

Video Bridge

Events

These help articles will cover using the Video Bridge acquisition to deliver your live events.

- [Video Bridge Guide for Presenters and Guest Admins](#)
- [Video Bridge Overview \(Moderators\)](#)
- [How do I connect and broadcast using the Video Bridge?](#)
- [About Presenter Webcam Layouts on the Video Bridge](#)
- [Change the Presenter Webcam Layout on the Video Bridge](#)
- [Adding Virtual Backgrounds on the Video Bridge](#)
- [Spotlight Presenter Webcams on the Video Bridge](#)
- [Hiding Presenters from Appearing on the Video Bridge](#)
- [Video Bridge Integrations - Zoom](#)
- [Help Video - Testing a Video Bridge Connection](#)
- [Help Video - Video Bridge Training for Guest Speakers](#)
- [Help Video - Video Bridge Training for Administrators/Hosts](#)
- [Video Bridge Tab Mini-View](#)
- [Screen Sharing on the Video Bridge](#)

- [Video Bridge Connectivity Guide](#)
- [Connecting to Social Media for Live Streaming](#)

Video Bridge Guide for Presenters and Guest Admins

A Video Bridge allows presenters to connect to an event and broadcast from different camera sources and locations. As a presenter, you will join the event from your computer and connect the video source that you'll use to speak to the audience. Often this is a webcam, but you can also broadcast and present from a video conferencing system, Skype for Business, or a telephone (where you're not on camera).

Use this guide to learn how to test your system and connect to the Video Bridge. This guide contains the following topics:

- [System Requirements](#)
- [Test your System](#)
- [Connect to the Video Bridge](#)
- [Connect using Another Source](#)
- [Navigate the Video Bridge](#)

System Requirements

All presenters and venues must meet the following minimum system requirements:

- Operating system - Windows 11, Windows 10, Windows 8.1+ Pro, macOS 10.14+
- Processor - Intel Core i5 3.0GHz or equivalent
- RAM - 4GB
- Internet connection - A dedicated and hardwired high-speed connection of 1.5 Mbps+ (upload and download). We do not recommend using a Wi-Fi connection since it is prone to dips in bandwidth that can negatively impact your video connection.

- Internet Browser - Chrome (latest version), Firefox (latest version), Microsoft Edge (latest version)

Note: Firefox does not support screensharing.

- Webcam - High quality or HD webcast (for example, Logitech C920)
 - Microphone - Headset microphone or webcam mic with built-in noise-cancelling
- Note: If you are using a microphone, use headphones or earbuds to prevent feedback from your computer speakers.

Before the event, presenters and venues must also:

- Plug in their computers. Do not run an event on battery power.
- Disconnect from the VPN.

Test your System Before the Event Starts

It's important that you make sure your system is compatible before the event begins to identify and resolve any issues. **At least 48 hours before the event**, join the Live Studio and run a diagnostic on your system with the network and equipment you plan to use on the day of the event. This checks the quality of your audio and video connections.

You should have received an email with login details and a link to the Guest Admin or Guest Presenter Access site. The Guest Admin site includes a button that lets you enter the Live Studio.

To test your webcam and microphone:

1. Sign in to the Guest Admin site and click **Live Presenter Studio**.
2. In the Live Studio, click **Test your webcam**.

[image-1710349998742.png](#)

Image not found or type unknown

3. Enter your name and click **Next**.

Hello. What's your name?

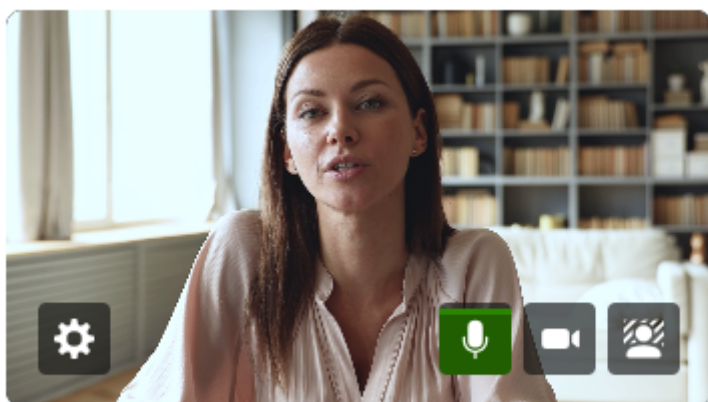
Please enter a display name so other people know who's in the meeting

Your name

Sally Jones

Next

4. Select the Microphone, Camera, and Audio Output sources you will use during the event. Confirm that the microphone volume level and webcam preview work properly. Click **Test your speakers** to make sure you can hear the event audio during the event.



📹 OBS Virtual Camera ▾

🎤 Default - Microphone Array (Realtek(R) A... ▾

[Test your microphone](#)

🔊 Default - Speakers (Realtek(R) Audio) ▾

[Test your speakers](#)

Join now

5. Click **Join now** and follow the guided connection test instructions.

The test records a short clip of your audio and video and plays it back to you. Make sure the video plays clearly, without feedback or echo. If it does not record correctly, there could be a network connection issue. Check that you have a wired (LAN) connection to the internet and that it is active.

If you have any issues, run the test again. If you continue to have issues, contact support or your event host.

Connect to the Video Bridge

To join the Video Bridge:

1. Sign in to the Guest Admin site and click Live Presenter Studio.
2. Click **Join using my webcam**.

[image-1710350777656.png](#)

Image not found or type unknown

3. Enter your name and click **Next**.

[image-1709650230496.png](#)

Image not found or type unknown

4. Select the Microphone, Camera, and Audio Output sources you want to use for the broadcast using the available dropdowns. Confirm that webcam preview work properly

and that your microphone audio is being registered on the microphone icon in the webcam preview window. Click **Test your speakers** to make sure you can hear the event audio during the event.

[image-1709650380984.png](#)

Image not found or type unknown

If you are a technical assistant or moderator who will not speak or appear on camera, use the microphone icon or camera icon in the lower right of the video preview to mute your microphone or turn off your webcam.

[image-1709650435166.png](#)

Image not found or type unknown

5. In the lower right of the video preview, click on the person icon to add a blurred or virtual background to your video stream.

[image-1709652974717.png](#)

Image not found or type unknown

6. Click **Join now**.

Note: The Video Bridge utilizes UDP/TCP RTP Media Traffic over ports 4000-5000 to connect a webcam. If a presenter's connection to the Video Bridge is blocked by their network, the system will automatically failover to use TCP 443 (HTTPS).

This failover is intended for presenters behind on a restricted network to ensure a connection can be made. However, TCP media is often subject to a noticeable delay and synchronization issues between audio and motion, as well as a delay on content share streams. It's always better to use a UDP/RTP connection whenever possible. For that reason, it is recommended that presenters disconnect from VPN before presenting. It is also recommended to test your system in advance to ensure there aren't any issues connecting on the live event.

Connect to the Video Bridge using Another Source

If you are not able to connect to the Video Bridge, are experiencing issues with your audio/video stream on the Video Bridge due to a connection or network issue, or prefer to join from another source, the Video Bridge has additional connection options.

To join the Video Bridge:

1. Sign in to the Guest Admin site and **click Live Presenter Studio**.
2. Click **Join another way**.

image-1710350847439.png

Image not found or type unknown

3. You will options to connect via Telephone, Skype for Business/Lync, or Video Conferencing Unit using H.323, SIP or a video Bridge Domain. Follow the instructions listed below to connect.

Navigate the Video Bridge

Live Studio Layout

Once connected to the Video Bridge, presenters will be able to see and communicate with other presenters on the Video Bridge. In addition to the Video Bridge, you may see tabs along the top of the Live Studio that provide access to Slides, Overlay Videos, Surveys and other content on your event. Please confirm with the Event Host your responsibilities during the presentation.

