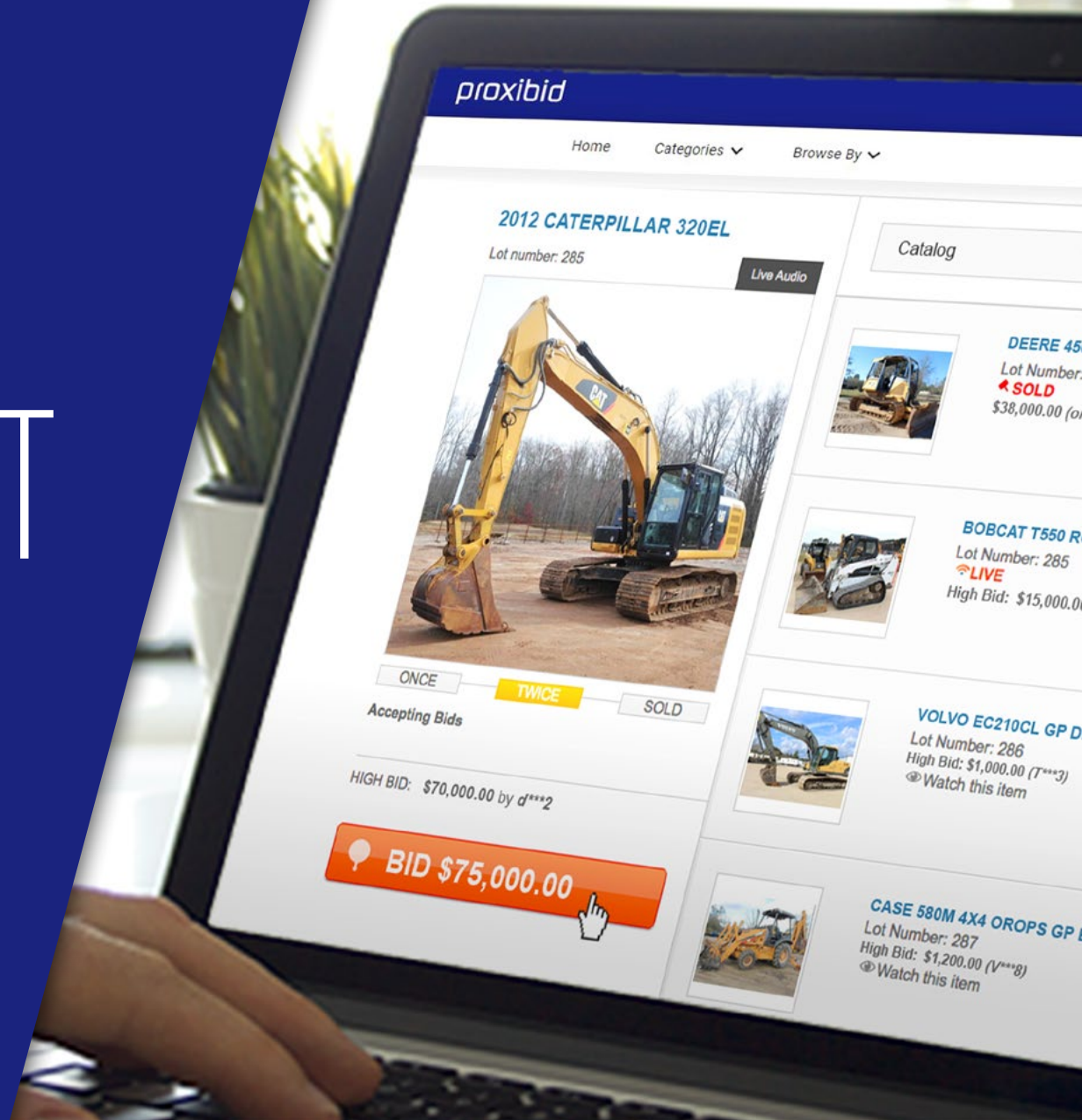


proxibid

# A/V SETUP BEST PRACTICES

Testing, Publishing & Troubleshooting  
Audio / Video for Your Auction



This document includes instructions for :

- **Testing Audio / Video** prior to your Auction
- **Publishing Audio / Video** on Auction Day
- **Troubleshooting Steps**

#### IMPORTANT NOTES

**TESTING AUDIO / VIDEO** – It is extremely important to test A/V at least 24-48 hours prior to the auction day. Preferably on location where the auction will be conducted using the same equipment that is dedicated to be used on auction day. Failure to do so can provide a false test result for A/V performance on auction day.

