

Practical Information for Hybrid teaching (version for Professors)

Teaching Onsite

The section below shows some info when you, the professor, are teaching in the classroom and some students are following remotely.

Video

All classrooms will be equipped with a fixed camera. This camera will be connected to the desk computer and will show (almost) the whole front of the classroom.

Audio

Each room has a wireless headset available and a handheld microphone. You can choose between both, **but cannot use them simultaneously**. Both of these microphones can be found in the charging station. We would appreciate it if these were placed back in the charging station after each lesson. Make sure the LED on the charging station lights up either green or red (see picture below).

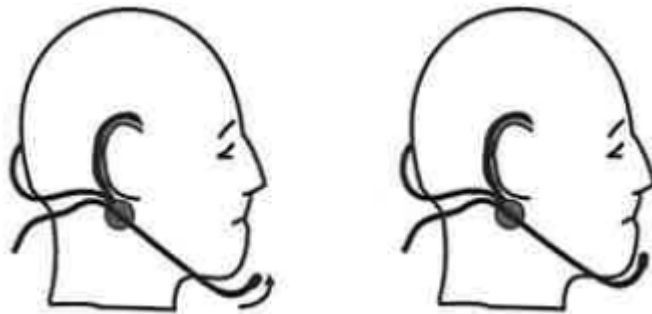


The use of the micro is necessary to broadcast the sound in the Webex call for the remote students.

Every room will have a dedicated desk for the academic assistant with a fixed microphone. This will allow the academic assistant to e.g., repeat a question from a student in the classroom allowing the remote students to hear the question.

Operation instructions of the wireless headset

After putting on the headset as shown below, you can adjust the steel tube to the gap between the microphone top and the user's mouth if the gap is too large. Don't place it in front of your mouth, but just next to it. The ideal position is two fingers width from the corner of your mouth.



To power on the headset open the battery cover by pressing the two buttons on the side. When the cover is open press and hold the on/off button until the device is powered on. You can put the beltpack in your pocket or slide it onto your belt. To mute yourself slide the mute button on top of the beltpack, 'Mute' is now displayed on the screen of the device.



On/Off button



Mute slider

Operation instructions of the handheld microphone

To power on the handheld microphone press and hold red button at the bottom of the microphone.
To mute yourself press the mute button, 'Mute' is now displayed on the screen of the device.



Fixed computer

All rooms (classrooms DI & VE, auditoria VE, some additional rooms) will be equipped with a new desktop computer connected to a separate screen on the professor's desk.

The separate screen is a touchscreen and can annotate, e.g. in PowerPoint. You can move the screen up and down. Writing can be done with your finger.

We recommend using this pc, when using your own device neither the audio nor the webcam will be broadcasted to the remote participants.

On / off

To power on the pc press the keyboard (if the pc is in standby) or the power button located on the desktop computer (not the monitor)



Login

The login for the computer can be found on a label at the bottom of the screen. E.g.: username: **user.pc07xx** password: **coleurope**

Keep in mind that this is a general account, anyone can log in with this. If you need to sign in in Webex, Teams, or online please sign out after your session or sign in into the computer with your c-account (see next paragraph).

The other option is to login on the computer with your c-account (firstname.lastname@coleurope.eu). If you don't remember your password please contact the ICT Helpdesk (helpdesk.be@coleurope.eu).

Software

Webex

Cisco webex is the College's video conferencing platform. You can use Webex to share your screen, chat, host questionnaires and much more. Contact your Academic assistant for more information.

Microsoft Teams

Microsoft Teams is a communication and collaboration platform with chat and videoconferencing possibilities. It can also be used for file sharing and integrates different office365 applications.

Help: <https://support.microsoft.com/en-us/teams>

Whiteboard app

The whiteboard app will soon be available on the classroom computers.

Disinfection

In every room you will find a disinfectant sprayer. This can be used to clean the keyboard, screen, headset, table...

Always spray on the microfiber cloth, not directly on the devices! Be careful with the microphones. You may clean the head band and ear pieces but be careful with the microphone part.

