

# Frequently Asked Questions about Web Ex

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

You don't need any special software, but the recommended browsers 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 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, it might cause the video to be disrupted but allow the audio to continue. Check to be sure no other programs or applications are running on your computer.

## ***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.

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

A button in the player controls on the bottom of the video player that allows you to expand the video full-screen. Keep in mind, however that this will also cover over any chat or document sharing functions of the interactive virtual conference while the video is in full-screen mode. To exit full-screen mode, simply hit the "Esc" button on your computer keyboard.

## ***How do I ask a question or make a chat with someone during a live session?***

- Click in the Chat box.
- Use the drop down list at the bottom of the chat section to select a chat partner.
- Type your message and send.

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

Yes you can, 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.

## ***What happens if I miss a session? Are archives available?***

Sessions are recorded, and archives should be available within a few days of the session ending.

## ***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.

*Supported devices for Cisco WebEx Meetings:* 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.