

# Live Events

Broadcast and present a Live event.

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## Ways to broadcast a Live event

We offer multiple ways to broadcast no matter the scale of your event, the venue, or the location of your presenters. When you schedule a Live event, you select how presenters will connect their audio and video to broadcast to the audience. The device or method is the *live acquisition source* for the event.

**Note:** This only determines how your presenters connect their audio and video and broadcast to the audience. All webcast events include visual elements such as headshots, slides, overlay videos, and more.

If presenters will speak to the audience but remain off-camera, select Telephone as the acquisition source. If they'll broadcast audio and video, you can use a single webcam, the video bridge for multiple webcams, an encoder, or a video conferencing unit (VCU).

Available options depend on your account settings. Contact your sales representative or Support to request additional broadcasting options.



The screenshot shows a user interface for selecting a 'Live Acquisition Source'. On the left, a dropdown menu is open, listing the following options: '-', 'Webcam', 'VCU/Telepresence', 'Your Encoder', 'Telephone', and 'Video Bridge'. The 'Video Bridge' option is selected, indicated by a checkmark. To the right of the dropdown, there is a label 'located in' followed by a dropdown menu showing 'North America' with a downward arrow. A small orange question mark icon is positioned above the 'located in' label.

## Broadcast audio only

Select **Telephone** to broadcast the presenter audio with a telephone connection. Up to 20 presenters can stream their audio from a telephone or VoIP connection. Presenters dial in to the presenter bridge and a backup bridge is included as a backup audio source.

## Broadcast audio and video

There are several options for connecting presenters and streaming their audio and video to the audience. They can connect directly using their own webcams or connect to another system or service first and then stream that source into the event.

- **Webcam** - A single webcam connection. Broadcast one presenter or several presenters using the same webcam. Before the event, you must install a driver on the computer you plan to use on the day of the event that lets the event connect to your webcam. Recommended if the event has only one presenter or one webcam source.
- **Video Bridge** - For multiple presenter video streams. Allow up to 20 presenters to connect their webcams and broadcast.
- **Advanced Video Bridge** - Allow presenters to broadcast from a video conferencing system, Skype for Business, or telephone audio.
- **VCU (Video Conferencing Unit)** - Recommended for conference rooms. Use your own video conferencing unit to provide the video feed for the presentation. Before the event, get the H.323 or SIP address for the VCU and ensure it accepts incoming connections. In the Live Studio, the advanced video bridge uses the address to call out to the VCU and bring it into the event.
- **Your Encoder** - Use your own RTMP-enabled encoding device to broadcast multiple webcams and microphones from your venue as a single stream.

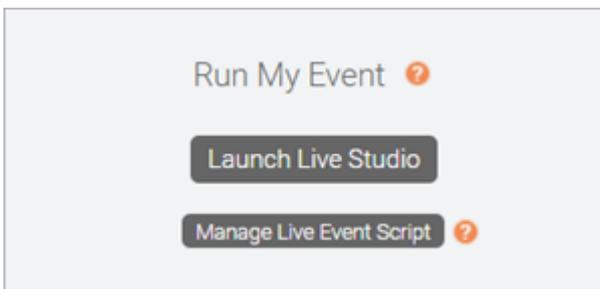
## Join the Live Studio

To moderate or present at a live event, enter the Live Studio and connect your audio or video. The Live Studio has controls for presenting slides, playing videos and other content, managing Q&A, and more.

The way you join the Live Studio depends on whether you have a webcasting account or whether you were invited to be a presenter or assist with Q&A.

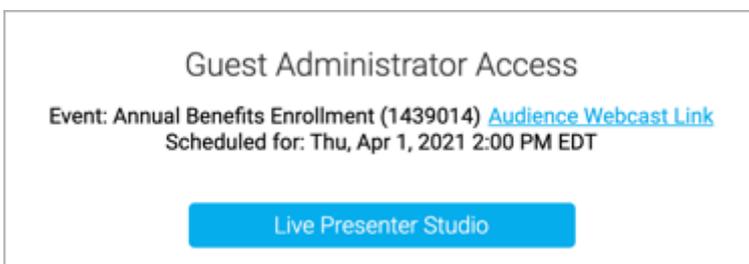
## Join as a moderator

If you have a webcasting account, sign in to the Webcast Admin portal and in the My Events list, click **Edit** to open the Live event. On the Event Summary tab, under Run My Event, click **Launch Live Studio**.



## Join as a presenter

If you were invited to present at the event, you should have received an email with login details and a link to the Guest Admin Access site. Click the link and enter your information or credentials to sign in, and then click **Live Presenter Studio**.



## Join as a Q&A manager

If you were invited to manage audience questions at the event, you should have received an email with login details and a link to the Guest Admin Access site. Click the link and enter your information or credentials to sign in, and then click **Manage Live Q&A**.

## Guest Administrator Access

Event: 720p Video Bridge (1462644) [Audience Webcast Link](#)

Manage Live Q&A

## Add a virtual background to your Webcam event

The Webcast service does not currently offer virtual backgrounds for Webcam acquisition events. However, you can add them to your video stream with a third-party virtual webcam app. A virtual webcam app is software that allows you to add virtual backgrounds, filters, and more to your webcam video. After you install it, the virtual webcam displays as a new webcam source that you can select when joining the event.

**Note:** Virtual background are available for Video Bridge events. Refer to this help article for more information: <https://help.webcasts.com/books/live-events/page/adding-virtual-backgrounds-on-the-video-bridge>.

Supported virtual webcam apps include:

- [CamTwist](#)
- [Chromacam](#)
- [Manycam](#)
- [OBS with Virtual Camera](#)
- [Snap Camera](#)
- [Xsplit VCam](#)

**Note:** Download and test the app in the Live Studio at least 48 hours before the event starts. We do not provide support for third-party applications.

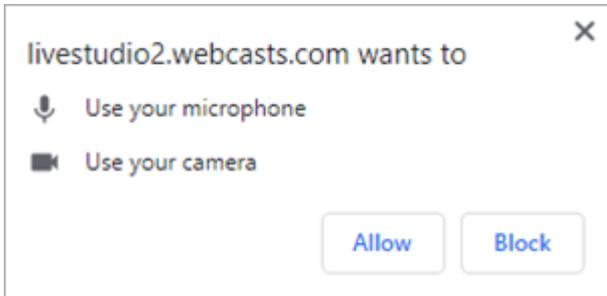
## Change your background with a virtual webcam

Before joining the Live event, start the virtual webcam app and set up your virtual background.

