Getting Started with WebEx Universal Communications Toolkit

This guide provides instructions on installing the WebEx Universal Communications Toolkit. It also provides basic instructions on using the toolkit to help you get started in creating Universal Communications Format (UCF) multimedia presentations quickly.

Contents

Introducing the WebEx Universal Communications Toolkit

The WebEx Universal Communications Toolkit is a plug-in program for Microsoft PowerPoint that can help you to create engaging, content-rich Universal Communications Format (UCF) multimedia presentations that you can share in an online meeting. Using the toolkit, you can create PowerPoint slides in which you can play the following types of media files during a meeting:

- WebEx Recording Format (WRF) files
- Video files, including files that play in Windows Media Player and Apple QuickTime Player
- Audio files, including files that play in Windows Media Player
- Flash movie and interactive Flash files
- Web pages

When you play the media files in your shared slides during a meeting, playback is synchronized on all participants' screens.

How UCF works

Once you install the WebEx Universal Communications Toolkit, it appears as a new menu and toolbar in Microsoft PowerPoint. You can then use the toolkit to insert *media objects* into PowerPoint slides.

A media object specifies the location of a media file and includes controls for playback. A media file can be either *local* or *remote*, as follows:

- **Local:** The media file resides on your computer or another local computer on your network. A local file can reside outside the presentation file and be linked to the object, or it can be embedded into the presentation file.
- **Remote:** The media file resides outside the presentation file, on a remote Web or streaming server on the Internet.

Shared UCF multimedia presentations

During an online meeting, you can share your UCF multimedia presentation in the *content viewer*—the area in online meeting software in which shared presentations appear—and play back media files, using the built-in controls for the media objects that you inserted. The following figure shows an example of a shared slide that includes a video object.
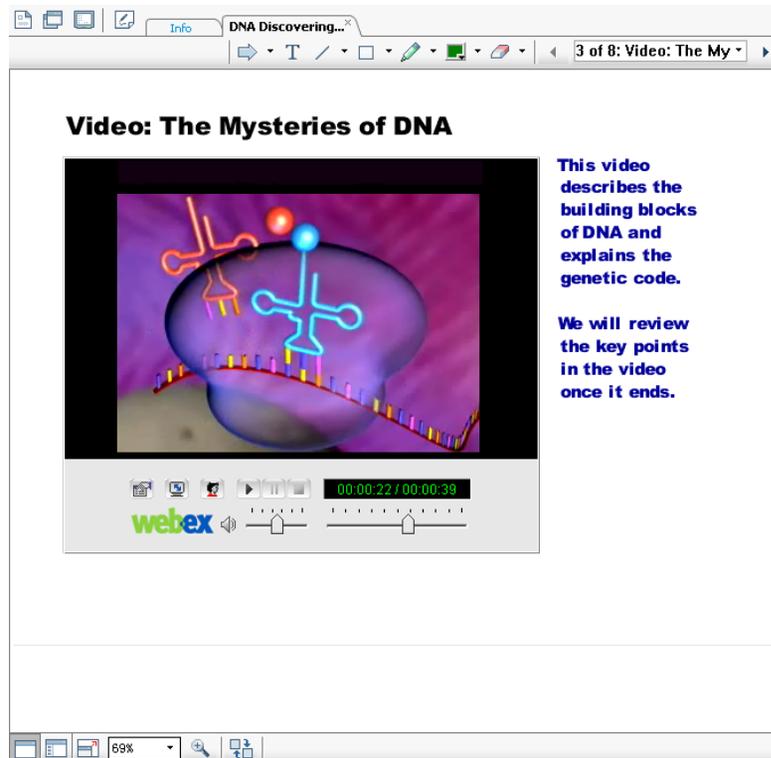
A shared multimedia presentation that includes objects must be in the Universal Communications Format (UCF). Using the toolkit, you can save the presentation as a UCF file, or you can let online meeting software convert the presentation to UCF automatically when you share it.

Media playback also requires a player. Your meeting software includes a built-in player for some media types; other media types require separate players installed on your computer and all participants' computers.

File playback

Once you start playback of a media file, online meeting software on participants' computers does *one* of the following, depending on the type and location of the file:

- Downloads the file and temporarily stores it in its cache.
- Streams the file from the server on which the file resides.

