

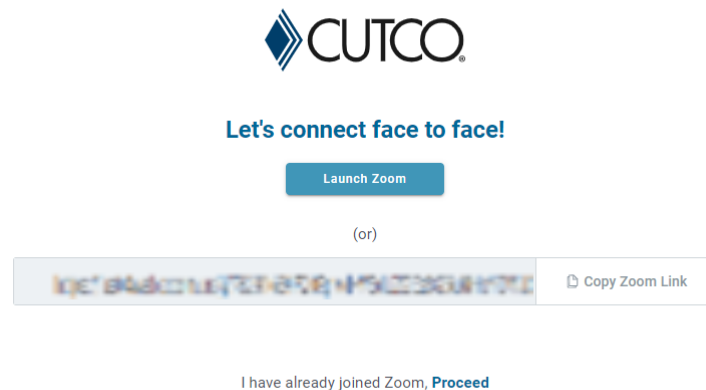
Interactive Demo Troubleshooting

The video or pages are not syncing correctly/Slide/information missing from the demo or the Rep is unable to access demo:

- Try clearing your cache, cookies, and history for all time and have your guest do the same.
- Try using a different browser or device and ask the guest to try this as well.
- Check to make sure no programs are running in the background through Task Manager. Have the guest do this as well.

Guests cannot access the Zoom link in the demo:

- The Zoom link should appear for the Guest before the presentation starts. Once they click on the guest link in their email, a button will appear that reads, "Launch Zoom." It should also give customers the option to copy the Zoom link.
- Have the Rep wait until the customer has joined the Zoom meeting before clicking "Start Presentation" in the demo.



- Guests must have the Zoom application downloaded in order to access the Zoom meeting.
- Did the Rep attach their Zoom link to the presentation when setting up their profile