

Quick Guide to Joining 1. Use a google chrome Browser (or Microsoft edge) 2. Click on the Link Meeting link or copy and paste it in your browser Select your audio and video 3. Enter Your Name 4. Join as a Moderator/ Participant 5. Click on the settings tab to review your camera/ mic source before joining 6. When you are ready to connect, click on 'CONNECT' to hear the meeting proceedings **Best Practices:** Please ensure that you close other applications running on the same system which may have access to your camera e.g. Teams, Zoom, others. Talk to test your microphon CONNECT Connect to the internet using Lan for good audio and video quality for your meetings, especially if you are the meeting presenter. Other options X NO AUDIO

Troubleshooting external devices

- 1. If you are using a USB webcam or Headset, please connect them to your laptop/desktop before you access the C-meeting link so that they are detected automatically by the browser.
- 2. If you are unable to see your webcam/Headset device name in the settings tab, please sign out from the link close the browser and login again.
- 3. If you are still unable to access the webcam please test the webcam on https://webcamtests.com/ by allowing the camera access and check if you are able to see your camera feed.

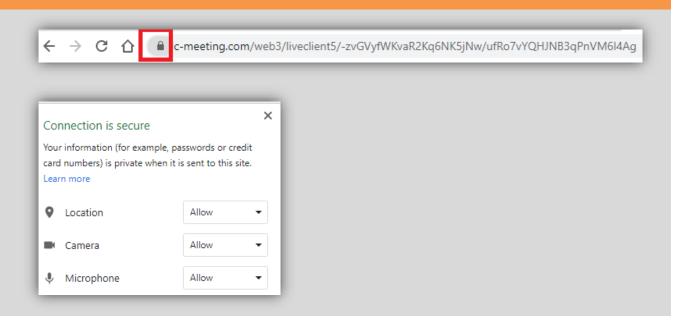
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C-Meeting Trouble Shooting Guide

Troubleshooting Browser related access permissions

Should user experience a challenge in connecting to the microphone, user may publish their microphone and webcam access by clicking on the **lock** icon on the browser address.

On Clicking the LOCK icon, you will be able to 'Allow' Microphone/ Camera access



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You may access the browser setting by clicking on Ellipsis (Menu icon) available on extreme right. Click on Settings and search microphone in the search bar. Select site settings

Check Permissions for Microphone and Camera You will be informed about the default microphone that has been accepted by the browser, if need be select on the drop down and select the correct output. The setting will provide a description on which sites have been allowed permission to microphone and camera

Q	microphone	8
Privacy	y and security	
Î	Clear browsing data Clear history, cookies, cache, and more	•
٩	Cookies and other site data Third-party cookies are blocked in Incognito mode	•
0	Security Safe Browsing (protection from dangerous sites) and other security settings	•
	Site Settings Controls what information sites can use and show (location, camera, pop-ups, and more)	•

Troubleshooting PC Settings

Click on the taskbar up arrow Click on microphone

- You will be navigated to control panel (Microphone) which will allow you to select the enabler and disabler against each application using microphone and camera access.
- Allow Desktop Apps to Access your Microphone. (*This will provide information of the browser that is picking up with audio*).
- Click on the taskbar speaker/ volume icon. Right Click on the icon and select 'Open Sound Settings'









