

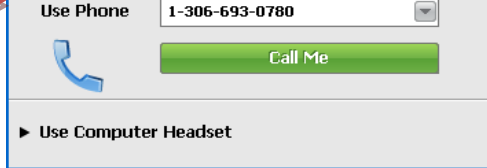
# Troubleshooting WebEx

Print this page and post near the computer you will be using.  
Keep your Orientation Package handy while on Webinars.

## Who do I call if I need help?

WebEx Technical Support: 1 -866-229-3239 (US and Canada Toll-Free)

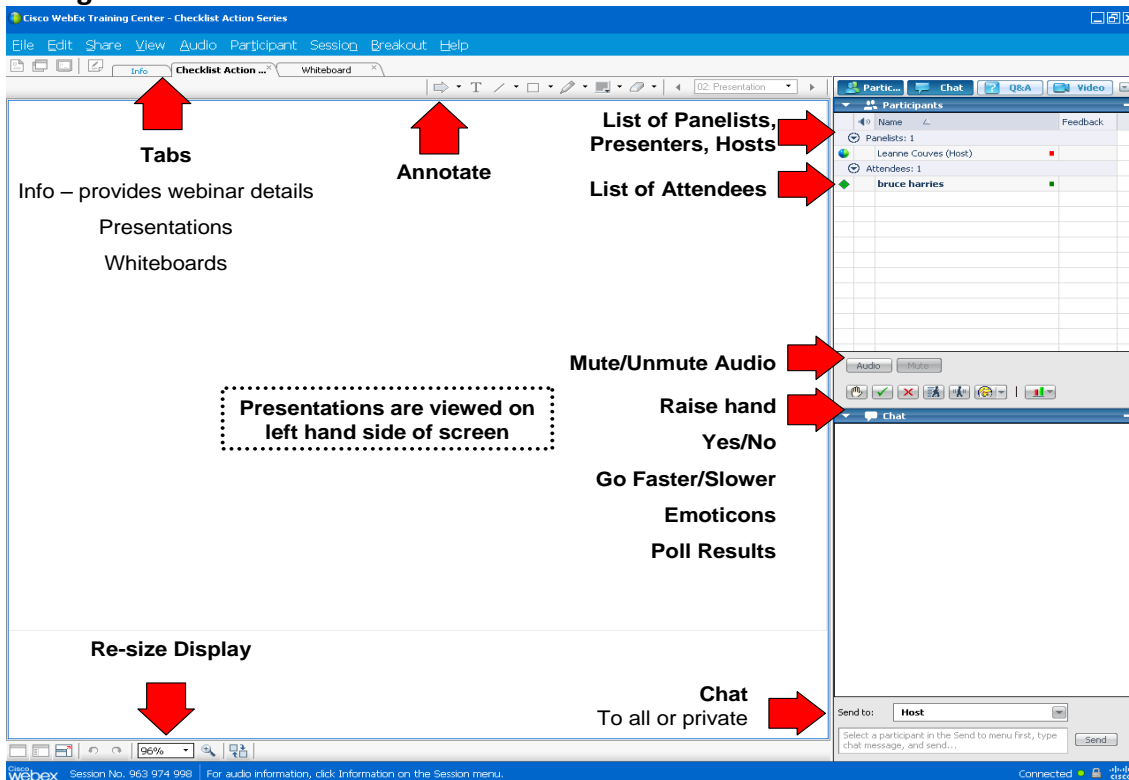
## What do I do if I lose audio?

- Stay on webinar (visual)
  - A popup box will often appear to indicate that you were disconnected from the audio conference
  - Follow the instructions on the screen to reconnect
- 
- OR...Click on **Audio** button located by the **Mute** button
  - Follow the prompts to reconnect the audio
  - OR...Go to **Info Tab** at the top of your screen to retrieve dial-in information
  - Dial number indicated in **Audio Conference** (ensure you include your Attendee ID Number)

## What do I do if I lose visual?

- Hang up your phone and close your Internet Browser
- Go back to the **Original WebEx Link for the call**
- Click on the link or copy and paste the link into a new Internet Browser
- Follow the instructions in **Instructions on How to Join a WebEx Session on page 2**

## What am I seeing when I'm on the webinar? What can I do when I'm on the webinar?



The screenshot shows the Cisco WebEx interface with several features labeled with red arrows and text:

- Info – provides webinar details**: Points to the Info tab in the top navigation bar.
- Presentations**: Points to the Presentation tab in the top navigation bar.
- Whiteboards**: Points to the Whiteboard tab in the top navigation bar.
- Annotations**: Points to the Annotate button in the top toolbar.
- List of Panelists, Presenters, Hosts**: Points to the Panelists section in the Participants panel.
- List of Attendees**: Points to the Attendees section in the Participants panel.
- Mute/Unmute Audio**: Points to the Mute/Unmute buttons in the bottom toolbar.
- Raise hand Yes/No**: Points to the Raise Hand button in the bottom toolbar.
- Go Faster/Slower**: Points to the Go Faster/Slower buttons in the bottom toolbar.
- Emoticons**: Points to the Emoticon button in the bottom toolbar.
- Poll Results**: Points to the Poll Results button in the bottom toolbar.
- Re-size Display**: Points to the window resize handle at the bottom of the main content area.
- Chat To all or private**: Points to the Chat button in the bottom toolbar.

