REMOTO | PLAYBACK

User Guide Version 1.9

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Part 1: Introduction to Remoto Playback

Chapter 1: 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 available as a desktop application for macOS and Windows, as a companion mobile app for iOS, and as an Apple TV app. Guests who cannot or prefer not to install an application may also join sessions through a supported web browser when enabled by the session Organizer.

For advanced production workflows, Remoto Capture Agent (RCA) is a companion application that runs on a dedicated capture machine. An Organizer can control capture and streaming remotely from Playback Desktop while RCA handles encoding and publishing on the capture system. Installation, permissions, and Capture Agent configuration are documented in the **Remoto Capture Agent User Guide** on the Remoto Support site.

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 and screen sharing during video conferences
- Timecoded markers that can be exported to DAWs and NLEs via MIDI or .csv
- Multi-channel audio streaming support, up to 16 discrete channels on native clients (Desktop, iOS, and Apple TV)

- Quick session setup, including Quick Sessions from presets and one-click reuse of previous session settings and guest lists
- Optional separation of capture and control using Remote Capture Agent (RCA) for studio and remote production workflows
- Enterprise-grade security designed to meet the standards of professional media environments
- Multi-channel audio (16 channels):
- Playback Desktop (Organizer and Guest on macOS or Windows) supports full discrete routing of up to 16 channels when configured for a 16-channel session.
- Playback Mobile (iOS) and Playback for Apple TV receive all channels via the native stream and let Guests select which stereo pair to monitor (default: channels 1+2). Apple TV may pass surround to a connected receiver or soundbar when supported.
- Browser-based joining (Playback Web) does not support 16-channel sessions. If an Organizer configures 16 channels, they are notified that browser joining is not available for that session. Guests should join from Playback Desktop, Playback Mobile, or Playback for Apple TV.
- For 5.1 and 7.1 sessions, native clients receive the full surround mix; stereo output devices receive an automatic fold-down. Browser clients receive multichannel audio via WebRTC and output stereo.
- Stream from a registered Remoto Capture Agent on a separate macOS capture machine while session control stays in Playback Desktop. See the Remoto Capture Agent User Guide.

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
- Screen sharing is subject to Organizer approval, helping prevent unauthorized content from being shared during a session

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 sessions may be hosted from Playback Desktop on macOS or Windows, or from a dedicated capture system using Remoto Capture Agent, depending on your workflow.

Playback User Roles

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

Playback uses a role-based model to define what you can do in a session. In Playback, the two session roles are Organizer and Guest. If your account can host sessions, you may also choose how you sign in on a second device—full Organizer access or limited Scheduler access—without signing out a live session elsewhere.

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 guests
- Control session flow and end sessions
- Access the full Playback Desktop feature set, including Studio during live sessions

Account access modes (Organizer sign-in)

Remoto Playback 1.9 allows the same Remoto account to be signed in on more than one device at the same time—for example, Desktop in the studio and Desktop or Web on a laptop.

When Remoto detects the account is already signed in elsewhere (especially during a live session), the new sign-in asks how this device should connect. Both options use your Organizer account; they differ in what this device is allowed to do.

Full access (Organizer)

- Full Organizer control on this device—the capabilities listed above.
- Use when this device should be your primary working session.
- If another device already has full access, choosing full access here may sign that device out so you can take over (Force Logout).

Scheduler access

- Limited Organizer access on this device so the other sign-in is not interrupted.
- For teams that share an Organizer login, or for one person on two devices—for example, hosting live on one machine while setting up the next session on another.
- Not a separate Remoto account. It does not let one user manage another user’s account unless your team shares that login by design.

In Scheduler access, you can:

- Create sessions and use Quick Session
- Edit Schedule for upcoming sessions (Draft or Ready)—name, timing, guests, notifications
- Manage your contact list

- Update your user profile and subscription

In Scheduler access, you cannot:

- Start or end a session
- Open Studio or join a live session (as Organizer or Guest)
- Change stream settings or call preferences
- View or hear the live stream, room chat, or live-session alerts from the device that is hosting

If a session is already live on another device, you cannot change that session's schedule from Scheduler access. Contact the person hosting on the other device.

Schedule and guest changes made in Scheduler access sync in real time with full Organizer sessions on other devices.

Scheduler access is offered when signing in to Playback on Desktop, Web (Thin Client), and Mobile if a second active sign-in is detected. Apple TV is used mainly for joining and viewing as a Guest.

Choosing an access mode:

- Hosting or running a live session on this device → full access.
- Someone else is hosting (or you are hosting on another device) and you only need upcoming session work → Scheduler access.
- You need full control on this device → full access (follow prompts if another device must be signed out).

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, Playback for iOS or Apple TV, or a supported web browser, if enabled

Guests cannot schedule or host sessions.

A single Remoto account may act as both an Organizer and a Guest, depending on the session. For example, you may host your own sessions and also be invited to sessions hosted by others.

Playback Desktop, Browser, Mobile, and Apple TV

Playback is delivered as a desktop application used by Organizers to host and manage sessions. Guests may join sessions using the desktop application, a supported web browser, the Playback Mobile iOS app, or the Playback for Apple TV app, depending on how the session is configured and what platform the Guest is using.

Playback Desktop

Playback Desktop provides the complete feature set and is required to host sessions. It is available on:

- macOS — Intel or Apple silicon (macOS Monterey 12.1 or later; macOS Tahoe / macOS 26 fully supported in Remoto Playback 1.9)
- Windows — Windows 10 (64-bit) or Windows 11 (64-bit)

The feature set is the same on both platforms, including hosting sessions, screen sharing, multi-channel audio (where licensed), and Remoto Capture Agent control.

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 (WebRTC, H.264 or H.265 depending on session and browser)
- Conferencing audio and video
- Screen sharing during video chat (share a browser tab; approval workflow applies)
- Stereo audio playback (multichannel sessions are folded down to stereo in the browser)
- On-screen annotations, visible to desktop, web, and iOS participants

Browser-based joining is intended for lightweight access and broader compatibility. Feature availability may be limited compared to the desktop application. Browser joining is not available for sessions configured with 16 discrete audio channels.

Playback Mobile (iOS)

Playback Mobile is the companion iOS app that allows collaborators to join Playback sessions in real time from wherever they are. It is available on the App Store as "Remoto Playback Mobile."

Playback Mobile supports:

- Accessing the dashboard, which lists past and upcoming sessions
- Joining sessions to review content
- Listening to stereo audio and on-the-fly mix-downs from 5.1 and 7.1
- Viewing content at the maximum resolution the iOS device and network are capable of, with H.265 stream support
- Selecting which stereo pair to monitor from multichannel sessions (including up to 16 channels on native streams; use the audio drawer to choose channel pairs; default: channels 1+2)
- Interacting with other session guests through video and audio chat
- On-screen annotations, visible to desktop, web, and other iOS participants

Playback for Apple TV

Playback for Apple TV enables collaborators to join Playback sessions in real time and stream directly to their television or projector. It is available on the App Store as "Playback for TV" and requires tvOS 15.1 or later.

Playback for Apple TV supports:

- Accessing the dashboard, which lists past and upcoming sessions
- Joining sessions to review content in stereo, 5.1, and 7.1, at the maximum resolution the Apple TV device and network are capable of, with H.265 stream support
- Selecting which channels are monitored from multichannel sessions
- Surround passthrough to a connected receiver or soundbar when the session format and hardware support it
- Receiving up to 16 discrete channels on native streams, with stereo-pair selection for monitoring (default: channels 1+2)

Note: Playback for Apple TV does not support on-screen annotations. Annotations made by desktop, web, or iOS participants are not visible on Apple TV.

What Is a Playback Session?

A Playback session is a live event during which an Organizer publishes real-time audio and video to invited guests. Sessions may be scheduled in advance or created quickly using Quick Session when you need to set up a session without the full scheduling workflow first.

During a session:

- One system publishes the stream—typically the Organizer's Playback Desktop computer, or a dedicated capture machine running Remote Capture Agent (RCA) that the Organizer controls remotely
- Guests join to view, listen, and collaborate
- Feedback is captured using chat, video (including screen sharing during video chat), 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. Session details on the Dashboard (including finished sessions) can be used to create a new session with the same guests and settings using Quick Session or the Reuse action—see Quick Session in Chapter 4.

Playback Workflow Overview

At a high level, Playback sessions follow this workflow:

1. An Organizer schedules a session (+ New Session), creates a Quick Session, or reuses a finished session to set up a new one
2. Guests are invited to join
3. Stream settings are configured (during scheduling, from a preset in Quick Session, or afterward from the Dashboard)
4. The session is started when the Organizer is ready
5. Participants collaborate in real time
6. The session is ended and closed

Creating a session does not start it automatically. Whether you schedule in advance or use Quick Session, the Organizer must start the session from the Dashboard (or Studio) when setup is complete.

If the same Remoto account is signed in on multiple devices, one device may host the live session while another uses Scheduler access to prepare upcoming sessions. See Account access modes under Organizer in Playback User Roles.

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 create a Remoto account receive complimentary Sessions automatically (see Free Sessions below). Users who purchase Playback or are invited to sessions may follow other account paths described in this section.

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

The type of account and your role in each session (Organizer or Guest) determine what you can do in Playback. If your account can host sessions, you may also sign in on multiple devices using full Organizer access or limited Scheduler access—see Account access modes under Organizer in Playback User Roles.

Organizer Accounts

Organizer access is granted when a user purchases a Time Bundle, purchases a single session, receives Free Sessions with a new account, or is assigned Organizer privileges within a Team Account.

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

The same Organizer account may be signed in on more than one device at the same time. Use Scheduler access on a second device when someone is already hosting or using full access elsewhere and you only need to manage upcoming sessions from the Dashboard.

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 or creates a Remoto Account and receives Free Sessions, the account gains Organizer capabilities.

Playback Session Access and Licensing

Playback sessions may be accessed through:

- Single-session purchases (including Free Sessions)
- Subscription-based access

For single-session purchases, Organizer privileges apply only to the purchased sessions.

New Remoto accounts receive one bundle of Free Sessions (three single sessions) automatically when the account is created. This replaces the previous separate “Test Drive” signup on the Remoto store. Each account can receive this bundle only once.

Subscription holders may schedule and host sessions based on their subscription parameters, either on an individual account or through a Team Account when assigned Organizer privileges.

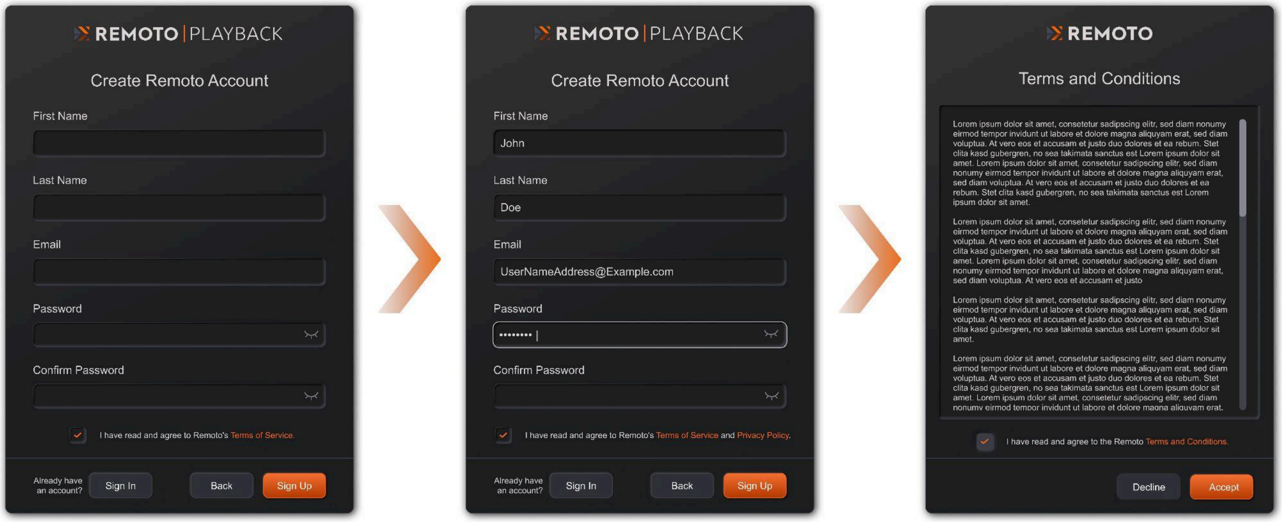
Subscription holders may create sessions using Quick Session (preset or reuse from a previous session) in addition to the full + New Session scheduling workflow.

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 creating a Remoto account on the website or in Playback Desktop as a first-time user. The account is created as an Organizer-capable account. Complimentary Free Sessions (three single sessions) are granted automatically when the account is created. No separate store signup is required.
B. By purchasing a product on the Remoto store—a single session or a subscription—as a first-time Remoto user. You will be asked to create a Remoto account before completing purchase. Free Sessions are still granted automatically at account creation if this is your first Remoto account and you have not already received them.
C. Guest invitation. When invited to a Playback session for the first time as a non-account holder, Guests may be prompted to activate their account before joining. The resulting account starts as a Guest-capable account. Guest accounts do not receive Free Sessions unless they later purchase Playback or receive Organizer access through another path.
D. By being invited to join a Team Account with Organizer privileges. The user is prompted to activate or sign in to a Remoto account to access the Team and schedule or host sessions for that organization.



How to Create a Remoto Organizer Account:

A Remoto Organizer account can be created by registering on the Remoto website or in Playback Desktop, by purchasing a Playback product on the store, or by accepting a Team invitation with Organizer privileges. These paths use the same account system but follow different entry points.

When you create a new Remoto account, three Free Sessions are added to your account automatically. They appear on your Playback Dashboard after you sign in. You do not need to complete a separate free trial or Test Drive signup on the store.

Organizer Account Creation via Product Purchase

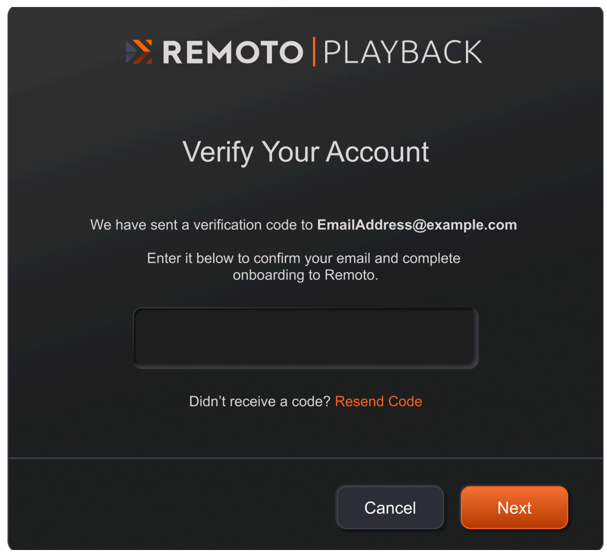
When selecting a product on Remoto's website, the user is prompted to create a Remoto account online before being directed to the payment portal. The resulting account is an Organizer account.

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 Teams 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.

After you verify your email and sign in:

- If you are completing a paid purchase on the Remoto store, you are redirected to the payment portal to finish checkout. Payment information is required only for paid products.
- If you created your account without a paid checkout (for example, by registering on the website or in Playback Desktop), Free Sessions are added to your account

automatically. They appear on your Playback Dashboard after sign-in. No store signup or payment information is required for these Sessions.

Organizer Account Creation via Remoto Team Account Invitation

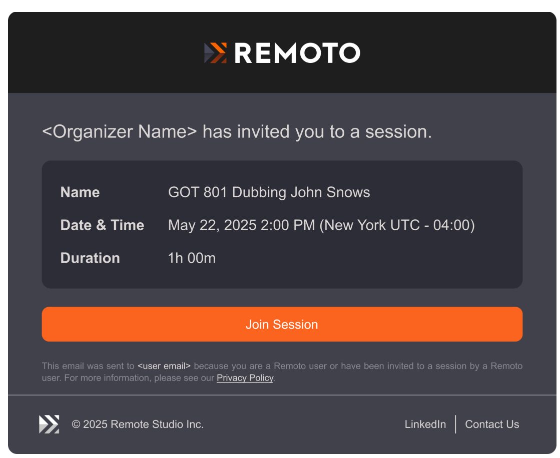
- Organizer Account Creation via Team Account Invitation
- In some cases, a user is invited to join a Team Account and assigned Organizer privileges. This typically occurs when a Team Account administrator adds the user to an existing organization.
- The user receives a Team Account invitation email and can click Accept Invitation to begin.
- If the user does not already have a Remoto account, they are guided through account activation in a browser. After activation is complete, they are prompted to accept the Team Account invitation. Upon acceptance, they are redirected to the application.
- If the user already has a Remoto account and the invitation has not been accepted online, the invitation is presented in the application after sign-in. The user can accept or decline before proceeding to the Dashboard.

For more information, see the section Accepting a Team Account 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.

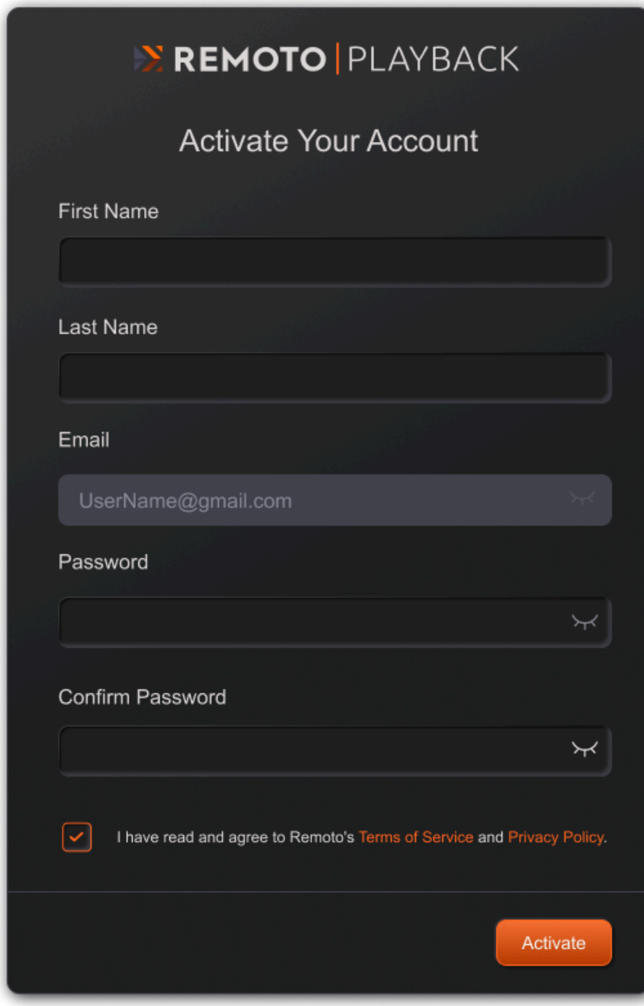
On this screen, the Guest must complete the following:

- 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.



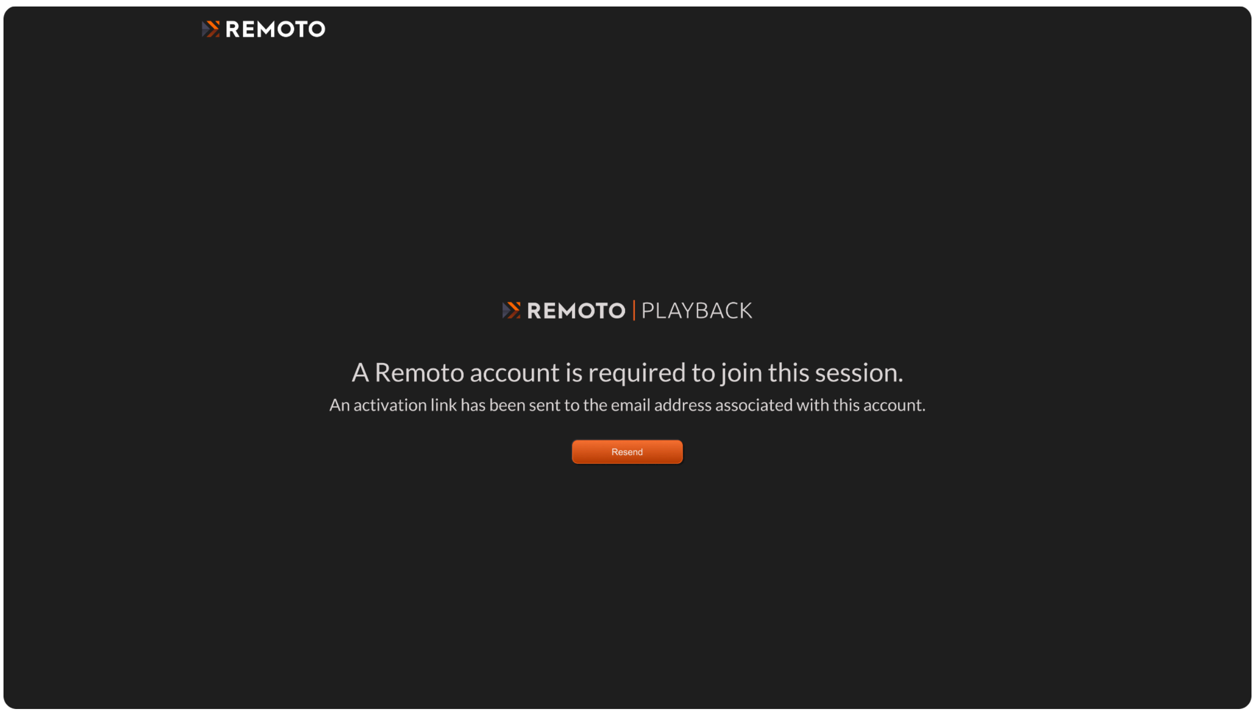
Confirm that the generated password meets the requirements before continuing.

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

Step 2: 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:

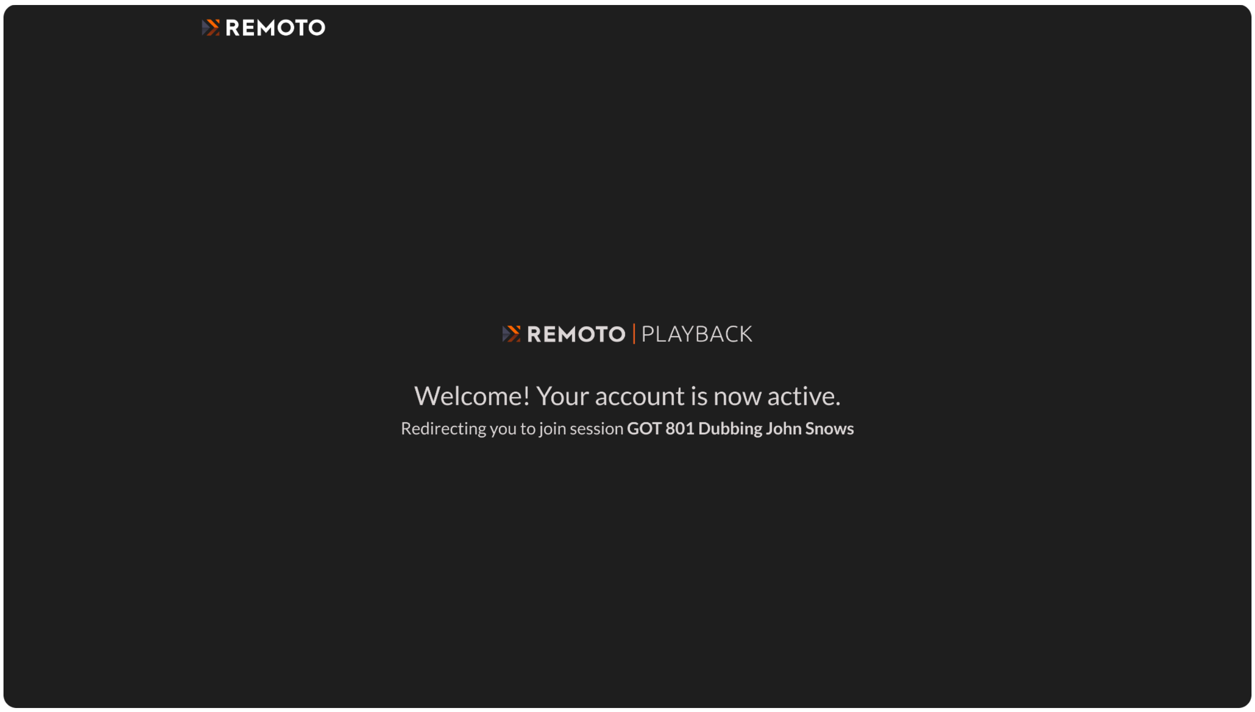
1. Return to the email inbox
2. Open the new email titled "Remoto Account Activation"
3. Click **Activate** in that email

4. Complete the same **Activate your account** screen with name, password, and checkbox

Step 3: 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.

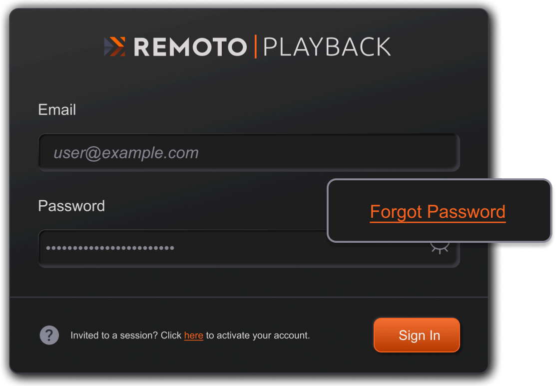
Additional steps for joining the session are covered in a [different section of this guide].

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.

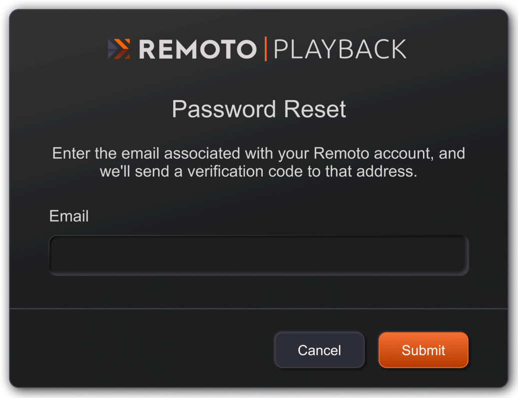
Option 1: Reset from the login screen

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



Step 2: Check Email and Enter the Reset Code

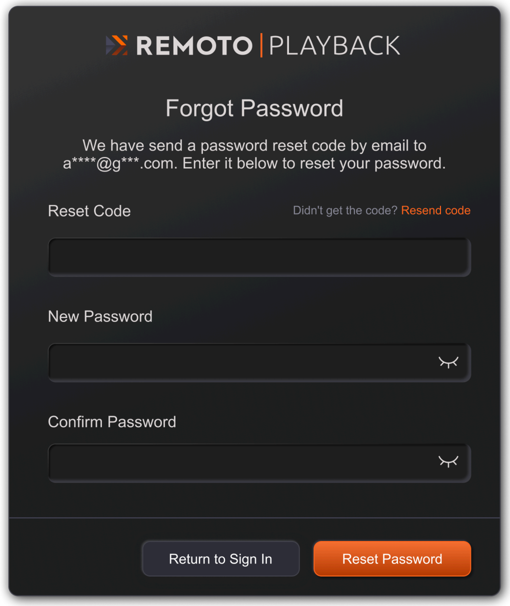
The user will be redirected to a confirmation page indicating that a password reset code has been sent to the email address that was provided.



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:

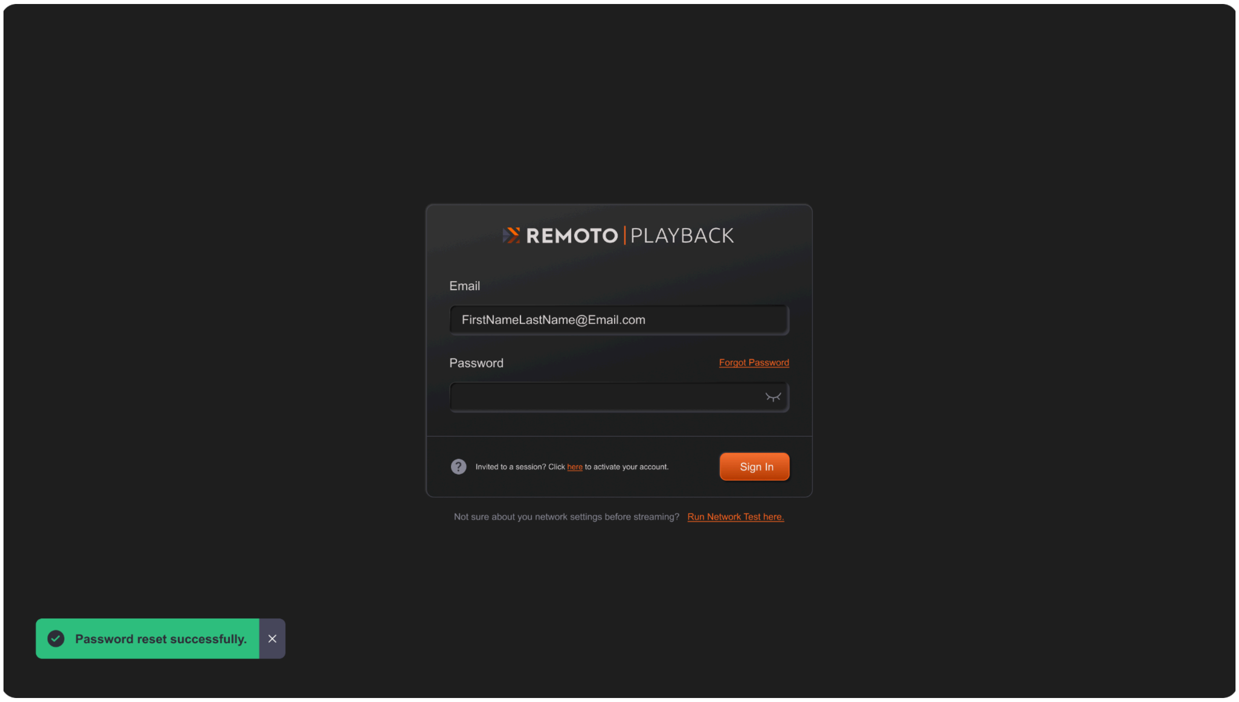
- At least 8 characters
- At least 1 lowercase letter
- At least 1 uppercase letter
- At least 1 number
- At least 1 special character



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.

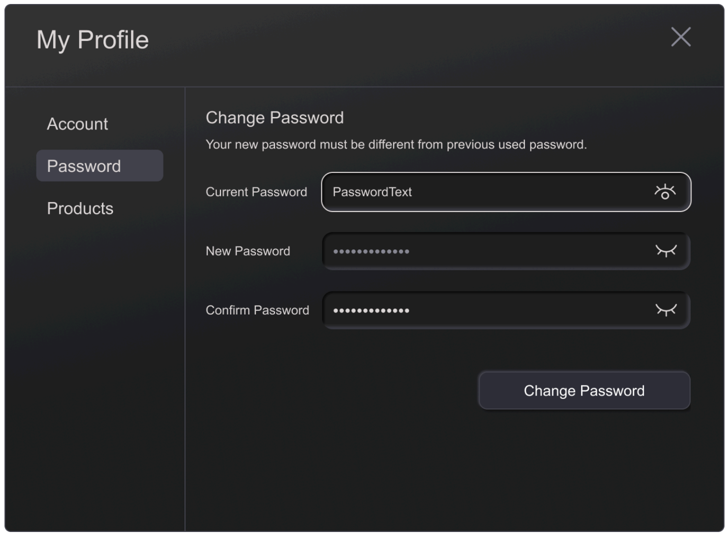


Option 2: Reset via User Profile (Desktop App only)

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

Step 1)
In Playback's main interface, click the **Profile** button in the **bottom-left** of the window (below the left navigation buttons).

Step 2)
In **Profile**, open the **Security** section to change your password.



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

Playback System Requirements and Compatibility

Playback Desktop

Playback Desktop runs on macOS and Windows. Requirements differ by platform and by role: Organizer (hosting and streaming a session) or Guest (joining and viewing). Minimum requirements support core Playback capabilities; suggested requirements provide an optimal experience.

Playback Desktop is fully compatible with macOS Tahoe (macOS 26) on supported Mac hardware. Windows support uses a standard 64-bit installer (see the Installation chapter).

Playback Desktop: Organizer/Streaming System Requirements:

macOS (Organizer)

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
- Graphics: 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: 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.

Windows (Organizer)

Minimum requirements

- Operating system: Windows 10 64-bit (21H2) or later
- Processor: Intel Core i5 (8th Gen) / AMD Ryzen 5 or better (quad-core)
- RAM: 16 GB
- Disk space: 1.5 GB for installation
- Graphics: DirectX 11 compatible GPU with HW H.264 encode (Intel UHD 630 / Iris Xe, or any dedicated GPU). CPU encoding fallback supported.
- Network: Broadband internet connection ~ 10Mbps upload
- Audio: Windows-compatible audio device (WASAPI)
- .NET Runtime: .NET 6.0 Runtime (included with the installer when required)

Suggested

- Operating system: Windows 11 (64-bit)
- Processor: Intel Core i7/i9 or AMD Ryzen 7/9 (8+ cores)
- RAM: 32 GB
- Disk: NVMe SSD, 2+ GB free
- Graphics: Dedicated GPU with DX12 + HW H.264/HEVC (NVIDIA RTX 3060 / AMD RX 6600 or newer, 8 GB VRAM) recommended

- Network: Wired Gigabit, 25+ Mbps upload
- Audio: Professional audio interface recommended for low-latency monitoring

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Playback Desktop: Guest Participant System Requirements:

macOS (Guest)

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
- Graphics: 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).

Windows (Guest)

Guests on Windows can use the same minimum and suggested requirements as Windows (Organizer) above. Guest workflows are typically less demanding than hosting, but meeting the Organizer baseline ensures reliable decode, videoconferencing, and multichannel audio where supported.

Application Compatibility

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

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

Playback for Web

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

- Google Chrome®/Chromium®
- Microsoft Edge®

Browser guests follow may have limits on multichannel audio compared with native desktop guests (see streaming and session configuration chapters).

Playback for iOS

iPhone: Requires iOS 15.1 or later.
iPad: Requires iPadOS 15.1 or later.
iPod Touch: Requires iOS 15.1 or later.
Apple Vision: Requires visionOS 1.0 or later.

Playback for TV

“Remoto Playback Mobile”: Requires tvOS 15.1 or later.

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:

- Complimentary Free Sessions (included with a new Remoto account)
- Single sessions (pay-as-you-go, customizable)
- Time Bundles (prepaid blocks of session hours for personal use)
- Team Account and custom contract pricing for organizations (contact Remoto Sales)

Products are purchased on the Remoto store at https://remotopro.io/store unless your organization provisions access through a Team Account.

Complimentary Free Sessions

Every new Remoto account receives one bundle of complimentary Sessions automatically when the account is created. You do not sign up for them separately on the store.

This bundle includes:

- Three single sessions, each up to 1 hour
- Up to 3 guests per session
- Full HD video (1920×1080), 4:2:0 chroma, 30 fps
- Stereo Opus audio

Each Remoto account can receive this complimentary bundle only once. Sessions appear on your Playback Dashboard after sign-in, where you schedule and configure them like other single sessions.

Free Sessions appear on the Dashboard with the default names **Untitled Free Session (1), Untitled Free Session (2), and Untitled Free Session (3)**. You can rename them when you schedule or configure each session, the same as other single sessions.

These Sessions cannot be extended by purchasing additional time the way paid single sessions can. After you use them, purchase single sessions or a Time Bundle to continue hosting.

Playback Single Sessions

Playback single sessions (one-time sessions) are ideal when you want to host on demand with flexible technical specs. Each purchase is for one session with limits you choose at checkout (duration, guests, resolution, chroma, frame rate, audio channels).
Single sessions are fully customizable. You select a template that matches your use case, then adjust settings. The Custom Configuration template defaults to the highest specifications available. Price updates automatically as you change specs.
Single sessions are currently the only personal-store option that supports streaming audio above 5.1 (for example, advanced multichannel workflows). Time Bundles are limited to 5.1 (6 audio channels).

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

Session duration and guest count do not have fixed defaults; you set them when configuring the session.

Using what you purchased

Specifications at purchase set the maximum for that session. You may run a session with fewer guests, shorter duration, or lower specs than purchased. Sales are final; unused duration, guests, or quality tiers are not refunded. You cannot configure settings above what you purchased.

Session time limits and extension (single sessions)

About 15 minutes before a single session's purchased duration ends, a counter shows remaining time and offers to extend the session by purchasing another single session of the same type from the Remoto store. If time remains when extension completes, the stream continues seamlessly. When the purchased duration is exhausted, streaming stops, but videoconferencing and chat may continue for an additional grace period (typically 15 minutes).

Time Bundles

Time Bundles replace the former monthly subscription plans for personal Playback use. A Time Bundle is a one-time purchase of a pool of session hours you draw from across multiple sessions—not a recurring monthly bill.

Time Bundles are sold on the Remoto website to individual accounts. Organizations with Team Accounts use separate licensing; contact Remoto Sales for Team Account options.

What a Time Bundle includes

Each Time Bundle provides:

- A fixed number of session hours (10 or 25)

- A fixed guest limit per session (2, 5, or 10 guests)
- Stream specifications (same for all bundles at launch):
- Full HD (1920×1080)
- 30 fps
- 4:2:0 chroma
- 5.1 audio (6 channels), compressed Opus
- Template: Picture Editorial + 5.1 audio

Individual sessions scheduled under a bundle can use up to the bundle's guest and quality limits; you may invite fewer guests or use lower settings within those limits.

There is no per-session duration cap in the same way as a single session purchase: session length is limited by your remaining hour balance in the bundle.

Time Bundles			
Product	**Session Hours**	**Guests (max per session)**	**Price (USD)**
10hr Bundle, 2 Guests	10	2	$55.00
10hr Bundle, 5 Guests	10	5	$115.00
10hr Bundle, 10 Guests	10	10	$200.00
25hr Bundle, 2 Guests	25	2	$135.00
25hr Bundle, 5 Guests	25	5	$280.00
25hr Bundle, 10 Guests	25	10	$470.00

On the store, open the Time Bundle tab, choose guest limit and hour package, review the summary, then complete checkout.

Rules you should know

One active bundle. You can hold only one active Time Bundle on your personal account at a time.

Expiration. A bundle expires 60 days after purchase (expiration is 11:59 p.m. Pacific Time on the expiration date). Unused hours are forfeited when the bundle becomes inactive.

Depletion. A bundle also becomes inactive when all hours are used.

Guest count is fixed for the life of the bundle. While a bundle is active, you can only add time using bundles with the same guest limit. To change guest capacity (for example, from 2 to 10 guests), wait until the current bundle is depleted or expired, or contact Remoto Customer Care.

Single sessions alongside a bundle. You can still purchase and use single sessions while you have an active Time Bundle.

Scheduling and Quick Session. With an active bundle, schedule sessions in advance or start a Quick Session from the Dashboard using your bundle as the session source. Duration and guests are validated against remaining hours and the bundle guest limit.

Low balance during a live session. When bundle time is nearly exhausted, Playback warns you in the Studio and offers to add time from the store (same guest limit). If time runs out, streaming ends after a short grace period; you can purchase additional hours to continue, subject to store rules.

Inactive bundle. If your bundle expires or is depleted, personal sessions tied to that bundle may show as disabled on the Dashboard until you purchase a new bundle. You may still use single sessions, remaining complimentary Sessions, or Team Account access if you have an Organizer seat on a Team Account.

Viewing balance and expiration. In User Profile, open your personal account / Time Bundle section to see remaining hours, guest limit, and Expires On date.

When bundle time runs low

About 15 minutes before your bundle hour balance is exhausted during a session, a countdown appears with options to add time (purchase an extension bundle with the same guest limit) or wrap up the session. If balance reaches zero, streaming stops after a brief grace period; videoconferencing may continue for a limited time before the session ends.

Team Accounts and custom pricing

Team Accounts provide organizational access (shared licensing, administration, and optional features such as Remoto Capture Agent). Team Account products are not the same as personal Time Bundles on the store.

For custom hour packages, guest counts, stream specs, or enterprise licensing beyond standard Time Bundles and single sessions, contact Remoto Sales at sales@remotopro.io.

Purchasing Playback Single Sessions and Time Bundles

The Playback Desktop software is free to download via https://remotopro.io/download. Guest users can join sessions at no charge when invited by an Organizer.

Creating and hosting Playback sessions requires Organizer access through one or more of the following:

- **Free Sessions** (included automatically when you create a new Remoto account)
- A purchased **single session**
- An active **Time Bundle**
- **Team Account** access assigned by your organization

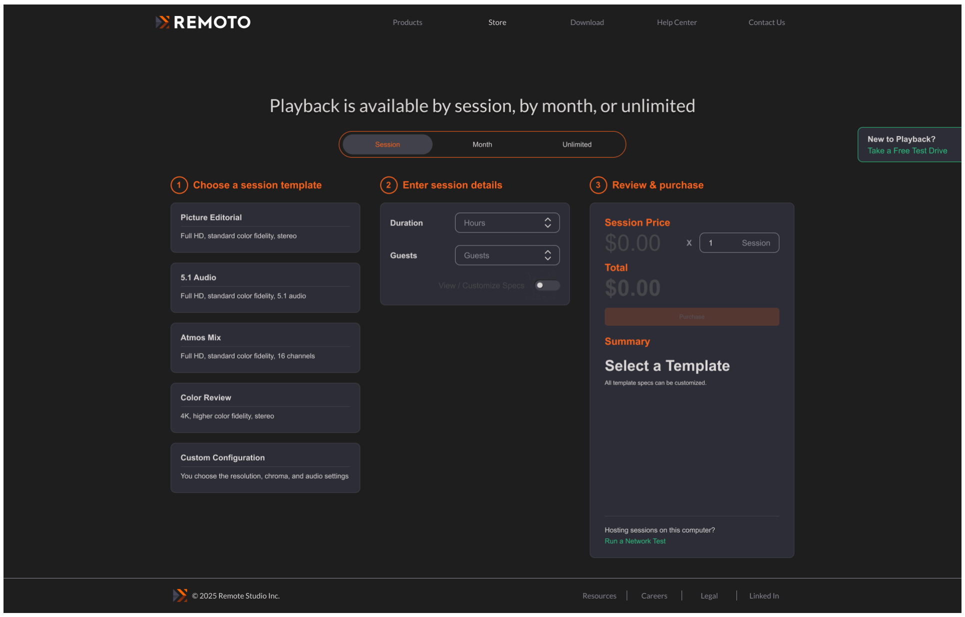
To purchase a single session or Time Bundle:

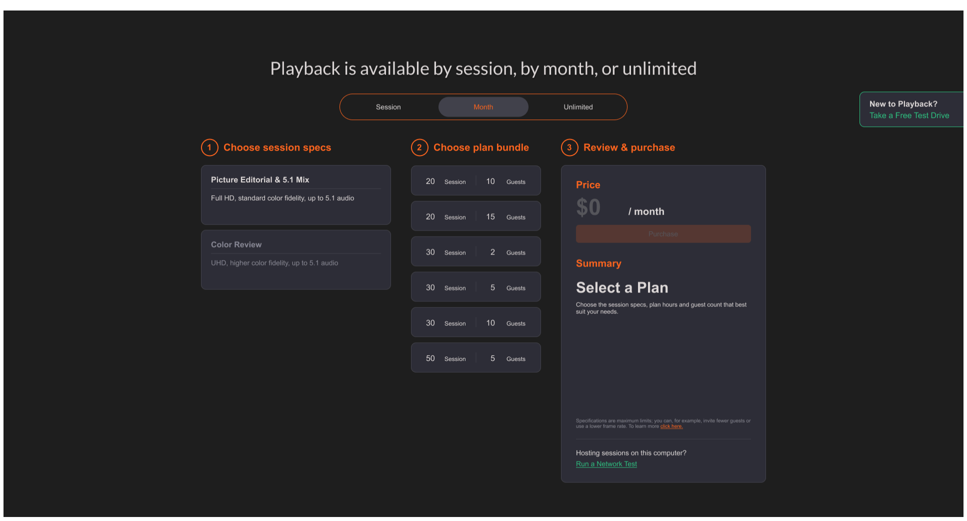
1. Choose a product on the Remoto store
2. Sign in or create a Remoto account
3. Complete checkout in the payment portal

Choosing a Product Option

Go to the Remoto store at https://remotopro.io/store.
The store has two tabs:

- Sessions — build and purchase a single session (custom duration, guests, and technical specs)
- Time Bundle — choose a prepaid hour package with a fixed guest limit per session





The **Sessions** tab opens by default. Configure your session (template, duration, guests, resolution, chroma, frame rate, audio channels). The price updates as you change options. When you are ready, proceed to purchase.

Single sessions are ideal for one-off or highly customized workflows, including multichannel audio above 5.1.

Time Bundle tab

Open the **Time Bundle tab** to purchase a prepaid block of session hours.

1. **Template** — Picture Editorial + 5.1 Audio (Full HD, 4:2:0, 30 fps, 5.1 / 6 channels). Additional templates may be added in the future.
2. **Guest limit** — 2, 5, or 10 guests (maximum per session)
3. **Time Bundle hours** — 10 or 25 hours

The summary shows the **bundle name**, total price, stream specifications, and that hours must be used within 60 days (or extended by adding time—see Playback Product Types).

Click Purchase when guest limit and hours are selected.

If you already have an active **Time Bundle**: The store may show only bundles with the same guest limit so you can add hours to your current bundle. Bundles with a different guest count are not available until your current bundle expires or is fully used, unless Remoto Customer Care assists you.

NOTE: If standard single sessions or Time Bundles do not meet your needs, contact Remoto Sales at sales@remotopro.io for Team Account or custom licensing options.

Sign in or Create an Account

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

Complete a Purchase

Checkout is handled in the Remoto payment portal (powered by Stripe).

Payment methods

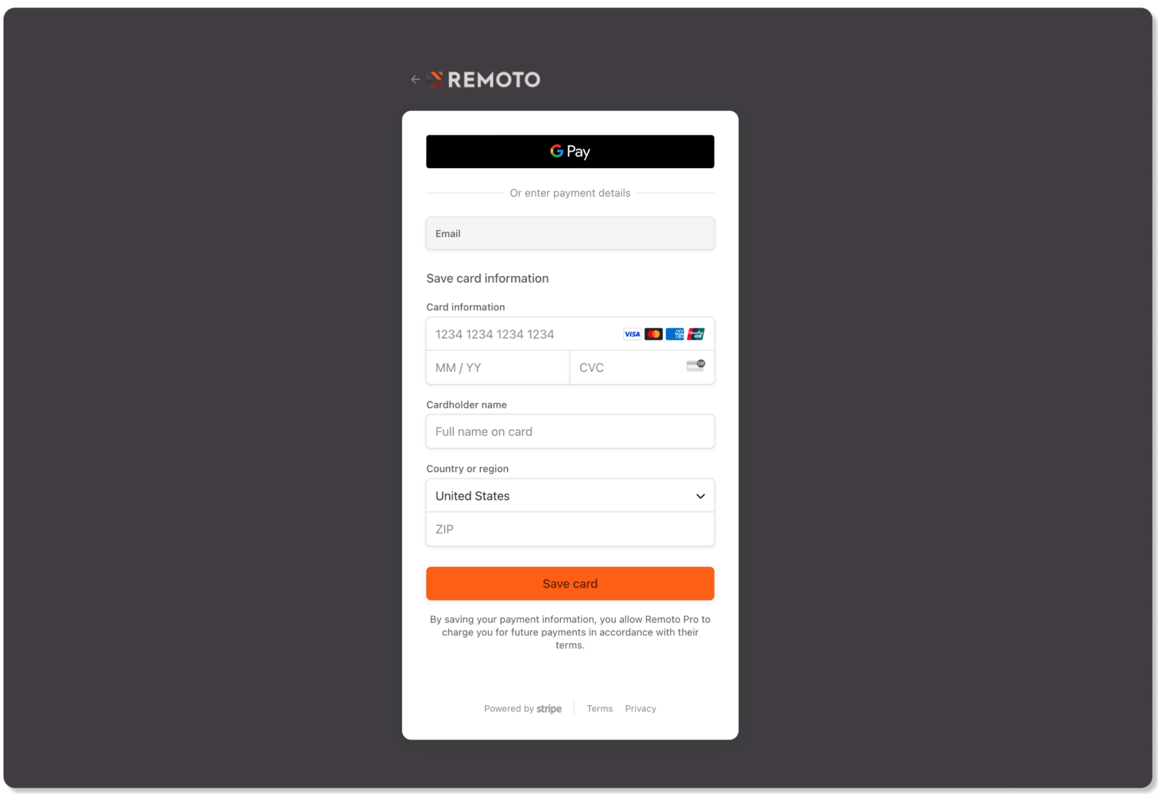
- For **single sessions** and **Time Bundles**, payment information entered at checkout may be saved as your default method for future one-time purchases on the store.
- **Time Bundles are one-time purchases**. They do not auto-renew monthly. To add more hours, purchase an extension bundle from the store (same guest limit as your active bundle) or buy a new bundle after yours expires or is depleted.

Note: Credit card details are not stored on Remoto servers; they are stored securely by Stripe.

Single Session Checkout Process

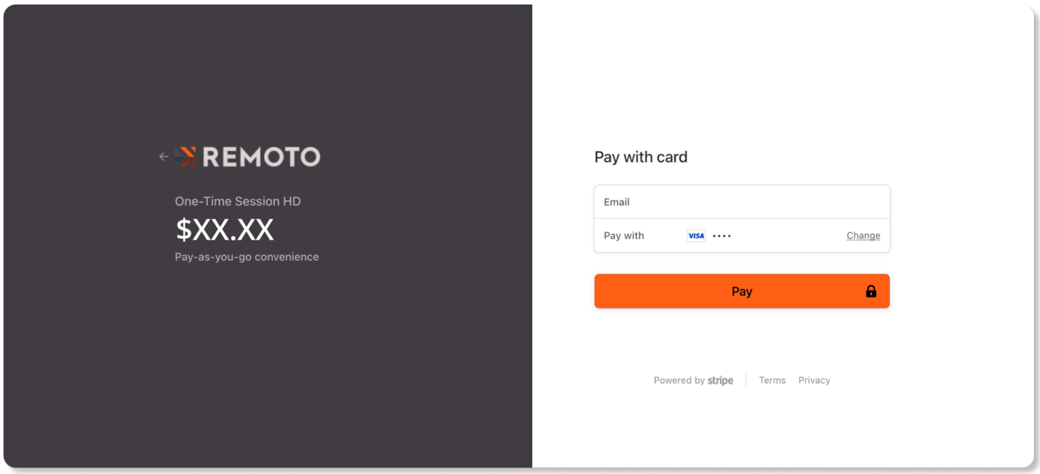
First-time purchase

First-time buyers of single-session products are prompted to enter and save payment information for the current purchase and future one-time purchases.



Returning Customers

Returning customers are taken to a confirmation screen to complete the purchase with saved payment information, or to update payment details before confirming.

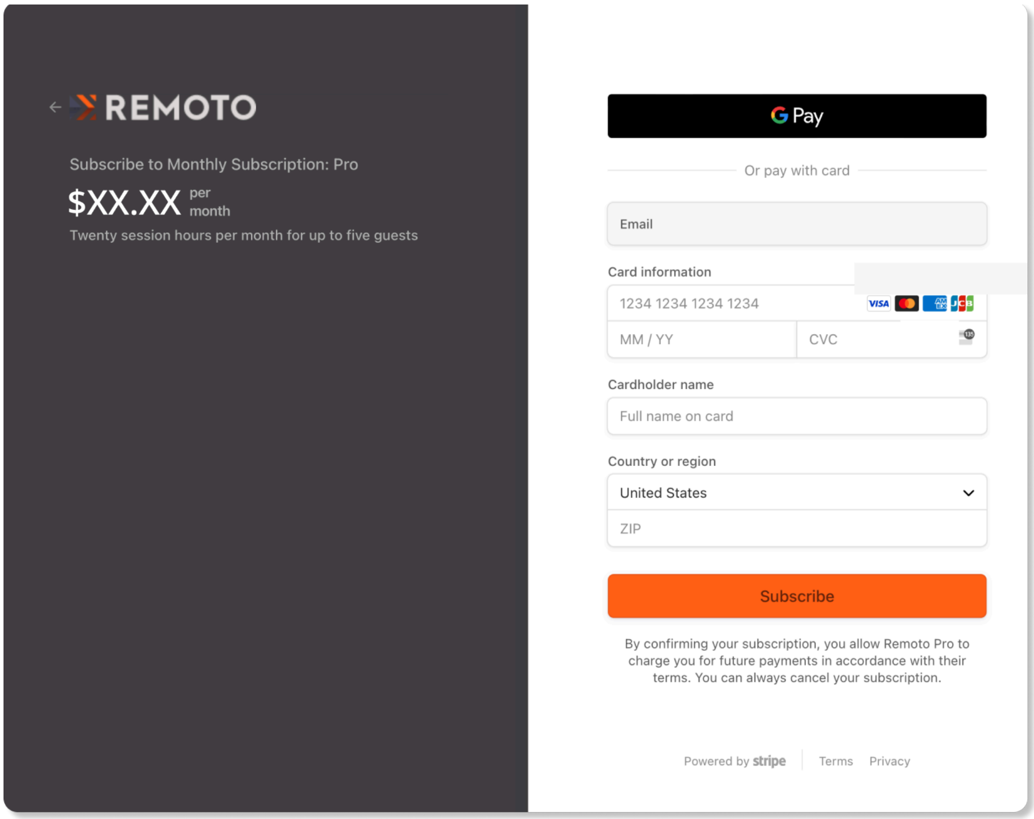


Time Bundle Checkout Process

When you purchase a Time Bundle, you complete a **one-time** checkout for the selected hour package and guest limit.

- Review the bundle summary (hours, guests, specifications, price) before confirming.
- After purchase, the bundle is active on your personal account. View **remaining hours, guest limit,** and **Expires On** in **User Profile** under your personal / Time Bundle information.
- You can own only **one active Time Bundle** at a time on your personal account.

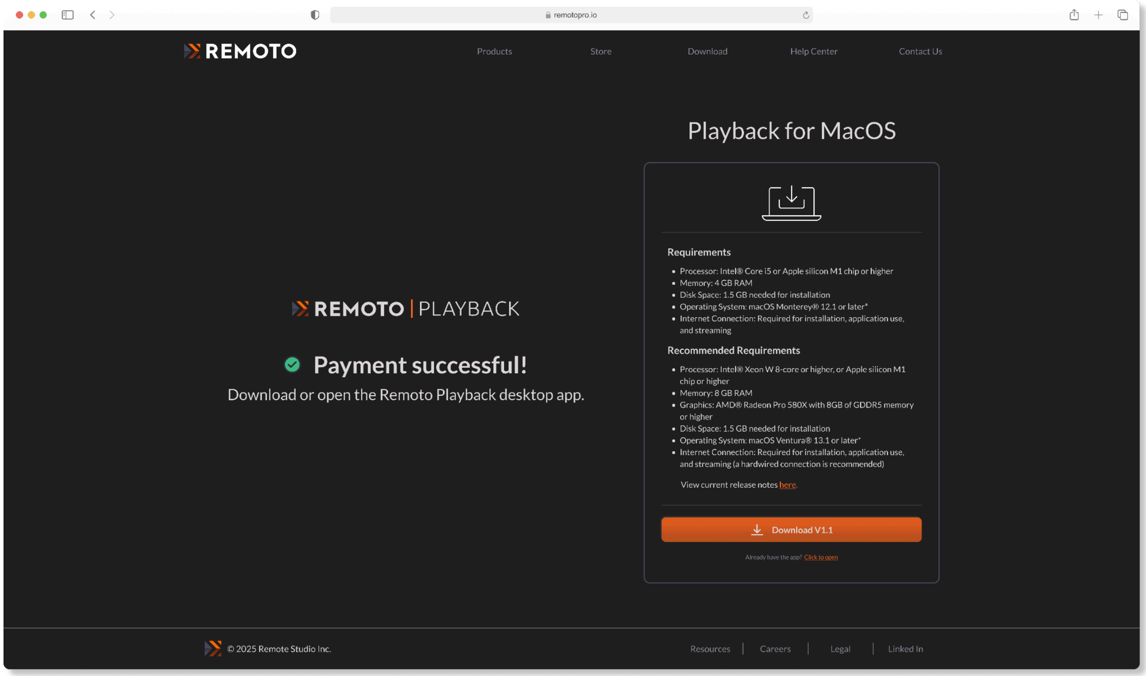
If you purchase additional hours while a bundle is still active, those hours are added to your balance and the **60-day expiration** is reset from the date of that purchase (same guest limit required).



Invoices and payment history
Invoices and payment history are available through the **Stripe Customer Portal**. Remoto does not generate separate invoice documents outside that portal.

Purchase Confirmation and Download

After checkout completes successfully, you see a payment successful message and the Playback download page.



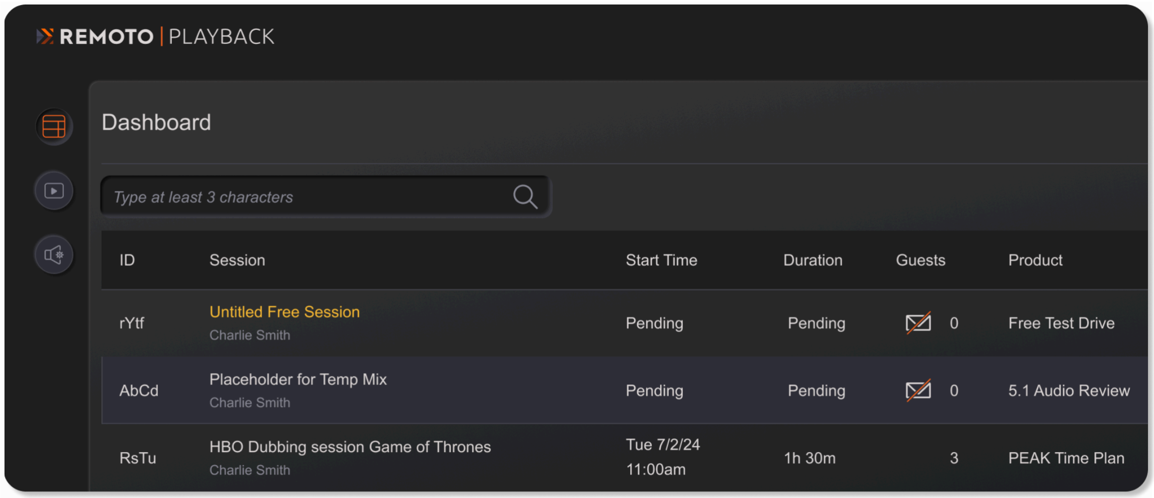
Download Playback Desktop

- New users: Click Download to get the installer for your platform (macOS or Windows). macOS installers support both Intel and Apple silicon. Windows installers use the standard MSI package with Start Menu and Desktop shortcuts.
- Existing users: You may skip download and open Playback Desktop if it is already installed.

