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:

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

- Cisco WebEx How Do I self paced tutorials are located at:
  https://support.webex.com/MyAccountWeb/howDoI.do?root=Tools&parent=How%20Do%20I

- 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
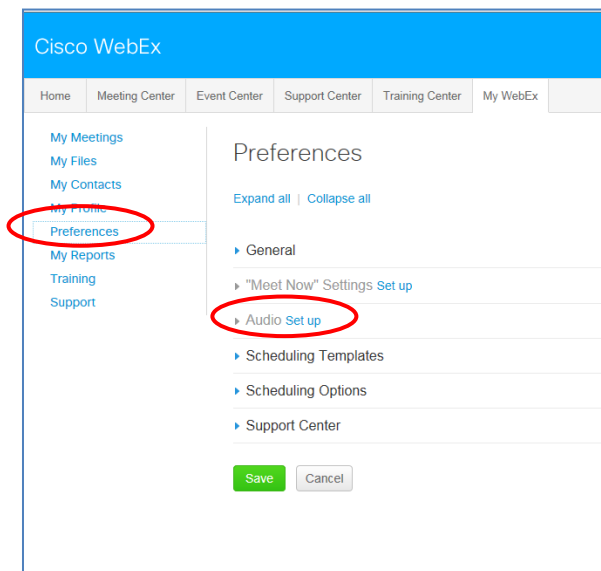
Setting up your Instant Meeting Audio Conference Subscription:

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

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 *US based audio bridges only* regardless of your location.)
  Click **Save**

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.

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

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.

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.

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 <u>Attendees receive call back</u>

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/
2. Enter your name and email address (or registration ID).
3. Enter the session password: 1234
4. Click "Join Now".
5. Follow the instructions that appear on your screen.

To join the teleconference only
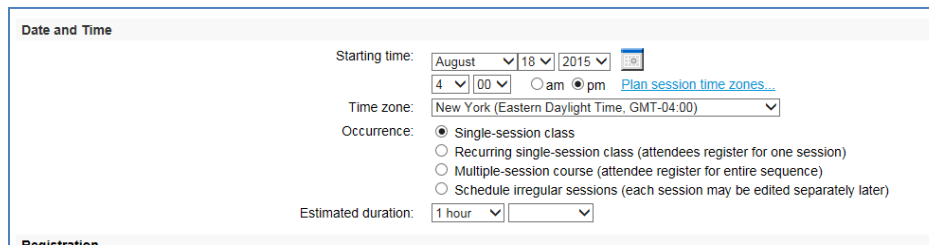---
To receive a call back, provide your phone number when you join the training session.
Call-in toll-free number (Verizon):1-866-692- (US)
Call-in number (Verizon):+44-0808-238- (United Kingdom)
Show global numbers: https://clicktojoin.verizonbusiness.com/wbbcClick2Join/servlet/\
3158&ParticipantCode=86452796&customHeader=mymeetings&dialInNumbers=true
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

Date and Time

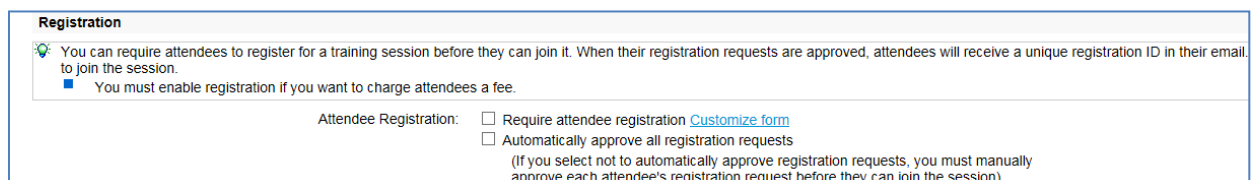|	
Starting time:	August ▼ 18 ▼ 2015 ▼
	4 ▼ 00 ▼ ○ am ● pm Plan session time zones...
Time zone:	New York (Eastern Daylight Time, GMT-04:00) ▼
Occurrence:	● Single-session class
	○ Recurring single-session class (attendees register for one session)
	○ Multiple-session course (attendee register for entire sequence)
	○ Schedule irregular sessions (each session may be edited separately later)
Estimated duration:	1 hour ▼ ▼

Registration

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**.

Registration

You can require attendees to register for a training session before they can join it. When their registration requests are approved, attendees will receive a unique registration ID in their email. to join the session.
  ■ You must enable registration if you want to charge attendees a fee.

