



## Before joining a live newrow\_ session

We are excited to host your collaborative online session. In preparation for your live session, please see the following list to ensure that you have a great experience.

1. Join from your computer with either the Google Chrome or Mozilla Firefox browsers
  - a. Google Chrome version 51.0 or later
  - b. Mozilla Firefox 43.0 or later
2. Try to have the recommended bandwidth of at least 2mbps download and upload speed:
  - a. You can test your connection speed from the following site: <http://speedtest.net/>
  - b. When prompted please click “Begin Test.”
    - i. It will report your download and upload speeds.
    - ii. Please run it from the same location you will be at during the event.
3. Check to make sure your firewall won't be blocking our platform. Newrow\_ video streaming can utilize many available UDP, TCP, and tunneling ports.
4. We recommend plugging in directly to the Internet (with an Ethernet cable) instead of wirelessly, i.e., via WiFi. An Ethernet cable provides a more secure and usually faster connection.
5. Please have a pair of headphones/earphone/headset as a backup. If an echo or loopback occurs, plugging in headphones will relieve the issue. This is a best practice in any case.
6. Chrome and Firefox browsers may show an Allow button below the address bar when you first go to a newrow\_ meeting. You will have to click on the allow button to use your webcam and microphone.
7. Make sure that all other programs that might use a camera are closed. This is because one camera has to be dedicated to one program at a time.

*Please contact newrow\_ support at [support@newrow.com](mailto:support@newrow.com) if you have any issues.*