The following table indicates which types of media files are downloaded or streamed:

File Type	If the file resides on a local computer and is either linked to or embedded in the presentation, it is...	If the file resides on a Web or streaming server on the Internet and is linked to the presentation, it is...
WebEx Recording Format (WRF) file	Streamed	Streamed
Audio file	Downloaded	Streamed
Video file	Downloaded	Streamed
Flash file	Downloaded	Downloaded
Web page file	Downloaded	Downloaded

Once a file is either downloaded or streamed, the appropriate player on each participant's computer then plays the media file in the content viewer, such that playback is synchronized on all participants' screens.
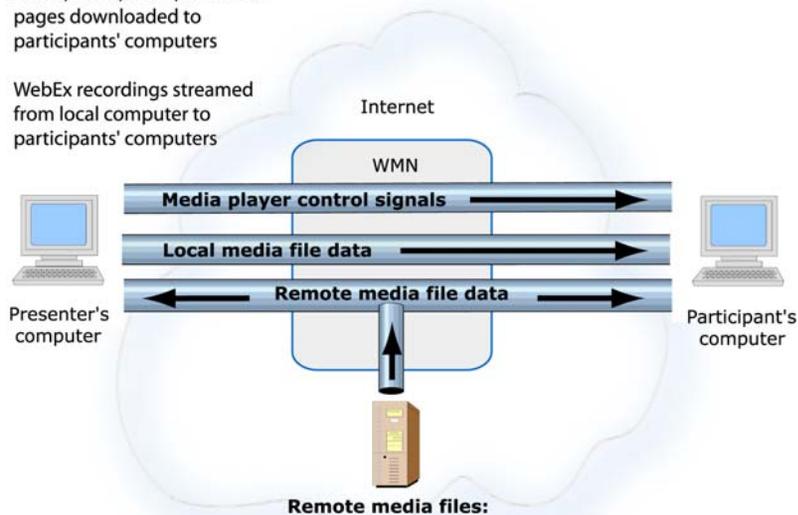
To provide a secure and reliable connection between your computer, the media file, and all participants' computers, UCF uses the WebEx MediaTone Network (WMN)—a global, high-performance network infrastructure.

The following figure shows an overview of how media playback of both local and streaming files works during a meeting.

Local media files:

Audio, video, Flash, and Web pages downloaded to participants' computers

WebEx recordings streamed from local computer to participants' computers

Internet

WMN

Media player control signals

Local media file data

Remote media file data

Presenter's computer

Participant's computer

Remote media files:

Audio, video, and WebEx recordings streamed from server to presenter's and participants' computers

Flash and Web pages downloaded to presenter's and participants' computers

Supported media objects and file formats

For each object that you can insert into a presentation, the following tables list the media formats that the toolkit supports and whether playback requires a separate player.

Media Object	Supported Media Formats	File Name Extensions	Player
WebEx recording	WebEx Recording Format (WRF)	`.wrf`	Built in
Audio	Windows Media Audio	`.wma`	Requires Windows Media Player
	Advanced Streaming Format	`.asf`	
	Audio for Windows (WAV)	`.wav`	
	Musical Instrument Digital Interface (MIDI)	`.mid, .midi, .rmi`	
	Audio Interchange File	`.aif, .aiff, .aifc`	
	MPEG Audio	`.mp3, .mp2, .mpv2, .mpa`	
	UNIX Audio	`.au`	
	CD Audio	`.cda`	
	Sound (SND)	`.snd`	
	Audio Interchange File	`.aif, .aiff, .aifc`	
Video	Windows Media Video	`.wmv`	Requires Windows Media Player
	Advanced Streaming Format	`.asf`	
	Audio/Video Interleave (AVI)	`.avi`	
	Moving Picture Experts Group (MPEG)	`.mpg, .mpeg, .m1v, .mpa, .mpe`	
Video— QuickTime movies	Apple QuickTime	`.mov, .qt`	Requires Apple QuickTime Player for Windows

Media Object	Supported Media Formats	File Name Extensions	Player
Flash movie and interactive Flash	Macromedia Flash format	`.swf`	Requires Macromedia Flash Player
Web page	Any URL on the Internet or your private intranet	For example, `.htm`, `.html`.`asp`, `.php`	Internet Explorer

What you can do with the toolkit

The Universal Communications Toolkit brings you a variety of benefits. By inserting media objects directly into your presentation, you can dramatically increase its impact on your audience. The following sections describe some of the benefits of including UCF multimedia in shared presentations.

