

STREAMING MADE SIMPLE

A user friendly guide for hosts and attendees.



WHAT KIND OF INTERNET CONNECTION DO I NEED IN ORDER TO STREAM?

Streaming Made Simple:

For mission-critical broadcasts, you require a dedicated, uncontested internet connection. This means you are connected via Ethernet to a network that is not being used by any other system or device.

If there is not a dedicated internet connection available, streaming can be achieved over a shared network, Wi-Fi, or 4G. However, using these methods increases the likelihood of a failure and is not recommended.

Before broadcasting, you should confirm your upload speed. Doing so will allow you to properly select the quality at which you are able to stream. You can test your connection at www.speedtest.net.

The Internet Upload Speed Recommendations chart shown later in this document, gives a general recommendation for what quality presets are attainable at certain upload speeds. It's best to select a quality whose bitrate is **half** of your networks upload speed to allow for fluctuation on any network type.

For example:
HD + High + Medium + Mobile averages about 5Mbps, so your internet upload speed should be at least 10Mbps to support this bitrate.



TOP TECH TIPS FOR HOSTS AND ATTENDEES

For Hosts...

- Bandwidth, bandwidth, bandwidth. The majority of issues are down to bandwidth. Confirm bandwidth at your host location and perform a bandwidth test (www.speedtest.net). Make friends with the host IT department. Dedicated hard wired connection is the best way to guarantee success.
- When carrying out any testing try to do this at the same time of day as the webcast will take place to replicate location bandwidth usage.
- If you are organizing a webcast and using an external platform provider monitor the broadcast online yourself from the site (and have someone monitor it remotely if possible too) with the same attendee login your delegates are using so you can see what is been sent out.
- Provide a helpline so if your delegates are having issues they are able to call for support; most issues are down to incorrect login details, incorrect browsers, or local bandwidth. Make sure you have a copy of the information sent out to the attendees in advance with all recommended settings on to hand so you or the person on the helpline can quickly respond to the issues.
- Make a copy of the webcast available online post event for those who could not view at the time.

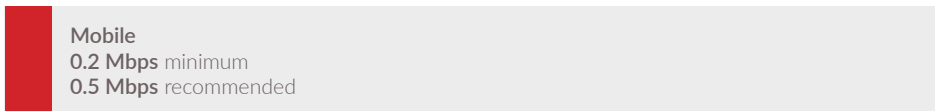
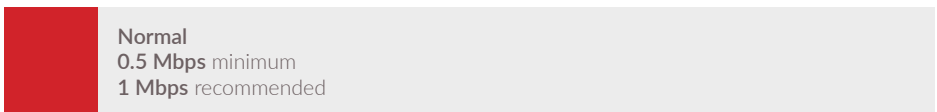
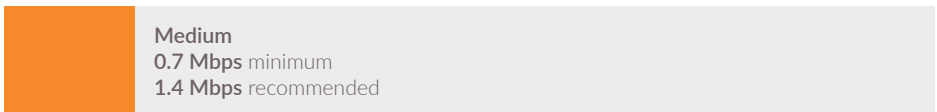
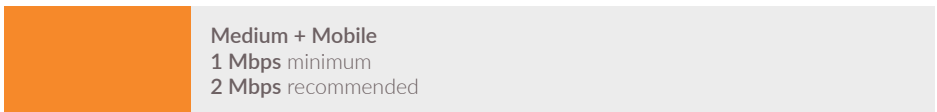
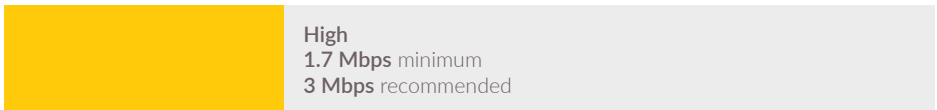
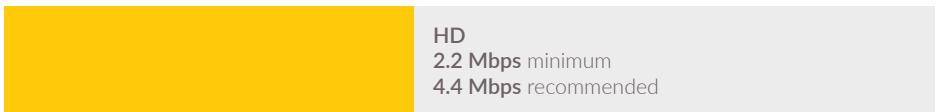
For Attendees...

- Make sure you use the correct login in details and are using a compatible browser. This information should have been sent to you with your invite. Give yourself 30 minutes prior to the broadcast start to log on.
- Close all unnecessary applications. If too many applications are running, your computer speed can be compromised, which can affect your viewing experience. Close down any unnecessary applications before connecting to the webcast.
- Restart your browser and limit open tabs. If your browser has been open for a long time or its open with multiple tabs, your computer speed may be compromised. Restarting your browser should resolve this issue.



Internet Upload Speed Recommendations

Mbps 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10



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SBAV CONSULTANT

Studio 168
Silk House, Park Green
Macclesfield
Cheshire
SK11 7QJ

T: +44 (0)7912 965 244

E: stuart@sbavconsultant.co.uk

As your production consultant
I can be an invaluable link between
you and the production support.