Live Stream Instructions and Troubleshooting:

We have been extraordinarily blessed with live stream installations and are elated that they have remained successful for years. However, should a problem arise, this guide will get you through some common scenarios.

Black screen for camera:
1) Most of our systems apply power to the cameras when the sound system is turned 'on'. Please verify the sound system is on. It takes less than two minutes for the cameras to boot and come online. If the live streaming program is opened sooner than this you will see a black screen where the camera(s) would typically be. Simply close the program, wait half a minute (if the sound system was already on) or two minutes (if you just turned it on), and open it back up and all should be well. Alternatively, leave the program open, and after the specified time, right-click on the smaller view of each camera and click 'reset'.

2) If this does not correct the issue, please again check first that the sound system is 'on'; then check for internet connectivity on the computer. A small rectangular icon like this should be present to the left of the clock on the lower right of your screen. If it is not present, please check that there is a cable between the computer and the ethernet jack we installed. While rare, the cables can break so if possible try swapping a different ethernet cable then close and reopen vMix.

3) None of our installations use wifi, so if there is instead an icon that looks like this then someone may have inadvertently set the computer to a different network. Simply click that icon, and disconnect from whatever wifi network it shows as connected. The ethernet icon ( ) should now be in its place. Close and reopen vMix.

4) if none of these solve the problem, **please click here.**

Gray or pixelated camera:

This is most often caused by an inadvertent wifi connection. None of our installations use wifi, so if there is an icon like this 🛜 to the left of the clock on the bottom right of your screen, someone may have accidentally set the computer to use it. This is unreliable and needs to be switched back to the wired ethernet connection. Simply click the wifi icon, and disconnect from whatever wifi network it shows as connected.

The ethernet icon (🖥️) should now be in its place. Close and reopen vMix.. Note this will stop a running live stream so it may need to either be interrupted or just remedied after the current event.

Audio out of sync:
Some installations have their computers powered 'on' continuously for remote use. Occasionally, if the live streaming program has accidentally not been closed for many days, a memory error may occur which will get the picture and sound out of sync. To remedy, just right-click on the smaller view of each camera and click 'reset'. Your live stream will stay intact and the computer will reestablish an 'in-sync' connection to the camera(s).

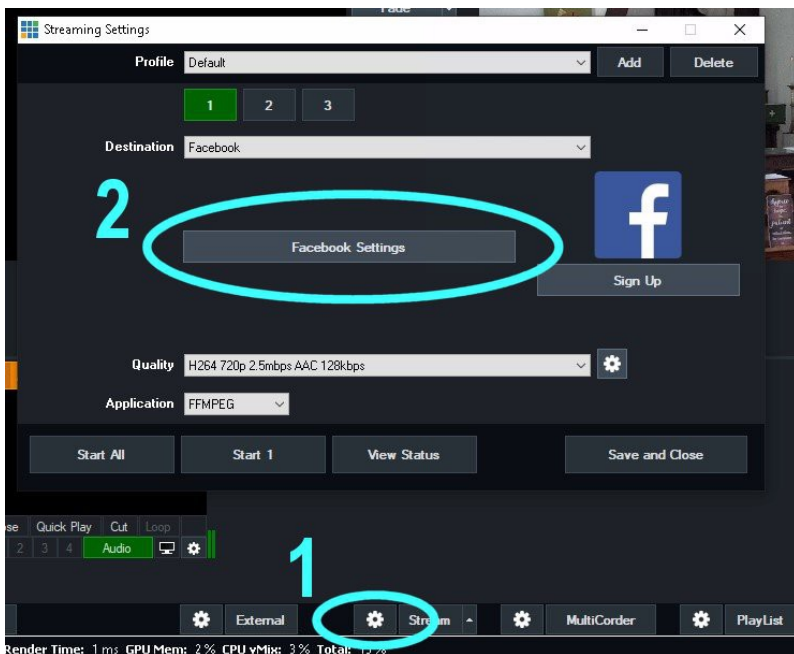**'Stream not found' facebook error when clicking 'stream' button:**
This is most often caused by the switching of a facebook password on the account associated with the live stream. To remedy:

1) Close the error message pop-up.
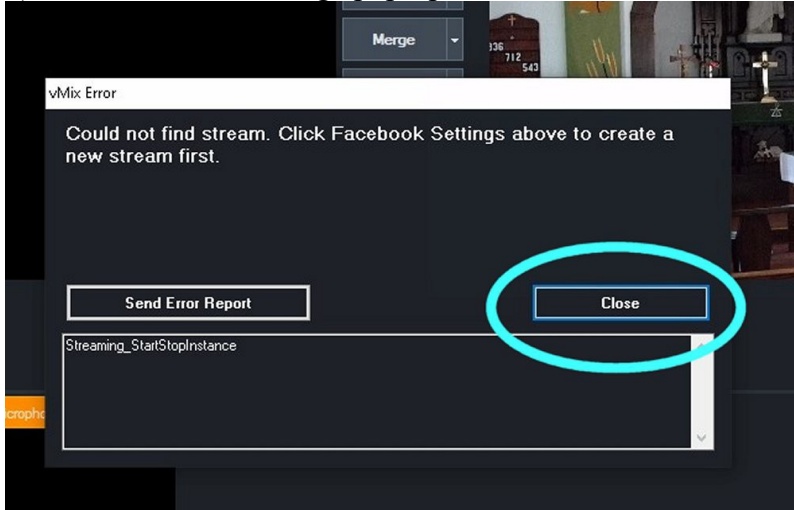
2) Click the 'gear' icon adjacent to the 'stream' button
On this popup, select 'facebook':as destination then click "facebook settings"

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3) At the top of the new pop-up, click 'Login to Facebook'. This
will open a browser where you can enter your Facebook username and password.
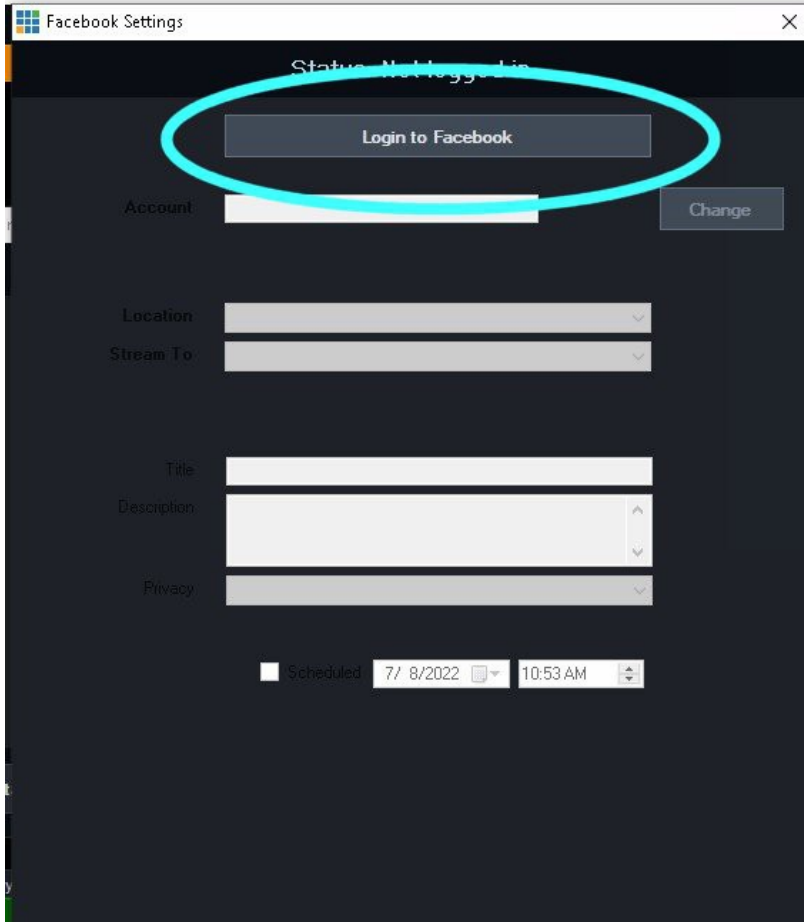
5) Upon clicking enter or 'log in' you may receive a message that says 'login process completed'; if so at this
point you may close the browser and **skip to step 8**.

6) If you are presented a login page, check the box below the password field that states ' keep me logged in to vMix' Enter your username and password. Note that if you enter the wrong name or password, the page will refresh and uncheck the 'keep me logged in' box and you will need to check it again
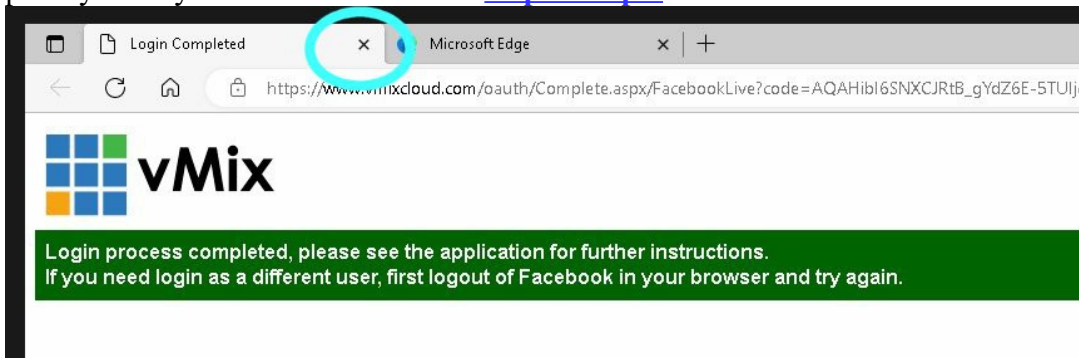

