YoloBox FAQ

This document covers the most frequently asked questions by users in this group. Thanks to everyone for the feedback, suggestions and contribution. If you have anything new, please comment under this post and we'll review and keep adding on this list.

⚠ ⚠⚠ ATTENTION NEW MEMBERS: Before you post your question to this group, please USE THE SEARCH tool. Most topics and questions have already been discussed in great detail and you'll find your answer in minutes. ⚠ ⚠⚠

Q0. If you are entirely new to YoloBox, feel free to watch some YouTube reviews and feature demos(You can directly click)

YoloBox: The Complete Walk-Through
https://youtu.be/Mst30TZfdEk
What's New in Yolobox 3.0 Redesign - Multi-Cam Live Streaming Made Easier
https://youtu.be/6eH5QcBN9Hs
What's New in YoloBox 3.4: Another Level-Up with Incredible New Features
https://youtu.be/VWfRNkdddK8
Easiest Multi-Camera Live Streaming & Switching Setup? - YoloBox Review
https://youtu.be/O3-0h1hVji0

Q1. How and where can I get the latest update?

Updating software and firmware on YoloBox is literally the easiest thing. Once we have the new update released, all you need to do is open YoloBox, you'll receive an update notification. Then you click "Update", like updating any smartphone App. If you missed that, go to Setting page by clicking the profile icon on the up-right corner(on the front page), you will then receive that update notification again.

Q2. My SD card can not be detected(YoloBox doesn't read pictures and videos from it), what should I do?

Make sure your SD card is in FAT 32 format with less than 128 GB of storage. Pictures/images saved on SD card have to be in PNG format to be recognized.

Please first check if your SD card is in the right format(FAT32) and reformat it first if it's not. We've made a quick tutorial if you use Mac or Windows computer, https://cutt.ly/0k9Z16v

Just in case our tutorial missed something, there are also lots of tutorials on Google on how to format SD cards into FAT32. https://cutt.ly/Tk9XrSZ

Q3. I can't seem to connect to the internet successfully with my 4G SimCard, what should I do?

This is one of the questions that we get most asked about. However in most cases they are just user-errors.

Before launching YoloBox to the market, we tested with major telecommunication carriers in our major market. They are all working fine as long as:
- SimCards should include texts and calls(not pure data plan)
- SimCards should be operated and inserted correctly
- The carriers are in the right frequency band
  - Reset the internet & consult your local carriers if necessary

Countries & Frequency Band
For US/Canada/Mexico Users: B2/B4/B5/B7/B12/B13/B14/B17/B25/B26/B41/B66/B71
For Non-US/Canada/Mexico Users: B1/B2/B3/B4/B5/B7/B8/B20/B28/B38/B39/B40/B41
Details on band frequency: https://www.everythingrf.com/community/lte-frequency-bands

See detailed tutorial, please go to: https://cutt.ly/vk94JmV

Q4. Does YoloBox support bonding
YoloBox supports 4G LTE, WiFi and Ethernet for internet connection. However it doesn't support bonding or internet aggregating internally.

Q5. My microphone(on Audio In)doesn't work, what should I do?
Currently YoloBox supports 3.5mm Audio In with Mono TRS, intended for mixers and lavalier microphones(therefore it will not work with those who are not battery wired or self-powered). Unlike HDMI's Audio Input, Audio In port might inevitably have 2-7 frames delay in audio transmission. We might also implement an audio delay adjustment feature on YoloBox.

Q6. My bitrate looks so low(even with adequate bandwidth), can I adjust/control the bitrate?

Currently we use CQ(Constant Quality) as our encoding method, the birtate might sometimes look extremely low for static images(less than 2,000kbps) but the streaming quality should still be very good. This encoding method is particularly helpful in a weak internet environment like outdoors.

We previously used the traditional encoding method VBR(variant bitrate) and CBR(constant bitrate). It's oftentimes a trade-off of product design, however our product team is thinking to add all three methods as the options for users to choose in a future update that users can install for free. For more details about encoding options, please visit https://en.wikipedia.org/wiki/Variable_bitrate

Q7. I recorded an event that was 2 hours long. When I checked the files, it broke the recording into 10-minute clips/sections. Is this normal?

Yes, like some cameras that will automatically stop recording after a certain amount of time, YoloBox applies the same product logic to prevent potential damage of the whole video to protect your content(if anything occurs) by breaking the recording into 10-minute sections/clips. You can import them to the editing software, then merge them back together without any loss of data. We might add an option for continuous recording in a future software update.

