I have no audio.
1. Make sure the speakers on your computer are on and the volume is turned up.
2. Check the Volume Icon on the desktop to make sure the computer is sending sound to the speakers. For PC Users, right click on the speaker icon in the task bar and select “Open Volume Controls” (Diagram A). Once there make sure Master Volume is set to max (Diagram B). See diagram below.

3. Verify the Volume on the flash player is turned on and all the way up. See diagram below.
I have no video.
1. Make sure that the Flash Player is on Play and not on Pause. If you see a play button displayed, click it. See Diagram below.

2. Try refreshing the video player. See diagram below.

3. Try refreshing the page. (For PC Users, you can hit F5 while on the page to reload it) (For Mac Users, you can hit Fn + F5). See diagram below.

I have white screen.
For white screen issues, please visit http://www.raptorresource.org/feedproblems.php
When I click on a link it boots me out of chat or Ustream.
To avoid getting kicked out of chat, Right-Click on the desired link and choose “Open in New Tab” or “Open in New Window. See diagram below.

How do I update my flash player?
If you visit Adobe’s website [http://helpx.adobe.com/flash-player.html](http://helpx.adobe.com/flash-player.html) it will auto-detect the current version on your computer and if there is an update available. Follow the website prompts to download the current version. See diagram below.
How do I empty my cache for IE, FF and Chrome?
1. For FF users, Go to “Tools”, “Clear Recent History” (Diagram A), Make sure “Cache” is checked, and select “Clear Now” (Diagram B).

(A)

(B)
2. For IE users, go to “Tools”, “Delete Browsing History” (Diagram A). Make sure that “Temporary Internet Files” and “Cookies” are checked and select “Delete” (Diagram B).
For Chrome Users, Click on the Wrench in the upper right hand corner and select “Options” (Diagram A). Then go to “Under the Hood” and select “Clear Browsing Data” (Diagram B). Make sure “Clear the Cache” is checked, and select “Clear Browsing Data” (Diagram C).
How do I save the links?
You can save links 2 ways:
1. Right-click the link and select “Save Link As” (Diagram A). Choose where you would like to save the file and click “Save” (Diagram B).
2. Open the page you wish to save and select “Bookmarks”, “Bookmark this page” (Diagram C). Then choose where you would like to save the page at (Diagram D).
How do I change my avatar?
There are detailed instructions about setting or changing your avatar here http://eagleholic.files.wordpress.com/2012/01/ustreamavatarinstructions1.pdf
Please DO NOT use COPYRIGHTED photos for avatars.

How do I send or receive Private Messages?
To send a Private Message, click on desired user’s name and select “Private Message” (Diagram A). This will open a new tab next to “Audience” where you can send a Private Message (Diagram B).

(A)

(B)
How do I refresh the page?
For PC Users, you can simply hit F5 while on the page to reload. For Mac Users you can hold CTRL and press F5 once.

How do I restart my computer?
1. For PC Users, go to the “Start” Button, and select “Shut down” (Diagram A). This will bring up a options box where you can select to “Restart” (Diagram B).
2. For Mac Users, Click on the “Apple Icon” and scroll down to “Restart” (Diagram C).

(A)

(B)
I can not see any page info on my phone.
If you are using a mobile device such as iPhone, iPad, or other tablets, you will not be able to view the page info. This is only available on the website and is not displayed using Ustream’s mobile application.

How do I take pictures of the video? (Screenshots)
You can take a picture of your screen on a PC by simply holding the CTRL key and pressing the “Print Screen” key once and releasing both. (Diagram A). Once you have that, you can open the Paint Program and select “Edit” “Paste” the picture there (Diagram B). You can then trim the pieces you don’t wish to keep until you are left with a picture (Diagram C). Once you have the picture the way you want it, simply select “File” “Save As” and select where you want to save it at (Diagram D).

(A)
How do I go full screen?
You can go full screen by clicking the black box in the lower right of the video player. See diagram below.
How do I “Pop Out” Chat or Video?
You can do this by hitting the button labeled “Pop Out” Next to either the video or chat, whichever one you desire. See diagram below.