



FAQ - System Requirements



What kind of Internet connection do I need to view a Live Video stream?

When viewing a live video webcast, it is recommended to view from a fixed/wired Internet connection with a download bandwidth of at least 3000kbps. The webcast will be streaming at multiple bitrates and if needed will drop to a lower quality – however accessible bandwidth of 3000kps should give you the best viewing experience.

To check what your download speed is please visit <http://speedtest.net>
We recommend that you complete this test at various times in the day as the bandwidth can fluctuate.

If you're on a shared connection, we cannot guarantee that the stream will be consistent as this is dependant on other activities that are taking place on the connection.

How do I view a Webcast Page?

You must use an Internet browser to open the webcast page. Our webcasts are compatible with most major browsers (Excluding Internet Explorer 6 and 7). If possible please upgrade your Internet browser to achieve the best user experience.

Can I view the live webcast on a mobile device?

The webcast is available on mobile and tablet devices via the operating systems below. It is recommended that desktop/laptop devices with a fixed, wired internet connection is used. As the speeds and congestion on wireless and mobile networks cannot be managed, we recommend that these are not used.

What browsers do we support?

We cease support for browsers when they fall below 5% market share in our customers' home markets (e.g. Australia, Singapore). We encourage customers and end-users to upgrade to the most recent browser version. As an example, IE7 is no longer supported as it has less than 4% market share in Australia, Singapore, Malaysia, Indonesia and the United States [1*]. Additionally, browsers that have reached end-of-life from their suppliers are unsupported from the moment their provider ceases to provide support (e.g. IE6).

OS	Player	Browser
Windows XP+	Flash	Internet Explorer 8+, Firefox 35.0+, Chrome 39.0+
	HTML5 [2*]	Internet Explorer 10+, Firefox 35.0+, Chrome 39.0+
Mac OS X 10.7+	Flash	Safari 6.0+, Firefox 35.0+, Chrome 39.0+
	HTML5	Safari 6.0+, Chrome 35.0+ [2*]
iOS 5.0+	HTML5	Safari iOS
Android 4.3+ [3*]	HTML5	Native Browser

[1*] Viacorp uses <http://gs.statcounter.com/> as a reference to determine these percentages.

[2*] On-demand progressive playback only. Live streaming not supported. Desktop browsers (aside from Safari) do not support HLS/HDS adaptive streaming.

[3*] Only tablets that have more than 5% market share are supported, e.g. Samsung, Google, Asus. Viacorp only supports Android using their native browser and native player that can accept HLS content.

To determine the version installed on your computer, complete the following steps:

For PC



1. Open the browser
2. Click on the "Help" menu
3. Click "About"

For Macintosh

1. Click the browser's name tab (i.e. "Chrome")
2. Click "About"

You can download a newer version of each browser via the links below:

- Download Windows Internet Explorer
<http://windows.microsoft.com/en-us/internet-explorer/download-ie>
- Download Firefox
<https://www.mozilla.org/en-US/firefox/new/>
- Download Safari
<http://support.apple.com/downloads/-safari>
- Download Chrome
<http://www.google.com.au/chrome/>

Does my browser require any plug-ins?

Please ensure you have the latest version of Adobe Flash. You can download this at <http://get.adobe.com/flashplayer/> and upgrade if necessary.

What are the minimum technical requirements for viewing the live webcast?

1. 2GB RAM Recommended
2. JavaScript and Cookies must also be enabled.
3. Super VGA (800 x 600) or higher resolution
4. 16-bit sound card
5. Speakers/headphones

The live webcast isn't loading (I'm getting a spinning wheel), what could be the problem?

1. Please ensure that you have JavaScript and cookies enabled and that you have no security settings or ad-blockers that could be preventing you from loading the stream.
2. Ensure that you have the latest version of Adobe Flash player
3. There may be a Firewall or network security setting in place that could be blocking the live webcast or on-demand playback (If you are viewing from within a company network you will need to contact the network administrator. Please see section 10 of the list of domains that require white listing)

The player loads but the video is stuttering or choppy, what could be the problem?

- In order to view the live video you will need a broadband or wifi connection. Ensure that your connection speed is sufficient by visiting <http://www.speedtest.net>. You should have at least 3000kbps download speed for steady viewing of this live multi bit rate stream.
- If you are on a wireless connection please switch to a wired connection.
- If you are running other bandwidth intensive programs you should quit out of these as they could be taking away from your available bandwidth from your available CPU resources
- Network congestion can occur at any time due to the following problems:
 - If you are connecting to the Internet through a dial-up modem.
 - You are trying to access an event during peak Internet traffic hours.
 - If you are connecting to the Internet from outside Australia.
 - There is heavy traffic on your company network.
- To alleviate network congestion, you may want to consider the following:
 - Upgrading to a faster connection
 - Minimize the amount of applications you are running while accessing the event (this also assists with the amount of load on your computer's processor)
 - For on demand viewing, try accessing the event during an off-peak Internet traffic period.
- To alleviate these problems, consider reducing the amount of applications you have running. If you are accessing an on-demand event, try accessing the presentation at a later time when network congestion may have lessened.



- If you are on a shared Internet connection others may be using bandwidth intensive programs that are reducing your available download bandwidth.
- If you experience video stalling problems only during full-screen mode, try lowering your desktop resolution.
- If you are running other CPU intensive programs (multiple tabs on browser, multiple browsers, Word, Excel, any other video application) you should quit out of these as they could be taking away

I can't hear anything or the sound is very faint.

1. Verify that your speakers are plugged into power, turned on and volume level is up, and connected to the audio port of the computer. Your speakers or headphones must be plugged into the sound port.
2. If you still cannot hear any audio, check your system volume settings and the volume on the video player.
3. If your system is properly set-up, then try adjusting the system volume settings:
 - I. Click Start, Settings, and then Control Panel.
 - II. Double-click on the Multimedia Icon.
 - III. On the audio tab, turn up the volume.

What about firewalls? Can I watch at work?

If there are any strict firewall restrictions on your network, the video content may be getting blocked. If you are not receiving our streaming video, please check with your network administrator and refer to the domains below for white listing:

- *.viostream.com
- *.akamaihd.net
- *.cloudfront.net
- *.edgesuite.net

Contact Details

For technical issues, live chat will be available on 'Great Shake-Up' testing dates: Wednesday, September 23rd and Thursday, October 1st from 8.00am to 6.00pm.

For administrative issues, contact Snowdome Foundation on 03 9900 5388 or info@snowdome.org.au.

Webcast Functionality FAQ

I received a message that the webcast is not currently available?

You may see this message due to one of the following reasons:

- a. The event you are trying to access has not yet started. Please verify the start time and date of the live.
- b. The event may have only been available for live access and has finished
- c. The event you are trying to access has concluded but the on-demand version is not yet available. Please check back at a later date after the conclusion of the original event to access the on-demand version.
- d. The event may no longer be available.