

MeetingCentre™ FAQs

InterCall, a subsidiary of West Corporation, in partnership with WebEx Communications, Inc provides MeetingCentre web conferencing services. Because MeetingCentre is powered by WebEx™, this guide makes several references to the company name, platform and features.



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What Do I Need to Host or Attend a Meeting Using Microsoft Windows?

Minimum requirements to host or attend fully interactive meetings using Meeting Manager for Windows:

- + Windows 98, Me, NT, 2000 or XP
- + Intel x86 (Pentium 400MHZ +) or compatible processor
- + Microsoft Internet Explorer 5, 6, Mozilla 1.6 or later or Netscape 4.7, 7.x
- + JavaScript and cookies enabled in the browser
- + 56K or faster Internet connection

A localised version of Windows is required to host or attend fully interactive meetings on Asian versions of MeetingCentre (Japanese, Korean, Traditional Chinese, and Simplified Chinese).

What do I need to host or attend a meeting using Mac OS?

Minimum requirements to host or attend fully interactive meetings using Meeting Manager for Mac OS:

- + Mac OS 10.2.x or later
- + Internet Explorer 5.2 or Safari 1.1 or later
- + JavaScript and cookies enabled for the browser

What do I need to host or attend a meeting Solaris?

Minimum requirements to host or attend fully interactive meetings using Meeting Manager for Solaris:

- + Solaris 8 or 9
- + Java Plug-In 1.3.1 or later
- + UltraSPARC or SPARC processor
- + 512 MB RAM
- + Netscape 7 or Mozilla 1.6 or later
- + JavaScript and cookies enabled in the browser
- + 16-bit or better video display
- + CDE
- + 56K or faster Internet connection

What do I need to host or attend a meeting Linux?

Minimum requirements to host or attend fully interactive meetings using Meeting Manager for Linux:

- + Red Hat Enterprise Linux , Red Hat Desktop and SuSE Linux
- + Other Linux distributions may work if they are using:
 - Linux Kernel 2.4+
 - Java Plug-In 1.4.1 or later
 - Xfree86
- + Intel x86 (Pentium 400MHZ +) or compatible processor
- + 128 MB RAM
- + Netscape 7 or Mozilla 1.6 or later
- + JavaScript and cookies enabled in the browser
- + GNOME, KDE or other compatible desktop manager
- + 56K or faster Internet connection

What do I need to host or attend a meeting HP-UX?

Minimum requirements to host or attend fully interactive meetings using Meeting Manager via HP-UX:

- + HP-UX 11 or HP-UX 11.11
- + Java Plug-In 1.3.1 or later
- + PA-RISC processor (500MHZ+)
- + 512 MB RAM
- + Mozilla 1.4+ or Firefox 1.0
- + JavaScript and cookies enabled in the browser
- + 16-bit or better video display
- + CDE
- + 10/100 LAN based connection

What do I need to host or attend a meeting using Citrix?

Minimum requirements to host or attend fully interactive meetings using Meeting Manager via Citrix:

- + Platforms supported: Windows XP SP1 and Windows 2000 SP4
- + Browsers supported: Internet Explorer 5 or higher, Mozilla 1.4.1 or higher, Netscape 4.7 or higher

How do I schedule meetings using Microsoft Outlook?

You can download the installer from the Resource Centre on www.meetingcentre.net, and install it. You can then use Outlook to schedule MeetingCentre meetings, invite attendees and start meetings. Attendees whom you invite can join the meeting from their Outlook Calendars.

What happens if I invite people who are not using Outlook or are not in my organisation?

These invitees receive a normal invitation email message, which contains a link that they can click to join the meeting.

How do I schedule meetings using Lotus Notes?

You can download the installer from the Resource Centre on www.meetingcentre.net, and install it. You can then use Lotus Notes to schedule MeetingCentre meetings, invite attendees, and start meetings. Attendees whom you invite can join the meeting from their Lotus Notes Calendars.

Do I have to download software to host a meeting?

To use all of the interactive features in a meeting, you must run Meeting Manager on your computer. Meeting Manager lets you or anyone in the meeting share most types of documents or applications. Unlike the old methods of installing software from a disk or downloading and installing it manually over the Internet, your meeting service automatically downloads and sets up Meeting Manager for you. In fact, each time you participate in a meeting, Meeting Manager maintains itself by checking for the latest version and automatically updating itself, as necessary.