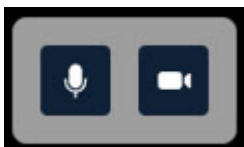
image-1709653900130.png

Image not found or type unknown

Once the event begins, you'll see "On Air" at the top of the window to confirm you are live to viewers. You can now speak, advance slides and use other controls for the event.

Video Bridge Controls

At the lower right of the Video Bridge window, each presenter has buttons to control their connection:



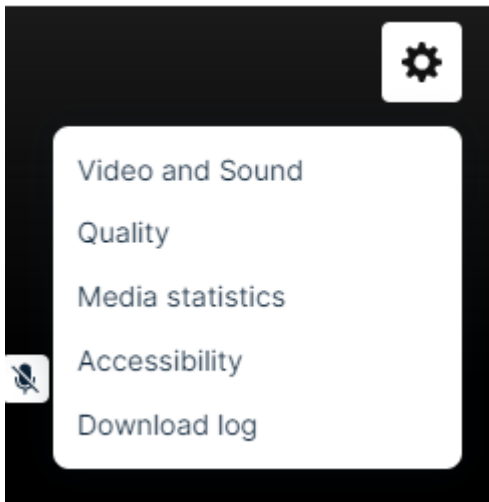
- Click on the microphone button to mute your audio.
- Click on the camera icon to hide your camera from displaying to viewers. These local controls can be toggled on/off during the event as needed.

Along the left side of the Video Bridge window, use the menu to access additional controls:



- Click on the people icon to access the Presenter List.
- Click on the up arrow icon to share your screen. Additionally details on screen sharing are included below.
- Click on the hand icon to raise your hand if you'd like to notify the event moderator or other speakers of your desire to talk.
- Click on the double arrow icon to launch the Video Bridge in full-screen view. Press Esc on your keyboard to exit full-screen view.
- Click on the speaker icon to mute the audio from Video Bridge.

Click on the gear icon in the top right to access advanced settings:

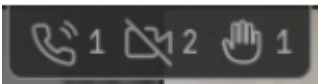


- Select **Video and Sound** to access controls to select or change your camera, microphone and audio playback sources. Enable "Voice Focused Noise Suppression" to suppress background noise on your connection. Enable "Prioritize Sharing Video" to prioritize motion over sharpness when sharing content with other participants. This is the best option when sharing video through screenshare as the motion will be smoother. When sharing static presentations or images, leave the option disabled to prioritize sharpness. Click Save to apply any changes to these settings.
- Select **Quality** to adjust your connection quality. This setting impacts the amount of bandwidth required by the presenter. It is set to Auto by default, so the quality will automatically adjust based on a presenter's connection, but it can be manually adjusted using the dropdown here.
- Select **Media Statistics** to see statistics on your connection. This will allow you to see the overall connection quality, along with details like packet transmission, packet loss and jitter. It is helpful to review these statistics if a presenter is having issues with their connection.
- Select **Accessibility** to always display Video Bridge controls. By default, controls will fade away after a few seconds of inactivity, but this setting will keep the controls displayed at all times.

- Select **Download Log** to download a log with details on your connection to the Video Bridge. If a presenter encounters issues with their Video Bridge connection, it's recommended to download the log here before exiting the Live Studio. The Video Bridge log will be helpful to investigate any issues encountered.

Bridge Indicators

Small indicators display at the top center of the Video Bridge view in Live Studio to show important details about your presenters. These indicators are not broadcast to your audience.



- **Presenter count:** Total number of presenters when there are more than can be shown in the current layout
- **Phone participants:** Number of presenters connected by phone
- **Muted cameras:** Number of presenters with video off
- **Raised hands:** Number of presenters with a raised hand

Screensharing

When sharing your screen, a pop-up window will appear allowing you to select what content you want to share. Select one of the tabs along the top: a **Chrome Tab**, **Window** (or application), or your **Entire Screen**.

[image-1709654331631.png](#)

Image not found or type unknown

Under the selected tab, choose one of the available options and click **Share** to make your screen share active to viewers.

[image-1709654393561.png](#)

Image not found or type unknown

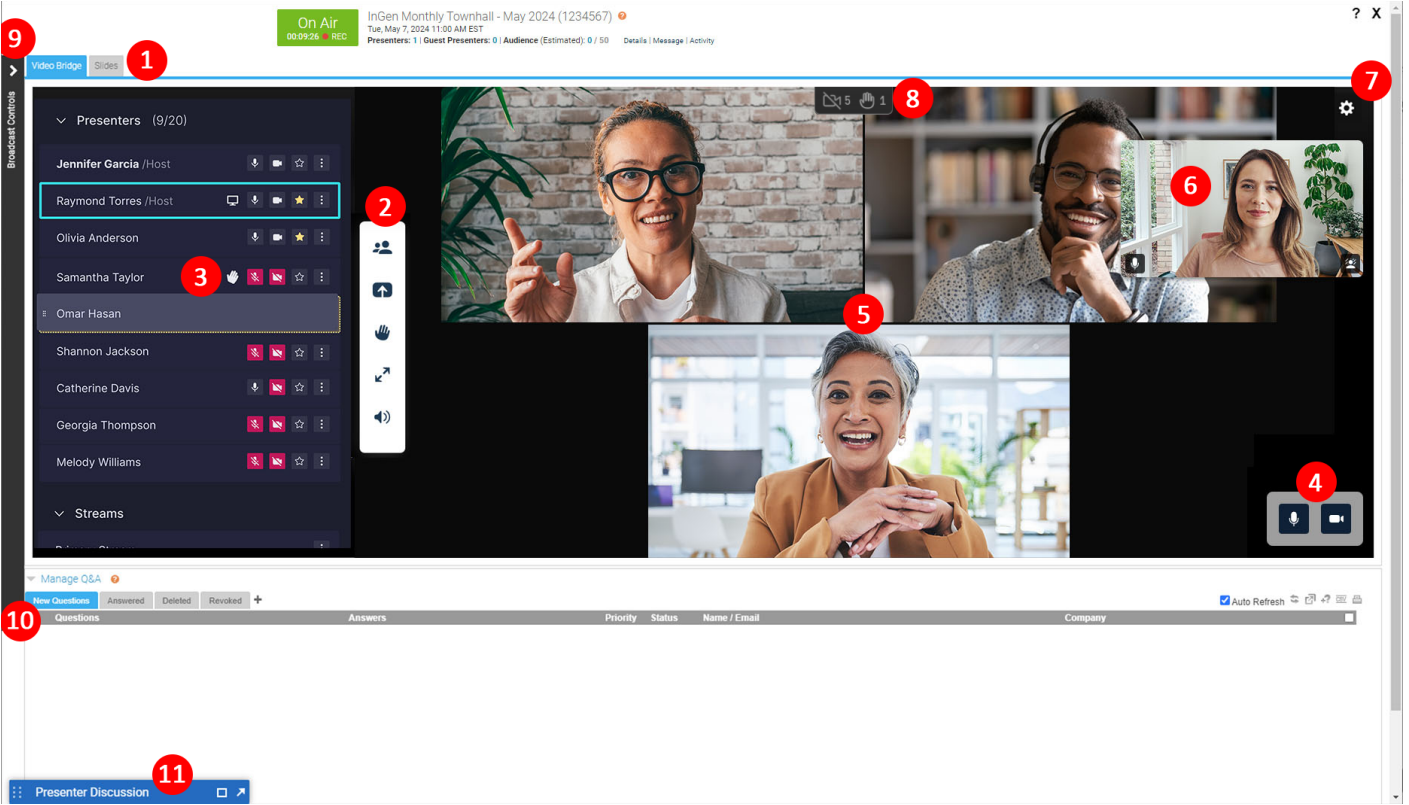
Note: When sharing your **Entire Screen** or a **Chrome Tab**, use the "Also share system audio" toggle share your computer's audio along with your screen.

