

# 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 your NOVA videos again by following the steps below for internet and device connections.
  - 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 / livestream.
  - We recommend using the latest version of Chrome / Firefox / Safari.
  - Restart your browser.
  - Restart your router.
  - Restart your computer / mobile device.
  
- **Web Browser:** Please find the list of recommended internet browsers in the FAQs (on page 2-3). 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 1935 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 reason. If you wish to view the webcast in your business network, please contact with your internal I.T. team to allow access, or retry again with a mobile device with local 4G connection.

If you continue to have issues with the live stream, you can report a bug to our team by contacting +852 3996 7687 or [support@nova.hk](mailto:support@nova.hk) .

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

**A2.** Please kindly contact the event organizer or let our technical team know by contacting +852 3996 7687 or [support@nova.hk](mailto:support@nova.hk)

## Q3. What are the recommended web browsers for accessing the livestream?

**A3.** For the best livestream viewing experience powered by NOVA Dynamic Media, the **latest version** of the following web browsers are recommended:

- Personal computer, Mobile devices & tablet:
  - **Google Chrome (Recommended) – Ver.63 or above**
  - **Mozilla Firefox (Recommended) – Ver. 67 or above**
  - Safari – Ver 11.1 or above
  - MS Edge – Ver. 79 or above
  - Other unlisted browsers (refer to below table)

| IE   | Edge * | Firefox | Chrome | Safari    | Opera | iOS Safari * | Opera Mini * | Android Browser * | Opera Mobile * | Chrome for Android | Firefox for Android | UC Browser for Android | Samsung Internet | QQ Browser | Baidu Browser | KaiOS Browser |
|------|--------|---------|--------|-----------|-------|--------------|--------------|-------------------|----------------|--------------------|---------------------|------------------------|------------------|------------|---------------|---------------|
|      |        | 2-65    |        |           |       |              |              |                   |                |                    |                     |                        |                  |            |               |               |
|      | 12-18  | 66      | 4-62   | 3.1-11    | 10-49 | 3.2-10.3     |              |                   |                |                    |                     |                        | 4-7.4            |            |               |               |
| 6-10 | 79-85  | 67-80   | 63-85  | 11.1-13.1 | 50-70 | 11-13.7      |              | 2.1-4.4.4         | 12-12.1        |                    |                     |                        | 8.2-11.2         |            |               |               |
| 11   | 86     | 81      | 86     | 14        | 71    | 14           | all          | 81                | 59             | 85                 | 79                  | 12.12                  | 12.0             | 10.4       | 7.12          | 2.5           |
|      |        | 82-83   | 87-89  | TP        |       |              |              |                   |                |                    |                     |                        |                  |            |               |               |

■ SUPPORT    ■ DO NOT SUPPORT

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

- **Chrome:** <http://www.google.com/chrome/>
- **Firefox:** <http://www.mozilla.org/products/firefox/>
- **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 “**Check Your Browser Version**” guide at page 4-8.

#### Q4. How much bandwidth will the webcasting platform use on our network?

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

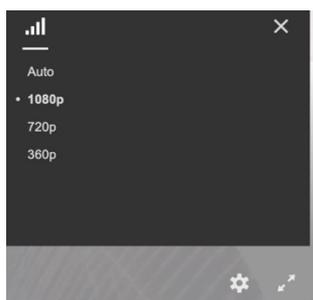
To test your bandwidth, you may go to <http://www.speedtest.net/>. Please choose your destination and press “GO” button to run test. The result will be shown after some time.

#### Q5. What should I do if the video suddenly paused without any error or system notification?

**A5.** 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.



#### Q6. Why is my video blurry?

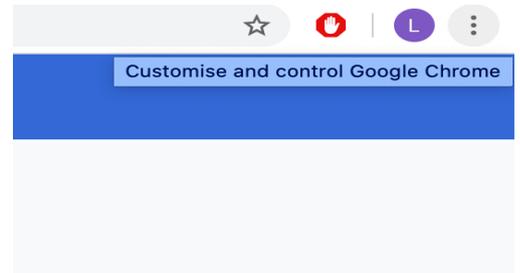
**A6.** Your bandwidth might not be sufficient to view video streaming in high resolution. You may check with your internal IT team or select appropriate resolution as mentioned above.

# Check Your Browser Version Guide

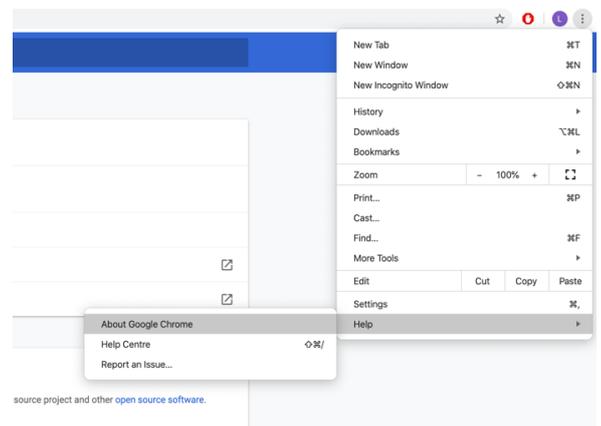
Follow the guideline below to check for your browser's version:

## - Google Chrome

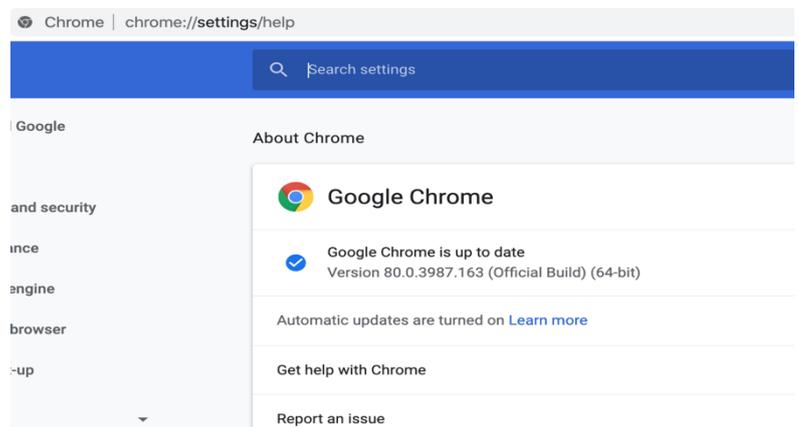
- Step 1: Click the **“Customize and control Google Chrome”** icon



- Step 2: Click on **“About Google Chrome”**

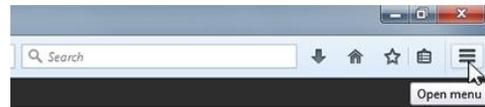


- Step 3: Check your Chrome version

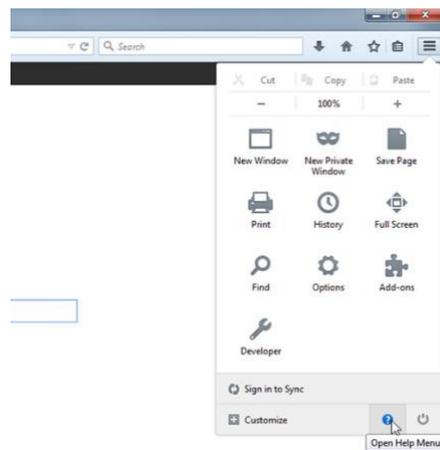


## - Mozilla Firefox

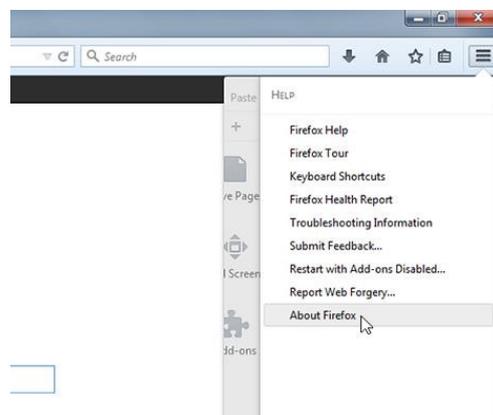
- Step 1: Click the “**Open Menu**” icon



- Step 2: Click on “**Open Help Menu**”



- Step 3: Click on “**About Firefox**”

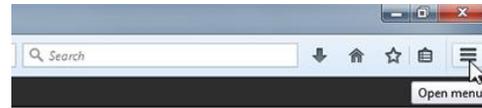


- Step 4: Check your Firefox version

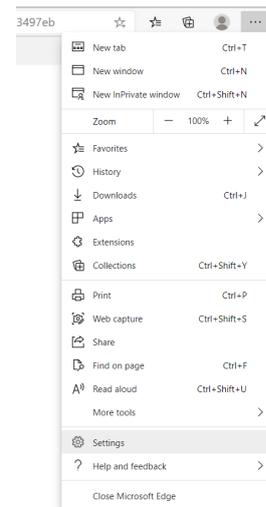


## - Microsoft Edge

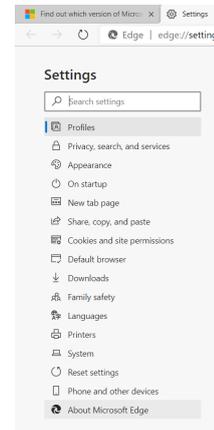
- Step 1: Click the “Open Menu” icon



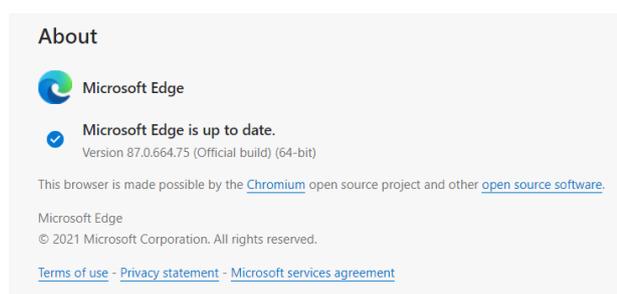
- Step 2: Click on “setting”



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

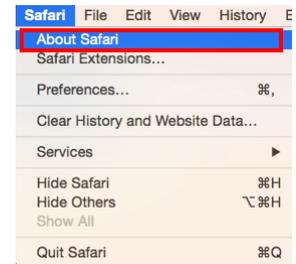


- Step 4: Check your Microsoft Edge version



## - Safari

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



- A new window will open with the safari version number

