

# MeetS4B

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# User Guide

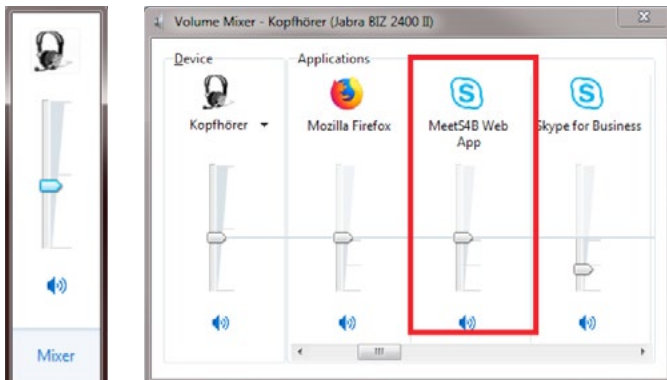
Version 20190107



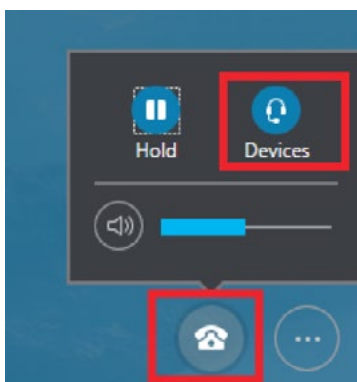
# Personal Live Support:

**Before you join a MeetS4B session, please consider the following:**

- ✓ Do a speed test your internet provider suggests or simply click on e.g. [www.speedtest.net](http://www.speedtest.net)
  - Be aware a 1:n or n:m presentation is not comparable to a 1:1 call, it takes a lot more network and system resources
  - Video streaming and screensharing need a high amount of resources
  - We recommend the following speed:  
Presenter: At least 5Mbit up and downstream  
Attendees: At least 5Mbit downstream
- ✓ Please **test your settings** (connectivity, audio, etc).
- ✓ Make sure your **firewall and port settings** are correct
- ✓ Use a stable network connection, preferably hard wired (manually switch off Wi-Fi)
- ✓ Close all applications unnecessary for the session
- ✓ Make sure you have a microphone or headset available
- ✓ Make sure the Meetings App has been installed
- ✓ Check all microphone and audio settings in advance
  - Check the audio mixer if the volume is turned up



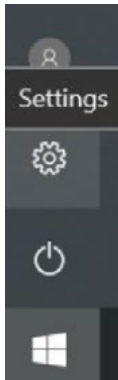
- ✓ Make sure your headset is set as your default audio device. Please click on the telephone icon in the bottom right corner



✓ Make sure your video and display drivers are up to date:

- Go to Start > control panel
- Search for Device Manager and then open it.
- Find Video drivers and update the same.
- Find Display drivers and update the same

If you use the Skype for Business client, please consider the [following](#)



## Support

At the bottom of the page you can find [troubleshooting tips](#)

Or simply contact [support@meets4b.com](mailto:support@meets4b.com)

## Port requirements

Port used by Skype for Business Meetings App and Skype for Business Client.

Port	Protocol	Direction	Usage
443	STUN/TCP	Outbound	Audio, video, and application sharing sessions
443	PSOM/TLS	Outbound	Data sharing sessions
3478	STUN/UDP	Outbound	Audio and video sessions
50000-59999	RTP/UDP	Outbound	Audio and video sessions

# Test your settings

Test your connectivity Meets4b.com SfB Edge Network You can test your setting by using the Microsoft PowerShell and "Test-NetConnection" command.

## Steps:

1. Open the Powershell on your computer (search it in the search field or open the "run" command by Windows Key + R and type "powershell.exe")
2. Now check the 3 main communication services of Meets4b.com
  - a. Check SIP connectivity and enter: `Test-NetConnection sip.meets4b.com -Port 443`  
It should look like this:

```
PS C:\windows\system32> Test-NetConnection sip.meets4b.com -Port 443

ComputerName      : sip.meets4b.com
RemoteAddress     : 78.46.158.167
RemotePort        : 443
InterfaceAlias    : Ethernet
SourceAddress     : 192.168.48.143
TcpTestSucceeded : True
```

- b. Check conference data connectivity and enter:  
`Test-NetConnection DERZ1SFBEP01AV.meets4b.com -Port 443`  
It should look like this:

```
PS C:\windows\system32> Test-NetConnection DERZ1SFBEP01AV.meets4b.com -Port 443

ComputerName      : DERZ1SFBEP01AV.meets4b.com
RemoteAddress     : 78.46.158.170
RemotePort        : 443
InterfaceAlias    : Ethernet
SourceAddress     : 192.168.48.143
TcpTestSucceeded : True
```

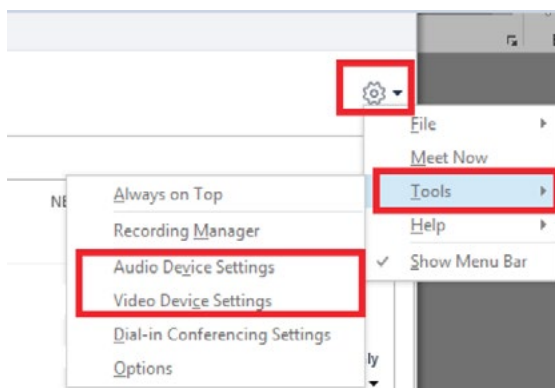
- c. Check Audio Video connectivity and enter:  
`Test-NetConnection DERZ1SFBEP01WEB.meets4b.com -Port 443`

```
PS C:\windows\system32> Test-NetConnection DERZ1SFBEP01WEB.meets4b.com -Port 443

ComputerName      : DERZ1SFBEP01WEB.meets4b.com
RemoteAddress     : 78.46.158.168
RemotePort        : 443
InterfaceAlias    : Ethernet
SourceAddress     : 192.168.48.143
TcpTestSucceeded : True
```

## Skype for Business Client:

1. Make sure your Skype for Business (Lync) client is updated with latest cumulative updates. Download latest update Skype (Lync) client.
2. Install 64 bit edition of Skype for Business. In this version there is no 2GB memory limit. All Office applications need the same bitness. The whole Office 365 suite needs to be switched to 64 bit. All installed Office plugins need 64 bit support.
3. Or stay on 32 bit but limit to 2 active screens. Each at a max resolution of Full HD 1080 p. Without different resolution and different scale.
4. Check your audio device settings as follows:



## Troubleshooting tips:

- Please test all settings according to the above instructions
- Dial in via telephone: telephone number and conference ID will be shared by the support
- Turn off ActiveX filtering for Skype for Business Meetings App. Please click [here](#) for instructions:
  - If you see a blank screen after application/desktop sharing, please consider the following:  
Start > Run > Regedit > visit below registry path and delete mentioned key. HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet Explorer\ActiveX Compatibility\{00000000-0000-0000-0000-000000000000}

### Important:

- You shall do a backup of your computer registry first and then remove above key.
  - If you made a change to the ActiveX registry key, as mentioned above, you must restart your computer for the change to take effect.
  - Turn on JavaScript for Skype Meetings App (Skype for Business Meetings App).
  - Please click [here](#) for instructions
- Using second monitor in Meetings App
- If the Meetings App does not recognize your second monitor, please go to the display settings and change your main display to the other monitor while the Meetings App is running. Both screens should be selectable now.