a Presenter Issue

To investigate a presenter issue, please have the presenter capture the details below. For *self-service presentations*, provide this information to Support for investigation. For *managed presentations*, provide this information to your Production Manager.

- Event ID of presentation
- Description of issue
- Screenshot of the issue (if possible)
- Screenshot of System Test results (link below)
- Screenshot of WebRTC Test results (if applicable, link below)

System Test: <https://event.webcasts.com/test/advanced>

- Allow up to 30 seconds for the test to complete before taking a screenshot of the results.

WebRTC Test (Chrome-Webcam and ScreenShare Events Only):

<https://www.webcasts.com/test/webrtc.asp>

- Click **Start** at the top of the test. Allow up to 30 seconds for the test to complete before taking a screenshot of the results.

Screen share not connecting or not displaying to viewers

This troubleshooting article addresses issues related to screen sharing.

Issue

You're a presenter and you start screen share, but it doesn't connect so that you can broadcast your screen (Live Screen Share displays a message that you are no longer sharing your screen with the audience). Or, you're screen sharing and viewers can't see what you're sharing.


Resolution

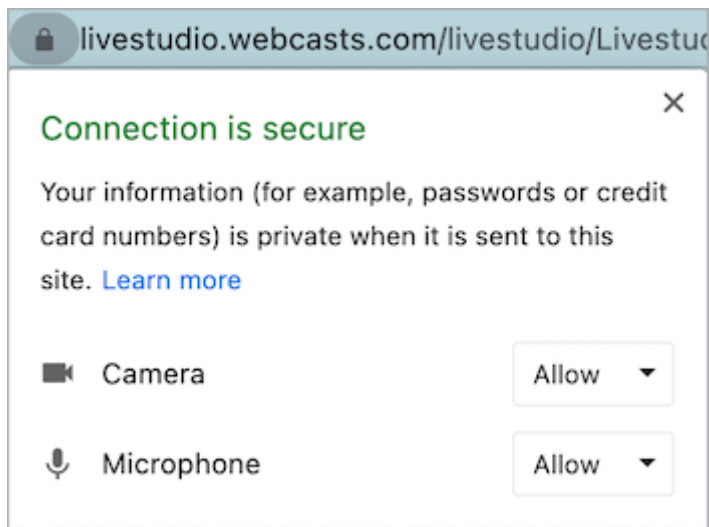
If screen share won't connect:

- Join the Live Studio with a Google Chrome browser
- Make sure you meet the network requirements for Screen Sharing listed here:
<https://www.webcasts.com/networkresources/>
- Use a wired internet connection
- Disconnect from the VPN

If screen share connects, but your screen isn't being shared, make sure Chrome can access your Camera and Microphone.

To allow Chrome access to your camera and microphone:

1. At the top of the Live Studio window, to the left side of the web address, click the **Lock**  button.
2. Next to Camera and Microphone, select **Allow**.

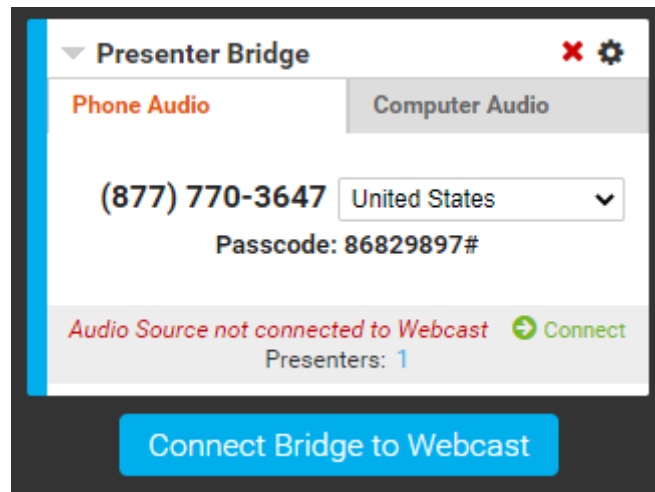


If viewers still can't see your screen, close any programs that could be using your webcam and make sure none of these programs are running in the background.

Telephone Events - Speaker Can't Connect

Connecting using Phone Audio

If you would like to connect to the Presenter Bridge using your telephone, select the **Phone Audio** tab in the **Presenter Bridge** section. The system should display a local dial-in number and Passcode for the presenter. Presenters can use the dropdown to select another country number as desired.