WebEx Recording Format (WRF) files

A WebEx Recording Format (WRF) file is a file type that you can create using WebEx Recorder, which can capture all activity on your computer's screen, including mouse movements. WRF files can add impact to your presentation in a variety of ways. For example, you can include a recording of any of the following directly in your presentation:

- Software product demonstrations
- Training videos for customers or employees
- Sales presentations
- Meetings that you host on your WebEx service Web site

You can download WebEx Recorder from the Recording and Playback page on your WebEx service Web site.

Video files

Video can be a powerful tool for delivering content and capturing the attention of your audience. For example, you can create a slide that includes a video clip of a product demonstration, a new advertising campaign, a corporate announcement, a training session, and so on. And because WebEx service uses the UCF content-delivery architecture, all participants experience high-quality video playback.

Audio files

By including audio clips into your presentation, you can greatly enhance the text and graphics on your slides. For example, you can accompany an image of a new product with a commentary by your company's CEO. Or, you can play a recorded speech to quickly deliver it to a wide audience.

Flash files

Flash movies and interactive Flash can add exciting Web-based multimedia content to your presentation. To engage your audience, you can insert Flash movie files that include high-impact video, audio, and animation. When sharing a presentation that includes Flash, you have full control of playback, including start, stop, and pause controls.

Web pages

Using the toolkit, you can include any type of Web page into a slide—a page on the Internet, your organization's intranet, or an HTML file that resides on your computer. Participants can interact independently with the shared Web page in their content viewers and hear any audio that plays on the page.

Unlike both Web browser and Web content sharing—other options you can use for sharing Web pages in a meeting—sharing a Web page in a slide lets you fully control the flow of your presentation. You need not stop your presentation to share your Web browser or specify a URL for Web content sharing. At any time during a meeting, you can share a new Web page by changing the URL for the Web page object.

System requirements

The following are the minimum system requirements for the WebEx Universal Communications Toolkit:

- Microsoft Windows XP SP3, 2003 Server, Vista 32-bit/64-bit, Windows 7 32-bit/64-bit

- Mac OS X 10.3, 10.4 (Meeting Center only)

- Microsoft Internet Explorer 6 or a later version; Firefox and Chrome latest versions

- Microsoft PowerPoint 2000 or later (Microsoft Office 2010 64-bit not supported)

- An appropriate player for audio, video, or Flash files:
  - For audio files, Windows Media Player 9 or a later version
  - For video files, Windows Media Player 9 or a later version; Apple QuickTime Player 6 or a later version for QuickTime movies
  - For Flash files, Macromedia Flash Player 6 or a later version

N o t e   Beta versions of media players are not supported.

Installing the toolkit

Before downloading and installing the WebEx Universal Communications Toolkit, ensure that your computer meets the minimum system requirements

The Universal Communications Toolkit is part of a *WebEx Document Manager Suite*. This suite also includes the *WebEx Document Manager*, which is a standalone program that lets you open presentations and documents, annotate them, and save them as UCF files outside of a meeting.

To download and install the WebEx Universal Communications Toolkit:

1   On your site's Support page, under **Downloads**, click the link to download the toolkit.

2   Save the installation program file to your computer's hard disk.

3   Quit Microsoft PowerPoint if it is running on your computer.

4   Double-click the `atucfsuite.msi` file that you downloaded.

atucfsuite.msi

The installation program starts.

5   Follow the instructions in the installation program to install the toolkit.

Using the toolkit

The Universal Communications Toolkit provides a set of tools in Microsoft PowerPoint that lets you quickly create a UCF multimedia presentation. When using the toolkit, you can preview playback of media files directly in PowerPoint.

Before you begin

Before you begin creating a UCF multimedia slide presentation using the WebEx Universal Communications Toolkit, note the following:

- To play audio, video, and Flash files that you insert into a presentation, an appropriate player must be installed on your computer. If you share the presentation during a meeting, all participants' computers must have the appropriate players as well. For ways to ensure that participants who will view your presentation have the required players, see "Tips for sharing presentations with media objects" on page 14.

