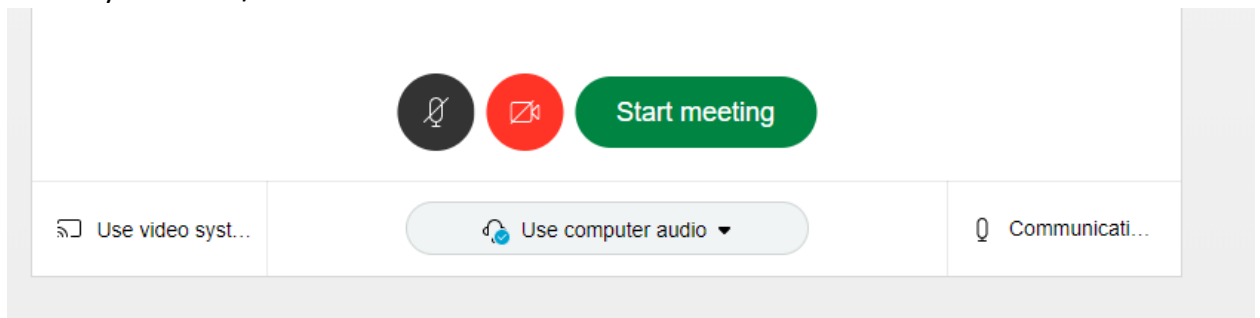


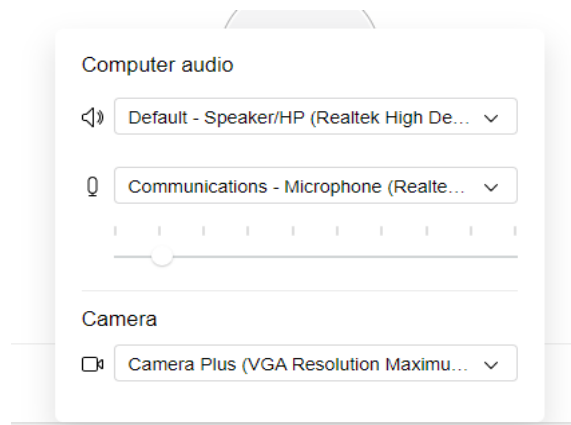
WebEx Tips and Tricks

❖ Audio & Video

- Two of the most common issues during WebEx meetings have to do with audio and video.
 - Make sure you select/set your audio for a meeting in advance
 - If you are using the camera and microphone that are built into your laptop, WebEx will default to them.
 - If you are using external devices, such as an external webcam, or microphone, you must go into the WebEx settings on the bottom of a meeting screen, and review/select your options.
 - Before you enter a meeting, or start your own meeting, you will be able to select your audio/video:



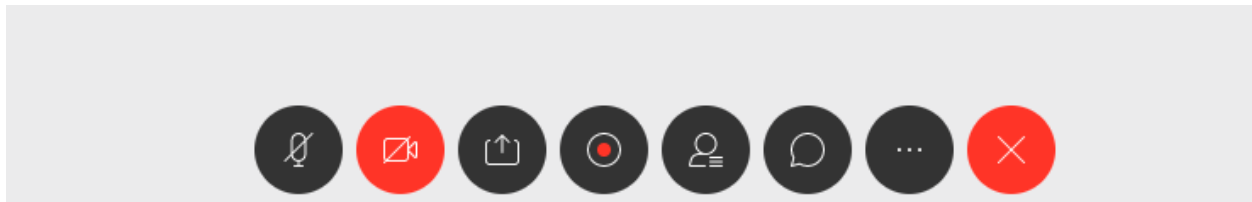
- Selecting the center dropdown, “Use computer audio”, will give you options to use the computer audio, call into the meeting, have WebEx call you, or not to use audio at all.
 - ◆ This will always default to “Use computer audio”, and if you are using your computer audio, you will want to click on the microphone icon to the far right, and this will allow you to select your audio/video devices. Make sure you select the built in audio/video, or the external devices you are using.



