Thank you for updating me. When one's confidence in the software is shaken it's hard to give a confident webinar and to promote it. I hope my feedback helps create a rock solid tool so I can build a large audience.

On 03/10/2016 05:03 PM, Omar Zenhom (Webinar Ninja) wrote:

Your request (359) has been updated. To add additional comments, reply to this email.

Omar Zenhom (Webinar Ninja)

Mar 10, 14:03

Hello Joshua,

I hope you are doing well. I just wanted to follow up with you.

We have done extensive testing and have been working on a solution in regards to having every webinar recording reflect exactly what occurred during the webinar. With multiple streams of input, video cameras, audio and screen share, our WebRTC tech needed recalibrating to ensure the recording reflected the right inputs and screen maximization.

We are in our final stages of correcting this and testing our fix. We are hopeful this update will be released in 3-4 working days.

We appreciate your patience and your valued feedback and ensure you we are on top of this. We want you to see you win with webinars.

Sorry again for any inconvenience. It's feedback from people like you that allow us keep making Webinar Ninja better and better. I will follow up with you once the update is released.

Thanks,
Omar

Omar Zenhom (Webinar Ninja)

Mar 8, 14:03

Hello Joshua,

Thanks for your detailed email. We apologize again for any inconvenience.

The issue you described where the recording of your webinar is different from what your attendees saw is one that we have not come across before. We are currently doing some testing to reproduce this error and get it fixed immediately. This will be address quickly and we will follow up with you to let you know.

The email bug where notifications went out when a webinar was canceled was identified a couple of days ago and is now fixed.

We are very dedicated to making Webinar Ninja the best webinar platform. We are on this and will get back to you as soon as possible.

Thanks again for being a Webinar Ninja,
Omar

Joshua Spodek

Mar 7, 17:22

Hello Omar,

The latest one:

If you watch the video from Sunday's webinar on the site --
https://joshuaspodek.webinarninja.co/my/replaypage/webinar?webinar_id=3795
-- you'll see that at about 20 seconds, I set the display to show only
my screen. On my screen it worked, as well as for the video that got
saved. The rest of the video shows only my screen.

It seemed to be working, but the attendees didn't see what I saw or the
software recorded. One attendee sent me the attached screen shot.
Attendees saw a split screen, with the shadow figure on one side.

Another attendee emailed:

- The slide/camera display on the 'ninja'screen setup is an unlucky
layout. Get rid of the video space to enlarge the slides by at least
80%.
- The slides were too small, way too small, nearly impossible to read.

I'm trying to provide value and sell a course. Every sign on the screen
shows I'm doing it right, and instead of impressing them, I get advice
on how to run a webinar -- what webinar software is supposed to do.
That's embarrassing and potentially lost sales.

As before, the sound went out from my computer to the countdown screen
/before the webinar began/ with no sign it was doing so.////

My laptop camera light was on the whole time too, which made me nervous
the camera was on. I don't think the camera light should go on when the
camera is off. I don't think webinar software should make the webinar
host nervous.

There is no way for me to share my full screen and see what they see at
the same time, except by using two computers. I brought my phone to
watch what they see, but it wouldn't show the video. I also can't read
their questions from my screen when sharing the full screen. I know I
can share just a window, but then I can't do a slide show.

I also got this email, announcing a /different/ webinar. It has the name
of the previous week's webinar, but yesterday's date. It might be a bug
from the previous week's webinar. It also might be a remnant from when I
tried duplicating that webinar, but I deleted that duplicate. The
problem is /I don't know whom else got that buggy email/.

Your The Fundamentals of Hustling webinar with Joshua Spodek is
today. Below is some important information about your webinar:

The Fundamentals of Hustling with Joshua Spodek

Webinar Date: 03/06/2016

Webinar Time: 01:00 PM TimeZone : America/New_York

Webinar Link:
https://joshuaspodek.webinarninja.co/my/webinarpage/webinar?webinar_id=3401

If you look at my past emails, you'll see other issues of undocumented interface changes, no way of knowing what emails have gone out, not being able to edit or upload videos (despite /having/ to start broadcasting before I can share the scree), and so on.

If you advertised your product as alpha, I would understand issues like these, but your promoting it as professional and charging for it. I'm mainly focusing on bugs and nonperformance here but there are design issues as well.

I'm sure I left out an issue or two, but these were important ones.

What should I do? Did I miss something? Should I have confidence using your software despite these bugs, ask for my money back, or what?

Josh

Attachment(s)
buggy_webinar_screenshot.png

Omar Zenhom (Webinar Ninja)

Mar 7, 13:15

Hello Josh,

I'm very sorry for any trouble or embarrassment you've experienced.

I would love to hear from you the issues you are experiencing so we can have them fixed ASAP.

Again, we are so sorry this. We are eager to make sure Webinar Ninja meets your needs and that these issues are sorted ASAP.

Best,
Omar
Co-founder of Webinar Ninja

Joshua Spodek

Mar 6, 12:24

This is a follow-up to your previous request #66 "Re: Multiple software issues"

Omar,

Your software is full of bugs.

I suggest you learn about them before you promote something that embarrasses your customers.

I just finished another webinar where your software's bugs embarrassed me. I can describe them to you so you can do something about them.

Can you please respond to this directly so I can talk to someone who I hope stands behind his product?

Thanks,

Josh