

# Web Conferencing Quick Troubleshooting Guide

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## JOIN AS A PARTICIPANT

### What do I need to join a web conference under the Mac Operating System?

*To attend the meeting under the Mac OS, you must be on a Mac OS 10.x and either Netscape 7.1+ or the new Apple Safari browser. Note: The Marker tool will not be available in the Safari browser.*

### What do I need to join a web conference under the Windows Operating System?

You need one of the following browsers: Internet Explorer 5.5+ or Netscape 7.1+.

### What do I need to join a web conference using the Linux Operating System?

You need one of the following browsers: Netscape 7.0+, Mozilla 1.0+.

### As a participant, do I need to download any special software to join the web conference?

No, you do not need to download any special software to participate. You only need a supported OS and a supported browser with Java Virtual Machine (JVM) installed and configured properly. If your system does not have a JVM or has a JVM but it is not configured correctly, you will not be able to view shared applications. However, you can still view published PowerPoint, Word and Excel documents.

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## JOIN AS A HOST

### With Full Functionality

To host a web conference with full functionality, you must be running a Windows-based Operating System with Internet Explorer 5.5 or higher.

### With Limited Functionality

You can join as a host with limited functionality if you satisfy the participant requirements. Limited functionality means that the host does not have the ability to share applications. Hosts joining from the Safari browser do not have access to the Marker tool.

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## TYPICAL JOINING QUESTIONS

**I can't login. I'm getting error messages.**

Make note of what the error messages are. Check login credentials and try again. Try reversing the credentials. If you have a pop-up blocker, you should disable it. Also, make sure Session Cookies are enabled in the browser.

**I can't login. The conference screen does not come up.**

Are you receiving any error messages? If so, make note of what they are. Make sure that cookies are enabled, pop-up blockers are disabled, and that the Internet connection is good.

**After I login, I only see a black screen.**

This is most likely a DirectX-related issue. DirectX may be corrupted or missing from the system. Reinstall or upgrade to the latest version of DirectX.

**My participant is unable to join my meeting.**

Make sure you have already started the conference. The Host must click the START button located on the web conference toolbar before participants can join the web conference. Make sure the participant is using the correct login credentials. Make sure that cookies are enabled, pop-up blockers are disabled, and that the Internet connection is good.

**When I click LOG IN, it says "Sorry, the conference you are trying to join is not in session."**

Either the Host has not yet started the conference, or the participant has entered incorrect login credentials. Check the credentials and try again.

**My participant is able to login, but nothing happens afterwards.**

Check whether the participant is running a pop-up blocker. A pop-up blocker will prevent the application control window from "popping" up and therefore participants must disable pop-up blockers or add the web conferencing application to the "safe" list.

**I clicked the LOG IN button but nothing happened.**

Check to see if you have a connection to the Internet. Check whether there are any error messages. If so, make note of what they are. If you have a pop-up blocker, disable it.

**The toolbar in the web conference window does not load.**

Contact customer support.

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**What type of documents can I publish?**

You can publish three types of document: MS Word, MS Excel and MS PowerPoint.

**How can I make changes to a published document?**

You cannot modify published documents. If you need to make any changes to the published document, first edit the document on your computer and then re-publish the file. The new document will replace the old one.

**I tried publishing my presentation but it failed. What caused this to happen? Where is my presentation?**

There are numerous possible causes for this problem. If the upload of the document never completed, there was probably a network connection interruption and you should try publishing the document again. If you received an error during the conversion stage, your document may contain unsupported features such as password protection.

**Is my presentation secure? Can other people see my presentation?**

To view your presentation, participants must join your session. Participants have no direct control over the navigation before, during, or after the presentation session. Secure Socket Layer (SSL) is used for all communications, ensuring that communications are secure between all parties. Hosts are given the opportunity to remove presentations from the server after each session is completed. If a participant bookmarks a page or slide during a meeting, he or she can return to it so long as you have not removed or replaced your presentation.

**Will embedded animations, audio, and video work after my PowerPoint presentation is published?**

In the conversion process of the PowerPoint file, each slide is converted into JPG images. As a result, any animations and embedded audio/video will be stripped off from the actual PowerPoint file.

