REMOTO | PLAYBACK

User Guide Version 1.7

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Guide v1.7.1* REV A, January 27, 2026.

**Versioning Note: Although this guide references Playback version 1.7.1, this release includes new features and should be considered a feature release. The version number reflects a build-time issue encountered during release packaging, not the scope of changes included.*

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Part 1: Introduction to Remoto Playback

Welcome to Playback

Playback enables global creative teams to collaborate live and in real time with a studio-quality experience that feels like working together on-site. Using Playback, teams can securely stream high-quality audio and video from a host system to remote participants while communicating through integrated conferencing tools.

Playback is designed for professional review and collaboration workflows. All media is streamed live during an active session. Playback does not transfer or store media files.

Playback is delivered primarily as a desktop application. For Guests who cannot or prefer not to install the desktop application, Playback also supports joining sessions through a web browser when enabled by the session Organizer.

Playback Capabilities

Playback Desktop includes the following core capabilities:

- Real-time streaming of audio and video from any DAW, NLE, or application source available on the host system
- Integrated conferencing tools, including built-in video chat
- Timecoded markers that can be exported to DAWs and NLEs via MIDI or .csv
- Multi-channel audio streaming support, up to 16 channels*
- Enterprise-grade security designed to meet the standards of professional media environments

**Multi-channel audio streaming is available for Desktop-to-Desktop sessions only.*

Security and Compliance

Playback is designed to meet the security requirements of major studios, broadcasters, post-production facilities, and content creators.

Security features include:

- Instantaneous media handling with no persistent media storage
- Secure connection assurance
- Role-based access control, including controlled session scheduling, starting, guest admission, chat, and conferencing permissions
- End-to-end and advanced encryption, including AES-256 encrypted and watermarked streams
- Individual guest admission controlled by the session Organizer to reduce the risk of unauthorized access

Playback operates on cloud infrastructure compliant with industry standards including TPN, CDSA, GDPR, and HIPAA. For additional information, refer to the Playback Security White Paper.

What Is Playback?

Playback is a real-time remote collaboration application for professional audio and video review. It allows a host system to publish a live stream while remote participants view, listen, and provide feedback using integrated collaboration tools.

Common use cases include:

- Editorial and mix reviews
- Picture lock and color review
- ADR and sound design collaboration
- Client and stakeholder feedback sessions

Playback is not intended for offline review or file-based delivery. All collaboration occurs during an active live session.

Playback User Roles

Playback uses a role-based model to define access and capabilities.

Organizer

An Organizer is responsible for creating and hosting Playback sessions. Organizers can:

- Schedule and start streaming sessions
- Configure stream settings and quality
- Invite and manage session participants
- Control session flow and end sessions
- Access the full Playback Desktop feature set

Guest

A Guest joins sessions hosted by an Organizer. Guests can:

- View streamed audio and video
- Participate using chat, video, and timecoded markers (feature availability depends on join method)
- Join sessions using Playback Desktop or a supported web browser, if enabled

Guests cannot schedule or host sessions.

A single Remoto account may function as both an Organizer and a Guest, depending on the session being joined and assigned permissions.

Playback Desktop and Browser-Based Joining

Playback is delivered as a desktop application used by Organizers to host and manage sessions. Guests may join sessions using either the desktop application or a supported web browser, depending on how the session is configured.

Playback Desktop

Playback Desktop provides the complete feature set and is required to host sessions. It is available on macOS systems (Intel or Apple silicon).

For Guests, joining from the desktop application provides the most complete experience, including:

- Full conferencing capabilities
- Timecoded marker creation
- Multi-channel audio reception
- Manual A/V sync adjustment

Browser-Based Joining

When enabled by the Organizer, Guests may join a session using a supported web browser without installing the desktop application.

Browser-based joining supports:

- Viewing the live stream
- Conferencing audio and video
- Stereo audio playback (multi-channel audio is folded down to stereo)

Browser-based joining is intended for lightweight access and broader compatibility. Feature availability may be limited compared to the desktop application.

What Is a Playback Session?

A Playback session is a scheduled or instant event during which a host system publishes live audio and video streams to invited participants.

During a session:

- One system publishes the stream
- Guests join to view, listen, and collaborate
- Feedback is captured using chat, video, and timecoded markers

Sessions are temporary. When a session ends, the live stream stops and participants are disconnected. Sessions cannot be resumed once closed.

Some session artifacts, such as exported markers, may persist after the session depending on configuration.

Playback Workflow Overview

At a high level, Playback sessions follow this workflow:

1. An Organizer schedules or creates a session
2. Guests are invited to join
3. Stream settings are configured
4. The session is started
5. Participants collaborate in real time
6. The session is ended and closed

The remainder of this guide expands on each stage of this workflow in detail.

Remoto User Accounts and Access

A Remoto account provides access to Playback and other Remoto services. First-time users who purchase or test drive Playback must create a Remoto account. Guests invited to sessions may also be prompted to create an account, depending on session and workspace configuration.

In some environments, users may be invited to join a Remoto Workspace, which represents an organization using Remoto. Workspace membership may be required to meet company-level security or access requirements.

The type of account and assigned roles determine what actions a user can perform within Playback.

Organizer Accounts

Organizer access is granted when a user purchases a Playback subscription, purchases a single session, signs up for a Test Drive, or is assigned an Organizer role within a Remoto Workspace.

Organizer privileges enable scheduling and hosting sessions through Playback Desktop. Organizer accounts can also join sessions as Guests.

Guest Accounts

Guests invited to Playback sessions may be prompted to create a free Guest account, depending on how access is configured by the Organizer.

Guest accounts allow users to:

- Join invited sessions
- View sessions on their dashboard (if logged in)
- Participate in live collaboration

Guest accounts cannot schedule or host sessions. If a Guest later purchases a Playback product or signs up for a Test Drive, the account is converted to an Organizer account.

Playback Session Access and Licensing

Playback sessions may be accessed through:

- Single-session purchases (including Test Drive sessions)
- Subscription-based access

For single-session purchases, Organizer privileges apply only to the purchased sessions. Subscription holders may schedule and host sessions based on their subscription parameters, either individually or through a Remoto Workspace if assigned Organizer privileges.

Additional single sessions may be purchased and scheduled as needed.

Remoto Account Creation & Activation

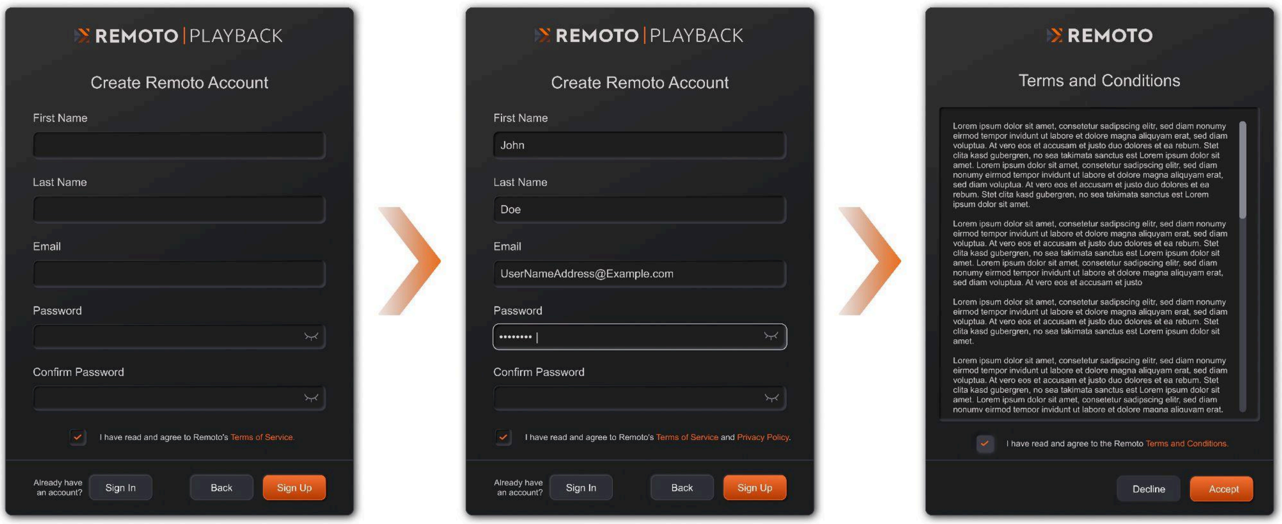
The account creation and activation process can be accessed in several ways:

> **A)** By signing up for a Playback Test Drive as a first-time Remoto user. The resulting account is an Organizer account. You will be asked to create an account before signing up.

B) By purchasing a product, either a single session or a subscription, as a first-time Remoto user. You will be asked to create an account before making a purchase. The resulting account is an Organizer account.

C) Guest invitation. When invited to a Playback streaming session for the first time as a non-account holder, Guests may be prompted to activate their account before joining the session. The resulting account is a Guest account.

D) By being invited to join a Remoto Workspace and being assigned an Organizer role. In this case, the user is prompted to activate a Remoto account in order to access the workspace and schedule or host sessions on behalf of the organization.



How to Create a Remoto Organizer Account:

A Remoto Organizer account can be created through a product purchase or Test Drive sign-up. Organizer access may also be granted by being invited to join a Remoto Workspace. These paths use the same account system but follow different entry points.

Organizer Account Creation via Product Purchase or Test Drive

When selecting a product or signing up for a Playback Test Drive on Remoto's website, the user is prompted to create a Remoto account online before being directed to the payment portal. The resulting account is an Organizer account.

Step 1: Enter first name, last name, and email, then create and confirm a password. The password must contain at least:

- 8 Characters
- 1 Lowercase character
- 1 Uppercase character
- 1 Special character
- 1 number

NOTE: If you are having password issues and you are using a third-party password manager to generate your passwords, please be aware that your password manager might suggest (auto-populate) a password that is not compliant with Remoto.

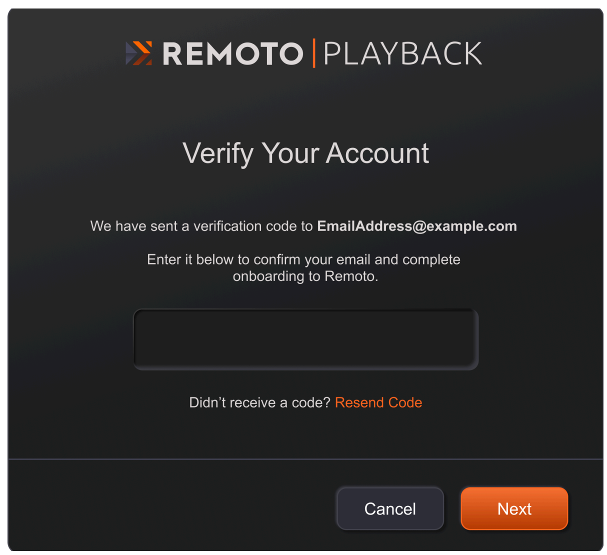
Step 2: Read and accept Remoto's "Terms of Service" and "Privacy Policy".

Step 3: Click "Sign Up". At this point, a verification code is sent to the account email.

Step 4: Verify the email and account by entering the verification code that was sent to the account email.

Click "Next" to be brought to the login page. At this point, the account is created.

Step 5: Continue the login process, and save the password to a preferred password manager (such as MacOS Keychain) to use when logging into the desktop application.



NOTE: If you are invited to sessions or workspaces using multiple email addresses, your password manager may auto-populate credentials for the wrong account. Verify that the correct email and password combination is being used when signing in.

When an account is created as part of a product purchase or Test Drive sign-up, successfully logging into Remoto Web redirects the user to the payment portal. Although the Test Drive is free, payment information is required for identity verification purposes.

Organizer Account Creation via Remoto Workspace Invitation

In some cases, a user may be invited to join a Remoto Workspace and assigned an Organizer role. This typically occurs when a company administrator adds the user to an existing workspace.

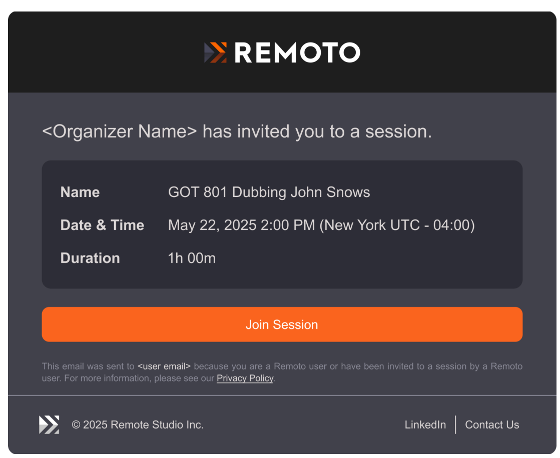
The user will receive a workspace invitation email and can click Accept Invitation to begin the process.

- If the user does not already have a Remoto account, they are guided through the account activation process in a browser. After activation is complete, the user is prompted to accept the workspace invitation. Upon acceptance, the user is redirected to the application.

- If the user already has a Remoto account and the invitation has not been accepted online, the workspace invitation is presented in the application after logging in. The user can accept or decline the invitation before proceeding to the dashboard.

For more information, see the section Accepting a Workspace Invitation (Organizer or Admin).

How to Create a Remoto Guest User Account:



When a Guest receives an email invitation to join a Playback streaming session for the first time, they may be prompted to activate a Remoto account before entering the session. This depends on how the session Organizer has configured access.

Organizers can require all Guests to have a Remoto account for security purposes, or they can allow users to join without an account.

If the session requires a Remoto account to join and the Guest does not already have one, the Join Session button in the invitation email includes secure, embedded activation information that allows the Guest to activate their account as part of joining the session. This activation link is time-limited.

Step 1: Open Session Invitation Email

Open the session invitation email and click **Join Session**. A new browser tab opens.

If the Guest has not yet activated a Remoto account, an **Activate your account** screen is displayed.

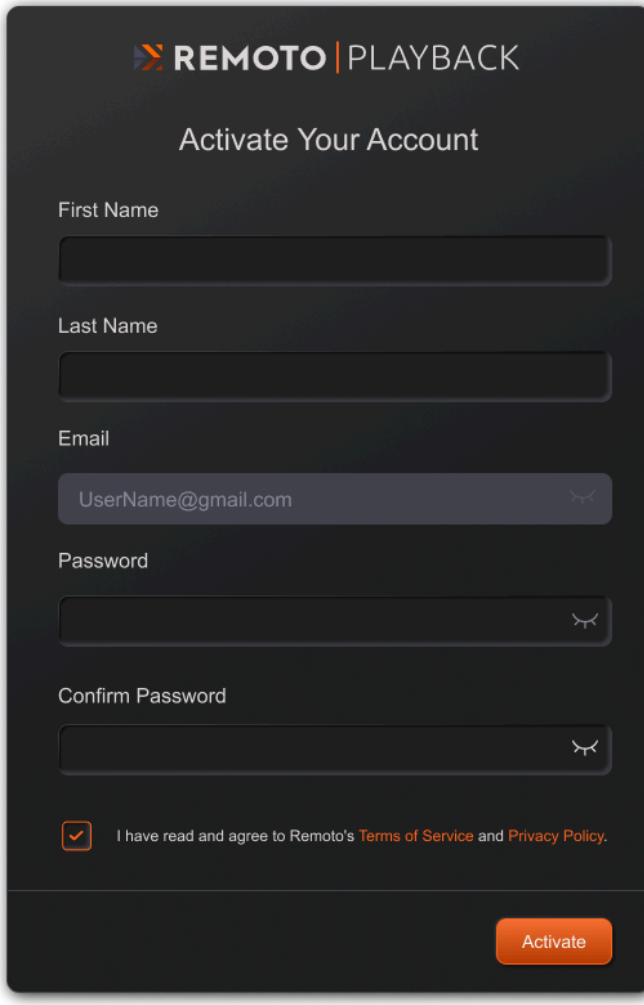
On this screen, the Guest must complete the following:

- Enter first name
- Enter last name
- Create a password
- Accept the Terms of Service and Privacy Policy by checking the box

Password requirements:

- At least 8 characters
- At least 1 lowercase letter
- At least 1 uppercase letter
- At least 1 number
- At least 1 special character

Note: If using a third party password manager, the suggested password might not meet Remoto's password rules. Confirm that the generated password meets the requirements before continuing.

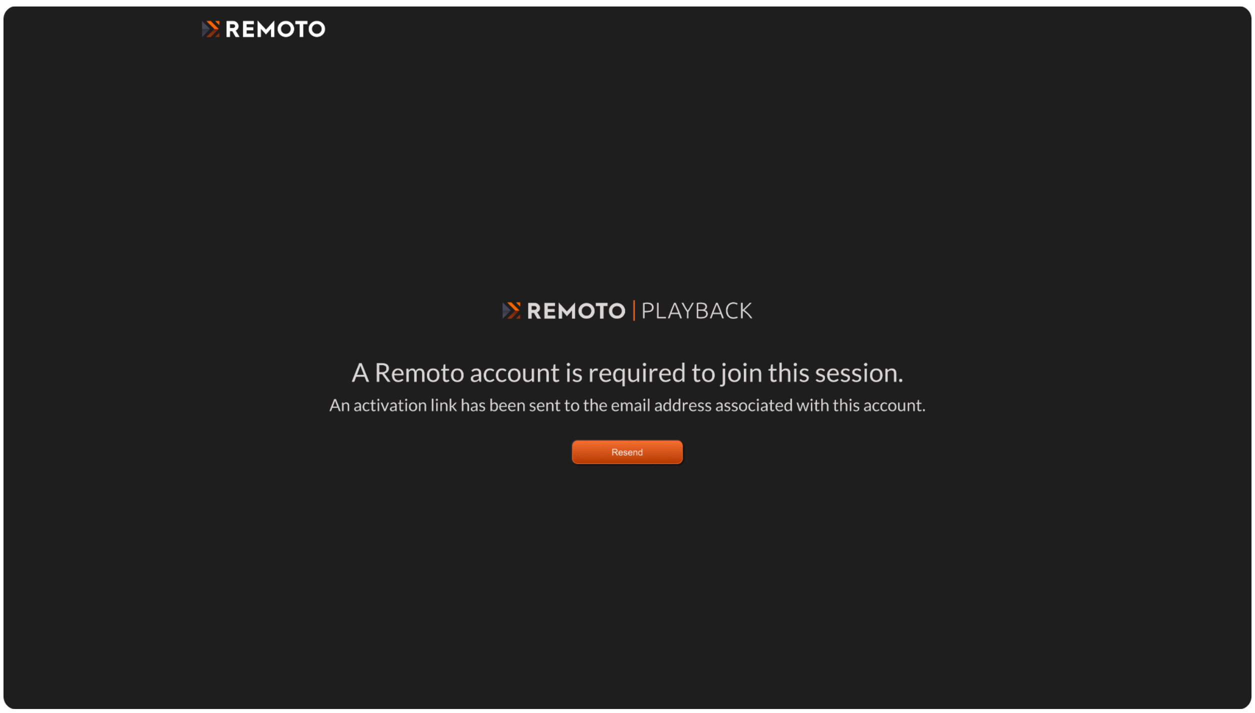


After entering all information, click **Activate**.

Step 3: If Embedded Activation Credentials Are Expired

If the Guest clicks the Join Session button more than 72 hours after receiving the invitation email, the embedded activation credentials will have expired. The user will see the following message:

“A Remoto account is required to join this session. An activation link has been sent to the email address associated with this account.”



A **Resend** button will also appear**.**

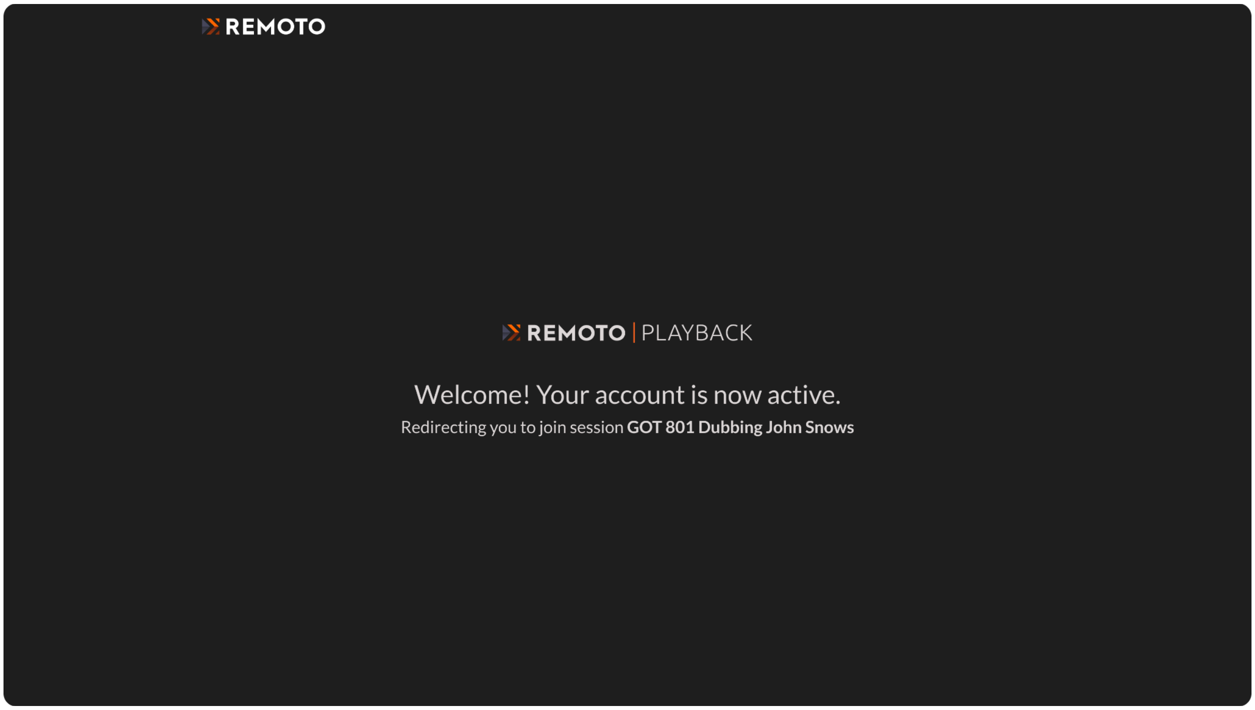
To continue:

1. Return to the email inbox
2. Open the new email titled “Remoto Account Activation”
3. Click **Activate** in that email
4. Complete the same **Activate your account** screen with name, password, and checkbox

Step 4: Activation Confirmation

After completing account activation, the Guest will see a confirmation screen.

Message: “Welcome. Your account is now active.”
Subtext: “Redirecting you to join session <session name>.”



The page will automatically redirect the Guest to the session join flow.

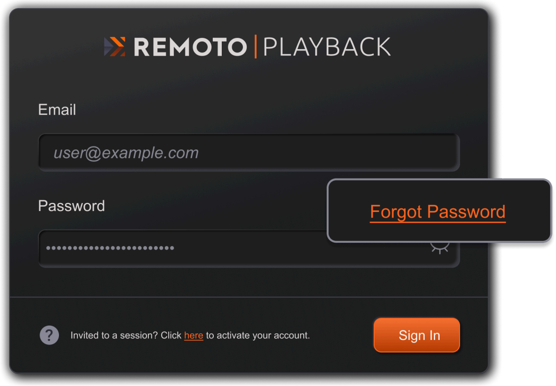
Additional steps for joining the session are covered in a different section of this guide.

Remoto Account Password Reset

Users can reset their Remoto account password at any time. Password resets can be initiated from the login screen or from the user’s account profile within the application.

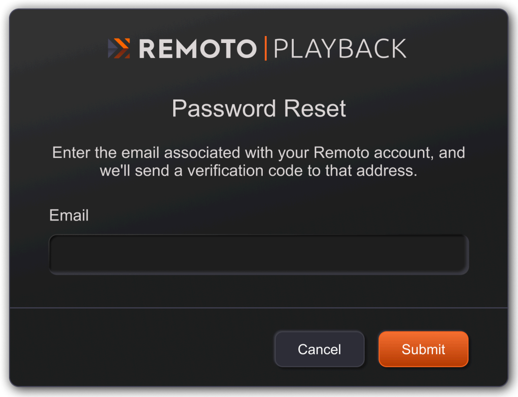
Option 1: Reset from the login screen

Step 1:Select “Forgot Password.”
Enter the email address associated with the account.

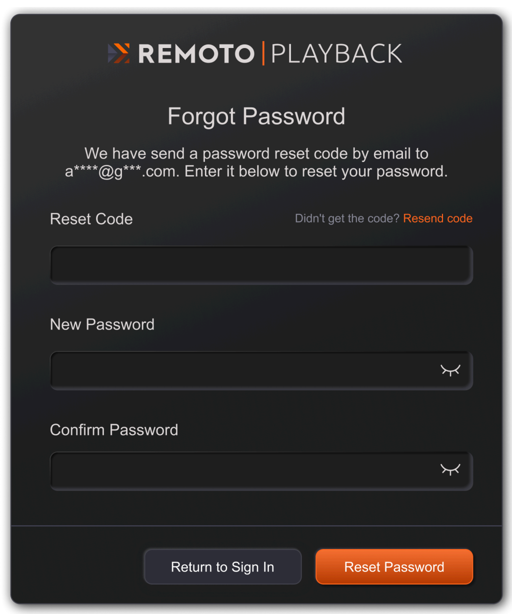


Step 2: Check Email and Enter the Reset Code

The user will be redirected to a confirmation page indicating that a password reset code has been sent to the email address that was provided.



Open the email and locate the reset code.
Return to the browser and enter the reset code, and enter and confirm a new password.



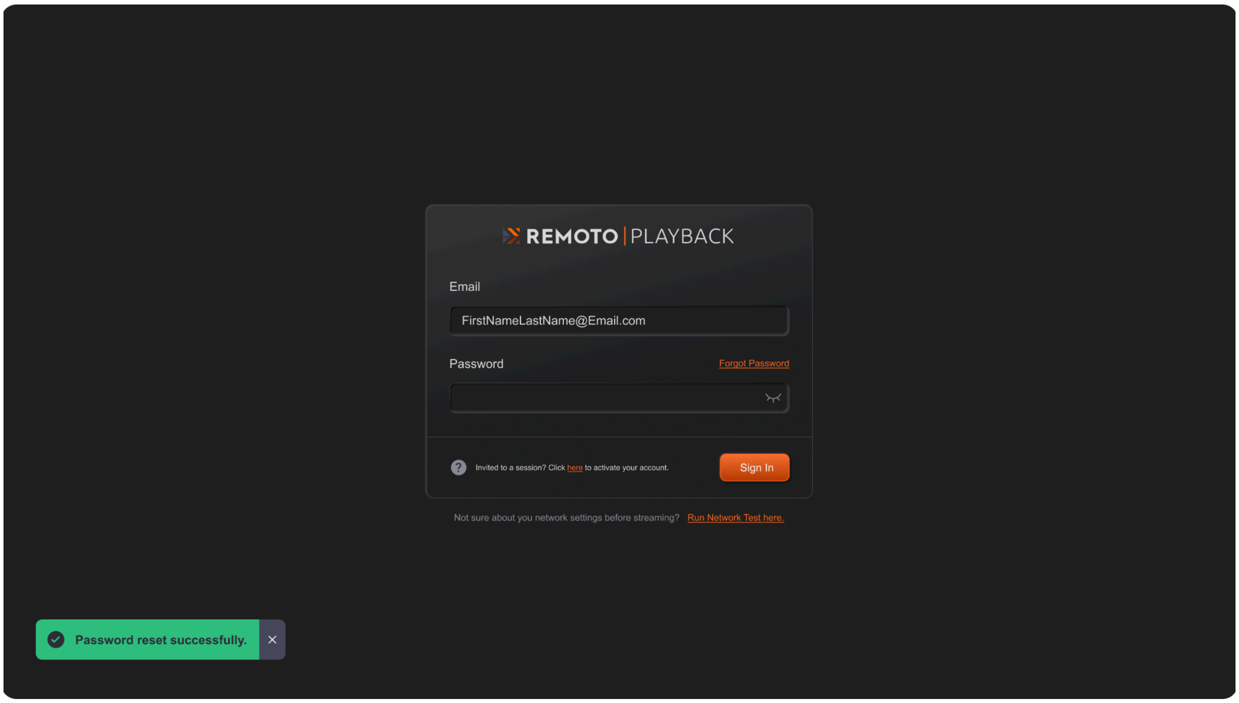
Password requirements:

- At least 8 characters
- At least 1 lowercase letter
- At least 1 uppercase letter
- At least 1 number
- At least 1 special character

Step 3: Complete the Reset

Click **Reset Password**.
A confirmation message will appear, and the password update will be complete.

The user can then return to the login screen and sign in using the updated password.

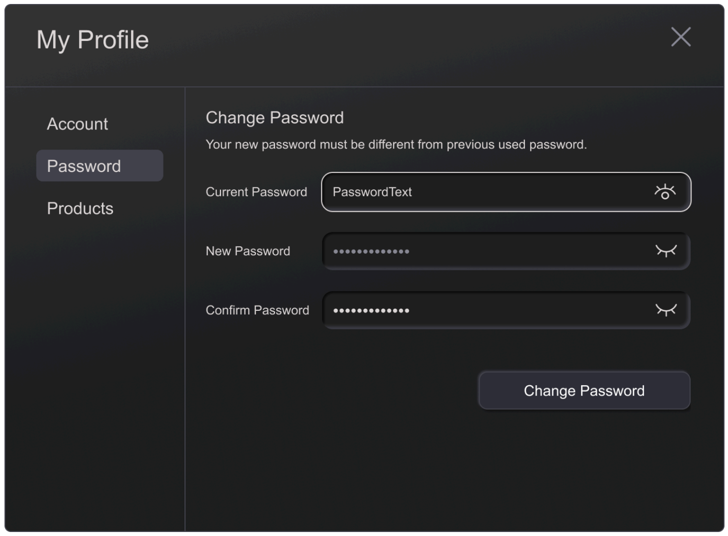


Option 2: Reset via Remoto User Profile (Desktop App only)

Once logged into Playback, the password can be reset from the Profile window.

Step 1)
In Playback's main interface, click on the Profile button at the top right of the interface:

Step 2)
In the Profile window, navigate to the Password Tab:



Step 3)
Enter the current password, and then enter and confirm a new one.

Playback System Requirements and Compatibility

Playback Desktop
Playback Desktop is compatible with Apple® computers only; the system requirements for using it differ depending on whether the computer is being used as a session Organizer or as a Guest participant. Minimum system requirements support the capabilities of Playback; suggested system requirements provide an optimal experience.

Playback Desktop: Organizer/Streaming System Requirements:

Minimum Requirements:

- Operating System: macOS Monterey® 12.1 or later*
- Processor: Intel® core i5 or Apple silicon M1 chip or higher
- RAM: 4 GB
- Disk Space: 1.5 GB needed for installation
- Internet Connection: Required for installation, application use, and streaming

Suggested:

- Operating System: macOS Ventura® 13.1 or later*
- Processor: Intel® Xeon W 8-core or higher; or Apple silicon M1 chip or higher
- AMD® Radeon Pro 580X with 8GB of GDDR5 memory or higher
- RAM: 16 GB or higher recommended
- Disk Space: 1.5 GB needed for installation
- Internet Connection: Required for installation, application use and streaming (A hardwired connection is recommended).

*Application capture is available for MacOS 12.3 and later. For more information, please see Apple's website.

Playback Desktop: Guest Participant System Requirements:

Minimum Requirements:

- Operating System: macOS Monterey® 12.1 or later
- Processor: Intel® core i5 or Apple silicon M1 chip or higher
- RAM: 4 GB
- Disk Space: 1.5 GB needed for installation
- Internet Connection: Required for installation, application use, and streaming

Suggested:

- Operating System: macOS Ventura® 13.1 or later
- Processor: Intel® Xeon W 8-core or higher; or Apple silicon M1 chip or higher
- AMD® Radeon Pro 580X with 8GB of GDDR5 memory or higher
- RAM: 8 GB or higher recommended
- Disk Space: 1.5 GB needed for installation
- Internet Connection: Required for installation, application use and streaming (A hardwired connection is recommended).

Application Compatibility
Playback is application agnostic as there is no direct communication with a host DAW, NLE or other creative tools. Audio and video are sourced at the operating system level through multiple video and audio capture methodologies; timecode is captured via MTC. However, Playback has been tested and verified with the following programs:

- Pro Tools®
- Reaper®
- Logic Pro®
- Adobe Premiere Pro®
- Media Composer®
- DaVinci Resolve®
- Final Cut Pro®

Playback Web

Playback Web can be used on either macOS or Windows systems with the following browsers:

- Google Chrome®/Chromium®
- Microsoft Edge®

Network Configuration

Refer to Appendix A of this guide for more information.

Playback Product Types

Playback purchase options were designed to suit the different needs and budgets of users across the globe. Unlike most software used for media creation collaboration, Playback offers single sessions, monthly subscriptions, or custom contract pricing. We also offer a free trial “Test Drive” to try out the Playback experience before deciding a plan.

Single Session Options:

Playback “Test Drive”

Playback “Test Drive” is a free option with limited features that provides the basic Playback experience.

The “Test Drive” provides three 1-hour HD sessions, with up to 3 guests, Full HD video resolution (1920x1080) with a chroma subsampling rate of 4:2:0, 30 fps, and stereo audio.

Each Remoto account is limited to one free “Test Drive” session “purchase” (3 sessions).

Playback Single Sessions

are ideal for users who prefer to spin up sessions on the fly as needed. These sessions are customizable, allowing session quality, guest count, and technical specs (video resolution, chroma, audio channel count, and quality) to be adjusted to suit specific needs. Currently, Single Sessions are the only option that support streaming audio formats greater than 5.1, making them essential for advanced multichannel workflows.

Customizing a single session begins with selecting a template that most corresponds to the desired use-case. This configures technical settings with the recommended specifications for the use case, which the user can further adjust. The “Custom Configuration” template defaults to the highest technical specifications available.
As changes to the specifications are made, the price of the session is updated automatically and dynamically.

See below for a comparison table of the available starter templates and their default specifications. Session Duration and Guest count are not listed as they do not have a default value.

Single Sessions				
Template Name	**Resolution**	**Chroma**	**Audio Channels**	**Audio Quality**
Picture Editorial	FHD (1080p)	4:2:0 or 4:2:2	2	Opus
5.1 Audio	FHD (1080p)	4:2:0 or 4:2:2	6	Opus
Atmos Mix	FHD (1080p)	4:2:0 or 4:2:2	16	Opus
Color Review	4K	4:2:0 or 4:2:2	2	Opus
Custom Configuration	4K	4:2:0 or 4:2:2	16	Opus

The specifications purchased set the maximum value available for the session. Users are free to use a purchased single session with a lower guest count, shorter duration, and/or lower technical specifications. However, all sales are final and, not making maximal use of a purchased session's available duration, guest count or technical specifications does not result in a refund. Higher quality specifications or guest counts than purchased is not available for configuration in session settings.

Fifteen minutes before the time limit of a one time session is reached, a counter appears to display how much time remains and offers to extend the session through an additional purchase of a session of the same type via the Remoto Store. If the existing session has not reached its time limit, the transition to the newly purchased extension is seamless. Once the time limit has been reached for the single session, the stream automatically turns off. However, the session and videoconferencing remain active for an additional 15 minutes.

Playback Subscription Offerings

Playback Subscription offerings are ideal for users who regularly organize sessions and value the flexibility of not having to predetermine the duration of a session. Subscriptions remove session duration limits and provide options to add more streaming hours, more guests, or both. All subscription plans support Full HD video and up to 6 audio channels (5.1). For audio formats exceeding 5.1 channels, such as 7.1 or immersive formats, contact Remoto Sales to explore custom subscription options tailored to those requirements.

Subscriptions are offered based on two different templates. Once a template is chosen, different bundles of session hours and guest capacity are available to customize the subscription according to specific workflow needs. The specifications represent the maximum limits available under the subscription.

Subscribers can schedule sessions in advance for a specific date and time, or create an **instant session** to start a session immediately using a preset configuration.

Subscriptions				
Template Name	**Resolution**	**Chroma**	**Frame Rate**	**Audio**
Picture Editorial & 5.1 Mix	Full HD (1920×1080)	4:2:0	30 fps	5.1 Channels
Color Review *(Coming Soon..)*	UHD	*(Coming Soon..)*	*(Coming Soon..)*	*(Coming Soon..)*

Session Hours + Guest Packages	
Session Hours	**Guest Count**
20	10
20	15
30	2
30	5
30	10
50	5

When a session nears the limit of available time in the subscription, a countdown timer appears and provides the option to augment the subscription by adding time to keep the session active. The timer appears fifteen minutes before the available subscription time is exhausted.

Purchasing Playback Single Sessions and Subscriptions

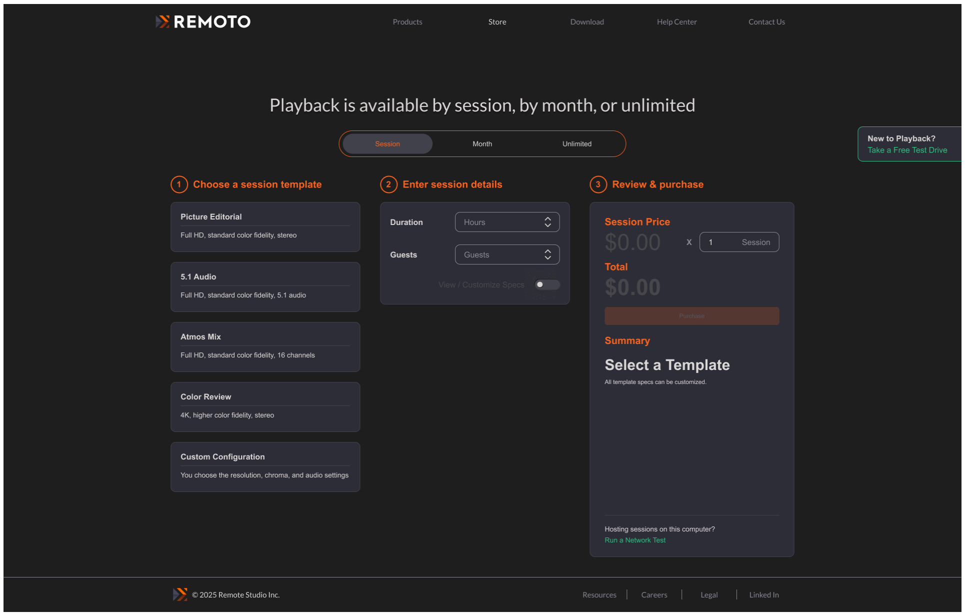
The Playback Desktop software is free to download via https://remotopro.io/download. Guest users can always join a streaming session through the downloaded application for free, but creating and scheduling streaming sessions requires the purchase of a product (or signing up or a free test drive).

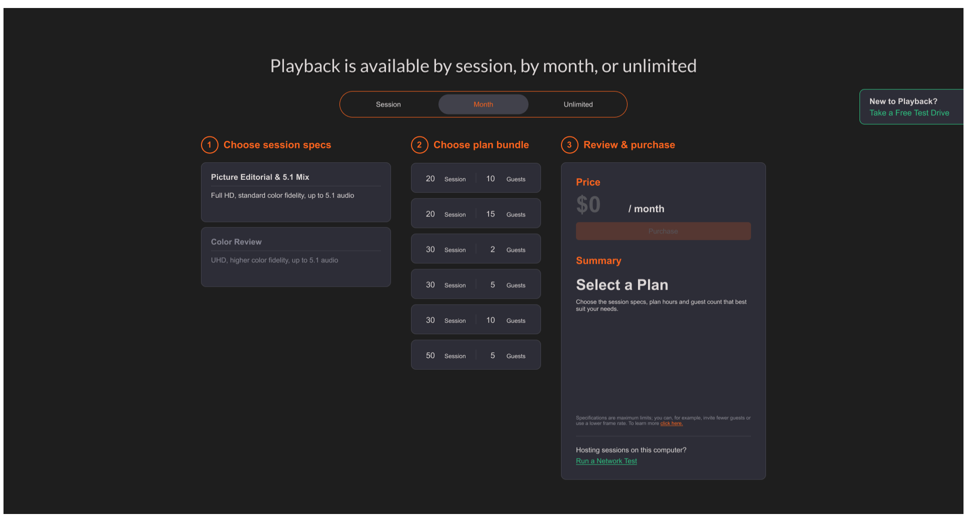
To purchase a Playback session or subscription, or to sign up for our free "Test Drive:"

- Choose a product option;
- Log In/Create an Account;
- Complete a purchase.

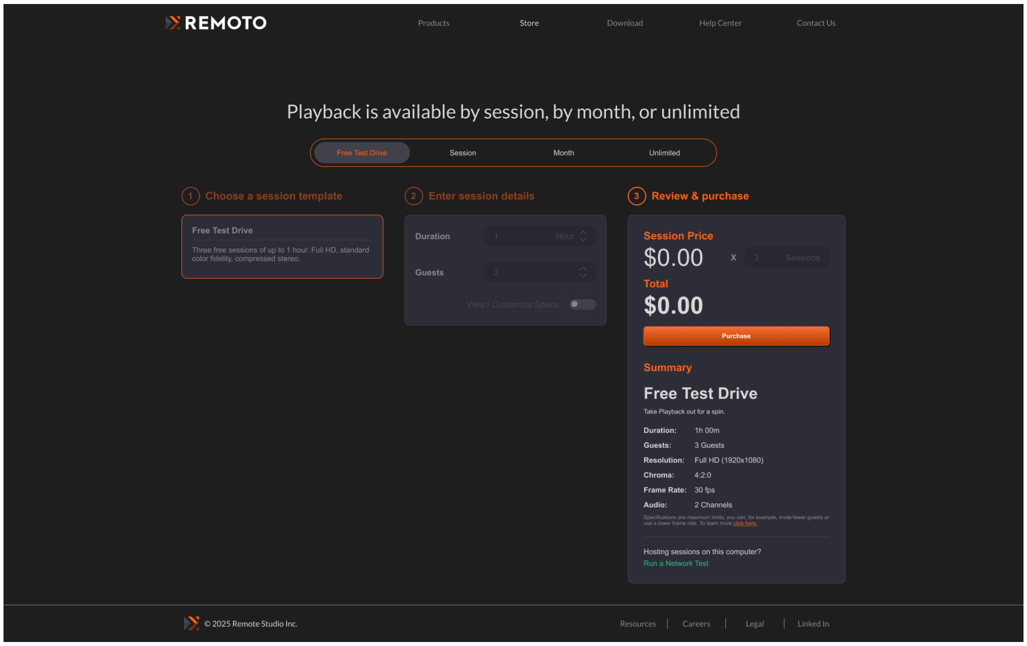
Choosing a Product Option

Navigate to the Remoto "Buy Now" page at https://remotopro.io/store. Pricing for Single Sessions appear by default; click the toggle to display pricing for Subscriptions. Free Test Drive can be selected by clicking on the banner button on the right of the screen. Choose a preferred option (don't worry, selections can still be modified before purchase).





The “Free Test Drive” option is always available in the hover banner at the right of the page.



Once a product is selected, logging in or creating an account is required to complete a purchase.

NOTE: If the available plans do not meet specific requirements, a customized subscription plan can be created. Contact Remoto Sales (sales@remotopro.io) to learn more.

Log In/Create an Account

Please see Part 1: Chapter 1: How to Create a Remoto User Account. Logging in redirects to the payment portal.

Make a Purchase

Make a purchase via the Remoto payment portal.

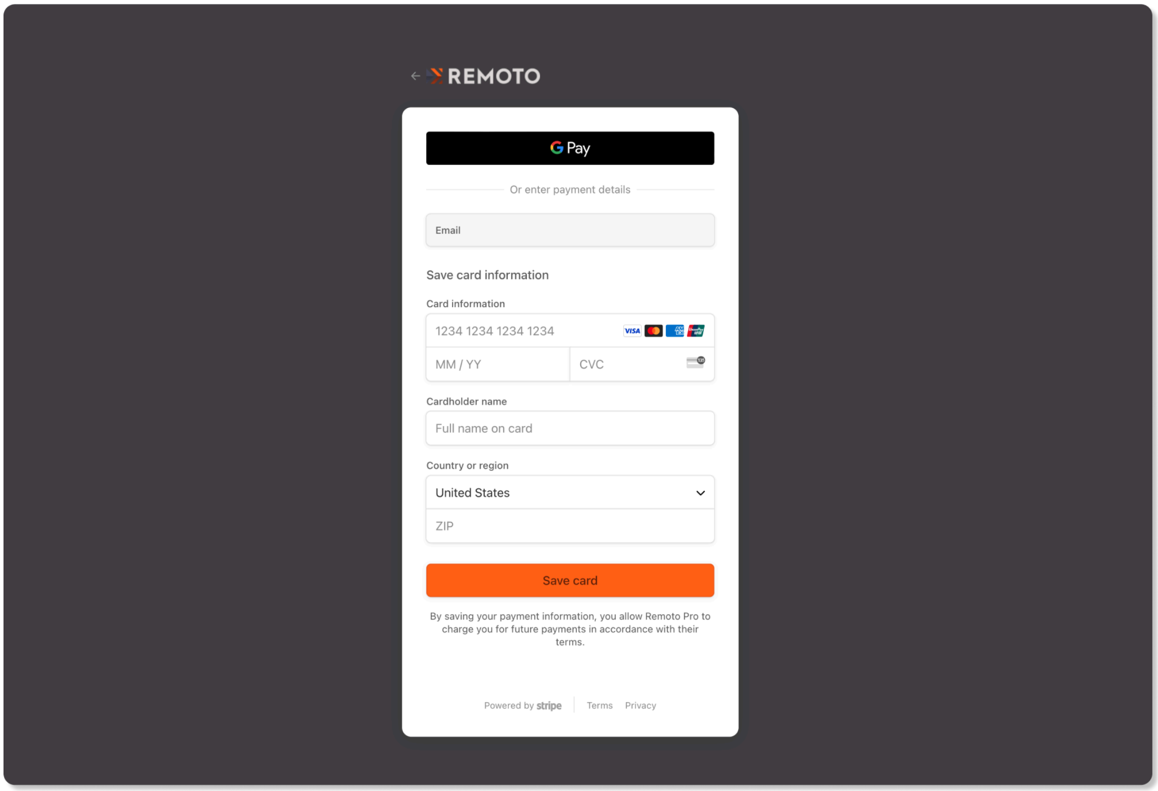
Payment information supplied for the purchase of a Single Session and Free Test Drives is saved as the default payment method for future single product purchases. Payment information supplied for the purchase of subscriptions is retained for automatic processing of monthly payments, but is not saved as the default payment method for future purchases.

Note: Credit card information is not stored within Remoto, it is stored in Stipe.

Single Session Checkout Process

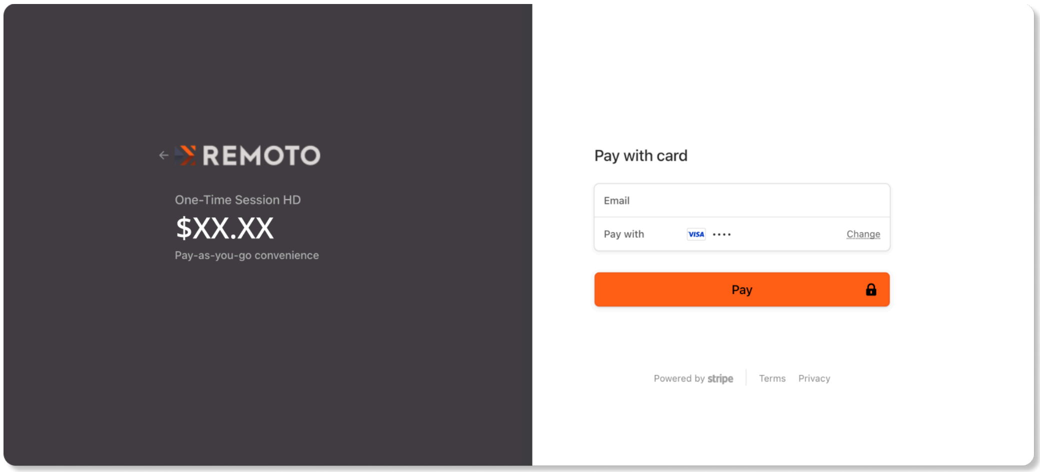
First Time Purchase:

First time customers of one time products are prompted to enter and save card information for their first purchase and future use:



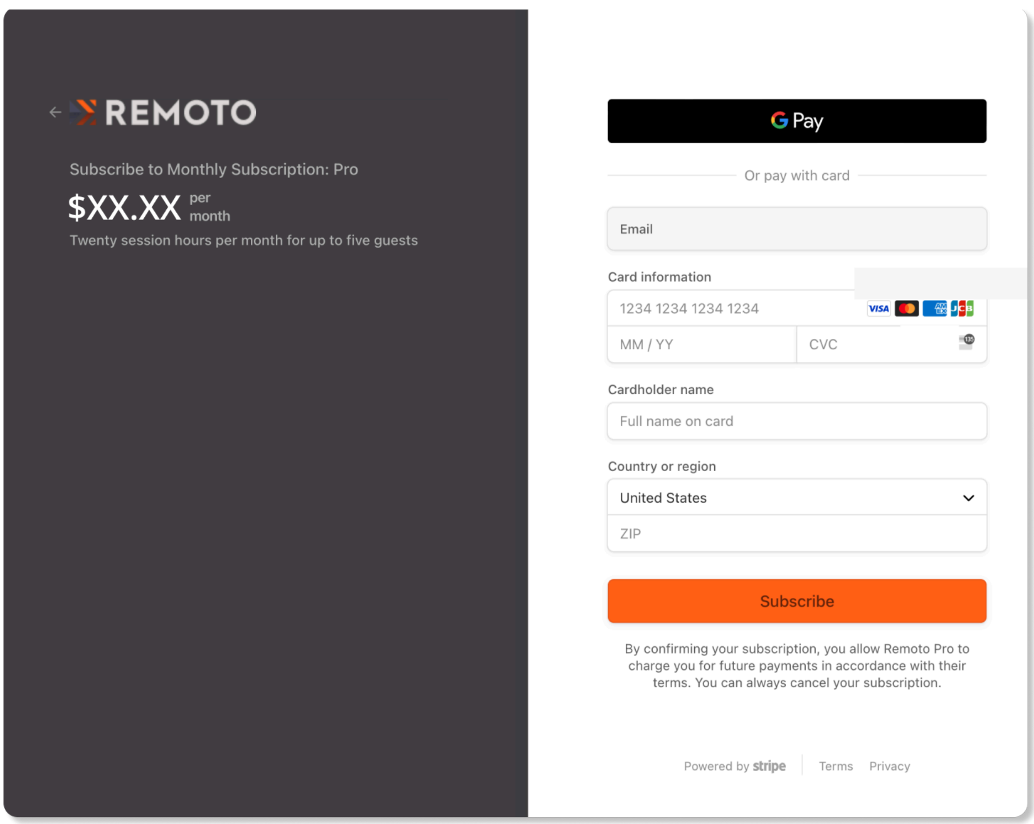
Returning Customers

Returning customers are not prompted to enter and save payment details. Instead, they are directed to the Payment page to confirm their purchase using the previously entered payment information, or change payment details:



Subscription Checkout Process

Customers purchasing a Playback subscription are always prompted to enter payment info and subscribe:



Subscription payments are automatically debited from the provided payment method every month. However, payment information is not made available for the purchase of One Time Sessions. Subscribers are prompted to enter payment information for One Time product purchases.

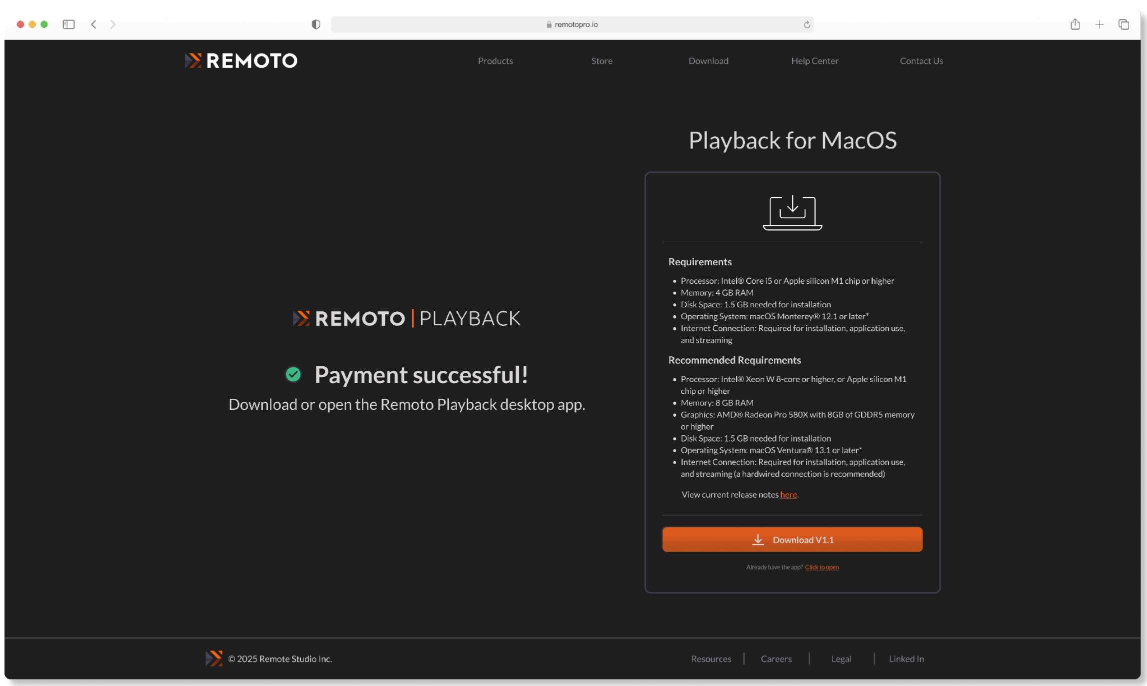
Invoices can be accessed via the Stripe Customer Portal. Remoto does not supply invoices.

Free Test Drive Sign Up

When signing up for a Free Test Drive, once the banner is clicked, the user is asked to sign in or [create an account](). Once completed, the user is re-directed to Stripe, where they are asked to “complete order” at $0. No credit card information is required for the Test Drive.

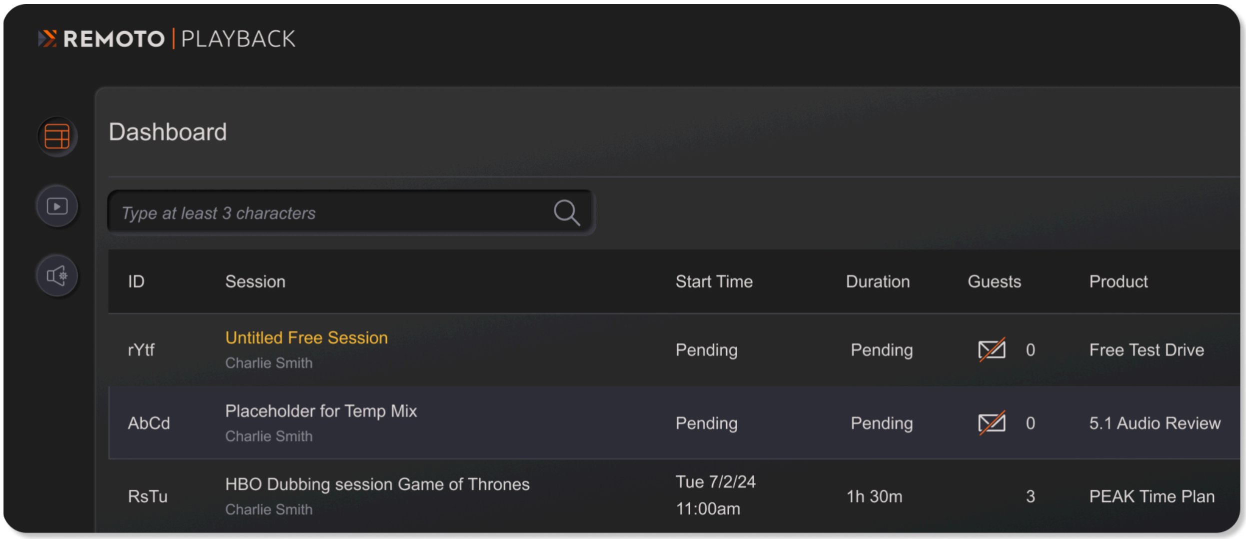
Purchase Confirmation and Download Page

No matter what type of product is purchased (or signed up for), the Playback Download page is displayed upon completion of the order, as well as a “Payment Successful” message:

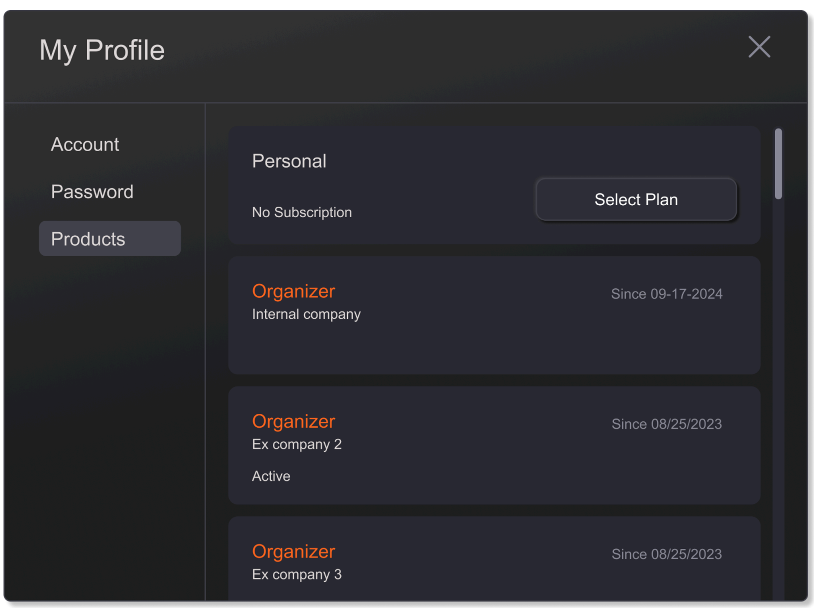


New users can click “Download” to download the installer, which supports both Intel and Apple Silicon chips. Existing users can skip this step and launch the Playback Desktop application.

Purchased Single Sessions or “Free Test Drive” sessions are displayed in the Dashboard, ready to be scheduled and configured.



Subscription details appear in the account profile under the “Products” tab.

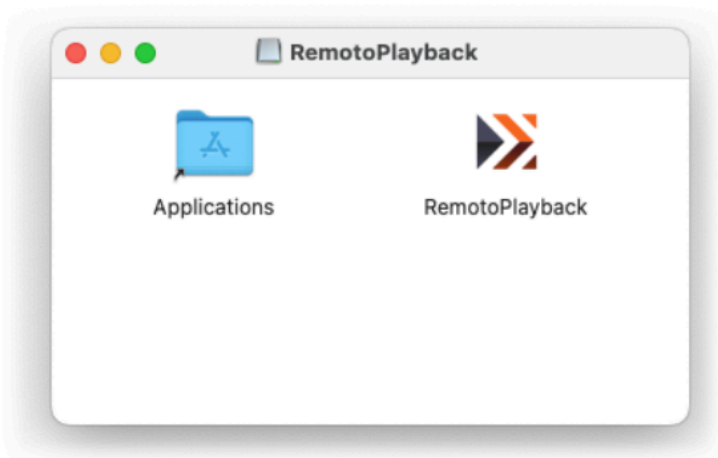


Playback Installation

The Playback Desktop software is free to download via https://remotopro.io/download. Guest users can always join a streaming session through the downloaded application for free, but creating and scheduling streaming sessions requires the purchase of a product (or signing up or a free test drive).

Before installing, ensure at least 1.5GB of free space is available on the system's hard drive.

1. Download the most recent version of Playback at https://remotopro.io/download
2. Navigate to the installer in the "Downloads" Folder
3. Click to open the installer:



4. Click and Drag RemotoPlayback to the "Applications" folder.

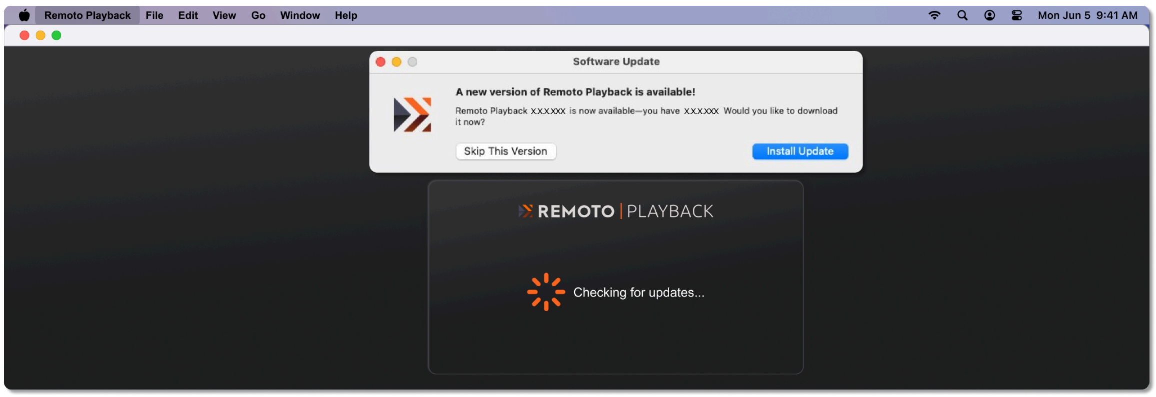
Playback is now available in the "Applications" folder.

NOTE: macOS "Privacy & Security" - Playback doesn't have control over when you are prompted to set MacOS privacy and security settings for Playback. To avoid needing to restart Playback at an inopportune time, it's a good idea to set these before you open the application for the first time: in macOS "Privacy & Security" Settings (Apple Menu > System Settings > Privacy & Security) make sure Playback is enabled for Microphone, Camera and Screen Recording.

Playback Software Updates

Playback software can be updated two ways: Automatic Update and Manual Update. Automatic updates present themselves when the application is launched, and a manual update can be checked at any time.

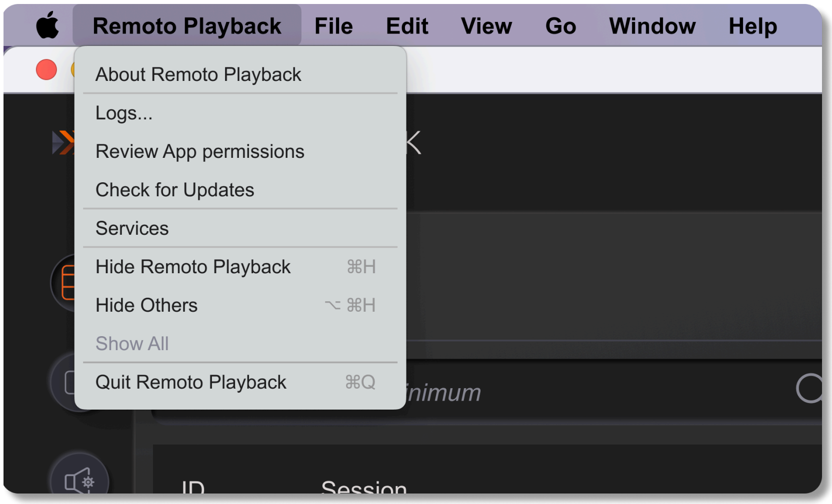
If an update is available, a message appears:



Automatic Updates
Playback automatically checks for updates upon launch of the application. There are two types of automatic updates:

- **Regular:** A regular update can be skipped
- **Important:** An important update is required and cannot be skipped, and includes the message “Remoto Playback x.x is not available - you have y.y. This is an important update; would you like to download it now?”

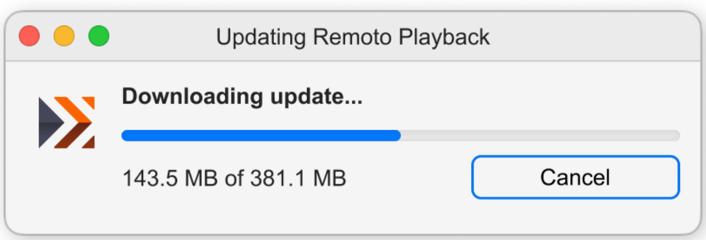
Manual Updates
A manual update can be initiated at any time with the application open, by clicking on “Remoto Playback” > “Check for Updates”:



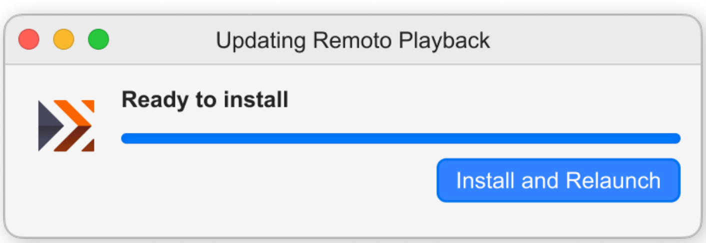
If an update is available, it can either be skipped, or “Install Update” can be clicked to download the update.

Selecting “Skip Version,” ignores the message.

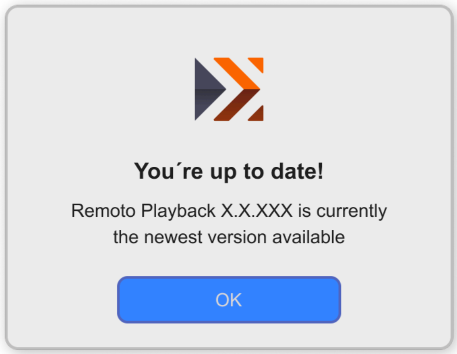
Selecting “Install Update” launches the download of the update; a progress bar appears:



Once the download is complete, a prompt appears stating “Version x.x.x is ready to install.” Select “Cancel” or “Install and Relaunch.” Clicking the latter installs the downloaded update and then quit and relaunch Playback.



If no update is available, a notification that the application is up to date appears.



Chapter 2: Playback Concepts

Before using Playback for the first time, it’s helpful to review Playback concepts. These concepts are the foundation of how Playback functions and operates.

Playback Desktop

Playback Desktop is an Apple only application that is the full-featured version of Playback, through which Organizers can schedule, host, and manage streaming sessions, and Guests can add timecoded markers during live streams. It also delivers full conferencing abilities with video, audio, and text chat.

