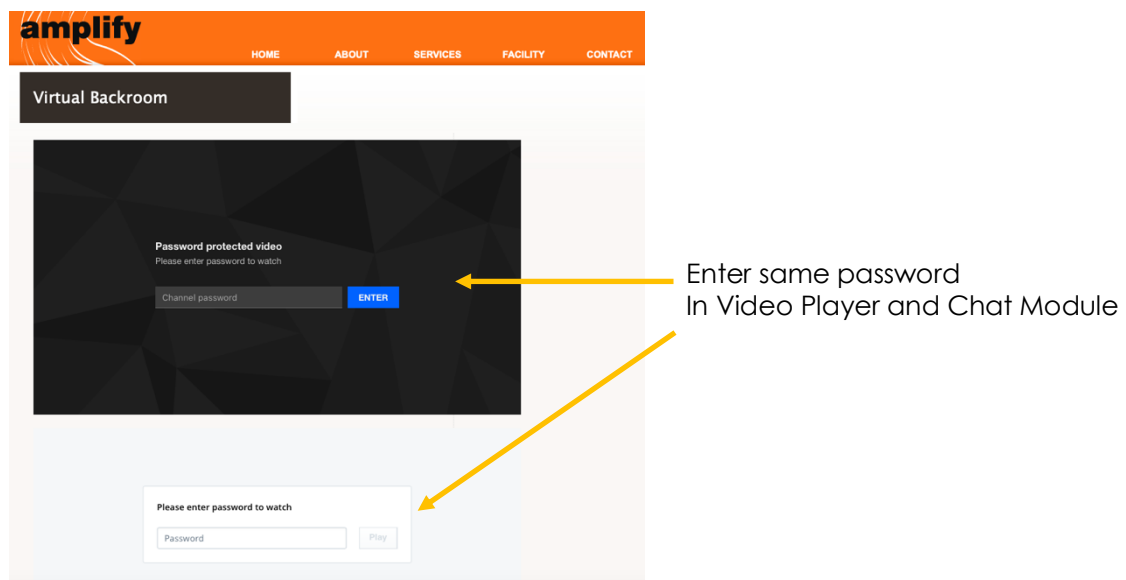




VIRTUAL BACKROOM

Streaming Instructions

- **Password:** Please check your email for the project's unique password. The password is the same for the video player window and the chat module, users will need to enter the password in both places to view and chat.



- **Streaming Player:** A slideshow will play until the start of each group and between groups in the player window. At the start of each session, the window will switch to a video player. Click the play button on the video player to start viewing the live stream.
- **Resolution:** The video player will auto-select resolution.
 - Higher resolution can be selected specifically by clicking on the "HD" box in the player window and clicking to select 720p.
- **Full Screen Viewing & Pop Out:** A full screen viewing experience is available. Hover over the video player and click the fullscreen icon that appears. Depending on the browser, you may also be able to pop out the player for flexible resizing.
 - Users can click the close button to return to the standard player, alternatively pressing the escape (esc) key works for many browsers
- **Chat:** When first enter the chat, you will be prompted to enter your display name.
 - If you don't see this prompt, you can hover over and click on the small people icon, find your display name, select the drop down, and enter your own display name.



VIRTUAL BACKROOM

- **Stream Delay:** As with any streaming video, there is a slight delay between when events happen live at the facility and when they reach remote viewers - this lag is typically anywhere from 5-25 seconds.
 - Keep this in mind when chatting between a session & virtual viewers
 - Occasional refreshing of the browser window can be helpful.

Troubleshooting

Virtual viewing issues are generally due to factors at the individual viewer's site. While rare, this generally occurs when the user has a slow or unstable internet connection, or diminished computer processing power because of other applications running at the same time.

To troubleshoot individual issues, try the following:

- Refresh/reload the browser window - this is easy and often does the trick!
- If multiple browser options are readily available, check the stream using a different browser. This generally isn't the issue, but it's worth a double check.
- **FIX FOR MOST ISSUES:** Close all background tabs, applications, and programs
 - Closing programs frees up computer processing power and wifi speed by eliminating other strains on the user's system, this includes offline programs
 - Refresh/reload the streaming browser window to assess stream quality with everything closed except for the streaming browser window.
 - If the streaming issue is fixed, users can start reopening programs as needed. Add programs back one at a time, keeping an eye on stream.

A minimum download speed of 25mbps is suggested for viewing live streaming video. (Minimum "broadband" speed as defined by the FCC.) If your wifi doesn't support this connection speed, consider switching to a wired connection or test cellular signal strength.

Please reach out to tech@amplifyresearch.com if you have any additional questions about streaming options, experience unresolvable issues during your session, or need any help.