C-Meeting

<u>Frequently Asked Questions</u>

1. **What are the System Requirements?**
   - Desktop or Laptop
     - Hardware
       - Pentium Dual Core or higher
       - 4 Gb RAM
     - Operating System
       - Windows 7, Windows 8, Windows 10
       - Mac 10.6 or higher
     - Browser
       - Internet Explorer 11
       - Safari
       - Firefox
       - Microsoft Edge*
       - Chrome *
   - Opera*
     - * **NOTE:** Microsoft Edge, Google Chrome, and Opera currently do not support the C-Meeting plugin for Desktop and Application Sharing.

     - Flash plugin 11.9 or higher
   - iPad
   - iPad 2 or higher
   - iOS 6 or higher
   - Network
     - HTTP and HTTPS
     - 1Mbps or higher upstream and downstream (2Mbps Suggested)

2. **How do I connect my meeting audio?**

   Once you have joined the meeting, all audio connection options can be found at the top center of the screen:
     - **Dial-In**: This option provides dial-in from your telephone. Click the "Dial In" icon. The dropdown menu will display the meeting telephone
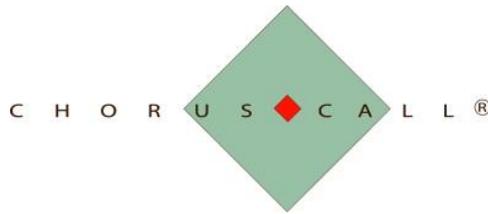
number, the meeting passcode, and the meeting PIN number if applicable. Dial the telephone and enter the passcode and/or PIN number as prompted.

- o **PC Audio**: This option provides a direct audio connection through your PC. Click the "PC Audio" icon and then click "Start a Call" to connect the meeting audio. **Note:** If you are utilizing PC audio, it is highly recommended that you wear headphones or earbuds to prevent echo feedback.

- o **Call Me**: This option provides dial-out to the telephone number of your choice. Click the "Call Me" icon and select which phone connection you would like to utilize. If prompted, please enter the telephone number that you would like C-Meeting to call you at.

Note: Depending on your C-Meeting license and/or room configuration, any of the above options may or may not be available for your particular meeting. If an option is not available on the room or account, the icon for the option will appear grey and will not allow you to connect your audio by that method.

3. **Where is my PIN? I am being asked to enter a PIN when I dial-in over my telephone but I cannot find it in my invitation email.**

If you are joining the meeting as a guest and do not have a C-Meeting account, join the meeting from the link in your invitation email. Follow the steps provided under the "Dial In" option found in FAQ item 2 above. Your Personal Identification Number (PIN) will be listed in the dropdown menu and you can enter it when prompted on the phone.

If you have a C-Meeting account, you will be assigned a permanent PIN which can be used for all meetings that require it. A registered user's PIN can always be found in their user profile, the main meeting page, or in the "Dial In" option found in the top center panel of the meeting itself.

4. **What is the difference between a Passcode and a PIN? Does my meeting have to use a PIN?**

A passcode is a number that identifies a specific meeting room. A PIN is a number that identifies an individual user and links the user's audio and data connection together in a meeting. All meetings will have a passcode for telephone dial-in if telephone connectivity is enabled in the room. However, the meeting organizer may choose to configure a meeting to not require a PIN for audio dial-in over a telephone. This can be achieved under the customize menu during meeting creation. **Note:** Advanced customization options may be disabled depending on the type of C-Meeting license that you signed up for.
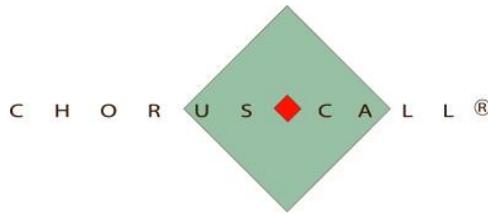
5. Why can't I hear anyone? Why can't they hear me?

Check to make sure that the microphone or telephone is not already in use by another PC program or telephone call. Then connect your audio through one of the options listed in item 2 of the FAQ above. If you cannot hear your participants, attempt to contact them and have them follow the instructions listed in item 2 of the FAQ above. If connected via PC audio, check to see if a green bar moves on your audio slider found near the top of the screen when you speak. This indicates that your audio is broadcasting to the meeting.

