

## Support / FAQ

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### Stream not working for you?Background

In the Fall of 2011 we transitioned from streaming in Windows Media format to streaming in H264 with the Flash Media Live Encoder. While this decision has inevitably caused some issues for some of our users, we made the change to eventually support the broadest number of browsers and platforms possible including support for iPhones and iPads for signature events.Using an iOS device

At this point we are only streaming keynote events in an iOS compatible format, the ticketed evening performance at Washington International Horse Show for example. A link to an iPhone/iPad compatible stream will be posted at [mobile.equestriansport.tv](http://mobile.equestriansport.tv) for these events. What can you do?

If the new format isn't working for you there are a number of steps you can take on your own to trouble shoot.

Update or download a new Browser

Firefox

Safari

Chrome

Internet Explorer

Make sure your Flash player is up to date - you may need to do this for each Web browser that you use. VISIT ADOBE'S WEB SITE TO DOWNLOAD FLASH (Using the Browser that you plan on using to view the stream - ie. Firefox, Safari, Chrome, Internet Explorer)

Make sure that Javascript is enabled for your browser - Visit the preferences or security settings for your Browser and ensure that Javascript is enabled.

Is your connection fast enough? - Any broadband connection should be capable of viewing the live stream - BUT, even the fastest connection can become bogged down if a lot of people are using it, especially public WIFI networks. Vist <http://www.speakeasy.net/speedtest/> to run a "speed test" on your connection. You need at least 800 kb of downstream speed to view the Web cast.Got a tip for making it all work?

If you experienced some "start up" issues with the new format but then got it working, we'd love to hear the steps you took so that we can post them here to help other users. Send an e-mail to [info@equestriansport.tv](mailto:info@equestriansport.tv) - please include details on your computer, browser, and Internet access type, plus the steps you took to solve the problem.