System Requirements for Webcast Participants

Hardware Requirements

- 2.0Ghz Processor or faster

- 512 MB RAM (1 GB recommended)

- Monitor and Video Card that support 64k color

Software Requirements

- Windows XP or later, Mac OS X 10.5 or later

- IE 7 or later, Firefox 3.0 or later, Safari 3.0 or later

- Chrome is supported, however, to avoid an audio echo, please close the lobby window once the presentation window opens

- Adobe Flash Player 10.1 or later ([Download](#))

Webcast FAQ: Answers to your frequently asked questions

Login issues

- Q: The presentation start time has come and gone but I'm still seeing the lobby page.
  A: Try refreshing your browser by pressing the F5 button on your keyboard or by clicking the Refresh button in the browser window.

- Q: Nothing is happening when I press the "Play" button to view the presentation via the lobby page.
  A: Turn off pop up blockers in your browser and try again.

- Q: When I try to register for the webcast I get an error message saying that my email address is already registered.
  A: If your email address is already registered, you should login to the webcast using that email address. There should be a link to login located on the same page with the registration form.

- Q: Can I access the event from a different computer than the one I registered on?
  A: Yes, you can use a different computer, but you should run the [System Test](#) on that computer to make sure it meets the requirements to participate in the webcast.

- Q: Why can't I get back to the registration page?
  A: If you have already registered or signed in, you will be directed to the lobby page rather than to the registration page. To view the registration page again, you will need to clear your browser cookies, and then go to the registration page.

Presentation viewing issues

- Q: Why is my video choppy?
  A: The video may appear choppy due to network congestion. You may get a better connection by connecting to the presentation via another network.

- Q: Why can't I hear any audio?
  A: Check to make sure your speakers are turned on and that the volume is at an appropriate level. Also check that the "mute" button is not selected in the video/audio window of the presentation.

- Q: I can see and hear the presentation, but the slides are not flipping.
  A: The slides may not be flipping because the presenter is not changing the slides. You can also try refreshing your browser if you think your should be seeing the slides change. Click F5 to refresh.

- Q: I hear an echo while listening to the presentation.
  A: Check to make sure that you don't have two instances of the presentation window open on your computer. You may also be experiencing an echo if you are using Chrome as your browser. If this is the case, please close the Lobby window once the Presentation window opens.

- Q: All of the presentation window content doesn't fit on my screen.
  A: You can press F11 on your keyboard to make the presentation full screen. For optimal viewing, the presentation should be viewed at a screen resolution of at least 1024x768 pixels. If your screen is set to a lower resolution it may cut off portions of the presentation window.