Attendee Registration: ☐ Require attendee registration Customize form
  ☐ Automatically approve all registration requests
  (If you select not to automatically approve registration requests, you must manually approve each attendee's registration request before they can join the session)

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

Customize Registration Form

Based on form: Current Form ▾ [Load]

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

☑ ☑ First name   ☐ ☐ Address 2
☑ ☑ Last name   ☐ ☐ City
☑ ☑ Email address   ☐ ☐ State/province
☐ ☐ Title   ☐ ☐ ZIP/postal code
☐ ☐ Company   ☐ ☐ Country/region
☐ ☐ Address 1   ☐ ☐ Phone number
☐ ☐ FaxNumber

My Custom 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

Attendees

Invited attendees: [   ]

[Invite Attendees...]

Invite Attendees
Provide new attendee information here or select contacts from your address book.

Attendees to Invite   [Select Contacts...]
Name   Email address   Phone number Language   Time Zone   Locale
No contacts selected.
                                                      [OK] [Cancel]

New Attendee

                                                      * 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) ▾]
Language: [English ▾]
Locale: [U.S. ▾]
☐ Add new attendee in my address book
☐ Invite as alternate host

                                                      [Add Attendee]

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

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

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
  - Choose to have Training Center make the breakout session assignments for you
  - Set the number of breakout sessions for your training session
  - Set the number of attendees per breakout session

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

Breakout Session Assignments Settings

In-session assignments (automatic or manual attendee assignments during the session) are always available.
Participants on some mobile devices cannot join breakout sessions.

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

Email Options

You can select the types of email messages that you want to send by clicking Edit Email Options.

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

Updates

☑ Training Session Rescheduled

☑ 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 Rejected

Reminder

Send Training Session Reminder emails to:

☑ Attendees	Reminder 24 hours ⌄ before session starts 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: stephen.karlik@verizon.c

Participant Email

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

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

Topic: Breakout Sessions Trial
Host: Dave C
Session number: 743
Session password: welcome

-------------------------------------------------------
To join the training session
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1. Go to https://    ·demo.webex.com/mci-demo/k2/j.php?ED=
2. Enter your name and email address (or registration ID).
3. Enter the session password: welcome
4. Click "Join Now".
5. Follow the instructions that appear on your screen.


-------------------------------------------------------
To join the teleconference only
-------------------------------------------------------
Provide your phone number when you join the training session to receive a call back.