**Important:** You must keep the virtual webcam running during the event for your virtual webcam to display properly.

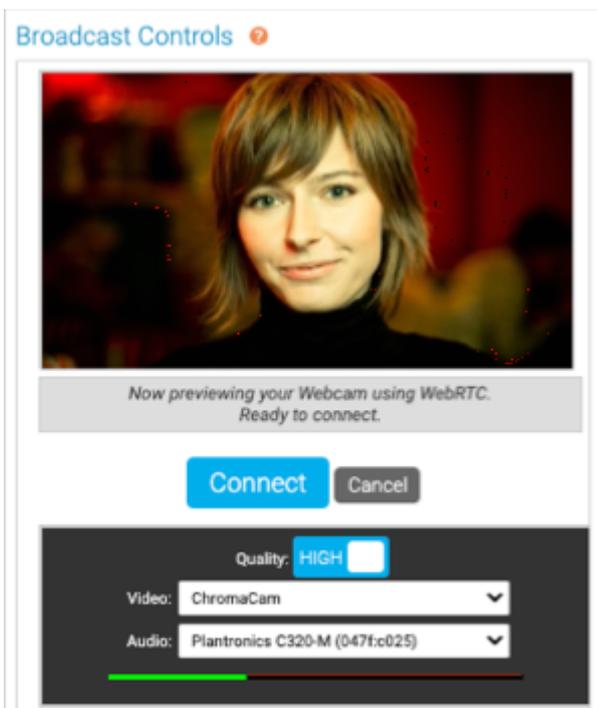
**To connect to the event with a virtual webcam:**

1. [Join the Live Studio](#).
2. In the Live Studio, a notification displays in the top left of the window that requires you to allow the Live Studio to access your computer's camera and microphone. Click **Allow** to grant permission.



3. In the Broadcast Controls panel, click **Preview**.
4. For your Video source, select your virtual webcam and then select the microphone you want to use for the broadcast. Check your webcam preview and audio levels to verify that they work properly

**Note:** This is only a preview. Your webcam is not visible to the audience or other presenters.



5. Click **Connect** to connect your audio and video to the event. Once you're connected, other presenters can see your webcam.

**Note:** The connection can take up to two minutes to establish. If your stream fails to connect, click **Cancel** and then preview and connect it again.

# Encoder stream bit rates

## Adaptive Bit Rate (ABR) Encoder Events (Recommended)

You are only required to send one stream (per primary and backup). All streams are transcoded and aligned for smoother quality transitions. If the system receives a higher stream than the bit rate listed in the 'Source Encoder Sends' section below, it will automatically transcode down to the bit rate shown in the 'Audience Receives' section. Sending a lower bit rate than those listed is not recommended.

The video player has a widescreen (16:9) aspect ratio with the following size options. Audio and video streams to attendees at the listed bit rates. We recommend using an audio bit rate of 96 kbps, which is included in the total bit rate. See '[System Requirements for encoder broadcasts](#)' for additional information.

### Source Encoder Sends

Video Player Size	Recommended Video Bit Rate	Recommended Audio Bit Rate	Total Bit Rate with Recommended Settings
480p (854x480)	800 kbps	96 kbps	896 kbps
720p (1280x720)	1700 kbps	96 kbps	1796 kbps
1080p (1920x1080)	3000 kbps (3mbps)	96 kbps	3096 kbps

### Audience Receives

Video Player Size	Video Bit Rate	Audio Bit Rate	Total Bit Rate
<b>Sending 480p (854x480)</b>			
Low - 270p (480x270)	400 kbps	96 kbps	496 kbps
High - 480p (854x480)	800 kbps	96 kbps	896 kbps

Video Player Size	Video Bit Rate	Audio Bit Rate	Total Bit Rate
<b>Sending 720p (1280x720)</b>			
Low - 270p (480x270)	400 kbps	96 kbps	496 kbps
Medium - 480p (854x480)	800 kbps	96 kbps	896 kbps
High - 720p (1280x720)	1700 kbps	96 kbps	1796 kbps
<b>Sending 1080p (1920x1080)</b>			
Low - 480p (854x480)	800 kbps	96 kbps	896 kbps
Medium - 720p (1280x720)	1700 kbps	96 kbps	1796 kbps
High - 1080p (1920x1080)	3000 kbps (3mbps)	96 kbps	3096 kbps

## Constant Bit Rate (CBR) Encoder Events

You are only required to send one stream (per primary and backup). All streams are distributed at the bit rate set at the encoder. Listed below are the system-recommended settings for each player size.

**Important:** Streams that exceed 6 mbps (6,000 kbps) will have their connection terminated by the system. Please note that this includes both the audio and video bitrates together.

The video player has a widescreen (16:9) aspect ration with the following layout options. Audio and video streams to attendees at the provided bit rates. We recommend using an audio bit rate of 96 kbps, which is included in the total bit rate.

See '[System Requirements for encoder broadcasts](#)' for additional information.

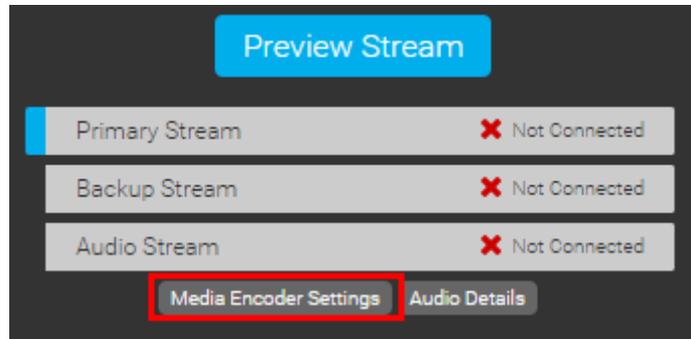
Video Player Size	Total Bit Rate
480p (854x480)	896 kbps
720p (1280x720)	1796 kbps
1080p (1920x1080)	3096 kbps

The system will automatically transcode to the settings above for the on-demand archive, regardless of live bit rates used. With CBR events, you have the option to modify the streaming rate for a higher or lower live bit rate.

**Important Note on all Encoder Events:** Streams that exceed 6 mbps (6,000 kbps) will have their connection terminated by the system. Please note that this includes both the audio and video bitrates together.

# How do I broadcast using an encoder?

To access the information needed to connect your encoder for the event, click the **Media Encoder Settings** button in the **Broadcast Controls** area of the **Live Studio**. Your encoding device (e.g. Wirecast) will need to be set up to send an RTMP stream for broadcast.



Click **Media Encoder Settings** to access the stream path(s), codec information and recommended stream settings.

