We hope this guide will serve as a quick reference, in a step-by-step format, of how to utilize WebEx at Missouri S&T. We’ll be starting off with the simple, basic usage of WebEx, and then move into the more complex user tools. If you are left with questions, or comments, please feel free to contact us.
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Introduction to WebEx

At the Video Communications Center, we feel it is important to provide students and instructors with options. There are many different types of learning styles, and we feel it’s important to accommodate all learning styles, as opposed to choosing the one that we might feel is the most common.

Because of this dedication we like using WebEx, for sharing presentation tools, and for utilizing WebEx’s audio conferencing features during a live class session. WebEx is a collaborative learning web-based program, which brings the materials of the professor to the student, and the student’s materials to the professor, as well as creates an interactive class experience. Using these tools brings the live production of a class closer to the in-class experience.

Students and instructors can participate in WebEx utilizing these features:

- Phone conference
- Computer headset
- Chat

More features in WebEx:

- Presentation materials
- Digital whiteboard
- Documents
- Video

If you are left with questions, or comments, please feel free to contact us.

Video Communications Center
G-8 Wilson Library, 400 W 14th St.
Rolla, MO 65409-0330
Phone: 573-341-4526
Email: vcchelp@mst.edu
Web: http://vcc.mst.edu
Joining a Meeting

1. **Access to the Missouri S&T’s WebEx site can be done two different ways...**
   a. Go directly to http://mstedu.webex.com,
   b. Or by clicking “Join WebEx” button on the Video Communications Center homepage.
   c. Or in Blackboard in your distance section under the "VCC Video" button in the left navigation.

2. Once there, simply find your WebEx session from the day’s schedule of meetings.

<table>
<thead>
<tr>
<th>Time</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 am</td>
<td>CivEng5642DIS/MSU(co-listed w...</td>
</tr>
<tr>
<td>9:00 am</td>
<td>CompSci5200DIS-Jiang-FS14</td>
</tr>
<tr>
<td>9:00 am</td>
<td>DELL/Missouri S&amp;T EMC Laborat...</td>
</tr>
<tr>
<td>9:00 am</td>
<td>ElecEng3410DIS-Dua-FS14</td>
</tr>
</tbody>
</table>

In far right column, click “Join.”

3. You will then be prompted to enter certain information. Fill out the information, and click the “Join” button at bottom of form.

   More information
   
   Your name: [ ]
   Email address: [ ]
   Meeting password: [ ]

   **Note:** The password should be listed in your distance section of Blackboard.

   **Congratulations!**
   You have now joined your WebEx meeting.
If this is your first time using WebEx Meeting Center, you may be prompted to install additional software before you can join your meeting.

**Install Cisco WebEx Meetings**

1. In the message bar at the bottom of the window, select Install or Allow.

2. Select Install.

Still having trouble? **Run a temporary application** to join this meeting immediately or view more options.

Look for the prompts from your browser to allow the installation.
Connecting to the Audio Conference

Upon joining the WebEx Meeting, a window will open with instructions on how to join the audio conference by Phone or Computer. There are two ways to join by phone. You can choose to enter your own number and have WebEx call you or you can call the conference number yourself.

Having WebEx call you should be the first option available and just requires that you enter your phone number and then click Call Me. Your phone will then ring and upon answering you’ll be asked to press 1 to enter the conference. The good thing about this option is you can have your computer save your number and the next time you join a WebEx Meeting all you have to do is click “call me”.

If you’d like to call the conference number yourself click the drop down arrow to the right of “Call me at a new number” and click “I will call in.” You will now see three steps to follow in order to enter the conference properly.

Your first step is to call one of the following numbers: Toll-free, Toll, or click the option to see Global call-in numbers.

After calling one of the numbers in step one you’ll be asked to enter your Access Code which is listed in step two. Enter the access code and press the pound sign.

Additionally you’ll be asked to enter your Attendee ID number which is listed in step three. Enter your Attendee ID number and press the pound sign. This insures that the phone icon in WebEx is connected with your name, which is particularly important for muting and unmuting yourself. If you’ve opted out of calling in from your phone then you’ll be joining through the “Use Computer for Audio” option.
If this is your first time joining with a computer headset please be sure to use the “Speaker/Microphone Audio Test” located under “Audio” at the top of the meeting manager window. Click “Test” for each speaker and microphone in the pop-up box that appears.

Once you have confirmed that your headset will work properly, you will need to join the audio conference by clicking on “Audio Conference” located under “Audio” at the top of the screen. The below pop-up will appear. Simply click on “Use Computer for Audio” and select “Call Using Computer”. You will need to mute your microphone upon joining the audio conference to prevent any unwanted noise.

To mute yourself select the microphone button located next to your name in the participant’s panel. It will turn red once you click on it to signify your microphone is muted.

