

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 Note: 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">• Windows 10• Windows 8.1 Pro or newer• macOS 10.14 or newer
Processor (CPU)	Intel Core i5 3.0GHz or better Note: Less powerful processors will degrade audio and video performance.
Memory (RAM)	4 GB

What you need	Moderators and Presenters
Browser	<p>Current or previous 5 versions of:</p> <ul style="list-style-type: none"> • Google Chrome • Firefox • Microsoft Edge • Safari (Mac devices only) <p>Note: 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>Note: 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.

Revision #5

Created 2 May 2022 18:54:37 by Ellen

Updated 15 August 2022 18:50:50 by Ellen