Primary Stream	Wirecast 8+ Profile
Stream URL:	rtmp://cvsplit1.nyi-nyc.conveyglb.com/convey_live
Stream ID:	mp4:36U88HQC26
Backup Stream	Wirecast 8+ Profile
Stream URL:	rtmp://cvsplit2.nyi-nyc.conveyglb.com/convey_live
Stream ID:	mp4:KY5U9WPVG2

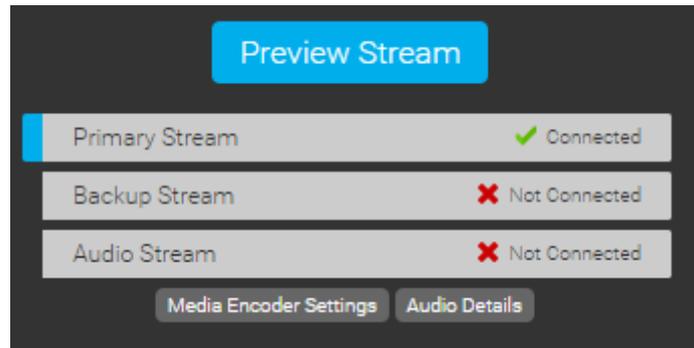
Encoder Settings	
Encoder:	H.264
Width x Height:	854x480
Frames per second:	30 fps
Keyframe:	Every 60 frames (2 seconds)
Video Bitrate:	800 kbps
Profile:	Main (3.1)
Audio Encoding:	AAC
Audio Bitrate:	96 kbps
Audio Sample Rate:	44.1 KHz
Audio Channels:	Mono

Copy and paste the **Primary Stream URL** from the **Encoder Settings** to your encoding device settings. Then, copy and paste the **Primary Stream ID** into the stream setting of your encoder. Next, confirm that your encoding device is using the same settings as listed in the **Encoder Settings**. *NOTE: Bit rate can be adjusted based on your requirements.*

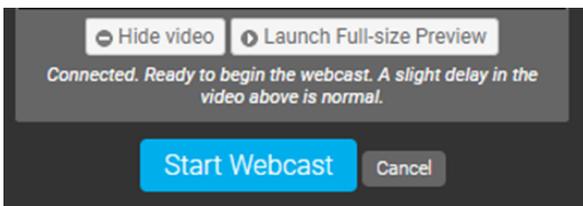
To add a redundant backup stream on the event, copy and paste the **Backup Stream URL** from the **Encoder Settings** to the secondary encoding device settings. Then, copy and paste the **Backup Stream ID** into the stream setting of your encoder. Next, confirm that your secondary encoding device is using the same settings as listed in the **Encoder Settings**. *NOTE: Bit rate can be adjusted based on your requirements.*

Start your encoder to begin streaming to the Webcast Server. **Connected** text will appear in the **Primary Stream** and/or **Backup Stream** boxes when a stream has been connected. Once

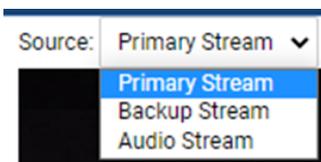
your encoder confirms a successful connection, click the **Preview Stream** button to view the stream(s).



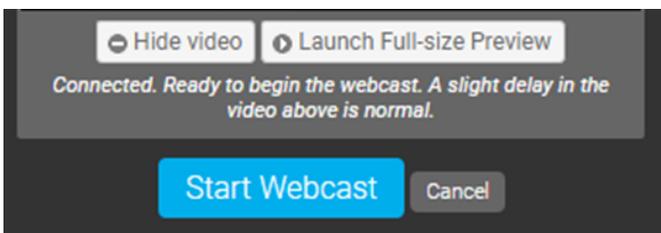
If you would like to preview the video stream(s) at full resolution, click **Launch Full-size Preview** to view the stream at full resolution.



The Primary Stream preview will load by default in the full-size preview window. Use the **Source** dropdown above to test the Backup and Audio Stream if applicable.



Once the connection process is complete and you see your video in the **Live Studio**, click **Start Webcast** to begin broadcasting your event.



To switch between the primary and backup streams during an event, click on the **Primary Stream** or **Backup Stream** box. The stream name highlighted in blue along the left will appear in the **Broadcast Controls** window and is active on the presentation.

End Webcast

Primary Stream ✔ Connected

Backup Stream ✔ Connected

Audio Stream ✘ Not Connected

Media Encoder Settings

Audio Details

# Live stream bit rates

## Presenter Video, Screen Share (video bridge), and Inline Videos

If you're broadcasting telephone audio only, the video player contains a 320 x 240 pixel space for headshots to be displayed and uses a 96 kbps stream.

If you're broadcasting audio and video, the video player has a widescreen (16:9) aspect ratio with the following layout options and streams to attendees at the listed bit rates. The audio bit rate is always 96 kbps and is included in the total bit rate.

### **480p (854 x 480)**

- Webcam: 896 kbps (High) OR 296 kbps (Low)
- Encoder:
  - 896 kbps / 496 kbps (Adaptive Bit Rate)
  - 896 kbps (Constant Bit Rate)
- VCU: 896 kbps / 496 kbps (Adaptive Bit Rate)
- Video Bridge: 896 kbps / 496 kbps (Adaptive Bit Rate)

### **720p (1280 x 720)**

- Webcam: 1796 kbps (High) OR 296 kbps (Low)
- Encoder:
  - 1796 kbps / 896 kbps / 496 kbps (Adaptive Bit Rate)
  - 1796 kbps (Constant Bit Rate)
- VCU: 1796 kbps / 896 kbps / 496 kbps (Adaptive Bit Rate)
- Video Bridge: 1796 kbps / 896 kbps / 496 kbps (Adaptive Bit Rate)

### **1080p (1920 x 1080)\***

- Webcam: 3096 kbps (High) OR 296 kbps (Low)
- Encoder:
  - 3096 kbps / 1796 kbps / 896 kbps / 496 kbps (Adaptive Bit Rate)
  - 3096 kbps (Constant Bit Rate)
- VCU: 3096 kbps / 1796 kbps / 896 kbps / 496 kbps (Adaptive Bit Rate)
- Video Bridge: 3096 kbps / 1796 kbps / 896 kbps / 496 kbps (Adaptive Bit Rate)

**\*Note:** 1080p and 720p access may not be available on all accounts. Please contact Support with questions.

## Overlay Videos

The bit rate of overlay videos depends on the bit rate of the video when you uploaded it. If you uploaded a video:

- Below 800 kbps, the video will be transcoded at 800 kbps
- Between 800 to 1700 kbps, the video will be transcoded at the uploaded bit rate
- Over 1700 kbps, the video will be transcoded to 1700 kbps

# Presenter Best Practices

Below are a list of best practices for presenters:

## What should a presenter have available for the presentation?

It is recommended that all speakers prepare the following:

- For audio events, a telephone with a quality headset or handset for EACH presenter/presentation room.
  - Speakerphones have poor sound quality and tend to pick up background noise. If you must use a speakerphone try putting something padding under the phone (things around the office such as legal pads or newspapers will do the trick) and make sure the phone is away from computer fans, projectors, and air conditioning units.
  - Cellphones and cordless/wireless headsets or phones of any kind should be avoided as they are subject to disconnection and interference.
- For video events, an speaker that will be on video should have an internal or USB webcam.
  - A quality headset is recommended as the audio source on video events. A webcam's internal microphone will work, but a headset will produce higher quality audio.
- A hard copy printout of your slides.
  - Make sure you print out the same PPT file that has been uploaded. In case your computer or internet connection fails, you can reference your slides while someone else flips the slides for you without any interruption to your recording.
- A wired internet connection.
  - Wireless can work, but we do not recommend it as the signal can be subject to drops and interference. Wireless internet should NOT be used for video events or

screen sharing.

