

Customized Net Conference with Cisco WebEx Training Center

This Quick Start Guide for Customized Net Conference with Cisco WebEx Training Center details how to access the Cisco WebEx Training Center service from the e-meetings customer portal, integration with the Instant Meeting audio conferencing service and its corresponding interaction with the WebEx Hosted Net Replay. This guide is to be used to supplement the Cisco WebEx user guides. Please refer to the **WebEx Training Center User Guide** on your WebEx site for more details of the Cisco WebEx Training Center features.

WebEx Training Center access (first time only)

Go to https://e-meetings.verizonbusiness.com Select the Manage My Meetings login link. Enter your login and password. (Note: If you do not have a Manage My Meetings login and password, click on the Need to Register link on the e-Meetings Home page and simply follow the instructions.) Select the NET CONFERENCING tab. Click on the Training Center link under Customized Net Conference Applications. Save the URL to your favorites.

For future visits, you may continue to access Training Center via, **Manage My Meetings**, or go directly to the URL from your favorites and login.(https://<yourcompany>.WebEx.com) Note: This is also your method for accessing Training Center if your Net Conferencing services are not integrated with the Verizon Conferencing portals.

Training

- Cisco WebEx self paced tutorials are located at: <u>https://e-meetings.verizonbusiness.com/global/en/crc/guides_net.php</u>
- Cisco WebEx How Do I self paced tutorials are located at: <u>https://support.webex.com/MyAccountWeb/howDol.do?root=Tools&parent=How%20Do%201</u>
- Additional training is also available from WebEx University located at: http://help.webex.com

Support

Cisco WebEx product help is available at:

https://e-meetings.verizonbusiness.com/global/en/globalResNumbers.php

Setting up your Instant Meeting Audio Conference Subscription:

All Conferencing audio bridges world-wide support audio sub-conferencing for Instant Meeting Audio subscriptions only. Audio sub-conferencing is available on a Premier Audio Conference call however Operator assistance is required. If you require Premier Audio Conferencing please call Reservations or schedule the call via e-Scheduler.

Leaders should instruct their participants within the WebEx invitation to join the audio conference by having the WebEx meeting dial back out to them. This allows the net and audio sessions for each participant to synchronize so that both sessions may be assigned to the breakout room together. If participants dial into the WebEx Training Center session, the audio and net sessions cannot be synchronized and the leader will be unable to assign the participant to a Breakout Room.

- Please make sure your audio account is setup in the Audio Setup under the Preference section of your My WebEx account.
- Select the following settings:
- Click Set Up to modify an existing teleconferencing account

| Home | Meeting Center | Event Center | Support Center | Training Center | My WebEx | | | |
|--|----------------|--------------|--|-----------------|----------|--|--|--|
| My Meetings My Files My Contacts | | | Preferences | | | | | |
| Ny Pi | | Expand | Expand all Collapse all | | | | | |
| Prefer My Re | ences | ▶ Gen | ▶ General | | | | | |
| Traini | | ▶ "Me | ▶ "Meet Now" Settings Set up | | | | | |
| Supp | ort | ► Aud | Audio Set up | | | | | |
| | | ▶ Sch | Scheduling Templates | | | | | |
| | | Scheller | Scheduling Options | | | | | |
| | | Sup | Support Center | | | | | |
| | | Save | Save | | | | | |

Audio Set Up

- Audio Set Up allows you to setup your Instant Meeting Audio Conference subscription with WebEx Training Center.
- Click Add teleconferencing account
- Enter your Instant Meeting audio conference subscription information
- Enter your Toll-free call-in number, Toll call-in number, Host access code, Attendee access code.
- Audio set up allows you to enter up to 4 different Instant Meeting numbers to be saved as separate accounts.
- Note: If you do not have a toll number, enter your toll-free number. Do not leave the Toll Call-in number blank.
- Select the type of call-in number to be used for the Recording dial-out number. (NOTE: WebEx Hosted Network based Recording uses <u>US based audio bridges only</u> regardless of your location.) Click Save

| Cisco | WebEx | | | | | | | |
|---|----------------|--------------|---|----------|-----------------------|-----------|---|---------|
| Home | Meeting Center | Event Center | Support Center | Traini | ng Center | My WebB | Ex | |
| My Meetings My Files My Contacts My Profile Preferences | | - Audi | - io | | | | | |
| | | | My Phone Numbers Note: The Call Me feature is dependent on your site settings. | | | | | |
| My Re | ports | | Office phone: | | Country/region | | Number (with area/city code) | |
| Trainir | | | | | 1 | | 703-000-0000 | Call Me |
| Support | | | Mobile phone: | | Country/r | egion | Number (with area/city code) 541-000-0000 | Call Me |
| | | | Alternate ph | ione 1: | Country/r | egion | Number (with area/city code) | Call Me |
| | | | Alternate ph | ione 2: | Country/r | egion | Number (with area/city code) | Call Me |
| | | Telecor | nference | | | | | |
| | | | Acc | ounts: | You can a Add acco | | nree Teleconferencing Service acco | ounts. |
| | | | Account 1 (De | fault) : | | | S) Call-in toll-free number (Verizon (United Kingdom) Call-in number | |
| | | | | | Host acce | ss code : | 55079877 | |

Setting up the Teleconference Account for use with WebEx Hosted Net Replay for US-based Instant Meeting Accounts