Participant access code:456573
```

Session Information

Add an Agenda and Description of the training session.

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

Add Course Material

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

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.
(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.
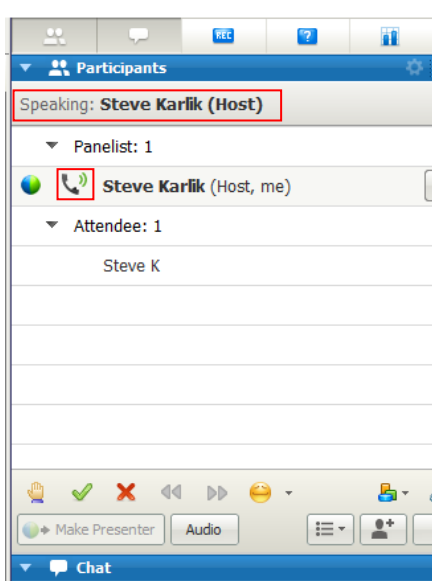

Join Teleconference

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.
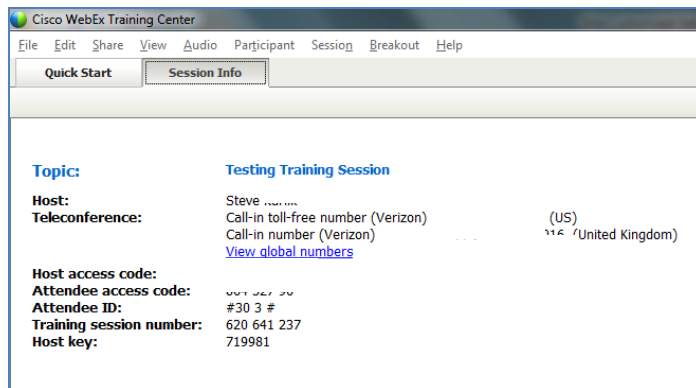
- **Dial Back:** Leaders and participants may enter their number to receive a call from the conference service. This synchronizes the audio and net sessions so that each user is identified by name in the participant's panel. This also enables the active speaker functionality. (see **Telephone: Identify 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 *audio instruction* 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:
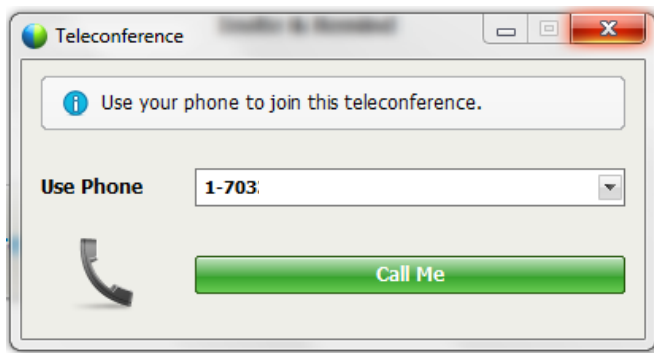
- Once you are connected to the teleconference the Teleconference icon on the Quick Start panel will be updated to reflect **Connected.**

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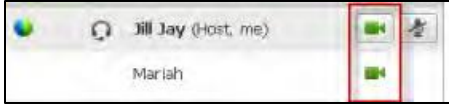
To start or stop sending video, select the video icon beside your name. The icon turns green when you are sending video.

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
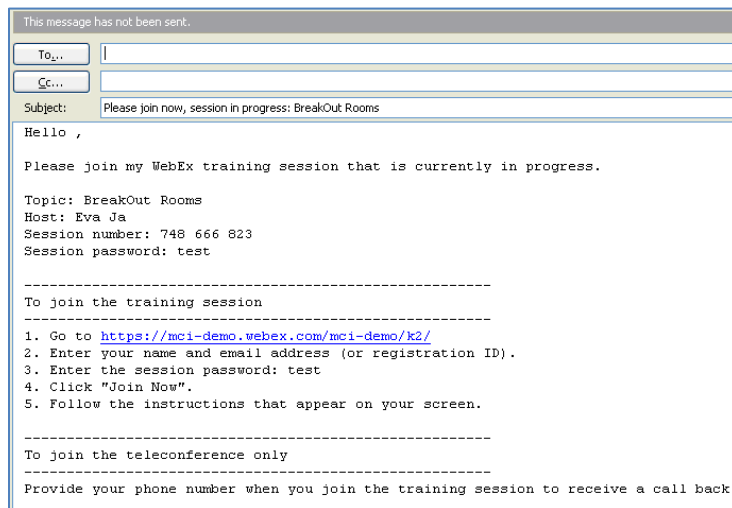
15

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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.
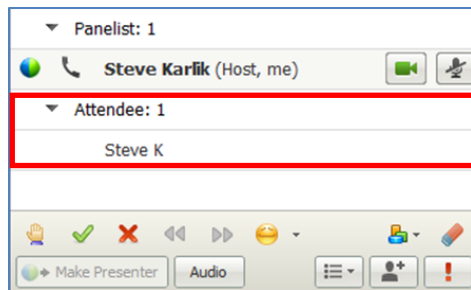- Click **Invite by email** from the Quick Start panel
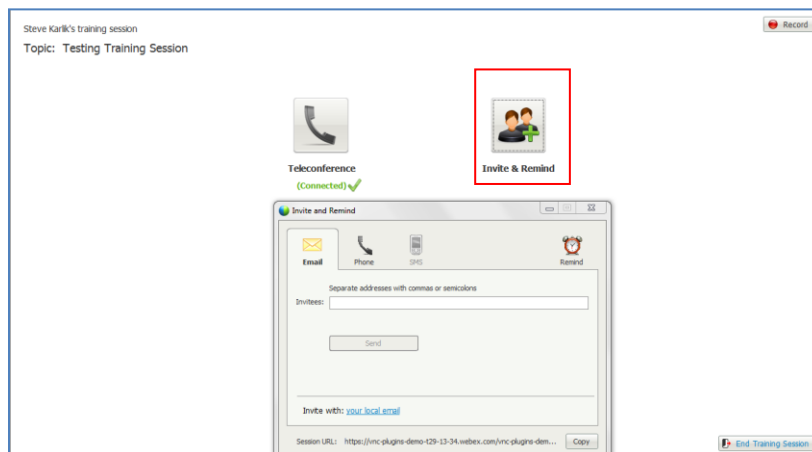
- Select the participants to receive the Training Center meeting details.
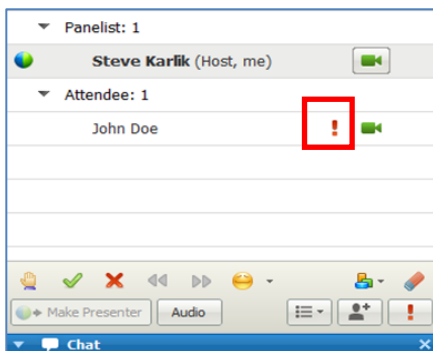

Participants Panel

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

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.

