

# Begin Here

Learn about your AT&T WebCasting plan, how to request assistance, and check system requirements.

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# Welcome to AT&T WebCasting

AT&T WebCasting makes delivering professional, polished, and dynamic webcasts easy. You have access to all of the following features and more:

- Audience engagement - keep attendees engaged with Q&A, chat, surveys with real-time results, exit surveys, and certification exams.
- Reports - access post-event reports with detailed event analytics and audience details. [more »](#)
- For a full list of webcast features and add-ons, check the [AT&T WebCasting Feature Summary](#).

## Endless ways to broadcast

- Live - present your event live at a scheduled date and time.
- On-Demand - create a pre-recorded event and allow attendees to watch the replay anytime.
- Simulated Live - create a pre-recorded event and allow attendees to watch it at a scheduled date and time.
- Telephone or video - broadcast over the phone or share your video feed. [more »](#)

## Easy and customizable event creation and communications

- Schedule your event - pick a date and time you want to broadcast your Live event. [more »](#)
- Branding - customize your registration page and webcast player to showcase your brand. [more »](#)
- Event emails - send registration confirmation, event reminder, follow-up emails to attendees who register for the event.

- Event security - secure your event by whitelisting or blacklisting specific domains and email addresses.

## Share content during your event

- Slides - share one or more slide decks and allow attendees to download them. [more »](#)
- Headshots (for audio events) - display speaker headshots while they are presenting.
- Overlay videos - upload videos and share them any time as an overlay. [more »](#)
- Screen share - share programs, websites, or your entire desktop with attendees.
- Downloadable resources - allow attendees to download event-related files from the webcast player.

## Event replay management

- Event replay - every live event is automatically archived and made available for replay for up to a year.
- Editing studio - assemble and edit your replay with our web-based editing studio. [more »](#)
- Attendee portals - host multiple Live events and replays from a single site. [more »](#)
- Downloadable archives - download your event as an MP4 file or download the audio only as an MP3 file. [more »](#)

## Event management services and additional features

Let our team of webcasting experts provide professional event management and transcription services and guide you in every step of your webcast, from booking to running the event. You must request Standard or Premium Assist to request additional features for your event. You can request:

- Standard Assist - have an event production manager run the event and manage Q&A.

- Premium Assist - have an event production manager book the event, provide an orientation session, run the event, and manage Q&A.
- Increased Event Capacity - increase the capacity for your event to accommodate up to 10,000 attendees.
- Live Captioning - have a captioner provide real-time captions during the event. Requires Premium Assist.
- Live Screen Share - share your screen with audiences during a live presentation.
- Professional Transcription Services - receive a transcript of the event audio as a downloadable file.
- Extended Archive - extend the time your event archive and replay are available.
- Virtual Conference Module - attendee portal plus breakout sessions and enhanced features. Requires Premium Assist.
- Additional Professional Services - request additional services that are not included in your plan.

Schedule your event first and then request additional features and assistance with the [Additional Features Request site](#).

## Get started

Here are some resources to help you get ready:

- Check the [system requirements article for your broadcast type](#) and run the system test.
- [Quick Start Training](#)
- [Presenter Best Practices](#)
- [Request additional features and assistance for an event](#)
- Browse the AT&T WebCasting [training videos](#) for tutorials and how-to's.

# AT&T WebCasting Feature Summary

This article details the features included with different plan levels, packages, and add-ons you can purchase separately to enhance your events.

Jump to: [WebCasting basics](#) | [Plan features](#) | [À la carte packages](#) | [Add-on packages](#) | [Per-event services](#)

## WebCasting basics

There are two plans you can choose from:

- **Audio and Webcam** - Broadcast your events over the phone (audio only) or with a single webcam
- **Audio, Webcam, Encoder, and VCU** - Audio and Webcam plus broadcast your events with your own encoder, video conferencing unit, or use the video bridge

Feature	Description	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5	Tier 6
Administrator Logins included	Webcast administrators with access to the account.	2	4	4	4	8	8
Event Capacity	The maximum number of attendees who can attend an event.	500	1,000	3,000	5,000	7,000	10,000
Included Packages For Audio and Webcam	Select one or more à la carte packages (feature sets) at no additional cost.	1	1	1	2	2	3

Feature	Description	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5	Tier 6
Included Packages for Audio, Webcam, Encoder, and VCU	Select one or more à la carte packages (feature sets) at no additional cost.	2	2	2	3	3	3

## Plan features

These features are included with your plan. You must upgrade to the next plan level to request a feature that is not available for your plan.

