

## TECHNICAL SUPPORT

*After trying each of the following steps, try to log into the event/archive again before moving to the next step. For additional technical support email [pcna@commpartners.com](mailto:pcna@commpartners.com) or call 1-800-274-9390.*

Please test your web browser FIRST:

<http://www.adobe.com/shockwave/welcome/>

Ensure your computer has the following:

- Internet Explorer 4.0 or later (recommended) Safari and other major browsers.
- Steady Internet connection, such as cable or DSL, 56K or above.
- Working computer speakers. If you plan to listen via streaming audio make sure your computer speakers are turned on and the volume is not muted.

It is recommended that you check your computer settings and make the following changes in preparation for this event.

- Set Internet and cookies security to low.\*
- Set screen resolution to 1024 x 768 or higher.\*
- Disable any pop-up blockers.\*

Instructions on how to set internet and cookies security to low AND

1. Disable any pop-up blockers (from a Windows based PC).
2. Click on the "Start" button in the bottom corner of the screen.
3. Choose "Control Panel."
4. Choose "Internet Options."
5. A box will open on your screen. Click the "Privacy" tab.
6. Set the security level for the internet to "Medium" or "Medium-Low."
7. If you see a check-box for "Block pop-ups," make sure it is not checked.
8. Click "Apply."
9. Click "Ok."

Instructions on how to set screen resolution to 1024 x 768 or higher (from a Windows based PC).\*

1. Click on the "Start" button in the bottom corner of the screen and choose "Control Panel."
2. Double-click the "Display" icon.
3. A box will open on your screen. Click the "Settings" tab.
4. Locate the setting for "Screen Resolution."
5. If the screen resolution is set to "1024 x 768" or higher, click "Ok."
6. If you adjust the screen resolution, click "Apply" and then "Ok."

**Note:** You may listen to the audio portion of the event via streaming audio (through your computer speakers). If you do not have access to computer speakers, please dial 1-888-373-5705 or 1-719-457-3840 and enter passcode 979749 followed by the # sign. For operator assistance press \*0.