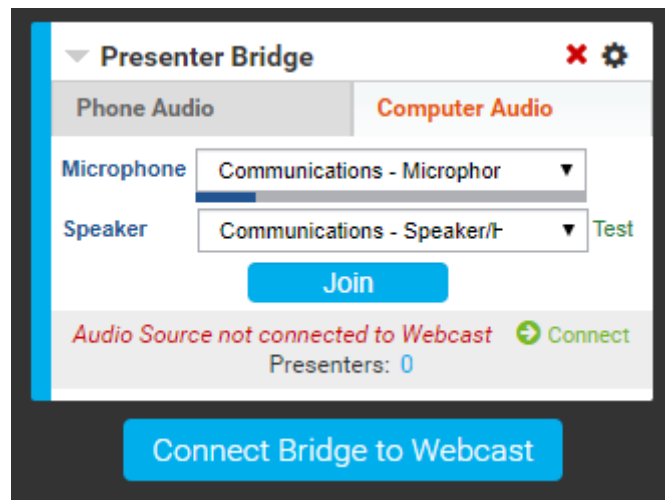


If you have issues connecting to the Presenter Bridge:

- Double-check the Presenter Bridge number and passcode to ensure you are using the correct information.
- Make sure your phone does not have any calling restrictions (ex. dial 9 to make an external call).
- Try to connect using another phone if possible.
- Switch to a VoIP connection if the issue persists.

Connecting using Computer Audio (VoIP)

If you would like to connect to the Presenter Bridge using computer audio (VoIP), select the **Computer Audio** tab in the **Presenter Bridge** section. The system will display a **Microphone** and **Speaker** dropdown to allow you to select the sources that will be used.



The audio from the selected Microphone will be registered with a blue bar directly below the **Microphone** dropdown. Click **Test** next to the **Speaker** dropdown to test the audio playback. Once your Microphone and Speaker have been tested, click **Join** to connect to the Presenter Bridge

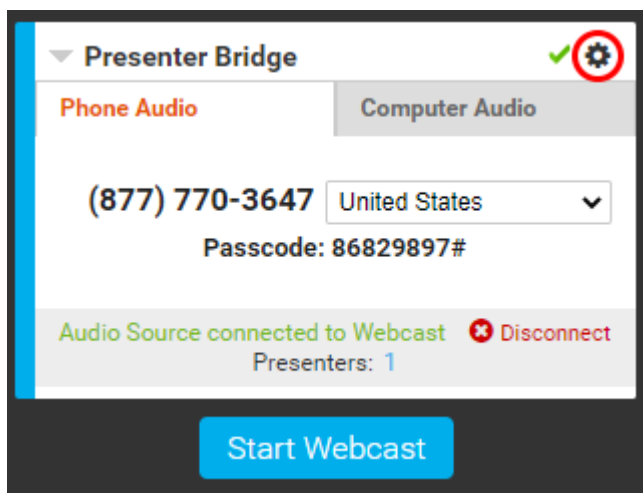
If you have issues connecting to the Presenter Bridge:

- Make sure a valid Microphone and Speaker have been selected in the setup. Choose a new source and re-join the bridge.
- If you are using a corporate network or connected to a VPN, this may introduce network restrictions that prevent you from connecting.
 - If you are using a VPN, disconnect from the VPN and try again.
 - If you are using a corporate network, refer to the [network requirements](#). Your IT team may need to make updates on your network to allow you to connect.
- If you have issues staying connected to the Presenter Bridge, check your internet connection. Computer Audio (VoIP) relies on your internet connection to deliver the audio to/from the Presenter Bridge. Any issues with your internet connection will impact your connection to the Presenter Bridge.

