



# FAQ – Frequently Asked Questions



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# AUDIO - VIDEO

## 1. Pixelation, glitches and poor video quality.

There are numerous of things that affect the video quality as we use a combination of perceptual codecs that allow us to achieve the highest possible video quality.

Pixelation is caused by the camera itself and your participants will see the same view. There is a 200-400Kbit/s reserved for camera feed and the codec used is adaptive, which means it has to fit that 200-400Kbit/s bandwidth. For example, if you move fast, that means most of the video area changes and codecs have to send a lot of data. That causes reducing the video quality of the camera itself. All participants will see the same.

Higher FPS will help for improving the quality of your videos, but please keep in mind that LiveWebinar is not a software for streaming movies. For example, if you want to play a YouTube movie in Full HD in a room and maximize it so it will fill the entire screen, there will be a degradation in video quality because the recorded movie will be lagging.

## 2. What can I do to improve the quality of my video/recordings?

The quality of your recordings/videos mainly depends on your recording equipment (camera and microphone) as well as the environment where you conduct the recordings (proper lightning etc..).

Another important factor that affects your video quality is the internet connection, e.g. using WiFi network may have packet loss or unstable connection at time where it may also affect the quality of the recorded material.

## 3. My audio quality is bad. How can I improve it?

- Check your internet connection.

Test your WiFi connection before the start of the call and make sure it's not used by too many users and devices, so that the speed stays consistent. Ask your colleagues to disconnect their devices from WiFi connection or politely ask them to connect to another hotspot. Without a good connection, conducting a conference call may have disruptive consequences, as it will keep connecting and disconnecting multiple times and you won't be able run a smooth meeting.

- Don't use cell phones

Even though smartphones may be your main mean of communication, when conducting a conference meeting, we advise you to choose your PC or laptop, instead of a smartphone.

Most of the modern and expensive smartphones won't have good sound quality, compared to landline phones or wired computers do. When conducting a meeting via mobile phone, make sure to arrange your call in a quiet place. If you're making the call on the move or in a noisy environment, make sure to mute your microphone when you aren't speaking to avoid background noise.

- Eliminate noises

Position yourself in a noiseless and quiet environment as much as you can during the call. Avoid having a conference call in the cafeteria or in the public spaces where you'll experience as little background noise as possible. Try to find a small place where you'll be alone so nothing can distract you. Don't choose big areas without much furniture or with blank walls – this will cause an echo in the room, which will also disturb your conversation.

- Stop the audio echo.

This usually happens when there are lots of people and your speaker system is situated too close to your microphone and the sound will get reflected in the speakers. All you have to do is move the microphone away. If you are on your phone, try to mute yourself when listening to others on speakerphone since this can generate an echo as well.

- Don't use a speakerphone

Speakerphones are a convenient option for hands-free conference calls, although they don't usually have high quality, so your colleagues might have trouble hearing you or vice versa – will hear not only you, but all the keystrokes you make. Avoid using a speakerphone if your speech is going to be long. Instead, consider investing in a headset, that frees your hands as well as provides you with a much better call experience.

- Keep the distance

Keep a moderate distance from the microphone – if you are too far, your colleagues won't hear you, while if you are too close, they will hear a loud popping sound whenever you pronounce letters “p” or “b.” Make sure to find the right distance before the conference – pronounce popping sounds and pay attention to the way you hear them: if your “p”-s and “b”-s still sound too sharp, move your microphone away just a bit, also put your headset mic off to the side of your mouth and not directly in front of it.

#### 4. How to enlarge the size of your view cam

Increasing the size of your camera view depends on the preview mode you're using, choose the full screen mode to expand your camera view.

#### 5. Phone bridge

Phone bridge is an additional feature for dial-ins, which costs \$49 monthly + \$0,08 for each additional minute multiplied by the number of participants. The feature itself is also available in the Custom/Enterprise plan. For more information please contact support: [support@livewebinar.com](mailto:support@livewebinar.com).

Phone Bridge - Maintenance \$49/mo and \$0.08 per minute per participant

Call-in-invitations - Maintenance \$49/mo and \$0.08 per minute per participant

#### 6. I have an echo in my video calls, how do I eliminate it?

- If you are using external speakers, place the speakers away from the laptop microphone and turn down the volume to a comfortable level.
- For those who have external microphones, move the microphone about a foot away from the speakers. Avoid typing on an unmuted microphone, and step back from the laptop when using hands-free mode. You can also reduce the microphone volume level by 50% or less and reduce or turn off the microphone boost option.
- Some computers have an echo cancellation feature, but it could be compromised on high CPU load. Closing few processes will help enable that feature.

- If none of these options are successful, use a headset or headphones instead of speakers.  
This is the easiest way to get rid of an echo.

## 7. Why is the image on my camera mirrored?

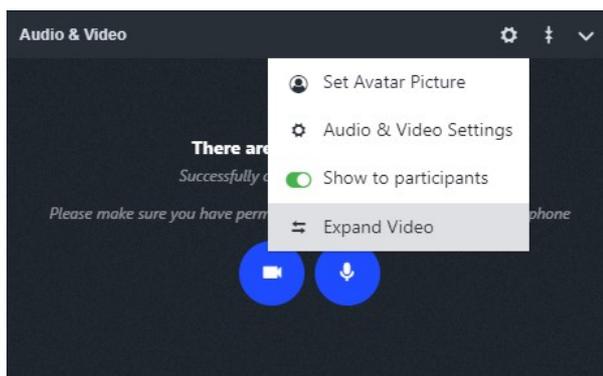
Only hosts see their camera view mirrored and your attendees will be able to read everything correctly on the whiteboard. You can also test it yourself by opening the room in a new incognito window.

## 8. Is it possible to make attendees share their camera view during a webinar?

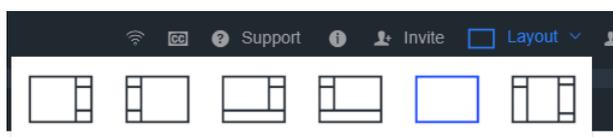
When enabling the discussion option, you may ask your attendees to activate their webcams or microphone. Once the participants turn on their webcam or microphone they will be visible on your screen or heard through your speakers.

## 9. How to enable Picture-in-Picture?

1. Activate Audio & Video
2. Choose the expand Video option



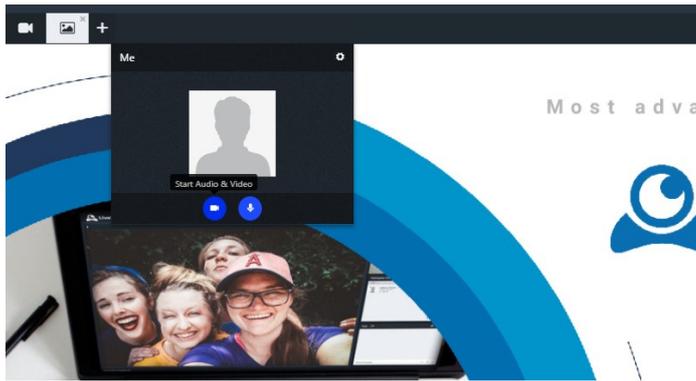
3. Change the room layout (content only - see screenshot)



Most advanced webinar



4. Activate your presentation (PowerPoint or any other) so you will have a tab with your AV and the presentation



## 10. How to achieve the green screen effect?

Achieving the green screen effect requires using an internal or external camera and a special virtual camera software such as ManyCam, which allows putting different layers/effects on the view cam.

# RECORDING

## 1. I don't have 30 fps recordings, is 12 fps enough for recording webinars?

During the webinar the video frames per second is between 25 - 30fps, depending on your CPU load. 12fps is related only to the sample rate during the recording process. 12fps is enough for most of the webinars as they record mostly static content. For example, if there is a PowerPoint presentation running and there is a slide show, 1 fps is enough as nothing is changing on screen. LiveWebinar is also used for podcasts and interviews so we can increase/decrease settings on the recorder if necessary.

