

Live Stream Frequently Asked Questions

What are the browser and device recommendations for viewing the live stream?

For the best possible viewer experience, we recommend using the latest version of Apple Safari, Google Chrome, Firefox, or Microsoft Internet Explorer. We recommend using a laptop or desktop with a wired internet connection. We do not recommend using a tablet or cell phone to stream the conference.

What quality streams are available?

The conference stream is available in three bit rates for high speed, medium speed, and low speed internet connections. The adaptive bit rate video player will automatically select the best bit rate speed for your internet connection. If you would like to view the conference in the highest stream, we recommend using a hard wired internet connection on a laptop or desktop with a minimum speed of 10Mbps.

What can I do to ensure the best image quality?

To ensure the best image quality, we recommend using an internet connection with approximately 10Mbps per second or greater. To find out how fast your internet connection is, you can run a speed test by going to <http://www.speedtest.net>.

I am unable to view the live stream. What should I do?

If you are unable to view the video stream, please reload the page in your web browser. If you are still having difficulty viewing the stream, we recommend clearing the browser cache, closing the web browser, and then logging back into the conference stream.

How can I get assistance during the live stream?

If you are in need of technical assistance during the live webcast, please email ctolive@momentousinstitute.org and we will respond as soon as possible.