anymeeting Customer Service & Technical Support

Home › Attendee Guides › Attendee Troubleshooting

Attendee Troubleshooting
Last Updated: Aug 31, 2013 07:11AM PDT

Here are some common questions about attending meetings:

Q. What do I do if I receive an "Unable to connect to the presentation" error message?

A. This may indicate that you are behind a firewall that is not allowing you to connect to the meeting. Pleas
System Test for more details regarding the current status of your system. If the system test connection fails
need to modify your firewall settings to allow communication on **port 80 and port 1935.**

Please note: *Modifying your firewall settings has the potential to alter your system's security status and sh
therefore only be undertaken if absolutely necessary. Most users do not need to make any modifications to
firewalls. Please review the Connection Troubleshooting guide prior to modifying your firewall settings to e
issue is not connectivity related.*

Q. Why can't I dial into a conference call?

A. If you are using a VoIP service, some providers sometimes block free conference calling providers becau
costs that the phone provider has to pay to connect the call. In this case, you will need to call your phone p
and let them know of your situation and ask them to resolve it.
If you are not experiencing what we describe above, please verify the phone number and area code and try again

Q. **Why is the screen sharing slow / blurry / poor quality?**

A. This is usually because of an internet connection issue, either on the presenter's side or on the audience
side.
Here's a few best practices as well:

1. For best experiences we recommend a hard-wired (No Wireless) broadband connection.
2. Make sure to set your screen resolution to a maximum of 1280x1024.
3. A viewer can also control how the screen is displayed. If it's too small, they can hover their mouse cursor over
Sharing window, click on "Actual Size", and this will zoom the screen. Pressing "Fit to Screen" will make the pres
screen fit into the Screen Sharing window.

Q. Where can I take the System Test? What does it to?

A. You can access our system test by visiting the following link: www.anymeeting.com/systemtest

If your system meets the minimum requirements to participate in a meeting, then you should see the following:


You can choose to do some additional testing if you want. This would be recommended for presenters to ensure everything you're using is fully compatible with our software.

To check your network settings to make sure that your computer can reach our servers, just press the "Click here your network settings" option as shown below:
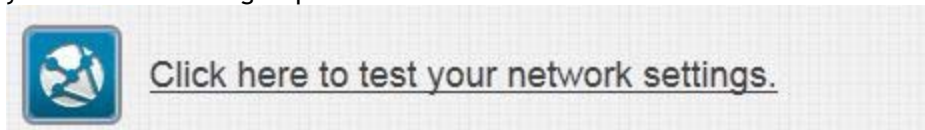
To check if your webcam and microphone is properly recognized by our software, just press the "Click here to tes webcam and microphone" option as shown below:
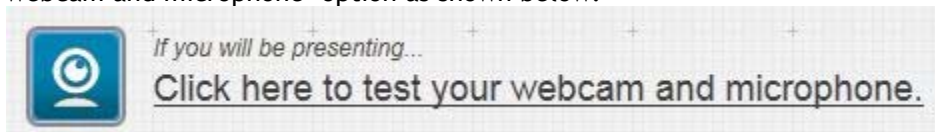
To check if your speakers are properly recognized by our software, just press the "Click here to test your speaker shown below:
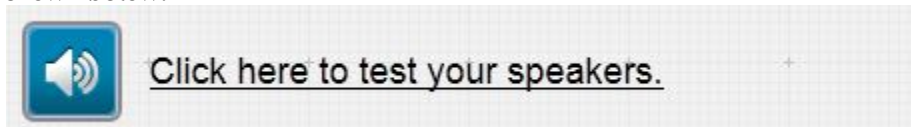
Related Articles

Attendee Frequently Asked Questions

☐ *I found this article helpful*
☐ *I did not find this article helpful*