

## Frequently Asked Questions

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**How can I put the login page on my own website?**

The easiest way to place the login page for your room on any website is using an **IFRAME** tag. This HTML tag is intended to place one web page within another web page and is supported by all modern browsers.

Following is a complete example web page that includes an iVocalize room login page (substitute the actual login page for your room):

```
<html>
<head><title>My Login Page</title></head>

<body topmargin=0 leftmargin=0>
<iframe width=100% height=100% src="http://YourName.ivocalize.net/">
</iframe>
</body>
</html>
```

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**Recorded Presentations: Do I need Java? Where do I get it?**

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Java 1.3 or later is required for the playback of recorded presentations.

In addition to having Java installed, the Java Plugin must be enabled in the browser where you attempt to play the recording. This is the default configuration when the latest version of Java is installed.

Windows users experiencing problems playing recorded presentations should update to the latest version of Java by visiting **Java.com**. Once there, click on "Download Java"

Mac OS X users already have the correct version of Java pre-installed.

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### **System Requirements: Mac OS**

Minimum requirements to host or attend fully interactive meetings using Synergy Room

- Mac OS 10.3 or later
- 512 MB Ram
- Safari or FireFox Browser
- JavaScript and cookies enabled in the browser
- 56K or faster Internet connection (broadband recommended)
- Full duplex audio device, microphone and speakers

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### **System requirements: Windows**

Minimum requirements to host or attend fully interactive meetings using Synergy Room

- Windows 98, ME, 2K, XP or 2003 (XP recommended)

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- Pentium 3 500 MHz or better CPU
- 512 MB RAM
- Internet Explorer 6, or FireFox
- JavaScript and cookies enabled in the browser
- 56K or faster Internet connection (broadband recommended)
- Full duplex audio device, microphone and speakers

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### **What embedded web browser is used by Synergy Room?**

The embedded web browser depends on the platform in question:

- Windows: Internet Explorer
- Mac OS X: Safari

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### **What is a JNLP file and why are they on my desktop?**

JNLP is a helper file used by Java Web Start, the Java application launcher. When you log into a room using the Java version of iVocalize (on Mac OS X) this helper file is downloaded by your browser. The JNLP files are saved according to your browser configuration for where it places downloads. By default, Safari on Mac OS X saves to the desktop. You may modify your browser configuration to place these files anywhere that you like.

Once login has been completed, the file launch.jnlp may be deleted from your computer. Alternately, you may leave the launch.jnlp file on your desktop and double-click it to re-enter the room at a later time. Note that changes to the room's configuration may invalidate your launch.jnlp file. To receive an updated launch.jnlp file, simply enter the room normally via the room's login page, and an updated launch file will be

downloaded.

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### **Where is the Installation Program?**

Installation is either fully or semi-automated, depending on the platform used to access iVocalize Web Conference.

- Windows users running Internet Explorer with ActiveX enabled will be prompted to allow installation of the "Web Conference Plugin published by iVocalize LLC". On Windows XP SP2 and later, it may be necessary to click "Install ActiveX Control" on the Internet Explorer Info Bar at the top of the browser window.
- Windows users running FireFox or other browsers will be prompted to download the installation program when first clicking Login on the login page. Following download, execute the installation program, then log in normally.
- For manual installation, or linking to the installer from your own website, download and run the latest windows client installation program: **iVocalize4Setup.exe**
- On supported Mac platforms (OS 10.3 and later) installation is automatic through the Java Web Start mechanism. Java Web Start comes pre-installed on the Mac, and it downloads the iVocalize program files when you attempt to log into the server.
- On Linux platforms where Java Web Start and JRE 1.4.2 or later have been installed, installation of iVocalize works the same as on the Mac, described above. Although the software may run on Linux, this is not a supported platform.

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**During login the application said "Unable to Connect" -- what now?**

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Various problems related to firewalls and proxy servers can interfere with the login process, and most are easily remedied.

Most connection errors display an error code. Code 86 indicates that the room owner has banned you from the conference room. In this case, do not contact support, as we will be unable to assist you. Most other error codes are related to network connectivity issues.

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