THERE{4} GATHERING

LIVESTEAM BEST PRACTICES

INTERNET CONNECTION

Minimum 10 Mbps

We recommend a minimum connection speed of 10 Mbps. Check your internet connection speed by visiting **fast.com.**

Watching with a group?

Test your internet connection, video, and audio before the livestream begins!

- Limit other devices (phones, tablets, computers, etc) from using the network that you are using for the livestream.
- Do not start large downloads or uploads while streaming, and close unnecessary browser tabs and applications.

How Do I Watch?

- **Recommended device:** Use a laptop or desktop computer, though phones and tablets also work.
- **Connect to a TV or projector:** Use a video cable when possible, or cast using Apple AirPlay or Google Chromecast.
- **Same Wi-Fi network:** Ensure your sending device and receiving device are connected to the same network.
- **Use a compatible browser:** Safari for AirPlay and Chrome for Chromecast may be required.
- **Start casting:** When a compatible device is detected, click the casting icon in the video player next to the settings gear icon.

Video Troubleshooting

- Click Play in the Video Player
- Check your internet connection.
- Update your browser *(Chrome recommended)*
- Refresh the page and try again.
- Close other apps and tabs; restart your device if needed.
- Lower the quality in Settings ⚙ Video Quality
- Still having issues? Try a different browser or device.

The Best Performance

BEST PERFORMANCE	+ Google Chrome (latest version) + Mozilla Firefox (latest version)
MODERATE PERFORMANCE	+ Microsoft Edge (latest version) + Safari (latest version)
POOR PERFORMANCE	+ Chrome, Safari, Firefox or Edge (outdated versions)
NOT SUPPORTED OR UNKNOWN	+ Internet Explorer + Any device older than 7 years

Performance of browsers outside of Chrome, Firefox, Safari or Edge are unknown.

Audio Troubleshooting

- Set stream volume to 100%.
- Check device volume and mute settings.
- Play another video to check audio.
- Disconnect external cables and test built-in speakers.

Still Need Help?

If you still need help, click the CONTACT US button on your livestream screen or email **help@there4gathering.com**