

Live screen sharing

- [Solutions to common problems with screen sharing failure](#)
- [eLive shares part of the screen area](#)
- [Common issues and solutions for silent screen sharing in elink Live](#)

Solutions to common problems with screen sharing failure



Solutions to common problems of screen sharing failure

I. Why can't I find eLink Live in the authorization permission list?

- Reason: Whether eLink Live appears in the authorization list is determined by the system. The behavior that triggers authorization is the black - box logic encapsulated by the system, and ordinary apps cannot intervene. Therefore, this problem usually results from system issues.
- Solution: Add the app to the screen recording list and re - check the authorization.
- Operation demonstration:
image.png

image (1).png
image (2).png

II. Why, after completing the authorization settings, no shareable windows are displayed and I'm still prompted to set the authorization?

- Solution: First, complete the authorization for eLink Live, then exit the eLink Live app, reopen eLink Live, and select window sharing for screen sharing.

If the authorization prompt still appears, it is recommended to restart the computer after completing the authorization, then reopen the eLink Live app and select window sharing for screen sharing.

- Operation demonstration for exiting eLink Live:

image (3).png

image (4).png

If eLink Live cannot be exited normally, you can open the Activity Monitor (press command + spacebar simultaneously and search for “Activity Monitor”), find the eLink Live app, and click “x” to force it to exit.

image (5).png

eLive shares part of the screen area



I. Use Cases

Instructors can select a fixed area for screen sharing when sharing the screen, such as a part of the application window or a specific slide content area.

II. Usage Conditions

1. Version Requirements

①elink Live client version 3.6.0 or higher

2. System Requirements

①Windows/MacOS.

3. Hardware Requirements

①Windows 7 or higher operating system;

②MacOS 10.11 or higher operating system.

III. Operation Steps

①In the live room, click [Share Screen] -> [Advanced] -> [Partial Screen Area] -> [Confirm Sharing] at the bottom toolbar, then enter the sharing area selection.

image.png

②After adjusting the sharing area, click the [Start Sharing] button to share the selected area on the screen. Click the [Cancel] button to exit the sharing.

IV. Notes

- ①During the instructor's selection of the screen area, elink Live will automatically detect windows as candidate areas based on the position of the mouse pointer. Instructors can also manually drag the mouse to select the screen area.
- ②To avoid affecting the viewing experience of other members in the live room, the selected screen area for sharing should not be smaller than 80x80 pixels.
- ③If the instructor uses multiple monitors, cross - screen selection is not supported when selecting a part of the screen. It is recommended to first adjust the elink Live client to the desktop to be shared.
- ④During the sharing process, all displayed content in the selected area will be shared. Please avoid sharing areas that contain sensitive personal information such as user input, notification messages, and personal accounts.

Common issues and solutions for silent screen sharing in elink Live



When using the elink Live PC client for screen sharing, if there is no desktop audio, you can handle it according to the following cases and methods.

Problem Directory:

1. Desktop audio is not selected, resulting in no sound.
2. On Mac devices, desktop audio is selected, but there is no sound when sharing meeting software such as Tencent Meeting, Zoom, and VooV.
3. On Mac devices, after selecting desktop audio, a pop - up window saying 'Abnormal start of sharing computer sound' appears.

1. Desktop audio is not selected, resulting in no sound.

image/png

Solution: Select desktop audio and share again.

2. On Mac devices, desktop audio is selected, but there is no sound when sharing meeting software such as Tencent Meeting, Zoom, and VooV.

image/png

Solution: Limited by the Mac system, when selecting to share computer sound or selecting the meeting software, **you need to set the speaker to TRTC Audio Device in the corresponding meeting software settings.**

☐Tencent Meeting/VooV Example Diagram☐

image/png

☐Zoom Example Diagram☐:

image/png

3. On Mac devices, after selecting desktop audio, a pop - up window saying 'Abnormal start of sharing computer sound' appears.

image/png

Solution: On the Mac system, the TRTC audio driver is required to obtain sound. When there is an abnormality, click 'Uninstall', reinstall it, and then share again.