



Technical Information

To view live broadcasts and video recordings

Where can I access the live broadcast or the video recordings?

The live symposium or the recorded videos can be viewed on the website dedicated to this purpose by clicking on the link received in the e-mail invitation, or by entering the URL of the website in the browser address bar. Access to the website, as well as access to the content and live professional presentations on the site is only permitted for healthcare professionals.

What kind of internet connection is required to watch the live broadcast?

A home internet connection with average bandwidth and speed is sufficient to watch the broadcasts, but if possible, a stable, wired connection should be used. With adequate stability and bandwidth, wireless or mobile internet is also satisfactory. For example, if you can play a YouTube video on your device without any problems, you can certainly watch the broadcast of the web conference or the recorded videos too.

If you are visiting the site from your workplace, for example a medical institution, and you have problems with the connection, please notify the relevant system administrator or contact us at the technical assistance number **+36-70-726-5288**.

I have stable internet, but my bandwidth is low. Can I still watch the broadcast this way?

Yes. The live broadcast can be viewed in different qualities.

If your internet connection has a speed of at least 5 Mbit/s, you should choose the higher HD quality (720p -1080p). Otherwise, we recommend the lower SD quality (240p - 480p). A bandwidth of at least 1 Mbit/s is required for undisturbed viewing of SD-quality broadcasts.

You can switch between different resolutions by clicking the gear button in the lower right corner of the video player.

On which operating system can the page be viewed?

Windows, Mac OS X, and Linux operating systems with the latest versions of the necessary programs are all suitable for watching our broadcast.

What technical conditions are required to watch the live broadcast on the computer?

Almost any computer configuration used today is sufficient to watch the live broadcast. In addition, a live internet connection and a browser that runs javascript (in modern browsers it is turned on by default) are also required. If possible, the browser should be the latest currently available, but at least Internet Explorer 11, Microsoft Edge 12, Mozilla Firefox 22, Google Chrome 22, Opera 12.1., Safari 9

You can download the latest browsers from here:

Google Chrome: <https://www.google.com/chrome/>

Mozilla Firefox: <https://www.mozilla.org/en-US/firefox/new/>

Internet Explorer: <https://www.microsoft.com/en-us/download/internet-explorer.aspx>

Microsoft Edge: <https://www.microsoft.com/en-us/edge>

Opera: <https://www.opera.com/download>

Safari: <https://support.apple.com/downloads/safari>

The mentioned programs are available free of charge.

I can't view the live stream / video or I can't see the player, what should I do?

We recommend the following steps:

1. Reload the page (eg. by pressing Ctrl+F5) and click the "Play" icon, "Watch Livestream" or "Watch Video" button.
2. If the video window is visible and the video starts but keeps loading (you see a rotating symbol), please wait at least 10-20 seconds for the broadcast to appear.
 - a. If the video appears after 10-20 seconds, but soon starts loading again, switch to a lower quality using the gear button in the lower right corner of the video window. If the playback is still intermittent, a higher bandwidth or higher speed internet connection is required for proper playback.
 - b. If the video does not appear at all after 10-20 seconds, or if an error message is displayed, please notify us at the +36-70-726-5288 technical assistance phone number.
3. Update your browser using the links above or try using a different browser to watch the broadcast.

The website displays outdated elements, what should I do?

Browsers use a cache to help websites load quickly. The content of the viewed website is stored on the hard drive, and the browser only loads content that has changed since the last visit. As a result, it is not necessary to download the entire content of the page each time it is opened. Unfortunately, this useful function can also cause problems. It may not be able to display the pages correctly, with the updated current content. It is then necessary to clear the browser's cache. You can read more about clearing the cache of different browsers and the cleaning process on the respective browser's website. For Chrome, you can find the information by clicking on the following link: <https://support.google.com/accounts/answer/32050>

How and when can I watch the symposium live?

Before the actual live broadcast begins, an intro broadcast will be playing, giving you the opportunity to prepare your computer, and test whether the live broadcast will work properly. The intro broadcast starts about 10-15 minutes before the actual broadcast.

Can I still join the conference after the broadcast has started?

Yes. If the broadcast has already started, you can simply join the broadcast at any time by opening the page and clicking the „Play“ or „Watch“ button. Following the end of the broadcast, the presentations of the symposium will be available on the website shortly after (approx. 1 week).

What should I do if the live stream is interrupted on my computer?

In such cases, it is recommended to refresh or reload the page, or close the browser and reopen the web conference website.

What can I do if I want to watch the symposium again?

While the conference is in progress, the broadcast cannot be stopped or rewinded, and it is not possible to re-watch an episode. Following the end of the broadcast, the presentations of the symposium will be available on the website shortly after (approx. 1 week).

I want to project the broadcast on a projector. Please advise what settings to use!

Enjoyable image quality when projected with a projector

It is worth setting the resolution of the projector to the highest possible (optimally 1920x1080, but it can also be 1280x720 or 1024x768) and switch the video window to full view. The full screen view can be set with the icon in the lower right corner of the video window.

Enjoyable sound quality during projection

In a larger room, a notebook's own speaker may not be enough for all participants to hear the symposium properly. In such cases, it is worth using an external pair of speakers. Don't forget about the software volume control either, the maximum value must be set in the video player and in the OS volume control.