

## **Frequently Asked Questions / Frequently Asked Questions / for token protected broadcasts.**

### **After entering the access code, you have not been logged in to view the broadcast?.**

After entering a correct access code, the broadcast should start automatically or a screen will appear with information about the planned start of the broadcast.

If you can't see the player, then the login was not correct.

**Tip:** Instead of copying the access code, enter it manually. You may be selecting too much area to copy, and our system interprets it as space characters. If you still cannot log in after entering manually, check if only you are using the access password. The system allows you to play broadcasts on only one device at a time!

**Tip:** if the code doesn't work, ask the organizer for a new access code at the email address or phone number below the broadcast player.

### **I'm using Windows XP or Explorer browser. I don't see the player on the broadcast page.**

This is not surprising. We do not support outdated operating systems and browsers.

Microsoft also ended support for them, which you can read about here:

<https://www.microsoft.com/en-us/microsoft-365/windows/end-of-ie-support>

The broadcast should work fine on the latest operating systems, instead of the Internet Explorer, we recommend installing Chrome / Firefox / Edge. If you don't see the player, do not make a purchase, as per the regulations, the fee will not be refunded.

**Tip:** Try newer device that meets current web standards (HTML5/MSE).

### **Which browser and operating system are recommended for viewing live broadcasts?**

The correct reception requires the latest version of Chrome browser, Firefox, Edge or Safari. The broadcast works on both Windows, OSX, Android, iOS and Linux. In case of problems with viewing in the browser, you can try to play the live stream in a secondary player, the link to which you will find below the primary player. The third option is to use the VLC player <http://www.videolan.org/>.

The link to receive in VLC is below the secondary player window.

### **What internet connection is required for proper reception of the broadcast?**

We recommend watching on a permanent connection with a minimum speed of 10 Mbps, preferably purchased from a cable TV operator or a proven and reliable local Internet supplier. Transmission usually works smoothly on mobile LTE link, but it is highly recommended good range (minimum 3/5). Most transmissions have the option of switching to a lower quality to improve reception on slow links using the button in the lower right corner of the player. There is a visible bitrate ("bandwidth") that your link must meet. e.g. 3 Mbps, with the option of reducing to 1.5 Mbps. It is best if the link will be at least twice as fast as the transmission bitrate.

### **Broadcast does not work on my Smart.TV, how do I view the livestream on Smart TV?**

There are many Smart.TV models. We do our best to handle as much as possible platforms, however, it is an extremely difficult task. If the broadcast player is not displayed on smart tv one way is to paste the browser on a Smart TV direct

the transmission link below the secondary player window of the broadcast player. In many cases this solves the problem. Another way is to play the broadcast on the computer and then connect the computer to the TV with an HDMI cable.

### **The transmission is "buffering", what can I do to make it run smoothly?**

First, reduce the quality of the broadcast to one of the lower quality: 720p, 360p or 240p if they are available during the transmission. This will reduce the bandwidth required for proper reception and should improve the reception but image quality might be slightly lower. If broadcast still stutters after switching to 240p quality, there is probably a problem with your internet connection.

### **I'm watching a broadcast on the cellular network. What transfer will be used during 2 hours of watching?**

With some approximation we assumed that 1 hour of viewing the signal in 1.5 Mbps quality requires 0.66 GB of data transfer. Thus, the two-hour transmission will use 1.32 GB of transfer. If you do not want to expose yourself to the costs of a mobile operator, buy an unlimited subscription or watch the broadcast using a landline Internet connection. Note: "unlimited subscriptions" also have limits.

### **I bought (received) one access code. On how many devices can I watch broadcasts?**

The broadcast can only be displayed on one device at a time. If you want to view it on another device you must log out of the browser on first connected device.

We warn against giving out access codes to others. This is incompatible with regulations and may cause that your transmission will be disconnected. In these there is no refund.

### **I was able to log in to the same access code on the other device, or this does it mean that I can watch on two devices at the same time?**

No. The user is given the option of logging in from two different devices using the Internet on up to two different IP addresses for the sole purpose of checking two "home" devices owned by the user. After connecting the second device, the first one is disconnected after a maximum of 5 minutes of time. This option makes it possible to 'transfer' the access code from one device to another device on the network e.g. after testing on a mobile phone, you can enter the same code access to smart.tv, which uses an Internet provider other than a mobile phone, on which the purchase was made. Third attempt to use the access code at the same moment is not possible.

### **I have the latest browser, the latest system, but I don't see the player.**

Make sure you have Javascript enabled. Without it, the transmission will not be possible to receiving in a web browser. We also offer the option of installing the player VLC (<http://www.videolan.org/>) You can find the link to play after logging in, below the window broadcast player.

I would like to retransmit the transmission on Facebook / Youtube

This is a violation of copyright and, in accordance with the broadcasting regulations, any reproduction public without the consent of the sender or retransmissions to the Internet or social media are prohibited. Possible cases of violations will be reported to the Organizers or appropriate legal authorities. Some of the transmissions are secured with enabled watermark detection.

### **How do I get the access code?**

The codes are only distributed by the Broadcast Organizer. The Nadaje Broadcasting company only makes access codes available to broadcast Organizers who distributes access codes on their own to viewers.

### **I have been logged out while watching the live stream during the travel**

Make sure you are connected to static IP address for the period of time you watch the live stream. While travelling your mobile device might change its IP address. There are security mechanisms based on the IP address you have used at the moment you have logged in for the first time to prevent other people to access the broadcast. Your token works only with one IP address at one time.