

Live stream checklist

You should have no issues watching our live streamed event, if you adhere to the following recommendations:

1. If possible access the live event using a recent computer. The stream is also visible on mobile devices, though the technical nature of the content benefits from being viewed on larger screens.
2. Check to see that you are running the most recent version of Google Chrome, Mozilla Firefox, Microsoft Edge or Safari.
3. On a computer your Operating System should be: Windows 7 or later, Mac OS X 10.7 or later, or Ubuntu 10 or later. On a mobile device please check your operating system is up to date.
4. It can help to close other tabs, browsers, and programs that might otherwise sap the resources of your computer or device.
5. If you are watching with colleagues, do not attempt to watch the stream on several devices using the same networked connection. The network will be unlikely to cope; far better to gather around one large screen.
6. Ensure the best possible internet connection. This must be faster than 1Mb/s. You can test your connection here <http://www.speedtest.net/>
It can sometimes help to use a wired Internet connection, instead of relying on a wireless network.
7. In some organisations, video streaming is blocked. It may also be blocked for political reasons in some countries or specific regions. You can easily check for this by simply visiting <https://www.youtube.com/> or if you are in China, try <http://www.youku.com/>. If you can play videos here then you should have no problems with the live stream.
8. Remember to check that you have speakers or headphones connected to hear the audio.
9. If you experience a lot of buffering, try selecting a lower bandwidth version of the stream by clicking on the “HD” button at the bottom right hand corner of the video player.
10. You can make the video full screen by clicking on the full screen icon (also bottom right on the player).
11. You can submit comments and questions by clicking on the “Send questions and comments” field at the top right of the viewing page (On a mobile phone click on the “Discuss” tab at the foot of the page.)
Simply enter a display name and then post your question. Note that this is a moderated facility so comments and questions will only appear on the page when approved. There may be a significant delay in them appearing, if you post when the moderators are not active. Moderators will normally be active while the stream is live.