

# WEBEX MEETINGS

MODERATING IN WEBEX



# CONNECTIONS

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- Can you see & hear me?
- Can I see & hear you?
- Make adjustments on your device as needed:
  - Turn volume of speakers up/down.
  - Press microphone and video camera button at bottom of screen to turn ON.
  - See webex settings for more control.



# SOFTWARE UPDATES

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**Cisco Webex Meetings** updates its software regularly.

- Screenshots in this document may vary slightly from the current version of the software.
- The basic functionality of the software and processes remain the same.

# WEBEX APP

## Versions

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### Cisco **Webex Meetings** App

- Stand alone app
- Doesn't require an account. (use as guest)
- Easy to download, install and use.



### Cisco **Webex** App

- Requires an account (free, with some limited ability).
- Contains integrated cisco products: meet, call, message.



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# IN SHORT

## Notes & recommendations

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- Use the Cisco Webex Meetings app.
- Use headphones or eabuds.
- Apple Mac computers may require additional permissions setup to use camera, microphone and to share documents, videos or audio. Please let me know if advance if you have a mac computer.
- Restart your device often, or at least once a week for optimal performance.

# EQUIPMENT

## Recommended for participating in online classes

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- PC or MAC desktop or laptop computer – with webcam and microphone, or a Mobile device (*tablet or phone*)
- Earphones/headset – useful for minimizing feedback issues. (*highly recommended*)



Wired headset varieties  
with microphone

*Either a wired or wireless  
headset will work*



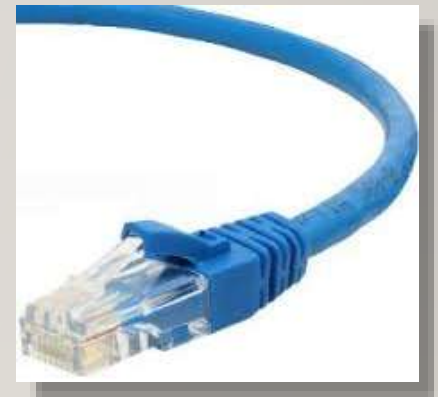
Bluetooth (wireless) headset  
varieties with microphone

# TECHNICAL REQUIREMENTS

## Internet Speed

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- Moderators who want to share their screen, use short video clips or audio should have a high quality internet connection, fiopics recommended.
- Internet Speed: **upload >10 Mbps, download >25 Mbps**
- Run a speed test on device (search online for speed test, many available)
- For optimal connection, plug directly into router with an ethernet cable.





# CISCO WEBEX MEETINGS APP

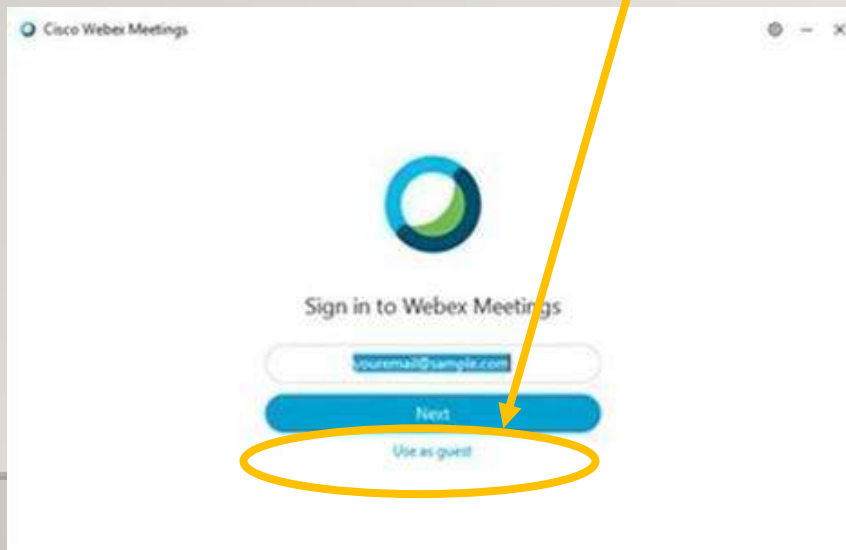
Cisco WEBEX MEETINGS application ([download app](#))

*Download the app and follow the installation instructions for your device.*

You will be joining as a GUEST or attendee.

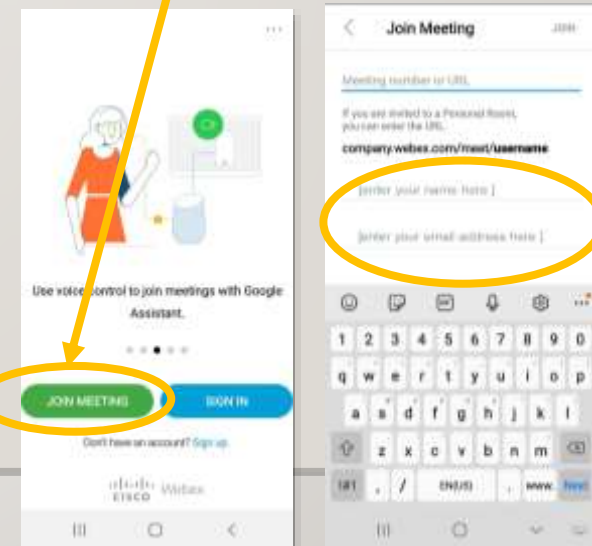
On a computer, click **“Use as Guest”**. On a mobile device, click JOIN MEETING (not sign in).

You will need to enter your email address and your name.



Computer webex intro screen

**In  
Webex Meetings,  
you do NOT need a  
Webex Account.**  
*(this is for UC Staff)*



Mobile device webex intro screen

# WEBEX MEETING ACCESS

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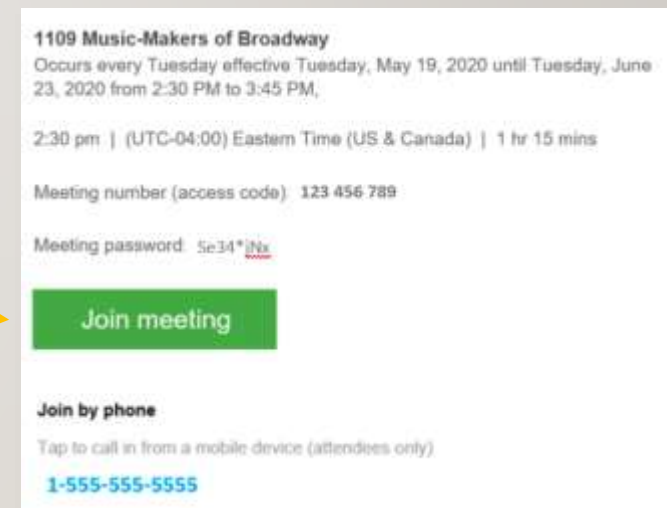
You will be sent an MEETING INVITATION via email for each class you have registered for a few days in advance of your first class date.

## **SAVE this email.**

You will not receive reminder emails for multi-week classes.

Access your class by clicking the link to join the meeting.

- Click the JOIN MEETING button on the Meeting Invitation.



**1109 Music-Makers of Broadway**  
Occurs every Tuesday effective Tuesday, May 19, 2020 until Tuesday, June 23, 2020 from 2:30 PM to 3:45 PM,

2:30 pm | (UTC-04:00) Eastern Time (US & Canada) | 1 hr 15 mins

Meeting number (access code) 123 456 789

Meeting password: 5e34\*1Nk

[Join meeting](#)

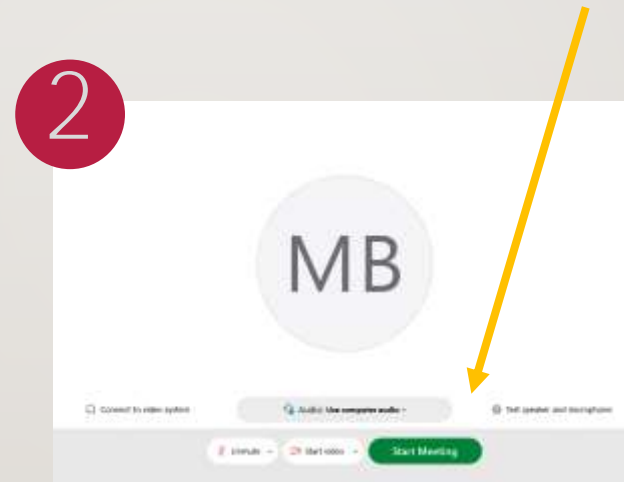
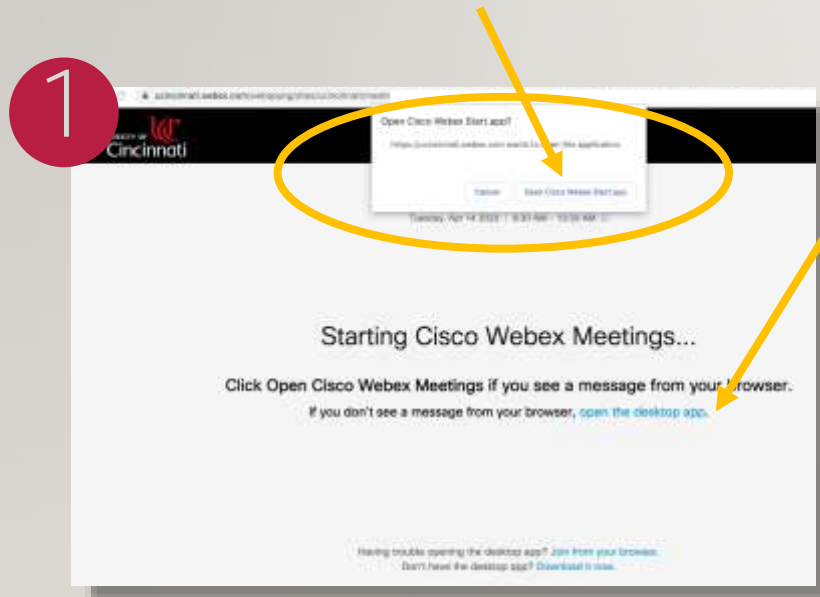
**Join by phone**  
Tap to call in from a mobile device (attendees only)  
[1-555-555-5555](tel:1-555-555-5555)

A yellow arrow points from the text 'Click the JOIN MEETING button on the Meeting Invitation.' to the 'Join meeting' button in the screenshot.

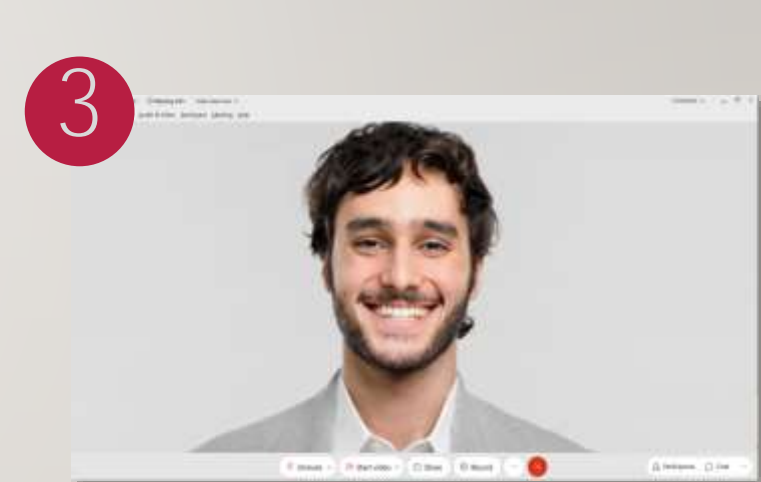
# CISCO WEBEX MEETING APP

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After you have clicked the JOIN MEETING link from the email, a browser window will open; if you wait a moment, the app should open automatically, if it doesn't, look for the 'Open with Cisco Webex App' link or 'open the desktop app' and click the link. A Preview window in the app will open. Click the green Join Meeting button.



Preview window:  
click Join meeting.

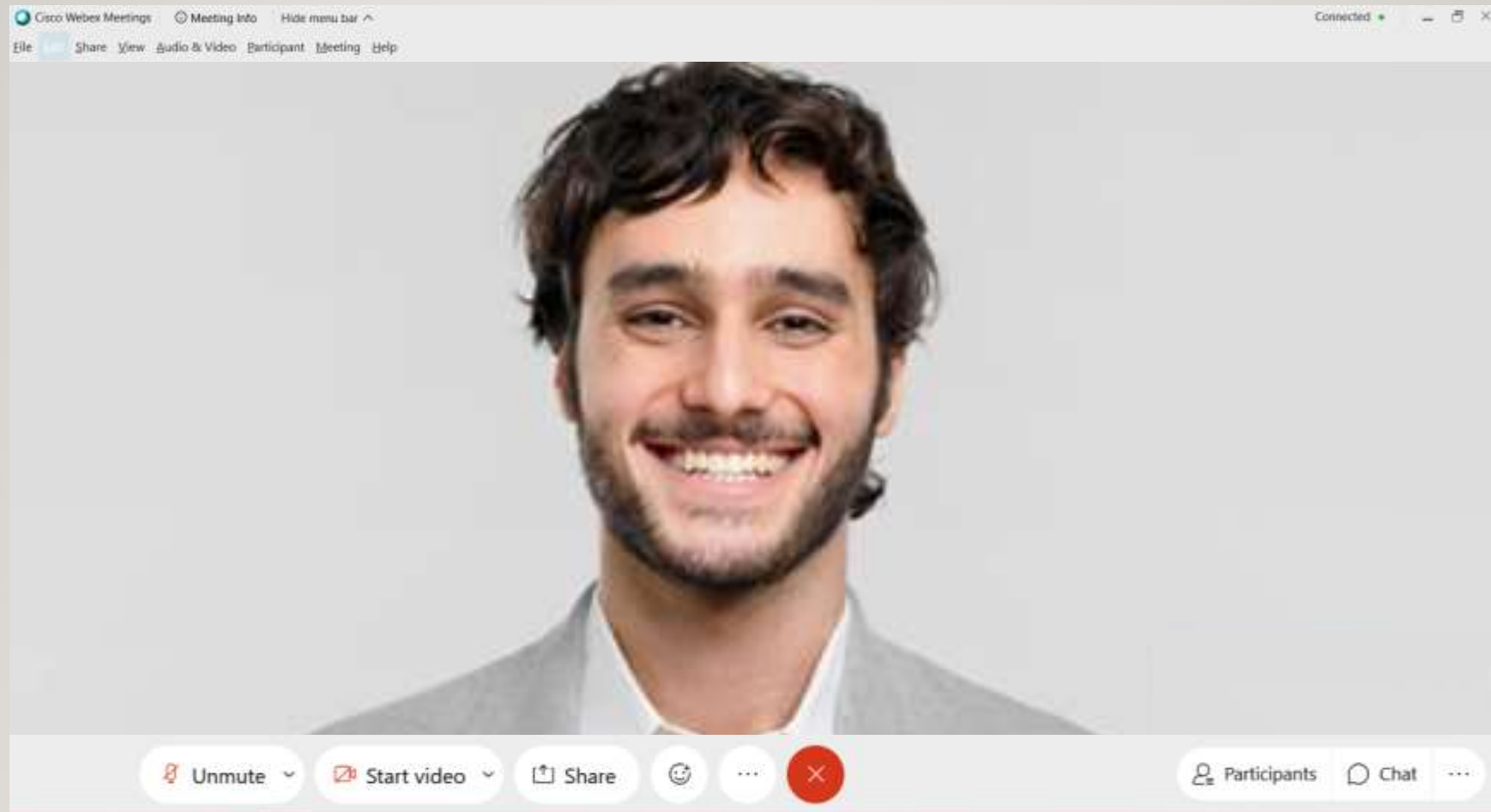


Meeting window, with controls.

*Note: if you have an older or slower computer, please be patient, there may be a slight delay during the transition from browser to application opening. If you repeatedly click the join meeting button from the invite, it could result in you joining the meeting multiple times. If this happens exit the meeting, close the app and your browser and begin again.*

# WEBEX MEETINGS WINDOW

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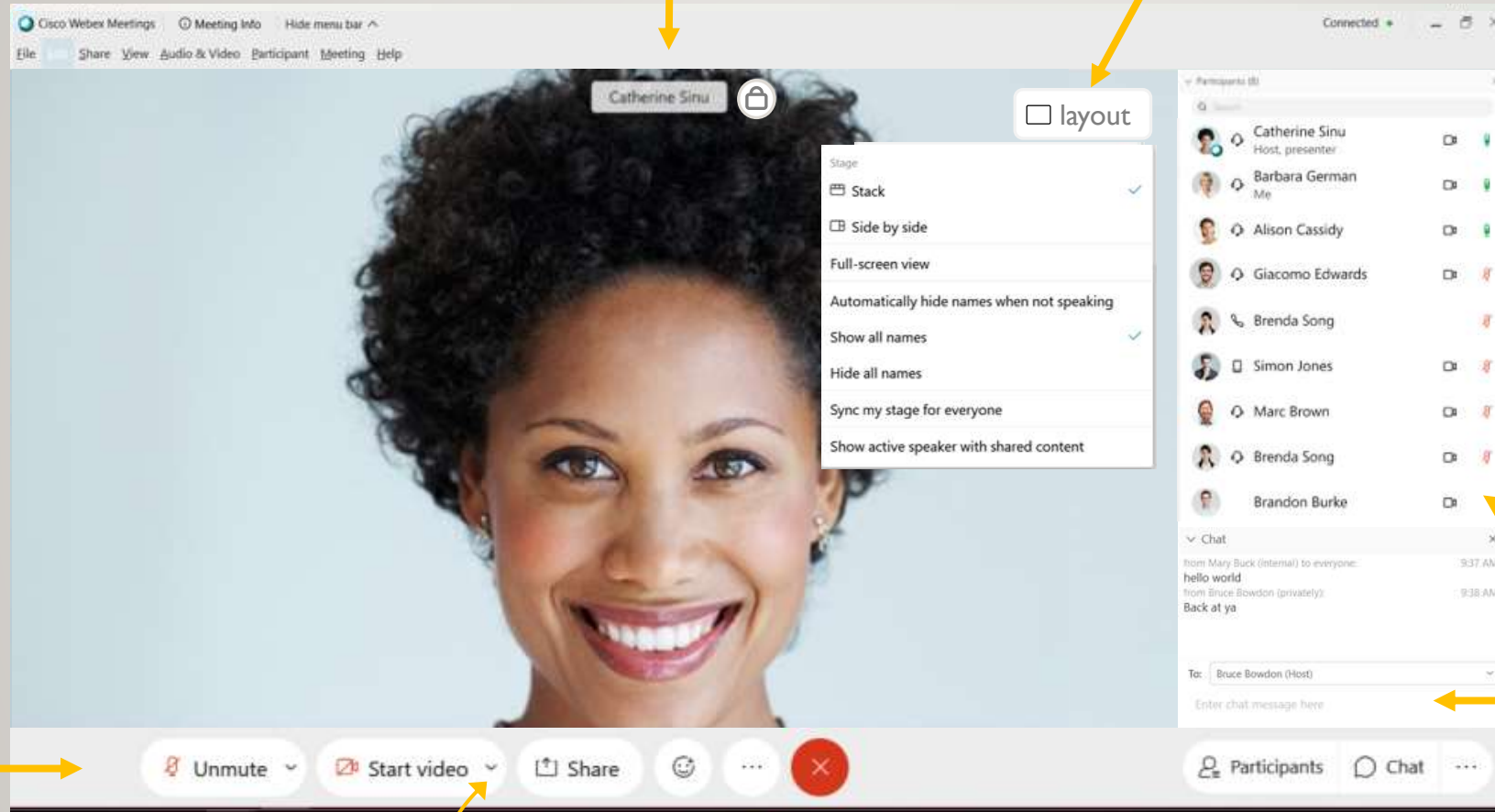
# Quick View of Cisco Webex Meetings Virtual Classroom

## INFO & ADDITIONAL CONTROLS

## CURRENT SPEAKER

Click lock to lock focus view on a specific participant

## LAYOUT VIEWING CONTROLS *(wiggle mouse or tap screen to reveal)*



**Grid View**  
View participants in a grid pattern.



**Stack View**  
View current speaker & participants



**Side by Side**  
View participants on the side of current speaker

## Fullscreen

Allows Speaker, Participants and Chat panel windows to be moved independently around the screen.

