

GlobalMeet Webinar

Viewer Guide

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Overview

Each webcast is comprised of a [Landing Page](#), which includes event information and is used by viewers to register or login, and the [Webcast Player](#), where the audience views the presentation. Refer to the sections below for more details on accessing a Webinar, [System Requirements](#) and a [System Test](#).

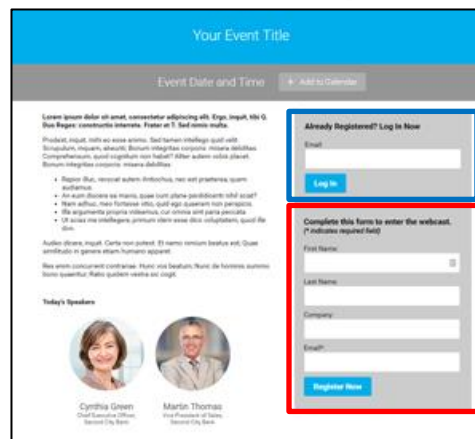
The Event URL provided by the event's Host will be used to sign up in advance, access the live presentation and/or replay (if applicable). Access is support for virtually any web-enabled device, including mobile phones and tablets.

Landing Page

When accessing the Event URL, you will be directed to the event's Landing Page. This page may include event details, along with the Registration and Login Forms. The Registration Form is used to first-time users to sign up to view the event. This registration can be submitted any time leading up to the event.

The Login Form, which requires email address only, is used by previous registrants to gain easy access. This form requires a registered email address to be submitted. Viewers returning from the same computer/browser may bypass the Landing Page and automatically load the Webcast Player.

The Registration and Login Forms will appear in the right column of the audience link. The Registration Form is outlined in **RED** and the Login Form is outlined in **BLUE** in example below. Above the Registration Form, you should see this text: "Complete this form to enter the webcast". Click the "Submit" button below to complete your registration. Above the Login Form, you should see this text: "Already Registered? Log In Now". Click the "Log In" button to login to the event.

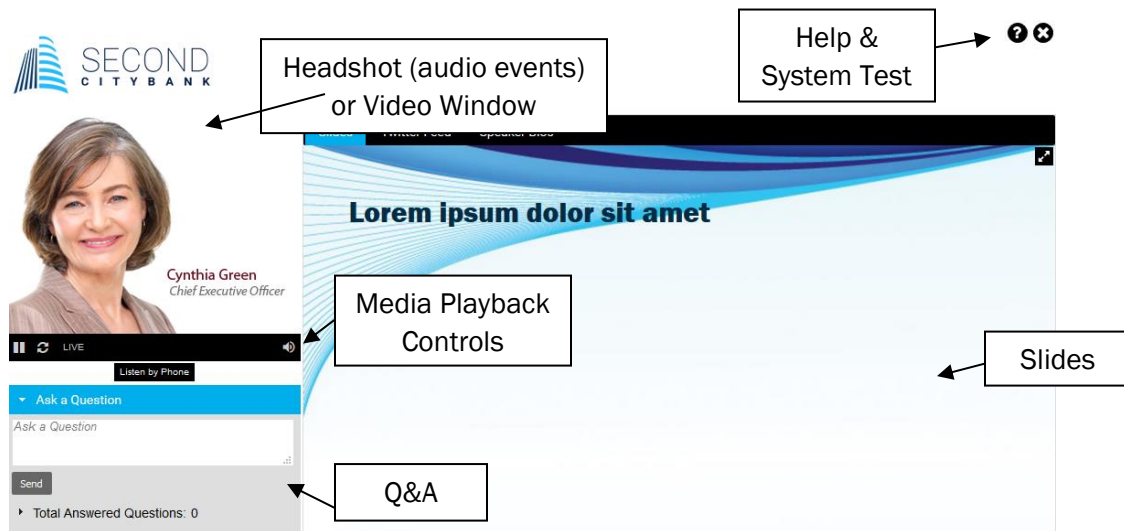


The screenshot displays a webcast landing page titled "Your Event Title". The page includes event details, a list of speakers (Cynthia Green and Martin Thomas), and two forms: a registration form (outlined in red) and a login form (outlined in blue). The registration form is titled "Complete this form to enter the webcast." and includes fields for First Name, Last Name, Company, and Email, with a "Register Now" button. The login form is titled "Already Registered? Log In Now" and includes an Email field and a "Log In" button.

Player

After registering or logging into a presentation, viewers will load the Player. For live events, the presentation will begin at the direction of the event's Host. For on-demand events, the presentation will begin automatically. For Android/iOS users, you may be prompted to start the playback in the Media window (top left) due to mobile viewing restrictions.

The example Player below includes callouts for some of the important features and controls:



Viewer Requirements

Viewer requirements will vary based on the type of presentation. For that reason, it is recommended to check the system requirements directly on the Webcast URL. Click the **FAQs and System Test** button on the event's Landing Page (bottom left or top right depending on the layout) or the ? button in the Webcast Player (top right).

Below are links to the Viewer System Test and Minimum System Requirements:

- **Audio Events:** <https://event.webcasts.com/test/?audio&html5>
- **Video Events:** <https://event.webcasts.com/test/?html5>

Networks requirements for viewing a webcast can be accessed here:

- **Network Requirements:** <https://www.webcasts.com/networkresources/>

Troubleshooting Tips

This section covers frequently asked questions from viewers and the recommended steps for troubleshooting. These troubleshooting tips assume the viewer meets the Minimum System Requirements and has successfully completed the System Test. Use these recommendations to address viewer issues.

Question: Buffering/Lost Audio/Echo

Answer: If you lose audio at any time, please refresh your player by clicking the double arrows located near your volume slider. If you continue to have trouble, please consult the help tab (?) in the top right for System Requirements and troubleshooting information. Thank you.

Question: No Sound

Answer: Please make sure your speakers are turned on and turned up. You may refresh your player by clicking the double arrows located near your volume slider. If you continue to have trouble, please consult the help tab (?) in the top right for tech support. Thank you.

Question: Background Music DURING presentation

Answer: Please ensure that you do not have another instance of the audience player open in the background. You may also want to try refreshing your player by clicking the double arrows located near your volume slider. If you continue to have trouble, please consult the help tab (?) in the top right for System Requirements and troubleshooting information. Thank you.

Question: Volume too Low

Answer: Thank you for your feedback. Please note that, in addition to your computer and speaker's volume controls, there is also a volume slider in the Media Player in the top left of your screen.

Question: Slow Slides

Answer: If you are listening by phone, please make sure you have selected the "Listen By Phone" option on your player to ensure proper slide sync. If you are listening through your computer, please refresh your player by clicking the double arrows located in the Media Player in the top left of your screen.

Question: Can't see Survey questions

Answer: Please refresh the page. Also, ensure that any pop-up blockers on your system have been disabled on this site. Thank you.