

# Director Utility

User Manual, Reference and FAQs

*iOS: 3.0*

*Android: 3.0*

*Date: 03.03.2025*



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# Overview



The Director Utility App is an auxiliary application that works with Magewell Director devices for extended controls.

Its "Remote Assistant" function can easily control the Director device remotely, performing scene control, audio control, stream control, etc.

Meanwhile, through the "Phone Camera" function, it can turn your phone as a webcam to input to the Director device, or stream to a destination via [SRT](#).

## Install the App

Please search for **Director Utility** in the app store to download and install the App.

The App supports iOS 11 and later and Android 7.0 and later.

## Supported Director Device

- Director Mini
- Director One

# What's New

## User manual updating with Director One released in March 2025

- Add Director One (firmware version: 3.0) to Director family.

## iOS: 3.0, Android: 3.0

- **Show PGM Image**  
You can expand the program image to view on your phone during controlling scenes, GFXs and replay.
- **More Scene Transition Effects**  
It provides more scene transition effects, including DIP, Wipe, DVE, Stinger and 3D.
- **Soccer Scoreboard**  
It supports displaying and controlling soccer scoreboard.
- **New Album Page**  
The new album page supports displaying recordings, replay events and screenshot files separately, and also supports enabling recording and taking screenshots.
- **Add Shortcuts**  
You can add shortcuts via the app and control and manage them easily.
- **Control Replay and Share Events**  
You can implement quick replay and event replay as well as control the replay on your phone, and you can share your events to other apps.
- **Improved Phone Camera Interaction**  
The app provides more setting options, such as ISO and white balance, to make the phone camera more professional. And it supports selecting the USB camera connected to the iPad with a USB-C port (iOS 17 and above).

## iOS: 2.4.2, Android: 2.4.17

- **Audio Input from Webpage GFX**



When you apply a webpage [GFX](#) in a show, the audio from the webpage can be used as an audio input.

## iOS: 2.4.0, Android: 2.4.9

- **New Switch Mode**  
It supports setting [FTB](#) duration separately and selecting Cut or Fade effect when quick switch is off.
- **Control OBSBOT Webcam**  
You can control OBSBOT webcams, enable AI human tracking, and record videos.
- **Show Live Comment**  
You can select one live comment as a overlay inside the video feed when streaming to social media.
- **Set global or scene-based microphone audio**  
You can set MIC, Bluetooth and USB audio globally or for each scene.
- **AE/AF Lock**  
You can tap and hold a part on the screen of phone camera to enable AE/AF lock.

## iOS: 2.3.0, Android: 2.3.23

- **View Input Information**  
You can view the information of each input source.
- **Control Phone Camera**  
You can control phone camera remotely via the Remote Assistant.
- **Control Baseball Scoreboard**  
You can control the baseball scoreboard remotely.
- **Execute Shortcuts Functions**  
You can tap shortcuts to execute relative functions.
- **Enhance stream settings**


When you set stream servers, more parameter options help you enhance the live streaming experience, such as setting network priority, setting Ingestion Protocol for YouTube, and supporting RTMPS for [RTMP](#).

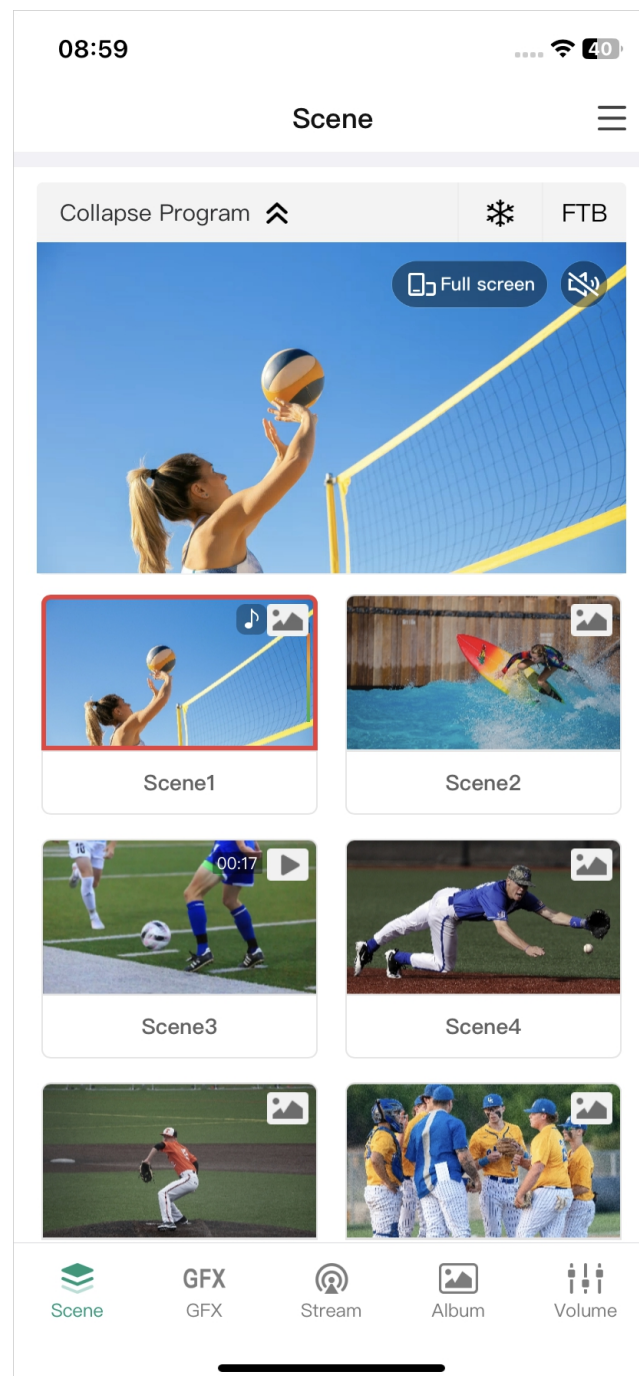
# Remote Assistant

Remote Assistant enables you conveniently control the Director device remotely.



## Connect the Device

1. Ensure your phone and Director device are in the same network.
2. Open the Director Utility App and tap **Remote Assistant**.
3. Select a device in the list and tap **Connect**.  
If the device enables password for Remote Assistant, enter the password on the popup.
4. To return the device list, tap  at the upper right corner, and select **Disconnect**.






## Control Scene

Tap **Scene** at the bottom, to open the scene list, which displays the thumbnails and names of all the scenes of the current show.



## View Program Image

You can expand the program image on the Scene, **GFX** and Replay page.

1. Tap **Expand Program** on the top to view the program image.
2. Tap **Full screen** to go full screen mode, and tap  to exit.  
Double-click on the screen to switch between two effects: one where the image is scaled proportionally to fit the screen with some blank space (margins), and another where the image is scaled proportionally to fill the screen, potentially cropping the edges.
3. Tap the audio control button to set whether to play the sound on your phone.  indicates the sound is muted, and  indicates the sound is unmuted.
4. Tap **Collapse Program** to close the program image.

## Freeze Scene

You can freeze dynamic images while streaming or recording on the Scene, **GFX** and Replay page .

- Tap  at the upper right corner to freeze the scene.
- Tap  at the upper right corner to unfreeze.

## Enable FTB

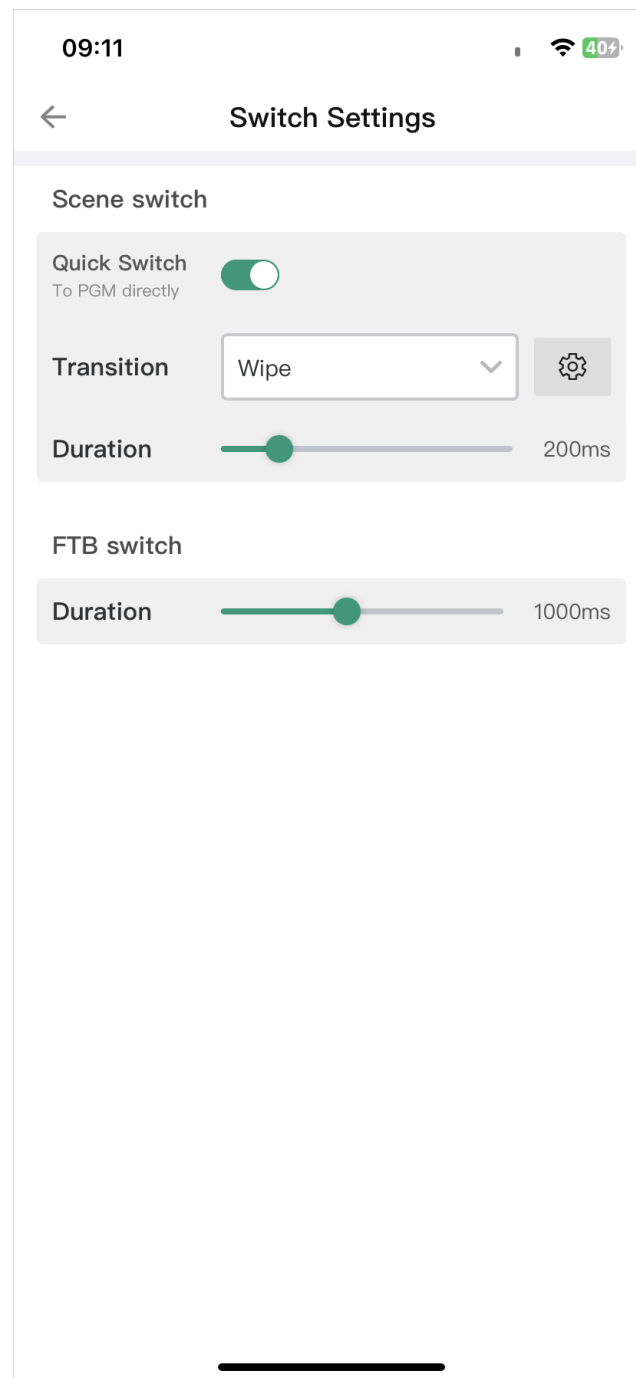
The **FTB** (Fade to Black) function allows your screen to fade into a silent black screen or a specified image. You can enable or disable **FTB** on the Scene, **GFX** and Replay page.

- Tap **FTB** at the upper right corner.

Your audio/video output will be stopped.

- To continue your show, tap **FTB** again.






You show will go back to the screen and continue.




## Switch Scenes

You can switch scenes directly, or preview first and then switch to program, and you can set transition effect.

### Set Switch Mode

1. Tap  > **Switch Settings**.
2. In the **Scene switch** area, set scene switch mode and transition effect.
  - **Quick switch:** Toggle off the switch, it goes to the manual switch mode. To enable the quick switch mode, toggle on the switch.
  - **Transition:** Select the transition effect.
    - **Cut:** Scenes switch directly. (Default)
    - **Fade:** Scenes switch with the fade effect.
    - **DIP:** Scenes switch with a two-step transition with a color flash in the middle of the transition. Tap  to set the color flash duration and color.
    - **Wipe:** One scene is replaced by another gradually sweeping across the screen. Tap  to lines.
    - **DVE:** One scene is replaced by another according to a 2D DVE pattern. Tap  to select a DVE effect.
    - **Stinger:** A stinger with chroma key enabled is played over the top to cover the transition. Tap  to select a stinger.



- **3D:** One scene is replaced by another according to a 3D pattern. Tap  to select a 3D pattern.
  - **Duration:** Drag the slider to set the transition effect duration.
3. In the **FTB switch** area, drag the slider of **Duration** to set the transition duration for **FTB**, ranging from 200ms to 2000ms.
  4. Tap X to exit.

## Quick Switch

When **Quick switch** is toggled on, you can tap thumbnails in the scene list to switch scenes directly.

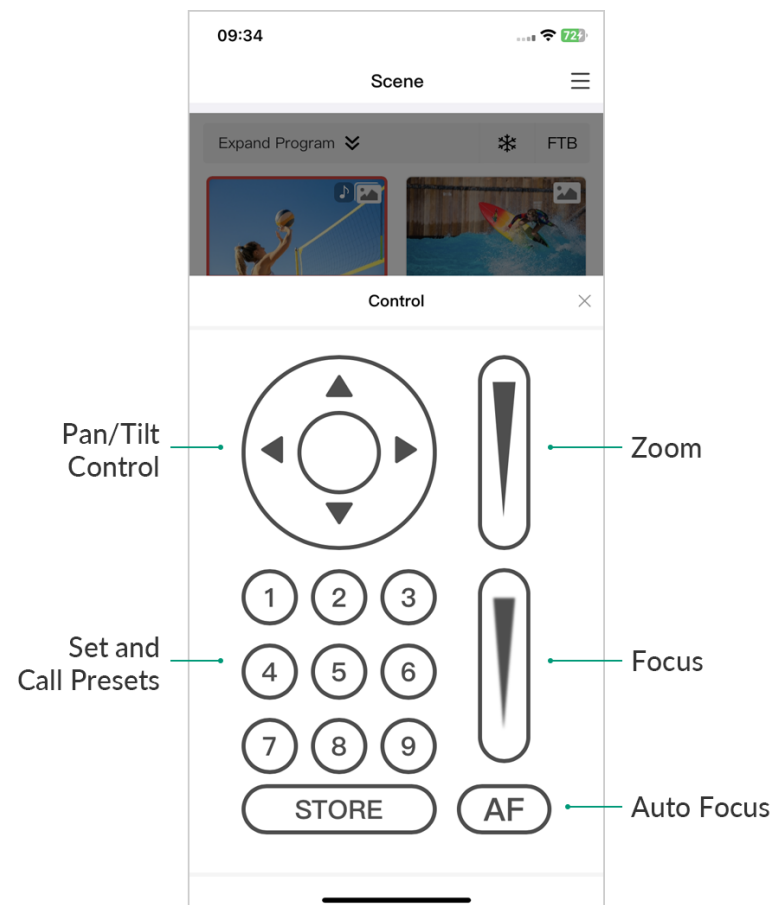
## Manual Switch

When **Quick switch** is toggled off, it goes to manual switch mode.

1. Tap the thumbnail of next scene to program in the scene list, and the preview image is displayed on the device. The program scene thumbnail has a red frame, while the preview scene thumbnail has a gray frame and displays **Cut** and **Auto** buttons.
2. Check everything is OK.
3. Tap the **Cut** or **Auto** button, and the scene goes to program.

## Play Video

If a scene contains a video clip, you can tap the play/pause button on the scene thumbnail to view the video.



## PTZ Control

When a source supports UDP-based or NDI-based PTZ function, you can control the PTZ camera. Tap **Control** under the thumbnail to open the PTZ control center. If there are multiple PTZ sources in the scene, select a source on the popup.

### Pan/Tilt Control

- On the Pan/Tilt Control panel, tap the center of the circle and slide your finger across the screen to move the camera. The closer to the center of the circle, the slower the camera moves; The farther away from the center of the circle, the faster the camera moves.
- Long-press the arrows to pan/tilt the camera.

### Zoom

Slide on the slide bar at the upper right to zoom.

- Slide up, and the lens zooms in.
- Slide down, and the lens zooms out.

