FAQ for NOVA Live Webcasting Platform

Q1. I cannot watch the live stream, what can I do?

A1. If you're having issues with NOVA live stream, use the troubleshooting tips below:

- **Troubleshoot internet and device connection:** You may be able to play the video again by following the steps below.
  - Make sure you are connected to the Internet.
  - If you have many browser tabs open, try to close most of them except the one you're using for NOVA videos / live streams.
  - We recommend using the latest version of Chrome / Edge / Safari browser.
  - Clear the cache and cookies from your web browser, or use a private browser.
  - Restart your computer / mobile device.

- **Web Browser:** Please find the list of recommended internet browsers below (see Q3). Update them to the latest version if possible.

- **Firewall:** If you are viewing behind a firewall, or your device has a firewall and is active, you might not be able to view the video streaming. We use port 80 and port 443 for live streaming, please allow traffic on these ports, then refresh or restart your browser.

- **Corporate Network:** Corporate network often blocks video streaming content for security reasons. If you wish to view the webcast in the office or using company devices, please contact your internal I.T. team to allow access. Alternatively, try accessing with your personal device on a local 4G/5G connection.

  If the problem persists, you may reach out to our team at support@nova.hk .

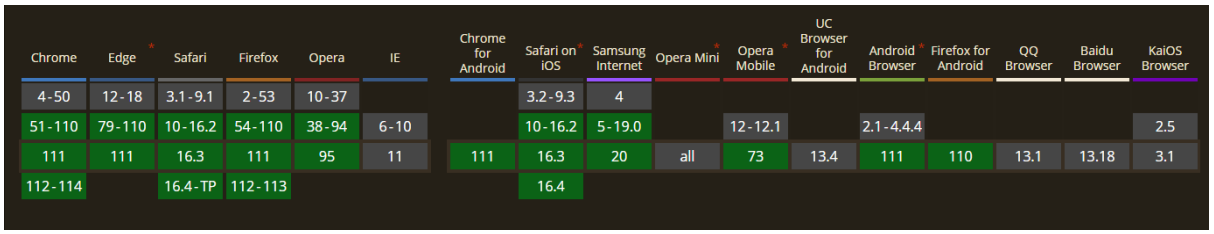
Q2. What should I do if I cannot log in the platform?

A2. Please contact the event organizer or reach out to our technical team at support@nova.hk .

Q3. What are the recommended web browsers for accessing the live stream?

A3. The **latest version** of the following web browsers are recommended:

- **Google Chrome (Recommended)**
- **MS Edge (Recommended)**
- Safari
- Other browsers with supported version (refer to below table, cell in Green)



Chrome	Edge *	Safari	Firefox	Opera	IE	Chrome for Android	Safari on iOS *	Samsung Internet	Opera Mini *	Opera Mobile *	UC Browser for Android	Android Browser *	Firefox for Android	QQ Browser	Baidu Browser	KaiOS Browser
4-50	12-18	3.1-9.1	2-53	10-37			3.2-9.3	4								
51-110	79-110	10-16.2	54-110	38-94	6-10		10-16.2	5-19.0		12-12.1		2.1-4.4.4				2.5
111	111	16.3	111	95	11	111	16.3	20	all	73	13.4	111	110	13.1	13.18	3.1
112-114		16.4-TP	112-113				16.4									

You can download the latest version of each browser by clicking the following links:

- **Chrome:** http://www.google.com/chrome/
- **MS Edge:** https://support.microsoft.com/en-hk/help/17621/internet-explorer-downloads
- **Safari**: https://www.apple.com/safari/

*For more details, please refer to the **"Check Your Browser Version Guide"** (see page 4-7).*

Q4. How much bandwidth is required for the webcasting platform?

A4. Please ensure the internet connection (Wi-Fi or LAN) speed is at least **3Mbps or above** per viewer for optimum viewing experience.