Feature	Description	Audio or Webcam	Audio, Webcam, Encoder or VCU
Live Events	Broadcast an event from a live telephone audio or video source at a scheduled date and time. Live events are automatically recorded.	✓	✓
On-Demand Events	Create a pre-recorded event that attendees can access any time for up to a year.	✓	✓
Broadcasting Options	The ways you can record and broadcast the Live event.	Telephone audio, single webcam	Telephone, single webcam, encoder, VCU, video bridge
Telephone	Presenters broadcast the event audio with a telephone or VoIP connection. Up to 20 presenters can stream their audio simultaneously.	✓	✓

Feature	Description	Audio or Webcam	Audio, Webcam, Encoder or VCU
Single Webcam	<p>Presenters broadcast from one connected webcam.</p> <p>To broadcast from multiple webcams or other media sources, consider broadcasting with the video bridge.</p>	✓	✓
Encoder & VCU	Use your own RTMP-compatible encoder or video conferencing system to send your video stream.		✓
Video Bridge	<p>Up to 20 presenters broadcast their video from different media sources or locations.</p> <p>Presenters can connect to the event using a webcam, video conferencing system, Skype for Business, or telephone audio.</p>		✓
Registration Confirmation Email	Automatically send attendees a confirmation email with the event details after they register for the event.	✓	✓
Event Reminder Email	Automatically send registered attendees a reminder email with the event details 24 hours before the event.	✓	✓

Feature	Description	Audio or Webcam	Audio, Webcam, Encoder or VCU
Calendar Reminders	Include a calendar file attachment on the registration page and in event reminder emails. Attendees can download the calendar file and save the event to their calendars.	✓	✓
Presenter Chat	Chat with other presenters in the Live Studio during the Live event.	✓	✓
Audience Chat	Allow up to 1,000 audience members to chat with each other and with presenters in real time during the Live event.	✓	✓
Viewer Layout Switching	Allow presenters to change the layout of the event window that attendees see in real time.	✓	✓
Headshots	For telephone broadcasts. Display a headshot photo or other image to the audience when a presenter is speaking.	✓	✓
Slides	Upload one or more slide decks and present slides during the event.	✓	✓
Pre-recorded Video Overlay	Play a pre-recorded video during the event. The video plays over the event window as an overlay.	✓	✓

Feature	Description	Audio or Webcam	Audio, Webcam, Encoder or VCU
Audience Questions	Allow attendees to submit questions during the event and view answers in real time.	✓	✓
Downloadable Event Resources	Allow attendees to download additional files during the event. You can include slide decks, PDF files, Word documents, Excel spreadsheets, and more.	✓	✓
In-event Surveys	Share surveys with attendees during the event to keep them engaged.	✓	✓
Post-event Survey	When attendees exit the event, automatically prompt them to complete a survey.	✓	✓
Certification Exam	Automatically send PDF certificates to attendees who attend the live event for a specified duration, complete a specified number of surveys, or pass one or more exams (graded surveys).	✓	✓
Follow-up Email	Automatically send custom follow-up emails to registered attendees after the event.	✓	✓

Feature	Description	Audio or Webcam	Audio, Webcam, Encoder or VCU
Event Archive	Events are automatically archived and available to replay for 12 months after the event date.	✓	✓
Web Replay Link	After the Live event, the event recording is available for replay at the same link.	✓	✓
MP3 Recording	Download a copy of the event audio recording as an MP3 file.	✓	✓
Reporting and Analytics	Get detailed reports about your event and attendees that you can filter and download.	✓	✓

## À la carte packages

Every AT&T WebCasting plan includes a number of additional packages (feature sets) you can add at no extra cost. The number included varies by plan and plan tier.

Package	Description
Continuing Education	Send attendees to third-party learning management systems and let people attending the event in-person join the event with their mobile device to add them to event reports. You can also disable fast-forwarding and add captions to event replays.
Live Screen Share	Share your screen, browser, or browser tab during a Live event.

Package	Description
MP4 Recording	Download a copy of the event recording as an MP4 file. The recording captures the event audio, video, overlay videos, slides, and shared screens.
Simulated Live Events	Simulated Live allows for previously recorded or uploaded content to be broadcast to attendees at a selected date and time, appearing as if the content is live.

## Add-on packages

You can purchase these additional packages beyond your plan maximum for a monthly fee.

Package	Description
Advanced Marketing and Portal	<p>Customize your event and add sponsor logos, social media links, and redirect attendees to a website you specify when they exit.</p> <p>You can also create a customizable web portal that acts as a central repository for managing multiple events or an ongoing series. Registration is collected centrally for all linked events, so attendees only register one time.</p>
Advanced Security	Add an additional layer of security to your event by limiting attendees by IP address, email address, or domain. You can also limit the number of logins using the same email address and add a customizable security message for unauthorized users.