Once active, viewers will see the selected screen share application, a small window in the top right with the camera for the presenter sharing their screen, and a shared audio feed from the video bridge. Presenters should minimize their Live Studio and begin their screen share. Once complete, click **Stop Sharing** to end the screen share.

[image-1709654476596.png](#)

Image not found or type unknown

Video Bridge Overview (Moderators)



Number	Feature	Description
1	Live Studio Tabs	<p>Controls for different aspects of the event are grouped into tabs. Click the Video Bridge tab to manage your own webcam and audio, select a layout, and to manage presenter webcams and audio.</p> <p>Controls for Slides, Surveys, Overlay Videos, and other content you uploaded to the event are displayed in their own tabs next to the Video Bridge tab.</p>

Video Bridge Controls

Select from the available options to access controls:



Select to display the Presenter List and controls for managing presenter connections.



Select to share your screen with viewers.



Select to raise your hand to get the attention of the host/moderator.








Select to display the Video Bridge in full-screen view. Press Esc to exit full-screen view.



Select to mute your

Next to each presenter connection, you may see the following icons:

	Indicates a presenter's microphone is unmuted.
	Indicates a presenter's microphone is muted.
	Indicates a presenter's microphone is unmuted.
	Indicates a presenter's microphone is muted. Presenters with a muted camera will be prevented from appearing in the video stream for the event.
	Indicates a presenter is not Spotlit.

Presenters can use the available options to control their connection to the Video Bridge. Available options:



Use the microphone icon to mute/unmute your microphone.



Use the camera icon to mute/unmute your camera. Muting your camera will prevent you from appearing on the video stream for the event.

5	Active Speaker(s)	<p>The webcam of the presenter(s) will appear here. The number of speaker and layout of be determined by the layout selected by the Administrator. For more details on adjusting the layout of the Video Bridge, review this article: About Presenter Layouts</p> <p>Voice-activated camera switching is used to highlight the webcam of the presenter who is speaking (and recent speakers when using multiple frame layouts). To choose whose webcams are on stage, review this article: Spotlight Presenter Webcams on the Video Bridge</p>
6	Your Camera View	<p>A live view of your webcam. Hover over the window to access a button in the top right of the window to hide your self-view. Click and drag this window to another location on the Video Bridge to change where it appears locally.</p>

Click on the gear icon to access the advanced settings menu. Available options:

- Select **Meeting Layout** to adjust the Layout of the Video Bridge. Options are grouped into a variety of layout types including Filmstrip, Grid, Speaker, Individual and Adaptive. Refer to our help articles for additional details on layout options. Click Save at the bottom to save any changes to the Video Bridge layout.
- Select **Meeting Settings** to access additional meeting settings. Enable "lock the meeting" to prevent presenters from automatically joining. Hosts will have the ability to approve or deny access to any presenters that try to join when the meeting is locked. Enable to "Show

Small indicators display at the top center of the Video Bridge view in Live Studio to show important details about your presenters. These indicators are not broadcast to your audience.

**Presenter count:**

Total number of presenters when there are more than can be shown in the current layout

**Phone participants:**

Number of presenters connected by phone

**Muted cameras:**

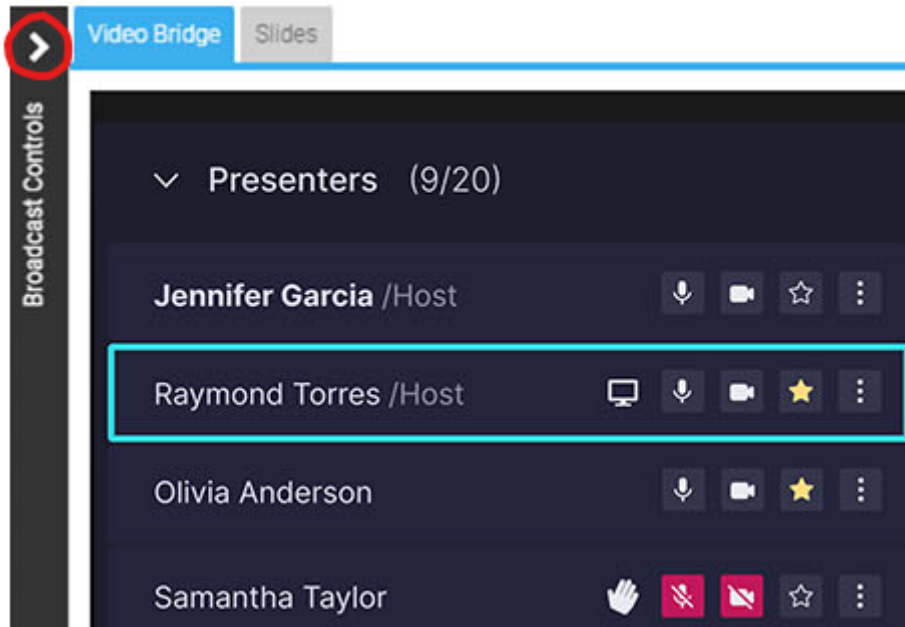
Number of presenters with video off

**Raised hands:**

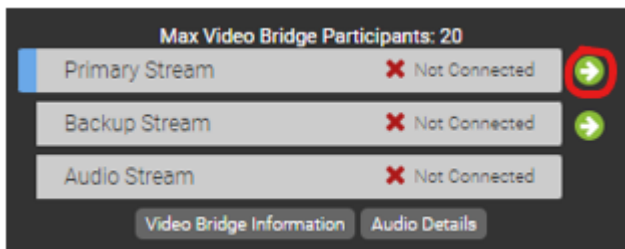
9	Broadcast Controls	<p>Controls to connect the Video Bridge and start/end the event. Access the Broadcast Controls using the > icon access the options to manage the event.</p> <p>For instructions on connecting a Video Bridge and starting/ending the event, review this article: How do I broadcast using the Video Bridge?</p>
10	Manage Q&A	<p>Use the Manage Q&A section to manage the Q&A on the event.</p> <p>For additional information on Q&A, review this article: About Q&A</p>
11	Presenter Discussion	<p>Use the Presenter Discussion to have a private chat with presenters before and during the event.</p>

How do I connect and broadcast using the Video Bridge?

Once presenters have joined the Video Bridge and you are ready to start your event, use the Broadcast Controls section to connect and start your event. In the top left of the Live Studio, click on the > icon next to the Broadcast Controls text to access the controls.



Click on the green arrow icons next to the Primary Stream and Backup Stream to connect the Video Bridge for delivery.



You will see Connected text to confirm when the Video Bridge has been connected. Click **Preview Stream** to preview the Video Bridge and prepare to start your event.

[image-1709668787637.png](#)

Image not found or type unknown

A preview of the Video Bridge stream will load in the Broadcast Controls window above. You will also see the status indicator set to **Stand By** at the top of the Live Studio, which indicates you are connected and ready to go live.

[image-1709668876043.png](#)

Image not found or type unknown

Click **Start Webcast** to go live to your audience. The status indicator will update to **On Air** and the timer below will display how long you have been live to viewers.

Once the event concludes, click **End Webcast** below the Broadcast Controls window to end the presentation.

About Presenter Webcam Layouts on the Video Bridge

On the video bridge, you can choose how you want to arrange presenter webcams and which presenters to display to the audience during the Live event. This article introduces instructions on how to access Layout, the available Layout options, and details on how to spotlight an individual presenter and how you hide presenters from appearing to the audience.

