INSTRUCTIONS FOR STREAMING IN HD

Interested in Streaming in HD?

High-definition video gives your stream a high quality, professional look and allows you to look your best. It is very popular with members, and can help improve your placement on the site.

Existing Encoder Users:
- If you already use the Encoder, go to the Preferred Settings section to download the newest settings file. The settings files were last updated in *June, 2013*.

New Encoder Users:
- First, Check Your Settings to See if You Can Stream in HD.
- Once you're sure you can stream in HD, Download the Encoder.
- Next, follow the instructions for Setting Up the Encoder with the Correct Settings.
- After setting up the Encoder, Start Streaming in HD Using the Encoder.

Please follow these instructions carefully. Once finished you should be ready to stream in full HD using the encoder. If you have problems or questions, please contact our support team: smsupport@streamatemodels.com.

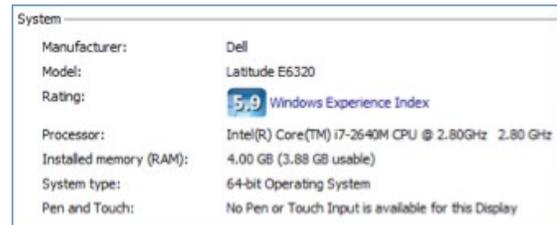# Check Your Settings to See If You Can Stream in HD

Before you can broadcast in HD with high quality audio and video, check that your equipment meets the following requirements.

Requirement 1: Processor Speed

You will need a Mac or PC with an i5, i7 or equivalent (AMD, etc.) processor. To check your processor speed:

For Windows users:
1. Click the Start button.
2. Right click "My Computer" or "Computer."
3. Click "Properties."

For Mac users:
1. Click the Apple icon (top left).
2. Click "About This Mac."

Requirement 2: Camera Resolution

Your cam will need to be able to stream at a resolution of at least 640x360 (for widescreen cameras), or 640x480 (for cameras with no widescreen option).

For best results, a camera that can stream in a high quality widescreen (16:9) is preferred. If you don't have a widescreen camera, no problem - the external encoder will adjust the video to be in widescreen format.

Requirement 3: Internet Speed

You'll need an internet connection with sufficient bandwidth. Go to http://www.speedtest.net for a quick, free check of your internet speed. Once complete, verify that your upload speed is at least 0.6 Mb/s.

If you meet all three of the above requirements, you can stream in HD! The better your equipment is compared to these requirements, the better your stream will look. Next, Download the External Encoder.

If you do not meet these requirements, or if you need help checking, contact our support team: smsupport@streamatemodels.com. They can also offer advice for upgrading your equipment.

Download the Encoder

Download the FREE Adobe Flash Media Live Encoder™*

Windows Download | Mac Download

Right click the correct link and save the file to a location on your computer (do not click on the link normally or the file may try to open instead of saving.). Once the download completes, navigate to the file and open it. Follow the instructions to install the program onto your computer.

Once installed, launch the Flash Media Live Encoder program. Keep reading for instructions on Setting Up the Encoder with the Correct Settings.

*Streamate is not affiliated with Adobe and makes no guarantees regarding the safety, reliability or licensing restrictions of the required Flash Media Live Encoder Application. Download and install at your own risk.

Setting Up the Encoder with the Correct Settings

Once you have downloaded and installed the encoder, you'll need to configure it with the correct settings. You should use one of the Preferred Settings files provided below. These have been created to work with Streamate.com and provide the best video experience. If you would like to set up the encoder yourself, you can try the Manual Configuration process instead.

Preferred Settings

Follow these steps to configure the encoder.

1. Pick the XML file you will use. **Right click the link and save it to a location on your computer** (do not click on the link normally or the file may try to open instead of saving).

Right Click with Your Mouse   Save to Your Computer

Always use the highest quality settings that will work with your equipment. If your stream looks choppy or uses too much processing power, you may need to use a lower quality file. If you upgrade your equipment try the highest quality settings again.

