

VIMEO LIVESTREAM TROUBLESHOOTING TIPS

1. You've clicked the livestream access link, or you've copied and pasted the link into your browser and it's not connecting. Now what?

• Check your browser. Vimeo suggests using the following browsers for computers, tablets, and laptops:
(Note: Be sure the browser has the latest upgrade)

- Chrome 30+: has automatic updates - If the video does not auto-start, click on the pause button and then the play button to start watching.
- Firefox 27+: has automatic updates
- Internet Explorer 11 or Microsoft Edge
- Safari 9+

2. You've successfully arrived at the livestream event but there is no sound.

- Check to see if your device is in mute mode. Some devices require users to "un-mute" in order to hear live-feed sound.

3. You want to enable Closed Captioning.

- Closed Captioning is available on the bottom of the player by clicking the "CC" icon.

4. You're experiencing intermittent connectivity problems like choppiness or frequent buffering.

- Close out all open windows and tabs except the one displaying the video.
- Refresh your browser or clear your cache. Click here for directions to clear cache.
- Temporarily pause other internet activity. Using other devices can negatively affect streaming quality because of reduced bandwidth.

5. Your video is still buffering.

- Switch to "Auto" in the quality menu, if available. Auto mode automatically adjusts to the best quality of video for your current Internet connection and processing speed.
- If "Auto" is not available, switch to one of the lower quality options. Viewers can manually force a particular quality by selecting the gear icon in the lower right corner of the player.

6. You've followed all recommended steps above, but your livestream video is still not working.

- Most problems viewing a streaming video stem from a poor Internet connection.
- If you're at home and using a wireless connection, we suggest switching to an Ethernet connection (wired). Your router will have a port to plug in an Ethernet cable.
- Check your connection to your Internet Service Provider (ISP). If your connection is slower than usual, reset your internet modem or router. If that doesn't resolve the issue, we suggest you contact your ISP for more help.

7. You want to watch the event through your phone but don't know how.

- Click the livestream event link. When you arrive at the event page, click the play button to open the live player.

- o Android: Android (Lollipop) version 5.0+
- o Apple: iOS version 12.4+.
- o Samsung: The Samsung Internet browser (all versions) is not supported for Vimeo Live. Vimeo recommends installing Chrome instead.

8. You can't find the Fullscreen button.

- Fullscreen on Vimeo is not compatible with Internet Explorer 10 or lower.
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9. How do I watch the livestream Forum on my Smart TV?

- Here are some resources on how to connect your laptop to your TV wirelessly or with HDMI:
<https://www.cnet.com/how-to/how-to-connect-your-laptop-to-your-tv-wirelessly-orwith-hdmi/>

10. How do I stream the event from my phone to my Smart TV?

- Here are some resources to connect your phone to your TV:

-iPhone wireless streaming (screen mirroring):

<https://support.apple.com/guide/iphone/wirelessly-stream-videos-photos-apple-tv-aiphd29858fd3/ios>

-Droid (screen mirroring):

<https://www.airdroid.com/screen-mirror/android-screen-mirroring/>