Package	Description
Automated Transcription and Captioning	Make all your events more accessible to attendees with disabilities and enhance navigation. Add automated captions and a searchable transcript.
Optimization & Adaptive Bit Rate	Video stream optimization and multicasting with AT&T Enterprise to deliver high-quality live and on-demand video that scales to accommodate network resources.
Virtual Conference Module	A customizable web portal that acts as a central repository for managing multiple events or an ongoing series plus enhanced portal features to increase audience interaction. Include breakout sessions, downloadable resources, a chat for attendees to network between events, and add a Q&A box where attendees can ask questions. You can also add custom tabs and include speaker details, a Twitter feed, or your own custom code.

## Per event services

These features can be added to an event by request and incur an additional charge per event. Some features require you to purchase a Premium Assist package.

Feature	Description
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Standard Assist	A Production Manager joins the event 30 (telephone broadcasts) or 60 minutes (video broadcasts) before the start time to perform audio checks, review presenter controls, and provide best practices. They also connect the audio to the webcast, answer audience technical questions, and provide assistance for the duration of the event. 60 minutes included; additional time billed in 30-minute increments.
Premium Assist	Standard Assist services, plus the Production Manager schedules a kick-off call and milestone meetings with presenters, creates and customizes all aspects of the event, and provides a 60-minute orientation session for presenters to become familiar with the Live Studio. They also push slides and manage polls, Q&A, and registration during the event. 60 minutes included; additional time billed in 30-minute increments.
Increased Event Capacity	Increase capacity for the event beyond the maximum capacity included with your plan. Purchase additional capacity in blocks of 500 (500, 1000, etc.). You can request up to a total of 10,000 attendees.
Extended Archive	After the event ends, it is automatically archived and available for replay for 12 months. Purchase extra time and make the replay available for an additional 6 or 12 months.

Live Screen Share	Share your screen, browser, or browser tab during a Live event. First hour included; additional time billed in 30-minute increments.
Live Captioning	Requires Premium Assist. Captions provided in real time by a professional. Billed per hour of captioning.
Additional Professional Services	You can request additional professional services and features that are not included in your plan or packages. Requests are reviewed and approved on a case-by-case basis. Billed per hour.
Professional Transcription Services	After the event, receive a professionally written transcript of the event as a Word file. Transcripts are captured in the original event language. Billed per hour of transcription.

## Virtual Conference Module

Requires Premium Assist. A customizable web portal that acts as a central repository for managing multiple events or an ongoing series plus enhanced portal features to increase audience interaction. Include breakout sessions, downloadable resources, a chat for attendees to network between events, and add a Q&A box where attendees can ask questions. You can also add custom tabs and include speaker details, a Twitter feed, or your own custom code.

Billed per module (portal). Additional non-webcast session build-outs must be requested in advance and are billed per build-out. Any changes after the event has taken place are billed per hour as professional services.

## Your AT&T WebCasting account credentials

When your AT&T WebCasting account was provisioned, a welcome email was sent to the Team Manager (the account holder). The welcome email contains a username, a temporary password, and a Client ID.

- The username and password are your login credentials for accessing the Webcast Admin portal.
- The Client ID is a unique number that identifies your AT&T WebCasting license. Provide this Client ID when requesting additional features and event management services for an event.

If your welcome email **does not contain** a Client ID, your Team Manager has added you to your company's webcast account as an administrator (licensed user). Sign in to the Webcast Admin portal to schedule events, run Live events, and access reporting.

## Set your password

The temporary password can only be used one time to sign in. When you receive the welcome email, click the admin portal link and sign in with your username and temporary password. You'll be prompted to create a new password for your account.

# Request additional features and assistance for your WebCasting event

If you purchased an AT&T WebCasting plan, you can request additional features, event management services, and transcription services for your event. You can request:

- An event production manager to book and set up the event and provide training and best practices before the event. They also start and manage the event and provide in-event assistance (Premium Assist).
- An event production manager to start the event and provide in-event assistance (Standard Assist)

Depending on the level of assistance you select, you can also request the following features:

- Increased event capacity
- An attendee portal with breakout sessions and interactive enhanced features (Virtual Conference Module)
- Live screen sharing
- Real-time captions for Live and On-Demand events and replays
- Event transcripts in multiple languages
- Extended event archive and replay availability
- Additional professional services that are not included with your plan

For detailed information about each option, click the info button on the Additional Features Request site form or check the [AT&T WebCasting Feature Summary](#).

## Before you begin

Make a note of the Client ID found in your welcome email.

For Standard Assist, you must create and schedule your event before making your request. After scheduling your event, note the Event ID found in your new webcast confirmation email. You will also need to know the event type, the telephone or video broadcast type, and the video

streaming option you scheduled for the event to complete your request.

For Premium Assist, you can create and schedule the event before making your request, but it is not necessary.

## Request additional features and assistance

### To request additional features and assistance:

1. Go to the [Additional Features Request site](#) (opens new tab).
2. In the Contact Information section, enter your company name, the name and email address of the person who manages the logins for the account, and the Client ID for the account.
3. Enter the name, email, phone number, and region of the person organizing the event. If desired, enter the email addresses of other people who should receive the event confirmation email.
4. In the Event Information section, enter the event title, date, start time, duration, and time zone. Select **Rush Request** if the event is within 48 hours.

