

Troubleshooting OCCS Issues

[KB Home](#) > [TM Systems](#) > Troubleshooting OCCS Issues

Contents

AUDIO PROBLEMS

- [No audio at all](#)
- [Audio too quiet](#)
- [Audio cuts in and out](#)

IMAGE PROBLEMS

- [No image \(black screen or "Input 1 No Source"\)](#).
- [No image \(showing "Input 2 No Source"\)](#).
- [No image \(green screen OR black screen without "no signal" box\)](#).
- [Image is in Picture by Picture \(PBP\) mode](#)
- [Image is the entire touchscreen \(not just the source preview\)](#).
 - [MY 360 + MY 370 \(showing entire touchscreen\)](#).
- [Exceptions:](#)
 - [CH \(Con Hall\) no image \(black screen\)](#).
 - [MS 3153 and MS 3154 no image \(black screen\)](#).
 - [MY 150 no image \(black screen\)](#).
 - [UC 179 no image \(blue screen\)](#).

VLC STREAM DOESN'T OPEN AT ALL

AUDIO PROBLEMS

No audio at all

1. Listen in to the room via the TalkMaster app to make sure the instructor is speaking in the room.
2. Check Fusion to make sure the podium mic isn't muted. If the room isn't listed in Fusion, open the room's XPanel.
 - a. If the podium mic is muted, unmute it by clicking the status indicator on the room's status screen and click unmute.
 - a. This can also be done in XPanel, but it's more invasive with the need to control the touchscreen in the room. There may be pushback from the user if they are full-screened or notice commands being sent to the touchscreen.
 - b. Virtually all full teaching stations are on Fusion, but likely not 100%. You will have to use XPanel for teaching stations not on Fusion.
3. Try closing & re-opening VLC player because audio fails easily in RTSP format (especially when multiple people are checking the stream simultaneously).
 - a. Sometimes audio works for the initial 2 seconds, but then cuts out for the rest of the stream viewing. This is an issue with RTSP streams that does not impact the recording at all, so simply re-open VLC player to fix this.
4. Ask the person on the other TalkMaster station and/or the co-pilot(s) for that area to double-check the stream via VLC player.
5. Check the previous week(s) OCCS check entry to see if the instructor may not want the class to be recorded.
6. If the user keeps muting the podium mic AND the wireless mic is unmuted, send a co-pilot to investigate if the user wants to use the wireless mic, but has the belt pack muted, or the wireless mic is out of batteries.
 - a. If the wireless mic is muted, they may not want the class recorded.

Audio too quiet

1. Look at the room via Xpanel and turn up the podium mic (or wireless mic if they're using it) to a level that is loud enough, but doesn't feed back.
2. If it's not possible to turn it up loud enough remotely, then consider sending staff to the room to investigate.
 - a. The instructor may be standing too far away from the podium mic to capture audio at an acceptable volume.

Note: if the mic level is already quite high and an ambient buzz isn't dominating the audio, consider keeping the mic level to avoid potential feedback.

Audio cuts in & out

1. Monitor the audio for another minute to see if the issue persists. The audio sometimes cuts in and out as the stream is being initiated.
2. Re-launch VLC player to see if the issue persists.
3. Verify with the other TalkMaster and the co-pilot(s) for that area if they are encountering the same audio issue in VLC.
4. Lower the mic volume if it's high to try and prevent any clipping that may be being compressed on the backend.
5. Escalate the issue by creating a groupchat with the TalkMasters, the co-pilot(s) for that area, and Marc, Dave or Albert depending on who's available (Jon also has access to Crestron Toolbox audio controls).
 - a. The backend volume will have to be turned down via Crestron Toolbox, or a co-pilot will have to go to the room to turn down the mic volume if it's an external mic.

Image is the entire touchscreen (not just the source preview)

MY 360 + MY 370 (showing entire touchscreen)

The OCCS stream has to be full-screen on the preview touchscreen to record correctly. This is an issue with how these rooms were installed. There isn't a fix for it currently, so for now we have to make sure the touchscreen preview is set to full-screen.