### Focus

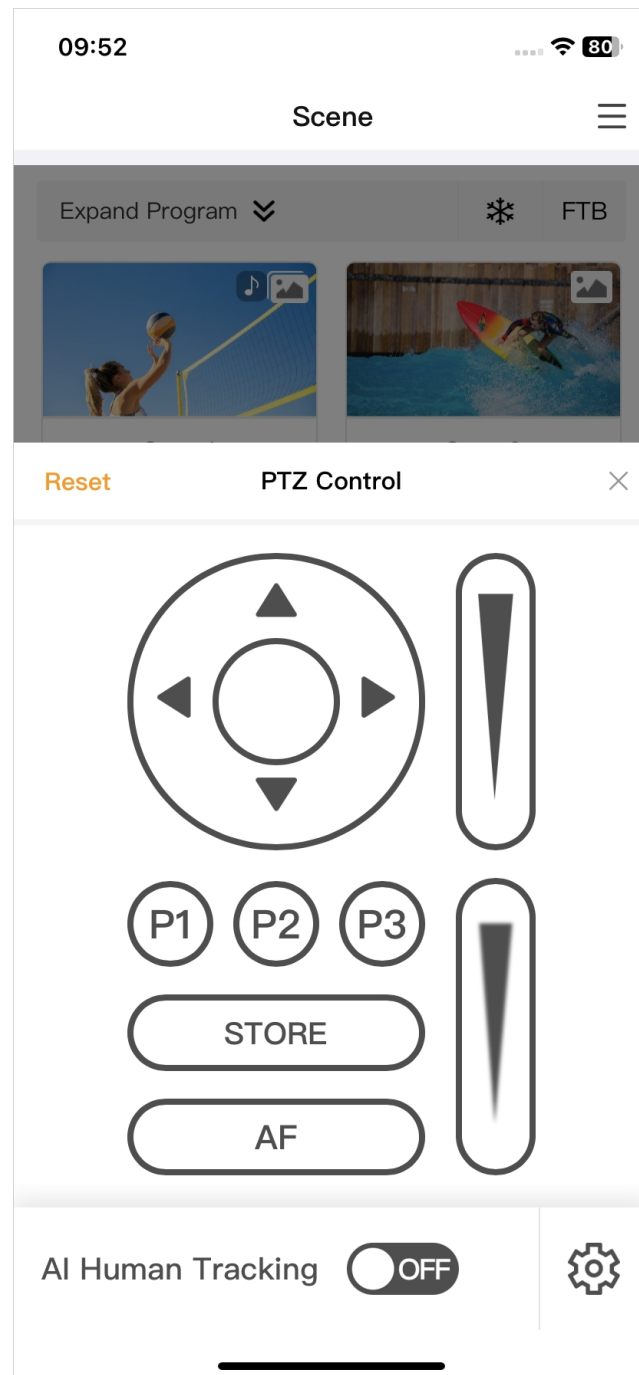
Slide up and down on the slide bar at the lower right to focus. You can also tap **AF** for auto focus.

- Slide up, and then the lens focuses near and the nearby object gets clear.
- Slide down, and then the lens focuses far and the distant object gets clear.

### Presets

A preset is a predefined image position which contains information of pan, tilt, zoom, etc. After the preset is configured, you can move the camera to your desired position quickly by calling the preset.

- Move the camera to your desired position and adjust zoom and focus.
- Tap **STORE** and then tap a number to save. For example, tapping 1 saves it as Preset 1.





3. Repeat the steps above to add more presets.
4. Tap a preset No. to call the preset.

## OBSBOT WEBCAM Control

Director device is compatible with OBSBOT WEBCAMs. Besides basic PTZ controls, the PTZ control center for OBSBOT supports the following features.

### AI Human Tracking

1. Tap  to open the setting page.
2. Set tracking speed. Options may change with OBSBOT webcam modules.
3. Set tracking mode. Options may change with OBSBOT webcam modules.
4. Tap  again to go back to the PTZ control center.
5. Toggle on the switch of AI Human Tracking to start.
6. Toggle off the switch of AI Human Tracking to stop.

### Record

If your OBSBOT webcam supports recording, such as OBSBOT Tail Air, you can record videos to the SD card installed in the webcam.

1. Tap **Record** to start recording.
2. Tap **Recording** to stop.

### Reset


Tap  to reset the OBSBOT webcam to its initial position.

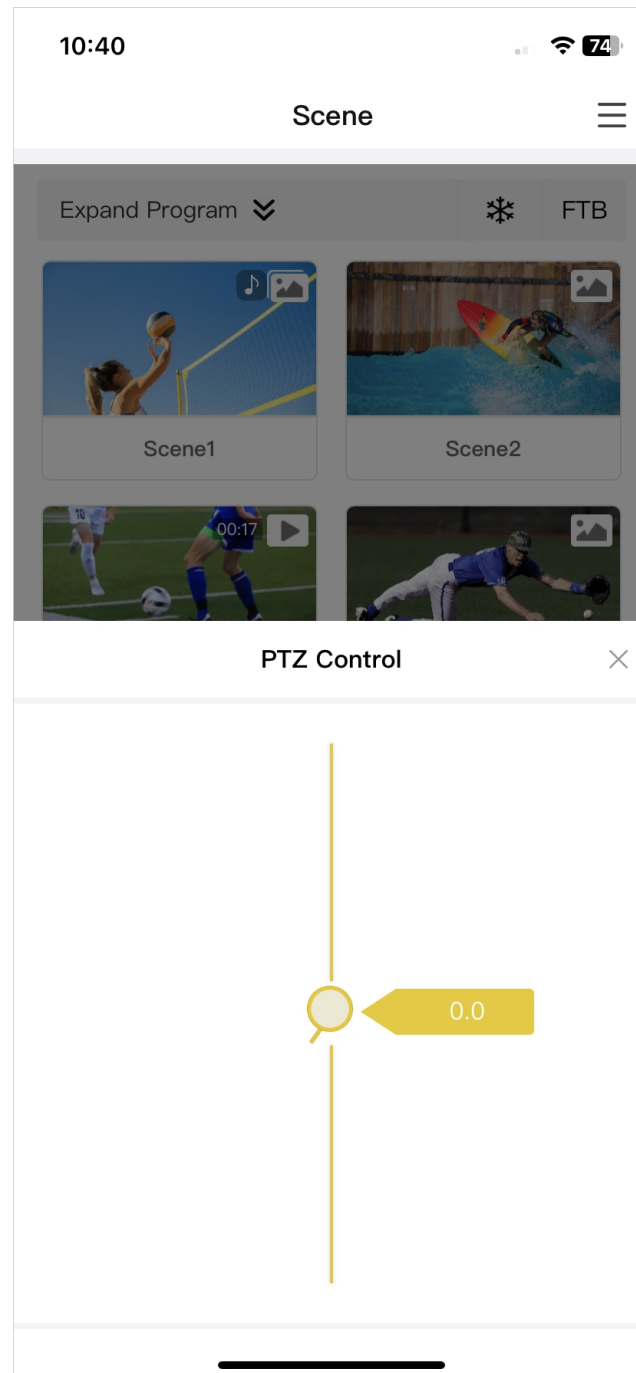
## Wake Up

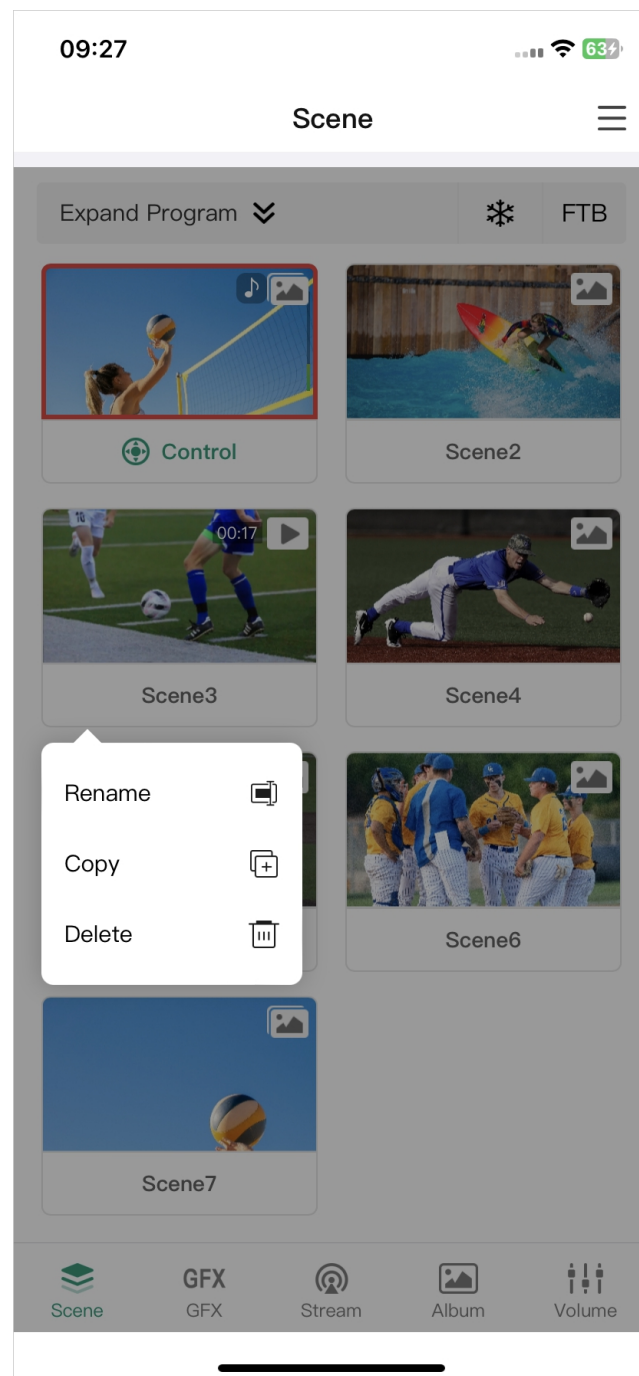
If the OBSBOT webcam has gone to sleep, such as OBSBOT Tiny 2, tap **Wake Up** to bring it back to work.

## Control Phone Camera

You can control the zoom of phone camera.

1. Switch a phone camera scene to program view.
2. Tap **PTZ Control** under the scene thumbnail.  
If there are multiple phone cameras, please select the source.
3. Drag  in the popup to control the phone camera to zoom in or out.
4. Tap x to exit.





## Rename Scene

1. Long-press a scene icon.
2. Tap **Rename** on the menu.
3. Enter the new scene name, and tap **Save**.

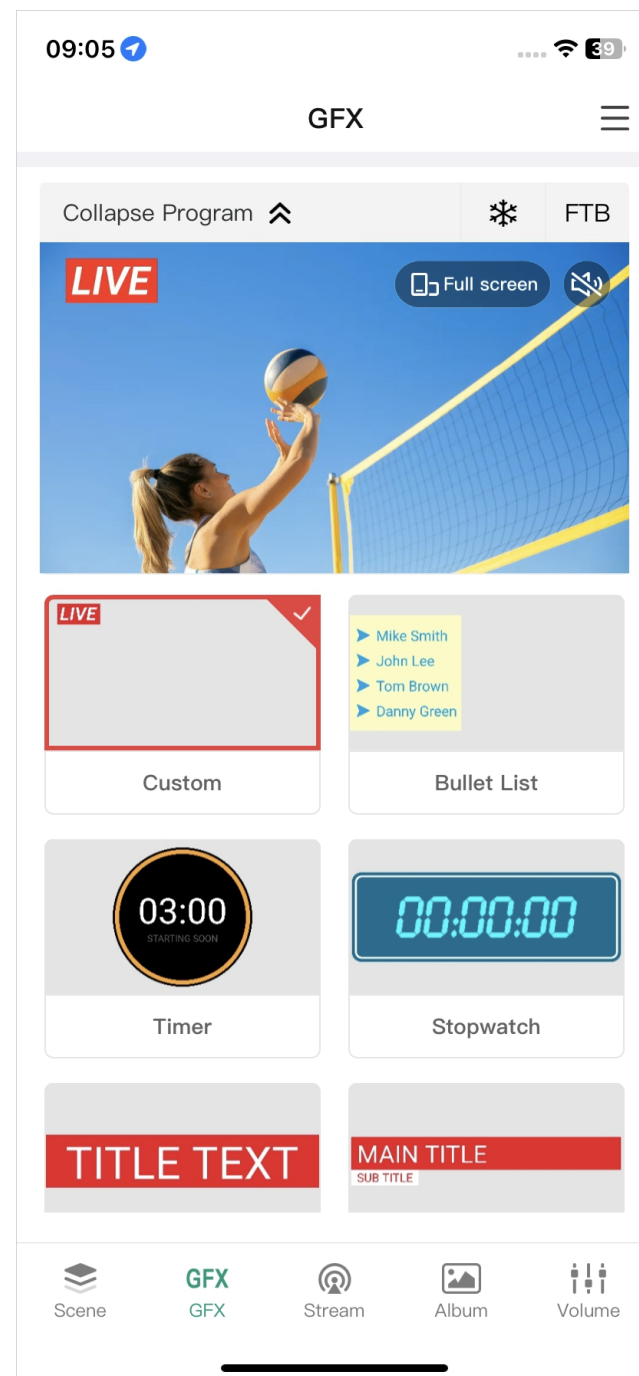
## Delete Scene

1. Long-press a scene icon.
2. Tap **Delete** on the menu.
3. Confirm to delete on the popup.

## Copy Scene

1. Long-press a scene icon.
2. Tap **Copy** on the menu.
3. Enter the new scene name, and tap **Copy**. The copied scene appears in the scene list.





## Control GFX

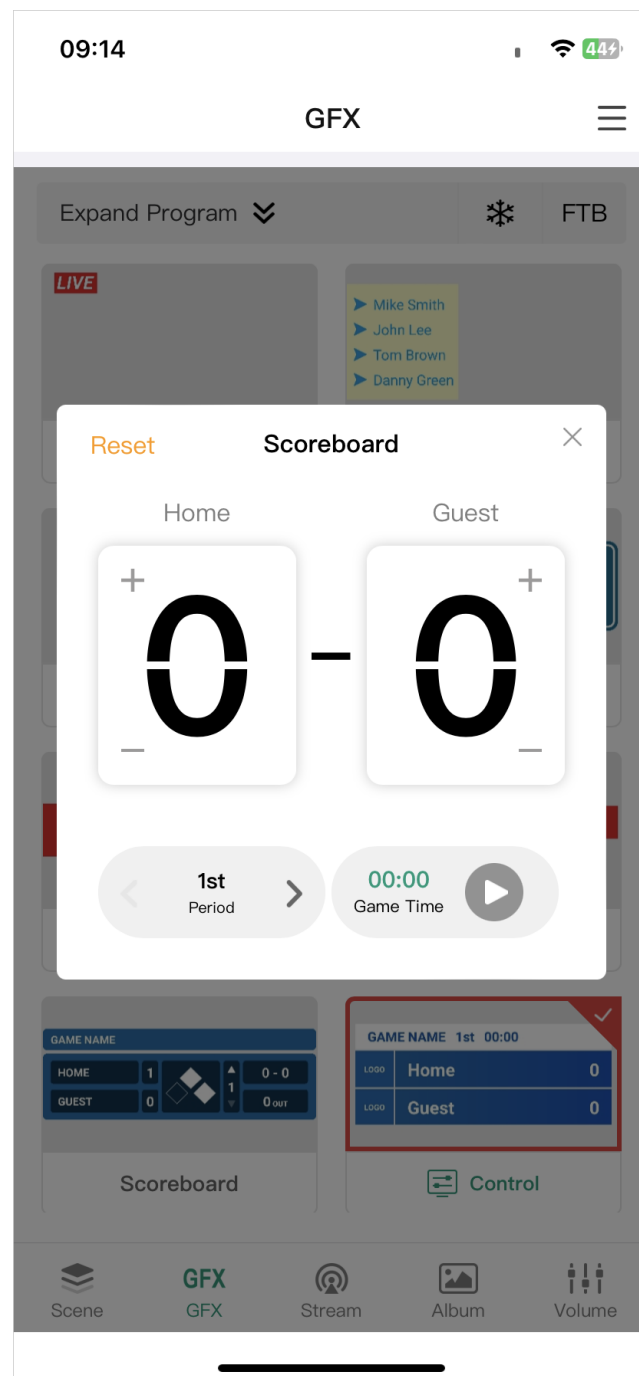
Tap **GFX** at the bottom to open the **GFX** list.

