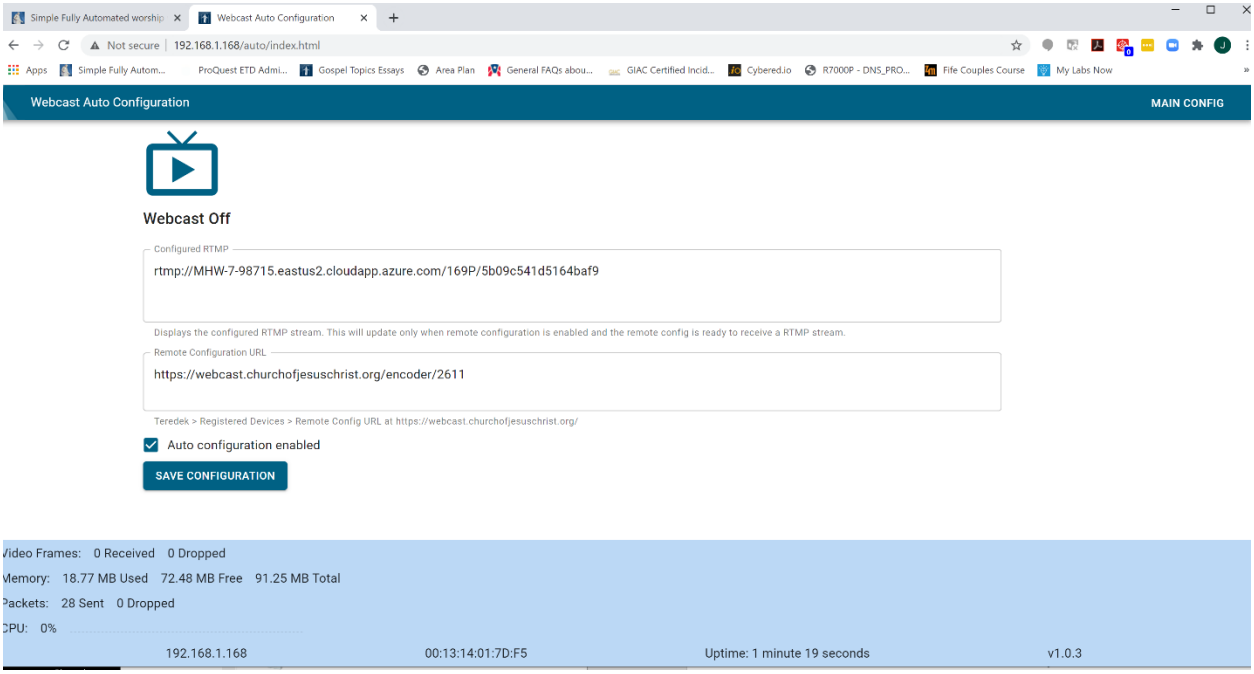
Setting up Test WebCast – Issues getting JTech Encoder to connect to webcast.

I have the J-Tech Digital HDMI H.264 Encoder 1080P Live stream Broadcast IPTV, Model:JTECH-ENCH4.

I have updated it with your latest Firmware update that you have on Github. Here is the screenshot when I connect to the encoder at home. It has the RTMP URL from the latest test broadcast I tried and the Encoder configuration URL that was setup in the Webcast Portal when registering the encoder device.



I assume when I enable this configuration and click on “save configuration”, it should be ready for the broadcast at the church building.

The other piece of this is the test meeting setup done in the webcast portal. I am showing you the settings below that were used to see if you can help see where our issues may be to see if you have any guidance or suggestions.

WebCast Portal Test Meeting Settings:

Under the Other Setup section – The RTMP URL and stream name is:

