

## 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. A telephone backup is not available for this webinar.

If you are unable to attend the session for any reason, you will be able to access the online archive in a few days.

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

Please test your web browser FIRST:

[http://media01.commpartners.com/CP/browser\\_test/iframe.html](http://media01.commpartners.com/CP/browser_test/iframe.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."

If still can't get to presentation - Need to check with your IT department to see if they are blocking Flash video/audio

- The following ports need to be accessible from your internet connection  
port 80 (web and Flash file delivery)

If still can't get to presentation - Most likely, your internet connection is too sporadic to receive data

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

Yes, you will need to login over the computer. You will listen to the audio through your computer speakers (streaming audio). A backup phone number is not offered for this webinar so it is very important that you test your browser prior to logging in.

**Q: What if I need help during the program?**

You will see instructions on the screen to access help. Click the small tab on the upper right corner of the screen to chat live with a member of our Help Team. You may email [acmq@commpartners.com](mailto:acmq@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.