



*VanValkenburg  
Communications*

*Audio Visual Event Staging & Video Production Services*

User Guide for Webcast Viewers

Live Webcast

For assistance

[email: help@vvcnetwork.ca](mailto:help@vvcnetwork.ca)

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## Online Viewer Tips

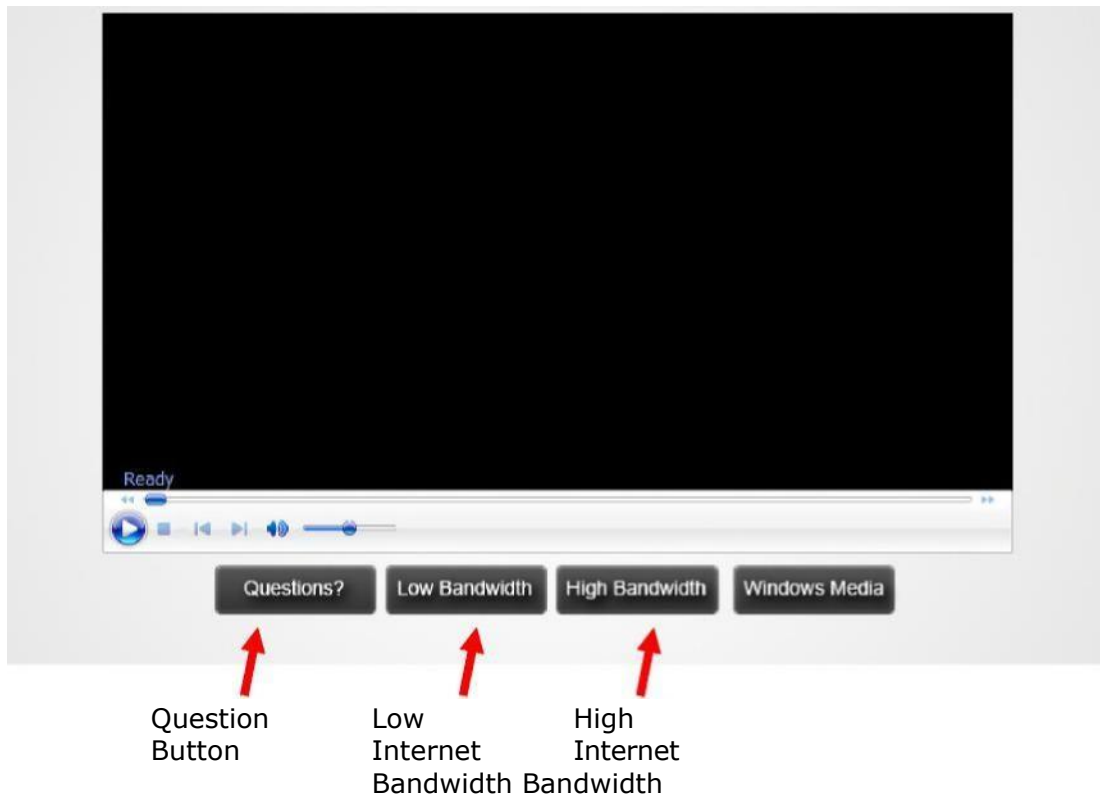
### **Online Viewers at Offices**

- Depending on the internet bandwidth available, you may experience streaming problems when multiple people are watching the webcast live from the same office, at different workstations
- Whenever possible, **you should always watch the webcast together from one feed (that is, watch from the same computer)**

### **All Online Viewers**

- Close Microsoft Outlook and all other computer applications
- Do not browse the internet or do other activity on your computer
- If the streaming quality is poor, change the bandwidth option to Low Bandwidth; you will notice slightly lower video quality (compared to high bandwidth), but the audio should be of good quality.

\*\*\*The low bandwidth option is not available for all webcasts.



- The "Questions?" button allows you to type in a question to the host location. Click the button and a text box will open where you can type and submit your question.

## **Volume Controls (Windows)**

The volume controls while watching a webcast are generally located in two areas: in the video window of the webcast and your computer's audio controls.

