

Installing Webex

For **Mac OS X 10.7 Lion**: go to this http://blogs.webex.com/webex_interactions/2011/09/webex-and-mac-os-x-107-lion-what-you-need-to-know.html

Go to <http://www.webex.com/test-meeting.html>

1. Fill out your **name** and **email** and click **Join**.

Join Meeting Test

Test your browser by joining a meeting. Please enter the information below to get started.

Name

Email Address

Client download and join meeting test

- Please review [System Requirements](#) before proceeding.
- If you are unable to join or having difficulty running the test, please contact WebEx Support at 866.229.3239 Option 1 or visit support.webex.com for helpful support information.

Note: If you are hosting a meeting, sign in to your WebEx account to start your meeting.

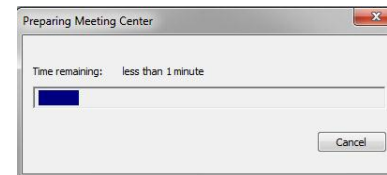
r, and then click **Set Up** again. For instructions on enabling

able-clicking the installer icon.

2. Click **Setup**.



hts reserved. www.webex.com
[mation about WebEx services](#)



Installing Webex: For Internet Explorer

When you join the Webex meeting in Internet Explorer, you most likely will get an **active X** request. You can click the request bar.

? This website wants to install the following add-on: 'WebEx' from 'WebEx Communications Inc.'. If you trust the website and the add-on and want to install it, click here...

To Join the Meeting

Either

- 1 Click the yellow **Information Bar** at the top of the page.
- 2 Choose **Install ActiveX Control...**
- 3 In the security warning dialog box that appears, click **Install**.



Or

Or you can click the button
Follow the instructions.



1. [Click Here](#)
2. Click **Run** in any dialog box that appears.

Installing Webex

Meeting In Progress

Do *not* close this window, refresh this Web page, click **Back** or **Forward**, or click a URL in another window. If you do so, the meeting will end.

Webex setup

Wait for the Meeting in Progress screen to finish, You should see a congratulation screen. That's it.



Congratulations!
Your system is now set up properly...

- Please note: A dialogue box that says “The host has not yet joined the meeting” will appear. You may close this box.
- This meeting will not be hosted – it is for testing. Meeting functionality is not available.



To contact Technical Support, please dial 1.866.229.3239

Installing Webex: For Firefox and Opera

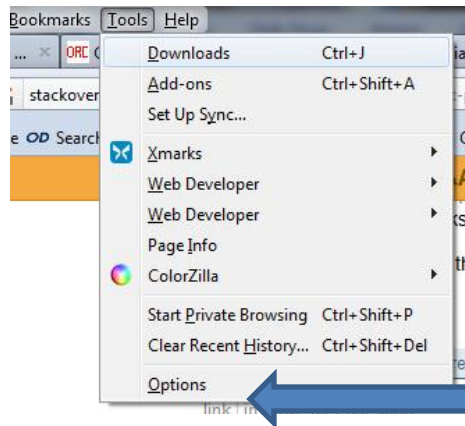
If you encounter *Java not enabled*

First check if you have **javascript** enabled in your browser

Java Not Enabled

Meeting Center cannot be installed because Java is disabled in your Web browser. Please enable Java in your browser, and then click **Set Up** again. For instructions on enabling Java, refer to your browser's online help.

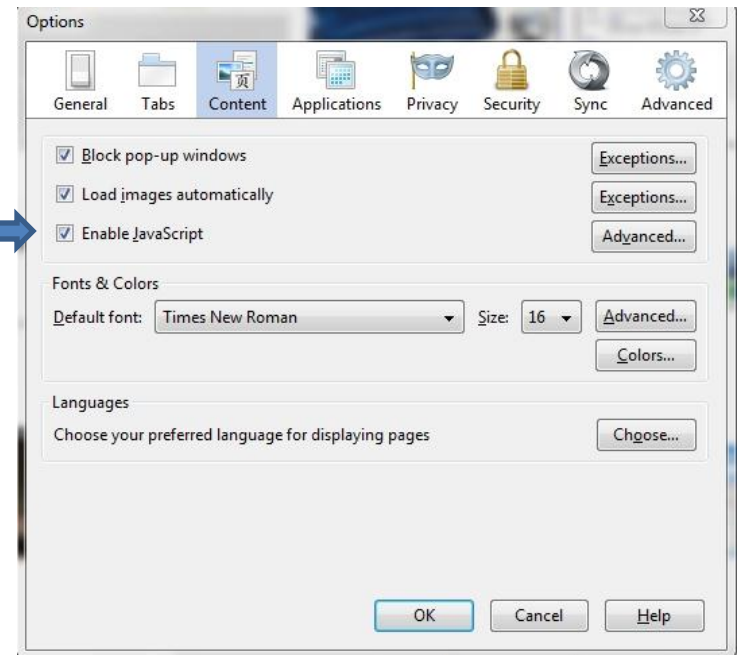
If Java cannot be enabled for any reason, you can [download](#) the manual installer and install it from your desktop by double-clicking the installer icon.



