



IBM Sametime Meetings ***Audio/Video Guide***

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Sametime Meetings Audio/Video

To use the IBM Sametime Audio/Video Solution, users join the call by clicking on the blue phone icon at the top of the screen, then selecting "Start a call with my computer" from the menu. A video image of the user will be shown at the bottom left of the screen. Note that there is an option in the menu of your meeting room, as a host, to "Enable Video for this session" – this option controls whether other users see video or get audio only. Once users join the call, they will hear all users including those joining via PSTN as well as those joining via VoIP. When joining the call from the computer, users can choose from the two options: "Join call" or "Join call with Video".

If the meeting is setup for PSTN (using the Arkadin Bridge), the meeting invite will include a toll-free number (like 855 for the USA) in addition to the URL for the meeting. User can also get the phone number information by clicking on the "gear" icon at the top right hand corner of the meeting room and clicking "View Room Information". There are call numbers available for each country. The user can call into the meeting from a telephone (land line or mobile). Once they join the call from the telephone, users they will hear all users including those joining via PSTN, and those joining via Sametime A/V. User will join the meeting using the URL provided. When using PSTN, users do not need to join the call using the UI. If they do, they need to mute their mic and speaker. Otherwise it'll create a bad echo for everyone on the call.

How to prepare for a positive experience

If you have never used the service before, one of the best things you can do to prepare for your important calls is to use the service and test the capabilities with a few users ahead of time. This allows you to get used to the UI, download any plugins and ensure your local machine is set up properly, get headsets adjusted, etc.

One thing to always remember when a call is starting is that there may be a brief period when users join where an 'echo' is heard - this is especially true if users are using the onboard microphone and speaker of a laptop, as the sound coming out of the speaker is picked up by the microphone and re-transmitted. Our Software will work to do 'echo cancellation', but it does take a few moments for this to completely clean up. If that user adjusts settings or their own local volume level, it will again need time to learn and re-cancel the echo. The use of headsets and the 'mute' features helps to avoid this type of issue.

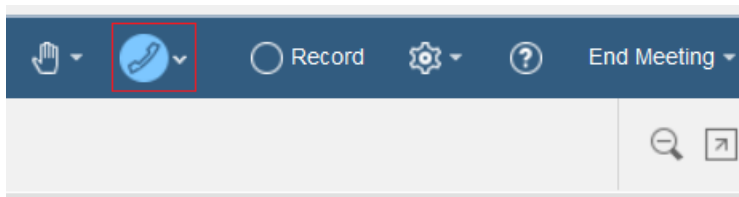
Another common issue during calls is when users are moving between headsets and onboard speakers - making sure they are not muted by the system is key to a positive experience.

Users might need to adjust hardware for optimal performance during a call by checking their microphone and speaker settings.

How to start an A/V session in the meeting room

1. Join the meeting room.
2. Get prompted to install the WebPlayer plug-in.
3. Install the WebPlayer plug-in.

When the WebPlayer installation finishes, you'll see a blue call icon on the top of the meeting room page. That is your indication that the installation was successful.



How to start the Arkadin bridge (PSTN) for dial-in users

- If you're the moderator, when you start the call in the meeting room, the Arkadin bridge is automatically joined.
- Go to the following link to find the call-in information and pass-codes for your audio call:

<https://apps.na.collabserv.com/meetings/sthome>

[Click here to build or update the list of call-in numbers](#) by selecting the numbers you use most from a complete list available from your service provider.

Best practices for a successful meeting

- Practice leads to perfection.
Make sure you do a few “test calls” with some users so you can figure out the “best” headset or any obvious noise issues to avoid them in real-time calls.
- Prodigious use of the Mute button in the meeting room.
Make sure the users know to mute themselves in noisy conditions around them – when they are not talking and going along those lines – make sure they know to unmute themselves when they do need to talk.
- Consider starting a call with everyone muted.
Especially when you have folks joining over all over the world – working from different locations that can inject noise in the calls.
- Arkadin bridge instructions for muting/unmuting yourself and others: (*1 to mute/unmute yourself)
- Users should know about the “Lecture style” meetings and when to use them.
If it is a one-person talking kind of meeting e.g. training session for users, lecture style meeting would be the best fit to minimize any noise reductions. It'll provide the best experience.
- Make sure users do NOT join from a laptop mic/speakers AND a PSTN line at the same time.
That results in an echo city and is not a pleasant experience for anyone in the call.

