

Synergy Room Support

Synergy Room System Requirements: (What you need to run Synergy Room properly)

Operating System:

1. Windows Operating System (Windows 98, ME, NT, or XP)
 - A. If you are using Windows XP, you must have the latest update, Service Pack 2 installed. You can update your Windows version at www.microsoft.com or Service pack 2 here: <http://www.microsoft.com/windowsxp/sp2/default.msp>
2. Macintosh OS 10.3 or later.
3. Linux OS (any version) with Java Script service pack installed.

Web Browser (The program you use to view web-pages):

1. Internet Explorer version 6.0 or later (for Windows users)
2. Mozilla Firefox 1.5 or later (www.mozilla.com)
3. Safari 5.3 or later (Macintosh 10.3 Users)
(<http://www.apple.com/macosx/features/safari/>)
4. Synergy Room will NOT work properly with the AOL web browser.

The latest Synergy Room Software:

Download the Synergy Room software into your browser manually from this link:
<http://s.tcconference.com/v4/tcConferenceSetup.exe>

Computer Sound

1. Your computer must have a sound card installed. You can see if your computer has a sound card installed (in Windows) by right clicking on “My Computer”, going to “properties”. Once in “properties” go to Hardware tab, then to the Device Manager. Look for “Sound, Video, and Game Controllers”. Click the + sign to show what sound, video, and game controller hardware you have installed. The majority of computers purchased today come with sound cards if purchased from a reputable dealer. For more information, please contact the company from whom you purchased your computer.
2. Microphone and Speakers. Speakers or headphones are required to hear the presentation. A microphone is not necessary, but you will be limited to text-chat only in the room if you do not have a microphone installed.

Internet Connection

Synergy Room only requires a minimum connection of Dial-up (56k) service, though you may experience slight lag or latency if there are many users in the room. DSL or higher is recommended.

Known Conflicts:

The following programs are known to cause problems, and it is recommended that the programs be shut down while accessing the room for the first time, if you encounter an error, or while installing the Synergy Room software.

Norton Antivirus
Norton Internet Security
Dial-up Speed Accelerator programs
MacAfee Firewall
Gator adware program
Pop-up blocker programs
Programs that use sound (Windows Media player, Winamp, video player)
AOL web browser
Netscape Web Browser
Window Blinds (Windows Template Agent)

Usually, these programs, if installed on your computer, have icons displayed in the corner of your screen next to your clock. Right clicking on these icons gives you options for the program, such as Exit, Disable, Snooze, or Help. For most of these programs you can click on Disable to stop the program from interfering with Synergy Room install and use. If you shut down a firewall or virus-protection program, be sure to turn it back on (right click the icon and go to Start, Enable, or activate) after you have successfully logged into Synergy Room.

If your firewall program allows you to give certain ports safe access to your computer, you can add port 443 to your firewall's safe list, as Synergy Room runs on port 443.

Common Errors:

“Cannot Connect” Generally, this means that one of the programs mentioned under Known Conflicts” is preventing you from accessing Synergy Room properly. Please insure all programs under that list are disabled and then try to reconnect.

“Audio Device Error” Generally, this means that either you do not have a sound card properly installed on your computer, or another program on your computer is using your sound device, such as Windows Media Player.

“Unable to Install / Active-X required” This usually means that the user is trying to access Synergy Room with the wrong web browser (AOL or Netscape), that they do not have Service Pack 2 for their Windows XP system, or that they have a Macintosh System that is not up to date with the latest version of Safari web browser. Programs listed under the Known Conflicts section can also cause this error to occur. Usually this can be

solved by using Internet Explorer on an updated Windows System, with all Known Conflict programs turned off, and installing the update manually using the link provided above. A restart of the computer is sometimes required. Please note that you will have to re-disable the programs found under “Known Conflicts” after you restart your computer. More information can be found for ActiveX on www.microsoft.com (Windows users) or www.apple.com for Mac users.

You can also try and change your own Active X controls in Internet Explorer:

1. insure you are using internet explorer
2. in internet explorer, go to Tools→Internet Options. Click on the Privacy tab, and make sure that it is set at Medium, and that the Pop-up blocker option is turned off. On the Security Tab, click the button that says Custom Level. Under the section that says ActiveX Controls and Plug-ins, look for the following subheading, and change them to the selection indicated if they are set to something different.:

Download Signed Active X Controls: Enable
Download Unsigned ActiveX Controls: Prompt
Initialize and Script ActiveX Controls not marked safe: Enable
Run ActiveX controls and plugins: Enable
Script ActiveX controls marked safe: disable

Once these settings are changed, click Ok, then OK or Apply again to exit to Tools menu. Close down Internet Explorer and open a new Internet Explorer browser. Try to access Synergy Room.