1. In Firefox go to *Tools/Options*

2. Make sure you have **Enable Javascript** checked

Then try joining the webex test meeting again

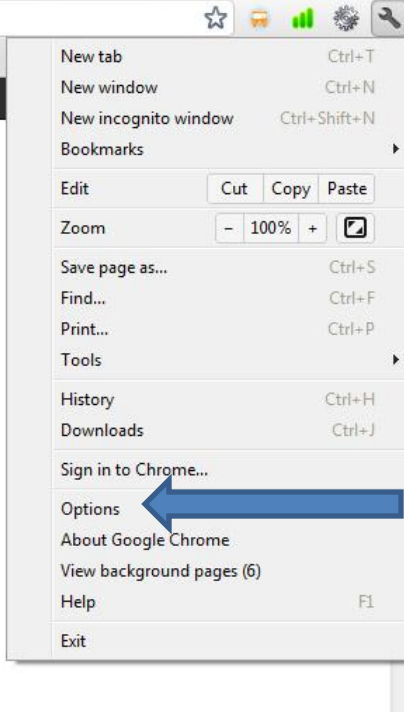


Set up Cancel

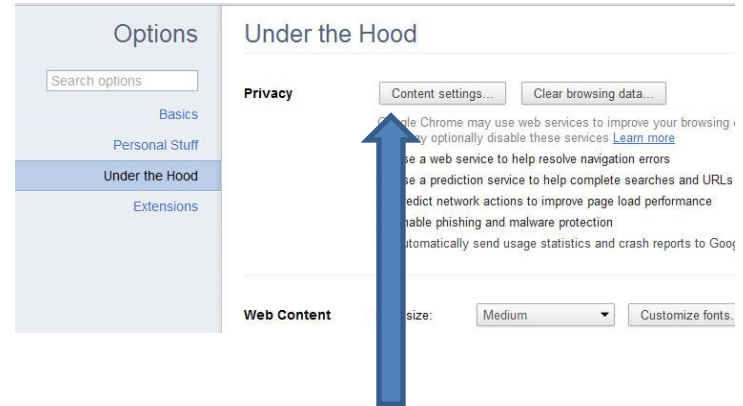


For Firefox and Opera

If you encounter *Java not enabled*

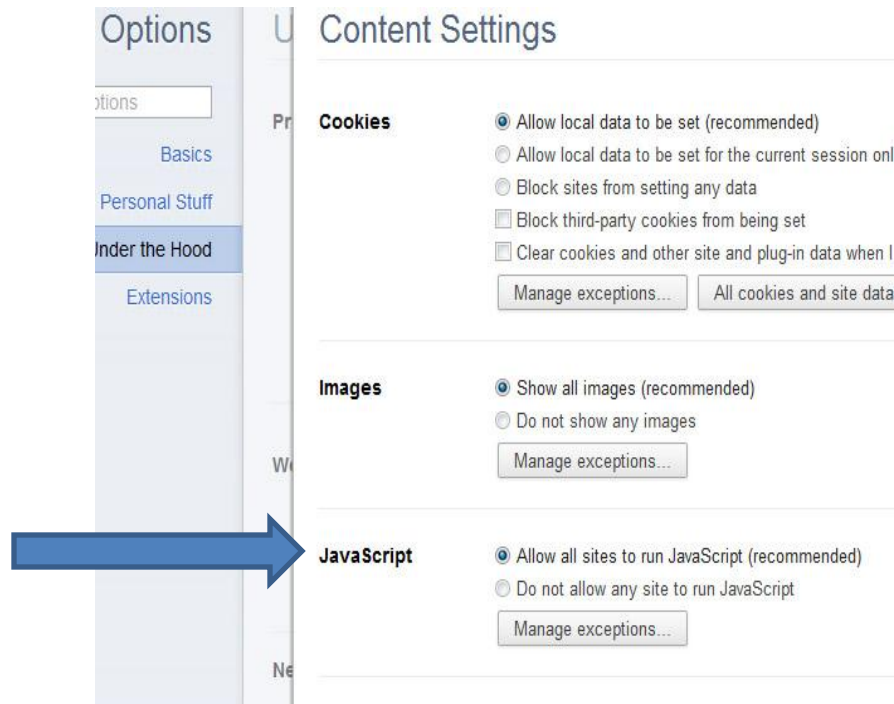


In Opera go to *Tools/Options*



Pick **UNDER THE HOOD**, then click **CONTENT SETTINGS**

Make sure you **Allow Javascript**
Then try joining the **Webex test meeting**
again



Downloading Java

if you still cannot install **Webex** in **Firefox** or **Opera**, you probably need to install **Java**.

1. Go to <http://www.java.com>
2. Click **free java download**. Follow the instructions.
3. Click **Agree and Start Free Download**.



