

FAQs

For Onsight Connect

Frequently Asked Questions

The information that follows represent shared experiences, resolutions, and best practices for resolving common questions raised by customers. If you are looking for self-learning materials, please access the [Just-In-Time Training Materials](#). If you are unable to resolve a challenge, please contact our [Support page](#) and select **Contact** in the top-right corner.

Audio

Audible Echo

Question: During an Onsight call on a Personal Computer (PC), why does an audible echo sometimes occur?

Answer: The most likely cause is from a PC microphone and speaker being too close together for one of the call participants.



Note: To resolve an audible echo, you can:

1. Make manual adjustments to your setup by:
 - Physically separating the microphone and speaker (it may be built-in to their endpoint)
 - Lowering your speaker volume
 - Using an audio headset
 - Attaching a USB speakerphone
2. Determine if you are on two calls at the same time — Using Onsight Connect and a telephone (Desk phone/Cell phone), or PC using Skype, MS-Teams etc. You may be hearing audio feedback from simultaneous audio from more than one device. Consider hanging up or muting audio for the second device as necessary.

Why Can't I Hear Others?

Question: Why can't I hear the other call Participants via my speakers or headset?

Answer: Tap the **Audio**  button and verify that the **Conversation Audio**  icon is enabled and that the **Playback Audio**  option is disabled as necessary.



Note: You can also consider:

1. If you use a Bluetooth headset, check if there are multiple speaker/headset options and confirm the correct one is chosen (PC only). Click the **Speakers**  icon within the taskbar and select the appropriate **Playback device** from the drop-down menu that appears. You may need to click the **Show Hidden icons**  to locate the **Speakers**  icon and then can select the **Show Hidden icons**  again to see the drop-down menu options.

 **Tip:** Check Windows audio settings — Refer to Microsoft documentation for Windows 7, Windows 8, and Windows 10.

2. The other participants may not be sending audio to you. Refer to [Why Can't Others Hear me? \(on page 2\)](#)

Why Can't Others Hear me?

Question: Why can't others hear me in a call?

Answer: Tap the **Audio**  button and verify that it is enabled. Consider that:

1. For mobile devices (iOS and Android) — If you are using a Bluetooth headset, verify that it is using the active microphone.
2. For PC — If there are multiple microphone options, confirm that the correct one is chosen. Click the **Speakers**  icon within the taskbar and select the appropriate **Playback device** from the drop-down menu.

 **Note:** Many USB web cams have a built-in microphone. Check the Windows audio settings. Refer to Microsoft documentation for **Windows 7**, **Windows 8**, and **Windows 10**.

Bandwidth

Testing Bandwidth

Question: What does Test Bandwidth do?

Answer: Test Bandwidth will measure the current available network bandwidth between the endpoints in a call. This helps you select a suitable video stream (Media Configuration). It measures the available bandwidth for both incoming and outgoing streams. It will assess the available bandwidth values reported and recommend an appropriate media configuration.

Poor Quality Video

Question: The video source on a call is streaming live video over a [Third Generation \(3G\)/Fourth Generation \(4G\)/Fifth Generation \(5G\)](#) cellular connection and Participants on the call are not seeing a good quality video image. What do you recommend?

Answer: Verify that the endpoint which is the video source has [Bandwidth Adaptive Streaming \(BAS\)](#) set to **Cellular networks** or **On**.

 **Note:** Tap the **Settings**  button and select **Bandwidth Control**. In this case you will need to enable **BAS On** for a Windows PC, and/or change to **Cellular Networks** or **On** for mobile devices. This also applies if you have a Windows endpoint connected to a Smartphone 4G/LTE hotspot. In this case you can adjust **BAS** on the Windows endpoint.

Changing Resolution

Question: How do I change the [Resolution](#) of the video stream?

Answer: From the Viewer screen, click/tap the **Video Settings** button and select the **Audio/Video** tab to view the five built-in media configurations:

Name	Resolution	Video Bit Rate
Low Bandwidth	320x240	250 kbps
Medium bandwidth	528x368	400 kbps
High Bandwidth	720x480	1000 kbps
720p	1280x720	1000 kbps
1080p	1920x1280	1500 kbps

Table 1. Bandwidth Media Configurations

Select the desired media configuration. If the network performance is poor, you should select a lower Video Bit Rate configuration in Kilobytes per second (kbps).

