

**Cisco and Solutions IT**  
**Western Australia**  
**Webex Education Session FAQ**  
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**Contents**

Getting Started.....	2
Before The Session.....	6
Scheduling.....	6
Joining .....	8
During The Session.....	9
Controlling the Class .....	10
Sharing Content .....	12
Whiteboarding .....	13
After The Session .....	15
Technical Questions .....	16
Unable to answer.....	18
Resources.....	19

## Getting Started

### **Q: What is the difference between Webex products? Which is a better option for a Classroom situation?**

Webex comes in several flavours,

- **Webex Meetings** is the flexible meeting supporting up to 200 participants with everyone able to share their video and content from their device into the meeting.
- **Webex Training** is a special version which supports up to 500 users and includes options for Hands-on Tests, Group Breakout Sessions and the ability to control whether the participants can show their video, share files and chat amongst each other. It also features live feedback indicators to the presenter (e.g. raise hand) and Attentiveness indicator to ensure students are not browsing other applications during the session.
- **Webex Events** is a special version which supports up to 1000 users and can feature a panel of people who can help present content and field Q&A from a large audience. This is more of a webinar style of session, where the content is usually a one-way broadcast.
- **Webex Teams** is a full-blown collaborative tool which can be used for team and group collaboration, messaging, filesharing, direct video calls and group video calls up to 200 participants. Think of this like a secure corporate version of WhatsApp or Facebook.

### **Q: Are each of the teachers require to set up themselves? How do we as admin see what has been happening in the sessions?**

A: All Education Department teachers have an account already. You will only need to download the Webex application, schedule and create your own sessions (example – using the Outlook Webex Plugin). As the host of these sessions, you have power to view and control the participants.

### **Q: In a classroom of 20 students do we use Meetings or Training like they use at SIDE?**

A: This depends how you want to run your classes. If you require features such as breakout rooms and test, you can consider using Webex Training. if you only need to conduct your class by sharing materials, Webex Meetings should be enough.

### **Q: In a classroom of 100 students do we use Meetings or Training?**

A: I would advise using Webex Training here because it offers more controls to the teacher in terms of student video and audio interruptions

**Q: When using the Webex App and the education department credentials it asks for a URL.**

A: The URL for all of Education Department WA is:

<http://educationwa.webex.com>

Each staff member has an easy-to-remember Personal URL which can be shared with others

<http://educationwa.webex.com/meet/<YOUR USERNAME>>

**Q: Can only teachers schedule a meeting or is this open to students as well?**

A: Only teachers are enabled for scheduling meetings. There is no limit to the number of students who can join a meeting.

**Q: Can students access webex just in the browser? Does the app need to be downloaded?**

A: Webex is available as a Windows or Mac Application, Browser Plugin, IOS or Android phones and tablets such as iPad. To use it on a mobile device or iPad, please download the Webex application from the App Store.

**Q: Is there a difference between the computer format and the iPad format?**

A: For a regular participant, some of the menu items are in slightly different locations on iPad and other mobile devices but generally it has the same look and feel. For a teacher, however, I would recommend using a laptop because there are more advanced features available to control the classroom.

**Q: Do all participants need a Department e-mail address to download Webex for free?**

A: No – only the host (e.g. teacher) needs a department email address. You can invite students as guests.

**Q: What is the difference between scheduling a meeting and setting up a class?**

A: There is no difference. Meeting is a Webex terminology mostly used to describe an interactive video session.

**Q: Is there a way to 'practice' the functions of Webex classroom without having a live session?**

A: Yes, you can set up a session with yourself only, or try inviting a colleague. If you are particularly savvy you could join from multiple devices to simulate students.

**Q: I'm getting an email that I cannot sign up as my work email is linked to an enterprise account managed by an administrator. Do I need to work with my school re. this?**

A: Yes, this typically means your account hasn't been created so please contact Education Department IT.

**Q: How do we know the meeting link number with the teacher? How can I join a meeting with my colleague if I don't have their code?**

A: The teacher will need to send the code to you via email or some other means.

**Q: Can I download at home and at school on different devices?**

A: Yes, Webex is available on any device.

**Q: How can students enable their mics and cameras? This will be important for my Pre-Primary class**

A: Each user has the option to configure their microphone and camera settings when first starting the App. It can also be changed mid-way through the meeting through the "Speaker, Microphone and Camera" Settings menu.

