

If you are watching the **SOTEU 2021** stream in a Commission building in Brussels or Luxembourg and using a corporate laptop/PC with a wired network connection, the streaming link will open a page and you will then be asked to open the **EC Webcast player** to start watching the video.

1. USING THE “EC WEBCAST PLAYER” APPLICATION

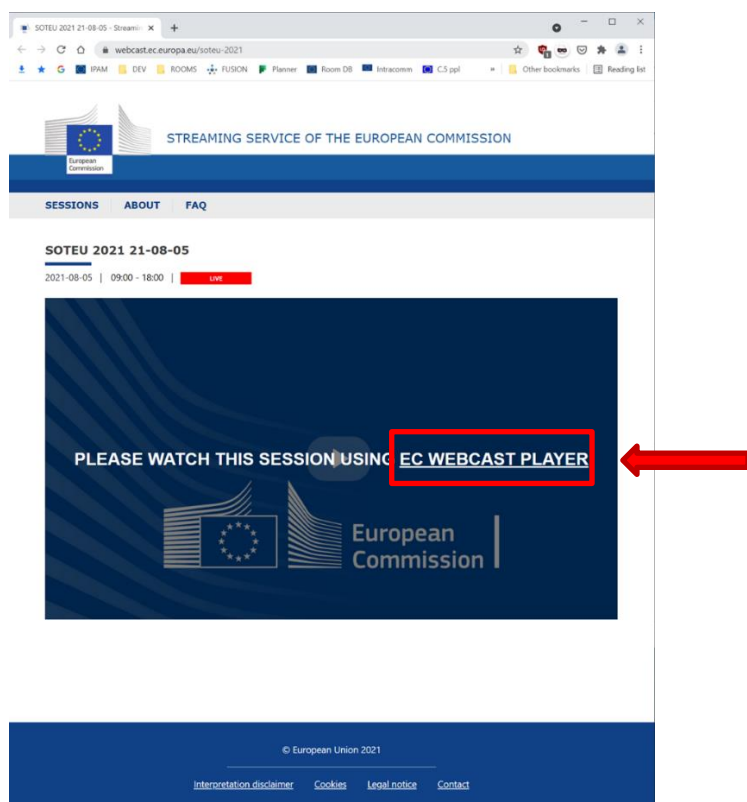
The **EC Webcast Player** is installed by default on your PC. You can find the player on your PC via Start Menu → EC Applications. The first time you use the player it can take some time (±30sec-1min) before the application opens, as it might have to download files from a central server.

If you don't have the player or you face issues to start it, please contact the IT Helpdesk (77777 for ITIC DGs).

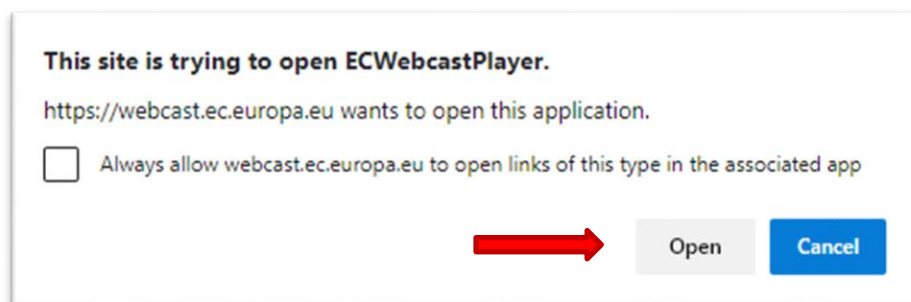
1.1. STARTING THE PLAYER

1.1.1. Using the direct streaming link

Just click directly on the streaming link (when a direct streaming link is already provided) and then on the web page that will open, click the “EC Webcast Player” link as shown below:



A pop-up will ask you to confirm opening the local player (The player must already be installed by default, this is the case on the Commission managed laptops and PCs. If it is not installed yet, please install it via EC Store or call 77777 for further assistance).

