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I can't see or hear the webinar host

If you're having trouble joining the webinar as an attendee, logging out and then back in is a quick fix!



Written by CJ

Updated over a week ago

Like any streaming video, live webinar broadcasts may get interrupted. Here are some of the most common issues, and the fixes that usually work.

Remember: WebinarNinja is a browser-based platform. Attendees don't need to download anything to join the webinar.

If you can't see the webinar:

The page keeps on loading. You are getting a white or black screen.

- Log out from the webinar and close the browser, then log right back in using the webinar link your host sent you.
- Clear your browser history and cookies. For specific instructions, see these links:
 - [For Chrome](#)
 - [For Firefox](#)
 - [For Safari on Mac](#)
 - [For Safari on your iPhone or iPad](#)
- Open the webinar link using another browser. We recommend Chrome for the best experience, but you can use any other up-to-date browsers like Firefox and Safari.

If you can't hear the webinar:

You can see the webinar, but can't hear a thing.

- Check your speaker or headphone connections. Unplug and reconnect your audio devices from your computer or mobile phone.
- Turn the volume up. Check sound settings for [Mac](#) and [Windows 10](#).
- Refresh the page. Your browser may then prompt you to unmute the audio.

Didn't get that popup about unmuting? Ok, try these:

- Log out and log back in. Exit from the browser, then log back in using the webinar link the host sent you.
- Open the webinar link using another browser. We recommend Google Chrome for the best experience, but you can use any other up-to-date browsers like Firefox and Safari.
- Join the webinar using other devices. The problem could be an outdated OS, especially on mobile devices. It's best to attend the webinar from a computer to optimize viewing, even though WebinarNinja works natively on mobile phones.

Always check your internet connection. Live video broadcasts use quite a bit of bandwidth. We recommend a wired connection, but Wi-Fi is good as long as your signal is at 100%. If you're in a shared network, make sure no one is downloading, streaming videos, or playing frickin' Fortnite or something.

If all else fails, join the webinar using other devices. The problem can be an outdated OS, especially on mobile devices. It's best to attend the webinar from a computer to optimize viewing, although WebinarNinja works natively on mobile phones.

For further assistance, contact us through live chat at the bottom right of this page or send us an email at support@webinarninja.com.

Did this answer your question?