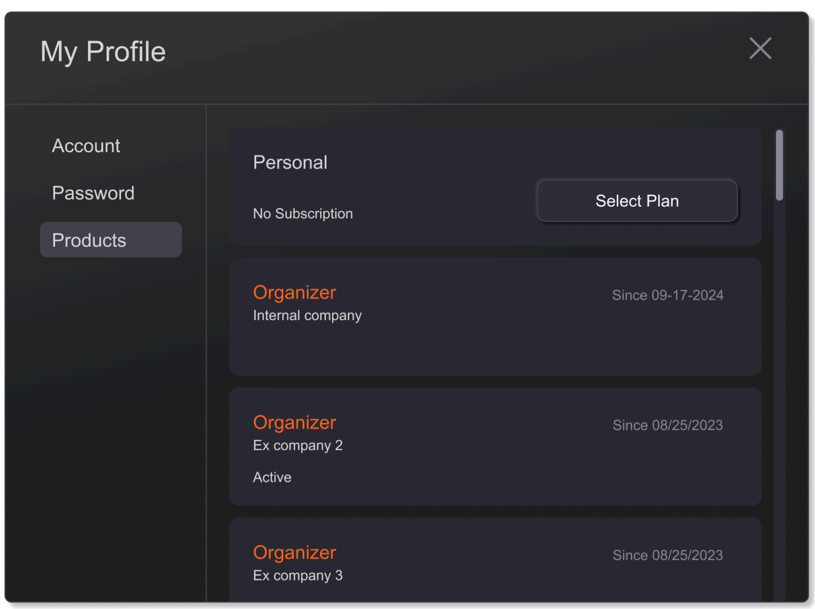
After purchase

Product purchased	What appears in Playback
Single session	Session on the Dashboard, ready to schedule and configure
Time Bundle	Active bundle on your personal account; schedule or start sessions that draw from your hour balance

Complimentary Sessions (at account creation, not via store checkout)	Three complimentary sessions on the Dashboard, ready to schedule and configure



Time Bundle details (remaining hours, expiration, guest limit) are shown in User Profile, not as a recurring subscription plan.



Playback Installation

Playback Desktop is free to download at https://remotopro.io/download. Guest users can join sessions at no charge when invited. Creating and scheduling sessions requires Organizer access (Complimentary Sessions, a purchased single session, an active Time Bundle, or Team Account access).

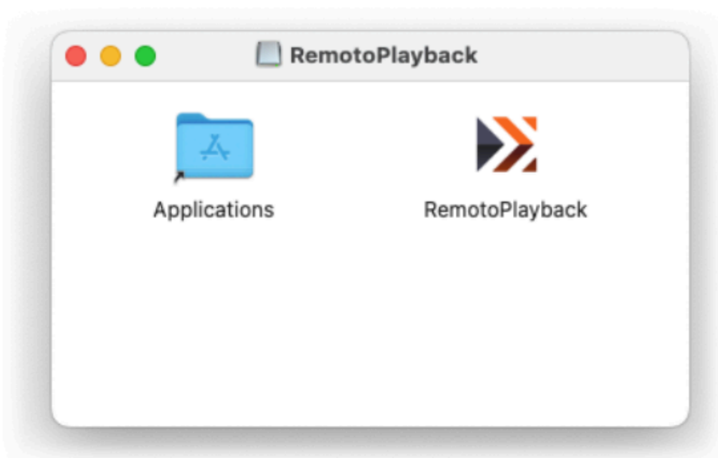
Before installing, confirm free disk space on your system:

- **macOS:** at least 1.5 GB
- **Windows:** at least 500 MB for installation (1 GB or more recommended)

Download the installer for your platform from https://remotopro.io/download or from the post-purchase download page.

Install on macOS

1. Download the latest **Remoto Playback** installer for macOS (supports Intel and Apple silicon).
2. Open the installer from your **Downloads** folder.
3. When the installer window opens, **drag Remoto Playback** into the **Applications** folder.
4. Open **Remoto Playback** from **Applications**.



macOS privacy and security (recommended before first launch)

Playback cannot control when macOS prompts for permissions. To avoid restarting during a session, enable access before your first use:

1. Open **System Settings (Apple menu → System Settings)**.
2. Go to **Privacy & Security.**
3. Allow **Remoto Playback** for **Microphone, Camera,** and **Screen Recording** as needed for your role (Organizer and/or Guest).

You may be prompted again when you use specific features; grant access when asked.

Install on Windows

1. Download the latest **Remoto Playback** installer for **Windows** (`RemotoPlayback-{version}.msi`).
2. Double-click the **MSI file** to start the installer.
3. If **User Account Control (UAC)** asks for permission, choose **Yes** (administrator rights are required).
4. Follow the installation wizard:
   - **Welcome** — click **Next**
   - **License Agreement** — accept the terms, then **Next**
   - **Destination Folder** — accept the default path or choose another location, then **Next**
   - **Ready to Install** — click **Install**
   - Wait for the progress bar to complete
   - **Completed** — optionally leave Launch Remoto Playback selected, then click Finish
5. **Launch Playback from the Start Menu** (Remoto → Remoto Playback) or the Desktop shortcut if one was created.

Default locations (Windows)

Item	Typical location
Application	`C:\Program Files\Remoto\Remoto Playback\`
User settings and logs	`%APPDATA%\RemotoPlayback\`

Windows SmartScreen or antivirus

If Windows Defender SmartScreen or antivirus software blocks the installer, use More info → Run anyway if you trust the download from remotopro.io, or add an exception per your IT policy.

Upgrading on Windows

If Playback is already installed, running a newer MSI performs an in-place upgrade. Close Playback if the installer asks you to. Your local settings and logs are preserved.

Uninstalling on Windows

Remove Playback via **Settings** → **Apps** → **Installed apps** → **Remoto Playback** → **Uninstall**, or **Control Panel** → **Programs and Features**. User settings in `%APPDATA%\RemotoPlayback\` may be retained after uninstall.

Windows permissions

Allow **microphone**, **camera**, and **screen capture** when Windows prompts you, so streaming, videoconferencing, and screen-related features work correctly.

After installation

On first launch, sign in with your Remoto account. Playback checks for updates automatically (see Playback Software Updates below).

Playback Software Updates

Playback can be updated automatically (on launch) or manually at any time.
If an update is available, a message appears when you open the application or when you check manually.

Automatic updates

Playback checks for updates when the application launches. There are two types:

- **Regular update** — you can skip the update for now.
- **Important update** — required before continuing. The message indicates that your installed version is no longer supported and asks whether you want to download the update now (for example: “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

With Playback open:

- **macOS:** menu bar → Remoto Playback → Check for Updates
- **Windows:** Help → Check for Updates

If an update is available, you can **Skip Version** or click **Install Update** to download it. A progress bar shows download status.

When the download completes, a prompt states that the new version is ready to install. Choose **Cancel** or **Install and Relaunch**. **Install and Relaunch** installs the update, quits Playback, and opens the new version.

If **no update is available**, Playback reports that you are up to date.

Upgrading on Windows

Installing an update via the in-app updater or by running a newer MSI follows the same upgrade behavior as a manual MSI install: application files are replaced; user settings and logs are typically preserved.

Chapter 2: Playback Concepts

Before using Playback for the first time, review these concepts. They describe how Playback is structured and how sessions, streaming, and collaboration work together.

Playback Desktop

Playback Desktop is the full-featured application for **macOS** and **Windows**. Organizers use it to schedule, host, and manage streaming sessions. Guests use it to view streams, participate in videoconferences, and add **timecoded markers** during live sessions (where supported).

Playback Desktop includes video and text chat, **screen sharing** (with Organizer approval), and full stream configuration. It is the primary client for hosting and for the highest-quality guest experience, including multichannel audio and timecoded markers.

Playback for Web

Playback for Web is a browser-based client for Guests who join without installing the desktop app. It supports stream viewing, videoconferencing, and on-screen annotations.

Playback for Web uses optimized **WebRTC** delivery. **Native** clients (Playback Desktop, iOS, Apple TV) receive SRT streams through the same unified Remoto streaming service, with quality matched to each platform.

Limitations compared with native clients:

- **Stereo output** in the browser for typical sessions; multichannel streams are downmixed for web Guests.
- **No timecoded markers** in the browser.
- **16-channel sessions** are **not** supported in the browser. Guests must join from a native app (Desktop, iPhone/iPad, or Apple TV). The Organizer is notified when a session configuration excludes browser guests.

Playback for Web runs in supported browsers on **macOS** and **Windows** (see System Requirements and Compatibility). It suits quick join and review when full multichannel monitoring is not required.

Remoto Capture Agent

Remote Capture Agent (RCA) is a companion application for **Team Accounts**. It runs on a dedicated capture machine (with pro A/V hardware) while the Organizer uses Playback Desktop on another computer for the conference and session control.

The Organizer selects a registered Capture Agent in **Stream Settings**; capture and encoding run on the agent machine; streaming is started and stopped from Playback Desktop. RCA is distributed separately for eligible Team Accounts (see the **Remoto Capture Agent User Guide**).

Session

A **session** is a scheduled or ad hoc meeting with videoconferencing and optional streaming of audio and/or video to Guests.

Session states: **Draft, Ready, Active, or Finished**. Scheduled sessions appear on the **Dashboard**; session data is stored in your Remoto account, not only on your local computer.

Sessions and product type

Source	Behaviour
Single session (purchased)	Stream runs for the **purchased duration**. About **15 minutes** before the limit, a countdown offers extension via another single-session purchase. If not extended, streaming stops; videoconferencing may

	continue for a grace period. Unused single sessions typically expire **90 days** after purchase.
Complimentary Sessions	Same scheduling flow as single sessions, with Complimentary Session limits (duration, guests, specs). Not extendable like paid single sessions.
Time Bundle	Sessions draw from your bundle **hour balance** and must respect the bundle **guest limit** and stream specs. About **15 minutes** before balance is exhausted during a live session, warnings offer **adding time** from the store (same guest limit). If time is not added, streaming ends after a grace period. The bundle also **expires 60 days** after purchase if hours remain.
Team Account	Sessions use your organization's Team Account licensing.

Stream

A **stream** is the audio and/or video content sent to Guests during a live session. Video may be **HD** or **UHD** depending on product and settings. Audio may range from **stereo** to **multichannel** (up to **16 discrete channels** on supported **native** desktop sessions and products that allow it).

Dashboard

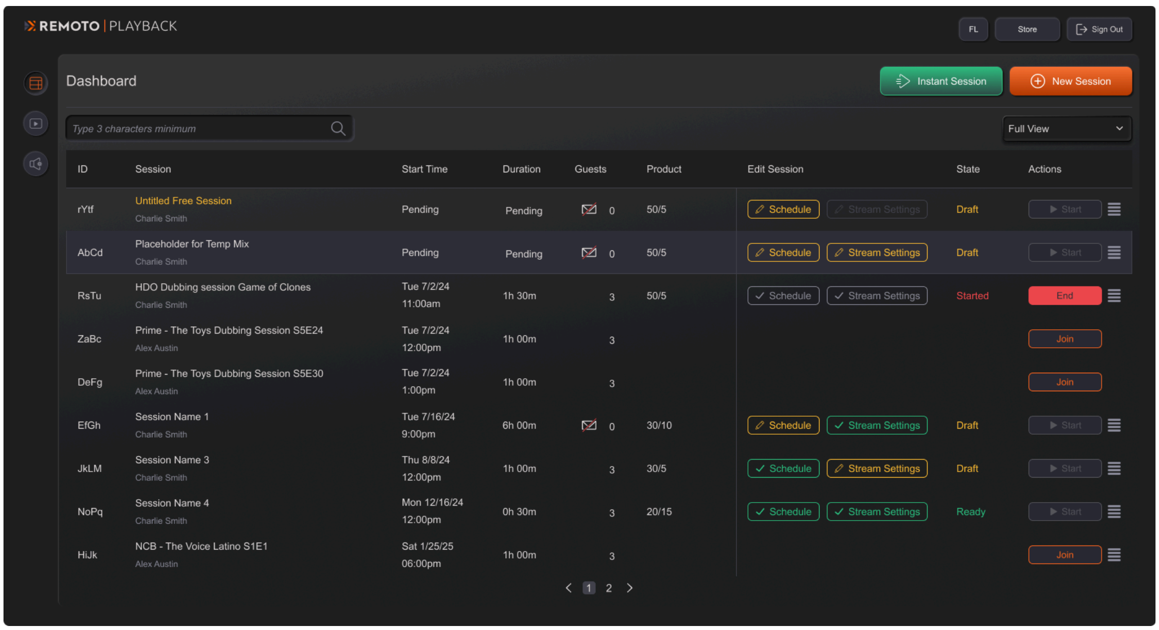
The **Dashboard** is where Organizers schedule sessions, view status, open session details, configure streams, and start or join sessions.

Typical columns include session name, timing, guests, edit actions, state, and actions (for example **Start, Join, Reuse** on finished sessions).

Dashboard views:

- **Full View** — all columns visible
- **Basic View** — session name, guests, edit session, state, actions
- **Guest View** — default for Guest accounts; also when an Organizer joins as a Guest (session name, organizer, start time, duration, guests, actions)

Finished sessions: Use **[Reuse]** to create a new session from a previous session's settings and guest list **(Quick Session — From Previous**). See the session management chapter.



Session Details

Session details summarize **schedule** and **stream settings.**

Windows / entry points:

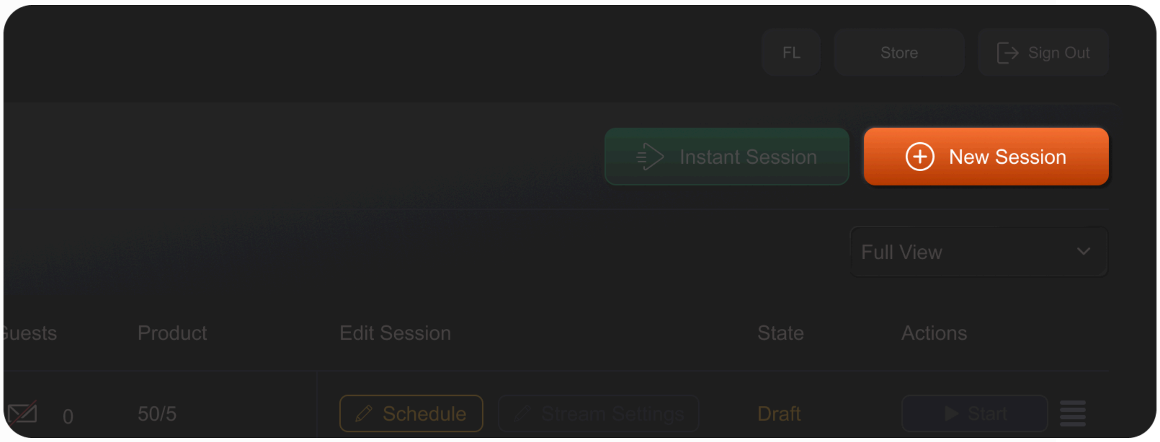
- **Session Details** — read-only overview

- **Edit Session Details 1 of 2 — Schedule** — name, date, time, duration, reminders, guests, access options
- **Edit Session Details 2 of 2 — Stream Settings** — streaming method, sources, markers, watermarks, presets, preview

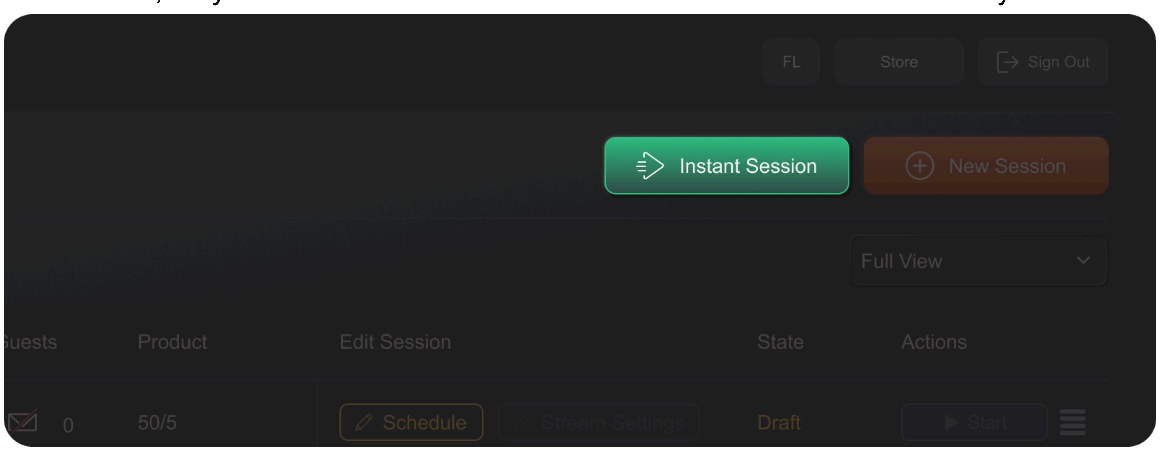
Open details by clicking the session name, or use the Edit Session column (schedule / stream settings).

Creating sessions

- **+ New Session** (Organizers with an active Time Bundle, Team Account access) opens scheduling, then stream settings. T



- **Quick Session** (Organizers with an active Time Bundle, Team Account access) — start a session quickly from a preset (New) or clone a finished session (Reuse on the Dashboard). Quick Sessions use default passwordless access and notifications; they do not auto-start — use Start on the Dashboard when ready.



- **Single session / Complimentary Session** — use Schedule in the edit column, then configure stream settings.

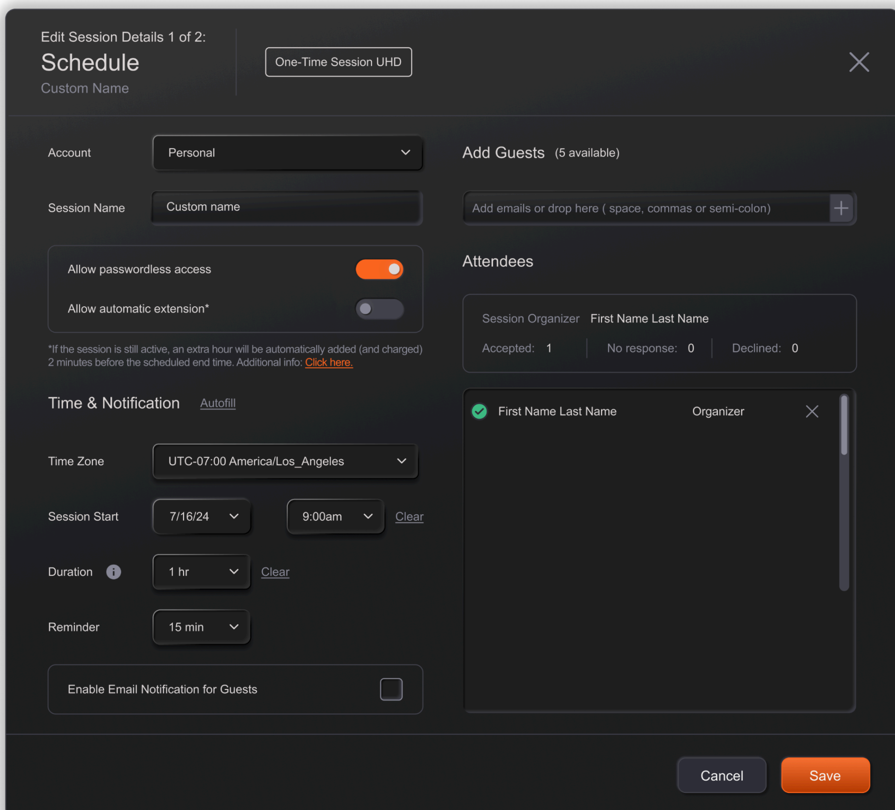
Edit Session Details 1 of 2 — Schedule

Configure session name, date, start time, duration, reminders, and guests. Optional **passwordless access** lets Guests join without signing in. **Enable Notifications** controls when email invitations are sent.

For **Time Bundle** sessions, duration and guest count are validated against remaining hours and the bundle guest limit.

For **single sessions**, an **auto-extend** option may purchase additional time shortly before the session limit (when enabled).

Quick Session: The full schedule screen may be skipped at creation; open it later from the Dashboard to review or edit before starting.

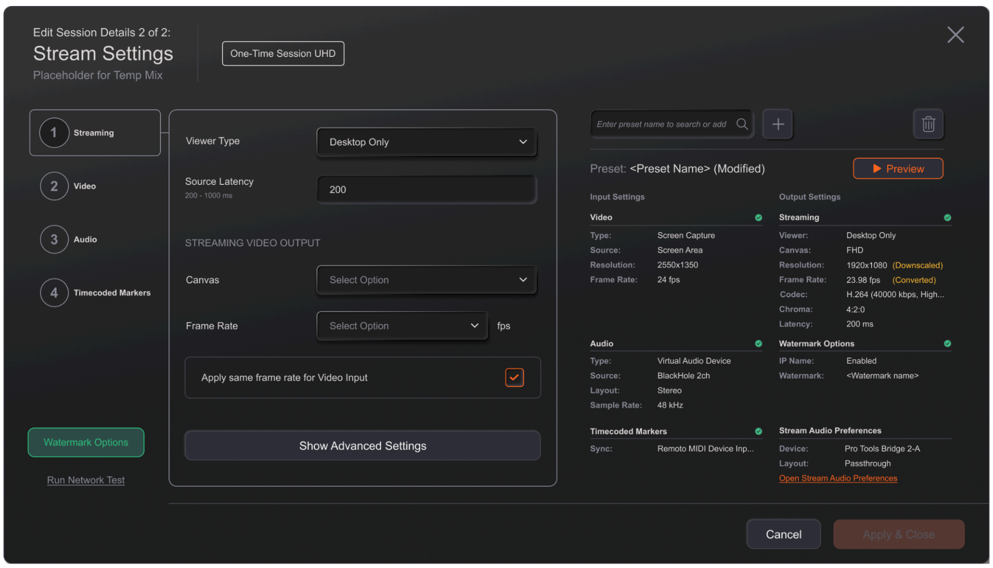


Edit Session Details 2 of 2 — Stream Settings

Configure streaming method, video and audio sources, timecoded markers, watermarks, and optional features. A **settings summary** appears on the right. Save **presets** for reuse with Quick Session. **Preview** lets you verify sources before going live.

Quick Session: Stream settings may be applied from a preset at creation; open this panel afterward to adjust before Start.

Team Account / Capture Agent: When RCA is available, select a registered Capture Agent as the capture source on the agent machine.



Studio (Playback Studio)

The **Studio** is the live session environment. The Organizer admits Guests, manages participants, runs videoconference and chat, starts and stops the stream, manages screen sharing (approve Guest share requests), enters and reviews **timecoded markers**, and monitors stream and conference audio levels.

Guests view the stream, participate in conference and chat, add markers (native desktop), use annotations, and may **request screen share** where allowed.

Preferences

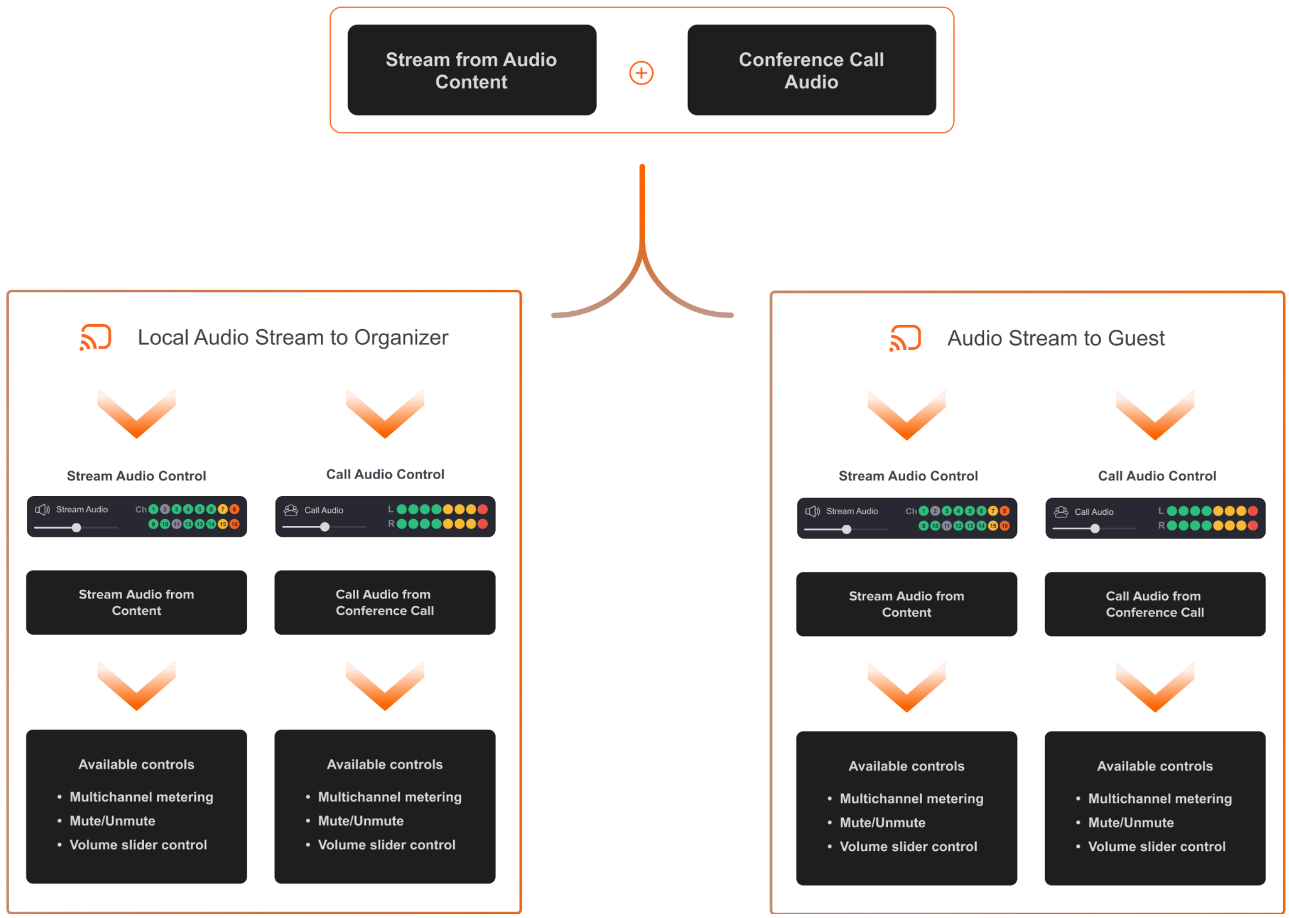
Preferences hold local audio and video settings: conference microphone and camera, speaker outputs for conference and stream monitoring. Participants can test devices before joining a session or anytime from the application.

Alternate Speakers

Please view Appendix B for more information.

Local Audio Controls

In the Studio, Local Audio Controls manage how you hear stream audio separately from conference audio. The panel shows source and monitoring formats and output routing. Volume here affects local monitoring only, not what the Organizer sends to Guests.



Pre-Session Diagnostics

The **pre-session diagnostic test** checks bandwidth, latency, and connectivity before a session. Emphasis is on **download** for Guests and **upload and download** for Organizers. Warnings and regional guidance help you fix issues before joining. This test is presented to all users when joining a session.

Video Streaming

Playback streams video from sources available on the host machine (or via **Capture Agent** on a remote capture machine). Playback does not host media files; it captures at the **operating system** level (or from configured devices).

Remoto uses a unified **streaming service**:

- **Native clients** (Desktop, iOS, Apple TV) receive **SRT** streams.
- **Browser clients** receive **WebRTC** (H.264 or H.265 as supported).

Session **stream settings** define resolution, frame rate, and quality caps. **Guest limit** and **product type** (single session, Complimentary Session, Time Bundle, Team Account) define maximum guests and technical limits.

Multichannel and browser access: Sessions with more than **6 channels** (and **16-channel sessions**) require Guests on **native** apps. Browser join is not available for 16-channel configurations.

For configuration details, see Streaming Settings in this guide.

Audio Streaming

Playback streams audio from OS-level sources or supported hardware. See Audio Streaming Settings in this guide.

Synchronization

Playback does not require sync for basic playback. For **timecoded markers** aligned to a DAW timeline, configure markers in session settings and MTC from the host DAW via the **Remoto MIDI Device Input Port.** Playback chases MTC when sync is configured. See the knowledge base for DAW setup guides and MIDI time code.

Timecoded Markers

Timecoded markers are timestamped notes tied to SMPTE timecode from the DAW/NLE when sync is enabled. Markers can be exported and imported into the DAW/NLE. Requires MTC from the host and a **native** client (not Playback for Web

Surround Sound

Organizers can send multichannel audio (for example **5.1, 7.1**, up to 1**6 discrete channels** on supported products and native desktop hosting).

- **Native Guests** receive full multichannel over SRT; devices may fold down to stereo when needed. **iOS** and **Apple TV** Guests can select a **stereo pair** from multichannel streams (default channels 1+2).
- **Browser Guests** receive downmixed **stereo** for multichannel sessions they are allowed to join.

Audio Groups

Audio groups let listeners choose which mix or stereo pair to monitor in a multichannel stream. Selection is local only. Available when multichannel passthrough monitoring is enabled (typically **native** desktop sessions).

Screen sharing

During videoconference, participants can share a **screen, window,** or **browser tab** (Desktop and Web client)). The **Organizer** approves share requests. Shared content appears in the session UI for participants. See the videoconference chapter.

On-Screen Annotations

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

The annotation tool is available in **Playback Desktop, Playback for Web, and Playback Mobile (iPhone and iPad)**. When enabled, a movable annotation palette appears so the user can select line color and line thickness without blocking key content.

Annotations are temporary by design. Strokes appear in real time to session participants and automatically fade after a short period, helping keep the viewing experience clear without manual cleanup.

On-Screen Annotations can be used by Organizers and Guests during active sessions. Availability of specific controls may vary by client platform and app version.

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 several ways:

- **Scheduled sessions** — created in advance with a specific date and time
- **Quick Sessions** — created from the Dashboard for faster setup, using either:
  - **New** — a saved stream settings preset, or
  - **From Previous** — settings and guests copied from a finished session (**Reuse** on the Dashboard)

During creation, the Organizer defines:

- Session name and timing (for scheduled sessions)
- Session source (for example, single session, Complimentary Session, Time Bundle, or Team Account)
- Stream configuration (video, audio, quality, and sources—including Remoto Capture Agent when applicable)
- Participant access rules (including optional passwordless access)

Quick Session notes

- Quick Sessions use preset stream settings and default access options (including passwordless access and notifications where configured).

- Creating a Quick Session does not start the session automatically. After creation, the Organizer must click **Start** on the Dashboard.
- Schedule and stream settings can be reviewed and edited from the Dashboard before going live.

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

---

2. Session Preparation

Before going live, the Organizer prepares the session by:

- Reviewing stream settings
- Confirming audio and video sources (local machine or Capture Agent)
- Inviting or managing participants
- Running the pre-session diagnostic test

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

Preparation helps identify technical issues before live collaboration begins.

Product-specific preparation

Session source	What to verify before Start
Single session / Complimentary Session	Purchased duration, guest limit, and technical caps
Time Bundle	Remaining hour balance, bundle guest limit, and expiration date
Team Account	Team licensing and any Team-specific session rules

If a Time Bundle session is scheduled to start after the bundle expiration date, the Dashboard may warn you; add time to the bundle or adjust the schedule before going live.

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 conference and chat
- Use **screen sharing** (with Organizer approval, where enabled)
- Add **timecoded markers** (native desktop Guests and Organizers)
- Use **on-screen annotations** (Playback Desktop, Playback for Web, and Playback Mobile on iPhone/iPad, where supported)

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

Time and balance during live sessions

- **Single sessions: A** countdown may appear before the purchased duration ends, with an option to extend via the store.
- **Time Bundles:** A countdown may appear before the bundle hour balance is exhausted, with an option to add time (same guest limit) from the store.
- When streaming time ends, the stream stops; videoconferencing may continue for a limited grace period depending on product type.

4. Ending a Session

A session ends when the Organizer explicitly stops it (or when product time limits and rules require it to end).

When a session ends:

- The live stream stops
- Participants are disconnected from the live session
- The session state moves to **Finished** and cannot be rejoined as the same live session

Sessions cannot be resumed once ended. For additional collaboration, create a **new** session—or use **Reus**e on a finished session to copy settings and guests into a new Quick Session.

---

5. Post-Session Outputs

Depending on features used during the session:

- Timecoded markers may be exported and shared (where sync and native clients were used)
- **Finished sessions** remain on the Dashboard for reference; Organizers can use **Reuse** to create a new session from a finished one
- **Usage data** may be recorded for reporting (for example, Time Bundle hour consumption, Team Account usage)

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 (Dashboard, Studio, User Profile)
- **Session Management** chapters explain how sessions are created, scheduled, reused, and controlled
- **Collaboration** chapters explain what participants can do during a live session (videoconference, screen sharing, markers, annotations)

- **Appendices** cover supporting systems such as networking and Team Account administration

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

Part 2: Playback Organizer Mode

Chapter 4: Playback Desktop Interface

Playback Desktop provides a single main window on **macOS** and **Windows**. You move between areas using the left navigation, top-right account controls, and Dashboard actions.

Sign In Screen

When you launch Playback Desktop, the **Sign In** screen appears.

The window is split into two areas:

Left — Sign In (returning users)

- Email and Password
- Forgot password — opens the password reset flow
- Sign In — enabled when required fields are valid

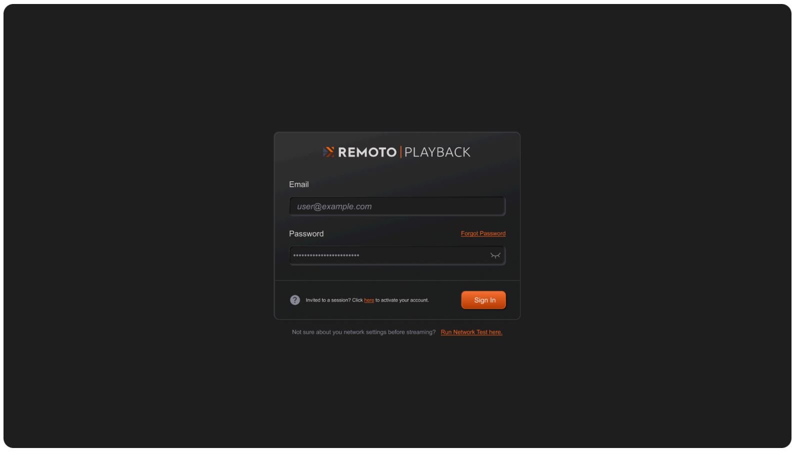
The **Playback Desktop version** is shown in the upper area of this panel (for example, 1.9.0.0).

NOTE: If you use a password manager and are invited to sessions under different email addresses, confirm the saved credentials match the email you are signing in with.

Right — New users

This panel is for users who do not yet have a Remoto account or who need to activate one.

- **Responding to an Invitation?** — Click **Activate Account** to open the activation flow. Enter the email address from your invitation and click **Send** to receive a new account activation link.
- - or -
- **All Other New Users** — Click **Create Account** to open **Create Remoto Account** for self-service registration.



Below the sign-in window, use Test network strength here to run Remoto's network test in your browser before joining or hosting a session.

Create Remoto Account

Selecting **Create Account** on the Sign In screen opens Create Remoto Account.

Left — Return to Sign In

- **Sign In —** returns to the Sign In screen

Right — Registration form

Complete:

- First name
- Last name
- Email
- Password
- Confirm password

Password rules:

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

- At least 1 special character

Check **I have read and agree to Remoto's Terms of Service and Privacy Policy**, then click **Sign Up**.

After sign-up

- A verification code is sent to your email.
- Enter the code to verify the account.
- Sign in with your new credentials.

Free Sessions: New accounts receive complimentary **Free Sessions** automatically (three single sessions). They appear on the Dashboard as **Untitled Free Session (1), Untitled Free Session (2),** and **Untitled Free Session (3)** after sign-in.No separate store signup is required.

If you continue to the store to purchase a single session or Time Bundle, checkout proceeds in the browser payment portal.

Activate Account (session or team account invitation)

When you click **Activate Account** from the sign-in screen:

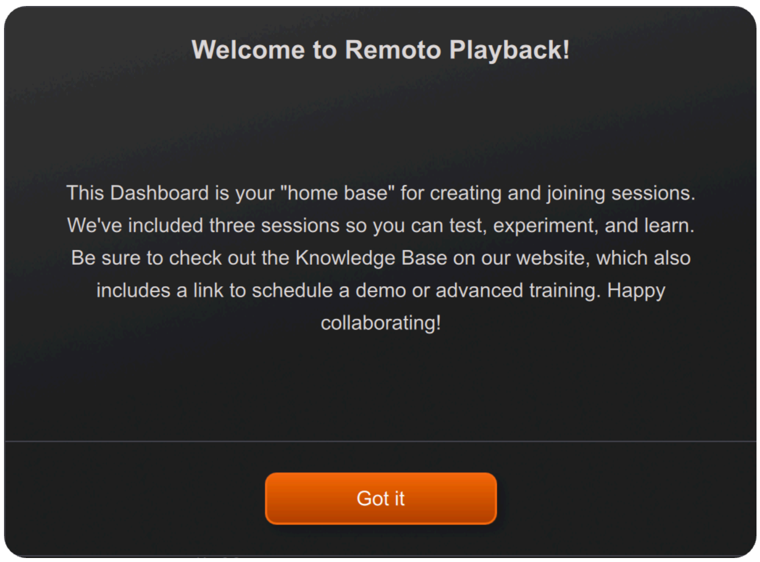
- The **Activate Account** window opens.
- Enter the **email** address used in your initial invitation.
- Click **Send** (enabled when the email field is valid). Remoto emails a new activation link to that address.
- Click **Cancel** to return without sending.

Open the link in your email and complete activation (name, password, and terms as prompted), then sign in or continue from your session invitation.

Playback Main Interface Overview

First login — Welcome to Remoto Playback

The first time you sign in to Remoto Playback after creating or activating your account, a welcome dialog may appear over the Dashboard.

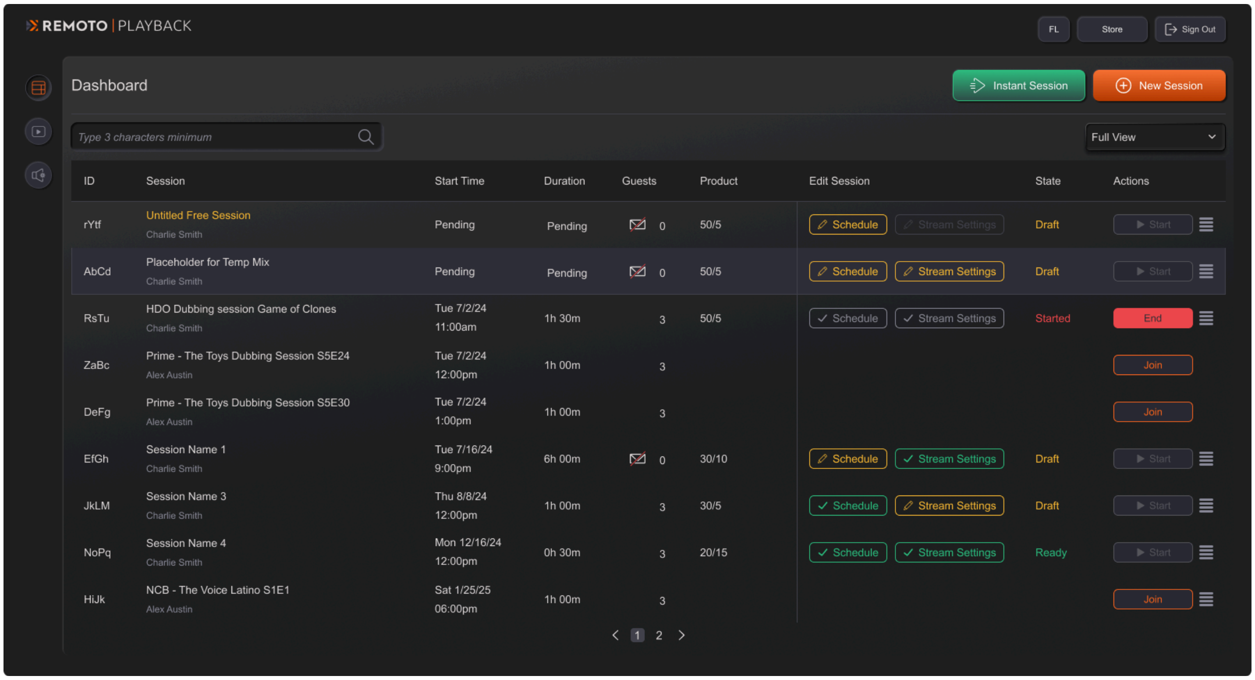


The message explains that the Dashboard is your home base for creating and joining sessions. Your account includes three **Free Sessions**—shown on the Dashboard as Untitled **Free Session (1), Untitled Free Session (2), and Untitled Free Session (3)**—so you can test, experiment, and learn.

The message also points you to the **Knowledge Base** on the Remoto website, including links to schedule a demo or advanced training.

Click **Got it** to dismiss the dialog.After successfully logging in, Playback's main interface is displayed, which defaults to the "Full View" of Dashboard view.

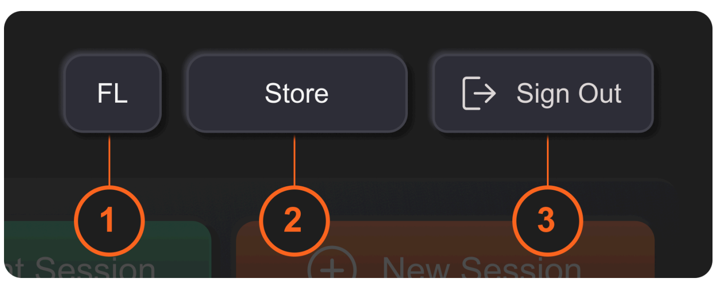
Once you have successfully **Signed in**, or bypassed the **Welcome** message, you'll be presented with Playback's Dashbaord:



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

Top Right Navigation Buttons

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



1. **Store**

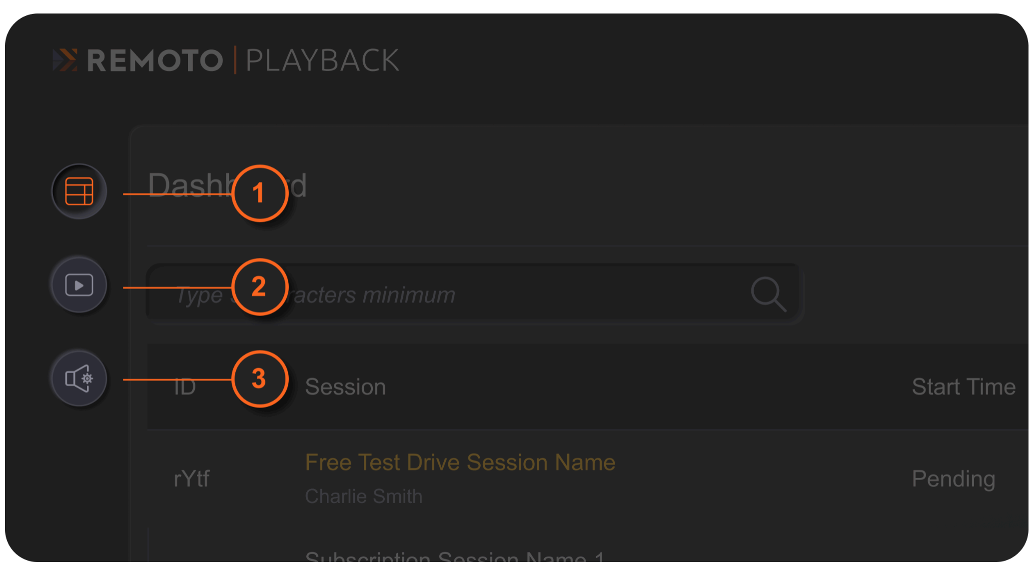
Opens the Remoto online store for purchases and plan changes.

2. **Sign Out**

Logs you out of Playback Desktop.

Signing out or quitting the application does not end an active session you are hosting.

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.

Bottom-left navigation — Profile

Click the **Profile** button in the **bottom-left** of the main window (below **Dashboard, Studio**, and **Preferences**) to open **My Profile**.

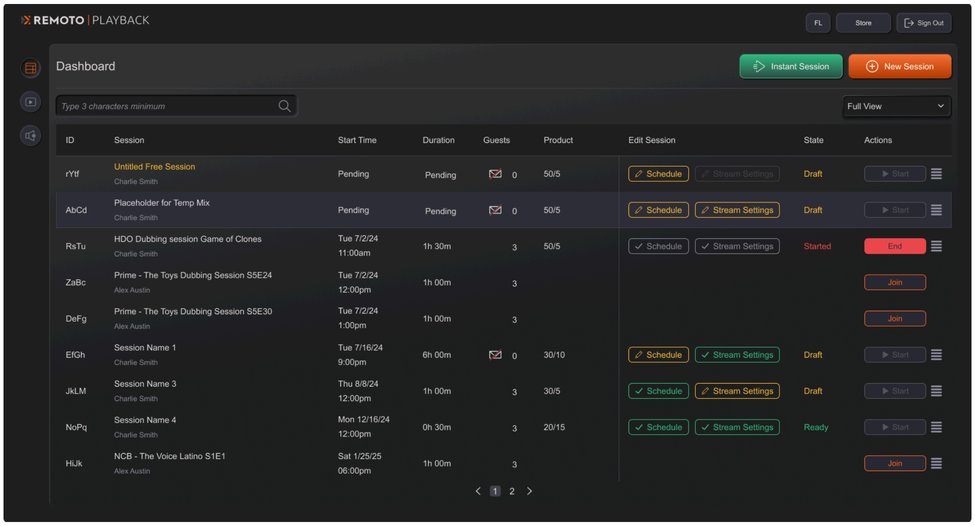
My Profile is a full-page view with three tabs: **User Detail, Security,** and **Products & Activity**. Use **User Detail** for your name, email, and Team invitations; **Security** for password and Personal MFA; and **Products & Activity** for plans, one-time sessions, and session history for the account you select in **Accounts** (**Personal** or a Team name). For full detail, see **Profile**.

Dashboard View

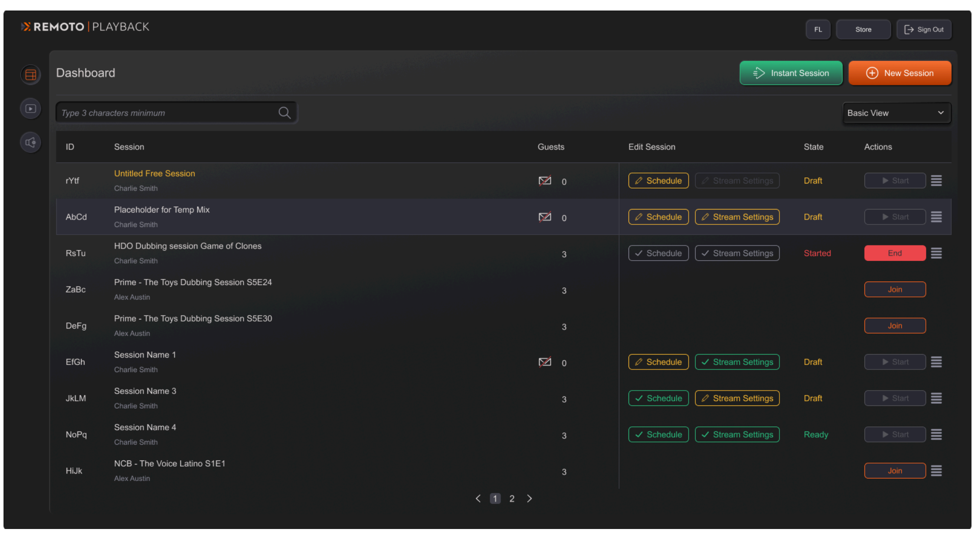
Upon successfully logging into Playback with an Organizer account, the default view of “Dashboard” is displayed in “Full View”.

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

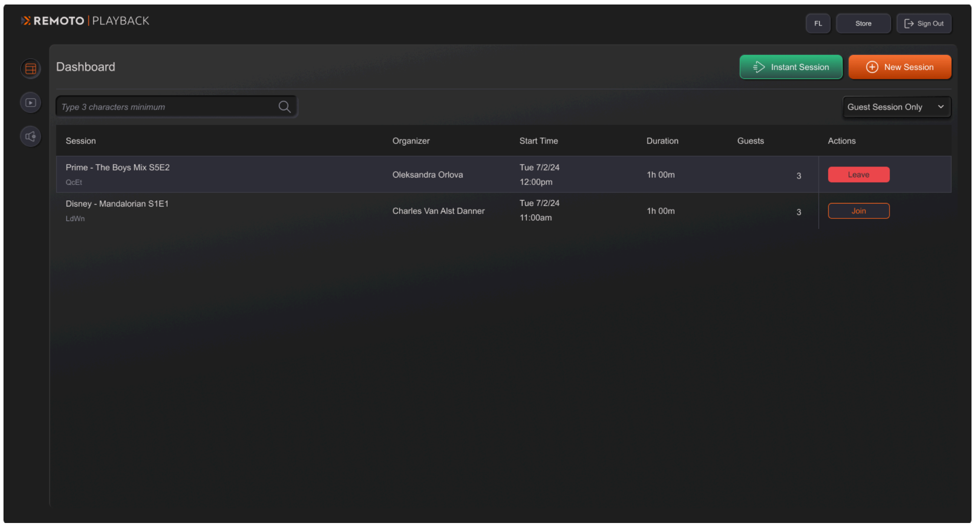
Full View: All Dashboard columns are visible:



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

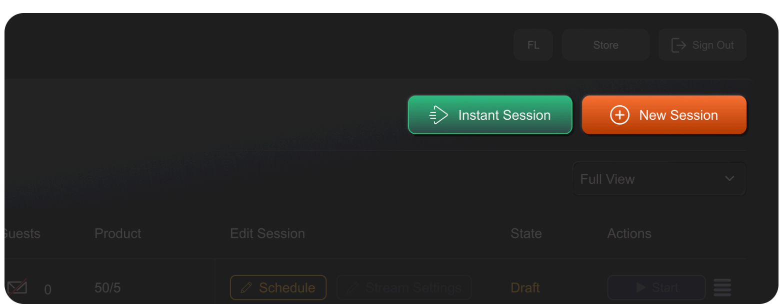


Guest View: This view filters the dashboard to show only sessions to which the user has been invited to as a Guest. Columns visible are: Session Name, Organizer, Start Time, Duration, Guests, Actions.



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.



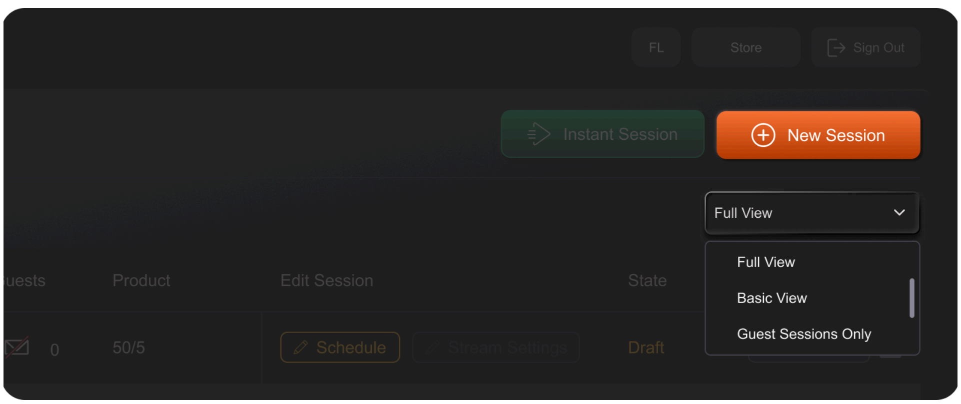
- Scheduling a new single one-time session by clicking on the session name;

- 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

---

Session Dashboard Columns

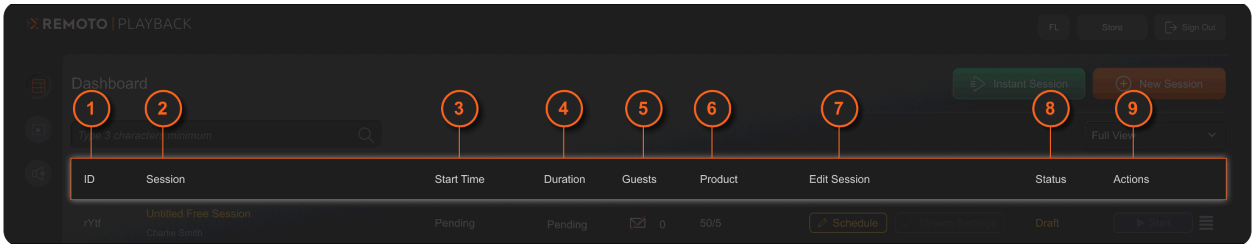
Playback’s “Dashboard” view displays the list of scheduled sessions created as an Organizer or invited to as a Guest, with session information organized into columns. There are three different dashboard views, which can be chosen through the dashboard view dropdown:



- Full View
- Basic View
- Guest Sessions Only

Depending on the view chosen, different columns are visible.

Session Dashboard Columns - Full View:

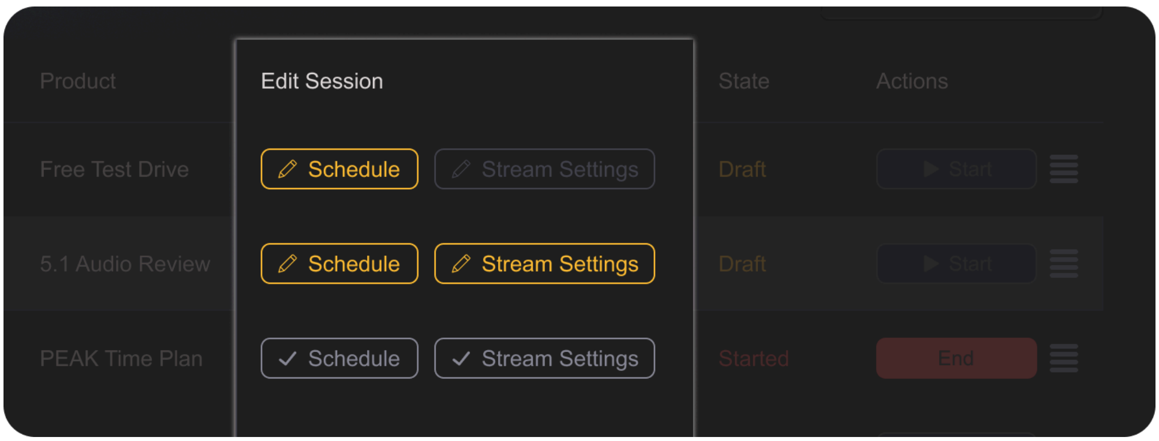


Column		Description
1	**Session ID**	Unique ID for support. Tooltip: name, organizer, status, reminders. Click opens Session Details.
2	**Session**	Session name and organizer. Click opens Session Details.
3	**Start Time**	Scheduled date and time.
4	**Duration**	Scheduled duration
5	**Guests**	Invited guest count. Click opens Guest List. Envelope icon: notifications off (crossed) vs on (no icon). Notifications must be enabled to **Start**.
6	**Product**	Session source (for example: **Free Session, single session, Time Bundle, Team Account**)
7	**Edit Session**	Schedule and Stream Settings
8	**State**	**Draft, Scheduled, Ready, Started**, or **Finished**
9	**Actions**	**Start / Join / Leave / End / Delete / Reuse** (finished)

Edit Session button colors

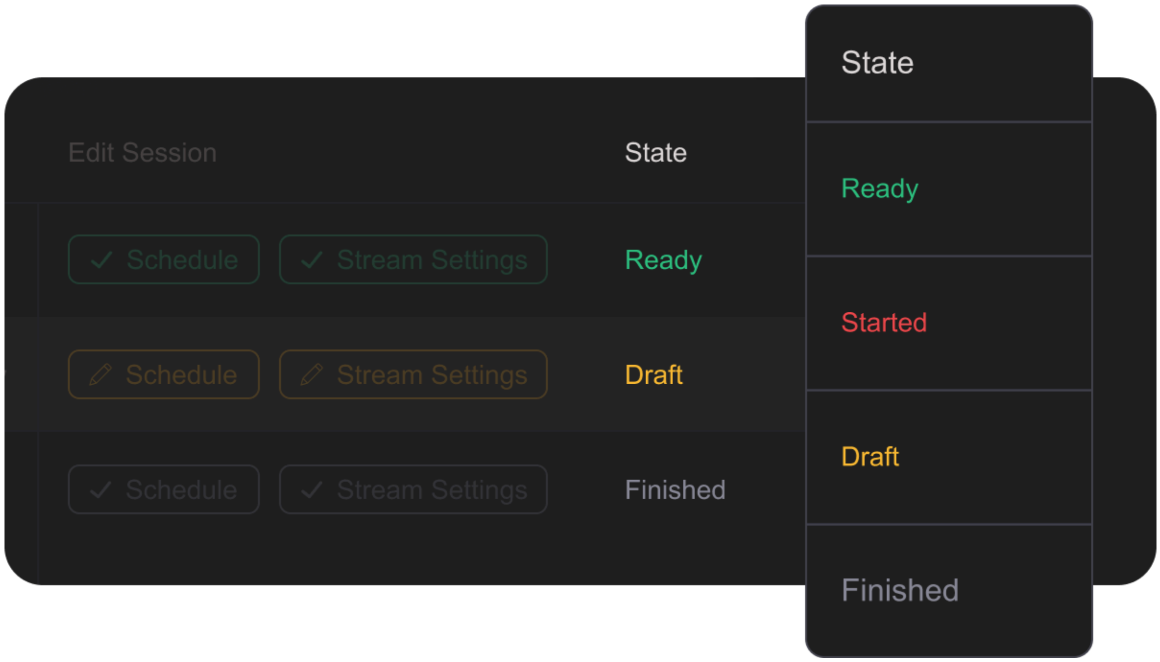
Schedule: Grey (finished, view only), Green (scheduled, editable), Yellow (not yet scheduled).