- When inserting media objects into a presentation, you can specify the location of a local file or a remote file on a Web server on the Internet. Depending on the type of file and its location, the file is either downloaded or streamed to participants' computers. For audio and video files, it is best to stream them if they are larger than 2 to 5 MB. For more information about downloaded and streamed files, see "File playback" on page 2.

- If you specify the location of a local audio, video, or Flash file in an object, you can choose to either create a link to the file or embed the file into the presentation when you save the presentation as UCF. If you create a link to the file, the file must remain in its current location on the local computer on which it resides. For more information about the advantages and disadvantages of linking or embedding local media files, see "Choosing to link or embed local media files" on page 10.

- To stream multimedia in your presentation, you can specify the URL for a file that resides on any publicly accessible Web server. To stream your own file, you must publish it on your organization's publicly accessible server. You may need to consult your organization's Webmaster for help with publishing files on your server.

Guidelines for Flash files

If you want to include a Flash file in your presentation, ensure that the file meets the following guidelines:

- If the Flash file will reside on a Web server, ensure that you specify any links, or "jumps" to other files—such as audio, video, or Flash files—using absolute links, not relative ones. An absolute link is a complete URL, such as `http://www.mycompany.com/flash/file1.swf`. In contrast, a relative link shows the path through the folder hierarchy from the main Flash file to the linked file, such as `.../flash/file1.swf`. If you specify relative links to files, participants cannot view the content of those files.

- Ensure that any links that you embed in Flash content open files directly in the Flash Player window. A link to content that appears outside of the Flash Player will not appear on participants' screens. For example, if you specify a link to a Web page in your Flash file, and the Web page opens in a browser window, the page will not appear on participants' screens.

- Do not set the Flash file to automatically change the size of or close the Flash Player window.

- Do not embed Flash commands in Flash content itself. For example, do not create a button in Flash content that will pause or stop playback. If you use embedded commands, playback on participants' screens will not be synchronized with the playback on your screen.

Inserting media objects into a presentation

Once you install the Universal Communications Toolkit, options for inserting media objects into a presentation appear in Microsoft PowerPoint, as shown in the following figures.
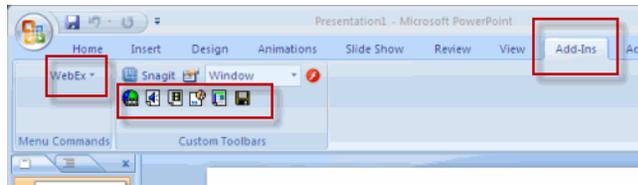
The **WebEx** menu or **Add-Ins** toolbar let you quickly insert media objects into a presentation.
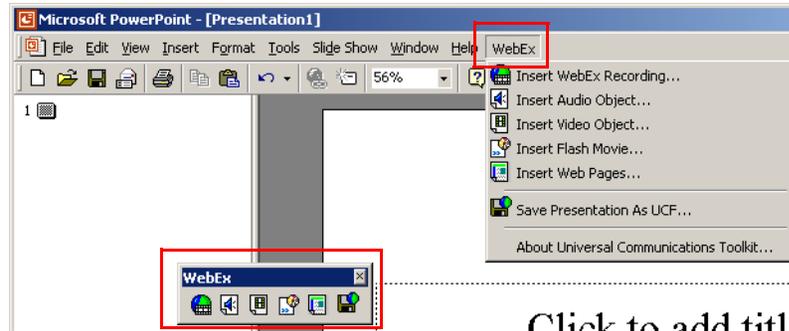
The following options are available from the **WebEx** menu or **Add-Ins** toolbar:

Option	Description
	Inserts a WebEx recording object into a slide.
	Inserts a video object into a slide
	Inserts an audio object into a slide
	Inserts a Flash movie or interactive Flash object into a slide.
	Inserts a Web page object into a slide.
	Saves the presentation as a UCF file.

