

INTERNET REQUIREMENTS FOR OPTIMAL VIDEO VIEWING

Novtel's high quality instructional training videos are viewed online from our website, where it is streamed via our servers. With streaming video, a web user does not have to wait to download a file to play it. Instead, the videos are sent in a continuous stream of data and is played in real-time as it arrives.

Novtel's training videos were produced, tested and verified to play seamlessly at a high quality of 720p when the following specifications are met:

INTERNET CONNECTION SPEED: A guaranteed internet speed of at least 2Mbps is required.

- 1) **Please note:** Sharing your internet connection with other individuals in your office/home will automatically cause the speed to drop drastically when online at the same time, resulting in video buffering, delays in loading and ultimately a poor viewing experience.
- 2) **Please note:** Your internet connection speed may vary from time to time during the day. During peak hours, your internet connection speed may be at its lowest; and may therefore not fulfil minimum requirements for optimal viewing.

TROUBLESHOOTING: You meet the requirements above, but find that viewing is slow.

- a) Test your internet connection speed at that particular point in time by visiting www.speedtest.net or using a similar site. You may be experiencing a decrease in your internet speed at the time of viewing (for reasons mentioned above; e.g. shared connections; peak times).
- b) On the media player, click on the 'Settings' icon on the bottom right of your video screen, and decrease the optimum default video quality of 720p to a lower display setting. This may bring some relief during lower internet speed surges.
- c) Open and then Pause the video. Allow a few minutes to finish loading, before pressing Play.
- d) When planning to view a video more than once during one session, keep the video open on your screen. Opening, closing and opening a video again, will simply repeat the streaming process and cause unnecessary delays in viewing during low connectivity.

FURTHER ASSISTANCE: On your computer, the videos are not streaming at Novtel's optimum produced levels. You have considered all the above and would like us to make recommendations for optimal viewing.

- Take a screen shot of your internet connection speed at that particular time by visiting www.speedtest.net or using a similar site.
- E-mail this image, together with any further information which may help us in assessing your viewing difficulties, to training@novtel.com. We will try our best to help you determine what your shortcoming are; and what you can do to improve your experience.