

Webcast Best Practices

In order to have the best possible viewing experience, please follow these guidelines:

NOTE: Please DO NOT use VPN while viewing the stream as it could negatively impact the webcast performance!

DO:

- Use an AbbVie computer that is docked or plugged in and is connected to a network via a hardline connection.
- Close or disconnect all open/running applications and additional browser tabs prior to viewing the stream (**including VPN, if connected.**)

DON'T:

- **Connect to VPN while viewing the stream as it could negatively impact the webcast performance such as slides not advancing or video not playing (VPN is NOT required or recommended when viewing the stream.)**
- Connect via wi-fi (if viewing on a laptop at an AbbVie location) as this may impact video performance.
- Have more than one browser tab with the video stream or other streaming sites, such as YouTube, open.
- Set a task to be done during the stream, such as a large file upload.
- Try to sign into the webcast on multiple devices (i.e. mobile device and computer) as it may cause issues.

OTHER CONSIDERATIONS:

- You may need to click the “play” icon in the video window to start seeing video.
- Viewers can submit questions by typing the question in the text box under the video window.
- If you have issues viewing the webcast in Chrome on a Macbook, try switching to another browser such as Safari or Firefox.
- The webcast should be viewed at 1920x1080 with 100% scale for the best viewing experience.
- Pressing F11 on your keyboard will increase the size of the browser window, not the content.
- To increase the size of the content in the window press “ctrl” and “+” (“cmd” and “+” on a mac). However, doing so may impact the viewing experience.
- Remember to increase the volume of both the player and your computer speakers. Player volume is accessed by hovering the mouse over the video window.
- If technical support is needed during the webcast, please click the following link (if a box pops up asking for permission, please click “Allow”) or copy and paste it into your browser’s address bar: <https://lc.chat/now/5567201/>

MOBILE VIEWING:

It is recommended that you view via a laptop with a hardline connection; however, since that is not always possible, please keep the following tips in mind when viewing via mobile device:

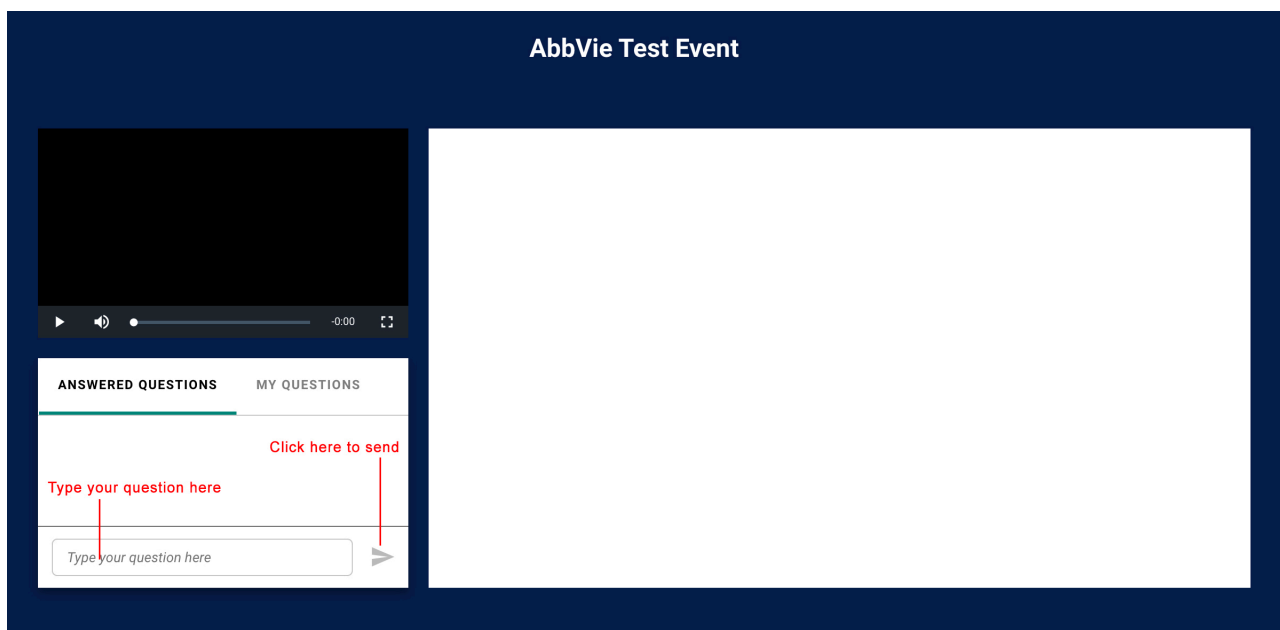
- Please follow AbbVie security practices while viewing a webcast on your mobile device at non-AbbVie locations. When possible, please use home or private office wi-fi as public wi-fi poses a security risk.
- Watch via a tablet rather than a mobile/smart phone. Smart phones will stream video and slides but the content may be illegible. Tablets will stream both video and slides at a legible size.
- If viewing via a tablet, view in portrait mode for the best viewing experience.
- If viewing on an Apple device (such as iPhone or iPad), and you have issues in Chrome, try switching to another browser such as Safari or Firefox. If you’ve switched browsers and are still experiencing issues accessing the webcast, please contact AbbVie technical support.
- If the video does not begin automatically, click the play icon in the video window. **This step is necessary on some mobile devices.**
- The connection may be impacted by phone coverage, depending on your location.
- Slides and video on mobile devices may not sync up (and in some cases may be up to 30 seconds off).

BUFFERING:

When the stream starts, the video will buffer. This is normal operation. However, due to the nature of streaming video you may experience occasional buffering during the event. To minimize buffering, close all non-essential applications and/or browser tabs before the start of the event.

SUBMITTING QUESTIONS:

To submit a question during the webcast, type your question in the text box as indicated below, and click the arrow shaped button to the right of the text box. When you submit a question, please be sure to include your location.



CLOSED CAPTIONING:

If closed captioning has been provided for the webcast, controls can be accessed by hovering over the video window as indicated in the image below:



TECHNICAL SUPPORT:

If technical support is needed during the webcast, please click the following link (if a box pops up asking for permission, please click "Allow") or copy and paste it into your browser's address bar: <https://direct.lc.chat/5567201/>