WebEx Training Center

Attendee's Guide

Version 4.7

Copyright

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Using the Calendar

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About the training session calendar

The public training session calendar on your Training Center Web site provides information about all listed training sessions that are either scheduled or in progress. However, the training session calendar does not provide information about unlisted training sessions.

You can navigate the training session calendar to quickly find a listed training session—either on the current date or any date—using one of several calendar views. For example, you can view a list of training sessions for today's date only or for an entire month.

When viewing a list of training sessions, you can sort the list and refresh it at any time.

A training session remains on the training session calendar until the training session actually ends or the scheduled ending time passes, whichever comes later.

Viewing the training session calendar

You can open *one* of the following calendar views of all listed training sessions:

Today	Contains a list of training sessions occurring on the current date, including all training sessions currently in progress and all scheduled training sessions that are not yet in progress.
Upcoming	Contains a list of all upcoming scheduled training sessions.
Daily	Contains a single list of all training sessions occurring on the current date.
Weekly	Contains a list of scheduled training sessions for each day of the selected week.
Monthly	Indicates on which dates training sessions are scheduled for the selected month.

To open a calendar view of all scheduled training sessions:

1. On the navigation bar, expand **Attend a Session** to view a list of links.
2. Click **Live Sessions**.

   The Live Sessions page appears, displaying the training session calendar.
3. Click *one* of the tabs to navigate to different views of the training session calendar:

   You can choose **Today**, **Upcoming**, **Daily**, **Weekly**, or **Monthly**.

Selecting a date on the training session calendar

You can view a list of scheduled training sessions for any date on the training session calendar.

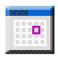
To display a list of scheduled training sessions for the previous or next day:

1. If you have not already done so, open the training session calendar. For details, see *Viewing the training session calendar* on page 2.
2. On the **Daily** view on the Live Sessions page, do *one* of the following:
   - To display a list of meetings for the previous day, click the **Previous Day** button.
   - To display a list of meetings for the next day, click the **Next Day** button.

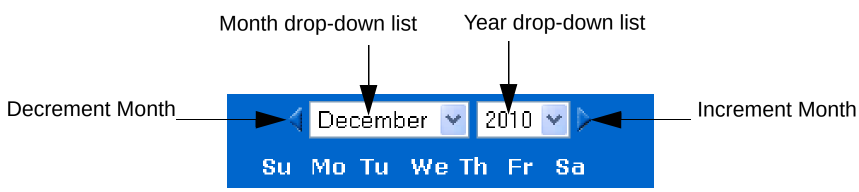
For details about the options on the **Daily** view, see *About the Daily view* on page 9.

To display a list of training sessions for a specific date, using the Today, Upcoming, Daily, or Weekly view:

1. If you have not already done so, open the training session calendar. For details, see *Viewing the training session calendar* on page 2.
2. On the Today, Upcoming, Daily, or Weekly tab on the Live Sessions page, click the Calendar icon.

   The Calendar window appears, showing the calendar for the current month.
3. Optional. Do *any* of the following:
   - To view the calendar for the previous month, click the Decrement Month button.
   - To view the calendar for the next month, click the Increment Month button.
   - To view the calendar for a specific month, in the drop-down list, select a month.
   - To view the calendar for a specific year, in the drop-down list, select a year.

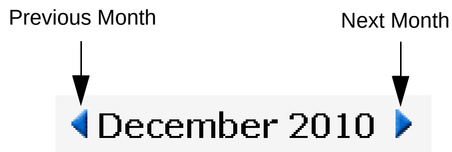
4. Click the date for which you want to view a list of training sessions.

   The Daily view for the date that you selected appears.

   For details about the options on the view tabs, see *About the Today view* on page 6, *About the Upcoming view* on page 8, *About the Daily view* on page 9, or *About the Weekly view* on page 10.

To display a list of training sessions for a specific date, using the Monthly view:

1. If you have not already done so, open the training session calendar. For details, see *Viewing the training session calendar* on page 2.
2. Click the Monthly tab.
3. Optional. Do *either* of the following:
   - To view the Monthly view for the previous month, click the Previous Month button.
   - To view the Monthly view for the next month, click the Next Month button.



4 Click a date for which you want to view a list of scheduled training sessions.

The Daily view appears for the date that you selected.

Note Only dates by which a green square or on-demand hands-on lab icon appears have at least one scheduled training session.

For details about the options on the Monthly view, see *About the Monthly view* on page 12.

Searching for a training session on the training session calendar

On the training session calendar, you can locate a training session by searching for text in the host's name, training session topic, or training session agenda. You cannot search for a training session number.

To search for a training session:

1 If you have not already done so, open the training session calendar. For details, see *Viewing the training session calendar* on page 2.

2 Type the text for which you want to search in the Search for box.

3 Click Go.

The Search Results page appears, listing all training sessions that contain the search text.

Sorting the training session calendar

By default, training session lists on the training session calendar are sorted by hours, in ascending order. However, you can sort the training session lists by any column:

Starting Time	Sorts the training session list by hours, in ascending or descending order.
Topic	Sorts the training session list alphabetically by topic, in ascending or descending order.
Host	Sorts the training session list alphabetically by host name, in ascending or descending order.

Duration	Sorts the training session list by duration, in ascending or descending order.
Status	Sorts the training session list by status, in ascending order (**Start**, **Join**, **Attend lab**, **Join now**, **Registration**, **Full, Closed, Not started**) or descending order (**Not started**, **Closed, Full**, **Registration**, **Join now**, **Attend lab**, **Join**, **Start**).
	Indicates that you can join the live training session.
	Indicates that this is an Audio Only training session.
	Appears next to the Starting Time column to indicate that more training session dates are available. Click to get training session information, including the additional dates.

To sort the public training session calendar:

1. If you have not already done so, open the training session calendar. For details, see *Viewing the training session calendar* on page 2.
2. In a list of training sessions on the Today, Upcoming, Daily, or Weekly tab on the Live Sessions page, click the column heading by which you want to sort the training sessions.

   The Ascending Sort indicator appears, and the training sessions are sorted by the column, in ascending order.

   The Descending Sort indicator appears, and the training sessions are sorted by the column, in descending order.

Refreshing the training session calendar

Information about training sessions on the public training session calendar can change at any time. Thus, to ensure that you are viewing the most current training session information, you can refresh the training session calendar at any time.

To refresh the public training session calendar:

1. If you have not already done so, open the training session calendar. For details, see *Viewing the training session calendar* on page 2.
2. Click the Refresh button.

Selecting a time zone on the training session calendar

On the training session calendar, you can access your Preferences page to select the time zone in which you want to view training session times. Your site administrator specifies the default time zone that appears on the training session calendar. You may need to change the time zone, for example, if you are travelling and temporarily in another time zone.

To select a time zone on the public training session calendar:

1. If you have not already done so, open the training session calendar. For details, see *Viewing the training session calendar* on page 2.
2. Click the time zone link to the right of All training session times in.

   The Preferences page appears.
3. In the Time zone drop-down list, select another time zone.
4. Click OK.

Note

- Your time zone selection affects only your view of your Training Center Web site, not other users' views.
- If you have a user account, all training session invitations that you send automatically specify the training session's starting time in the time zone that you selected.
- If you select a time zone for which daylight saving time (DST) is in effect, your Training Center Web site automatically adjusts its clock for daylight saving time.

About the Today view

How to access this page

On your Training Center Web site, click Attend a Session > Live Sessions > Today tab.

What you can do here

The Today view lists the live training sessions and on-demand hands-on lab sessions that are scheduled for the present day, including those in process, those concluded, and those that have not yet begun.

The training session information displayed in the list can be sorted by clicking the column headings. For details, see *Sorting the training session calendar* on page 4.

Options on this page

Option	Description
	Click the **Calendar** icon open the Calendar window for the current month. Click on any date to open its schedule.
	Click the **Refresh** icon at any time to display the most current list of training sessions, as well as the current time.
	The **Ascending Sort** indicator appears next to a column heading, and the training sessions are sorted by the column, in ascending order.
	The **Descending Sort** indicator appears next to a column heading, and the training sessions are sorted by the column, in descending order.
Starting Time	Lists the starting time for each scheduled training session.
Topic	Lists the scheduled training sessions by name. Click the topic name to get training session information.
Presenter	Lists the presenter for the training session.
Duration	Lists the scheduled length of the training session.
Status	Lists the current status of the training session: ■ **Start**—Indicates that the host can start the training session by clicking the link. ■ **Join**—Indicates that the host can join the scheduled meeting by clicking the link. ■ **Attend Lab**—Indicates that participants can join the on-demand hands-on lab session. Click the link to join the session. ■ **Join now**—Indicates that participants can currently join the meeting. Click the link to join the training session from the Join a Session page. ■ **Registration**—Indicates that registration is required for the training session. Click the link to register for the training session from the Registration page. ■ **Full**—Indicates that the registrant limit for the training session's required registration has been reached. ■ **Closed**—Indicates that the deadline for the training session's required registration has been reached. ■ **Not started**—Indicates that the training session has not yet begun. ■ **Ended**—Indicates that the session has been ended by the host.
	Indicates that you can join the live training session.
	Indicates that this is an Audio Only training session.
	Appears next to the Date column to indicate that more training session dates are available.

About the Upcoming view

How to access this page

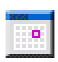
On your Training Center Web site, click Attend a Session > Live Sessions > Upcoming tab.

What you can do here

The Upcoming view lists future live training sessions and on-demand hands-on lab sessions that are scheduled to start on a day other than the present day.

The training session information displayed in the list can be sorted by clicking the column headings. For details, see *Sorting the training session calendar* on page 4.

Options on this page

Option	Description
	Click the **Calendar** icon open the Calendar window for the current month. Click on any date to open its schedule.
	Click the **Refresh** icon at any time to display the most current list of training sessions, as well as the current time.
	The **Ascending Sort** indicator appears next to a column heading, and the training sessions are sorted by the column, in ascending order.
	The **Descending Sort** indicator appears next to a column heading, and the training sessions are sorted by the column, in descending order.
Date	Lists the date(s) of the training session or on-demand hands-on lab session.
	Appears next to the Date column to indicate that more training session dates are available. Click to get training session information, including the additional dates.
Starting Time	Lists the starting time for each scheduled training session.
Topic	Lists the scheduled training sessions by name. Click the topic name to get training session information.
Presenter	Lists the presenter for the training session.

Option	Description
Status	Lists the current status of the training session: ■ **Start**—Indicates that the host can start the training session by clicking the link. ■ **Join**—Indicates that the host can join the scheduled meeting by clicking the link. ■ **Attend Lab**—Indicates that participants can join the on-demand hands-on lab session. Click the link to join the session. ■ **Join now**—Indicates that participants can currently join the meeting. Click the link to join the training session from the Join a Session page. ■ **Registration**—Indicates that registration is required for the training session. Click the link to register for the training session from the Registration page. ■ **Full**—Indicates that the registrant limit for the training session's required registration has been reached. ■ **Closed**—Indicates that the deadline for the training session's required registration has been reached. ■ **Not started**—Indicates that the training session has not yet begun. ■ **Ended**—Indicates that the session has been ended by the host.
	Indicates that this is an Audio Only training session.

About the Daily view

How to access this page

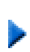
On your Training Center Web site, click Attend a Session > Live Sessions > Daily tab.

What you can do here

The Daily view lists the live training sessions and on-demand hands-on lab sessions that are scheduled for the present day. From the Daily view you can navigate to the previous or next day, or use the calendar to view the schedule for another day.

The training session information displayed in the list can be sorted by clicking the column headings. For details, see *Sorting the training session calendar* on page 4.

Options on this page

Option	Description
	Click the **Previous Day** icon to display a list of meetings for the previous day.
	Click the **Next Day** icon to display a list of meetings for the next day.

Option	Description
	Click the **Calendar** icon open the Calendar window for the current month. Click on any date to open its schedule.
	Click the **Refresh** icon at any time to display the most current list of training sessions.
	The **Ascending Sort** indicator appears next to a column heading, and the training sessions are sorted by the column, in ascending order.
	The **Descending Sort** indicator appears next to a column heading, and the training sessions are sorted by the column, in descending order.
Time	Lists the starting time for each scheduled training session.
Topic	Lists the scheduled training sessions by name. Click the topic name to get training session information.
Host	Lists the host for the training session.
Duration	Lists the scheduled length of the training session.
Status	Lists the current status of the training session: ■ **Start**—Indicates that the host can start the training session by clicking the link. ■ **Join**—Indicates that the host can join the scheduled meeting by clicking the link. ■ **Attend Lab**—Indicates that participants can join the on-demand hands-on lab session. Click the link to join the session. ■ **Join now**—Indicates that participants can currently join the meeting. Click the link to join the training session from the Join a Session page. ■ **Registration**—Indicates that registration is required for the training session. Click the link to register for the training session from the Registration page. ■ **Full**—Indicates that the registrant limit for the training session's required registration has been reached. ■ **Closed**—Indicates that the deadline for the training session's required registration has been reached. ■ **Not started**—Indicates that the training session has not yet begun. ■ **Ended**—Indicates that the session has been ended by the host.
	Indicates that you can join the live training session.
	Indicates that this is an Audio Only training session.

About the Weekly view

How to access this page

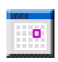
On your Training Center Web site, click Attend a Session > Live Sessions > Weekly tab.

What you can do here

The Weekly view lists the live training sessions and on-demand hands-on lab sessions that are scheduled, but not ended for the selected week.

The training session information displayed in the list can be sorted by clicking the column headings. For details, see *Sorting the training session calendar* on page 4.

Options on this page

Option	Description
	Click the **Previous Week** icon to display a list of meetings for the previous week.
	Click the **Next Week** icon to display a list of meetings for the next week.
	Click the **Calendar** icon open the Calendar window for the current month. Click on any date to open its schedule.
	Click the **Refresh** icon at any time to display the most current list of training sessions.
Date link Friday, May 7, 2010	Opens the Daily view, which shows the scheduled training sessions for the selected day.
	The **Ascending Sort** indicator appears next to a column heading, and the training sessions are sorted by the column, in ascending order.
	The **Descending Sort** indicator appears next to a column heading, and the training sessions are sorted by the column, in descending order.
Starting Time	Lists the starting time for each scheduled training session.
Topic	Lists the scheduled training sessions by name. Click the topic name to get training session information.
Host	Lists the host for the training session.
Duration	Lists the scheduled length of the training session.

Option	Description
Status	Lists the current status of the training session: ■ **Start**—Indicates that the host can start the training session by clicking the link. ■ **Join**—Indicates that the host can join the scheduled meeting by clicking the link. ■ **Attend Lab**—Indicates that participants can join the on-demand hands-on lab session. Click the link to join the session. ■ **Join now**—Indicates that participants can currently join the meeting. Click the link to join the training session from the Join a Session page. ■ **Registration**—Indicates that registration is required for the training session. Click the link to register for the training session from the Registration page. ■ **Full**—Indicates that the registrant limit for the training session's required registration has been reached. ■ **Closed**—Indicates that the deadline for the training session's required registration has been reached. ■ **Not started**—Indicates that the training session has not yet begun. ■ **Ended**—Indicates that the session has been ended by the host.
	Indicates that you can join the live training session.
	Indicates that this is an Audio Only training session.

About the Monthly view

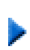
How to access this page

On your Training Center Web site, click Attend a Session > Live Sessions > Monthly tab.

What you can do here

The Monthly view shows when the live training sessions and on-demand hands-on lab sessions are scheduled in a monthly calendar view. You can navigate to a specific day or week within the current month, or navigate to the previous or next month.

Options on this page

Option	Description
	Click the **Previous Month** icon to display a list of training sessions for the previous month.
	Click the **Next Month** icon to display a list of training sessions for the next month.

Option	Description
	Click the **Refresh** icon at any time to display the most current view of the month's training sessions.
Week link Week18	Opens the Weekly view, which shows the scheduled training sessions for each day of the selected week.
Day link 4	Opens the Daily view, which shows the scheduled training sessions for the selected day.
	Appears on the calendar to indicate that one or more training sessions are scheduled on that day.
	Appears on the calendar to indicate that one or more on-demand hands-on lab training sessions are scheduled on that day.

2

Setting up Training Manager

If you want to...	See...
get an overview of setting up Training Manager	*About setting up Training Manager* on page 15
set up Training Manager for Windows	*Setting up Training Manager for Windows* on page 17
remove Training Manager from your computer	*UninstallingTraining Manager* on page 18
make sure your system can handle Universal Communications Format (UCF) media files	*Checking your system for UCF Compatibility* on page 19

About setting up Training Manager

To participate in a training session, you must set up Training Manager software on your computer. Once you schedule, start, or join a training session for the first time, your training session service Web site starts the setup process. However, to save time, you can set up Training Manager at any time before scheduling, starting, or joining a training session.

Setting up Training Manager

If you want to...	See...
get an overview of system requirements	*System requirements for Training Manager for Windows* on page 16
set up Training Manager for Windows	*Setting up Training Manager for Windows* on page 17
check your system for UCF compatibility	*Checking your system for UCF Compatibility* on page 19

System requirements for Training Manager for Windows

Review the minimum system requirements for installing Training Manager for Windows:

- Microsoft Windows 98, ME (Millennium Edition), XP, NT, or 2000
- Intel or AMD Processor 400 MHz
- 128MB RAM (256MB recommended)
- Microsoft Internet Explorer 6, Mozilla 1.7, Firefox 1.0 or later, or Netscape 7
- JavaScript and cookies enabled in the browser
- 56K or faster Internet connection

Important If you want to share a presentation that was created using Microsoft PowerPoint 2002 for Windows XP, an Intel Celeron or Pentium 500 MHz or faster processor is highly recommended.

In most cases, your Web browser is set up properly for Training Manager. However, if you are unsure whether your Web browser's settings are correctly configured, or you encounter problems when setting up Training Manager, you can set up your Web browser according to the following instructions.

To set up Internet Explorer 6.x:

1. On the **Tools** menu, choose **Internet Options**.

   The Internet Options dialog box appears.
2. Click the **Security** tab.
3. Ensure that the **Internet** zone is selected.
4. Click **Custom Level**.

   The Security Settings dialog box appears.
5. In the **Reset to** drop-down list, ensure that **Medium** is selected.

   If **Medium** is not already selected, select it, and then click **Reset**.
6. Click **OK** to return to the **Security** tab.
7. Click **OK** to close the Internet Options dialog box.

To set up Netscape Navigator 4.x or later:

1. On the **Edit** menu, choose **Preferences**.
2. Click **Advanced**.

   The Advanced dialog box appears
3. Ensure that the following options are selected:

- Enable Java
- Enable JavaScript
- Accept all cookies

4 Click OK.

Setting up Training Manager for Windows

Before installing Training Manager, ensure that your computer meets the minimum system requirements. For details, see *System requirements for Training Manager for Windows* on page 16.

If you are not using the Windows operating system, please refer to our FAQ, which includes information about setting up Training Manager on other operating systems.

To go to the list of FAQs:

1. On your Training Center Web site, on the left navigation bar, click Assistance > Support.
2. On the Support page, scroll down to the Documentation section and click FAQ (Frequently Asked Questions).

   A list of questions displays, arranged by topic. Look for your information about your operating system under Minimum System Requirements.

To set up Training Manager for Windows:

1. On the navigation bar, expand Set Up, and then click Training Manager.

   The Set Up page appears.
2. Click Set Up.
3. If a security dialog box appears, do *one* of the following:
   - If you are installing Training Manager on Microsoft Internet Explorer, click Yes.
   - If you are installing Training Manager on Netscape Navigator, click Grant.

   Setup continues. A progress message box appears, indicating the progress of setup.

   Once setup is complete, the Setup Complete page appears.
4. Click OK.

   You can now start, schedule, or join a training session.

Note

- Alternatively, you can download the Training Manager for Windows Installer from the Support page on your Training Center Web site, and then install

Training Manager on your Web browser. This option is useful if your system does not allow you to install Training Manager directly from the Set Up page.

- If you or another attendee plans to share Universal Communications Format (UCF) media files during a training session, you can verify that the required components are installed on your system to play the media files. For details, see *Checking your system for UCF Compatibility* on page 19.

UninstallingTraining Manager

If you want to...	See...
get an overview of removing Training Manager from your computer	*About uninstalling Training Manager for Windows* on page 18
remove Training Manager for Windows	*Uninstalling Training Manager for Windows* on page 18

About uninstalling Training Manager for Windows

You can easily uninstall or remove Training Manager for Windows on your computer.

Uninstalling Training Manager for Windows

1. Do *one* of the following:
   - For Windows 98, 2000, ME, or NT: On your computer's desktop, double-click My Computer, and then open the Control Panel folder.
   - For Windows XP: Click Start, and then click Control Panel.
2. Double-click Add/Remove Programs or Add or Remove Programs, depending on your computer's operating system.

   A dialog box appears, showing a list of programs installed on your computer.
3. In the list, select WebEx.
4. Click Add/Remove or Change/Remove, depending on your computer's operating system.

   A message appears, asking you to confirm that you want to remove the software.
5. Click Yes.