**PUBLISHING AUDIO / VIDEO STREAM** - **Google Chrome** is the only supported browser for **publishing the audio and video streams**. If the auctioneer wants to watch their own stream, it is recommended to use a secondary device. If using the same device to both publish the stream and watch the auction, it is crucial to use 2 different browsers. **Chrome for publishing** the auction and Firefox, Edge or Safari for watching the auction; failure to do so will cause choppy audio and video for **all viewers**. Bidders can listen and watch in any browser.


# TESTING AUDIO / VIDEO

Bandwidth  
 Low  Medium  High

Camera  
Integrated Camera (04ca.7035) ▾

Microphone  
Microphone Array (Realtek High Definition Audio) ▾

[PUBLISH STREAM](#)



[SEE IT LIVE!](#)

# TESTING A/V

Follow the steps outlined here to test Audio / Video before auction.

Step 1

Plug your microphone and/or camera to your computer

Step 2

Login to your AuctionBuilder account using Google Chrome at:

<https://www.proxibid.com/asp/LoginAuctioneer.asp>

Step 3

Select “**live streaming test**” from AuctionTools in the left navigation menu

proxibid™ AuctionBuilder

#### AuctionTools

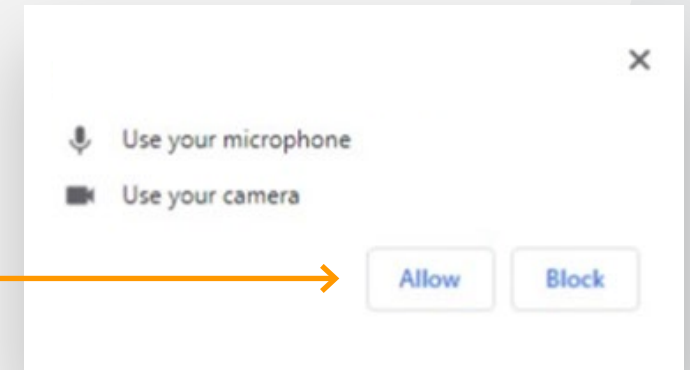
- create new event
- edit existing event
- prebuilt event templates
- bulk loader
- item category legend
- event linking
- live streaming test**
- notices & downloads
- event keywords
- event archives
- reporting
- marketing
- downloads
- Email Log
- HUD Currency Tool

# TESTING A/V

Follow the steps outlined here to test Audio / Video before auction.

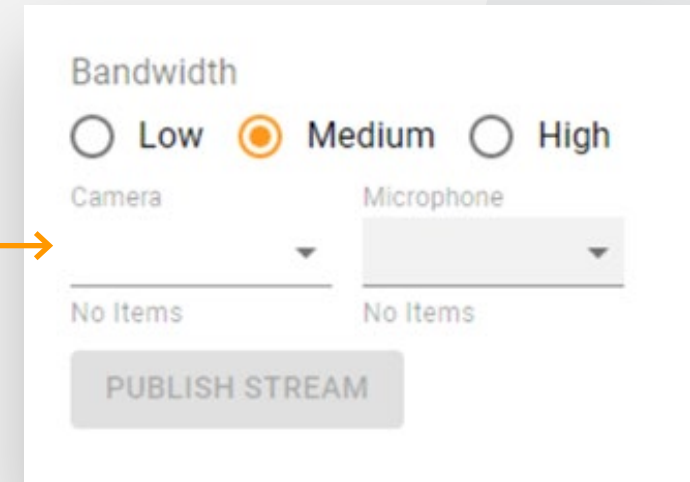
Step 4

If prompted, **“Allow”** use of the microphone and camera in your browser



Step 5

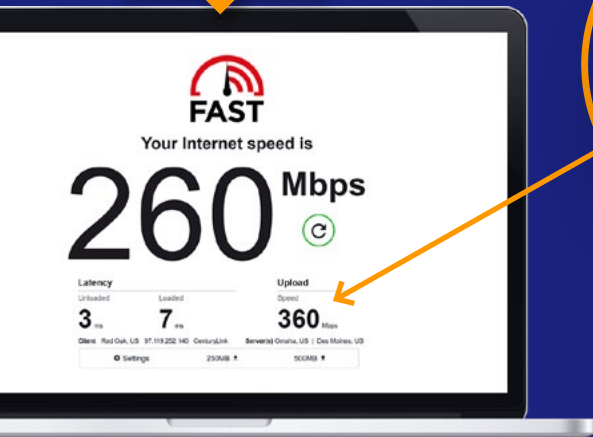
Select the appropriate microphone and/or camera device from the **“Installed Cameras”** and **“Installed Microphones”**



# TESTING A/V

Follow the steps outlined here to test Audio / Video before auction.

