

Connectivity and Viewing Requirements

Webcast Viewing Requirements

For the best presentation viewing experience, we recommend the following:

Windows

- Microsoft Windows 10
- Recommended browser: Google Chrome
- Google Chrome, Firefox, Edge, or Safari on your laptop/desktop. (We recommend that you avoid using Internet Explorer)
- Windows Media Player 9.0 or later (IE only)
- Broadband Internet connection

Mac

- Mac OS X 10.5.7 or later
- Recommended browser: Google Chrome
- Apple Safari, Mozilla Firefox, or Google Chrome
- Broadband Internet connection

Phone and Tablet Technical Requirements

Playback requirements for mobile platforms are as follows:

iPad requirements

- iPad3 or later
- iOS 9 or later
- Apple Mobile Safari™
- Wi-Fi or cellular data connection (3G or higher)

iPhone/iPod requirements

- iPhone 8.0 or later
- iOS 9 or later
- Apple Mobile Safari
- Wi-Fi or cellular data connection (3G or higher)

Android requirements

- Android™ 4.0 or later (on-demand), Android 4.4.x (live).

- Android browser
- Wi-Fi or cellular data connection (3G or higher).

Microsoft Surface

- Windows 8 or higher
- Internet Explorer 10.0 or later
- Wi-Fi or cellular data connection (3G or higher).

FAQ - Frequently Asked Questions

Q: Why doesn't the presentation appear?

A: If you're using a pop-up blocker, configure it to allow this site's pop-ups. You will need to change settings in your browser.

- Player volume: Look for volume icon inside the Player.
- Refresh your browser
- **Mac Chrome:** Hold ⌘ Shift and click the Reload button. Or, hold down ⌘ Cmd and ⌘ Shift key and then press R.
- **Mac Firefox:** Hold down the ⌘ Shift and click the Reload button.
- **Mac Safari:** click the refresh button on the address bar or press ⌘ Cmd + R
- **Windows Chrome:** Hold down Ctrl and click the Reload button or Hold down Ctrl and press F5.
- **Windows Firefox:** Hold the Ctrl key and press the F5 key Or, hold down Ctrl and ⌘ Shift and then press R.
- **Windows Internet Explorer:** (not recommended) Hold the Ctrl key and press the F5 key or, hold the Ctrl key and click the Refresh button.

Q: Why can't I hear audio?

A: Check that the computer you are using has speakers.
Check your volume controls.

There are three areas you may find volume controls:

- Player volume: Look for volume icon inside the Player.
- Computer volume: Adjust the volume slider and confirm that Mute is not selected.
- External computer speakers (optional): Your speakers may have a volume control dial or knob that you can use to increase or decrease the volume level.