

## 1. What are the minimum technical requirements for viewing Livestream content?

1. - Adobe Flash Player 10.0.32 or above
2. - Internet Explorer 8.0 or above, Firefox 2.0 or above, or Safari 3.0, or Chrome 4.0 or above
3. - Microsoft Windows XP SP2, Microsoft Windows Vista, Macintosh OS X v10.4 or above, or Linux
4. - 256 megabytes (MB) of RAM - 512 MB recommended
5. - JavaScript and Cookies must also be enabled.
6. - Super VGA (800 x 600) or higher resolution
7. - 16-bit sound card
8. - Speakers/headphones

## 2. What is the minimum internet connection speed required for viewing Livestream content / How can I test my connection speed?

1. - For a reliable viewing experience at medium quality we recommend a downstream connection speed of at least 700Kbps.
2. - Viewers can select a higher (up to 2Mbps for HD) or lower (198Kbps for low) video quality on the player depending on the connection speed.
3. - Viewers can test their connection speed by visiting <http://www.speedtest.net>, we recommend testing several times as bandwidth can fluctuate.

## 3. How do I adjust the volume / go full-screen and adjust the other Livestream Player controls?

1. - See the diagram below for descriptions of the various Livestream player controls:



1. - **Expanded Player Button:** Expands the player to a larger size.
2. - **Pop-Out Player Button:** Opens the player in a separate, resizable window.
3. - **Multi-Bitrate Quality Selection:** Select the desired streaming quality.\*

1. \*Only available on broadcasts encoded with Procaster at a Multi-Bitrate setting.

4. - **Sharing Options:** You can share the stream with your friends or fans via Twitter, Facebook and Email.

#### **4. The Livestream player isn't loading (I'm getting a spinning wheel), what could be the problem?**

1. - Please ensure that you have javascript and cookies enabled and that you have no security settings or ad-blockers that could be preventing you from loading the stream. If you do have an ad-blocker such as AdBlock plus installed, uninstalling this should resolve the issue.
2. - Ensure that you have Flash player 10.0.32 or above installed (you can download the latest Flash player here:<http://www.adobe.com/go/getflash>)
3. - Ensure that you don't have a Firewall or network security setting in place which could be blocking Flash playback

#### **5. The player loads but the video is stuttering or choppy, what could be the problem?**

1. - In order to view streaming video you will need a broadband connection. Ensure that your connection speed is sufficient by visiting <http://www.speedtest.net> You should have at least 700Kbps downstream for reliable playback of medium quality video. Changing the quality on the player to low may improve this if you are on a weak internet connection.
2. - If you are on a wireless connection try switching to a wired connection, or move closer to the wireless router for a stronger signal.
3. - If you are running other bandwidth intensive programs you may want to quit out of these as they could be taking away from your available bandwidth.
4. - If you are on a shared internet connection others may be using bandwidth intensive programs that are reducing your available downstream bandwidth
5. - If you experience video stalling problems only during full-screen mode, try lowering your desktop resolution.