Live Stream Viewing
Help Sheet

Basic Requirements
The live video stream may be accessed on a Mac or PC through your web browser using Adobe Flash Player. The live stream is also available for viewing on iOS and Android mobile devices.

Videos are typically streamed between 500 Kbps and 1.5 Mbps. Minimum recommended connection speed is 900 Kbps/sec for most streaming content, although higher speeds may be necessary.

Operating Systems
Windows XP SP2 or newer, Mac OS X 10.4 or newer (excluding beta versions of operating systems).

Mobile Requirements
- iPhone or iPod Touch running iOS version 3.1.3 or newer
- iPad running iOS version 5.1.1 or newer
- Android 4.0 (Ice Cream Sandwich) or newer. The Android default media player, vmplayer or MX Player are recommended.

Browser Requirements
Internet Explorer 7.0 or above, Firefox 3.0 or above, Safari 5.0 or above, Google Chrome 16 or above (excluding beta versions of browsers).

Browser Plug-ins
Flash Player version 11.0 or higher (recommend latest version from http://get2.adobe.com/flashplayer/)

If you don’t have Flash Player 11.0 or higher, learn how to install it in five easy steps. Prior to clicking the Install Now button, be sure to uncheck the optional offers if you do not want them. The optional offers are automatically checked and you must uncheck them if you do not want the offers.
Test Your Player
Click here to open a streaming test video. If it works, you should see a video with spoken and text narration.

Common Problems and Solutions
- I don’t see the video.
  - Try restarting your browser.

- I don’t see a video player.
  - You may not have the proper Adobe Flash Player or browser plug-in installed.
  - You may be on a secure network that has blocked the use of Flash Player or streaming media. Contact your local network administrator.
  - You may have a pop-up request on your browser that you need to allow to see the live stream.

- The video player keeps stopping.
  - This is usually caused by insufficient bandwidth available on your local Internet connection.

- I can hear audio but the video window is black.
  - This is usually caused by insufficient bandwidth available on your local Internet connection. Check your connection speed.

- I can see video but cannot hear audio.
  - Make sure you have speakers or headphones connected to your computer or mobile device.
  - Make sure your audio is not muted for your computer or device.

- I have an Android with the minimum requirements but cannot connect to a live video stream.
  - Not all Android devices are the same. Due to the large number of manufacturers and limited standardization from one manufacturer to the next, some devices may not be able to play live video streams.

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