

FREQUENTLY ASKED QUESTIONS

WHILE WAITING TO BEGIN, HOLD MUSIC SHOULD BE COMING THROUGH YOUR SPEAKERS AND THE COVER SLIDE SHOULD APPEAR WITHIN THE SLIDES WINDOW

CAN'T HEAR / SLIDES WINDOW BLANK OR NOT ADVANCING / HAVE WE STARTED?

Make sure Flash is enabled. Below are browser specific instructions on how to do so. If you cannot enable flash refer to last section.

Internet Explorer:

1. Go to the top right corner open Settings > Manage Addons > Toolbars and Extensions.
2. Find Shockwave Flash Object and make sure it is Enabled.
 - a. If you don't see Shockwave Flash Object listed, choose 'All add-ons' from the 'Show' dropdown menu in the lower-left section of the panel.
 - b. It may be listed in either the 'Adobe Systems Incorporated' section or in the 'Microsoft Windows Third Party Application Component' section.
3. If disabled, click on the line displaying "Shockwave Flash Object" and click the 'Enable' button in the lower-right corner of the panel.
4. Refresh your browser connection.

AUDIO STOPPED WORKING / DO NOT HAVE SPEAKERS

- Try refreshing your browser window just like you'd refresh any webpage (ctrl R, or F5 on your keyboard).
- Switch browsers (copy and paste the join link into an alternate browser window if one is available to you).
- Connect to an alternate network if one is available to you (hard-wired is recommended over WIFI for more bandwidth; do not connect through VPN; try a network not behind firewall)
- If that does not work or you do not have speakers, send a question in the Q&A pane to request the back-up phone number.

CANNOT ENABLE FLASH



- Dial in to listen over the phone line instead of streaming audio. To receive a backup phone number, send an email to support@virtualvenues.com, be sure to include the title of your web seminar.
- Follow along with the slides handout. In most cases (not all), the slides are available for download from the Resource List widget.
- Watch the replay. In most cases, the presentation is being recorded and will be available for on-demand replay. This replay does not need flash to play. All registrants will be emailed a link to the recording within 3-5 business days.