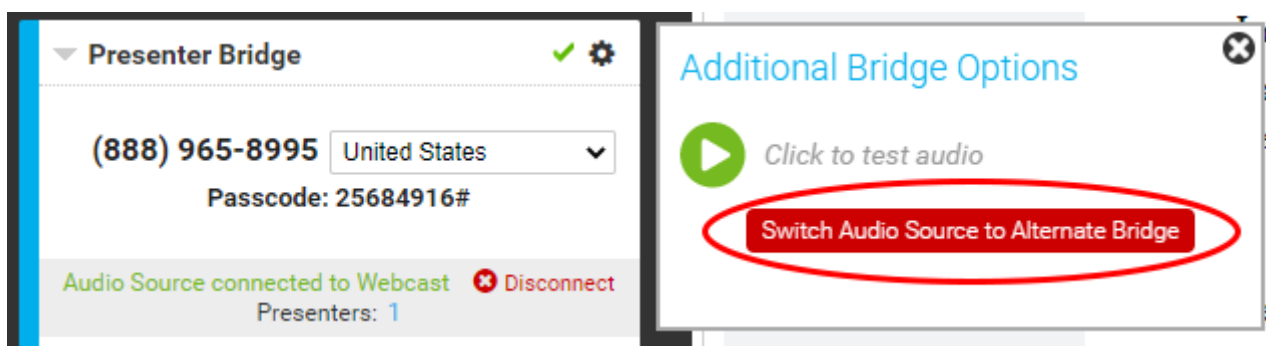
Telephone Events - Bridge Disconnected / Issue with Bridge During Event

If there is an issue with an individual presenter's line, it should impact their audio only. In this case, have the presenter hang out or disconnect and join the Presenter Bridge again. If there is an issue with the phone bridge, it should impact all presenter's audio. In this case, follow the troubleshooting steps below. To confirm another line is not impacting other presenter's audio, it is recommended to have all speaker mute their lines locally to avoid feedback or an echo. Have each presenter unmute and test their audio individually to identify the problematic line.

If there is an issue with the phone bridge (not an individual speaker line) and the event was set up with a Back-up Phone Bridge, you will see a gear icon by the Presenter Bridge information in the Live Studio.



Click on the gear icon and click **Switch Audio Source to Alternate Bridge** to switch to the event's backup phone bridge.



Follow the instructions to dial in, connect and switch to the backup bridge. Click **Set as Webcast Audio Source** to switch the bridge on the event.



Switch Audio Source to Alternate Bridge

If you are having trouble connecting the Presenter Bridge to the Webcast or the bridge is experiencing audio issues, dial and connect the alternative bridge below and set it as the Webcast audio source.

Phone Audio	Computer Audio
(888) 965-8995 United States ▼	
Passcode: 41678733#	
<i>Audio Source not connected to Webcast</i> ➔ Connect	
Presenters: 0	

Please connect the bridge to preview audio.

[Set as Webcast Audio Source](#)

Speakers will then be prompted to disconnect and dial into the new bridge.



Audio Bridge Source Changed

The audio source for this event was changed by another presenter. Please connect to the new bridge to continue.

(888) 965-8995 United States ▼
Passcode: 16181275#

VCU Events - Can't Connect / Sitting on "Connecting" Screen / "VCU Dial Out Failed" Message

This troubleshooting article addresses issues related to the VCU stream not connecting to the event.

Issue

The moderator is unable to connect the VCU stream to the event when dialing out to the VCU from the Live Studio or when dialing in to the event. Can't Connect / Sitting on "Connecting..." Screen / "VCU Dial Out Failed" Message

Resolution

- Make sure your system meets the [minimum system requirements](#)
- Review our [network requirements](#) and make sure the ports and IP ranges in the Webcast Presenters - Video Events column are permitted. If you're unsure of your settings, contact your IT Administrator.
- Make sure your VCU accepts inbound connections. If you're unsure of your settings, contact your IT Administrator.
- Make sure you have selected the correct protocol (SIP or H.323) for your VCU. If your VCU supports URI or IP calling, try both options.
- Make sure you're using the correct SIP or H.323 address and that there are no typos.
- Make sure your VCU doesn't require a PIN to be included in the address. This information can be accessed in your VCU setup.
- Make sure the VCU is on and streaming an audio or video feed.
- Disconnect the VCU from any other calls.
- Use a wired internet connection
- Disconnect from the VPN

Still need help? Contact Support for assistance.

Video Bridge Events - Guest Presenter or Presenter Disconnected

If a *Guest Presenter* is dropped from the bridge, check to make sure an Admin has joined the Video Bridge in the Live Studio. An Admin needs to join the Video Bridge to connect and start the presentation. If an Admin has not joined the Video Bridge, you will see a notification in the Video Bridge.