### Event Information

**Event Title \***

  
**Event Date \*** **Event Date is within 48 hours \* ?**   Rush request

**Event Start Time \*** **Event Duration (minutes) \***

   
**Event Time Zone \*** 

5. In the Web Event Details section, select the type of assistance you need: Standard or Premium Assist.
- For Standard Assist, enter the Event ID.
  - For Premium Assist, under Do you have an event ID? select **No** to have an event production manager create the event for you. If you have already scheduled the event, select **Yes** and enter the Event ID.

### Web Event Details

**Standard Assist or Premium Assist? \*** ? **Web Event Type \*** ?

Premium Assist  Live

**Do you have an Event ID? \***

Yes  
 No

**How will presenters join and broadcast the event? \*** ?

Video Streaming

**Video Streaming:** All presenters join the event online and broadcast their video stream. Video streaming options vary depending on your account type.

**Video Streaming Options \***

Webcam

**Webcam:** Broadcast video from one webcam source. Before the event, the presenter must install a driver that lets the webcast event connect to their webcam. Recommended if the event has only one presenter or one webcam source. For multiple cameras, select Video Bridge or On-Site Encoder.

6. Select the web event type, telephone or video broadcast type, and the video streaming option.
7. In the Additional Features section, select the features you'd like to add to the event.

## Additional Features (additional fees apply)

To learn more about additional features and how they're billed, see the [AT&T WebCasting Feature Summary](#).

### Available with Premium Assist

- Additional Professional Services
- Extended Archive (per event)
- Increased Event Capacity (request 72+ hours before event)
- Live Captioning (request 5+ days before event)
- Live Screen Share
- Professional Transcription Services (request 3+ days before event)
- Virtual Conference Module

### Number of Additional Scheduled Viewers (increments of 500) \* ⓘ

### Archive Duration \*

- 6 months
- 12 months

8. In the Additional Comments box, enter any special instructions or questions you have.
9. When finished, click **Submit**.

After you submit your request, an event production manager will contact you within 48 hours to confirm the event details.

## Get assistance running your event

After you schedule an event, you can get personalized assistance with delivering your event. Our event producers join 30 minutes early for an audio (telephone) webcast or 60 minutes early for a video webcast, and provide 60 minutes of assistance during the event. Additional time can be purchased in 30-minute increments.

### Notes:

- This level of assistance is called Standard Assist. To learn more about rates, see your contract or contact your AT&T sales representative.
- At least 48 hours advanced notice is required for assistance requests. If your event is within 48 hours, a rush charge may apply.

## Assistance provided

On the day of your event, the producer will join you and your presenters either 30 minutes (telephone broadcasts) or 60 minutes early (video broadcasts) and:

- Perform audio and video quality checks
- Review the speaking order of presenters
- Confirm what you plan to present - PowerPoint slides, overlay videos, surveys, screen share, etc.
- Demonstrate how to use the presenter controls to push slides, answer Q&A, screen share, etc.
- Provide event best practices
- Connect audio and video streams and take the event live

The producer provides 60 minutes of assistance during the live event and can:

- Manage polls and surveys
- Watch presenter chats and respond as needed

- Assist with technical issues and troubleshooting
- Monitor the Q&A queue for technical questions, escalating to Support if needed

**Note:** If your event is longer than an hour, you can purchase additional assistance in 30-minute increments.

## Request Standard Assist for an event

### Before you begin

You must create and schedule your event before requesting professional services and enhancements. Make a note of the Client ID found in your welcome email and the Event ID found in your new webcast confirmation email. You will also need to know the event type, the telephone or video broadcast type, and the estimated participants you scheduled for the event to complete your request.

### To request Standard Assist:

Go to the [Additional Features Request site](#) and complete the form.

To learn more about requesting assistance, see [Request additional features and assistance for an event](#).

After you submit your request, an event production manager will contact you within 48 hours to confirm the event details.

# Get assistance setting up and running your event

Ensure your next event runs flawlessly, from start to finish. Our experienced event producers can handle every aspect of your event including setup (we'll create the event for you), presenter training, testing, player design, and on-site video capture.

## Notes:

- This level of assistance is called Premium Assist. To learn more about rates, see your contract or contact your AT&T sales representative.
- At least 48 hours advanced notice is required for assistance requests. If your event is within 48 hours, a rush charge may apply.

