

## FAQ for KODW LIVE 2020

### Q1.

What should I do if I cannot log into KODW 2020?

If you cannot log into KODW 2020, it is likely to be for the following reasons:

- You mistyped your email address
- You signed up using a different email address
- You mistyped your password
- You did not select your streaming location

To find out what is causing the issue and to get a password again, click on "[Forgot password](#)" and fill in your registered email address. You will shortly be sent an email with your new password, to access KODW 2020.

If you do not get an email after 15 minutes, check your Spam folder. If it is not there, it is most likely that you signed up with a different email address.

If you cannot remember which email address you signed up with, you can register again by clicking on "[Registered here](#)". If you have tried all of the above methods but still cannot log in, please contact our technical support team at +852 3996 7687 or email us at [support@nova.hk](mailto:support@nova.hk).

### Q2.

I cannot watch KODW 2020 livestream/videos. What should I do?

If you're having technical issues with KODW 2020, use the troubleshooting tips below:

#### 1. Troubleshoot internet and device connection

You may be able to play KODW 2020 livestream/videos again by following the steps below for internet and device connections.

- ✓ Make sure you are connected to the internet
- ✓ If you have many browser tabs open, try closing some of them except the one you are using for KODW 2020 livestream/videos
- ✓ Use the latest version of Chrome/Firefox/Safari
- ✓ Restart your browser
- ✓ Restart your router

- ✓ Restart your computer/mobile device

You can visit [https://www.bigmarker.com/system\\_check](https://www.bigmarker.com/system_check) to check your internet speed, operating system, and browser version.

## 2. Operation System & Web Browser

Please find the list of recommended operating system & internet browsers from Q3 & Q4. Update them to the latest version if possible.

## 3. Firewall

If your device is protected by a firewall, you might not be able to view video streaming. We use port 80 and port 1935 for livestream/videos. Please allow traffic on these ports, then refresh or restart your browser.

## 4. Corporate Networks

Corporate networks often block video streaming content for security reason. If you wish to view the KODW 2020 livestream/videos in your business network, please contact your internal I.T. team to allow access, or try again with a mobile device with local 4G connection.

If you continue to have issues with the livestream/videos, select a lower resolution from the viewer setting, so that a lower bandwidth is required. Alternatively, you can report a bug to our technical support team by contacting +852 3996 7687 or [support@nova.hk](mailto:support@nova.hk).

## Q3.

What are the requirements and recommendations for accessing KODW 2020?

For the best viewing experience, the following operating systems are recommended:

### Personal computer

- Windows 8, Windows 10
- Apple MAC OS 10.8 or above

### Mobile devices & tablet

- Apple iOS 11.0 or above
- Android 4.4 or above
- ✓ For the best video playback experience make sure to update your device to the latest version of Android.
  1. Go to your device's Settings
  2. Select "System"
  3. Select "About"

4. Select "System updates" (If an update is available, tap Download and install.)

## Q4.

What are the recommended web browsers for accessing KODW 2020?

For the best livestream viewing experience, the latest version of the following web browsers are recommended:

Personal computer

- Google Chrome (Recommended)
- Mozilla Firefox (Recommended)
- Safari
- MS Edge

You can download the latest version of each browser by clicking on the following links:

- Chrome: <http://www.google.com/chrome/>
- Firefox: <http://www.mozilla.org/products/firefox/>
- MS Edge: <https://support.microsoft.com/en-hk/help/17621/internet-explorer-downloads>
- Safari: <https://www.apple.com/safari/>

## Q5.

How much bandwidth will KODW 2020 use on our network?

Please ensure at least 3Mbps or above connection speed to the Internet (Wi-Fi or LAN) per viewer for optimum viewing experience.

To test your bandwidth, go to <http://www.speedtest.net/> (For Mainland China viewers, please access <https://www.speedtest.cn/>.)

## Q6.

What should I do if KODW 2020 livestream/video suddenly pauses without any error or system notification?

KODW 2020 system adapts ABR (adaptive bit rate) technology which automatically defines the optimum viewing quality for you depending on your connection speed. With "Auto" default setting, our system will automatically adjust the streaming quality based on your bandwidth connection.

You can manually select your ideal resolution by clicking the “setting” icon on the video play bar. The stream will then play after a few seconds of connection buffering.

However, this technology does not apply for those streaming location in Mainland China. Mainland China stream player defaults at 720p, which requires 1Mbps for streaming. If you have problem with viewing, please check your bandwidth.

## Q7.

What should I do if my Chat-box does not function?

Please contact our technical support team at +852 3996 7687 or email us at [support@nova.hk](mailto:support@nova.hk).