6. How do I connect my audio on an iPad?

iPad users can dial-in via a telephone using the phone number and passcode for the meeting. iPad users may also sign in as a registered user and join via web-call (VOIP). If the web-call feature is disabled, please follow the steps below:

1. Exit from the current meeting and open the side menu on the meeting list page.
2. Select settings.
3. Enable the "iPad Audio" feature using the toggle switch.
4. The first time you use the web-call feature on the device, the application will ask your permission to use the microphone. Tap "Ok" to grant permission.
5. Once that is completed, ensure that the C-Meeting app is allowed to use the microphone by checking the following:
    1. Open the iPad General Settings
    2. Select Privacy and then select the Microphone submenu
    3. Enable the C-Meeting application using the toggle switch

7. Why can't other users see my webcam video image?

Make sure your webcam is plugged in properly and recognized by the PC prior to joining the meeting. Make sure the camera is free of any physical objects obstructing the view. Also, ensure that no other programs are running on the PC that may be currently using the webcam. Next, make sure that your webcam is published in the meeting by moving the mouse cursor over the bottom portion of your webcam image. You may click on the camera icon to publish or unpublish your webcam image respectively.

8. How many characters can be typed into a single chat message?

A maximum of 300 characters can be entered into the chat field.
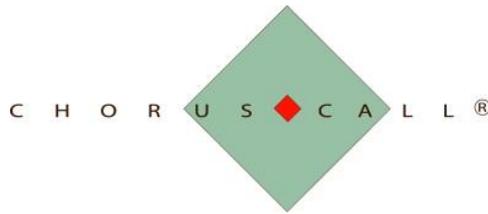
9. **What is the video resolution and frame rate for my webcam?**

    Based upon your C-Meeting license and the settings an organizer chooses for their individual meeting, the webcam may broadcast in any of the following resolutions and framerates:

    - Low quality 160x120 – 10 fps
    - Medium quality 320x240 – 10 fps
    - High quality 320x240 – 20 fps
    - Very high quality 320x240 – 25 fps

10. **How many people can I see?**

    If a meeting organizer allows users to publish their webcams, all users may do so. As many as 10 web cams can be viewed simultaneously by any single user. If there are more than 10 participants in a meeting, each user may specifically choose which 10 webcams they would like to view.

11. **How many users can join a single meeting?**

    C-Meeting can support up to 250 total participants in a single meeting session for audio, data, or both. However, the number of participants allowed to join a single room will be based upon how many people are assigned to your license for the room.

12. **Can I upload documents, photos and videos prior to my live meeting?**

    Yes. After a meeting has been created, find the meeting in the C-Meetings tab located at the top of the page. Click on the meeting listing to go to the meeting page. Below the meeting information, select the specific tab for the type of file you would like to upload and then click 'add'. Follow the prompts that appear and upload the necessary files.

13. **Can I upload documents, photos and videos during my live meeting?**
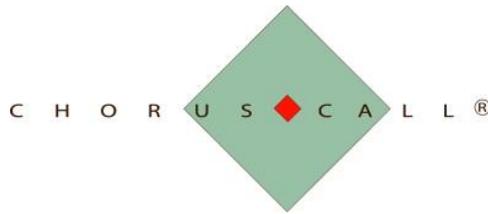
Yes. Select the library tab and then select the specific type of file you would like to upload. Click on the browse button and follow the prompts to upload the file from your system.

14. Can I upload a poll prior to my live meeting?

No. All polls must be entered after the meeting has been started from the "Voting" tab.

15. Do I need to download anything to use C-Meeting?

C-Meeting requires Flash to be installed in the browser and it is recommended to use the most current version available. If you are not running a current enough version of Flash, you will be prompted to download and install it upon attempting to enter a meeting.

Additionally, a download is required for the sharing plug-in if you choose to share your desktop/content during a meeting. If you do not have the sharing plugin installed, you will be prompted to download it if you try to share any content under the APPS tab. Once the download is completed, click on the download to install it. Your browser will need to reconnect to the meeting after the installation process.

