OLLI STUDENT TRAINING

ONLINE CLASSES
EQUIPMENT

Recommended for participating in online classes

- PC or MAC desktop or laptop computer – with webcam and microphone, or a Mobile device (tablet or phone).
- Earphones – useful for eliminating or minimizing feedback issues.
NOTE

Webex app

• You do NOT need a Webex Account.
• You will be joining as an attendee / guest.
• From the APP: Click JOIN MEETING to access a meeting (then type in meeting #), or click the JOIN MEETING link from the email for your class.
• Do not click SIGN IN – this is for account holders (UC Staff)
WEBEX

VIEWING CONTROLS
MEETING CONTROLS

As seen from a laptop screen, not mobile device
WEBEX

SINGLE SPEAKER VIEW

FLOATING PANELS ICON
VIEWING OPTIONS
Single Active Speaker View with THUMBNAILS

- Hover mouse or tap to view additional viewing options.
- Thumbnail images of other participants.
VIEWING OPTIONS

Grid View (must be in App to see this view)
MEETING CONTROLS
MEETING CONTROLS

TOGGLE buttons.

AUDIO

VIDEO

SHARE

RECORD

PARTICIPANTS

CHAT

MORE

LEAVE MEETING
MEETING CONTROLS

MORE button: speaker, microphone and camera settings.

- Shown as ON
- Shown as MUTED
- AUDIO
- VIDEO
- SHARE
- RECORD
- PARTICIPANTS
- CHAT
- MORE
- LEAVE MEETING

MORE icon: Speaker, microphone, and camera settings.
MEETING CONTROLS

Check the SPEAKER, MICROPHONE, AND CAMERA settings to make any adjustments if you have difficulty.

- Shown as ON
- Shown as MUTED

- AUDIO
- VIDEO
- SHARE
- RECORD
- PARTICIPANTS
- CHAT
- MORE
- LEAVE MEETING
PARTICIPANT AND CHAT PANELS
USE TO COMMUNICATE

Pop-up Windows
• Participants window
  • Raise a Hand icon to ask a question.

• Chat window
  • Type a question or comment to Everyone or specific individual
CHAT PANEL

• Type a comment or question to everyone or to a single participant.
• Use to ask a question without interrupting the current speaker.
PARTICIPANTS PANEL

- See names of other participants.
- STUDENT can click the RAISE HAND icon next to their name to alert the moderator they have a question.
MOBILE DEVICES

TABLET OR SMARTPHONE DEVICES

Webex controls look a little different on a mobile device.

Tap the screen, icons, photos and rotate the device.

If you have more than 3 participants in a meeting, enable grid view by rotating your device.
MOBILE DEVICE

From a smartphone: Download and open the Cisco Webex Meetings App.

Click JOIN MEETING

Enter your Name and Email address and click NEXT.
You will receive an email invitation to class.

Click yes, maybe or no for your RSVP.

On the meeting day, click the green JOIN MEETING button. You may need to scroll down to see this.

This will take you to the Cisco Webex Meetings App. Follow the prompts to open the App. Click to allow the app to access your camera and microphone.
MOBILE DEVICE

Double tap a person to enlarge view, tap again to restore.

Tap the 3 dots to find more options, settings and chat.
MOBILE DEVICE

Tap the participants icon to open the panel.

Tap the RAISE HAND or CHAT icons.
MOBILE DEVICE

Tap to mute or unmute your microphone.

Tap to turn on/off your video camera.
Sync and join meetings directly from your watch.

Join Meeting

Don’t have an account? Sign Up

[Images of a keyboard and a Webex interface showing the steps to join a meeting]
Help each other learn new skills.
ROLES

HOST
• UC Staff member will schedule and start all meetings.

PRESENTER (Moderator)
• Video, audio and share content capabilities.

TECH ASSISTANT

STUDENTS
ROLES

Tech Assistant - optional

• A volunteer with abilities to navigate around the Webex environment.
• Assess and assist with technical issues as best they can for students and/or moderators in a particular class.
• Assist moderator if necessary in screen sharing documents and/or monitoring participant and chat windows for questions.
• If a tech assistant has been identified, the Host controls will be given to the tech assistant.
• If you would like to volunteer to be a tech assistant, please email OLLI@uc.edu
ROLES

Students

• Be patient for the first few classes as everyone acclimates to the new environment.