Playback Web

Playback Web is a light, web-based version of Playback, designed for Guests to view streams and participate in conferencing. Playback Web can only deliver stereo audio; if a multichannel stream (up to 6 channels) is sent, it is downmixed to stereo. Playback Web does not support timecoded markers. Conferencing functionality is video and audio chat only. Playback Web can be used on any device/operating system with a web browser (for more information check System Requirements and Compatibility), and is best suited for on-the-go stream viewing where an ideal listening environment is not required.

Session

A Session is a scheduled meeting with conferencing capabilities, with the potential for streaming audio and/or video content to Guests. A Session has one of the following states: Draft, Ready, Active, or Finished. When a Session has been Scheduled, the attributes of that session are accessible via the Session Dashboard. These attributes are not stored locally on the computer.

A session that is created against a Single purchased session remains active for the amount of time purchased, meaning the stream stops once the time duration has been reached. A warning message and countdown that appears when there are 15 minutes left, which also provides instructions on how to extend the session if needed. If the session is not extended, the stream ends while the conference call remains live for an additional 15 minutes. Single sessions expire 90 days after purchase.

A session created against a subscription, including a scheduled session or an instant session, remains active for as long as the subscription has the available time. If a live session using a subscription is in progress, and the subscription is nearing the end of its available minutes, a warning message and countdown appears when there are 15 minutes left. Instructions are provided on how to upgrade the subscription to secure additional time. If the subscription is not upgraded, the stream and the conference call end and the session is closed.

Stream

A Stream refers to the audio and/or video content that is streamed to Guests. Video content may be streamed in either HD or UHD, and up to 16 channels of audio content can be streamed (with “Desktop Only” streaming type).

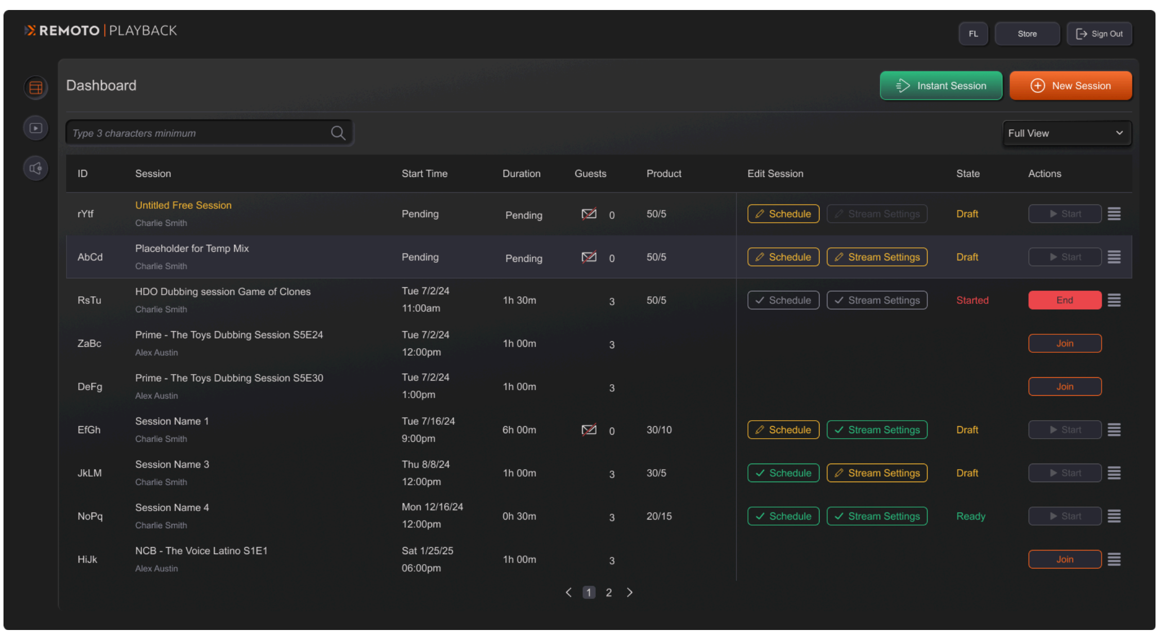
Dashboard

The Dashboard is where streaming sessions are scheduled, displayed, accessed and configured. This is also where the session state is displayed (Scheduled, Active or FInished).

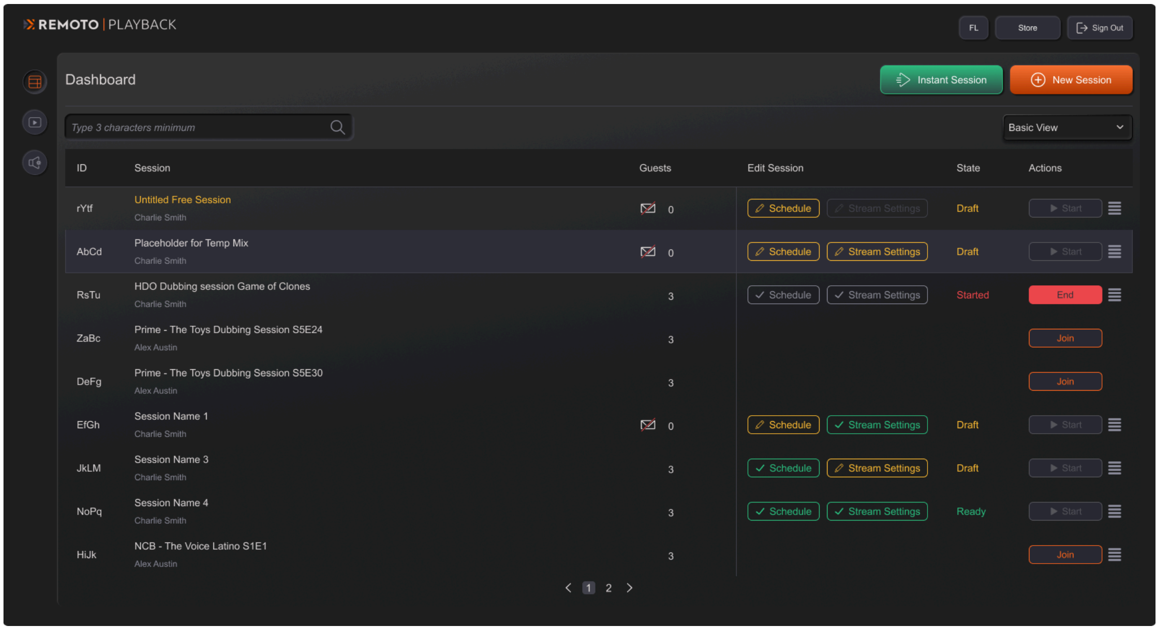
There are 3 available dashboard views:

- Full View,
- Basic View, or
- Guest View:

Full View: All Dashboard columns are visible



Basic View: Basic columns are visible: Session Name, Guests, Edit Session, State and Actions.



Guest View: This is the default view for Guest Accounts only, and is also available to Organizers when they join a session as a Guest. Columns visible are: Session Name, Organizer, Start Time, Duration, Guests, Actions.

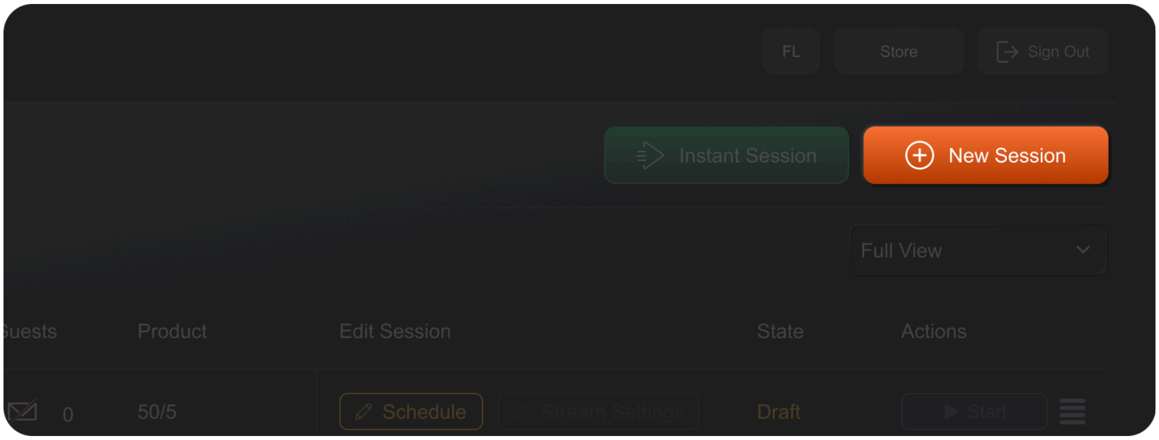
Session Details

Session details provide an overview of session settings. There are 3 windows:

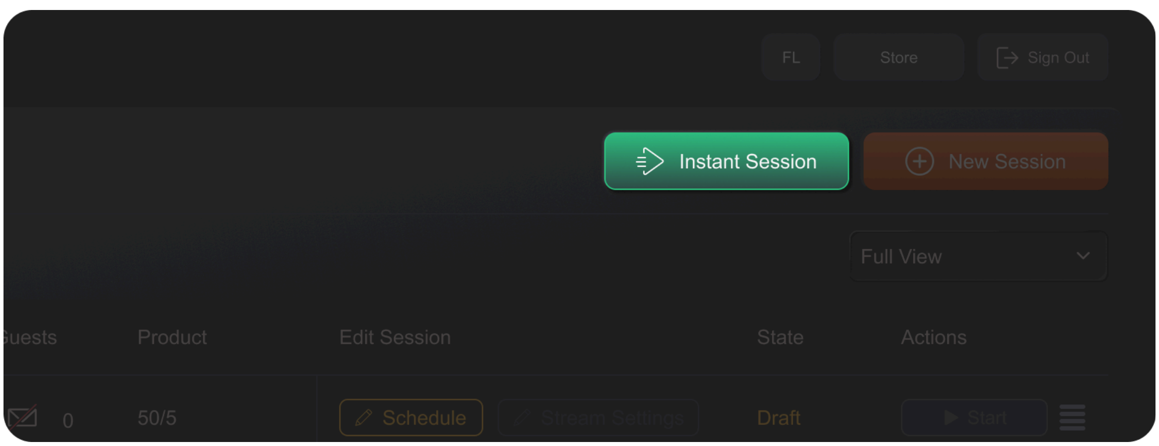
- Session Details Overview
- Edit Session Details 1 of 2: Schedule
- Edit Session Details 2 of 2: Stream Settings

The “Session Details” window is a summary of both Schedule and Stream details. The “Edit Session Details 1 of 2: Schedule” and “2 of 2: Stream Settings” can be accessed and edited by clicking the pencil button in “Session Details”, or by clicking on the respective buttons in the “Edit Session” column.

A Session Organizer with a subscription plan can schedule a new streaming session by clicking the **+ New Session** button in the upper right of the Dashboard view.



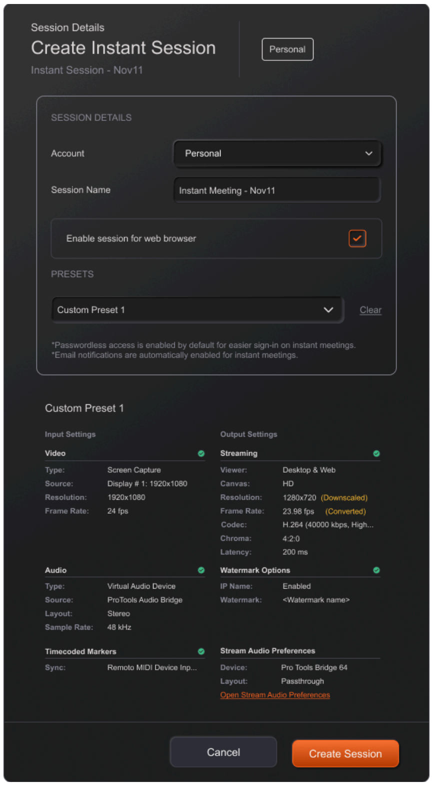
Clicking this button opens **Edit Session Details 1 of 2: Schedule**, where the Organizer schedules the session, and then proceeds to **Edit Session Details 2 of 2: Stream Settings** to configure the technical aspects of the stream. Once the session has been scheduled, Session Details can be accessed by clicking the session name in the Dashboard, which displays both Schedule and Stream Settings, or by clicking the corresponding detail types under the **Edit Session** column.



As an alternative to scheduling a session in advance, subscription users can also create an **Instant Session**. Instant Sessions allow Organizers to create a session immediately using a saved preset, bypassing the standard scheduling flow. This option is useful when a session needs to be set up quickly and common settings are already defined.

For Instant Sessions, passwordless access is enabled by default to simplify participant sign-in. Email notifications are also enabled automatically. When participants are added from the Studio, they receive an email notification with a link to join the session.

Creating an Instant Session does not automatically start the session. After the session is created, the Organizer must manually start it by clicking **Start** for the session from the Dashboard.



An Organizer who has purchased a Single session or signed up for a free test drive, can schedule a session by clicking on “Schedule” in the edit session column to configure “Edit Session Details 1 of 2: Schedule”.

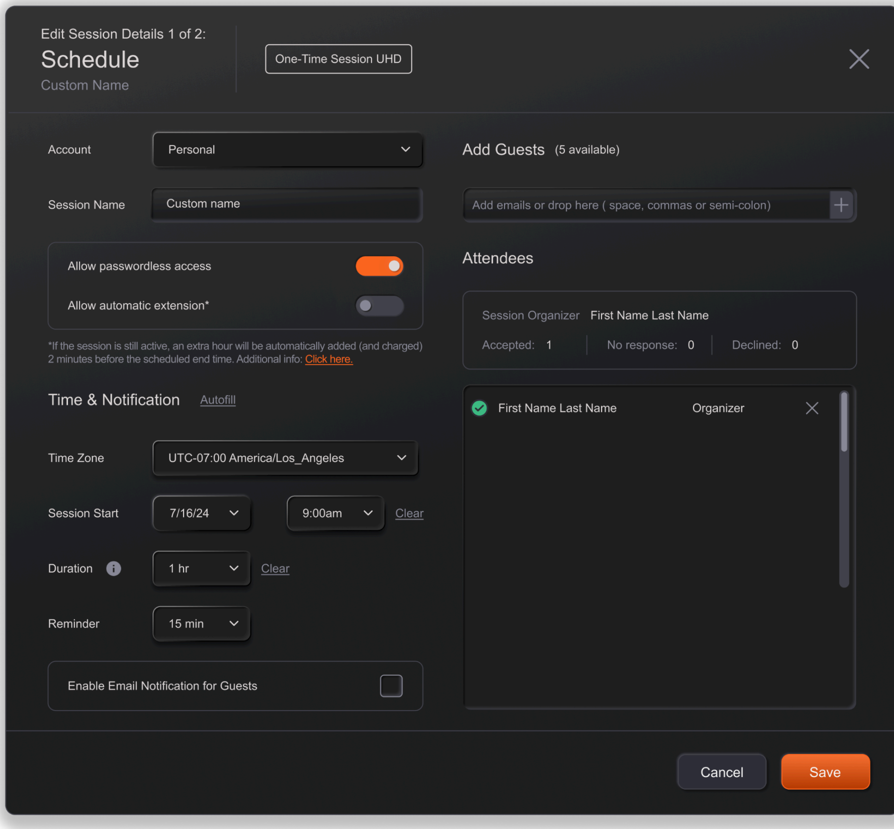
Once scheduled, configure session settings through “Edit Session Details 2 of 2: Stream Settings”.

Once the session has been scheduled, Session Details can be accessed by clicking on the session name, which reveals both parts, or by clicking on the different detail types under the “Edit Session” Column.

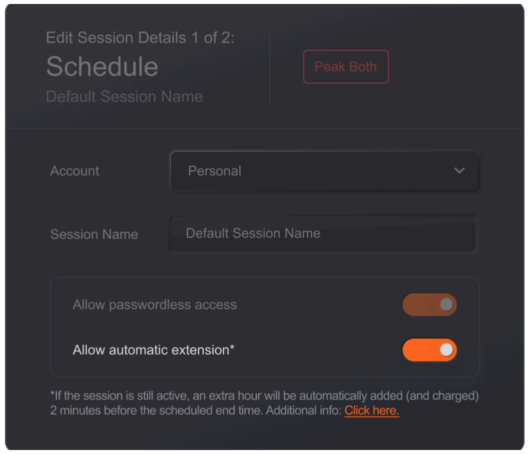
Edit Session Details 1 of 2: Schedule

This is the session scheduler where the session name, date, start time, duration, session reminders, and Guest participants can be configured. An additional toggle is available that, when enabled, allows Guests to join the session without needing to log in (passwordless access). Clicking **Save** schedules the streaming session. Email invitations and notifications are not sent to invited Guests until **Enable Notifications** is checked.

When creating an **Instant Session**, this screen is not presented as part of the initial creation flow. However, once the Instant Session has been created, the Organizer can access this screen from the Dashboard to review or make adjustments before starting the session.



For Single sessions, an additional toggle to set the automatic session extension behavior is presented. If toggled “on”, an additional hour is purchased two minutes prior to the session’s expiration to extend it.

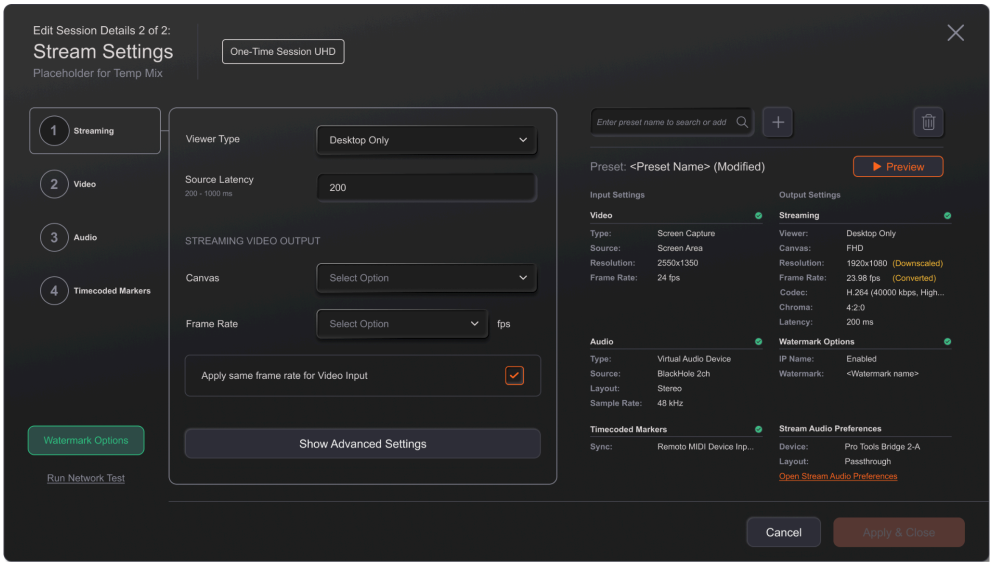


Once saved and closed, this window can be recalled by clicking on the session name in the Dashboard.

Edit Session Details 2 of 2: Stream Settings

The **Stream Settings** panel is where the technical aspects of the streaming session are configured, including streaming method, video source, audio source, timecoded markers, and optional settings such as watermarks. A **Settings Summary** of all selected configurations is displayed on the right side of the window. Session settings can be saved and recalled using user-enabled presets. The stream can also be previewed from this panel, allowing media sources to be verified and proofed before the session begins.

When creating an **Instant Session**, this screen is not presented or interacted with during the initial creation flow. However, once the Instant Session has been created, the Organizer can access this panel from the Dashboard to review or make adjustments before starting the session. To select a preset when creating an Instant Session, the preset must have been previously saved from the Stream Settings panel of another session.



Studio: Playback Studio

The Studio is where the live session is viewed. This live session view is also where the Organizer admits or refuses Guest participants, reviews the list of participants, engages in live video conferencing and chat, starts and stops the stream, enters and reviews timecoded markers, views stream and conference audio status, and adjusts stream and conference audio levels.

Preferences: Call and Stream Preferences

The Preferences section refers to local audio and video settings for participants conferencing microphone and video sources, speaker destinations for conferencing audio, and streaming audio speaker destinations. Participants can test their microphone, speakers, and video feed before entering a live Streaming Session. This can also be accessed at any time, in a session or not.

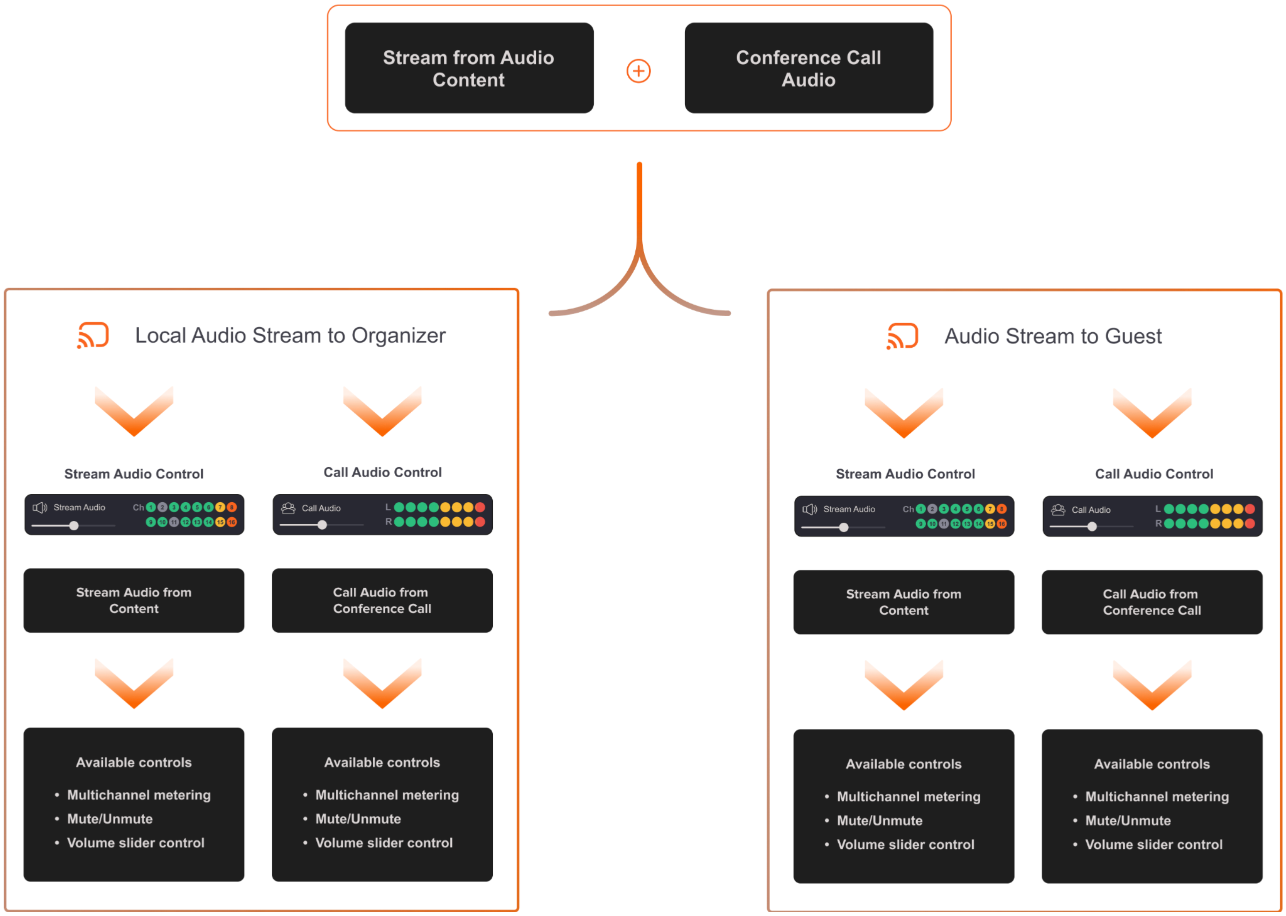
Alternate Speakers

Please view Appendix B for more information.

Local Audio Controls

Playback's Studio view offers a Local Audio Controls section where stream audio can be managed independently from conference call audio. The streaming format of the source is displayed, along with the local playback format being monitored. Additionally, the output destination and format for both the stream and the call can be adjusted independently. By default, the output destination of the stream is linked to the call output, but this linkage can be modified as needed.

This panel functions similarly to an audio mixer—volume adjustments affect only how the participant hears the stream and do not impact the audio stream being sent by the Organizer.



Pre-Session Network Test

The pre-session network test helps identify potential network issues before an Organizer or Guest joins a session. By evaluating network conditions in advance, it reduces the likelihood of connection problems that could affect session quality or prevent a session from starting successfully.

The test measures key factors such as upload and download bandwidth, latency, protocol connectivity, and regional performance. Results are tailored to the user's role, with greater emphasis on download performance for Guests and both upload and download performance for Organizers.

If potential issues are detected, clear warnings and recommendations are displayed so users can address them before joining the session. Regional testing helps ensure sessions are hosted in the optimal location to minimize latency. When network conditions are below recommended thresholds, users are prompted to acknowledge the warning, helping support teams diagnose and resolve issues more quickly if assistance is needed.

Video Streaming

Playback allows users to stream video from any source available to the computer that the software is installed on. The type of stream being transmitted varies depending on what “Viewer Type” is selected in the Streaming section of Session Settings. Video is not hosted within Playback, and Playback does not interact with the video source directly; instead Playback captures the stream at the operating system level.

If Desktop Only streaming is selected, Guests will only be able to view the stream through Playback Desktop and won’t be able to join the session via Playback Web. Desktop also provides Guests with the capability to use timecoded markers and includes a higher audio channel count. When this viewer type is chosen, video is streamed through a protocol called SRT.

If “Desktop & Web” is selected, Guest participants can view the stream from either Playback Desktop or Playback Web. When this viewer type is chosen, video is streamed with a protocol called SRT/WHEP.

For more information on video streaming, please see Streaming Settings.

Note: 16 channels of audio is only available for “Desktop only” streaming.

Audio Streaming

Playback enables audio to be streamed from any source available to the computer the software is installed on. Audio is not hosted within Playback, and Playback does not interact with the Audio Source directly; instead, Playback captures the stream at the operating system level or from a supported 3rd party hardware device. For more information please see Audio Streaming settings.

Synchronization

Playback does not need to be synchronized to any source for proper video playback and streaming. However, if streaming video from a DAW, it's important to configure timecoded markers in Session Settings in order for timecoded markers to line up with the video timeline that is being streamed via the "Remoto MIDI Device Input Port" option. Once the host DAW has been configured correctly*, and the Sync Input Type in Playback has been defined, Playback chases and displays the timecode of the host DAW using the MTC protocol. For more information, please refer to https://www.midi.org/specifications/midi1-specifications/midi-1-0-core-specifications/midi-time-code .

**Please visit our knowledge base for in-depth guides on DAW configuration for this function.*

Timecoded Markers

Playback offers the ability to enter timestamped markers that reference the timecode fed by the DAW or NLE. If sync is established between Playback and the source DAW/NLE (see "Timecoded Markers and Export Options" in this guide), a timecoded marker is associated with the SMPTE timecode at which it was entered. Thus, the timecode of the comment entered in the stream in Playback matches that of the source timeline in the DAW/NLE. The comments can then be exported from Playback and imported into the DAW/NLE as markers, automatically appearing in the correct timeline location. Using this feature requires the host DAW/NLE to be capable of generating and outputting MTC which can then be received by Playback.

Surround Sound

There are multiple types of surround sound formats, with varying channel counts, from LCR to 5.1, to 7.1, to Dolby Atmos®. With Desktop Only streaming enabled, Organizers can transmit up to 16 discrete channels of audio (depending on the product purchased) to participants via Playback. With Desktop & Web Streaming enabled, Organizers can transmit up to 6 discrete channels. In capable environments, these discrete channels can be routed to a surround sound system with matching speaker count to enable the experience of the full immersive audio mix.

Audio Groups

Audio Groups provide a way for listeners to selectively monitor specific audio formats or stereo pairs within a multichannel stream. This is useful in workflows where multiple mixes, languages, or delivery formats are sent as part of a single stream.

When Audio Groups are available and enabled, listeners can choose which incoming group or format they want to hear without affecting the stream itself or other participants. This selection applies only to local monitoring and can be adjusted as needed during the session.

Audio Groups are available only when multichannel audio is being delivered and passthrough monitoring is enabled, and are supported in Desktop Only sessions. This capability is particularly valuable for localization review, multi-format evaluation, and other professional workflows that require precise control over what audio is being monitored.

On-Screen Annotations

The On-Screen Annotation feature allows users to draw directly over the streamed content during a session to highlight areas of interest, provide visual feedback, or guide discussion in real time.

The annotation tool is accessed by clicking the On-Screen Annotation button located below the Audio Controls in the Studio view. When enabled, a small, movable palette appears, allowing the user to select a line color and adjust line thickness. The palette can be repositioned anywhere on the screen to avoid obstructing the content being viewed.

Annotations are temporary by design. Anything drawn on screen remains visible for a short period before automatically fading away, helping keep the viewing experience clear and uncluttered without requiring manual cleanup.

On-Screen Annotations are available in both windowed and full-screen viewing modes and can be used by all session participants, including Organizers and Guests. This functionality is supported in both the Playback Desktop application and the web application.

Chapter 3: The Playback Session Lifecycle

Overview

Playback sessions follow a consistent lifecycle regardless of use case. Understanding this lifecycle helps clarify how the user interface, settings, and collaboration tools fit together.

Each session moves through five primary stages:

1. Creation
2. Preparation
3. Live Collaboration
4. Session End
5. Post-Session Outputs

---

1. Session Creation

Sessions can be created in two ways:

- **Scheduled sessions**, created in advance
- **Instant sessions**, created and started immediately

During creation, the Organizer defines:

- Session name and timing
- Viewer type (Desktop only or Desktop and Web)
- Stream configuration (video, audio, quality)
- Participant access rules

Once created, scheduled sessions appear on the Organizer's dashboard until they are started or deleted.

---

2. Session Preparation

Before going live, the Organizer prepares the session by:

- Reviewing stream settings
- Confirming audio and video sources
- Inviting or managing participants
- Running the pre-session network test

Guests may begin joining the session shortly before its scheduled start time, depending on configuration.

Preparation ensures that technical issues are identified before live collaboration begins.

---

3. Live Collaboration

When the Organizer starts the session:

- Audio and video streams are published
- Guests are admitted into the session
- Collaboration tools become active

During a live session, participants may:

- View streamed picture and audio
- Communicate via video and chat
- Add timecoded markers
- Use on-screen annotations (where supported)

The Organizer retains control over session flow, including admitting participants and ending the session.

---

4. Ending a Session

A session ends when the Organizer explicitly stops it.

When a session ends:

- The live stream stops
- Participants are disconnected
- The session is closed and cannot be rejoined

Sessions cannot be resumed once ended. A new session must be created for additional collaboration.

---

5. Post-Session Outputs

Depending on the features used during the session:

- Timecoded markers may be exported and automatically shared
- Session metadata may remain visible on dashboards
- Usage data may be recorded for reporting purposes

Playback does not store streamed media. Only session-related metadata and collaboration outputs persist after the session ends.

How This Guide Is Organized Around the Lifecycle

The chapters that follow map directly to the session lifecycle:

- User Interface chapters explain *where* session controls live
- Session Management chapters explain *how* sessions are created and controlled
- Collaboration chapters explain *what* participants can do during a live session
- Appendices cover supporting systems such as networking and workspace administration

Understanding the session lifecycle will make it easier to navigate the rest of this guide.

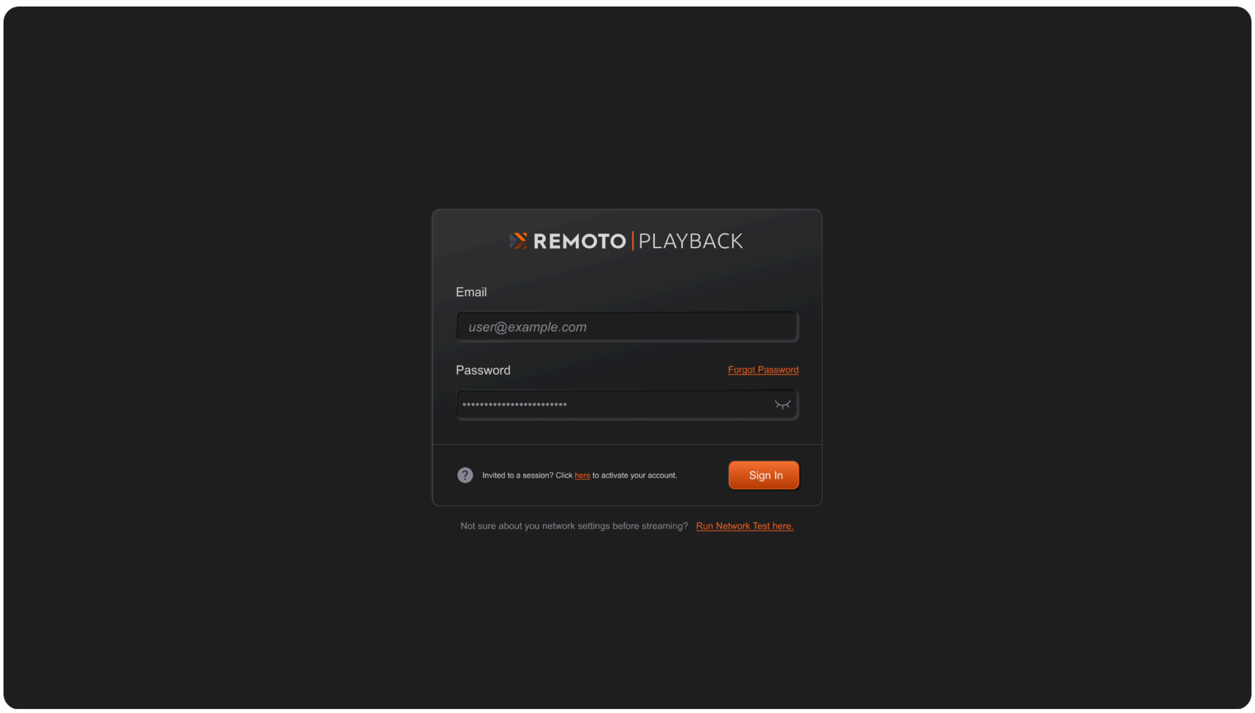
Part 2: Playback Organizer Mode

Chapter 4: Playback Desktop Windows

Playback presents a single window interface with multiple functions that can be navigated through tabs and button clicks.

Log In Screen

Launching Playback leads to the login screen, prompting authentication by email and password. Password reset and login code request can be accessed from this screen, and a link to a network test that evaluates internet connection quality.

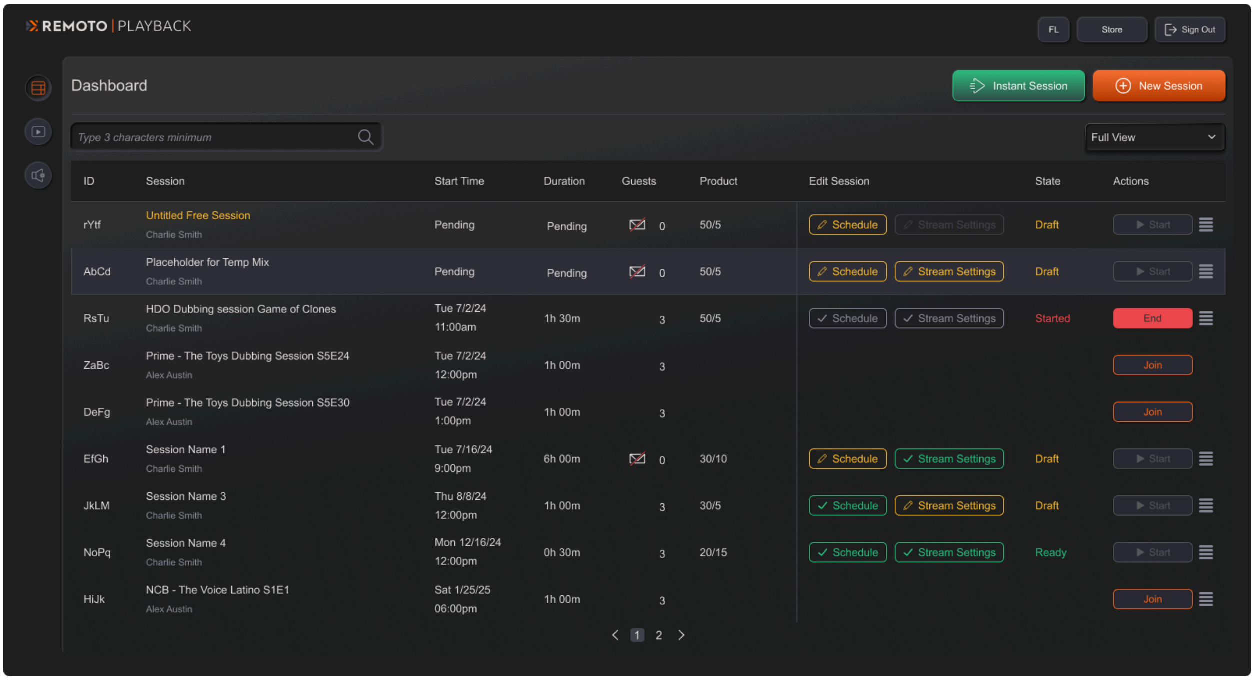


NOTE: If you are having password issues and you are using a password manager like macOS keychain and you are invited to different sessions through different emails, your password manager may auto-populate a password that matches an alternate email address. Please check your password manager to ensure the password that matches the login email is being populated.

The software version of Playback Desktop is displayed in the upper right corner of this window.

Playback Main Interface Overview

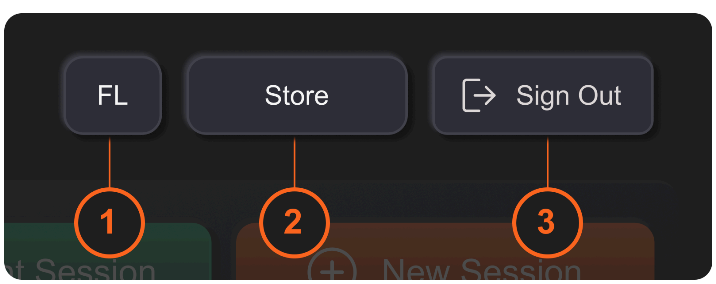
After successfully logging in, Playback's main interface is displayed, which defaults to the "Full View" of Dashboard view.



The interface has a size limit of 800 by 600 pixels.

Top Right Navigation Buttons

There are three navigation buttons found in the upper right hand corner:

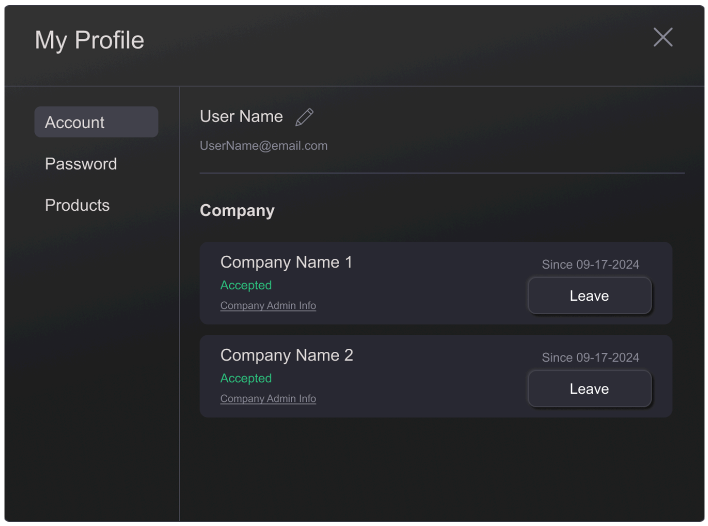


1. **Profile**

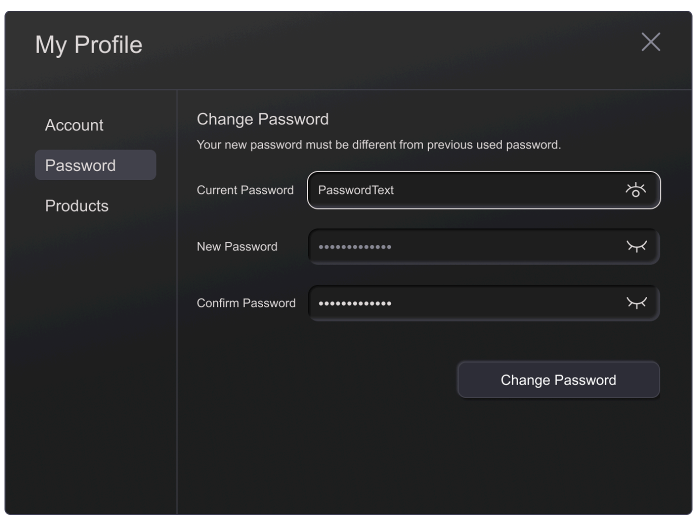
The “Profile” button accesses the Remoto user’s profile, password info, and products associated with the account, if any.

The “Account” tab displays the name and email associated with the Remoto account.

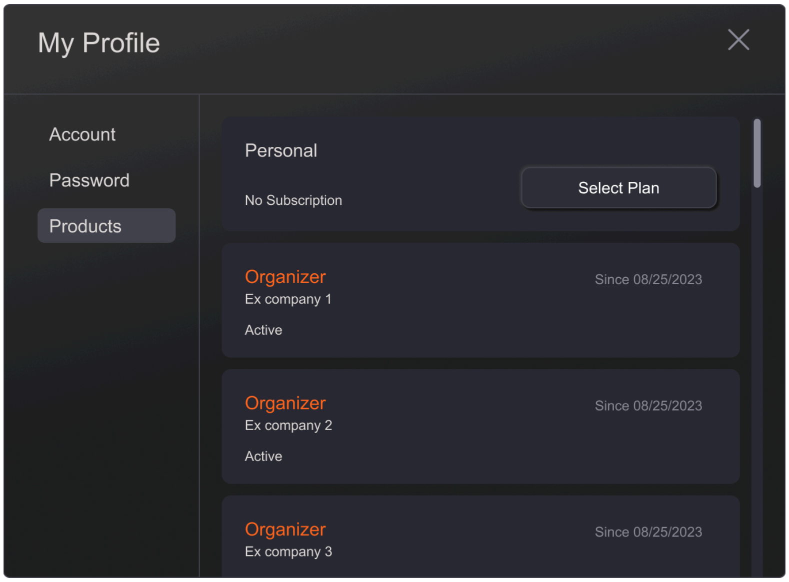
It also displays what company workspaces, if any, the account is associated with.



Password reset can be accessed via the “Password” tab, prompting authentication with the current password before entering and confirming a new password.



The “Products” tab displays what Playback Subscription plan is tied to the account, as well as its status.

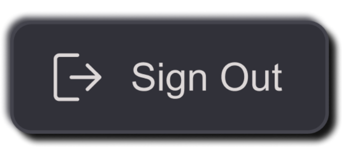


2. **Store**

This button redirects to the Remoto Online Store, where new purchases or plan upgrades/downgrades can be selected.

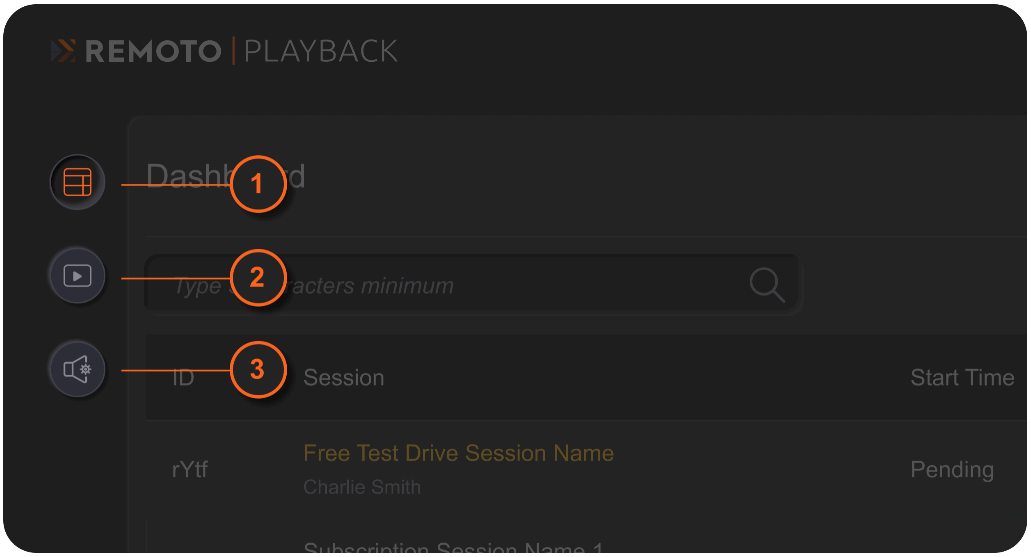
3. **Sign Out**

Clicking on the Sign Out button logs the user out of Playback Desktop.



**Note: Signing out or quitting the application does not close an active session.*

Left Side Navigation Buttons



1. **Dashboard:** The “Dashboard” button toggles the Dashboard view, which is the default view of Playback. This is where sessions are scheduled, started and ended, and where session details and session configuration settings are accessed.

2. **Studio:** The “Studio” Button toggles the live session view and is active only when a live session is being hosted or viewed.

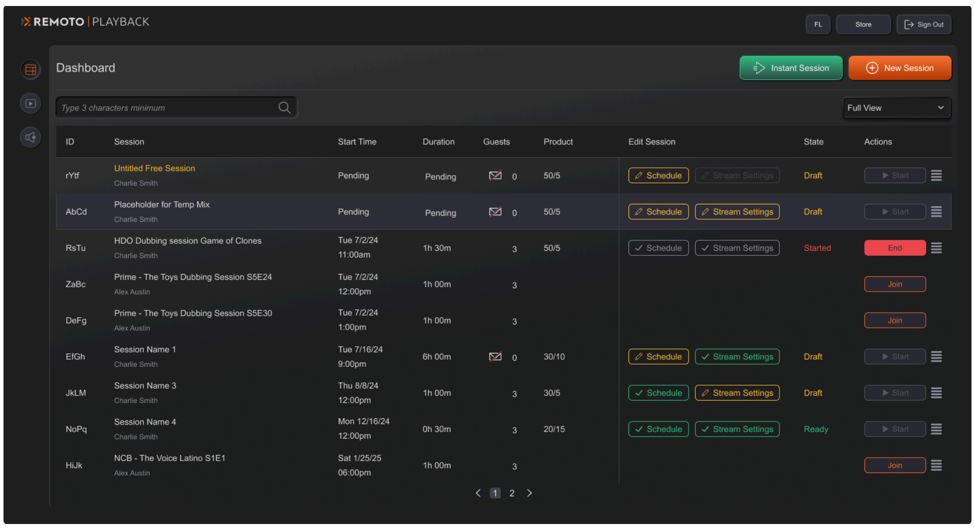
3. **Preferences:** The “Preferences” button toggles access to local settings for video conferencing, call audio and stream audio.

Dashboard View

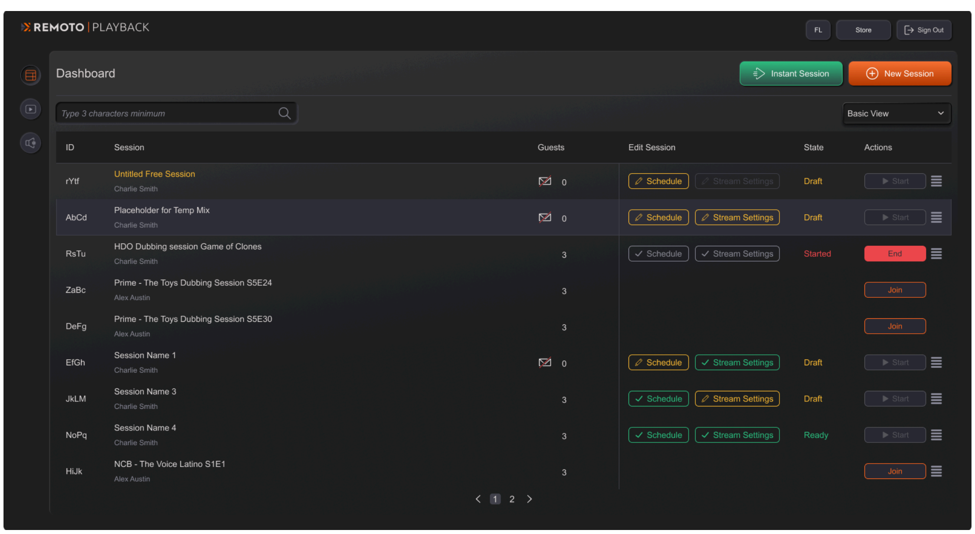
Upon successfully logging into Playback with an Organizer account, the default view of “Dashboard” is displayed in “Full View”.

There are 3 available dashboard views: Full View (Default), Basic View or Guest Sessions Only View:

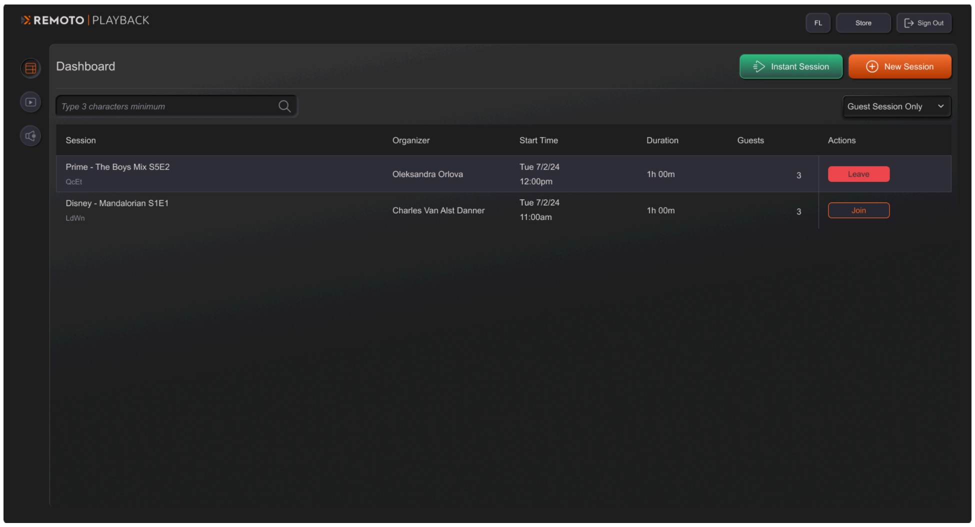
Full View: All Dashboard columns are visible:



Basic View: Basic columns are visible: Session Name, Guests, Edit Session, State and Actions.

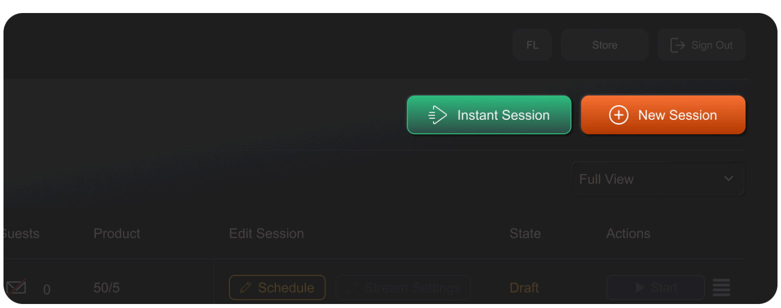


Guest View: This view filters the dashboard to show only sessions to which the user has been invited to as a Guest. Columns visible are: Session Name, Organizer, Start Time, Duration, Guests, Actions.



The Dashboard window grants access to the following actions:

- Viewing a list of scheduled sessions, including the user's scheduled sessions, sessions the user has been invited to, and purchased single one-time sessions that are available for scheduling or configuration;
- Scheduling a new streaming session against a subscription plan by clicking the **+ New Session** button (not available in Guest View);
- Creating a **Quick Session**, which allows subscription users to immediately create a session using a preset without going through the standard scheduling flow.



- Scheduling a new single one-time session by clicking on the session name;
- Accessing Session Details by clicking on the Session Name, or by clicking on “Schedule” under the Edit Session column;
- Accessing Session Settings by clicking “Stream Settings” under the Edit Session column

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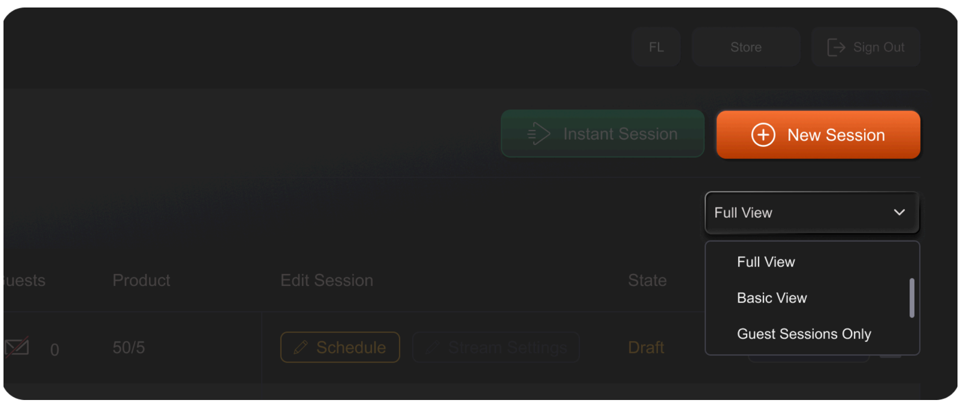
Session Dashboard Columns

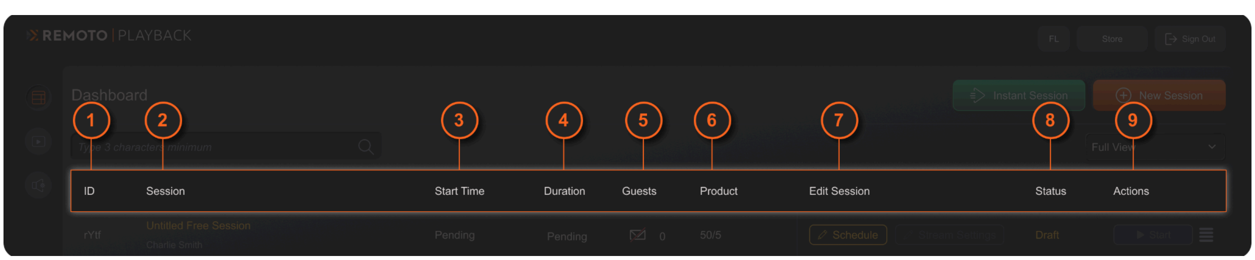
Playback’s “Dashboard” view displays the list of scheduled sessions created as an Organizer or invited to as a Guest, with session information organized into columns. There are three different dashboard views, which can be chosen through the dashboard view dropdown:



- Full View
- Basic View
- Guest Sessions Only

Depending on the view chosen, different columns are visible.

Session Dashboard Columns - Full View:



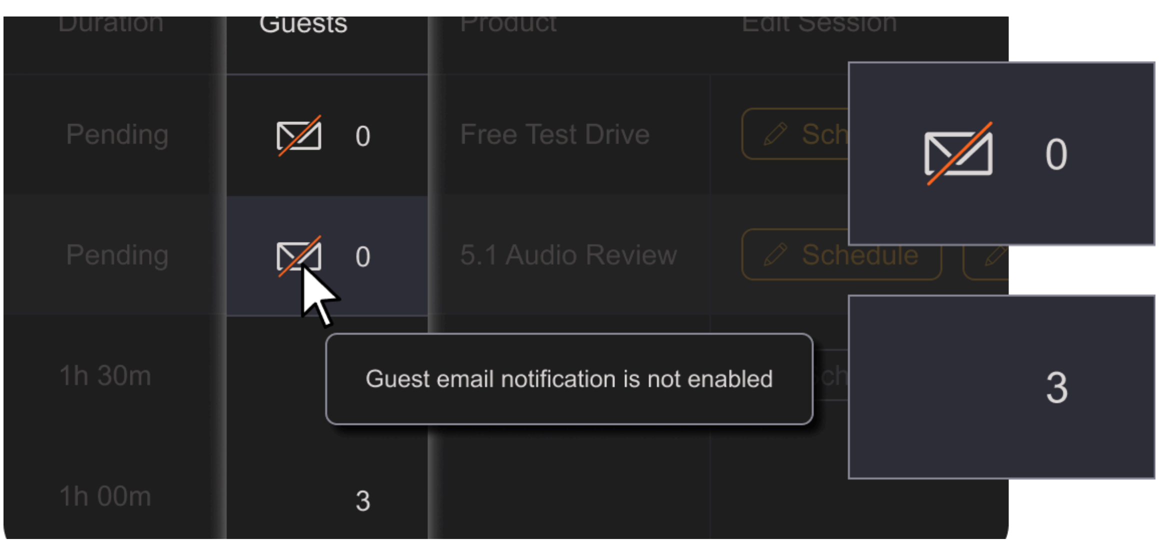
1. **Session ID:** This column contains an ID that is unique to that scheduled session. This may be helpful for troubleshooting. Hovering over the session ID reveals a tooltip with the following info: Session Name, Session Organizer, Session status (draft, ready, finished), reminder settings. Clicking on the session ID reveals the Session Details Overview window.

2. **Session:** This column displays the session name, and lists the session Organizer's name underneath it. Hovering over the session name reveals a tooltip with the following info: Session Name, Organizer, Status, Session ID, Start Time, Duration, Type and Reminder setting. Clicking on the Session Name reveals the Session Details Overview window.

3. **Start Time:** This column lists the date and time of the scheduled session.

4. **Duration:** Designates the scheduled duration of the session.

5. **Guests:** This column displays how many participants are invited to the session. Clicking on the number opens the Guest List window, where an Organizer can review who has been invited to the session. To the left of the participant count, the envelope icon displays one of two states:



Envelope crossed out (default): Email notifications have not been enabled (are turned off) for this session.

Hovering over this button reveals a tooltip to clarify status (enabled/disabled).

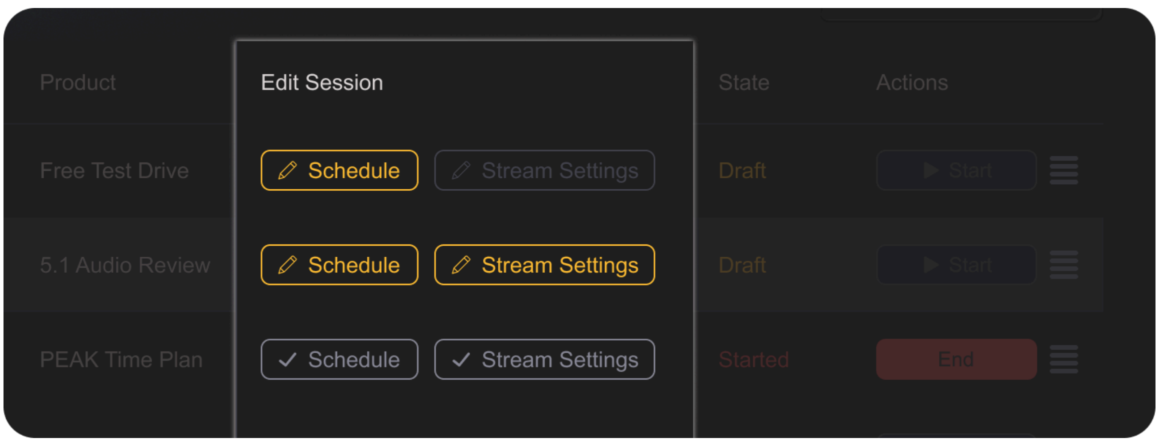
Clicking on the envelope opens “Edit Session Details 1 of 2: Schedule”, enabling adjustment of this setting: Enable Email Notifications for Guests.

Envelope not present: If the envelope is not present, email notifications have been enabled (turned on) for this session.

Notifications must be enabled in order for a session to be started.

6. **Product:** This column designates the type of session: A free Test Drive, a single one time session (based upon Template purchased), or a session created from a Subscription plan, which will not have a type listed.

7. **Edit Session:** This column contains two buttons with statuses: Schedule, and Stream Settings:



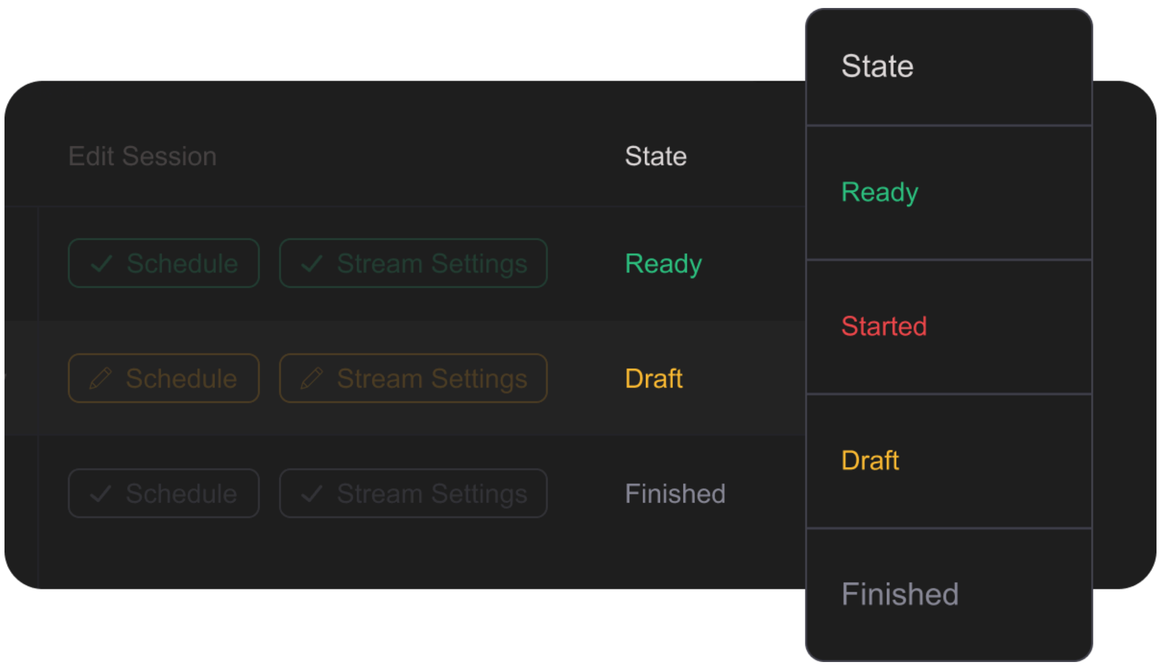
The **Schedule button** displays one of three statuses: Grey, green and yellow

- Grey: The session is finished. These session details cannot be modified, but they can still be accessed and viewed by clicking on the button.
- Green: The session has been scheduled. The details can be accessed and modified by clicking on the button.
- Yellow: Applicable only to single one-time sessions, yellow means that the session needs to be scheduled.

The **Stream Settings button** has three statuses: Grey, green and grey

- Grey: The session is finished. These session details can not be modified, but they can still be accessed and viewed by clicking on the button.
- Yellow: Required streaming settings have not yet been configured and saved by clicking on the button.
- Green: Required streaming settings have been configured and saved. The details can be accessed and modified by clicking on the button.

8. **State:** This column displays one of 4 session states: “Ready”, “Started”, “Scheduled”, and “Finished”.



i. **Ready:** The session has been scheduled and email notifications to Guests have been enabled, all required Session Settings have been configured, and the streaming session is ready to be started;
ii. **Started:** The session has been started and is active;
iii. **Scheduled:** Session Settings have not been fully configured; the Session State does not reflect “Ready” until all required Session Settings have been configured;
iv. **Finished:** The streaming session has ended, and has been closed; it can no longer be accessed;

v. **Draft:** The session is not ready to be started: The session may be either a Free Test Drive session, or a single one-time session that is yet to be scheduled, or a scheduled session that does not yet have it's stream settings configured, or email notifications have not been enabled.

9. **Actions:** There are two states for the session actions: Active (Default) or Disabled (Greyed out with an orange outline and text).

   If the session has not been started yet, the hamburger menu next to the Action presents the option to "Delete Session".

1) Start (Organizers only):
- **Default:** The streaming session has been properly configured and can be started by pressing this button.
- **Disabled:** Session Settings have not been properly configured, and the streaming session cannot be started.

2) Join (Guests only):
- **Default:** Pressing this button sends a "join session request" to the Organizer of the session, and initiates conference call audio and video checks.
- **Disabled:** The session has not been started by the Organizer, is not active, and cannot be joined.

3) Leave (Guests only):

- **Default:** This button appears when a session has been joined; pressing this button exits the active session.

4) End (Organizers only):

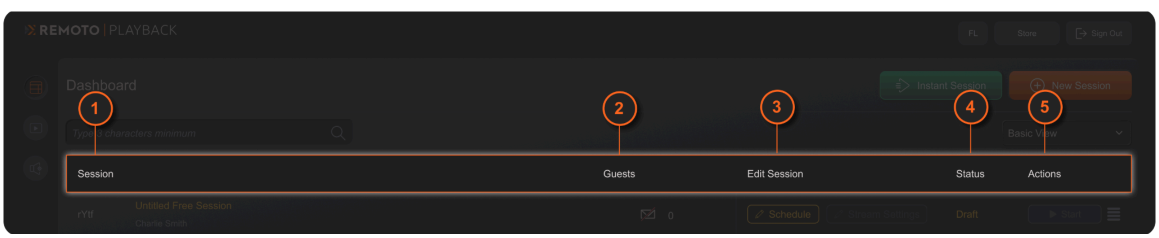
- **Default:** The streaming session is live; pressing End presents a window asking for confirmation. Confirming ends and closes the streaming session. A copy of .csv timecode markers is automatically distributed to all session participants as an attachment to the “Session is Over” email. If MIDI markers are needed, return to the studio to export them before stopping the session. Once the session has ended, MIDI markers cannot be accessed.

5) Delete (Organizers only):

- **Default:** This appears in a grayed out state after the session has been stopped; pressing it permanently deletes the session and any files associated with it.

Session Dashboard Columns - Basic View:

Basic view is an abbreviated version of full view for Organizers.



1) Session: This column displays the session name, and lists the session Organizer’s name underneath. Hovering over the session name reveals a tooltip with the following info: Session Name, Organizer, Status, Session ID, Start Time, Duration, Type and Window.

2) Guests: This column displays how many participants are invited to the session. Clicking on the number opens the Guest List window, where an Organizer can review who has been invited to the session. To the left of the participant count, the envelope icon displays one of two states:

Envelope crossed out (default): Email notifications have not been enabled (are turned off) for this session.