To insert a media object into a slide:

1   In PowerPoint, select the slide in which you want to insert the object.

2   On the **WebEx** menu or **Add-Ins** toolbar, choose a command or click a button, respectively, to insert an object.

A dialog box appears, in which you can specify the location of the media file for the object that you want to insert. For example, if you want to insert a Flash object, the following dialog box appears:
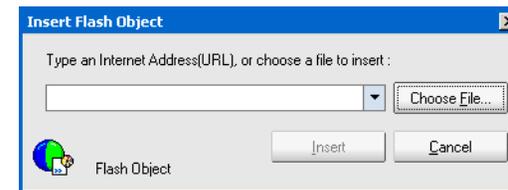
3   Do the following, as appropriate for the type of media object you want to insert:

■   For a WebEx recording, video, audio, or Flash object:

□   To specify the location of a file on a server on the Internet, type the URL for the file in the box.

□   To specify the location of a file on your computer or another computer on your local network, click **Choose File**.

■   For a Web page object:

a   Type a title for the Web page in the **Title** box.

b   Specify the URL or local path for the Web page in the **Location** box.

4   Click **Insert**.

If you chose a local file, the Insert [*Object*] dialog box appears, providing estimates for the time it will take for participants to download the object on various connection types.
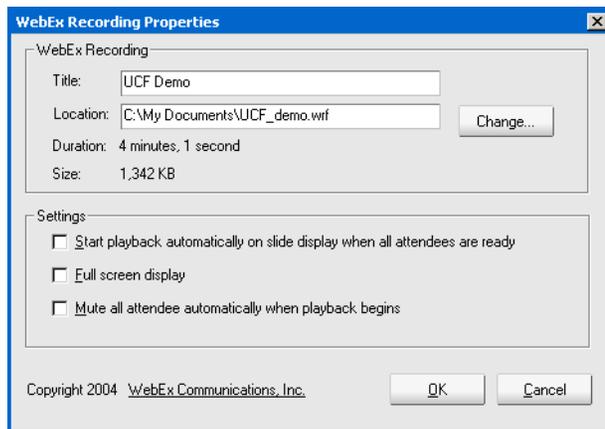
Insert WebEx Recording Object

The estimated time to load this object is:

167 seconds for 56K Modem
111 seconds for ISDN
67 seconds for 128K DSL
16 seconds for T1

[OK]

N o t e　The time estimates in this dialog box assume an optimal network connection. Traffic on your network can affect download times.

5　If the Insert [*Object*] dialog box appeared, click **OK** to close the dialog box.

If you inserted a WebEx recording, video, audio, or Flash object, the Object Properties dialog box appears. For example, for a WebEx recording, the following dialog box appears:

WebEx Recording Properties

WebEx Recording
Title:　　　UCF Demo
Location:　C:\My Documents\UCF_demo.wrf　　[Change...]
Duration:　4 minutes, 1 second
Size:　　　1,342 KB

Settings
☐ Start playback automatically on slide display when all attendees are ready
☐ Full screen display
☐ Mute all attendee automatically when playback begins

Copyright 2004　WebEx Communications, Inc.　　[OK]　[Cancel]

The Object Properties dialog box includes the following information and options:

- **Title:** Specifies the object's title so you can easily identify the object on the slide. The title you specify also appears in the Object Properties dialog box that participants can view when you share your presentation.

- **Location:** Specifies the location of the object's media file. To choose another media file, click **Change**.

- **Duration:** Indicates the duration of the media file's playback. The duration is available only after you play the media file in a PowerPoint slide show. For more information, see "Checking your presentation before you share it" on page 11. This information is not available for Web page, and interactive Flash objects.

- **Size:** Indicates the size of the media file. The size is available only after you play the media file in a PowerPoint slide show. For more information, see "Checking your presentation before you share it" on page 11. This information is not available for Web page objects or any objects for which you chose a media file that resides on a remote server—that is, a streamed file.

- **Start playback automatically on slide display when all attendees are ready:** Automatically starts playback of the media file once you display the slide on which it appears and all participants have downloaded the file, if necessary. This option is not available for Web page objects.

- **Full-screen display:** Automatically displays the slide in a full-screen view on your screen and all participants' screens once you display the slide. This option is not available for audio, Flash, and Web page objects.

