Telepresence and Webex Explanation and Use Document

Applies to the use of Webex, Telepresence TV units, Cisco and Polycom Endpoints as of 09-2018.
Please read all this information as there are important items mentioned at the end of the document.

Introduction

CCCS has changed the functionality of Webex and the Telepresence endpoints. Please note at CNCC endpoints are commonly called Polycom. Polycom is just one company that provides hardware, software and cloud services, amongst many companies. CNCC only has two old operating Polycom endpoints and no licenses to use Polycom services. As of this writing, the Information Technology Department (IT) is discouraging the use of the term “Polycom” as it is confusing. Further, the Polycom units have very limited capacity and can only call between each other. The primary software in use by CCCS (therefore CNCC) is Webex by Cisco. For the best telepresence experience, the use of Webex is encouraged. IT believes the guidance outlined in this document provides the easiest way to use telepresence and Webex. However, please note that CNCC’s endpoints are compromised and conferencing from them with Webex is more complex and requires additional training. If they are not used with Webex, the endpoints still operate and can be called directly.

The functionality of the Cisco Webex platform for telepresence is vast and can quickly become very complex. As with most software and hardware technology such as this, there are a similar sequences of steps that will produce the same result (think of all the different ways to do the same thing in MS Office). Further, there are interlinking software applications that have a large range of abilities. This document outlines the simplest way to use Webex. However, please remember that there is no particular process sequence that is better than another. As an example, in the Cisco Webex platform, there are multiple ways to host, start and/or access a meeting. If you hit on a process sequence that is different from what is outlined below, feel free to use it, however remember IT may not be doing it that way, or even know it can be used in that manner. Also, take into account that end users trying to enter a meeting or use the tools available in the program, can quickly become frustrated, so it is best to take time to test what you are going to do, and train each user. Do not assume anything. If you are seeking IT help, please be clear as to what steps you are following. Also, please remember, that the supported version of telepresence software on campus is Cisco Webex and this is what you should be using. IT does not support, or necessarily even know how to use other platforms.

Basic Telepresence Hardware Types

A telepresence platform is hardware that has combined computer, interface unit (keyboard/mouse or touchpad, digitizer), visual projector (monitor, TV, projector), camera(s), speaker(s), and microphone(s) that have been setup with associated software that can connect other computer/camera/speaker/microphone platforms so that end users can be displayed, verbally communicate, and use other media platforms and interactions. Endpoints are dumb (little multifunctional power) units that have monitors, camera, speaker and microphone that can connect to telepresence meetings but have limited capacity to use media platforms. This will change in the future, as new multifunctional endpoints (boards) that integrate with Webex software, become more common. CNCC does not presently have any of this type of technology.

CNCC has five different types of telepresence hardware configurations in use. These are:
- Laptop with embedded camera/speaker/microphone setup;
- Desktop with attached camera/speaker/microphone setup, either as a unit or separate individual camera/speaker/microphone parts;
- Constructed platforms consisting of large (50, 65, or 75 inch) smart TV (or projector), computer, camera/speaker/microphone setup, and wireless keyboard and mouse;
- Manufactured endpoints with camera/speaker/microphone setup, that may or may not be, attached to a computer.

Basic functions for the devices are as follows:

<table>
<thead>
<tr>
<th>Device Type</th>
<th>For use by</th>
<th>Ability to interact</th>
<th>Connect by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laptop</td>
<td>Individual</td>
<td>Full</td>
<td>Internet sign on</td>
</tr>
<tr>
<td>Desktop</td>
<td>Individual/Small Group</td>
<td>Full</td>
<td>Internet Sign on</td>
</tr>
<tr>
<td>Platform TV</td>
<td>Up to 30</td>
<td>Full</td>
<td>Internet Sign on</td>
</tr>
<tr>
<td>Platform projector</td>
<td>Up to 50</td>
<td>Full</td>
<td>Internet Sign on</td>
</tr>
<tr>
<td>Endpoint</td>
<td>Up to 25</td>
<td>Limited</td>
<td>Call meeting</td>
</tr>
</tbody>
</table>

Please note that screen size, equipment location, and sound are critical for proper use of any of this technology. The success of educational delivery is directly related to whether the proper room and equipment have been paired, and the sound worked out.

