

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 one hour 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: http://support.citrixonline.com/en_US/gotomeeting/all_files/GTM090002).

If you experience any difficulties joining the meeting and think this may be due to a firewall issue, click here for instructions on configuring your firewall: http://support.citrixonline.com/en_US/gotomeeting/all_files/GTM120001

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 (Note: if you use a mobile device there are some limitations in functionality, mainly unable to raise your hand - more on using a mobile device is below).

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: http://support.citrixonline.com/en_US/GoToWebinar/help_files/GTW040003?Title=Audio+Mode+Using+VoIP).
- 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 or your microphone 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.

Use Telephone to connect to the audio conference

- You can use a landline or mobile phone to dial in to the audio conference. Select the telephone option in the audio pane of your control panel. Once you're in-session, you'll have access to your unique Audio PIN (more help can be seen here: http://support.citrixonline.com/en_US/meeting/help_files/G2M040004?title=Audio)

Reference
Audio help: http://support.citrixonline.com/en_US/meeting/help_files/M050006?title=Audio+Help

System requirements: http://support.citrixonline.com/en_US/meeting/help_files/G2M010003?title=System+Requirements

All support files: http://support.citrixonline.com/en_US/meeting/help_files/

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Using an iOS or Android device

You can download an app to use GoToWebinar on any one of these devices.

iOS device: <https://itunes.apple.com/us/app/gotomeeting-v4.8/id424104128?mt=8>

Android device: <https://play.google.com/store/apps/details?id=com.citrixonline.android.gotomeeting>

Can I ask questions, raise my hand or answer polls during a webinar?

You can ask questions (Q & A) to participate in the webinar, but you currently can't raise your hand or answer polls from the GoToMeeting app. If a GoToWebinar organizer sends a chat or question to everyone in the webinar, iOS attendees can reply or send a response. More information for iOS devices can be found here: http://support.citrixonline.com/en_us/gotomeeting/all_files/gtm040002#features

More information for Android devices can be found here: http://support.citrixonline.com/en_us/gotomeeting/all_files/gtm040002#features

Reference

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