

Recommended System Requirements - Roundtables

We recommend using this [tech check](https://smart.newrow.com/room/testPage/) (<https://smart.newrow.com/room/testPage/>) to identify any recommended system adjustments prior to accessing the platform


Overview	
Internet connection required:	Broadband wired or wireless - 3G or 4G/LTE
Speakers & microphone <i>*for speakers/presenters</i>	Built-in, USB plug-in, or wireless Bluetooth
Webcam <i>*for speakers/presenters</i>	Built-in or USB plug-in
Supported Operating System & Devices	
Windows requirements	<ul style="list-style-type: none"> Windows 10, Windows 8 or 8.1, Windows 7 Chrome, Firefox, and Edge (* V. 81+) Computer or laptop with Intel Pentium 4 processor or later that is SSE2 capable and 512 MB of RAM, or a Surface PRO 2 or Surface PRO 3
Mac requirements	<ul style="list-style-type: none"> Mac OS X, macOS 10.9 or later Chrome and Firefox Intel processor 64-bit and 512 MB of RAM
Linux requirements	<ul style="list-style-type: none"> Ubuntu 12.04, Mint 17.1, Red Hat Enterprise Linux 6.4, Oracle Linux 6.4, CentOS 6.4, Fedora 21, OpenSUSE 13.2, ArchLinux (64-bit only) Chrome, Firefox Intel Pentium 4 processor
Chrome OS requirements (Chromebooks)	<ul style="list-style-type: none"> Chrome 2GB Ram
iOS requirements (iPhones & iPads)	<div> <div>iPhones</div> <ul style="list-style-type: none"> iPhone 5S or later Safari iOS 11 or later </div> <div> <div>iPads</div> <ul style="list-style-type: none"> iPad Mini 3, iPad Air, iPad Pro, iPad (2017) or later Safari iOS 11 or later </div>
Android requirements (phones & tablets)	<ul style="list-style-type: none"> Android 4.0 or later Chrome
Other	
Bandwidth Recommendations	<ul style="list-style-type: none"> Webcam & microphone: 2 Mbps upload, 2 Mbps download Microphone only: 1.5Mbps upload, 2 Mbps download Without webcam or microphone: 1 Mbps upload, 2 Mbps download
Firewall recommendations	<ul style="list-style-type: none"> UDP TCP: 80, 443 HTTP: 80, 443
Cookies	<ul style="list-style-type: none"> Cookies must be enabled Extensions or browser configurations that block or disable cookies may prevent participants from joining a live session

*Edge V.81+ - Need to change privacy settings to 'Basic' [here](#) if [this](#) message displays

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Troubleshooting


The sound is coming out of a different device to the one that I want - what can I do?

To toggle between multiple outputs connected to your device (e.g. internal speakers, headphones and AirPlay), click the gear icon  on the top right of the live-streamed session. You will then be able to select which output and input devices should be used

The output device I want to use isn't showing up - how can I fix this?

First, check the physical connection to your device, by either unplugging and re-connecting your physical headphones, or toggling Bluetooth on and off.

If you are confident that the output device is connected correctly, check your system preferences to ensure your computer recognizes the device.

On a Windows device, click the loudspeaker  icon on the bottom right of your screen, and you'll be able to change output device.

On a Mac, visit System Preferences > Sound to choose your output devices.

My devices are connected properly, but I can't hear anything!

If you're confident everything is connected properly, your devices might be being used by another tool or application. Make sure tools like Zoom, Google Hangouts, Go To Meeting etc. have been closed prior to starting the session.

Nobody can see or hear me – I am unable to unmute myself or turn camera on

This will be your settings on your device.

Mac Users:

On your Mac, choose Apple menu > System Preferences, click Security & Privacy, then click Privacy; select Microphone or Camera; select the tick box next to an app to allow it to access the microphone; deselect the tick box to turn off access for that app

PC Users:

Go to Start > Settings > Privacy > Microphone (or camera)


Choose your preferred setting for Allow apps to access your microphone (or camera); under Choose which apps can access your microphone (or camera), turn the individual settings for apps On or Off

I need to enable third party cookies:

On Chrome, use this link: <chrome://settings/cookies>

On Firefox, go to Menu > Options > Privacy and Security

I'm still experiencing issues - any final steps?

If you're still having issues, first send in your support logs by clicking the gear icon  on the top right of the live-streamed session, then "submit support logs" on the bottom left. Next try restarting your computer and trying again.