Tips for Viewing Online Events PLUS Frequently Asked Questions (FAQ)

Please note: issues with sound, quality, and freezing/buffering are most often on the viewer end, not technical issues with the program or issues from A.R.E.’s broadcast/livestream. To avoid these issues, please be sure your computer can support video and check your sound levels. You can also reboot your computer and/or router. If you are in an area with limited bandwidth, try viewing the program early in the day.

In the unlikely event that a technical issue arises during our broadcast, it will be resolved as quickly as possible. All live events can also be viewed afterward “on demand.”

The platform for this event is Vimeo. Here is a link to the Vimeo help desk article on video playback:

Troubleshoot video playback issues, from Vimeo:
Many factors can influence video playback, including some that pertain to your computer or device. If you’re not getting the best viewing experience on Vimeo, you might want to try these simple fixes.

- **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. We recommend using this default setting to avoid buffering delays. (If “Auto” is not available, switch to one of the lower quality options.)

- **Check your bandwidth**
  We require network speeds of 500 kbps or higher in order to stream our lowest playback quality (240p). Keep in mind that bandwidth can fluctuate, especially on Wifi or cellular networks.

- **Disable any browser extensions, plugins, or add ons.**
  Third party programs can sometimes cause issues during playback— including blocked video segments, dropped frames, buffering, etc. If you’re having trouble, try disabling any active extensions one-by-one to find the culprit. You can also open your video within an incognito or private window of your browser for testing.

- **Restart your router and modem**
  Resetting your router or modem can help to refresh your connection and improve playback performance. Try disconnecting the power cord and then reconnecting to perform a hard reboot.

- **Update your browser**
  Browser software is constantly being improved upon. Make sure you are using the latest version of your browser for peak performance. The latest version of each browser can be found [here](#).

- **Close excess browser tabs or applications**
  Keeping too many applications open can make everything run slower, including video playback.
Especially on a mobile device, it’s easy to forget which apps are running. Make sure that you completely close or disable apps instead of just minimizing their windows.

- **Clear your browser’s cache**
  Although this may sound simple, refreshing your cache can help with many different issues, including playback. Learn more [here](#).

- **Disable/Enable Hardware acceleration**
  Hardware acceleration makes resource-hungry operations run more efficiently, but sometimes doesn’t work well with older graphics cards. Try disabling or enabling this option within your browser settings.

Still having trouble? Check out [this overview](#) to learn more about playback and gathering information that we can use to help. You can also always check the Vimeo [status page](#) for updated information on any current site-wide issues, or [contact Vimeo](#) for further assistance.

### Additional Tips and Questions and Answers:

**Q:** I can’t watch the whole program at once, can I watch it later?  
**A:** Yes, these lectures will be available for viewing at any time, on demand, until the end date, if any.

**Q:** When will I get the link to the live stream?  
**A:** Links will be emailed to you.

**Q:** If there is an associated private Facebook group for this event, when will I get the link and password to the private Facebook group?  
**A:** Not all events have a Facebook group. If this event has one, a link will be emailed to you.

**Q:** Will I be able to join the Facebook group before the program starts, if one is available for this event?  
**A:** Not all events have a Facebook group. If this event does, you will have early access to interact with fellow attendees, ask questions, and view/download handouts. A link will be sent to you via mail.

**Q:** The speaker mentioned a handout—how to I get that?  
**A:** It is available on the viewing page, and also as a file in the private Facebook group (if Facebook group is available).

**Q:** What are the minimal system requirements for viewing on my computer, phone, or mobile device?  
**A:** If you can view YouTube videos, you can view this program. See the Vimeo tips above.

**Q:** I am having trouble with the sound, what should I do?  
**A:** Check your device/system settings and be sure sound is unmuted and on, and/or adjust the volume.

**Q:** I am having trouble with the live stream/video freezing or buffering, what can I do?  
**A:** Be sure your device/system meets the minimum requirements. Also be sure no one else in your home is using your web connection. You may also need to reboot your device.

**Q:** I am having trouble with the live feed/on-demand download. How can I get help?  
**A:** See the tips and links to Vimeo support posted above, or call A.R.E. Customer Service at 800-333-4499 Monday-Friday.

**Q:** What if I have trouble with the live feed/on demand video? Who can I call?  
**A:** See the tips and links to Vimeo support posted above, or call A.R.E. Customer Service at 800-333-4499 Monday-Friday.
Q: Can I view the whole conference online?
A: You will be able to view the speaker or speakers as indicated in the description/schedule.

Q: Can I view the lecture(s) more than once?
A: Yes, you can watch it on demand any time until the end date listed, if any.

Q: I can’t find the link to view the event. Where can I find the link?
A: Check your email inbox; it will be in the confirmation email that we sent after your purchase, or in the body of the email from A.R.E. updating you on the program status change. If you can’t find it, be sure to check your SPAM/Junk folder. If it was deleted by accident, check for it in your deleted mail email folder. If you are still unable to locate it, then please call Customer Service at 800-333-4499 Monday – Friday.

Please note: Most A.R.E. Online Conferences are presented online in HD quality. For live events, on occasion it is possible that the video stream may be interrupted due to circumstances beyond our control. If that happens, you may need to refresh your browser to reconnect to the video player. You will also have access to the on-demand version should you have any technical issues during a live presentation; a refund will not be offered after the presentation has broadcast.