Preferred Settings:
- **Recommended Quality** (Windows Download | Mac Download) – These settings work best with widescreen cameras and will give you the highest quality video. Try this file first, and always use these settings if you can.
- **Medium Quality** (Windows Download | Mac Download) – These settings will work with most modern equipment. If you can't run the Recommended file, try using this file.
- **Lower Quality** (Windows Download | Mac Download) – These settings should work with older equipment or slower internet. This is the lowest quality video that our system will still consider HD.

2. Open the **Flash Media Live Encoder** application.
3. Click "File" > "Open Profile" on the top left of the program.
4. Find the XML file you saved to your computer.
5. Click the file and click "Open." If you see a "Profile Validation" message, hit OK.
6. Make sure the **Preset** field is set to "Custom."
7. Click "File" > "Save Profile."
8. Select the existing "Startup" file and click "Save." Confirm you want to replace the file.

After setting up the encoder, you can skip the Manual Configuration section below. Skip to Start Streaming in HD to get started streaming with the Encoder. If your stream looks choppy or uses too much processing power, come back here and use a lower quality file. Follow the same directions.

If none of these files work for you, or if you would like to set up the Encoder manually, read the Manual Configuration section for instruction.

Manual Configuration

Only follow these instructions if you encountered errors using the Preferred Settings or choose not to use them. If you have downloaded one of the three Preferred Setting files, skip this section and go to Start Streaming in HD using the Encoder to test out your settings.

Below are our recommended settings. Some of these options may not be available on your computer, or may not work with your setup. If you are comfortable doing so, you can **change these values to the best settings for your equipment**. If you are not comfortable changing these settings, use the Preferred Settings instead, or contact our support team at smsupport@streamatemodels.com for more help.

When you open the encoder, you'll see that it has three sections: **Video settings**, **Audio settings**, and **Panel options** (see image on the right). Follow the instructions below to set up each section.

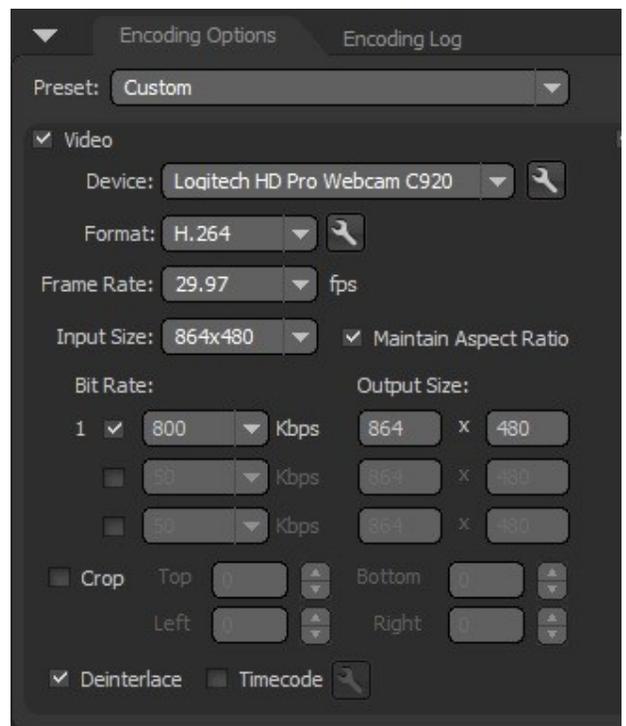Make sure to follow the correct settings depending on the type of computer you're using.

Video Settings (Windows only)
These video settings are for users on Windows computers. If you are on a Mac, please follow the Mac Video Settings instead.

Follow these steps to configure your video settings.

