

## **TROUBLE-SHOOTING GUIDELINES FOR EVENT PARTNER TECHNOLOGY**

*After trying each of the following steps, try to log into the event/archive again before moving to the next step.*

**System Test – Very Important!**- PRIOR TO THE EVENT, please test your computer!

Simply go to [http://www.myeventpartner.com/system\\_test](http://www.myeventpartner.com/system_test). This online tool will diagnose your computer and let you know if there are any actions you need to take before you can participate in the online meeting.

You should see a message that reads “Success You have successfully connected to our servers. You will be able to participate in the online meeting!” Plus green lights beside OS, Browser and Cookies tests. Make sure to click “Click here if you will be presenting and need to test your Webcam and Speakers” for the sound test to make sure your computer speakers are working.

In addition to taking the test above, it is recommended that you make the following changes to your computer settings in preparation for this event.

- Set internet and cookies security to low.
- Set screen resolution to 1024 x 768 or higher.
- Un-block pop-ups temporarily. To do this, open a web browser window. From the “Tools” menu at the top of the window, choose “Internet Options.” Select the “Privacy” tab and un-check the box next to “Block pop-ups.” Click “Apply” and then “Ok.” On the day of the event you may also have to open your web browser and go to the “Tools” menu to turn off your pop-up blocker.

### **Requirements**

Before logging into a presentation, verify that your computer meets the requirements to fully participate in the meeting.

- Most recent version of Flash player: <http://get.adobe.com/flashplayer>
- Internet Explorer 7 or later, Mozilla Firefox 3.5 or later, Safari 4(Mac) or Chrome
- At least 800x600 screen resolution. 1024x768 Screen Resolution preferred
- Steady Internet connection, 300-500kbps download and upload speed (DSL, Cable Modem, T1, etc)
- Computer Speakers
- The following IP addresses are open for **Port 1935 and Port 80**:
  - 67.221.32.115
  - 67.221.32.116
  - 67.221.32.117
  - 67.221.32.121
  - 67.221.32.122
  - 67.221.32.123
  - 67.221.32.124