



## **CTRE Productions - TROUBLESHOOTING TIPS**

### **I have tried everything below and I just want someone to help me !**

- Ok, let's help you. On your sign in page or event page at the top there is a banner and the phrase " Help Desk" click on it and it will immediately take you to a virtual help area where a member of staff will be able to assist you. You can either type a question or speak to them directly.

### **Can't login**

- First thing to check is that the email you registered with is the same as the one you are trying to login with. The email login and password is case sensitive. Does this match?

## **AUDIO**

### **Can't hear anything!**

- Check the volume is turned up on the computer itself. The little speaker icon in the bottom right corner of the screen should not have an 'X'next to it meaning it is muted.

### **How do I unmute my sound?**

- Left click on the speaker icon, this will open up a dedicated area showing information about your sound. To unmute drag your cursor over the speaker icon and left click. You have now unmuted your sound.

### **I have unmuted the speakers and still can't hear anything!**

- Left click on the speaker icon in the bottom right corner of the screen which will open up a dedicated area showing information about your sound. Then use your cursor to drag the slide bar from left to right increasing your sound.

### **Ok, so I have tried everything and still can't hear!**

- Left click on the speaker icon in the bottom right corner of the screen which will open up a dedicated area showing information about your sound. Then use your cursor to left click on the upwards pointing arrow on the right handside of the box at the top to see what playback unit has been selected. If you are unsure which option to choose select the 1st one in the list by left clicking and listen if you have sound. The box will automatically close , so if it didn't work repeat the process taking it turns to select the different playback options in your list.

### **So I can hear other videos but I can't hear the live feed!**

- This is great, this means that your sound is working on your computer and the livestream just needs to be unmuted. In the bottom left hand side of the livestream frame, you will be able to see a little speaker icon, when you drag your cursor over it it will show you a volume slide bar and give you the ability to unmute or mute the sound. If the speaker has a line through it the sound is muted left click once and you

will have sound. Don't forget you need to have the sound turned up on your computer as well as for the livestream.

## **VIDEO**

### **The livestream isn't playing for me!**

- Sometimes a computer or device will have a data saving protocol which requires you to physically start the video. To do this take your cursor over to the livestream and in the centre of the area left click and the live stream should start playing for you immediately.

### **There is a spinning wheel in the middle of my feed argh !**

- So this little wheel means that the live stream is buffering. This means that your device is trying to receive enough information quick enough to allow your stream to play. This is a true internet issue, make sure your device is connected to a stable consistent source of internet.

### **I want to make the screen bigger how do I do that?**

- When you look at the area where the live stream is available in the bottom right corner there is a little icon which allows you to increase the screen size.

Be sure to click on the 'HELP DESK' tab, if you are still having trouble!  
Someone will be there to assist you