- **Mute all attendees automatically when playback begins:** Automatically mutes all microphones on participants' phones once the media file starts to play. Selecting this option prevents participants from hearing an echo in their phones during audio playback. If you pause or stop playback of the file, all participants' microphones are automatically unmuted until you start playback again. This option is not available for Web page objects.

N o t e   Select this option only if the meeting includes an integrated WebEx teleconference. If you are using a third-party teleconferencing service, selecting this option does not mute participants' microphones.

6 Click **OK** to close the Object Properties dialog box.

The media object appears on the slide, as follows:

a Optional. Position the object by dragging it on the slide.

b Optional. Resize the object on the slide, as follows:

Click the object to display the resizing handles. Then drag the handles to resize the object. To retain the current proportions of the object, hold down the **Shift** key while you drag the handles.

N o t e   Resizing the object resizes the player window in which the media file plays. It does not resize the media itself.

Saving your presentation as a UCF file

You can use the Universal Communications Toolkit to save your presentation as a Universal Communications Format (UCF) file, which has a .ucf extension. WebEx service uses this format to deliver real-time multimedia to all participants in a meeting.

Alternatively, you can share a PowerPoint presentation file (.ppt) during a meeting, and your online meeting software software will convert it to UCF automatically.

T i p   To significantly reduce the time that online meeting software requires to upload your presentation during a meeting, use the toolkit to save your presentation as UCF, then share the .ucf file instead of the .ppt file.
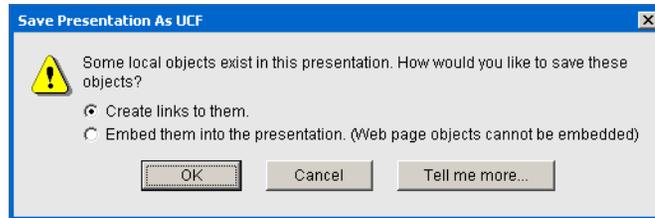
To save a presentation as a UCF file:

1 Save your PowerPoint file by choosing **Save** on the PowerPoint **File** menu or clicking the **Save** button   .

A message appears, informing you that you can use the PowerPoint slide show mode to verify that the objects you inserted will appear correctly when you share them.

2 Do *one* of the following:

■ On the **Add-Ins** toolbar, click the **WebEx: Save as Presentation (*.UCF)** button   . (PowerPoint 2007 and 2010)

■ On the **WebEx** menu, choose **Save as Presentation (*.UCF)**. (PowerPoint XP and 2003)

If you specified the location of a local audio, video, or Flash file in the object, the following message appears, allowing you to either link the file to the object or embed it into the presentation:

Save Presentation As UCF

Some local objects exist in this presentation. How would you like to save these objects?

- Create links to them.
- Embed them into the presentation. (Web page objects cannot be embedded)

OK   Cancel   Tell me more...

For information about the advantages and disadvantages of linking or embedding media files, see "Choosing to link or embed local media files" on page 10.

Choosing to link or embed local media files

When saving a presentation as a `.ucf` file, you can choose to link or embed any audio, video, or Flash files for which you have inserted an object and that reside on your computer or another local computer on your network.

If, at any time, you want to modify your saved UCF file to switch from linked files to embedded files, or *vice versa*, you can save the file again as UCF, choose another option, and overwrite the file.

The following tables describe the advantages and disadvantages of each option.

Linking media files

The advantages are....

- You can link to the same media files in multiple presentations, saving space on your computer.
- Multiple users can share media files from a single location on your network, saving space on their computers.
- You can edit a media file, without the need to reinsert it in your presentation.

The disadvantages are....

- You must ensure that the media objects in your presentation always point to the correct location of the media files. Thus, if you move the media files to another location, you must update the location of the media files in your PowerPoint presentation, and then again save the presentation as UCF.
- You must send all the media files to anyone to whom you send the presentation. A person who receives the presentation must store the media files in the same paths in which they reside on your computer or network.

Embedding media files

the advantages are....

- You can move the original media files to any location on your computer or another computer.
- You can send the presentation file to others, without the need to send the media files separately.

the disadvantages are...

- If you use the same media files in multiple presentations, the presentations may use a significant amount of space on your computer.
- If multiple users want to use the same media file, each user's presentation must include a copy of the media file. This option uses more space on each user's computer.
- If you edit a media file, you must reinsert it in your PowerPoint presentation, and then again save the presentation as UCF.