For first-time users, the Meeting Manager for Windows download is approximately 1.0 MB. Meeting Manager then downloads only updated components as needed.

How do I install and uninstall the Meeting Manager with the MSI Installer?

To uninstall, simply re-launch the installer and choose the uninstall option.

What affects the performance of my meetings?

Because MeetingCentre provides real-time collaboration and sharing over the Internet, performance depends on both the Internet itself and the MeetingCentre service. We constantly monitor service and network performance and continually enhance the infrastructure to keep MeetingCentre services highly available and reliable.

Some of the factors that affect performance are:

- + the speed of your computer's connection to the Internet
- + the performance of your Internet service provider
- + overall Internet traffic on your routed connection to the MeetingCentre server
- + performance of firewall and proxy servers if your computer is behind a company firewall

I have a high-speed internet connection. Does that help?

Although you may have a high-speed connection to the Internet, there can often be congestion or packet loss on the Internet, between you and the MeetingCentre servers on the WebEx Interactive Network. You usually can't do much about such problems other than inform your network administrator or Internet service provider. Problems are often transient and resolve themselves over time. However, you should report serious, persistent problems. Of course, more bandwidth usually allows more throughputs—but not always. For example, a clear 56K modem connection can perform well while a congested 'high speed' T1 connection can seem terrible. Furthermore, a good connection won't help an attendee in a meeting if the presenter has a poor connection. Thus, it's most critical that the presenter have a good connection.

What can I do to speed things up?

First, get the fastest connection that you can. ISPs are rapidly deploying DSL, cable modem and T1 connections. Dial-up modems can do the job but anything less than 56K is probably too slow. Even with a 56K modem your actual connection speed may vary.

Next, try using document and presentation sharing instead of application or desktop sharing. Document and presentation sharing use less bandwidth. Also, sharing documents or presentations that contain fewer graphics can improve performance.

Also make sure the presenter has a fast connection. It doesn't help if the attendees are all on T1 connections and the presenter is on a slow modem connection.

Finally, you can test your connection to determine what is causing the problem.

How can I test performance?

The Trace Route utility on your computer can help you to determine where problems are occurring between your computer and the MeetingCentre server. On Windows, open a DOS prompt or a Command prompt window then type:

+ `tracert your_site_URL`

+ where 'your_site_URL' is the address for your meeting service website. Ensure that you include a space after 'tracert'.

When running Trace Route, your computer sends packets of information across your connection to measure the amount of time it takes for the packets to reach the meeting server. Ideally, packets should take between 1–60 ms to reach the server. If packets take between 60–100 ms to reach the server your connection is slow and may be noticeable in a MeetingCentre web conference. Times longer than 100 ms are likely to seem unacceptably slow. If you continue to experience poor performance, consult your network administrator.

What is the difference between document sharing and application sharing?

Document sharing uses a printer driver (the WebEx Document Loader) to create an image of your document, which is then presented for review and markup in the Meeting Manager content viewer. This image is much like a printed document or fax—that is, you cannot edit it. This image requires relatively little bandwidth and thus works well at slower connection speeds.

On the other hand, application sharing sends images of the application in real-time, allowing you to edit documents as well as show all of an application's features such as menus and tools. This type of sharing is much more powerful and requires more bandwidth.

What types of files or applications can I share?

You can share virtually any document or application. However, applications with streaming content may not work well because such content is not streaming directly from the source to attendees. However, if you want to share a web page with streaming content you can use web content sharing, which opens a browser window on each attendee's computer and streams the content directly from its source.

Does everyone in a meeting need the file or application that I want to share?

No. Only the presenter in the meeting must have the file or application on his or her computer. Other attendees in the meeting need not have the file or application on their computers.

How can I modify documents that I am sharing?

In document sharing, you can annotate documents but not edit them because the content is an image much like a PDF document or fax. However, you can use application sharing to edit documents as you share them in a meeting and save the final version in the native application format. Application sharing lets all the attendees see the changes that you make or edit the document themselves if you grant them remote control.

Can I share more than one document or presentation at a time?

