# User's Guide for Stockholm Convention Webinars
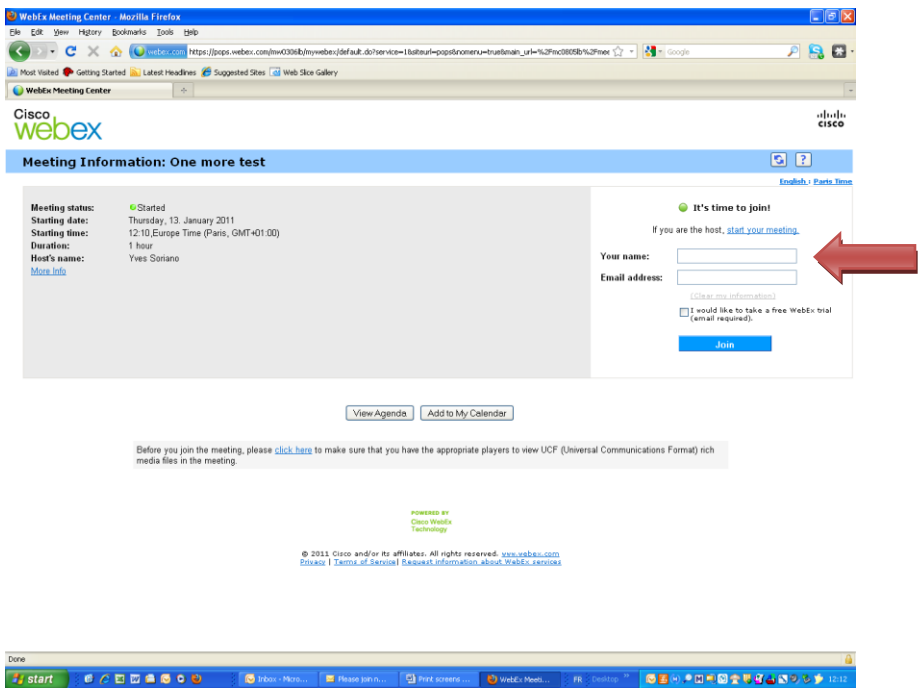
**System requirements:**
- Internet Explorer browser
- Excellent internet connection (avoid Wifi connection)
- Headsets and a high-quality microphone (preferable than incorporated into computer)
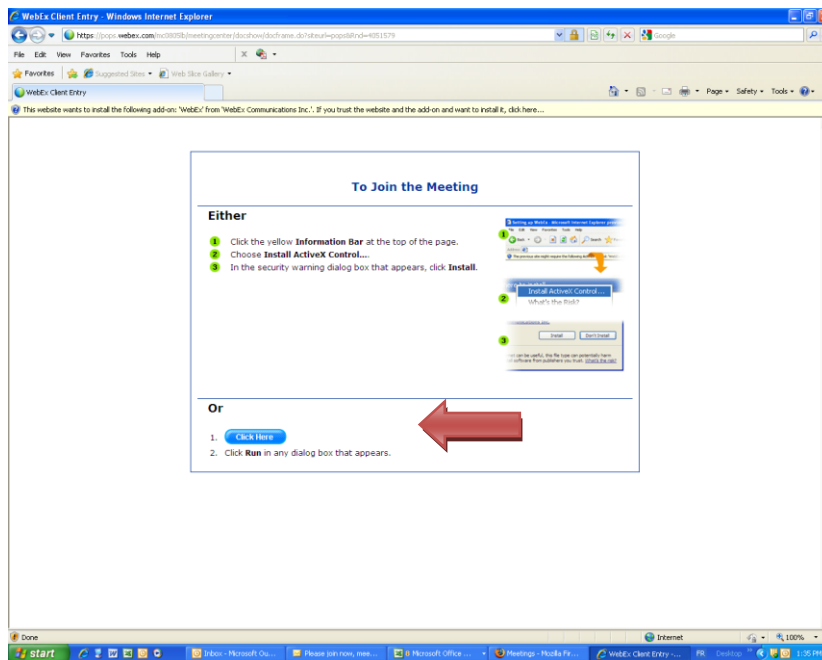- Video (optional)

Please connect to the meeting **at least 30 minutes before** it starts.
**For those of you who are joining for the first time, we strongly recommend that you print out this User's guide and join even earlier** (up to 1 hour before the webinar starts), to allow us to help you ensure that all the audio set-up is correct.

**Note**: depending on the operating system of your computer, you might have a pop-up asking whether you allow changing of your computer set-up. Please accept, or else you will not be able to connect.