If *any Presenter* is dropped from the bridge, please check your internet connection. Individual presenters disconnecting is typically related to an issue with their internet connection. We recommend using a wired connection to ensure a solid, stable connection while broadcasting your video. If you are connected to a VPN, please disconnect before joining the Video Bridge.

Video Bridge Events - Speaker Connectivity Issues

This troubleshooting article addresses issues related to a presenter's audio or video stream not connecting to the video bridge.

Issue

In the Live Studio, presenters are unable to connect their video stream to the video bridge.

Troubleshooting

Before connecting to the Video Bridge, select your desired camera and microphone in the setup.



A preview of your selected camera will display. The microphone icon at the bottom of the video preview serves as an audio meter to confirm your audio is being received. Make sure you see your camera preview and audio being registered before connecting.

If your camera and/or microphone is not working, check the following:

- Ensure your Operating System and Internet Browser are not blocking access to your Camera or Microphone.
 - Check your camera and microphone permissions for [Windows](#) or Mac ([camera](#), [microphone](#)).

- For allowing access in Google Chrome, [click here](#).
- For allowing access in Microsoft Edge, [click here](#).
- Close any programs and other browsers that could be using your webcam and make sure none of these programs are running in the background. You can also restart your computer. This should help ensure your devices aren't being used by another program and will also help improve your computer's performance.

If you are able to select your desired devices but encounter issues connecting to the Video Bridge or are able to connect but cannot be seen and/or heard (or see/hear others), there could be several reasons related to your computer's performance, internet connection, or application conflicts. Below are troubleshooting steps to help resolve the issue:

- **Check Your Internet Connection**

In addition to your computer's resources, a stable and fast internet connection is crucial for connecting to a Video Bridge event. Checking the following:

- ◦ VPN: Disconnect from VPN if you are using one.
- Wi-Fi: If you're on Wi-Fi, try switching to a wired connection for more stability.
- Bandwidth: Ensure no other devices or applications are using significant bandwidth (e.g., streaming videos, large downloads).
- Speed Test: Run an internet speed test to check your connection's download and upload speeds. For webcasts, an upload speed of at least 3-5 Mbps is recommended.
- Make sure your system meets the [minimum system requirements](#).
- Review our [network requirements](#) and make sure the ports and IP ranges in the **Webcast Presenters - Video Events column** are permitted. If you're unsure of your settings, contact your IT Administrator for assistance.

- **Check Your Computer's Resources**

Your computer's resources—such as CPU usage, memory (RAM), and disk space—are critical when connecting to a video conference or webcast. High resource usage can cause delays, poor performance, or failure to connect.

How to Check Your Computer's Resources (Windows)

- Open Task Manager:
 - Press Ctrl + Shift + Esc to open Task Manager.
- Review Resource Usage:
 - Under the **Performance** tab, you'll see graphs displaying CPU, memory, disk, and network usage.
 - If CPU or memory is near 100%, this could affect your ability to connect to the event.
- Close Resource-Intensive Processes:
 - Click on the **Processes** tab to see a list of running applications and background processes.
 - Sort the list by CPU or Memory to identify any applications that are using too many resources.
 - Right-click on a high-usage process and select **End Task** to close it.

How to Check Your Computer's Resources (Mac)

- ◦ Open Activity Monitor:
 - Go to **Applications > Utilities > Activity Monitor**.
- Review Resource Usage:

- In Activity Monitor, select the **CPU** and **Memory** tabs to see your system's resource usage.
- Look for processes consuming a large amount of CPU or memory.
- Close Resource-Intensive Applications:
 - Highlight any app that's using a disproportionate amount of resources, then click the **X** in the top-left corner of the Activity Monitor window to quit the app.

- **Shut Down Web Meeting Tools Like Teams, Zoom, and WebEx**

Web meeting tools like Microsoft Teams, Zoom, and Cisco WebEx consume significant system resources, even when you're not actively using them. These tools often run background processes that could be affecting your connection.

Microsoft Teams

- ◦ Exit the Teams Application:
 - Right-click the **Teams** icon in the system tray (Windows) or menu bar (Mac).
 - Select **Quit** or **Close**.
- End Background Processes:
 - Open Task Manager (Windows) or Activity Monitor (Mac) as described above.
 - Look for any background processes related to Teams (e.g., **Teams** or **Teams Updater**), and end these tasks if necessary.