Starting a session

This is the basic principle:

1. An Academic Assistant schedules a meeting and puts the info on the intranet
2. Before the session the assistant starts the meeting on his own notebook
3. The classroom PC joins the sessions as a participant, this pc is also used to share a PowerPoint
4. The assistant can mute participants and follow up the chat via his own notebook.
(The assistant has a reserved table in the room).

For sessions without academic assistant (e.g. language courses):

1. The professor receives an Webex license on his College email address
 - a. This looks like this:
Meeting number: 999 830 1627
Password: COEcourseX
<https://coleurope.webex.com/coleurope/j.php?MTID=m1d55a85fdf5080kklklk6e4ce>

b. Or like this:

Jonas CORNEILLE invites you to join this Webex meeting.

Meeting number (access code): 957 441 626
Meeting password: coursex

Tuesday, March 10, 2020
11:15 am | (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna | 2 hrs

[Join meeting](#)

Join by phone
Tap to call in from a mobile device (attendees only)
[+32-2-894-8317](#) Belgium Toll
[+48-22-295-3597](#) Poland Toll
[Global call-in numbers](#)

Join from a video system or application
Dial [957441626@coleurope.webex.com](tel:957441626)
You can also dial 62.109.219.4 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business
Dial [957441626.coleurope@lync.webex.com](tel:957441626)

The password is required to enter the meeting.


This link takes you to Webex onto your webbrowser.

Provide this info to your IT responsible if you have a video conferencing system.

2. The professor or person responsible for the course schedules the meeting and communicates this to the student.
The person scheduling the meeting needs to make the professor an alternate host so he can start the meeting
3. The professor logs in onto the computer with his college account
4. The professor logs in into Webex on the classroom pc with his college account

Cisco Webex Meetings

⚙️ — ✕



Sign in to Webex Meetings

firstname.lastname@coleurope.eu

Next

[Use as guest](#)

Windows Security

ptoneck.exe

Connecting to adfs.coleurope.eu.

User name

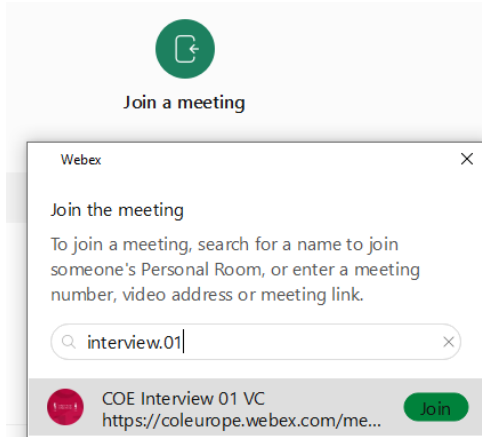
Password

Domain: BE

☐ Remember my credentials

OK Cancel

5. Enter the meeting info you received in the join a meeting field and click join:



6. Make sure the **audio** and **video** is on and click '**start meeting**'
7. For more information check: <https://www.coleurope.eu/groups/ict-group-b/intranetpage/webex>

Please note: Auditorium 1,2 and Room E have a different setup.

Teaching Remote

The section below shows some info when you, the professor, are not onsite in the classroom.

You will receive an invite to a video conference meeting. Usually, this invite is sent out by the academic assistant responsible for the course. The VC system used within the College of Europe is WebEx. We do not support Skype. Microsoft Teams can be used as well.

Meeting invitation

The meeting information you'll receive from the academic assistant will look like this:

Meeting number: 999 830 1627

Password: COEcourseX

<https://coleurope.webex.com/coleurope/j.php?MTID=m1d55a7119fc85fdf5080kklklk6e4ce>

or like this:

Jonas CORNEILLE invites you to join this Webex meeting.

Meeting number (access code): 957 441 626
Meeting password: coursex

Tuesday, March 10, 2020
11:15 am | (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna | 2 hrs

[Join meeting](#)

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You can also dial 62.109.219.4 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business
Dial [957441626.coleurope@lync.webex.com](tel:957441626.coleurope@lync.webex.com)

The password is required to enter the meeting.

This link takes you to Webex onto your webbrowser.

Provide this info to your IT responsible if you have a video conferencing system.

