

# 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.

The Presenter Bridge section with the Gear button circled

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

## The Backup Bridge section with the Additional Bridge Options window

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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.

The Presenter Bridge section with the Gear button circled

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

The Presenter Bridge section with the Additional Bridge Options window and the Switch Audi

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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 window shows the dial-in information for the back

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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.

Video Bridge streams section shows video streams connected and back

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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.

Encoder streams section shows video streams connected and backup st

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## 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.

VCU Connection section shows the H.323 protocol selected and the VCU

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# 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.

# 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.

[Phone Bridge section shows Phone Audio tab and dial-in details](#)

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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.

Phone Bridge section shows Computer Audio tab and camera and micro

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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.

# 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.

Video Bridge shows the [Waiting for your host to connect screen](#)

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 Can't Connect

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.

## 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.
- Ensure your Operating System is not blocking access to your Camera or Microphone. Check your camera and microphone permissions for [Windows](#) or Mac ([camera](#), [microphone](#)).
- Close any programs and other browsers that could be using your webcam and make sure none of these programs are running in the background
- Use a wired internet connection
- Disconnect from the VPN

### 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** [LiveStudio-Chrome-LockButton-21px.png](#)

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2. Next to Camera and Microphone, select **Allow**.

[LiveStudio-Chrome-CameraMicAllowed.png](#)

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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.

## **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.

[Broadcast Controls shows the stream connecting screen in the video player](#)

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## 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.  
Image not found or type unknown
2. Next to Camera and Microphone, select **Allow**.

[Chrome settings show camera and microphone allowed](#)

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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](#).