Fast.com



Upload Speed  
**360** Mbps

Upload Speed

## Step 6 Adjust Bandwidth Settings as needed

### Low Setting

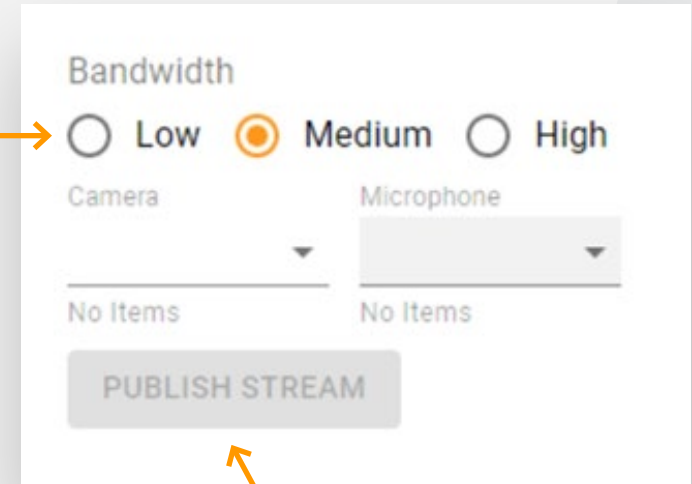
- Best to be used if you are streaming audio only
- Recommended for audio and video **IF** you are having connectivity issues on Medium

### Medium Setting (Default Recommended Setting)

- Recommended **3Mbps** upload speed (Use [Fast.com](https://fast.com) and click show more info to see your actual upload speed)

### High Setting (Increased Stream Quality)

- This will use a considerable amount of data and is typically reserved for hard line ethernet connections with plenty of bandwidth OR if you don't have a data cap on your cell hotspot
- Recommended upload speed of **6Mbps** (Use [Fast.com](https://fast.com) and click show more info to see your actual upload speed)



## Step 7

Click **“Publish Stream”**

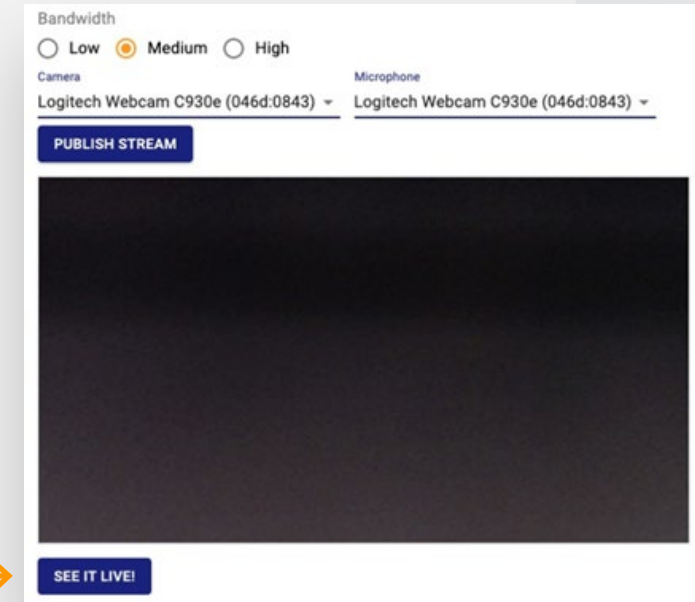
# TESTING A/V

Follow the steps outlined here to test Audio / Video before auction.

## Step 8

There are a few ways to watch your published stream:

- It is recommended to watch your stream on a device different than the one used to publish the audio and video stream.
- If you only have 1 computer to stream and watch your auction, open a bidder application on Firefox/Edge/Safari (NOT Chrome).
  - **Chrome** should be used for **publishing the audio & video** and Firefox, Edge or Safari can be used for watching the audio & video; failure to do so will cause choppy audio and video for **all viewers**.
- Please note, clicking "**SEE IT LIVE!**" will automatically open a secondary tab in the same browser used for publishing the auction. If using the same device, it is critical to open a different browser other than Chrome and then click "**SEE IT LIVE!**"



## Step 9

When you are done streaming for the day please click the "**Stop Publishing**" button and close the tab.

PUBLISHING AUDIO / VIDEO



# PUBLISHING A/V

Follow the steps outlined here to publish Audio / Video on Auction Day.

Step 1

Plug your microphone and/or camera to your computer

Step 2

Login to your **AuctionBuilder** account using Google Chrome at:

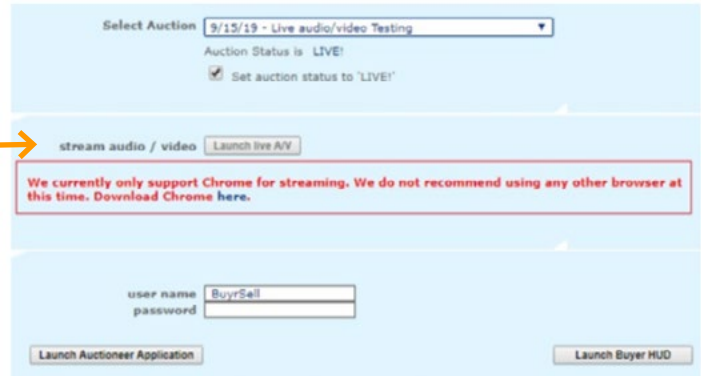
<https://www.proxibid.com/asp/LoginAuctioneer.asp>

