

## **Attention all Turners Live users**



**Turners Live is being upgraded and the new and improved version will be live on the 30<sup>th</sup> of October.**

**After this time your current Turners Live software will not work so you will need to follow the instructions attached to load the new software.**

**It is recommended that you upgrade your system before October 30<sup>th</sup> so that when we go live you will be able to bid immediately.**

Please note: if you upgrade before the 30<sup>th</sup> the new software will only work from the 30<sup>th</sup> of October, but you can view the test screen from now until then.

### **Why upgrade?**

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

### **How will this benefit you?**

- **You can use Turners Live on Mozilla Firefox for the first time**
- **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?

Follow this step by step guide to install Turners Live on your System:

**Step 1:** Go to [www.turners.co.nz/turnersliveupgrade](http://www.turners.co.nz/turnersliveupgrade) or [http://turner1.turners.liveglobalbid.com/version4install\\_beta.html](http://turner1.turners.liveglobalbid.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:** If you see two red arrows on your page. You may be prompted to add the following URL to your trusted sites:  
<http://turner1.turners.liveglobalbid.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 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**

MediaPlayer 3.0.0.1 **PLAY** Live Global Bid  
Volume Zoom

#### 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) (open 8:30am-6:30pm Monday – Friday or 10am-3pm Saturday) or email the support team on [support@turners.co.nz](mailto:support@turners.co.nz)**

**OR**

**Contact your local Turners Branch if you would like to place a phone bid, or [Click Here](#) for the Branch details**

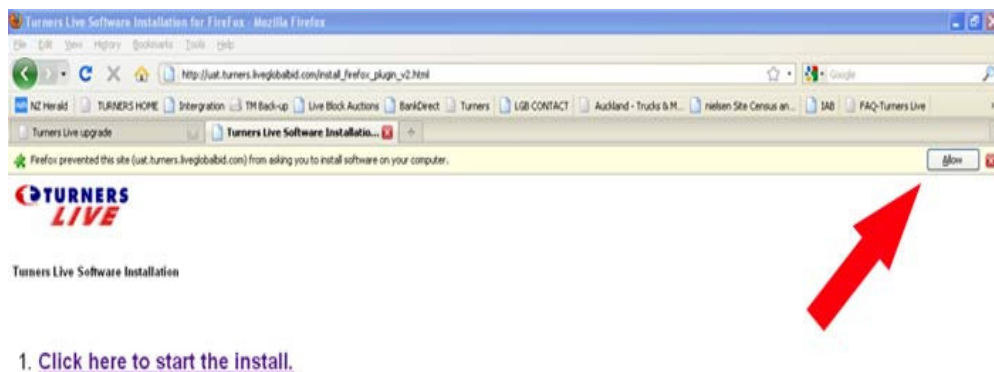
## How to Install on Mozilla Firefox?

**Step 1:** Go to [www.turners.co.nz/turnersliveupgrade](http://www.turners.co.nz/turnersliveupgrade) or [http://turner1.turners.liveglobalbid.com/version4install\\_beta.html](http://turner1.turners.liveglobalbid.com/version4install_beta.html)

