



'How To' Watch the Live Webcast of the WYD11 Events from Madrid

From 16-21 August 2011, you are invited to take part in Xt3's LIVE webcast of the main events from World Youth Day 2011 in Madrid. The webcast will be available at <http://vioca.st/wyd2011>

Xt3's scheduled live webcast includes:

- Gathering of Australian Pilgrims in Madrid: 16 August (12pm in Madrid, 8pm in Sydney)
- Papal Arrival Barajas Airport: 18 August (12pm Madrid, 8pm in Sydney)
- Papal Welcome Ceremony with Youth: 18 August (7:30pm Madrid, 3:30am 19/8/11 in Sydney)
- Stations of the Cross: 19 August (7:30pm in Madrid, 3:30pm 20/8/11 in Sydney)
- Vigil with the Pope: 20 August (8:30pm in Madrid, 4:30am 21/8/11 in Sydney)
- WYD Final Mass: 21 August (9am in Madrid, 5pm in Sydney)

A DVD of the highlights of WYD Madrid will be made available. A notice will be displayed on xt3.com, where you will be able to indicate your interest in purchasing the DVD after the event.

Webcast Instructions

To ensure a smooth running of your webcast, you will need to have the following:

- Internet Connection
- Computer/Laptop
- Speakers
- A method of viewing the webcast (i.e. computer screen, projector and big screen; plasma TV; etc)

1. Internet Connection

For the best possible experience, we recommend a broadband internet connection, including ADSL 1, ADSL 2, cable and/or wireless; with a speed of over 750kbps (0.75mbps). Slower internet connections will still work, however the image may not be as high quality. If you would like to test your connection, visit www.speedtest.net and click 'begin test'.

2. Computer

The live webcast should be accessible from any computer with a suitable internet connection. It is best that you install the latest Flash player. You can download it here: <http://www.adobe.com/support/flashplayer/downloads.html>



3. Speakers

If you are at a large venue and would like to use speakers, use the headphone jack on your computer to connect to a set of speakers or your venues' PA system. Please ensure the speakers are powerful enough to fill the room with sound.

4. Projector

You will be able to watch the webcast on your ordinary computer screen. You can also project the image to a larger screen, using a projector. Connect up your screen/ projector in the usual way. Please refer to the instructions attached to your screen/projector if you have trouble doing this.

5. Troubleshooting

Xt3 has put into place several contingency plans to ensure that the World Youth Day Webcasts will be of high quality, and will run smoothly and uninterrupted. Xt3 staff will be on stand-by providing technical support during the webcast.

If you are experiencing some difficulties accessing the webcast, please refer to the points below:

- **I can't access the media player to view the live stream:** You may need to install the latest Flash player: <http://www.adobe.com/support/flashplayer/downloads.html>
- **I have clicked on "Launch Webcast", but I cannot see any footage:** Before the live streaming begins, you should see some rotating slides stating that the webcast will be starting soon. There may be a delay in the start of the live stream, so please wait patiently.
You may also need to keep refreshing this page for your browser to pick up the live stream. You can refresh your page by pressing 'F5'. If you have not picked up any live footage after refreshing your page, your machine may not be able to support the webcast.
- **The webcast stopped while I was watching the live stream:** If the footage has stopped, there may be a temporary interruption in the feed. Refresh the page, and wait 2-3 minutes before trying to refresh again. It may help to exit the site completely and start again.
- **The webcast seems to jump a lot and I am not getting a smooth picture:** If your video is jumpy, try clicking on 'watch in low quality'.
- **I can see the webcast, but I can't hear anything:** Check that your volume is up and not muted (see speaker icon on your personal computer, normally on the bottom right of your screen), and your speakers are plugged in and switched on.

For technical support please contact (02) 9390 5449, email webcast@sydneycatholic.org, or visit www.xt3.com