Technical Requirements

Important! Test your browser now!

- o Step 1: [Playback Viewing Requirements](#)
- o Step 2: [**VERIFY** it all (If you see the test presentation then your machine is configured correctly for streaming access)](#)

Webcast Player Requirements

For the best presentation viewing experience, we recommend the following:

Windows

- Microsoft Windows 10, Windows Server 2008 (requires the Desktop Experience), Windows 8, Windows 7, Windows Vista
- Microsoft Edge, Microsoft Internet Explorer 7.0 or later (IE8 or later required if using the Mediasite 7 multiview player), Mozilla Firefox, or Google Chrome
- Windows Media Player 9.0 or later (IE only)
- Adobe Flash for Smooth Streaming playback in Chrome (Mediasite 7.0.23 and later); Microsoft Silverlight 5 for Smooth Streaming playback in all other browsers
- Broadband Internet connection

Note: Enterprise Video Platform 7.0.25 or EX Server 6.1.23 are required for Windows 10 support.

Mac

- Mac OS X 10.5.7 or later
- Apple Safari, Mozilla Firefox, or Google Chrome
- Microsoft Silverlight 5.0 or later (viewers are prompted to install this when attempting to view a presentation)
- Broadband Internet connection

Linux

For detailed information on Linux support, please see [KBA3323](#).

Phone and Tablet Technical Requirements

Mediasite 6.x and 7.x support playback on iOS devices as well as other mobile platforms. Playback requirements for mobile platforms are as follows:

iPad requirements

- iPad2 or later
- iOS 6.1 or later
- Apple Mobile Safari™
- Wi-Fi or cellular data connection (3G or higher)

iPhone/iPod requirements

- iPhone 4.0 or later, iPod Touch 4th generation or later
- iOS 6.1 or later
- Apple Mobile Safari
- Mediasite Mobile App (free download available from the Apple app store)
- Wi-Fi or cellular data connection (3G or higher)

Blackberry requirements (on-demand MP4 playback only)

- Blackberry OS 10.0 or later
- PlayBooks™ for QNX devices
- Blackberry browser
- Wi-Fi or cellular data connection (3G or higher)

Android requirements (Mediasite 6.0.2 or later)

- Android™ 4.0 or later (on-demand), Android 4.4.x (live). **Note:** Android live support is limited to Dolphin browser on HLS capable Android devices running 4.4.x (KitKat), and the Mediasite EVP Server must be at version 7.0.10 or later.
- Android browser
- Wi-Fi or cellular data connection (3G or higher).

Microsoft Surface and Windows RT tablets (on-demand MP4 playback only)

- Windows 8 or 8.1
- Internet Explorer 10.0 or later
- Wi-Fi or cellular data connection (3G or higher).

FAQ - Frequently Asked Questions

Why doesn't the presentation appear?

If you're using a pop-up blocker, configure it to allow this site's pop-ups. You will need to change settings in your browser.

Why can't I hear audio?

Check that the computer you are using has speakers.
Check your volume controls. There are three areas you may find volume controls:

- o Player volume: Look for volume icon inside the Player.
- o Computer volume: Adjust the volume slider and confirm that Mute is not selected.
- o External computer speakers (optional): Your speakers may have a volume control dial or knob that you can use to increase or decrease the volume level.