Yes. You can share as many documents or presentations as you like in the content viewer. Each document or presentation that you open appears on its own tab in the content viewer. Because Meeting Manager automatically labels each tab with the title or name of the document or presentation you can quickly locate the document or presentation that you want to share with attendees.

Can I save annotated documents or presentations and view them offline?

Yes. To save any document or presentation in a file on your computer choose, 'Save' on the File menu. To view the saved file offline simply double-click it. The document or presentation appears in the WebEx Document Viewer, which is part of Meeting Manager.

Can I save annotations made during application sharing or desktop sharing?

Yes. To do so you can record your meeting. A recording captures all annotations and other actions that you make during application or desktop sharing.

Can I show animations and slide transitions in presentations?

Yes. If you share a Microsoft PowerPoint presentation, attendees can see animations and slide transitions in their content viewers. Alternatively, you can show animations and slide transitions by using application sharing to share your slide-authoring application then open the slides in that application.

What if meeting attendees have displays of different sizes or resolutions?

In a MeetingCentre web conference, all of the attendees' views automatically display the meeting content, even if they have different display resolutions. No matter which resolution attendees' monitors are set to, attendees' views automatically follow the presenter's mouse pointer. Thus, the presenter should always keep the mouse pointer near the content under discussion. For best results, the presenter should set his or her monitor to 800 x 600 pixels because this resolution is the most common. To change your monitor's display resolution for Windows, use the Settings tab in the Display Control Panel. For Mac OS, use the Monitors Control Panel.

Why do attendees sometimes see a yellow crosshatched pattern during application sharing?

The crosshatched pattern is the shadow of a dialog box or window that is in front of the shared application on the presenter's screen. Once the presenter closes this dialog box or window the pattern no longer appears.

Can I use my keyboard keys to remotely control an application that is running on a different platform?

Yes. If you are remotely controlling a presenter's application, desktop+ or Web browser and your computer's operating system is not the same as the presenter's, Meeting Manager automatically maps your keyboard keys to the presenter's

keys. For details, look up 'keyboard shortcuts', using to remotely control software' in the Index of the Online Help section of your meeting service website.

I am using a MAC. Can I share a keynote presentation?

Currently, MeetingCentre does not support sharing Keynote presentations in their native format due to Apple's use of their Quartz technology. To share a Keynote presentation, you can:

- + For static presentations, you can convert your presentation to the Adobe PDF format and then use document or application sharing to share the PDF.
- + For presentations with animations and transitions, you can convert your presentation to the Apple QuickTime format and then use document or application sharing to share it.

Which video cameras are supported?

You can generally use any video camera or webcam that connects to either a USB or parallel port on your computer. WebEx has tested the following video cameras for Windows and found them to be compatible with Meeting Manager for Windows:

- + 3Com Home Connect
- + Creative Lab PD0040
- + Creative webcam plus
- + D-Link WebCam
- + Epson type SW
- + EZonics EZCam USB
- + IBM PC Camera (Black)
- + IBM PC Camera Pro (White)
- + iBOT FireWire Desktop
- + Intel PC Camera Pro
- + Logitech QuickCam Home (USB)
- + Logitech QuickCam VC (Parallel)
- + Omiga CD370 Camera
- + Video Camera (1394)
- + Vista Imaging Vi Cam LPT
- + Vista Imaging Vi Cam USB

WebEx has tested the following video cameras for Mac OS and found them to be compatible with Meeting Manager for Mac OS:

- + iBOT
- + iREZ
- + iSight

Why can't I bookmark some pages on my meeting service website?

Your meeting service website dynamically generates many of its pages, which you cannot bookmark. Please bookmark only the home page.

How can I prevent uninvited attendees from joining my meetings?

There are several ways that you can prevent uninvited attendees from joining a meeting:

- + Specify a password for your meeting. Your meeting service automatically includes the password for your meeting in an invitation email message to each invited attendee.
- + Restrict access to your meeting. Once all invited attendees have joined the meeting, you can choose 'Restrict Access' on the Meeting menu to prevent others from joining the meeting.
- + Expel any uninvited attendee from your meeting by choosing 'Expel' on the Participant menu.

Why don't email notifications show the meeting time in the attendees' time zone?

In email notifications, meeting times automatically appear in the host's time zone. A host can change his or her time zone on the Preferences page. Although your meeting service cannot determine each attendee's time zone and adjust it automatically for each email notification, attendees can easily view meeting times in their time zones on your meeting service website by selecting a different time zone on the Preferences page.

