LIVE STREAM ATTENDEE GUIDE

Tips for the Best Viewing Experience

Whether you're joining from your office, home, or while traveling, a few simple steps can help ensure you have a smooth, uninterrupted experience during the conference.

BEFORE THE EVENT: 5 THINGS TO DO

1. Use a Reliable Internet Connection

A strong, stable internet connection is essential for live video.

For the best experience:

- Use a reliable Wi-Fi connection or, preferably, a wired Ethernet connection.
- Avoid public or congested Wi-Fi networks when possible.
- Ask others on your network to limit large downloads, video streaming, or other bandwidth-intensive activities during the conference.

2. Disconnect Your VPN

If you are connected to a VPN, disconnect before viewing the live stream.

VPNs can interfere with video streaming by routing your connection through additional servers, potentially resulting in buffering, delays, or difficulty connecting.

If your organization's security policies require a VPN, contact your IT department for assistance.

3. Use an Updated Browser

For the best experience, use the latest version of a major web browser:

Chrome • Edge • Safari • Firefox

We recommend using a desktop or laptop computer whenever possible.

4. Check BOTH Volume Controls

If you can see the presentation but cannot hear it, there are two separate volume controls to check:

Your Device

- Make sure your computer is not muted.
- Turn up your system volume.

The Video Player

- Check the speaker/volume icon within the live-stream player.
- Make sure the player is not muted and the volume is turned up.

Tip: If you're using headphones or external speakers, make sure your computer is sending audio to the correct device.

5. Test Before the Program Begins

Visit the conference webpage before the scheduled start time and make sure you can access the live-stream player.

Give the stream a moment to load when you first open the page.

DURING THE EVENT

Experiencing Buffering or an Interruption?

Try these steps in order:

① Check your internet connection
Make sure you're still connected to a reliable network.

② Disconnect your VPN
If your VPN has reconnected, disconnect it and try again.

③ Refresh the conference webpage
A simple page refresh can resolve temporary connection issues.

④ Close other applications and browser tabs
Especially video conferencing, streaming, cloud backup, or other bandwidth-intensive applications.

⑤ Try another browser
If the problem continues, try Chrome, Edge, Safari, or Firefox.

QUICK CHECKLIST

Before the conference begins, make sure:

☐ Reliable internet connection
☐ VPN disconnected
☐ Current version of your web browser
☐ Computer/device volume turned up
☐ Video player volume turned up
☐ Headphones/speakers connected correctly
☐ Unnecessary applications and browser tabs closed

A NOTE ABOUT INTERNET CONNECTIONS

Live video requires significantly more bandwidth than ordinary web browsing or email. Even if websites and email are working normally, an unstable or congested connection can cause a live stream to buffer or disconnect.

For the most reliable experience, use a wired internet connection whenever possible

NEED HELP?

If you continue to experience difficulty after completing the steps above, please contact the conference's designated technical support team.

We recommend completing these checks before the conference begins so you can focus on the program, not the technology.