Stream Settings: Grey (finished), Yellow (not configured), Green (configured).



Session State

- **Draft** — Not ready to start
- **Scheduled** — Scheduled but not yet Ready
- **Ready** — Can Start
- **Started** — Live
- **Finished** — Ended and closed



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

Action	Who	Description
Start	Organizer	Starts a Ready session
Join	Guest	Sends join request; runs A/V checks
Leave	Guest	Exits an active session
End	Organizer	Ends live stream and session
Delete	Organizer	Removes the session
Reuse	Organizer	On Finished rows — clones settings and guests into a new Quick Session

Session Dashboard Columns - Basic View:

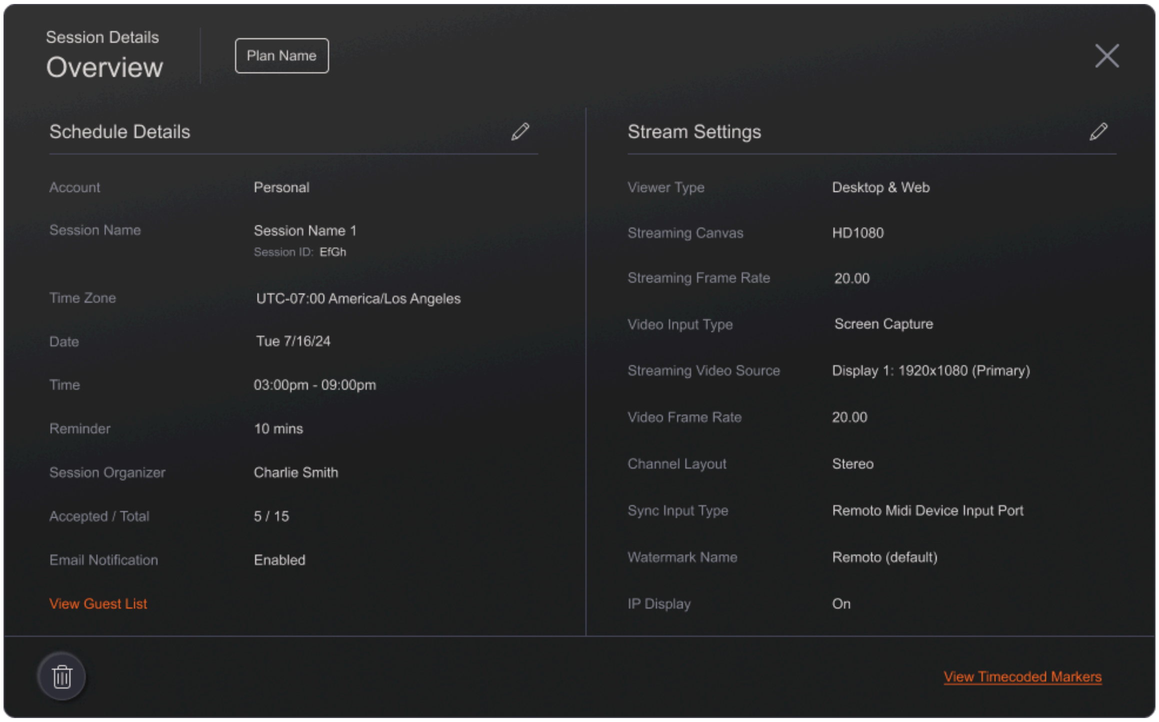
Abbreviated columns: **Session, Guests, Edit Session, State, Actions**. Behavior matches Full View for those columns.

Session Dashboard Columns - Guest View:

Shows sessions you are invited to as a Guest: **Session, Organizer, Start Time, Duration, Guests, Actions (Join / Leave)**. **No + New Session** or **Reuse.**

Session Details Overview Window

The **Session Details Overview** window is a read-only summary of **Schedule Details** and **Stream Settings** for a session. Use it to review configuration before starting a session or while a session is live.



How to open Session Details Overview

Open the window in any of these ways:

- **Dashboard** — Click the **session name** or **Session ID** (Organizers).
- **Studio** — Click the **session name** while in a live session.

You can also open **Schedule** or **Stream Settings** directly from the Dashboard **Edit Session** column without opening the overview first.

What you see (Organizer)

When you are the session Organizer, the overview shows Schedule Details on the left and Stream Settings on the right.

Schedule Details

Field	Description
Account / product	Session source, for example Personal (Time Bundle), single session, Free Session, or a Team Account
Session name	Name of the session; Session ID appears below
Time zone	Time zone used for scheduling
Date	Scheduled date
Time	Scheduled start and end time
Reminder	Guest reminder email setting
Session Organizer	Name of the Organizer hosting the session
Accepted / Total	Guests who accepted the invitation vs. total invited
Email notification	Whether guest email notifications are enabled
View Guest List	Opens the Guest List window

Click the **pencil** icon in Schedule Details to open **Edit Session Details 1 of 2 — Schedule**. You can edit until the session has started (finished sessions are view-only).

Stream Settings

Field	Description
Streaming canvas	Output resolution for the stream
Streaming frame rate	Frame rate for the stream
Video input type	How video is captured
Streaming video source	Selected video source
Video frame rate	Frame rate of the video source
Channel layout	Audio format (stereo or multichannel)
Sync input type	MTC sync status when configured

Watermark name	Watermark setting, if any
IP display	Whether IP overlay is on or off
Capture Agent	Registered Remoto Capture Agent selected for the session, when applicable

Click the **pencil** icon in Stream Settings to open **Edit Session Details 2 of 2 — Stream Settings**.

For **Time Bundle** sessions, schedule and stream values must stay within your bundle limits (guest count, hours, and stream specifications). Tooltips on the Dashboard and in edit windows show remaining bundle time and limits where applicable.

For **single sessions** and **Free Sessions**, limits match what was purchased or granted for that session.

Unscheduled single sessions and Free Sessions

For a **single session** or **Free Session** that has not yet been scheduled, Schedule fields may be blank until you complete **Edit Session Details 1 of 2 — Schedule**. Open Schedule from the overview pencil icon or from the Dashboard Schedule button.

Quick Session sessions

Sessions created with **Quick Session** still appear on the Dashboard and open in Session Details Overview like other sessions. Review **Schedule** and **Stream Settings** here before clicking **Star**t if you did not open those panels during creation.

Delete session

A **trash** icon at the bottom of the overview permanently **deletes** the session and removes it from the Dashboard. Use this only when you no longer need the session record.

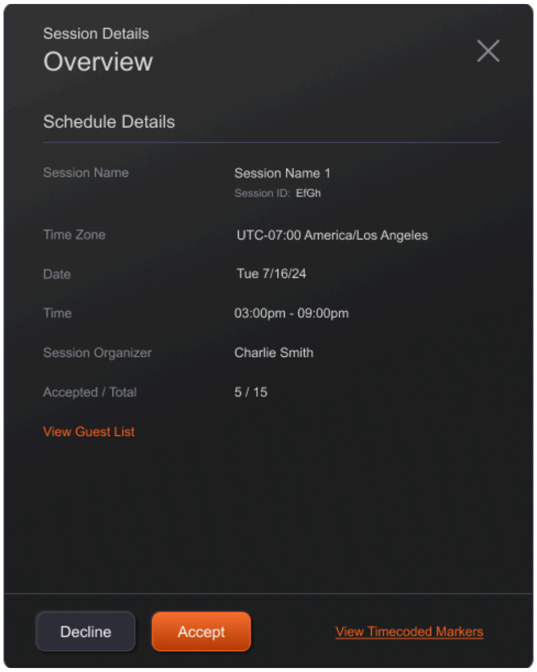
Finished sessions can also be deleted from Dashboard actions; use **Reuse** on a finished session if you want a new session with the same settings and guests.

Live session: timecoded markers

If you open Session Details Overview during a live session, View Timecoded Markers appears at the bottom. Click it to open the marker list for review and export (Organizers and Guests on supported native clients).

Export MIDI markers from the Studio before ending the session if you need MIDI output after the session closes.

Session Details Overview (Guest)



When you open Session Details as an **invited Guest**, only **Schedule Details** are shown (no Stream Settings).

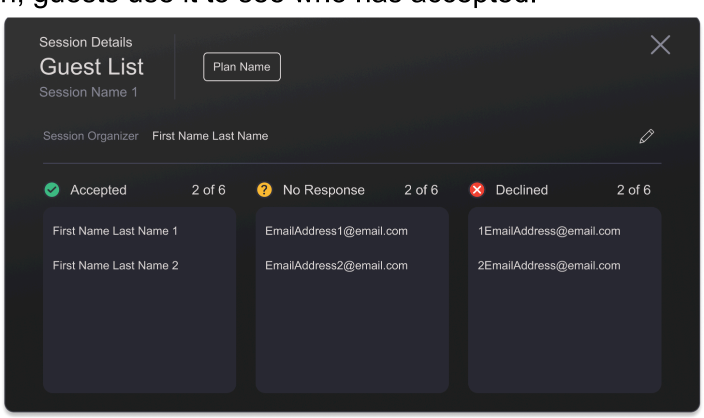
Guests see session name, Session ID, time zone, date, time, reminder setting, Organizer name, accepted/total counts, email notification status, and **View Guest List**.

Before the session is live, Decline and **Accept** buttons appear so you can respond to the invitation.

During a live session, View Timecoded Markers may appear (native clients only; not available in Playback for Web).

Session Details Guest List Window

The **Guest List** window shows who is invited to a session and whether each guest has accepted, declined, or not yet responded. Organizers use it to review invitations before starting a session; guests use it to see who has accepted.



How to open the Guest List

Open the Guest List in any of these ways:

1. **Dashboard** — Click Session ID or session name to open Session Details Overview, then click View Guest List.
2. **Dashboard** — Click the guest count in the Guests column.
3. **Studio** — Click the session name to open Session Details Overview, then click View Guest List.

Organizer view

When you are the **session Organizer**, the Guest List is divided into three sections:

Section	Contents
Accepted	Guests who accepted the invitation (email addresses shown)
No Response	Guests who have not yet accepted or declined
Declined	Guests who declined the invitation

Use this view to confirm invitations before you **Start** the session. Email notifications must be enabled (Dashboard envelope icon / Schedule settings) before guests receive invitations.

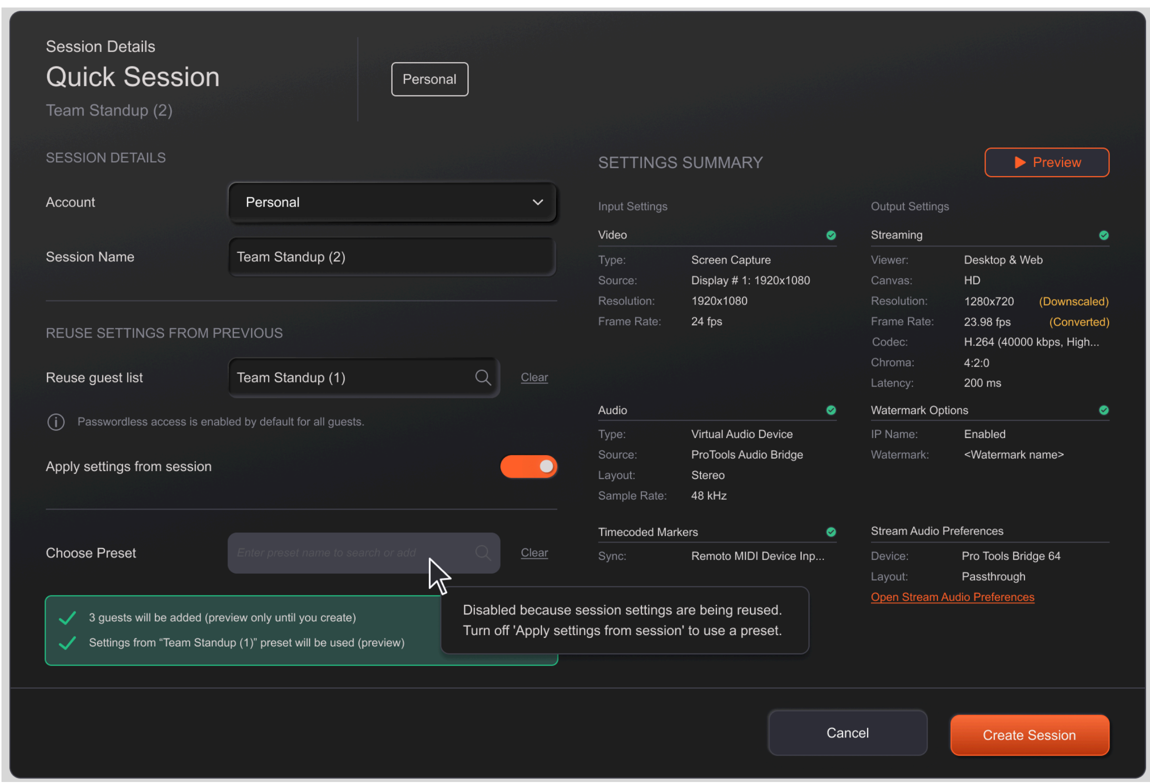
Guest limits: The number of guests you can invite depends on the session product (for example, **Free Session, single session, Time Bundle**, or **Team Account**). If you add guests in **Edit Session Details — Schedule**, the application validates against that limit.

Guest View

When you open the Guest List as an **invited Guest**, only the **Accepted** section is visible. It lists the names of guests who have accepted the invitation. You do not see **No Response** or **Declined** lists.

Quick Session

Quick Session is available for **Bundle Users** and **Team Accounts** and is a fast way to create a new Playback session without walking through the full **+ New Session** scheduling flow first. Use it when you already know your stream settings (from a **preset** or from a **previous session**) or Guest List and want to schedule a new session quickly.



Open Quick Session from the **Dashboard** by clicking **Quick Session** in the upper right, next to **+ New Session**. Quick Session is available to **Organizers** (not Guests).

Creating a Quick Session does not start the session. After **Create Session** is clicked, the session appears in a new row on the Dashboard. Open **Schedule** or **Stream Settings** if you need changes, enable guest notifications, then click **Start** when ready.

How to open Quick Session

Entry point	What opens
Quick Session (Dashboard)	Empty modal: choose a preset and/or a previous session
Reuse (Dashboard, Finished sessions only)	Same modal with that session already selected for guest and settings reuse

Reuse is the fastest way to repeat a finished session. It opens Quick Session with the source session pre-filled.

Quick Session modal overview

The modal has three areas:

- **Session details** (left) — account, session name, reuse options
- **Settings Summary** (right) — preview of stream settings that will apply; **Preview** opens a detailed view when available
- **Actions** (bottom) — **Cancel** and **Create Session**

Session details

Account

Select the account the session is created under (for example **Personal** for a Time Bundle or single session, or a **Team Account**). If you have multiple accounts, the first available account is selected by default. Changing the account refreshes the preset list and the sessions you can pick for reuse.

Session name

Required.

- Default when starting fresh: **Quick Session – [Month Day]** (for example, **Quick Session – May 28**).
- When you select a session under **Reuse guest list**, the name updates to **{Original name}** (2) (for example, **Team Standup (1)** → **Team Standup (2)**). You can edit the name before creating.

Reuse guest list (optional)

Search for a previous session to copy its guest list.

- Type in the search field to find sessions by name (partial match, not case-sensitive).
- Each result shows session name, date, and guest count.
- Select a session, then use **Clear** to remove the selection.

Sessions you can reuse include sessions where you are the **Organizer**, in any state (**Draft, Ready, Started,** or **Finished**). Deleted sessions do not appear.

When you select a session:

- Guest emails and roles from that session will be copied to the new session (preview only until you click **Create Session**).
- **Apply settings from session** becomes available (see below).
- **Choose Preset is disabled** while **Apply settings from session** is on.

Apply settings from session

Toggle that controls whether stream settings come from the **previous session** or from a **preset**.

Toggle	Behavior

Off (no session selected)	Toggle is disabled. You must choose a preset under Choose Preset.
On (session selected)	Stream settings are taken from the selected session as it was configured when that session ended (not live edits made afterward on the Dashboard). Choose Preset is disabled.
Off (session selected)	Guests are still copied from the selected session. Stream settings come from the preset you pick under Choose Preset.

When you open Quick Session via **Reuse** on a **Finished** session, **Reuse guest list** is already filled in and **Apply settings from session** is on by default.

Choose Preset

Search for a saved stream settings preset.

- Required when no session is selected, or when a session is selected but **Apply settings from session** is off.
- Disabled when **Apply settings from session is on**.
- Use **Clear** to remove a preset selection.

Presets must be saved first from **Edit Session Details 2 of 2 — Stream Settings** on another session. If no presets exist, you cannot create a preset-only Quick Session until one is saved.

Passwordless access

Passwordless access is **enabled by default** for guests created through Quick Session (guests may join without signing in when your session allows it).

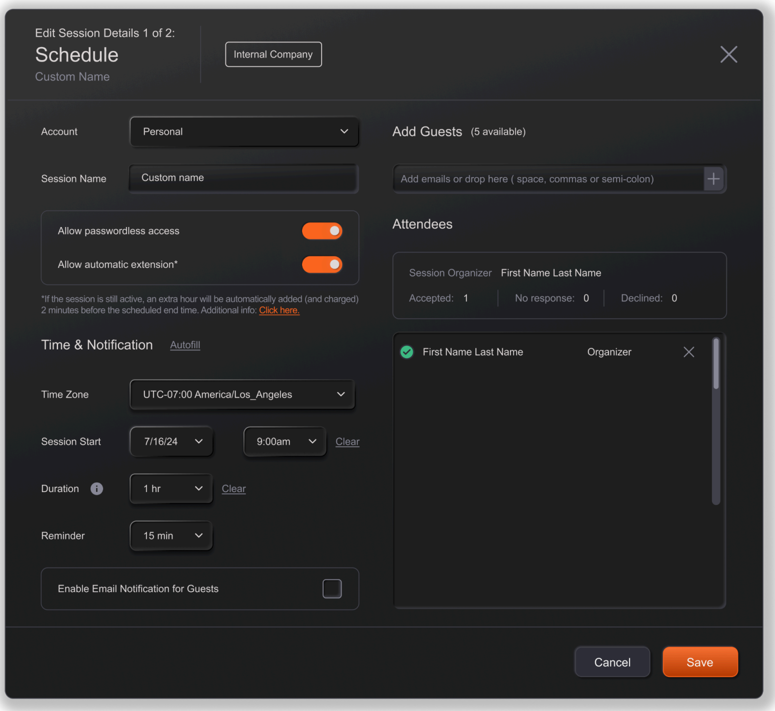
Email notifications

Email notifications are not sent when you create a Quick Session. To notify guests before go-live, open **Edit Session Details 1 of 2** — Schedule and turn on **Enable Notifications for Guests**, then save.

If notifications are still off when you click **Start**, Playback turns them on automatically when the session starts, and guests are notified according to your session settings.

Edit Session Details 1 of 2: Schedule

Edit Session Details 1 of 2: Schedule is where you set when the session runs, who is invited, and how guests are notified and authenticated. After you save schedule details, Playback opens **Edit Session Details 2 of 2: Stream Settings** so you can configure the stream (or return to finish stream settings later).



You can open this window from:

- The **Schedule** button in the **Edit Session** column on the Dashboard (grey = Finished and view-only; green = scheduled and editable; yellow = not yet scheduled, for single one-time and Welcome Sessions).
- The pencil icon in **Schedule Details** in the **Session Details Overview** window.

- **+ New Session** on the Dashboard when scheduling a session under an active **Time Bundle**.

An Organizer with a purchased **single one-time session**, an active **Free Session**, or an active **Time Bundle** can schedule from here. Users signed in with **Scheduler** access on a second device can also open and edit schedule details for sessions that are not yet started, using the same Remoto account.

Session schedule

Configure:

- **Session name** — Identifies the session on the Dashboard and in guest communications.
- **Time zone** — Time zone used for the scheduled start and end.
- **Date and start time** — When the session is scheduled to begin.
- **Duration** — How long the session is scheduled to run. Maximum guest count and duration depend on the product (single session template, Welcome Session, or Time Bundle limits). You may schedule equal or lower capacity than purchased; unused capacity is not refunded.
- **Session reminders** — Optional reminder emails to guests before the session.

Click **Save** to save schedule details and mark the session as scheduled. Click **Autofill** to fill the date and the next available start time (on the hour or half hour) for the current day.

Inviting guests is not required before you save. You can add or change guests before or after the session starts (including from **Invite Guests** in Studio during a live session).

Once saved and closed, reopen this window by clicking the session name on the Dashboard or **Schedule** in the **Edit Session** column.

Guest participants

Use the guest entry field to add guests by email. You can type addresses, paste or drag one or more emails from an external list, and press + to confirm each entry.

Search and reuse guests

The field supports search (three or more characters) for saved participants, groups (including groups from past session names), and past session name groupings. Selecting a group adds its members; guests already on the list are not added again.

Guests can be added or changed before you save, after the session is scheduled, or from Invite Guests in Studio while the session is live.

For invitation status (accepted, pending, declined), use **Session Details Guest List** or **View Guest List** from the Session Details Overview window.

Enable Email Notifications for Guests

Turn on **Enable Email Notifications for Guests** when you want Playback to email invitations and session updates to guests.

- While this toggle is off, invitations are not sent when you save schedule details.
- Turn it on before Save if you want guests notified before go-live.
- If notifications are still off when you click Start, Playback turns them on automatically when the session starts, and guests are notified according to your session settings.

When **Enable Email Notifications for Guests** is on and you **Save**, Playback creates a **session name group** containing that session's guests. You can search and reuse that group in future sessions.

Quick Sessions: Email notifications are **not** sent when the Quick Session is created. Review guests here and enable notifications if you want early invitations, or rely on automatic enablement when you **Start** (see **[Quick Session]**).

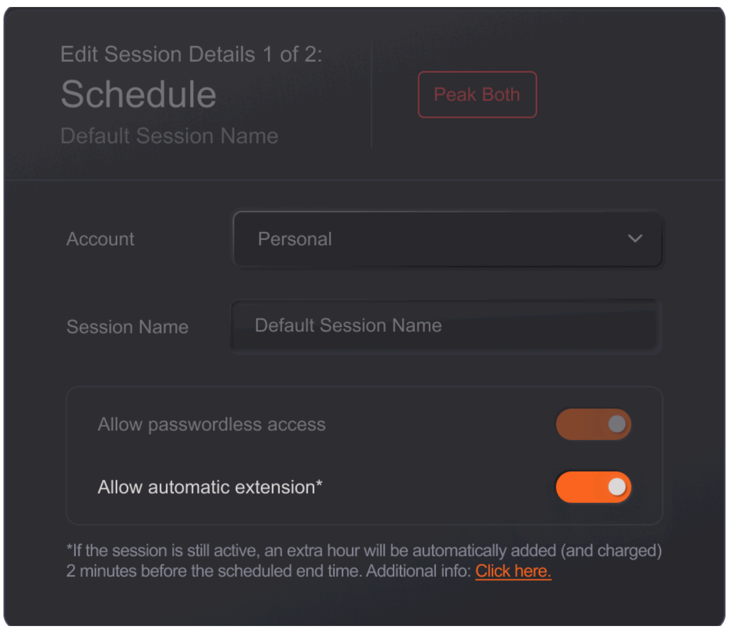
Allow Passwordless Access

Allow Passwordless Access lets guests join without signing in to a Remoto account. This applies to all guests on the session. You can change it any number of times before the session starts.

Quick Sessions enable passwordless access by default for all guests (see [Quick Session](#)).

Automatic Session Extension (paid single one-time sessions only)

For **paid single one-time sessions**, a toggle under the session name controls **Automatic Session Extension**.



When **on** and a payment method is on file:

- About **15 minutes** before the scheduled stream end, Playback warns that auto-extend is approaching.
- About **2 minutes** before the scheduled stream end, if the **stream is still active**, Playback charges your payment method for a **one-hour extension** and adds **60 minutes** to the current session so streaming can continue.
- Extension length is always **one hour**, regardless of whether the original session was 30 minutes, one hour, three hours, or longer. The charge is for that

one-hour extension at your product's extension pricing, not a second full session purchase of the original length.

If you **stop the stream** (or otherwise end streaming) before the auto-extend charge time, no extension is charged.

With the toggle **on**, this can repeat when you again approach the end of the extended time, as long as the stream is still active and payment succeeds.

When **off**, you are prompted to extend manually before time runs out. See **Session Extensions**.

This does not apply to Time Bundle sessions (time comes from your bundle balance) or Welcome Sessions.

When off, you are prompted at end of time whether to extend. See **Session Extensions** for details.

This toggle does **not** apply to **Time Bundle** sessions (time is drawn from your bundle balance) or **Free Sessions**.

Quick Sessions and reused sessions

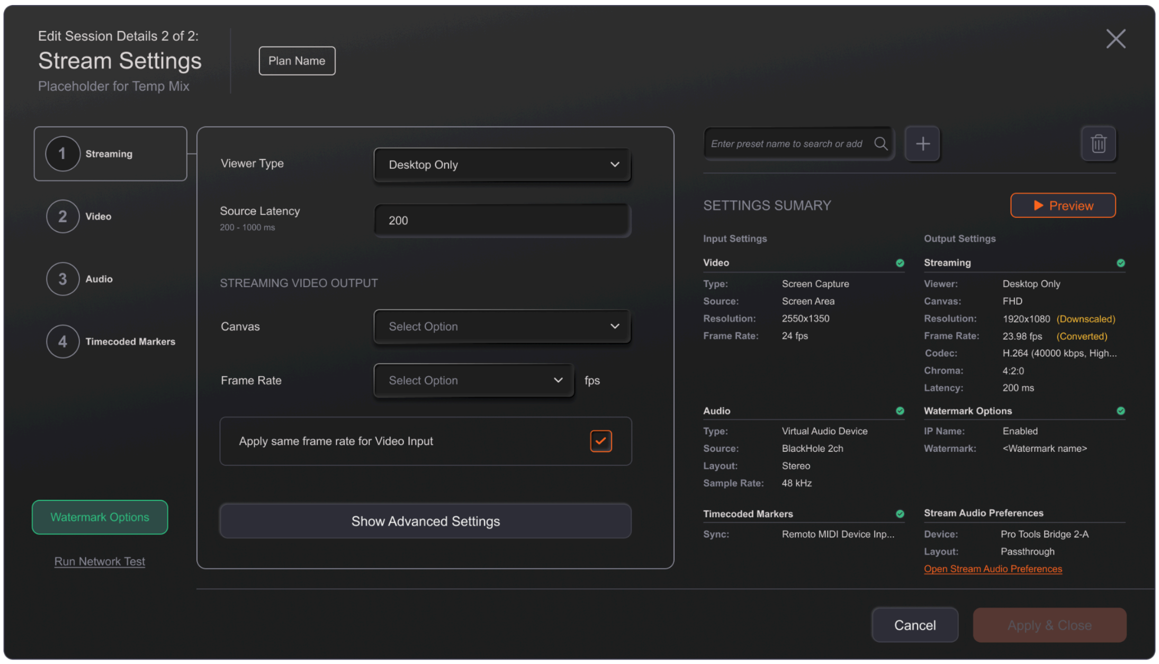
Quick Session creation does not open **Schedule** in the initial flow. After the session appears on the Dashboard, open **Schedule** to set date and time, review guests copied from a prior session or preset, and adjust notifications and passwordless access before **Start**.

Sessions created with **Reuse** from the Dashboard may already include a guest list and schedule values from the source session; review and update them here as needed.

Note: Guests can be invited at any time after scheduling—here in Schedule, or later from Invite Guests in Studio while the session is live.

Edit Session Details 2 of 2: Stream Settings

Edit Session Details 2 of 2: Stream Settings is where you configure how the session streams—video and audio sources, encoding, delivery to guests, and timecoded markers. Stream settings must be saved before a session can reach **Ready** and be **Started**.



After you save **Edit Session Details 1 of 2: Schedule**, Playback opens Stream Settings automatically. You can return anytime before or during setup (some options are locked once the session is live—see below).

How to open Stream Settings

- **Stream Settings** in the **Edit Session** column on the Dashboard (grey = Finished, view-only; yellow = not configured; green = configured and editable).
- The pencil icon next to **Stream Settings** in **Session Details Overview** (from the session name on the Dashboard or in Studio).
- The session name on the Dashboard, then the **Stream Settings** pencil.

Available options depend on your product (single one-time session, Welcome Session, or Time Bundle) and what that product allows (resolution, duration, channel count, and so on).

Settings Summary and Ready state

The right side of the window shows a **Settings Summary** of your choices, including any downscaling or frame-rate conversion applied to the source.

Sections 1–4 on the left must all be configured before the session can enter **Ready**. A green check mark appears beside each completed section:

1. **Streaming** — Canvas, frame rate, latency (where applicable), and delivery-related options.
2. **Video** — Video input type and source (including **Remoto Capture Agent**, if used).
3. **Audio** — Audio input, device, and channel layout.
4. **Timecoded Markers** — Sync input for marker alignment (if used).

Preview

Preview (top of the summary) opens a local proof of configured video and audio before go-live. Preview is available when sources are configured and the session is not already streaming. **Preview is not available when video is captured through Remoto Capture Agent**—configure and verify sources on the agent machine instead.

The **channel format** and **status** shown in Preview reflect how you are **monitoring the stream locally in Playback**, not necessarily every format or routing option guests will hear on their own devices. If your session uses multichannel, surround, or other non-stereo layouts, open **Preferences** and set your **local stream output** (speakers, Alternate Speakers' routing, and monitoring format) to match the stream you want to proof. For example, to fully check a multichannel or surround mix before go-live, your local monitoring setup should match that layout—otherwise Preview may downmix or route audio differently than you intend to deliver. You can adjust local monitoring in Preferences at any time before or during a session.

Optional utilities (lower right):

- **Watermark Options** — Optional watermark for the stream.
- **Run Network Test** — Opens the pre-session network test in your browser (https://remotopro.io/test)

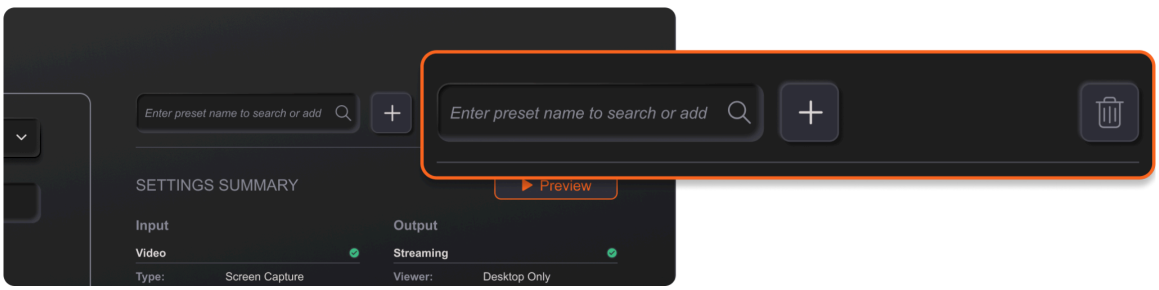
Save stores stream settings. The session moves to **Ready** when both Schedule and Stream Settings are complete.

Note: The Streaming tab cannot be changed while you are in a live session. Video, audio, and marker settings may still be adjustable depending on session state; see in-app guidance.

Stream Settings presets

At the top of the window, **presets** let you save, recall, and delete stream configuration sets.

- **Save**: In **Enter preset name to search or add**, type a name and click +.
- **Recall:** Open the same field and select a preset from the list.



Presets are used by **Quick Session (Choose Preset)** and when reusing stream settings from a finished session. Saved presets may be filtered by whether they allow browser guests; match the preset to how you expect guests to join.

Unified streaming

Remoto delivers one stream to all guests through the **Remoto Streaming Service**. Playback selects the right protocol for each guest client automatically—you do not choose separate “viewer types” for Desktop vs Web.

Guest client	Delivery
Playback Desktop (**macOS** or **Windows**)	Full-quality **SRT**
Playback Mobile (iPhone / iPad)	Full-quality **SRT**

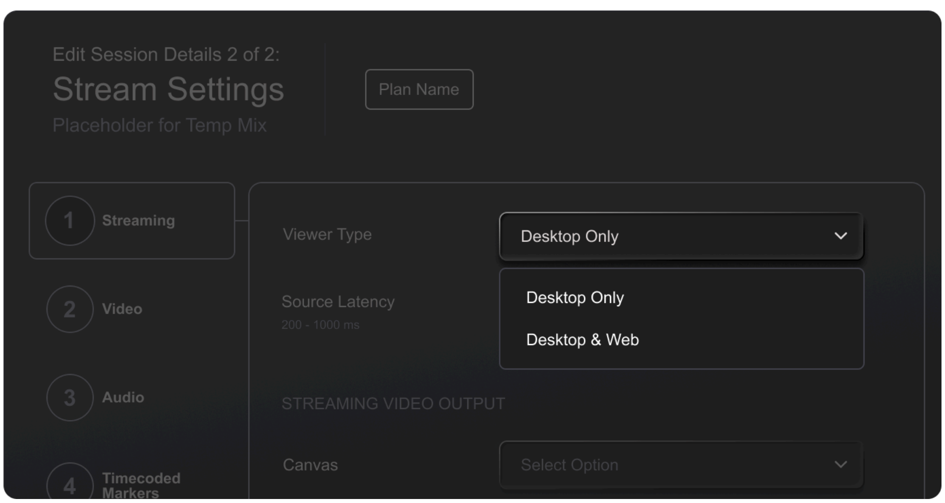
Playback for Apple TV	Full-quality **SRT**
Playback Web (browser)	Optimized **WebRTC** (H.264 or H.265)

Guests use the client they prefer; Playback selects the appropriate protocol automatically.

16-channel audio: If you select a **16 discrete channel layou**t, Playback warns that **browser guests cannot join** that session and directs them to Desktop, iOS, or Apple TV. Desktop supports full per-channel routing; iOS and Apple TV receive all channels and let guests choose a stereo pair to listen. The warning is informational—it does not block creating the session.

For **5.1** or **7.1** layouts, native clients receive the full surround mix via SRT; browser guests receive a stereo downmix.

Streaming Tab



Configure stream output and guest delivery parameters, including:

- **Streaming canvas** — Output resolution (HD, Full HD, 2K, UHD where your product allows).

- **Streaming frame rate** — Output frame rate (common cinema/broadcast rates supported).
- **Latency** — Optional buffer for SRT delivery (helps guests on weaker networks; increases end-to-end delay). Default is typically **200ms** total path adjustment as described in **Streaming Settings**.
- **Advanced settings** — Additional encoding controls via **Show Advanced Settings.**

You can apply the streaming frame rate to the **Video** tab automatically when supported.

Streaming Canvas

The **Streaming canvas** sets the resolution of the video stream sent during the session—the number of pixels on screen, which determines overall video quality. Common options include HD (720p), Full HD (1080p), 2K, and UHD/4K where your product allows.

The best resolution for a live stream depends on several factors: network bandwidth available to the Organizer and guests, the type of content being streamed, and the devices guests use to watch. Higher resolutions look better but need more bandwidth and processing power for encoding and decoding.

If you are streaming from an application or screen capture—or are unsure what to choose—use **1080p as a minimum** streaming canvas. When you can, match the streaming canvas and frame rate to the source material you are streaming. **Playback does not upscale** video beyond the source resolution; if the canvas is larger than the source, the stream is shown at native size within the canvas. If the canvas is **smaller** than the source, Playback **downscales** to fit (the Settings Summary notes when downscaling applies).

Streaming frame rate

Sets the frame rate of the video stream sent during the session (frames per second). Common cinema and broadcast rates are supported, including **23.98, 24, 25, 29.97**, and **30 fps**.

When the source frame rate is known, match **Streaming frame rate** and **Streaming canvas** to the source. The value here should also match **Frame rate** on the **Video** tab (streaming video frame rate)—see **Video tab** below.

If you are streaming from an application or screen capture and the source frame rate is unknown, use **24 fps** for **Streaming frame rate** (and align **Frame rate** on the **Video** tab when required).

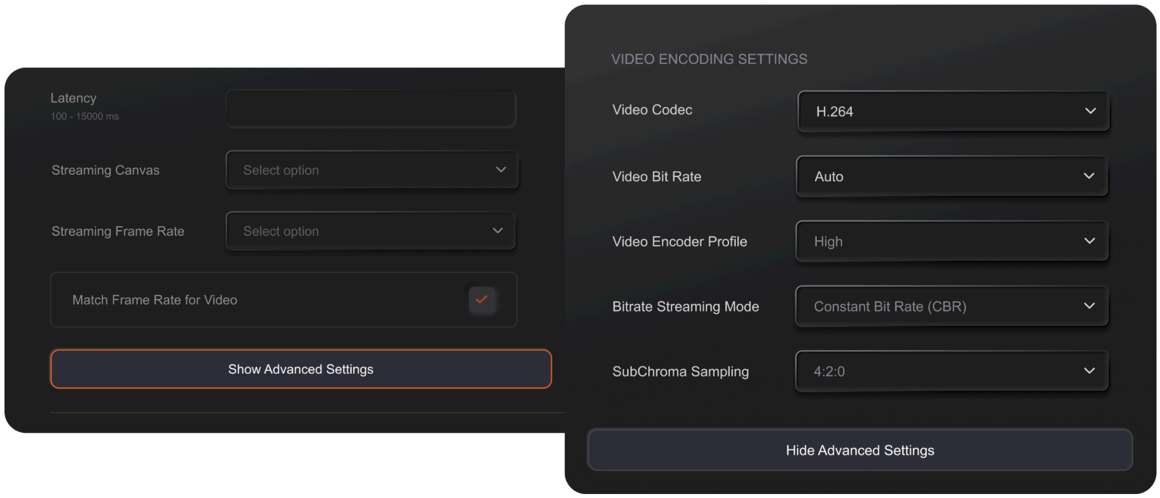
You can apply the streaming frame rate to the Video tab automatically when that option is available.

Latency

Optional buffer for SRT delivery. Adding latency can improve reliability for guests on weaker networks but increases end-to-end delay. Default is typically **200 ms** on the total path; see Streaming Settings for detail.

Advanced settings (advanced encoding settings)

Click **Show Advanced Settings** on the Streaming tab to fine-tune video encoding and balance quality against available bitrate. Click **Hide Advanced Settings** to collapse the panel. If you do not change these options, Playback uses the defaults shown in the UI.



Changes here are reflected in the **Settings Summary** on the right.

Video codec: H.264 or H.265

Chooses the compression format for the outgoing stream.

- **H.264** — Widely supported across devices and clients. A reliable choice when you need maximum compatibility.
- **H.265** (HEVC) — Higher compression efficiency than H.264, often allowing better quality at lower bitrates. May require more processing power on the Organizer machine.

H.265 is the default in many configurations; **H.264** remains available when compatibility is the priority. Available codecs may depend on your product and session configuration.

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

Controls how much data is used per second for video.

- **Auto** — Playback selects a bitrate suited to your canvas, frame rate, and content.
- **Manual** — Set a fixed value. Lower bitrates reduce bandwidth use but can reduce quality; higher bitrates improve quality but require more upload bandwidth and processing.

Video encoder profile: Baseline, Main, High

Sets encoder complexity and capability.

- **Baseline** — Lower complexity; suited to constrained environments.
- **Main** — Common for standard-definition workflows.
- **High** — Best for HD and UHD; highest quality, higher processing demand.

Available profiles depend on the selected codec and chroma subsampling.

Bitrate streaming mode: Constant bit rate (CBR)

Playback uses **CBR**, keeping bitrate steady through the stream. That helps predictable bandwidth use and stable delivery on networks with consistent upload capacity—typical for live streaming.

Chroma subsampling: 4:2:0 or 4:2:2

Controls how color information is stored relative to brightness.

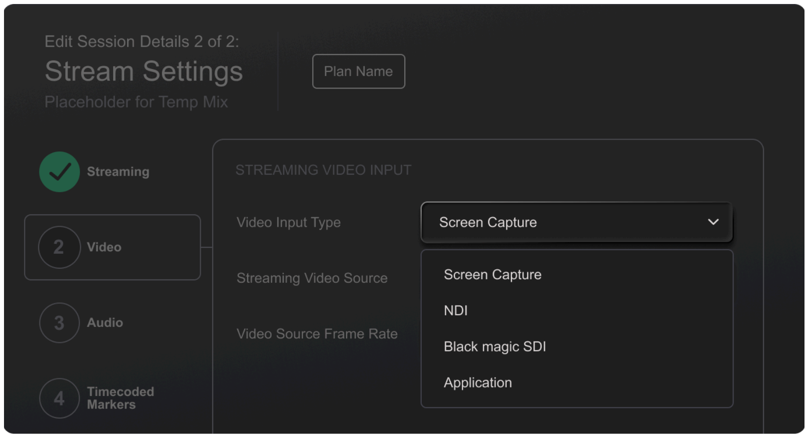
- **4:2:0** — Common for delivery and streaming. Smaller bandwidth footprint with good quality for most viewing.
- **4:2:2** — More color detail; often used in professional post and color-critical workflows. Availability depends on your product and encoding settings.

Note: The Streaming tab cannot be changed while you are in a live session. Configure advanced encoding before Start, or adjust other tabs as allowed once live.

See Streaming Settings for full detail on canvas, frame rate, latency, and cross-tab alignment with Video settings.

Video Tab

The **Video** tab is where you choose **what** is streamed—video input type, source, and source frame rate. Configure it together with **Streaming canvas** and **Streaming frame rate** on the **Streaming** tab so capture, encoding, and delivery align.



Video input type

Choose how Playback captures video. For highest picture quality, **NDI** or **Blackmagic SDI** are recommended when your workflow supports them.

Screen Capture

Captures a connected display or a selected region of that display. Use this for full-screen or partial-screen workflows (for example, monitoring an NLE or DAW on the Organizer machine).

Application

Captures a specific application window. The dropdown lists open applications on the Organizer machine. Available on **macOS** and **Windows**. Use this when you want to stream one app without the rest of the desktop.

NDI

Captures video over the network using **NDI** (Network Device Interface). You can use NDI tools (https://ndi.video/type/ndi-tools/) such as **Scan Converter** on the same machine, NDI output from supported NLE plugins (for example Adobe Premiere or Final Cut Pro), or NDI sources on the LAN. When you select **NDI**, choose the **Streaming video source** (Scan Converter location or NDI output).

Blackmagic SDI

Uses a **Blackmagic** hardware device as the video source. Additional fields appear:

- **Streaming video source** — Device selection
- **Connection** — Input connection
- **Timecode format** — Timecode handling for the SDI source

When **Blackmagic SDI** is the video input, **Blackmagic SDI** must also be selected on the **Audio tab**. **4:2:2** chroma subsampling (on the **Streaming** tab, **Advanced settings**) requires **Blackmagic SDI** as the video input.

Blackmagic SDI cannot be used for both Video input and Secondary video output in Preferences at the same time. Change one or the other if Playback reports a conflict.

Remote Capture Agent

Streams from a registered **Remote Capture Agent** on another machine. The Organizer runs Playback for conferencing and session control; the agent handles capture and encoding on the dedicated source system. Select **Capture Agent** as the input type, then choose the agent and the sources it exposes (displays, applications, NDI, Blackmagic, and so on—depending on that agent).

Install, register, and manage agents per **Remote Capture Agent**. Stream Preview in Playback Desktop is not available in this mode—verify sources on the agent machine or through your production monitoring path.

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

Streaming Video Source

Dropdown list of sources for the selected **Video input type**—display, screen region, application window, NDI source, Blackmagic device/input, or Capture Agent and its devices. Options update when you change input type.

If a previously selected source is unavailable (device disconnected, window closed, agent offline), Playback flags the source so you can reselect before **Start**.

Video source frame rate

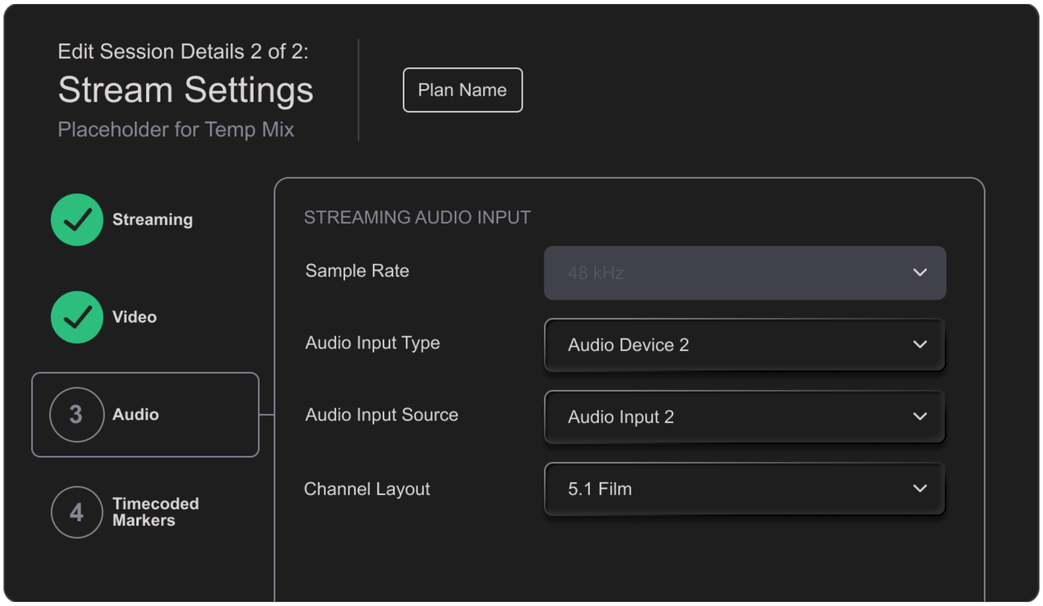
Sets the frame rate of the captured video source (not the encoded stream by itself—that is **Streaming frame rate** on the **Streaming tab)**.

- **Screen Capture** or **Application:** Set explicitly. If the source rate is unknown, **24 fps** is a common default. Match Streaming frame rate on the Streaming tab when possible.
- **NDI** or Blackmagic SDI: Often not required; the source carries timing metadata and Playback follows it. Confirm alignment in the **Settings Summary**.

The UI reminds you when **Video source frame rate** and Streaming frame rate should match. You can apply streaming frame rate to the **Video** tab automatically from the **Streaming** tab when that option is enabled.

Audio Tab

The **Audio** tab configures the **audio source** for the stream—input type, device, and channel layout. Set it together with **Video** so capture paths stay aligned (especially for **NDI** and **Blackmagic SDI**).



Sample rate

Sample rate is fixed at **48 kHz** for streaming.

Audio input type

Choose how Playback captures audio for the stream.

Virtual audio device

Uses a connected hardware or software audio device (audio interface, virtual routing device, system device, and so on). Select the device under **Audio input source**.

NDI

Captures audio from an **NDI** source—NDI Scan Converter on the same machine, NLE plugins (for example Adobe Premiere or Final Cut Pro), or NDI sources on the LAN. Choose the source under **Audio input source**. Video and audio NDI paths can be configured independently or matched to the same NDI source, depending on your workflow.

Blackmagic SDI

Uses a **Blackmagic** hardware device as the audio source. **Required** when **Blackmagic SDI** is the **Video input type** on the **Video** tab. Select the device and connection under **Audio input source**. See System Requirements and Compatibility for supported Blackmagic devices on **macOS** and **Windows**.

Remoto Capture Agent

When **Remoto Capture Agent** is the **Video input type**, audio is captured on the **agent machine** and configured there. The **Audio** tab on the Organizer's Playback session is not used for source selection—verify audio routing on the agent system before **Start.**

Audio input source

Dropdown of available sources for the selected **Audio input type**. Options update when you change input type.

If a previously selected device is unavailable (disconnected, driver issue, NDI source offline), Playback flags **Audio source unavailable** so you can reselect before **Start**.

Channel layout

Sets how many channels are sent in the stream (stereo through multichannel layouts, depending on the selected device and your product).

Options depend on the **Audio input source**. Layouts range from **stereo** to **multichannel** (including **5.1, 7.1**, and up to **16 discrete channels** where your product and device support it).

DAWs and NLEs often send stereo pairs or multiple formats on one device. If guests should choose which pair or format to monitor during the session, select the f**ull channel width** of the device—for example, a **16-channel layout** on a 16-channel interface sends all discrete channels in the stream.

Guest monitoring

- **Playback Desktop (macOS / Windows)**: Full multichannel routing; guests can select stereo pairs or formats (Audio Groups) where supported.
- **Playback Mobile and Apple TV:** Receive multichannel streams; guests choose a stereo pair to listen (defaults to channels 1+2). Surround-capable outputs may pass through applicable formats.
- **Playback Web (browser):** Multichannel streams are delivered as **stereo downmix; 16-channel sessions are not available** to browser guests—see Unified streaming under the **Streaming** tab.

Channel layouts above your product limit cannot be selected; choose a lower layout or upgrade your product where applicable.

Timecoded Markers Setting

The **Timecoded Markers** tab configures **timecode sync** between Playback and your source DAW or NLE. This alignment is what lets **timecoded markers** entered during a session reference the correct position on the source timeline.

Playback does **not** require timecode sync for normal video streaming and conferencing. Configure this tab when you use **timecoded markers** and want markers exported back to the DAW or NLE at the matching SMPTE timecode.

This tab is **section 4** in Stream Settings. A selection is required here for the session to reach **Ready** (green check mark), even if you do not plan to use markers in that session.

Sync input type

Select **Remoto MIDI Device Input Port** as the **Sync input type**.

Playback receives **MTC (MIDI Time Code)** on this port and **chases** the timecode from your host DAW or NLE. When sync is established, each timecoded marker you enter during the session is stamped with the SMPTE timecode at that moment on the source timeline.

DAW / NLE setup: Configure the host application to **generate and send MTC** to `Remoto_out.` Until MTC is received, Playback cannot chase source timecode and markers will not align to the source timeline.

The **Settings Summary** shows when the MTC receiver is active. In **Preview**, timecode display updates when MTC is configured and the source is running.

Blackmagic SDI: SDI timecode is configured separately on the **Video tab (Timecode format)**. MTC via **Remoto MIDI Device Input Port** is the sync path used for DAW/NLE-based timecoded markers.

Remoto Capture Agent: When **Capture Agent** is the video source, this tab is configured on the **agent** machine, not on the Organizer's session settings panel.

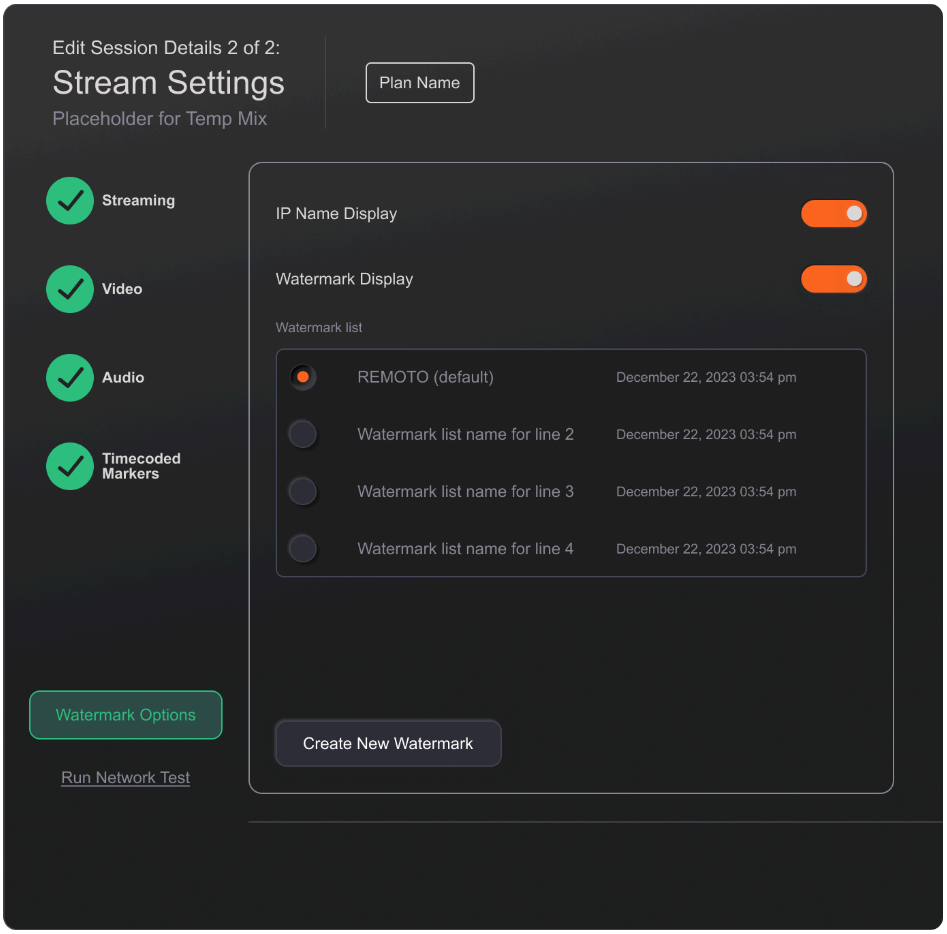
During and after the session
Timecoded markers are **entered in Studio** during the live session (not on this tab). Organizers and guests on **Playback Desktop** can create markers where supported; see **Timecoded Markers and Export Options** for creation, viewing, and export.

After the session, markers can be exported as **MIDI** or **.csv** for import into a DAW or NLE. Export **MIDI** markers before the session ends if you need that format—MIDI export is not available after the session has finished.

See **Timecoded Markers List**, **Session Collaboration**, and **Timecoded Markers and Export Options** for full workflow detail.

Watermark Options

Optional overlays for the published stream and for viewer identification. Watermarks are **not required** to start a session and do not affect the **Ready** state for Stream Settings sections 1–4.



Open **Edit Session Details 2 of 2: Stream Settings** and click **Watermark Options** in the lower-left area of the window (alongside **Run Network Test**). This opens the watermark configuration view. Return to the main stream settings tabs using the tab buttons at the top of the window.

Watermarks are **disabled by default.** With both display options off, no text overlay is added to the stream.

The **Settings Summary** shows **Watermark Name** (when a template is selected) and **IP Display** (On/Off). Configured watermarks also appear in **Preview**.

Display toggles

IP Name Display

When **On,** each participant's stream view includes an overlay of that participant's **name and IP address** at the top of the video. This applies to the viewer's own display (Organizer preview and each Guest's playback view). It does not replace the custom text watermark.

Watermark Display

When **On**, the selected custom text watermark from the **Watermark list** is burned into the **published stream** and visible to all participants receiving that stream.

When **Watermark Display** is Off, the watermark list is inactive. Turn **Watermark Display On** before selecting a template.

IP Name Display and Watermark Display can be used independently or together.

Watermark list

The **Watermark list** shows saved watermark templates for your Team Account, including a (default) entry.

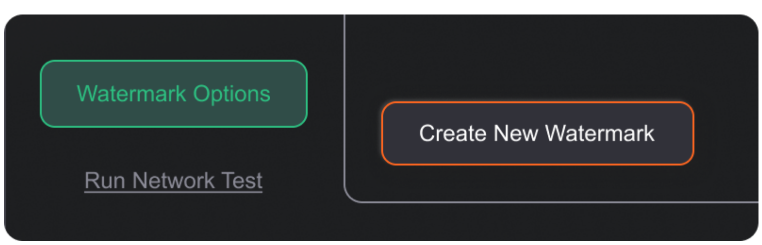
To apply a custom text watermark:

1. Turn **Watermark Display On**.
2. Select a template using the radio control to the left of its name.

Click a watermark **name** in the list to open **Watermark Details**, which shows a preview and the template settings (text, font size, layout, opacity).

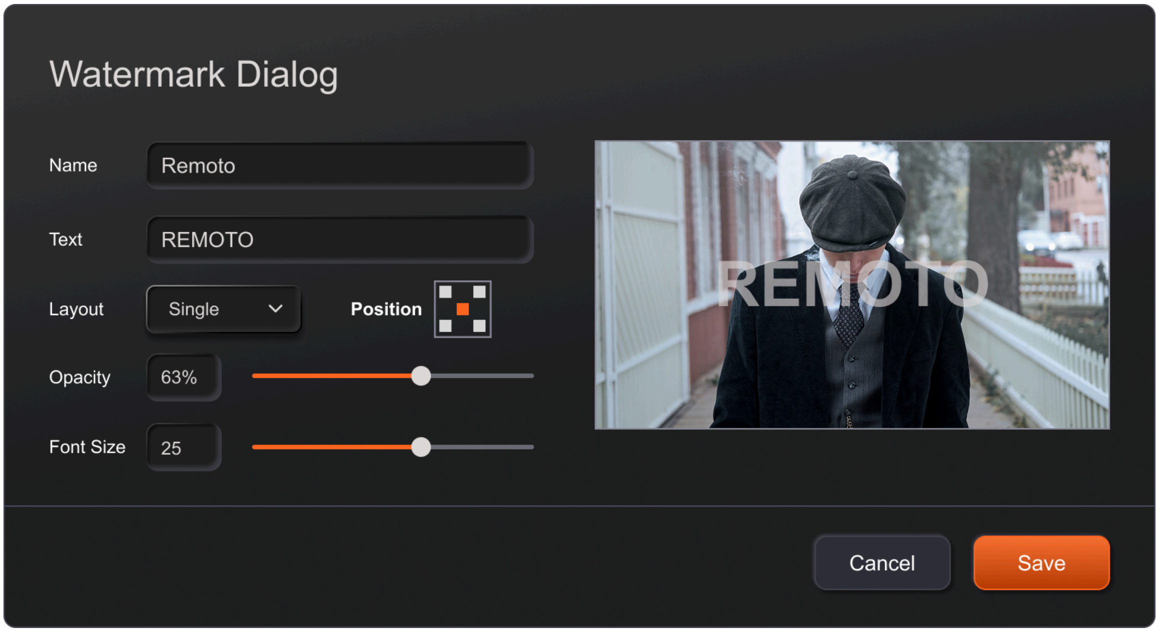
Create New Watermark

Click **Create New Watermark** at the bottom of the window to open the watermark editor.