The **GFX** list displays **GFX** thumbnails and names.

## Apply GFX

- Select one or more GFXs in the **GFX** list, and then the selected **GFX(s)** is applied in the program scene. A red frame around the thumbnail indicates the **GFX** is displayed.
- If a bullet list is applied and it is set to manual play mode, you can tap **Next** under the thumbnail to display the next line.
- Unselect one **GFX**, and then the **GFX** disappears from the program scene.

You can apply up to 8 GFXs at the same time.





## Control Scoreboard

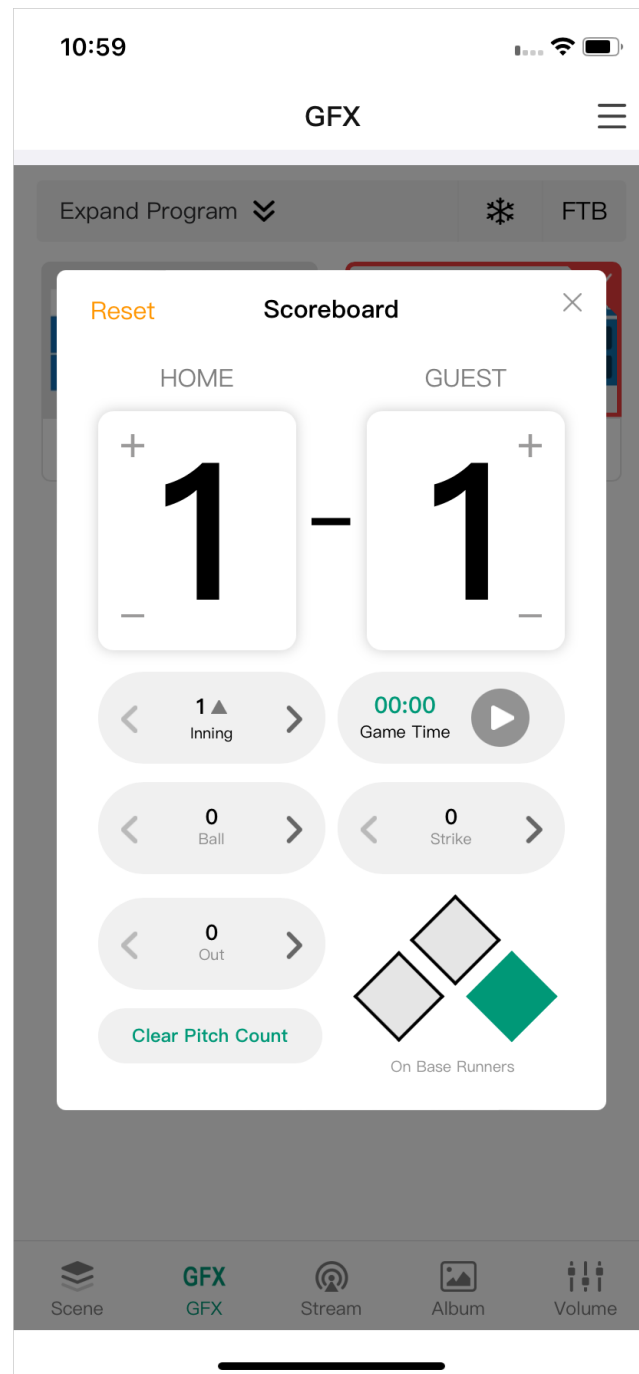
You can only apply one scoreboard, but you can control all the scoreboards separately.

You can open the scoreboard control panel through the following ways.

- Apply a scoreboard, and tap **Control** under the thumbnail.
- Or long-press a thumbnail and select **Control** on the popup menu.

## Control General Scoreboard

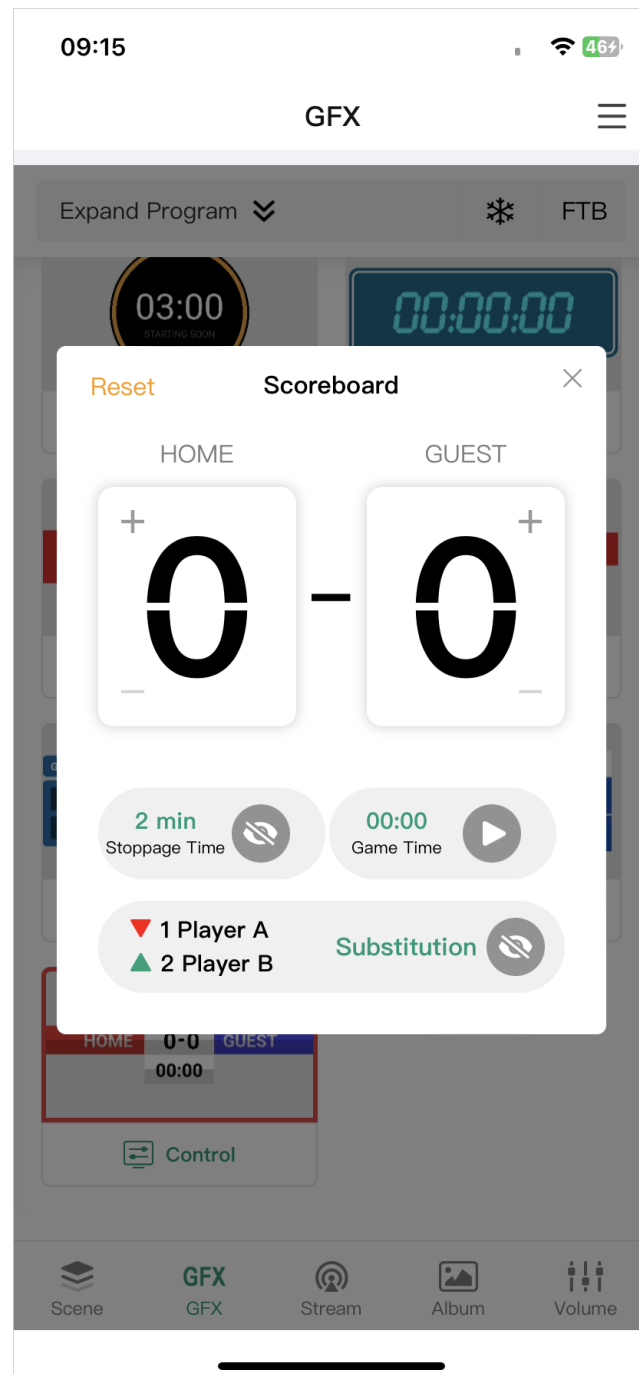
- Tap the upper part of the number to increase the score, and tap the lower part of the number to decrease the score.
- Tap the left or right arrow at the bottom left to select a period. If the period is not set to be shown, you can tap "Show" to display it.
- Control game time:
  - Tap  at the bottom right to start counting; tap  to pause counting.
  - If the game time is not set to be shown, you can tap "Show" to display it.
  - Tap the time number, and scroll time options to adjust, or tap "Reset" to reset the game time to zero or the preset duration.
- Tap "Reset" to restore the score to 0:0, reset the game time to zero or reset to the set duration. You can also long-press the thumbnail and select "Reset" on the popup menu.
- Tap "x" to go back.









## Control Baseball Scoreboard

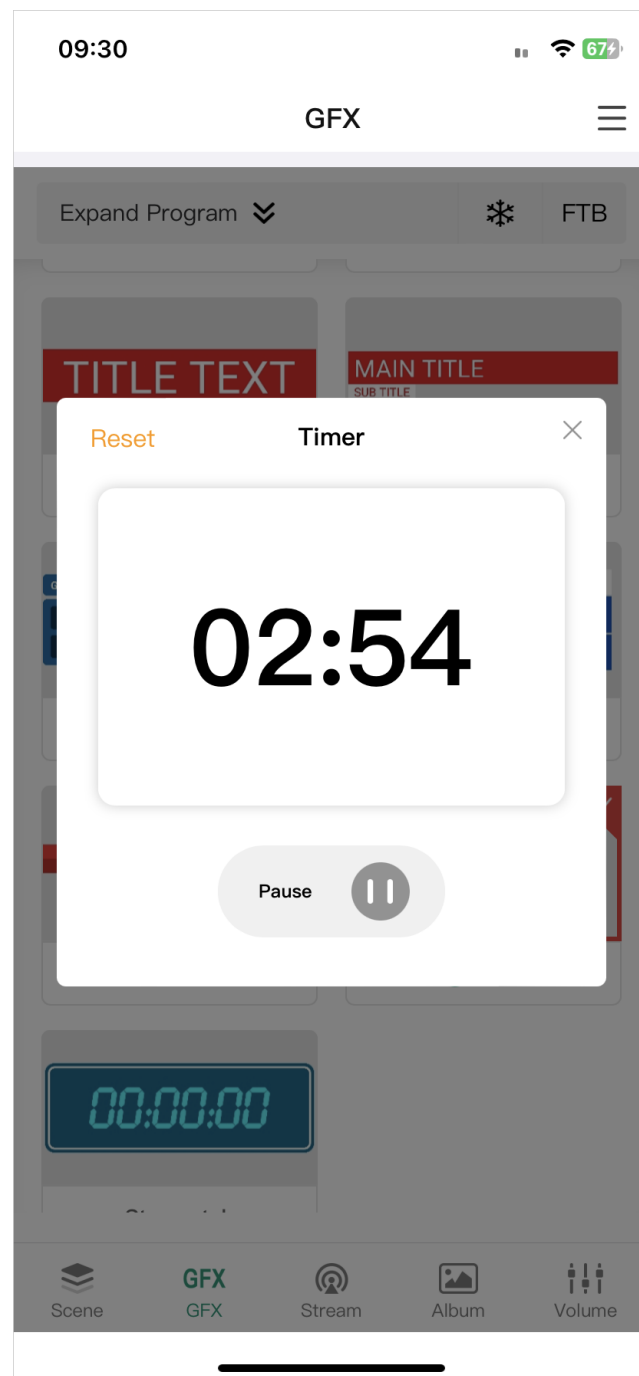
- Tap the upper part of the number to increase the score, and tap the lower part of the number to decrease the score.
- Tap the left or right arrow of **Inning** to set inning number and the "top" or "bottom" half. And confirm whether to also clear settings of on-base runners, outs, balls and strikes on the popup.
- Control game time:
  - Tap to start counting; tap to pause counting.
  - Tap the time number, and then select time in the time box to adjust time, or tap "Reset" to reset the game time to zero or the preset duration.
- Tap the left or right arrow of **Ball** to indicate balls as numbers.
- Tap the left or right arrow of **Strike** to indicate strikes as numbers.
- Tap the left or right arrow of **Out** to indicate outs as numbers or shapes.
- Tap **Clear Pitch Count** to make balls and strikes both zero.
- Tap to indicate runners on 1st Base, 2nd Base, and 3rd Base.
- Tap **Reset** to clean all the sets. You can also long-press the thumbnail and select "Reset" on the popup menu.
- Tap "x" to go back.

If some element is set to be hidden, you can tap "Show" to display it.



## Control Soccer Scoreboard




- Tap the upper part of the number to increase the score, and tap the lower part of the number to decrease the score.
- Show stoppage time:
  - Tap the time number to select the stoppage time, and you can tap "Reset" to reset the stoppage time to zero.
  - Tap  to show the stoppage time, and tap  to hide.
- Control game time:
  - Tap  to start counting; tap  to pause counting.
  - Tap the time number, and then select time in the time box to adjust time, or tap "Reset" to reset the game time to zero.
- Show substitution:
  - Tap **Substitution** to enter the information of the players to enter and leave the field.
  - Tap  to show the substitution, and tap  to hide.
- Tap **Reset** to restore the score to 0:0, and reset the game time and stoppage time to zero. You can also long-press the thumbnail and select "Reset" on the popup menu.
- Tap "x" to go back.






## Control Timer

You can only apply one timer, but you can control all the timers separately.

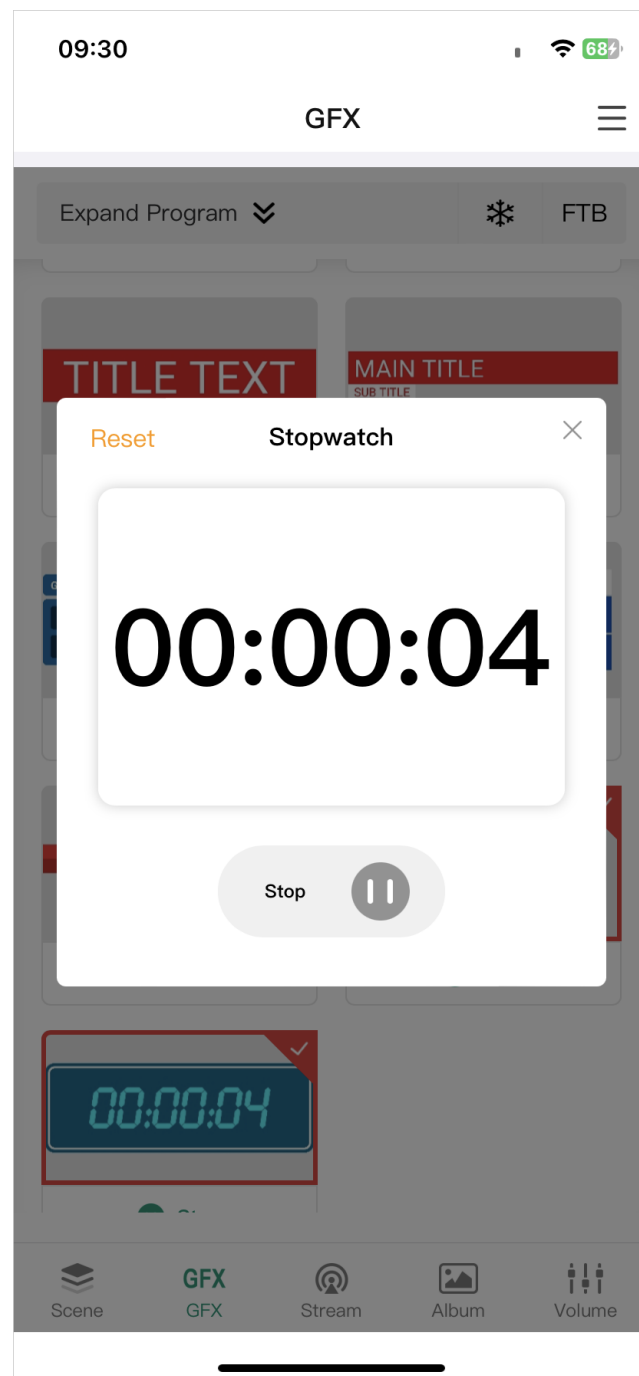
### Way 1

1. Apply a Timer.
2. Under the thumbnail, tap  to start counting, tap  to pause counting, tap  again to resume counting.
3. Long-press the timer thumbnail and tap **Reset** to restore the timer to the preset duration.

