Overview

The following information is provided to assist you in selecting and testing an ideal location and computer from which to view an Inception Company webcast. We highly recommend that you review this document carefully and test any location and equipment you plan to use to view a webcast _well in advance_ of the program date.

The information provided below can be used to test both computers and IOS devices such as an iPad.

## Computer/IOS Device Requirements

Hardware Requirements

- Windows Based PC (Windows 7 or newer) or Mac (OS X 10.10 or newer), or iPad (iOS 9.3.5 or newer). Also, Android devices are compatible if the browser requirements are met, as outlined below.
- 1GB of System Ram (Memory) or more for desktop and laptop computers (at least 2GB recommended), or a minimum of 512MB of RAM for Mobile Devices.
- Soundcard with speakers or headphones

Browser Requirements

- Current versions of Chrome, Firefox, Safari or the Edge browser.
  - **PLEASE NOTE:** the Samsung Mobile browser is currently incompatible with the platform.
  - If viewing from a Samsung device, please download Chrome from the Google play store and use that to view the program.
- Flash Player or the Flash Plug-in is **NOT** required to view a webcast.
- Quick Diagnostics test: https://inceptionmeetings.com/TICWebcasts/SystemCheck

Play Button - Safari

With Apple's Safari Browser, the large Play button may not display properly over the player, as with other browsers. This does NOT impact a viewer's ability to connect into the webcast as there is a secondary Play button on the player in the lower left-hand corner that viewers can press to initiate play on their devices.
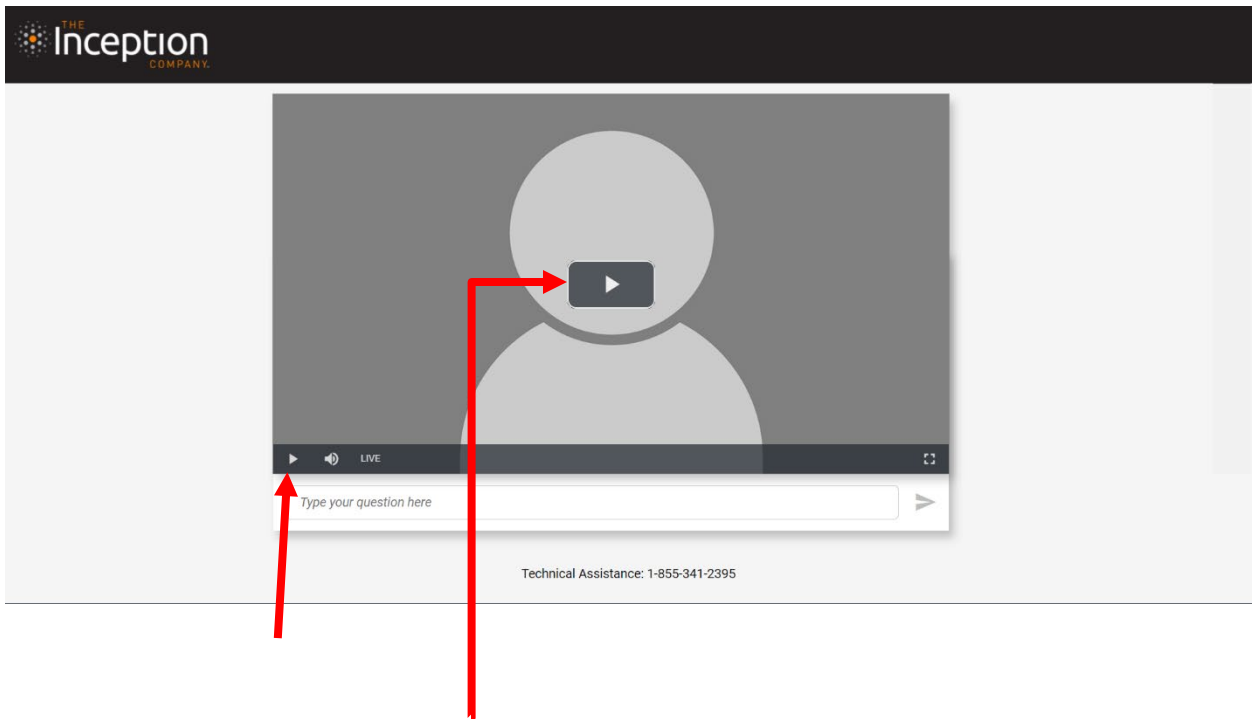
CLICK HERE (OR HERE) TO START THE VIDEO STREAM

Best Practices for Viewing

Video players are fairly standard. They show video well if they are receiving enough data to do so. They become choppy or buffer if they are not receiving enough data. With that in mind, here are some video streaming best practices for your upcoming event:

1. **Choose a hard line connection** over a wireless router (WiFi) or Mobile Broadband connection (3G/4G USB Modem). Hardwired Ethernet connections are more consistent when carrying streaming data. The wireless options may work if bandwidth happens to be good but typically do not provide consistent enough bandwidth to watch live streamed video over an extended period of time.

2. **Run a speed test prior to the program** with the same connection you will use for the live program and take note of your download speed. Consistent connection speed of 1.5Mbps (1500kbps) or higher is recommended. Perform a Speed Test of your connection by going to https://www.speedtest.net/. Wait until the page loads and click on "begin test" when it appears.

3. **Do not watch the event connected through your VPN.** The video player cannot get enough data while "tunneling" through a VPN.

4. **Minimize local network congestion**. The video player craves data. Whether at the office or at home, be aware of other users and their network activity during the time of the program. If you can, ask others to limit activity during the event.

5. **Close out other running programs** while viewing. Too many open programs can use up memory and CPU resources valuable to the video player.

6. **Reboot if your machine has been running for days**. Machines can become sluggish after running continuously for days. This will give you a fresh slab of memory to store video data for the player.

7. **Audio doubling may occur if more than one instance of the webcast is open on a device.**

Projector – Computer Display Settings

Whenever possible, computers should be connected to projectors via VGA, HDMI, or DVI cable. Non-video cable connections such as wireless or USB will reduce the image quality. They may look fine for PowerPoint or desktop use, but projected video will look compressed and could appear to stutter.

If you are showing a webcast from a computer connected to a projector, to ensure the display is the highest quality possible, you should always use whatever setting your computer and projector "agree" to when they are connected. This is automatic and does not need to be adjusted.

Need More Help?

If you experience any issue with internet connectivity, work with your venue point of contact or IT department to resolve.

If you have any questions about your webcast, this document, or the webcast test, please contact Inception Company at HelpDesk@InceptionCompany.com and someone will contact you within 24 hours of your email request. Please note that this email is only monitored (1) hour prior to the broadcast.