1. On the left side, select "Custom" in the **Preset** select box.
2. Check the **Video** box.
3. Under **Device**, select your webcam.
4. Set **Format** to "H.264"
   a. Next to **Format**, click the 🔧 icon to get to the Advanced Encoder Settings.
   b. Set **Profile** to "Baseline."
   c. Set **Level** to "3.1."
   d. Set **Keyframe Frequency** to "1 second."
5. Set **Frame Rate** to "29.97" fps.
6. Set **Input Size** to "864x480" or closest match.
7. Check the **Maintain Aspect Ratio** box.
8. Set **Bit Rate** to "800" kbps.
9. Set **Output Size** to match Input Size in step 6.
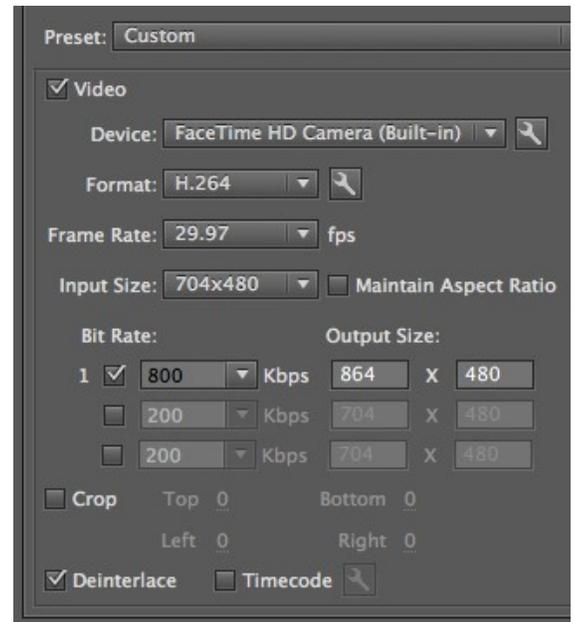10. Check the **Deinterlace** box at the bottom.

Video Settings (Mac only)
These video settings are for users on Mac computers. If you are using Windows, please follow the [Windows Video Settings](#) instead.

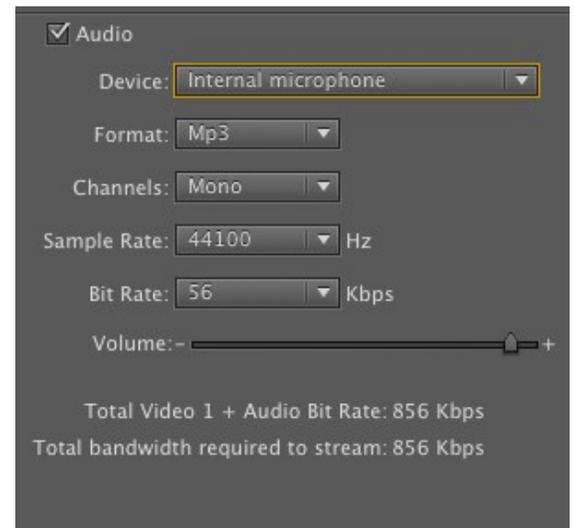Follow these steps to configure your video settings.

1. On the left side, select "Custom" in the **Preset** select box.
2. Check the **Video** box.
3. Under **Device**, select your webcam.
4. Set **Format** to "H.264"
   a. Next to **Format**, click the 🔍 icon to get to the Advanced Encoder Settings.
   b. Set **Profile** to "Baseline."
   c. Set **Level** to "3.1."
   d. Set **Keyframe Frequency** to "1 second."
5. Set **Frame Rate** to "29.97" fps.
6. Set **Input Size** to "704x480."
7. Uncheck the **Maintain Aspect Ratio** box.
8. Set **Bit Rate** to "800" kbps.
9. Set **Output Size** to "864x480."
10. Check the **Deinterlace** box at the bottom.

Audio Settings (All Computers)
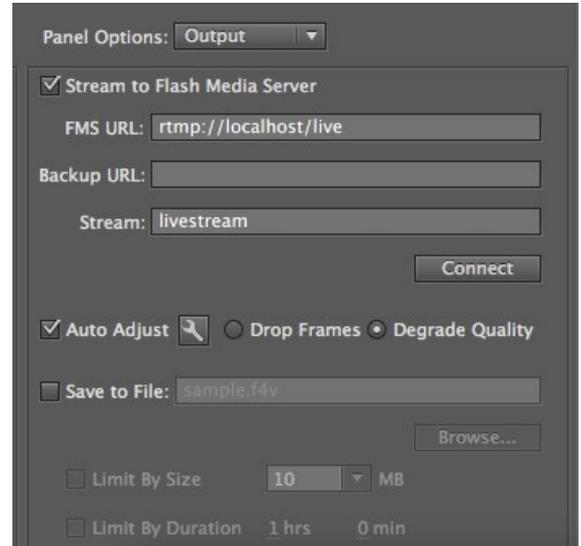Follow these steps to configure your audio settings.