Configure:

- **Name** — label shown in the watermark list (required).
- **Text** — text overlaid on the stream (required).
- **Layout** — Single (single text block).
- **Position** — corner or center placement on the video frame.
- **Opacity** — transparency of the overlay text.
- **Font Size** — size of the overlay text (12–64).



A live preview is shown as you edit. Click **Save** to add the template to the list, or **Cancel** to discard changes.

Edit or delete a custom watermark

From **Watermark Details** (click the watermark name in the list):

- Click the **pencil** icon to edit the template.
- Click the **trash** icon to delete it.

The **(default)** watermark cannot be edited or deleted. To customize appearance, create a new watermark template instead.

If a template is linked to other sessions, Playback prompts for confirmation before deletion. A template in use by a **started** session cannot be deleted until that session has finished.

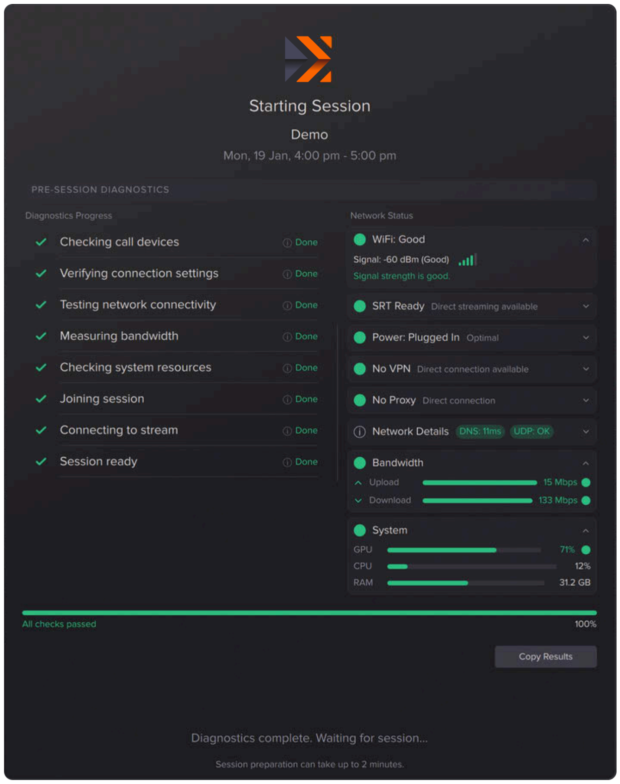
Custom watermark templates are saved to your account and remain available for future sessions.

Sessions using Remoto Capture Agent

When **Remoto Capture Agent** is the video input, watermark configuration follows the Capture Agent publishing path. Options on the Organizer’s Playback session may be read-only while an agent is assigned. See **Remoto Capture Agent** on the Video tab.

Pre-Session Diagnostics

Playback runs automated checks before you enter a live session. The goal is to catch device, configuration, network, and system issues early—before a failed start, poor A/V quality, or a mid-session disconnect.



There are two related tools:

- **In-app pre-session diagnostics** — runs automatically when an Organizer clicks **Start Session** or a Guest clicks **Join Session** (while the session room is prepared).
- **Browser network test** — optional test you can run anytime from a web browser (see **Run Network Test** below).

When the in-app test runs

When you start or join a session, Playback opens a **Starting Session** or **Joining Session** window. While the session connects, **Pre-Session Diagnostics** run in the background. They usually finish within a few seconds.

The checklist advances through several steps on the left (**Diagnostics Progress**). A progress bar shows overall completion. When checks finish, you may see **Review results**… with a short countdown before Playback continues into the session.

Scope differs by role:

- **Organizers** — upload and download bandwidth (you publish the stream), stream settings validation, NAT checks, and encoding-related system checks.
- **Guests** — primarily download bandwidth and decode readiness; no upload requirement for publishing.

Run Network Test (browser)

You can run a separate network test before a session without starting one.

- **In Edit Session Details 2 of 2:** Stream Settings, click **Run Network Test** (lower-left, near **Watermark Options**). This opens https://remotopro.io/test in your default browser.
- From the sign-in screen, use the **Run Network Test** here link for the same page.

Use this when you want to check connectivity outside of an active session start or join flow.

Diagnostics Progress (in-app steps)

While starting or joining, Playback steps through these checks (labels appear in the checklist):

Organizers

1. **Checking call devices** — camera, microphone, and speaker permissions and device availability for the conference call.
2. **Verifying connection settings** — session stream settings (resolution, frame rate, codec, audio layout) validated against requirements.
3. **Testing network connectivity** — route to Remoto services, DNS, NAT type, and protocol connectivity.
4. **Measuring bandwidth** — upload and download speed compared to what your session configuration needs.

5. **Checking system resources** — CPU, GPU, and available memory; hardware encoding support where applicable.
6. **Joining session** — authentication and connection to the session room.
7. **Connecting to stream** — streaming endpoints and encoder pipeline readiness.
8. **Session ready** — diagnostics complete; ready when participants are connected.

Guests

The same flow applies, with emphasis on **download** bandwidth and decode capability rather than upload/encoding. Step 2 validates playback-oriented connection settings. Step 8 indicates readiness to receive the stream when the Organizer starts broadcasting.

What is evaluated

Call source readiness

Operating system permissions for camera, microphone, and speakers; selected call devices; device availability. A call preview may be available so you can confirm call audio and video before proceeding.

Stream / connection settings (Organizers)

Stream configuration for the session—resolution, frame rate, video codec, bitrate, and audio channel layout—is checked against supported requirements. Warnings appear if settings may cause problems.

Connectivity

- Connection type (Wi-Fi or Ethernet) and Wi-Fi signal strength when applicable
- DNS resolution
- NAT type (Organizers; issues such as CGNAT, double NAT, or symmetric NAT may affect streaming)
- Connectivity to Remoto infrastructure (signaling, streaming protocols, and related endpoints)
- VPN or proxy detection, with warnings when detected

Bandwidth

Available upload and download bandwidth is measured and compared to minimum thresholds derived from your session's video, audio, and channel configuration. Results show measured speeds alongside required upload/download values. Pass or warning indicators reflect whether bandwidth meets those thresholds.

System performance

CPU and GPU usage, available RAM, and (on laptops) battery level, power source, and thermal state. Warnings may appear if the system is under heavy load or on battery, which can affect higher resolutions or demanding audio configurations.

Network Status panel

During diagnostics, the right side of the window shows **Network Status** with detail as tests complete, including:

- Wi-Fi or Ethernet connection information
- NAT warnings (Organizers)
- IPv4/DNS status when relevant
- Protocol connectivity results
- Bandwidth measurement summary
- System resource usage (CPU, GPU, memory)
- Power or thermal warnings on supported devices

Warnings and continuing

If a non-critical issue is detected, Playback shows warnings and recommendations. You may be able to click **Continue Anyway** to proceed despite warnings.

Critical failures may block progression until resolved or until you cancel.

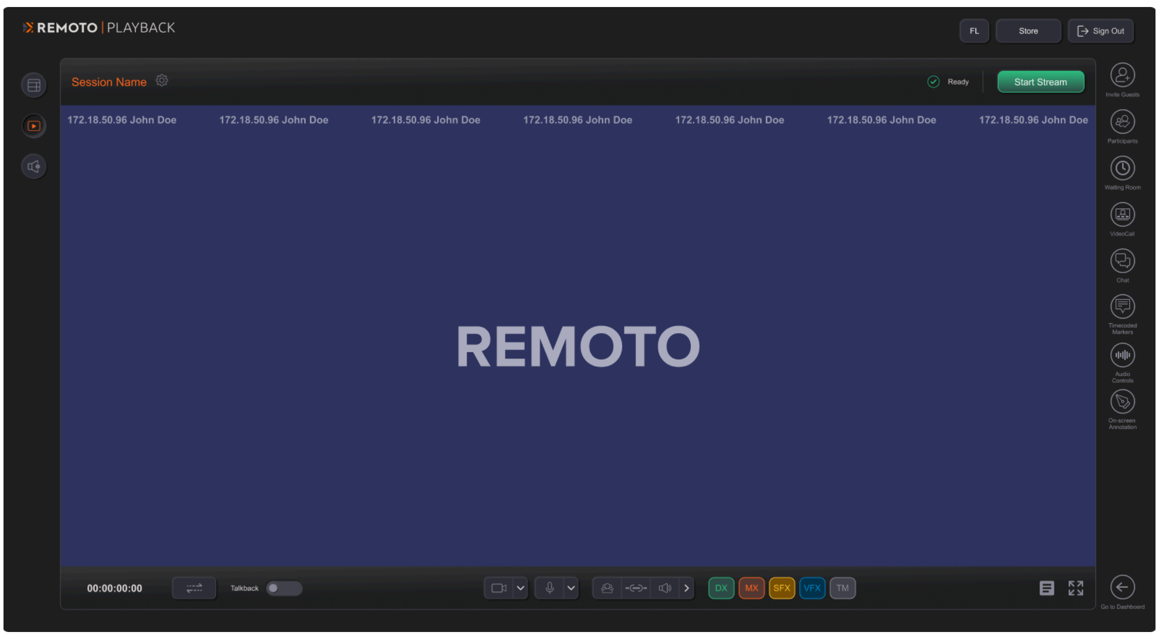
When results are shown, a short **Review results**… period lets you read warnings before Playback continues automatically.

Copy Results

Click **Copy Results** to copy diagnostic output to the clipboard as JSON. Share this with Remoto support if you need help troubleshooting a start, join, or quality issue.

Studio View

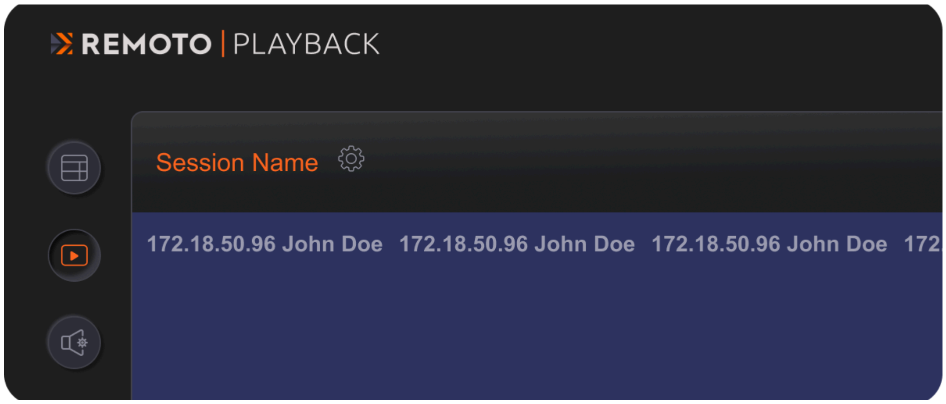
Studio View is the live session workspace in Playback Desktop. After you start or join a session, use it to watch the stream, manage the conference call, enter timecoded markers, and control session collaboration features.

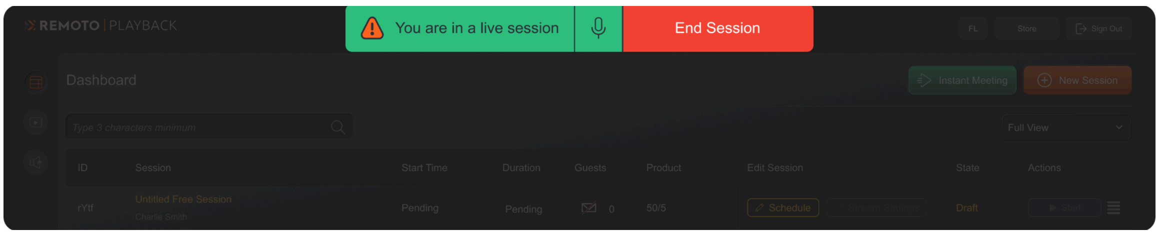


Opening Studio View

Studio View is available while you are in an active session. Open it from the main interface in either of these ways:

- Click the **Studio** button on the left (highlighted when a session is live).
- Click the **You are in a live session** banner at the top of the window.





The interface switches from the Dashboard to Studio View. You can return to the Dashboard at any time using **Go to Dashboard** without ending the session if you are the Organizer.

Guests see **Leave session** instead of **Go to Dashboard**.

Layout

Studio View is organized in three areas:

- **Top** — Session name, stream status, and Organizer stream controls (Start Stream / Stop Stream).
- **Center** — The streaming video window (content being reviewed).
- **Bottom** — Controls for timecode, sync, talkback, call devices, audio monitoring, and quick markers.
- **Right** — Sidebar buttons that open collaboration panels (chat, participants, markers, audio controls, and more).

Click a sidebar button to open its panel. Click the same button again to close the panel.

Stream controls (Organizers)

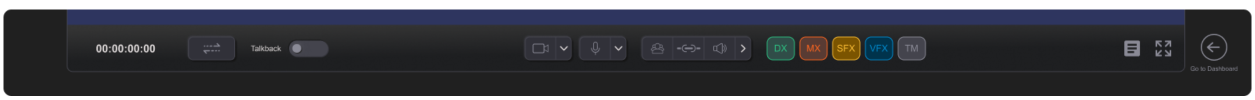
Organizers see **Start Stream** and **Stop Stream** at the top of Studio View.

- **Start Stream** — Begins publishing the configured video and audio source to participants.
- **Stop Stream** — Stops the published stream while keeping the session and conference call active.

A stream status indicator shows states such as **Ready, Starting…**, **Streaming…**, and Stopping…. After the stream has been stopped and cannot be restarted in the same session, the status may show **Chat Only**.

Bottom controls (always visible)

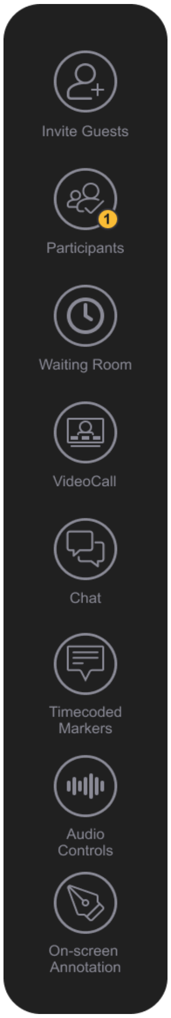
These controls appear below the video window during a live session (left to right):



Control	Description
Timecode counter	Displays session timecode when MTC sync is configured (format HH:MM:SS:FF).
Adjust Sync	Manual A/V sync adjustment (see below). Available while the stream is active.
Talkback	Organizer toggle for push-to-talk mode (Organizers only). Guests see Talkback: On/Off status.

Camera	Turn the conference camera on or off; arrow opens camera source selection.
Microphone	Turn the conference microphone on or off; arrow opens microphone source and channel selection. In Talkback mode, hold the button or press the spacebar to speak.
Call / stream audio	Mute conference call audio, mute stream audio, link or unlink output destinations, and open Audio Controls.
Quick markers (DX, SFX, VFX, MX, TM)	One-click timecoded markers by category.
Markers list	Open or close the full markers list window.
Full screen	Expand the video to fill the application window (available while streaming).

Right sidebar panels



Button	Availability	Purpose
Invite Guests	Organizers	Send invitations and manage guest access.
Waiting Room	Organizers	Admit or decline guests waiting to join.
Participants	All	View participants, mute controls, and meeting management.
Video Call	All	Video conference layout and call controls.
Chat	All	Session text chat.
Timecoded Markers	All	Full marker entry, history, search, and editing.
Audio Controls	All	Detailed stream and call audio faders, meters, and routing.
On-screen Annotation	All (when enabled)	Draw annotations on the video.
Share Screen	All	Share a display, application window, or custom screen area in the video conference
Go to Dashboard / Leave session	All	Return to the Dashboard (Organizer) or leave the session (Guest).

Organizer-only buttons (**Invite Guests, Waiting Room**) are not shown to Guests.

On-screen Annotation and Remoto Capture Agent

On-screen Annotation is not available when the session uses **Remoto Capture Agent** as the video input. See **Remoto Capture Agent** in Stream Settings.

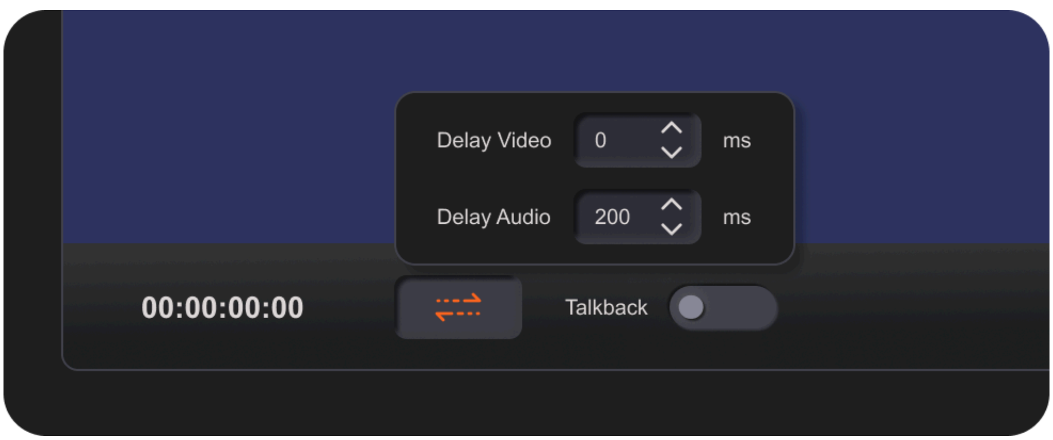
Share Screen (overview)

Share Screen opens the **Screen Sharing** window during a live session. For approval workflow and source selection, see [Screen Sharing]() under **Participant Management and Conferencing**.

Adjust Sync

Adjust Sync corrects timing between audio and video when latency causes them to drift apart. Open it from the bottom control bar while the stream is active.

- **Delay Video** — Use when video is ahead of audio (0–500 ms).
- **Delay Audio** — Use when audio is ahead of video (0–500 ms).



Enter a value in milliseconds or use the up/down controls. Tooltips on each field describe which delay to apply.

Organizers — Adjustments affect the outgoing stream all participants receive.
Guests (Playback Desktop) — Adjustments affect only local playback and combine with the Organizer’s stream timing.

When **Remoto Capture Agent** is the video source, Adjust Sync is used on the Organizer's Playback machine, not on the Capture Agent host.

Playback Web

Playback Web provides a single local control: **Audio Offset.**

1. In the stream toolbar, click the **Audio Offset** button to show or hide the control panel on the video.
2. Enter a value in **ms** to delay stream audio relative to video (0–5000 ms).
3. Click **Reset** to return the offset to 0 ms.

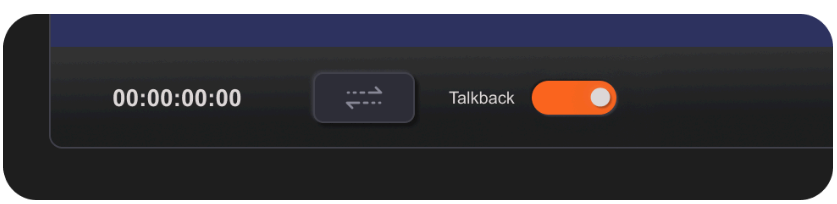
This adjustment applies only to your local playback in the browser. It does not change the stream the Organizer publishes.

Playback Web does not offer separate **Delay Video** and **Delay Audio** fields. Use **Audio Offset** when you need to pull audio later relative to video (for example, when audio is ahead of video). For full two-way A/V sync control, use Playback Desktop.

Talkback Toggle

The **Talkback** toggle is in **Studio View** on the bottom control bar, next to **Adjust Sync**. It is available to **Organizers only**. Guests see a **Talkback: On** or **Talkback: Off** status label in the same area; they cannot change the setting.

Talkback is **off** by default.



Enabling or disabling Talkback

Turn Talkback on or off only while the stream is in the **Ready** state (before **Start Stream** or after **Stop Stream**). The toggle is not available while the stream is starting, streaming, or stopping.

Plan Talkback before you start the stream if you want push-to-talk during playback.

When Talkback is on

Talkback switches the conference call to **push-to-talk (PTT**) during the live stream.

- All participants are **muted** in the conference call.
- Participants can speak only while **holding** the microphone button or **holding the spacebar.**
- A single click on the microphone does not unmute participants while Talkback is active during streaming.
- While someone is using PTT, **stream audio is reduced** (ducked) so conference speech is easier to hear. Stream level returns when they stop speaking.
- A banner above the video window shows who is speaking (for example, **Talkback – [Name]**). If multiple people speak at once, multiple names may appear.

Before the stream starts

If you turn Talkback on before **Start Stream**:

- Participants are muted and **cannot unmute** themselves until the stream has started.
- Participants may see **Mic unlocks when stream** starts near the bottom controls until streaming begins.

After you **Start Stream**, Talkback is active and PTT is available.

After the stream stops

If you **Stop Stream** while Talkback is still **on**:

- Participants remain muted and cannot unmute themselves until you turn Talkback **off** (with the stream in the **Ready** state).

Organizer controls during Talkback

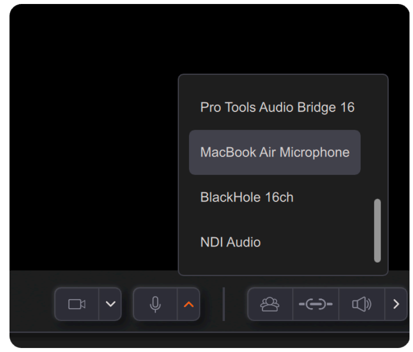
While Talkback is active during streaming:

- Use **hold-to-talk** on the microphone button or **spacebar** to speak (same as guests).
- **Mute** and **unmute** controls for individual **participants** in the Participants panel are unavailable while Talkback is enabled. Turn Talkback off to restore normal mute controls.

Camera and Microphone On/Off + Source Selection

In **Studio View**, camera and microphone controls for the conference call are on the bottom control bar (center area). They affect the video call with other participants, not the published stream source (Organizers control the stream separately with **Start Stream / Stop Stream**).

Each control is a **split button**: the main button turns the device on or off (or mute/unmute); the **arrow** opens a menu to choose the source.



Camera

Main button (camera icon)

- Click to turn the conference **camera** on or **off**.
- When the camera is off, other participants do not see your video feed in the call.

Arrow (device menu)

- Click the arrow to open a list of **cameras detected on your computer**.
- Select the camera to use for the conference call.
- Your selection is saved for future sessions.

Camera unavailable

If the camera control is disabled:

- **Organizers** — Camera use may be turned off in your call settings. Enable it in **Preferences** (call audio/video settings).
- The control stays disabled until camera use is enabled and a camera is available.

Your camera may also start **muted** when you join a session, depending on your join or call preferences. You can turn it on from Studio View once the session is active.

Microphone

Main button (microphone icon)

- Click to **mute** or **unmute** your conference microphone.
- When muted, other participants do not hear you in the call.

When Talkback is on during streaming, the microphone button works as **push-to-talk** instead of a mute toggle. Hold the button or hold the **spacebar** to speak. See **Talkback Toggle**.

Arrow (device menu)

- Click the arrow to open a list of **microphone input** devices on your computer.
- Select the device to use for the conference call.
- For **multichannel input devices**, hover or select a device to choose a **channel** (for example, **Channel 1, Channel 2**).
- For single-channel devices, selecting the device applies immediately.
- Your device and channel selection are saved for future sessions.

Changing sources during a session

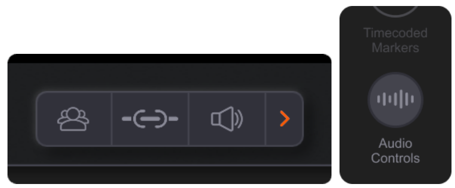
You can change camera or microphone sources at any time during a live session without leaving Studio View. The new source applies to the conference call going forward.

If a device is unplugged or unavailable, open the arrow menu and select another device from the list shown.

Audio Controls Panel

Open **Audio Controls** by:

- Clicking the **expand arrow** on the basic audio controls, or
- Clicking **Audio Controls** on the right sidebar.



The panel shows **Call Audio** and **Stream Audio** sections with vertical faders, level meters, and output routing options.

At the top, **In:** shows the incoming stream audio format (for example, channel layout configured by the Organizer).

Stream audio

The **Stream Audio** fader and meters control local monitoring of audio from the published stream.

- Volume changes affect **only your local playback**, not the Organizer's published level.
- Output device and format follow selections made when joining the session or in **Preferences**, unless outputs are unlinked (see below).
- Playback supports up to **16 audio channels**, depending on session stream settings.
- **Stereo monitoring** — two meters (left and right).

- **Multichannel monitoring** — a combined multichannel meter for the full channel set.
- Meters show **post-fader** signal level (after your volume adjustment).

When your selected output format differs from the incoming stream (for example, 5.1 stream monitored on a stereo device), Playback folds down or routes audio to match your local output selection.

Mute stream audio — Click the **Stream Audio** icon in the panel, or use the **stream audio** button on the basic controls.

Stream audio disabled by Organizer — If the Organizer has disabled stream audio for your participant, the stream audio controls are unavailable and a message indicates stream audio is disabled by the session Organizer.

Remoto Capture Agent — When the Organizer uses **Capture Agent** for capture, link/unlink and stream audio controls on the Organizer's Playback machine may be unavailable; monitoring is handled on the Capture Agent side.

Call audio

Call audio is conference voice audio from other participants. It is **stereo**; left and right channels appear on a stereo meter.

- Adjust level with the **Call Audio** fader in the panel.
- **Mute call audio** — Move the fader to minimum, click the **Call Audio** icon in the panel, or use the **call audio** button on the basic controls.
- Call audio is **not** affected when the Organizer disables your stream audio.

Output destination: link and unlink

By default, call **audio** and **stream audio** are linked and share the same output device (labeled **Speakers** in the panel).

Linked

- Stream and call audio play through the same output.
- Stream output device and format selectors in **Audio Controls** are disabled.
- Monitoring is stereo for both outputs.
- **Multichannel passthrough** is not available while linked.

Unlinked

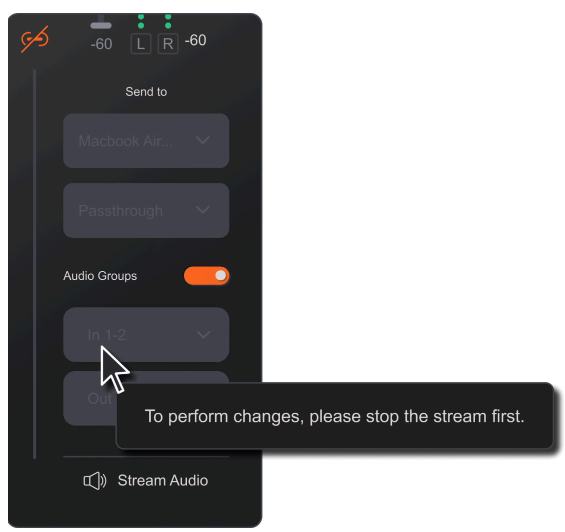
- Click **Link / Unlink** on the basic controls or use the link control in **Audio Controls**.
- Stream audio routes to a separate output labeled **Alternate Speakers**.
- **Speakers** and **Alternate Speakers** device and channel selectors become active.
- Choose an **Output Mode** for stream monitoring: **Stereo** or **Passthrough**.

When outputs are unlinked and **Passthrough** is selected, multichannel passthrough routing is available where supported by your hardware and the session configuration.

Audio Groups

When outputs are **unlinked, Passthrough** is the output mode, and the session delivers multiple audio groups, an **Audio Groups** toggle appears in **Audio Controls**.

- Turn **Audio Groups** on to select which incoming group or format you monitor from the stream.
- Use the **Group Channel** dropdown to choose the group.
- **Route to Output** options may appear for passthrough routing when supported.



Audio Groups are available only when call and stream outputs are **unlinked**. When linked, stream audio is monitored in stereo and group selection is not available.

Some audio routing and group changes require the stream to be **stopped** before they take effect. If a control is unavailable during streaming, stop the stream, change the setting, then start the stream again. While streaming, some changes show **Reload stream to apply changes** with a reload control.

Meter colors

Meters in **Audio Controls** use post-fader level colors:

Color	**Level**
Off	Below −75 dBFS
Green	Above −75 dBFS
Orange	Above −3 dBFS
Red	Above −0.5 dBFS

For a signal-flow diagram of stream audio, call audio, and output routing, see **Local Audio Controls** in Chapter 2: Playback Concepts.

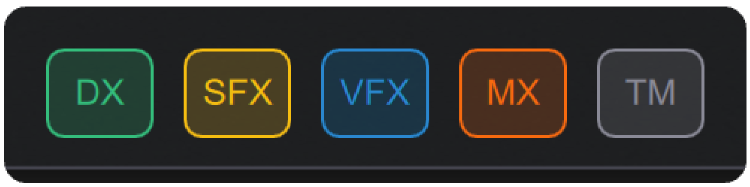
Timecoded Markers Entry Field

Timecoded markers are timestamped notes tied to session timecode. They are separate from **Chat** and are used to flag moments on the timeline during review.

On **Playback Desktop**, Organizers and Guests can create timecoded markers during a live session. Markers align to SMPTE timecode when MTC sync is configured between Playback and the source DAW or NLE (see **Timecoded Markers** in Stream Settings).

Quick Markers

Quick Marker buttons (**DX, SFX, VFX, MX, TM**) sit on the bottom control bar below the video window.



Click a category button to i**nstantly create** a timecoded marker at the current timecode.

The marker is saved with that category; you can add or edit comment text later in the **Timecoded Markers** sidebar.

Keyboard shortcuts: **1** = DX, **2** = SFX, **3** = VFX, **4** = MX, **5** = TM.

Quick Markers let you flag moments in real time without opening the sidebar or typing a note first.

Timecoded Markers sidebar (full entry)

Open the **Timecoded Markers tab** from the right sidebar in Studio View.

The panel includes:

- **Timecode field** (top left) — shows the current session timecode. When you focus the entry field, the timecode at that moment is captured for the marker.
- **Insert Marker** — text field for your comment (up to 255 characters).
- **Category buttons — DX, SFX, VFX, MX, TM** (one must be selected before submitting).
- **Send** (arrow button) — submit the marker. You can also press Enter.
- **Cancel** — discard the current entry and restore the live timecode display.

To add a marker with a full comment:

1. Select a category **(DX, SFX, VFX, MX, or TM).**
2. Click in **Insert Marker** and enter your note (the timecode field updates when the entry field is active).
3. Click **Send** or press **Enter**.

Marker history and search

Below the entry area, a scrollable list shows markers submitted during the session (newest at the top).

- **Search** — enter at least 3 characters to filter the list.
- If new markers arrive while you are scrolled down, a New marker notification appears; click it to jump to the top of the list.

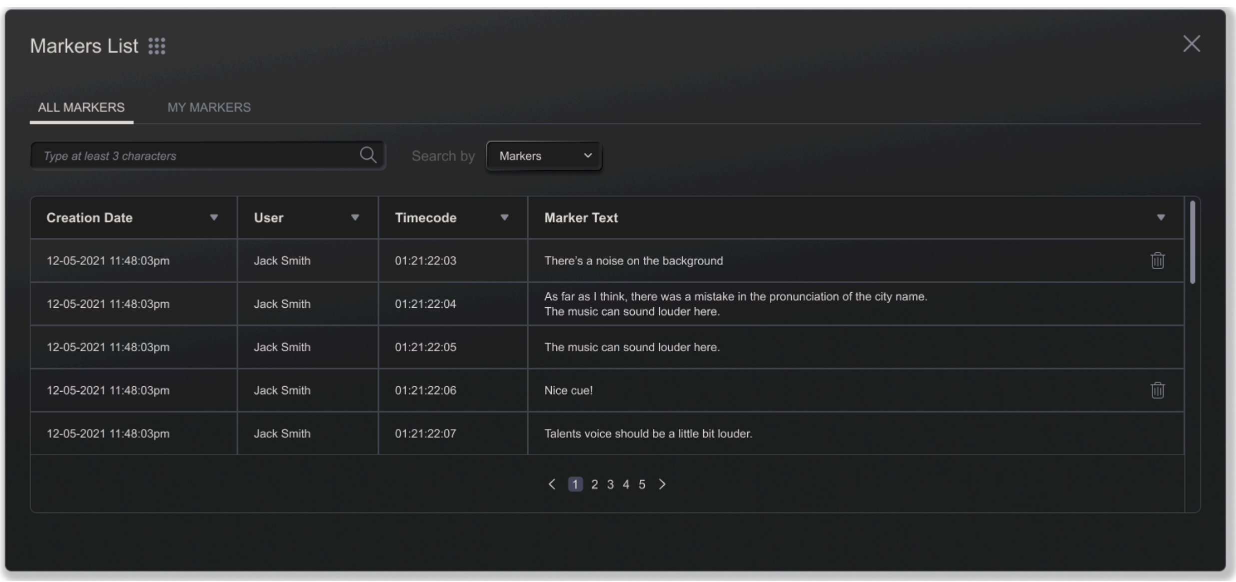
Edit a marker

Double-click a marker **you created** in the sidebar list to edit the comment text or change the category. You cannot edit markers created by other participants.

A **Full Markers List** button in the sidebar header opens the expanded markers list window (see **Timecoded Markers List**). Export options are covered in **Timecoded Markers** and **Export Options**.

Timecoded Markers List Window

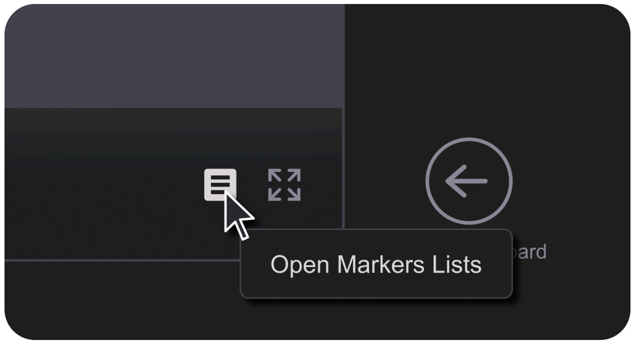
The **Timecoded Markers List Window** shows every marker created during the session in a sortable table. Use it to review, search, delete your own markers, or export markers for import into a DAW or NLE.



Opening the list

Open the window from Studio View in any of these ways:

- Click the **marker list** icon next to **Full Screen** in the lower-right corner of the video window.
- In the **Timecoded Markers** sidebar, click **Full Markers List** in the header.



Click the same icon again, press **Escape**, click outside the window, or click the **X** in the upper-right corner to close it.

Marker table

The window title is Timecoded Markers. Markers appear in a table with these columns:

Column	Description
Creation Date	Date and time the marker was created
User	Participant who created the marker
Timecode	SMPTE timecode location of the marker
Marker Text	Comment or category label

Use the page controls at the bottom of the table to move through long marker lists.

ALL MARKERS and MY MARKERS

Two tabs filter what appears in the table:

- **ALL MARKERS** — every marker from all participants.
- **MY MARKERS** — only markers you created.

Switching tabs clears the current search.

Search

Use the search field above the table to find markers. Search runs after you enter at least **three characters**.

Use the **Search by** dropdown to choose what is searched:

Tab	Search by options
ALL MARKERS	Marker Text, User, Timecode
MY MARKERS	Marker Text, Timecode

Deleting markers

To delete a marker you created, click the **trash** icon at the end of its row. A confirmation dialog appears; click **Delete** to remove the marker or **Cancel** to keep it.

You can only delete your own markers. Markers created by other participants do not show a delete control on your screen.

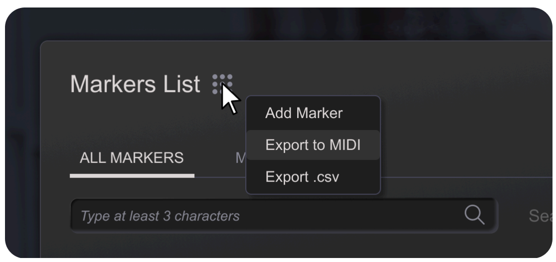
Options menu

Click the **options** icon (grid) next to the **Timecoded Markers** title to open a menu with:

- **Add Marker** — opens the add-marker dialog (same as creating a marker from the sidebar entry field).
- **Export to MIDI**
- **Export .csv**

Export to MIDI

MIDI export is for import into DAWs such as Pro Tools, Logic, Reaper, or Nuendo.

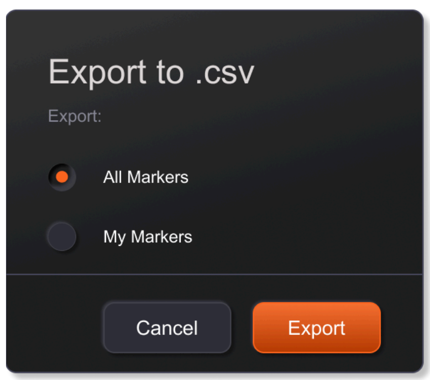


1. From the options menu, select **Export to MIDI**.
2. Choose **All Markers** or **My Markers**.
3. Set **Session Start Time** to the SMPTE timecode where the session began (format HH:MM:SS:FF). The **Export** button is enabled only when the timecode is valid.
4. Click **Export**, then name the file and choose a save location.

MIDI markers must be exported while the session is still active. After the session ends, the Studio is no longer accessible and MIDI export is not available. When you end a session, Playback reminds you to export MIDI first if you need it.

Export to .csv

CSV export is for import into NLEs and other tools that support comma-separated marker files, such as Avid Media Composer, Adobe Premiere, Final Cut, and DaVinci Resolve.



- From the options menu, select **Export .csv.**
- Choose **All Markers** or **My Markers**.
- Click **Export**, then name the file and choose a save location.

You can also export a .csv manually at any time while the session is active. When the session ends, a .csv copy of all timecoded markers is **automatically sent to all participants** by email.

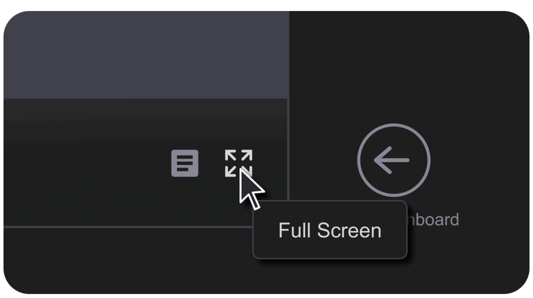
After the session ends

Once a session has ended, it can no longer be opened in the Studio or restarted. Export MIDI before stopping the session if you need it. All participants receive the marker .csv automatically when the session ends.

Full Screen Mode

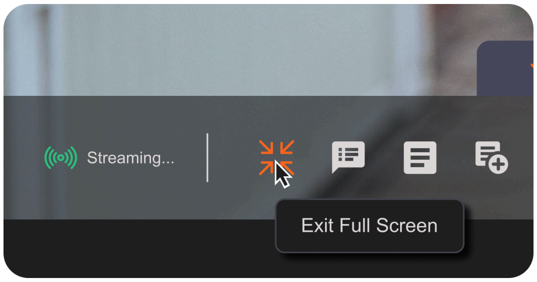
Full Screen Mode expands the streaming video to fill the Playback application window, hiding the standard Studio chrome so you can focus on content. Collaboration controls remain available through a collapsible bottom bar and a sidebar on the right edge.

Full Screen Mode is available only **while the stream is active.**



Enter Full Screen
In Studio View, click **Enter Full Screen** — the expand icon to the right of the marker list icon in the lower-right corner of the video window.

The video expands to fill the application window. This is in-app full screen; it does not enter the operating system's native full-screen mode.



Exit Full Screen
To return to standard Studio View:

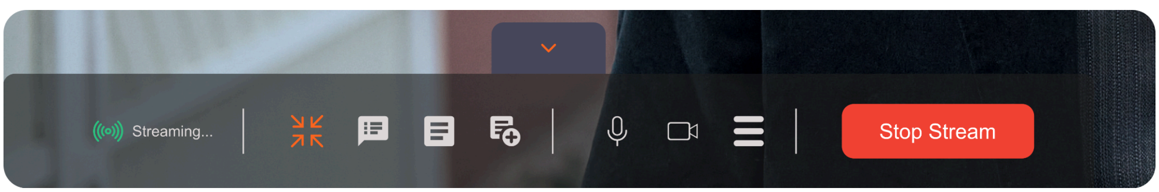
- Click **Exit Full Screen** in the bottom control bar, or
- Press **Esc**.

If a sidebar panel, the **Timecoded Markers List** window, or an add-marker dialog is open, **Esc** closes those first. Press **Esc** again to exit Full Screen Mode.

Bottom control bar

A collapsible bar sits along the bottom of the Full Screen view.

- Click the **Expand / Collapse** chevron at the bottom center to show or hide the bar.
- When collapsed, only the chevron remains visible.



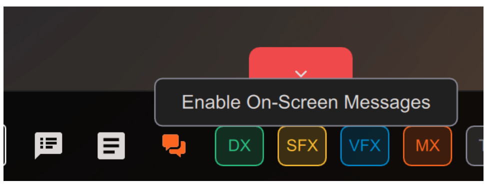
When the bar is expanded, controls appear left to right:

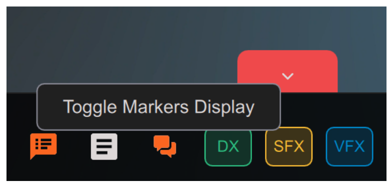
Control	Availability	Description
Timecode counter	All	Current session timecode (HH:MM:SS:FF) when MTC sync is configured.

Stream status	Organizers	Current stream state (for example **Ready, Streaming…**).
Exit Full Screen	All	Return to standard Studio View.
Toggle Markers Display	All	Show or hide on-screen notifications when new timecoded markers are added.
Open Marker List / Close Marker List	All	Open or close the **Timecoded Markers List** window.
Enable On-Screen Messages / Disable On-Screen Messages	All	Show or hide on-screen notifications for chat messages.
Quick Markers (DX, SFX, VFX, MX, TM)	All	Create timecoded markers at the current timecode. Keyboard shortcuts 1–5 match the category buttons.
Camera	All	Turn the conference camera on or off.
Microphone	All	Turn the conference microphone on or off. In Talkback mode, press and hold the button or the spacebar to speak (see Talkback Toggle).

Drawer Actions (hamburger menu)	Organizers	**Mute All Microphones; Disable Stream Audio for All** or Enable **Stream Audio for All.**
Start Stream / Stop Stream	Organizers	Start or stop the published stream.

On-screen marker and chat notifications are hidden in Full Screen Mode unless you enable them with **Toggle Markers Display** or **Enable On-Screen Messages.**





Sidebar in Full Screen

The Studio sidebar is available on the right edge of the Full Screen view.

- Click the **Expand / Collapse** tab on the left edge of the sidebar strip to show or hide the sidebar icon buttons.
- Click a sidebar button to open its panel over the video (**Invite Guests, Waiting Room, Participants, Video Call, Chat, Timecoded Markers, Audio Controls, On-screen Annotation** when enabled, or **Share Screen**).
- Click the same sidebar button again to close the panel.
- Click the video area outside the panel to close the open sidebar.

Organizer-only sidebar buttons (**Invite Guests, Waiting Room**) are not shown to Guests. All other sidebar sections match standard Studio View.

If a sidebar panel was open when you entered Full Screen Mode, it remains open. Otherwise, no panel opens automatically.

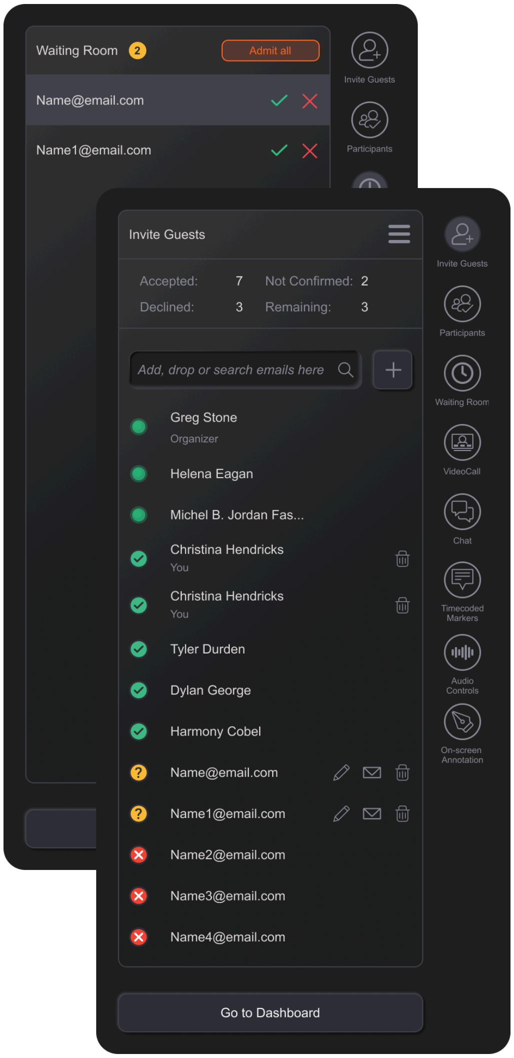
Participant Management and Conferencing

In Studio View (standard and Full Screen), participant management and conferencing controls are in the right sidebar. Click a button to open its panel; click the same button again, or click outside the panel, to close it.

Button	Availability
Invite Guests	Organizers
Waiting Room	Organizers
Participants	All
Video Call	All
Chat	All
Screen sharing	All

Invite Guests

Organizers only. Opens the guest invitation panel.



At the top, RSVP summary counts show:

- **Accepted** — guests who accepted (includes the Organizer)
- **Declined**
- **Not Confirmed** — invited guests who have not responded
- **Available** — remaining guest slots for this session

The guest list has two sections:

- **Not Invited** — participants added to the session who have not yet received an email invitation. Review this list before sending invitations, especially after bulk adds (for example, pasting multiple email addresses or drag-and-drop).
- **Invited** — participants who have been sent an email invitation.

Each row shows RSVP status (**Not invited, No Response, Accepted, Declined,** or **Online**) and the participant name or email.

Add guests

Use the search field (**Add, drop or search emails here**) to:

- Type one or more email addresses (comma, semicolon, or space separated)
- Drag and drop email addresses into the field
- Search the current list (search runs after three or more characters)

Press **Enter** or click the add button to add addresses to **Not Invited**.

Send invitations

- Click **Send New Invitations** to email everyone in **Not Invited**.
- Click the mail icon on an individual row to send or resend that guest's invitation.

Sending invitations moves guests from **Not Invited** to **Invited** and triggers the email notification.

Other actions

Per-row icons:

- **Edit guest —** change the email address before an invitation is sent
- **Send invitation / Resend invitation**
- **Remove from list / Remove guest**

The header menu (**Drawer actions**) provides:

- **Resend invitations**
- **Remove all**

Guest count cannot exceed the session's maximum. If the limit is reached, remove guests before adding or inviting more.

Waiting Room

Organizers only. Shows guests waiting to join the session.

The **Waiting Room** sidebar button displays a badge with the number of guests waiting.

For each guest in the list:

- Click **Admit guest** (checkmark) to allow them into the session
- Click **Decline guest** (X) to deny access

Click **Admit all** to admit every guest in the waiting room at once.

Participants

Opens a list of all participants currently in the session. A badge on the sidebar button shows the participant count.

Each row shows the participant name, role, and audio controls.

Organizer controls

Icon	Action
Speaker	Disable or enable stream audio for that participant (deafen / undeafen)
Microphone	Mute that participant's conference microphone

Organizers can mute a guest's microphone, but only the guest can unmute themselves. The mute control is not available for participants who are already muted.

The header menu (**Drawer actions**) provides:

- **Mute All Microphones**
- **Disable Stream Audio for All / Enable Stream Audio for All**

When **Talkback** is enabled, individual and bulk participant audio controls are disabled. Microphones are managed through Talkback push-to-talk instead (see **Talkback Toggle**).

Guests see the participant list but do not have mute or deafen controls for other participants.

Video Call

Opens a grid of video tiles for all video conference participants. Each tile shows:

- Live video (or initials when the camera is off)
- Participant name
- **Stream audio** status (on/off)
- **Microphone** status (live/muted, or Talkback speaking state)

Active speaker highlight

Playback outlines the video tile of each participant who is actively speaking. The highlight is visible to everyone in the session and helps identify who is talking. Multiple participants may be highlighted when speech overlaps.

Pin to top

Organizers can click **Pin to top** on a participant's tile to keep that video at the top of the grid. Click again to un-pin.

Open in separate window

Click O**pen in separate window** (pop-out icon) in the panel header to detach the video call into its own window. The sidebar shows a **Bring back here** button to reattach the call to the Studio drawer.

In the detached window, Organizers can switch between **grid view** and **speaker view**. Speaker view enlarges active speakers and shows smaller thumbnails for other participants. Use **Attach to drawer** to return the call to the sidebar.

Per-participant mute and stream-audio controls are in the **Participants** panel, not on the video tiles.

Chat

Opens session text chat with a message history and entry field at the bottom.

All messages are visible to every participant in the session. Private messaging is not supported.

Send a message

Type in **Write a message** and press **Enter** or click **Send Message**.

If sending fails, an error appears below the field. Click to retry.

When new messages arrive while you are scrolled up in the history, a **New Message** banner appears. Click it to jump to the latest messages.

On-screen messages

Open **Chat Options** (three-dot menu in the panel header) to **Enable On-Screen Messages** or **Disable On-Screen Messages**. When enabled, chat notifications appear over the video when the Chat panel is closed. The same setting is available from the Full Screen bottom bar.

Screen Sharing

Participants can share a **display**, an **application window**, or a **custom screen region** in the video conference. The **Organizer** approves share requests from other participants. Screen sharing works in **Playback Desktop** and in **browser-based joining.**

Open Screen Sharing

- In **Studio View**, click **Share Screen** in the right sidebar.
- The **Screen Sharing** window opens.

Choose what to share

- **All Screens** — Select a connected monitor (each entry shows display name and resolution, for example Display 1 at 1920×1080).
- **App Screens** — Select an open application window from the thumbnail grid.
- **Custom Streaming Area** — Scroll down if needed. Under **Custom Streaming Area**, click **Define Screen Area** to draw a rectangular region to share.

Click **Start Sharing** to begin. Click **Cancel** to close without sharing.

Guest request and organizer approval

When a participant who is not the Organizer requests to share:

- The participant selects a source and clicks **Start Sharing**.
- **Waiting for organizer approval** appears: *Your request has been sent. You'll be notified when the organizer responds.*
- The participant may click **Cancel** to withdraw the request.

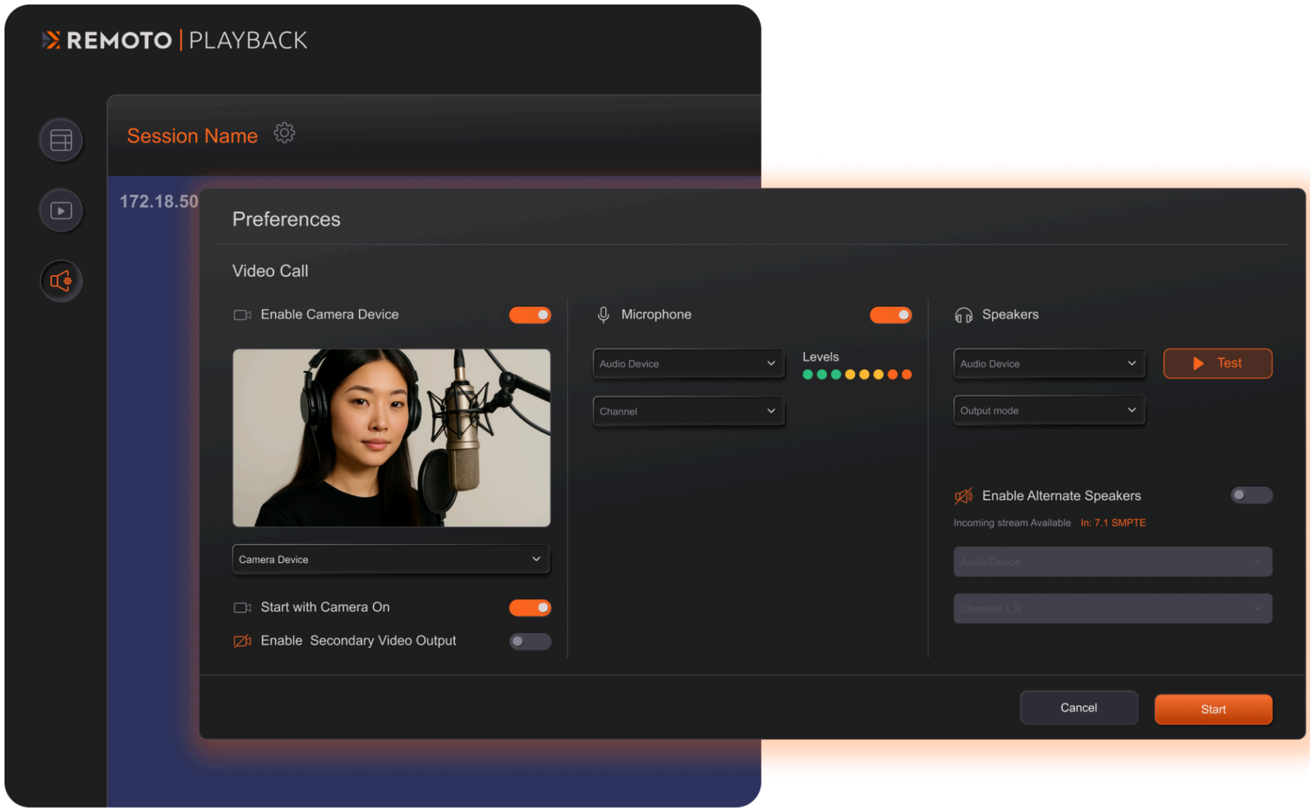
The Organizer approves or denies the request in the conference UI. After approval, shared content appears in the video conference for participants.

End screen sharing

Stop sharing from the conference or Screen Sharing controls. Shared content is removed from the conference view for all participants.

Preferences

Use **Preferences** to configure and test local camera, microphone, speaker, and stream audio settings before or during a session.



Opening Preferences

Open **Preferences** in any of these ways:

- Click the **Preferences** button in the left navigation bar (headphones icon).
- When an **Organizer** starts a session (session reaches **Ready**), **Preferences** opens automatically before entering the Studio.
- When a **Guest** joins a live session, **Preferences** opens before entering the waiting room or Studio.

Organizers cannot open **Preferences** from the left navigation bar while they are in a live session. **Guests** can still open **Preferences** during an active session.

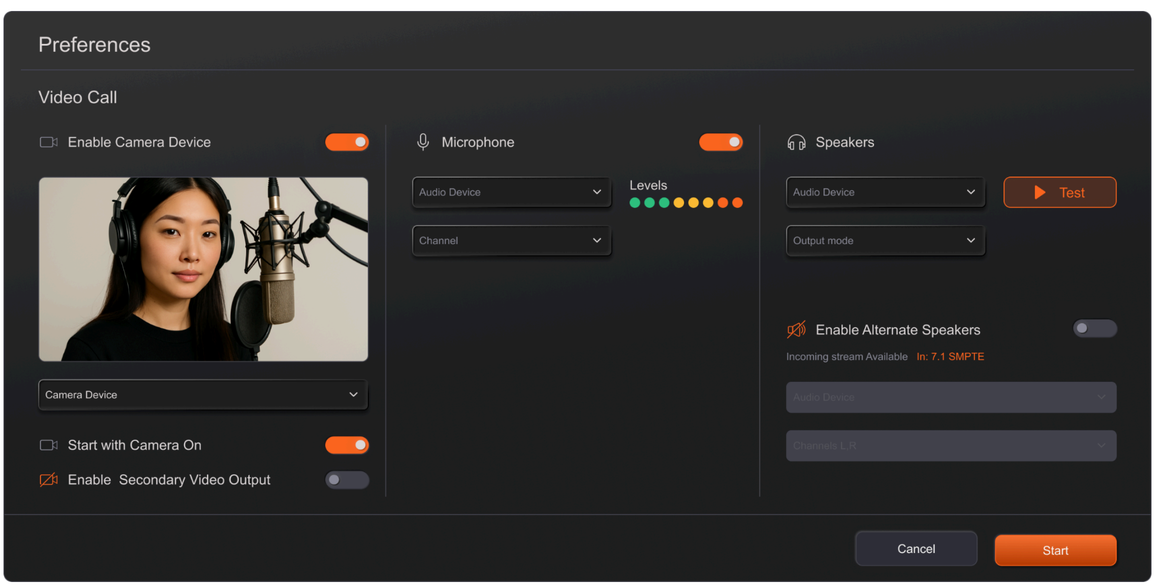
When opened from the navigation bar with no session in progress, click **Apply** to save changes or **Cancel** to discard them. If you close the window with unsaved changes, Playback prompts you to confirm.

When opened as part of starting or joining a session, click **Start Session** (Organizers), **Ask To Join** (Guests), or **Cancel / Leave Session** to proceed or exit.

Layout

Preferences is organized in three columns:

Column	Contents
Camera	Video device, preview, secondary video output
Microphone	Input device, channel, level meter
Speakers	Call audio output, stream audio routing



Camera

Enable Camera Device — Turn the conference camera on or off. Disable this if the machine has no camera or you do not plan to send video.

Camera selection — Choose a camera from the dropdown, or select **Configure later** to pick a device after entering the session. When a camera is selected, the preview shows the video feed.

Start with Camera On — When enabled, your camera is on when you enter the session. When disabled, you join with the camera off.