• Select appropriate input and output for audio

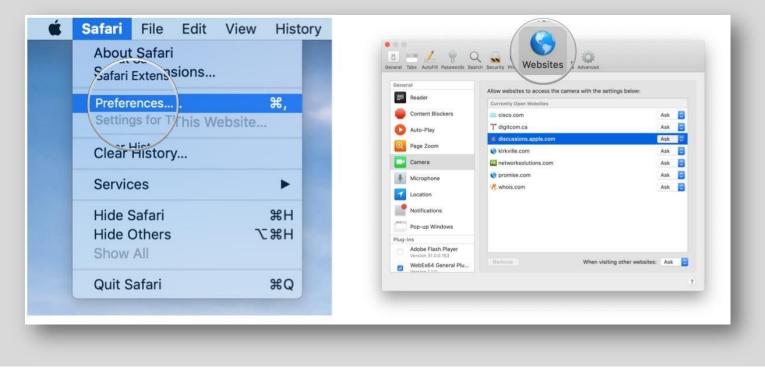
Settings		-	×
ය Home	Sound		
Find a setting	Output		
System	Choose your output device		
🖵 Display	Speakers (Jabra BIZ 1500) V		
小》 Sound	Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.		
Notifications & actions	Device properties		
 J Focus assist 	Master volume (小) 100		
🖒 Power & sleep	▲ Troubleshoot		
□ Storage	Manage sound devices		
-8 Tablet			
⊒† Multitasking	Input		
Projecting to this PC	Choose your input device Microphone (Jabra BIZ 1500)		
X Shared experiences	Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced		
🛱 Clipboard	sound options.		
✓ Remote Desktop	Device properties		
 About 	Test your microphone		

- Go to Windows settings on the device Camera Privacy settings click on Change and see if the Application on the device have access to Camera. If this does not work move to step 2.
- Click on Device Manager (windows key + R type **devmgmt.msc** -Enter), Click on Cameras – Properties (Do not check box- do not delete application) -Uninstall - Under actions click on Camera and re-install the drivers. (Should be the last option as this involves uninstalling the App-Camera)



Apple Devices

- From the Safari menu, choose Preferences.
- Click the Websites button.
- From the General section of the sidebar, click Camera.
- Click the pop-up menu for "When visiting other websites" and choose Ask, Deny, or Allow, depending on your preference.
- The settings work in the same way for your Mac's microphone and your Camera. Simply click Microphone or Camera in the sidebar. Similarly, you can change the setting for currently open websites to suit your preference.



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Reader	Allow websites to access the camera with the settings below:		Reader	Allow websites to access the camera with the settings below:	
Content Blockers	Currently Open Websites	Ask 👩	Content Blockers	Currently Open Websites	Ask 👩
Page 2] ⁻ digitcom.ca	Ask 👩	Auto-Play] ⁺ digitcom.ca	Ask 📴
Fage 2	discussions.apple.com	Ask 😳		discussions.apple.com	Ask 😳
	Skirkville.com	Ask 🔯	Page Zoom	😸 kirkville.com	Ask 📴
Camera	C networksolutions.com	Ask 📴	Camera	M networksolutions.com	Ask 🔁
	S promise.com	Ask 🔁	Microphone	😋 promise.com	Ask 🔁
	n whois.com	Ask 🔁	Location	18 whois.com	Ask 🔁
Micron					
Notifications			Notifications		
Pop-up Windows			Pop-up Windows		
ug-ins			Plug-ins		
Adobe Flash Player Version 31.0.0.153			Version 31.0.0.153		
WebEx64 General Plu	Remove When vis	iting other websites: Ask	WebEx64 General Plu	Remove When vis	iting other websites: Ask

Apple IoS/ Mac- Clear Browsing History

- From the Safari menu, choose Clear History....
- From the Clear pop-up menu, choose how far back you want to go.
- Click Clear History.



Network / Port Related issue

Step 1: If you are using Home/Office network

- 1. LAN
- 2. WIFI
- Home: Please check LAN Cable/WIFI is properly connected to a device. If it is connected properly and working open the browser and check your internet speed (Step 2)
- Office Network: If you are you using your office network (Firewall enable). Please check with your IT team, if there is any port restriction

Web Servers

www.c-meeting.com 12.147.218.185 TCP 80 (HTTP) 12.147.218.185 TCP 443 (HTTPS) webcast.choruscall.com 12.147.218.186 TCP 80 (HTTP) 12.147.218.186 TCP 443 (HTTPS, HTTPS/Secure Web Socket)

Step 2: Check Internet Bandwidth at https://www.speedtest.net/

<u>Note:</u> Required 1 Mbps upstream and downstream (2 Mbps suggested) If above steps do not work, please check with IT team.