Step 3

Click the **AppletLauncher** link in the upper right corner

Step 4

Select **“Launch Live A/V”**



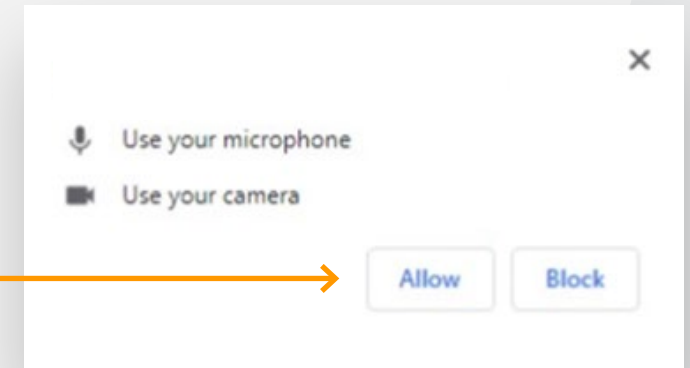
The screenshot shows a web interface for publishing audio/video. At the top, there is a dropdown menu for 'Select Auction' with the value '9/15/19 - Live audio/video Testing'. Below it, the text 'Auction Status is LIVE!' is displayed, followed by a checked checkbox labeled 'Set auction status to 'LIVE!'. A horizontal separator line is present. Below the line, the text 'stream audio / video' is followed by a button labeled 'Launch live A/V', which is highlighted with an orange arrow. A red-bordered box contains the message: 'We currently only support Chrome for streaming. We do not recommend using any other browser at this time. Download Chrome here.' Below this, there are input fields for 'user name' (containing 'BuyrSell') and 'password'. At the bottom, there are two buttons: 'Launch Auctioneer Application' and 'Launch Buyer HUD'.

# PUBLISHING A/V

Follow the steps outlined here to publish Audio / Video on Auction Day.

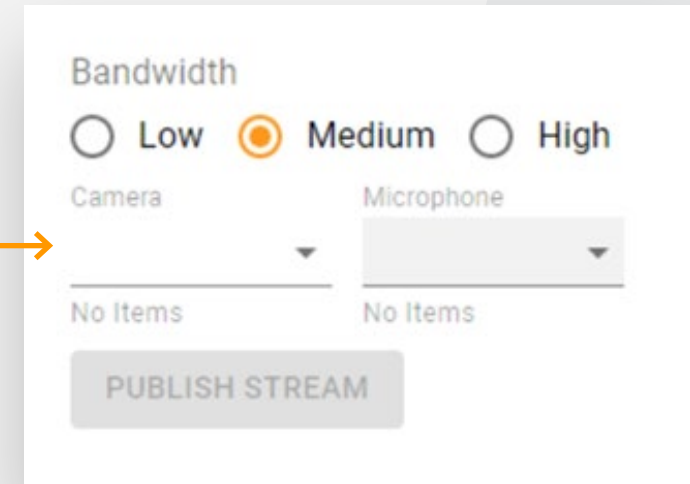
## Step 5

If prompted, “**Allow**” use of the microphone and camera in your browser



## Step 6

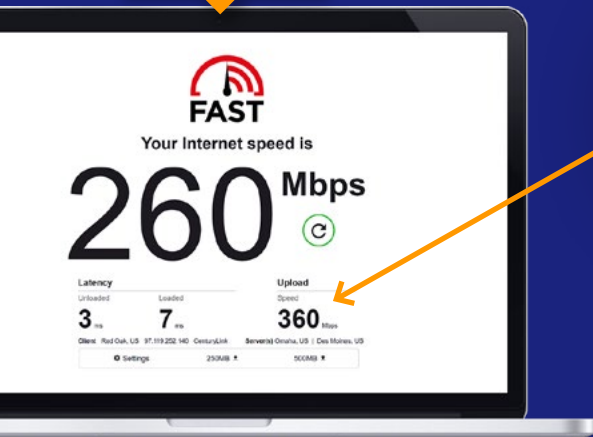
Select the appropriate microphone and/or camera device from the “**Installed Cameras**” and “**Installed Microphones**”



# PUBLISHING A/V

Follow the steps outlined here to publish Audio / Video on Auction Day.