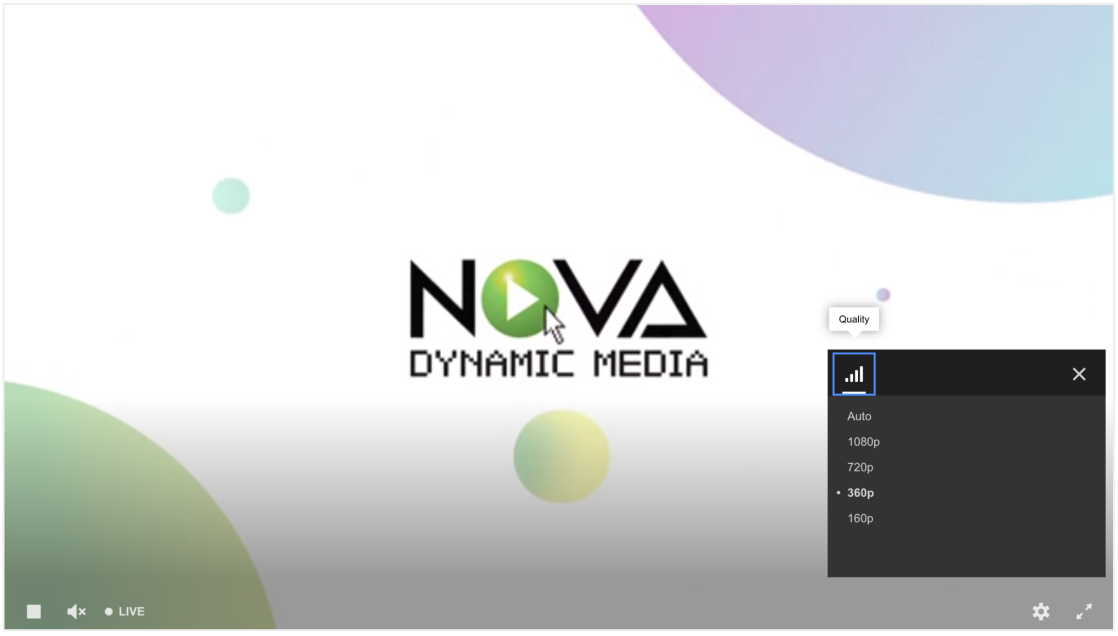
To test your bandwidth, you may go to http://www.speedtest.net/. Click the “GO” button to run the test. The result will be shown after a while.

Q5. Why is my video blurry?

A5. Your bandwidth might not be sufficient to view video streaming in high resolution.

Our webcasting system adapts ABR (adaptive bit rate) technology which automatically defines the optimum viewing quality for you depending on your connection speed. With **“Auto”** default setting, our system will automatically adjust the streaming quality based on your bandwidth connection.

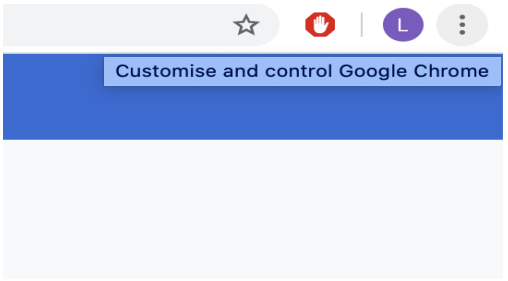
You may also manually select your ideal resolution by clicking the “**setting**” icon on video play bar, the stream will then be played after few seconds of connection buffering.