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| **1** | Click on the **meeting link** in your invitation email message. |
| **2** | An automatic box appears indicating meeting information. Please check that you are attempting to join a meeting that has started: the text **It's time to join** and a green indicator should appear. Otherwise, the text **Not started** appears and you have to wait until the conference starts.<br><br>Please enter **your name** and **email address,** then click **Join** (blue button)<br><br> |

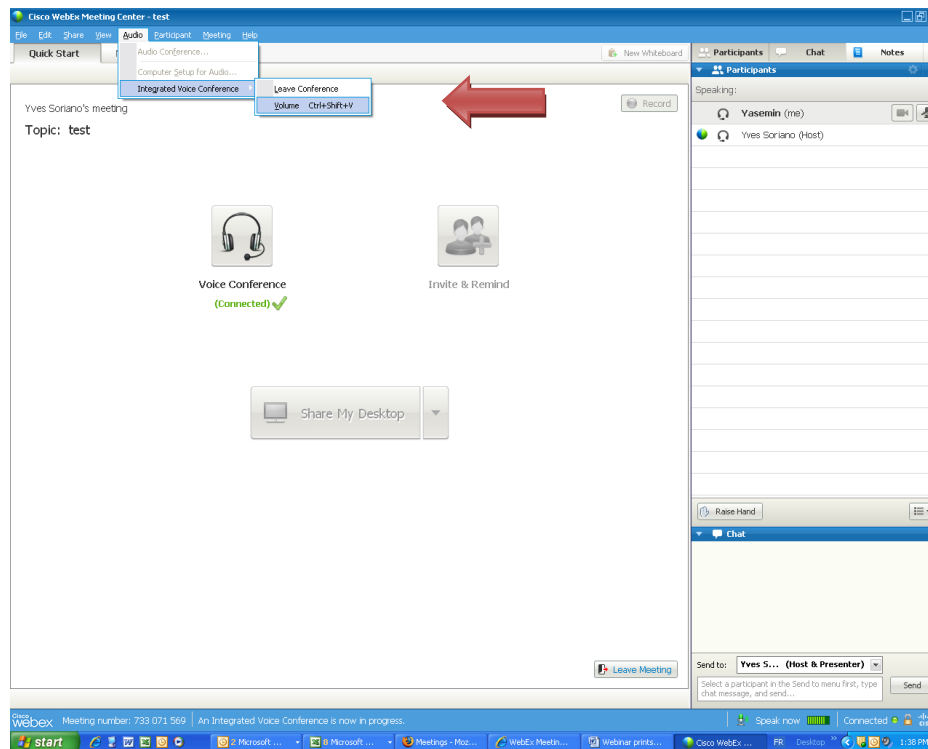| | |
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| **3** | Another automatic box appears called "To Join the Meeting". It allows you to download the Webex software. Follow: **Click here**, click on **I agree**, continue to run Java technology from… then press **Run** in any dialog box that appears. |
| | |
| **4** | If this is your first time connecting to a meeting with your computer, **an Audio wizard appears and walks you through to fine tune your sound settings** (microphone and speaker). The trouble-shooter section at the end of this document also describes the Audio wizard process (see section 2). |
| **5** | You will be asked whether you want to **join this Integrated Voice Conference**: click **Yes** |
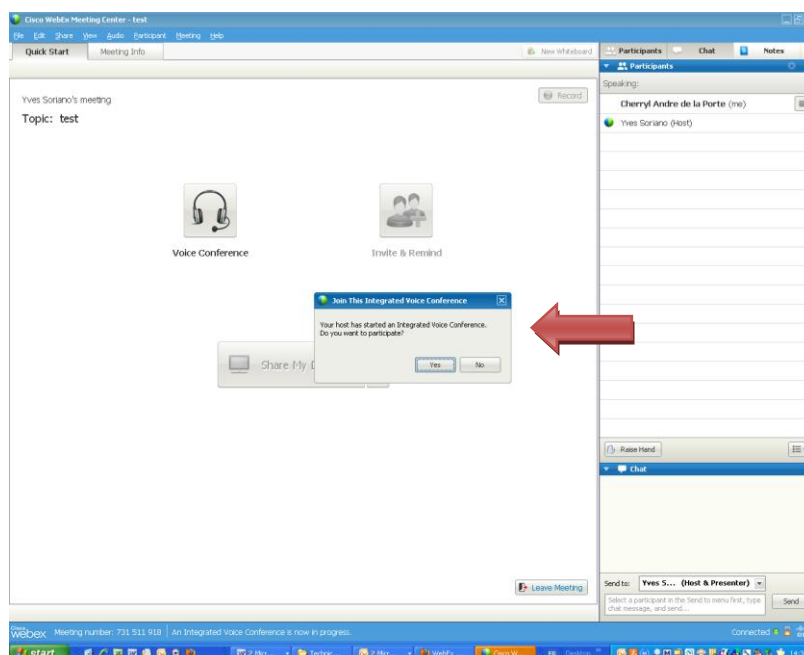
**6** **You are now connected to the Webinar**.
On the right hand-side of the screen, the **Participants window** allows to see the list of
connected participants. On the right hand-side of your name, please click on your video icon
(1) to activate your video (the icon, which is grey, will become green). Please also click on
the second icon, your microphone, to **unmute it** and be heard by the host and other
participants (click on the icon if it is red) (2).

