Event Guide

This event guide will give you important information, instructions, best practices, an overview of features and how to make the most of your experience within the virtual environment.

SYSTEM REQUIREMENTS

Minimum System Requirements

1024 x 768 screen resolution minimum

1.4 Mbps internet connection minimum

- **Allow Flash**
- **Disable Pop Up Blockers**
- **Disconnect from a VPN (if possible)**

Operating System	Processor	RAM	Internet Browser	Hardware	Media Playback	Internet Connection
Windows 10 Windows 8.1 + Pro Windows 7 Android 4.4+ Apple Max OS X 10.9+ Apple IOS 8.4+	1GHz	1GB	Internet Explorer 8+ All recent versions of Google Chrome Safari 5.0+ Firefox 3.6+ iPhone/iPad - Safari/iOs 5.1+ Android Phone/Tablet - OS 2.3 or higher, Chrome, Native Browser 2.3+ Windows Tablet - IE 10+	Audio: Sound Card with Speakers Video: Screen with 1024x768+ resolution support	HTML5 Streaming enabled browser Apple iOS http streaming enabled browser Android http streaming enabled browser	Dedicated high speed connection of 900kbps+

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SYSTEM REQUIREMENTS

DEVICES

Laptop, computer (Mac or PC) or tablets (Android or IOS) are supported.

INTERNET BROWSER

This is a virtual, browser based experience. If you're using an older, or unsupported Operating System, Internet Browser, or version of Flash, you may experience decreased performance. We recommend Chrome or Firefox as the most stable and consistent browsers for accessing the virtual environment.

FIREWALL

An automatic system test is available that will check connectivity of the domains listed in the detailed System Technical Requirements (below).

System Test
https://virtualdestinations.6connex.com/event/TheWayToDoVirtual/system-check

Webinar System Test
https://event.webcasts.com/viewer/faq.jsp?mType=v&closebtn=no&techview=yes

Please note: This system check covers standard platform functionality. It does not cover requirements for any 3rd party services that may be integrated into the experience. Verify the domains listed below in the Technical Requirements are not blocked by your personal or corporate network.

SYSTEM REQUIREMENTS

BANDWIDTH

Sufficient bandwidth at each office location is necessary. Estimate total bandwidth required by multiplying the numbers of computers connecting to an event by the above bit rate estimate.

If network bandwidth is a concern, we recommend accessing the environment in groups, thereby reducing the total number of individual streams to an office.

INTERNET CONNECTIVITY

A strong, wired broadband connection with a speed of at least 1.4 Mbps. You may view the virtual experience on a slower connection, however, some users may experience load times that are longer than normal with larger content items, such as High Definition video streams. We recommend:

- A strong Wi-Fi connection or hardwired internet connection is recommended
- Disconnect from VPN or corporate networks (if possible).
- Close any unnecessary applications.
- Refrain from browsing the internet, streaming media and/or downloading large files during this time.

WORK FROM HOME EMPLOYEES

Connect to the internet using a network cable rather than using a wireless network. If a corporate VPN is used, confirm that the above network traffic is not directed over the VPN. If it is, have users turn off the VPN while attending the event.

SYSTEM REQUIREMENTS

DISPLAY / RESOLUTION SIZE

The recommended resolution for your display is at least a 1024x768 or higher resolution. The virtual experience will adjust itself to your screen size. However, this is the recommended setting for optimal display viewing.

- If you are using a PC or Mac please ensure that your browser zoom level is set to 100% as the presentation is best viewed at that setting. In most browsers you can use Ctrl + 0 to reset your zoom level. This option can be also be found in the tools or view menu.

AUDIO

Audio is streaming over your device, be sure your speakers/headphones work and are turned up to an appropriate volume.

What can I do if I am having trouble hearing audio?

- If you have internal speakers, make sure they aren't muted.
- If you have external speakers, make sure they are powered on and aren't muted.
- Make sure you did not lose Internet connectivity.
- Make sure your system has passed the system test located under "Test my system now".
- If your system is using Adobe Flash Player and you receive a "connection failed" message it's most likely due to a proxy server blocking Flash streaming. Please contact your local IT admin.
- If you are using a mobile device, such as an iPhone, make sure you have enough bandwidth. We advise using dedicated wi-fi or 4G.
- If you are using an Android device, Apple iPad or iPhone you will need to click on the media play button to begin the presentation. Android and Apple iOS devices do not permit streams to begin automatically.