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.
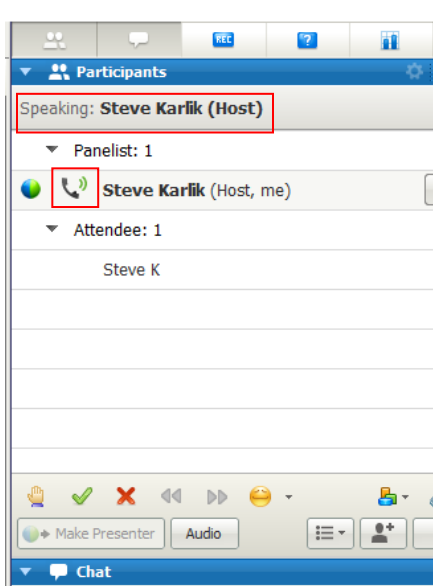
PowerPoint® Notes Panel

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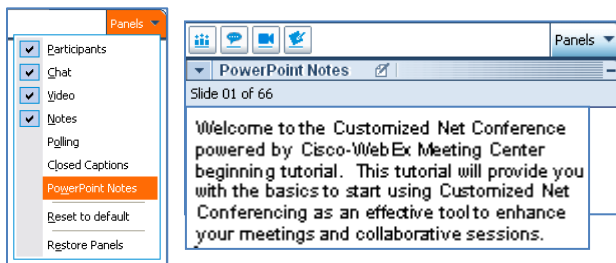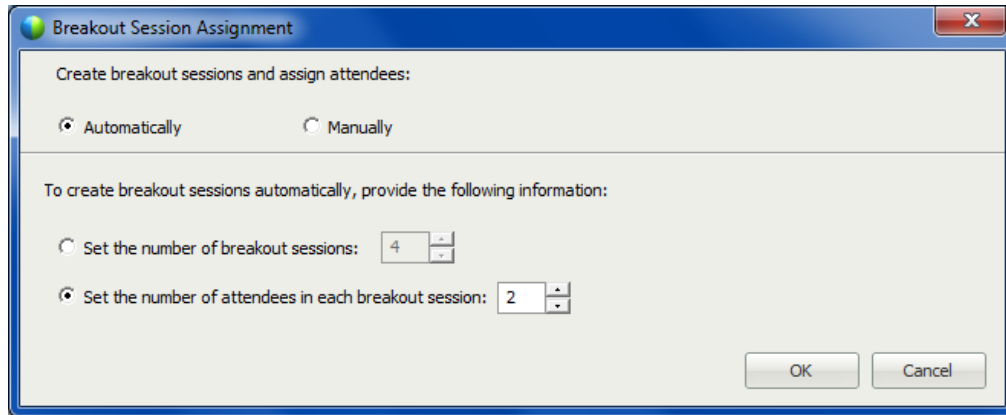
Creating Breakout Sessions

- 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
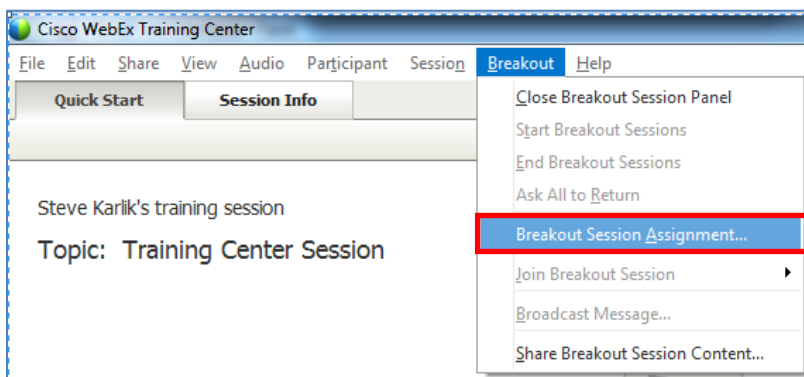
Breakout Sessions - Automatic Assignment

- Select Automatically
- Set the number of breakout sessions and the number of attendees in each breakout session
- Click **OK**
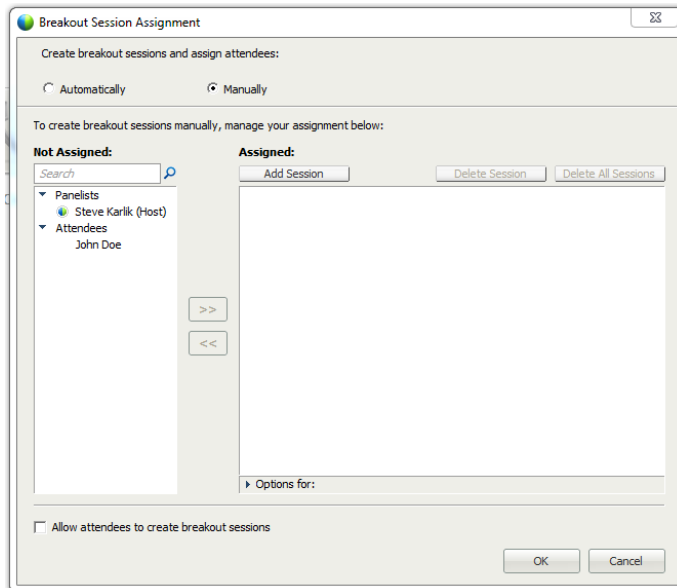
- Select which attendees are to be included in each breakout session
- Highlight the Participant and click the arrow button to add them to the breakout session.
- Identify the Presenter for each Breakout Session
- Identify the number of participants for each Breakout session
- Click **OK**
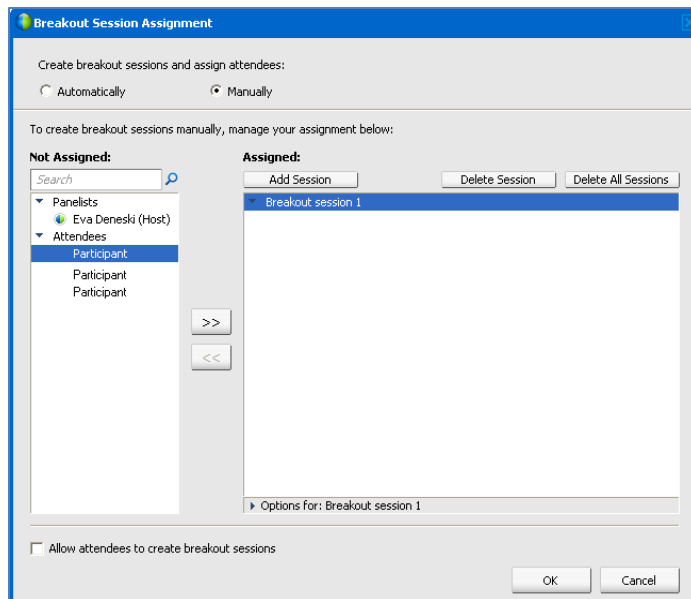
