Using WebEx to Attend Meeting or Classes (Students)

Students can access events scheduled by instructors accessing Cisco WebEx in UM Learn. Instructors will define a calendar for WebEx meetings at the beginning of the term and make it available for all students enrolled in the course.

Cisco Webex has limitations for iOS devices including iPad, iPod Touch and iPhone. If you are accessing Webex from your Macbook, iOS limitations do not apply.

Cisco Webex web lets users join from any Chrome, Internet Explorer, Firefox, or Safari browser. However, it is recommended that users adopt Google Chrome due to supported features for each browser.

Here are the step by step instructions to join to WebEx meetings:

1. Open your Google Chrome web browser.

2. Log in to your UM Learn account. If on a smartphone or tablet, you cannot join a course directly from the Cisco app. You have to do that from within UM Learn.
3. Select your course.

Go to the main menu bar, click Communication and then Cisco WebEx.

4. Locate your meeting on “Event Calendar”. Students have “Join” buttons taking them into sessions as attendees. Sessions will show in bright yellow 15 minutes prior to the start of the session. Future sessions are grayed out.
Cisco WebEx will not allow students to join to the meeting if it is not in progress. If a student clicks on the Join button prior to the meeting starting, a message will show informing the student that they are unable to join the meeting. This same message will be shown to the student, if the instructor has not joined or will join later to the meeting. **A meeting will only start when the Start status is currently in progress and the instructor has joined to the meeting.**

Using Cisco WebEx

The student’s microphone is set to mute on entry. Only the instructor can unmute the student’s microphone.

1. Once you have opened Cisco WebEx, in the bottom right corner, there is an instant text messaging feature called Chat box. Click inside the chat box to type messages. When chatting, ensure that your “Send To:” setting is set to All Participants, otherwise messages may not be sent to other students in the room.
Presenter Rights to Students

1. By default, students are not able to share PowerPoints or control the screen, however, students can ask the instructor for these rights by asking for **Pass The Ball**.

2. By default, the ball will be beside the instructor’s name. To **Pass The Ball**, the instructor will click and hold the mouse button on the ball, then drag it next to your name and release the mouse button. When you are done, **Pass The Ball** back to your instructor.
To Ask to Speak

1. Select **Raise Hand** on the Participants panel.

2. The **Raised Hand** indicator appears on the participant list for the host and presenter.

3. To cancel a request to speak, select the **Lower Hand** icon at the bottom of the Participants panel.

4. The **Raised Hand** indicator is removed from the participant list for the host and presenter.
Late Join to the Meeting

Students can join the meeting at any time after the meeting starts and before the meeting ends. A student will be not able to join the meeting if it has already ended by the instructor. The meeting Start time is given only as a reference. If a student clicks on the Join button and the instructor has already ended the meeting, a message will show informing the student that they are unable to join the meeting.
STUDENTS

1. I am a student and my instructor will use Cisco Webex in my course. Do I need a Cisco Webex account?
   No. Students will join the web conference through UM Learn. Cisco Webex is available in your course under the Communication menu in UM Learn.

2. Do I need to install Cisco Webex in advance in my computer to participate in the meetings?
   Yes. We recommend you to install the Webex package to avoid connecting issues with Cisco Webex. It also fixes possible issues to open the application.

   For Windows users: https://akamaicdn.webex.com/client/WBXclient-40.2.5-3/webextc.msi
   For Mac users: https://akamaicdn.webex.com/client/WBXclient-40.2.5-3/mac/intel/webextc_intel.dmg
   If smartphone or tablet, you will need to install the "Webex Meet" app.
   You will be also prompted to add an extension to Chrome the first time you join a Webex meeting.

3. What browser should I use for Cisco Webex?
   Chrome. Chrome is the browser recommended to Cisco Webex. Other browsers such as Firefox, Internet Explorer or Safari, do not work well with Cisco Webex.

4. Error: attending event: Attend failure: MeetingNotInProgress. Why cannot I join the class if the meeting status is in progress?
   You will receive an error message when trying to join a meeting such as “MeetingNotInProgress” when your instructor has not joined the meeting yet. You will be able to join the meeting once your instructor has joined the meeting.
5. Can I join the meeting using my smartphone?
Yes.

6. Can I join the breakout sessions using my smartphone?
No. The Breakout sessions feature is not available for smartphones.

7. Where can I find the meeting records?
The meeting records are available in UM Learn. Go to your course >> Communication tab >> Cisco Webex >> Events Recording.

If Webex is taking long to open or it does not open at all, you will need to install a package to fix the problem and check the Internet properties in your computer. Remember to always use Chrome browser.

1. Install the Webex package for your computer.
For Windows users:  https://akamaicdn.webex.com/client/WBXclient-40.2.5-3/webextc.msi
For Mac users:  https://akamaicdn.webex.com/client/WBXclient-40.2.5-3/mac/intel/webextc_intel.dmg
If smartphone or tablet, you will need to install the "Webex Meet" app.
2. Make sure that Internet properties are setup for Cisco Webex. You can access the Internet Properties in the Control Panel >> Internet Options >> Advanced tab. Check the following boxes:
   a. Use SSL 3.0
   b. Use TLS 1.0
   c. Use TLS 1.1
   d. Use TLS 1.2

9. Audio - Microphone and Speaker issues

Audio issues can happen during the web conference if you have poor internet connection or if you are using a browser that does not support Cisco Webex.

**NOTE:** Chrome is the recommend browser for Cisco Webex.

1. Once Cisco launches you will get a pop-up asking you to connect to the audio conference. Click on **Call Using Computer**. Cisco will use the system defaults for microphone and speakers. If a pop-up window to setup your audio does not appear, go to Audio Menu >> Audio Conference >> Call Using Computer to enable your audio.
2. If you do not have a computer or phone symbol besides your name, you are without audio. Go to Audio Menu >> Audio Conference >> Call Using Computer to enable your audio.

10. How to mute and unmute myself?

1. You are mute if there is red X besides your name and the microphone symbol is red and the opposite if you are unmute. Click on the microphone symbol to mute and unmute yourself.
11. Why I cannot unmute myself?
   1. If your microphone is faded, you cannot unmute yourself. Use the chat tool to ask your instructor to unmute you.

12. Why I cannot see the chat tool and participants when my instructor is sharing the screen?
   1. When your instructor shares the desktop, the Webex navbar moves to the top of the screen. Move your mouse cursor on the top of the screen to display the navbar.
   2. Click Participants to open the participants’ window.
   3. Click Chat to open the chat tool.
   4. By click and hold, you are able to move the participants and chat windows on the screen.