



LIVE WEBCAST TROUBLESHOOTING CHECKLIST

1 Test your network speed

www.speedtest.net

Minimum of 768Kbit Download speed required for playback

2 Check your Operating System and Browser as per the requirements below

Microsoft® Windows®

- Windows 8, Windows 2008, Windows 7, Windows Vista, Windows XP, Windows 2003
- Internet Explorer® 7.0 or later, Firefox® 3.6 or later or Google Chrome™
- Windows Media® Player 9.0 or later
- Microsoft Silverlight® 5
- Broadband Internet connection

Mac®

- Mac OS® X 10.5.7 or later
- Safari® 4 or later or Firefox 3.6 or later
- Microsoft Silverlight 5
- Broadband Internet connection

iPad® (any model)

- iOS 4.3 or later
- Mobile Safari
- Wi-Fi or cellular data connection (3G or higher)

iPhone® and iPod®

- iPhone 4 or later
 - iPod Touch 4th generation or later
 - iOS 4.3 or later
 - Mobile Safari
 - Mediasite Mobile app (free download available from the Apple® App Store)
- WI-FI & App Required for LIVE Playback

Microsoft Surface™ and Windows RT tablets

- Internet Explorer 10.0
- Wi-Fi connection
- On-demand playback only

Android™

- Android 4.0 or later
- Wi-Fi or cellular data connection (3G or higher)
- On-demand playback only

BlackBerry®

- BlackBerry running OS 7.0 or later
- BlackBerry Playbook running QNX
- BlackBerry browser
- Wi-Fi or cellular data connection (3G or higher)
- On-demand playback only

Linux®

- Requirements vary based on Linux OS and browser. Please contact your Sonic Foundry representative for details.
- On-demand playback only

3 Ensure your firewall / proxy server allow the following connections

*.webcastcloud.com.au

*.akamai.com

*.akamaistream.net

4 If you are still experiencing issues email support@webcastcloud.com.au

With : Your Contact Details

Your Operating System and Version

Your Browser and Version

Your Internet Speedtest Results

