

Webex

Make the Most of It!

Call people (video, audio, and both)



Message people

Answer a call



Forward conversations with threads

View call and meeting history



Work in and moderate spaces and teams

Schedule and join meetings



Share files and whiteboards



Webex Meetings

Outlook Plugin • Online • Desktop App • Mobile



Webex Teams

The Modern Way to Communicate

GETTING STARTED: HOSTS

GETTING STARTED: ATTENDEES

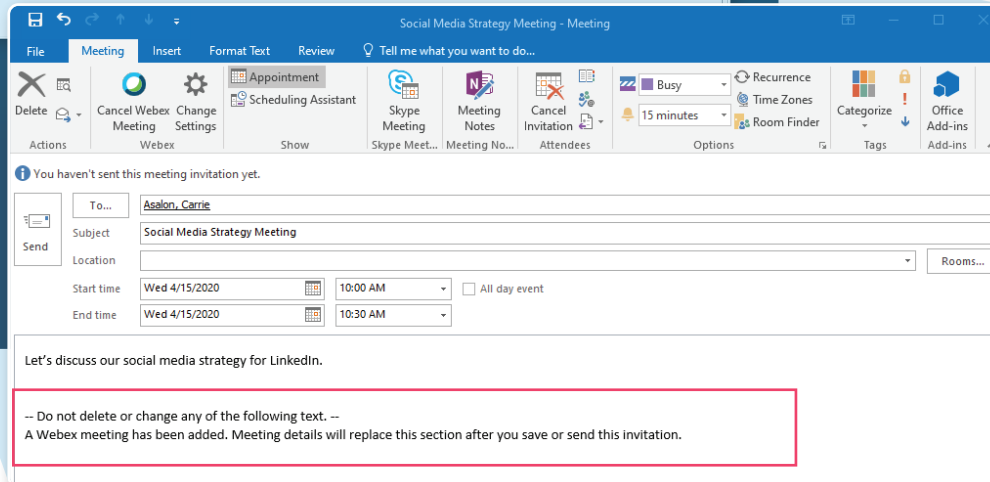
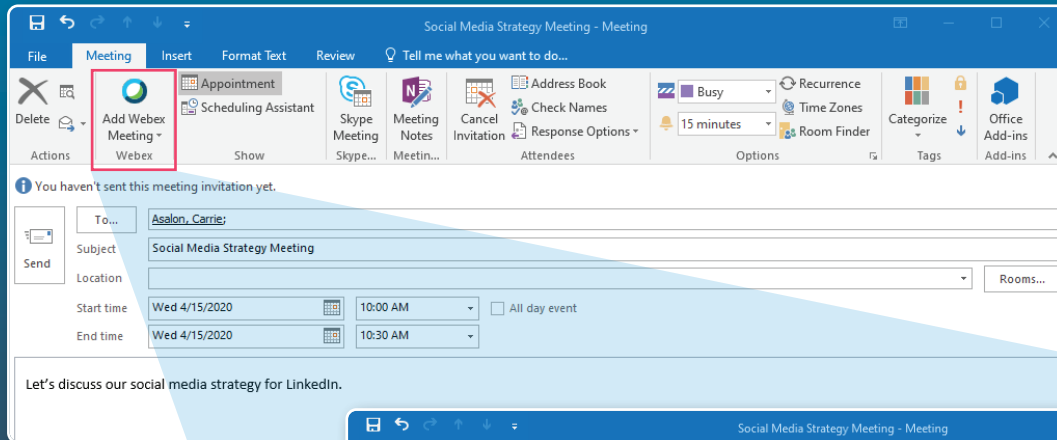
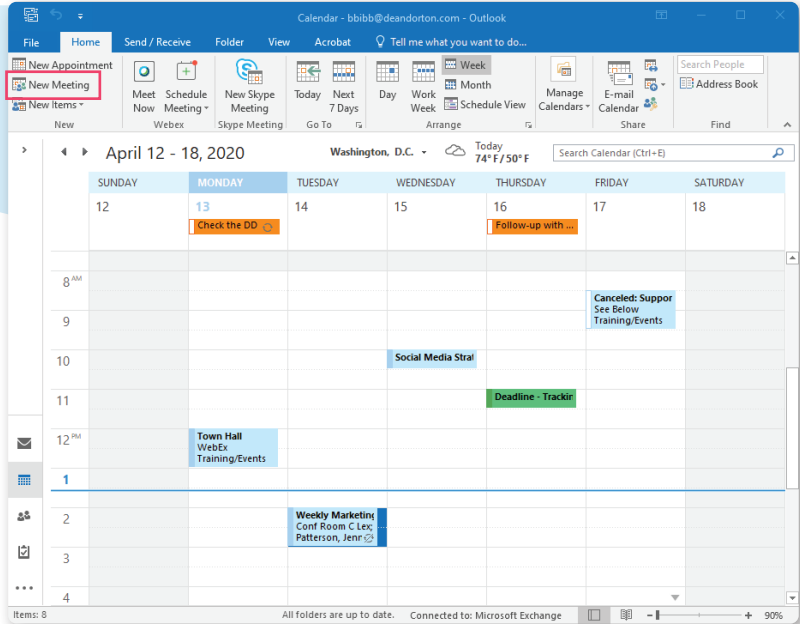
Schedule Meetings with Outlook Plugin



1 Open Outlook and go into your Outlook calendar.

2 Create a new meeting by either selecting **New Meeting** in the top toolbar or by double clicking a specific date/time within your calendar.