## Participants Panel

Lists all participants.

## Chat Panel

Allows you to type a question or comment to everyone or a single participant.

## MEETING CONTROLS

Microphone and Video camera  
click to toggle on/off

click small down arrow to access settings.

Share Content  
click to reveal menu

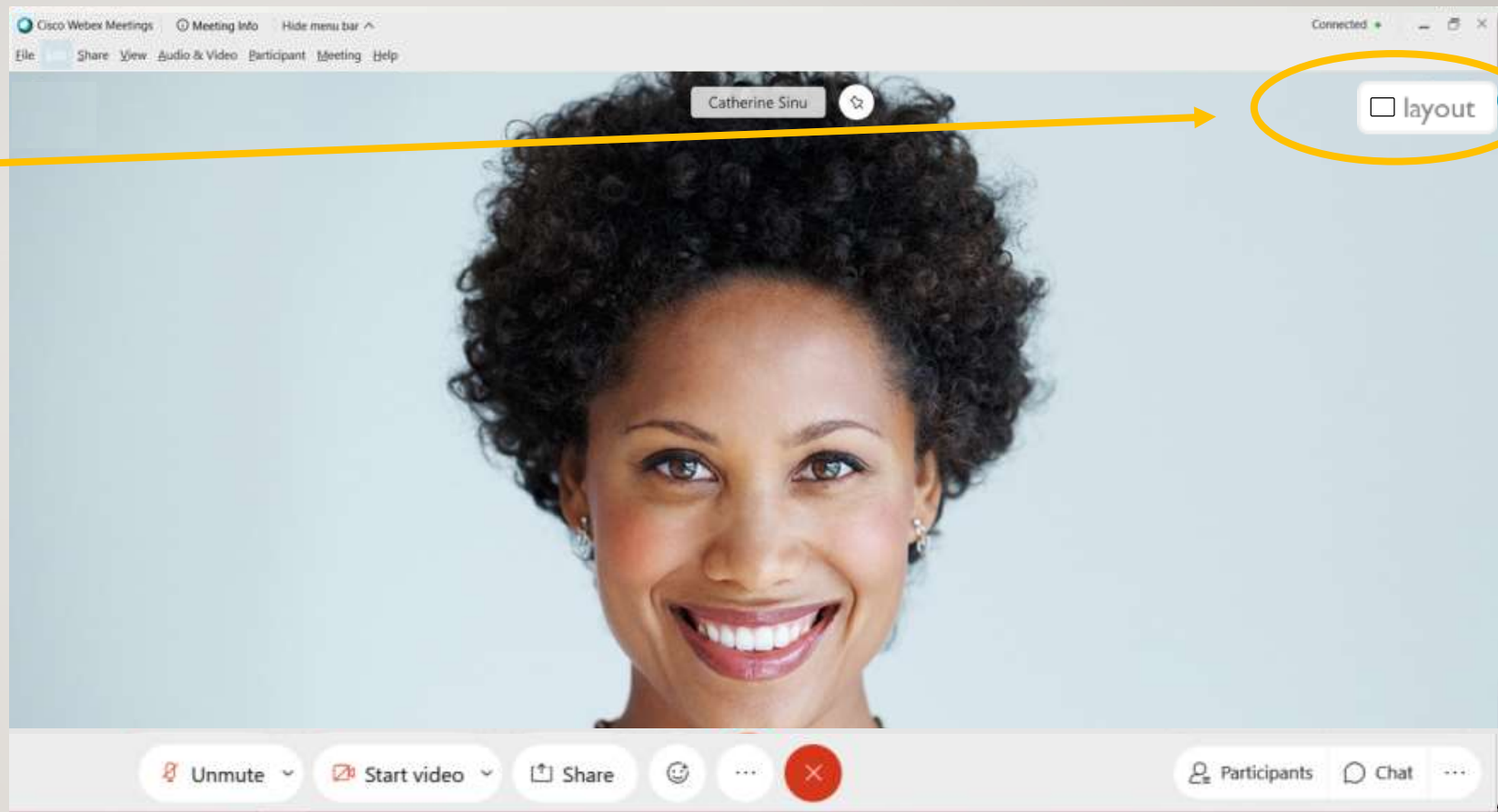
Red X:  
Leave Meeting

Participants & Chat panels  
click to toggle open/close panels above

## LAYOUT MENU

### Viewing Options

You may have to wiggle the mouse or tap the screen to view the layout button.

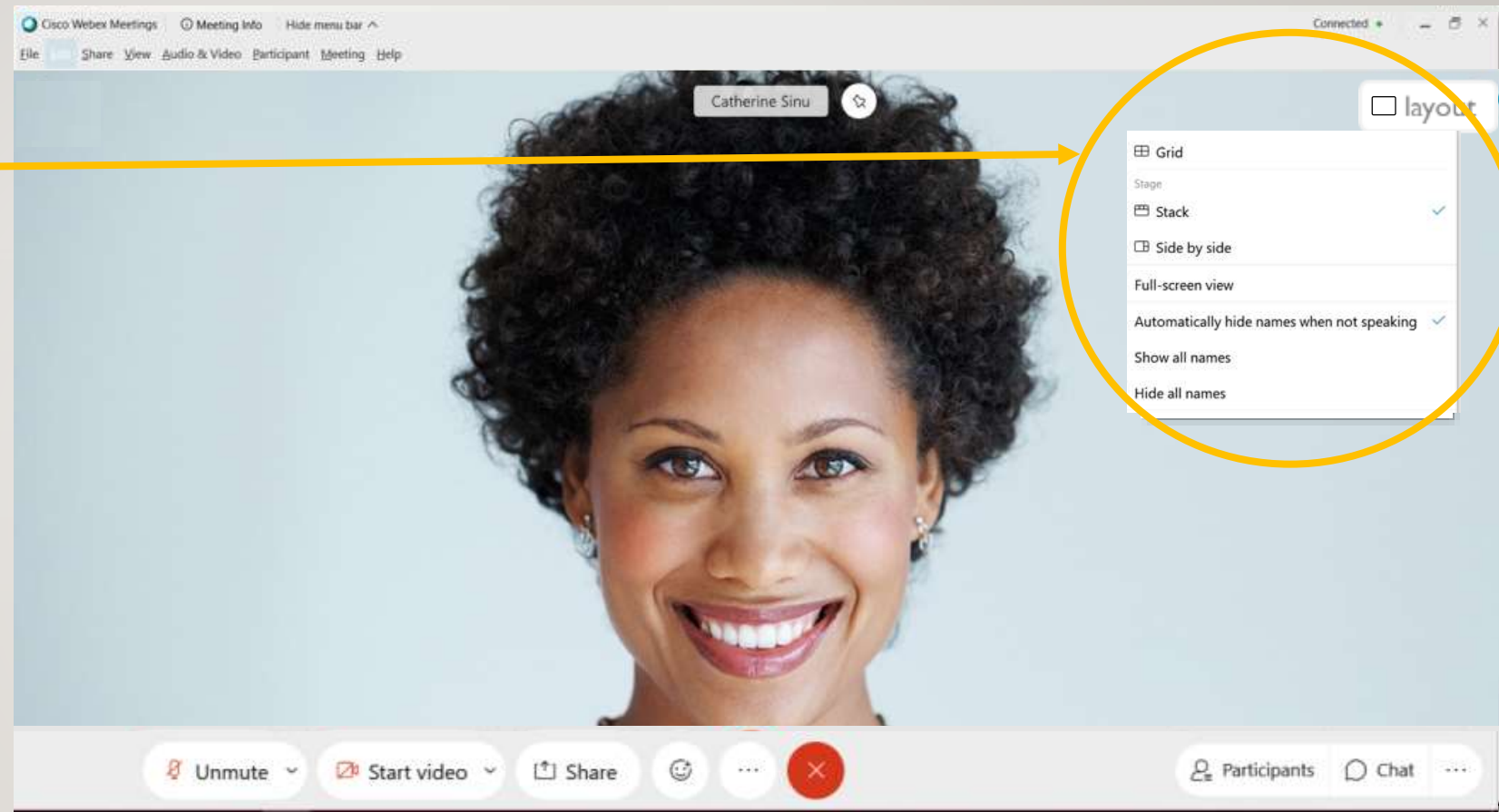


As seen from a laptop screen, not mobile device

# LAYOUT MENU

## Viewing Options

Click the Layout button to reveal dropdown menu.



As seen from a laptop screen, not mobile device

# GRID VIEW

The screenshot shows a Cisco Webex Meeting interface in Grid View. The meeting title is "Cisco Webex Meetings" and the status is "Connected". The menu bar includes "File", "Edit", "Share", "View", "Audio & Video", "Participant", "Meeting", and "Help". The main area displays a grid of participants, with some video thumbnails and others showing names and status icons. A layout menu is open on the right side, showing options: "Grid", "Stage", "Stack", "Side by side", "Full-screen view", "Automatically hide names when not speaking", "Show all names", and "Hide all names". The "Show all names" option is highlighted with a yellow circle. The bottom toolbar contains "Unmute", "Start video", "Share", "Participants", and "Chat" buttons.

Cisco Webex Meetings Meeting Info Hide Menu Bar ^ Connected

File Edit Share View Audio & Video Participant Meeting Help

MaryPat Buck  
Internal

Laura ... (Host...)

Tiffan... (Internal)

Lawr... (Internal)

Gibin... (Internal)

Katel... (Internal)

Adam Solomon  
Internal

Allison

Anna... (Internal)

Amber Burley Munnerlyn  
Internal

Amelia Bowdell

Amy Bernard

Anna... (Internal)

SEE YOU IN CLASS

Beth ... (Internal)

Brad Wilson

Bradley Harris  
Internal

Brittany Hayes  
Internal

Brooke Marston  
Internal

Call-in User\_2

Carissa Schutzman  
Internal

carlisaa

Carole Donnellon  
Internal

Layout

- Grid
- Stage
- Stack
- Side by side
- Full-screen view
- Automatically hide names when not speaking
- Show all names
- Hide all names

Unmute Start video Share Participants Chat



# GRID VIEW

Cisco Webex Meetings Meeting Info Hide Menu Bar ^ Connected

File Edit Share View Audio & Video Participant Meeting Help

Layout

MaryPat Buck (Internal)

Laura ... (Host)

Tiffan... (Internal)

Lawr... (Internal)

Chris... (Internal)

Gibin... (Internal)

Katel... (Internal)

Adam Solomon (Internal)

Allison

Amanda Pompoco (Internal)

mber Burley Munnerlyn (Internal)

Amelia Bowdell

Amy Bernard

Anna... (Internal)

Anne Bauer (Internal)

SEE YOU IN CLASS

Beth ... (Internal)

Brad Wilson

Bradley Harris (Internal)

Brittany Hayes (Internal)

Brooke Marston (Internal)

Call-in User\_2

Carissa Schutzman (Internal)

carlisa

Carole Donnellon (Internal)

Unmute Start video Share

Participants Chat

Search [ ] [ ] Layout



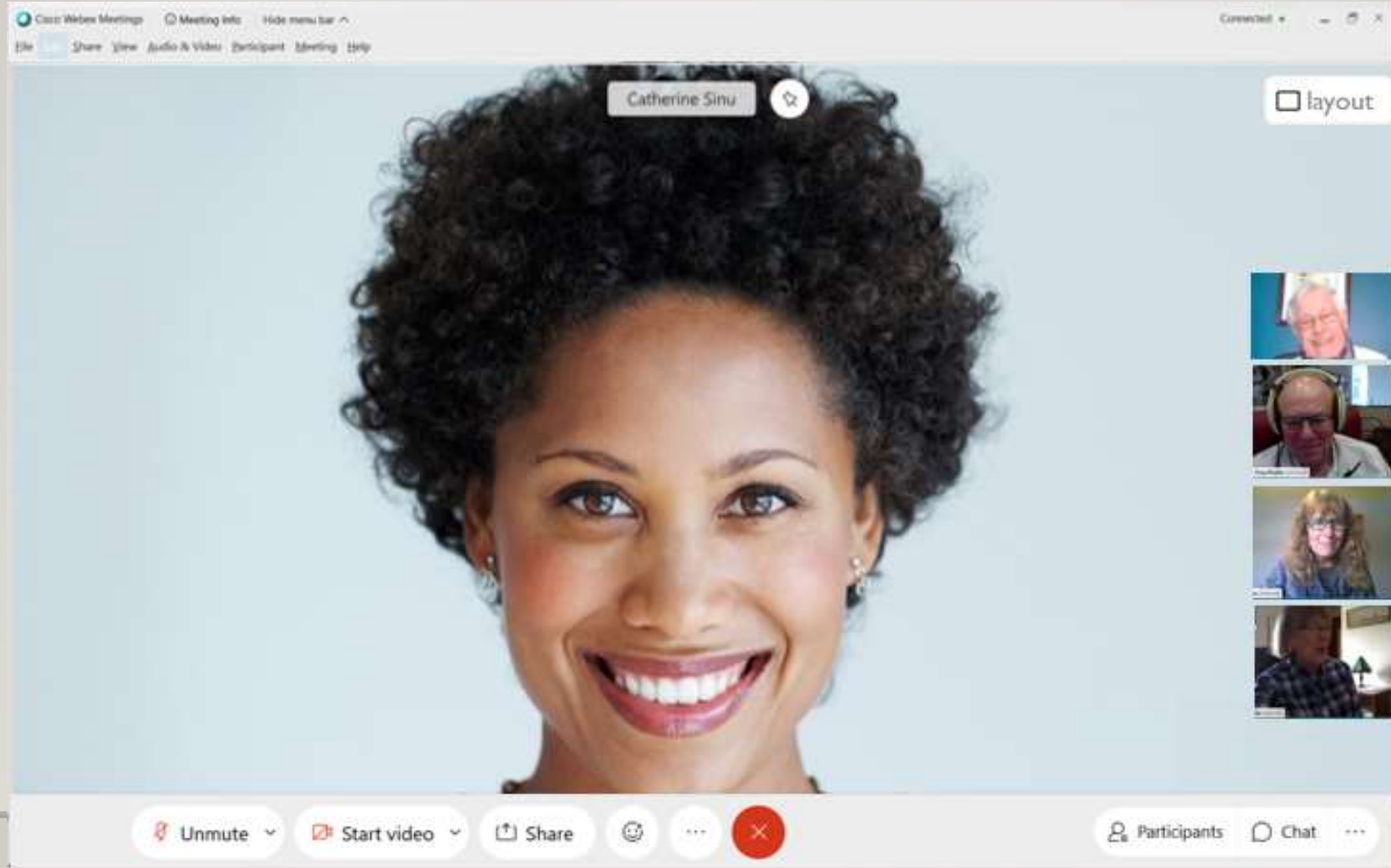
Unmute Start video Share Record

Participants Chat

# STACK VIEW



# SIDE BY SIDE VIEW



# FULL SCREEN VIEW

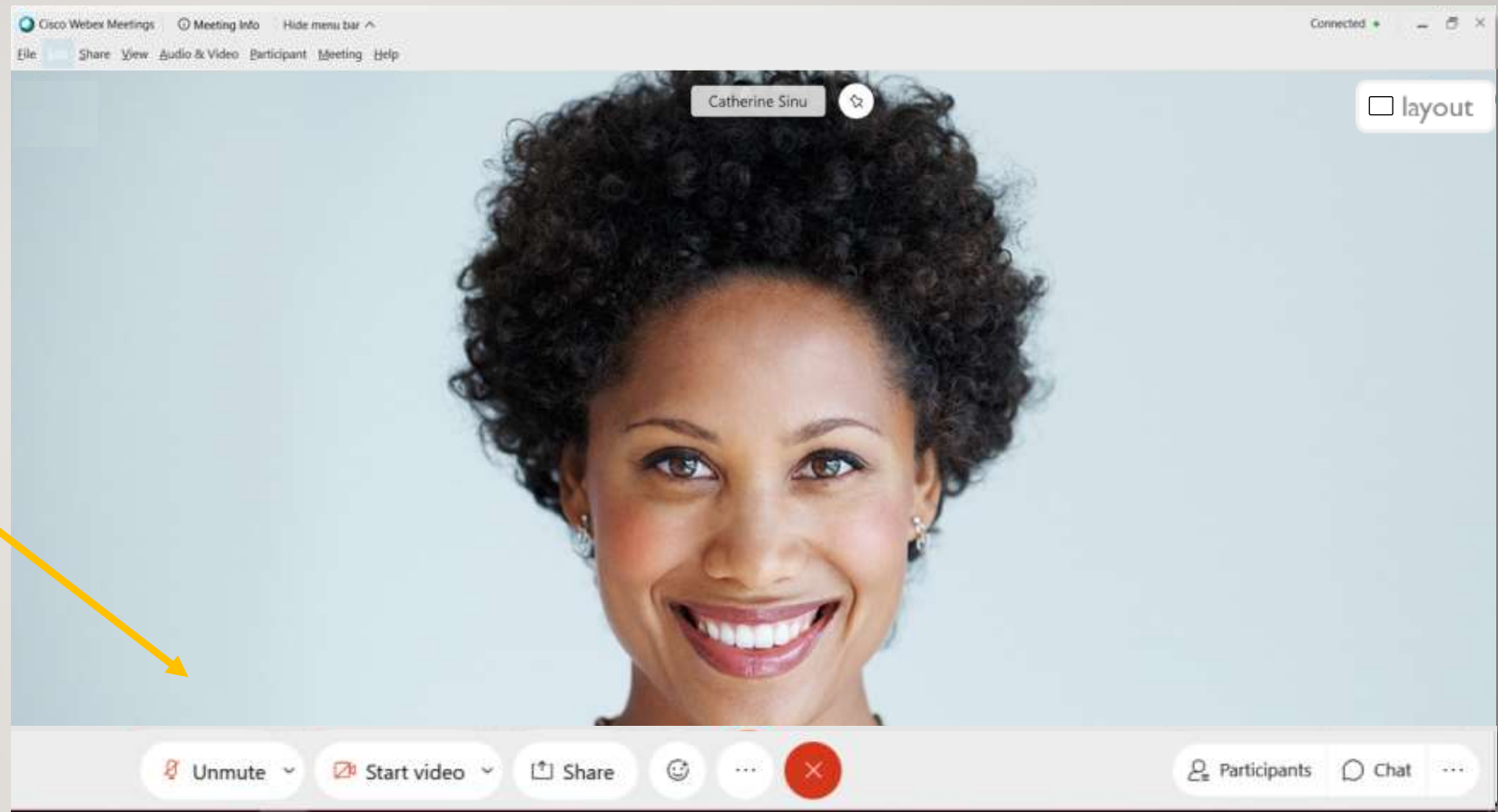
The image shows a Zoom meeting interface in full-screen view. The main content is a video of Catherine Sinu, a woman with dark curly hair, smiling. The interface includes several overlays and a bottom toolbar.