- In Audio Set Up at least one Teleconferencing Account with a US Toll-free Instant Meeting number for use by the WebEx Recorder. If you have already done this step as part of your normal teleconference account set up, nothing additional is required.
 - Select Country/Region and enter the US toll-free number in Call-in toll-free number.
 - Select Country/Region and enter the local toll number in Call-in number.
 - » If you do not have a toll number, enter your toll-free number. Do not leave either field blank or you will receive an error.
 - Enter the Subscriber and Participant passcodes
 - Selec Call-in toll-free number for the Recording dial out number
 - Click OK if you are adding a new account or Update to modify an existing account.

| Teleconference | |
|-----------------------|--|
| Accounts: | You can add up to three Teleconferencing Service accounts. Add account |
| Account 1 (Default) : | (US) Call-in toll-free number (Verizon) (United Kingdom) Call-in number (Verizon) |
| | Subscriber access code : Participant access code : |
| | Edit Delete |

WebEx Training Center Home Page

From the Training Center homepage you will be able to set-up meeting preferences, obtain assistance and host a meeting. Each section offers additional options to further customize your settings. While this user guide includes some basic Training Center setup instructions, it is primarily to help you navigate how to Schedule Training including the Breakout Session capability that is used with Instant Meeting Audio Sub-conferencing. Up to 9 breakout sessions are supported. Training Center may accommodate up to 1,000 participants however with any amount over 500, the following features will not be available:

- Participant list
- Multi-point video
- Private Chat
- Active talker

| Cisco WebEx | alialia cisco |
|--|--|
| Home Meeting Center | ent Center Support Center Training Center 10 WebEx stephen.karlik@verizon Log Out |
| Attend a Session Host a Session | Join an Unlisted Training Session |
| Schedule Training | To join an unlisted training session, type the session number that your host gave to you, then click Join Now. |
| Instant Session | Session number: |
| Hands-On Lab | Join Now |
| Test Library My Training Recordings | |
| | |
| ▼ Set Up | |
| Training Manager | © 2015 Cisco and/or its affiliates. All rights reserved. <u>Physicy</u> <u>Terms of Service</u> |
| Preferences My Profile | |
| | |
| ✓ Support | |
| User Guides | |
| Downloads | |
| Training | |
| Contact Us | |

Host a Session

Host a Session provides multiple ways to start a session. You may:

- Instant Session provides immediate access to a training session.
- Schedule Training allows you to schedule a training session with customizable meeting settings.

Instant Session

- Click Instant Session.
- Enter session Topic and Password
- Select Teleconference
- Enter Start Session
- You will be able to invite participants from the console and establish Breakout sessions.

| Start an Instant Training Session | | | | | |
|--|------------------------|------------------------------|----------------------|--|--|
| To start a training session now, provide the | following information. | | | | |
| Topic: | | (Required) | | | |
| Set session password: | | (Required) Password Criteria | | | |
| Confirm password: | | | | | |
| | | | | | |
| | Teleconference | | | | |
| | | | Start Session Cancel | | |

Schedule Training

If you choose to use the Schedule Training option instead of Instant Session, there are several settings required to setup the Training session.

| Schedule Training Session | |
|--|--|
| Session and Access Information | |
| Topic: Set session password: Confirm password: | (Required) Copy from (Required) Password Criteria I Automatically delete session after it ends Send a copy of the attendee invitation to me |
| Teleconference | |
| Options: | Teleconferencing Service Account1 Call-in toll-free number (Verizon): Call-in number (Verizon):+44-0808-2 Host access code:5507s Attendee access code:8645. Attendees call in Attendees call in Attendees receive call back (call-in is also available) Allow Access to teleconference via global numbers Estimated number of callers: 500 Other teleconference service None |
| Date and Time | |
| Starting time: | August ✓ 20 ✓ 2015 ✓ Image: Second s |

Teleconference Settings:

The teleconference information entered in the Audio Setup section of your My WebEx account will apply under the WebEx Audio. You may select other teleconferencing services to use a different account. Note: For Breakout Sessions to work properly, it is important to select Attendees receive call back

| Options: Teleconferencing Service Account1 Call-in toll-free number (Verizon): Call-in number (Verizon):+44-0808-2 Host access code:5507! Attendee access code:8645: Edit Attendees call in Attendees receive call back (call-in is also available) Allow Access to teleconference via global numbers Estimated number of callers: 500 Other teleconference service Nano | Teleconference | | |
|---|----------------|----------|---|
| | | Options: | Account1 Call-in toll-free number (Verizon): Call-in number (Verizon):+44-0808-2 Host access code:5507! Attendee access code:8645: Edit Attendees call in Attendees receive call back (call-in is also available) Allow Access to teleconference via global numbers Estimated number of callers: 500 |

WebEx Hosted Net Replay - Teleconference Accounts Scheduling for US

- WebEx Hosted Net Replay uses <u>US based audio bridges only</u> regardless of your location. Unless you have your Account 1 setup with something other than the US based toll-free number you should ÷. just use Account 1 when scheduling calls where you intend to use the WebEx Recorder.
- You will select this Teleconferencing account to be used when scheduling your meeting so that the WebEx Recorder will use the correct Verizon teleconference account.

Email Invitation

Hello

Please join my WebEx training session that is currently in progress.

Topic: Training Center Session Host: Steve Session number: 625 634 Session password: 1234

To join the training session

1. Go to https://vnc-plugins-demo-t29-13-34.webex.com/vnc-plugins-demo-t29-13-34/

Enter your name and email address (or registration ID).
 Enter the session password: 1234

4. Click "Join Now".

Follow the instructions that appear on your screen.