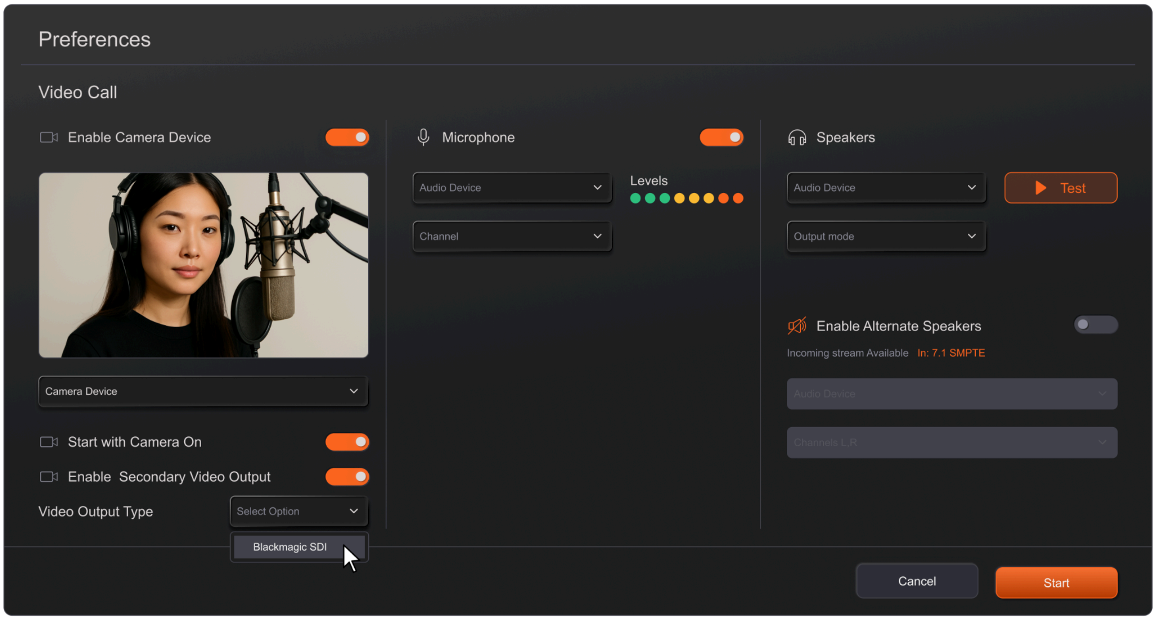
Enable Secondary Video Output — Route session video to an external display for monitoring. This mirrors the in-app video player only; it does not change the published stream or what others see in Playback.

When **Enable Secondary Video Output** is on, configure:

- Video Output Type — Blackmagic SDI
- Connection
- Video Output Device
- Timecode Format
- Video Format

For **Organizers**, secondary output reflects locally rendered playback. For **Guests**, it reflects the incoming Playback stream.

Blackmagic SDI cannot be used for both the streaming **Video Input** (in Stream Settings) and **Secondary Video Output** at the same time. Change the Video Input Type in Stream Settings, or disable Secondary Video Output.



Microphone

Microphone — Toggle the selected microphone on or off for the session.
Audio Device — Select the microphone input.
Channels — Select the input channel (for multichannel or virtual audio devices).
Levels — Visual meter confirms the microphone is receiving signal when enabled.

Speakers

This column sets where you **hear** audio during a session. By default, conference call audio and stream audio use the **same** output.

Conference call audio (Speakers)

The **Speakers** controls at the top of this column are for **conference call audio**—other participants' voices, your own mic monitoring path, and other call-related sound.

- **Audio Device** — Output for conference call audio
- **Channels L,R** — Stereo channel pair on that device (for multichannel or virtual devices, call audio is routed to the selected pair)
- **Test** (play icon) — Sends a test signal to verify the selected call output

If you configure only **Speakers** and leave **Enable Alternate Speakers** off, **both** conference call audio and stream audio play through this same device and channel pair. Multichannel stream audio is **folded down to stereo** for monitoring on that output.

For more detailed stream and call routing during a live session, use the **Audio Controls** panel in Studio View (see Local Audio Controls). That panel is often easier to work with than Preferences for adjusting how stream and call audio are heard.

Stream audio (Enable Alternate Speakers)

Enable Alternate Speakers sends **stream audio** to a **separate** output from conference call audio. Use this when you want to listen to the two feeds on different devices—for example, conference call on headphones and the program stream on a speaker set, or stream to a multichannel interface while keeping call audio on a simple stereo output.

When **Enable Alternate Speakers** is **off** (default), stream audio stays linked to the Speakers destination above. **Passthrough** and **Audio Groups** are not available while outputs are linked.

When **Enable Alternate Speakers** is **on**, additional stream controls appear:

- **Audio Device** — Output device for stream audio only
- **Stereo** or **Passthrough** — How stream audio is delivered to that device

An **In:** label shows the incoming stream format when stream audio is available (during join or in an active session).

Audio Groups

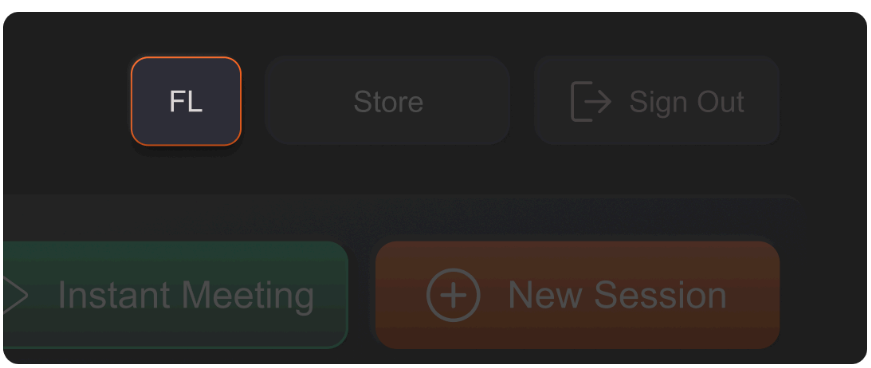
Audio Groups appears only when **Enable Alternate Speakers** is on, **Passthrough** is selected, and stream audio is available (during join or in an active session). It is not shown when **Preferences** is opened from the Dashboard with no active stream.

Turn **Audio Groups** on to choose which incoming audio groups or formats to monitor—for example, when multiple language tracks are on separate stereo pairs. Select the group from the dropdown.

The same selection can be adjusted later in **Audio Controls** in Studio View.

Profile

Open **My Profile** from the **Profile** button in the **bottom-left** of the main window.



My Profile is a full-page view with three tabs:

Tab	Purpose

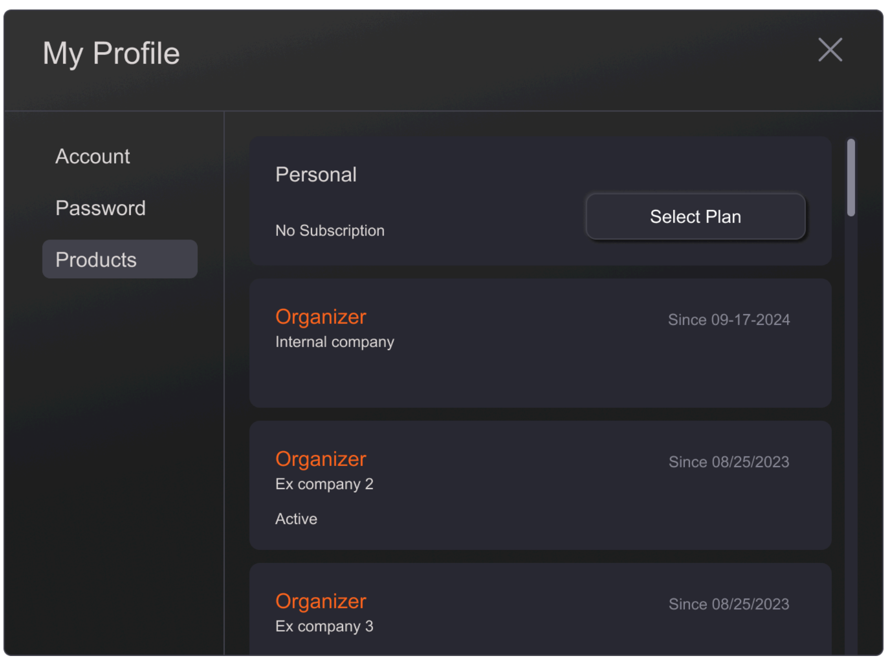
User Detail	Name, email, and Team Account invitations
Security	Password and Personal MFA
Products & Activity	Plans, one-time sessions, and session history per account

User Detail

Shows your account identity and Team memberships.

- **First name** and **last name** — editable; save when valid.
- **Email** — read-only.

Pending **Team Account** invitations may appear here. You can **Accept, Decline**, or **Leave** a team as applicable.

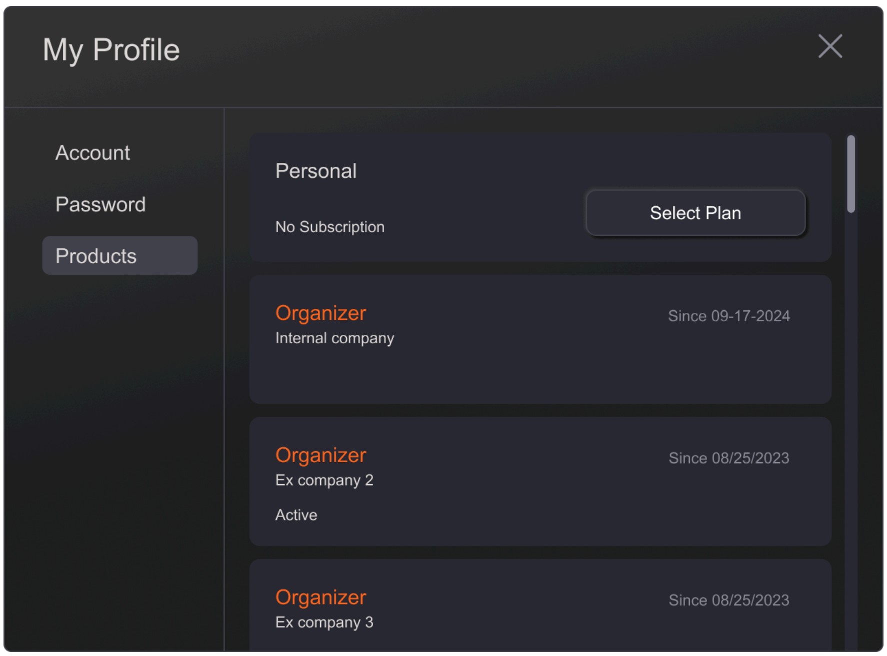


Security

Change password — Enter current password, new password, and confirmation, then save. You can also use **Forgot password** on the **Sign In** screen.

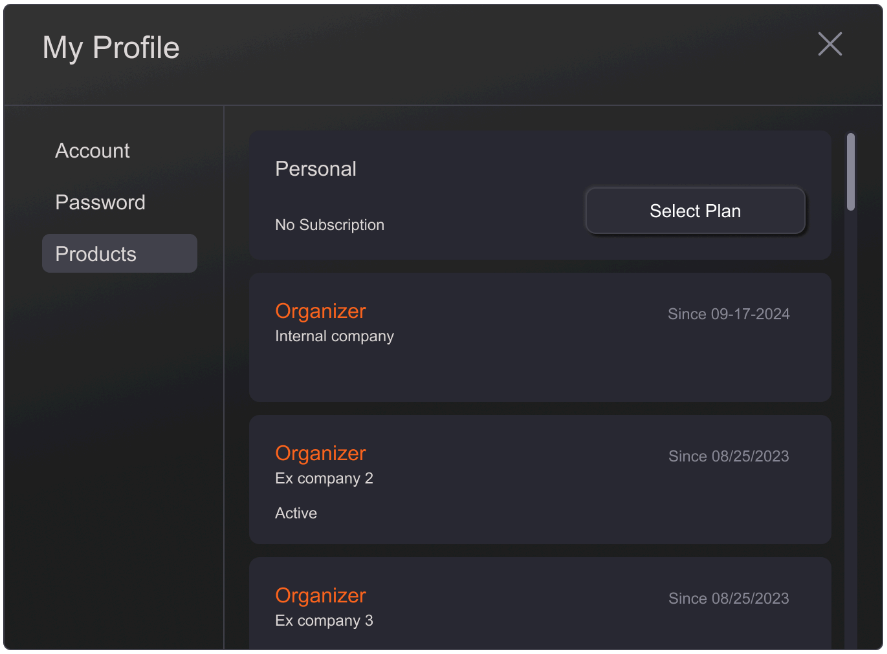
Personal MFA — Shows whether multi-factor authentication is on or off. Toggle Personal MFA to require an extra verification step at sign-in. Changing the setting opens a confirmation dialog that requires your **current password**. The change takes effect on your **next sign-in**.

Company-wide MFA policies set by an administrator are not configured in **My Profile**.



Products & Activity

Use this tab to view subscriptions, one-time sessions, and usage for your **personal account** or any **Team** you belong to.



Accounts — Use the **Accounts** selector at the top of the left column. **Personal** is always listed first. Team names you were invited to appear below (sorted alphabetically). Select an account to update the content shown.

Personal account selected

- **Plans — Active Time Bundle** or subscription (plan name, remaining plan time, renews on, plan hours, guests, resolution, chroma, frame rate, audio channels). In a personal account you may see **Cancel Subscription** and **Upgrade** where applicable.
- **One-Time Sessions** — Lists available one-time sessions, or *No available One-Time sessions* when none remain.
- **Session Log** (right column) — Read-only history for the selected account. Filter by **Session Type, Start Date,** and **End Date**. Shows *No sessions to display when empty.*

Team selected

Shows information for that Team Account (invitation and membership context). Subscription management actions such as **Upgrade** or **Cancel Subscription** follow Team Account rules (company-managed accounts are typically view-only for billing).

Closing My Profile

Navigate away using **Dashboard, Studio**, or **Preferences**. No separate close action is required.

Part 3: Streaming Session Management (Organizer)

Chapter 5: Streaming Session Management

This chapter covers how Organizers create, start, adjust, extend, end, and manage participants in streaming sessions. Step-by-step workflows for scheduling, stream settings, Studio controls, and Preferences are described here; field-by-field descriptions of Dashboard columns, Edit Session Details, Stream Settings, and Studio panels are in **Chapter 4: Playback Desktop User Interface**.

Creating a New Streaming Session

Use this workflow when you want a **scheduled** session with a defined date and time. For a session you start immediately with optional reuse of guests or settings, use **Quick Session** or **Reuse** (see **Reuse a Session from the Dashboard** below)

1) Schedule Session

A session can be scheduled in several ways depending on the product on your account:

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

Purchased single sessions and **Free Sessions** appear on the Dashboard when available. Free Sessions are listed as **Untitled Free Session (1), (2)**, and **(3)** until you schedule and name them.

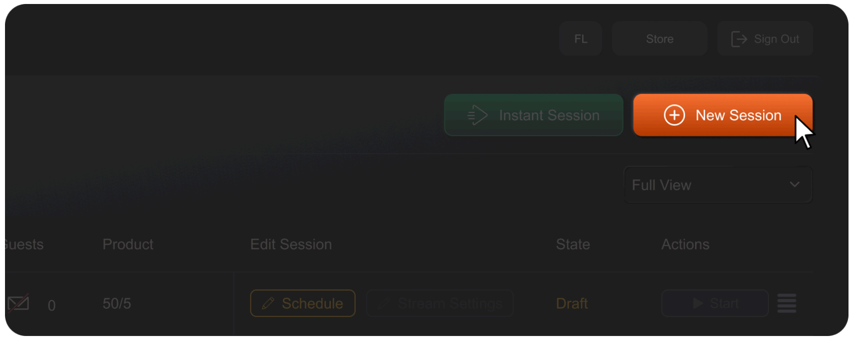
Open scheduling by either:

- Clicking the session name to open **Session Details Overview**, then the pencil on Schedule Details, or
- Clicking **Schedule** in the **Edit Session** column.

Both open **Edit Session Details 1 of 2: Schedule**. See Chapter 4 for each field.

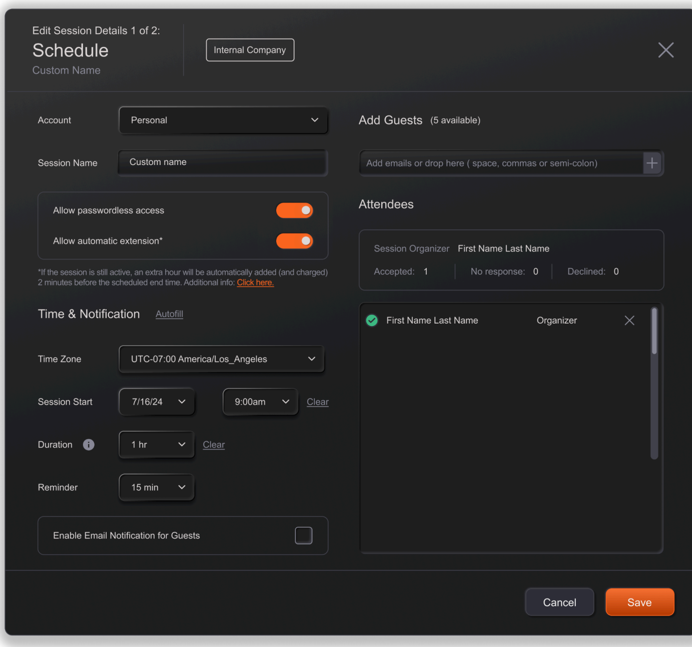
b) Time Bundle sessions

Click **+ New Session** in the upper-right of the Dashboard. This opens **Edit Session Details 1 of 2: Schedule** for a session that draws from your Time Bundle balance. See [Chapter 4] for account selection and scheduling fields.



2) Fill out Edit Session Details 1 of 2: Schedule

Name the session, choose date and time, and click **Save**. Or click **Autofill** for the same day and the next available half-hour or hour slot.

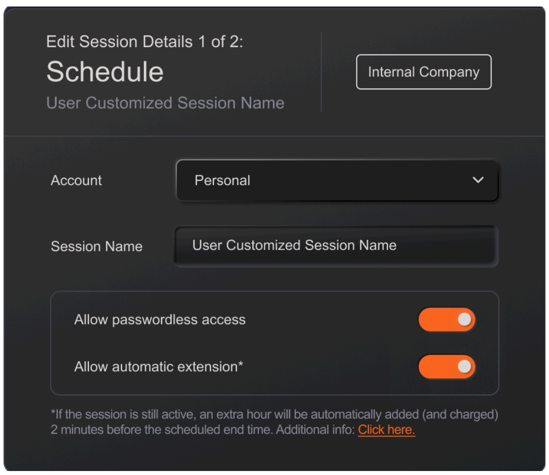


Inviting guests is optional at this step. Enter emails in **Add emails**, or drag one or many addresses into the field. You can search **saved participants** and session name tags from past sessions. Invited participants are saved automatically and can be recalled later.

With **Enable Email Notifications for Guests** off, invitation emails are sent only when the session is started.

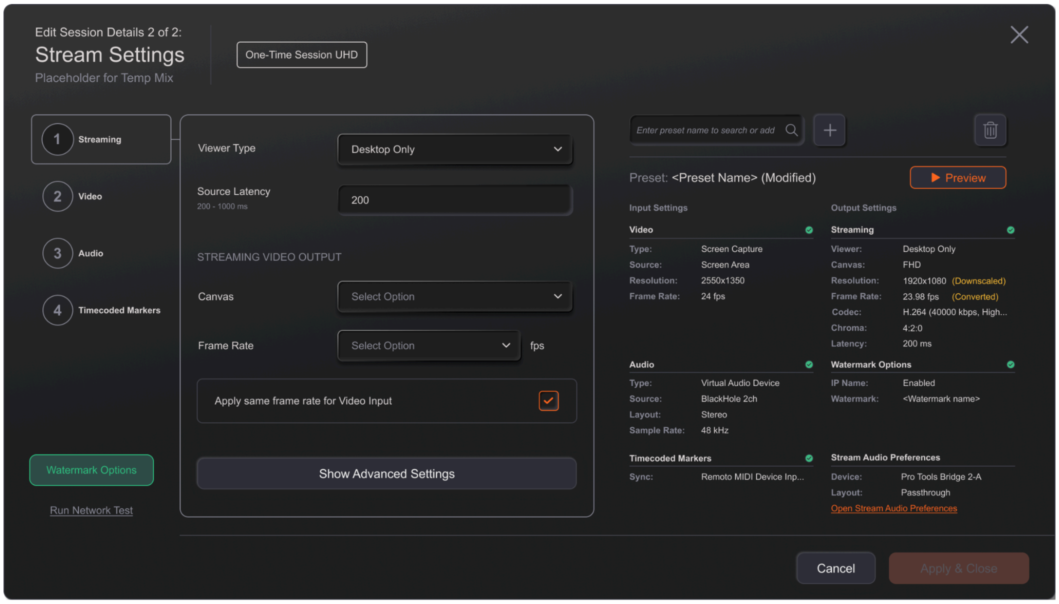
Use **Allow Passwordless Access** to let guests join without a Remoto login. This applies to all invited guests and can be changed any time before the session starts.

For paid single one-time sessions, **Allow automatic extension** appears under the session name (defaults off). When on, the account can be charged for an additional hour before the session hits its limit so streaming can continue; see [Session Extensions](#).



3) Edit Session Details 2 of 2: Stream Settings

After Schedule is saved, **Edit Session Details 2 of 2: Stream Settings** opens. Configure stream settings now or later; they are required before the session can reach **Ready** and **Start**. See [Chapter 4 (Edit Session Details 2 of 2: Stream Settings)](#) for video, audio, markers, watermark, presets, preview, and Remoto Capture Agent sources.



Configure required settings until green checkmarks appear in the summary.

4) Preview source media

With sources configured, open your host application, press play, and click **Preview** (upper right of Stream Settings). Confirm video, audio, watermark, and timecode behavior, then **Close** preview.

5) Save and exit; Ready on Dashboard

Click **Save & Exit**. In Dashboard view, **Session State** shows **Ready** (green) with **Start** as the available action.

Note*: Guests can be invited any time after scheduling—from* ***Edit Session Details 1 of 2: Schedule*** *or* ***Invite Guests*** *in Studio after the session has started.*

Reuse a Session from the Dashboard

Besides scheduled creation above, you can start work quickly by reusing guests and/or stream settings from a previous session.

Entry points

- **Quick Session** — upper-right of the Dashboard (or equivalent control in your layout). Opens **Session Details** titled **Quick Session** with a default name such as **Quick Session – [date]**.
- **Reuse** — on a **Finished** session row in the Dashboard. Opens the same **Session Details** flow with **Reuse guest list** pre-filled from that session.

Session Details (Quick Session / Reuse)

1. Choose **Account (**Personal or a Team account) if shown.
2. Enter **Session Name** (auto-suggested names may include the source session, e.g. **Team Standup (2)**).
3. Under **Reuse settings from previous** (optional):
   - **Reuse guest list** — search or select a finished session; clear to remove. Confirmation shows how many guests will be added (preview until you create).
   - **Apply settings from session** — when a session is selected, this toggle defaults on and loads that session's stream settings into the summary. Turn **off** to configure settings manually or use a preset instead.
   - **Choose Preset** — available when **Apply settings from session** is **off**, or before a source session is selected. Pick or create a preset (see Saving and Recalling Session Settings Presets). If both a source session (toggle on) and a preset are in play, turning **Apply settings from session** off enables the preset; selecting a preset after a session does not remove the guest list unless you clear it.
4. Review **Settings Summary** and use **Preview** as needed (same as scheduled sessions).
5. Click **Create Session**. The new session is created and can be started from the Dashboard like any other **Ready** session.

Passwordless access for guests follows the same global rules as scheduled sessions (see Chapter 4).

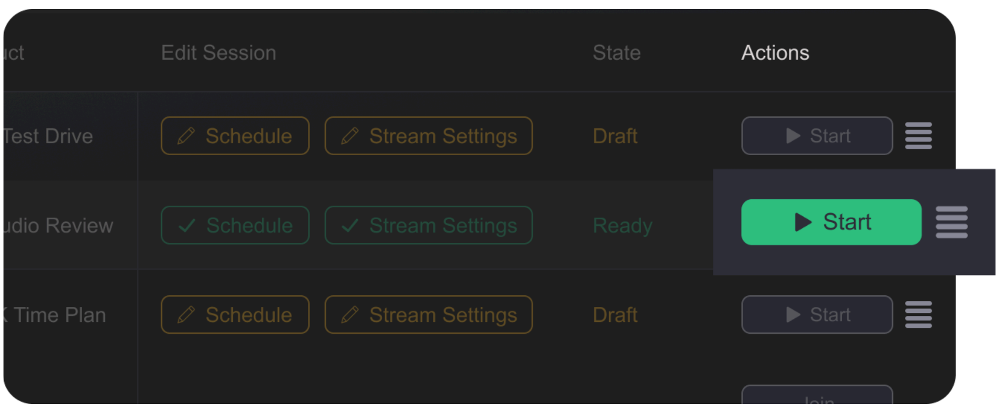
Note: *Reuse copies the prior session's saved configuration. Sessions created before preset linking was stored may not auto-select a named preset when reusing settings; you can still apply a preset manually with* ***Choose Preset****.*

Start a Scheduled Streaming Session

Before starting, **Dashboard Session Details** must show green status for **Schedule** and **Stream Settings**, **Ready** state, and a green **Start** action.

1) Start session

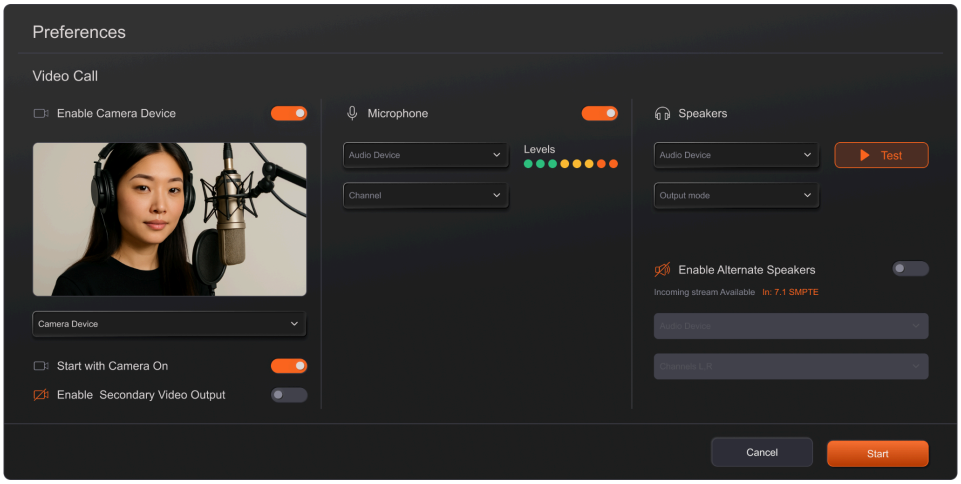
Click the green **Start** button.



Note: *Starting the session does not start the stream. It activates conferencing and chat, opens Studio, and lets you admit guests or send invitations.*

2) Configure Preferences

The **Preferences** window opens (same controls as **Preferences** on the left of the main interface). Select microphone, **Speakers** (conference/call audio), and camera; use the level meter and test tone to verify devices. See Chapter 4 (**Preferences**).

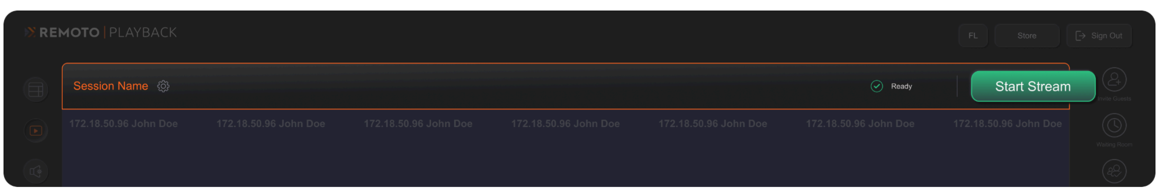


3) Pre-session Diagnostics Test

After Preferences are applied, Playback runs a brief network/diagnostics test. Warnings and recommendations appear if issues are detected.

4) Start stream

In Studio, click **Start Stream** (upper right of the viewer) to begin sending media to guests.



Note: *You may start before the scheduled time; usage counts against your one-time session duration or Time Bundle balance from the moment the session is started. The session ends when its time limit is reached, purchased time is exhausted, or the Organizer ends it. For Time Bundles, only the time actually used is deducted from your Time Bundle balance; you may start or end outside the scheduled slot without penalty beyond consumed minutes.*

Adjusting Session Settings

While a streaming session is active, you can change **Video Settings, Audio Settings, Timecoded Markers**, and **Watermark** from Stream Settings.

Recommended practice: click **Stop Stream** (upper right of the viewer), change settings, then **Start Stream** again so guests receive the update. Stopping and starting the stream does not end the meeting.

If the session uses **Remote Capture Agent** as a video or audio source, confirm the agent is connected and showing the expected source before you restart the stream (see Chapter 1).

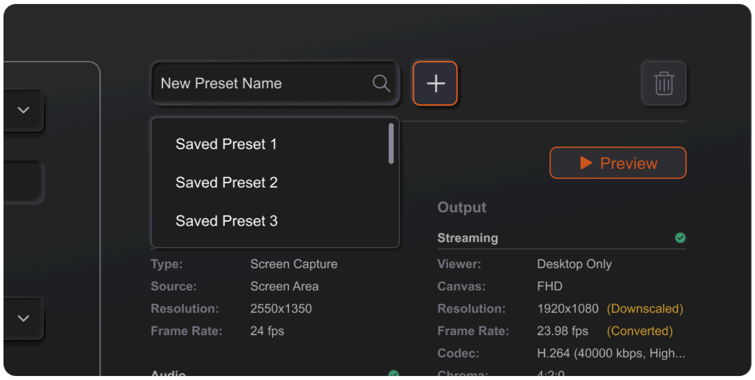
Access Stream Settings during a live session

- Studio — gear icon to the right of the session name → **Session Details Overview** → pencil on stream settings, or
- Dashboard — **Stream Settings in Edit Session** for that session.

Note: *Leaving Studio for the Dashboard does not end the session. Return via the green* ***You are in a live session banner*** *or the* ***Studio*** *button.*

Native app guests (Desktop, mobile, Apple TV) can receive multichannel stream audio where configured; browser guests receive the optimized WebRTC mix. Plan stream audio layout accordingly before going live (see Chapter 4 Stream Settings).

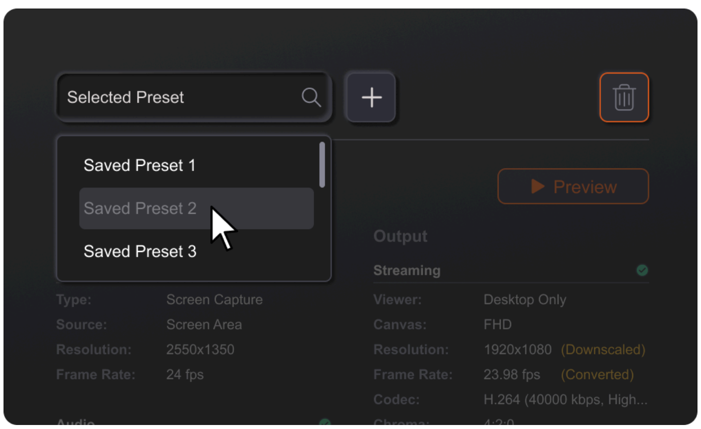
Saving and Recalling Session Settings Presets



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.

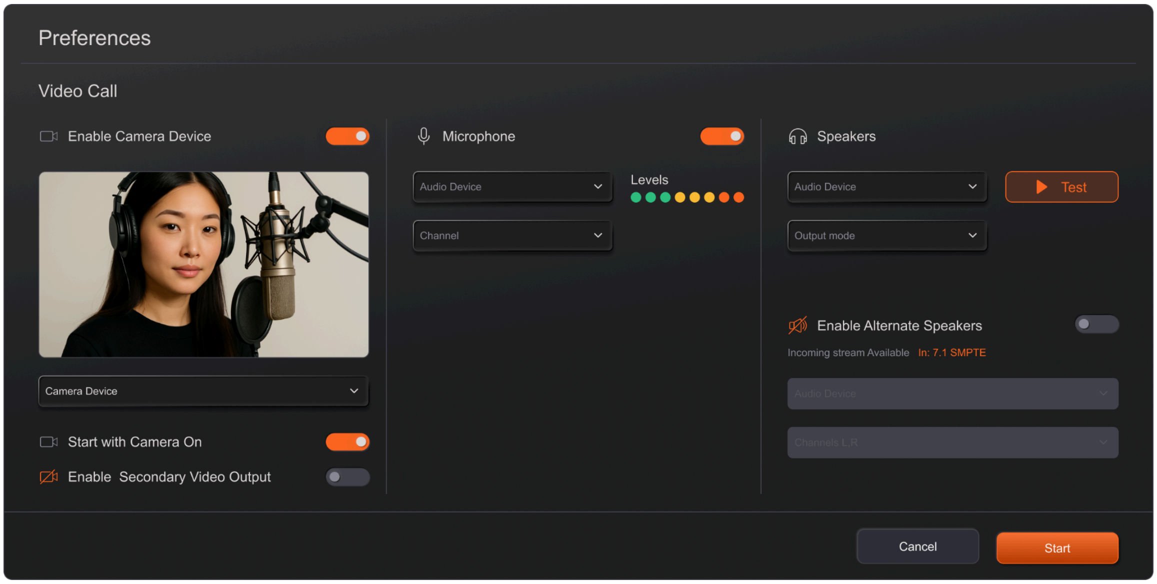


To delete a preset, select it from the drop down and click the trashcan button.

Presets are also available in **Quick Session** and **Reuse** via **Choose Preset**. When **Apply settings from session** is on, preset selection is disabled until you turn the toggle off. Presets saved from **Edit Session Details 2 of 2: Stream Settings** are shared across scheduled, Quick, and Reuse flows.

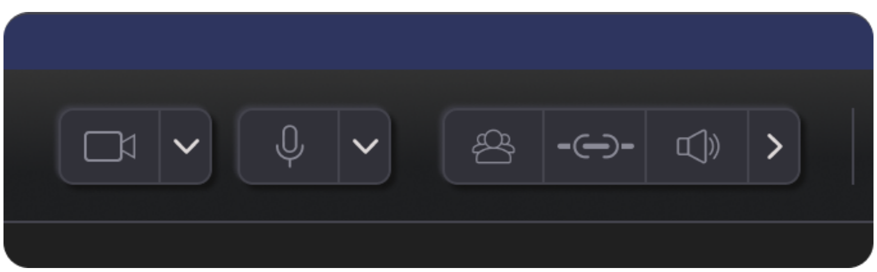
Stream and Conferencing Audio and Video

Conference devices and stream output routing are set in **Preferences** when a session starts, and anytime from the **Preferences** button on the left of the main interface.



- **Speakers** — conference/call audio output.
- **Alternate Speakers** — separate output for stream audio; when stream format is **Passthrough, Audio Groups** may be available for selecting incoming stream groups (changeable during the session from Audio Controls in Studio).
- **Microphone and camera** — sources and mute; camera can be disabled if none is needed.
- **Enable Secondary Video Output** — route session video to an external display (projector, broadcast monitor, etc.).

Microphone and camera can also be muted from controls below the content window in Studio.



For full descriptions, diagrams, and talkback interaction with stream audio, see **Chapter 4 (Preferences, Local Audio Controls, Talkback Toggle)**.

Session Extensions

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

Automatic and on-demand extensions apply to **single one-time sessions** only. **Time Bundle** sessions continue only while bundle balance is available, or after you purchase additional time in the Store and click **Refresh**.

Single One-Time Sessions

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

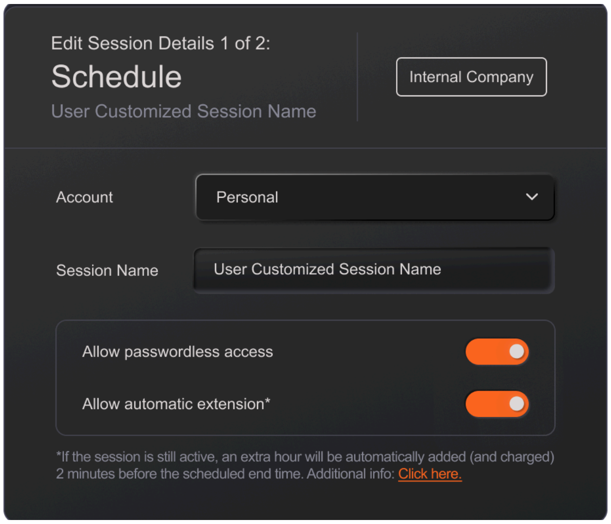
- Automatic Extension
- On-Demand Extension

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 **Allow automatic extension** is on, about two minutes before the session reaches its duration limit, an additional **one hour** is added and charged to the payment method on file so the session can continue. Extensions can repeat while the toggle remains 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.

Time Bundle

Time Bundle sessions do not use automatic or on-demand session extensions like single one-time sessions. Stream time is drawn from your **Time Bundle balance** as the session runs (reserved in short increments while the stream is active).

When the bundle does not have enough remaining time to reserve the next period, a warning appears with a countdown, for example:

> *"You've almost reached your Time Bundle time limit. This session will end in 14:59 minutes." [Go to Store] [Refresh] [Close]*

- **Go to Store** — Opens the Remoto Store so you can purchase a new Time Bundle or add time to your existing bundle, depending on what your account offers.
- **Refresh** — After you have purchased additional time, click Refresh so streaming can continue. Refresh does not purchase time by itself.
- **Close** — Declines further streaming. The stream ends when the countdown reaches zero. Conferencing may remain active for a short grace period after the stream stops.

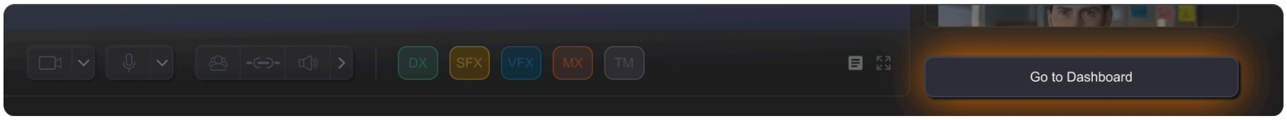
If you select **Close**, or take no action before the timer expires, streaming stops when bundle time is exhausted. The session and video conferencing may remain active for an additional period (for example, 15 minutes) before the session ends completely.

Note: *Time Bundle sessions do not support* ***Allow automatic extension*** *or an in-session* ***Extend*** *charge. To keep streaming, you must add time through the Store, then* ***Refresh****.*

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 against a Time Bundle,** the conference call can continue as long as desired. The stream for a session created against a **Time Bundle** remains active until the Bundle’s available time limit is exhausted. A warning message and countdown appears 5 minutes before the end of the Bundle’s available time, providing instructions on how to upgrade or extend the Bundle with additional time. If the Bundle 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.

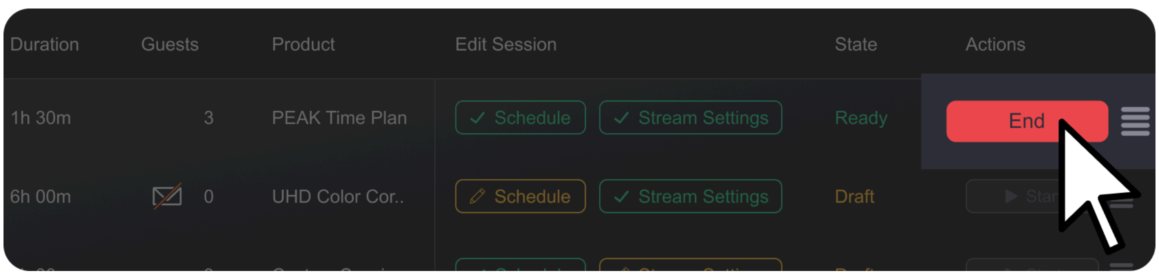
For more information about session extensions, please see **Session Extensions**.

End Session:

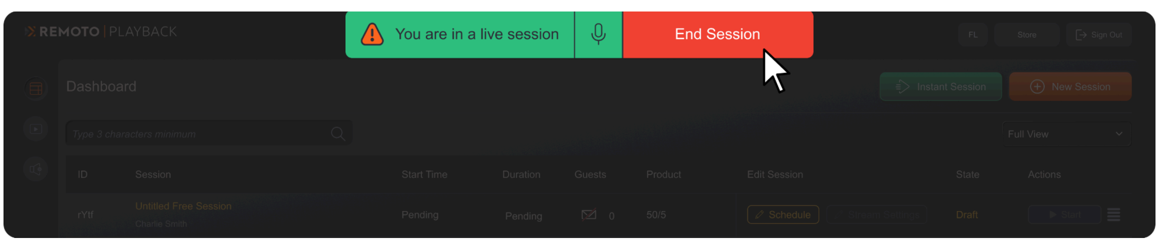
Ending a session closes the conference call and meeting for all guests, as well as ends the stream if this has not already been done.

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

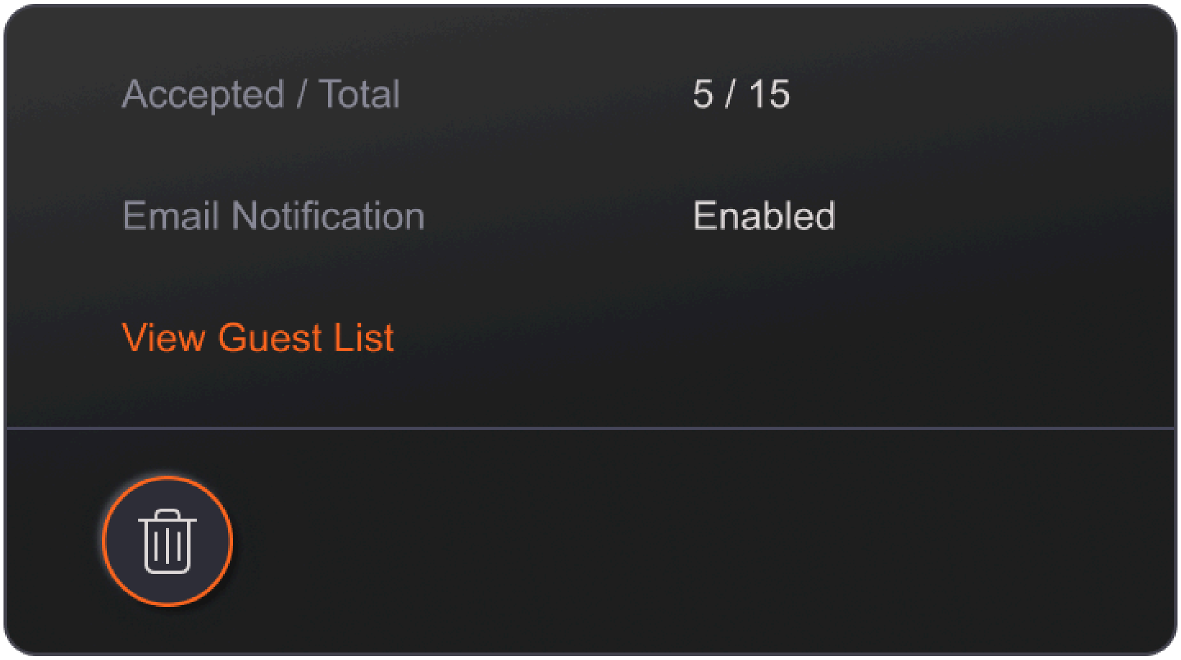
A session can be rescheduled at any time before it has been started by accessing the **Edit Session Details 1 of 2: Schedule** window by clicking on the session name from either the Dashboard or Studio view, and clicking the pencil icon in Session Details Overview, or by clicking on **Schedule** in the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

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

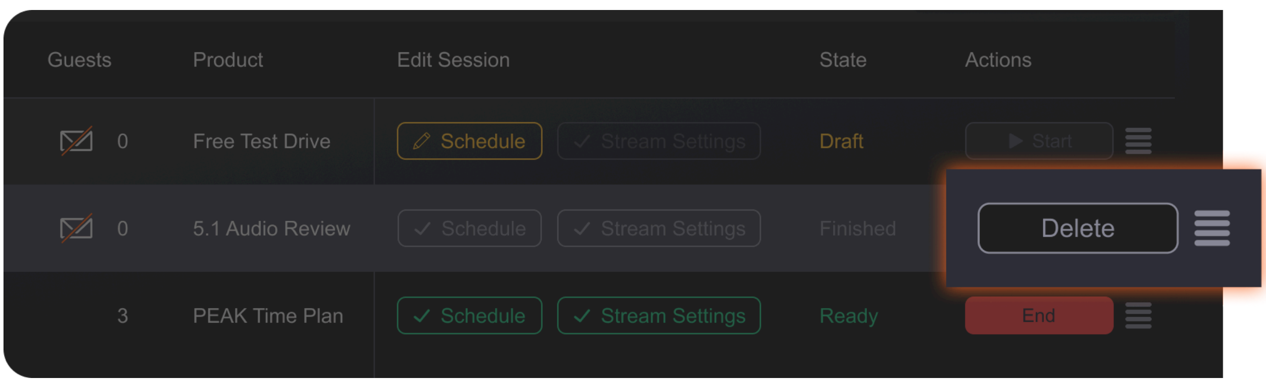
Deleting a Streaming Session

A streaming session can be deleted in three ways:

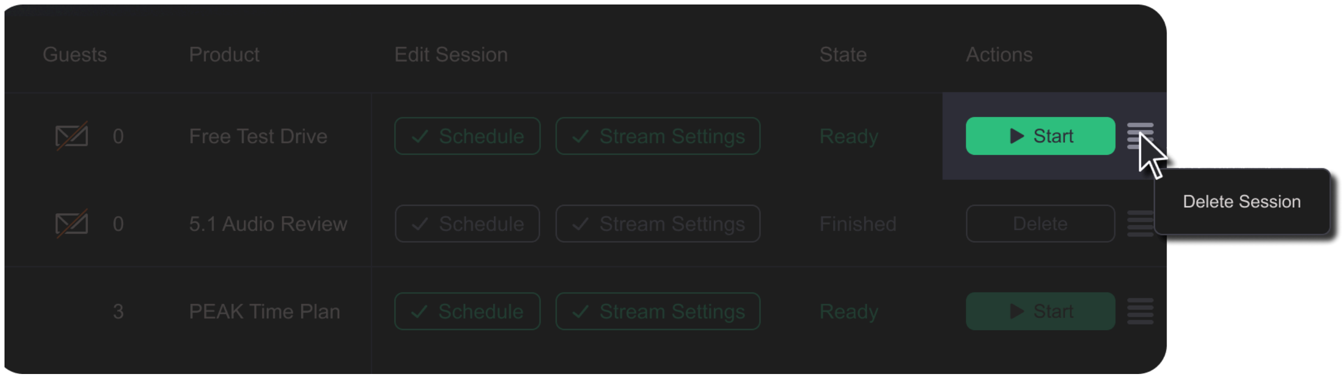
1) From the Session Details Overview window, click on the trashcan button in the lower left.



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”.



Deleting removes the session from the Dashboard permanently. **Reuse** and **Quick Session** use finished sessions as templates; deleting a session removes it from reuse search.

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.

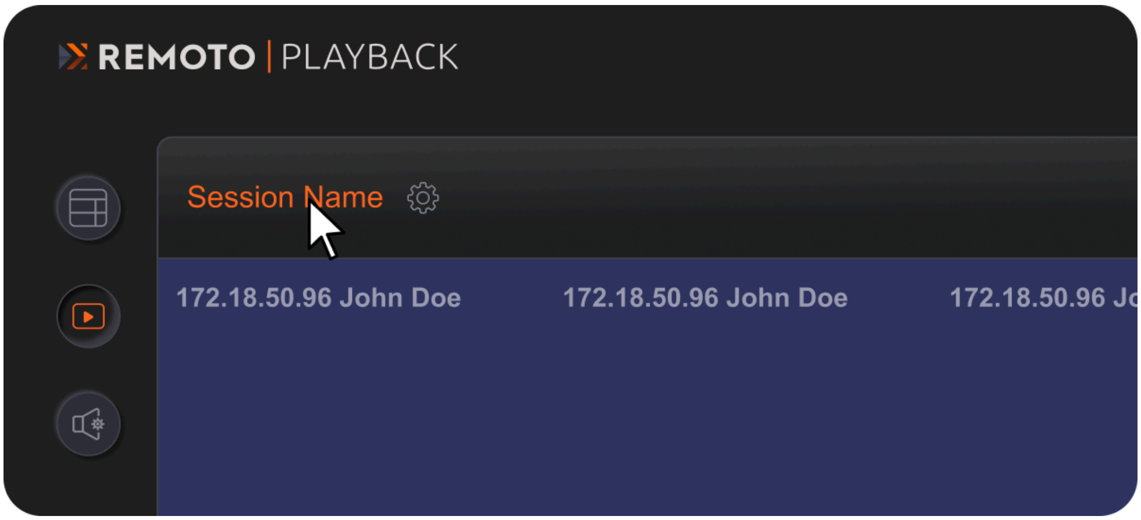
Send an invitation to additional participants

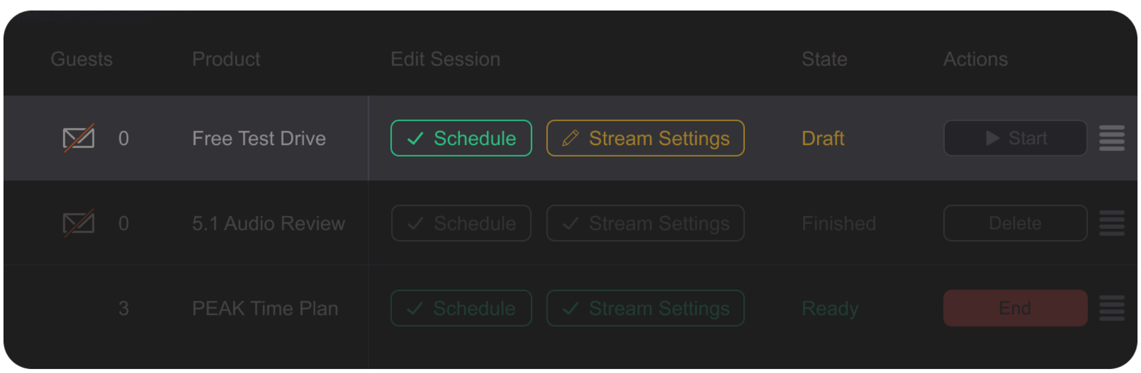
While a session is active, additional Guests can be invited at any time.

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

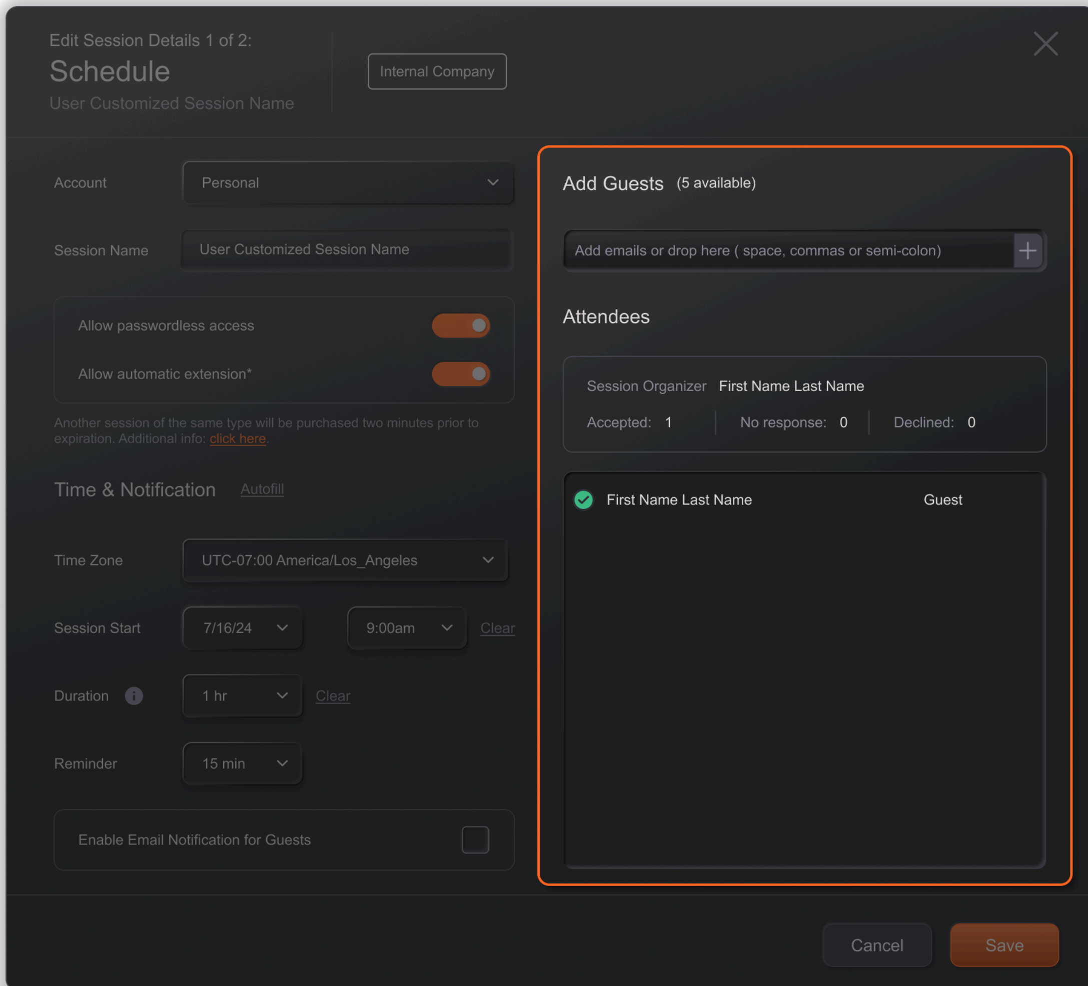
- Clicking the session name from the Dashboard or Studio view and selecting the **Schedule** (pencil) icon, or

- 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.

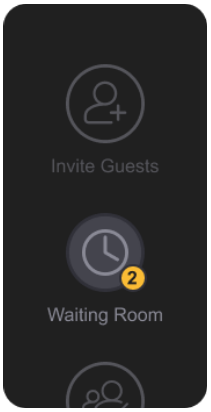


Once the participant list is finalized, click **Save** to send email invitations. All invited participants are automatically saved in the background and associated with the session name, allowing them to be searched and reused for future sessions.

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**.

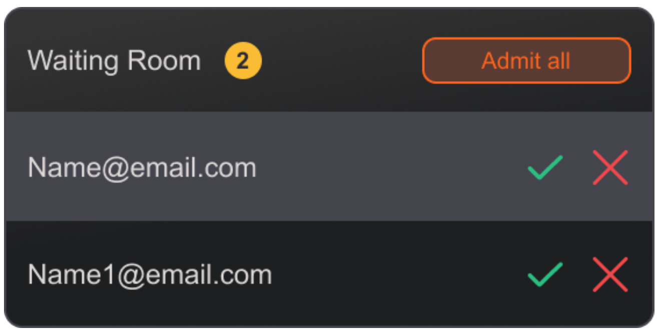
Accept/Decline a Join Request



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

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

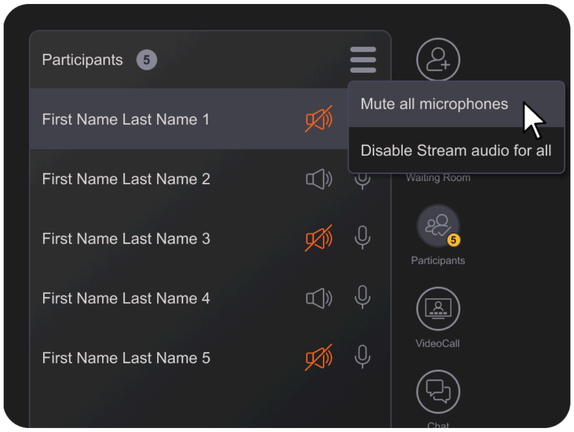
A notification on the button for the Waiting room will notify the Organizer that a Guest is waiting to be admitted to the session:

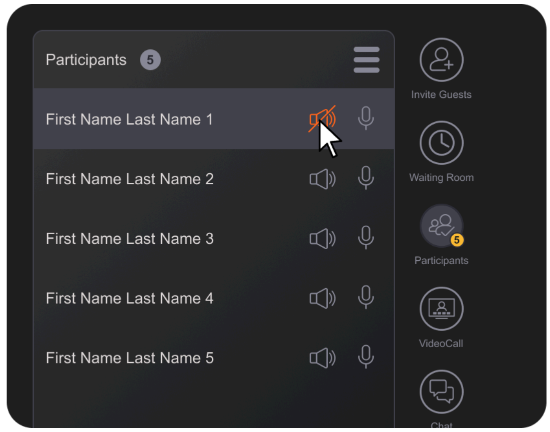


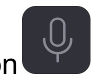
Once viewing the waiting room, the Organizer can decline or admit any Guests waiting to be admitted, or “Admit All” at once.

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.

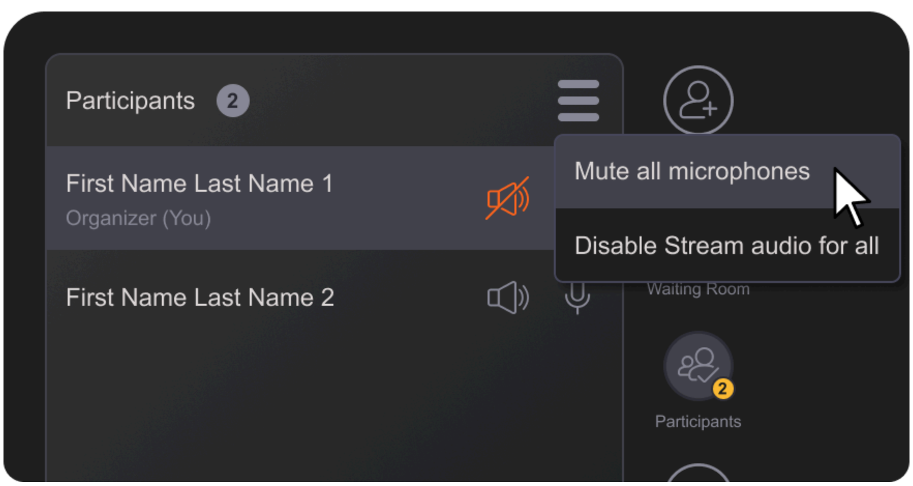




To mute an individual participant's microphone, click on their microphone icon  to mute/unmute them.

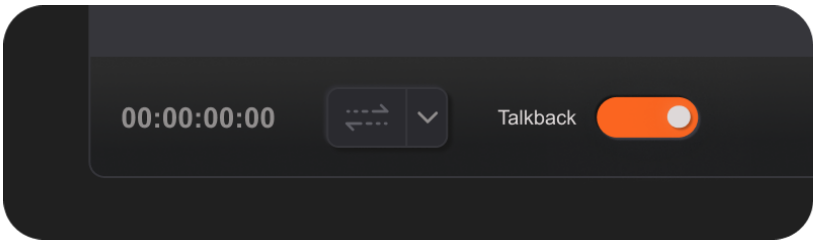
To disable audio for an individual participant, click click on their speaker  icon to turn audio off/on for them. This "mutes" the conference call audio for that user.

