

## ANSWERS TO FREQUENTLY ASKED QUESTIONS

### **VIEWING PROBLEMS**

**What do I do if a current version of Windows Media Player is installed but the audio and video are breaking up or will not start at all?**

This is usually an indication that your computer's cache is full and needs to be emptied. To address this problem you will need to delete temporary Internet files that are stored on your computer. If you are using Internet Explorer do this by clicking on "Tools" on the browser menu bar and then on "Internet Options." Select "Delete Temporary (Internet) Files" and then click on "Yes." This will not harm your computer in any way.

**When I click on a link to view a presentation I am taken back to the login page, now what do I do?**

This is also an indication that your computer's cache may be full. Please follow the instructions immediately above.

**I can see the video but I can't hear the audio, what can I do to fix this?**

If the video is playing but you can not hear the presenter, please make certain that your computer speakers are plugged in and turned on. Also make certain that you have not muted the sound on your computer.

**I have current version of Windows Media Player and have emptied the cache, but still can't start the presentation. Now what do I do?**

If you are attempting to access the seminar from an office computer connected to a network, contact your technical support person to make certain that there is nothing blocking the video stream. With the growing popularity of sites like You Tube, a number of companies have blocked access to online video. If nothing is blocking the video stream and you are still having a problem, please send us an e-mail and we will contact you to see if we can determine the source of your problem.