

## ZOOM and WEBEX LIVE ONLINE INFORMATION



### ZOOM Technical Support

#### *Before the live online program:*

Please test your system's Zoom readiness at <http://zoom.us/test>.

If you encounter difficulty when testing for Zoom readiness, please contact your local technical support or Zoom Support Center at <https://support.zoom.us/hc/en-us>.

### WEBEX Technical Support

#### *Before the live online program:*

Please test your system's WebEx readiness at [www.webex.com/test-meeting.html](http://www.webex.com/test-meeting.html)

If you encounter difficulty when testing for WebEx readiness, please contact your local technical support or Cisco WebEx customer support at 1 (866) 229-3239.

#### *During a ZOOM or WEBEX webinar:*

If you are having technical difficulty during the webinar, please chat privately with the Host using Zoom or WebEx Chat or call Eastern AHEC at (252) 744-5210. Technical help for WebEx is also available from Cisco at 1 (866) 229-3239.

### Hardware Requirements

**Desktop and Laptops: For Zoom and WebEx:** Windows or Mac computer with at least an Intel Core 2 CPU i3, i5, or i7 processor or AMD processor, Zoom: 4 GB of RAM recommended; WebEx: 2 GB of RAM recommended, For audio interaction for Zoom and WebEx: computer speakers, computer microphone OR phone. A webcam is optional.

**Mobile devices:** Many tablets and smart phones with Internet access will also support Zoom and WebEx using free Zoom and WebEx mobile apps from the Apple Store or Google Play.

### Software requirements for desktops and laptops

**Operating Systems for ZOOM:** Windows XP with Service Pack 3 or newer operating system, Mac OS 10 or newer, and Linux with a processor or graphics card that can support OpenGL 2.0 or higher.

**Operating Systems for WEBEX:** Windows 7 to 10, Mac OS 10 or newer, and Linux. JavaScript and cookies must be enabled.

**Browsers for ZOOM:** Windows - IE 11+, Edge 12+, Firefox 27+, Chrome 30+ Mac - Safari 7+, Firefox 27+, Chrome 30+ Linux - Firefox 27+, Chrome 30+

**App:** Zoom can run within a browser but use of the app enables more features.

**Browsers for WEBEX:** Internet Explorer 11, Safari 11 or newer, and Chrome latest. Edge and Foxfire not fully supported but will function if only option.

## **Internet Connectivity**

**For ZOOM:** A broadband connection with a minimum speed of 0.8 Mbps. Optimal 1.0 – 1.8 Mbps uplink and downlink speed.

**For WEBEX:** A broadband connection with a minimum speed of 0.5 Mbps. HD video 2.5 – 3.0 Mbps uplink and downlink speed.

## **Privacy and Confidentiality**

EAHEC respects the privacy of participants at our educational events. To protect your privacy, we use encoded transmission, and configure Zoom and WebEx to enhance security.

You may appear via video during a Zoom or WebEx webinar, which may be recorded for educational or promotional use. If you do not wish to be seen, turn off your video camera or cover the camera lens during the webinar. Please advise us, *prior to the program*, if you would like us to not use your likeness.