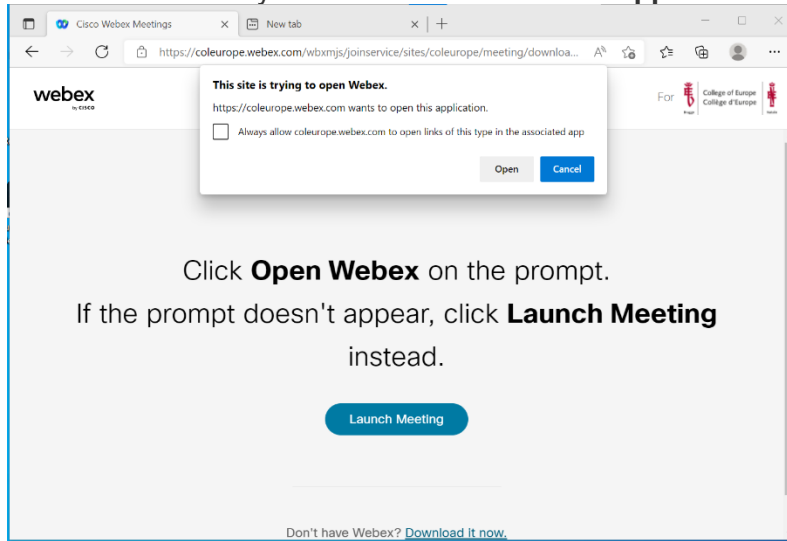
How to connect to the session?

In this example, we will guide you step by step to connect to the meeting using WebEx.

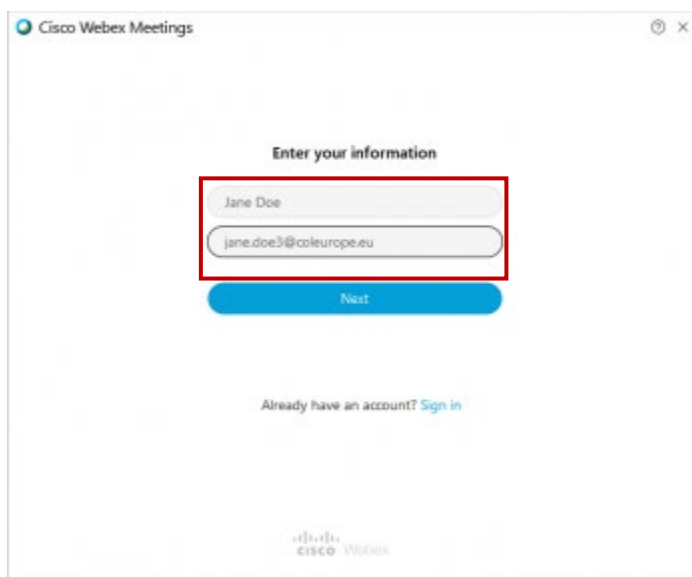
Before you connect to the meeting, make sure you have tested your equipment by joining a test Before you connect to the meeting, make sure you have tested your equipment by joining a test session as described in [the FAQ](#).

1. Go to the link defined on the intranet or in the meeting email

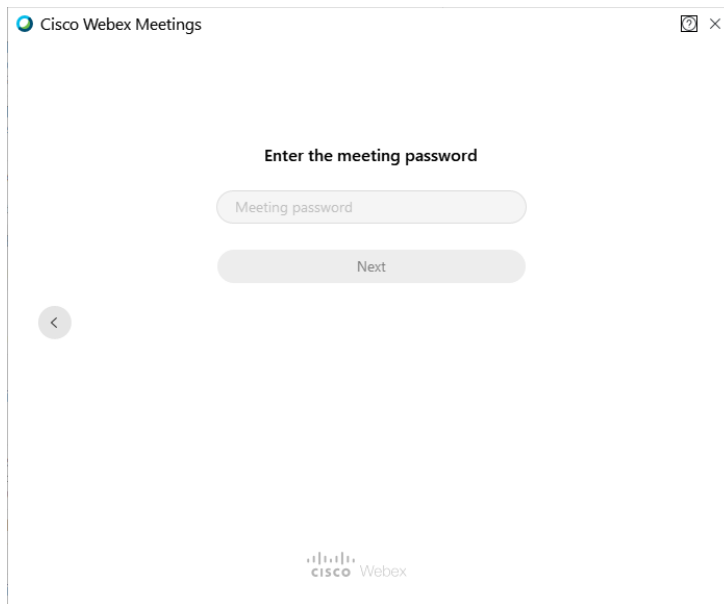
2. Your browser will try to **download the Webex App**.



