

C-Meeting Trouble Shooting Guide

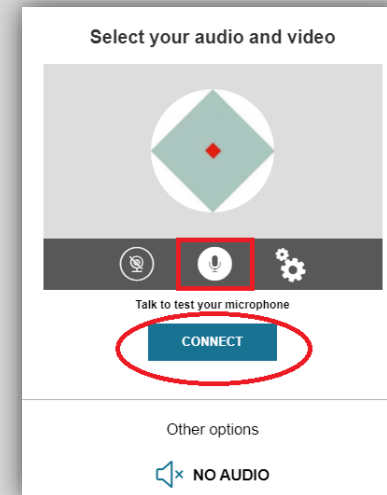
Quick Guide to Joining

1. Use a google chrome Browser (or Microsoft edge)
2. Click on the Link Meeting link or copy and paste it in your browser
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:

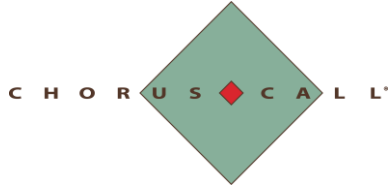
Please ensure that you close other applications running on the same system which may have access to your camera e.g. Teams, Zoom, others.

Connect to the internet using Lan for good audio and video quality for your meetings, especially if you are the meeting presenter.



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.

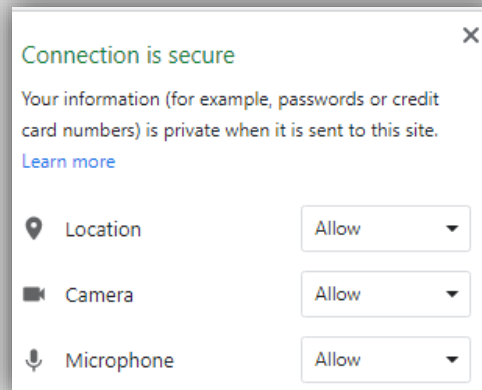
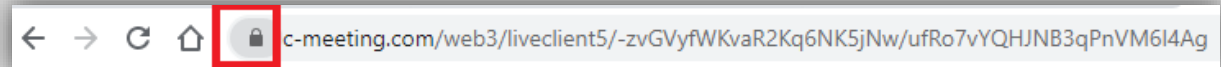


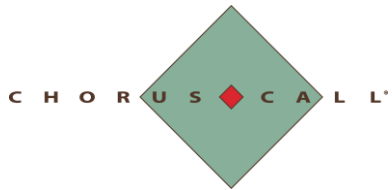
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Troubleshooting Browser related access permissions

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

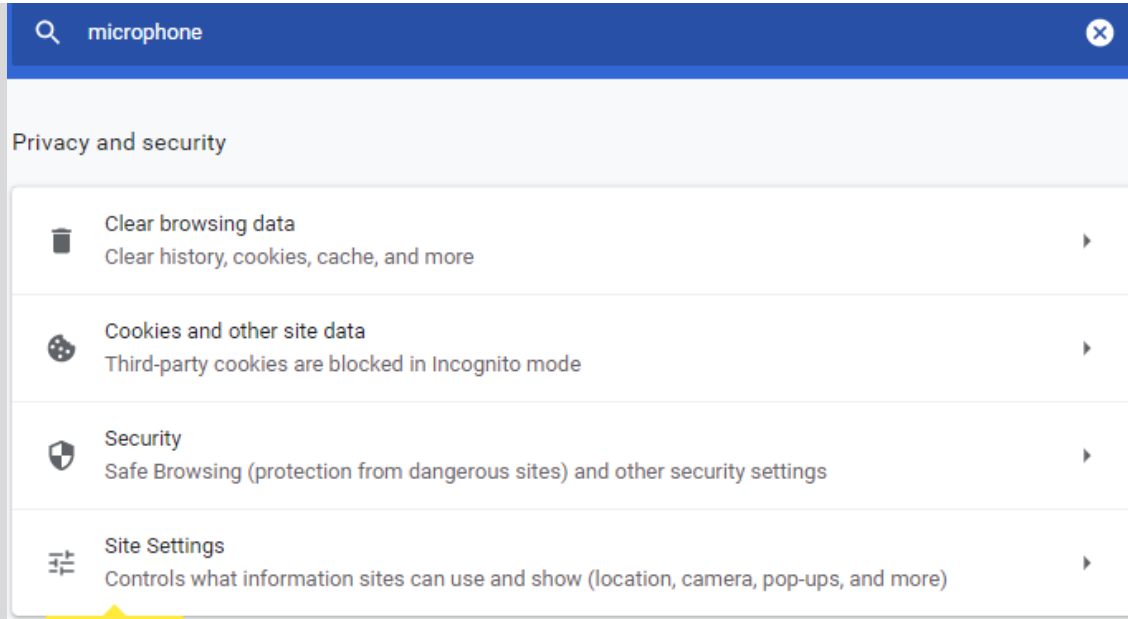




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You may access the browser setting by clicking on Ellipsis (Menu icon) available on extreme right. Click on Settings and search microphone in the search bar. Select site settings

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

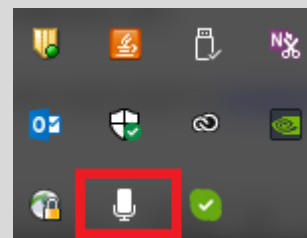


Troubleshooting PC Settings

Click on the taskbar up arrow

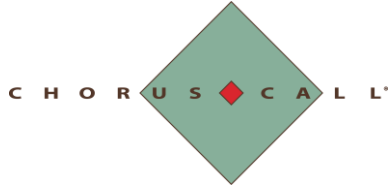
Click on microphone

- 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*).