To **ask questions**, participants can type their question either during the presentation or after it
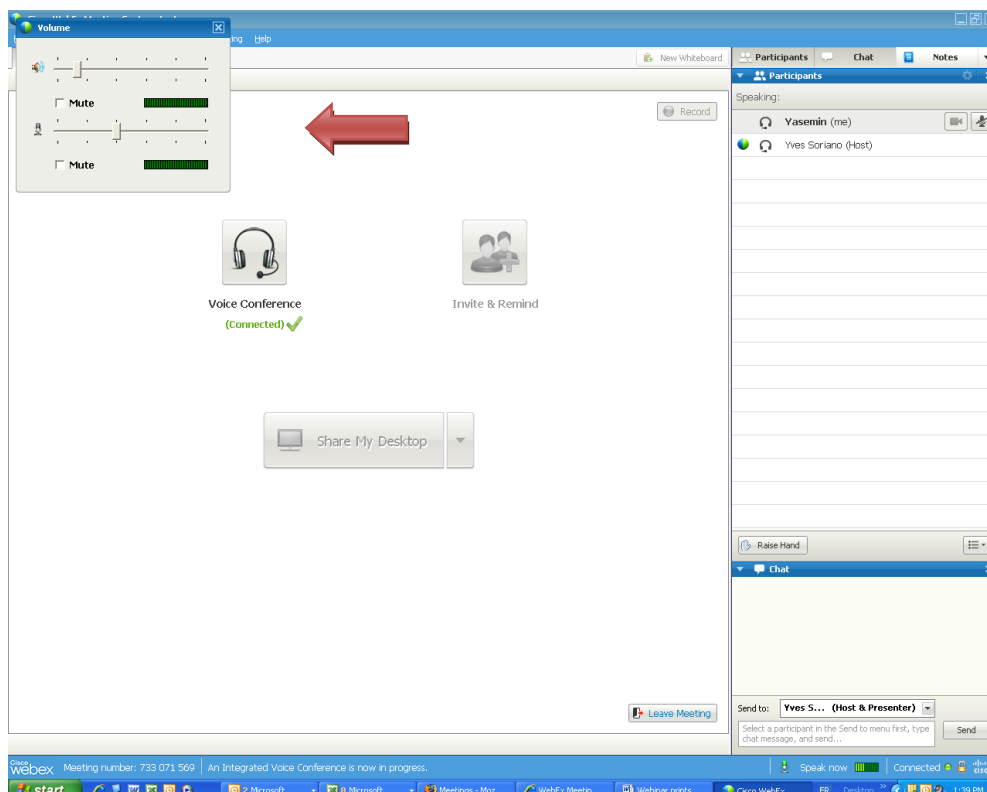in the **Chat** window at the bottom of the screen (3).
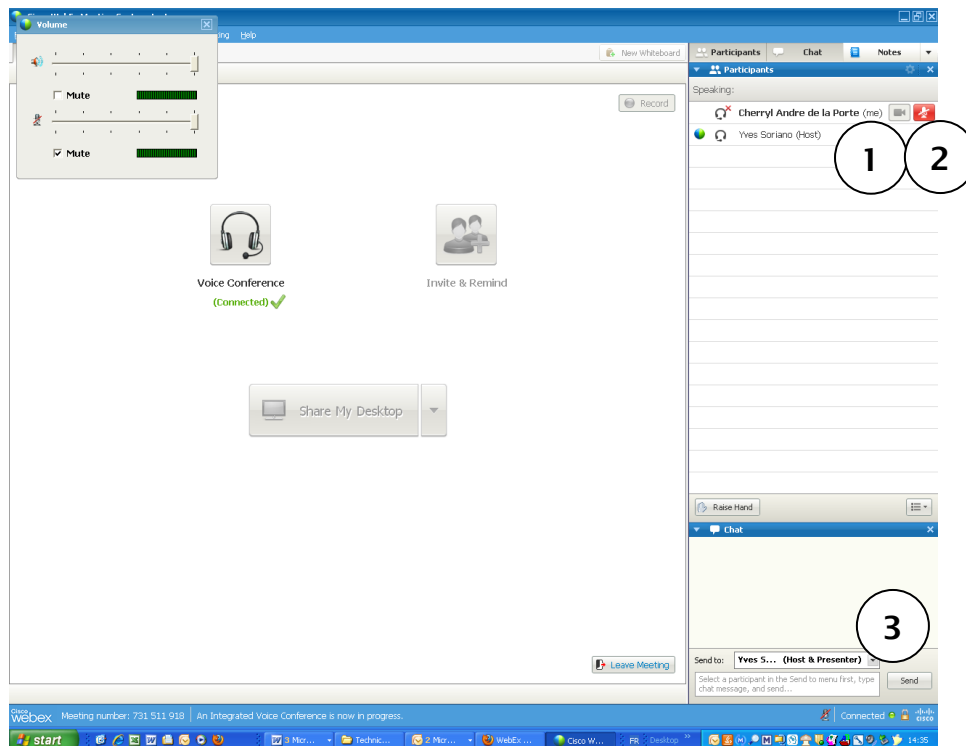
| 7 | **To increase or decrease the volume during the meeting:**<br><br>From the menu at the top of the screen, select **Audio** > **Integrated Voice Conference / Volume**.<br><br><br><br>Then make the necessary adjustments to **increase or reduce volume** in speakers and microphone.<br><br> |
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# In case of problems