## Services provided

With fully-managed event services, a dedicated event producer guides you through all the setup and production stages to prepare for your event. This includes:

- A kick-off meeting with presenters and stakeholders and follow-up milestone meetings, as needed
- Event setup, branding, and customization
- Custom event page with registration and in-event player design and setup
- Design and distribution of registration confirmation emails and reminders
- Security settings
- Presenter training, including a hands-on demonstration of our Live Studio

On the day of the event, a professional live event producer runs the event for you. For more information, see [Get assistance running your event](#).

## Request Premium Assist for an event

### Before you begin

You can either schedule your event in advance yourself, or request Premium Assist first to have someone schedule it for you. If you request assistance first, you'll need your Client ID, which can be found in your welcome email.

If you schedule the event before requesting professional services and assistance, make a note of the Client ID found in your welcome email and the Event ID found in your new webcast confirmation email. You will also need to know the event type, the telephone or video broadcast type, and the estimated participants you scheduled for the event to complete your request.

**To request assistance with setting up and running your event:**

Go to the [Additional Features Request site](#) and complete the form.

To learn more about requesting assistance, see [Request additional features and assistance for an event](#).

After you submit your request, an event production manager will contact you within 48 hours to confirm the event details.

# System Requirements

## System requirements for 720p broadcasts

For video events with the 720p high-resolution player size. Not available for telephone broadcasts.

This article covers additional requirements to broadcast video in 720p. For requirements specific to your broadcast type, see system requirements articles for:

- [Single webcam broadcasts](#)
- [Video bridge broadcasts](#)
- [Encoder broadcasts](#)
- [VCU/telepresence broadcasts](#)

**Note:** 720p encoder broadcasts require HD encoding software (for example, Wirecast, OBS, or vMix) to be installed on the encoder.

## Live Studio Requirements

If you're joining the Live Studio as a moderator or presenter, your system must meet the following requirements.

What you need	Moderators and Presenters
Hardware	<ul style="list-style-type: none"><li>• PC or Mac</li><li>• Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support.</li><li>• A high definition webcam (720p or better) is required to stream in HD (single webcam and video bridge).</li><li>• Headset or webcam mic with built-in noise cancellation. Do not use your computer or webcam's built-in microphone.</li></ul>

What you need	Moderators and Presenters
Software	For encoder broadcasts only: HD encoding software (for example, Wirecast, OBS, or vMix)
Operating System	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1 Pro or newer</li><li>• macOS 10.14 or newer</li></ul>
Processor (CPU)	Intel Core i5 3.0GHz or better <b>Note:</b> Less powerful processors will degrade audio and video performance.
Memory (RAM)	4 GB
Browser	Current or previous 5 versions of: <ul style="list-style-type: none"><li>• Google Chrome</li><li>• Firefox</li><li>• Microsoft Edge</li><li>• Safari (Mac devices only)</li></ul> <b>Note:</b> Firefox and Safari do not support screen sharing for 720p events.
Internet Speed	A dedicated and wired high-speed internet connection of 4 Mbps or better (upload and download) <b>Note:</b> To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your video connection.

## System requirements for attendees

You can attend an event on a desktop computer or mobile device - just open the event URL in a supported browser. This article details the system requirements for attending an event.

**Note:** If you enter the event link in a browser window and the event doesn't open, access might be blocked by a firewall or your company network security rules. Review our [network requirements](#) and make sure the ports and IP ranges in the Webcast Audience Members column are permitted. If you're unsure of your settings, contact your IT Administrator.

### Desktop System Requirements

What you need	Requirements
Hardware	PC or Mac  <b>Note:</b> Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support.
Operating System	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1 Pro or newer</li><li>• macOS 10.14 or newer</li></ul>
Processor (CPU)	Intel Core i5 2.0GHz or better  <b>Note:</b> Less powerful processors will degrade audio and video performance.
Memory (RAM)	4 GB

What you need	Requirements
Browser	<p>Current or previous 5 versions of:</p> <ul style="list-style-type: none"> <li>• Google Chrome</li> <li>• Firefox</li> <li>• Microsoft Edge</li> <li>• Safari (Mac devices only)</li> </ul>
Internet Speed	<p>A dedicated and wired high-speed internet connection of 1 Mbps or better (upload and download). 2 Mbps or better is recommended to view the event at the highest quality.</p> <p><b>Note:</b> To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your event experience.</p>

## Mobile System Requirements

What you need	Requirements
Hardware	<ul style="list-style-type: none"> <li>• Android phone or tablet</li> <li>• Apple iPhone or iPad</li> </ul>
Operating System	<ul style="list-style-type: none"> <li>• Android 5.1 or newer</li> <li>• Apple iOS 12 or newer</li> </ul>

What you need	Requirements
Browser	Current or previous 5 versions of: <ul style="list-style-type: none"><li data-bbox="497 286 751 320">• Google Chrome</li><li data-bbox="497 376 627 409">• Firefox</li><li data-bbox="497 465 740 499">• Microsoft Edge</li><li data-bbox="497 555 890 589">• Safari (Mac devices only)</li></ul>
Internet Speed	A dedicated high-speed internet connection of 1,000 Kbps (1 Mbps) or better (upload and download) or a 4G connection or better. <b>Note:</b> To ensure a stable connection, disconnect from the VPN.