- It is recommended that you test your system briefly before joining the events pre-call.
  - To further improve computer performance, it's recommended to restart your computer shortly before the event and close any unneeded programs or browser tabs.
- Log off of your VPN
    - VPNs can reduce your available bandwidth, which is especially important when broadcasting video. We recommend logging off your VPN while presenting.

## How can I test my system for presenting?

For any testing, you should use the computer and browser that you intend to present from. Two seemingly identical computers can have very different program and system configurations.

Once you have received the Guest Admin, please log into the webcast Live Studio to test your system.

- Click the thumbnails or the **Next Slide** button in the slide tool to flip slides. If your computer is working correctly, you should see the slides advance.
- There should be a **Presenter Discussion** box in the lower left corner of your screen. Type a message into the box provided and click **Submit**. If your computer is working correctly, you should see your message in the chat log.

If you will be using your webcam or screen sharing on an event, please test your system here:

<https://event.webcasts.com/test>

Please note that if you run into any testing issues, you may be asked to provide a screen capture of the results of this system test.

## What if I have issues with the Webcast Live Studio during a live call?

The Live Studio checks the presenter's connection status approximately every three seconds. When the Live Studio detects a sustained connection drop (an approximate 10-15 sec. without a response from our servers), a message is displayed in the Live Studio alerting the presenter:

*"Could not connect to the server. Please check your internet connection.(1)".*

This message appears in an overlay and the presenter cannot click on any Live Studio elements while their connection is down. Once the connection has been reestablished, the message will disappear automatically and the presenter can resume their Live Studio interaction.

If the Live Studio becomes unresponsive without an internet connection failure:

- The presenter should first attempt to re-launch the Live Studio by closing the Live Studio browser window and clicking the "Launch Live Studio" button on the Guest Presenter page (or the Event Summary page for admins managing their own live events).
- If the presenter is unable to re-establish their internet connection or the Live Studio remains unresponsive after re-launching, the presenter may need to contact their IT team for assistance.
- If the presenter is unable to flip their slides for a sustained period of time, it is recommended to designate an individual (preferably a colleague familiar with the content) to assist with flipping slides for the webcast audience. The presenter should reference slide numbers from their print out copy of the slide deck as they speak to the material.

# Share a video during a Live event

In the Live Studio, the Overlay Videos tab shows all uploaded videos. From here, you and other presenters can preview them, play them for the audience, and stop sharing them.

You can share a video as an overlay - in a separate window that covers the slides and video player - or play the video *inline*, in the video player. Once the event is archived, the recording includes the videos as they were seen by the audience during the live event.

## Notes:

- Before your event goes live, have a least one presenter preview each overlay video. This helps to cache the videos on the event servers (content delivery network or CDN) and provide faster delivery during your event.
- The stream is delayed for attendees, so you must allow the event to run for 15 seconds before sharing a video. This ensures all attendees see the video.
- Once you share a video, you can only share it again the way you played it the first time (overlay or inline). For example, if you shared a video as an overlay, you can't share it in the video player.
- All presenters are automatically muted while previewing and sharing a video.
- You can't share a video and screen share at the same time.

Jump to: [Preview a video](#) | [Share a video as an overlay](#) | [Share a video in the video player \(inline\)](#) | [Stop sharing a video](#)

## Preview a video

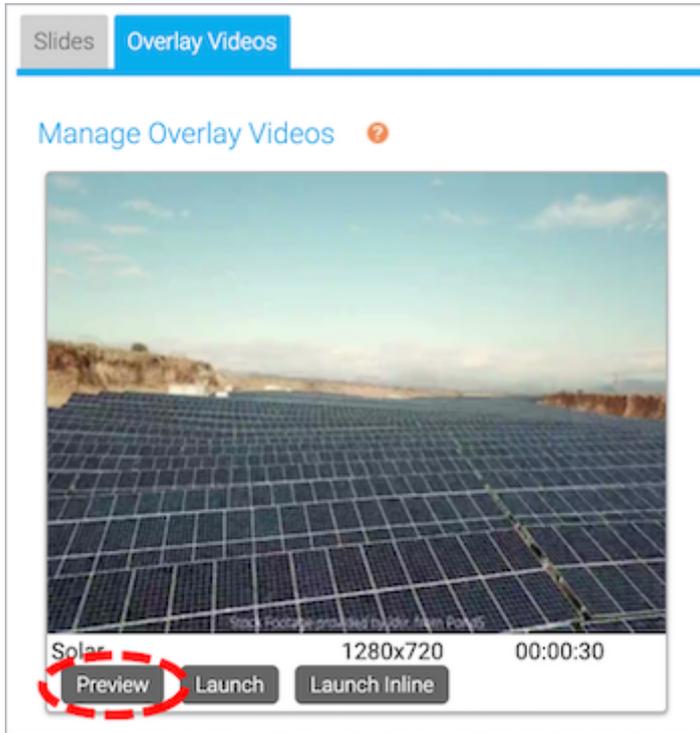
Preview your overlay videos to make sure they display correctly to the audience during the live event. When you preview a video, the video is only visible to you.

