

FAQS

1) Why will the stream not load?

This could be due to a number of reasons. Make sure you are not on any other websites that require a high amount of bandwidth to load. This includes playing other videos in the background at the same time.

If you do not have anything else open, then you should check your internet speed. You can do this at www.speedtest.net. If you have a connection speed of less than 1mbps, then we suggest selecting the lowest quality available on the video player. If the problem persists, it would be worth shutting down your computer and restarting.

2) Why can I not hear anything?

Most videos will start with their video muted so make sure you turn the volume up on the player. This can normally be done on the menu bar at the bottom of the video window

3) Why is the quality really bad?

This could be a number of reasons:

- Check that no one else in your house is using the network you are connected to
- Make sure you are not playing any other videos in the background
- Check your internet speed via www.speedtest.net. If the speed of your download is less than 1mbps, then you should connect to the lowest option available via the video quality settings
- Make sure you're close to your router or where the signal may be stronger

4) How do I put the video to full screen?

At the bottom right of the video window, there will be an icon with 4 arrows pointing outwards. Click on this button to make your window full screen.

5) Why is the quality on my phone better than my computer screen?

The video quality will look better on your phone because it's a much smaller screen. This means the broadcast is filling out less pixels which helps it look crisper. The quality of the two videos are the same.

6) Can I watch other videos at the same time?

It would depend on your internet connection, but we would recommend that you do not do this.

7) My video keeps buffering. How can I stop this?

There are a few things you can do:

- Check that no one else in your house is using the network you are connected to
- Make sure you are not playing any other videos in the background
- You can downgrade the resolution of the stream by clicking on the cog icon in the bottom right of the video window (between the volume and button to make the video full screen) and lower the quality to 240p, 360p or 540p. This may make the video slightly 'softer' but will help stop buffering
- Check your internet speed via www.speedtest.net. If the speed of your download is less than 1mbps, then you should connect to the lowest option available via the video quality settings
- Make sure you're close to your router or where the signal may be stronger

8) Accessing the site

- Google Chrome is your recommended browser for the best user experience!
- If you have strict firewall settings, you may need to try accessing both with and without your VPN connected.