**Q: You must install an audio driver for this?**

A: No, typically we would use the regular Windows or Mac driver which already exists.

**Q: I'm an informal educator, working with multiple teachers across multiple schools - how can Webex help with that when I'm not talking to the same people each meeting/webinar?**

A: Webex is perfect for collaborating with external stakeholders because you only need to send them an Outlook meeting invitation and they can join from any device.

**Q: If we share documents through WebEx Teams, does it link directly to the lesson in 'meetings'?**

A: No, please treat these as separate systems. Webex Teams has it's own meeting module which has less advanced features to control participants. Webex Teams is great for teamwork and group projects. Webex Meetings would be better for a large real-time class scenario.

**Q: Do you feel this is a feasible option for lower end special-needs students?**

A: Yes, but I would stick to Webex Meetings as it's the easiest to use out of all of our products. You would need to carefully mute and un-mute the participants in order to perform an effective class.

**Q: Do you envisage multi age classrooms k-2 students using this system of communication or just the teacher to the parents or are we to set up 4 classrooms for each year level of learning.**

A: Webex platform can cater for all scenarios, from a 1 on 1 mentoring session, small classroom, large classroom or assembly.

**Q: Are students able to collaborate with each other in a "room" ?**

A: Yes, there are several ways to achieve this. Webex Training Centre can have breakout sessions where you can split a large meeting into several smaller groups for a period of time and bring them all back into the large session to share their work. Another option is to use Webex Teams to allow group work over a long period of time including messaging and file sharing.

**Q: In the drop down panel cisco webex meetings under calendar should we have it set to webex meetings or microsoft outlook?**

A: That is purely your preference if you want to see all meetings or only video meetings.

**Q: Are the phone numbers toll free? I see they are Sydney/Melbourne numbers so calling from a mobile in WA may be expensive**

A: Webex has local Perth dial-in numbers available.

**Q: -I have tried adding students to Webex Teams, but it will only allow me to add staff. I have also tried typing in the students school email address and it will not allow me to add them to Teams. Can you please advise how to add students?-**

A: Over 40,000 staff have been added to the system but students have not yet been added. We will forward this request to the IT Department. In the meantime, students could use an alternative email address.

## Before The Session

### Scheduling

**Q: What's the difference between scheduling a regular meeting and someone using your personal room link?**

A: Personal room links always use the same URL so it's easier to remember. Other than that, there is no difference. Make sure you lock your Personal Room or monitor the participant list to ensure the correct people are included.

**Q: Can you have multiple 'Personal Rooms'?**

A: No you only have one. To schedule multiple overlapping meetings please use regular "Scheduled Webex Meetings"

**Q: I am a music specialist so would I set up a room for every class that I see?**

A: For ease of use, you could use your easy-to-remember Personal Room URL and use "lock" feature to prevent overlaps. Alternatively, to schedule multiple overlapping meetings please use regular "Scheduled Webex Meetings"

**Q: Can I invite people with a non DOE email?**

A: Yes, any email address is supported

**Q: Who is invite email sent to - child's education or parents personal one, or your choice?**

A: That is completely your choice.

**Q: if you're not online, can students use the link to enter the classroom still, if it isn't locked?**

A: No, the host must start the meeting before students can join.

**Q: Is there an option to drop in a class set of email addresses rather than type in each individual email address?**

A: Yes if you have a "mailer list" or "Contact Group" configured in Outlook you can easily invite multiple people to an appointment and use the Webex Outlook Plugin to attach a Webex

**Q: is there a way of sending a link to a class not using an email invitation?**

A: You can share your meeting URL through whatever means they have, for example, if you can send your students a message via CONNECT

**Q: Where will they get the reminder please?**

A: Typically, it's email but you could potentially use CONNECT or a similar system where you interact with the students

**Q: When I schedule a meeting, the meeting information doesn't auto populate, it comes up with a blank meeting page. It doesn't through the outlook program either as it did when Justin demonstrated. How do I get this info to share with my kids?**

A: If you select "Add Webex Meeting" the meeting details will not appear until you send the email. Try sending it to yourself or a colleague and seeing what happens.

**Q: Would you suggest using a different password for each class to stop children dropping in and out of incorrect sessions if we have multiple classes?**

A: If you use separate scheduled Webex meetings for each class, the password will be randomly generated each time.