### To preview an overlay video:

1. In the Live Studio, click the **Overlay Videos** tab.

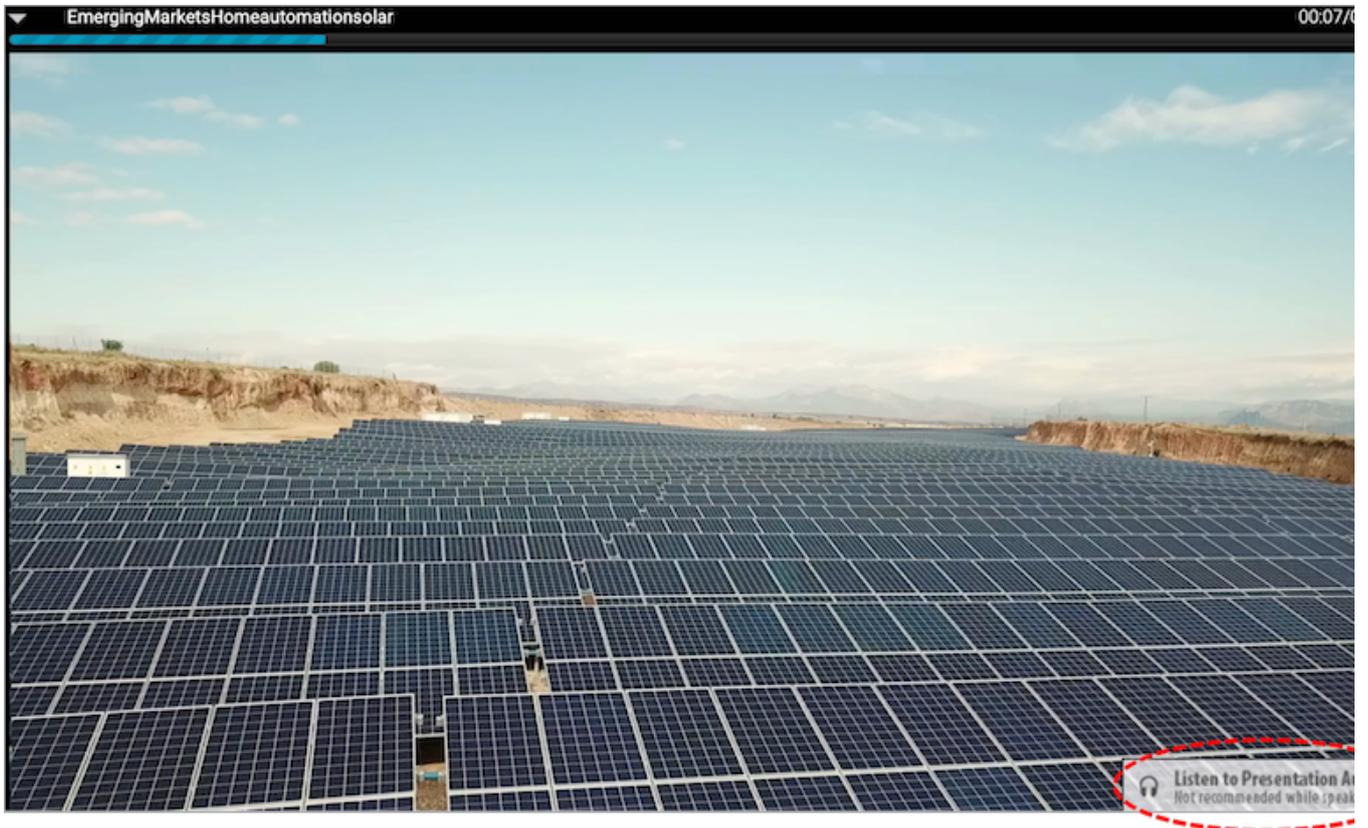
Thumbnails of the uploaded videos are displayed with the video name, size, and duration.

2. Under the video you want to test, click **Preview**.



The video plays in a new window as an overlay.

**Note:** The audio is muted when you preview a video. To test the video's audio, click **Listen to Presentation Audio**.



## Share a video as an overlay

Share a video as an overlay to play the video in a new window on top of the slides and video player.

### To share a video as an overlay:

1. In the Live Studio, click the **Overlay Videos** tab.

Thumbnails of the uploaded videos are displayed with the video name, size, and duration.

2. Under the video you want to view, click **Launch**.

### Manage Overlay Videos ?



Solar

1280x720

00:00:30

Preview

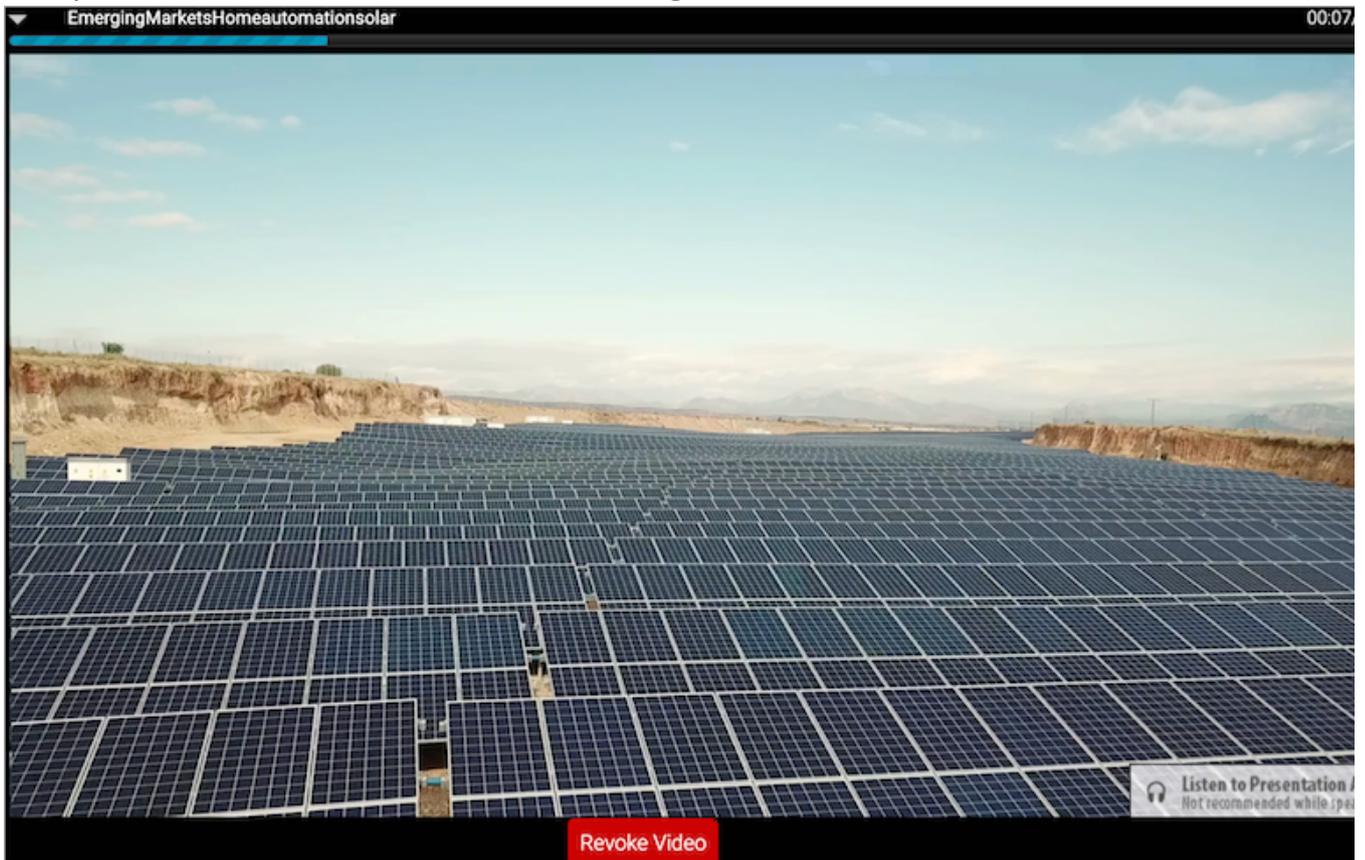
Launch

Launch Inline

3. A message displays asking if you want to send the video to the audience. Click **OK**.

The video is shared with the audience and plays in a new window as an overlay for you and other presenters. The video includes a progress bar to let you know when the video is done playing.

