Live Streaming - FAQ

PLEASE ENSURE YOU ARE NOT CONNECTED TO A VPN NETWORK

Due to COVID-19, working from home has become the new normal and many are connecting to the office by using a VPN network. It is critical that you disconnect from your VPN to watch a live stream and instead use your residential internet connection to participate.

Important Tip to Minimize Bandwidth

Webcasts can be bandwidth intensive. For those participating from home, ensure there are no other family members competing with you for bandwidth by either consuming video or playing video games online.

Q1: What do I need to be able to view the webcast on my computer?

A1: You need three main things to view webcasts on your computer:

Computer Hardware
- Computer running Windows OS, Linux or MacOS X with a sound card, internal/external speakers or headset.
  - Ensure your computer is in a good working state by doing a fresh reboot prior to the webcast.

Internet Connection
- High speed Internet access
  - For high quality viewing, each stream requires approximately 1Mbps of sustained bandwidth. Lower bandwidth options are available by clicking on the SETTINGS button of the webcast player, select FORMAT and choose a lower bandwidth option.
  - Ensure your Internet connection is not already saturated. Use http://speedtest.net to check available bandwidth. You need at least 1Mbps down.
  - Avoid browsing the web while watching the webcast.

Web Browser
- A popular browser such as Chrome, Firefox, Edge, Safari.

Q2: I am not able to see any video or hear any sound – OR – I am able to see the video but it is choppy and/or poor quality. Is there something I can do?

A2: Webcasts require from 240Kbps to 1Mbps of sustained bandwidth.

Check the following:
- Ensure you are not connected to a VPN network. If yes, disconnect from the VPN and log in using your own personal network to watch the live event.
- Your computer may be low on system resources.
  - Close all programs, including your browser and try re-connecting to the webcast. Or, simply reboot your computer and try again;
- Ensure you have enough bandwidth by testing your internet connection.
  - Go to http://speedtest.net, click the "GO" button. If you do not have at least 5Mbps, your internet connection may be poor or saturated and we suggest you select a lower bandwidth format by clicking on the SETTINGS button of the webcast player, select FORMAT and choose a lower bandwidth option.

Q3: I am able to hear the audio but cannot view the video. Why?

A3: Your computer requires more system resources (memory, CPU) to display video, so it may be that your computer is low on system resources.
- Close all programs, including your browser, and try re-connecting to the webcast.
- Alternatively, reboot the computer and try again;

If the problem persists, it may be a bandwidth issue.
  - Go to http://speedtest.net, click the "GO" button. If you do not have at least 5Mbps, your internet connection may be poor or saturated and we suggest you select a lower bandwidth format by clicking on the SETTINGS button of the webcast player, select FORMAT and choose a lower bandwidth option.

Q4: I am able to view the video but cannot hear the audio. Why?

A4: Try the following:
- Verify that your computer has the required multimedia components to playback sound through your speakers or headset;
- Ensure your external speakers are turned on. If so, try adjusting the volume control;
- Ensure that the volume in your Operating System sound control is at the correct level.
  - In Windows, simply right-click on the sound icon located in your system tray (icon bar located at the bottom right of your screen) and move the volume bar accordingly.
- Ensure your volume control is not on mute;
- Try playing other sources of sound on your computer; (Ex: YouTube video)
- Your computer may be low on system resources.
  - Close all programs, including your browser and try re-connecting to the webcast or reboot your computer and try again.