

# **Webcast Information & Requirements**

## **What are the system requirements to view the webcast?**

Viewers should have one of the following browser and Flash versions installed to view the webcast:

### **Browser Requirements**

#### **Windows PC**

Chrome 2.0  
FireFox 3.0.1 or higher  
Internet Explorer 6 SP1  
Internet Explorer 7  
Internet Explorer 8  
Safari 3.2.2 or higher  
Safari 4 Beta

#### **Mac**

Chrome 2.0  
FireFox 3.0.1 or higher  
Safari 3.2.1 or higher  
Safari 4 Beta

#### **Flash**

Flash Player 9, version 9.0.28 or higher  
Flash Player 10, version 10.0.22.87 or higher

## **Why do video clips sometimes stutter or pause during playback?**

Video may stutter or pause during playback if your Internet connection is not fast enough or if your computer has an unusually slow processor or little RAM. Even on broadband connections, Internet congestion or traffic can result in choppy playback or repeated buffering. You can check your actual internet bandwidth [here](#).

## **Why isn't the webcast player displaying on a web page?**

Some corporate networks, firewalls, and ad-blocking software may prevent the player from displaying. Please check with your Network Administrator to ensure that Flash video is permitted on your network. Also, disable any ad-blocking software that might prevent Flash media from loading.

**The player is displaying a warning that says I need to upgrade the Flash player. How do I upgrade?**

The player displays this message:



Click on the message to [obtain the latest version of the Flash Player from Adobe.](#)

**The player is displaying a message that says "The video you are trying to watch is currently unavailable." Why?**

This problem can have a number of causes:

- Network congestion might be causing the player's connection to time out before the video can be delivered.
- The publisher may have created schedule limitations so that the video is not available at this time.
- The video may be subject to geographic limitations so that the video is not available in your location.

**The player is not displaying correctly or is displaying the wrong video. How can I fix this?**

Your web browser may be displaying cached information. To clear your browser cache for the page you're on, click CTRL + F5 on Windows; or COMMAND + SHIFT + R on Mac OS.