Thank you for joining the next revolution in cooking, and the next technology leap for Chef Todd Mohr, the LIVE cooking webinar, **"The Easy Way to Use Fresh, Seasonal Ingredients to Create Fast, Nutritious Meals at Home Every Night of the Week", on June 30, 2010 at 9PM EDT.**
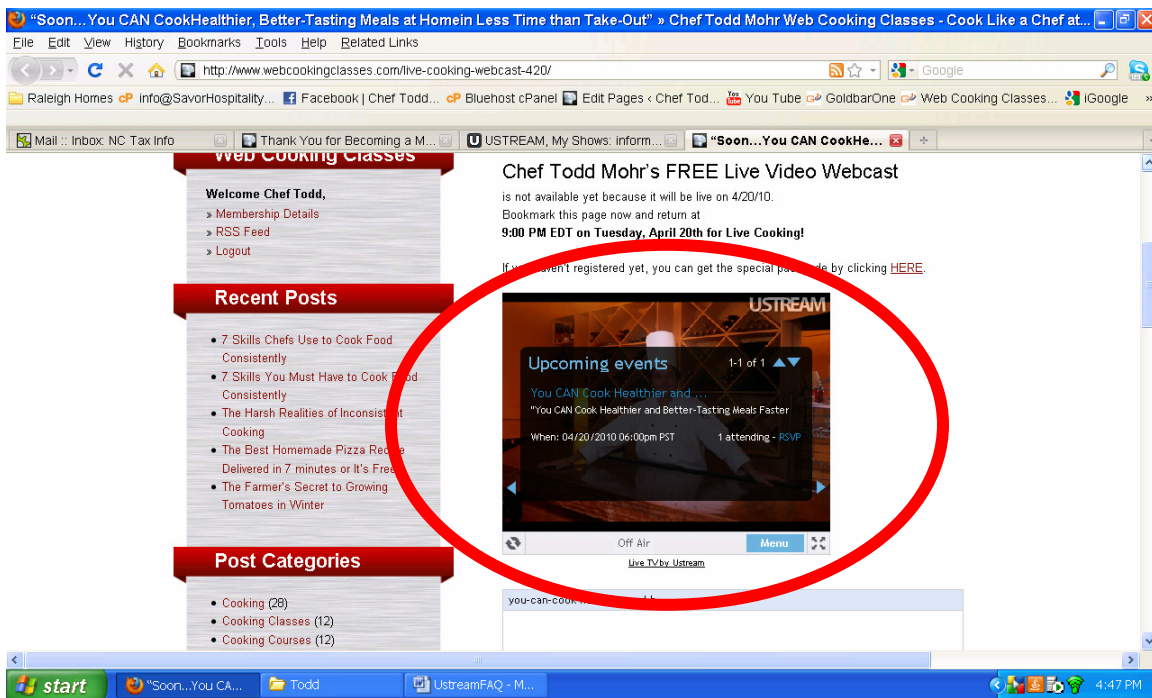
Here are some things to consider to assure your computer is ready for the live event:

For optimum viewing performance on the live webcast, we recommend checking a few things on your computer first:

Visit http://www.webcookingclasses.com/live-cooking-webcast-2

Scroll Down to see the embedded LIVE video player:

Your page should look just like this one. If the video player box is black, there may be one of a few problems to correct before the live webcast on June 30, 2010 at 9pm EDT.

Possible Remedies for "Video Player Screen is Black"

1) Assure you have some type of flash media player installed on your computer. If you are normally able to watch videos from YouTube or WebCookingClasses site, this should not be an issue. If you have never watched videos before, we recommend http://www.flowplayer.org. If you are viewing on a MAC, please assure you have the latest video player installed at: http://www.apple.com/downloads/macosx/video/swfflvplayer.html

2) The live webcast is hosted by Ustream.com. You will be able to view the live webcast without creating a Ustream account, but if you want to type comments to Chef Todd during the event, you must create a ustream account. You'll be asked to log-in only if you want to submit comments.

   Ustream is a free advertising-supported service. There will be advertisements during the free webcast that are placed by Ustream and NOT WebCookingClasses.com. You can "close" the advertisements by clicking on the "x" in the upper right corner.

3) Can't See/View a Stream

If you cannot view a stream, this could be because of a firewall. The following is a guide on how to allow Ustream on common blocking applications:

Adblock Plus extension (Firefox):Locate the 'APB' stop sign (usually upper right on your browser), click the down-arrow next to it and click "Disable on ustream.tv".(There maybe more than one) "Noscript" add-on for Firefox. Locate the blue 'S' on the bottom of your task bar and/or "opinions" and allow "ustream.tv. " (May need to allow more than one)

IE7Pro AdBlock: Locate the blue 'E' icon in the lower-right corner of your browser. Right-click it, and select "AD Blocker," then "Don't Filter This Site."(Anything with ustream.tv)

SafariBlock: Open Safari Preferences, choose the SafariBlock tab, and click the "Disable" button.

