

The following are 4 steps to solve 90% of webcast related issues.

Before trying any of these solutions please ensure you have conducted the systems test in the upper right hand corner of the webcast pages. This test will identify key issues and provide solutions to them.

1) Ensure that your speakers are on and the volume is turned up. Also ensure you have a soundcard and can hear audio on your computer regularly. This can be done by going to any audio or video enabled site using WINDOWS MEDIA STREAMING or by conducting the systems test in the upper right hand corner of the webcast interface.

2) Ensure that you are using Internet Explorer 7 or better or Safari + Flip4Mac as they are the only supported browsers. Also confirm that you are in fact still connected to the internet.

3) Once you have confirmed it is not a hardware issue from step 1 or internet/browser issue from step 2 please refresh the browser window you are watching the webcast in by hitting the refresh button on your browser or hitting F5. This solves many connection related issues.

4) If neither step 1, 2 or 3 have solved the issue please log out from the webcast. Close all applications and browsers and restart your computer. Once you have restarted log back into the webcast.

If none of these solutions have allowed you to access this webcast than there is most likely a local hardware issue or a local internet/network issue that we cannot troubleshoot remotely. If this is the case please dial into the conference call and listen to the audio.