Zoom

- ◦ Exit the Zoom Application:

- Click on the **Zoom** icon in your system tray or menu bar.
- Select **Exit Zoom** (Windows) or **Quit Zoom** (Mac).
- End Background Processes:
 - In Task Manager or Activity Monitor, look for any **Zoom** processes running in the background and terminate them.

WebEx

- ◦ Exit WebEx:
 - Right-click the **WebEx** icon in the system tray (Windows) or menu bar (Mac).
 - Select **Quit WebEx**.
- End Background Processes:
 - In Task Manager or Activity Monitor, look for **WebEx** or **Cisco WebEx** processes and end them if they're still running.

• **Disable Resource-Intensive Applications**

Some applications and services consume significant CPU, memory, or network resources. Disabling these apps before connecting to a webcast or video conference can help ensure a smoother experience.

Examples of Resource-Intensive Applications:

- ◦ Web Browsers:
 - Browsers, especially when multiple tabs are open, can consume a lot of memory. Close any unnecessary browser tabs or windows.
- File Syncing Services:

- Apps like **Dropbox**, **Google Drive**, or **OneDrive** sync files in the background and can use significant bandwidth and CPU. Disable syncing temporarily if not needed during the event.
- Cloud-Based Backup Tools:
 - Backup tools such as **Carbonite** or **Backblaze** often run continuously, performing background backups. These can be paused or disabled during the event.
- Gaming Software:
 - If you have software like **Steam** or **Epic Games Launcher** running in the background, close them as they can use a significant amount of resources.
- Video Editing or Rendering Software:
 - Applications such as **Adobe Premiere**, **Final Cut Pro**, or **DaVinci Resolve** can use a large portion of your CPU and memory when running. Close these programs during the webcast.
- Disable any security software running on your device (Examples: Zscaler and Netskope).

How to Disable Apps (Windows)

- ◦ Open Task Manager (Ctrl + Shift + Esc).
- End Background Applications:
 - Go to the **Processes** tab and identify any applications consuming a high amount of resources.
 - Right-click on these applications and select **End Task**.
- Disable Startup Programs:
 - In Task Manager, go to the **Startup** tab.

- Disable unnecessary apps that may automatically start when Windows boots.

How to Disable Apps (Mac)

- ◦ Quit Apps:
 - In the **Activity Monitor**, highlight resource-heavy apps and click the **X** to quit them.
- Disable Startup Programs:
 - Go to **System Preferences > Users & Groups**.
 - Select your user account, and click the **Login Items** tab.
 - Uncheck any apps you don't need to run at startup.

Network restrictions typically require assistance from your local IT and may not be able to be resolved without advanced notice. In this case, using a public internet connection and/or a personal computer should resolve the issue. You can use these work arounds to resolve the connection:

- Try to connect using an public/unrestricted network or your phone's hotspot, rather than a corporate network, for your internet connection.
- Try using a personal laptop, rather than a company provided device, as your computer source.

Still need help? Contact Support for assistance.

Connecting Using Skype

- For Lync/Skype for Business users: Your company may block access to external locations, which would prevent you from connecting to the Video Bridge. Below is a link to update your Lync/Skype for Business settings to allow external access. Depending

on your setup, this may require your IT department to allow access (Lync/Skype for Business). Help Information: <https://support.office.com/en-us/article/Allow-users-to-contact-external-Skype-for-Business-users-b414873a-0059-4cd5-aea1-e5d0857dbc94>