**I am trying to publish a document and the status bar hasn't moved in over 5 minutes.**

Check the connection type (Dial-up, DSL, T1) and the file size. Publishing time is determined by these factors.

**What type of applications can I share?**

You can share any applications that you can open on your computer. In the Share Desktop mode, whatever you see on your screen is visible to participants.

**Are attendees required to have the software I'm sharing on their computer?**

No. Because you're only sharing a view of the applications on your computer, participants do not need any special software installed on their computers.

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**Can I share more than one application at a time?**

Yes, you can share any number of applications you want. After clicking the SHARE button on the toolbar, check the applications you want to share from the Select Application To Share window and click the SHARE SELECTED button. A view of the application(s) you checked will be shared. If you want to share your entire desktop, click the SHARE ALL button at the bottom of the Select Application To Share window.

**Why do participants sometimes see different white rectangular blocks covering parts of the applications being shared?**

When the Host is sharing a single or a number of windows but NOT the entire desktop, the white rectangular blocks represent the windows that are NOT being shared. This ensures that contents in the unshared windows are never visible to attendees.

**Do I have the ability to remotely control a participant's computer if he or she is on a different platform?**

Yes, this is possible when the platform being controlled is running a Windows-based Operating System in combination with Internet Explorer 5.5 or higher.

**I clicked SHARE and got the message to download ActiveX. I clicked YES but nothing happened.**

The ActiveX download could be blocked either in the firewall/proxy or in the browser setting. Check browser settings first. If the browser setting is okay, run the installation kit. If your machine does not have administrative rights, contact an IT admin to download the install kit.

**I clicked SHARE. The conference window minimized but nothing happened.**

The screen shouldn't change for the Host when the SHARE mode is turned on. Sharing will not occur in the conference window but rather in the running document. Verify that participants are seeing the Host's shared programs. If participants do not see the Host's shared program, the Host should restore the conference window and try again.

**I passed control to a participant but am unable to get it back.**

Control cannot be passed when the Presenter is in sharing mode. Ask the Presenter to stop sharing and to pass back control.

**My participant is not able to view the shared document or application.**

The participant likely does not have JVM installed on his or her PC. Take the participant through the System check. This will notify the participant if he or she is missing JVM. JVM must be installed for the participant to see shared documents.

**I cannot share an application or document with participants.**

It is likely that the Host is unable to accept the ActiveX download. ActiveX is required to share a document or application.

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**I am sharing my desktop, but participants only see a blank white screen.**

The JVM is most likely either missing from the system or has been corrupted.

**The application sharing performance seems slow.**

Check the Host and participant Internet connection (Dial-up, DSL, Cable, T1?). Check to see if either connections going through proxy server(s) and firewall. Check the system configuration and memory availability. Check that the JVM version isn't outdated.

Change resolution and color depth on the Host's computer. If going through a proxy, run the install kit.

**My participant is getting kicked out of the conference.**

Check what type of connection is the participant running. If he or she is using a dial-up connection, this may be the cause. If participants are going through any proxy, either bypass the proxy or run the installation kit.

**I don't see a SHARE button on the toolbar.**

Check the browser type (Netscape, IE, Mozilla). Users with a Netscape browser will not be able to share applications.

**What affects the performance of my meetings?**

A few factors can affect the performance of your web conference.

They are as follows:

- Your Internet connection speed
- Attendees' Internet connection speed
- The resolution and color depth of the applications being shared (if Share mode is on)
- The state of Internet traffic between you, participants and the Meeting servers
- The performance of firewall/proxy servers you and/or attendees go through if such devices exist

**Does it help if I have a high-speed Internet connection?**

Yes. However, if you have a high-speed Internet access but a participant is connected through a dial-up Internet service, then the web conference will be slow for that participant.

**What can I do to make the web conference perform faster?**

You should always try to be on the best type of Internet connection available. When you use the Share feature, change your resolution and color depth to the lowest acceptable settings. If the application being shared is not graphic-intensive, use the Best Speed option in the Select Application to Share window.



**For more information or to schedule a demonstration, please contact us:**

Client Instant Access, Fairfield, NJ 07004  
Telephone: 973-439-0088, Toll free: 888-226-9075 • E-mail: sales@callcia.com  
www.callcia.com