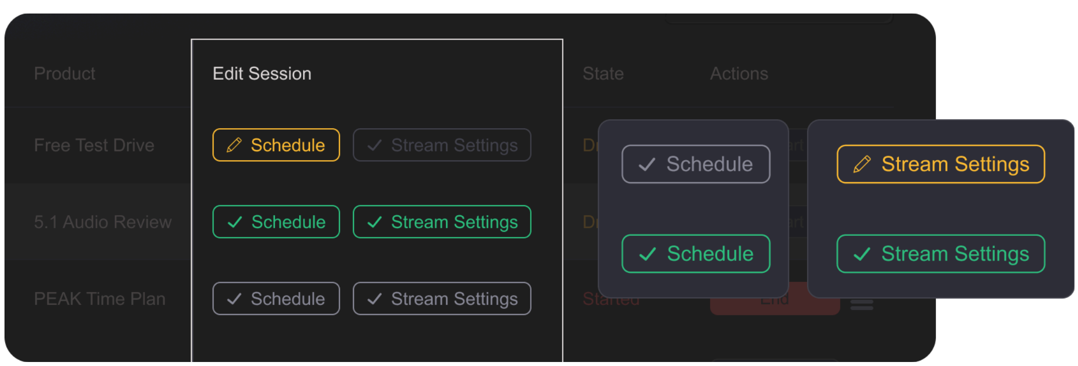
Hovering over this button reveals a tooltip to clarify status (enabled/disabled).

Clicking on the envelope opens “Edit Session Details 1 of 2: Schedule”, enabling adjustment of this setting: Enable Email Notifications for Guests.

Envelope not present: If the envelope is not present, email notifications have been enabled (turned on) for this session.

Notifications must be enabled in order for a session to be started.

3) Edit Session: This column contains two buttons with statuses: Schedule, and Stream Settings:



The **Schedule button** displays one of two statuses: Grey and Green

i. Grey: The session is finished
ii. Green: The session has been scheduled

The **Stream Settings button** displays one of two statuses: Yellow (with pencil icon) and Green (with checkmark)

i. Yellow: Required streaming settings have not yet been configured and saved
ii. Green: Required streaming settings have been configured and saved

4) Status: This column displays one of 4 session states: “Ready,” “Started,” “Finished” and “Draft”:

- **Ready:** All required Session Settings have been configured, and the streaming session is ready to be started
- **Started:** The session has been started and is active
- **Finished:** The streaming session has ended, and has been closed; it can no longer be accessed
- **Draft:** The session is not ready to be started: The session may be either a Free Test Drive session, or a single one-time session that is yet to be scheduled, or a scheduled session that does not yet have it’s stream settings configured, or email notifications have not been enabled.

5) Actions: There are two states for the session actions: Active (Default) or Disabled (Greyed out with an orange outline and text).

If the session has not been started yet, the hamburger menu next to the Action presents the option to “Delete Session”.

1) Start (Organizers only):

- **Default:** The streaming session has been properly configured and can be started by clicking this button.
- **Disabled:** Session Settings have not been properly configured, and the streaming session cannot be started.

2) Join Session (Guests only):

- **Default:** Clicking this button sends a “join session request” to the Organizer of the session, and initiates conference call audio and video checks.
- **Disabled:** The session has not been started by the Organizer, is not active, and cannot be joined.

3) Leave Session (Guests only):

- **Default:** Appears when a session has been joined;pressing this button exits the active session.

4) End (Organizers only):

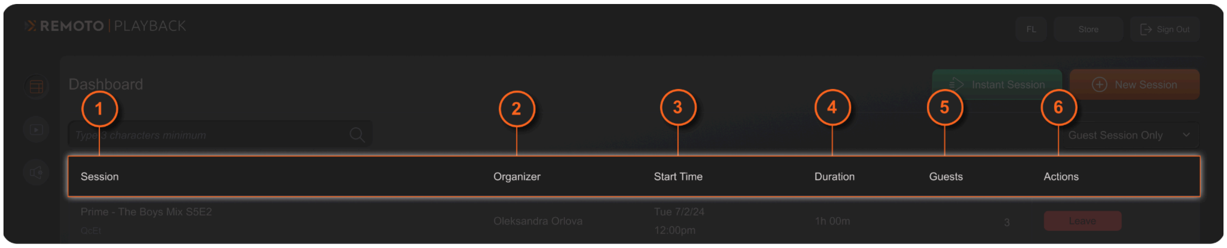
- **Default:** The streaming session is live; clicking End presents a window asking for confirmation. Confirming ends and closes the streaming session. A copy of .csv timecode markers is automatically distributed to all session participants as an attachment to the “Session is Over” email. If MIDI markers are needed, return to the studio to export them before stopping the session. Once the session is stopped, MIDI markers cannot be accessed.

5) Delete (Organizers only):

- **Default:** Appears in a grayed out state after the session has been stopped; pressing it permanently deletes the session and any files associated with it.

Session Dashboard Columns - Guest Sessions Only View:

Guest View Only is the default view for users logging in with a Guest account; it is also available for Organizer accounts.



1. **Session:** This column displays the session name, and lists the session Organizer's name underneath it. Hovering over the session name reveals a tooltip with the following info: Session Name, Organizer, Status, Session ID, Start Time, Duration, Type and Reminder setting. Clicking on the Session Name reveals the session details window. Underneath the session name, the Session ID is listed, which may be helpful for troubleshooting purposes.

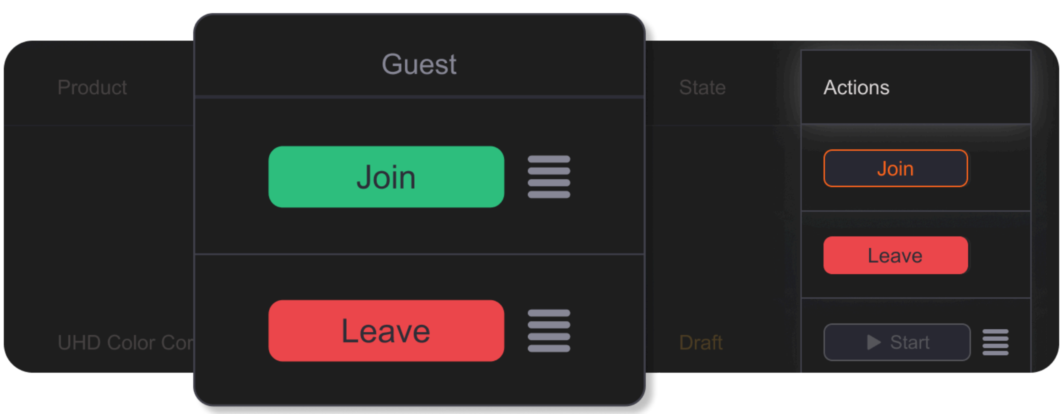
2. **Organizer:** Lists the name of the Organizer of the session.

3. **Start Time:** This column lists the (local to viewer) date and time of the scheduled session.

4. **Duration:** Designates the scheduled duration of the session.

5. **Guests:** This column shows how many participants are invited to the session. Clicking on the number displays the Guest List window, where the names of invited participants who have accepted the session invitation can be viewed.

6. **Actions:** There are two states for the session actions: Active (Default) or Disabled (Greyed out with orange outline and text).



Join (Guests only):

- **Default:** Pressing this button initiates conference call audio and video checks for the session.
- **Disabled:** The session has not been started by the Organizer, is not active, and cannot be joined.

Leave (Guests only):

- **Default:** This button appears when a session has been joined and

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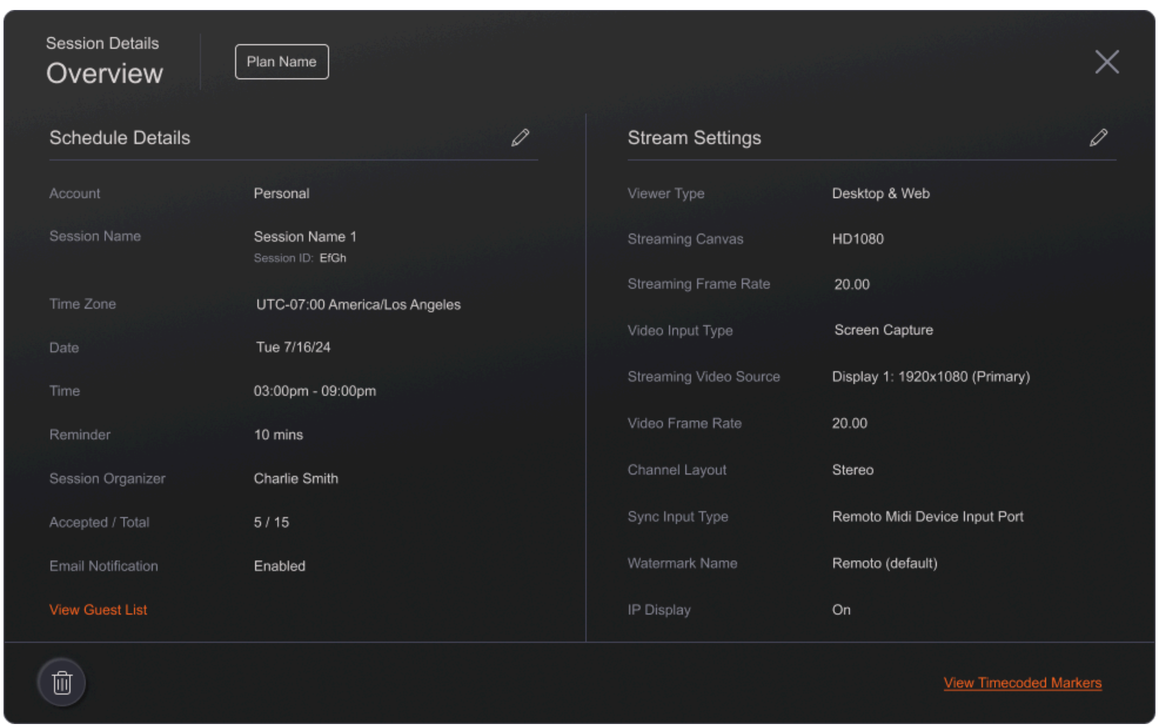
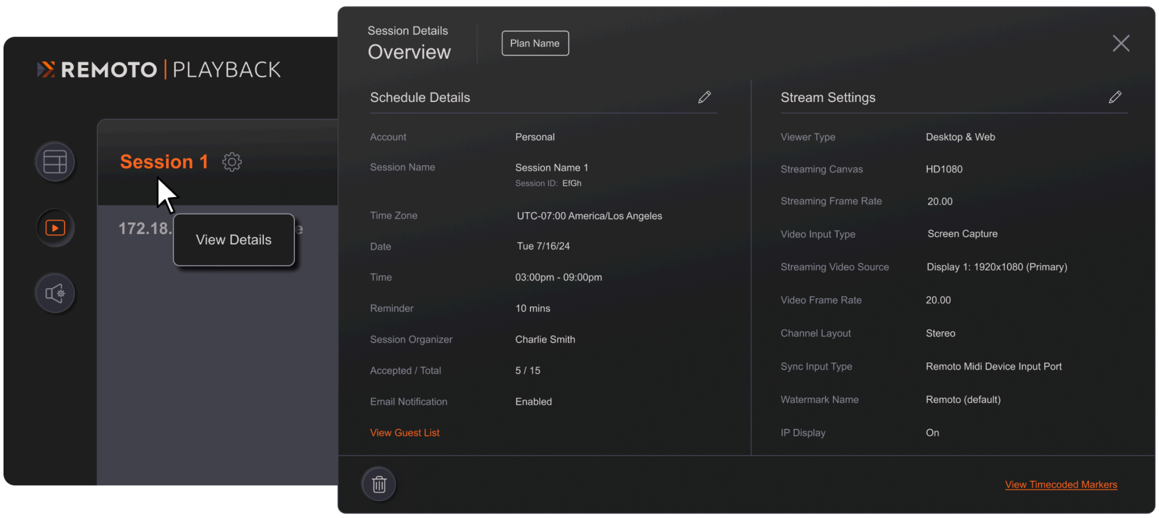
Session Details Overview Window

The Session Details Overview Window consists of two sections: “Schedule Details” and “Stream Settings”, which are accessible in 3 different ways.

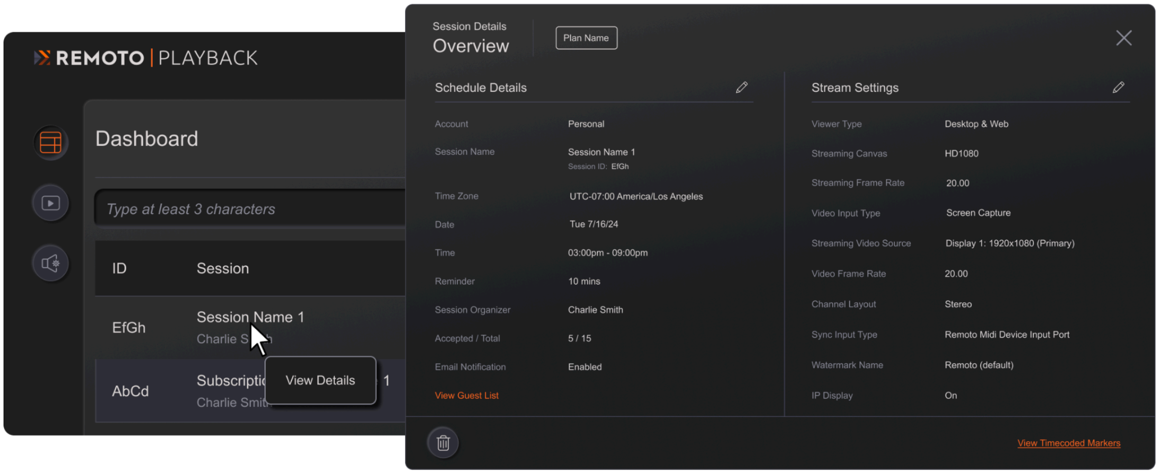
1) **By clicking on the Session Name in Dashboard View:**



2) By clicking on the Session Name in Studio View:

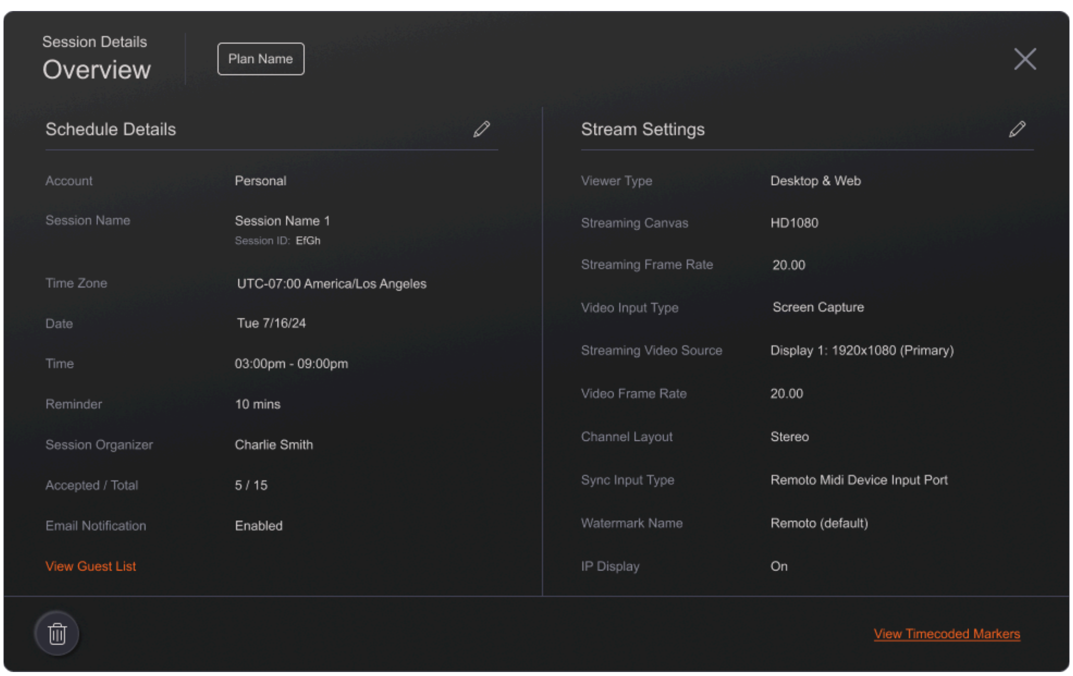


3) By clicking on the “Session ID” (Organizers Only)



The Session Details Overview Window displays different information depending on what type of account is logged in (Organizer or Guest account), or the role of the user (Guest or Organizer). When accessing a single one-time session that has not yet been scheduled, all fields are blank, and can be configured by clicking on their respective pencil icon.

If accessed by the Session Organizer:



The Session Details Overview window includes both Scheduling Details and Stream Settings Details in one view.

The bottom right displays a trashcan Icon, when pressed,the session is permanently deleted and removed from the dashboard.

If the Session Details Overview window is accessed while in a live session, the bottom right of the window displays a link: “View Timecoded Markers”. Clicking on this brings up the Timecoded Markers list where markers can be viewed and exported.

Clicking on the pencil icon in either section brings up the corresponding “Edit Session Details” window, either “Edit Session Details (1 of 2): Schedule” or “Edit Session Details (2 of 2): Stream Settings”.

Left Side - Schedule Details:

- Account: “Company” that owns the session or subscription. If not associated with a company, this displays as “Individual”
- Session Name, with the session ID beneath it
- Time Zone: Displays the timezone the session has been scheduled in
- Date: Displays the date of the session in MONTH/DAY/YEAR format
- Time: Displays the start and end time of the scheduled session
- Reminder: Displays the setting for a reminder email to be sent out to Guests about the session
- Session Organizer: Displays the Name of the session Organizer
- Accepted/Total: Displays the number of participants who have accepted their invitations vs. total number of invited participants
- Email Notification: Displays whether or not email notifications have been enabled for the session
- View Guest List: Clicking on this brings up the Guest List window.

Clicking on the pencil icon opens “Edit Session Details 1 of 2: Schedule” enabling modification if the session has not yet been started.

Right Side - Stream Settings:

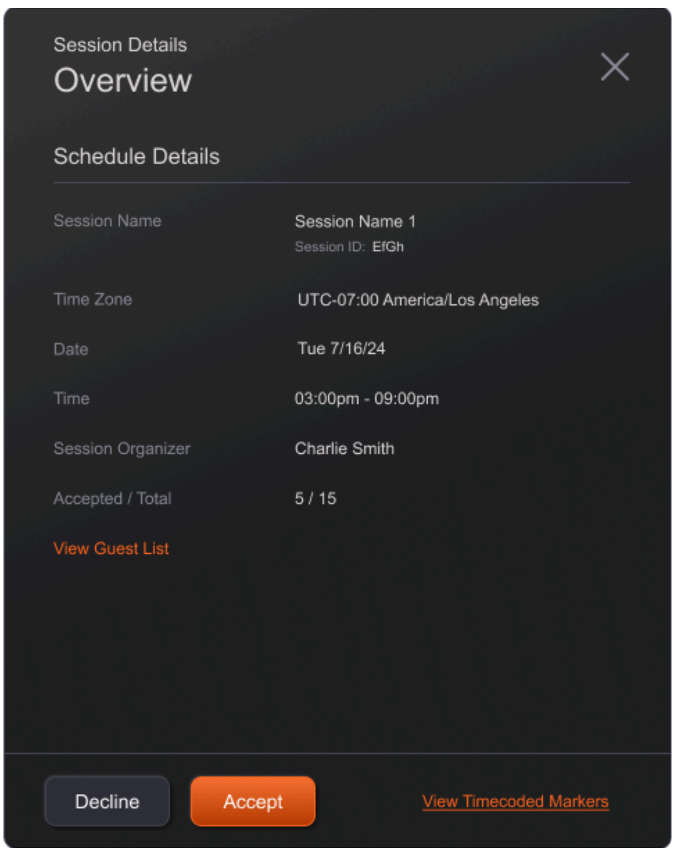
- Viewer Type: Displays the streaming method chosen for the session (Desktop Only or Desktop & Web)
- Streaming Canvas: Displays the chosen streaming resolution for the session

- Streaming Frame Rate: Displays the chosen streaming frame rate for the session
- Video Input Type: Displays the chosen video input type for the stream
- Streaming Video Source: Displays the chosen video source for the stream
- Video Frame Rate: Displays the frame rate of the streaming video source
- Channel Layout: Displays the audio format of the stream (stereo or multichannel)
- Sync Input Type: Displays feedback that Playback's MTC receiver has been turned on
- Watermark Name: Displays the watermark setting chosen for the session (if any)
- IP Display: Displays whether IP overlay has been turned on or off for the session

Clicking on the pencil icon opens "Edit Session Details 2 of 2: Stream Settings" for modification.

If accessed by an invited Guest:

Only Schedule Details are displayed:



- Session Name, with the session ID beneath
- Time Zone: Displays the timezone the session has been scheduled in (local the the viewer)
- Date: Displays the date of the session in MONTH/DAY/YEAR format
- Time: Displays the start and end time of the scheduled session
- Reminder: Displays the reminder setting for an email to be sent out to Guests about the session
- Session Organizer: Displays the Name of the session Organizer
- Accepted/Total: Displays the number of participants who have accepted their invitations vs. total number of invited participants
- Email Notification: Displays whether or not email notifications have been enabled for the session
- View Guest List: Click to bring up the Guest List window.

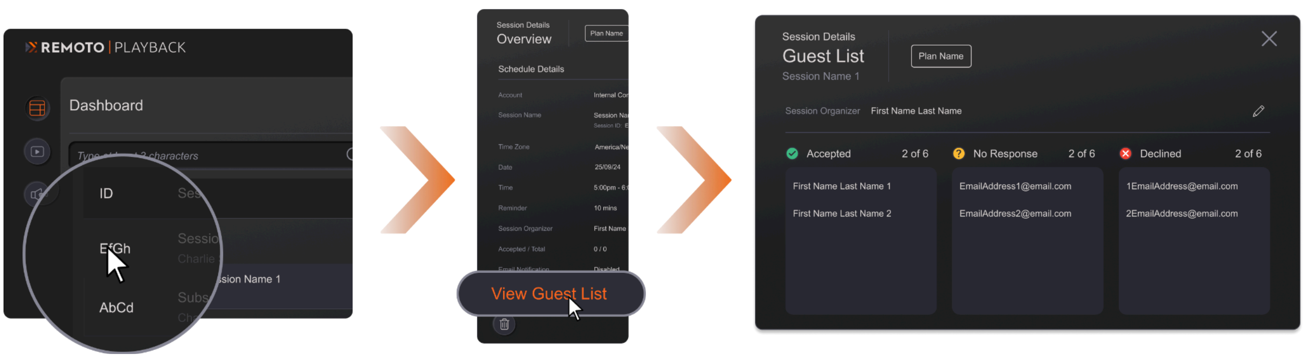
If the Session Details Overview window is accessed while in a live session, the bottom right of the window displays a link: “View Timecoded Markers”. Clicking on this brings up the Timecoded Markers list where markers can be viewed and exported.

When accessed before a session is live, “Decline” and “Accept” buttons are displayed, allowing a guest to notify the session Organizer whether the invitation is accepted. .

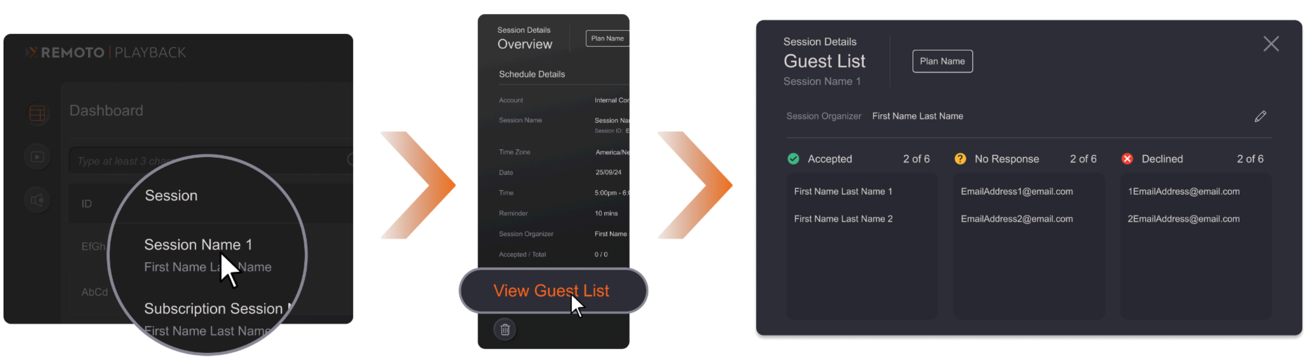
Session Details Guest List Window

The Guest List Window can be accessed in 5 different ways:

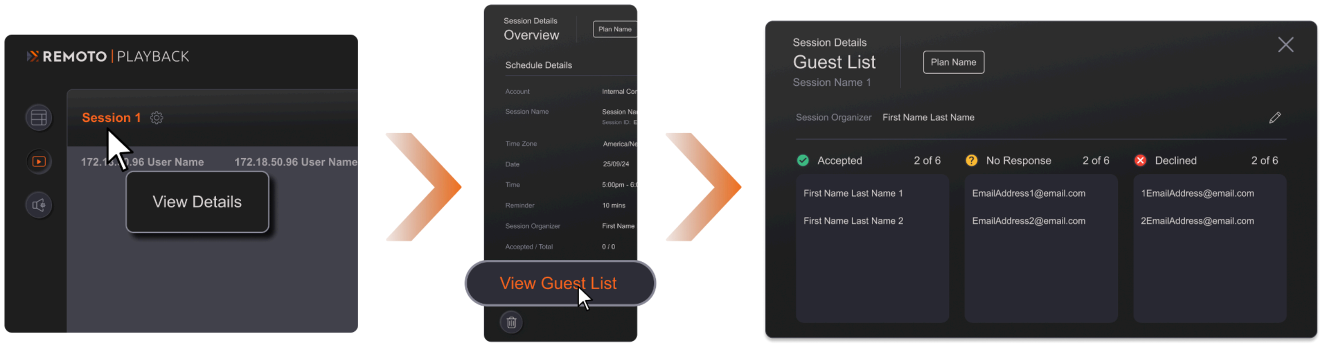
1) By clicking on the Session ID number in the Dashboard to reveal the Session Details Overview Window and clicking on “View Guest List” in the lower left:



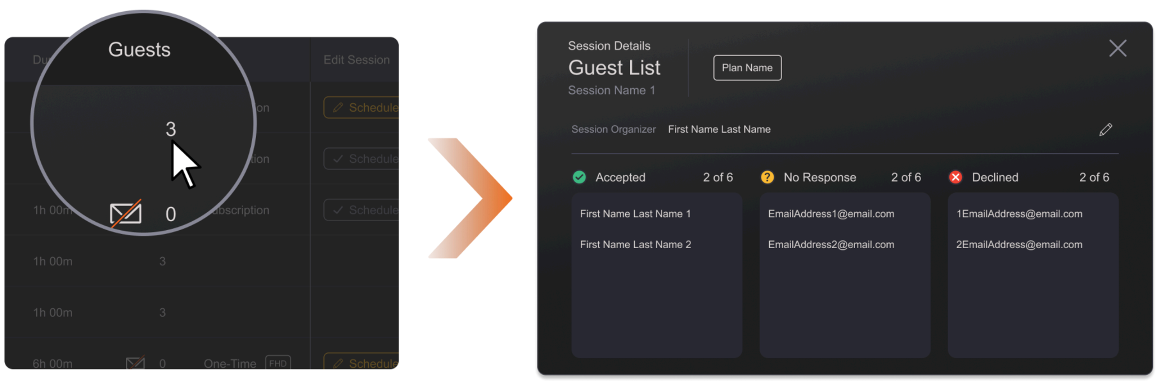
2) By clicking on the Session Name in the Dashboard to reveal the Session Details Overview Window and clicking on “View Guest List” in the lower left:



3) By clicking on the Session Name in Studio View to reveal the Session Details Overview Window and clicking on “View Guest List in the lower left:

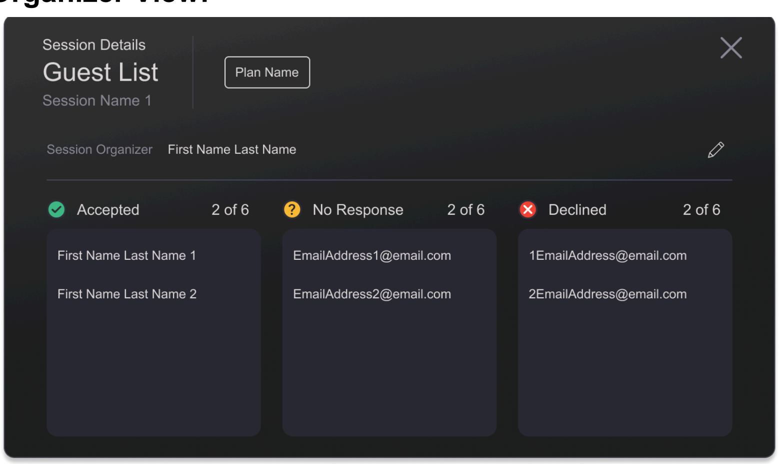


4) By clicking on the number of Guests in the Guests column:



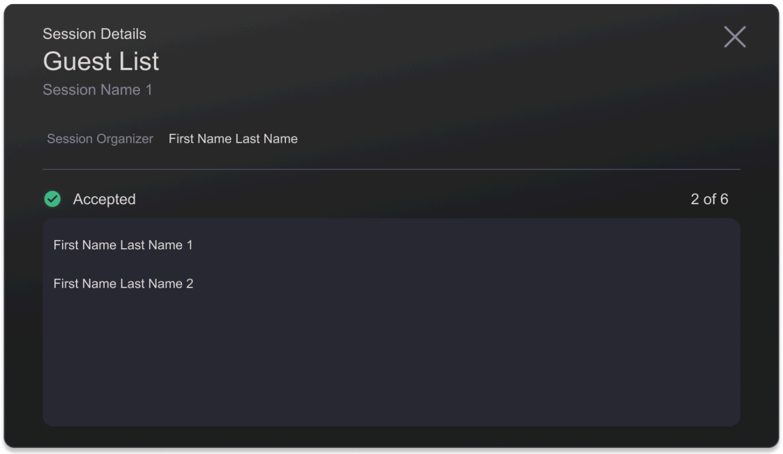
There are two available views of the Session Details Guest Window:

Organizer View:



Session Organizers are able to view the Guest list displayed in 3 sections: Accepted, No Response, and Declined where corresponding invited emails are displayed.

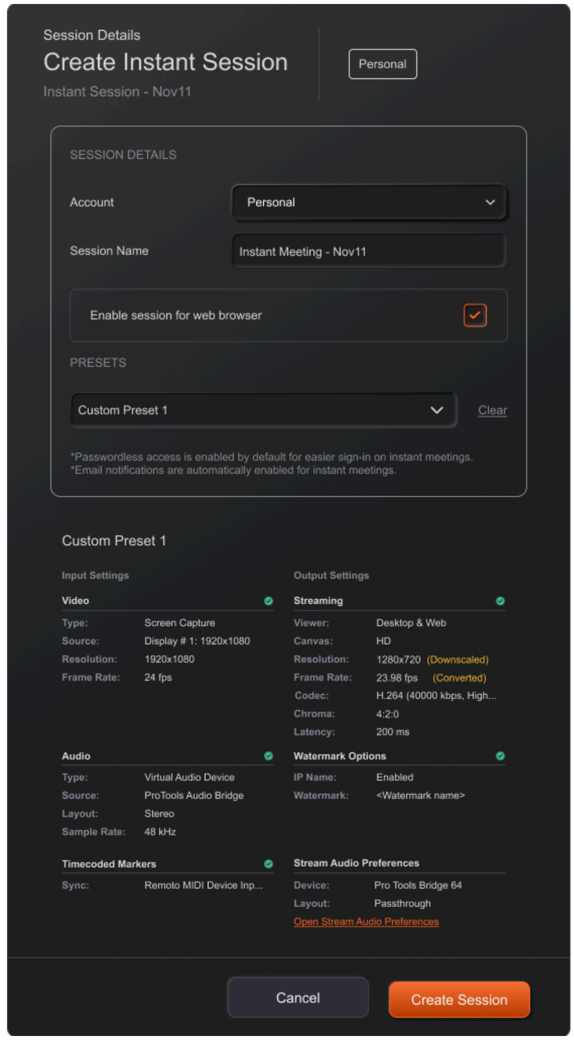
Guest View:



If viewing the Session Details Guest Window as an invited Guest, only the Accepted section is visible, displaying the names of Guests who have accepted the invitation.

Instant Session

The **Instant Session** scheduling window is accessed by clicking the **Instant Session** button in the top right of the Dashboard, next to the **+ New Session** button. This window allows Organizers to quickly create a session against a subscription using a predefined set of stream settings, without going through the full scheduling workflow.



The **Session Details** section of this window is where the Organizer selects which account to create the Instant Session from, assigns a session name, and optionally enables web joining for Guests using a checkbox.

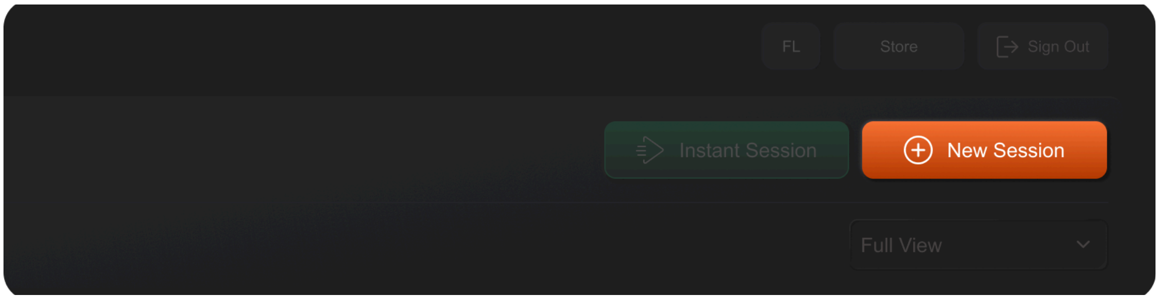
Stream settings for the Instant Session are applied by selecting a previously saved preset. Presets must have been configured and saved earlier using **Edit Session Details 2 of 2: Stream Settings** in another session. Once a preset is selected, a summary of the chosen settings is displayed, and the configuration can be previewed directly from this window.

At the bottom of the window, **Cancel** and **Create Session** buttons are provided. Clicking **Create Session** saves the session to the Dashboard. The session does not start automatically. From the Dashboard, the Organizer can start the session immediately, or open **Schedule** or **Stream Settings** for the session if additional adjustments are needed before starting.

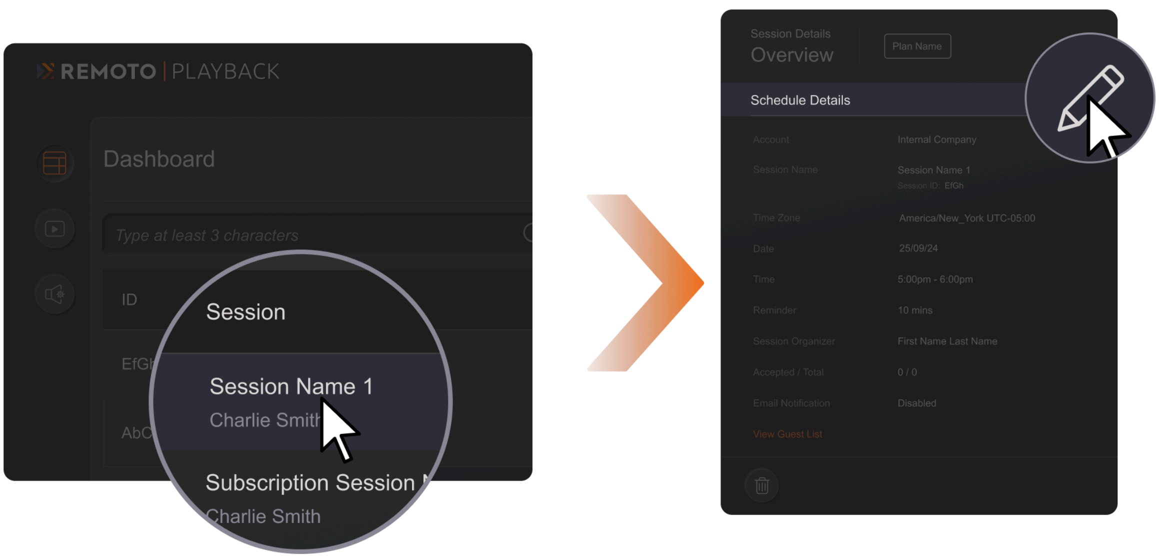
Edit Session Details 1 of 2: Schedule

This window can be accessed by session Organizers in 6 ways:

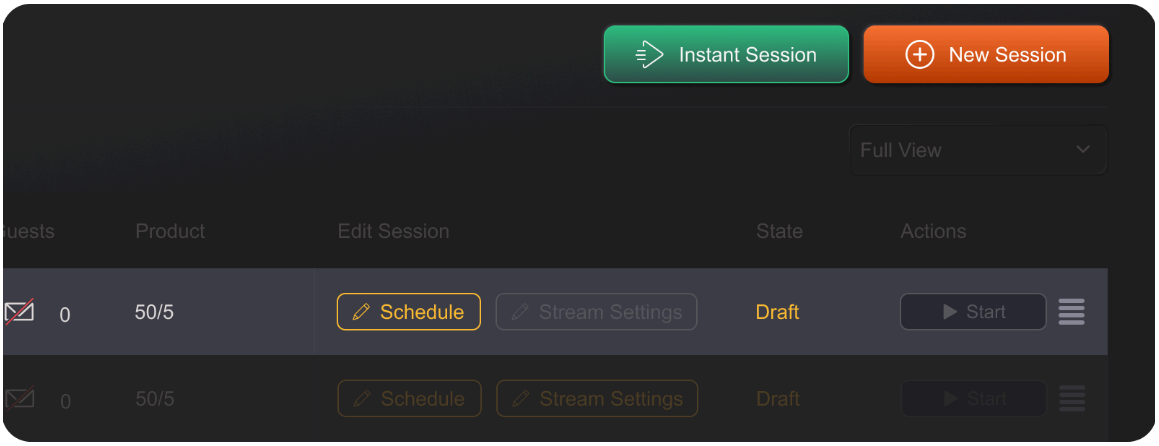
- By clicking on the “+ New Session” button in the upper right of the Dashboard:



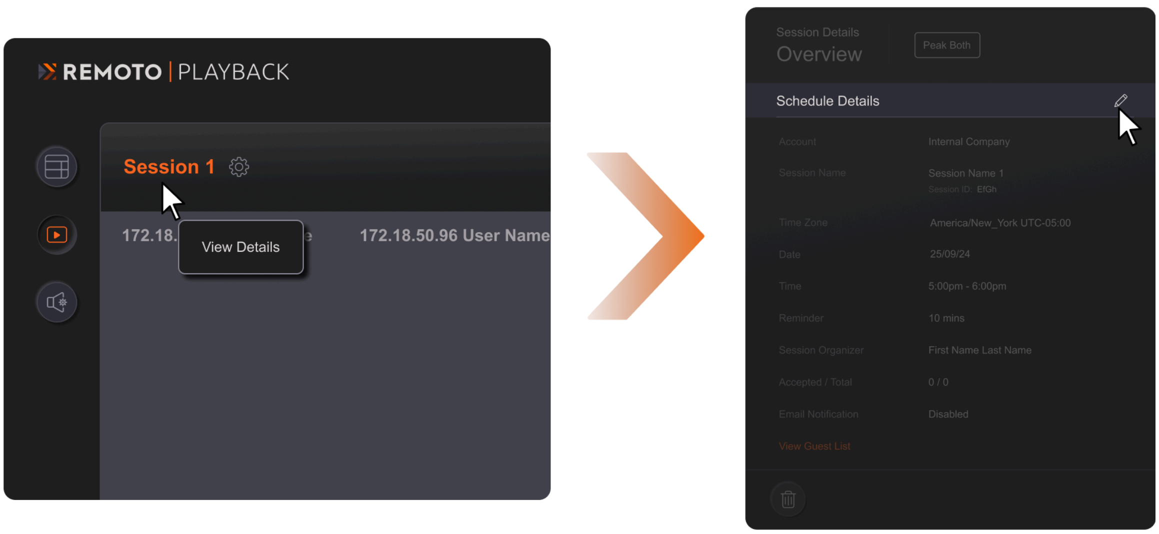
- By clicking on the Session Name in the dashboard to reveal the Session Details Overview Window and clicking on the pencil icon next to “Schedule Details”:



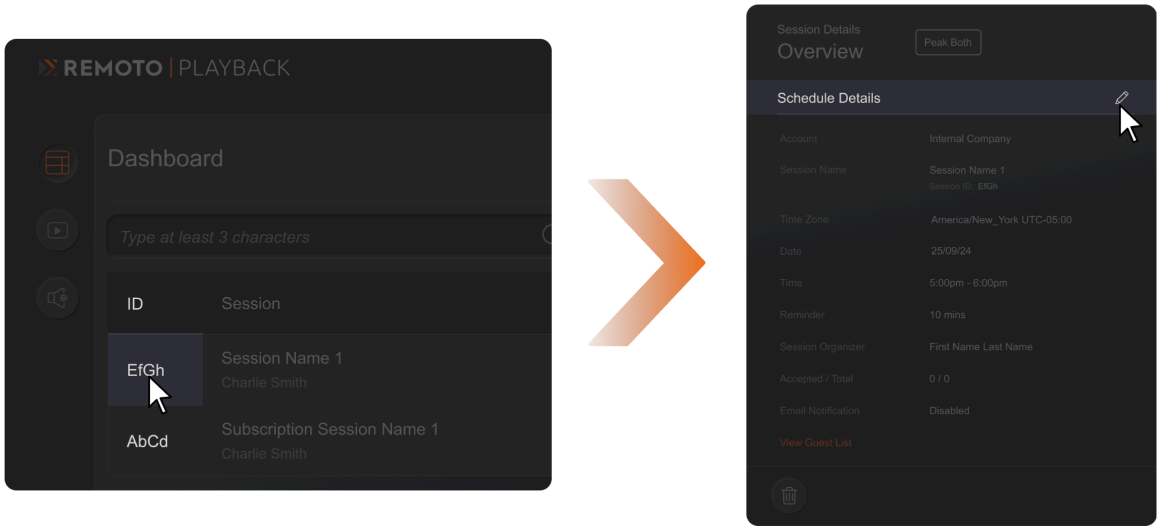
- By clicking on the “Schedule” button in the Edit Session Column in the Dashboard:



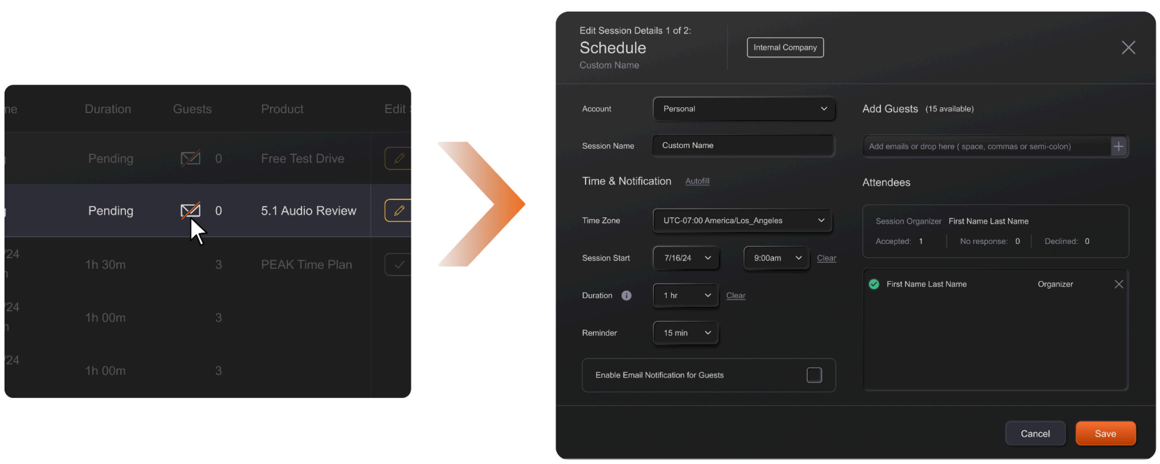
- By clicking on the Session Name in studio view to reveal the Session Details Overview and clicking on the pencil icon next to “Schedule Details”:



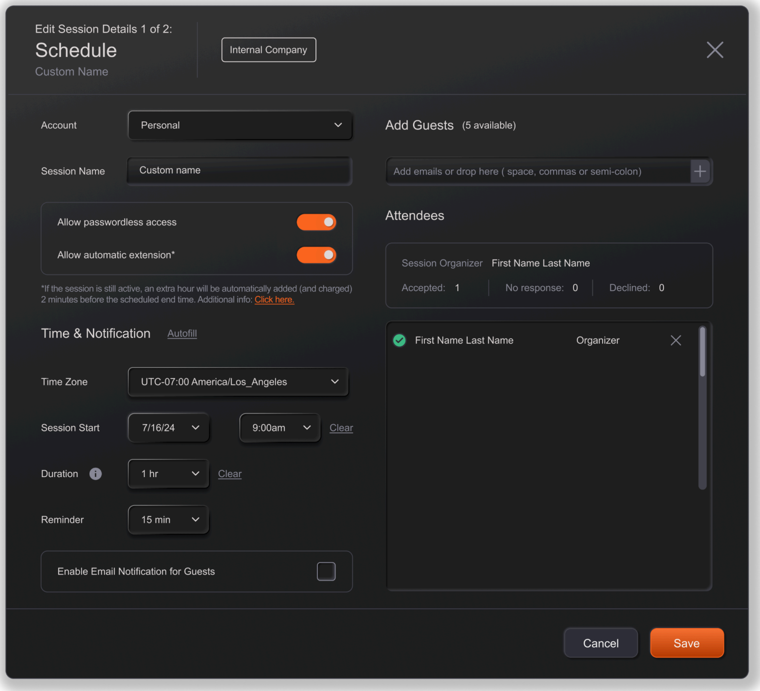
- By clicking on the Session ID in dashboard view to reveal the Session Details Overview and clicking on the pencil icon next to “Schedule Details”:



- By clicking on the crossed out envelope icon in the Guest column in the dashboard:



The information displayed pertains to scheduling, including details about who has been invited to the session.

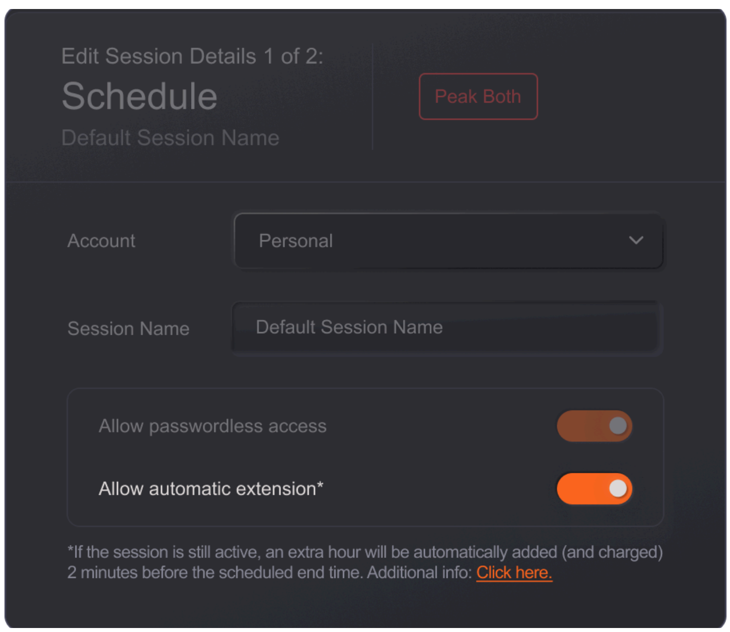


The fields presented are:

- Account: "Company" that owns the session or subscription. If not associated with a company, this displays as "Individual"
- Session Name, with the session ID beneath
- "Allow passwordless access" toggle: enabling this toggle allows invited participants to be able to join the session without needing to log in or have a Remoto account.
- Time Zone: Displays the timezone the session has been scheduled in
- Session Start: Displays the date of the session in MONTH/DAY/YEAR format
- Time: Displays the start and end time of the scheduled session
- Duration: Displays the length of the scheduled session. What can be selected here directly correlates to the limits of the purchased single one-time session or subscription.
- Reminder: Displays the reminder setting for an email to be sent out to Guests about the session
- Enable Notifications for Guests (checkbox): If unchecked (default), session invitations and updates are NOT sent to invited Guests. Once checked, this checkbox cannot be unchecked, and session invitations and subsequent session related updates will be sent to invited Guests. Enabling these notifications is a requirement in order for the session to be started.

- Add Guests (x of x): Displays how many Guests have been invited to the session against the total number of Guests allowed by the session type or subscription.
- Add Guests Entry field: The field below is where Guest emails are entered into the Guest list, confirmed by pressing “+”. Emails can be entered manually, or, a single or multiple emails can be dragged into this field from an external list. This field can also be used to search for and select previously invited participants or saved session name tags. When **Send Email Notifications** is enabled for a session, all invited participants and the session name are automatically saved in the background. These saved entries can be searched and recalled to quickly add participants or reuse common groupings in future sessions.
- Attendees: Displays the name of the session Organizer, as well as how many Guests have accepted, declined, or not responded to their invitation. The complete guest list including status icons to easily see who has accepted, who is pending, and who has declined, is displayed below.

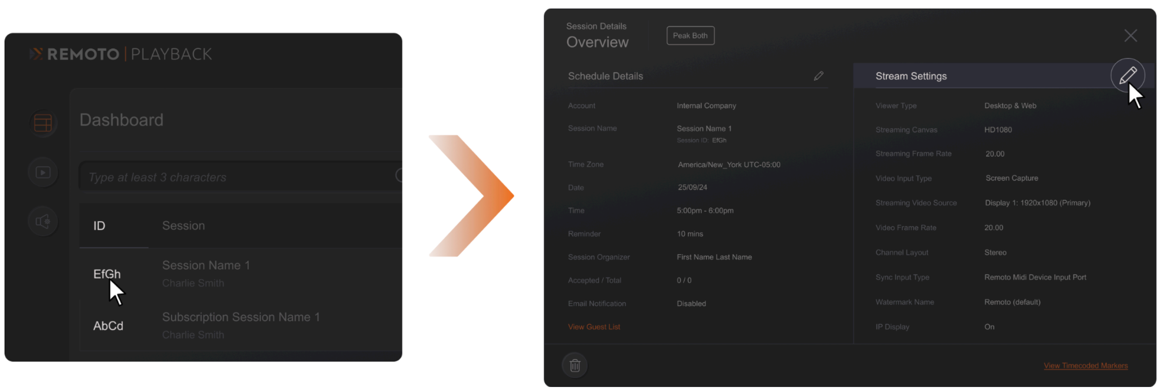
If the session is a single one time session, an additional toggle appears under the session name field to set the automatic session extension status. The default is “off”. If toggled on, an additional hour will automatically be added to the stream if the stream is still active 2 minutes before it’s scheduled end time.



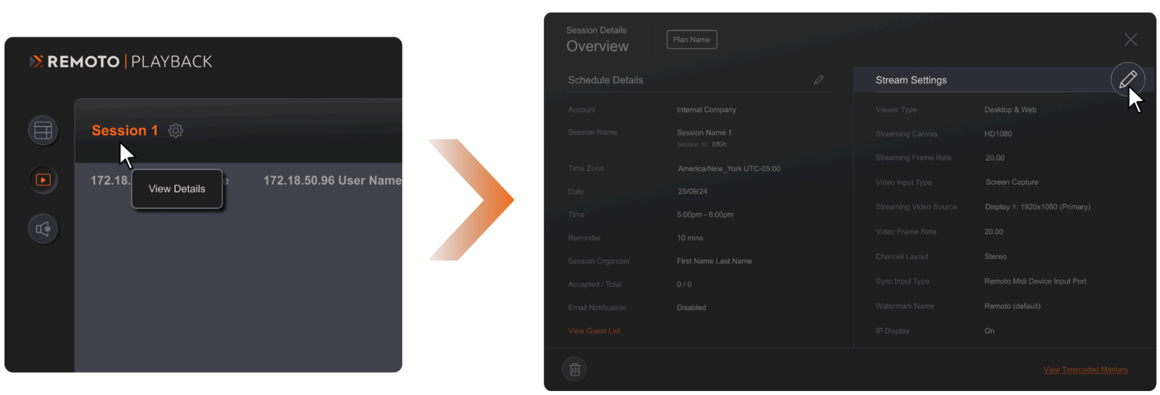
Edit Session Details 2 of 2: Stream Settings

Stream Settings must be configured before a streaming session can be started. Session Settings are configured through the “Edit Session Details 2 of 2: Stream Settings” window. The settings available depend on the parameters of what is allowed by the subscription or single one-time session that it is scheduled against. As part of this window, it is also possible to to view a settings summary in regards to which aspects have been configured and which aspects have not, as well as be able to access a preview of the stream to be able to proof the media before the session is started and live. As the session Organizer, this window can be accessed in 4 ways:

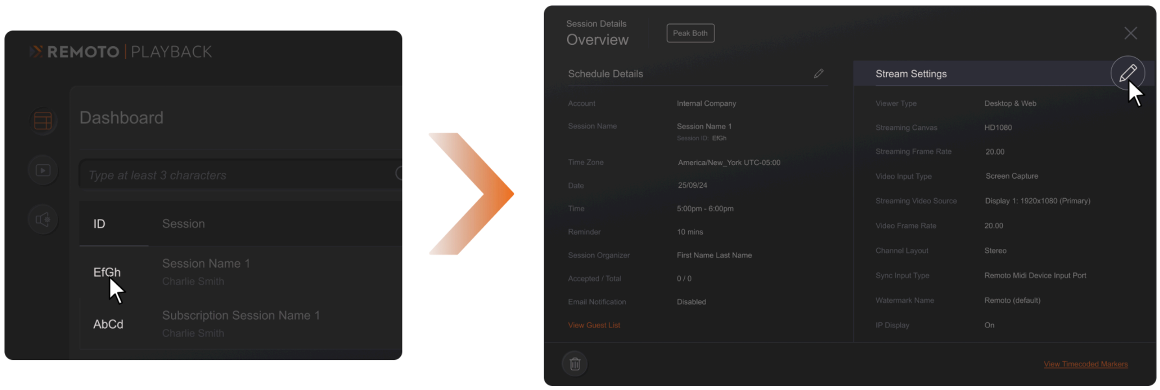
- By clicking on the Session Name in the dashboard and clicking on the pencil icon on the right side of the “Stream Settings” header:



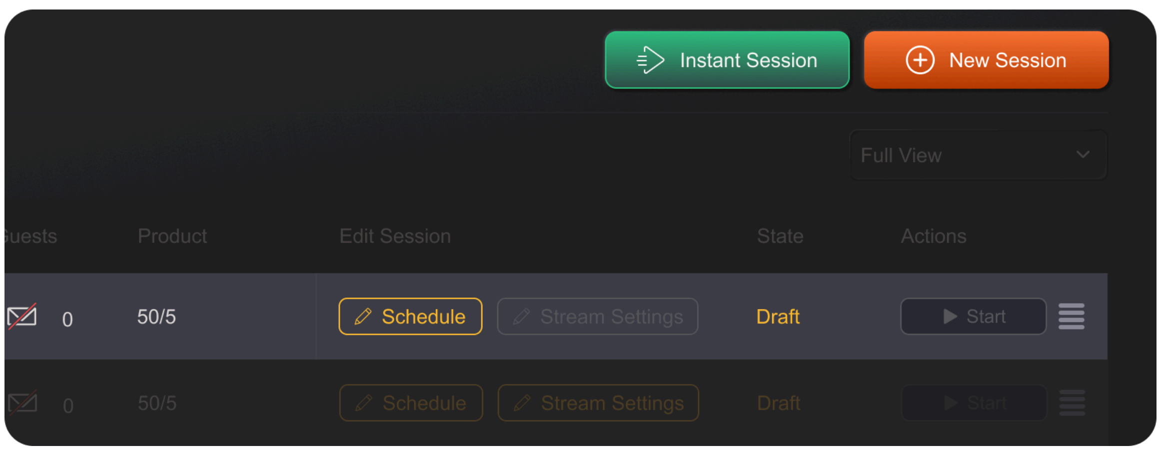
- By clicking on the Session Name in studio view to reveal the Session Details Overview and clicking on the pencil icon on the right side of “Stream Settings”:



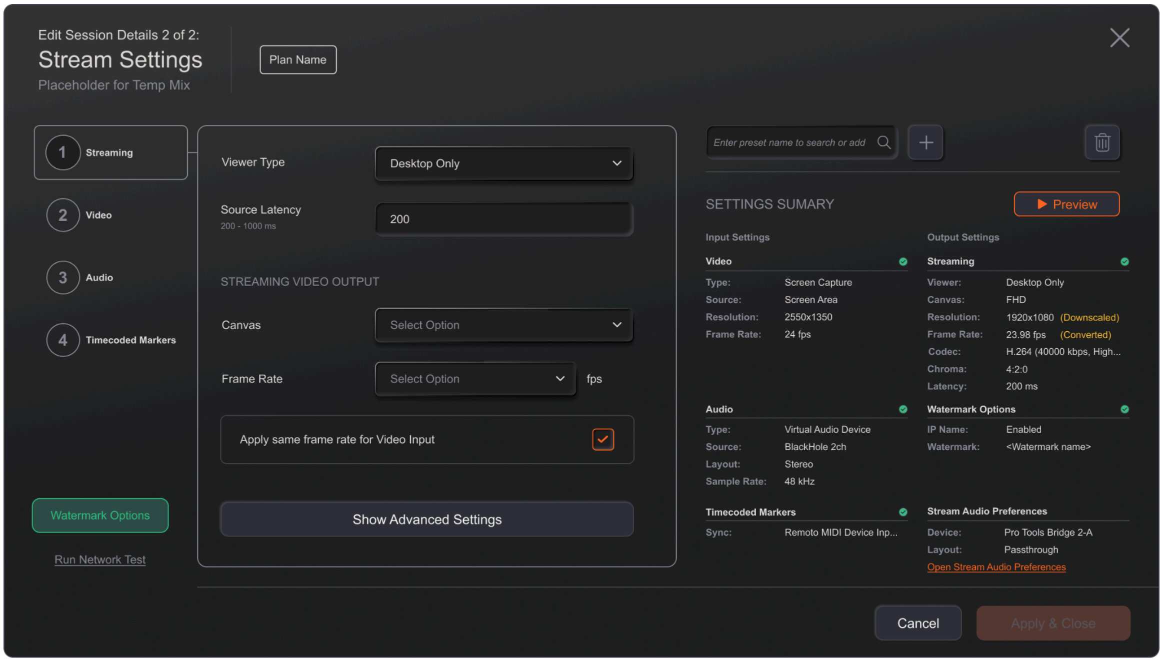
- By clicking on the Session ID in dashboard view to reveal the Session Details Overview and clicking on the pencil icon on the “Stream Settings” side:



- By clicking on the “Stream Settings” button in the Edit Session Column in the Dashboard:



The session settings window presents multiple tabs, each containing multiple fields. The right side of the window includes a Settings Summary which lists all selected settings and configurations:



In the top part of the settings summary window to the right, is a “Preview” button.

Sections 1, 2, 3 and 4 on the left must be configured in order for the session to enter the “Ready” state. Once a section has been configured, a green check mark is displayed next to it.

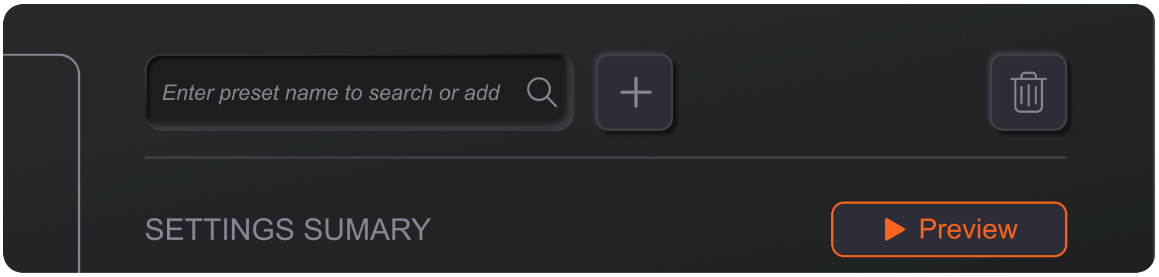
The lower right of the window offers two optional utilities:

“Watermark Options”: This reveals optional watermark settings.
“Run Network Test”: This opens a browser link to https://remotopro.io/test.

The right side of the window provides a summary of chosen settings and configurations, the “Settings Summary.” This view also notes any downscaling of the original video source, or if the frame rate is being cross-converted.

Stream Preview

The Stream Preview button is located in Edit Session Details 2 of 2: Session Settings, in the top right of the session Settings Section. If illuminated, this can be clicked to open a preview of currently configured audio and video sources, enabling the media sources to be verified during setup, or anytime before the session is started.

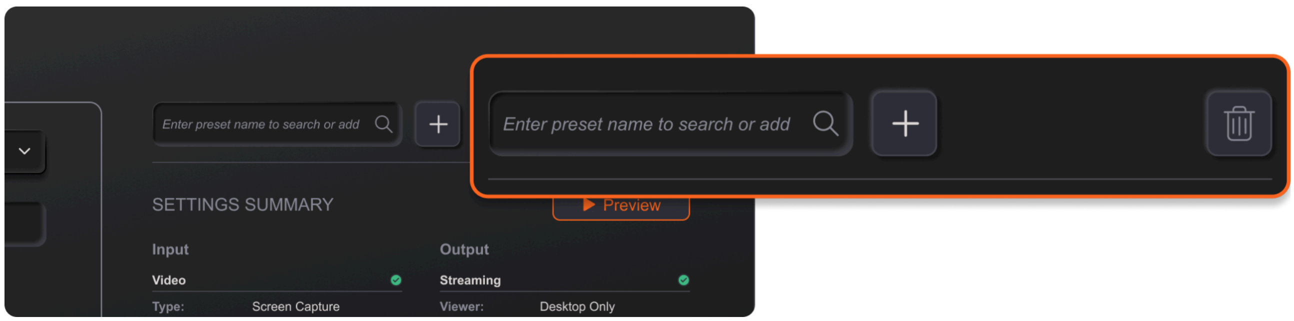


When Preview is clicked, a Preview window is displayed:

If the source media is open and playing in the background, this window will display the selected visual media source, and also play the chosen audio source with visual metering. If a watermark has been configured, this will display as well. If the DAW or non-linear editor is able to provide MTC for Remoto to chase and this has been configured, timecode will chase in preview mode as well. The Preview window can also be viewed in full screen. To exit preview mode, click “Close”.

Stream Settings Presets

The **Session Presets** section is accessed at the top of the **Edit Session Details 2 of 2: Stream Settings** window. This is where stream settings can be saved, recalled, and deleted.



Saved presets are also required to use the **Instant Session** feature. Only presets that have been previously saved appear as options when creating an Instant Session.

To save a preset, click into the “**Enter preset name to search or add”** field, enter a name, and click the **[+]** icon to save the preset.

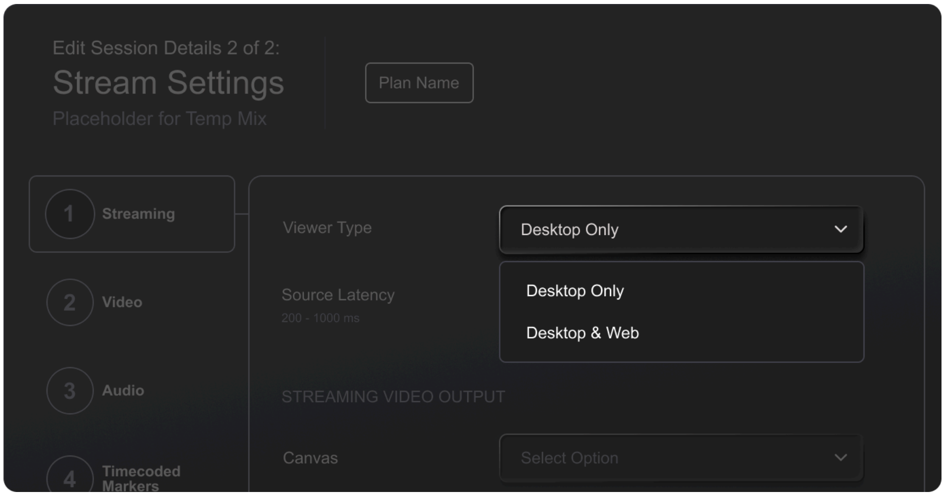
To recall a preset, click the “**Enter preset name to search or add”** field and select an available preset from the drop-down list.

Streaming Settings

The Streaming Settings tab determines the streaming method and how Guests are able to view the stream; and is also where streaming canvas and frame rate of the audio and video media being streamed during the session is determined.

The fields change depending on the Viewer Type chosen:

- Desktop Only
- Desktop & Web



The option chosen determines how the session is streamed and how Guests are able to access the stream.

“Advanced Settings” offers advanced video encoding controls and is revealed by clicking “Show Advanced Settings” .

Note: This is the only settings tab that can not be changed while you are in a live session.

Viewer Type: Desktop Only

Desktop Only viewing requires all Guests to download and login to Playback Desktop on an Apple computer in order to join the stream. This is the best option for a full-featured experience, including:

- SRT Streaming Protocol;
- Ability to transmit and receive multichannel audio (up to 16 channels) for studio-to-studio streaming;
- Full-featured conferencing with video, audio, and chat functionality.

Desktop Only Streaming introduces a minimum of two seconds of latency to help compensate for network quality variations. The latency in the stream can be manually corrected, see the section on latency below for more information.

Desktop Only is also the **only** viewer type that allows Guests to choose individual audio formats from the stream. When multichannel audio is being delivered and **Alternate**

Speakers is enabled, Guests can select specific stereo pairs or formats using the **Audio Groups** control. This is important for workflows such as foreign language review, multi format delivery evaluation, or any scenario where different mixes are sent in the same stream. Guests can choose the exact pair or format they need to monitor, ensuring accurate review of the intended audio.

Choosing Desktop Only as the viewer type, the following fields are revealed:

- Latency
- Streaming Canvas
- Streaming Frame Rate

Additionally, a checkbox is available to apply the same frame rate to the Video Settings tab automatically.

