



## **Mercia Webinars** (Live Online Seminars)

### **FAQs**

#### **What is webinar?**

A webinar is one in which you participate via the internet. You will be able to see and hear the lecturer live on your PC. If you do not have speakers on your PC you can listen to the presentation via a telephone conference call.

#### **How do I book to attend a webinar?**

You can book on to a webinar in one of four easy ways:

- Website – [www.mercia-group.co.uk/webinars](http://www.mercia-group.co.uk/webinars)
- Email – [webinars@mercia-group.co.uk](mailto:webinars@mercia-group.co.uk)
- Phone – 0116 258 1200
- Fax – 0116 258 1250

#### **What are the minimum technical requirements for participation?**

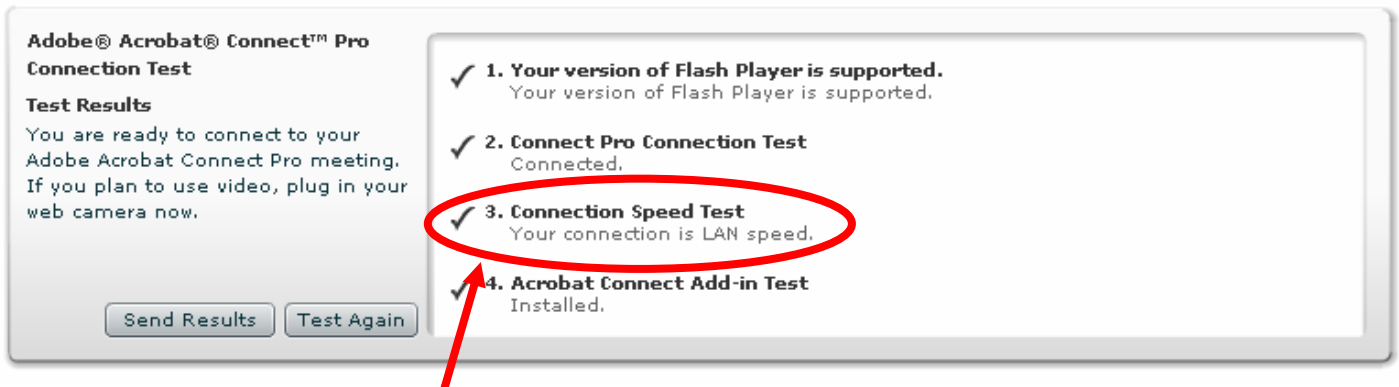
- Microsoft Windows 2000, XP, Vista
- Internet Explorer 6 or 7
- Firefox 1.5.04
- Flash Player 8 or 9
- Minimum of 120kb – 150kb of dedicated bandwidth, for video and audio via the PC

#### **Can I run a test to see if my PC and connection will work?**

Yes, there is an online test page that will test for some of the above. Click [here](#) to be directed to the test page.

The test will run automatically when you go to the link above, and your results should look like this:

## ADOBE ACROBAT CONNECT PRO



The connection speed test (point 3) is the most important test. This will respond with one of the following answers:

- Your connection is LAN speed
- Your connection is DSL/Cable speed
- Your connection is Modem speed

If your result says either **LAN speed** or **DSL/Cable speed** then you should be able to receive the audio and video in our live webinar (see note 1 at the end).

If your result says **Modem speed** then you will need to contact our webinar IT department on 0121 362 7699. Please keep the test page open as our webinar IT department will need to check the results of the online test you have just run.

Even if your PC does not meet the criteria for receiving the audio and video feed, you can still view the webinar through your PC and listen to the audio using the telephone conference facility.

### Why can't I hear the presenter?

Check that your sound and speakers are set up, and connected correctly to your PC.

As well as listening to the presenter through your PC, we also provide the audio using a telephone conference call. So if you can not hear the presenter you can dial our free phone (see note 2 at the end) telephone conference line that runs in parallel with all of the live webinars. The number to call is 08081005145 and the pass code is 13297288#. This is a free phone number so you will not be charged for this call (see note 2 at the end).

### Why is the presenter's voice breaking up?

It could be that you do not have enough internet bandwidth to adequately view and hear the webinar at the same time.

