

Black borders or incomplete display in the live streaming video



I. Black borders on the screen

● Scenario 1: Black borders appear during screen sharing

○ Example: Sharing the desktop

image.png

○ Reason 1: The screen sharing resolution of the computer desktop is not 16:9, which is common on Mac and Huawei computers. The resolution of Mac computers is usually 16:10.

○ Suggestion 1:

■ Step 1: It is recommended to check the screen resolution and adjust it to 16:9 if possible. The adjustment method is as shown in the following figure:

□Adjusting the screen resolution on a Mac computer□

png

□Screen resolution on a Windows computer□

png

■ Step 2: If there is no such resolution (e.g., on a Mac computer), it is recommended that the instructor share the window and ensure that the ratio of the shared window is 16:9 to avoid black borders. (Note: If some videos have built - in black borders, there will also be black borders when sharing these videos through window sharing.)

■ Step 3: If you cannot confirm the size of the shared window; if you are sharing courseware, it is recommended to upload the courseware to the live - streaming room for demonstration. Note that before uploading the courseware, you can

adjust the size of the courseware to “Wide screen (16:9)” locally. The specific operation is as shown in the following figure:

- ◆ Step 1: Adjust the slide size in the design

image.png

- ◆ Step 2: Upload the courseware to the live - streaming room/file storage and select “Presentation”

image.png

If you are sharing a video, it is recommended to adjust the size of the local player. Taking Tencent Video as an example, if it is not in the compact mode, first enter the compact mode in the upper - right corner. If there are still black borders at this time, you can stretch the playback interface to adjust until you are satisfied.

- Step 1: Open Tencent Video

png

- Step 2: Click the compact mode

image.png

- Step 3: After clicking the “Compact mode” icon, it will automatically enter the “Compact mode” for playback. At this time, you can also adjust the size of the video playback window with the mouse.

○ Reason 3: Since the viewing devices of some students are not 16:9, no matter how the instructor adjusts, there will still be black borders on some viewing devices.

- Scenario 2: Black borders appear in the round - table mode

○ Example:

image.png

- Reason: In the round - table meeting mode, the camera ratio is fixed at 16:9, and the content sharing ratio mode is 16:9. There will definitely be black borders in the empty part of the camera and around the content sharing. If the ratio of the shared window content itself is not 16:9, there will be two layers of black borders.
- Suggestion: Adjust the ratio of the content - sharing window to 16:9 and set the background image of the video area to fill the black borders.

II. Incomplete screen display

● Scenario 1: In the vertical screen live - streaming mode, the viewing end cannot see the full screen

- Reason: This situation is mainly related to the instructor's mobile device for streaming. The system defaults to streaming the entire screen of the instructor's mobile phone, while the screen ratios of each viewer's mobile phone model are different. Therefore, some models may have incomplete screen display.
- Suggestion: When the instructor is doing vertical screen live - streaming, they can use another mobile phone to test the effect and leave a safe distance when making the background image. If using OBS for live - streaming and pushing, it is recommended to adjust the output ratio to 9:16.

● Scenario 2: In the horizontal screen live - streaming mode, the output image of the camera is inconsistent with the image captured by the external camera

- Reason: Currently, the output image of the camera is 16:9, while the image captured by the external camera has a different ratio, so part of the image will be cropped.
- Suggestion: It is recommended to check the output effect in the camera preview screen and adjust the ratio of the image captured by the external camera to 16:9.