Viewer Type: Desktop & Web

Desktop & Web streaming allows Guests to join a streaming session from either Playback Desktop or Playback Web. This option is best for situations where Guests are “on the go” or joining from a Windows PC system. Desktop & Web streaming features:

- SRT/WHEP Streaming Protocol playable on Playback Desktop and Playback Web;
- For Desktop users, the ability to transmit and receive multichannel audio (up to 6 encoded channels);
- For those joining with the Web application, stereo-encoded audio only; multi-channel streams are mixed down to stereo;
- For those joining with the Web application, conferencing functionality is limited to audio and video only (there is no text chat);
- The ability to create timecoded markers is available for all participants joining through the Desktop application

Desktop & Web provides a streaming experience with nearly imperceptible latency (less than 2 seconds) for those joining through the Web application, but with lower audio quality than those joining through the Desktop application. This provides high flexibility, allowing Guests to join from any device with a qualified web browser.

Choosing Desktop & Web as a viewer type reveals the following fields:

- Streaming Canvas
- Streaming Frame Rate

Latency

This field is only available when “Desktop Only” Streaming has been selected. The Latency setting allows the Organizer to manually adjust streaming latency for Desktop viewers if desired.

Since Desktop Only streaming utilizes an SRT streaming protocol, it's possible to compensate for a Guest’s potential poor network quality by adding a buffer of additional latency (in milliseconds) using this field. Adding latency to the stream before it reaches the SRT gateway provides more time for the stream to be processed before it’s transmitted to the Guest(s). This reduces the chance of packet loss, and results in a larger buffer period to manage poor network conditions. The same amount of latency/buffer is added between the gateway and the guest(s). For example, if the Latency field is adjusted to 300ms, 300ms is added between the Organizer and the gateway, and another 300ms between the gateway and the Guest(s); the total latency from Organizer to Guest would be 600ms.

Adding latency does increase the delay between the Organizer and the Guest, but ultimately results in improved stream quality and reliability for the Guest(s).

The default Latency value is 200ms.

Streaming Canvas

The “Streaming Canvas” field allows the Organizer to set the resolution of the video stream that is transmitted during the session.This resolution is the number of pixels displayed on the screen, and determines the video quality of the stream. The following common resolutions are available:

- High Definition (HD): Usually 720p (1280x720 pixels) or 1080p (1920x1080 pixels). HD streams are a significant step up in quality from SD, providing clearer and more detailed images.
- Full HD (FHD): Equivalent to 1080p (1920x1080 pixels), offering even higher quality video suitable for detailed viewing on larger screens.
- 2K (QHD): Equivalent to 2K (2048x1556) and 2k DCI (2048x1080).
- Ultra HD (UHD)/4K: While this is available in the dropdown, it can only currently be used for single one-time UHD sessions.

The optimal choice of resolution for a live stream depends on various factors, including the network bandwidth available to both the Organizer and the Guest, the type of content being streamed, and what devices Guests will use to watch the stream. Higher resolutions provide better quality but require more bandwidth and processing power for encoding and decoding.

If streaming from an application or from a screen capture, and/or are unsure what to choose, we suggest choosing 1080p as the minimum streaming canvas. If possible to discern, it’s recommended to match the resolution (streaming canvas) and fps with the source material being streamed.

Streaming Frame Rate

The “Streaming Frame Rate” field allows the Organizer to set the frame rate of the video stream that is transmitted during the session.

The frame rate, measured in frames per second (FPS), of a live stream refers to the number of individual images (or frames) that are displayed or transmitted each second during the video stream. FPS is a crucial factor in determining the smoothness and quality of motion in the video content. Different FPS rates have specific uses and implications for the viewer's experience:

Framerates of 23.98, 24, 25, 29.97, and 30 are supported

- 24 FPS: Traditionally used in film, creating a cinematic look. This frame rate has a specific motion blur that gives movies their characteristic visual style.

- 30 FPS: Commonly used in standard television broadcasts and many live streams, offering a good balance between smooth motion and technical requirements. It provides a smoother appearance than 24 FPS, suitable for most general content.

The choice of FPS for a live stream depends on the content type, the capabilities of the broadcasting and viewing equipment, and the available internet bandwidth.

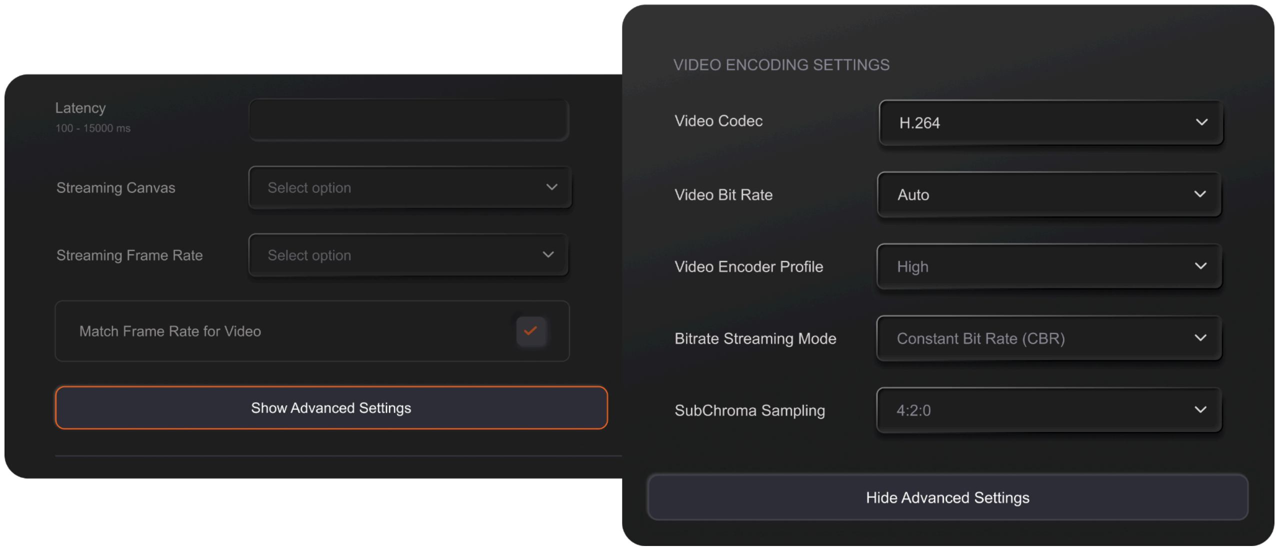
When the framerate of the media being streamed is known, it is recommended to match the resolution (streaming canvas) and fps of the source material in the “Streaming Frame Rate” and “Streaming Canvas” fields. Additionally, the “Streaming Frame Rate” value entered here should match the “Streaming Video Frame Rate” in the “Video Input” setting (see below).
If streaming from an application or from a screen capture and the media’s frame rate is unknown, we suggest defaulting to 24fps for the Streaming Frame Rate.

Match Frame Rate for Video (Checkbox)

This checkbox, when enabled, ensures that the frame rate of the output video matches the source video’s frame rate. This is useful when seeking to preserve the original fluidity of motion from the source footage without introducing jitter or other playback issues.

Advanced Encoding Settings (“Show Advanced Settings”)

There are Advanced Encoding Settings available for streaming that allow fine-tuning of the video encoding of the stream to maximize streaming quality against available bitrate. These advanced settings are revealed by clicking on “Show Advanced Settings”, and can be hidden again by clicking on “Hide Advanced Settings”. If not revealed or modified, the default settings are as displayed below.



Video Codec: H.264 or H.265

This setting determines the type of video compression format used. H.265 is the default for the Desktop Only streaming type, though H.264 can also be selected. H.265 is not supported for the Desktop & Web streaming type as it is not playable in web browsers.

- H.264 is a widely used codec that provides efficient compression while maintaining high video quality. It is broadly supported across devices and platforms, making it a versatile choice for encoding.
- H.265 also known as HEVC – High Efficiency Video Coding, offers significantly improved compression efficiency compared to H.264, enabling higher-quality video at lower bitrates. This makes it ideal for bandwidth-sensitive workflows. However, H.265 requires more processing power and is not as universally supported as H.264, which may limit compatibility in certain environments.

Video Bitrate: Auto / 1,000kbps – 40,000kbps:

The Video Bit Rate defines the amount of data processed per second during video playback. Select Auto to allow the system to automatically choose an optimal bitrate based on content and resolution, or manually set the bitrate. Lower bitrates reduce file size but may result in lower video quality.

Video Encoder Profile: Baseline, Main, High
The Encoder Profile refers to the complexity of the compression process.

Baseline: Designed for low-complexity situations.
Main: Best to use for SD video.
High: Ideal for HD and UHD content, offering the best quality but requiring more processing power.

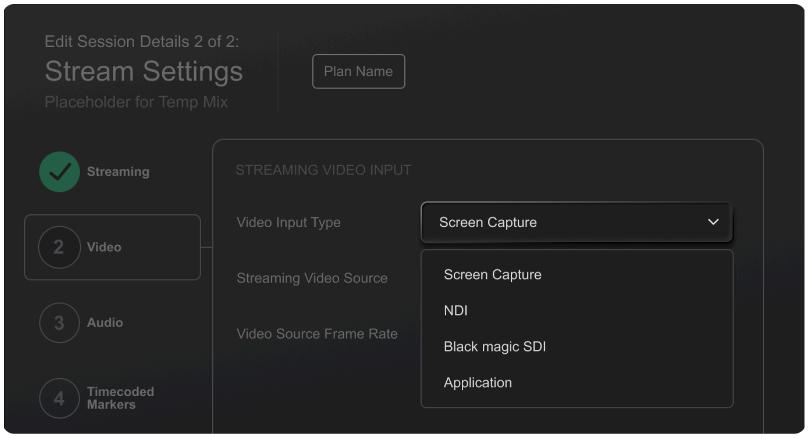
Bitrate Streaming Mode: Constant Bit Rate (CBR)
The Bitrate Streaming Mode controls how the video's bitrate is handled. Constant Bit Rate (CBR) maintains a consistent bit rate throughout the entire video which ensures smooth playback. This is useful for streaming where a stable network bandwidth is expected, and predictable file sizes and bandwidth usage are desired.

SubChroma Sampling: 4:2:0 or 4:2:2
SubChroma Sampling refers to how color information is stored in the video file.

4:2:0 **(Available for both Desktop Only and Desktop & Web streaming)** is a common chroma subsampling format, where color data is sampled at half the resolution of brightness data. This setting reduces the file size while still maintaining good visual quality, particularly in standard viewing scenarios.

4:2:2 **(Available for Desktop Only streaming)** samples color information at a higher resolution, providing more detail and accuracy, especially in areas with sharp edges or color gradients. This format is often used in professional video production and post-production workflows, where higher fidelity is required for tasks like color correction or broadcast-quality delivery.

Video Streaming Settings: Streaming Video Input



The Video Streaming Settings tab is where the Organizer configures the source of the video stream.

Video Input Type
There are four different video streaming input options available. For high quality picture projects, we recommend using NDI or Blackmagic.

Video stream source options:

- **Screen Capture**
  - "Screen Capture" sets the content of a connected display, or a select area of that display, as the video stream source.

- **NDI®**
  - NDI (Network Device Interface) is an IP-based video transmission protocol developed by NewTek. NDI was designed to enable compatible devices to share lightly compressed high-bandwidth video, along with audio and metadata, via network for broadcast contribution and production. In the case of Playback, Organizers can use NDI (https://ndi.video/type/ndi-tools/), specifically "Scan Converter," to capture a video streaming source from any location on their computer. Additionally there are official plugins included in software solutions such as Adobe Premiere® or Final Cut®, that can be configured as an NDI source. NDI can also capture video and audio across a LAN.

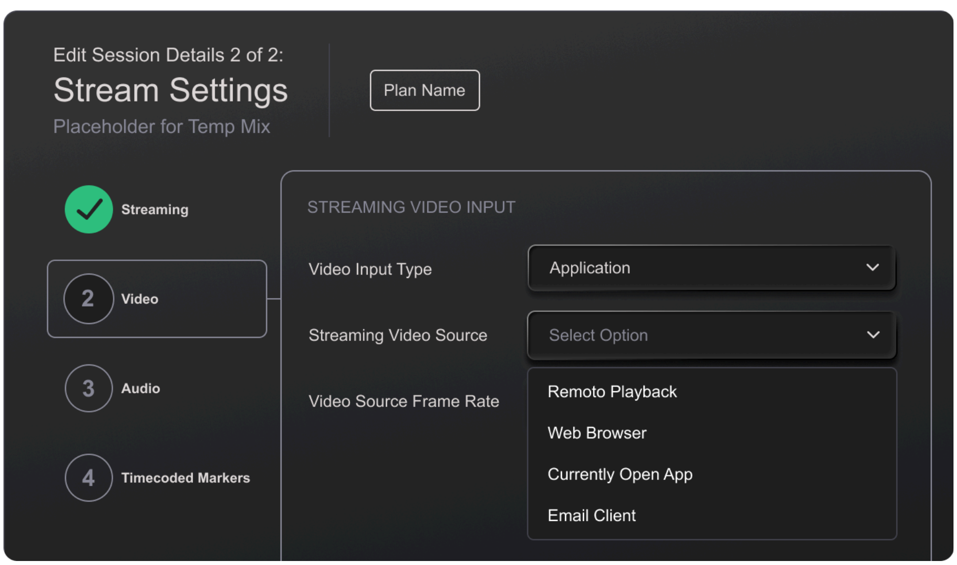
Choosing NDI as the Video Input Type requires the selection of a Streaming Video Source which is a LAN (Scan Converter) location, or an NDI output from the preferred software, if applicable.

- **Blackmagic® SDI**
  - Blackmagic SDI allows the selection of a Blackmagic hardware device as the video streaming source. Once selected, additional fields requiring configuration are revealed:
    - Streaming Video Source
    - Connection
    - Timecode Format

Once Blackmagic SDI has been chosen as a video input type, Playback expects Blackmagic SDI to also be chosen as the audio input type.

Video Input Type: Application

Selecting "Application" as the Video Input Type will allow the selection of any open application window on the computer as a Streaming Video Source.



The drop down displays an option for each application currently open on the system.

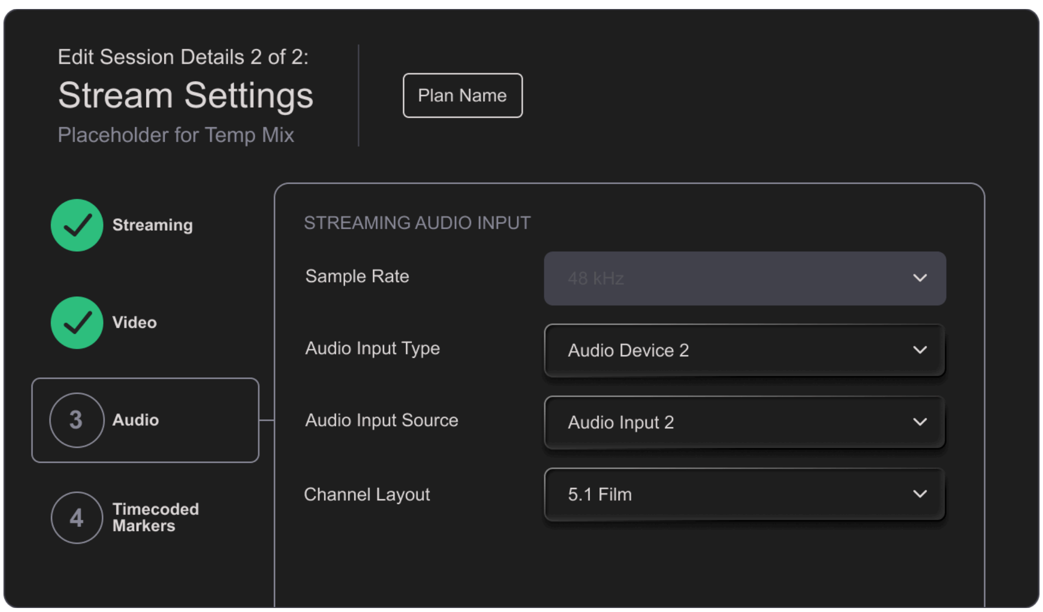
Streaming Video Source

The Streaming Video Source field is a drop down that populates based upon what Video Input Type has been chosen.

Frame Rate

The Frame Rate setting field, when used in conjunction with Screen Capture or Application, should be set to 24fps in most use cases. Frame Rate is not required to be configured if NDI or Blackmagic are selected as the Video Input Type, as these sources carry frame rate metadata within their stream and Playback recognizes and heeds the incoming metadata. The frame rate set here should match with the frame rate entered in Streaming Frame Rate in the Streaming Settings tab.

Audio Streaming Settings: Streaming Audio Input



The audio streaming settings tab is where the audio source is configured for the stream.

Sample Rate

The Sample Rate Field defaults to 48 kHz and cannot be changed.

Audio Input Type

There are three different audio streaming input options available.

- **Virtual Audio Device**
  - Selecting "Virtual Audio Device" enables the use of any connected hardware or software audio device via the Audio Device drop down.
- **NDI**
  - Selecting "NDI" allows the streaming of audio from NDI (https://ndi.video/type/ndi-tools/) Scan Converter to capture an audio streaming source from any location on the system.
    Additionally there are official plugins included in software solutions like Adobe Premiere or Final Cut, etc. that can be configured as an NDI source. NDI can also capture audio across a LAN.
- **Blackmagic SDI**
  - If Blackmagic SDI is selected as the video input type, Playback expects the selection of Blackmagic SDI as the audio input type. Blackmagic SDI enables the use of a Blackmagic hardware device as the audio streaming source. For more information, please refer to our System Requirements and Compatibility Article.

Audio Device

The "Audio Device" drop down populates based upon what Audio Input Type has been selected.

Channel Layout

The **Channel Layout** options populate based on the selected audio device. Available layouts range from Stereo to multi channel configurations, depending on the total channel count of the source device.

Source applications such as NLEs and DAWs can send sets of stereo pairs or multiple audio formats. If the Organizer wants Guests to be able to choose which stereo pair or format to listen to during the session, the recommended approach is to select the full channel width available for the device. For example, selecting a 16 channel layout on a 16 channel device will send all discrete channels with the stream.

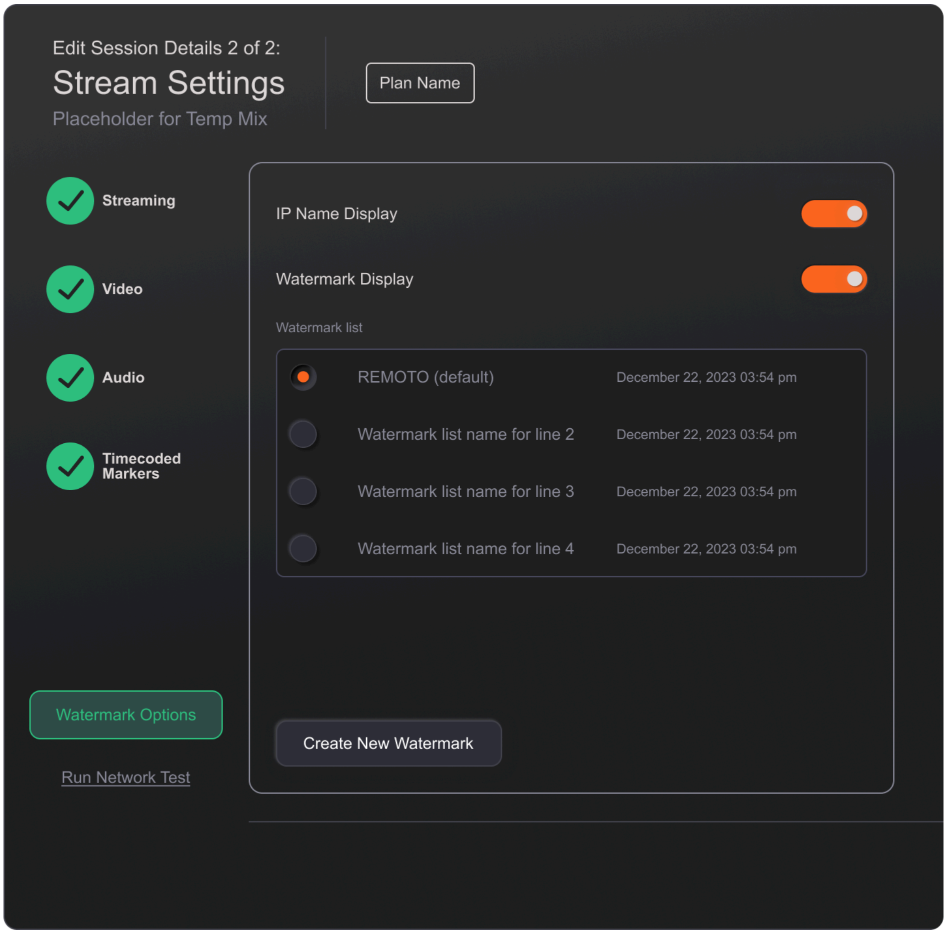
When joining a session, Guests will be able to choose which audio pair or format they want to listen to. Guests can also change this selection at any time during the session if needed.

Timecoded Markers Setting

This setting is key to ensuring that timecoded markers are correctly aligned to the timeline of the source media that is being streamed. Select "Remoto MIDI Device Input Port" to ensure Playback is receiving MTC from the desired software or hardware source. For more info about timecoded markers, please see the "Session Collaboration" section of this guide.

Watermark Options

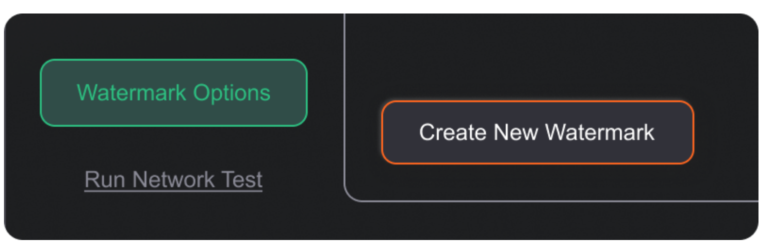
Watermark Options are accessed from the lower right of the "Edit Session Details 1 of 2: Stream Settings" window. Though not required to start a session, this is where watermark settings can be configured. Watermarks are disabled by default (no watermark is overlaid onto the streaming video). Custom text watermarks, IP and Name overlays can be configured and toggled on from the "Watermark Settings" tab.



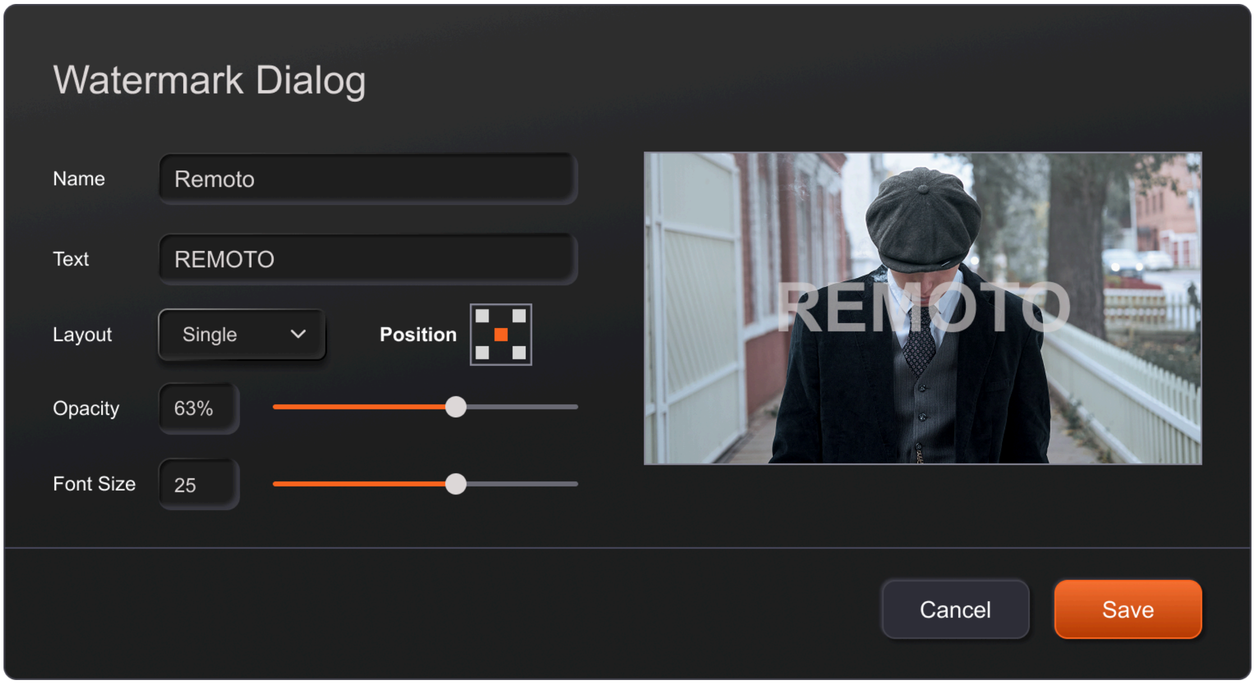
In the above screenshot, IP Name Display and Watermark Display are toggled OFF by default and grayed out. To choose a watermark from the list, tick the left-most box to check a selection, and toggle Watermark display "On". Any custom watermarks created is saved to this list.

Create Watermark

To create a new custom watermark, click on the "Create Watermark" button at the bottom of the window:



The watermark creation window is displayed:

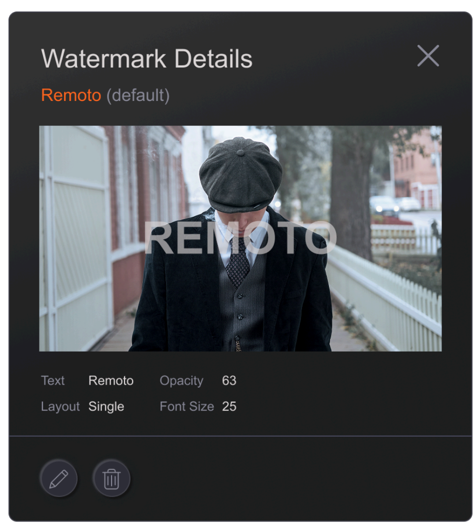


The watermark setting can be named; this is how it will be displayed in the watermark list. Enter the watermark text to be overlayed, and specify opacity and font size to adjust the watermark's appearance.

Custom Watermark Details

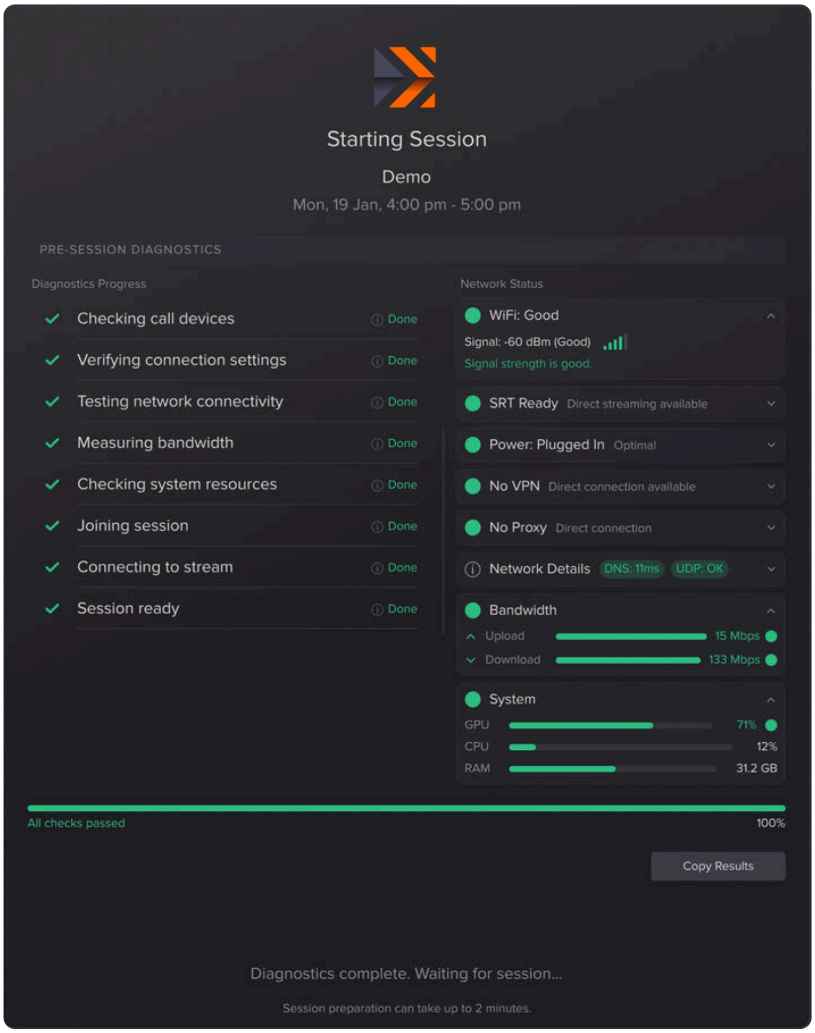
Clicking on the watermark name in the custom list toggles a window with the details of the watermark.

The window displays basic details of the watermark, and allows editing by clicking on the pencil button. The custom watermark can be deleted by clicking on the trashcan button.



Pre-Session Network Test

The Pre-Session Network Test is an automated diagnostic check designed to help Organizers and Guests identify potential issues before starting or joining a session. By validating system readiness, network conditions, and configuration requirements in advance, the test helps reduce the likelihood of failed session starts, degraded audio or video quality, or mid-session disconnects.



The test runs automatically when an Organizer clicks **Start Session** or when a Guest clicks **Join Session**, and typically completes within a few seconds while the session room is being prepared. The scope and emphasis of the test vary by role. For Guests, the test focuses primarily on download performance, latency, and playback readiness. For Organizers, the test evaluates both upload and download performance, since Organizers are responsible for publishing stream audio and video.

The Pre-Session Network Test evaluates readiness across several key areas:

Call Source Readiness
The system verifies that required operating system permissions are enabled for camera, microphone, and speakers, confirms that call audio and video devices are selected, and checks that required devices are available. In some cases, a preview may be provided so users can confirm call audio and video before proceeding.

Stream Source Readiness
For Organizers, the test validates that screen capture and audio capture permissions are enabled, confirms that stream sources and parameters such as resolution, frame rate, and audio channel configuration are set, and verifies that required devices or sources are detected. A stream preview may be available to confirm readiness before starting the session.

Connectivity Test
The test evaluates connectivity to key Remoto infrastructure, including streaming and conferencing services. Network latency, packet loss, and protocol connectivity are measured, and the system determines the closest regional endpoint to minimize latency. The user's connection type, such as Wi-Fi or Ethernet, may also be detected and reported.

Bandwidth Test

Available bandwidth is assessed against the expected demands of the session configuration. For Organizers, this includes upload bandwidth required for the selected stream settings and call audio, as well as download bandwidth for receiving the conference call. For Guests, emphasis is placed on download bandwidth for both stream and call audio. Results are compared against minimum thresholds defined by the selected video, audio, and channel configuration, and pass or warning indicators are displayed as appropriate.

System Performance Test

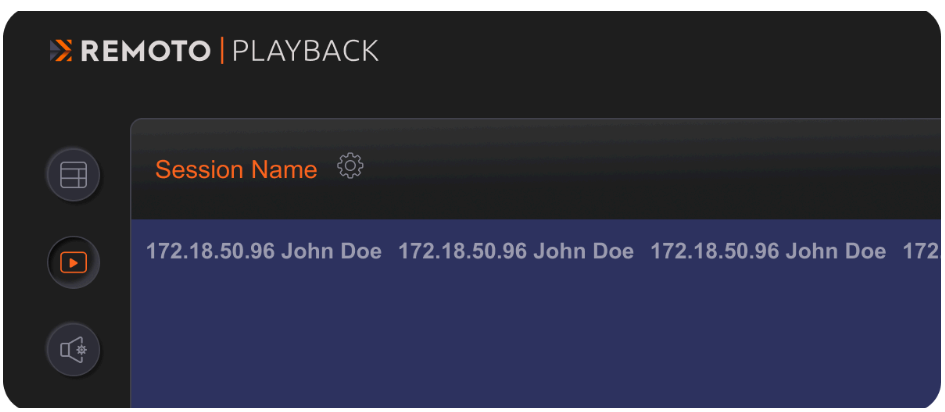
The test evaluates CPU and memory usage to help determine whether the user's device can support the selected session settings. If the system is operating near its limits, warnings may be displayed to indicate that performance issues could occur, particularly with higher resolutions or more demanding audio configurations.

If issues are detected during the test, clear warnings and recommendations are presented so users can take corrective action before proceeding. When network or system conditions are below recommended thresholds, users may be asked to acknowledge the warning before continuing, helping support teams more quickly diagnose issues if assistance is needed later.

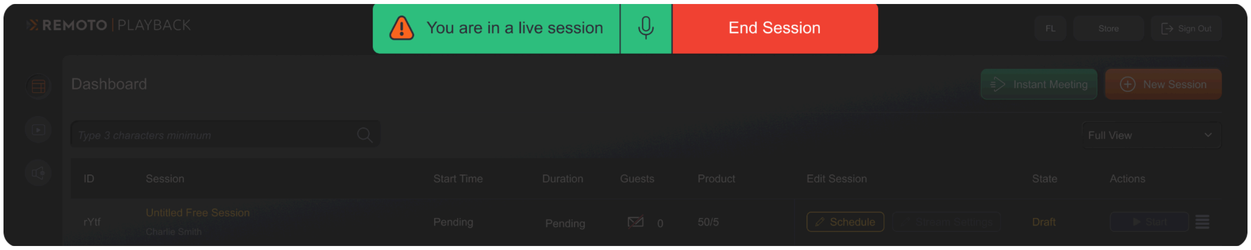
Studio View

From Playback's main interface, Studio view is activated when joining an active session. The Studio View can be accessed by either:

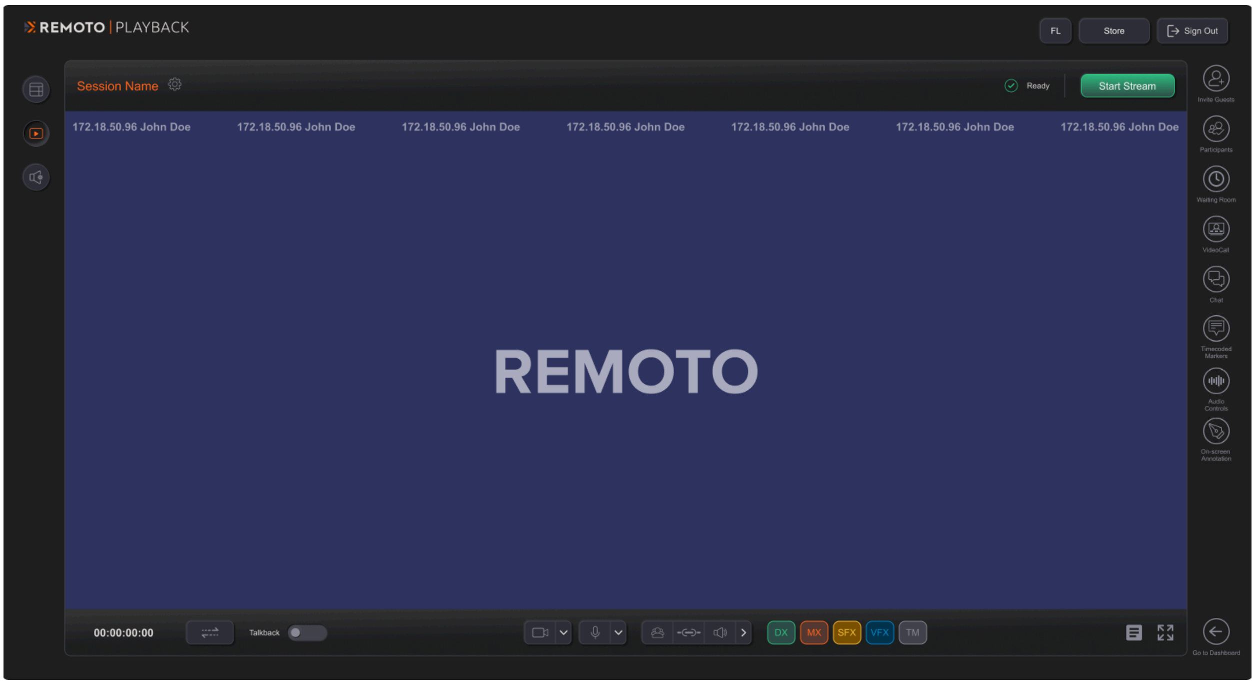
Clicking on the illuminated "Studio" button on the left side of the main interface:



Clicking on "You are in a live session" banner at the top of the main interface:

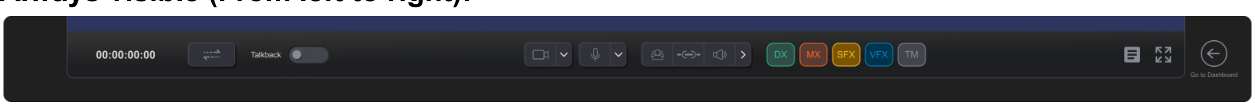


Once either option is clicked, the interface switches to “Studio” view:



Studio view features the content streaming window, with basic controls below it, and a panel of buttons on the right side to open/close different tabs.

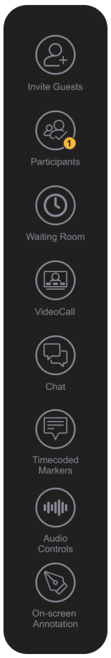
Always visible (From left to right):



- Timecode counter
- Sync adjustment controls
- Talkback Toggle
- Camera on/off + source selection
- Microphone on/off + source selection

- Conference call and stream muting, and output destination link/unlink
- Quick Marker entry by category (DX, SFX, VFX, MX, TM)
- Timecoded Markers list
- Full Screen Mode
- Go to Dashboard button

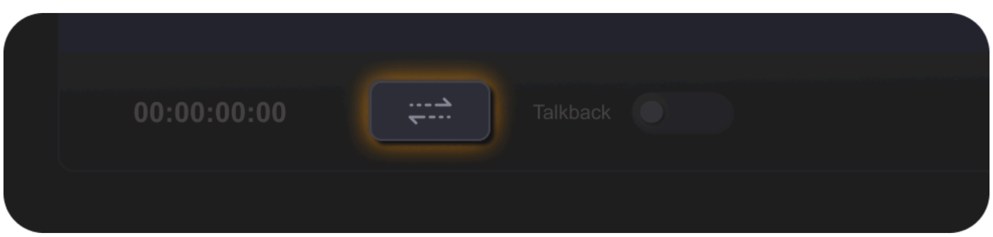
Note: Clicking "Go to Dashboard" does not end the session if you are an Organizer. You can toggle between the Dashboard and Studio View at any time.



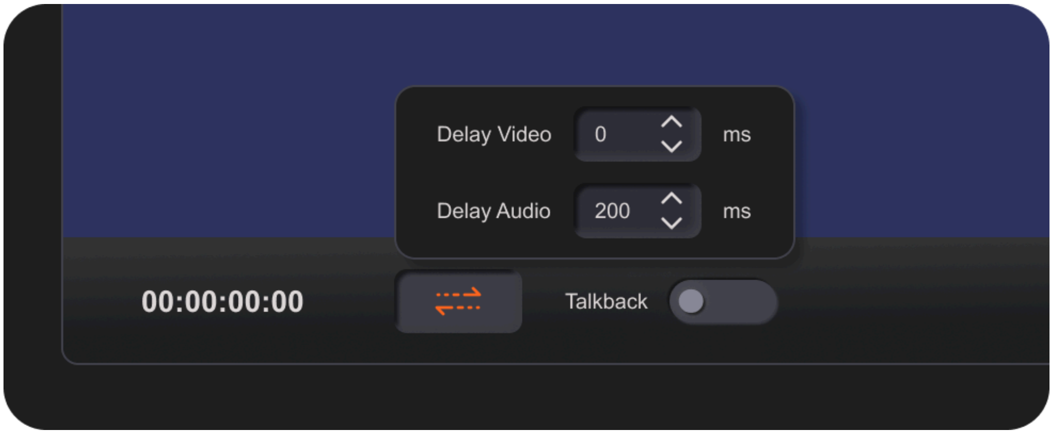
Right Side Tab Buttons

- Invite Guests
- Waiting Room
- Participants
- Video Call
- Chat
- Timecoded Markers
- Local Audio Controls
- On-screen Annotation

Adjust Sync



The Adjust Sync button allows access to manual control of A/V sync, helping to correct audio to video delays caused by latency.



Adjustments made by the Organizer affect the sync of the outgoing stream. Adjustments made by Guests only affect their local experience, and are integrated with the Organizer's adjustments. This feature is only available to Guests using the Playback Desktop application.

Session Types:

- **Desktop Only:** All participants (Organizers and Guests) can use the Adjust Sync feature as needed.
- **Desktop & Web:** Only the Organizer can use this feature.

Two fields can be adjusted: “Delay Video” and “Delay Audio”. A positive value up to 500 ms can be typed into the respective field, or adjusted via the up/down arrows.

When hovering over the entry field for Delay Video a tooltip is displayed: “Adjust if video is ahead of the audio.”

When hovering over the entry field for Delay Audio a tooltip is displayed: “Adjust if audio is ahead of the video.”

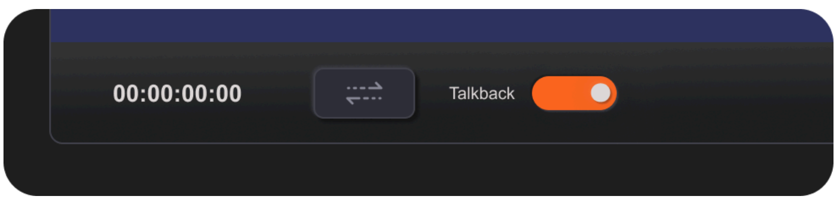
If audio is delayed, this feature provides a positive offset; if video is delayed, it provides a negative offset.

As a reference:

At 30 fps:	At 25 fps:	At 24 fps:
1 frame = ~33.33 ms	1 frame = 40 ms	1 frame = ~41.67 ms
50 ms = ~1.5 frames	50 ms = 1.25 frames	50 ms = ~1.2 frames
100 ms = ~3 frames	100 ms = 2.5 frames	100 ms = ~2.4 frames
200 ms = ~6 frames	200 ms = 5 frames	200 ms = ~4.8 frames

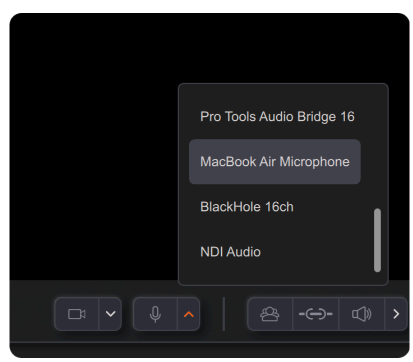
Talkback Toggle

The Talkback toggle allows Organizers to enable momentary "push-to-talk" behavior during a live stream. When Talkback is on, all session participants are muted and can only speak by holding the microphone button or pressing the spacebar. This toggle defaults to off. If the toggle is turned on before the stream is started, all participants are muted and can not unmute themselves until the stream has started.



Camera and Microphone On/Off + Source Selection

The chosen video conferencing camera can be turned off and on by clicking on the camera icon. Similarly, the chosen microphone can also be turned off and on by clicking on the microphone icon. Additionally, camera and audio sources can be changed directly from the live session by clicking on their respective arrows, revealing a menu of sources to choose from based upon what is available on the system.

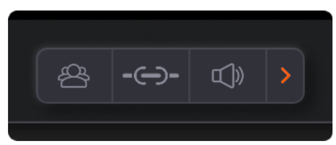


Local Audio Control

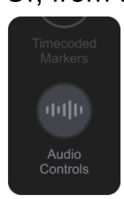
In Studio view, basic local audio controls are always present below the content streaming window, where the conference call and stream audio can be muted by clicking on their icons, and the output destination for the stream can be unlinked/linked to the call audio output destination.

When call and stream audio outputs are linked, the system enforces stereo monitoring for both outputs. Multichannel passthrough is not available while outputs are linked.

To access more in-depth volume and output controls, the arrow button next to the basic controls can be clicked to open the “Audio Controls” tab:

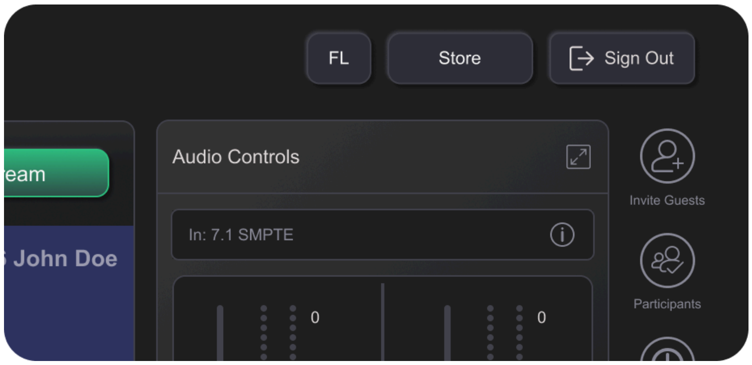


Or, from the side button directly:



Within the Audio Controls panel, the faders and meters provide independent visual feedback and control for both the stream audio and the conference call audio. The **In: “xxx”** label displays the channel format of the incoming stream source, and the local output device and output format can be viewed and selected below the faders. The interface automatically presents the output formats supported by the session type, such as stereo or multichannel, depending on what the host is streaming.

For a visual representation of the signal flow, please see the Local Audio Controls concept in Chapter 2.



Stream Audio

The **Stream Audio** fader and meters provide local control and visual monitoring of the audio received from the stream. These controls follow the output destination and output format selected in the Join Session window or in the user's Preferences. Any volume adjustments made here affect only the local listener and do not change the audio level being sent by the streaming host.

Playback supports streaming of up to 16 audio channels, depending on the Session Settings configured by the Organizer. The way these channels are displayed to the listener is based on the output format selected for monitoring:

- If the listener is monitoring in **Stereo**, two meters are displayed to represent the left and right channels.
- If the listener is monitoring in a **multichannel format**, a single combined multichannel meter is displayed to represent the full set of channels.

The meter reflects post fader signal activity. The colors displayed represent the audio level after local volume adjustments.

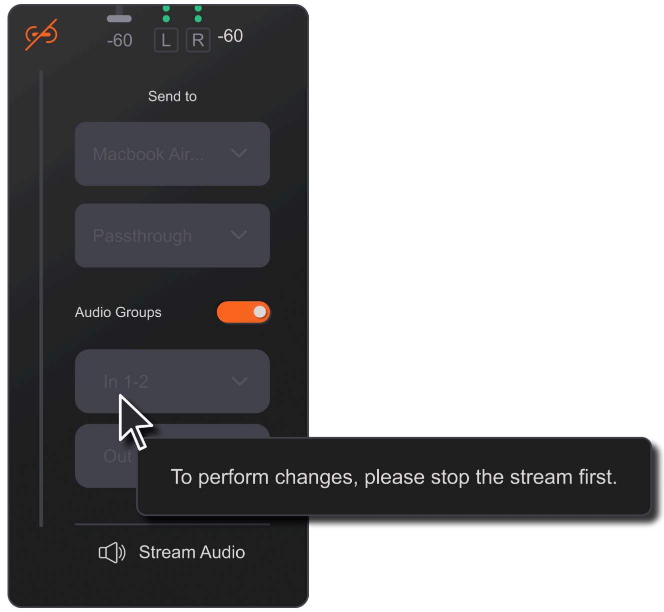
When the listener selects an output format, Playback automatically encodes or folds down the incoming stream to match the chosen local destination. For example, if the stream includes a multichannel format such as 5.1 but the listener has selected a stereo device, the audio will be monitored in stereo.

When call and stream audio outputs are linked, the system enforces stereo monitoring for both outputs. Multichannel passthrough is not available while outputs are linked.

Audio Groups

If **Passthrough** is an available option for the stream output format, an **Audio Groups** toggle becomes available. These are available only when call and stream audio outputs are unlinked. When outputs are linked, the stream is monitored in stereo and format selection is constrained accordingly.

When **Audio Groups** is turned on, a drop down appears that allows the user to choose which incoming groups or formats to listen to from the stream. This is useful in workflows where multiple formats or language versions are being delivered and the listener needs to select only the specific group required.



Once a format or group is chosen to listen to, it can be changed, though this requires the stream to be stopped in order to make the change, and restarted for the change to take affect.

The colors reflected in the meters are post-fader (i.e., post volume slider) level indicators:

- Off (< -75dB FS)
- Green (> - 75db FS)
- Orange (> -3dB FS)
- Red (> -.5dB FS)

The Stream Audio meters in the Audio Controls panel include a volume fader that adjusts how the stream audio is heard locally. This fader controls only the output to the user's local speakers and does not affect the input gain of the stream itself.

To mute the stream audio, click the corresponding icon next to it’s label to turn it on or off.

Call Audio

Call audio refers to the conferencing audio, which is the voice audio from other Guests. This audio is stereo, and the left and right channels are displayed on a stereo meter.

To turn the call audio off, move the fader all the way to the left or click the call audio icon next to the label to mute it.

Output Destination Link/Unlink

The conference call audio is routed through a primary output labeled "Speakers," and by default, the stream audio is linked to the same output destination for ease of use. A link button is available next to the basic audio controls beneath the content viewing screen, as well as within the audio controls tab.

Linked: The stream audio shares the same output as the conference call. The output destination and format dropdowns for stream audio are disabled. The system enforces stereo monitoring for both outputs. Multichannel passthrough is not available while outputs are linked.

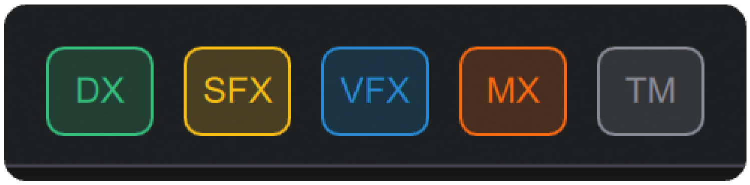
Unlinked: The output destination and format dropdowns for stream audio become active, allowing the stream audio to be routed to an alternate speaker set separate from the call audio.

Timecoded Markers Entry Field

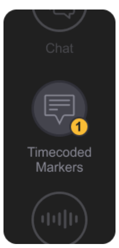
Playback allows any stream participant (Organizer or Guest) to create timecoded markers, which are separate from the participant chat. Markers can be created in two ways:

Quick Markers
Quick Markers are always available below the content viewing window. These are

categorized buttons that, when clicked, instantly create a timecoded marker. These markers can be annotated later in the expanded Timecoded Markers tab by searching for the marker and double clicking on it to add text. Quick Markers provide a fast way to flag moments in real time without interrupting the viewing experience.



Full Entry Field:
For a more detailed timecoded marker entry experience, open the Timecoded Markers tab by clicking the "Timecoded Markers" button in the sidebar.

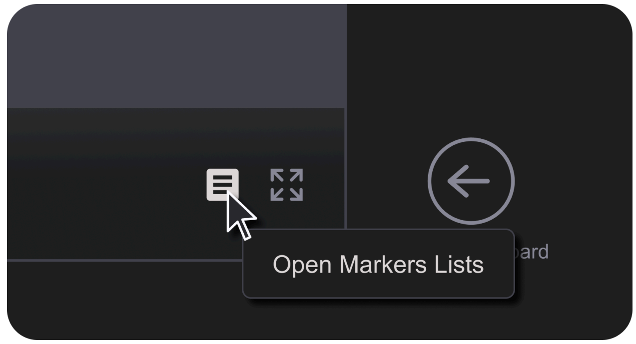


This view allows a category to be selected and a note to be added to each marker. When the entry field is activated, the current timecode is shown in the timecode display to the left. Enter a comment, then click the arrow button or press Enter to submit the marker. Click "Cancel" to discard it.

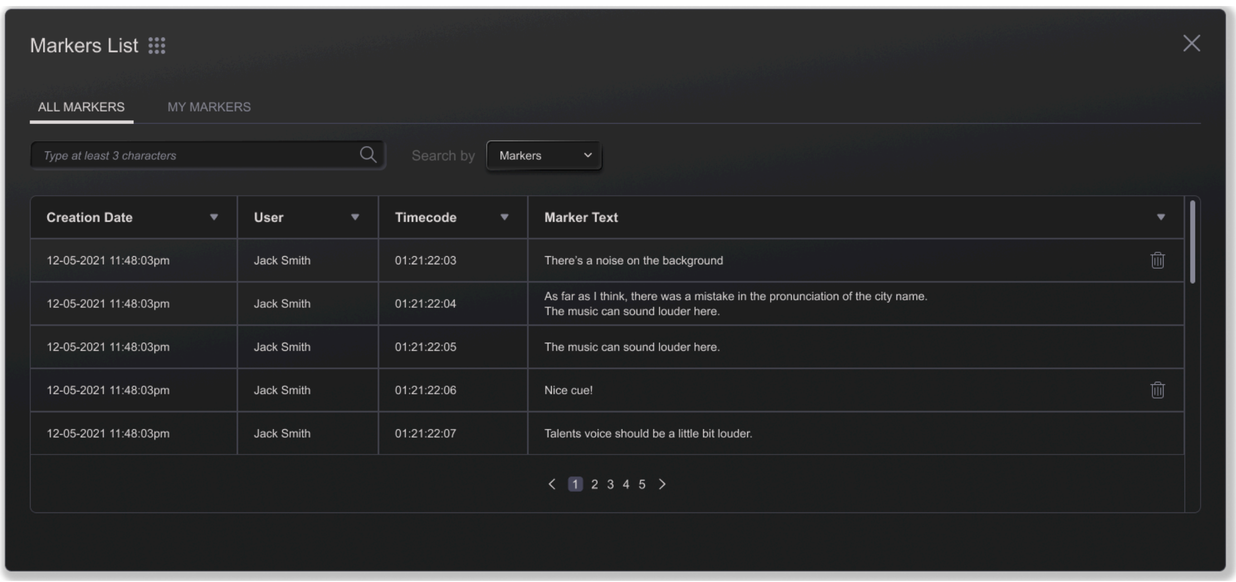
Below the entry field, a scrollable history of all submitted markers is available, along with a search field (indicated by an hourglass icon) for locating specific comments. Comments can be double clicked on to edit the comment text.

Timecoded Markers List Window

To view timecoded markers created during the streaming session, click the notepad icon located next to the Full Screen button in the lower-right corner of the streaming video window. This opens the Markers List.



The "Markers List" window appears:



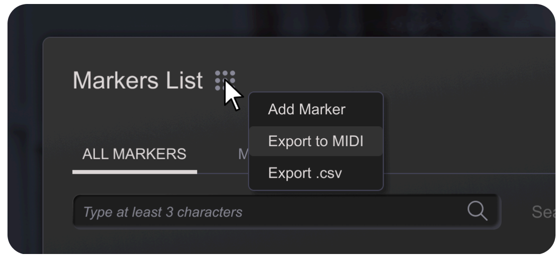
In this window, markers that have been entered are listed along with their creation date, timecode location, and author. Markers can be deleted by pressing the trashcan button at the end of the row.

The view can be toggled between **ALL MARKERS** and **MY MARKERS**.

The markers list can be searched using the search bar, or the "Search by" drop down, filtering by marker content, a specific timecode location, or user.

Timecoded Markers can be exported either in MIDI or .csv format to be imported into a DAW. Exporting markers as MIDI allows import into Pro Tools, Logic, Reaper, or Nuendo. Exporting as .csv enables import into other programs that support this format, such as Avid Media Composer, Adobe Premiere, Final Cut® , DaVinci Resolve, etc.)

To export markers, click on the grid button next to the Markers title at the top left of the window:



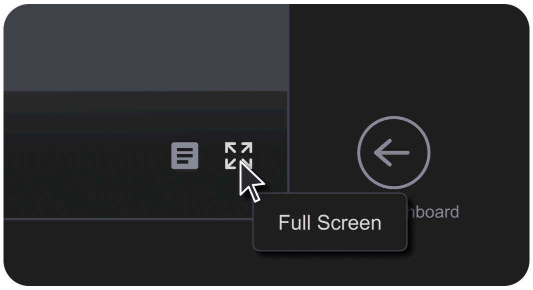
If “Export to MIDI” is selected the following window is displayed

If “Export to .csv” is selected the following window is displayed:

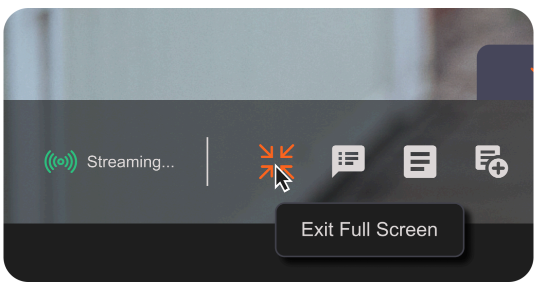
Upon clicking export, a prompt to name the file and select its destination is displayed.

NOTE: Once a session has been closed, it is longer accessible. A .csv copy of timecoded markers is automatically sent to all participants at the end of the session, but MIDI markers must be exported while the session is still active.

Full Screen Mode



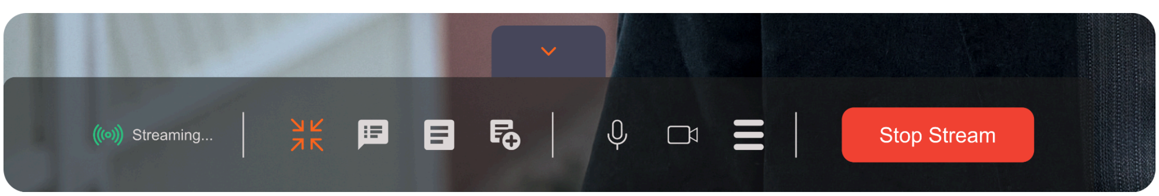
In Studio View, the video window can be toggled into full screen mode to fill the width of the application window by clicking on the right most "expand" icon in the viewing screen.



Exit full screen mode by clicking on "pinch" icon in the left hand corner of the screen.

In Full Screen mode, there is a collapsible bottom bar, and the sidebar from the regular (not full screen) view is also available.

When the bottom bar is visible, it displays the current stream status and provides access to several actions: exit full screen mode, toggle markers display, open the Markers List, add a marker, turn the video camera or microphone on/off, and start or stop the stream. A hamburger menu also provides additional options, including Mute All Microphones and Disable Stream Audio for All.

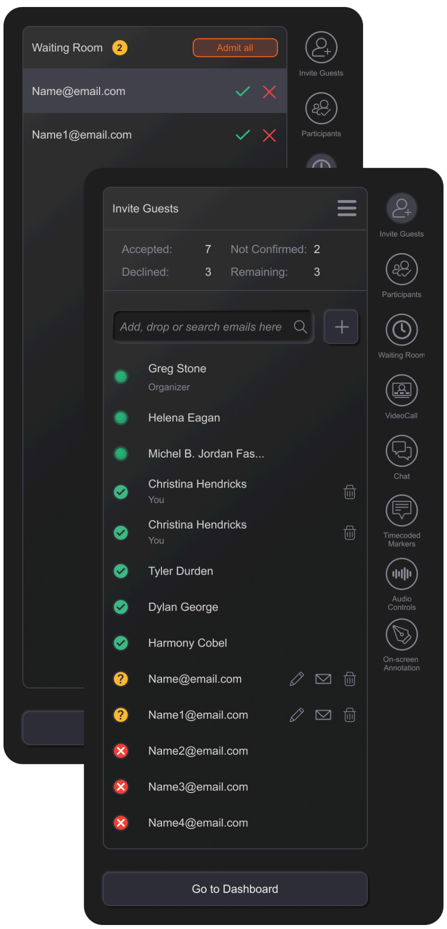


The sidebar will be open in full screen view, and defaulted to Timcoded Markers. To close the sidebar, click outside of it. To reveal the sidebar options, click on the expand arrow tab to the right, and to close the sidebar options without selecting a section to reveal, click the arrow tab again to collapse.

Participant Management and Conferencing

In Studio View (both regular and full screen) participant management and conferencing controls are found in the sidebar buttons on the right side of the screen. The relevant buttons are:

- Invite Guests
- Waiting Room
- Participants
- Video Call
- Chat



Invite Guests:
Clicking this button opens a tab that displays participant RSVP statuses, including who has accepted, declined, or not yet responded. It also shows how many additional participants can be invited, based on the session type or subscription.

The participant list is divided into two sections: **Not Invited** and **Invited**.

- **Not Invited** contains participants who have been added to the session but have not yet received an email invitation. These entries are temporary and are intended to be reviewed before the Organizer either sends an invitation or removes them from the list. This is especially useful when participants are added in bulk, such as by selecting a saved session tag or dragging and dropping multiple email addresses at once, allowing the Organizer to confirm or adjust the list before notifying anyone.

- **Invited** contains participants who have been sent an email invitation.

When ready, the Organizer can send invitations to participants individually or send invitations to everyone in the **Not Invited** section as a group action. Sending invitations triggers an email notification and moves those participants into the **Invite**d section.

A searchable list of participants is provided, with options to manually add new participants, recall previously saved participants or session name tags, or add multiple entries using click-and-drag. When email invitations are sent, invited participants are automatically saved in the background and associated with the session name. These saved participants and tags can be searched and reused for future sessions.

Waiting Room:

The Waiting Room button opens a tab displaying a list of participants waiting to be admitted to the session. The button also shows a notification indicating the number of guests currently in the waiting room. From this tab, participants can be either admitted to the session or denied access. There is also the option to “Admit all” to let everyone into the session at once.

Participants:

Clicking the Participants tab opens a list of all participants currently admitted to the session. The speaker icon can be used to deafen a participant, while the microphone icon mutes them. A hamburger menu at the top provides additional options, including "Mute All Microphones" and "Disable Stream Audio for All."

Video Call:

Clicking on the **Video Call** button reveals a list of all video chat participants in the session. Each participant is displayed as a video tile with basic audio controls.

The **speaker icon** can be used to deafen a participant, and the **microphone icon** can be used to mute them.

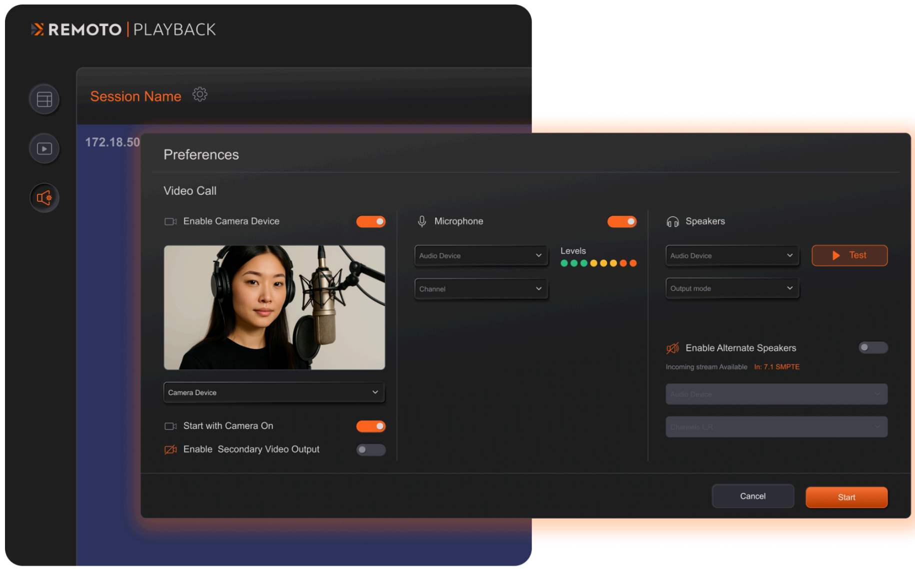
Active Speaker Highlight

Playback visually highlights participants who are actively speaking by outlining their video tile. This highlight is visible to **all participants** and helps quickly identify who is currently speaking during discussions and reviews.

Multiple participants may be highlighted at the same time when overlapping or closely timed speech occurs.

Chat:
Clicking the Chat button opens the chat tab, which contains the text entry field and chat history. All messages entered are visible to all participants; private messaging is not supported.

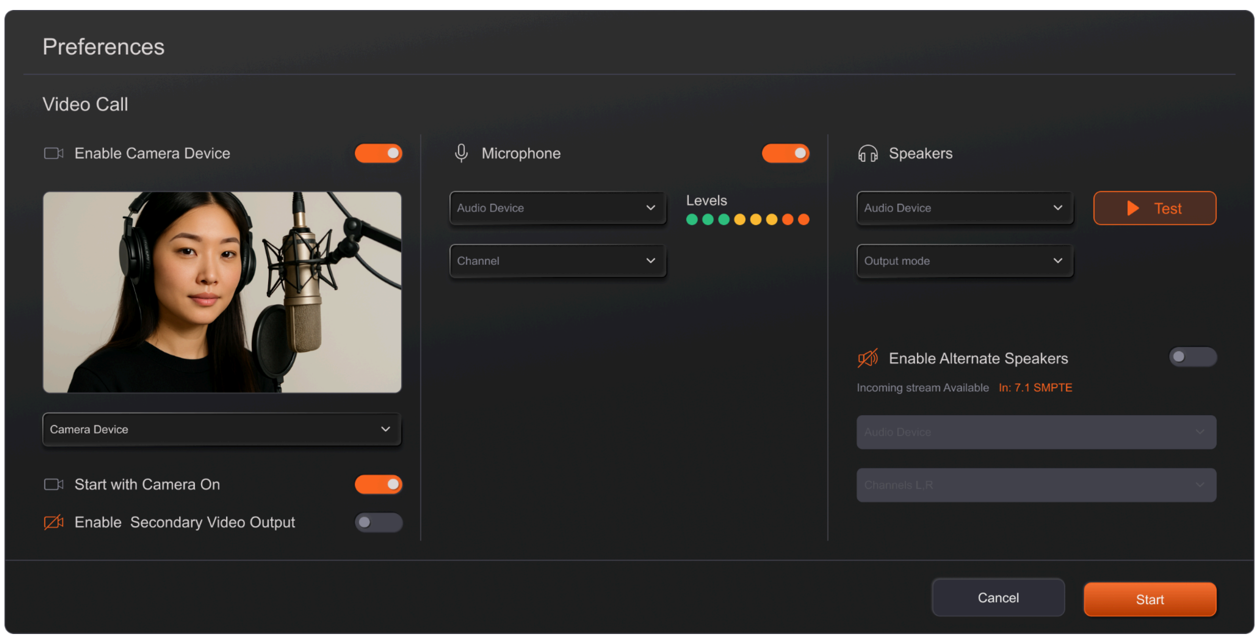
Call and Stream Preferences Window



Configuration and testing of local conferencing audio, video and streaming audio settings takes place in the “Preferences” window.