Fast.com



## Upload

Speed

**360** Mbps

Upload Speed

## Step 7 Adjust Bandwidth Settings as needed

### Low Setting

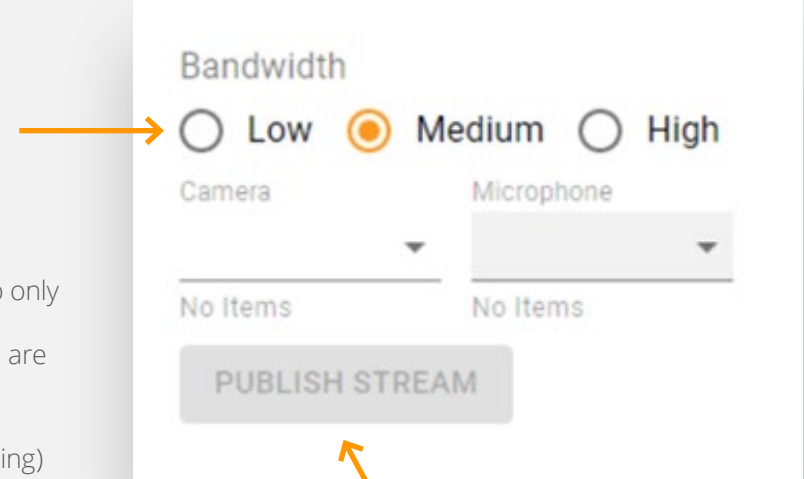
- Best to be used if you are streaming audio only
- Recommended for audio and video **IF** you are having connectivity issues on Medium

### Medium Setting (Default Recommended Setting)

- Recommended **3Mbps** upload speed (Use [Fast.com](https://www.fast.com) and click show more info to see your actual upload speed)

### High Setting (Increased Stream Quality)

- This will use a considerable amount of data and is typically reserved for hard line ethernet connections with plenty of bandwidth OR if you don't have a data cap on your cell hotspot
- Recommended upload speed of **6Mbps** (Use [Fast.com](https://www.fast.com) and click show more info to see your actual upload speed)



## Step 8

Click "Publish Stream"

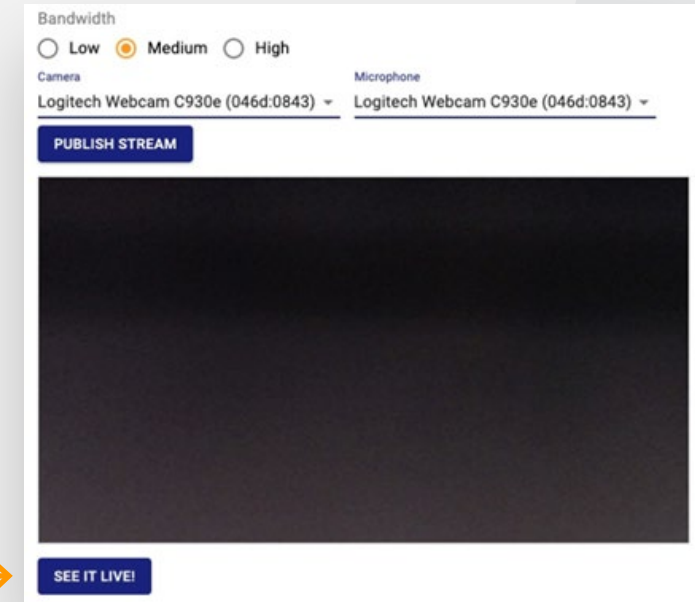
# PUBLISHING A/V

Follow the steps outlined here to publish Audio / Video on Auction Day.

## Step 9

There are a few ways to watch your published stream:

- It is recommended to watch your stream on a device different than the one used to publish the audio and video stream.
- If you only have 1 computer to stream and watch your auction, open a bidder application on Firefox/Edge/Safari (NOT Chrome).
  - **Chrome** should be used for **publishing the audio & video** and Firefox, Edge or Safari can be used for watching the audio & video; failure to do so will cause choppy audio and video for **all viewers**.
- Please note, clicking **"SEE IT LIVE!"** will automatically open a secondary tab in the same browser used for publishing the auction. If using the same device, it is critical to open a different browser other than Chrome and then click **"SEE IT LIVE!"**



## Step 10

When you are done streaming for the day please click the **"Stop Publishing"** button and close the tab.

# TROUBLESHOOTING AUDIO / VIDEO

# TROUBLESHOOTING A/V

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Typically, there are 3 main reasons why you may experience issues with A/V:

- Publisher is not responding
- Microphone and camera are not showing
- Audio is muted therefore bidders can't hear your auction

Please ensure you have the proper setup as highlighted in the next few pages.  
If you need further assistance, please contact us immediately.