3 Enter recipients, subject, start/end date and time, and meeting details in the body of the Outlook meeting invitation. The **Location** field can remain blank if all attendee(s) are meeting remotely and no one is meeting within a conference room or office. Then, select **Add Webex Meeting** in the toolbar. This populates Webex information directly into your meeting invitation.



Schedule Meetings Online

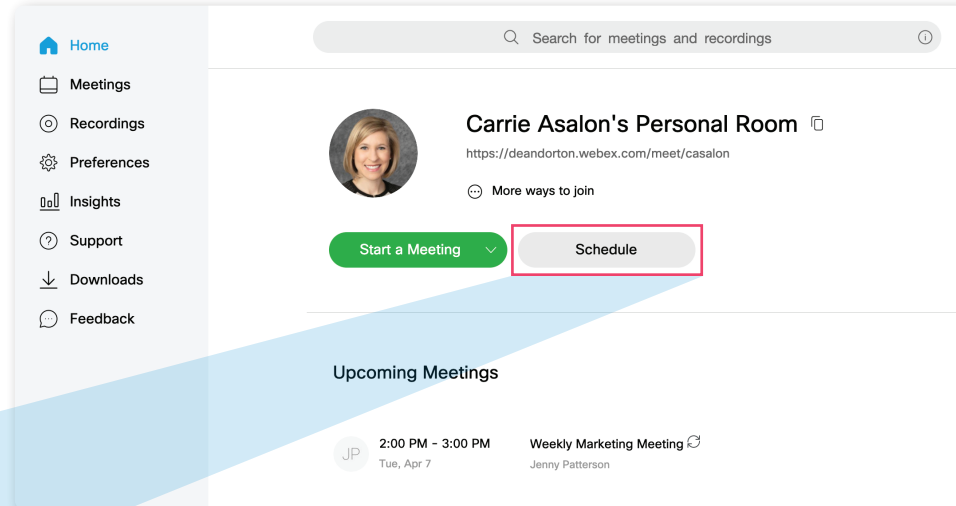


1 Go to: **YOURCOMPANYURL.WEBEX.COM**

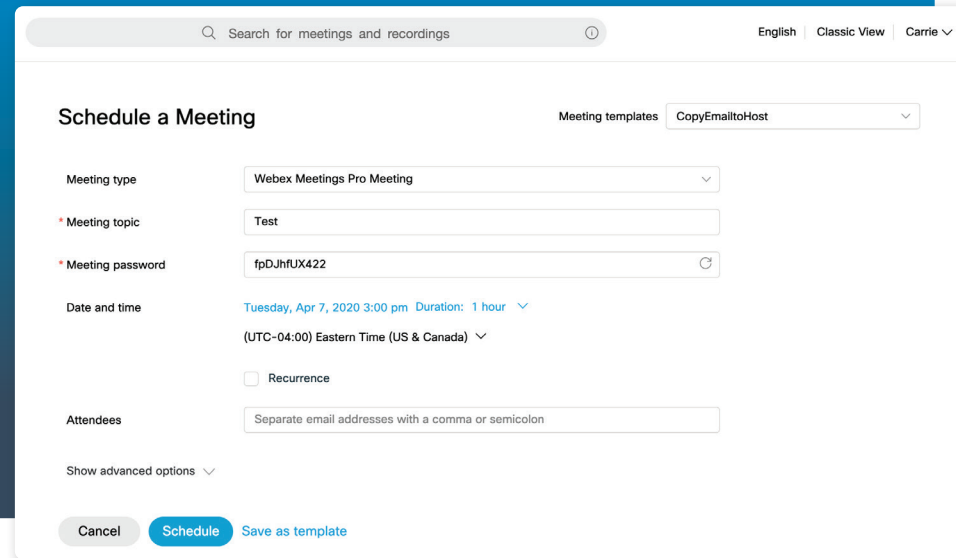
Log in with your network user ID and password.

Select **Schedule** to schedule a secure meeting, which requires a meeting access code and password to join.

Selecting **Start a Meeting** creates an immediate meeting and uses your personal meeting room. This option is less secure than **Schedule** because it does not require an access code or password.