This window can be accessed via the “Preferences” button to the left of the main interface.

It will also appear when a Guest joins a session (when a “join request” is sent) or when the Organizer starts a session:



This window is split into three sections: Video Call Settings, Microphone Settings, and Speaker Settings.

Video Call Settings

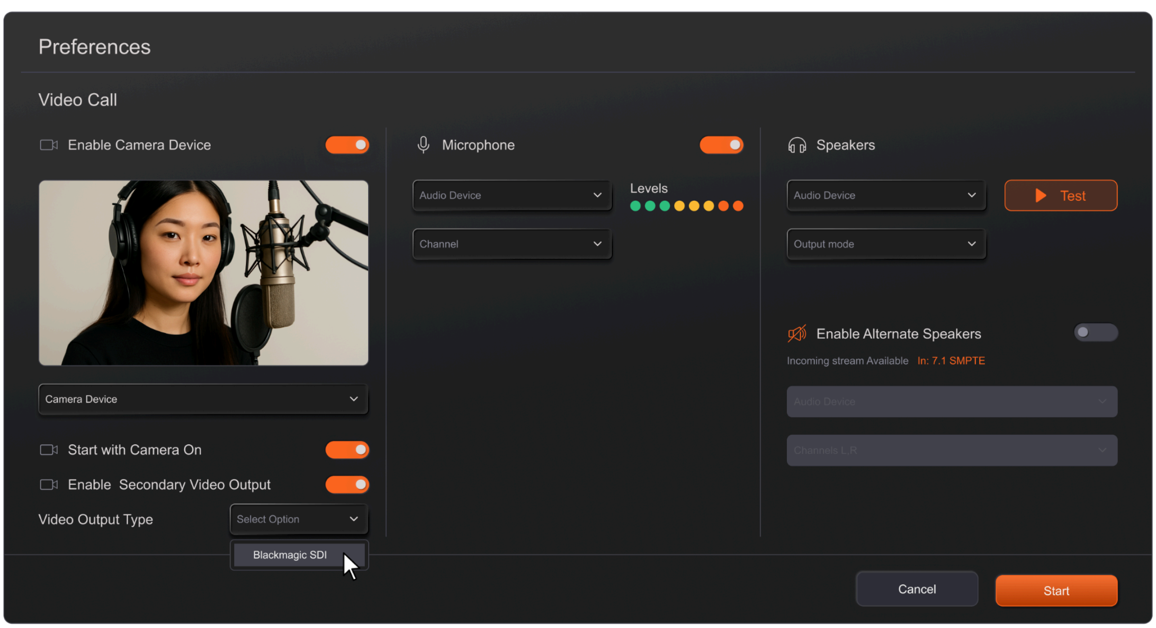
This section includes several settings related to video participation and video output. These settings are available when accessing **Call and Stream Preferences**, whether as part of joining or starting a session, or when opening Preferences independently from the Dashboard.

Video Call Settings include a **Camera Device** toggle (On or Off), a camera selection dropdown, an option to join the session with the camera enabled or disabled, and a preview of the selected video feed.

The **Camera Device** toggle is useful when the desktop machine being used does not have a connected camera or when the user does not intend to send camera video. The camera selection dropdown also includes a **Configure Later** option, allowing a camera to be selected after entering the session.

In addition, this section includes an **Enable Secondary Video Output** toggle. When enabled, additional configuration options appear that allow desktop users to route the session's video output to an external display device.

When **Enable Secondary Video Output** is turned on, the user can select a video output type, either **SDI** or **NDI**, and then choose the corresponding device and connection options. Depending on the selected output type, this may include selecting a specific hardware device, network receiver, connection, and timecode format.



Secondary Video Output mirrors the video rendered in the in-app Video Player to the selected external display. For Organizers, this reflects the locally rendered playback. For Guests, it reflects the incoming Playback stream. The external output is intended for monitoring and display purposes only and does not affect the stream itself or the in-app viewing experience.

This functionality allows users to route live video to external displays such as projectors, broadcast monitors, or large-format screens, making in-room reviews, group screenings, and presentations easier and more flexible while preserving video clarity and existing session workflows.

Microphone Settings

This section includes a toggle to turn the selected microphone on or off, a dropdown for selecting the microphone input, and a visual level indicator to confirm that the microphone is active.

Speakers Settings

This section includes a dropdown to select the speaker destination and channel configuration for conference call audio, along with an option to send a test signal to verify the selected output.

When a multichannel or virtual audio device is selected for conference audio, stereo output is routed to the selected channel pair.

An **Enable Alternate Speakers** toggle allows stream audio to be routed to a separate output destination and format. When this toggle is off, which is the default state, stream audio is linked to the call audio output and is automatically folded down and monitored in stereo. **Passthrough and Audio Groups are not available while outputs are linked.**

When **Enable Alternate Speakers** is turned on, the user can select a stream audio format from a format dropdown menu. A label displaying the stream’s audio format is provided to help the user select an appropriate output destination. If the user selects **Passthrough**, an additional toggle called **Audio Groups** becomes available.

Audio Groups is only available when these controls are accessed as part of the session join flow or while adjusting audio during an active session. If Speakers

Settings are accessed from the Dashboard when no session is in progress, Audio Groups is not displayed, since no stream audio is being received.

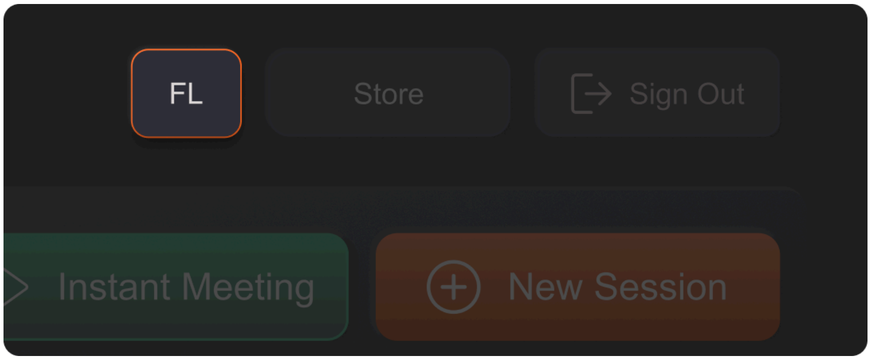
When **Audio Groups** is turned on, a dropdown appears that allows the user to choose which incoming groups or formats to listen to from the stream. This selection can also be adjusted through the Audio Controls panel in Studio view once the session has been entered.

This is useful in workflows such as localization review, where multiple languages or formats may be delivered on different stereo pairs. It allows the user, especially Guests, to monitor only the specific group or format they are instructed to listen to.

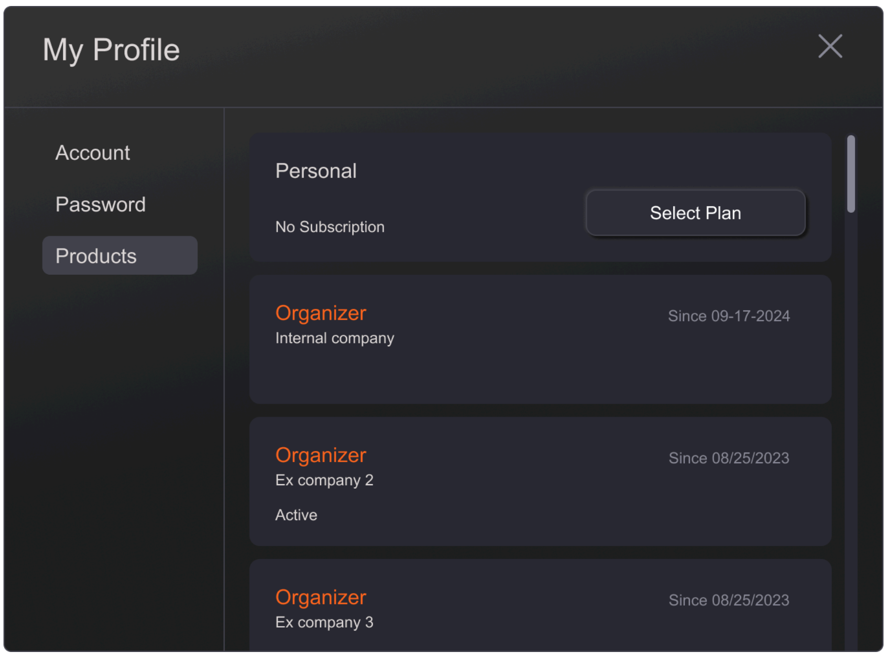
To save settings, click **Apply** when accessing Preferences from the left sidebar, **Start Session** when joining as an Organizer, or **Request to Join** when joining as a Guest.

Profile Window

The user profile can be accessed from the Profile button in the top right navigation buttons, to the right of the “Go To Store” button.



Once clicked, the “My Profile” window is displayed.

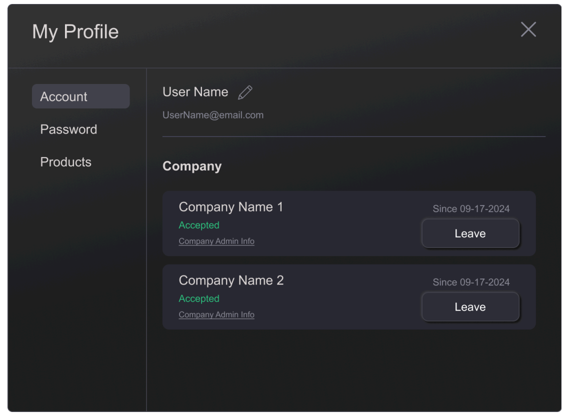


It features 3 tabs:

- Account
- Password
- Products

Account

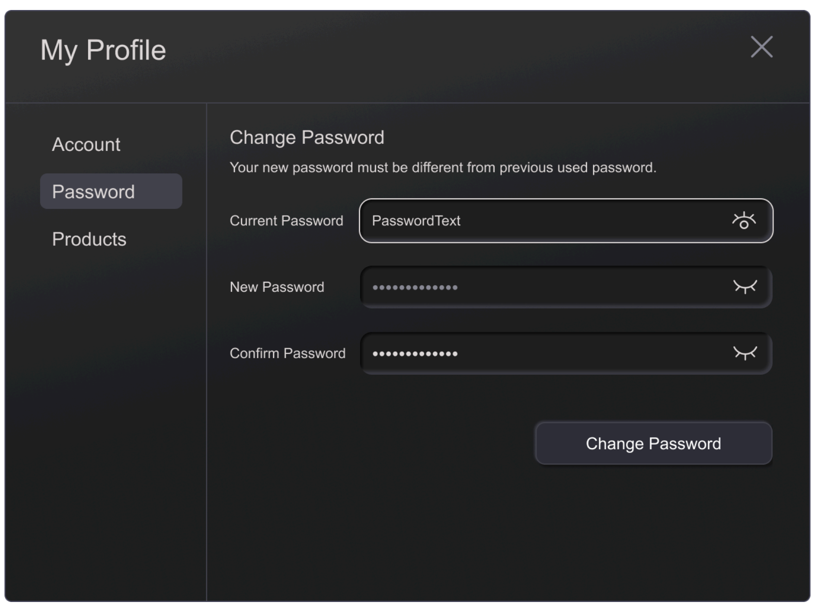
The account tab displays the name and email address tied to the account. This information can be saved and edited. The Company section is populated when an invitation to use a subscription seat on behalf of a company is accepted.



Password

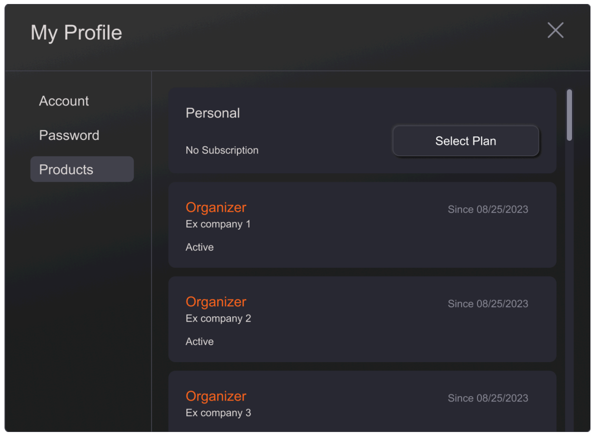
In the Password tab, the current password for the account can be revealed, or changed to a new password.

NOTE! Password reset can also be initiated from the login screen.



Products

The “Products” tab displays information about the subscription tied to the account. This tab also contains a “Go To Store” button to upgrade or downgrade, or purchase a new subscription.



Part 3: Streaming Session Management (Organizer)

Chapter 5: Streaming Session Management

This section of the guide covers Streaming Session management: creating/scheduling a session, managing session participants, and deleting sessions.

Creating a New Streaming Session

1) **Schedule Session**

   A session can be scheduled in several ways depending on the type of product purchased:

   a) Single one-time sessions (including free Test Drive sessions)

      Purchased single sessions, or free Test Drive sessions, auto-populate in the Dashboard. Click on the “[Session Name]” to bring up the “Session Overview” window, and click on the pencil on the right side of Schedule Details, to open the “Edit Session Details 1 of 2: Schedule” window and schedule the session.

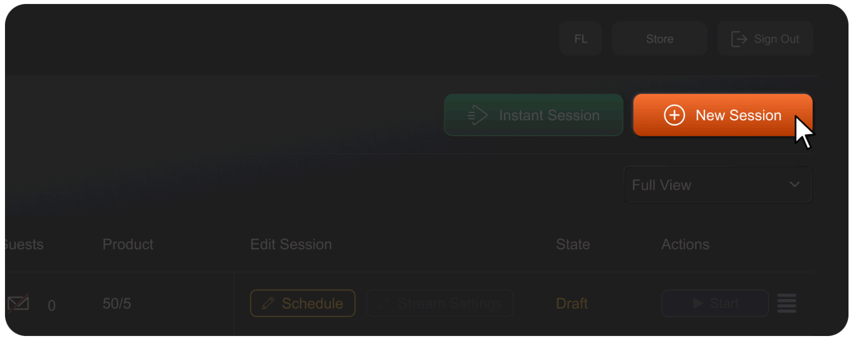
      Alternatively, click on the “Schedule” Button for the session in the “Edit Session” column to open the “Edit Session Details 1 of 2: Schedule” window.

      Note that the maximum number of Guest participants and the maximum duration available for the user to schedule are set at the time of purchase. The user may schedule a session of equal or lower Guest count or duration only; a refund or credit will not be issued if the session does not make maximal use of the purchased specifications.

   b) Subscription plan sessions

      These are scheduled by clicking the “+ New Session” button in the upper right hand corner of the Dashboard. This brings up the “Edit

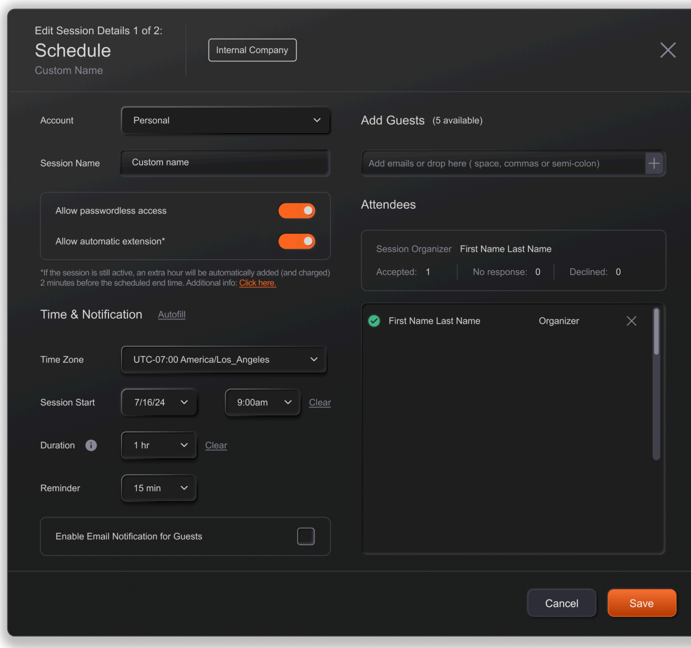
Session Details 1 of 2: Schedule” window to schedule the session.



2) Fill Out Edit Session Details

1 of 2: Schedule

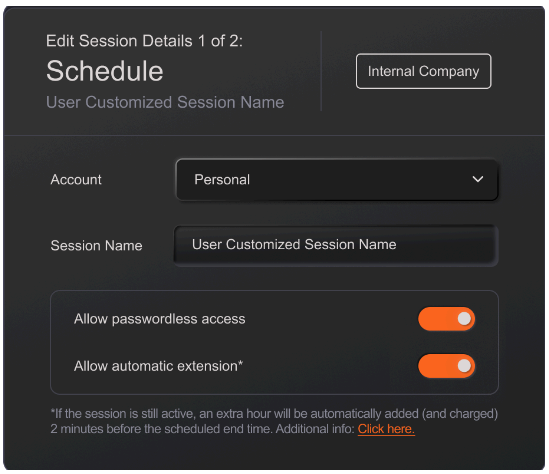
Name the session, choose a date and time, and click “Save.” Alternatively, click “Autofill” to autofill details to the same day, and next available timeslot (either on the half hour or the hour). The session is now scheduled. Inviting Guest participants is not required at this time*. Email addresses can be entered manually, or single, or multiple emails may be entered by dragging them into this field from an external source.



Using the “Add emails” field, it’s possible to search and recall previously saved participants or session name tags. When email invitations are sent, invited participants are automatically saved in the background and associated with the session name. These saved participants and tags can be searched and reused for future sessions.

When the toggle “Enable Email Notifications for Guests” is set to “off”, email notifications will only be sent when the session is started.

Additionally, decide if participants are required to login to join the session, or if they can join without logging in or needing a Remoto account. Toggling “Allow Passwordless Access” on will waive the requirement for Guests to need to log in to be able to join the session. This is a global setting and will apply to all invited Guests, though it can be modified any time and multiple times before the session is started.

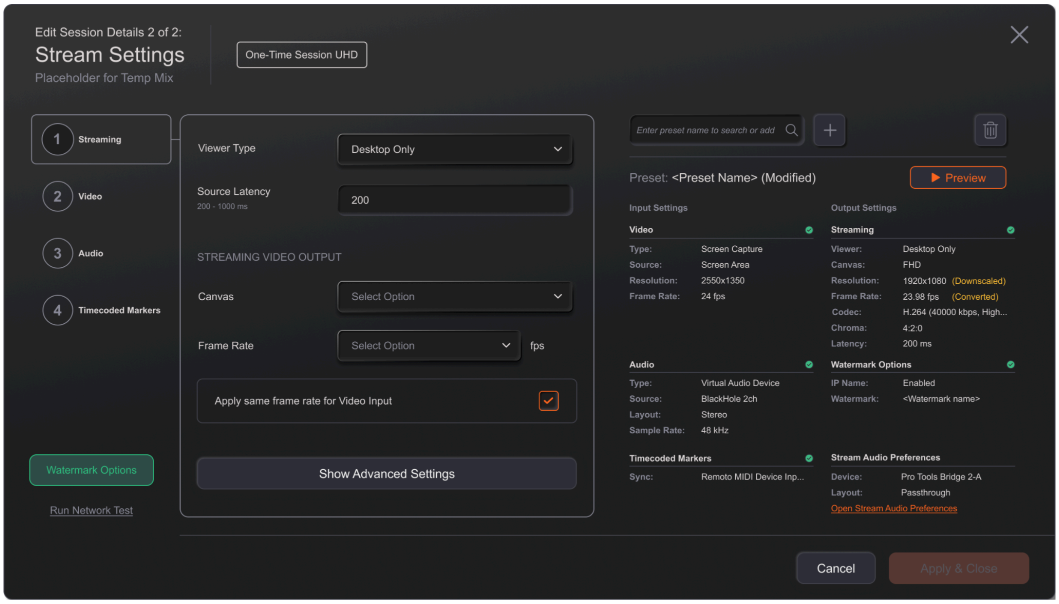


For paid single one-time sessions, an additional toggle option appears under the session name to enable automatic session extensions; this defaults to ON.

When on, the Organizer will automatically be charged for an additional session of the same type if the current session runs over its time limit. For example, if a 3-hour single HD session reaches its limit, another 3-hour HD single session is automatically purchased 2 minutes before the end of the time limit, allowing the session already in progress to continue uninterrupted.

2 of 2: Stream Settings

Once the configuration of the settings in the “Edit Session Details 1 of 2: Schedule” window are saved, the “Edit Session Details 2 of 2: Stream Settings” window automatically opens. Stream Settings can be configured now or at a later time, but they must be configured before the scheduled session can start.



** NOTE! Guests can be invited at any time after the session has been scheduled, either via the "Edit Session Details 1 of 2: Schedule" window, or from the "Invite Guests" tab in Studio view once the session has started.*

Configure required Session Settings to display a green checkmark.

3) Preview your selected source media
Once source media has been configured and green checkmarks are displayed, make sure your source media is open in the background, press "play" in your host program, and click on "Preview", located in the top right portion of Settings. This reveals a stream preview window, where your chosen audio and video sources can be proofed, as well as a watermark if being used, and timecode chasing can also be checked, if applicable. If everything is working as it should, click "Close" to exit preview mode.

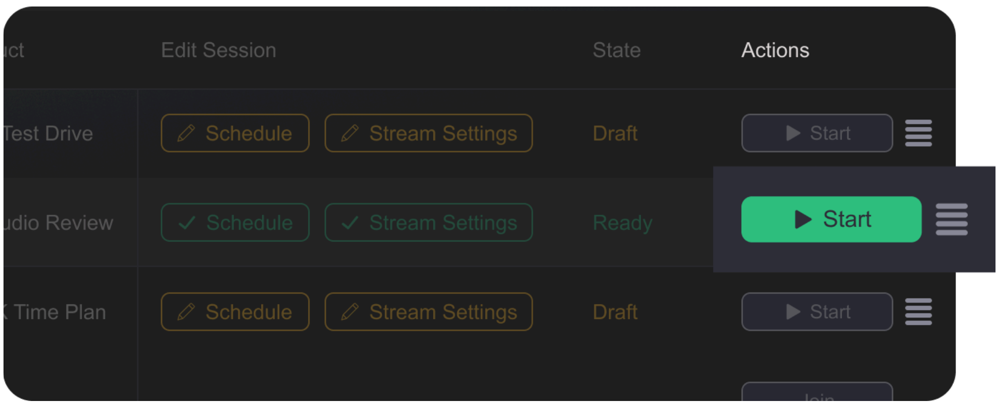
4) If the selected sources are behaving as expected, click "Save & Exit." to exit Stream Settings.

5) Start Session
That's it! In Dashboard view, the Session State is displayed as "Ready" (green) with "Start" as an available action.

Start a Scheduled Streaming Session

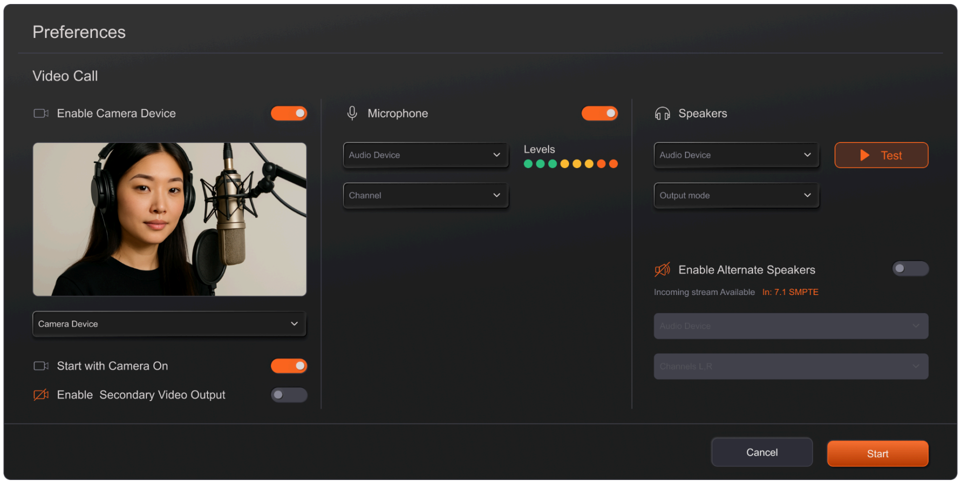
In order for a streaming session to be started, all required Session Details must be configured and in "green" status in the Dashboard: Schedule, Stream Settings, Ready state, with the green start button displayed as the available action button.

1) **Start Session**
   To start the session, click on the green "Start Button":



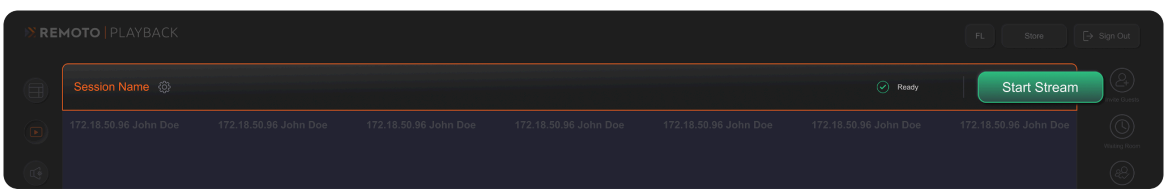
NOTE: Starting a session does not start the stream. Starting the session activates conferencing and chat, makes the Studio tab live, and allows the Organizer to admit or deny Guests or invite new Guests.

2) **Configure Call and Stream Preferences**
   Once the session is started, the "Call and Stream Preferences" window is displayed, prompting the configurations of the camera and microphone sources, and local listening or video destinations for the conference call and stream audio and video.



3) **Initiate and view pre-session network test diagnostics**.
After call and stream preferences are applied, Remoto automatically runs a brief network test to verify that the device and network are ready. If potential issues are detected, warnings and recommendations are shown so the user can address them or continue with awareness that quality may be impacted.

4) **Start Stream**
Once in the Studio, the session has started. Click the “Start Stream” button in the upper right of the viewer to start streaming media.



Note: It is possible to start a session before its scheduled time. Once a session is started, usage begins to be applied to your purchased subscription and session time. The session will end when the time limit is reached, all purchased time is used up, or the session is closed by the Organizer. Subscribers can start and end scheduled sessions before or after the scheduled time; only the time actually used is deducted from the monthly hourly allotment of the subscription.

Adjusting Session Settings

When in an active Streaming Session, the following Session Settings can be modified:

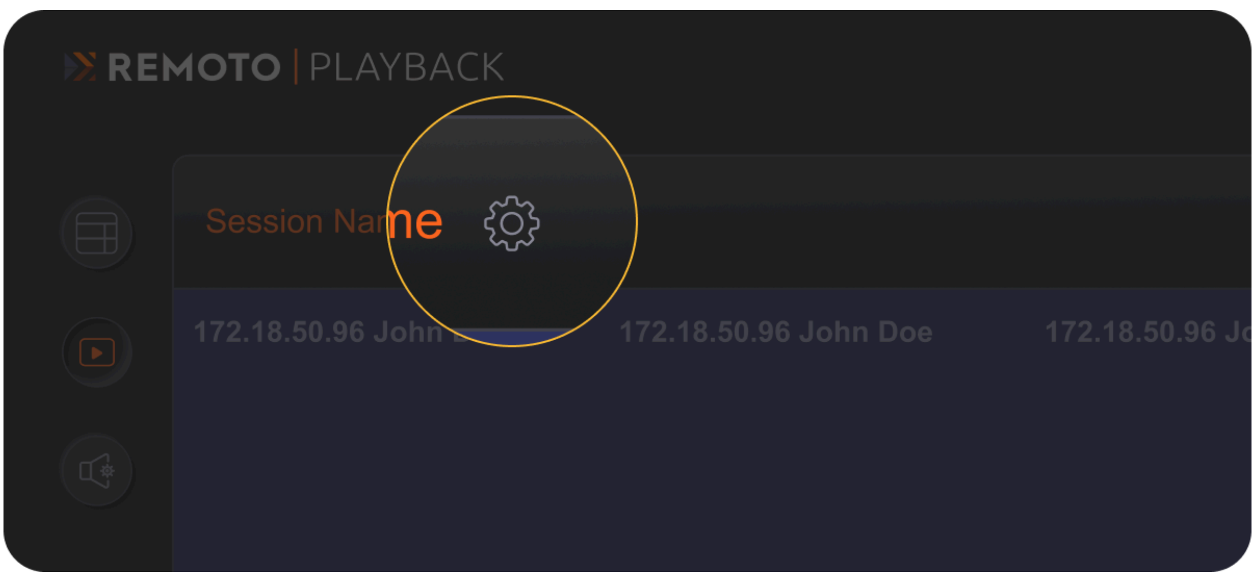
- Video Settings
- Audio Settings
- Timecoded Markers
- Watermark

Recommended practice is to pause the Streaming Session by clicking “Stop Stream” in the upper right of the viewer before making a change in order to ensure that the new settings take effect. Once the settings are modified, the stream can be restarted by clicking “Start Stream.” When in a live session, you can stop and start the stream as many times as you’d like, this does not end the meeting.

Note that the viewer type (“Desktop Only” or “Desktop & Web” cannot be modified once a session has been started.

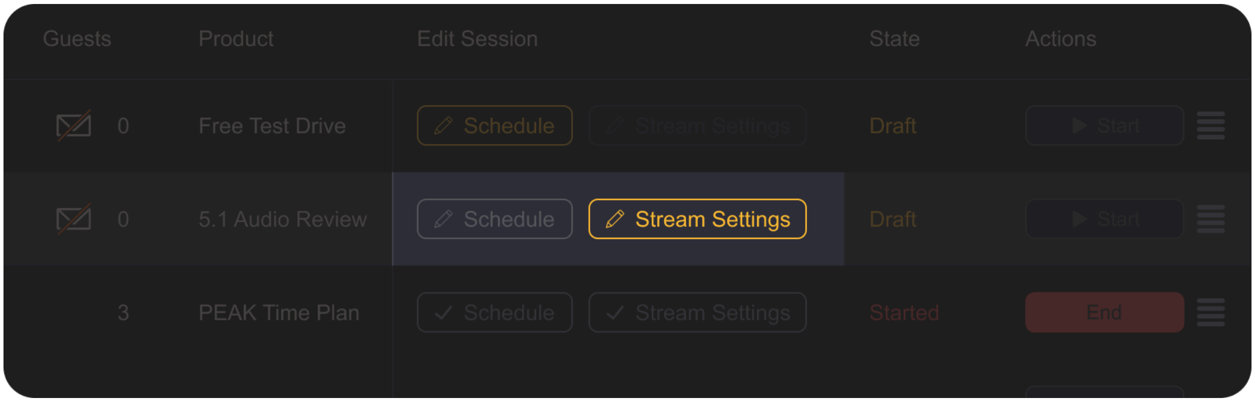
Session Settings can be accessed two ways:

1) By clicking the gear icon in the Studio view to the right of the Session name:



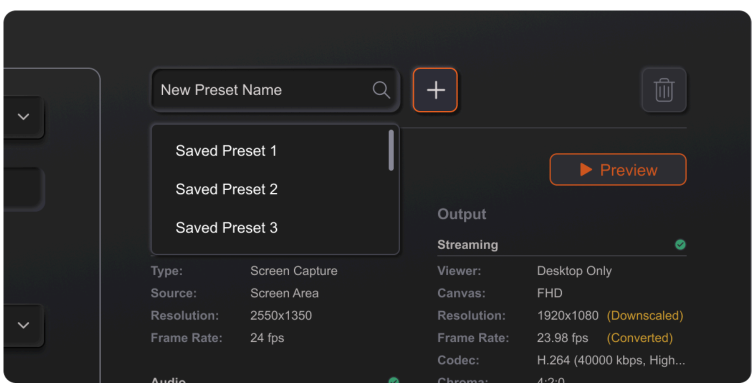
This brings up the “Session Details Overview” window. Click on the edit pencil on the stream settings side of the window.

2) By clicking “Stream Settings” under the Edit Session column for that session in the Dashboard view:



NOTE: Navigating away from Studio view (accessing the Dashboard while in an active streaming session) does not exit or end the session. The session is still active and you can return to it at any time by clicking the green “You are in a live session” banner at the top of the Dashboard, or by clicking the Studio button on the left of the main interface.

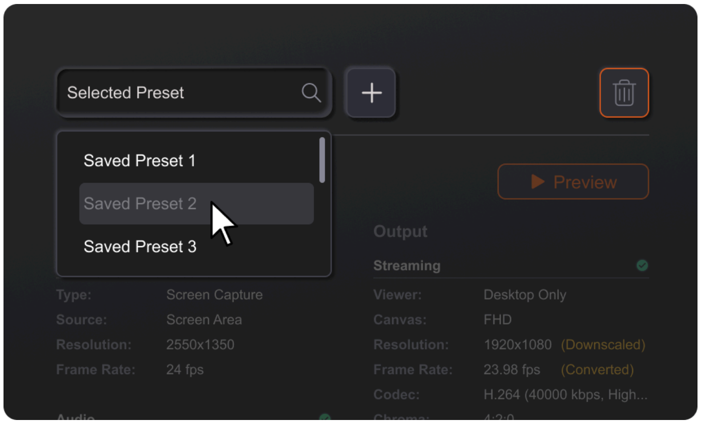
Saving and Recalling Session Settings Presets



Custom Session Settings presets can be saved, recalled, or deleted via the Session Settings window.

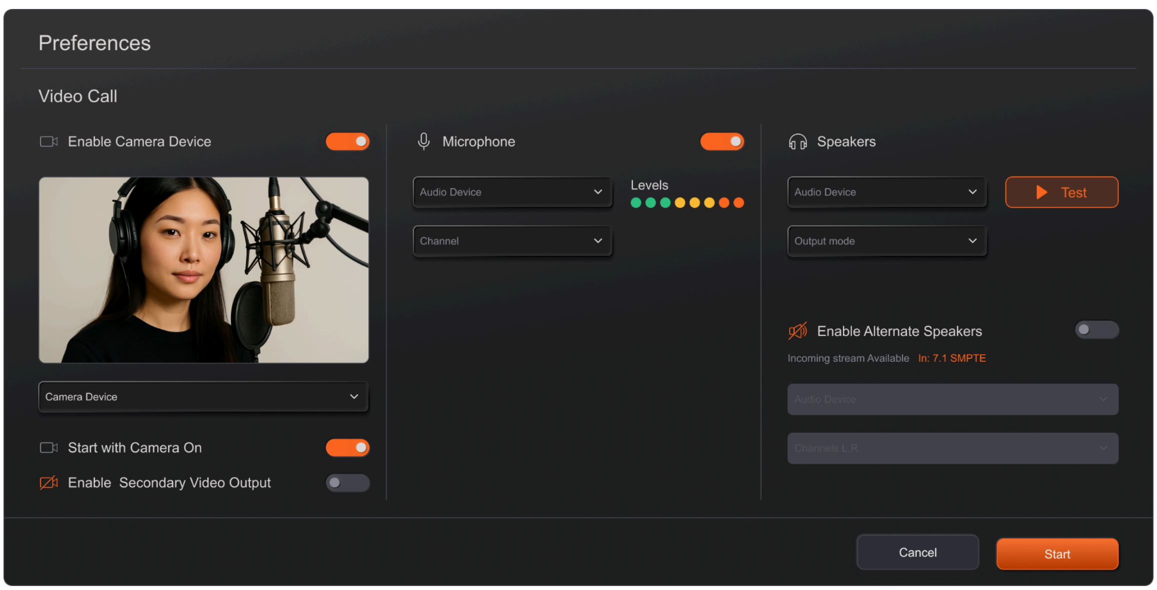
Presets are located above the Session Settings Summary section of Edit Session Details 2 of 2: Stream Settings

To save a preset, type a name into the search field, and if it doesn’t already exist, click on the “+” button to create a preferred configuration preset for future or repeated use. To recall a preset, click into the Preset search field to reveal available presets, or type a to search. Click on the name of the desired Preset to load.



To delete a preset, select it from the drop down and click the trashcan button.

Stream and Conferencing Audio and Video



Conferencing audio is configured at the start of a session in the **Call and Stream Preferences** window.

This window can also be opened from the **Preferences** button on the left side of the main interface.

Within this window, the user can select a microphone source, a speaker destination for conferencing audio, and a camera source. The chosen microphone source can be confirmed by viewing the **Audio Levels** meter, and a test signal can be played to verify the selected speaker destination.

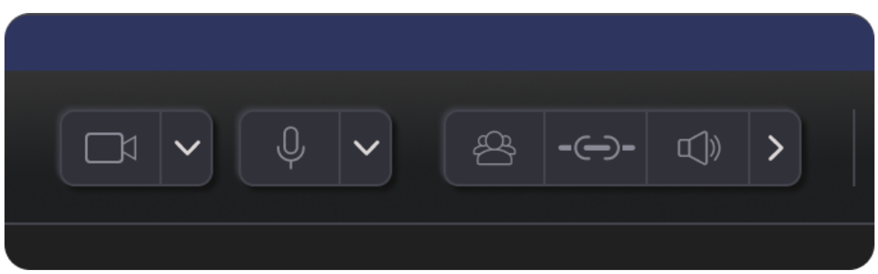
A toggle is also provided to turn the camera device on or off. This is useful when the local machine does not have a camera connected or when no camera is required for the session.

In addition, this section includes an **Enable Secondary Video Output** toggle. When enabled, additional configuration options appear that allow desktop users to route the session's video output to an external display device.

This functionality allows users to route live video to external displays such as projectors, broadcast monitors, or large-format screens, making in-room reviews, group screenings, and presentations easier and more flexible while preserving video clarity and existing session workflows.

An **Alternate Speakers** toggle is available for routing the stream audio to a different output device than the call audio. When Alternate Speakers is turned on, the user can choose a separate output destination and format for the stream. If the stream output format is set to **Passthrough**, an **Audio Groups** option becomes available. When Audio Groups is enabled, a drop down appears allowing the user to choose specific incoming stream groups or formats, which is useful for workflows such as localization review. This selection can be changed any time during the live session from the Audio Controls panel as well.

The microphone and camera can also be muted or turned off from the controls located below the content viewing window in Studio view.



Session Extensions

Playback provides a seamless session extension experience to allow Organizers and participants to avoid interruption when a Single one-time session or subscription runs beyond its available purchased time.

Single One-Time Sessions

There are two ways that a single session can be extended to remain active:

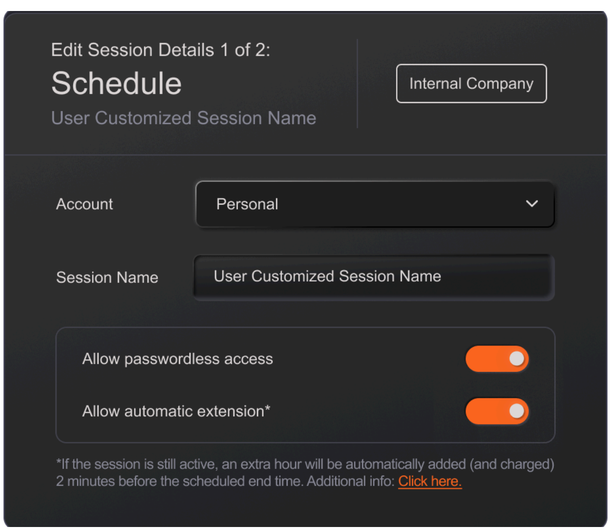
- Automatic Extension
- On-Demand Extension

Both extension types allow the session to continue by adding and charging the payment method associated with the account for an extra hour to the session already in progress.

For example:

Original Session	Duration of Session	Price of Session	Duration of Extension	Price of Extension
One-Time Session	3 Hours	$30	1 Hour	$10

Automatic Extension



When scheduling a single one-time session, an “Allow automatic extension” toggle is displayed below the session name in the “Edit Session Details 1 of 2: Schedule” window. The toggle defaults to OFF. If toggled ON, two minutes before the session reaches its duration limit, an additional hour of time will be added to the session and charged to the payment method on file to extend the session. The session can be extended multiple times if the toggle is on.

15 minutes before the initial session is scheduled to end, a courtesy message appears (example):

> *'Your session will auto-extend in 14m47s. If the session ends before 6:33pm, no extension will be charged.'*

2 minutes before the scheduled end time, the charge is attempted for the extension. Upon successful payment processing, the extension is granted, and the following message appears:

> *‘You were charged $x for the next duration of X minutes. Enjoy your session!'*

If the payment cannot be processed with the payment method on file, a notification appears proposing to update the payment method, retry or close the session (canceling the extension):

> *‘Failed to charge $x for the next duration of minutes. Session will be terminated in x:xx minutes.' (Update card, retry or close)*

Clicking “Update Card” redirects to the payment portal enabling an update of the payment information. Once the payment method is updated, the extension can be attempted once again by clicking “Retry” in the Playback app.

On-Demand Extension

If “Automatic Session Extension” is <u>not</u> toggled ON, the following warning and options will be presented to the Organizer 15 minutes before the session is set to reach its time limit:

> *‘You've almost reached your session time limit. This session will end in 14:49 minutes.' [Extend or Close].*

This message will remain present until an option is chosen. Selecting “Extend” authorizes the purchase of an additional hour using the payment method on file. Selecting “Close” declines the extension; the stream ends upon reaching the time limit. **Streaming stops** but the session and video-conferencing remain active for an additional 15 minutes beyond the time limit.

Upon successful payment processing, the extension is granted, and the following message appears:

> *'You were charged $x for the next duration of minutes. Enjoy your session!'*

If the payment cannot be processed with the payment method on file, a notification appears proposing to update the payment method, retry or close the session (canceling the extension):

> *'Failed to charge $x for the next duration of minutes. Session will be terminated in x:xx minutes.' (Update card, retry or close)*

Clicking "Update Card" redirects to the payment portal enabling an update of the payment information. Once the payment method is updated, the extension can be attempted once again by clicking "Retry" in the Playback app.

Subscription

There is only one way to "extend" a session created from a subscription, which is by performing an upgrade. If a session is active and there are 15 minutes remaining in the subscription, a countdown appears, along with a message:

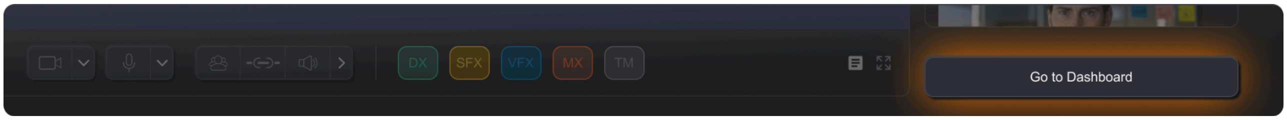
> *'You've almost reached your monthly subscription time limit. This session will end in 14:59 minutes.' [Go To Store / Refresh / Close]*

The message will remain present until a selection has been made. "Go To Store" redirects to the Remoto Store to upgrade the subscription. Once an upgrade has been purchased, click on "Refresh" to refresh the message so the stream can continue. If "close" is selected, or nothing is selected by the time the timer runs out, **streaming stops** but the session and video-conferencing remain active for an additional 15 minutes beyond the time limit.

Ending a Streaming Session

An Organizer can leave and return to a live session, or pause and restart a stream at any time.

Leave a Live Session: Click on “Go to Dashboard” button in the bottom right of Studio view:



Or toggle to the Dashboard using the Dashboard button in the upper left of the application.

Leaving a live session does not end the session for the participants present.

Return to Live Session: Return to the live session by clicking on the “Studio” button, or “You Are In a Live Session” banner at the top of the application.

Pause Stream: Click on the “Stop Stream” button in the top right of Studio View to pause the stream (this does not pause the playback from the source application, it only ceases the stream).

Restart Stream: Click on the “Start Stream” button in the top left of Studio View to restart the stream.

End Stream: Ending a stream does not end a session. When done streaming content, click on the “Stop Stream” button in the top left of Studio View to stop streaming video and audio.

> **If the session was created from a subscription,** the conference call can continue as long as desired. The stream for a session created against a subscription remains active until the subscription’s available time limit is exhausted. A warning message and countdown appears 5 minutes before the end of the subscription’s available time, providing instructions on how to upgrade or extend the subscription with additional time. If the subscription is not upgraded or extended, the stream and the conference call ends and the session is closed. Conferencing remains active for an additional grace period of 15 minutes.

> **If the session is a Single one-time session**: If the stream is ended before the duration limit of the session is reached, the conference call can continue for the purchase duration of the session plus 15 minutes. Otherwise, the stream stops once its maximum duration has been reached. A warning message and countdown appears 15 minutes before the session reaches this limit, and

provides instructions on how to extend the session if desired. If the session is not extended, the stream ends, but conferencing remains active for an additional 15 minutes.

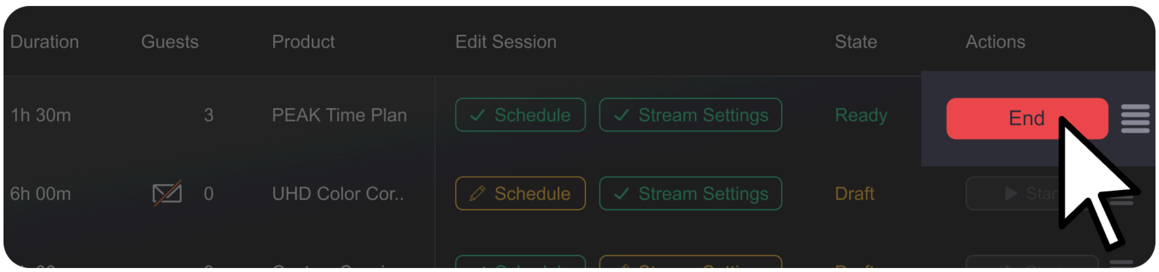
For more information about session extensions, please see Session Extensions.

End Session:

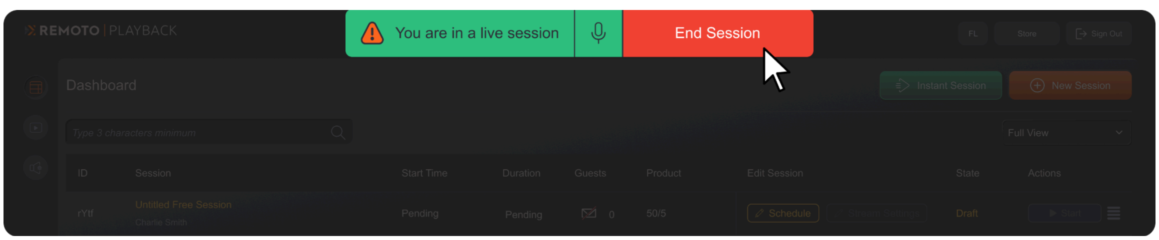
Ending a session closes the conference call and meeting for all guests, as well as ends the stream if this has not already been done.

Ending a session can be achieved by:

1) Navigating to the Dashboard and clicking on “End” in the Actions column;



2) Navigating back to the Dashboard and clicking “End Session” in the red banner next to the green “You are in an active session” banner at the top of the screen:



If the session was created from a single one-time session, and is at the end of the 15 minute grace period for the conference call, the session automatically stops and ends. If the session was created against a subscription that ran out of minutes, and is at the end of the 15 minute grace period for the conference call, the session automatically stops and ends.

The session state changes to “Finished”, enabling the “Delete” action.

NOTE: Timecoded markers cannot be accessed after the session has been closed. A copy of .csv markers is automatically sent to all session participants once the session is closed. MIDI markers must be exported BEFORE the session is closed.

Renaming a Streaming Session

A session can be renamed at any time, even while the session is active, but not if it is closed. To rename a session,access the “Edit Session Details 1 of 2: Schedule” window by clicking on the session name from either the Dashboard or Studio view and clicking the pencil icon in the Session Details Overview, or by clicking on “Schedule” in the Edit Session column in the Dashboard.

Rescheduling a Streaming Session

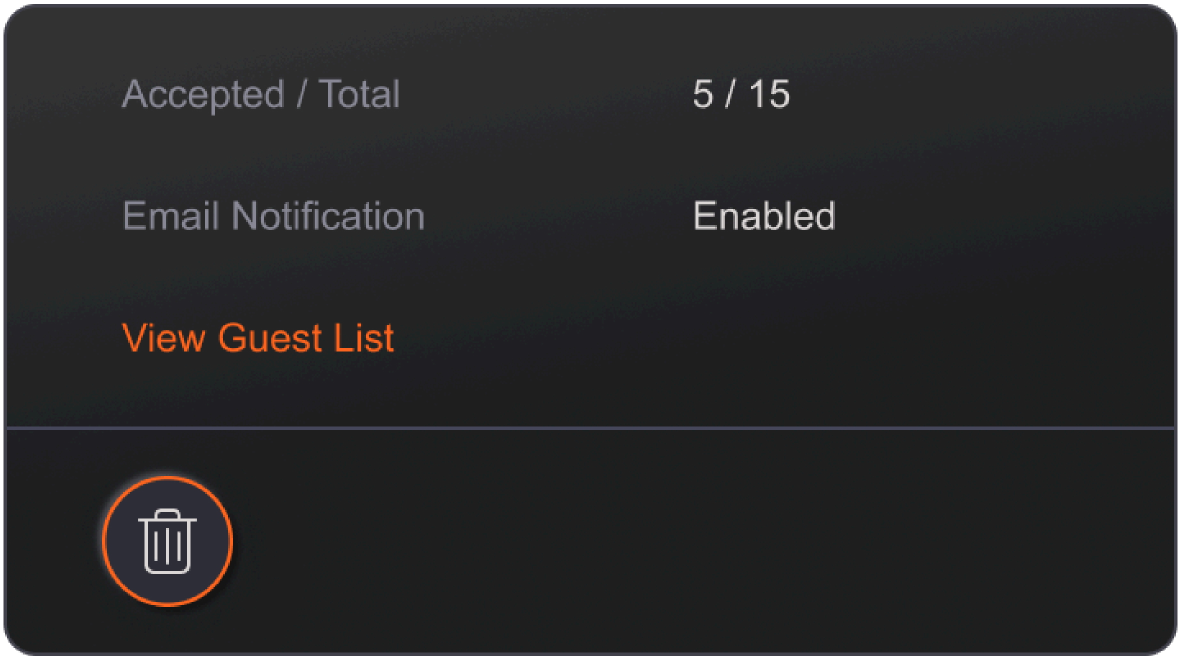
A session can be rescheduled at any time before it has been started by accessing the “Edit Session Details 1 of 2: Schedule” window by clicking on the session name from either the Dashboard or Studio view, and clicking the pencil icon in Session Details Overview, or by clicking on “Schedule” in the Edit Session column in the Dashboard.

Rescheduling the session triggers an email to all invited Guests notifying them of the change.

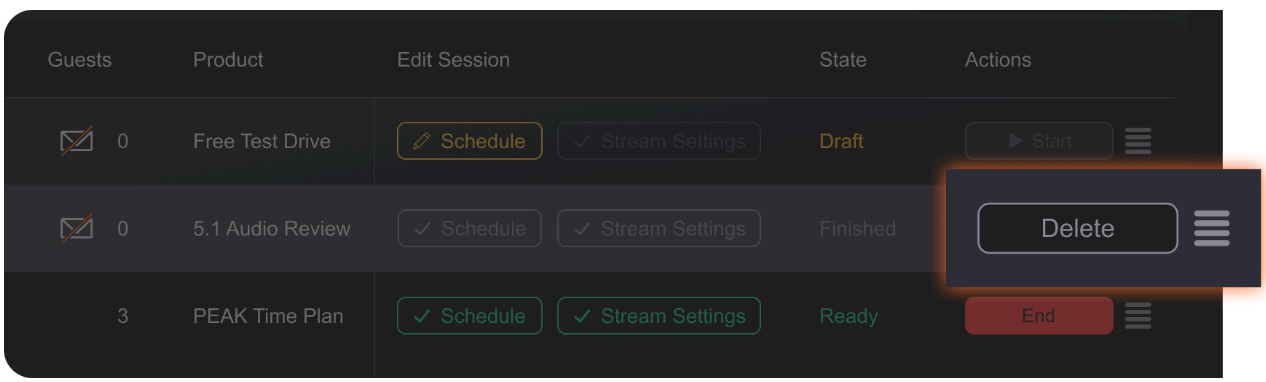
Deleting a Streaming Session

A streaming session can be deleted in three ways:

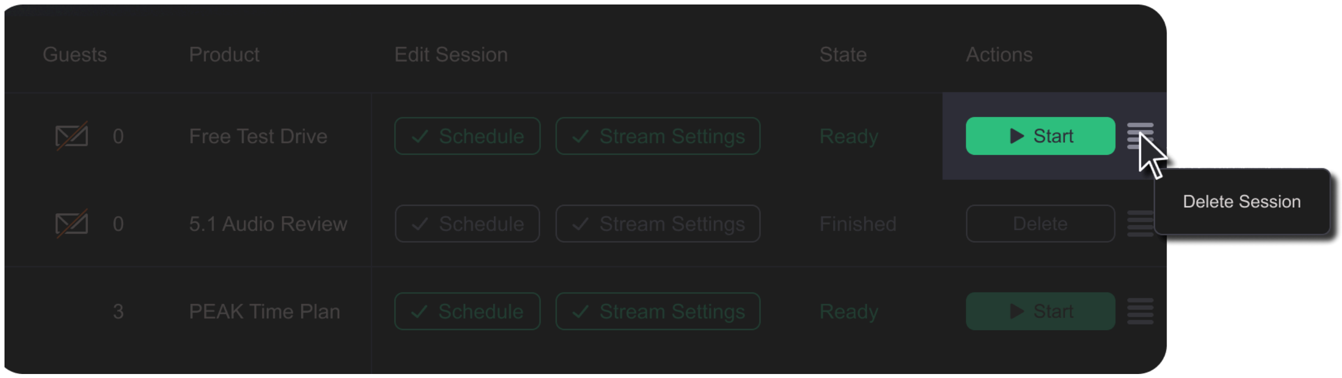
1) From the Session Details Overview window, click on the trashcan button in the lower left.



2) Once the session has been completed and is in the “Finished” state, click on the “Delete” button under the Actions column in the Dashboard.



3) Click on the hamburger menu in the Actions column and click on “Delete Session”.



Once a session has been deleted, it disappears from the Dashboard. This can not be undone.

Managing Session Participants (Inviting, Accepting/Declining Join Requests)

When in an active streaming session, there are several options to manage Guests:

- Send an invitation to additional participants
- Accept/decline a join request
- Mute (Disable) the conferencing audio for all participants
- Mute conferencing audio for individual participants
- Mute microphones for all participants
- Mute microphones for individual participants
- Enable talkback mode for push-to-talk functionality and stream audio ducking.

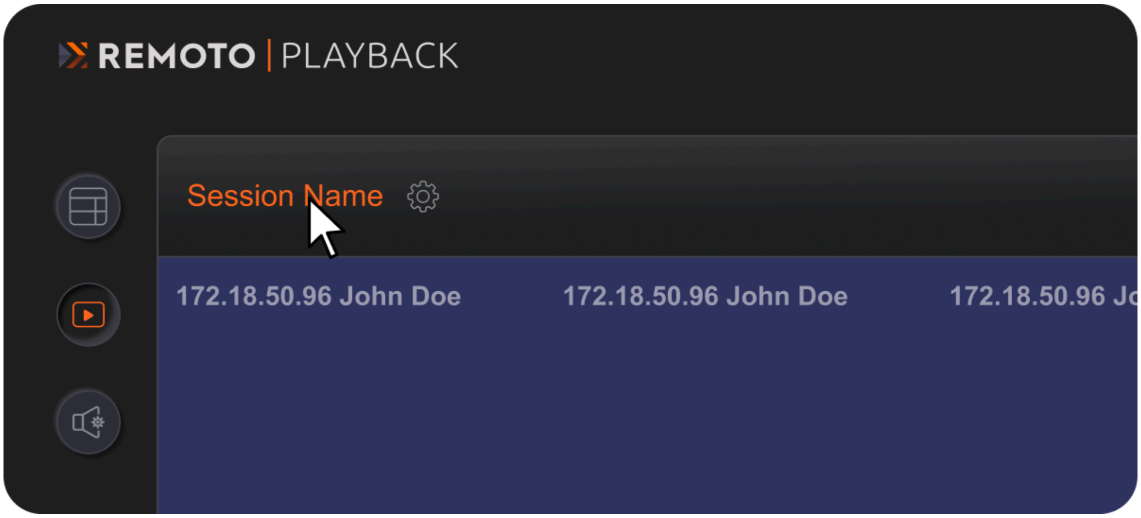
Send an invitation to additional participants

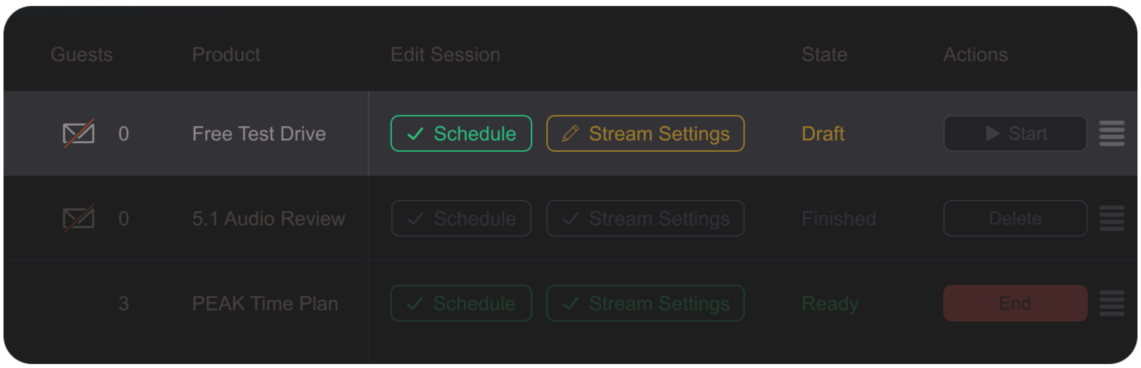
While a session is active, additional Guests can be invited at any time.

Guests can be added from the **Edit Session Details 1 of 2: Schedule** window, which can be accessed by either:

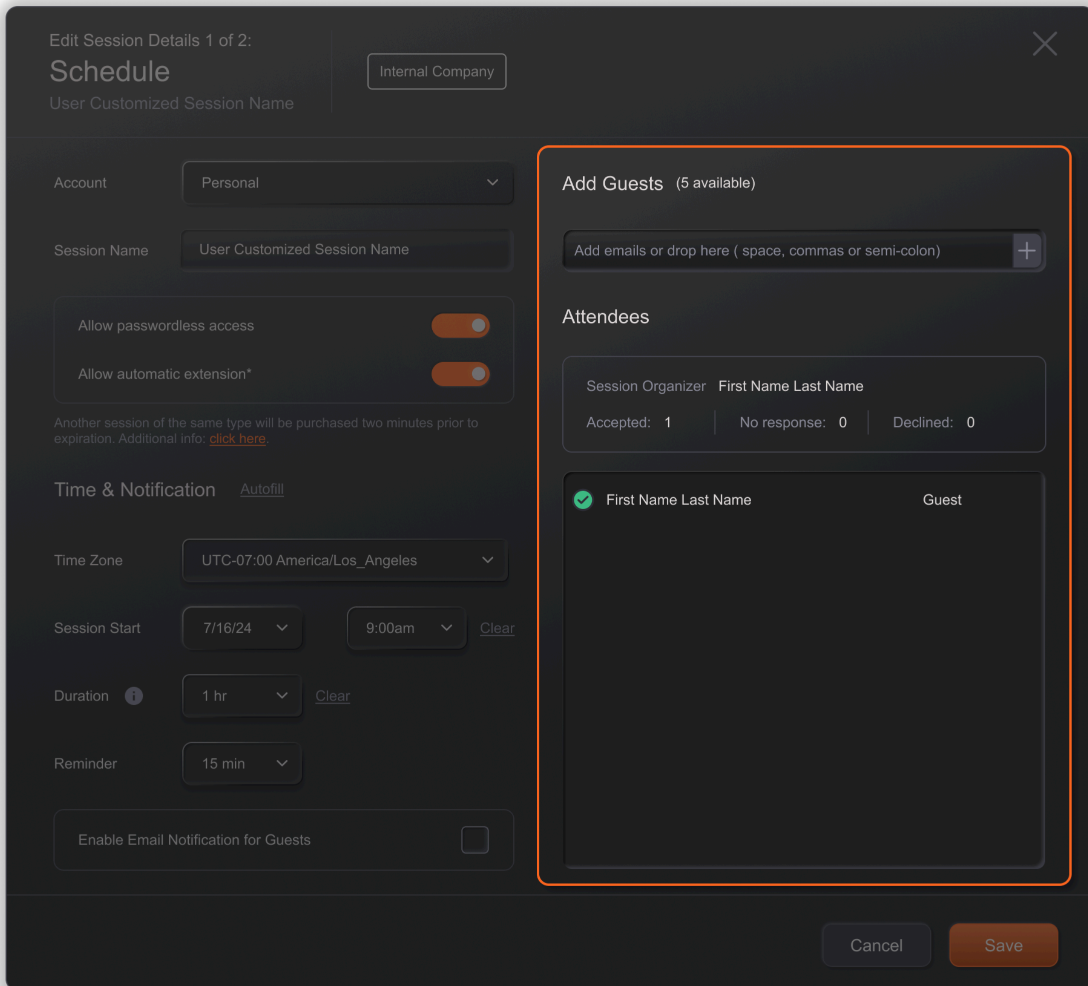
- Clicking the session name from the Dashboard or Studio view and selecting the **Schedule** (pencil) icon, or

- Clicking **Schedule** in the **Edit Session** column from the Dashboard





In the **Add Guests** field, enter an email address or drag in multiple email addresses, then click **"+"** to add them to the list. Previously saved participants or session name tags can also be searched and recalled to add multiple participants at once.

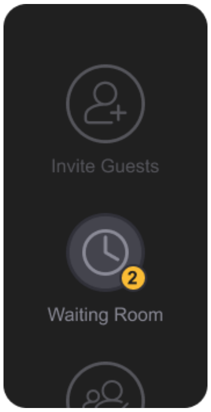


Once the participant list is finalized, click **Save** to send email invitations. All invited participants are automatically saved in the background and associated with the session name, allowing them to be searched and reused for future sessions.

Alternatively, Guests can be invited directly from Studio view by opening the **Invite Guests** panel, entering or dragging email addresses into the field, and clicking **"+"**.

If needed, invitations can be resent from the **Invite Guests** panel by opening the menu and selecting **Send New Invitations**.

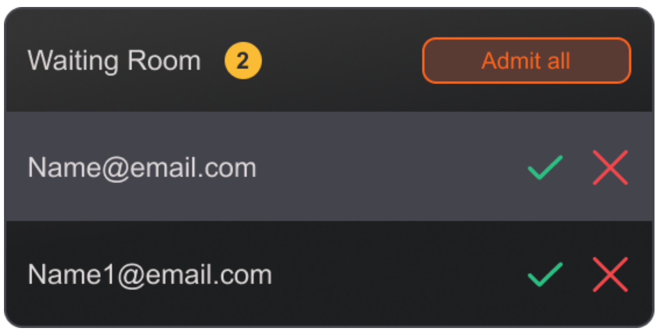
Accept/Decline a Join Request



A Guest cannot join a session without approval from the Organizer.

Once the session has started, a Guest can request to join.

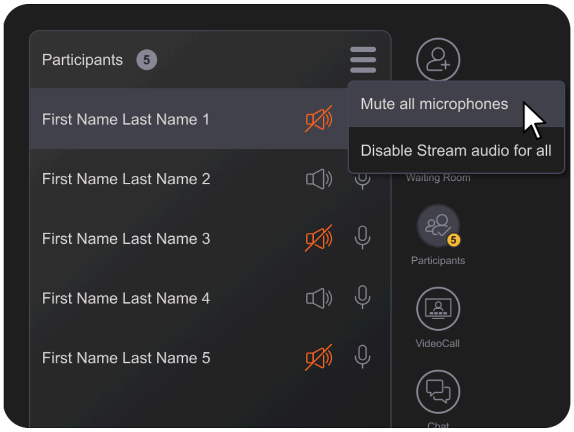
A notification on the button for the Waiting room will notify the Organizer that a Guest is waiting to be admitted to the session:

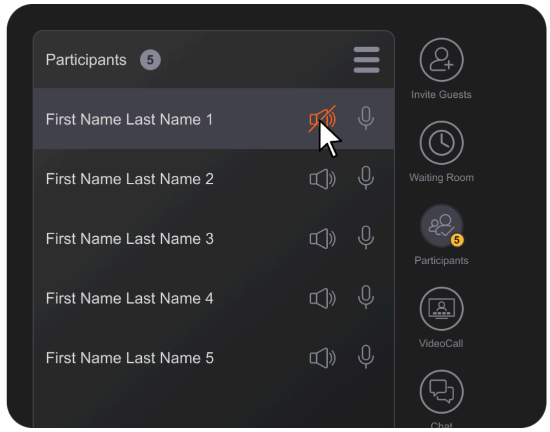


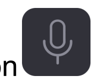
Once viewing the waiting room, the Organizer can decline or admit any Guests waiting to be admitted, or "Admit All" at once.

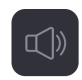
Mute Conference Call Microphones or Disable (Deafen) Audio for Participants

While in a live streaming session, the Organizer can mute the microphones or disable/deafen conferencing audio for an individual participant, or all participants at once. This can be done by clicking on the Participants button in the right sidebar of the Studio view to reveal a list of those currently in the session.

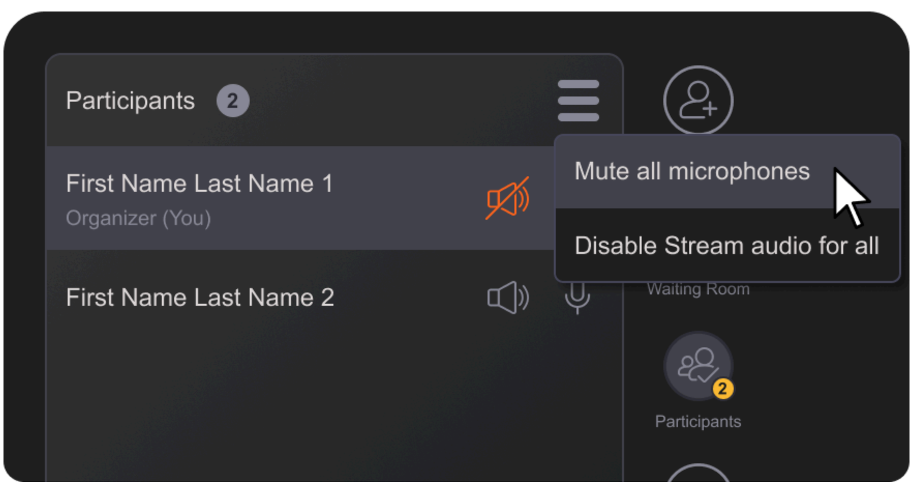




To mute an individual participant's microphone, click on their microphone icon  to mute/unmute them.

