



LiveTicket.Tv
your Ticket to the Game!

Common Problems

1. Problem: No Microphone in Wirecast

- Check to make sure your scroller in layer 2 is live.
- Check to make sure your headphone icon on the right side of Wirecast is yellow.
- Check to make sure your speaker icon on the right side of Wirecast is yellow.
- Make sure your mixer is turned on.
- If you still have no microphone audio start checking your audio and microphone cords.
 - Is your microphone plugged in, xlr end into the mixer and quarter inch end into your amp?
 - Is your alesis cord plugged into main out white on top red on bottom?
 - Is your alesis cord plugged into the computer?
 - Is your individual volume and main volume on your mixer turned up ie not turned all the way to the left?
- If nothing above worked, do this.
 - Go to your Scroller in Layer 2
 - Right Click on your Scroller in Layer 2
 - Go to Change Audio

- Select your Microphone (USB PnP Audio Device) option
 - Only have the Microphone (USB PnP Audio Device) option selected and not a Pro Capture Card/Decklink Quad 1,2,3,4 option.
 - You do not want camera audio when you are announcing.
- Click on your Scroller in Layer 2
- Press your Spacebar

2. Problem: No video from your camera.

- First, make sure your camera HDMI cord is plugged into your HDMI in ports
 - There are 4 HDMI in ports and they are in a horizontal row on the back of your computer.
- Go to Layer 5 in Wirecast.
 - See if your camera shot is there and you can see video through it if it is.
 - If you don't see your camera shot add your camera shot using these instructions.
 - In Layer 5, Click the Plus Button
 - Select your Pro Capture Card/Decklink Quad HDMI 1, 2, 3, or 4 depending on which HDMI port you have your HDMI Cord plugged into
 - If you do not see Decklink Quad HDMI Options, Restart your computer.
 - Static Electricity in the Winter can cause these capture cards to crash.
 - Once the Shot is created, Click on the bottom right corner of your new camera shot or right click on your camera shot, then go to change audio in the menu that shows up, then in the change audio

menu, uncheck the Pro Capture Card Option to Turn Off the Camera Mic.

- Following this, if you still do not have any video, try changing your hdmi cords.
 - HDMI cords are not the sturdiest things in the world and will wear out after some time.

3. Problem: Wirecast Stream Icon is flashing yellow, red, red with a circle and slash through it. This means that your stream is buffering on YouTube.

- If your stream icon is just flashing between yellow and green, it really is not worth messing with as it does take some time to fix this problem.
- If your stream icon is yellow, red, red with a circle and slash through it follow these steps.
 - Go to Speedtest.net
 - Hit Go
 - Your Internet Upload Speed needs to be at least 8-12 mbps in order for a quality stream.
 - If your upload speed is below this, then that would explain why you are experiencing buffering and different color stream icons.
- To fix this problem do the following
 - Go to YouTube
 - Go to your YouTube Studio
 - Click on your icon in the upper right
 - Select YouTube Studio
 - Click the Create button
 - Click Go Live
 - Find your current live event in the list and click on it
 - You are in the Event Control Room

- Copy the Stream URL
 - This will start with rtmp://
- Go back to Wirecast and click your stream button off.
- Go to Output and Output Settings
- In the bottom left corner in Output Settings click the add button and add an RTMP Server
- In this new destination menu, find the box next to the word address and paste your rtmp:// url you copied earlier.
- Go back to YouTube and copy your stream key.
 - This key looks like a row of dots.
- Paste that stream key into the stream box in your rtmp server output settings menu.
- Now take the results of your speed test and you are going to select an encoding option that best matches the list below.
 - If your Upload Speed is 7-12 Mbps or more use, 1080p30 (4.5 Mbps) x264
 - If your Upload Speed is 4-6 Mbps use 720p30 (2 Mbps) x264
 - If your Upload Speed is 2-4 Mbps use 720p30 (1.25 Mbps) x264
 - If your Upload Speed is 1-2 Mbps use 480p30 (1 Mbps) x264
 - If your Upload Speed is below 1, you will have a tough time streaming but you can try 360p30 (.75 Mbps)
 - Note this last setting will not look very good at all, but it is better than nothing.
 - For the 480p and 360p options you will get a message pop up that says your Canvas Size does not match the output

size. Click Match Preset Size if you do not then the video will not look right on YouTube.

- Now on the left hand side, uncheck the YouTube destination check box.
This will stop you from sending two streams to the same destination using more Upload Speed than what is needed.
- Once you have selected the correct encoding option click okay in the bottom right hand corner.
- Now, click your stream button in Wirecast
- Go to YouTube again and check to see if your video is coming through
 - It should say excellent connection, right below the small preview window.
 - If it says no data then go back through these instructions and see if you missed anything.

4. Camera has lines when players are moving. (Sony Camera Issue only)

- On your camera click the button on the left side of the physical camera screen.
- Go to Camera/Mic
- Find Shutter Speed and set that to 50

5. HUDL camera is stuttery/drawing lines across the screen.

- This problem is due to your internet connection
- Try plugging into an ethernet cord if you have one.
- Try reconnecting the camera to Wirecast.
 - Go to Layer 5
 - Click your plus in a circle.
 - Add a Web Stream
 - Go to your two arrows on the left hand side of your screen
 - Go to your three dots and a circle

- In this menu you should be able to see a button called reconnect under the url box.
 - It is next to the apply button.
 - If the above does not fix it, switch to one of your manual cameras and capture the action that way.
 - Once the event is over or the next day, ask your school's IT professional about internet issues in your gymnasium.
 - The HUDL Camera runs off of your internet connection and a slow one or wifi/internet latency between your computer and the camera will cause issues.
 - Best way to solve this problem is to have an ethernet cable run to your production location.
6. Audio is desynced between the video (Meaning you have a sizable delay between audio and video on YouTube.)
- Click off your stream button and click your stream button to turn the stream back on in Wirecast.
 - Do not end the stream on YouTube
 - This does not happen often but it does happen on some internet connections
 - If it happens once you can expect to see it again.
 - Usually, if you never see it, it will not happen.