

York TV OB Kit Troubleshooting Guide

If you're having technical difficulties with your OB kit, check here first to try some initial troubleshooting steps to see if it resolves the issue.

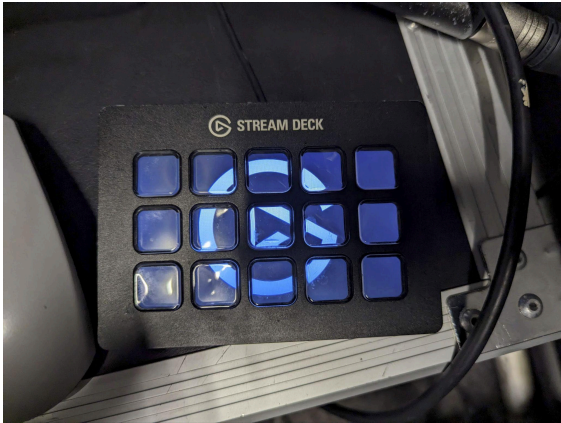
If you're unsuccessful or your issue is not listed, call the TV tech hotline on 01524 944736.

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Streamdeck is not showing any buttons

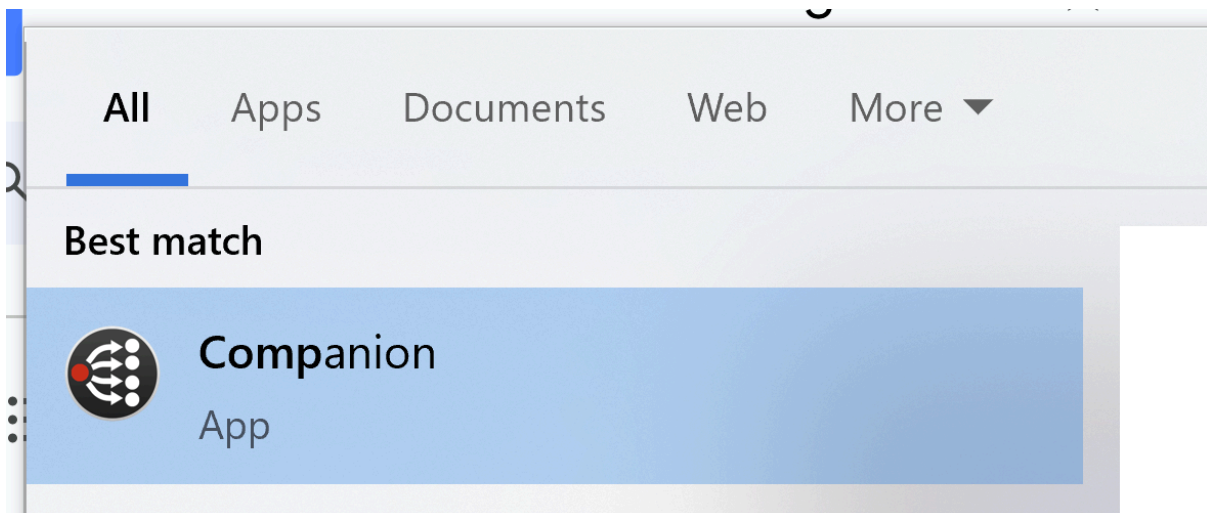
If your stream deck is blank or has no working buttons on it:

1. Check the stream deck is plugged into a USB port and is powered. If the streamdeck is plugged in and powered but has no working buttons it will look like this:

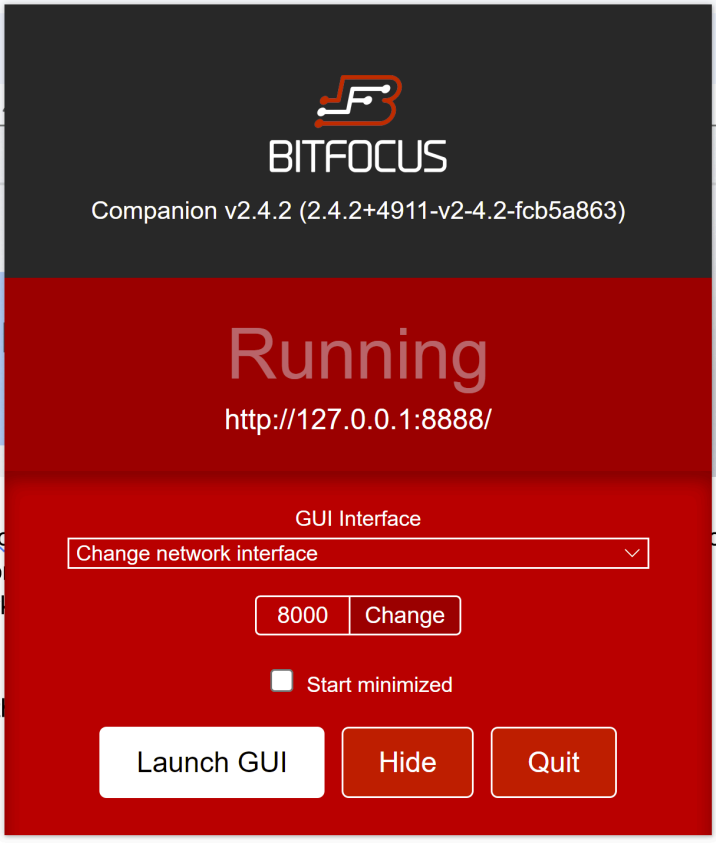


Note that the USB ports on the front of some PCs do not work, so try plugging it in round the back if you're not getting anything showing on the streamdeck at all.

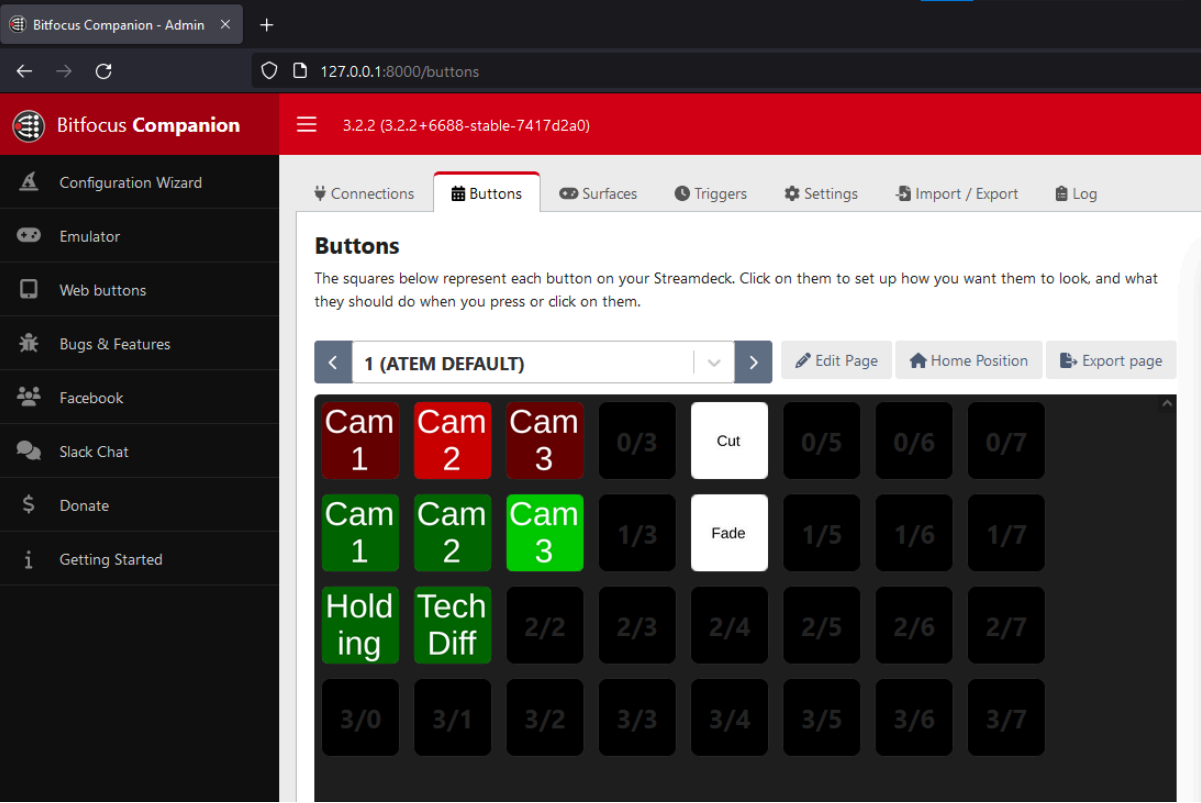
2. Check that BitFocus Companion is running. Open the start menu and search for "Companion":



