

Some Tech Tips for Viewing the NWCF Forum:

Recommended Browsers and Operating Systems: Vimeo recommends the following browsers and operating systems for watching live videos:

In order to have a smooth experience watching a live video, you should make sure the device you're on meets these requirements:

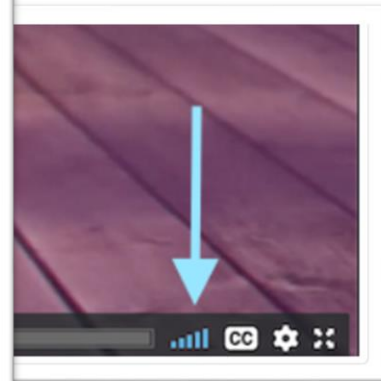
Browser	Operating System	Version
Google Chrome	OSX 10.12.6 or later, Windows 7 or later, Android 5.0+	69+
Mozilla Firefox	OSX 10.12.6 or later, Windows 7 or later	58+
Safari	OSX 10.12.6 or later, iOS 9.3.5+	10+
Microsoft Edge	Windows 7 or later	15+

- **Supported mobile browsers:** Chrome 45+, Safari 10+ (iOS)
- **Blackberry and Windows phone users:** You may still be able to view Vimeo videos on devices that support HTML5; however, we do not test out our player in these environments and thus cannot guarantee support.
- **Samsung users:** The Samsung Internet browser (all versions) is not supported for live streams. We recommend installing Chrome instead.

Audio: If you are not hearing music or content when on the event landing page, adjust your device's audio settings and/or the sound volume on Vimeo:

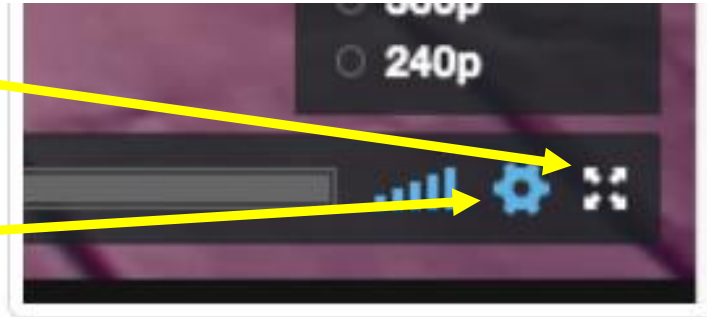
To adjust the volume on the web player:

- 1** Hover the cursor over the video you are currently watching to make the video controls visible.
- 2** On the bottom right, you should see volume controls.
- 3** To control how high or low the volume is, hover the cursor over the volume bar and click the left side to lower the volume or the right side to raise the volume.
- 4** If you'd like to mute the video entirely, click all the way to the far left side so none of the bars are highlighted. Click again to unmute.



Video Issues:

1. **On-Screen Settings:** To watch in **full-screen format**, click on the **far-right icon** in the bottom right corner of the video. To **adjust the quality/resolution manually**, click on the **gearwheel icon** in the bottom right corner of the video.



2. To **troubleshoot skipping or lagging** on your computer:

- Make sure you're on a fast, reliable internet connection. When a video plays in lower than expected quality, it's likely because your Internet speed (bandwidth) or computer processing speed cannot support higher quality playback
- If you can, try switching to a different internet or data connection.
- Manually switch the quality of the video playback to a lower quality.
- Try browsing in an Incognito or private browsing window. This will disable your extensions and clear your cache and cookies, which often improves performance.
- If you have any internet filtering devices for your home (such as Disney Circle or Net Nanny), please turn these off as they can interfere with video playback or connectivity. Once done, close and re-open your browser and try visiting our website again.
- If you have any other devices to try, sometimes that makes a difference.

3. To **troubleshoot skipping or lagging** on apps (iPhone, iPad, Apple TV, Android, Roku):

- Logout of the app and log back in.
- **Close the app**, and **turn off the Wi-Fi** on your device. Turn Wi-Fi back on and open the app.
- Restart your device and open the app.
- Check if there is an update for the app
- Try uninstalling the app entirely and downloading it again
- Also, if you have any internet filtering devices for your home (such as Disney Circle or Net Nanny), please turn these off as they can cause issues with video playback or connectivity.

Other Questions? Contact Halie at hlooper@nwcf.org for questions related to event registration, access link or password.

More **Vimeo Viewing Tips** at <https://support.vhx.tv/category/573-watching>