

AMA SIMULCAST

FREQUENTLY ASKED QUESTIONS

Q. I am having trouble with streaming audio, I can't hear the speaker through my computer speakers, the streaming stopped... what do I do?

If you are not able to hear any audio through your computer speakers first check to make sure your speakers are not muted or turned off.

The next step is to refresh your screen by pressing the F5 key on your keyboard or clicking the "refresh" button in your web browser. If you continue to have technical issues send an email to ama@commpartners.com.

Q. The slides are not loading; I can't see the slides, other technical issues.

Please test your web browser **FIRST:**

<http://diagnostics.mediaplatform.com/ml.html>

Ensure your computer has the following:

- Internet Explorer 7.0 or later (recommended) Safari and other major browsers.
- Steady Internet connection, such as cable or DSL, 56K or above.
- Working computer speakers. If you plan to listen via streaming audio make sure your computer speakers are turned on and the volume is not muted.

It is recommended that you check your computer settings and make the following changes in preparation for this event.

- Set Internet and cookies security to low.*
- Set screen resolution to 1024 x 768 or higher.*
- Disable any pop-up blockers.*

Instructions on how to set internet and cookies security to low AND

1. Disable any pop-up blockers (from a Windows based PC).
2. Click on the "Start" button in the bottom corner of the screen.
3. Choose "Control Panel."
4. Choose "Internet Options."
5. A box will open on your screen. Click the "Privacy" tab.
6. Set the security level for the internet to "Medium" or "Medium-Low."
7. If you see a check-box for "Block pop-ups," make sure it is not checked.
8. Click "Apply."
9. Click "Ok."

Instructions on how to set screen resolution to 1024 x 768 or higher (from a Windows based PC).*

1. Click on the "Start" button in the bottom corner of the screen and choose "Control Panel."
2. Double-click the "Display" icon.
3. A box will open on your screen. Click the "Settings" tab.
4. Locate the setting for "Screen Resolution."
5. If the screen resolution is set to "1024 x 768" or higher, click "Ok."
6. If you adjust the screen resolution, click "Apply" and then "Ok."

Q: Do I have to login over the computer? Can I dial in over the phone?

Yes, you will listen to the audio through your computer speakers (streaming audio). Please make sure that your computer speakers are working properly.

Q: What if I need help during the program?

You will see instructions on the screen to access help through the "Live Support" icon. You may email ama@commpartners.com or dial 1-800-274-9390.

Q: Should I attend from my work computer or home computer?

You may attend from any location you choose, but, please remember to test any and all computers that you will be using during the Webinar. If you pass the systems test you should be able to participate.

Q: Can we log on from more than one computer using the same login information?

Your registration entitles you to 1 login. Any additional logins must be purchased.

Q. How do I get the handouts? Can I have a copy of the slides?

A link to the handout materials is included in your confirmation email. The handout link is also here:

<http://eo2.commpartners.com/users/ama/session-handouts.php?id=9466>

Q. Is this program being recorded? Can I watch it at a later date?

Yes, it is being recorded and you will be able to watch it again at a later date. Contact ama@commpartners.com for more details.