Rtmp://MHW-7-98715.eastus2.cloudapp.azure.com/169P/5b09c541d5164baf9

Registered Encoder setting Remote Configuration URL:

https://webcast.churchofjesuschrist.org/encoder/2611

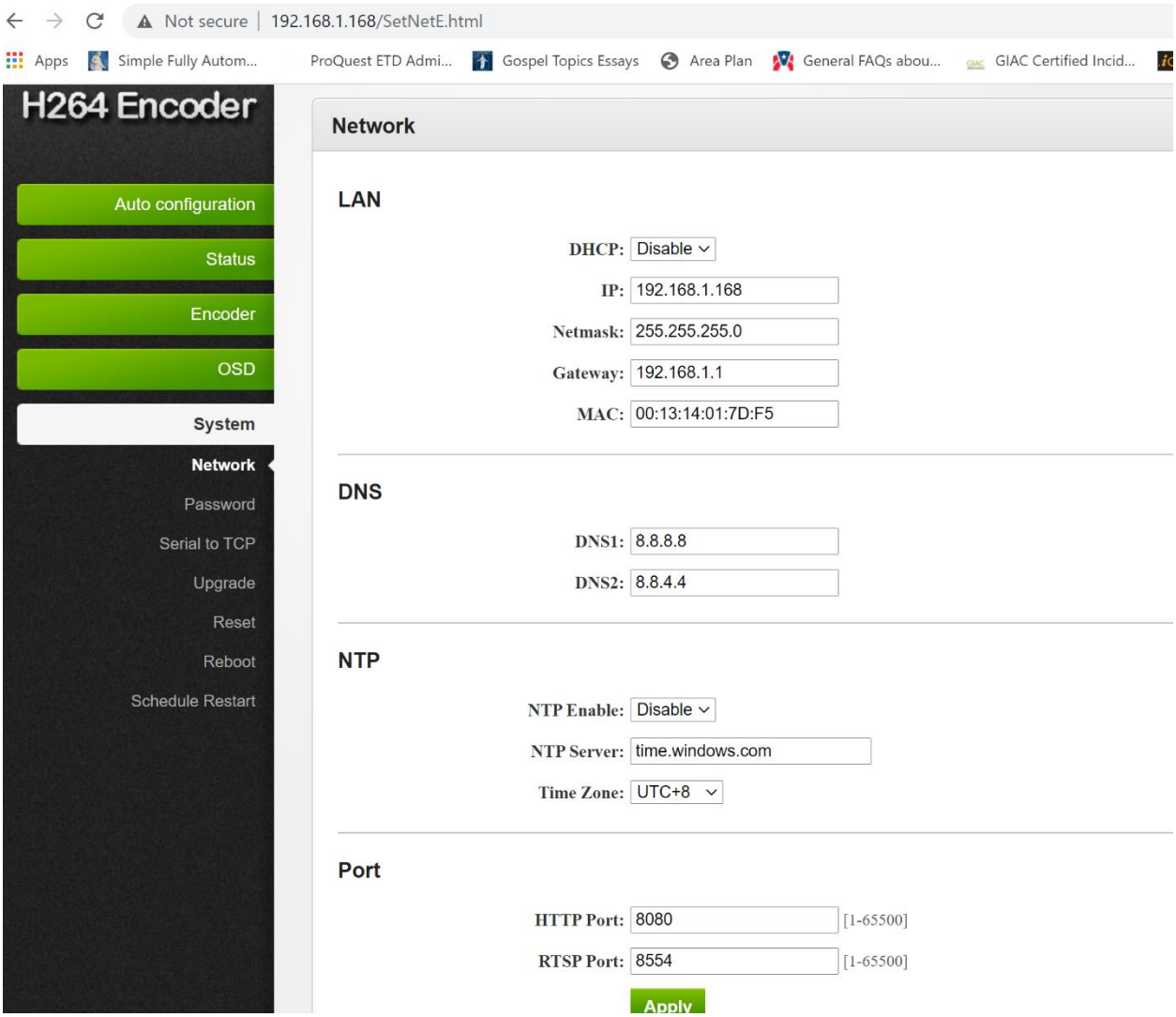
Viewing URLS:

http://mywebcast.churchofjesuschrist.org/dos

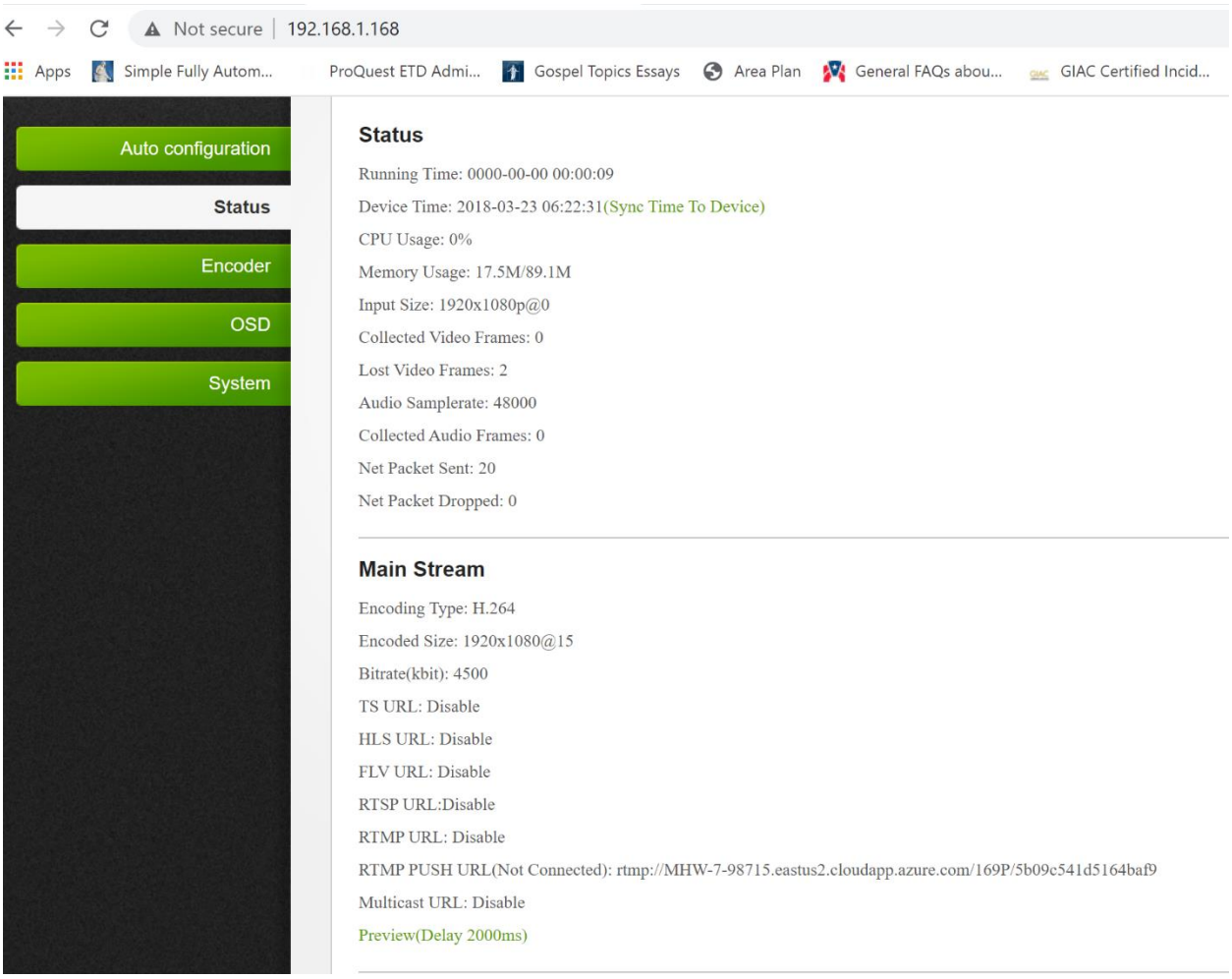
Event Code: 52739

Then just for other help in diagnostics, I am including other screenshots of settings looking manually at encoder setup screens. I have NOT changed anything from after saving your auto configuration:

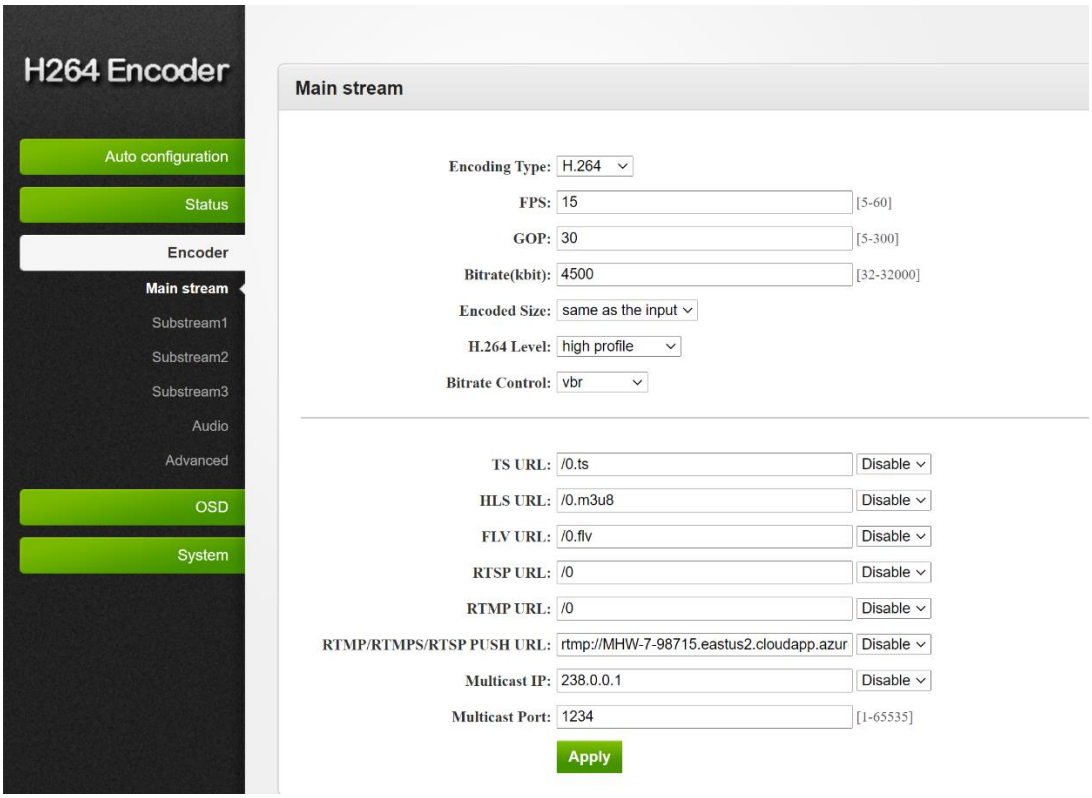
Encoder System – Network Settings:



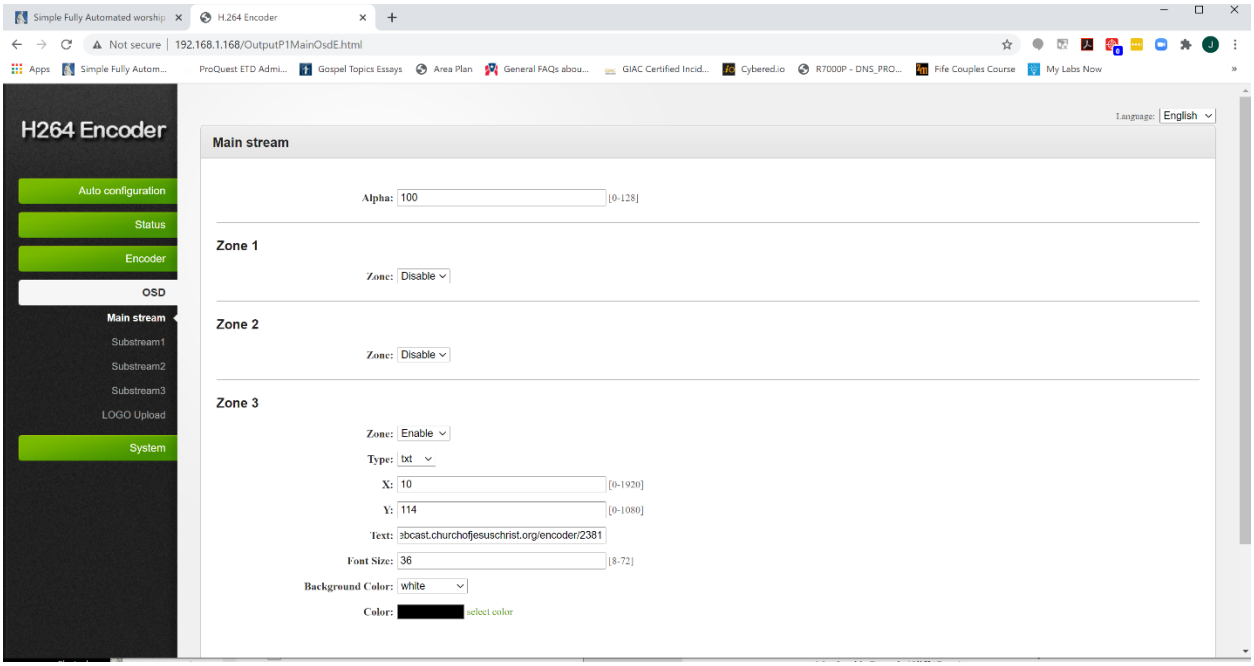
Encoder Main Status Page below:



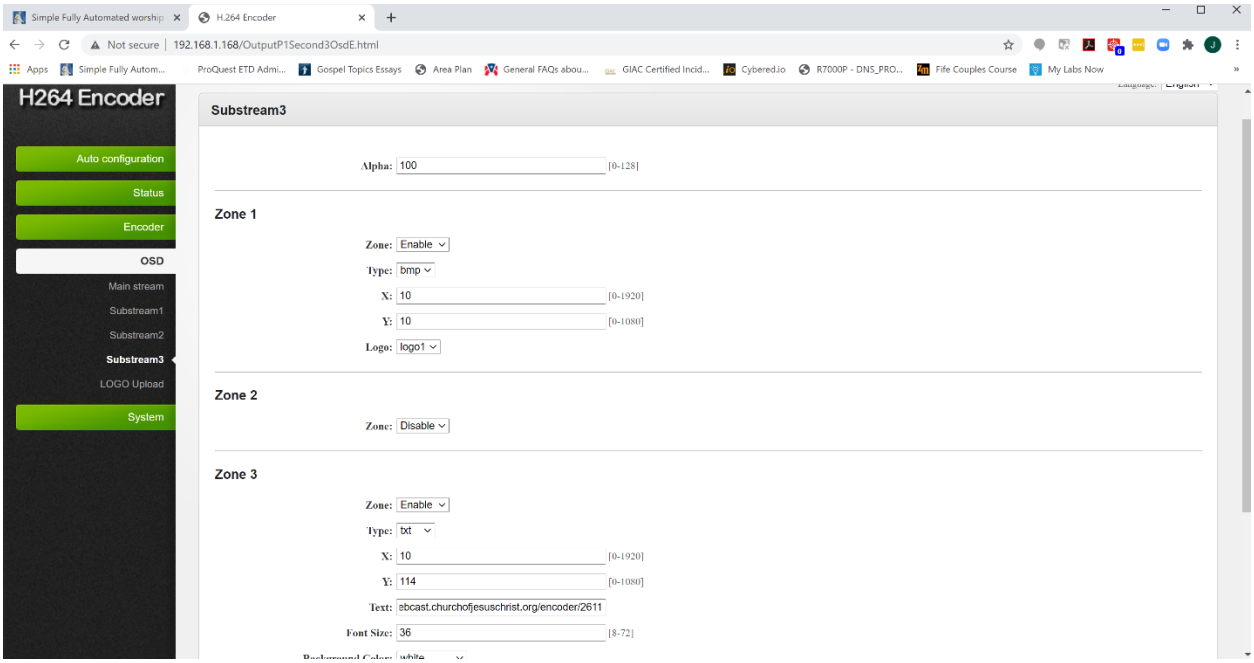
Encoder – Main Stream Settings below:



OSD – Main stream – Zone 3 Settings below:



OSD – Substream3 – Zone 3 settings below:



The encoder was configured at my home and then taken to the church for use.

The test meeting was setup in the webcast portal.

The setup of the equipment at the church followed your setup:

- Connected ethernet cable directly to the JTech Encoder – activity lights active
- Same camera as you have, with the RCA to HDMI box

When powering on the encoder and waiting for it to connect to the webcast, I go to the viewing URL and it has the preview Tabernacle choir alon with the message that the broadcast is not connected, stand by…

No matter how long I wait it never connects. It looks like everything else for the event is setup correctly, but the encoder is not connecting to the stream.

Let me know if you see anything in the configuration or setup that we might be missing. I hope it is something easy. Thanks.

Bishop Jeff Gurr