

# WebEx : Need to know Best Practices. V1.4

## Useful links

- [WEBEX ONLINE HELP](#)
- [WebEx Meeting Planning Exemple.pdf](#)
- [Webex Getting Started](#)
- [Webex 5 pages Quick Walkthrough \(PC\)](#)
- [Webex 5 pages Quick Walkthrough \(MAC OS\)](#)

## Video training

- In English <https://view.webex.com/>
- In French <https://www.webex.fr/how-to/>

## For both: organiser and participants

### Computer equipment

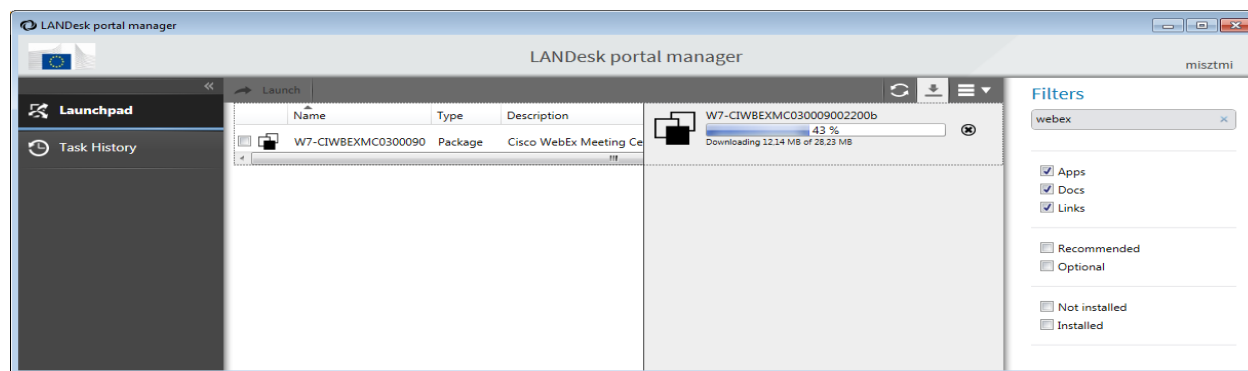
- GOOD QUALITY : Computer (Full functionalities)
- LESS QUALITY : Smartphones, Tablets (Less functionalities, missing buttons like "raise hand")

**Installation:** For a PC/Apple, **you have to install the Webex plugin on your browser.**

- PC, iPad, Mac,... : <https://www.webex.com/search-results.html?webex=install%20plugin>
- Chrome : <https://help.webex.com/docs/DOC-8177>

**Installation for the EC internals:** Go to Start button, type in "Software on Demand".

- Double-click on the "Cisco Webex Centre" to install.
- If ever you get an error message, please call the central helpdesk (77777).



**Internet connection:** Use a wired, rather than a wireless connection (Wi-Fi).

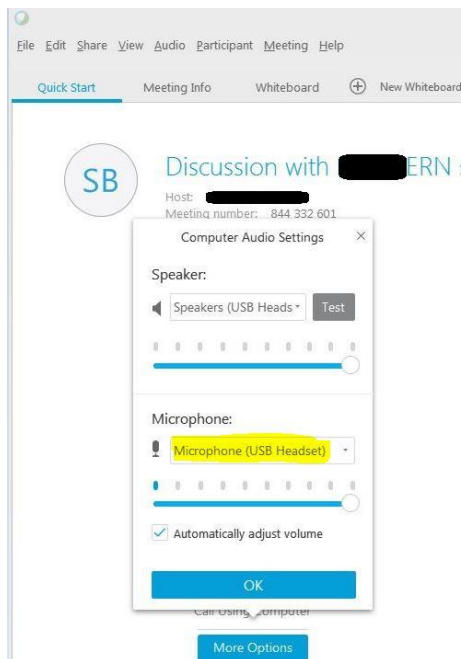
### Audio:

- **Problems: Audio misconfiguration. Check it BEFORE starting the real session.**
- Choose a headset is better than built-in speakers/microphones
- Avoid loudspeakers → Larsen/feedback
- Avoid a separate microphone: Audio quality and volume tends to be inconsistent
- Mute your microphone when not speaking (to avoid disturbance from the external environment)
- When unmuting back your microphone, wait about two seconds before you start speaking.
- Host can shut up some microphones from distance:
  - Use the audio indicator in the Participants panel, identify the line then mute that participant.

## Once you are connected, turn on the audio settings in : **Quick Start Menu - Call Using Computer**



The button turns to **BLUE** to tell your audio is working.



**RQ:** If you use a USB headset or microphone instead of a classical "jack" headset, you need to change the headset type you are using.

