

ANNEX 4: SOFTWARE AND HARDWARE REQUIREMENTS

Required Equipment:

To join the live webcast, it is essential that you are equipped with:

- Desktop or laptop or mobile device with compatible OS
- Speakers and a microphone (Built-in or USB plug-in or wireless Bluetooth)
- Internet connection (Broadband wired, or wireless, either 3G, 4G or LTE)

System Requirements:

Recommended browser versions:

- Chrome version 74 and above
- Safari 12.1.2 and above
- Microsoft Edge Chromium 80 and above

Recommended bandwidth:

Recommended bandwidth for following the Live Webcast:

- For audio-only sessions: 2 Mbps
- For audio and video: 5Mbps
- For audio, video and screensharing: 8Mbps

Recommended Internet Connection:

Connect to the internet using a Local Area Network (LAN) as it is more stable than WIFI.

- If the office network doesn't work, try using 4G to bypass the connection to determine if it's a network port issue
- Do a speed test (<https://www.speedtest.net/>) to see if it is a network speed issue
- If your internet connection is slow, please close other applications that may be downloading in the background.
- Check if you have other devices connected on the same router that is also consuming additional bandwidth

DEVICE REQUIREMENTS

Desktop and Laptop Processor and RAM Requirements

Processor	Dual Core 2Ghz or Higher (i3/ i5/i7 or AMD equivalent)
RAM	8GB

Mobile and Tablet Device Requirements

Device	OS
Apple IOS Tablet - Ipad Mini, Ipad, Ipad Pro	iOS 12 and above
Apple IOS Iphone	iOS 12 and above
Android Tablet	Android 9 Pie and above
Android Mobile Phone	Android 9 Pie and above
Windows Tablet	Windows 10 and above

Notes:

- For Apple iOS devices, it is recommended to use Safari over Chrome.
 - To ensure that you can clearly view the presentation on the day of the SGM, visit this Test site (URL to test site) to open the sample live webcast. Make sure the volume of your device is not set to 'Mute'.
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