



Livestream Viewing Guidelines

If you are experiencing technical difficulties while viewing the streams, please consult this guide and confirm you are following the best procedure.

Confirm you have the most up to date Browser:

- Chrome (<http://www.google.com/chrome/>)
- Firefox (<https://www.mozilla.org/en-US/firefox/new/>)
- Safari (<https://support.apple.com/downloads/#safari>)
- Internet Explorer 11 or greater (<http://www.microsoft.com/en-us/download/internet-explorer.aspx>)

Confirm you have the most up to date version of Flash and Java:

- Flash (<http://get.adobe.com/flashplayer/>)
- Java (<https://java.com/en/download/index.jsp>)

Video Quality Selection:

- The default video quality selection is “Auto.” The player will automatically select an appropriate quality based on your available download bandwidth.
- If you wish to force a specific quality, you can do so by clicking the quality menu on the bottom right of the player and clicking the specific quality of your choice. Please note, if your available download bandwidth is insufficient for the selected quality, the player will buffer until the required download bandwidth is available again making for an undesirable viewing experience.
- Excessive buffering is a symptom of insufficient bandwidth, please select “Auto” or a lower quality.

Sound:

- Volume is adjusted by hovering over the speaker icon on the bottom left corner of the video player.
- To toggle mute on and mute off, simply click the speaker icon.

Confirm your mobile device is compatible:

- iOS 6 or greater
- Android 4.2.2 or greater