

## **Helpful Tips for Participating in Video Conference on Onstream Media Platform**

Internet bandwidth should not be an issue since most cable access is 10-50Mbps (10 to 50 times what is necessary to participate in an Onstream Media videoconference). For best possible and most reliable experience do not use WiFi equipment and use a high-grade, dedicated, low-latency broadband internet access. Use the Onstream Media System Check application to test your connection prior to attending a conference (<https://join.onstreammedia.com/systemcheck>). (Note: If it shows that the Application Sharing plugin is not installed, you don't need to install this. It's only necessary for those who will be sharing their screen.)

Please make sure that Skype is not running on your computer, even in the background as it will cause issues with your Onstream Media connection.

Please make sure that you add Onstream Media to your favorites or email contacts to ensure that you receive email messages relating to the video conference.

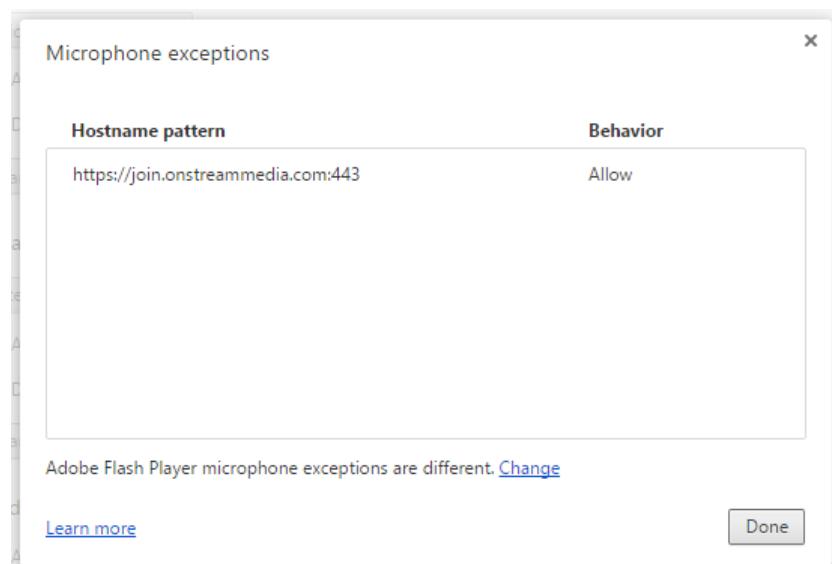
### **Troubleshooting**

If issue of video or microphone not working... authorize your webcam within your browser settings.

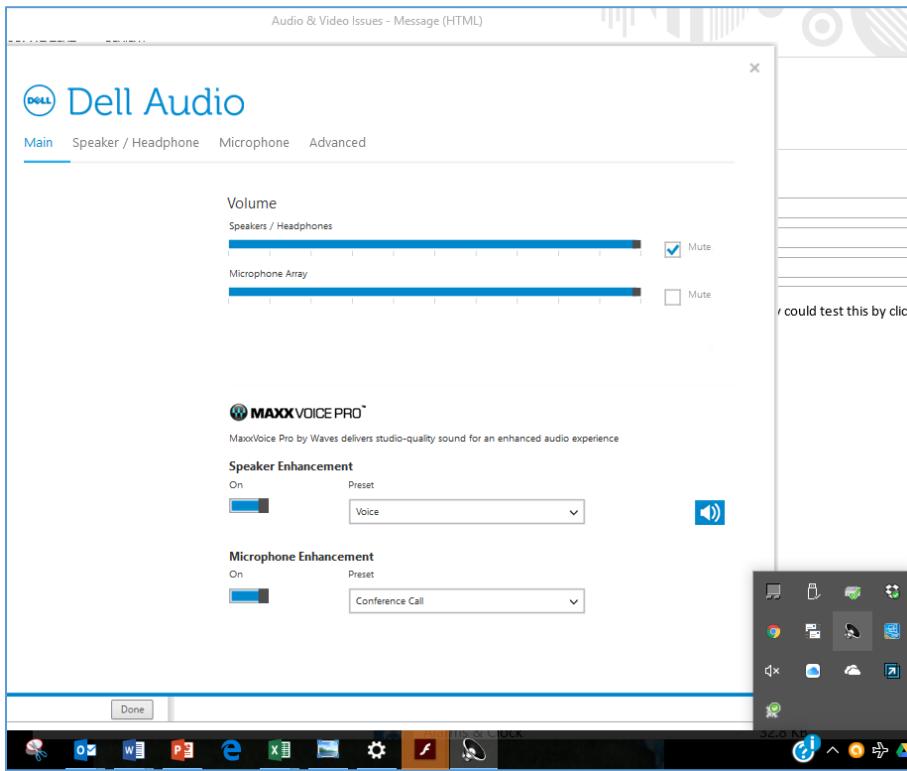
Go to Settings > Show Advanced Settings > Privacy > Content Settings

For Microphone and Camera use the dropdown to select your computer's camera and speakers.

For both go into Exceptions and make sure that Behavior does not indicate 'Blocked' for Onstream Media.



Also, please make sure your speakers are not on mute:



All browsers require permission to use cameras and mic; but so does Flash. They must be permitted in both areas.

## Options menu

Access your preferences and basic session functions

**Make sure to allow access to your mic and cam via the privacy settings**

**Open your preferences to control your camera and microphone**

**Make Onstream Webinars more readable by increasing font size**

A participant's manual is available at <http://support.onstreammedia.com/pdf/invitees.pdf>.  
[http://support.onstreammedia.com/onsm\\_webinars\\_getting\\_started.html](http://support.onstreammedia.com/onsm_webinars_getting_started.html)

**Everyone** has access to support. All you need to do is click the help button in the interface, and call the number for Client Care.

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## Your camera and microphone

If you're allowed to speak your video will appear in the video conference



You can also participate by downloading the app on your cell phone (available on both iPhone and Android) or tablet:

1. Download Onstream Webinars
2. On your phone open the email you were sent after registering for the online support group meeting.
3. Click on the link in the email message and the Onstream Media app will open and you will be taken to the session. You might be required to enter your name and email address.