

The eBLVD Online Meetings software is designed to perform with minimum effort and maximum reliability. Connections between Participant and Presenter PCs are made using secure, 128-bit encrypted data transfer – the same way secure websites are accessed with a web browser - which greatly minimizes connectivity issues. On rare occasions, a Meeting Participant may encounter a problem connecting to a meeting.

Error: The presenter is not ready for you. Please try again shortly.

The Meeting Presenter has not yet started the Online Meetings software on their PC. Once the Presenter starts their software, the Participant will be able to proceed.

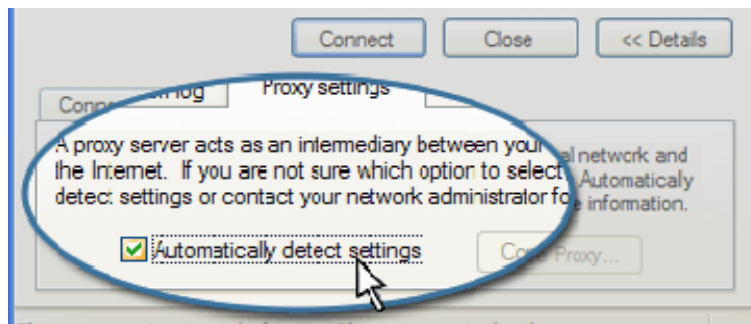
Error: Unable to connect to the gateway server or: Unable to connect to eBLVD.com

Something is preventing a connection from the Participant's PC to our data center. Usually, this is caused by anti-virus software or firewall settings. It can also happen if the PC has lost internet connectivity. Temporarily disable the anti-virus or firewall software that is running on the Participant's PC and attempt to connect again. If a connection is established, the security software may need to be configured to allow the application to run.

If the participant still cannot connect:

Changing the Participant's eBLVD software connection settings may potentially correct this issue.

1. Click the **Details** button on the eBLVD Client Window
2. Select the **Proxy Settings** tab
3. Check or uncheck "Automatically detect settings" and click **Connect** to try again



Error: The meeting has already occurred

The Participant has attempted to access a meeting which was scheduled in the past. This can happen if an outdated meeting access link is clicked from an old email invitation, or if an old or incorrect meeting ID is entered on the meeting access page at <http://meetings.eblvd.com>.