**Note:** Only the audience hears the video's audio. To prevent feedback, we recommend that presenters don't listen to the audio during the event.



## Share a video in the video player (inline)

Share a video in the video player to show the slides and move them while the video is playing.

### Notes:

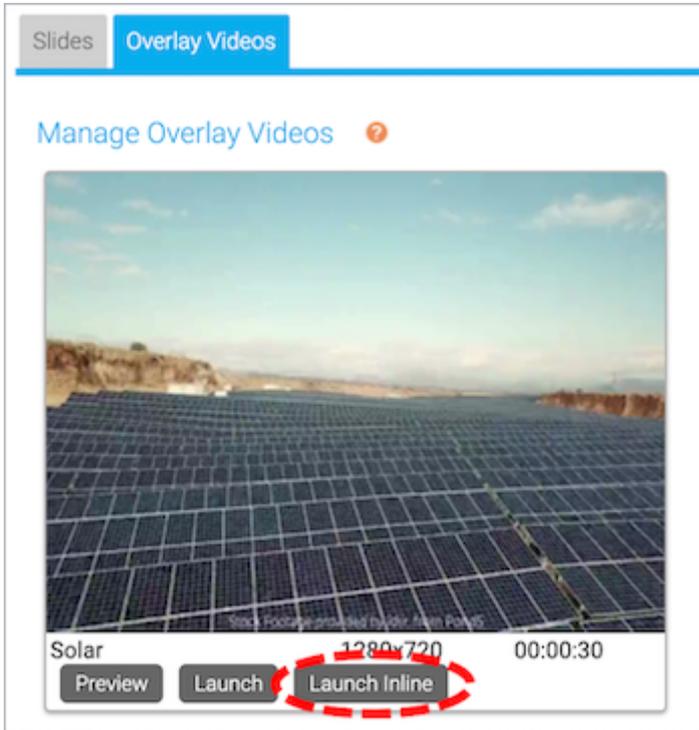
- You can only share videos in the video player for events broadcasting video (not audio only).
- If you're using layout switching, you must select a layout with a video player for the video to play.

**To share a video in the video player:**

1. In the Live Studio, click the **Overlay Videos** tab.

Thumbnails of the uploaded videos are displayed with the video name, size, and duration.

2. Under the video you want to view, click **Launch Inline**.



3. A message displays asking if you want to send the video to the audience. Click **OK**.

The video plays for the audience in the video player and plays in a new window as an overlay for you and other presenters. The video includes a progress bar to let you know when the video is done playing.

**Note:** Only the audience hears the video's audio. To prevent feedback, we recommend that presenters don't listen to the audio during the event.

## Stop sharing a video

While a video is being shared with the audience, you or another presenter can *revoke* it and stop it from playing.

**Important:** When a video is revoked, it is not included in the event replay.

**To stop sharing a video:**

1. At the bottom of the video, click **Revoke Video**.
2. A message displays asking if you want to revoke the video. Click **OK**.

# Stream optimization

It is important for any webcasting professional to understand if their network is ready to support a webcast. While our webcasting platform consumes far less bandwidth than major web conferencing tools, it still requires a high-speed connection to the internet to assure a quality user experience. Since the Webcast platform can support video-enabled webcasts for up to 10,000 attendees or more, there is a greater need to ensure your network can handle the attendance capacity.

If your audience resides largely on a single corporate network, you may need to consult with the IT department to confirm there is adequate bandwidth to support your event. If adequate bandwidth is not available, you should consider leveraging one of the Webcast platform's stream optimization solutions. These options include:

- [Adaptive bitrate streaming](#)
- [Peer-to-peer streaming](#)
- [Stream caching](#)

## Adaptive bitrate streaming

Adaptive bitrate streaming works by detecting a user's bandwidth and adjusting the quality of the video stream accordingly. This allows your webcast viewers to receive streaming video at an appropriate bitrate for their bandwidth, ensuring a high-quality experience for all participants.

### **Benefits of adaptive bitrate streaming:**

- Allows viewers with high-speed internet connections to receive a HD quality video stream.
- Viewers who do not have a high-speed internet connection, who may be on a public wifi connection or on a shared internet connection, will receive a lower bit-rate stream to ensure a buffering free video stream.
- Adaptive bitrate streaming is fully automated in the Webcast platform, making the process seamless for viewers.

## Peer-to-peer (P2P) streaming

A P2P network optimizes video by enabling audience members to pull streams from other event participants on the same network. This method can reduce the amount of public IP bandwidth by up to 95%. A P2P solution requires a software client to be distributed to the global viewing audience by group policy or other installation method. The P2P software client is fully integrated with the webcast application and it automatically connects to, routes, and rebroadcasts video signals.

We partner with Hive Streaming in this space for P2P stream delivery.

### **Benefits of P2P streaming:**

- Allows a high volume of viewers on the same corporate network to view HD video with minimal impact on the corporate internet connection.
- Once deployed the solution eliminates the need for the Network Engineering resources typically required to support video streaming using network appliances.
- P2P streaming is fully automated, making the process seamless for viewers.

## Stream caching

Stream caching requires a minimum of two network appliances capable of intercepting, caching, and distributing video streams. This limits the amount of public IP bandwidth consumed by delivering streams from cache behind the firewall. While this method normally requires ongoing dedicated resources from an internal Network Engineering or Security team, once deployed the solution does not require any software to be distributed or maintained on end user machines.

The Webcast platform fully supports video optimization using any device capable of caching HTML5 (HLS) streams, such as Blue Coat ProxySG.

### **Benefits of stream caching:**

- Significantly reduces the bandwidth utilized by webcast viewers.
- Stream caching with your webcast is seamless for viewers.