- Participants (2) Panel (Top Left):** A dropdown menu showing a search bar and two participants: Mary Buck (Me, internal) and Bruce Bowdon (Host).
- Participant Name (Top Center):** A name tag for Catherine Sinu with a close button.
- Layout Button (Top Right):** A button labeled "layout" with a square icon.
- Chat Window (Bottom Right):** A chat panel with a dropdown arrow, a close button, and a message history: "from Mary Buck (internal) to everyone: hello world" (9:37 AM) and "from Bruce Bowdon (privately): Back at ya" (9:38 AM). It also features a "To:" dropdown menu set to "Bruce Bowdon (Host)" and a text input field labeled "Enter chat message here".
- Bottom Toolbar:** A row of controls including "Unmute" (muted), "Start video" (video off), "Share", a smiley face icon, a three-dot menu, a red "X" icon, "Participants", "Chat", and another three-dot menu.

## MEETING CONTROLS

at bottom of screen

- Turn webcam and microphone ON and OFF
- SHARE
- EXIT
- PARTICIPANT
- CHAT



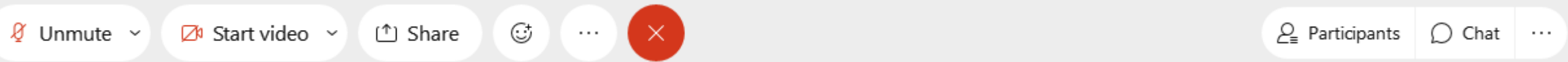
As seen from a laptop screen, not mobile device

# MEETING CONTROLS

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Toggle buttons, at bottom of screen:

Shown **Muted / OFF / Closed**.






# MEETING CONTROLS


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Toggle buttons, at bottom of screen:

Shown : **UNmuted / ON / Open**

 Mute 

 Stop video 

 Share



 Participants

 Chat



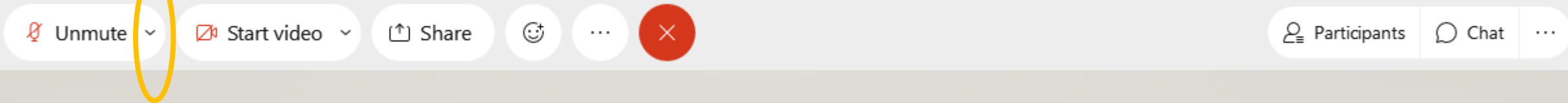
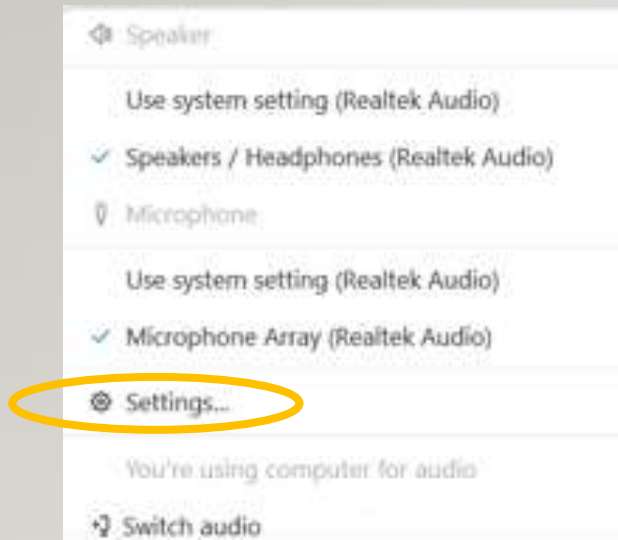


# MEETING CONTROLS

## Settings

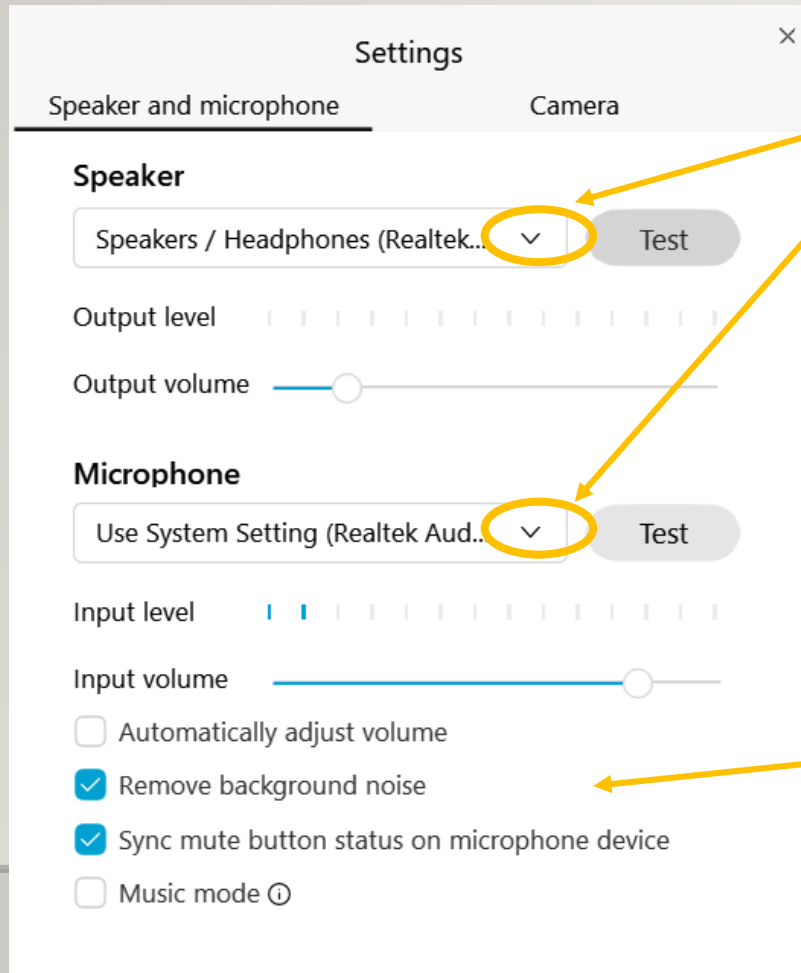
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Adjust your audio or video settings with the pop up menus.  
Click the small down arrow to show pop-up menu.



# MEETING CONTROLS

## Settings

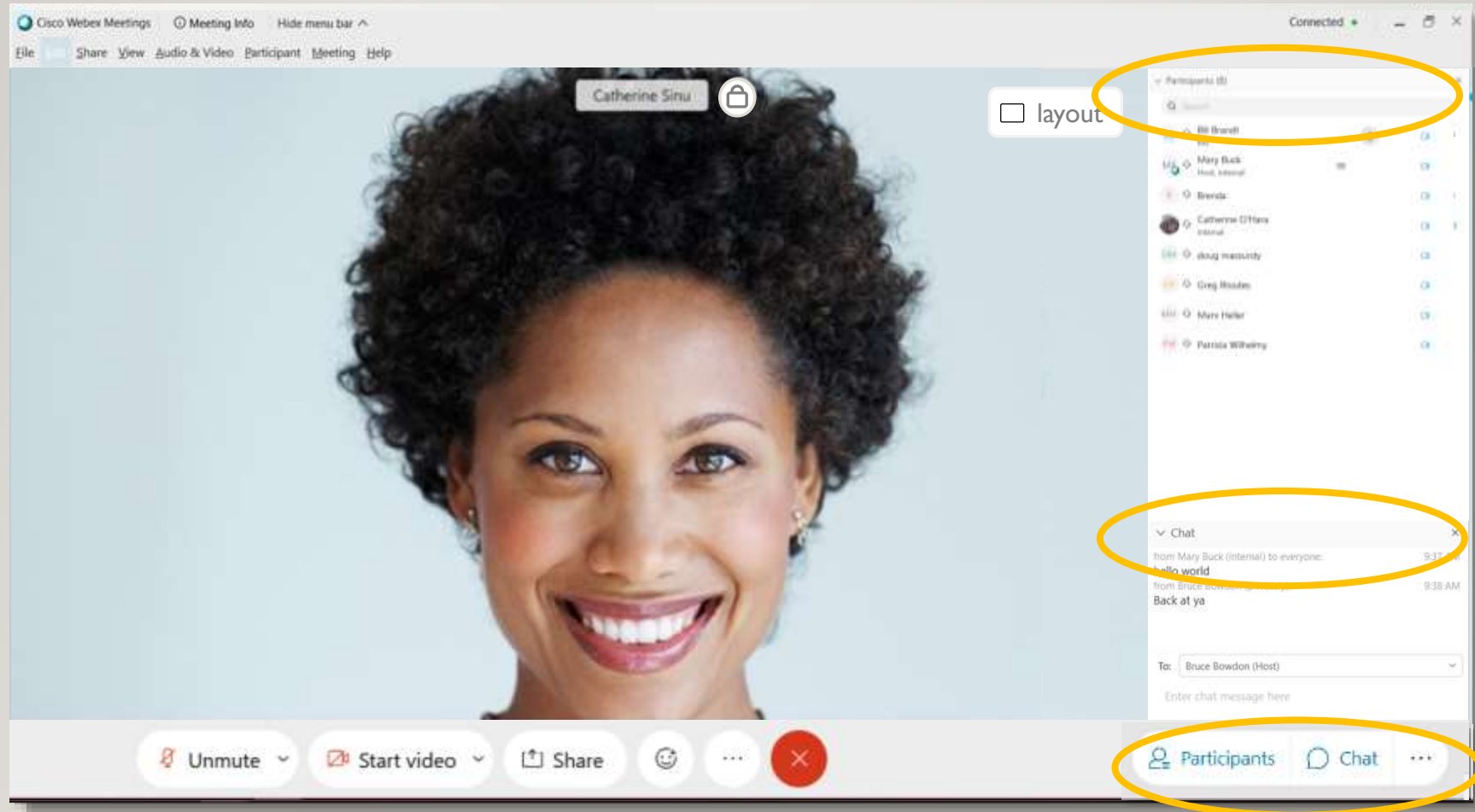


Drop down menus to choose your speakers and microphone.

Click the 'v' for additional options if necessary.

Additional microphone settings as needed.

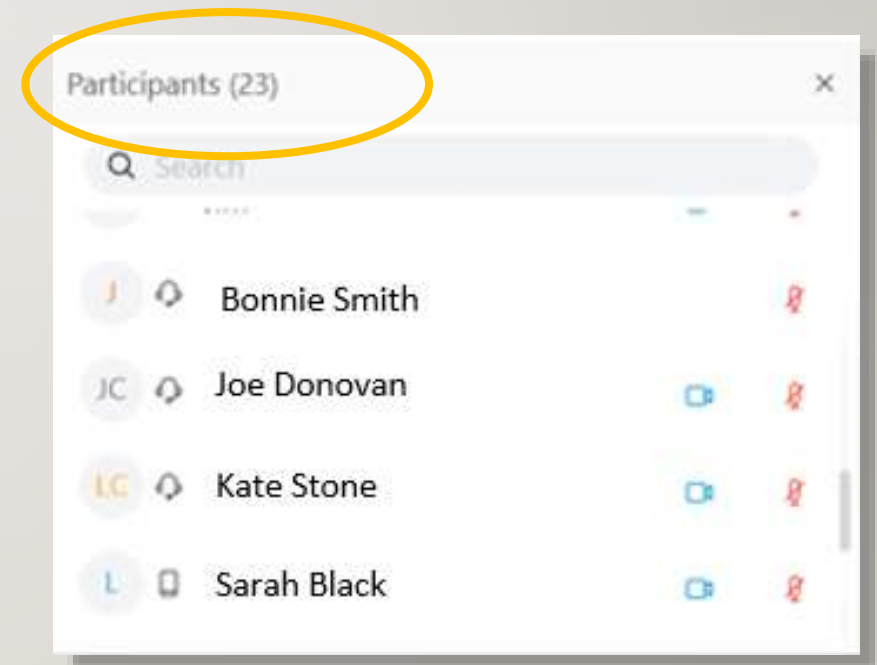
# PARTICIPANT AND CHAT PANELS



# PARTICIPANTS PANEL



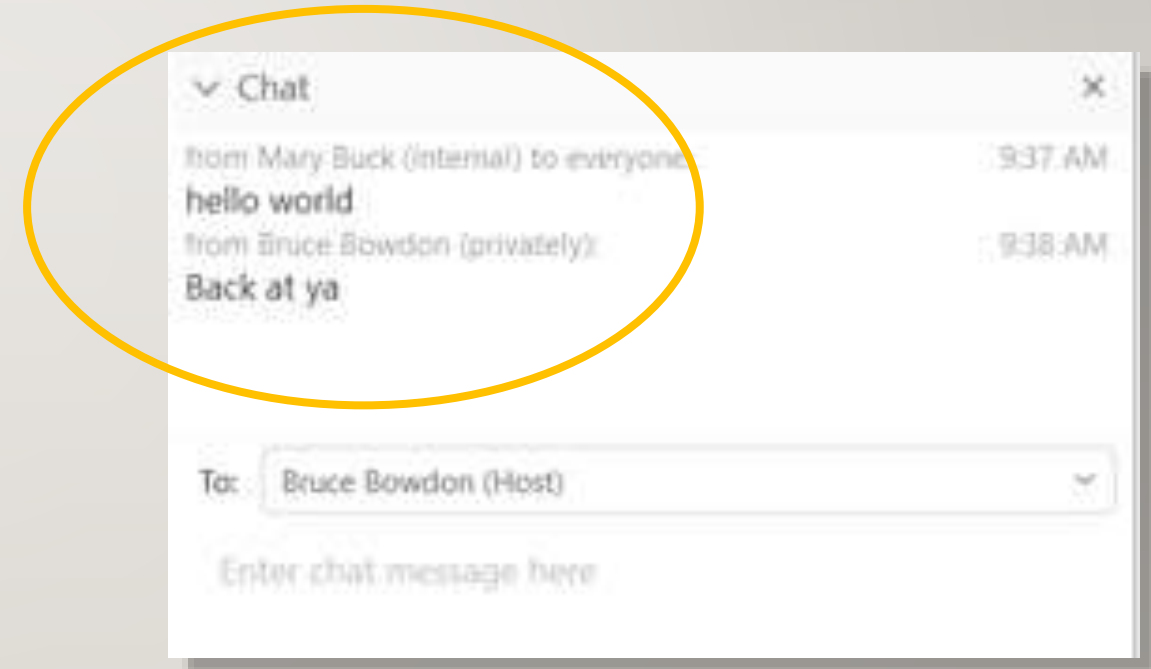
- See listing and number of Students in class.
- HOST can mute Participants audio and video.



# CHAT PANEL



- Comment or question to everyone or to a single participant.
- Students can type a question without interrupting the current speaker.



# SHARE CONTENT

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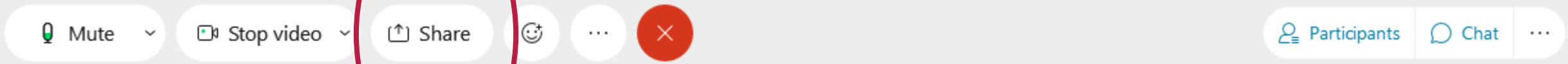


Websites  
Documents  
Images  
Videos

# SHARE CONTENT

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Click the SHARE button to reveal a pop-up menu.