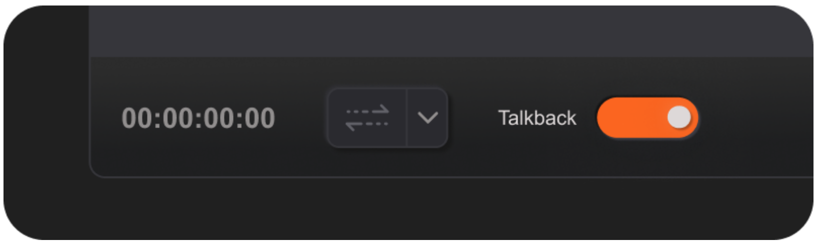
To disable audio for an individual participant, click click on their speaker  icon to turn audio off/on for them. This "mutes" the conference call audio for that user.

The global option to "Mute All Microphones" or to "Disable Stream Audio For All" is available through a hamburger menu at the top of the section.



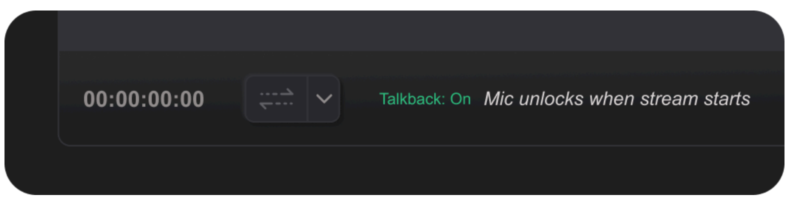
Talkback Mode

The Talkback Mode toggle is available in Studio view for Organizer's only, below the content viewing window:

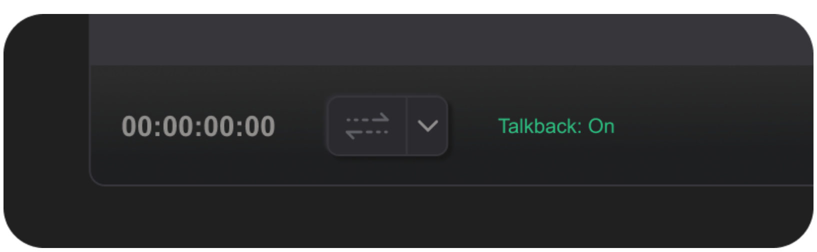


This toggle is OFF by default.

The Talkback toggle allows Organizers to enable momentary "push-to-talk" behavior during a live stream. When Talkback is on, all session participants are muted and can only speak by holding the microphone button or pressing the spacebar. If the toggle is turned on before the stream is started, all participants are muted and can not unmute themselves until the stream has started.

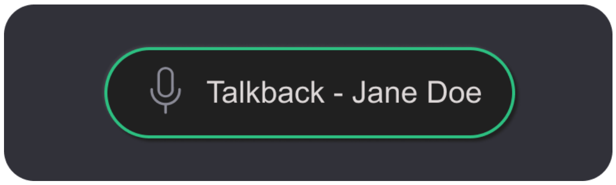


When enabled, Participants will see a "Talkback On" notification in the bottom left of the Studio, next to the Adjust Sync button, to notify that this mode is engaged:



While someone is speaking, the stream audio is automatically ducked by 95%, then restored when they stop.

When someone is speaking, a notification above the viewing window will appear to let all participants know who is speaking:



Multiple users will be listed if speaking at the same time.

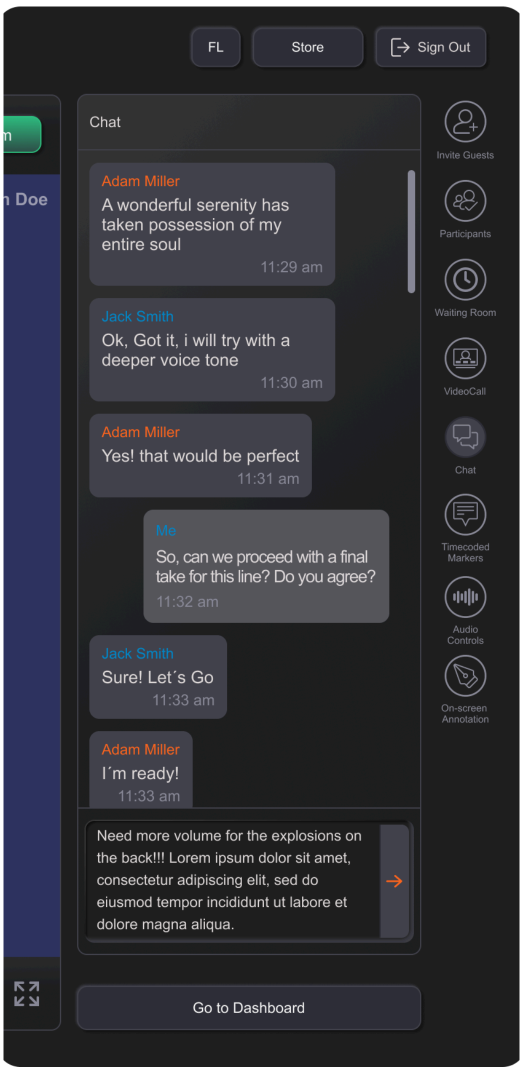
When the stream is stopped, and Talkback remains enabled, participants stay muted and cannot toggle their own microphones until Talkback is turned off by the Organizer.

Part 4: Session Collaboration

Chapter 6: Collaborating During a Live Streaming Session

Playback offers several ways to collaborate during a live streaming session. Beyond text chat, and conferencing audio, Playback also includes video conferencing, as well as the ability to create and export live timecoded markers.

Participant Chat



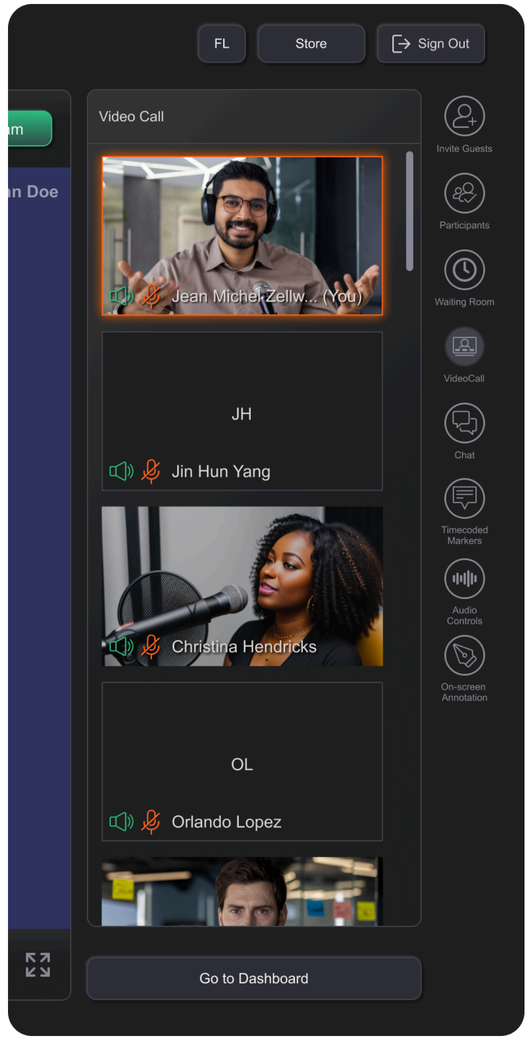
While in a live session, participants can send text messages to all participants via a text window in the Studio view; a history of the chat is maintained for the duration of the session.

The window for the session chat is accessed through the “Chat” button in the right sidebar of Studio view. Clicking on this will open the chat tab.

Note: At this time, there is no “direct message” chat functionality. All chat messages can be seen by all participants.

Video Chat

When in a live session, participants can chat with each other via video conferencing in addition to text chat. The video chat window is accessed by clicking the "Video Call" button in the right sidebar of the studio, to reveal a list of session participants.



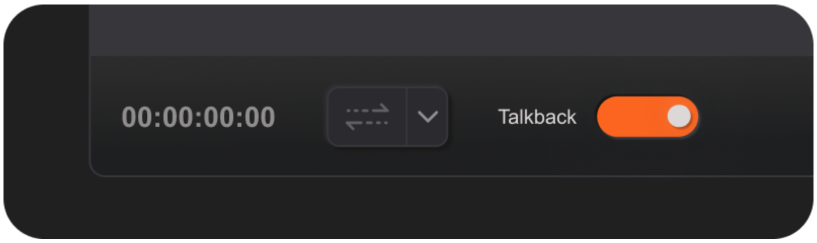
The top video stream is always the Organizer's video, with the Guests' video streams displaying below. Use the scrollbar to view additional Guests.

Active speakers (up to 3) will receive a highlight around their window when speaking for easy identification.

Talkback Mode

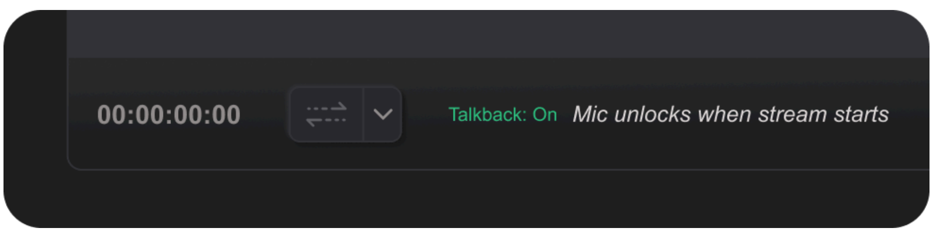
When in a live session, it may be necessary to manage who can speak at a given time. For example, during client reviews, playback sessions, or approvals where clear communication is critical. Talkback Mode offers a controlled way to facilitate this.

The Talkback Mode toggle is available in Studio view for Organizer's only, below the content viewing window:

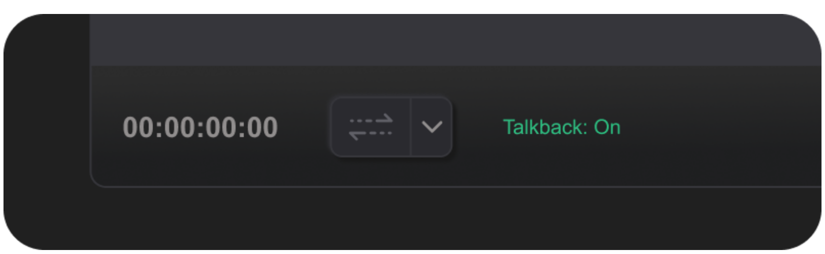


This toggle is OFF by default.

The Talkback toggle allows Organizers to enable momentary "push-to-talk" behavior during a live stream. When Talkback is on, all session participants are muted and can only speak by holding the microphone button or pressing the spacebar. If the toggle is turned on before the stream is started, all participants are muted and can not unmute themselves until the stream has started.

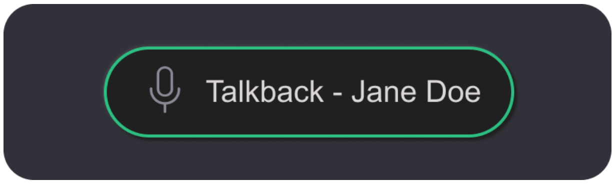


When enabled, if the stream has already started, Participants will see a "Talkback On" notification next to the adjust sync toggle in the bottom right of the Studio to notify that this mode is engaged:



While someone is talking, the stream audio is automatically ducked by 95%, then restored when they stop.

When someone is speaking, a notification above the viewing window will appear to let all participants know who is speaking:



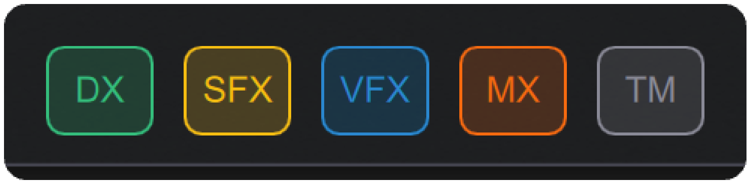
Multiple speakers may be listed at a time.

When the stream is stopped, and Talkback remains enabled, participants stay muted and cannot toggle their own microphones until Talkback is turned off by the Organizer.

Timecoded Markers and Export Options

Playback allows any stream participant (Organizer or Guest) to create a timecoded marker if the session has been set up for Desktop Only streaming. If the session has been set up for Desktop & Web streaming, only the Organizer can create a comment. Timecoded markers are distinct from the participant chat function and can be created in two ways:

Quick Markers
Quick Markers are always available below the content viewing window. These are categorized buttons that, when clicked, instantly create a timecoded marker. These markers can be annotated later in the expanded Timecoded Markers tab by searching for the marker and double clicking on it to add text. Quick Markers provide a fast way to flag moments in real time without interrupting the viewing experience.



Full Entry Field:
For a more detailed timecoded marker entry experience, open the Timecoded Markers tab by clicking the "Timecoded Markers" button in the sidebar.

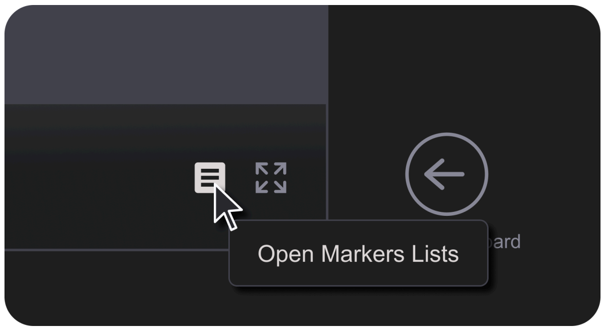
This view allows a category to be selected and a note to be added to each marker. When the entry field is activated, the current timecode is shown in the timecode display to the left. Enter a comment, then click the arrow button or press Enter to submit the marker. Click "Cancel" to discard it.

Below the entry field, a scrollable history of all submitted markers is available, along with a search field (indicated by an hourglass icon) for locating specific comments.

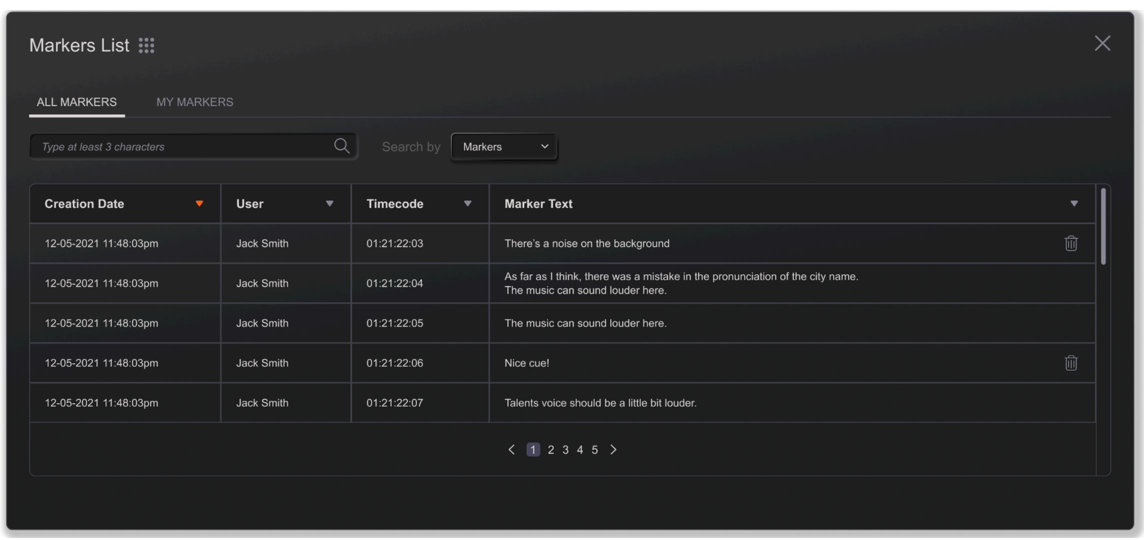
Comments can be double clicked on to edit the comment text.

Timecoded Markers List Window

To view timecoded markers created during the streaming session, click the notepad icon located next to the Full Screen button in the lower-right corner of the streaming video window. This opens the Markers List:



The “Markers List” window appears:

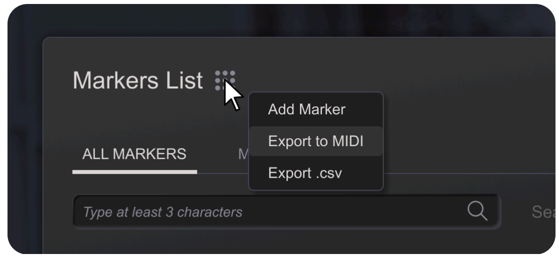


In this window, markers that have been entered are listed along with their creation date, timecode location, and author. Markers can be deleted by pressing the trashcan button at the end of the row.

The view can be toggled between ALL MARKERS and MY MARKERS.

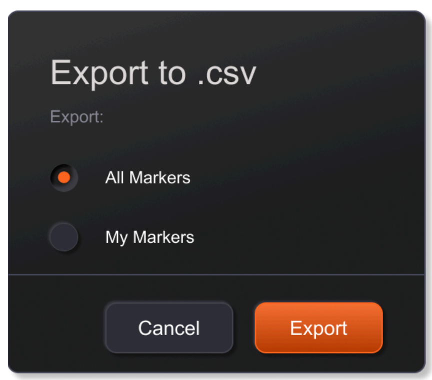
The markers list can be searched using the search bar, or the “Search by” drop down, filtering by marker content, a specific timecode location, or user. Timecoded Markers can be exported either in MIDI or .csv format to be imported into a DAW. Exporting markers as MIDI allows import into Pro Tools, Logic, Reaper, or Nuendo. Exporting as .csv enables import into other programs that support this format, such as Avid Media Composer, Adobe Premiere, Final Cut® , DaVinci Resolve, etc.)

To export markers, click on the grid button next to the Markers title at the top left of the window:



If "Export to MIDI" is selected the following window is displayed

If "Export to .csv" is selected the following window is displayed:

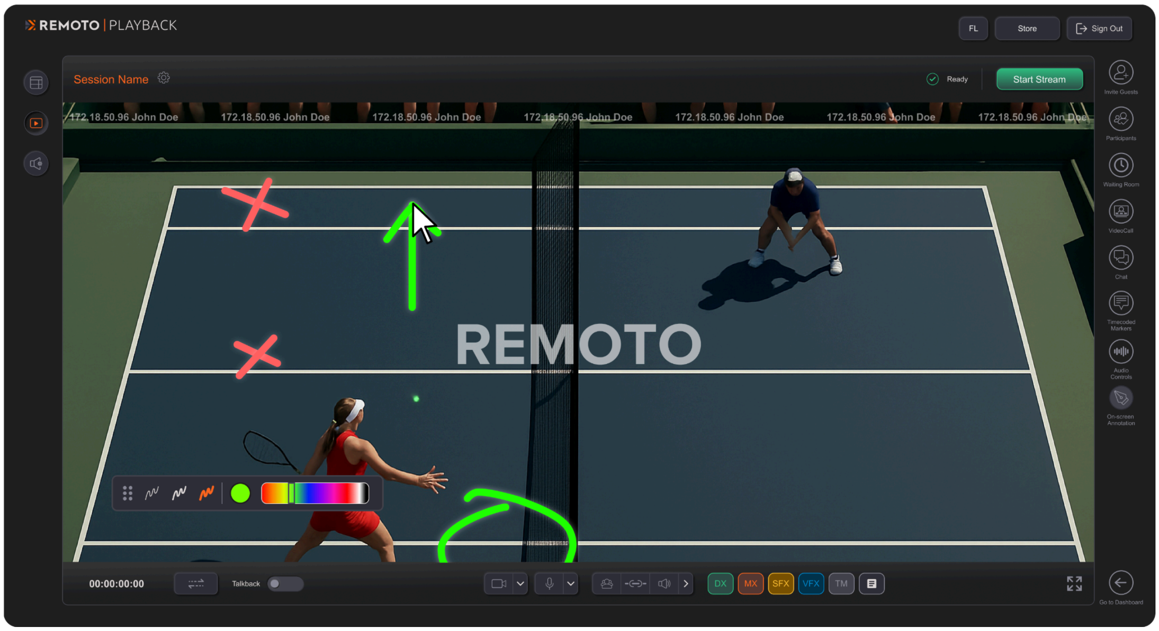


Upon clicking export, a prompt to name the file and select its destination is displayed.

NOTE: Once a session has been closed, it is longer accessible. A .csv copy of timecoded markers is automatically sent to all participants at the end of the session, but MIDI markers must be exported while the session is still active.

On-Screen Annotations

The On-Screen Annotation feature allows users to draw directly over the streamed content during a session to highlight areas of interest, provide visual feedback, or guide discussion in real time.



The annotation tool is accessed by clicking the On-Screen Annotation button located below the Audio Controls in the Studio view. When enabled, a small, movable palette appears, allowing the user to select a line color and adjust line thickness. The palette can be repositioned anywhere on the screen to avoid obstructing the content being viewed.

Annotations are temporary by design. Anything drawn on screen remains visible for a short period before automatically fading away, helping keep the viewing experience clear and uncluttered without requiring manual cleanup.

On-Screen Annotations are available in both windowed and full-screen viewing modes and can be used by all session participants, including Organizers and Guests. This functionality is supported in both the Playback Desktop application and the web application.

Part 5: Guest Guide (Guest Users)

Chapter 7: Playback Windows (Guest Users)

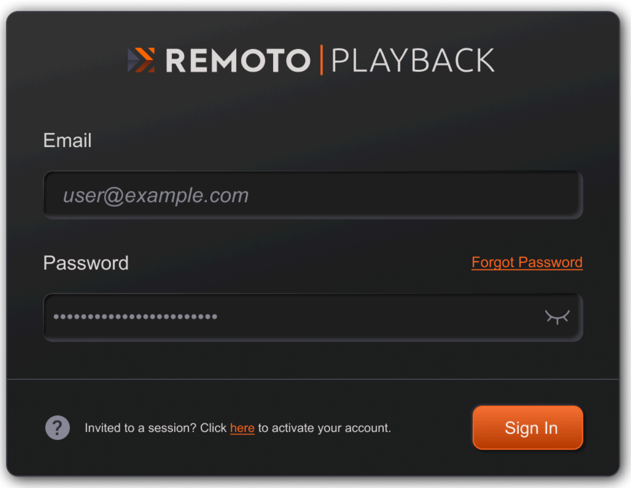
Playback Guest users can use Playback Desktop to join sessions hosted by Organizers. For more information on Guest and Organizer roles, please see Playback Account Types.

Guest users can also join streaming sessions configured as “Desktop & Web” through Playback Web from any device with a browser. Please visit our System Requirements and Compatibility article for more information on supported devices and browsers.

Signing In and Out of Playback Desktop and Web

Depending on how the session Organizer has set up access to the session, joining a streaming session as a Guest may require signing into either the Desktop application or the Web application. Whether signing into Desktop or Web, the sign in experience is similar.

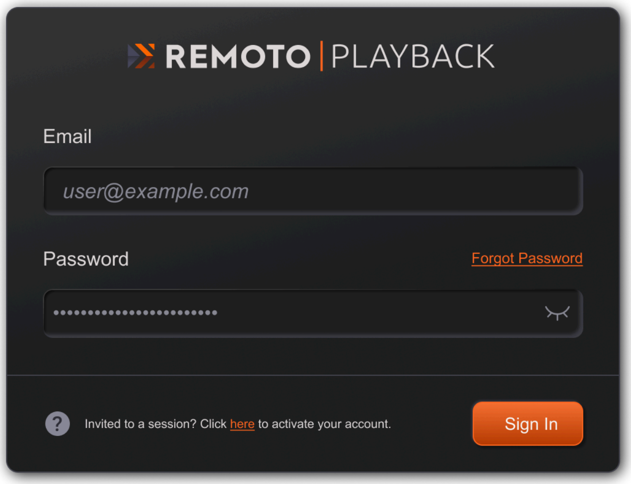
Playback Desktop
Launch Playback Desktop and sign in. Users without a Remoto account are prompted to create one. Please see Remoto Account Creation for more info.



Note: the version information for Playback Desktop is displayed in the upper right corner of this window.

Playback Web

Playback Web is accessed by clicking **Join Session** in the session invitation email. A new browser tab opens at the Remoto Web address for the session. If the session requires Guests to use a Remoto account and the Guest does not have one, the **Join Session** button contains embedded activation credentials that begin the account activation process. The Guest will be taken to an **Activate your account** screen where they can enter their name, create a password, and accept the Terms of Service and Privacy Policy. If the embedded credentials have expired, a message will appear stating that an activation link has been sent to the Guest's email. After completing activation from the activation email, the Guest is redirected to the session and can continue in Playback Web.



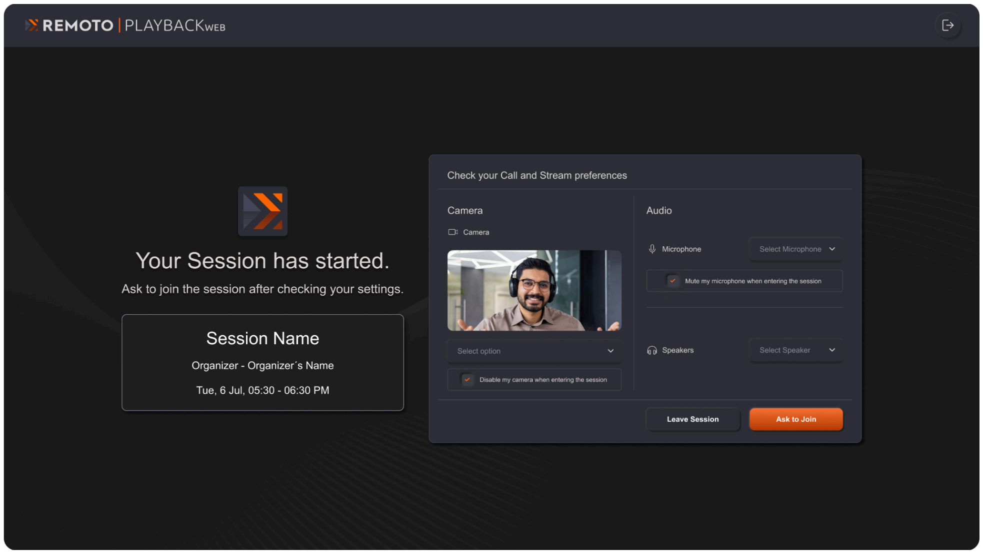
If the session belongs to a Remoto Workspace, the Guest may be prompted to accept a workspace invitation in a browser before joining the session. This step helps ensure secure access to workspace-managed sessions.

To check network quality before joining the session, click "Run Network Test Here" to access a webpage that enables checking audio/video permissions for the browser.
Once the Guest is signed in, they are presented with the option to join the session if it is scheduled to start in less than 15 minutes. If trying to join before that time, the Guest is presented with RSVP information for the session.

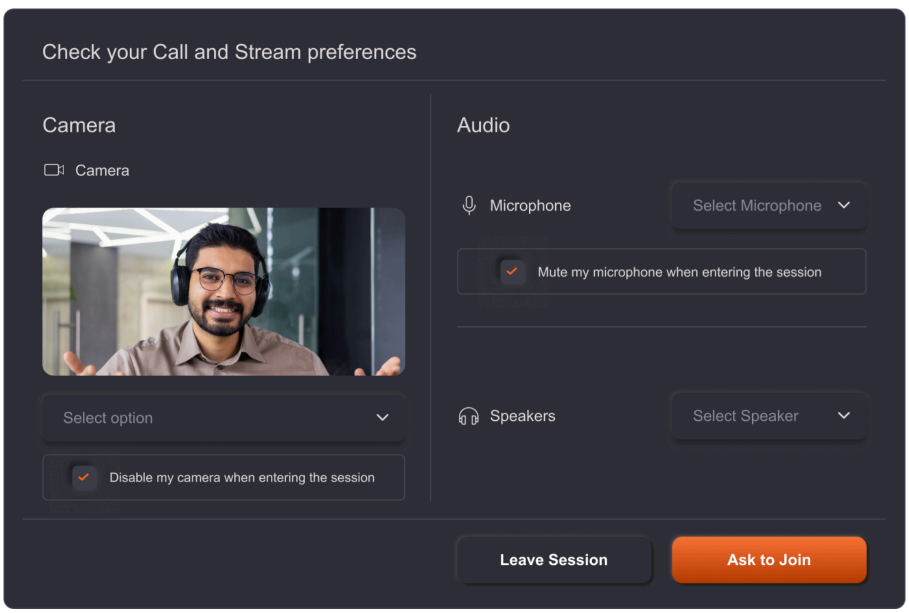
If the session has been set up by the Organizer to allow guests to join from the web, a "Join via Web" button is presented; once clicked, access is granted to the call and stream preferences for the session.

Playback Web Call and Stream Preferences

When joining a session using Playback Web, if the session has been started by the Organizer, a window appears with Session Details on the left:



The right side of the window prompts to "Check Your Call and Stream Preferences":



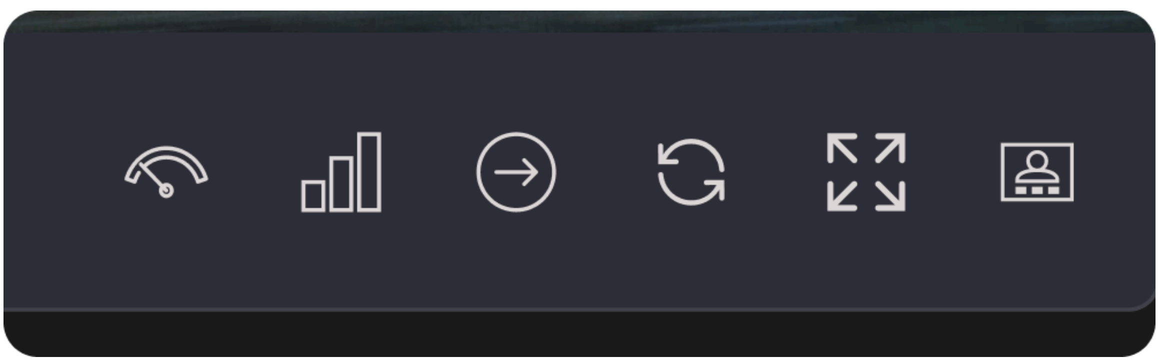
Here, the source of the video camera feed can be selected, as well as whether it is disabled upon joining; a microphone input can be selected, as well as whether to mute it when entering the session; the speaker output destination for the session can also be selected.

Once these preferences have been configured, click “Ask To Join” to request to be admitted to the session.

Playback Web

Playback Web offers a simple browser-based interface. The top left corner of the browser window displays the session name, and if applicable, talkback status; the top right displays the stream status, ie. “Streaming” or “Stopped.” The bottom of the screen features video and audio controls and settings, as well as the “Leave Session” button.

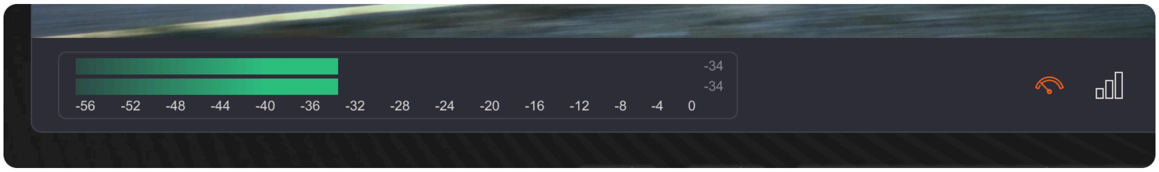
Additional buttons at the bottom right of the player provide additional functionality:



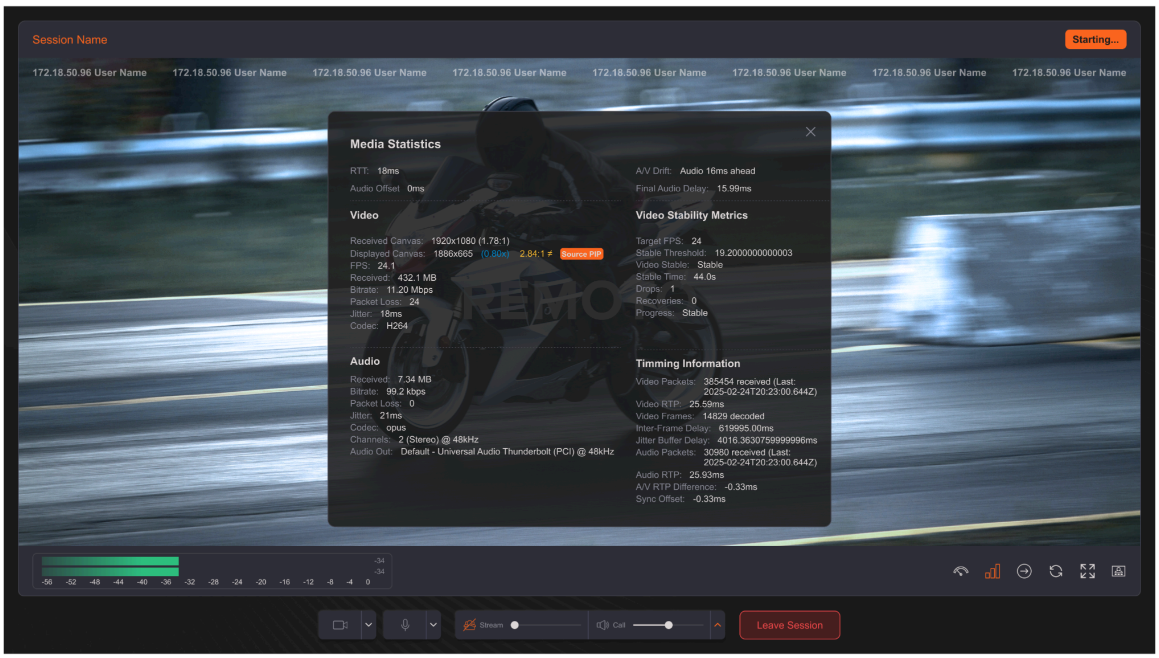
From left to right these are:

- **VU meter**
- **Media Statistics**
- **Audio Offset**
- **Reload**
- **Full Screen**
- **Video Chat**

VU Meter: Reveals a VU meter under the right side of the streaming window.



The meter changes color from green to yellow when the audio signal reaches - 4.4 dB, denoting the upper end of a “safe” audio level. It changes color to red when the signal exceeds -1.9 dB, when the signal is at risk of clipping. This meter is based on the specifications outlined in [ITU-R BS.1770](ITU-R BS.1770).



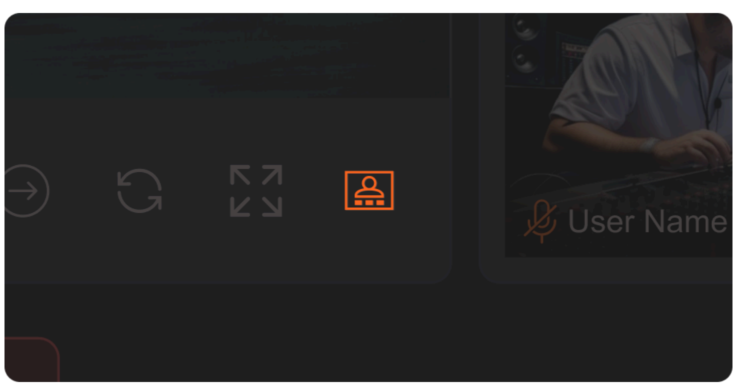
Media Statistics: Reveals a window listing statistics for the stream. It provides information about the content being sent and received, as well as stream stability metrics and timing information.

Audio Offset: Reveals a field that allows the user to set an audio offset in milliseconds, delaying the audio from the stream. This is useful if the audio is ahead of the video.

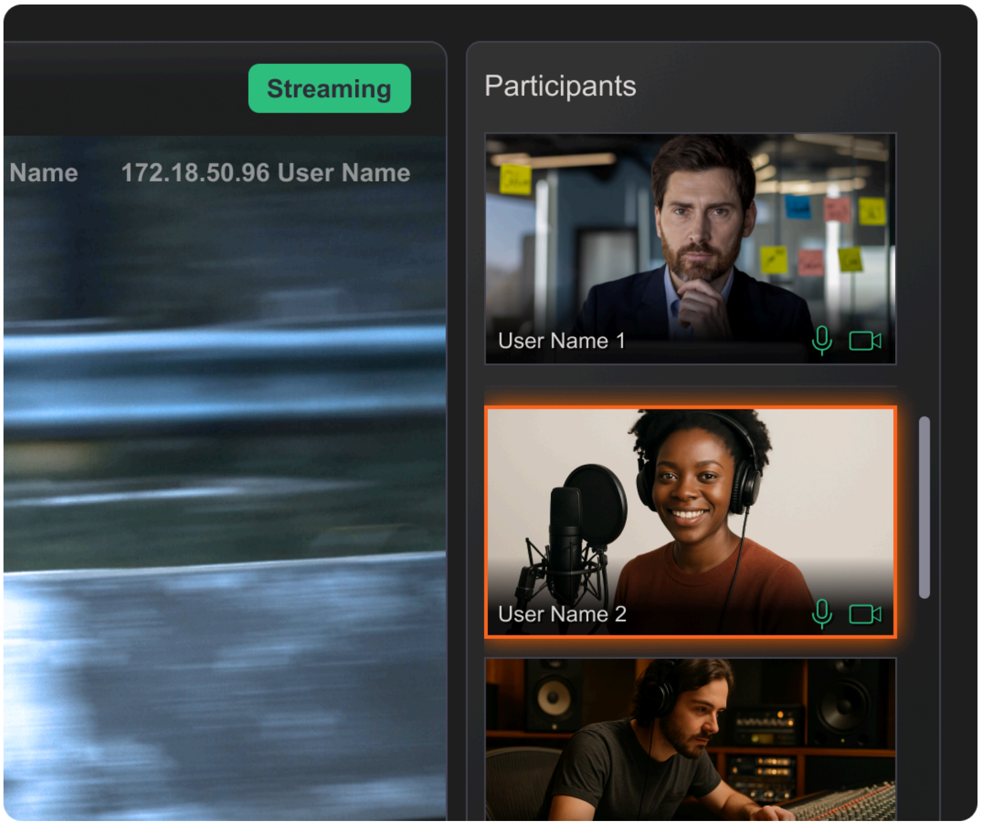
Reload: Clicking “Reload” rebuffers the stream, which may resolve streaming issues if caused by problematic network conditions.

Full Screen Mode: Triggers full screen mode. Exit full screen mode by clicking the button in the left hand corner of the screen:

Video Chat: Reveals the video chat gallery panel to view video chat participants. This can be toggled on and off by clicking on this button in the bottom right of the screen:



Active Speaker Highlight: When viewing the video chat gallery, the active speaker's video tile is highlighted for easy identification.



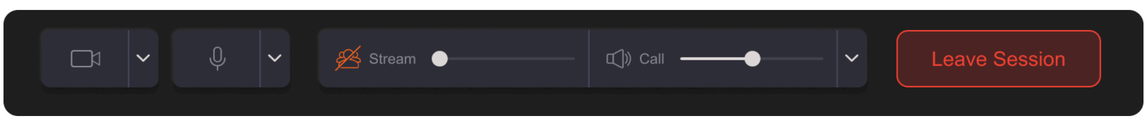
Playback Web Audio and Video Controls

Clicking on the camera icon turns the video conference camera feed off and on. Clicking on the dropdown arrow reveals alternative video camera options, if any are available.

Clicking on the microphone mutes or unmutes the conference microphone feed*. Clicking on the dropdown arrow reveals alternative conference microphone feed sources, if any are available.

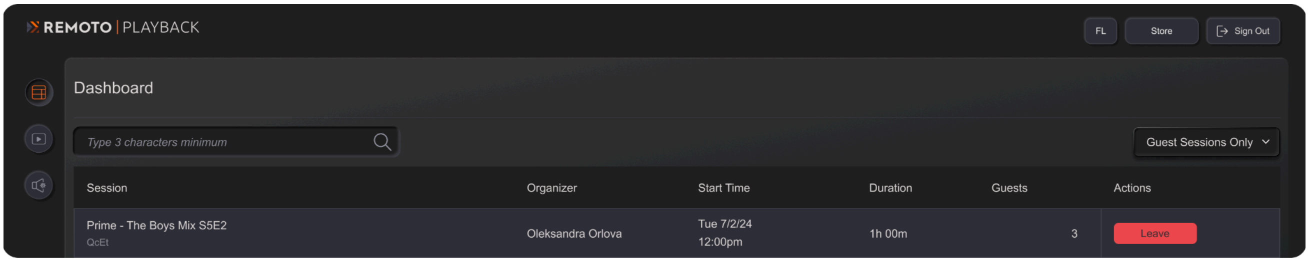
** Clicking spacebar with the browser in the foreground also mutes/unmutes your microphone.*

The audio for the conference call and for the steam can be controlled separately. Clicking on the speaker icon mutes/unmutes the stream audio; the volume can be controlled by moving the slider. Clicking on the dropdown arrow allows the selection of alternative speaker destinations, if any are available. Clicking on the group icon mutes/unmutes the conference call audio; the volume of the call can be controlled by moving the slider.

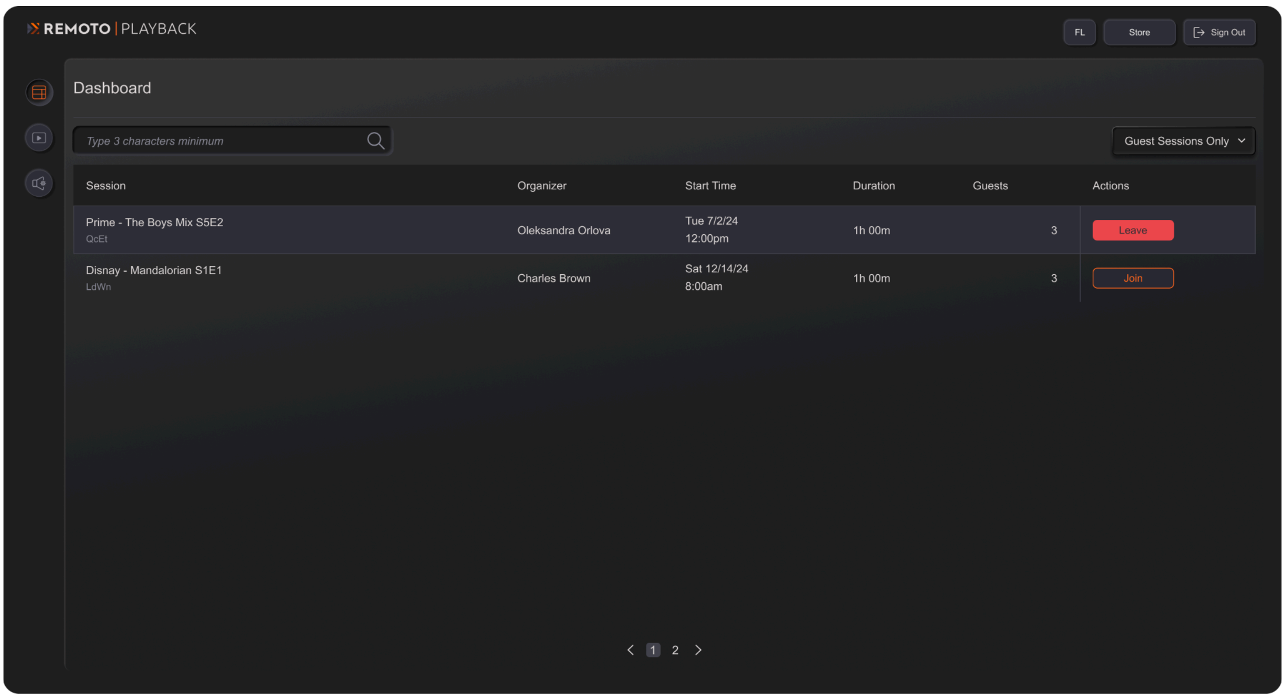


Playback Desktop: Dashboard Window Overview

Upon logging into Playback Desktop as a Guest user, the Dashboard view is displayed:



This is the default view of Playback. There are multiple Dashboard view layouts; the default is “Full View”. To view a list of sessions that the account has been invited to, change the view to “Guest Sessions Only”.



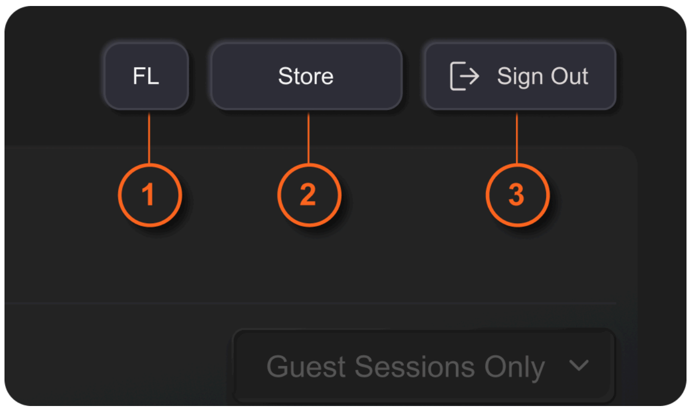
From this window, the user can:

- View a list of sessions that they have been invited to
- Access session details by clicking on the session name to open the “Session Details Overview” window
- Join a session
- View Call and Stream preferences
- View plan info (if applicable)

- View profile
- Sign out of the application

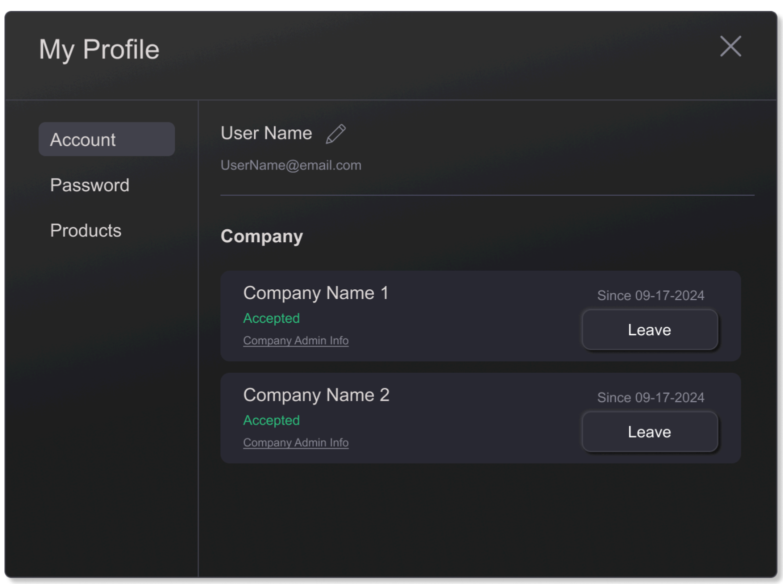
Top Right Navigation Buttons

Three navigation buttons are found in the upper right corner.

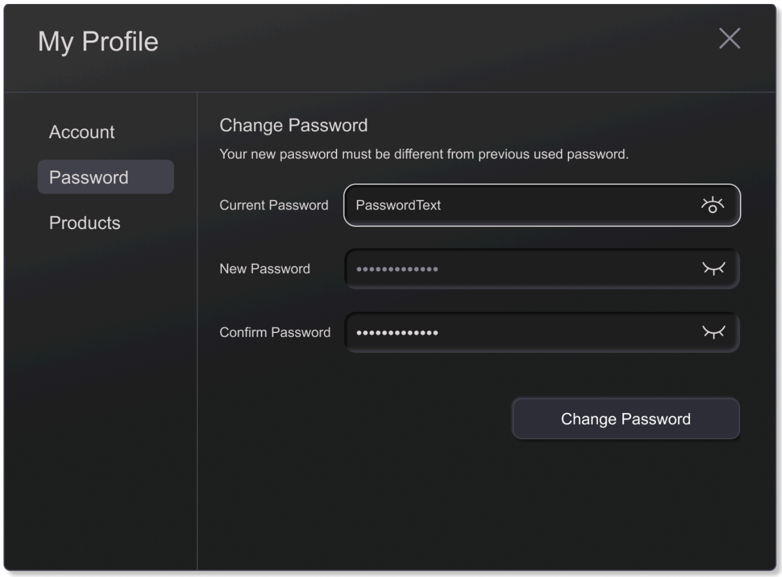


1. **Profile**

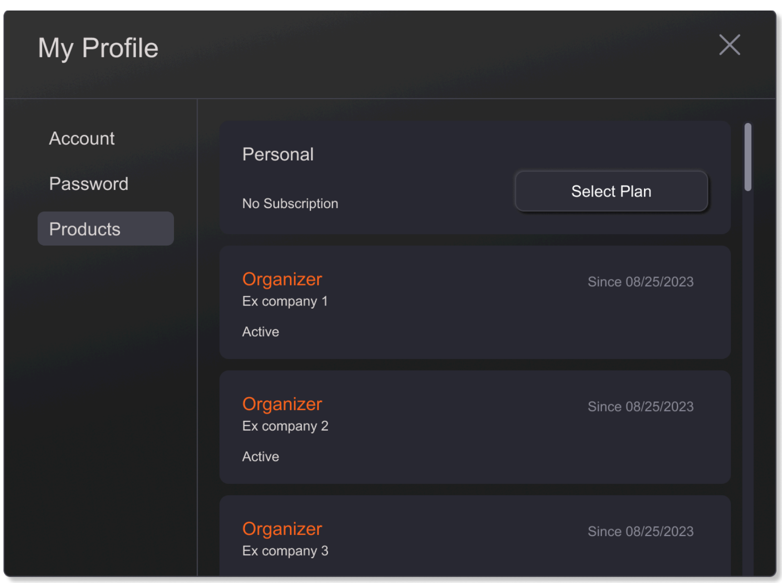
   The “Profile” button accesses the Remoto user profile, where the email associated with the account is displayed:



Password reset can be accessed via the “Password” tab, prompting authentication with the current password before entering and confirming a new password.



“Products” tab displays what Playback Subscription plan is tied to the account, as well as its status. For Guest users who have not purchased any Playback plans or sessions, this section is left blank.



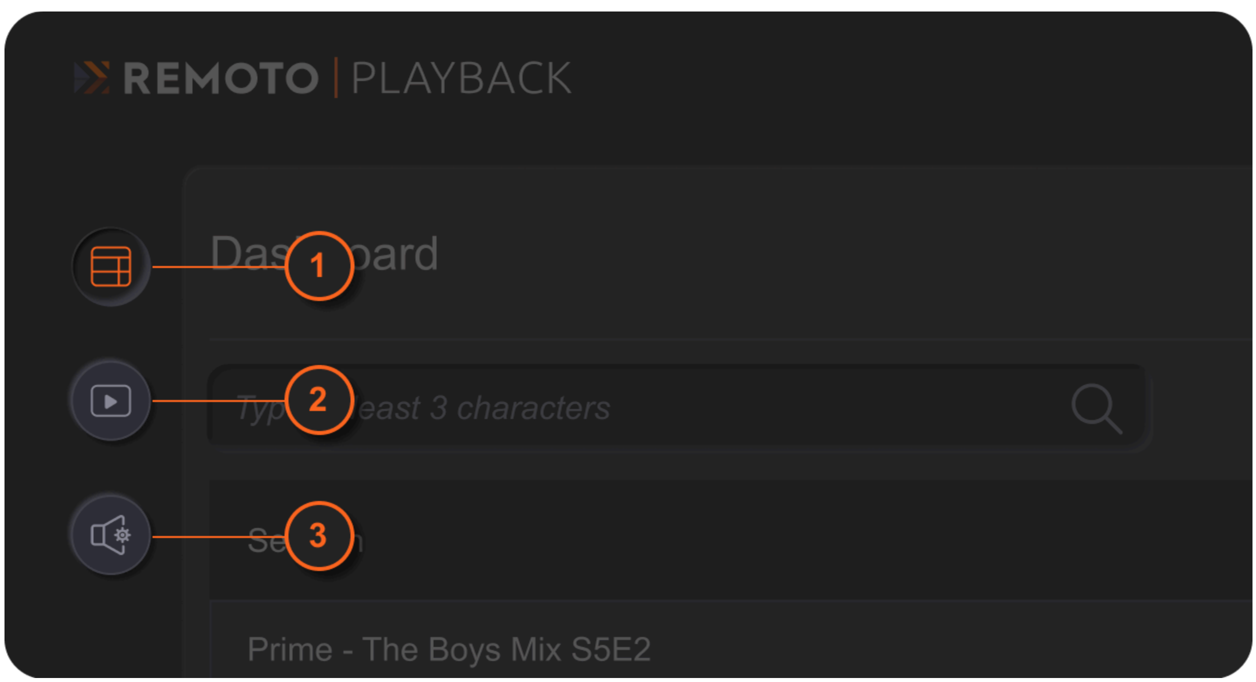
3. **Go to Store**

   Click this button to open the Remoto Online Store, where a plan or session can be purchased.

4. **Sign Out**

   Click the sign out button to log out of Playback Desktop*

Left Side Navigation Buttons



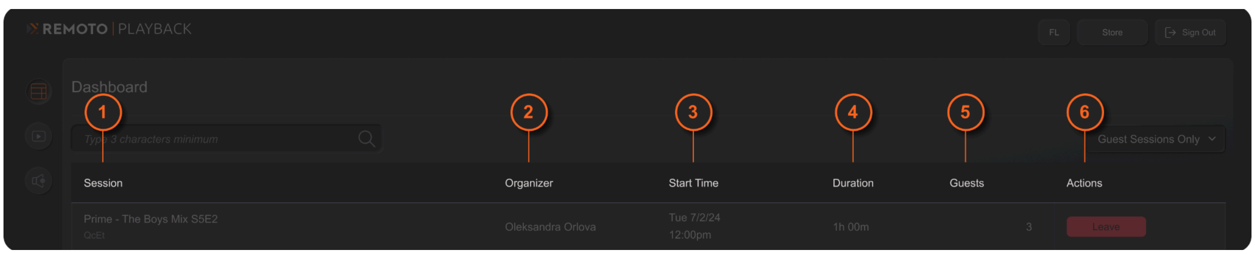
1. **Dashboard:** The “Dashboard” button toggles to Dashboard view, which is the default view of Playback.

2. **Studio:** The “Studio” Button toggles the live session view, active only when in a live session.

3. **Preferences:** The “Preferences” button toggles access to “Call and Stream Preferences”, where local settings for video conferencing, call audio and stream audio are set.

Playback Desktop: Session Dashboard Columns

The Playback “Dashboard” view displays the list of scheduled sessions the user has been invited to as a Guest, with session information organized into columns:



1. **Session:** This column displays the session name, and lists the session Organizer’s name beneath it. Hover over the session name to reveal a tooltip with the following info: Session Name, Organizer, Status, Session ID, Start Time, Duration, Type and Reminder setting. Click on the Session Name to reveal the session details window. The Session ID is listed underneath the session name, which may be helpful for troubleshooting purposes.

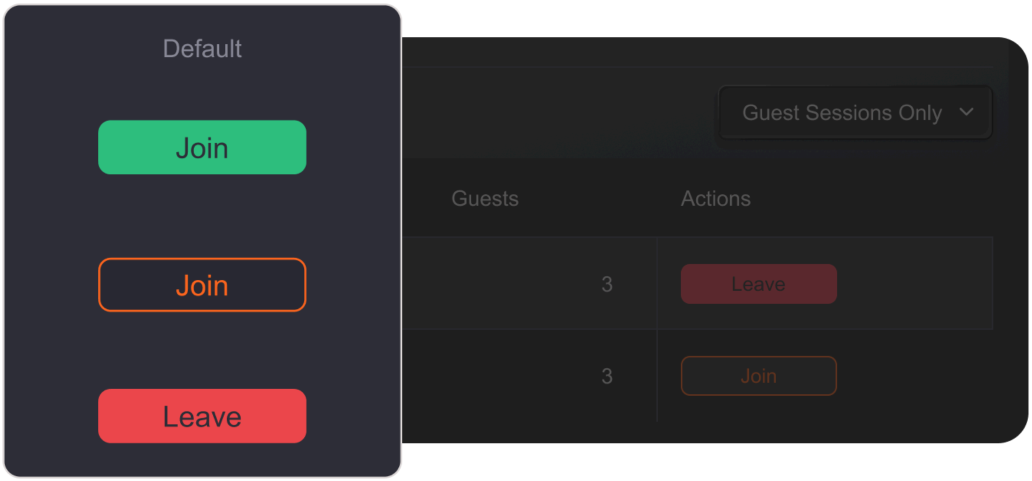
2. **Organizer:** Lists the name of the Organizer of the session.

3. **Start Time:** This column lists the (local to Organizer) date and time of the scheduled session.

4. **Duration:** Designates the scheduled duration of the session.

5. **Guests:** This column shows how many participants are invited to the session. Click on the number to reveal the Guest List window, where the names of invited participants who have accepted the session invitation are displayed.

6. **Actions:** There are 3 available session actions for sessions that a user has been invited to:



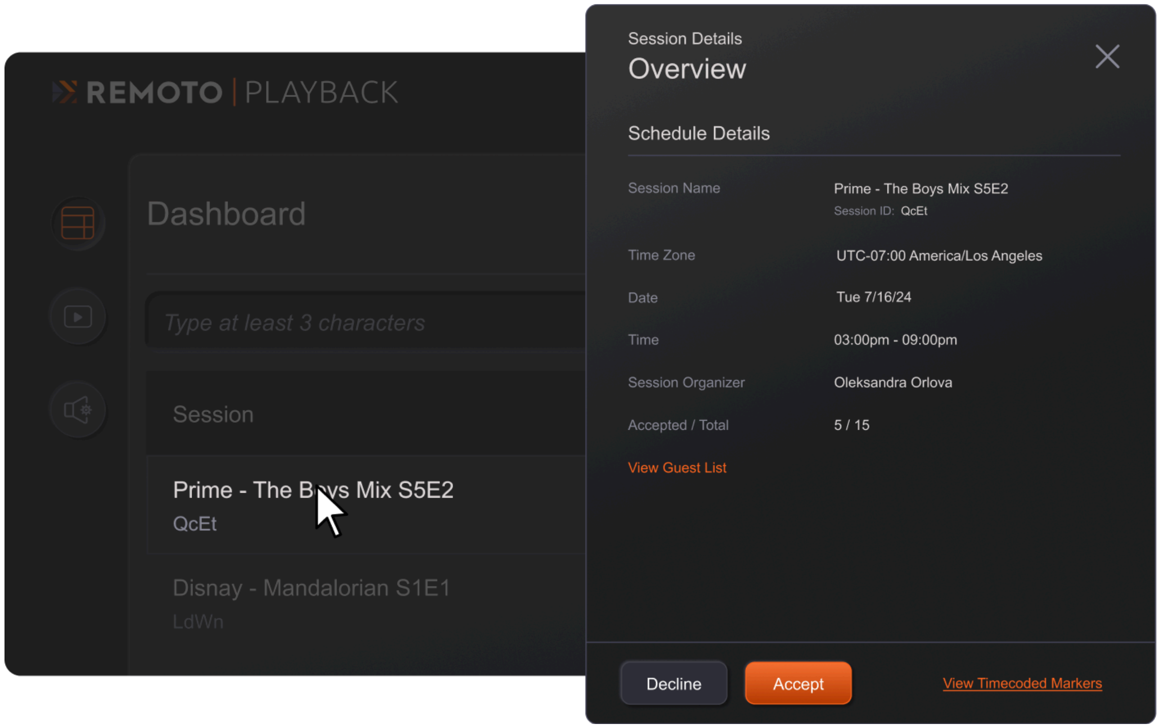
Join:

- **Green (active):** Press this button to initiate conference call audio and video checks, and send a "join session request" to the Organizer of the session.
- **Grey with Orange Text and Outline (disabled):** The session has not been started by the Organizer, is not active, and cannot be joined.

Leave:

- **Red (active):** This button appears when a session has been joined; press this button to exit the active session.

Playback Desktop: Session Details Overview Window



From the Dashboard, click on the Session Name to reveal the "Session Details Overview" window which includes the following details:

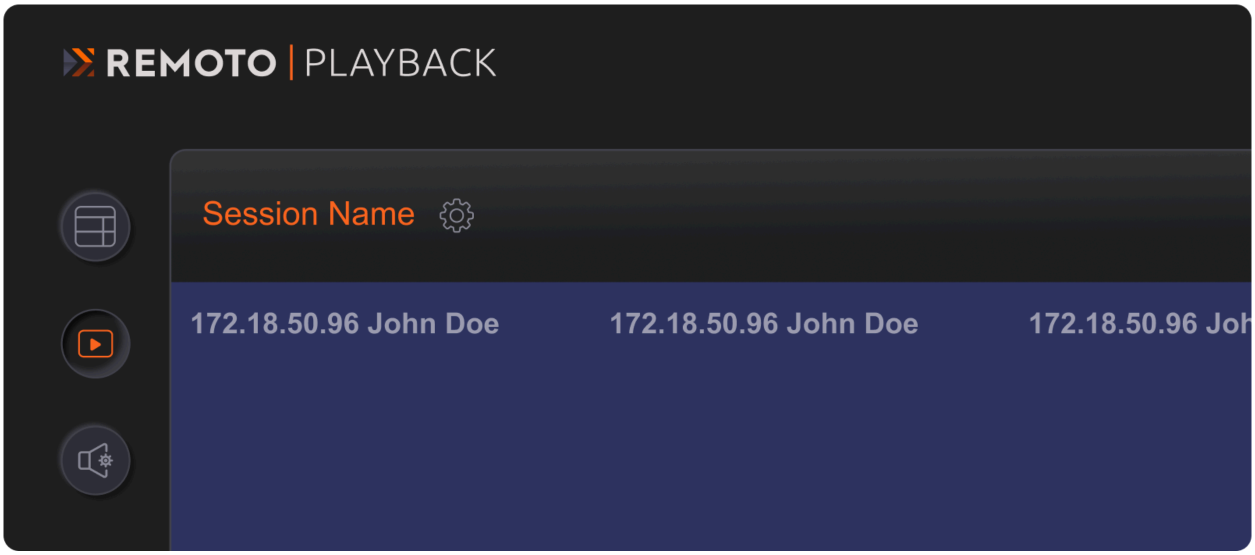
- Session name and ID
- Time Zone (local to the Organizer)
- Date (Month/Day/Year)
- Time (local to Organizer)
- Session Organizer (Name of Organizer)
- Accepted/Total: The number of Guests who have accepted the session invite vs. total number of invited Guests
- View Guest List: Click this to reveal the Guest List window where the names of guests who have accepted/declined the invitation are displayed
- View Timecoded Markers

The "Session Details Overview" window can also be accessed while in an active session in the Studio by clicking on the Session Name.

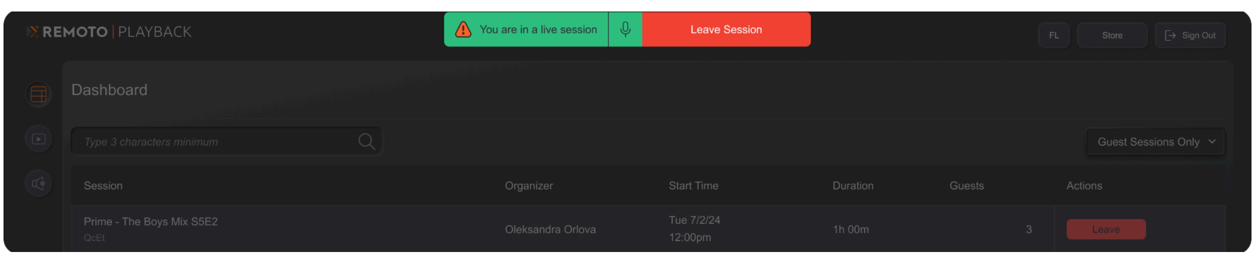
Playback Desktop: Studio View

From Playback's main interface, Studio view is activated when a session has been joined. After joining a session, Studio View can be accessed by either:

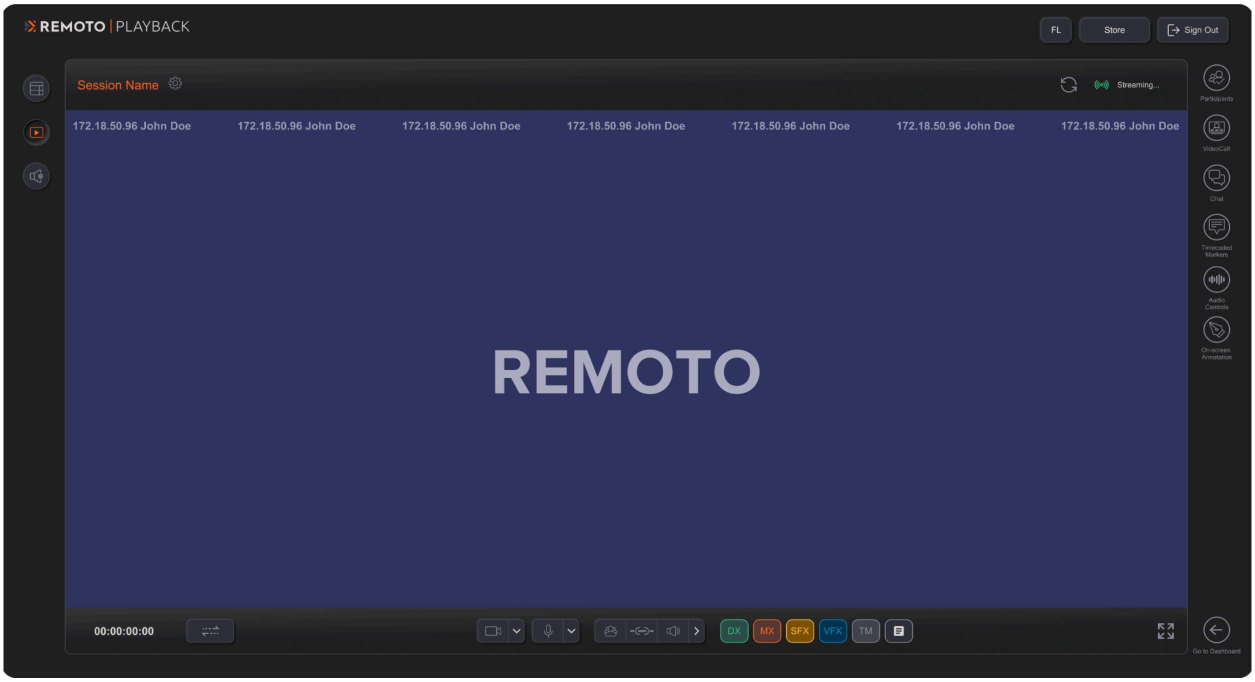
1) Clicking on the illuminated "Studio" button on the left side of the main interface:



2) Clicking on "You are in a live session" banner at the top of the main interface:

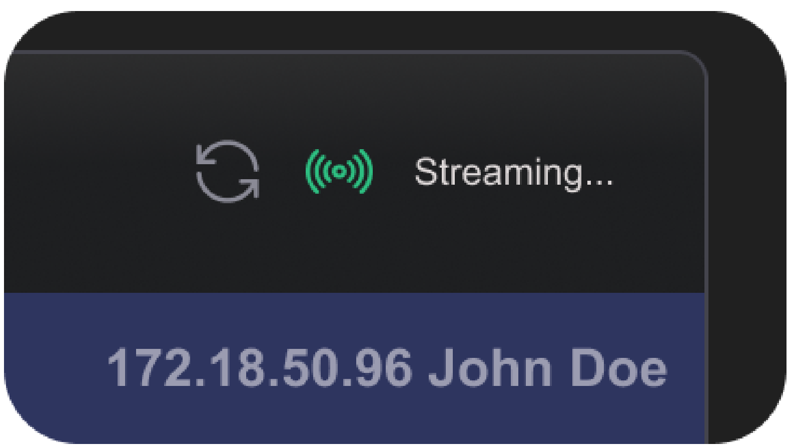


Once either option is clicked, the interface switches to "Studio" view:



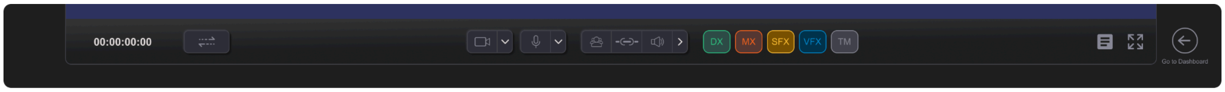
Studio view features the content streaming window, with basic controls below it, and a panel of buttons on the right side to open/close different tabs.