Q8. How do I know if my device is compatible with YoloBox.

YoloBox works with most video cameras on the market, particularly well with Sony and Panasonic, JVC. However due to HDCP protocol restriction(High-bandwidth Digital Content Protection), there are very few cameras that might have compatibility issues(not directly recognized by YoloBox or has only lower video quality like 480P or stretched images). In this case, there are a few ways to bypass(workarounds). Firstly the simplest is to purchase an HDMI splitter. Secondly if you happen to have a switcher like ATEM Mini(that recognizes more devices than YoloBox) , you can use ATEM to recognize the signal first then output to YoloBox. Lastly a great way is via USB input. You'll need a HDMI-USB converter(See below).

Cameras that are not directly compatible with YoloBox(that we know of so far)
- Sony FS7(99% of Sony & Panasonic works really well with YoloBox)

- Nikon P1000
- Olympus EM1 mk iii

Please also note there are a number of factors that are involved. Not all cameras will produce "Clean Output". Not all cameras will send the audio signal via the HDMI Port. Some cameras will turn off their screen when you have a device connected to the HDMI Port. Please test first. We'll also roll out a compatible list soon when it's more complete.

HDCP explanation video
https://youtu.be/5erNXTAxmOA

The cheap HDMI-USB converter
https://www.amazon.com/dp/B08CVRL987/

Q9. How can I live-stream to/on Zoom with YoloBox?

There is a difference between livestream with Zoom as a video input or livestream to Zoom as a destination. YoloBox's USB can not be directly recognized as a webcam by computer, it'll need an external converter(HDMI to USB) . For details on the tutorial, please visit: https://cutt.ly/7k9X583

Q10. I can't seem to stream to a Facebook group, what should I do?

Currently you can only stream to Facebook groups that you manage(you are the admin). Also you'll need to add "YoloLiv" App to your Facebook group. See tutorials to add the App https://www.facebook.com/help/261149227954100

Q11. Can I stream to Instagram with YoloBox?

Due to Instagram's current API restriction, it is not possible for YoloBox or any other product/services to directly stream to Instagram. However we do have customers who have successfully streamed to Instagram with third party applications(like YellowDuck).

Those applications are in no way affiliated with or authorized by Instagram or any of its affiliates or subsidiaries. Please use at your own risk.

Once/If Instagram opens the API, we'll be sure to build an integration on YoloBox, like we are currently doing with Facebook/YouTube/Twitch, that you can stream to the platforms with one single tap.

Q12. What does "Livestream" mean in "Add Video Source" on YoloBox?

"LiveStream" is a RTMP Pull source. Currently you can only utilize this feature by having another YoloBox, signed in the same account, then video sources from the other YoloBox can be added to this YoloBox. This is mainly made for remote production.

We might make it possible to receive url RTMP Pull from remote sources from OBS or hardware encoders.

Q13. Can YoloBox record all video sources(ISO recording)?

According to the current product design, YoloBox only records the output stream(the program). Due to some hardware limitation, our tech team is still investigating to see if there is a way we could record more video sources.

Q14. Can I connect a GoPro/Drone to my YoloBox?

We haven't had much time to test and make tutorials yet. If your GoPro/Drone has an HDMI Out port, you can connect that to YoloBox, otherwise you'll probably need some sort of adaptor, or the device simply can not livestream with YoloBox. You may need to research or consult the drone manufacturer about the details. Please also note it usually requires extra preference settings in the device. Hopefully we can test and make more tutorials soon. Check out a recent video from our customer made(Livestream from drone with YoloBox) https://youtu.be/-UYemrffDb8

GoPro Output Setting on YouTube https://cutt.ly/mk3MXmT

Q15. I'm attempting to stream to YouTube the first time but I received a message saying it's "Unable to fetch stream now details Youtube Internal Error". What am I doing wrong?

If it's your first time going live to that channel, you'll need to verify your YouTube account first. See details: https://support.google.com/youtube/answer/171664?hl=en

Q16. Do I still need the 1,000 subscribers to stream on YouTube with this device?

No. There is no 1,000 subscriber threshold to stream on YouTube with YoloBox.

Q17. I wish YoloBox could xxx. Does YoloBox accept suggestions for new features?

ABSOLUTELY YES! Let us know! – We Listen & Respond!

