

# Frequently Asked Questions about WebEx

## ***Do I need special software to watch the webinar sessions?***

You don't need any special software, but the recommended browsers for optimizing the webinar are Firefox, or Google Chrome. Please do not use Internet Explorer. For best results, turn off any other applications on your computer prior to joining a live session webinar.

## ***What kind of Internet connection do I need to watch the webinar sessions?***

A broadband connection (cable, DSL, T-1, etc.) is required to watch the webinar. A wired Internet connection may work better for streaming video than a wireless connection.

## ***What if I can't hear the audio on my computer?***

- Check to see that your speakers are on.
- Ensure that your speakers are not muted.
- Check the volume level.

## ***I can hear the webinar, but I can't see the video.***

If your Internet connection is not fast enough, the video might be disrupted but the audio is able to continue. Check to be sure no other programs or applications are running on your computer to maximize speed.

## ***How do I expand the video to full screen?***

Clicking on the button in the player controls at the bottom of the video player allows you to expand the video full-screen. Please note that putting the video in full-screen mode this will cover over any chat or document sharing functions of the interactive virtual conference. To exit full-screen mode, simply hit the "Esc" button on your computer keyboard.

## ***Can I watch the webinar from my phone or tablet?***

Yes but you must first download the application. To view webinar via your mobile device or tablet, please visit your app store, android market place, play store, or windows store to get the Cisco WebEx app.

## ***Webex App***

To view webinar via your mobile device or tablet, please visit your app store, android market place, play store, or windows store to get the Cisco WebEx app. The app supports the following devices:

Android support (app version 9.12 and newer):

Samsung Galaxy S8, Apple iOS (app version 9.14): iPad with 10.5-inch screen is support  
iPod Touch 6th Generation, Apple iOS (app version 9.6 and newer): iPhone 7 (iOS 10 or higher)  
iPad Air, Air 2 (iOS 8.0 or higher), iPhone 5, 6, 6 Plus, 6S, (iOS 8.0, 9.0, iOS 10 or higher), iPad 2, 3, 4, Mini (iOS 8.0, 9.0 or higher), iPad Pro, Apple Watch OS 2.0 support, iPhone SE (iOS 10 or higher), Android Wearable support (app version 9.1 and newer): Moto 360 (OS 4.0.3+), LG Urbane (OS 4.0.3+), Sony Smart Watch (OS 4.0.3+), Huawei Watch, Smartphones & Tablets (OS 4.0.3+), Screen sharing on Smartphones (beta) - Samsung S5, S6, Note 3,4,5 (requires OS 4.4.2), Android devices OS 2.1 or newer (2.3+ required for VoIP functionality), For 2-

way video, smartphones (OS 4.0+) and tablets with screen Sizes 7.1 ' or larger requires (OS 3.0 or higher)

Windows Phone 8 (Latest app version 2.5.1): Windows Phone 8 (Windows Phone 8, 8.1, and 10)

BlackBerry (Latest app version 3.8): BlackBerry: In WBS31.5, we announced end-of-support and sales of the Cisco WebEx Meetings for BlackBerry OS 6, 7 and 10, effective on January 12, 2017, and would completely disable Cisco WebEx Meetings for BlackBerry OS 6, 7 and 10 access to WebEx meetings effective on April 4, 2017. We are pleased, however, that we will still offer users of BlackBerry devices based on the Android operating system the opportunity to enjoy a great meeting collaboration experience using Cisco WebEx Meetings for Android. We intend to support those existing and future Android-based BlackBerry devices including the following:

BlackBerry PRIV

BlackBerry DTEK50

For all BlackBerry users, we will continue to support the ability for users to join any Cisco WebEx teleconference via our standard dial in, or audio dial back capability.

*For questions, please contact Amy Rabin at [arabin@capconcorp.com](mailto:arabin@capconcorp.com).*