



## HELP & FAQ

### Having trouble with registration?

Send us an email to [help@weststream.biz](mailto:help@weststream.biz) with all required data. We will register you directly.

### What are the minimum technical requirements for viewing the livestream?

- ✓ Adobe Flash Player 10.0.32 or above
- ✓ Internet Explorer 8.0 or above, Firefox 2.0 or above, Safari 3.0 or above, Chrome 4.0 or above
- ✓ Microsoft Windows XP SP2, Microsoft Windows Vista, Macintosh OS X v10.4 or above, Linux
- ✓ 256 megabytes (MB) of RAM - 512 MB recommended
- ✓ JavaScript and Cookies must also be enabled
- ✓ Super VGA (800 x 600) or higher resolution
- ✓ Ports 80 and 1935 should be enabled
- ✓ 16-bit sound card
- ✓ Speakers/headphones

### What is the minimum internet connection speed required for viewing livestream content / How can I test my connection speed?

For a reliable viewing experience at medium quality we recommend a downstream connection speed of at least 700Kbps. Viewers can select a higher (up to 2Mbps for HD) or lower (198Kbps for low) video quality on the player depending on the connection speed.

Viewers can test their connection speed by visiting <http://www.speedtest.net>, we recommend testing several times as bandwidth can fluctuate.

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

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. If you do have an ad-blocker such as AdBlock plus installed, uninstalling this should resolve the issue.

Ensure that you have Flash player 10.0.32 or above installed. You can download the latest Flash player here: <http://www.adobe.com/go/getflash>.

Ensure that you don't have a Firewall or network security setting in place which could be blocking Flash playback.

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

In order to view streaming video you will need a broadband connection. Ensure that your connection speed is sufficient by visiting <http://www.speedtest.net>.

You should have at least 700Kbps downstream for reliable playback of medium quality video. Changing the quality on the player to low may improve this if you are on a weak internet connection.

If you are on a wireless connection try switching to a wired connection, or move closer to the wireless router for a stronger signal.

If you are running other bandwidth intensive programs you may want to quit out of these as they could be taking away from your available bandwidth.

If you are on a shared internet connection others may be using bandwidth intensive programs that are reducing your available downstream bandwidth.

If you experience video stalling problems only during full-screen mode, try lowering your desktop resolution.