Cisco Webex:

User guideline for online training courses organized by CTBTO

Capacity Building and Training Section,
International Data Center

June 2022

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1. Work space setup for the online training

For optimum performance during a Webex session we recommend the following hardware setup at your workspace:

- Speed of Internet connection: not less than 10 Mbps.
- Desktop PC or Laptop with mouse and keyboard connected to the Internet.
- Microphone and loudspeaker. **We recommend to use headsets to suppress echoes and to improve the audio quality!** Adjust the output level of your headset or loudspeaker. Avoid very loud output as this may be harmful to your ears.
- Video camera.
- **Two monitors** connected to your computer:
  – one monitor for following the presentations in the Webex conference room;
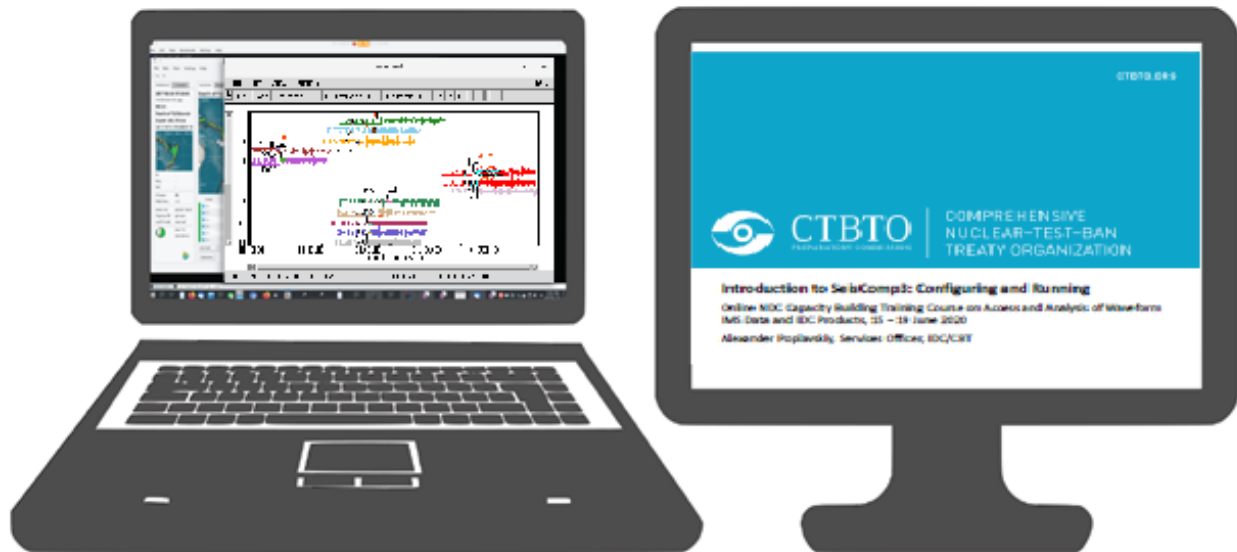 – one Full HD resolution monitor for working with the Virtual Machine (VM).

Figure 1: Work on your primary screen and show Webex presentations and conversations on a secondary monitor.

- Desk with enough space for
  – Hosting and working with all computer hardware;
  – Taking notes or something else you may need.

Alternatively, you can use two separate machines, one equipped with a camera, microphone and speakers is to watch Webex training sessions and communicate with a trainer (different kinds of Tablet PCs or iPads can be used as well), another better hardware is to run the VM.

