Technical FAQs

Welcome to Applied Net 2020! This document will provide you information on how to best utilize and navigate the Applied Net 2020 virtual environment and webcast systems from a technical perspective.

If you experience any technical difficulties or need help during the live event, click "Help Desk" in the main navigation bar and a member from our team will be happy to assist you. Agents will be on hand during the live conference from 11:30 a.m. – 6:00 p.m. ET. After hours, you may submit a question via the "Chat with the Applied Net Help Team" located inside the Help Desk or you may email us at info@appliednet.com.

Here are a few tips and tricks that will ensure your system is ready to go for the event.

For best viewing, access Applied Net 2020 from a desktop or laptop. Mobile device participation is available, however, some features may be limited. Before the live event starts, we recommend testing your system to ensure that you are not experiencing any technical issues.

Web Browsers Supported:

- Microsoft Edge (Latest)
- Mozilla Firefox (Latest)
- Safari (Latest, Mac Only)
- Google Chrome (Latest)

System Configuration Supported:

- Windows 10+ or the latest version of Edge, Firefox, or Chrome
- Mac OS 10.10+ with the latest version of Safari, Firefox, or Chrome

- Ubuntu Linux with the latest version of Firefox

- iOS 8.0+ with Safari or Chrome

- Android 4.4+ with native browser or Chrome

Media Players

- Flash 9.0.115+

Display Size

- Optimized for 1024 X 768

Bandwidth

- 500 Kbps

Visit the Help Center for additional systems and technical information.

Common Questions:

Is the Applied Net 2020 virtual environment secure?

Yes. Attendees can only access the environment after being approved by Applied Systems, and with a login and password authentication that is given once you complete your registration.

Why does my system seem to be slow (or I am experiencing delays)?

If your viewing, chatting or navigation experience is frozen, sluggish or choppy, please try the following options:

- Press F5 to refresh your screen

- Ensure you are leveraging the recommended system configurations and browsers

- Close all unnecessary files, browser windows and programs

- Close your current browser and re-open the link in a new window

- Check your internet connect for bandwidth

Is there a dial-in number?

No. For an optimal user experience we recommend online access and streaming.

In the sessions, why am seeing a Flash Player error notice? (I am having issues with some visuals in the presentation?)

Check your Flash Player enablement and version (9.0.115+) via the [Check Your System Configuration](#).

Why doesn't the video play after pressing the "Launch Presentation" button?

If you have pop-up blocking software installed and active, it may block the presentation console from opening. You may need to temporarily disable the pop-up blocking software in order to participate in the event.

Why am I receiving an "HTTP Not Found" Error?

A 128-bit encryption is required for your operating system and browser. To determine if your browser has 128-bit encryption, go to the "Help" feature at the top of the browser window then, click on "About" from the drop-down menu. The parameter you need to verify is titled "Cipher Strength" for Internet Explorer.

Why does the sound work but the video freezes?

Network congestion can occur at any time due to several issues, including slow internet connection, high traffic (many people accessing the event simultaneously) or mobile device connectivity challenges. To remedy, please check or enhance your internet stability/bandwidth, try accessing the event in 30-60 seconds and/or switch from a mobile device to a desktop or laptop.

Why can't I hear anything (or the sound is very faint)?

Please make sure you have an up-to-date browser, your speakers are enabled, and the volume is turned on/up. You can also refresh your screen by pressing F5.

Why can't I see the slides flipping (advancing) or the presentation?

If you are inside of the webcast, try refreshing the presentation by either hitting F5 on your keyboard or closing out and relaunching the presentation.

Why does my computer crash when I try to access the event?

Your system may not meet the minimum requirements. Please check the Browser and System Configurations. Once confirmed, clear your cache and restart the event.

Why do I hear an echo?

Check to see if you have more than one instance of the webcast/session running. If yes, close all but one. If this does not solve the problem, try refreshing your screen by hitting F5.

Why can't I access a session?

Make sure you have registered for the session first. You can do this by going to "Sessions & Events" in the main navigation, selecting "General", "Breakout" or "Special Events" and hitting "Register" for the session you wish to attend. Sessions will be open approximately 15 minutes prior to the published start time.

I have more questions!

During the live event, you can connect with an Applied team member between the hours of 11:30 a.m. – 6:00 p.m. ET. Simply click "Help Desk" in the main navigation bar and a member from our team will be happy to assist you. After hours, you may submit a question via the "Chat with the Applied Net Help Team" located inside the Help Desk or you may email us at info@appliednet.com.