

ONLINE EVENT: An IRMER update in dental radiography and radiation protection

System check and viewing support

For the best viewing experience we recommend using a desktop or tablet wherever possible, however the session can be viewed on any device.

Link to system check

You can use this link in advance to check your device has the necessary set-up to run the sessions.

<https://support.goto.com/webinar/system-check-attendee-recorded>

Web browsers issues

You may find that the default browser your device launches the webinar link in is unsupported. In this case you'll be prompted to copy your unique link (you'll find this displayed within the error message, or you can simply copy the url displayed in the top of the browser) and to open up another browser on your device and paste the link in there.

We recommend ensuring the device you are planning on using has undergone any recent updates to browsers you already have installed.

A list of the supported browsers can be found below.

System requirements

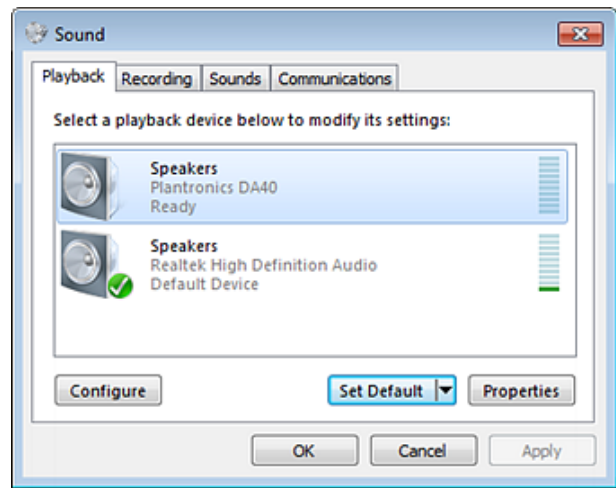
Web browser	Google Chrome (most recent 2 versions) Mozilla Firefox (most recent 2 versions) Apple Safari (most recent 2 versions) Microsoft Edge (most recent 2 versions)
Internet connection	Computer: 1 Mbps or better (broadband recommended) (see How much bandwidth is used during a session?) Mobile device: 3G or better (WiFi recommended for VoIP audio)
Software	No additional software needed
Hardware	2GB of RAM (minimum), 4GB or more of RAM (recommended)
Mobile device	iPhone 4S or newer iPad 2 or newer

Audio issues – tips for troubleshooting

These webinar sessions will use VoIP audio (Voice over Internet Protocol) i.e. audio will be available through your computer/device speakers.

If you are not hearing anything there's a couple of things we suggest trying:

- **The volume of your speakers might be turned down too low** – Try turning up the volume gradually until you can hear something!
- **Your device might be playing sound through a headset instead of speakers** – If you have a headset plugged into your computer or device but you are not currently wearing it, GoToWebinar might be using it as your audio output device instead of your speakers.
- **You might not have any speakers plugged into your computer or device** – If you're sure you have speakers plugged into your computer, it's possible that GoToWebinar hasn't detected them.
- **If you are using a computer, the wrong audio output device might be selected** – You can specify the audio device you want to use for your speakers in your computer's settings.
 1. Open the computer's Sound settings.
 2. On the **Playback** tab, select the speakers that you want to use.
 3. Click **Set Default**, then click **OK**.



If all else fails:

- Try another browser
- Refresh the browser if you have joined ok
- Close down the session and try re-joining
- Try another device

If you continue to experience difficulties, please contact events@bda.org for assistance.