## 1) Connecting to the meeting:

If you experience **technical problems to connect to the meeting**, please call this number:
+**41 22 917 89 53.**

If you experience problems **after having connected to the meeting,** you can also contact the Technical Assistance participant **by sending him a chat message.**

## 2) Hearing others or getting others to hear you:

When plugging in your headsets, please make sure you select the option **Microphone**, or else participants will not be able to hear you when you talk. If this is the case during the meeting, unplug your headphones and select the right option in the automatic window that opens.
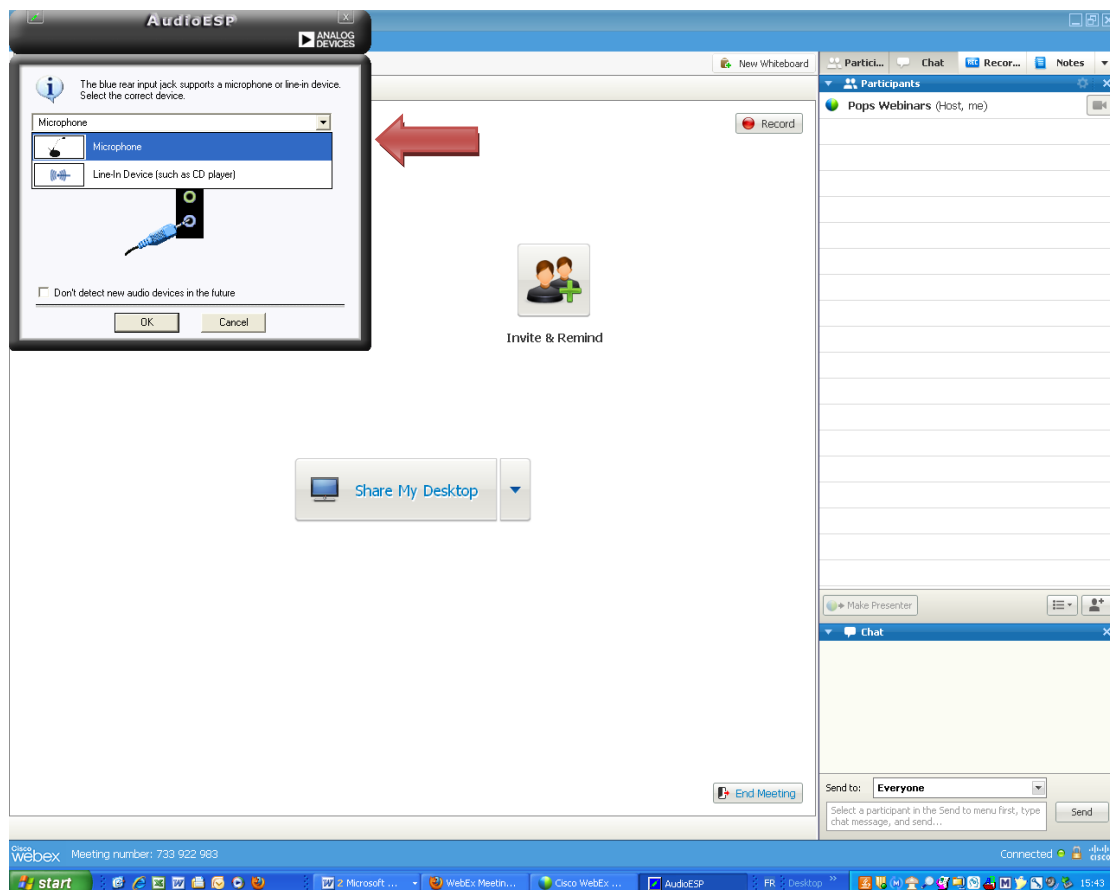
## If you still cannot be heard or cannot hear:

Go to the menu at the top of the computer screen and select **Audio > Computer Setup for Audio.**
If Computer Setup for Audio is not active (in grey only), you need to first go to Audio > Integrated
Voice Conference > End conference, before you can change the computer Audio setup (you will also
need to go back to Start conference once you have finished making the audio adjustments).
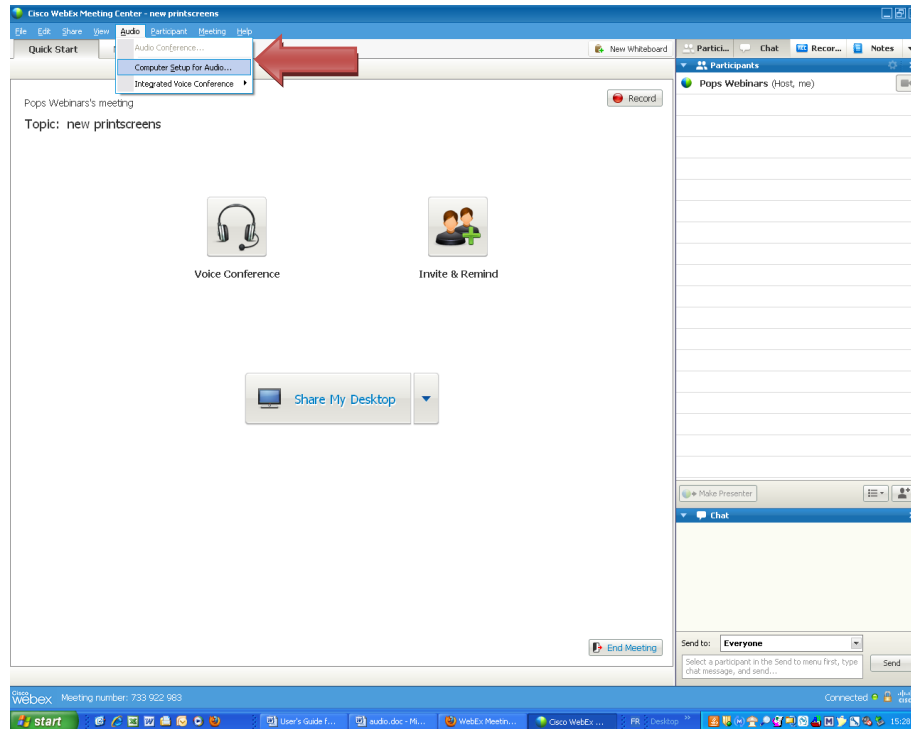


