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WebEx General Information

WebEx is a suite of web-conferencing tools from Cisco that you can use to host live interactive online class sessions with students or meetings with colleagues and sponsors. WebEx is provided by Technology-enhanced Learning and Online Strategies at no cost to Virginia Tech faculty and staff to host sessions; students can participate for free as well, from their computer or mobile device.

Examples of how WebEx can be used include:

- teaching academic courses
- academic support services such as tutoring and advising
- departmental or college business
- information sessions/orientation
- meetings with research sponsors
- meetings with collaborators at other institutions
- interviews

Comparing Video Conferencing Services

<table>
<thead>
<tr>
<th></th>
<th>Polycom</th>
<th>WebEx</th>
<th>Skype</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of locations you can connect to at once</strong></td>
<td>Up to 3 Polycom to Polycom</td>
<td>More than 10</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>More than 3 through DMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Show/Share Content</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Record Session</strong></td>
<td>Through DMS only</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Requires Extra Equipment</strong></td>
<td>No</td>
<td>Yes, webcam and microphone</td>
<td>Yes, webcam and microphone</td>
</tr>
<tr>
<td><strong>Requires Log-In Account</strong></td>
<td>No</td>
<td>Only the presenter</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Video Quality</strong></td>
<td>Best</td>
<td>Better</td>
<td>Good</td>
</tr>
<tr>
<td><strong>Simultaneous Speaking</strong></td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

WebEx Ready Rooms at NVC:

The Northern Virginia Center has three rooms that are setup with equipment to conduct WebEx meetings. These rooms are C-4, 326, and T-3. When booking any of these rooms to use WebEx, please keep in mind that you are responsible creating/scheduling the WebEx meeting. Any issues you have with the WebEx service, please inform VT 4Help.
WebEx Hardware Recommendations

Computer Requirements:

<table>
<thead>
<tr>
<th>Windows</th>
<th>Mac</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Operating System</td>
</tr>
<tr>
<td>Windows Vista, 7, 8, 8.1 (32-bit/64-bit)</td>
<td>Mac OS 10.6—10.10</td>
</tr>
<tr>
<td>Browsers</td>
<td>Browsers</td>
</tr>
<tr>
<td>Internet Explorer 7 thru 11, Firefox—latest version, Chrome—latest version</td>
<td>Safari 5 thru 8, Firefox—latest version, Chrome—latest version</td>
</tr>
<tr>
<td>Minimum System Requirements</td>
<td>Minimum System Requirements</td>
</tr>
<tr>
<td>- Dual Core Processor</td>
<td>- Intel Processor</td>
</tr>
<tr>
<td>- 2GB of memory</td>
<td>- 2GB of memory</td>
</tr>
<tr>
<td>- Active X enabled on Internet Explorer</td>
<td>- Latest version of Java</td>
</tr>
<tr>
<td>- Latest version of Java</td>
<td></td>
</tr>
</tbody>
</table>

A wired internet connection is strongly recommended.

A wired internet connection is strongly recommended.

Camera and Microphone Recommendations:

You can use any webcam and microphone you want with WebEx. Below are recommendations for hardware that will give you a better experience when using the WebEx service.

Webcams:

<table>
<thead>
<tr>
<th>Cameras</th>
<th>Logitech HD Pro Webcam C920</th>
<th>Logitech Webcam C930e</th>
<th>Cisco TelePresence Precision HD USB</th>
<th>Logitech ConferenceCam BCC950</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Quality</td>
<td>Better</td>
<td>Best</td>
<td>Best</td>
<td>Best</td>
</tr>
<tr>
<td>Video Quality</td>
<td>1080p</td>
<td>1080p</td>
<td>720p</td>
<td>1080p</td>
</tr>
<tr>
<td>Recommended Group Size</td>
<td>1-5 people</td>
<td>1-8 people</td>
<td>1-8 people</td>
<td>1-12 people</td>
</tr>
<tr>
<td>CDWG Part #</td>
<td>2588857</td>
<td>2976700</td>
<td>2819554</td>
<td>2688909</td>
</tr>
<tr>
<td>Price</td>
<td>$85-95</td>
<td>$100-120</td>
<td>$350-400</td>
<td>$230-270</td>
</tr>
</tbody>
</table>
Microphones & Headsets:

It is recommended by VT Digital Media Services that Faculty and Students use headsets with microphones to reduce audio feedback and increase clarity during webex sessions.