1. Check the **Audio** box.
2. Under **Device**, select your microphone.
3. Set **Format** to "Mp3."
4. Set **Channels** to "Mono."
5. Set **Sample Rate** to "44100" Hz.
6. Set **Bit Rate** to "56" Kbps.

Panel options (All Computers)
Follow these steps to configure your audio settings.

1. Next to preview, check the **Output Video** and **Audio** boxes.
   Input Video box should be unchecked.
2. Next to **Panel Options**, select "Output."
3. Make sure **Stream to Flash Media Server** is checked.
4. Delete all text in the **FMS URL**, **Backup URL** and **Stream**
   fields.
5. Check the **Auto Adjust** box.
6. Select the **Degrade Quality** option.
7. Next to **Auto Adjust**, click on the 🔧 icon.
   a. Set **Maximum Buffer Size** to "5."
   b. Set **Minimum Video Bitrate** to "100."
8. Make sure **Save to File** is unchecked.

Save Your Settings
Save your settings so you don't have to configure the encoder again. You can save multiple configurations.

1. Click on "File" > "Save Profile."
2. Choose a name for your settings file, "Streamate" for example.

Whenever you open the Adobe Encoder, click on "File" > "Open Profile" and select the settings you want to use.

Setup Complete!
Your encoder is now configured manually! Read on to Start Streaming in HD using the Encoder.
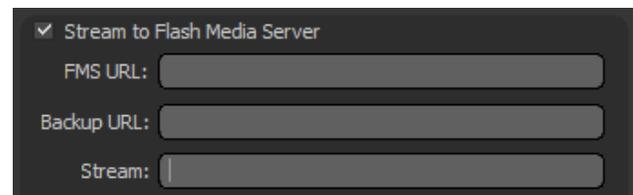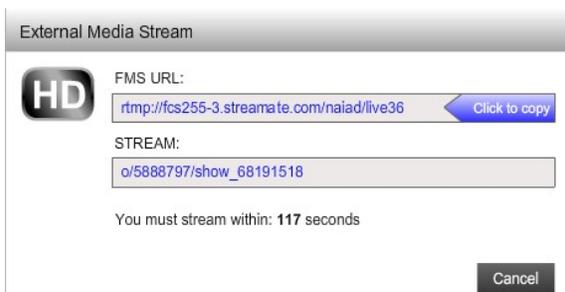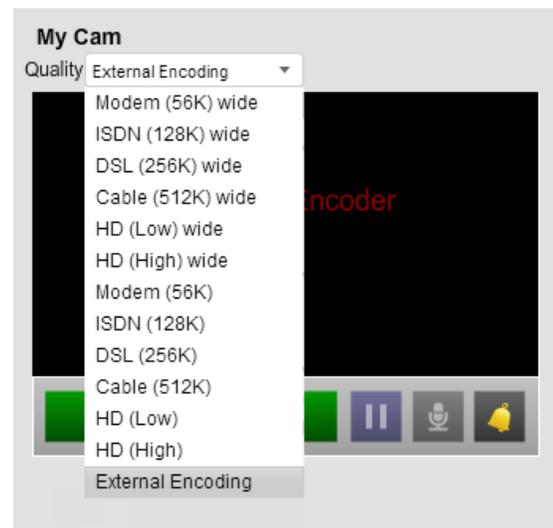
Start Streaming in HD Using the Encoder

After setting up the Encoder, follow these instructions to view your stream on Streamate.com. If you have any problems with your settings, check out the Tips for Using the Encoder.

