

The instructor's video is not visible during the live stream



eLive Client / elink Assistant/Web version:

1. Check the camera indicator light to confirm if the camera is successfully turned on.
2. Confirm if you have authorized the camera to be turned on before the live stream. If not, you need to refresh the page and re-authorize.
3. Click 'Settings' in the window to open the video adjustment and confirm if the camera status is normal.

elink App Live Streaming:

1. Confirm if the camera is turned on.
2. Confirm if the phone camera is damaged.

eLive Mini Program / Merchant Assistant Mini Program Live Streaming:

1. Confirm if you have authorized the use of the camera before the live stream. If not, you need to re-enter the live room for authorization.
2. Confirm if the camera is turned on.
3. Confirm if the phone camera is damaged.