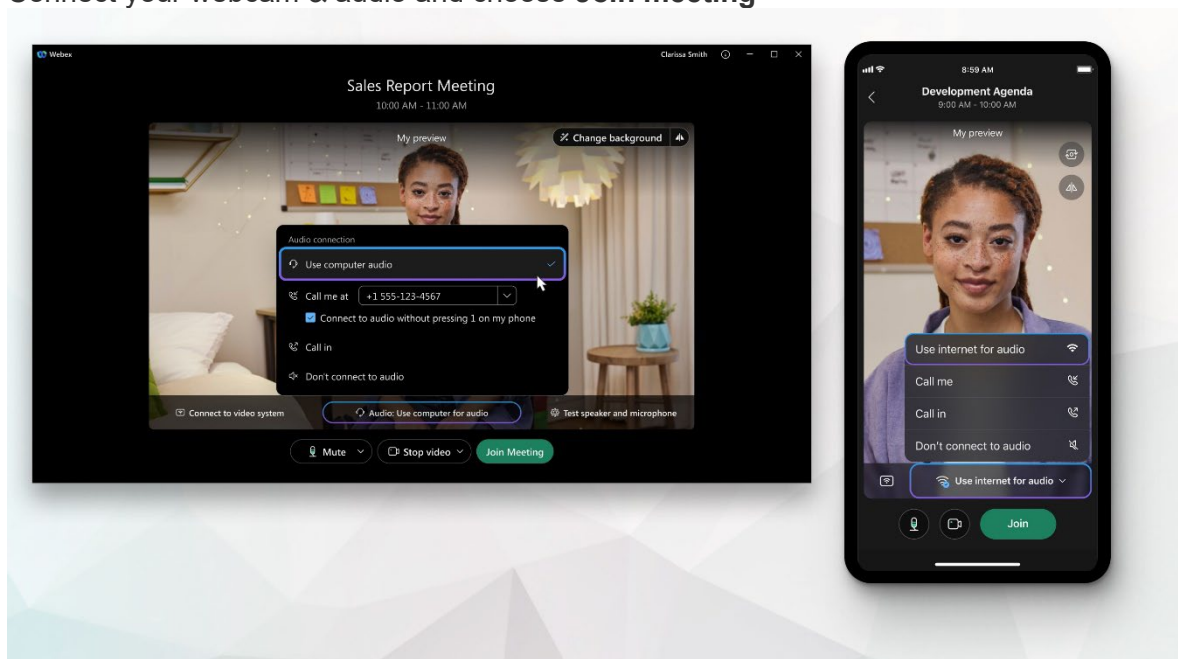
3. Once the download has finished, run webex.exe to install the app.
NB.: if you receive an error during the installation or if you are not authorized to install applications on your device, please proceed to [Option 2: connect via webbrowser](#)
4. Once finished you sign in with you College account, choose **next**.



5. Enter the meetings password provided on the intranet or in the email from the Academic assistant and choose **next**



6. Connect your webcam & audio and choose **Join meeting**



NB. Please be sure to test your audio and video devices connected to your computer by doing the test as described in [the FAQ section](#).

