

SHOW  HOPE



## Troubleshooting Guide

We are unable to know what your Internet Service Provider (ISP) is capable of delivering to you or what type of system your venue is running. However, we can offer you some guidelines and tips to help you receive the highest quality possible.

### 1. **Recommended Browsers**

Google Chrome, Firefox, and Safari are three browsers we recommend.

### 2. **Test Your Speed**

To check your actual download speeds, please visit [www.speedtest.net](http://www.speedtest.net). Click BEGIN TEST, and speedtest.net will AUTOMATICALLY test your speed and give you an accurate indication of your capacity.

The “download speed” number is the one that is important for your broadcast capability. Your network connection should sustain a download speed of 20 Mbps or greater.

Note: The quality you will see and receive is fully dependent on your internet connection and your equipment. It is highly recommended that only one computer be accessing the network during the broadcast.

### **Dedicated Connection**


We recommend a dedicated internet connection for the computer you are using to download the stream. We also recommend that the connection be wired, not wireless.

*Note: If you have limited bandwidth, more users accessing the same network will lead to slower download times and may degrade the performance of the stream.*

### **Volume**

Be sure to test your volume before beginning, making sure your computer is not muted.

### **Quality/Resolution**

Click the  gear to select "Quality" and "1080p HD" to view in the highest resolution.

**Battery Power**

Ensure your computer's battery is completely charged, and if possible, leave it battery adapter connected to your computer and plugged in while you are viewing.

**Contact**

If you have any questions or concerns in regard to technical issues, please contact Show Hope at [hopeforthejourney@showhope.org](mailto:hopeforthejourney@showhope.org).