



Before
You Start.

www.clickmeeting.com

1

Devices plugged in and working correctly



Make sure your microphone and camera are working

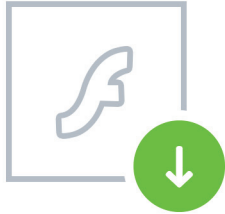


Make sure you don't have any other application running that requires the camera and microphone (i.e. Skype),

as this could interfere with ClickMeeting if both are running at the same time.

2

Up-to-date software



Use up to date version of chosen browser and Adobe Flash Player

3

Ports

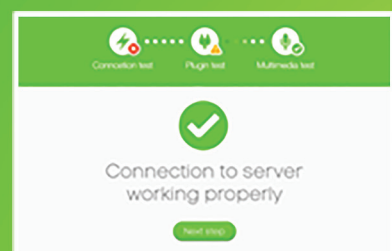
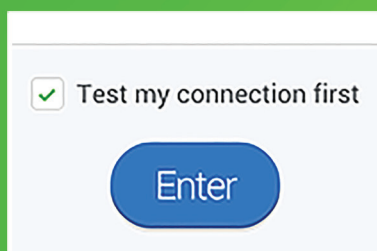


Important for companies with restricted environments

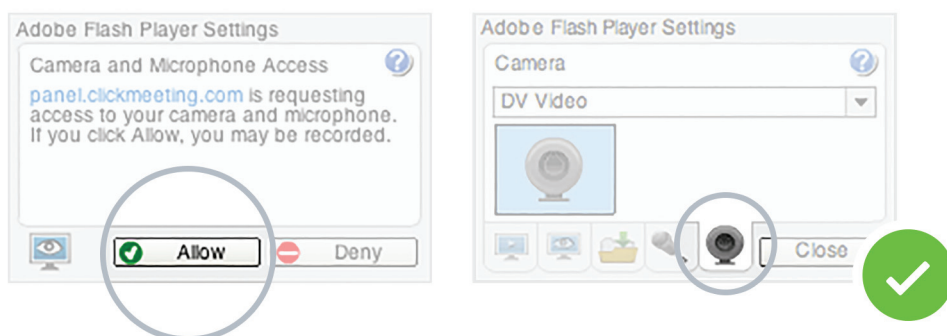
1935 80 443 ✓

Make sure that required TCP ports are open: 1935, 80 or 443

All these things can be checked by using 'Test Your Connection' feature before you log in



Settings



If everything is OK, go to your event room and allow Flash Player to access your device by clicking the Allow button

If you do not see or hear anything, go to the Camera and Voice pod and click the Settings icon then Audio/Video settings. Using the drop down list(s), check whether the correct microphone and camera are chosen. If not, choose the correct device(s).

Echo



Echo is caused when the microphone is forwarding sounds emitted by the speakers.

To avoid this problem, we recommend using phone headsets. Additionally, you can go to Audio/Video settings, choose Advanced microphone settings and check the Use echo cancellation box.