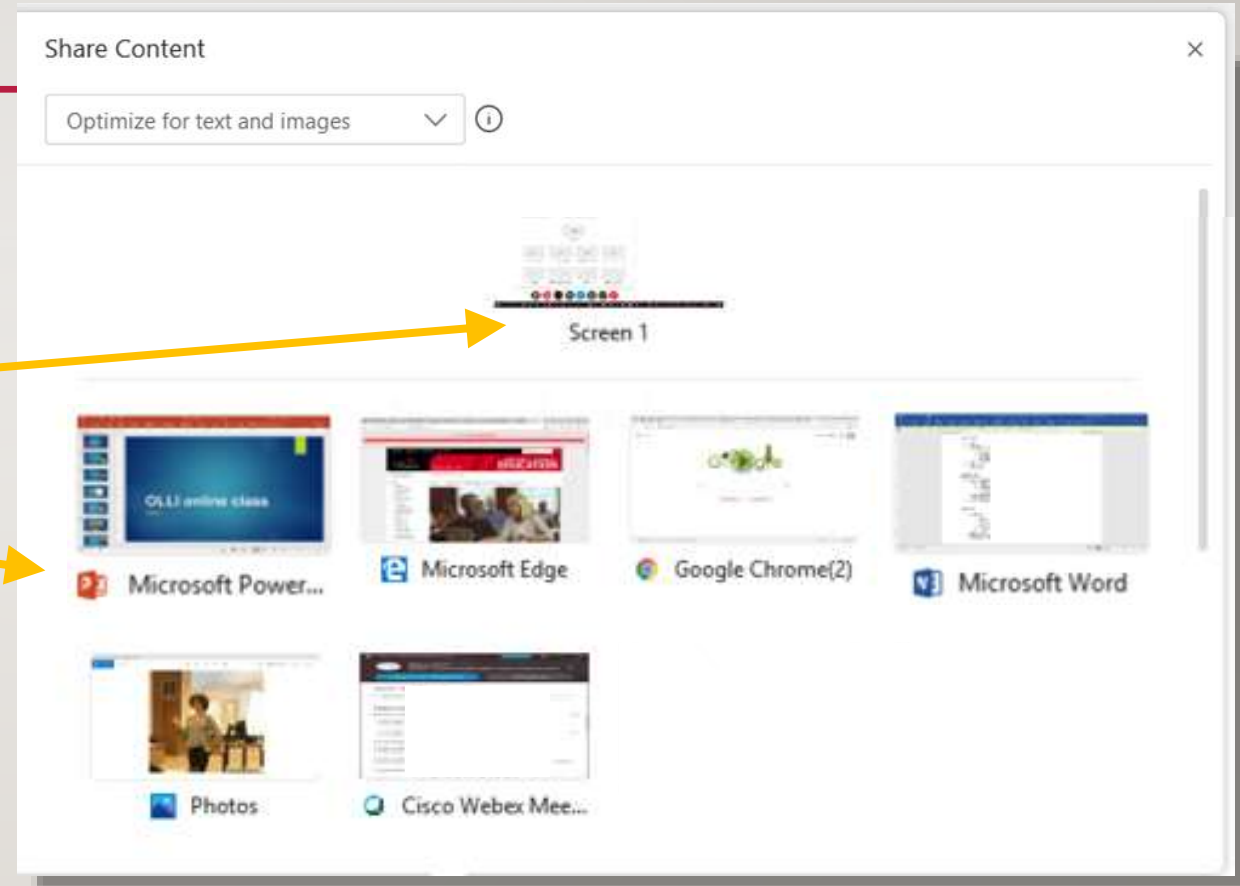


# SHARE CONTENT

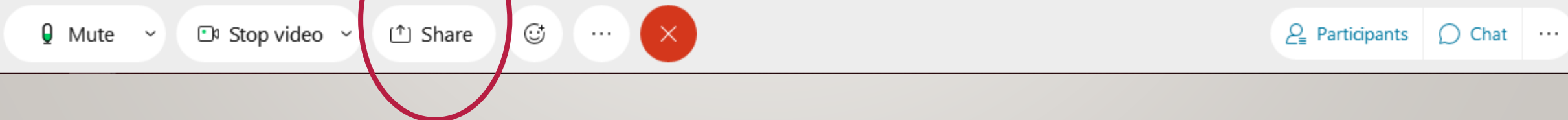
*POP-UP MENU shown at right*

Options:

- Share your SCREEN or
- Select one of the thumbnail images of applications that are open on your computer.



Pop-up menu





# SHARE CONTENT controls

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NOTE: **Webex controls** are now at the **TOP** of the screen. Controls will disappear after a few moments.

Example shown: PowerPoint file. Put into SLIDE SHOW mode, click through the slides as usual.



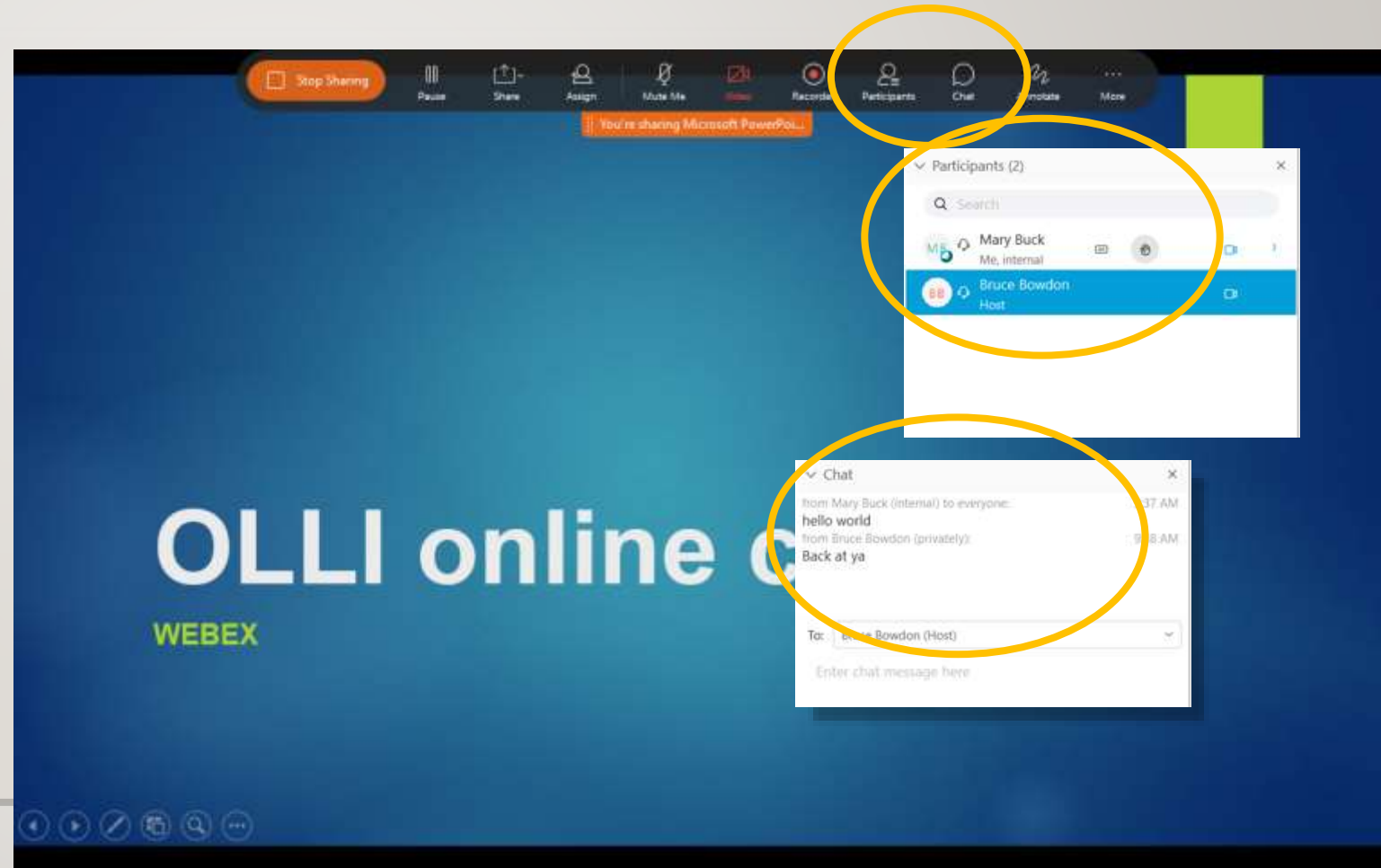
# SHARE CONTENT controls

From the top menu:

Click the CHAT or PARTICIPANTS icon to bring up windows.

These are floating windows – you can move them freely around the screen.

If a student types in a question, it will be visible here, answer when it is convenient to you.

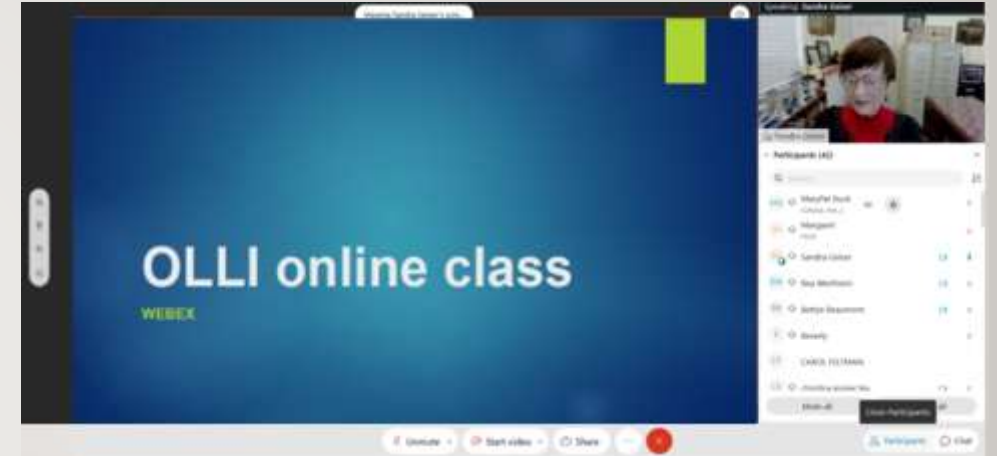


# STUDENT view while the moderator is sharing a document

## stacked view & side-by-side views

When you share a document, the student perspective is a clean view.

Students do NOT see any floating windows obscuring content.

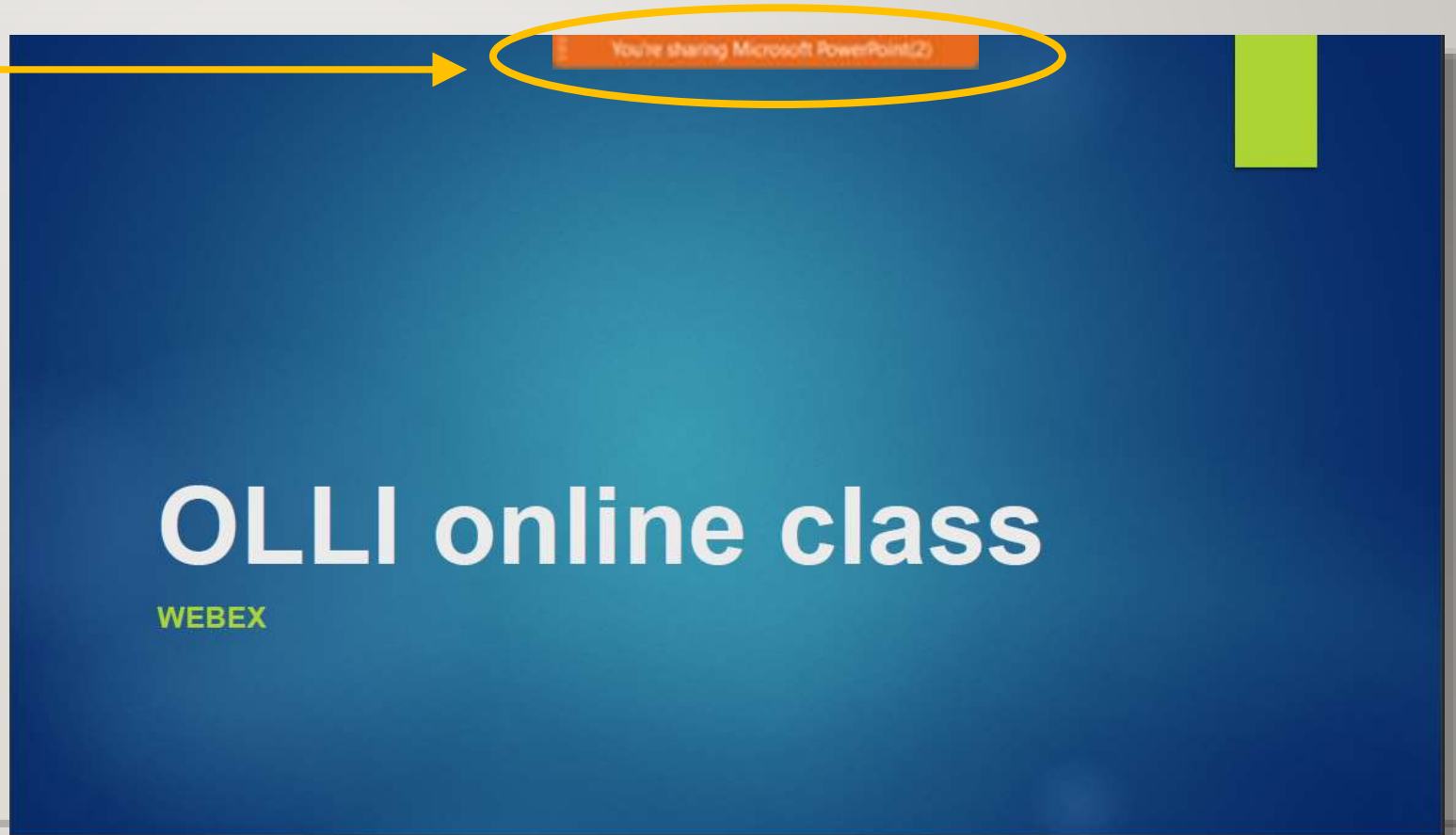


# SHARE CONTENT controls

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Minimized tool menu.

Hover mouse over  
orange bar to restore tool menu.



# SHARE CONTENT view

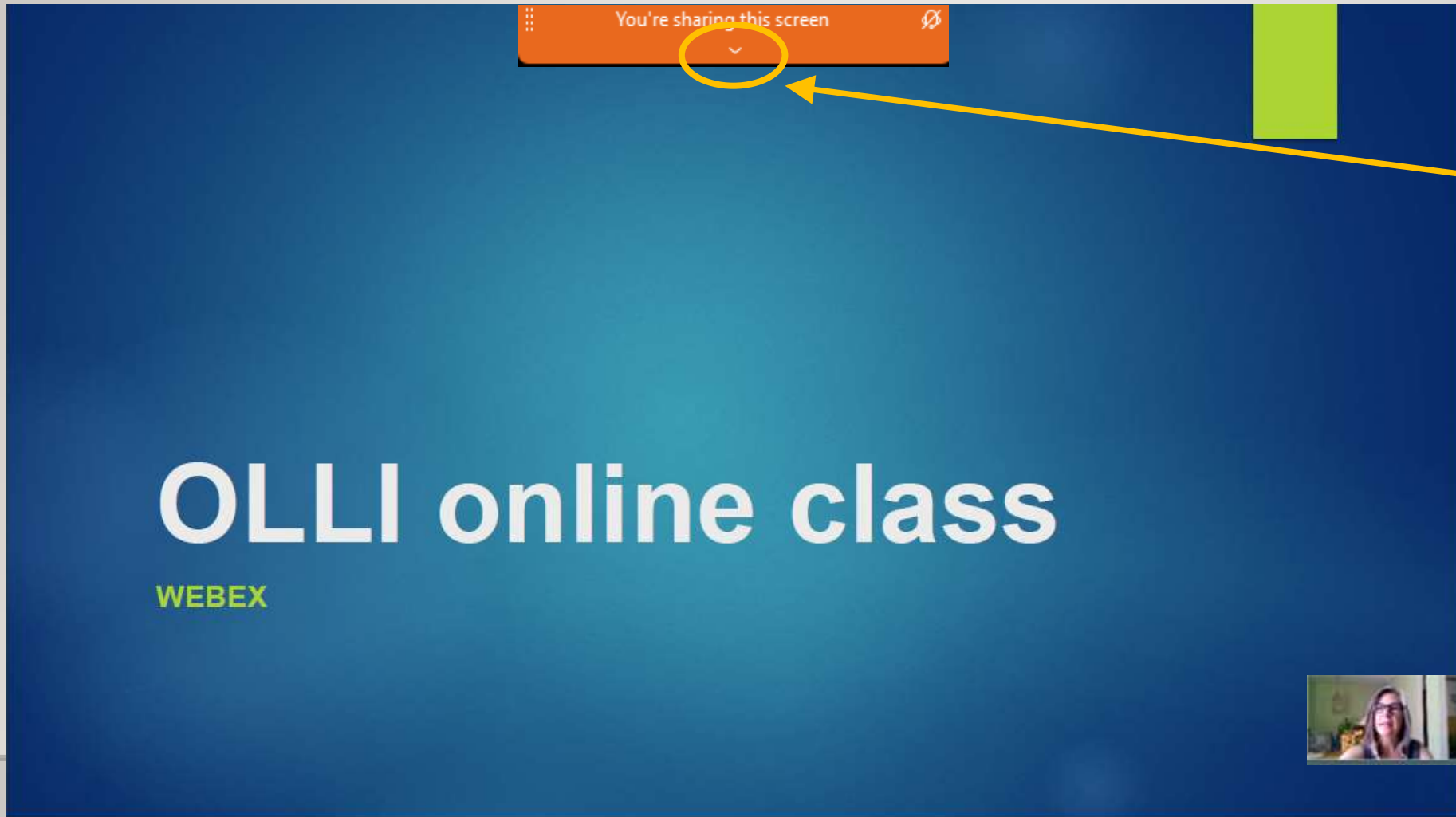
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Click the DOTS to *slide* orange box left or right.

# SHARE CONTENT view

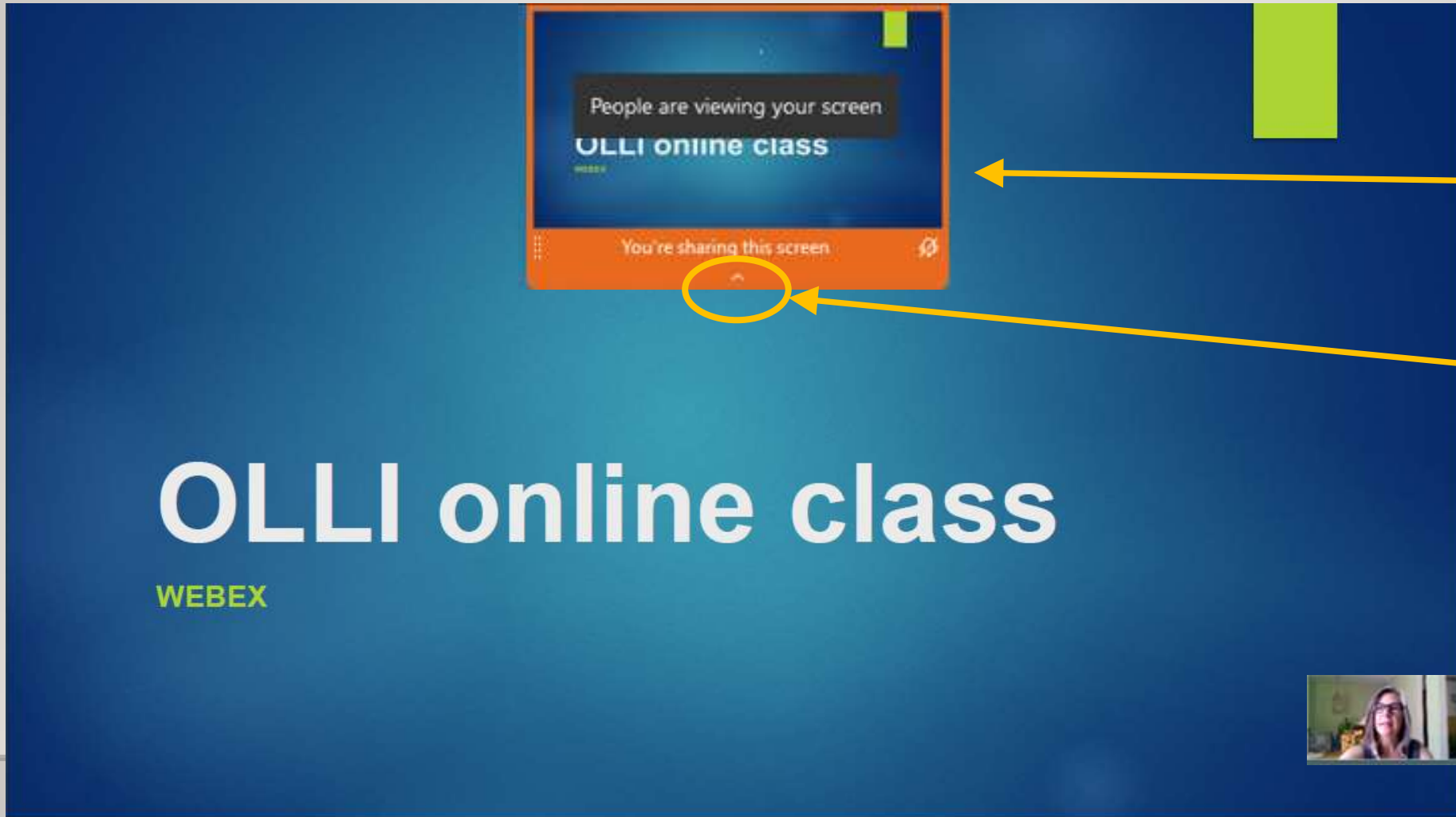
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Click the ARROW to reveal the window you are sharing.

