

FAQ

My Lightning Visuals dashboard is empty and not showing any Liveheats event data

- **Has your Event been drawn yet in Liveheats?**

Data will not flow through from the Liveheats system to the Lightning Visuals system until a draw has been made within Liveheats

- **Is the correct Event linked to your GFX?**

You can confirm which Liveheats Event ID is in use within the GFX system by navigating to the Output tab and checking the Event ID. If this does not match your expected Event, please contact Liveheats Support.

[image.png](#)

How do i add my graphics to my stream?

During your onboarding you will have received two URLs; one for the Operator Dashboard and one for the GFX Overlay

You can use the GFX Overlay URL as a browser source in OBS, vMix, Ecamm Live, Grabyo & more. Any streaming software that can take a browser as a source will work with Lightning Visuals GFX.

For more info on specific third-party software please use the following links:

- [OBS](#)
- [vMix](#)
- [Ecamm Live](#)
- [Grabyo](#)