**Q: Do you need Cisco Webex Meeting Scheduler for it to work**

A: No, you can schedule a meeting simply by visiting <http://educationwa.webex.com> and logging in.

**Q: Where can I schedule Webex Training or Events sessions?**

A: Login to <http://educationwa.webex.com> and find the menu items on the bottom left corner.

## Joining

**Q: do they still need to enter the access code and the meeting password?**

A: If the participant is clicking on the Email invitation link, the code and password are usually not required.

**Q: Do students need to enter their email correctly in order to access the event?**

A: No, they can enter any email address. It's simply used as an identifier.

**Q: Is it possible for students join a class or event without needing to access their email?**

A: Yes they just need the weblink

**Q: Do students need to download the app to view the meeting?**

A: When students hit the link it will automatically install, or they can use a browser.

**Q: When do we need a pin on our personal room**

A: The pin would only be used to join your meeting from a Video Conference system.

**Q: Is there a reason why I have had to install more than once - each time I have joined a meeting it has asked me to install - any idea?**

A: Your laptop could be using a temporary plugin rather than the full application. Try <https://www.webex.com/downloads> and installing the Webex Meetings application to your PC. You would not need to install the application again unless you were a guest on another companies Webex meeting.

## During The Session

**Q: Is there a time limit for the meetings?**

A: The maximum running time for all meeting types is 24 hours

**Q: Do the students need a mic or camera?**

A: No, the students can still listen and view the video and participate using Chat capabilities.

**Q: can you do backgrounds like zoom on webex?**

A: At the moment this is only available on the iPhone version of Webex. Soon this will be available in other platforms.

**Q: Can you have 2 teachers run a meeting And present together?**

A: Yes, but only one teacher will be the host of the meeting.

**Q: How many people can be seen at one time?**

A: Webex Meetings has multiple layout options, including the grid view which can show 25 people simultaneously.

**Q: Can students reclaim or take over host role?**

A: Only the teacher can delegate the host role to others, The reason this might occur is if the teacher needs to leave the session and re-join later because they had an issue with their laptop.

**Q: Our teachers only have desktops without cameras. Can they still use Webex without the video?**

A: Yes they can still use audio and share their screen.

**Q: As host can i turn my computer off?**

A: Yes but you need to pass the host role to someone else prior to leaving the session.

**Q: We will be teaching instrumental music via Webex. Are there any audio settings that need to be adjusted to cope with instruments? Zoom requires us to change background noise settings, etc.**

A : The quality of audio will ultimately come down to the microphone which is being used on the device. You may wish to disable “Automatically adjust volume” from the Speaker, Microphone and Camera settings.

**Q: Can panelists or presenters interject at any time when using events or Training Centre ?**

Yes, panelists or presenters can interject with audio and video at any time, however the host can control the sharing feature by passing the “presenter ball” to other panelists.

**Q: can students see each others polling answers?**

A: This is a configurable setting from the teacher. At the end of the poll we can chose to publish the responses to the attendees.

## Controlling the Class

**Q: Can you remove a participant once you have started if they are messing around?**

A: Yes you can right click on the participant from the participant list and expel them.

**Q: How can you lock access to your personal room to prevent uninvited participants?**

A: Each Webex room can be locked from the menu bar along the bottom of the screen. Anyone that arrives after it's been locked will show up on the teacher's participant list to be admitted.

**Q: In Meetings, is it possible to have the video of participants, but still mute them? Just to check that the students are there and participating?**

A: Yes, the host can perform “Mute All” at any time to stop student audio feeds

**Q: Can you turn off the share screen and other features for classrooms to stop accidental sharing from students etc?**

A: Yes, you can disable “Anyone can share” via the “Participant” menu

**Q: Is there a way to mute the students and not allow them to unmute themselves?**

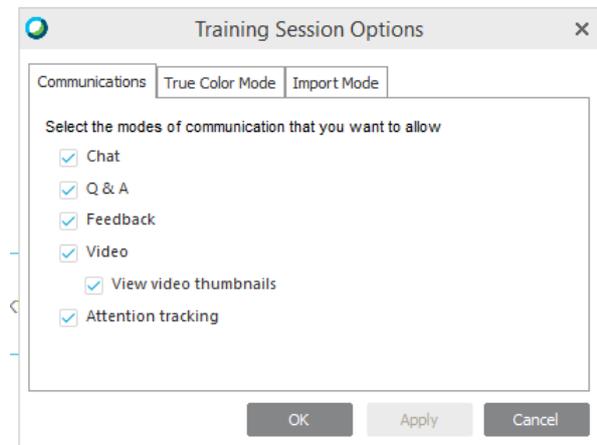
A: If you are using Meeting Center, participants will always have the ability to unmute themselves. If you are using Event Center or Training Center, a participant will not be able to unmute from 'mute upon entry' or if a host mutes them.