- Having WebEx call you, will prompt you to enter a number.
- If you want to dial into the meeting, you will just call the number given to you in your meeting invite.
- WebEx also has a “test” for sound, to ensure that your sound is working through whichever device you choose; this also assists with setting/checking you volume prior to the start of a meeting.
- If you have done all of the tests above, and are still experiencing issues with your microphone, speakers, or camera, most likely, some other tools are using your microphone and/or speakers. Often times, quitting all other applications, and/or your web browser will help release that microphone. If that doesn't work, the next step is to reboot/restart your whole computer, and then try again. Sometimes, the microphone and/or camera are "stuck" on another application and will not work until restarted.

❖ **Sharing Content**

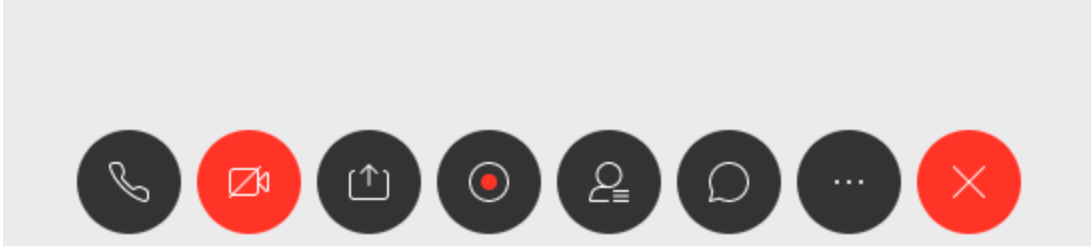
- When sharing content, you can choose to share your screen, or just share a specific application (Word, Excel, PowerPoint, etc.), as soon as you select the “Share Content” icon, you will be prompted to select an option. The icon is the third one from the left.
 - WebEx still advises hosts and attendees/participants to have anything unnecessary closed on your computer to avoid sharing any private content.



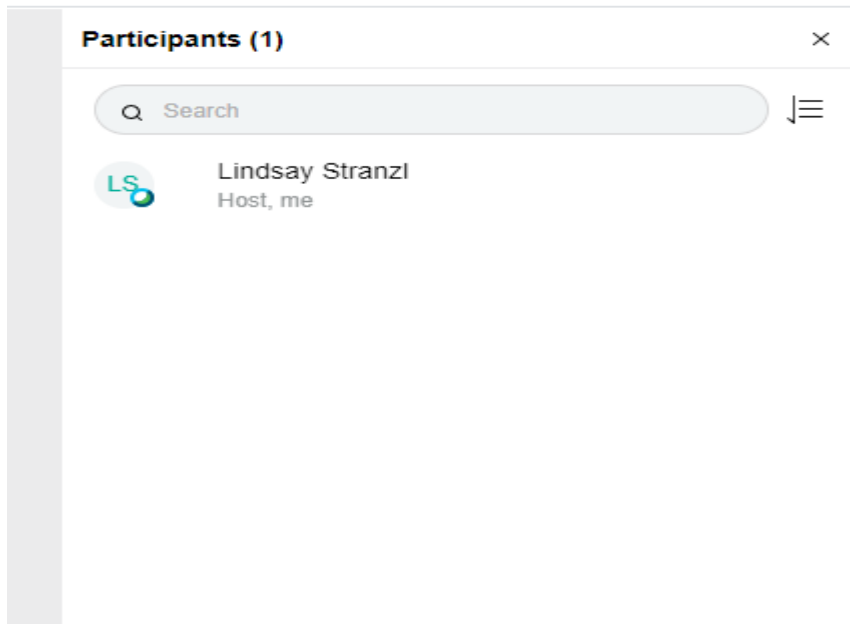
- For the purpose of our workshop, you will want to select “Share an application”, which will most likely be PowerPoint, Excel or Word.
- When you select this option, WebEx will display a window on your screen (which no other participants can see), which allows you to choose what you would like to share based on what is open currently on your computer.
- Content can be shared from whatever device you are hosting/attending the meeting from. This includes all Windows based devices, Mac/iPad, Android Devices, and Google notebooks.

