

Attention all Turners Live users



Why upgrade?

Due to the increasing number of Firefox and IE8 users Turners Live is being upgraded to be compatible with all versions of Internet Explorer and Firefox1.5 – 3.6

How will this benefit you?

- **You can use Turners Live on Firefox**
- **You can install the software any time and do not have to wait for an auction to be running**
- **We now have a test page that will confirm that your install was successful**

How to Install on Internet Explorer?

Step 1: Go to www.turners.co.nz/turnersliveupgrade or http://turner1.turners.liveblockauctions.com/version4install_beta.html

Step 2: Click on the click here to install link

Step 3: Click on the click here to open test bidding page


Step 4: You may be prompted to add the following URL to your trusted sites: <http://turner1.turners.liveblockauctions.com>

Please [click here](#) to see more information on how to do this (OR see 'How do I add this to my Trusted Sites?' at the bottom of this document)


Step 5: Click on the Install link again or on the click to open test page link. (This should launch Turners live)

Step 6: Please wait as the bidding page should appear momentarily. If this does not open up within 2-5 minutes please click on the click here if Turners Live does not open up momentarily link

Turners Live Test Page



TURNERS LIVE TEST PAGE



Successfully connected to Server.
Welcome!
Time is now: Tue Sep 22 15:32:08 2009 (NZST)
There are 4 users online.

Asking Bid:
\$0
BID

Turners Live Software Test

The Turners Live software is functioning properly.

**PLEASE NOTE: THIS IS A TEST PAGE ONLY.
TO VIEW THE AUCTIONS PLEASE [CLICK HERE](#)**

You should see a video of a clock above, and hear some audio. If you don't see the video or hear the audio, please try the following:

- Make sure your volume on your computer and speakers is up.
- Verify that you have a high speed internet connection - dial up users may not receive audio and/or video
- Browser: Internet Explorer 6.x, 7.x, Firefox 3.x

If you can not resolve the problem yourself please call the Help Line on 0800 LIVE BID (0800 5483 243) or email the support team on support@turners.co.nz

OR

You are welcome to do a phone bid. Contact your local Turners Branch for details or [Click Here](#) for the Branch details


How to Install on Firefox?

Step 1: Go to www.turners.co.nz/turnersliveupgrade or http://turner1.turners.liveblockauctions.com/version4install_beta.html

Step 2: Click on the Install Link

Step 3: Click OK on the dialogue box

Step 4: Click on the Allow button




Turners Live Software Installation for Firefox - Mozilla Firefox

Firefox prevented this site (uat.turners.liveblockbid.com) from asking you to install software on your computer.

TURNERS LIVE

Turners Live Software Installation

1. [Click here to start the install.](#)
2. When the plug-in installation



The page at <http://uat.turners.liveblockbid.com> says:

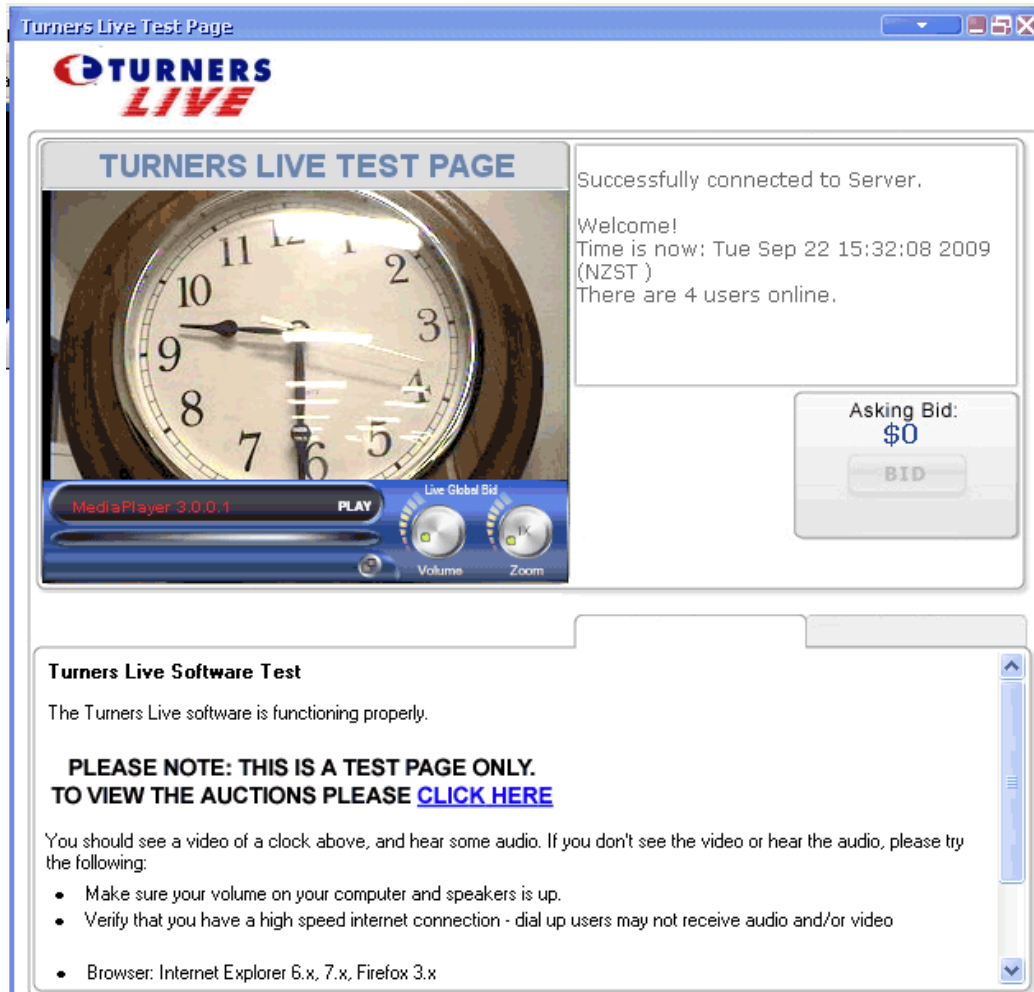
Please click 'Allow' at the top of your browser to install the auction plugin. Once the install process is finished, please restart Firefox. You may need to log into the auction again.

Step 5: Click on install to install the software

Step 6: You will be prompted to restart Firefox once the install is complete. Please wait as Firefox will open up momentarily after you have clicked on the restart button.

Step 7: Once installed click on the Click Here to open up Test page if the Test page does not automatically open up.

Step 8: once you can view the test page the upgrade/install was successful.



If you can not resolve the problem yourself please call the Help Line on 0800 LIVE BID (0800 5483 243) or email the support team on support@turners.co.nz

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You are welcome to do a phone bid. Contact your local Turners Branch for details or [Click Here](#) for the Branch details

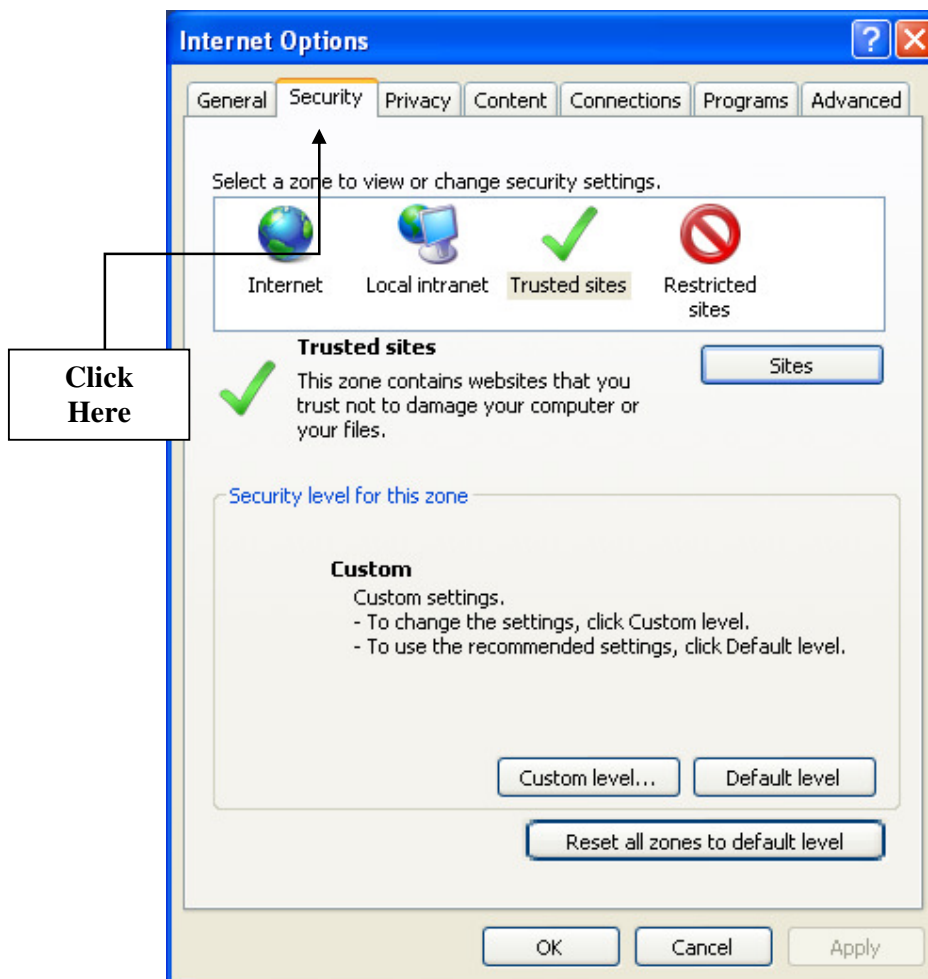
For Internet Explorer Users Only: IMPORTANT