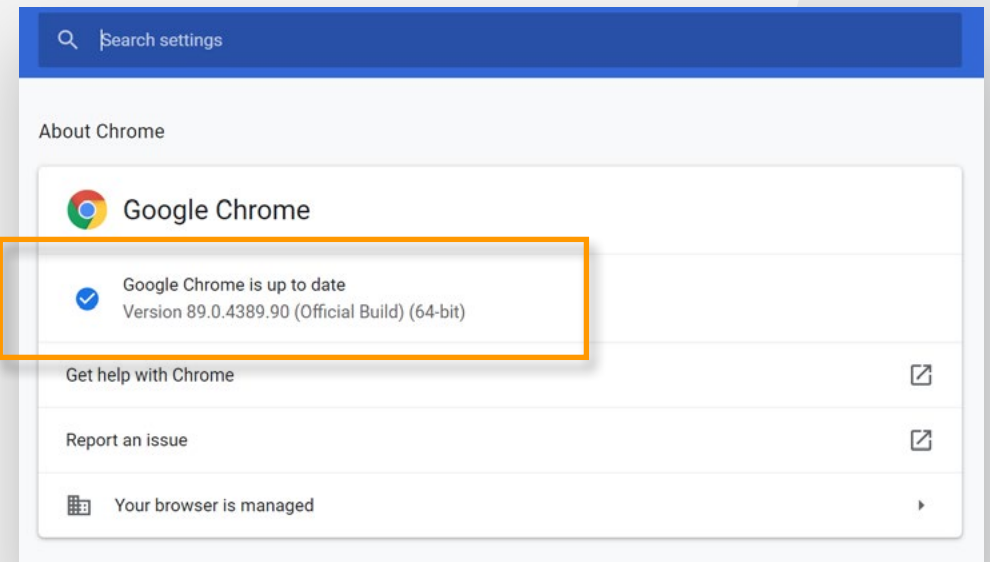
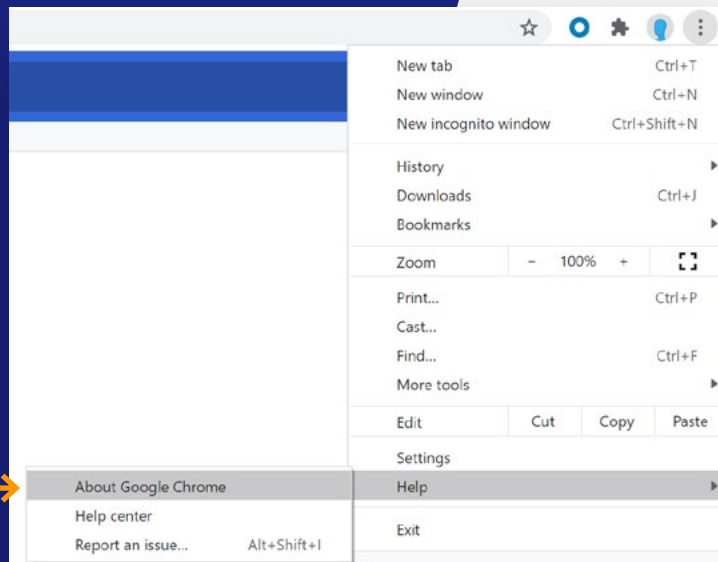


# TROUBLESHOOTING

Follow the steps outlined here to troubleshoot if publisher is not responding.

## Publisher is not responding

- Check the browser you are using. Currently, the only recommended browser for publishing the audio & video streams is Google Chrome.
- Make sure Google Chrome is up to date:
  1. Click the 3 dots on top right of your browser
  2. Scroll down to Help then click on "About Google Chrome", the browser will check for updates and will update automatically if necessary
- Please close the streaming tab and launch it again

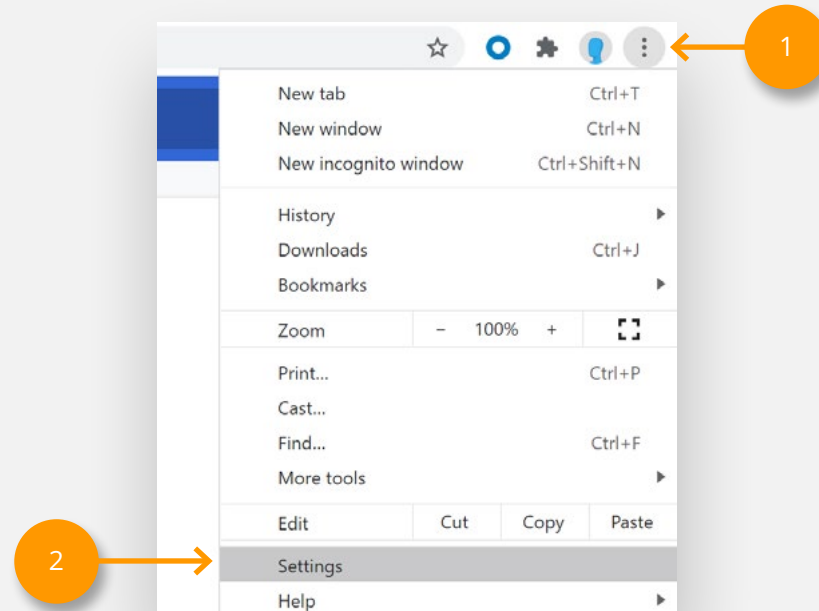


# TROUBLESHOOTING

Follow the steps outlined here to troubleshoot if microphone & camera are not showing.

