

Best Practices for Viewing a Webcast

Video players show video well if they can receive enough data to do so. They can choke or become choppy if they can't receive enough data. With that in mind, here are some video streaming best practices:

1. Choose a hard line connection over a wireless router (Wi-Fi). Hard lines are more consistent for carrying streaming video. The wireless option may work if bandwidth happens to be good, but typically do not provide enough bandwidth to watch live streamed video over an extended period of time.
2. Run a speed test prior to the event with the same connection you will use to view the webcast and take note of your download speed. Consistent connection speed of 5Mbps (5000kbps) or higher is recommended. This can be accomplished by going to <http://www.speedtest.net> . Wait until the page loads and click on "GO" when it appears.
3. Beware of Wi-Fi in public places like restaurants or coffee shops. Despite your device showing full signal bars, this is not related to actual network speed. Public locations typically have very sluggish network speeds and are not well suited for streaming live video.
4. Do not watch the webcast connected through a VPN. The video player cannot get enough data while "tunneling" through a VPN. Many business workplaces connect remote employees through a VPN. If you're unsure, ask your workplace IT administrator.
5. Minimize local network congestion. Whether at the office or at home, be aware of other users and their network activity during the time of the program. If you can, ask others to limit activity during the event.
6. Close out other running programs while viewing. Other open browser tabs, email, social media sites, etc. all use data and resources that will impact your computer's stream watching performance.
7. Reboot if your computer or mobile device if has been running for several days. Devices can become sluggish after running continuously for days.
8. If your browser seems to have trouble viewing the webcast after a long period of time, you might want to refresh the browser page. This can be accomplished by pressing "F5", or the refresh button in your browser.

If you are still experiencing difficulties viewing this webcast please contact eventsupport@imsts.com