



AQ Conference – FAQ

How Do I Use AQ Conference?

First, you need to sign up for a free trial or buy a license. Second, you install the AQ Conference software on your computer. Once installed, AQ Conference automatically places its  icon in your system tray (next to your computer's clock). Click on the  icon and select "Start Session".

What do I need to run AQ Conference?

To show your screen, you need a Windows™ system with an Internet connection. Your computer must have Microsoft Windows™ 95, 98, Me, NT, 2000, XP, or 2003. For optimal performance the minimum system requirements are Pentium 500 MHz CPU, 128MB RAM, and an Internet connection.

What do my guests need to view my screen?

Guests viewing your screen only need a standard web browser. Mac and Linux users need a Java-enabled web browser. Most versions of Internet Explorer and Netscape have Java, although their performance varies. For fast viewing, ask your guests to install Sun's latest Java technology in their browsers at www.java.com. Windows users can join sessions without Java.


How do I get a user name and password for the software?

You choose a user name and password when you register for a free trial or buy a license. After you install the AQ Conference software, you will be asked to enter the user name and password before you start your first session. Use the same user name and password you chose when you registered for the free trial or bought the license.

Can someone see my screen when I am not using AQ Conference?

No. For someone to see your screen, you must manually start a AQ Conference session. To view your PC screen, a person has to visit the AQ Conference web site and know your Session ID, which changes with each new session. Please do not forget to end your session, when you're done.

How do I use the remote control feature?

First, start a session and invite your guest. Then click on the  icon in your system tray, select "Remote Control" and click on the name of the person you want to give remote control to. If you want to gain remote control of your guest's computer, you as the session organizer can request the remote control after you made your guest the presenter. Your guest has to confirm before you can see his screen and gain remote keyboard and mouse control.

How does the free voice conferencing feature work?

AQ Conference offers a conference call service at no extra cost to you. You may decide to use this service or choose another method of bringing audio to your online meetings. To use the AQ Conference conference call service, all participants dial **712-580-7700** and enter the same 9-digit session ID that is

AQ Conference – FAQ

also used for the AQ Conference session. Participants are then charged their standard long-distance rate for calling this toll-based number, just as if they made a regular long-distance call. There is no additional charge for the conferencing feature.

Does AQ Conference work with firewalls and proxy servers?

Yes. When you start or join a session, AQ Conference establishes one or several secure connections with a AQ Conference server. AQ Conference uses intelligent tunneling technology using ports that are already open in your firewall and proxy server. AQ Conference works with your existing network configuration. The proxy server information is automatically detected or can be manually specified in the software settings. If you have a personal firewall installed on your PC, you might be asked to allow the AQ Conference software to connect to a AQ Conference server.

I'm having trouble joining a session. What's wrong?


Windows Users: After clicking on the Join Session button, our Intelligent Session Login technology checks what kind of operating system you use and if Java is installed. If Java is installed, you get a Java confirmation message that asks if you want to run the digitally signed Java applet provided by AQ Conference. Click "Yes" or "Always" to join the session. If Java is not installed on your PC, the Intelligent Session Login will automatically offer an alternative download link. After you click on the download link you will get a security warning box. Please click "Run" or "Open" or save the file on your desktop and execute it manually. When AQ Conference is started, you will be asked to enter the Session ID and your name and a session password (if specified by the session organizer). Please enter the information in the appropriate fields and click Join Session.

Mac and Linux Users: Either your web browser is not Java-enabled or your network firewall does not allow Java applets to reach your PC. If you use Internet Explorer, click Tools > Internet Options > Advanced and find the section on Microsoft VM or Sun Java and make sure that "JIT compiler for virtual machine enabled" is checked. Restart Internet Explorer and try again. Alternatively, you may not have Java on your PC. To get Java, visit www.java.com to download and install Sun's latest Java technology. If neither of these solutions works, your firewall may have a high security setting that blocks Java applets. In this case, please contact your network administrator.

Does the person viewing my desktop need to install any software?

No. As long as each of your guests has an Internet connection and a web browser, they will be able to connect to your session.

How can I start a session?

Click on the  icon in the system tray next to your computer's clock and choose Start Session. Ask your guest to go to www.AQConference.com, click Join Session, and enter the Session ID and a name. Your first guest must join within 15 minutes before the Session ID expires.

AQ Conference – FAQ

How do I switch from a trial account to a paid subscription account?

Just log in to your account, complete the billing and payment information, and choose a subscription plan.

What can I do in My Account?

In My Account, you can view detailed reports of your sessions, change your account information, update billing and payment information and change your passwords and purchase additional licenses.

I forgot my password, what can I do?

If you forgot your password but remember your user name, go to www.AQConference.com/MyAccount to request an email with your passwords. If you don't remember your user name, please send us an email or give us a call.




What is the difference between presenter and administrator password?

The Presenter Password is the password you need to start sessions using the AQ Conference software installed on your computer. The Administrator Password is the password you need to log in and manage your web account. Initially, both passwords are the same. If you are a corporate customer and have multiple users who start sessions, you should change the Administrator Password and make it available only to the administrator of your account. You can change your passwords in My Account.

How can I change my password?

Log into your account and click "Passwords" to change the presenter or administrator password. Don't forget to save your changes before you log off.

The icon is hidden, what can I do?

Windows XP often tries to hide  icons. If you run Windows XP, make sure the AQ Conference  icon stays visible by doing the following. Click Start > All Programs > AQ Conference > AQ Conference to make sure it is running. Then right-click a blank spot on the Windows Taskbar and choose Properties. The Taskbar and Start Menu Properties dialog box opens. Click Customize in the lower right corner, which opens another window. Locate the line with the  icon, click its entry in the Behavior column, choose Always show and click OK.

Why does my guest see only part of my screen?

Your screen resolution is probably higher than the setting on his PC. AQ Conference sends every pixel on your screen. If your screen resolution is set to 1280x1024 pixels and his screen displayed only 800x600, he would not be able to open a window large enough to view your entire screen. He has to scroll. To avoid having him scroll, ask him to right-click anywhere on the window to activate zoom or increase his screen resolution by right clicking anywhere on his desktop, choosing Properties and the tab Settings. Alternatively,

AQ Conference – FAQ

lower your own screen resolution to be no larger than his setting.

Support

We provide answers to the most frequently asked questions in the FAQ section on our home page. In addition, we offer support by email, phone and chat. Should you have any questions, please contact us.

FAQ: www.AQConference.com/FAQ

Email: support@AQConference.com

Phone: +1 (888) 223-4773

Chat: www.AQConference.com/chat