**Q: In a classroom setting can a student select one persons video to be the main image or will it always be the teacher?**

A: The main video feed is typically the person speaking into the conference at that point in time. In Webex meetings you can [lock the main video view](#) to the teacher. You could also chose to disable participant Video.

**Q: Can you conduct a virtual class whereby students can see the host, the host can see all the students but the students can not see one another?**

A: Yes, you can achieve this using Webex Training Centre and in the Session Options disabling "View video thumbnails" so the students can only see you as the active screen



**Q: Is there a way to disable participants video as a default when creating the room so they can't enable it**

A: Yes this feature is available in Meeting Options menu item.

**Q: If we mute the class, are they still able to "raise their hand?" I can see some kids pressing buttons on purpose to annoy**

A: Yes the students will still be able to raise hand in this scenario.

**Q: - How do I expel users at the end of the session? I think some of them will forget to exit.**

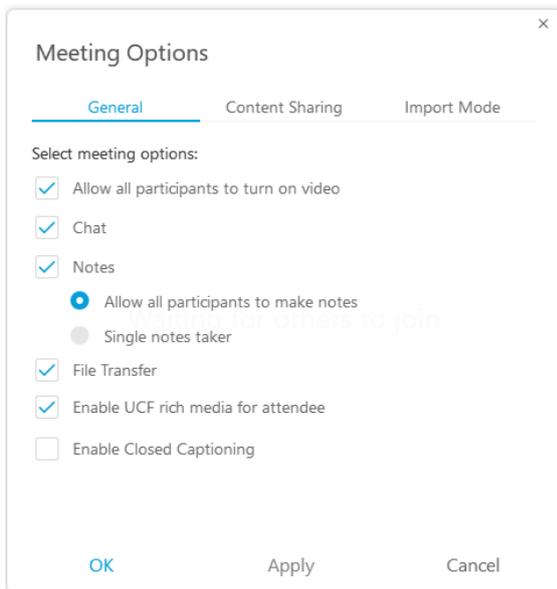
A: You can just right-click on their name from the participant list and expel them. Alternatively if the host leaves everyone is removed from the meeting automatically.

**Q: Can students be spilt into groups with Webex meetings? This would suit MAG classes**

A: This feature is only supported in Webex Training Centre.

**Q: Can all of the students see the chat that you have with the class?**

A: Yes, In Webex Meetings they will click the chat bubble icon to see the chat. This can be disabled by the meeting organiser through “Meeting Options” menu item (See below). Webex Training Centre has more granular settings which can prevent students talking to each other directly and can only chat to the presenter.



## Sharing Content

**Q: How do you load content to share?**

A: Using the Share Icon will allow you to to share a file, your entire screen or a specific application. You can also [optimise the sharing session](#) for either Text (for clarity) or Video (for motion and audio).



**Q: Can the students be given control of the screen, remote access, like they can in Zoom?**

A: Yes, Webex Meetings supports desktop control

**Q: Can the participants submit files to the presenter?**

A: Yes, participants can share files into the session. Webex Training Centre has granular controls to determine if a student can share files or not.

**Q: Can you upload a PDF that the kids can fill in ?**

A: You could share the PDF live into the meeting for people to use the Whiteboard over. If you wanted each student to fill out the form it's better to send the file and make sure they have a laptop to complete the form and upload it back into Webex meeting or via CONNECT.

**Q: If I wanted to conduct a test or save students work from a document I've put up e.g. a worksheet, how do I save their work?**

A: Students could complete the form and upload it back into Webex meeting or via CONNECT.