## 2. External storage/FTP

An Amazon S3 cloud storage or FTP server may be used for storing webinar recordings. Each time a new webinar event recording is created it will be automatically uploaded to S3 cloud storage or a FTP server of your choice. Note that when editing your recordings with the built-in audio/video editor to make a copy of the original recording since saving any changes while editing will overwrite the original file.

Storage and Recording storage are two separate things. Recording storage is only for your LiveWebinar recordings and are counted separately from your Storage area which is for storing your files and folders you upload. Recording storage is measured in hours.

You can manually download your recordings to your desktop and there is also a settings option under your account where you can connect your AWS S3 storage or FTP server. When completed, LiveWebinar will automatically upload your recordings to your storage area in the cloud.

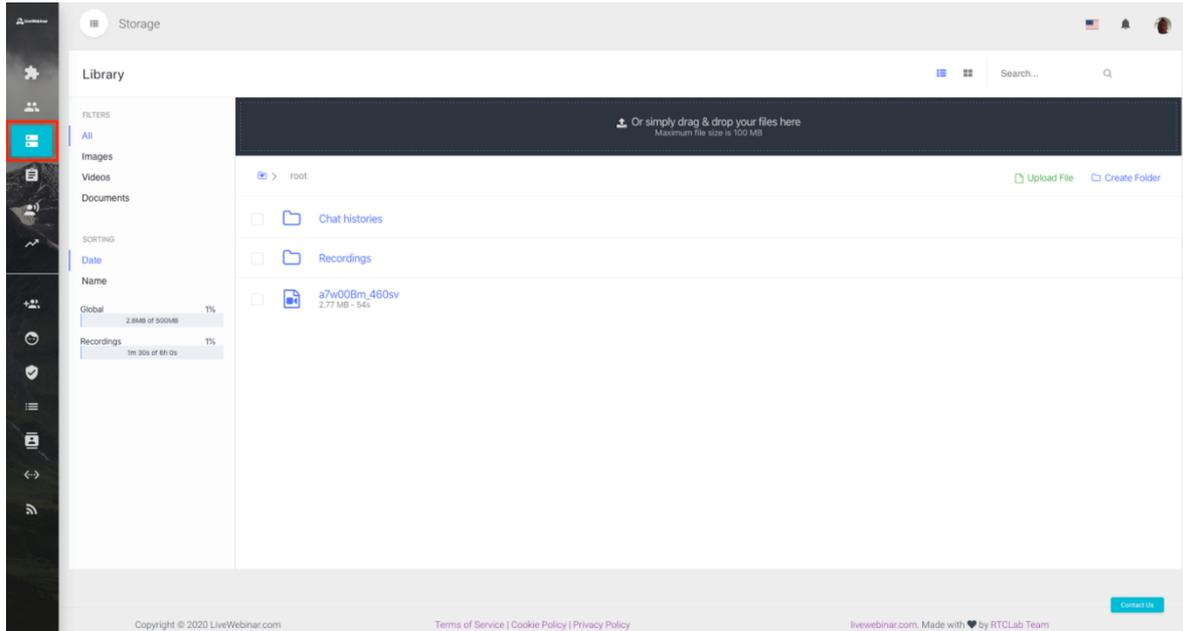
## 3. How can I upload my recording to an external storage on a lower plan?

Recording to an external storage on lower plans can be done through LiveWebinar and Zapier integration.

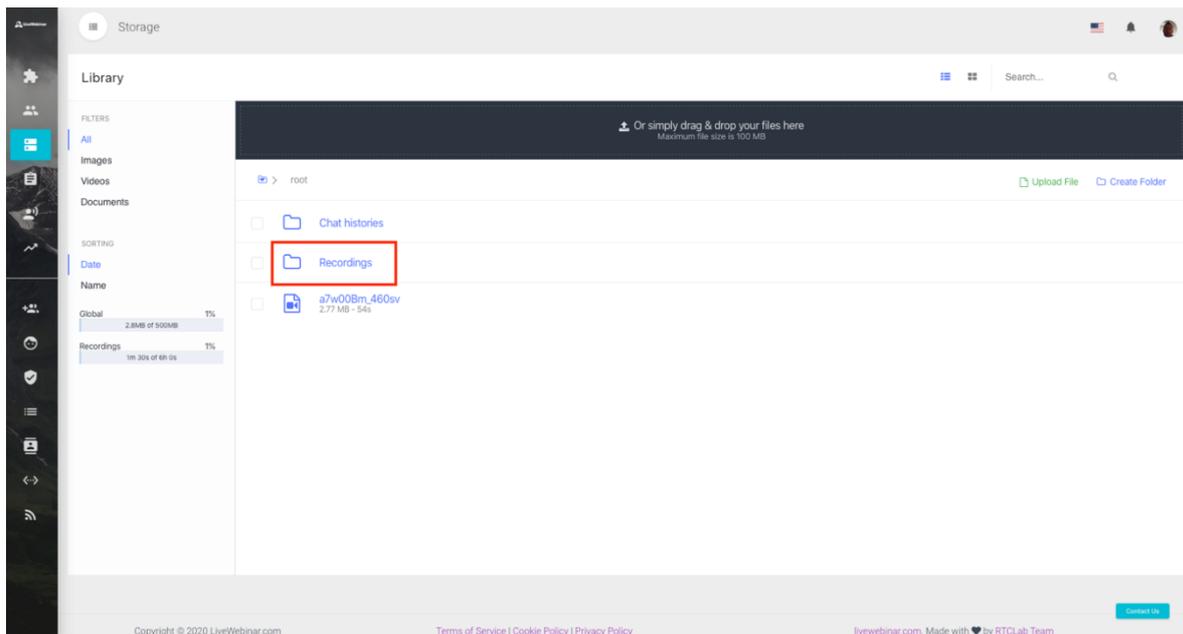
First, you have to create a new zap. Choose LiveWebinar. Then choose the event "Webinar Recording Ready" and then attach Google Drive app and select "Upload File". As soon as the recording is available it will be automatically uploaded to your Google Drive account.

#### 4. Can I download / send a link to my webinar? Where can I download it?

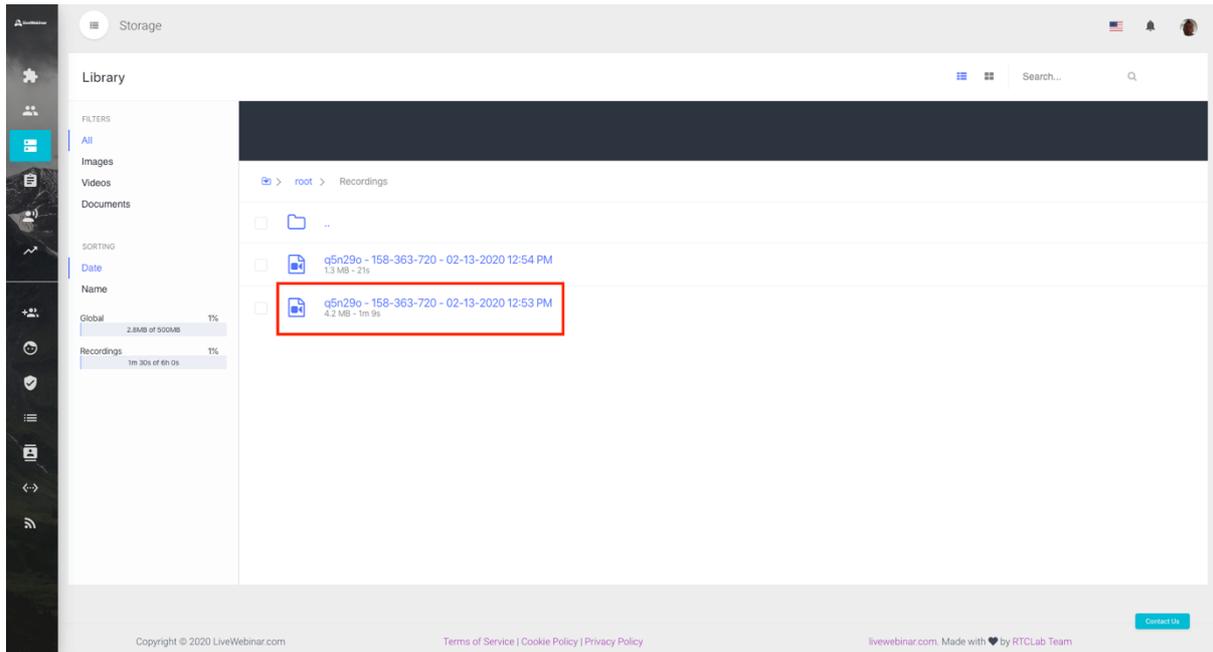
Navigate to the Storage option on the menu located on the left side (Storage is 3rd option from the top):



