What do I do if I am having feedback issues?
We recommend 2 methods to resolve feedback issues.

1. Use the “call me” feature if you would like to switch audio to your phone.
2. Use a USB headset. *Note* Cellphone headphones are not supported on computers.

Sometimes feedback issues may not be you, we are recommending everyone to mute unless they’re speaking. This will eliminate distractions from outside influences.

People cannot see me.

1. Check to see if your video is muted.
2. Reconnect your video device.
3. If calling from a web browser, make sure access to the camera has been approved

My video is laggy, blurred, or skipping.

We recommend the best connections that you have available to you at your specific location.

1. If you are on a campus site or at home, utilizing an Ethernet connection will provide you with the best type of service.
2. If you are connecting via wireless make sure that you have a strong signal, this will ensure that the quality will not deteriorate over time.

What if I want to use my personal Laptop.

Webex equipment is connected to the equipment provided in class. Utilizing personal equipment is not recommend as it will create downtime and will not guarantee that the equipment will work while utilizing WebEx.

To work around this issue, Users can connect into the WebEx room to share their content from their personal machine.
*Note* Users must also mute their personal devices. This will allow the instructor to continue to utilize the WebEx equipment and share their content without making any major changes to the classroom equipment.

**Best Practices:**

1. Always mute your devices when joining a Web Conference Call. Unmute to speak.
2. Call from a computer via Chrome or Firefox
3. Call at least 15 minutes before the event
4. If you are not confident with your setup, please schedule a test call with the Office of Computing and Technology, this will help to minimize downtime at the time of the event.

What are the room capabilities, how will it impact my class?

**SPH PISCATAWAY 3A/B, SPH RIVERFRONT 1023, & 1005 – CISCO Equipped Rooms**

Layout features are managed by SPH IT

Cisco equipped rooms have capabilities to change the layout of how screens are being presented. Resources here are managed by IT, please contact OCT for any request in regards to layout.

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**Pros & Cons**

**Equal**

**Pros:** None.

**Cons:** Does not utilize full screen. It will be difficult to view shared content and it adds black bars to the sides of the screen.

**Overlay**

**Pros:** Full screen utilization.

**Cons:** Can be distracting, Small window covers the content on the top of the screen when sharing.

**Prominent (Recommended)**

**Pros:** Utilize most of the screen for content, provides a small window for the remote users.

**Cons:** Small window dedicated to remote users could be too small if viewed from a distance.

**Single (Recommended)**

**Pros:** You can utilize all the screens in the room to show content. Useful when presenting content and you do not require the view of remote callers.

**Cons:** No video footage of remote callers.

**Speaker Track**

**Pros:** Camera will focus on an active audience. Feature is utilized when the professor is teaching remotely. This can assist the professor to actively converse with the active speaker.

**Cons:** Due to the camera focusing on an ‘active’ person, it may or may not focus on the correct person. It can also focus-in on a person who is eating.
Presenter Track

Pros: Camera will focus on the active presenter. The camera will follow the instructor as they present from the podium.
Cons: None.

SPH PISCATAWAY 334

334 is equipped with 1 camera. Due to its limitations, remote users will only be able to see the audience. (see figure 1.)

Figure 1

If the instructor requires the remote location to see the instructors, camera will have to be adjusted to show the professor. (see figure 2)

Figure 2

SPH RIVERFRONT 1022

1022 is setup in a conference style setup. Remote users will have full view of the class along with the professor.

Figure 3

SPH PISCATAWAY 1A/B, 2A, 2B, & 234

These classrooms are not equipped with WebEx Capabilities.

For additional information about WebEx & Classroom you may refer to SPH Cisco WebExRooms documentation.