Click **Next**. You will be asked to select which playback and recording devices you want to choose. If
you are unsure, just keep the default setting, then click **Next**.
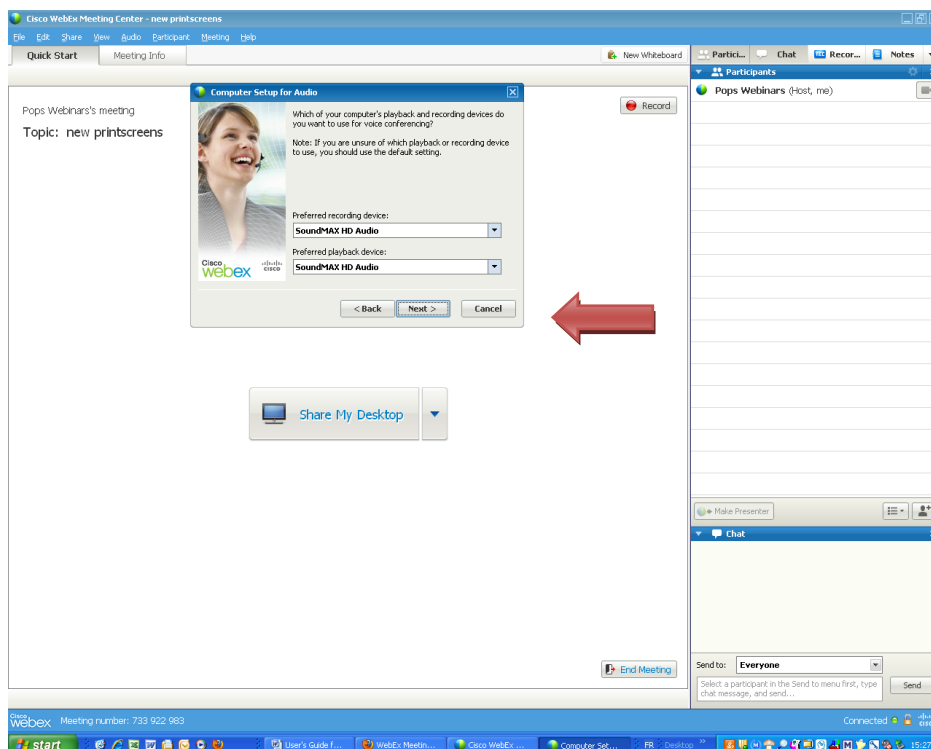
You will be asked to test your speakers: click the **Play** button (blue arrow) and if you can hear the automatic message, adjust the volume to a comfortable level, then click **Next**.
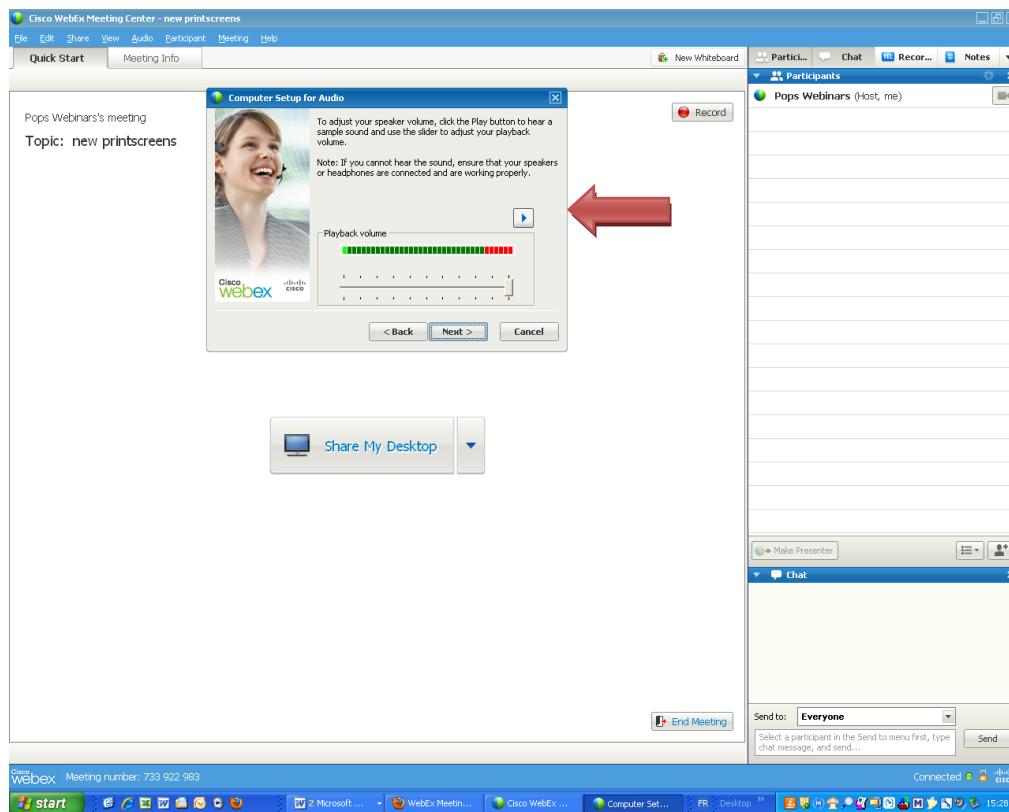