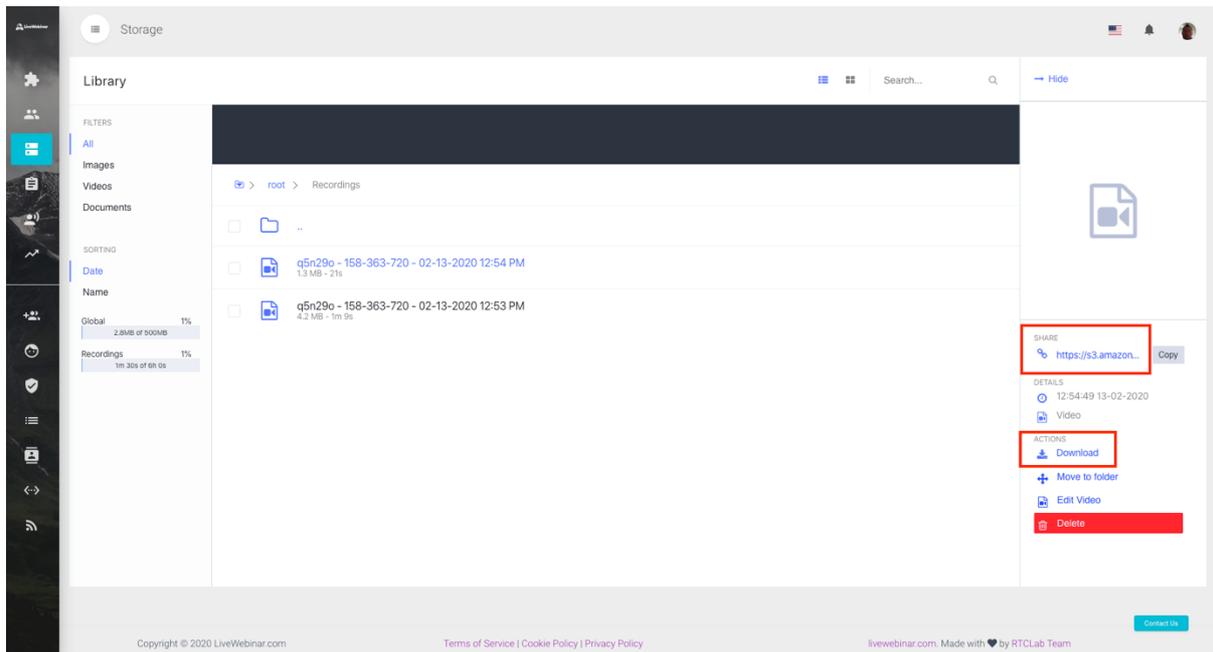
Click on the Recordings folder:



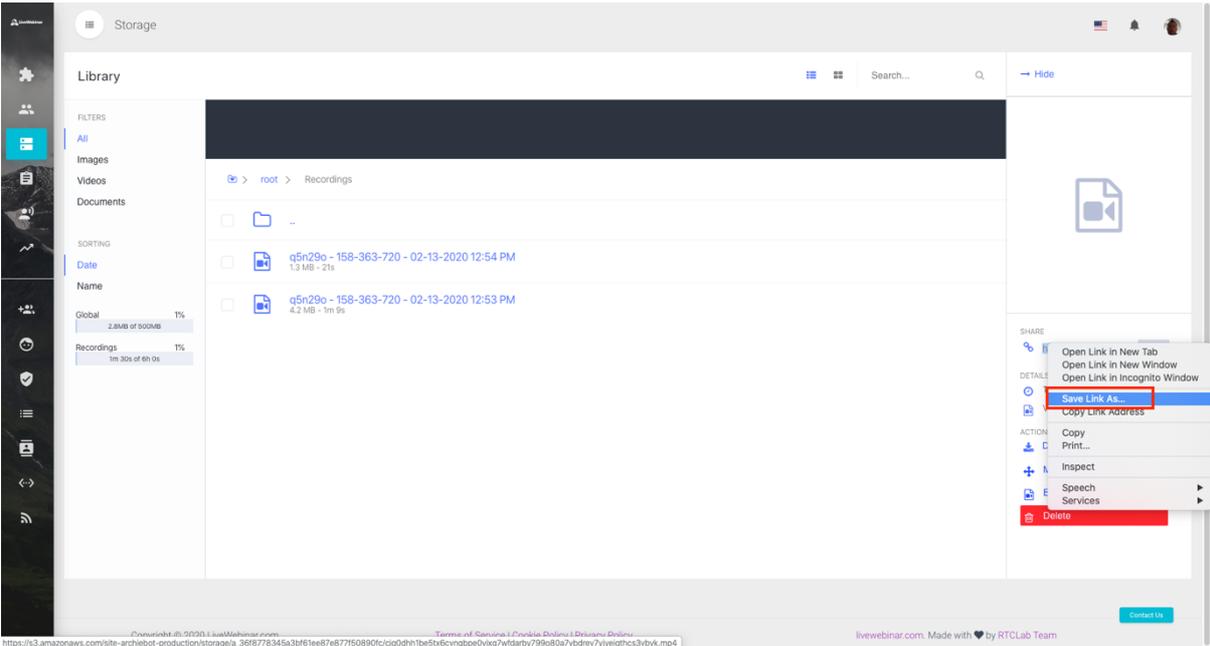
Select the recording of your choice:



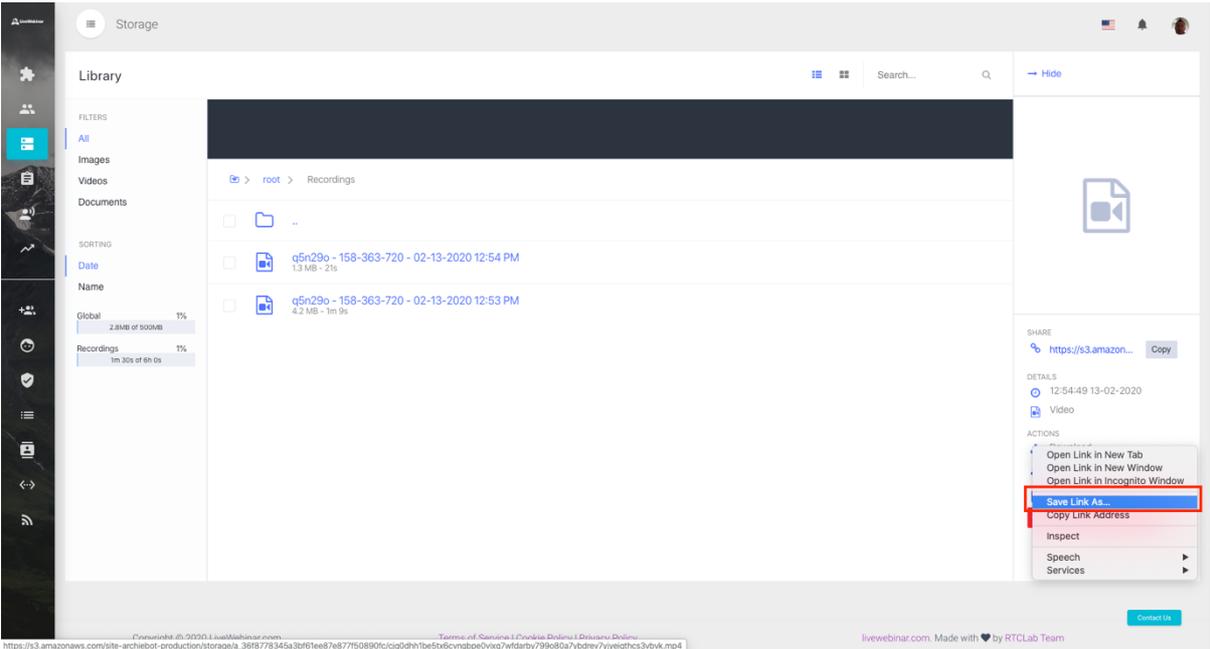
An informational panel will open on the right side, where you have a SHARE and a Download option (If you click on the link under SHARE or Download, the recording will open in a new tab):



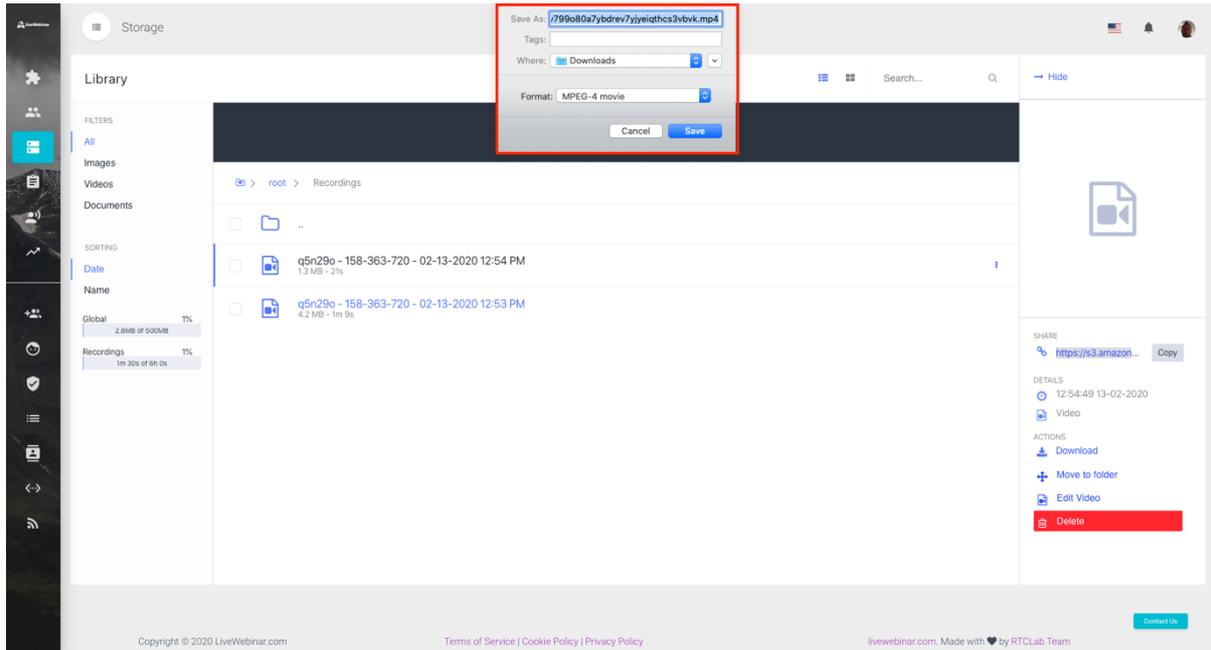
Right-click on the link under SHARE and Save Link As (depending on your web browser, the download option can be called different names. In Safari it's called: Download Linked File As, in Chrome and FireFox it's called: Save Link As, in Opera it's called: Save Linked Content As:



You can also right-click on the Download link and follow the same procedure as the step above:



Here you can edit the name of your recording and the change the destination folder before download. When ready click Save:



## 5. Delayed start of the recorder

Our recording infrastructure is based on the automatic scalability. That means, if in a particular moment 10 free slots are available and 15 webinars start recording, the first 10 rooms begin to record automatically, while the rest of them (5) have to wait around 3 minutes to be assigned to servers which are ready to record. This way we can hold up to 2000 ongoing recordings. However, it also means that particular “start” of the recorder have to be queued and they are waiting for the new servers. When a server is ready, the recorder automatically starts to record.

Please keep in mind, that the following example is very rare. In most cases we maintain number of free slots that we don’t have to worry about missing a place and or queueing.

## 6. Do you have an Audio/Video Editor?

Our custom plans include a tool called the Recording Editor, which allows you to freely edit/cut/add your watermark etc. to your videos. You can also edit recordings on your own, using programs of your choice.

## 7. Which codec is preferred by LW for Streaming and Recording?

There is only one coded which supports LiveWebinar: H.264

# SCREEN SHARING

## 8. Difference between Remote Desktop and Screen Sharing

On the Participants list, There are icons next to the participants allowing you to ask them to start sharing their screen. By changing their roles to Presenter, they can start Screen Sharing all by themselves.

On the other hand, the Remote Desktop tool will allow you to control your Participants' screens. We will be notifying all of our customers when this feature is implemented and ready for use.

### 9. Is it possible to keep the Presenter's webcam visible while the "Slides" are showing?

Look on the question: [How to launch picture-in-picture?](#)

### 10. Can I use Screen Sharing on mobile devices?

Screen Sharing on mobiles is not allowed, as it's limited by browsers.

Also please keep in mind that Screen Sharing feature is not adapted for sharing dynamic content like videos. For sharing video content, we recommend using videos uploaded from Storage or shared from YouTube.

### 11. What are the recommended web browsers for Screen Sharing?

We recommend the following web browser versions:

- Firefox – from 52 version
- Chrome – from 728 version

## STORAGE

### 12. Where can I find reviews of your product?

LiveWebinar is listed on popular comparison websites such as Capterra, Crozdesk and G2Crowd. You may also find us on Gartner Insights. We also gathered plenty of reviews on AppSumo, some of them are listed on our website, [www.livewebinar.com](http://www.livewebinar.com)

### 13. Storage Management

There are few options you can choose from to manage file access to your Storage.

Custom/Enterprise plans: May be configured so that only the necessary files for the meetings will be accessible instead of all the files on Storage.

Regular plan: You can use Sub-accounts for storage management where you share selected files or folders to the selected Sub-accounts. You can also have Presenter's access selected Storage files auto loaded in the rooms so they can present these files but not manage them in Storage.

### 14. Limits on Presenter Roles

A Host or Presenter can share a recording or a document to a participant so they can download it. Regular attendees do not have direct access to your account's storage.

### 15. What does the “10 Presenter” limit mean?

The following limit tells you only about the number of added and identified Presenter profiles that you can quickly add to your meeting.

However, there is no limit for the number of presenters during the meeting. You can turn an Attendee to a Presenter at any point in your meeting.

### 16. Presenters and Screen Sharing

You can upgrade a selected participant to a Presenter role so they will have access to Screen Sharing.