## Whiteboarding

**Q: How do you load the whiteboard?**

A: For a regular Webex Meeting, the whiteboard is available in the Share icon menu, navigate to "New Whiteboard"

**Q: What features are available on the Whiteboard?**

A: Pointers, Pens, Lines, Shapes, Eraser, Text and more. [See how to use the Whiteboard in Webex.](#)

**Q: Hi, does whiteboard work for the students at home ?**

A: Yes, students can participate in the whiteboard session and provide their inputs

**Q: Can you make a powerpoint or Interactive Whiteboard activity that you have ready-made but then give students the ability to move stuff and draw/write on it?**

Yes, you can share contents of your screen (e.g. Powerpoint) and then locate the "annotate" button which will enable the whiteboarding features on top of the pre-prepared content.

**Q: How can you make the lines thinner on the white board? We cant seem to thin them down**

A: No, It is not possible to change the thickness of lines

**Q: Can you delete inappropriate drawings from students?**

A: Yes, using the Eraser icon.

**Q: how can you use whiteboard with more accuracy for a maths problem**

A: Using a Touchscreen device such as an iPad would provide better drawing ability. Some schools also have a [Webex Board](#) which is a large touch screen video conferencing device.

**Q: With the Whiteboard, can we let participants annotate without them needing to request?**

A: Yes, the first whiteboard menu item is the ability to lock/unlock the annotation capability to all participants.

**Q: Can you choose a specific person only to use the whiteboard rather than enable it for all?**

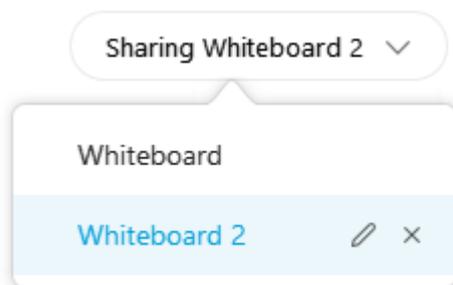
A: Yes, Click the arrow next to the image and select a participant's name to allow specific participants to annotate.

**Q: Can you access the whiteboard from a mobile device?**

A: Yes, you can view and participate with the Whiteboarding session from any device.

**Q: How do you get a second page up in the white board**

Once you create multiple whiteboards from the Share menu, you can view them from the whiteboard selector located at the top of the screen



## After The Session

### **Q: How long does it take for a session recording to be ready for download?**

A: Webex recordings will typically have a delay associated. It can sometimes take a couple of hours during times of peak usage.

### **Q: How do I access the recording and documents??**

A: Webex Recordings are stored on your Webex site and you will be sent an email once the recording is ready to download.

### **Q: IS there a setting that will allow teachers to download straight to their hard drive?**

A: Yes, there is an option within the Webex recorder menu settings to record locally to the PC. Alternatively you can download the recording from the Webex portal onto your PC at a later stage.

### **Q: Also is there a facility where you could use Webex to record yourself and give students access to this?**

A: Yes, for example, you could start your Webex Personal Meeting Room without inviting students and then record the session. This will record your Audio, Video and Content Sharing.

### **Q: Can a recorded session be shared to connect?**

A: It can be saved as a Web link or you can save to your computer and then you could upload it to CONNECT.

### **Q: We cant access the transcript function - it isn't enabled?**

A: Login to <http://educationwa.webex.com> navigate to "Preferences" and "Recording" and see if you can enable transcriptions from the menu.

### **Q: Is there any easy way to compile questions (for recognition of FAQ) for our own event? Or is this a manual task?**

A: You can save the Q&A from the session and manually edit the contents for publishing.

### **Q: Can you delete recordings and where does it get saved?**

A: Yes you can delete recordings from your <http://educationwa.webex.com> portal.

## Technical Questions

**Q: We had staff logged in to a meeting and sound quality was poor. Is there any way to improve sound quality?**

A: There are multiple audio options, the first preference would be to “Use Computer for Audio” which uses the internet. If your internet connection is not sufficient, we would recommend calling in via mobile or land-line telephone call.

**Q: What are the hardware requirements that students at home need to use this?**

A: Please see [this link](#) for typical system requirements.

**Q: What kind of bandwidth does this application use?**

A: Webex will adapt to the available bandwidth, however a standard definition video will consume around 0.5Mb/s

**Q: is there any lag as connect is slow... bandwidth etc**

A: No the audio and video traffic goes direct to Webex over the internet.

**Q: The DoE is still running old version of Internet Explorer. Will there be a system upgrade?**

A: It will still work on Internet Explorer but it's not as seamless and may require a plugin.

**Q: Will webex run on the following - safari, firefox and google?**

A: Yes, Webex will run in those browsers but some browsers (such as Internet Explorer) will require installation of a plug-in before starting the meeting. For the best experience please download the application.

