

## Frequently Asked Questions: Streaming Video Technology Issues

- **Q: What should I do if I cannot hear audio during the stream?**
  - Make sure to manually unmute the stream. Audio is scheduled to begin at 7:00 p.m. on the night of the Annual General Meeting.
  
- **Q: The stream isn't playing after 7:00 p.m.—what steps can I take?**
  - **The AGM live stream does not start automatically due to your browser's security settings. Please press the Play button, if the video does not begin playing after you press the Play button, refresh the page and try again. Desktop users can also move their cursor over the video player to unmute or adjust the audio levels as needed.**
  
- **Q: What could be causing problems with viewing the stream?**
  - Streaming may be affected by your WIFI or data coverage, your physical location, or individual technical issues such as using an outdated browser. Internet firewall settings may also prevent the stream from playing.
  - Supported browsers include
    - Desktop/Laptop: Chrome, Firefox, Edge, Safari (most recent versions)
    - Mobile (iOS/Android: Chrome, Safari (most recent versions)
  - Troubleshooting Connectivity Issues:
    - Try switching to a different browser if you are having trouble connecting to the stream. Some streams work better with certain browsers.
    - If you are on WIFI and the connection is unstable, disconnect from WIFI and reconnect, or try using a wired connection if available.
    - Check your cellular coverage if you are streaming on a mobile device. Moving to an area with stronger signal can help improve connection.
    - Restart the stream by pressing the play button or refreshing the page if playback does not begin after the scheduled start time.
    - Ensure your browser is up to date, as outdated browsers may cause compatibility issues with the stream.
    - Check your device's internet firewall settings, as restrictive firewalls can block the stream from playing.

- **Q: Why isn't voting visible?**
  - If you are viewing on a mobile device, exit full screen mode by tapping the box icon in the bottom right of the video; voting options may not appear in full screen.
  - A reminder that guests attending the AGM cannot vote.
  
- **Q: Why do I experience delays or buffering when voting?**
  - Buffering can be caused by your internet connection. Please be patient and allow the video stream to appear as your connection stabilizes.