Now you will be asked to test your microphone: click on the **red button** and talk. You will see the green bars being activated. You can test by pressing on the **Play** button and hearing your recording.
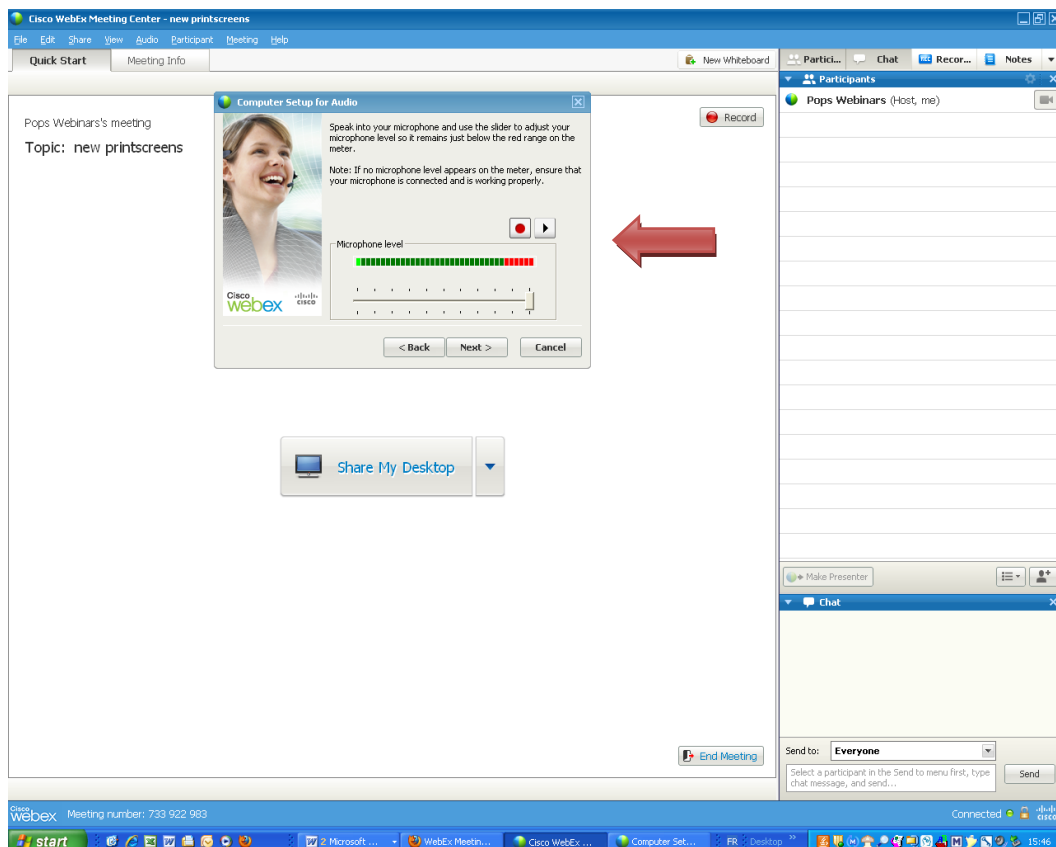
Then you are asked to select the type of speaker set-up. Click on **Headphones** if you have some.
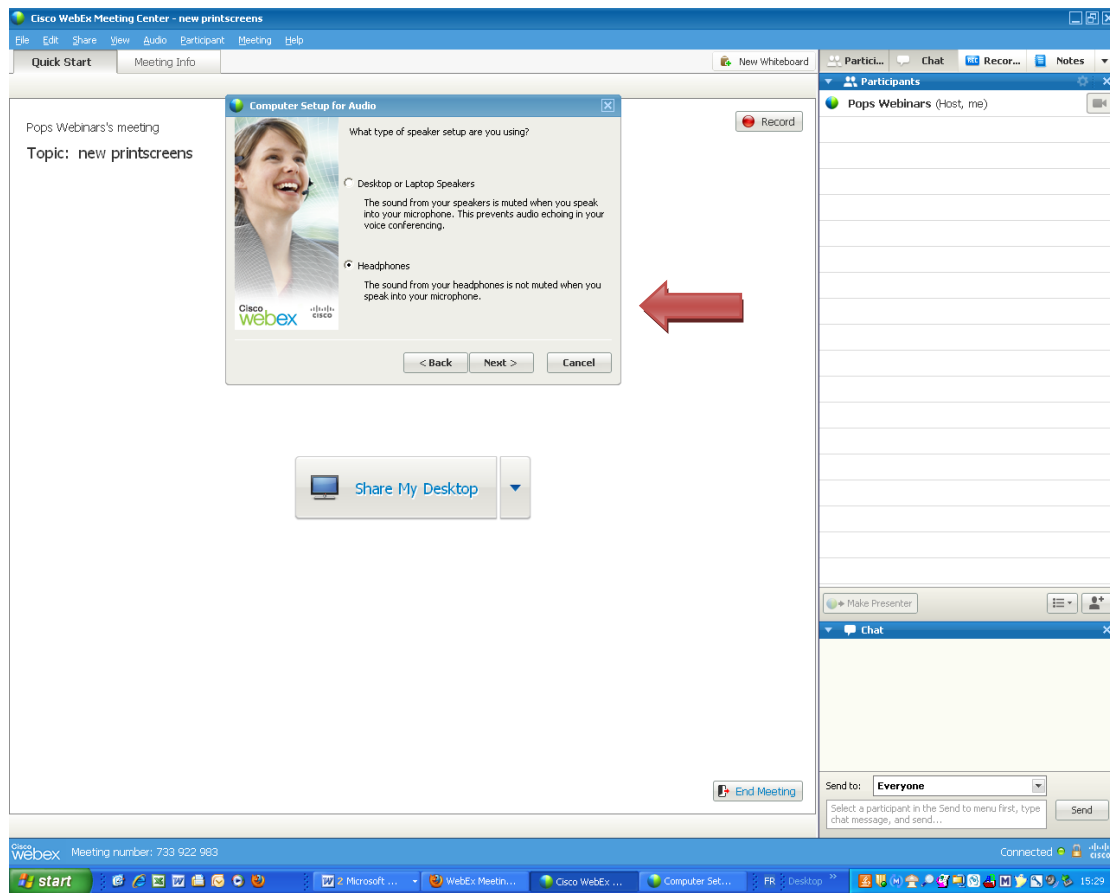


