



TrainingCenter

Frequently Asked Questions



For more information:
800.374.2441
www.intercall.com

How does TrainingCenter differ from MeetingCenter™?

TrainingCenter includes all the features in MeetingCenter Pro as well as the following additional features:

TRAINING DELIVERY

- + Live and recorded sessions
- + Playback of recorded sessions in a live training session
- + Automatic slide advancing for presentations

IN-SESSION PARTICIPATION

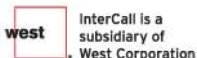
- + Enhanced polling, testing and grading
- + Pre- and Post-session testing
- + Multiple trainers or panelists
- + Breakout sessions
- + Hands-On Lab
- + Instant feedback
- + Paired or threaded question-and-answer (Q & A) sessions

TRAINING CONTENT AUTHORIZING

- + Web-based testing authoring tool
- + Polling Editor
- + Real time testing and polling
- + Enhanced WebEx™ Recording Editor

REGISTRATION AND REPORTING

- + Sortable lists of live and recorded training sessions
- + Publishing of recorded training sessions on a TrainingCenter website
- + Customizable, advanced registration system for live and recorded training sessions
- + Advanced scheduling with recurring session support
- + Detailed reports for live and recorded training sessions



AAP/EDE

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STANDARDS COMPLIANCE

- + Support for WebEx Recorded Files (.wrf) playback in Windows Media Player
- + SCORM (Shareable Courseware Object Reference Model) APIs
- + PHP and XML APIs

What do I need to Host or Attend a TrainingCenter session?

To use all of the interactive features in a training session, you must download and install the 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.

Does TrainingCenter support languages other than English?

In addition to English, TrainingCenter supports French, German, Spanish, Korean, Japanese, Simplified Chinese and Traditional Chinese.

However, Enhanced Recorded Sessions option using TrainingCenter On-Demand integration is English only.

Can I schedule sessions from my Microsoft Outlook or Lotus Notes calendar?

TrainingCenter allows you to schedule training sessions, invite attendees, and start sessions from Microsoft Outlook or Lotus Notes.

What affects the performance of my training sessions?

Some of the factors that affect performance are the following:

- + the speed of your computer's connection to the Internet
- + the performance of your Internet service provider
- + performance of firewall and proxy servers if your computer is behind a company firewall

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

How can I test performance?

The Trace Route utility on your computer can help you to determine where problems are occurring between your computer and the WebEx server. On Windows, open a DOS prompt or a Command prompt window, then type:

+ `tracert your_siteURL`

+ where `your_site_URL` is the address for your TrainingCenter website. Ensure that you include a space after `tracert`.

When running Trace Route, your computer sends packets of information across your connection to measure the amount of time it takes to for the packets to reach the WebEx server. Ideally, packets should take between 1-60 ms to reach the server. If packets take between 60-100 ms to reach the server, your connection is slow and may be noticeable in a TrainingCenter session. Times longer than 100 ms are likely to seem unacceptably slow. If you continue to experience poor performance, consult your network administrator.

What is the difference between document sharing and application sharing?

With document sharing, attendees can see the document, but you can't change it. With application sharing, you can share the application that you used to create or changed the document; as you change the document, your attendees see your 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 the "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 website that contains the streaming content and your attendees can see it in their own browsers. You can share many document 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. However, applications with streaming content may not work well because such content is not streaming directly from the source to attendees. However, if you want to share a web page with streaming content you can use web content sharing, which opens a browser window on each attendee's computer and streams the content directly from its source.

Do all session attendees need the file or application that I want to share?

No. Only the presenter in the training session must have the file or application on his or her computer. Other attendees in the session need not have the file or application on their computers. If you have attendees on a slow bandwidth connection, you may also

encourage those attendees to cache course material prior to the session. You can make this material available as course material in UCF format when scheduling the session.

How can I modify documents that I am sharing?

In document sharing, you can annotate documents but not edit them because the content is an image much like a PDF document or fax. However, you can use application sharing to edit documents as you share them in a training session and save the final version in the native application format. Application sharing lets all the attendees see the changes that you make or edit the document themselves if you grant them remote control.

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

Yes, you can share as many documents or presentations as you like in the content viewer. Each document or presentation that you open appears on its own tab in the content viewer. Because Training Manager automatically labels each tab with the title or name of the document or presentation, you can quickly locate the document or presentation that you want to share with attendees.

Can I save annotated documents or presentations and view them offline?

Yes. To save any document or presentation in a file on your computer choose Save on the File menu. To view the saved file offline simply double-click it. The document or presentation appears in the WebEx Document Viewer, which is part of Training Manager.

Can I save annotations made during application or desktop sharing?

Yes. The screen capture tool in the Floating Icon Tray allows you do that with just one click. You can also record your training session. A recording captures all annotations and other actions that you make during application or desktop sharing.

Can I show animation and slide transitions in presentations?

Yes. If you share a Microsoft PowerPoint presentation, attendees can see animations and slide transitions in their content viewers. Alternatively, you can show animation and slide transitions by using application sharing to share your slide-authoring application, then open the slides in that application.

Sometimes images we are sharing do not appear clearly. Why does this happen?

Attendees may see degradation in the quality of some images which is particularly noticeable on slow connections during web browser sharing.

What happens if people in a training session have displays with different sizes or resolutions?

Attendees can see your desktop or application no matter which resolution they are using. For best results, set your monitor to 800 x 600 pixels.

Why do attendees sometimes see a yellow crosshatched pattern during application sharing?

The crosshatched pattern is the shadow of a dialog box or window that is in front of the shared application on the presenter's screen. Once the presenter closes this dialog box or window, the pattern no longer appears.

Why can't I bookmark some pages on my training service website?

Your TrainingCenter website dynamically generates many of its pages, which you cannot bookmark. Please bookmark only the home page.

How can I prevent uninvited attendees from joining my training session?

There are several ways that you can prevent uninvited attendees from joining a training session:

- + Specify a password for your training session. Your training service automatically includes the password for your training session in an invitation email message to each invited attendee.
- + Schedule an unlisted training session. On the Schedule Training Session page you can select the Unlisted check box to prevent your training session from appearing in the list of sessions or on the training session calendar. Only attendees who have the meeting number can join the session.
- + Restrict access to your training session. Once all invited attendees have joined the training session you can choose Restrict Access on the Session menu to prevent others from joining the training session.
- + Expel any uninvited attendee from your training session. To expel uninvited guests, choose Expel on the Participant menu.

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

In email notifications, training session times automatically appear in the host's time zone. A host can change his or her time zone on the Preferences page. Although your training



service cannot determine each attendee's time zone and adjust it automatically for each email notification, attendees can easily view training session times in their time zones on your training service website by selecting a different time zone on the Preferences page.