Kaspersky Internet Security: You have a couple of options:
1. Pause Protection: Right-click the red/black "K" (Kaspersky Icon) in the lower-right corner of your screen. Click "Pause Protection". Choose an appropriate time period from the drop-down menu. Then click outside of the drop menu. The window will disappear, and the "K" will turn gray. You can now surf our site for the time period chosen.
2. Turn Off Anti Banner: Right-click the red "K" in the lower-right corner of your screen. Choose "Open Kaspersky Internet Security." Choose "Firewall" in the left menu. Then click "Configure." Then choose "Firewall" in the left menu of the pop-up screen. Finally, un-check "Enable Anti Banner."

ZoneAlarm Pro firewall: You can turn off ad blocking under the "Privacy" tab and slide the "Ad Blocking" control to the "off" position. NOTICE: there is no reason to disable ZoneAlarm, only the banner blocking option needs to be disabled.

Norton Internet Security:
2005/06: Open Norton Internet Security. In the main window, double-click "Ad Blocking" and then uncheck "Ad Blocking". NOTICE: there is no reason to disable NIS, only the ad-blocking feature needs to be disabled to access this site. Alternatively, in some versions, you can click the Norton icon in the toolbar (lower right corner) and select "Allow ads from this site" OR uncheck the box that says "block ads from this site".
2007: This version didn't come out with built-in security for ad blockers. However, there is an available add-on called Norton Security Center. Click the "Add-On Pack" tab at the top. Click "Ad-Blocking," then "Configure." In the new window click "Advanced." Now click the button that says "Add Site," and type in "www.ustream.tv" (without quotes). Click "OK." This adds the site to the left column. Now ensure that "www.ustream.tv" is selected in the left column, and click the "Add" button. In the prompt, click "Permit" and type "ad" in the window (without the quotes). Click "Ok," three times. You can now close Norton Control Center and restart your browser.

AdSubtract: Right mouse-click on the AdSubtract icon in your task tray (looks like an orange circle with a plus and minus sign) and select "Disable AdSubtract".

WebWasher: Right mouse-click on the WebWasher icon in your task tray (looks like a blue circle with a white "W" and then select "Deactivate standard filter".

    4) Stream Looks Choppy/Keeps Cutting Out

The quality of a broadcast depends on many factors, including the type of equipment used, the stability of the internet connection, the upload speed, etc. These factors are all up to your individual computer, and not Ustream or WebCookingClasses.com   The majority of problems experienced are based on low bandwidth or local internet issues, which unfortunately Ustream and WebCookingClasses cannot control.

    5) Password Protected Shows
This live webcast is private only for those that have pre-registered and received a free password. Only WebCookingClasses will be able to give you access; Ustream cannot provide passwords to protected streams.

    6) Cannot see chat room

To use the Ustream chat, you will need to sign up for a Ustream account here and log in. Note: You must be logged on in order to participate in the chat room. If you are not logged on, you will still be able to view the chat, but not be able to chat within the room.

If you cannot see the chat room, you could be behind a Firewall that has blocked off the necessary ports that allow Ustream to connect.

To open Firewalls:
You want to check whether the standard ports for video streaming and chat are blocked. They are port number 1935 for video streaming and port number 6667 for IRC chat. Here is information on how to open the ports:
http://support.microsoft.com/kb/308127 (PC)
http://homepage.mac.com/car1son/static_port_fwd_firewall.html (Mac)

Alternatively, it may be possible that you do not have the most updated version of Flash or your Flash has been corrupted.

To update Flash: http://www.adobe.com/products/flashplayer/

> 7) Error Messages when trying to enter chat room

The following are potential causes of the error:

Firewall Issues: It may be possible that you are behind a firewall that has blocked the necessary ports that allow Ustream to connect.

Flash: It may be possible that you do not have the most updated version of Flash or your Flash has been corrupted and needs to be reinstalled.

Troubleshooting:

Open Firewalls: You want to check whether the standard ports for video streaming and chat are blocked. They are port number 1935 for video streaming and port number 6667 for IRC chat. Here is information on how to open the ports:

http://support.microsoft.com/kb/308127 (PC)
http://homepage.mac.com/car1son/static_port_fwd_firewall.html (Mac)
Update Flash: http://www.adobe.com/products/flashplayer/