# Presentation FAQ Guide

**How do I ask a question?**

If enabled, you can ask a question by entering it into the "Ask A Question" or "Q&A" panel. Simply type in your question and then hit the "Submit" button. A brief message will appear say alerting you that your question was submitted.



**How are questions answered?**

Text responses to submitted questions can be found in the "Ask A Question" or "Q&A" panel.

**Can I see questions that other viewers have asked?**

No. Submitted questions can only be seen by the presenters and moderators. They can then choose if their text response back will be a public or private text response to you.

**Can I download the slides of the presentation?**

Click on **demos / Handouts** tab to access the slides. After the conference, the slides will be made available for viewing.

**How can I resize the presentation panels?**

If enabled, the panels in the presentation can be moved and/or resized by simply:

- Clicking on the panel and moving it
- Clicking and holding the corner and dragging the sides or corners out
- Clicking on the maximize icon in the top-right corner

**What should I do if I am having problems troubleshooting connectivity issues?**

If you are experiencing problems connecting to the webcast or playback is poor, it may be due to the configuration of your company's network. Please click HERE below to further troubleshoot your computer. You may need assistance from your IT team.

**This is a video webcast but I am only receiving audio, low quality video or buffering.**

The media player will automatically adapt the video quality down depending on your available bandwidth. The lowest adaption is an audio only stream.

If you are on a slow internet connection or on a shared network, you may experience moments of buffering or choppiness. If you are viewing from an office and you need to reduce network traffic, consider watching on one display as a group.

If you are connected over VPN, disconnect from it and refresh the page. If you are using Wi-Fi, try connecting to the Internet directly via Ethernet cable.

**I cannot hear audio or see video.**

The webcast may not have started yet. Verify the start time of the webcast. If you have logged in early you may not hear audio or see video until the webcast begins.

You may have been disconnected from the webcast. Refresh your browser by hitting F5 on your keyboard for PC or Command-R on a Mac.

Confirm your system is compatible. Visit the [Computer Tips](#) page and confirm you are on a compatible browser.

Check your computer speakers are not muted. Your system's volume may also be low or muted. Locate your operating system's speaker icon, usually in the bottom right or top right corner of your screen, and ensure the system volume is turned up.

**How do I access the webcast On Demand?**

The conference will be available for viewing after this event and will be available for 3 months on-demand.

**Whom can I contact if I have any further questions?**

For AWS related enquiries, please write to [aws-apac-marketing@amazon.com](mailto:aws-apac-marketing@amazon.com)