

Webcast Tips

Audio The webcast sound is streamed through your PC. You will need to download the free Microsoft **Live Meeting Client** to be able to participate in the webcast.

Step 1: Check your system: You will see this link on the confirmation you receive. **CHECK YOUR SYSTEM:** Clicking this link will direct you to the installation web page.

First Time Users:

To save time before the meeting, [check your system](#) to make sure it is ready to use Microsoft Office Live Meeting.

Troubleshooting

Unable to join the meeting? Follow these steps:

1. Copy this address and paste it into your web browser:
<https://www.livemeeting.com/cc/lmsales/join>
2. Copy and paste the required information:

Step 2: Install

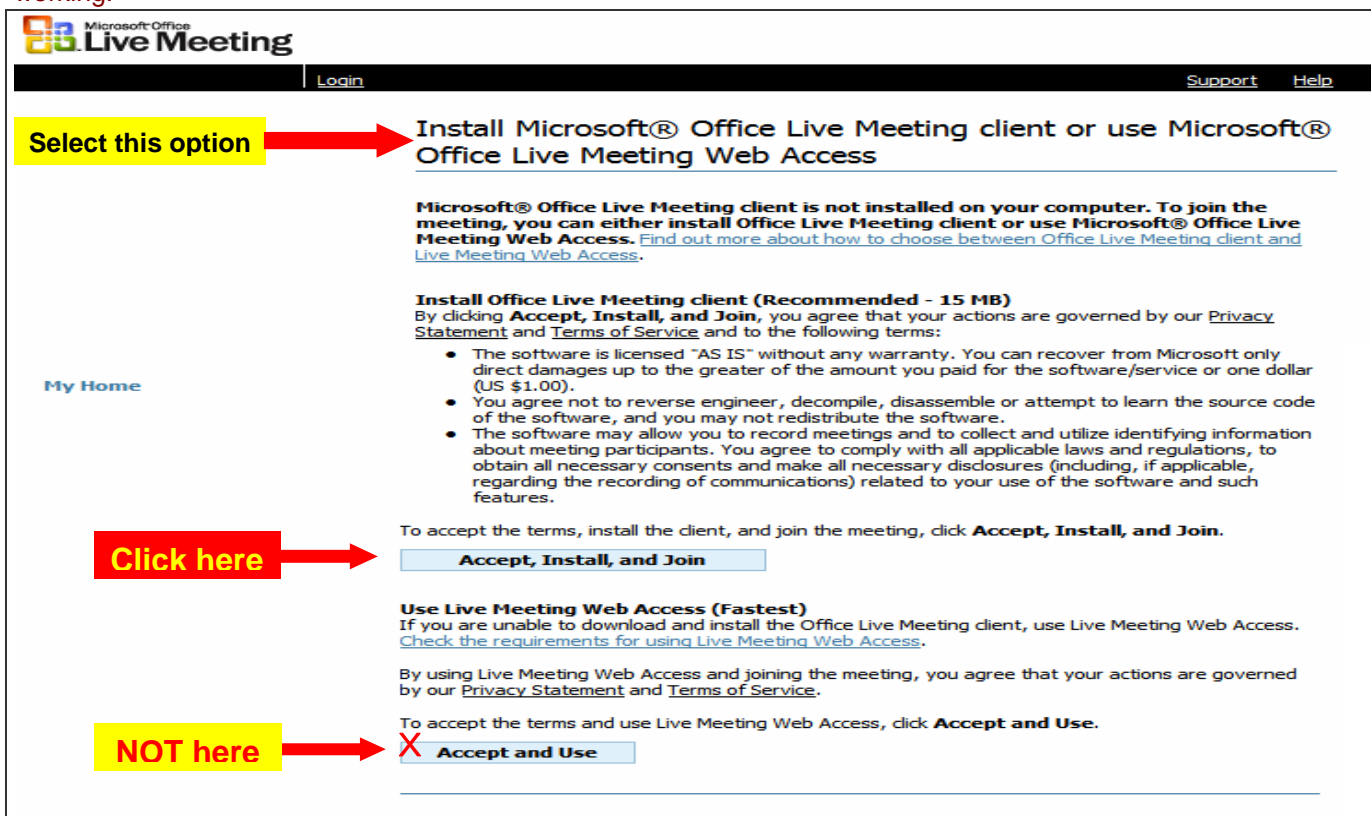
The installation page resembles the screen shot below. You are given 2 options here. For these webcasts, **select the FIRST option: "Install Live Meeting Client"** (NOTE- the 'Live Meeting Web Access' version is not applicable to access these webcasts)

Click Accept, Install, & Join the Windows Application Client. The download of the application client takes a few minutes (up to 15) depending on your internet bandwidth connectivity. **You can download the application as far in advance of the live webcast as you want, but no less than 15 minutes before the webcast starts, or you may miss some or all of the webcast. Once Live Meeting Client is downloaded /installed you will not need to download it again for subsequent Webcasts.**

If you have trouble installing Live Meeting Client , contact MS Live Technical Support toll free at 1- 866-493-2825 and select Option 4. (or say "Technical Support")

Once the installation is complete, you will find the Live Meeting Windows Client in your start Menu. Once it is installed , when you click the Webcast link in your Webcast confirmation notice, Live Meeting should automatically bring you to the Webcast log in area to view and hear the Webcast.

NOTE: Please be sure you have PC speakers or a set of earphones to plug into the audio port on your PC. Both the audio and visuals for the Webcasts will be generated from your PC. When you join the webcast, please be sure your PC speakers are connected and on at mid-volume level, or that your PC audio headset is connected and working.



The screenshot shows the Microsoft Office Live Meeting installation page. At the top, there is a navigation bar with 'Login', 'Support', and 'Help'. The main heading is 'Select this option' with a red arrow pointing to the first option: 'Install Microsoft® Office Live Meeting client or use Microsoft® Office Live Meeting Web Access'. Below this, there is a section for 'Install Office Live Meeting client (Recommended - 15 MB)' with a list of terms and conditions. A red arrow points to the 'Accept, Install, and Join' button. Below that, there is a section for 'Use Live Meeting Web Access (Fastest)' with a red arrow pointing to the 'Accept and Use' button, which has a red 'X' over it. A yellow box with 'NOT here' and a red arrow points to this button. The page also includes a 'My Home' link on the left side.

Q& A- Once you are in the live webcast, Q & A is via text. Just click on the “Q & A” tab for the question text box. Hit “Ask” when you have finished typing the question and the question will go into queue. Questions are addressed at the end of the webcast.

