

Please ensure your organization meets hardware, software and bandwidth requirements well in advance of the Virtual Event; consult with your IT staff or consultant to ensure you are ready and available to access all elements of the event before it begins.

## **Step 1: Browser Tests**

**Please take the following browser test for the Sessions (Slides/Video/Audio):**

<http://events.commpartners.com/webcasts/browsertest/>

## **Technical Recommendations**

- Audio (sound) is projected through your computer speakers. Be sure your computer is equipped with speakers so you can hear the presenters.
- It is recommended that you use a PC or MAC with an updated Internet Browser.
- Make sure you have pop-ups blockers disabled in your Internet browser settings.
- Make sure that your internet browser is Active X enabled.
- Wifi is not recommended. The problem with WiFi is signal strength can vary causing bandwidth to increase or decrease.
- We recommend a wired connection. A wired connection gives a consistent signal and consistent bandwidth. A wired connection provides a better experience.
- It's better for organizations with low bandwidth to only have one session running on 1 computer in a conference room than having 10 individual people running the session on 10 computers at their desks.

**Step 2: Please review the following Technical Requirements and be sure your system and networks are up to date.**

## **Hardware Requirements:**

- 2.0Ghz processor or faster
- 512 MB RAM (1 GB recommended)
- Monitor and Video Card that support 64k color
- Hard-wired Internet Connection with a High Bandwidth allowance on your organization's network.
  - A DSL connection of 512 Kbps or higher for sessions with only slides and audio. A Cable or Broadband connection of 2 Mbps or higher for webcast presentations with full-motion streaming video.
  - Please contact your IT department and notify them you will be streaming both audio and video for the conference and to allow for enough bandwidth usage during that period of time.

You should consult your IT department or internet provider. We recommend a broadband connection with ports 80, 443 and 1935 open and minimum firewall restrictions. For highly restricted networks please make sure the following IP addresses and ports are open.

72.32.161.112 port 80 (web and Flash file delivery)  
72.32.200.104 port 80 (web and Flash file delivery)  
72.32.221.65 ports 1935, 443, and 80 (Flash RTMP and RTMPT streaming)  
66.135.54.144 ports 1935, 443, and 80 (Flash RTMP and RTMPT streaming)  
72.32.221.66 ports 1935, 443, and 80 (Flash RTMP and RTMPT streaming)  
69.25.178.16 port 80 (web delivery)  
208.111.161.254 port 80 (web delivery)  
54.192.193.240 port 80 (web delivery)  
68.142.111.82 ports 1935, 443 (Flash RTMP and RTMPT streaming)  
64.185.178.178 ports 1935, 443, 80 (Flash RTMP and RTMPT streaming)  
64.185.183.183 ports 1935, 443, 80 (Flash RTMP and RTMPT streaming)

### **Software Requirements:**

- Adobe Flash Player 10.0 or newer, if you wish to download or update your version of the Adobe Flash software direct your web browser to: <http://get.adobe.com/flashplayer>
  - We recommend de-selecting the “optional offers” box before downloading and installing Flash.
- 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, Google Chrome

### **Need Further Technical Assistance?**

Please send an email to [help@commpartners.com](mailto:help@commpartners.com) or call our Customer Support Team at 1-800-274-9390