WebPlayer browser plug-in information and help

- The IBM Sametime WebPlayer is a browser plug-in that is required for using Sametime Web Meetings features such as audio/video conferencing, as well as the screen-share and screen-capture features in web chats.
- When a meeting room has audio conferencing capabilities, you see **Start Call** or **Join Call** under the Audio Conferencing area of the meeting room.
- All WebPlayer plug-in updates get pushed automatically to clients; users get prompted to update the plug-in whenever necessary.
- There are certain differences in browser behavior for A/V use; for example, Google Chrome gives you a floating video window while you see an embedded window in other browsers.

Supported operating systems

Windows 7, Windows 8, Windows 10

Mac OS X

Supported browsers

Windows: Internet Explorer, Firefox, Chrome

OS X: Safari, Firefox, Chrome

Best practices for a successful audio call

Employ the following good practices to avoid problems and ensure a good audio experience:

- Make sure you have a solid internet connection and adequate machine resources. You might have better performance in some cases by connecting using a wired network line rather than a wireless network.
- Use a headset for optimal quality.
- If you join the audio by telephone instead of using your computer, manually mute your computer speakers and microphone to avoid noise and other feedback.
- Make sure your audio device drivers are up to date.
- Join using only one web browser program and window/tab at a time. Do not launch multiple browser sessions on a single computer to join one meeting.

If you do experience problems with audio quality during a meeting, try these tips to recover:

- Make sure the computer speakers or microphone are not muted or that the volume is not set too low to be heard.
- Refresh the browser window.
- Clear the browser's cache, restart the browser, and then join the meeting again.

Troubleshooting

Follow the troubleshooting steps below for the problem areas listed.

Call connection fails

You are unable to connect to the audio conference using your computer.

Symptoms:

- You cannot complete the audio connection, or the call drops after running for a while.
- You see one of the following errors:
 - The conference call could not be established. The direct connection to the remote host failed. Contact your administrator.
 - The Meetings Audio Plug-in did not connect due to a network connection problem.
 - The conference call cannot be started. The ICE session failed to establish.
 - SIP error

These symptoms can be caused by poor connectivity or an unavailable internet connection for this computer.

Steps:

1. Check your connectivity using the Meeting Performance tool. From within the meeting room, click the “gear” icon and “View Network Performance” in the top right corner to display the performance information. Be prepared to give this information to your company's help desk or to IBM Support.
2. Try a different connection type. For example, if using a wireless connection, move to a wired connection instead.
3. Enable and collect a client plugin logs. See the Logging section below in this article.

Call connection hangs

After clicking **Start Call** or **Join Call**, the conference panel shows “Starting.....” but never proceeds any further.

Steps to resolve:

First try refreshing the browser, in case the cause is a temporary interruption on the server.

This problem can also occur if the audio plug-in installation did not complete successfully. In this case, complete the following steps:

1. Remove the plugin.
2. Clear the browser cache.
3. Restart the browser
4. Retry the connection.
5. When prompted, install the plug-in again.

Audio/Video option listed as “Not available”

If the audio options within the meeting room show as “Not available”, take these steps:

- If you are a meeting host, contact your company's help desk to determine if your company purchased the Meetings Audio/Video Add-on and if you are an authorized user .
- If you are a meeting participant, confirm with the host that he or she has enabled computer audio for the meeting.
- Ask if other users are experiencing the same problem. If so, check for a service interruption or outage with your organization admin or at the IBM cloud [Maintenance & Status page](#).
- Enable and collect WebPlayer client logs as explained in the [Logging](#) section later in this article.

Meetings Audio Plug-in download or install fails

Review these items if you experience trouble downloading or installing the Meetings Audio/Video Plug-in:

- A network error or slow internet connection can affect the download of the plug-in files. Make sure you have internet connectivity, then try installing the plug-in again.
- If you use two different browser programs at once to download, the installation files can become locked. Close all browser programs and windows. Then start one browser at a time, and enter your meeting room. You'll be prompted to download and install the plugin. Make sure the installation is fully complete before setting up a second browser.
- If plugin failed to install, run the Desktop Installer rather than the browser-based installer. To do so, select the "Install via a Desktop Installer" link on the [Meetings home page](#) and run it as Administrator for the computer (right-click the executable and choose **Run as Administrator**).
- For locked-down desktops, an Administrator can set up and run the Desktop Installer in silent mode. See [Silently installing the meetings and chat WebPlayer plug-in](#).