.
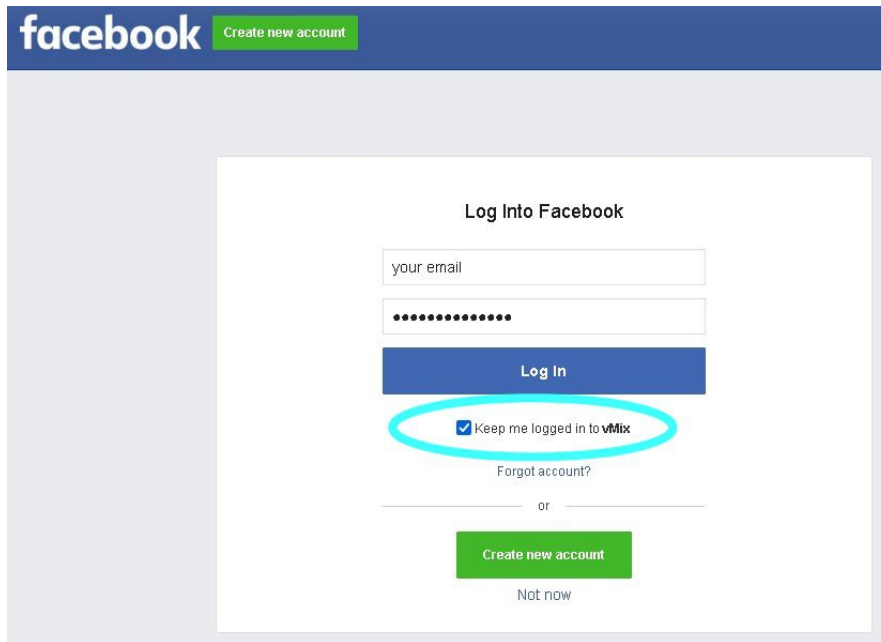
7) If you are guided to new questions, simply click 'yes' or 'allow' (do *not* click 'choose what I allow') and – when it asks with whom you wish to share or who can view these posts- please **change 'friends' to 'public'**. Upon receiving the 'login process completed' message, you may close the browser and return to vMix.
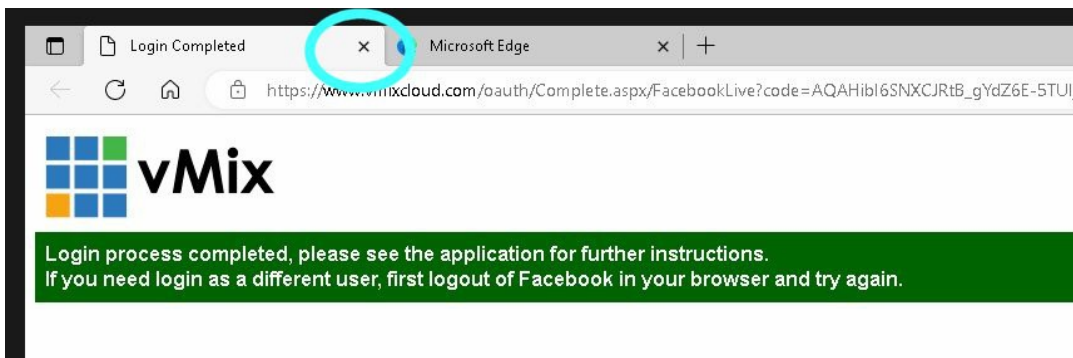
8) In vMix on the most recent pop-up titled 'Facebook Settings' (If you can't see this pop-up just hover over the vMix icon on the taskbar and click the 'Facebook Settings' small preview when it appears):

    1) For 'Location' click the drop-down and set it to the correct page you to which you wish to stream.
    2) For 'Stream To' select 'New Stream'
    3) Enter a title (typically the name of your church) and a description (typically 'Live stream').
       Both fields must have text.
           Leave 'Privacy' as 'Public' and the 'Scheduled' box unchecked.
    4) Click the large 'Create Stream' button.

9) Now at the top of the pop-up you should see the text 'ready to stream' in green. Click the large 'Close' button at the bottom of the pop-up.
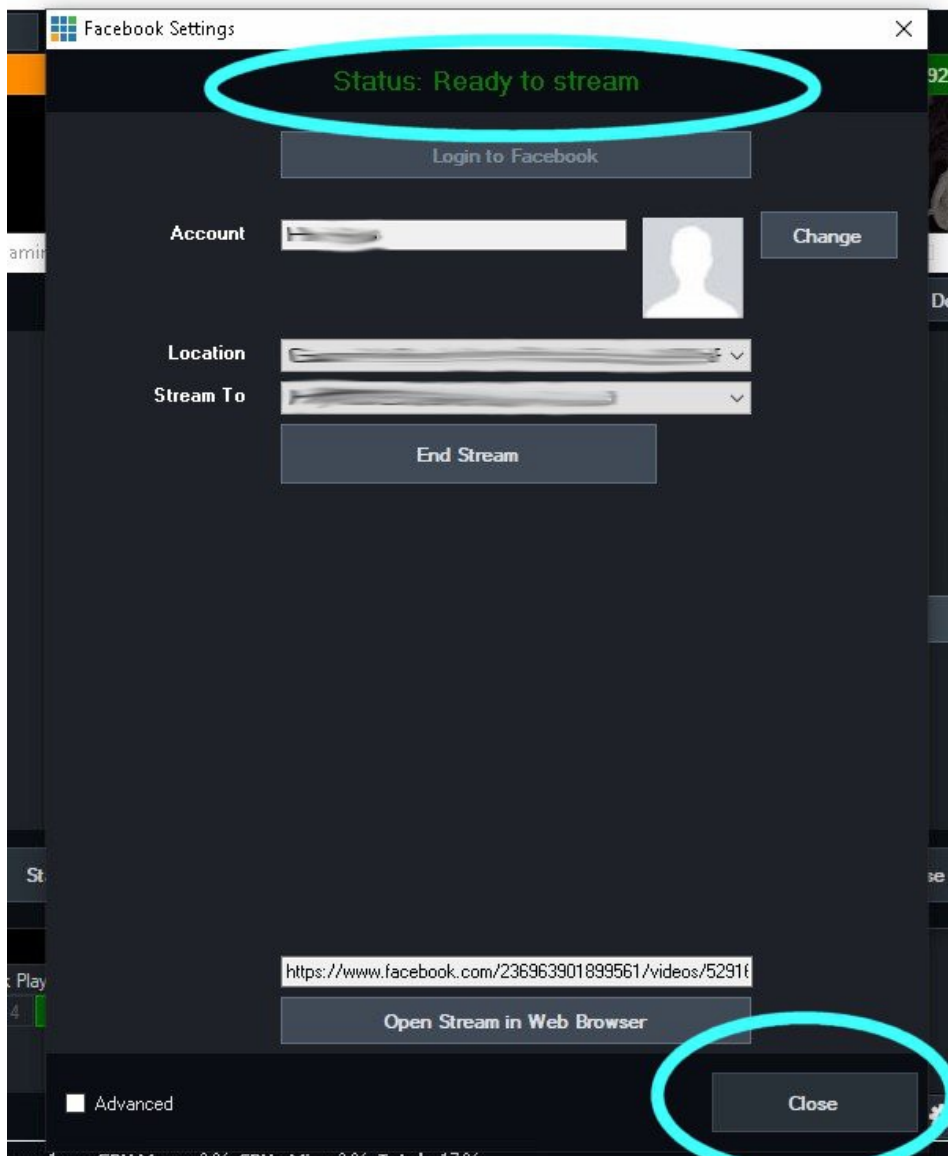
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10) On the previous pop-up titled 'Streaming Settings' (if you can't see this pop-up just hover over the vMix icon on the taskbar and click the 'Streaming Settings' small preview when it appears) click 'Save and Close'.
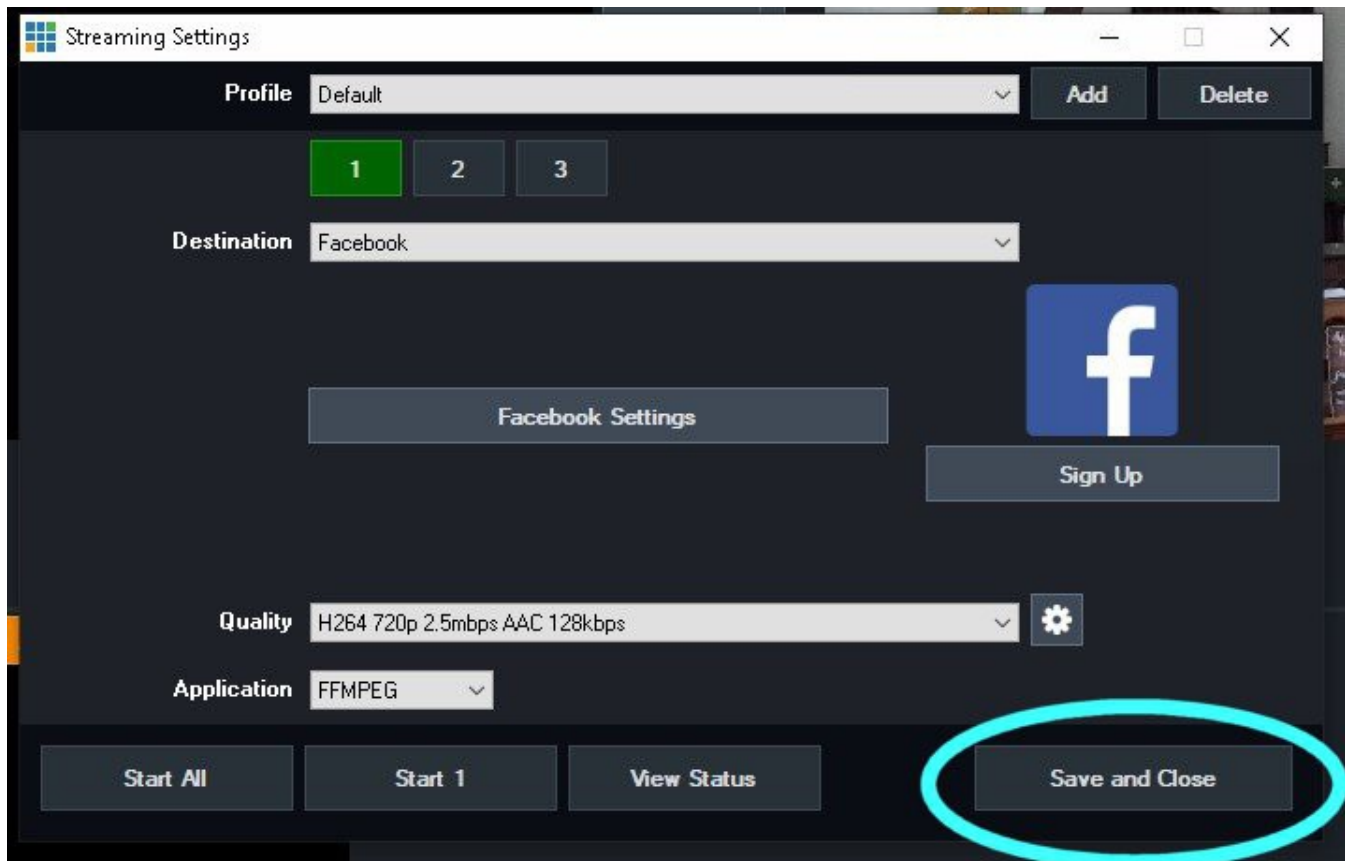
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11) Finally, near the top left of vMix click 'Save' or 'Save As' and overwrite your preset (typically titled 'Live Stream' on the desktop). This will save all of your work so that the next time all will work as intended. For 'Save As' it will confirm you wish to overwrite the file and you would click 'yes'.
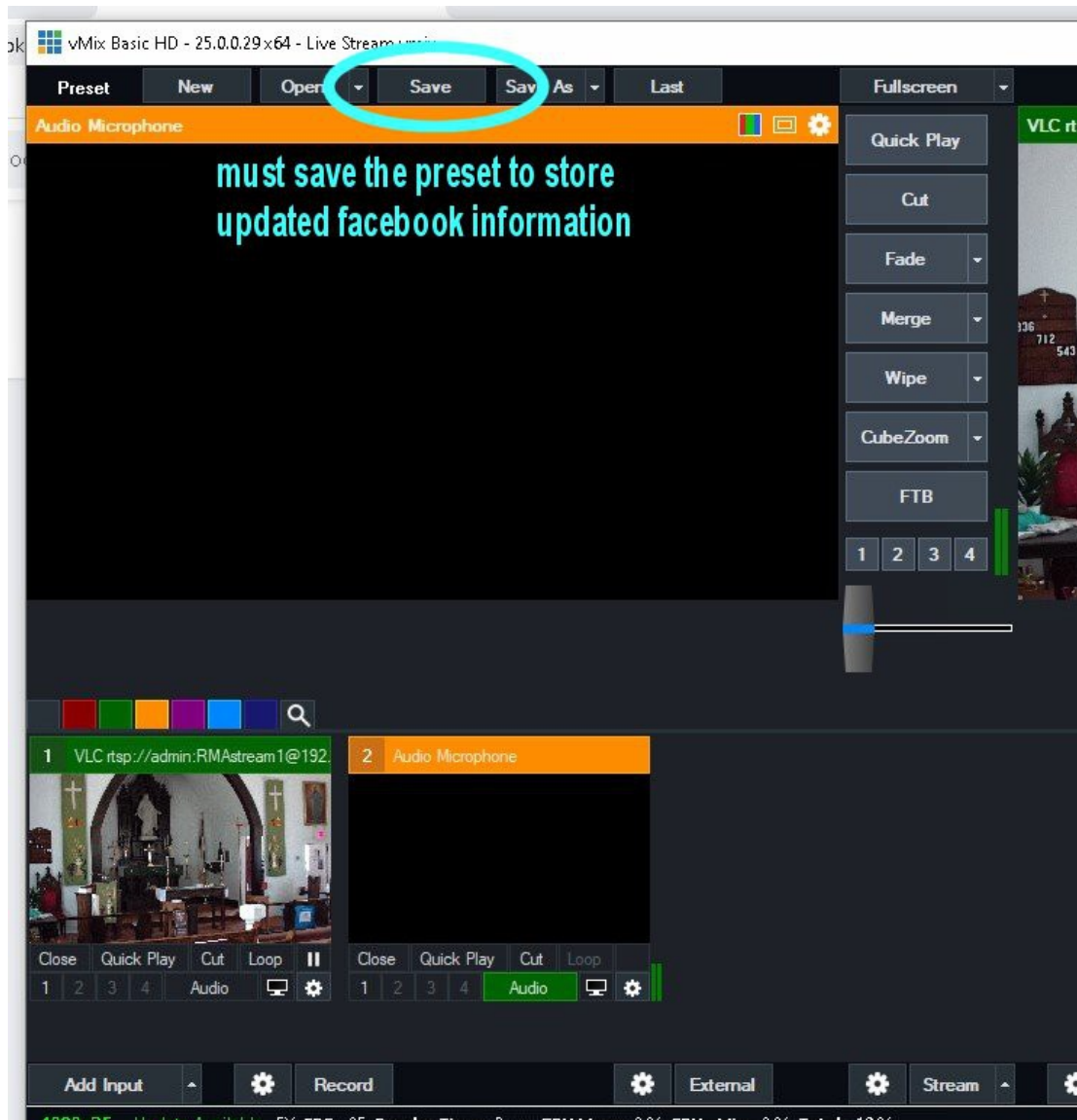
12) At this point you may simply click 'Stream' and you should be all set.