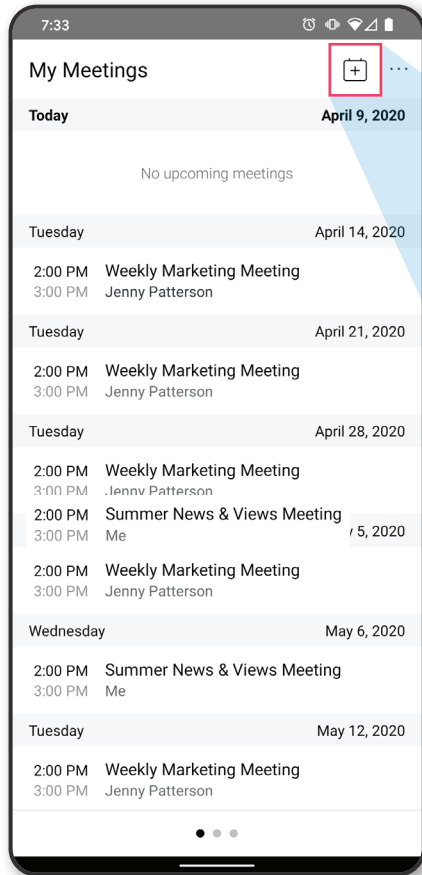


2 Update the meeting topic and date/time, and add attendee email addresses. Then, select **Schedule**.



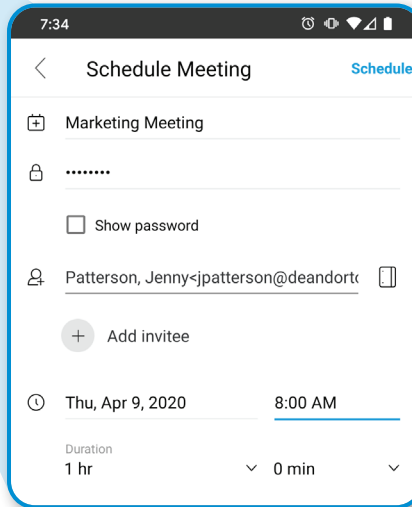
Schedule Meetings on Mobile

- 1 Download the **Cisco Webex Meetings** mobile app and log in with your network ID and password.

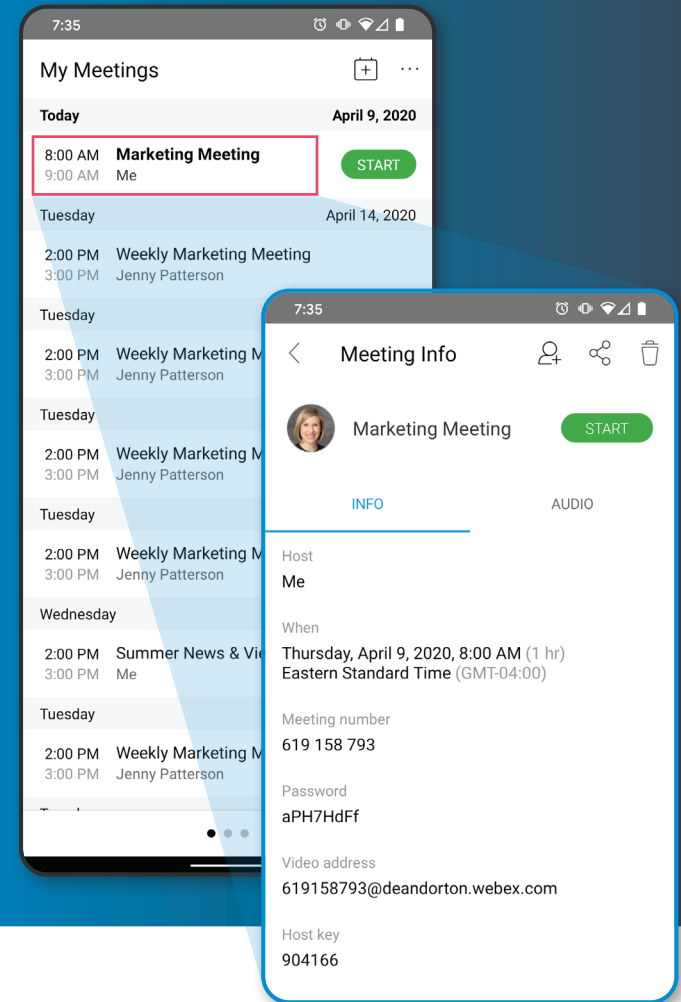


- 2 Click the calendar icon at the top right corner to schedule a meeting. This method is secure as it requires a password for attendees to join.

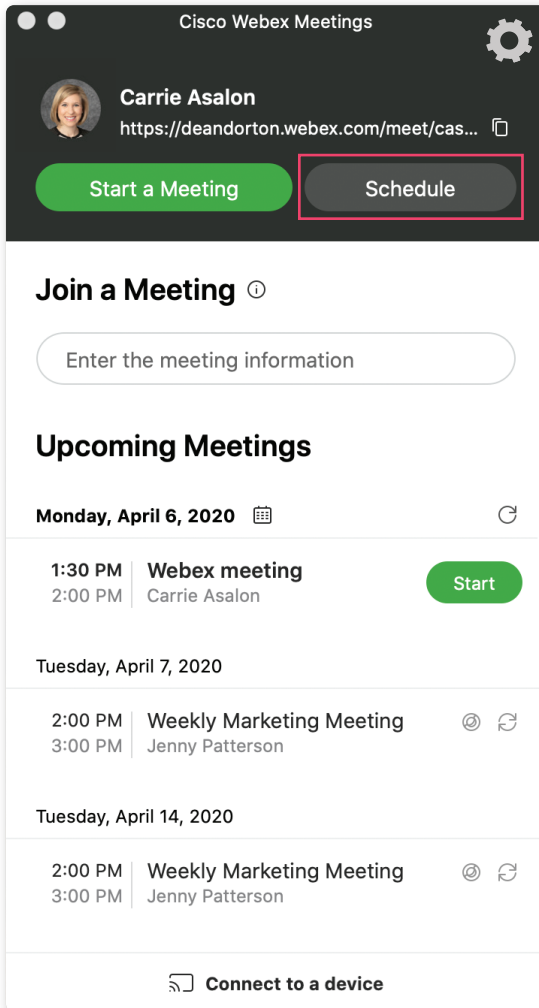
Enter the meeting topic, invitees, date, time, and duration of meeting. The mobile app scheduler does not have an option to add a meeting description.