### 17. How can I allow somebody to share their camera? How can I allow/disallow participants to speak?

This is how you can manage who can speak in the Presentation/Webinar mode:

If you want to enable/disable your participants' camera and/or microphone, click the microphone/camera icon next to his name on the participant list.

### 18. How many participants can be displayed on camera?

We do not limit the number of webcams broadcasting in the Audio-Video window.

However, please keep in mind that more cameras mean more bandwidth and CPU requirements. For example, LiveWebinar is used for hosting classes with ~30 students all streaming video but each situation is different, so please make sure all your participants meet the requirements.

## STREAMING

### 19. What is the difference between Live Streaming and Broadcasting to Social Media?

- **Live Streaming HQ feature** – this feature is for using additional equipment like professional cameras to **stream** your event to **LiveWebinar Room**.

With LiveStreaming you can publish an RTMP stream from anywhere you want and play it in the meeting room. For example, you can transfer offline conferences to the online world, you or you can send signals from several cameras to our platform.

With Live Streaming HQ you can not only use professional cameras or software but also stream a 360 degree video stream (if your camera supports these actions).

Live Streaming (HQ video inputs) is available in the custom plan or may be added to your current plan by purchasing add-ons.

Learn more about external media streaming:

<https://cdn.livewebinar.com/site/support/manuals/en/external-media-streaming.pdf>

- **The Social Media Broadcast** – allows **broadcasting from LiveWebinar Room to Social Media Platforms** and External sources.

This option allows you to stream high-quality video and sound to Facebook, YouTube, Vimeo at the same time. Broadcasting to FB/YT/other platforms does not affect participants in the room or room capacity.

You can also send your RTMP signal to platforms like Open Broadcast Software or ReStream.

**Possible setups with LiveWebinar Live Streaming/Broadcast features:**

- Webcam -> vMix -> LiveWebinar -> RTMP
- Webcam -> vMix -> LiveWebinar -> YT/Facebook/Vimeo

You can use several cameras during live streaming. We have already supported many big events with even more than 5 professional cameras. You can use OBS software to stream a live event to our platform.

## 20. Can LiveWebinar integrate with ReStream?

LiveWebinar is compatible with ReStream, you can redirect the stream from LiveWebinar to ReStream, and then from ReStream to multiple platforms like YT/Twitch/Facebook/Periscope.

Use the "Broadcast to other platform" feature, then paste RTMP URL and stream key from ReStream to the matching forms in LiveWebinar.

## 21. Do you offer co-browsing?

At the moment you can share tabs via Screen Sharing. Full co-browsing will be available with our upcoming Remote Desktop feature, where you'll be able to control your Participants screen.

## 22. What are the recommended settings when I want to stream to LiveWebinar?

External Live Streaming feature uses advanced technology based on backbone networks and hundreds of Edge servers across the globe. This is so that the stream can be received from the server closest to the user, all while keeping latency as low as possible.

**Streaming Parameters for 720p:** 30fps, 1,5 Mbps, profile high, level 4.1, AAC.

We guarantee that max Full HD (1080p), max 30fps and 1Mbps will work and such maximum parameters should be used when streaming to us. Lower parameters will also work. For clients who require it, 1.5 MBits at 1080p can be made available.

### 23. How is my stream secured?

We authorize streams with special keys. People who don't have them will not be able e.g. to download files directly and save the stream on disk (the possibility to play files with .ts extension is blocked - Video Transport Stream files are a type of MPEG-2 compressed video).

Authentication with special keys is required to play the stream in the webinar room. Each viewer has an individual algorithm and the authorization key, which makes the transmission available only on his computer (sending a URL link to another person won't share the transmission).

### 24. What if I use higher parameters than recommended?

We set External LiveStreaming Bitrate to 1.5 MBit/s at 720p resolution. This is important information for those using livestream because even at higher settings. If they are higher than recommended LiveWebinar will limit the quality of the transmission to these parameters.

### 25. Why is my streaming to Facebook/YouTube delayed?

The way it works is that the content player on the client's side needs to pre-buffer the stream and starts playing it when it has at least 10 seconds. The length of the buffer may vary depending on internet speed, computer speed and few more variables. All that to play the stream as seamlessly as possible. In different viewers this delay (buffer) can have different length. When you do a live stream on Facebook directly there will be the same delay. Also Facebook itself adds delay to this move as it is analyzing the movie and so they need to process it before they send it to the viewers.

### 26. Does LiveWebinar accept YouTube live?

You may stream your event to YouTube, but as it won't restream the signal, the only way to insert the YT Live Stream is via our YouTube Player component.

### 27. Which streaming option is better, from the Server or from the?

It doesn't matter. In both cases the quality will be the same.

## BRANDING/CUSTOM/WHITELABEL

### 28. How can I customize my meetings with my logo/colors/fonts and backgrounds?

With branding tool, you can replace the LiveWebinar logo with your own, and change all the colors, fonts and backgrounds.

As for the embed code, we have customers who use it for a very easy integrations as the code is the same for all the rooms. you can:

- Create a branding template, make it the default for your account, so all your rooms will use it (only a small footer will be shown powered by – “Made with love by LiveWebinar”)

## 29. What is included in White Label solution?

LiveWebinar was built in a way so that it can be quickly White Labeled without coding anything. We have over 1500 different settings and options, so you can imagine that everything can be customized the way you want (even in-room features or layouts or set of features, limit etc).

- We use our infrastructure but with your email address in the “From Name” field.
- If you have your own SMTP servers or AWS SES account, we can set mailers to use your infrastructure as addition to the point above.
- We customize all the email templates based on your requirements - template, brand and the content - everything.

You also can build your own plans and decide what features and settings they have. Obviously, we will support you in every step and will help you decide what suits your needs best.

A full White Label is all about building a platform like LiveWebinar for you and under your domain, so every aspect can be changed based on your choices and needs.

With the White Label option, you can also enable the phone bridge, and have you own toll-free phone numbers, IVR menu, and all other possible add-ons.

We have many enterprise customers with full White Label option that resell their own packages or have integrated this solution as part of their training portal for their employees etc.

## 30. What is the cost of a White Label plan?

A full White Label plan is part of our Enterprise offer and includes the following options:

A one-time set-up fee starts from \$2000. It may be higher depending on custom solutions and the features a customer may require.

Monthly maintenance fee starts at \$500/month – this includes dedicated load balancers, account manager, maintenance, and more. The fee may be higher based on the setup and support required by the customer.

The monthly services fees depend on many criteria like:

- Will you be reselling own plans?
- What features you are willing to include in that plans?
- How to limit/set up each of these features?
- The planned volume (pricing, tiers etc).

Based on your needs, the service fee plans can start from \$1 up to \$1000 per plan.

## 31. Does LiveWebinar offer a CNAME solution for non-enterprise users?

We do not have a “smaller” CNAME solution not intended for resellers or distributors and we are do not plan to have it (because of the Embed Codes and because of our Enterprise offer).

Live Webinar in all AppSumo plans gives you the Embed Code option which allows you to host a webinar under yourdomain.com/my-webinar (so even a Friendly URL name is covered by this

option). The Embed Code is already in all your plans :) You only need to copy and paste a JavaScript code to your website.

As for the Embed Code, we have customers that use it for very easy integrations as the code is the same for all the rooms you can:

Create a branding template, default to your account, so all your rooms will use it (small footer powered by will be only shown - made with love by LiveWebinar)

Set up your page the way you have a dynamic room name in it:

<https://mywebsite.com/dynamic-room-name>

and every time someone enters the room you grab that "dynamic-room-name" and i.e. over API get a webinar ID (123-123-123) and you put that webinar ID into that embed code, options section '\_license key': '123-123-123',

And you have all your webinars always hosted on your domain, in 99,99% branded (this footer message only).

Support will help you with all API requests (if needed).

This is a proven action and you don't need to pay for that - already all plans have it.