Testing Bandwidth

Question: How do I run a Test Bandwidth?

Answer: The [Test Bandwidth](#) utility can only be run during a call.

Click or tap the **Video Settings & Stats**  button and select **Connection**. Next, select **Test Bandwidth** near the bottom of the page.

 **Tip:** You may need to scroll down the page to locate **Test Bandwidth**.

Contacts

Empty Contact List

Question: Why is my Contacts List blank or empty?

Answer: The Contacts list is usually blank or empty when you access it for the first-time. To add users to the directory: Click or Tap **Contacts** , then select the **Search**  (Magnifying glass) icon to see all users within your domain. Select the desired contact(s) by enabling their check box and then select the **Plus**  icon.

Connectivity

Question: My Onsight [Endpoint](#) has no Internet connection. Can I still login?

Answer: When logging in, your Onsight Connect Username & Password are authenticated by the [Onsight Platform Manager \(OPM\)](#) via the Internet. If you have no Internet access, you can login and operate in “offline mode” for up to 30 days after your last successful login to that endpoint. After 30 days, you need to establish internet access to re-authenticate and resume use of Onsight.

Data Plan

Question: Will using my smartphone for a video call count against my data plan?

Answer: Not if you can access a Wi-Fi connection — If you are in a location that cannot access a viable Wi-Fi signal, and providing your device has a cellular connection, then data can be used to conduct the session.

During a Call

Guest Invites

Question: How do I invite an External guest?

Answer: The [External Guest Invite](#) option must be purchased to enable this feature. Generally, you will need to:

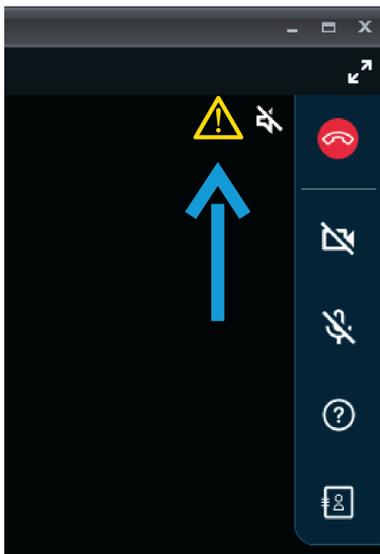
1. Click **Contacts**  and then select **INVITE**.
2. Enter their **First Name**, and **Last Name**.
3. Define the method of delivery as Short Message Service (SMS)/Text or Email.
4. Enter their **Email** or **Phone Number**.
5. Define the **User Mode** as **Expert** or **Field**

 **Tip:** Use **Expert** mode for guests with prior Onsight Connect experience, and use **Field** mode for guests with limited Onsight Connect experience

6. Include a message to your guest (Optional).
7. Click or tap **Send**.

Warning Indicators

Question: Why is there a **Yellow Triangle** symbol at the top right of the screen sometimes?



Answer: The **Yellow Triangle** indicates there is more than 7% packet loss. If the triangle appears briefly, you likely do not need to make any adjustments. However, if the triangle stays up continuously, tap the **Video Settings & Stats**  button on the and select the **Audio/Video** tab. Next, select a **Media Configuration** with a lower **Video Bit Rate** value.

3G/4G Network

Question: How do I configure Onsight Connect for use with a 3G/4G cellular network?

Answer: A Cellular Data Plan with your Service Provider of choice will need to be in place. Tap **Settings > Calls** and enable **Allow cellular/mobile data usage**.

Drawing Onscreen

Question: How do I draw on screen? What is [Telestration](#)?

Answer: In Onsight, call Participants can draw lines, shapes, and text over top of images and live video by using a mouse or touchscreen. All Participants see each other's drawings. All Participants have their own color. This is called 'telestration'.

 **Note:** Video recordings and pictures are saved with telestrations.

Hacking and Security

Question: Can I be hacked during this session?

Answer: Onsight is a secure, encrypted platform, but it is recommended to only connect locally to familiar networks.

Hardware

Battery Drain

Question: Will using Onsite Connect drain my battery?

Answer: Video streaming and using illumination functionality will consume additional battery power. The amount of runtime your phone will provide depends on your particular phone model and battery capacity. It is recommended that you monitor battery levels during a call.

Help Resources

Tool Tips & User Guide

Question: How do I find the onscreen tool tips and User Manual?

