

# How to Join a Web Conference

## Introduction

The 3CX Web Conferencing platform enables video and voice communications to take place through your internet browser, allowing you to seamlessly join meetings without the need to download any additional software or plugins.

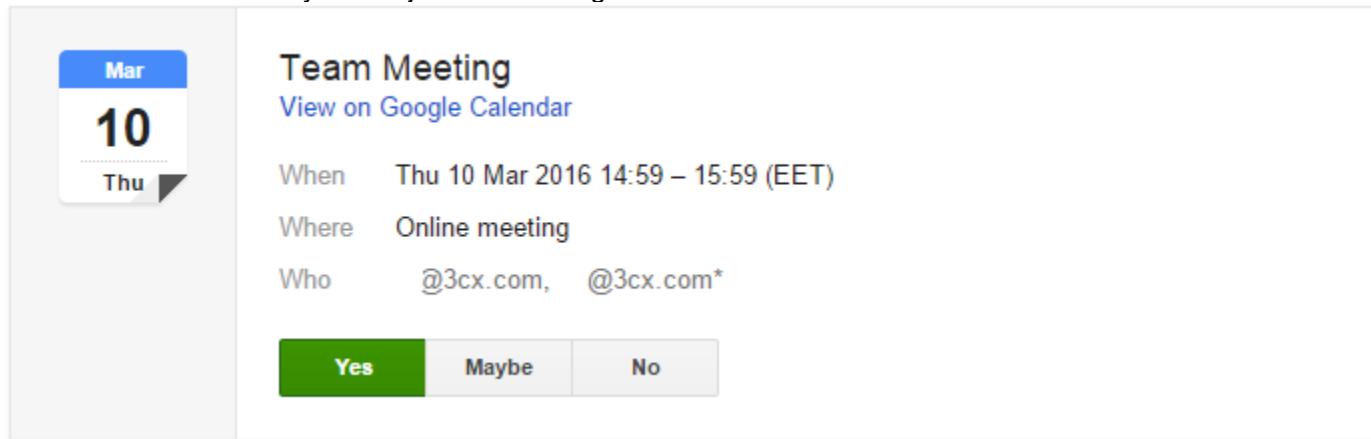
Participants can:

- Meet face-to-face with HD Video & Audio
- Watch a presentation or webinar
- Share your screen and PDF documents
- Request Remote Assistance

## Receiving the invite

Once you have been invited to a video conference, you will receive an invite via email which mentions:

- The title of the meeting
- Notes from the organizer
- Date and Time
- Participants
- The links from where you can join the meeting.

