

Web Cam:

- External USB or internal web camera capable of at least 1280 x 720 resolution or higher w/ microphone. (anything lower may cause connection issues).

Connection speed:

- Wired connection and broadband internet service required
 - (Wireless carriers and satellite service NOT recommended)
- 768 kbps minimum must be maintained both upload and download
 - 2Mbps recommended
 - Test your Internet Speed by going to:
<http://speedtest.uen.net>

Computer specifications:

- Windows 10 Highly Recommended
- Mac OS 10.10 (Yosemite) minimum
- Quad Core
- 4 GB RAM Minimum

Other:

- Use Chrome browser (v 63.0.0 or above)
- Have NO other apps running that use cam/mic while in call.
 - (if Skype, Google Hangouts, or other applications that may be using your web cam are running this will cause issues)

For the best experience:

- Use a headset instead of built-in speakers and microphones. This will improve your audio and help prevent audio disruption, echo and feedback.
- Mute your microphone when you are not speaking. This prevents others in the broadcast from getting distracted by background noise at your location.
- Other internet connected devices/services can significantly decrease your network speed (e.g. Gaming Consoles, iPads, Netflix, etc.). If your network speed is near the minimum required speed, ensure these devices/services are not in use on your network to ensure a more reliable network connection.

IMPORTANT! Please pre-test your connection and computer capabilities before your first scheduled event. Please contact your coordinator or the UEN Operations Center to conduct an audio and video connection test by calling 1-800-863-3496, option 1.

There are many variables in connecting dependent upon the individual's computer and network they are using. There are many issues in connecting that technical support might not be able to resolve for you.