

## **Troubleshooting**

### 1. There is no audio being recorded

- Unmute and turn up the volume for the "Microphone" and "Slides Audio" audio sources.
- Check that all the cables are securely plugged in.
- Click on {Gear Icon} ► "Properties" and ensure the correct device is selected.
- Switch to emergency audio:
  - i. Unmute "Emergency Audio".
  - ii. Mute "Microphone" and "Slides Audio".
- If emergency audio fails, ask the presenter to pause and restart OBS.

### 2. The video is frozen or blank

- Check that all the cables are securely plugged in.
- Right-click on the source ("Slides" or "Camera") > "Properties" and ensure the correct device is selected.
- Use the other working video source in fullscreen.
- In the next best time, ask the presenter to pause and restart OBS.

### 3. The status bar shows "Encoding overloaded!"

- o Don't open anything other than OBS.
- Ensure the laptop cooling airflow is not blocked.
- If nothing works, ask the speaker to pause, then restart OBS.

#### The video and audio are out of sync on the headphones

- Do not panic, not a problem. Notify the chat group.
- At the end of the talk, restart OBS.

### **Procedures**

- Speakers can opt out of recording: If they choose to do so, point the webcam towards the side and do not record.
- Verbally assist the speaker in plugging in the provided adapters if necessary.
  - o Avoid VGA adapter: It requires power.
- Start recording before the moderator starts talking, and stop recording after the Q&A.
- Frequently ensure that OBS is recording.
- Audio and Video:
  - Ensure it is not frozen.
  - Ensure the presenter is visible in the camera.
  - Ensure the microphone and audios are within the yellow range.
- Use the correct aspect ratio scene, matching with the display aspect ratio (not slides aspect ratio).
- Notify or get help on the chat group for every issue you encounter.

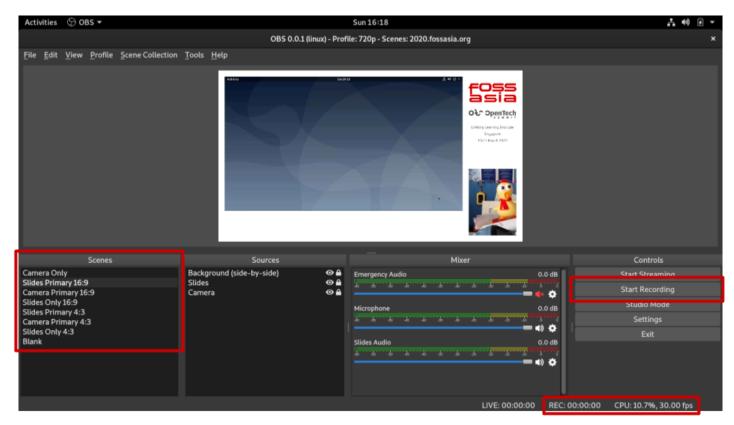
### **Important Notes**

- Protect the cables from accidents.
- When you need to leave urgently, get another volunteer to temporarily replace you.
- OBS must be restarted after (re)plugging cables.
- **Ensure all content is recorded.** Pay attention to the speakers' content.

# **Summary**

- Make sure everyone, including yourself, has the red band to declare you filled the form.
- Ensure OBS is always streaming. Start the stream at 9:45am.
- Every talk:
  - Start recording before the moderator starts introducing the speaker.
  - Keep the presenter in the frame by moving the webcam.
    - For the *Training Rooms*, **do not** move the webcam. This causes noise in the video. Also, do not make any noise, you are near the webcam.
  - If video or audio freezes:
    - Ask the presenter to pause, and restart OBS.
  - Stop recording after the Q&A.
  - Leave the scene as "Blank".
- At the end of the day, leave it at the "Blank" screen.

## **OBS User Interface**



- Left: Scenes Pane
  - o Various scenes with different layouts.
  - Each scene is bound to keyboard shortcuts in the cheat sheet.
- Right: Controls
  - o Importantly, do not press the wrong button.
  - Studio Mode: for advanced users only. Allows previewing a scene before switching between them.
- Bottom: Status Bar
  - Monitor recording time and CPU usage.

## **Using the Laptops**

- The physical keyboard layout might be German or French. Ignore that and treat it as American QWERTY layout.
- The laptop is configured with the Function keys as Fn1 to Fn12. To use the media keys, hold down Fn.