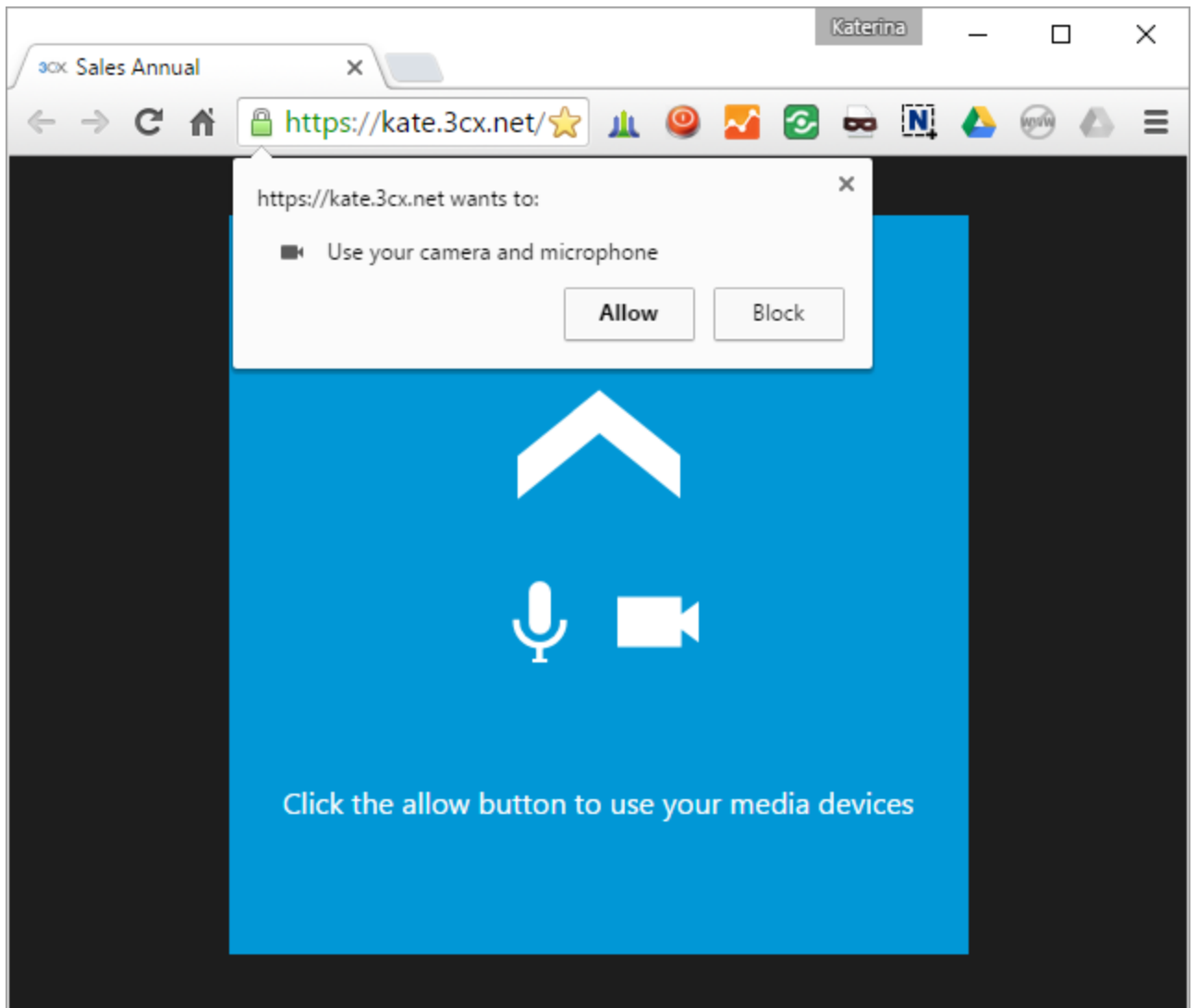


## Joining the Web Conference

You will be able to join the conference from your desktop or laptop using Google Chrome and Firefox 48.0 or from your iOS or Android smartphone or tablet:

### From Google Chrome

1. Download the Google Chrome browser if you don't already have it from [here](#).
2. Click **"JOIN FROM CHROME"** in the invitation email.
3. When joining a meeting for the first time, a pop-up will appear asking to allow access to your camera and microphone.