<table>
<thead>
<tr>
<th>Microphones</th>
<th>Blue Yeti</th>
<th>Logitech USB Gaming Headset G35</th>
<th>Logitech Wireless Gaming Headset G930</th>
<th>SteelSeries Siberia V3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Best Uses</strong></td>
<td>Small group meeting or in small room</td>
<td>One user, class instruction or meeting</td>
<td>One user, class instruction or meeting</td>
<td>One user, class instruction or meeting</td>
</tr>
<tr>
<td><strong>Requires</strong></td>
<td>1 Usb port</td>
<td>1 Usb port</td>
<td>1 Usb port</td>
<td>3.5mm jack</td>
</tr>
<tr>
<td><strong>CDWG Part #</strong></td>
<td>1937185</td>
<td>1820434</td>
<td>2194384</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Price</strong></td>
<td>$120-170</td>
<td>$130-160</td>
<td>$120-140</td>
<td>$99</td>
</tr>
</tbody>
</table>
Create a WebEx account

2. Click on My WebEx link on the menu bar.
3. On the right hand side login page click on the Sign Up button.
4. Enter your first and last name, followed by your Virginia Tech e-mail address, then create a username.
5. Click the Select Code link next to the College/Division and Role text boxes.
6. Select the College/Division that you belong to then click on the OK button. Select your Role then click on the OK button.
7. Check all four boxes under WebEx service.
8. Enter the verification code, then click on the Sign Up Now button. You should receive a confirmation e-mail shortly after signing up.

Welcome to WebEx
Create / Schedule a Meeting

1. Once you have logged into WebEx, click on the “Meeting Center” link located in the menu bar.

2. In the left column menu click on “Schedule a Meeting”.

3. Click on the link labeled “Quick Scheduler”.

4. Give your meeting a name / topic.

5. If you want to restrict access to the meeting enter a password. (Not Required)

6. Enter the date, time, and duration of the meeting.

7. Enter the email addresses of the people you want to attend the meeting. If there is more than one person, separate the email addresses with a comma or semicolon (, or ;).

8. Leave the Audio conference setting to “WebEx Audio”.

9. Once all of the meeting information has been entered, click on the “Schedule Meeting” button.

10. Your meeting has been scheduled and the attendees will receive an email with instruction on how to join the meeting.

ATTENTION:
When you schedule a meeting it will not automatically start, you must manually log into the Virginia Tech WebEx website and start the meeting. See next page for more info.
Starting a Scheduled Meeting

Even though you have scheduled a WebEx meeting at a chosen date and time, the WebEx will not automatically start. In order to start the scheduled meeting you will need to login to the Virginia Tech WebEx website (virginiatech.webex.com) and manually start the meeting.

1. After logging into the WebEx website click on the “Meeting Center” link on the main menu bar of the website.
2. Then on the menu bar on the left side of the screen click on “Host a Meeting”.
3. Next click on “My Meetings”.
4. Once you are in the “My WebEx Meetings” section, locate the meeting you want to start.
5. Then click on the green start button next to the scheduled meeting.
6. After clicking on the green start button, the WebEx Meeting Center program will open and start the meeting.
Create an unscheduled meeting with Meet Now (formally one-click meeting)

Use this option to quickly start an impromptu meeting. You will not be able to set a password in this option.