Setup fee \$249, maintenance fee \$199 per month

### **32. Removing “Made with <3 by LiveWebinar” sign**

This is possible only in the White Label option. We can remove it in the Recording Editor.

See: [What is the Recordings Editor?](#)

### **33. How can I integrate LiveWebinar with my domain?**

Set up your page so that you have a dynamic room name in it:

<https://mywebsite.com/dynamic-room-name>

Every time someone enters the room you take that "dynamic-room-name" and i.e. over API get a webinar ID (123-123-123) and you put that webinar ID into that embed code, options section '\_license key': '123-123-123'.

### **34. How to embed LiveWebinar meeting room on my website?**

Every room in the details has an "Embed Code" button. After pressing it, you can download a simple JavaScript code that you paste on your website. The Embed Code can also be parameterized in a few ways (i.e. passing nickname or avatar file URL, changing roles). You can use it as a simple integration so your webinars can be directly hosted on your website instead of [livewebinar.com/my-room](https://livewebinar.com/my-room).

In all plans we provide a small JavaScript code that you can copy and paste to your webpage (it works similarly to what you do with a Google Analytics code). This code then inserts your webinar room on that page. If the webinar has registration forms are enabled, they will also be displayed there.

Where to get the code:

- 1) Log into your LiveWebinar Account panel
- 2) Choose the event or create a new one and navigate to the details page (click on the calendar icon or choose the "Details" option in the menu to the right of the selected event).
- 3) In the top right corner of the page you will see an orange "(i) Embed" button.
- 4) Copy the code or send it to your frontend developer. Paste it to your page HTML and check the results.

This way you can host your webinars at <https://yourdomain.com/my-webinar> instead of <https://livewebinar.com/my-webinar>.

This is a very strong alternative to the CNAME/White Label based solution which is more complicated and costs extra money. The Embed Code is already included in all plans.

We have customers that use the Embed Code for very easy integrations as the code is the same for all the rooms, and you can set up dynamic room name.

Look: [How to set up dynamic room name/integrate LW with my domain?](#)

### 35. How many SaaS products can I have per domain?

1 domain = one product, but if we consider subdomains it will be as follows:

SaaS_1 product	to	SaaS_1.yourdomain.com
SaaS_2 product	to	SaaS_2.yourdomain.com

## SUB-ACCOUNTS

### 36. How do sub-accounts work?

Subaccounts are separate accounts with different logins and emails. Each sub-account is independent and has to choose its own plan. So, it may have different room capacity, available features, etc. Each FREE sub-account be assigned to PRO, BUSINESS or CUSTOM plan or can be upgraded with an AppSumo CODE.

### 37. How can I take advantage of these sub-accounts? What are they for?

Sub-accounts are beneficial because you can manage multiple accounts under one brand. This can be used by companies that want to have separate accounts i.e. for departments but still want to have some management tool to manage all of them.

### 38. Sub-account limitations

From the master level account, you can manage your sub-accounts, meaning that you can edit their data, status (active/disabled) and you have full control over their login details. You are also able to invite your sub-accounts to your events.

Sub-accounts do not share resources with their parent account, unless you give them permission and share some resources from your storage.

## INTEGRATIONS

### 39. Can I sync meetings with Google Calendar?

Go to: <https://zapier.com/apps/livewebinar/integrations> and choose Google Calendar to integrate with.

### 40. HeySummit Integration

By integrating LiveWebinar with HeySummit you are able to do the following:

- Set up a landing page for your event
- Invite speakers/presenters to your events from the HeySummit database
- Hire an assistant presenter for your online summit and more

We're listed as "Webinar Provider" inside HeySummit Event settings. It's worth checking your room capacity in LiveWebinar so that you can be sure of the number of attendees you can have at your HeySummit talk. The maximum number of attendees per one HeySummit "Talk" will depend on the capacity of your account in LiveWebinar.

### 41. How can I host paid webinars with HeySummit?

You can host a paid event through HeySummit, as they have an option to charge per event entry.

The other way is to find a platform with which you can create a landing page or some kind of web form. This could be Clickfunnels, Instapage, Unbounce, Leadpages, PipeDrive, Thrive Themes or similar platforms. Most of these have the option to process payments or can integrate with apps which do so. Then you have to integrate this Landing Page/Form with LiveWebinar through Zapier or Integromat.

How to make this kind of Zap:

Set "New contact/New lead/New purchase" or similar as the Trigger Event in the Trigger App and "Create New Registrant" as an Action Event in LiveWebinar. Go to our Zapier manual for more details.

Another solution is to set up password tokens for your event and then charge for this event in any of third-party software. This option can be set up when you choose "Schedule Webinar". Press the "Advanced" tab and toggle "Password token protect your room".

### 42. Do you have WordPress integration?

We don't have the WordPress plugin yet, but we're planning to add this option soon.

### 43. Does the MailChimp integration recognize first/last name tags?

Mailchimp API doesn't recognize first/last names from LiveWebinar.

#### 44. Is the "Invite Participants" feature provided by your API?

The invitation feature is not provided within our API. The endpoints which you are referring to are just a list of sent invitations.

Our decision was not to allow sending invitations through our API as you can send them out yourself and you do not need our API for it. The idea is that you can create your own email template and send it out yourself or by using specialized with this services (MailChimp etc.).

You will need basic information from our API like:

- Widget name
- Widget URL
- Personal invitation URL (an URL to the room that is specified for a single person) – This one is optional as you can send out a basic room URL to everyone, but you can also create and send a personal one.

Read more in our API documentation: <https://docs.archiebot.com/?version=latest#739a2b58-c457-4d88-8ec0-94589f2e5180>

#### 45. How to connect your own integration to LiveWebinar

If you are looking to integrate with our API here's where you can find API Key: you need to log-in to your account panel. In the left sidebar, you will see an option called "Integrations". If you click on it, more options will appear and one of them is "API Access Credentials". Documentation can be found on <https://api.archiebot.com>

There is also a Zapier app available to use for integrations.

## REGISTRATION

#### 46. What is the max number of scheduled events and permanent rooms?

You can schedule max up to 30 live webinars and up to 10 permanent rooms.

#### 47. Custom registration forms

You can customize your registration pages, but this is an extra paid option, and is available with the Enterprise Offer and Custom plans. We are considering creating our own Tool for branding registration forms.

Also, once you have created your custom forms, they are available for any other webinar you create not only the one you have created them for. This means that creating a new webinar only requires putting a name and start date/time and then choosing a registration form from a list of already created forms.

#### 48. How to delete someone from my list of registrants?

On the Manage Registrants page you have the option to delete a registrant from the list. This will de-register this person from a webinar.

If during the webinar the person is already in the room, there is an option to log them out and even remove them from the active webinar for a certain amount of time.

#### 49. What's the difference between Registration & Leads forms?

The main difference is that with Registration Forms each registrant will receive a personal event attendance URL after they submit the form. Registrants are not allowed to share this personal URL and there can only be one participant within a session using this URL. With the Leads Form, all attendees must join an event using a general link. Both forms gather the same data, so it's not recommended use them both at the same time.

#### 50. Languages

Here's the full list of supported languages. The system will automatically choose the language based on browser's language and geo location of a participant. Each participant can change this to different language in top right corner of the room.

Languages list:

- English
- Polski
- Български
- Español
- Русский
- Deutsche
- Italiano
- 한국어
- 中文
- 日本人
- Português
- Українська
- Қазақстан
- Française
- O'zbe

As an example, you may set the German language in the whole room, also if you want to launch the Call to Action, Invite Guests, launch a Poll or Survey options, all of them will be available in German as well.

You can also set the name of each input in the registration form and write from scratch its title and form description. To change the language, you have to only change the flag in the right-upper corner of the webinar room.