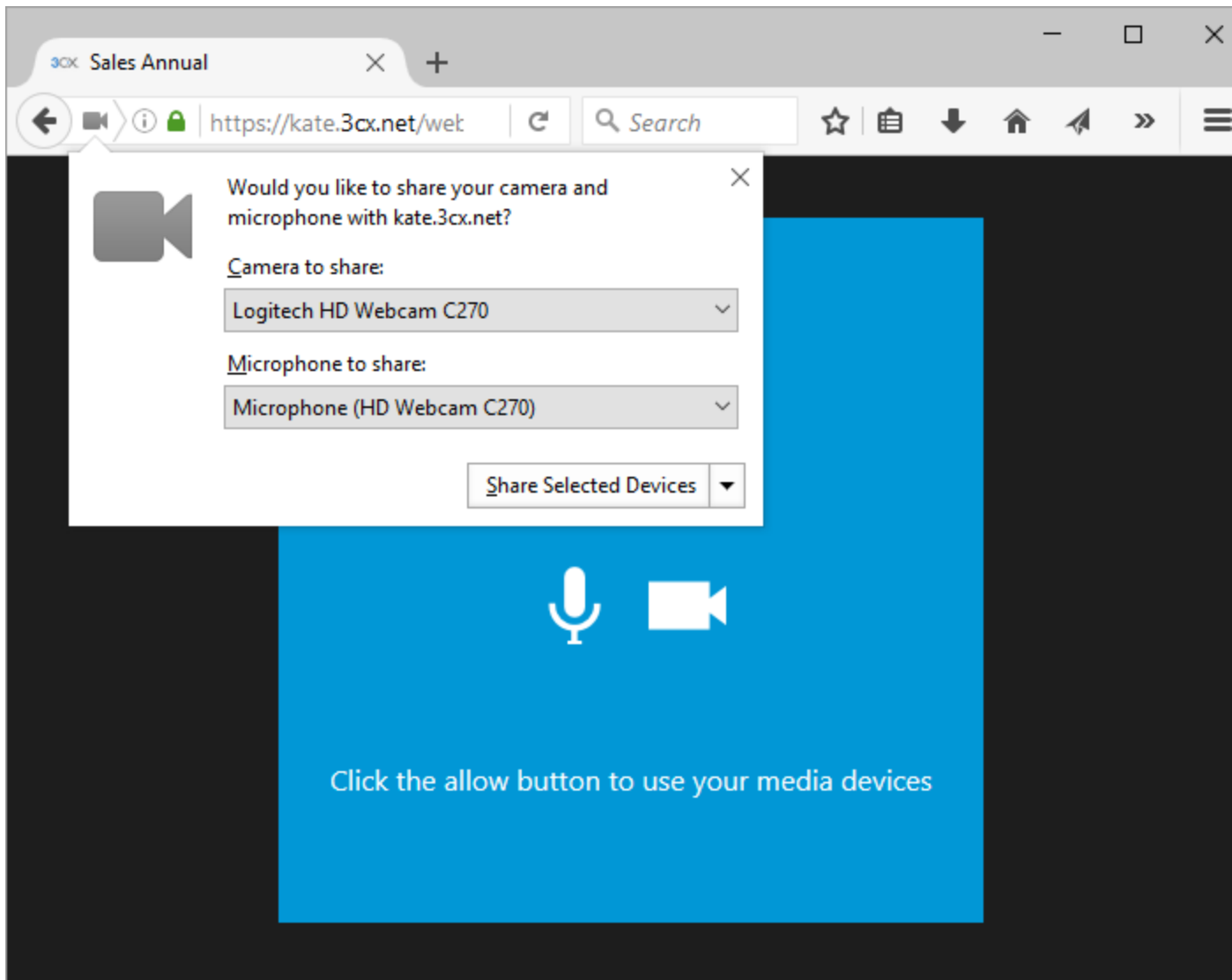
4. Click **“Allow”** to grant access or **“Block”** if you prefer to simply watch and listen to the meeting.  
If, however, you want to use more features of WebMeeting like **“Share your Screen”** or **“Request Remote Control”** you will be asked to install the [3CX WebMeeting Extension](#).



1. Press “**Install**” and then “**Add Extension**”. A message will appear saying that the Extension was enabled.
2. If you have used the extension again in a previous web meeting, make sure that you are using the updated one. 3CX will prompt a window clarifying if the Extension is up to date.

