Conference Access Troubleshooting
Network/Browser Requirements

The quality of your live playback experience is largely dependent on the download speed you have from ISP (Internet Service Provider) or mobile provider. Keep in mind that your overall Internet speed can vary depending on many factors, including but not limited to: time of day, Wi-Fi performance, other devices/users utilizing your connection, and the strength of the signal provided by your ISP.

Vimeo strongly suggests the use of Chrome as the browser they most support. Below is detailed information regarding desktop OS, browsers, firewall and whitelisted domains. If you are having challenges on playbacks or viewing please review this information and the link provided below.

Desktop OS and Browser

It is recommend using the following browsers and versions on **Windows 7 or later** or **macOS Sierra (10.12.6)** or later:

- Chrome 30+ (has automatic updates)
- Firefox 27+ (has automatic updates)*
- Microsoft Edge
- Safari 9+

*H.264 video (required for viewing Vimeo videos) is only supported in Firefox for Windows 7 and later. Firefox versions on Windows XP are no longer supported for playback.

Firewalls and whitelisted domains

Firewalls and whitelisted domains

Viewers should ensure the following ports are open on their network for playback:

- TCP/UDP 80 (HTTP)
- TCP/UDP 443 (HTTPS)

In addition, if your viewers are on a corporate network (office, university, hotel, etc.) that restricts access to certain websites or domains, they should have the following domains whitelisted:

- *.vimeo.com
- *.vimeocdn.com
- *.magisto.com
- *.akamaized.net
- *.cloudfront.net

Mobile devices

Mobile viewers can use **Android (Lollipop)** version 5.0+ or **iOS version 9.3.5+**.

⚠️ **Blackberry and Windows phone users:** You may still able to view Vimeo videos on devices that support HTML5; however, we do not test out our player in these environments and thus cannot guarantee support.

⚠️ **Samsung users:** The Samsung Internet browser (all versions) is not supported for Vimeo Live. We recommend installing Chrome instead.

For more information visit:

https://vimeo.zendesk.com/hc/en-us/articles/360040394231-Network-and-browser-requirements-for-viewing-streams

How do I adjust the volume in the web video player?

To adjust the volume on the web player:

1. Hover the cursor over the video you are currently watching to make the video controls visible.

2. On the bottom right, you should see volume controls.

3. To control how high or low the volume is, hover the cursor over the volume bar and click the left side to lower the volume or the right side to raise the volume.

4. If you'd like to mute the video entirely, click all the way to the far left side so none of the bars are highlighted. Click again to unmute.

For more information visit:

https://support.vhx.tv/article/628-how-do-i-adjust-the-volume-of-my-video-player
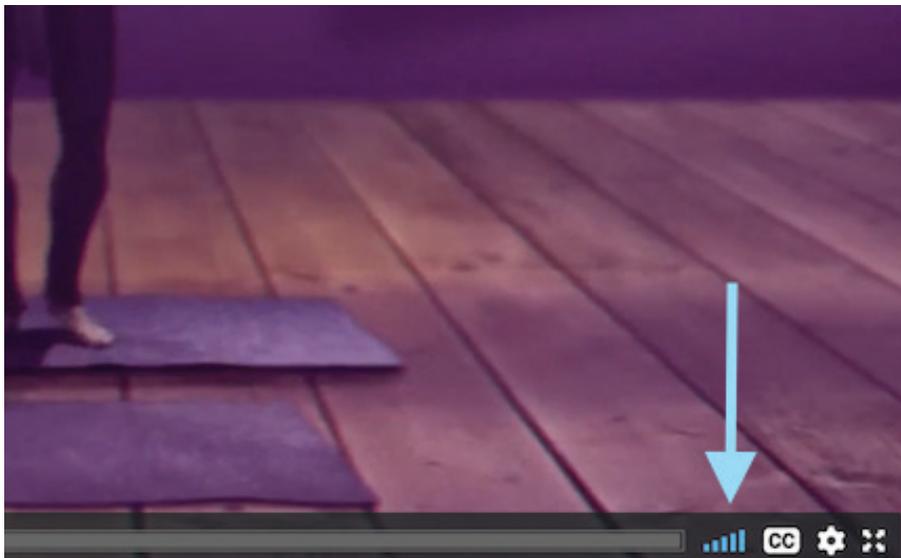
Conference Access Troubleshooting
Playback quality/buffering

