

WebEx Frequently Asked Questions

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Getting Started with WebEx

What is WebEx?

Cisco WebEx is a suite of online meeting tools that allow you to meet with anyone in the world using your computer and/or telephone. With WebEx, you can connect using audio and video for a face-to-face meeting experience, plus share documents, applications, or online content with your participants.

What is Meeting Center?

WebEx Meeting Center is designed to replace meetings which are typically held around a conference room table. In a Meeting Center meeting, all participants have equal status and may speak in the meeting at any time, as well as share video, present and annotate documents, or share an application or their desktop. The Host does retain some control, such as the ability to mute individual participants, eject participants, and assign participant privileges, such as the ability to save or print shared documents locally.

What is a Personal Meeting Room?

When you sign up for your WebEx account, you are automatically provided with your own Personal Meeting, or PMR. Your Personal Meeting Room is a WebEx Meeting Center online meeting room that is “always on” with the same access information. The link to join you in your personal room will always be the same, and no password is required to enter your room. However, the participants for your meeting will be held in a virtual waiting room until you sign in and launch your meeting room, essentially unlocking your conference. Once your meeting participants all join, you may then lock your personal room to keep other parties out of your room while you conduct your meeting. Any participants who join your meeting after you have locked access will be taken to your virtual waiting room. You will see a notification in your WebEx window that there is a person in your waiting room and you can decide to either bring them into your locked meeting room or have them continue waiting.

What is my Personal Conference Number?

Your *Personal Conference Number* is an always-on audio only conference bridge. In order to use your Personal Conference Number, you must set a *Host PIN* to open the audio only conference, and generate the access codes that you will then provide to your audio conference participants to join you in your conference. Because the Personal Conference is an audio only bridge, the access numbers generated during setup will be numeric only.

What is Event Center?

WebEx Event Center is meant for a one-to-many lecture type meeting. Use Event Center for Webinars, large all-hands type meetings, or public addresses. With Event Center, all participants join the audio broadcast of your meeting, but do not have the ability to speak. You may decide if your participants may view other participants, or they may appear anonymously. Panelists may be invited to co-host your meeting with you and also have the ability to speak, share, and communicate directly with participants. Non-verbal communication tools in the form of a written Q&A Panel and Chat, are provided to your participants. To learn more about WebEx Event Center, go to <https://help.webex.com/community/event-center>.

What is Training Center?

WebEx Training Center is designed for distance learning and instruction. Similar to Event Center, people are designated either as a Participant or a Panelist. Panelists can assist you, the Host, in managing your class and have the ability to speak and share content along with you. Participants may be broken into small groups, which opens up a new Training Center window, and you and any panelists may drop in to any breakout session to see and hear what the students are working on together. You may also use Training Center to administer exams either before, during, or after your class. To learn more about WebEx Training Center, go to <https://help.webex.com/community/training-center>.

Which WebEx Center should I use?

Choose which Center to use based on what you want to have available for your meeting. Use this chart to determine which center best fits your needs.

Description	Meeting Center	Training Center	Event Center
Information Sharing			
Real-time desktop, application, document, and web browser sharing	Yes	Yes	Yes
Whiteboards and annotation tools	Yes	Yes	Yes
Video streaming only	Yes	Yes	Yes
Text chat and Q&A (managed and moderated)	Text Chat	Yes	Yes
File transfer	Yes	Yes	Available on request
Specialized Features			
Polling	Instant only	Yes	Yes
Program and campaign management and post-event surveys	No	No	Yes
Lead source tracking and enrollment scoring	No	No	Yes
Registration management	Yes	Yes	Yes
Testing, instant grading, and instructor scoring	No	Yes	No
Breakout sessions and hands-on labs	No	Yes	No
Permissions-based remote control	Yes	Yes	Yes
Reports	Yes	Yes	Yes
Attention Indicator	No	Yes	Yes
Connection Options			
Operating system support (Windows, Mac, Linux, Solaris)	Yes	Yes	Yes
Join and attend from mobile devices	Yes	Yes (Some features not available)	No
Audio Only	Yes	Yes	Yes
Other Tools and Options			
Network-based Recording	Yes	Yes	Yes
Microsoft Outlook and Lotus Notes integration	Yes	Yes	Yes

What browsers are supported with WebEx?

Use the following table to determine the system requirements for WebEx:

	Windows	Mac OS	Linux
Operating Systems	Windows Vista 32-bit/64-bit, Windows 7 32-bit/64-bit, Windows 8 32-bit/64-bit, Windows 8.1 32-bit/64-bit, Windows Server 2008 64-bit, Windows Server 2008 R2 64-bit, Windows 10	10.7, 10.8, 10.9, 10.10, 10.11	Ubuntu 12.x and 14.x (Gnome), Red Hat 5, 6, Open SuSE 13.1, 13.2, Fedora 19, 20 (all 32-bit)
Available WebEx Services	Meeting Center Training Center Event Center Support Center	Meeting Center Training Center Event Center Support Center	Meeting Center Training Center Event Center Support Center

Minimum System Requirements

Processor	Intel Core2 Duo CPU 2.XX GHz or AMD processor (2 GB of RAM recommended)	Intel (512 MB of RAM or more recommended)	Intel or AMD x86
JavaScript	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled
Other	Active X enabled (unblocked for IE is recommended) Java 6 or later		Java 6, libstdc++ 6.0, GNOME/KDE windowing system

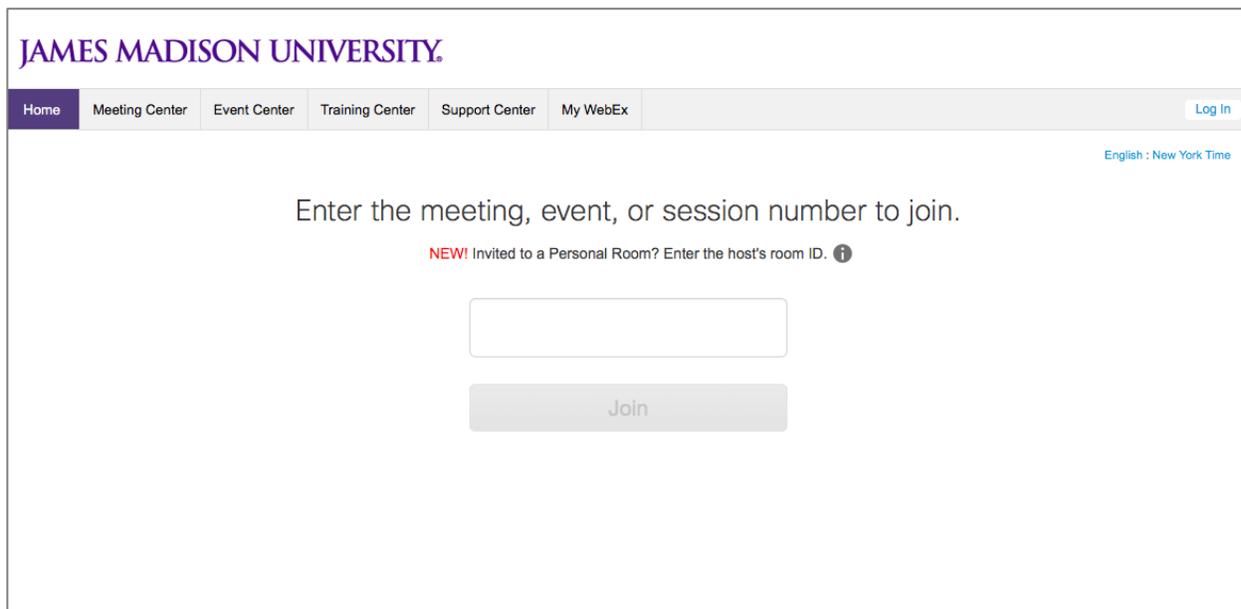
Browsers

Internet Explorer	7, 8 (32-bit/64-bit), 9 (32-bit/64-bit), 10 (32-bit/64-bit), 11 (32-bit/64-bit)		
Mozilla			
Firefox	Latest	Latest	Latest
Safari		5, 6, 7, 8	
Chrome	Latest 32-bit/64-bit	Latest 32-bit/64-bit	

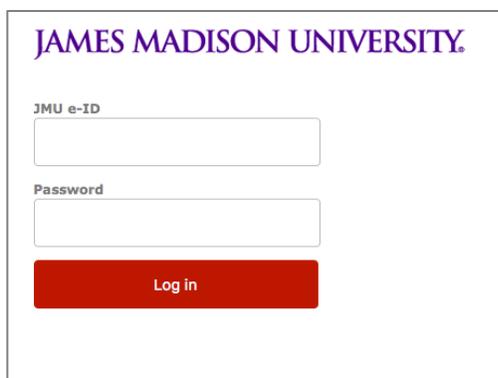
How do I log in to WebEx?

To sign in to WebEx, open a browser and navigate to:

[JMU.WebEx.com](https://jmu.webex.com)



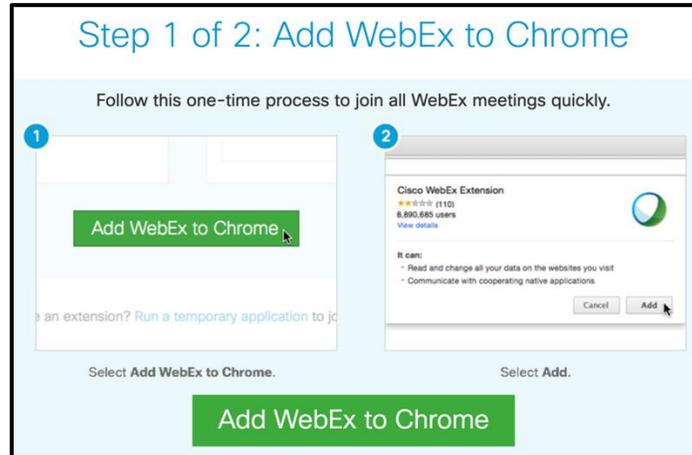
Locate the [Log In](#) (Log In) button to the right of the page, and click to be taken to the JMU Single Sign On dialog.



Enter your JMU e-ID Username and Password in the fields provided, then click the Log In button. Your username and password are the same username and password you use to sign into your JMU-issued computer or your JMU email account.

Do I need to download a plug-in to join a meeting from my computer?

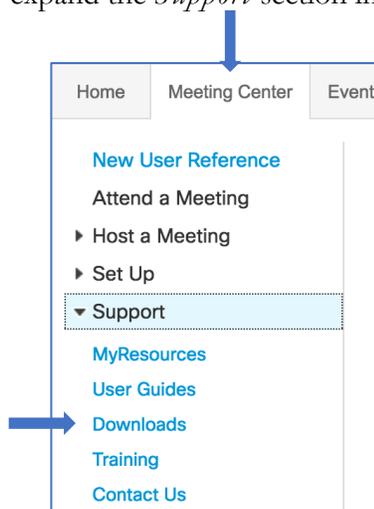
In order for WebEx to launch properly, you will be prompted to download a browser plug-in the first time you log into a meeting or event on your computer. For example, in Chrome you will be prompted with the following:



Follow the on-screen instructions to complete the plugin installation. The installation may take a few minutes to complete, so please join your first meeting with enough time to complete the installation before your meeting begins to ensure you do not arrive late. Your browser will not need to be restarted when the installation completes, the WebEx application will automatically launch. You will only be prompted to download the plugin again if your WebEx site receives an update, which is not typical more than once or twice per calendar year.

If you do not have installation rights or capabilities on your computer, the plugin installation will fail. You will see a blue link notification on your screen indicating that you may run a temporary application in order to join your meeting without having a permanent plugin install in your browser. Click the blue link to begin the download and temporary application install. If you select this option, you will be prompted to either download the plugin or to download run the temporary application each time you join a WebEx meeting. Please allow for the time it takes to download and run this application each time you join a WebEx so you do not arrive late to your meeting.

You may also download the plugin prior to any scheduled meetings. To proactively download the plugin, navigate to JMU.WebEx.com. And log in to your account. In the *Meeting Center* tab, expand the *Support* section in the vertical menu along the left of the page, then click *Downloads*.



From here, select the *Meeting Center Application* download.

Meeting Center Application

To start or join a meeting, you will need to download, install, and configure the WebEx Meeting Center application. The first time you join or start a meeting, the Meeting Center application will automatically be installed; however you can also manually download and install it.

Mac ▼

Download

Note: You must have administrator privileges on your computer to use this installer.