To join the teleconference only

To receive a call back, provide your phone number when you join the training session. Call-in toll-free number (Verizon):1-866-692- (US) Call-in number (Verizon):+44-0808-238- (United Kingdom)

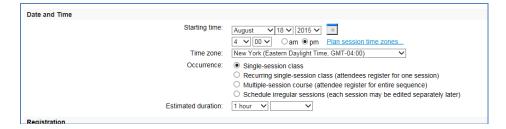
Show global numbers: https://clicktojoin.verizonbusiness.com/wbbcClick2Join/servlet/\3158&ParticipantCode=86452796&customHeader=mymeetings&dialInNumbers=true Attendee access code: 864 527

- You may edit the email to your participants to include other instructions for joining the audio portion of the call. Send the meeting invitation to yourself first and then edit it before sending to your participants.
- Participants may use other local or toll free numbers, Global numbers or they may use the dial back out functionality.
- Otherwise the Account information you selected will be populated into the email including the US based Call-in toll-free number.

US toll free number used for the WebEx Recorder

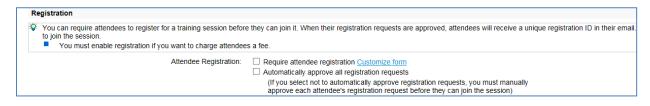
Date and Time

- Select the date, time and time zone for your session.
- Select the occurrence of your session.
- Set the session duration



Registration

- Select if you will require attendees to register for a training session before they can join it.
- If you require registration, you may customize the information you wish to collect by clicking Customize form.



The Customize Registration Form will display where you may make your selections

| Customize Registration Form | | | | | |
|--|--|--|--|--|--|
| Based on form: Current Form V | | | | | |
| Registration Options Check the boxes of the following fields that you would like to appear in the registration form. Fields can be set to be optional or required. | | | | | |
| Standard Options | | | | | |
| Select the options that you want to add on the registration form | | | | | |
| Text Box Check Boxes Radio Buttons Drop-Down List | | | | | |
| Save As OK Cancel | | | | | |

Invite Attendees

- Add the email addresses for your attendees
- Click Invite Attendees to add attendees
- You may click **Select Contacts** to add contacts from your Personal Contacts, Company Address Book or add them manually in the **New Attendee** area

| | | | Invited | attendee | S: | | | |
|---|---|--------------------------|---------------|---------------|----------------------------|----|-------------|----|
| | | | | | | | | |
| | | | | | | | Invite Atte | en |
| nvite Attendees | | | | | | | | |
| Provide new attendee in | | ect contacts from your a | address book. | | | | | |
| Attendees to Invite Name E No contacts selected. | mail address | Phone number | Language | S Time Zon | elect Contacts e Locale | • | | |
| New Attendee | | | | L | | | | |
| | | | | | | | | |
| Full name | : | | | | * Required fie | ld | | |
| | c | | | | * Required fie | Id | | |
| Full name | Country/Region Number | rr (with area/oity code) | | | * Required fie | Id | | |
| Full name Email address Phone number Time Zone | Country/Region Number | Daylight Time, GMT-04: | 00) | > | * Required fie | ta | | |
| Full name Email address Phone number | Country/Region Number 1 New York (Eastern D E English | | 00) | 7 | * Required fie | Id | | |
| Full name Email address Phone number Time Zone Language | Country/Region Number 1 Number New York (Eastern D English U.S. V Add new attended | Daylight Time, GMT-04: | | V | * Required fie | ld | | |
| Full name Email address Phone number Time Zone Language | Country/Region Number 1 Number New York (Eastern D English U.S. V | Daylight Time, GMT-04: | | > | * Required fie | Id | | |

Invite Presenters

- Add the email addresses for your attendees
- Click Invite Attendees to add attendees
- You may click Select Contacts to add contacts from your Personal Contacts or Company Address Book.
- You may also add them manually in the New Presenter area

| Invite Presenters | 5 | |
|------------------------------------|--|------------------|
| Provide new presenter inf | ormation here or select contacts from your address book. | |
| | | |
| Presenters to Invite | | Select Contacts |
| Name Er | nail address Phone number Language | Time Zone Locale |
| No contacts selected. | | |
| | | OK Cancel |
| New Presenter | | |
| New Fresenter | | |
| | | |
| | | * Required field |
| Full name: | | |
| Email address: | | |
| | Country/Region Number (with area/city code) | |
| Phone number: | 1 | |
| Time Zone: | New York (Eastern Daylight Time, GMT-04:00) | \sim |
| Language: | English V | |
| Locale: | U.S. ¥ | |
| | Add presenter as attendee in my address book | |
| | Invite as alternate host | |
| | | |
| | | |
| | | Add Presenter |

Session Options

- Select the features you would like available during your session
- Under Available features, click Edit Options
- Select the Attendee Privileges, Security and Other Options you wish to activate
- Click Save
- Add the Destination address (if any) you would like your attendees to visit after your session
- Select the entry and exit tone
- You may customize your greeting message that attendees will see as they join your session

| Session Options | | |
|-----------------|---------------------|---|
| | Available features: | Chat, Poll, Video (High- quality, High- definition), View video thumbnails, Number of attendees, Send video, Attendee Edit Options |
| | Greeting message: | Destination address (URL) after session: Customize greeting message when attendee joins |

| Session Options | | | | | | |
|--|--|------------------------------|--|--|--|--|
| Training session optio Select options that you v ☑ Chat ☑ File transfer | ns want participants to have when a train | 0 | | | | |
| Attendee Privileges Select the attendee priv begins. Sessions: | ileges that you want all attendees to h | nave when a training session | | | | |
| Recording | Number of attendees | | | | | |
| Send video | Attendee list | | | | | |
| Documents: | | | | | | |
| Save | Annotate | Next or previous page | | | | |
| Print | Thumbnails | | | | | |
| Security | | | | | | |
| | | Save Cancel | | | | |