Can I use Mozilla's FireFox browser?

Yes. Below are some helpful hints when using Firefox.

- + Users must have a version of the Java Runtime Environment (JRE) installed on their desktop.
 - On Windows, Firefox can be used with Sun's Java Runtime Environment (JRE). It can not be used with the Microsoft Java VM, as that can only be used with Internet Explorer. Versions of Sun's JRE older than 1.3.0_01 will not work.
 - It is possible to install JRE 1.4.2_01 from within Firefox, using XPInstall technology.
 - By far the easiest way to get Java working is to install Firefox with the Unofficial Installer, then install Java using XPInstall.
 - If you have already downloaded Firefox as a ZIP file, you can add the registry information that JRE 1.4.2 and later require by hand. To do this, save this registry file to your desktop, and double-click to import it. If you are asked if you want to add the information to the Windows registry, click Yes. After this is done, you can install JRE 1.4.2 if required, then restart Firefox and use Java.
 - If neither of the above solutions work, you can use JRE 1.4.1_05 until the issue you are having is resolved. JRE 1.4.1_05 does not require the information in the Windows registry that JRE 1.4.2 does.
 - For more information please visit <http://www.mozilla.org>
- + The feedback page after a meeting is ended may not appear when using Firefox.
- + Menu background colours may be incorrect on certain Windows XP systems, rendering some menu items unreadable.
- + The MeetingCentre client must be manually installed for users to remotely access a computer setup for Access Anywhere. Users can manually install the meeting manager client by downloading the manual installer for Netscape Navigator on the support page.

- + Downloading meetings recorded over the network may not add the proper .wrf file extension to the downloaded file. Workaround: Rename the file and add .wrf to the end of the file.
- + Sharing a local .htm or .html file does not work. Workaround: Change your default browser to Internet Explorer or share the file using application share after loading the file in your preferred browser.

Why can't I join a meeting using Mozilla browser when it's supposed to be supported?

If you are using Mozilla as your browser on a UNIX based operating system such as Solaris or Linux or Apple's Mac OS X platform, you will need to make sure that the Java plug-in is installed on your workstation. Mozilla does not ship with the Java Plug-In by default on these platforms. The following web sites provide instructions for the associated operating system:

- + Linux: <http://plugindoc.mozdev.org/linux.html#Java>
- + Solaris: <http://plugindoc.mozdev.org/solaris.html#Java>
- + Mac OS X: <http://plugindoc.mozdev.org/OSX.html#Java>
- + On UNIX based systems, there is a symbolic link that is required. The example below is based on a Red Hat Linux environment:
 - `$ cd /usr/local/mozilla/plugins`
 - `$ ln -s /usr/java/j2sdk1.4.2_04/plugin/i386/ns610-gcc32/libjavaplugin_oji.so libjavaplugin_oji.so`

I really like the new look and features of MeetingCentre but why don't I see any of the new floating panels or new colour themes from my MAC, Linux or Solaris machine?

The new user interface you see on a Windows platform contains the MeetingCentre service's newest set of user experience improvements. Currently, the new look and feel and the new features are not available on any other operating system. However, users on non-Windows operating systems can still host and attend the same meetings as their Windows-using counterparts. The new look and features are being planned for Mac, Solaris and Linux operating systems in a future release.

What do I need to do to share Star office documents on Solaris?

To import StarOffice 7 presentations, you will need:

- + The Solaris 8 operating system with the 108434-10, 108773-17, 109147-21, and 108435-10 (64 bit only) patches
- + X Server (capable of 800x600 screen resolution and 256 colours) with a window manager (for example, the OpenWindows software, CDE, or GNOME)
- + (For accessibility support) GNOME 2.0 or later
- + To import StarOffice 6 presentations, you will need:
 - + (For the Solaris 8 operating system) The 108434-01 and 108435-01 (64 bit) patches
 - + (For Asian language support on Solaris 8) The 108773-12 patch
 - + (For the Solaris 7 operating system) The 106327-08, 106300-09 (64 bit) patches
- + X Server (with at least 800x600, 256 colours) with a window manager (e.g. Open-Windows, CDE, GNOME, and 128 MB RAM)