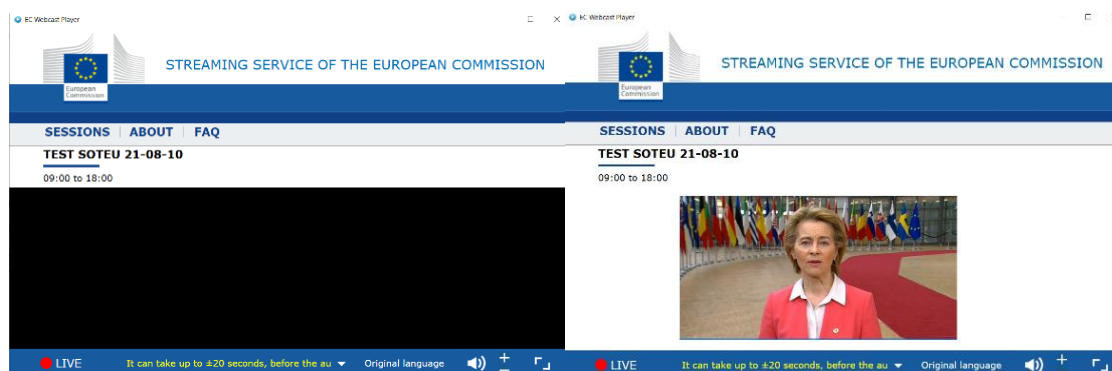


Once you accept the pop-up, the player should appear (if it is the first time you are launching the player then you may have to wait up to 30 seconds before it appears)



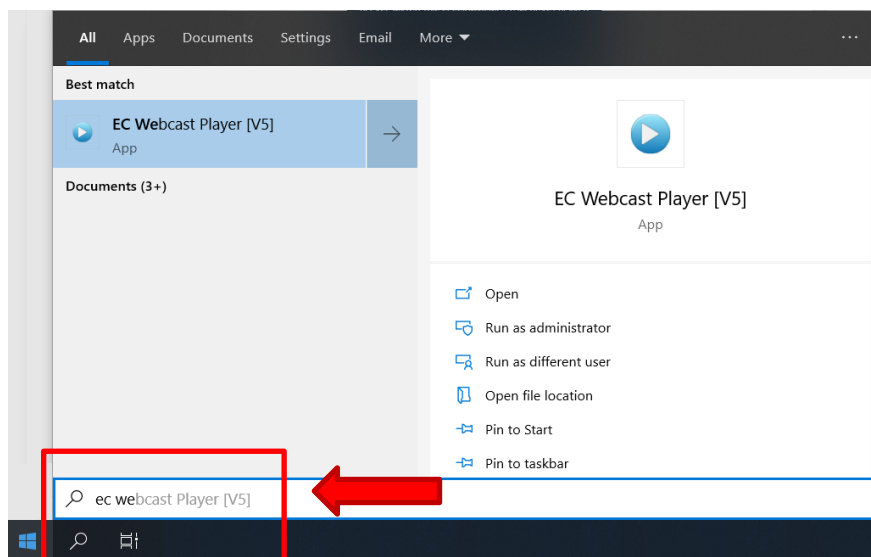
When a streaming session is live live , you can select that item.

(Please note you may have to wait up to 20 seconds before you have both video and sound)



1.1.2. Opening the application using the Start menu of Windows

Use the search area in the taskbar and type « EC Web ». This should show you the applications that have this name.



If it is not installed yet, please install it via EC Store or call 77777 for further assistance.

1.2. Interface [Main Page]



1.3. Starting a stream

EC Webcast Player

STREAMING SERVICE OF THE EUROPEAN COMMISSION

[SESSIONS](#) | [ABOUT](#) | [FAQ](#)

Sessions overview (Internal)*

Today

Tuesday, August 18, 2020

- **SOTEU DEMO 20200818** live | 08:00 - 20:00

Select your event from the list by clicking on it
The video will open and start to play (see screenshot below)

*For the complete list of public streaming sessions, please visit our [Streaming portal](#).