2. Installation of Cisco Webex Meetings application on Windows computer

Visit https://ctbto.webex.com/ and click **Download** button to install the Desktop App.
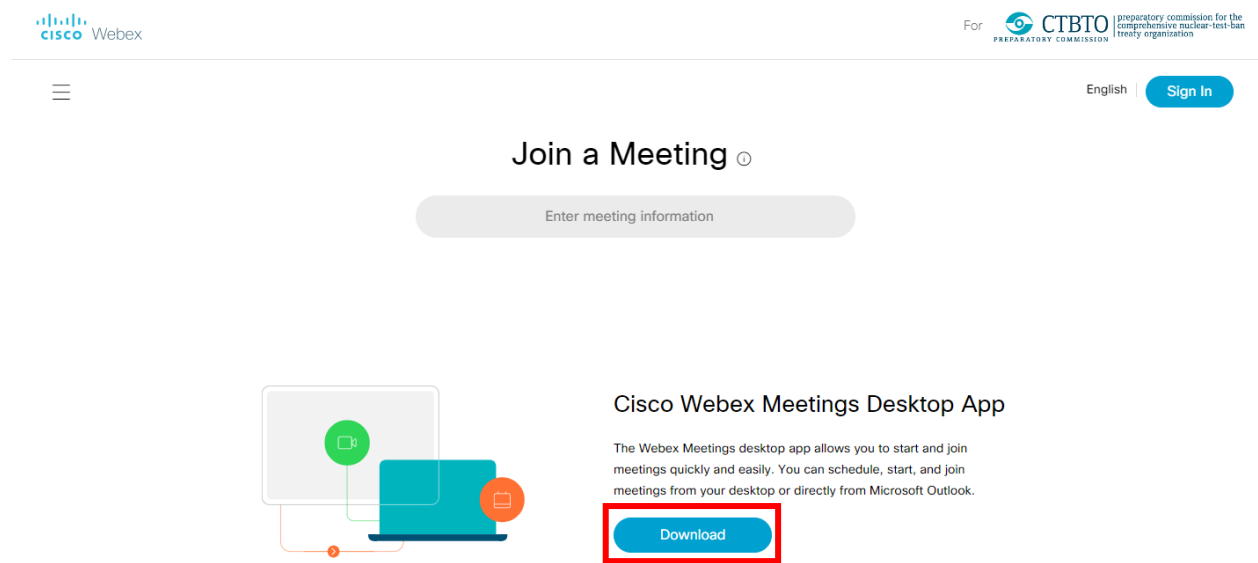

Figure 2: Home page of CTBTO WebEx server.

Administrator rights might be required for this installation. If you don't have admin password to your computer, exercise a browser based WebEx option as described in the next section.