How do I add this to my Trusted Sites?

Go to **Tools**>click on **Internet options**

(Tools menu is shown on the top of your web browser screen)

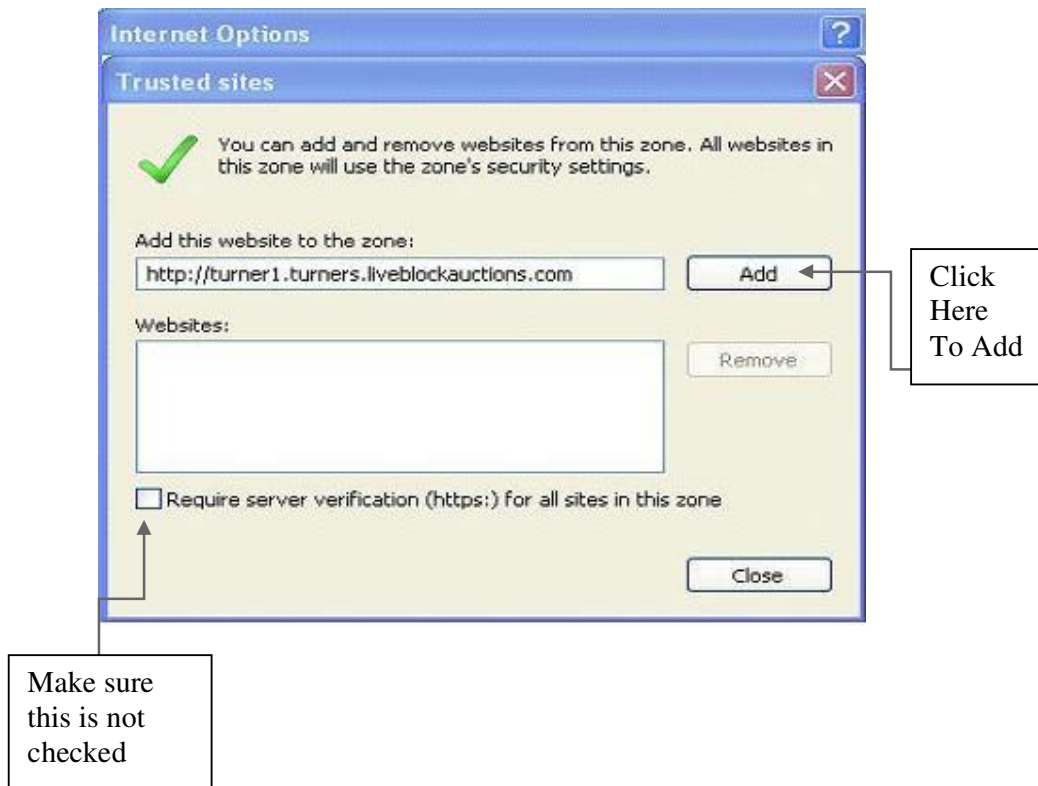
In the Internet options window go to the **Security tab**



-Go to **Trusted sites**

-Go to **Sites** button

-Once you click on sites the following window should appear in there type in turners website
(<http://turner1.turners.liveblockauctions.com>)



-Make sure you uncheck the **"Require server verification" (https :)** for all site in this zone

-Click **Add**

-Click **Close**

Close all web browsers for the changes to take effect.

Now open up a web browser and go to the turner's auctions page open up the Auction as normal.

After a short pause, the Turners Live bidding page should open.

(Note: slower internet connections and web browsers may take several minutes to load, to speed up the loading process please close all other web browsers you are not using and wait.....)