The Breakout Session panel will display on the console and will display the name of the person in each Breakout session

- Click **Start**
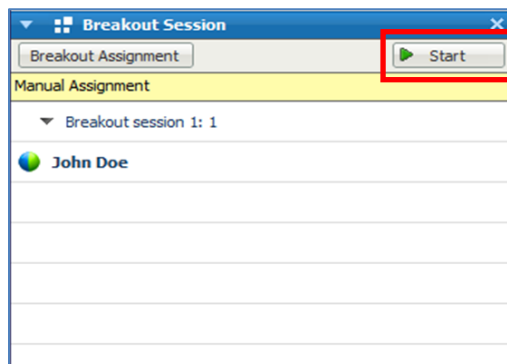
Joining the Breakout Session

- 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**
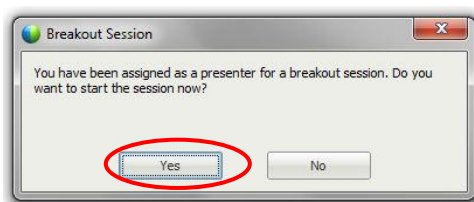
Breakout Session 1

- 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.
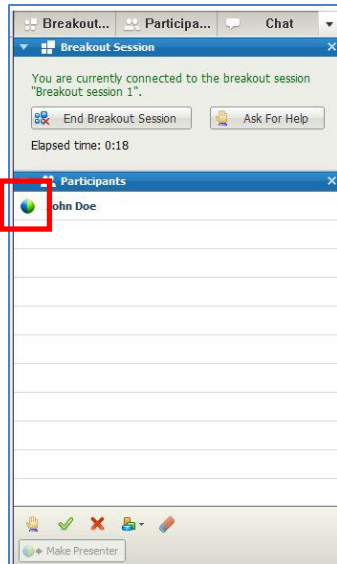
- The Host will see a Breakout session icon next to each attendee in a breakout session.
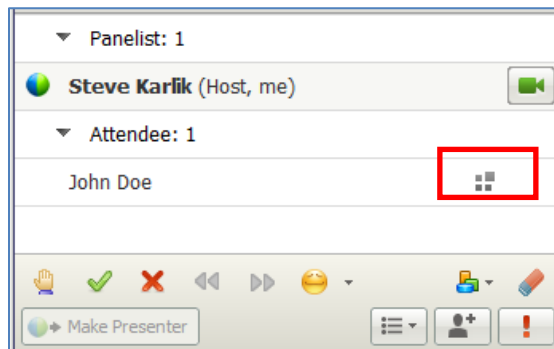
Collaborating within the Breakout Session

- 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.
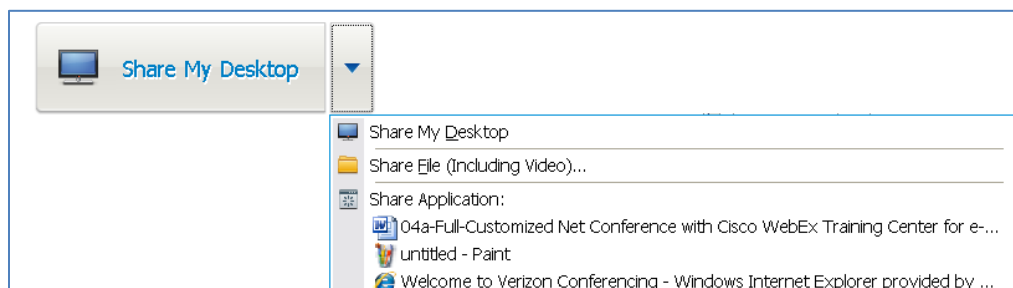

Ending and Restarting the Breakout Session

- 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.
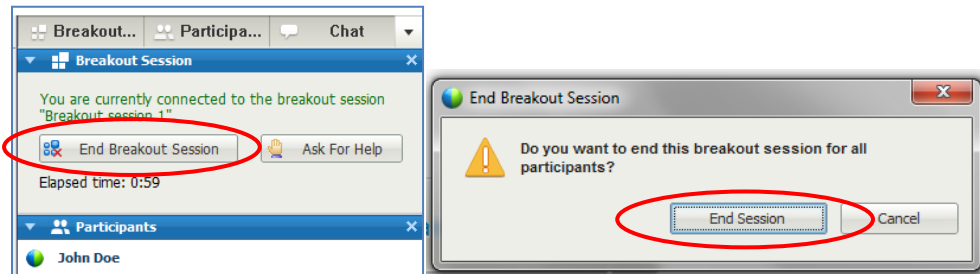

- Once the Breakout Sessions have ended all participants are moved back into the Main room
- The Breakout Session may be restarted by clicking **Start** within the Breakout Session panel.