List of languages supported in the Dashboard:

- English
- Polish
- French
- Russian
- Spanish

List of languages supported in the notification emails such us reminders, registration confirmation etc.:

- Polish
- English

# MEETINGS & WEBINARS

## 51. I want to record an event and make it an evergreen webinar. What recording layouts should I use first?

To make your evergreen look more “live” it’s recommended to use the following recording layouts:

- Full content layout
- Full screen
- Full screen with chat and participants

## 52. Do evergreen webinars count as concurrent sessions?

Yes, they are, if some of your evergreen webinars are overlapping with your ongoing live events please ensure that you have enough concurrent sessions to hold this number of events.

## 53. What kind of features are available in stage one will be added in the next stages?

We’re planning to have direct integration with Vimeo, which will allow reading the data provided by the client through our API. It means that all users will be able to add their own recordings (public and private videos) from Vimeo.

## 54. Evergreen limits in AppSumo Plans

- AppSumo 100 LTD – 1
- AppSumo 200 LTD – 2
- AppSumo 300 LTD – 3
- AppSumo 400 LTD – 4
- AppSumo 500 LTD – 5

## 55. What’s Appsumo LTD plan?

The AppSumo LTD (Lifetime Deal) plan is a special plan created for a promotion on appsumo.com, where from September 2019 to January 2020 customers were able to buy lifetime accounts on the LiveWebinar platform. The platform was sold in five plans divided according to the room capacity, AppSumo 100/200/300/400/500 LTD, and each plan has also different features. The full list of features in LTD accounts is available on the old page of the Black Friday promotion from 2019: <https://appsumo.com/livewebinar-black-friday-2019/>

## 56. Allowed number of scheduled evergreen webinars in regular LW plans

FREE plan – 0

PRO plan – max 3

BUSINESS – max 5

CUSTOM plan – contact [sales@livewebinar.com](mailto:sales@livewebinar.com) to get an individual offer

## 57. What happens if someone shows up after webinar has already started?

In the evergreen webinars late participants will join the meeting from the time they've entered (for example: meeting starts at 3 pm, someone shows up at 3:05 pm – he will watch it from 3:05). The same case will be in the situation when someone arrives late on the regular live event.

### **58. Can I upload my own external recordings?**

No, you can only use only your previous recordings from meetings on LiveWebinar.

### **59. Multi event sign-ups**

After scheduling an event, for example, for the next 5 Mondays – you have to invite participants to each event separately, currently your participants can't choose which event they want to join from the whole cycle.

### **60. How to customize a Call to Action?**

When you begin to create a CTA go to the Advanced options – there you will be able to customize its position, blend the background or enable a sound notification.

### **61. Where do I find the icon/button/setting for scheduling an Evergreen Event?**

Click the "Schedule Webinar" button and select "Time Scheduled Event - select start date and time" or right after you login into the platform go to the "Evergreen Events" tab and click the "Schedule Evergreen Events" button.

### **62. What happens after the Evergreen webinar is set up and then it runs live?**

The main difference is that running an Evergreen is automated and doesn't require your attention or presence. You have to choose recording of one of your previous webinars and set the time when it will be played.

### **63. How to set the frequency of your Evergreen webinars**

You can set a limited schedule that runs, for example, every Monday but for the two, three, four, or five next Mondays. You can also choose an infinite option and when set, the Evergreen will run every Monday indefinitely.

### **64. Can I use my own recordings?**

It not allowed to copy your own recordings to storage in order to make them evergreen webinars. You can use your own recordings but only when they're hosted on YouTube/Vimeo.

### **65. How is this different from uploading the webinar on YouTube?**

Running evergreens on our platform gives you way more options than YouTube - you have customizable registration forms, you can use call-to-actions etc., you can use password tokens to monetize your webinar as well.

Unfortunately, we don't support adding private videos – we can't read the video's details through our API because of its restricted access, so for now the only solution is making the video public.

With Evergreens you can also join during a session, pause it and make it live - i.e. answer participant's questions or run some presentation that was not included in the recording and then play it again to finish.

## 66. Can I have an Evergreen webinar and a live webinar at once?

Only if you have at least 2 concurrent sessions. If your Evergreen events do not overlap with your live webinar you can run other rooms without the need to stop the Evergreens.

## 67. Evergreens VS automated webinars

In automated webinars, you're able to "plan" the timeline of your webinar. For example, you set-up an automated webinar and you want to put at the beginning a video showing your product/service. You put on a timeline that this video will be showing for 1-5 minutes. Then after the video you want to share a file/presentation, just after that you put a survey, CTA and share music from your storage. Everything will be managed on the timeline so that you can be sure how long each part lasts.

Evergreen webinars are more simple than automated webinars because you just choose a recording and pick the date it will be played.

## 68. Number of hosts

To co-host webinars, you need to give other users your login and password. For example: if 5 people enter from your login, there will be 5 hosts in the room.

## 69. Room capacity

Capacity depends per room, not per account.

## 70. Overlapping/Concurrent sessions

All AppSumo plans and regular plans on LiveWebinar offer a single concurrent session. We do not plan to raise that value in any of the plans. With regular LiveWebinar plans this is a paid add-on and costs 60% of plan value monthly for single extra session.

## 71. Adding files to auto-start

While creating or editing a webinar in your account panel, right above the form you have the tabs "Details", "Registration" and "Advanced". When you switch to the "Advanced" tab, down below on that page there is a configurator where you can choose documents, videos or anything else from your storage and set it to auto-open when entering a room.

You can prepare the presentations, videos or YouTube videos you want to be opened in the room (as tabs) when you first enter the room. Then when you join your webinar – these documents will be already opened for you, so there is no need to browse through the storage and open them up.

## 72. How to generate password tokens

While scheduling your webinar please go to the "Advanced" tab and select "Password token protect your room" a choose the amount of tokens you need (you can choose up to 300 tokens but it's possible

to have more if you have one of our custom/enterprise plans). In the next step, just after you schedule your webinar, click on the “Cog” button next it and download the generated tokens. You can now send them to participants individually. Each token can be used just by one person. Note: If you invite someone through “Invite participants” feature he won’t have to give his personal token in order to enter the room.

### **73. Is it possible to upload a PDF and then show it as presentation slides?**

Upload your PDF file(s) to the storage. Give it few moments to convert to different formats (so it looks good on every device) and when ready click Present button (or double click on it). This will open that document in a tab. You can click on the "pen" icon in bottom left corner to enable the whiteboard on top of that document if you want to write something on it. We actually recommend this way of sharing documents instead of screen sharing, as this requires less bandwidth and CPU from participants and so it will work on wider range of devices.

### **74. Can I remove the “event is ready” screen?**

Chrome requires an interaction with the user, so this pop up is necessary, otherwise there could be difficulties with audio and video.

### **75. How to prevent participants from sharing their links?**

Our system prevents sharing your personal meeting URL with others. If someone has received their personal URL and gave it to someone, only one (the first) person will enter the room with the given link, the others will see a message which explains why they can’t enter the room when trying to enter the room.

### **76. Can I set many different time slots for one webinar?**

Right now, you can't set two dates for one webinar directly on LiveWebinar, but there is a go-around:

- You can create a Permanent Room, which is always open, so you can host different events in the same place or,
- you can create two events via our Zapier integration and let your participants sign up for different dates.

### **77. Max duration of session**

One session can last up to 8hours.

- Session clock (8hrs) starts to count when the first attendee joins the room and it the way in which we keep the start time of the session clear. BUT when the “Start Session” button is clicked by the presenter the clock is reset, and the count starts from the beginning.
- 8hr limit can be extended per enterprise account or user account.
- When timer gets close to the limit and the set up allows sessions to be extended (it has to be enabled!) the pop-up appears for all presenters or host in the room with a confirmation to extend or close the session.
- Each extend extends the session for another 60 minutes

### **78. Scheduling event limits**

You can have up to 30 events scheduled on your dashboard at once. When the event ends, it turns into a finished event and ends up in the “Past Events” tab.

