

COPE Forum Webinar guidelines

If this is your first time using this webinar system, you will be asked to download the software when you join the meeting. The COPE Forum will be open 30 minutes in advance of the start time to allow plenty of time for you to do this and enable the Forum to begin promptly. (Help on joining a meeting is available [here](#)).

If you experience any difficulties joining the meeting and think this may be due to a firewall issue, click [here](#) for instructions on how to rectify it.

All attendees will be 'muted' throughout the meeting to optimise audio quality. If you wish to make a comment or ask a question, you can either 'raise your hand' or type in the Question field. If you 'raise your hand' you will be 'unmuted' to enable your comment or question to be heard.

The main difficulty experienced by attendees is the quality of the audio. To optimise the quality as much as possible, review the Audio FAQs below, and join the meeting as early as possible to ensure your set-up works for you. We may not be able to provide assistance once the meeting formally begins.

Audio FAQs

I'm experiencing echo, feedback or background noise

- A USB headset is recommended (see [VoIP Audio Device Recommendations](#)).
- If you join your webinar via telephone, make sure the audio setting on your Control Panel is not set to **Mic & Speakers**.
- Built-in or external speakers can cause echo. We recommend reducing the speaker volume to a low level.
- Laptops with built-in microphones can pick up noise and cause echo. Using a built-in microphone for your audio is not recommended.
- Webcams with microphones can pick up additional noise and cause echo. Using a webcam for your audio is not recommended.
- A webinar is best presented from a quiet location.
- If using a microphone, move the microphone closer to your voice and away from competing sounds (i.e.: computer fans).
- Avoid moving or touching the microphone during your presentation.

I hear static, beeping or a clicking sound

- Electronic devices, such as BlackBerry® smartphones, can affect microphone and speaker devices. Move any electronic handheld devices away from your microphone and speakers.

Words are getting cut off or are being dropped

- Dropped words, delay or robotic sound is often due to poor network performance, lack of memory or high CPU usage.
- Close all applications you are not using for your presentation.

- VoIP users: A dial-up Internet connection can cause poor performance. For optimum performance when using VoIP, we recommend a broadband Internet connection.
- VoIP users: If the problem persists, switch to Telephone mode. Select Telephone in the Audio pane and dial in to the webinar.

Using a iPad, iPhone, or Android device

You can download an app to use GoToWebinar on one of these devices. Note: some of the functionality available to desktop PC users is NOT available on the App. Specifically, you will not be able to raise your hand to make a comment or ask a question, but you will be able to ask a question via text.

More information available [here](#)