

Recast

Live Streaming Guide

Before the event

- **Schedule & Publish:** Make sure your event is published and available for purchase on your website.
- **Assign a Recast Admin:** Designate someone to start and end the stream via your [Recast for Business](#) dashboard.
- **Run a Test Stream:** At least 48 hours before the event or as soon as you're on location.

Test Stream Steps:

- **Confirm with Recast:** Email us at partnersupport@recast.tv to confirm the time/date of the test to ensure we're on hand.
- **Schedule your Test Stream:** Starting the title with "recastTest" will enable Recast Admins to view and check the event on your widget as necessary.
- **Connect Your Stream:** Use the Recast Stream Key and/or Stream URL to link your feed to Recast. [More info here.](#)
- **Go Live:** Test going live to confirm everything is working.
- **Check Internet:** Use a private, wired connection if possible. [Run a speed test, here.](#)
- **End the stream:** Rehearse ending the stream correctly.

During the event

- **Connect Early:** Start your stream ~30 minutes before the event. You can still wait to hit "Go Live" at the scheduled time.
 - Note: if you have enabled the auto-replay feature on this event, your replay will be generated from the time you click "Go live".
- **Watch as Admin:** Once the event is live you can watch the stream, for free, within your Recast for Business account. To do so:
 - Go to the live event
 - Click **View**
 - Select **View as Admin** to monitor the feed without purchasing.
- **End Properly:** Always click **End Broadcast** before stopping the stream at your source to prevent any unnecessary alerting.

Please be aware that once a broadcast has been ended it cannot be restarted. A new event must be created.

Support Contact Information

Our Tech Support team are on hand to help with your enquiries.

- **For Urgent Enquiries (24/7):** Call us anytime at **+44 23 8144 0210**
- **Non-Urgent:** Use our WhatsApp group. Monitored daily (Mon-Sun) from **09:00–17:00 GMT+1.**

Technical Specifications

- **Audio Bitrate:** 128 kbps
- **Audio Channels:** Stereo
- **Video Bitrate:** For most HD quality streams we suggest between 3 and 6 Mbps for the video Bitrate. More information as follows:

Resolution	Low Frame Rate (24-30 FPS)	High Frame Rate (48-60 FPS)
1920x1080	4.5 Mbps	6 Mbps
1280 x 720	3 Mbps	4.5 Mbps
960x540	3 Mbps	3 Mbps
640x360	1 Mbps	2 Mbps

- **Scan type:** Progressive - we only support progressive scans on streams. You can stream using an interlaced feed but we are unable to deinterlace a stream input, so artefacting will appear.
- **Frame rate** - Up to 60fps.