



## Streaming Media System Requirements and Troubleshooting Assistance

**The day of a webinar**, if you are having issues with the webinar interface (sound issues, webinar functions not working, etc.) you may contact technical support at:

- By phone: 800-785-0681 or 954-861-5783
- Use the "[Contact Technical Support](#)" feature online

\*\*The above methods can **only be used during a webinar or the 15 minutes leading up to a webinar.** For all other requests, contact us at [info@irstaxforum.com](mailto:info@irstaxforum.com). See the "Technical Assistance" Section at the end of this document for more information.

### Test Your System

[Test your system](#) to determine if you can receive streaming media. This may help identify why you are having problems and will provide information if you need to download something your system is missing.

### Webcasting Best Practices and Quick Solutions

- If you are not hearing audio, click on the play button to pause and then again to play.
- If you are experiencing choppy audio/video close other browser windows and programs or restart your browser.
- If possible, try switching browsers. Example: If you are using Internet Explorer, try Chrome or Firefox.

*SPECIAL NOTE: For best viewing, we recommend you use your desktop or laptop computer.*

### Check Minimum System Requirements

#### Operating Systems

- Microsoft Windows 7/Windows 8/Windows 10 (or)
- Apple Mac OS X 10.9+

#### Mobile Operating Systems/Devices

\*Wifi connection is recommended

- Android OS 4.0+
- iPad (1st generation) +
- iPhone 3GS+

## Internet Browsers

For Windows operating systems, you must have Microsoft Internet Explorer 10+, Firefox 40+ or Chrome 30+. For the Mac operating systems, you must have Safari 9+, Mozilla Firefox 40+ or Chrome 30+. You can download the latest version of each browser by clicking on the downloads section below.

## Media Players

- HTML5 compliant browser

## Internet Connection

A fast connection to the Internet -- such as T1, DSL, or cable modem -- will greatly enhance your experience in viewing our rich media content. If you are connected wirelessly or using a VPN connection, it can possibly cause playback issues. You may experience constant buffering or sporadic playback due to the bandwidth requirements of the streaming media technology.

## JavaScript

You need to have JavaScript enabled to use the advanced features of this website. Please consult your browser documentation on how to enable JavaScript or consult your network administrator.

## Popup Blockers

This site makes use of popup windows for advanced features such as URL pushes and exit surveys.

Please set your popup blocking software to accept popup windows from this website. Click the links below for instructions on how to disable popup blockers based on which browser you are using:

<a href="#">Chrome</a>	<a href="#">Firefox</a>	<a href="#">Internet Explorer</a>	<a href="#">Microsoft Edge</a>
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## Cookies

You need to have cookies enabled to use the advanced features of this website. Please consult your browser documentation on how to enable cookies or consult your network administrator.

## Firewalls and Proxy Servers

If you are attending an event from an office network there is a possibility of a firewall, proxy server or other security system in place that blocks audio/video streams. Please contact your system administrator about possible blocks on streaming media. Click [here](#) for instructions on how to set your Windows media player to accept the stream over HTTP.

## Domains

edgefcs.net

hlsclooudencoders-i.akamaihd.net

vwliveios2-i.akamaihd.net

webcaster4-vh.akamaihd.net

internapcdn.net

content.webcaster4.com

scontent.webcaster4.com

www.webcaster4.com

## Browser Downloads

Click on the icons below to download these free applications.



## Technical Assistance:

### Issues Signing Into The Webinar

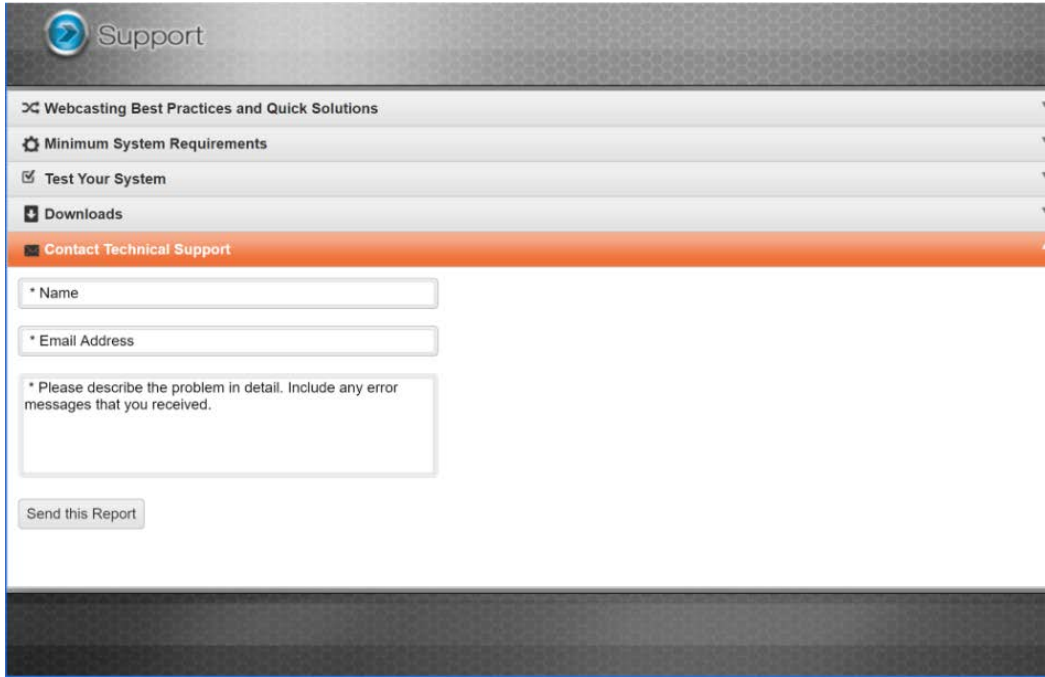
If, when attempting to sign into the webinar, you receive the error message “Email address not registered for this event” (see screen shot below), contact the IRS NTF Registration Team ([info@irstaxforum.com](mailto:info@irstaxforum.com) or 202-495-2919). Because there likely will be increased call volume on the day of a webinar, **we encourage you to send an email**, as that will likely be the fastest way to receive a response.



## Issues With The Webinar Player

If you are able to sign into the webinar but are experiencing technical issues with the webinar player, follow the following instructions:

Open the “Contact Technical Support” window and use the email form at this link (see photo below for reference): <https://www.webcaster4.com/Support>



The screenshot shows a web browser window displaying the 'Support' page. The page has a dark grey header with a 'Support' logo. Below the header is a navigation menu with items: 'Webcasting Best Practices and Quick Solutions', 'Minimum System Requirements', 'Test Your System', 'Downloads', and 'Contact Technical Support'. The 'Contact Technical Support' item is highlighted in orange. Below the menu is a form with three input fields: 'Name', 'Email Address', and a larger text area for describing the problem. A 'Send this Report' button is at the bottom of the form.

Between July 21<sup>st</sup> and August 20<sup>th</sup>, **during a webinar or the 15 minutes leading up to that webinar**, you may also call technical support at 800-785-0681 or 954-861-5783 for issues regarding the webinar player (sound, video, etc.).