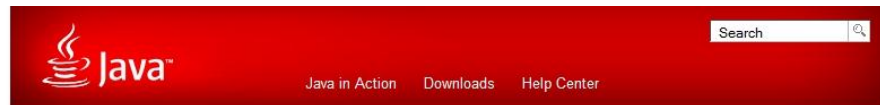
JAVA + YOU, DOWNLOAD TODAY!



Free Java Download

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Experience Java in Action



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 - [» Remove Older Versions](#)
 - [» Other Help](#)
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 - [» Looking for Java 7?](#)

Download Java for Windows

Recommended Version 6 Update 30 (filesize: ~ 11 MB)

**Agree and Start Free
Download**

By downloading Java you acknowledge that you have read and accepted the terms of the [end user license agreement](#)

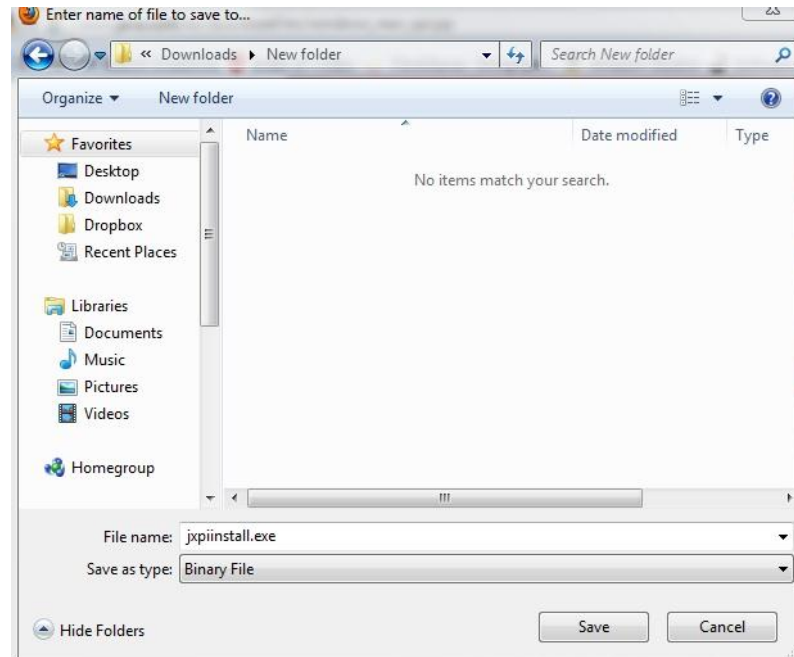
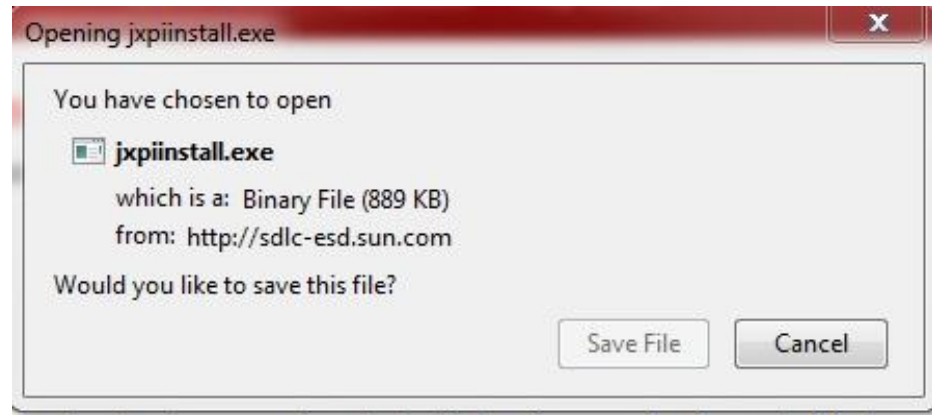
Not the right operating system? See [all Java downloads here](#).