**←Go in:**

**Quick Start Menu - More – Call Using Computer – Change settings.**

**Video:** When your internet connection is fast, enable video so that participants can see you.

### For Host (= organiser)

#### Before the session

#### Arrange for a co-host/presenter

**RQ:** Max. Participants per session: 200 (depending on network performance).

The Organiser may not notice participants' requests for assistance, then choose a **co-host** or co-presenter that can:

- Handle participants' text chat queries and simple technical issues that you may face.
- Your co-host/presenter should attend training before the session so that he/she is familiar with WebEx and can assist others. The best practice is to connect some 15 minutes before the start.

### Good Meeting planning Worksheet: [Meeting planning Worksheet Guide](#)

#### Use supporting document for logistics

Have a "cut-and-paste" chat message explaining that:

- Participants will have notes, chat, or the meeting recording later if they need to review what they missed.
- Dial-in numbers : <http://www.btconferencing.com/ecwacs/globalaccess/>
- The Freephone number is a number that overseas participants can use to dial in with no charge to them. (The cost is charged to the conference chairperson's account.)
- The local dial-in number allows overseas participants in that country to dial in for the price of a local call. (From Belgium : 022008440 )
- **The international dial-in number is for participants located in a country that is not listed, so they can use the international number of the nearest country.**

#### Reduce your screen resolution before starting

**Best:** 1280 x 720 pixels, particularly if you are sharing your screen.

➔ If you have a higher resolution, the participant will have to scroll around to view your screen.

## Silence your electronic devices and place them far away to prevent interferences

Mobile phone or other electronic devices interrupt your session if they ring, beep or vibrate.

## Test audio levels

Test the audio level before your session. Make sure that your participants can hear you and vice-versa. Get them all to check the green tick as indication to you that they can hear you loud and clear.

*Test your meeting:* [Test Webex Meeting](#)

## Alternative Connexion as Host (Coordinator of the meeting) to hold a meeting session without the presence of the helpdesk when outside of working hours or for confidentiality..

Join the Meeting and become the host yourself with the "Host Key" provided

**1. When the meeting is set up, on the due date, go on the provided link in your mailbox:**

→ Click: Join the meeting (At least 5 min. before the start! A timer prevents you to connect immediately.)

**2. Enter your name**

→ It doesn't matter which name, it's just what will be displayed in the participant list

**3. Pop up message: The host has *not* yet joined the meeting**

→ Click OK

**4. You enter the WebEx meeting session. Then go on the top Menu:**

→ Click: Participant

→ Click: Reclaim Host Role

→ Enter the **Host Key** you were provided in your mail by us. (e.g. 123456) then click OK

You're now the host of the WebEx session.

## During the session

Arriving early will allow you to check that your headsets work well and you can hear everybody.

- Plug in your webcam, microphone and/or headset.
- Enable your microphone and audio preferences.
- Open documents that you want to share.
- Enable the Record feature (*to give participants who are absent and those who run into audio issues during the live session the opportunity to view the session at another time. Making recorded sessions available to your audience will enable them to review your presentation for self-study*).

## Create a welcoming atmosphere like

- A 1st page of the slide with a picture or note like "Welcome" or "you have successfully joined".

## Set clear expectations

- Inform everyone on the agenda: Expected duration, format of the online session, how you would like to take their questions / collaboration.

## Request that participants mute their microphones when you start

- For sessions with a large group, ask your participants to mute their microphones. There is also an option to MUTE on ENTRY. Latecomers will not interrupt with their open mics.

## Encourage your participants/students to use the feedback tools to gauge how the session is going

- Encourage everyone to use the feedback tool and emoticons available
- There are feedback emoticons you can use : Green = Yes, Red Cross = No.

## Tools to Display Content (like dynamic content tools)

### 1. Annotation tools

- Highlight key points and information
- Give some (not all to avoid confusion) participants the ability to use Annotation tools.

### 2. Display a PowerPoint Presentation (Open and display)

- *File, Open and Share*, use annotation tools to display your agenda or presentation.

### 3. Share an application, website, or your desktop

- **Share your desktop** (*Share, Desktop*) to demonstrate multiple applications.
- **Share a spreadsheet**, word processing, presentation document, or PDF...
- **Share a file** (*Share, File*) for everyone to view and mark up changes in real time, edit save and print.
- **Share an application** (*Share, Application*) such as Excel and (*your computer desktop will not be visible*).
- **Share Web Content** (*Share, Web Content*) to share a web site
- **Share your Web Browser** (*Share, Web Browser*) to share your default web browser
- **Use the Whiteboard** (*Share, Whiteboard*) as a flip chart for you and your participants to take notes.
- **Use My Session Window** to share your WebEx session window exactly you as the Host sees it (*participants will not have Presenter capabilities unless you enable them*).
- **ASK Control of the computer/application shown in the presentation tab.** Right click on the presentation and ask control. When the host/presenter allows you to take control, you're able to use the application or the PC as if you were in front of it. Use it carefully to avoid damaging something. **However, it may cause a lag in the network performances depending how strong is your signal.**

### 4. Move slowly between and among applications

- Application sharing uses more network bandwidth → lag time between you and your audience.