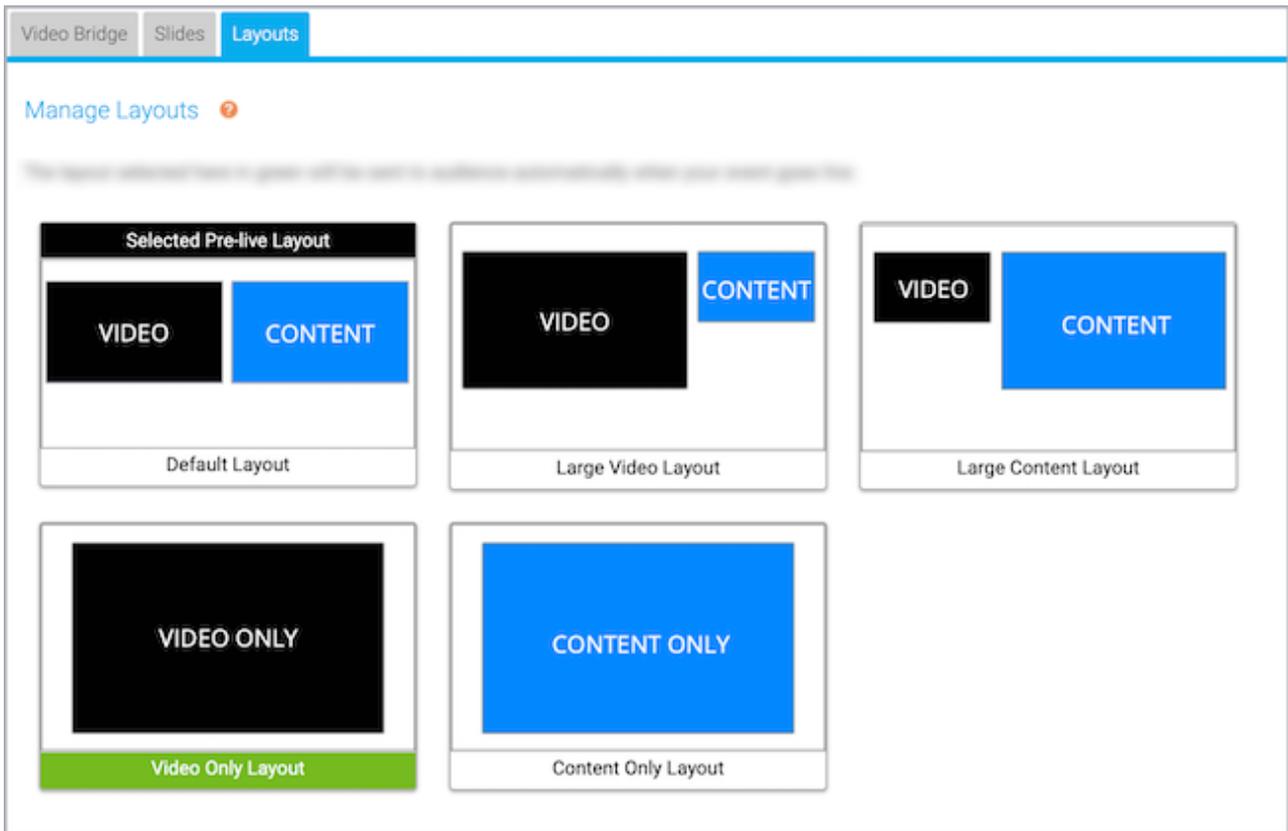
# Change the event window layout during a live event

During a Live event, you can change the layout of the event window that the audience sees to feature different content. The available layouts depend on the type of broadcast (video or audio) and player size you selected in the event setup.

**Note:** Before the event begins, go to the **Player & Branding** tab, and under Player Layouts, select **Enable Layout Switching**. To learn more, see [Enable layout switching for an event](#).

## To change the event window layout:

1. [Join the Live Studio](#).
2. In the Live Studio, click the **Layouts** tab.
3. The available layouts are displayed and the name of the layout that is being shown to attendees is highlighted in green. To change the layout, click another one.



The layout is displayed to attendees.



Ask a Question

Ask a Question

Send

Total Answered Questions: 0

## Bypassing Zscaler proxies for improved performance

Zscaler is a cloud security platform that scans your data for threats. When Zscaler is installed on a presenter's computer, it will cause any Webcast audio and video data to be redirected through the Zscaler security cloud before it can reach the Webcast network. This may lead to video/audio connections being blocked completely or issues with call quality if the connection is completed.

Webcast connections are not sending any executable data, so there is not a need to scan it with Zscaler. We advise our customers to configure Zscaler to allow Webcast data to bypass to prevent potential issues. Please contact your IT department for assistance.

More information about Zscaler bypasses can be found here: <https://help.zscaler.com/z-app/best-practices-adding-bypasses-z-tunnel-2.0>

A full list of Webcast network requirements, used to configure Zscaler, can be found here: <https://webcasts.com/networkresources/>

## Video Bridge Updates - New!

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

Video Bridge Updates - New!

## 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**.

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

## Hello. What's your name?

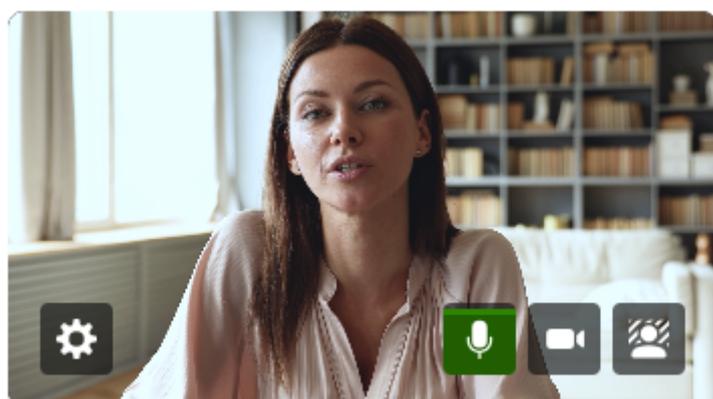
Please enter a display name so other people know who's in the meeting

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**.

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

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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.

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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.

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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.

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## 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**.

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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.

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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 bottom of the Video Bridge window, each presenter has buttons to control their connection:

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- 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.
- Click on the monitor icon to share your screen with viewers at any time during the event.
- Click on the person icon to add a blurred or virtual background to your video stream.
- 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 speaker icon to mute the audio from Video Bridge.

**Note:** If you do not see the option to share your screen, please make sure you are using a supported browser. Contact Support for additional help.

## 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**.

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

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**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.

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Video Bridge Updates - New!

## Video Bridge Overview (Moderators)

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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 webcam 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>
2	Presenter List	<p>The moderators and presenters who are connected to the Video Bridge. Click on the <b>Participants</b> text to display (or hide) the Participant panel.</p>

Hover over each presenter on the Participant list to display a list of options. Use the microphone button to mute the presenter's mic, use the "X" button to remove a presenter, or use the settings button to display a list of additional options. Available options:

- Spotlight a presenter to pin them to the large video frame of the selected layout.
- Change a presenter between the Host and Guest role. Hosts can access additional Video Bridge controls.
- Access the keypad to use the dialing option (commonly used with external meeting room connections).
- Change the presenter's name as it appears to viewers.
- Hide a presenter's camera, which will hide them from the selected layout.

Access options to control personal and meeting settings. Click on the **Meeting settings** text in the **Participant** panel to access the available options.

On the **Meeting settings** tab:

- **Lock the meeting** to prevent additional presenters from joining.
- **Show name labels** can be enabled to display a presenter's name below their video feed.