❖ **WebEx Chat Function**

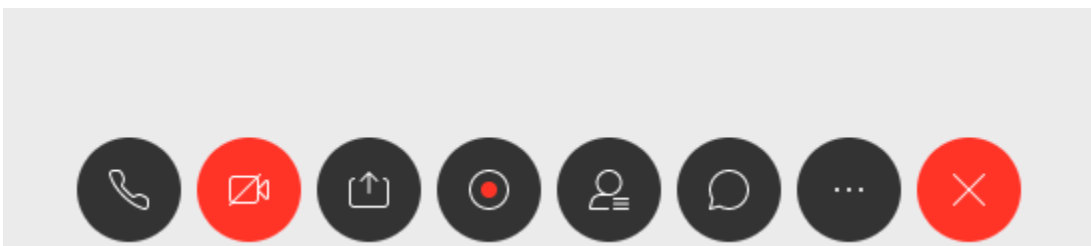
- Depending on how each committee opts to have their meeting Champions/Admins field and record questions for each presentation, the chat function might come into play or be very useful.
- The chat function can be accessed/used in many ways:



- From the bottom of any WebEx meeting screen, the fifth icon from the left, resembling a human figure, is the “participants” icon. Clicking this, will display a list on the right side of your screen of people who are currently in your meeting room.



- From here, you can select any individual from the list to chat with. This chat is between you and that person, and can be used with participants during a presentation to send questions to the champion/admin

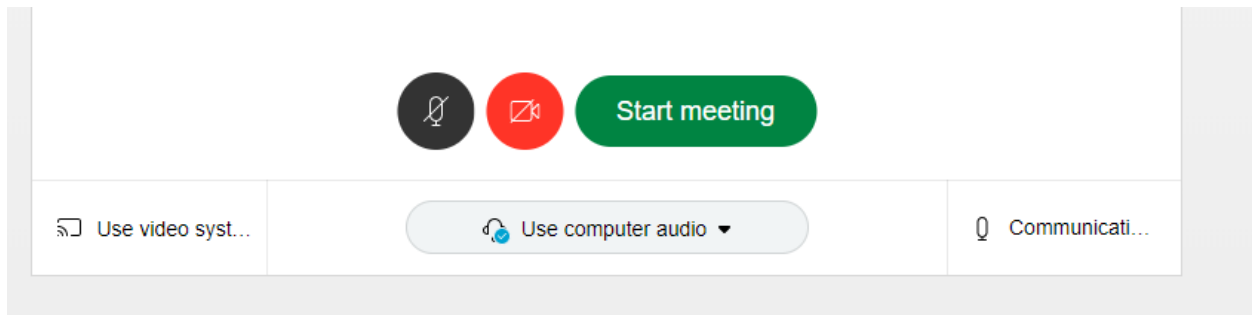


- From these same icons at the bottom of every WebEx meeting screen, you can select the sixth icon from the left, which looks like a chat bubble. This is the “chat with all” icon. It allows you to send a message to the entire group.

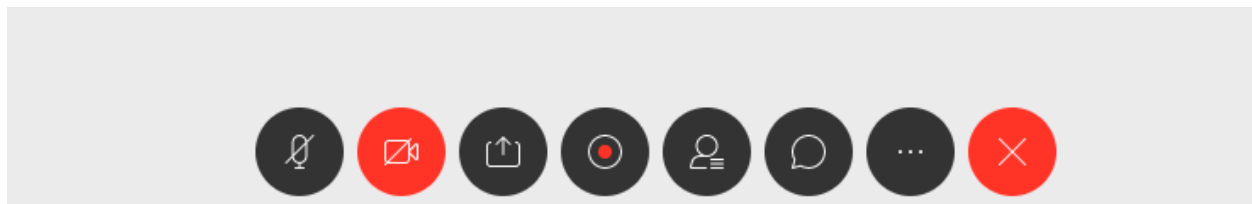
- The last way to chat with people, is to select an individual that you see on your screen. All of the attendees cameras will display on the right side, bottom, or top of your screen based on how you have your screen configured. You can run your cursor over their image, and the “chat bubble” icon will appear – if you click this, it will start a chat between you and that person.
- There is also a way for the champion/admin to save a chat log, to either them, or the chat to all in the group, in the event that they want to record questions about the presentation for a later time. We will work with individual committee admins on this function.