Checking your presentation before you share it

You can view your presentation to ensure that your media files play correctly by doing *either* of the following:

■ In PowerPoint, start a slide show. For instructions, refer to PowerPoint Help.

■ Save the document as a UCF file, then double-click the file to view the presentation in the WebEx Document Manager. This viewer includes all the same options as does the content viewer in online meeting software.

Sharing a presentation with media objects

Before sharing a presentation in which you have inserted media objects, ensure that:

■ Your media files reside at the same locations they did when you inserted their objects into your presentation. For example, if you chose an audio file that resides on your computer, ensure that the file is in the same folder path as it was when you inserted it.

■ The Universal Communications Format import mode is selected in online meeting software. To select an import mode for presentations, on the **Meeting** menu, choose **Options**. Click the **Import Mode** tab, then select **Universal Communications Format**.

■ Attendees do *not* have the **View Any Page** or **View Any Document** privileges, which allow them to navigate a presentation independently. To ensure that attendees do not have these privileges, on the **Participant** menu, choose **Assign Privileges**. Select the **Participants** tab and ensure that **Any document** and **Any page** are unchecked in the **View** section.

To share a UCF multimedia presentation:

1 In online meeting software, on the **Share** menu, choose **File (Including Video),** navigate to your presentation, and select **Open**.

The presentation appears on the content viewer.

2 To navigate your presentation, use any of the following navigational tools on the content viewer toolbar, or the **Show Thumbnail** button on the bottom left of the content viewer:

Next and **Previous** buttons

Go To drop-down list
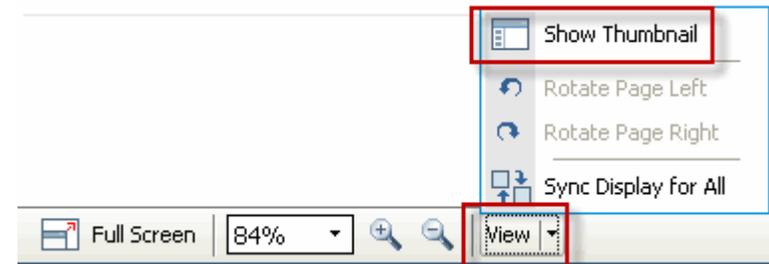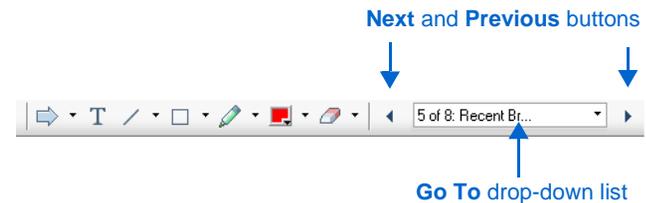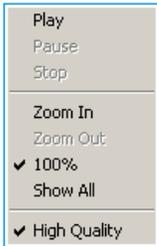
Controlling playback of media files

A media object includes playback controls that appear on a shared slide. The following describes the controls for each type of media object.

WebEx Recording, video, audio, and flash object controls

Control	Name	Description
	Properties	Displays the Object Properties dialog box, on which you can view the object's title and its associated media file's size, duration, and location.
	Full-screen playback	Displays the media object's player window in a full-screen view, in which all playback controls are hidden. Not available for audio objects.
		To return to the content viewer, press the **Esc** key on your computer's keyboard. Participants can also press **Esc** at any time to return to the content viewer.
		For video files, you can also control playback using keys on your computer's keyboard. See "Video object keyboard controls for full-screen mode:" below.

Control	Name	Description
	Attendee Statistics	Indicates how many participants' displays of the media object are not synchronized with your display and the reasons why the displays are not synchronized.
	Play	Starts playback of the media file.
	Pause	Pauses playback of the media file.
	Stop	Stops playback of the media file. Subsequently clicking **Play** starts playback from the beginning of the file.
6/12 attendees done	Attendee Progress indicator	Indicates how many participants' computers have downloaded the media file or connected to the Web or streaming server on which the file resides. If you start playback before all participants' computers have downloaded the file or connected to the server, playback will not be synchronized on all participants' screens.
		Click the indicator to toggle between it and the **Elapsed Time and Duration** indicator or the **Playback Status** indicator.
Playing...	Playback Status indicator	Available for Flash files only. Indicates the status of playback—that is, whether the Flash file is playing, paused, or stopped.
		Click the indicator to toggle between it and the **Attendee Progress** indicator.

