

## Audient Webcast

### Frequently Asked Questions

Q: *Why does the video seem to pause and stutter frequently?*

A: **There may be too many people trying to view the webcast from your location.**

Q: *I have a Mac with Mac OS, how can I view the Windows Media Webcast?*

A: **If you use a Mac, you must install [Windows Media Player for Mac OS](#) first.**

Q: *Why is the audio-conference out of synch with the webcast?*

A: **Webcasting is a relatively new technology, utilizing the pre-existing structure of the internet. Because of this, there are many factors that can affect the data-speed from one location to another. Webcasting inherently has a 30-45 second delay from origin to delivery. We ask that you participate in only one format at a time (webcast or audio-conference)**

Q: *Why does the video window in Mozilla Firefox appear different than Internet Explorer?*

A: **Since Internet Explorer and Windows Media Player are both products of Microsoft, they naturally are more compatible with each other. We recommend Internet Explorer for viewing the webcast, but Firefox is a perfectly acceptable alternative.**

Q: *I have followed the provided link to the webcast, but I don't see any video.*

A: **The webcast event will be available approximately 30-45 seconds after the live event begins. If you are trying to view the webcast too soon, you may have to wait a short time before the video will appear on your screen. If video still does not appear, try refreshing your browser window.**

If you are still having trouble viewing the webcast, please send us an email:  
[feedback@audientevents.com](mailto:feedback@audientevents.com)