Live Troubleshooting

When trying to go live, I get the error "Connection could not be established"

Are you getting an error message that says "Connection could not be established" when attempting to go live? This most commonly happens when there is an issue with your live room. Follow these steps to reset your room:

- Click "Leave Room" at the bottom of your Live room
- Log out of MV
- Close your browser entirely
- Reopen a new browser
- Login in to MV again
- Create a new room and attempt to go live again

If you are still having trouble with your Live room, check out our other Live Troubleshooting steps! If all else fails be sure to reach out to us at help@manyvids.com.

I keep getting disconnected from Live

Do you keep getting disconnected from Live? This typically occurs due to an issue with your internet connection or device.

Here are steps that may help resolve this issue:

- Click "Leave Room"
- Close your browser entirely
- Reopen a new browser, making sure to use Google Chrome in 'incognito mode'
- Login to your MV account
- Create a new live room and attempt to go live again

This will reset your Live room. If the steps above don't help, you can always try restarting your device, modem and/or router as this could resolve the issue.

If you are still having trouble with your Live feed, check out our other Live Troubleshooting steps and if all else fails be sure to reach out to us at help@manyvids.com.

I'm trying to go live but I'm only seeing a black screen

Are you seeing a black screen when attempting to go live? This is usually due to external software or another webpage capturing your cam feed. If anything else is using your cam or if you are using a cam splitter or an overlay, try turning those off first as they can cause interference. Otherwise, try these steps.

- If your cam is external, unplug it and plug it into a new USB port
- Restart your device

- Try using a different browser (we recommend either Chrome or Firefox)
- If you're using OBS, try these troubleshooting steps: Camera connection issues

If you are still having trouble with your Live feed, check out our other Live Troubleshooting steps and if all else fails be sure to reach out to us at help@manyvids.com!

I'm getting the error message "We can't find your webcam!"?

Is Live telling you it's unable to find your camera? We'll want to first make sure your browser is set up properly. If the issue persists, move onto "Step 2" to make sure your device isn't the issue.

Step 1 - Permissions

- Make sure to use Google Chrome as your browser
- Click the 3-dots in the top right of the browser
- Click <Settings>
- Scroll to the bottom and click <Advanced>
- Under 'Privacy and security' click <Site Settings>
- Click <Camera> and turn 'Ask before accessing' on.
- Follow the previous step for 'Microphone'
- Refresh your live room
- The browser will ask permission to access camera and microphone, click <Allow>

Step 2 - Device

- Close any other software or website using your camera
- If you cam is external, unplug it and plug it into a new USB port
- Restart your computer

If you are still having trouble with your MV Live feed, check out our other MV Live Troubleshooting steps

Why did my Lovense toy disconnect from Live?

If your Lovense toy disconnected from Live, it could be due to the Lovense Connect app on your phone being closed or your phone shutting down. Your phone and Lovense Connect app will need to remain active in order to maintain a connection to Live.

It could also be that your toy ran out of battery so make sure to charge your toy fully after every use!

Since the Lovense is connecting to MV through your internet, it may also help to reset your modem and/or router if you find your Lovense is disconnecting from MV.

If your Lovense is showing a weak connection with your phone, click here!

Why is the Lovense icon flashing yellow in my live room?

If the Lovense icon is flashing yellow in the top of your live room, it means that one of your toys is disconnected or low on batteries. Make sure to fully charge your toys if you are experiencing any connection issues.

If your Lovense Connect app shows a weak connection for your toy,try these tips!

If your Lovense toy is disconnecting from Live,click here!

Why does my Lovense toy have a weak connection?

If your Lovense toy shows on your phone as having a weak connection, this issue is not related to ManyVids specifically so you may need to contact Lovense Support for further assistance. However, for maintaining a stable connection, Lovense give the following suggestions:

- Make sure the phone is facing towards your toy
- Remove your phone case
- Delete the Lovense Remote app from your phone (don't delete the Lovense Connect app as you'll need this to connect to MV)

If your Lovense toy is disconnecting from MV Live,check here!
If your Lovense icon is flashing yellow in your live room,click here!

My stream is flipped!

If you're using OBS and your preview is flipped don't worry! Only your preview is flipped, but the stream itself shows correctly to any viewers. You can also flip your preview with the mirror icon:

OBS and Camera connection issues

Are you running into any of these errors?

- Experiencing an error when changing camera settings
- Seeing a black preview where your stream should be
- Unable to connect your OBS stream

Follow these steps!

Issues connecting OBS

If you have already opened Live and received a black screen or error, please close all browser windows before continuing.

1. Deactivate your physical camera in OBS
2. Open Live (it will connect to your physical camera and show you a preview image)
3. Change your video source in Live: click the AV button > select OBS Virtual camera
4. Your preview image will either go black or give a default image
5. Activate your camera and start your virtual camera in OBS
6. The preview image should now appear

If you have any issues after following these steps, please close down all cam splitting software completely and follow the steps again, only opening your software **after** opening Live.