

WEBCAST USER GUIDE

Assistance During the Webcast

- Please use the “Help” button located on the page. This is monitored by the onsite web technician who will be best able to solve your issue.
- Email: help@livecast.ca for any streaming issues.

Viewer Tips:

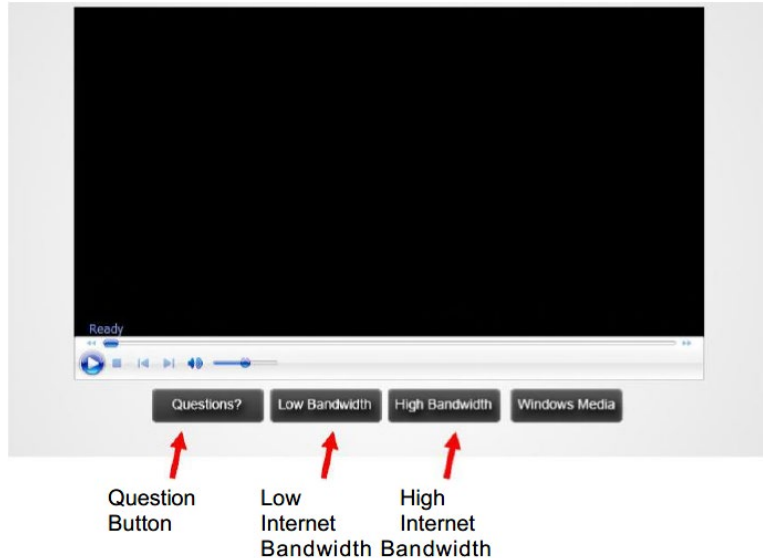
At The Office

- Depending on the internet bandwidth available, you may experience streaming problems when multiple people are watching the webcast live from the same office, at different workstations
- Whenever possible, you should always watch the webcast together from one feed (that is, watch from the same computer).
- If you are multiple viewers watching from the same computer or screen, please ensure you have a sign-in sheet in order to track your attendance for any CPD/CLE requirements where applicable.

All Online Viewers

- Close Microsoft Outlook and all other computer applications
- Do not browse the internet or do other activity on your computer
- If the streaming quality is poor, change the bandwidth option to Low Bandwidth; you will notice slightly lower video quality (compared to high bandwidth), but the audio should be of good quality.

***The low bandwidth option is not available for all webcasts.



- The “Questions?” button allows you to type in a question to the host location. Click the button and a text box will open where you can type and submit your question.

Volume Controls (Windows/PC)

The volume controls while watching a webcast are generally located in two areas:

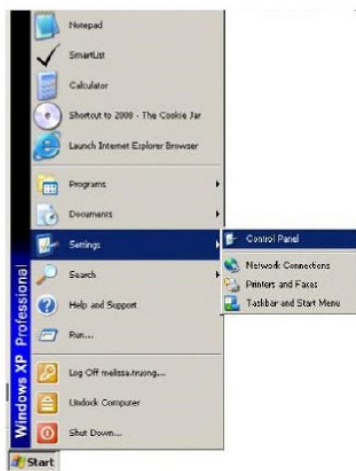
1) From the webcast's video window



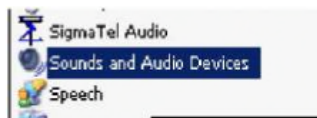
Adjust volume here

2) **Computer settings** – you may further control your computer's volume from the computer's Control Panel

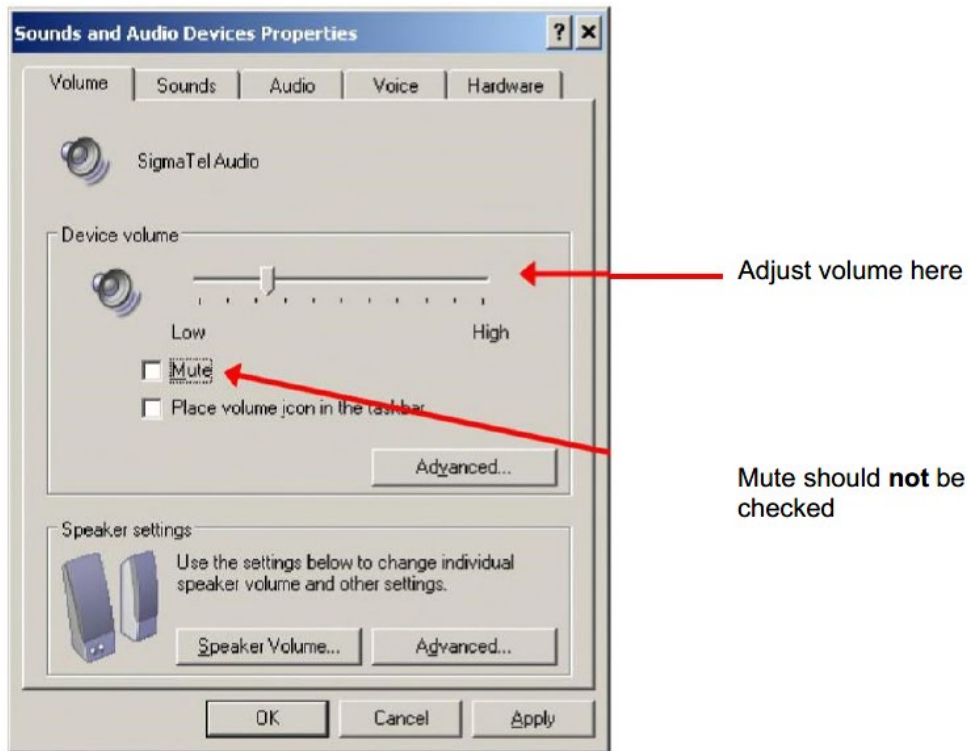
Select **Start - Settings - Control Panel**



Then select **Sounds and Audio Devices**



On the Sounds and Audio Devices Properties menu click on the Volume tab. Then adjust to the desired volume.



