TIPPING POINT

Livestream Best Practices and FAQs

INTERNET CONNECTION

- We recommend a minimum connection speed of 10 Mbps. Check your internet connection speed by visiting fast.com.
- Limit other devices (phones, tablets, computers, etc.) from using the network that you are using for the web stream. Do not start large downloads or uploads while streaming, and only have one internet tab open on the computer you are using for the web stream.

HOW CAN I STREAM?

- We recommend using a laptop or desktop computer. You can also use a phone or tablet.
- We recommend using a video cable to send the video signal to a projector or television. You can also use Apple TV or Google Chromecast, but this may slow your connection speed. (Instructions on how to use Apple TV or Google Chromecast.)

WHAT BROWSERS WILL PROVIDE THE BEST PERFORMANCE DURING THE EVENT?

- *Best Performance:*
  - A device running the most recent browser version of Google Chrome
  - Mozilla Firefox using an operating system that has been updated in the past year
- *Moderate Performance:*
  - A device running the most recent browser version of Apple Safari
  - Microsoft Edge using an operating system that has been updated in the past year
- *Poor Performance:*
  - A device running an outdated browser version of Chrome, Firefox, Safari, or Edge
  - A device running an operating system not updated within the past year
- *Not Supported or Unknown Performance:*
  - A device using Internet Explorer
  - A device using an operating system no longer supported by its manufacturer (ex. Windows 7)
  - A device older than 7 years
  - Performance of browsers outside of Chrome, Firefox, Safari or Edge are unknown

VIDEO TROUBLESHOOTING

- Ensure you have clicked the Play button on the video player.
- You can try refreshing the video by clicking "Refresh Video" under the player on the right-bottom corner.
- Ensure your computer is connected to the internet by visiting another website that you know works.
- Ensure your internet browser (Edge, Chrome, Firefox, Safari, etc.) is up to date. You may check your browser version by visiting whatismybrowser.com.
- Refresh the webpage and try again. Be sure to click the Play button on the video player.
- If you are still having issues, lower the bitrate of the stream. Access the Settings menu by hovering over the bottom right of the player and clicking on the wheel icon: You will see a menu that says "Quality." Select a lower bitrate to improve your viewing experience.
- If you are still experiencing issues after completing the steps above, try using a different browser (we recommend Chrome or Firefox) or use a different device.

AUDIO TROUBLESHOOTING

- Many browsers mute videos when they automatically play. While this often creates a better experience for internet users because it helps mute pop-up ads, this may affect live-streaming or Video On-Demand content. If you find that you are not hearing sound initially, please

ensure the volume button on the Player has not been automatically muted.

- Ensure the audio on the web stream player is at 100%, your computer audio is not muted, and your speakers are turned up.
- If on a laptop or desktop computer, unplug the video and audio cables to see if sound will play directly from your computer's speakers. If on a phone or tablet, play a video on your device to see if sound will play directly from the device's speakers. This will ensure that the audio from the web stream is working.

STILL NEED HELP?

If you are still having issues please contact our customer support service team as soon as possible at endtimes@xomarriage.com or 866-363-8163 (M-F, 9-5 CT). On the day of the conference, we will be answering calls and emails as quickly as we can. Please be patient as support on the day of can get backed up.