Important: To see the video bridge and interact with other presenters, you must join with a webcam. Presenters who select **I will not be appearing on camera** won't be able to see or hear presenters who have joined the video bridge.

This guide contains the following topics:

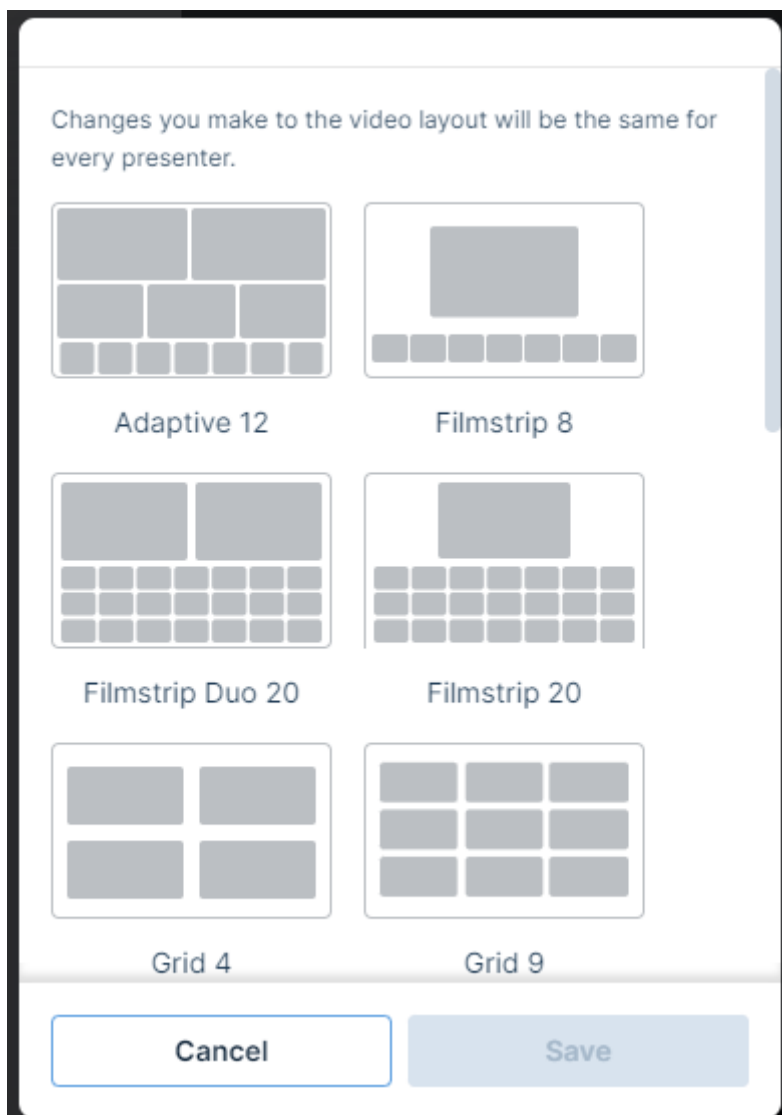
- [Presenter Webcam Layouts](#)
- [How the Video Bridge Fills the Stage](#)
- [Voice-Activated Camera Switching](#)
- [Prioritizing Presenters on Stage](#)
- [Hiding Presenters on Stage](#)

Presenter Webcam Layouts

Presenter webcam layouts control the number of presenters on stage and how their webcams are arranged. By default, the event shows one presenter - Individual layout. You can change this layout before the event begins and at any time during the Live event. To access Layouts, click on the gear icon in the top right of the Video Bridge and select the **Meeting Layout** text.



Select from the available layouts by clicking on the thumbnail.



Layout options include:

- **Adaptive:** Displays up to 12 presenters in a dynamic layout feature different size frames. This layout uses AI to automatic adjust the layout and camera views based on speaking order, speaker engagement and microphone muting.
- **Filmstrip:** Displays up to 8 speakers with one large frame or up to 20 speakers in two different layouts, allowing for one or two large frames. Additional presenters appear in a filmstrip below the large frames.
- **Grid:** Displays up to 3, 4, 9, 16, or 20 presenters in equally-sized frames.
- **Individual:** Displays one presenter at a time. This is the default layout.
- **1:1:** Display one presenter in a full screen view with another presenter in a smaller picture-in-picture frame.
- **Duo:** Displays 2 presenters side-by-side.
- **Speaker:** Displays 10, 13, or 20 presenters in a variety of layout option combining large and small frame

Select on a layout option and click **Save** to enable it on your event.

How the Video Bridge Fills the Stage

The frames in the layout are initially filled in the order that presenters join with a webcam. The number of available spots on stage depends on your selected layout. The Video Bridge doesn't set aside empty frames; instead it adds frames as needed, for each presenter.

Note: If a presenter joins with a webcam and then turns off their webcam, they will be hidden from display in the selected layout.

- By default, the **Individual** webcam layout is selected and the first presenter who joined is displayed on stage.
- In **Grid** layouts, frames are filled from left to right, one row at a time. Once a row is filled, a new row starts below the previous one. The first presenter to join with a webcam is in the top left frame.

- In **Filmstrip** layouts, the first one (or two) presenters who joined are displayed in the large frames, and remaining presenters fill the filmstrip from left to right, in the order they joined. Like grids, a new row starts once the first row is filled. The filmstrip has seven frames per row. The 20-presenter filmstrip has three available rows.
- In **Speaker** layouts, the first one (or two) presenters who joined are displayed in the large frames, and remaining presenters fill from left to right, one row at a time.
- In **Adaptive** layout, the first two presenters who joined are displayed in the large frames, the next three presenters will appear in medium size frames, and the remaining presenters appear in small frames.
- In **Duo** layout, the first two presenters who joined are displayed in the frames.

That's the initial order. Now let's look at voice-activated camera switching.

Voice-Activated Camera Switching

Voice-activated camera switching tracks when presenters speak and keeps a history of most to least-recent speakers. It uses this information to adjust who is on stage and makes sure the active talker is visible. This varies depending on the webcam layout you select.

When there are more presenters than spots available, other presenters remain off-stage until they speak. Then, voice-activated camera switching moves them to the stage, bumping another presenter off.

- In the **Individual** layout, the active talker replaces the presenter that spoke previously.
- In **Grid** layouts, presenters remain in their own frames while speaking. If an off-stage presenter speaks, that presenter moves to the grid, replacing the presenter who spoke least recently, no matter where they are in the grid.
- In **Filmstrip** layouts, the active talker is displayed in a large frame above the filmstrip. In the two-frame layout, the large frames show the active talker and the presenter who spoke immediately before. The filmstrip shows a history of presenters who have spoken, left to right from most to least recently.

- In **Speaker** layouts, the active talker is displayed in a large frame. In the two-frame layout, the large frames show the active talker and the presenter who spoke immediately before. The additional frames shows a history of presenters who have spoken, left to right from most to least recently.
- In the **Adaptive** layout, the large frames show the active talker and the presenter who spoke immediately before. The additional frames shows a history of presenters who have spoken, top-to-bottom and left-to-right from most to least recently.
- In the **Duo** layout, the frames show the active talker and the presenter who spoke immediately before.

When a person in the filmstrip or speaker layouts speaks, they move to a large frame and the person previously in that frame moves to the first spot in the filmstrip, shifting other presenters to the right. In the two-frame layout, the presenter in the large frame who spoke less recently is replaced.

Prioritizing Presenters on Stage

The **Spotlight** feature can be used to pin a presenter as the primary video in a layout, whether they are speaking or not. To spotlight a speaker, click on the star icon next to the presenter in the Presenter list.



