

NCH Software

BroadCam Video Streaming Server

This user guide has been created for use with
BroadCam Video Streaming Server Version 2.xx

Technical Support

If you have difficulties using BroadCam Video Streaming Server please read the applicable topic before requesting support. If your problem is not covered in this user guide please view the up-to-date BroadCam Video Streaming Server Online Technical Support at www.nchsoftware.com/broadcam/support.html

If that does not solve your problem, you can contact us using the technical support contacts listed on that page.

Software Suggestions

If you have any suggestions for improvements to BroadCam Video Streaming Server, or suggestions for other related software that you might need, please post it on our Suggestions page at www.nch.com.au/suggestions/index.html.

Many of our software projects have been undertaken after suggestions from users like you. You get a free upgrade if we follow your suggestion.

BroadCam Video Streaming Server

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Other Links

Options ~ Web Routing - URL <http://www.nch.com.au/kb/10233.html>

Introduction

Thank you for using BroadCam. BroadCam is an audio/video streaming program that allows you to stream web cameras and video footage across your network or the Internet. The video can be viewed using your web-browser which may require Adobe Flash to be installed.

Some of the main features of BroadCam are:

- Audio and Video can be streamed from a camera connected to the machine or from a network camera
- Any video file can be streamed
- Broadband and Dialup streams are provided
- A wide range of browsers can be used to view the output, including those on Windows, Mac, iOS and Android systems. User can also view the streaming from YouTube. (If YouTube Live Streaming is enabled by the user)

System Requirements

- Windows XP / Vista / 7 / 8 / 8.1 / 10

Installation

To install BroadCam you just simply run the downloaded application. This will install the application to your hard drive.

Using BroadCam

If you have successfully followed all the steps of the installation process then you are ready to start using BroadCam. The basic steps for setting up BroadCam are listed below. You can also view a video tutorial on how to set up BroadCam at <http://www.nchsoftware.com/broadcam/tutorial.html>

Setup

Follow these steps to set up and start the server:

1. Configure BroadCam's internet connection. Broadcam server automatically starts after installation finishes. If the server is offline, click the Start Server button.

If the 'Status' section (which is to the right of the 'Start Server' button) shows 'Access problem', BroadCam is not correctly configured for streaming videos. In this case, please click the Options icon on the toolbar and go to the Web Access tab to configure Broadcam's Internet connection.

Web routing test will run automatically after you click Web Access tab, and test result will show in the status section. If test fails, an error message will provide details about why the connection isn't working. For most people, many connection problems have to do with NAT routers. If your router does not support Universal Plug and Play, or UPnP, you will have to look up instructions in your router's manual, login to your router and forward port 86 to port 86 on the BroadCam server. If you are not the person who looks after the router, ask the person who does to do this.

After manual setup finishes, click the Run Web Routing and Test Wizard button to run the test again. If Internet connection succeeds, the 'Status' section will change to 'No streams added'. That means the Internet connection is correctly set and now you can start to add video streams.

More information about routing can be found at <http://www.nch.com.au/kb/10046.html>, which includes tutorials for port forwarding and additional resources.

2. Add any cameras you wish to stream if you will be using BroadCam to stream live. On the main interface under the Live Video Streams section, click the Add button to add cameras. Each camera you add will add its video and audio device and set a default name. You can change these using the Properties button. (Note: Camera streams can also be managed from [Options ~ Live](#))

After the camera is added, you will be asked to select streaming methods. Here you can enable YouTube Live Streaming so that camera content can be streamed to YouTube and anyone has access to YouTube can view it.

3. Add pre-recorded video files (for example a divx avi file or a camcorder DV video file) under the Pre-Recorded Video Files section of the main window by clicking the Add button. When you add a file it will be re-encoded 4 times, it will be converted to Flash and MP4 formats for both Broad-Band users and Dial-Up users. Please be aware this can take a while. (Note: Video streams can also be managed from [Options ~ Recordings](#))
4. Link BroadCam to your website. Click the Open Links icon from the toolbar. This will open up a browser window with a list of URLs and code you can add to your website's code. For each stream or video added to BroadCam, you'll see two links, one link for a local network and another for the public network. Ask your web developer for help in adding these URLs and code if you are not sure where they go.

