# CIS Annual Conference - Live Video Broadcast Troubleshooting Tips

**How do I expand the video to full screen?**
Located in the bottom right of the video is an expand icon. Click on the button to expand the video to full-screen. When the video is expanded to full screen, the chat function will not be displayed. To exit full-screen mode, simply hit the "Esc" button on your computer keyboard.

**What if I can't hear the audio on my computer?**
1. Check to see that your speakers are on.
2. Ensure that your speakers are not muted.
3. Check the volume level of video player and of your device.

**I can hear the webcast, but I can't see the video.**
If your Internet connection is not fast enough, it might cause the video to be disrupted but allow the audio to continue. Check to be sure no other programs or applications are running on your computer.

Please note that streaming will only take place during the time of the session.

**Stream not playing?**
Be sure you are running the latest version of your favorite Internet browser. Also, depending on which browser you use, you may need to have the latest version of Adobe Flash as well. The Stream Player is built to provide HTML5 audio and uses Flash as a fallback when necessary.

**Does your browser support HTML5?**
https://html5test.com/

**Not sure about your browser?**
http://yourbrowser.is/

TEST BROWSER NOW
Test which browser you're using, get a better browser or update to the latest version! It's simple and easy when using https://www.whatsmybrowser.org/.

**Updating Your Browser:**
http://browsehappy.com/

**Pop-up windows enabled?**
When you click on "Listen" to launch the player window, it opens in a new window to allow you to keep the live stream playing while browsing the web in this window. Be sure you do not have pop-ups disabled for the domain that you are visiting to open up the player.

**Adblock plugins/software?**
You must allow the stream page to serve advertisements or the live stream will be stopped by the ad blocking plugin or software. Please disable any "AdBlock" software you have running for this stream to work.

**Disable all browser add-ons?**
If you have tried all of the verification steps above and the player is still not working, you can try disabling all Add-ons.

There are other Add-ons and Extensions that can affect the player and its ability to function properly.

**Need more help?**
Please contact Julie LaMarche, CIS Conference Manager, at
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