On the **Meeting layout** tab:

- Select from a variety of options to change layout of the video feed(s) that your viewers will see. To learn more, see [Change the Presenter Webcam Layout on the Video Bridge](#).

On the **Virtual Background** tab:

- Add a virtual or blurred background to your video feed.

## Local presenter controls

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

- The microphone icon can be used to mute/unmute your microphone.
- The camera icon can be used to hide/display your webcam.
- The monitor icon can be used to share your screen with viewers.
- The person icon can be used to enable/disable a virtual or blurred background on your video feed.
- The hand icon can be used to alert the event moderator of your desire to speak.
- The speaker icon can be used to mute/unmute the audio from the Video Bridge.
- The arrow icon can be used to enter/exit

6	Active speaker(s)	<p>The webcam of the presenter who is speaking. Voice-activated camera switching is used to highlight the webcam of the presenter who is speaking (and recent speakers when using multiple frame layouts).</p> <p>To choose whose webcams are on stage, review this article: <a href="#">Spotlight Presenter Webcams on the Video Bridge</a>.</p>
7	Your webcam 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.</p>

8

## Advanced Video Bridge settings

Additional options for Advanced Video Bridge events. Click the gear icon to access the advanced settings menu. Available options:

- **Dial Out to a participant** can be used to dial out to an external meeting room or presenter.
- **Settings** can be used to access options to control personal and meeting settings. Refer to #4 above for additional details.
- **Download log** can be used to download logs on your Video Bridge connection.
- **Version Info** can be used to access details on the Video Bridge software.

9	Broadcast Controls	<p>Controls to connect the Video Bridge and start/end the event. Access the Broadcast Controls using the &gt; 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: <a href="#">How do I broadcast using the Video Bridge?</a></p>
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Video Bridge Updates - New!

## How do I 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. Click on > icon next to the Broadcast Controls text in the top left of the Live Studio to access the controls.

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

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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.

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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.

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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.

Video Bridge Updates - New!

## About Presenter Webcam Layouts

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 **Participant** text to access the Participant list. Then click on the **Meeting settings** text at the bottom of the participant list.

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Along the top of the pop-out window, click on the **Meeting Layout** tab.

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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 4, 9, 16, or 20 presenters in equally-sized frames.
- **Individual:** displays one presenter at a time. This is the default layout.
- **Speaker:** Displays 10, 13, or 20 presenters in a variety of layout option combining large and small frames.

Select on a layout option and click **Apply** 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.

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.

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 to the large frame in a layout whether they are speaking or not. To do so, hover over a presenter in the Participant list and click on the settings button. In the settings menu, select the Spotlight option.

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

**Note:** You will need to return to this menu to remove the Spotlight when you no longer want the presenter to be pinned to the layout.

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## 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.

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Administrators can hide any presenter's camera themselves using the camera icon next to each presenter in the Participant list.

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**Note:** Presenters will need unhide their camera when they would like to appear on video again.

Video Bridge Updates - New!

## 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 moderators can change the presenter webcam layout. To allow a presenter to change the webcam layout, promote them to a moderator.

### To change the presenter webcam layout:

1. On the left side of the Video Bridge, click on the **Participant** text to display a Participant list.

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2. At the bottom of the Participant list, click on the **Meeting settings** text.

3. In the pop-out window, click on the **Meeting Layout** tab at the top to display a list of available layouts.

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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 4, 9, 16, or 20 presenters in equally-sized frames.
- **Individual:** Displays one presenter at a time. This is the default layout.

- **Speaker:** Displays 10, 13, or 20 presenters in a variety of layout option combining large and small frames.

4. Click **Apply** to change the layout.

Video Bridge Updates - New!

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

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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.

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## 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. Click on the person icon to add a blurred or virtual background to your video stream.

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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.

Video Bridge Updates - New!

## 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 to the large frame in a layout whether they are speaking or not. To do so, hover over a presenter in the Participant list and click on the settings button. In the settings menu, select the **Spotlight** option.

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**Note:** You will need to return to this menu to remove the Spotlight when you no longer want the presenter to be pinned to the layout.

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

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

Video Bridge Updates - New!

## 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 along the bottom of the Video Bridge.

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Administrators can also hide any presenter's camera themselves. Hover over a presenter in the Participant list and click on the settings button. In the settings menu, click **Mute / Unmute Video** to hide their camera.

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When a presenter's camera is muted, you will see a muted camera icon next to their name to confirm. When you would like to display their camera again, you will need to return to the menu and click **Mute / Unmute Video**.

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**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 Updates - New!

## 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

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.

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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 participant**.

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A pop-up window will appear where you can enter the SIP/H.323 address for the Zoom room. 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](https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0060661)

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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**.

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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.

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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](tel: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](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.

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

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### **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.

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**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.

Video Bridge Updates - New!

## Help Video - Testing a Video Bridge Connection

Event hosts and presenters. You are required to test your system at least 48 hours before the event start time with the same devices and network you plan to use during the event. In this video, you'll learn how to test your microphone, camera source, and audio output.

Video Bridge Updates - New!

## Help Video - Video Bridge Training for Guest Speakers

In this video you'll learn how to sign in to the event and join the Live Studio, connect your video source, and use the video bridge controls. You'll also become familiar with video bridge tips and best practices.

Video Bridge Updates - New!

## Help Video - Video Bridge Training for Administrators/Hosts

Event hosts and administrators. 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'll learn how to connect your video source, manage other presenters, and deliver a Video Bridge event to your audience.

Video Bridge Updates - New!

## 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.

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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 on the Video Bridge bar and drag the mini-view window if you would like to move the window to another location in the Live Studio.

If you need to quickly access the Video Bridge controls at any time while on another tab, use the [image-1712950050766.png](#)

full-screen button in the lower right of the mini-view. Image not found or type unknown

This will open the Video Bridge in a full-screen view to allow you to adjust the layout, control presenter connections or make other changes to the Video Bridge. Press the Esc button on your keyboard to exit full-screen view and return to the previous tab.

The mini-view will contain a self-view of your own video stream overlaying the primary video preview. 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 [image-1712949078985.png](#)

uninterrupted view of the primary video preview. Image not found or type unknown

Depending on your screen resolution, it is possible the control buttons for your self-view and the [image-1712948863594.png](#)

primary video preview to overlap. Image not found or type unknown

To correct this, adjust your browser zoom to decrease the zoom. Click Ctrl and - on your

keyboard to zoom out. This should adjust the mini-view layout to allow you to access all controls.

The mini-view window will display whatever content you have open on the Video Bridge tab. For example, if you have the Meeting Layout options open when you switch tabs, the Meeting Layout options will display in your mini-view.

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You can click in the min-view window and use your mouse, trackpad or keyboard arrow keys to scroll through the open menu to close it or save changes as needed. If you want to see the videos in your mini-view, close any open menus before you navigate to another tab.