

How to watch the webcast

You do not need to buy any software or download any applications to watch the webcast. You can watch the webcast on your computer, smartphone or tablet. The device must be equipped with speakers or headphones for audio. For the best viewing experience, we recommend that you use an up-to-date operating system and browser like Chrome, Firefox, Edge, Safari or Opera.

Full screen

You can open the webcast in full screen mode by clicking the symbol in the bottom right corner. Press ESC to return to normal mode.

No audio

First, check that your device's sound is not muted. Play something from another app or website such as iTunes or YouTube to make sure your speakers are on and working. Make sure to try headphones too. If this does not help, check the video player's audio settings in the bottom right corner of the webcast window, next to the full screen symbol. If you are watching a broadcast on an external monitor connected to your computer, disconnect the external monitors or adjust the volume on the external monitor.

Echoing

Echoing often results from a single piece of content being opened in several browser windows. Check that the webinar page is only open in a single window. If this does not help, try to refresh the page.

Lagging video and audio

This is typically caused by connection problems. Other applications or the simultaneous use of an online TV application may have overloaded your home's internet connection. VPN connections can also be configured to prevent high-quality livestreams. You can replace the VPN connection with your mobile connection in these cases.

