

Concert for Humankindness Optimal Viewing Guide

Please note that the following guide is provided to proactively address common issues related to internet streaming so that you will be able to view the Concert for Humankindness without a glitch. If you feel unsure about anything contained herein, please contact your internet service provider or the support networks listed below for assistance. Thank you and enjoy the show!

Checking your internet speed for streaming

- Ensure the device you are using to stream the concert is connected to the internet.
- Run a speed test from the device that you will be using to stream the concert. If you do not know how to run a speed test [visit this site](#) from the device you will be using to stream the concert.
- Confirm your internet speed is over 25 megabytes per second (Mbps) for optimal viewing.

Are too many connected devices reducing the quality of your stream?

- The speed test above will provide you with the total speed. Every connected device in your household or office will also be using this same connection and could cause slowness. If your speed is too slow, consider temporarily removing connected devices from your network while viewing the concert.
- Examples of connected devices include smart TVs, smart appliances, personal mobile assistants like Echo or Alexa devices, etc.
- Note: The average American household has at least six connected devices in their home.

How to improve stream quality

- Disable any potential virtual private network (VPN) connections for the connected device you will be using to stream the concert.
- Check with your internet service provider on how much data you are allocated per month. If you are over your allocated data usage for the month, your provider might be throttling your speed intentionally down. If this is the case, you need to stream via cellular data, choose another viewing location on a different internet provider, or contact your internet service provider and request additional data.

- Consider rebooting the device being used to stream the concert at least 20 minutes prior to the start of the concert and rerun another speed test.
- If the speed test shows slowness, consider rebooting your home wifi/internet network at least 20 minutes before the start of the concert to ensure the reboot process has enough time to run and you can run another speed test to see if speed has improved.
- If your Wi-Fi/internet router/hub is in an obstructed location (example: inside of a cabinet), consider moving it to a more open location and check to see if speed has increased.

How do I stream from my iPhone or iPad to my AppleTV?

- Apple devices allow you to utilize AirPlay to stream to your AppleTV. For a step-by-step guide, please visit [Apple support](#).

How do I stream from my Android via Google Home app?

- Android devices can cast content to a TV using the Google Home app. For a step-by-step guide, please visit [Google support](#).

How do I stream from my Android via Chromecast?

- Android devices offer the ability to cast via Chromecast to your TV. To learn more about how to utilize Chromecast, [please visit this site](#).

How do I stream from my mobile device to my Roku?

- Roku offers the ability to AirPlay, mirror, or cast from your mobile device to your TV. For the concert, you can use the casting option via Roku, [please visit Roku support](#) for details.