Control	Name	Description
`00:12:40 / 00:43:21`	**Elapsed Time and Duration** indicator	Indicates the elapsed time during playback and the total duration of the object, in hours, minutes, and seconds. Not available for interactive Flash objects. Click the indicator to toggle between it and the **Attendee Progress** indicator.
(mute icon)	**Mute**	Mutes audio during playback. If the object does not include audio, this button is not available. **Important**—Muting audio turns off all audio from your computer's sound card. Thus, audio in any other objects or applications is also muted until you unmute audio for the object.
(unmute icon)	**Unmute**	Unmutes audio during playback.
(volume slider)	**Volume** slider	Indicates the current volume level during playback. Drag the slider to adjust the playback volume.
(location slider)	**Location** slider	Indicates the current location during playback. Drag the slider to move playback forward or backward. Not available for Flash objects.
Play Pause Stop Zoom In Zoom Out ✔ 100% Show All ✔ High Quality	Flash Player menu	Right-click a Flash object to display this menu, which provides all Flash Player controls. Available for Flash objects only.

Video object keyboard controls for full-screen mode:

To...	Press...
Pause or resume playback	**Ctrl+Alt+P**
Stop playback	**Ctrl+Alt+S**
Quit full-screen view	**Esc**

Web page object controls

Control	Name	Description
(properties icon)	**Properties**	Displays the Object Properties dialog box, on which you can view the object's title and page's location. To display a different Web page on the slide, type the page's URL in the **Location** box.
(full-screen icon)	**Full-screen display**	Displays the window in which the Web page appears in a full-screen view. To return to the content viewer, press the **Esc** key on your computer's keyboard.
(attendee statistics icon)	**Attendee Statistics**	Indicates how many participants' displays of the media object are not synchronized with your display and the reasons why the displays are not synchronized.

T i p   When viewing a Web page object during a meeting, participants can click any links on the page to view other pages in the object window on the slide. However, you can return all participants to the original page that you inserted into the slide by clicking the **Properties** button, then typing the page's URL in the **Location** box.

Tips for sharing presentations with media objects

The following tips can help you to share UCF multimedia presentations more effectively:

■ To ensure that participants have the appropriate players installed on their computers, you can do any of the following:

☐ Request that participants install the players before the meeting.

☐ List the player requirements on the first slide in your presentation.

☐ When scheduling a meeting, select the option to request that participants verify that compatible rich media players are installed on their computers. All invitation email messages that you send to participants will contain a link that attendees can click to check their computers for the required players before they join your meeting. (This option is not available on all WebEx service sites.)

☐ During a meeting, ask participants to choose **Verify Rich Media Player** on the **Help** menu. A page appears, on which participants can determine whether they have the appropriate players.

■ Use the content viewer annotation tools to provide additional interactivity to your presentation. However, note that you cannot annotate directly on media objects on a slide.

■ When displaying a slide on which an entire media file is not visible in the object window—for example, a WebEx recording or a Web page—display the object in a full-screen view.

■ When sharing any slide that includes audio—including a WebEx recording, video, or Flash object—first mute all participants' microphones. Otherwise, participants will hear an echo in their phones. For instructions on muting audio in an integrated teleconference, refer to the online Help for WebEx service.

You can automatically mute all participants' microphones by selecting the **Mute all attendees automatically when playback begins** check box in the Object Properties dialog box. You can select this option only when inserting or editing the object in PowerPoint, before you begin sharing the slide in which you inserted the object.

Removing the toolkit from your computer

You can remove the Universal Communications Toolkit from your computer at any time.

To remove the toolkit:

1   Double-click the `atucfsuite.msi` file that you downloaded when installing the toolkit.

atucfsuite.msi

The installation program starts.

2   Choose the option to remove the program.

3   Follow the instructions in the installation program.

Getting help

Receiving technical support

For information about contacting technical support for WebEx Recorder or Player, go to the Support page on your WebEx service Web site.

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