

ToolsOnAir-Support

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Problem with the preview of the UI

Chris - 2018-05-25 - in [just:in v2.x](#)

If you are facing problems with the preview, like that it is only showing a freeze frame, then please check the following:

- Go to the engine preferences and open the channel tab.
- Then check the communication interface setting. This has to be set to a valid network interface and this network interface should be reachable from the user interface.
- Furthermore the communication interface must have the same network interface selected as the preview network communication interface within the engine (engine tab) settings.
- Restart the engine

Please also check if you are having appropriate network settings (**IP, Subnet, Router**) configured within the Network settings of your Mac. If you are still experience problems, do not hesitate to contact us.