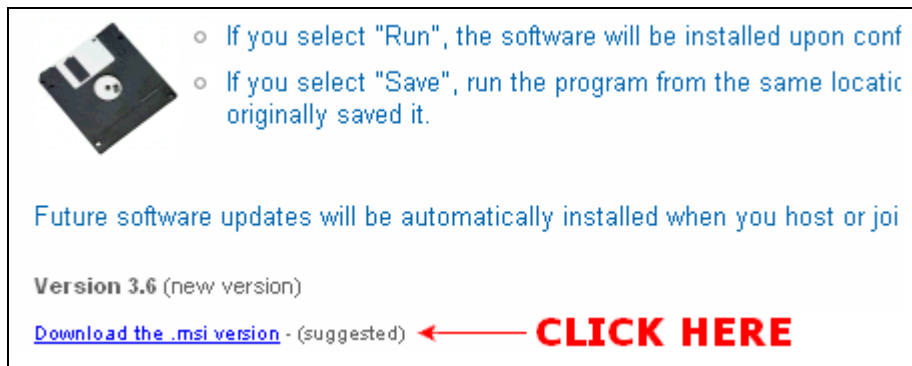
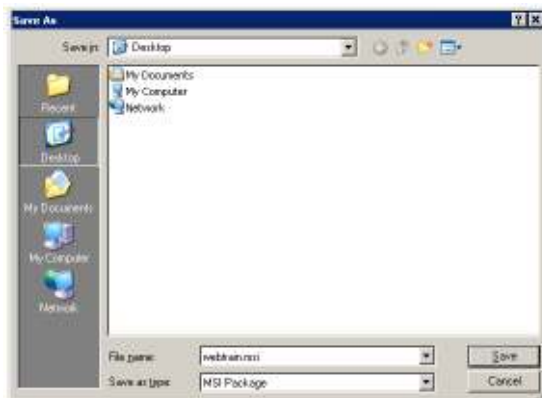


WebTrain Software Download and Installation Instructions

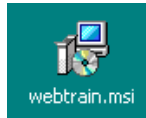
1. It is good practice to close all open applications before installing any software product. Therefore, close all applications so you are viewing only your desktop.
2. You must have ADMIN rights to install software. Ensure you are signed on with rights that enable you to install software.
3. Using your browser, navigate to www.webtrain.com
4. Click on the Support TAB, then click on the "Software Download" Link.
5. One the software download page, click on the link that says "Download the MSI version, as shown in the picture below:



6. A dialog box will be displayed. Click on the "SAVE" button.
7. A Save As Interface will be displayed as shown below. Click on the DESKTOP icon (to save the file to your desktop), then click on the Save button lower right corner. The file will then be downloaded and saved.



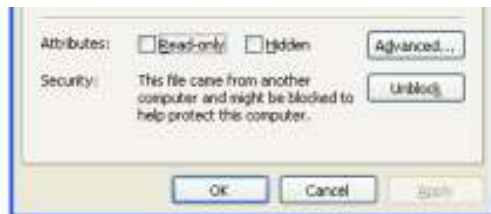
8. Close your browser. You should now be looking at your desktop, and a new file should be there as shown below:



9. Right mouse click on the file and select "Properties":

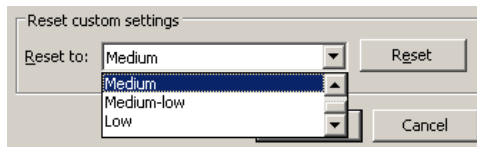


10. Examine properties, look for an [Un-Block] button or checkbox (depending upon O/S).



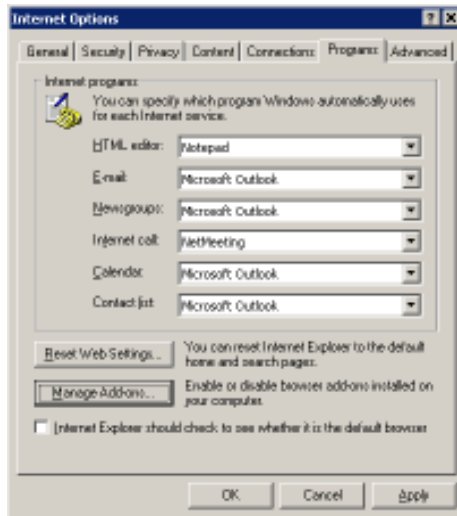
If the Unblock button exists, click it and Apply the changes.