**Q: will the system support the number of students going on.**

A: Due to the current situation, Cisco has doubled the capacity in our datacenters and our currently load is below 20%. – Education Department IT have also been upgrading school bandwidth over the last year or so. Please raise a case with IT if you have concerns.

**Q: Do DoE inboxes have the capacity to cope with downloaded content? I am asking specifically about the amount of data being transmitted etc and where this information can be stored.**

A: Data will not be stored in DoE inboxes, rather the recordings are stored in the Webex cloud or on your local desktop.

**Q: Will restrictions be placed on lower school classes if the traffic overloads the system.**

A: Restrictions are already in place to make sure Webex video does not overload the network. This is referred to as Quality of Service. Education Department IT have also been upgrading school bandwidth over the last year or so. Please raise a case with IT if you have concerns.

**Q: Can we get and MSI that can be pushed out across the network so unsavvy teachers can have it just work!**

A: Yes, it is possible, We have forwarded this request to the DOE IT Department.

**Q: You mentioned that the number of participants affects video quality? Would 30 affect the quality?**

A: In a normal scenario, up to 200 participants would not affect video quality, assuming the internet bandwidth was not congested. In cases where we run sessions up to 1000 users, it makes sense to disable participant video because it would cause unnecessary congestion on both the network and end-user laptops.

**Q: Is Webex Meetings Secure?**

A: Webex is more secure than other conferencing platforms on the market. Meetings and recordings are protected by passwords. Everything that you do on Webex is your intellectual property and Cisco does not share the data with any third parties.

**Q: Who is the Dept of WA contact for questions about what has and hasn't been enabled?**

A: Webex has an officially supported product available from the IT department and has been enabled on approx. 40,000 staff which should cover every staff member for the entire Webex product suite.

**Q: how much cloud storage is available for recordings please?**

A: By default each staff member has 10GB of storage

**Q: How are we protected from recordings being reposted on Youtube or snapchat**

A: You control the security of the file if you decide to download the recording directly to your laptop. When being saved into the Webex cloud system, Each recording is password protected. You can prevent the download of Webex recordings by logging into <http://educationwa.webex.com/> and navigate to "Classic View" then "My Webex" then "My Recordings". Find your recording and "Modify" and enable the "Prevent downloading" checkbox.

**Q: How can I help a student who has an error message while trying to contact. The message was "meeting service had a problem processing your request"**

A: I would try a regular troubleshooting flow, such as restarting the device. If that doesn't work I would try to reinstall the application.

### Unable to answer

The following questions have not been answered due to specific nature of the DoE environment. Please contact your IT Department for further information.

**Q: Is this something that can be utilised in ECE classrooms?**

**Q: Is there other ways if not using SIS, such as Compass or ClassDojo?**

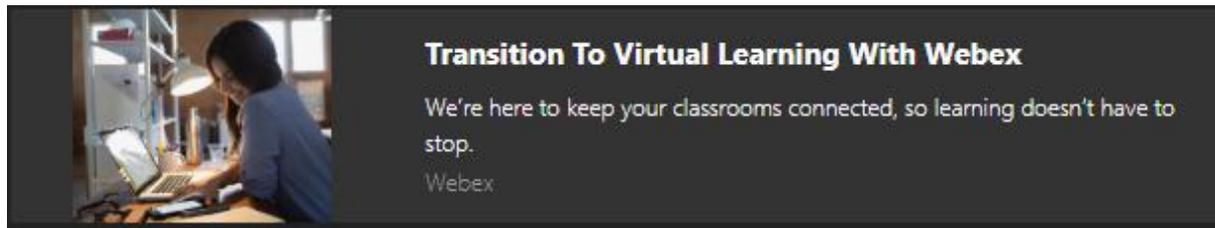
**Q: Can we populate student emails from DAM?**

**Q: is the education department subsidising purchases of web accessories like mic and camera?**

**Q: is this integrable with OBS. Just to have nice borders n stuff**

**Q: how you download emails from SIS into an Outlook meeting**

## Resources



### Transition to virtual learning

<https://www.webex.com/webexremoteedu.html>



**Webex is the Department of Education Victoria's preferred collaboration tool.** have had a head-start at using Webex in the classroom. Feel free to browse their user guides here:

<https://fuse.education.vic.gov.au/Pages/webexatdet>