If you plan on using the free version of BroadCam, you must also include a link to NCH Software on every page that links to BroadCam. The HTML code for the NCH Software link is found at the bottom of the links page. It must be placed accurately on your website or else BroadCam will be disabled.

Running BroadCam from the system tray

By selecting BroadCam-->Exit (Close to tray) from the BroadCam menu, you are able to leave BroadCam open and serving in the background.

The BroadCam icon will appear in the system tray while BroadCam is running in the background without cluttering up your taskbar. You can right click this icon to reopen BroadCam.

Main Window Reference

The main window of BroadCam is composed of below 6 parts:

Menu and Toolbar

By clicking Tools->Record new video to launch Debut Video Capture Software, you can capture video and save as it a file. And then stream it in BroadCam.

Other functionalities of buttons and menu items can be found in Screen References section. [help](#)

Live Video Streams

Here you can manage all live cameras [Camera Sources](#)

Pre-Recorded Video Files

Here you can manage all pre-recorded video files [Video Sources](#)

Preview window

Your selected stream is played in this window

Statistics and Control Panel

Statistics panel:

- Viewing selected shows how many clients are watching selected stream;
- Viewing all shows how many clients are watching all streams;
- Total viewers shows how many clients have viewed each stream;
- Total times viewed shows how many times each steam has been viewed

Control Panel:

Here is the button to start/stop BroadCam server, and the status of server is shown to the user.

BroadCam server can have these status:

- Enabled but has access problem
- Enabled but no stream added
- Enabled

- Disabled

Log window

Here you can see the log information of the server. And connection information for your streams

Camera Sources

BroadCam can stream output from a camera connected to the server it is running on.

Add Camera In [Options - Live](#) you can add any cameras that is installed into Windows. You need to have previously installed the camera as per the instructions that came with it. Please note also the dialog will only list cameras that are actually connected. For example a USB camera that is not plugged in will not appear. After a camera is added, you'll have a chance to select the streaming methods. If you choose to stream the camera content to YouTube, you can either manually input the YouTube live event URL, or create/select a new/existing event under your YouTube account through the UI.

Remove Camera This allows you to remove the camera from BroadCam. The camera is not uninstalled from Windows.

Change Camera Properties Every camera has a series of options and you may change them here. Please see [Live Input Settings](#) and [Video Streaming Methods](#) for more details.

Set Password This allows you to set up and change password for a live stream. Please see [Set Password](#) and [Change Password](#) for more details.

Video Sources

You may add video files (avi files or other such movie files) for streaming with BroadCam. Please note you should only stream such files if you have copyright permission to do so.

You can add or remove videos from streaming. Please check first that you can play the file using Windows Media Player (not Windows Media Player Classic as that excellent program has codec built in and can play files Windows Media Player cannot). Once you have done so add the file and it will now re-encode the video 4 times for broadband and dial-up connections with 2 formats. Please note these re-encodes can take a while depending on the length of the video.

You may set a password for a video so that anyone who wants to view the video will be required to provide the password. You may also change or delete the password.

Shortcut Keys References

- Ctrl+C - Open Links Page
- Ctrl+I - Invite Viewers
- Ctrl+V - View Active Viewers
- Ctrl+O - Open the Options
- F1 - Open the Help Documentation
- Alt+F4 - Close BroadCam to the Tray

Troubleshooting

The list contains problems you may encounter with BroadCam and how to resolve them. Most of these errors are logged into the Status Window (lower part of the screen) in red.

- Camera xxxxx could not be started. Please check if it is connected. If so delete it and re-add using the Options button, Cameras tab.

This means the camera could not be started by Windows. Sometimes, deleting and re-adding the camera in Options ~ Cameras will resolve this issue. Otherwise, this problem can be caused by any of the following:

- The camera is not plugged in
- The camera is faulty
- The camera's drivers are not installed or are faulty. Please reinstall the drivers from the CD that shipped with the camera. You can also visit the manufacturer's website and download a later version.
- For USB cameras, you may have too many connected to the same USB hub. Cameras generate a lot of data, especially at high resolutions and frame rates. You can exceed the maximum rate data that can be sent through the hub (i.e., bandwidth). To resolve this, please connect a camera, or cameras, to another hub. For instance, connect a camera to the front USB ports on your PC and others to the rear ports.
- The video cannot be re-encoded for streaming - Check you can play it with Windows Media Player.
- If Flash Video doesn't work.
 - You need to open port 1935 to be able to broadcast Flash video.
 - Please check your firewall (and/or other network devices) settings and make sure port 1935 is opened.
 - For more information see <http://www.nch.com.au/kb/10237.html>
- If Flash Player crashes when enter full screen mode on Windows 8
 - This issue normally is caused by incompatible version of Flash Player pre-installed on Windows 8. Please follow this <http://helpx.adobe.com/flash-player/kb/flash-player-issues-windows-8.html> to update Flash Player to latest version.
- If YouTube Authorization page can't display correctly and 'Accept' button is disabled when adding/selecting an YouTube live event
 - Please upgrade your Internet Explorer to IE8 or a higher version to show the YouTube Authorization page correctly

Related Programs

You may find the following list of software useful in conjunction with BroadCam:

- [VRS Audio Recorder](#). Perfect for recording audio via microphones connected to your soundcard. Can handle multichannel soundcards.
- [Express Burn CD Writer](#). Burn your BroadCam recordings to disc with this easy to use burning software.
- [A full list of great software products available from NCH Software](#).

NCH Software Suite

This is a useful way to browse all the software available from NCH Software

You can see a set of products by type like Audio, Video and so on and view the product. From there you can try out the product and it will download and install it for you to trial. If you already have the product installed then you can click "Run It Now" and the program will be launched for you.

There is also a list of features for products in the category. Click on a feature, such as "Edit a Video File", to install a product with that ability.

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7. Use of statistics collected by the software is subject to the NCH Software Privacy Statement which allows automatic anonymized collection of usage statistics in limited circumstances.
8. The contract arising out of this agreement is governed by the laws and courts of the Australian Capital Territory.

Screen References - Preview Video

The preview dialog has five buttons:

- **Return To Start:** Clicking here will return you to the start of the video. It is like an instant rewind to the start of your video.
- **Step Back:** Clicking this button will move you a little bit further back in the video. It is like hitting "Rewind" on your video player, then pressing "Pause" straight away.
- **Play/Pause:** This button is similar to the Play and Pause buttons on your video player. Clicking Play will start the video playing, then clicking it again will Pause the video.
- **Step Forward:** Clicking this button will move you a little bit forwards in the video. It is like hitting "Fast-Forward" on your video player, then pressing "Pause" straight away.
- **Go To End:** Clicking here will take you to the end of your video. It is like an instant fast-forward to the end of your video.

Below the video there is a timeline. You can click any position on the timeline to instantly go to that time of your video. It is like instantly rewinding or fast-forwarding until you reach that position in your movie. You can also drag the red cursor line on the timeline to watch as the video rewinds or fast-forwards if you would like.

Screen References - YouTube Live Event Settings

Here you can fill all required fields and create a YouTube Live Broadcast event.

Title:

This is the title of the YouTube Live Broadcast event.

Description:

This is the description of the YouTube Live Broadcast event.

Start Date:

This is the date and time the broadcast is scheduled to start.

End Date:

This is the date and time the broadcast is scheduled to end. End times are not needed for 24/7 broadcasts.

Privacy:

This is the privacy settings of the broadcast event. Only public broadcast events will appear on your channel, search results and promotion. Choose unlisted or private for test events.

Allow Playback Controls

Check this if you want to give viewers the access to DVR controls when they watch the broadcast. DVR controls enable the viewer to control the video playback experience by pausing, rewinding, or fast forwarding content.

Video Resolution:

This is the format of the video stream that you are sending to YouTube.

Screen References - YouTube Broadcast List

This dialog lists all existing active YouTube Live Broadcast events on your YouTube account from which you can select one to stream video content to.

Screen References - Live Input Settings

Here you can specify the properties of the camera you wish to stream or select the capture device. The Live Input Settings dialog is found by highlighting the live stream on the main interface and clicking the Properties button.

Screen References - Invite Viewers

BroadCam allows you to keep a list of your viewers that you want to invite to see your broadcast contents. You can invite viewers by email or by calling them. To open the Invite Viewers dialog, click the Invite button on the toolbar.

