



Online Event Support Q&A Situations

PRE-EVENT

Q1: Has the event begun? Should I hear someone talking?

A: If it hasn't started: "The event will start at XXXX. Thank you for your participation."

DURING EVENT

Audio Issues

Q2: Have you started? I can't hear anything.

A: "The webcast has begun. You can refresh the player console by pressing F5 (Command+R on a Mac) on your keyboard." If not working have them logout and login again.

Q3: The video isn't playing. Or, I don't have any sound.

A: "Please try refreshing the console by pressing F5 (Command+R on Macs)." If not working have them logout and login again.

Q4: Is there a dial-in number? Or, I don't have any sound.

A: "The audio is being streamed directly through your computer/viewing device - there is no dial in number. Please make sure you have your computer speakers turned on and the volume is up."

Q5: Still not working:

A: "It may help to refresh the player console by pressing F5 (Command+R on Macs). Please open another browser and go to youtube and play a video, do you hear sound?"

No Youtube: "Your computer must have a soundcard and speakers or headphones. If you have heard audio before, you may need to reboot your computer."

Video Issues

Q6: I'm not seeing the video:

A: "You can refresh the browser by pressing F5 (Command+R on a Mac) on your keyboard."

Q7: Still not seeing the video:

A: "Let's start from the top: Click on Home, Click on sessions, click on the video that says on air, and then click the play arrow or let it autostart."

Q8: Still not seeing the video:

A: "It may be that your company has a firewall that prevents these kinds of videos."

Q9: The video presentation is choppy and buffers.

A: "A high enough bandwidth is needed for you to view the presentation. Test your bandwidth with speedtest.net make sure you have enough bandwidth to stream video. Also, check for a bit rate setting at the bottom of your video player. If you see a drop down option, pick a smaller number and see if that helps with the smoothness of the video. "



Q10: I hear an echo or two voices.

A: "You may have two instances of the presentation running, closing one may solve the echo. If not, try refreshing the console (F5 on PCs). Thank you."

Q11 : Can I watch some of the presentations later, on demand?

A: "The event will soon be available as an on-demand archive version. You should receive an email as soon as it is ready. But you can still watch sessions here after the event is over. Thank you for your participation."

Q&A Issues

Q12: I am not seeing the questions being posted.

A: "There is a refresh link in the top right corner of Q&A panel. Click on it to see the latest. If you still don't see it, the questions must have been private to the moderators/speakers and only accessible to them."