# SHARE CONTENT view

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Drop down window shows what you are sharing.

Click ARROW to minimize.

# SHARE CONTENT view



The screenshot shows a Webex meeting interface. At the top, an orange banner reads "You're sharing Microsoft PowerPoint2". The main content area is a blue slide with the text "OLLI online class" in large white font and "WEBEX" in smaller green font below it. In the top right corner, there is a video gallery window showing three participants: MaryPat Buck (Host...), Robert Zierolf (Speaking), and Stephen Winter (Cohost). In the bottom right corner, there is a small video window showing a woman, representing the user's own video.

< webcam view of participants

Video boxes can be moved around the screen to reveal content. *(your students do not see this layout).*

< your own video here



# SHARE CONTENT view

You're sharing Microsoft PowerPoint2

Speaking: Robert Zierolf

MaryPat Buck (Host...)

Robert Zierolf

Stephen Winter (Cohost)

# OLLI online class

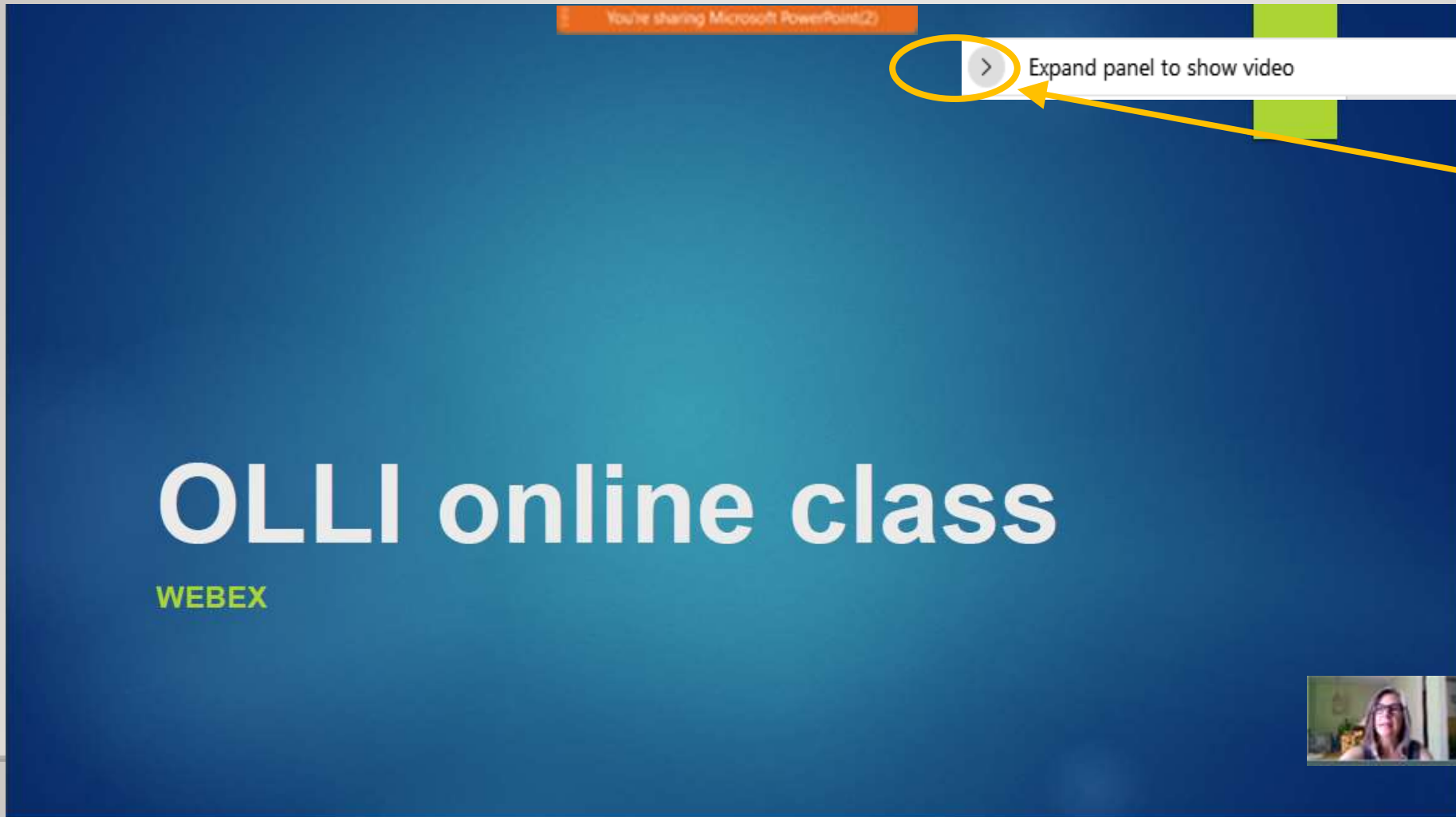
WEBEX

Click the V to  
CLOSE video view.

Video boxes can be  
moved around the  
screen to not obscure  
content. (*your students do  
not see this layout*).

# SHARE CONTENT view

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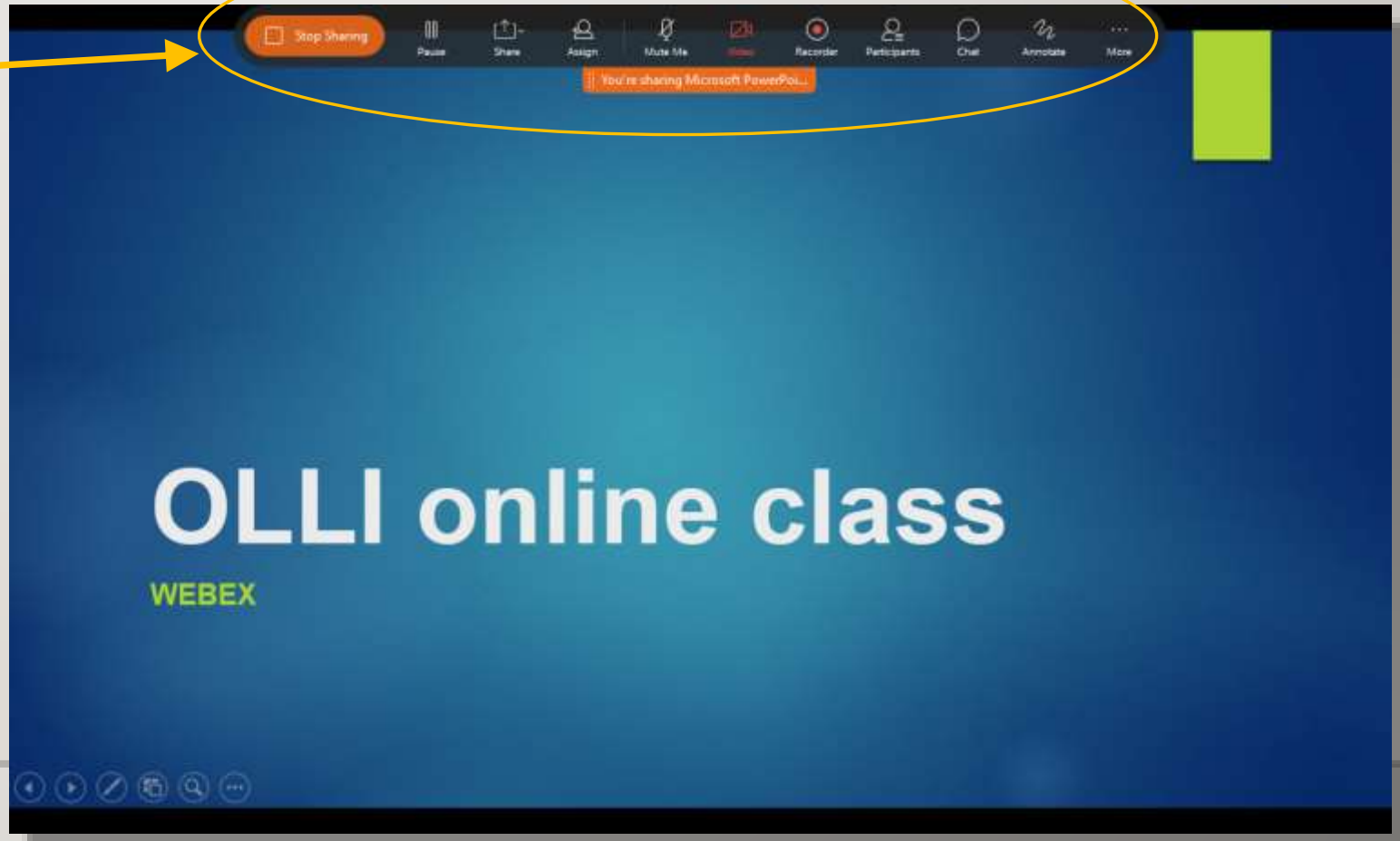
Click the > to  
open video view.

Video boxes can be  
moved around the  
screen to not obscure  
content. (*your students do  
not see this layout*).

# SHARE CONTENT controls

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Move mouse to TOP of screen  
to reveal webex controls.

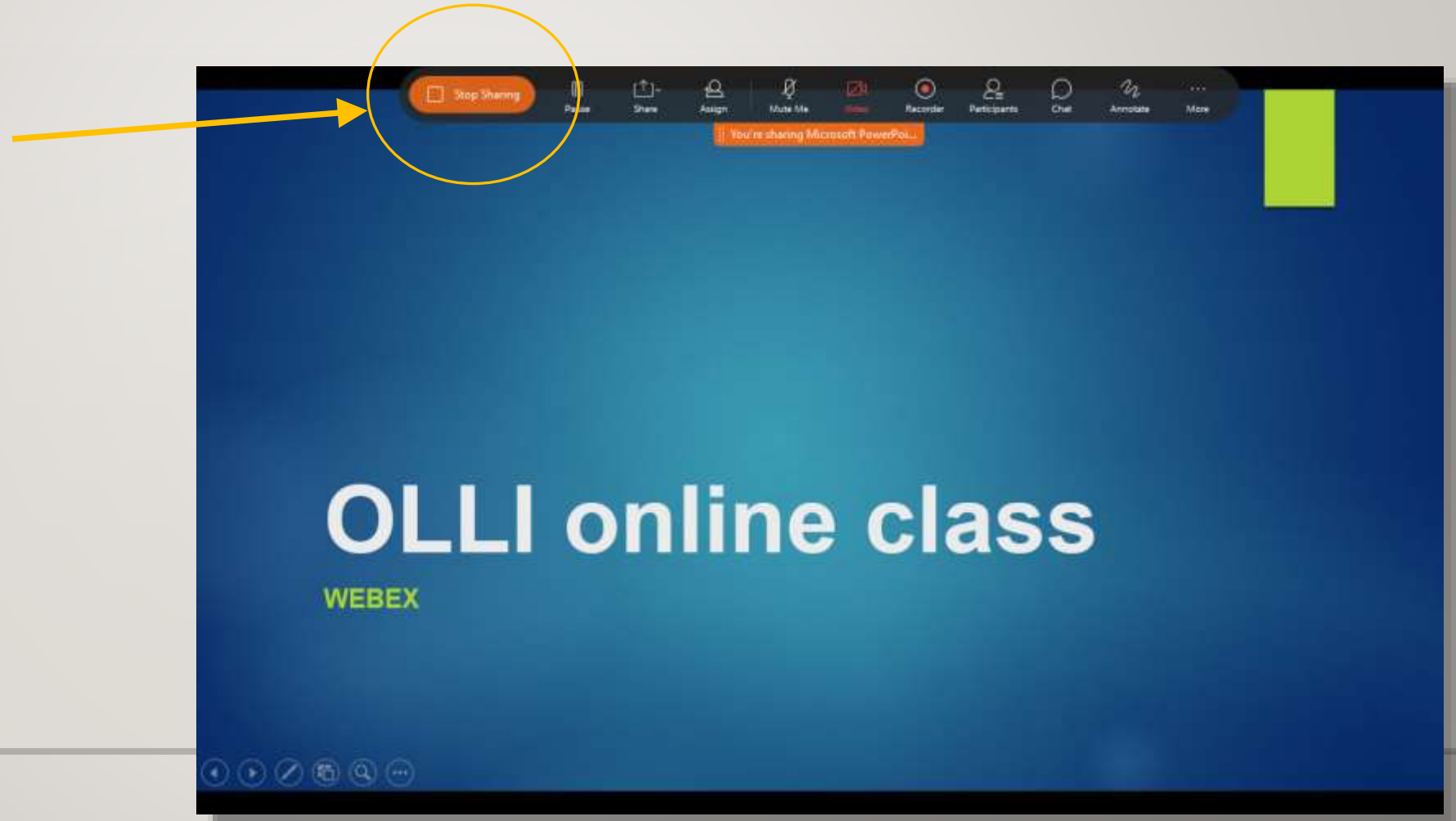


# SHARE CONTENT controls

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## Stop Sharing

button at top of screen  
takes you back to the  
regular Webex screen.



# SHARE CONTENT

## Best Practices

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Always use the Webex Meetings App if you plan on sharing content, not browser.

Have your documents open in advance.

If you have an Apple device, you will need to go into your device's settings to allow permissions to share items in Webex, and you may need to download audio drivers. (only once).

Follow prompts on your device. You may have to restart webex and your computer.

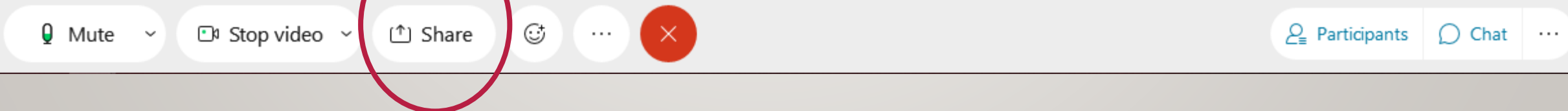
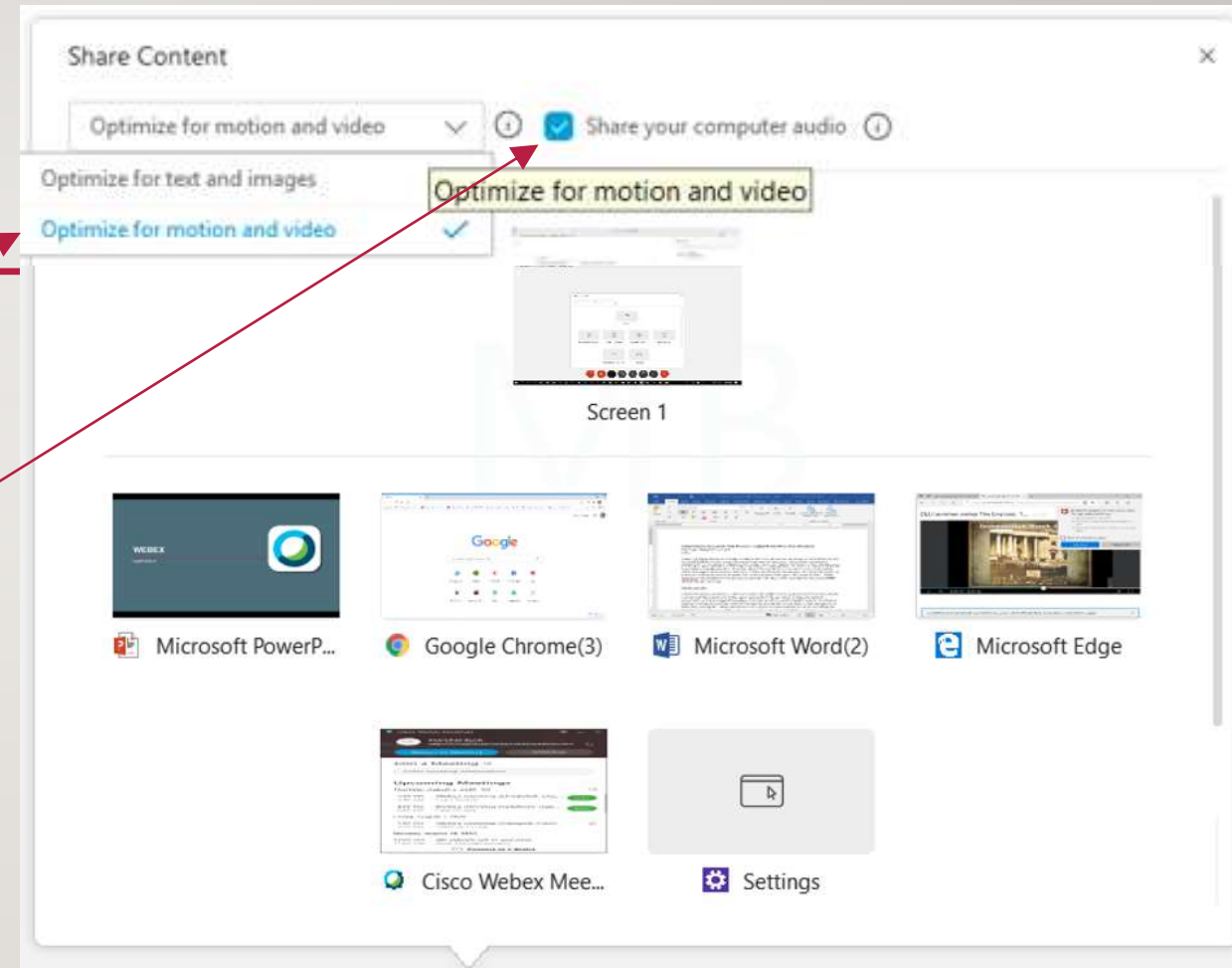
# SHARE CONTENT

## VIDEO need to OPTIMIZE

If you plan on using VIDEO, you must adjust settings to **OPTIMIZE**.

