

Quick Troubleshooting Guide

TROUBLESHOOTING BASICS

When contacting Matrix Business Technologies regarding issues with Matrix WebConnect, please provide as much of the following information as you have:

- Session ID
- The Host login credentials
- Date and Time of Incident
- User Details such as:
 - Operating systems
 - Browser type and version
 - Internet Connection and Speed
- Detailed description of the event you are reporting
 - Any error messages
 - Screen shots if possible

MINIMUM SYSTEM REQUIREMENTS (HOSTS AND PARTICIPANTS)

Listed below are the minimum requirements to join a Matrix WebConnect web conference as a participant or to host web conferences with limited functionality. This includes Document Publishing and viewing published documents. The requirements listed below do not meet the necessary criteria for Desktop/Application sharing, Recording, or Audiocasting. (See Recommended requirements)

- Windows 98/2000/XP/Vista or Server2003 System with
 - Internet Explorer 6 +
 - Netscape 7.0 +
 - Firefox 1.0 +
 - Internet connection of at least 128 Kbps
 - Cookies and Scripting enabled
- Mac OS X with
 - Firefox 1.0 +
 - Apple Safari 1.1
 - Internet connection of at least 128 Kbps
 - Cookies and Scripting enabled
- Linux, Unix, or Solaris with
 - Netscape 7.0+
 - Mozilla 1.0+
 - A computer with Internet connection of at least 128 Kbps
 - Cookies and Scripting enabled

RECOMMENDED SYSTEM REQUIREMENTS (HOSTS)

Listed below are the recommended system requirements to login and host web conferences using all features including Desktop/Application sharing, Audiocasting, and Recording with optimal performance. The ability to Desktop/Application share requires the use of an ActiveX control, which is only available on a Windows platform using Internet Explorer.

- A computer with Internet connection of at least 400 Kbps
- The ability to download and install ActiveX (for Application Sharing and viewing shared applications only)
- A headset or speakers (for Recording and Audiocasting only)
- Windows 98/2000/XP/Vista or Server2003 System with
 - Internet Explorer 6 or higher
 - Netscape 7.0
 - Firefox 1.0 or higher browser version
 - Cookies and Scripting enabled
 - Adobe Flash 8.0 or higher (for Audiocasting, and Recording only)
- Mac OS X with
 - Firefox
 - Apple Safari 1.1
 - Cookies and Scripting enabled
 - Adobe Flash 8.0 + (for Audiocasting, and Recording only)
- Linux, Unix, or Solaris with
 - Netscape 7.0+
 - Mozilla 1.0+
 - Cookies and Scripting enabled
 - Adobe Flash 8.0 + (for Audiocasting, and Recording only)

RECOMMENDED SYSTEM REQUIREMENTS (PARTICIPANTS)

The recommended system requirements are the standards Matrix recommends to login and view a conference using all features including Desktop/Application Sharing, Audiocasting, and Recording with optimal performance. The ability to Desktop/Application share requires the use of an ActiveX control, which is only available on a Windows platform using Internet Explorer.

- A computer with Internet connection of at least 400 Kbps
- Sun JVM/JRE 1.5 + or the ability to download and install an ActiveX component from Matrix WebConnect (for Application Sharing and viewing shared applications only)
- A headset or speakers (for recording and audiocasting only)
- Windows 98/2000/XP/Vista or Server2003 System with
 - Internet Explorer 6
 - Netscape 7.0
 - Firefox 1.0 +
 - Cookies and Scripting enabled
 - Adobe Flash 8.0 or higher (for Audiocasting, and Recording only)
- Mac OS X with
 - Firefox 1.0 +
 - Apple Safari 1.1
 - Cookies and Scripting enabled
 - Adobe Flash 8.0 + (for Audiocasting, and Recording only)
- Linux, Unix, or Solaris with
 - Netscape 7.0+
 - Mozilla 1.0+
 - Cookies and Scripting enabled
 - Adobe Flash 8.0 + (for Audiocasting, and Recording only)

GENERAL PERFORMANCE

A number of factors can affect the performance of your web conference. The major factors are:

- Internet connection speed
- The resolution and color depth of the applications being shared (if Application Sharing is on)
- The state of Internet traffic between the host, participants and the Matrix WebConnect servers
- The performance of an individual user's PC, Memory, and CPU

General Performance FAQ's

Question	Answer
I am a host. Would an individual participants' slow internet connection affect my performance or the performance of the entire web conference?	No, participants' individual connections to the internet only affect the performance on their individual PC.
What can I do to make the web conference perform faster?	You should always try to be on the best type of Internet connection available. When you use the Application Sharing feature, change your resolution and color depth to the lowest acceptable settings. If the application being shared is not graphic-intensive, use the <i>Best Speed</i> option in the <i>Select Application to Share</i> window.
How secure is the web conference? With HTTPS at 128 bits of encryption for all of its communications?	All Web Conferences are delivered via a secure socket connect via https with 128 bits of encryption.
Does it help if I have a high-speed Internet connection?	Yes. However, if you have a high-speed Internet access but a participant is connected through a dial-up Internet service, then the web conference will be slow for that participant.
Is any part of my presentation saved in my participants' cache or mine?	Depending on how information is being presented in a Web conference, some contents are cached and some are not. If a host uses the Document Publishing feature to present PowerPoint, Word, or Excel, then these contents will be cached as .jpg and .html files, respectively. However, participants and other presenters will not be able to access the presentation once the conference has concluded. If application sharing is used, then the contents are not cached. Please be aware, Matrix WebConnect does not contain any functionality that would prohibit users from using 3 rd party software to make pirate recordings or take screenshots of the presentation.

JOINING A CONFERENCE

Common Technical Issues Joining a Conference

Issue	Resolution
I'm a host and I can't login. I'm getting error messages	<ol style="list-style-type: none">1. Make a note of what the error messages are.2. Check login credentials and try again.3. Try reversing the credentials.4. Make sure session cookies are enabled in the browser.5. If none of this helps, contact Matrix WebConnect customer support.
An attendee is unable to join the meeting	<ol style="list-style-type: none">1. Make sure the conference has started. The Host must click the START button located on the web conference toolbar before participants can join the web conference.2. Make sure the participant is using the correct login credentials.3. Make sure the Internet connection is good.4. Make sure that cookies and scripting are enabled on the browser.5. If none of this helps, contact Matrix WebConnect customer support.

Joining a conference FAQ's

Question	Answer
Do I have to disable my pop-up blockers to join the conference?	No. However when joining, the Web conference application will open in a new window. If your pop-up blocker interferes with joining we will notify you in an error message and will provide you with a simple link to click on to enter the conference. None of the features within the web conferencing application utilize pop-ups therefore having them blocked does effect the conference.

DOCUMENT PUBLISHING

Common Technical Issues Publishing Documents

Issue	Resolution
I tried publishing my presentation but it failed. What caused this to happen?	<p>There are numerous possible causes for this problem.</p> <ol style="list-style-type: none">1. If the upload of the document never completed, there was probably a network connection interruption and the user should try publishing the document again.2. If you received an error during the conversion stage, the document may contain unsupported features such as password protection and Application Sharing may be a better option for this user.3. If you were presented with an error message make a note of it and contact support.
I am trying to publish a document and the status bar hasn't moved in over 5 minutes.	Check the connection speed and the file size. Publishing time is determined by these factors.

Document Publishing FAQ's

Question	Answer
What type of documents can I publish?	You can publish three types of documents: MS Word, MS Excel and MS PowerPoint.
Can I publish more than one document at a time?	Yes. You may save multiple files in your document library for use at anytime
How can I publish a file created in MS Office 07?	<ol style="list-style-type: none">1. Open the file in MS Office 20072. From the FILE menu, choose "Save As"3. Select SAVE AS TYPE "MS Office 97-2003" option then publish the new file you just created
Will embedded animations, audio, and video work after my PowerPoint presentation is published?	No. In the conversion process of the PowerPoint file, each slide is converted into 2 JPG images. As a result, any animations and embedded audio/video will be stripped off from the actual PowerPoint file.