Answer: Press the **Tool Tips**  button labeled within the **Right Toolbar** to see a short tip for each button on the screen. Additionally, you can click or tap the **Information**  icon within the **Left Toolbar** to access the User Manual.

Login

Question: How do I login to an Onsite endpoint?

Answer: If you are a first-time user, login to Onsite by entering your username and temporary password provided in your **OPM** — Welcome to Onsite email. You will be prompted to change the password. A login username has the form: <name>@<companydomain>

Login Troubleshooting

Question: What are the standard steps in troubleshooting when a user is unable to login?

Answer: Confirm the User has Internet access. Next,

1. Verify that **Caps Lock** key is **Off**.
2. Confirm that your **Username** and **Password** are entered correctly — Your Username must use this format: <name>@<companydomain>.
3. Confirm that the maximum number of login attempts have not exceeded five (5) — The default is five bad login attempts followed by a five (5) minute lockout period.
4. Check that the user is not presently logged in to more than four (4) endpoints already — (Four is the maximum).
5. Determine if proxy settings are required.
6. Escalate to your Onsite Administrator.

Resetting Login Credentials

Question: I have forgotten my Onsite Connect account password, how do I reset it?

Answer: Click/Tap **FORGOT PASSWORD** on the Onsite login screen. Your browser will open and redirect you to the password reset page. Once there, follow the simple instructions on the screen. An email will then be sent to the email address associated with the Onsite account, and it will provide additional instructions to reset the password.

Activation Key

Question: Why am I asked for an **Activation key** when I login?

Answer: When logging in, ensure that your Username includes the @ symbol and all characters to the right. For example, joe.smith@myco.com

 **Note:** Activation keys are only used by special on-premise installations of Onsite Connect.

Sharing Files

Question: How do I take a new picture and share it immediately?

Answer: Once a call is established, tap the **Take a Picture**  (camera) button within the **Bottom Toolbar** and select **Share** from the pop-up window that appears.

 **Note:** All call participants will see the same picture. Your **Share Video**  button will show a blue ON icon indicating a picture is being shared. To stop sharing, tap your **Share Video**  button again. Alternatively, any user can tap on the live video stream view to dismiss the picture and return to full screen live video.

Saved Files

Question: How do I share an image from Files?

Answer: Tap **Files**  within the **Left Toolbar**. Locate and select a picture within the **My Files** tab to preview and press the **Share Video**  button to share it with the other participants.

 **Note:** On a PC, you can also right-click on the desired thumbnail image and select **Share Image** or **Share Recording**. To stop sharing, select the **Share Video**  button again or tap the live video stream to dismiss the picture and return to full screen live video.

Accessibility to Files

Question: Are participants on a call able to access my photos or videos?

Answer: No — Only videos or images captured during the Onsite Connect session are shared.

Remote Video Privacy

Question: I work in the defense industry — Can I control who can access my camera when I am in a sensitive location?

Answer: Yes — **Remote Video Privacy** settings can be enabled for your group or organization that will require you to **Allow** or **Decline** a request to share video from your camera.

Streaming

Sharing My Camera

Question: How do I let other Participants see my camera? How can I start a live video stream from my camera and share it?

Answer: Tap the **Participants**  from the **Right Toolbar** and tap the **Share Video**  button to start or share your live video. To stop sharing live video, tap the **Share Video**  button again.

Switching Video Sources

Question: If I'm on an Onsite call in which more than one Participant can be a video source, how do I switch between them and select their cameras for viewing?

Answer: From the **Participants** panel just click or tap the **Share Video**  button for the Participant you wish to stream live video from. Any Participant on the call can select another Participant's camera as the video source. However, only one Participant's camera can stream live video at any one time.



Note: If you try to share video from a participant that has **Remote Video Privacy** settings enabled, then the participant can **Allow** or **Decline** your request to share video.

Troubleshooting

Guest User Can't Login

Question: Why isn't the Guest User able to login?

Answer: Confirm the Guest Account has not expired. If the account appears in red text in your Contacts list, it has expired. The expiry date/time/time zone is stated in the Guest Invite emails. If it has expired, create a new Guest invite and delete the expired guest entry from your Contacts list. If the Guest Account has not expired, go through the same list of steps as [Login Troubleshooting \(on page 5\)](#)

Client Not Available

Question: When making a call why am I getting the message "Client not available"?