Breakout Sessions Assignments Settings

- When scheduling a training session, you can enable pre-assignment of attendees to breakout sessions prior to your training session.
 - From the Breakout Session Assignments Settings section of the scheduler, you can do the following:
 - Enable the option to assign attendees to breakout sessions prior to your training session
 - o Choose to have Training Center make the breakout session assignments for you
 - Set the number of breakout sessions for your training session
 - o Set the number of attendees per breakout session

- o Choose to manually assign attendees to breakout sessions as you manage your registrations
- You must enable registration to manually assign attendees to breakout sessions prior to your training session.
- The number of breakout sessions must be between 1 and 9.
- The number of attendees allowed in a breakout session must be between 1 and 100.

| Br | Breakout Session Assignments Settings | | |
|----|--|--|--|
| ۲ | In-session assignments (automatic or manual attendee assignm Participants on some mobile devices cannot join breakout sessi | | |
| | Options: | Enable Pre-Session Assignment (specify automatic or manual attendee assignments before starting the session) | |
| | | Automatically assign attendees during the session | |
| | | Set the number of breakout sessions: 4 | |
| | | Set the number of attendees in each breakout session: 20 | |
| | | Manually assign registered attendees to breakout sessions (requires attendee registration to be enabled) | |
| | | | |

To assign attendees to breakout sessions automatically:

- On the Schedule Training Session or Edit Scheduled Training Session page, scroll to **Breakout Session** Assignments Settings.
- Select Enable Pre-Session Assignment.
- Select Automatically assign attendees during the session.
- Select the option to set either the number of breakout sessions or the number of attendees per breakout session.
- Enter the number accordingly for your selection.

To assign attendees to breakout sessions manually:

- On the Schedule Training Session or Edit Scheduled Training Session page, set registration requirements in the Registration section of the scheduler.
- Scroll to Breakout Session Assignments Settings.
- Select Enable Pre-Session Assignment.
- Select Manually assign registered attendees to breakout sessions.
- Once you have finished scheduling your training session, you will be able to manually assign attendees as you
 manage registrations.

Assigning registered attendees to breakout sessions:

If you enabled pre-session assignments to breakout sessions when scheduling your training session, you must manually assign attendees when you manage registrations.

Email Options

You may edit the invitation to instruct your participants to join the audio conference portion of the meeting by selecting the conference to dial out to them.

- Click Edit Email Options
- Select the type of Invitations, Updates, Registrations and Reminders you would like to send to your Host, Presenters and Attendees

| Er | mail Options | |
|----|--|--|
| × | You can select the types of email messages that you want to send by clicking Edit Email Options. | |
| E | Edit Email Options | |

| Edit Email Options Select the types of email messages that you want to send when certain events occur. You can also click the title of the email to modify the content. Invitations Invitation to Join a Training Session Invitation to a Training Session in Progress Invitation to Register for a Training Session Updated Invitation to Join a Training Session Updated Information to Join a Training Session Updated Information to Join a Training Session Updated Information to Register for a Training Session Updated Information to Register for a Training Session Updated Information to Begister for a Training Session Intendee Registration Notification to Host Attendee Registration Reminder Attendee Registration Reminder Attendee Registration Reminder emails to: Reminder Zhours V before session starts Attendees Attendees candid up to 3 reminder emails Intendees Attendees candid up to 3 reminder emails W Presenters 124 hours V before session starts Intendees If minders V before session starts Intendees 15 minders V before session starts | | | | |
|---|---|--|--|--|
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| Invitation to Join a Training Session Invitation to Join a Training Session in Progress Invitation to Register for a Training Session Updates Invitation to Register for a Training Session Updated Information to Join a Training Session Updated Information to Join a Training Session Updated Information to Register for a Training Session Updated Information to Register for a Training Session Updated Information to Register for a Training Session Itraining Session Cancelled Registrations Attendee Registration Pending Attendee Registration Confirmed Attendee Registration Rejected Reminder Send Training Session Reminder emails to: Reminder Attendees Attendees | Select the types of email messages that you want to send when certain | Select the types of email messages that you want to send when certain events occur. You can also click the title of the email to modify the content. | | |
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| ✓ Updated Information to Join a Training Session ✓ Updated Information to Register for a Training Session ✓ Training Session Cancelled Registrations ✓ Registration Notification to Host ✓ Attendee Registration Pending ✓ Attendee Registration Confirmed ✓ Attendee Registration Reminder emails to: Reminder Zead Training Session Reminder emails to: ✓ Attendees Reminder ✓ Attendees Zeaminder emails ✓ Attendees Zeaminder emails ✓ Presenters Z4 hours Defore session starts ✓ Presenters Z4 hours Defore session starts via email address: | | | | |
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| | Registrations | | | |
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| Attendee Registration Rejected Reminder Send Training Session Reminder emails to: | | | | |
| Reminder Send Training Session Reminder emails to: Image: Constraint of the session starts | | | | |
| Send Training Session Reminder emails to: Image: Send Training Session Reminder emails Reminder Image: Send Training Session Reminder emails Reminder Image: Send Training Session Reminder emails Add another reminder email Image: Send Training Session Reminder emails Add another reminder email Image: Send Training Session Reminder emails Image: Send Training Session starts Image: Send Training Session Reminder emails Image: Send Training Session starts Image: Send Training Session Reminder emails Image: Send Training Session starts Image: Send Training Session Reminder emails Image: Send Training Session starts Image: Send Training Session Reminder emails Image: Send Training Session starts Image: Send Training Session Reminder emails Image: Send Training Session starts Image: Send Training Session Reminder emails Image: Send Training Session starts Image: Send Training Session Reminder emails Image: Send Training Session starts Image: Send Training Session Reminder emails Image: Send Training Session Reminder emails Image: Send Training Sen | | | | |
| ✓ Attendees 24 hours ✓ before session starts Add another reminder email Add another reminder email Note: You can add up to 3 reminders emails ✓ Presenters 24 hours before session starts ✓ Host 15 minutes before session starts via email address: | | | | |
| Host | Attendees Attendees Attendees | | | |
| V Host | Presenters | 24 hours V before session starts | | |
| | I Host | | | |

Participant Email

All participants will receive an email inviting them to the training session.