# **Advanced: Presenter Device Settings**

- Assist the presenter in choosing video settings.
- For audio to work, ensure the output is set to the HDMI port, likely labeled "CAPTURE".
- Recommend using the same aspect ratio for desktop and slides.
- Recommended resolutions:
  - o 16:9
    - 1280x720
    - 1920x1080
  - o 4:3
- 960x720
- 1024x768
- 1440x1080 or 1440x1050

## **Advanced: Audio Monitoring**

- Monitor audio occasionally with headphones, and keep the levels within a reasonable level.
  - o Bring your own headphones for more comfort.

### Advanced: Video Camera

• Tweak the zoom: Right-click on the "Camera" source ▶ "Filters" ▶ "Digital Zoom" and change the crops to the desired levels.

## **Advanced: Performance**

• Shrinking the scene preview reduces CPU load in compositing. Unusual.

The following pages list the various setups. Photographs are for visualisation only, and may not depict the actual setup.

# Setup 1

#### Rooms:

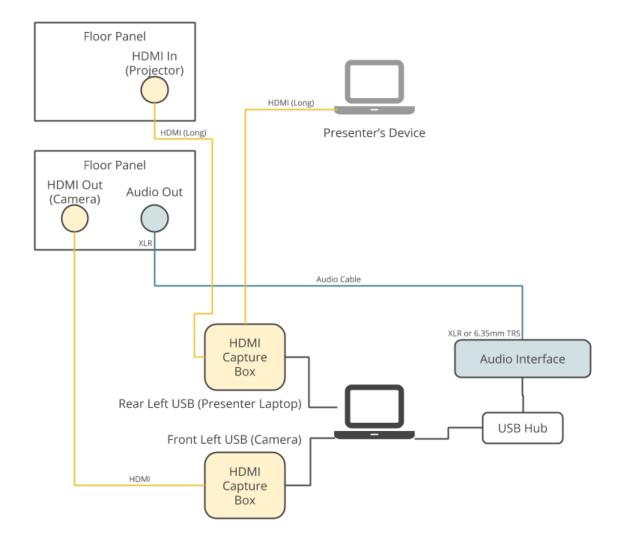
- Level 2: Event Hall 2-1
- Level 2: Event Hall 2-2

#### Description:

- Camera: From camera at the back of hall, via LLI video system.
  - o "ACASIS"
- Presentation: Via LLI video system.
  - ~ "ACASIS"
- Microphone: Via LLI audio system.
  - o "PCM2902 Audio Codec Digital Stereo"

## Additional Notes:

- An additional operator will be in the control room handling the presenter camera.
- The presenter laptop capture card must be plugged in to the rear left USB port.
- The camera capture card must be plugged in to the front left USB port.
- Do not tweak the outputs!





## Setup 2

#### Rooms:

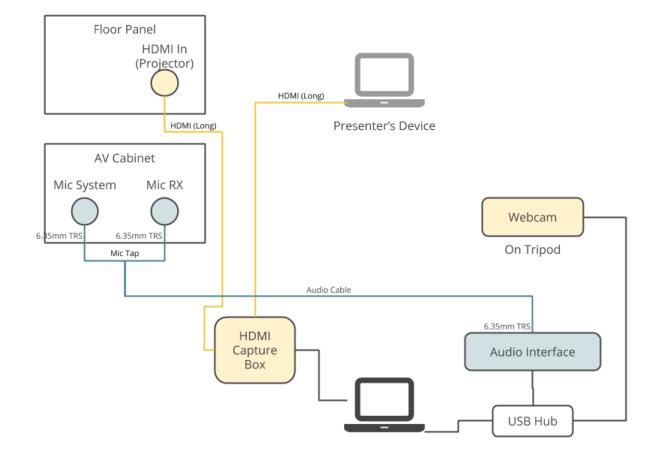
- Level 2: Training Room 2-1
- Level 2: Training Room 2-2

#### Description:

- Camera: From the operated webcam.
  - o "Webcam C920"
- Presentation: Intercepted between the presenter laptop and LLI video system.
  - o "ACASIS"
- Microphone: Webcam, or tapped from the back of the Training Room.
  - "Webcam C920", or "PCM2902 Audio Codec Digital Stereo"

#### Additional Notes:

- Ensure the presenter puts on the Lavalier microphone for recording.
  - Clip it onto the shirt near the neck. Do not hold it.
  - Nothing should rub against it during recording.
- Training Room 2-2 will be the same setup without the external Audio Interface.
  - o Microphone: "Internal Microphone"





# Setup 3

#### Rooms:

• Level 2: Lecture Theatre

### Description:

- Camera: From the operated webcam.
  - o "Webcam C920"
- Presentation: Intercepted between the presenter laptop and LLI video system.
  - o "ACASIS"
- Microphone: Tapped from the back of the Lecture Theatre.
  - o "PCM2902 Audio Codec Digital Stereo"



