

*Be the Village*  
Heart-Mind Youth Dialogue with the Dalai Lama

## Frequently Asked Questions

**Q. What kind of Internet connection do I need to view a Livestream channel?**

A. We recommend viewing **Livestream from a wired connection** with a download bandwidth of at least 700Kbps. However you may require higher speeds if the channel producer is encoding at a higher bitrates. To test your speed, go to <http://www.speedtest.net>. Bandwidth fluctuates constantly (especially on WiFi and mobile internet), so running 3 tests is recommended. As a general rule your download bandwidth must be greater than the bitrate of the channel you're trying to view. PLNet can be overloaded and may not produce the best connection. In schools or districts where there is an alternate to PLNet, you should consider a wired connection to that provider

**Q: The video is choppy and stutters. What can I do?**

A: Insufficient connection speed is a chief cause of choppy or stuttering video. Video on Livestream is delivered at a relatively high bit rate. If your picture freezes frequently, then your connection speed may not be able to keep up. Use a wired computer to view the stream. There are three options for viewing. High Definition is the best quality however if video is choppy you can choose to view it in lower resolution.

**Q. How do I view this Livestream channel?**

Viewing a Livestream channel takes place in the browser. This means that Livestream is compatible with most major browsers on most major operating systems. **We recommend upgrading your browser whenever possible.** Please make sure to enable cookies and turn off pop-up blocker when viewing Livestream.

**Q. Does my browser require any plug-ins?**

**A. Always use the latest version of Adobe Flash.** Check your version of Adobe Flash (and upgrade if necessary) at the following link: <http://www.adobe.com/software/flash/about/>. We recommend upgrading to the latest version of Java: <http://www.java.com/en/download/index.jsp>

**Q. Why won't the stream play?**

A: Playback of live streaming events on Windows and Mac computers uses Adobe Flash. Make sure that Adobe Flash Player is installed on your computer. If it is not, visit <http://get.adobe.com/flashplayer> to get the latest version. It is free to download and use. If you cannot install it on your computer, contact your IT department for support.

**Q. How do I watch a channel in full screen?**

A. Move your mouse over the Livestream Player and click the "Full" button to enter Full Screen mode.

**Q: Why am I hearing an echo from the live stream?**

A: It is possible that you have the live stream running more than once on your computer. Check to make sure you don't have the same web page open in another browser or in another tab in the same browser.

**Q. Can I view Livestream on a mobile device?**

A. You can view Livestream through their free Apple iOS Livestream app and from many other mobile devices. If the channel you're trying to watch isn't mobile compatible, you may run into bandwidth issues. Connect via WiFi if possible. Most live streams are configured in such a way that they will play back universally on both desktop and mobile devices, including your iOS device. In some rare occasions, live events will be formatted in such a way that they can only be played back in Flash. In those cases, you will need a Windows or Mac computer with Adobe Flash installed in order to play back the video. You can get the latest version of Adobe Flash.

If you have any additional questions, please email Audrey Hobbs-Johnson at

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