Session Information

Add an Agenda and Description of the training session.

| Session Information | |
|---------------------|-------------------------------|
| Agenda | Plain text OHTML |
| Description | Plain text OHTML |
| Graphics | Import Picture Remove Picture |

Course Material

- Select files already in your personal folders in My Folders to publish to your Training Center Web site.
- Upload new files to My Folders and then publish them to your Training Center Web site.
- Participants can download course material for review, preparation, or testing before the session starts.
- Click Add Course Material

| | Course Material |
|------------|--|
| | Course material specified can be downloaded by participants before the session starts. To add course material, you can either select files already in My Folders, or upload new files first and select them. |
| | (No file specified yet) |
| \bigcirc | Add Course Material |

Add Course Material

| Add Cou | rse Ma | aterial | | |
|-------------|--------------|-------------------|---------------|------------|
| | | atonai | | |
| Upload a fi | e to My F | olders : | | |
| Select | Name | | Description | Size |
| ۲ | | Root Folder | Root Folder | 0 KB |
| Uploading t | o: Root/ | | | |
| File name: | | | Browse | Upload |
| You can se | ect files fr | om My Folder, the | en click Add. | |
| Select | Name | | Description | Size |
| | | Root Folder | Root Folder | 0 KB |
| | | | | Add Cancel |
| | | | | |

Options on this page

| Option | Description |
|--|---|
| File name box | Enter the name of the file to upload to your folder. |
| Browse button | Click to select a UCF presentation or document that resides in your personal folders. |
| Upload button Click to upload the specified file to your folder. | |
| Select | Select the check box of the file to be added to the training session. |
| Name | Indicates the names of the files residing in your folder. |
| Description | Describes the folder or file. |
| Size Indicates the size of the folder or file in kilobytes. | |
| Add button | Click to publish the specified file on your Training Session Web site, making it |

available to participants prior to the session start time.

Tests

Click Add tests

| ٦ | Tests | | |
|----|---|--|--|
| × | You can add a test to this session for delivery before, during, or after this session. To add a test that you have already created and saved in the Test Library, click Add Test. To create a test, or to import from your polling questionnaire, schedule this session first. On the confirmation page that appears, select Add a Test. You can also go to the Session information page later to add or edit a test after you have scheduled this session. | | |
| (N | No test yet) | | |

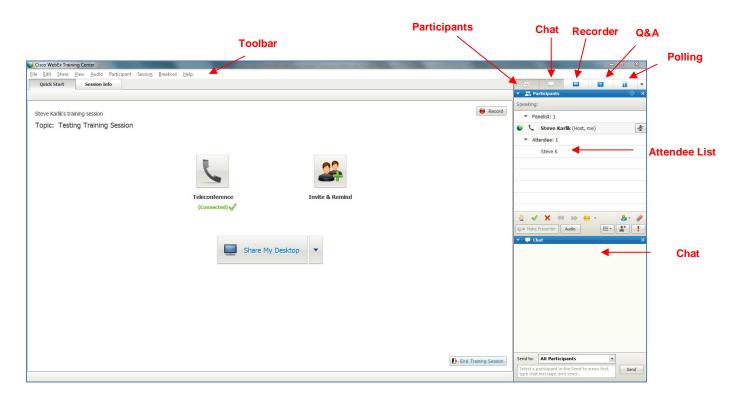
Schedule the Session

Click Save as Template, Schedule, Start Session or Cancel.

| Save As Template | Schedule | Start Session | Cancel |
|------------------|----------|---------------|--------|
| | | | |

The Training Center Leader's Console

The leader console is an easy interface that uses the familiar Microsoft® Windows® menus to make controlling a meeting very intuitive. Leaders can select to have only those windows that are most important to them open during the meeting, showing them participants, chat, notes, or video. Simple tabs make it easy to flip from presentation to presentation.



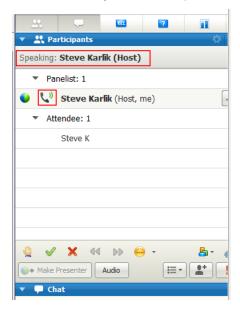
Join Teleconference

Leaders and Participants may join the audio portion of the meeting multiple ways. They may call into the audio bridge – the Instant Meeting audio conference information will display for participants to call into the meeting. Or leaders and participants may enter their phone number to receive a call back.

• **Call into the meeting** - When participants enter the meeting console the dial-in numbers will display on the Info tab and in the Meeting Information section. In addition to toll and toll free, global numbers are available as well. Dial In User Merge is also supported as a dial in option. Please refer to the Dial In User Merge User Guide for specifics.

| Cisco WebEx Training Center | | | |
|--|---|-----|--|
| ile <u>E</u> dit <u>S</u> hare <u>V</u> iew <u>A</u> udio | Par <u>t</u> icipant Sessio <u>n B</u> reakout <u>H</u> elp | | |
| Quick Start Session | Info | | |
| | | | |
| Торіс: | Testing Training Session | | |
| Host: Teleconference: | Steve | om) | |
| Host access code: Attendee access code: Attendee ID: Training session number: | #30 3 # 620 641 237 | | |
| Host key: | 719981 | | |

• **Dial Back:** Leaders and participants may enter their number to receive a call from the conference service. This synchronizes the audio and net sessions so that each user is identified by name in the participant's panel. This also enables the active speaker functionality. (see **Telephone: Identify Active Speaker** section.)



