

## Sysmex Webinar Series

### ***Testing Your Computer and Frequently Asked Technical Support Questions***

#### **Background:**

Starting March 2019, the Sysmex Webinar Series utilizes a new system, Adobe Connect for delivering our webinars. We ask you to test the system ahead of the webinar to assure your smooth experience on the event day.

You may have already used this system via our Virtual Instructor-led Training sessions. Compared to our previous system, there are two important differences.

- We will no longer provide a separate phone connection for the audio portion. Audio content is now provided via your computer.
- The new Adobe system uses a Flash plug in, enabled in your browser. You'll need this enabled during your webinar.

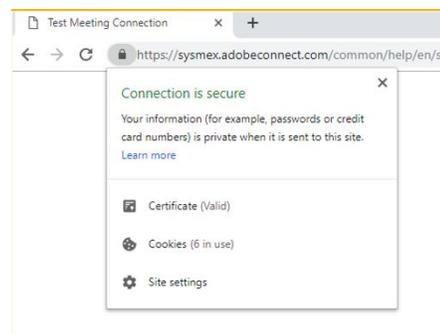
#### **Test Your Computer before the Webinar**

##### ***Prior to the day of the webinar:***

[Test your system](#) utilizing Adobe Connect diagnostics tool.

Be sure to test your audio, and note the following regarding your specific browser:

**Chrome:** Every time you open a new browser tab, enable Flash by clicking the button at the top of the page as follows:



**Firefox:** No additional action is required.

**Internet Explorer:** Internet Explorer will soon not be supported by Microsoft, and presently the Adobe Connect diagnostics tool (the Test Your System link above) no longer works in this browser. We recommend performing the tests separately if you plan on attending by using Internet Explorer. First, test your Flash Player [here](#). Second, test your computer speakers/headphone by watching a YouTube video or playing a music file.

## On the day of the webinar

- Use a hard-wired network connection to your computer; do not use a wireless connection.
- Your audio will be received through your computer. Please make sure your speakers or headphones are connected and turned on for the event.

If you have any technical issues, see the FAQs with troubleshooting information below.