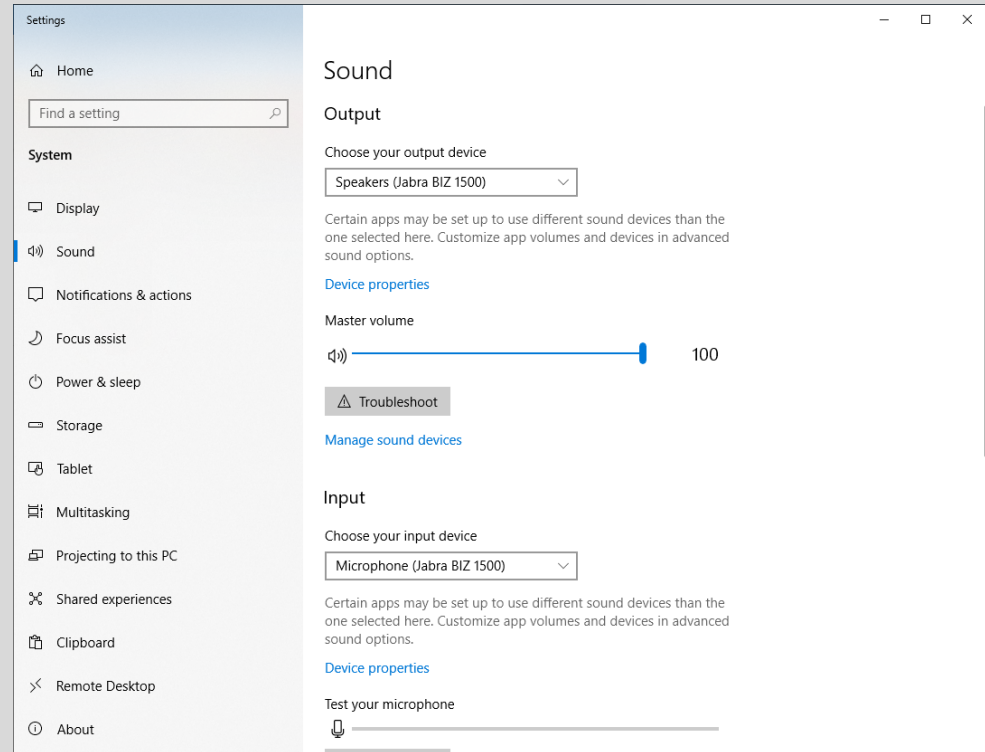
- Click on the taskbar speaker/ volume icon. Right Click on the icon and select 'Open Sound Settings'



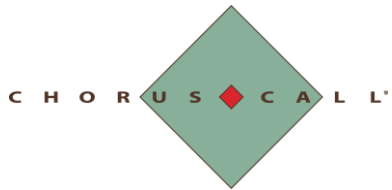


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- Select appropriate input and output for audio



- 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)*

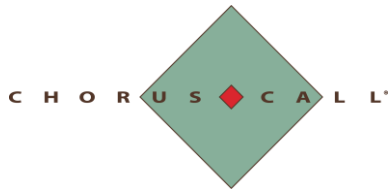


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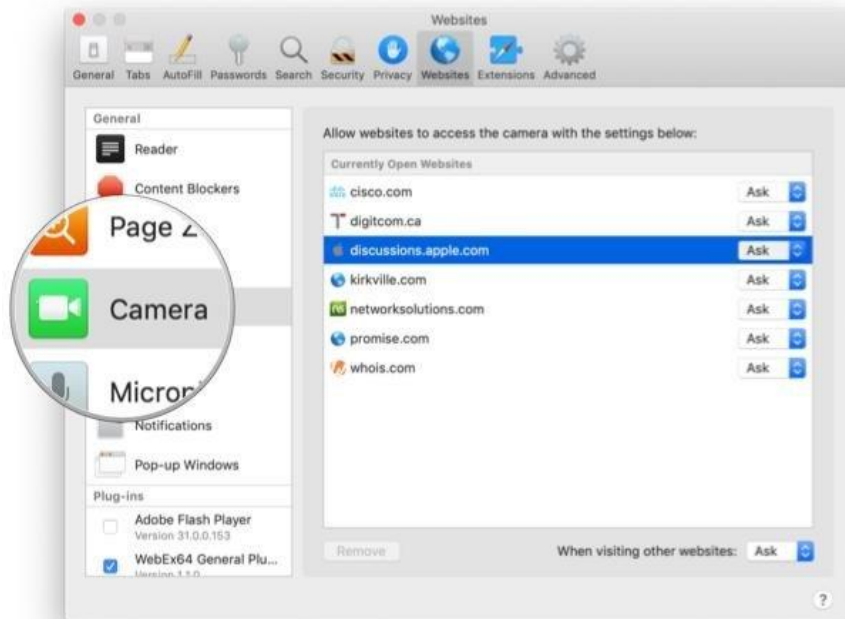
Apple Devices

- 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.



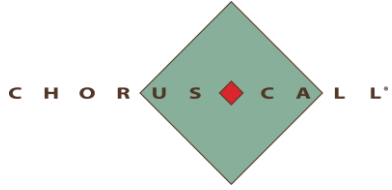


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Apple iOS/ Mac- Clear Browsing History

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



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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/>

Note: Required 1 Mbps upstream and downstream (2 Mbps suggested)

If above steps do not work, please check with IT team.