

# ONLINE STREAMING VIDEO ISSUES

*If you are encountering streaming issues with your DNRS Online program, here are some effective ways to resolve this.*



**DNRS Online Videos** have been encoded to playback world-wide on a number of devices and systems – PC or Mac. Although optimized for desktop and laptop computers, our videos are also designed to play with ease on tablets and cellphones. The videos are hosted on several servers throughout the world, including several states in USA, Canada, UK, Australia, South America, Netherlands, China and Japan. Our video files are encoded at a low bitrate of 3 mbps. This requires our users to have consistent internet speed levels of at least that number and ideally no less than 5 mbps.

Since almost all internet plans are at least 5 mbps or much higher, buffering (in which videos freeze while loading) should not be an issue with the vast majority of internet users. However, even users with internet plans of 50 mbps or more may encounter sporadic buffering issues the odd time for various reasons listed further below.

*“But I can watch YouTube, Netflix, Vimeo etc. videos just fine”*

Other streaming services may not be affected because they use multi bit rates to adapt to slower internet speeds and stream them accordingly in lower video resolutions. Multi bit rate adaptation is not yet available for our videos, but it is expected to be rolled out to our customers by June 2020.

## FIRST THINGS FIRST. DETERMINE YOUR INTERNET SPEED.

Before going through troubleshooting, please determine that your internet speed is reaching consistent speeds of **a minimum of 3mbps or more** during the time you are encountering buffering issues. Your internet service provider may have their own internet speed test, or you can test your connection at [fast.com](https://fast.com)

Test your speed two or three times. If possible, try other devices connected to your network to determine that the issue is not confined just to your device. If your internet speed does not reflect your internet plan, try rebooting your router or modem and/or contact your service provider.

## LOWER SPEEDS THAN 3 MBPS? LET'S FIND OUT THE CAUSE.

If you are experiencing lower than recommended speeds, please consider the following:

1. Have you tried switching from High Definition (HD) to the Standard Definition (SD) video option presented at the top of the video frame?
2. How many people and other devices are currently in use by your network? Over saturated usage will slow down your line.
3. What other programs on your (and other devices) are running that that is currently sharing your internet bandwidth?
4. If you are viewing the program on your phone or tablet, are you using Wi-fi or your phone's data connection? Even if you are on 4G signal strength, phone data may automatically decrease bandwidth use over time as a cost and data-saving measure to your plan. Wi-Fi is preferred.
5. Consider that speeds may also be slower at certain parts of the day (such as early evenings after dinner) and try to adjust your viewing times accordingly.
6. Move your computer closer to your modem or router or use a LAN cable to maximize signal strength.
7. In some cases, [switching DNS servers](#) can help speed up your apparent connection speed if your default Internet service provider DNS servers are slow. [Google Public DNS and OpenDNS](#) are both pretty popular.
8. If you are still experiencing buffering issues after these suggestions, please try again a few hours later. There may be temporary issues anywhere between your internet provider to our streaming service provider.

If the issue is consistent and has not corrected itself within 24 hours, please contact our Client Services office at [info@retrainingthebrain.com](mailto:info@retrainingthebrain.com)