### Way 2

1. Long-press a timer thumbnail and tap **Control** on the popup.
2. Tap  to start counting, tap  to pause counting, tap  again to resume counting.
3. Tap **Reset** to restore the timer to the preset duration, and you can re-select the duration.
4. Tap "x" to go back.











## Control Stopwatch

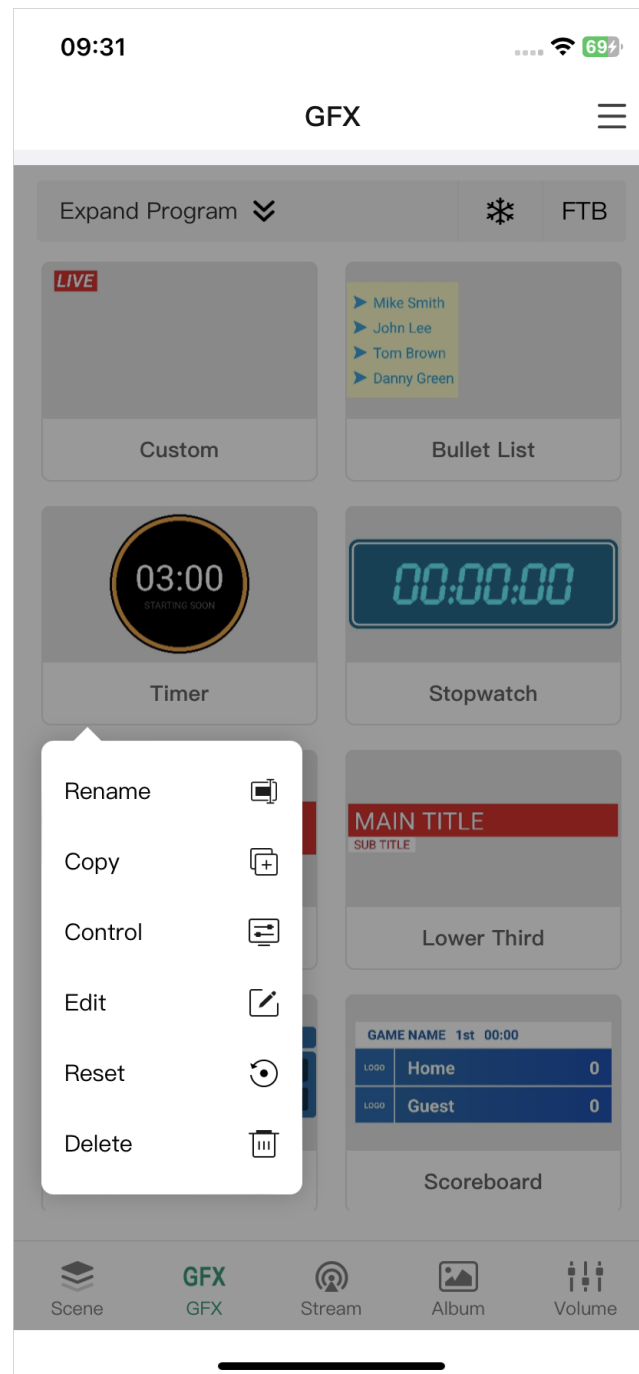
You can only apply one stopwatch, but you can control all the stopwatches separately.

### Way 1

1. Apply a stopwatch.
2. Under the thumbnail, tap  to start counting, tap  to pause counting, tap  again to resume counting.
3. Long-press the thumbnail and tap **Reset** to restore the stopwatch to zero.

### Way 2

1. Long-press a thumbnail and tap **Control** on the popup.
2. Tap  to start counting, tap  to pause counting, tap  again to resume counting.
3. Tap **Reset** to restore the stopwatch to zero.
4. Tap "x" to go back.



## Rename GFX

1. Long-press a **GFX** thumbnail.
2. Tap **Rename** on the menu.
3. Enter the new name, and tap **Save**.

## Delete GFX

1. Long-press a **GFX** thumbnail.
2. Tap **Delete** on the menu.
3. Confirm to delete on the popup.

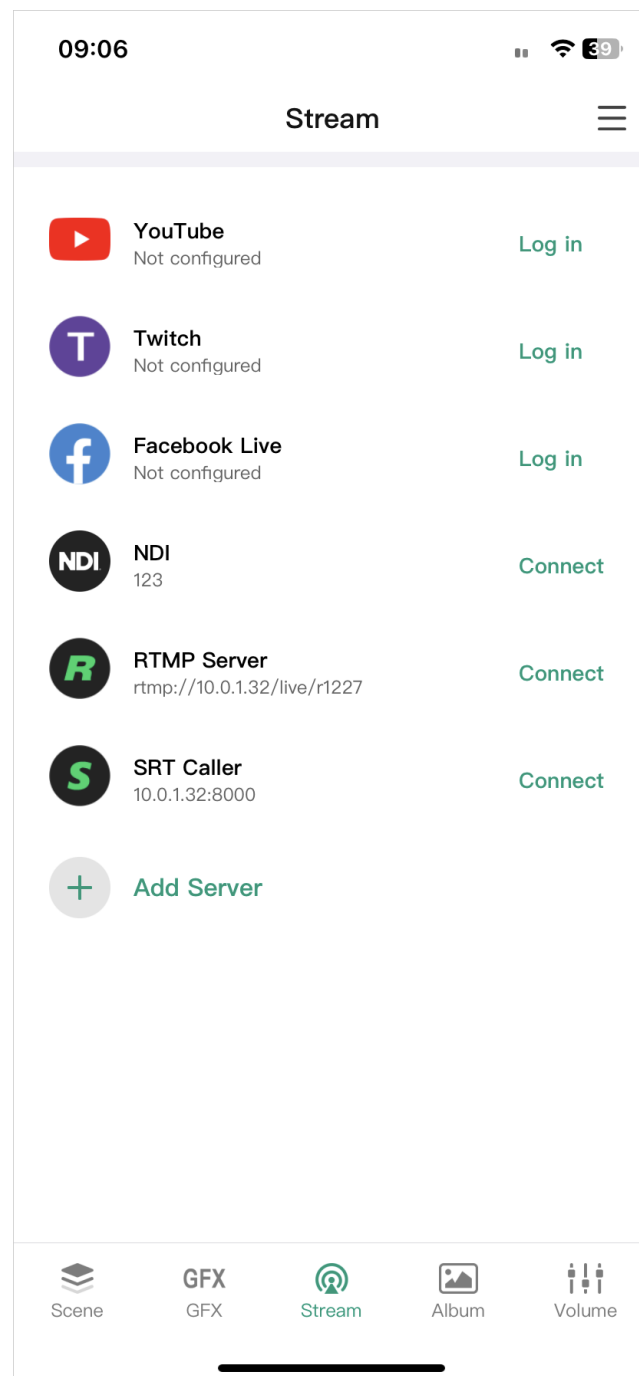
## Copy GFX

1. Long-press a **GFX** thumbnail.
2. Tap **Copy** on the menu.
3. Confirm to copy on the popup.

## Edit GFX

You can edit text content and replace pictures of some **GFX** types.

1. Long-press a **GFX** thumbnail.
2. Tap **Edit** on the menu.
3. Edit text content or replace pictures in the popup, and tap **Save**.



## Control Streaming

Tap **Stream** at the bottom to open the stream server list.

## Configure Stream Servers

1. Tap **Log in** or **Configure** behind the server name to start configuring server parameters. Please refer to the following contents.
  - [Configure YouTube Server](#)
  - [Configure Twitch Server](#)
  - [Configure Facebook Live Server](#)
  - [Configure NDI Server](#)
  - [Configure RTMP Server](#)
  - [Configure SRT Caller](#)
2. Tap **Add Server** to add more servers.
3. To edit a server, tap the server name to enter the edit page. After you change the settings, tap **Save**. If you tap **Cancel**, all the changes will be discarded.
4. To delete a server, swipe a server to the left and tap **Delete**.

14:01 61%

← Add YouTube

Name: YouTube Server

Encode: Encode 1

Ingestion Protocol: RTMP >

Authentication: Log In

Ingest Server: Primary server (rtmp)

Post To:

Quick Stream: ☐

Network: Default >

Test

Save

Cancel

## Configure YouTube Server

1. Select **YouTube** in the stream setting page.

2. Set the following parameters:

- **Name:** enter a new name.
- **Encode:** select an encode scheme.
- **Ingestion Protocol:** select **RTMP** or HLS.
- **Authentication:** Tap **Log In**, and then follow the instructions to log into your account. Your username and profile image will be displayed after login. Your nickname, user avatar images and authorization token will be stored encrypted in the Director device after a successful authorization. When you [delete the YouTube server](#) or remove the Director device from trusted apps from your [Google account's security setting](#), we will follow the policies of Google to clear saved data in 0 to 24 hours.

If you have not enabled live streaming for your YouTube account, your YouTube login will fail. Also note that you need to have live streaming enabled 24 hours before starting streaming. For details, see [Why can't I log in to my YouTube account](#).

- **Ingest Server:** Select one from **Primary server (rtmp)**, **Primary server (rtmps)**, **Backup server (rtmp)**, or **Backup server (rtmps)**.
- **Post to:** Select a channel, event, or **New stream**. If you select **New stream**, you need to set **Title** (mandatory), **Description**, and **Privacy**. **Privacy** options are:
  - **Public:** The stream is visible to all people.
  - **Private:** The stream is visible only to you and people selected by you.
  - **Unlisted:** The stream is visible only through a link.

- **Quick Stream:** When it is enabled, you can start streaming quickly on the device screen.
  - **Network:** Set the network priority for streaming. Options include:
    - Default: The system's default network priority, that is Ethernet > WLAN > Cellular.
    - Cellular First
    - WLAN First
    - Ethernet First
3. Tap **Test** to test whether the previous configurations are working properly.
  4. Tap **Save**.



14:01

← Add Twitch

Name: Twitch Server

Encode: Encode 1

Authentication: Log In

Ingest Server: Auto

Quick Stream: ☐

Network: Default >

Test

Save

Cancel

## Configure Twitch Server

1. Select **Twitch** in the stream setting page.
2. Set the following parameters:
  - **Name:** Enter a new name.
  - **Encode:** Select an encode scheme.
  - **Authentication:** Tap **Log In**, and then follow the instructions to log into your account.
  - **Ingest Server:** The system lists available servers. You can select a nearby server for an optimal network path.
  - **Quick Stream:** When it is enabled, you can start streaming quickly on the main screen.
  - **Network:** Set the network priority for streaming. Options include:
    - Default: The system's default network priority, that is Ethernet > WLAN > Cellular.
    - Cellular First
    - WLAN First
    - Ethernet First
3. Tap **Test** to test whether the previous configurations are working properly.
4. Tap **Save**.

14:01 📶 61%

← Add Facebook

Name:

Encode: Encode 1

Authentication: Log In

Ingest Server:

Post To: 📷

Title:

Description:

Quick Stream: ☐

Network: Default >

Test 📷

Save

Cancel

## Configure Facebook Live Server

1. Select **Facebook** in the stream setting page.
2. Set the following parameters:
  - **Name:** Enter a new name.
  - **Encode:** Select an encode scheme.
  - **Authentication:** Tap **Log In**, and then follow the instructions to log into your account. Your username and profile image will be displayed after login. Your nickname, user avatar images and authorization token will be stored encrypted in the Director device after a successful authorization. To delete your information, you can [delete the created server](#) or you can remove the Director device from trusted apps from [Facebook](#). Your personal data will be deleted upon request in 0 to 24 hours. After you log in successfully, the system automatically selects a ingest server for you, which you cannot change.
  - **Post to:** Select Timeline or a Page as the streaming destination.
3. **Title:** Enter a title if needed.
4. **Description:** Enter some description if needed.
5. **Quick Stream:** When it is enabled, you can start streaming quickly on the main screen.
6. **Network:** Set the network priority for streaming. Options include:
  - Default: The system's default network priority, that is Ethernet > WLAN > Cellular.
  - Cellular First
  - WLAN First
  - Ethernet First
7. Tap **Test** to test whether the previous configurations are working properly.
8. Tap **Save**.

11:07

← Add NDI

Alias: NDI(2)

Source Name: 1-30 characters

Group Name: public

Video Source: Program >

Audio Source: Program >

Program Stream: H.264,1080p,60fps,62M... >

Preview Stream: 360p,30fps,3Mbps >

Transport Mode: TCP (Uni-connection) >

Discovery Server: ☐

Failover: ☐

Test

Save

Cancel

## Configure NDI Server

1. Select **NDI** in the stream setting page.
2. Set the following parameters:
  - **Alias:** Enter an alias name for your convenience of multi-item management.
  - **Source Name:** Enter a name, which is the name of the output NDI stream for the receiver to recognize. It supports 1-30 characters, which contain A-Z, a-z, 0-9 and \_-#()%.
  - **Group Name:** Enter a name to specify the client group receiving the NDI stream. It supports 1-64 characters, contain A-Z, a-z, 0-9 and \_-,. Multiple group names can be comma-separated. The default group name is public. If you do not want other devices on the network to be able to search for it at will, you can set a private group name, and other devices need to use the private group name to search for this device.
  - **Video Source:** Select the video source to encode. Options include Program, HDMI 1, HDMI 2, Webcam 1, Webcam 2 and Multi-View.
  - **Audio Source:** Select the audio source to encode. Options include Program, HDMI 1, HDMI 2, MIC, other available USB audio sources, and None.
  - **Program Stream:** Set the following parameters.
    - **Codec:** Options include H.264 and H.265.
    - **Resolution:** Options include 640x360, 960x540, 1280x720, 1920x1080.
    - **FPS:** Options change along with the frame rate of the show, which can be 60/59.94/50/30/29.97/25/24/23.98/15 fps.
    - **Bitrate:** It automatically changes according to resolution and FPS options.
    - **Profile:** Options include Baseline Profile, Main Profile, High Profile.
    - **Bitrate Mode:** It is fixed at CBR.
  - **Preview Stream:** Set the following parameters.