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

Organizers can enable **Talkback** in Studio for push-to-talk during a live stream (participants hold the mic button or spacebar; stream audio ducks while someone speaks). When Talkback is on before **Start Stream**, participants stay muted until the stream starts and cannot self-unmute until Talkback is turned off.



While Talkback is enabled, the Organizer cannot unmute individual participants from the participant list; turn Talkback off to restore normal mute controls.

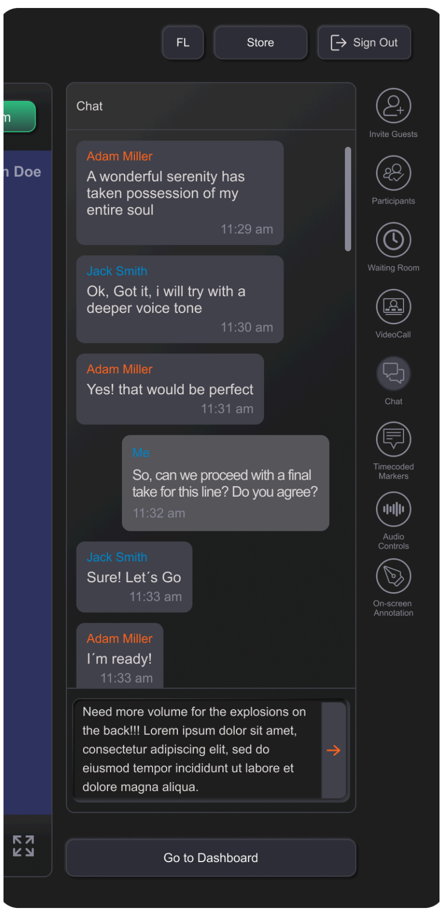
See Chapter 4 (**Talkback Toggle**) for controls, notifications, and behavior when the stream is stopped.

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, participants can use video conferencing, share screens during video calls, create and export live timecoded markers, and draw on-screen annotations. This chapter describes collaboration features during an active session; Studio panel layout and controls are in **Chapter 4: Playback Desktop User Interface**.

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.

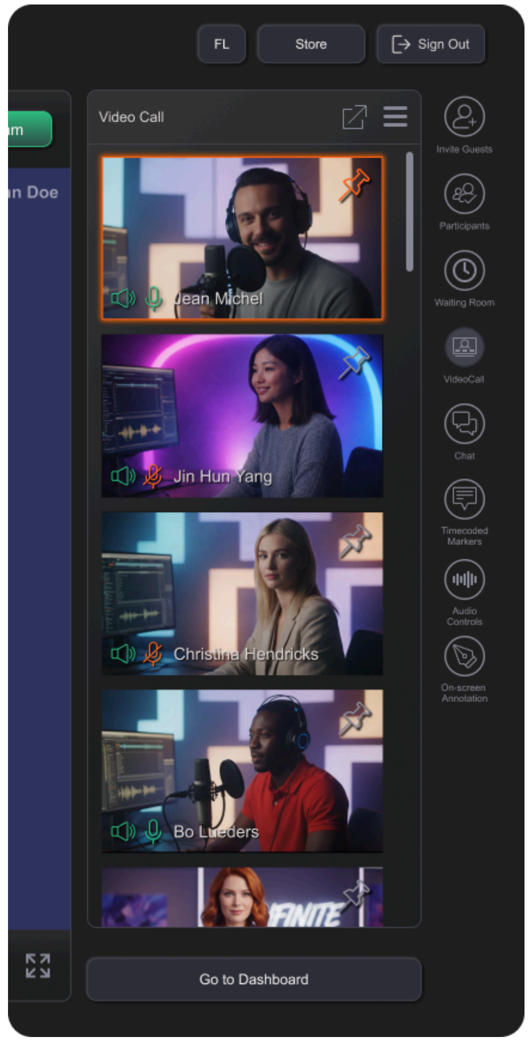
The window for the session chat is accessed through the “Chat” button in the right sidebar of Studio view. Clicking on this will open the chat tab.

See Chapter 4 (**Participant Management and Conferencing**) for sidebar access and participant controls alongside chat.

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

Video Chat

During a live session, participants can use video conferencing in addition to text chat. Open the video call from the **Video Call** button in the right sidebar of Studio view to see session participants.



The Organizer's video appears at the top by default (unless another participant is pinned). Guest video tiles appear below; use the scrollbar to see additional guests.

Pinning participants

The session host (Organizer) can pin up to three participants for priority viewing. Click the pin icon on a participant's video tile. Pinned participants stay in the primary viewing area in the order they were pinned; this layout is reflected for everyone in the session. Only the host can pin or unpin.

Active speaker highlight

Up to three active speakers are highlighted while speaking for easier identification.

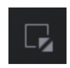
Undock and views

The video gallery can be undocked and moved anywhere on screen, or to a separate display. Once undocked, toggle between **Speaker View** and **Gallery View**.

- **Speaker View** — Shows one to three main speakers (active speakers, or pinned participants who remain in the primary area even when not speaking). Remaining participants appear below.
- **Gallery View** — Shows all participants gallery-style. Pinned participants occupy the top-left three slots.

Re-dock

Click the dock button  in the top-right corner of the undocked window, or open the **Video Call** tab in Studio and click **Bring back here**.

To re-dock the video gallery, simply click on the  button in the top right corner of the undocked window, or navigate to the Video Call tab in the studio and click “Bring back here”.

Screen Sharing

Participants can share content in real time during the video conference without leaving the session.

<NEED SCREENSHOT>

Who can share

- The **Organizer** can start screen sharing from the video call controls.
- **Guests** request permission to share; the Organizer approves or denies each request.

Starting a share (Organizer)

1. Open **Video Call** in the Studio sidebar.
2. Click **Share Screen** (or the screen-share control in the video call toolbar).
3. Choose what to share:

- **Entire screen** (desktop)
- **Application window**
- **Browser tab** (when joining from a supported browser)

4. Confirm the selection. Other participants see the shared content in the video conference.

Requesting a share (Guest)

1. Open **Video Call**.
2. Click **Share Screen** to send a request to the Organizer.
3. When the Organizer approves, choose the screen, window, or tab to share.

If the request is denied, you can ask the Organizer to approve sharing again.

During an active share

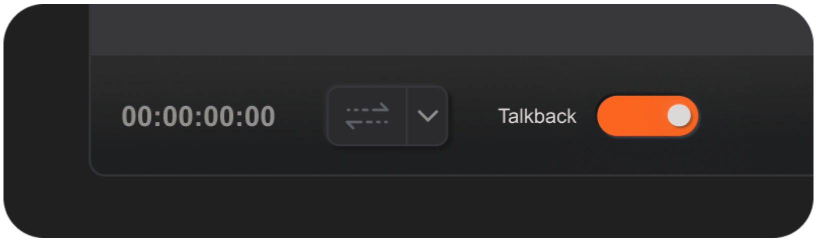
A session indicator shows when screen sharing is active and who is sharing.
The Organizer can stop a participant's share at any time.
Only one screen share is active at a time in the video conference.

Supported clients

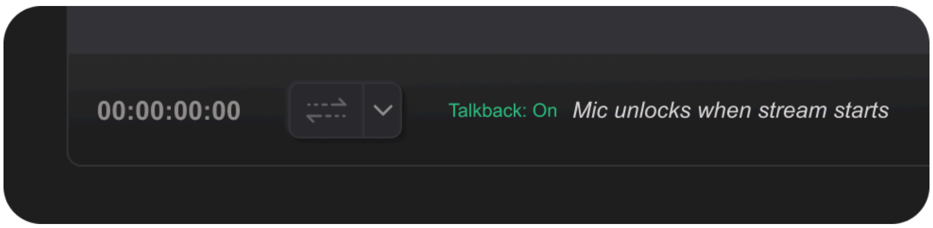
Screen sharing during video chat is available in **Playback Desktop** (macOS and Windows) and in supported **web browsers**. Availability on **Playback Mobile (iOS)** depends on your app version and session configuration. It is not available on **Playback for Apple TV**.

Talkback Mode

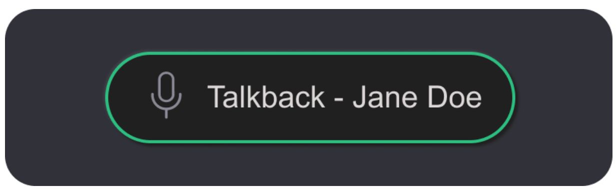
Talkback lets the Organizer control who can speak during a live stream using push-to-talk: participants hold the microphone button or press the spacebar to speak, and stream audio ducks while someone is talking.



The **Talkback** toggle is below the content viewing window in Studio view (Organizer only). When Talkback is on before **Start Stream**, participants remain muted until the stream starts and cannot self-unmute until Talkback is turned off. While Talkback is enabled, the Organizer cannot unmute individual participants from the participant list.



Participants see a **Talkback On** indicator at the bottom left of Studio, next to **Adjust Sync**. A banner above the viewing window shows who is speaking.



For full controls, notifications, and behavior when the stream is stopped, see **Chapter 4 (**[Talkback Toggle)](#) and **Chapter 5** ([Managing Session Participants](#)).

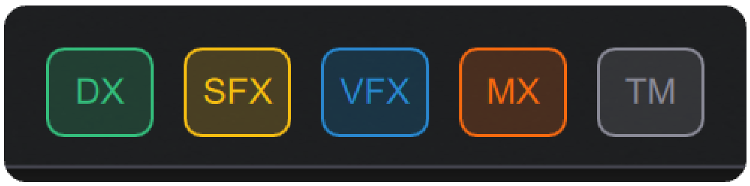
Timecoded Markers and Export Options

When timecoded markers are enabled for a session, any joined participant (Organizer or Guest) can create markers during the live stream. Markers are separate from participant chat and are tied to the current stream timecode.

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.

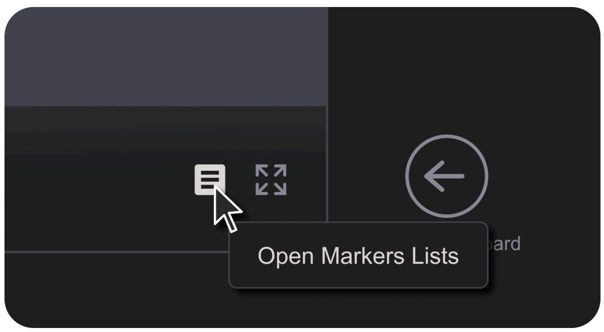
This view allows a category to be selected and a note to be added to each marker. When the entry field is activated, the current timecode is shown in the timecode display to the left. Enter a comment, then click the arrow button or press Enter to submit the marker. Click "Cancel" to discard it.

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.

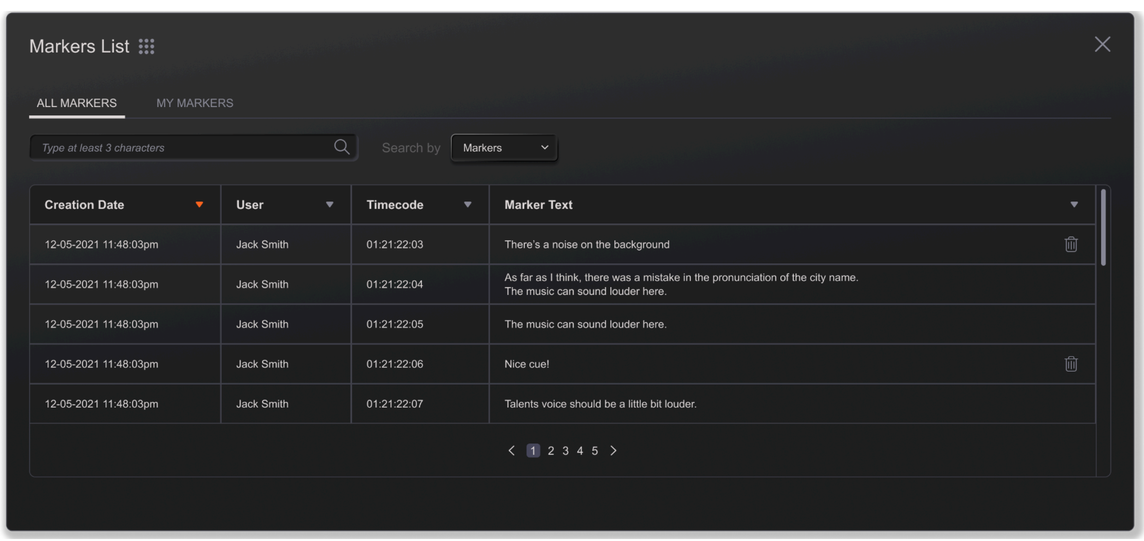
Comments can be double clicked on to edit the comment text.

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:

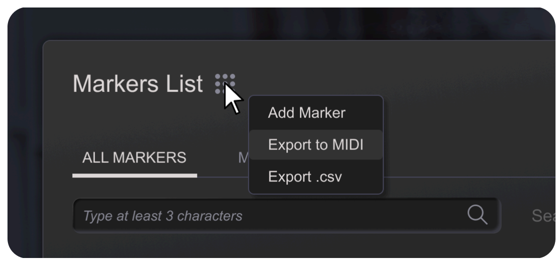


In this window, markers that have been entered are listed along with their creation date, timecode location, and author. Markers can be deleted by pressing the trashcan button at the end of the row.

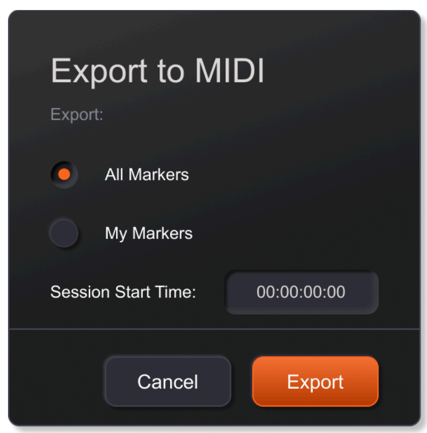
The view can be toggled between ALL MARKERS and MY MARKERS.

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



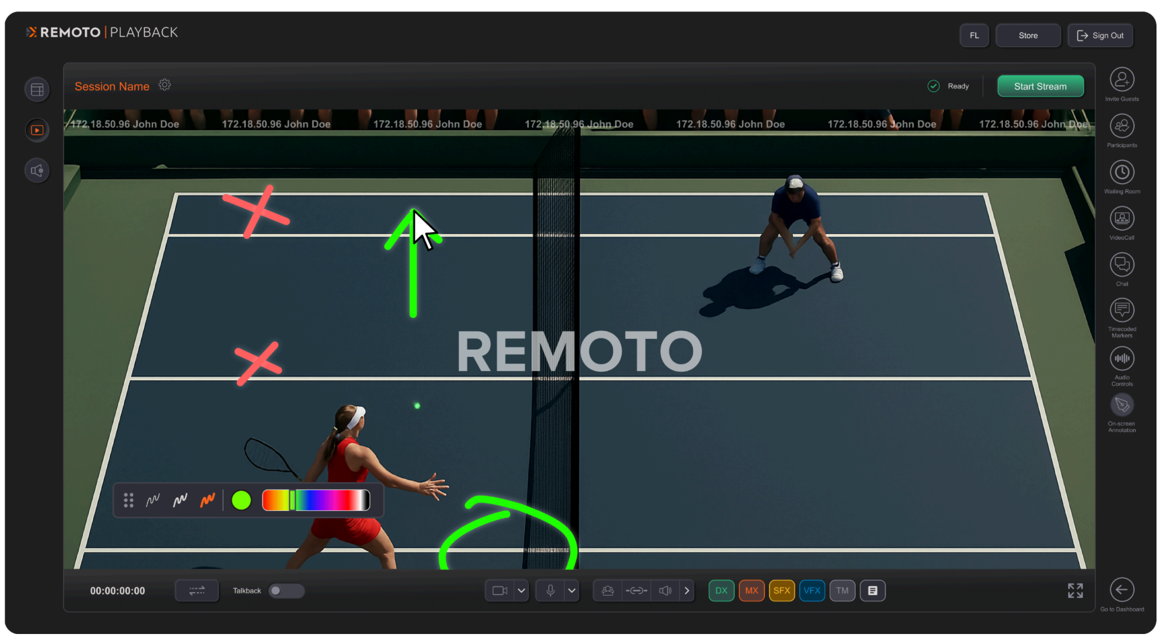
If “Export to .csv” is selected the following window is displayed:

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

*Note: After a session is closed, the Markers List is no longer accessible in Studio. A **.csv** copy of timecoded markers is automatically emailed to all session participants when the session ends. **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.
On-Screen Annotations are supported in **Playback Desktop** (macOS and Windows), **Playback Mobile (iOS)**, and supported **web browsers**. They are not supported in **Playback for Apple TV**.

Part 5: Guest Guide (Guest Users)

Chapter 7: Playback Windows (Guest Users)

Guest users can join streaming sessions hosted by Organizers using **Playback Desktop** (macOS or Windows) or a supported **web browser**. For Guest and Organizer roles, see **Playback Role Types** in Chapter 1.

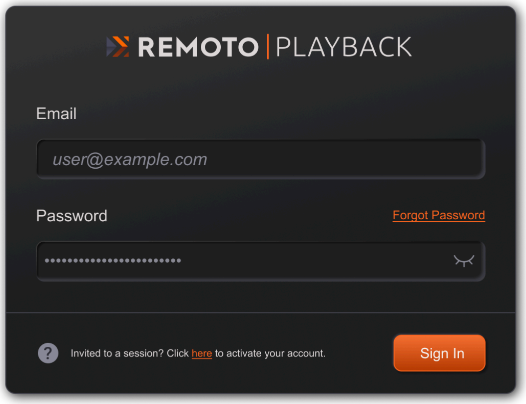
Whether login is required depends on how the Organizer configured the session (Remoto account required vs. passwordless access). See **Chapter 8** for join steps; this chapter describes the Guest interface after sign-in. Please visit our **System Requirements and Compatibility article** for more information 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 on **macOS** or **Windows** and sign in. Users without a Remoto account are prompted to create one. See **Remoto Account Creation + Activation** in Chapter 1.



Note: Playback Desktop version information is shown in the upper-right corner of the sign-in window.

Playback Web

Guests join Playback Web from a supported browser using the Join Session link in the session invitation email. A new browser tab opens at the Remoto web address for the session.

Account activation

If the session requires a Remoto account and the guest does not have one, the invitation may include embedded activation credentials. The guest completes **Activate your account** (name, password, Terms of Service and Privacy Policy). If embedded credentials have expired, a message states that an activation link was sent by email. After activation, the guest is redirected back to the session.

Team Account invitation

If the session belongs to a **Team Account**, the guest may be prompted to accept a team invitation in the browser before continuing.

Optional network test (before sign-in)

From the Playback Web sign-in screen, guests can click **Run Network Test here** to open a standalone network test page. This checks browser audio/video permissions and connection quality before opening a session. It is optional and separate from the pre-session diagnostics that run when joining an active session.

Before the session starts

If the Organizer has not started the session, the guest sees session details and an RSVP-style message. The guest cannot complete join steps until the session is active.

Joining an active session

When the Organizer has started the session and the guest is within the allowed join window, Playback Web runs checks automatically before showing device preferences.

Pre Session Diagnostics

A **Pre Session Diagnostics** checklist runs first. It verifies readiness to receive the stream and participate in the conference call. Checks typically include:

- **Checking call devices** — camera, microphone, and speaker access
- **Preparing for stream reception** — WebRTC/WHEP playback capability
- **Testing network connectivity** — connection to Remoto servers
- **Measuring bandwidth** — download, upload, and latency
- **Checking system resources** — device capabilities that may affect playback

While diagnostics run, a progress indicator and status messages appear. When checks complete:

- If checks **pass** or complete with **warnings**, the guest can click **Continue**, or the screen may advance automatically after a short countdown.
- If some checks **fail,** the guest may see **Continue Anyway** to proceed with caution, or **Run Again** to retry.
- While diagnostics are still running, **Skip checks** bypasses the checklist and goes straight to Preferences.

Warnings and recommendations explain anything that may affect audio, video, or stream quality.

2) Session Details and Preferences

After diagnostics (or after skipping them), the join screen shows **Session Details** on the left and **Preferences** on the right. Configure camera, microphone, and **Speakers** (conference audio), then click **Ask To Join** to request admission to the waiting room. See **Playback Web Preferences** below.

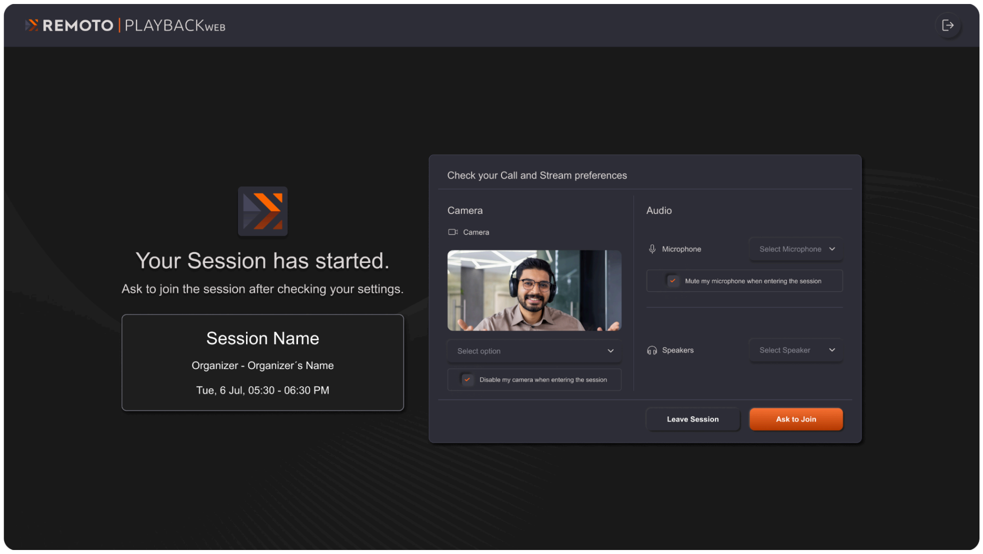
3) Admission and session

The Organizer admits the guest from the waiting room. Once admitted, the guest enters the Playback Web player with stream controls, video chat, and collaboration tools described later in this chapter.

Playback Web Preferences

After **Pre Session Diagnostics** complete (or are skipped), **Session Details** appear on the left and **Preferences** on the right.

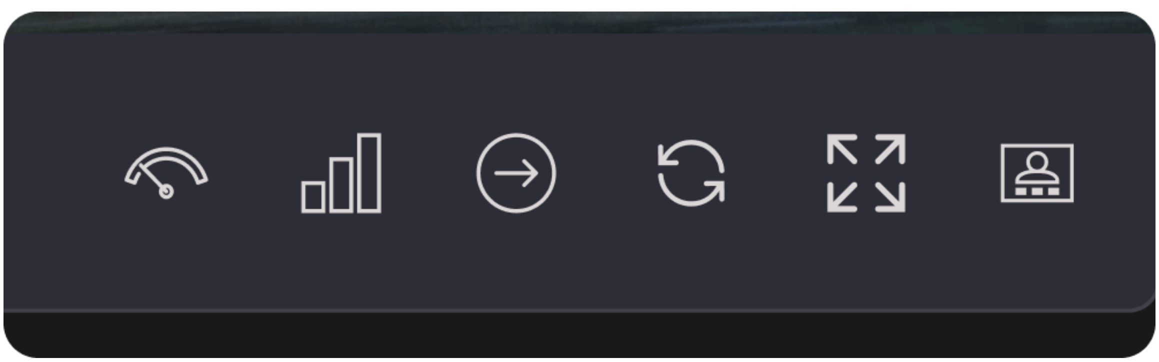
Select camera source and whether video is enabled on join; select microphone and mute state on entry; select **Speakers** for conference audio. When configured, click **Ask To Join** to request admission.



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:

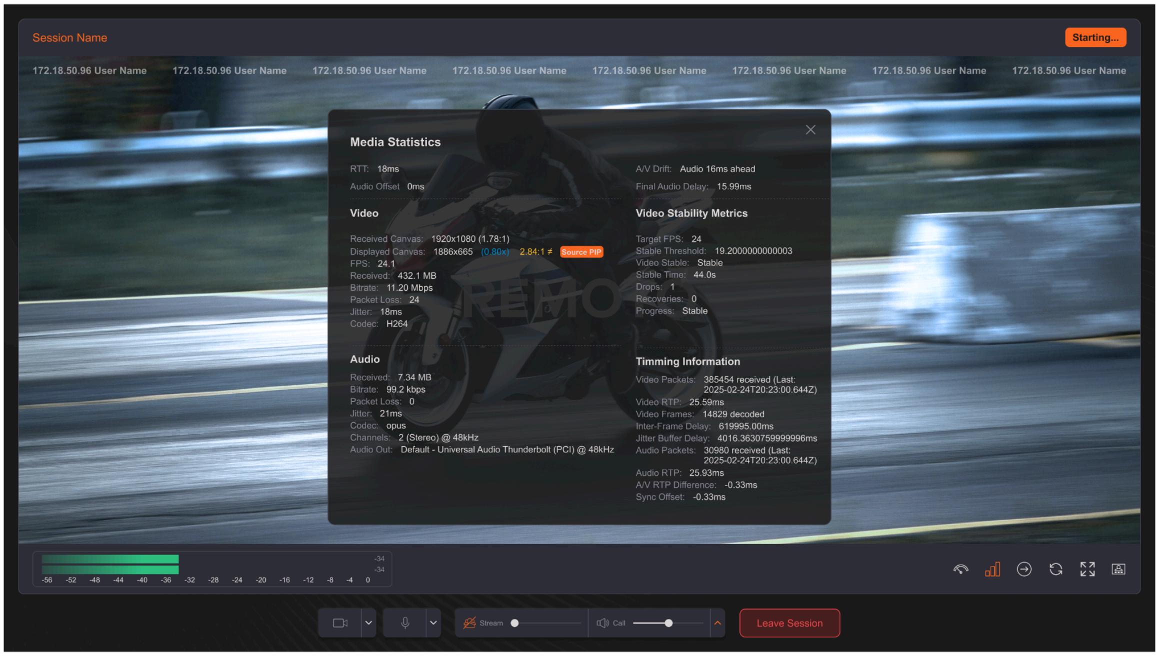


From left to right these are:

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

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).



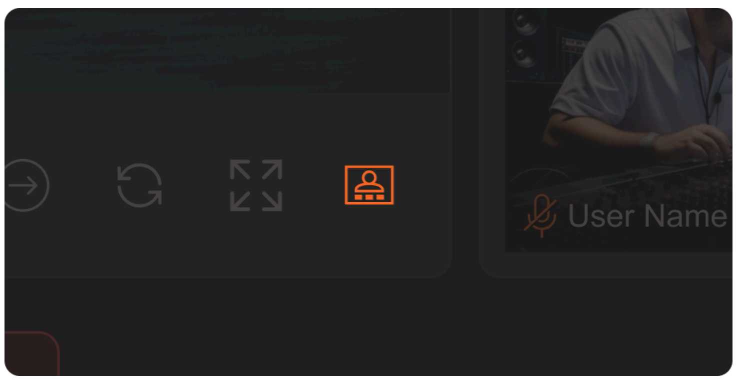
Media Statistics: Reveals a window listing statistics for the stream. It provides information about the content being sent and received, as well as stream stability metrics and timing information.

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.

Screen Share

Guests can request **screen sharing** during a video call; the Organizer approves or denies. See **Chapter 6 (Screen Sharing During Video Chat)**.

<INSERT SCREENSHOT OF BUTTON>

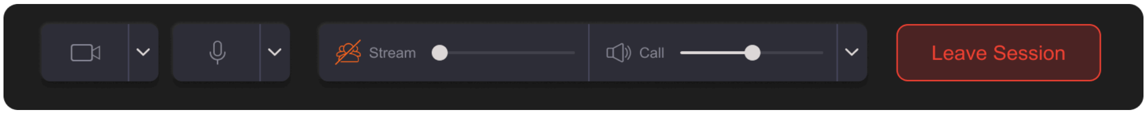
Playback Web Audio and Video Controls

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.

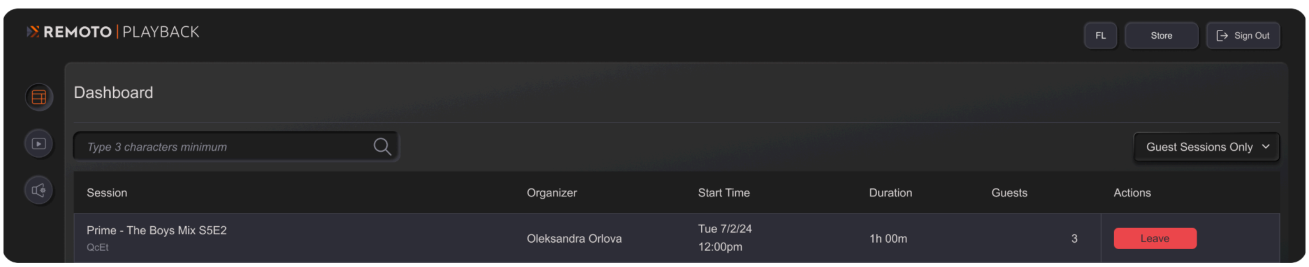
** Clicking spacebar with the browser in the foreground also mutes/unmutes your microphone.*

The audio for the conference call and for the stream 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.

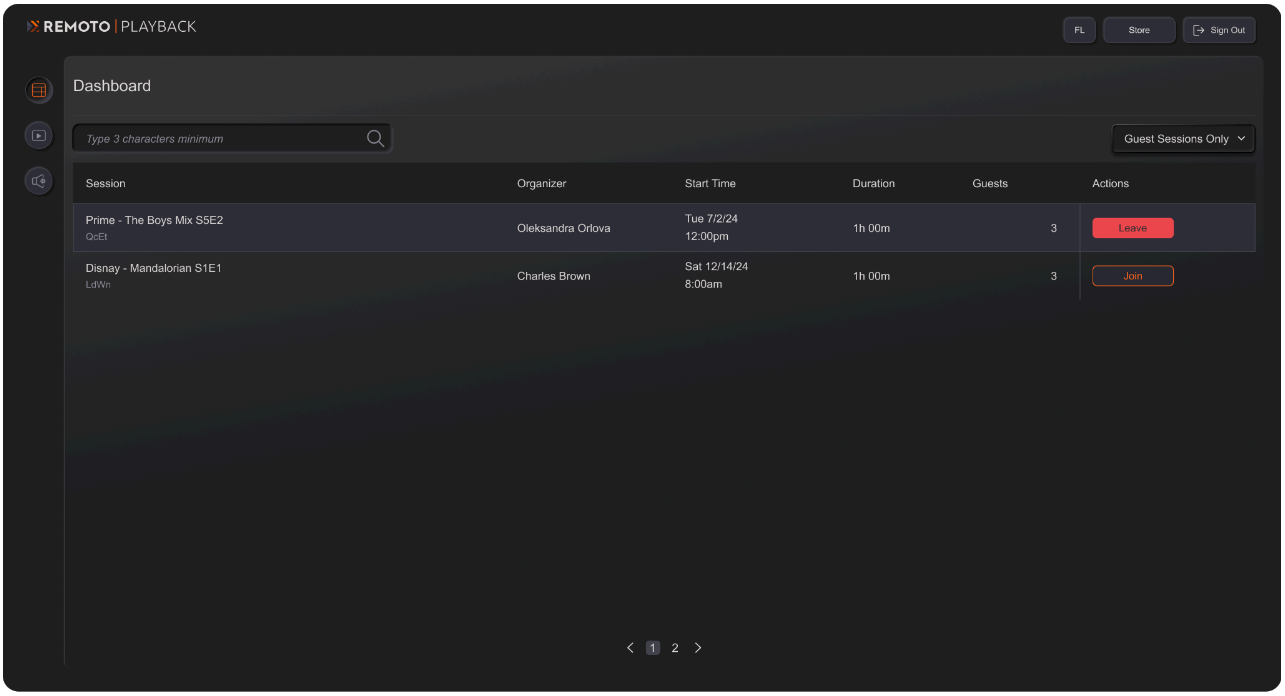


Playback Desktop: Dashboard Window Overview

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 the Dashboard, a Guest can:

- View sessions they are invited to
- Open **Session Details Overview** by clicking the session name
- **Join** a session
- Open **Preferences**
- View plan or Time Bundle info (if applicable)
- Open **Profile** (bottom-left)
- **Sign out** (top-right)

Navigation Buttons

Bottom-left: Profile

Click Profile (bottom-left) to open My Profile as a full page. See Playback Desktop: Profile below.

Top-right: Store and Sign Out

- **Go to Store** — Opens the Remoto Online Store to purchase a Time Bundle or one-time session.
- **Sign Out** — Logs out of Playback Desktop.

Left-side navigation

- **Dashboard** — Default view; lists invited sessions. Use **Guest Sessions Only** to filter.
- **Studio** — Active during a live joined session.
- **Preferences** — Local camera, microphone, **Speakers** (call audio), and **Alternate Speakers** (stream audio) settings.

<INSERT SCREENSHOT OFTOP LEFT NAVIGATION BUTTONS>

Profile

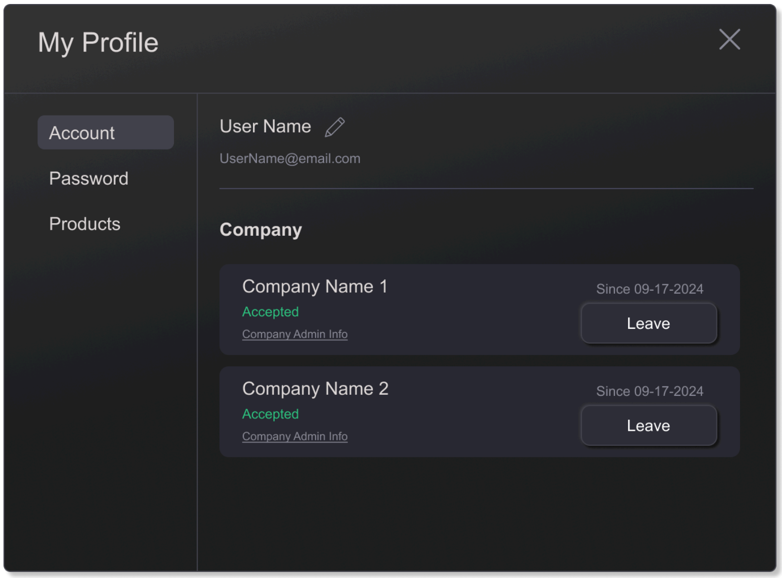
Open **Profile** from the **bottom-left** of the main interface to open **My Profile** as a full page.

Tabs

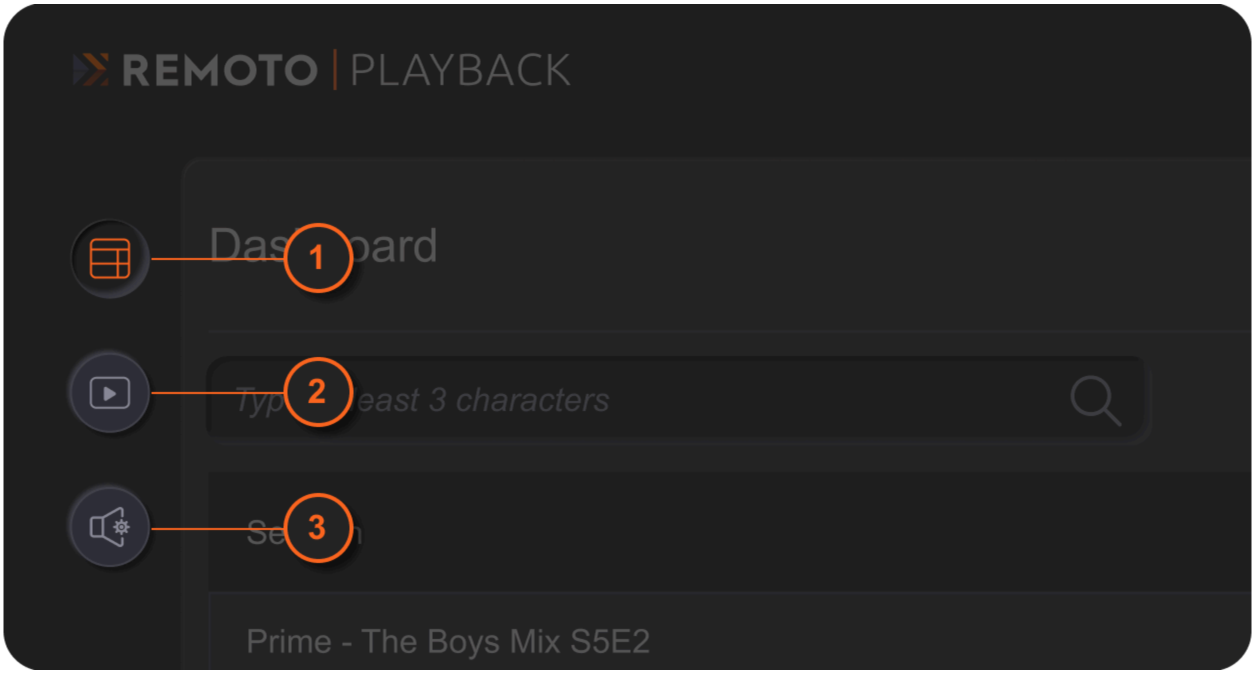
- **User Detail** — Name and email; edit and save as needed.
- **Security** — Change password; configure **Personal MFA** when offered. Password reset is also available from the sign-in screen.

- **Products & Activity** — Plans, one-time sessions, session log, and account usage. Includes Accounts (Personal first, then Team account names) to switch context. **Go to Store** is available here and from the top-right Store button.

Guests who have not purchased plans or sessions may see empty plan sections.



Left Side Navigation Buttons



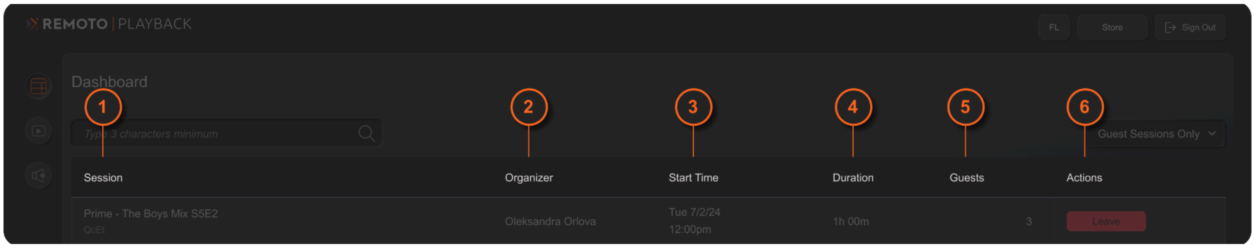
1. **Dashboard:** The “Dashboard” button toggles to Dashboard view, which is the default view of Playback.

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

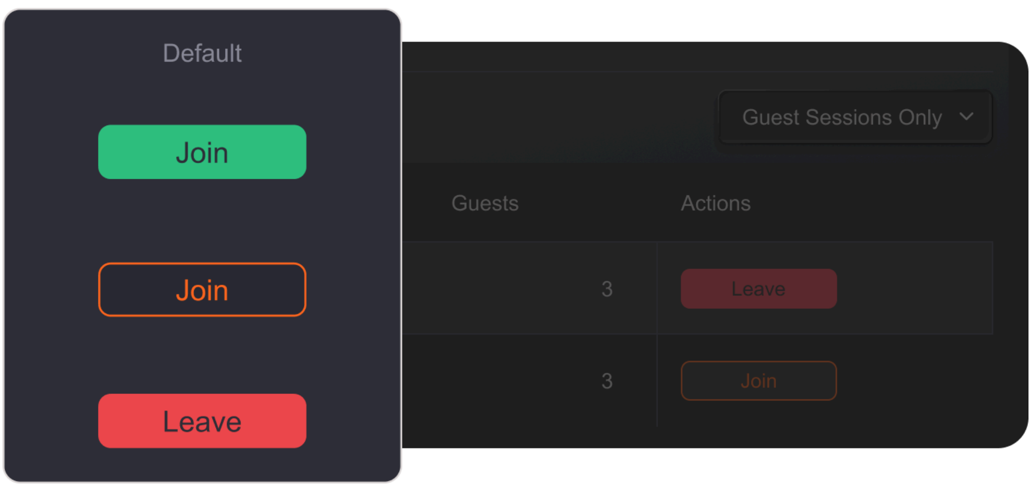
3. **Preferences:** The “Preferences” button toggles access to “Preferences”, where local settings for video conferencing, call audio and stream audio are set.

Playback Desktop: Session Dashboard Columns

The Dashboard lists sessions the guest has been invited to. Information is organized into columns:



1. **Session —** Session name with Organizer name beneath. Hover for tooltip: Session Name, Organizer, Status, Session ID, Start Time, Duration, Type, and Reminder setting. Click the session name to open **Session Details Overview**. Session ID appears under the name for troubleshooting.
2. **Organizer** — Name of the session Organizer.
3. **Start Time** — Scheduled date and time (local to the Organizer).
4. **Duration** — Scheduled session duration.
5. **Guests —** Number of invited participants. Click to open the Guest List (names of guests who accepted).
6. **Actions —** Available actions for invited sessions:



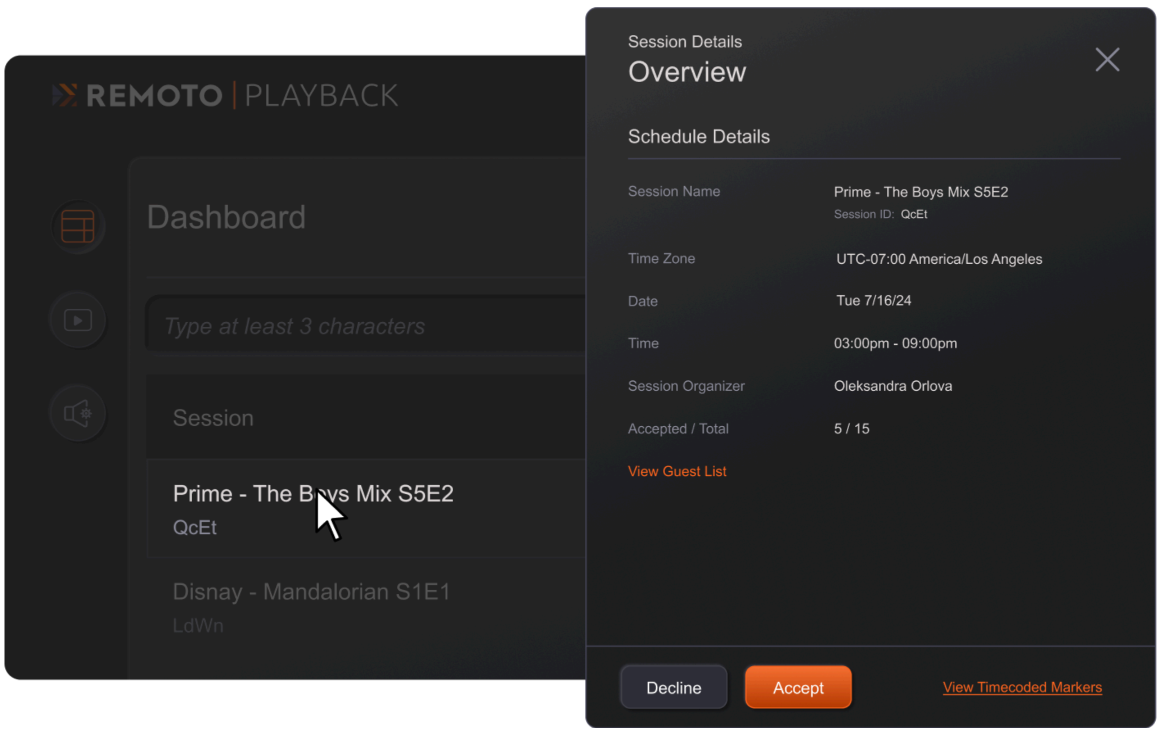
Join:

- **Green (active):** Opens Preferences, runs a brief pre-session diagnostic test, and sends a join request to the Organizer.
- **Grey with orange outline (disabled):** The Organizer has not started the session; join is not available.

Leave:

- ○ **Red (active):** Appears after joining; exits 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

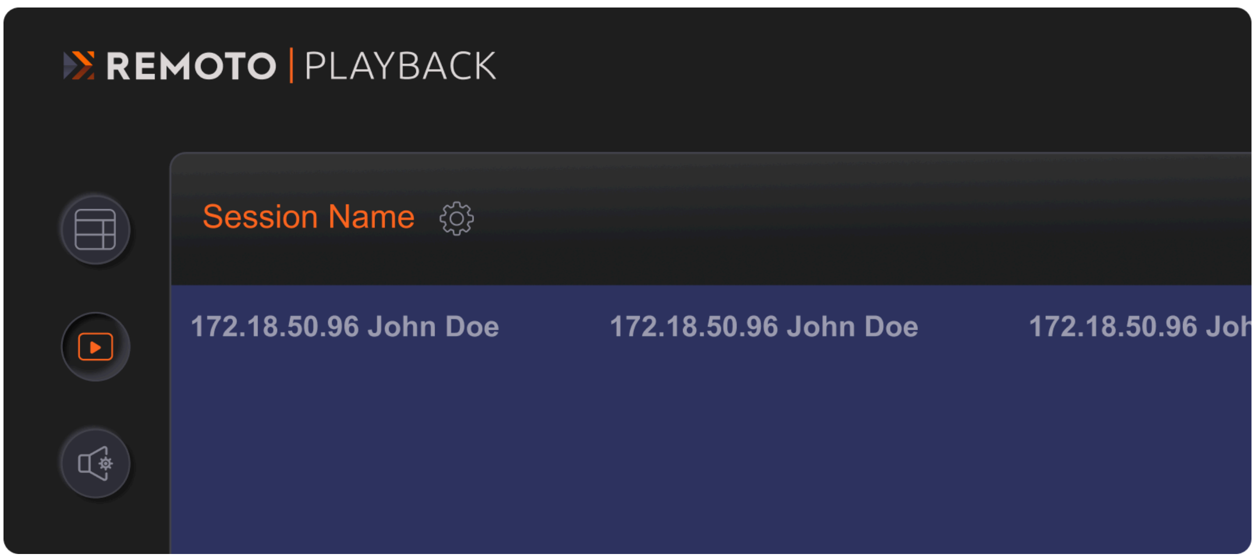
- View Guest List: Click this to reveal the Guest List window where the names of guests who have accepted/declined the invitation are displayed
- View Timecoded Markers

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

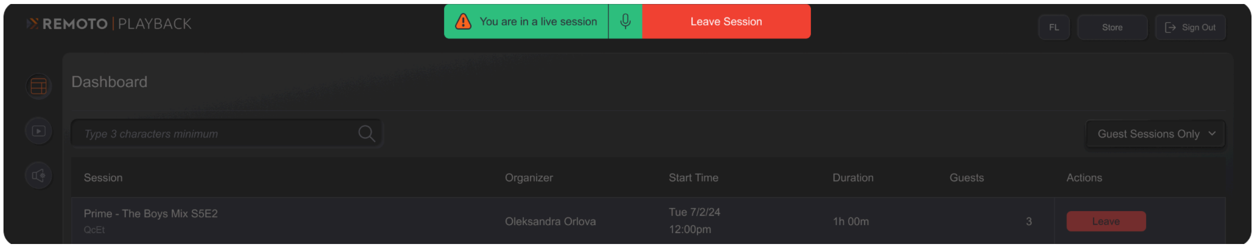
Playback Desktop: Studio View

Studio view activates after a guest joins a session. Access it by:

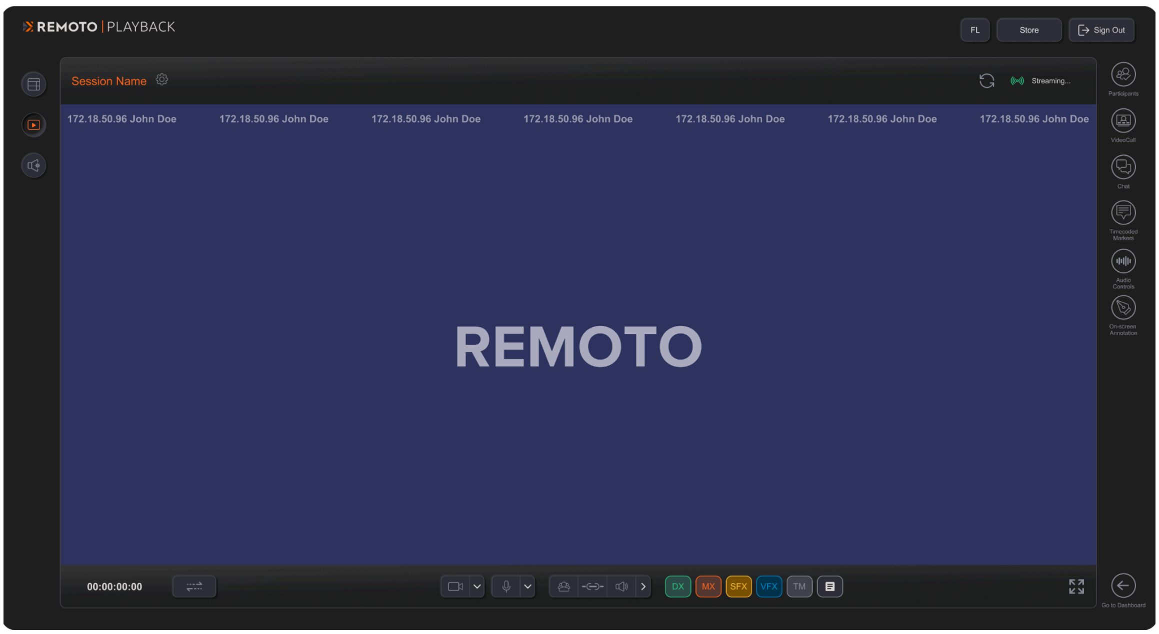
1) Clicking the illuminated **Studio** button on the left, or



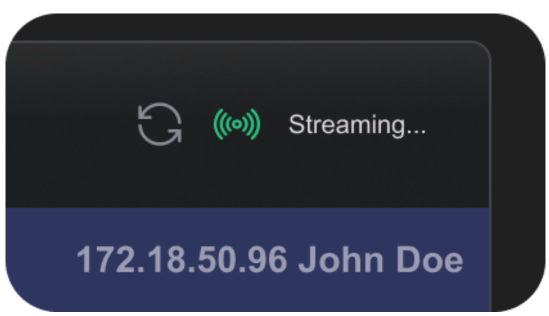
2) Clicking the **You are in a live sessio**n banner at the top.



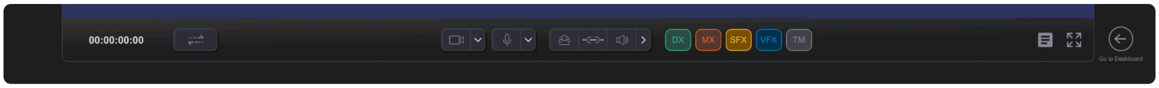
Studio features the content streaming window, controls below it, and a right-side panel of tabs.



The top right of the viewing window shows stream status (**Streaming** or **Stopped**) and a **Reload** button. **Reload** rebuffers the stream and may resolve issues caused by network conditions.

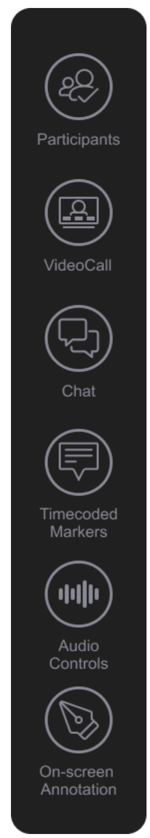


Always visible (left to right below the viewer):



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

Right-side tab buttons



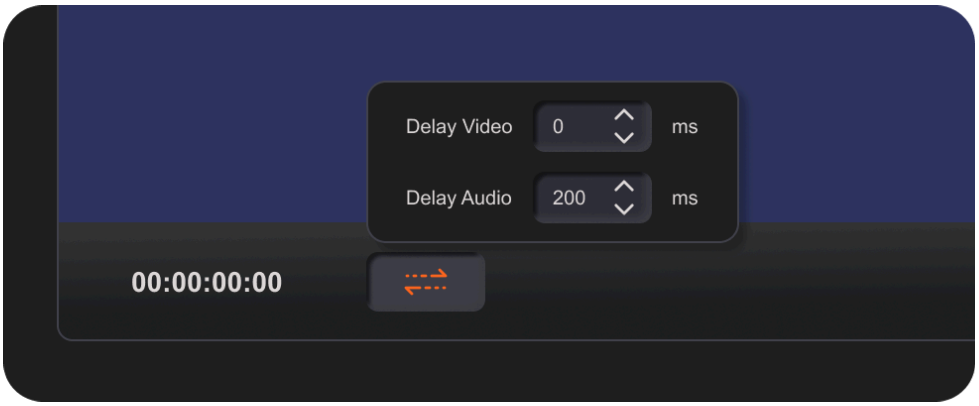
- **Participants —** List of everyone in the session
- **Video Call —** Video gallery; active speakers are highlighted
- **Chat —** Session text chat (visible to all participants)
- **Timecoded Markers —** Create and review markers
- **Local Audio Controls —** Stream and call audio faders, meters, and routing
- **On-Screen Annotations —** Draw over the streamed content
- **Screen Sharing —** Share or view shared content during the video call. Guests click Share Screen to request permission; the Organizer approves or denies. When someone is sharing, an indicator shows who is sharing. See Chapter 6 (Screen Sharing During Video Chat).

Screen sharing during a session

Screen sharing is part of the video conference, not the main playback stream. Open **Video Call** or **Screen Sharing** in the right sidebar to request a share or view an active share. Only one screen share is active at a time; the Organizer can stop a share at any time.

Adjust Sync

The **Adjust Sync** button provides manual A/V sync correction for local playback.



- Adjustments by the **Organizer** affect the outgoing stream.
- Adjustments by **Guests** affect only the local experience and combine with the Organizer's sync settings.

Adjust Sync is available in **Playback Desktop** only. Browser guests use **Audio Offset** in the Playback Web player.

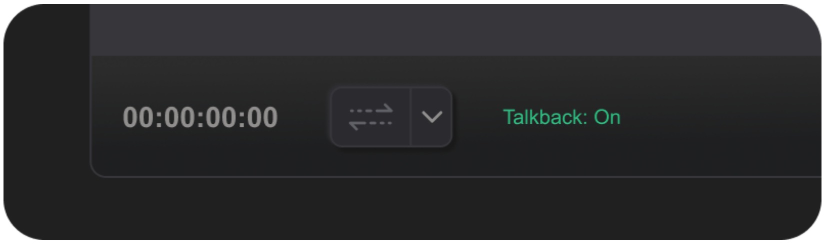
Two fields can be adjusted: **Delay Video** and **Delay Audi**o (positive values up to 500 ms, or use the arrows).

- **Delay Video tooltip:** Adjust if video is ahead of the audio.
- **Delay Audio tooltip:** Adjust if audio is ahead of the video.

Talkback Status

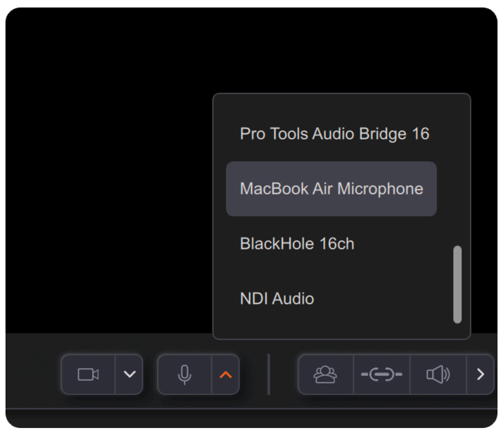
When the Organizer enables Talkback, guests see **Talkback On** at the bottom left of Studio, next to **Adjust Sync**. Participants speak using push-to-talk (hold the microphone button or press the spacebar); stream audio ducks while someone speaks.

See [Chapter 6 (Talkback Mode)]() for full behavior.



Camera and Microphone On/Off + Source Selection

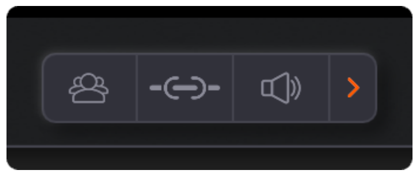
The chosen video conferencing camera can be turned off and on by clicking on the camera icon. Similarly, the chosen microphone can also be turned off and on by clicking on the microphone icon. Additionally, camera and audio sources can be changed directly from the live session by clicking on their respective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



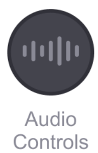
Local Audio Controls

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:



Within the **Audio Controls** panel, faders and meters provide independent feedback and control for stream audio and conference call audio. The In: label shows the incoming stream channel format; output device and format can be selected below the faders.

The interface presents output formats supported by the session (stereo or multichannel, depending on what the Organizer is streaming).

Stream Audio

The Stream Audio fader and meters control and monitor audio received from the stream. These follow the output destination and format selected in **Preferences** when joining or from the **Preferences** button on the left.

Volume adjustments here affect only local listening and do not change the Organizer's stream level.

Playback supports up to **16 audio channels** when configured in the session's Stream Settings.

- **Stereo monitoring** — two meters (left and right).
- **Multichannel monitoring** — one combined multichannel meter.

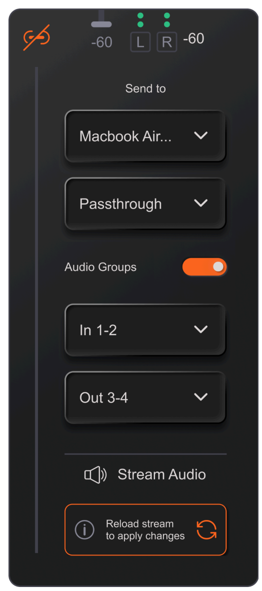
Playback folds down or encodes incoming audio to match the selected local destination (for example, 5.1 stream to a stereo device is monitored in stereo).

***Note: Playback Desktop** guests can use multichannel monitoring when the session provides it. **Browser** guests receive the optimized WebRTC audio mix (stereo).*

If **Passthrough** is available, **Audio Groups** may appear. Select incoming groups or formats as needed. Changing the group may require **Reload** on the stream.

