

## Ensuring your presenters and viewers are compatible with BrightTALK

To view our webcasts all you need is:

- An Internet connection
- Adobe® Flash (free to download and install)
- The ability to stream audio

Troubleshooting steps:

1. Make sure your audio is not muted and that you have speakers or headphones plugged in.
2. Ensure you have the latest version of Flash installed from <http://get.adobe.com/flashplayer/>
3. Ensure you have Javascript enabled on your browser. Consult your browser's help menu or your IT department for assistance.
4. You need at least 300 kbps bandwidth to enjoy uninterrupted video presentations.
5. If you meet these requirements and are still experiencing difficulties, view this system test: <http://www.brighttalk.com/help/viewers/systemtest>. If you are able to hear audio, your system is compatible with BrightTALK.
6. If you are still having trouble, it may be related to your company's firewall settings. The following link provides network administrators with specific configuration information regarding live Flash streams: <http://www.brighttalk.com/help/viewers/networktest>

If the test results in a single failure, you may not be able to successfully receive a live BrightTALK stream from the computer network you are on.

Possible causes of overall failure:

- Adobe Flash Player is out of date. Upgrade to Flash Player 9 or higher.
- You may be behind a "stateful inspection" firewall. These firewalls will drop socket connections if they detect non-HTTP traffic such as the Real-Time Messaging Protocol (RTMP) traffic used by the Flash Media Server.
- You are using a proxy server to connect to the Internet. Most proxy servers only negotiate HTTP traffic. For this reason, attempts to connect to the Adobe Flash Media Server using RTMP through a proxy server fail.

In the event that the above test has failed, please contact your network administrator to solve this problem.