

ToolsOnAir-Support

Portal > Knowledgebase > Knowledgebase just:in > just:in v3.x > Channel connects but does not show any preview

Channel connects but does not show any preview

Chris - 2018-07-04 - in just:in v3.x

If the channel connects successfully to the user interface, but does not show any video, audio or timecode preview, then this is probably related to a incorrect network configuration. Please check the network settings within the system preferences and make sure that the active network interface has a valid IP address, Subnet mask and Router set.