## Microphone & camera are not showing

- Check the browser you are using. At this time, streams can only be published in Google Chrome
- Make sure your microphone and camera are allowed to be used in Chrome
  1. Click the menu tab in Chrome
  2. Go to Settings

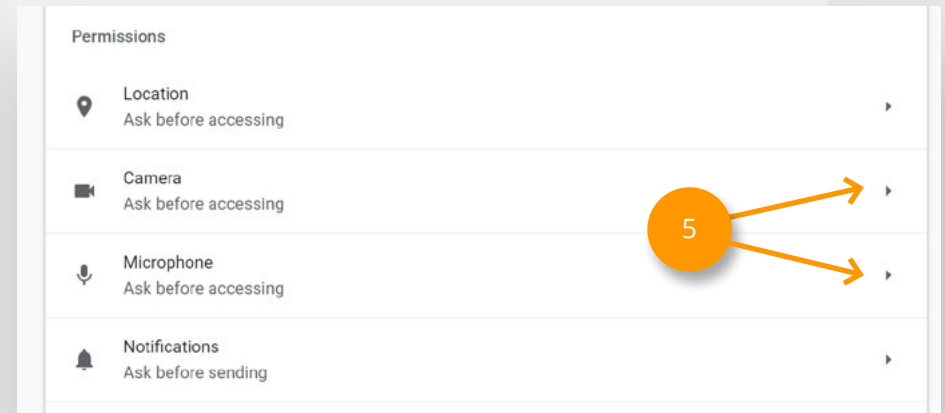
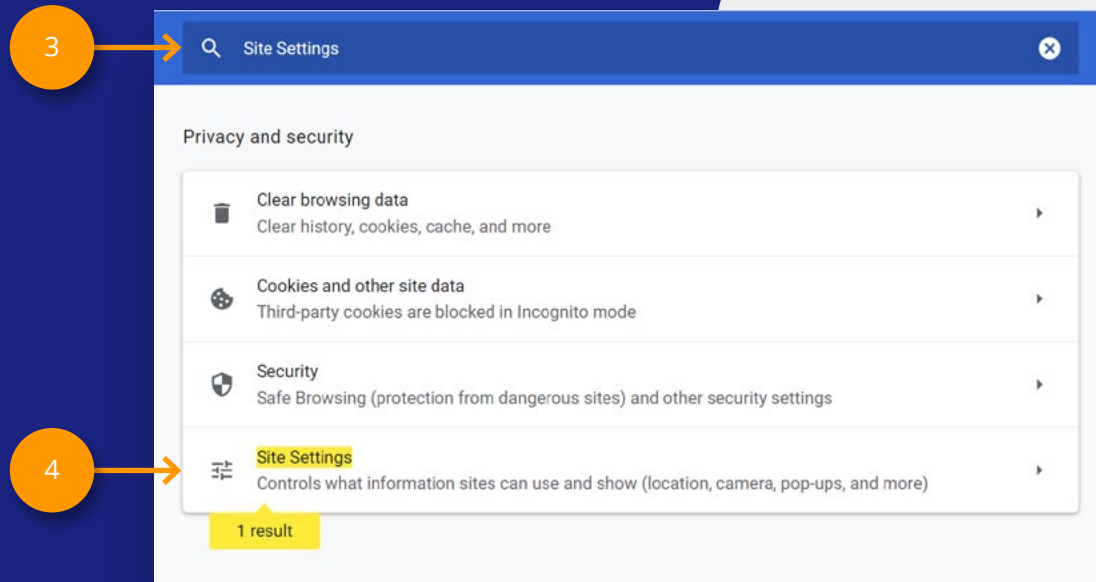




# TROUBLESHOOTING

Follow the steps outlined here to troubleshoot if microphone & camera are not showing.