IMAGE PROBLEMS

No image (black screen or "Input 1 No Source")

1. Check if the preview is showing a different source than the one being sent to the projector. The stream/recording takes the source that is being sent to the preview.
2. If the image is giving "Input 1 no source," try using the Xpanel to switch to a different preview source, then back immediately. This sometimes "re-

handshakes" the connection and fixes the stream.

3. Check with the other TalkMaster, to see if they're encountering the same image problem.
4. Have a co-pilot check if the room is actually projecting something on the projector. Message the co-pilot(s) for that area with the RTSP link, so it's easy for them to check via VLC on their phone.
5. Escalate the issue by creating a groupchat with the TalkMasters, the co-pilot(s) for that area, and Marc, Dave or Albert depending on who's available.

No image (showing "Input 2 No Source")

Ask Jon to change it back to input 1 on the Extron backend, or have a co-pilot change it on the Extron unit manually.

- Marc, Dave, and Albert are also able to change the input on the backend.

No image (green screen OR black screen without "no signal" box)

This can usually be fixed in the Extron back-end, by toggling the HDCP switch on, then back off again. We don't yet understand what causes it, or why that fixes it.

Reach out to anyone with access to the Extron webui back-ends, they should be able to fix this: Albert, AlexR, Jon, Marc, Dave.

Image is in Picture by Picture (PBP) mode

Ask Jon, Marc, Dave or Albert depending on who's available, to change this setting to the normal mode.

Exceptions:

CH (Con Hall) no image (black screen)

The Extron feed comes from the main projector feed. Source must be sent to the main projector to go through to the stream/recording (the OCCS recording is unimpacted by which source is selected on the Touchscreen preview).

MS 3153 + MS 3154 no image (black screen)

The Extron feed is linked to the main projector. Source must be sent to the main projector to go through to the stream/recording.

MY 150 no image (black screen)

There are two stream outputs in MY 150 that feed into two separate RTSP links. Stream 1 feeds into an RTSP link ending with "[extron1](#)" and Stream 2 feeds into an RTSP link ending with "[extron2](#)". Stream 1 is for content and Stream 2 is for one of the cameras in the room. By default, the video wall content is sent to Stream 1 and Camera 1 is sent to Stream 2.

1. Check if one of the two RTSP links shows content.
2. If neither RTSP link is showing content, message the co-pilot(s) for that area to have them send the content to Stream 1 and one of the cameras to Stream 2. They can do this with the iPad in the attic.
3. Check if the RTSP link ending with "extron 1" is now showing content.
4. Escalate the issue by creating a groupchat with the TalkMasters, the co-pilot(s) for that area, and Marc, Dave or Albert depending on who's available.

UC 179 no image (blue screen)

The Extron feed is linked to the left privacy monitor. Source must be sent to the left privacy monitor to go through to the stream/recording.

VLC STREAM DOESN'T OPEN AT ALL



1. If opening the VLC stream via Fusion produces an error, try clicking the link in the AVLOG.
2. If clicking the link in the AVLOG doesn't work, copy the link from the AVLOG or TalkMaster Log and paste it into the VLC player.
3. Check if the other TalkMaster is able to open the VLC stream.
4. Escalate the issue by creating a groupchat with the TalkMasters, and Marc, Dave or Albert depending on who's available.
 - a. They can check the stream via Extron WebUI. What you see on the Extron WebUI is what's being recorded in the Extron unit.

Keywords: #opencast #content #capture #system #faillure #bug

Troubleshooting OCCS issues

[See all](#)

[+ New](#) [Edit in grid view](#) [Share](#) [Export to Excel](#) [...](#) [Newest Entries](#) [i](#)


Title	Date Updated: ↓	Updated by:
added No Image (green screen) i...	1/13/2023	 Ian Swain
Created Talkmaster KB page with ...	12/12/2022	 Joshua Chau

Properties

Verify after:

January 3

Page owner(s)

 Joshua Chau