

Electromeeet Participant Guide – Optimising Your Internet Connection

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Background

You are able to join an Electromeeet session by opening the Access Key link given to you by your Provider. The first time you launch Electromeeet the logo box will appear, then the **Internet Connection Wizard**. Click Start to run the wizard, then Go when it is finished.

Next, and just before the Electromeeet screen launches, you are asked to type your name. After you have typed your name click OK, then check that you are online – the word "Online" will appear bottom left of the Electromeeet screen. If the word "Offline" appears you may have a poor or "broken" internet connection or your access may be blocked by a firewall. This document looks at solutions to these issues.

Your internet connection speed may vary considerably. This variation is caused by one or more of the following:

1. Volume of internet traffic in your location
2. Proximity to telephone junctions/substations (for ADSL connections)
3. Simultaneous use of a modem or hub by multiple processes or computers. For example: Multiple processes and computers that use the same base connection.
4. Multiple processes running on your machine

A reliable dial-up connection can sometimes provide a better internet connection and better Electromeeet quality than a congested fast connection.

Symptoms of a poor connection in Electromeeet usually appear as audio problems such as:

- Unable to hear other participants
- Unable to be heard by other participants
- Broken speech
- Poor audio quality with unusual sounding speech

For simple checks jump to [Other suggestions](#) .

You could also read the document "**Electromeeet Participant Guide – Optimising Your Audio**".

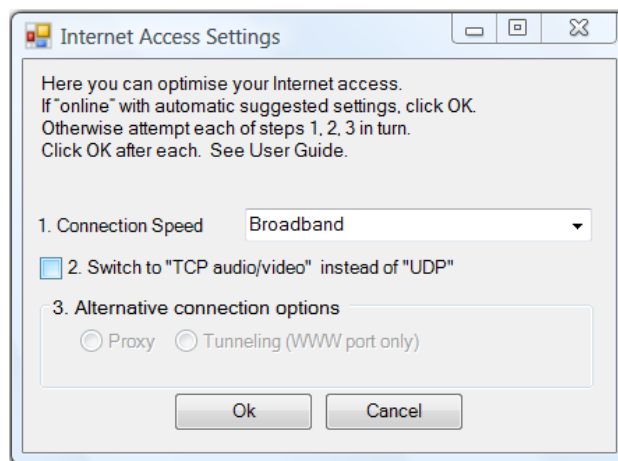
Automatic Internet Connection detection

The purpose of the **Internet Connection Wizard** is to use automatic detection of optimum settings for your internet connection. If you are unable to join a session (that is, you stay "offline") this could be because the configuration of your internet connection has not been detected by Electromeeet. If you cannot join a session, you may need to change the settings - see '[Changing Internet Connection Settings](#)' (explains how you can use the Internet Connection Settings dialog to alter your settings manually).

Changing Internet Connection settings

If you are unable to join a session with your Access Key link (the word "Offline" appears at bottom left of the Electromeeet screen), you can use the **Internet Access Settings** dialog to change the settings.

The **Internet Access Settings** dialog may appear automatically after the **Internet Connection Wizard**. The first time it appears it is recommended that you simply click "OK".



If you cannot get online and join a session, try each of these steps in order. Here **we assume that you have already verified that you are connected to the internet** (perhaps check that your browser goes online). See also "[Other Suggestions](#)" below.

Step 1 – Try specifying connection type. Go to the top menu item **Tools>Internet Access Settings** to launch the dialog box. Item 1 in the dialog allows you to specify connection type. Broadband is fastest, followed by Mobile, followed by Dial-up. Click 'OK' then try again to go online (you may need to close the software and re-launch using your Access Key).

Step 2 –Try TCP. Go to the same dialog box as in Step 1, then click the small box next to Switch to 'TCP audio/video instead' of 'UDP' – a tick will appear. Click 'OK' then try again to go online (you may need to close the software and re-launch by opening your Access Key).

Step 3 – Switch to Port 80 only. From the same dialog box, switch to www Port (port 80) only:

- a) Click "Tunnelling (www port only)"
- b) Click "OK"

- c) Exit the software and launch it again

If you are unable to join a session after trying this, you may need to configure Electromet to suit your proxy settings.

