COUNT≠D OUT
Technical Screening Tips

Your link to Counted Out streams on Indee.TV, a secure viewing platform. Below are tips for optimized playback and troubleshooting.

Stable and high speed internet

- We recommend a minimum download speed of 20 Mbps.

- Use **https://www.speedtest.net/** to see your speed. Indee.tv recommends a minimum download speed of 20 Mbps.

- Use a hard-wired ethernet when available.

NO TV Mirroring

- Your link cannot be mirrored to another device. Instead, connect your TV or projector as a separate display using HDMI or AirPlay in extended mode.

- If you're hearing audio but only seeing a white screen, it's likely because you're mirroring your screen instead of using it as a proper extended display.

Supported Browser

- Be sure to use one of these supported browsers:
- Chrome 68+
- Edge 68+
- Safari 11+
- IOS Safari 13+
- Android Chrome 68+

Avoid multiple starts and stops

- Once a screening begins try to avoid stopping and starting, adjusting playback settings, or moving in and out of full screen mode.

Viewcount

- Every time you press PLAY it counts as a view. Entering the Indee.TV landing page does not count as a view.

- When you test, please make sure your video plays with sound and high-qualty video. You have enough views for multiple tests.
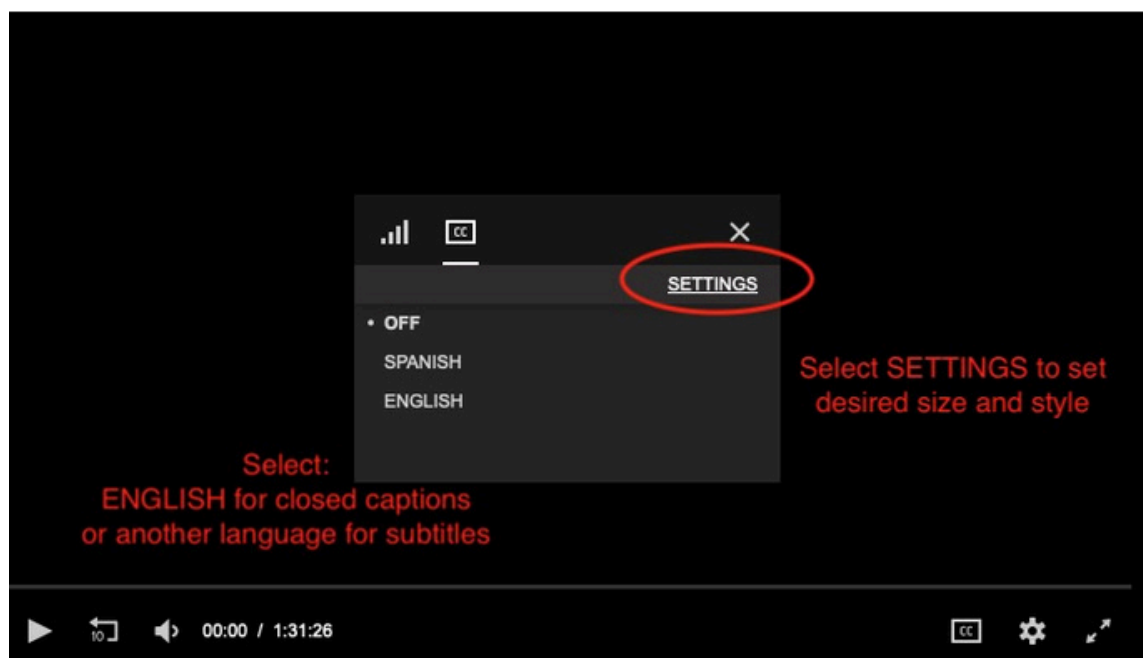
Playback issues

- Test playback prior to public screenings. If you encounter any issues try the following:

  - Switch to private browsing/incognito mode (each browser will have their own name for this option).

  - Delete any cookies or cache associated with indee.tv from your browser. (again, each browser will have their own steps for doing this, which can be found easily with a google search).

  - Quit your browser and re-open the screener link.

Captions and Subtitles Settings

- Captions are available in English, Spanish, and Portugese
- Captions and subtitles can be enabled using the CC button:

Enable closed captions or subtitle with the CC button

Closed Captions

00:00 / 1:31:26

- Use the Settings menu to customize the appearance of the captions/subtitles:

SETTINGS

Select SETTINGS to set desired size and style

• OFF
SPANISH
ENGLISH

Select:
ENGLISH for closed captions
or another language for subtitles

00:00 / 1:31:26

- We recommend adjusting the Font Size to 75% and the Background Opacity to 100%:

Subtitle Settings

FONT COLOR	White >
FONT OPACITY	100% >
FONT SIZE	75% >
FONT FAMILY	Arial >
CHARACTER EDGE	None >
BACKGROUND COLOR	Black >
BACKGROUND OPACITY	100% >
WINDOW COLOR	Black >
WINDOW OPACITY	0% >
RESET	

Recommended Settings:
FONT SIZE: 75%
BACKGROUND OPACITY: 100%