The top right of the viewing window indicates the status of the stream, and there is a button to reload/rebuffer the stream.

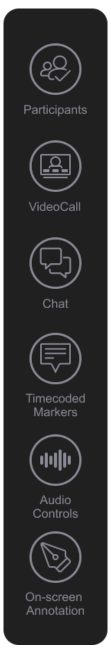


Clicking “Reload” rebuffers the stream, which may resolve streaming issues if caused by problematic network conditions.

Always visible (From left to right):



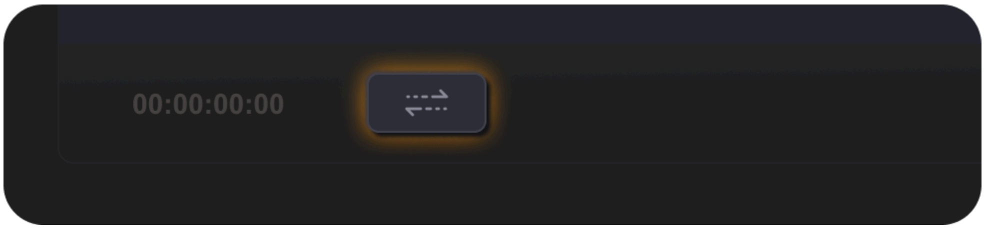
- Timecode counter
- Sync adjustment controls
- Optional: Talkback Status (if enabled by organizer)
- Camera on/off + source selection
- Microphone on/off + source selection
- Conference call and stream muting, and output destination link/unlink
- Quick Marker entry by category (DX, SFX, VFX, MX, TM)
- Timecoded Markers list
- Full Screen Mode
- Go to Dashboard button



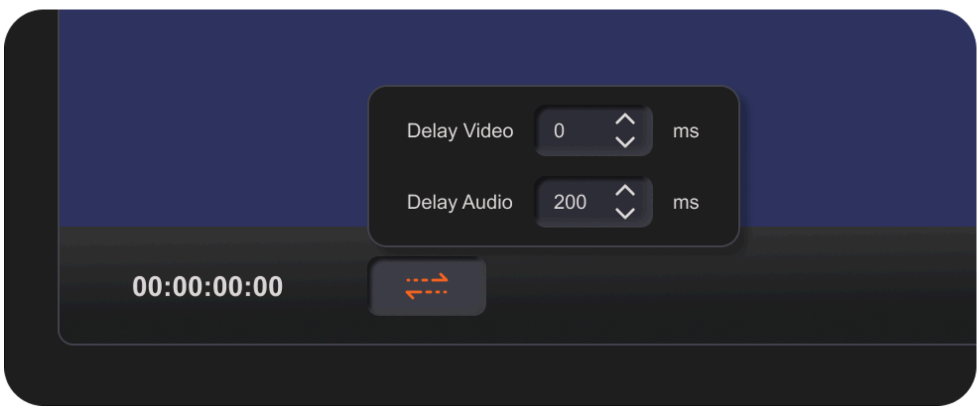
Right Side Tab Buttons

- Participants
- Video Call
- Chat
- Timecoded Markers
- Local Audio Controls
- On-screen Annotations

Adjust Sync



The Adjust Sync button allows access to manual control of A/V sync, helping to correct audio to video delays caused by latency.



Adjustments made by the Organizer affect the sync of the outgoing stream. Adjustments made by Guests only affect their local experience, and are integrated with the Organizer's adjustments. This feature is only available to Guests using the Playback Desktop application.

Session Types:

- **Desktop Only:** All participants (Organizers and Guests) can use the Adjust Sync feature as needed.
- **Desktop & Web:** Only the Organizer can use this feature.

Two fields can be adjusted: “Delay Video” and “Delay Audio”. A positive value up to 500 ms can be typed into the respective field, or adjusted via the up/down arrows.

When hovering over the entry field for Delay Video a tooltip is displayed: “Adjust if video is ahead of the audio.”

When hovering over the entry field for Delay Audio a tooltip is displayed: “Adjust if audio is ahead of the video.”

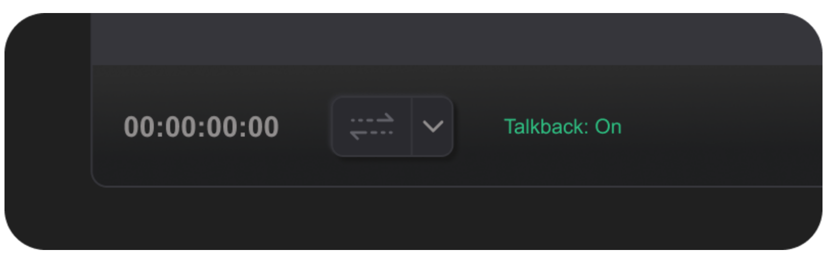
If audio is delayed, this feature provides a positive offset; if video is delayed, it provides a negative offset.

As a reference:

At 30 fps:	At 25 fps:	At 24 fps:
1 frame = ~33.33 ms	1 frame = 40 ms	1 frame = ~41.67 ms
50 ms = ~1.5 frames	50 ms = 1.25 frames	50 ms = ~1.2 frames
100 ms = ~3 frames	100 ms = 2.5 frames	100 ms = ~2.4 frames
200 ms = ~6 frames	200 ms = 5 frames	200 ms = ~4.8 frames

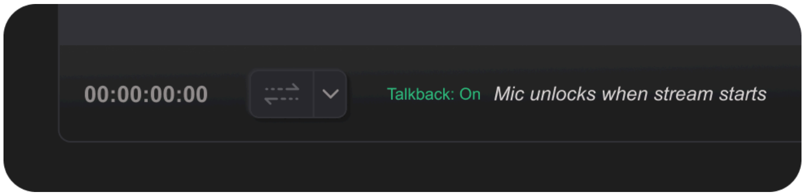
Talkback Status

During a live session, the Organizer can enable Talkback Mode to control who is allowed to speak. When Talkback Mode is active, a notification appears in the bottom right of the Studio for Guests, next to the Adjust Sync control, to indicate that the mode is on.



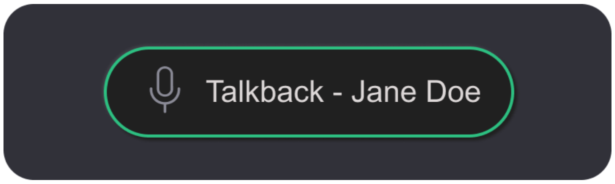
While Talkback Mode is active during a live stream, participants can only speak by holding the microphone button or pressing the spacebar.

If Talkback Mode is enabled before the stream begins, all participants will remain muted and unable to unmute themselves until the stream starts. The interface will reflect this status:



While someone is speaking, the stream audio is automatically ducked by 95% and returns to normal once they stop.

A notification above the viewing window displays the name of the active speaker to all participants.

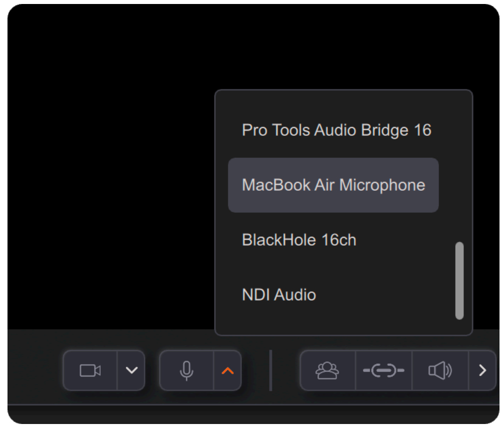


Multiple speakers may be listed at a time.

When the stream is stopped, and Talkback remains enabled, participants stay muted and cannot toggle their own microphones until Talkback is turned off by the Organizer.

Camera and Microphone On/Off + Source Selection

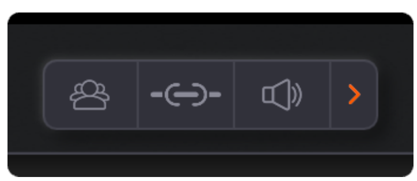
The chosen video conferencing camera can be turned off and on by clicking on the camera icon. Similarly, the chosen microphone can also be turned off and on by clicking on the microphone icon. Additionally, camera and audio sources can be changed directly from the live session by clicking on their respective arrows, revealing a menu of sources to choose from based upon what is available on the system.



Local Audio Controls

In Studio view, basic local audio controls are always present below the content streaming window, where the conference call and stream audio can be muted by clicking on their icons, and the output destination for the stream can be unlinked/linked to the call audio output destination.

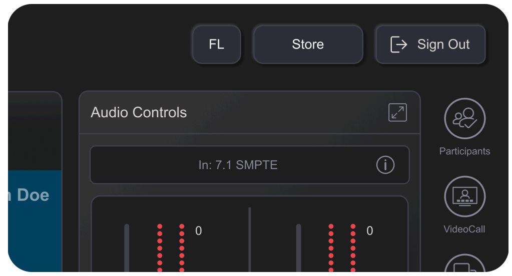
To access more in-depth volume and output controls, the arrow button next to the basic controls can be clicked to open the “Audio Controls” tab:



Or, from the side button directly:

Audio Controls

Within the Audio Controls panel, the faders and meters provide independent visual feedback and control for both the stream audio and the conference call audio. The **In: “xxx”** label displays the channel format of the incoming stream source, and the local output device and output format can be viewed and selected below the faders.



The interface automatically presents the output formats supported by the session type, such as stereo or multichannel, depending on what the host is streaming.

For a visual representation of the signal flow, please see the Local Audio Controls concept in Chapter 2.

Stream Audio

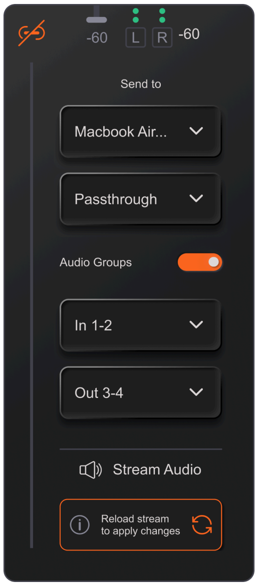
The **Stream Audio** fader and meters provide local control and visual monitoring of the audio received from the stream. These controls follow the output destination and output format selected in the Join Session window or in the user’s Preferences. Any volume adjustments made here affect only the local listener and do not change the audio level being sent by the streaming host.

Playback supports streaming of up to 16 audio channels, depending on the Session Settings configured by the Organizer. The way these channels are displayed to the listener is based on the output format selected for monitoring:

- If the listener is monitoring in **Stereo**, two meters are displayed to represent the left and right channels.
- If the listener is monitoring in a **multichannel format**, a single combined multichannel meter is displayed to represent the full set of channels.

The meter reflects post fader signal activity. The colors displayed represent the audio level after local volume adjustments.

When the listener selects an output format, Playback automatically encodes or folds down the incoming stream to match the chosen local destination. For example, if the stream includes a multichannel format such as 5.1 but the listener has selected a stereo device, the audio will be monitored in stereo.



If **Passthrough** is an available option for the stream output format, an **Audio Groups** toggle becomes available. When Audio Groups is turned on, a drop down appears that allows the user to choose which incoming groups or formats to listen to from the stream. This is useful in workflows where multiple formats or language versions are being delivered and the listener needs to select only the specific group required.

Once a format or group is chosen to listen to, it can be changed, though this requires a stream reload in order for the change to take affect.

The colors reflected in the meters are post-fader (i.e., post volume slider) level indicators:

- Off (< -75dB FS)
- Green (> - 75db FS)
- Orange (> -3dB FS)
- Red (> -.5dB FS)

The Stream Audio meters in the Audio Controls panel include a volume fader that adjusts how the stream audio is heard locally. This fader controls only the output to the user's local speakers and does not affect the input gain of the stream itself.

To mute the stream audio, click the corresponding icon next to it's label to turn it on or off.

Call Audio

Call audio refers to the conferencing audio, which is the voice audio from other Guests. This audio is stereo, and the left and right channels are displayed on a stereo meter.

To turn the call audio off, move the fader all the way to the left or click the call audio icon next to the label to mute it.

Output Destination Link/Unlink

The conference call audio is routed through a primary output labeled "Speakers," and by default, the stream audio is linked to the same output destination for ease of use. A link button is available next to the basic audio controls beneath the content viewing screen, as well as within the audio controls tab.

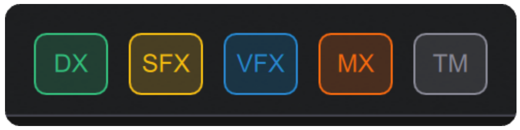
Linked: The stream audio shares the same output as the conference call. The output destination and format dropdowns for stream audio are disabled.

Unlinked: The output destination and format dropdowns for stream audio become active, allowing the stream audio to be routed to an alternate speaker set separate from the call audio.
is a volume slider. To turn the stream audio all the way off, slide the slider to the left.

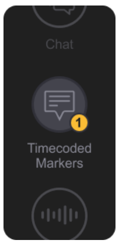
Playback Desktop: Timecoded Markers Entry Field

Playback allows any stream participant (Organizer or Guest) to create timecoded markers, which are separate from the participant chat. Markers can be created in two ways:

Quick Markers
Quick Markers are always available below the content viewing window. These are categorized buttons that, when clicked, instantly create a timecoded marker. These markers can be annotated later in the expanded Timecoded Markers tab by searching for the marker and double clicking on it to add text. Quick Markers provide a fast way to flag moments in real time without interrupting the viewing experience.



Full Entry Field:
For a more detailed timecoded marker entry experience, open the Timecoded Markers tab by clicking the "Timecoded Markers" button in the sidebar.

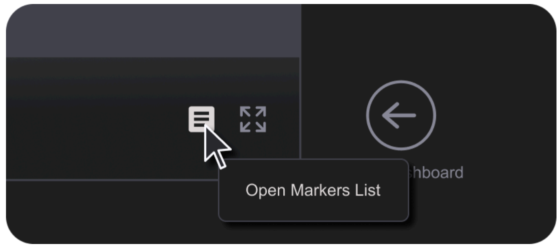


This view allows a category to be selected and a note to be added to each marker. When the entry field is activated, the current timecode is shown in the timecode display to the left. Enter a comment, then click the arrow button or press Enter to submit the marker. Click "Cancel" to discard it.

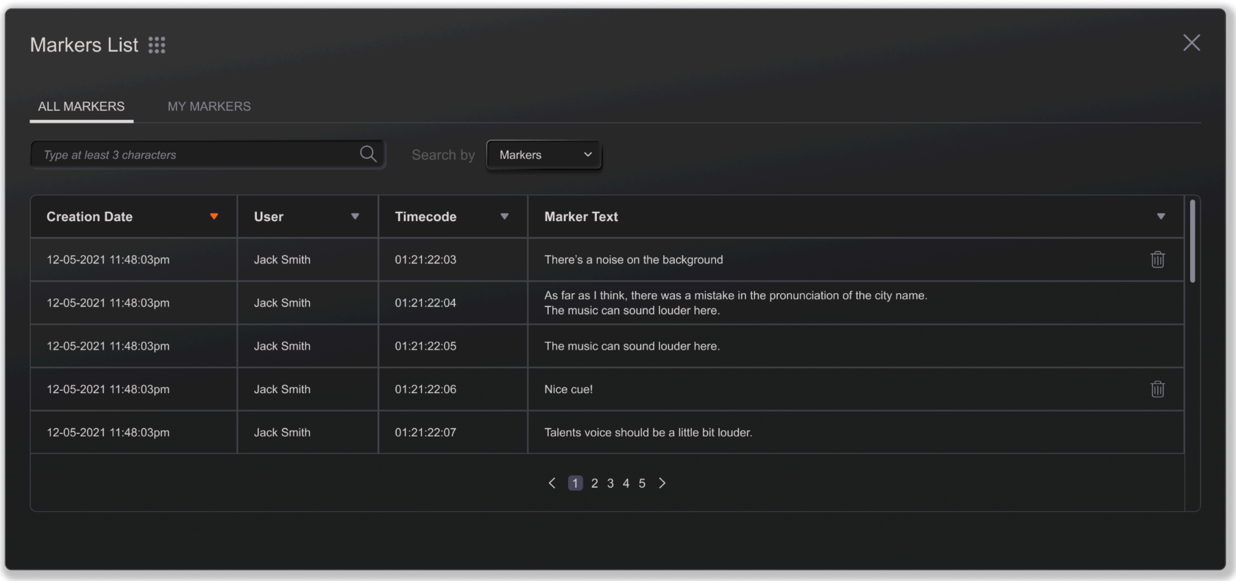
Below the entry field, a scrollable history of all submitted markers is available, along with a search field (indicated by an hourglass icon) for locating specific comments. Comments can be double clicked on to edit the comment text.

Timecoded Marker List Window

To access timecoded markers that have been entered during the streaming session, click the notepad button above the stream status button in the lower right corner of the streaming video window; this opens the Markers List:



The “Markers List” window appears:



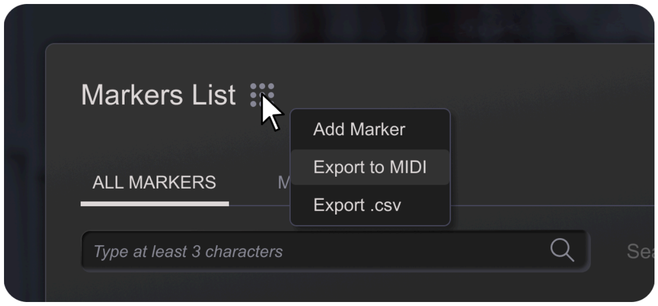
In this window, markers that have been entered are listed along with their creation date, timecode location, and author. Markers can be deleted by pressing the trashcan button at the end of the row.

The view can be toggled between ALL MARKERS and MY MARKERS.

The markers list can be searched using the search bar, or the “Search by” drop down, filtering by marker content, a specific timecode location, or user.

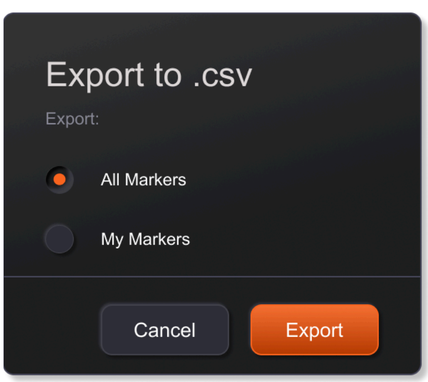
Timecoded markers can be exported either in MIDI or .csv format to be imported into a DAW or NLE. Exporting markers as MIDI allows import into Pro Tools, Logic, Reaper, or Nuendo. Exporting as .csv enables import into other programs that support this format, such as Avid Media Composer, Adobe Premiere, Final Cut® , DaVinci Resolve, etc.)

To export markers, click on the grid button next to the Markers title at the top left of the window:



If “Export to MIDI” is selected the following window is displayed

If “Export to .csv” is selected the following window is displayed:

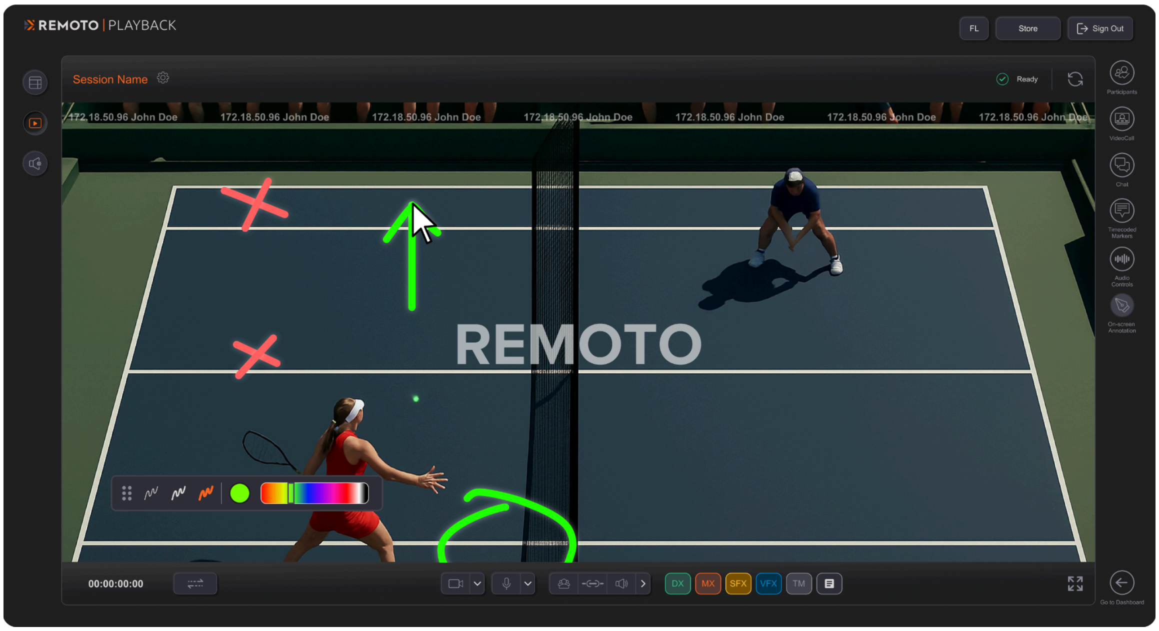


Upon clicking export, a prompt to name the file and select its destination is displayed.

NOTE: Once a session has been closed, it is longer accessible; however, a .csv copy of markers isdistributed to all participants once the session has ended with the “Session Is Over” email. MIDI markers must be exported before the session is over.

On-Screen Annotations

The On-Screen Annotation feature allows users to draw directly over the streamed content during a session to highlight areas of interest, provide visual feedback, or guide discussion in real time.

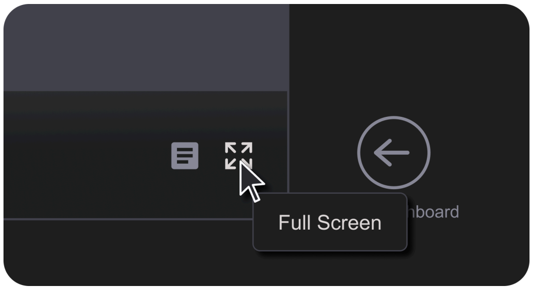


The annotation tool is accessed by clicking the On-Screen Annotation button located below the Audio Controls in the Studio view. When enabled, a small, movable palette appears, allowing the user to select a line color and adjust line thickness. The palette can be repositioned anywhere on the screen to avoid obstructing the content being viewed.

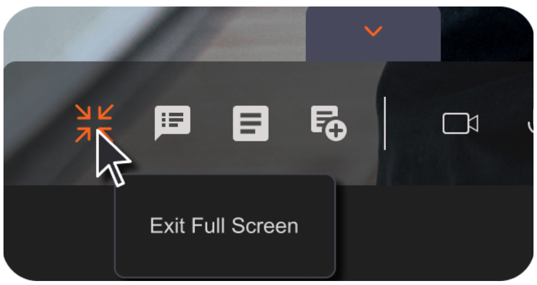
Annotations are temporary by design. Anything drawn on screen remains visible for a short period before automatically fading away, helping keep the viewing experience clear and uncluttered without requiring manual cleanup.

On-Screen Annotations are available in both windowed and full-screen viewing modes and can be used by all session participants, including Organizers and Guests. This functionality is supported in both the Playback Desktop application and the web application.

Playback Desktop: Full Screen Mode



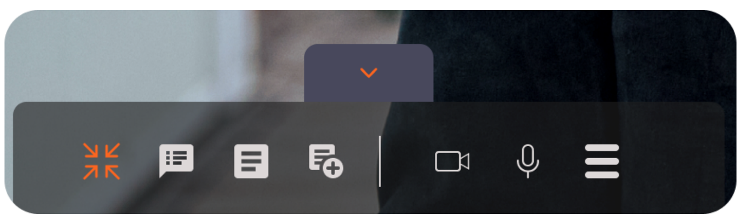
In Studio View, the video window can be toggled into full screen mode to fill the width of the application window by clicking on the right most “expand” icon in the viewing screen.



Exit full screen mode by clicking on “pinch” icon in the left hand corner of the screen.

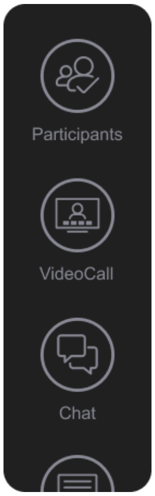
In Full Screen mode, there is a collapsible bottom bar, and the sidebar from the regular (not full screen) view is also available.

When the bottom bar is visible, it provides access to several actions: exit full screen mode, toggle marker display, open the Markers List, add a marker,and turn the video camera or microphone on/off.



The sidebar will be open in full screen view, and defaulted to Timcoded Markers. To close the sidebar, click outside of it. To reveal the sidebar options, click on the expand arrow tab to the right, and to close the sidebar options without selecting a section to reveal, click the arrow tab again to collapse.

Playback Desktop: Participant List and Controls



In Studio View (both regular and full screen) participant management and conferencing controls are found in the sidebar buttons on the right side of the screen. The relevant buttons are:

- Participants
- Video Call
- Chat

Participants:
Clicking on the Participants tab will reveal a list of participants currently in the session.

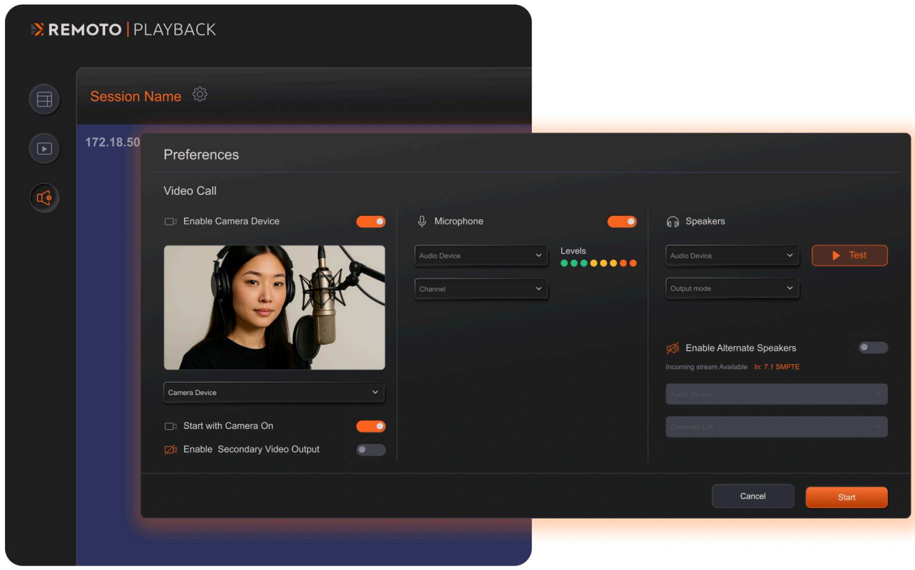
Video Call:
Clicking on the Video Call button reveals a list of video chat participants. The video tile of any participant who is currently speaking is automatically highlighted, making it easy to see who is talking at a glance.

Chat:
Clicking the Chat button opens the chat tab, which contains the text entry field and chat history. All messages entered are visible to all participants; private messaging is not supported.

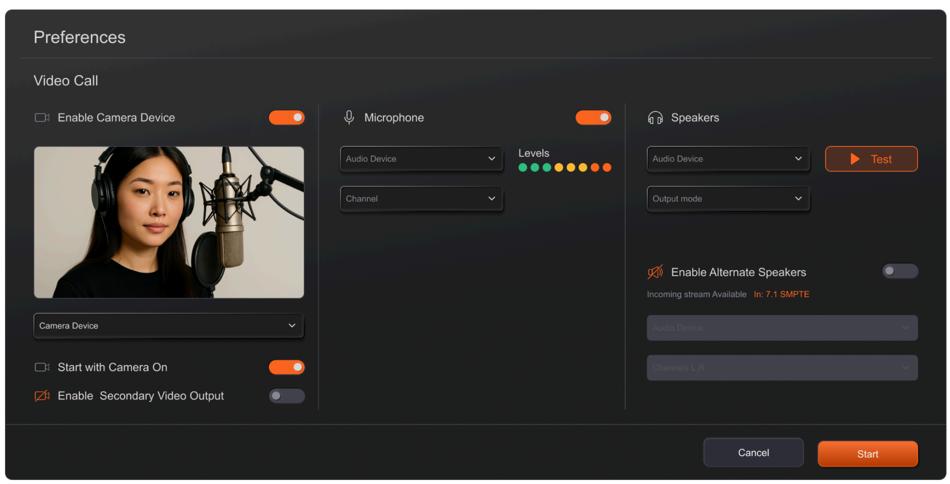
Playback Desktop: Call and Stream Preferences Window

Configuration and testing of local conferencing audio, video and streaming audio settings takes place in the “Call and Stream Preferences” window.

This window is accessed via the “Preferences” button to the left of the main interface.



It also appears when joining a session as a guest (when a "join request" is sent).



This window is split into three sections: Video Call Settings, Microphone Settings, and Speaker Settings.

Video Call Settings

This section includes several settings related to video participation and video output. These settings are available when accessing **Call and Stream Preferences**, whether as part of joining or starting a session, or when opening Preferences independently from the Dashboard.

Video Call Settings include a **Camera Device** toggle (On or Off), a camera selection dropdown, an option to join the session with the camera enabled or disabled, and a preview of the selected video feed.

The **Camera Device** toggle is useful when the desktop machine being used does not have a connected camera or when the user does not intend to send camera video. The camera selection dropdown also includes a **Configure Later** option, allowing a camera to be selected after entering the session.

In addition, this section includes an **Enable Secondary Video Output** toggle. When enabled, additional configuration options appear that allow desktop users to route the session's video output to an external display device.

When **Enable Secondary Video Output** is turned on, the user can select a video output type, either **SDI** or **NDI**, and then choose the corresponding device and connection options. Depending on the selected output type, this may include selecting a specific hardware device, network receiver, connection, and timecode format.

Secondary Video Output mirrors the video rendered in the in-app Video Player to the selected external display. For Organizers, this reflects the locally rendered playback. For Guests, it reflects the incoming Playback stream. The external output is intended for monitoring and display purposes only and does not affect the stream itself or the in-app viewing experience.

This functionality allows users to route live video to external displays such as projectors, broadcast monitors, or large-format screens, making in-room reviews, group screenings, and presentations easier and more flexible while preserving video clarity and existing session workflows.

Microphone Settings

This section includes a toggle to turn the selected microphone on or off, a dropdown for selecting the microphone input, and a visual level indicator to confirm that the microphone is active.

Speakers Settings

This section includes a dropdown to select the speaker destination and channel configuration for conference call audio, along with an option to send a test signal to verify the selected output.

When a multichannel or virtual audio device is selected for conference audio, stereo output is routed to the selected channel pair.

An **Enable Alternate Speakers** toggle allows stream audio to be routed to a separate output destination and format. When this toggle is off, which is the default state, stream audio is linked to the call audio output and is automatically folded down and monitored in stereo. **Passthrough and Audio Groups are not available while outputs are linked.**

When **Enable Alternate Speakers** is turned on, the user can select a stream audio format from a format dropdown menu. A label displaying the stream's audio format is provided to help the user select an appropriate output destination. If the user selects **Passthrough**, an additional toggle called **Audio Groups** becomes available.

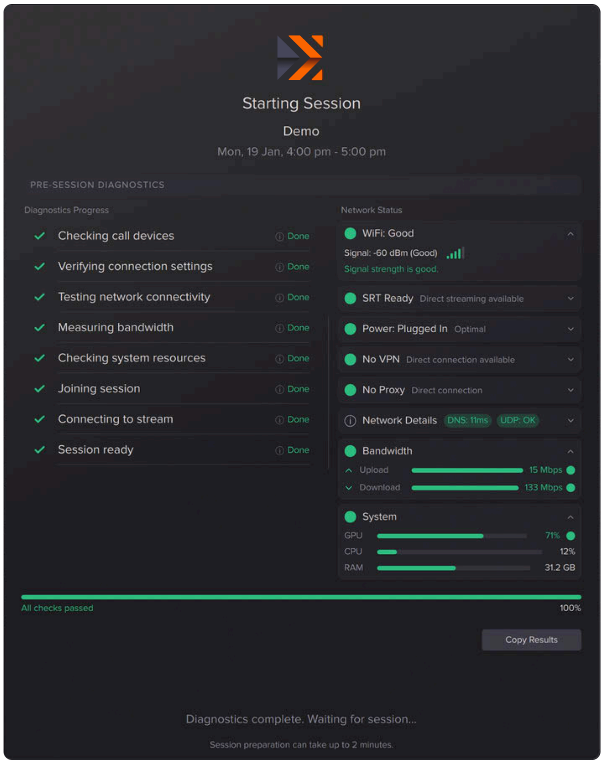
Audio Groups is only available when these controls are accessed as part of the session join flow or while adjusting audio during an active session. If Speakers Settings are accessed from the Dashboard when no session is in progress, Audio Groups is not displayed, since no stream audio is being received.

When **Audio Groups** is turned on, a dropdown appears that allows the user to choose which incoming groups or formats to listen to from the stream. This selection can also be adjusted through the Audio Controls panel in Studio view once the session has been entered.

This is useful in workflows such as localization review, where multiple languages or formats may be delivered on different stereo pairs. It allows the user, especially Guests, to monitor only the specific group or format they are instructed to listen to.

To save settings, click **Apply** when accessing Preferences from the left sidebar, **Start Session** when joining as an Organizer, or **Request to Join** when joining as a Guest.

Playback Desktop: Pre-Session Network Test



Before joining a session, Remoto runs a brief network test to help ensure a smooth listening and viewing experience. This test checks whether the user's network connection and device are ready to receive the stream and conference audio.

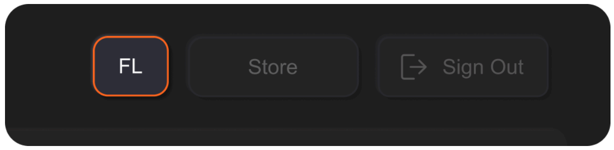
The test runs automatically when the user clicks **Join Session** and usually takes only a few seconds to complete. It focuses on factors that most affect Guests, such as download bandwidth, network latency, and audio playback readiness.

If potential issues are detected, Remoto displays clear warnings and recommendations so you can address them before entering the session. In some cases, you may be asked to acknowledge a warning and continue, allowing you to join the session while being aware that audio or video quality may be impacted.

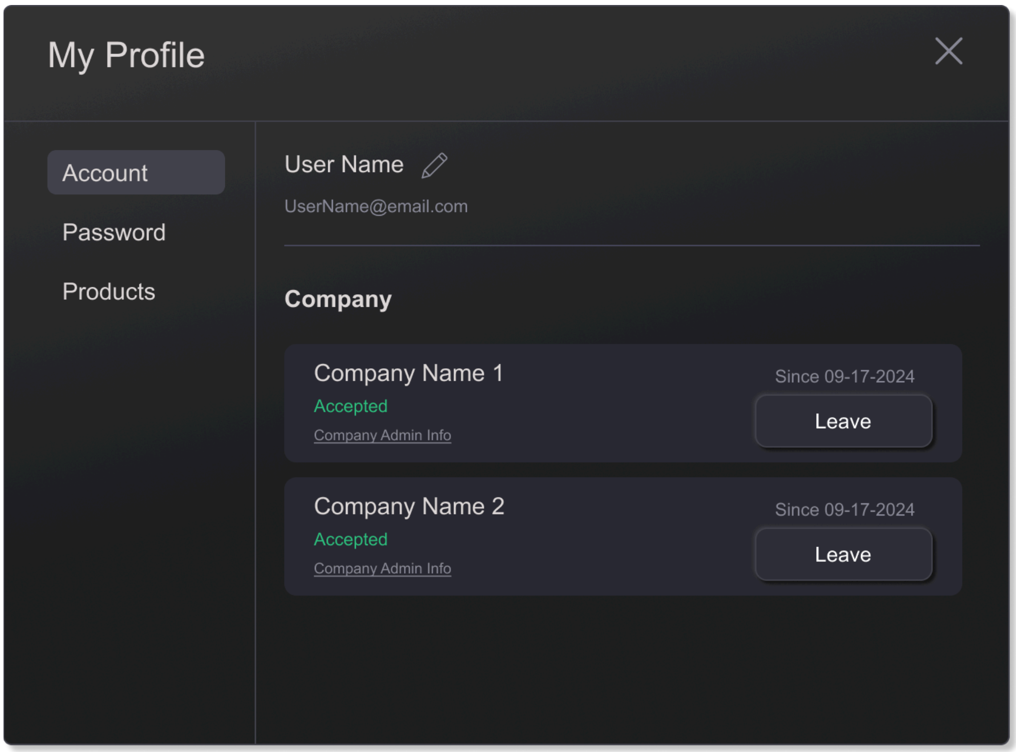
This process helps reduce unexpected connection problems and allows sessions to start more smoothly for everyone involved.

Playback Desktop: Profile Window

The user profile can be accessed from the Profile button in the top right, next to the Go To Store button



Once clicked, the Profile Window ("My Profile") is displayed.



It features 3 tabs:

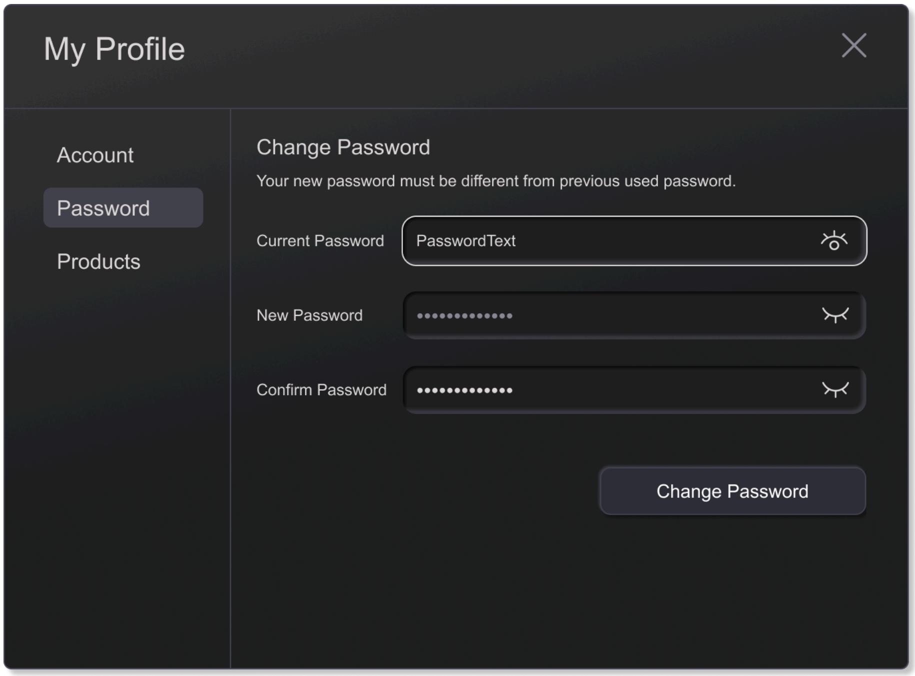
- Account
- Password
- Products

Account

The account tab displays the name and email address tied to the account. This information can be saved and edited.

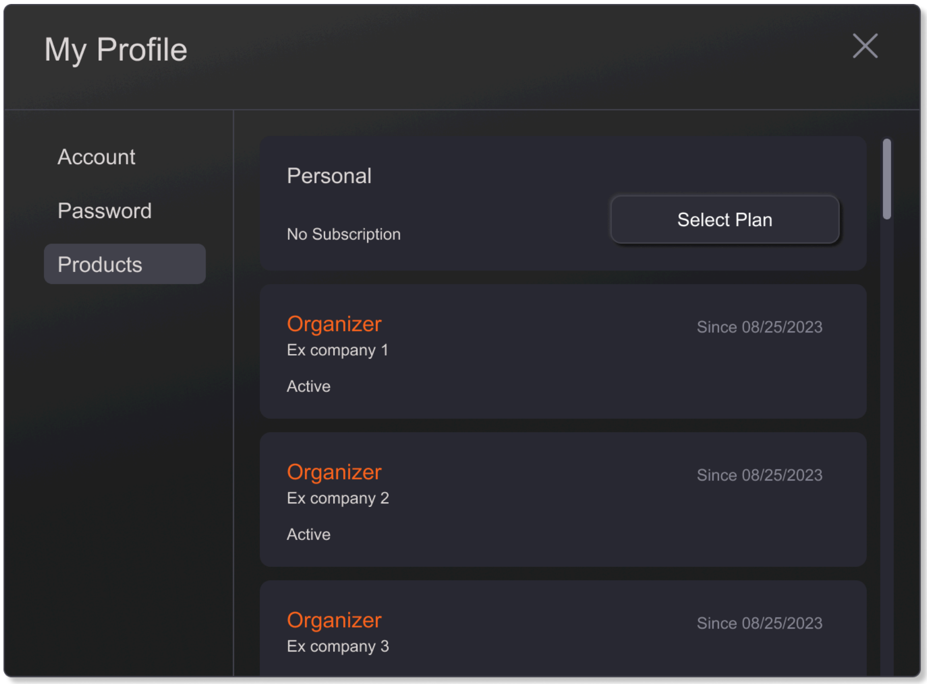
Password
In the Password tab, the current password for the account can be revealed, or changed to a new password.

NOTE! Password reset can also be initiated from the login screen.



Products

The “Products” tab displays information about the subscription tied to the account. This tab features a “Go To Store” button to upgrade, downgrade, or purchase a new subscription or single session.


My Profile
Account
Password
Products
Personal
No Subscription
Select Plan
Organizer
Since 08/25/2023
Ex company 1
Active
Organizer
Since 08/25/2023
Ex company 2
Active
Organizer
Since 08/25/2023
Ex company 3

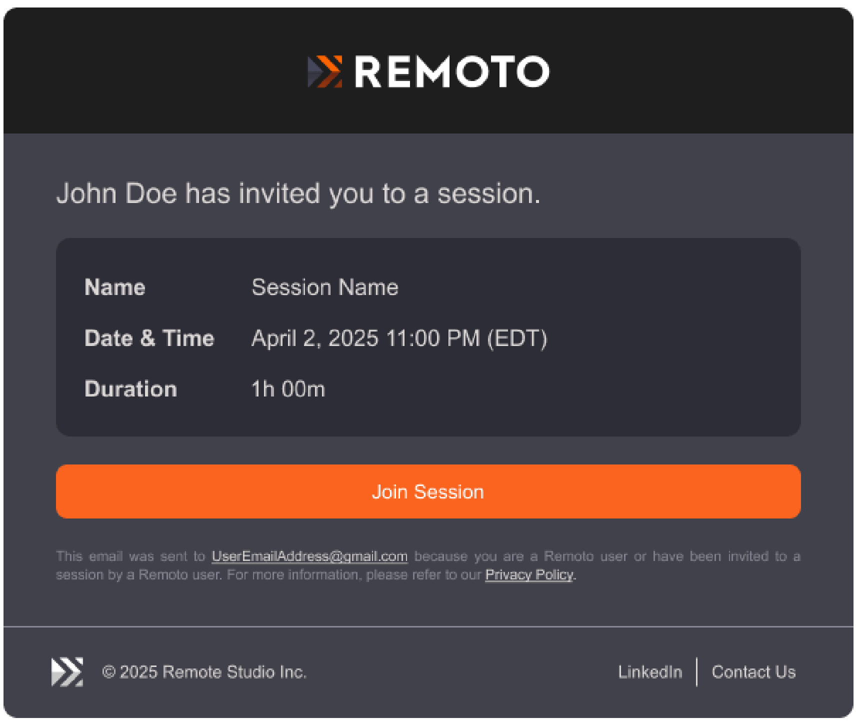
Part 6: Streaming Session Management (Guest Users)

Chapter 8: How To Join a Playback Session

Step 1: Session Invitation

Users added to a session will receive an email invitation to join a Streaming Session. If the user is a Remoto account holder, they do not need to join the session from the email invitation, and can instead join directly from Playback Desktop.

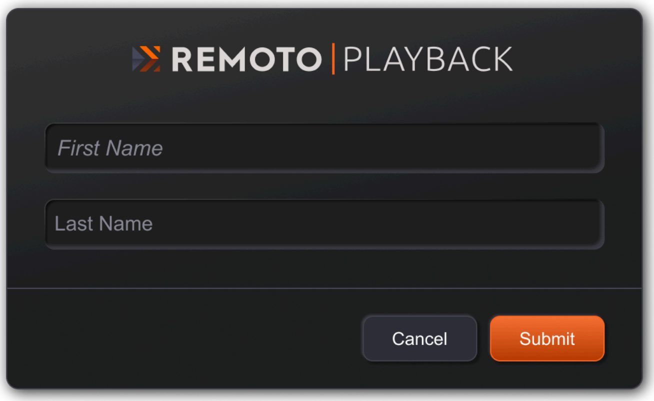
The email invitation includes the session name, scheduling details, and a Join Session button. If the invited user does not have a Remoto account, the “Join Session” button may also include activation credentials.



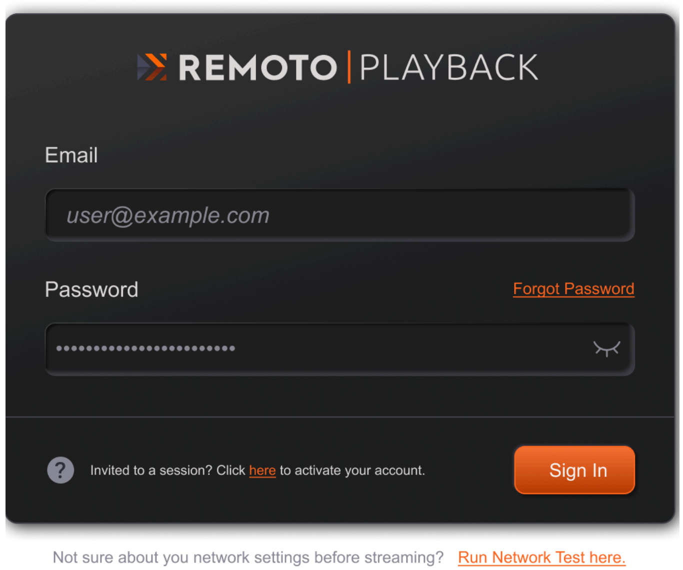
Step 2: Accept the Invitation

When the “Join Session” button is clicked in the email invitation, a new browser window opens.

If the session Organizer **enabled passwordless access** to the session, the user is asked to submit their first and last name:



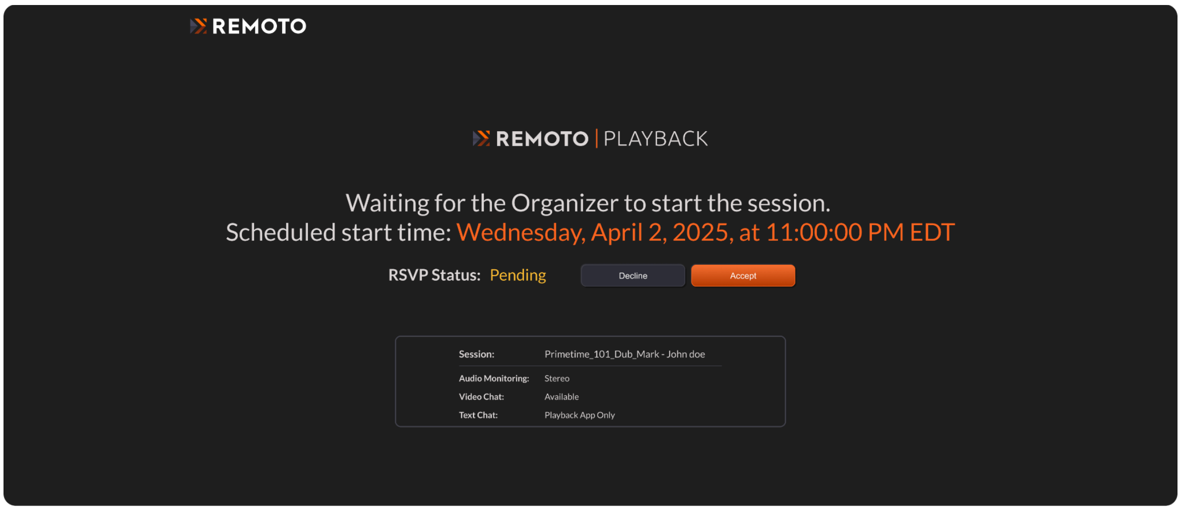
If the session Organizer has **disabled passwordless access** to the session, the user is asked to log in to continue, or to activate their account if they do not already have one.



If the session belongs to a Remoto Workspace, the Guest may be prompted to accept a workspace invitation in a browser before joining the session. This step helps ensure secure access to workspace-managed sessions.

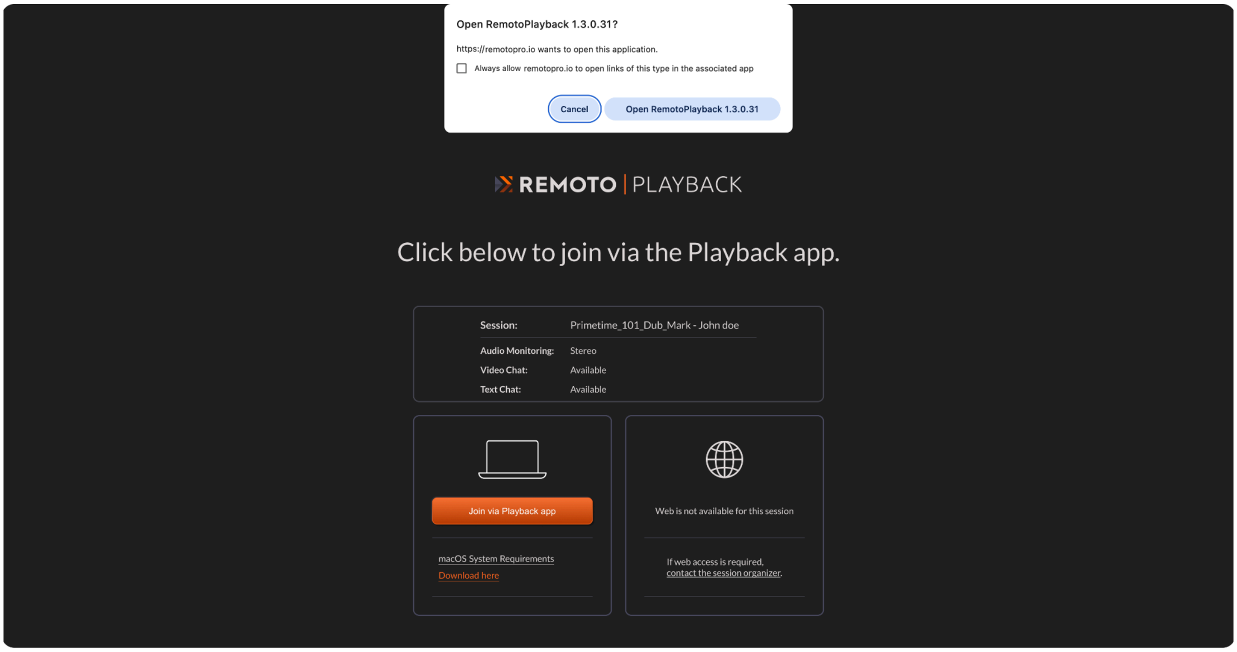
Step 3: Joining a Session

If the session starts in more than 15 minutes:
When attempting to join a session more than 15 minutes early, the user is presented with an RSVP screen.



When attempting to join a session that is scheduled to start in less than 15 minutes, the user is presented with options to join the session immediately. If the session Organizer has enabled joining via web browser, the user is presented with an option to “Join via Web” as an alternative to “Join via Desktop”. Note that users utilizing any device other than a Mac computer can only join via the Web.

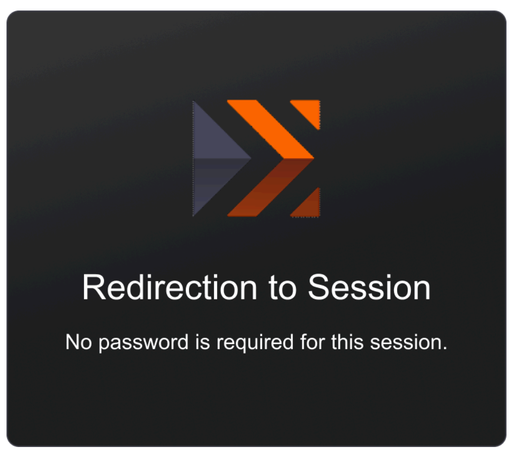
If the Organizer has configured the session to be joined using Playback Desktop only (no web joining enabled), the user is prompted to open Playback (if it is already installed on the device), or download it. In this case, the option to join from the web is not available.



Joining a Session using Playback Desktop

Once Playback Desktop is installed, the user is asked to open the application to continue.

If the session Organizer has **enabled passwordless access** to the session, the user is presented with a "Redirection to Session" reminder that "No password is required for this session.":

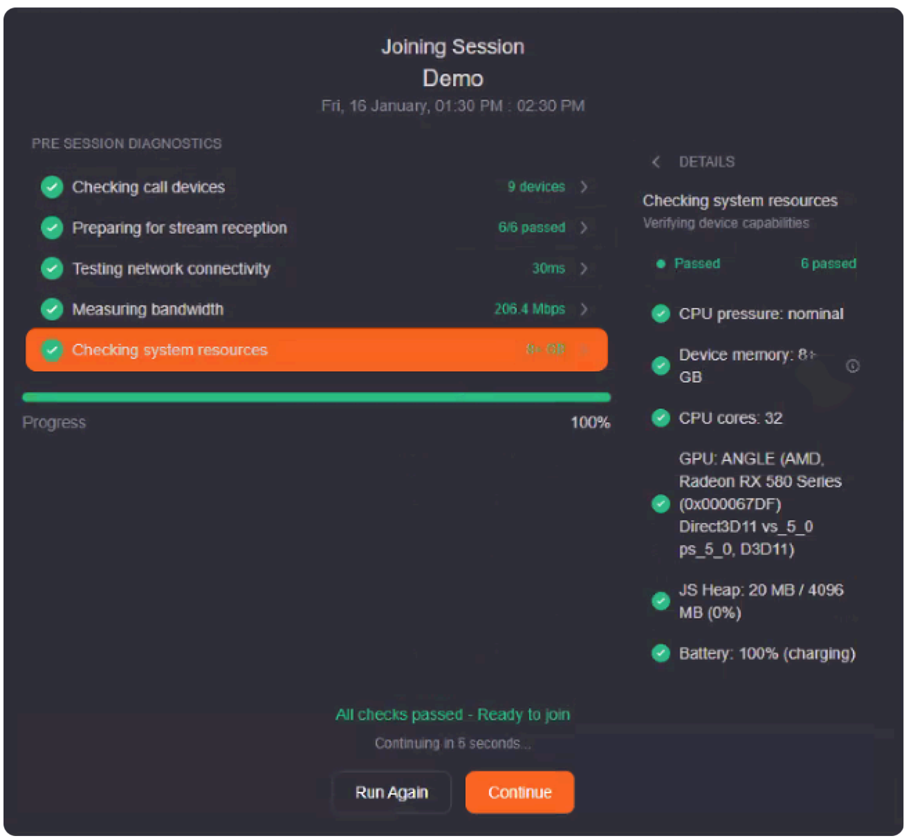


Once the redirection is complete, the user is presented with [Call and Stream preferences] for the session they are joining. Note that users who join via the passwordless login are not able to toggle to the Dashboard or any other part of the app. After the session ends, they are prompted to log into the application to access those areas of the application.

Users who login to join the session are presented with the dashboard view, where they can click the “Join” button and set up [Call and Stream preferences]() for the desired session.

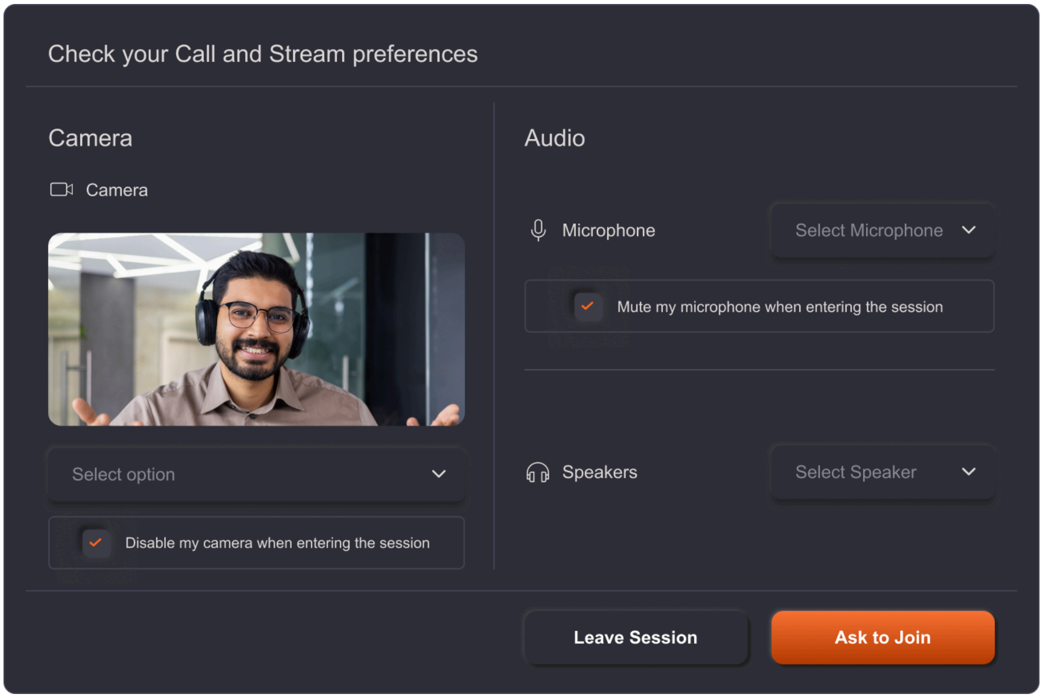
Joining a session through Playback Web

If “Join from web” is clicked as the chosen method of joining the session in the browser , the user will be presented with a pre-session network test. This test checks whether the user’s network connection and device are ready to receive the stream and conference audio.



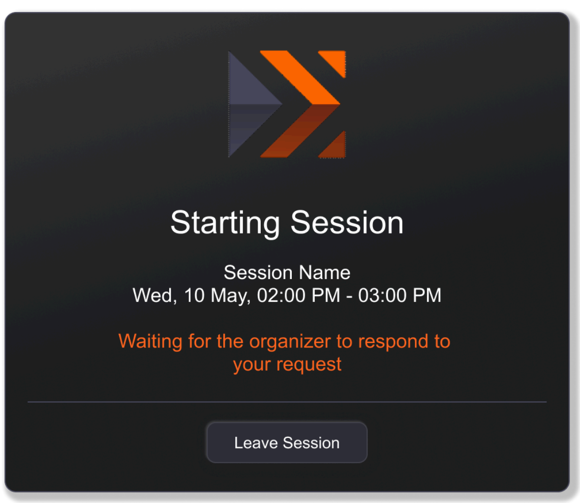
Once completed, the user is directed to set up [“Call and Stream” preferences](); they may be asked to grant camera and microphone access permissions to the browser.

Once audio and camera settings for the session have been configured, users may click “Ask to Join” at the bottom right of the window.



If the session has been started by the Organizer, they receive a join request that they can “Admit” or “Decline”.

A dialog window is displayed until the Organizer approves the join request.



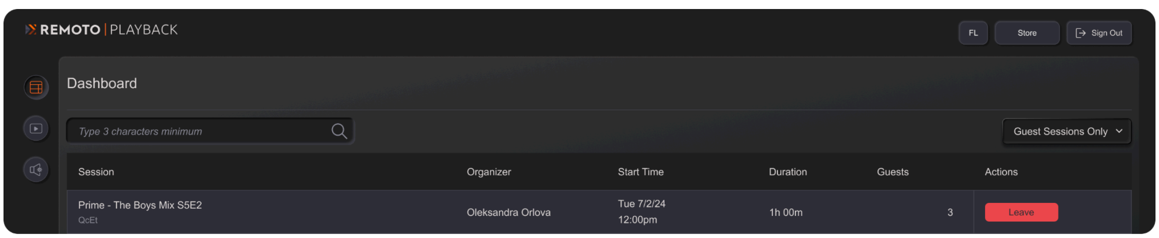
Once the join request is approved, the guest is admitted to the session and into the Studio view.

Join From Playback Desktop Without Using the Email Invitation

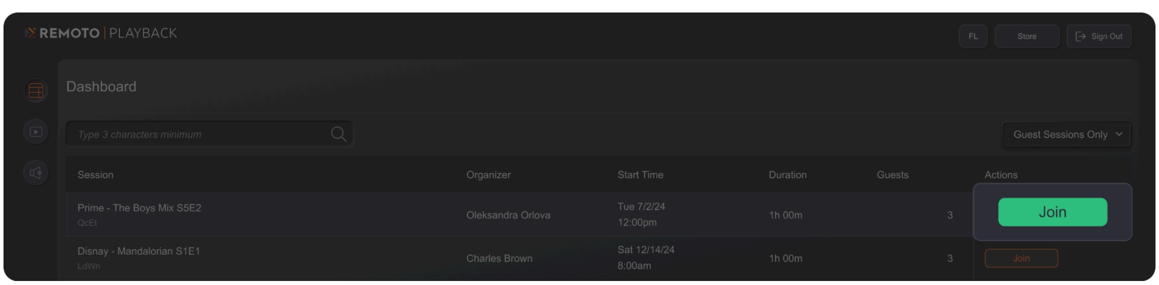
Alternatively, if the user is a Remoto account holder, they are not required to join the session from the email invitation, and can join the session directly from Playback Desktop.

Upon logging into the application, If the session belongs to a Remoto Workspace, the Guest may be prompted to accept a workspace invitation before proceeding to the session dashboard. This step helps ensure secure access to workspace-managed sessions.

Once logged in, and any pending Workspace invitations have been interacted with, the session(s) the user is invited to are displayed in the Dashboard.

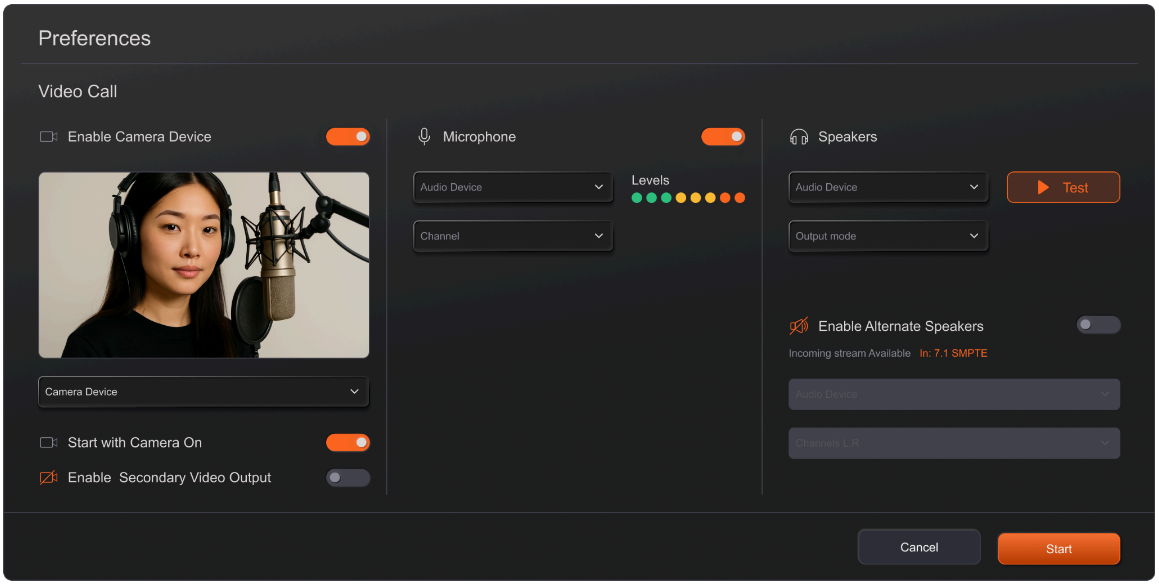


An illuminated “Join Session” button indicates that the Organizer has started the session; click “Join” to enter the session.



Configure [Call and Stream Preferences](#) for the session, and continue the join flow.

Playback Desktop Call and Stream Preferences



Upon clicking **Join**, the Preferences window is displayed. This is where camera and microphone sources, as well as call audio and stream audio listening destinations and video outputs are selected. If desired, the streaming video can be sent to an external source (other screen, etc) by using the **Enable Secondary Video Output** toggle**.** Once enabled, the user can select a video output type, either **SDI** or **NDI**, and then choose the corresponding device and connection options. Depending on the selected output type, this may include selecting a specific hardware device, network receiver, connection, and timecode format.