Meter colors (post-fader): Off (< -75 dBFS), Green, Orange (> -3 dBFS), Red (> -0.5 dBFS).

Mute stream audio with the icon next to the Stream Audio label.



Call Audio

Call audio is conferencing audio (voices from other participants), displayed on a stereo meter. Mute by moving the fader fully left or clicking the call audio icon.

Output Destination Link/Unlink

Conference call audio routes through **Speakers**. By default, stream audio is **linked** to the same output.

- **Linked** — Stream shares the call output; stream destination/format dropdowns are disabled.
- **Unlinked** — Stream audio can route to a separate output and format (**Alternate Speakers**).

A link button appears below the content window and in the Audio Controls tab.

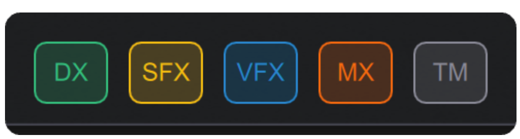
Playback Desktop: Timecoded Markers Entry Field

When timecoded markers are enabled for the session, any joined participant (Organizer or Guest) can create markers during the live stream. Markers are separate from chat.

Markers can be created in two ways:

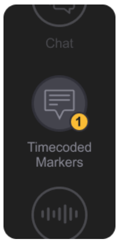
Quick Markers

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.

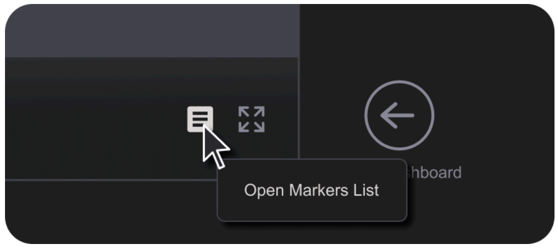


This view allows a category to be selected and a note to be added to each marker. When the entry field is activated, the current timecode is shown in the timecode display to the left. Enter a comment, then click the arrow button or press Enter to submit the marker. Click "Cancel" to discard it.

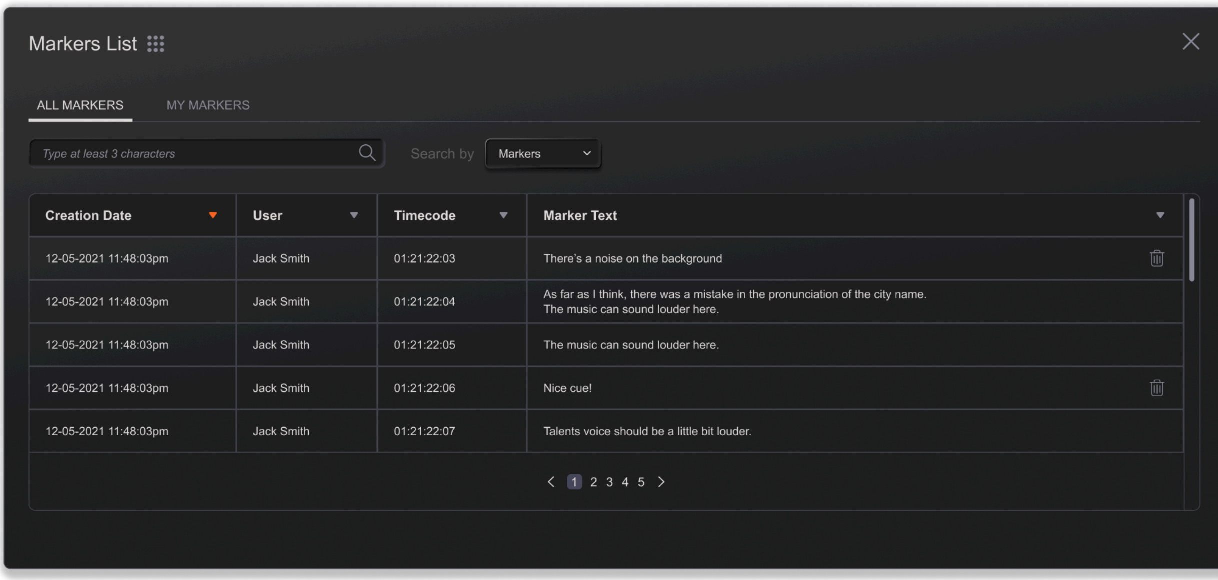
Below the entry field, a scrollable history of all submitted markers is available, along with a search field (indicated by an hourglass icon) for locating specific comments. Comments can be double clicked on to edit the comment text.

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.

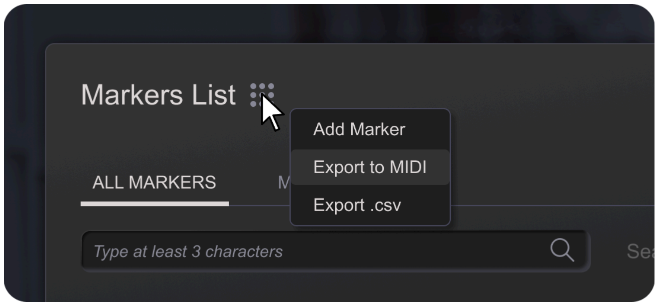
The view can be toggled between **ALL MARKERS** and **MY MARKERS**.

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.)

Marker Export

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

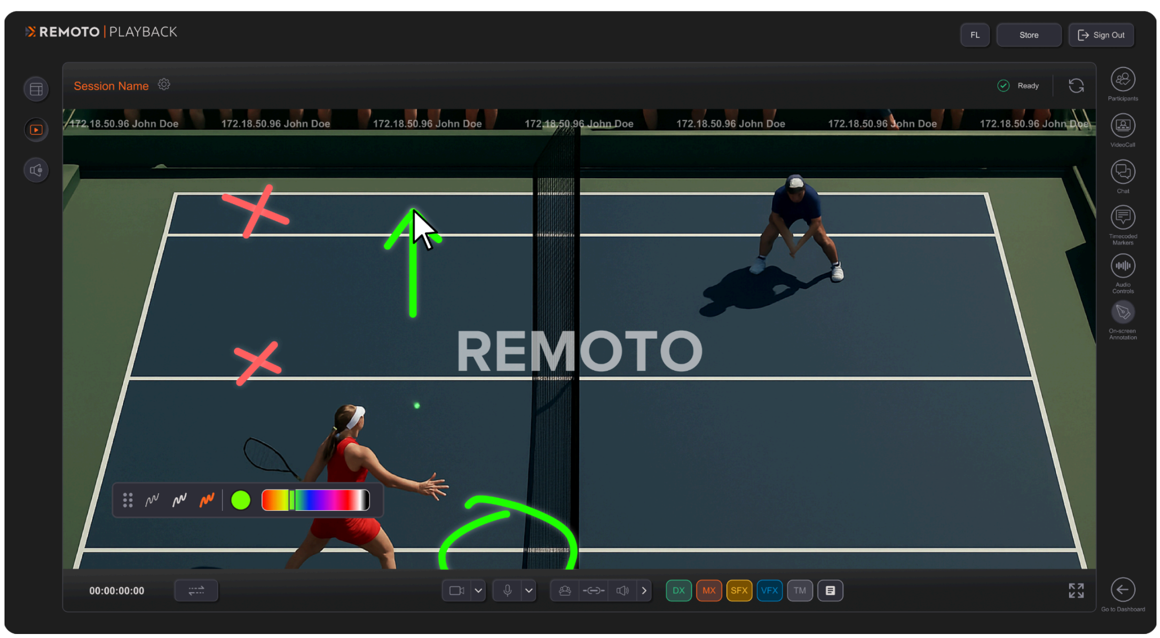
If “Export to .csv” is selected the following window is displayed:

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

Note: After a session closes, the Markers List is no longer available in Studio. A ***.csv*** *copy is emailed to all participants when the session ends.* ***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.

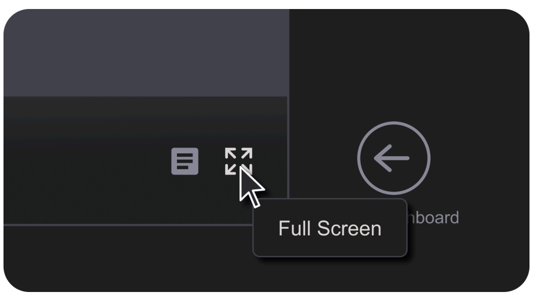


The annotation tool is accessed by clicking the On-Screen Annotation button located below the Audio Controls in the Studio view. When enabled, a small, movable palette appears, allowing the user to select a line color and adjust line thickness. The palette can be repositioned anywhere on the screen to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

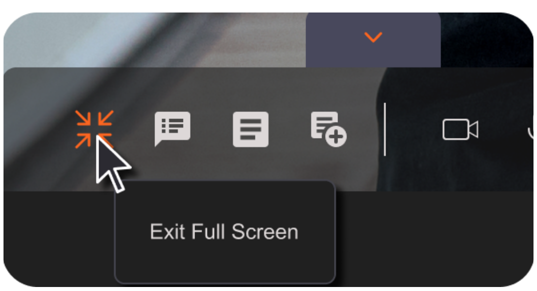
Annotations are temporary by design. Anything drawn on screen remains visible for a short period before automatically fading away, helping keep the viewing experience clear and uncluttered without requiring manual cleanup.

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. On-Screen Annotations are supported in **Playback Desktop** (macOS and Windows), **Playback Mobile (iOS)**, and supported **web browsers**. Not supported on **Playback for Apple TV**.

Playback Desktop: Full Screen Mode



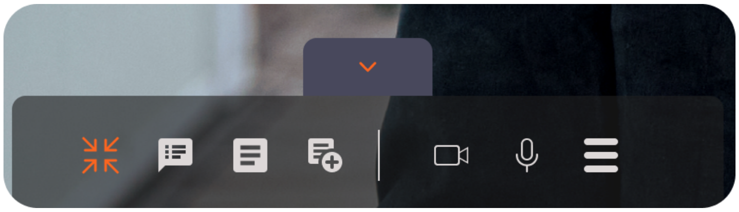
In Studio View, the video window can be toggled into full screen mode to fill the width of the application window by clicking on the right most “expand” icon in the viewing screen.



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

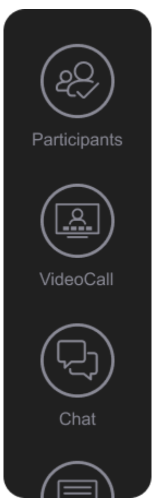
In Full Screen mode, there is a collapsible bottom bar, and the sidebar from the regular (not full screen) view is also available.

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 Timecoded 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 (regular and full screen), participant and conferencing controls are in the right sidebar:

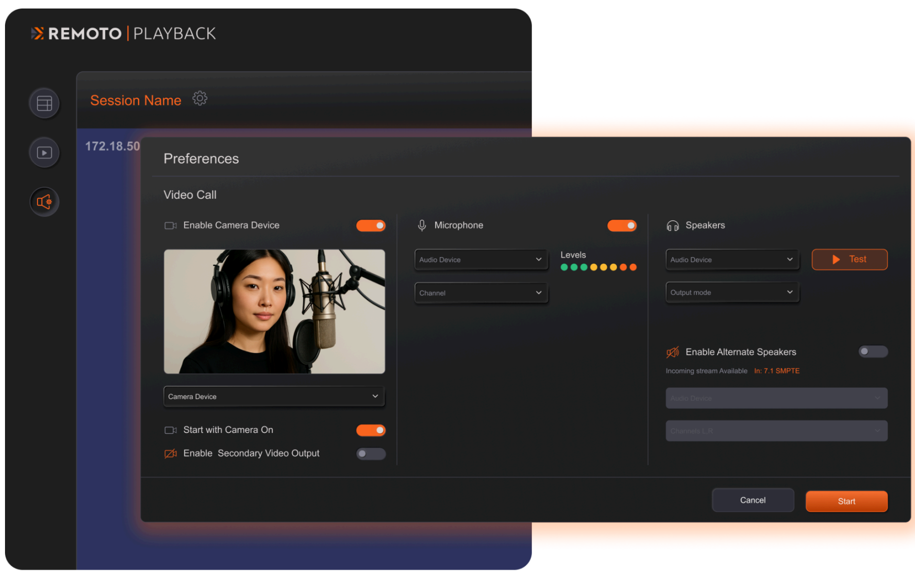
- **Participants** — List of participants currently in the session.
- **Video Call** — Video gallery; active speakers are highlighted.
- **Chat** — Text entry and history visible to all participants (no private messages).
- **Screen Sharing** — Request or view screen sharing during the video call. Guests request share; the Organizer approves. See Chapter 6 (Screen Sharing During Video Chat).

Playback Desktop: Preferences Window

Configure and test local conference video, microphone, **Speakers** (call audio), and stream output in the **Preferences** window.

Open **Preferences** from the left sidebar, or when sending a join request from the Dashboard (after the pre-session diagnostic test).

The window has three sections: **Video Call Settings, Microphone Settings**, and **Speakers Settings**.



Video Call Settings

This section includes several settings related to video participation and video output. These settings are available when accessing **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 are not displayed, since no stream audio is being received.

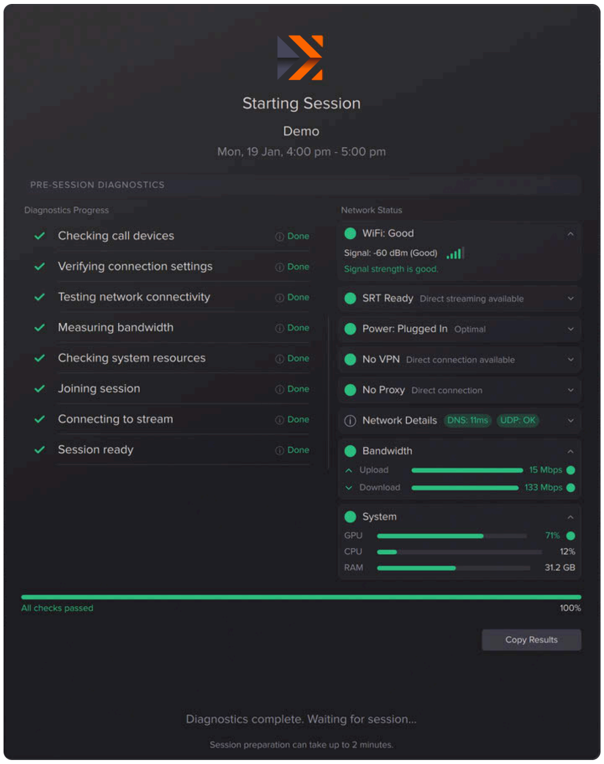
When **Audio Groups** is turned on, a dropdown appears that allows the user to choose which incoming groups or formats to listen to from the stream. This selection can also be adjusted through the Audio Controls panel in Studio view once the session has been entered.

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 Diagnostics

Before a guest enters Studio, Remoto runs a brief **pre-session diagnostic test** when **Join** is clicked from the Dashboard. The test usually takes only a few seconds and checks factors that affect guests most: download bandwidth, network latency, and audio playback readiness.



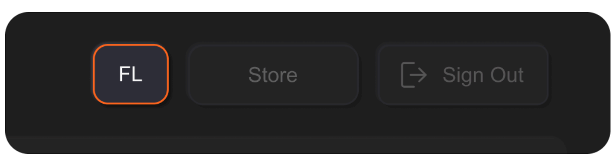
If issues are detected, warnings and recommendations appear. You may acknowledge a warning and continue, joining with awareness that quality may be affected.

After the network test, Preferences opens so you can confirm devices before **Request to Join** is sent.

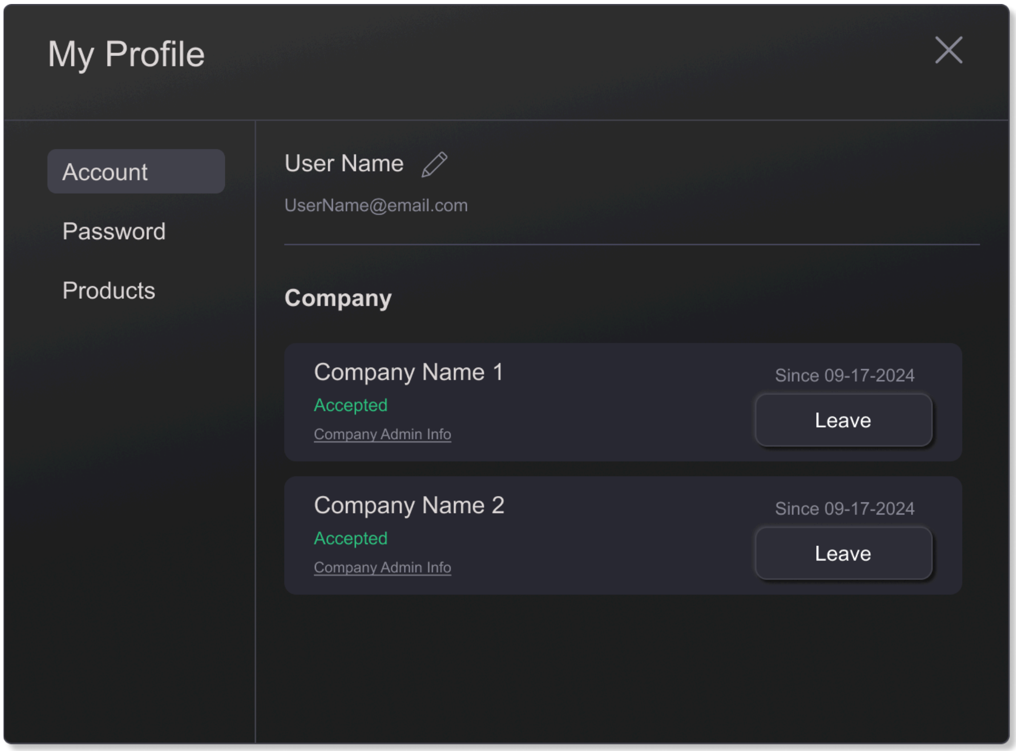
Note: This automatic test on join is separate from the optional **Run Network Test here** link on the Playback Web sign-in page, and separate from **Pre Session Diagnostics** in the browser join flow.

Playback Desktop: Profile

The user profile can be accessed from the Profile button in the top right, next to the Go To Store button



Once clicked, your Profile (“My Profile”) is displayed.



It features 3 tabs:

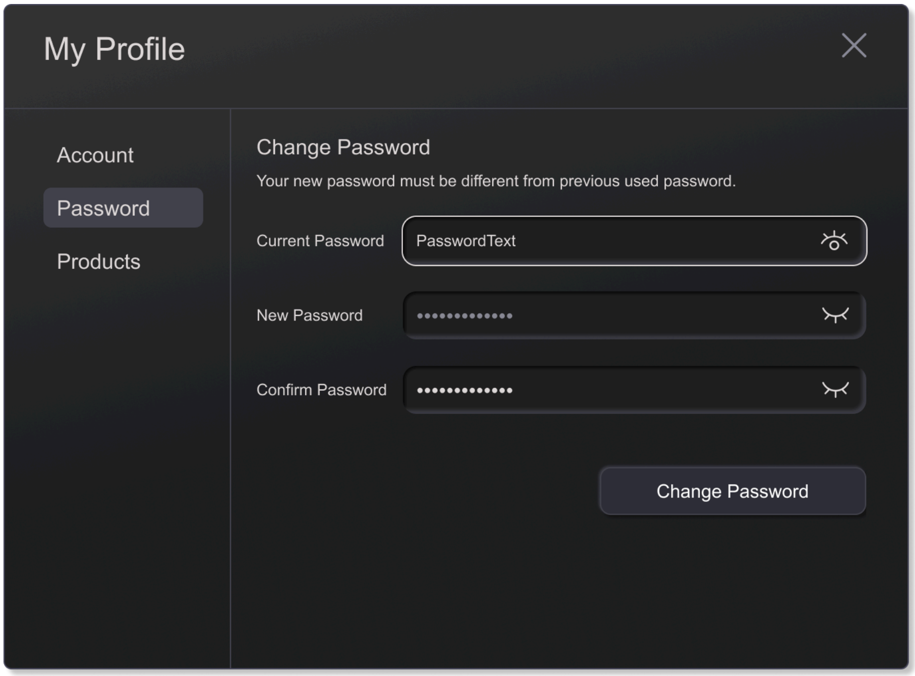
- Account
- Password
- Products

Account

The account tab displays the name and email address tied to the account. This information can be saved and edited.

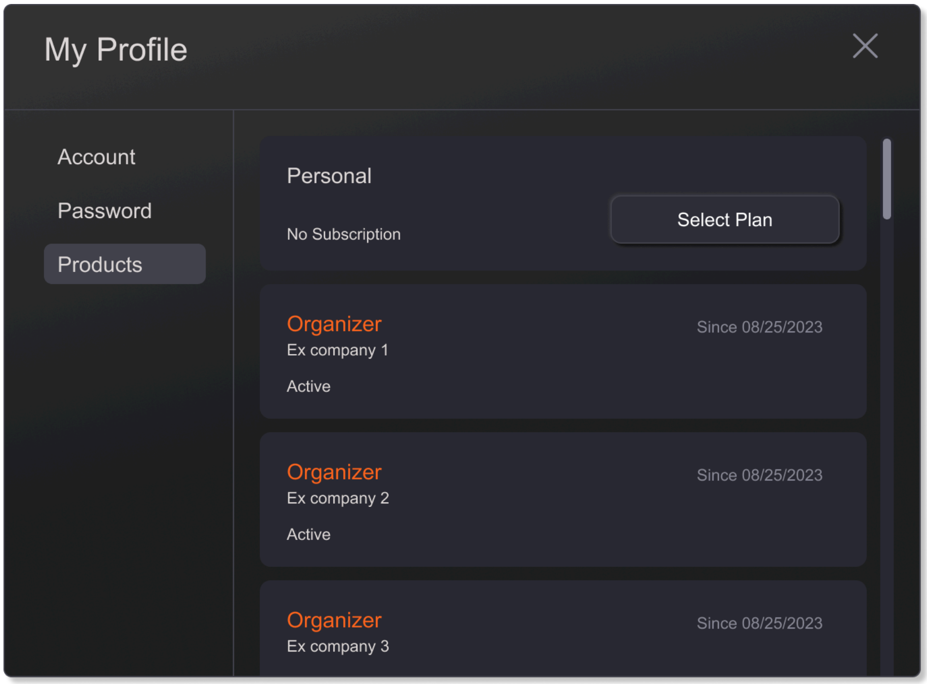
Password
In the Password tab, the current password for the account can be revealed, or changed to a new password.

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
Ex company 1
Since 08/25/2023
Active
Organizer
Ex company 2
Since 08/25/2023
Active
Organizer
Ex company 3
Since 08/25/2023

Part 6: Streaming Session Management (Guest Users)

Chapter 8: How To Join a Playback Session

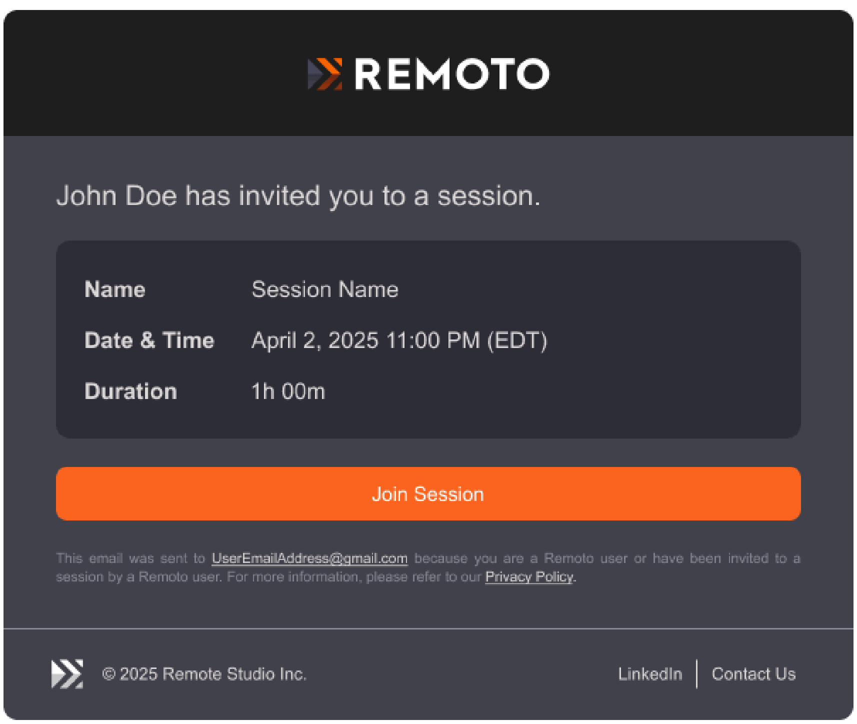
This chapter describes how guests join a session from an email invitation or from Playback Desktop after sign-in. For Guest UI after admission, see Chapter 7. For collaboration features in session, see Chapter 6.

Step 1: Session Invitation

Guests added to a session receive an email invitation with the session name, schedule, and a **Join Session** button.

Remoto account holders may also join from **Playback Desktop** without using the email link (see **Join From Playback Desktop Without Using the Email Invitation** below).

If the guest does not have a Remoto account, **Join Session** may include embedded activation credentials to create an account.

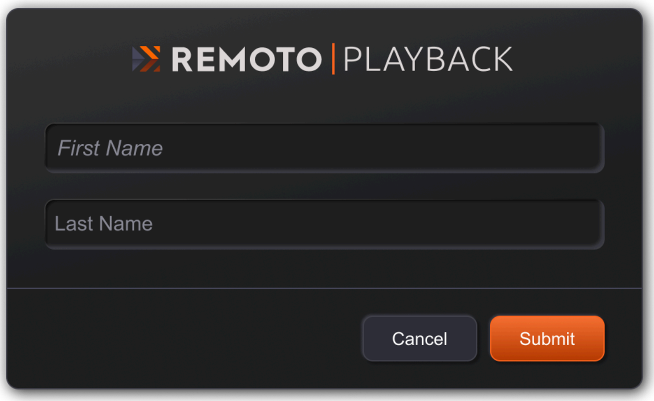


Step 2: Accept the Invitation

Click **Join Session** in the email. A browser window opens.

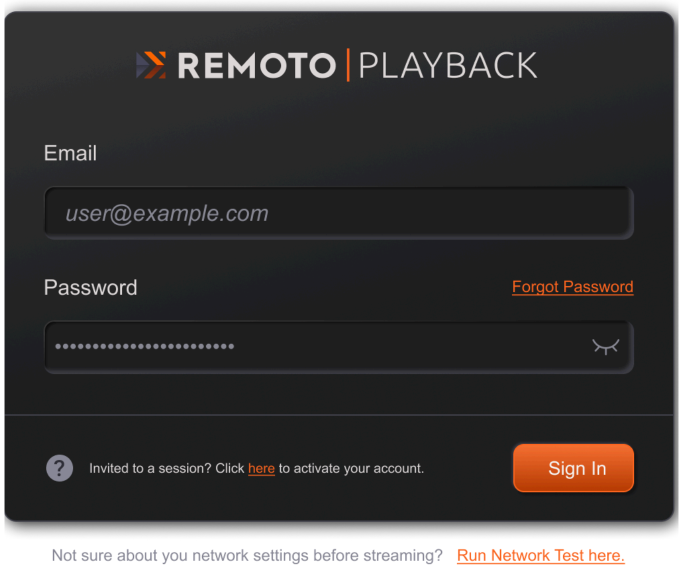
Passwordless access enabled

If the Organizer enabled passwordless access, enter first and last name to continue.



Passwordless access disabled

If a Remoto login is required, sign in or complete **Activate your account** if you do not yet have one.



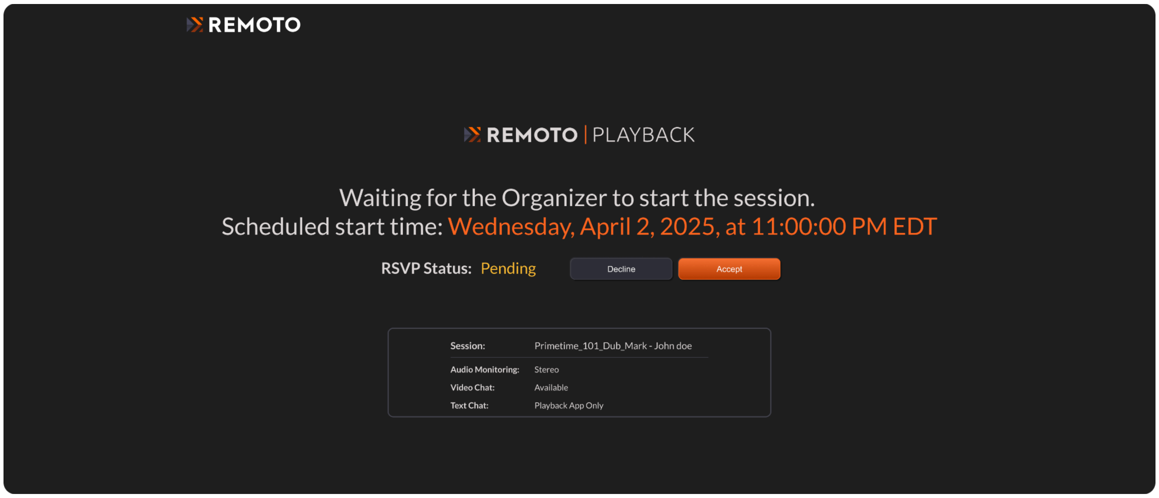
Team Account invitation

If the session belongs to a Team Account, you may be prompted to accept a team invitation in the browser before continuing.

Step 3: Join timing and method

More than 15 minutes before start

If you try to join more than 15 minutes early, an **RSVP** screen appears with session details**.**



Within 15 minutes of start (or after start)

You can join when the session is near or at start time. Choose how to join:

- **Join via App** — Open or install **Playback Desktop** (macOS or Windows), **Playback Mobile (iOS)**, or **Playback for Apple TV**, as offered for your device.
- **Join via Web** — Continue in **Google Chrome** or **Microsoft Edge** when the session supports browser joining.

When web joining is not available

Web joining depends on the session's **audio layout**, not a setting the Organizer turns on or off.

- Sessions with **8 channels or fewer** support **Join via Web** in the browser (alongside app options on desktop).
- Sessions with **16-channel audio** do **not** support web joining. Web browsers cannot receive the full 16-channel stream. Guests must use **Playback Desktop, Playback Mobile (iOS)**, or **Playback for Apple TV**.

On the join page for a 16-channel session:

- **Join via App** is the available path on macOS and Windows.
- **Join via Web** is not offered on macOS. A warning may appear: **Web browser access is not enabled for this session.**
- On other platforms, the web option may appear disabled with similar messaging instead of an active **Join via We**b button.

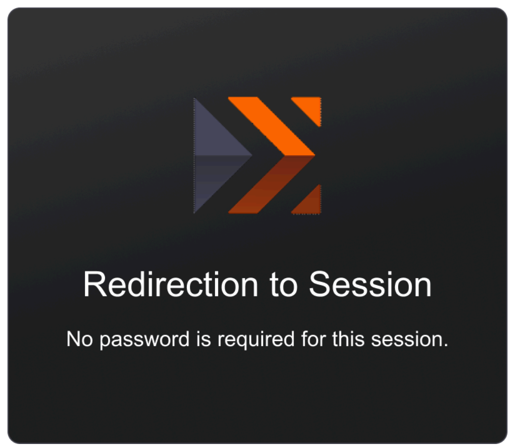
If you expected to join in a browser, confirm with the Organizer whether the session uses a **16-channel** audio layout.

Joining a Session using Playback Desktop (from email)

When **Join via App** is selected, open **Playback Desktop** (install first if prompted).

Passwordless session (email deep link)

If passwordless access is enabled, a **Redirection to Session** message confirms that no password is required. After redirection, configure **Preferences** (camera, microphone, **Speakers**) and continue the join flow.



Passwordless guests cannot open the Dashboard or other areas until they sign in after the session ends.

Signed-in guest (email or app)

After sign-in, the **Dashboard** lists invited sessions. Click green **Join** when the Organizer has started the session.

Desktop join flow (Dashboard or deep link after sign-in)

1. **Click Join** — Preferences opens.

2. Configure camera, microphone, and **Speakers**, then click **Ask To Join** (or **Request to Join**).
3. A waiting-room dialog opens. **Pre Session Diagnostics** may run here while the Organizer reviews your request.
4. When the Organizer **Admits** you, you enter **Studio** view. If **Declined**, the dialog closes.

See **Chapter 7 (Preferences Window, Pre-Session Diagnostics)** for device settings and diagnostics detail.

Joining a session through a Browser

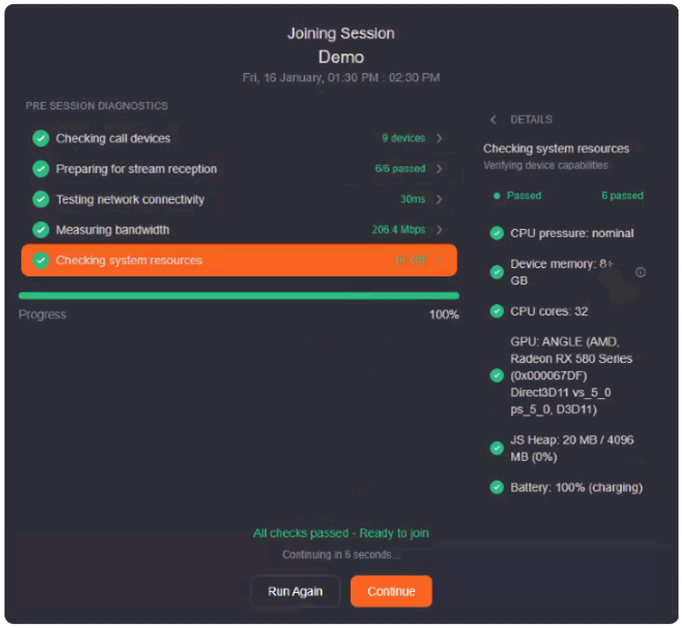
When **Join via Browser** is selected, the browser join flow runs as follows.

1) Pre Session Diagnostics

Pre Session Diagnostics runs automatically first. Checks include call devices, stream reception readiness, network connectivity, bandwidth, and system resources. When complete:

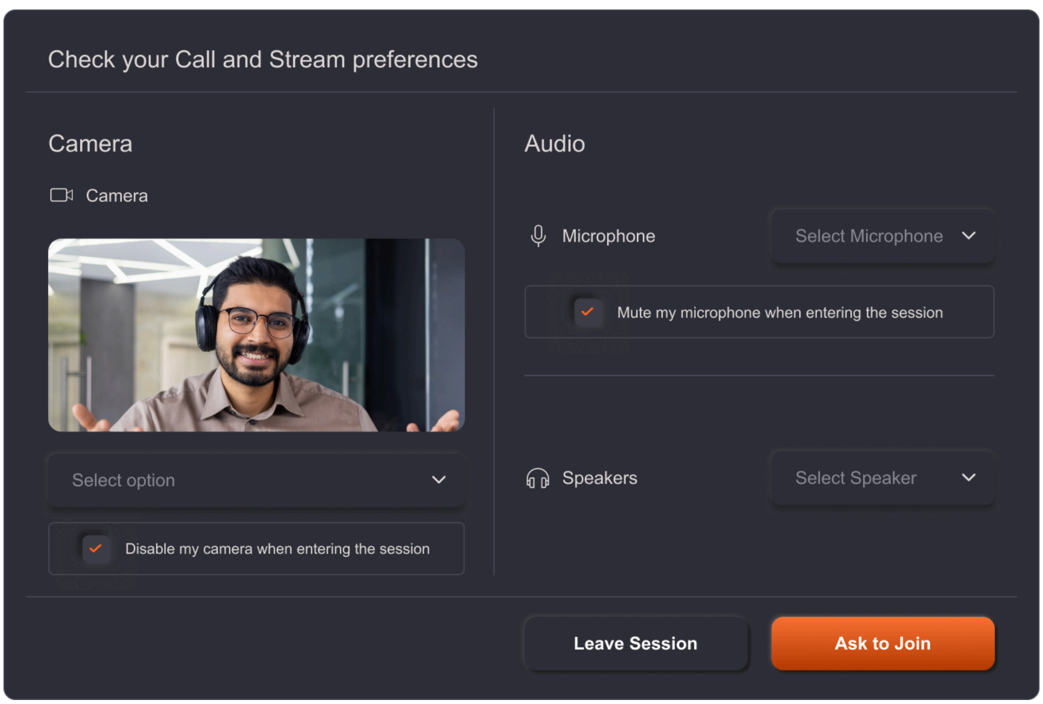
- Click **Continue** (or wait for auto-continue), **Run Again** to retry, or **Skip checks** to proceed without waiting.
- If checks fail, **Continue Anyway** may be available.

See **Chapter 7 (Playback Web)** for full detail.



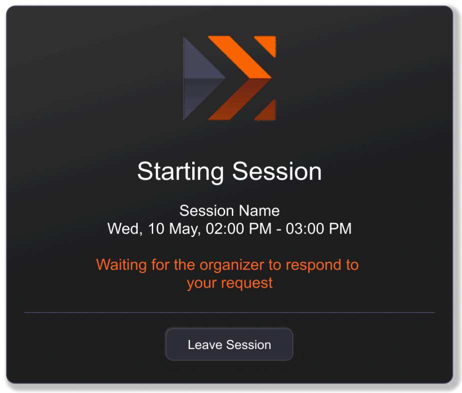
2) Session Details and Preferences

After diagnostics (or skip), **Session Details** appear on the left and **Preferences** on the right. The browser may prompt to Allow camera and microphone access. Select devices and **Speakers**, then click **Ask To Join**.



3) Waiting room

If the session has started, the Organizer receives your join request and can **Admit** or **Decline**. A dialog remains until you are admitted or declined.



4) Enter session

Once admitted, you enter the Playback Web player (stream controls, video chat, and collaboration tools). See **Chapter 7 (Playback Web player section)**.

Optional: network test before sign-in

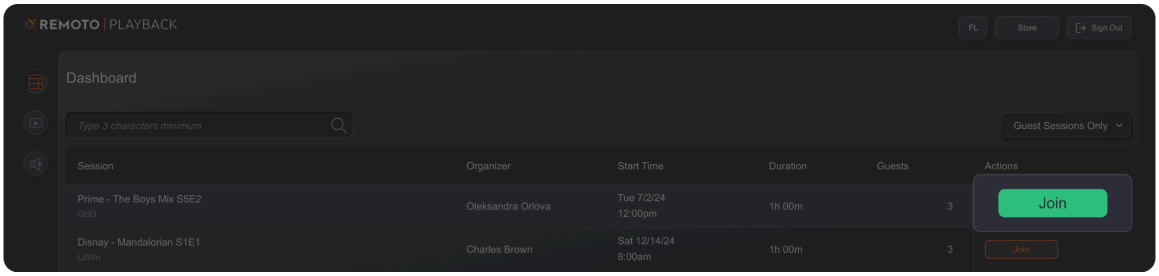
The **Run Network Test here link** on the Playback Web sign-in page is a separate, optional check before opening any session.

Join Without Using the Email Invitation

Remoto account holders can join from **Playback Desktop** without the email link.

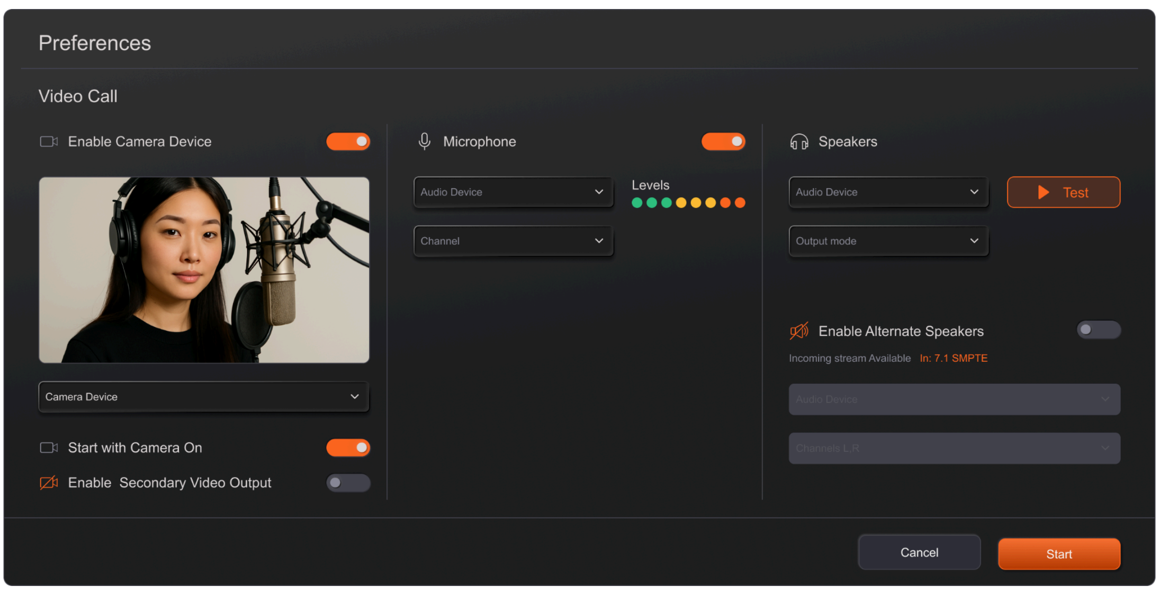
1. Sign in to **Playback Desktop** (macOS or Windows).
2. If the session belongs to a **Team Account**, accept any pending team invitation when prompted.
3. Open the **Dashboard** — invited sessions appear (use **Guest Sessions Only** if needed).

4. When the Organizer has started the session, click green **Join.**



5. Complete **pre-session diagnostic test** → **Preferences** → **Ask To Join** → wait for admission → **Studio.**

Preferences



Pre Session Diagnostics and Preferences (join flow)

Before you enter the session, Playback verifies your device and connection through **Pre Session Diagnostics**, and lets you configure **Preferences** for camera, microphone, and speakers.

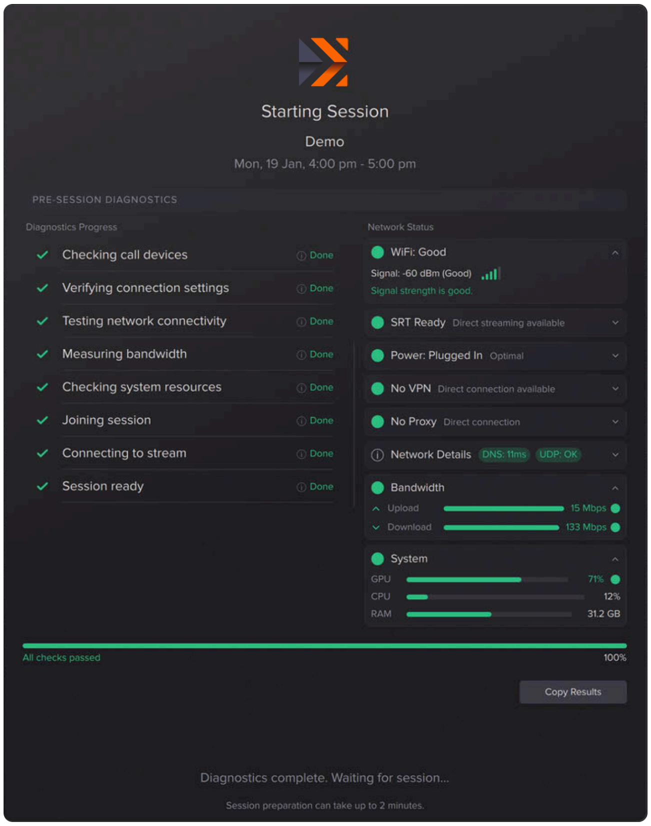
Playback Web join order

1. **Pre Session Diagnostics** — runs automatically when the join page opens.
2. **Preferences** — configure devices after diagnostics complete (or after you skip).
3. **Ask To Join** — send your request to the Organizer.
4. **Waiting room** — wait until the Organizer admits or declines you.

Playback Desktop join order

1. **Preferences** — opens when you click Join from the Dashboard or a deep link.
2. **Ask To Join** — send your request after configuring devices.
3. **Pre Session Diagnostics** — runs in the waiting-room dialog while the Organizer reviews your request (when enabled).
4. **Studio —** enter when admitted.

Pre Session Diagnostics



Pre Session Diagnostics checks that your environment is ready to join. Typical checks include:

- Call devices (camera and microphone availability)
- Stream reception readiness
- Network connectivity and bandwidth
- System resources

When checks finish:

- Click **Continue** (or wait for auto-continue) to proceed.
- Click **Run Again** to retry failed checks.
- Click **Skip checks** during the run to bypass waiting.
- If checks fail, **Continue Anyway** may be available to proceed without passing all checks.

On **Playback Web**, diagnostics always run before **Preferences**.

On **Playback Desktop**, diagnostics run after **Ask To Join**, while you wait for admission.

See [Chapter 7 (Pre Session Diagnostics)](#) for full detail.

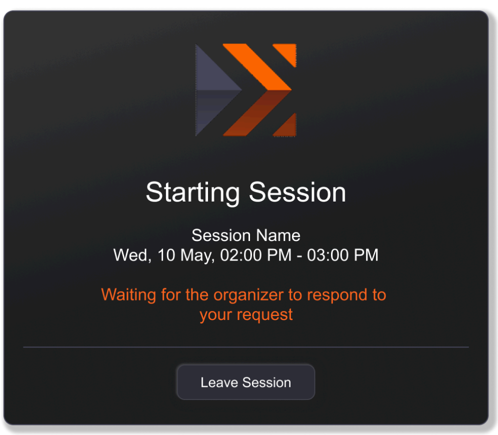
Preferences (Playback Web)

After **Pre Session Diagnostics**, **Session Details** appear on the left and **Preferences** on the right. The browser may prompt to Allow camera and microphone access. Select devices and **Speakers**, then click **Ask To Join**.

See [Chapter 7 (Playback Web Preferences).](#)

Waiting for admission

After **Ask To Join**, a dialog stays open until the Organizer admits or declines you.

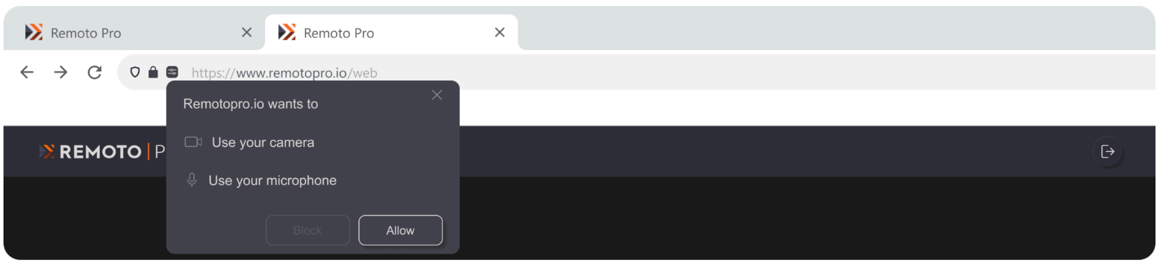


On **Playback Desktop**, **Pre Session Diagnostics** may continue in this dialog while you wait. When admitted, you enter **Studio** view.

On **Playback Web**, diagnostics are already complete; wait for admission, then enter the Playback Web player.

Playback Web Preferences (summary)

On **Playback Web**, **Pre Session Diagnostics** runs first. After diagnostics (or skip), the browser may prompt to **Allow** camera and microphone access when you configure Preferences. Grant access, select **devices** and **Speakers**, then click **Ask To Join**. The Organizer admits or declines from the waiting room.



See **Chapter 7 (Playback Web Preferences and Playback Web Audio and Video Controls)**.

Leaving a Streaming Session

Playback Desktop

- In **Studio**, click **Leave Session** (bottom right), or
- In **Dashboard**, click **Leave** in the Actions column.

Passwordless guests who have not signed in may see the sign-in page after leaving.

Playback Web

- Click **Leave Session** (bottom right) to exit.

Rejoining

If the session is still active, rejoin from the Dashboard (**Join / Studio / Return to Session** banner) on Desktop, or use **Join Session** in the invitation email again for web.

Part 7: Session Collaboration (Guest Users)

Chapter 9: Collaborating During a Live Streaming Session (Guest Users)

After you join a session, you can collaborate with the Organizer and other participants using chat, video conferencing, screen sharing, timecoded markers, and on-screen annotations—depending on which Playback client you use.

Collaborating with Playback Desktop

On **Playback Desktop** (macOS or Windows), guests can use:

- **Text Chat**
- **Video Chat** (including screen sharing during video calls, when approved)
- **Talkback Mode** (when enabled by the Organizer)
- **Timecoded Markers** (when enabled for the session)
- **On-Screen Annotations**

Studio layout and sidebar controls are in **Chapter 7 (Playback Desktop: Studio View)**. Organizer-side collaboration is in **Chapter 6**.

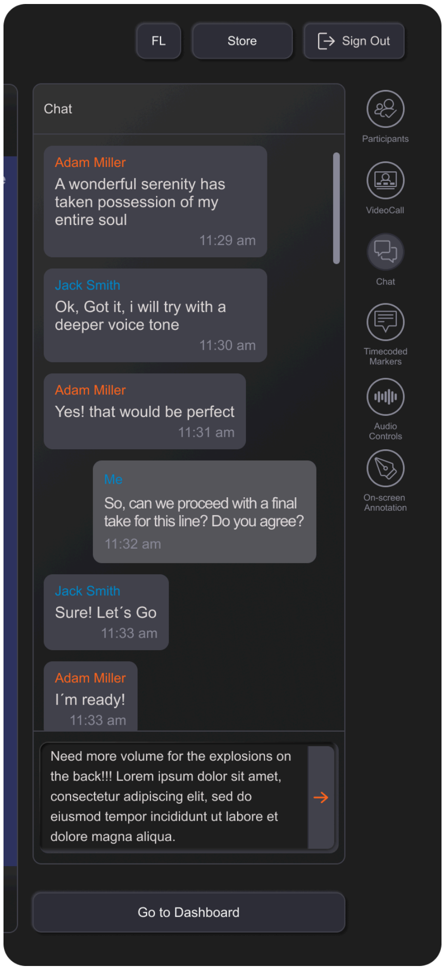
Collaborating with Playback Web

On **Playback Web** (supported browsers), guests can use:

- **Video Chat**
- **Talkback Mode** (when enabled)
- **On-Screen Annotations**
- Separate controls for **stream audio** and **conference call audio**

Playback Web does not include participant text chat, timecoded markers, or screen sharing during video chat. For those features, join with **Playback Desktop, Playback Mobile (iOS)**, or **Playback for Apple TV** (annotations not supported on Apple TV).

Text Chat



While in a live session on **Playback Desktop**, send text messages to all participants from the **Chat** tab in the Studio sidebar.

1. Click **Chat** in the right sidebar of Studio view.
2. Type your message and send it.
3. Chat history is kept for the duration of the session.

All messages are visible to every participant. Direct messaging is not available.

Text chat is not available in **Playback Web.**

Video Chat

During a live session on **Playback Desktop**, use video conferencing in addition to text chat.

- Click **Video Call** in the right sidebar of Studio view.
- Review the participant list and video tiles.

The Organizer's video appears at the top by default (unless another participant is pinned). Guest tiles appear below; scroll to see additional participants.

Active speaker highlight

An outline appears around the video tile of any participant who is actively speaking.

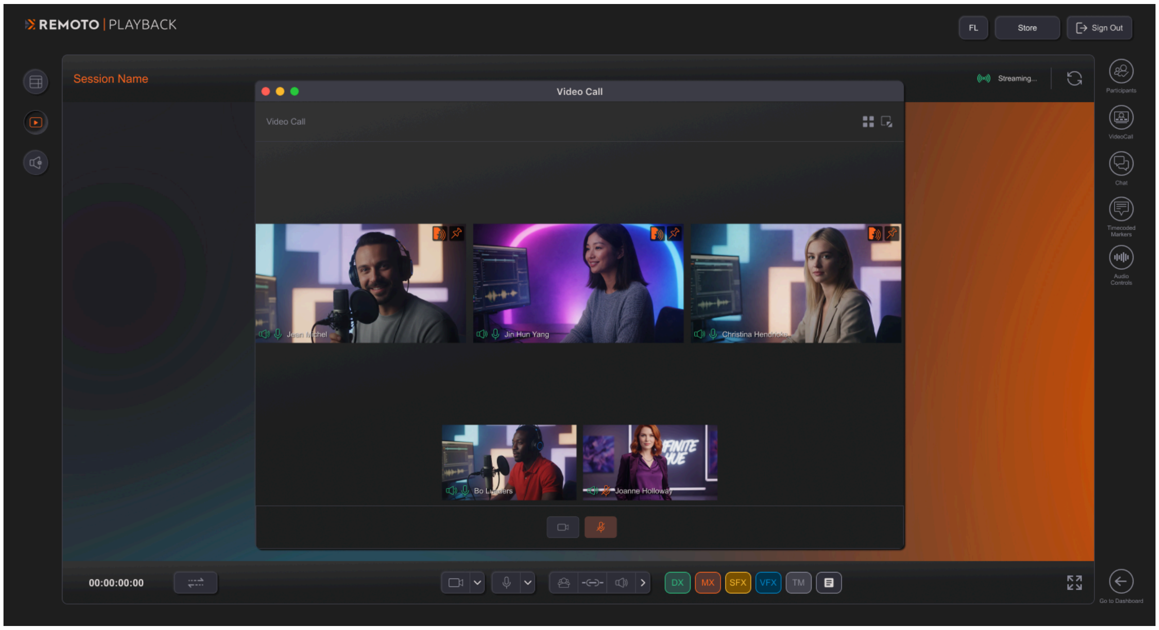
Pinned participants

The Organizer can pin up to three participants for priority viewing. Pinned participants stay in the primary viewing area for everyone in the session. Guests cannot pin or unpin participants.

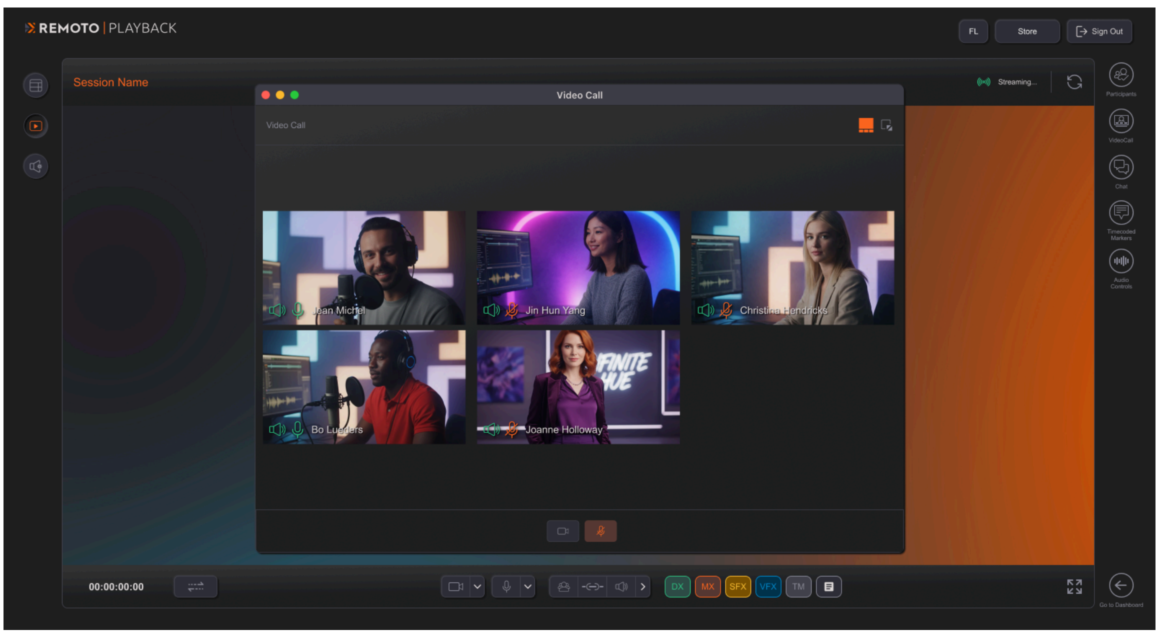
Undock and views

Undock the video gallery to move it anywhere on screen or to another display. Toggle between **Speaker View** and **Gallery View**:

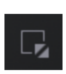
- **Speaker View** — Shows one to three main speakers (active speakers, or pinned participants who remain in the primary area even when not speaking). Others appear below.



- **Gallery View** — Shows all participants gallery-style. Pinned participants occupy the top-left three slots.



Re-dock

Click the dock button  in the top-right corner of the undocked window, or open the **Video Call** tab in Studio and click **Bring back here**.

For **Playback Web** video chat, see (**Collaborating with Playback Web**).

Screen Sharing

During a video conference on **Playback Desktop**, participants can share screens or windows in real time.

<INSERT SCREENSHOT>

Guest: request to share

1. Open **Video Call** in the Studio sidebar.
2. Click **Share Screen** to send a request to the Organizer.

<Insert screenshot of button>

3. When the Organizer approves, choose what to share:
4. **Entire screen**
5. **Application window**
6. Confirm the selection. Other participants see your shared content in the video conference.

If the request is denied, ask the Organizer to approve sharing again.

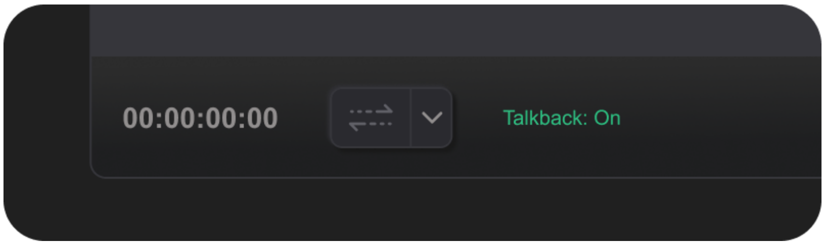
During an active share

- An indicator shows when screen sharing is active and who is sharing.
- The Organizer can stop any participant's share.
- Only one screen share is active at a time in the video conference.
- Availability

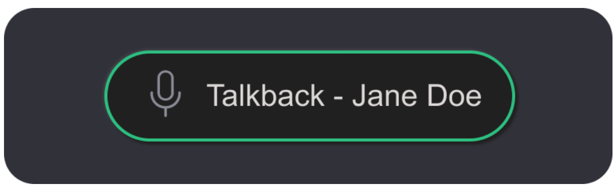
Screen sharing during video chat is available on **Playback Desktop** (macOS and Windows). It is not available in **Playback Web** or **Playback for Apple TV**.