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Version : 2.1.7529.28940

EC Webcast Player

STREAMING SERVICE OF THE EUROPEAN COMMISSION

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SOTEU DEMO 20200827 | 08:00 to 20:00

To go back to the list of sessions, please click on "Sessions"

Title of the selected event for watching

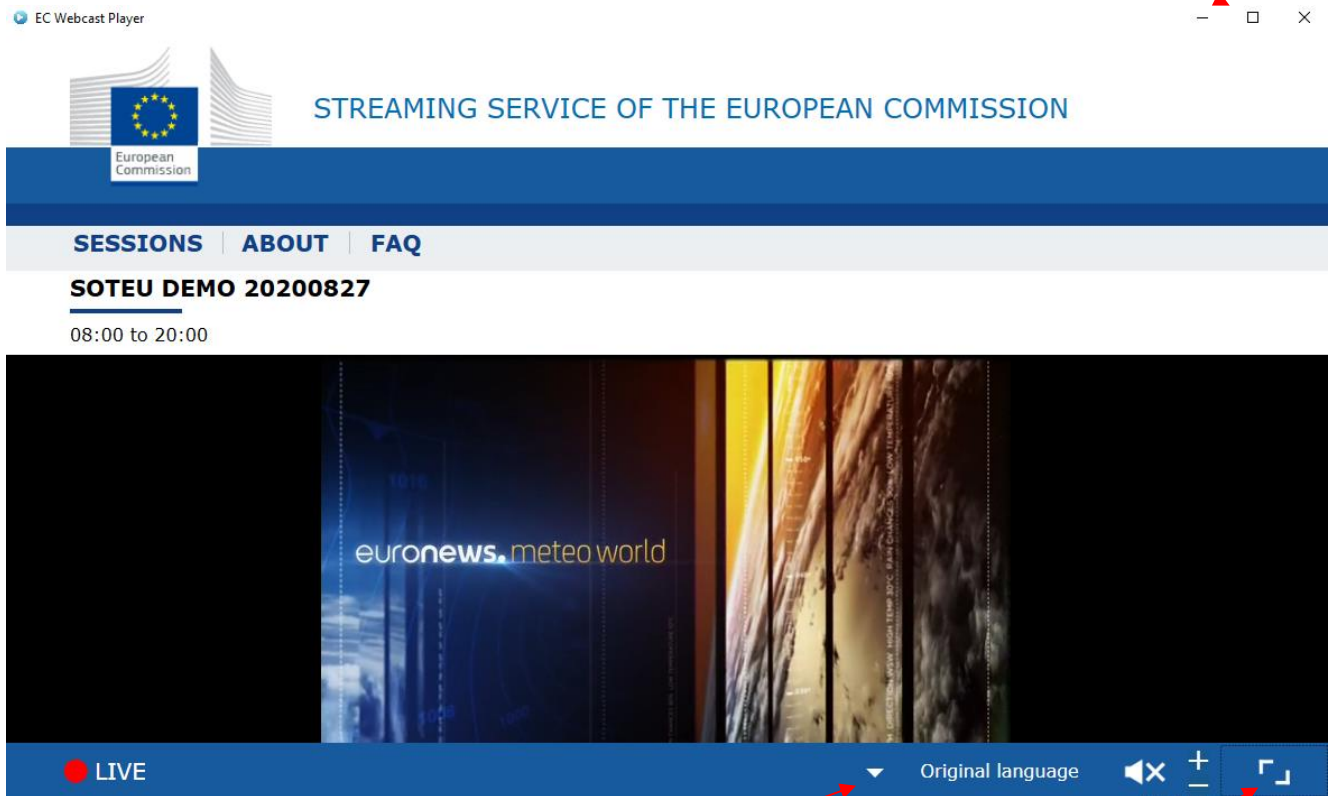
EURONEWS LA QUOTIDIENNE **UNE RENTRÉE AVEC LE COVID-19 EN EMBUSCADE**

euronews. FRANCE | Coronavirus : 19 nouveaux départements en zone rouge, 21 au total (Castex) : 03