**Basic Webex**

Enter into a Chrome browser the following URL [https://cccs-meetings.webex.com](https://cccs-meetings.webex.com) or as shown below. Remember to bookmark the site.
This screen pops up (Modern View Start Page). From this screen, “Sign In”, or enter a meeting, if you know the meeting number as pictured below.

Click Sign In and enter your CNCC email address.
This will prompt the screen below. Sign in with CNCC\'s number and provide your domain password-not crossroads password. Domain password is the one you use to log onto computers with.

The following start page pops up.

Please Note that on the start page you can either start a meeting or change to classic view. More on classic view further in the document. Click “Start Meeting” as pictured above. This will open a Webex meeting page in Modern View (as opposed to Classic View) as pictured below. If a dialog opens asking for the Download of a Chrome browser extension, allow download and accept run to continue.
Click the “Connect Audio and Start Video” button as pictured above. If prompted to “Allow” from a dialog box that appears, press “Allow”.

If you click the circle on the upper left hand side, the meeting information will be displayed. This is where the meeting number is shown as pictured above.
If for some reason, either the video or audio (or both) are not working, troubleshoot as follows. Please note that it may not become apparent that audio is not working until someone else joins the meeting. In addition, the speakers, microphone, or camera may default to the computer and not the attached peripherals such as alternative speakers, microphone and camera, so checking that the right equipment is in use, is necessary.

If audio is not working, click the bottom circle with three dots and pick “Audio Connection” as shown above.

Click the “Change Settings” under “Call Using Computer” as pictured above.
In the dialog box under “Speaker”, check to see if the correct device is selected as pictured below and change as necessary. Repeat for the microphone.

If the video is experiencing difficulties, click the circle with the video camera as pictured below and repeat choosing a camera from the dialog box in the same manner as for audio.

Please note that IT has found that in some setups switching between windows and meetings will cause the video and audio to reset (seems to default back to alternative settings). If settings seem to drift, please let IT know and repeat adjustments as indicated above. If nothing seems to work, let IT know and put in a CNCC helpdesk ticket. Provide yourself enough time before class or meeting to setup and test the system.
**Webex Classic View**

Before opening a meeting on the start page, it is possible to switch to the “Classic View”. For those who have used Webex in the past this may be a more palatable way to use the platform. Access to functionality via the drop down menus can be more comfortable for some users. For “Classic View” click the button as pictured below, which will open the classic page pictured on the second half of this page.
After clicking “Start Meeting”, the “Connect Audio and Video” dialog will open. Adjust camera (video), speakers and microphone in the upper dialog boxes before clicking the “Connect Audio and Video” button.

Classic View provides additional control menus. Some might find this more convenient.
If for some reason, adjustments need to be made to audio or video, the menus are where to look. Yes, Webex has the video adjustment button under Audio (It is fair to ask, “how do I know to look there?”)

Many additional controls are available on the “Classic View” start page and/or by clicking the prompts below Classic View on the Modern View Start Page.

**Conclusion**

The yellow arrow in the picture below is pointing to some add on controls for Microsoft Outlook that are available if a user downloads the Webex Desktop App. The Desktop App can be downloaded from the Start Page by clicking the following sequence of pages: Webex Support, Webex Meetings, Support, Downloads, download Webex Desktop App. The platform may also offer you a download option during setup of a meeting or class, and you can choose to download it. The Desktop App provides a range of functions and operates in a similar manner to the Classic View page; however, IT has noted that the Desktop App has a number of functions that appear to be buggy, so if you use it, be ready to troubleshoot items such as audio and video. If you wish to test out the Desktop App or other available apps, please feel free, but their use in classes or meetings may cause issues.
Webex is very powerful software with an abundance of tools that make this platform both appealing and intimidating. Which process sequence to use in a class or meeting depends on the convener. IT suggests that whatever you are doing keep it as simple as possible (KISS). With that in mind, IT is suggesting that faculty and staff use their Webex personal rooms on a Chrome Web browser and shy away from using the more complex scheduling functions that can be found in the Desktop App and Home page until the equipment and software are personally tested and understood. Consideration must be given to room setting, sound, camera, software functionality, and number of participants (etc.) ahead of time. To do otherwise is to court failure and potentially create a horrible experience for everyone.