1. Once you’ve logged into WebEx, click on the Meeting Center link located in the menu bar.
2. In the left column menu click on “Meet Now”.
3. The WebEx Meeting Center will open and automatically start a meeting.
4. You will also receive an e-mail with information on how to join the meeting. This email should be forwarded to the attendees of the meeting.
5. Click on “Call using Computer” to turn on your microphone.
6. To invite people to the meeting click on “Invite & Remind” and a text box will open.
7. In the text box enter the e-mail addresses of people you want to invite to the meeting. If you have multiple e-mail addresses to type in separate each address with a comma or semicolon. Once you have finished click on the green “Send” button.
8. An e-mail with the meeting information will be sent to the attendees. All that’s left is to wait until the attendees join the meeting.
1. Video Window—If you and/or attendees are using a web camera with WebEx, the video will be displayed here. (Double click the video window to make it full screen).

2. List of Participants—A list of who is currently attending the meeting.

3. Video/Microphone—Next to your name is a video and microphone button. Clicking them will turn those functions on or off.

4. Chat Window—type text messages to all or some attendees during a meeting.

5. Share My Desktop—Share what is currently displayed on your monitor with meeting attendees. You can choose to share what's currently displayed on your monitor, a open program, or a file. (You must be the presenter in order to use this feature.)

6. Audio Conference—Change the audio and microphone setting. You can also change the audio source from computer microphone to phone.

7. Invite & Remind—This button will allow you to send an email to invite other attendees to the meeting while its in progress.

8. Leave Room—This will exit meeting.

9. Make Presenter—The presenter has the ability to show slides and share their desktop. Clicking on this button will make you a presenter if the current presenter gives permission.

*If you are the presenter you will have this icon by your name*
Setting Up Audio

**ATTENTION:** Meeting audio will not be turned on until you select one of the audio options.

1. On the start screen of the WebEx Meeting Center, look for the button with headphones, then click on the button below it with the three dots.

2. In the Audio Connection menu, you will have three different options:
   - Call Me
   - I Will Call In
   - Call Using Computer

3. Call Using Computer—Your computer’s speaker and microphone will be used to communicate during the meeting.

4. Test speaker/microphone—Test your audio equipment to see that it is working correctly.

   *Note:*  
   You can also change the source of the speakers and microphone in this menu.

5. I Will Call In—If you don’t have a microphone and/or speakers on the computer you are using a phone can be used in its place. You will be given a phone number to dial into the meeting.

6. Call Me—Similar to the “I Will Call In” option, instead of dialing into the meeting, the WebEx meeting software will call you. You will be prompted to enter your phone number when selecting this option.
Setup Audio—Call Using Computer

ATTENTION: Audio for the meeting will not be turned on until you select one of the audio options.

The Call Using Computer option will use the computer’s default microphone and speakers for communication with other participants during the meeting.

1. Once the WebEx Meeting Center opens, look for the button that has a picture of headphones on it, then click on the three dots below it.

2. The Audio Connection menu will then open. In this menu look for “Call Using Computer” selection, then click on the text below that labeled “Test computer audio”.

3. In the “Test Computer Audio” menu, make sure that the correct speakers and microphone sources are selected. If they are not, you can change the sources for each device by clicking on their drop down menus.

4. Test speaker/microphone—Before leaving the Test Computer Audio menu, make sure that your voice is being picked up by the microphone and you can hear the WebEx test sound from your speakers.

5. When you are finished with the audio settings, click on the OK button.

6. After clicking the OK button, you will need to click on “Call Using Computer” to turn on audio for the meeting.

7. When audio for the meeting is turned on, the Audio Connection button will be highlighted green.
Setup Audio—I Will Call In

The “I Will Call In” audio selection in WebEx will use a telephone as speakers and microphone for communication with other participants during the meeting. It’s best to use this option if you are using a computer without speakers and/or microphone or are experiencing problems with either device.

It strongly recommended to use the computer’s speakers and microphone if available.

1. Once the WebEx Meeting Center opens, look for the button that has a picture of headphones on it, then click on the three dots below it.

2. The Audio Connection menu will then open. In this menu look for “I Will Call In” selection, then click on it.

3. You will then be given a phone number to call in order to connect your phone to the WebEx meeting.

4. Use the toll free 1-800 phone number to call into the meeting.

5. When prompted on the phone, enter the access code for the meeting. This will connect you to the right meeting. (the access code will be different for each meeting.)