- To add a new viewer, click on the Add button and enter their name, and either their email and/or phone number.
- To edit a viewer, click on the Edit button and edit the name, and either email and/or phone number.
- To remove a viewer, select the viewer in the list and click Remove button.
- You can send an invitation email or make call to a viewer by selecting the viewer in the list, then clicking the Email or Call button on the toolbar. BroadCam make calls to viewers using Express Talk VoIP SoftPhone, which can be downloaded for free from our website at <http://nch.com.au/talk>

To select multiple viewers in the list, hold the Ctrl key and click to select the viewers.

Screen References - Set Up Invitation Email

Scheduled Broadcast Date Time:

Click on the drop down arrow to select a date, or simply enter the date and time of your screen broadcast.

Preview Send Message:

This is a preview of the email contents BroadCam will send to all selected viewers.

Email Settings...

Click on this button to set up your email settings.

For more information about email settings, please refer to the online article [Sending Email](#).

Screen References - Add Viewer

BroadCam enables you to invite a person to view your stream by email or by calling them from your PC with [Express Talk VOIP Software](#). For each viewer you have to provide either email or phone or both. To add a new viewer, click the Invite icon on the toolbar, then click the Add button.

Screen References - Set Password

BroadCam allows you to set passwords for pre-recorded videos and Live streams. You can set a password for each video or stream so that only viewers with the correct password can view it.

Screen References - Change Password

You can change passwords for pre-recorded videos and live streams.

If new passwords are left empty, old password will be deleted then.

Screen References - Stream Statistics

On this page you can find the detailed statistics for a BroadCam stream, such as the IP addresses of all users ever connected and the date of their first access.

Refresh

Click this button to update the information about stream connections.

Screen References - File Details

BroadCam converts each imported video into 2 formats with 2 quality levels. So there will be four files for each video: High quality Flash, Low quality Flash, High quality MP4 and Low quality MP4.

On this page you can check the status of all the video files.

- If a video has a green icon, that means all formats and quality levels are available.
- If a video has an orange icon, that means some formats and/or quality levels are missing. Users connect to BroadCam may not be able to view the video stream, or can not switch between quality levels.
 - In this case, you should import file again to generate all required formats and quality levels.
- If a video has a red icon, that means an unsupported video format is found, and all required formats and quality levels are missing. So user can not view the video.
 - In this case, you should remove the unsupported video from the "Pre-Recorded Video Files" list.

Screen References - Options ~ Web Access

Browser Access

For more information on setting up Browser Access, see this Knowledge Base article:
www.nch.com.au/kb/10233.html

Screen References - Options ~ General

This dialogue allows you to set general settings for BroadCam. It is found by clicking the Options icon on the toolbar and then clicking the General tab.

Startup

Startup Run Mode BroadCam can be set to run automatically when the computer starts. To enable or disable this, tick or untick the "Run this program automatically when you login" option. If you want to use BroadCam for a permanent streaming service, you should select this option.

There are many modes of running automatically, which you can select in the pull down list under the "Run this program automatically when you login" checkbox. The options are:

- Start when any user logs on.
- Start when this user logs on only.
- Start before logon. Show all users' tray.
- Start before logon. Show this user only.
- Start before logon. Do not show icon.

If you want BroadCam to run always, irrespective of whether anyone is logged on, select one of the "Start before logon" options. When running as a service, BroadCam will work before logging on and after log off.

By default, when running as a service BroadCam will 'show' and be accessible to all users as an icon on the tray of task bar. You can change this to limit it to the current user or no users. If you plan to use Windows Terminal or Remote Desktop you probably should restrict Informant to a local user or no users because 'showing' on a remote desktop can sometimes knock out local devices because they attempt to use the remote devices!

Running as a service only takes effect the next time you restart the PC. You should also check that it works after restarting your computer. If you have any problems, check that folders are accessible from the "Local System" account. If you need to send email from Informant using MAPI, you must change the "Log On As" password for the Informant Service. To do this, after you have set Run as Service, open Control Panel / Administrative Tools / Services. Double click on "Informant Service", select the Log On tab, select this account and then enter the name and password of the user account to use to send email.

Redirect URLs (Flash format only)

URLs to redirect These options allow to specify the URL a user should be redirected to if the viewer clicks on a video image, generated by BroadCam, in a web browser, or if the video is ended.

If a video image is clicked:

Enter URL if you want BroadCam to redirect a viewer when he/she clicks on a video image.