   The Uninstall WebEx Software dialog box appears.
6. Select Training Manager.
7. Click Uninstall.
8. Once the software is removed, click Finish.

Select an option to restart your computer now or later.

Checking your system for UCF Compatibility

If you intend to play or view Universal Communications Format (UCF) media files during the training session, either as a presenter or an attendee, you can verify that the following components are installed on your computer:

- Flash Player, for playing a Flash movie or interactive Flash files
- Windows Media Player for playing audio or video files

Checking your system is useful if you or another presenter plans to share a UCF multimedia presentation or standalone UCF media files.

To check your system for UCF compatibility:

1. On the navigation bar, do *one* of the following:
   - If you are a new training session service user, click New User?.
   - If you are already a training session service user, expand Set Up, the click Training Manager.
2. Click Verify your rich media players.
3. Click the links to verify that the required players are installed on your computer.

Note The option to check your system for required rich media players is available only if your Training Center Web site includes the UCF option.

3

Joining a Training Session

If you want to...	See...
get an overview of joining a training session	*About Joining a Training Session* on page 21
register for a training session	*Registering for a Training Session* on page 22
download course material before the training session	*Downloading Course Material Before the Training Session* on page 24
join a listed training session	*Joining a Listed Training Session* on page 26
join an unlisted training session	*Joining an Unlisted Training Session* on page 28
obtain information about a scheduled training session	*Obtaining Information About a Scheduled Training Session* on page 30

About Joining a Training Session

You can join the following types of training sessions:

- Listed training session—A training session that appears on the list of training sessions page.
- Unlisted training session—A training session that does not appear on the list of training sessions page.

If a training session host either invites you to a training session or approves your registration request for a training session, you receive an email message that includes instructions and a link that you can click to join the training session. The email message contains the training session password, unless the host has specified that passwords do not appear in email messages.

If you did not receive an email invitation or registration confirmation, you can join a training session that is currently in progress. You need not be an authorized user or log in to your Training Center Web site to join a training session, unless the host has specified that all training session attendees must have a user account.

Note If you have not yet set up Training Manager on your computer, you can do so before joining a training session to avoid a delay. Otherwise, once you join a training session, your Training Center Web site automatically sets up Training Manager on your computer.

Registering for a Training Session

If a training session host invites you to register for a training session, you receive an invitation email message. The email message contains a link that you can click to register for the training session.

If you did not receive an email invitation to register for a training session, you can register for the session on the Live Sessions page on the Training Center Web site:

If registering for a training session requires a password, you must provide the password that the training session host gave to you.

Note If registration is required for a Recurring single-session class or a Multiple session course, you will be required to register for only one session. If you register again in a subsequent session, the previous registration will be canceled.

Registering for a Training Session from an Invitation Email Message

To register for a training session from an email invitation that you received, follow these steps:

1. Open your email invitation, then click the link.
2. On the Session Information page that appears, click Register.
3. If the Log In page appears, type your user name and password in the User name and Password boxes, respectively, then click Log In.

   This page may appear if the host requires that you have a user account to register for and join the training session.
4. If the Register for: [Topic] page appears, and it asks for a registration password, provide the password that the training session host gave to you, then click OK.

If the host invited you to the session, your invitation email message contains the registration password.

5 On the Register for [Topic] page that appears, provide the required information.

6 Click Register.

Once the host approves your registration, you receive a registration confirmation email message. You can then join the training session once it starts.

If the training session is already in progress, and the host has chosen to approve all registration requests automatically, you join the training session immediately.

Registering for a Training Session from the Live Sessions Page

To register for a training session from the list of sessions on your training session service Web site, follow these steps:

1 On the navigation bar, expand Attend a Session to view a list of links.

2 Click Live Sessions.

The Live Sessions page appears.

3 In the list of sessions, locate the training session for which you want to register.

Note You can register for only those training sessions with a status of Register.

To locate a training session quickly, you can

- sort the list of sessions by clicking the column headings. For details, see *Sorting the Live Sessions Page* on page 32.
- search for a training session. For details, see *Searching for a Training Session* on page 32.

4 Under Topic, click the name of the training session for which you want to register.

5 Click Register.

6 If the Log In page appears, type your user name and password in the User name and Password boxes, respectively, then click Log In.

This page may appear if the host requires that you have a user account to register for and join the training session.

If you do not have an account, select Continue without signing up and click Continue.

7 If the Register for: [Topic] page appears, and it ask for a registration password, provide the password that the training session host gave to you, the click OK.

If the host invited you to the session, your invitation email message contains the registration password.

8 On the Register for: [Topic] page that appears, provide the required information.

9 Click Register.

Once the host approves your registration, you receive a registration confirmation email message. You can then join the training session once it starts.

If the training session is already in progress, and the host has chosen to approve all registration requests automatically, you join the training session immediately.

10 Click OK.

Tips

- You can obtain detailed information about a selected training session or its agenda before registering for it. For details, see *Obtaining Information About a Scheduled Training Session* on page 30.
- You can display all training session times in another time zone. For details, see *Selecting a Time Zone on the Live Sessions Page* on page 33.
- You can refresh the training calendar to ensure that you are viewing the most recent information. For details, see *Refreshing the Live Sessions Page* on page 33.

Downloading Course Material Before the Training Session

If your training instructor uploads course material to the Training Center Web site, you can download it before the training session.

To download course material:

1 On the navigation bar, expand Attend a Session to view a list of links.

2 To view a single list of all training sessions, click Live Sessions.

The Live Sessions page appears.

3 On the Live Sessions page, locate the training session for which you want to download course material.

To locate a training session quickly, you can do the following:

- sort the list of training sessions by clicking the column headings.
- display the calendar for another date by clicking the calendar icon.

- view the scheduled sessions for the current day, future sessions, daily, weekly, or monthly recurring sessions by clicking the tabs: Today, Upcoming, Daily, Weekly, and Monthly. The recurring sessions tabs appear only if recurring sessions have been scheduled.
- search for a training session by its host or presenter name, session topic, or any text in the description or agenda.

4 Under Topic, click the name of the training session for which you want to download course material.

   The Session Information page appears.

5 Optional. If the training session requires registration and you have not yet registered, do the following: click Register.

6 On the registration page, complete all the required information and any optional information. Then click Register.

   The Registration Confirmed page appears.

7 If no registration is required, or if you have already registered, enter the session password and click View Info to see the complete session information.

8 Next to Course Material, click the link for the file.

   The File Download dialog box appears.

9 Click Save.

   The Save As dialog box appears.

10 Choose a location at which to save the file. Click Save.

   The file downloads to your selected location.

11 If applicable, download additional files.

12 Once you finish downloading files, click Close.

13 Click OK or GoBack.

Note If the host has published a file in the Universal Communications Format (UCF), which has a `.ucf` extension, a security warning dialog box appears, asking you if you want to install WebEx software that caches, or stores, the file on your computer. Click Yes or OK to install the software. Once you download the UCF file, the software also downloads the UCF file to the `C:\My WebEx Documents\Cache\[SessionNumber]` folder on your computer, *in addition to* any other location that you specify. Once the session starts, the UCF file that you downloaded automatically opens in your Session window. During the session, you can view the file's content much more quickly than if you did not previously download the file.

Joining a Listed Training Session

If you received either an invitation or registration confirmation email message for a training session, you can join the session from the email message. Or, you can join a listed training session by locating it on training calendar on the Live Sessions page.

If the training session requires a password, you must provide the password that the training session host gave to you.

Joining a Listed Training Session from an Email Message

To join a listed training session from an invitation email message, follow these steps:

1. Open your invitation or registration confirmation email message, then click the link.

   The Get Info page appears.

2. Type the password in the Session password box, then click OK.
3. On the Session Information page that appears, click Join Now.
4. If the Log In page appears, type your user name and password in the User name and Password boxes, respectively, then click Log In.

   This page may appear if the training session host requires that you have a user account to attend the training session.

   If you do not have an account, select Continue without signing up and click Continue.

5. On the Join Training Session [Topic] page that appears, provide the following information, as required:

   - Your name: Provide the name by which you want participants to identify you during the training session.
   - Email address: Provide your email address, in the following format:

     `name@your_company`—for example, `msmith@company.com`

   - Session password: Required. Provide the password that appears in your invitation email message or that the training session host gave to you.

Note If the training session requires registration, a Register button appears on the page. If you have not yet registered for the training session, you must do so before you can join it.

6. Click OK.

   The Session window appears.

If the training session includes an integrated teleconference, the Join Teleconference dialog box appears. Follow the instructions in the dialog box to start the teleconference.

Joining a Listed Training Session from the Live Sessions Page

To join a listed training session from the Live Sessions page on your Training Center Web site, follow these steps:

1. On the navigation bar, expand Attend a Session to view a list of links.
2. Click Live Sessions.

   The Live Sessions page appears.
3. In the calendar, locate the training session that you want to attend.

   To locate a training session quickly, you can
   - sort the list of training sessions by clicking the column headings.
   - display the calendar for another date by clicking the calendar icon.
   - view the scheduled sessions in another calendar view by clicking the tabs: Today, Upcoming, Daily, Weekly, and Monthly.
   - search for a training session by its host or presenter name, session topic, or any text in the description or agenda.
4. Under Status, click Join Now for the training session that you want to attend.
5. If the Log In page appears, type your user name and password in the User name and Password boxes, respectively, then click Log In.

   This page may appear if the training session host requires that you have a user account to attend the training session.
6. On the Join Training Session: [Topic] page that appears, provide the following information, as required:
   - Your name: Provide the name by which you want participants to identify you during the training session.
   - Email address: Provide your email address, in the following format:

     `name@your_company`—for example, `msmith@company.com`
   - Session password: Required. Provide the password that appears in your invitation email message or that the training session host gave to you.

Note If the training session requires registration, a Register button appears on the page. If you have not yet registered for the training session, you must do so before you can join it.

7. Click OK.

The Session window appears.

If the training session host has set up an integrated teleconference, the Join Teleconference dialog box appears. Follow the instructions in the dialog box to start the teleconference.

Tips

- You can obtain detailed information about a selected training session or its agenda before registering for it. For details, see *Obtaining Information About a Scheduled Training Session* on page 30.
- You can display all training session times in another time zone. For details, see *Selecting a Time Zone on the Live Sessions Page* on page 33.
- You can refresh the training calendar to ensure that you are viewing the most recent information. For details, see *Refreshing the Live Sessions Page* on page 33.

Joining an Unlisted Training Session

To join an unlisted training session—that is, a training session that does not appear on the Live Sessions page—you must provide the training session number that the training session host gave to you.

If you received either an invitation or registration confirmation email message for a training session, you can join the session from the email message. You can also join the training session from your Training Center Web site.

Joining an Unlisted Training Session from an Email Message

To join an unlisted training session from an invitation email message that you received, follow these steps:

1. Open your invitation email message, then click the link.
2. If the Log In page appears, type your user name and password in the User name and Password boxes, respectively, then click Log In.

   This page appears only if the training session host requires that you have a user account to attend the training session.
3. If the Get Info: [Topic] page appears, type the training session password in the Session password box, then click OK.

   This page appears only if the training session requires a password. Your invitation email message contains the password.
4. On the Session Information [Topic] page, click Join Now.

Note If the training session requires registration, a Register button appears on the page. If you have not yet registered for the training session, you must do so before you can join it.

5 On the Join [Topic] page, provide the following information, as required:

- Your name: Provide the name by which you want participants to identify you during the training session.
- Email address: Provide your email address, in the following format:

  `name@your_company`—for example, `msmith@company.com`
- Session password: Required. Provide the password that appears in your invitation email message or that the training session host gave to you.

6 Click OK.

The Session window appears.

If the training session host has set up a teleconference, the Join Teleconference dialog box appears. Follow the instructions in the dialog box to start the teleconference.

Joining an Unlisted Training Session from Your Training Center Web Site

To join an unlisted training session from your Training Center Web site, follow these steps:

1 On the navigation bar, expand Attend a Session to view a list of links.

2 Click Unlisted Session.

The Join an Unlisted Training Session page appears.

3 Type the session number that the host gave to you in the Session number box.

4 Click Join Now.

5 If the Log In page appears, type your user name and password in the User name and Password boxes, respectively, then click Log In.

This page may appear if the host requires that you have a user account to attend the training session.

6 On the Join Training Session [Topic] page that appears, provide the following information, as required:

- Your name: Provide the name by which you want participants to identify you during the training session.
- Email address: Provide your email address, in the following format:

`name@your_company`—for example, `msmith@company.com`

- Session password: Required. Provide the password that appears in your invitation email message or that the training session host gave to you.

Note If the training session requires registration, a **Register** button appears on the page. If you have not yet registered for the training session, you must do so before you can join it.

7 Click **OK**.

The Session window appears.

If the training session host has set up a teleconference, the Join Teleconference dialog box appears. Follow the instructions in the dialog box to start the teleconference.

Obtaining Information About a Scheduled Training Session

Before joining or registering for a training session, you can obtain information about it—such as its description, host, and other details; or its agenda.

To obtain information about a training session:

1. On the navigation bar, expand **Attend a Session** to view a list of links.
2. Do *one* of the following:
   - To view all listed training sessions, click **Live Sessions**.

     The Live Sessions page appears, displaying all the scheduled sessions and times.
   - To view the unlisted sessions that require a password, click **Unlisted Sessions**. Type the session number that the host gave to you in the **Session number** box.

     The Unlisted Sessions page appears, displaying information for the unlisted session.
3. If necessary, in the **All training session times in** drop-down list, select the time zone in which you are currently located.
4. On the Live Sessions page, locate the training session for which you want to obtain information.

   To locate a training session quickly, you can
   - sort the list of training sessions by clicking the column headings.
   - display the calendar for another date by clicking the calendar icon.

- view the scheduled sessions in another calendar view by clicking the tabs: Today, Upcoming, Daily, Weekly, and Monthly.
- search for a training session by its host or presenter name, session topic, or any text in the description or agenda.

5 Under Topic, click the name of the training session for you which want to obtain information.

The Session Information page appears.

6 Type the password that the training session host gave to you in the View Info box.

If you received an invitation email message, the invitation contains the password.

The Session Information page now shows complete information.

Finding a Training Session

If you want to...	See...
get an overview of using the Live Sessions page	*About Using the Live Sessions Page* on page 31
search for a training session	*Searching for a Training Session* on page 32
sort the Live Sessions page	*Sorting the Live Sessions Page* on page 32
refresh the Live Sessions page	*Refreshing the Live Sessions Page* on page 33
select a time zone on the Live Sessions page	*Selecting a Time Zone on the Live Sessions Page* on page 33

About Using the Live Sessions Page

The Live Sessions page on your Training Center Web site provides information about all listed training sessions that are either scheduled or in progress. However, the Live Sessions page does not provide information about unlisted training sessions.

You can navigate the list of sessions to quickly find a listed training session. You can also sort the list of training sessions that appear on the page that you are viewing, and refresh the list at any time.

The Live Sessions page provides a list of all scheduled training sessions.

On this page, you can

- search for a training session by its host or presenter name, session topic, or any text in the description or agenda
- view the scheduled sessions for the current day, future sessions, daily, weekly, or

monthly recurring sessions by clicking the tabs: Today, Upcoming, Daily, Weekly, and Monthly

- sort the list of training sessions by clicking the column headings
- view the calendar and select another date on the calendar, using the Calendar pop-up window
- navigate forward and backward in the calendar, using the Next Day and Previous Day buttons
- join a training session in progress
- obtain general information about a training session or a training session's agenda
- register for a training session that requires registration

Searching for a Training Session

On the Live Sessions page, you can locate a training session by searching for its host or presenter name, session topic, or any text in the description or agenda. You cannot search for a session number.

To search for a training session:

1. If you have not already done so, open the list of sessions.
2. Type the text for which you want to search in the Search for box.
3. Click Go.

   The Search Results page appears, listing all training sessions that contain the search text.

On the Search Results page, you can do the following:

- Sort the Live Sessions page. For details, see *Sorting the Live Sessions Page* on page 32.
- Join a listed training session. For details, see *Joining a Listed Training Session* on page 26.
- Obtain information about a training session. For details, see *Obtaining Information About a Scheduled Training Session* on page 30.

Sorting the Live Sessions Page

By default, the Live Sessions page is sorted by hours, in ascending order. However, you can sort the list of sessions by any column, as follows:

- Time—Sorts the list of sessions by hours, in ascending or descending order.
- Topic—Sorts the list of sessions alphabetically by topic, in ascending or

descending order.

- Host—Sorts the list of sessions alphabetically by presenter—that is, host—name, in ascending or descending order.
- Duration—Sorts the list of sessions by duration, in ascending or descending order.
- Status—Sorts the list of sessions by status, in ascending order (Registration, Full, Closed, Join Now, Not started) or descending order (Not started, Join Now, Closed, Full, Registration).

To sort the list of sessions by ascending or descending order:

1. If you have not already done so, open the Live Sessions page.
2. Click the column heading by which you want to sort the list of sessions.

   The Ascending Sort indicator appears, and the list of sessions is sorted by the column, in ascending order.
3. Optional. To sort the list of sessions in descending order, click the column heading again.

   The Descending Sort indicator appears, and the list of sessions is sorted by the column, in descending order.

Refreshing the Live Sessions Page

Information about training sessions on the Live Sessions page can change at any time. Thus, to ensure that you are viewing the most current training session information, you can refresh the list of sessions.

To refresh the public list of sessions:

1. If you have not already done so, open the Live Sessions page.
2. Click the Refresh button.

Selecting a Time Zone on the Live Sessions Page

On the Live Sessions page, you can access your Preferences page to select the time zone in which you want to view training session times. Your site administrator specifies the default time zone that appears on the list of sessions. You may need to change the time zone, for example, if you are travelling and temporarily in another time zone.

To select a time zone on the Live Sessions:

1. If you have not already done so, open the Live Sessions page.
2. Click the link under All training session times in.

The Preferences page appears.

3. In the Time zone drop-down list, select another time zone.
4. Click OK.

4

Participating in an Integrated VoIP Conference

If you want to...	See...
get an overview of participating in an Integrated VoIP conference	*About participating in an Integrated VoIP conference* on page 36
learn about system requirements for Integrated VoIP	*System requirements for Integrated VoIP* on page 36
use the Audio Setup Wizard for Integrated VoIP, to fine-tune your computer's setting and specify the type of speakers and microphone you are using	*Using the Audio Setup Wizard for Integrated VoIP* on page 37
join an Integrated VoIP conference	*Joining an Integrated VoIP conference* on page 37
adjust speaker or microphone volume for Integrated VoIP	*Adjusting speaker or microphone volume for Integrated VoIP* on page 39
specify the type of speaker and microphone setup you are using	*Specifying your speaker and microphone setup* on page 39
ask to speak in an Integrated VoIP conference	*Asking to speak in an Integrated VoIP conference* on page 40
learn how to use your microphone to speak in an Integrated VoIP conference	*Speaking in an Integrated VoIP conference* on page 40
optimize voice transmission to prevent voice delay or “choppiness”	*Optimizing voice transmission in an Integrated VoIP conference* on page 43
mute and unmute your microphone during an Integrated VoIP conference	*Muting and unmuting your microphone in an Integrated VoIP conference* on page 43
leave an Integrated VoIP conference	*Leaving an Integrated VoIP conference* on page 44

About participating in an Integrated VoIP conference

Integrated VoIP is a voice-conferencing option that allows participants to speak to each other using voice over IP (VoIP)—an Internet–based telephony service—rather than the telephone system.

Depending on the option that the training session presenter chose for the Integrated VoIP conference, either one or two participants can speak at a time in the conference. The training session host or presenter determines who can speak by passing the microphone to a participant.

Once you join an Integrated VoIP conference, you can listen to the speaker in the conference. You can also do the following:

- Adjust the volume for your speakers or microphone
- Use the Audio Setup Wizard to fine-tune your computer's settings for Integrated VoIP and specify the type of speakers and microphone you are using
- Ask the training session host to pass the microphone to you so you can speak
- Speak in the conference, using a microphone either directly attached to your computer or integrated with a headset
- Mute and unmute your microphone, if you are the current speaker
- Leave the conference at any time

Note To participate in an Integrated VoIP conference, you must use a computer that meets the system requirements for Integrated VoIP. For details, see *System requirements for Integrated VoIP* on page 36.

System requirements for Integrated VoIP

To participate in an Integrated VoIP conference, you must use a computer that meets the following system requirements:

- a supported sound card

  For a list of supported sound cards, refer to the Frequently Asked Questions page on your Training Center Web site.
- speakers or headphones
- a microphone, if you want to speak during the conference

Tip For better audio quality and greater convenience, use a computer headset with a high-quality microphone.

Using the Audio Setup Wizard for Integrated VoIP

Before you participate in an Integrated VoIP conference, you can use the Audio Setup Wizard to:

- ensure that your microphone and speakers are set to their optimal volume levels
- specify whether you are using speakers and a separate microphone, or a headset with an integrated microphone

To use the Audio Setup Wizard for Integrated VoIP:

1 On the **Communicate** menu, choose **Integrated VoIP** > **Audio Setup Wizard**.

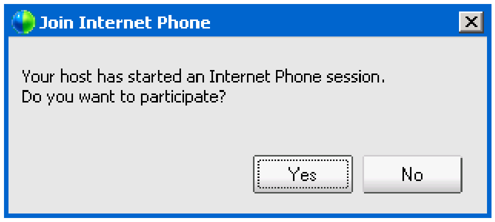
The Audio Setup Wizard appears.

