System requirements

Please make sure you have JavaScript enabled to fully experience our interactive video.

Our interactive video can be played on devices (devices) with HTML5-MP4 video playback support.

Compatible operating systems and browsers:

Smartphones: our interactive video can be viewed in landscape mode on smartphones.

Internet Explorer: This browser is no longer developed and supported by Microsoft since the end of 2016. Therefore, our system is not designed for use with this browser.

Safari for Windows: This browser is no longer developed and supported by Apple. Our system is therefore not designed for use with this browser.

Tips for video streaming

To play our interactive video properly, you ideally need a broadband Internet connection. If your broadband connection is not fast enough, our interactive video may judder. We recommend a downstream bandwidth of at least 1,500kbit/s.

You can check your downstream bandwidth on various websites. To do so, search the Internet for "bandwidth test" or "speed test".

Here are some tips if our video does not run properly on your device:

- Your video download speed is slow or unstable. Pause the video until the video is fully loaded and start the video again.

- If you are watching the video over a wifi connection and the video is juddering, try watching the video over a LAN connection or position your device closer to the wifi router to improve the wifi connection.

- If you are using other applications that require high bandwidth at the same time (e.g. Outlook, other downloads, Internet phone services such as Skype), please check if you can pause them to have enough bandwidth for our interactive video.

- If you share your internet connection with other users, e.g. in a (corporate) network, check if they are using other bandwidth-intensive programs while watching our interactive video.

- If our interactive video is still juddering, there may be problems with your CPU performance. Try closing CPU-intensive programs or restarting your device.

Our interactive video does not play

Please make sure you have JavaScript enabled with HTML5-MP4 video playback support. Also check if you can play videos on websites like YouTube. If you can play videos on other websites and still have trouble playing our interactive video, it may be caused by individual settings of your anti-virus program or installed plug-ins. Please email us at streakk@d3f.de for further assistance.

Translated with www.DeepL.com/Translator (free version)