If the Operating System displayed is not correct, select the appropriate Operating System from the drop-down list, then click **Download** (Download). Follow the on-screen prompts to download and install the plugin.

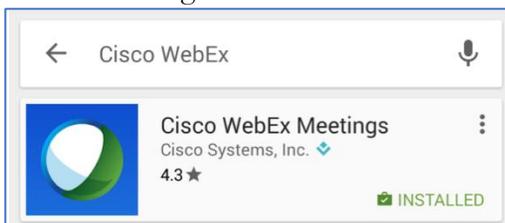
What mobile devices support Cisco WebEx?

Cisco WebEx meetings and events may be accessed using the WebEx Mobile application on any Android, iOS, Windows or Blackberry devices. Please be aware, you will need to be connected to a wireless network with your device or you may consume data minutes on your mobile service plan. If you join a WebEx from your mobile device using your cellular data service, your ability to share or view video or content will be limited by the strength and speed of your cellular connection. To learn more about joining WebEx from a mobile device, please visit: <https://help.webex.com/community/webex-mobile>.

Do I need to download an application to join a meeting from my Smartphone or Tablet?

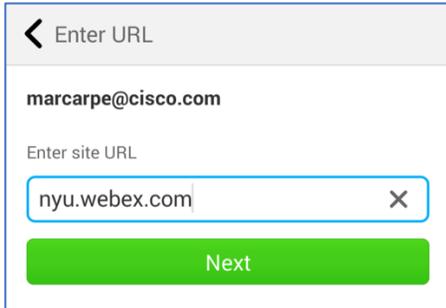
If you plan to join your meeting from a Smart Phone or Tablet, you will need to download the WebEx application prior to your meeting.

Depending on your mobile device, sign in to your Google Play, iTunes, or App Store. Account. Search on the term Cisco WebEx. You will see the Cisco WebEx Meetings application, indicated by the trademark green and white WebEx ball.



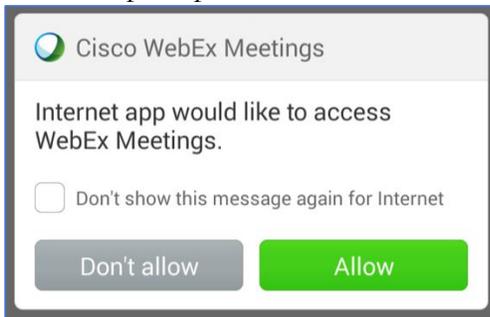
Follow the on-screen prompts to download and install your application. Once installed, launch the application and follow the on-screen prompts to sign in to your WebEx account.

When asked for your site URL, enter *JMU.webex.com*.



Because JMU uses a Single Sign-On integration, you will be taken to the Internet to complete your sign-in to WebEx. When prompted, enter your standard JMU username and password.

You may be prompted to allow the Internet application access to the WebEx application. You must allow this prompt in order to connect to your meetings.



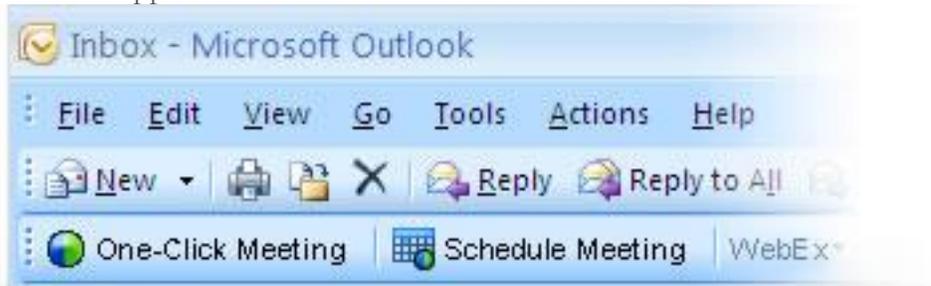
Tic the box next to *Don't show this message again for Internet* prior to tapping *Allow* to not be prompted each time your open the WebEx app.

Scheduling My Meetings

Should I install the Productivity Tools?

WebEx Productivity Tools allow you to start, schedule, and join your meetings from commonly used applications on your Windows or Mac computer or laptop.

In your Microsoft Office applications, you can easily add a WebEx meeting to your Microsoft® Outlook meeting invitation. Or launch a meeting instantly using the WebEx button in your Microsoft Office applications.



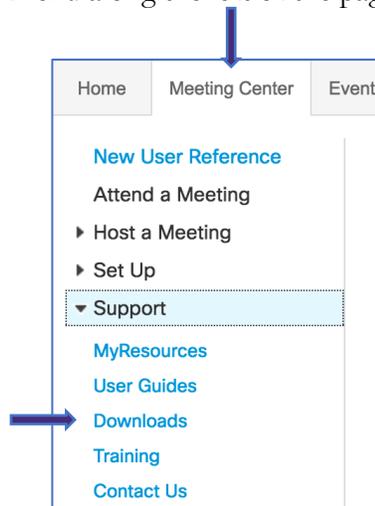
Turn an instant message into an instant meeting—using integrated audio and video. Click the *Start Meeting* button on your IM client or web browser and enter the meeting information.



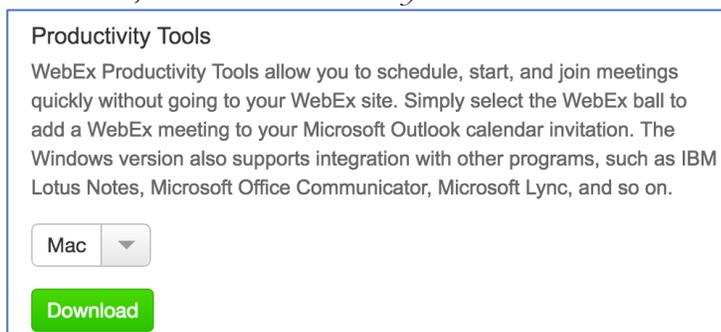
To download the Productivity Tools, navigate to:

JMU.WebEx.com

And log in to your account. In the *Meeting Center* tab, expand the *Support* section in the vertical menu along the left of the page, then click *Downloads*.



From here, select the *Productivity Tools* download.

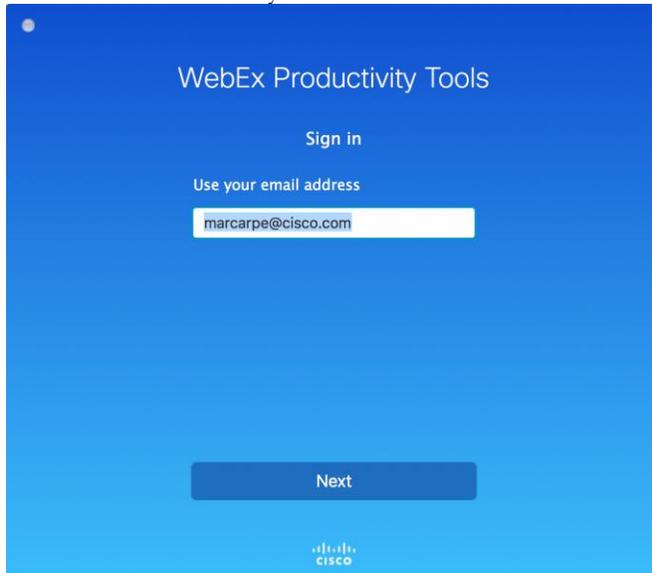


If the Operating System displayed is not correct, select the appropriate Operating System from the drop-down list, then click **Download** (Download). Follow the on-screen prompts to download and install the tools.

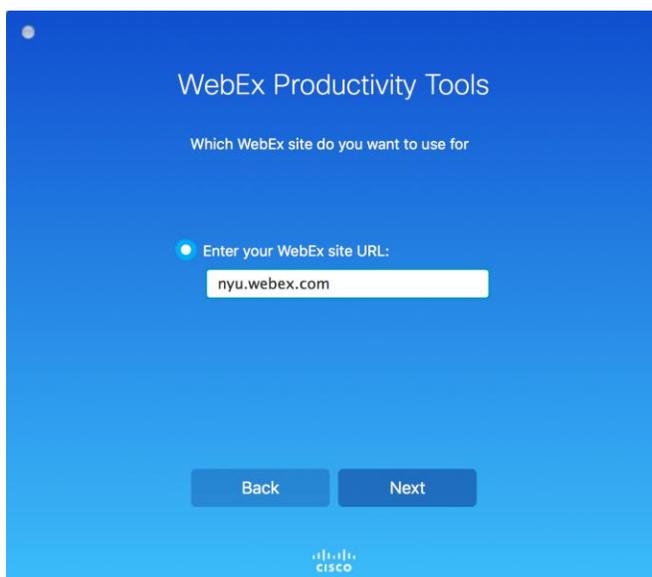
How do I configure the Productivity Tools?

Locate and open your WebEx Productivity Tools application on your computer.

Enter your JMU email address in the space provided to automatically populate any WebEx site URL that is associate with your account.

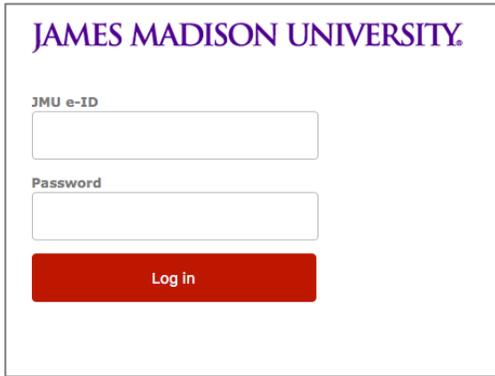


If you are prompted to enter your WebEx site URL, in the space provided, enter JMU.webex.com, then click **Next** (next).



Otherwise, just choose the JMU.webex.com site from the list of sites associated to your email address

You will now be prompted to sign in to your account. Enter your JMU Username and Password in the fields provided, then click the Log In button. Your username and password are the same username and password you use to sign into your JMU-issued computer or your JMU email account.

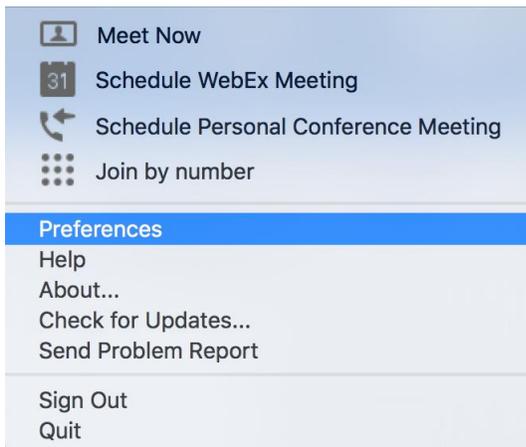


How do I set my Productivity Tools preferences on my Mac computer or laptop?

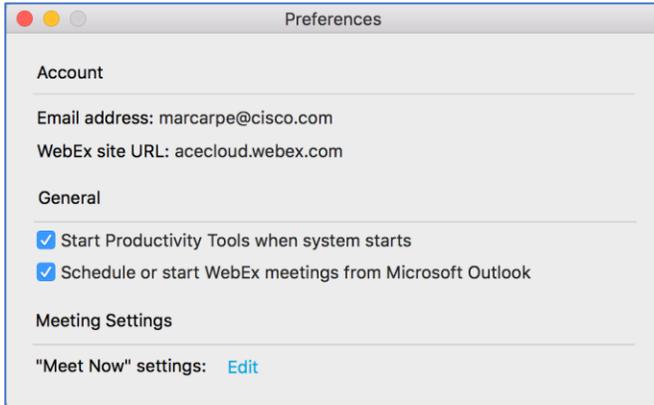
With your Productivity Tools running, locate the WebEx icon at the top most toolbar of your Mac, near your time display.