- **Resolution:** It is fixed at 640x360.
- **FPS:** It changes along with the frame rate of the show.
- **Bitrate:** It automatically changes according to the settings of Program Stream.
- **Profile:** Options include Baseline Profile, Main Profile, High Profile.
- **Bitrate Mode:** It is fixed at CBR.
- **Transport Mode:** Select a mode and set parameters if needed.
  - **UDP (Unicast):** The device sends a UDP stream directly to the receiver. It is used where lower latency matters. And multiple simultaneous streams will work independently for multiple receivers.
  - **UDP (Multicast):** The device sends the UDP stream to a multicast group. It is used for one-to-many broadcast for lower CPU usage. Parameters in a multicast configuration include:
    - **Multicast IP:** IP ranges from 224.0.0.0 to 239.255.255.255.
    - **Subnet Mask:** The legitimate value ranges from 255.0.0.0 to 255.255.255.252.
    - **Time to live:** It ranges from 1 to 255. The default value is 4.
  - **RUDP (Unicast):** Reliable User Datagram Protocol, is a connection-oriented and unicast protocol. RUDP helps to maintain the flow control and reliability of data transfer. The transmission control algorithms on both sending and receiving sides guarantee the RUDP capable of recovering from data loss, duplication, delay and reordering.
  - **TCP (Uni-Connection):** It indicates to establish single TCP connection between the device and the receiver, and transfer all A/V packets via one port. Compared with UDP (Unicast) or TCP (Multi-Connection), it has lower CPU usage. It is used where reliable data transfer matters, which makes it suitable for 4K NDI streams.

- **TCP (Multi-Connection):** It indicates to establish multiple TCP connections between the device and receivers, but transfer audio packet and video packet via different ports. It usually works in a complicated networking studio. It is used where reliable transmission of data matters, which makes it suitable for 4K NDI streams.
- **Discovery Server:** When it is enabled, the device can only be received by the specified receiver, and the mDNS auto-discovery function is unavailable.
  - i. Ensure that the receiver and device can ping each other.  
This function works between device and receiver that can ping each other even from differential network segment. After setting, the output stream of your device can be received by specified server.
  - ii. Specify the **Server IP** to the IP address of the discovery server.
  - iii. Set a same IP address of the discovery server on the NDI stream receiver.  
For example, launch the **NDI Access Manager** tool installed in the receive computer, enter the **Advanced** tab, uncheck **Multicast Sending Enabled** , and check **Use Discovery Server**, and then specify **Server IP** to the IP address of the receiver server running discovery service function.  
Note: The Server IP of NDI Access Manager and Director device should be the same.
- **Failover:** You can toggle on to protect your NDI transmission from failure. If the source video fails, the backup device begins to provide a service. The initial source will be restored after it recovers.
  - **Source name** shows the backup NDI channel name.  
Tap **Change** and select the failover (backup) video device within the same NDI group as the initial source.
  - **IP address** shows the IP Address of the backup NDI channel, which is automatically obtained after you select the backup NDI source.

3. Tap **Test** to test whether the previous configurations are working properly.

14:01 61%

← Add RTMP

Name: RTMP Server(5)

Encode: Encode 1 >

URL: rtmp:// URL

Stream Key:

Authentication: ☐

Quick Stream: ☐

Network: Default >

Test

Save

Cancel

4. Tap **Save**.

## Configure RTMP Server

1. Select **RTMP** in the stream setting page.
2. Set the following parameters:
  - **Name:** Enter an alias name for your convenience of multi-item management.
  - **Encode:** Select an encode scheme.
  - **URL:** Tap the prefix to select **RTMP** or RTMPS protocol, and enter the URL of the stream destination.
  - **Stream Key:** Enter the key got from the stream destination.
  - **Authentication:** Turn on if needed, and then enter your **Username** and **Password** at the third-party live streaming platform.
  - **Quick Stream:** When it is enabled, you can start streaming quickly on the main screen.
  - **Network:** Set the network priority for streaming. Options include:
    - Default: The system's default network priority, that is Ethernet > WLAN > Cellular.
    - Cellular First
    - WLAN First
    - Ethernet First
3. Tap **Test** to test whether the previous configurations are working properly.
4. Tap **Save**.

14:02 61%

← Add SRT

Name: SRT Caller(2)

Encode: Encode 1 >

Address: IP address or domain name

Port: 1-65535

Stream ID: 0-256 characters

Latency: 120 ms

Encryption: ☐

Quick Stream: ☐

Network: Default >

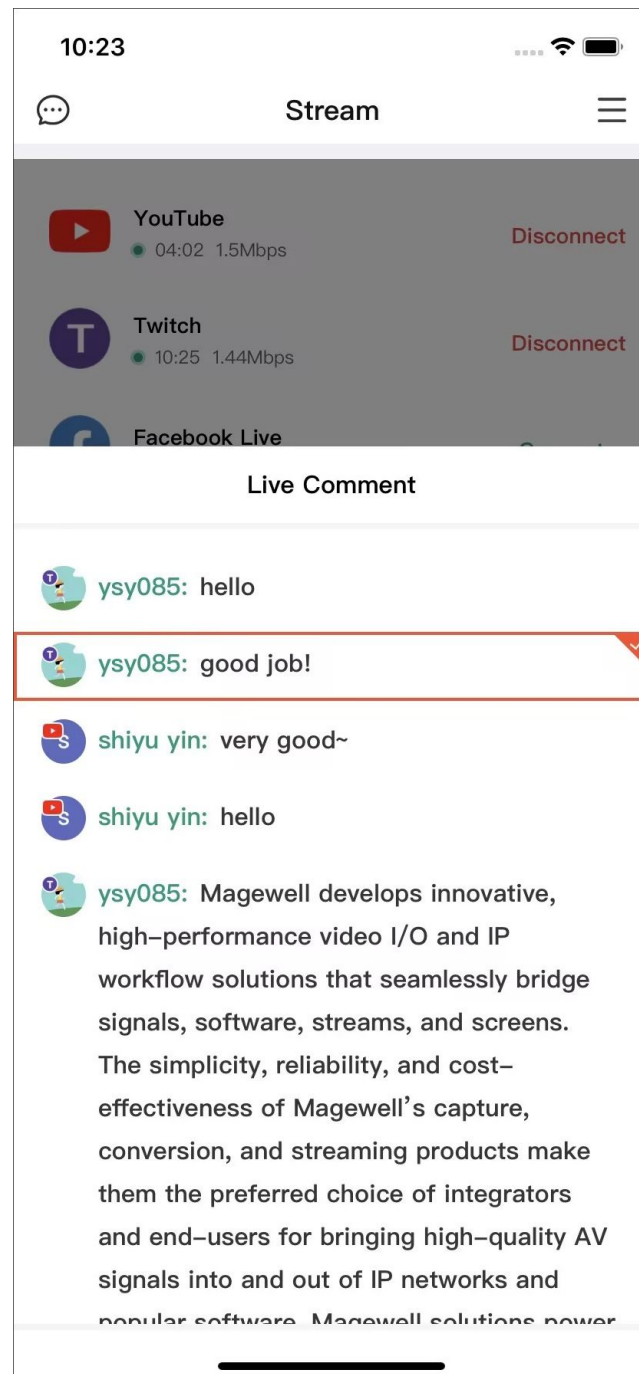
Test

Save

Cancel

## Configure SRT Caller

- Select **SRT** in the stream setting page.
- Set the following parameters:
  - **Name:** Enter an alias name for your convenience of multi-item management.
  - **Encode:** Select an encode scheme.
  - **Address:** Enter the address of receiver.
  - **Port:** Enter the port number of receiver. Value ranges from 1 to 65535.
  - **Stream ID:** Enter a custom ID, which can contain 0-256 characters.
  - **Latency:** Enter a number between 20 to 8000. The default value is 120ms. We recommend that the latency is configured the same as that of the receiver.
  - **Encryption:** Toggle on if needed, and then select an encryption algorithm, which can be **AES 128**, **AES 192** or **AES 256**. And enter the Password, which can contain 10 to 79 characters.
  - **Quick Stream:** When it is enabled, you can start streaming quickly on the main screen.
  - **Network:** Set the network priority for streaming. Options include:
    - Default: The system's default network priority, that is Ethernet > WLAN > Cellular.
    - Cellular First
    - WLAN First
    - Ethernet First
- Tap **Test** to test whether the previous configurations are working properly.
- Tap **Save**.



## Start Streaming


You can simultaneously stream to two destinations at most.

1. Tap **Connect** next to a configured server to start streaming to this server.  
Under the server name, it displays streaming duration and real-time streaming rate.
2. (Optional) Tap **Connect** next to another configured server to stream to this server simultaneously.
3. Tap **Disconnect** of a working server to stop streaming to the server.

For YouTube streaming, if you create a new stream to post to, it enables Auto-start by default. When you start streaming to this channel, it goes live at once on YouTube. If you need to preview the stream at first, you may refer to [How to start a stream scheduled later for YouTube](#).

## View Live Comment

You can view live comments when streaming to YouTube, Twitch or Facebook, and






1. Tap  at the upper left corner to open the live comments box, which displays the profile pictures with the platform logo, accounts and comments.
2. Scroll up to view earlier comments, and scroll down to view the most current comments.
3. Long-press one comment to open the setting page.
  - Tap the arrows to switch the overlay style.
  - Tap the check box of **Auto Clear** and set the duration after which the comment automatically disappears.
  - Tap **Send** to sent it as an overlay.
4. Tap the overlay comment to cancel.
5. Tap "x" to close the comment box.



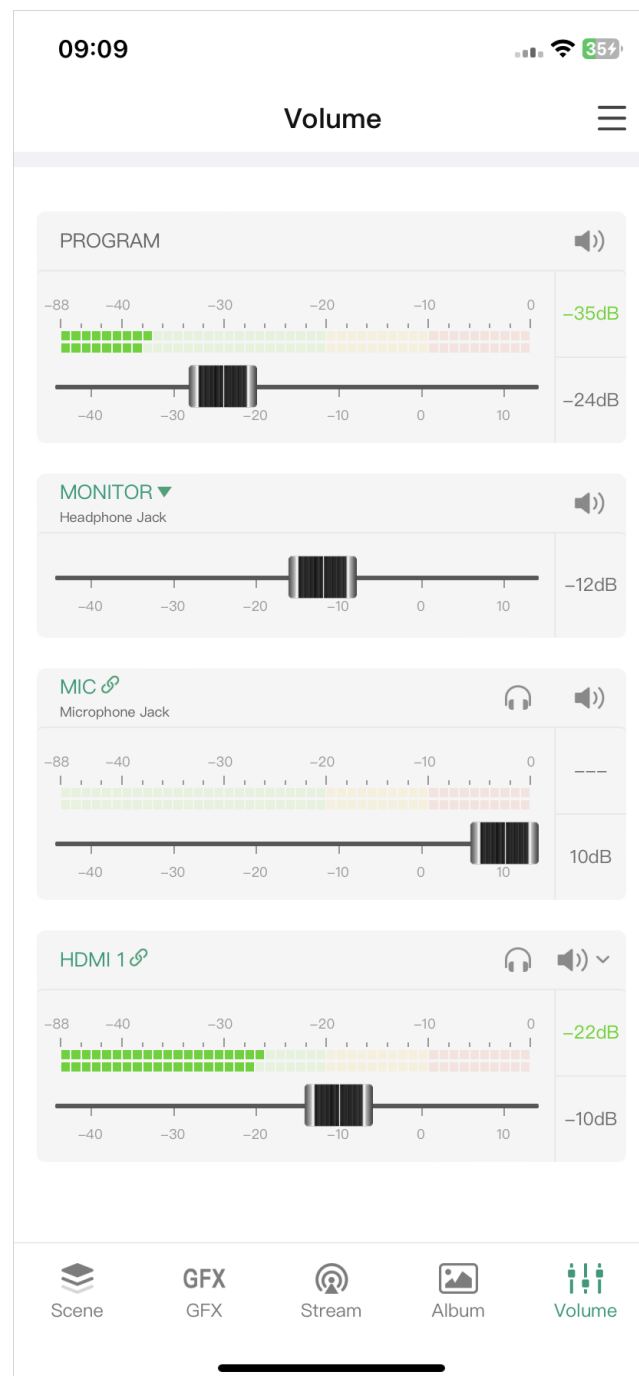


## View Album and Control Recording

Tap **Album** at the bottom to open the album page.

- Tap the **Record**, **Replay** or **Screenshot** tab to switch pages, and tap files to preview.
- Swipe a file to the left, and tap **Download** to download the file to your phone.
- Swipe a file to the left, and tap **Delete** to delete the file.
- View current save path (  indicates the SD card, and  indicates the internal storage), free space and time left for recording at the page bottom.
- Tap  to start recording, and tap  to stop recording.
- Tap  to take screenshots.

- When the recording time is less than 1s, the recording file will not be saved.
- When the remaining free space is insufficient, the device will stop recording automatically.



## Control Audio

Remote Assistant supports controlling the output and input audio of the show. Tap **Volume** at the bottom to open the audio mixer.

## Audio Type

Scroll the audio mixer to view all the audio sources.

- **PROGRAM:** Output audio of the program scene, for streaming or recording.
- **MONITOR:** Audio output for monitoring.
- **Audio Input Sources:**
  - **MIC:** Audio of global microphone.
  - **Bluetooth:** Audio from a Bluetooth device, which is displayed when the device is connected with the Director device.
  - **USB AUDIO:** Audio from a USB device, which is displayed when the device is connected with the Director device.
  - **HDMI:** Audio from an HDMI source, which is displayed on the audio mixer by default.
  - **RTMP/SRT/RTSP/NDI Stream:** Audio from the **RTMP/SRT/RTSP/NDI** stream source, displayed with the self-defined name.
  - **Phone Camera:** Audio from the phone, displayed with the self-defined name.
  - **VIDEO CLIP:** Audio embedded in the video clip source, which appears when the video clip is in program view. It displays the file name under VIDEO CLIP to distinguish different files.
  - **BGM:** Audio of the background music. Usually, it displays the global BGM. When the current scene has private BGM, the global BGM is overridden by the private one.
  - **Webpage:** Audio from a webpage source.
  - **GFX:** Audio from a webpage or NDI **GFX**, which appears when a webpage or NDI **GFX** is

displayed in the show.

Audio Meter

Except the monitor, each audio has its audio meter showing the real-time level. The range of the audio meter is -88 dB to 0 dB. It displays the peak value on the right of the audio meter. Colored blocks and scales indicate the danger of clipping, as shown in the table below.

Color	Scale Range	Description
Green	-88 ~ -40	Audio device is connected.
Green	-40 ~ -20	Audio volume is low.
Yellow	-20 ~ -10	Audio is at normal levels.
Red	-10 ~ 0	Audio is in danger of clipping.



Adjust Audio Level

Each audio has a fader for adjusting the maximum level.

- Move the fader to set the gain on the audio level. The range is from -40dB to 10dB.
- The current adjusted value is displayed on the right of the fader. Double-click the value to restore the fader to 0dB.

Set Program Audio

Use the button on the right side of PROGRAM to turn on or turn off the program output audio.

-  : indicating the program output audio is turned on.
-  : indicating the program output audio is turned off.

## Set Monitor

The monitor has an independent audio level with the default gain of -15 dB. You can set monitor audio without effecting the program output audio.



### Set Monitor Properties

Tap **MONITOR** to set the following properties.