Within a web browser's interface, the meetings audio/video plug-in is titled “IBM SmartCloud Sametime WebPlayer.” To manage or remove a plug-in, select the appropriate option in your browser:

- In Internet Explorer, select **Tools > Manage add-ons**
- In Mozilla FireFox, select **Tools > Add-ons**
- In Apple Safari, **Preference > Extensions**
- In Google Chrome, select **Menu > Settings > Extensions**

For certain issues, it might be required to uninstall and re-install the webplayer plugin.

Plug-in crash or browser crash

If the browser or audio plug-in crashes during a call, restart the browser. If the problem persists, collect logs and engage your help desk. See the [Logging](#) section later in this article.

Voice or sound quality

If you have problems such as no sound, intermittent (choppy) sound, echo, or inadequate volume, review and apply the Good Practices above. In addition, perform the following tasks to collect more information:

- Switch to a different microphone. For example, if using the internal microphone built into the computer, plug in and use an external microphone instead.
- Check your connectivity using the **Meeting Performance** tool from within the meeting. Audio quality can be affected by a poor internet or network connection.
- If there is an echo, mute your microphone. If muting your microphone stops the echo, then turn down your microphone volume and boost to reduce the echo, and un-mute your microphone once more.
- Test the microphone using another program.
- On Windows 7, go to **Start** and search for 'Sound Recorder' to test the microphone.
- On Mac, start QuickTime Player and go to the **File** menu to create a 'New Audio Recording' to test the microphone.
- If there is no sound, test the computer sound using another program; for example, play a music file. The problem could be with the audio driver, sound levels, or the computer speaker.

Logging

To enable diagnostics and collect logs, you adjust the following options as shown:

- `WebPlayer.ini` file, set `LogFileLevel=16`
- `ice.properties` file, set `log_level=FINER`

After making these adjustments, restart the browser and reproduce the problem.

Find the `WebPlayer.ini` file in the following location:

- Microsoft Windows XP: `%PROGRAMFILES%\IBM\Lotus\Sametime WebPlayer\`
- Windows Windows 7: `%USERPROFILE%\AppData\LocalLow\IBM\Lotus\Sametime WebPlayer\`
- Mac OS X: `$HOME/Library/Application Support/IBM/Lotus/Sametime WebPlayer/`

Find the `ice.properties` file in the following location:

- Microsoft Windows XP: `%PROGRAMFILES%\IBM\Lotus\Sametime WebPlayer\`
- Windows Windows 7: `%USERPROFILE%\AppData\LocalLow\IBM\Lotus\Sametime WebPlayer\`
- Mac OS X: `$HOME/Library/Application Support/IBM/Lotus/Sametime WebPlayer/`

The logs are written to the following locations:

- Windows XP: `%APPDATA%\IBM\Lotus\Sametime WebPlayer\`
- Windows 7: `%USERPROFILE%\AppData\LocalLow\IBM\Lotus\Sametime WebPlayer\`
- Mac OS X: `$HOME/Library/Application Support/IBM/Lotus/Sametime WebPlayer/`

For the **Sametime WebPlayer logs** it is generally a good idea to set the log level to 16.

For Fiddler:

Make sure to enable de-crypt HTTPS traffic and install the certificate. For more information, [see Using Fiddler to troubleshoot IBM Connections Cloud issues](#).

For PCM audio dumps:

If you are having issues with VoIP in meetings, enable the following settings, reproduce the issue, and upload the PCM audio dumps for IBM Support.

Create an empty file with name `bubble.debug` (make sure it is NOT of type “txt” as in `bubble.debug.txt`) at the `%APPDATA%` location below – create the indicated folder structure if it does not exist already.

Windows: `%USERPROFILE%\%APPDATA%\IBM\Sametime\Logs\`

Mac OSX: `/Users/<user>/Documents/MFW_debug/`

For more information, see [Must Gather: Connections Cloud WebPlayer plug-in logs and troubleshooting](#).

Resources

Connections Cloud help: [Meetings](#); [Using audio and video conferencing](#)

Open Mic presentation: [Migrating from On-Prem to Cloud](#)

Must Gather: [Connections Cloud WebPlayer plug-in logs and troubleshooting](#)

About the author

Gaganpreet (Ginni) Saini is the L3 Team Lead for IBM Sametime On-Prem and Cloud. She joined IBM in 2002 and was a part of the Sametime development team for 10 years before moving to Support.