- [» Installation Instructions](#)
- [» System Requirements](#)

Java software for your computer, or the Java Runtime Environment, is also referred to as the Java Runtime, Runtime Environment, Runtime, JRE, Java Virtual Machine, Virtual Machine, Java VM, JVM, VM, or Java download.

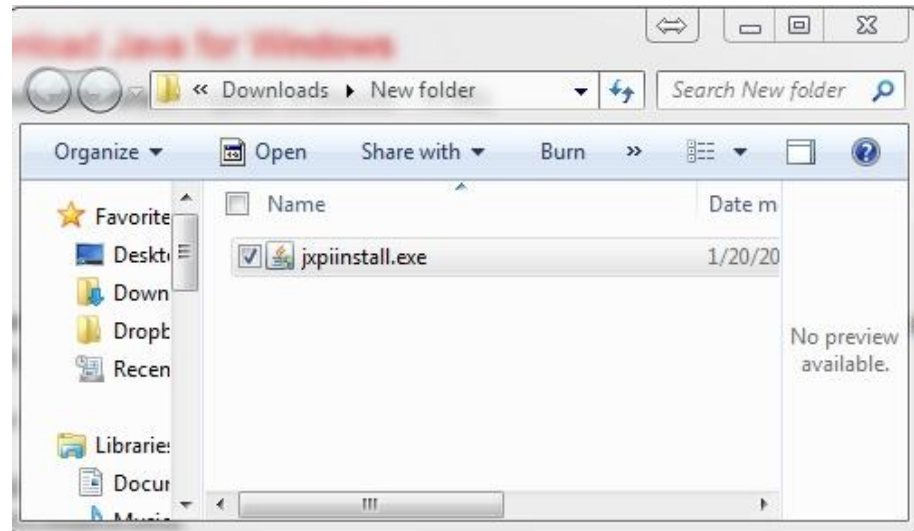
Downloading Java

Choose a location to download the java file.



Installing Java

Double-click the jxpiinstall file from either the firefox downloads queue or from the directory you downloaded the file. Follow the instructions.



Installing Java

4. Click Install



Installing Java

5. If asked, click **Verify Java Version**

Verify Java Version

Check to ensure that you have the recommended version of Java installed for your operating system.

Verify Java version

[Need Help?](#)

NOTE: If you recently completed your Java software installation, you may need to restart your browser (close all browser windows and re-open) before verifying your installation.

Verified Java Version

Congratulations!

You have the recommended Java installed (Version 6 Update 30).

Java in Action



Java + Sony Pictures

Experience the ultimate in High Definition with Blu-ray Disc—made possible by Java— from Sony Pictures Home Entertainment with new BD-Live— fun and interactive. Java and Sony Pictures Home Entertainment and Java are changing the way we watch movies.

Installing the software manually

Java Not Enabled

Meeting Center cannot be installed because Java is disabled in your Web browser. Please enable Java in your browser, and then click **Set Up** again. For instructions on enabling Java, refer to your browser's online help.

If Java cannot be enabled for any reason, you can [download](#) the manual installer and install it from your desktop by double-clicking the installer icon.

Meeting Center: Downloads

Meeting Center Application

To start or join a meeting you will need to download, install, and configure the WebEx Meeting Center application. The first time you join or start a meeting, the Meeting Center application will automatically be installed; however you can also manually download and install it.

Note: You must have administrator privileges on your computer to use this installer.

Download the installer for your operating system:

- [Meeting Center application for Internet Explorer in Windows](#)
- [Meeting Center application for Firefox or Chrome browsers in Windows](#)
- [Meeting Center application for Mac OS X \(Intel\)](#)

Recorder and Players

WebEx offers a variety of recorders and players that you can use to record, play, and edit meetings.

To download and learn more about players or the editor, see the [Recording and Playback](#) page.