16. Can I customize my meetings?

Yes - when creating a meeting, click on 'Customize' found in the top right corner of the main meeting creation screen for all options available. **Note:** Advanced configuration options will only be available if your account license has been configured with these features.

17. When creating a meeting, what is the functionality of each visibility option?

- Private on Invitation – Only registered users (users with a C-Meeting account) invited with the INVITE button (or specified in third step of meeting creation) may participate.
- Private - Registered users with meeting private link (shared via email or copied from the clipboard in the "Get Meeting Link" button in the invite screen) or registered users with the Passcode may participate.
- Private + Guest Join – Registered users and non-registered users (guests) with a private link or Passcode may participate

18. Do I need to be a registered user to view a meeting playback?
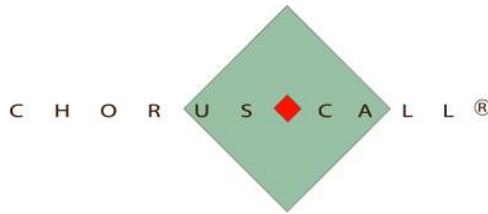
Yes – the meeting playback is currently available only to registered users. This allows the host of the playback to also track the users that have viewed it. To become a registered user please go to www.c-meeting.com and 'Sign up'.

19. How secure is C-Meeting?

The C-Meeting site connection is protected with a 128-bit AES encryption. Additionally, the C-Meeting site is an https secure site.

20. Can I join a meeting via phone only?

Yes - the user can simply call in with the Dial-in phone number, passcode, and PIN. Please note that only registered users will have a pre-determined PIN which is located in the user profile, the main meeting page, or in the meeting dial-in option found in the meeting itself. If you are not a registered user, you must log in to the data portion of the meeting to obtain your guest PIN which can be found under the "Dial-In" option at the top center of the screen. **Note:** A meeting organizer can configure a meeting to not require a PIN, which will allow phone-only users to join without logging in.

21. Can I download a recording?

C-Meeting currently does not support downloading recorded meetings. However, recorded meetings may be viewed online with the same meeting link provided during the live meeting. **Note:** The same privacy options set during meeting creation for the live meeting will also apply to the meeting recording. To allow any user to view the recording from the meeting link, please ensure that "guest join" is enabled during meeting setup.

22. Are all webcams captured if my meeting is recorded?

Only the organizer's webcam is recorded during a meeting.

23. What are the bandwidth requirements for C-Meeting?
The major bandwidth consumers are webcam image complexity and high motion video. In general, a single connection for webcam requires ~200kbps. Another large bandwidth consumer is the content sharing feature. The bandwidth that is required for sharing varies greatly; anywhere from 100kbps to 1Mbps. This depends on the content that is being shared. Complex images and quick content changes are great bandwidth consumers. The use of an audio telephone does not require additional bandwidth. The use of PC web audio requires an additional ~100kbps. Please be aware that upload and download speeds depend on your internet provider.

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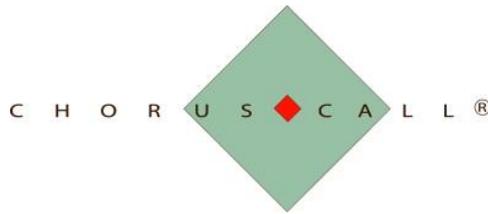
24. Does a 'call to action' feature exist?

You are able to enter any desired URL in the public chat area and send it to everyone. You can click directly to the link to view the webpage. All event participants can click on links posted in the public chat. The same functionality also applies to private chat messages as well.

25. What is the difference between the meeting presets?

Each of the meeting presets will allow a default setup for particular types of meetings. Each preset will have specific options enabled and disabled by default. Each of these options can still be customized in the "Customize" portion of meeting creation if that option is enabled on your room. Although there are many differences between the various presets, the general options for each are as follows:

- **Business:** This setup allows for all participants' audio to be active within the conference as soon as it begins. No one is restricted from speaking unless the organizer or a moderator chooses to restrict them. The organizer may share content and pass sharing controls to other users in the meeting.
- **Town Hall:** This preset will allow only the organizer to speak into the meeting and present their content. If standard participants would like to speak in this meeting format, they must raise their hand under the Q&A tab and type in the question they would like to ask. The organizer will then choose which participants may speak during the meeting.
- **Streaming:** The streaming preset will allow only the organizer to present content and speak into the meeting. All other users are joined in listen-only mode and may view the meeting but will be unable to interact in this meeting format.
- **Telemedicine:** This meeting preset is designed for one-on-one consultation meetings. All users of this meeting type are automatically joined to PC audio. Text chat and content sharing are disabled by default in this meeting preset.