Press 1 to Join Audio:

- If the Site Administrator has the Press *1 feature turned on for your site, participants will be asked to enter a *1 to join the audio portion of the conference if they are having the audio bridge dial out to them. This will prevent voicemail boxes from being added into the audio conference by mistake.
- The pop up window for the Join Teleconference will indicate press 1 however the audio command will tell participant to Press *1.
- Please follow the <u>audio instruction</u> to Press *1 and disregard the Press 1 instruction in the pop up window within the WebEx console.

A future release of WebEx will allow the text within the Join Teleconference window to be customized.

Note: The Host/Leader will <u>not</u> be prompted to press *1. If the Leader has selected the option to allow the first participant to become the presenter, they will also not be required to Press *1 to enter the audio portion of the call.

Site Administration setting:

• When the Site Administrator selects Off for the Press 1 feature, participants must enter *1 to join the audio portion of the call when the audio bridge dials out to them.

User Experience:

 When the Press *1 feature is enabled, participants will be prompted via the audio bridge to Press *1 to enter the audio portion of the call when using the dial back feature.

Join Teleconference window:

| Teleconference | |
|----------------|------------------------------------|
| 🕕 Use your | phone to join this teleconference. |
| Use Phone | 1-703 |
| L | Call Me |
| | |

 Once you are connected to the teleconference the Teleconference icon on the Quick Start panel will be updated to reflect Connected.

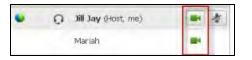


Sending and Receiving Video

If a video camera is installed on your computer, you can send video. Other participants can see you, or whatever you focus your webcam on. To see video, participants do not need to have a webcam installed on their computers.

WebEx Trainingand Meeting Center support high-definition (HD) video with up to 720p resolution. Other WebEx services, such as Event Center and Support Center, support high-quality video with up to 360p resolution. The Cisco technology automatically adjusts video to the highest quality for each participant according to the computer capabilities and network bandwidth.

Your administrator can set video options at the site level. A meeting host can set video options on the scheduler as well as in the meeting. If your site or meeting is not set up to use HD or high-quality video, standard video is used.



To start or stop sending video, select the video icon beside your name. The icon turns green when you are sending video.

After you start sending video, you can perform the following tasks depending on your role.

| Role | Tasks |
|-------------|---|
| Host | What you can do: Start or stop sending video at will. Lock focus on one participant. View everyone who is sending video on one big screen. List participants or show thumbnails. Set webcam options. |
| Participant | What you can do: Start or stop sending video at will. View everyone who is sending video on one big screen. List participants or show thumbnails. Set webcam options |

Minimum system requirements

To send or receive video with a resolution of 360p, ensure that your system meets the following minimum requirements:

| Action | What you need | |
|---------|--|--|
| Send | A webcam capable of producing high-quality video. WebEx supports most webcams of this type | |
| | A computer with at least 1 GB of RAM and a dual-core processor | |
| | A fast network connection | |
| Receive | A computer with at least 1 GB of RAM and a dual-core processor | |
| | A fast network connection | |

Desktop Video Options

- Multipoint video is the default setting and up to 6 video windows may be displayed at one time.
- The Presenter can lock the video and participants may pause their own video.
- Each participant may select their Session Options and Personal Options to adjust their bandwidth settings and resolution.
- Each webcam is different and you should follow the manufacturer's instruction for use however, in general, make sure it is plugged in and turned on before the net conference session begins.

Setting webcam options:

Usually, you can set options for general settings, such as contrast, sharpness, and brightness, but options can vary depending on your web camera.

Video Full Screen Mode (Active Talker)

• Click the Full Screen Icon.



- The active speaker (or a specific participant) is shown in the main display with all other participant videos arranged in a row beneath.
- To return to the view where you see everyone who is sending video, select this icon in the upper-right corner of your screen



Note: There are additional video instructions in the Cisco WebEx Training Center Guide .

Invite Participants

- You may invite additional people to the Training Session at the last minute from the WebEx console via QuickStart.
- Click Invite by email from the Quick Start panel

| Steve Karlik's training session Topic: Testing Training Session | | 😝 Record |
|--|--|----------------------|
| | Teleconference (connected) | |
| | Invite and Remind Invite and Remind Final Final Final Final Final Final Final Final | |
| | Send | |
| | Session URL: https://vnc.plugins-demo-t29-13-34.webex.com/vnc.plugins-dem Copy | End Training Session |

• Select the participants to receive the Training Center meeting details.

| This message has not been sent. To Cc Subject: Please join now, session in progress: BreakOut Rooms Hello , |
|--|
| Cc Subject: Please join now, session in progress: BreakOut Rooms |
| Cc Subject: Please join now, session in progress: BreakOut Rooms |
| Subject: Please join now, session in progress: BreakOut Rooms |
| Subject: Please join now, session in progress: BreakOut Rooms |
| |
| Hello , |
| |
| |
| Please join my WebEx training session that is currently in progress. |
| |
| Topic: BreakOut Rooms |
| Host: Eva Ja |
| Session number: 748 666 823 |
| Session password: test |
| · · · · · · · · · · · · · · · · · · · |
| |
| To join the training session |
| |
| 1. Go to https://mci-demo.webex.com/mci-demo/k2/ |
| 2. Enter your name and email address (or registration ID). |
| |
| |
| 3. Enter the session password: test |
| 4. Click "Join Now". |
| |
| 4. Click "Join Now". 5. Follow the instructions that appear on your screen. |
| Click "Join Now". Follow the instructions that appear on your screen. |
| 4. Click "Join Now". 5. Follow the instructions that appear on your screen. |
| Click "Join Now". Follow the instructions that appear on your screen. |