2 Follow the instructions in the wizard.

Note The Audio Setup Wizard is not available if you are already participating in an Integrated VoIP conference. However, you can temporarily leave the conference to use the wizard, and then rejoin the conference.

Joining an Integrated VoIP conference

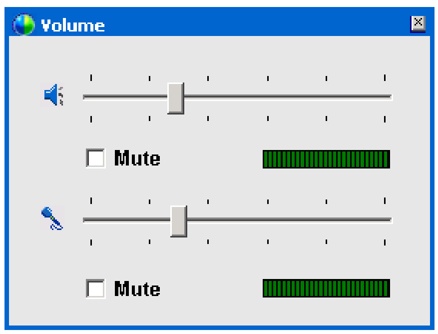
When you join a training session that includes an Integrated VoIP conference, the Join Integrated VoIP message automatically appears on your screen:



Click Yes to join the conference.

When you join an Integrated VoIP conference:

- The Volume dialog box appears that you can use to adjust the speaker or microphone volume.



- The Integrated VoIP indicator appears to the left of your name on the Participants panel. For example:

Integrated VoIP indicator

You cannot speak in the conference until the host passes the microphone to you.

Tip

- Before joining an Integrated VoIP conference, use the Audio Setup Wizard to fine-tune your computer's settings for Integrated VoIP. For details, see *Using the Audio Setup Wizard for Integrated VoIP* on page 37.
- At any time during an Integrated VoIP conference, you can ask the training session host or presenter to pass the microphone to you. For details, see *Asking to speak in an Integrated VoIP conference* on page 40.

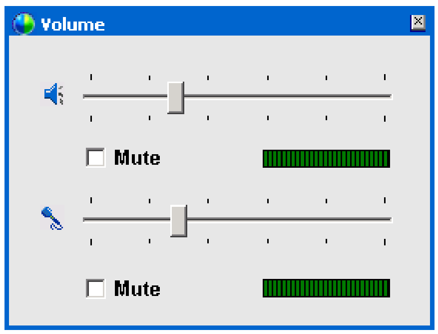
Adjusting speaker or microphone volume for Integrated VoIP

If you are participating in an Integrated VoIP conference, you can adjust the volume for your speakers or microphone at any time.

To adjust the speaker or microphone volume:

1. If the Volume dialog box is not already open, on the **Communicate** menu, choose **Integrated VoIP** > **Volume**.

   The Volume dialog box appears.



2. To increase or decrease volume, drag the speaker or microphone slider.
3. Optional. To mute your speakers or microphone, select the appropriate **Mute** check box.

Tip Before you join an Integrated VoIP conference, you can use the Audio Setup Wizard to optimize the volume levels for your microphone and speakers. For details, see *Using the Audio Setup Wizard for Integrated VoIP* on page 37.

Specifying your speaker and microphone setup

You can specify the type of speakers and microphone you are using in an Integrated VoIP conference. You can select one of the following:

- **Desktop speakers (default)**: Specifies that you are using speakers that are either attached to or built into your computer, and a separate microphone attached to your computer.
- **Headset**: Specifies that you are using a headset with an integrated microphone.

To specify your speaker and microphone setup:

1. On the **Communicate** menu, choose **Integrated VoIP** > **Options**.

   The Integrated VoIP Options dialog box appears.

2 On the **Personal Options** tab, select your speaker and microphone setup.

3 Click OK.

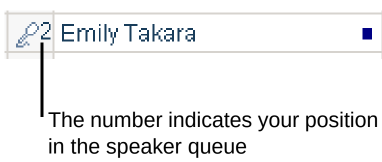
Asking to speak in an Integrated VoIP conference

During an Integrated VoIP conference, you can indicate to the training session host and presenter that you want to speak. You can cancel a request to speak at any time.

To request to speak:

On the Participants panel, click **Ask for Mic**.

Training Manager places your request in the speaker queue. A number appears to right of your **Integrated VoIP** indicator, to indicate your position in the queue. For example:



To cancel a request to speak:

On the **Participants** tab, click **Ask for Mic** again.

The number to the right of your **Integrated VoIP** indicator is removed.

You are now a current speaker. For more information, see *Speaking in an Integrated VoIP conference* on page 40.

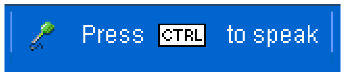
Speaking in an Integrated VoIP conference

If you are a current speaker in an Integrated VoIP conference, the method by which you speak depends on the speaker setup option that is currently selected for your Integrated VoIP session:

- **Desktop speakers (default)**: If this option is selected, the following appears in the bottom-right corner of your Session window:

Simply speak into your microphone.

- Headset: If this option is selected, the following appears in the bottom-right corner of your Session window:



Press the Ctrl key on your keyboard while speaking. Pressing this key mutes your speakers, thereby preventing your voice from echoing in the conference.

Tip

- You can specify the type of speakers and microphone you are using at any time. For details, see *Adjusting speaker or microphone volume for Integrated VoIP* on page 39.
- If participants experience voice delay or “choppy” voice transmission while you are speaking, you can optimize your transmission of audio. For details, see *Optimizing voice transmission in an Integrated VoIP conference* on page 43.

Checking the quality of your VoIP connection

If you are a current speaker in an integrated VoIP conference, you can check the quality of your connection—that is, the quality of your voice transmission to other participants.

You can check your connection on the Session window or on the floating icon tray in full-screen mode.

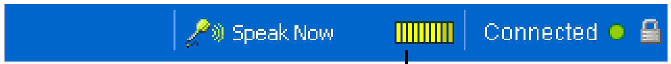
To check your VoIP connection on the Meeting window:

When the Session window is visible, you can check your connection on the status bar. The VoIP indicator shows the following connection states:

Good connection:

Green indicates that your connection is good. Participants hear little or no delay in your voice transmission.

Fair connection:



Yellow indicates that your connection is fair. Participants might hear some delay in your voice transmission.

Poor connection:

Red indicates that your connection is poor. Participants hear significant delay in your voice transmission.

To check your VoIP connection in full-screen mode:

When using full-screen mode, you can check your VoIP connection on the floating icon tray. The VoIP indicator shows the following connection states:

Good connection:

Green indicates that your connection is good. Participants hear little or no delay in your voice transmission.

Fair connection:

Yellow indicates that your connection is fair. Participants might hear some delay in your voice transmission.

Poor connection:

Red indicates that your connection is poor. Participants hear significant delay in your voice transmission.

Tip Usually, the cause of a fair or poor VoIP connection is a lack of capacity, or “bandwidth,” available for sending voice information over your network or the Internet. To improve your VoIP connection, you can try the following:

- If you are sharing software, pause or stop sharing.
- If you are sending video, close the **Video** panel.
- Close any other applications on computer that might be using bandwidth for your Internet connection.
- Avoid downloading files on your network or from the Internet while using Integrated VoIP.
- Avoid browsing the Web while using Integrated VoIP.

Optimizing voice transmission in an Integrated VoIP conference

If you are speaking in an Integrated VoIP conference, you can optimize the transmission of your voice to reduce:

- Voice delay
- Choppiness or “jitter”

To optimize voice transmission:

1. On the **Communicate** menu, choose **Integrated VoIP** > **Options**.

   The Integrated VoIP Options dialog box appears.
2. On the **Personal Options** tab, under Voice buffer length, drag the to adjust voice transmission.
3. The faster the transmission, the more likely participants will hear choppiness.
4. Click OK to close the Integrated VoIP Options dialog box.

Muting and unmuting your microphone in an Integrated VoIP conference

If you are the current speaker in an Integrated VoIP conference, you can mute or unmute your microphone at any time. However, if the host has muted your microphone, you cannot unmute it.

To mute your microphone:

1. On the Participants panel, select your name.

2 Click **Mute**.

The **Muted** indicator appears to the left of your name. For example:

Muted indicator

To unmute your microphone:

1 On the Participants panel, select your name.

2 Click **UnMute**.

The **Unmuted** indicator appears to the left of your name. For example:

Unmuted indicator

Leaving an Integrated VoIP conference

During a training session, you can leave an Integrated VoIP conference without leaving the training session. You can rejoin the conference at any time.

To leave an Integrated VoIP conference:

On the **Communicate** menu, choose **Integrated VoIP** > **Leave Conference**.

To rejoin an Integrated VoIP conference:

On the **Communicate** menu, choose **Integrated VoIP** > **Join Conference**.

5

Participating in a Teleconference

If you want to...	See...
get an overview of participating in a teleconference	*About participating in a teleconference* on page 45
join a teleconference	*Joining a teleconference* on page 46
mute or unmute your phone's microphone	*Muting and unmuting your microphone in a teleconference* on page 47
ask to speak in a teleconference	*Asking to speak in a teleconference* on page 48
leave a teleconference	*Leaving a teleconference* on page 49

About participating in a teleconference

Once you join a teleconference, you can communicate with other participants in the teleconference. However, the training session host or presenter can mute your phone's microphone at any time.

As a participant in a teleconference, you can

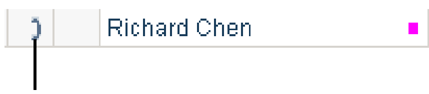
- Mute and unmute your phone's microphone
- Ask to speak, if the host or presenter has muted your microphone
- Determine who is speaking in the teleconference
- Leave the teleconference at any time

Joining a teleconference

Once you join a training session, instructions for joining the teleconference automatically appear on your screen. The instructions differ, depending on whether the host set up a call-back teleconference or a call-in teleconference.

You can also display these instructions at any time during the training session.

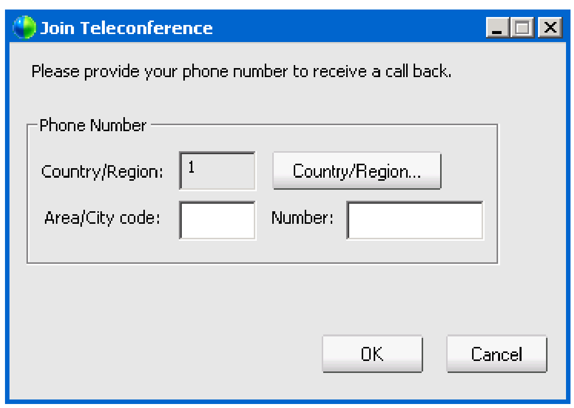
Once you join a teleconference, the **Teleconference** indicator appears to the left of your name on the Participants panel. For example:



Teleconference indicator

To join a call-back teleconference:

In a call-back teleconference, provide your phone number, and the automated system will call you and add you to the teleconference.

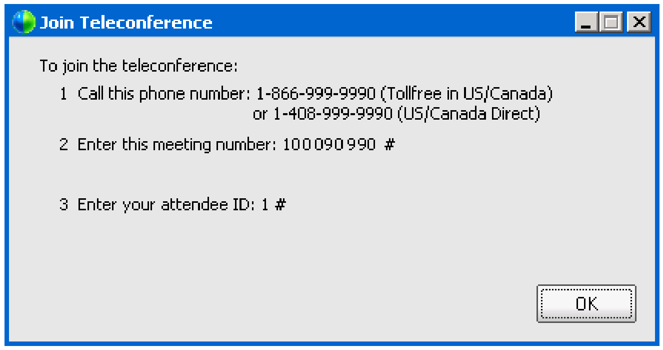


Tip If you are unable to join a call-back conference, you can dial the backup call-in number instead. This number appears:

- In your invitation email message, if you received one
- On the **Info** tab in your Session window
- In the status bar at the bottom of your Session window

To join a call-in teleconference:

In a call-in teleconference, dial the appropriate number to join the teleconference.



Note If the global call-in numbers option is available, a list of international phone numbers appears on the Join Teleconference dialog box. Dial the appropriate number for your location, and then click OK to close the dialog box. For a list of toll-free calling restrictions by country, see www.webex.com/pdf/tollfree_restrictions.pdf.

To display teleconference instructions during a training session:

On the **Communicate** menu, choose **Join Teleconference**.

Muting and unmuting your microphone in a teleconference

In a teleconference, you can mute or unmute your microphone at any time. However, if the host or presenter has muted your microphone, you cannot unmute it.

To mute your microphone:

1 On the Participants panel, select your name.

2 Click **Mute**.

The **Muted** indicator appears to the left of your name. For example:

To unmute your microphone:

1 On the Participants panel, select your name.

2 Click **UnMute**.

The **Unmuted** indicator appears to the left of your name. For example:

Unmuted indicator

Asking to speak in a teleconference

If the host has muted your microphone during a teleconference, you can ask the host to unmute your microphone so that you can speak. You can cancel a request to speak at any time.

To ask to speak:

On the Participants panel, click **Raise Hand**.

The **Raised Hand** indicator appears on the Participant panel for the host, presenter, and panelists.

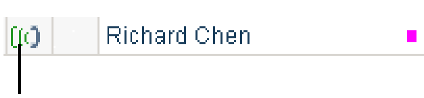
To cancel a request to speak:

On the Participants panel, click **Lower Hand**.

The **Raised Hand** indicator is removed from the Participant panel for the host and presenter.

Determining who is speaking in a teleconference

During a teleconference, you can quickly determine which participants are speaking. When a participant speaks, the **Teleconference** indicator on the Participants panel animates. For example:



Animated **Teleconference** indicator

To ask to speak:

On the Participants panel, click the **Raise Hand** button.

The **Raised Hand** indicator appears on the Participant panel for the host, presenter, and panelists.

To cancel a request to speak:

On the Participants panel, click the **Raise Hand** button again.

The **Raised Hand** indicator is removed from the Participant panel for the host, presenter, and panelists.

Leaving a teleconference

During a training session, you can leave a teleconference without leaving the training session. You can also rejoin the teleconference at any time.

To leave a teleconference:

On the **Communicate** menu, choose **Leave Teleconference**.

To rejoin a teleconference:

On the **Communicate** menu, choose **Join Teleconference**.

6

Working with Shared Documents, Presentations, and Whiteboards

If you want to...	See...
get an overview of working with documents, presentations, and whiteboards	*About interacting with shared documents, presentations, and whiteboards* on page 51
display another page, slide, or whiteboard	*Displaying pages, slides, or whiteboards* on page 52
magnify a page or slide or a portion of it	*Zooming in or out on pages, slides, or whiteboards* on page 53
catch up with the presenter, if you are reviewing an earlier part of a presentation	*Synchronizing your view of pages, slides, or whiteboards* on page 60

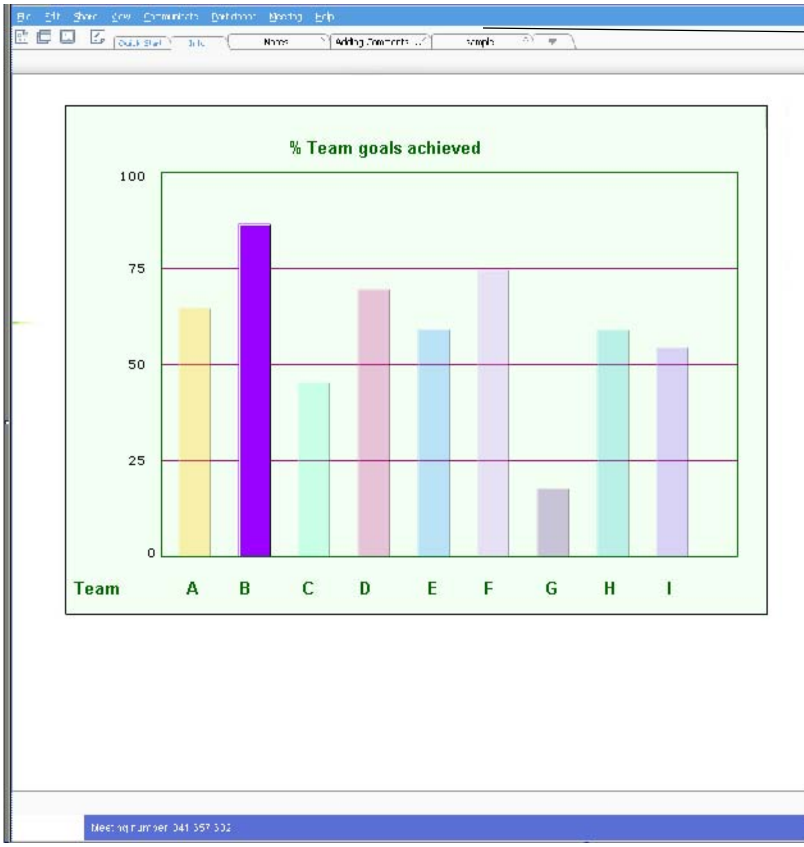
About interacting with shared documents, presentations, and whiteboards

This section details how attendees can view and manipulate documents, presentation, and whiteboards that a presenter shows during a training session. Attendees can zoom in and back out on any document or whiteboard. If they spend time looking at something in detail, they can catch up by synchronizing their desktops with the presenter. If attendees have the privilege available, they can look at thumbnails for an entire presentation.

Viewing documents, presentations, or whiteboards

You can view any documents, presentations, or whiteboards that a presenter shares.

All shared content appears in the content viewer in the Session window.



Tabs for documents currently available in the viewer

A tab at the top of the content viewer appears for each document, presentation, or whiteboard in the viewer.

Displaying pages, slides, or whiteboards

If you have been granted the necessary privileges, you can navigate to different pages, slides, or whiteboard “pages” in the content viewer. Each document, presentation, or whiteboard being shared appears on a at the top of the content viewer.

To display pages or slides in the content viewer:

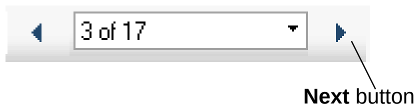
1 In the Session window, in the content viewer, select the tab for the document, presentation, or whiteboard that you want to display.

   If you have more tabs than can be displayed on the content viewer, click the down-arrow button at the end of the tabs to view the list of other tabs.

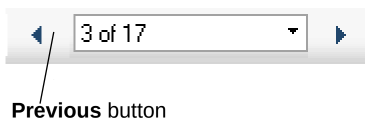
Click this button to view other tabs

2 On the toolbar, click a button to change the page or slide you are viewing:

- To display the next page or slide, click the Next button.

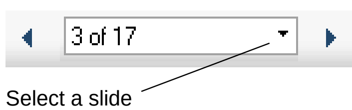


- To display the previous page or slide, click the Previous button.



- To display any page or slide, select it in the Go To drop-down list.

  If Microsoft PowerPoint slides are being shared, the drop-down list also displays the title of each slide.



Note Alternatively, you can navigate to different pages or slides in a shared document, presentation, or whiteboard by opening the thumbnail viewer. For details, see *Viewing miniatures of pages, slides, or whiteboards* on page 58.

Zooming in or out on pages, slides, or whiteboards

You can magnify or reduce any page, slide, or whiteboard that appears in the content viewer, using various methods. Magnifying or reducing content in the content viewer changes only its appearance, not its actual size.

To learn about the zoom features, see:

- *Zooming in on a page, slide, or whiteboard incrementally* on page 54.
- *Zooming in on a selected area on a page, slide, or whiteboard* on page 54.
- *Zooming out on a page, slide, or whiteboard* on page 55.
- *Displaying a page, slide, or whiteboard at a preset percentage* on page 55.
- *Adjusting a page, slide, or whiteboard to fit the content viewer* on page 56.
- *Adjusting a page, slide, or whiteboard to fit its width in the content viewer* on page 57.

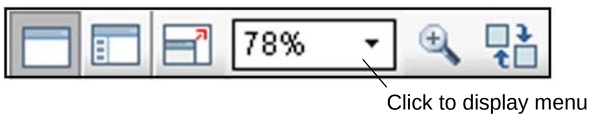
Zooming in on a page, slide, or whiteboard incrementally

To zoom in incrementally on a page, slide, or whiteboard in the content viewer in the Session window, perform *one* of these actions:

- On the toolbar, click the downward-pointing arrow to the right of the Zoom In/Zoom Out button.

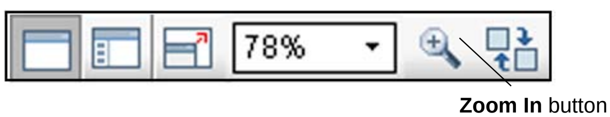
  Then, on the menu that appears, choose Zoom In.

  Training Manager increases the magnification of the page, slide, or whiteboard by the next higher preset percentage.

- On the content viewer toolbar, click the Zoom In button.

  Each time you click the Zoom In button, Training Manager increases the magnification of the page or slide by the next higher preset percentage.

- On the View menu, choose Zoom In.

  Training Manager increases the magnification of the page, slide, or whiteboard by the next higher preset percentage.

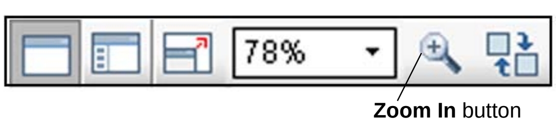
To turn off the zoom tool:

On the toolbar, click the Zoom In/Zoom Out button.

