

electern Technical FAQs

- What do participants need to view an electern web-cast
 - To view a web-cast the viewer only requires a broadband connection (256kb down or above) Internet Explorer 6 or above and Windows Media Player 9 or above.
- Does the viewer need to download any software prior to the web-cast?
 - No, the only thing the viewer needs apart from those items listed above is access to the internet.
- Where is the service hosted?
 - The service is hosted on a Video3 server. This means a significant reduction in the bandwidth / storage implications for our clients
- What type of connection does the viewer need?
 - A standard ADSL connection of 256kb download is more than sufficient to receive the full interactive web-cast. This includes live video, PowerPoint slides, interactive texting and interactive questions.
- What bit rate is used for the web-cast?
 - We use a typical bit rate of 120Kbs
- If the viewer does not have access to a broadband connection does this mean that they cannot participate in the web-cast?
 - Not at all, if only a dial up connection is available they can still receive high quality sound, graphics and interactive texting.
- Can the web-casts be viewed from home?
 - No problem, as long as the viewer has a standard ADSL connection they can receive all the elements of the interactive web-cast.
- What ports need to be configured?
 - We use port 80 for the HTML and port 8080 for the video
- Does the system require active X?
 - Yes, hence IE 6 or above is recommended.
- Does Video3 Technologies Ltd offer a technical support helpline.
 - Of course, in fact we ensure that all the invited participants can log in and view the presentations prior to the event.