- **Select Device:** select a device as the monitor.
  - Headphone Jack: device connected to the headphone jack.
  - Bluetooth Device: device connected through BT.
  - *USB device*: device(s) connected to the USB 3.0 port(s). The system automatically lists device name(s).
- **Monitor Option:**  
Toggle on/off the switch of **MIC Input** to set whether to monitor the microphone. It is toggled on by default.

### Enable/Disable Monitor

Tap the button on the right side to enable or disable audio monitoring.





-  : indicating audio monitoring is enabled.
-  : indicating audio monitoring is disabled.

### Solo Monitor

- Tap  to only monitor this audio input.
- Tap  to cancel.

## Set Audio Input Sources




### Audio Association State









- When an audio input source is added to multiple scenes, its name is displayed in green on the audio mixer, and you can tap the name to change its association state. It also applies to global audio, including microphone, Bluetooth and USB audio.
  -  : indicating the audio input is associated with multiple scenes. The settings to this audio input will take effect to all the scenes.
  -  : indicating the audio input is not associated with other scenes. You can customize the audio mixing mode and adjust audio level for each scene.
  - When the state changes from  to  , the settings to this audio input on current scene will take effect to the whole show.
- When an audio input source is only contained in one scene, its name is displayed in black on the audio mixer and cannot be tapped. The settings to this audio input will take effect to all the scenes.

When a webpage's audio is added into different scenes or GFXs, it is treated as separate audio input sources, serving as the private audio for each scene or **GFX**.

### Set Audio Mixing Mode

Tap the icon to set the audio mixing mode of each audio input source.





- When the audio input source is in  state, or is only added in one scene.
  -  : Audio-follow-video. The audio will only be sent to the program output when the input is in program view.
  -  : Always ON. An audio input will be permanently mixed into the program output.

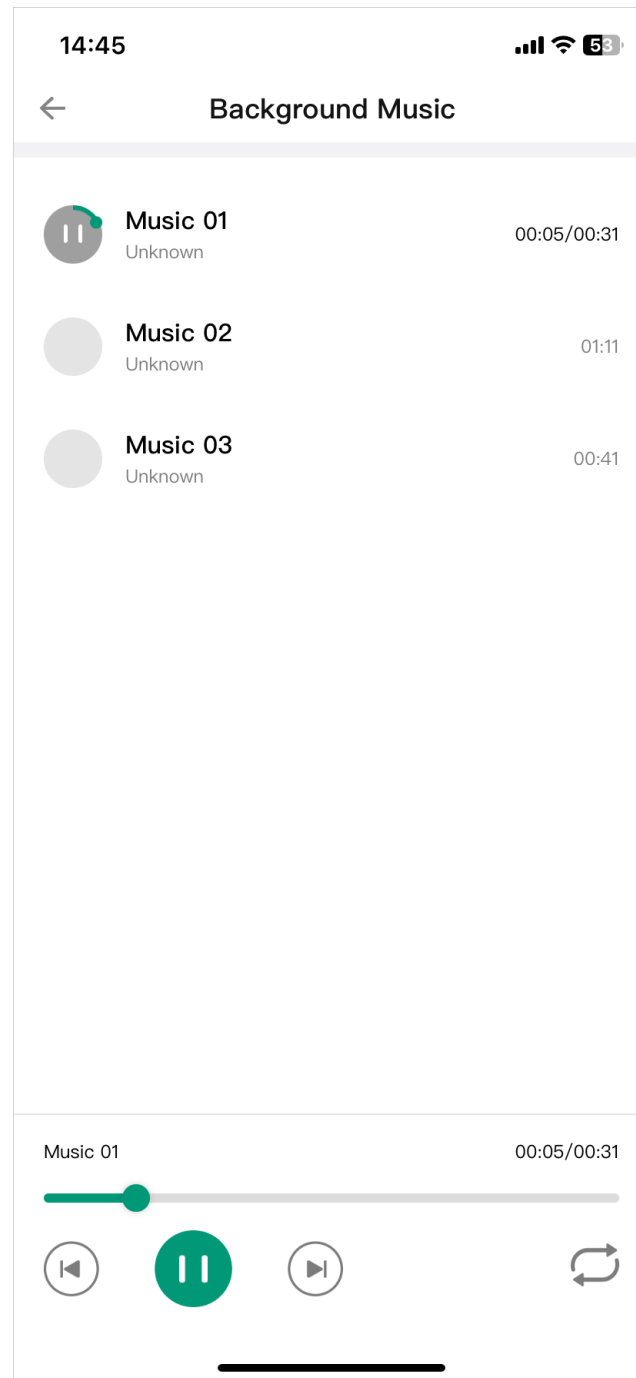
-  : Always OFF. An audio input will be permanently not mixed into the program output.
- When it is private BGM, Video Clip, or other audio input source in  state.
  -  : ON. When the current scene is in program view, the audio will be sent to the program output.
  -  : OFF. When the current scene is in program view, the audio will not be sent to the program output.
- When it is global BGM,
  -  : ON. It will be permanently mixed into the program output.
  -  : OFF. It will be permanently not mixed into the program output.
- When it is webpage [GFX](#) or NDI [GFX](#),
  -  : ON. When the [GFX](#) is applied, the audio will be sent to the program output.
  -  : OFF. When the [GFX](#) is applied, the audio will not be sent to the program output.

If you connect a Magewell USB Capture device to the Director device, the USB audio supports AFV. For other USB devices, they do not support AFV.


## Use Magewell USB Capture

When a Magewell USB Capture is connected to the Director device, you can control the embedded audio from the input signal and microphone/Line In audio.








- Embedded audio from the input signal: support setting  and  state. Please refer to [Set Audio Input Sources](#).
- Microphone/Line In audio:
  -  : ON. The audio input will be permanently mixed into the program output.
  -  : OFF. The audio input will be permanently not mixed into the program output



## Control Background Music

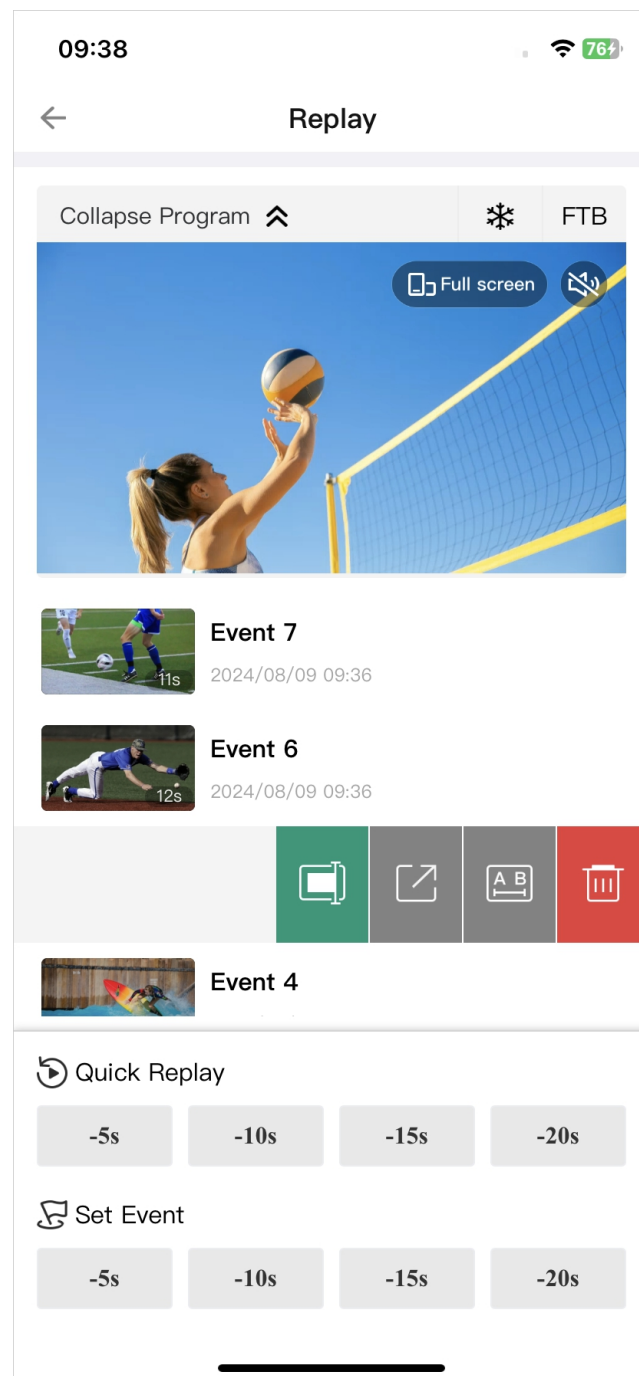
Tap  and select **Background Music** to control BGM. Usually, it displays the global BGM. When the current scene has private BGM, the global BGM is overridden by the private one.

## Play BGM

1. Tap the song name to switch.
2. Tap buttons on the playback bar to control the BGM playback.
  - Tap  to play or  to pause.
  - Tap  to play the previous song or  to play the next song.
  - Drag the playhead to a specified position.
  - Set the loop policy:
    -  : Repeat the playlist
    -  : Repeat the song
    -  : Shuffle the playlist


## Delete BGM

1. Swipe a song to the left.
2. Tap **Delete**.
3. Confirm to delete on the popup.



## Control Replay

Replay allows you capture some of the greatest moments, slow down the action and save your highlights.

Please enable the Replay function on the device, and tap  and select **Replay** to open the Replay page.

## Quick Replay






Quick Replay allows you to review the recent live content.

Tap **-5s**, **-10s**, **-15s** or **-20s** under **Quick Replay** to replay the live content from 5, 10, 15 or 20 seconds ago.


If you have enabled two replay cameras, select which camera to replay first on the popup window.

## Event Replay

You can also save events during live program, and replay the events later.

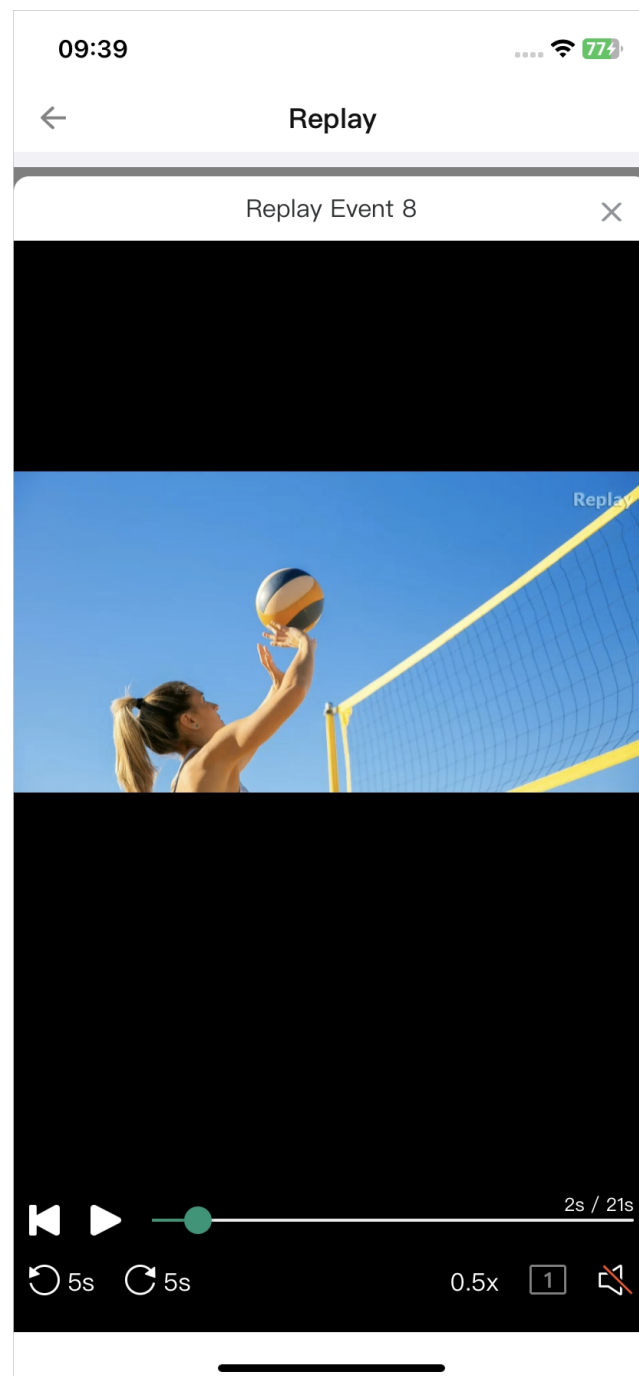
1. Tap **-5s**, **-10s**, **-15s** or **-20s** under **Set Event** to quickly save one or more events backtracked 5, 10, 15, or 20 seconds.
2. Events are chronologically sorted from newest to oldest. It displays event title and timestamp on the right. Swipe an event thumbnail to the left to manage the event.
  - Tap  to rename the event.
  - Tap  and then select a destination from the popup to share the event. At the same time, the event is saved in your phone.
  - Tap  to set the play range.
    - i. Drag  and  to define start and end points.



- ii. Tap **Save**, and then select **Save a new video** to save it as a new event or select **Save** to replace the original event.
    - Tap  to delete the event.
- 3. Tap an event thumbnail to enter the replay mode.

If you have enabled two replay cameras, select which camera to replay first on the popup window.

Events are saved into the Album, you can tap the Record tab to view.



## Control Replay

When it enters the replay mode, you can see the replay image. Double-click on the screen to switch between two effects: one where the image is scaled proportionally to fit the screen with some blank space (margins), and another where the image is scaled proportionally to fill the screen, potentially cropping the edges.


- Drag the playhead of progress bar to adjust the progress.
- Tap to rewind to the start.
- Tap or to play or pause the replay.
- Tap or to fast backward or forward at a faster pace, such as 5s, which is set on the device.
- Tap the speed button to change the playback rate. Options include 0.1x, 0.25x, 0.33x, 0.5x, 0.75x, and 1.0x (default).
- Tap the camera switch button to switch the replay content.
  - : Camera 1
  - : Camera 2
  - : Camera 1 and 2 in side-by-side layout
- Tap for more features. (Only for quick replay)
  - **Save event:** save the content of quick replay to the Album.
  - **Mute/Unmute sound:** tap to mute or unmute the sound of replay.
- Tap the sound button to mute or unmute the replay sound. (Only for event replay)
  - indicates the sound is muted.
  - indicates the sound is unmuted.
- Tap X to exit.