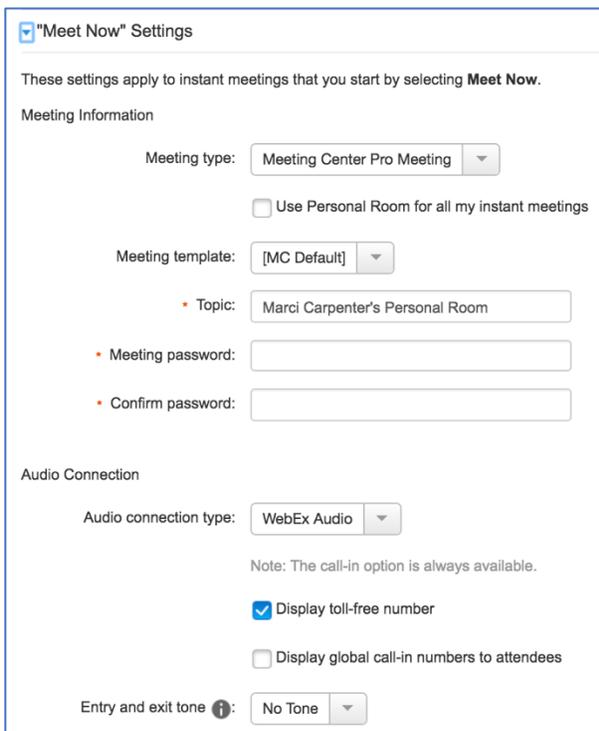
Click the WebEx icon  and select Preferences.



In the resulting pop-up window, select the blue link to *Edit* your “Meet Now” setting.



Your default browser will open to your WebEx *“Meet Now” Settings*.

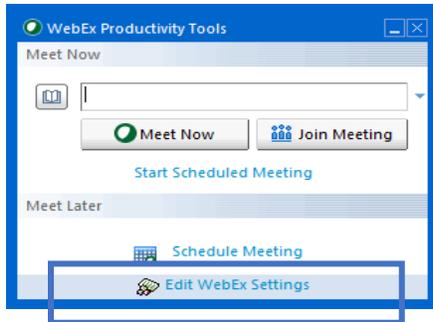


These settings will only effect meetings you start by using the One-Click feature in the Productivity Tools, either in a browser, on your desktop, or in an Instant Message client.

If you do not want to password protect your One-Click meetings, select the option to *Use Personal Room for all my instant meetings*. Otherwise, you will need to include a password for your meetings that will be sent in clear text to anyone joining your One-Click meeting. Please do not make this a password you use to secure other tools and applications.

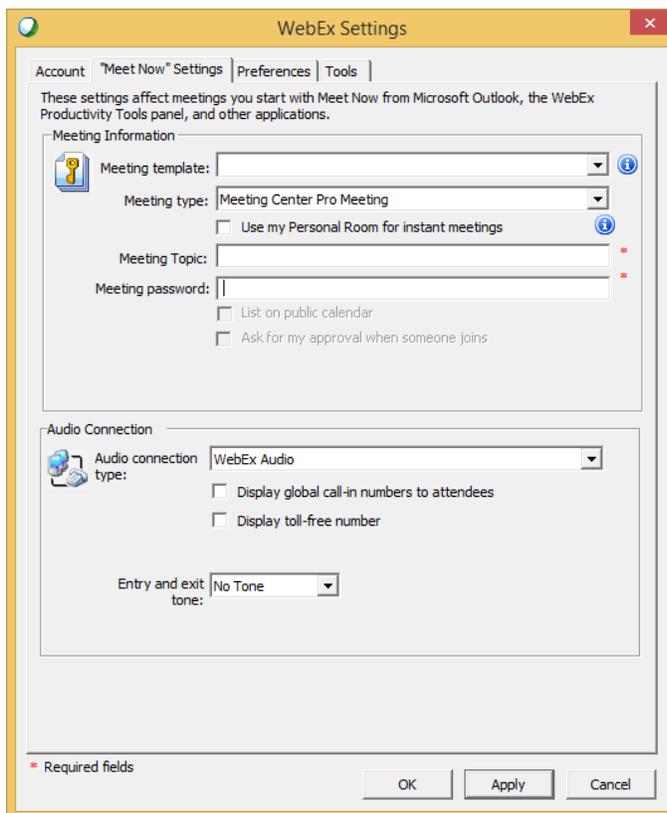
How do I set my Productivity Tools preferences on my Windows computer or laptop?

Locate your Productivity Tools in your Programs and make sure they are running. Within the Productivity Tools application, select *Edit WebEx Settings*.



The *WebEx Settings* dialog box will appear.

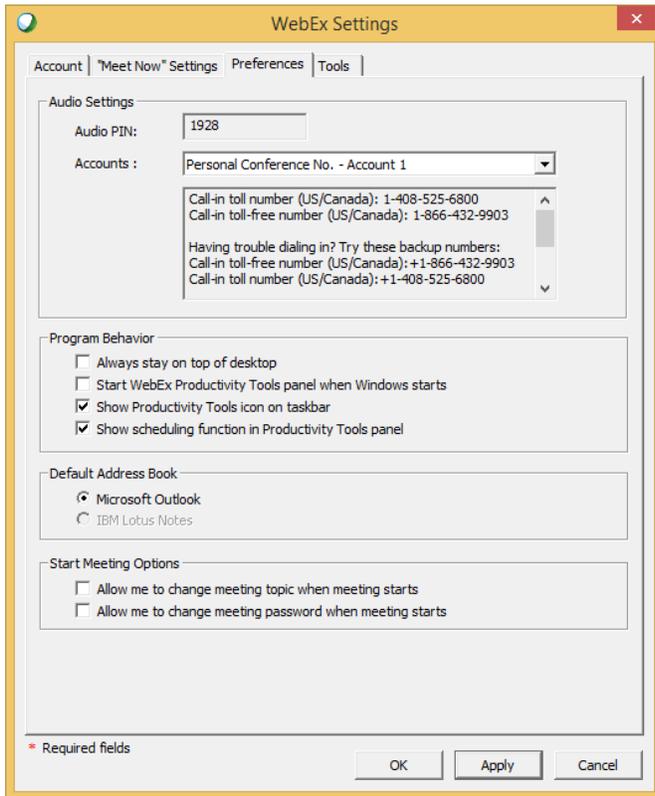
Click the “Meet Now” Settings tab. These settings will only effect meetings you start by using the One-Click feature in the Productivity Tools, either in a browser, on your desktop, or in an Instant Message client.



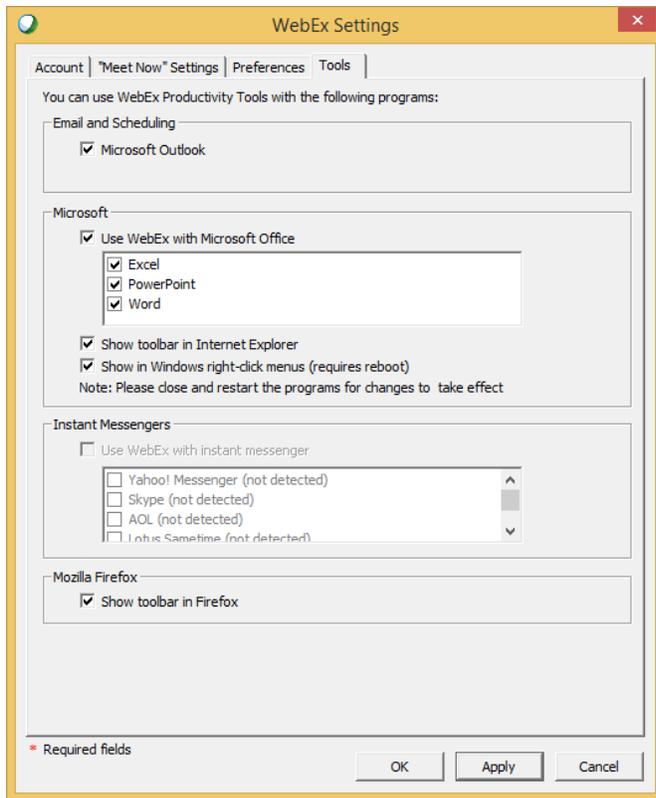
If you do not want to password protect your One-Click meetings, select the option to *Use Personal Room for all my instant meetings*. Otherwise, you will need to include a password for your meetings

that will be sent in clear text to anyone joining your One-Click meeting. Please do not make this a password you use to secure other tools and applications.

On the *Preferences* tab you can view your settings for your *Personal Conference Numbers* (learn more about that [here](#)) and set your personal preferences for how the Productivity Tools react on your computer.



On the *Tools* tab, you can determine which applications you wish to integrate with Productivity Tools. The Tools will automatically detect compatible applications.



Remember to click *Apply* before changing to a new tab if you have made any changes to your settings. When you have completed your settings changes, click *OK* to return to your Productivity Tools.

What is the difference between scheduling a meeting and using my Personal Meeting Room?

When you schedule a meeting using the online scheduling tool, or if you are not using your Personal Meeting Room for One-Click meetings from your Productivity Tools, WebEx assigns a random 9 (nine) digit number to your meeting, different every time, and creates a unique URL to access your meeting.

How do I use my Personal Meeting Room?

When using your Personal Meeting Room, the Meeting ID Number and the URL to enter your room remains constant. Because this information never changes, it is easy to remember, and all you need is a person's JMU user name to locate their Personal Meeting Room. For example, if my JMU username is JSmith, you could come to my Personal Meeting Room by going to JMU.webex.com and entering my username in the space provided.

Enter the meeting, event, or session number to join.

NEW! Invited to a Personal Room? Enter the host's room ID. 

JSmith

Join

You could also enter my Personal Meeting Room by going directly to my Personal Room URL, which for this example would be:

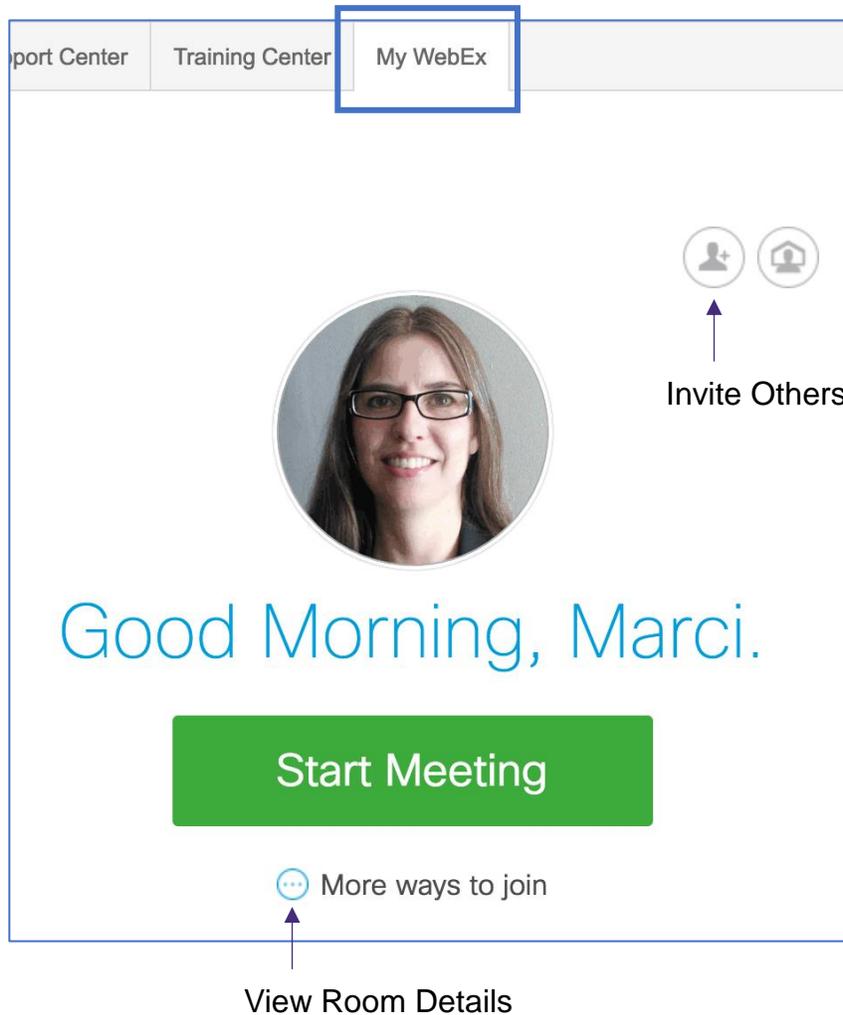
JMU.WebEx.com/meet/JSmith

OR

JMU.WebEx.com/join/JSmith

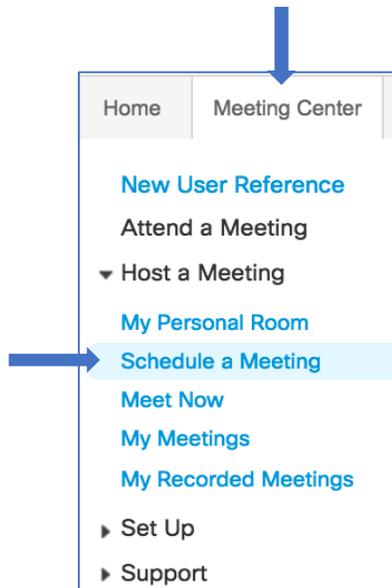
The URL directly to your Personal Meeting Room will follow the same pattern, simply substitute your username in place of JSmith in the examples above.