I see the cameras but can not move them with the browser app:
This is most often caused by an update to firefox changing your home page.

Click the menu icon in firefox (top right, three horizontal lines as ☰), click 'History' and there should be an entry titled 'Local IP Camera Control'. Click it to open the PTZ page.
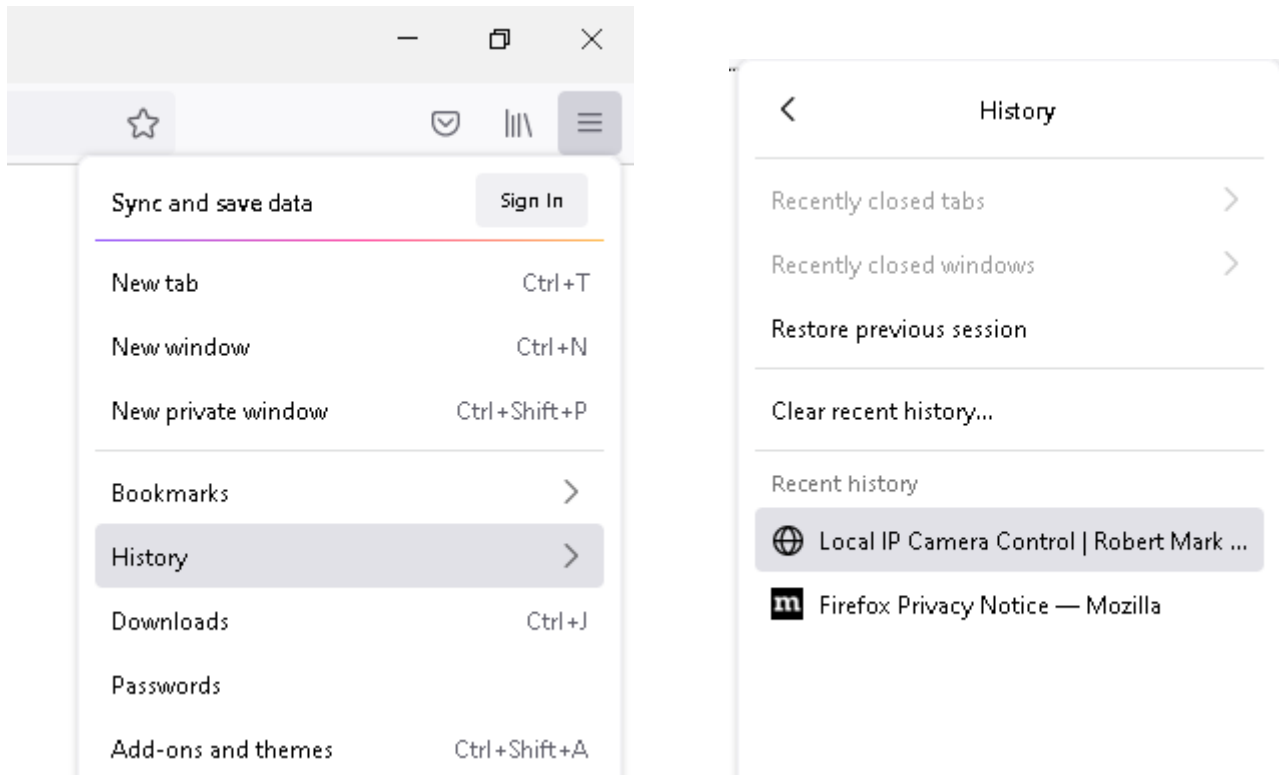
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Then, please click the menu icon ☰ again, select 'Settings', then on the left click 'Home', then to the right for 'Homepage and new windows' select 'Custom URL', then below click 'Use Current Pages'. This will make firefox start as before.
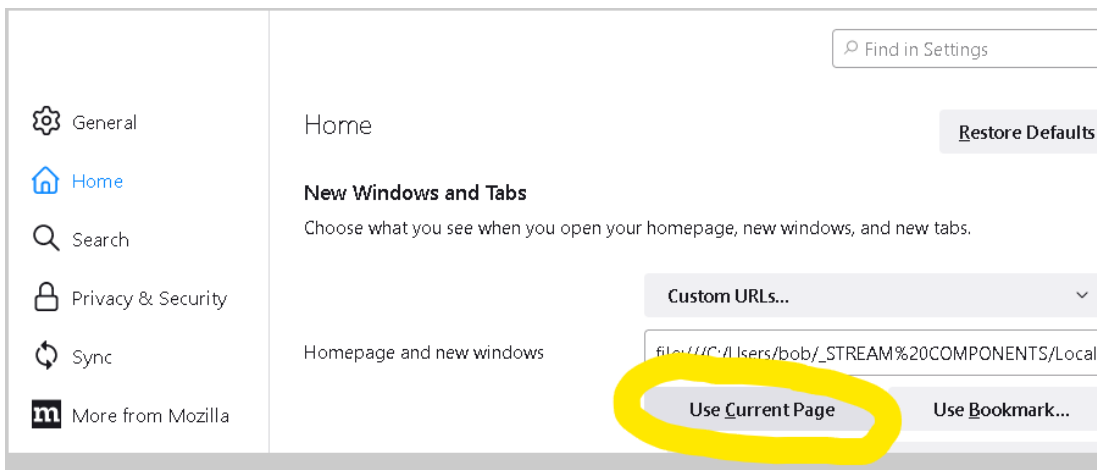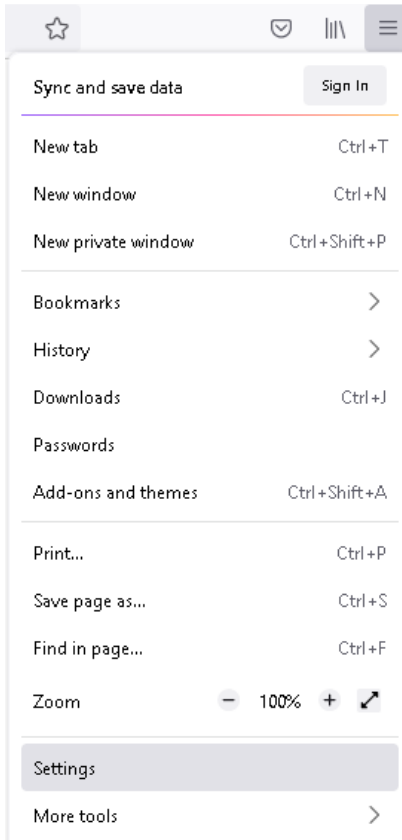
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Note that if you are viewing this document online, the next time you open firefox it will open both the PTZ app and this document. To remedy, close the tab with this document, click menu / settings / home / custom URL / use current page (as opposed to 'pages' as before).