3. Join the training course

- Click the link https://ctbto.webex.com/ctbto/j.php?MTID=m685895e9be4feef115afb1afe0928e09 or copy-paste the link in the field under **Join a Meeting** title (see Figure 2).
- Web browser will prompt you to open Cisco Webex Meetings application, in case it was installed. If the installation of the application was failed due to lack of admin privileges, choose the link "Join from your browser" at the bottom of the page.
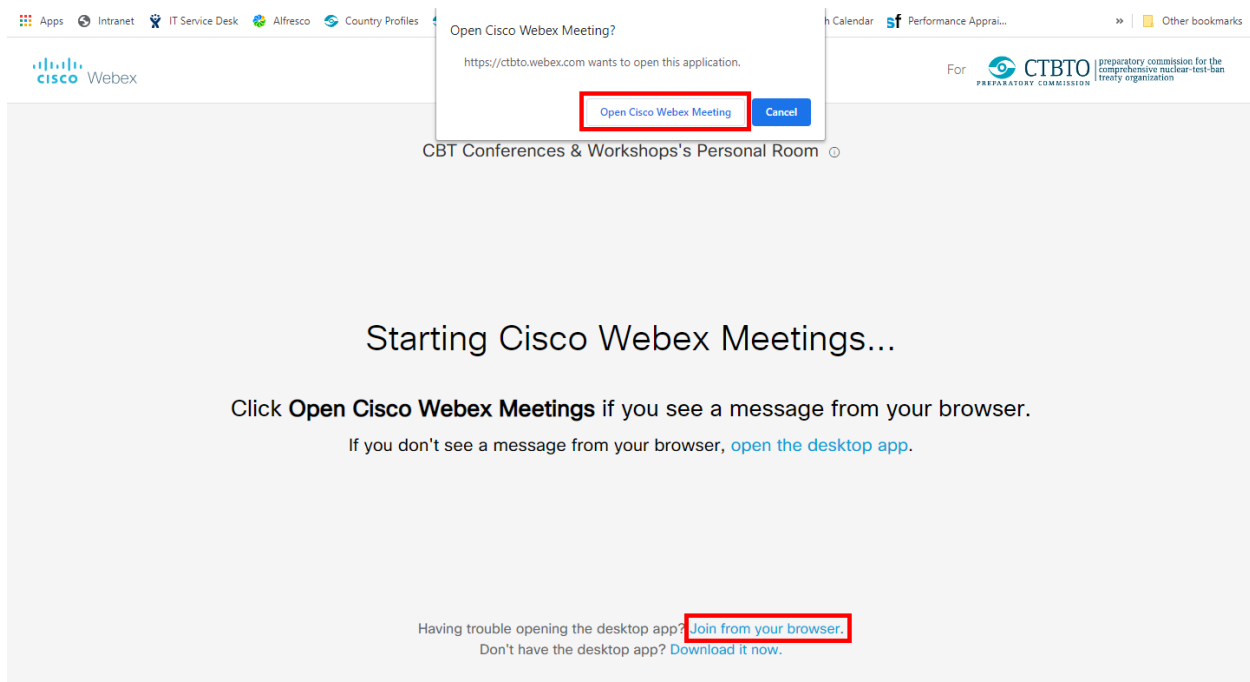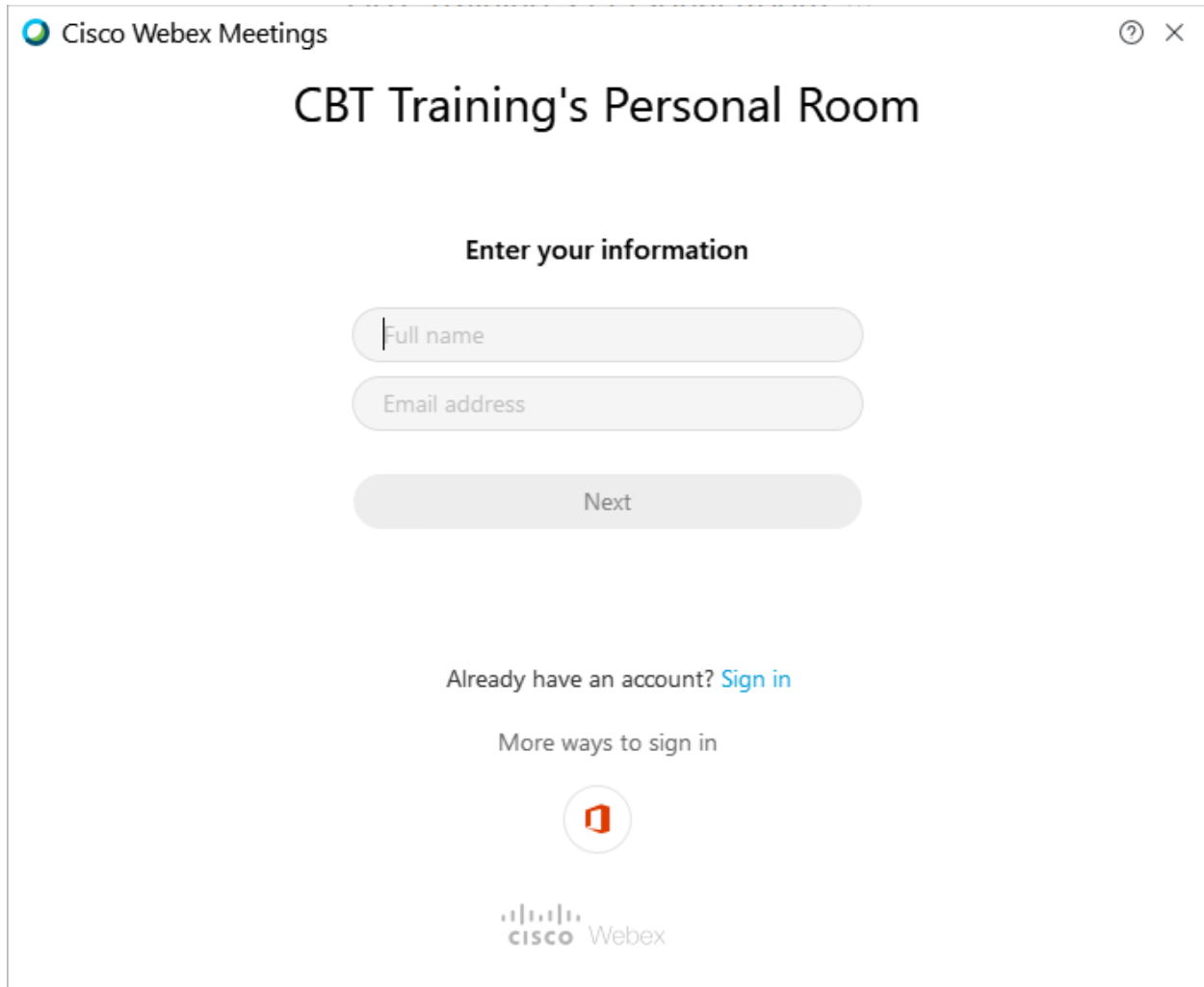

Figure 3: Browser's page after click the link.

- Identify yourself with your name to show others, who you are, and your email address, then hit the **Next** button.

Figure 4: Identify yourself.

Please notice that incorrect or incomplete name can be a reason for refusal to attend the training course since it is organized for specific individuals.

