Troubleshooting
Tips and Ideas to Fix Live Streaming Problems

If you are having issues watching one of our live webcasts the information below will help you fix video streaming problems for typical scenarios including webcasts (live streams). To begin with, understand that the cause can likely be isolated to one of three areas:

1. Your Viewing Device and the Local Area Network (most common problems if your video stream is not working) … Below is a series of steps to follow to help determine and correct any issues with your equipment that may be causing poor performance

Refresh
Refresh your browser (CTRL + F5 keys simultaneously) or close it and re-open again – this can fix video freezing and other irregular behaviour.

Flash
Make sure your browser has a recent version of Adobe Flash installed – This applies to desktop computers, not mobile devices.

For years, the Adobe Flash plug-in has been required to receive live streaming video. This trend has changed dramatically, as most web browsers are phasing out Flash in favour of built-in HTML 5 support. If you use the most recent version of Google Chrome, Firefox, Safari or Edge you will likely not need the Flash plug-in. Some legacy platforms still use Flash so you may need to activate the Flash plug-in your default browser.

Click this link to see if Flash is enabled in your browser – Help Adobe Flash

Player Controls
The player controls are located at the bottom of the player window. Often the control bar is hidden until you hover the cursor over the bottom of the player window.

Play/Pause Button – Usually located in the middle of the screen, or on the lower left corner of the player bar. The live stream won't start unless you click the PLAY button.

Sound Level* – Make sure to unmute the audio by clicking the speaker icon in the player control bar and raise the volume with this control as well.

Picture Options – Click on the gear icon in the player control bar. Some broadcasts offer different quality levels. Choose higher numbers to increase picture quality. Choose lower numbers to reduce buffering.

(**NB:** its always good practice to also check that your pc/laptop/device sound is turned on and turned up)
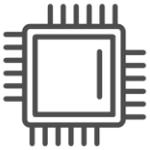
Disable "Hardware Acceleration":

This can be a Chrome browser issue. If the video is displaying the feature, but after pressing the play button the screen is just blank (black), this could mean the audio and video playback controls were not accessible.

To fix the problem – disable "hardware acceleration" in Chrome's advanced settings;

• To find "hardware acceleration" in Chrome, type chrome://settings in the URL bar and hit Enter.
• Next, scroll down near the bottom and under the System section turn off "Use hardware acceleration when available" – once complete relaunch Chrome (NB: if the video is still not visible try deleting your Cache/ Browsing history and then try again)

Window
Make sure you only have one browser window or tab open – Otherwise you might have two instances of the webcast playing which will cause an annoying echo.

Apps
Close unnecessary apps – Multiple apps running can slow down the video performance and hog bandwidth.

Reboot
Reboot your computer – This helps to clear the browser cache and re-establish a connection with the streaming server.

Australian Podiatry Association Offices

Suite 20, Level 1, 450 Elizabeth Street, Surry Hills, NSW, 2010 **(02) 9698 3751**
Unit 135, Level 13 Morris Towers, 149 Wickham Terrace, Spring Hill, QLD, 4000 **(07) 3832 4704**
50 Hutt Street, Adelaide, SA, 5000 **(08) 8210 9408**
89 Nicholson Street, Brunswick East, VIC, 3057 **(03) 9416 3111**
121 Eric Street, Cottesloe, WA, 6011 **(08) 8463 1176**

Speed Test

Make sure your internet service is fast enough – Most of our broadcasts require that you have a broadband internet connection with
- 1 gigahertz (GHz) 32-bit (x86) or 64-bit (x64) processor
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

AND the minimum internet connection bandwidth which enables viewing the APodA Live stream content, which is 550 - 700 kbps (0.55 Mbps - 0.70 Mbps) If you do not have this you may experience buffering delays

You can run a Speed Test on your device here – SpeedTest.net

Browser

Update your browser – the best video performance is attained by using the most recent version of your web browser software.

Follow this link to find out if you are up to date – What Is My Browser?

If not up to date follow these instructions to download and install a new version – How to Update My Browser

Router

Reboot your modem and router – Sometimes these devices can lock-up resulting in slow or non-existent internet. Simply unplug each device, wait approximately one minute then re-connect the power. Within a minute or two they should be back online again.

Cache

Clear your Cache and Cookies in your Browser – Your browser stores recently visited websites (or portions of it such as images and videos) in a temporary file called the Cache. If refreshing your browser didn't work then forcing the browser to clear its Cache is the next step.

Follow this link to learn how to clear your Cache – Clear Cookies, Browsing History and Cache

Australian Podiatry Association Offices

Suite 20, Level 1, 450 Elizabeth Street, Surry Hills, NSW, 2010 **(02) 9698 3751**
Unit 135, Level 13 Morris Towers, 149 Wickham Terrace, Spring Hill, QLD, 4000 **(07) 3832 4704**
50 Hutt Street, Adelaide, SA, 5000 **(08) 8210 9408**
89 Nicholson Street, Brunswick East, VIC, 3057 **(03) 9416 3111**
121 Eric Street, Cottesloe, WA, 6011 **(08) 8463 1176**

2. The On-Site Broadcast Location (very rare) … There may be a technical problem with equipment or a failure of the internet uplink connection that carries the video stream. In most cases we can restore all or part of the broadcast functionality using wireless 4 and/or 5G internet modems. We will alert our audience by sending you a text message should our broadcast fail in any way.

3. The Content Delivery Network (rare) … This includes the media server that handles the incoming and outgoing feeds, the web hosting platform where the viewer is embedded (this is the link you click on to watch the webcast) as well as the internet distribution system that carries the stream to your Internet Service Provider. If an outage occurs here we will re-route to an alternate network and web page. If this happened, we would alert our audience via text message to a new page and link.

If you have tried most of the above and you're still experiencing access trouble please email info@podiatry.org.au or phone 03 9416 3111.

Australian Podiatry Association Offices

Suite 20, Level 1, 450 Elizabeth Street, Surry Hills, NSW, 2010 **(02) 9698 3751**
Unit 135, Level 13 Morris Towers, 149 Wickham Terrace, Spring Hill, QLD, 4000 **(07) 3832 4704**
50 Hutt Street, Adelaide, SA, 5000 **(08) 8210 9408**
89 Nicholson Street, Brunswick East, VIC, 3057 **(03) 9416 3111**
121 Eric Street, Cottesloe, WA, 6011 **(08) 8463 1176**