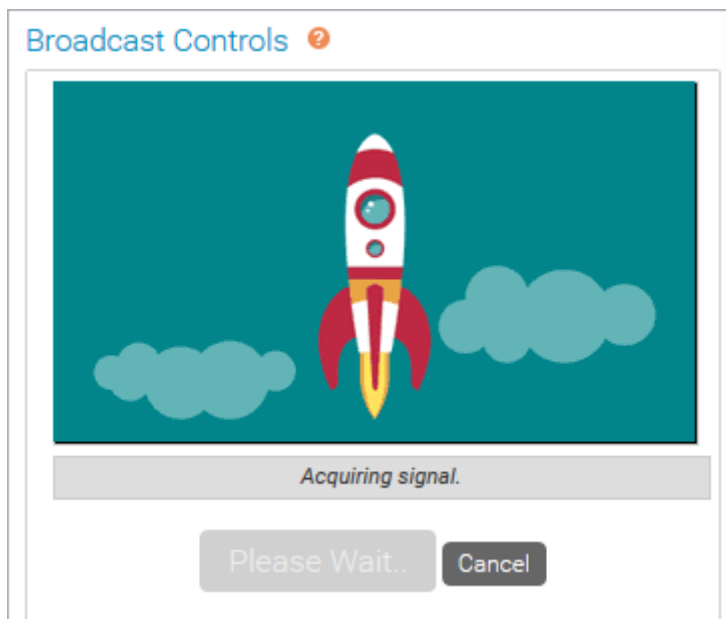
- For regular Skype users: You need to provide an email address for your Skype account to connect. Make sure your Skype account is associated with a Microsoft email address to utilize Skype on the Video Bridge (Skype Acquisition).

Webcam broadcasts - Stream not connecting

This troubleshooting article addresses issues related to connecting the webcam stream to the event.

Issue

You're a moderator and you connect the webcam stream, but it doesn't connect so that you can start the event. The connecting screen displays the video player, but your webcam stream is never connected.



Resolution


If the webcam stream won't connect:

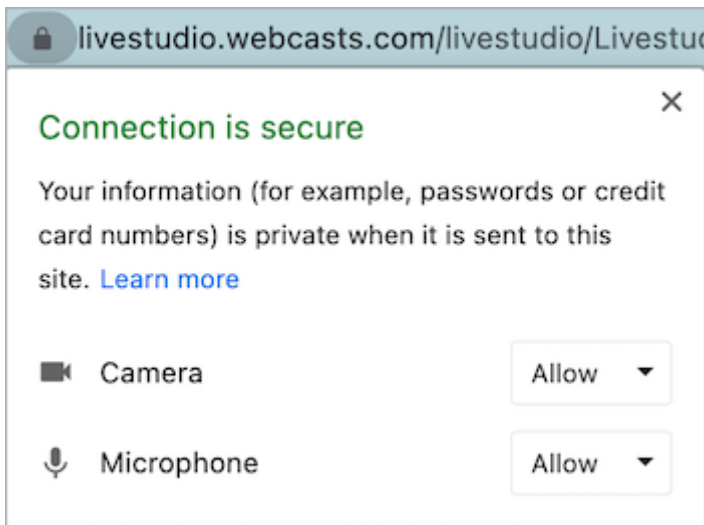
- Make sure your system meets the [minimum system requirements](#)
- Make sure you meet the [network requirements](#) for Webcam broadcasts in the Webcast Presenters - Video Events column
- In the Broadcast Controls panel, click **Cancel**, make sure an audio and video source has been selected, and reconnect the stream
- Use a wired internet connection
- Disconnect from the VPN

- Install the latest version of your webcam driver

When you join the Live Studio, make sure your browser is allowing the Live Studio to access your webcam and microphone.

To allow your browser access to your camera and microphone:

1. At the top of the Live Studio window, to the left side of the web address, click the **Lock**  button.
2. Next to Camera and Microphone, select **Allow**.



If you still can't connect your webcam stream, close any programs that could be using your webcam and microphone and make sure none of these programs are running in the background.

Still need help? Contact Support for assistance.

Webcam Events - Message stating "Access to your webcam is required to continue"

This message indicates that the computer's video and audio sources are already in use or access is blocked. Please follow the troubleshooting steps below:

- You should see a prompt in the browser asking if you would like to use your webcam/microphone. Click **Yes** when prompted.
- Close any programs and other browsers that could be using your webcam and make sure none of these programs are running in the background.
- Check your browser's settings to make sure the browser can connect to your webcam and microphone.
 - For Chrome:
 - At the top right, click **Settings** (three vertical dots).
 - In the "Privacy and Security" section, click "Site settings".
 - Under the "Camera" or "Microphone" options, select "Ask before accessing".
 - To remove permissions you already granted/blocked to sites, click on the Camera or Microphone option. Make sure there are no ".webcasts.com" URLs listed as "Blocked".
 - For Firefox:
 - Click on the **Show Site Information** button (top left of the browser next to the URL).
 - Click on the arrow button next to the "livestudio.webcasts.com" name.
 - Click **More Information**.
 - On the Permissions tab, make sure the **Use the Camera** and **Use the Microphone** options are set to **Use Default** or **Allow**.