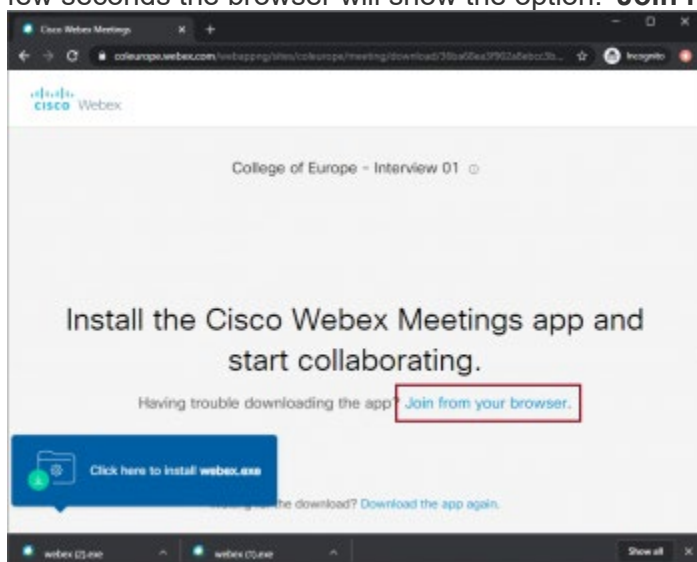
7. You're now in the meeting, you should see the other participants.
8. **Mute your microphone during the course!! Please keep in mind that you are visible to all other participants.** It is not necessary to disable your webcam during the session. If you do so this results in a longer waiting time if you get the floor (because you then need to enable both your microphone and your webcam).

See further in this document for the explanation of sharing your screen.

Option 2 connect via web browser:

If you are unable to install the Webex client software, or you have no administrator privileges, you can also join the meeting via certain web browser (preferably Google Chrome). Please follow these steps:

1. Go to the link defined in the meeting email
2. Your browser will try to download the Webex App. When the installation fails, or after a few seconds the browser will show the option: '**Join from your browser**'. Click this link.



3. Enter your information and click **Next**
Sign in with your College email.

11:15 AM - 1:15 PM

Enter your information

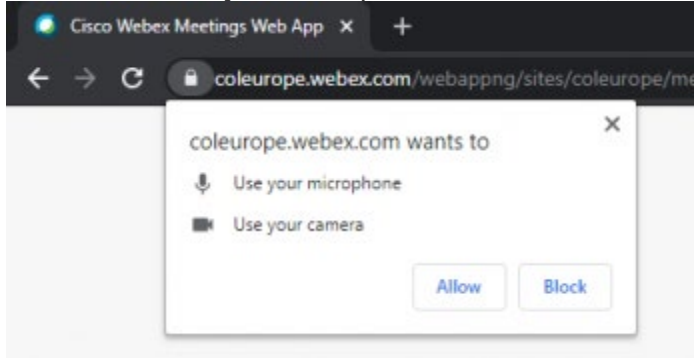
John Doe

john.doe@coleurope.eu

Next

Already have an account? [Sign in](#)

4. Let Chrome use your microphone and camera, Click **Allow**



5. Check the audio & video settings and choose **Join meeting**
NB. Please be sure to test your audio and video devices connected to your computer by doing the test as described in [the FAQ section](#).
6. You're now in the meeting, you should see the other participants.
7. **Mute your microphone during the course!! Please keep in mind that you are visible to all other participants.** It is not necessary to disable your webcam during the session. If you do so this results in a longer waiting time if you get the floor (because you then need to enable both your microphone and your webcam).

See further in this document for the explanation of sharing your screen.

Connect your video

Choose to turn your video on or off. To join a meeting with your video turned off, click **Stop**

video 

You see  when your video is off. Click **Start video**  when you want to show your video.

Connect your audio

When you enter a WebEx session, you can select "Call using Computer" to share audio using your computer's microphone or an external microphone connected to your computer or headset. We strongly advise you to use a headset for the best audio quality during the session.

WebEx will ask for permission to access your computer's microphone. Select "Allow" to share your audio with the meeting.

