

ADESA Simulcast no longer uses Adobe Flash; plug-ins or browser configurations are no longer required.

Problem: You have joined an ADESA Simulcast sale but are unable to view video and hear audio

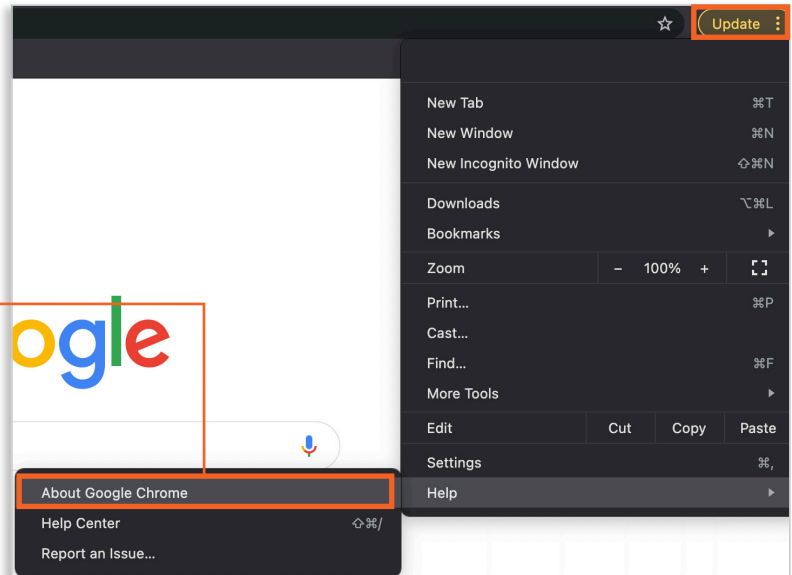
Solutions:

Check your browser

- Google Chrome is the best browser to use for ADESA Simulcast. Ensure you have version 86 or a more recent version.

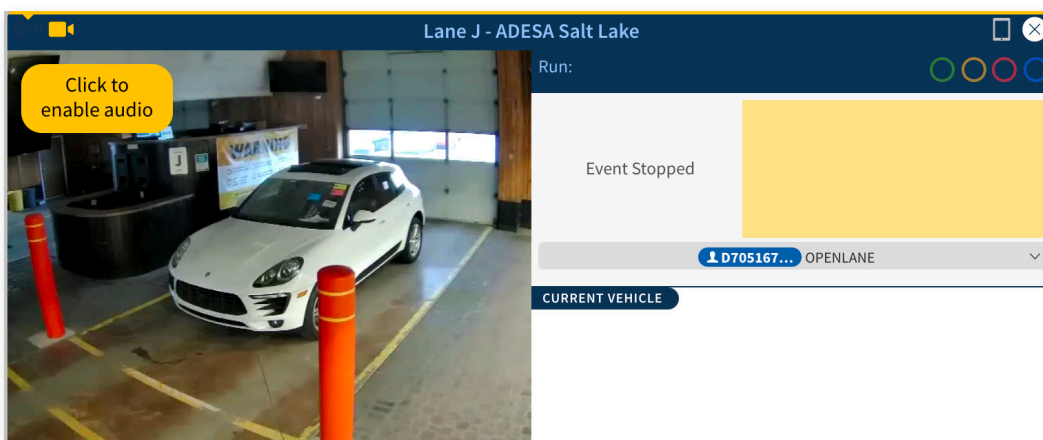
Check your internet connection

- If possible when working remote, disconnect from your company's VPN
- If possible when working from the office, connect to the internet using a mobile hotspot or phone



Contact your organization's IT support team

- Technical information to help IT personnel configure their firewalls can be found here: <https://subscriber-test.av.auctionfrontier.io/#/network-requirements>



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