

Uncategorized

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Uncategorized

Live streaming supports external cameras (SLR cameras, etc.)



Function introduction:

The live streaming client supports connecting to professional camera devices, providing better video clarity.

Usage conditions:

? The latest version of the E-live client or elink Assistant

? Video source devices such as cameras, DSLRs, etc.

? Video capture card (you can search for 'live streaming capture card' on e-commerce platforms)

The appearance of a certain brand of capture card is as follows

You need to confirm whether the purchased capture card requires driver installation. You should communicate with the merchant selling the capture card about this. If the computer needs to install the driver, please install it in advance.

mtY4odg1mdq5mzg3ntyxng_250849_s8t6m8ibvzn2phyv_1678242094

Capture card interface description:

mty4odg1mdq5mzg3ntyxng_355027_i7uuqeifj8rhangp_1678242371

? Cables for connecting devices (it is recommended to use the cables that come with the capture card)

<1> To connect a camera to the capture card, you need an HDMI cable. To connect a mobile phone to the capture card, you need an adapter that matches the mobile phone and then connect it to an HDMI cable, which is then connected to the capture card.

<2> The capture card is usually connected to the computer via a Type-C to USB 3.0 cable. Most computers can support this. For Mac computers with Thunderbolt interfaces, you also need a USB 3.0 to Type-C adapter. Some capture cards of different brands usually come with some of these cables. Merchants can consult the selling merchants according to their own devices and live streaming needs to find out what types of cables and adapters are still needed and purchase them in advance to ensure normal live streaming.

How to connect an external camera:

? Open the live streaming room (E-live client/elink Assistant)

image.png

mtty4odg1mdq5mzg3ntyxng_286615_szhjcfqgqdkn7qgts_1677564812

? Connect the relevant devices

An example of the device connection diagram for a certain brand of capture card is as follows:

mty4odg1mdq5mzg3ntyxng_629578_e1p3jvtudrtophjm_1678242425

HDMI Input: Refers to the device to be live streamed, that is, external devices such as cameras and mobile phones for live streaming.

HDMI Output: Refers to the device for displaying the output image. That is, it displays the input live streaming image on the monitor. You don't need to connect this part if you don't have this requirement.

USB 3.0: The interface for outputting live streaming data, which needs to be connected to the computer.

IN: Connects to the mixer. You don't need to connect this part if you don't have this requirement.

MIC: Connects to the microphone. You don't need to connect this part if you don't have this requirement.

OUT: Connects to the monitoring headphones. You don't need to connect this part if you don't have this requirement.

? Switch the camera

image.png

mtty4odg1mdq5mzg3ntyxng_288441_filkqwabvdskj-x9_1677656213

mtty4odg1mdq5mzg3ntyxng_796422_nq6ioigjcuy_d0_u_1677656298

If you can see the image from the camera or mobile phone at this time, it means the configuration is successful, and you can start the live streaming normally. If there is no image or this option is not available, it means there are still some problems with the capture card configuration. Please troubleshoot according to the steps described before or contact the merchant selling the capture card for help.

Common questions:

1. After connecting the camera, why are there flickering black bars when shooting a monitor or LED screen?

Answer: The flickering black bars (Moiré pattern) are caused by the mismatch between the camera shutter speed and the monitor screen refresh rate. You can adjust the camera shutter parameters to match the screen refresh rate or adjust the indoor lighting on site.

Moiré pattern effect:

mtY4odg1mdq5mzg3ntyxng_839428_zjjeptll9k

mtY4odg1mdq5mzg3ntyxng_257184_20vuxgcva

2. There are black edges in the camera image when using an external camera.

Answer: This is caused by the output resolution of the camera. Please check the output resolution of the camera and ensure that it outputs in a 16:9 ratio.

Self-check suggestions for device abnormalities in [elink Live Client]



1. Speaker malfunction

Ensure that your speaker device is properly connected and turned on.