LIVE Original language

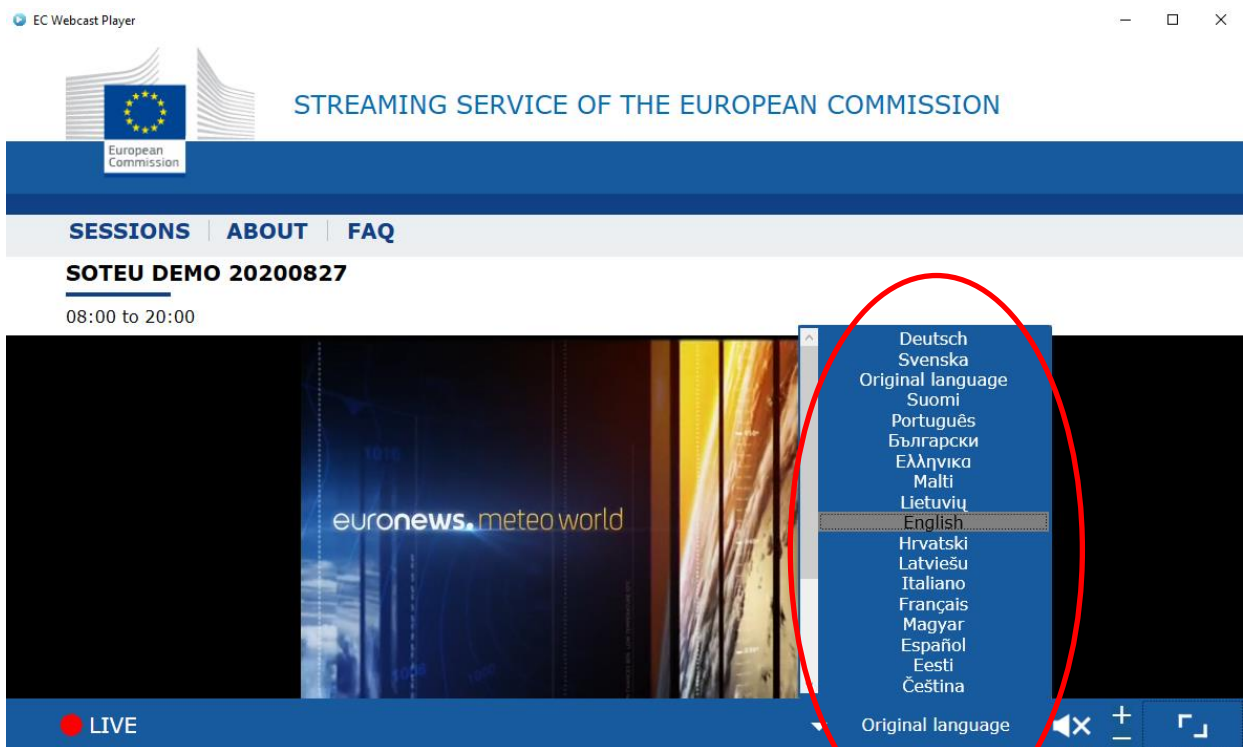
1.4. Language Selection

Minimize/Maximize the window



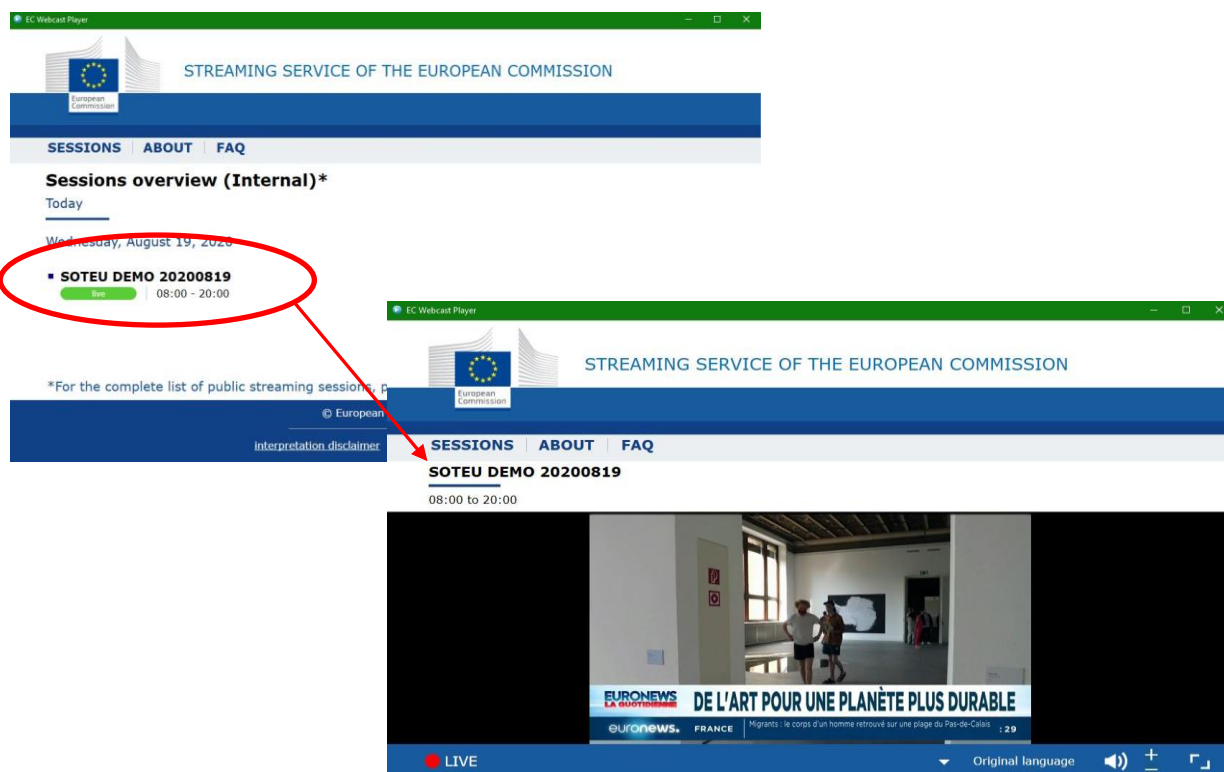
You can **change language** here.
The video will start playing with the selected language.

Video full screen mode

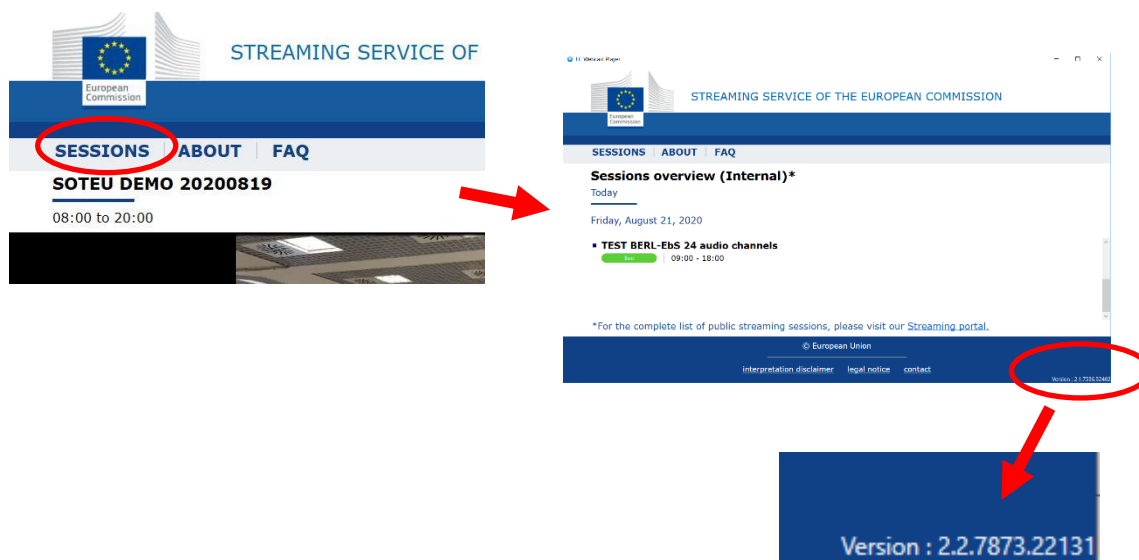


2. FAQ

- **The player takes very long to start is this normal?** The player is a virtualized application, this means that it gets downloaded to the user's computer only when the user launches the application for the first time. Nevertheless, to minimise the player start-up time, an automated system is implemented to download all the application components before it is launched for the first time. For this, your PC must have been on-line for a while on the network. If despite this automated download the player still does not appear or does not start-up on your computer, please contact the Helpdesk.
- **When I start-up the player, no video is played?** At start-up, we see the list of available events that can be viewed. If you want to watch a session, you must click on its title and the video window will open.

