

External Live Meeting Checklist

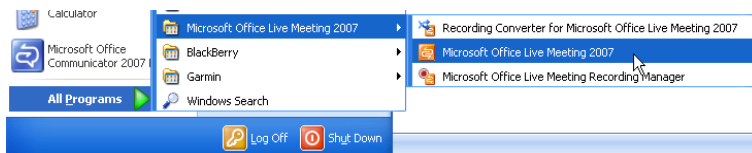
If the “Join the Meeting” link doesn’t work, or users can’t connect to the meeting, perform the following checks:

1. Is the computer connected to the Internet?

- **Test:** Open an Internet browser (such as Internet Explorer). Access an external website (i.e. www.google.com)
- **Unsuccessful:** If external participants cannot connect to the Internet and require assistance, they should contact their IT Support team.
- **Successful:** Once connected, proceed to next step.

2. Is the Live Meeting Client installed?

- **Test:** Check for Start Menu – Programs – All Files – Microsoft Office Live Meeting 2007



- **Unsuccessful:** If client is not found, go to [Microsoft Live Meeting software download](#) to download and install the required client. Participants should contact their IT Support team (users might have to get around firewalls or get permission to install the client).
- **Successful:** Once the client is installed, proceed to next step.

3. Can the user join the meeting manually?

- **Test:** Start Live Meeting from the Start Menu (Start – Programs – All Files – Microsoft Office Live Meeting 2007). Copy the Meeting ID, Entry Code, and Location from the meeting invitation into the appropriate fields in Live Meeting.
- **Unsuccessful:** Participants should contact their IT Support team or Microsoft Support (<http://support.microsoft.com/ph/925#tab0>).
- **Successful:** Once connected to the meeting, proceed to next item.

4. Is the camera connected and active (if a camera is available)?

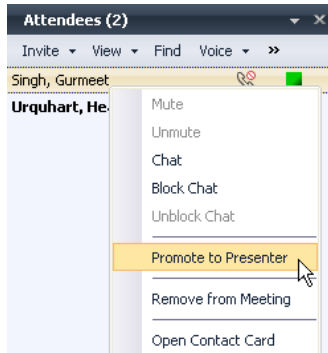
- **Test:** Check that camera is connected to the computer’s USB port and that it is “unmuted” (sharing video) in Live Meeting.



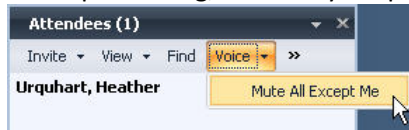
- **Unsuccessful:** Participant should contact his/her IT Support team or conduct the meeting without video.
- **Successful:** Proceed with meeting!

Live Meeting Tips and Best Practices

- Use the telephone (direct line or conference call bridge) for your meeting's audio.
- Users do not need to have cameras to participate in Live Meetings. Without a camera, one can still share information and collaboration.
- If you want your participants to be able to present their own data material, you must promote them to "Presenter" status.



- When presenting, mute all your participants, to prevent background noise and feedback:



- Make sure you're connected to an AC adapter, NOT battery power.
- Use a wired network connection, if possible.
- Have only required applications open.