NOTE: If you do not connect to audio using one of the options provided, you will not be able to hear any audio. Look for one of the audio icons to appear to the left of your name in order to verify your connection.
Presenting in WebEx

To become a Presenter, the Host or current Presenter must give presenter privileges. This is often referred to as “passing the ball”, because of the blue and green ball that appears next to the presenters name.

In the “Participants” panel, the Host or Presenter will select a name by clicking on it...

And then press the “Make Presenter” button.

Becoming the Presenter unlocks the various presenting tools to the user. You can access the Presenter tools under the “Share” drop-down menu, located in the top of the WebEx window.

Here is a brief description of how each tool works.

- **Share My Desktop** shares your entire computer screen; any window or program you open will be viewable by all those attending class.

- **Share File** will load material directly into the WebEx meeting window. You can also share videos.

- **Share Application** will allow you to share one or more applications (or Programs) on your computer. If you have multiple monitors you can choose which one to share.

- The **Whiteboard** is a digital whiteboard, similar to a whiteboard you might use in a traditional classroom for making annotations or writing out problems.

- **Web Content** shares a specific web address directly into the WebEx window. For example, you could copy and paste the URL address of a video and it will open directly into the WebEx window of each Participant.

- **Web Browser** will open a web browser on the computer you are operating and allow you to share content found on the internet.

- **My Meeting Window** shares the WebEx meeting manager window with the meeting’s participants. This is particularly useful if you need to train someone on how to use WebEx and its features.
Host Account
What is a Host Account?
If you have a Host Account, you can login to WebEx to schedule meetings, host meetings and store recordings of these meetings on the Missouri S&T WebEx server for later playback and download. With a Host Account, you can setup your meetings by yourself. We have created WebEx host accounts for most professors, and you can request access to your account.

If you need access to your Host Account, you can make your request known to the VCC at vcchelp@mst.edu or by phone at (573) 341-4526.
Scheduling a Meeting

1. Go to [http://mstedu.webex.com](http://mstedu.webex.com)
2. Login as Host, this is located in top-right corner of website.

3. After logging in, click “Schedule a Meeting” under the “Host a Meeting” header on the left of site.

   **Host a Meeting**
   - Schedule a Meeting
   - Audio Only
   - My Meetings
   - One-Click Meeting
   - My Recorded Meetings

4. First, fill out the following:
   a. **Meeting Topic**: The name of your meeting.
   b. **Password / Confirm Password**.
   c. **Ignore “Tracking Codes.”**
5. Second, put in the **date**, **time**, and **duration**.

![Date selector](image)

**Date:** June 15, 2010

**Time:** 8:00 am, Chicago Time

**Duration:** 1 hr 0 min

6. Finally, you can type in Email addresses of those who need to be invited to the meeting as attendees. Alternatively, you can check the box “**Send a copy of the invitation email to me**”, and forward that message on to your attendees via Outlook. The attendee invitation email has the name of meeting, the start time, duration, password, audio conference info and other information necessary for joining the meeting.

   a. If **Audio Conference** is set to “WebEx Audio”, it will include both the phone conference and audio through a computer headset via WebEx. **There should be no need to change these settings.**

   ![Attendee selector](image)

   **Attendees:**
   
   <Separate email addresses with a comma or semicolon>

   [ ] Send a copy of the invitation email to me

   **Audio conference:** WebEx Audio

7. To finish click “**Schedule Meeting**”, or if the meeting is to start right away, the button will read “Start Meeting.”

   ![Schedule Meeting button](image)

This is a simple setup, and does not include certain features that may be necessary for some meetings. For example, if you need your meeting to be reoccurring, you’ll need to go through the “**Advanced Scheduler.**”
Attendee Email
The second email will pertain to the attendees. As the individual requesting the meeting, it is your responsibility to forward this email to the attendees in order for them to know how to access the meeting. Below is an example of how this will appear.

**** The email attached below are attendee instructions, please forward. ****

This version of WebEx allows students to use phone and computer VOIP together in the meeting.

- **Audio Conference** information for using “phone or computer headset” will be displayed in a pop-up box after you join the meeting or you can access the info in the menu bar under Audio. With the Pop-up box open, select one of the following options to join the audio conference: WebEx call me at a new number, I will call in (use Global numbers if you’re outside the U.S. or Canada) or use computer headset. **Please Note:** If you choose computer headset (VoIP) as your audio conference option, you should go thru the audio set-up wizard first, which is also listed under Audio.

- Once someone passes the presenter ball to you, you will be able to share your material with the group.

- If you have any questions, concerns, or difficulties, contact us, during office hours, at 573-341-4526, or by email vcchelp@mst.edu. For after-hours support, please dial WebEx Tier II technical assistance directly at 1-866-863-3904, choose option # 4 when prompted, then option # 1. Give them the URL mstedu.webex.com, your name and phone number.