- As result, you might be prompted to allow a use of camera and microphone. If everything is fine, you should see a video stream from the front camera. Hit the green **Join meeting** button.
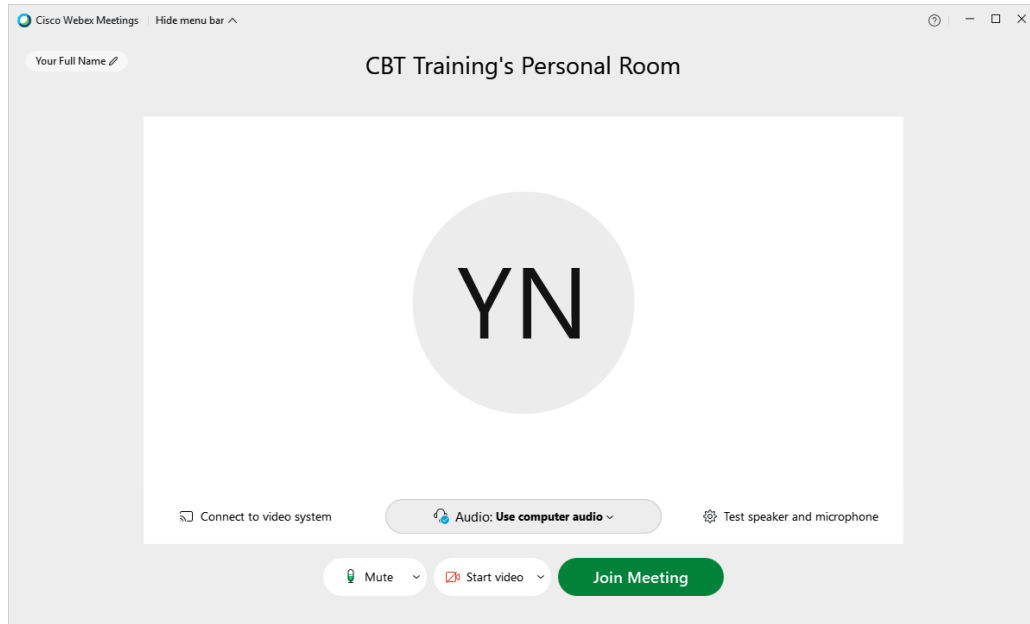

Figure 5: Invitation to join meeting.

- In case the CBT Training's room is yet to be opened, you will see the screen as shown below. You may click **Notify host** to send a reminder to the host.
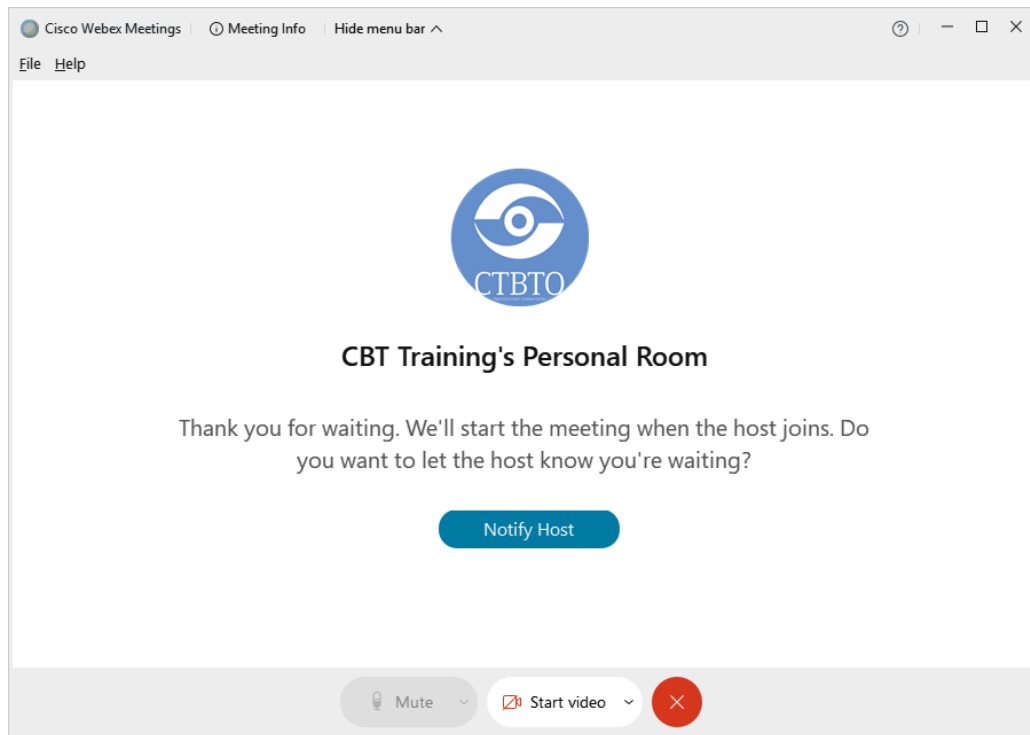

Figure 6: CBT Training's room is not opened.