Zooming in on a selected area on a page, slide, or whiteboard

To zoom in:

1. On the toolbar, click the downward-pointing arrow to the right of the Zoom In/Zoom Out button.

   Your mouse pointer changes to a magnifying glass.

2 Click in the content viewer, and then drag your mouse over the area that you want to magnify.

3 Release your mouse button.

4 Optional. To continue magnifying the area, repeat steps 2 and 3.

   Your mouse pointer returns to its default state.

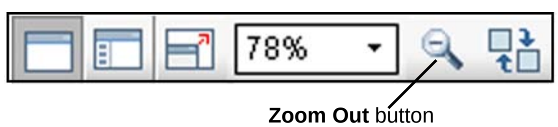
Zooming out on a page, slide, or whiteboard

To zoom out incrementally on a page, slide, or whiteboard in the content viewer in the Session window, choose *one* of these methods:

- On the toolbar, click the downward-pointing arrow to the right of the Zoom In/Zoom Out button.

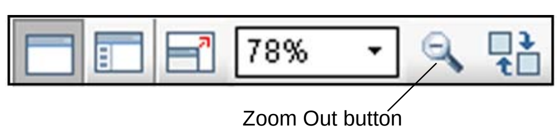
  Then, on the menu that appears, choose Zoom Out.

  Training Manager reduces the magnification of the page, slide, or whiteboard by the next lower preset percentage.



- On the content viewer toolbar, click the Zoom Out button.

  Each time you click the Zoom Out button, Training Manager reduces the magnification of the page or slide by the next lower preset percentage.



- On the View menu, choose Zoom Out.

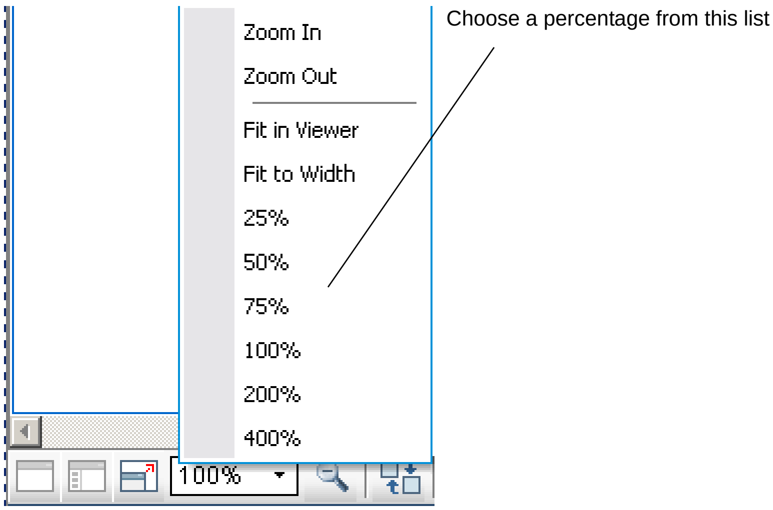
  Training Manager reduces the magnification of the page, slide, or whiteboard by the next lower preset percentage.

Displaying a page, slide, or whiteboard at a preset percentage

To zoom in or out to a preset percentage on a page, slide, or whiteboard in the content viewer in the Session window, choose *either* method:

- On the toolbar, click the downward-pointing arrow to the right of the Zoom In/Zoom Out button.

Then, on the menu that appears, choose the percentage at which you want to view the page, slide, or whiteboard.



- On the View menu, choose Zoom By.

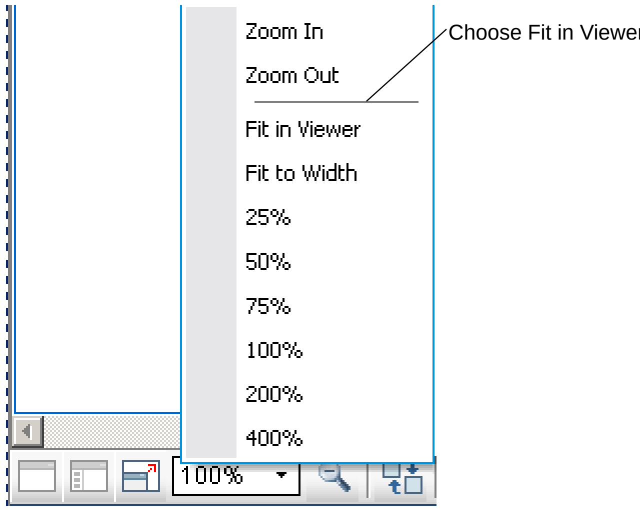
  Then, on the menu that appears, choose the percentage at which want to view the page, slide, or whiteboard.

Adjusting a page, slide, or whiteboard to fit the content viewer

To change the magnification of a page, slide, or whiteboard to fit the content viewer in the Session window, perform *either* task:

- On the toolbar, click the downward-pointing arrow to the right of the Zoom In/Zoom Out button.

  Then, on the menu that appears, choose Fit in Viewer.



- On the View menu, choose Fit in Viewer.

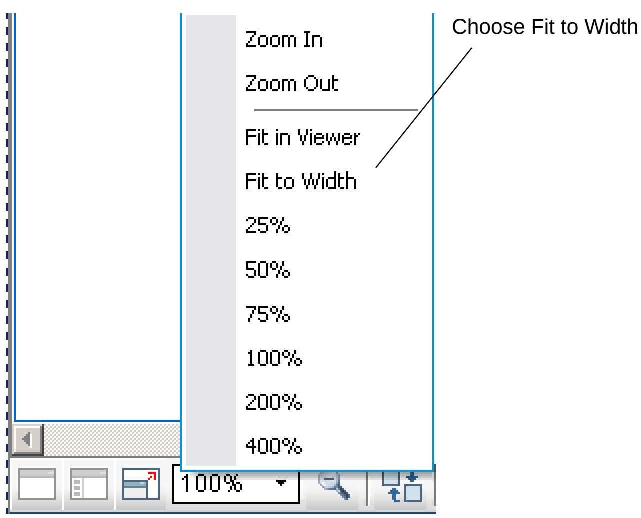
  Training Manager resizes the page, slide, or whiteboard to the magnification that allows its entire width and height to fit in the content viewer.

Adjusting a page, slide, or whiteboard to fit its width in the content viewer

To change the magnification of a page, slide, or whiteboard to fit its width in the content viewer in the Session window, choose *either* method:

- On the toolbar, click the downward-pointing arrow to the right of the Zoom In/Zoom Out button.

  Then, on the menu that appears, choose Fit to Width.



- On the View menu, choose Fit to Width.

Training Manager resizes the page, slide, or whiteboard to the magnification that allows its entire width.

Viewing miniatures of pages, slides, or whiteboards

For presenters and attendees who have the Thumbnails privilege

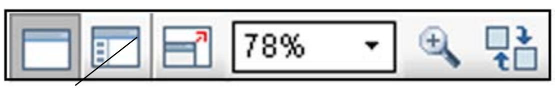
You can view miniatures, or thumbnails, of the shared pages, slides, and whiteboards that appear in the content viewer, by opening the thumbnail viewer. Viewing miniatures can help you to quickly locate a shared page or slide that you want to display in the content viewer.

To view miniatures of pages, slides, or whiteboards:

1 In the Session window, in the content viewer, select the tab for the document, presentation, or whiteboard for which you want to view miniatures.

2 Do either:

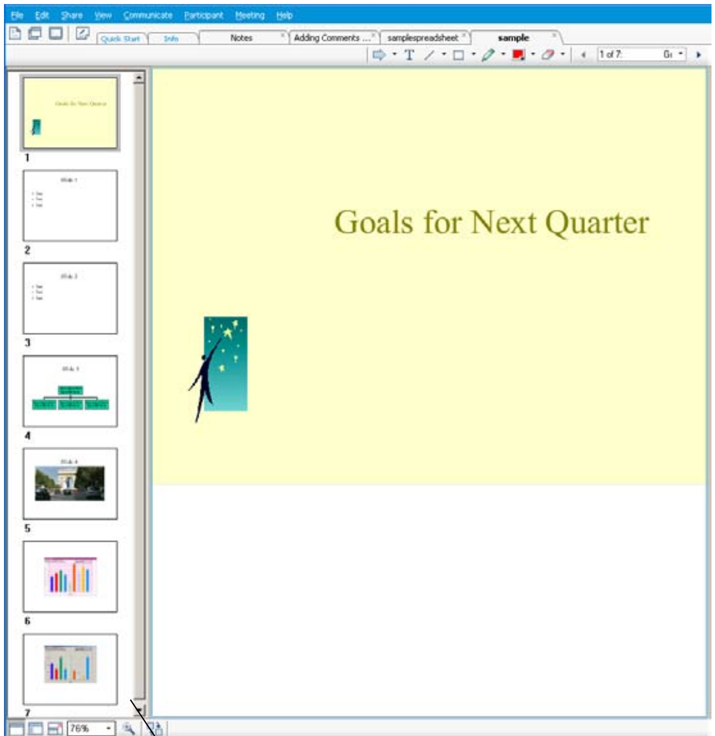
- On the toolbar, click the View Thumbnails button.



View Thumbnails button

- On the View menu, choose Thumbnails.

  Miniatures of all pages or slides in the selected document, presentation, or whiteboard appear in the thumbnail viewer.



Thumbnails display here

3. Optional. To display any page or slide in the content viewer, double-click its miniature.
4. Optional. To control the size of the thumbnail viewer, drag the right edge of the viewer to the right or left.

Note Attendees must also have the view any page privilege to display a miniature of a page or slide at full size in the content viewer.

To close the thumbnail viewer:

On the toolbar, click the **View Thumbnails** button again.

Controlling full-screen view of pages, slides, or whiteboards

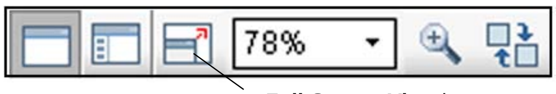
You can maximize the size of a page, slide, or whiteboard in the content viewer to fit your monitor's entire screen. A full-screen view replaces the normal Session window view. You can return to a normal view at any time.

Note If a training session presenter displays a full-screen view of a page, slide, or whiteboard, attendees' screens automatically display a full-screen view as well. However, attendees can control full-screen view independently in their Session windows.

To display a full-screen view:

In the Session window, perform either action:

- On the toolbar, click the **Full-Screen View** button.



Full-Screen View button

- On the View menu, choose Full Screen.

  The content viewer changes to a full-screen view.

To return to a normal view:

On the floating icon tray, click the **Return to Main Window** button.

Return to Main Window button

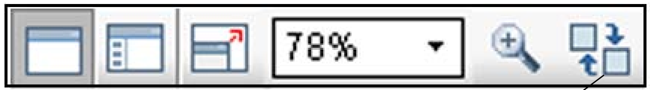
The document, slide, or whiteboard reappears in the content viewer in the Session window.

Synchronizing your view of pages, slides, or whiteboards

During a training session, you can synchronize the display of shared content in your content viewer with the display in the presenter's viewer. This option is useful, for example, if you are viewing a previous slide in a presentation and want to quickly return to the actual slide that the presenter is discussing. Synchronizing your display also resizes it to that in the presenter's content viewer.

To synchronize your view of shared content in the presentation viewer:

In the Session window, on the toolbar, click the **Synchronize My Display** button.



Synchronize My Display button

Annotating presentations, documents, or whiteboards

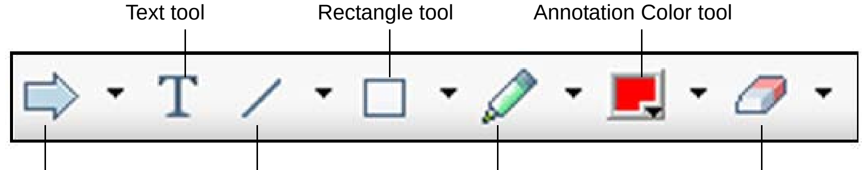
If you want to...	See...
get an overview about annotating presentations, documents, or whiteboards	*About annotating shared presentations, documents, or whiteboards* on page 61
draw annotations on slides, pages, or whiteboards	*Drawing annotations on slides, pages, or whiteboards* on page 62
type annotations on pages or slides	*Typing annotations on slides, pages, or whiteboards* on page 63
select a color for annotating slides, pages, or whiteboards	*Selecting a color for annotating slides, pages, or whiteboards* on page 64
make any annotation color visible on either a light or dark background in the content viewer	*Making annotations visible on different backgrounds in the content viewer* on page 64
select a font for typing annotations on slides, pages, or whiteboards	*Selecting a font for annotating slides, pages, or whiteboards* on page 64
undo or redo annotations in the content viewer	*Undoing and redoing changes in the content viewer* on page 65

About annotating shared presentations, documents, or whiteboards

If the presenter has granted you annotation privileges, you can annotate a shared document, presentation, or whiteboard that appears in the content viewer. When making annotations, you can:

- Draw objects and highlight text or graphics
- Type text
- Select a font for typing
- Select a color for annotations
- Adjust an annotation color so it is visible on either a light or dark background
- Clear or erase annotations
- Undo and redo annotations

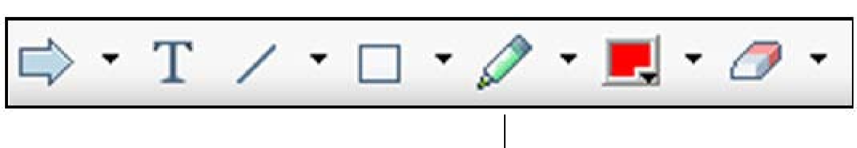
Annotation tools



Tool	Description
Pointer	Lets you point out text and graphics on shared content. The pointer displays an arrow with your name and annotation color. To display the laser pointer, which lets you point out text and graphics on shared content using a red "laser beam," click the downward-pointing arrow. Clicking this button again turns off the pointer tool.
Text	Lets you type text on shared content. Attendees can view the text once you finish typing it and click your mouse in the content viewer, outside the text box. To change the font, on the **Edit** menu, choose **Font**. Clicking this button again turns off the text tool.
Line	Lets you draw lines and arrows on shared content. For more options, click the downward-pointing arrow. Clicking this button closes the Rectangle tool.
Rectangle	Lets you draw shapes, such as rectangles and ellipses on shared content. For more options, click the downward-pointing arrow. Clicking this button again closes the Rectangle tool.
Highlighter	Lets you highlight text and other elements in shared content. For more options, click the downward-pointing arrow. Clicking this button again closes the Highlighter tool
Annotation Color	Displays the Annotation Color palette, on which you can select a color to annotate shared content. Clicking this button again closes the Annotation Color palette.
Eraser	Erases text and annotations or clears pointers on shared content. To erase a single annotation, click it in the viewer. For more options, click the downward-pointing arrow. Clicking this button again turns off the eraser tool.

Drawing annotations on slides, pages, or whiteboards

Using the drawing tools, you can draw annotations on shared slides, pages, or whiteboards in the content viewer. The drawing tools allow you to highlight text and graphics; draw freehand; and draw lines, arrows, and various shapes.



To highlight an element on a page, slide, or whiteboard:

1. On the toolbar, click the **Highlighter Tool** icon.
2. To draw annotations, drag your mouse.
3. Optional. Click the downward pointing arrow next to the Highlighter tool to select a different highlighting tool.

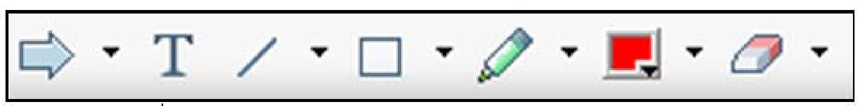
Note You can change your annotation color at any time. For details, see *Selecting a color for annotating slides, pages, or whiteboards* on page 64.

To turn off the drawing tool:

On the toolbar, click the **Highlighter Tool** icon.

Typing annotations on slides, pages, or whiteboards

Using the text tool, you can type annotations on shared slides, pages, or whiteboards in the content viewer.



Text tool

To type annotations on a page, slide, or whiteboard:

1. On the toolbar, click the **Text Tool** icon.

   Your mouse pointer changes to a cursor.

2. Begin typing in the content viewer.
3. Click outside the box in which you typed the text to send the text to all participants' content viewers.

Note When typing annotations, you can do the following:

- Select a different font. For details, see *Selecting a font for annotating slides, pages, or whiteboards* on page 64.
- Select a different annotation color. For details, see *Selecting a color for annotating slides, pages, or whiteboards* on page 64.

To turn off the text tool:

On the toolbar, click the **Text Tool** icon.

Selecting a color for annotating slides, pages, or whiteboards

You receive a default annotation color when you join a training session. However, you can select a different color for making annotations.

To select a color for annotating a shared page, slide, or whiteboard:

1. On the toolbar, click the **Annotation Color** icon.

   The Annotation Color palette appears.

2. Select the color that you want to use.

Making annotations visible on different backgrounds in the content viewer

When using annotation tools to annotate a document, presentation, or whiteboard in the content viewer, you can adjust your annotation color so it displays well on either a light or dark background. For example, if you are using a dark annotation color to annotate a dark image on a slide, you can make your annotations visible on the dark image.

To annotate on either a light or dark background in the content viewer:

1. On the **Edit** menu, choose **Annotate On**.
2. Choose a background:
   - **Light Background**—Makes annotations visible on a light background.
   - **Dark Background**—Makes annotations visible on a dark background.

Selecting a font for annotating slides, pages, or whiteboards

When typing text on a page, slide, or whiteboard in the content viewer, you can select the:

- Font
- Font style
- Text color

To select a font for typing annotations:

1. On the **Edit** menu, choose **Font**.

   The Font dialog box appears.

2 Select the font and other options that you want to use.

3 Click OK.

Undoing and redoing changes in the content viewer

When annotating a page, slide, or whiteboard in the content viewer, you can undo and redo up to ten changes that you made.

To undo and redo changes in the content viewer:

1. On the Edit menu, choose Undo.
2. Optional. Repeat step 1 to undo another change.
3. If you decide that you do not want to undo your change, on the Edit menu, choose Redo.

Using pointers on presentations, documents, or whiteboards

If you want to...	See...
get an overview on using pointers on shared presentations, documents, or whiteboards	*About using pointers on shared presentations, documents, or whiteboards* on page 65
use an arrow pointer to highlight areas on slides, pages, or whiteboards	*Using an arrow pointer on slides, pages, or whiteboards* on page 66
use a laser pointer to highlight areas on slides, pages, or whiteboards	*Using a laser pointer on slides, pages, or whiteboards* on page 66
clear a pointer from pages, slides, or a whiteboard	*Clearing pointers on slides, pages, or whiteboards* on page 67

About using pointers on shared presentations, documents, or whiteboards

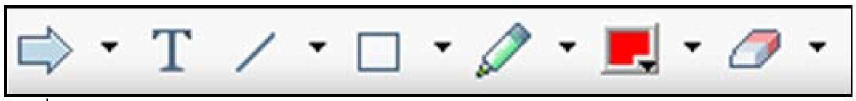
When sharing or viewing a document, presentation, or whiteboard, you can use either type of pointer:

- Arrow pointer: Shows your assigned annotation color and your name. You can click your mouse to set the pointer at specific location on a page, slide, or whiteboard.
- Laser pointer: Shows a red “laser” dot that you can move continuously on a page, slide, or whiteboard, using your mouse.

You can remove or clear your pointer from a page, slide, or whiteboard at any time.

Using an arrow pointer on slides, pages, or whiteboards

When sharing or viewing a page, slide, or whiteboard in the content viewer, you can add an arrow pointer to emphasize text or graphics. Your pointer provides your name and default annotation color.



Pointer tool

To use an arrow pointer to a page, slide, or whiteboard:

1 On the toolbar, select the **Pointer Tool** icon.

   Your mouse pointer becomes an arrow.

2 Click the location on the page, slide, or whiteboard at which you want to add a pointer.

3 To move the pointer, click another location on the page, slide, or whiteboard.

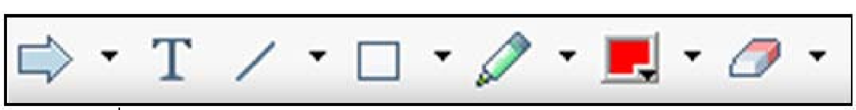
To turn off the pointer tool:

On the toolbar, click the **Pointer Tool** icon.

Note When you turn off the pointer tool, your pointer remains on the page, slide, or whiteboard. For instructions on removing, or clearing, your pointer, see *Clearing pointers on slides, pages, or whiteboards* on page 67.

Using a laser pointer on slides, pages, or whiteboards

When sharing a page, slide, or whiteboard in the content viewer, you can use a laser pointer tool, which allows you to quickly move a “laser beam” to different areas of the shared content. The laser pointer is useful for guiding attendees from one part of a page or slide to another.



Click to display list of
Pointer tools

To use a laser pointer on a page, slide, or whiteboard:

1 On the toolbar, click downward-pointing arrow next to the **Pointer tool** icon.

2 Select the **Laser Pointer**.

Your mouse pointer becomes a red "laser beam."