Participants Panel

Once the participants join the session they will be displayed in the Participants window as Attendees.

| ▼ Pa | nelist: 1 |
|------|-------------------------|
| 🌒 📞 | Steve Karlik (Host, me) |
| ▼ At | tendee: 1 |
| | Steve K |
| | |
| 4 | ' 🗙 dd 🕪 😜 - 🛛 🔓 🍬 |
| Make | Presenter Audio |

Attention Indicator

The Host will see the Attention Indicator next to each participant that opens another application indicating their full attention is not on the session.

| - | Panelist: 1 |
|----------|-------------------------|
| • | Steve Karlik (Host, me) |
| - | Attendee: 1 |
| | John Doe 🧜 🖿 |
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| | V X 44 bb 👄 • 🖁 • 🥒 |
| | take Presenter Audio |
| - | Chat X |

Telephony: Identify Active Speaker

The active speaker icon reacts to sounds during a live call, informing leader's who is currently speaking even allowing them to mute callers who may have background noises that could be interrupting the flow of the call. This feature also lets leaders identify the party speaking, allowing them to address parties by name, even help take more detailed notes.

| <u></u> | , | REC | ? | 1 |
|-----------|------------|----------------------|-------|---------------------|
| 🔻 🚉 Pa | rticipants | | | \$ |
| Speaking: | Steve Kar | lik (Host) | | |
| 🔻 Pai | nelist: 1 | | | |
| • 🗸 | Steve Kar | rlik (Host, n | ne) | ŀ |
| ▼ Att | endee: 1 | | | |
| | Steve K | | | |
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PowerPoint® Notes Panel

- Speakers may view their notes discretely from the console when they Share a Presentation
- Available from the Panels drop down menu



Creating Breakout Sessions

- To begin breakout sessions, the leader will click Breakout on the menu bar.
- Click Breakout Session Assignment from the dropdown menu.
- The Breakout Session Assignment panel will open, and the Breakout Session Assignment screen will pop up.
- The host will Select whether to automatically or manually assign the attendees

| Cisco WebEx Training Center | |
|---|--------------------------------------|
| <u>F</u> ile <u>E</u> dit <u>S</u> hare <u>V</u> iew <u>A</u> udio Par <u>t</u> icipant Sessio <u>n</u> | <u>B</u> reakout <u>H</u> elp |
| Quick Start Session Info | <u>C</u> lose Breakout Session Panel |
| | Start Breakout Sessions |
| | End Breakout Sessions |
| Steve Karlik's training session | Ask All to <u>R</u> eturn |
| Topic: Training Center Session | Breakout Session <u>A</u> ssignment |
| ropie. Huming center session | Join Breakout Session |
| | <u>B</u> roadcast Message |
| | Share Breakout Session Content |

Breakout Sessions - Automatic Assignment

- Select Automatically
- Set the number of breakout sessions and the number of attendees in each breakout session
- Click OK

| Breakout Session Assignment | × |
|---|-------|
| Create breakout sessions and assign attendees: | |
| Automatically C Manually | |
| To create breakout sessions automatically, provide the following information: | |
| C Set the number of breakout sessions: | |
| Set the number of attendees in each breakout session: | |
| ок с | ancel |

- Select which attendees are to be included in each breakout session
- Highlight the Participant and click the arrow button to add them to the breakout session.
- Identify the Presenter for each Breakout Session
- Identify the number of participants for each Breakout session
- Click **OK**

| Breakout Session Assignm | ent | 23 |
|---|---------------------|------------------------------------|
| Create breakout sessions ar | d assign attendees: | |
| C Automatically | Manually | |
| To create breakout sessions manually, manage your assignment below: | | |
| Not Assigned: | Assigned: | |
| Search P | Add Session | Delete Session Delete All Sessions |
| ▼ Panelists | >> | |
| | Options for: | |
| Allow attendees to create | breakout sessions | OK Cancel |

| C | C | |
|--|--|------------------------------------|
| Automatically | Manually | |
| Fo create breakout sessions r | manually, manage your assignment belov | v: |
| Not Assigned: | Assigned: | |
| Search 🔎 | Add Session | Delete Session Delete All Sessions |
| Panelists Eva Deneski (Host) Attendees | Breakout session 1 | |
| Participant Participant Participant | | |
| | >> | |
| | | |
| | | |
| | Options for: Breakout se | ssion 1 |

The Breakout Session panel will display on the console and will display the name of the person in each Breakout session

• Click Start

| Breakout Session | × |
|--------------------------------------|-------|
| Breakout Assignment | Start |
| Manual Assignment | |
| ▼ Breakout session 1: 1 | |
| 🍑 John Doe | |
| | |
| | |
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Joining the Breakout Session

- The leader and each participant will receive a message to invite them to join the Breakout Session
- They will also receive the following message.
- Click Yes

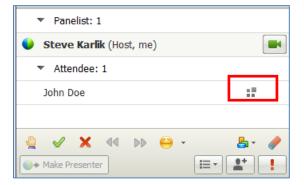
| Breakout Session | |
|---|-------------------------------------|
| You have been assigned as a prese want to start the session now? | iter for a breakout session. Do you |
| Var | Na |

Breakout Session 1

- Once each recipient accepts the invitation, they will be placed into their assigned Breakout Room
- The Leader of the Breakout session will have the Leader ball next to their name.

| - | Breakout | Session | | | > |
|-------------|--------------|-----------------|-----------|-------------|---|
| You "Bre | are current | ly connected to | the break | out session | |
| | End Break | out Session | | sk For Help | |
| | sed time: 0: | | | | - |
| Lup | ocu cine. o. | 10 | | | |
| - | Participan | lts | | | > |
| ۷ | ohn Doe | | | | |
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The Host will see a Breakout session icon next to each attendee in a breakout session.



