

# How to Start

## 1. What you need



PC, MAC,  
OR TABLET



WINDOWS  
OR MACOS



UNINTERRUPTED  
INTERNET  
CONNECTION



WEB  
BROWSER



FLASH  
INSTALLED



WEB CAM  
ENABLED



MIC  
ENABLED



with jigsaw plugins



OR



USING CHROME OR FIREFOX



JIGSAW  
APPLICATION



## 2. How you test



After you make sure you have all of the above, go to:

<https://stream.jigsawme.com/Conference/TestMyComputer>



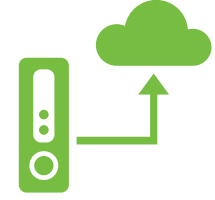
## 3. Outside factors

The Jigsaw application is a live online tool requiring an uninterrupted connection. This is especially critical when watching videos, screen sharing, talking, or streaming web cams because these are live feeds. These outside factors must be considered for proper connectivity.



ACCESS  
TECHNOLOGY

(ADSL, 4G/3G mobile,  
Satellite, etc.)



ROUTER  
OR MODEM



POOR WIFI  
CONNECTIONS



TIME OF  
DAY

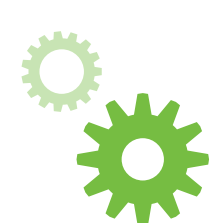
(similar to rush hour  
traffic on the highway)



OTHER APPLICATIONS  
RUNNING ON  
YOUR COMPUTER



FIREWALL/  
VPN  
SETTINGS



LOW CPU  
POWER



NETWORK  
SETTINGS



Learn more:

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at [customerassist.com](https://customerassist.com) for more.