- 3 View information and details of a previously scheduled and upcoming meeting.



Schedule Meetings with Desktop App



1 Launch the Cisco Webex Meetings app on your desktop.

2 Select **Schedule**, prompting an Outlook meeting invitation draft to pop up. Complete the meeting invitation by entering recipients, subject, start/end date/time, and meeting details in the body of the invitation.

Selecting **Start a Meeting** creates an immediate meeting and uses your personal meeting room. This option is less secure than **Schedule** because it does not require an access code or password.

CONSIDER ADDING SECURITY TO YOUR PERSONAL ROOM:



Go into your **Preferences** by selecting the gear/cog icon on the top right of your Webex app window. Then, select **My Personal Room** on the top toolbar and **Edit My Personal Room on the Webex Site** on the bottom of the pop-up screen.

- » **Automatic Lock:** Automatically lock your Personal Room after the meeting starts. People will wait to join until you admit them or until you unlock the room.
- » **Alternate Host:** Do not let other host your Personal Room meetings without you (this option should be unchecked in your Personal Room settings).



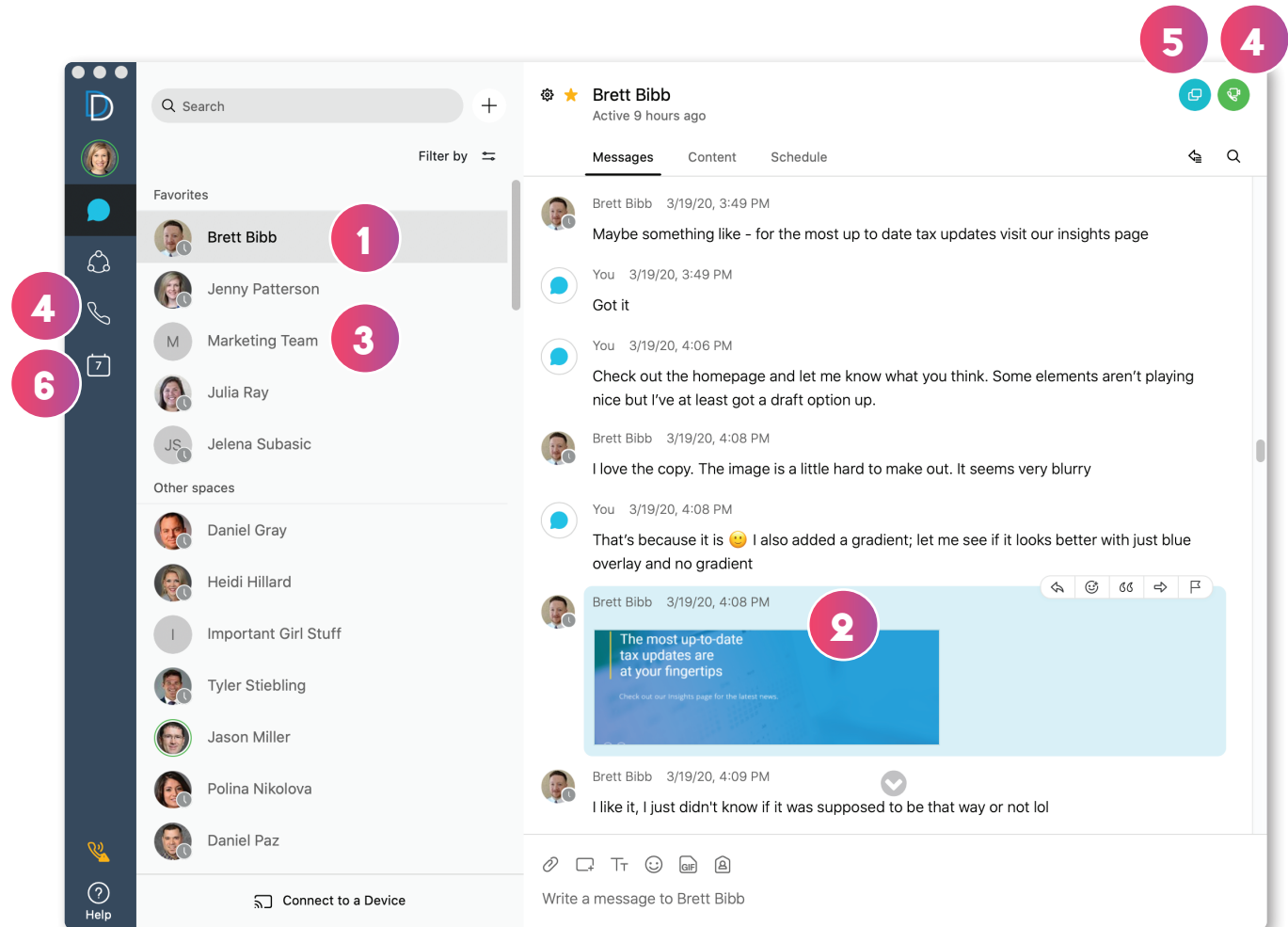
Under Webex Desktop **Preferences**, select **Meeting Join Options** on the top toolbar to set your default audio and video connections.