WebEx Universal Toolkit

Use this browser plug-in to create multimedia slides that you can share during events. Add WebEx Recorded Files (.wrf), audio, video, Flash animations, or Web pages and then save the slides as a WebEx Universal Communications Format (.ucf) file. During a meeting, you can share the UCF file and display multimedia effects.

[Download now \(Login Required\)](#)

Productivity Tools

WebEx Productivity Tools include the WebEx One-Click program and WebEx integrations with other programs, such as Microsoft Outlook, IBM Lotus Notes, Microsoft Office, and instant messengers. Using One-Click and the WebEx integrations, you can schedule, start, or join online meetings quickly, without having to go to your WebEx service Web site.

[Download now \(Login Required\)](#)

Add WebEx to your iGoogle homepage. You can start, schedule or join WebEx meeting directly from iGoogle.

[Install Now](#)


You can choose to install the **Webex** software manually. Click the **Download** link when you encounter the Java not enabled page. You will be taken to a page to download the **Meeting center application**. Choose the correct one for your browser and Operating System. Follow the instructions.

Preparing for Webex

Windows

VoIP audio conference setup

1. Determine that sound is working on the PC, as well as what the computer recognizes as the default audio device.

← **To determine the default audio device your Windows computer recognizes:**

- a. Click **Start > Control Panel**.
- b. In **Control Panel**, click the link to **switch to classic view** in the upper left of the **Control Panel** (unless already using Classic View).
- c. Double-click **Sounds** or **Sounds and Audio Devices**.
 - a. For **Windows XP**, on the **Audio** tab, the default playback device will be displayed in the drop-down menu. This is the default audio playback device your computer recognizes.
 - b. For **Windows Vista** or **Windows 7**, on the **Playback** tab, the default playback device will have a green circle with a white check inside it. This device will usually have a name like *Speakers* or *Realtek High Definition Audio*.
- d. Close **Sound Properties**, then close the **Control Panel**.

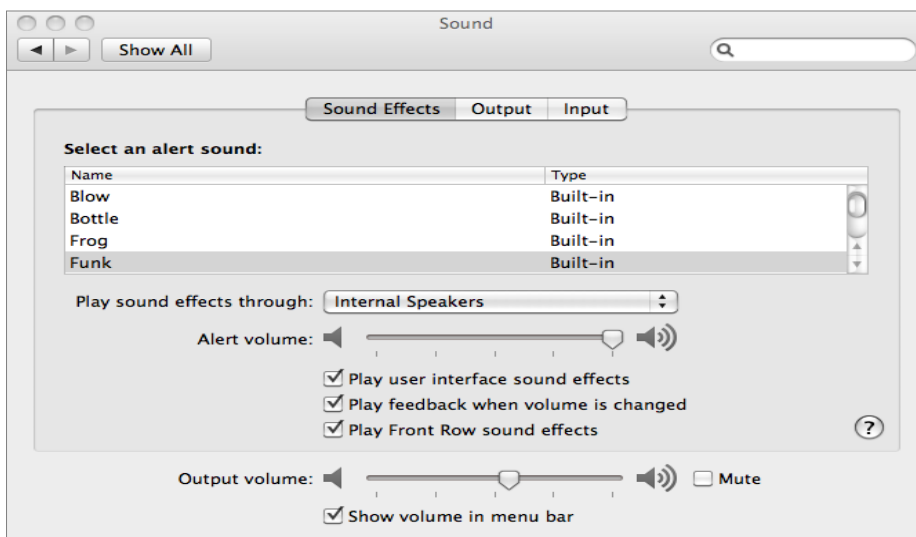
← **To ensure that your computer is producing sound:**

- a. In the system tray of your computer desktop (near the clock), single left click the speaker icon (for **Windows XP**, or for **Windows Vista** or **Windows 7**) to show the **Volume** control.
- b. Left click on the **Volume** slider bar to have Windows produce a chime indicating that sound is working.
- c. If you do not hear a chime when clicking the volume slider, refer to your IT department or helpdesk for further troubleshooting.

