

System Requirements for Viewing the Webcast

Web Browser Support

Depending on your Computer's operating system, the browsers listed below are supported. If you click the name, you will be directed to a page that will allow you to make sure your version of that browser is the most up to date.

Microsoft Windows Based Computers (XP, Vista, 7)

- [Microsoft Internet Explorer](#) (version 6.0 or higher)
- [Google Chrome](#) (version 3.0 or higher)
- [Mozilla Firefox](#) (version 3.0 or higher)

Apple Macintosh OS X

- [Apple Safari](#) (version 4.0 or higher)
- [Mozilla Firefox](#) (version 3.0 or higher)

Please note that third party toolbars and other browser add-ons may interfere with the webcast. We advise against having them installed or enabled while viewing the webcast.

Update your Plugins

In order for the media to play properly, you will need to ensure you have the most up to date versions of the plugins required

Media Player Support

In order for the Audio or Video to play properly, we recommend installing the most updated versions of the supported Plugins, listed below.

Plugins for Windows-Based Web Browsers:

- [Adobe Flash Player](#) for Microsoft Internet Explorer, Mozilla Firefox, and Google Chrome

Plugins for Apple Macintosh-Based Web Browsers:

- [Adobe Flash Player](#) for Apple Safari and Mozilla Firefox

Slide Support

If your presentation includes a slide presentation and slides are not changing and/or do not appear, your browser may not be compatible. Please verify that your browser is supported per the Web Browser Support List above.

Audio / Video Support

Sometimes, an audio or video stream might get interrupted and begin to buffer. When it buffers, it is trying to connect to the stream. If this is the case, you will see the phrase *Buffering...* on the bottom portion of the media player controls. You may also see a rotating circle, also indicating that the stream is buffering.

If the interruption is short enough, it should automatically reconnect to the stream. In some cases, it may take too long to reconnect, causing the media player to stop its attempts to restart the stream. In this case, you may need to restart the audio/video stream on your computer.

To restart a stream, please:

1. Click the stop button
2. Click the play/pause button to resume.*

**Note: It may take several seconds for the stream to resume using this method.*

If you are still unable to resume the stream, close the webcast window and reopen it to attempt to reconnect.

Some webcasts may be streaming using multiple formats, such as Windows Media and Adobe Flash. If this is the case, the webcast window will display instructions on how to switch between formats. This method may resolve streaming errors you may encounter.

Computer Update Support

For optimal performance and security, it is strongly recommended that all users install the latest updates available for their Computer's Operating system, described below. We also suggest updating your computer's [browsers](#) and [plugins](#).

To Update Windows-Based Computers:

Please visit the [Windows Update Website](#). Please note that this site must be visited using Windows Internet Explorer, but may also be available as a shortcut withing your computer's Start Menu

To Update Apple Macintosh-Based Computers:

Click the Apple menu in the top-left corner of the computer screen, and select *Software Update*.

Internet Security Support

If you are trying to access a webcast from an business or office with very strict security settings, the webcast's audio and/or video may be blocked by your company's firewall or proxy server. If this is the case, please contact your network administrator so they can advise you on how to access the webcast.

Volume Support

Depending on your computer set up, there may be several ways to adjust the volume in order to properly hear the webcast's audio.

If you are on a laptop computer, you may have volume controls on your keyboard that correspond to the operating system's volume controls. In Windows, this would be indicated by a speaker icon on the bottom right of your taskbar, and Apple Macintosh Computers have a similar icon on the menu bar on top of your screen.

For further instructions on system volume, you can visit the Windows Volume Support Site ([XP](#) or [Vista/7](#)) or the [Apple Volume Support Site](#).

Desktop computers also have these icons, but its setup may also include external speakers that house their own volume control. Please ensure these speakers are turned on and the volume level is adequate enough to hear the audio from the webcast.



Also, both the Windows Media Player and Adobe Flash plugins also contain their own on-screen volume controls and mute function, located below the audio or video on the player bar. If you cannot hear any audio, please make sure you do not have it set too low or muted.

TESTING YOUR SYSTEM

If you would like to verify that you will be able to view the webcast prior to the event date you can use the following link which will test your system to ensure that it is up to date:

<http://www.themediaframe.com/links/systemtest/index.html>

A properly completed test will show the following results:

Media Frame Configuration Test				
Recommended Actions				
<ul style="list-style-type: none">Close unnecessary applications and Internet browser windows prior to viewing an event.Live events: Join a few minutes early to verify connections.				
Status	Test Name	Result	Recommended Action	Updates
	User Agent	Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/41.0.2272.89 Safari/537.36		
	Plugin(s)	Adobe Flash Player, HTML5 Audio, ~HTML5 Video	Note: Not all formats are available for every event configuration. Please consult the event scheduler if you have any issues.	
		<input type="button" value="Print Results"/>	<input type="button" value="Close Page"/>	