Step 4 – Switch to your Proxy Connection. First you will need to find out your proxy settings, if any. See step 4(a) below.

- a) If your access to the internet is via a **proxy server**, you may need to enter your proxy settings into Electromet. Proxy server settings specify the network address of an intermediary server (known as a proxy server) that is used between Electromet and the Internet on some networks. In a corporate network you should contact your network administrator for proxy information or you can check as follows.

In **Windows Control Panel**, go to **Network and Internet**, then select **Internet Options**. Click the '**Connections**' tab. Click the button '**LAN settings**'. If the check box "Use a proxy server..." is unchecked, you are not connected via a proxy server - see '[Other Suggestions](#)' in next section. If the check box is checked, click the button "Advanced". Write down the Proxy settings shown in the Proxy Settings dialog.

- b) Now go to the top menu in Electromet: **Tools>Internet Access Settings** to launch the dialog box.
- c) Select Proxy. Enter the proxy settings you have recorded from the preceding step.
- d) Click "OK"

Exit the software and launch it again

Other Suggestions

To resolve internet connection issues, try the following suggestions:

1. If your internet connection appears slow or Electromeet disconnects (or will not go online):

[Also see the preceding section to [change internet connection settings](#)]

Go to **Tools > Internet Access Settings** in Electromeet and select your Connection Speed type from the drop-down menu. If poor audio quality continues, choose a slower Connection Speed type. The fastest is Broadband, followed by Mobile, followed by Dial Up.

2. If your internet connection is Shared (such as via a home or corporate network):

Ensure that other users on your internet connection are not downloading or uploading large amounts of data at the same time as your session. Close other programs that may use the internet, such as your email software and browser.

3. If your internet connection is via a Wireless network:

If you are joining a session through a wireless connection to your modem or router at home (or office), you may experience a broken signal for the first few minutes of a session. This initial broken signal will often resolve to a smoother reception unless the signal strength is too weak to receive the audio stream. If you are not located close to the modem, the transmission can be interrupted by walls or closed doors.

5. If your internet connection is through a cellular phone network:

The speed of download and upload can vary widely during a session. Ensure that you have the **Mobile** connection speed selected in **Tools > Internet Access Settings**. If audio quality continues to be poor, try closing Electromeet, then disconnect from the internet, reconnect, and start Electromeet again.

6. If your internet connection is a protected via a Firewall:

A blocked connection may be due to a firewall. Electromeet will remain "Offline" as indicated by the word in the bottom left of the screen. A firewall may be a software based firewall or a hardware based/corporate firewall.

Software based firewalls:

If you have firewall software installed on your system, such as Norton® Firewall or McAfee® Firewall, your firewall software may prevent Electromeet from connecting to the internet. Add Electromeet (electromeet.exe) to the list of trusted programs of the firewall software for the firewall to allow Electromeet to connect to the internet.

Hardware based firewalls and Corporate firewalls:

Participants using a corporate network should consult with the system administrator well before their first Electromeet session to ensure that firewall access is enabled. Try the suggestions in the section above headed "[Changing Internet Connection settings](#)". The system administrator may need to advise you of proxy settings.

Electromeeet Port use - for advanced users

By default, Electromeeet uses the following connection settings and computer ports as default. If the software detects that these ports are closed, it will endeavour to "tunnel" through Port 80 – the standard http connection. The various features of Electromeeet work best when the default settings are enabled (for example, audio is clearest, whiteboard refresh is fastest, etc). However, the software will also perform well if tunnelling or proxy connection is selected.

Electromeeet defaults are:

- **IP address:** 69.65.109.10 (In some cases the alphabetic web address will be sufficient. In such cases, access to both www.electromeeet.com and electromeeet.com must be established.)
- **TCP Port:** 1024 (this is fixed and used for most communication except audio, unless TCP audio is selected manually under **Tools>Internet Access Settings**)
- **UDP Ports:** 7000 – 12000 (these are dynamically assigned during the session for the audio which is why we request that the range is opened). If it is not possible to open this range, please select tunnelling or proxy internet connection using the [Internet Access Settings](#) dialog.