If a video is over (recordings only):

Enter URL if you want BroadCam to redirect a viewer when a video is over.

If a video is over, following text will show:

Enter Text you want BroadCam to show when a video is over.

Include the 'Code for inserting' block in the Web page. Disable this option if you do not want to display the 'Code for inserting' box on the streaming video web page.

Show 'Restart Server' warning dialog when user opens Options and Live Properties dialogs. Disable this option so that warning dialog never shows.

Screen References - Options ~ Quality

This dialogue allows you to set quality settings for BroadCam, such as frame rate and image quality of FLV and HTML5 MP4 streams. You can select a codec and formats to improve the quality or to decrease the band-width required to view the video.

This dialogue is found by clicking the Options icon on the toolbar and then clicking the Quality tab.

Video compression settings for high and low quality connections.

Stream frame rate (For live streams only) This is the number of frames per second that will be displayed in the video/jpg stream. For a full movie quality this is normally 24 FPS (TV is either 25 or 30 depending on your country). Anything below 24 frames will start appearing jerky and below 10 very much so. There is no real reason to increase the frame rate above 24 (or 25/30 for TV).

FLV image quality Click the Encoder Settings button to open the Flash Settings dialog.

HTML5 image quality Click the Encoder Settings button to open the HTML5 Video Settings dialog.

Screen References - Options ~ Live

Live Video Streams

BroadCam lets you stream video directly from a video camera device.

Each 'stream' has its own name, device and link(s). To find out what the link(s) are for a stream, which will be inserted into your website, use the Connect option from the main window of BroadCam.

Add...

This option will add a camera for use by BroadCam. It will not install a camera into Windows, to do that you will need to refer to the instructions that came with your camera. It will open an additional wizard and for details please see [Live Input Settings](#) and [Video Streaming Methods](#).

Remove

This option will remove the selected camera from BroadCam. It will not remove it/uninstall it from Windows.

Properties...

This option will allow you to update the properties of the selected already installed camera. For details of these settings please see [Live Input Settings](#) and [Video Streaming Methods](#).

Live Output Options

BroadCam also lets you select the available options to view the live video from video camera device.

Flash live must be enabled for each camera, so you must enable at least one quality level.

HTTP Live Streaming is enabled by default for each camera, so we donot provide selection options here.

High Quality Flash

This allows you to enable (checked) or disable (unchecked) the streaming of high quality Flash live. For more details please see [Quality](#).

Low Quality Flash

This allows you to enable (checked) or disable (unchecked) the streaming of low quality Flash live. For more details please see [Quality](#).

High Quality ASF

This allows you to enable (checked) or disable (unchecked) the streaming of ASF.

Screen References - Options ~ Recordings

BroadCam can stream video file (eg. avi files). BroadCam automatically converts the format and bandwidth for different players, browsers and connection speeds.

You can find the list of recorded videos on the main screen.

Recorded Video Output Options

BroadCam also lets you select the available options to view the recorded video files.

Each output option here could be turned On or Off to suit the needs of users. Please use the Connect option from the main window of BroadCam to view the available options for viewing recorded video.

Set up output format when adding prerecorded videos

This option allows you to resize, crop or change a frame rate of an image.

High Quality

This allows you to change the output format of the high quality recordings, which are added to BroadCam. Here you can specify the resolution, aspect ratio and frame rate of the created file.

Low Quality

This allows you to change the output format of the low quality recordings, which are added to BroadCam. Here you can specify the resolution, aspect ratio and frame rate of the created file.

Screen References - Options ~ Connections

Here you can define what actions should be performed when a user is connected or disconnected from a streaming server .

Screen References - Options ~ Other

Watermark for Live Capture

BroadCam lets you create a watermark on your live video output.

Specify the path to the file you want to use as the watermark and customize how the watermark will look on the video.

Do not use watermark

Do not use watermark.

Use a custom watermark image

Use a custom watermark image chosen by user. Opacity:

Choose the opacity level of the watermark. Range from 0 - completely see through to 255 - absolutely opaque

Horizontal Alignment

Allows the watermark to appear at the left, right or in the center of the video.

Vertical Alignment

Allows the watermark to appear at the top, bottom or in the center of the video.

Banner settings for Live and Video streams

BroadCam allows you to have a banner embedded below the video/live window.