Choose OPTIMIZE for “*motion and video*”.  
(use “*text and images*” for regular PPT files)

Ensure “share your computer audio” is checked, if using audio/video.



# SHARE CONTENT

## Share Screen

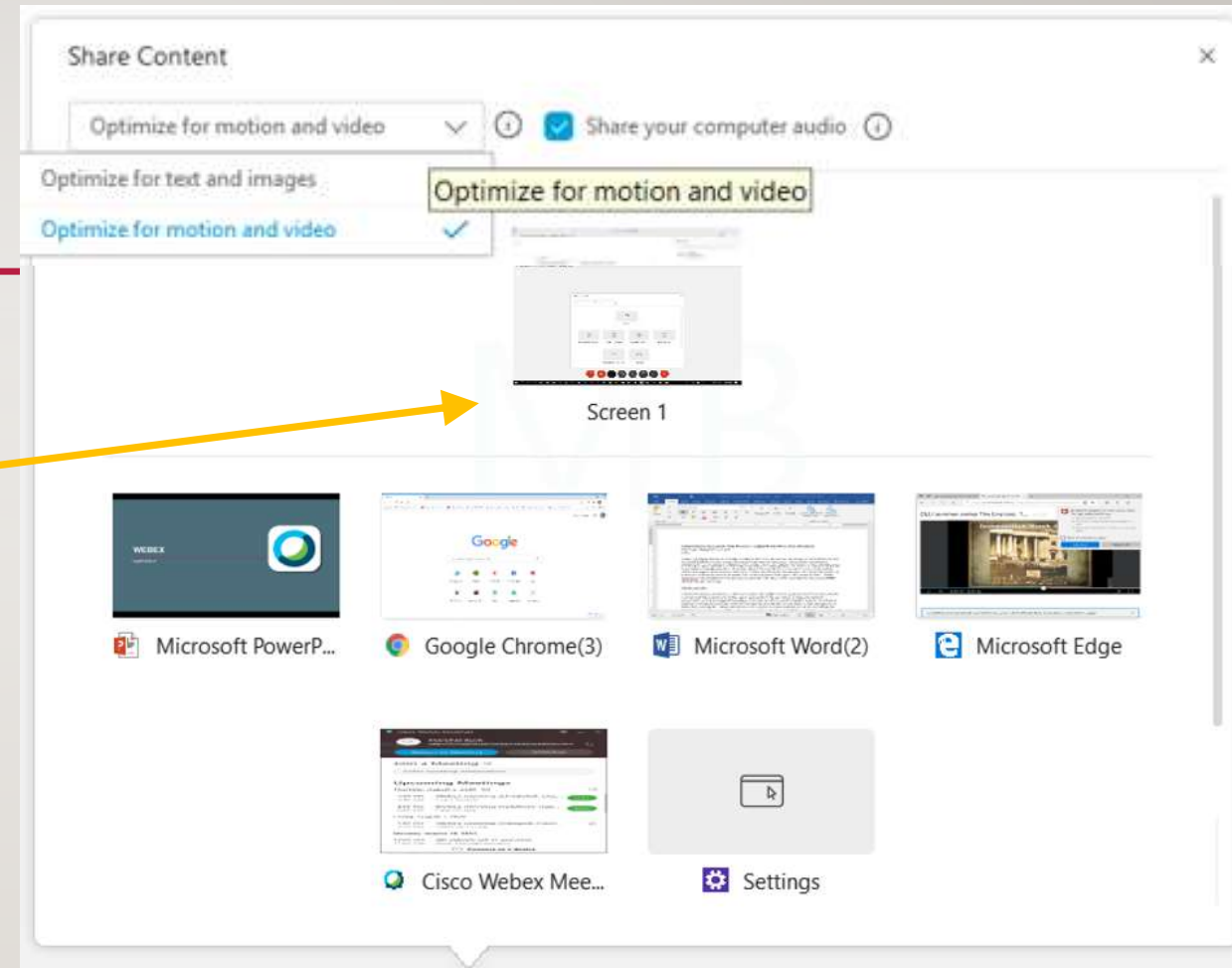
Sharing Content: **SCREEN**

From the share content menu:  
choose to share your **SCREEN**,  
if you plan on using more than one application.

*PowerPoint and a browser (chrome), YouTube, etc.*

This allows you to jump from one  
application to another seamlessly.

Don't forget to **optimize** for video.

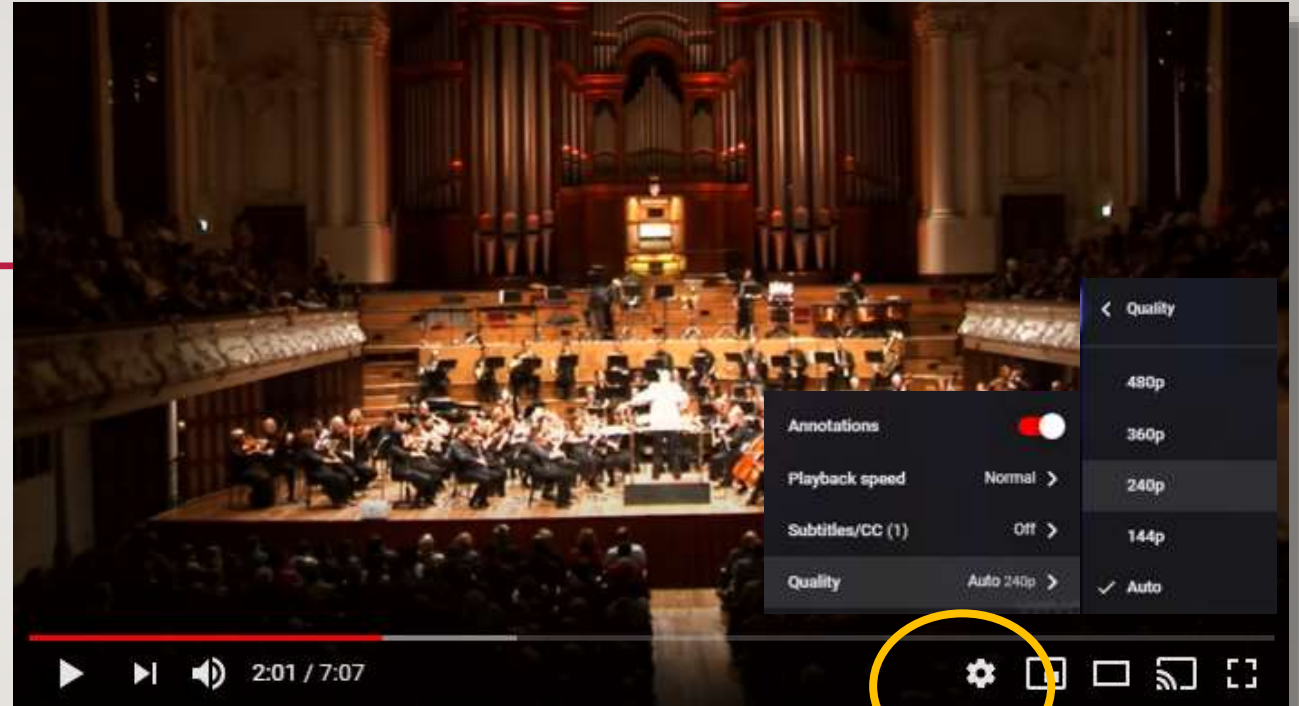


# SHARE CONTENT

## Sharing Video

Highly dependent on your internet service speed, your device processor and RAM memory.

Test in advance.



*It can be helpful to adjust quality settings in youtube videos. Click the gear icon and select quality. Choose a lower setting as needed if you experience frame drop, video or audio lag.*



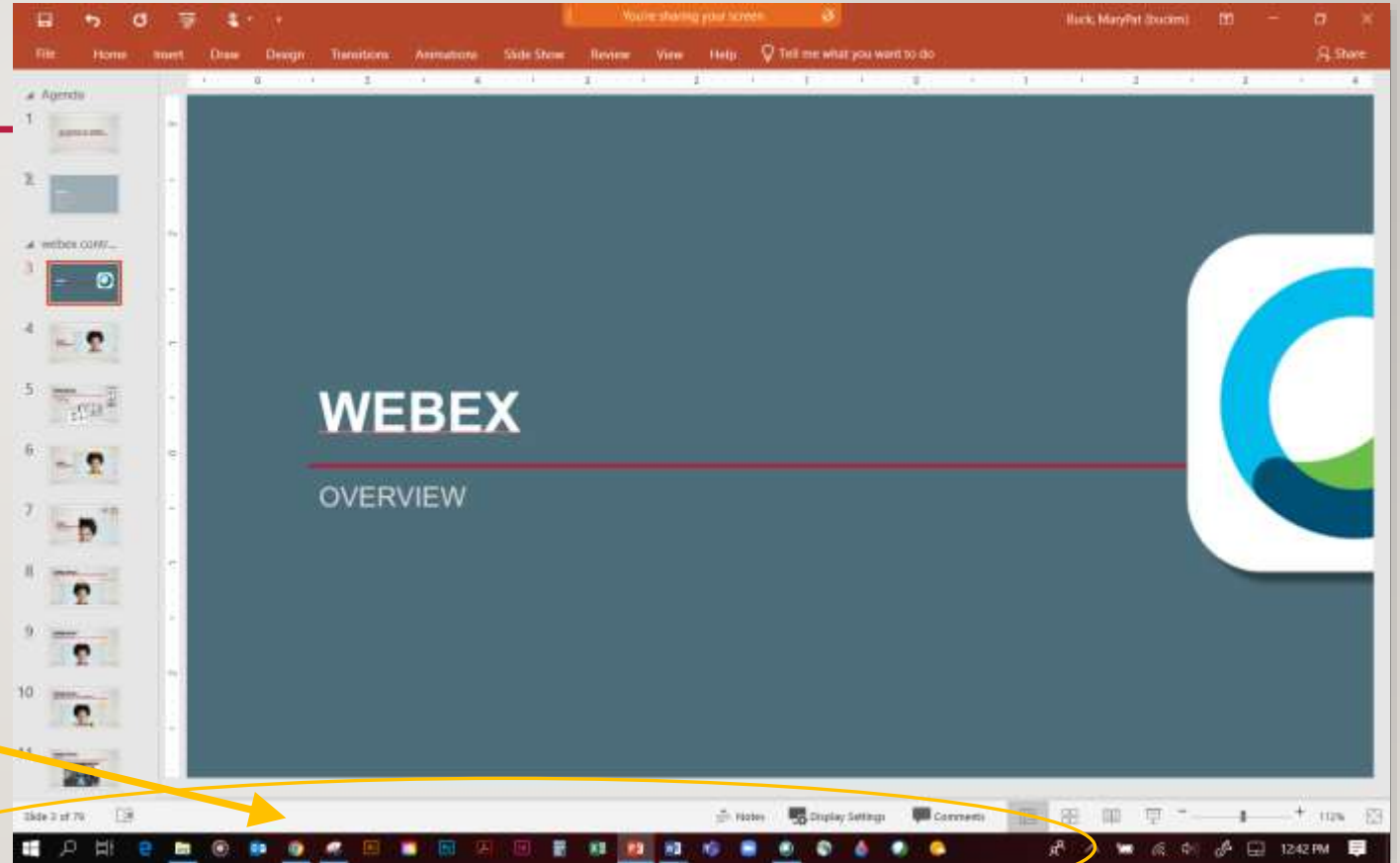
# SHARE CONTENT

## Tips & Tricks

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### Switching between apps.

If you are sharing your SCREEN you can click on the icons in the taskbar to switch between apps



# SHARE CONTENT

## Tips & Tricks

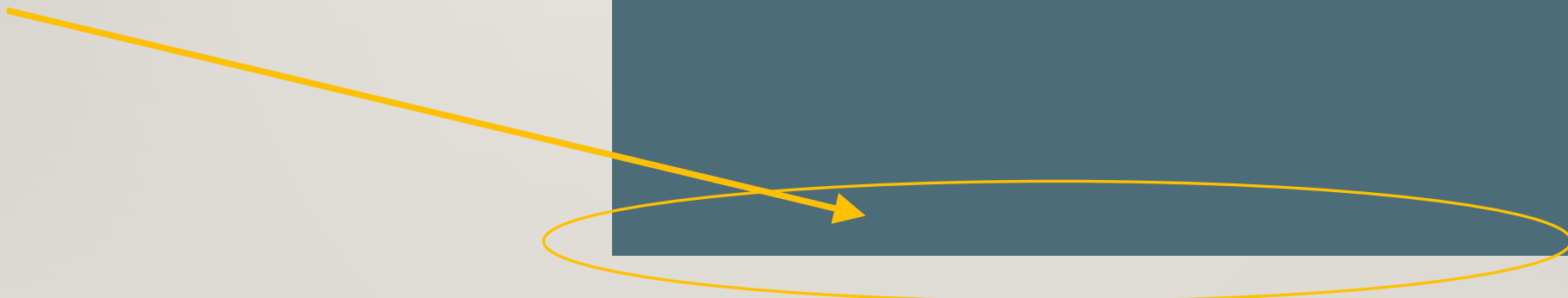
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### Switching between apps.

If you are in SLIDESHOW mode, your task bar is hidden.

**WEBEX**

OVERVIEW



# SHARE CONTENT

## Tips & Tricks

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### Use the ALT-TAB shortcut:

Press and hold down the ALT key,

Then press the TAB key.

A window will pop up showing your currently open windows.



# SHARE CONTENT

## Tips & Tricks

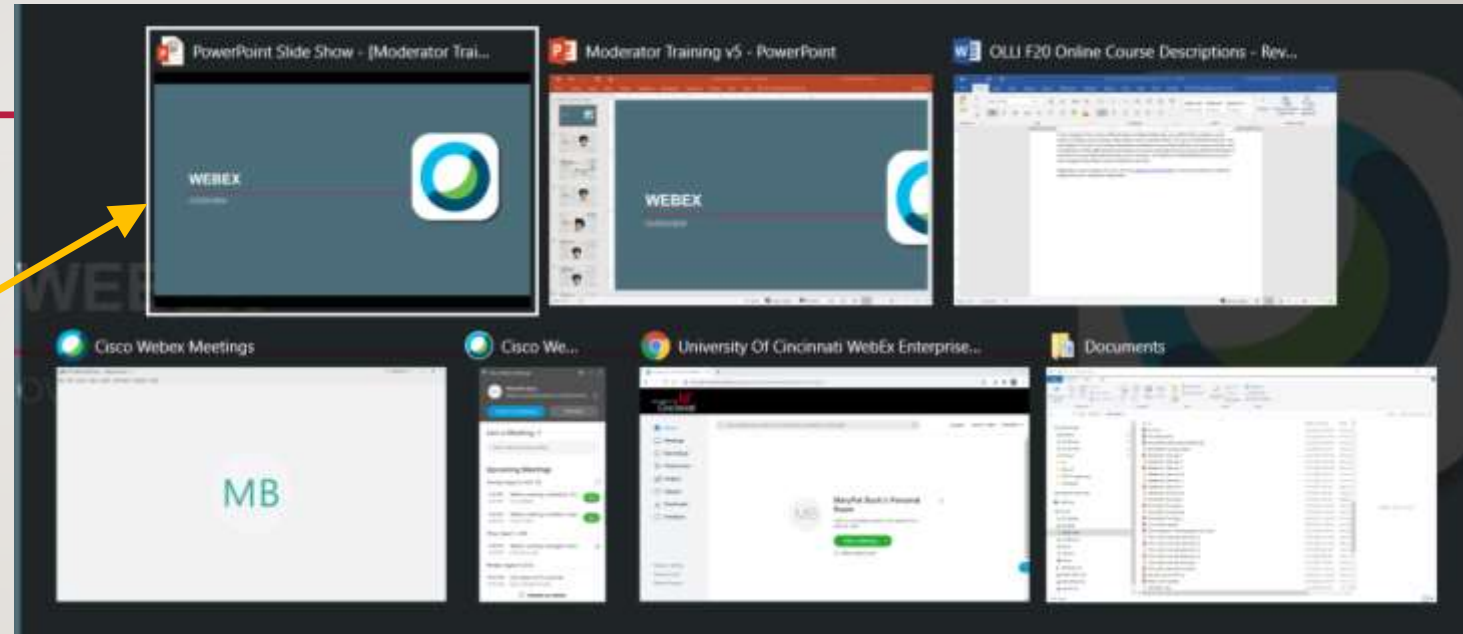
### ALT-TAB shortcut:

Continue to Press and hold down the ALT key. Note the selected window icon (outlined in white).

Continue to press and hold the ALT key as you press the TAB key several times.

You will see the selected icon change one window icon at time. When the window icon that you want to bring forward is highlighted, release the tab and alt key.

Use this shortcut anytime to switch between apps, not just in webex.  
(mac use the COMMAND KEY and TAB).