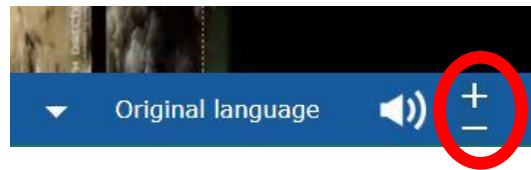
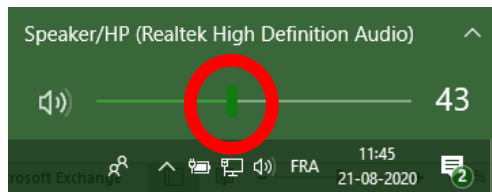


- **For contacting the helpdesk, please press the “SESSIONS” button, so you can see the version you have currently on your PC, at the right bottom corner of the application's window.**

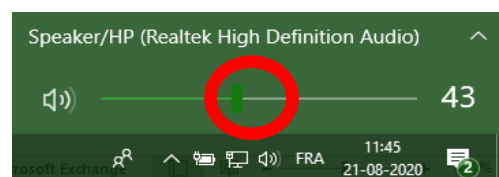
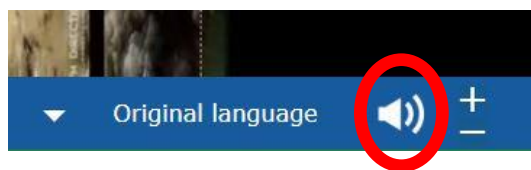


- **How to change the Sound?**

Use the sound settings in the taskbar of your PC or on your external loudspeakers / You can also adapt the sound directly on the player, using the + / - buttons, next to the volume icon.



- **Each time I select a stream from the player it takes a while before the video/audio plays smoothly:** This is normal and can take up 30-60 secs before the stream is fetched and stabilized. It might appear with a black screen or a disrupted image with some disrupted audio.
- **My player still shows the event with “Planned” / “Live” but I cannot click on it:**
Only “Live” sessions can be clicked on and viewed.
- **The Player freezes, I cannot do anything:** Try to close and restart the player and/or other applications you have currently opened. If other applications that require network connection (e.g. Outlook, Skype for Business, document on network drives ...) expose a similar problem you are probably facing a network issue.
- **The video in the player has image problems:** Please close all unnecessary applications, make sure you do not have several video windows playing on your PC or reboot your PC to make sure nothing is left in memory consuming resources. If this persists, you need to have your PC (graphics card driver) or network connection checked. This could also happen if the PC is behind a firewall or because of an erroneous configured local switch.
- **The video in the player has no audio:** Please click on the volume icon in order to mute / unmute. Might be that the volume has been previously muted. If this does not fix the issue, please check also the audio settings of your PC.



- The player gives the following error message:



This is related to an unstable internal network connection. Please close and reopen your internet browser, then click again the streaming link provided. Depending on your network connection, you will be invited to reopen the player or watch the streaming session directly on your web browser.

- **What about the recorded sessions?**

When the live session ends, the streaming operators proceed with trimming and publishing the video recording. The video recording is then accessible via the frontend webcast page (in a web browser) and no longer via the multicast player. Clicking on the session title (which appears as status “recorded” and not “live” anymore), the user is redirected to the recorded session on the web browser page.

3. PREREQUISITES

- Microsoft .Net framework 4.8 should be installed in your computer.

Please contact the IT helpdesk (77777 for ITIC DGs) to assist you or to inform you about general issues affecting your PC environment.