Technical Requirements

Important! Test your browser now!

- Step 1: Playback Viewing Requirements
- 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:

- **Player volume:** Look for volume icon inside the Player.
- **Computer volume:** Adjust the volume slider and confirm that Mute is not selected.
- **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.