Viewing Broadcasts Live Online
(System & Technical Requirements)

Minimum Technical Requirements

- Adobe Flash Player 10.0.32 or above (visit adobe.com and download "flash player" if you do not already have this, or are unsure).
- Internet Explorer 8.0 or above, Firefox 2.0 or above, Safari 3.0, or Chrome 4.0 or above.
- Microsoft Windows XP (service pack 2), Microsoft Windows Vista/7/8, Macintosh OS X v10.4 or above, or Linux.
- Minimum 256 megabytes (MB) of RAM (512 MB or higher recommended).
- JavaScript and Cookies must also be enabled. In your web browser, go to your "options" or "tools" menu to enable these features.
- Recommended Monitor - Super VGA (800 x 600) or higher resolution (most monitors produced in the past 5 years are supported).
- 16-bit sound card or higher.
- Speakers/headphones (headphone jack or USB should work fine).

    (Audio/Sound Note – During setup, check your headphones and audio settings to ensure that your audio/sound is turned up, not muted, and that you have a good connection).

Internet Connection Speed

- For a reliable viewing experience at medium quality we recommend a downstream connection speed of at least 700Kbps. Most high speed internet connections support these speeds through your local cable or internet service provider (ISP).
- Viewers can select a higher (up to 2Mbps for HD) or lower (198Kbps for low) video quality on your video player depending on your ISP connection speed. The higher your internet connection speed is, the better your viewing experience will be.
- You can test your connection speed here (www.speedtest.net). We recommend testing several times as bandwidth (internet connection speed) can fluctuate.
- Wireless Routers:
    1. Wireless G or N routers are preferred (N is better). If you doing other things on your network like uploading, downloading, or using high band-width while watching the online event, you may experience other issues as well. It is preferred that while watching the event, you do not download or upload major files using your network.
    2. Wireless Display TV Routers may also be used to view the event from your laptop on your television. See below for more information.

Connection Options to View the Event on a Television

- To view the event on a television, there are primarily five options you may use.

    1. **Smart TV** – With this option, simply connect your Smart TV to the internet and visit the online viewing link provided in your email instructions. Once connected to this link, enter your password or login ID to begin the broadcast, and you should be able to view the event.

    2. **PC to TV** – Most PC's (personal computers) can either connect to a television with a VGA or an HDMI connection. Set your TV to the VGA (computer) or HDMI input, and plug in your cable from your computer to the television. Ensure that you have your computer set to output to the external video source (some computers do this automatically when connected; others must be set manually in the "Display Options" on your computer.

 VGA   **HDMI**

3. **Laptop to TV** – Most laptops work exactly like a PC when connecting to a PC. Following the same instructions as #2 (PC to TV), connect your mobile laptop device using VGA or HDMI and ensure that your output display settings are set correctly on your computer, and that your TV input is set correctly (HDMI or VGA). Some laptops contain a "wireless display" feature that allows you to connect to a television without the use of HDMI or VGA cables.

4. **Wireless Laptop to Wireless TV** – If you do not have a Smart TV, but your television and laptop have wireless display capabilities you can connect your wireless laptop to your television by turning your "wireless display" option **ON**, on your laptop. Make sure you set your television to wireless mode or place it on the wireless input when connecting your laptop via the "wireless display" feature. (Note – Not all laptops have this option. Only laptops produced within the last four years will likely have this option, and it is not a standard feature. Check with your laptop manufacturer or specifications to see if your laptop contains this feature).

5. **Wireless Laptop to TV with TV Wireless Router** – Following the same instructions for #4 (Wireless Laptop to Wireless TV), set your laptop's "wireless display" feature to **ON**. With your television router connected to your TV input, place your TV on that input (usually HDMI) and turn your TV Wireless Router on. If you have configured your TV Wireless Router correctly, you should see this appear on the television screen. With your laptop wireless display feature on, you should be able to connect your laptop to your television through the router. If you have difficulties with this option,

check your router instructions for specific details on correct installation. Once your laptop has been properly synced to your television, you should be able to view the online event using your laptop, while viewing it on your television.

▪ The best viewing experience will take place on a "hard-wired" connection and with HDMI compatible devices (Laptops/PC's and TV's). While VGA may be used, you will notice a lower quality display for the event using VGA/SVGA. The further you are from your wireless connections when viewing the event using a router or wireless internet connection, the more likely you are to experience lag, delays, choppiness, or other issues. Or if your router is on another floor of your house, or behind multiple walls away from you, you may experience problems. In most cases, wireless connections work without a problem, and the viewing experience will be very good, but when issues do occur, this may be your problem. Also remember that your internet speed will also contribute to the quality of your viewing experience; the faster it is, the better it will be.

Questions & Support

▪ If you have any questions or you need additional assistance, please contact the online event coordinator or technical support specialist for support (you will receive this information in your purchase confirmation email).