Webex Teams: The Modern Way to Communicate



Webex Teams brings together all your people and communication tools in a secure and easy-to-use desktop and mobile app. You can create, share, and get work done with your team regardless of where you are located.

- 1 Instant message team members
- 2 Send documents and files: drag and drop into the chat window
- 3 Create teams and spaces for group chats
- 4 Voice and video call team members
- 5 Share your screen to collaborate remotely
- 6 View your calendar and join meetings



GET WEBEX TEAMS

WEBEX TEAMS GUIDANCE

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Webex Teams: The Modern Way to Communicate



Webex Teams brings together all your people and communication tools in a secure and easy-to-use desktop and mobile app. You can create, share, and get work done with your team regardless of where you are located.

The screenshot shows the Webex Teams interface with several key components labeled:

- Status and Preferences:** Located at the top left of the navigation menu.
- Navigation Menu:** A vertical sidebar on the left containing icons for home, messages, calls, and a calendar.
- People and Spaces List:** A list of team members and spaces, including Brandon Burke, Development agenda, Sourcing, Marketing, Giacomo Edwards, and Brenda Song.
- Search:** A search bar at the top of the list.
- Filters:** A filter dropdown menu below the search bar.
- Create a Space:** A plus sign icon to create a new space.
- Space Information:** Details for the selected space, including "Brandon Burke" and "In a meeting / Working remotely until tomorrow".
- Activities:** A section for recent activities.
- Screen Share:** A window for sharing content.
- Call/Meet:** A window for starting a call or meeting.
- Search in Space:** A search bar within the space context.
- Threads:** A section for organizing messages into threads.
- Messages:** A list of messages from Brandon Burke and yourself.
- Phone Settings:** A settings icon at the bottom of the navigation menu.
- Help:** A help icon at the bottom of the navigation menu.
- Devices:** A "Connect to a device" button at the bottom of the interface.

GET WEBEX TEAMS

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Starting/Joining Your Meeting

OUTLOOK CALENDAR EVENT

Open the calendar event in Outlook or the meeting reminder pop-up. Select the green **Start Meeting** (if you are the host) or **Join Meeting** (if you are an attendee) button in the body of the event.

ONLINE

Go to [\[yourcompanyURL\].webex.com](#) and sign in using your company's credentials. Select the green **Start Meeting** (if you are the host) or **Join Meeting** (if you are an attendee) button within the Upcoming Meetings section of the dashboard.

DESKTOP APP

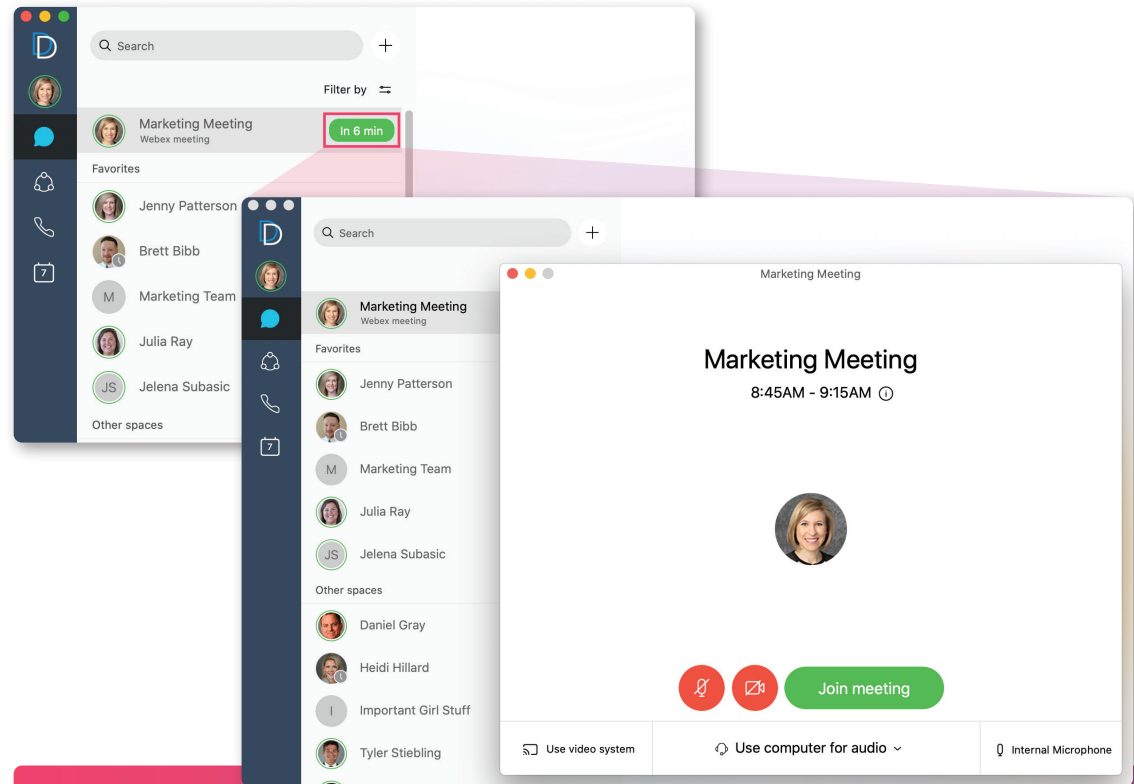
Open your Webex Meetings desktop app and select the green **Start Meeting** (if you are the host) or **Join Meeting** (if you are an attendee) button.

