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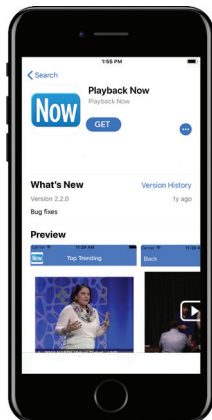
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## FAQ

### How soon will I have access to my presentations?

After you place your order, you will receive an email from Playback TAPPI which includes your login information to access your Playback account. Once you log in, you will have access to stream or download your recordings as soon as they are available. Most sessions will be available 24–48 hours after they occur. To access your online recordings, you MUST always login to your account.

### When will I have access to the handouts or reference materials?

Presenter handouts will be available online 7–10 days after the conference.

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### Why can't I find a specific session recording?

Program schedules are always subject to last-minute changes not reflected on this brochure. It's most likely the session you are looking for is not available because the presenter(s) requested not to be recorded. This is typical of General Sessions and Keynote presentations with professional speakers. Or, the session is not available because it was canceled. In rare instances, sessions may not be available due to technical difficulty with the recording.

### What is the difference between streaming and downloading?

Both streaming and downloading require internet access. Streaming-only requires constant internet access to receive the presentations. Downloaded files are stored on your device for easy access anytime-anywhere. And you own the files!

### What is MP3 and MP4?

Get the most out of your MP3 Audio and MP4 AudioPoint Video formats. MP3 Audio will play on computers, laptops, and your mobile device. You can easily burn audio CDs in iTunes. The MP4 AudioPoint Video will play on computers, laptops and your mobile device. MP4 AudioPoints are video files that feature session audio synced with PowerPoints for a virtual re-creation of the presentation. Unless noted, the file will NOT include the video of the actual presenter, just the PowerPoints.

### What are other advantages to the USB Flash Drive?

The USB Flash Drive includes the Audio MP3 files, Video MP4 files, and the handouts, for easy transfer. The Flash Drive is menu based so all you need to do is plug and play. Flash drives will also play MP3 audio files on cars with USB inputs.

### Why are some recordings "Audio-only"?

Some presenters have requested that their visual material not be recorded. In these instances, only the audio is recorded.

### Can I download the entire packages?

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### How long do I have access to my content?

The Streaming Pass gives you 6 months and the USB Package will give you 12 months access.

### When will I receive my USB package?

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