

USER HELP & TROUBLESHOOTING TIPS

No sound?

Audio is through your computer speakers or headphones. Unmute and turn up your speaker volume.

Still no sound?

Click the small phone icon in the Participants panel.



Dial 1-877-668-4490 and

Need closed captioning?

1. Click Media Viewer.
2. Click Show/Hide Header.
3. Repeat if the Media Viewer panel closes.



Hear an echo?

You may have this event running in two windows and need to close one.

Can't see the presentation? Try these:

- Click the "D4H" tab.
- If you joined by web browser, WebEx might not be supported by your system. Please try this: Click the three dots at the bottom of the screen and choose "Switch to Desktop App."
- You may have a buffering problem. Try closing all applications other than WebEx.

Can't participate in a poll?

- If you joined by web browser, click the three dots at the bottom of the screen and choose "Switch to Desktop App."
- If you joined by phone or tablet, you will not be able to answer polls.

Want to submit a question?

1. Type your question in the Q&A box.
2. Select **Ask: All Panelists**.
3. Click Send.



Want the recording and slides from this web forum?

Within a few days, the video (MP4), audio (MP3), transcript, and presentation slides will be at www.Dialogue4Health.org.

Want to request a Certificate of Completion for participating in this web forum?

Complete the Dialogue4Health survey after this event for instructions to send a request.