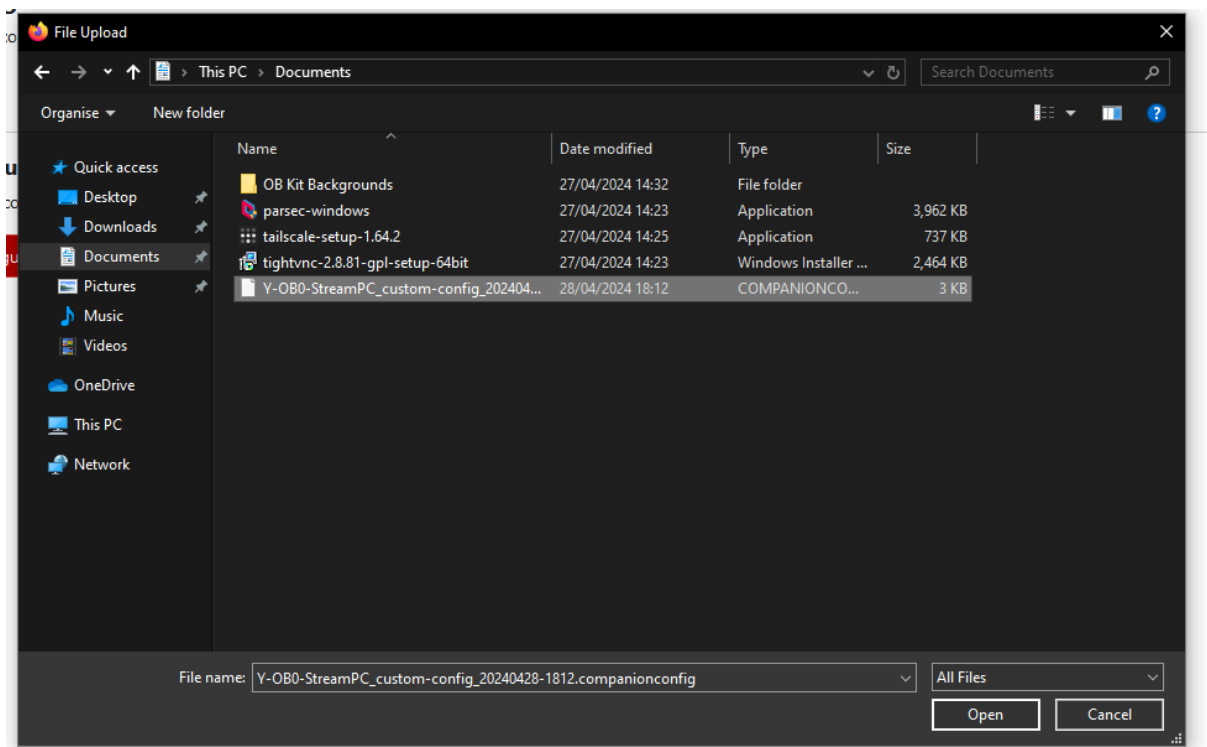
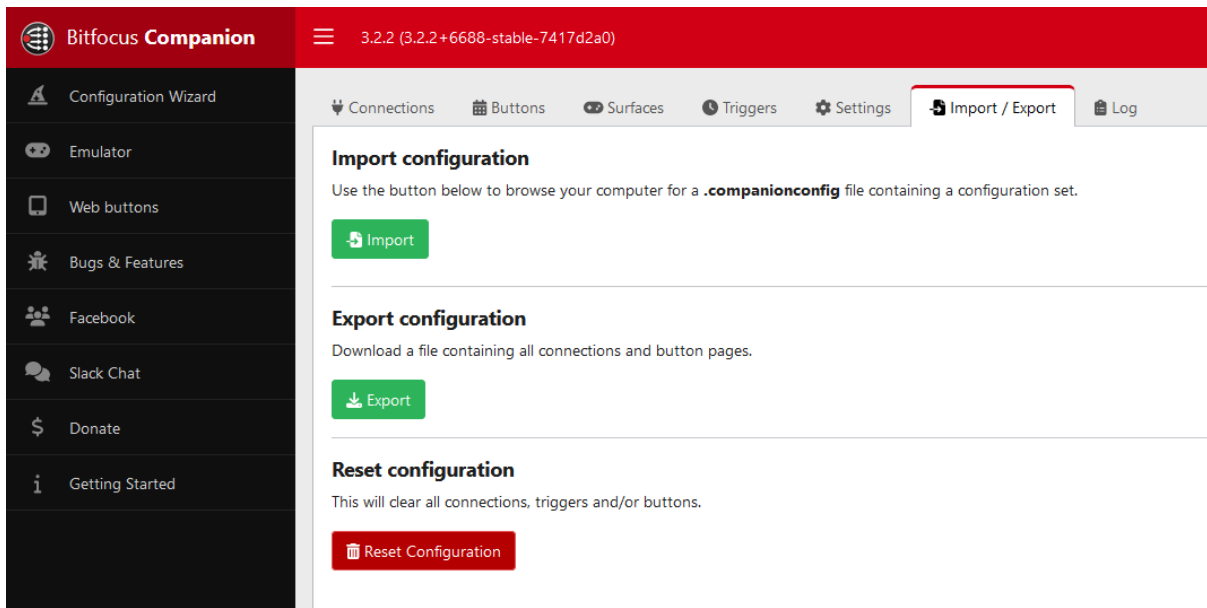
3. Once companion is open, it should automatically detect the streamdeck and load in the configuration.
4. If that's not worked, click the launch GUI button to open the web interface



