

QuantaFlo®

Simulation Course Technical Specifications

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IMPORTANT: Before you access the simulation platform, make sure your IT Department has whitelisted <https://semmler.metamersivelp.com>

- 1) To ensure the best learning experience, please ensure your computer (desktop or laptop) meets the following minimum system requirements:

Operating System	<ul style="list-style-type: none">• Windows 10 and above• Mac OS 10.15.7 Catalina and above• Linux, iOS, Android, and Windows RT are not supported
RAM	<ul style="list-style-type: none">• 4 GB or more
Browser	<ul style="list-style-type: none">• Google Chrome - version 75 and above - recommended• Firefox (latest versions) – supported but not recommended• Microsoft Edge (Latest Version - Chromium Source Code) supported but not recommended• <i>Mobile browsers are not supported</i>
Processor	<ul style="list-style-type: none">• Intel – i3, i5, i7 and i9 - 7 series and above• AMD – Ryzen Series
Graphics Card	<ul style="list-style-type: none">• Onboard - Intel Gen9 and above, <i>or</i>• Dedicated<ul style="list-style-type: none">○ Nvidia – GeForce 10 series and above○ AMD – Radeon 500 series and above
Keyboard and Mouse	<ul style="list-style-type: none">• Mouse and keyboard or track pad are required. Touch screens and external scroll pads are not supported.

You can download Chrome: <https://www.google.com/chrome>

- For additional **technical support**, contact support@semmlerscientific.com
Available 8:00 a.m. – 8:00 p.m. Eastern Standard Time (EST).
- You can visit www.whatismybrowser.com to generate technical details about your browser and share it with support: Enter your name and email address in the **Email your web browser info to tech support** section.

- 2) Ensure that you have an active, stable, and reasonably fast internet connection.

- To test your internet speed, go to: <http://fast.com> (a safe website owned by Netflix).
- A minimum network speed of 5 Mbps is required and a speed of 10 Mbps and above is recommended.

- 3) Disable any pop-up blockers on your web browser:
 - a. In **Chrome**: click the three-dot menu icon on the top right corner and select **Settings**.
 - Under **Privacy and security**, click **Site Settings**.
 - Under **Customized behaviors**, click the **Add** button next to **Allowed to send pop-ups and use redirects** and add <https://semmler.metamersivelxp.com>
 - For more about Pop-ups in Chrome, [click here](#).
 - b. In **Microsoft Edge**: click the three dots on the top right corner: **Settings and more > Settings**.
 - Navigate to **Site permissions**.
 - Select **Pop-ups and redirects**.
 - Switch **Block pop-ups** to **On**.
 - For more about Pop-ups in Microsoft Edge, [click here](#).
 - c. In **Firefox**: click the menu button and select **Settings**.
 - Select the **Privacy & Security** panel.
 - Under the **Permissions** section, uncheck the box next to **Block pop-up windows** to disable the pop-up blocker altogether.
 - A click on **Exceptions...** opens a dialog box with a list of sites that you want to allow to display pop-ups.
 - For more about Pop-ups in Firefox, [click here](#).
- 4) Clear data files from your web browser cache between simulations. (Complete the steps below.)
 - a. In **Chrome**: click the three dots on the top right.
 - Select the **More Tools** option.
 - Select the **Clear browsing data** option.
 - Select the **Time Range: All time**.
 - Select only **Cached images and files**.
 - Click **Clear Data**.
 - Close all instances of Chrome.
 - For more on Clearing the Cache in Chrome, [click here](#).
 - b. In **Microsoft Edge**: select **Menu** from the three (3) dots icon on the top right corner.
 - From **Settings**, select **Privacy & services**.
 - Under **Clear browsing data**, select **Choose what to clear**.
 - Select the **Cached images and files** check box.
 - Select **Clear**.
 - For more on Clearing the Cache in Microsoft Edge, [click here](#).
 - c. In **Firefox**: click the **menu button** and select **Settings**.
 - Select the **Privacy & Security** panel.
 - In the **Cookies and Site Data** section, click **Clear Data...**
 - **Remove** the check mark from **Cookies and Site Data**.
 - With **Cached Web Content** check marked, click the **Clear** button.
 - **Close** the **about: preferences page**. Any changes you've made will automatically be saved.
 - For more on Clearing the Cache in Firefox, [click here](#).

- 5) Check your if computer's Hardware Acceleration is enabled in Chrome. (Allows graphic cards to play back higher-quality videos and games faster).
- a. On the top right of a **Chrome** window, click **Menu**, then **Settings**.
 - Scroll down and select **Advanced**.
 - Scroll to the System section and turn on **Use hardware acceleration when available**
 - i. If the issues persist, close the browser, reopen it and close all tabs.
(This is a last resort measure.)
 - For more on Hardware Acceleration in Chrome, [click here](#).
 - b. In **Microsoft Edge**, click on the three dots on the top right corner of the window and select **Settings**.
 - In the system window that opens, toggle the **Use hardware acceleration when available** button to **ON**.
 - For more on Hardware Acceleration in Microsoft Edge, [click here](#).
 - c. In **Firefox**, click the **Menu** button and select **Settings**.
 - In the General panel, scroll to the **Performance** section and **uncheck the box** next to **Use recommended performance settings**.
 - **Check the box** next to **Use hardware acceleration when available**.
 - For more on Hardware Acceleration in Firefox, [click here](#).