



Streaming Tech Specifications

Have Tech Questions?

Visit support.globalleadership.org to find help articles or to submit a helpdesk ticket.

Internet Connection:

1. Use a hardwired internet connection and minimize the number of steps between your computer and the network switch. Only use WIFI if you do not have access to a hardwired network port or switch.
2. We recommend a minimum connection speed of 10-25 Mbps. Check your internet connection speed by visiting speedtest.net and looking at the download speed results.
3. Limit device usage on the network that you are using for the stream. Do not start large downloads or uploads while streaming, and only have one internet tab open on the computer you are using for the stream. You might consider setting up a hotspot to use a backup internet source on event day.

System Requirements:

- Windows 8 or macOS 10.12
- Latest Version of Chrome or Firefox Browser
- 8Gb RAM

Closed Captioning:

- You may turn closed captioning on or off by clicking the “CC” button at the bottom of the video window and then clicking “English”.

Video Troubleshooting:

1. We recommend dedicating a computer solely for the use of playing the stream.
2. Ensure you have clicked the Play button on the video player.
3. Ensure your computer has working internet by visiting another website that you know works.
4. Ensure your internet browser (Edge, Chrome, Firefox, Safari, etc.) is up to date. You may check your browser version by visiting whatsmybrowser.com.
5. Refresh the webpage and try again. Be sure to click the Play button on the video player.
6. Try clearing your cache and cookies and then refresh the page.
7. If you are still experiencing issues after trying the above steps, try using a different browser on your computer, or a different computer altogether.
8. Manually select a lower bandwidth by clicking the gear at the bottom of the video window.





Firewall Troubleshooting:

If you experience a Malware or Malicious Site warning when you try to view the stream or if you continue to receive errors when trying to play the content, there are some ways that you can troubleshoot. Please try the following to the best of your ability:

1. Contact your IT team and ask them to whitelist these domains on your internal firewall:
 - i. globalleadership.org
 - ii. willowcreekgls.akamaized.net
 - iii. hvc.haivision.com
link.theplatform.com
2. If you are on a VPN, try turning it off.
3. Try viewing the stream on a personal device that is not connected to the protected internet account.
4. Testing the stream prior to event days will allow for adequate time to work out any issues. Please make time to test so that your viewing experience on event days is seamless.

Audio Troubleshooting:

1. Ensure the audio on the stream player is at 100%, your computer audio is not muted, and your speakers are turned up.
2. If on a laptop or desktop computer, unplug the video and audio cables to see if sound will play directly from your computer's speakers. If on a phone or tablet, play the video on your device to hear if sound will play directly from the device's speakers. This will ensure that the audio from the stream is working.





Bandwidth Test

Test the download speed on the network/computer that will be used for the GLS web stream. Is it at least 15 Mbps? Bandwidth Test Options: www.speakeasy.net, www.speedof.me

Complete an Extended Test

Bandwidth tests are helpful for establishing a benchmark, but these tests only measure your bandwidth at a specific moment. To test your bandwidth for stability over a longer length of time, stream an HD movie through your event system (Hulu, Netflix, Prime, etc.).

The GLS is 2 full days of content which will put a unique level of demand on your system. An extended test will help confirm your equipment and internet is able to complete the 2 full days without overheating, freezing, etc.

Additionally, using an automatic bandwidth test like <https://testmy.net/> can help measure your bandwidth at various points in the day to confirm it remains consistent.

Note: During the above extended test, please observe the audio and video quality to ensure your systems can consistently sustain the HD quality we deliver. If not, see the section on low bandwidth.

Protect Your Bandwidth

- If possible, prioritize the web stream computer's IP address on the Internet server to help prevent bandwidth interruption during the event.
- Consider fully designating a portion of the bandwidth to the web stream computer. By designating a portion of your bandwidth specifically for the web stream, you will protect it from being depleted by the public Wi-Fi.
- Minimize the number of connection points from the Internet router (the access point into the building) to the web stream computer. The more connection points the greater the possibility for degraded quality (packet loss).

Best Practices

- A wired connection is best. If possible, avoid using a wireless connection.
- During the event, the computer used for the GLS web stream should only be used for the web stream. It should not be running any other event programs.
- Consider setting up a hotspot as a backup internet source.

Low Bandwidth?

If your site's bandwidth is below 15 Mbps, consider reaching out to your Internet provider. Some Internet providers will allow a customer to "beef-up" their bandwidth for a short period of time (i.e. mid-July thru mid-August). Talk to your local provider if you feel that is the next best option.

If you are unable to increase your site's available bandwidth, another option is to use a hot spot.

Note: Hot Spots are typically wireless and should only be considered as a last resort.