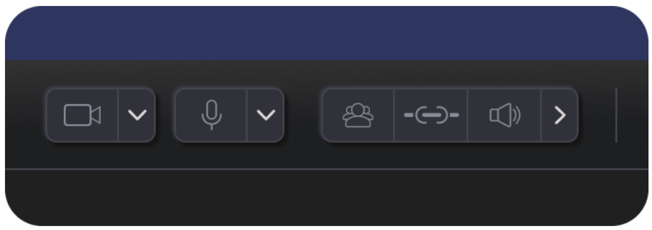
Select a microphone source, a speaker destination for the conferencing audio, and a camera source.

The chosen microphone source can be confirmed by viewing the **Microphone Audio Levels** meter, and a test signal can be played to verify the selected speaker destination.

The camera can be disabled and the microphone muted when entering the session. The microphone and camera can also be muted or turned off from the controls at the bottom of the participant controller in Studio view.

In addition, this section includes an **Enable Secondary Video Output** toggle. When enabled, additional configuration options appear that allow desktop users to route the session's video output to an external display device.

This functionality allows users to route live video to external displays such as projectors, broadcast monitors, or large-format screens, making in-room reviews, group screenings, and presentations easier and more flexible while preserving video clarity and existing session workflows.

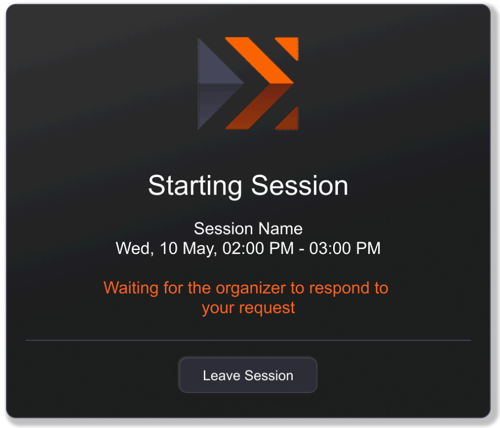


Unless otherwise configured in **Alternate Speakers**, the streamaudio is linked to the call audio output and monitored in stereo. To route the stream and call audio to separate output destinations, **Alternate Speakers** must be enabled and a separate output destination selected for the stream audio.. **Passthrough** and **Audio Groups** are available only when the outputs are unlinked.

If **Passthrough** is an available option for the stream output format and is selected, an **Audio Groups** toggle appears. When Audio Groups is turned on, a drop down is provided to choose specific incoming stereo pairs or formats from the stream. This is useful in workflows where multiple formats or language versions are being delivered. If you are unsure which group to select, check with the session Organizer for guidance.

Once audio and camera settings have been configured, click **Ask to Join** at the bottom right of the window.

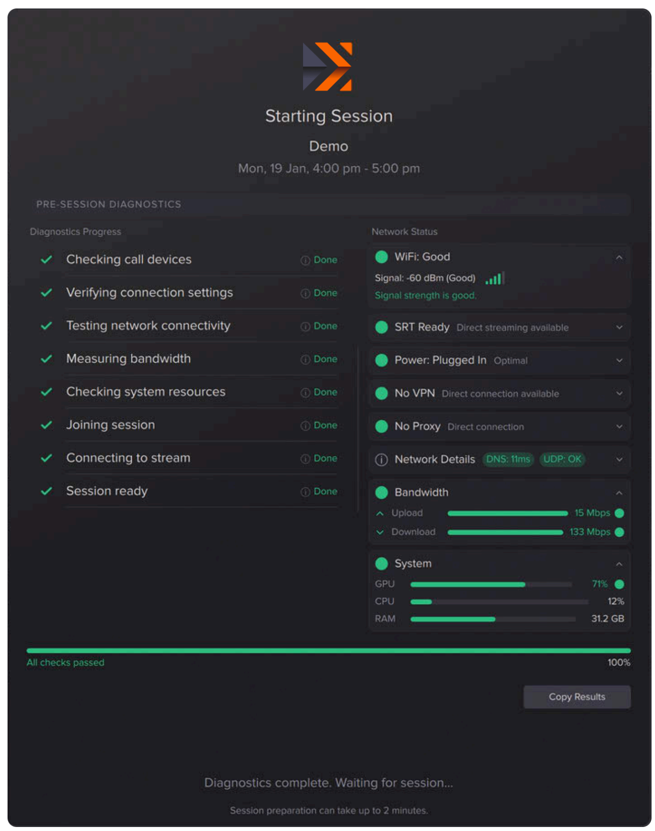
Once the Session is started by the Organizer, "Join Requests" from Guests prompt them to "Admit" or "Decline" the Guests' access to the session. If the session has not been started, the button will display as "Apply" instead of "Ask to Join".
This dialog window is displayed until the Organizer approves the join request:



While waiting for the join request to be approved, Remoto automatically runs a brief network test to verify that the device and network are ready. If potential issues are detected, warnings and recommendations are shown so the user can address them or continue with awareness that quality may be impacted.

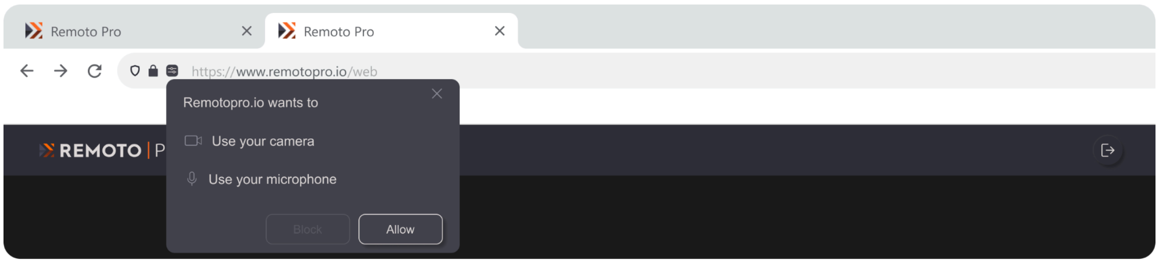
While waiting for the join request to be approved, Remoto automatically runs a brief network test to verify that the device and network are ready. If potential issues are detected, warnings and recommendations are shown so the user can address them or continue with awareness that quality may be impacted.

Once the join request is approved, the Guest is admitted to the session and can view it via the Studio View.



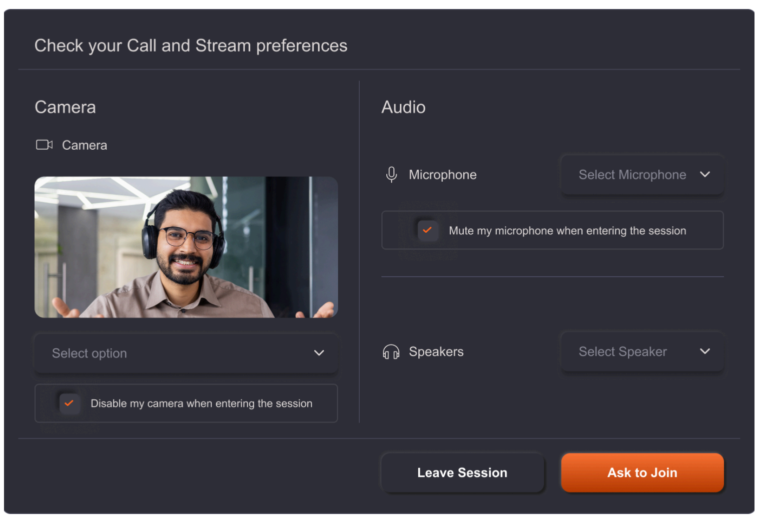
Playback Web Audio And Video Settings

When a user reaches the Call and Stream Preferences page for the call, the browser may prompt them to “Allow” access to their camera and microphone.



Once access to the camera and microphone is granted for the browser, and “Call and Stream Preferences” are configured, click “Ask to Join.”

The Organizer will receive a “Join Request” and admit or decline entry into the session.



Leaving a Streaming Session

Leaving a Playback Desktop Session

Click on the “Leave Session” button in the bottom right of the screen to exit the session. If the guest was not required to log in to access the session, they will be presented with the log in page to do so.

If the user is logged into the app, the session can also be exited by clicking “Leave Session” under the Actions column in Dashboard view.

Leaving a Playback Web Session
Click on “Leave Session” in the bottom right of the screen to exit the session.

If the session is still active, it can be rejoined at any time by clicking on the “Studio” button, the “Join Session” button, or “Return to Session” banner at the top of the dashboard.

To rejoin a web session, click “Join session” in the invitation email and follow the flow.

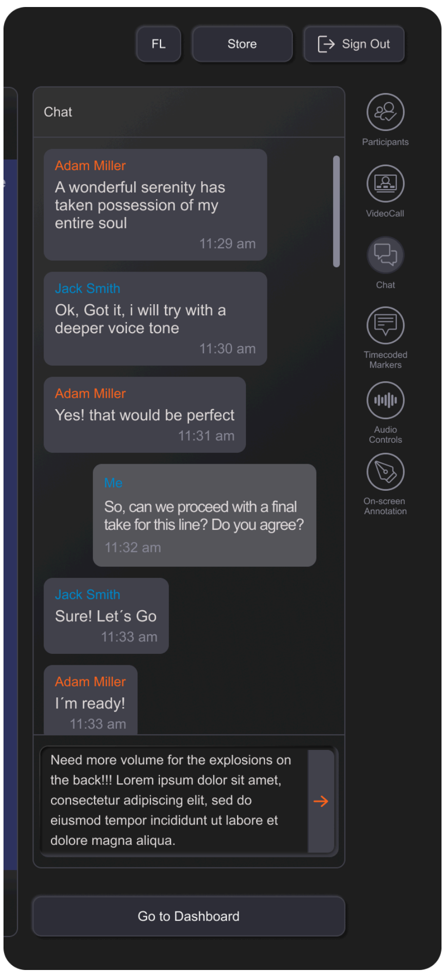
Part 7: Session Collaboration (Guest Users)

Chapter 9: Collaborating During a Live Streaming Session (Guest Users)

Playback Desktop offers several ways to collaborate during a live streaming session. Beyond text chat, and conferencing audio, Playback Desktop also includes video conferencing, as well as the ability to create and export live timecoded markers.

Playback Web has voice and video chat support only. It does not include timecoded markers, or text chat.

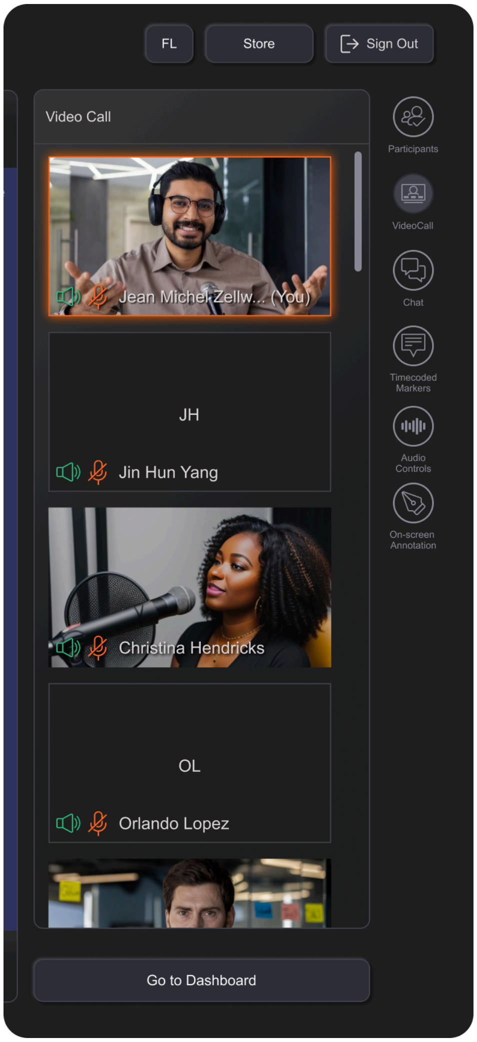
Text Chat



While in a live session, participants can send text messages to all participants via a text window in the Studio view; a history of the chat is maintained for the duration of the session.

The window for the session chat is accessed through the “Chat” button in the right sidebar of Studio view. Clicking on this will open the chat tab.

Note: At this time, there is no “direct message” chat functionality. All chat messages can be seen by all participants.



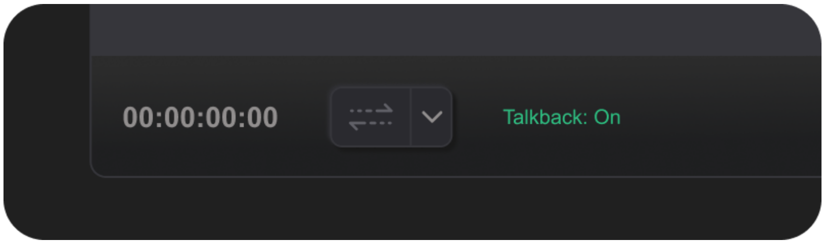
Video Chat

When in a live session, participants can communicate with each other via video conferencing in addition to text chat. The video chat window is accessed by clicking the **Video Call** button in the right sidebar of the Studio, which reveals a list of session participants.

A highlighted outline appears around the video tile of any participant who is actively speaking, making it easier to identify who is talking at a given moment. Use the scrollbar to view additional participants when present.

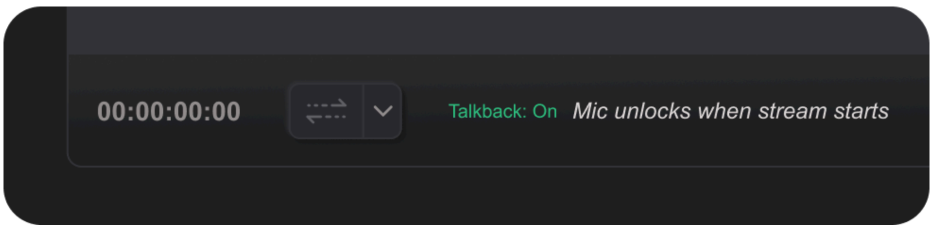
Talkback Mode

During a live session, the Organizer can enable Talkback Mode to control who is allowed to speak. When Talkback Mode is active, a notification appears in the bottom right of the Studio for Guests, next to the Adjust Sync control, to indicate that the mode is on.



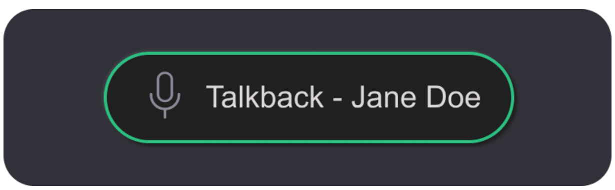
While Talkback Mode is active during a live stream, participants can only speak by holding the microphone button or pressing the spacebar.

If Talkback Mode is enabled before the stream begins, all participants will remain muted and unable to unmute themselves until the stream starts. The interface will reflect this status:



While someone is speaking, the stream audio is automatically ducked by 95% and returns to normal once they stop.

A notification above the viewing window displays the name of the active speaker to all participants.



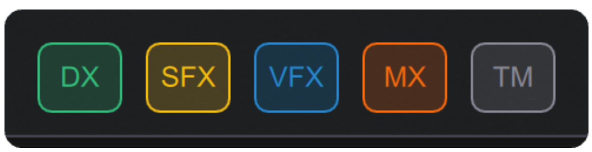
Multiple speakers may be listed at a time.

When the stream is stopped, and Talkback remains enabled, participants stay muted and cannot toggle their own microphones until Talkback is turned off by the Organizer.

Timecoded Markers and Export Options

Playback allows any stream participant (Organizer or Guest) to create a timecoded marker if the session has been set up for Desktop Only streaming. If the session has been set up for Desktop & Web streaming, only the Organizer can create a comment. Timecoded markers are distinct from the participant chat function and can be created in two ways:

Quick Markers
Quick Markers are always available below the content viewing window. These are categorized buttons that, when clicked, instantly create a timecoded marker. These markers can be annotated later in the expanded Timecoded Markers tab by searching for the marker and double clicking on it to add text. Quick Markers provide a fast way to flag moments in real time without interrupting the viewing experience.



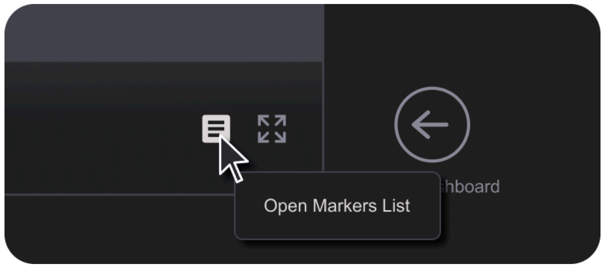
Full Entry Field:
For a more detailed timecoded marker entry experience, open the Timecoded Markers tab by clicking the "Timecoded Markers" button in the sidebar.

This view allows a category to be selected and a note to be added to each marker. When the entry field is activated, the current timecode is shown in the timecode display to the left. Enter a comment, then click the arrow button or press Enter to submit the marker. Click "Cancel" to discard it.

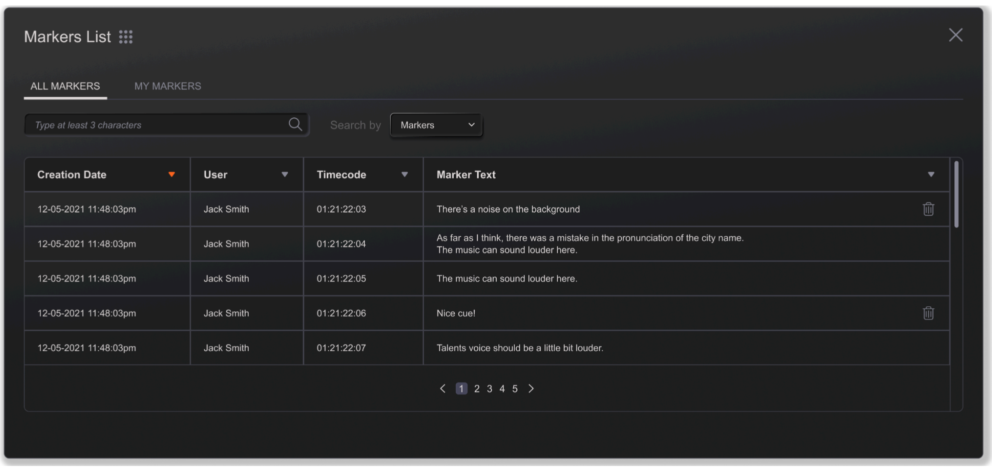
Below the entry field, a scrollable history of all submitted markers is available, along with a search field (indicated by an hourglass icon) for locating specific comments. Comments can be double clicked on to edit the comment text.

Timecoded Markers List Window

To view timecoded markers created during the streaming session, click the notepad icon located next to the Full Screen button in the lower-right corner of the streaming video window. This opens the Markers List:



The Marker list window appears:



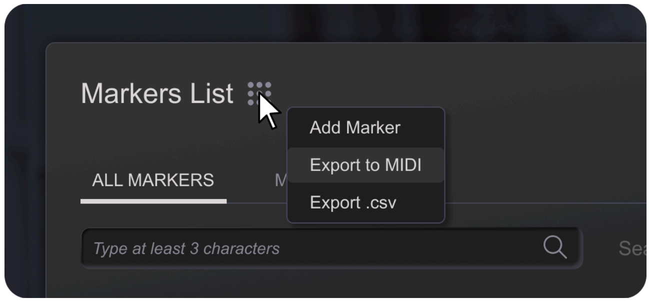
In this window, markers that have been entered are listed along with their creation date, timecode location, and author. Markers can be deleted by pressing the trashcan button at the end of the row.

The view can be toggled between ALL MARKERS and MY MARKERS.

The markers list can be searched using the search bar, or the “Search by” drop down, filtering by marker content, a specific timecode location, or user.

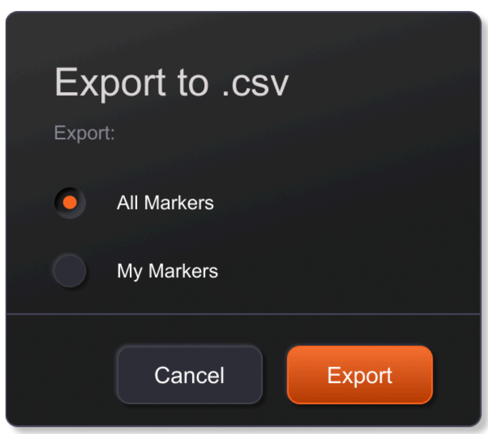
Timecoded Markers can be exported either in MIDI or .csv format to be imported into a DAW. Exporting markers as MIDI allows import into Pro Tools, Logic, Reaper, or Nuendo. Exporting as .csv enables import into other programs that support this format, such as Avid Media Composer, Adobe Premiere, Final Cut® , DaVinci Resolve, etc.)

To export markers, click on the grid next to the Markers title at the top left of the Markers window:



If “Export to MIDI” is selected, the following window appears:

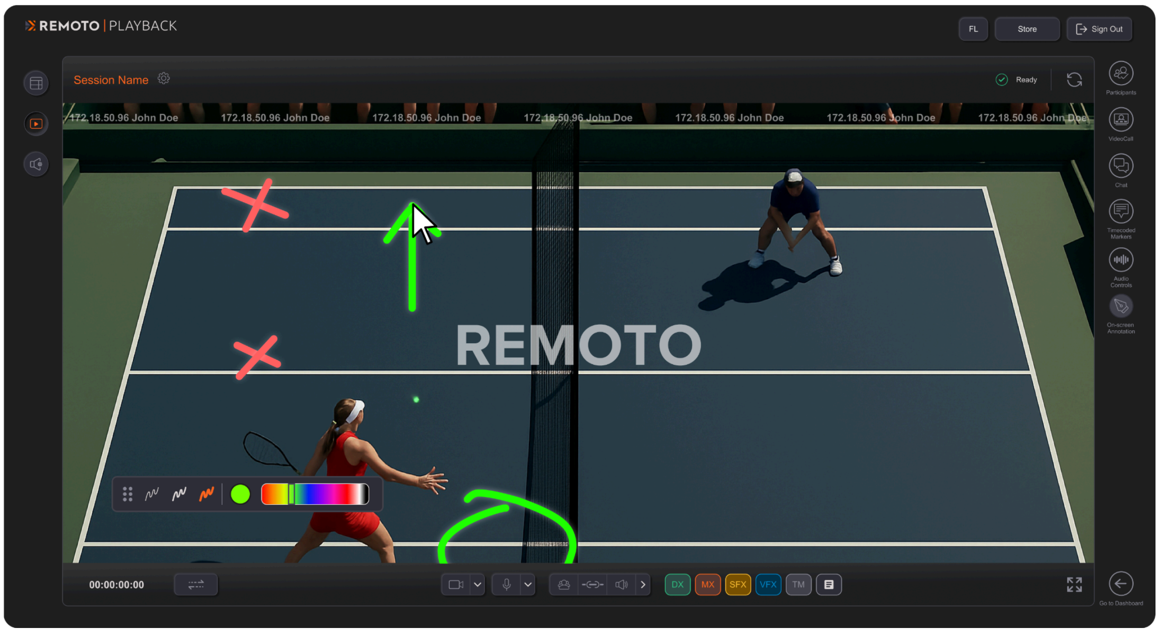
If “Exporting to .csv” is selected, the following window appears:



Choose a name and destination for the file to save it.

On-Screen Annotations

The On-Screen Annotation feature allows users to draw directly over the streamed content during a session to highlight areas of interest, provide visual feedback, or guide discussion in real time.



The annotation tool is accessed by clicking the On-Screen Annotation button located below the Audio Controls in the Studio view. When enabled, a small, movable palette appears, allowing the user to select a line color and adjust line thickness. The palette can be repositioned anywhere on the screen to avoid obstructing the content being viewed.

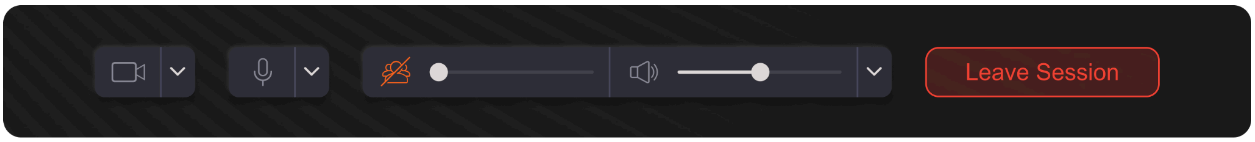
Annotations are temporary by design. Anything drawn on screen remains visible for a short period before automatically fading away, helping keep the viewing experience clear and uncluttered without requiring manual cleanup.

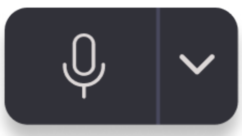
On-Screen Annotations are available in both windowed and full-screen viewing modes and can be used by all session participants, including Organizers and Guests. This functionality is supported in both the Playback Desktop application and the web application.

Collaborating with Playback Web

Participant Audio and Video Chat

Individual controls are available at the bottom of the Web Session window:



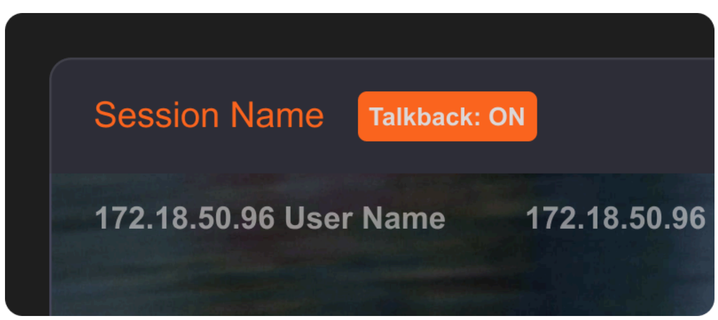


Clicking on the microphone mutes or unmutes the microphone feed*. Click on the dropdown arrow to reveal different microphone sources that can be selected, if applicable.

** Clicking spacebar with the browser in the foreground also mutes/unmutes your microphone as well.*

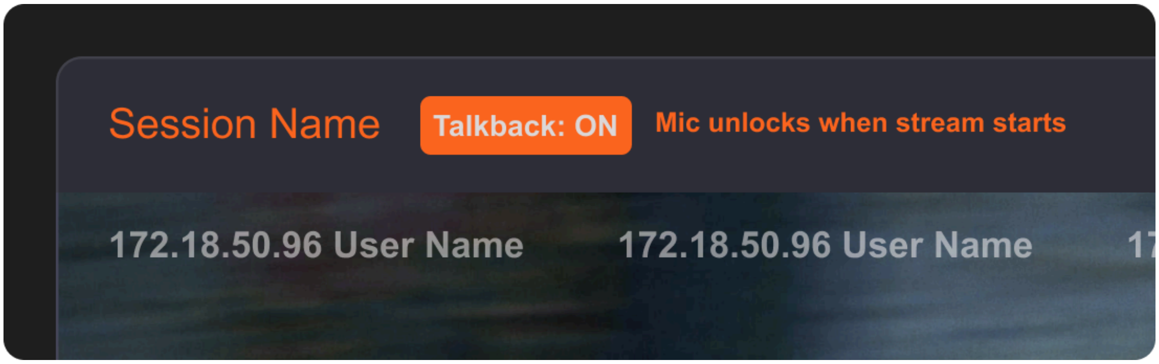
Talkback Mode

During a live session, the Organizer can enable Talkback Mode to control who is allowed to speak. When Talkback Mode is active, in Playback Web, a notification appears in the top left of the Studio for Guests, next to the Session Name, to indicate that the mode is on.



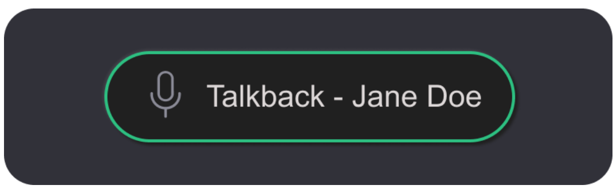
While Talkback Mode is active during a live stream, participants can only speak by holding the microphone button or pressing the spacebar.

If Talkback Mode is enabled before the stream begins, all participants will remain muted and unable to unmute themselves until the stream starts. The interface will reflect this status:



While someone is speaking, the stream audio is automatically ducked by 95% and returns to normal once they stop.

A notification above the viewing window displays the name of the active speaker to all participants.

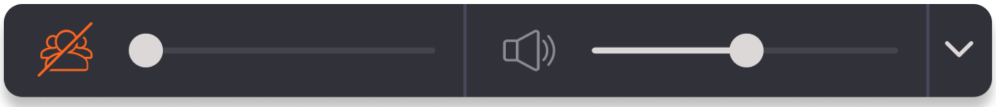


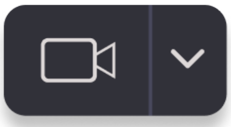
Multiple speakers may be listed at a time.

When the stream is stopped, and Talkback remains enabled, participants stay muted and cannot toggle their own microphones until Talkback is turned off by the Organizer.

Conference Call and Stream Audio

The audio for the conference call and for the steam can be controlled separately. Clicking on the speaker icon mutes/unmutes the stream audio, and the volume is controlled by moving the slider. Click on the dropdown arrow to specify different speaker destinations if any are available. Click on the group icon to mute/unmute the conference call audio; the volume of the call is controlled by moving the slider.





Click on the camera icon to enable/disable the video conference camera. Click on the dropdown arrow to reveal different microphone sources that can be selected, if applicable.

To view a gallery of video participants, click on the gallery icon.

Appendix A: Playback Network Requirements Guide

This guide outlines the network and connectivity requirements necessary for optimal Playback performance. Proper network configuration ensures smooth live streaming, real-time collaboration, and reliable video conferencing.

Internet Access

For an uninterrupted, high-quality streaming experience, the **Organizer** should have an upload speed of **40 Mbps or higher** and a **wired (Ethernet)** internet connection. Streaming over Wi-Fi may cause inconsistent performance due to signal congestion and network variability.

Internet speed and stability directly affect stream quality. Temporary interruptions can pause or stop the stream and may require restarting. To evaluate your connection, use the Remoto Pro Network Test which provides an easy, browser-based way to assess connectivity and identify potential issues before a session begins.

The Remoto Pro Network Test is available on:

- The **Playback Web client** login page
- The **Session Settings** section within the **Playback Desktop app**

In corporate environments, firewall or proxy restrictions can block traffic required by Playback. The following sections outline the ports and domains that should be allowed for seamless operation.

Network Streaming Protocols Used by Playback

Playback uses different streaming protocols depending on the streaming type chosen in session configuration:

- **Desktop Only:** SRT (Secure Reliable Transport)
- **Desktop and Web:** SRT for Desktop streaming and WHEP (WebRTC-HTTP Egress Protocol) for Web streaming

---

Minimum and Recommended Network Requirements

To use Playback effectively, the network must meet the following minimum requirements:

- **Bandwidth:** Refer to the Bandwidth Table for detailed recommendations based on your use case.
- **Connection Type:** A wired Ethernet connection is strongly recommended. ADSL, VDSL, or fiber provide the best stability and latency performance. Satellite connections should be avoided.
- **Firewall Access:** The ports and domains listed below must be open and accessible.

Firewall Whitelist Configuration

To ensure uninterrupted access to the Remoto Services Platform, configure your firewall to allow the following traffic:

WebRTC (Used for Desktop & Web streaming type)

Type	Port	Protocol	Domain
WebRTC Signaling	8189	UDP	*.stream.remotopro.io
STUN Server	3478	UDP	global.stun.twilio.com
TURN Server	3478	UDP	global.turn.twilio.com
Turn Server	3478, 443	TCP	global.turn.twilio.com

WHEP API	443	TCP	api.remotopro.io

SRT (Used for Desktop Only streaming type)

Environment	Port Range	Protocol	Domain
RSS (Desktop and Web Sessions)	8585	UDP	*.stream.remotopro.io
AWS (Desktop Only)	3000-3050	UDP	*.stream.remotopro.io

Corporate Networks

When using Playback Desktop from a corporate network or behind multiple routers and firewalls:

1. Configure the firewall and router according to the whitelist above.
2. Run the Remoto Pro Network Test to confirm there are no connectivity or latency issues.
3. Avoid using Playback over a VPN, as it can interfere with public IP detection and communication with backend services.

Bandwidth and Performance

Playback's video and audio streaming quality depend on available bandwidth. Maintaining the recommended minimum and optimal bandwidth ensures stable, high-quality live streaming and conferencing.

For additional assistance, please contact the **Remoto Customer Service Team**.

Appendix B: Playback Alternate Speakers

Playback includes a flexible system for routing and monitoring audio from multiple sources within the Playback Desktop application. This system allows users to send video conference audio and high quality stream audio to different output devices when needed, providing greater control and flexibility. The approach is inspired by traditional analog console workflows and brings that routing capability into a modern streaming environment.

Audio Sources

1. **Streaming**
   Used for receiving high quality streamed audio and video content.
2. **Video Conference**
   Used for receiving audio from participants in the video call.

Audio Output Drivers

Speakers (Primary Audio Driver)
Can be used for both video conference audio and stream audio. Examples include headphones, stereo speakers, or surround sound devices.

Alternate Speakers (Secondary Audio Driver)
When enabled, this option allows stream audio to be routed to a separate output device from the conference call audio. This is often used for setups such as monitoring call audio on headphones while listening to the stream through nearfield speakers.

The available channel width and layout depend on the capabilities of the selected audio driver rather than whether it is primary or secondary.

Output Modes

Output mode determines how the incoming audio is delivered to the selected output device.

- **Stereo**
  Used when monitoring multichannel formats as a stereo downmix.
  Example: The user receives a 7.1 source but monitors in stereo.
- **Passthrough**
  Available only if **Desktop Only** is the selected viewer type in the session's Streaming Settings. In this mode, discrete audio channels are passed directly to the output device without downmixing. Channels are mapped directly, such as 1 to 1, 2 to 2, 3 to 3, and so on. Passthrough is available to participants only when call and stream audio outputs are unlinked. When outputs are linked, the system enforces stereo monitoring.

Downmixing is performed according to the specifications of the incoming audio format. For more information, see RFC 7845.

Audio Groups

Audio Groups allows participants to choose specific incoming stereo pairs or formats from the stream. When **Passthrough** is an available option and is selected in Alternate Speakers, an **Audio Groups** toggle appears.

Audio Groups becomes available only when **Desktop Only** is selected as the Viewer Type, **Alternate Speaker**s is enabled, and **Passthrough** is selected while outputs are unlinked.

Enabling **Audio Groups** reveals a drop down menu that allows the user to select specific incoming stereo pairs or formats from the stream. This is useful in workflows where multiple formats or language versions are being delivered, such as localization review, and the listener must choose the group they need to monitor.

Audio Groups is only available when:

- The session's Viewer Type is **Desktop Only**
- Passthrough is selected as the stream output format

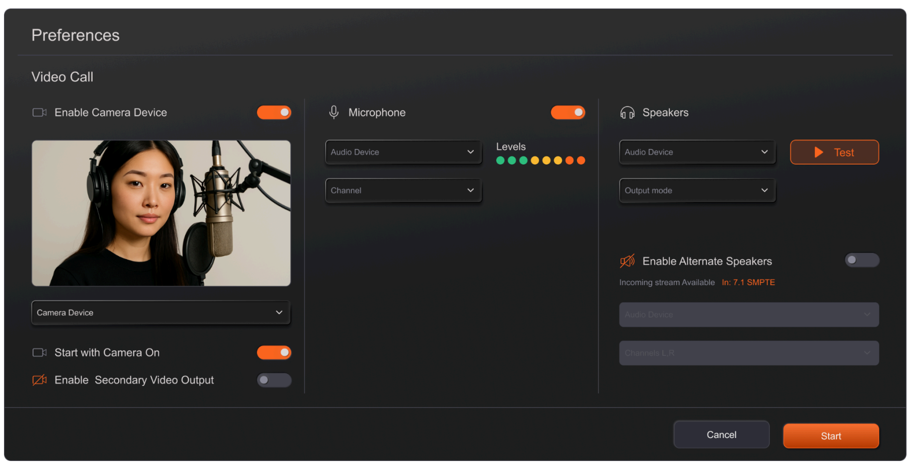
If the user is unsure which group to choose, they should check with the session Organizer.

User Interface

Playback includes selectors that allow users to choose audio output devices and formats. These controls are located in the **Call and Stream Preferences** window and in the **Audio Controls** panel within Studio View.

These selectors mirror the function of traditional console routing controls, making them intuitive for users familiar with professional audio workflows.

Below is a screenshot of the Call and Stream Preferences settings in Playback:



Monitoring Different Audio Sources

When a user starts or joins a session, both the Streaming CDN and the Video Conference CDN become active automatically. No additional steps are needed to receive both audio streams. The conference call and the stream are routed according to the output devices selected in Call and Stream Preferences.

Once in an active streaming session, users can control the volume and mute/unmute each audio stream independently through the user interface in Studio View.
Example: Listen to the video call on Air Pods while listening to the streaming audio on a 5.1 surround sound setup.

Passthrough Mode Channel Mapping Table

In passthrough mode, each input channel is mapped directly to the corresponding output channel, allowing for precise monitoring of discrete audio formats.

Best Practices

In order to make the most of Alternate Speakers functionality, we recommend the following practices.

- **Device Compatibility:** Ensure that the selected audio output devices are compatible with the workstation and are correctly configured in the operating system's audio settings.
- **Audio Calibration:** Calibrate audio output devices to ensure accurate sound reproduction, especially for complex high-fidelity setups such as 5.1 surround sound.

Use Cases

The following use cases are examples of how the Alternate Speakers function can be leveraged to optimize monitoring during Playback sessions.

Remote Mixing Sessions

Scenario:
A film's audio post production team works remotely across different locations. The director and re-recording mixer need to conduct a mixing session to finalize the audio for a scene. The mixer is streaming 5.1 audio from the studio to the director's 5.1 enabled screening room.

How It Works:

- The stream audio is routed to the director's high-fidelity 5.1 surround sound setup using Blackhole Audio.
- The video conference audio is routed to the engineer's AirPods or a similar headset.
- The director and mixer can listen to the stream while communicating over the call without interference or feedback.

Foley and ADR Sessions

Scenario:
Actors are performing Automated Dialogue Replacement (ADR), or Foley artists are recording sound effects. The session is supervised remotely by a sound designer and picture editor. The recording engineer streams stereo via Playback, and the editor monitors it at the editorial workstation.

How It Works:

- The stream audio captures the live ADR or Foley recording and is played through a high fidelity speaker system for accurate review.
- The conference call audio is routed to a separate device such as a headset to ensure clear communication.
- The sound designer and editor can provide immediate feedback and direction to achieve performance and sync accuracy.

Localization Review Sessions

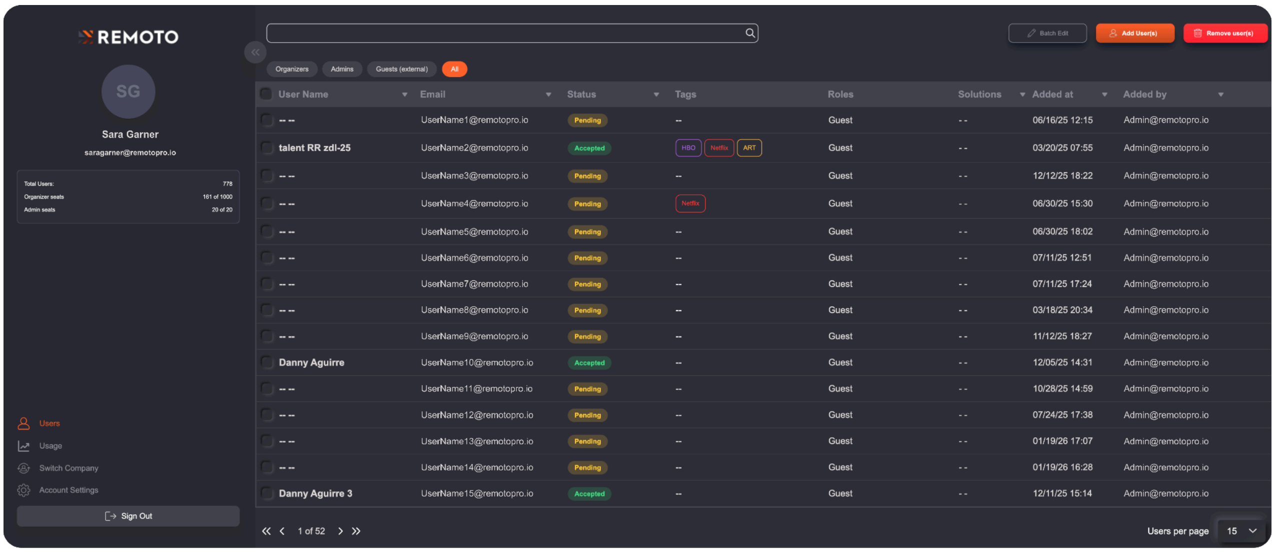
Scenario:
A localization team is reviewing multiple language versions of a scene. The mix engineer streams several stereo pairs or formats within the same multichannel stream, each containing a different language. Reviewers in different locations need to listen to a specific language track while participating in a discussion with the team.

How It Works:

- The stream audio is routed to speakers or headphones capable of monitoring multichannel content.
- The conference call audio is routed to a separate device so reviewers can speak freely without affecting the stream monitoring path.
- If Passthrough is selected in Alternate Speakers, the Audio Groups toggle becomes available, allowing reviewers to choose a specific incoming language pair or format from the stream.
- Each reviewer can select the language track they are responsible for, while remaining in sync with the rest of the team.
- The Organizer can direct participants to select the correct group for the review, ensuring that all reviewers are listening to the intended language version.

Appendix C: Remoto Workspace Admin Portal

The **Remoto Workspace Admin Portal** provides enterprise administrators with a centralized, secure way to manage users, roles, seats, and usage without impacting live production workflows. By separating administrative governance from creative execution, organizations gain greater visibility, control, and scalability as their use of Remoto grows.



The portal provides company administrators with a dedicated place to:

- **Manage user access** by inviting users, assigning roles, and removing users
- **Manage seats** by tracking seat utilization and ensuring Organizer seats are allocated intentionally
- **Oversee usage** by reviewing scheduled versus actual session usage, estimated versus final costs, and session technical details
- **Manage company metadata** such as company name, domain, and contact email
- **Support operational governance** by understanding how resources are consumed across teams and over time

Access to the Workspace Admin Portal is handled through secure links and role-based membership, supporting enterprise security requirements. This clear separation between administrative control and production workflows allows companies to manage access and spending without interfering with live session operations.

Explanation of Company Roles

Company roles define the different types of **seats** available in a Remoto workspace and determine what level of access a user has to company resources, administration, and session workflows.

The following roles are supported for Remoto Playback workspaces:

- Owner
- Admin
- Organizer
- Guest

A single user may occupy more than one role. Meaning, a user may be assigned both **Admin** and **Organizer** roles.

Owner

Each workspace has a single Owner. This role is managed by Remoto and is not intended for day-to-day use by customer teams.

Role characteristics

- The Owner is a Remoto-managed email address created specifically for the workspace
- This email address is monitored and used by Remoto only

Access and permissions

- Full access to the Workspace Admin Portal
- Can add, assign, and revoke Admin and Organizer seats
- Cannot schedule, manage, or host sessions

When the Owner is used

- The Owner role is typically used only during initial workspace setup
- After at least one Company Admin is invited and active, the Owner is not used unless troubleshooting is required with Remoto Customer Support

Admin

Admins manage workspace access, seats, and usage oversight.

Seat availability

- The number of available Admin seats is determined by the company's subscription

Access and permissions

- Full access to the Workspace Admin Portal
- Invite and remove users from the workspace
- Assign and revoke Admin and Organizer roles
- View workspace usage and billing-related insights
- Update company profile metadata

Seat behavior

- Admins do **not** consume Organizer seats
- If a user is assigned both Admin and Organizer roles, they will consume an Organizer seat in addition to their Admin seat.

Typical use cases

- IT or Operations administrators
- Production managers responsible for access control and spending oversight

Organizer

Organizers are responsible for scheduling and running sessions on behalf of the company.

Seat availability

- The number of available Organizer seats is determined by the company's subscription

Access and permissions

- Can schedule, manage, and host sessions using the Remoto Playback Desktop Application
- Can use company resources for production workflows
- Do **not** have access to the Workspace Admin Portal unless also assigned an Admin role

Seat behavior

- Organizers **consume a paid company seat**

Typical use cases

- Engineers, mixers, and editors
- Producers who schedule or host sessions

Guest

Guests are external or internal participants invited to join sessions created on behalf of a company workspace.

How Guests are added

- Guests are **not added by an Admin through the Workspace Admin Portal**
- Guests are automatically invited when they are included in a session scheduled on behalf of the workspace

Access and permissions

- Can view and join sessions they are invited to
- Must authenticate and comply with company security requirements (including MFA where configured)

Seat behavior

- Guests do **not** consume company seats or paid resources

Important behavior

- Guests must accept workspace membership as part of the session join process
- Workspace membership is required to enforce company-level security controls
- Guest users appear in the Workspace Admin Portal with role = Guest
- Guest lifecycle management (including time-bounding) may vary based on company policy

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Accessing the Workspace Admin Portal

Onboarding Company Admin Users

When a company purchases an Enterprise subscription for a Remoto product, the company provides at least one email address for a user who should have administrative access to the Workspace Admin Portal. That user is invited to the workspace by the Remoto-managed **Owner** and assigned the **Admin** role.

The steps below describe how a Company Admin accesses the Workspace Admin Portal for the first time.

Step 1: Workspace Invitation Email

When a user is added to a workspace with an **Admin** role, they receive an email invitation to join the workspace. The email contains a secure link to accept the invitation.

Step 2: Remoto Account Activation (if required)

Selecting **Accept Invitation** in the email initiates the acceptance flow.

- If the user already has a Remoto account, they are prompted to sign in.
- If the user does not yet have a Remoto account, they are guided through the account activation process.
  (See **Remoto Account Activation** for additional details.)

Step 3: Workspace Admin Portal Sign-In

After completing account activation or sign-in, the user is automatically logged into the Workspace Admin Portal. If the user has Admin access to multiple workspaces, a list of available workspaces is displayed.

Step 4: Workspace Selection

Once a workspace is selected, the user is presented with the Workspace Admin Portal dashboard for that workspace.

> ***Note:*** *The Workspace Admin Portal sign-in page is always available at https://admin.remotopro.io/*

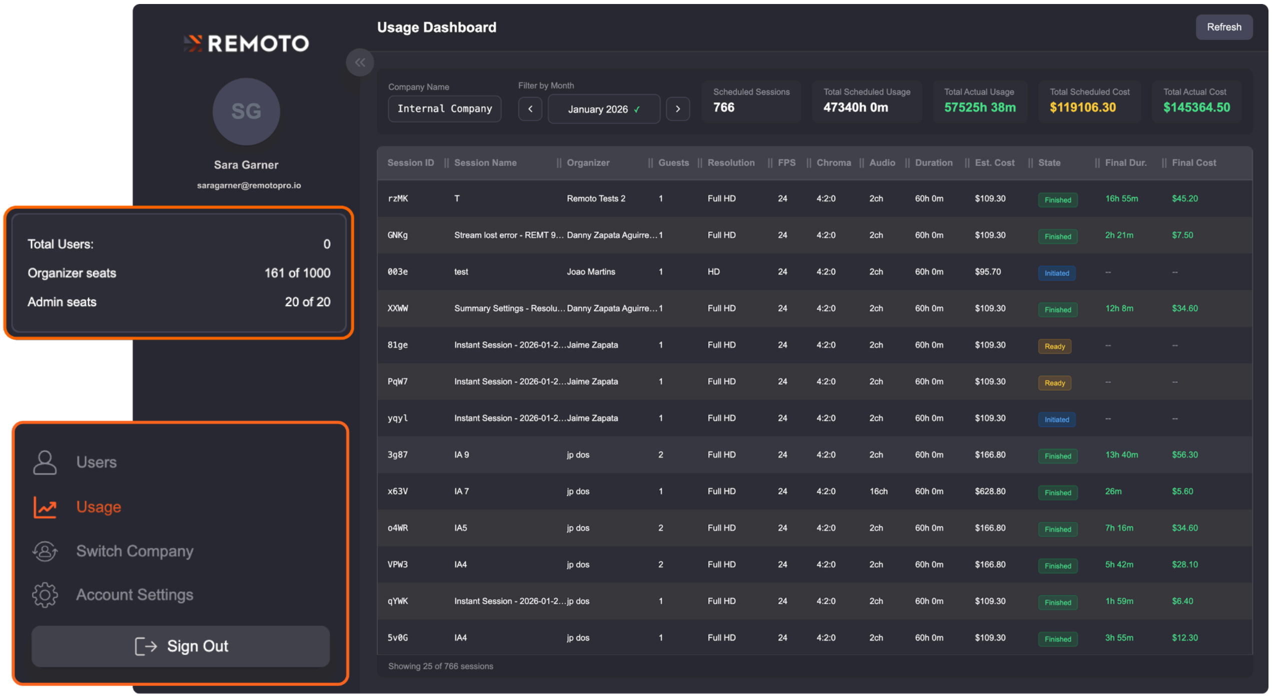
Remoto Workspace Admin Portal Interface

When an Admin signs into the Workspace Admin Portal, they are presented with the **User Management Dashboard**, which provides visibility into workspace users, roles, and seat usage.

Seat Summary

An always-visible seat summary appears on the left side of the screen and includes:

- **Total users** in the workspace (including Guests)
- **Organizer seat usage** (x of x used)
- **Admin seat usage** (x of x used)



Navigation

At the bottom left of the screen, the following navigation options are always visible:

- **Users** – Manage users, roles, tags, and removals
- **Usage** – Review usage metrics and session-level details
- **Switch Company** – Move between workspaces if the Admin manages more than one
- **Account Settings** – View or update company metadata
- **Sign Out**

The currently selected view is highlighted in orange.

Users View

Filters and Search

At the top of the Users view, Admins can:

- Filter users by role (**Admins**, **Organizers**, **Guests**)
- Search for users by name or email address

Actions

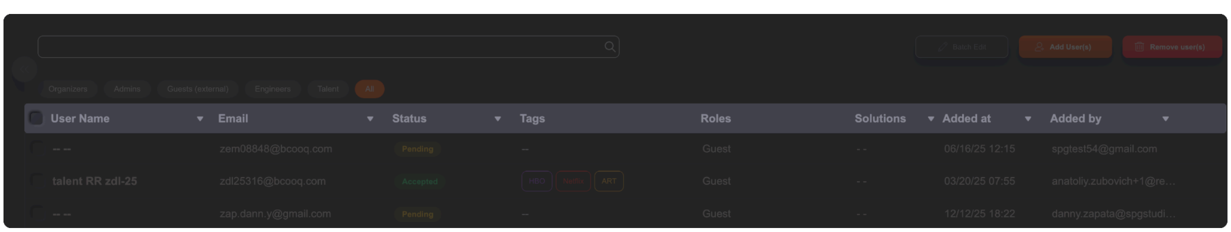
The following actions are available at the top of the page:

- **Add User(s)**
- **Remove Users**
- **Batch Edit** (where supported)

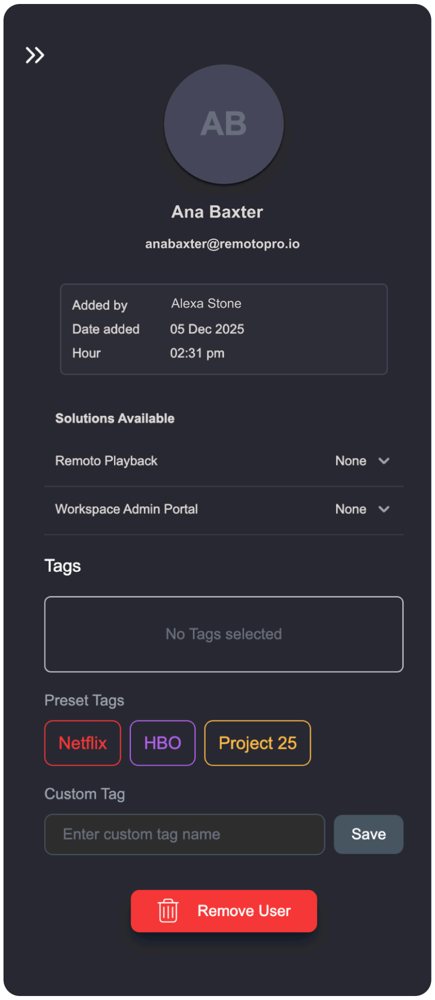
Users Table

The main table displays the workspace user directory with the following columns:

- **User Name**
- **Email**
- **Status**
    - **Pending** – Invited but not yet accepted
    - **Accepted** – User has joined the workspace
    - **Declined** – Organizer has declined the invitation
- **Tags** – Internal labels used for organization and reporting
- **Roles** – Admin, Organizer, Guest (or combinations where applicable)
- **Added At**
- **Added By**



User Details Panel



Selecting a user opens a right-hand sidebar that displays additional details and management options.

From this panel, an Admin can:

- View user information (name, email, added by, date and time added)
- Assign or revoke roles by solution:
  - **Remoto Playback**: None / Organizer
  - **Workspace Admin Portal**: None / Admin
- View and manage tags, including:
  - Department tags
  - Entitlement tags
  - Location tags
  - Project or vendor tags
- Remove the user from the workspace

User Management

Inviting New Workspace Members

Admins can invite new **Admin** and **Organizer** users using the **Add User(s)** button at the top of the Users page.

1. Select **Add User(s)**
2. Choose an input method:
    - **Single entry** – Enter one email address
    - **Copy/paste** – Paste a list of emails (one per line)
    - **Drag and drop** – Drag a text list (where supported)
    - **CSV upload** – Import users from a spreadsheet
3. Assign a role to the invited users:
    - Admin
    - Organizer
4. Confirm to send workspace invitations

After a User Is Invited

- The user appears in the Users table with **Status = Pending**
- The user receives an email invitation with a secure acceptance link
- Once the invitation is accepted, the user's **Status** updates to **Accepted**

Account State During Acceptance

If the user already has a Remoto account

- The user can accept the invitation via the secure email link
- If not signed into a browser session, the user may be prompted to sign in first

If the user does not have a Remoto account

- The user is guided through account creation during the invitation flow
- After account activation, the user can accept the workspace invitation

---

A Note About CSV Import

CSV import is the fastest way to add many users at once.

If you control the import format, the following structure is recommended:

- **email** (required)
- **role** (required, values: admin | organizer)
- **first_name** (optional)
- **last_name** (optional)
- **tags** (optional, comma-separated)

CSV tips:

- Use one user per row
- Ensure emails are valid and unique
- Avoid trailing spaces
- If a user already exists, import behavior may vary (for example: error, skip, or update). Confirm expected behavior in your internal rollout process.

Removing Users

Removing a user disassociates them from the Company Workspace and immediately revokes their access.

Remove Users in Bulk

1. Navigate to **Users**
2. Select one or more users in the table
3. Click **Remove Users**
4. Confirm the removal

Remove a Single User from the Details Sidebar

1. Select a user row to open the right-hand sidebar
2. Click **Remove user** (disassociate from company)
3. Confirm the removal

What Happens When a User Is Removed

- The user is removed from the Workspace
  If the user was assigned the **Organizer** role, the paid seat is immediately freed

- The user can no longer:
  - Schedule or host sessions (Organizer)
  - Administer the workspace (Admin)

Remove vs Revoke Invitation

- **Remove**: Use this when a user has already accepted the workspace invitation and should no longer have access

- **Revoke invitation** (where supported): Use this when a user's invitation is still pending and should not be allowed to accept in the future

---

Accepting a Workspace Invitation (Organizer or Admin)

Admins and Organizers can accept their Workspace invitations via email in a browser. If the user has a Remoto Desktop application, the same invitation can also be accepted through the application after sign-in.

Accept via email (web)

1. User opens the invitation email
2. User clicks **Accept Invitation**
3. A new browser tab opens to the Remoto website
4. If the user doesn't yet have a Remoto account, they'll be prompted to activate their account.
5. Once activated, they'll automatically be signed in to proceed
6. If not signed in, the user is redirected to the standard sign-in screen
7. The user sees the **Accept Company Workspace Invitation** screen

8. User clicks **Accept Invitation**
9. The system adds the user to the workspace
10. The user sees a confirmation screen stating they accepted the invitation
11. Depending on the role assigned, The user can then:
    - **Download** a Remoto application (if assigned an Organizer role), or
    - **Open Application** (if assigned an organizer role) if already installed
    - Be redirected to the Remoto Workspace Admin Portal (if assigned an Admin role).

Accept from the Desktop app (after sign-in)

When a user signs into the Desktop application, Remoto checks for any pending workspace invitations and blocks dashboard access until they are resolved.

If invitations exist, the Desktop app shows presents a window that will block access to the Session Dashboard until resolved:

- **Workspace membership required**

The modal explains:

- The user has been invited to one or more company workspaces
- They must accept or decline invitations to continue

Each invitation appears as a tile that includes:

- Company name
- Inviting user (name/email)
- Invitation status
    - Pending
    - Declined (Guest tiles may show Declined and still be treated as pending for re-prompting)
- Role label (Guest or Organizer)
- Actions: **Accept** / **Decline**

Once all tiles have been interacted with, the user can proceed to the session dashboard.

Guest Workspace Invitations (Session-Based)

Guest users are not added through the Workspace Admin Portal. Instead, they are prompted to join the workspace as **Guests** when attempting to join a session that was created on behalf of a company workspace.

When a session is created under a company workspace, all invited participants must belong to that workspace in order to:

- Enforce company security controls
- Ensure session access is limited to explicitly authorized users
- Maintain consistent governance at the workspace level

What a Guest Is

In this context, a **Guest** is a user who is invited to participate in one or more sessions, not to manage company resources.

Guest users:

- Do **not** consume company seats
- Cannot schedule or host sessions
- Gain session access based on invitation and workspace membership

---

Guest Acceptance Flow (Web Join)

1. The Guest receives a session invitation email indicating the session is hosted on behalf of a company workspace
2. The Guest selects **Join Session**
3. The Guest authenticates (using an existing account or by activating a new account)

4. The system checks whether workspace membership is required for the session’s company workspace
5. If required, the Guest is shown a workspace prompt: “You were invited to join this session by <Company>. By continuing, you will join <Company>’s workspace.”.
6. The Guest selects **Continue**
7. The Guest is added to the workspace with role = **Guest**
8. The session join flow continues automatically

Guest Acceptance Flow (Desktop Application)

Guests may also be prompted to accept workspace membership when signing into the Remoto Desktop application.

- After signing in, the application checks for any pending workspace invitations
- If a Guest invitation exists, a blocking prompt is displayed requiring the user to review and accept the workspace membership
- Once the Guest accepts, the workspace membership is applied and session access becomes available in the Desktop application

This ensures consistent security enforcement regardless of whether the Guest enters through a web-based session join link or the Desktop application.

If a Guest Declines Workspace Membership

- Declining workspace membership blocks access to the session
- The Guest may see follow-up screens explaining that workspace membership is required to proceed
- If the Guest declines in error or changes their mind, they can re-enter the join flow by selecting **Join Session** again from the invitation email and accept the workspace membership at that time

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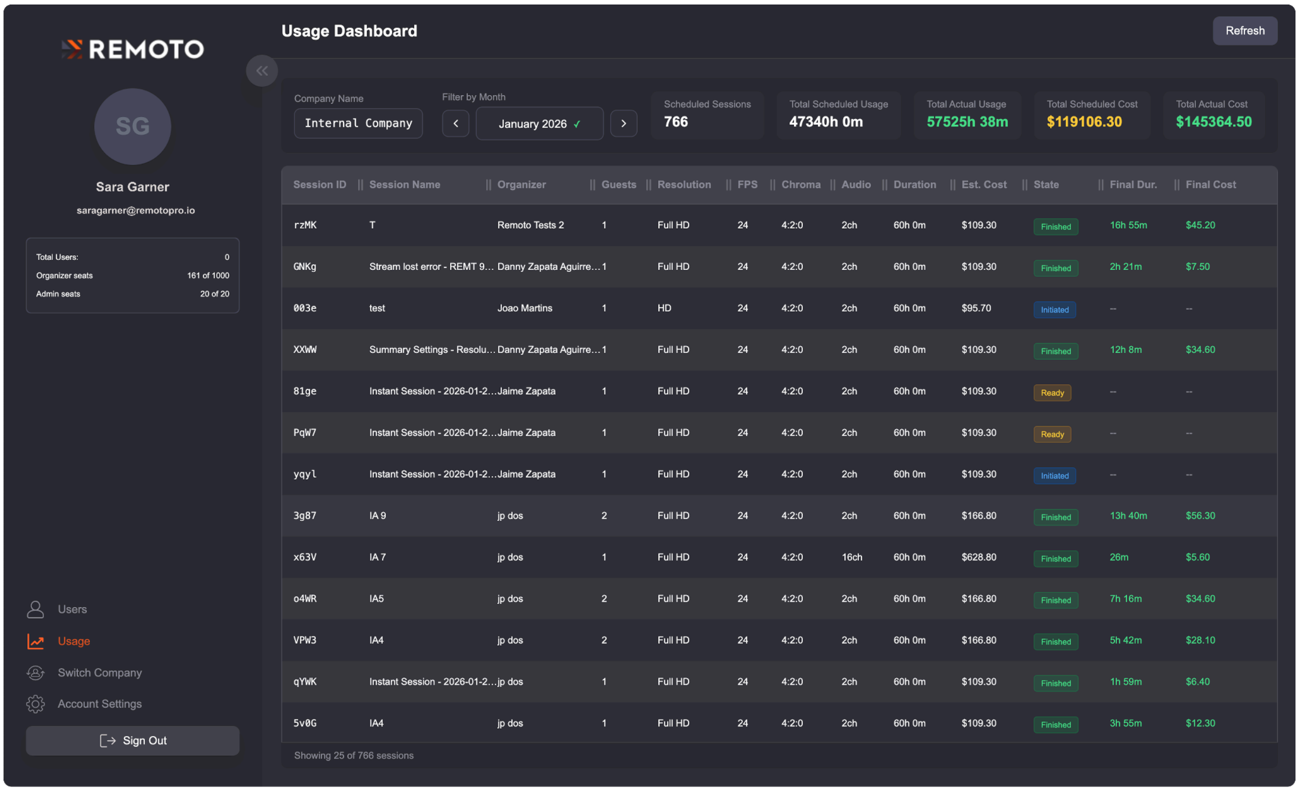
Usage & Billing Dashboard

Selecting **Usage** opens the Usage & Billing Dashboard. This view is designed for administrators who need visibility into how company resources are consumed across sessions and supports cost awareness, internal reporting, and capacity planning.



From this dashboard, administrators can review:

- The number of sessions scheduled versus sessions actually used within a selected month
- Total scheduled time compared to actual time consumed
- Estimated costs versus final costs
- Which Organizers are generating usage
- How session technical settings correlate with usage, including resolution, frame rate (FPS), chroma, and audio configuration

Top Summary Metrics

At the top of the Usage & Billing Dashboard, month-scoped summary metrics are displayed to provide a high-level overview of workspace activity.

These metrics include:

- **Company Name**
- **Month selector**
  - Use the arrow controls to move between months
  - When viewing a month other than the current month, a **Today** button appears to return to the current month
- **Total Scheduled Sessions**
- **Total Scheduled Usage** (hours and minutes)
- **Total Actual Usage**
- **Total Scheduled Cost**
- **Total Actual Cost**

Session-Level Table

Below the summary metrics, the session-level table displays one row per session with detailed usage information.

Table columns include:

- **Session ID**
- **Session Name**
- **Organizer**
- **Guests** (count)
- **Resolution**
- **Frame Rate (FPS)**
- **Chroma**
- **Audio configuration** (for example, 2-channel or 16-channel)
- **Estimated Duration**
- **Estimated Cost**
- **State** (Draft, Ready)
- **Final Duration**

- **Final Cost**

Dashboard Controls

The following controls are available within the Usage & Billing Dashboard:

- **Refresh** – Manually refresh session data
- **Users per page** – Select the number of rows displayed per page (15–100)
- **Pagination controls** – Navigate between pages of results

---

Account Settings

Selecting **Account Settings** displays high-level workspace metadata. This view is useful for:

- Validating that the correct company profile is applied
- Confirming the company domain used during onboarding
- Updating the operational contact email

Editable Fields

The following fields can be updated by an Admin:

- **Company Name**
- **Company Domain**
- **Contact Email**

Read-Only Fields

All other fields in Account Settings are read-only and cannot be modified.

Security, Compliance, and Performance Notes

Security:

- Authentication is required for portal access
- Role enforcement is applied server-side (Admin permissions are required to manage users and view usage)
- Workspace membership is used to enforce enterprise security controls (including MFA where configured)

Glossary

Blackmagic SDI: Refers to an available Video Input Type located in Session settings > Video Settings. This can be chosen with systems connected to a Blackmagic UltraStudio thunderbolt device.

Dashboard View: This is the default view of Playback, where sessions are scheduled and managed.

DAW: A digital audio workstation (DAW) is a software program that allows users to record, edit, and produce audio on a computer.

NDI: NDI, or Network Device Interface, is a video connectivity standard that allows devices to share high-quality video, audio, and metadata in real time over IP networks. NDI is built into devices and apps, and uses compression to reduce bandwidth. It's royalty-free and was developed by NewTek in 2015. NDI is an available "Video Input Type" under Video settings in Session Settings.

Preferences Window: The window within Playback where local "Call and Stream" preferences are configured, such as conference call microphone input, conference call audio output, and stream audio output.

Studio View: The content streaming window where conferencing takes place, and from which timecoded markers can be created and exported.

Timecoded Markers: Comments that can be entered in Playback during a stream. They are stamped with timecode with the purpose of being exported and saved either as MIDI or .csv, to be imported into a host DAW or NLE and perfectly align with the source material. Located in Session Settings.

Video Input Type: Determines the video source device or software that will play back the content during the session. The options offered are "Screen Capture", "NDI", "Blackmagic SDI", or "Application". The selection made here will affect the options available for "Video Streaming Source". Located in Session settings > Video Settings.

Video Streaming Source: The video streaming source is the final step in defining the video stream. The options available depend on the Video Input Type selected. Located in Session settings > Video Settings.

Viewer Type: Determines how Guests are able to view the stream.

Desktop Only: The most feature rich experience, requires all Guests to download and install Playback Desktop (an application available on Mac only), and streams up to 16 channels of audio. Includes full conferencing options (text, audio, and video chat), and timecoded markers.
Desktop & Web: Guests can join via either the desktop application or the web application running on a web browser. Those joining from the web are limited to stereo audio, and video and audio chat only. Timecoded markers are not included in the web experience.