6. Next you will be prompted to enter the attendee ID. The attendee ID will associate the attendee’s credentials with the phone call. (the attendee ID will be different for each meeting.)

7. Once connected to the meeting via phone, the Audio Connection menu will disappear and the Audio Connection button will change from headphones to a phone highlighted in green.
Setup Audio—Call Me

The Call Me audio selection in WebEx is similar to the “I Will Call In” option but instead of calling into the meeting, the WebEx software will call you on the phone.

It strongly recommended to use the computer’s speakers and microphone if available.

1. Once the WebEx Meeting Center opens, look for the button that has a picture of headphones on it, then click on the three dots below it.

2. The Audio Connection menu will then open. In this menu look for the “Call Me” selection, then click on it.

3. You will then be asked to enter your phone number where you can be reached. Once the phone number is entered, click on the green “Call Me” button below.

4. WebEx will then attempt to call the phone number you typed in.

5. Once you have answered the phone, you will be asked to press 1 on the phone. You will then be connected to the meeting.
Attendee/Invite Instructions: how to join a WebEx meeting

To the right is an image of the e-mail a recipient will receive when you invite them to a WebEx meeting.

When the recipient receives this e-mail, they should click on the link labeled “Join WebEx Meeting”

Clicking on the link in the email will open their default web browser to the WebEx website.

1. Once the WebEx website loads, the recipient will be asked to enter their name and e-mail address before joining.

2. After clicking on the “Join” button, the WebEx browser plug-in will be installed. Once installed the WebEx meeting center program will open.
When the WebEx meeting program opens, click on the “More” under the Audio button, then select “Test computer audio” underneath where it says “Use Computer for Audio”.

Next an audio test window will open. Make sure the right audio devices (speakers and microphones) are selected and working. Then click on the ok button.
One more thing to check is the media buttons that show next to your name under the participants sections. If the other participants of the meeting cannot hear you make sure the mute button is turned off. The microphone button will be highlighted red if mute is turned on.

If you have a webcam and want to be seen by other participants of the meeting, you must click on the camera button. The camera button is turn off by default.
Share Screen

1. If you are the Presenter, you can share your screen at anytime with the attendees of the meeting. To share what is currently displayed on your monitor click on the three dots below the “Share Screen” button.

2. Next select “Share My Screen” from the menu.

3. If you have more than one monitor, you will be asked which monitor you want to share.

4. Once in Share Screen mode the WebEx Meeting Center Program will disappear and the share screen menu will appear at the top of the screen.

An overview of the Share Screen menu can be found on the next page.
Share Screen Menu

1. **Stop Sharing**—Turns off screen sharing.
2. **Pause**—Stops screen sharing, but doesn’t turn it off.
3. **Share**—Used to change what is shared with attendees.
4. **Assign**—Change meeting Presenter or assign meeting role.
5. **Audio**—Change audio settings.
6. **Lock**—Keeps the screen sharing menu from disappearing.
7. **Participants**—Displays the list of participants in the meeting.
8. **Chat**—Displays the chat window.
9. **Annotate**—Allow you to write/draw on the screen.
10. Displays additional WebEx settings and tools.

**Annotate**

While in Share Screen mode you have the option to annotate over what’s being displayed on screen. When annotate is turned on the menu to the right will appear.

1. **Allow to Annotate**—Allows attendees to annotate without being a presenter.
2. **Arrow Pointer**—Places an arrow with your name in it on screen.
3. **Text Tool**—Creates a text box on screen to type text in.
4. **Line Tool**—Draw straight lines on screen.
5. **Shapes Tool**—Draw shapes on screen.
6. **Pen Tool**—Draw and make marks on screen.
7. **Annotation Color**—Change the color of text, shapes, lines drawn.
8. **Erase Tool**—Erase a single annotation or whole screen of annotations.
9. **Undo Tool**—Undo last annotation
10. **Save Annotations**—Save the current annotations that are on screen.