Angelcam does not show camera

If you've tried the steps in the first part of this document, and you are certain:

the computer is connected to the internet (try going to any webpage in firefox),

the computer is using ethernet and not wifi

the sound system is 'on' (will power on cameras also)

it has been two minutes or more since the sound system was turned 'on'

the streaming program has been closed and re-opened

then it may be that your router was recently changed by your ISP. Often when Spectrum replaces a router it, very unfortunately may have a different IP gateway than the previous unit. As well the new units will not carry any port-forwarding information (necessary for angelcam) and it's just an unfortunate oversight that requires resetting the addresses of all cameras and often other office peripherals. This typically has to be done on site by one of our technicians, or, if the computer has access to wifi we can correct it remotely. Please simply call to set up an appointment.

Detailed live streaming instructions

Please allow two minutes between turning on sound system and opening the live stream software. This allows the cameras to boot and get online. If the streaming program opens and you do not see your camera(s), just close the program for a minute and open it again.

1. **Double-click 'live stream' icon** near top left of desktop.

It takes just a few seconds to open the program. A vMix 'splash screen' should appear while loading. If it has been a while and there is no program appearing, please double-click the 'live stream' icon again (it may not have been truly 'double-clicked' on the first attempt)

The large view on the left is 'preview'. On the right is 'live'.

Preview is what would be 'happening next' while 'live' is what is being broadcast or recorded after having clicked the 'record' or 'stream' button.

To preview a source, click its pane (the smaller views on the bottom)

This lines a source up to be the 'next thing' broadcast after having clicked a transition button

To exchange preview and live, press 'fade' between the two large views.

This will make what was is 'preview' that which is broadcast. The sources will be exchanged so what was previously 'live' is now in 'preview'. This is handy for simply switching back and forth between two cameras or other sources. You can hit any button (other than 'FTB' if present) between the two views (fade, merge, cut, etc.) for different effects.

If 'FTB' button is present, clicking it will fade your broadcast to a black screen without audio. This is a 'keep streaming, but do not show anything' button for either privacy or other need to blank the screen. If it is flashing, just click it again and all will be well.

2. Click 'record' if desired toward bottom left. A pop-up may appear to verify recording location, simply click 'record' on the pop-up.

You can record locally to your computer's hard drive without broadcasting to the internet. This is handy for making a pre-recorded video or just to experiment and see how things look. Your recordings will be saved in 'My Documents' / 'vMix storage' and will be labeled by date and time.

Note it is possible to record and stream simultaneously. If you have an extra important event, please do so. This will keep a local recording safe in the event of an internet outage or other social media concern. The recording could then be uploaded later and the event will not be lost.

3. Click 'stream' at bottom center to begin live streaming.

4. Click 'playlist' near bottom right to allow alternating cameras.

In many installations this feature was programmed to simply alternate cameras every few minutes. This is great for 'non-operator-present' broadcasts or just for the operator to take a break. If it was not programmed at your installation and you want the functionality, simply click the gear adjacent to 'playlist', add sources from the left by selecting them and clicking the arrows to add them to the right. Adjust the time and transition of each item on the right by double-clicking it. When done, save your preset with the large 'save' button near the top right of vMix. Or- just call – we'd be happy to remotely set it up for you.

To overlay (superimpose) a source, click the '1' button on the bottom of its pane. This will overlay that source onto the live view. To take it away, simply click the '1' again.

5. When finished, click 'record' and/or 'stream' again to stop.
Click 'yes' to confirm.

6. Close vMix program, choose 'Discard changes and Close' if prompted.

7. Turn off computer- press and hold power button at top right of keyboard.

Simple live streaming instructions

Power button for laptop is at the top right of the keyboard.

Please allow two minutes between turning on sound system and opening the live stream software. This allows the cameras to boot and get online. If the streaming program opens and you do not see your camera(s), just close the program for a minute and open it again.

To Start

1. **Double-click 'live stream' icon** near top left of desktop.
   It takes just a few seconds to open the program.

2. **Click 'stream' at bottom center to begin live streaming.**

3. Click **'playlist' near bottom right to allow alternating cameras.**

When finished

1. **Click 'stream' at bottom center to end live streaming, Click 'yes' to confirm**.

2. **Close vMix program, choose 'Discard changes and Close' if prompted.**

3. **Turn off computer- press and hold power button at top right of keyboard.**

**Camera PTZ Control (Robert Mark Audio cameras)**

1. Single-Click the Firefox icon on taskbar. The homepage is set to your PTZ controller.

2. Move camera with direction buttons as desired. Holding 'shift' while clicking will provide finer control.

3. Recall a preset by left-clicking a preset button

4. 'Set' a preset by right-clicking a preset button (the numbers 1-8 at the bottom of the firefox window)

To change the 'wake-up' position of the camera, position it as desired, then hold shift while right-clicking 'power up preset'. The next time the system is turned 'on' the camera will go to this position.

5. Close firefox when done.

Vmix appears normal but stream is black screen and no audio

This indicates that the FTB button may have accidentally been clicked. It resides under the transition buttons between the preview and live screens:
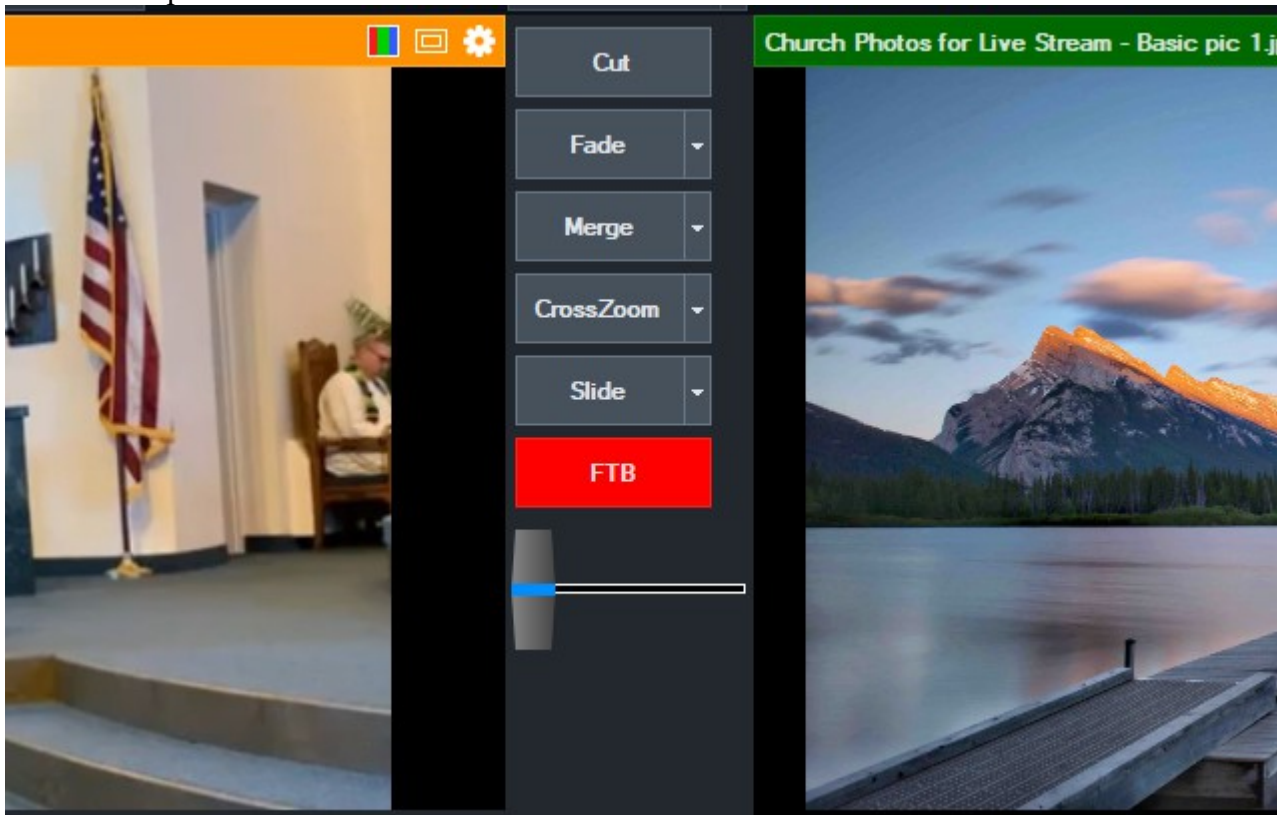
The FTB (Fade To Black) button is there to allow a stream to continue but temporarily mute sound and picture. This is useful if there is a need for privacy or if any event is occurring that is not intended to be broadcast. If the FTB button is blinking red then your stream and recording are black screen and no sound. To remedy, simply click the FTB button.

Please note, when FTB is engaged, and although the stream picture and sound is blank, vMix will appear normal. The only indication is the blinking FTB button. This is useful as it allows the operator to prepare live and preview screens prior to returning to sound and picture.

