Viewing Tips When Watching Broadcast

Livestream Viewing Tips

NCTC online broadcasts are delivered via the Livestream platform and are available on any internet connected computer – home or office, no downloads or software installation is required.
A newer computer will deliver the best audio and video. You'll also need speakers or headphones. Thirty minutes prior to every program, we broadcast "preshow" slides and music. Please test your connections during this time. If you see video and hear music, you are set! If you have any difficulty, contact us at broadcast@fws.gov.

Please use the Livestream chat room built into the Livestream player to ask content questions for the instructor, or email more detailed questions to broadcast@fws.gov.

It is possible that local network congestion, firewalls and low bandwidth may cause problems when viewing live broadcasts. Problems can vary with time of day, location, connection speed, computer speed, etc.

Here are a few suggestions that may help your viewing and participation:

- Close all other applications, documents, e-mail etc. If you have an older computer, processing power is conserved if you close everything else.
- If your video stops for more than 20 seconds, click the "refresh" button at the top of your browser window. This will reload the video stream and usually fix the problem.
- Livestream has a DVR mode which may auto-connect during buffering periods. Clicking on the "DVR" icon will take you back to the "Live" program.
- If you hear an "echo" or have bad audio, you likely have two players running at the same time. Close one player/window and your audio should improve.
- Try using a different browser: Chrome, Firefox, Edge, or Safari.
- Upgrading your bandwidth / ISP will help, but we know this may not be possible for remote sites.
- Streaming live video may not work for every FWS field site. Feel free to ask us for a link to the recorded programs which are generally available in 3-5 business days.

If you need additional assistance, contact one of the staff listed below.
- Doug Canfield, Studio Manager, doug_canfield@fws.gov
- Melissa Gonzalez, Studio Assistant, melissa_gonzalez@fws.gov
- Rob Garfinkel, Graphics Technician, robert_garfinkel@fws.gov

Distance Learning Classroom

If you anticipate more than a few people in your office will participate in a broadcast, then we suggest creating a group viewing space, i.e., a "distance learning classroom." This can be any available room with an internet connection, a computer, a large monitor or LCD projector, and speakers. Chances are that your office already has these basics.

The main advantages to using a distance learning classroom and group viewing are:

1. Office bandwidth demand is reduced - resulting in better video streaming.
2. Group discussion is possible - especially if a facilitator is available.
3. When learning becomes a shared experience, it can be more interesting and effective.
4. Distractions are reduced, and you can concentrate on your training content.
5. Multi-use, your classroom can be used for multiple distance learning delivery methods, i.e., web conferencing, webinars, podcasts, e-learning courses, broadcasts, etc.

Some suggestions for large group viewing:

- A second computer is helpful for chat room and email use. This can be in the back of the room and will allow participants to type questions for instructors. With Wi-Fi, a tablet or smartphone can also be used for chat and email.
- If closed captioning is needed, a second computer or tablet would give the user a better way to read the captions. Note that when the CC icon is clicked, a new browser window will open for the captioning text.
- A facilitator is recommended for large groups. If a "participant guide" (PDF) is available for your broadcast, we suggest printing it prior to broadcast.
- Having an IT person on "stand-by" to troubleshoot any problems is also a good idea!