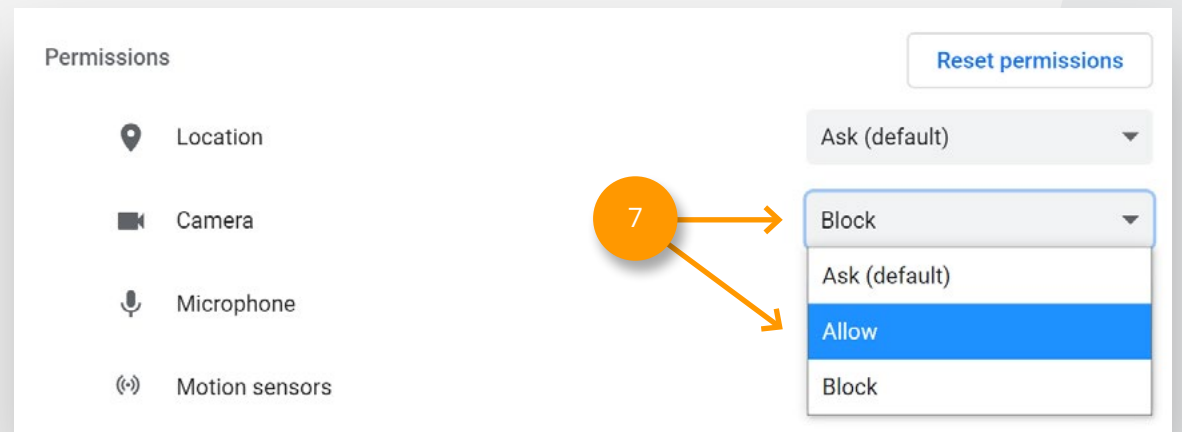
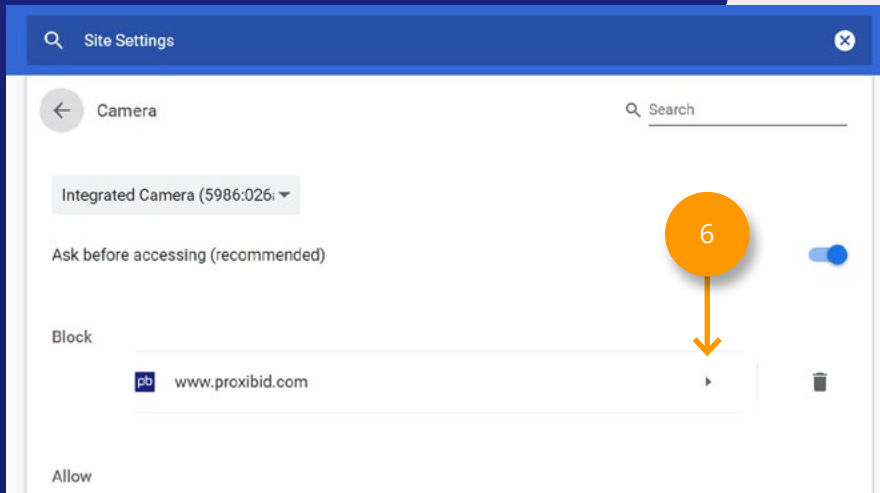
3. Search for site settings
4. Click on site settings
5. At Permissions click “**more arrows**” for camera and microphone



# TROUBLESHOOTING

Follow the steps outlined here to troubleshoot if microphone & camera are not showing.

6. Under “**Block**” sites, select Proxibid.com site (right arrow)
7. Switch to “**Allow**” for both camera and microphone
8. Click **Ctrl F5** to refresh and find camera and microphone



# TROUBLESHOOTING

Follow the steps outlined here to troubleshoot if bidders can't hear your auction.

## Bidders can't hear your auction

- Confirm stream is running by opening a bidder application on something other than the Chrome browser you are streaming on. Please note, failure to do so may result in choppy audio. Use Firefox or Edge, or your mobile phone to verify the stream looks and sounds good.
- Bidder audio is muted at first launch to comply with browser guidelines. You should notify bidders to unmute their audio
- Turn up the microphone volume
- Below are steps on how to turn up the microphone volume on your computer:

### (PC users)

- Go to lower left corner of your computer to "search"
- Type "control" and select "Control Panel"
- Select "Sound" or "Hardware", then "Sound"
- Click on Recording tab
- Select your default Microphone
- Click on Properties
- At new popup, click on Levels tab
- Slide (Boost) up your microphone levels. If you see a speaker icon next to the volume slider you may need to click it to unmute.
- Click Ok

### (MAC users)

- Open your System Preferences
- Click "Sound" from the options
- Click "Input" tab
- Slide the Input Volume up to increase volume
- Close the settings

## TROUBLESHOOTING SUPPORT

**If you are unable to resolve your issue with the troubleshooting tips provided, for emergency assistance please call 402-504-3500**

**If issues are experienced during testing before auction day please call 877-505-7770**

If you are interested to know what A/V equipment to use for your live auctions or would like to have a training session with one of our experts please don't hesitate to contact your **Account Manager**.

Contact us at:

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Omaha, NE 68127, USA  
Phone 877.505.7770  
Intl +1 402.505.7770