Answer: The called User does not have Onsight Connect open/running or Onsight is open but the user is not logged in. Both users must have a Green **System Health**  icon to make an Onsight call.

SIP Registration Failed

Question: After logging into Onsight Connect, I get the following message: "Unable to make a call because [Session Initiation Protocol \(SIP\)](#) has failed. Would you like to attempt this call with the [SIP](#) registration settings disabled"?

Answer: Onsight Connect is unable to connect to the Onsight server. You can first try logging out of Onsight and login and see if this clears this message. If the message persists, contact your Onsight Administrator to determine why you are not SIP registering.

Missing Telestrations, Audio

Question: Why are telestrations that were entered in a recording not visible when saved as an MP4 file on my PC?

Answer: [Telestration](#) is an Onsight Connect feature that is only viewable in Onsight Connect.

Question: When playing back an Onsight recording file with some video players (e.g., Windows Media Player), why are audio and telestrations not present?

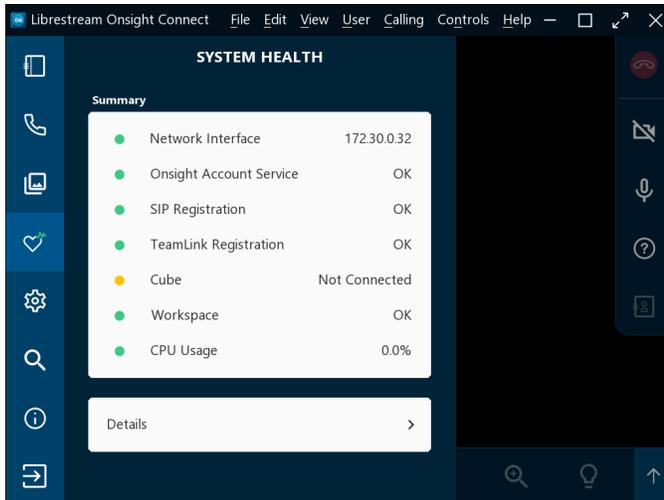
Answer: Some video players do not detect or allow you to select the audio track in an Onsight recording. The video player [VideoLAN Client \(VLC\)](#) can play both sides of an Onsight audio. Telestration data is not understood by other video players. You must use an Onsight application to see any telestration that is present in an Onsight recording.

Check Before Calling

Question: What should I check before each Onsight call to make certain I am ready to make or receive an Onsight call?

Answer: Both Users must have a Green **System Health** . Click **System Health**  and confirm that the following four (4) entries are **Green**.

1. **Network Interface**
2. **Onsight Account Service**
3. **SIP Registration**
4. **TeamLink Registration**



Video Quality

Question: Why does my live video reception appear choppy or intermittently freeze up?

Answer: This may be due to the lack of available network *Bandwidth* on the call. Try selecting a lower bandwidth video stream. Tap **Video Settings & Stats**  from the **Bottom Toolbar** and select the **Audio/Video** tab. Then select a *Media Configuration* with a lower *Video Bit Rate* value.

Is Recording Live

Question: How do I know if video is being recorded?

Answer: All call Participants are notified that a video recording is in progress by a visual indicator (e.g., a red circle containing a red dot) in the upper right corner of their OnSight Connect app.



Where are Recordings Stored

Question: If I create a recorded video, where is the recording stored?

Answer: Tap the **Files**  button within the **Left Toolbar**. All images and recorded videos are stored within the **My Files** tab.

Related information

[For Support](#)

[Just-In-Time Training Materials](#)

Glossary

Bandwidth

Expressed in bits per second (bps), bandwidth is the capacity of a wired or wireless network to transmit data.

3G/4G/5G Network

3G and 4G are networks that enable your phone to connect to the internet. 3G is short for third generation and 4G is fourth generation etc. Generally speaking, the higher number indicates a more advanced technology.

Third Generation (3G)/Fourth Generation (4G)/Fifth Generation (5G)

3G/4G/5G

Bandwidth Adaptive Streaming

When BAS is enabled on a device that contains a built-in cellular radio, Onsight Connect monitors network conditions, and automatically adjusts video frame rate to optimally match the amount of data transmitted to the available network bandwidth and provides better call stability.

Bandwidth Adaptive Streaming (BAS)

BAS

Contact List

A user populated list in Onsight Connect consisting of Onsight team members, External Users and Guest Users.