### **From Firefox**

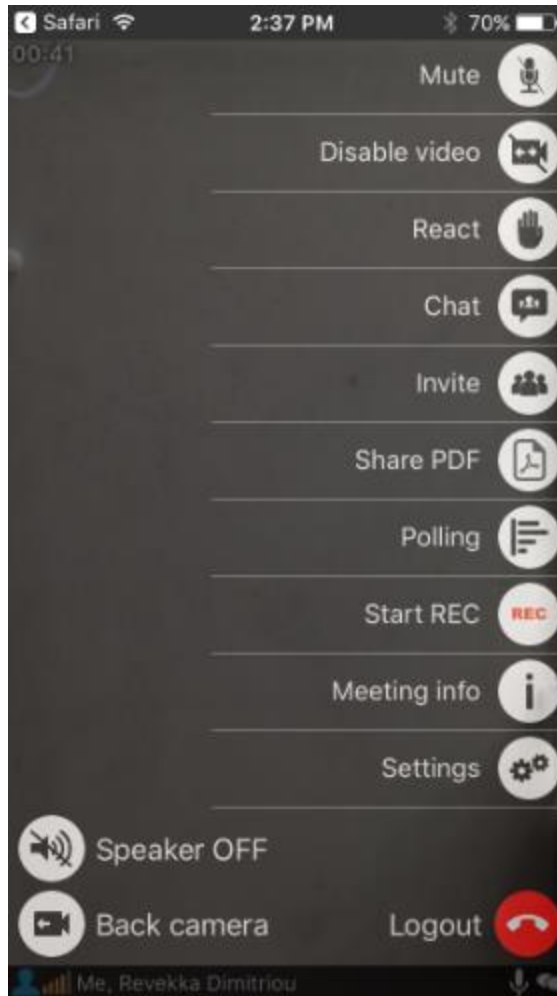
1. Download the Firefox browser from [here](#) if you do not already have it
2. Click “**JOIN FROM FIREFOX**” in the invitation email.
3. When joining a meeting for the first time, a pop-up will appear asking to allow access to your camera and microphone.



4. Click **"Share Selected Devices"** to grant access.  
Important: **"Screen Sharing"** and **"Remote Control"** are not supported in Firefox.

### From your iOS device

1. Install the 3CX WebMeeting app. Download the app from the [App Store](#).
2. Once installed, click on **"JOIN FROM iOS"** in the invitation email.
3. A prompt will appear asking you to open the 3CX app, then click **"Log In"**.
4. From within your device you can interact in the web meeting, as shown below:



### From an Android device

1. Install the 3CX WebMeeting app from [Google Play](#).
  2. Grant access to the App for Camera, Microphone and Gallery use.
  3. Open the invitation email on your device.
  4. Click on “**JOIN FROM ANDROID**” in the invitation email.
- Important: From the Android version you cannot interact, only participate (microphone and camera).