Document Publishing FAQ's *continued*

Question	Answer
Is my presentation secure? Can other people see my presentation?	Yes. Your presentation is secure. In order to view your presentation, it is necessary for participants to join a conference in progress. A Secure Socket Layer (SSL) is used for all communications, ensuring that communications are secure between all parties. Hosts may delete presentations as any time. Participants have no direct control over the navigation before, during, or after the presentation session.
After I uploaded a PowerPoint file into the document library, it knocked out the fonts I used and converted everything to Times New Roman?	The publishing mechanisms only support the standard fonts that come with Microsoft Office 2003. Custom fonts are replaced with one of the standard fonts.
How can I make changes to a published document?	You cannot modify published documents. If you need to make any changes to the published document: <ol style="list-style-type: none"> 1. Edit the document on your computer. 2. Re-publish the file. The new document will replace the old one.

APPLICATION SHARING

Common Technical Issues Sharing Applications

Issue	Resolution
I clicked SHARE and got the message to download ActiveX. I clicked YES but nothing happened.	It could be that ActiveX is automatically blocked. <ol style="list-style-type: none"> 1. Check Information Bar, User may need administrative rights to download and install ActiveX. Advise them to contact their IT department. 2. Run the Install Kit. 3. If none of this helps, contact Matrix WebConnect customer support.
I clicked SHARE . The conference window minimized but nothing happened.	The screen will not change for the Host when the SHARE mode is turned on. Sharing will not occur in the conference window but rather in the running document. <ol style="list-style-type: none"> 1. Verify that participants are seeing the shared programs. (<i>Host will see an orange 'Sharing' icon next to the minimize button on the application window of most applications being shared.</i>) 2. If participants do not see the shared program, advise user to restore the conference window and try again. 3. If none of this helps, contact Matrix WebConnect customer support.

I am a host and I cannot share an application or document with participants.	<ol style="list-style-type: none"> 1. It is likely that the Host is unable to accept the ActiveX download. ActiveX is required to share a document or application. 2. Advise the user to contact a network administrator or member of IT to allow permission for the ActiveX download.
My participant is not able to view my shared applications or desktop.	<p>The participant likely does not have JVM (Java Virtual Machine) or Adobe Flash 8.0 or higher installed.</p> <ol style="list-style-type: none"> 1. Take the participant through the System check. This will notify the participant if he or she is missing the component used to view shared applications. This system check utility will offer a downloadable component to view appshare. 2. If none of this helps, contact Matrix WebConnect customer support.
I don't see a SHARE button on the toolbar.	<ol style="list-style-type: none"> 1. Verify user is a presenter. Only presenters may share their desktop or applications. 2. Check the browser type (Netscape, IE, Mozilla). Users with a Netscape or Firefox browser will not be able to share applications. 3. If none of this helps, contact Matrix WebConnect customer support.
I passed control to a participant but am unable to get it back.	<ol style="list-style-type: none"> 1. Verify the user is the original host of the conference. <i>(Presenters who are not the original host cannot regain control unless it is passed to them from another presenter.)</i> 2. Control cannot be passed when the conference is in application sharing mode. Ask the Presenter to stop application sharing and to then pass control. 3. If none of this helps, contact Matrix WebConnect customer support.

Application Sharing FAQ's

Question	Answer
What type of applications can I share?	You can share any applications that you can open on your computer. In the Share Desktop mode, whatever you see on your screen is visible also to participants.
Are attendees required to have the software I'm sharing on their computer?	No. Because you're only sharing a view of the applications on your computer, participants do not need any special software installed on their computers.
Can I share an application that contains an audio component?	Application Sharing supports all types of visual software applications. You may share applications that have audio components however participants will only see the visual portion but will not be able to hear the audio.