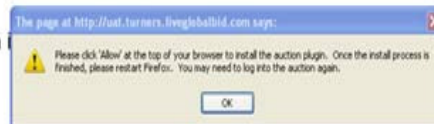
**Step 2:** Click on the Install Link

**Step 3:** Click OK on the dialogue box

**Step 4:** Click on the Allow button



2. When the plug-in installation

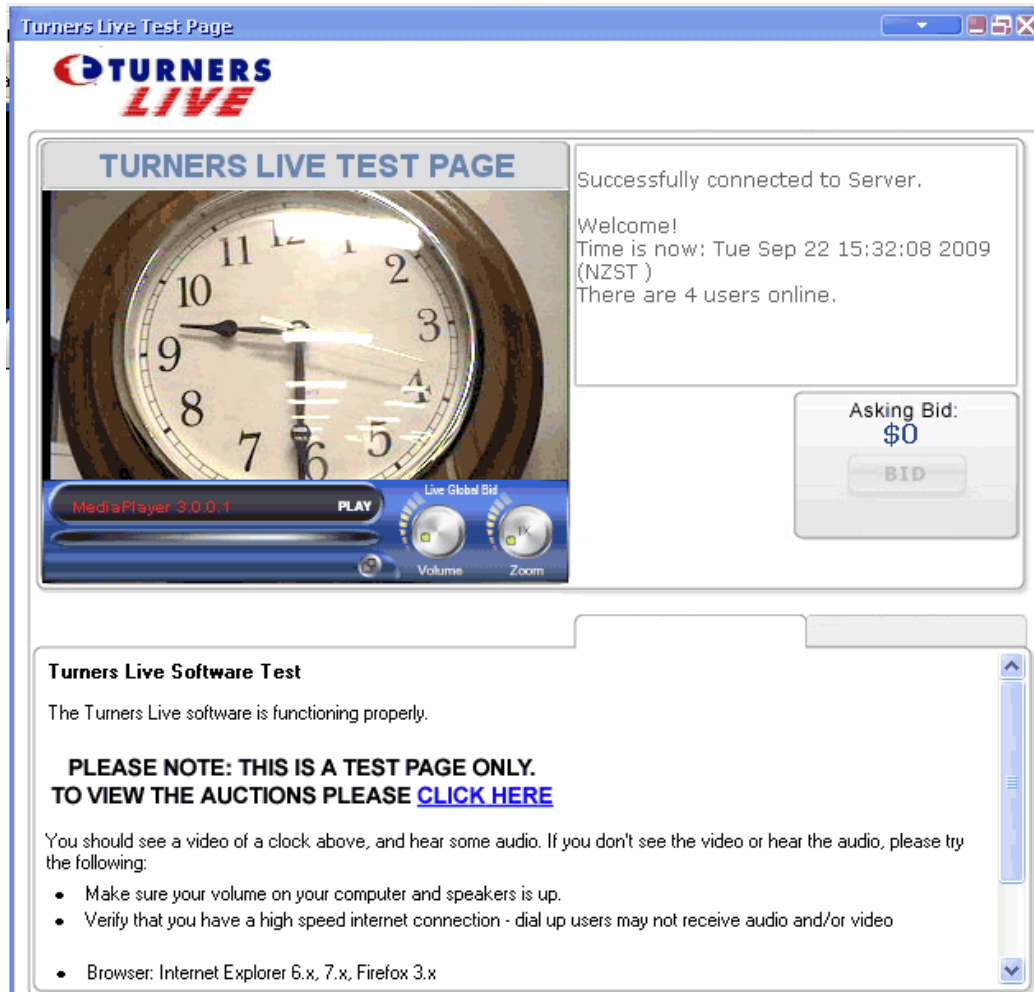


**Step 5:** Click on install to install the software

**Step 6:** You will be prompted to restart Mozilla Firefox once the install is complete. Please wait as Mozilla 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.



The screenshot shows a web browser window titled "Turners Live Test Page". At the top left is the "TURNERS LIVE" logo. Below it, a video player displays a close-up of a round wall clock. The video player interface includes a "PLAY" button, a progress bar, and "Volume" and "Zoom" controls. To the right of the video player, a text box contains the following information: "Successfully connected to Server.", "Welcome!", "Time is now: Tue Sep 22 15:32:08 2009 (NZST)", and "There are 4 users online." Below this text box is a bid area with the text "Asking Bid: \$0" and a "BID" button. At the bottom of the page, a section titled "Turners Live Software Test" contains the text: "The Turners Live software is functioning properly." followed by a "PLEASE NOTE: THIS IS A TEST PAGE ONLY. TO VIEW THE AUCTIONS PLEASE [CLICK HERE](#)". Below this is a list of instructions for troubleshooting video and audio issues, including checking volume, internet connection, and browser compatibility (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) (open 8:30am-6:30pm Monday – Friday or 10am-3pm Saturday) or email the support team on [support@turners.co.nz](mailto:support@turners.co.nz)**