Vimeo videos are viewable in a variety of different qualities, ranging from 360p to 8K. In "Auto" mode, the Vimeo player switches between all available qualities to accommodate changes in the viewer's Internet, processing speed, and player size.

The quality of your playback experience is largely dependent on how your ISP (Internet Service Provider) or mobile provider connects to Vimeo's playback servers. Keep in mind that your overall Internet speed can vary depending on many factors, including but not limited to: time of day, WiFi performance, other devices/ users utilizing your connection, and the strength of the signal provided by your ISP.

When a video plays in lower than expected quality, it's likely because the viewer's Internet speed (bandwidth) or computer processing speed cannot support higher quality playback. Viewers can manually force a particular quality by selecting the gear icon in the lower right corner of the player. (This may result in frequent buffering if the bandwidth does not meet the required minimum outlined above.)

Online Speed Tests

Speed tests can give you a general sense of the download speeds you're receiving from your Internet provider, but it's important to note that the servers used in the speed test are different from those used by other services. The actual speeds being received by your device may differ. This is because speed tests are designed to ping the closest server to your location, while other servers may be further and more utilized.

As a best practice, we recommend avoiding Flash based speed tests and using trusted HTML5 tests like https://testmy.net/download to get a general estimate of the speeds you're receiving from your Internet Provider. If you expect higher bandwidth than what's being reported, we recommend getting in touch with your Internet Provider for more information.

Check your source file

Quality problems can also arise when there is a problem with the source video file. If there are any quality issues visible in your source (minor compression artifacts, pixelation, etc), try re-exporting the file and re-uploading to Vimeo. Even small issues can become amplified during our compression process. The higher quality you can give us, the better your results.

Frequent buffering during playback

Frequent buffering can occur when the viewer's Internet bandwidth does not support playback of the selected video quality. Try switching to "Auto" in the quality menu (the default), if available. If "Auto" is not available, switch to one of the lower quality options. If your video still fails to start, check your estimated bandwidth here.

Dropped frames during playback

Dropped frames can occur if your machine/device's processing is unable to keep up with the video data that's being transferred. If your system cannot process a higher quality of video, frames of video may be skipped, which can cause audio to become out of sync as well. This tends to happen most when multiple programs are running while viewing video. Try closing unused applications or browser tabs and/or update your browser and graphics card.

Send debug results to Vimeo for analysis

Want to know more about your playback performance? The debug log helps provide critical information related to your playback experience, which helps us diagnose streaming issues. This log includes the CDN (content delivery network), your video id, your bandwidth to that CDN, the rate of dropped frames, browser/OS, and embed size.

To log your playback experience using our debug tool, please follow these instructions:

1. Open any video you're having trouble with
2. Press play and watch the video
3. Once the issue occurs, press "d" on your keyboard to open the debug panel
4. Click the blue "Copy Debug Key" button to obtain the unique ID associated with your playback session*
5. Paste the entire ID into your support ticket and send it our way for analysis. (Note: The debug key will be comprised of random characters which will then be used to access playback information in our system)

*If you aren't seeing the option to copy a debug key, please make sure that your browser is not sending a "do not track" request.

In addition to the debug panel log, we'll also need:

- A detailed description of the problem you're experiencing (e.g buffering or dropped frames)
- Your results from this speed test (https://testmy.net/download)
- The URL of the page where your videos are embedded, including any necessary login credentials (if applicable)

Once you've gathered this information, contact us and we'll look into your issue ASAP.

For more information visit:

https://vimeo.zendesk.com/hc/en-us/articles/224968848-Playback-quality-and-buffering-issues