



# MeetingCentre™

## Frequently Asked Questions



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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.

## What Do I Need to Host or Attend a Meeting?

You will need to download the Meeting Manager. The first time you start or join a meeting, it is automatically downloaded to your computer. You can also download it in advance by going to [www.meetingcentre.net](http://www.meetingcentre.net).

## How do I schedule meetings using Microsoft Outlook?

You can download the installer from the Resource Center on [www.meetingcentre.net](http://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.

## How do I schedule meetings using Lotus Notes?

You can download the installer from the Resource Center on [www.meetingcentre.net](http://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.

## What's the difference between document sharing and application sharing?

With document sharing, attendees can see the document, but you can't change it. With application sharing, you share the application that you used to create or change the document; as you change the document, your attendees see your changes. Application sharing uses more bandwidth and therefore can affect the overall performance of your meeting.

You can share virtually any type of document or application, but those that stream video or audio may not display appropriately. To share streaming content, use "web content sharing" which displays the content in a web browser on each attendee's computer. All you have to do is select Web Content from the Share menu, enter the URL of a website that contains the streaming content, and your attendees can see it in their own browsers. You can share many documents or presentations at the same time; each document or presentation appears on its own tab in the content viewer.

Document sharing requires relatively little bandwidth and thus works well at slower connection speeds. Application sharing requires more bandwidth.



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

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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 show animations and slide transitions in presentations?**

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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.

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

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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 remote applications?**

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Yes. Meeting Manager maps your keyboard keys to those on the remote computer.

## **Can I share a keynote presentation on a Mac?**

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Yes, you can use application sharing to share a Keynote presentation on a Mac. In order to use document sharing, first save your Keynote presentation as an Adobe PDF or QuickTime file and then use the document sharing feature. Please note that if the PDF file is being used in document sharing, you cannot see animations or transitions.

## **Can I share StarOffice documents on Solaris?**

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Yes. You can share StarOffice presentations.

## **Are the Mozilla and Firefox browsers supported?**

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You can use the Mozilla or Firefox browsers with the UNIX, Linux, or Mac OS X operating systems if you have the Java Runtime Environment (JRE) installed on your workstation. See the following websites for more information:

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>

## What happens if my attendees have their computer monitors set to a different resolution than mine?

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Attendees can see your desktop or application no matter which resolution they are using. For best results, set your monitor's resolution to 800x600 pixels.

## What can I do to get the best performance?

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Some factors that may affect performance include:

- + The speed of your Internet connection
- + Internet traffic between you and the WebEx server
- + The performance of any firewall and proxy servers on your network

To speed things up, you can:

- + Get the fastest connection that you can.
- + Use the document and presentation sharing instead of application or desktop sharing; these methods use less bandwidth
- + Share documents or presentations that contain fewer images.
- + Test your connection to determine what is causing the problem.

## How can I test performance?

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You can use a utility such as Trace route to determine where problems occur between your computer and the WebEx server. IN Windows, open a command prompt window, then type "tracert <your\_siteURL>" (where "your\_site\_URL" is the web address of your WebEx service site). Make sure that you include a space after "tracert".

Trace Route sends data from your computer and measures the amount of time it takes for the data to reach the WebEx server. Ideally, it should take the data between 1 and 60 ms to reach the server. If it takes:

- + Between 60 to 100 ms, your connection is slow and your attendees may notice delays during the meeting.
- + Longer than 100 ms, your connection is unacceptably slow. If you continue to experience poor performance, consult your network administrator.

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

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

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

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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.