

## How to participate in this web stream

### Before the day of the web stream

- Check to see if your browser is compatible with Livestream.com by watching a current live presentation on the Livestream.com website.  
<http://new.livestream.com/watch>

*It is recommended you check this link from the same location and computer you will be using on the day of the web stream.*

### Recommendations:

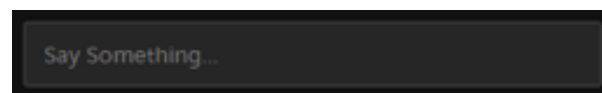
- We recommend using Google Chrome or Mozilla Firefox as your browser – check the version is up to date.
- We recommend using headphones or external speakers if you are watching on a laptop or tablet, often these don't produce enough sound.

### On the day of the web stream

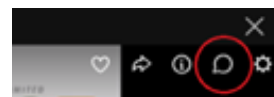
- Click on the link for the web stream
- The live stream page will only show the title of the programme until approximately 30 Minutes before the web stream is scheduled to begin.
- Once the stream is live, please enter the same name and details you used to register prior, before you can view. You will hear some background music and see a holding slide. The stream will automatically start at the advertised start time.

### Participating with the chat feature

- To participate in the chat simply type your questions in the box located in the lower right. Example below. Please join as **GUEST**



If the chat window does not appear, click the speech bubble located top right.

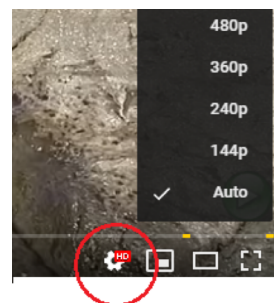


### Trouble Shooting

- **Hearing an echo** – This means you have the stream open twice – close your other tab or browser.
- **Sound is too quiet** – Make sure you are using headphones or external speakers. Check your sound on your computer is turned up, also check the audio is turned up on the live stream player by hovering over the bottom left of the player.



- **Stream keeps stopping** – Hover over the bottom right of the live stream player and click the icon to reduce the quality of the stream.



If you are unable to resolve the issue, please feel free to contact **Nathan Frogley** from Vidcom NZ on 027 556 7745

Or email [Nathan.frogley@vidcom.com](mailto:Nathan.frogley@vidcom.com)