When a presenter is spotlighted, the star icon next to their name will be highlighted. Click on this icon to remove the spotlight.

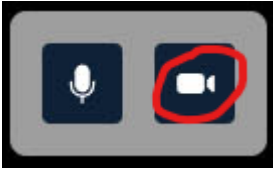


Multiple presenters can be spotlighted if required. This can be used for layouts featuring two (or more) large frames. Spotlighted speakers will appear in the order the Spotlight was added.

Hiding Presenters on Stage

If you want to hide a presenter from appearing in the video stream, their camera needs to be disabled. Presenters can hide their camera locally using the camera icon along the bottom of the

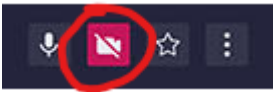
Video Bridge.



Administrators can also hide any presenter's camera themselves. Click on the camera icon next to the presenter in the Presenter List.



When a presenter's camera is muted, the camera icon next to their name will be highlighted. Click on this icon to unmute their video.



Note: An administrator's mute/unmute camera controls operate independently from a presenter's local controls. If a presenter mutes their camera locally, an administrator can't unmute them and vice versa.

Change the Presenter Webcam Layout on the Video Bridge

Change the webcam layout to display more presenters during the Live event. By default, the Individual layout is selected and displays the active talker to the audience. You can change this layout before the event begins and switch layouts any time during the Live event. To learn more about presenter webcam layouts, see [About Presenter Webcam Layouts](#).

Voice-activated camera switching is used to displays the active speaker (and recent speakers when using the Grid or Filmstrip layout). To display specific presenter webcams to the audience, see [Spotlight Presenter Webcams on the Video Bridge](#).

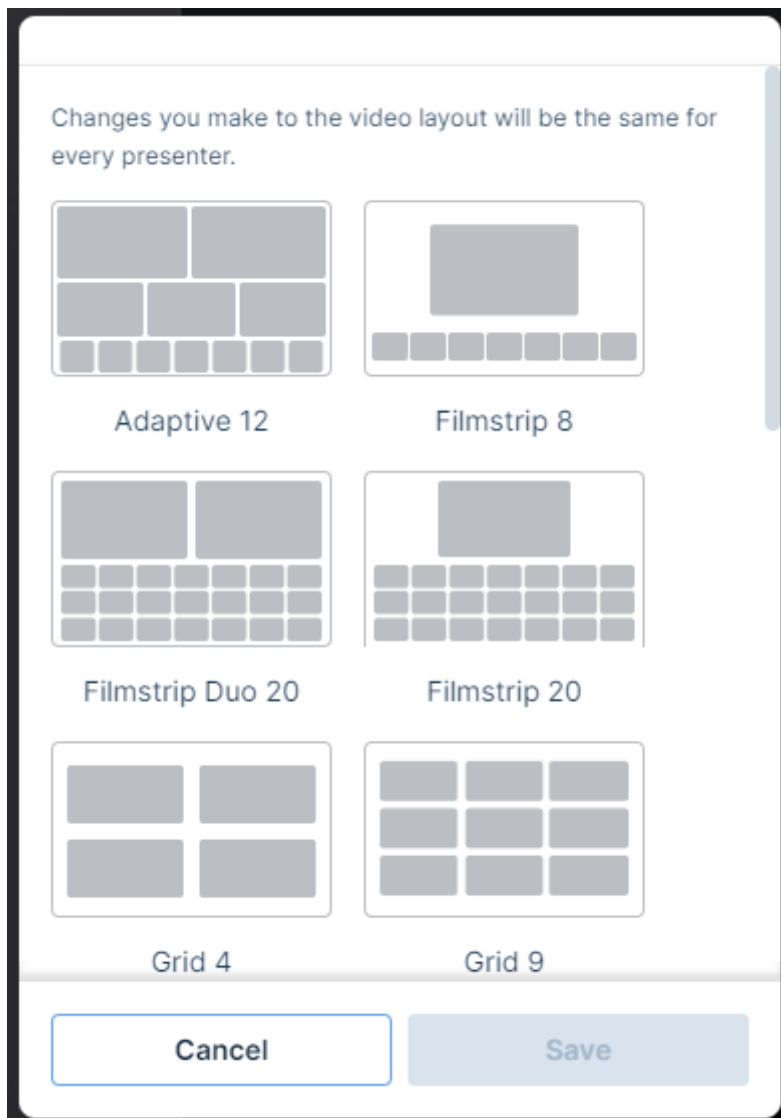
Note: Only Hosts can change the presenter Video Bridge layout. To allow a presenter to change the layout, promote them to the Host role using the settings next to a speaker in the Presenter list.

To change the presenter Video Bridge layout:

- To access layouts, click on the gear icon in the top right of the Video Bridge and select the **Meeting Layout** text.



- Select from the available layouts by clicking on the thumbnail.



Layout options include:

- **Adaptive:** Displays up to 12 presenters in a dynamic layout feature different size frames. This layout uses AI to automatic adjust the layout and camera views based on speaking order, speaker engagement and microphone muting.
- **Filmstrip:** Displays up to 8 speakers with one large frame or up to 20 speakers in two different layouts, allowing for one or two large frames. Additional presenters appear in a filmstrip below the large frames.
- **Grid:** Displays up to 3, 4, 9, 16, or 20 presenters in equally-sized frames.
- **Individual:** Displays one presenter at a time. This is the default layout.

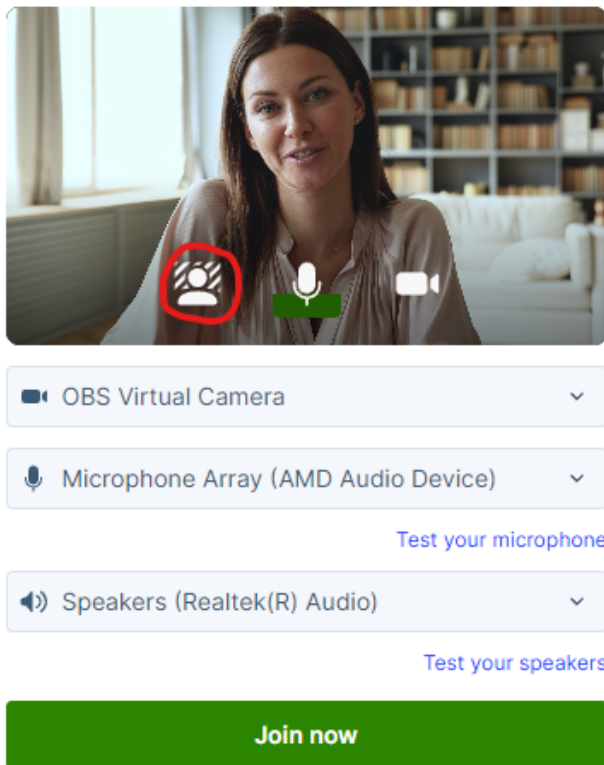
- **1:1:** Display one presenter in a full screen view with another presenter in a smaller picture-in-picture frame.
 - **Duo:** Displays 2 presenters side-by-side.
 - **Speaker:** Displays 10, 13, or 20 presenters in a variety of layout option combining large and small frame
-
- Select on a layout option and click **Save** to enable it on your event.

Adding Virtual Backgrounds on the Video Bridge

Virtual and blurred background are available to presenters connecting their webcam to the Video Bridge. Virtual backgrounds can be added [before joining the Video Bridge](#) or [after connected to the Video Bridge](#). Follow the instructions below to include a virtual background on your video: This article also includes [best practices](#) for virtual backgrounds.