Talkback Mode

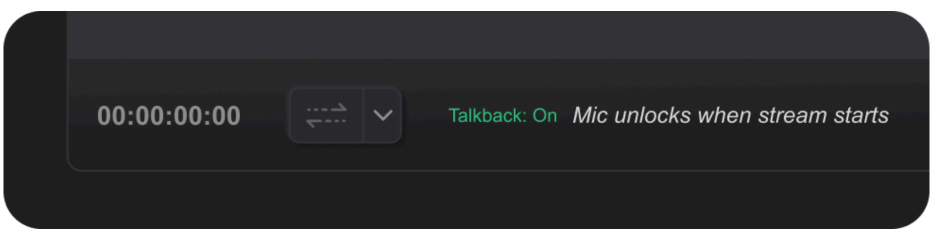
When the Organizer enables **Talkback**, guests speak using push-to-talk: hold the microphone button or press the spacebar. Stream audio ducks while someone is talking and returns to normal when they stop.



On **Playback Desktop**, a **Talkback On** indicator appears at the **bottom left** of Studio view, next to **Adjust Sync**. A banner above the viewing window shows who is speaking (multiple names may appear).



If Talkback is enabled before the stream starts, you remain muted until the stream starts and cannot self-unmute until Talkback is turned off. When the stream stops but Talkback stays on, you stay muted until the Organizer disables Talkback.



For full behavior and Organizer controls, see [Chapter 7 (Talkback)] and [Chapter 6 (Talkback Mode)].

Timecoded Markers and Export Options

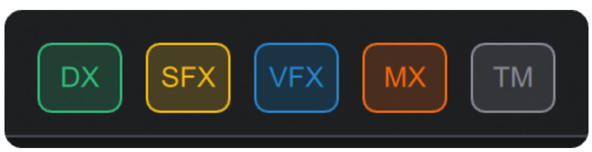
When timecoded markers are enabled for a session, any joined guest on **Playback Desktop** can create markers during the live stream. Markers are separate from chat and tied to the current stream timecode.

Timecoded markers are not available in **Playback Web**.

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

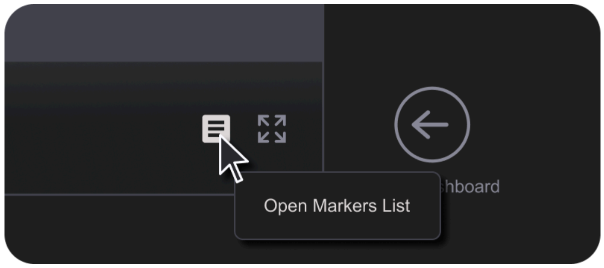
For a more detailed timecoded marker entry experience, open the Timecoded Markers tab by clicking the "Timecoded Markers" button in the sidebar.

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.

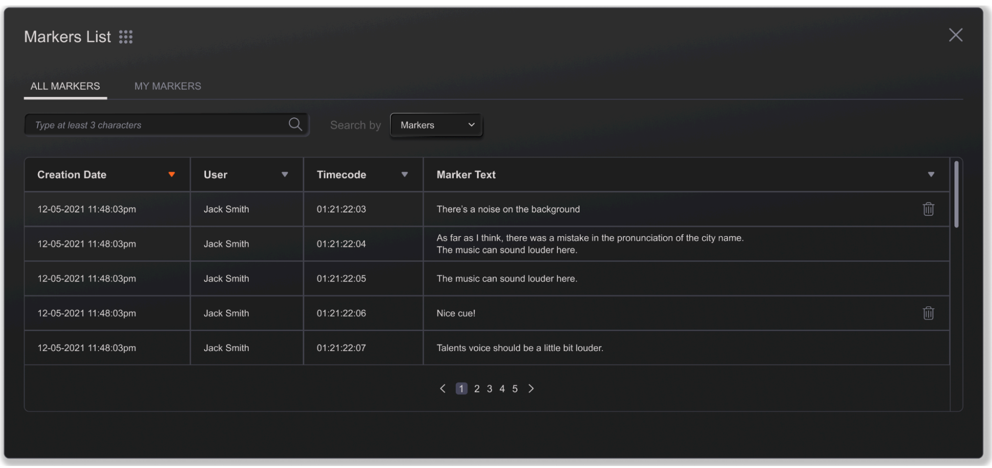
Below the entry field, a scrollable history of all submitted markers is available, along with a search field (indicated by an hourglass icon) for locating specific comments. Comments can be double clicked on to edit the comment text.

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 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.

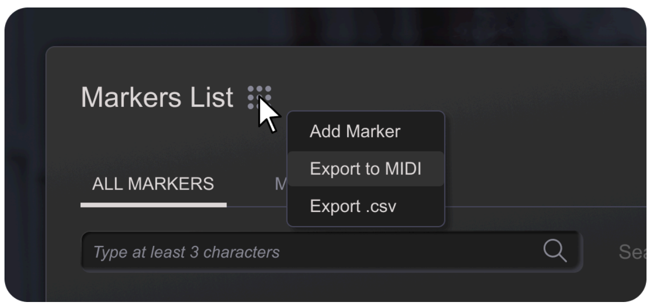
The view can be toggled between ALL MARKERS and MY MARKERS.

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.

Export Markers

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:



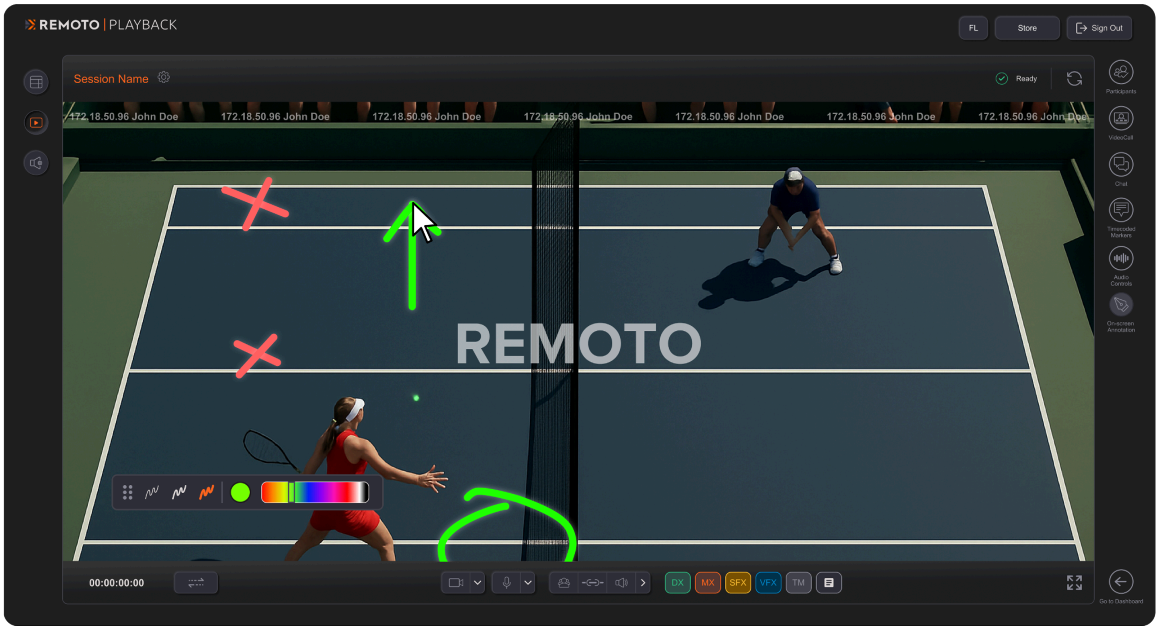
If “Export to MIDI” is selected, the following window appears:

If “Exporting to .csv” is selected, the following window appears:

Choose a name and destination for the file to save it.
After a session ends, the Markers List is no longer accessible in Studio. A **.csv** copy of timecoded markers is automatically emailed to all session participants when the session closes. **MIDI** export must be completed 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.



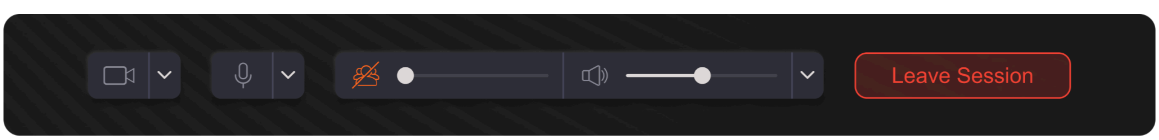
The annotation tool is accessed by clicking the On-Screen Annotation button located below the Audio Controls in the Studio view. When enabled, a small, movable palette appears, allowing the user to select a line color and adjust line thickness. The palette can be repositioned anywhere on the screen to 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 supported in **Playback Desktop** (macOS and Windows), **Playback Mobile (iOS)**, and supported **web browsers**. They are not supported in **Playback for Apple TV**.

Collaborating with Playback Web

Participant Audio and Video Controls



Conference and stream audio are controlled separately at the bottom of the Playback Web window:

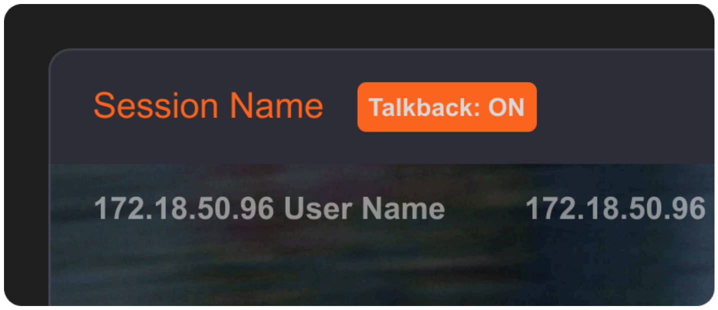
- **Microphone** — Click to mute/unmute. Use the dropdown to change microphone source. Press **spacebar** (with the browser in the foreground) to mute/unmute when Talkback is off; when Talkback is on, spacebar is push-to-talk.
- **Stream audio (speaker icon)** — Mute/unmute stream audio; adjust volume with the slider. Use the dropdown to change speaker output if available.
- **Conference call audio (group icon)** — Mute/unmute call audio separately from the stream; adjust volume with the slider.
- **Camera** — Enable/disable your video. Use the dropdown to change camera source.

Video Chat

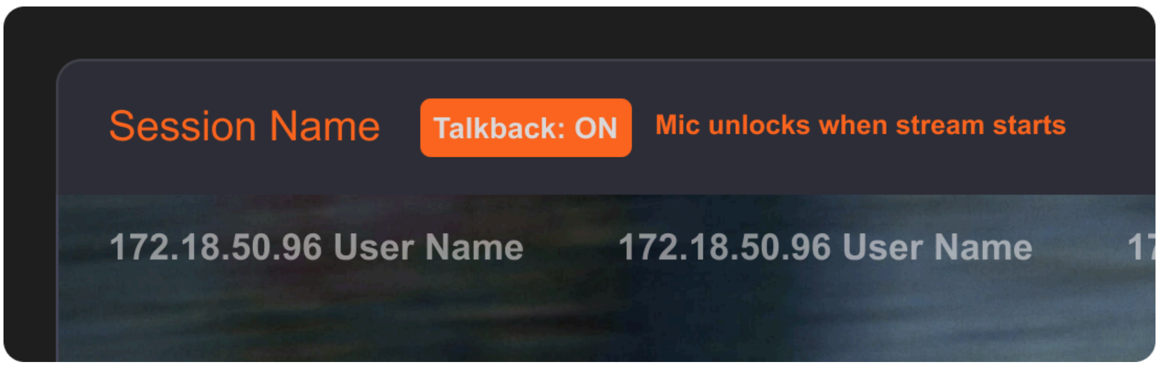
Click the **Video Chat** (gallery) icon to open the participant video gallery.

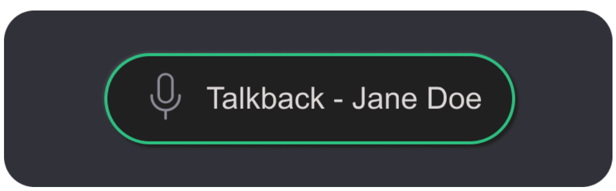
Talkback Mode

When Talkback is enabled, a **Talkback: ON** indicator appears in the **header** next to the session name. While Talkback is active during a live stream, speak only by holding the microphone button or pressing the spacebar.



If Talkback is enabled before the stream starts, you remain muted until the stream starts. When someone is speaking, stream audio ducks and a **Talking**: list appears in the header. When the stream stops with Talkback still enabled, you stay muted until the Organizer turns Talkback off.





On-Screen Annotations

Click the annotation control in the stream toolbar to draw over the streamed content. Choose line color and thickness from the palette. Annotations fade automatically after a short time.

Stream audio on web

Playback Web receives a browser-compatible stream mix (not full multichannel passthrough). For 16-channel sessions, join with **Playback Desktop**, **Playback Mobile (iOS)**, or **Playback for Apple TV** instead of the browser. See **Chapter 8, Step 3**.

For Playback Web UI layout, see [Chapter 7 (Playback Web)].

Appendix A: Playback Network Requirements Guide

This appendix outlines network and connectivity requirements for reliable Playback performance. Proper configuration supports smooth live streaming, real-time collaboration, and video conferencing.

Internet Access

For uninterrupted, high-quality streaming, the **Organizer** should have an upload speed of **40 Mbps** or higher and a **wired (Ethernet)** connection. Streaming over Wi-Fi can cause inconsistent performance due to congestion and variability.

Internet speed and stability directly affect stream quality. Brief interruptions can pause or stop a stream and may require restarting.

Test your connection before a session

- Remoto Pro Network Test — Browser-based connectivity check. Available on the **Playback Web** sign-in page (**Run Network Test here**) and from **Stream Settings** in **Playback Desktop (Run Network Test)**.
- **Pre Session Diagnostics** — Automatic checks when guests join a session (see Chapter 8). Runs device, network, and stream-readiness checks before Preferences.

In corporate environments, firewall or proxy restrictions can block Playback traffic. The sections below list ports and domains to allow.

Network Streaming Protocols Used by Playback

Playback uses a unified streaming pipeline (**SRT over Remoto Streaming Service — RSS**) for native clients. Delivery to each participant depends on the client and session audio layout:

Client	Stream delivery	When available
Playback Desktop (macOS, Windows), Playback Mobile (iOS), Playback for Apple TV	SRT over RSS	All sessions
Playback Web (Chrome, Edge)	WHEP (WebRTC-HTTP Egress Protocol)	Sessions with 8 channels or fewer
Video conference (all clients)	WebRTC (signaling, STUN/TURN)	All live sessions with conferencing enabled

16-channel sessions do not support browser joining. Guests must use native apps (Desktop, iOS, or Apple TV), which receive the stream over **SRT**. See **Chapter 8, Step 3**.

Minimum and Recommended Network Requirements

To use Playback effectively, the network should meet these requirements:

- **Bandwidth** — Organizer: **40 Mbps upload** or higher recommended. Guests: sufficient **download** bandwidth for the session’s video profile and multichannel audio (native clients). Browser guests receive a stereo mix over WebRTC. Refer to the Bandwidth Table for detailed recommendations based on your use case.
- **Connection type** — Wired Ethernet is strongly recommended. ADSL, VDSL, or fiber generally perform best. Avoid satellite links when possible.
- **Firewall access** — Allow the ports and domains in the whitelist below. Organizations with both native and web guests should allow both SRT and WebRTC rules.

Firewall Whitelist Configuration

To allow uninterrupted access to Remoto services, configure your firewall to permit the following traffic.

Simple option: whitelist `*.remotopro.io.`

Detailed option: use the tables below.

WebRTC (browser stream delivery, video conferencing, and session signaling)

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`
WebSocket Signaling	443	TCP + UDP	`*.api.remotopro.io`
UDP Echo Service	3000–3010	UDP	`echo.remotopro.io`
Throughput Testing	443	TCP	`speedtest.remotopro.io`
Remoto Support Center	443	TCP	`support.remotopro.io`

SRT (native clients: Playback Desktop, iOS, Apple TV)

Environment	Port range	Protocol	Domain
RSS (all sessions)	8585	UDP	`*.stream.remotopro.io`

Corporate Networks

When using **Playback Desktop** (macOS or Windows) from a corporate network or behind multiple routers and firewalls:

1. Configure the firewall and router using the whitelist above. Allow **SRT** for native clients and **WebRTC** if browser guests join sessions with **8 channels or fewer**.
2. Run the **Remoto Pro Network Test** to confirm connectivity and latency.
3. Complete **Pre Session Diagnostics** when joining a session to verify stream readiness on your network.
4. Avoid using Playback over a VPN when possible. VPNs can interfere with public IP detection and communication with Remoto backend services.

Bandwidth and Performance

Stream and conference quality depend on available bandwidth, latency, and network stability.

- **Organizers** publishing high-quality multichannel video and audio should prioritize upload bandwidth and wired Ethernet.
- **Guests on native clients** need adequate download bandwidth for the session's stream profile (including multichannel audio on Desktop, iOS, and Apple TV).
- **Guests on Playback Web** receive a browser-compatible stereo stream; web joining is not available for **16-channel sessions**.

If performance issues persist after firewall configuration and network testing, contact the Remoto Customer Service Team.

Appendix B: Playback Alternate Speakers

Playback Desktop includes flexible routing for monitoring stream audio and video-conference audio on separate outputs when needed.

This supports professional monitoring workflows—for example, conference audio on headphones while multichannel stream audio plays on a surround interface.

Alternate Speakers, Passthrough, and Audio Groups apply to **Playback Desktop** (macOS and Windows) when the session delivers a multichannel native stream. **Playback Web** receives a stereo browser mix and does not support Passthrough or Audio Groups.

Audio Sources

1. **Streaming** — High-quality streamed program audio and video from the Organizer (or Remote Capture Agent).
2. **Video conference** — Audio from participants in the video call.

Audio Output Drivers

Speakers (primary audio driver)

Used for conference audio, stream audio, or both when outputs are linked. Examples: headphones, stereo speakers, or surround interfaces.

Alternate Speakers (secondary audio driver)

When enabled, route **stream** audio to a separate device from **conference** audio—for example, call audio on headphones and stream audio on nearfield monitors.

Available channel width depends on the selected device and driver, not on whether it is primary or secondary.

Output Modes

Output mode controls how incoming stream audio is sent to the selected output device.

- **Stereo** — Downmixes multichannel program audio to stereo for monitoring. Example: a 7.1 source monitored on stereo headphones.
- **Passthrough** — Maps discrete input channels to the output device without downmixing (channel 1→1, 2→2, and so on).

Passthrough availability

Passthrough is available on **Playback Desktop** when:

- The session delivers a multichannel native stream (for example **8 Discrete** or **16 Discrete**), and
- **Alternate Speakers** is enabled so call and stream outputs are **unlinked**.

When outputs are **linked**, stream monitoring is limited to **Stereo** even if the session carries multichannel audio.

Passthrough is not available in Playback Web. Playback Mobile (iOS) and Playback for Apple TV use simplified or downmixed monitoring, not full Desktop Passthrough routing.

Downmixing follows the specifications of the incoming audio format. See RFC 7845 for Opus multichannel downmix behavior.

Audio Groups

Audio Groups lets each **Playback Desktop** user choose which channel range to monitor from a multichannel Passthrough stream. The choice is **local only**—it does not change what other participants receive.

Typical use: one surround bed (for example 5.1 on channels 1–6) plus stereo pairs on higher channels (languages, M&E, commentary) in a single **16 Discrete session**. Each Desktop user selects a contiguous block (for example In **1–6** or In **9–10**) and where it plays on their interface.

When Audio Groups is available

Audio Groups appears when all of the following are true:

- You are on **Playback Desktop** (macOS or Windows).
- **Alternate Speakers** is enabled and stream/call outputs are unlinked.
- Stream output mode is **Passthrough** or **Custom.**
- The session carries a multichannel layout with selectable groups (commonly **16 Discrete**).

Turn **Audio Groups** on, then use **Group Channel** (input range) and **Route to Output** (output mapping) to monitor your assigned mix.

If unsure which group to select, ask the Organizer for the session channel map before the stream starts.

Audio Groups is not available in **Playback Web**, **Playback Mobile (iOS)**, or **Playback for Apple TV**.

User Interface

Output device and format controls are in:

- **Preferences** (join flow and **Stream Audio Preferences** in session setup), and
- **Audio Controls** in **Studio** view during a live session.

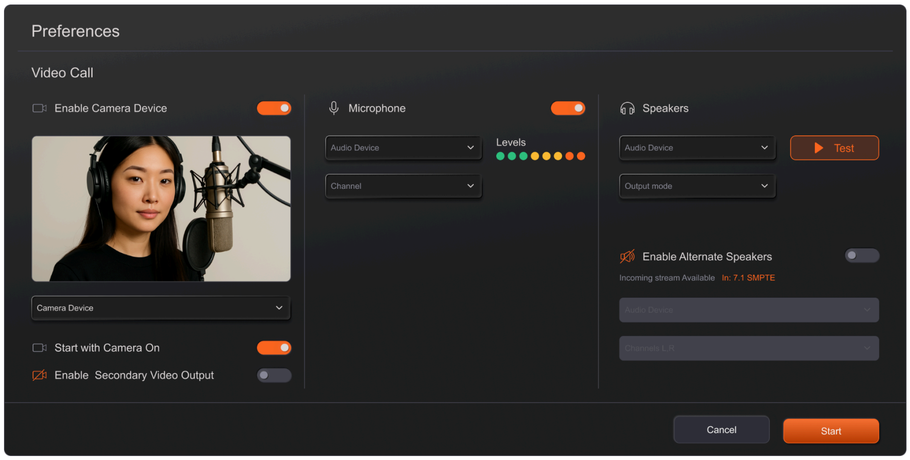
These controls mirror console routing: choose devices, Stereo vs Passthrough, and (when enabled) Audio Groups.

Monitoring different audio sources

When you join a session, stream and video-conference audio are both available automatically. Routing follows the devices selected in **Preferences**.

In **Studio**, mute/unmute and adjust volume for stream audio and call audio independently.

Example: Conference audio on AirPods while stream audio plays on a 5.1 surround interface via **Alternate Speakers** and **Passthrough**.



Passthrough Mode Channel Mapping Table

In **Passthrough** mode, Playback maps each incoming stream channel to the same-numbered output channel on your monitoring device (1→1, 2→2, 3→3, and so on). No downmix is applied.

If your output device has fewer channels than the stream, only the channels your device supports are passed through (for example, a 6-channel interface receives channels 1–6 from a 16-channel stream). Use **Audio Groups** to listen to a specific range (for example **In 9–10**) on a stereo output.

Channel labels in the tables below are **examples**. The Organizer defines what each channel carries upstream (DAW, NLE, or virtual audio device). Confirm the session channel map before selecting **Group Channel** in **Audio Groups.**

Table 1 — Direct Passthrough mapping (same channel count)

Stream channel	Maps to output	Typical role (example)
1	Out 1	Left
2	Out 2	Right
3	Out 3	Center / third channel
4	Out 4	LFE / fourth channel
…	…	…
n	Out *n*	*n*th discrete channel

Table 2 — 5.1 surround Passthrough (6 stream channels → 6+ output channels)

Standard **5.1** layout when the surround bed occupies **channels 1–6**:

Stream channel	Output channel	5.1 label (Film/SMPTE order)
1	Out 1	Front Left (FL)
2	Out 2	Front Right (FR)
3	Out 3	Front Center (FC)
4	Out 4	Low Frequency Effects (LFE)
5	Out 5	Rear Left (RL)
6	Out 6	Rear Right (RR)

Audio Groups example: select **In 1–6 / Route to Output Out 1–6** on a 6-channel (or wider) interface.

Table 3 — 7.1 surround Passthrough (8 stream channels → 8+ output channels)

When the surround bed is **7.1**, it typically occupies **channels 1–8**:

Stream channel	Output channel	7.1 label (Film/SMPTE order)
1	Out 1	Front Left (FL)
2	Out 2	Front Right (FR)
3	Out 3	Front Center (FC)
4	Out 4	LFE
5	Out 5	Rear Left (RL)
6	Out 6	Rear Right (RR)
7	Out 7	Side Left (SL)
8	Out 8	Side Right (SR)

Audio Groups example: select In **1–8** for full 7.1 monitoring.

Table 4 — 16 Discrete session with 5.1 bed + stereo pairs (common Audio Groups layout)

Typical **16-channel session**: one **5.1** bed on **1–6,** then **stereo pairs** on higher channels. Mix names are examples—use the Organizer's map.

Stream channels	Format	Example content	Audio Groups selection
1–6	5.1 surround	Main mix / surround bed	In 1–6 → Out 1–6 (6+ outputs)
7–8	Stereo pair	M&E, dialog stem, or language A	In 7–8 → Out 1–2
9–10	Stereo pair	Language B (e.g. Spanish)	In 9–10 → Out 1–2
11–12	Stereo pair	Language C (e.g. French)	In 11–12 → Out 1–2
13–14	Stereo pair	Commentary or alternate	In 13–14 → Out 1–2
15–16	Stereo pair	Alternate mix	In 15–16 → Out 1–2

Organizer guidelines for this layout

- One surround bed only—**5.1 on 1–6** or **7.1 on 1–8**, not both.
- Surround always starts at channel **1**.
- After the surround block, assign **stereo pairs** (two channels per mix).
- Stream Settings: **16 Discrete** layout, **Passthrough** delivery to native clients.

If the bed is **7.1**, stereo pairs usually start at **9–10** (channels 1–8 = surround; see Table 3).

Table 5 — 8 Discrete stereo Passthrough (8 stream channels → 8 outputs)

For **8-channel** sessions without a surround bed (eight discrete or four stereo pairs):

Stream channels	Format	Example content
1–2	Stereo pair	Mix A
3–4	Stereo pair	Mix B
5–6	Stereo pair	Mix C
7–8	Stereo pair	Mix D

Each pair maps Passthrough 1→1, 2→2 within that range when monitoring the full eight channels, or via **Audio Groups** (**In 3–4**, etc.) on a stereo output.

Route to Output (Audio Groups)

Group Channel chooses which stream channels you monitor. **Route to Output** chooses which physical outputs on your device play that group.

Monitoring goal	Group Channel	Route to Output (example)
Full 5.1 on surround interface	In 1–6	Out 1–6
Stereo language on headphones	In 9–10	Out 1–2
Stereo M&E on nearfields	In 7–8	Out 1–2

The **Group Channel** menu lists valid contiguous ranges from your session layout and device—it does not show mix names. Use the Organizer’s channel map to pick the correct In **X–Y** option.

Note: After changing Passthrough or Audio Groups during a live session, update settings in **Audio Controls** in Studio view and use **Reload stream** if prompted so monitoring reflects the new routing.

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.
- **Channel map:** For multichannel sessions with Audio Groups, confirm the Organizer’s channel map before selecting a **Group Channel**.
- **Reload stream:** If you change Passthrough or Audio Groups settings after the stream starts, update **Audio Controls** in Studio and use **Reload stream** if prompted so monitoring reflects the new routing.

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.

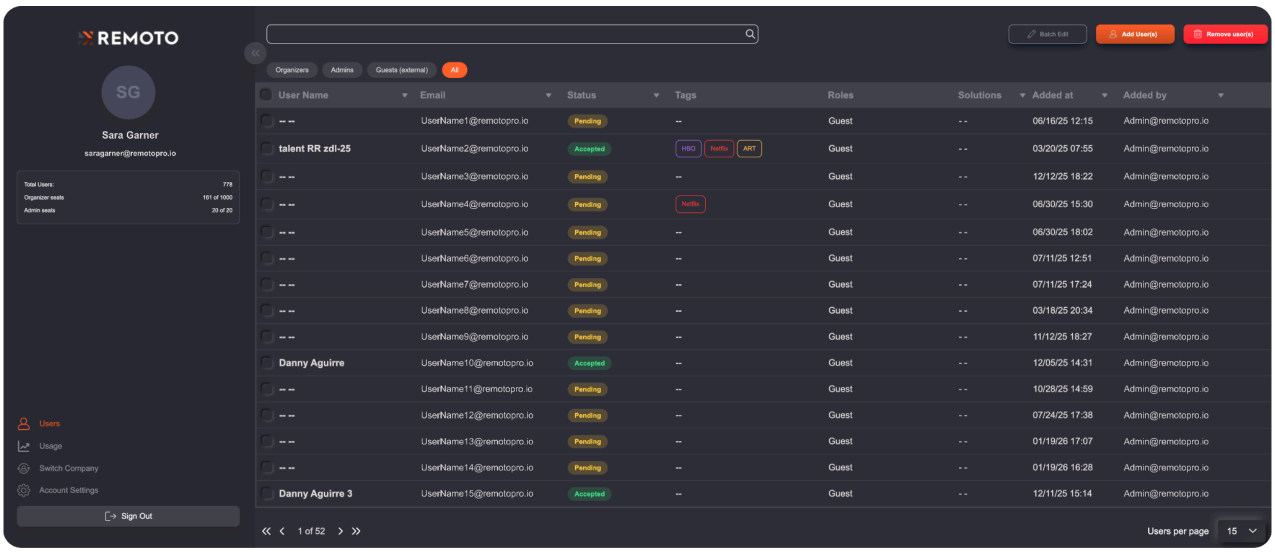
How It Works:

- 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.
- With Alternate Speakers, Passthrough, and Audio Groups enabled, each reviewer selects the Group Channel for their language pair (for example In 9–10 for Spanish) while conference audio stays on a separate device.
- 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: Team Account Administration (Remoto Admin Panel)

The **Remoto Admin Panel** (https://admin.remotopro.io/) gives **Team Account** administrators a centralized, secure way to manage users, roles, seats, and usage without affecting live production workflows.

By separating administrative governance from creative execution, organizations gain greater visibility, control, and scalability as their use of Remoto grows.



From the Admin Panel, company administrators can:

- Manage user access — invite users, assign roles, and remove users
- Oversee usage — review scheduled versus actual session usage, estimated versus final costs, and session technical details
- Manage **Team Account** metadata — name, domain, and contact email
- Support operational governance — understand how resources are consumed across teams and over time

Access to the **Remoto Admin Panel** is handled through secure links and role-based **Team Account** membership. This separation between administrative control and production workflows lets customers manage access and spending without interfering with live session operations.

Explanation of Team Roles

Roles define what each user can do within a **Team Account**.

The following roles are supported for Remoto Playback **Team Accounts**:

- **Owner** (designation)
- **Admin** (optional)
- **Organizer** (optional)
- **Guest** (baseline role - always assigned)

Every user who joins a **Team Account** is automatically assigned the **Guest** role. **Guest** is the baseline Team Account membership role and **cannot be removed** while the user remains on the **Team Account.**

Admin and **Organizer** are optional roles that may be granted on top of **Guest**. A user may hold both **Admin** and **Organizer** in addition to **Guest**.

The **Owner** is a separate, immutable designation tied to the **Team Account** at creation. It is not displayed as a role in the Admin Panel and is not managed like **Guest, Admi**n, or **Organizer.**

Owner

Each **Team Account** has a single **Owner**. The Owner is designated by the customer when the **Team Account** is created.

Role characteristics

- The **Owner** email address is **supplied by the customer** at **Team Account** creation
- This email address is **immutable** — it cannot be changed later
- The **Owner** is permanently tied to the **Team Account,** regardless of whether the **Owner** appears in the Admin Panel user directory.
- The **Owner** designation is system-managed — it cannot be assigned or revoked by **Admins**.

Visibility in the Admin Panel

- The Admin Panel does **not** currently display an **Owner** role
- There is no UI indicator that identifies which user is the **Team Account Owner**
- If the **Owner** has accepted **Team Account** membership, they may appear in the **All Users** view like any other member

If the Owner is removed from the Users view

- Removing the **Owner** from the **All Users** view archives that user from the directory
- This does **not** remove or change **Team Account** ownership
- The **Owner** email remains bound to the **Team Account** permanently

Purpose

The **Owner** account is not intended for day-to-day administration. Its purpose is limited to:

- **Inviting the first Admin user(s)** during initial **Team Account** setup
- Serving as a **failsafe** for the **Team Account** (for example, retaining a permanent administrative anchor if operational recovery is required)

After at least one **Admin** is active, routine **Team Account** administration is performed by **Admins**, not the **Owner**.

Access and permissions

- Can access the **Remoto Admin Panel** for setup and failsafe purposes
- Can invite the first **Admin** user(s) during onboarding
- Cannot schedule, manage, or host sessions
- Is not used for ongoing user management, usage review, or production workflows once **Admins** are in place

Typical use cases

- A customer-designated executive, IT lead, or operations contact who anchors the **Team Account** at creation
- A permanent failsafe contact retained for contingency scenarios

Guest

Guest is the baseline **Team Account** role. It represents **Team Account** membership.

How Guest is assigned

- **Guest** is **automatically assigned** to every user when they join the **Team Account**
- This applies regardless of how the user joined — for example, through an **Admin** invitation, an **Owner** invitation, or by accepting **Team Account** membership during a session join flow
- **Admins** do not manually assign **Guest**; it is applied by the system

Important behavior

- **Guest cannot be removed** while the user remains on the **Team Account**
- If **Admin** or **Organizer** roles are revoked, the user **retains Guest** and remains a **Team Account** member
- Removing a user from the **Team Account** removes the user entirely — there is no way to remove **Guest** alone and keep the user on the **Team Account**
- In the Admin Panel, **Guest** appears as always assigned — checked and disabled — in role assignment views

What Guest does and does not do

- **Guest** establishes **Team Account** membership and enforces **Team Account**-level security controls (including MFA where configured)
- Guest alone does **not** grant access to schedule or host sessions — that requires the **Organizer** role
- **Guest** alone does **not** grant Admin Panel administration — that requires the **Admin** role
- **Guest** alone does not automatically grant access to a specific session — session access still requires a session invitation from an **Organizer**

Typical use cases

- Session participants who join a **Team Account** when joining a session
- Team Account members who need membership for security and governance but do not schedule sessions or administer the **Team Account**

Admin

Admins manage **Team Account** access, seats, and usage oversight.

Every **Admin** also holds the **Guest** role automatically. **Guest** cannot be removed from an **Admin**.

Access and permissions

- Full access to the **Remoto Admin Panel**
- Invite and remove users from the **Team Account**
- Assign and revoke **Admin** and **Organizer** roles
- View usage and billing-related insights
- Update **Team Account** profile metadata

Typical use cases

- IT or Operations administrators
- Production managers responsible for access control and spending oversight

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Organizer

Organizers are responsible for scheduling and running sessions on behalf of the **Team Account**.

Every **Organizer** also holds the **Guest** role automatically. **Guest** cannot be removed from an Organizer.

Access and permissions

- Can schedule, manage, and host sessions using **Playback Desktop** (macOS or Windows)
- Can use **Team Account** resources for production workflows
- Do not have access to the **Remoto Admin Panel** unless also assigned an Admin role

Typical use cases

- Engineers, mixers, and editors
- Producers who schedule or host sessions

Accessing the Remoto Admin Panel

Team Account creation and Owner designation

When a customer purchases an enterprise Remoto Playback plan, they designate an **Owner** email address for the **Team Account**. This email is supplied by the customer, set at **Team Account** creation, and **cannot be changed** later. It remains permanently associated with that **Team Account**.

The Owner account exists to invite the first **Admin** user(s) and to serve as a failsafe for the **Team Account**. It is not intended for day-to-day administration after **Admins** are active.

Onboarding Admin users

The first **Admin** user(s) are invited by the **Owner** during initial **Team Account** setup. The customer may provide the **Admin** email address(es) during purchase; the **Owner** completes the invitation process.

When an **Admin** accepts the invitation and joins the **Team Account**, the system automatically assigns the **Guest** role. The **Admin** role is assigned as part of the invitation.

The steps below describe how an **Admin** accesses the **Remoto Admin Panel** for the first time.

Step 1: Team Account invitation email

The **Admin** receives an email invitation to join the **Team Account**, with a secure **Accept Invitation** link.

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 **Activate your account.** (See **Remoto Account Creation + Activation** in Chapter 1.)

Step 3: Remoto Admin Panel sign-in

After completing account activation or sign-in, the user is logged into the **Remoto Admin Panel**. If the user has **Admin** access to more than one **Team Account**, a list of available accounts is displayed.

Step 4: Team Account selection

Once a **Team Account** is selected, the user is presented with the **User Management Dashboard** for that account.

Note: The Admin Panel sign-in page is always available at https://admin.remotopro.io/

Remoto Admin Panel Interface

When an **Admin** signs into the **Remoto Admin Panel**, the **All Users** view is the default landing page for managing **Team Account** users and roles.

Sidebar summary

The sidebar shows the selected **Team Account** and primary navigation.

Selected Team

At the top of the sidebar, **Selected Team** shows the active **Team Account**. Select the dropdown to switch between **Team Accounts** you administer. The list includes a search field (**Search for a specific team account**…) when you have access to more than one **Team Account**. The active **Team Account** is marked with a checkmark.

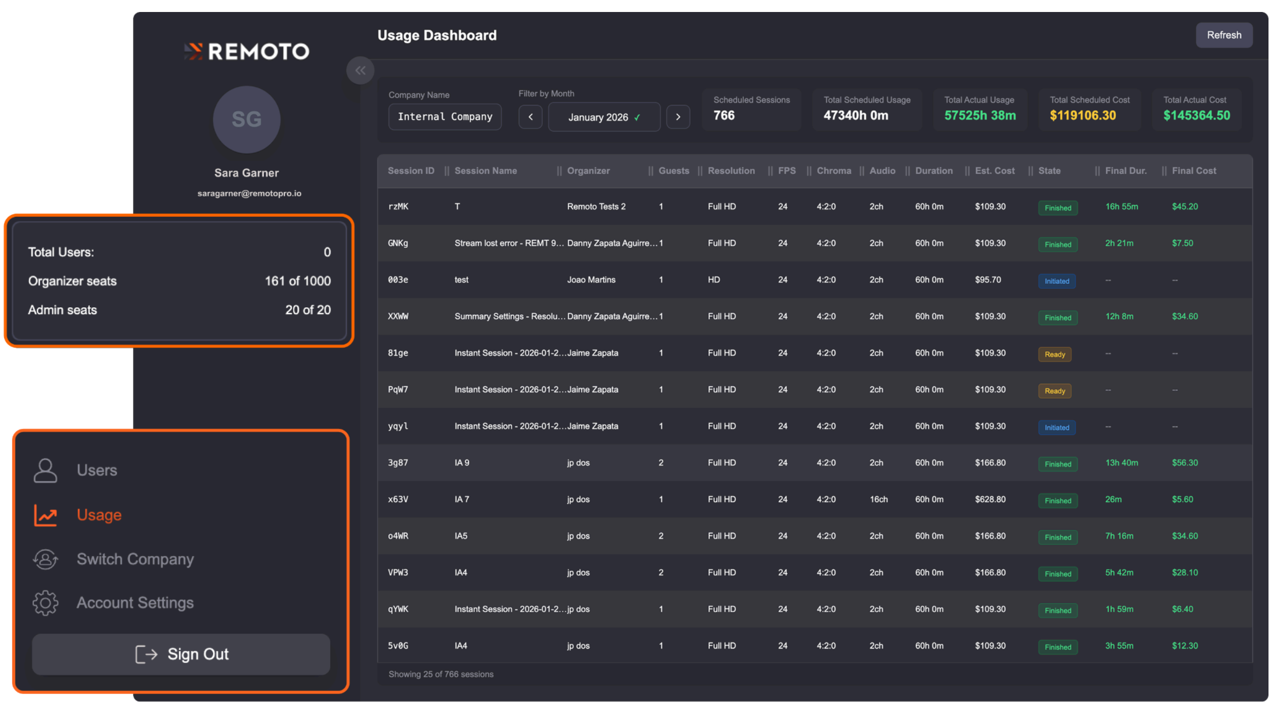
Switching **Team Accounts** reloads the current view for the newly selected account.

Navigation items

- **All Users** — Manage users, roles, tags, and removals
- **Session Log** — Review session usage and billing
- **Team Settings** — View or update **Team Account** metadata

Sign Out appears at the bottom of the sidebar.

The active 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

Note: Every user on the **Team Account** has the **Guest** role. In this view, filtering by **Guests** typically means users whose only role is **Guest** (that is, they do not also hold **Admin** or **Organizer**).

The Admin Panel does **not** currently display an **Owner** role or otherwise identify which user is the **Team Account Owner**. The **Owner** email is designated at Team Account creation and remains tied to the **Team Account** permanently, but it is not surfaced in the user table.

Actions

The following actions are available at the top of the page:

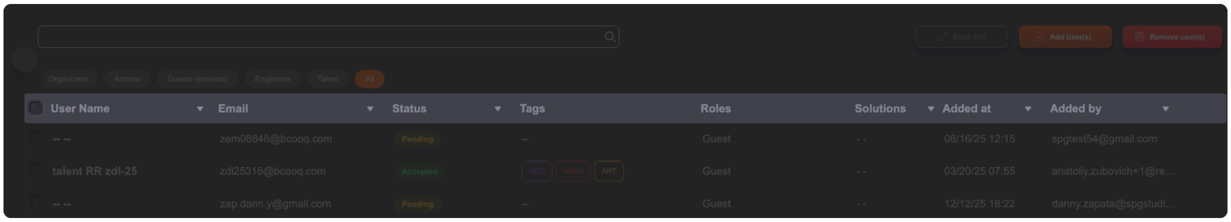
- **Add User(s)**
- **Remove Users**
- **Batch Edit** (where supported)

Users Table

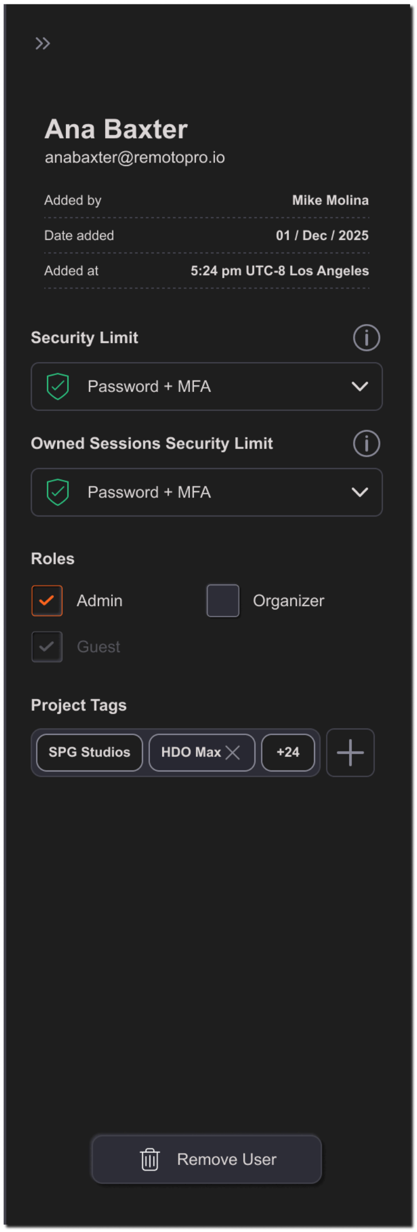
The main table displays the **Team Account** user directory with the following columns:

- **User Name**
- **Email**
- **Status**
    - **Pending** – Invited but not yet accepted
    - **Accepted** – User has joined the **Team Account**
    - **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)
- View and manage optional roles by solution:
    - **Remoto Playback: Organizer** (grant or revoke)
    - **Team Admin Portal: Admin** (grant or revoke)
- View the **Guest** role as always assigned — checked and disabled
- View and manage tags (Department, Entitlement, Location, Project or vendor)
- Remove the user from the **Team Account** user directory

Guest cannot be revoked. An **Admin** can grant or revoke **Admin** and **Organizer** only.

The Admin Panel does **not** currently identify which user is the **Team Account Owner**. If the **Owner** appears in the user directory, they are managed like any other user.

User Management

Inviting New Team Members

Admins invite new users using **Add User(s)** on the **Users** page.

1. Select **Add User(s)**
2. Choose an input method: single entry, copy/paste, drag and drop (where supported), or CSV upload
3. Assign optional roles: **Admin** and/or **Organizer**
4. Confirm to send **Team Account** invitations

Guest is automatically assigned to every invited user. In the role assignment step, **Guest** appears checked and disabled and does not need to be selected.

Note: Only the **Owner** invites the first **Admin** user(s) during initial setup. After that, **Admins** manage invitations.

After a user is invited

- The user appears in the table with Status = **Pending**
- The user receives an email with a secure acceptance link (when **Admin** and/or **Organizer** roles are included)
- After acceptance, Status = **Accepted**
- The system automatically assigns **Guest** upon **Team Account** membership

Account state during acceptance

- **Existing Remoto account** — The user accepts via the email link and signs in if prompted
- **No Remoto account** — The user creates an account during the invitation flow; after **Activate your account**, they accept the **Team Account** invitation

CSV import

Recommended columns:

- **email** (required)
- **role** (required: admin | organizer)
- **first_name** (optional)
- **last_name** (optional)
- **tags** (optional, comma-separated)

Guest is applied automatically and should not be included in the CSV.

Tips: Use one user per row; use valid, unique email addresses; avoid trailing spaces. If a user already exists, import behavior may vary—confirm in your rollout process.

Removing Users

Removing a user removes them from the active Users view in the Admin Panel. For most users, this revokes **Team Account** membership and all roles, including **Guest**.

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**
3. Confirm the removal

What happens when a user is removed

For most users

- The user is removed from the **Team Account**
- All roles — including **Guest, Admin,** and **Organizer** — are revoked
- The user can no longer access the **Team Accoun**t, schedule or host sessions, or join sessions that require **Team Account** membership

If a removed **Organizer** had active or pending sessions, those sessions may be transferred to the **Owner** as part of the failsafe behavior for the **Team Account**.

For the Team Account Owner

If the user who is removed is the **Team Account Owner**, the action **archives** that user from the **Users** view. It does not change **Team Account** ownership.

- The **Owner** email address remains permanently tied to the **Team Account**
- The **Owner** designation is unchanged
- The archived **Owner** no longer appears in the active user directory
- The **Owner** account remains available as the **Team Account** failsafe (for example, session transfer when an **Organizer** is removed)

Remove vs revoke

- **Remove user from Team Account** — Removes the user from the active directory; for non-Owner users, this revokes all membership and roles including **Guest**
- **Revoke Admin or Organizer** — Removes only that optional role; the user **retains Guest** and remains on the **Team Account**
- **Revoke invitation (where supported)** — Use when a user's invitation is still **Pending** and should not be allowed to accept in the future

Guest cannot be revoked independently. There is no action to remove **Guest** while keeping the user on the **Team Account**.

Accepting a Team Invitation (Organizer or Admin)

Admins and **Organizers** accept **Team Account** invitations via email in a browser. If the user has **Playback Desktop**, the same invitation can also be accepted through the application after sign-in.

The **Owner** follows the same acceptance flow when first joining the **Team Account** at creation.

When any user accepts a **Team Account** invitation, the system automatically assigns the Guest role. **Admin** and/or **Organizer** roles are applied according to the invitation.

Accept via email (web)

- User opens the invitation email
- User clicks **Accept Invitation**
- A new browser tab opens to the Remoto website

- If the user does not yet have a Remoto account, they are prompted to **Activate your account**
- Once activated, they are automatically signed in to proceed
- If not signed in, the user is redirected to the standard sign-in screen
- The user sees the **Accept Team Account Invitation** screen
- User clicks **Accept Invitation**
- The system adds the user to the **Team Account** and assigns **Guest**
- The user sees a confirmation screen stating they accepted the invitation
- Depending on the roles assigned, the user can then:
    - Download or open **Playback Desktop** (macOS or Windows) if assigned an **Organizer** role
    - Be redirected to the **Remote Admin Panel** if assigned an **Admin** role

Accept from Playback Desktop (after sign-in)

When a user signs into **Playback Desktop**, Remoto checks for any pending **Team Account** invitations and blocks **Dashboard** access until they are resolved.

If invitations exist, **Playback Desktop** presents a blocking window:

- T**eam Account membership required**

The modal explains:
- The user has been invited to one or more Team Accounts
- They must accept or decline each invitation to continue

Each invitation appears as a tile that includes:

- Customer / **Team Account** name
- Inviting user (name/email)
- Invitation status
    - **Pending**
    - **Declined** (tiles may show **Declined** and still be treated as pending for re-prompting)
- Role label (for example, **Organizer**)
- Actions: **Accept / Decline**

Once all tiles have been interacted with, the user can proceed to the **Dashboard.**

Accepting **Team Account** membership assigns **Guest** automatically.

Team Account Membership During Session Join

Users who join sessions scheduled under a **Team Account** must belong to that **Team Account**. When a user accepts **Team Account** membership — including during a session join flow — the system automatically assigns the **Guest r**ole.

Sessions scheduled under a **Team Account** require participants to belong to that account in order to:

- Enforce security controls for the **Team Account**
- Ensure session access is limited to authorized users
- Maintain consistent governance at the **Team Account** level

Session join and Guest assignment

1. The participant receives a session invitation email indicating the session is scheduled under a **Team Account**
2. The participant selects **Join Session**
3. The participant authenticates (using an existing account or by activating a new account)
4. The system checks whether the user is already a member of the **Team Account**
5. If membership is required, the participant is shown a prompt such as: "You were invited to join this session by [customer name]. By continuing, you will join [customer name]'s **Team Account**."
6. The participant selects **Continue**
7. The system adds the user to the **Team Account** and automatically assigns **Guest**
8. The session join flow continues

See **Chapter 8** for the full join steps.

Important: Guest establishes **Team Account** membership. Session access still depends on being invited to that specific session.

Team Account membership during Playback Desktop sign-in

Users may also be prompted to accept **Team Account** membership when signing into **Playback Desktop**.

- After signing in, the application checks for any pending **Team Account** invitations
- If membership is required, a blocking prompt is displayed
- Once the user accepts, **Guest** is assigned automatically and session access becomes available where permitted

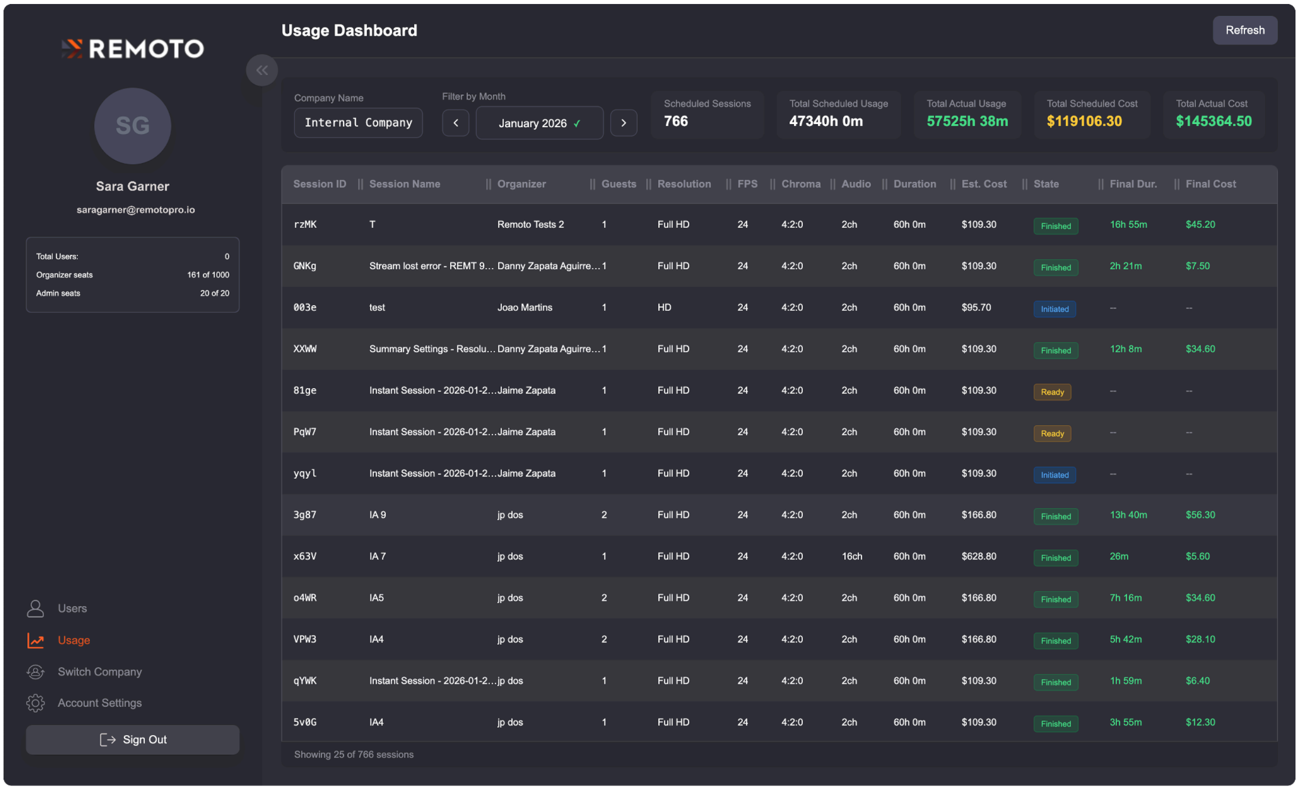
This ensures consistent security enforcement whether the user enters through a web-based session join link or Playback Desktop.

If a user declines Team Account membership

- Declining **Team Account** membership blocks access to sessions that require it
- The user may see follow-up screens explaining that **Team Account** membership is required to proceed
- If the user declines in error or changes their mind, they can re-enter the join flow by selecting **Join Session** again from the invitation email and accepting **Team Account** membership when prompted

Session Log

Select **Session Log** in the sidebar to open the session usage and billing view for the **Selected Team**. This view supports cost awareness, internal reporting, and capacity planning.



From **Session Log**, administrators can review:

- Scheduled and in-process session exposure (projected duration and cost)
- Completed session usage (final duration and cost)
- Which **Organizers** ran sessions and how session technical settings correlate with usage
- Session-level detail including resolution, frame rate, chroma, and audio configuration

All data reflects the **Selected Team** shown in the sidebar. Changing **Team Accounts** reloads filters, summary metrics, and the session table for the newly selected account.

Search

Use the search field at the top of the view:

Enter session or organizer name to search

Search filters the session table by session name or organizer name. Search begins after you enter at least three characters.

Search affects the table only. Summary metrics continue to reflect the full dataset for the current filters (session state, time interval, and **Team Account**). Search resets when you change **Team Account**, change the time interval, or clear the search field.

If no sessions match the search, the table shows **No sessions found**.

Filters

Two filters control which sessions load and which summary metrics display.

Session State

Filter sessions by lifecycle state:

- **All** — Scheduled, in-process, and completed sessions
- **Scheduled & In-Process** — Sessions not yet completed
- **Completed** — Finished sessions with final billing data

The default filter is **Completed.**

Changing the session state filter reloads the session table and updates the summary metrics.

Calendar Month

Filter sessions by calendar month using the **Calendar Month** dropdown.

The dropdown lists available months (current month plus historical and future months within the supported range). The current month is highlighted with a checkmark. Month labels use a short format (for example, Jun 26).

When **Billing Cycle** is available for the **Team Account**, a time-interval control also lets you switch between **Billing Cycle** and **Calendar Month**. Billing Cycle shows the billing period range (for example, **Jan 26 – Feb 26**) and navigates by billing period instead of calendar month. If billing-cycle data is unavailable, the view defaults to **Calendar Month**.

Summary metrics

Summary metrics appear above the session table in two groups. They update when you change the session state filter, time interval, or **Selected Team**. They are not affected by search.

Scheduled & In-Process Sessions

- **Count** — Number of scheduled and in-process sessions in the current filter and interval
- **Duration** — Total scheduled duration
- **Cost** — Total scheduled (estimated) cost

When no scheduled or in-process sessions match the current filters, these values may show **0** or **--**.

Completed Sessions

- **Count** — Number of completed sessions
- **Duration** — Total completed duration (billing duration, rounded to 15-minute increments)
- **Cost** — Total final cost for completed sessions

Session table

The session table lists one row per session. The first rows load automatically; scroll or select Load More to view additional sessions.

Table columns

- **Session Name** — Session title. Sortable. Session ID may be available from the session name (for example, in a tooltip).
- **Organizer** — Name of the Organizer who ran the session. Sortable.
- **State** — Session lifecycle state (for example, Finished for completed sessions).
- **Start Time (Local)** — Session start date and time in the organizer's local timezone. Sortable. Default sort is by start date/time; sessions with no start time appear last.
- **Parameters** — Technical session settings shown as a compact summary (for example, **FHD, 24fps, 4:2:0, 2ch**). For completed sessions, this reflects the highest specification used during the session. For scheduled or in-process sessions, this reflects configured session settings.
- **Guests** — Count of unique guests who joined the session at least once.
- **Duration** — For completed sessions: billing duration (rounded up to 15-minute increments). For scheduled or in-process sessions: configured scheduled duration.
- **Price** — For completed sessions: final cost. For scheduled or in-process sessions: estimated cost.

Table controls and pagination

- **Load More (N remaining)** — Loads the next batch of sessions when more rows are available
- **Showing X of Y sessions** — Row count for the current table view

Sortable columns include **Session Name, Organizer**, and **Start Time (Local)**.

Team Settings

Select **Team Settings** in the sidebar to view and update **Team Account** metadata. This view is useful for:

- Validating that the correct customer profile is applied to the **Team Account**
- Confirming the domain used during onboarding
- Updating the operational contact email

The **Contact Email** in Team Settings is independent of the **Owner** email address. The **Owner** email is set at **Team Account** creation and cannot be changed here or elsewhere.

Editable Fields

The following fields can be updated by an **Admin**:

- **Name**
- **Domain Name**
- **Contact Email** (who Team invitations will come from)

Read-Only Fields

The following fields are read-only:

- **Company ID** — identifier for the customer's **Team Account**
- **Customer ID**
- **Created By**
- **Created On**

All other **Team Settings** fields are read-only and cannot be modified.

Security, Compliance, and Performance Notes

Security:

- Authentication is required for Admin Panel access
- Role enforcement is applied server-side (**Admin** permissions are required to manage users and view usage)
- **Team Account** membership is used to enforce security controls configured for the customer (including MFA where configured)
- **Guest** is automatically assigned to every **Team Account** member and cannot be removed independently
- The **Owner** designation is system-managed and cannot be altered through the Admin Panel

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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 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.