- After you joined the online session you should see tiles of all participants' screens including CBT Training (Host). The screenshot shown below is an example of the meeting room environment, but without the main video streaming.
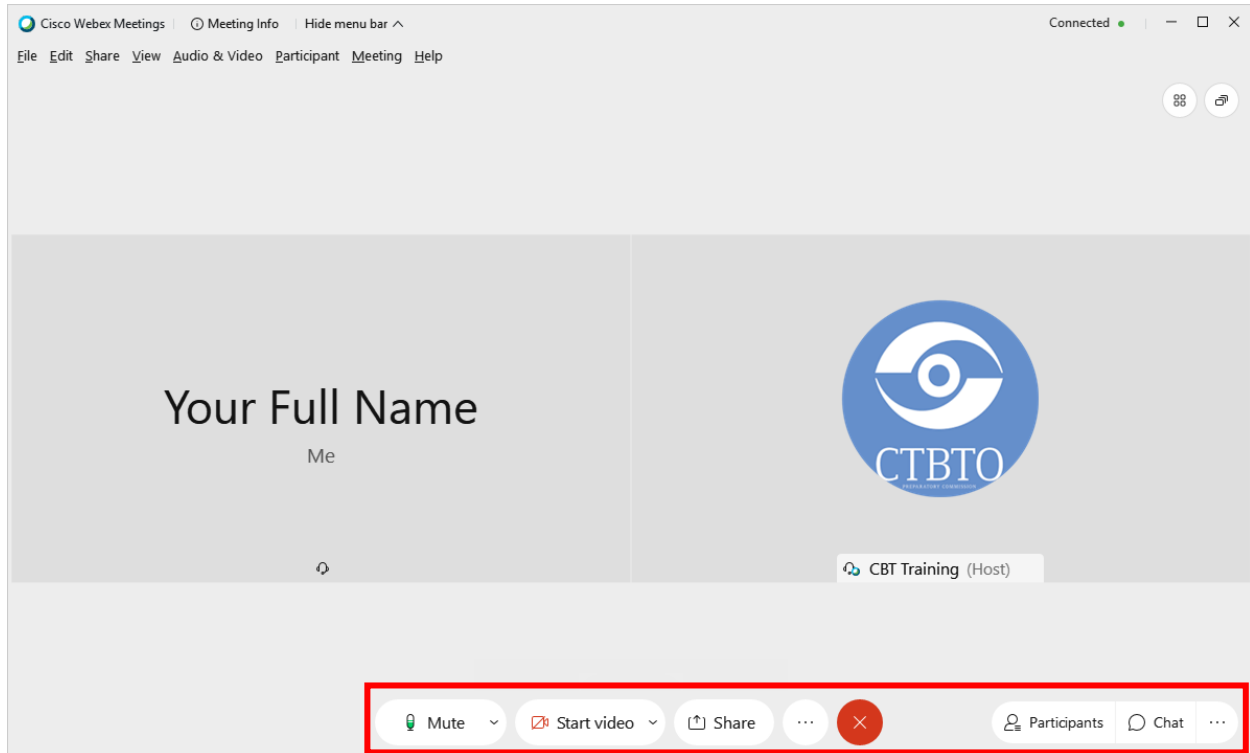

Figure 7: WebEx window after join a training session.

Please notice that the virtual CBT training's room is closed automatically in 15 minutes after it was opened. If you're late, you may wait until a host approves your connection.

The bottom panel on Figure 7 consists of a number of useful buttons. Their titles indicate the function. You're also advised to read the article to learn more about WebEx functionalities available for participants: https://help.webex.com/en-us/n62wi3c/Get-Started-with-Cisco-Webex-Meetings-for-Attendees

4. Visibility, accessibility and communication during the online course

- Make the WebEx session full screen and have all your work on a separate screen.

- Keep your microphone muted if you do not have any questions or comments.

