Frequently Asked Questions

Q: What do I do if I cannot log in to Webex for any reason?
A: Contact the Service Desk

Q: Why am I not seeing the Webex meeting icons in Outlook?
A: If you're not seeing the Webex meeting icons in Outlook, you currently don't have the Webex desktop app installed on your computer. To install the desktop app follow the instructions below

- Login to your webex site URL
- Click Downloads
- Click the Download button underneath Desktop App

Q: Why am I being asked to install a Webex plug-in?
A: If this is your first time joining a Webex meeting from this device, you will need to install this plug-in, so you are able to access the meeting. Once this plug-in is installed on this device, you will not need to do this again for future meetings.

Q: How do I join a meeting from a PC or Mac?
A: You can join in any of the following ways:

1.) Open the invitation email and **click** on the **"join the meeting"** link or open the calendar item and **click** on the **"Join Webex meeting"** link. This will launch your browser.
   a.) If you have a Webex host account (most of you do) you can **click** on the Log In link in the upper right corner to launch the meeting.
   b.) If you do not have a Webex account, **enter your name and email address**, and **click Join** to launch the meeting.

2.) To join a meeting from a browser if you do not have a link in an email or calendar invite.
   a.) **Browse** to your webex site URL
   b.) **Enter** the 9-digit meeting number.
   c.) You will be prompted for a password. If it is not in the meeting invite, you will need to contact the host of the meeting. Enter the password, and then **click ok.**
   d.) At this point, you can either enter your name and email address and **click join**, or you can choose the login option on the upper right of the screen, and then **click start**.

3.) To Join from the Webex Desktop App:
   a) Click the Join button that appears in the meeting list
   b) Follow the prompts to connect your audio to the meeting

Q: How do I join a meeting from a mobile device?
A: To get started, **download** the Cisco Webex Meetings app, and **install** it on your device. The app is available for iPhone, iPad, Apple watch, Android phones and tablets.

If you have a Webex account:
- First, **launch the Webex application** on your mobile device.
- Go to My meetings.
- Find the meeting you wish to join and **tap Join**.

If you do not have a Webex Account:
- First, **launch the Webex application** on your mobile device.
- **Tap Join Meeting**.
- **Enter** the meeting number, your name, and email address.
- **Enter** – after you **tap join**, you will be prompted to **enter the meeting password**. If this is not in the invitation, contact the host for the password.

Q: How do I schedule and start a Webex Meeting or Personal Room meeting?

A: If you have Webex Productivity Tools in Microsoft Outlook, you can schedule directly through an Outlook calendar invite.

- o **Open** an Outlook invitation.
- o Use the Webex dropdown menu and **select Add Webex Meeting** to schedule a Meeting Center meeting, or **select Add Personal Room** to schedule a Personal Room meeting.
- o When it is time to start a meeting, you can **open the appointment** on your Outlook calendar, and then **click the "Join Webex meeting" link**.
- o <u>**Note:**</u> If you schedule the meeting with Productivity Tools in Outlook, you cannot change the meeting settings through your webex site URL.
- o <u>**Note:**</u> If you schedule the meeting with Productivity tools in Outlook and delete the meeting through your webex site URL, you need to cancel the meeting through Outlook as well.

Q: How do I download the Webex Meeting Desktop App?

A: Follow the steps below:

- o Login to your webex site URL
- o Click Downloads
- o Click the Download button underneath Desktop App

Q: I scheduled my meeting for 1 hour. Will it automatically end when the hour is up?

A: No. The meeting will continue until you decide to end it. Participants can leave the meeting at any time however.

Q: Can I schedule a recurring meeting?

A: Yes, you can **click on the Recurrence button** within Outlook when scheduling and customize the recurrence from there.

Q: How do I specify an alternate host for a Webex meeting?

A: To add an alternate host to a new meeting from Outlook:

- o **Click Schedule Meeting** and **enter** the names of invitees.
- o **Click Add Webex Meeting** in the Outlook Ribbon.
- o **Click the Resources tab** in the settings box that appears**.**
- o **Select a name** from the Alternate Host section and **click OK.**

To add or edit an alternate host for an existing session in Outlook:

- o **Open the session** on your calendar and **click Change Settings**.
- o **Click the Resources tab** in the box that appears.
- o Make any required changes and **click OK**.

