

Historians

A Conversation about Social Change and Citizenship

January 14, 2021

with
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VIMEO LIVESTREAM TROUBLESHOOTING TIPS

1. You've clicked the livestream access link, or you've copied and pasted the link into your browser and it's not connecting. Now what?

- **Check your browser.** Vimeo suggests using the following browsers for computers, tablets, and laptops: (*Note: Be sure the browser has the latest upgrade*)
 - **Chrome 30+:** has automatic updates - If the video does not auto-start, click on the pause button and then the play button to start watching.
 - **Firefox 27+:** has automatic updates
 - **Internet Explorer 11**
 - **Microsoft Edge**
 - **Safari 9+**
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2. You've successfully arrived at the livestream event but there is no sound.

- **Check to see if your device is in mute mode.** Some devices require users to "un-mute" in order to hear live-feed sound.

3. You want to enable Closed Captioning.

- Closed Captioning is available on the bottom of the player by clicking the "CC" icon.

4. You're experiencing intermittent connectivity problems like choppiness or frequent buffering.

- **Close out of all open windows and tabs** except the one displaying the video.
- **Refresh your browser or clear your cache.** Click [here](#) for directions to clear cache.
- **Temporarily pause other internet activity.** Using other devices can negatively impact streaming quality because of reduced bandwidth.

5. Your video is still buffering.

- **Switch to "Auto" in the quality menu, if available.** Auto mode automatically adjusts to the best quality of video for your current Internet connection and processing speed.
- If "Auto" is not available, **switch to one of the lower quality options.** Viewers can manually force a particular quality by selecting the gear icon in the lower right corner of the player.

6. You've followed all recommended steps above, but your livestream video is still not working.

- **The majority of problems viewing a streaming video stem from a poor Internet connection.**
 - If you're at home and using a wireless connection, we suggest **switching to an Ethernet connection** (wired). Your router will have a port to plug in an Ethernet cable.
 - **Check your connection to your Internet Service Provider (ISP).** If your connection is slower than usual, reset your internet modem or router. If that doesn't resolve the issue, we suggest you contact your ISP for more help.

7. You want to watch the event through your phone but don't know how.

- **Click the livestream event link.** When you arrive at the event page, click the play button to open the live player.
 - **Android:** Android (Lollipop) version 5.0+
 - **Apple:** iOS version 12.4+.
 - **Samsung:** The Samsung Internet browser (all versions) is not supported for Vimeo Live. Vimeo recommends installing Chrome instead.

8. You can't find the Fullscreen button.

- Fullscreen on Vimeo is not compatible with Internet Explorer 10 or lower.

9. If I miss the event, can I watch the livestream playback video on my Smart TV?

- There are lots of ways to watch Vimeo videos on devices other than your computer — Vimeo apps are available for these popular app platforms and devices:
 - **Apple TV:** 4th generation and 5th generation/4K models running tvOS
 - *Search for "Vimeo" in the App Store*
 - **Android TV devices:** such as NVidia Shield TV, Sony TVs, Xiaomi Mi Box
 - *Search for "Vimeo" in the Google Play Store*
 - **Amazon Fire TV devices**
 - *Search for "Vimeo" on the Amazon Fire TV device.*
 - **Chromecast:**
 - To cast from the Vimeo Android or iOS mobile apps, follow directions [here](#).
- Once you have the Vimeo App running on your smart tv from a separate computer or mobile device, visit **vimeo.com/activate** in a web browser (log into your account if you're not already logged in), and enter the activation code from your TV screen, then select Connect device.
- After a few seconds, your TV app should re-load and you'll be logged into your account.