- Un-mute your microphone if you want others to hear you. Speak loud and clear at all times.
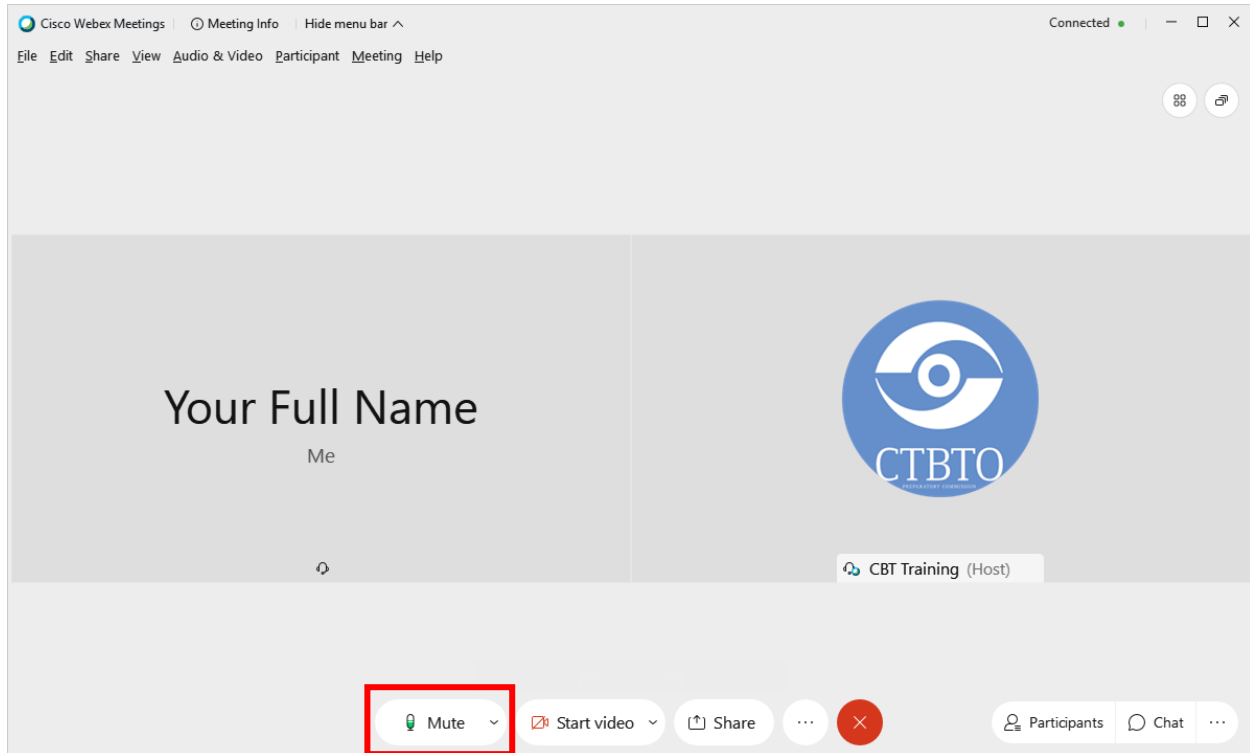

Figure 8: Mute or unmute your microphone button.

- Adjust the input level of your microphone. The sound should be natural and clear to everyone.

- Adjust the output level of your headset or loudspeaker. Avoid very loud output as this may be harmful to your ears.

- Ensure a capable internet connection. Low connection quality will reduce the sound and video quality.

- Open Participants panel to see all attendees and use the "Raise your hand button" to make presenter aware of your wishing to ask a question or ask for assistance.
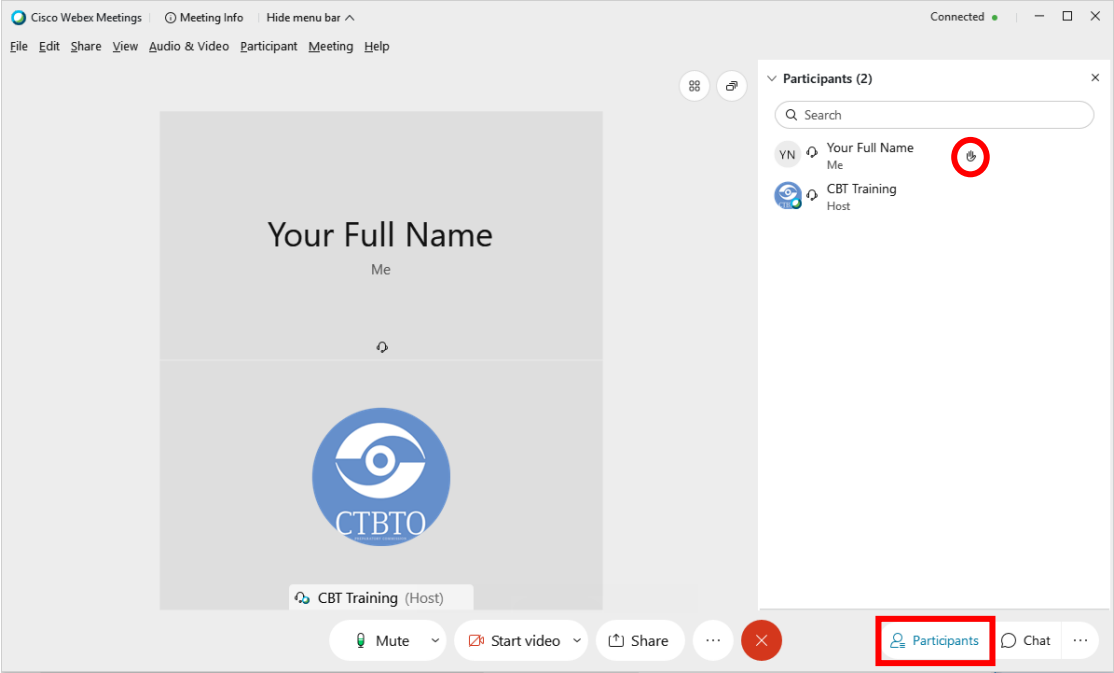