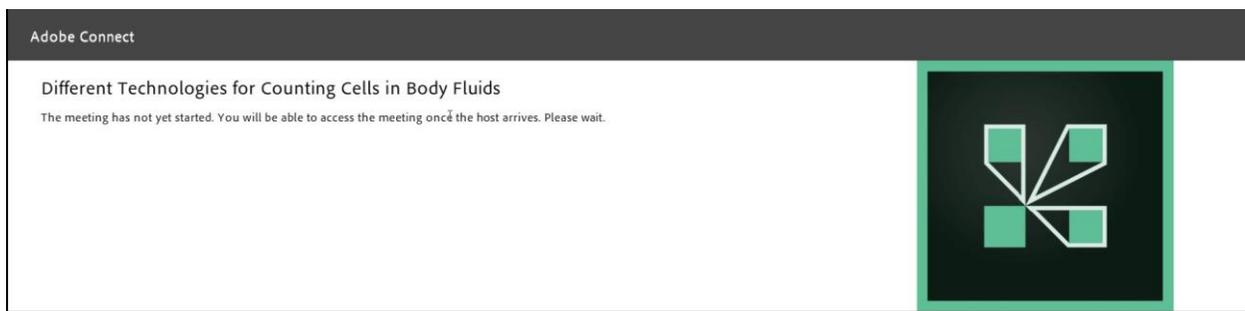
## Frequently Asked Questions

### *Q: How do I attend the webinar?*

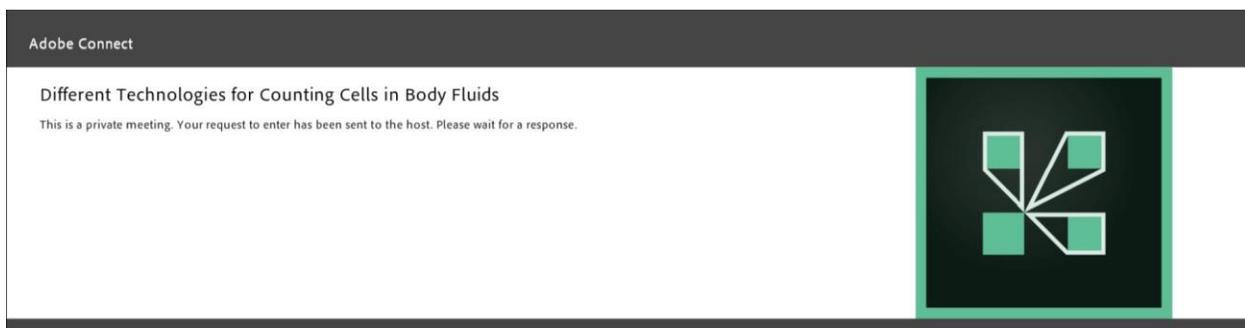
Your attendance link will be sent in the reminder email a few days before the scheduled webinar. The attendance link can also be found in your Outlook calendar, if the event was saved. Please check your email and/or calendar for the link.

### *Q: I cannot connect to the webinar on my PC. What do I do?*

If you join too early, e.g. more than a half hour ahead of the event, the following screen will appear:



Within one half hour ahead of the live event, the attendance link to the webinar will take you to the following page:



If you do not see this page, test your computer's ability to participate in an Adobe Connect meeting. Depending on your organization's policy, your IT department may need to install appropriate updates on your computer. See the section above in this document – "Test Your Computer before the Webinar"

Shortly after seeing this page, our hosts will see your request and allow you to enter into the meeting room. Once inside the meeting room, you should see the title slide to the webinar, and music will be playing.

If you have any problems logging in, please contact us at [webinars@sysmex.com](mailto:webinars@sysmex.com), or call Customer Service at (888) 879-7639, option 2 (U.S.), or 888-679-7639 (Canada).

***Q: I lost the presentation on my screen. What do I do?***

If you have successfully logged into the webinar and you do not see an adobe session, please do the following:

- Install and enable Adobe Flash Player within your browser. For some browsers, Flash is not enabled by default (e.g. Chrome). [Click here](#) for information from Adobe to enable the Adobe Flash Player for your browser of choice.
- If the issue is not resolved by the above step, communicate with your laboratory IT staff that you will be streaming Sysmex training from the internet. Occasionally IT departments will observe that a computer is streaming and/or has been streaming and block your connections. It is recommended the two domains noted below be white-listed and any firewall be configured. These steps will allow traffic on the ports and protocols listed below.

Domains:

- \*.adobeconnect.com
- \*.refineddata.com

Port Requirements:

- Port 1935 open to RTMP traffic
- Port 80 open to RTMP traffic
- Port 80 open to RTMPT traffic
- Port 443 open to RTMPS traffic (optional if SSL is enabled)

***Q: I have no audio. What do I do?***

- All audio is received through your computer during webinars. If you are using external speakers, ensure the speakers are connected and turned on.
- You may need to configure your computer's sound playback settings. For Microsoft® Windows®, navigate to the Sound option through the Control Panel and configure your chosen playback device.
- Check that your volume is turned up and it is not muted.
- You may also listen through headphones or earbuds connected to your computer.

***Q: Why do my screen and audio keep freezing or pausing?***

- Adobe recommends using the latest version of your preferred internet browser such as Microsoft Edge, Firefox or Chrome when accessing the webinar system. [Click here](#) for help.

- Use a hard-wired network connection; do not use a wireless connection.
- Have an IT professional verify that the network connection speeds are sufficient for streaming. Your IT department may need to help you install appropriate updates on your computer.
- Close all other programs and tabs except the internet browser for this Adobe Connect session.
- Refresh your internet browser connection by clicking the “refresh” button found in the address bar at the top of the browser window.
- Some issues may be caused by an out-of-date Adobe Flash version. Check your Adobe Flash version [here](#) (for Firefox, Edge and Chrome browsers).

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