Adding a Background Before Joining the Video Bridge

Before you join the Video Bridge, a virtual background can be selected. Along the bottom of the video preview, click on the person icon to add a blurred or virtual background to your video stream.



In the pop-up window, you will see a preview of your video stream and a list of available options below. Select:

- **None** to use your existing background.
- **Blur** to use a blurred background.

- One of the available virtual background images.
- The + icon to upload an image to be used as a custom virtual background.

Click **Apply** to add the selected background to your video stream. Click Cancel to discard changes and use your current background.

[image-1709664525037.png](#)

Image not found or type unknown

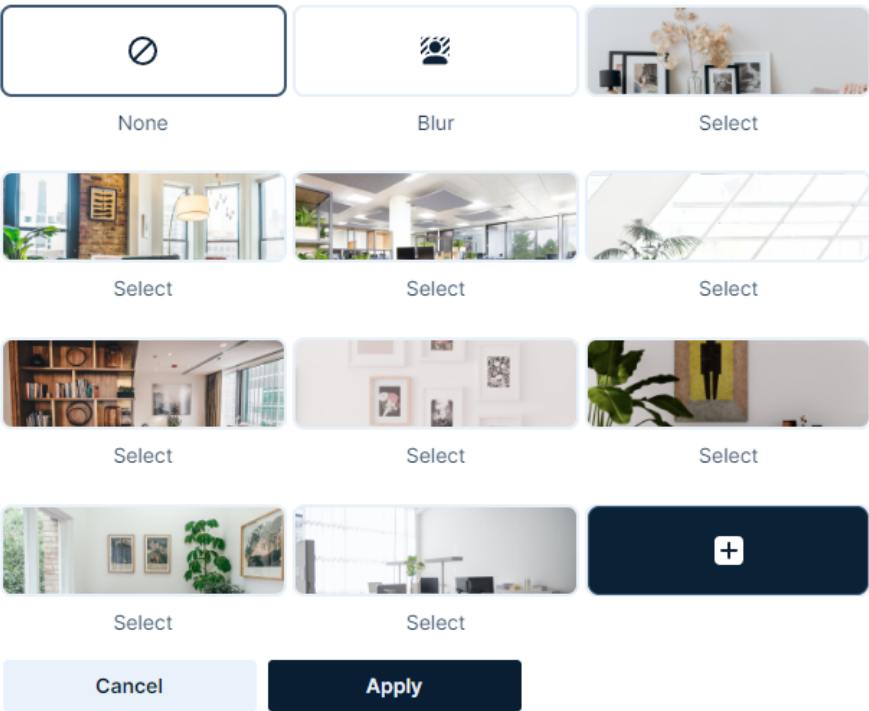
Changing Backgrounds When Connected to the Video Bridge

After you join the Video Bridge, you will be able to manage your background at any time throughout the event. In the self-preview window in the top right of the Video Bridge, click on the person icon to add a blurred or virtual background to your video stream.



In the pop-up window, you will see a preview of your video stream and a list of available options below. Select:

- **None** to use your existing background.
- **Blur** to use a blurred background.
- One of the available virtual background images.
- The + icon to upload an image to be used as a custom virtual background.



Click **Apply** to add the selected background to your video stream. Click **Cancel** to discard changes and use your current background.

Virtual Background Best Practices

Virtual Backgrounds require significant local processing, which could affect the performance of your machine. If there are noticeable audio or video quality issues while using Video Bridge, try disabling the Virtual Background effect. Below are best practices for using virtual backgrounds. Following these guidelines will produce the best quality video:

Setup

- Use good lighting to ensure you and your background are clear and well lit.
- Use a solid-colored background (screen, wall or curtain) or simple background (no art, shelves or objects).
 - If available, use a green screen or blue screen for the best results.
- Wear clothing that contrasts with your background. High contrast will make it easier to distinguish you and from your background.
- Use a wired ethernet connection (rather than wifi) for the fastest and most stable connection.
- Restart your computer before the event and close any unneeded programs and applications to optimize your computer's performance.

Video Bridge Layouts

- Using a virtual background will decrease the presenter's video resolution to maintain smooth frame rates across varying types of connections.
 - When displayed full screen for high resolution events (720p+), you may see an impact to the quality of their video quality. If so, it is recommended to display these presenters in a multi-camera layout for the best results.

Custom Background Images

For custom virtual background images, we recommend images using the following minimum specs:

- Resolution: 1920x1080
- File Type: JPG
- File Size: 1 MB

Troubleshooting

If the virtual background option does not appear, this is may due to a browser setting. Please enable your browser's hardware acceleration, which allows for smoother browsing, audio/video streaming, and overall experience.

- For Chrome: Visit **Menu > Settings > System** and ensure the **Use graphic acceleration when available** is enabled. Restart your browser and rejoin the Live Studio.
- For Edge: Visit **Menu > Settings > System and performance** and ensure the **Use graphic acceleration when available** is enabled. Restart your browser and rejoin the Live Studio.

Spotlight Presenter Webcams on the Video Bridge

Voice-activated camera switching is used by default to control which cameras appear to the audience.

The **Spotlight** feature can be used to pin a presenter as the primary video in a layout, whether they are speaking or not. To spotlight a speaker, click on the star icon next to the presenter in the Presenter list.



When a presenter is spotlighted, the star icon next to their name will be highlighted. Click on this icon to remove the spotlight.



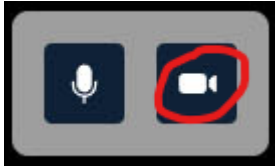
Multiple presenters can be spotlighted if required. This can be used for layouts featuring two (or more) large frames. Spotlighted speakers will appear in the order the Spotlight was added.

To learn more, see [About Presenter Webcam Layouts](#).

Hiding Presenters from Appearing on the Video Bridge

If you want to hide a presenter from appearing in the video stream, their webcam needs to be disabled. If a presenter's camera is disabled, their video will not be visible and they will not appear in the selected layout.

Presenters can hide their camera locally using the camera icon in the lower right of the Video Bridge.



Administrators can also hide any presenter's camera themselves. Click on the camera icon next to the presenter in the Presenter List.



When a presenter's camera is muted, the camera icon next to their name will be highlighted. Click on this icon to unmute their video.



Note: An administrator's mute/unmute camera controls operate independently from a presenter's local controls. If a presenter mutes their camera locally, an administrator can't unmute them and vice versa.

Video Bridge Integrations - Zoom

The Webcast platform allows for external video streams to be connected to the Video Bridge. This article will cover instructions on incorporating a Zoom meeting to your Video Bridge event. Topics include:

- [When to Integrate Zoom](#)
- [Connecting to Zoom](#)
- [Screen Sharing Through Zoom](#)
- [Zoom Connection Requirements](#)

When to Integrate Zoom

In order to ensure the success of your Zoom-connected webcast, these are our recommended integration setups. Setups outside the recommendations can cause connection bottlenecks, video source control issues, and feature confusion. We have no ability to control your Zoom account.

Video-Only Broadcasting

If you need to take your regular Zoom meeting setup and push it out to a large video audience, without the use of any player features, The Webcast allows you to scale up quickly to thousands of online attendees.

Dedicated Panel Discussion

During a long presentation, if you have a series of panelists who need to be brought in mid-event, using a 3rd party tool like Zoom provides you the ability to mute these speakers on our Video Bridge until their portion of the presentation begins.

Connecting to Zoom

[Dialing Out to Zoom](#)

When you join the Live Studio for the event, the Video Bridge tab will appear by default. Regardless of if all of your presenters will be connecting through Zoom, the event host needs click **Join using my webcam**. This allows you to initiate the Video Bridge, access to the advanced Video Bridge controls, and the ability to connect/start/end the event.

