

Chairperson FAQ's

Q – Can I host or attend a call from any device?

A – Yes, Mobile apps are available for Apple and Android devices allowing you to attend calls. A future release will allow a Chairperson to host from a mobile device

Q – Will I have support if needed during a call?

A – Yes, you may press *0 from your telephone or choose the Operator option within the C₃ Now WebMeeting platform and receive audio & web technical assistance 24/7.

Q – What if I have international participants in my meetings?

A – C₃ Concurrent provides ITFS/Local Access & Mobile Toll Free numbers globally. These are easily added to your Outlook invitation on a permanent or call by call basis

Q – What is the best way to schedule a call and invite attendee's?

A – The Outlook Add-in is the easiest and most convenient way to invite others to your meeting. Use the link below to add this feature to Outlook: <https://conf.cfer.com/dist/common/ConnectOutlookAddin-AudioWeb.exe>

Q – What does the attendee experience when trying to join a call?

A – The experience is almost identical for the attendee joining as the host. The 'Call Me' feature will dial out to the telephone number designated by the attendee, office, mobile, home by clicking on the green Call Me & Join Web Meeting button. This is a simple one click connect step and will place them in the audio and WebMeeting.

HOST JOIN

Join a Conference

First Name

Sandra

Last Name

Audrain-Gorrie

Call Me at...

Phone Number

Office

+1 281-496-1381

Edit

Call Me & Join Web Meeting

 Call Me

 Join Web Meeting

Q – What are the technical requirements for the attendee and presenters for joining the WebMeeting?

A – For optimal performance, we recommend the following system configurations:

Operating Systems	Supported Browsers	Software	Mobile
Microsoft Windows XP (services pack 3), Vista, 7 & 8 (32 and 64 bit)	Internet Explorer v. 7.0+ Mozilla Firefox v. 9.0+ Google Chrome		
Linux 2.6+ kernel (32 and 64 bit); x86 CPU required	Firefox v. 9.0+ Google Chrome	Adobe Flash v. 10.3+ Java v. 1.6+	Apple iPad iOS 4.3+ and Web Meeting for iPad app Recordings can be played from Apple and Android devices.
Apple Macintosh OSX 10.6+ (Intel-based processors)	Firefox v. 9.0+ Safari v. 5.0+ Google Chrome		

Additional system requirements:

- Accounts are limited to 200 slides to ensure that your account is easy to manage and that your slides load more quickly.
- Video conferencing requires a web camera; an external web cam is recommended for the best experience.
- Flash 10.1 is required to view recordings.

More about WebMeeting system requirements:

It is quick and easy for presenters and participants to get into web conferences. Chairpersons and co-presenters must do a small (6 MB), one-time application download prior to hosting a conference.

Most participants will be able to quickly attend conferences using a Flash-based participant application, which requires no download. For the best conferencing experience, we recommend participants use Flash 11 or higher. Participants who do not have a compatible version of Flash and cannot install it can join the conference using an alternative java-based participant application.

Q – *What common issues are experienced if someone cannot connect to the WebMeeting?*

A – Flash is all that is required for an attendee to join so this is a very straight forward process. To join as a host or to become a presenter Java 1.6 or above is required for the conference controls to be loaded. If someone experiences issues with this typically Java is not up the required version. If they have problems with updating Java or do not have system admin rights to do this the link below will allow them to bypass Java altogether.

<http://support.callinfo.com/plugins-g/>

Q - *I'm I limited to a certain number of participants on any one call?*

A - The default numbers of lines for audio is 50, this can be increased up to 300 if needed. If you're anticipating a large call contact C3 and changes can be made to accommodate your request. WebMeeting can accommodate meetings up to 3000 participants.

Q – *I'm I limited to how many Attendees can I promote to Presenters?*

A – No, you can promote any or all attendees to Presenter role.

Q – *Can I change the status back after a promotion?*

A – Yes, you can easily return them back to attendee by right clicking on the name and selecting demote the attendee

Q – *If I record my meeting does it record all aspects?*

A - Yes, if you select record meeting it will record the audio and visual elements and sync these together. Your recording will be available within a few minutes of the call ending. You will receive an email with a link to retrieve the recording, in addition the email contains a link to forward to your participants which will allow them to listen to the recording directly from our server. If you choose this option reports will be available containing analytics of who listened to the recording, how many times and duration.