



Training Center

- [Getting Started, page 1](#)
- [Hosting, Joining, and Setting Up Training Sessions, page 3](#)
- [Sharing Documents and Applications, page 3](#)
- [Other Questions, page 5](#)

Getting Started

- [How does Training Center differ from Meeting Center?](#)
- [What do I need to host or attend a training session?](#)
- [Does Training Center support accessibility?](#)
- [Does Training Center support languages other than English?](#)
- [Does WebEx offer professional services to help me get started or work with Training Center?](#)

How does Training Center differ from Meeting Center?

Training Center includes all the features of Meeting Center but also provides:

- Advanced scheduling with recurring session support
- Play recorded sessions during a training sessions
- Sortable lists of live and recorded training sessions
- Full-duplex, multi-point VoIP audio
- Enhanced polling in the session
- Web-based polling editor
- Real-time testing in the session
- Pre- and post-session testing

- Question-and-answer (Q & A) in the sessions
- Multiple trainers or panelists
- Attention Indicator to view in real-time whether or not an attendee is paying attention
- Breakout sessions with manual or automatic attendee assignments
- In-session and On-Demand Hands-on Labs
- Support for teleconference and VoIP in the same session including automatic subconferencing support for Breakout sessions and Hands-on Labs
- Charge attendees and/or hosts by credit card—available for customers in the US and UK
- Customizable, advanced registration system for live and recorded training sessions, including waiting list and cancellations
- Detailed training session reports at the session, host, and site level
- SCORM (Shareable Courseware Object Reference Model), PHP, and XML API support
- Optional On-Demand module for creating multimedia presentations with tests, using Microsoft PowerPoint or client recording files (.wrf)

What do I need to host or attend a training session?

To use all of the interactive features in a training session, download and install the WebEx Training Manager on your computer. Training Manager automatically downloads the first time you start a training session. Each time you start a session thereafter, it checks for the latest version and automatically updates itself.

For a detailed list of the computers, operating systems, and browsers that work with WebEx Training Center, see

Does Training Center support accessibility?

Several enhancements were made in the Training Center application for the Windows platform to provide keyboard accessibility and partial screen reader support in certain features. These enhancements comply with Section 508 of the U.S. Rehabilitation Act. For additional information, refer to the "Accessing the meeting window using the keyboard" topic in Training Center Help. In this release, users can now access the Session Controls panel and other floating panels using the keyboard when sharing content in full-screen mode.

Does Training Center support languages other than English?

Yes. We also provide French, German, Italian, Spanish, Portuguese, Korean, Japanese, Simplified Chinese, and Traditional Chinese versions. However, the optional On-demand Module (with the Training Center-Presentation Studio integration) is only available in English. Dutch, European Spanish, and Russian are available only for Windows.

Does WebEx offer professional services to help me get started or work with Training Center?

Yes. Our Training Center Consultative Services can help you set up, run, and wrap-up your training sessions. For details contact WebEx Training Services by email at training_registration@webex.com or by call us at 866-22-WebEx (866-22-93239) and select option "1".

Hosting, Joining, and Setting Up Training Sessions

- [Can I schedule sessions from my Lotus Notes or Microsoft Outlook calendar?](#)
 - [Can I prevent attendees that I didn't invite from joining my sessions?](#)
 - [Why don't the email notifications show times in the attendee's time zone?](#)
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Can I schedule sessions from my Lotus Notes or Microsoft Outlook calendar?

WebEx allows you to schedule training sessions, invite attendees, and start sessions from Microsoft Outlook or Lotus Notes. To get started, see detailed instructions and download the installer from the Support page of your Training Center service site. Not all features in the Scheduler are supported in Outlook integration and Lotus Notes integration.

Can I prevent attendees that I didn't invite from joining my sessions?

Yes. To prevent uninvited attendees from joining a training session you can:

- Specify a password that users must enter to join the session. This password appears in the invitation email message that WebEx sends to the people you invite
- Make the session "unlisted" so that only the people you invite know that it exists.
- Restrict access to the training session; once all invited attendees have joined the training session, you can select **Restrict Access** on the **Session** menu to prevent others from joining.
- Expel unwanted attendees from your training session by selecting **Expel** on the **Participant** menu.

Why don't the email notifications show times in the attendee's time zone?

Training session times automatically appear in the host's time zone because we cannot determine each attendee's time zone.

Sharing Documents and Applications

- [What's the difference between sharing documents and applications?](#)
- [What types of files or applications can I share?](#)
- [Does everyone in my training session need the file or application that I want to share?](#)
- [Can I change documents that I'm sharing?](#)
- [Can I share more than one document or presentation at a time?](#)
- [Can I save the annotated documents or presentations?](#)
- [Can I show animation and slide transitions in presentations?](#)

- [Why do my images sometimes look grainy?](#)
 - [Will my presentations display correctly if my attendees have different resolutions on their computer monitors?](#)
 - [Why do my attendees sometimes see a yellow crosshatched pattern when I share applications?](#)
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What's the difference between sharing documents and applications?

With document sharing, attendees can see the document, but you can't change it. With application sharing, you share the application that you used to create or change the document; as you change the document, your attendees see your changes. Application sharing uses more bandwidth and therefore can affect the overall performance of your session.

You can share virtually any type of document or application, but those that stream video or audio may not display appropriately. To share streaming content, use WebEx "Web content sharing" which displays the content in a Web browser on each attendee's computer. All you have to do is select **Web Content** from the **Share** menu, enter the URL of a Web site that contains the streaming content, and your attendees can see it in their own browsers. You can share many documents or presentations at the same time; each document or presentation appears on its own tab in the content viewer.