• If you are having difficulty, have the tech assistant help you, if there is one in your class.

• Or contact OLLI for help: 513-549-7712.
  If we are unable to answer the phone, please leave a message and we will return your call.
TECHNICAL DIFFICULTIES

- We are ALL learning new technologies.
- Relax
- Be patient
- Know when to say UNCLE!
  - We can help.

OLLI Tech support phone line: 513-549-7712
TECHNICAL DIFFICULTIES

Common Problems

- Low bandwidth (DSL vs Cable vs Fioptics)

- Computer too far from Router

- Too many wifi devices connected to one router
TECHNICAL DIFFICULTIES

Common **Solutions**

- Low bandwidth (DSL vs Cable vs Fioptics). Fioptics is preferable, followed by Cable.
- Low bandwidth Turn OFF video and 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.
Advance planning pays off.
CLASS DAY

Email Scheduling

- Email invitation will be sent in advance to you for EACH CLASS from messenger@webex.com
  - Meeting number (access code)
  - Password
- SAVE this email.
- On class day, click JOIN MEETING in email invitation.

Cincinnati Bell Web portal: if you use this to check your email, do not RSVP the meeting invitation. Simply save your email invitation so you can access it on your class day to Join Meeting.
CLASS DAY

Join Meeting using the App

When you click Join Meeting, a BROWSER window will open.

Note the options available.

If you have already downloaded and installed the Cisco Webex Meetings App, choose OPEN CISCO WEBEX APP.

If not, select download. Open the downloaded file and follow the prompts to install the app.
CLASS DAY

Join Meeting

- Cisco Webex Meetings app opens a PREVIEW window.
  - Audio button: mute or unmute
  - Video button: ON or OFF
  - Preview yourself on screen
- Click JOIN MEETING
CLASS DAY

Welcome

• Welcome to your virtual classroom.
CLASS DAY

Tech Verify

• Verify that you can see and hear everyone and they can hear and see you.

• Some students may have their audio and/or video intentionally muted.

• If you do not have the GRID view option, seen here, on a desktop computer, you may have joined via the browser and not the application. Leave meeting and rejoin using the Cisco Webex Meetings App.
CLASS DAY

Online Class Etiquette

- Be mindful of audio in particular. MUTE when not speaking, to avoid unnecessary noise.
- Turn OFF any extra audio sources: radio, tv, dog, spouse.
- If there are experiencing disruptive technical difficulties you may contact OLLI to help resolve technical difficulties. Tech help line 513-549-7712.
- Help documents are available on the OLLI website.
CLASS DAY

Online Class Etiquette Students Connecting by Phone

Students without computer access who have entered via the call-in number:
• They will hear and speak to the class through their phone only.

Some students may have an older 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.
CLASS DAY

Online Class Etiquette

Ground rules for a virtual classroom.

• Have everyone MUTE their audio when they are not speaking. (maybe video too)
• Follow the moderators lead on how the class will be structured.
• Ask moderator how they would prefer questions be asked.
  (options include: typed in chat, hand raise icon, speaking directly).
CLASS DAY

Be Patient

• We are all learning.

• As with any new skill, the more you work with it, the easier it gets.

• Practice:
  • MUTING and unmuting.
  • Open Participants and chat panels.
  • Try out the various viewing options.
VIRTUAL OFFICE HOURS

Webex practice and questions:

- Fridays 10:00 am – 12:00 pm.

- This is an open time for anyone to join a meeting. Participants can check their webex connections, practice using the chat window etc.

- Call the OLLI tech support phone line for access information: 513-549-7712.

- Or to test your device access, go to the Webex test website:
  https://www.webex.com/test-meeting.html
TECHNICAL RECOMMENDATION

Earphones or headset

While not mandatory, using a set of earphones or a complete headset can greatly improve your ability to hear the class and your students ability to hear you by helping minimize distortion, echo and ambient noise.

Full headset with microphone for best results.

Plain headphones or earbuds, like the kind that come with a smartphone will help you hear.
RESOURCES

OLLI Website has several links for you.

- How to use Webex video.
- A Webex testing site link for testing your device.
- PDF files on using Webex and best practices.
- Internet jargon and speed information.
- If you want to practice, call the OLLI tech support line to set up a meeting. 513-549-7712.
QUESTIONS & THANK YOU

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