

Problems with Streaming? Here are a few, reasonably easy things to try:

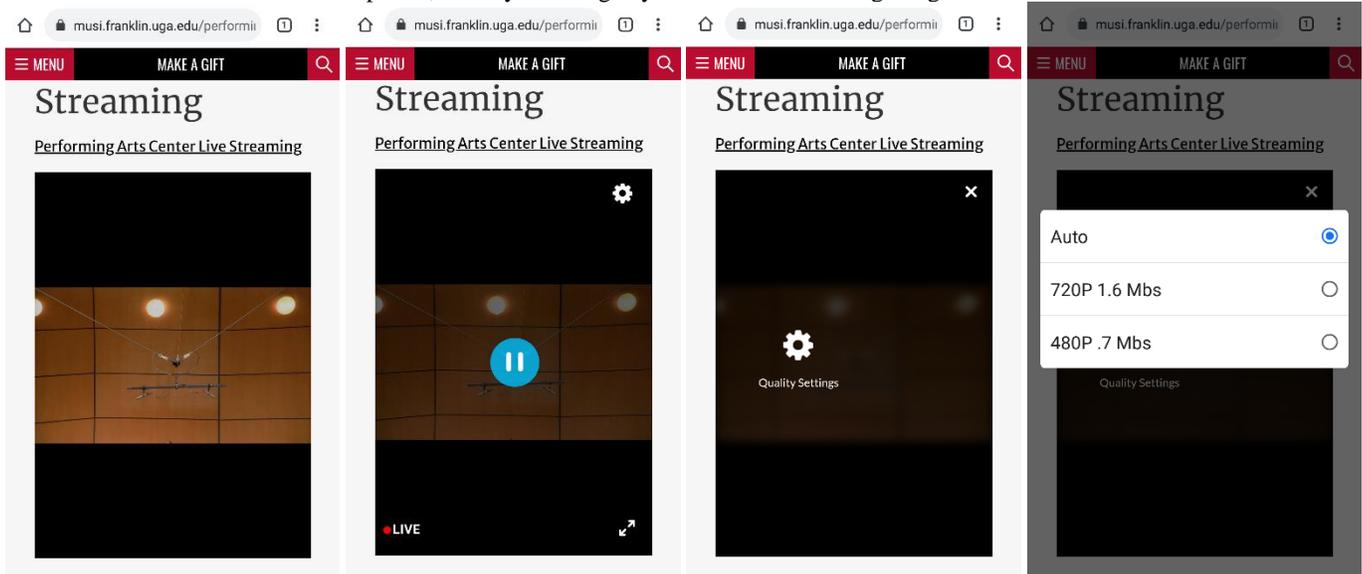
1. Try adjusting the quality setting within the streaming player.

- Whether using Windows, Mac OS, Android or iOS, the streaming player offers a few helpful settings, accessed by touching/clicking the small “Gear” icon somewhere along the edge of the player:

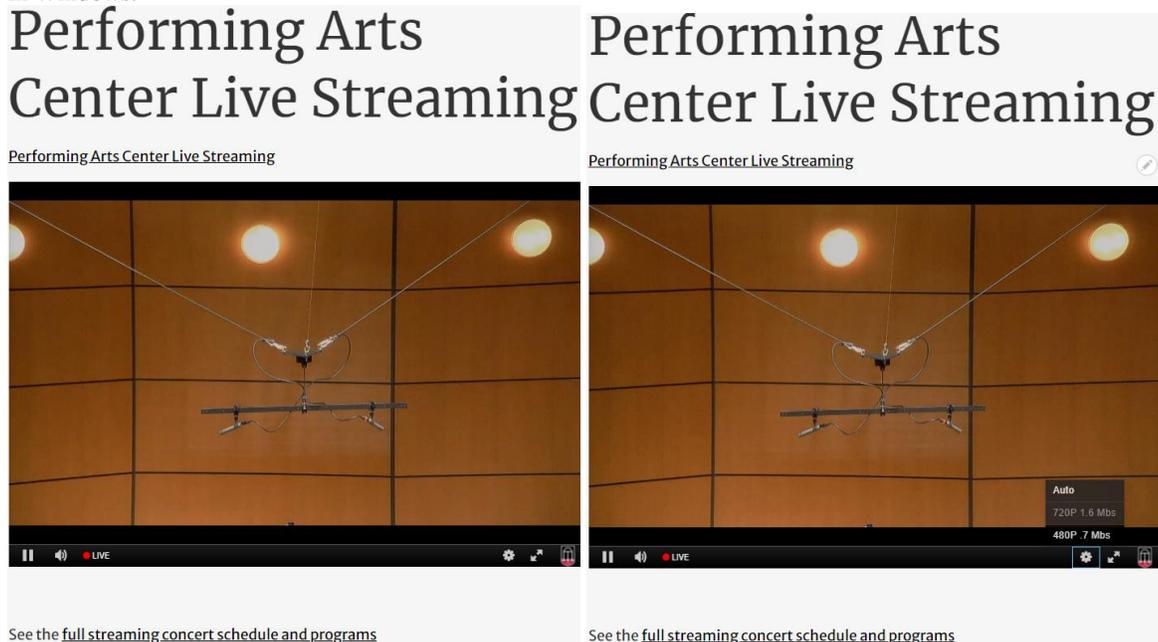


- Under “Quality Setting,” choose either “Auto” (automatically chosen value) or manually choose one of the smaller values which require less bandwidth.

- Here is how it looks on an Android phone; start by touching anywhere in the streaming image:



- In Windows:



2. Try closing any other programs or web pages which are not needed or being used while streaming.

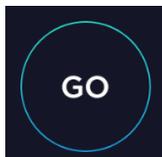
- Sometimes, especially in iOS (iPad and iPhone) or Android devices, many, many internet browser tabs (web pages) may be open and trying to run in the background while streaming from the active tab.
- If experiencing connection problems, try closing all of those tabs and then connect again to streaming. (A few very common browsers are Chrome, Safari, and Firefox.)

3. Try a Power Cycle on the Modem and/or the Router.

- “Power Cycle” simply means “unplug from power for a minute or two, and then plug back in.”
- Often, your “modem” and your “router” (or “Wi-Fi”) are the very same device, but sometimes they are two separate devices. Unplugging and then plugging back in to a power outlet can let these devices “clear their memories”, often resulting in dramatically better Internet performance.
- If there are two separate devices, unplug them both. Then, after waiting at least a minute or so, first plug in the modem and allow it to boot back up. Once the modem is booted, then plug in the router.
- This process can take several minutes in order to allow the devices to fully boot back up.
- There is no advantage in repeatedly power cycling the modem/router. Once a week, or at most once every few days, is typically more than sufficient.

4. Try running a SPEEDTEST diagnostic to see if network speed is adequate.

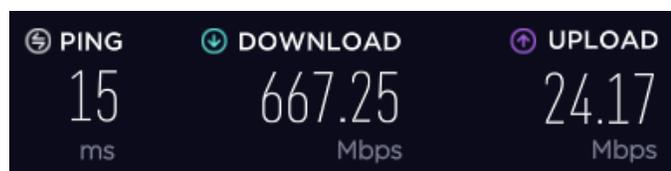
- To run SPEEDTEST, navigate to this web page: <http://www.speedtest.net/>
- Once the web page opens, click the large “GO” icon:



- Check your results. Do they exceed or match what your Internet Service Provider claims?

Example:

Comcast is our home provider, and they promise us 600 Mbps download speeds with 20 Mbps upload speeds. The following diagnostic results show that our wired performance is slightly better than “normal”, but though adequate for streaming our Wi-Fi performance is poor:



Wired Connection (desktop computer)



Wi-Fi Connection (iPad – in same room as router!)

How does your diagnostic result compare with what you are supposed to be getting? If there is a significant difference, contact your provider for technical assistance. Sometimes, performance is impacted by your neighbors who are using the same Internet service, but often the Wi-Fi connection could/should be much better!

We hope that one or more of these steps might be helpful to you, and that you will be able to enjoy future Hugh Hodgson School of Music events which are streamed live over the Internet! Sometimes, streaming problems originate with our own network connections at the University of Georgia, but be assured that we test our system regularly and try to resolve any problems before any events are underway.

To re-connect to the Hugh Hodgson School of Music Live Streaming page, navigate here:

<http://www.music.uga.edu/live-streaming>