- For Microsoft Edge:
 - At the top right, click **Settings** (three horizontal dots).
 - Click on the **Menu** button in the top left (three horizontal lines).
 - Select **Site Permissions** in the list.
 - Under "Camera" or "Microphone," make sure they are set to **Ask First**.
 - To remove permissions you already granted/blocked to sites, click the "Camera" or "Microphone" option. Make sure there are no ".webcasts.com" URLs listed as "Blocked" in the Managed exceptions section.
- Internet Explorer is not supported for use with the Video Bridge as the Video Bridge requires your browser to support HTML5.
- Ensure your Operating System is not blocking access to your Camera or Microphone.
 - For the Windows 10 Operating System, follow these instructions:
<https://support.microsoft.com/en-us/help/4468232/windows-10-camera-microphone-and-privacy>
 - For the Mac OS, follow these instructions:
 - Camera: <https://support.apple.com/guide/mac-help/control-access-to-your-camera-on-mac-mchlf6d108da/mac>
 - Microphone: <https://support.apple.com/guide/mac-help/control-access-to-your-microphone-on-mac-mchla1b1e1fe/mac>

If you continue to have issues, your network may be blocking access to your webcam. Please make sure you meet the [network requirements](#).

Encoder Events - Cannot Connect or Connection Dropping

Encoder connections can occur for a variety of reasons. If cannot connect your encoder to an event or experience drops in connection, please follow the troubleshooting steps below:

Cannot Connect

If you cannot connect your encoder, please check the following settings:

- Confirm the **Stream URL** and **Stream ID** listed in the **Media Encoder Settings** of the **Live Studio** exactly match the stream settings of your encoder setup.

Media Encoder Settings

*Please be sure to configure your encoder to create a local backup of your recording. Example: In Wirecast 8+, use the **Record to Disk** option*

Primary Stream	Wirecast 8+ Profile
Stream URL:	rtmp://ingest-us1.webcasts.com/abr_live
Stream ID:	mp4:J33GHJ9GS4
Backup Stream	Wirecast 8+ Profile
Stream URL:	rtmp://ingest-us2.webcasts.com/abr_live
Stream ID:	mp4:YGZWHRPP5Z

Specific things to check:

- Confirm there are no typos or extra spaces in the URL or ID.
 - Make sure the Primary URL and Primary ID are used together (do *not* use the Primary URL with the Backup ID or vice versa).
 - Double check the end of the Stream URL(s) to make sure it matches the URL in the Live Studio. If your event uses ABR (adaptive bitrate), the URL(s) will end with "/abr_live". If the event uses CBR (constant bitrate), the URL(s) will end with "/convey_live".
- It is not recommended to save or reuse encoder profiles from past events as settings can change. Please enter the settings manually or, if you are using Wirecast, download the Wirecast profile next to each stream name.

Connection Dropping

If you connect your encoder but experience issues with the encoder dropping/disconnecting, please check the following settings:

- Confirm the settings on your encoder profile matches the **Encoder Settings** listed in the **Media Encoder Settings** of the **Live Studio**. Specific things to check:

Encoder Settings

Encoder:	H.264
Width x Height:	1280x720
Frames per second:	30 fps
Keyframe:	Every 60 frames (2 seconds)
Video Bitrate:	1700 kbps
Profile:	Main (3.1)
Audio Encoding:	AAC
Audio Bitrate:	96 kbps
Audio Sample Rate:	44.1 KHz
Audio Channels:	Mono

- Confirm the **Video Bitrate** and **Audio Bitrate** match the settings from the Live Studio. The recommended bitrates will vary based on the video window size selected in the Webcast setup.
 - Note: using a higher bitrate can cause the stream to disconnect if the cap is reached.
- Confirm the **Keyframe** is set to **Every 60 frames (2 seconds)**.
 - Note: The name of this setting may vary based on your encoder. For Wirecast, this should be set to a "Key frame every 60 frames" based on a 30 FPS setting, and OBS should be changed from the default "0=auto" setting to a "2 s" Keyframe Interval.
- Confirm the **Encoder** and **Audio Encoding** codecs are set to **H.264** (video) and **AAC** (audio). It is recommended to use **Main (3.1)** for the Profile.