## System Test

Check your system before the event. The diagnostic test checks your computer and network connections to help you troubleshoot problems before the event begins and if you're having issues during the event.

[Run the system test »](#)

## System requirements for encoder broadcasts

For events with **Your Encoder** as the live acquisition source. This article details the system requirements for broadcasting a Live event or recording a Simulated Live event with an encoder.

To join the Live Studio and moderate or present, your system must meet the following minimum system and hardware requirements. Please test your bandwidth on the same network as your broadcast using <https://speedtest.net> or similar site. You will also need 1.5x the total bitrate in upload bandwidth speed.

[image-1674504968818.png](#)

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## Live Studio Requirements

If you're joining the Live Studio as a moderator or presenter, your system must meet the following requirements.

What you need	Moderators and Presenters
Hardware	PC or Mac  <b>Note:</b> Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support.
Operating System	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1 Pro or newer</li><li>• macOS 10.14 or newer</li></ul>
Processor (CPU)	Intel Core i5 3.0GHz or better  <b>Note:</b> Less powerful processors will degrade audio and video performance.

What you need	Moderators and Presenters
Memory (RAM)	4 GB
Browser	<p data-bbox="459 304 948 338">Current or previous 5 versions of:</p> <ul data-bbox="496 383 890 680" style="list-style-type: none"> <li data-bbox="496 383 751 416">• Google Chrome</li> <li data-bbox="496 472 628 506">• Firefox</li> <li data-bbox="496 562 740 595">• Microsoft Edge</li> <li data-bbox="496 651 890 685">• Safari (Mac devices only)</li> </ul> <p data-bbox="459 741 1166 775"><b>Note:</b> Safari is not supported for screen sharing.</p>
Internet Speed	<p data-bbox="459 853 1442 943">A dedicated and wired high-speed internet connection of 5 Mbps or better (upload and download) per stream (primary and backup).</p> <p data-bbox="459 976 1469 1178"><b>Note:</b> To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your video connection.</p>

If you are unable to open the Live Studio, access might be blocked by a firewall or your company network security rules. Review our network requirements and make sure the ports and IP ranges in the "Webcast Presenters - Video Events" column are permitted. If you are unsure of your settings, contact your IT Administrator.

## Broadcasting Requirements

A moderator must join the Live Studio to connect the encoder to the event, start the event, manage event content and Q&A, and end the event. Presenters that will be presenting content must also join the Live Studio.

To broadcast with an encoder, your must:

- Have a dedicated connection with bandwidth that consistently exceeds the bit rate you are transmitting. For example, if you are streaming at 800 Kbps we recommend a dedicated connection of at least 1.6 Mbps. If you're using an active backup encoder, the bandwidth requirements should be doubled to 3.2 Mbps.
- Have a hardware and software package capable of encoding live video streams delivered using the Real Time Messaging Protocol (RTMP). Your PC must permit the RTMP (TCP over port 1935).
- Support H.264 (Video) / AAC (Audio) configurations
- For 720p or 1080p broadcasts, have HD encoding software installed (for example, Wirecast, OBS, or vMix)

**Notes:**

- To prevent the media playback from freezing and requiring a stream refresh, corporate users behind proxy servers should make sure their network settings don't time out on RTMPT requests. If you're unsure of your settings, contact your IT Administrator.
- If you are using an active backup encoder during a live webcast the bandwidth requirements discussed above should be doubled.
- Be conscious of your target audience's bandwidth capabilities when broadcasting at higher bit rates.
- For secured connections using TLS encryption, the RTPS (TCP over port 443) protocol is supported by the platform. The configuration required for using RTMPS will depend on the encoding device or software in use.
- Required Keyframe Interval: 2 seconds
  - Keyframe Interval, which is also referred to as "keyframe frequency" by some encoders, is the frequency that the full image on the screen changes. This should always be set to 2 seconds to ensure optimal playback on the audience viewer. For Wirecast, this should be set to a "Key frame every 60 frames" based on a 30 FPS setting, and OBS should be changed from the default "0=auto" setting to a "2 s" Keyframe Interval.



## System requirements for single webcam broadcasts

For events with **Webcam** as the live acquisition source. This article details the system requirements for broadcasting a Live event or recording a Simulated Live event with a single webcam.

To join the Live Studio and moderate or present, your system must meet the following minimum system and hardware requirements. At least 48 hours before the event, [run the system test](#) with the hardware and network you will use on the day of the event.

If you're unable to open the Live Studio, access might be blocked by a firewall or your company network security rules. Review our [network requirements](#) and make sure the ports and IP ranges in the Webcast Presenters - Video Events column are permitted. If you're unsure of your settings, contact your IT Administrator.

