



Edgar Cayce's A.R.E.®
Your Body, Mind, Spirit Resource Since 1931

Edgar Cayce's Association for Research and Enlightenment, Inc.

A.R.E. Congress Summit 2020:

Frequently Asked Questions About Live Stream and On Demand Content

Please note: issues with sound, quality, and freezing/buffering are most often on the viewer end, not technical issues with the program. To avoid these issues, please be sure your computer can support video and check your sound levels. You can also reboot your computer and/or router. If you are in an area with limited bandwidth, try viewing the program early in the day.

Q: I can't watch the whole program at once, can I watch it later?

A: Yes, Congress lectures will be available for viewing at any time, on demand.

Q: I didn't know about the live streaming/on-demand option, why wasn't it on the brochure?

A: We send out notices via email and on our website.

Q: When will I get the link to the live stream?

A: Links will be emailed to you.

Q: When will I get the link and password to the private Facebook group?

A: Links will be emailed to you.

Q: Will I be able to join the Facebook group before the program starts?

A: Yes, you will have early access to interact with fellow attendees, ask questions, and view/download handouts.

Q: The speaker mentioned a handout—how do I get that?

A: It is available on the viewing page landing page, and also as a file in the private Facebook group.

Q: What are the minimal system requirements for viewing on my computer, phone, or mobile device?

A: If you can view YouTube videos, you can view this program. Minimum System Requirements for viewing:

https://support.google.com/youtube/answer/78358?hl=en&ref_topic=3014328

Troubleshooting for Mobile Devices:

https://support.google.com/youtube/answer/3008117?hl=en&ref_topic=29378

Viewing video on iPhone, iPod Touch, and iPad (minimum system requirements and link to free App):

<https://support.google.com/youtube/answer/3227623?hl=en>

Q: I am having trouble with the sound, what should I do?

A: Check your device/system settings and be sure sound is unmuted and on, and/or adjust the volume.

Q: I am having trouble with the live stream/video freezing or buffering, what can I do?

A: Be sure your device/system meets the minimum requirements. Also be sure no one else in your home is using your web connection. You may also need to reboot your device.

Q: I am having trouble with the live feed/on-demand download. How can I get help?

A: Our video is being aired as a private video stream from our YouTube Channel. If you have any issues seeing YouTube videos, please go to YouTube Help at <https://support.google.com/youtube/#topic=2676319> or call A.R.E. Customer Service at 800-333-4499

Q: What if I have trouble with the live feed/on demand video? Who can I call?

A: Our video is being aired as a private video stream from our YouTube Channel. If you have any issues seeing YouTube videos, please go to YouTube Help at <https://support.google.com/youtube/#topic=2676319> or call A.R.E. Customer Service at 800-333-4499

Q: Can I view the whole conference online?

A: You will be able to view the speaker or speakers as indicated in the description/schedule.

Q: Can I view the lecture(s) more than once?

A: Yes, you can watch it on demand any time.

Q: I can't find the link to view the event. Where can I find the link?

A: Check your email inbox; it will be in the confirmation email that we sent after your purchase, or in the body of the email from A.R.E. updating you on the program status change. If you can't find it, be sure to check your SPAM/Junk folder. If it was deleted by accident, check for it in your deleted mail email folder. If you are still unable to locate it, then please call Customer Service at 800-333-4499.

Please note: Most A.R.E. Online Conferences are presented online in HD quality. For live events, on occasion it is possible that the video stream may be interrupted due to circumstances beyond our control. If that happens, you may need to refresh your browser to reconnect to the video player. You will also have access to the on-demand version should you have any technical issues during a live presentation; a refund will not be offered after the presentation has broadcast.