

## Webex FAQ's

#	<i>Question</i>	<i>Answer</i>
<b>1</b>	I am unable to create a Webex License account on the University of Balamand Webex Domain.	The user has already created a free account on Webex. Therefore, it is necessary that he/she deletes the free account before proceeding to creating a UOB Webex account.
<b>2</b>	I have not received the Webex Activation Email.	The user must check all his/her email folders – including the junk/spam folders.
<b>3</b>	Webex prompts “Password Error” even though I’m sure that the password is correct.	The Webex account password should be compliant with the Webex password policy: <ul style="list-style-type: none"> <li>○ Minimum 8 characters</li> <li>○ At least 1 capital letter</li> <li>○ At least 1 number</li> <li>○ At least 1 special character (@, !....)</li> </ul>
<b>4</b>	I forgot my Webex account password	The user should click on “Forgot Password” and an automatic email will be sent to his/her email address to reset the password.
<b>5</b>	I am unable to install the Webex application or use the browser on my PC/laptop	The user needs to make sure that the computer operating system has the latest available updates for Windows 7 or preferably be on Windows 10.

6	Students can't hear the instructor/meeting host.	The students should make sure that their speakers are on and/or increase the volume and the instructor should make sure that his/her microphone is unmuted.
7	Should the instructor/host send his/her personal Webex home link to the students?	It is preferable not to do that because students will be able to join the session anytime the

		instructor room is active. It is better to schedule the session.
8	How can the instructor/host access Webex?	The user can access Webex either by accessing the URL address <a href="https://balamanduni.webex.com">https://balamanduni.webex.com</a> or by downloading / installing the Webex application.
9	Do students need Webex accounts to join sessions?	No, students can join sessions simply by following the link in the instructor invitation email.
10	Will students be able to see the presentation on the instructor computer?	Yes, the instructor should click on "Share the Screen" once the session is active.
11	Can the instructor send the recorded sessions to the students?	<p>Yes, the instructor should click on the recording tab in his/her main Webex page and then:</p> <ul style="list-style-type: none"> <li>○ Click on the share option for the required recorded session</li> <li>○ Add the emails of the students and then click on share</li> <li>○ Students will receive a link to download the session.</li> </ul>

12	Does the instructor need to enter emails of students every time he schedules a meeting?	Yes, he needs to enter the emails every time. However, he/she can use the recurrence option when scheduling meetings if he wants to give sessions at a specific time every week.
13	What should the instructor type in the “topic” field?	It is required to name the Webex meeting – topic - according to the course code and section number as per the convention “course code-section number” such as CIVE101-01 or MGMT201-02 (all caps, no spaces, 2 digits section number).
14	Is it possible to block an invitee from the meeting?	It's not possible to block a specific participant from joining Cisco Webex Meetings; however, it is possible to expel any participant from a meeting in progress, and then lock the
		meeting, which prevents them from rejoining. To expel a participant: right-click on the participant's name in the Participants panel and choose “Expel”.
15	Is it possible to put an invitee on hold during the meeting?	Yes, right-click on the participant's name in the Participants panel, right-click and choose “Lobby”.
16	Some features are available for the instructor but not for the invitees.	This can happen in low bandwidth situations.
17	Can the instructor unmute a specific invitee?	Yes he can, choose the name of the participant from the Participants panel and “Unmute”.
18	How to edit a scheduled meeting?	Log in to your Webex site, select “My Meetings”, double-click on the meeting you wish to edit, and press on “Edit”.

<p><b>19</b></p>	<p>Can a locally recorded session be upload to the Webex cloud to facilitate sharing with the students?</p>	<p>Yes. This can be done by following the below steps:</p> <ol style="list-style-type: none"> <li>1. Go to <a href="https://balamanduni.webex.com">https://balamanduni.webex.com</a> and sign in to Webex.</li> <li>2. Switch to “Classic View” (top right corner).</li> <li>3. Go to MyWebex and Click on “MyRecordings”.</li> <li>4. Click on “Add Recording” and do the following: <ul style="list-style-type: none"> <li>- Fill in the topic and description.</li> <li>- In the recording field, choose “Use the File on my Local Machine” and browse to the required recorded session.</li> <li>- In the “Duration” field, select the approximate duration of the recording.</li> <li>- In the “Security” field, check if needed the password protection and fill in the password.</li> <li>- Click on “Save” and the upload to Webex cloud process will be initiated.</li> </ul> </li> </ol>
<p><b>20</b></p>	<p>Does Webex have a voice to text transcription feature?</p>	<p>Yes. This feature has been enabled for all users. However, each user is required to</p> <ol style="list-style-type: none"> <li>1. Go to <a href="https://balamanduni.webex.com">https://balamanduni.webex.com</a> and sign in to Webex.</li> <li>2. Switch to “Classic View” (top right corner).</li> <li>3. Go to MyWebex and Click on “Preferences”.</li> <li>4. Click on “Recording Options” and make sure that the option “Create Recording Transcripts for all My MP4 Recordings” is checked.</li> </ol> <p>Noting that: Voice to Text works only with English, when recording is on and the session is saved on the cloud (NBR). It is very sensitive and works well only if the voice is clear and the words well-articulated. Moreover, it will lengthen the time required to save the session.</p>

<b>21</b>	Does Webex allow for live streaming to Facebook?	Yes. This can be done by following the below steps: <ol style="list-style-type: none"><li>1. Start Webex Meeting</li><li>2. Click on “More Options” or the “... “</li><li>3. Choose Start live Streaming</li><li>4. Choose Facebook Live</li><li>5. Log in using your Facebook credentials and your session will be broadcasted live.</li></ol>
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