Clicking a transition button will not change live view, or live view is 'stuck' on a source

This indicates that the source being shown on the live screen has been overlaid. Please check the smaller view (bottom of vMix) for that source and un-check any overlay buttons (1,2,3,4) that are illuminated.

This is a quirk whereas a full-screen source (like a camera or photo) can be superimposed, and thus supersede everything else (like the camera your trying to switch to). Once the overlay button has been cleared all should operate as normal.

I see cameras but can not stream to facebook or youtube

If this is specifically a 'stream not found' or 'cannot find stream' or similar facebook error, please click here.

If for whatever reason the internet is down, or there is a problem with facebook or youtube, you can always record an event for later upload. While not a permanent nor perfect solution, at least your event will be made available soon.

Simply press the record button toward bottom left. A pop-up may appear to verify recording location, simply click 'record' on the pop-up.

Your recordings will be saved in 'My Documents' / 'vMix storage' and will be labeled by date and time. Once things are rectified on-site you may log in directly to your social media on the laptop and upload the file as desired.

Alternatively, the file can be copied to a thumb drive and transferred to a different location and/or computer with internet access.

vMix recording location

Unless modified by the client, vMix saves all videos to My Documents / vMix storage.

In some cases this may be OneDrive / My Documents / vMix storage.

The exact location can be found by clicking the gear next to the 'record' button in vMix:
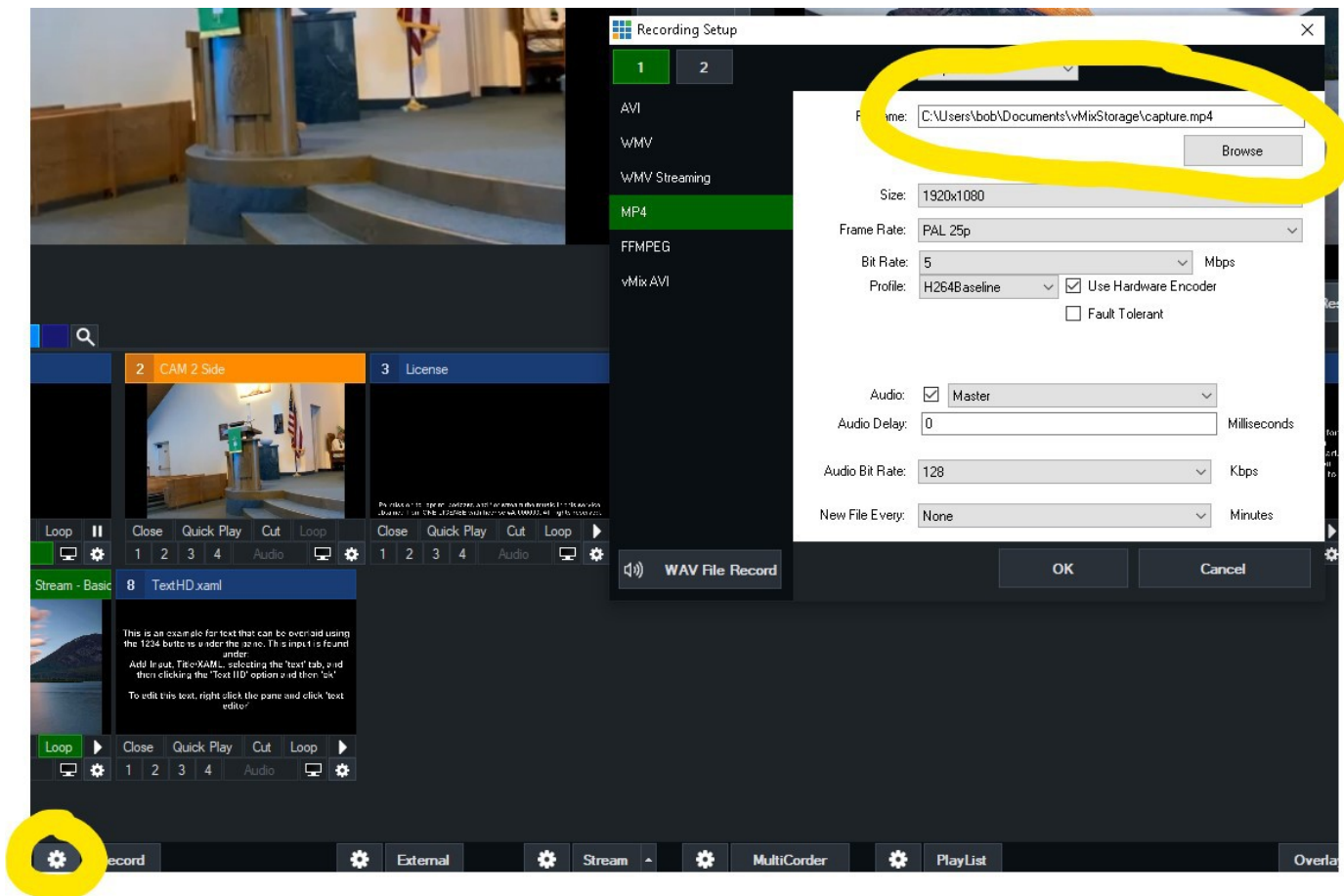
Nothing seems to work at all

If all remedies have been tried to no avail (click here for most common) it may be that a recent network change or router replacement has been implemented that has changed IP assignments for your computer. This could be a new wifi router (although we do not use wifi, the router section of it can cause a change), a new IT company managing your network, or a new modem from your ISP (Spectrum, Verizon, etc). In these cases we need most often to be on-site and reconfigure things; please call to schedule an appointment, (716) 481-7023.

No sound

This is most often caused by accidentally clicking 'audio' on a camera 'off'.

As always please verify that the sound system is on.

Next in vMix, one of the cameras (or possibly a USB audio source) should have a little audio meter adjacent to it. Ideally the meter would be green, its 'audio' button would as well be green, and in the middle between preview and live screens there should be a green audio meter:
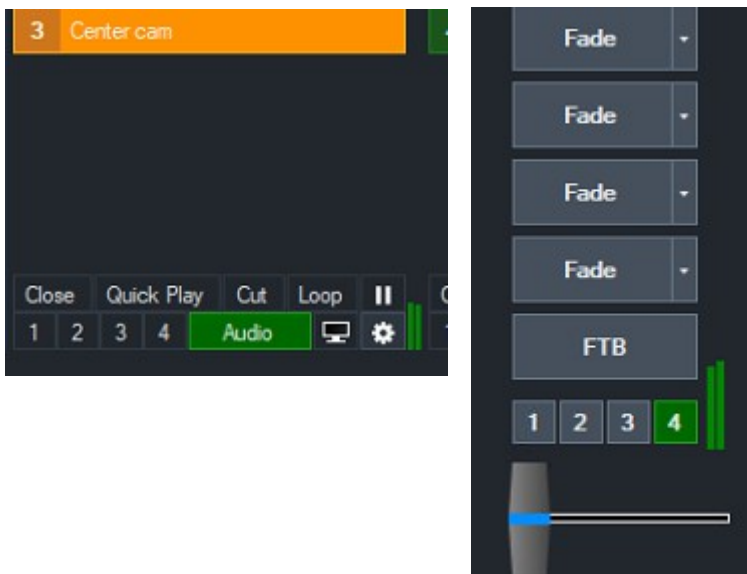
it may however look like this (audio button not lit, meter is blue, no meter between preview and live):
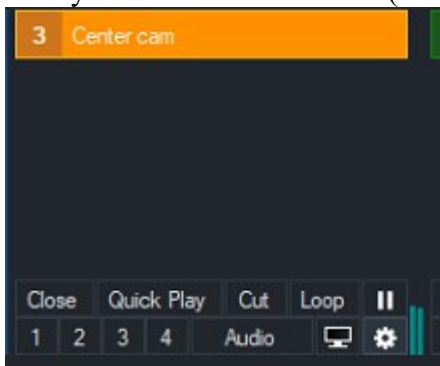
simply click the 'audio' button and sound should be restored.

Connecting a presentation laptop to the streaming laptop with NDI

On the streaming laptop, go to file explorer / my documents / _STREAMING COMPONENTS / NDI / NDI 5 tools.exe (run this executable).

If this folder does not exist on your computer from our installation, simply go to https://www.ndi.tv/tools/ *(alternatively still if this article is outdated just search 'NDI tools' in any search engine) and scroll down to the download section. It historically will request an email address then send you a link to the program.*

Click 'yes' and 'accept' like any other program and once it is installed there is nothing else to do (for a bit) on the streaming laptop. It will probably open a popup (NDI launcher, options for android or ios or PC etc.) just close it and forget about it.