If you completed the online test and that indicated that your internet speed was ok, there still could be some factors that may be affecting your connection speed –

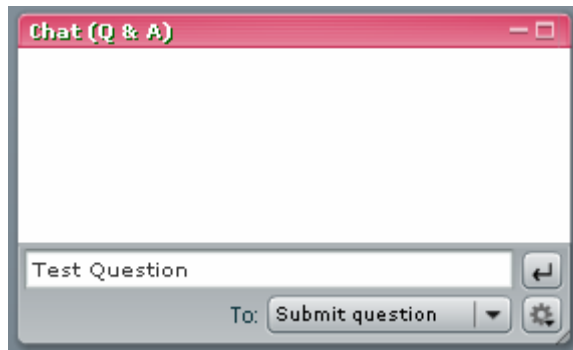
- Time of day? – lunchtimes are normally busier than other times as other people may be using the same internet line as you are
- Total number of users? – if you work at a site that has 50 other users then your line will be shared amongst all these users

- Type of internet connection? – there are different types of internet connection that you can have. Some types of connection have contention on them which means that other people in other companies could be using that connection

If you need any more information please contact our webinar IT department on 0121 362 7699.

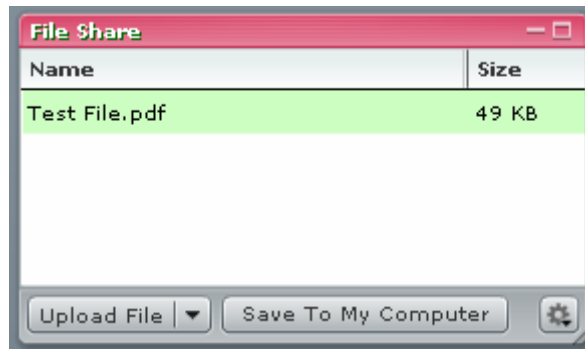
### Can I ask questions during the webinar?

Yes, during the webinar you can type a question and send it to the presenter. Just type your question into the Chat screen in the bottom left of your screen and press enter.

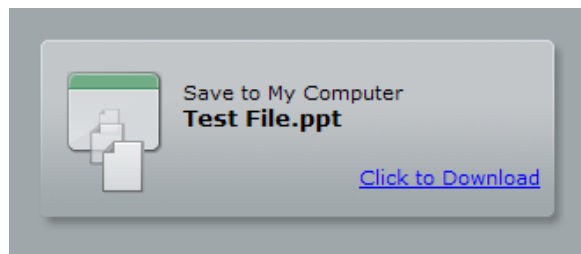


### Do I get a copy of any notes or slides?

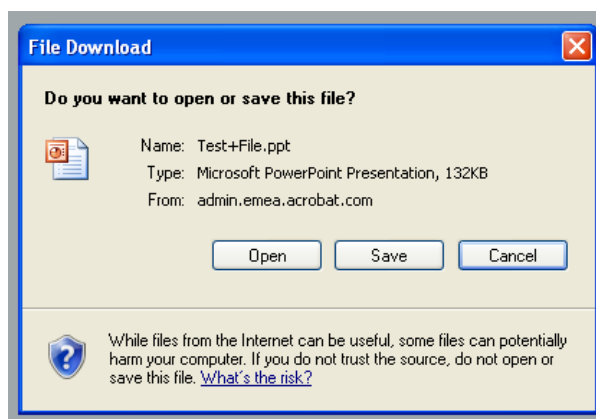
Yes, you can download any notes or slides that the presenter has created at anytime during the live webinar. Just click on the name of the file in the File Share box in the bottom left of the screen, then click on Save to my computer



A new window will appear asking you to download the file, click where it says click to download.



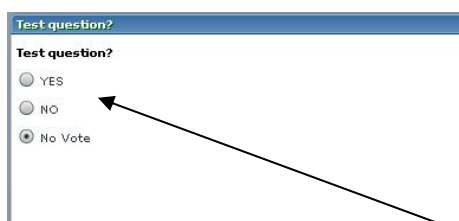
Now click on the save button to choose a location to save the file to.



The webinar room is open 30 minutes prior to the start of the webinar and you can download the notes during that time.

### Will there be any quizzes or polls during the webinar?

During the webinar the presenter may invite you to answer some simple polls that they have created.



This poll box will appear in the middle of your screen, to answer simply click on your desired answer and wait for the results.

### How can I give feedback after an event?

When the webinar is closed you should automatically see the web page for the online feedback form appear.

#### Notes

1 – The quality of the audio and video is dependant on total line usage at your site at the actual time of the live webinar.

2 – Mobiles may be charged to call free phone numbers at the network's standard rate. Please refer to your mobile phone provider for details.