5. Select the buttons tab and check that a configuration is loaded. If you can see a configuration like the image below, skip to step 7.

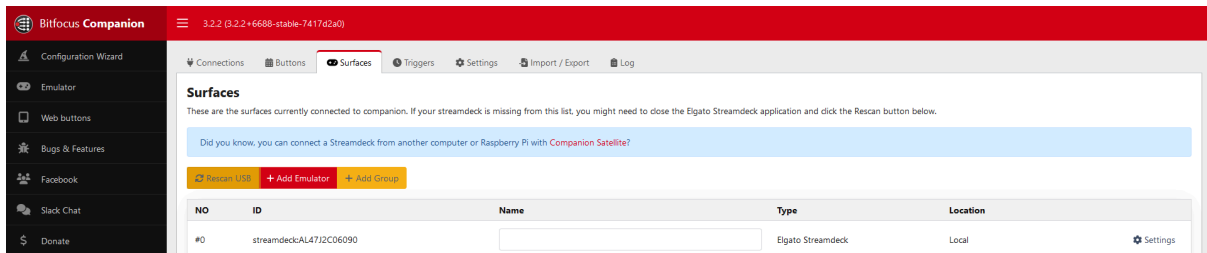


6. If no configuration is loaded, go to the Import/Export tab, select Import and find the config file which should be in the Downloads/Documents folder



Then select Reset and Import . If this fixes the issue, you can ignore the rest of the steps.

7. Go to the Surfaces tab, and select rescan USB. This should attempt to detect the stream deck again.



8. If this has still not worked, contact the TV Tech support hotline.

There is no internet connection

1. Check that both ends of the ethernet cable are securely connected to the port
2. Check that you have plugged your ethernet cable into the right port on the OB kit.
 - a. In Y-OB0, this is the blue ethernet port on the router, which you can find in the back of the OB kit
 - b. In Y-OB1, you can find the internet port in the white horizontal cylinder device at the back of the OB kit
 - c. In Y-OB2, you can find the ethernet port on the front of the OB kit, labelled "Internet"
 - d. In Y-OB3, you can find the ethernet port on a USB-A to ethernet dongle
 - e. In Y-OB5, you can find the ethernet port on the far left of the Mikrotik, and it will be labelled "Passive/af/at". You should plug your ethernet into the first port of the small 5 port box, not the large HP switch rack mounted above
 - f. In Y-OB6 (studio), you can find the ethernet port on the back of Edit2
3. Try a different ethernet port on the wall (not the OB kit). Sometimes sockets on the wall are dead and/or not connected so you might have to try somewhere else.
4. If this still hasn't worked, call the TV Tech Support hotline