Engmt8711DIS-Haley-Group 3
Tuesday, December 9, 2014
7:30 pm | Central Standard Time (Chicago, GMT-6:00) | 2 hr

Join WebEx meeting
Meeting number: 635 954 695
Meeting password: 1234567

Join by phone
1-866-469-3239 Call-in toll-free number (US/Canada)
1-650-429-3300 Call-in toll number (US/Canada)
Access code: 635 954 695
Global call-in numbers | Toll-free calling restrictions

It is a good idea to double check the meeting information to make sure it is set up properly.
You can access the “Advanced Scheduler” from the link at the top of the “Schedule a Meeting” page.

The menu on the right of the “Advanced Scheduler” has many options, and features to choose from. We’re going to focus in on some of the more popular tools, which are located under the “Date & Time”, “Audio Conference” and “Invite Attendees” categories.

**NOTE:** If you have a Host Account, and would like to understand more about the other features, please contact the VCC and we’ll setup a meeting to go through each of them for you.

### Date & Time

You can decide if, and how early, a participant can join your meeting before the meeting has started. Participants can join as early as 15 minutes before the start time, which can be useful for getting setup, and being ready on time.

- **Meeting date:**
  - July 1, 2010

- **Meeting time:**
  - 12:45 pm

- **Estimated duration:**
  - 1 hr 0 min

- **Email reminder:**
  - 15 minutes before meeting starts

- **Recurrence:**
  - None

You can also set the meeting to be reoccurring, by Daily, Weekly, Monthly or Yearly.

**Chicago Time**

- Attendees can join 5 minutes before start time
- Attendees can also connect to WebEx Audio

**Video Communications Center, Missouri S&T**
### AudioConference

If you know you will have international participants in your meeting, you may want to choose the “Display global call-in numbers” for the phone conference.

<table>
<thead>
<tr>
<th>Select conference type:</th>
<th>WebEx Audio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display toll-free number</td>
<td><a href="#">Show toll-free dialing restrictions</a></td>
</tr>
<tr>
<td>(Toll number is always displayed.)</td>
<td></td>
</tr>
<tr>
<td>Display global call-in numbers</td>
<td></td>
</tr>
</tbody>
</table>

**Entry and exit tone:** No Tone

You can set a sound or “tone” for when someone enters or exits your meeting, thus alerting you of newcomers or those who have left.

### Invite Attendees

**Attendees:** Separate email addresses with a comma or semicolon

- [ ] Request that attendees verify rich media players before joining meeting
- [ ] Send a copy of the invitation email to me

**Security:**

- [ ] Exclude password from email invitation
- [ ] Require attendees to have an account on this Website in order to join this meeting

To save yourself some time, you can check the “Send a copy of the invitation email to me” option, and you’ll receive the “Attendee Email” in your inbox. And then, you can forward the “Attendee Email” on to your participants.
Starting a Meeting With a WebEx Host Account

1. Access to the Missouri S&T’s WebEx site can be done two different ways...
   a. Go directly to [http://mstedu.webex.com](http://mstedu.webex.com),
   b. Or by clicking “WebEx” on the Video Communications Center homepage.

2. After opening the Missouri S&T WebEx homepage, click on the “Log In” button, which is found on the upper right hand side of the screen.

3. You will be prompted to provide your username and password. The VCC will provide you with these upon requesting an account. Then click “Log In”.

4. Once there, simply find your WebEx session from the day’s schedule of meetings.

<table>
<thead>
<tr>
<th>Time</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 am</td>
<td>CivEng5642/DIS/MSU/co-listed w/...</td>
</tr>
<tr>
<td>9:00 am</td>
<td>CompSci5200/DIS-Jiang-FS14</td>
</tr>
<tr>
<td>9:00 am</td>
<td>DELL/Missouri S&amp;T EMC Laborat...</td>
</tr>
<tr>
<td>9:00 am</td>
<td>ElecEng3410/D/S-Dua-FS14</td>
</tr>
</tbody>
</table>

In far right column, click “Start.”

**Congratulations!**
You have now started your WebEx meeting.
Recording a Meeting
You may find it helpful to record a meeting for playback/review purposes.

As the host, you will have the capability of doing so. While in the meeting manager, simply click on the “REC” button found on the upper right hand side of the screen.

After you hit record, a timer will appear at the bottom right. To start a recording, click on the red dot. As you can see below, you will be recording on the “server”. This means your meeting recording (file type: ARF) will be stored on a server supplied at WebEx.

NOTE: You can pause your recording and restart it. Just press the pause button that appears once you have started recording. Also, you can create multiple recordings in a single meeting by clicking on the stop button. Upon hitting the red dot again, a new recording will be created.
Access a Recorded Meeting

Under "My WebEx" select "My Files" on the left hand side.