MOBILE APP

Under the My Meetings tab, click on the meeting to view more details. Select the green **Start Meeting** (if you are the host) or **Join Meeting** (if you are an attendee) button.

WEBEX TEAMS APP

The scheduled meeting will appear at the top of the chat tab five minutes before the meeting start time. Select the green button to join the meeting.



NOTE

Meeting attendees can join a meeting within five minutes before the start time. If you try to access the meeting earlier than five minutes before it begins, the **Join** button will be gray and unclickable.

JOINING A MEETING WITH THE WEBEX MOBILE APP

Selecting Your Audio Connection

USE COMPUTER FOR AUDIO

This connects to your computer's internal microphone.

CALL ME

Enter your phone number and Webex will call you to connect your phone (office or cell phone) to the meeting.

This is the preferred method due to superior sound quality and preventing audio feedback, and you don't have to enter a nine-digit access code and audio pin.

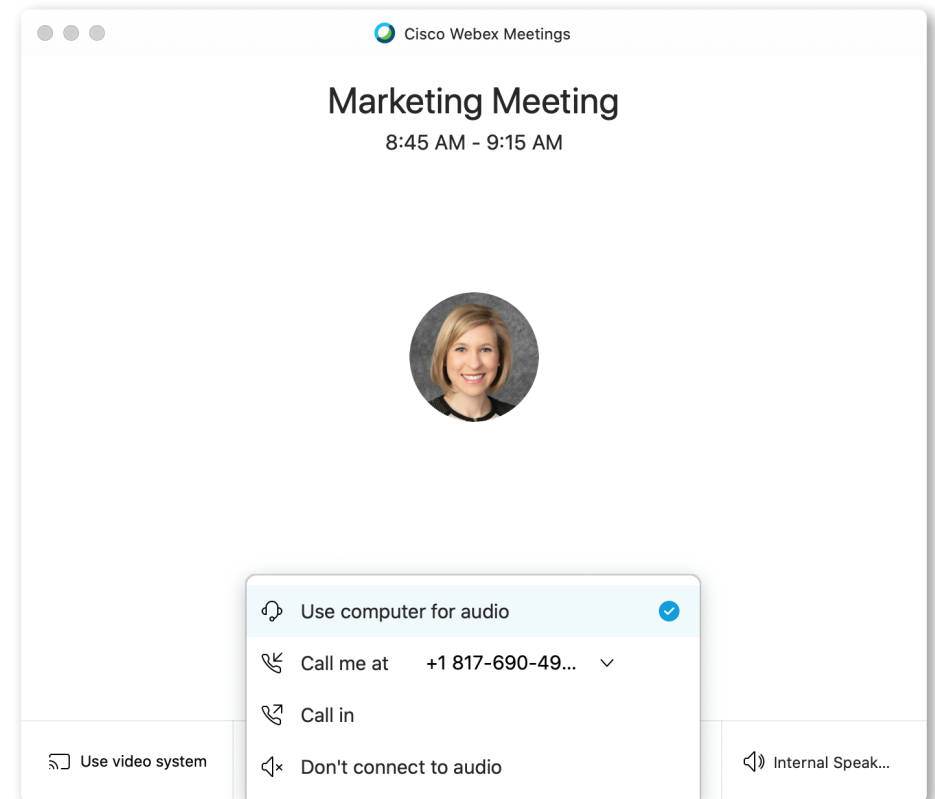
CALL IN

Call-in information is available after you join the meeting.