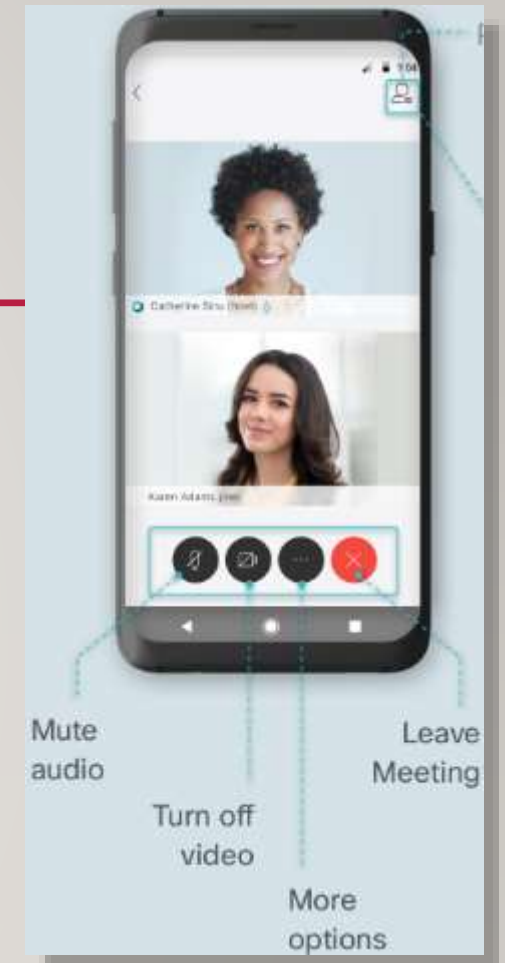
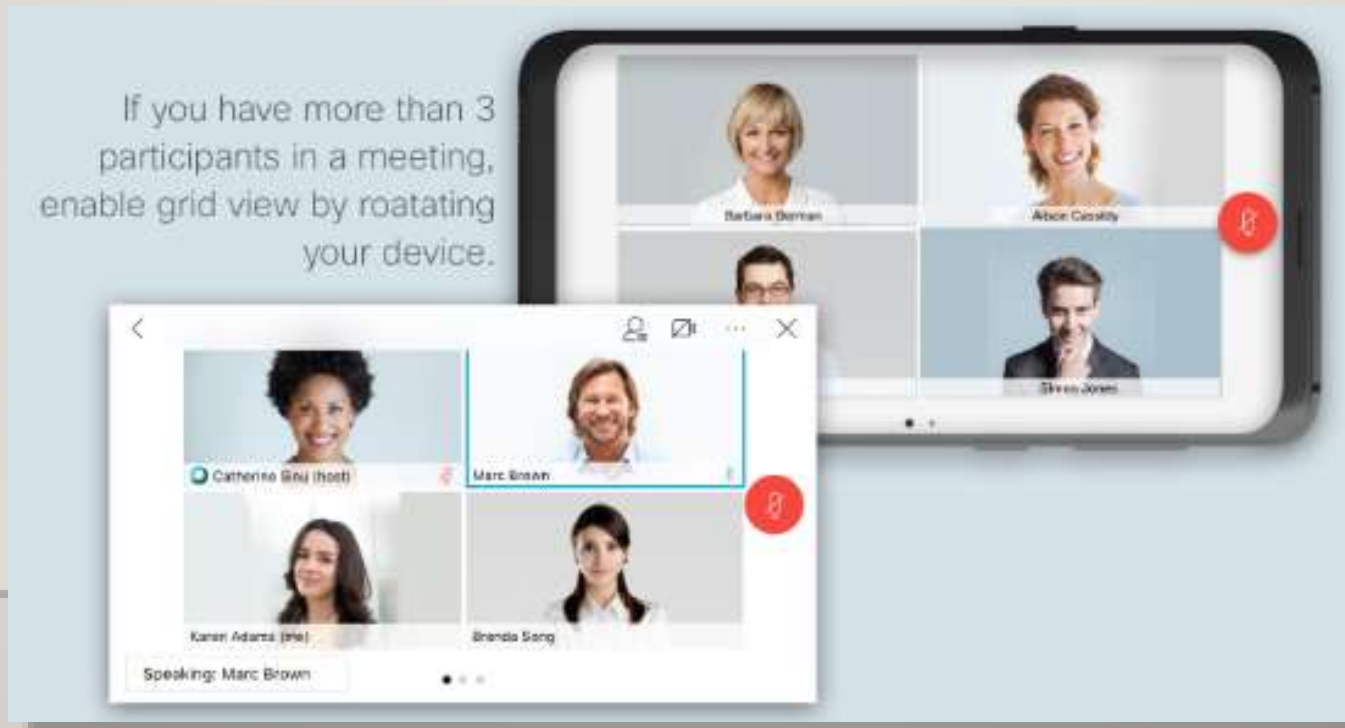


# MOBILE DEVICES

## Tablet or Smartphone Devices

Webex controls:

- Functionality same
- Location may differ

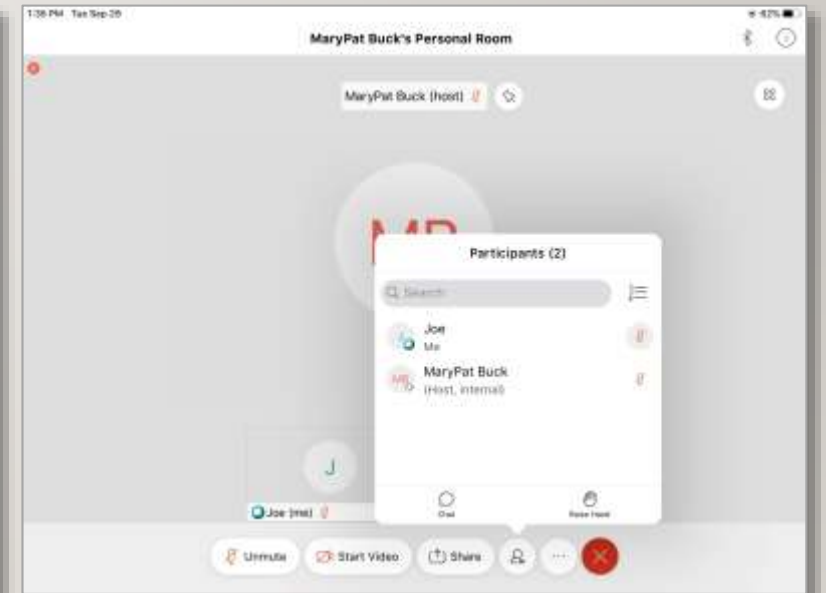
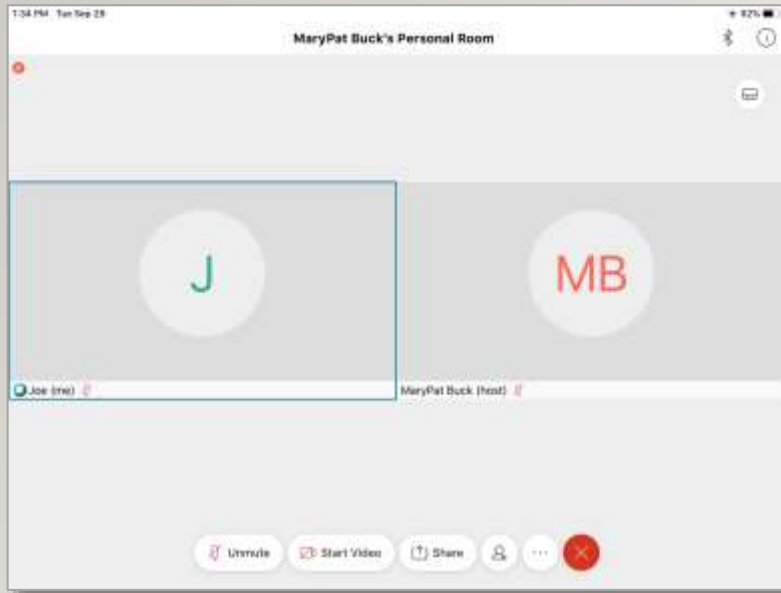


# MOBILE DEVICE

## iPad

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Tap controls to reveal pop-up menus.

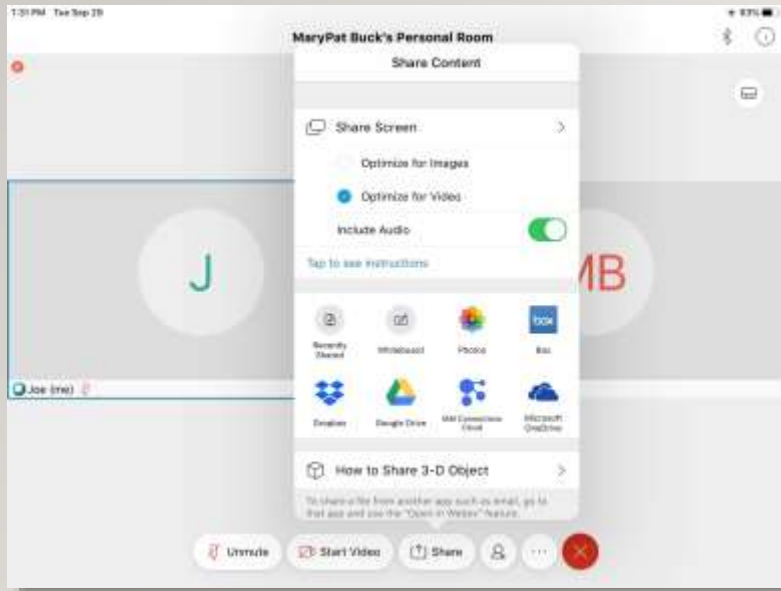


# MOBILE DEVICE

## iPad: Sharing your screen

---

Follow prompts on device to share/broadcast your screen.



# POLLING

---

## Recommendations for Polls:

- Multiple choice, 1-4 questions per poll segment.
- Send your questions to staff several days before class to allow time to create poll files.
- Poll results can be shown to your students.

▼ Polling ×

Time elapsed: 0:06 Time limit: 5:00

Poll Questions:

1. For the new product, what is your favourite colour?

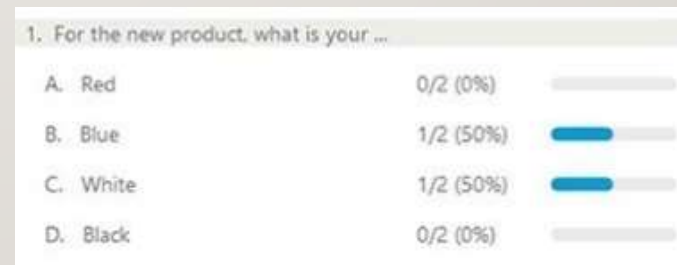
A. Red

B. Blue

C. White

D. Black

Submit

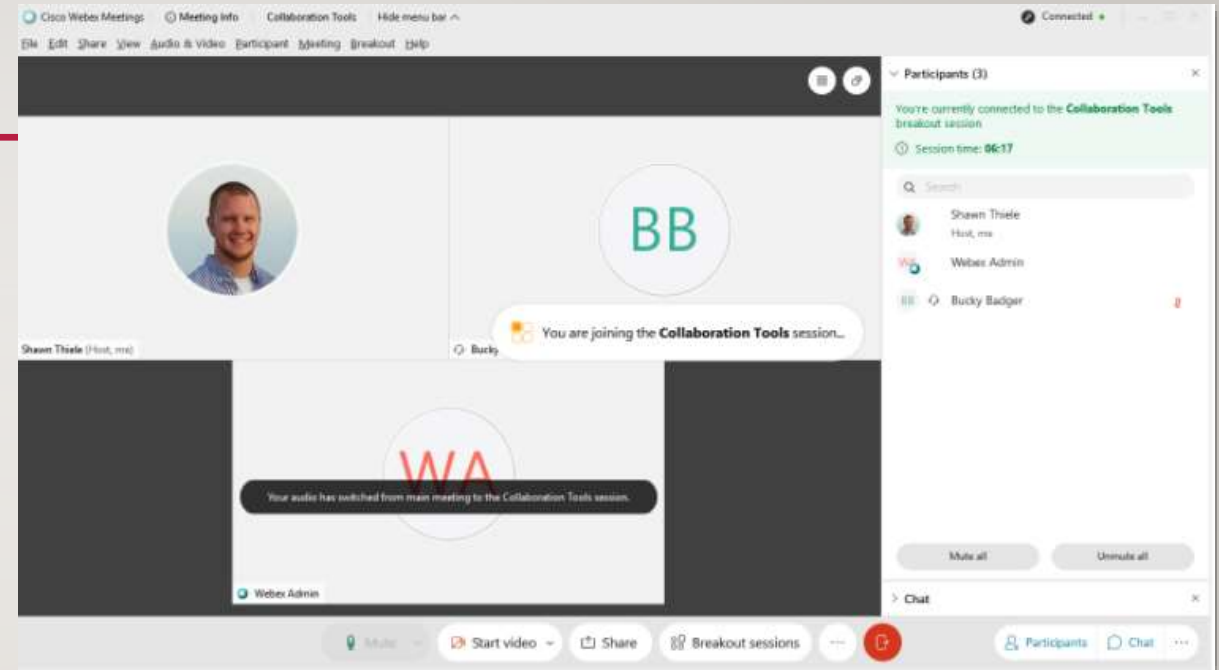




# BREAKOUT ROOMS

Breakout rooms are setup and managed by the webex host. (can be staff managed)

Students are assigned into separate virtual rooms for small discussion for a specified amount of time.



# MODERATING AN ONLINE CLASS

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PLANNING

COMMUNICATION

HANDLING DISRUPTIONS



All types  
of classes  
require these  
skills.

# PLANNING

## Gather and Create Your Course Content

---

- Reading materials, films, online resources etc., just as you normally would for a face-to-face class.
- Determine how you would like to present content to your students.
  - PowerPoint
  - Videos
  - Images
  - Discussion/lecture

# PLANNING

## Technical Capabilities

---

- Make adjustments for technical limitations.
  - For example: a film class may require film to be viewed in advance.
- Use the share content option for PowerPoint documents, images etc.
- Video: brief video clips can be shared, too.
- Test out your ideas in advance and practice.

# HANDLING DISRUPTIONS

## Technical Difficulties

---

We are ALL adjusting to new technologies.

Relax, be patient, know when to say UNCLE! We can help.

OLLI Tech support phone line: **513-549-7712**



# HANDLING DISRUPTIONS

## Technical Difficulties

---

- Not all tech difficulties can be fixed in the moment.
- Know when to skip something you may have planned and move onto something else.
- If a student has persistent disruptive tech difficulties, have them mute their audio and/or video and they can simply listen to the remainder of class.
- Ask a student to leave the class if continually disruptive.  
Student can call OLLI for help.

# HANDLING DISRUPTIONS

## Technical Difficulties

---

### Common Problems

- Low bandwidth (DSL vs Cable vs Fiopics)
- Poor wifi signal, Router location:
- Too many wifi devices connected to one router

# HANDLING DISRUPTIONS

## Technical Difficulties

---

### Common Solutions

- Low bandwidth (DSL vs Cable vs Fioptics). Fioptics is preferable, followed by Cable
- Low bandwidth Turn OFF video / audio when not speaking.
- Computer too far from Router. Move computer closer or plug directly into router.
- Too many wifi devices connected to one router. Turn off all roku, firestick or TV, turn wifi off on cellphone, tablets or other computers that are connected to wifi during class time.



# CLASS DAY

---

JOIN **10 - 15 MINUTES** IN ADVANCE OF CLASS



Advance  
planning  
pays off.

# CLASS DAY

## Check List

---

- Preparation
- Welcome
- Tech verify
- Online class etiquette



# CLASS DAY

## Preparation

---

Open all documents you will use in class *before* you JOIN MEETING.

- PowerPoint – open
- Browser – if you are going to show something from a webpage, open one or more tabs if you will be showing multiple items.  
If you have an older/slower computer, you may have to open tabs on the fly, rather than opening them all in advance.
- Images – open in your favorite photo viewer, or put all into a single PDF.



# CLASS DAY

## Email Scheduling

---

Email invitation will be sent in advance to you and your students.

- Meeting number (access code - unique class identifier)
- Password

Click JOIN MEETING in email invitation.

*Every course has its own invitation and meeting number.*

*Think of it as the gateway to a particular classroom.*

Note: Multi-week classes will receive an email a few days before the **FIRST** class, reminder emails for subsequent weeks will not be sent. You and your students should save the initial email to access class each week.

### OLLI meeting Barb |

Wednesday, April 8, 2020

3:45 pm | (UTC-04:00) Eastern Time (US & Canada) | 30 mins

Meeting number (access code): 616 88

Meeting password: 7vaf

Join meeting

### Join by phone

Tap to call in from a mobile device (attendees only)

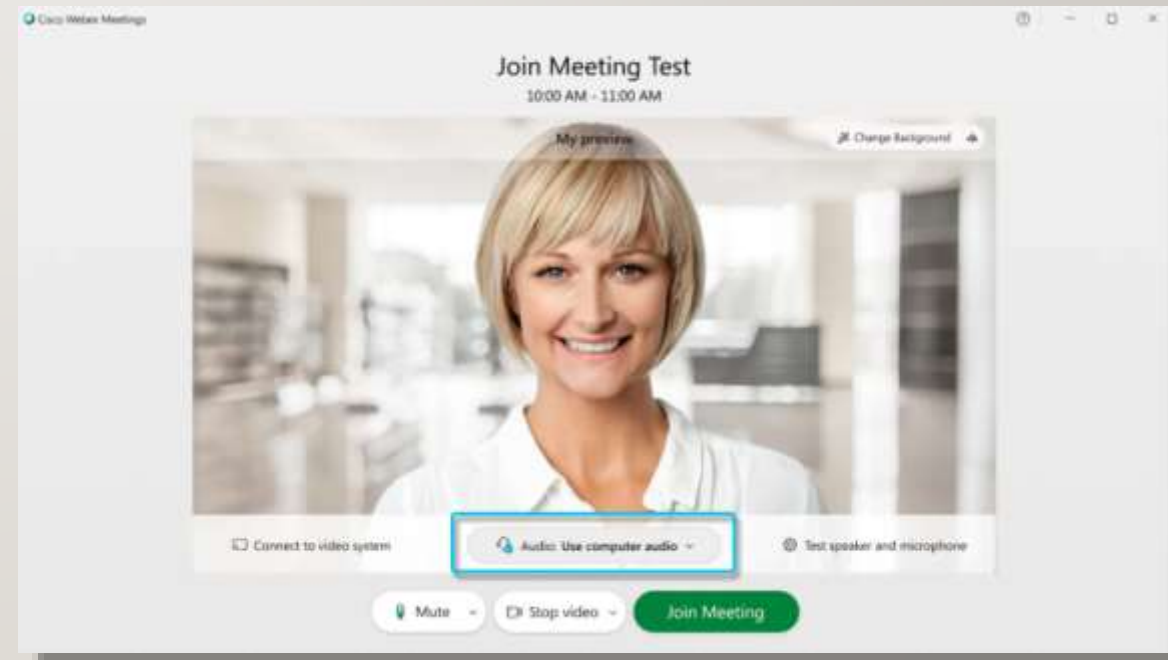
+1-415-65

# CLASS DAY

## Preview Window

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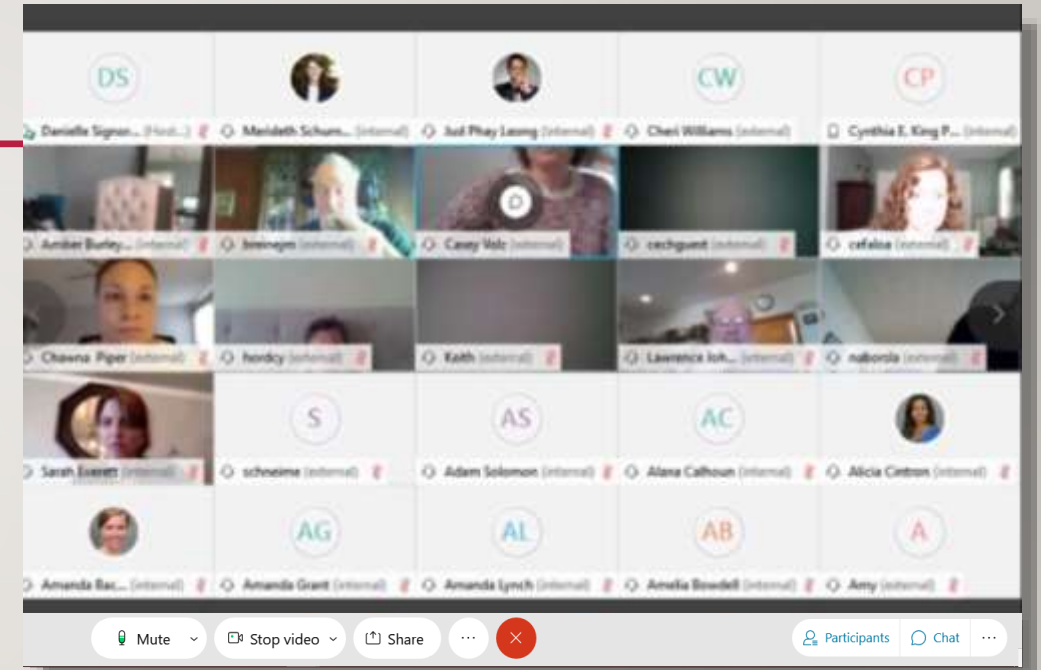
- Cisco Webex Meetings app opens a PREVIEW window.
  - Microphone button: mute or unmute
  - Video button: ON or OFF
  - Choose audio: Use computer for audio
  - Preview yourself on screen
- Click JOIN MEETING



# CLASS DAY

## Tech Verify

- Some students may have their audio and/or video intentionally muted.
- Identify any students who may be having difficulties.
- Some students may join by phone.