To view all your Personal Room information, log in to JMU.WebEx.com and select the *My WebEx* tab from the top menu. This will allow you to view your Personal Room and start a meeting, invite people to join you in your room, and view all your Personal room access details.



What is the difference between the Quick Scheduler and the Advanced Scheduler?

When you schedule a meeting using the online scheduling tool, you automatically start in the Quick Scheduler. This is accessed by selecting the *Meeting Center* tab across the top, then choose *Schedule a Meeting* under the *Host a Meeting* section of the menu to the left.



The *Quick Scheduler* will appear. At a minimum, you must enter a meeting topic and a password for your meeting, if you do not wish to use the automatically generated password.

Enter the date and time for your meeting, then you can either enter the email addresses of your attendees, or send a copy of the invitation to yourself so you can then use your email client to schedule the meeting and copy/paste the meeting details into your invitation.

A screenshot of the 'Schedule a Meeting' form. The form is titled 'Schedule a Meeting' and includes a link to 'Advanced Scheduler'. The form fields are: 'Meeting topic:' with the value 'Marc's Meeting'; 'Password:' with the value '2Yw92ihA'; 'Date:' with the value '05/17/2016'; 'Time:' with the value '3:00 pm' and 'San Francisco Time' below it; 'Duration:' with the value '1 hr 0 min'; 'Attendees:' with the placeholder text '<Separate email addresses with a comma or semicolon>'; 'Use address book' link; 'Send a copy of the invitation email to me' checkbox; 'Audio conference:' with the value 'WebEx Audio' and 'Change audio conference' link; 'Save as template' link; and 'Schedule Meeting' and 'Cancel' buttons. A blue arrow points down to the 'Advanced Scheduler' link.

Click the blue link at the top to change to the *Advanced Scheduler*. In the Advanced Scheduler, you will see additional options broken into tabs along the right side of the scheduling tool.

Required Information

Set options using template: [MC Default]

Return to [Quick Scheduler](#)

• Meeting type: Meeting Center Pro Meeting

• Meeting topic: Marci's Meeting

Delete from My Meetings when completed

• Meeting password: UQcWJ5AZ

Password must be at least 6 characters

[Save as template](#)

[Start](#) [Next](#) [Cancel](#)

1 Required Information

2 Date & Time

3 Audio Conference

4 Invite Attendees

5 Registration

6 Agenda & Welcome

7 Meeting Options

8 Attendee Privileges

9 Review

You must, at a minimum, enter a meeting topic and password. You may then either click *Next* at the bottom of the scheduler, or click any of the blue links to the right to skip directly to an advanced option category.

Date & Time

Set options using template: [MC Default]

Return to [Quick Scheduler](#)

Meeting date: 05/17/2016

Meeting time: 8:25 am

[San Francisco Time](#) | [Plan meeting time zones](#)

Attendees can join 10 minutes before start time

Attendees can also connect to audio conference

Estimated duration: 1 hr 0 min

Email reminder: 15 minutes before meeting starts

Recurrence: None Daily Weekly Monthly Yearly

[Save as template](#)

[Schedule Meeting](#) [Back](#) [Next](#) [Cancel](#)

1 Required Information

2 Date & Time

3 Audio Conference

4 Invite Attendees

5 Registration

6 Agenda & Welcome

7 Meeting Options

8 Attendee Privileges

9 Review

You can continue to click next or click the advanced option links until the meeting is scheduled with the options you desire. When you are satisfied with the options you have selected, click *Schedule Meeting* to complete your invitation. If you wish to cancel your selections, click *Cancel* or click the blue link at the top left to return to the *Quick Scheduler*.

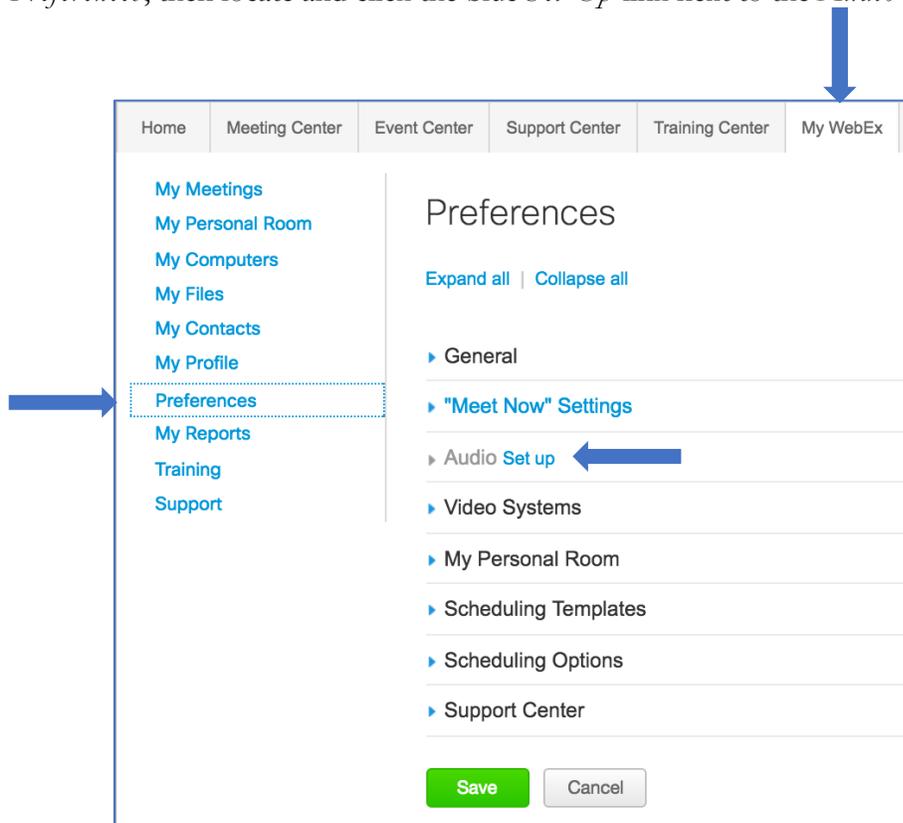
How do I configure my Personal Conference Number to host audio only conferences?

Your *Personal Conference Number* is an audio only conference bridge you can use to allow participants to join you in an always-on audio conference call at any time. If you set up a Personal Conference Number (PCN) account on your WebEx site, you can conduct an on-demand

WebEx audio conference anytime, anywhere. You can also use your PCN account numbers when scheduling regular WebEx meetings.

You can create and store up to three PCN accounts from the My WebEx page on your WebEx site. For each account, you can generate host and attendee access codes. Personal Conference Numbers are also accessible using the Global Access Numbers for the JMU WebEx site, which allows participants from other countries to dial a non-International telephone number to join you for your conference.

To set up your Personal Conference Number, you will first need to log in to your WebEx site at .WebEx.com then select the *My WebEx* tab from the top menu. In the left menu, select *Preferences*, then locate and click the blue *Set Up* link next to the *Audio* option.



Scroll down until you see the *My Phone Numbers* section of your Audio options. The last entry in this section will be the *Audio PIN*. You must set this PIN in order to use your Personal Conference Number. Choose a PIN at least 4-digits long which does not repeat. This is the numeric passcode you will enter to identify yourself as the Host of an audio only conference using your Personal Conference Number.

My Phone Numbers ⓘ

Note: The Call Me feature is dependent on your site settings.

Office phone : **Country/Region** **Number (with area/city code)** Call Me

Cell phone : **Country/Region** **Number (with area/city code)** Call Me

Alternate phone 1 : **Country/Region** **Number (with area/city code)** Call Me

Alternate phone 2 : **Country/Region** **Number (with area/city code)** Call Me

Audio PIN ⓘ :

A PIN must be 4 digits. It must not contain sequential digits (e.g., 1234) or repeat a digit 4 times (e.g., 1111).

Click the **Save** (Save) button at the bottom of the page to register your PIN before you continue or the system will not recognize that you have set your PIN.

Now scroll down to the next section, *Personal Conferencing*. Locate and click the blue link to *Generate account*.

Personal Conferencing

Personal Conference number: You have not created any Personal Conference number accounts. A Personal Conference number account allows you to quickly start the audio portion of a WebEx Personal Conference meeting. If necessary, you and your participants can join the online meeting, which is started along with the audio portion of the meeting:

- Integrated audio and Web meetings.
- Ad-hoc Personal Conference meetings from any phone.
- Scheduled Personal Conference meetings.

Accounts: You can set up to three Personal Conferencing accounts in your preferences.

[Generate account](#)

A pop-up window will appear. Click the **Generate** (Generate) button to create the access codes for your Personal Conference Room.

Add Personal Conference Number

* Host access code:

* Attendee access code:

Generate **Close**

Note: If you are presented with a notice that you must first set your *Host PIN*, go back and follow the above instructions to set your PIN and make sure to save your changes prior to proceeding.

When you have successfully created your codes, click *OK* to return to the Preferences menu. Your system generated access codes will appear in the Personal Conferencing section.

Account 1 (Default): 24162089 Host access code
24100341 Attendee access code
[Edit](#) | [Delete](#)

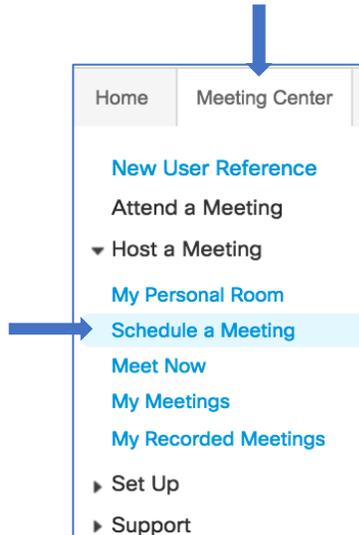
You may generate a total of three (3) different access codes to create three (3) separate Personal Conference Number audio bridges. The number to dial in order to access your conference bridge(s) is listed above your account details. When you wish for people to join you in your Personal Conference Number, dial the number displayed on this Personal Conferencing Preferences page then, at the prompt, enter your *Host access code* as displayed on this Personal Conferencing Preferences page. Your bridge will open and others will be able to join you.

Your participants will dial the same Personal Conference telephone number, but will need to enter the *Attendee access code* as displayed on the Preferences page in order to join you in your conference bridge. You will need to provide the correct Attendee access code to any participants.

What is the Save As Template feature?

If you are creating a meeting with specific options selected in the Advanced Scheduler and will be hosting other meetings using the same advanced settings, you may want to save your meeting option selections as a template you can then quickly apply to future meetings.

To save a template, first open the Advanced Scheduler tool. This is accessed by selecting the *Meeting Center* tab across the top, then choose *Schedule a Meeting* under the *Host a Meeting* section of the menu to the left.



The *Quick Scheduler* appears. Click the blue link at the top of the Quick Scheduler to change to the *Advanced Scheduler*.

Schedule a Meeting

To set advanced meeting options or to schedule a Personal Conference meeting, go to [Advanced Scheduler](#)

• Meeting topic:

• Password:

Date:

Time: am pm
[San Francisco Time](#)

Duration:

Attendees:
[Use address book](#)
 Send a copy of the invitation email to me

Audio conference: WebEx Audio
[Change audio conference](#)

[Save as template](#)

You may either make your selections and click *Next* to advanced to the next page of options, or use the blue links along the right side of the scheduler to jump directly to a category of options.

Date & Time

Return to [Quick Scheduler](#)

Set options using template:

• Required field

Meeting date:

Meeting time: am pm
[San Francisco Time](#) | [Plan meeting time zones](#)

Attendees can join minutes before start time
 Attendees can also connect to audio conference

Estimated duration:

Email reminder: minutes before meeting starts

Recurrence: None Daily Weekly Monthly Yearly

[Save as template](#)

- 1 [Required Information](#)
- 2 [Date & Time](#)
- 3 [Audio Conference](#)
- 4 [Invite Attendees](#)
- 5 [Registration](#)
- 6 [Agenda & Welcome](#)
- 7 [Meeting Options](#)
- 8 [Attendee Privileges](#)
- 9 [Review](#)

Once you have made all the selections you wish to make, click the blue link to open the *Save as template* dialog.

