WebEx Web Conferencing Quick Start Guide

WebEx allows the course instructor and participants to connect using web conferencing and VoIP using your computer or smart device. WebEx’s allows you to share content, chat, and see your instructor via webcam.

Before Joining the WebEx Web Conference Session:

- You may need to pre-install the WebEx software prior to the session by going to http://dukeuniversity.webex.com.
- Click the Support drop down menu item on the left
- Click Downloads
- Download the appropriate Training Center application for your platform and complete the installation.
  - Note: In order for the software to remain, you must have administrative rights to the computer. If you do not, they will need to contact your local IT professional for installation.

[WebEx software download page image]
Joining the WebEx Web Conference via VoIP:

- Note: You may join the meeting up to 15 minutes before the scheduled start time. You will not be able to login earlier than 15 minutes before the scheduled start time.
- Plug in your USB headset to your computer BEFORE turning on your computer. Then, start your computer and open an Internet browser.
- For the weekly meeting, you will use the same URL for each session.
- Click on the URL link or copy and paste the URL address into your Internet browser, such as Internet Explorer (not Firefox, we have experienced problems using Firefox).
- Enter your full name, email address and, if prompted, the password to join the meeting. Then click Join.

Another web browser opens and displays the Cisco WebEx meeting room. When you join a Cisco WebEx meeting, three browser windows open: Connect me window, Meeting in progress window (with a warning not to close), and Cisco WebEx meeting room. You will see this WebEx icon in your computer’s task tray.
- You will be directed to the meeting screen which will look similar to this:

- You will then need to manually connect to WebEx audio. To enable audio, click on the “Call Using Computer” button. When successful, you will see a green “Connected” message.
To test your computer’s audio, click “Audio Conference.” This will open an Audio Conference dialog box.

- Click Test computer audio. This will open a “Speaker/Microphone Audio Test” dialog box.
  - Select the appropriate speaker and microphone from the drop down boxes (i.e., select your USB headset).
  - Click Test to test the speaker volume. Adjust accordingly.
  - To test the microphone, talk out loud. If the gray bars turn dark green into the “good” range, then your microphone is working properly. If the gray bars do not extend into the “good” range, adjust your microphone (i.e., turn it up, bring the microphone closer to your mouth, speak up louder).
  - When done testing your speaker and microphone, click OK.

WebEx Basics

The following graphic shows you the basics of your WebEx screen. Details on specific functionality follow below.
Area where Content is Shared

Chat Box – Where you type questions or comments

Chat Box – Where you see instructor and participant chat messages

Send to – Where you select who will see your chat message

List of participants

Click to turn your microphone on (gray) or to mute (red)

Indicates whether your microphone is on or muted (red x)

Click the Hand to raise/un-raise your virtual hand to ask a question

Toggle to show/hide the Participant List and Chat area
To use **AUDIO** during a session:

- **When not talking, be sure to mute your microphone at all times to minimize feedback and background noises.** To mute your microphone click on the microphone icon. You will know it is on mute when it has turned **RED**. To unmute your microphone, click on it again. You will know it is not muted when the icon is no longer red.

![Microphone is muted (red) and red “x” is located next to image of headset](image1)

![Microphone is NOT muted and your audio is being transmitted](image2)

To use **CHAT** during a session:

- To send a message to everyone, type your message in the Chat box and click Enter.
- To send a message to a specific person or the instructor, click in the **Send To:** box to select the appropriate recipient.
Meeting Etiquette:

- Raise your virtual hand to ask a question BEFORE speaking. To “raise your hand,” click on the hand button located above the chat box. To “lower your hand,” click on the hand button again.

- Prior to speaking, click the microphone button on, wait 1-2 seconds, then speak. When you are done speaking, wait 1-2 seconds after your last words and then turn your microphone off. This helps eliminate cutting off the beginning and ending of your audio. Remember to talk clearly and slowly.

- Mute your microphone when you are not speaking.

- Remember, when using the Chat function, your message will be broadcasted to all participants. Please do not chat about non-course related items when class is in session.

- Do NOT use a speakerphone. The use of a USB headset is required.

- Reduce background noise as much as possible by joining the meeting in a quiet location with reliable, high-speed Internet.

If you are experiencing connection issues during your web conference, here are some TROUBLESHOOTING tips to try:

- **Meeting login issues:**
  - Disable popup blocker software.
  - Clear the browser's cache.
  - Try connecting from another computer.
  - Are you accessing the correct link?
  - If your company uses a proxy server to control internet access, try the following:
    - Within Internet Explorer select Tools > Internet Options > Advanced tab.
    - Enable the setting Use HTTP 1.1 through proxy connections and click OK.
    - Close all browser windows and re-open before trying to connect to meeting again

- **Audio, video, etc. problems:**
  - Quit all other applications and close all other browser windows. The quality of the VoIP audio can be improved by using a high speed, wired connection and by closing other applications running in the background, including e-mail.
  - Ensure you have manually connected to WebEx audio using the instructions above.
o Run the Speaker/Microphone Audio test again. Make sure the appropriate speaker and microphone are selected from the drop down boxes.

o Make sure to download and "run" the web program that manages the WebEx meetings (note: you are prompted to do this prior to joining the meeting).

o Close your Internet browser completely, and restart your computer. Ensure you USB headset and webcam (if needed) are plugged in PRIOR to restarting your computer.

- You can join and leave audio conference repeatedly during the session if you accidentally exit the audio conference.

- For more technical support, please go to http://support.webex.com/support/support-overview.html.

To join a WebEx session using a tablet or smartphone, go to http://www.webex.com/products/web-conferencing/mobile.html#webex-mobile-apps to learn which devices and operating systems have WebEx apps. Please note, most mobile versions of the WebEx tool have limited functionality.