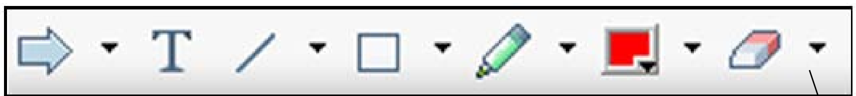
3 To move the pointer, move your mouse, without clicking it.

To turn off the laser pointer tool:

On the toolbar, click the Pointer tool icon.

Clearing pointers on slides, pages, or whiteboards

You can clear your own pointers on all shared slides, pages, or whiteboards in the content viewer.



To clear your own pointer on all shared slides, pages, or whiteboards:

1 On the toolbar, click the downward-pointing arrow to the right of the Eraser Tool icon.

2 Choose Clear My Pointer.

Saving, opening, and printing presentations, documents, or whiteboards

If you want to...	See...
save a shared document, presentation, or whiteboard to a file	*Saving a presentation, document, or whiteboard* on page 67
open a saved document, presentation, or whiteboard, either in a training session or outside of a training session	*Opening a saved document, presentation, or whiteboard* on page 68
print a shared document, presentation, or whiteboard that appears in the content viewer	*Printing presentations, documents, or whiteboards* on page 69

Saving a presentation, document, or whiteboard

If the presenter has granted you the Save document privilege, you can save any shared document, presentation, or whiteboard that appears in the content viewer. A saved file contains all the pages or slides in the document, presentation, or whiteboard that is currently displayed in the content viewer, including any annotations and pointers that you or other attendees added to them.

Files that you save are in the Universal Communications Format (UCF), which have a `.ucf` extension. You can open a `.ucf` file either in another training session or at any time outside of a training session.

Once you save a new document, presentation, or whiteboard to a file, you can save it again to overwrite the file or save a copy to another file.

To save a new document, presentation, or whiteboard that appears in the content viewer:

1 On the **File** menu, choose **Save** > **Document**.

The Save Document As dialog box appears.

2 Choose a location at which to save the file.

3 Type a name for the file in the **File name** box.

To save changes to a saved document, presentation, or whiteboard that appears in the content viewer:

1 On the **File** menu, choose **Save** > **Document**.

Meeting Manager saves the changes to the existing file.

To save a copy of a document, presentation, or whiteboard:

1 On the **File** menu, choose **Save As** > **Document**.

The Save Document As dialog box appears.

2 Do *either* or *both* of the following:

- Type a new name for the file.
- Choose a new location at which to save the file.

3 Click **Save**.

Opening a saved document, presentation, or whiteboard

If you saved a document, presentation, or whiteboard that appeared in the content viewer during a training session, you can do *either* of the following:

- Open file in the content viewer during another training session for sharing. If the presenter has assigned the **Share documents** privilege, you can open a saved file during a training session.
- Open the file at any time on your computer's desktop. If you open a saved file on your desktop, it appears in the WebEx Document Manager, a standalone, or "offline," version of the content viewer.

A saved document, presentation, or whiteboard is in the saved Universal Communications Format (UCF) and has a `.ucf` extension.

To open a saved document, presentation, or whiteboard file in the content viewer:

1 On the **File** menu, choose **Open** > **Document**.

The Open Document dialog box appears.

2. Select the document, presentation, or whiteboard file that you want to open.
3. Click **Open**.

To open a saved document, presentation, or whiteboard on your computer's desktop:

Double-click the saved file.

The document, presentation, or whiteboard opens in the WebEx Document Viewer.

Printing presentations, documents, or whiteboards

If the presenter has granted you the **Print document** privilege, you can print any shared presentations, documents, or whiteboards that appear in your content viewer. A printed copy of shared content includes all annotations and pointers that you or other attendees added to it.

To print shared content:

1. In the content viewer, select the tab for the document, presentation, or whiteboard that you want to print.
2. On the **File** menu, choose **Print** > **Document**.
3. Select the printing options that you want to use, and then print the document.

Note When printing shared content in the content viewer, Meeting Manager resizes it to fit on the printed page. However, for whiteboards, the Meeting Manager prints only the content that lies within the dashed lines on the whiteboard.

7

Working with Shared Software

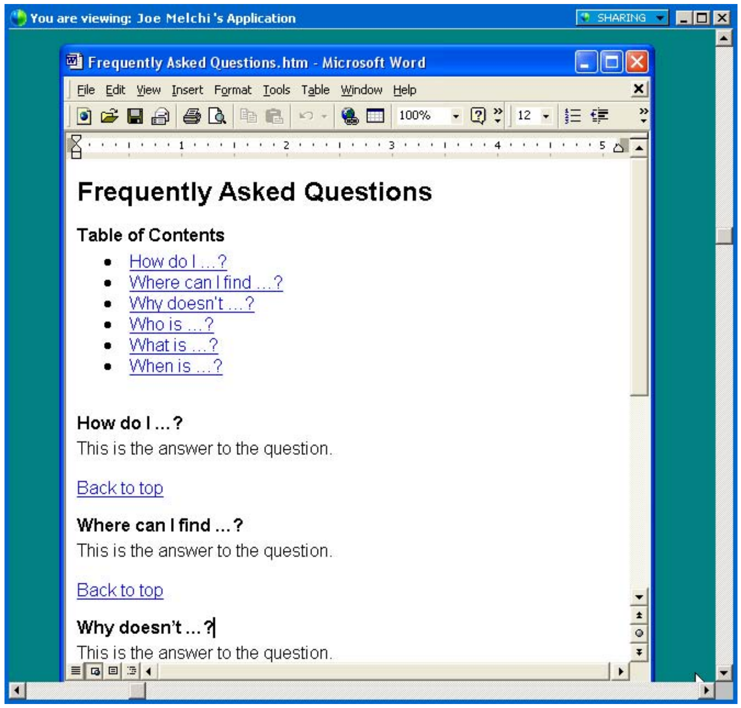
If you want to...	See...
learn about tasks you can perform while the presenter is sharing software	*About interacting with shared software* on page 71
control and resize your view of shared software	*Controlling your view of shared software* on page 72
control software that the presenter is sharing	*Requesting remote control of shared software* on page 73
annotate software that the presenter is sharing	*Annotating shared software* on page 74
switch between the sharing window and the main Session window	*Switching between the sharing window and the Session window* on page 77
Close the sharing window to stop viewing the shared software	*Closing a sharing window* on page 77

About interacting with shared software

If a presenter shares one of the following types of software during a training session, it appears in a sharing window that automatically opens on your screen:

- Application
- Computer desktop
- Web browser
- Remote computer

The following is an example of a sharing window in which the presenter is sharing a Microsoft Word document:



While viewing shared software, you can:

- Control your view of the shared software, such as switching between a full-screen view and a standard window or scaling the view to fit on your screen. For details, *Controlling your view of shared software* on page 72.
- Request the presenter to grant remote control to you. For details, see *Requesting remote control of shared software* on page 73
- Request the presenter to grant annotation control to you. For details, see *Requesting annotation control of shared software* on page 74.
- Switch between viewing the sharing window and the main Session window. For details, see *Switching between the sharing window and the Session window* on page 77.
- Close a sharing window to stop viewing shared software, and return to the sharing window at any time. For details, see *Closing a sharing window* on page 77.

Controlling your view of shared software

When viewing or remotely controlling shared software, you can specify the following options, which determine how a shared software appears on your screen:

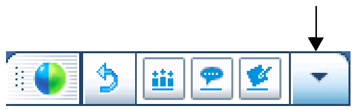
- Display the shared software in a full-screen view or a standard window. A full-screen view of a shared application or desktop fits your entire screen and does not include a title bar or scroll bars.
- Scale, or resize, a shared desktop or application to fit the full-screen view or

standard window in which it appears.

To control your view of shared software:

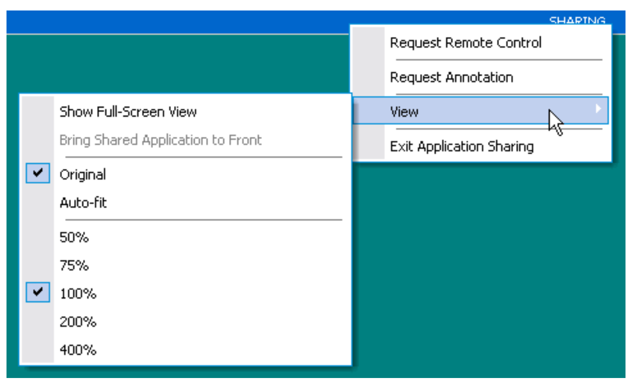
1 Do *either* of the following:

- On the floating icon tray, click the **Select Panel** button.



- In the title bar of the sharing window, click the **Sharing** button.

2 On the menu that appears, choose **View**, then choose an option for viewing the shared software.



Tip To quickly switch between a standard window and a full-screen view of shared software, double-click the shared software.

Requesting remote control of shared software

If a presenter is sharing the following types of shared software, you can request the presenter to grant remote control to you:

- Application
- Desktop
- Web browser

Once you assume remote control of shared software, you can interact with it completely.

To request remote control of shared software:

1 In the sharing window, click the **Sharing** button.

2 On the menu that appears, choose **Request Remote Control**.

A remote-control request message appears on the presenter's screen.

Tip While remotely controlling shared software, you can request the presenter to allow you to annotate it. For details, see “Requesting annotation control of shared software” on page 74.

Annotating shared software

If you want to...	See...
ask the presenter to let you annotate the software that he or she is sharing	*Requesting annotation control of shared software* on page 74
learn how to use the annotation tools in the Annotation panel	*Using annotation tools* on page 75
stop annotating the shared software and regain your normal mouse pointer	*Stopping annotations* on page 76

Requesting annotation control of shared software

If a presenter is sharing the following types of shared software, you can request the presenter to grant annotation control to you:

- Application
- Desktop
- Web browser

Once you have annotation control, you can:

- Make annotations by highlighting areas on the software, drawing lines and shapes, typing text, and using pointers.
- Clear annotations at any time.
- Change the color that you are using to make annotations.
- Save an image of your annotations on the shared software.

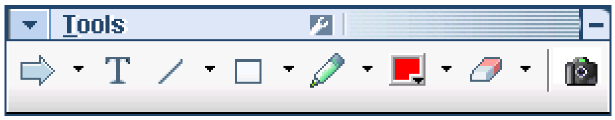
To request annotation control of shared software:

1 In the title bar of the sharing window, click the **Sharing** button.

2 On the menu that appears, choose **Request Annotation**.

A request message appears on the presenter's screen.

Once the presenter grants annotation control to you, the Annotation panel appears:



Your mouse pointer becomes a highlighter tool.

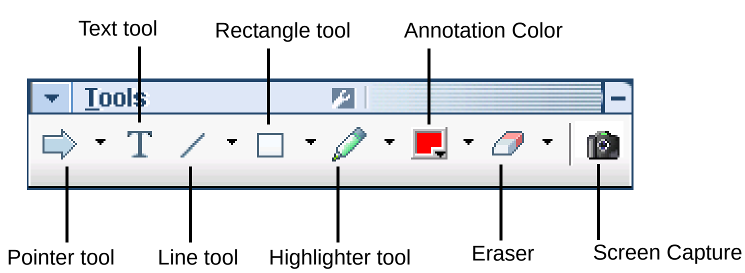
3 To make annotations, drag your mouse.

4 Optional: Choose another annotation tool. For details, see *Using annotation tools* on page 75.

Note If you are remotely controlling shared software, the presenter must reassume control, and then turn on annotation mode. You and the presenter can then annotate the shared software simultaneously.

Using annotation tools

If, while sharing software, the presenter grants annotation control to you, you can use the Annotation panel that appears to make annotations. The Annotation panel provides a variety of tools for annotating a shared desktop or application.



Tool	Description
Pointer	Lets you point out text and graphics on shared software. The pointer displays an arrow with your name and annotation color. To display the laser pointer, which lets you point out text and graphics on shared content using a red "laser beam," click the downward-pointing arrow. Clicking this button again turns off the pointer tool.
Text	Lets you type text on shared software. Participants can view the text once you finish typing it and click your mouse outside the text box.
Line	Lets you draw lines and arrows on shared software. For more options, click the downward-pointing arrow. Clicking this button again closes the Line tool.
Rectangle	Lets you draw shapes, such as rectangles and ellipses on shared software. For more options, click the downward-pointing arrow. Clicking this button again closes the Rectangle tool.
Highlighter	Lets you highlight text and other elements in shared software. For more options, click the downward-pointing arrow. Clicking this button again closes the Highlighter tool
Annotation Color	Displays the Annotation Color palette, on which you can select a color to annotate shared software. Clicking this button again closes the Annotation Color palette. **Note** The annotation color that you choose does not affect the color for your pointer.
Eraser	Erases text and annotations or clears pointers on shared content. To erase a single annotation, click it in the viewer. For more options, click the downward-pointing arrow. Clicking this button again turns off the eraser tool.
Screen Capture	Saves an image of your entire desktop, including annotations and pointers, to a file. You can save the image in one of the following formats: ■ BMP ■ GIF ■ JPEG

Stopping annotations

If the presenter has granted annotation control to you, you can stop making annotations at any time.

To stop making annotations:

1 In the sharing window, click the **Sharing** button.

2 On the menu that appears, choose **Give up Annotation**.

Switching between the sharing window and the Session window

While a presenter is sharing software, you can return to the Session window at any time. The sharing window remains open on your computer, so you can return to viewing the shared software at any time.

To return to the Session window while the presenter is sharing software:

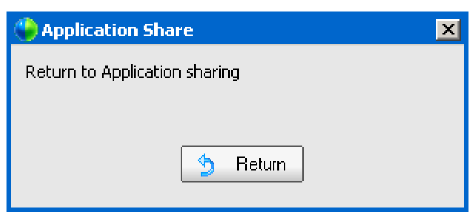
On the floating icon tray, click the Return to Session window icon.

The Session window then appears.

To return to a sharing window:

Do *either* of the following:

- In the Application Share dialog box, which appears in the Session window, click Return.



- In the Session window, on the Sharing menu, click the appropriate sharing option:
  - Application
  - Desktop
  - Web Browser
  - Remote Computer

Closing a sharing window

While viewing or remotely controlling shared software, you can close the sharing window in which the software appears at any time. Closing a sharing window returns you to the Session window. If you close a sharing window, you can reopen it at any time.

To close a sharing window:

1. In the sharing window, click the **Sharing** button.

2. On the menu that appears, choose the appropriate option:
   - Exit Application Sharing
   - Exit Web Browser Sharing
   - Exit Desktop Sharing
   - Exit Remote Application Sharing
   - Exit Remote Desktop Sharing

   The sharing window closes. The Session window then automatically opens.

To return to the sharing window at any time:

In the Session window, on the **Sharing** menu, click the appropriate sharing option:

- Application
- Desktop
- Web Browser
- Remote Computer

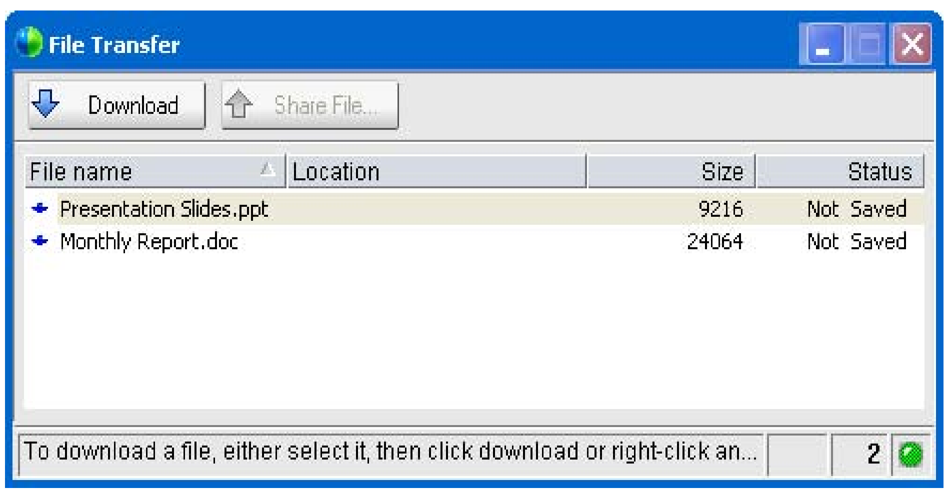
8

Downloading Files During a Training Session

If a presenter publishes files during a training session, the File Transfer dialog box automatically appears in your Session window. You can then download the published files to your computer or a local server.

To download files during a training session:

1 In the File Transfer window, select the file that you want to download.



2 Click **Download**.

The Save As dialog box appears.

3 Choose a location at which to save the file.

4 Click **Save**.

The file downloads to your selected location.

5 If applicable, download additional files.

6 Once you finish downloading files, in the title bar of the File Transfer window, click the Close button.

Note To reopen the File Transfer window at any time, from the File menu, choose Transfer. This option is available only if the presenter is currently publishing files.

9

Using Chat

If you want to ...	See ...
get an overview of using chat	*About using chat* on page 81
send chat messages	*Sending chat messages* on page 82
assign sounds to incoming messages	*Assigning sounds to incoming chat messages* on page 83
print chat messages	*Printing chat messages* on page 84
save chat messages	*Saving chat messages* on page 84
open a chat file during a training session	*Opening a chat file during a training session* on page 86

About using chat

You can send and receive chat messages to and from training session participants. All chat messages that you send or receive appear on the Chat panel in the Session window.

Chat is useful if you want to:

- Communicate with other participants during a training session that does not include a voice conference
- Send a private message to another participant
- Send brief information to all participants or a specific group of participants
- Ask a question but do not want to interrupt the presenter

Note During a training session, the presenter can specify chat privileges for all participants. These privileges determine to whom participants can send chat messages.

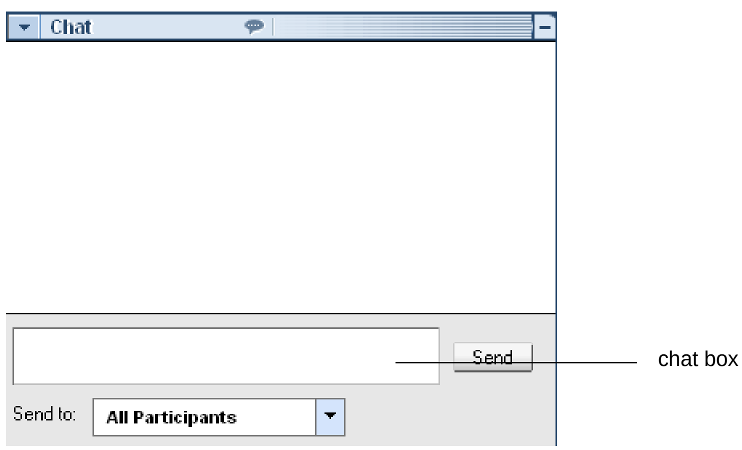
Sending chat messages

Depending on the chat privileges that the training session host has granted to participants, you can send a chat message to:

- Only the host
- Only the presenter
- Only the host and the presenter
- only the host, presenter, and panelists
- All attendees at once, not including the training session host, the panelists, and the presenter
- All participants at once, including all attendees, the training session host, the panelists, and the presenter
- Another participant, privately

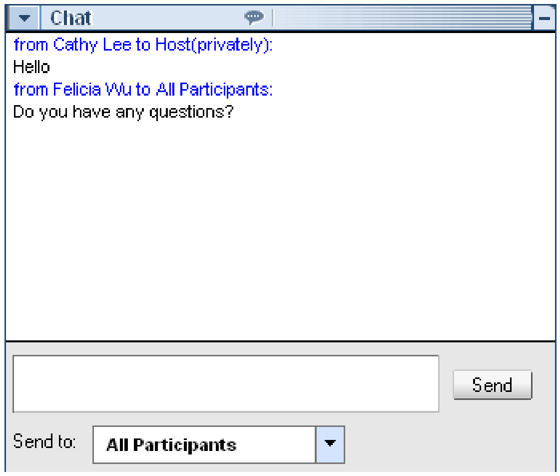
To send a chat message:

1. In the Session window, open the Chat panel.
2. Type a message in the chat box.



3. In the **Send to** drop-down list, select the recipients of the message.
4. Click **Send**.

   The recipients receive the chat message on their Chat panels. The following figure shows an example.



Note If you join a training session in progress, you can see only the chat messages that attendees send after you join the training session.

Assigning sounds to incoming chat messages

You can assign a sound to play when you receive a chat message. Specifically, you choose to play a sound for one of the following occasions:

- If you are not viewing the Chat panel
- For only the first chat message that you receive in a thread
- Whenever you receive a chat message

To assign sounds to incoming chat messages:

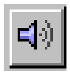
1. Do *either* of the following:
   - On the Chat panel, right-click the Chat title bar, and then choose Sound Alerts.
   - In the Session window, on the Edit menu, choose Personal Preferences.

   The Personal Preferences dialog box appears.
2. Click Communications under Category.
3. Select Receiving a chat message.
4. In the drop-down list, choose the occasion for which you want to assign a sound.
5. Select a sound to play. You can do *either* of the following:
   - Select a sound in the Play sound drop-down list.

This list contains the names of all sound files that reside at the default location on your computer.

