

Wexer WebPlayer

Access and Minimum Requirements

In order to access WebPlayer, Wexer recommends using the following:

- A late model, internet capable device such as a PC, Laptop, Tablet, or Cell Phone which is capable of modern day internet connectivity and speed thru hardwired or wireless internet.
- Generally, internet speeds of 1.0Mbps or higher will be needed to view content. WiFi is fine, but hardwired is always better and faster
- You should try locating yourself close to your WiFi source, and perhaps try limiting other traffic on your WiFi network during your exercise.

Windows PC/Laptop

- Windows 8 or 10
- Google Chrome v.80.0 or later (Firefox and Opera OK, Edge/MIE not supported)
- All current Windows updates applied
- Security/Firewall settings updated to allow regular web browsing and video traffic

Apple Computer:

- macOS 10.0 or later
- Safari 13.0 or later
- Security/Firewall settings updated to allow regular web browsing and video traffic

Apple iPhone:

- iOS 13.4 or later
- Safari iOS 13.0 or later

Android:

- Android OS 10.0 or later
- Use Chrome or Firefox browser in Android

Generally, you will:

- 1 - Go to the weblink/URL you were provided with
- 2 - Sign up for the service, using the code you were given
- 3 - Login to the service
- 4 - View a video

If you have any issues please refer to the above advice on hardware and software setup. If you are having login issues please reset your password and ensure you are typing it in correctly.

If you are attempting to use Apple Airplay or Google Chromecast with your Wexer WebPlayer, then you should review AirPlay technical [support here](#) Chromecast technical [support here](#).

If you are having issues testing WebPlayer access before you go-live to members, please email customersupport@wexer.com.with your issue, the type of device you are using, and the browser name and version number. Please do not provide this email to your members.