Viewing in Full Screen Mode

Due to the fact that the video is highly compressed for the live webcast, viewing in Full Screen will produce a slightly pixilated video image.

- While the video is playing or streaming, place your mouse over the video playing area and click on the icon with two expanding arrows.





Webcast Requirements

Basic Equipment

In order to view this webcast you will require, a computer, monitor, speakers / headphones, high speed internet connection and internet browser. The stream is also viewable on most modern mobile devices.

Please preform a System Check. Enter the following URL in your Internet Browser.

https://livecast.ca/test_video

*****High Speed Internet is required.**

In addition to the Computer elements you may also require Audio / Visual Support depending on the size of audience you are watching with, including external speakers or headphones.

In boardrooms, you will require a large screen, possibly a screen and projector as well as PA system connected to the audio output of the computer. The PA system should be sufficient for the size of audience.

Browser Requirements

One of the following internet browsers is required:

Google Chrome (recommended)

<https://www.google.com/intl/en/chrome/browser/>

Internet Explorer

<http://windows.microsoft.com/en-us/internet-explorer/download-ie>

Mozilla Firefox

<http://www.mozilla.org/en-US/>



System Requirements

Windows

- 2.33GHz or faster x86-compatible processor, or Intel® Atom™ 1.6GHz or faster processor for netbooks
- Microsoft® Windows® XP (32 bit), Windows Server 2008 (32 bit), Windows Vista® (32 bit), Windows 7 (32 bit and 64 bit), Windows 8 (32 bit and 64 bit), or Windows Server 2012 (64 bit)
- Internet Explorer 7.0 or later, Mozilla Firefox 17 or later, Google Chrome, Safari 5.0 or later, or Opera 11
512MB of RAM (1GB of RAM recommended for netbooks); 128MB of graphics memory

Mac OS

- Intel Core™ Duo 1.83GHz or faster processor
- Mac OS X v10.6, v10.7, or v10.8
- Safari 5.0 or later, Mozilla Firefox 17, Google Chrome, or Opera 11
- 512MB of RAM; 128MB of graphics memory



Frequently Asked Questions

1) What if my computer does not pass the system check?

If your computer does not pass the required system criteria, please contact your local IT support team to update your computer.

2) How do I log on?

If Login is required, enter your email address and password and all other fields and click on the "Login" button. If you have already registered simply enter your email address where required.

3) Can I log on through my own computer?

Yes, as long as your computer meets the webcast system requirements (Please see Question 4).

NOTE: Depending on the internet bandwidth available, you may experience streaming problems when multiple people are watching the webcast live from the same office, at different workstations. If possible, the webcast is recommended to be watched as a group via one feed.

4) What equipment do I need in order to log-on?

Your computer will be required to go through a system check to ensure that it can support the webcast. Your system must pass 4 system requirements. If your computer does not pass the required system criteria, please contact your local IT support team to update your computer.

5) What if I experience issues with projecting sound?

Close all other active programs running on your computer. Please adjust your volume control and check your volume control panel to ensure that "mute" is not selected. If you are still experiencing sound problems, please contact technical support (Question 7).

6) Why is the quality of the feed poor?

We recommend that you do not perform other computer operations or surf the Internet while viewing the webcast. Please ensure that all other programs are closed (including Microsoft Outlook).

If the streaming quality is poor, change the bandwidth option to Low Bandwidth; you will notice slightly lower video quality (compared to high bandwidth), but the audio should be of good quality. Depending on the internet bandwidth available, you may experience streaming problems when multiple people are watching the webcast live from the same office, at different workstations. Whenever possible, you should always watch the webcast together from one feed (that is, watch from the same computer).

7) Who do I contact if there are any technical difficulties?

Please use the "Ask a Question" button or the "Help" button located on the page. This is monitored by the onsite web technician who will be best able to solve your issue. Send questions to: help@livecast.ca

8) How will I ask questions to the expert panel or speakers?

The "Ask a Question" function allows you to submit a question for the speaker to answer during the live webcast. Type in a question using "Ask a Question" button; be clear and brief. Ask each question separately rather than submitting several questions as one large paragraph. A webcast monitor will receive your question(s) and read it out loud to the speaker. Time permitting; the speaker will answer your question during the live webcast. **Note:** The "Ask a Question" feature does not permit two-way messaging between the person asking the question and the webcast monitor.

9) How do I view the images in Full Screen?

While the video is playing or streaming, right click on the webcast's video window. Select ZOOM > FULL SCREEN
NOTE: Slides are not able to go Full Screen. Viewing in Full Screen will produce a slightly pixilated video image.

10) When do I ask questions?

If you are attending the session remotely, we ask that you type in your questions as soon as you think of them as there is a 20 second delay for the remote feed.