### **1. From the webcast's video window**

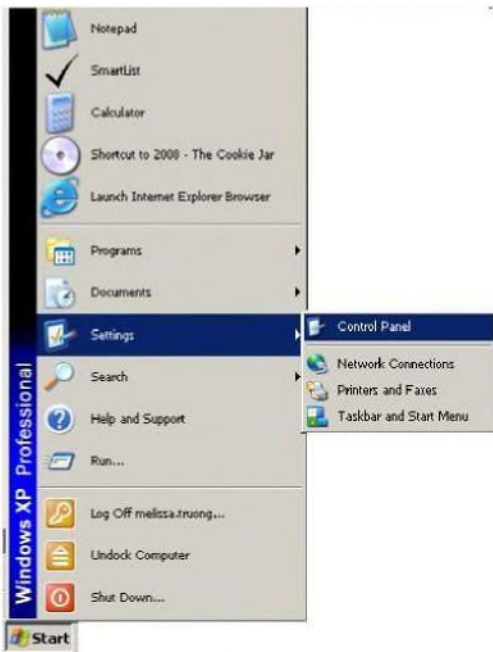


Adjust volume here

### **2. Computer Settings**

- You may further control your computer's volume from the Computer's Control Panel (Windows OS).

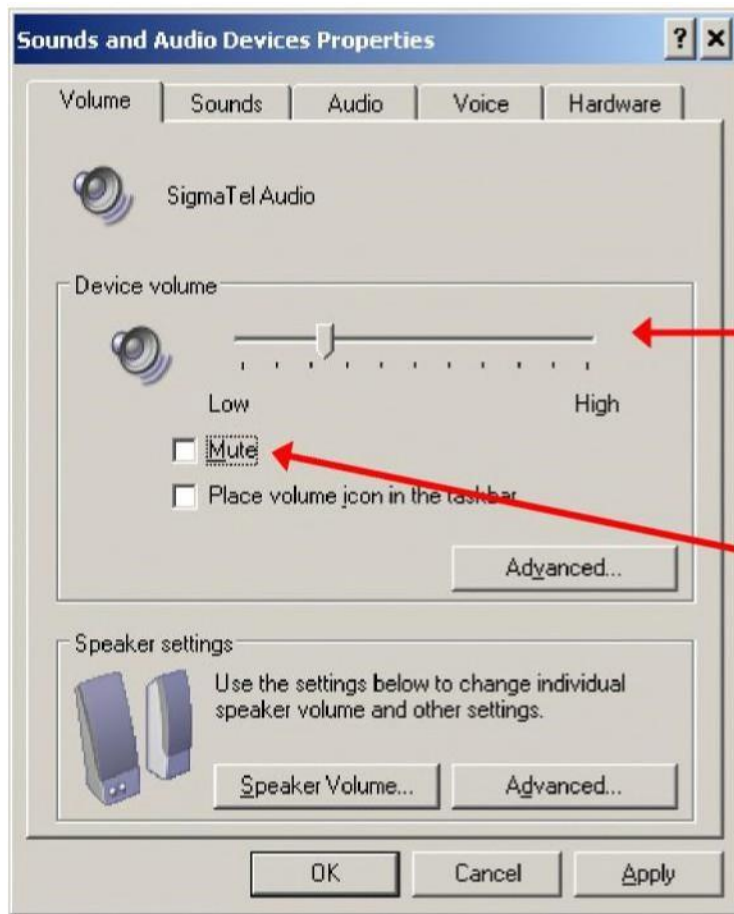
Select **Start - Settings - Control Panel**



Then select **Sounds and Audio Devices**



On the Sounds and Audio Devices Properties menu, Volume tab, adjust to the desired volume.



Adjust volume here

Mute should **not** be checked

### **Viewing in Full Screen Mode**

Due to the fact that the video is highly compressed for the live webcast, viewing in Full Screen will produce a slightly pixilated video image.

**1. While the video is playing or streaming, place your mouse over the video playing area and click on the icon with two expanding arrows.**



### **Assistance During the Live Webcast**

- 1) Please use the "Help" button located on the page. This is monitored by the onsite web technician who will be best able to solve your issue.
- 2) [Email help@vvcnetwork.ca](mailto:help@vvcnetwork.ca).

## **Webcast Requirements**

### **Basic Equipment**

**\*\*\*Mobile Devices may not be available for your webcast please ask your event organizer.**

In order to view this webcast you will require, a computer, monitor, speakers / headphones, high speed internet connection, internet browser and media player software.

**Please preform a System Check. Enter the following URL in your Internet Browser.**

<http://www.vvcnetwork.ca/systemcheck>

**\*\*\*High Speed Internet is required.**

In addition to the Computer elements you may also require Audio / Visual Support depending on the size of audience you are watching with, including external speakers or headphones.

In boardrooms, you will require a large screen, possibly a screen and projector as well as PA system connected to the audio output of the computer. The PA system should be sufficient for the size of audience.