❖ **General/Quick WebEx Tips:**

- **For Hosts: Please give each person presenting the “Presenter Role” when it is their turn. This is in the participant menu – this will ensure that when you use the “mute all” function, that the presenter is not muted.**
- When entering a meeting, always mute your audio using the microphone icon in the center of the screen.



- It is also recommended that you keep your audio muted throughout a meeting, unless you need to speak. Sounds such as keystrokes, and paper rustling can sound very loud to other participants, and feedback is very common.
- To mute your audio during a meeting, use the task bar at the bottom (or side) of your screen, and select the microphone icon. It will appear in red when you are muted, and black when you are not.



- If you choose to call into a WebEx meeting, or have WebEx call you for a meeting, make sure you mute all of your other computer audio to avoid feedback, because participants will be able to hear you through your phone, so you do not need computer audio on.
 - **Also remember to mute your phone when you are not speaking.**

- **Keep in mind you can “double mute” yourself by using the “mic” icon on the WebEx screen to mute, and also muting your phone – just remember that means you have to unmute both to speak.**
- If you are experiencing any lag or connectivity issues, remember to close any unnecessary applications on your computer. They can use resources, and some also can potentially have audio or sounds that others will hear while you are speaking. This is also true of VPN’s, or any type of streaming.
- Computer audio/speakers can make it very hard to hear during a WebEx meeting with a lot of attendees, so WebEx does recommend a headset to help narrow in on the many voices of participants. They do not need to be a particular brand or style, they just help the clarity of sound.
- **If you sign up for a free WebEx account, using your current email address, any meeting invites will also be logged in there for you, as well as coming to your email. This makes joining a meeting very easy because you can login to WebEx from your browser, and have all of your current meetings organized on the homepage for you. You can also preset all of your setting for audio/video. In addition to all of that, you can preset a “call me” phone number if you intend to use that function instead of computer audio.**

WebEx Tips & Tutorial Links

❖ **Written/ Printable Tutorials:**

➤ **Audio:**

- <https://help.webex.com/en-us/nc2bqt1/Tips-and-Tricks-for-Using-Audio-with-Cisco-Webex-Meetings-Suite>
- <https://help.webex.com/en-us/WBX54825/How-Do-I-Configure-My-Audio-Devices-for-Webex-Meetings>

➤ **Basic Best Practices:**

- https://www.webex.com/content/dam/webex/eopi/assets/WebexMeetings_BestPractices.pdf

➤ **Basic Information for hosts and attendees:**

- <https://help.webex.com/en-us/nrebr3c/Get-Started-with-Cisco-Webex-Meetings-for-Hosts>
- <https://help.webex.com/en-us/n62wi3c/Get-Started-with-Cisco-Webex-Meetings-for-Attendees>

➤ **Tufts released (free for everyone) their own basic guide to WebEx. It is quick and to the point, and reiterates many of the examples we listed on the previous pages.**

- <https://it.tufts.edu/guides/audio-and-virtual-conferencing-webex>

❖ **Video Tutorials:**

➤ **This is an intro/overview to using WebEx as a host or attendee. It is 30 mins long, but you can skip through what parts you might be familiar with, and it provides much of the information that most of our workshop attendees and hosts/admins will need.**

- <https://launch.webex.com/launch/ldr.php?RCID=1e51e956607a51dc5742f57989cd559f>

➤ **This is a shorter version for an attendee:**

- <https://launch.webex.com/launch/ldr.php?RCID=6fc1c4f9741441bd9bb14c8c825637eb>

➤ **Troubleshooting common issues:**

- <https://launch.webex.com/launch/ldr.php?RCID=e479af4454994e708ffa23f7f9c46879>

- **Link to the WebEx classroom with free content on almost every subject**
 - <https://help.webex.com/landing/onlineclasses/upcomingClass/Working-Remotely>