A dashed box highlights the main content area with the text: "Presentations are viewed on left hand side of screen".

## How to Connect to WebEx

The next few sections deal with connecting and using WebEx. It will provide the basics, just enough to get started, a few tips plus what to do if you run into trouble. However, most learning will occur during the sessions “just in time” and each session will build on what was learned in the previous webinars.

It is intended that the technology will facilitate our learning and sharing across the country, rather than becoming the purpose of our work.

### If You Are Using WebEx for the First Time

It is recommended that the following activities are done prior to the first webinar:

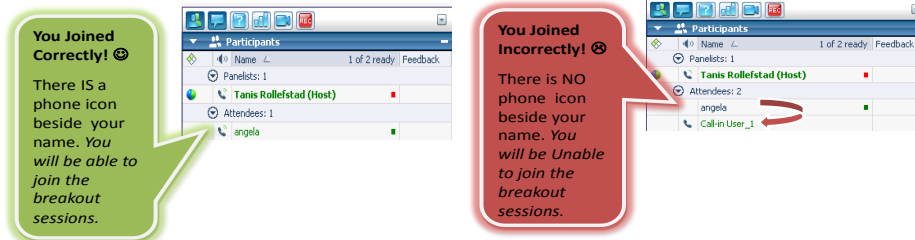
- Contact to your organization’s Information Technology (IT) department to resolve any potential firewall issues. Ask “Can I log on to a WebEx Webinar?”
- Make sure you are accessing the webinar with high speed Internet connection. If connecting through dial up modem you may experience lag times and intermittent loss of connection.
- Click on this practice link and connect using the instructions below:  
<http://www.webex.com/lp/jointest/>

### Instructions on How to Join a WebEx Session

It is important to log on to the video/computer session prior to dialling in on your phone.

- Click on the WebEx link or copy and paste the link into your Internet browser to access the website
- **FIRST:** On the right side of your screen, enter your full name and email address.
- Click **Join Now**
- **WAIT** for a popup box that contains the **Audio Conference** information to appear on your screen
- There are two options for joining the audio portion of the session with the **Use Phone** function and are located on the drop-down menu. Both methods will connect your telephone and computer into the session.
  - **OPTION 1: Call Me at a New Number:** This is an appropriate option for anyone using a direct line. Enter your phone number in the blank space and click the **Call Me** button. You will receive a call-back on your phone within a few seconds. Answer your phone and follow the prompts to be connected to the session.
  - **OPTION 2: I Will Call In:** This is an appropriate option for anyone using a phone with an extension. Choose the second option in the drop-down menu. Dial the toll-free number, access code and Attendee ID number on your telephone. Do not forget your Attendee ID number – this is important for breakout sessions! You will then be connected to the session.
- Locate your name in the **Attendees** list on the right hand side of your screen. You should see a phone icon beside your name.

## Did you Join the Call Correctly?



**If there is NO phone icon beside your name:**

1. Hang up and disconnect from WebEx.

2. Rejoin using original link. Enter name & Email & click on Join Now

3. A popup will display the phone information.



- DO NOT at anytime during the call close the WebEx screen, or you will have to join the call again

## Making the Best of Your WebEx Experience

For each webinar, it is possible that there will be over 100 participants. To ensure a rich learning experience for all, the following recommendations and etiquette are suggested:

- Log on to WebEx on your computer first and then dial into the audio conference call. Your computer (visual) and phone line (audio) will be connected and allow participants to see who is talking and allow the host to put you into breakout rooms.
- Mute your line when you are not speaking in order to minimize background noises such as shuffling papers. Instructions will be provided on how to mute and un-mute at the orientation call. All phone lines will be muted upon entry into the Webinar.
- Use one computer and one phone for each user if possible. When hosting small groups in the same room:
  - Use an LCD projector attached to the computer you are using to join the WebEx session. This will display the screen and interaction for the room to see. *You must organize this at your own site.*
  - If using a speakerphone or polycom, designate one person as spokesperson and have the speakerphone in close proximity to this person at all times. Remember to mute the speaker phone or polycom .
  - If you need to change spokesperson, ensure line is muted prior to moving the phone.