26. What if my connection appears blocked and I cannot connect?

Make sure your network has one or all of the following ports open: 1935(rtmp), 80(http), 443(https).

27. Can I run simultaneous meetings under the same account?

A host can have multiple meeting rooms that can be accessed simultaneously. Event presenters can join one meeting while invitees join the main conference. The host can move between both. Once the presenters are ready they simply drop off of the pre-

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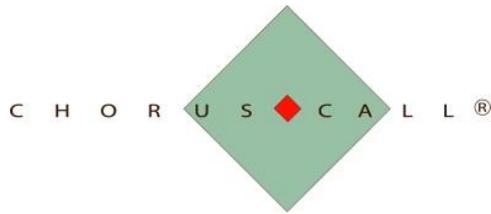
event meeting and join the main conference. The host then finds the presenters in the main conference and gives them presentation rights accordingly.

28. What is a meeting password and how do I set it up?

A meeting password is an extra layer of security for the entire meeting. Please follow the steps below to set up a meeting password.

1. Enable the "meeting password" feature when creating the meeting which is found under the "Customize" menu.
2. Join the live meeting at the scheduled time.
3. Connect via phone (either by dialing-in or dialing-out): no password is required for this step.
4. Click on the "Password" button found near the top center of the screen: a prompt will pop-up and ask the organizer to enter the meeting password.
5. Type in a numeric password in the input box and click "Set"
6. At this point, every user including the organizer will be prompted to enter the password:

   - When joining via web site, a popup will prompt all users to enter the password.
   - When dialing-in or out over the telephone, the password must be entered when prompted, followed by the pound key.

29. Is Google Chrome supported? Why can't I share content using Google Chrome?

Google chrome is supported for viewing a meeting as Google supports a built-in Flash plugin. However, as Google has discontinued plug-in support for the Chrome browser, it can no longer be used to share content via the sharing plugin.

30. What is the maximum size of a file that can be uploaded into the library?

The maximum file size is 15 MB.

31. How do I make sure the Sharing Plugin on my browser has been enabled for C-Meeting?

- Mozilla Firefox
  - Select Menu on top right corner
    - Select 'Add-ons'
    - Select 'Plugins' on the left side
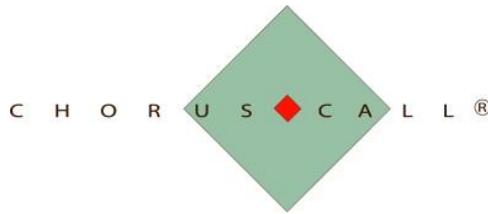
   o Ensure 'Sharing Plugin' is enabled
- Internet Explorer
   o Select 'Tools'
   o Select 'Internet Options'
   o Select 'Security'
   o Select 'Custom level'
   o Ensure 'Run ActiveX controls and plug-ins' is enabled
   o NOTE: In IE the Sharing Plugin active X is installed as a regular program

32. Who is visible during a Q&A Meeting?

- During Q&A meetings only the moderator webcam is always displayed. The webcams of other participants are automatically activated (with participant approval) when they are given the floor by the moderator.

33. Why are both my webcam and other user's webcams indefinitely listed as "Connecting"?

- Check to make sure you are not running any other webcam based programs on your system simultaneously with C-Meeting. If you join a meeting but another program is already utilizing the webcam, C-Meeting will be unable to acquire the webcam. To solve this, simply exit the meeting, shut down the other webcam programs, and re-enter the meeting and publish your camera.

34. Why have no participants received an invitation to my meeting that takes place in an "Always Available" room?

- When a meeting is taking place in an always available room, email invitations will only be sent out after the organizer joins the meeting because this is considered by the platform to be the "start" of the meeting. Once the organizer joins, all invitations will be sent to the appropriate participants.

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