Save as template

To save your current settings to an existing template (to overwrite), choose it from the list.

-- My Templates --

My Standard Mtg

Template name:

If you have previously saved templates you wish to overwrite, you can select which template to overwrite from the list. To create a new template, enter a name for your template in the space provided, then click *Save*.

Now when you open the Quick Scheduler, you can select your template from the drop down list on the right to apply these saved settings to your meeting without having to open the advanced scheduler and select each option individually.

Schedule a Meeting

Set options using template: Marci's Mtg

-- My Templates --

Marci's Mtg

My Standard Mtg

-- Standard Templates --

[MC Default]

MC Default II

[To set advanced meeting options or to schedule a Personal Conference meeting, go to Advanced Scheduler](#)

• Meeting topic:

• Password:

Date:

Time: am pm

San Francisco Time

Duration:

Attendees:

Use address book

Send a copy of the invitation email to me

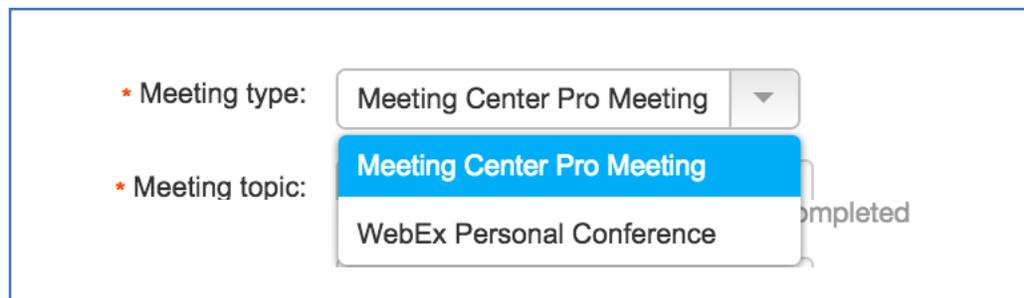
Audio conference: WebEx Audio [Change audio conference](#)

Save as template

You can save as many templates as you wish. Your personal templates are available only to you, they can not be accessed by any other WebEx user.

What are the Meeting Types?

When you are using the Advanced Scheduler, you are asked to select a *Meeting type*. Here you can select either a standard *Meeting Center Pro Meeting* or choose to select your WebEx Personal audio only conference bridge by choosing the *WebEx Personal Conference* option for your meeting type.



The image shows a screenshot of a web interface for selecting meeting types. It features two labels: '* Meeting type:' and '* Meeting topic:'. The '* Meeting type:' label is followed by a dropdown menu with 'Meeting Center Pro Meeting' selected. The '* Meeting topic:' label is followed by a dropdown menu with 'Meeting Center Pro Meeting' selected and 'WebEx Personal Conference' as an option. The word 'Completed' is partially visible to the right of the dropdown menus.

If you select to use the standard Meeting Center type, the link for your meeting and the 9-digit access code will be randomly generated for you and will be different for each meeting you schedule.

If you select to use your Personal Conference, your meeting will be an audio only conference and use your generated audio conference bridge access numbers created during your personal conference setup. If you have not yet set up your personal conference bridge, follow the instructions [here](#).

Do all meetings require a password?

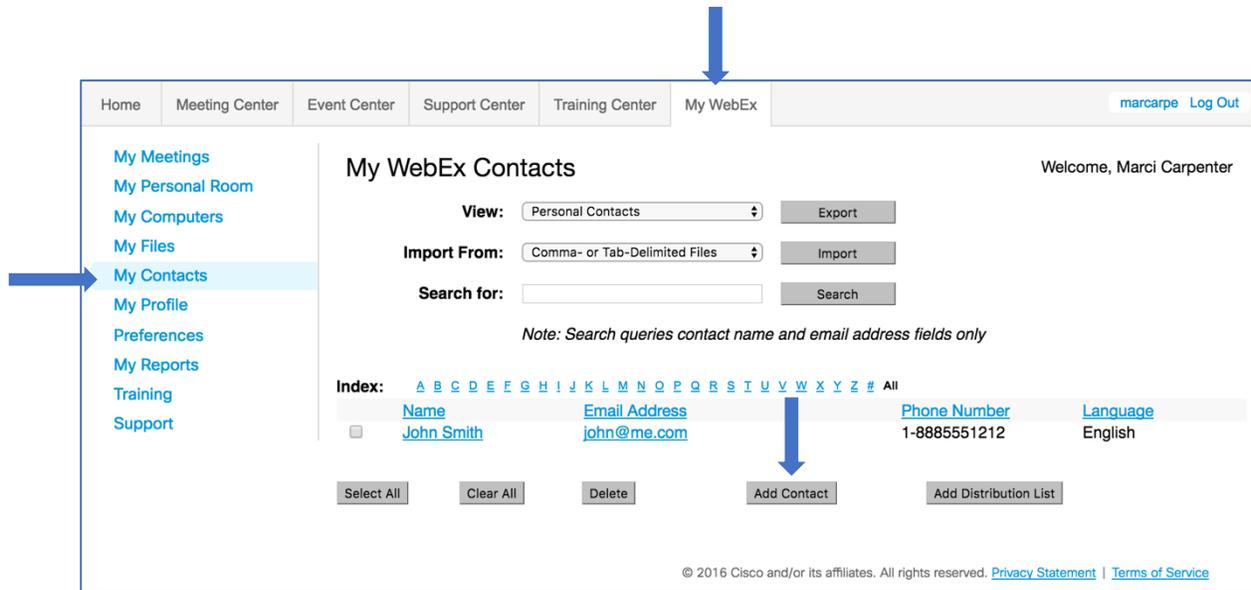
All meetings you schedule with the Meeting Type set to *Meeting Center Pro Meeting* will require a password. You may use the random system generated password provided in the scheduler, or overwrite with a password of your choosing.

To schedule a meeting that does not require a password, you must use your Personal Meeting Room for your meetings. To do this, copy and paste your Personal Meeting Room details into an Outlook Calendar meeting invitation. Click [here](#) if you do not know how to locate your Personal Meeting room details.

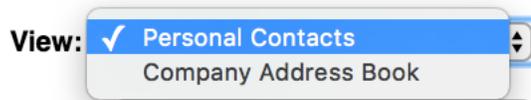
Why don't I see anyone in the Company Address Book?

The WebEx directory is not automatically populated for you. You must create your own directory of contacts if you wish to add people to your meetings from your contact list.

To add an individual contact to your directory, log in to JMU.WebEx.com and select the *My WebEx* tab along the top of the page. From the menu on the left, select *My Contacts*.



Note: You have two available address books in WebEx. Your *Personal Contacts* and your *Company Address Book*. When adding contacts, make sure you are viewing the correct address book to which you want to add the contact. The default selection is your Personal Contacts. Use the drop down list in the *View* section of the My Contacts dialog to change between directories.



Select *Add Contact* to open the Add Contact dialog. At a minimum, you must enter the name and email address for the contact. Enter any additional information you wish, then click *Add* to save the contact to your directory.

My WebEx Contacts

Add Contact

Full name: (Required)

Email address: (Required)

Company:

Job title:

URL: (if known)

Phone number: [Country/Region](#) Number (with area/city code)
1

Phone number for mobile device: [Country/Region](#) Number (with area/city code)
1

Fax number: [Country/Region](#) Number (with area/city code)
1

Address1:

Address2:

City:

State/Province:

ZIP/Postal code:

Country/region:

Time Zone: ▾

Language: ▾

Locale: ▾

Username: (if known)

Notes:

To use your contact list when scheduling a meeting, select the blue Use address book link under the *Attendees* dialog in either the Basic or Advanced Scheduler.

Schedule a Meeting Set options using template:

To set advanced meeting options or to schedule a Personal Conference meeting, go to [Advanced Scheduler](#) - Required field

• Meeting topic:

• Password: ⓘ ⓘ

Date:

Time: am pm
[San Francisco Time](#)

Duration:

Attendees:
[Use address book](#)

Send a copy of the invitation email to me

Audio conference: WebEx Audio
[Change audio conference](#)

[Save as template](#)

Highlight your desired participants from your list of contacts on the left, then use the center buttons to invite the selected participants as an *Attendee* or as an *Alternate Host*.

Select Attendees

Source: All Contacts Search: Search username or email address Search

--My Contacts (1)--
John Smith

Invite as:
Attendee >
Alternate Host >
< Remove

(Use the Command key to select multiple participants)

Name: John Smith
Email Address: john@me.com
Phone number: 1-8885551212
Time Zone: San Francisco (Pacific Daylight Time, GMT-07:00)
Language: English
Locale: U.S.

New Contact Edit Contact

OK Cancel

Note: In order to invite a participant as an alternate host, that person's email address must be associated with an JMU WebEx Host Account. You can not invite external participants as an alternate host.

Click *OK* to save your attendee list to your meeting and continue in the scheduler.

How can I upload contacts to the Directory?

WebEx supports uploading contacts to your contact list in comma or tab delimited (.csv) format. In order to retrieve the correct formatting for this file, you must have at least one contact manually entered with at least the name and email address for that contact.

To download the .csv file to use for import, log in to JMU.WebEx.com and select the *My WebEx* tab along the top of the page. From the menu on the left, select *My Contacts*. With at least one contact showing in your list,

Click the *Export* button at the top of the page. Make sure you are viewing the correct address book in the drop down list.

My WebEx Contacts Welcome, Marci Carpenter

View: ←

Import From:

Search for:

Note: Search queries contact name and email address fields only

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) <#> [All](#)

	Name	Email Address	Phone Number	Language
<input type="checkbox"/>	John Smith	john@me.com	1-8885551212	English

Your existing contact list will download, providing you the fields and correct formatting to add new contacts using the .csv file. Delete any existing contacts that you do not wish to change, then add rows as needed under the Contacts section of the file to enter your contacts.

Important: Do not enter anything in the UUID field, this is automatically generated by WebEx.

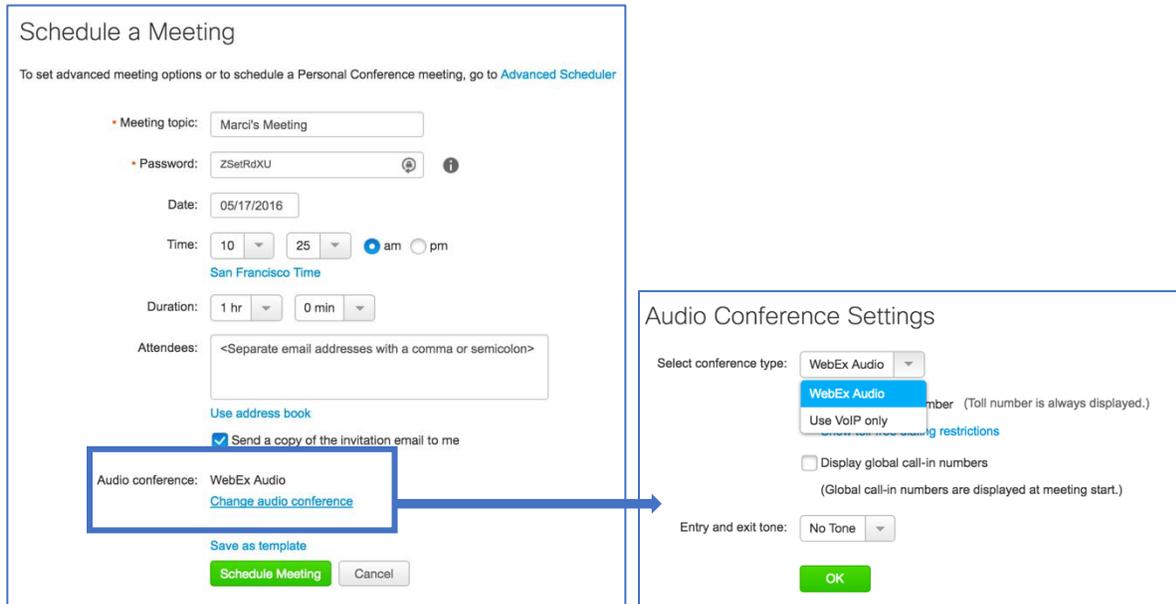
Once you have entered all contacts you wish to import, save the file keeping the .csv file type format in tact.

