

August 10, 2004

METSO WEBCAST – TECHNICAL RECOMMENDATIONS FOR THE AUDIENCE

Metso Webcasts are technically optimized for PCs equipped with a sound card and a Windows operating systems. The software recommendations below enable the best possible performance with synchronized graphics and video presentations.

Audio

Browser: Microsoft Internet Explorer 5.0 or newer.

With certain reservations also other browsers. IE 5.0 or newer recommended for the best possible performance.

Media player: Microsoft MediaPlayer 6.4 or newer.

With certain reservations also other media players supporting Windows Media format and MMS stream. Unfortunately RealPlayer does not work.

Internet connection: 28 kbps or faster modem or equivalent.

128 kbps and 256 kbps –video

Browser: Microsoft Internet Explorer 5.0 or newer.

With certain reservations also other browsers. IE 5.0 or newer recommended for the best possible performance.

Media player: Microsoft MediaPlayer 7.1 or newer.

Even older Microsoft MediaPlayers with updated codecs can be used. With certain reservations also other media players supporting the Windows Media format and MMS stream. Unfortunately RealPlayer does not work.

Internet connection:

- 128 kbps video: 128 kbps or faster Dual channel ISDN connection or equivalent.
- 256 kbps video: 256 kbps or faster ADSL or LAN connection or equivalent.

Codec requirements in detail

Audio: 20 kbps, 32 kHz, mono

Video 128 kbps: Windows Media Video V7, Windows Media Audio 20 kbps, 32 kHz, mono

Video 256 kbps: Windows Media Video V8, Windows Media Audio 32 kbps, 44 kHz, mono

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Troubleshooting

The presentation slides do not change and the appearance of the webcast page is broken.

Usually the browser is either outdated or otherwise unsuitable. Update your browser to the recommended version.

Audio or video is not transmitted

Provided that the media player is suitable, the problem usually stems from the firewall of the client's network. For example, many companies have prohibited receiving streaming media from internet to their corporate network. Please consult your local IT support about this.

If the audio can be heard but the video does not come through, check whether the codecs of the media player are outdated. In Microsoft MediaPlayer the codecs are updated automatically by default. However, if the automatic updates are not allowed or otherwise possible, please consult your local IT support.

Can I watch the webcast with a Mac?

Yes, this is possible. The most important thing is that you have a media player that supports the Windows Media format. Microsoft MediaPlayer is also available for Macs.

Downloadable software

Windows MediaPlayer and codecs:

<http://www.microsoft.com/windows/windowsmedia/download/default.asp>

Internet Explorer

<http://www.microsoft.com/downloads/search.aspx?displaylang=en>