Select "My Recordings"

Select your recording from the list.

Select "Play Now" on the far right.

Play Recorded Meeting Now
You can view your recorded meeting by clicking Play Now.
Posting a Recording
After recording your meeting, you can post it on the “Event Center” section of the Missouri S&T WebEx site. This will make it possible for your participants to review the meeting. You can set your recordings publicly on the site, or you can set them to be private (or “Unlisted”) and make the link available to only those who need it. In order to post your recording however, a new “Program” must first be created.

1. Go to https://mstedu.webex.com and click on “Event Center”

2. Scroll down and click on “Create New Program” on the left hand side.
You will be taken to this form.

3. Fill out the Program name using this format “EngMgt5111DIS-Spurlock-SP15”.

4. Enter a brief description such as the one shown in the sample image below.

5. Those are the only 2 boxes that you will need to fill out. Scroll to the bottom of the page and select “Create a Program”.

[Image of the form with fields for Program name, Description, Expected registration, Budget, Email, Program status, Registration ID required, Password required to register, Customize registration form, Invite friends, and Customize URL after registration.]
You can now post recordings within that Program.

1. Go to http://mstedu.webex.com
2. Choose the “Event Center” tab at the top of website.
3. Log in with your host account.
4. Click on “My Event Recordings” under the “Host an Event” header on left of site.
5. At the bottom of the list of your recordings, press the “Add Recording” button.
6. Under the “Event Recording Info” enter the following:
   a. **Topic:** The name of your recorded session.
   b. **Type:** Select “Listed” in the dropdown menu.
   c. **Program:** Choose your class, example *GeoEng1234*, from the dropdown menu.
   d. **Panelist Information:** Typically, this is the name of the presenter. But you could
      alternatively list the attendees of the meeting, if there were several presenters or
      if it was a study session.
   e. **Description:** A brief description of the recorded session.

    | Topic: | (Required) |
    |------|-----------|
    | Type: | Unlisted |
    | Program: | Select a program |
    | Panelist Information: | |
    | Description: | |

7. In the second section, “Recording File Info”, you will need to do the following.
   a. **Recording File:** Select the “Use a file that is already on the WebEx Network”
      option, and then press “Look Up” button to choose the recorded file. Please
      note #8 for looking up your recorded session.
   b. **Recording Date:** Choose date of recorded session.
   c. **Recording Start Time:** Select the time of when the recorded session started.
   d. **Duration:** Will be filled out automatically, after you choose your Recording File.

    | Recording File: | I will provide URL |
    |---------|------------------|
    |         | Use the file on my local machine |
    |         | Use a file that is already on the WebEx network |
    | Recording date: | June 16, 2010 |
    | Recording start time: | 12:00 pm |
    | Duration: | 0 hour 0 minute |
8. When looking up your recorded file, you will pick your recorded session based on certain criteria.
   a. **Topic:** Name of your recorded session.
   b. **Size:** File size of your session.
   c. **Create Time:** Date and time of your session.
   d. **Duration:** Duration of your session.
   e. *Simply choose your file, and press “OK.”*

   ![Lookup Recordings Table](image)

<table>
<thead>
<tr>
<th>Topic</th>
<th>Size</th>
<th>Create Time</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nathan’s test-20100615 1712-1</td>
<td>18.4KB</td>
<td>6/15/10 12:12 pm</td>
<td>39 secs</td>
</tr>
<tr>
<td>SysEng 413 DIS - Ferris-20100601 2055-1</td>
<td>16.13MB</td>
<td>6/1/10 3:55 pm</td>
<td>12 mins</td>
</tr>
<tr>
<td>SysEng 413 DIS - Ferris-20100602 214-1</td>
<td>2.88MB</td>
<td>6/2/10 4:41 pm</td>
<td>11 mins</td>
</tr>
</tbody>
</table>

9. In the third and final section, you’ll only need to choose options for Playback and Download.
   a. **Downloadable:** Choose whether or not you want students to have permission to download the recorded session to their computer. The default setting is no.
   b. **Playable:** Choose whether or not you want the recorded session to be viewable online. If you choose no, the recorded session cannot be played back from the Missouri S&T WebEx site. The default setting is yes.
   c. **Password:** All class archives are required to be password protected. Select “yes” under “Use password?” and enter in the same password used to access the live WebEx stream.

   ![Registration Required](image)

   ![Customize Registration form](image)

   ![Use password](image)

   ![Downloadable](image)

   ![Playable](image)

   **NOTE:** The recorded files don’t always show up immediately, and sometimes you will need to give the WebEx server some time to update before you can look up your file and add it to your program.
This guide is a product of the Video Communications Center; it is intended for educational purposes; for professors, students, and others involved with the distance education program at Missouri S&T.

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- Levi Hudson