

nadajebroadcasting

LIVE BROADCAST WITH PAY-PER-VIEW FREQUENTLY ASKED QUESTIONS

As I have payed by wire transfer to receive an access code I was not automatically logged into the broadcast.

If the payment is made correctly, the access code should be displayed on the screen. It is also sent by e-mail. Check your mailbox as well as spam folder. Sometimes it takes several minutes to receive an e-mail, so please be patient. The time it takes to receive the e-mail message depends on your mail provider and is beyond our control. If you use a free mailbox, receiving the messages may be delayed.

I have Windows XP and I use Internet Explorer web browser. I cannot see any player on broadcast web site.

That's not a surprise. We do not support obsolete operating systems and web browsers. Microsoft has also stopped providing support for them. You may read about it here: <http://www.spidersweb.com/en/index.php?title=Windows-8-internet-explorer-wsparcie.html>
(Daj linka to artykułu po angielsku)

You may have no troubles with broadcast if you'll use the latest operating systems. Instead of Internet Explorer we recommend installing Chrome, Firefox or Edge. If you cannot see the player, please make no purchase, as, according to the Broadcast Terms and Conditions, your payment will not be refunded. Try again with a device that meets current standards.

Where can I find Broadcast Terms and Conditions?

You can find it in the Website footer or during the purchase process.

Remember: by purchasing the access code, you automatically accept the terms.

Which browser and operating system is recommended to receive the broadcast?

In accordance with the Broadcast Terms and Conditions, that you have read and accepted, to receive the broadcast you should have the latest version of Chrome, Firefox, Edge, or Safari web browser.

The broadcast works well on Windows10, OSX, Android, iOS and Linux. In case of problems with the browser you have, it is possible to watch it on VLC player. Link is located below the player window on the broadcast web site.

What kind of Internet connection is required to have a nice broadcast?

We recommend watching at a fixed-speed Internet connection of at least 5 Mbps, preferably purchased from fixed line telecom operator or a reliable home Internet provider. Broadcast usually works smoothly on LTE lines, but it is recommended to have a strong signal (minimum 3 range bars).

The broadcast does not work on my Smart.TV, how's that?

There are many models of Smart.TV, and we have not all of them available. We do our best to handle as many platforms as possible, but this is an extremely difficult task, so we recommend that you first check the reception on device you have before purchasing the broadcast. Only when the test broadcast is correct you may buy the access code.

If the broadcast player does not display on Smart tv, you may paste a direct link into the Smart TV browser below the player window. In many cases, this solves the problem.

Another way is to play the broadcast on your computer and then connect your computer to your TV using an HDMI cable.

My broadcast lags, what can I do to watch it smoothly?

First, you should reduce the quality of the received signal to one of the following: 360p or 240p. This will reduce the bandwidth required for proper reception of the broadcast and should improve the smoothness of the broadcast to the detriment the image quality.

If after switching to 240p, the broadcast is still jerky, then you probably have a problem with your internet connection. If you use Neostroda or DSL and have trouble receiving, change your internet provider. The broadcast fee is not refunded if the bandwidth is too low for the reception.

I have a mobile broadcast by LTE, but it does not work smoothly, please give my money back.

According to the Broadcast Terms and Conditions, we do not pay back for the broadcast made by means of a mobile network provider. The broadcast should be smooth on the LTE line, with a minimum of 3 range bars. The users of Play mobile Internet provider with national roaming, where bandwidth is limited to 1.5 Mbps usually report problems. ([Http://antyweb.pl/to-juz-praktyczny-koniec-roamingu-krajowego-w-play/](http://antyweb.pl/to-juz-praktyczny-koniec-roamingu-krajowego-w-play/))

Such a bandwidth is insufficient to have the highest quality broadcast, but theoretically at 240p the broadcast should be ok. We have no influence on the quality of the internet offered by your mobile network provider.

I watch a broadcast via my mobile network provider. What transfer will be used during 2 hours of watching?

With some approximation you can assume that 1 hour of watching at a signal of 1.5 Mbps requires 0.66 GB of data transfer. So a two-hour broadcast will consume 1.32 GB of your transfer. If you do not want to expose yourself to the costs of a mobile network provider, buy an unlimited subscription or watch via fixed-speed Internet connection. Note: "Unlimited subscriptions" also have limits.

The broadcast is made via Peer To Peer technology. Does that mean my computer makes the signal available to other computers?

Yes. This is an innovative solution that improves the quality of reception for all users. For example, if on your WiFi network the broadcast is watched on 3 devices, then only one of the devices connects to our server and the other devices just receive the signal from the first one. This makes your connection less loaded. At the same time, the transmitting server is less loaded, allowing more users to be connected. It is worth sharing with others, because it significantly lowers the price of the broadcast, so the access is cheaper.

I bought one access code. On how many devices may I watch the broadcast?

The broadcast may be watched on one device at one time.

If you want to enable it to another device, log out the browser of the first connected device. You have no right to give your access codes to other people. It is against the Broadcast Terms and Conditions and may cause your broadcast to be disconnected. In such cases there is no reimbursement.

I was able to log by using the same access code on another device, does that mean I can watch on two devices at the same time?

No. This is not a bug only a feature.

The user is able to log in from two different devices using an Internet access on up to two different IP addresses, and when the second device is connected, the first one is disconnected after appx. 5 minutes.

The option gives you the ability to 'pass' the access code from one home device to another. For example, after you have tested the broadcast on your mobile phone, you may enter the same access code on your smart.tv that makes use of a different internet provider than your mobile phone. A third attempt to use the access code after accessing it twice should not be successful.

The broadcast has not taken place, please return my money.

If the event was moved to another date, first we have to transfer the validity of all purchased tokens to the new date.

If the event is definitively cancelled, the refund will be made within 14 days.

I received a new access code from technical support. However, the token does not work and an error message is displayed: "The token is invalid"

You probably type it in the wrong place. You should type it in the main broadcast window in: "Enter the access code" field rather than in the field for the SMS tokens. Only tokens purchased by SMS work in SMS transaction window. Access codes purchased via bank transfer or received from technical support do not work in the field destined for SMS access codes.

I have the latest browser, the latest system, but I do not see the player.

Make sure you have Javascript turned on. Without it is not be possible to watch the broadcast via your web browser.

We also offer the possibility to install the VLC player (<http://www.videolan.org/>)

You will find the link to the broadcast after you sign in, below the broadcast player window.

I would like to retransmit the broadcast to Facebook.

This is violation of copyright and in accordance with the Broadcast Terms and Conditions any public reproduction without the consent of the sender or retransmission to the Internet or social media is prohibited.