Device Agnostic

The capacity of a computing component to work with various systems without requiring any special adaptations. The term can apply to both hardware and software.

Endpoint

The device used in an Onsight call, e.g., PC, Tablet, Smartphone, or Wearable.

Expert and Field User Modes

User modes can be controlled on the back end of [OPM](#). Additionally, you can specify the User mode as **Expert** (Experienced Onsight Connect user) or **Field Mode** (Limited Onsight Connect experience) when sending a Guest Invite.

Frames per Second

The rate at which consecutive images (frames) appears on a video screen or in a video stream.

Frames per Second (FPS)

FPS

External Guest Invite

If External Guest capability has been purchased, an invitation to use an Onsight Connect user license can be sent by email or Short Message Service (SMS) on a temporary basis, normally one day.

Internet of Things

Internet of Things describes the network of physical objects (things) that are embedded with sensors, software, and other technologies for the purpose of connecting and exchanging data with other devices and systems over the Internet.

Internet of Things (IoT)

IoT

iPhone Operating System

The operating system for Apple mobile devices such as an iPhone and iPad.

iPhone Operating System (iOS)

iOS

Local Area Network

Local Area Network (LAN) is a group of computers and devices that are connected within a single limited area typically using Ethernet or Wi-Fi *Wireless Fidelity (Wi-Fi)*.

Media

Video, audio, and data content which is delivered via streaming in an Onsight session.

Media Configuration

A set of parameters such as resolution, FPS, video, and audio settings that specify the quality and network requirement of a media stream.

Offline Mode

An Onsight Connect concept and capability in which video, audio and telestration can be recorded (when no Internet connection is available) then later played and shared in a collaboration call with other Onsight users.

Onsight Account Service

This indicates the connection status to *OPM* which is accessible online at: <https://onsight.librestream.com>. OPM enables you to administrate user authentication and configuration.

Onsight Platform Manager

Onsight Platform Manager is used to manage and authenticate Onsight Connect User Licenses, set client policies and permissions, generate reports on Onsight use.

Onsight Platform Manager (OPM)

OPM

Participant

Can be either an Onsight Team Member, External User or External Guest User as one of the callers during an Onsight Connect call.

Resolution

The number of pixels in a digital image, usually stated in width x height. The detail and clarity of a video stream is increased with a higher resolution. Higher resolution generates more image data and consumes higher network bandwidth.

Short Message Service

Short Message Service (SMS) is generally described as text messaging.

SMS

Session Initiation Protocol Registration

This indicates the connection status to the SIP Server. The SIP server controls calls between endpoints. SIP is used to initiate, maintain, and terminate multimedia communication sessions in Voice Over Internet Protocol (VoIP) applications. SIP protocols support the signaling and control of voice, video, and messaging applications.

Session Initiation Protocol (SIP)

SIP

Snip Tool

A feature added in Windows Onsight Connect Version 9 that allows copying content from an external file, then optionally sharing that content with all Participants on the call.

Target Bit Rate

A parameter setting within a Media Configuration which sets the total amount of bandwidth allocated for a specific media configuration selection.

TeamLink Registration

This indicates the connection status with our Hypertext Transfer Protocol Secure (HTTPS) tunneling service. Team Link registration is required when Firewalls are setup to block SIP.

Telestration

An Onsight Connect suite of tools allowing Participants to draw and insert text on an image or video recording.

Test Bandwidth

An Onsight Connect utility feature that provides a snapshot of the current amount of available bandwidth between Onsight endpoints.

Video Bit Rate

A parameter setting within a Media Configuration which sets the total amount of bandwidth allocated for video.

VideoLAN Client

Video *Local Area Network* Client is a portable multimedia player, encoder and streaming application that supports many audio and video codecs and file formats.

VideoLAN Client (VLC)

VLC

Virtual Reality

Virtual Reality (VR) is a simulated experience that can be like or completely different from the real world. Types of VR-style technology include augmented reality.

Virtual Reality (VR)

VR

Wearable

Denoting or relating to a computer or other electronic device that is small or light enough to be worn or carried on one's body.

RealWear

Wi-Fi

Wi-Fi is often call WiFi, wifi, wi-fi is short for Wireless Fidelity.

Wireless Fidelity (Wi-Fi)

Wi-Fi