

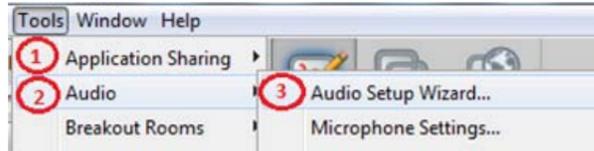
# Connecting and Troubleshooting Audio and Video For LiVE

Plug the **Headset\*** and the **webcam** into the computer that you are using and enter the LiVE Session through the directions provided by your instructor or presenter.

\*We recommend using headphones with a microphone attached instead of speakers to avoid feedback and noise.

## Audio

**Step 1** - Once you've entered LiVE go to the Tools menu, select Audio Setup Wizard



**Step 2** - Select The Audio Output Device that you are going to use and follow the instructions on screen

It is important to choose the correct Audio Output Device – pick the headset that you connected to your computer through USB or Audio jack.

Please verify that the microphone on the headset is not set to mute.



**Step 3** - Keep following Audio Setup Wizard instructions and test your Output and Input devices

Yes

Could you hear and record your voice?

No

**Step 4** - Your audio is set up now

Don't forget to turn on your microphone in the top left corner before you start talking



**If You Still Can't Hear Or Record:**

- 1 - Verify that the microphone on your headset is not set to mute.
- 2 - Return to **Step 2** and verify that you have selected the correct Audio Output and Audio Input devices.
- 3 - If your USB headset doesn't show up in the device list, try unplugging it, waiting 10 seconds, and plugging it into a different USB port. You may need to exit the audio setup wizard and re-enter.
- 4 - If you are not using USB, verify that the microphone and headset jacks are plugged into the correct ports.

**Lime green port:** Speakers or Headphone

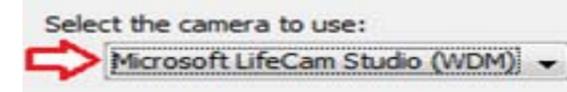
**Pink port:** Microphone

## Video

**Step 1** - Make sure your webcam is plugged in and the drivers are installed

**Step 2** - Enter the LiVE Session through the directions provided by your instructor or presenter

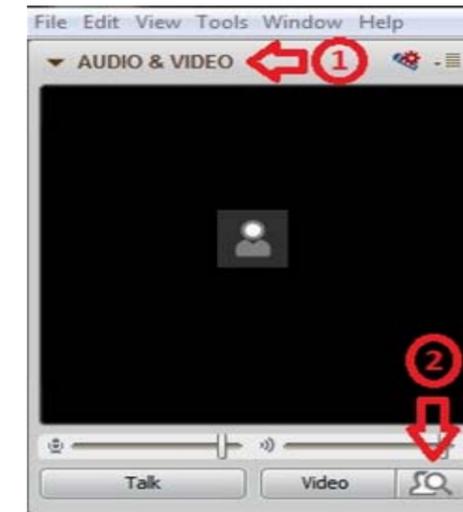
**Step 3** - Click on Tools and Choose Video -> Camera Setting and



**Step 4** - Perform next test:

1 - Open Video Window

2 - Preview Video Before Transmitting



Yes

Does your webcam display video?

No

**Step 5** - Click on 'Video' to start transmitting



**If you still can't see the video:**

- 1 - Verify that the webcam shows up in your device list. If it doesn't show up, try unplugging it, waiting 10 seconds, and plugging it into a different USB port. You may need to exit the Camera Settings and re-enter.
- 2 - If it still doesn't show up, you should make sure that the camera's drivers are installed on your computer.