Check Your Browser Version Guide

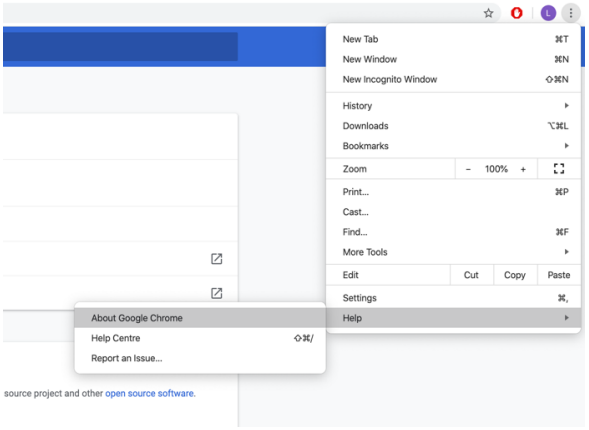
Follow the guideline below to check for your browser's version:

[Google Chrome]

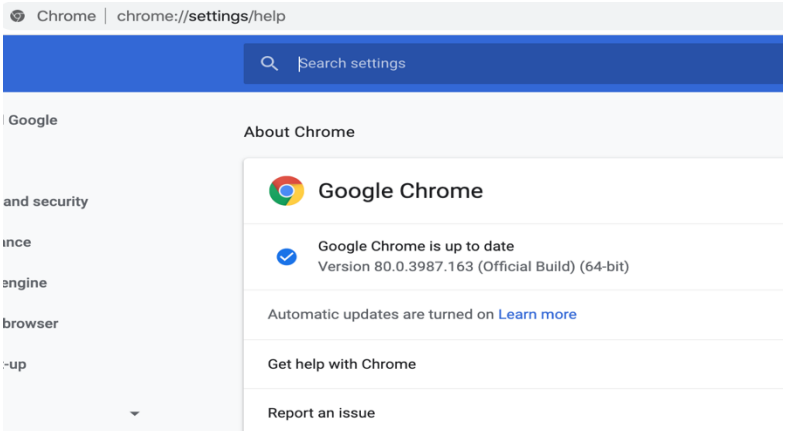


- Step 1: Click the "**Customize and control Google Chrome**" icon

- Step 2: Click on "**About Google Chrome**"

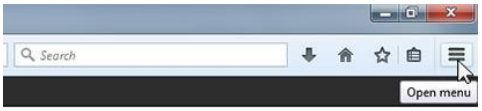


- Step 3: Check your Chrome version

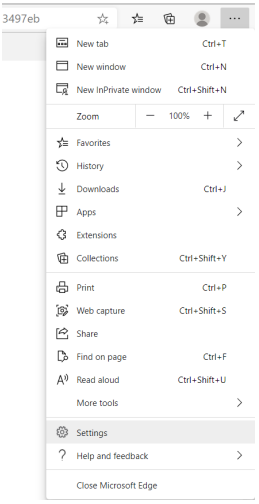


[Microsoft Edge]

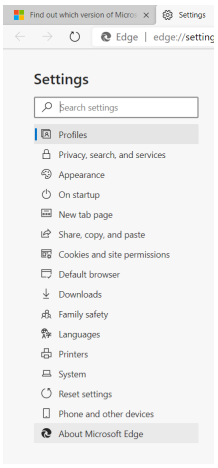
- Step 1: Click the “**Open Menu**” icon



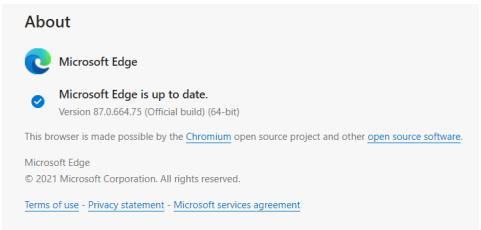
- Step 2: Click on “**setting**”



- Step 3: Scroll down and select “**About Microsoft Edge**”.

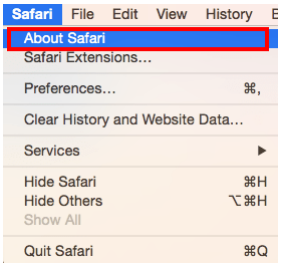


- Step 4: Check your Microsoft Edge version



[Safari]

- Step 1: Select the About Safari option under the Safari menu.



- Check your Safari version

