European Patent Academy

Guidelines for participants

Trouble-free virtual classroom sessions

1. CHECKING THE TECHNICAL REQUIREMENTS

You just need a workstation with:

- a well-known internet browser (e.g. Internet Explorer, Mozilla Firefox, Safari)
- a sound card and loudspeakers or headphones (so you can hear the tutor)
- a firewall set-up which allows video/audio streaming (check with your own IT support unit). If you can see and hear YouTube, for example, you should be fine.

Virtual classrooms organised by the European Patent Academy use the Cisco WebEx interface. Initially some WebEx software will be installed on your computer.

Make sure your equipment fulfils the necessary system requirements: https://collaborationhelp.cisco.com/article/en-US/q17qoe.

We recommend you test a WebEx meeting on your device. You can do that under “Support • Help” at www.epo.org/vc or https://www.webex.com/test-meeting.html.

It is also recommended to set up the WebEx client in advance of the first webinar (it has only to be done once) in order to be able to solve any technical issues beforehand. You can do that under “Set-up” at www.epo.org/vc.
Please be aware that we cannot assist you in case of technical problems related to your own IT equipment. However, we trust the following information will help:

WebEx services are offered over the following IP ranges:
• 66.163.32.0 – 66.163.63.255
• 209.197.192.0 - 209.197.223.255

In addition to the WebEx IP ranges, you also need the following IP ranges from AOL to be opened up:
• 205.188.0.0 – 205.188.255.255
• 64.12.0.0 – 64.12.255.255

2. JOINING THE VIRTUAL CLASSROOM

1. Please follow the link which you will either receive by e-mail from "academy@epo.org" or find in a pertaining distance learning course of the European Patent Academy. It is recommended to do so a couple minutes before the scheduled start.

2. Please follow the instructions and make sure that you log in with your complete name (first name + surname). Your name will then appear in this way in the participants list on the screen during the session.

3. Before you join the session, you are asked to install WebEx. If you don’t have administrator rights on your workstation, choose “Do you have problems? Click Next”, then “Run a temporary application” and you will join the session.

Starting WebEx...

Still having trouble? Run a temporary application to join this meeting immediately.
3. INTERACTING DURING THE VIRTUAL CLASSROOM

The following tools (icons) are at your disposal:

1. raise hand: attract the tutor's attention to ask a question or make a comment
2. green tick: express your agreement
3. red cross: express your disagreement
4. "back" sign: ask the tutor to slow down
5. "forward" sign: ask the tutor to go faster
6. smiley: express your satisfaction
7. get more emoticons: choose the mood you want to express

There are three ways to interact with your tutor:

1. Just use the interaction tools listed above
2. Speak – only if you have a microphone

To speak, please click the "raise hand" icon. The tutor will then give you audio control. All participants will be able to hear you. The tutor gives speaking access to one participant at a time.

When using a microphone, in order to avoid feedback noise and echoes, we recommend that you use headphones rather than loudspeakers.

3. Give comments in writing via the chat function

You will find the chat dialog field below the participants list.

To ensure that everybody can see your comment, please choose the option **All Participants** under **Send to:**

- **Send**

Write your comment in the text box and click

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4. Sharing mode

In sharing mode you can still access the communication panels by moving your mouse in the “viewing” section on the top of your screen.

4. TESTING THE AUDIO

Make sure you are connected to the VoIP session to receive audio.

If you are not connected, go to the Audio menu on the top and join.

Should the audio still not work properly, choose the Speaker/Microphone Audio Test from the Audio menu and follow the steps.

Now audio should run smoothly. If not, please double check audio device connections and switches:
- there may be a problem with the analogue connection or
- a mute switch on your speakers or microphone/headset.

Otherwise shut down the session and re-join with the original link.

Your support: academy@epo.org
WebEx 24/7 support: www.epo.org/vc • Support • Contact Support