Figure 9: Raise your hand button.

- Open the Chat panel to write a note to everyone or ask the trainer a question. You can also find the Chat button on the Participants panel near each attendee's entry.
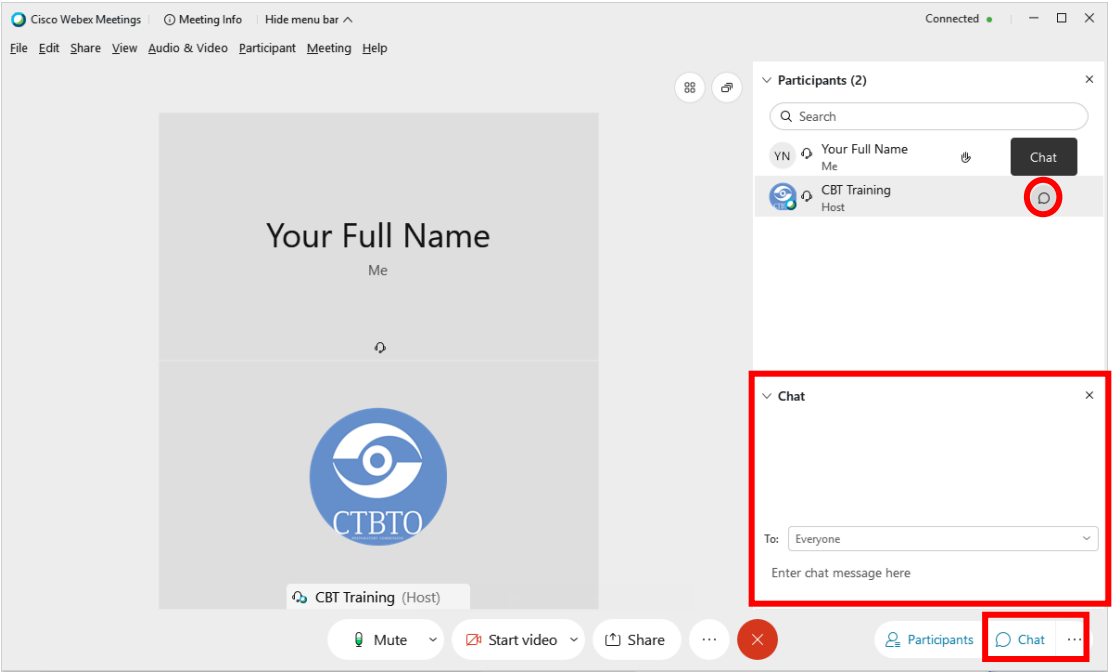

Figure 10: Chat panel.