### Live Studio Requirements

If you're joining the Live Studio as a moderator or presenter, your system must meet the following requirements.

What you need	Moderators and Presenters
Hardware	PC or Mac <b>Note:</b> Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support.
Operating System	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1 Pro or newer</li><li>• macOS 10.14 or newer</li></ul>
Processor (CPU)	Intel Core i5 3.0GHz or better <b>Note:</b> Less powerful processors will degrade audio and video performance.

What you need	Moderators and Presenters
Memory (RAM)	4 GB
Browser	Current or previous 5 versions of: <ul style="list-style-type: none"><li data-bbox="497 376 751 409">• Google Chrome</li><li data-bbox="497 465 627 499">• Firefox</li><li data-bbox="497 555 740 589">• Microsoft Edge</li></ul>
Internet Speed	A dedicated and wired high-speed internet connection of 3 Mbps or better (upload and download).  <b>Note:</b> To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your video connection.

## Broadcasting Requirements

For the best audio and video quality, we recommend that presenters use a:

- High quality webcam (for example, Logitech C920) or HD webcast camera
- Headset or webcam mic with built-in noise cancellation. Do not use your computer or webcam's built-in microphone.

When you join the Live Studio, you must grant it access to your mic and camera to connect your audio and video.

## System requirements for telephone broadcasts

For events with **Telephone** as the live acquisition source. This article details the system requirements for broadcasting a Live event or recording a Simulated Live event over the phone or with VoIP audio.

To join the Live Studio and moderate or present, your system must meet the following minimum system and hardware requirements. At least 48 hours before the event, [run the system test](#) with the hardware and network you will use on the day of the event.

If you're unable to open the Live Studio, access might be blocked by a firewall or your company network security rules. Review our [network requirements](#) and make sure the ports and IP ranges in the Webcast Presenters - Audio Events column are permitted. If you're unsure of your settings, contact your IT Administrator.

### Live Studio Requirements

If you're joining the Live Studio as a moderator or presenter, your system must meet the following requirements.

What you need	Moderators and Presenters
Hardware	PC or Mac <b>Note:</b> Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support.
Operating System	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1 Pro or newer</li><li>• macOS 10.14 or newer</li></ul>
Processor (CPU)	Intel Core i5 3.0GHz or better <b>Note:</b> Less powerful processors will degrade audio and video performance.

What you need	Moderators and Presenters
Memory (RAM)	4 GB
Browser	<p>Current or previous 5 versions of:</p> <ul style="list-style-type: none"><li>• Google Chrome</li><li>• Firefox</li><li>• Microsoft Edge</li><li>• Safari (Mac devices only)</li></ul> <p><b>Note:</b> Safari is not supported for screen sharing.</p>
Internet Speed	<p>A dedicated and wired high-speed internet connection of 2 Mbps or better (upload and download).</p> <p><b>Note:</b> To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your video connection.</p>

## Broadcasting Requirements

For the best audio and video quality, we recommend that presenters use a:

- Touchtone phone if dialing in to the event
- Headset or mic with built-in noise cancellation. Do not use your computer's built-in microphone if using VoIP.

When you join the Live Studio and connect with VoIP audio, you must grant it access to your mic to connect your audio.

## System requirements for VCU/telepresence broadcasts

For events with **VCU/Telepresence** as the live acquisition source. This article details the system requirements for broadcasting a Live event or recording a Simulated Live event from a video conferencing unit (VCU) or other endpoint or meeting app accessible by its SIP or H323 address.

To join the Live Studio and moderate or present, your system must meet the following minimum system and hardware requirements. At least 48 hours before the event, [run the system test](#) with the hardware and network you will use on the day of the event.

If you're unable to open the Live Studio, access might be blocked by a firewall or your company network security rules. Review our [network requirements](#) and make sure the ports and IP ranges in the Webcast Presenters - Video Events column are permitted. If you're unsure of your settings, contact your IT Administrator.

### Live Studio Requirements

If you're joining the Live Studio as a moderator or presenter, your system must meet the following requirements.

What you need	Moderators and Presenters
Hardware	PC or Mac <b>Note:</b> Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support.
Operating System	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1 Pro or newer</li><li>• macOS 10.14 or newer</li></ul>

What you need	Moderators and Presenters
Processor (CPU)	Intel Core i5 3.0GHz or better  <b>Note:</b> Less powerful processors will degrade audio and video performance.
Memory (RAM)	4 GB
Browser	Current or previous 5 versions of: <ul style="list-style-type: none"> <li>• Google Chrome</li> <li>• Firefox</li> <li>• Microsoft Edge</li> <li>• Safari (Mac devices only)</li> </ul> <b>Note:</b> Safari is not supported for screen sharing.
Internet Speed	A dedicated and wired high-speed internet connection of 3 Mbps or better (upload and download)  <b>Note:</b> To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your video connection.