Back in My WebEx Contacts, under *Import From*, make sure the *Comma- or Tab-delimited Files* is selected, then click *Import*.

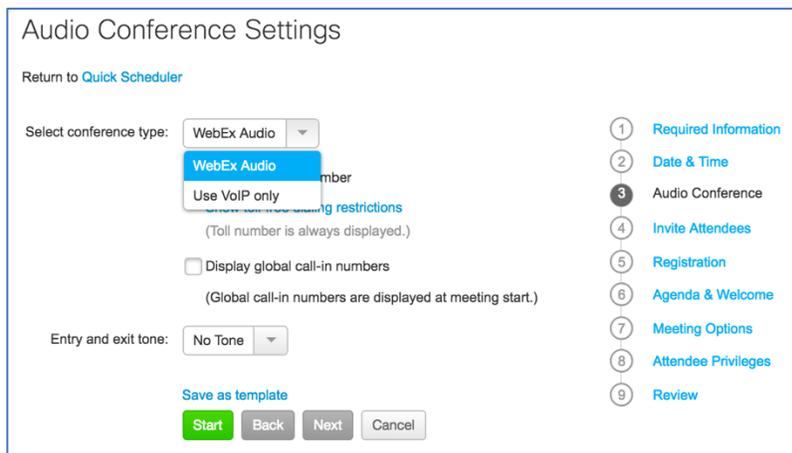
What are my Audio Conference options?

The Audio Conference Options may be accessed either from the Quick Scheduler or the Advanced Scheduler. The options are similar regardless of the scheduler you choose.

In the Quick Scheduler, under *Audio conference*, click the blue link to *Change audio conference*. This will open a new pop-up window displaying your options.



In the Advanced Scheduler, click the blue link on the right to open the Audio Conference dialog.



In the drop down list next to Select conference type you will have two options. If you select to use *WebEx Audio*, your users have all audio options available including the ability to dial in from a telephone, have WebEx dial out to their telephone, or join using their computer speaker and microphone over the internet. If you select *Use VoIP only* you users will only have the option of using their computer speakers and microphone to participate in the audio portion of your meeting over the internet.

Below the *Conference type* options, you will find the *Entry and exit tone* options.

Entry and exit tone: ▼

- Beep
- Announce Name
- No Tone**

The default for your meeting is not to play a tone when participants join and leave your meeting. If you prefer to have an audible beep or have participants announce their name prior to joining the audio conference, choose a selection from the drop down list.

What is the option “Enable UCF rich media for attendees”?

Enabling UCF rich media for attendees in the Advanced Scheduler allows attendees to share Universal Communications Format media files during the meeting, either in a UCF multimedia presentation or as standalone UCF media files. A meeting host is also the presenter can always share UCF media files, whether or not you select this check box. To learn more about UCF files, please click [here](#).

Why would I want to exclude the meeting password from the invitation?

If you are holding a highly secure meeting and want to make sure your invitation can not be forwarded to others, you may wish to exclude the meeting password from your invitation. In this instance, only those users invited directly from within the WebEx scheduler will be able to access the meeting by clicking the link provided. If another user receives the link, because their email address was not directly invited to the meeting, they will not be allowed to join without providing the password, which they will not know.

Please note that this will only work when participants are invited directly from WebEx using any of the schedulers or Productivity Tool schedulers. If you exclude the password from your invitation and then use another method to invite participants, such as copy/paste of the WebEx details into an Outlook Calendar meeting invite, you will have to provide the password to your participants in another manner as they will not be recognized by WebEx as invited attendees.

What are the Registration Options?

Registrations allow you to approve or reject participants who wish to attend your meeting. This is commonly used for large webinars using Event Center to keep track of who is coming and restrict attendance.

For Meeting Center, Registration Options can only be accessed using the Advanced Scheduler. When you activate Registration, your participants will be taken to the registration page in order to request access to your meeting. Any fields you select for the registration page will be required by your participants when completing the registration form.

Registration

[Return to Quick Scheduler](#)

Registration: None **Require attendee registration** ⓘ

Obtain detailed attendee information:

First Name Email Last Name

Job Title Company Name Address 1

Address 2 City State

ZIP/Postal Code Country/region Office Phone

Fax

Automatically accept all registration requests

[Save as template](#)

[Schedule Meeting](#) [Back](#) [Next](#) [Cancel](#)

- 1 [Required Information](#)
- 2 [Date & Time](#)
- 3 [Audio Conference](#)
- 4 [Invite Attendees](#)
- 5 **Registration**
- 6 [Agenda & Welcome](#)
- 7 [Meeting Options](#)
- 8 [Attendee Privileges](#)
- 9 [Review](#)

When participants register to attend your meeting, you will receive a notice to return to WebEx to either approve or reject their request. If you are using registration only to track attendance to your meeting, you may select the option to Automatically accept all registration requests so you do not have to manually approve or reject registrations.

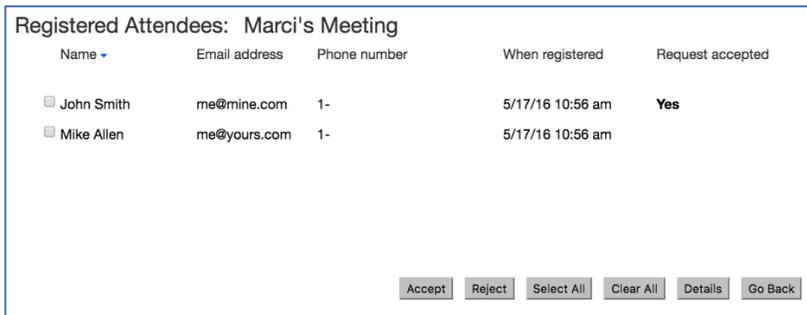
To view and approve registration requests, click *My WebEx*, then select *My Meetings* from the menu on the left. This displays all your upcoming meetings. Use the date selector to select the day of your meeting and locate the meeting for which you required registration. Click the blue link with your meeting name to view the details for your meeting.

The screenshot shows the 'My WebEx Meetings' interface. The left sidebar contains a menu with 'My Meetings' highlighted. The main content area shows a date selector for 'May 17, 2016' and a table of meetings. The table has columns for 'Time', 'Topic', 'Type', and three status columns (Requests Pending, Requests Approved, Requests Rejected). A meeting titled 'Marc's Meeting' is listed at 10:25 pm. A blue arrow points to the 'Marc's Meeting' link in the 'Topic' column. At the bottom right, there are three status indicators: 'Requests Pending', 'Requests Approved', and 'Requests Rejected'.

Click the blue link to *Manage Registrations* to view the pending and accepted registration requests for your meeting.



All people who have registered to attend your meeting will be displayed. If you have not turned on automatic registration approval, you will need to manually approve or reject each request by selecting the radial button next to their name, then clicking either *Accept* or *Reject* from the buttons along the bottom.

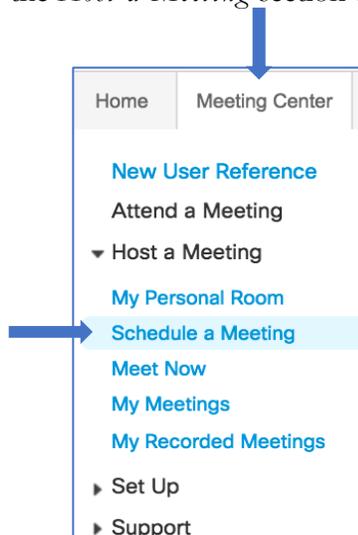


Name	Email address	Phone number	When registered	Request accepted
<input type="checkbox"/> John Smith	me@mine.com	1-	5/17/16 10:56 am	Yes
<input type="checkbox"/> Mike Allen	me@yours.com	1-	5/17/16 10:56 am	

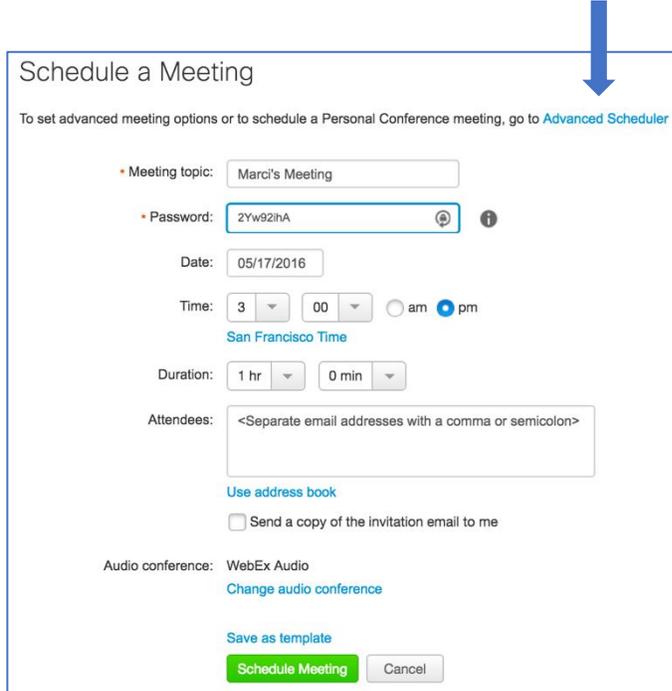
Once approved, the participant will receive a system generated email containing the link and password for your meeting. They must use the same email address they used to register for your meeting to attend the meeting.

What are the Attendee Privileges in the Advanced Scheduler?

To set Attendee Privileges prior to your meeting, you must use the Advanced Scheduler. This is accessed by selecting the *Meeting Center* tab across the top, then choose *Schedule a Meeting* under the *Host a Meeting* section of the menu to the left.



The *Quick Scheduler* appears. Click the blue link at the top of the Quick Scheduler to change to the *Advanced Scheduler*.



Schedule a Meeting

To set advanced meeting options or to schedule a Personal Conference meeting, go to [Advanced Scheduler](#)

Meeting topic: Marci's Meeting

Password: 2Yw92hA

Date: 05/17/2016

Time: 3:00 pm
San Francisco Time

Duration: 1 hr 0 min

Attendees: <Separate email addresses with a comma or semicolon>

[Use address book](#)

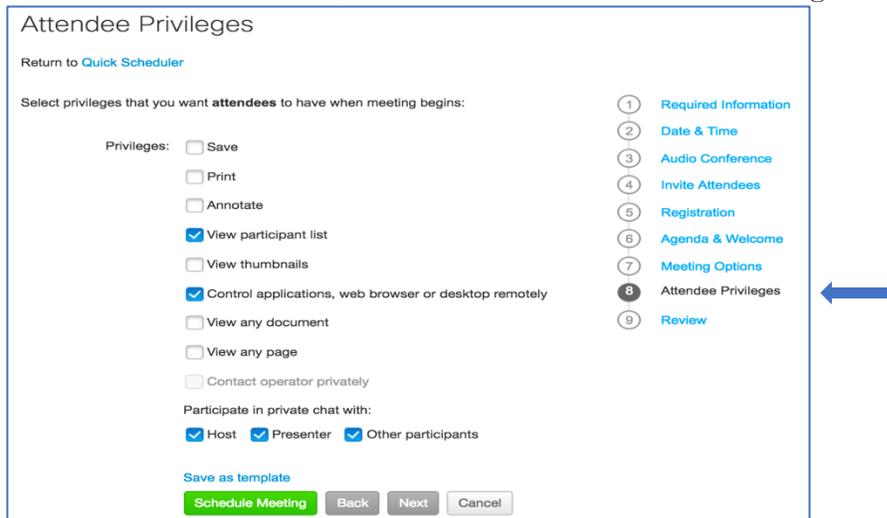
Send a copy of the invitation email to me

Audio conference: WebEx Audio
[Change audio conference](#)

[Save as template](#)

[Schedule Meeting](#)

In the Advanced Scheduler, click the blue link to *Attendee Privileges*.



Attendee Privileges

Return to [Quick Scheduler](#)

Select privileges that you want attendees to have when meeting begins:

Privileges:

- Save
- Print
- Annotate
- View participant list
- View thumbnails
- Control applications, web browser or desktop remotely
- View any document
- View any page
- Contact operator privately

Participate in private chat with:

- Host
- Presenter
- Other participants

[Save as template](#)

[Schedule Meeting](#)

- 1 Required Information
- 2 Date & Time
- 3 Audio Conference
- 4 Invite Attendees
- 5 Registration
- 6 Agenda & Welcome
- 7 Meeting Options
- 8 Attendee Privileges
- 9 Review

Save: Allows your participants to save shared documents locally on their computer.

