



Customer Service & Technical Support

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Ques...

Attendee Frequently Asked Questions

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Below are some of the most frequently asked questions we receive from Attendees about joining a meeting.

Q. When I join a meeting it tells me "You have just attended a meeting", did I miss it? It's asking me to :

A. Your meeting opens in a new, dedicated window. What you are viewing is the original browser. Your meeting window is dedicated to the meeting, no tabs, no extras so you have the full experience.

Q. Do I have to create an AnyMeeting account in order to attend my meetings?

A. Not at all. Participants who are planning on attending a scheduled meeting do not need to be signed up for AnyMeeting beforehand. Only the host/presenter needs to have signed up for an account with AnyMeeting.

Q. I received an invitation to a meeting. How do I join the meeting?

A. To join an event, simply click the link in the invitation email for the presentation. Fill out the required information and click **Join the Meeting**.

Q. I am on the call but no one can hear me?

A. The meeting presenter may have muted you by accident. Try the Live Chat to see if you can get them to unmute you.

Q. I couldn't login to the meeting, it said it has ended.

A. You will want to check with the meeting presenter. Perhaps the meeting was cancelled or ended early.

Q. I missed a meeting. How can I watch it?

A. Meeting hosts that are subscribed to AnyMeeting Pro have the option of recording their live meetings. Please contact the meeting host directly to check if there is a recording available.

Q. Do I have to install anything to join a meeting?

A. Not at all. You just click the link and off you go. Including on iPad and Android tablets!

Q. The Presenter sounds choppy, goes in and out.

A. Check your connection first, make sure that you are on a stable connection. Otherwise you may want to the Presenter that they are hard to hear. Sometimes Presenters don't realize they need to adjust their mic a speakers or may be on a cell phone (never a good idea).

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