DON'T CONNECT TO AUDIO

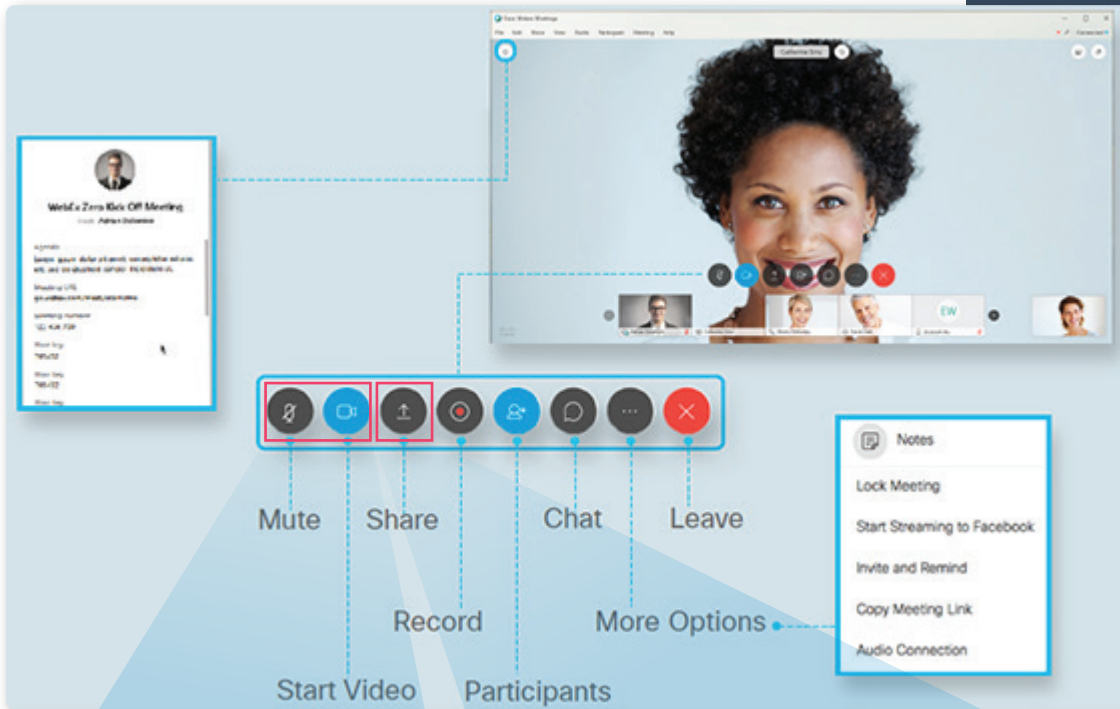
You won't hear any audio in the meeting.

Webex will remember the last audio method selected, so you do not have to worry about re-checking your preferred audio connection every time you join a meeting.



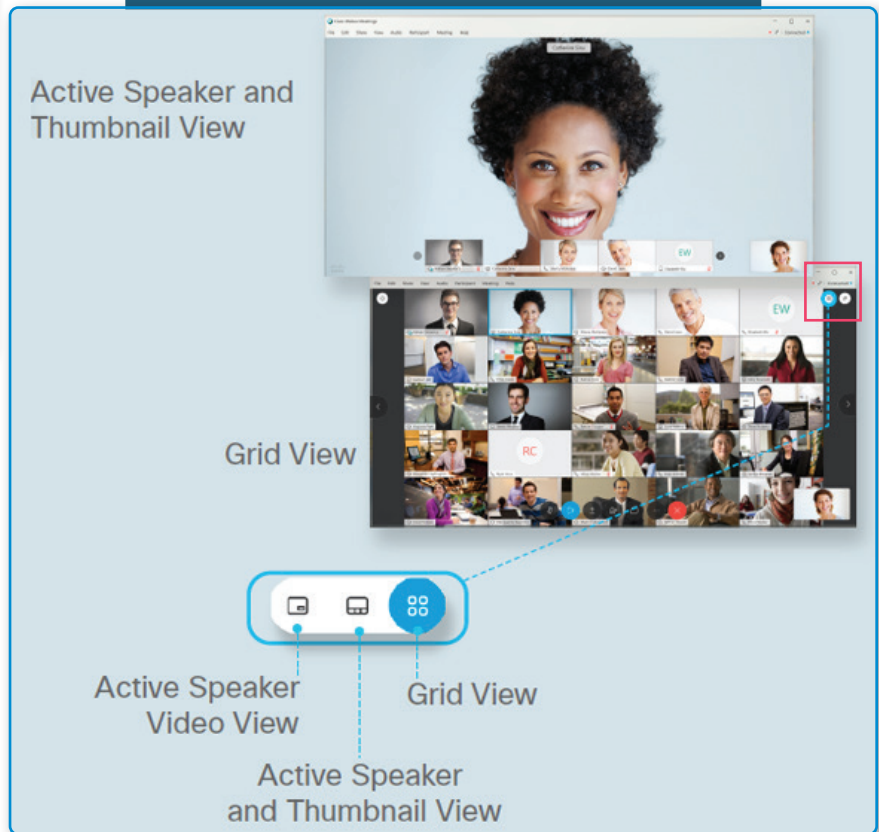
NOTE NEVER connect both your computer audio and phone, as this causes terrible audio feedback. Choose one audio method only.