[image-1710352809222.png](#)

Image not found or type unknown

Once you have connected your webcam, click on the gear icon in the top right of the Video Bridge. Then, select **Dial Out to a Presenter**.

[image-1727265663240.png](#)

Image not found or type unknown

A pop-up window will appear where you can connect to the Zoom room. For **Protocol**, select "SIP URI". In the **Destination Address** field, enter the Zoom room address. The default SIP address format for a Zoom room is "[Meeting ID]@zoomcrc.com". To access instructions on the Zoom Conference Room Connector, visit:

https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0060661

[image-1727266698588.png](#)

Image not found or type unknown

Dialing In From Zoom

Alternatively, you can invite the Video Bridge into the Zoom room by having Zoom dial out. Select **Invite** and then select **Invite a Room System**.

[image-1709668232398.png](#)

Image not found or type unknown

In the pop-up window, enter the SIP address of the Video Bridge, which is available in the **Connect using another source** section of the Live Studio when you first join the Video Bridge.

[image-1710353111584.png](#)

Image not found or type unknown

When incorporating a Zoom room into a Video Bridge event, the Video Bridge will display the Zoom room as it is currently configured. Adjustments to the display of the Zoom room can be included when connecting the Zoom room to the Video Bridge.

By default, Zoom will include badging (logos). There are two methods for removing this from the Zoom feed. Please refer to the example below:

- **Example Meeting Information**

- Meeting ID: 123 4567 8910
- Passcode: 333333
- Host Key: 180772

- **Example Dial Formatting**

- If no Passcode is required, dial:
[12345678910..606@zoomcrc.com](#)

- If the Passcode is required, dial:
[12345678910.333333.606@zoomcrc.com](tel:12345678910.333333.606@zoomcrc.com).
Then, enter the Host Key when prompted.

The code “606” at the end of the address tells the Zoom connector to hide any overlays. For more information, visit:

https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0065727.

Additional changes to the video controls for the H.323/SIP Room Connector may be done using the Keypad option, which is available by hovering next to a speaker in the Video Bridge participant list and clicking on the settings button. In the settings menu, click **DTMF Keypad** to open the Keypad option.

[image-1709668398514.png](#)

Image not found or type unknown

Press “1” and Zoom controls will appear on the Video Bridge screen. To access instructions on Zoom dial commands, visit:

https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0065727#h_01EX5JRNZFZSNNESK5E814QZBV.

[image-1709668444659.png](#)

Image not found or type unknown

Notes:

- Zoom requires the H.323/SIP Room Connector in order to connect to Video Bridge.

- Please contact Zoom Support for additional assistance with Zoom controls.

Screen Sharing Through Zoom

In order to share your screen from a Zoom room on the Video Bridge, you need to ensure the **Display Content Share on Webcast** checkbox is enabled in the Webcast event setup. This option is found below the **Media Options** setting on the "Player and Branding Options" page of the setup. By default, this checkbox is enabled for all video sizes.

[image-1709756670494.png](#)

Image not found or type unknown

Note: If this setting is changed after the streams are connected in the Live Studio, the streams will need to be disconnected and reconnected using the Live Studio controls.

Zoom Connection Requirements

In order to connect to Zoom, you need the following in advance of the webcast:

- Confirmation that your Zoom Account has the SIP/H.323 Conference Room Connector (CRC) enabled.
- Zoom sells access to the CRC by simultaneous connections, so ensure that you have an available connection for your account for your live event, including 60 minutes of pre-event testing.
- The Meeting ID, and the password to the meeting (if applicable). Depending on your security settings, you may need to admit the Webcast into the room.

- Do not mute the connection to the Video Bridge.
- Provide the connection with full “Presenter” rights, do not add as an attendee.
- Zoom’s RTMP-based Live Streaming Service is not supported by the Webcast platform.

Help Video - Testing a Video Bridge Connection

With the Video Bridge, you can broadcast your video stream from a webcam, video conferencing system (SIP/H.323), on-site encoder (RTMP), or meeting apps such as Skype for Business.

In this video, you will learn how to test your camera and microphone connection to the Video Bridge. It's recommended to test at least 48 hours in advance using the same computer and network that you plan to use for the live event.

Help Video - Video Bridge Training for Guest Speakers

With the Video Bridge, you can broadcast your video stream from a webcam, video conferencing system (SIP/H.323), on-site encoder (RTMP), or meeting apps such as Skype for Business. In this video, Guest Presenters will learn how to connect and share their camera and microphone on the Video Bridge.

Help Video - Video Bridge Training for Administrators/Hosts

With the Video Bridge, you can broadcast your video stream from a webcam, video conferencing system (SIP/H.323), on-site encoder (RTMP), or meeting apps such as Skype for Business. In this video, Admins/Hosts will learn how to connect your video source, manage other presenters, and deliver a Video Bridge event to your audience.

Video Bridge Tab Mini-View

On a Video Bridge event, when you navigate to another tab in the Live Studio (other than the Video Bridge tab), you will see a mini-view of the Video Bridge. This window is designed to allow you to preview the video at any time and quickly access the Video Bridge controls if need.

[image-1725991035627.png](#)

Image not found or type unknown

The min-view window is a fixed size and will display in the upper right of your screen by default. Click on the Video Bridge bar to minimize the mini-view window to allow easier access to the Live Studio. Click and drag the mini-view window if you would like to move the window to another location in the Live Studio.

The self-preview will be hidden by default in the mini-view window. Click on the arrow icon to display your local camera preview in the mini-view window.

[image-1725991066389.png](#)

Image not found or type unknown

Note: The self-preview may now overlap with the main video in this mini-view window.

[image-1725991098993.png](#)

Image not found or type unknown

If you would like to hide your self-view from displaying in the mini-view, hover your mouse over your video stream and click the hide self-view button. This will allow you an uninterrupted view of the primary video preview.

[image-1725991160116.png](#)

Image not found or type unknown

Screen Sharing on the Video Bridge

Screen Sharing Setup

The ability to share your screen sharing with viewers is controlled using the **Display Content Share on Webcast** checkbox on the **Player and Branding Options** page of the setup. Screen sharing is automatically enabled on all Video Bridge events. Depending on the requirements for your event, screen sharing can be disabled in the event setup using this checkbox.

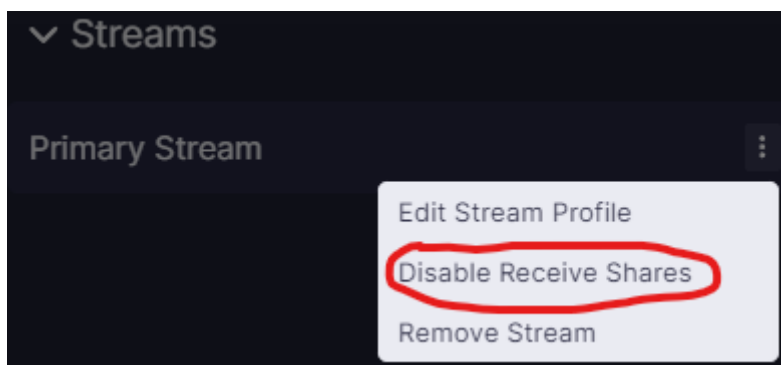
image-1714418028836.png

Image not found or type unknown

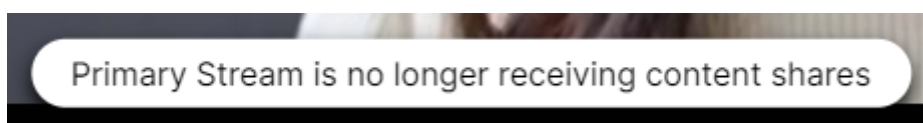
Notes:

- This setting can be enabled/disabled once the event has started.