Collaborating within the Breakout Session

- The Breakout Session participants may collaborate and share a whiteboard, documents or their desktops within the Breakout Session.
- The materials developed during the Breakout session may be shared with the rest of the meeting participants once they are returned back into the main meeting room.

| Share My Desktop | | |
|------------------|---|---|
| | Share My <u>D</u> esktop | |
| | Share <u>F</u> ile (Including Video) | |
| | Share Application: | |
| | 04a-Full-Customized Net Conference with Cisco WebEx Training Center for | e |
| | 🦉 untitled - Paint | |
| | 👘 🍘 Welcome to Verizon Conferencing - Windows Internet Explorer provided by | y |

Ending and Restarting the Breakout Session

Once the Breakout session has concluded the leader may click End Breakout Session

- The Breakout Session manager will display asking to end the breakout session for all participants.
- Click Yes
- Participants may also click End Breakout Session from their control panel and they will be placed back into the main room however the Breakout Session will not end until the Breakout Room Presenter clicks End Breakout Session.

IMPORTANT: Participants should be instructed by the Leader to disregard the audio instruction given to the participants to enter 0## to end the sub-conference. Participants should first click the **End Breakout Session** button from the console screen. If the **End Breakout Session** does not reassign the participant back to the main room, they should then use **0##** to be returned to the main room.

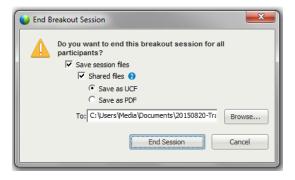
| :5 | Breakout | 🔐 Participa | Ļ. | Chat | • |
|----|------------------|-------------|----|--------------------------|--------|
| | 🔻 📑 Breakout | Session | | | × |
| | "Breakout sessio | out Session | | ut session : For Help |) × |

- Once the Breakout Sessions have ended all participants are moved back into the Main room
- The Breakout Session may be restarted by clicking Start within the Breakout Session panel.
- Click Breakout Assignment to reassign the attendees to different Breakout Sessions.

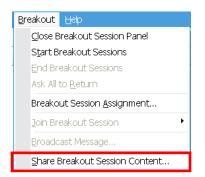
| Breakout Session | × |
|-----------------------|--------|
| Breakout Assignment | Start |
| Manual Assignment | |
| Breakout session 1: 1 | Ended |
| 🥥 John Doe | |
| | |
| | |
| | |
| | |
| | |
| Make Presenter | Delete |

Saving and Sharing Content from the Breakout Sessions

 Select the items from the Breakout Session you would like to save and identify where you would like them saved.



• The Host may select Share Breakout Session Content



- The Host will select the breakout sessions being requested to share content with the participants of the main room.
- The last presenter from each of the selected Breakout Sessions will receive a note asking them to share their content with the participants of the Main Room.

| ſ | • | Share Breakout Session Content | |
|---|---|--|--|
| | 1 | To request the last presenter for a breakout session to share content in the main training session, select the session in the list, and then dick OK. The last presenter then receives instructions for sharing content from the breakout session. Breakout sessions that have occurred. | |
| l | | Last Presenter Breakout Session | |
| l | | John Doe Breakout session 1 | |
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| | | OK Cancel | |
| l | | | |

• The last leader from each selected session will select from the list of meeting content to be shared and will Click **OK**.

| Share Breakout Session Content |
|---|
| The presenter has requested that you share content from your breakout session with all participants in the main training session. Select the content that you want to share in the list, and then click OK. |
| Content to share in main session. |
| Whiteboard_1.ucf |
| OK Cancel |

• The content of the breakout session will then display as another tab on the Hosts meeting console

| Cisco WebEx Training Center File Edit Share View Audio Participant Session Breakout Help Session Info Whiteboard_1 T / T / T / T / T / T / T / T / T / T / |
|--|
| Session Info Whiteboard_1 ⇒ • T / • □ • Ø • ■, • Ø • ↓ 01 • ↓ |
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| White Board Session 1 |
| White Board Session 1 |
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Ending the Training Session

Once the training session is complete, the Leader will end the Training Session.

| | Eile | Edit | Share | ⊻iew | <u>A</u> udio | | | |
|--------|------|-----------------------|-------------|-------|---------------|--|--|--|
| | ç | Open and Share Ctrl+O | | | | | | |
| | C | Open Poll Questions | | | | | | |
| | C |)pen C | <u>h</u> at | | | | | |
| | S | <u>C</u> lose Ctrl+W | | | | | | |
| | S | ave | | | + | | | |
| | S | Save <u>A</u> s | | | | | | |
| | I | Transfer Ctrl+Shift+T | | | | | | |
| | Ļ | Upload to My WebEx | | | | | | |
| | E | rint | | | × | | | |
| \leq | E | nd Tra | iining Se | ssion | | | | |

Contact Us

If you would like technical assistance with Net Conferencing, please contact us at https://e-meetings.verizonbusiness.com/global/en/globalResNumbers.php.

Our e-mail address is: nettech@verizon.com.

verizonenterprise.com

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