

Video Bridge Events - Speaker Can't Connect


This troubleshooting article addresses issues related to a presenter's audio or video stream not connecting to the video bridge.

Issue

In the Live Studio, presenters are unable to connect their video stream to the video bridge.

Troubleshooting

Before connecting to the Video Bridge, select your desired camera and microphone in the setup.

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A preview of your selected camera will display. The microphone icon at the bottom of the video preview serves as an audio meter to confirm your audio is being received. Make sure you see your camera preview and audio being registered before connecting.

If your camera and/or microphone is not working, check the following:

- Ensure your Operating System and Internet Browser are not blocking access to your Camera or Microphone.
 - Check your camera and microphone permissions for [Windows](#) or Mac ([camera](#), [microphone](#)).
 - For allowing access in Google Chrome, [click here](#).
 - For allowing access in Microsoft Edge, [click here](#).
- Close any programs and other browsers that could be using your webcam and make sure none of these programs are running in the background. You can also restart your computer. This should help ensure your devices aren't being used by another program and will also help improve your computer's performance.

If you are able to select your desired device but encounter issues connecting to the Video Bridge

or are able to connect but cannot be seen and/or heard (or see/hear others), this is most commonly related to restrictions on your network and/or device. Here are some items to check:

- Disconnect from the VPN.
- Use a wired internet connection if possible.
- Disable any security software running on your device (Examples: Zscaler and Netskope).
- Make sure your system meets the [minimum system requirements](#).
- Review our [network requirements](#) and make sure the ports and IP ranges in the **Webcast Presenters - Video Events column** are permitted. If you're unsure of your settings, contact your IT Administrator for assistance.

Network restrictions typically require assistance from your local IT and may not be able to be resolved without advanced notice. In this case, using a public internet connection and/or a personal computer should resolve the issue. You can use these work arounds to resolve the connection:

- Try to connect using an public/unrestricted network or your phone's hotspot, rather than a corporate network, for your internet connection.
- Try using a personal laptop, rather than a company provided device, as your computer source.

Still need help? Contact Support for assistance.

Connecting Using Skype

- For Lync/Skype for Business users: Your company may block access to external locations, which would prevent you from connecting to the Video Bridge. Below is a link to update your Lync/Skype for Business settings to allow external access. Depending on your setup, this may require your IT department to allow access (Lync/Skype for Business). Help Information: <https://support.office.com/en-us/article/Allow-users-to-contact-external-Skype-for-Business-users-b414873a-0059-4cd5-aea1-e5d0857dbc94>

- For regular Skype users: You need to provide an email address for your Skype account to connect. Make sure your Skype account is associated with a Microsoft email address to utilize Skype on the Video Bridge (Skype Acquisition).
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Revision #4

Created 4 May 2022 17:51:00

Updated 5 September 2024 11:32:53 by Matt Engel