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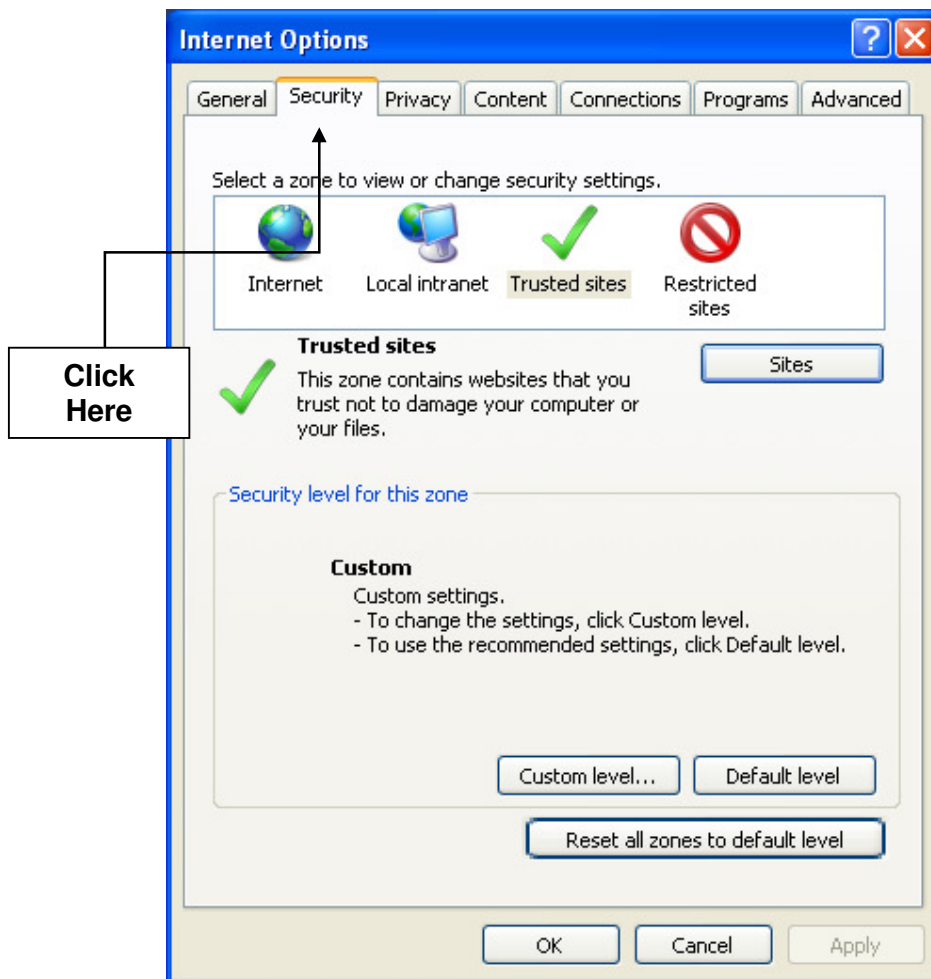
## For Internet Explorer Users Only : IMPORTANT

### 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)

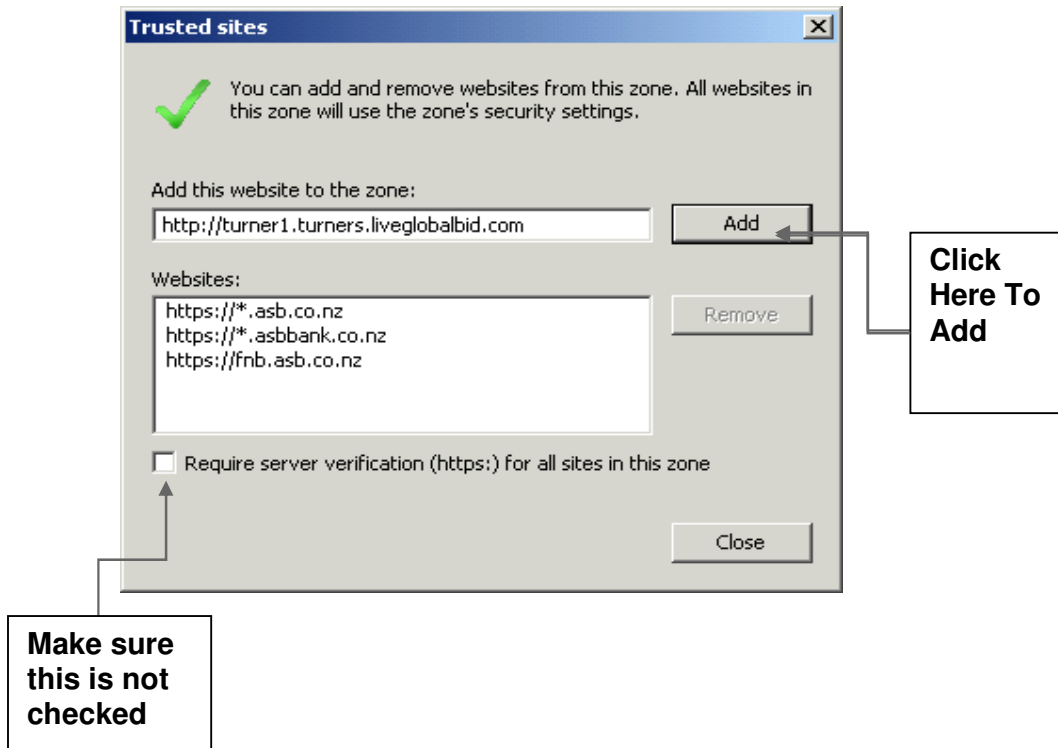
In the Internet options window go to the **Security tab**



-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.liveglobalbid.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)**