## Broadcasting Requirements

A moderator must join the Live Studio to connect the VCU to the event, start the event, manage event content and Q&A, and end the event. Presenters that will be presenting content must also join the Live Studio.

To broadcast with a VCU, your VCU must allow incoming SIP or H.323 calls and support H.264 video.

Contact your Video Conferencing vendor or local IT Administrator to ensure firewall permissions allow incoming video calls.

**Note:** To prevent the media playback from freezing and requiring a stream refresh, corporate users behind proxy servers should make sure their network settings don't time out on RTMPT requests. If you're unsure of your settings, contact your IT Administrator.

## System requirements for video bridge broadcasts

For events with **Video Bridge** as the live acquisition source (includes advanced video bridge). This article details the system requirements for broadcasting a Live event or recording a Simulated Live event with the video bridge.

To join the Live Studio and moderate or present, your system must meet the following minimum system and hardware requirements. At least 48 hours before the event, run the system test with the hardware and network you will use on the day of the event. For system test instructions, see [Video Bridge Guide for Presenters and Guest Admins](#).

If you're unable to open the Live Studio, access might be blocked by a firewall or your company network security rules. Review our [network requirements](#) and make sure the ports and IP ranges in the Webcast Presenters - Video Events column are permitted. If you're unsure of your settings, contact your IT Administrator.

### Live Studio Requirements

If you're joining the Live Studio as a moderator or presenter, your system must meet the following requirements.

What you need	Moderators and Presenters
Hardware	PC or Mac <b>Note:</b> Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support.
Operating System	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1 Pro or newer</li><li>• macOS 10.14 or newer</li></ul>

What you need	Moderators and Presenters
Processor (CPU)	Intel Core i5 3.0GHz or better  <b>Note:</b> Less powerful processors will degrade audio and video performance.
Memory (RAM)	4 GB
Browser	Current or previous 5 versions of: <ul style="list-style-type: none"> <li>• Google Chrome</li> <li>• Firefox</li> <li>• Microsoft Edge</li> </ul> <b>Note:</b> Firefox does not support screen sharing.
Internet Speed	A dedicated and wired high-speed internet connection of 3 Mbps or better (upload and download)  <b>Note:</b> To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your video connection.

## Broadcasting Requirements

### Video Bridge (20 webcams)

For the best audio and video quality, we recommend that presenters use a:

- High quality webcam (for example, Logitech C920) or HD webcast camera
- Headset or webcam mic with built-in noise cancellation. Do not use your computer or webcam's built-in microphone.

When you join the Live Studio, you must grant it access to your mic and camera to connect your audio and video.

### Advanced Video Bridge

If you're broadcasting with an advanced video bridge, you can connect to the event by phone or with webcam. You can also dial in to the event from Skype/Lync, an encoder, and a VCU or have the Live Studio dial out to your conference room or device. A moderator must join the Live Studio to connect the room or device to the event, start the event, manage event content and Q&A, and end the event. Presenters that will be presenting content must also join the Live Studio.

**Note:** To prevent the media playback from freezing and requiring a stream refresh, corporate users behind proxy servers should make sure their network settings don't time out on RTMPT requests. If you're unsure of your settings, contact your IT Administrator.

## Encoder Requirements

To broadcast with an encoder, your must:

- Have a dedicated connection with bandwidth that consistently exceeds the bit rate you are transmitting. For example, if you are streaming at 600 Kbps we recommend a dedicated connection of at least 1.2 Mbps. If you're using an active backup encoder, the bandwidth requirements should be doubled.
- Have a hardware and software package capable of encoding live video streams delivered using the Real Time Messaging Protocol (RTMP). Your PC must permit either the RTMP (TCP over port 1935) or RTMPT (over port 80) live streaming protocol or both.
- Support H.264 (Video) / AAC (Audio) configurations

### Notes:

- If you are using an active backup encoder during a live webcast the bandwidth requirements discussed above should be doubled.
- Be conscious of your target audience's bandwidth capabilities when broadcasting at higher bit rates.

## VCU/Telepresence Requirements

To broadcast with a VCU, your VCU must allow incoming SIP or H.323 calls and support H.264 video.

Contact your Video Conferencing vendor or local IT Administrator to ensure firewall permissions allow incoming video calls.

## Telephone Requirements

For the best audio and video quality, we recommend that presenters use a:

- Touchtone phone if dialing in to the event
- Headset or mic with built-in noise cancellation

System Requirements

## Webcast network requirements for presenters

Network requirements for presenters can be accessed here:

<https://webcasts.com/networkresources/>

Refer to the right columns for the requirements for presenters based on if it will be an audio or video event. Please provide these instructions to your IT department to ensure your network meets the requirements outlined here.