What types of files or applications can I share?

You can share virtually any document or application. For best results, if the application you want to share streams audio or video and is available on the web, you should:

- Display the page in your browser
- Use the Web content sharing feature (which opens a browser window on each attendee's computer)

Does everyone in my training session need the file or application that I want to share?

No. Only you need the file or application on your computer.



Tip

If some of your attendees have slow network connections, you might ask them to cache the course material prior to the session. For detailed information see the Training Center Host's guide on the Support page of your Training Center service site.

Can I change documents that I'm sharing?

Yes. Use our application sharing feature and change documents during your training sessions. With application sharing, you can also allow your attendees to control the application for you.

Can I share more than one document or presentation at a time?

Yes. Use the WebEx content viewer to share as many documents or presentations as you like. Each document or presentation that you open appears on its own tab in the WebEx content viewer. For detailed information see the Training Center Host's guide on the Support page of your Training Center service site.

Can I save the annotated documents or presentations?

Yes. To save documents or presentations that you annotated, on the File menu, select Save. To view the saved file from your desktop, simply double-click it. The document or presentation appears in the WebEx Document Viewer, which is part of Training Manager.

Can I show animation and slide transitions in presentations?

Yes. If you share a Microsoft PowerPoint presentation, attendees can see the animations and slide transitions. You can also use the WebEx application sharing feature to show animation and slide transitions; just display the presentation in your slide-authoring application and then run the slide show in the application.

Why do my images sometimes look grainy?

The quality of images sometimes may degrade if your Internet connection is slow.

Will my presentations display correctly if my attendees have different resolutions on their computer monitors?

Attendees can see your desktop or application no matter which resolution they are using. For best results set your monitor's resolution to 800x600 pixels.

Why do my attendees sometimes see a yellow crosshatched pattern when I share applications?

The crosshatched pattern is the shadow of a window that is in front of the application that you are sharing. Just close the window and the pattern no longer appears.

Other Questions

- [What affects the performance of my training sessions?](#)
- [How can I test performance?](#)
- [Why can't I bookmark certain pages on my WebEx site?](#)
- [Can I set email notifications to show the meeting time in the attendee's time zone?](#)
- [Where can I find the global call-in numbers?](#)
- [Can users change their language, time zone, and locale settings?](#)

What affects the performance of my training sessions?

Some of the factors that affect performance include:

- The speed of your computer's Internet connection Internet traffic
- Performance of your firewall and proxy servers

Although you may have a high-speed connection to the Internet, there may be congestion or packet loss on the Internet. You usually can't do much about it other than to inform your network administrator or Internet service provider. Congestion is often transient and resolve itself over time. You should, however, report serious or persistent problems.

How can I test performance?

Use a route tracing utility, such as Trace Route, to determine where problems exist between your computer and the WebEx servers. The utility sends data from your computer and measures the time it takes for the data to reach the WebEx server. Ideally, data should take between 1-60 ms to reach the server. If it takes between 60-100 ms, your connection is slow. Times longer than 100 ms are unacceptably slow. If you continue to experience poor performance, contact your network administrator.

To run Trace Route on Windows, open a command prompt and then enter "tracert your_site_URL" (where "your_site_URL" is the address of your WebEx service site). Make sure that you place a space after "tracert".

Why can't I bookmark certain pages on my WebEx site?

Your Meeting Center service Web site dynamically generates many of its pages so you cannot bookmark them. You can, however, bookmark the following pages on your WebEx service site:

| URL | Description |
|---------------------------------------|--|
| <sitename>.webex.com | The home page for your WebEx service site. |
| <sitename>.webex.com/meet/<username> | Your Personal Meeting Room page, which shows online sessions that you scheduled and any in-progress meetings that you are currently hosting. You can provide this URL to a user in an email, and you can print it on your business cards. Users who view this page can join any meeting that you are hosting or download your shared files and folders. In the My WebEx > My Profile page, you can specify options for your Personal Meeting Room page, such as including a welcome message, graphics, and links to files and folders that you want to share. |
| <sitename>.webex.com/join/<username> | Your join meeting page, which allows an attendee to join a meeting you have started, or if no meeting is in progress, it displays your Personal Meeting Room. |
| <sitename>.webex.com/start/<username> | Your start meeting page, which allows you to start a meeting you have scheduled, or if more than one meeting is scheduled, it displays your Personal Meeting Room. |

Can I set email notifications to show the meeting time in the attendee's time zone?

Yes. For better ease-of-use for global attendees, you can invite attendees in their own language and time zone. The invitation displays the meeting time in the attendee's time zone, and the meeting link in the invitation displays meeting information in the attendee's language and allows the attendee to join the meeting in their own language. This option is available only when scheduling on Web pages.

The host's settings for language and time zone are used by default. When inviting an attendee from an address book, stored settings for language and time zone are used. Any attendee's language and time zone can be overridden by the host when inviting the attendee.

Where can I find the global call-in numbers?

If your site has WebEx audio turned on, and if your site also has the Global Call-in Numbers option turned on, you can view or display the global call-in numbers in two ways:

- In My WebEx, select **My Audio**. Under Personal Conference Number, select the **Show all global call-in numbers** link.
- When you are scheduling a meeting, under Audio Conference Settings, turn on the Display global call-in numbers option. This option provides a link to the list of numbers—such as toll-free or local numbers—that attendees in other countries can call to connect to audio.

For information about global toll-free calling restrictions, go to http://www.webex.com/pdf/tollfree_restrictions.pdf.

Can users change their language, time zone, and locale settings?

Yes. Calendar pages, meeting information pages, Join pages, and email invitations now display links that allow users to easily change their language, time zone, and locale settings.