If you encounter any problem while trying to stream, contact our support team: smsupport@streamatemodels.com

Configure Your Chat Client

With the Flash Media Encoder open, follow these steps to configure your chat settings, and verify on the screenshots that you have the same settings.

1. In the upper left select "External Encoding" in the **Quality** dropdown.
   - You won't see your stream in the normal spot. Don't worry, it's absolutely normal. You'll see yourself only in the external encoder.
2. Click to start your show. A window will pop up with 2 URLS in blue (see below).
3. Select the **FMS URL** link and copy it.
4. Paste it in the **FMS URL** field in the encoder.
5. Next, select the **Stream** URL from your client and copy it.
6. Paste it in the **Stream** URL field in the encoder.
7. Click on the green **Start** button in the encoder (Not the *connect button*, but the green button at the bottom of the encoder).

Voilà!

You're now streaming in HD using the encoder!

It's a good idea to check out the Tips for Using the Encoder, even if your video looks fine. This can also help you fix issues such as choppy video or a stretched image. Contact performer support at smsupport@streamatemodels.com if you need more help getting the encoder working.

IMPORTANT: When connected and streaming, you won't see yourself in Streamate as you normally do. This is absolutely normal. You'll need to keep the Flash Media Encoder open in order to see your video while streaming.
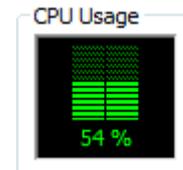
Tips for Using the HD Encoder

It's a good idea to go through these tips after setting up the encoder, even if your video looks fine. If your video looks slow, choppy, or stretched out, these tips can help fix those issues. Contact the performer support team at smsupport@streamatemodels.com if these suggestions don't help.

Check Your System Processes

Make sure to check your CPU usage after your begin streaming. Your CPU usage should NOT exceed 80% or your video quality will suffer. For best results, make sure you're not running any programs besides the encoder when checking this.
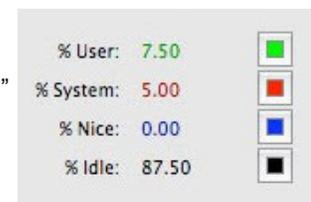
For Windows users:
- Press the Ctrl + Alt + Delete keys simultaneously. Either your task manager will open, or you will see a blue screen. (On the blue screen click "Start Task Manager.")
- Once the Task Manager is Open, click on the Performance tab. Look for the % number in the "CPU Usage" box.

For Mac users:
- Open the "Activity Monitor." You can find this under "Applications" > "Utilities," or by pressing ⌘ + Space and typing "Acti" in Spotlight.
- At the bottom of the screen, find the numbers next to "% User" and "% System." Add these two numbers together.

If your CPU is over 80%, lower your bitrate value in the encoder until you see the CPU below 80%. You can also try running a lower quality settings file, which should be less taxing on your computer.

Check Your Lighting

Some cameras drop the quality of your video if there isn't sufficient lighting in the room. For ideas on improving the lighting in your room, check out the Lighting Tutorial for tips.

Fixing Stretched Video

To check if your video is stretched, grab a circular object (such as a ball or dinner plate) and hold it on camera. If the object looks like an oval instead of a circle, your video is stretched.

Solution 1

If your camera can stream in both Full Screen and Wide Screen, try streaming in both and see which one looks better. (Note: Do not change anything in the encoder yet, just switch the output size in your camera settings.) The instructions for doing this will depend on your camera.

Solution 2

If you are using the Recommended Quality settings file, try switching to the Medium Quality settings instead (go to Preferred Settings to download this file). The Recommended file works best with newer widescreen cameras, and may make some cameras appear stretched. The Medium Quality or Lower Quality files should fix this issue.

If neither solution solved your issue, contact the support team at smsupport@streamatemodels.com for more help.

Fixing Video Quality Issues

If you are seeing pixelated video, choppy video, or other image quality issues that you aren't able to fix with these tips, try lowering the quality of the settings file you are using. Return to the Encoder Preferred section of this document and try downloading the Medium or Lower Quality files instead. If none of the files have worked for you, you can try Manual Configuration, or contact performer support at smsupport@streamatemodels.com.