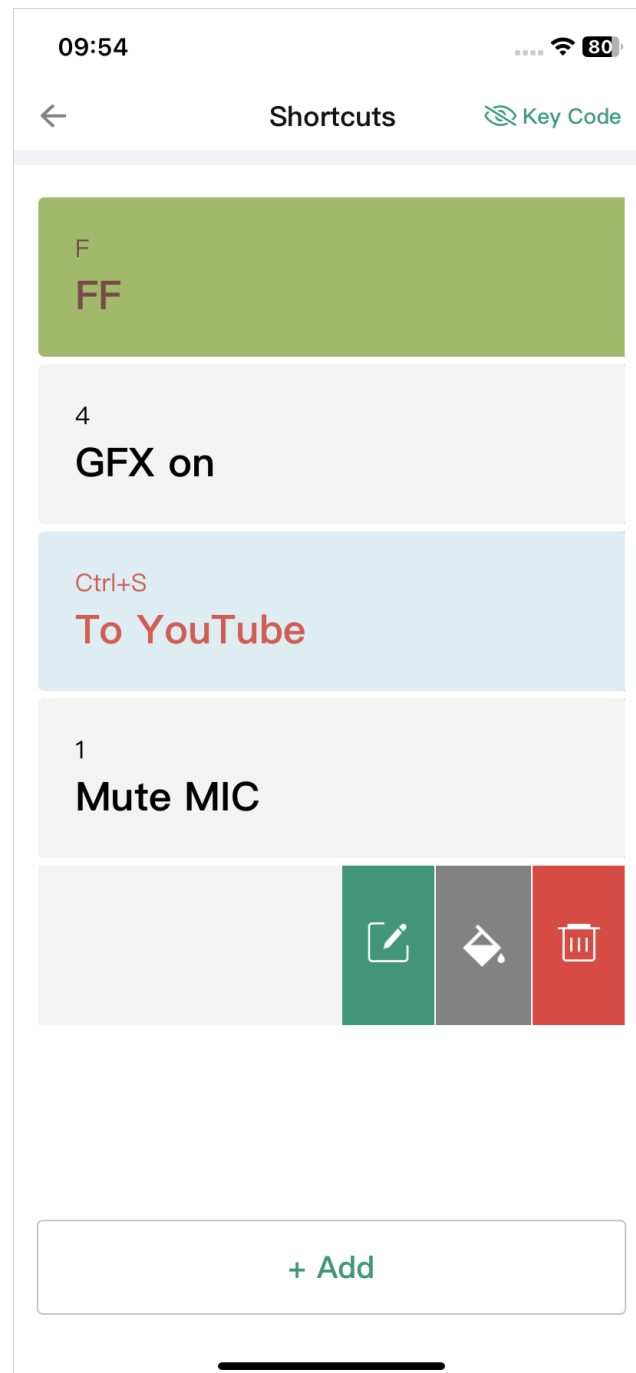
The screenshot shows the 'Add Shortcuts' app interface. At the top, the status bar displays the time 09:55, signal strength, Wi-Fi, and battery level at 80%. The app title 'Add Shortcuts' is centered at the top with a back arrow on the left. Below the title, there are three main sections: 'Name' with a text field containing 'FTB', 'Function' with a dropdown menu showing 'Turn on/off FTB' and a '+Add Function' button, and 'Key' with two input fields: 'Key Code' containing '12' and 'Key Text' containing 'A'. At the bottom, there are two buttons: a green 'Save' button and a white 'Cancel' button.

## Control Shortcuts

You can connect a USB keyboard or Bluetooth keyboard with the Director device, such as X-Keys and NumberPad, and then set shortcuts on the app for more convenient control.

### Add Shortcuts

1. Tap  and select **Shortcuts**.
2. Tap **Add**.
3. Enter a custom name for your shortcut.
4. Tap **Add Function**, and then tap the drop-down box of **Function** to select a function. As some functions may need more selections or operations, follow the on-screen guide to continue. Tap **Add**.
5. To add more functions for the shortcut, repeat step 4.
  - You can add up to 3 functions for one shortcut. When you press the key, it executes all the functions at the same time.
  - Besides, it provides the extra 'Wait' function which can be added between each two functions. By setting the wait duration, a group of functions can be activated sequentially with a single press, allowing them to take effect one by one.
6. Tap **Find a key for the shortcut**
  - i. Press a key on the keyboard to help find the key code, or you can enter a key code number. You can also press two or more keys at the same time.
  - ii. Enter the key text on the key to help identify the key. You can also customize the text.
  - iii. Tap **Add** to confirm.
7. Tap **Save** to finish adding this shortcut.
8. Repeat step 2 to 7 to add more shortcuts.



9. The shortcut list displays all the shortcut keys (including key text and the custom name). Tap a shortcut or press a key to test whether the shortcut works normally.
10. (Optional) Tap **Key Code** at the upper right corner to display or hide key code.



## Edit Shortcuts

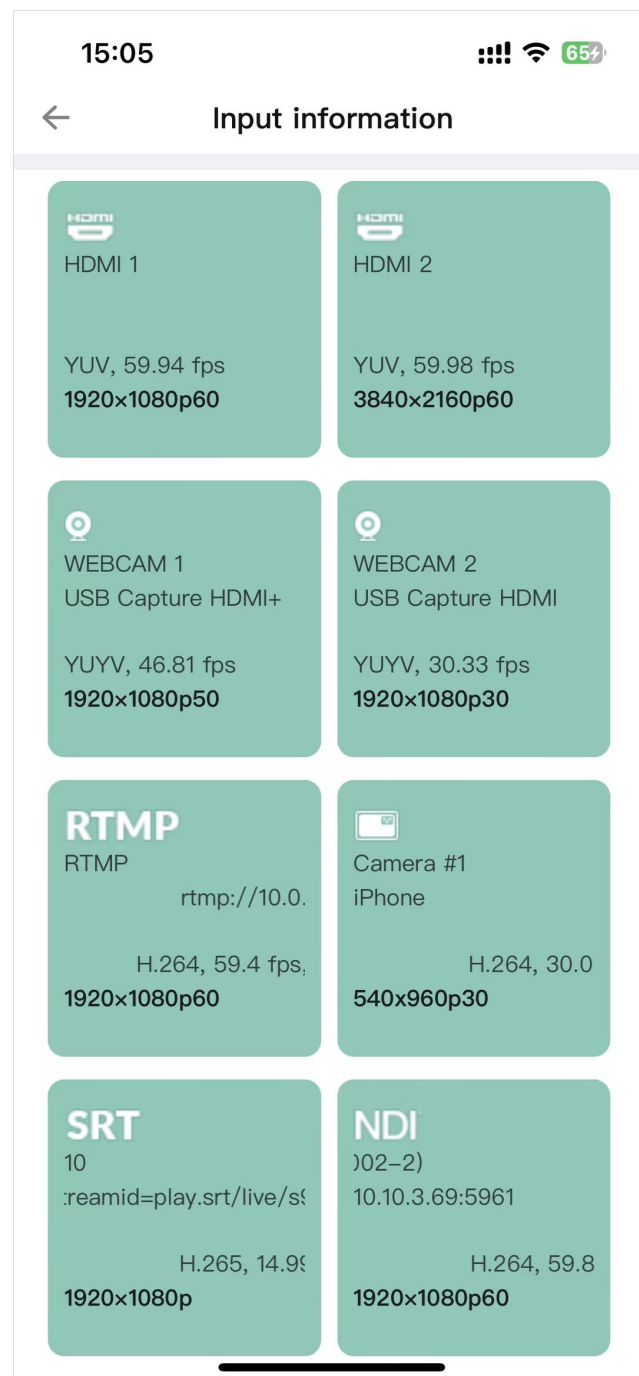
1. Tap and select **Shortcuts**.
2. Swipe a shortcut to the left.
3. Tap on the right, and then you can change the following properties.
  - Rename the shortcut.
  - Reselect functions by tapping a function.
  - Reorder functions by dragging and dropping.
  - Delete a function by tapping X.
  - Add more functions by tapping "Add Function".
  - Change the key by tapping "Key Code" or "Key Text".
4. Tap **Save** to save your changes.

## Set Text and Background Color for Key


1. Tap and select **Shortcuts**.
2. Swipe a shortcut to the left.
3. Tap to set the text color and background color.
4. Tap **Save** to save your changes.

## Delete Shortcuts

1. Tap  and select **Shortcuts**.
2. Swipe a shortcut to the left.
3. Tap  , and tap **Delete** to confirm.



## View Input Information

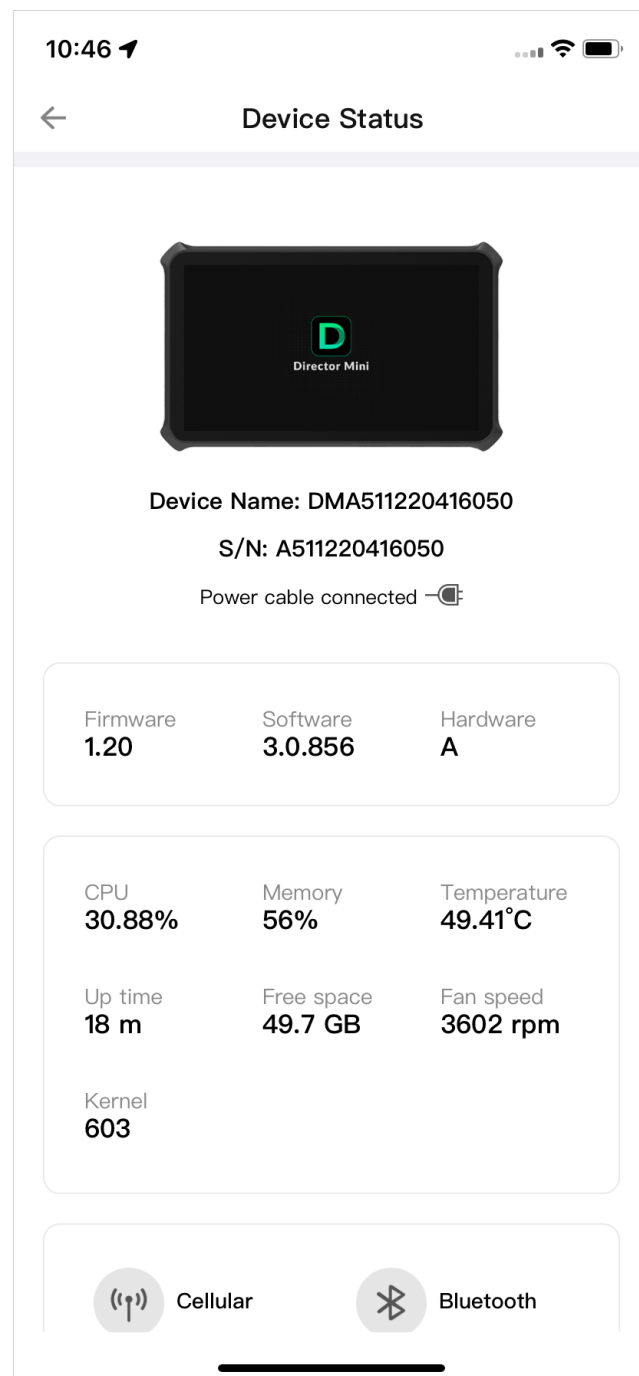
Tap  and select **Input Information** to view the information of each input source of current show, in which HDMI and WEBCAM are always displayed, while IP inputs and phone camera are displayed when they are added to scenes.

- **HDMI 1/2:** the input status of the HDMI 1/2 port
  - *Format:* the color format of HDMI input, such as YUV and RGB
  - *Real-time frame rate:* the real-time frame rate of HDMI input
  - *Resolution/frame rate:* the original resolution and frame rate of HDMI input, such as 1920x1080p60
  - *Disconnected:* no input source connected.
- **WEBCAM 1/2:** the input status of WEBCAM 1/2
  - *Device name:* the device name of WEBCAM
  - *Format:* the video format of WEBCAM input, such as YUYV, NV12 and MJPEG
  - *Real-time frame rate:* the real-time frame rate of WEBCAM
  - *Resolution/frame rate:* the resolution and frame rate of WEBCAM which is set when you add the source in a scene, such as 1920x1080p60
  - *Disconnected:* no input source connected or added to a scene
- **NDI®:** the input status of NDI stream
  - *Stream name:* the name of NDI stream
  - *URL:* the URL of NDI stream
  - *Codec:* the codec information of NDI stream, such as H.264 and H.265
  - *Real-time frame rate:* the real-time frame rate of NDI stream
  - *Bitrate:* the real-time bitrate of NDI stream


- *Resolution/frame rate*: the original resolution and frame rate of NDI stream, such as 1920x1080p60
- *Disconnected*: no NDI input signal
- **RTMP**: the input status of RTMP stream
  - *Stream name*: the name of RTMP stream
  - *URL*: the URL of RTMP stream
  - *Codec*: the codec information of RTMP stream, such as H.264
  - *Real-time frame rate*: the real-time frame rate of RTMP stream
  - *Bitrate*: the real-time bitrate of RTMP stream
  - *Resolution/frame rate*: the original resolution and frame rate of RTMP stream, such as 1920x1080p60
  - *Disconnected*: no RTMP input signal
- **SRT**: the input status of SRT stream
  - *Stream name*: the name of SRT stream
  - *URL*: the URL of SRT stream
  - *Codec*: the codec information of SRT stream, such as H.264 and H.265
  - *Real-time frame rate*: the real-time frame rate of SRT stream
  - *Bitrate*: the real-time bitrate of SRT stream
  - *Resolution/frame rate*: the original resolution and frame rate of SRT stream, such as 1920x1080p60
  - *Disconnected*: no SRT input signal
- **RTSP**: the input status of RTSP stream
  - *Stream name*: the name of RTSP stream

- *URL*: the URL of RTSP stream
- *Codec*: the codec information of RTSP stream, such as H.264
- *Real-time frame rate*: the real-time frame rate of RTSP stream
- *Bitrate*: the real-time bitrate of RTSP stream
- *Resolution/frame rate*: the original resolution and frame rate of RTSP stream
- *Disconnected*: no RTSP input signal
- **Phone Camera**: the input status of phone camera
  - *Camera name*: the custom name of phone camera
  - *Phone name*: the custom name or model of your phone
  - *Codec*: the codec information of phone camera
  - *Real-time frame rate*: the real-time frame rate of phone camera
  - *Bitrate*: the real-time bitrate of phone camera
  - *Resolution/frame rate*: the original resolution and frame rate of phone camera which is set when you add the source to a scene.
  - *Disconnected*: no phone camera input signal






## Check Device Status

Tap  and select **Device Status** to open the Director device status page, and it displays the following information.

- **Device picture:** the picture of the connected Director device model.
- **Device Name:** the connected Director device's name.
- **S/N:** the serial number of the connected Director device. The serial number can also be found on the device.
- **Power:** the power connection state, displaying the power cable or the battery status.
- **Firmware:** the firmware version of Director device.
- **Software:** the software version of Director device.
- **Hardware:** the hardware version of Director device.
- **CPU:** the CPU usage of Director device, in percentage.
- **Memory:** the memory usage of Director device, in percentage.
- **Temperature:** the temperature of the chipset on Director device.  
To avoid overheat, ensure that device is working in a well-aired environment with proper temperature. When the temperature approaches 90 degrees, you need to reduce the temperature, such as by using a fan.
- **Up time:** the duration that Director device keeps running since last startup.
- **Free space:** the available storage of Director device.
- **Fan speed:** the rotation speed of the fan per minute. This changes based on the temperature of Director device.
- **Kernel:** the usage of kernel resource.
- **Network:** the information of Cellular, BT, WiFi, Ethernet and Hotspot.

