

FREQUENTLY ASKED QUESTIONS

CAN'T HEAR / SLIDE WINDOW BLANK / HAVE WE STARTED?

- While waiting to begin, hold music should be playing through your speakers and the cover slide should appear within the slides panel. If not, try refreshing your browser window just like you'd refresh any webpage (ctrl R, or F5 on your keyboard).

AUDIO CUTTING IN AND OUT / STOPPED WORKING

- 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).

DO NOT HAVE SPEAKERS

- Dial in to listen over the phone line instead of streaming audio. To receive a backup phone number, enter a question into the Q&A panel, requesting the backup phone number or send an email to support@virtualvenues.com. Be sure to include the title and host (if known) of your webinar.
- Follow along with the slides handout. In many cases (not all), the slides are available for download from the Related Content button at the bottom of the screen.
- Watch the replay at another time. In most cases, the presentation is being recorded and will be made available for on-demand replay. All registrants are usually emailed a link to an MP4 version of the recording within 3 business days.
- Follow along with the slides handout. In many cases (not all), the slides are available for download from the Related Content button at the bottom of the screen.

CONSOLE/WEBCAM VIEW FROZE

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