

TECHNICAL ORIENTATION WORKBOOK

TABLE OF CONTENTS

TECHNOLOGY RECOMMENDATIONS.....	2
TECHNICAL SUPPORT - HELP DESK.....	2
JOINING YOUR ONLINE SESSION.....	3
CHECKING YOUR AUDIO.....	4
AUDIO SET UP WIZARD.....	5

This course is provided for informational purposes only and is not intended, nor shall it be deemed, to provide or offer legal, financial or tax advice or guidance. The views and opinions set forth in this course are not necessarily the views and opinions of Real Estate Champions. You should always consult with your own advisor when dealing with any of the issues visited herein.

TECHNICAL ORIENTATION WORKBOOK

Please read this information and take any recommended action prior to attending the “Technical Orientation” for your upcoming Real Estate Champions online class. While we cannot control the stability of the Internet or your personal computer, the recommendations below will put you in the best position for successful participation. Please print this reference guide and have it available during your “Technical Orientation”.

TECHNOLOGY RECOMMENDATIONS

For the best learning experience using the WebEx interface, it is recommended that you:

- Use a **wired** Internet connection AND a **wired** headset.
- Use Windows 98, 2000 SP4, XP SP2, 2003 R2 (OS 10 is not recommended)
- Use one of the following: Internet Explorer 6, 7, or 8, Firefox 1.5 or higher or Netscape 8.1 or higher.
- Enable JavaScript and cookies
- Enable ActiveX for Internet Explorer
- **Special information for Vista users:**
 - When logging into a WebEx session, through Vista, the microphone headset must be plugged in prior to beginning the log in process. WebEx sends Vista a signal looking for a headset (for VoIP). If the headset isn't plugged in an error message may display. More importantly, you will not be able to hear from your external speakers since WebEx and Vista are looking for a headset. Plugging the headset in after logging into WebEx will not work. The only remedy is to leave the session, plug in the headset and log back in.
- **Special information for MAC users:**
 - Use MAC OS10 or higher
 - Enable JavaScript and cookies
 - Enable ActiveX for Internet Explorer
 - Close all other applications
 - Clear Browser cache to improve speed

TECHNICAL SUPPORT – HELP DESK

For technical issues questions please call the Web.ex Technical Support Team at **866-863-3904** (you will need to give them URL information of realestatechampions.webex.com).

JOINING YOUR ONLINE SESSION

***Refer to your welcome email from
Real Estate Champions
each week to access your online sessions***

Example:

1. Go to

<https://realestatechampions.webex.com/realestatechampions/k2/j.php?ED=157691492&UID=1239067617&RT=Mi>

2. Enter your name and email address.

3. Enter the session password: 8833

4. Click "Join Now".

5. Follow the instructions that appear on your screen.

6. For technical issues, please call WebEx Help Desk at 866-863-3904

TECHNICAL ORIENTATION WORKBOOK

CHECKING YOUR AUDIO

Check that your headset jack is securely plugged into your computer correctly

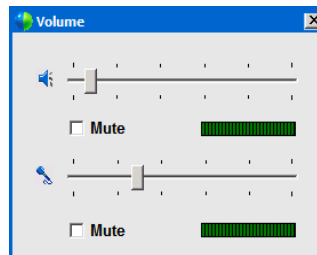


Increase your PC volume located on your computer's task bar



Select *Audio* from the Main Menu in your online classroom. Click on *Integrated VoIP* and select *Volume*

Move the sliders to adjust your speaker and microphone volume



TECHNICAL ORIENTATION WORKBOOK

VIRTUAL CLASSROOM AUDIO SET UP WIZARD

When you enter your Virtual classroom for the first time please follow these instructions for setting up your headset.

1. End your Conference to access the set up wizard. Click on “Audio” on the top tool bar, click “Integrated Voice Conference” on the drop down, and “Leave Conference” on the pop out.

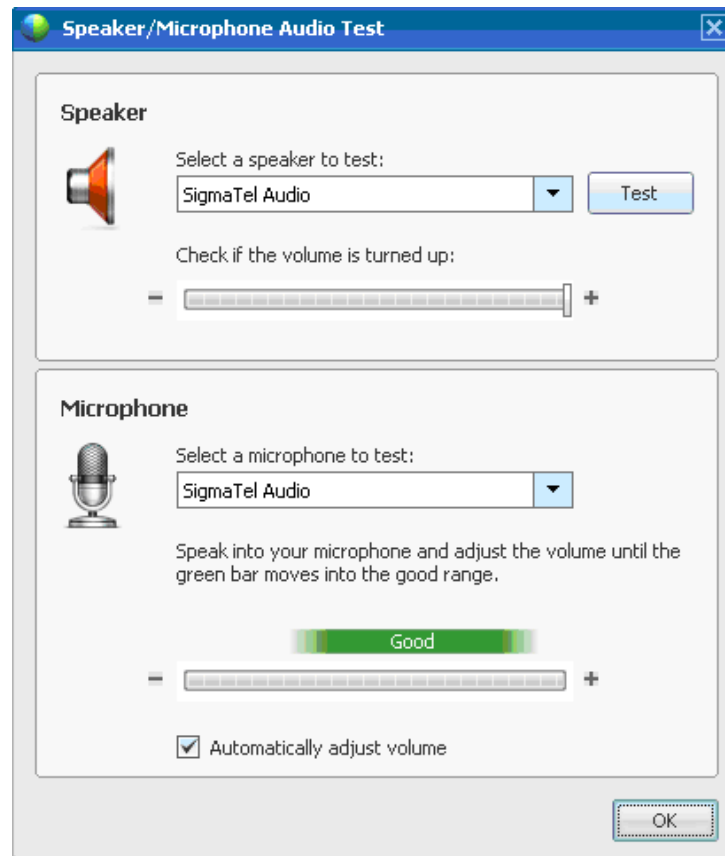


2. Select “Audio” from the top tool bar again. Click “Speaker/Microphone Audio Test” from the drop down.

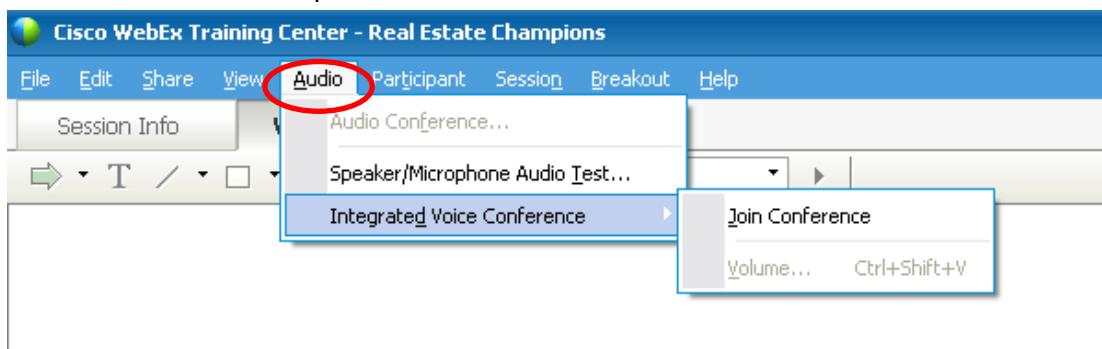


TECHNICAL ORIENTATION WORKBOOK

3. On the “Speaker/Microphone Audio Test” Select “Test” to test your headset settings and adjust as needed and then click the “Ok” button.



4. Restart your conference again by going to “Audio” on the top tool bar, “Integrated Voice Conference” on the drop down and “Join Conference”



Your Headset should now be working. Your host will also retest this during the first session