- Click **Browse**, and then select a sound file that resides in another folder.

6 Optional. To play the currently selected sound, click the button.



7 Click **OK**.

Note

- The default location on your computer for sound files is standard, and is based on your computer's operating system. On a computer running Windows, the default location is the **Media** folder.
- You can copy other sound files of the appropriate types to the default location, or any other directory, to make them available in the Personal Preferences dialog box.
- On a computer running Windows, you can play any .wav file.

Printing chat messages

You can print all the chat messages that appear on the Chat panel.

To print chat messages:

1 In the Session window, on the **File** menu, choose **Print** > **Chat**.

A print dialog box appears.

2 Optional. Specify printer options.

3 Print.

Note If no chat messages appear on your Chat panel, this Chat option is unavailable.

Saving chat messages

If you want to ...	See ...
get an overview of saving chat messages	*About saving chat messages* on page 85

If you want to ...	See ...
save new chat messages	*Saving chat messages* on page 85
save changes to a chat file	*Saving changes to a chat file* on page 85
save a copy of a chat file	*Creating a copy of previously saved chat messages* on page 86

About saving chat messages

You can save chat messages that appear on the Chat panel to a `.txt` file. You can then reopen the file for use in any training session or view the file's content outside a training session by opening the file in a text editor.

Once you save chat messages to a file, you can save changes to the messages or save a copy of them to another file.

Saving chat messages

You can save chat messages you have sent or received to a new chat file. Training Manager also automatically saves chat messages every two minutes to the WebEx folder in the My Documents folder on your computer.

To save new chat messages:

1. In the Session window, on the **File** menu, choose **Save> Chat**.

   The **Save Chat As** dialog box appears.
2. Choose a location at which you want to save the file.
3. Type a name for the file.

   By default, the name of the previous chat file you saved displays. You can save all chat messages in your current training session to this existing file, or save them to a new file.
4. Click **Save**.

   Training Manager saves the chat messages in a `.txt` file at the location you selected.

Note If no chat messages appear on your Chat panel, this option is unavailable.

Saving changes to a chat file

If you make changes to the messages on your Chat panel, you can save them to an existing chat file.

To save changes to a chat file:

In the Session window, on the File menu, choose Save> Chat.

Training Manager saves the changes to the existing chat file.

Note If no chat messages appear on your Chat panel, this option is unavailable.

Creating a copy of previously saved chat messages

If you have saved chat messages and want to create another copy of the messages, you can do so by saving the chat messages to a chat file with a different name.

To create a copy of chat messages that have been previously saved:

1 In the Session window, on the File menu, choose Save As > Chat.

The Save Chat As dialog box appears.

2 Do *either* or *both* of the following:

- Type a new name for the file.
- Choose a new location at which you want to save the file.

3 Click Save.

Training Manager saves the file at the location you chose. Its file name has a .txt extension.

Opening a chat file during a training session

If you saved chat messages to a file, you can display those chat messages on your Chat panel by opening the file.

To open a chat file:

1 In the Session window, on the File menu, choose Open > Chat.

The Open Chat dialog box appears.

2 Select the chat file that you want to open.

Tip The names of chat files have a `.txt` extension.

3 Click Open.

The chat messages appear on the Chat panel.

If there are already chat messages in your chat viewer, Training Manager appends the messages from the chat file to the existing messages.

10

Using Hands-on Lab

About Hands-on Lab

Hands-on Lab sessions allow instructors to prepare lessons or exercises that students can complete on remote computers on which training software is installed. Students can use these remote computers during a training session for hands-on learning and practice. Because instructors can control Hands-on Lab sessions, they can maintain an optimized lab environment that is effective, familiar, and consistent.

To set up a Hands-on Lab session, the host schedules the lab and reserves the computers for the presenter. Then the host starts the Hands-on Lab within the training session. The presenter assigns computers to participants, connects the computers with a mouse click, and then each participant can use the virtual computer at his or her own remote location. Participants can also

- connect to a reserved computer
- chat with other Hands-on Lab participants
- ask for help during a Hands-on Lab session
- transfer files in a Hands-on Lab session
- pass control of a Hands-on Lab computer
- disconnect from a Hands-on Lab computer

Connecting to a reserved computer

Participants in a Hands-on Lab session can connect to an unassigned computer or a preassigned computer depending on which option the presenter chose when starting the session.

Connecting to unassigned computers

If the presenter allowed participants to choose their own remote computer, they can connect to any reserved computer in the session.

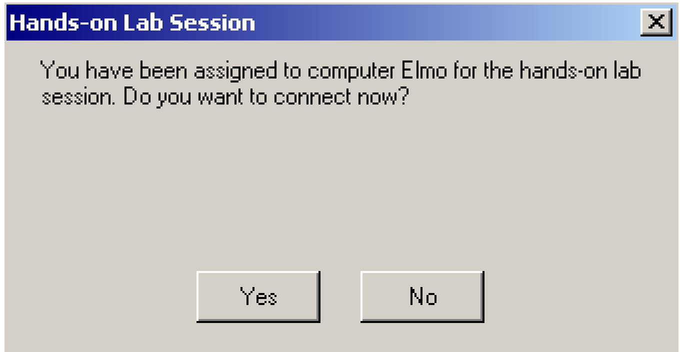
To connect to a computer, do *one* of the following:

- On the **Lab** menu, point to **Connect to Computer**. Then select the remote computer to which you want to connect.
- On the **Hands-on Lab** panel, select the computer to which you want to connect. Click **Connect**.

  You are connected to the remote computer. The Hands-on Lab Manager window is available from the floating icon tray on your desktop. You can also control the remote computer using the Sharing menu. 

Connecting to preassigned computers

If the presenter chose to manually assign computers to Hands-on Lab participants, the Hands-on Lab Session connect message appears on the participant's desktop.



To connect to the remote computer, click Yes.

You are now connected to the remote computer. The Hands-on Lab Manager window is available from the floating icon tray on your desktop. You can also control the remote computer using the Sharing menu. 

Using Integrated VoIP or teleconferencing in Hands-on Lab sessions

You can communicate with Hands-on Lab participants using Integrated VoIP or teleconferencing. If teleconferencing is set up in the main training session, when you start a Hands-on Lab session, the call-in or call-back teleconference automatically starts for the Hands-on Lab session. All the teleconferencing options or Integrated VoIP options that the host set up in the main session apply to the Hands-on Lab sessions.

Note

- Participants in a Hands-on Lab session cannot join a Hands-on Lab session teleconference until the Hands-on Lab session presenter joins the teleconference.
- When a participant who has already joined the main teleconference session (WebEx integrated call-in or call-back teleconference only) joins a Hands-on Lab session, he or she is switched from the main session teleconference to the Hands-on Lab session teleconference automatically. Participants cannot join a teleconference in the main session while connected to a Hands-on Lab session teleconference.
- If teleconferencing is not available or has not been started for the main session before the Hands-on Lab session is started, teleconferencing for Hands-on Lab

sessions is disabled also.

- When a participant who is in the Hands-on Lab session teleconference leaves a Hands-on Lab session, he or she disconnects from the Hands-on Lab session teleconference automatically. The participant returns to the main session and can join the main teleconference by selecting Join Teleconference on the Communicate menu.

Starting an Integrated VoIP conference during a Hands-on Lab session

To use an Integrated VoIP conference, your computer must meet the system requirements for Integrated VoIP. For details, see *System requirements for Integrated VoIP* on page 36.

When you start an Integrated VoIP conference in a Hands-on Lab session, all the Integrated VoIP options that the host set up in the main session apply to the Hands-on Lab sessions.

To start an Integrated VoIP conference in a Hands-on Lab session:

1. In the Hands-on Lab Session window, on the Communicate menu, point to Integrated VoIP, and then choose Start Conference.
2. Optional. To use the Volume dialog box to adjust the volume of your speakers or microphone or to mute or unmute your speakers or microphone, point to Integrated VoIP, and then choose Volume.
3. Optional. To use the Audio Setup Wizard to set up audio options, choose Audio Setup Wizard on the Communicate menu.

The following occur:

- The Volume dialog box appears, on which you can adjust the speaker or microphone volume.
- A microphone symbol appears to the left of your name in the participant list on the Hands-on Lab Sessions Manager panel.

Note The microphone symbol flashes to indicate which participant is speaking during the Hands-on Lab session.

- The Join Integrated VoIP Session message box automatically appears in the Session window for each participant in the Hands-on Lab session whose computer has a supported sound card. Participants can then choose to participate in the Integrated VoIP conference.

Ending an Integrated VoIP conference in a Hands-on Lab session

You can end an Integrated VoIP conference at any time during a Hands-on Lab session.

To end an Integrated VoIP conference:

In the Hands-on Lab Session Manager window, on the **Communicate** menu, point to **Integrated VoIP**, and then choose **End Conference**.

Integrated VoIP is no longer available to participants during the Hands-on Lab session.

For details on rejoining the main session Integrated VoIP conference, see *Starting an Integrated VoIP conference during a Hands-on Lab session* on page 92.

Starting a teleconference during a Hands-on Lab session

If you are in the main session teleconference when a Hands-on Lab session starts, a dialog box appears, asking you whether to switch to a separate Hands-on Lab teleconference.

- If you select **Yes**, you are switched to a Hands-on Lab session teleconference.
- If you select **No**, you will not join the Hands-on Lab session teleconference at this time. However, you can join later by selecting **Switch to Hands-on Lab Teleconference** from the **Communicate** menu.

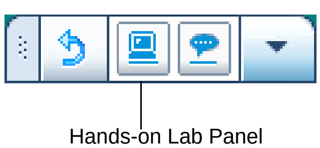
Note There must be more than one participant connected to the Hands-on Lab computer to start the Hands-on Lab teleconference. Otherwise, this prompt will not appear.

Ending a teleconference in a Hands-on Lab session

When you leave a Hands-on Lab session teleconference, you will rejoin the main teleconference automatically.

Using the Hands-on Lab Manager

Once the presenter starts the Hands-on Lab session and participants have connected to the computers, the Hands-on Lab Session Manager is available on your desktop. On the floating icon tray, click **Hands-on Lab Panel**.



The Hands-on Lab Manager lists the participants in the lab to which they are connected. In the Hands-on Lab Manager, participants can transfer files to and from their computers and ask for help. When you are in a Hands-on Lab session, you can use the Hands-on Lab computer directly from your own computer just as if you are sitting at the Hands-on Lab computer.

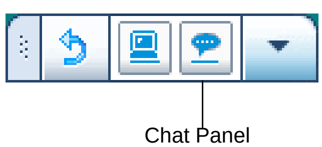
A green computer icon  next to your name indicates that you are connected to the Hands-on Lab computer.

Using Hands-on Lab chat

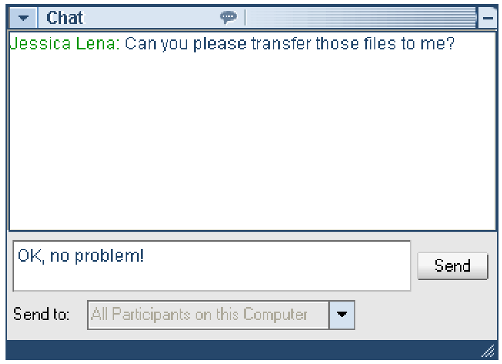
You can send and receive chat messages to and from other Hands-on Lab participants. All chat messages that you either send or receive appear in your Chat viewer. Hands-on Lab chat works the same way that chat works in the training session, except in Hands-on Lab, your chat message sends to all Hands-on Lab participants.

To use Hands-on Lab chat:

1 On the floating icon tray on your desktop, click **Chat Panel**.



2 Type a message in the Chat box.



3 Click **Send**.

All Hands-on Lab participants receive the chat message in their Chat message boxes.

Asking for help in Hands-on Lab

You can ask for help at any time during the Hands-on Lab session.

To ask for help:

On the Hands-on Lab Manager window, click the **Raise Hand** button. 

The **Raise Hand** indicator  appears next to your name on the Hands-on Lab Manager window, alerting the presenter to your request for help.

Transferring files in a Hands-on Lab session

During a Hands-on Lab session, you can transfer files to and from the Hands-on Lab computer. You can transfer files that reside at any location on either the Hands-on Lab computer or on your local computer.

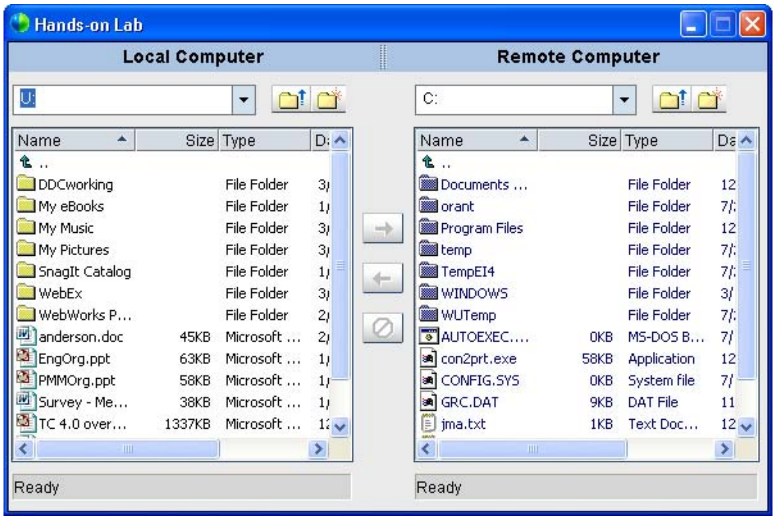
Transferring files works the same way as it does within the training session.

To transfer files to or from your computer, do *one* of the following:

- On the Hands-on Lab Manager window, click the **Transfer File** button. 
- On the **Sharing** menu 

, click **Transfer File**.

  The Hands-on Lab Transfer File window appears.



In the pane on the left, the file directory for your local computer is labeled Local Computer. The file directory for the Hands-on Lab remote computer is labeled Remote Computer.

1 In the pane on the left, expand a directory to display the folder in which you want to transfer a file.

2 In the pane on the right, expand the other directory until the file that you want to transfer appears.

3 Drag the file to the folder in which you want to transfer it into the pane on the left.

Passing control of the Hands-on Lab computer

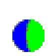
During a Hands-on Lab session, you can pass control of the computer to anyone connected to the same computer.

To pass control of the computer:

1 On the Hands-on Lab Manager window, select the name of the participant to whom you want to transfer control. The participant must be connected to the computer at the time you transfer control.

 A green icon next to a participant's name indicates that the participant is connected to the computer.

 A gray icon next to a participant's name indicates that the participant is disconnected from the computer.

2 In the Hands-on Lab Manager window, click the Pass Control icon. 

The **Pass Control** icon appears next to the participant who has control of the Hands-on Lab computer.

Leaving a Hands-on Lab session

You can leave a Hands-on Lab session and return anytime during the session.

To leave a Hands-on Lab session:

On the **Sharing** menu SHARING, click **Leave Hands-on Lab**.

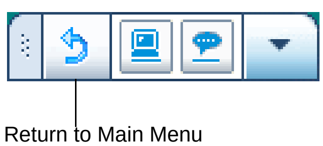
To reconnect to the Hands-on Lab computer, see *Connecting to a reserved computer* on page 90.

Disconnecting from computers

Once you have finished your Hands-on Lab sessions, you can disconnect from your remote computer.

To disconnect from the remote computer:

1 On the floating icon tray, click **Return to Main Window**.



The Return to Hands-on Lab Computer dialog box appears.

2 Click **Disconnect from Computer**.

11

Answering Polls

If you want to...	See...
fill out a poll questionnaire during a training session	*Filling out a poll questionnaire* on page 99
learn about viewing shared poll results	*Viewing poll results* on page 99

Filling out a poll questionnaire

Once the presenter opens a poll during a training session, the poll questionnaire appears on your **Polling** panel.

To fill out a poll questionnaire:

1 Select the option buttons or check boxes for each question.

2 If the questionnaire includes text questions, type your answers in the boxes.

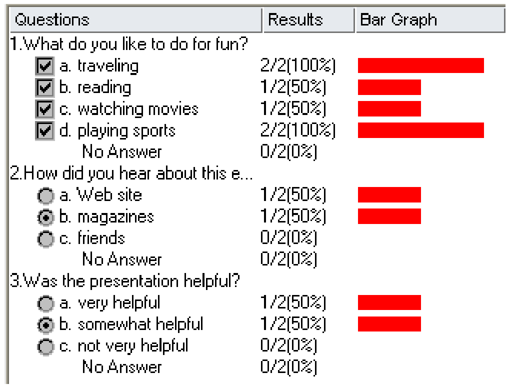
3 When you finish answering the questionnaire, click **Submit**.

If the presenter shares the results of the poll, you can view them on your **Polling** panel. For details, see *Viewing poll results* on page 99.

Viewing poll results

After the presenter closes a poll, the presenter can share the results with training session attendees. Shared results appear on your **Polling** panel.

The following figure shows an example of shared poll results:



The Results column indicates the percentage of attendees who chose each answer. The Bar Graph column provides a graphic representation of each percentage in the Results column. The Questions column shows your answers.

12

Participating in a Question-and-Answer Session

If you want to...	See...
get an overview of asking questions in a Question-and-Answer session	*About Question-and-Answer sessions* on page 101
learn how to open or close a tab on your Q & A panel	*Working with the tabs on your Q & A panel* on page 102
send a question in a Q & A session	*Asking a question in a Q & A session* on page 102
check whether your questions have been answered or not	*Checking the status of your questions* on page 103

About Question-and-Answer sessions

Question-and-Answer (Q & A) sessions during a training session allow you to ask questions and receive answers using your Q & A panel, in a more formal way than Chat.

Your Q & A panel automatically groups questions and answers into the following two tabs, which make it easy for you to check whether your questions have been answered:

All—all questions and answers in a Q & A session during the training session

My Q & A—the questions you sent and the answers to your questions

Note The host has to turn on the Q & A function in the training session before you can use the Q & A panel.

Working with the tabs on your Q & A panel

Your Q & A panel provides two views of the question-and-answer queue: the All and My Q & A tabs. The All tab stays open all the time on your Q & A panel.

The My Q & A tab displays as soon as you send your first question using Q & A. You can close the My Q & A tab at any time.

To open the My Q & A tab:

Right-click the All tab, and then choose Open Tab > My Q & A.

To close the My Q & A tab:

Right-click the My Q & A tab, and then choose Close Tab.

Note Closing the My Q & A tab does not cause you to lose the questions and answers on the tab. You can re-open it at any time.

Asking a question in a Q & A session

During a training session, you can send your questions to all or specific panelists in a Q & A session.

To ask a question in a Q & A session:

1 Open your Q & A panel by clicking Panels and then choosing Q & A in the drop-down list. The following figure shows an example.

The Q & A panel appears.

2 Type your question in the text box.

3 Optional. To edit your question, highlight the text you want to edit, and then right-click.

You can use the editing commands on the right-click menu.

4 In the Ask drop-down list, select the recipient, and then click Send.

Select:	To send the question to:
panelist's name in the list	a particular panelist
Host	training session host only
Presenter	presenter only
Host & Presenter	host and presenter only
All Panelists	all panelists, including the training session host and presenter

Checking the status of your questions

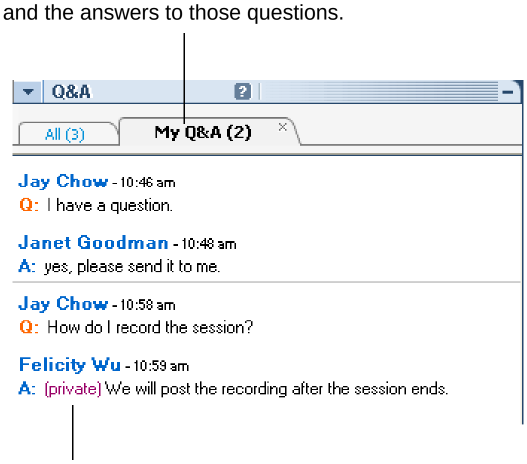
The auto-grouping of questions and answers and visual cues on attendees' Q & A panels make it easy for you to check whether a panelist has responded to your question. For details, see *My Q & A tab* on page 103 and *Answering indicator* on page 104.

My Q & A tab

Your Q & A panel provides two views of the question-and-answer queue: the All and My Q & A tabs. Always check the My Q & A tab to quickly find out whether your question has been answered. This tab displays a list of the questions you sent and the answers, whether public or private, to those questions.

The following figure shows an example of your Q & A panel, the tabs, and a visual cue.

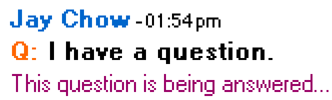
The **My Q & A** tab displays the questions that you sent and the answers to those questions.



If a panelist answers your question privately, the text *private* appears next to the answer. No attendee can see this private answer, except yourself.

Answering indicator

When a panelist is typing an answer to a question, an in-progress indicator displays under that question. The following figure shows an example.



13

Providing Feedback

If you want to ...	See ...
get an overview of feedback	*About providing feedback* on page 105
provide feedback	*Providing feedback* on page 105
using emoticons in feedback	*Using emoticons in feedback* on page 106

About providing feedback

During a training session, the host or presenter can pose a question—either verbally during a teleconference or Integrated VoIP conference, or in a chat message—and receive your instant feedback.