<p>Can I share more than one application at a time?</p>	<p>Yes. You can share any number of applications you want.</p> <ol style="list-style-type: none"> 1. Click the SHARE button on the presenter toolbar. 2. A dialog window will appear. From the radio buttons that appear at the top of the window you may select "Choose the applications to share" and select the specific application(s) you wish to share or Select "Share the entire Desktop" 3. Click SHARE at the bottom of the Application Sharing dialog window 4. A view of the application(s) you checked will be shared with your attendees.
<p>Do I have the ability to remotely control a participant's computer?</p>	<p>Yes. This is possible when the platform being controlled is running a Windows-based Operating System in combination with Internet Explorer 6.0 or higher. Remote control is not supported on Non-windows operating systems or Windows OS with alternative browsers such as Mozilla.</p>

RECORDING AND AUDIOCASTING

Recording and Audiocasting FAQ's

Question	Answer
<p>How do I retrieve my recording?</p>	<ol style="list-style-type: none"> 1. After your conference has concluded, log back into your conference room. 2. Click on the RECORD icon on the toolbar 3. The archive tab will appear. You will see a list of all archived recordings listed. 4. On the right hand side there are 3 links. <ol style="list-style-type: none"> a. To watch the recording immediately click the .exe link. b. To download the file to save for use later, click the .zip link c. To delete the file click the delete link (note deleted files can not be retrieved)
<p>I don't see my (polling, published MS Word or MS Excel doc) in my recording?</p>	<p>The recording feature will not record polling sessions or published MS Word or MS Excel documents.</p>
<p>My reservation-less audio account requires that I enter two separate codes. There isn't a dial field for the 2nd code so how do I connect to my audio conference?</p>	<p>To enter a second code while initiating a recording session:</p> <ol style="list-style-type: none"> 1. Complete Step 1 and dial-out to the audio conferencing platform. 2. Complete Step 2. Enter and send the first audio code to the audio platform and listen for audio prompt.

	<ol style="list-style-type: none"> 3. Repeat Step 2 with the second set of codes and listen for audio prompt. 4. Enter Recording file name. 5. Press START RECORDING.
How long are recordings posted?	The web conferencing application has the ability to store recordings anywhere from 1-30 days. Check with your system administrator to determine the length of time for your company.
Can you edit a recording?	You cannot edit a recording file so it is very important to start the recording at the appropriate time.
Can the recording be paused?	Recording cannot be paused. If a recording is stopped then restarted a new file will be created.
Is there a time limit for how a long a recording can be?	No. There is no time limit for how long a recording can be.
Does the recording feature record both Audio and Web.	Yes. As long as there is an audio source present, Matrix WebConnect will synch both audio and web together. If no audio source is present the application will prompt the user with a "No audio source is present would you like to record the web only?" dialog.

How do I record a session, both the web and the audio conference?	<ol style="list-style-type: none"> 1. Click START to begin the web conference. Note: You cannot begin recording before a conference has been started. 2. Click the RECORDING icon from the web conference toolbar. 3. Read and accept the terms and conditions regarding the recording feature. Note: feature will not work if you do not click accept. 4. The interface provides a step-by-step guide to successfully recording a conference. <table border="1" style="margin-top: 10px;"> <tr> <td>1.</td> <td>Verify that computer speakers have proper volume.</td> </tr> <tr> <td>2.</td> <td>Enter the audio bridge number then press Dial.</td> </tr> <tr> <td>3.</td> <td>Send bridge Access Number.</td> </tr> <tr> <td>4.</td> <td>Turn off or mute speakers.</td> </tr> <tr> <td>5.</td> <td>Enter a name (optional) for the recording and, when ready, press Start Recording.</td> </tr> </table>	1.	Verify that computer speakers have proper volume.	2.	Enter the audio bridge number then press Dial.	3.	Send bridge Access Number.	4.	Turn off or mute speakers.	5.	Enter a name (optional) for the recording and, when ready, press Start Recording.
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MISCELLANEOUS

Miscellaneous FAQ's

Question	Answer
Is there a way to find out the names of attendees for a conference?	<p>Yes. To receive a session summary report the host must complete the following steps:</p> <ol style="list-style-type: none">1. Login to conference room.2. Click the Start button. The conference host is presented with a dialog box that has a field for email address and a check box labeled "Send email report".3. Enter a valid email address and select the check box.4. Immediately after the conference has concluded a summary report will be emailed to the host.

For additional help, access the online help through HELP button on your Matrix WebConnect toolbar or contact Customer Support at 1-888-411-0111 or email customerservice@matrixbt.com

