



Share webcam video

The meeting host may ask you to use your webcam to share video. When this is the case, a button enabling you to share your webcam will appear on the video pod. To share your camera, make sure your web cam is plugged in and click the **Share My Webcam** button. Adobe Flash may prompt you for permission. After granting permission, a webcam video preview appears. If you're happy with the preview, click **Start Sharing** to share your video with all participants. You can also click the webcam icon in the **Application Bar** to access your webcam and preferences.



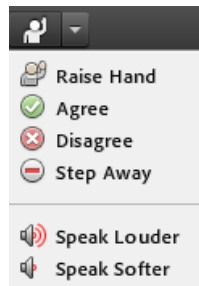
Change your status

Within a meeting, you can also change your status to provide feedback to the presenter and other attendees.

To change your status, click the arrow on the **Status Options** dropdown list on the **Application Bar** and select your desired status option.

If you select an option above the line such as **Agree** or **Step Away**, your status remains until you choose **Clear Status**.

If you choose an option below the line such as **Speed Up** or **Applause**, your status automatically clears itself after a number of seconds. When you set your status, an icon appears next to your name in the **Attendees** pod.



Chat

To send a message to everyone, simply type your message in the chat pod and hit enter or click the send icon. If the meeting host has enabled private chat, you can send messages to a specific attendee or group within the meeting. To do this, use the **Attendees** pod to hover over the name of the attendee you'd like to chat with, and select **Start Private Chat**. Alternatively, you can use the Pod Options menu in the top right hand corner of the pod to select an individual or group by clicking **Start Chat With**. Private chat messages show up in additional tabs to make it easy to distinguish between private and public chat.

If the host is using a **Q&A** pod instead of a **Chat** pod, then all messages are moderated and private chat is not available.



Issue

I cannot get into the meeting

Solution

If you are having trouble joining a meeting try the following:

1. Enter the meeting as a Guest user by entering in your First and Last Name in the Guest field.
2. Click the Help link on the Meeting Login page. This takes you to the Test Meeting Connection page where you can verify that your computer meets all necessary requirements. If you do not pass the test you will be given instructions for what you need to do.
3. Make sure popup blocking software is not blocking your meeting window.
4. You may be using a proxy server. To resolve this in Internet Explorer, select Tools > Internet Options > Advanced tab. Then enable the setting Use HTTP 1.1 through proxy connections. After doing this, clear your cookies, close all browser windows and attempt to re-enter the meeting.

I cannot hear any audio

1. Verify that your computer speakers are on and your computer's volume is at an audible level.
2. Check to see if the meeting host has provided teleconference information. If this is the case, you need to dial in via telephone to hear meeting audio.

I have been granted rights to speak, but no one can hear me

If you are having trouble sharing your voice try the following tasks:

1. Make sure your computer microphone is not muted.
2. Run through the Audio Setup Wizard. To do this, select **Meeting > Audio Setup Wizard**. The wizard guides you through five steps in which your computer is tuned for optimal VoIP.
3. You may have elected to deny the Flash Player access to your computer's microphone. To verify this, right click in the meeting window and choose **Settings** to view your Flash Player settings. In the dialog box, choose **Allow**.

The host is sharing their screen, but it is fuzzy

If you are having trouble seeing a hosts screen, try the following:

1. Click the Full Screen button on the top of the Share pod.
2. View the full resolution by using the pod options menu in the top right hand corner of the pod to select **Change View > Zoom In**.