As an attendee, you can:

- click the Raise Hand icon if the presenter asks for a show of hands in response to a question, or if you have a question
- choose the Yes or No icon in response to a question
- choose Go Fasteror Go Slower icon to indicate that the presenter's pacing is too slow or too fast
- express yourself using emoticons

Providing feedback

The following table shows the types of feedback you can provide during a training session:

	click if the presenter asks for a show of hands in response to a question or if you have a question

	click to indicate yes in response to a question
	click to indicate no in response to a question
	click to indicate to the presenter to slow down his or her pacing
	click to indicate to the presenter to speed up his or her pacing
	click the drop-down menu to open the Emoticons palette on which you can use an emoticon to express yourself
	click the icon to display a running tally of responses
	click the icon to clear all feedback

To provide feedback:

1. You can provide feedback by clicking one of the icons on the **Participants** panel.
2. Verify that the response indicator that appears to the right of your name reflects your feedback.

Click the icon again if you wish to remove it from the **Participants** panel.

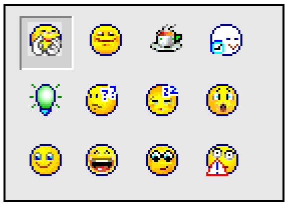
Using emoticons in feedback

You can use emoticons to express your feelings or status from the **Participants** panel by using the emoticons drop-down menu.

To use emoticons:

1. Click the drop-down menu of the Emoticons icon on the Participants panel.

The Emoticons palette appears.



2 Select *one* of the following emoticons from the palette.

	applaud the presenter
	approve the presenter
	indicate that you are taking a rest or break or would like to take a break
	indicate that you are not available
	indicate that you have an idea
	indicate that you are confused
	indicate that you are sleepy or bored
	show astonishment or surprise
	indicate happiness
	laugh out loud
	show that you are curious or skeptical
	tell presenter to watch out or to be careful

The corresponding emoticon appears to the right of your name on the Participants panel.

14

Taking a Test

If you want to ...	See ...
get an overview of taking a test	*About taking a test* on page 109
know what information is required before you take a test	*Before you take a test* on page 110
obtain test information before taking a test	*Obtaining test information* on page 111
take a pre- or post-session test	*Taking a pre- or post-session test* on page 113
take an in-session test	*Taking an in-session test* on page 116
take a recorded session test in a Presentation Studio presentation	*Taking a recorded session test in a Presentation Studio presentation* on page 118
know how to answer questions during a test	*Answering questions* on page 119
view your test results	*Viewing test results* on page 121

About taking a test

The host or presenter of a training session that you are attending can conduct tests before, during, or after the session, or during a recorded session in a Presentation Studio presentation, to test your knowledge of the training content or seek feedback.

A host may request you to take one of the following types of tests:

- Pre- or post-session tests—A test starts and ends at the specified times and dates outside a training session. Email messages you receive from the host contain information about how to access these tests.
- In-session tests—The host starts a test during a training session. Your training service does not send email messages about these tests on behalf of the host. You can obtain test information by contacting the host.
- Recorded session tests (only in Presentation Studio presentations)—A test can

be taken once, at any time during the recorded session.

You take tests and submit your answers on the Web. Once scoring is completed, you can view test results from the Session Information page on your Training Center Web site, on the Test Submitted page for a recorded session, or from the host's email message that contains your grade report.

Before you take a test

If you want to ...	See ...
know what information is required before you can take a test	*Required information before you take a test* on page 110

Required information before you take a test

To take a test, you must register for the training session with which the test is associated. For more information about registering for a training session, see *Registering for a Training Session* on page 22.

Once the host approves your registration, you receive a confirmation email message that contains a unique registration ID, the session password, if any, and a link that you can click to open the Session Information page, from which you can take a pre- or post-session test. For details about the Session Information page, see *About the Session Information page* on page 110.

At least one day prior to the starting date of a pre- or post-session test, you may also receive an invitation email message to take the test, if the host specifies to send such email messages to attendees whose registration has been approved. The message contains detailed information about a test and a link you can click to take the test.

For recorded session tests, your email address is used to identify you rather than a registration ID. If registration is not required for the recorded session, you will enter your name and email address before taking the test.

About the Session Information page

To access the Session Information page for a training session, you can go to the training calendar on your Training Center Web site and then click the link for the session topic.

This page displays detailed information, such as the session descriptions, session password, the host's and presenter's information, test information, course materials, and so on. From this page, you can take pre- or post-session tests, view information about these tests, and view your test results.

Obtaining test information

If you want to ...	See ..
get an overview of obtaining test information	*About obtaining test information* on page 111
obtain test information from a registration confirmation email message you receive from the host	*Obtaining test information from a registration confirmation email message* on page 111
obtain test information from the training calendar on your Training Center Web site	*Obtaining test information from the training calendar* on page 112
obtain test information from an invitation email message to take a test	*Obtaining test information from an invitation email message to take a test* on page 113

About obtaining test information

Note Test information is not available in advance for recorded session tests.

Before obtaining information about a pre- or post-session test, you must have registered and received a registration ID for the training session with which the test is associated.

You can obtain information about a pre- or post-session test from *any* of the following:

- A registration confirmation email message
- The training calendar on your Training Center Web site
- An invitation email message to take a test, if you received the email from the host

To obtain information about an in-session test prior to joining the training session, contact your training session host.

Obtaining test information from a registration confirmation email message

Once the training session host approves your registration request, you receive a registration confirmation email message that contains a link you can click to obtain test information.

To obtain test information from a registration confirmation email message:

1. Open the registration confirmation email, and then click the appropriate link.
2. If the host requires a session password, type the session password in the Password text box, and then click View Info.

   The Session Information page, with full details, appears. The Tests section displays all pre- or post-session tests associated with this training session.

3. In the Tests section, locate the test you want to view, and then do *either* of the following:
   - In the Action column, click **View Info**.
   - In the Title column, click the test title.

   The Log In page appears.
4. Do *one* of the following:
   - If you have an attendee account, log in using your user name and password.

     The View Test Info page appears.

     For details, see *About attendee accounts* on page 113.
   - If you do not have an attendee account, select **Continue without signing up**, and then click **Continue**.
5. If you select **Continue without signing up**, type your registration ID and the session password, if required, and then click **OK**.

   The View Test Info page appears.

Obtaining test information from the training calendar

You can obtain test information from the training calendar on your Training Center Web site once the training session host approves your registration.

To obtain test information from the training calendar:

1. On your Training Center Web site, expand **Attend a Session**, and then click **Live Sessions**.
2. Locate the training session with which the test is associated, and then click the link for the session topic.
3. If the host requires a session password, type the session password in the **Password** text box, and then click **View Info**.

   The Session Information page, with full details, appears. The Tests section displays all pre- or post-session tests associated with this training session.
4. In the Tests section, locate the test you want to view, and then do *either* of the following:
   - In the Action column, click **View Info**.
   - In the Title column, click the test title.

   The Log In page appears.
5. Do *one* of the following:
   - If you have an attendee account, log in using your user name and password.

     The View Test Info page appears.

For details, see *About attendee accounts* on page 113.

- If you do not have an attendee account, select Continue without signing up, and then click Continue.

6 If you select Continue without signing up, type your registration ID and the session password, if required, and then click OK.

The View Test Info page appears.

Obtaining test information from an invitation email message to take a test

You may receive an invitation email message to take a test if the training session host sends such email messages to attendees whose registration has been approved.

To obtain test information from an invitation email message to take a test:

Open the invitation email message, and then click the appropriate link.

The View Test Info page appears.

About attendee accounts

An attendee account stores a user's personal information and session information associated with that user, such as a registration number.

A training session host may require that you have an attendee account to join a training session, view test information, or take a test. If you log in using an attendee account, you do not need to provide personal information or a registration number for those tasks.

For information about obtaining an attendee account, ask your training session host.

Taking a pre- or post-session test

If you want to ...	See ...
get an overview of taking a pre- or post-session test	*About taking a pre- or post-session test* on page 114
take a test from a registration confirmation email message you receive from the host	*Taking a test from a registration confirmation email message* on page 114
take a test from the training calendar on your Training Center Web site	*Taking a test from the training calendar* on page 115
take a test from an invitation email message to take a test	*Taking a test from an invitation email message* on page 116
leave and return to a test	*Leaving and returning to a test* on page 116

About taking a pre- or post-session test

A pre- or post-session test starts and ends at the times specified by your training session host. If the host also specifies a time limit, you must finish the test within the time limit during the scheduled time frame.

Before taking a test, you must have registered and received a registration ID for the training session with which the test is associated. Once you register for a training session, you can take all the tests associated with that session.

You can take a pre- or post-session test from *any* of the following:

- A registration confirmation email message
- The training calendar on your Training Center Web site
- An invitation email message to take a test, if you received the email from the host

Taking a test from a registration confirmation email message

Once the host approves your registration, you receive a confirmation email message that contains a link you can click to open the Session Information page, from which you can take a test.

To take a test from a registration confirmation email message:

1. Open the email, and then click the appropriate link.
2. If the host requires a session password, type the session password in the Password text box, and then click View Info.

   The Session Information page, with full details, appears. The Tests section displays all pre- or post-session tests associated with this training session.
3. In the Tests section, do *either* of the following:
   - In the Action column, click Take Test.
   - In the Title column, click the test title.

   The Log In page appears.
4. Do *one* of the following:
   - If you have an attendee account, log in using your user name and password.

     The Take Test page appears.

     For details, see *About attendee accounts* on page 113.
   - If you do not have an attendee account, select Continue without signing up, and then click Continue.
5. If you select Continue without signing up, type your registration ID and the session password, if required, and then click OK.

   The Take Test page appears.

6. Click **Take Test**.
7. Answer the questions.
8. When finished, click **Submit Test**.

   For more information about answering questions, see *Answering questions* on page 119.

Taking a test from the training calendar

You can take a test from the training calendar on your Training Center Web site.

To take a test from the training calendar:

1. On your Training Center Web site, expand **Attend a Session**, and then click **Live Sessions**.
2. Locate the training session with which the test is associated, and then click the link for the session topic.
3. If the host requires a session password, type the session password in the **Password** text box, and then click **View Info**.

   The Session Information page, with full details, appears. The Tests section displays all pre- or post-session tests associated with this training session.
4. In the Tests section, locate the test that you want to take, and then click **Take Test** in the Action column.

   The Log In page appears.
5. Do *one* of the following:
   - If you have an attendee account, log in using your user name and password.

     The Take Test page appears.

     For details, see *About attendee accounts* on page 113.
   - If you do not have an attendee account, select **Continue without signing up**, and then click **Continue**.
6. If you select **Continue without signing up**, type your registration ID and the session password, if required, and then click **OK**.

   The Take Test page appears.
7. Click **Take Test**.
8. Answer the questions. When finished, click **Submit Test**.

   For more information about answering questions, see *Answering questions* on page 119.

Taking a test from an invitation email message

If you receive an invitation email message to take a test, you can take the test from the email message.

To take a test from an invitation email message:

1. Open the invitation email, and then click the appropriate link.

   The Take Test page appears.

2. Click Take Test.
3. Answer the questions.
4. When finished, click Submit Test.

   For more information about answering questions, see *Answering questions* on page 119.

Leaving and returning to a test

You can leave a test and return to it later only if the test is pre- or post-session.

If the host specifies a time limit for the test you are taking, remember the following:

- You must return to the test within the time limit.
- The duration of your absence counts toward the time limit.

To leave a test temporarily:

1. Click Return to Test Later.

   The Leave Test page appears.

2. To confirm your leaving, click Leave Test.

   The Session Information page appears.

To return to the test that you left temporarily:

Follow the same steps as if you were to take the test for the first time. For details, see *Taking a pre- or post-session test* on page 113.

Taking an in-session test

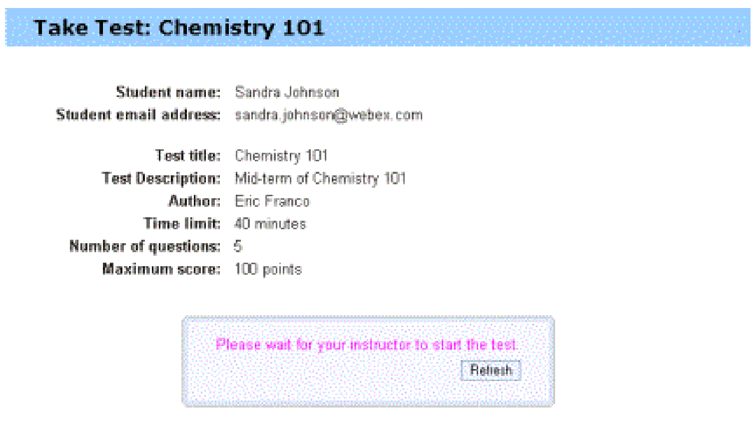
If you want to ...	See ...
get an overview of taking an in-session test	*About taking an in-session test* on page 117
take an in-session test	*Taking an in-session test* on page 117

About taking an in-session test

During the training session that you are attending, the presenter may conduct in-session tests.

Before the presenter starts the test, there may be a waiting period that allows you to view test information, such as the test title and description, time limit, if any, number of questions, and the maximum score, if any.

The following figure shows an example of the page that appears in a new Web browser on your computer while you wait for the presenter to start the test.



Taking an in-session test

To take an in-session test, follow the steps:

1. Once the presenter starts the test, a page appears on which you can answer the questions.

Note When taking an in-session test, you cannot leave and return to the test later.

2. When finished, click Submit Test.

   For more information about answering questions, see *Answering questions* on page 119.

Taking a recorded session test in a Presentation Studio presentation

If you want to ...	See ...
get an overview of taking a recorded session test	*About taking a recorded session test* on page 118
take a recorded session test	*Taking a recorded session test* on page 118

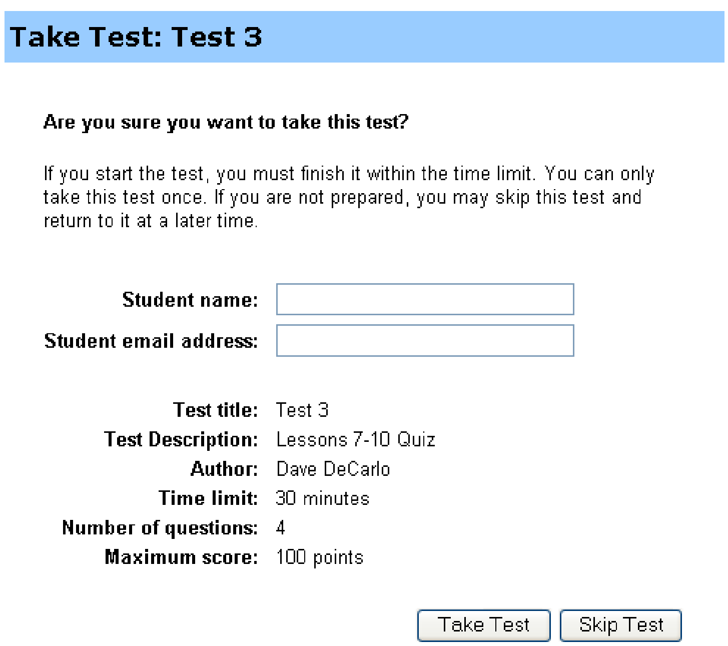
About taking a recorded session test

During the recorded training session that you are viewing, there may be tests within the presentation if it is a Presentation Studio presentation.

When you arrive at a test in the recorded session, the Take Test page appears, which shows test information, such as the test title and description, time limit, if any, number of questions, and the maximum score, if any. You have the option to take the test now or continue with the presentation and return to the test at a later time. You can take each test only once.

There are also fields for you to enter your name and email address. These fields will be populated if you have already registered for the recorded session or have already taken a test during the session.

The following figure shows an example of the Take Test page.



Taking a recorded session test

To take a recorded session test, follow the steps:

1 On the Take Test page, click **Take Test**.

A page appears on which you can answer the questions.

2 When finished, click **Submit Test**.

For more information about answering questions, see *Answering questions* on page 119.

Leaving and returning to a recorded session test

You can leave a test and return to it later during a recorded session.

If a time limit is specified for the test you are taking, remember the following:

- You must return to the test within the time limit.
- The duration of your absence counts toward the time limit.

To leave a test temporarily:

1 Click the **Save Answers** button to save all of your answered questions.

The button changes to **Answer Saved** for those questions that you have already answered.

For more information about answering questions, see *Answering questions* on page 119.

2 Click the arrows or another slide in the presentation to change slides.

To return to the test that you left temporarily:

Click the slide that contains the test to resume the test. All answers that have been saved will remain answered.

Answering questions

If you want to ...	See ...
learn how to answer questions in a test	*Answering questions* on page 119
know how to save your answers and navigate in a test	*Saving answers and navigating in a test* on page 120

Answering questions

Answering questions in a test requires that you select or type your answers by using your mouse.

To learn how to answer each type of question, see the following table.

If you want to ...	Do the following ...
answer a question that requires you to select one correct answer	Click the radio button for your choice. **Note** To click, press your mouse once and then release it.
change the answer you selected in a question that requires you to select one correct answer	Click a different radio button.
answer a question that requires you to select more than one correct answer	Click the check boxes for your choices.
cancel the answers you selected	Click the selected check boxes again.
answer an essay or fill-in-the-blanks question	Type your answer in the text box.

Saving answers and navigating in a test

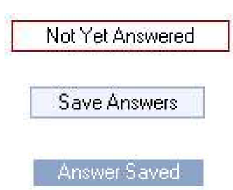
The ways you navigate in a test and save your answers differ, depending on how the questions are displayed. The host who creates a test can choose *either* of the following displays:

- All questions in one page—Displays test information, instructions, if any, and all questions in one page.

  To view more questions on the page, use the scroll bar in your browser.

  To save all the answers you have not saved, click *any* Save Answers button.

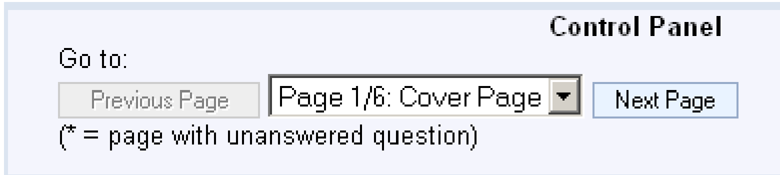
  Each question is indicated by one of the following buttons, so you know which questions you have or have not answered.

- One question per page—Each page displays only one question. The first page displays the test information; the second page displays the instructions, if any.

  To navigate between questions, use the Control Panel, which appears in each page. Moving to *any* question saves the answers you previously selected or typed.

  The following figure shows the Control Panel.



To move to a question, do *either* of the following:

- Choose the question in the drop-down list.
- Click **Next Page** or **Previous Page** to move to the question.

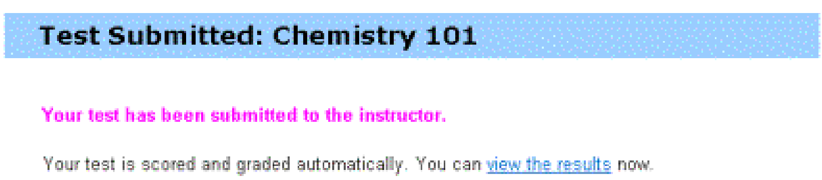
Viewing test results

If you want to ...	See ...
get an overview of viewing test results	*About viewing test results* on page 121
view results of a test that contains essay or fill-in-the-blanks questions	*Viewing results of a test that requires manual scoring* on page 122

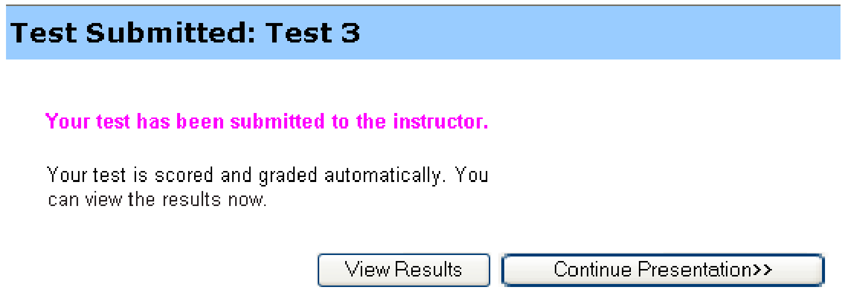
About viewing test results

You can click **View Results** on the Session Information page or, for a recorded session, on the Test Submitted page, to view your test results. You can also click a link sent via email to view your test results if you receive grade reports from the host.

If the test contains no essay or fill-in-the-blanks questions that need manual scoring, your test results are available once you submit your answers. In this case, you can click the **view the results** link to view your test results. See the following figure for an example.



For a recorded session test, you can view results or continue with the presentation by clicking the appropriate button.



Viewing results of a test that requires manual scoring

If a test contains essay or fill-in-the-blanks questions that require manual scoring, you must wait for the instructor to complete scoring.