Q: Can I schedule a meeting for someone else?

A: Yes, if that person has given you permission by making you a delegate to their Webex account and their Outlook calendar.

- o **Open the calendar** of the person whom you are scheduling for.
- o **Create a meeting** from their calendar.
- o **Click Add Webex Meeting or Personal Room** from the Outlook ribbon.
- o **Invite your attendees**, fill out your subject and/or agenda, and then **click Send**.

Q: Is there a limit to the number of people I can have in my meeting?
A: Webex allows for up to 1000 participants + 200 video conference systems.

Q: How do I share content during a meeting?
A: After you start your meeting:

- o Click the **Content Share Button** on the main toolbar

- o **Select** what you want to share with participants, such as your screen, specific application, file, or whiteboard. Once you share something, participants will see what you see.

Q: Can I control a PC or Mac remotely during a meeting?
A: Yes, but permission must be passed from the presenter.

- o While sharing, move the mouse to the top of the screen and **click Assign** from the dropdown controls menu.
- o **Select Pass Keyboard and Mouse Control**.
- o **Select the participant** to whom to assign control.
- o The selected participant gets a message advising them to **click to gain control**.
- o To return control to the presenter, **triple-click**.

Q: Where can I find a list of global call-in numbers?
A: You can locate the list of global call-in numbers in any of the following ways:

- o When you join the meeting's audio conference, **select I will call in**. Then, **click all global call-in numbers**.
- o From the Outlook calendar invite, **click the global call-in numbers link**.

Q: Can I turn on/off the beep notifying me that someone has joined the meeting?
A: Yes, for Webex meetings follow the instruction below:

- o **Click Schedule Meeting** and **enter** the names of invitees.
- o **Click Add Webex Meeting** in the Outlook Ribbon.
- o In the settings box that appears, use the entry and exit tone dropdown menu to make your selection.
- o **Click OK.**

To edit this setting for an existing session in Outlook:

- o **Open the session** on your calendar and click **Change Settings.**
- o In the settings box that appears, use the entry and exit tone dropdown menu to make your selection.
- o **Click OK.**

For Personal Room Meetings follow the instructions below:

- o Once inside of the meeting, click the Edit dropdown menu and select Preferences
- o Click Participants
- o Uncheck the box next to "Joins Meeting" & "Leaves meeting"
- o Click Apply

Q: How do I connect my audio to my name, so I don't appear in the meeting as a Call-in-user?
A: Do not dial into the phone number provided in the Outlook meeting invite. Instead, **click** the link to join the meeting and then **select** your audio options from the list provided inside the meeting. If you select Call-me, or use computer for audio, your audio will automatically be connected to your name by default. If you select the **I-will-call-in** audio option, you must follow **all 3 steps** in the list to properly connect your audio to your name.

Q: What is the Use Computer for audio option?
A: Use Computer for Audio uses your computer speakers and computer microphone, instead of your phone, as the audio source. If you selected Use Computer for Audio, it is highly recommended that you use a headset with a microphone to avoid distracting those around you and limiting the echo sound that the other participants may hear from you.

Q: What is the difference between a Delegate and an Alternate host?
A: A Delegate is someone who can **schedule** Webex meetings on your behalf, an example would be an executive admin who needs to schedule on behalf of a CEO.

An Alternate host is someone who can **start/host** your Webex meeting for you if you are unable to attend or running late. Alternate hosts for Webex Meetings are done on a meeting-by-meeting basis when scheduling the meeting. Personal Room alternate hosts are setup iny and will have alternate host rights for **ALL** your Personal Room meetings going forward.

Q: When will I need my 4-digit host pin?
A: Your 4-digit host pin is in place for anytime you need to identify yourself as the host of the meeting such as:

1.) Not clicking the Webex meeting link and only dialing into the meeting from the audio information in the calendar invite.
2.) Not clicking the Webex meeting link and only dialing into the meeting from a Video Conference System.

Anytime that you click the Webex meeting link from your computer or join via the Webex mobile app, Webex already knows who you are and therefore you will not need to identify yourself as the host with the 4-digit host pin.

Q: How do I record Webex Meetings?
A: Once inside of the meeting, follow the steps below:

o   Once inside of the meeting, click the Record button located on the main toolbar.

o   When the recording box appears, click Record again.