On a thumb drive, copy that exe (NDI 5 Tools.exe) over to the presentation laptop and run it, 'accept' and 'ok' like typical. Then, once installed (you can close the 'NDI launcher' popup as before), navigate in the start menu to NDI / Screen capture and then right click it to open its file location (these next few steps are just to get the 'screen capture' program to start with windows):
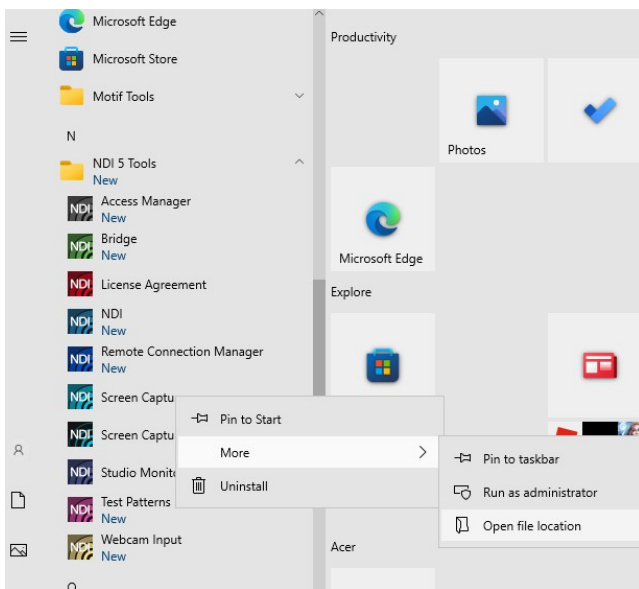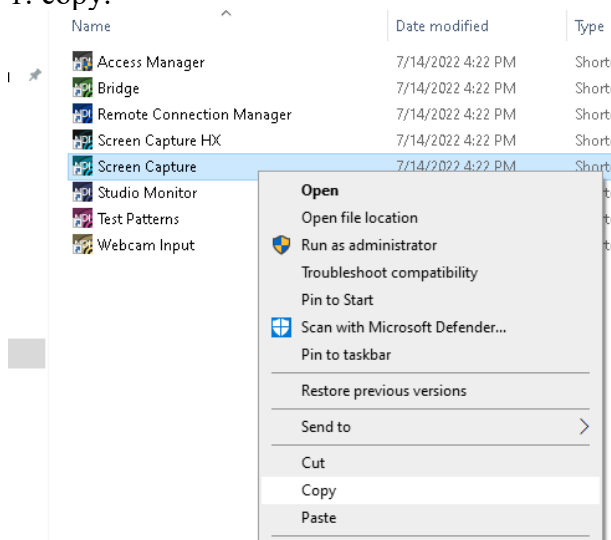
With the file location open, press the Windows logo key + R,
type shell:startup, then select OK. This opens the Startup folder:
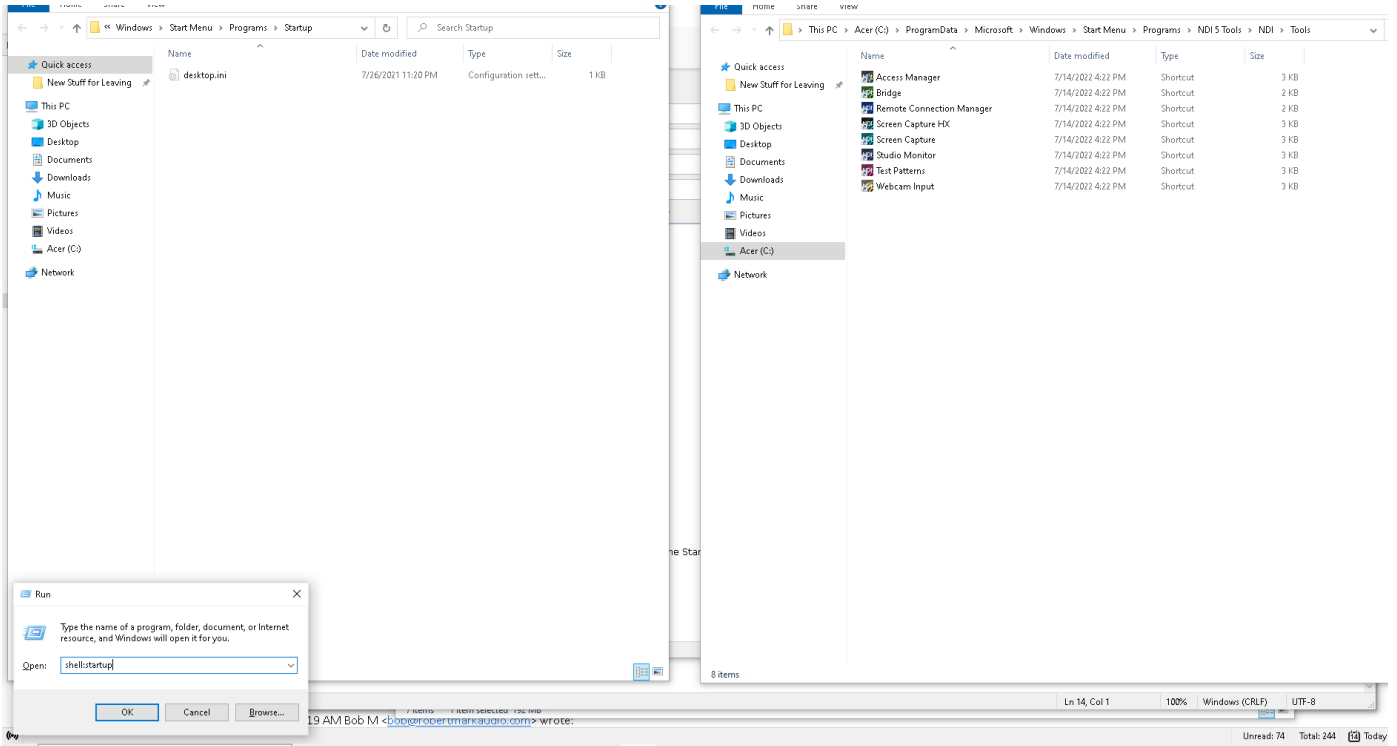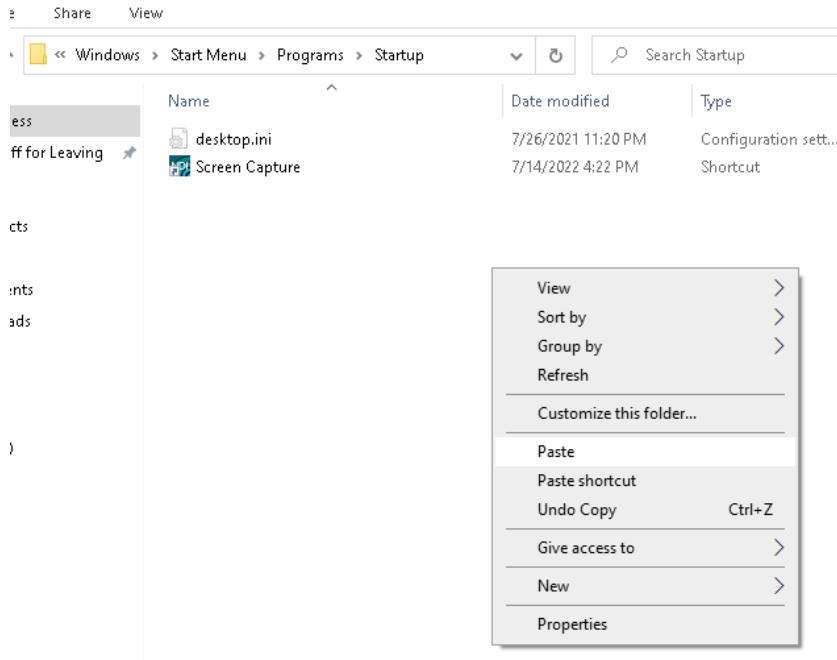

Copy and paste the shortcut for 'Screen Capture' from the file location to the Startup folder:
1: copy:

continued on next page:

2: paste:

Now the screen capture will start with windows automatically. As this is the first time we will just once start it manually. Go back to Start / NDI / and click 'Screen Capture'. An icon will appear in the taskbar:


There are some settings available by right-clicking the icon you may want to check out but for now are unnecessary and beyond the scope of this tutorial.

At this point your presentation laptop is broadcasting its screen as an NDI source across your network.

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Now, back on the streaming laptop, open vMix, and at the lower left click 'Add Input', then select the NDI option:
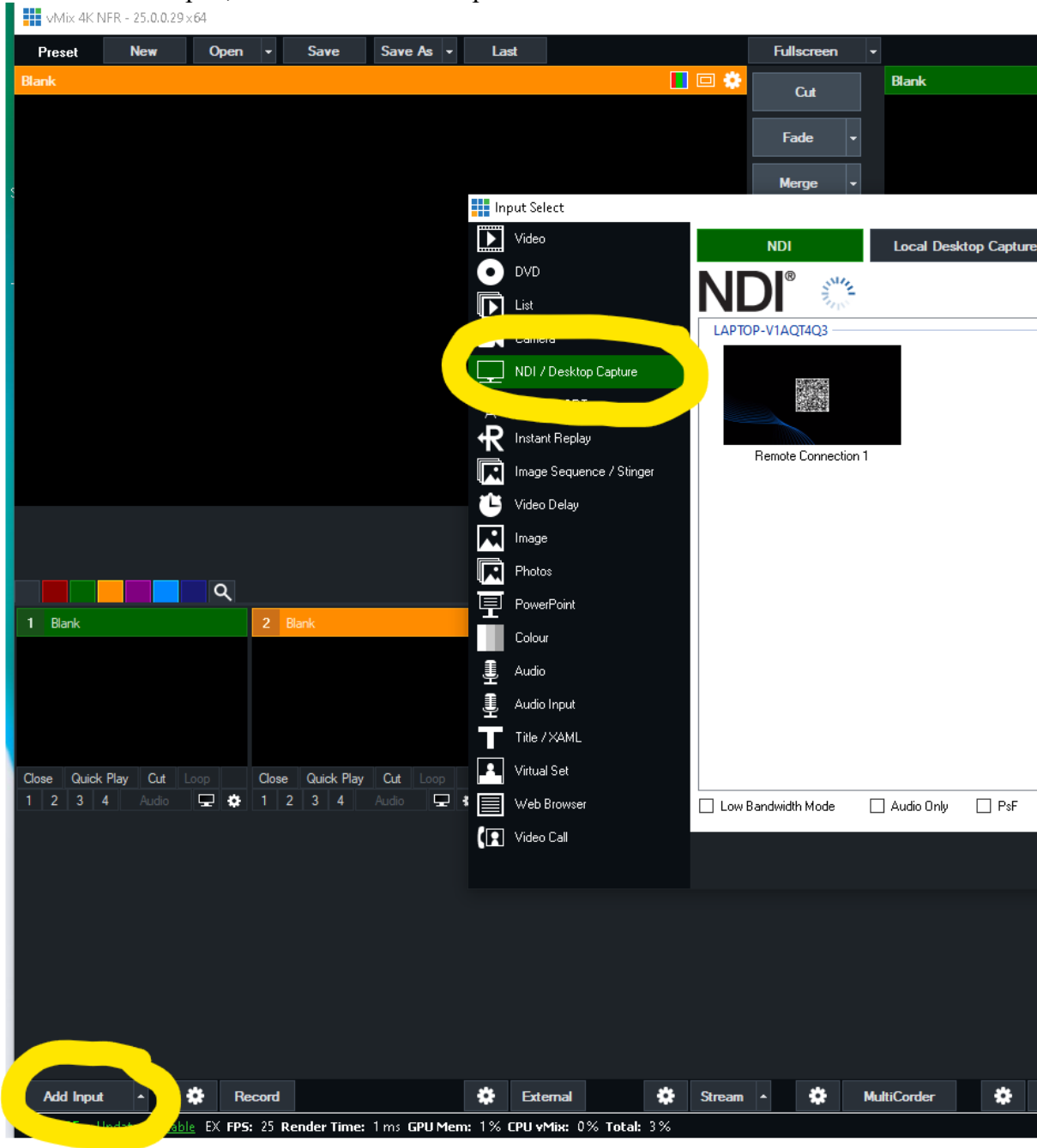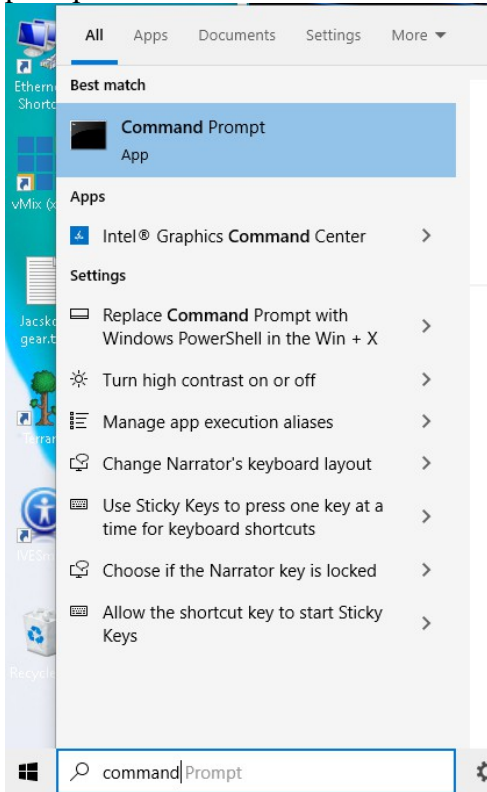