Print: Allows your participants to locally print any shared documents during your meeting.

Annotate: Allows your participants to open and use the *Annotation Tools* during your meeting to annotate shared content or on a whiteboard.

View participant list: Allows participants to see the names of all other participants in your meeting.

View thumbnails: Allows participants to view the pages of shared documents as thumbnail photos rather than only see the number of pages being shared.

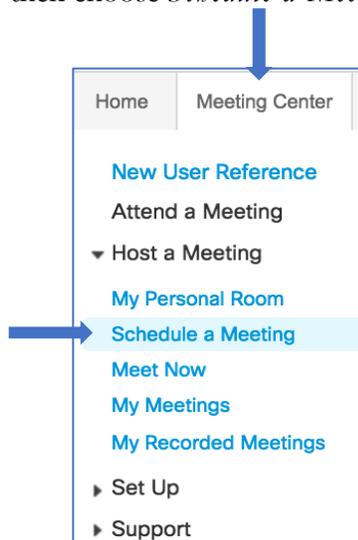
Control applications, web browser, or desktop remotely: Allows participants to request to control shared content remotely. All requests will still have to be approved by the person sharing the content and may be revoked at any time.

View any page: Allows participants to scroll forward and backward in shared documents rather than only viewing the page on which the content owner is viewing.

Participate in private chat with...: Determines who the meeting participants are able to chat with using the *Chat Panel*.

How do I create alternate hosts for my standard WebEx Meeting Center meetings?

In order to create alternate hosts for meetings you will need to schedule your meeting using the online Advanced Scheduler. This is accessed by selecting the *Meeting Center* tab across the top, then choose *Schedule a Meeting* under the *Host a Meeting* section of the menu to the left.



The *Quick Scheduler* appears. Click the blue link at the top of the Quick Scheduler to change to the *Advanced Scheduler*.

Schedule a Meeting

To set advanced meeting options or to schedule a Personal Conference meeting, go to [Advanced Scheduler](#)

• Meeting topic:

• Password:

Date:

Time: am pm
[San Francisco Time](#)

Duration:

Attendees:
[Use address book](#)
 Send a copy of the invitation email to me

Audio conference: WebEx Audio
[Change audio conference](#)

[Save as template](#)

For your *Meeting Type*, select *Meeting Center Pro Meeting* to use your standard WebEx Meeting Center service for the meeting, which allows for audio, video, and web sharing during your meeting.

Enter any optional information you wish, including the date and time, and then select the blue link to the right to *Invite Attendees*.

Note: In order to invite someone to your meeting as an alternate host, they will need to be in your WebEx Contacts, and they must have a Host Account on the JMU WebEx service.

In the *Invite Attendees* dialog, click the blue *Select Attendees* link to open your *Contacts*.

Invite Attendees

Return to [Quick Scheduler](#)

Attendees:
[Select Attendees](#)

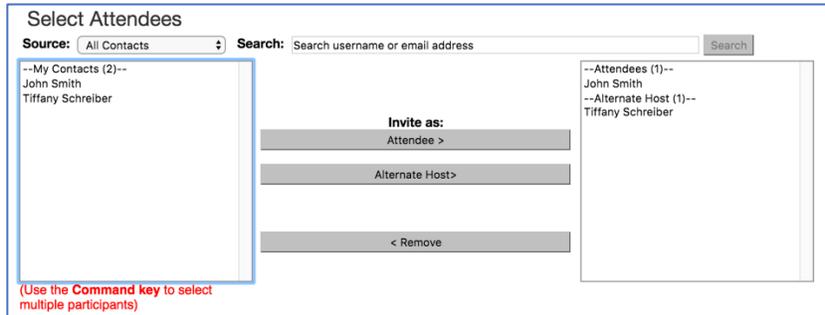
Send a copy of the invitation email to me

Security: Exclude password from email invitation
 Require attendees to have an account on this Website in order to join this meeting

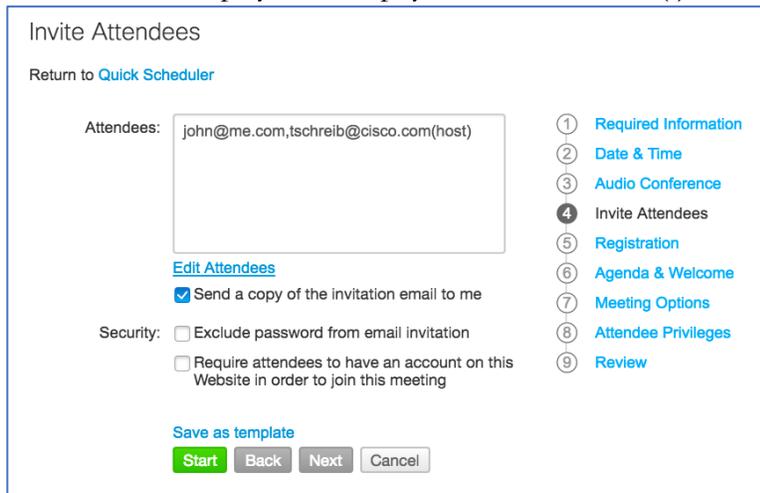
[Save as template](#)

- ① Required Information
- ② Date & Time
- ③ Audio Conference
- ④ Invite Attendees
- ⑤ Registration
- ⑥ Agenda & Welcome
- ⑦ Meeting Options
- ⑧ Attendee Privileges
- ⑨ Review

Highlight the name of the person you wish to be your Alternate Host, then click the *Alternate Host* button in the middle under Invite as: to designate them as an alternate host. Make sure to select the correct *Contact Source* from the drop down, or leave the default for All Contacts to view contacts from all sources in a single list.



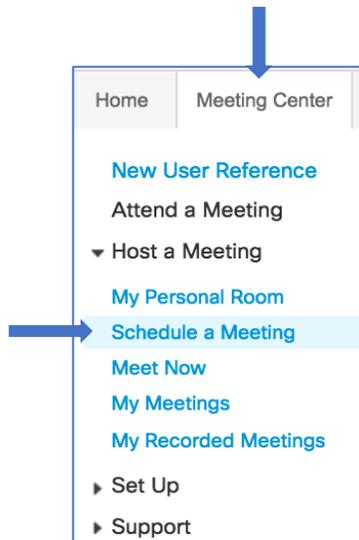
Attendees will display at the top, your Alternate Host(s) will display below your attendees.



When you return to the scheduler, click *Schedule Meeting*. Your Alternate Host will receive an email from WebEx indicating they are an Alternate Host of your meeting. They will receive a host Access Code in order to identify themselves as the Host and open the bridge in your absence,

How do I create alternate hosts when using a Personal Conference Number?

In order to create alternate hosts for meetings you will need to schedule your meeting using the online Advanced Scheduler. This is accessed by selecting the *Meeting Center* tab across the top, then choose *Schedule a Meeting* under the *Host a Meeting* section of the menu to the left.



The *Quick Scheduler* appears. Click the blue link at the top of the Quick Scheduler to change to the *Advanced Scheduler*.

A screenshot of the 'Schedule a Meeting' form. At the top, it says 'Schedule a Meeting' and 'To set advanced meeting options or to schedule a Personal Conference meeting, go to [Advanced Scheduler](#)'. The form includes fields for: 'Meeting topic:' (Marcie's Meeting), 'Password:' (2Yw92ihA), 'Date:' (05/17/2016), 'Time:' (3:00 pm, San Francisco Time), 'Duration:' (1 hr, 0 min), 'Attendees:' (a text box with a placeholder '<Separate email addresses with a comma or semicolon>'), 'Use address book' (a blue link), 'Send a copy of the invitation email to me' (an unchecked checkbox), 'Audio conference:' (WebEx Audio, Change audio conference), 'Save as template' (a blue link), and 'Schedule Meeting' (a green button) and 'Cancel' (a grey button) buttons at the bottom. A blue arrow points down to the 'Advanced Scheduler' link.

For your *Meeting Type*, select *WebEx Personal Conference* to use your Personal Conference Number for the meeting. (Remember, this is for an audio only conference. Video and web sharing will not be available for a PCN meeting.)

Enter any optional information you wish, including the date and time, and then select the blue link to the right to *Invite Attendees*.

Note: In order to invite someone to your meeting as an alternate host, they will need to be in your WebEx Contacts, and they must have a Host Account on the JMU WebEx service. If you need to add a WebEx host to your contacts, follow the instructions [here](#).

In the *Invite Attendees* dialog, click the blue *Select Attendees* link to open your Contact List.

Highlight the name of the person you wish to be your Alternate Host, then click the *Alternate Host* button in the middle under Invite as: to designate them as an alternate host.

Attendees will display at the top, your Alternate Host(s) will display below your attendees.

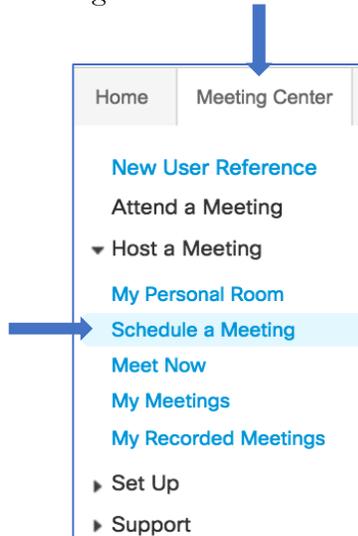
When you return to the scheduler, click *Schedule Meeting*. Your Alternate Host will receive an email from WebEx indicating they are an Alternate Host of your meeting. They will receive a host Access Code and PIN in order to identify themselves as the Host and open the bridge in your absence.

Can I schedule an Alternate Host for my Personal Meeting Room meetings?

Personal Meeting Rooms are intended to only be opened by their assigned owner. You do not have the ability to assign an Alternate Host role to participants invited to your personal room. If you are scheduling a meeting which requires an Alternate Host, please follow the instructions [here](#) using the online scheduling tool.

How do I schedule a recurring meeting using the online scheduling tools?

Recurring meetings can be created using the online Advanced Scheduler tool. This is accessed by selecting the *Meeting Center* tab across the top, then choose *Schedule a Meeting* under the *Host a Meeting* section of the menu to the left.



The *Quick Scheduler* appears. Click the blue link at the top of the Quick Scheduler to change to the *Advanced Scheduler*.

Schedule a Meeting

To set advanced meeting options or to schedule a Personal Conference meeting, go to [Advanced Scheduler](#)

• Meeting topic:

• Password:

Date:

Time: am pm
[San Francisco Time](#)

Duration:

Attendees:
[Use address book](#)
 Send a copy of the invitation email to me

Audio conference: WebEx Audio
[Change audio conference](#)

[Save as template](#)

The last option on the *Date & Time* page of the Advanced Scheduler allows you to set the *Recurrence* for your meeting. You can select a daily, weekly, monthly or yearly recurrence type. Depending on your selection, your options will vary.