Q18. What YoloBox accessories do you recommend:

What accessories do you use and would you recommend? Let us know in the comment.

Q19. I received an error message and can not stream to Facebook "Error validating access token: Session has expired"

If you've received this error, it means that your Facebook user account has failed a security checkpoint. All you need to do is delete the Facebook on YoloBox and add/bind again. There are various things that can trigger this, and they are issues on the Facebook side.

Q20. How can I have multi-language input?

See tutorial below
https://www.facebook.com/100054873467991/videos/203037901535324/

Q21. What features are currently on YoloBox's product roadmap?

- Bug fixes and performance improvements
- Scoreboard/Lower-thirds Customization: Edit Fonts, Background Color, more templates, etc
- Control/Adjust bitrate and fps
- Re-use the project settings
- Option to record continuously
- Built-In Pre-Roll videos(countdown, outro)
- Better user guide within product
- Streaming, switching, monitoring, recording without having to signed up with an account
- Recording and switching independently without the need of connecting to the internet
- Chroma key/Green screen(Maybe)
- Calling In/Inviting Guests(Maybe)

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Some KNOWN bugs that we are on the process of fixing:

As our customers may already know, YoloBox is an Android-based software-driven device. It is evolving and gets more powerful with additional features through updates. The other side of the coin with the software nature, the updates may bring small bugs that are difficult to detect during testing. For most bugs, they could be easily fixed via another update. For urgent bugs that impact users' main streaming workflow, it could be reduced to a few hours(if not minutes) according to how big the impact is, as we pride ourselves as a live streaming technology company that has the industry's most responsive and diligent engineering team.

Here is a list of known bugs(that we believe won't affect users' main streaming flow)

- Battery Display(In a small portion of devices)
  - It does not always show the correct remaining battery percentage
  - Users can not turn on YoloBox when it's charging. (Users have to plug for a while, unplug the charging cable, then turn on YoloBox)
  - When HDMI Output to an external monitor, battery drops really fast

For battery display correction, we have to work with our battery diagram provider(Texas Instrument) together to implement the fix, they are based in the US and are currently very slow to respond due to this pandemic.

- Back Button on Internet Setting(All devices)

It's actually a very small bug that's been fixed a long while ago. But it's on the operating system firmware. We are very cautious launching new OS upgrades as this is really a small bug and a quick restart will make it work. Like Apple computer, only launched OS upgrades maybe twice a year, sometimes those OS upgrades cause issues.

- Green/Black Bar on the bottom or top the image

It'll be fixed in 2 or 3 days via another update when we get back from the New Year Holiday.

- USB Input(In a small portion of devices)
  - USB input can not capture audio
  - USB can result in lower fps

The original design was USB input as a supplementary angle with no audio. We might make audio capture possible via our next OS upgrade. It's known that USB input usually

takes up more processing power than an usually HDMI input, so when in full multi-cam production(for example, you have 2 HDMI camera sources, 1 SD card source, 1 PDF, 1 USB input, with different multi-views like Picture in Picture and Split View, also adding graphics like Logo, Lower-thirds), in this case you have increased the risk of resulting in lower fps. Normally when it's not that full production, USB input will only lower the fps for a few seconds then resume to normal, as long as there is adequate bandwidth.

- Video Color Accuracy(In a small portion of devices)

Firstly all encoding/decoding devices have some sort of compression or distortion on video and audio quality. The uniqueness of YoloBox's chip is that YoloBox uses a smartphone CPU, it means YoloBox can do much more that other traditional encoding/decoding chips can not do. The downside is, YoloBox will need time and engineering effort to optimize the algorithm to optimize color accuracy. However the good thing is that current YoloBox's color inaccuracy(in a small portion of devices) will not affect video resolution and fps and we believe is still within an acceptable range.

- SD Card(video and audio out of sync for 2-7 frames in a small portion of devices)

Tech team are still checking the root cause for this

- HDCP Restrictions (See Q8)

The most efficient way for bug report:

Please gather as much information about your problem as you can before you contact us so we can help you better and more efficiently, including:

- A description of the problem(ideally with pictures or videos)
- Product serial number, firmware & App version (all on the Setting page, take a picture if possible)
- Your country/city, where & when you made the purchase
- As many details as possible (For example, for audio/video issues, what is the camera brand & model, resolution/fps setting, internet connection, how many cameras are used in total, Does it include an SD card source, etc)