If you want to change this setting during the event, click on the settings button next to the Primary Stream (or Backup Stream) and select the **Disable Receive Shares** option. This setting can be re-enabled at any time by returning to this menu. The stream needs to be connected in the **Broadcast Controls** window before this option is available.



When enabled/disabled for an individual presenter or the entire event, a private notification will appear at the top of the Video Bridge preview to confirm:



- Screen sharing will only be disabled by default if the event is created using a template that does not have screen sharing enabled. Copied events will have screen sharing enabled by default regardless of if the original event included screen sharing.

Video Bridge Controls

In the controls along the left side of the Video Bridge window, each presenter has the option to share their screen. Click on the screen share icon to share your screen with viewers at any time during the event.



Note: If you do not see the option to share your screen, please make sure you are using a supported browser and the hardware acceleration setting is enabled. To confirm if hardware acceleration is enabled, follow the instructions below:

Chrome Browsers:

- Launch Chrome, then select “**Menu**” > “**Settings**”.
- Scroll down to the bottom and select the “**Advanced**” option.
- Scroll to the “**System**” section and toggle “**Use hardware acceleration when available**” on or off as desired.
- You should now be able to join your event once Google Chrome restarts.

Edge Browsers:

- Click on the **Settings and more** (Alt+F) 3 dots menu icon, and click/tap on **Settings**.
- Click on **System** on the left side.
- Turn on **Use hardware acceleration when available** for what you want on the right side.
- Click on the **Restart** button to apply.

Contact Support for additional help.

How to Screen Share

When sharing your screen, a pop-up window will appear allowing you to select what content you want to share. Select one of the tabs along the top: a **Chrome Tab**, **Window** (or application), or your **Entire Screen**.

[image-1709654331631.png](#)

Image not found or type unknown

Under the selected tab, choose one of the available options and click **Share** to make your screen share active to viewers.

[image-1709654393561.png](#)

Image not found or type unknown

Note: When sharing your **Entire Screen** or a **Chrome Tab**, use the "Also share system audio" toggle share your computer's audio along with your screen.

Once active, viewers will see the selected screen share application, a small window in the top right with the camera for the presenter sharing their screen, and a shared audio feed from the video bridge. Presenters should minimize their Live Studio and begin their screen share. Once complete, click **Stop Sharing** to end the screen share.

[image-1709654476596.png](#)

Image not found or type unknown

Video Bridge Connectivity Guide

Overview

The Webcast platform is a webcast solution that has been supporting the largest global clients for over 20 years. We allow Presenters to connect in a variety of ways and broadcast out to audiences of 100,000+ while including interactive features such as slides, Q&A, polls, and surveys.

Additional features include:

<ul style="list-style-type: none">• Fully branded experience	<ul style="list-style-type: none">• Continuing Education
<ul style="list-style-type: none">• Robust reporting and analytics	<ul style="list-style-type: none">• Broadcast live, sim live, or on-demand
<ul style="list-style-type: none">• CRM Integrations	<ul style="list-style-type: none">• Customized Landing pages
<ul style="list-style-type: none">• Managed production services	

Presenter Requirements

The Webcast platform is a broadcast product with defined roles for Presenters and participant / audience members. Network requirements for both roles can be found on our [Network Requirements](#) page. For Presenters, refer to the **Webcast Presenters - Video Events** column along the right for the requirements. Click **Notify Me About Network Updates** in the top right to sign-up to receive email updates regarding any planned network changes. We do our best to minimize updates to avoid impacting your IT and Network teams.

Please be sure to add the domain names, protocols / ports, and IP Ranges for specific to the **Video Bridge**. This will allow your Presenter(s) to connect their webcam(s) through their current Chrome, Edge Chromium, or Firefox browser using WebRTC. It is critical that the IPs are allowed, and not just the domain wild cards, because the connection is established using the ICE protocol, which negotiates based on IP addresses.

When adding allow rules to the network, it is important to consider how the Presenter(s) will be joining and what security solutions their video/audio traffic could be traversing. For example, will Presenters be on the corporate network or off-site? If they are off-site, will they be on VPN? For Presenters off-site and on VPN, we recommend enabling split tunnel.

Firewalls also need to have allow rules enabled to have traffic flow bi-directionally in order for Presenter(s) to share their video and to see other presenters' videos.

With cloud security services (example: Zscaler) or other products such as cloud proxies, it is important to add allow rules using the information outlined in our [Network Requirements](#) page. When possible, we recommend bypassing proxies as a best practice.

Additionally, please be mindful of security software solutions (example: Netskope) that may be deployed in the corporate environment. Note: Netskope requires a list of FQDNs. Please reach out to support@webcasts.com and include the associated GlobalMeet webcast event ID to receive the FQDNs.

Please review our Knowledge Base article on our [Video Bridge](#) for additional information.

Connecting to Social Media for Live Streaming

The GlobalMeet Webcast platform allows the Video Bridge to be connected to an external social media site to allow the content to be simultaneously live streamed. This article will cover instructions on connecting your Video Bridge to an external site. Topics include:

- [How to Connect to an External Site](#)
- [Commonly Used Sites](#)
- [FAQs](#)

How to Connect to an External Site

When you join the Live Studio for the event, the Video Bridge tab will appear by default. The event host that will be connecting to the external site needs click **Join using my webcam**. This allows you to initiate the Video Bridge, access to the advanced Video Bridge controls, and the ability to connect/start/end the event.

[image-1710352809222.png](#)

Image not found or type unknown

Once you have connected your webcam, click on the gear icon in the top right of the Video Bridge. Then, select **Dial Out to a Presenter**.

[image-1727263218813.png](#)

Image not found or type unknown

A pop-up window will appear where you can enter the details to connect to an external source. For **Protocol**, select "RTMP Stream". In the **Destination Address** field, enter the RTMP Stream where you want to connect the stream. This address will be provided by the service where you are connecting the stream. In the **Optional Display Name** field, enter an optional name to help

you identify the stream in the Presenter List. Click **Dial** when you are ready to connect the stream.

[image-1727263378178.png](#)

Image not found or type unknown

Once the stream has been connected to the external service, you will be able to go live using the controls on that site.

Notes: The streaming service you are connecting to should provide the RTMP stream information to be used. Usually the URL and stream key are separate, so you will need to add a slash to the end of the URL to append the stream key.

Both RTMP and RTMPS streams are supported. For RTMPS streams, you need to include ":443" in the streaming URL.

Below are some example of how the full URLs will look:

RTMP Examples

- <rtmp://live-api-s.facebook.com/rtmp/streamkey>
- <rtmp://a.rtmp.youtube.com/live/streamkey>

RTMPS Examples

- <rtmps://live-api-s.facebook.com:443/rtmp/streamkey>
- <rtmps://a.rtmps.youtube.com:443/live/streamkey>

Common Used Sites

Below is a list of commonly used sites where you can connect the Video Bridge:

- **Facebook:**

https://www.facebook.com/help/587160588142067/?helpref=related_articles

- **LinkedIn:** <https://www.linkedin.com/help/linkedin/answer/a554240>

- **Youtube:**

https://support.google.com/youtube/answer/2907883?hl=en&ref_topic=9257984

Notes: Additional services can be used as long as they provide a RTMP stream where you can connect. Refer to the site's support for additional assistance on if and how to connect.

FAQs (Frequently Asked Questions)

Question: What content is shared through the external connection?

Answer: Only content seen on the Video Bridge stream will be seen on the external connection.

This includes any audio and video from presenters, along with any screen shares. Slides, Surveys, Overlay Videos, Q&A, and any Custom Player Tabs will not be seen.