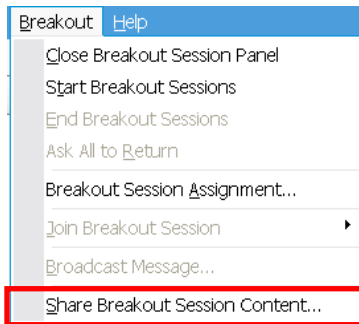- Click **Breakout Assignment** to reassign the attendees to different Breakout Sessions.
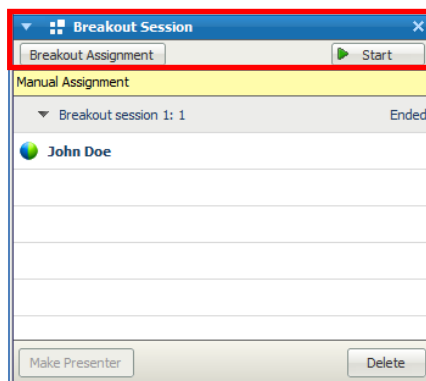
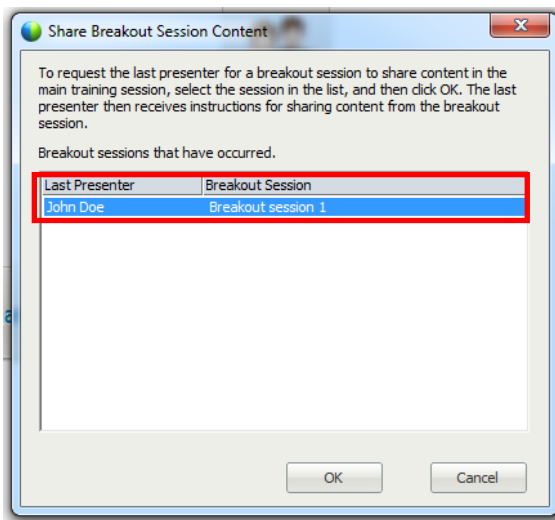**Saving and Sharing Content from the Breakout Sessions**

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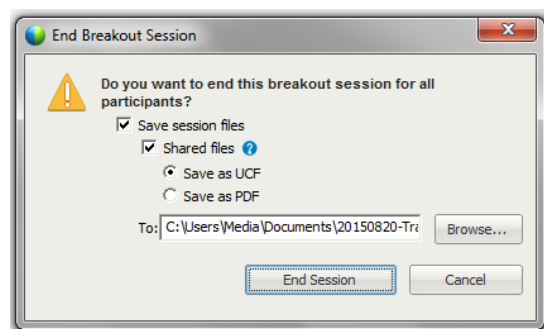

- The Host may select Share Breakout Session Content

- 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.

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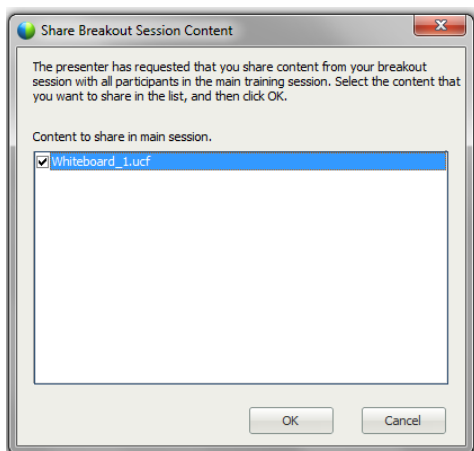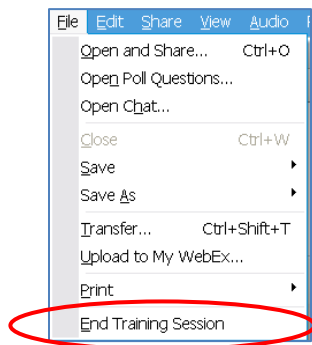

- The content of the breakout session will then display as another tab on the Hosts meeting console
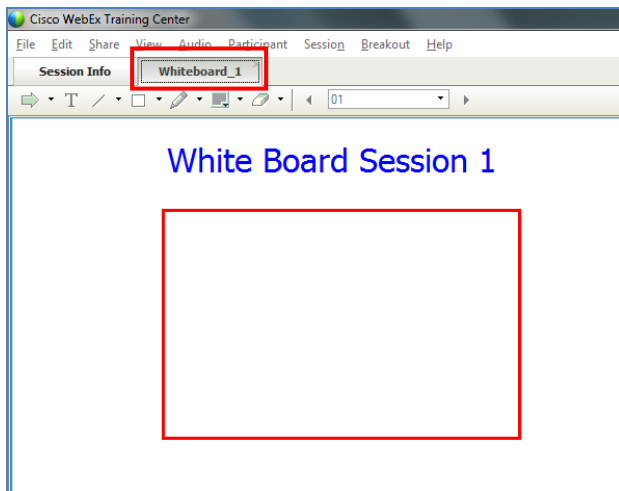
Ending the Training Session

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

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**.

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