

GENERAL QUESTIONS:

What is a Simulcast?

A simulcast or streaming event is an event that is broadcast simultaneously to various hosting locations worldwide through the use of the Internet.

What is the minimum connection speed that you recommend?

We recommend that the minimum connection be 700kbps (1MB for good quality; 5mbps for best quality) download speed. You may test your connection's speed by going to <http://www.speedtest.net>.

If your download speed is less than the suggested minimum, then you have some options. They are:

- 1) Connect at the lowest speed we broadcast with (500k) and understand that the quality of the stream may be a bit less than you're used to;
- 2) Contact your Internet Service Provider (ISP) and request a faster connection. In some cases, your current provider may offer higher rates of speed for the same rate you are already paying.

Can I use a wireless connection for streaming my video?

Yes, you can. However, wireless connectivity (Wi-Fi) has the potential for drops in available bandwidth on your local network. We recommend that you use a hard-wired connection whenever possible for a more reliable connection.

Which browser do you recommend using for this event?

We recommend a "neutral" browser, or one that doesn't depend on the operating system of your computer. These tend to use less on-board resources and result in a higher quality video. Therefore, we recommend using [Chrome](#) or [Firefox](#) in both PC and Mac environments. Please be sure you update your browsers before the event to get the most recent versions.

Can I watch a live stream on my Mobile device?

Yes. LifeWay supports broadcasting to all mobile devices (iOS, Android, Windows Mobile). However, some functionality within the player may be limited due to the type of device you're using.

HOW DO I...?

How do I connect my HDTV to the stream?

Streaming to your television is a good practice for both individuals and small groups due to their smaller environments. Here is how you accomplish this:

Internet: Connect your laptop/computer to the Internet via a CAT-5 cable;

Video Connection: Plug a 15-pin VGA cable (commonly used to connect a computer tower/laptop to an external monitor) into your computer/laptop and then into your HDTV at the PC connection;

Audio Connection: Using a mini-audio cable, connect the audio out/headphones jack from your computer into the Audio In of your HDTV. Based on your computers settings, you may have to click on the Function 5 (F5) to see the image from your computer on your TV.

Adjust Your Settings: Use your manufacturer's settings to navigate to the correct source for both your TV and your computer. You may need to resolve the resolution sent from your computer to the TV by going into the Display Settings (Mac & PC) and adjust the resolution to match the best quality of your desktop image.

Navigate to Live Stream: Once you have completed these steps, simply open a browser (Chrome or Firefox recommended), navigate to the Live Stream page within the Host Event Site, and then click on the Full Screen button on the live streaming player. The TV will now be your new monitor for the event and display the broadcast in full-screen mode.

Depending on the type of computer/laptop you are using, there are many variables to this recommended setup, including use of HDMI connections, mirroring options as well as wireless connections. Any of these connections should work to transfer the display from your computer to an HDTV.

Note: Just because your TV is HD, doesn't mean the stream will be; HD live streams will be broadcast in both the minimum HD resolution (1280x720) and higher resolution (1920x1080) bit-rate (4.5mbps).

Can I run the Support Chat and the Live stream on the same computer?

Yes and No. If you have a computer that has enough processing horsepower, then yes, it is possible. However, we recommend connecting to your live streams on a separate computer from the one you are using for Chat Support during an event. This will give your live stream the maximum resources available during the live event and reduce the risk of buffering and/or freezing due to low processor availability.

Can I "Save" my live streaming video for later use?

Live events are streamed, therefore, cannot be saved as a file. However, we offer a cloud-DVR for some of our live streams. The live content can be paused as well as reviewed in case you have missed something. This content is not saved on your hard drive locally, but instead is delivered from a cached version in the cloud. Finally, saving the live simulcast content would be against your Host Site Covenant and violate copyright laws.

Can I share this event on Facebook or Twitter?

We encourage you to share quotes and experiences of the Simulcast with your social networks. Based on your event, you may even include a hash-tag and an event-specific-URL to share details.

In some secured events, we do ask that you not share the Live Event link with your networks, however. This link will not work without the login information associated with your LifeWay account. And, this would also violate your Host Site Covenant agreement.

TROUBLESHOOTING:

I am buffering/freezing in my video. What do I do?

Streaming live content requires a constant connection. The live video player automatically connects you at the highest bit-rate your current connection can maintain, but if you experience buffering it means that your bandwidth has dropped below your initial connection speed. Our player is designed to follow that bandwidth

fluctuation but on occasion, you may need to refresh the player. You will simply mouse over the live player to activate the play-bar; click on the GEAR icon (the "Settings" option will appear) and choose a lower bit-rate than what you are currently connected at. A general refresh of your browser instance will also correct the buffer in most cases.

What ports do I need to open on my network to watch the broadcast?

Unless you have intentionally blocked your ports using your firewall software, you most likely already have them available. However, if you have disabled ports on your firewall, you will need to have the following opened up in order to watch the live stream: Port 80, Port 1935; both for HTML and Flash traffic. We do use an HTML5 player so your browser will use less local resources on your device.

I am getting a blank screen on the Live player page. What do I do?

This is due to the live video stream being blocked in some fashion at your location. This can be in a firewall, a router, or on your PC within a security application such as McAfee, Norton, Avast, etc. Please check with your IT department to verify that your network is allowing live streaming.

THIS IS VERY COMMON IN A CORPORATE WORSHIP ENVIRONMENT; please check with your IT department in advance of the event you want to watch.

My Audio or Video is freezing and/or stuttering in the middle of the broadcast. How can I fix it?

First, check your computer to ensure that no other programs are running in the background. Click on CTRL (button), ALT (button) and DELETE (button) simultaneously in order to stop the other software processes.

Next, check your anti-virus application and confirm it is not running in the background. If it is possible to disable it, do so and then try to connect to the stream again.

Try to minimize the traffic on your network. If there are others on the network, confirm that they are not also streaming or downloading large files. Streaming radio and video commonly cause a fluctuation in available bandwidth on a local network.

If you have a wireless network, consider disabling it for the event as well. Smart-phones often will connect to an unsecured network as soon as they are in proximity to that network, which will cut down on your available bandwidth as well.

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