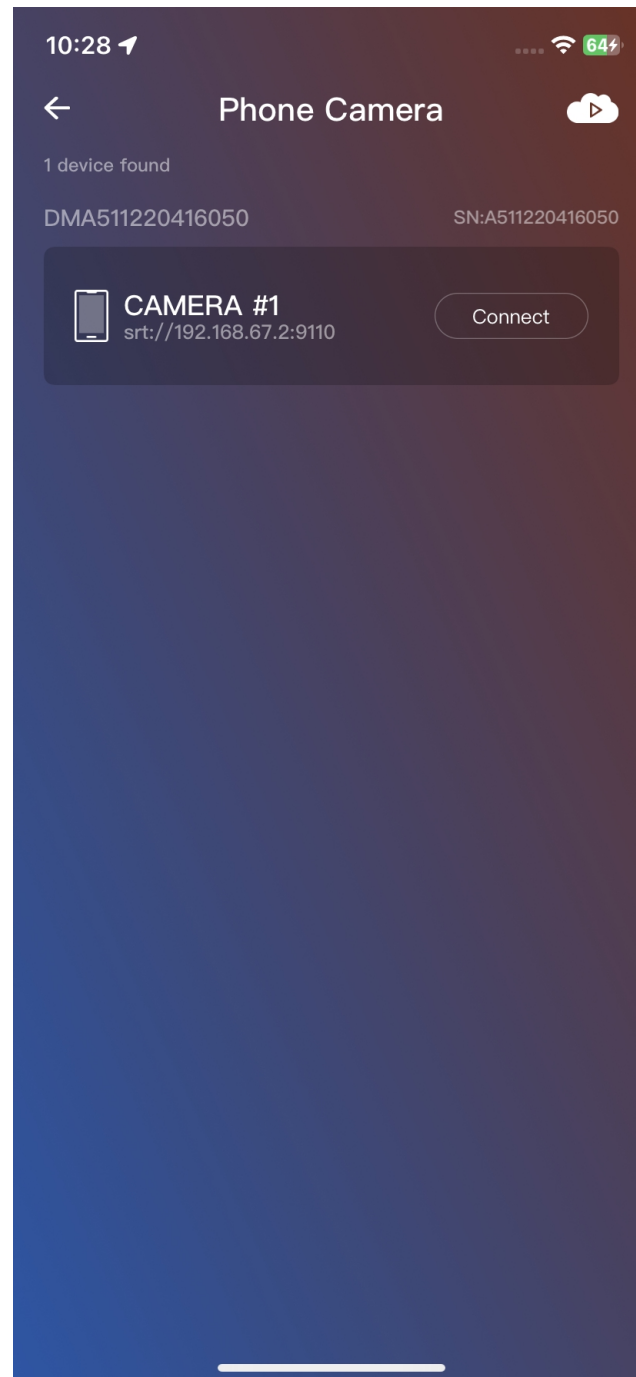
## Power Off the Device

Remote Assistant supports powering off the connected Director device.

1. Tap  at the upper right corner and select **Power off**.
2. Confirm to power off the device on the popup.

# Phone Camera

"Phone Camera" can turn your phone as a webcam to input to the Director device, or stream to a destination via [SRT](#).







## Connect Phone Camera




1. Ensure that your phone is connected to the same network as the Director device.
2. Ensure that you have added Phone Camera in one or more scenes in the current show on the Director device.
3. Open the Director Utility App, and tap **Phone Camera**.
4. Select a camera of one Director device in the detected device list, and tap **Connect**.
5. Then your phone goes into the shooting mode, and the real-time image taken by your phone is shown in the corresponding scene on the Director device.









## Control Camera

1. Rotate your phone to switch between landscape or portrait mode. (Screen Portrait Orientation mode is unlocked.)
2. Drag  on the left to zoom in/out.
3. Tap an area on the screen to focus.  
A yellow box will appear on the screen indicating the focus area and you can drag  to adjust brightness.
4. Tap and hold on a part of the screen for a few seconds to enable AE/AF lock.  
A yellow box with  will appear on the screen, and the focus is locked on that part. It will remain locked until you tap on another part of the screen.
5. Tap  and select **Front-facing** camera or **Back-facing** camera.  
There will be more back camera options, such as Back Dual Wide Camera and Back Ultra Wide Camera, depending on your phone type. Besides, you can even select a USB camera connected with your iPad.

To use the external USB webcams, the iPad requires an iPadOS version of 17 or above and it should have a USB-C port for connectivity.



6. Tap  /  to enable or disable the microphone. When the microphone is enabled, there will be an audio meter on the right side, displaying the real-time volume level.
7. Tap  to set whether to show the following elements.
  - **Camera Name:** The camera name you have set when adding a phone camera source on your Director device.
  - **Image Quality:** The image quality you have set when adding a phone camera source on your Director device.








- **Performance:** The performance of your phone, including CPU, memory, encoder and drop. (CPU and memory are only available for iOS.)
  - **Audio Level:** A audio meter displaying the audio level of the phone camera.
  - **PTZ Control:** The PTZ control bar.
  - **Tally Light:**  indicates your phone camera scene is on program, while  indicates it is on preview.
  - **Camera Parameters:** The parameters of your phone camera, including White Balance, ISO, Focus and Exposure, which can be set in [Pro Mode](#).
8. Tap  to customize the camera settings, referring to [Pro Mode](#).
  9. Tap  /  to turn on/off the flashlight. (The icon only appears when you select the back-facing camera.)
  10. Tap  to disconnect the device.



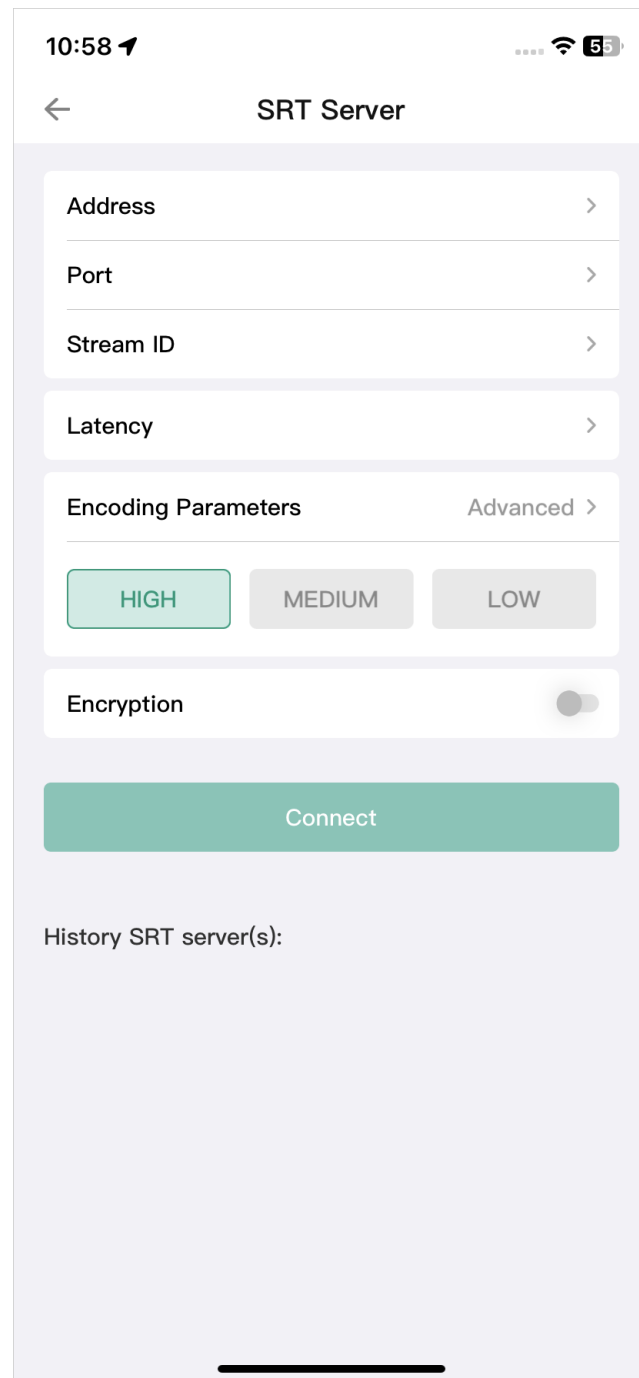


## Pro Mode

Tap  to customize the camera settings. The default setting of each item is , indicating auto adjustment.


-  **White Balance:**  
Select an appropriate white balance mode to ensure a true-to-life color range. For example, select  when shooting in bright daylight. Also, you can tap  to manually adjust the color temperature.
-  **ISO:**  
Slide the ISO value to set camera light sensitivity. Low values are for stationary or well-lit objects. Higher values are for fast-moving or low-lit objects, but which can result in noise.
-  **Focus:**  
Drag the adjustment bar to manually adjust the focus.
-  **Exposure:**  
Slide to change the exposure value. This determines how much light the camera's sensor receives. For low-light situations, use a higher exposure.
-  **IS:**  
Tap to enable or disable image stabilization.

The app will remember the settings when you exit, including portrait or landscape mode, front or back camera, etc. When your phone is connected to the device again, the settings are automatically restored.



## Stream via SRT

Director Utility App supports streaming real-time video taken by your phone to a destination via [SRT](#).

1. Ensure your phone is connected with a network.
2. Open the Director Utility App and tap **Phone Camera**.
3. Tap  on the right upper corner to open the [SRT](#) server configuration page.
4. Tap **Address**, and enter the address of receiver.
5. Tap **Port**, and enter the port number of receiver. Value ranges from 1 to 65535.
6. Tap **Stream ID**, and enter a custom ID, which can contain 0-256 characters.
7. Tap **Latency**, enter a number between 20 to 8000. The default value is 120ms. We recommend that the latency is configured the same as that of the receiver.
8. Set **Encoding Parameters**. Options include HIGH, MEDIUM and LOW. Tap "Advanced" to set the following parameters:
  - Resolution: 540, 720, 1080
  - Frame rate: 30, 60
  - Video bitrate: ranging from 256kbps to 30000kbps
  - Audio bitrate: 64, 96, 128
9. (Optional) Toggle on Encryption, select an encryption algorithm ([AES 128](#), [AES 192](#) or [AES 256](#)), and type in the passphrase, which can contain 10 to 79 characters.
10. Tap **Connect**. Your phone goes into the shooting mode. Then you can [control your Phone Camera](#).

The History [SRT](#) servers list shows all added servers. You can tap one to connect.

## FAQ

### Director device is connected to a network, but the App cannot find it.

When your phone indicates "Please enable Location Service and join the WiFi", please go to Settings > Privacy > Location Services, and switch on the Location Services, and join the same network as the Director device connects. If your phone is connected with a cellular network, such as a 4G network, you also need to connect your phone to WiFi, which should be in the same network as Director device connects.

When your phone indicates "Location Services is enabled and the joint WiFi is xxxx", please check whether Director device and your phone are connected to the same network. If no, connect them to the same network.


### A Wi-Fi connected iOS device cannot find Director devices.

On iOS 14 and later, if the iOS device has connected to the same network as Director device but still cannot find any Director device, you need to consider whether the required permission is enabled.

On iOS 14 and later, when you first use Director Utility App, you will be prompted to allow the App to find and connect to devices on the local network. If you do not allow, the App will not be able to find Director devices on the local network. To allow the App to find Director devices, go to Settings > Privacy > Local Network, find the Director Utility App, and turn on the switch next to it.

### The phone indicates "No Phone Camera Created".

When you use the Phone Camera function of Director Utility App to connect Director device, you need to create one or more Phone Cameras to the current show on the device at first.

1. Tap  on the mains screen of the device, and select Phone Camera to create.
2. Open the App on your phone, tap **Phone Camera**, and then it lists the devices with cameras created.
3. Tap **Connect** behind a camera, and then your phone goes into the shooting mode, and the real-time image taken by your phone appears in the corresponding scene on the device.



## How to start a stream scheduled later for YouTube

When streaming to YouTube, you may need to preview the stream at first and then goes live as scheduled. You can follow the guide below.

1. Create a channel in your YouTube studio, and set the schedule.
2. Ensure that you have **NOT** enabled Auto-start.
3. Tap **Stream** at the bottom to open the stream server list, and start configuring YouTube.
4. When configuring **Post To**, select the channel you have created in Step 1.
5. Save your configurations.
6. Start streaming to YouTube.
7. On the popup window, select **Only Preview** to preview the stream at first.
8. In Live Control Room of YouTube, wait for the stream preview to show up, and then click **Go live**.

If you select **Go Live** in step 7, it streams to YouTube and goes live at once.


Besides, when you stop streaming, usually it ends live at once. If you want to pause streaming and keeps live, you can refer the following steps.

1. Go to your YouTube studio.
2. Ensure that you have **NOT** enabled Auto-stop.
3. Tap **Stream** at the bottom to open the stream server list, and stop streaming to YouTube.
4. On the popup window, select **Pause Streaming** to pause stream but keeps live. You can use the **END STREAM** button in Live Control Room of YouTube to end live.

If you select **End Live**, it stop streaming to YouTube and ends live at once.

## Why can't I log in to my YouTube account?

When you try to log in to your YouTube account, your login may fail with a message indicating that your account is not enabled for live streaming. In this case, you need to go to YouTube to enable live streaming for your account.

1. Log in to [YouTube](#) on your computer.
2. At the upper right corner on the YouTube home page, click  > Go live.
3. If you haven't, follow the prompts to verify your account.  
You will be prompted to enter your country and phone number.

After your account is verified, it takes 24 hours to activate your account for live streaming.

Once live streaming is activated, you can then successfully log in to your YouTube account and stream to YouTube.

For other information such as what you can stream to YouTube, you can go to the [YouTube official website](#).

## It does not show live comments from Twitch?

The live comments from Twitch are got via SDK. Twitch's SDK does not support binding network card, that is, it does not support setting network priority.

When the device is connected with multiple networks, to use one preferred network for streaming to Twitch while view live comments at the same time, please ensure that all these networks can access the official website of Twitch.

## It does not show live comments from Facebook?

To show live comments from Facebook, you need to share your content to Public audience. You can refer to [Choose who can see your post on Facebook](#).

# Support

## Get the Latest Information

If you have any problems using Magewell products or need more technical information, please visit the official website [www.magewell.com](http://www.magewell.com) for product introduction, user manual, and more.

## Technical Support

- Go to the [Knowledge Base](#) to find answers to your problem. If you cannot find an answer, click **Contact Us** at the bottom to contact the support team.
- Submit your questions in the online Ticket System: [tickets.magewell.com](http://tickets.magewell.com), or contact the Magewell Technical Support Team at [support@magewell.net](mailto:support@magewell.net).

# Glossary and Abbreviations

## AES

Advanced Encryption Standard (AES) is a specification for the encryption of electronic data.

## FTB

Fade to black. FTB allows your show to slowly disappear into a black, usually indicating the end of a scene or show.

## GFX

Graphic overlays. Graphics overlay are text and graphics that are displayed in a stream over the actual content (such as game or video) during a live stream.

## RTMP

RTMP stands for "Real-Time Messaging Protocol". It is an efficient way to transmit large chunks of audio, video, and data from a server to the Internet via an encoder. Most live video streaming relies on RTMP to deliver smooth, real-time playback.

## SRT

SRT stands for "Secure Reliable Transport". It is an open source video transport protocol that utilizes the UDP transport protocol. It supports packet recovery while maintaining low latency. SRT also supports encryption using AES.