11. Double click on the MSI to run it, and follow installation instructions. If prompted to remove or repair, select remove, follow instructions to remove, then upon removal completion, install it again.
12. Open your IE browser and select Tools | Internet Options | Security. Select the Internet Zone and click on the "[Custom Level]" button.
13. Click on the Reset to: drop down and select Medium, even if Medium is already selected. When Medium is selected, click on the "[Reset]" button and answer Yes to approve the zone changes.



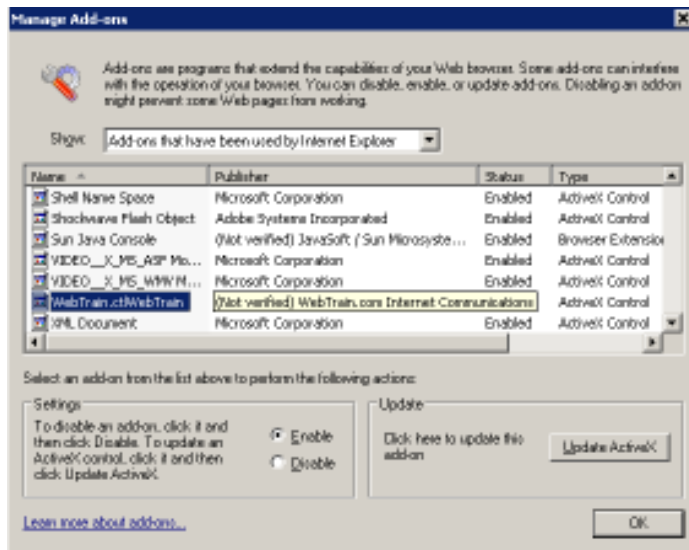
14. For VISTA, uncheck the "Run in Protected mode checkbox. This is a must do, as VISTA runs Internet applications in a low security setting rendering most Internet applications useless. Note if you have concerns, you can change this setting back when you are finished using the WebTrain Web Conferencing product.

15. You may wish to check Programs | Manage Add-ons.



Click on the "[Manage Add-ons]" button.

16. If WebTrain appears in the list (as show below), ensure that it is enabled. Note WebTrain may not appear in the list until it is used once. Click on OK when done and close the Options Interface



17. Close your browser and re-open it so the new settings become active.

18. You are now ready to join a meeting. We suggest you first try joining our 24x7 System Pre-check room. Using IE, open your browser, goto www.webtrain.com and click on the blue bar "Join Meetings and Events".

19. Each time “Join Meetings and Events is clicked, or the interior page is refreshed, meetings will appear and be removed as they are hosted and completed. There will be a “WebTrain - 24x7 System Pre-check” meeting. Click to join it. By performing this test before your meeting, you can be assured you will not have difficulty joining. Once joined, follow the instructions displayed to setup your microphone, speakers, etc.
20. If you have difficulty joining or setting up your hardware, call 250 862-4800 during regular business hours. Otherwise, click on the web board tab to review the online help.
21. If you are calling after hours, leave a message to be called the next day, or check back after 11pm PST and contact Heike for support at our Germany office – Tel +49 (0) 7633 - 923 1056.

• Join Meetings & Events
Browse Future Events

Join Meetings and Events [Join an unlisted meeting](#)

Public Meeting
Private Meeting
Scheduled Event
Auction

Meetings are not displayed until the host starts the meeting at the scheduled time.
[Refresh](#) to display newly started meetings and events.

	Meeting Title	Host	Join	Started	Elapsed	Count
Info	WebTrain - 24x7 System Pre-Check	Otto Attendant	Join ← Click Here			
Info	WebTrain - Customer Support	WebTrain Support	Join	6:48 am	2 hr 50 min	1
Info	WebTrain - Live Drop-In Demo - with VoIP	Customer Service	Join	6:06 am	2 hr 32 min	1

First time users: Please install the WebTrain software using these [instructions](#).