5. Share your virtual machine window

Sharing your screen allows others, especially the trainer, to see your work and your results. It helps to identify typos, e.g. when writing on the command line, and helps you trouble-shooting. To share your screen, click on the Share button at the bottom panel and find a tile of your Virtual Machine and click the Share button appearing on it.
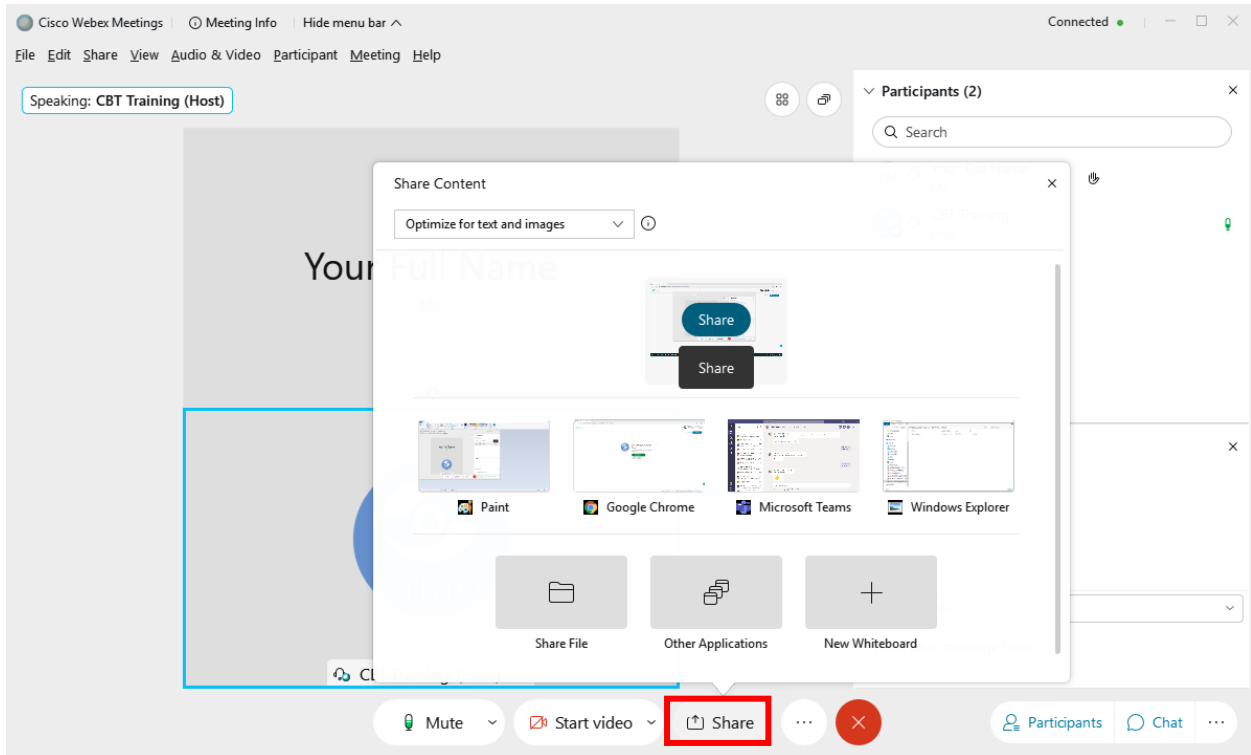

Figure 11: Share screen or window.

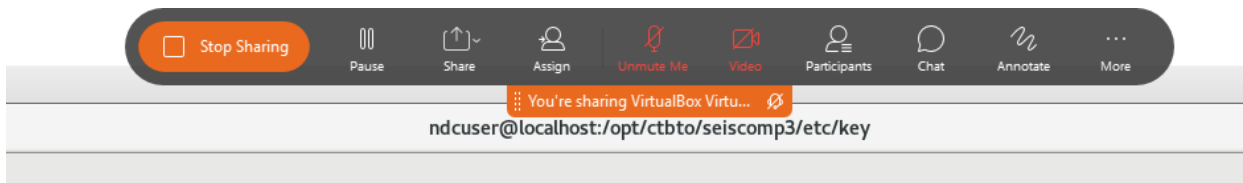The following panel appears on the top of the shared window/screen.

Figure 12: The panel of the shared window or screen.

The trainer may request access to the shared window to assist you remotely. The corresponding Remote Control Request popup will appear on your screen. You should allow it by clicking the Approve button.
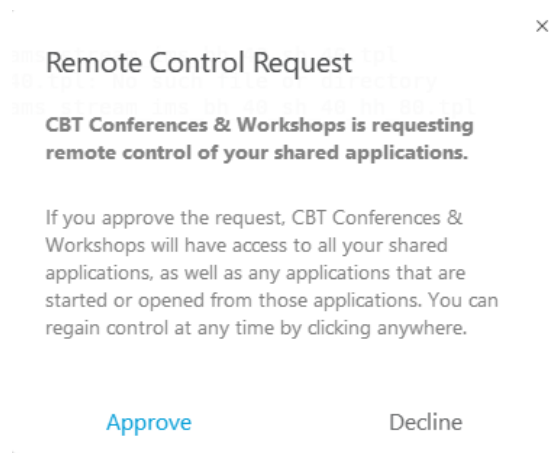
Remote Control Request

CBT Conferences & Workshops is requesting remote control of your shared applications.

If you approve the request, CBT Conferences & Workshops will have access to all your shared applications, as well as any applications that are started or opened from those applications. You can regain control at any time by clicking anywhere.

Approve   Decline

Figure 13: Remote control request.

To stop sharing your screen, click Stop Sharing from the top panel (see Figure 12).