Control Panel

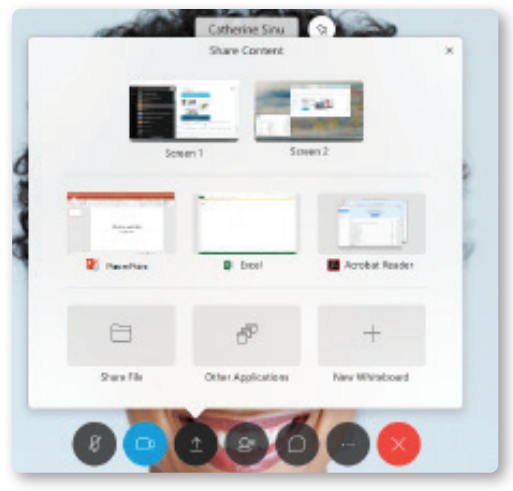


The main controls are located at the bottom of your Webex screen; you can also find all of these options in the main menu bar at the top of your screen.

Control how you view your meeting by clicking on the top right view icon.



The **Share Content** dialog shows thumbnail previews of your open screens and applications. You can share an entire screen or select a single application.



If your audio and/or video icons are red, this means you are muted and/or not being seen via video. Click on the icon to mute/unmute or show/hide your video view.

Best Practices for Great Online Meetings

SHIFT YOUR SCHEDULE



Most people join their meetings on the hour, or 30-minute increments. You can get a faster join experience by joining five minutes early or, even better yet, schedule meetings on the 15th or 45th minute of the hour.

CLOSE BACKGROUND APPLICATIONS



Even if you're not using them, applications on your device are using precious resources. Before your meeting, close any applications and browser sessions that you are not using for the best experience.

REDUCE SIMULTANEOUS STREAMING



If you're joining a meeting and your family is also home, ask them to hold off on that next episode of their favorite show until your meeting is over. Wherever possible, consider downloading shows for off-line watching to save valuable bandwidth during your work hours.

HARDWIRE YOUR WORKSTATION



Depending on your location and how many people are using the same Wi-Fi around you—you may see slower speeds on Wi-Fi than on a wired ethernet connection to your workstation.

SHARE CONTENT BEFORE A CALL



Sending files before a meeting or sharing a link to the file rather than sharing your screen saves valuable bandwidth—so you can save your connection for great audio and video experience.

CHOOSE AUDIO OVER VIDEO



When your connection quality is low, your collaboration experience gets worse. Webex will suggest or automatically lower your resolution and may eventually turn off your video. You can also do this at any time.

SWITCH TO CALL IN AUDIO



If your internet audio and video experience or call me/call back does not work, you can keep collaborating. Call in using the dial-in numbers in your meeting invitation to join via your phone.

REDUCE MOVEMENT/DISTRACTIONS



Consider muting your line when you aren't talking. Establish good meeting etiquette to enable a great collaborative experience.

[VIEW FULL ARTICLE](#)

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Low Bandwidth or Weak Internet Signal

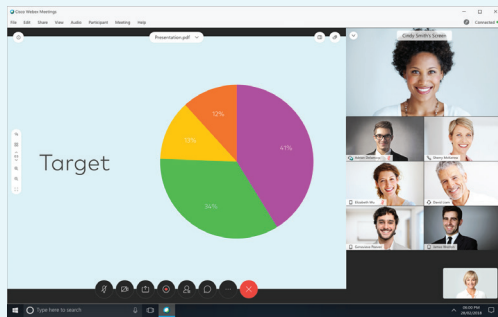
Depending on your device and connection, having a low signal can start to impact your Webex experience.

Don't worry! Here are some tips on staying connected, no matter what your bandwidth or connection looks like.



Strong WiFi/LTE

Get the best experience!

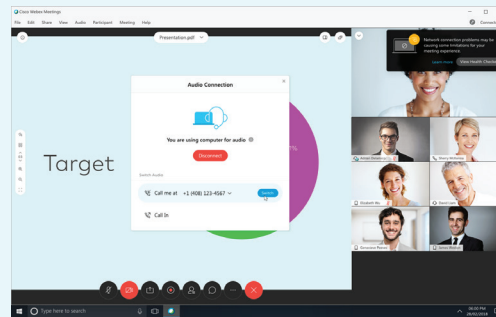


- Turn on your camera for high quality video
- Share your screen in a call
- Use your computer for audio (VOIP)



Weak WiFi/LTE

Don't miss a thing

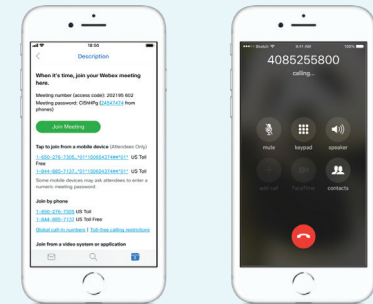


- Turn off your webcam
- Close unnecessary applications
- Share content before the call, vs live



No WiFi/LTE

Stay in the conversation



- Use your phone for audio only*
- Find dial-in numbers in your meeting invite
- Mute your phone

* Local telephone service providers may be experiencing high traffic. To help, Webex provides multiple phone numbers so you can get into your meeting. Find alternative global call-in numbers in your meeting invitation.

[VIEW FULL ARTICLE](#)

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