



TSMC 2023 OIP | FAQ

How do I log-in?

Login URL Japan: <https://tsmcjpoip.xporeg.com/>

Please enter the access code provided during registration to log into the system.

The access code is included on your registration confirmation email.

If you do not have your access code, please contact us at tsmcevents@tsmc.com

If you have an access code and it is not working, please complete the support request by clicking the help desk button at the bottom of your screen.

How do I view the videos?

For the plenary session, simply use the video player controls to play the video.

For technical sessions, click the Play Video button to open the player.

For technical tracks, click the presentation thumbnail to open the player.

How do I view the partner information?

Click on the partner tab and click any of the partner logos to view their detailed information.

You may contact the partner by clicking on the Got Questions button, which allows you to email the primary contact, or by clicking on any of the contact emails provided.

Partner resources may be accessed by clicking Learn More.

Having trouble with videos?

For more information and assistance with video playback, please visit the Vimeo Help Center at:

[Help Center \(zendesk.com\)](https://helpcenter.vimeo.com/)

Basic troubleshooting

Disable any browser extensions, plugins, or add ons

Third-party programs can sometimes cause issues during playback— including blocked video segments, dropped frames, buffering, etc. If you're having trouble, try disabling any active extensions one by one to find the culprit. You can also open your video within an incognito or private window of your browser for testing.



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Restart your router and modem

Resetting your router or modem can help to refresh your connection and improve playback performance. Try disconnecting the power cord and then reconnecting to perform a hard reboot.

Update your browser

Browser software is constantly being improved upon. Make sure you are using the latest version of your browser for peak performance. The latest version of each browser can be found here.

Close excess browser tabs or applications

Keeping too many applications open can make everything run slower, including video playback. Especially on a mobile device, it's easy to forget which apps are running. Make sure that you completely close or disable apps instead of just minimizing their windows.

Clear your browser's cache

Although this may sound simple, refreshing your cache can help with many different issues, including playback. Learn more here.

Disable/Enable Hardware acceleration

Hardware acceleration makes resource-hungry operations run more efficiently but sometimes doesn't work well with older graphics cards. Try disabling or enabling this option within your browser settings.

Switch to "Auto" in the quality menu

You can manually force a particular quality by selecting the gear icon in the lower right corner of the player. (This may result in frequent buffering if the bandwidth does not meet the required minimum.)

When it is in Auto mode, the Vimeo player will switch between all available qualities to accommodate changes in the viewer's Internet, processing speed, and player size. Auto mode automatically adjusts to the best quality of video for your current Internet connection and processing speed. We recommend using this default setting to avoid buffering delays. (If "Auto" is not available, switch to one of the lower quality options.)

Check bandwidth with online speed tests

Speed tests can give you a general sense of the download speeds you're receiving from your Internet provider, but it's important to note that the servers used in the speed test are different from those used by other services. The actual speeds being received by your device may differ. This is because speed tests are designed to ping the closest server to your location, while other servers may be further and more utilized.

We require network speeds of 500 kbps or higher in order to stream our lowest playback quality (240p). You can use a speed test to get a general sense of your Internet speed during the time of the issue. Keep in mind that bandwidth can fluctuate, especially on Wifi or cellular networks. As a best practice, we recommend avoiding Flash-based speed tests and using trusted HTML5 tests like <https://testmy.net/download> to get a general estimate of the speeds you're receiving from your Internet Provider.



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If you expect higher bandwidth than what's being reported, we recommend getting in touch with your Internet Provider for more information.

Frequent buffering during playback

Frequent buffering can occur when the viewer's Internet bandwidth does not support playback of the selected video quality. Try switching to "Auto" in the quality menu (the default), if available. If "Auto" is not available, switch to one of the lower quality options. If your video still fails to start, check your estimated bandwidth [here](#).

Dropped frames during playback

Dropped frames can occur if your machine/device's processing is unable to keep up with the video data that's being transferred. If your system cannot process a higher quality of video, frames of video may be skipped, which can cause audio to become out of sync as well. This tends to happen most when multiple programs are running while viewing the video. Try closing unused applications or browser tabs and/or update your browser and graphics card.