If you don't and are using desktop or laptop speakers, select that option and make sure that when you want to speak during the Webinar, you keep the **CTRL** key pressed down (it should also be indicated at the very bottom right hand-side of your computer screen: "Press CTRL to speak").
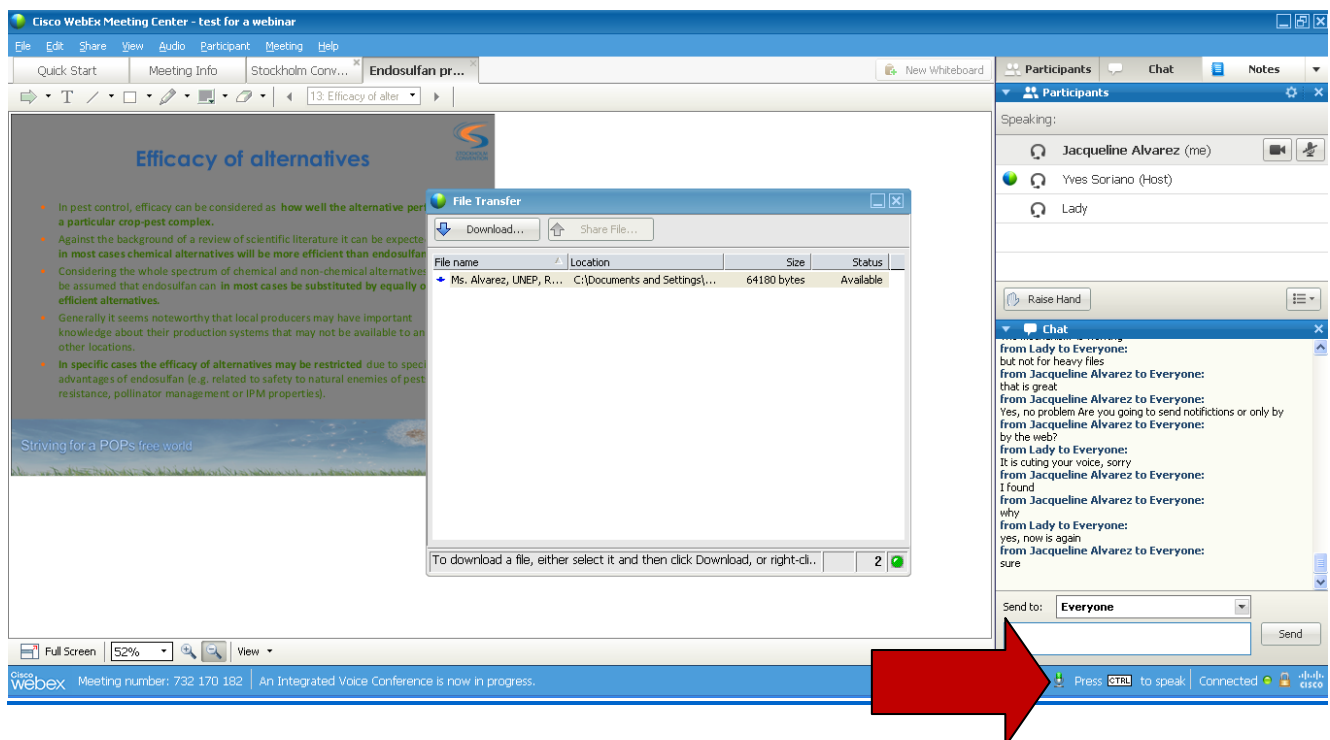
Finally, on the last window, make sure all boxes are selected then click **Next > Finish.**
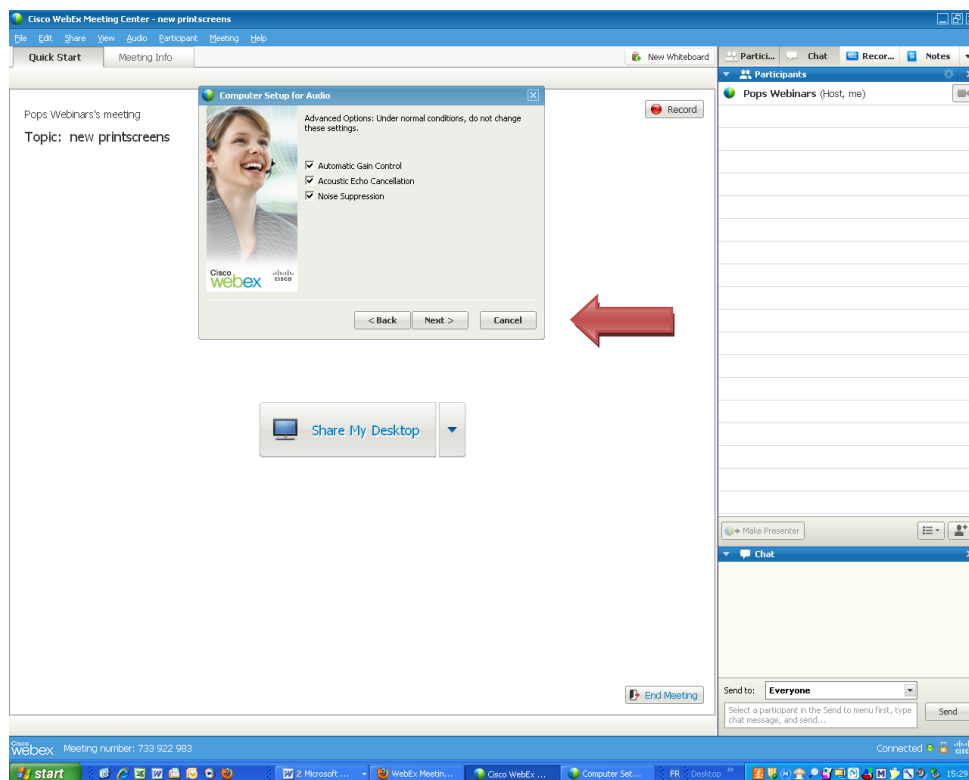


Source of printscreens: Webex software