Specify the path to the file you want to use or to an external HTTP server, containing the image or ASP server. To see how you link the files please click Connect from the main screen of BroadCam. As noted, the banner file is a picture file and it should have a resolution of 194 by 32. If the picture is smaller than that, BroadCam video/live page displays at its original size. If the picture is larger than that, BroadCam video/live page will crop the image to fit the space.

Screen References - Viewing statistics ~ Viewers

BroadCam enables you to monitor active viewers to your server's live video contents. You can view the details of the each viewer, such as their IP address, and can block a particular viewer as well. To open the Manage Viewers window, click the Viewers icon on the toolbar. The top of the list displays the Active Viewers, and the bottom portion displays any viewers you have blocked.

Note: Currently, monitoring active viewers of pre-recorded content is not available.

Active Viewers

The list displays all the currently active viewers to the live streamed contents, the speed of their connection, the type of stream they are viewing, and the contents.

Block Selected Viewer

Click the Block Selected Viewer button to block (disallow) the selected IP address in the list from viewing the current content listed with their IP address.

Blocked Viewers

The list displays all the currently blocked IP addresses.

Unblock Selected Viewer

To unblock a particular IP address selected for the blocked IP list.

Screen References - Viewing statistics ~ Visitors

Here you can see the current status of connections to BroadCam streams, such as the number of currently connected users and total hit count (total number of unique IP addresses ever connected to this stream).

Refresh

Click this button to update the information about BroadCam connections.

Details

Click this button to open a statistics with detailed information about the selected BroadCam stream.

Screen References - ~ Live Input Settings

Stream Name:

You can specify the local web camera as the capture device. This is the name the camera will be referred to on the connection webpage. You can change the name if desired.

Webcam or Video Capture Device

In this section, you can choose a camera from the list of devices connected to the local machine Video Device:

The drop list contains all the local web camera available for you. Select the actual camera device that you wish to display from the list.

Device Settings...

This allows you to change the settings of the capture device. It will open a dialogue that is specific to the device selected as the Video Device (above). For details on how to configure the settings of your device, see the documentation for the device. One setting on some cameras is the switch or reverse the horizontal image. On most cameras you will see the image is mirrored or motion left to right will appear right to left on the display and recordings. Using this option will reverse this so it will appear normal.

Input:

You can select the input device from here

Device Inputs...

This allows you to change the input source of the capture device. It will open a dialogue specific to the device selected as the Video Device (above). For details, see the documentation of your device.

Format:

You can select the resolution and the camera format you would like to use to capture selected video from the list. The list contains the available capture formats for the selected device.

Tuner Settings

This opens the Video Capture Device settings. It is similar to Device Settings which displays the webcam settings.

Capture Audio

Check the Capture Audio box to capture and stream audio along with the video. Audio Device:

Select the audio source from the Audio Device drop-menu. Most cameras have an associated audio device and normally you would select that device here. You can, however, select any audio device you wish.

Network Camera

You can use a network camera, streaming in MJPEG, as a live camera.URL:

You can specify the URL of a network camera, streaming in MJPEG, as the capture device. You can include the port in the URL. The 10 most recent URLs will be kept in the combo box.

User Name:

The user name of the network camera account.

Password:

The password of the network camera account.

Place Timestamps

Check the Place Timestamps box to place the elapsed time since the start of capture in the corner of the video for this camera. When the Place Timestamps box is checked, you can set the font size of the timestamps on the video.

Screen References - ~ Video Streaming Methods

Direct connection to Broadcam

Direct connection is enabled by default and you can't disable it. Click 'More Information' to find more about Direct connection

YouTube live streaming

Check it to enable YouTube Live Streaming so that the camera content can be streamed to YouTube. Click 'More Information' to find more about YouTube Live Streaming

Title:

It shows the title of the YouTube live event

Stream Name:

Copy this field from the Ingestion Settings page on YouTube webpage

Primary Server URL:

Copy this field from the Ingestion Settings page on YouTube webpage

Video resolution:

Select the resolution of the YouTube live event

Create a new event...

Click to create a new YouTube live event (IE8 or higher version is needed to do YouTube authorization correctly)

Select an existing event...

Click to retrieve all YouTube live events under your YouTube account (IE8 or higher version is needed to do YouTube authorization correctly)