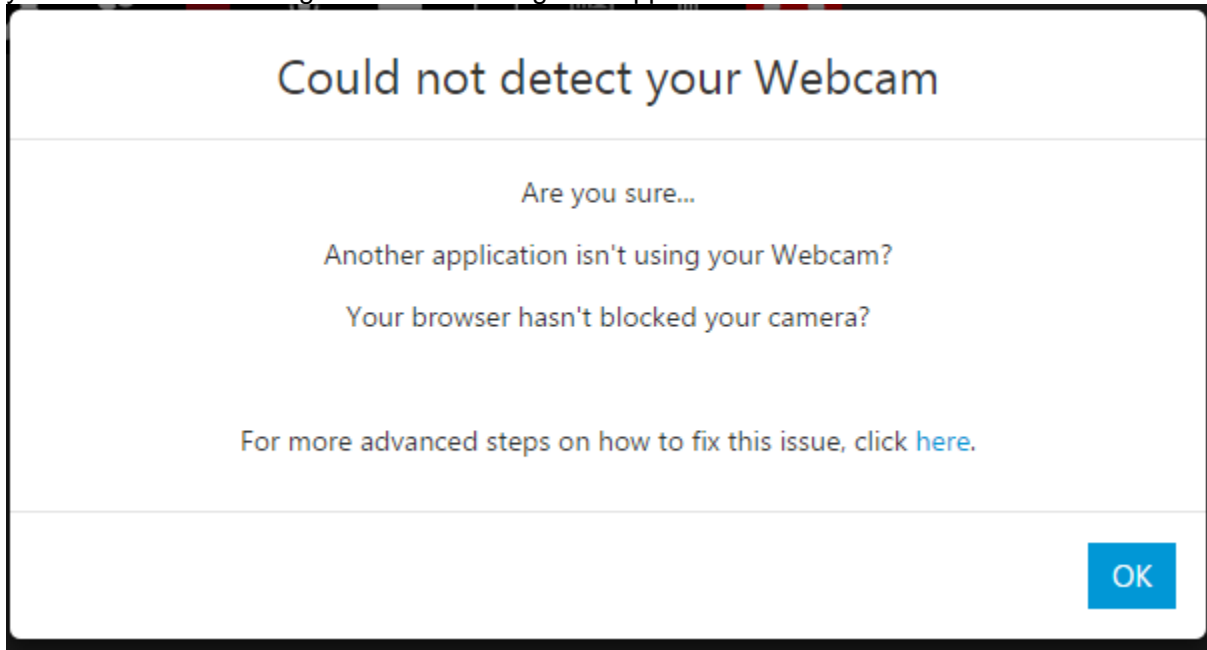
## Troubleshooting

### Smartphone - Choose the camera

When working from your smartphone or tablet, you may discover that the back camera has been activated instead of the front camera. You can deactivate the back camera or set the front camera as your default by touching the screen; a Menu appears which offers an option to switch cameras.

### Browser - Could not detect Webcam

In the unusual event where upon joining a 3CX WebMeeting your video is not working, please follow the below procedure in order to ensure your video is up and running again in no time. If your video is not working the below message will appear.



Another method to troubleshoot if your webcam is unresponsive is to check the preview image at the bottom right of the screen. If you do not see your preview image this indicates that there is a problem with the webcam. Also note that the camera icon is red. The most common reason that causes your video to stop working is if another application is using your webcam. One way of quickly resolving this is by closing all video applications, and joining the meeting again.

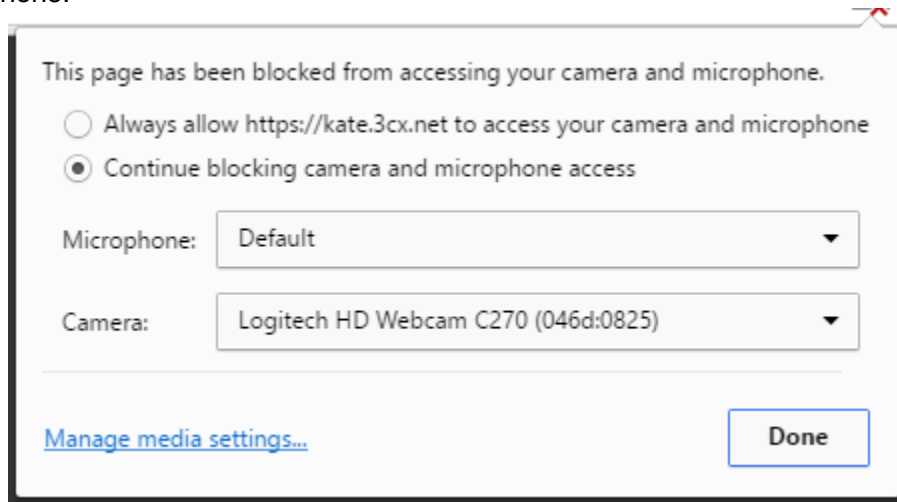
If that is not the issue, then your browser may be blocking your webcam.

Let's have a look how we can fix this on Chrome.

1. Press on the camera symbol on your browser's address bar:



2. A new window will open informing you that this page has blocked the camera and microphone:



3. Select "**Always allow..**" and choose the Microphone and Camera to use.

4. Press **“Done”** and refresh.
5. Relaunch Chrome and go back to the invitation e-mail.
6. Click the join button to join the meeting again. Make sure to **“Allow”** your camera to be used.