For in-session, pre-, or post-session tests, check the Session Information page on your Training Center Web site for your test results, or the host's email message that contains your grade reports. For recorded session tests, your results will be emailed to you when they are ready.

To access the Session Information page, see *About the Session Information page* on page 110.

Note

- Before the test ends, and if the scoring is completed, you can view your score and grade, if assigned.
- After the test ends, and if the scoring is completed, you can view detailed results, including your score, your grade, if assigned, correct answers, and the instructor's comments.

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Viewing a Recorded Training Session

If you want to...	See...
get an overview of viewing a recorded training session	*About viewing a recorded training session* on page 123
view a recorded training session	*Viewing a recorded training session* on page 124
take a recorded session test in a Presentation Studio presentation	*Taking a recorded session test in a Presentation Studio presentation* on page 118

About viewing a recorded training session

If a training session host publishes a recorded training session on your Training Center Web site, you can view the recording. A host may require that you do *one* or *both* of the following to view a recorded training session:

- Enroll to view a recorded training session. In this case, you must provide your name, email address, and any other information that the host requires.
- Provide a password. In this case, you must obtain the password from the host.

To view a recorded training session, you must use either the WebEx Player or the Windows Media Player 9 (or higher) to view it, depending on how the training session was recorded.

Your Training Center Web site automatically downloads WebEx Player to your computer the first time you view a recorded training session. A WebEx Player is available for the Windows operating system. If you have a user account, you can also download WebEx Player for Windows from the Support page on your Training Center Web site.

If the recording contains a Presentation Studio presentation, you will need the Windows Media Player 9 (or higher) on your computer to view it, as well as the following:

- Windows 98, NT4, 2000, XP
- Internet Explorer 6 (recommended), Netscape 7.1, Netscape 7.2, Firefox 1.0 or later
- Flash Player 7 (recommended but not required if recording includes Flash content)
- Sound card with proper driver installed

Viewing a recorded training session

You can view a recorded training session by streaming it from your Training Center Web site, or by clicking the recording URL link that the host has sent to you. Once you select a recording to view, your Training Center Web site automatically downloads WebEx Player to your computer, and then plays the recording. If the recording contains a Presentation Studio presentation, you will need the Windows Media Player 9 (or higher) to view it.

To view a recorded training session:

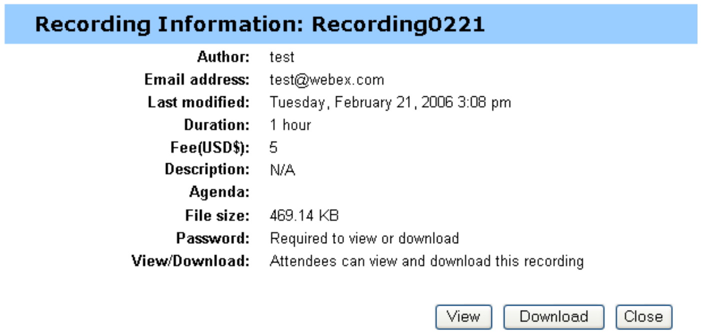
1. If the host requires that you have a user account to view a recording, log in to your Training Center Web site.
2. On the navigation bar, expand Attend a Session.
3. Click Recorded Sessions.
4. Select a recording and click View.
   - If viewing the recording requires a password or access code, enter the password or access code that the host gave to you, and then click OK.
   - If viewing the recording requires registration, provide the required information on the registration form that appears, and then click Register.
   - If viewing the recording requires payment information, provide the required information and any coupon codes on the registration form that appears, and then click Register.

   The WebEx Player or Presentation Studio Viewer opens and begins playing the recording.

To access a recording URL from an email, instant message, or another Web site:

1. Click the recording URL link that was provided by the host.

   The Recording Information page appears.



2 Click **View**.

- If viewing the recording requires a password or access code, enter the password or access code that the host gave to you, and then click **OK**.
- If viewing the recording requires registration, provide the required information on the registration form that appears, and then click **Register**.
- If viewing the recording requires payment information, provide the required information and any coupon codes on the registration form that appears, and then click **Register**.

The WebEx Player or Presentation Studio Viewer opens and begins playing the recording.

3 Optional. To download the recording, click **Download** and save the file to your computer.

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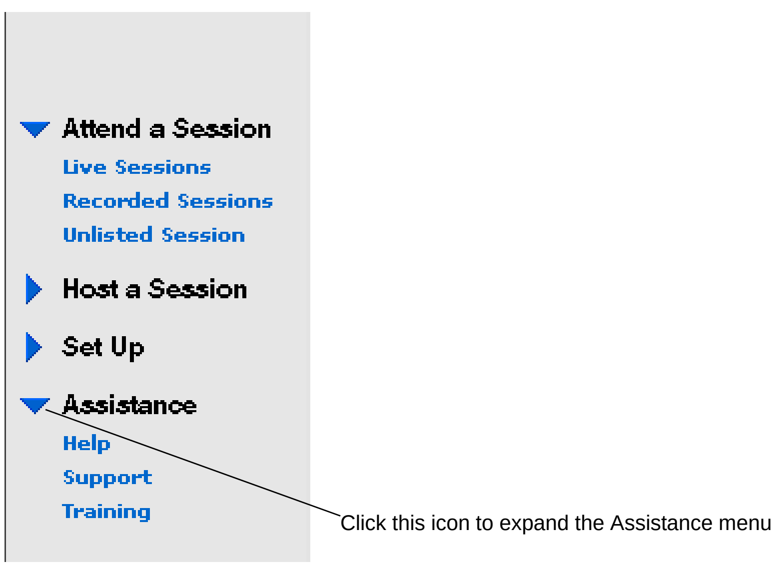
Information Resources

If you want to...	See...
get an overview of available information	*Obtaining more information and assistance* on page 127
learn about features on the **Support** page	*About the Support page* on page 128
learn about features on the **Training** page	*About the Training page* on page 129

Obtaining more information and assistance

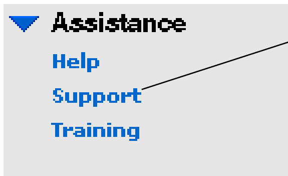
Your Training Center Web site provides numerous resources for learning about features, getting answers to questions, and contacting WebEx.

To get started, on the navigation bar on the left side of the page, click the icon next to Assistance to display the Assistance menu.



Accessing the Support page

To learn about the kinds of support offered, go to the Support page. From your Training Center Web site, on the left navigation bar, click Assistance > Support.



Click **Support** for information about contacting technical support, getting help, and viewing documents

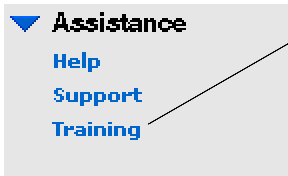
About the Support page

On the Support page, you'll find many links to information about products, services, getting help, and contacting WebEx.

If you want to...	Use these tools...
contact technical support	Under **Contact Us**: ■ Click the email link to send a message to the Help desk ■ Use the phone numbers listed to speak with a technical support representative
send a comment or feature request	Under **Contact Us**, click the **Feedback Form** link and complete form Alternatively, you can send an email message to: `feedback@webex.com`
learn about using WebEx products and services	Under **Documentation**: ■ Click the links to view release notes and frequently asked questions ■ Click a link for any document listed in this section. These documents are available in pdf format, so you can easily print them You'll find short guides to help you get started as well as comprehensive user guides.
download products that help you run effective training sessions	Under **Downloads**: Click any of the links to download tools, such as: ■ Training Manager ■ Access Anywhere ■ WebEx Recorder, WebEx Player, and WebEx Recording Editor ■ WebEx Universal Communications Toolkit ■ My WebEx Integration to Outlook

Attending WebEx training

Go to the Training page to learn about training opportunities. From your Training Center Web site, on the left navigation bar, click Assistance > Training.



Click **Training** to learn about courses that are available or to contact the training team

About the Training page

You can use our self-pace training, enroll in a training session, or work with a consultant to create personalized training for you or your group.

If you want to...	Use these tools...
take part in a training course	Under **Attend Training**, click the link to the Online Training Registration page. You will learn about self-paced and instructor-led courses. You can also print a course catalog from the registration page
learn about other training options, such as finding a consultant or specialized training	Under **Take Advantage of all our Training Services**, follow the links to learn about training courses and other services, such as: ■ WebEx University: A full suite of engaging, interactive classes ■ WebEx Assist Services: Working with a team to provide hands-on assistance and production with any WebEx training session
contact the WebEx training team	Under **Contact Us**: ■ Click the email link to send a message to the training team. ■ Use the phone numbers listed to speak with someone about your training options

Providing feedback about WebEx documentation

If you have comments about WebEx documentation, please send an email message to `docs@webex.com`.

In your email message, please specify the section to which your comment applies. If you would like to receive a response to your comments, please include your name and contact information in your message.

We look forward to hearing from you.

Glossary

A

Access Anywhere

A service on your Training Center Web site that lets you access a computer from a remote location.

Access Anywhere Agent

Software that you can install on a computer, to allow you to remotely access the computer's desktop or applications.

Access Anywhere Server

A server that supports an Access Anywhere session that is, the connection between a local computer and a remote computer.

ActiveTouch Document Loader

A printer driver that converts a document or presentation into a format that you can open in the content viewer in the Session window. When you share a document or presentation during a training session, the ActiveTouch Document Loader prints it to a file, and then displays it in the content viewer.

application sharing

The act of sharing an application on your computer during a training session. All participants can view the shared application, which appears in a sharing window on their screens. Participants can see all of your activity in the application.

annotation mode

During a training session, a mode that lets you use your mouse pointer to annotate the shared software.

attendee

A participant who primarily views information that a presenter shares in a training session. An attendee also can perform other tasks according to his or her privileges.

attendee ID

An identification (ID) number that Training Center assigns to you once you join a training session that includes an integrated teleconference. You must provide this ID when joining a call-in teleconference so the teleconferencing service can match your call with your name in the participant list.

attendee privileges

See privileges.

authorized user

A user who has an account on your Training Center Web site and uses his or her user name and password to log in to the service.

B

breakout session

A private application or desktop sharing session, away from the main training session, which allows participants to collaborate and interact with presenters or other students in smaller groups.

C

call-back teleconference

A telephone conference in which a participant provides his or her phone number when joining a training session. The teleconferencing service calls the participant back and instructs the participant on how to join the teleconference.

call-in teleconference

A telephone conference in which a participant calls a phone number when joining a training session. When a participant calls the phone number, a voice response system guides the participant through the process of entering the training session number and his or her caller ID to join the teleconference.

chat

A method of communication by which training session participants send real-time text messages to each other.

company address book

A list of contacts in your personal address book that your site administrator maintains for your organization.

contact group

In your personal address book, a list of two or more contacts for which you provide a common name. Contact groups allow you to quickly invite several contacts to a training session all at once.

content

A document, presentation, or other type of content that a presenter shares in the content viewer.

content viewer

The content area on the left side of the Session window. When a presenter shares a document, presentation, or whiteboard, it appears in the content viewer.

D

desktop sharing

The act of sharing your computer desktop during a training session. All participants can view the shared desktop, which appears in a sharing window on their screens. Participants can see all of your activity on your desktop.

Document Manager

An application that you can use outside a training session to view a document, presentation, or whiteboard that you saved in the Universal Communications Format (UCF). Double-clicking a UCF file opens the Document Manager on your computer.

document and presentation sharing

Refers to sharing any type of document or presentation in the content viewer during a training session.

dual-mode voice conference

A voice conference in which both a teleconference and an Integrated VoIP conference are in progress concurrently. To listen to audio, a participant can use either a phone or speakers attached to his or her computer. To speak, a participant can use either a phone or microphone attached to his or her computer.

E

emoticons

Icons that attendees can use to convey voice inflections, facial expressions, and other gestures.

F

Feedback

A feature of Training Center that allows presenters to obtain quick yes-or-no attendee responses to questions that they ask, or receive attendees' feedback on the pace of their presentations.

floating icon tray

A small toolbar that appears when you share software. On the floating icon tray, icons represent minimized panels that you can open during the sharing session, without having to return to the main Session window.

G

G.723

An international standard for compressing audio data and defining the data format Available in WebEx Recorder.

H

Hands-on Lab

Sessions within a training session that simulate a physical computer lab, allowing participants to use computers remotely for hands-on learning and practice.

host

A participant who is primarily responsible for scheduling, starting, controlling access to, and ending a training session. A host must have a host account.

host indicator

The text `(host)`, which appears in the participants list, to the right of the host's name.

host key

A number that Training Center assigns to a training session host. If a host transfers the host role to an attendee, or otherwise loses control of a training session, the original host can use the host key to reclaim the host role.

I

icon tray

The area above the panels in the Session window. On the icon tray, icons represent minimized panels that you can open.

Info tab

A standard tab that appears by default in the content viewer. The Info tab contains basic information about a training session and its teleconference.

instant training session

An impromptu training session that you start immediately, without scheduling it first. Instant training sessions require fewer setup options than scheduled training sessions.

integrated teleconference

A teleconferencing service that is included with Training Center, rather than a third-party teleconferencing service. An integrated teleconference can be either a call-in or call-back teleconference.

Integrated VoIP

A type of voice conference that allows participants to communicate over the Internet using voice over IP (VoIP) and a computer with a sound card, speakers, and a microphone.

L

local computer

The computer that you use to access a remote computer during an Access Anywhere session.

M

MediaTone

Technologies that enhance the multimedia capabilities of Training Center. For example, MediaTone includes the Universal Communications Format (UCF), Access Anywhere, and multiple document sharing capabilities of Training Center.

My WebEx

An area on your Training Center Web site in which you can access various user account features, such as your user profile, list of meetings, online address book, personal folders, One-Click Meetings, and so on.

O

One-Click Meeting

An online session that you can start at any time, as often as you want, by clicking a shortcut on your computer. You can set up a One-Click Meeting using the One-Click Meeting Wizard, which is available in the My WebEx area of your service Web site.

P

panel

A group of controls that resides in an area of the Session window, to the right of the content viewer—for example, the **Participants** panel.

panelist

An attendee who participates in a discussion to which other attendees listen, responds to chat messages, annotates shared documents, opens and closes polls, and views and answers attendees' questions in Q & A sessions.

participant

Refers collectively to all individuals in a training session, including the host, presenter, and attendees.

participants list

The list of participants on the **Participants** panel in the Session window. Each name in the participant list represents a single computer connection to the training session.

PCM

Abbreviation for pulse-coded modulation. The audio format standard for CD-ROM. Available in WebEx Recorder.

personal address book

An online address book that you maintain on your Training Center Web site. Your personal address book can contain a personal contacts list, contact groups, and a company address book.

personal contacts list

A list of individual contacts that you have added to your personal address book. If you have a Microsoft Outlook address book or contacts folder, you can import its contacts to this list of contacts.

personal folders

Storage space for your files on your Training Center Web site. If you store files in your folders, you can access them from any computer that is connected to the Internet. You can also share your folders so visitors to your Personal Meeting Room page can access the files in your folders.

Personal Meeting Room

A page on your Training Center Web site that lists only the training sessions for which you are the host. If you provide others with the personal URL for this page, they can obtain information about your scheduled training sessions, join your training sessions in progress, and share the files in your personal folders to which you provide access.

personal URL

The Web address for your Personal Meeting Room page.

Player

Software that plays back recordings that you make using the Recorder. Training Manager downloads and installs the Player on your computer the first time you record a meeting. If you have a user account, you can also download the Player from your Training Center Web site.

poll questionnaire

A list of questions or statements that a presenter prepares, to which attendees respond by selecting choices or typing answers.

presenter

A participant who provides information to other training session participants; can share documents, presentations, applications, desktops, Web browsers, and information on a whiteboard with others; or conduct a poll.

presenter indicator

A green symbol of a ball, which appears in the participants list, to the left of the name of the participant who is the current presenter.

privileges

A user's capabilities to use specific Training Center features. A host, presenter, and attendee each have different privileges in a training session.

Q

question-and-answer (Q & A) sessions

A feature that allows participants in a training session to ask questions and receive answers from the host, presenter, or panelists.

R

Recorder

Software that records screen activity in any Windows application or in a training session. Training Manager includes an integrated version of the Recorder, which you can run during a training session.

Recording Editor

Software that allows you to edit any recording that was made using Recorder, that is, a Recording Format file. Using Recording Editor, you can add, delete, or rearrange recorded data; or dub audio.

recording file

See Recording Format.

Recording Format (WRF)

A file format that comprises audio and images of user actions on a computer screen. A user can create a WRF file using the Recorder and edit a WRF file using the Recording Editor. A WRF file has a `.wrf` extension.

remote computer

A computer on which you have installed the Access Anywhere Agent, allowing you to access the computer over the Internet, using a local computer.

remote control

Refers to a meeting participant's ability to control an application, desktop, or Web browser that a presenter is sharing on his or her computer.

S

SCORM

Sharable Courseware Object Reference Model. Set of technical standards allowing Web-based learning systems to find, import, share, reuse, and export learning content in a standardized way.

session number

A unique number that your Training Center assigns to a training session. For an unlisted session, participants must provide the session number to attend the session.

Session window

The main user interface with which participants interact during a training session. The Session window includes the content viewer, menus, toolbars, and panels.

shared content

A document, presentation, or other type of content that a presenter is sharing in the content viewer.

shared software

A general term that refers to the following types of software that a presenter can share in a training session: application, desktop, Web browser, and remote computer. Shared software appears in a sharing window on participants' screens.

sharing

During a training session, allowing attendees to view or control a document, presentation, whiteboard, application, desktop, or Web browser; or view a remote computer.

sharing window

A window that opens on participants' screens, in which a shared software appears.

single-point video

A video mode in which only the presenter, or a participant selected by the presenter, can send video images during a training session.

site administrator

An employee of a company who administers that company's Training Center Web site. A site administrator can add, modify, and remove user accounts; specify options; maintain a company address book for your Training Center service; and so on.

speaker indicator

A symbol of a phone or microphone, which appears in the participants list, to the left of the name of a participant who is connected in an integrated teleconference or Integrated VoIP conference.

streaming

A technology in which media is sent in a continuous stream over the Internet and displayed by a media player as it arrives on a user's computer. With streaming media, a user need not wait for his or her computer to download a large file before seeing or hearing the media.

T

third-party teleconferencing service

Any teleconferencing service other than the teleconferencing service that Training Center provides. You can use any third-party teleconferencing service for a training session.

thumbnail viewer

An area that a user can display on the left side of the Session window. The thumbnail viewer contains miniature images, or thumbnails, of each page in a shared document, presentation, or whiteboard.

training calendar

A calendar on your Training Center Web site that lists training sessions either in progress or scheduled. The calendar appears on the Live Sessions page.

Training Manager

Software that provides the Session window and sharing windows during a training session. Training Manager includes the Session window and sharing windows during a training session.

U

UCF

See Universal Communications Format (UCF).

UCF media file

A media file type that you can play in the content viewer during a training session or in the standalone Document Manager, including Recording Format (WRF), audio, video, Flash, and Web page files.

UCF media object

In a UCF multimedia presentation, an interface element that specifies the location of media file and includes controls for playing the file. You can insert media objects into a Microsoft PowerPoint presentation, using the Universal Communications Toolkit.

UCF multimedia presentation

A Microsoft PowerPoint presentation that contains UCF media files. You can share or view a UCF multimedia presentation in the content viewer or the standalone Document Manager, and play the media files in it.

UCF rich media

Refers to the following types of UCF media files: Recording Format (WRF), audio, video, and Flash.

Universal Communications Format (UCF)

A file type with the extension `.ucf`, which lets you do the following in a training session:

Share multiple documents or presentations simultaneously.

Display slide transitions and animations in Microsoft PowerPoint presentations.

Share and play UCF media files.

Universal Communications Toolkit

An add-in program for Microsoft PowerPoint that lets you insert rich media files into a PowerPoint presentation. You can then share the presentation and play the media files during a training session.

unlisted training session

A scheduled training session that does not appear on your Training Center Web site or on the host's Personal Meeting Room page. To join an unlisted training session, attendees must provide a training session number.

user name

A unique name that a user must provide, along with a password, to access a user account on your Training Center Web site.

V

voice conference

Collectively refers to any teleconference or Integrated VoIP conference that may be in progress during a training session.

voice over IP (VoIP)

A real-time voice communications technology by which computers send voice information in digital form over the Internet, rather than in the circuits of the traditional public telephone system.

W

Web browser sharing

The act of sharing your Web browser during a training session. All participants can view the shared Web browser, which appears in a sharing window on their screens. As you navigate to other Web pages in your browser, all participants “follow along” in their sharing windows.

webcam

A video camera attached to a computer that provides video images that a user can view on a Web site.

WebEx Document Manager

See Document Manager.

WebEx MediaTone Network (WMN)

A global network that provides secure, reliable, real-time communications services with predictable performance to your Training Center Web site. The network delivers optimal performance to Web sites by routing communications through the nearest WebEx hub.

WebEx Player

See Player.

WebEx Recorder

See Recorder.

WebEx Recording Editor

See Recording Editor.

WebEx Recording Format (WRF)

See Recording Format.

WebEx teleconferencing service

See teleconferencing service.

whiteboard

A workspace in the Session window that allows participants to draw and type simultaneously.

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