# CLASS DAY

## Students Connecting by Phone

---



Some students may have a computer without a webcam or microphone.

- Need to connect via phone to hear and speak to class.
- Student can also download the app and join meeting to SEE the class.
  - If their computer has speakers, they must be turned DOWN or OFF to avoid audio feedback issues with the phone.

# CLASS DAY

## Online Class Etiquette

---

- Tell students to be mindful of their audio in particular.  
MUTE while not speaking.  
*Keep microphone button MUTED. When student wants to speak they can hold down the spacebar to temporarily UNMUTE. When spacebar is released, mic will automatically mute.*
- Turn OFF any extra audio sources: radio, tv, dog.
- If there are disruptive technical difficulties, the student may be requested to leave the meeting, and contact OLLI to help resolve technical difficulties.





# CLASS DAY

## Online Class Etiquette

---

Set up some ground rules for your virtual classroom.

- Have everyone MUTE their audio when they are not speaking. (maybe video too)
- Let your students know how the class will be structured.
  - For example, 50 minutes of lecture and 10 minutes of Question and Answer or all discussion.
- Let your students know how you would like them to ask you questions. (verbally, or via the chat feature).



# PARTICIPATION & ENGAGEMENT

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- Ask your students specific questions, to encourage interaction.
- Remind students to unmute and remute themselves.
- Tell them they can also use the CHAT feature to ask questions or comment.

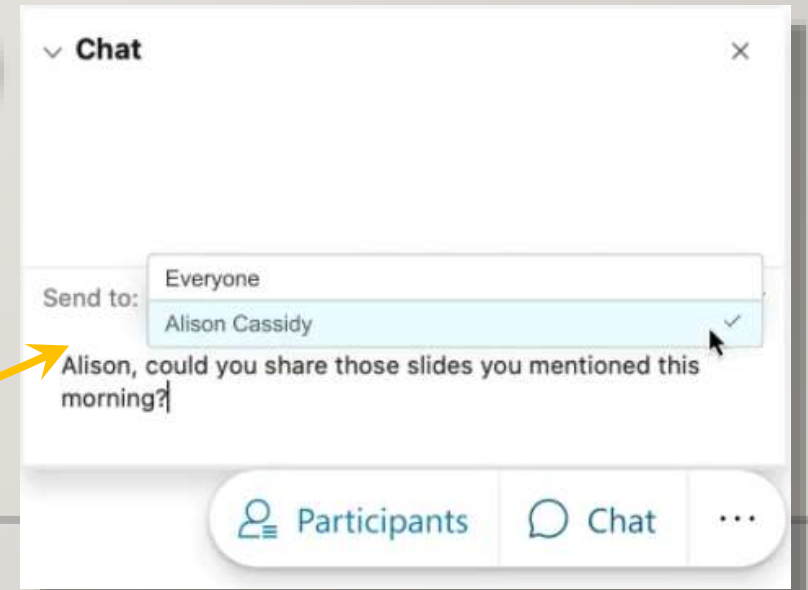
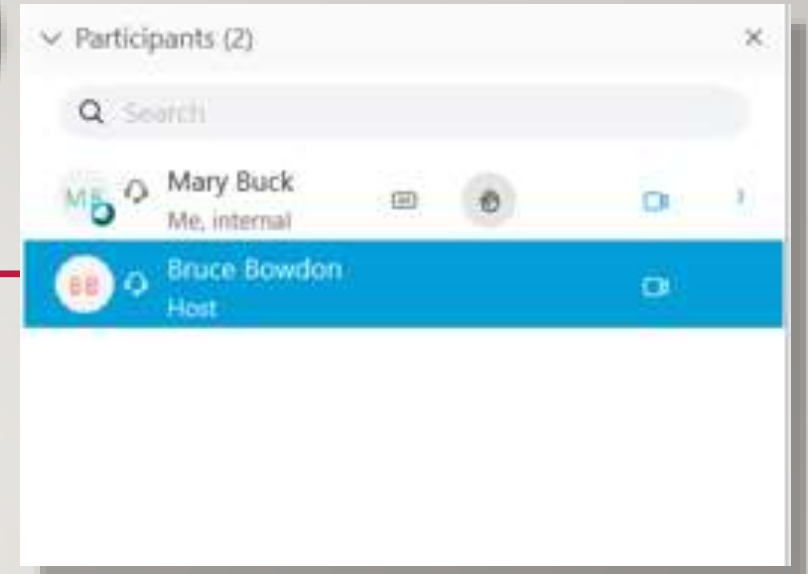
# COMMUNICATION

In Webex, in addition to speaking



## Pop-up Windows

- Participants window
  - Use to see your students names/attendance.
- Chat window
  - Type a question or comment to Everyone or specific individual



# HOSTING

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WEBEX  
SUPER  
POWERS

# WEBEX HOST

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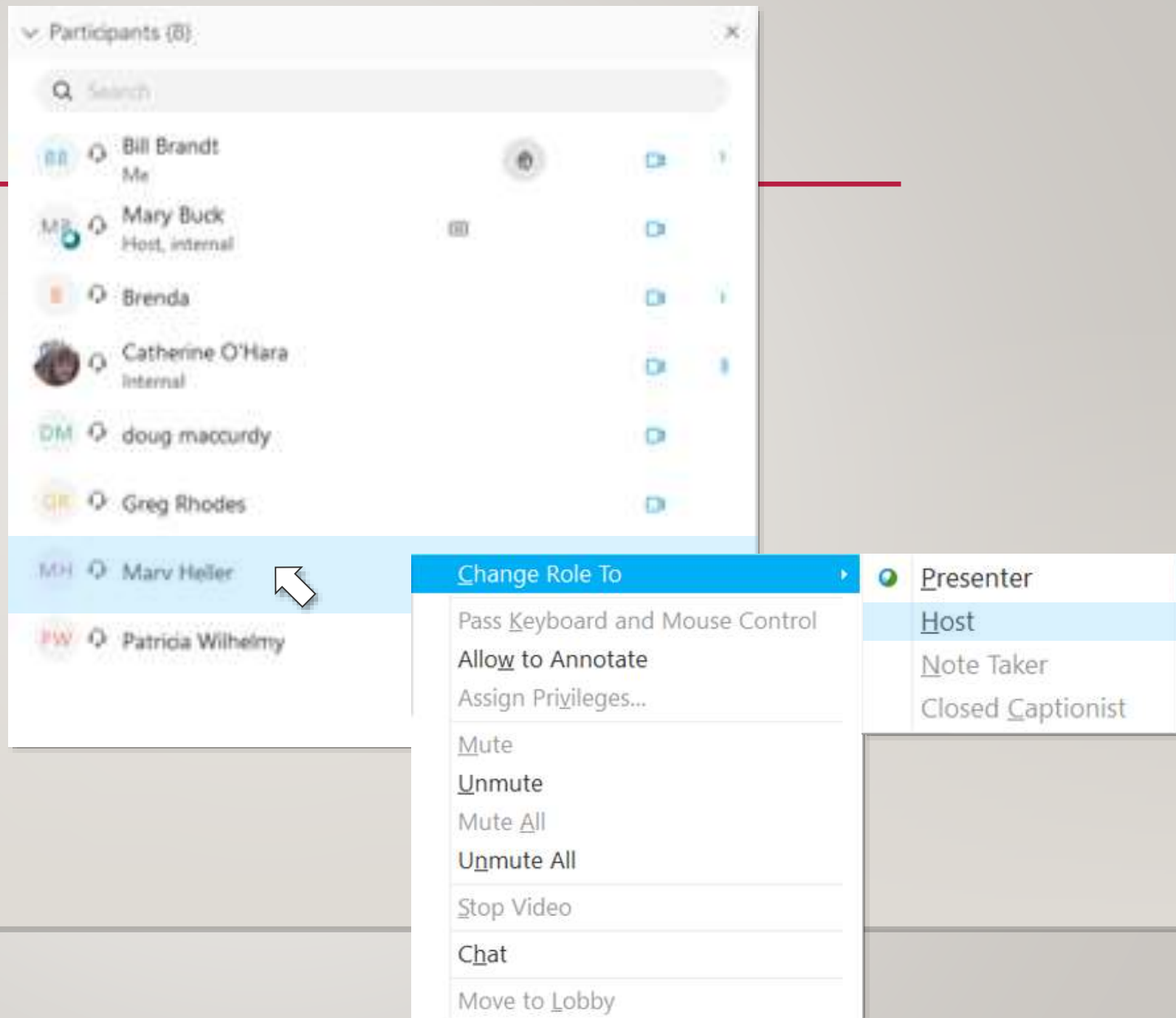
- OLLI staff will START the meeting and remain in the 'room' initially, while you and students join the meeting.
- Once everyone is settled, OLLI staff will may assign HOST controls to MODERATOR or another VOLUNTEER HOST and then exit meeting.
- One-time lecture class (BBLs) – OLLI staff, host and/or a tech host will remain in the room. Lecture host can assist moderator with questions that come in the chat.

# HOST controls

## Changing Hosts

From Participants Panel:

Right-click on the name,  
choose CHANGE ROLE TO  
from pop-up menu,  
select Host role.



The screenshot displays a meeting interface with a 'Participants (8)' panel. The panel lists several participants: Bill Brandt (Me), Mary Buck (Host, internal), Brenda, Catherine O'Hara (Internal), doug maccurdy, Greg Rhodes, Marv Heller, and Patricia Wilhelmy. A white arrow points to Marv Heller's name. A context menu is open over Marv Heller, showing options: 'Change Role To' (highlighted), 'Pass Keyboard and Mouse Control', 'Allow to Annotate', 'Assign Privileges...', 'Mute', 'Unmute', 'Mute All', 'Unmute All', 'Stop Video', 'Chat', and 'Move to Lobby'. A secondary menu is open over 'Change Role To', listing roles: 'Presenter', 'Host' (highlighted), 'Note Taker', and 'Closed Captionist'.

# HOST controls

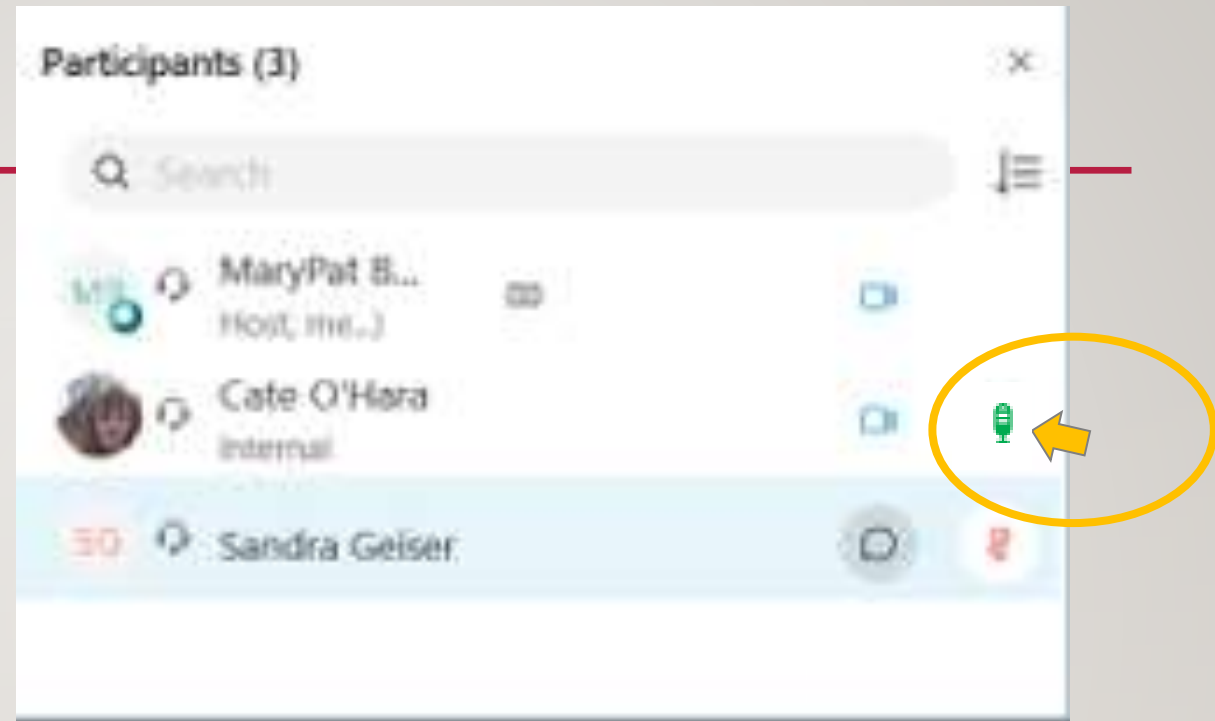
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## Microphone Control

Identify location of audio.

From Participants Panel:

Green MIC ICON indicates audio is being transmitted via the microphone.



# HOST controls

## Microphone Control

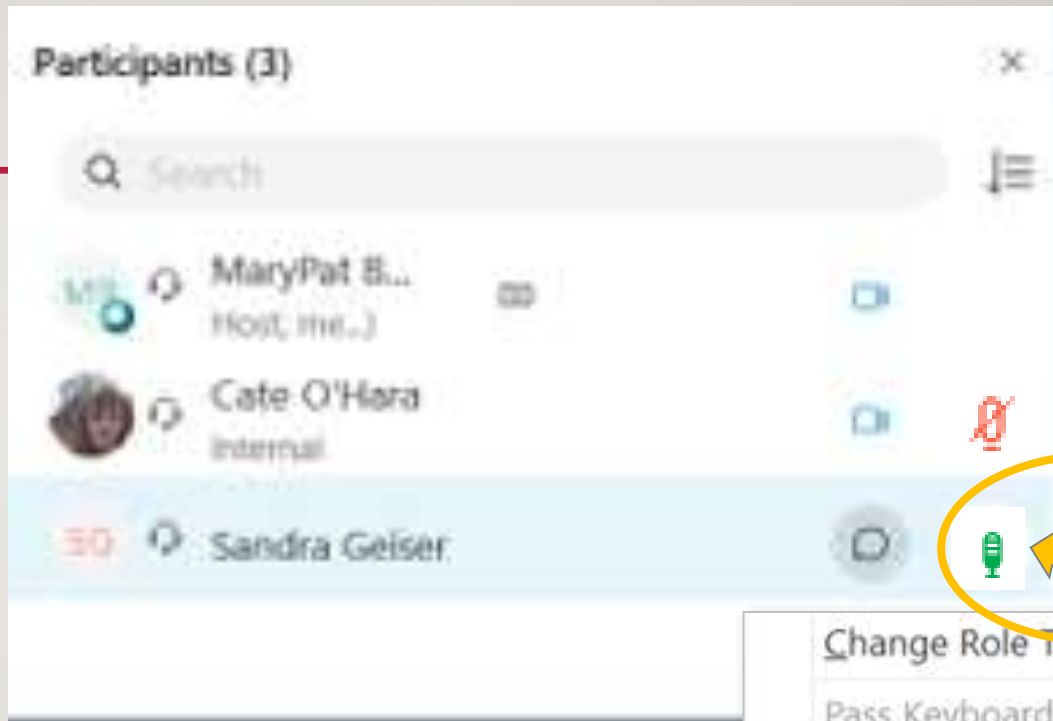
From Participants Panel:

Right-click on the name, choose MUTE or UNMUTE from menu or toggle on icon.

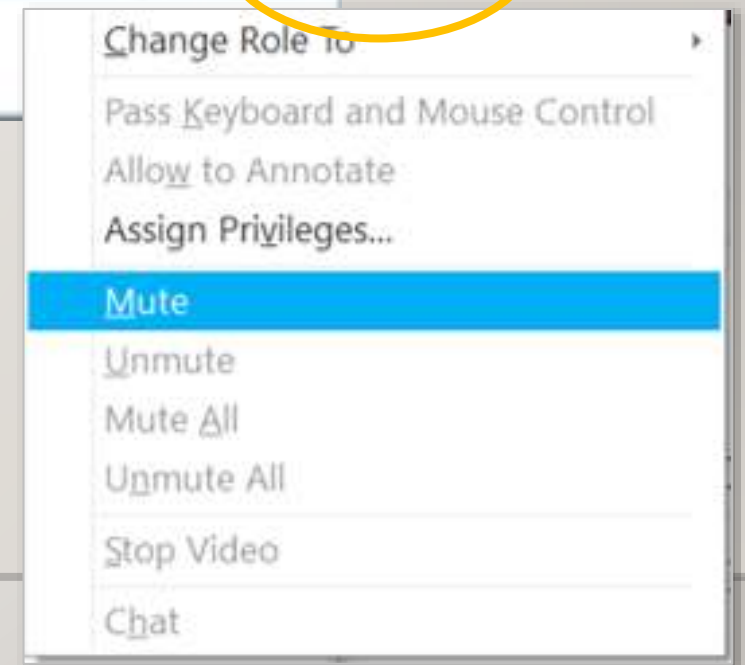
RED = MUTED



GREEN = UNMUTED



Host cannot UNMUTE students. They can request the student UNMUTE by clicking on their microphone icon.





# PRACTICE

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- The more you work with Webex, the easier it gets.
- You will intuitively find what works best in an online teaching environment.
- Webex Practice Site:

<https://www.webex.com/test-meeting.html>



# THANK YOU

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WE ARE LOOKING FORWARD TO SEEING YOU  
IN OUR ONLINE CLASSROOMS!