

Live Streaming

ScoreCam indicates that I am Streaming Live but YouTube says it is not receiving data. How do I fix this?



Allow a minute or two of streaming for the indicators to show accurate information. If the health indicator is showing a gray color there is no data being uploaded so make sure you have an internet connection and it supports streaming.

A green indication is what you want but sometimes that is not possible, especially if you are competing for bandwidth at a tournament where WiFi and phone services are at their peak. A red indicator likely means your stream will appear choppy due to dropping video frames.

Some other things to try:

- Try refreshing the YouTube page and wait at least a minute or more to be sure it's not a latency issue.
- If all else fails, try force-closing ScoreCam app and try again (see Apple support document on [How to force an app to close on your iPhone, iPad, or iPod touch](#))
- Or try uninstalling the app, restarting your phone, then reinstalling the app (NOTE: Make sure you have no videos in the "Recovered Videos" file as these will be gone once you delete the app. Additionally, all your settings will reset.)

Unique solution ID: #1019

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Last update: 2022-02-21 23:58