Example: You have 30 scheduled webinars on your Dashboard. One of them ends and you have 29 scheduled events left on your list. Finished event has just "landed" in the “Past Events” tab. You can schedule one more event to reach the limit again.

## 79. Participant Tracking

A feature you can integrate with your analytical tools and track your audience.

We use Google analytics and Facebook pixels. This option can be activated when you set up your meeting. It allows you to connect your Google Analytics, Facebook pixel or your own pixel code to each room. These services will gather information about the traffic in your rooms and you can manage all the statistics for these services (i.e. connect them to the campaigns you run for a particular webinar, etc.).

At this moment, participant tracking regards user actions which take place just in the meeting room itself. Registration and leads forms are not supported by participants tracking.

All data gathered from FB Pixel you may find in the Facebook Pixel Manager sections.

## 80. How many participants can show up on the screen at a time?

We don't have a limit for the number of participants that show up on screen as everything depends on your screen size, computer setup and internet connection quality.

## 81. Limits on Test & Surveys

You can run an unlimited number of Polls and Surveys. You can create them in advance when you're inside the meeting room. This way, you can have pre-prepared Tests or Surveys before your webinar/meeting. Later during your webinar, you only need to launch them.

## 82. Where can I find the results of the test I've just made during my webinar?

All the results from the tests and surveys are included in the reports regarding your events. In the reports & statistics you can find pdf and xls files regarding all the sessions/events you made.

## 83. Exit Page URL

How to find it:

When logged into your account, click on the green button in top-right corner “SCHEDULE WEBINAR” (this will also work while editing not just while creating new webinar). You will open a page with the tabs “Details”, “Registration”, “Leads Form”, “Presenters” and “Advanced”.

Click on the Advanced tab to see all the options. One of the options is "Exit Page URL". This is what you are looking for. Please provide a https:// (under SSL) page URL and it will be used to redirect your participants to that page after your webinar ends.

## 84. Tabs synchronization

When on, your attendees will see exactly the same (active) tab you see, but when you turn it off, they will see the last active tab. That means that if you switch to different tabs, they will not see a change for

them. You can quickly check the content on another tab without revealing it to the attendees. When ready, you turn synchronization back on.

## ACCOUNT & ADMIN

### 85. Account Assistants

This feature allows you to share access and resources with your Account Assistants without giving them your password. This feature is very useful especially when you're dealing with a wider audience and need some help in managing your event. To assign new Assistants you need to enter your Profile Settings. Each Assistant will get his personal login:

[yourlogin@email.com#AssistantLogin](#).

Your Assistants won't be able to change your profile/billing settings or manage other Assistants. This feature is included in AppSumo 300/400/500 LTD Plans (1, 2, or 3 Assistants)

### 86. Recommended bandwidth

- 500kbps per each video feed
- 500kbps for screen sharing
- Internet connection 1 Mbps or better - minimum recommended broadband requirements depend on the number of video feeds.

### 87. Triangle button showing on iPhone

This problem might be connected to the iPhone setting called "Low Power Mode" which can be found in "Settings --> Battery".

Regardless of the iPhone version you are using, if this setting is enabled you will see the video is not playing by default, but with a visible play button.

Video display (decoding) requires a lot of resources/battery energy. "Low Power Mode" turns off some functionalities that consume a lot of energy, like autoplay. To prevent such an issue, we will add some notification for iPhone users. We will also try to activate play button that was visible on the video for the users that are not able to turn "Low Power Mode" off.

### 88. Affiliate program

Here's more information about our affiliate program:

<https://www.livewebinar.com/become-an-affiliate>

As you can read on the linked page, there is a link-based affiliation where you add your own affiliate code to any of LiveWebinar URL. For example:

<https://livewebinar.com?a=yourcode>

<https://livewebinar.com/pricing?a=yourcode>

<https://livewebinar.com/features?a=yourcode>

You choose what code you would like to have, and we'll set it up for you.

We are also almost finished with a page in your account panel where you will be able to track your earnings and affiliated accounts.

Please also let us know if you are a company or private person. As for now we can only invite companies to join our affiliate program.

## OTHERS

### 89. Some materials that will help you know LiveWebinar better:

YouTube tutorials and walk throughs:

<https://www.youtube.com/channel/UCWxllsbSfhX8zq6Hw9GFlxw>

Main features description:

[https://www.livewebinar.com/features?features\\_list=1](https://www.livewebinar.com/features?features_list=1)

Review of LiveWebinar released by Adam (WPCrafter) on YT, showing our LW features:

<https://www.youtube.com/watch?v=HX1me61242c&t=9s>

Webinar session for Sumolings:

[https://cdn.archiebot.com/storage/a\\_cb88fb9c8347251f0c239f6a915a1f55/ssiudyhb0ikgkpsytosucvuqwppu3pp0kvjfvajyifgj0vqwe4y33pann0j5lwkh.mp4](https://cdn.archiebot.com/storage/a_cb88fb9c8347251f0c239f6a915a1f55/ssiudyhb0ikgkpsytosucvuqwppu3pp0kvjfvajyifgj0vqwe4y33pann0j5lwkh.mp4)

### 90. Servers localization

All infrastructure responsible for WWW, recorders, streaming, sending emails, reports, and data bases is located in server rooms in the USA (We're using Amazon Web Services). AV screen sharing and live streaming are supported by geolocation servers.

### 91. What kind of data is stored in the USA?

In the USA we're using AWS (Amazon Web Services) for storing files, documents and whatever the client has on his storage. Also we have nothing outside of AWS.

### 92. What kind of data is stored in the EU?

Large part of our infrastructure is located in the EU - we have Private Cloud in EU. In particular, these are streaming servers and signaling servers. That is, the transmission of audio and video and chat conversations for EU customers are carried out through servers located in the EU.

### 93. Is LiveWebinar compliant with Privacy Shield?

Yes. In our case, data transfer to the USA does not only take place on the basis of Privacy Shield, but also on Standard contractual clauses (SCC) for data transfers between EU and non-EU countries.

In particular, we have signed an AWS Data Processing Addendum with Amazon. The AWS Data Processing Addendum gives customers that are transferring data from the EEA to any AWS region around the world (whether in the US or not) assurance that AWS will give their content the same high levels of security, privacy control, and data protection that it would receive in the EU.

### 94. Is LiveWebinar HIPPA compliant?

LW is mostly HIPPA compliant, the data transmitted is encrypted in an end to end configuration but is not 100% compliant because the stored files are not encrypted on the disks, but the access to them is secured.

HIPPA standard is available with the enterprise, and White Label offers.

Set-up fees start usually from \$2000, (one-time payment). There is maintenance fee of \$500/month plus HIPPA documentation and monitoring: \$500/month (\$1000/month in total) which includes:

- stacked load balancers
- encrypted storage
- account manager
- maintenance

Finally, the service fee which depends on the features you choose and the White Label model you are looking for (reseller or internal use).

Service fee can be as low as \$1 per plan, depending on volume and settings up to \$1000 per plan per month.

There is a minimum service fee that depends individually per each integration (depends on set-up, the planned volume etc).

## 95. Is LiveWebinar GDPR compliant?

Our company signed appropriate agreements with various hardware suppliers, server and software suppliers, etc. to be 100% GDPR compliant.

You can read about our GDPR on the LW.com website in a document that explains everything about GDPR compliance and our product/company.:

<https://www.livewebinar.com/legal/gdpr>

If someone's buying our product, they enter a GDPR agreement with LiveWebinar as a company, and not as an individual person. If you've purchased a subscription and you need a paper version of the GDPR agreement with us, we can send it to you.