The Importance of the Test Call.

Performing a test call is essential to a successful videoconference. Without a test call we cannot guarantee your videoconference will be successful.

How to test.

- Test call directions
  - For test calls in Skype, the remote participant and host must coordinate a time to test the call. It is best if both participants are in the same location that the real call is to take place.
  - For test calls in Life Size Video, please look at the menu for Lifesize Video. If you select the Call menu, there should be a "Test Call" option available. Click this option and follow the instructions.
- Test from the correct location
  - If possible, it is always best to perform the test call from the same place the real call is to take place.
- Rehearsal test call
  - If you would like to set up a time to do a live test call between the remote participant and the host, specify this within the help ticket.

What can go wrong and how to fix it?

- Lack of High Speed Internet
  - Change locations: Find a location with High Speed Internet
  - Wireless vs. wired internet connection: Video conferencing can sometimes be improved with a wired internet connection.
- Corporate/Campus Firewalls
  - Change Locations
  - Contact Local Tech Support/Network Admin
  - Send them the information referenced in "Port Information for Network Admins"

The image below is a simple depiction of a firewall. If you can't log into our clearsea server, you should contact your network admin or tech support. Let them know you are trying to videoconference and ask if there are firewalls in place preventing you from doing so. If the problem is indeed being caused by a firewall, they may be able to allow the clearsea server access to your computer as shown in image below.
Computer A and B do not have permission to reach your computer.

Your Computer

Firewall

Computer A

Computer B

You have explicitly stated that Computer C is allowed to pass your file. Computer C can then connect to your computer.

Computer C