### 5. Resources → [WebEx Share Content](#)

### 6. Record a session or any application (useful for demo and tutorials generation):

- Possibility to record a session (but also any opened application: word, website...)
- **Start Webex recorder.** *The generated xxx.wrf file is a proprietary format, only readable by the WebEx player.* Compression ratio (around 2MB for 1mn recording). Some tools to convert top open formats Windows Media (.wmv) or Flash (.swf) at [Convert a WebEx Recording](#) .
- Beware that for recording a session, it has to be clearly **notified** in advance to the participants that the session is recorded (**Data Protection and Privacy**).

## Have a backup plan

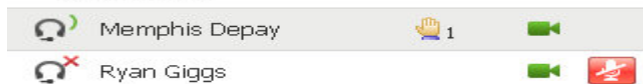
- Send your presentation (such as PowerPoint) and supporting materials to your participants before the event in case a situation arises precluding them from participating in the live session.

## For participant

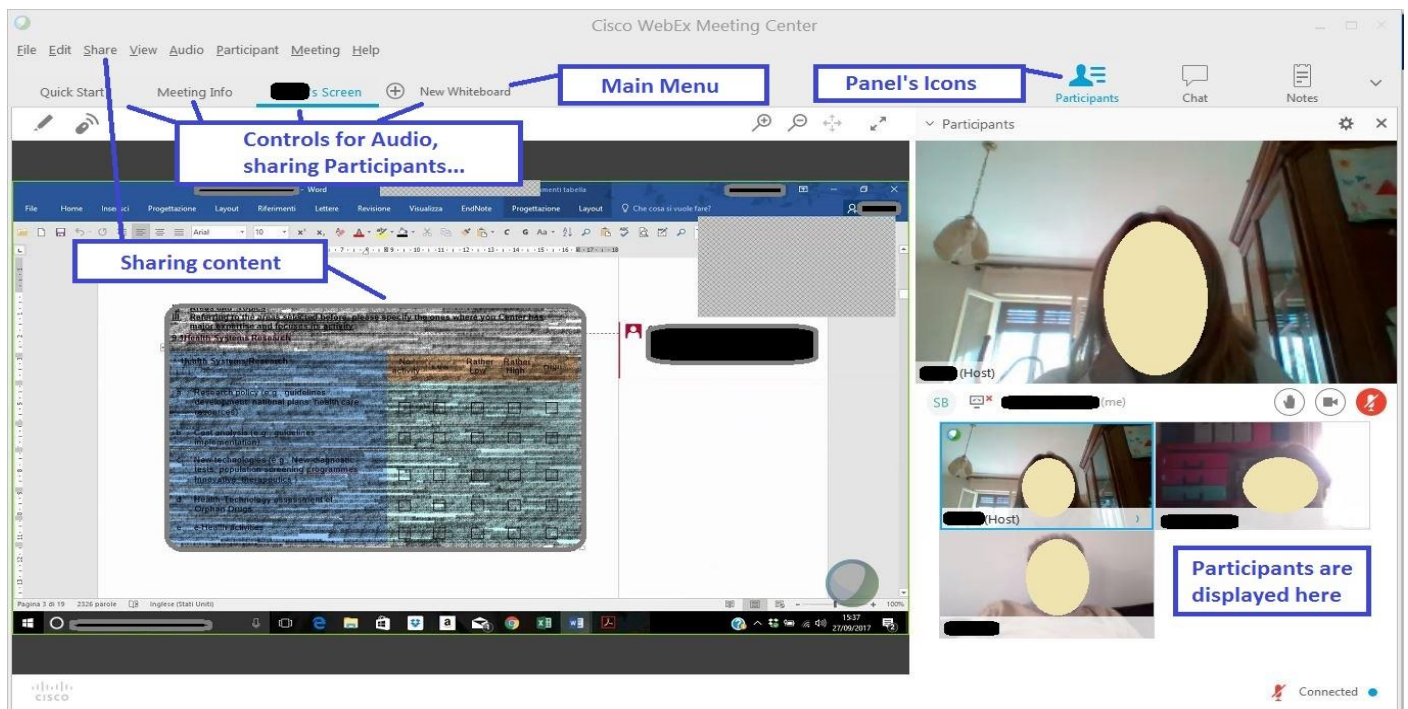
### During the session

- Type in your name, not a pseudonym, so that other ones can identify you.
- Mute your microphone so that others are not distracted by any background noise.
- The "grey mic" icon beside your name in participant's panel on the right.

Attendees: 2



- To ensure an orderly session (especially in larger groups), use the "raise hand" icon in the participant panel to request permission to speak.



## Having trouble?

- WebEx launches from most common web browsers Internet Explorer / Firefox / Safari
- Verify that you meet the minimum [system requirements](#) and [supported browsers](#)
- **Cisco WebEX BT HELPDESK** : <https://www.btconferencing.com/ecwacs/index.jsp>

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