

Technical Requirements

The following are mandatory technical requirements for BRR Media webcasts.

- **Install Flash:** You will need Flash version 10 or higher
<http://helpx.adobe.com/flash-player/kb/find-version-flash-player.html>
- **Check Bandwidth:** You will need a minimum of 300kbps for video webcasts.
- **Sound:** Headphones or external speakers.
- **Corporate Office:** If you have restricted access to various sites, ports or proxies, please talk to your IT department and please see our ports section below for accessing our live events. The IT department only needs to allow access and open the port temporarily for the time of the webcast.

Technical Tips

The following are tips that will help to ensure a successful live webcast viewing experience:

- **Close Unnecessary Applications:** If too many applications are running, your computer speed can be compromised, which can affect your viewing experience. Close down any unnecessary applications before connecting to the webcast.
- **Restart Your Browser and Limit Open Tabs:** If your browser has been open for a long time or multiple tabs are open, your computer speed may be compromised. Restarting your browser should resolve this issue.
- **Confirm Your Company's Bandwidth:** For most users available bandwidth is dependent on the overall consumption within your network. It is important to confirm your bandwidth capacity for the specified webcast time with your technical department, especially if you are planning on accessing the event on multiple computers. Most webcast issues stem from not having enough bandwidth. To this end, we will always have a replay of the event available for those who have connection issues.

Frequently Asked Questions

Q: What browsers are supported?

A: Internet Explorer 6 or higher (Windows), Firefox 2 or higher, Safari 3 or higher, Opera 9 or higher, Google Chrome

Note: Some browsers may block flash as a default setting

Firefox / Safari / Google Chrome / Opera

- Run plug-ins
- JavaScript enabled

Internet Explorer

- Run ActiveX controls and plug-ins
- "Script ActiveX controls" marked safe for scripting
- Active Scripting enabled
- Submit non-encrypted form data

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Q: My presentation buffers a lot and when the video plays, it is choppy!

A: There are a few possible reasons:

- **Not Enough Bandwidth:** You need 300kbps of available bandwidth per computer. Test your bandwidth.
- **Overloaded Machine:** If you have too many applications open, your computer speed will be affected, which can compromise your viewing experience. Close down unused applications during the webcast.
- **Overloaded Browser:** Too many open tabs on your internet browser can also slow down your computer. Restarting your browser should resolve this issue.

Q: The video won't play at all...what should I do?

A: Check the confirmed start time of the event. You may also be experiencing difficulties with video for the following reasons:

- **Unsupported Versions of Flash Player:** We suggest you test your system and download the latest version of Flash Player, if required.
- **Internet Connection Interrupted:** Ensure that your connection to the Internet is active.
- **Port Connection Problems:** See our ports section below for accessing the video from behind a corporate firewall.

Q: What ports need to be open?

A: Here are some technical tips, which you should pass along to your System Administrator:

- **Accessing Media Files From Behind a Corporate Firewall:** Occasionally, corporate firewalls and/or proxy servers do not allow video to play through internal networks. You will need to either connect to the broadcast site from outside of the firewall or ask your IT department to open "Port 1935" which supports audio & video streaming. You only need to open the port for the time of the webcast and can close it again once the live event is finished.
- **Whitelisting/marking safe the direct streaming URL:** System Administrators can whitelist the direct streaming URL.

Q: I cannot hear the audio when the presentation is playing...what should I do?

A: Verify that your speakers are turned on with the volume set at an audible level, that the volume controls in the video player are set to an audible level, and that you do not have mute checked in your computer volume settings.

Q: Why does the audio sound scratchy, or inconsistent?

A: Make sure your speakers are connected, turned up, and your connection to the Internet is active. Also, confirm that you have enough bandwidth.

Q: The video froze in the middle of the live presentation...what happened and what can I do?

A: It may be that others on your corporate network are also using the internet, which is decreasing your available bandwidth. Try refreshing your browser.

Q: I am having trouble viewing the webcast and I am missing it! Will it be available for replay?

A: Most webcasts are made available for viewing after the event; you can access the archive version using the same link supplied for the live version.

For customer service assistance please email BRR Media Support on uk@brrmedia.com.