

## FAQ: WEB CONFERENCES

*We want your web-conference experience to be technically glitch-free. Toward that end, as you address content issues with your consultant, please keep in mind the connectivity issues addressed below. Should you require further information, please contact our web services director Mr. Todd Vainisi ([todd@authenticeducation.org](mailto:todd@authenticeducation.org)) 216.392.1000.*

- 1) **What software program will we use for our web conference?** We use WebEx for our web conferences (<http://www.webex.com>). If the computer you are using to participate in the conference has never run a WebEx meeting before, it will automatically download the meeting software when you “enter the room” i.e. after clicking on an email invitation from your consultant, with related URL, sent 15 minutes before the meeting. The WebEx download usually takes less than 2 minutes.
- 2) **Can you tell me more about the email invitation that starts the meeting?** Prior to the web event start time, your consultant will send a broadcast email “invitation” to the email addresses you provided via your Web Conference Event Planner. You may include a maximum of twenty five (25) email addresses, as this is the maximum number of “participants” that our WebEx virtual meeting room will allow.
- 3) **What if I am not able to receive the email invitation?** You can also use your web browser to navigate directly to our meeting room. Go to <https://authenticeducation.webex.com> and you should see your meeting listed. If your consultant host has begun the meeting, you will be able to click on the meeting link to join.
- 4) **What if I want to invite more than 25 persons to participate in the web conference?** Since 25 separate logins represents the maximum number of computers that can connect for one Web-Ex session, you will want to have multiple participants at each computer.
- 5) **Can the Web-Ex session be recorded?** Yes, this a value-added feature that we are pleased to provide. There is no additional cost. Just be sure to remind your consultant at the start of the presentation to hit the record button!
- 6) **Do I need a landline telephone for the audio portion? Or can we have audio through the computer?** Though the audio portion of the webinar can be handled through either telephones or the computer, we recommend that you use a telephone line and dedicated conference-call telephone equipment if there are

many people in the room. VOIP connections tend to be less stable and too quiet for optimal communication when there are numerous participants. However, as long as your computer has good microphone and speaker capabilities, a landline is not required.

- 7) **Do we need a video camera at our end?** A video camera is recommended but not required. We recommend it because it provides our consultants with a little more feedback than can be obtained via audio only.
- 8) **Besides video and audio, are there other features of any webinar?** Yes. Our consultants can simultaneously show PowerPoint slides or selections from any kind of document as needed for the session, and highlight or annotate those documents (including documents you have sent requesting feedback). The consultant pre-loads all the documents that will be used for the conference prior to the conference start, so switching between documents is easy and quick.
- 9) **What is the process for selecting landline vs. computer audio?** To set your audio preferences, click on the tab titled "PARTICIPANTS" in the Web Ex meeting. A box will drop down with the Consultant's name and the names of whoever is logged in. At the bottom of that box are a few icons. Click on the Speaker icon to set your audio preferences (*Will you phone in via telephone or VOIP over Internet?*)
- 10) **What is the process for broadcasting video from our end?** On the main webinar page there is a tab labeled VIDEO, on the right hand side. Click on the tab to expand the options. Then. Click the green triangle to start the broadcasting of your camera. (You may see your own image, but you won't be broadcasting until you click the triangle; you see a message in the video box accordingly.)
- 11) **How do we access the recording of the webinar?** There is a specific page in our WebEx account for playing recorded presentations. Your consultant or our web services director will provide the URL.
- 12) **What kind of bandwidth do we need?** WebEx requires more bandwidth than typical Internet browsing. If your school or organization's Internet bandwidth is not optimal you may wish *not* to activate a video broadcast at your end (since video is the greatest user of connection bandwidth). Similarly, using a landline telephone instead of VOIP telephony via the computer cuts down on bandwidth. Finally, there are audio and video panels for regulating the quality of the video and audio signals as needed, to save bandwidth, also.