

TECH SUPPORT TIPS

1. What if the video has no visual or low volume?

Your volume levels are determined by the settings on your device and by the default volume levels of our video player. On some devices the volume will start muted, with an overlay asking you to “click to unmute”. For other viewers, you can hover over the video and click on the bottom right corner of the screen to adjust the levels in the volume bar.


2. What if the video has trouble playing?

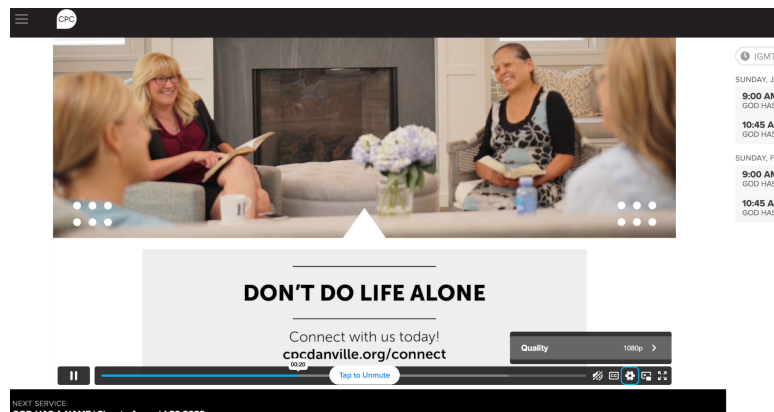
Many factors can influence video playback, including some that pertain to your computer or device. If you’re not getting the best live viewing experience, you might want to try these simple fixes!

A. REFRESH AND RESTART:

- The first step in resolving technical issues is to refresh your browser. If refresh does not resolve the issue try restarting your device.

B. SWITCH TO A LOWER VIDEO QUALITY

- Auto mode automatically adjusts to the best quality of video for your current Internet connection and processing speed. We recommend using this default setting to avoid buffering delays.
- The video player can be switched manually to a lower resolution by clicking on the setting wheel  icon button when hovering (or pressing) the video. This will open up a menu that allows you to select a lower quality. There are 3 video options available: 1080p (full HD), 486p and 144p. We recommend viewing on the lowest video quality setting if your internet speed is slow or unstable.



C. UPDATE YOUR APPLICATIONS

- Did you know browser software is constantly being improved upon? Sometimes this can easily be missed! Make sure you are using the latest version of your browser (example: Google Chrome, Safari, Firefox) for peak performance.

D. CHECK INTERNET SPEED AND BANDWIDTH

- Unfortunately, sometimes tech issues can be due to connection. We have a variety of viewers online who live in different areas that can be impacted by weather, outages, or issues with your provider. The quality of your playback experience is largely dependent on how your ISP (Internet Service Provider) or mobile provider connects to our video servers. Keep in mind that your overall Internet speed can vary depending on many factors, including but not limited to: time of day, other devices/ users utilizing your connection, and the strength of the signal provided by your ISP.
- Restarting your modem or router can also refresh your connection.

E. CLEAR YOUR BROWSER'S CACHE

- Although this may sound simple, refreshing your cache can help with many different issues, including playback. You can clear your cache by deleting your cookies, cache, and search history under "HISTORY" on your browser. Note: each browser will be different.

F. YOU DID EVERYTHING, LOOKS LIKE IT'S CPC!

- Unfortunately, our systems aren't always perfect. We might have stream issues from time to time. Our team works immediately to troubleshoot and provide solutions. Please follow our online hosts instructions to see your options.