

LiveShot FAQ

After I connect my two LiveShots together, I connect my video feed to the Portable and I don't see it from my Rack unit.

Hot plugging your video feed to a LiveShot unit while a media stream is active is not supported. Press Disconnect or F1 on the Portable to halt the stream, apply the video feed, and then reconnect.

How do I verify the MAC address of my LiveShot unit?

Through the Control App or Webpage, go to Network\Ethernet Port. You can also ID your MAC address through Device Manager.

My LiveShot unit can't establish a stream.

Verify that your initiating LiveShot unit has an appropriate video/audio feed. In many of the factory profiles, a mandatory feed to the initiating LiveShot unit is required before a stream can be established. Try applying video/audio feed to your LiveShot unit, or select an appropriate profile.

When I try to connect my tablet to the IP address of my LiveShot Rack, I cannot see the interface.

When connecting to the Web GUI Interface of a LiveShot, the browser must be able to utilize the current Adobe Flash Player. Most tablets and smartphones do not support Flash but, you can use Comrex's Control App available through the iTunes Store or Google Play.

I'm trying to send my HD video feed to my Rack but the quality is not what I had expected.

Make sure that the chosen profile has enough available bandwidth to sustain the quality of transmission that you desire. For example - If you set a profile that requires to send 1.5Mbps, it will not be adequate for a HD quality signal. Choose a more robust profile, such as 3 or 6Mbps. Of course, make sure you have enough available bandwidth for the chosen profile.

My Rack unit will not register with the Switchboard server.

You may have some outgoing traffic blocked on your network. Make sure TCP 8090 and UDP 3478 are not hindered.

My Portable unit CrossLocked just fine with my Rack unit when they were both connected to my private network. As soon as I connected my Portable unit to a different network, my CrossLock stopped.

Check that your Rack unit does not have port UDP 9001 blocked from outside the network. Also, verify that your Portable unit is pointing towards the correct public IP address that relates to the Rack unit and not a private LAN address (e.g. 192.168.1.X).

After I updated the firmware on one of my LiveShot units, I have no CrossLock.

Please make sure that both units are set to the same firmware version. Some firmware versions are not compatible with other versions.

My Portable unit has no Wi-Fi hotspot.

Make sure that the Wi-Fi switch on the Portable is set to On. You can also check that the device you are using to connect to your LiveShot Portable's Wi-Fi hotspot is close to the unit.

My Portable unit doesn't connect to my WPA2 Enterprise secure Wi-Fi network.

There are a few select types of WPA2 Enterprise security that we support. If your LiveShot system can not connect, please contact our tech support team in case something can be accommodated for future use.

After I set a profile to dual-mono, I can not establish a connection.

If your profile is set to utilize low delay, it will not be compatible with a dual-mono audio setting.