

Troubleshooting Guide for Webcasters

Troubleshooting Guide

Q. I am not sure who to call?

A. If you are with the provincial government, please call

7-7000. If you are not, please submit any questions for a best effort response at *provided email address*.

Q. I not seeing any audio or video on my screen

A. Your browser may need Adobe flash to be installed.

Please check your version of flash here:

<https://www.adobe.com/software/flash/about/>

Q. How do I install Flash?

A. Please check whether your browser is supported here and follow installation instructions:

<https://helpx.adobe.com/flash-player.html>

Q. The event's audio is not loud enough

A. For the best audio experience, please use earphones or speakers attached to your computer

Q. Can I watch the event on my smartphone / pad?

A. Yes, most Apple iOS devices will be able to see the event.

Q. Can I watch the event on my Android / Blackberry?

A. If you use Chrome 4 or later on Android, this should work.

Blackberries using BB10 should also be supported.

Streaming support for BB:

https://developer.blackberry.com/develop/supported_media/bb10_pbos_streaming_support.html

For further questions or concerns, please contact Security.Day@gov.bc.ca..