

OBA Webcast FAQ

Q1: No Video/Slides - The slides and videos don't appear to be loading or you see a red X after you have logged in.

A1-a: You most likely need to upgrade your version of flash. Our webcast player requires Flash Player 10.2 or higher. To upgrade, please visit <http://get.adobe.com/flashplayer/>

A1-b: If you are seeing slides, but no video and you have a current version of flash (10.2 or higher) then your network is likely blocking RTMPT Video Streaming on Port 80. Please contact your IT department and ask that they permit this type of video streaming.

Q2: No/Low Sound – I can see video and slides, but no sound is coming through.

A2: Please confirm your computer speakers are turned on, by default many computers have sound muted in work environments. If your volume is not muted, you may have to upgrade your version of Flash Player. To upgrade Flash Player please visit <http://get.adobe.com/flashplayer/>

Q3: Password – How do I recover my password/login credentials?

A3- OBA/CBA Member: If you are an OBA/CBA member then you will need your last name and membership number to login. If you do not have your membership number, please contact the support line at support@oba.org or call 1-800-668-8900 ext 411 and we can provide it to you.

A3 - Non-Member: If you are not a member of the OBA/CBA then you will need the username and password you set up at the time of registration. If you are not able to locate these credentials, please contact the support line at support@oba.org or call 1-800-668-8900 ext 411 and we will help you access the program.

Q4: Slow Page Load/ Yellow Box with Server Connection Warning – Your page is loading slowing or is choppy.

A4: This is most likely a poor internet connection. The connection needs to be a consistent 300 kbs or higher.

To test the speed direct please visit <http://hosting.epresence.tv/Speedtest/>

Technical Support

Email: support@oba.org

Phone: 1-800-668-8900 ext. 411