OBS is not receiving any video feeds

1. Check that all HDMI and SDI cables between cameras are securely connected
2. Check that any HDMI to SDI converters are powered (they will have a steady white light on them)
3. Check that converters are connected in the right direction (I.e. you're going from HDMI in to SDI out)
 - a. Also check that your converter can physically support the direction you want to go in
 - i. Bi-directional means it can go from HDMI to SDI and vice versa
 - ii. If it says HDMI to SDI then it can only do HDMI to SDI
4. Check that the cameras are outputting in the correct resolution
 - a. Check your expected camera resolution at <https://roses.ystv.co.uk/kit-location.html>
 - i. It will either be 1080p50 or 1080i50

- b. Use the camera settings menu to check the output resolution
 - i. On the X2000s, you can find this in settings -> system -> Rec format
 - 1. Then also check Video Out/LCD/VF - SDI (or HDMI) Out -> Out Format
 - ii. If it's not correct, you will need to change it
- 5. Secondly check that the cameras are outputting on HDMI or SDI (depending on what is directly connected to the camera)
 - a. If your camera only has one output method then you won't need to check this
 - b. On the X2000s, you can find this in settings -> Video Out/LCD/VF -> Video Out Sel
- 6. If that's not working, you will need to check OBS is set to receive the correct input.
 - a. If you're using Y-OB3, check that the Atem Mini is connected with a USB C cable
 - b. If you're using any ATEM (Y-OB2 and Y-OB3), make sure in the scene on OBS there is a Blackmagic Device source (or named something similar)
 - i. Right click on this source and select properties
 - 1. Check it is set to the right device
 - a. Y-OB2 - Decklink Mini Recorder
 - b. Y-OB3 - Blackmagic Device
 - c. If you're using a software switcher (Y-OB0, Y-OB5), you might need to change the decklink inputs
 - i. To do this, for each camera source you're not receiving, go to the respective scene in OBS, select the Blackmagic Device in the source column, right click and select properties.
 - 1. Keep changing the device to the different DeckLink inputs until you see your camera feed
- 7. If none of this has worked, call the TV Tech Support hotline.

Not receiving/can't hear any audio

- 1. Check that the radio people are actually sending you audio (ask them to double check)
- 2. Are you receiving audio (i.e. can you see an audio bar in the audio mixer that is going up and down as expected?). If yes
 - a. Make sure that a scene with which you're expecting audio is set to program
 - b. Check that monitoring is set correctly
 - i. Right-click on the audio mixer and select Advanced Audio Properties
 - ii. For the correct Audio Input capture device, change Audio Monitoring to "Monitor and Output"
 - iii. Close this window
 - iv. If you still can't hear anything, check your audio settings in File -> Settings -> Audio
 - 1. Go to advanced, and change the monitoring device to the audio device you wish to hear out of
 - c. If this has solved the issue, you can ignore the following instructions

3. Otherwise, check that the XLRs given to you by radio are plugged into the correct place
 - a. Y-OB0: Inputs 1 L and R on the back of the audio interface
 - b. Y-OB2: Inputs 1 (L) and 2(R) on the back of the ATEM
 - c. Y-OB3: Both XLR inputs on the UMC audio interface
 - d. Y-OB5: The two XLR inputs on the left of the red FocusRite
4. Check that the audio on the interfaces are enabled
 - a. Y-OB0 - Source 1 is selected and middle knob is set to the middle
 - b. Y-OB2: Not applicable
 - c. Y-OB3: Not applicable
 - d. Y-OB5: Knobs for 1 and 2 are above 0
5. Check that OBS is set to the correct audio input
 - a. For the Audio Input capture device, right-click and select properties
 - i. Set the device correctly:
 1. Y-OB0: Microphone (USB Audio CODEC)
 2. Y-OB2: Audio should come through with the video Blackmagic Device, so no extra device should be needed
 3. Y-OB3: IN 1-2 (Behringer UMC 202HD 192k)
 4. Y-OB5: Analogue 1 + 2 (Focusrite USB audio)
6. If this hasn't worked, contact the TV Tech Support Hotline.