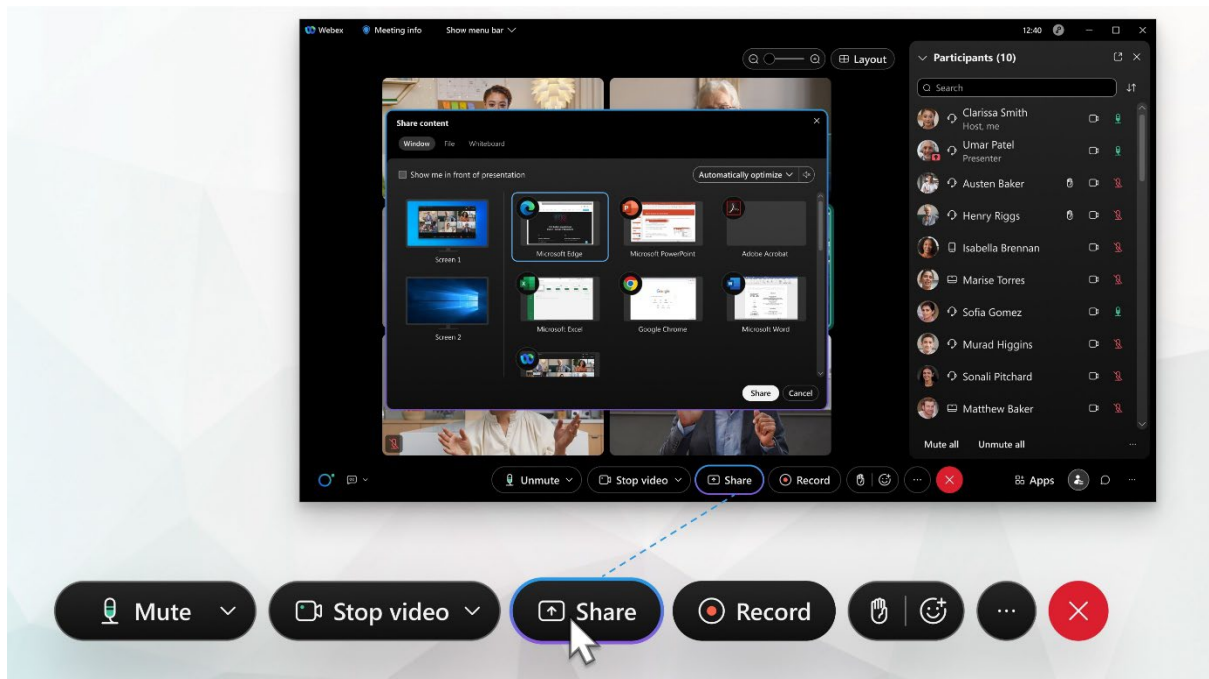
Click the "Connect Audio and Start Video" button to connect to the WebEx meeting using the audio and video options you selected.

NB. The "I will call in" option is unavailable for the interviews. Make sure you have a properly configured audio device.

Share your screen

To share a powerpoint or another program:

Click the **share** button:



Chat

Use chat function to chat with other students, the professor or the Academic assistant.

Please keep in mind that this option doesn't work if Video Conferencing endpoints are used. Please check with the Academic assistant.

FAQ

- **How should I test my computer before the session?**
The easiest way to test your computer with audio and video is by going to <https://www.webex.com/test-meeting.html>.
If this is not working, please check the other FAQ's below to troubleshoot.
- **What should I do if the connection gets interrupted?**
Just start again from the beginning.
- **Do I need specific software to join a WebEx meeting?**
No, you can join a WebEx meeting as long as you have internet, audio and video capabilities.
An up to date version of any browser should work.
As a participant, you also do not need to have a WebEx account.
- **Is my internet browser (Chrome, FireFox, Safari, Edge, ...) supported for WebEx?**
If you have a recent version of your browser, there should be no issues. Chrome is preferred.
- **How do I send or receive video in the WebEx Web App?**
Detailed instructions on how to configure your video can be found at <https://collaborationhelp.cisco.com/article/en-us/WBX88146>
- **How do I connect to Audio and Video in WebEx meetings?**
See more information at <https://collaborationhelp.cisco.com/article/en-us/cjr7xq>
- **What if I already have a WebEx account and/or have the full WebEx client installed?**
That should work even better. Just connect to the meeting by typing in the full url of the meeting room as specified in the email
- **What if all fails during the test?**
Please check the WebEx support pages
at <https://collaborationhelp.cisco.com/article/en-us/nq0gfgcb>