



Institute
and Faculty
of Actuaries

Live Streaming: Professionalism Lecture Series: Dr
Daniel Susskind

Joining Instructions

Tuesday 1 May 18.00 – 19.15 BST (17.00 – 18.15 GMT)

CPD available

Dear Delegate,

Thank you for booking to take part in this live streamed event. Please see below for the information you will need

STEP 1: Making sure you have the right network connection and firewall settings

Visit <http://actuaries.multichanneltv.com/live/test.php> Please do this on the device and the network connection you intend to view the live broadcast on. **Please note the test streaming server will be live from 24th April.**

Also we strongly recommend you complete the tests in advance of 1st May since there won't be any technical support available on broadcast day itself. Any issues will need to be resolved beforehand.

We **don't** recommend viewing the live video over a VPN/Thin Client (e.g. Citrix) network. Use a direct network connection instead if at all possible.

You should see a blue IFoA branded title slide and then the broadcast should change to a playing video or a vertical colour test bars. If you are on a mobile device you will just see the title slide and will have to click on the video play button. This is because videos don't start automatically on mobile devices.

If the above appears correctly then you have the right network and firewall settings to watch the live broadcast. Move onto STEP TWO to test your network connection to see if you have enough bandwidth to view it without buffering.

If you don't see the video or get an error message (e.g. 'playlist.m3u8 not found'), move into the FAQs at the end of this document to help diagnose what the problem may be. It is most likely a firewall issue. Resolve them and then retake STEP 1.

STEP 2: Make sure you have the right device software and enough bandwidth to view the live broadcast without buffering

Visit <https://www.multichanneltv.com/client-checks/>

Have a look at the results. You should have at least 512Kbps (0.5 mbps) per second for a reliable live broadcast without buffering. If the check has shown lower than this, you will experience buffering issues and you should consider an alternative connection.

For instance, if you do experience slow playback and buffering when playing videos at work, you may like to view the live broadcast from a home PC or a mobile 4G connection, as these often deliver more network bandwidth than corporate networks.

Please be aware that STEP 1, is the most important test. You may be able see and hear video within STEP 2, but this is on-demand video, not streamed, It does confirm that you have the right device software for video but not that you will be able to see streamed video on the day of the live broadcast.

STEP 3: Watching the Live Broadcast – on the day

Follow this link on the day:

<http://actuaries.multichanneltv.com/live/the-future-of-the-professions/>

- The live broadcast will start just before **18:00 BST (17:00 GMT)**
- The lecture will take place from **18:00 – 19:15 BST (17:00 – 18.15 GMT)**
- You'll just need to provide your email address to login and to log the CPD for watching.

Note: if joining the live broadcast from overseas you might like to check the times here:

<http://www.timeanddate.com/worldclock/converter.html>

As a quick guide, here are some times for international members:

- New Delhi (India) 22:30 IST
- Zurich (Switzerland) 17:00 CEST
- Maputo (Mozambique) 19:00 CAT

Get involved

You can tweet questions or comments to: **#IFoAlecture**



FAQs/Helping you to diagnose issues

Will my network firewall/IT department allow me to see the live broadcast?

It should do yes, we are broadcasting in the same way that you would view a webpage, port 80. If you can't see the video or testcard (STEP 1) then please contact your IT support department and they can liaise with our tech support team by email at support@multichanneltv.com. Please pass them the information below: -

The live video broadcast is delivered using a couple of techniques, both over http and port 80 :-

HLS - https://en.wikipedia.org/wiki/HTTP_Live_Streaming_and_RMTPT

https://en.wikipedia.org/wiki/Real_Time_Messaging_Protocol .

Different browsers/devices will have a preference of which they try first before falling back to the other.

Please enable all traffic from the domain 'actuaries.multichanneltv.com'. The IP address of the test server will differ from that of the live server, so please don't make any firewall access IP specific

Do I need Adode Flash to see the live broadcast?

It's an advantage, since it's one of the streams we are providing, but not essential since we are broadcasting in other more modern formats too. Most modern browsers support html5 video without the need for the Flash plugin. Ensure you have one of the browsers below and Flash won't be an issue.

Will I need speakers or headphones on my device?

Yes, you will in the normal way. If you see a video or test colour bars but don't hear anything contact your IT support department, since this will either be a device or a proxy/citrix issue.

Can I watch it on mobile tablet and phone devices?

Yes you can. Just make sure you have the correct browser (see below)

What browser do I need?

- FireFox 37 and above
- Internet Explorer 10 and above – Flash enabled
- Chrome 42 and above
- Safari 7.1 and above
- Safari for iPad/iPhone (iOS) 7.1 and above
- Opera 29 and above
- Chrome for Android tablets and phones - 42 and above

Please note that the native Android browser is not supported - use Chrome 42 and above for Android phones and tablets

Can I view the live broadcast full screen?

Yes, you can. You'll be able to click the full screen icon in the bottom right of the player controls. This is useful if more than one of you are sharing the screen. Ensure you have a good network connection for good quality full screen streaming.

Will I be able to see an on-demand version afterwards if I miss the live broadcast

No. The live screening will not be published after the event.

If you have any queries please do not hesitate to contact:

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