in the NDI window you should see your presentation laptop. Simply click it to select it, hit 'OK', and you should have it available as a source in the panes at the bottom of vMix. Save your preset (could do 'Save As' if desired) so that it will be there next time:
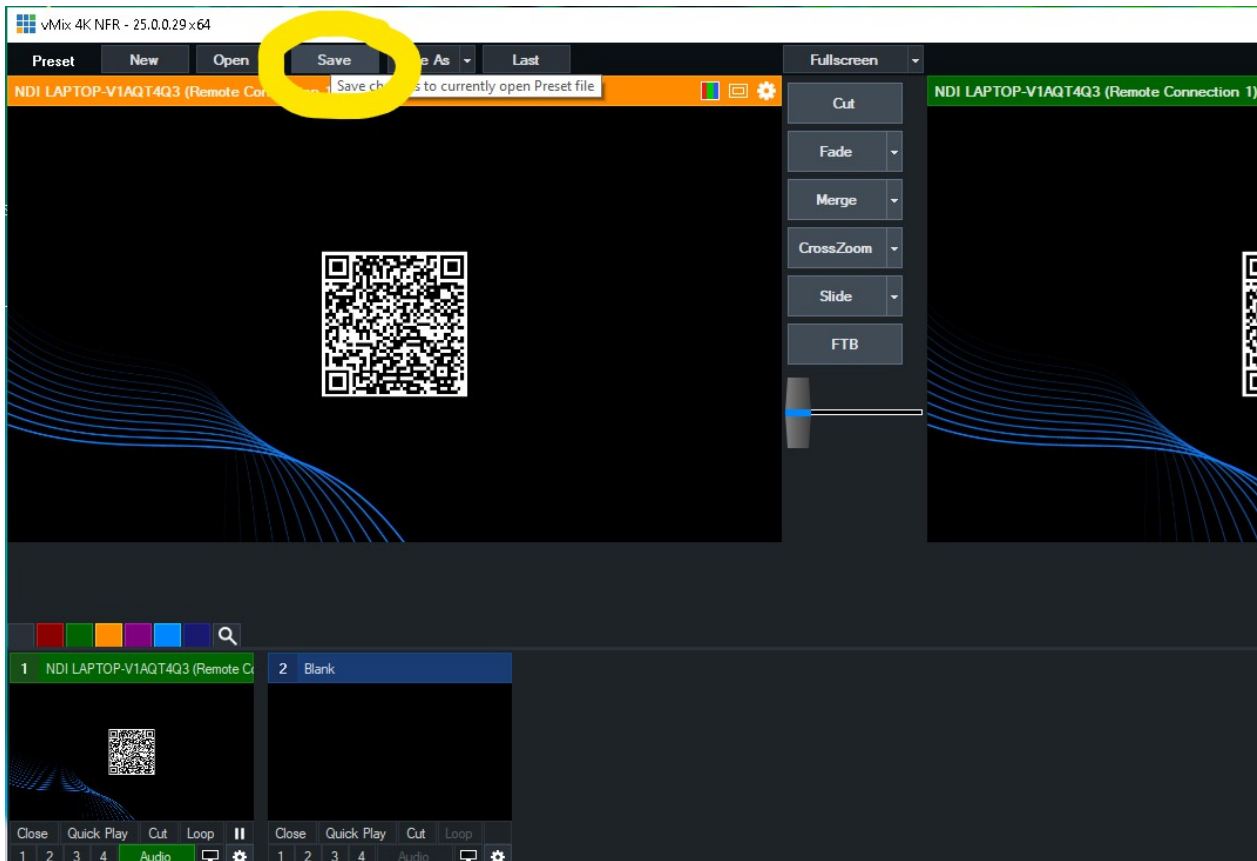
At this point your done. The presentation laptop will start screen broadcast automatically, the streaming preset on the streaming computer will now open it automatically.

continued on next page:

If you can not see the presentation laptop in vMix, be sure the two computers are on the same network. The streaming laptop should always use a wired (not wifi) connection, and at your church the wifi (if used for the presentation laptop) should allow the computers to find one another. If for whatever reason the wifi is on a different gateway you can try a wired ethernet connection for the presentation laptop (and disconnect it from wifi). An easy way to see what computer is on what is to type into the search box on the taskbar 'command prompt' then select the 'Command Prompt App' entry in the search listing:

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once opened type 'ipconfig' on the command line and press enter:

while both computers will have different IPv4 addresses, so long as they are on the same Default Gateway (there are exceptions but are atypical in simple networks) and Subnet Mask, regardless of wired or wireless connection, they will see each other.
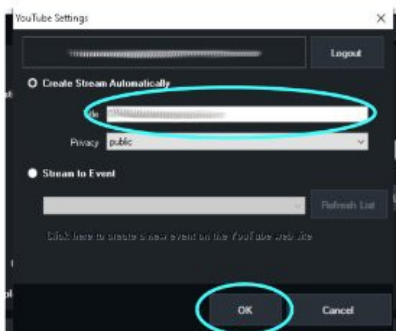
To edit the title of a YouTube stream:
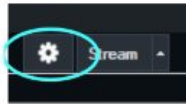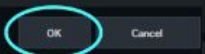

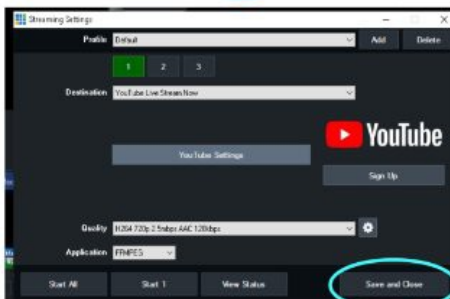Click the gear icon next to the 'Stream' button

Click 'Youtube Settings'
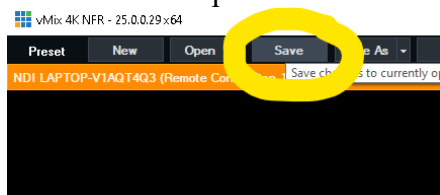

Enter a new title for your event

Click 'OK'

Click 'Save and Close'

If you want the new title to remain, as in not revert to the previous title the next time you open vMix, click 'Save' (or 'Save As' if you wish to make a alternative preset with this title) near the top left of the program:

Activating vMix License

Occasionally if your operating system updates or hardware has changed vMix will ask you to reactivate your license. If you see the popup on the left, click 'Activate' . In some instances this is all that will be required. However if you see the popup on the right, click 'Visit Web Site'
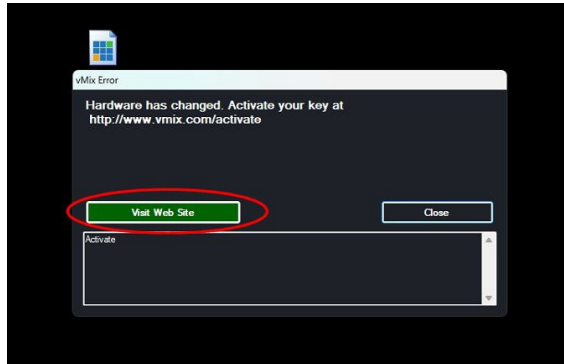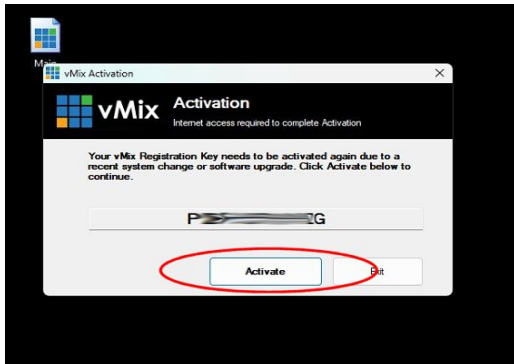
You will be taken to the page on the left. **Scroll down** and click 'Deactivate' on any computers that are listed:
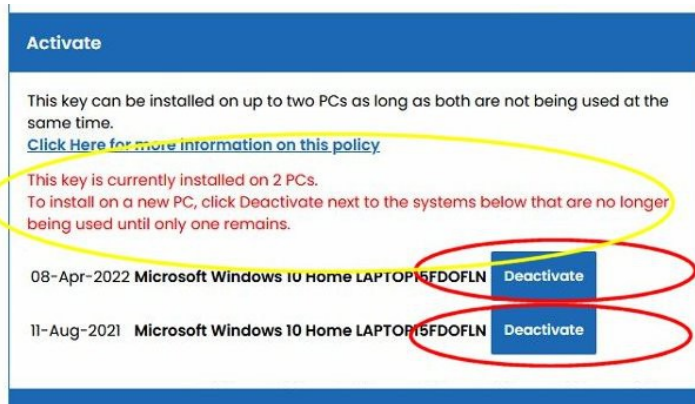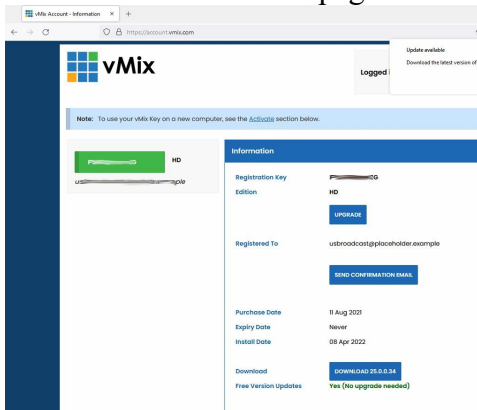
This clears prior associations and at this point you can close the browser, close the 'vMix Error' popup, and should be able to click 'Activate' on the original popup.

