

Webcast Viewing Guide

HOW TO VIEW THE WEBCAST

The webcasts will work on any computer and any mobile device (including iPhones, iPads and Android phones) using today's modern browsers. We suggest using the **Chrome** browser to view the webcast whether you are on desktop, laptop, tablets or mobile devices. It is the best and most stable browser for live stream viewing.

Basic Steps for Viewing

1. Make sure you have a strong internet connection. Best to have at least 5mb download speed to assure you can receive an HD stream.
2. Check your audio.
3. Make sure your browser can support live streaming. Chrome is the best choice for live streaming.
4. Test browser and device to make sure you can view a live stream.
5. Run a speed test on your internet connection. Use the link below.

[Click here to test your internet speed.](#)

Helpful Tips

Make sure you have enough bandwidth: Our average video webcast requires about 3-5 Mbps of bandwidth. If you are watching from home, you should not experience any reception issues since most home connections have at least 5 Mbps of download speed. Most corporate networks will also support webcast streaming, but some networks have a bandwidth cap, which means if too many connections inside the network are watching video, buffering or stoppages could be encountered. What this means is that to many

people on the same internet connection will create network congestion at your viewing location.

Check your bandwidth now: Go to the website [speedtest.net](https://www.speedtest.net) and wait a few seconds for the page to fully load, then click the button that says "Go." This will conduct a speed test of your internet connection. You want at least 3-5 Mbps of download speed, this way you will have plenty of bandwidth.

Preserve your bandwidth: Depending upon how much bandwidth you have available, doing other things on your computer could steal both power and bandwidth away from the webcast, causing it to buffer or stop altogether. Avoid downloading large files, using email or doing other work on your computer while the webcast is going on. If other people on your home network or office network are downloading large files or using up bandwidth, this may also impact on your reception.

Check your audio:

1. Adjust the volume on your computer or speakers.
2. Adjust the volume on the video player controls.
3. Check the volume on other players you have installed.
4. Shut down and restart your computer.

What to do if you hear dual audio or an echo: This is most common on desktops and laptops. It means that you have two live stream pages open on your browser; take a look at your browser tabs on your browser and close one of the duplicate live stream pages.

What to do if the webcast stops playing on your browser and you see a spinning wheel trying to load video: This means that your internet connection has been interrupted or disconnected from the stream servers. Make sure you are still connected to the internet and refresh your browser window. This should reconnect your browser to the live stream once again. If the problem persists, close your browser and reopen it with the live webcast link again.

How long does it take for the live stream to load? The live stream usually takes about 30-40 seconds to load. If your connection is slow or congested, the load time could take longer. Depending on your location and traffic, the load time could be a bit longer than if you were at home. If you see a black screen, just refresh your browser; that will force the video stream to be passed to your browser.

Can the live stream have issues at the live stream location? Yes it can, accidents can occur, power glitches, or even internet issues at venues can occur. If the live stream stops all of the sudden and you try the above steps to refresh your connection and still no video will display, this may indicate that the video is not streaming. All you have to do is be patient and try reconnecting every minute or couple of minutes. In this type of situation, the live stream engineers will know immediately when the live stream delivery to the servers has been disconnected and will be working to restore the stream connection and delivery.