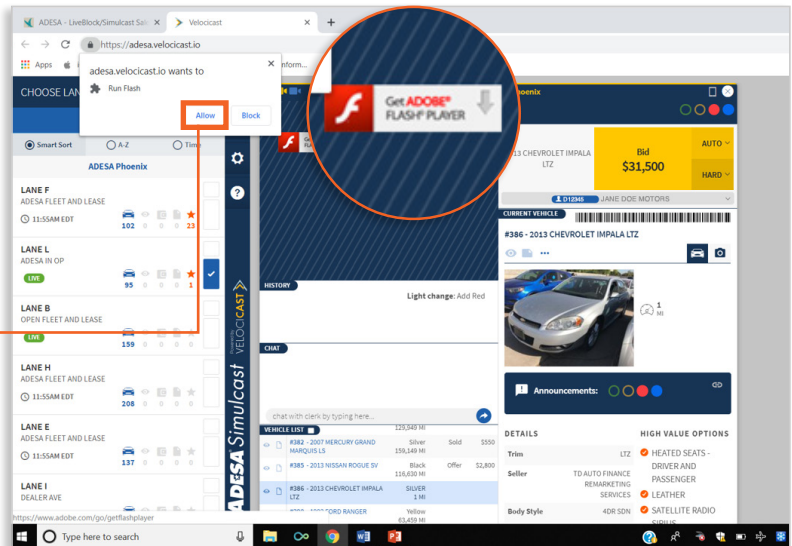


VIDEO/AUDIO NOT WORKING

Problem: You see a red “Adobe Flash” icon displayed where the video/audio from the lane should be playing for a live sale.

Solution: You must allow Adobe Flash to run to view the full video/audio streaming experience. Click on the **red Adobe Flash icon**, you will be asked if you would like to “Run Flash” – you must choose **Allow**.

To confirm that ADESA Simulcast will be allowed to show video/audio the next time you log in, you can navigate into your browser settings to review and adjust.

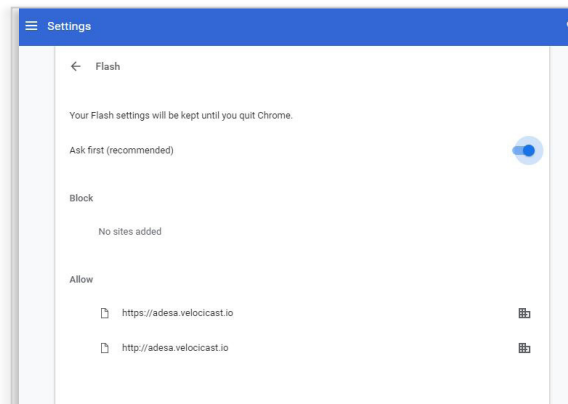


Chrome is the best browser to use for ADESA Simulcast



In Chrome:

1. Navigate to the upper-right corner to the **vertical dot icon** and click to open the menu.
2. Select **Settings**.
3. Scroll down and select **Advanced** to see more privacy and security options.
4. Choose **Content settings**.
5. In content settings look for **Flash** and click to open.
6. If you see “Block sites from running Flash” you should **toggle this setting “on” to blue** which will be “Ask first” If you have already allowed Flash to run, you will see “http://adesa.velocicast.io” displayed under the allow list; if you do not yet see this URL under Allow, navigate back to the main bidding area and click the red flash icon to allow flash to run.



If you are not allowed to adjust these settings, contact your IT administrator for assistance.

Questions? Contact Customer Connection **888-526-7326** or **CustomerConnection@ADESA.com**