General & Getting Started

1. **What is Livestorm?**
   Livestorm is a browser-based video engagement platform for webinars, meetings, and virtual events.

2. **What browsers are supported?**
   Livestorm works best on Chrome, Safari, and Edge. Firefox lacks Simulcast support and may have limitations.

3. **Is Livestorm web-based or does it require downloads?**
   100% web-based — no downloads required.

4. **What types of events can I host?**
   You can host live, on-demand, automated, or pre-recorded events.

5. **Can I test Livestorm before subscribing?**
   Yes, Livestorm offers a Free plan for unlimited testing.

6. **How do I create an event?**
   From your dashboard, click "Create event," fill in the details, and publish.

7. **Can I host recurring sessions?**
   Yes, Livestorm supports multi-session events with separate analytics for each.

8. **Are events mobile-compatible?**
   Yes. Attendees can join from any browser on desktop, tablet, or mobile.

Attendees & Registration

9. **How do attendees register?**
   Via a registration page. Organizers can customize the form fields.

10. **What if someone didn't receive the confirmation email?**
    Ask them to check spam or use the "resend access link" option on the registration page.

11. **How many attendees can join an event?**
    This depends on your subscription plan — from 30 to 3,000+ attendees.

12. **Can I manually register someone?**
    Yes, from the "People" tab or using Zapier integrations.

13. **Can I restrict who can attend?**
    Yes, via private registration or domain/email restrictions.

14. **How does Livestorm handle duplicates?**
    Duplicate emails are automatically detected and blocked during import or registration.

Event Room Features

15. **Can I share my screen?**
    Yes, using the screen share feature in the dock.

16. **Can I upload PDFs or videos?**
    Yes, you can upload PDFs (up to 4GB) and MP4 videos directly in the event room.

17. **How do I add apps to my event room?**
    From the App Marketplace in your event settings or room.

18. **Can I customize the event room's appearance?**
    Yes, with custom design settings: background, logo, and button colors.

19. **Is it possible to send direct messages?**
    Yes, using the Direct Messages app.

20. **Can I use polls and Q&A?**
    Absolutely! Both features are built-in and support moderation.

Emails & Notifications

21. **Are reminder emails sent automatically?**
    Yes, if they're enabled in the event's email settings.

22. **Can I customize these emails?**
    Yes, including content and sending time.

23. **What if emails are bounced or dropped?**
    Bounced: email server rejection. Dropped: unsubscribed recipient.

24. **Can attendees manage their email preferences?**
    Yes, via the "Manage my email preferences" link in footer.

25. **Where can I see email statuses?**
    In the People tab under the "Email status" column.

Privacy & Security

26. **Is Livestorm GDPR-compliant?**
    Yes. Organizers must collect consent explicitly during registration.

27. **Where is the video data stored?**
    Depending on location — closest to the first participant unless using the Enterprise server override.

28. **Can I choose my server region?**
    Yes, with the Enterprise plan you can enforce EU or US video servers.

29. **Is the stream encrypted?**
    Yes. Livestorm uses SRTP, DTLS-SRTP, and TLS 1.2 encryption.

30. **Can attendees opt out of marketing emails?**
    Yes, via email footer links or organizer-added consents.

Analytics & Reporting

31. **What kind of data can I export?**
    Registrants, attendance, poll results, questions, chat, etc.

32. **Can I view engagement metrics?**
    Yes. Livestorm tracks time watched, participation in polls, questions asked, and more.

33. **Is there a dashboard for event performance?**
    Yes, each event has a detailed analytics dashboard.

34. **Can I integrate Google Analytics?**
    Yes, using your tracking ID or GA4 measurement ID.

35. **Can I connect to Facebook Pixel?**
    Yes, via custom code using `livestorm.on('registration-success')`.

Integrations

36. **Which calendar integrations are supported?**
    Google Calendar and Outlook Calendar.

37. **Can I sync with HubSpot?**
    Yes, Livestorm offers a certified integration with HubSpot.

38. **What about Salesforce, Zapier, or Marketo?**
    All are supported. Zapier can connect Livestorm with thousands of other apps.

39. **Can I track registrations via Zapier?**
    Yes, create a "New Registrant" Zap to send data elsewhere.

40. **Can I import registrants in bulk?**
    Yes, using Google Sheets + Zapier.

Plans & Account Management

41. **What are the available plans?**
    Free, Pro, Business, and Enterprise. Pricing is based on Monthly Active Contacts (MAC).

42. **Can I upgrade my MAC limit?**
    Yes, directly from the Billing section.

43. **Are there charges for admins?**
    Yes, each admin incurs a fee. Members are free and unlimited.

44. **Can I pause or cancel my subscription?**
    Yes, from the Billing section.

45. **Can I view and download invoices?**
    Yes, invoices are available in your Billing tab.

Advanced Features

46. **Can I use RTMP streaming?**
    Yes, available on Enterprise plans using OBS or similar tools.

47. **Are automated events supported?**
    Yes, Livestorm supports fully automated events with video playback and end actions.

48. **Can I use a DSLR camera?**
    Yes, using third-party software like OBS or webcam utilities.

49. **Can I replace the event replay with a custom video?**
    Yes, by uploading a custom replay file in the event settings.

50. **Are sessions recorded automatically?**
    Yes, unless you disable it. Recordings pause if there's no activity for 30 seconds.