### **Browser Requirements**

One of the following internet browsers is required.

Google Chrome (recommended)

<https://www.google.com/intl/en/chrome/browser/>

Internet Explorer

<http://windows.microsoft.com/en-us/internet-explorer/download-ie>

Mozilla Firefox

<http://www.mozilla.org/en-US/>

### **Viewer Software Requirements**

One or more of the following media viewers are required. It is recommended to have all viewers installed and up to date.

Windows Media Player

<http://windows.microsoft.com/en-ca/windows/download-windows-media-player>

Flash Media Player

<http://get.adobe.com/flashplayer/>

Windows Silver Light Player

<http://www.microsoft.com/silverlight/>

## **System Requirements**

### **Windows**

- 2.33GHz or faster x86-compatible processor, or Intel® Atom™ 1.6GHz or faster processor for netbooks
- Microsoft® Windows® XP (32 bit), Windows Server 2008 (32 bit), Windows Vista® (32 bit), Windows 7 (32 bit and 64 bit), Windows 8 (32 bit and 64 bit), or Windows Server 2012 (64 bit)
- Internet Explorer 7.0 or later, Mozilla Firefox 17 or later, Google Chrome, Safari 5.0 or later, or Opera 11
- 512MB of RAM (1GB of RAM recommended for netbooks); 128MB of graphics memory

### **Mac OS**

- Intel Core™ Duo 1.83GHz or faster processor
- Mac OS X v10.6, v10.7, or v10.8
- Safari 5.0 or later, Mozilla Firefox 17, Google Chrome, or Opera 11
- 512MB of RAM; 128MB of graphics memory



## **Frequently Asked Questions**

### **1) What if my computer does not pass the system check?**

If your computer does not pass the required system criteria, please contact your local IT support team to update your computer.

### **2) How do I log on?**

If Login is required, enter your email address and password and all other fields and click on the "Login" button. If you have already registered simply enter your email address where required.

### **3) Can I log on through my own computer?**

Yes, as long as your computer meets the webcast system requirements (Please see Question 4).

NOTE: Depending on the internet bandwidth available, you may experience streaming problems when multiple people are watching the webcast live from the same office, at different workstations. If possible, the webcast is recommended to be watched as a group via one feed.

### **4) What equipment do I need in order to log-on?**

Your computer will be required to go through a system check to ensure that it can support the webcast. Your system must pass 4 system requirements. If your computer does not pass the required system criteria, please contact your local IT support team to update your computer.

### **5) What if I experience issues with projecting sound?**

Close all other active programs running on your computer.

Please adjust your volume control and check your volume control panel to ensure that "mute" is not selected. If you are still experiencing sound problems, please contact technical support (Question 7).

### **6) Why is the quality of the feed poor?**

We recommend that you do not perform other computer operations or surf the Internet while viewing the webcast. Please ensure that all other programs are closed (including Microsoft Outlook).

If the streaming quality is poor, change the bandwidth option to Low Bandwidth; you will notice slightly lower video quality (compared to high bandwidth), but the audio should be of good quality. Depending on the internet bandwidth available, you may experience streaming problems when multiple people are watching the webcast live from the same office, at different workstations. Whenever possible, you should always watch the webcast together from one feed (that is, watch from the same computer).

**7) Who do I contact if there are any technical difficulties?**

Please use the "Ask a Question" button or the "Help" button located on the page. This is monitored by the onsite web technician who will be best able to solve your issue.

[Email help@vvcnetwork.ca](mailto:help@vvcnetwork.ca)

**8) How will I ask questions to the expert panel or speakers?**

The "Ask a Question" function allows you to submit a question for the speaker to answer during the live webcast. Type in a question using "Ask a Question" button; be clear and brief. Ask each question separately rather than submitting several questions as one large paragraph. A webcast monitor will receive your question(s) and read it out loud to the speaker. Time permitting; the speaker will answer your question during the live webcast. **Note:** The "Ask a Question" feature does not permit two-way messaging between the person asking the question and the webcast monitor.

**9) How do I view the images in Full Screen?**

While the video is playing or streaming, right click on the webcast's video window. Select ZOOM > FULL SCREEN

**NOTE:** Slides are not able to go Full Screen.

Viewing in Full Screen will produce a slightly pixilated video image.

**10) When do I ask questions?**

If you are attending the session remotely, we ask that you type in your questions as soon as you think of them as there is a 20 second delay for the remote feed.