Change the title of a facebook stream
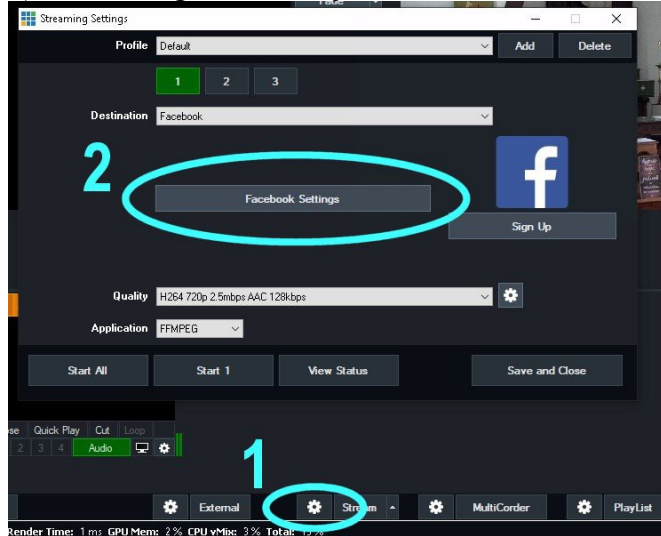
1) Click the 'gear' icon adjacent to the 'stream' button, then click "facebook settings"

2) In the new popup, be sure the location is correct, use 'New Stream' for the 'Stream To' option, then enter the desired title and description (both fields are required). Leave 'Privacy' as 'Public' and the 'Scheduled' box unchecked then click the large 'Create Stream' button:
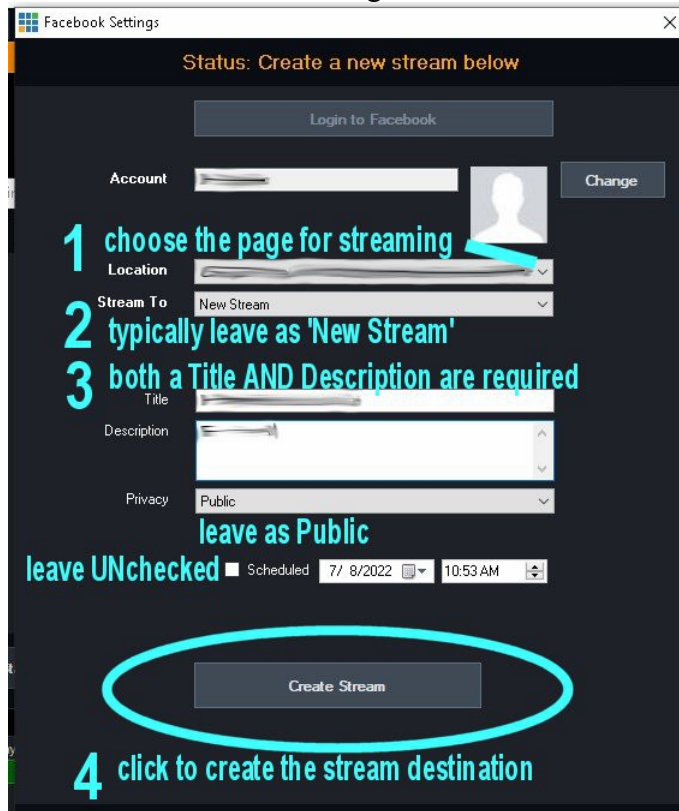
3) Now at the top of the pop-up you should see the text 'ready to stream' in green. Click 'Close' at bottom.

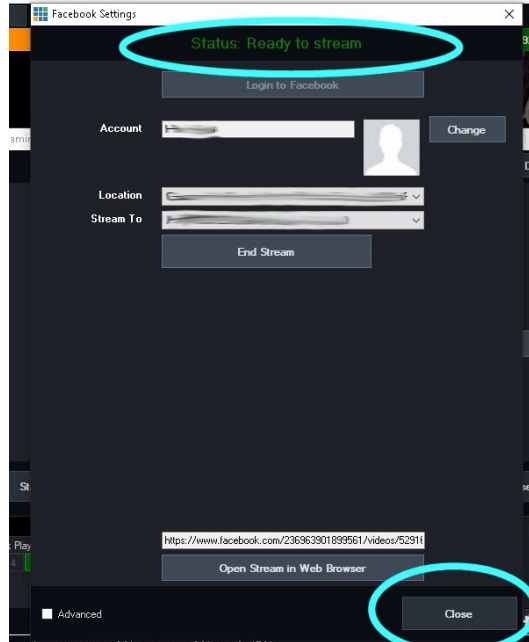4) On the previous pop-up titled 'Streaming Settings' (if you can't see this pop-up just hover over the vMix icon on the taskbar and click the 'Streaming Settings' small preview when it appears) click 'Save and Close'.
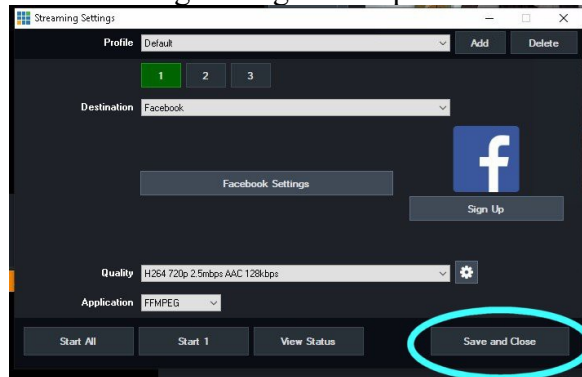
5) If you want the new title to remain, as in not revert to the previous title the next time you open vMix, click 'Save' (or 'Save As' if you wish to make a alternative preset with this title) near the top left of the program:
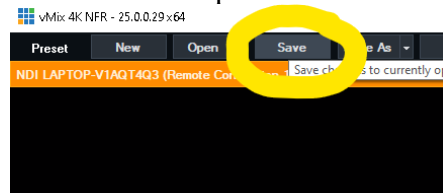
Live Stream Instructions

Please allow two minutes between turning on sound system and opening the live stream software. This allows the cameras to boot and get online. If the streaming program opens and you do not see your camera(s), just close the program for a minute and open it again.

Simple live streaming:
1. Double-click '**live stream**' icon near top left of desktop.
2. Click '**stream**' at bottom center to begin live streaming.
3. Click '**playlist**' at bottom right to allow alternating cameras.
4. When finished, click '**stream**' again to stop. Click '**yes**' to confirm.
5. Close vMix program, choose '**Discard**' if prompted, turn off computer

Advanced streaming:
1. Double-click 'live **stream**' icon near top left of desktop.
       The large view on the left is preview. On the right is 'live'.
       To preview a source, click its pane (the smaller views on the bottom)
       To exchange preview and live, press '**fade**' between the two large views.
2. Click '**record**' if desired toward bottom left.
3. Click '**stream**' at bottom center to begin live streaming.

To overlay (**superimpose**) a source, click the '1' button on the bottom of its pane. This will overlay that source onto the live view. To take it away, simply click the '1' again.

4. When finished, click '**record**' and/or '**stream**' again to stop. Click '**yes**' to confirm.
5. Close vMix program, choose '**Discard**' if prompted, turn off computer

For Camera PTZ Control:
1. Single-Click the **Firefox** icon on taskbar. The homepage is set to your PTZ controller.
2. Click the **CAM** button near the top for the camera you wish to move.
3. **Recall** a preset by left-clicking a preset button
4. **Move** camera with direction buttons as desired. Holding '**shift**' while clicking will provide finer control.
5. '**Set**' a preset by right-clicking a preset button (the numbers 1-8 at the bottom of the firefox window)
6. Close firefox when done.

For concerns and solutions please visit RobertMarkAudio.com and click 'Live Streaming Help' under 'Support' – or call us - (716) 481-7023

Computer is VERY slow
(Grab a paper clip :))

If the computer seems terribly slow it may need a battery reset. We most often have the power supply (charger) for the laptop connected to the power sequencing unit of the sound system; this means the laptop only charges when the sound system is 'on'. This preserves the battery.

At installations where this is not possible the charger may have been plugged in for months or years and this can have the adverse effect of depleting the battery, causing the laptop to think it's about to run out of power, and shifting to a 'low power, power saving mode' that makes it unbearably slow.
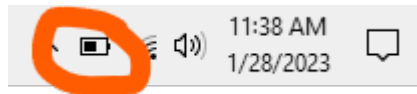
Next to the clock, hover over the battery icon:
It may show the battery as empty and the pop-up will say '0%, charging' or similar. If so:

Close all the open programs, leave the laptop powered on, turn it over, and on the Acer models we most often install there will be a tiny hole near the ethernet connection:

Simply unfold the paper clip, insert the straight edge to press the button inside until the laptop powers off:

At this point restart the computer and its speed should be back to normal.

      If you find the battery indicator does not show charging (*and you have a few minutes – as in not two minutes prior to streaming*) , it may take a couple of hard resets (power on the laptop then pull the charger connector out of the laptop; the laptop should quickly turn off) to get things back on track. Windows may give the 'unexpected shutdown' warning upon restart but this is OK. Once or twice should get the 'hover-over-the-battery-icon-pop-up text' to indicate '1%, plugged in, charging, 4 hours to full' or similar.