1.1 Check the volume settings

● **Windows system:**

Click the volume icon in the lower - right corner of the taskbar to ensure that the volume is not muted and is set to an appropriate level.

image/png

● **macOS:**

Click the Control Center icon in the upper - right corner to ensure that the volume is not muted and is set to an appropriate level.

image/png

1.1.1 Check the connection and device

1. If you are using an external speaker, ensure that the speaker is powered on and the connection cable is securely plugged in. Plug and unplug the headphones to see if there is a change in sound to ensure that the speaker port is not damaged or loose.
2. Try using other speakers or headphones to determine if the problem lies with the speaker itself.

1.2 If your live - streaming device is connected to multiple speaker devices, select the correct one

If multiple speaker devices are connected, the selected device may not match the detected device, resulting in abnormal sound.

● **Windows:**

Right - click the volume icon in the lower - right corner of the taskbar and select “Sound settings”. In the “Output” section, ensure that the correct playback device (such as speakers or headphones) is selected.

image/png

● **macOS:**

Click the Control Center icon in the upper - right corner. After the panel appears, click the arrow after the “Sound” section to ensure that the correct playback device (such as speakers or headphones) is selected.

image/png

1.3 Check if other applications can use the speaker normally

Use other software such as video players or music players to check if the speaker is working properly. If there is still no sound, the speaker device may be faulty.

2. Microphone malfunction

Please ensure that your microphone device is properly connected and turned on.

2.1 Check if the microphone permission is enabled

When using the elink Live client for live - streaming, if the device does not have the microphone permission enabled, the microphone will not work.

● **Windows:**

1. Click the Windows Start menu and select “Settings”.

image/png

2. In the “Settings” window, select “Privacy & Security” and click on “Microphone” settings on the right.

image/png

3. Enable microphone permission: Ensure that as shown in the following figure the switch is turned on.

image/png

● **macOS:**

1. Click the Apple icon in the upper - left corner of the screen and select “System Settings” from the drop - down menu. Then select “Privacy & Security” and “Microphone”.

image/png

2. After entering the “Microphone” panel, turn on the microphone permission for the elink Live client.

image/png

2.2 Check if the correct microphone device is selected

If your live - streaming device is connected to multiple microphone devices, select the correct one

● **Windows:**

1. Right - click the lower - right sound icon, select Sound settings.

image/png

2. After opening the sound settings, in the "Input" section, select the correct microphone device (ensure that it is the same as the device selected in the eLink Live client).

image/png

● macOS:

Click the Apple icon in the upper - left corner of the screen and select “System Settings” from the drop - down menu. Then select “Sound”, enter the “Sound” settings panel, select “Input”, and choose the correct microphone device.

image/png

2.3 Check if other applications can use the microphone normally

Use other software such as WeChat video calls or Tencent Meeting to check if the microphone is working properly. If not, the microphone device may be faulty.

3. Camera malfunction

Please ensure that your camera device is properly connected and turned on.

3.1 Check if the camera permission is enabled

If your computer is connected to a camera but no image is captured, it may be because the camera system access permission is not enabled.

● Windows:

1. Click the Windows Start menu and select “Settings”.

image/png

2. In the settings window, select “Privacy & Security” and click on “Camera” on the right.

image/png

3. Enable camera permission: In the “Camera” window, ensure that the three permission switches shown in the following figure are turned on.

image/png

● **macOS:**

1. Click the Apple icon in the upper - left corner of the screen and select “System Settings” from the drop - down menu. Then select “Privacy & Security” and “Camera”.

image/png

2. After entering the camera settings panel, turn on the access permission for the elink Live client.

image/png

3.2 If multiple camera devices are connected, check if the correct one is selected.

● **Windows:**

1. Click the Windows Start menu and select “Settings”.

image/png

2. After entering the settings panel, click “Bluetooth & other devices”, and then select the “Camera” option on the right after opening it.

image/png

3. You can select and enable your camera device at the position shown in the following figure. (Ensure that it is the same as the device selected in the elink Live client).

image/png

● **macOS:**

On the Mac system, you can select the camera within the software.