

# TECHNICAL INFORMATION

## SATELLITE

This satellite information is for sites that will be viewing the programs via satellite downlink. If your site will be accessing the programs on the web, please note the Trouble Line number for the webcast only. **The satellite numbers will not apply to webcast viewers.** The webcast will be available on each of the individual program pages at [www.crmhealthcare.net/programs/managingra](http://www.crmhealthcare.net/programs/managingra)

All technical equipment should be checked by the technician before the broadcast day and directly prior to the broadcast. The technician must be present throughout the broadcast should any problems arise with the equipment.

If you have any questions or need more technical information before the broadcast, please contact Gwen Pond at 866.865.5448.

If you have satellite technical difficulties on the day of the broadcast call the **Trouble Line Number at 212.962.1722.**

Due to the nature of satellite technology, satellite information may change. If any changes occur, an urgent fax will be sent to all sites to update them on the changes.

**The following satellite coordinates should be used for all of the programs in this series.**

## Live Satellite Broadcast

Time Zone	Test Time	Broadcast Time
Eastern	11:45 a.m. – 12:00 p.m.	12:00 – 12:30 p.m.
Central	10:45 – 11:00 a.m.	11:00 – 11:30 a.m.
Mountain	9:45 – 10:00 a.m.	10:00 – 10:30 a.m.
Pacific	8:45 – 9:00 a.m.	9:00 – 9:30 a.m.

### Satellite Coordinates:

Satellite: **Digital (C-Band)** AMC-6 C12 Slot B

Downlink Frequency: H 3949

Downlink Polarity: Vertical

Symbol Rate: 6.1113

Longitude: 72 Degrees West

### Trouble Numbers:

Satellite Broadcast Trouble Line: 212.962.1722

# WEBCAST

For viewing the webcast you will need the proper set up for projection from the computer or a large monitor for viewing. The computer will need to have access to the Internet to view the webcast at [www.crmhealthcare.net/programs/managingra](http://www.crmhealthcare.net/programs/managingra).

**Video Projection:** For groups under 75, we recommend two monitors that are at least 26" each. For rooms that seat more than 75 people, a projection television system is recommended. While screen size will depend on the size of the room and the anticipated number of participants, the minimum size screen we recommend is 6' by 8'.

## Hardware/Software Requirements

**Operating System** - Windows 2000, ME, XP

### Web Browser(s):

Internet Explorer 5.0 or higher Netscape Navigator 6 (requires special tweaking of application Preferences) or higher

**Hardware:** Pentium III- 500 MHz or faster and audio speakers. Screen Resolution should be a minimum of 1024 x 768

**Bandwidth:** CME programs are encoded at 384kbps playback in order to maintain image integrity. LAN, DSL or Cable modem at 384 Kbps or greater is highly recommended.

### Required Plug-ins –

#### For Windows



For reading .pdf Files

[http://www.adobe.com/products/acrobat/readstep2\\_allversions.html](http://www.adobe.com/products/acrobat/readstep2_allversions.html)



For Viewing Flash Presentations

[http://download.macromedia.com/pub/flashplayer/updaters/8/flashplayer\\_update\\_flash8.exe](http://download.macromedia.com/pub/flashplayer/updaters/8/flashplayer_update_flash8.exe)



For Viewing Video on Computers with OS 2000, ME, and XP

[http://download.microsoft.com/download/winmediaplayer/WMPMac/7.1/MacOS/EN-US/WMPlayer7\\_1\\_EN.hqx](http://download.microsoft.com/download/winmediaplayer/WMPMac/7.1/MacOS/EN-US/WMPlayer7_1_EN.hqx)

#### For Macintosh



For Reading .pdf Files

[http://www.adobe.com/products/acrobat/readstep2\\_allversions.html](http://www.adobe.com/products/acrobat/readstep2_allversions.html)



For Viewing Flash Presentations

[http://download.macromedia.com/pub/flashplayer/updaters/8/flashplayer\\_update\\_flash8.dmg](http://download.macromedia.com/pub/flashplayer/updaters/8/flashplayer_update_flash8.dmg)



For Viewing Streaming Media on Computers with OSX

<http://www.microsoft.com/mac/downloads.aspx?pid=download&location=/mac/download/misc/windowsmediaplayer.xml&secid=80&ssid=4&flgnosysreq=False>



For Viewing Streaming Media on Computers with OS9

<http://www.microsoft.com/mac/downloads.aspx?pid=download&location=/mac/download/misc/windowsmediaplayer.xml&secid=80&ssid=4&flgnosysreq=True>

### **Help Desk Support (for technical support)**

(469)484-9451 or [gwen.pond@crmhealth.com](mailto:gwen.pond@crmhealth.com)