Mac OS

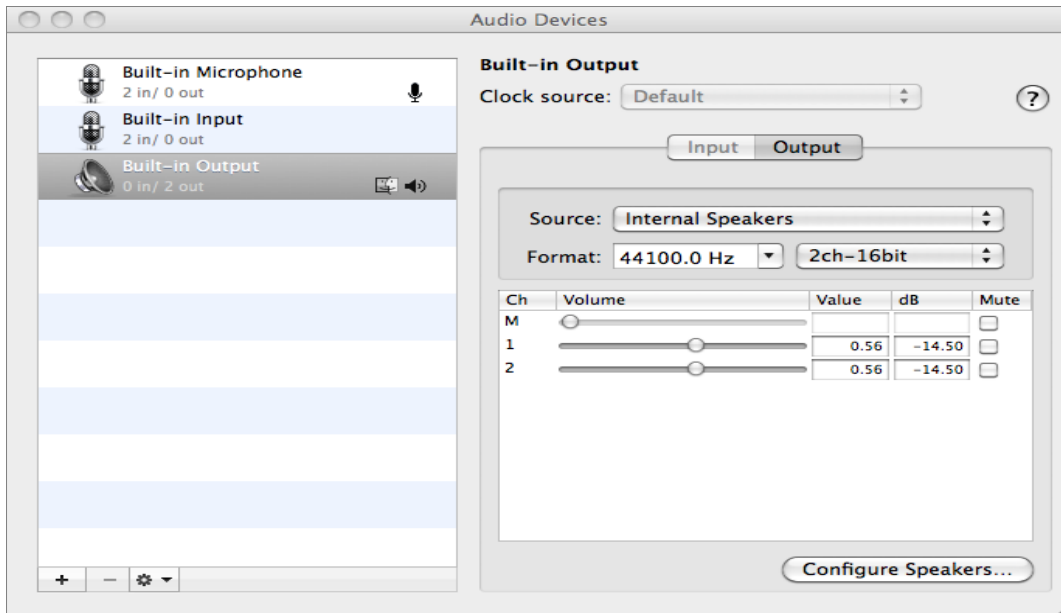
To ensure that your Mac computer is producing sound:

- a. Click **System Preferences > Sound**
- b. Click **Sound Effects** then **double click on an effect**
- c. Adjust **Output volume** as needed



If your Mac computer is NOT producing sound:

- a. Go to **Mac HD > Applications > Utilities**.
- b. Double-click on **Audio MIDI Setup**.
- c. Change the default audio input from **96,000Khz 2ch - 24bit** to **44,100Khz 2ch - 16bit**.



If you have already joined the audio conference, leave it by clicking **Audio** or **Communicate > Integrated VoIP > Leave Conference** from the upper menu bar.

1. Click **Audio** or **Communicate > Audio Setup Wizard** or **Computer Setup for Audio**.
2. The 'Audio Setup Wizard' window appears.
3. Click the **Next** button and you will be taken to the device configuration window shown below:



4. In the *Preferred recording device:* drop-down menu, select the computer's default recording device determined in step 1.
5. In the *Preferred playback device:* drop-down menu, select the computer's default playback device determined in step 1.
6. Click the **Next** button.
7. On the Playback volume screen, drag the volume slider to the right, then click the *play* button and verify you are able to hear audio.
 - Note: If no sound is heard, click the **Back** button and select a different device in the *Preferred playback device:* drop-down menu.
10. Click the **Next** button.
11. On the Microphone level screen, click the *record* button and speak into your microphone.
12. Click the *play* button and verify you are able to hear the recorded audio.
 - Note: If no sound is heard, click the **Back** button twice, then select a different device in the *Preferred recording device:* drop-down menu.

13. Click the **Next** button.
14. On the What type of speaker setup are you using screen, select one of the following options:
 - **Desktop or Laptop Speakers**
 - Note: If this setting is selected, you must press the Ctrl key on your keyboard to speak into the WebEx meeting.
 - **Headphones**

Note: Step 12 will be unavailable if the meeting is using the Hybrid Audio/Mixed Mode Audio conference type.

15. Click the **Next** button.
16. On the Advanced Options screen, check the boxes for **Automatic Gain Control, Acoustic Echo Cancellation, or Noise Suppression** if desired (It is recommended that the default Automatic Gain Control and echo cancellation settings are not changed.), then click the **Next** button.
17. Click **Finish** to exit the Audio Setup Wizard.

To rejoin the VoIP conference, go to the **Audio** or **Communicate** menu at the top of the screen, then select **Audio Conference...** or **Integrated VoIP > Join Conference.**

If the problem persists, call (650)721-1023

Still Having Problems?

If you are still experiencing problems joining a meeting or using the WebEx application on Lion, please call the [WebEx Tech Support](#). Their agents will be more than happy to assist you 24/7.