Date & Time

[Return to Quick Scheduler](#)

Meeting date:

Meeting time: am pm
[San Francisco Time](#) | [Plan meeting time zones](#)

Attendees can join minutes before start time
 Attendees can also connect to audio conference

Estimated duration:

Email reminder: minutes before meeting starts

Recurrence: None Daily Weekly Monthly Yearly
 Every week(s) on:
 Sunday Monday Tuesday Wednesday
 Thursday Friday Saturday

Ending: No end date
 Ending
 After meetings

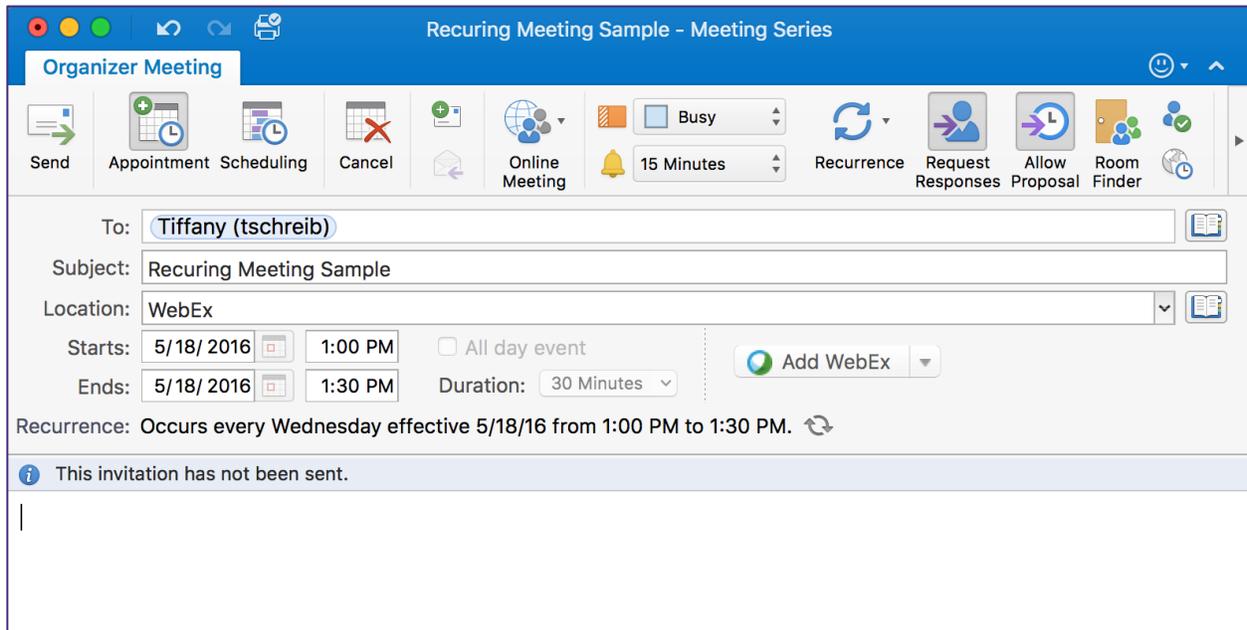
- 1 Required Information
- 2 **Date & Time**
- 3 Audio Conference
- 4 Invite Attendees
- 5 Registration
- 6 Agenda & Welcome
- 7 Meeting Options
- 8 Attendee Privileges
- 9 Review

Continue scheduling your meeting as usual. The same link and password will be used to access each instance of your meeting.

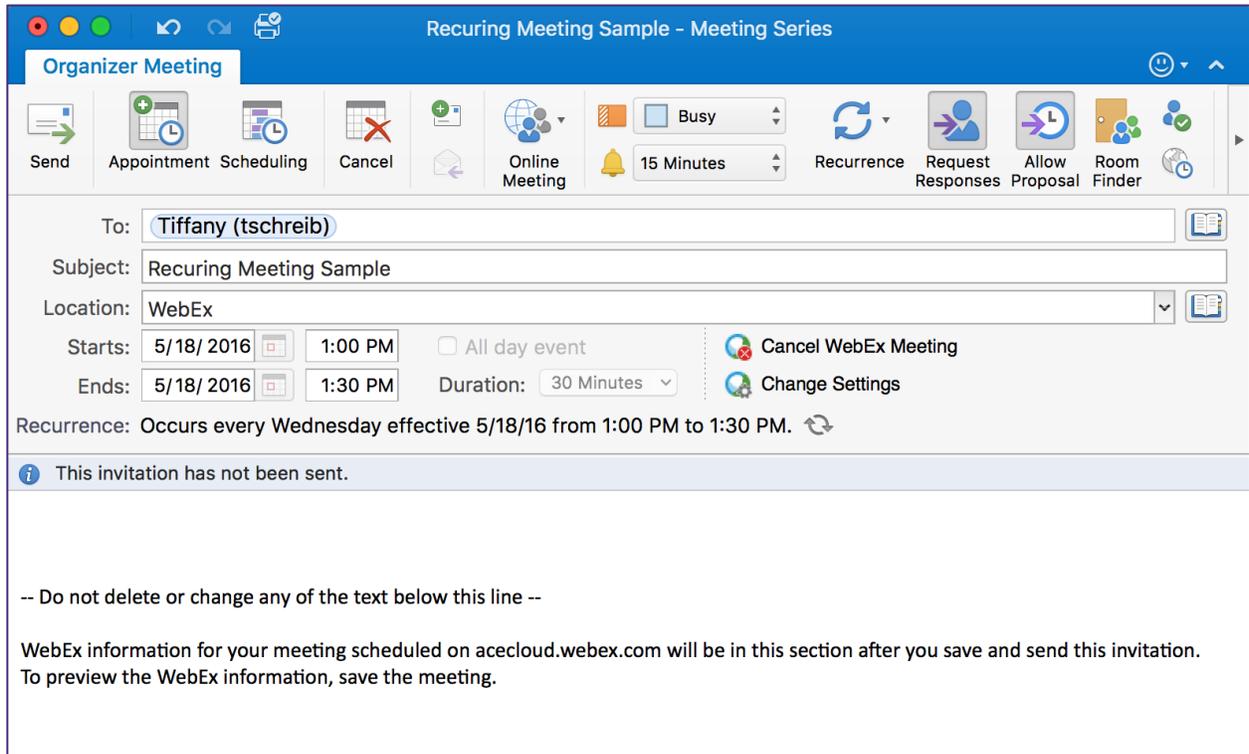
How do I create a recurring WebEx meeting using my Outlook Calendar with Productivity Tools?

In order to add a WebEx to a recurring Outlook Calendar meeting, you will first need to download and install the WebEx Productivity Tools. If you have not yet done so, please follow the instructions [here](#).

Either open an existing recurring Outlook Calendar meeting invitation, or create a new invitation at the day and time of your choosing, making sure the meeting in Outlook is set to recur using the Outlook scheduling tools.



Locate and click the Add WebEx option in the header of your meeting invitation. This will add several lines of text to the bottom of your email invite. You may type anything you wish above the WebEx line to provide additional information to your participants. Do not write below the WebEx lines or your meeting will not be created successfully.



When you press Send on your invitation, WebEx will be contacted and the WebEx details will be displayed in each of your meeting instances.

Organizer Meeting

To: **Tiffany (tschreib)**

Subject: **Recurring Meeting Sample**

Location: **WebEx**

Starts: **5/18/2016 1:00 PM** All day event

Ends: **5/18/2016 1:30 PM** Duration: **30 Minutes**

Recurrence: **Occurs every Wednesday effective 5/18/16 from 1:00 PM to 1:30 PM.**

You are viewing a single occurrence that is part of a series. [Go to Series](#)

This invitation has been sent.

-- Do not delete or change any of the following text. --

[Join WebEx meeting](#)

Meeting number: 202 111 042
Meeting password: bW8r8wMf

Join from a video conferencing system or application
Dial [202111042@acecloud.webex.com](tel:202111042@acecloud.webex.com)

From the Cisco internal network, dial *777* and the 9-digit meeting number. If you are the host, enter your PIN when prompted.

If you are a host, [go here](#) to view host information.

Join by phone

+1-866-432-9903 Call-in toll-free number (US/Canada)
+1-408-525-6800 Call-in toll number (US/Canada)

Access code: 202 111 042

[Toll-free calling restrictions](#)

[Can't join the meeting?](#)

IMPORTANT NOTICE: Please note that this WebEx service allows audio and other information sent during the session to be recorded, which may be discoverable in a legal matter. By joining this session, you automatically consent to such recordings. If you do not consent to being recorded, discuss your concerns with the host or do not join the session..

To cancel your recurring meeting, just select the Outlook Cancel option, choose to cancel the Series or the Occurrence. WebEx will automatically be notified and updated accordingly.

Is there a limit to the number of people I can invite to a meeting?

Up to 1000 participants can join a single WebEx Meeting Center meeting when using WebEx Audio. This limit changes to 500 active participants in a single meeting when using the VoIP audio service. To learn more about audio conference options for meetings, click [here](#).

Managing My Meeting

How do I start and manage my audio only conference using my Personal Conference Number?

To start a meeting using your Personal Conference Number, dial the main WebEx telephone number, which is <<insert customer's local WebEx dial in number>> for local dialing or <<insert customer's toll free dial in number>> for toll free access. When WebEx answers, enter the Host Access Code you generated following [these](#) instructions.

WebEx will then ask you for the Host PIN. Enter the PIN you created following the same instructions as above, then press #. You will now be in your Personal Conference and your attendees may join your meeting by calling the same number and entering the Attendee Access Code for your meeting.

During your meeting, you may use the keypad on your phone to control your audio conference experience.

Host and Attendees:

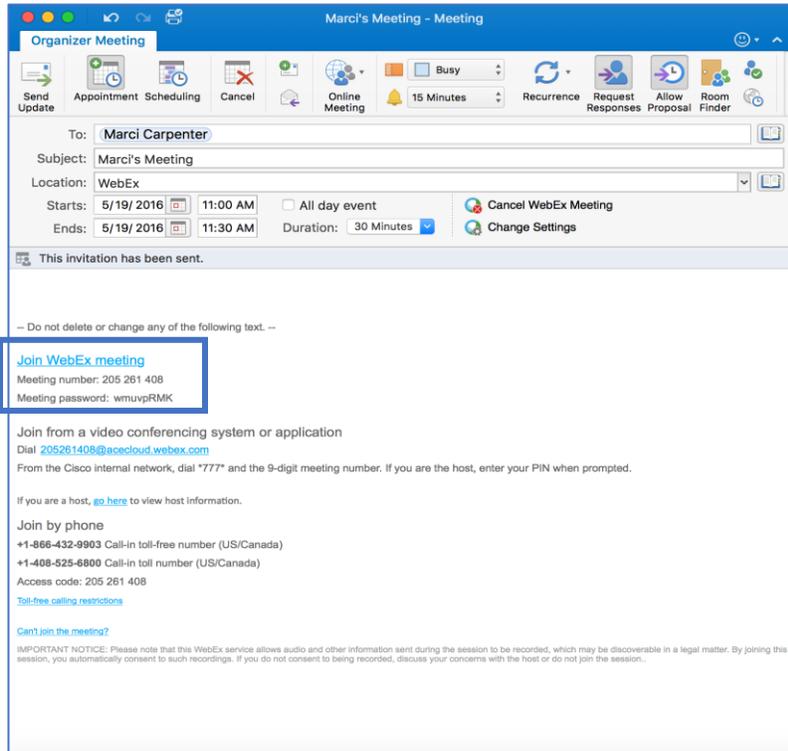
To...	Enter...
Hear all keypad commands	**
Mute your audio	*6
Unmute your audio	*6
Play the participant count	*#

Host Only:

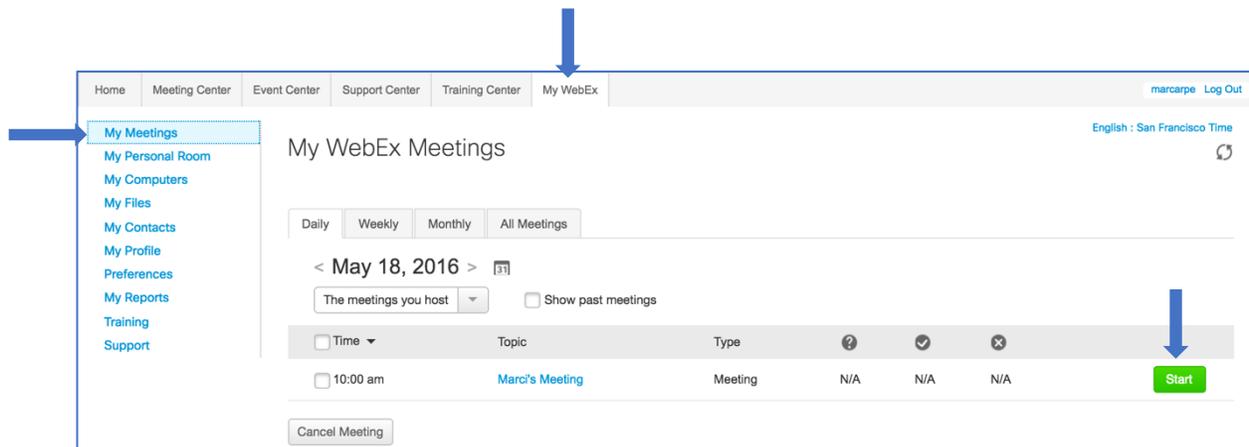
To...	Enter...
Lock the meeting, preventing anyone else from joining	*5
Unlock the meeting	*5
Send email reminder	*7
Let participants continue the meeting without the host	*8 (then hang up)
Mute all attendees	##
Unmute all attendees	99

How do I start my scheduled meeting?

If you have created your meeting using the Productivity Tools in Outlook, open your Outlook Calendar invite and click the blue *Join WebEx meeting* link to start your meeting.



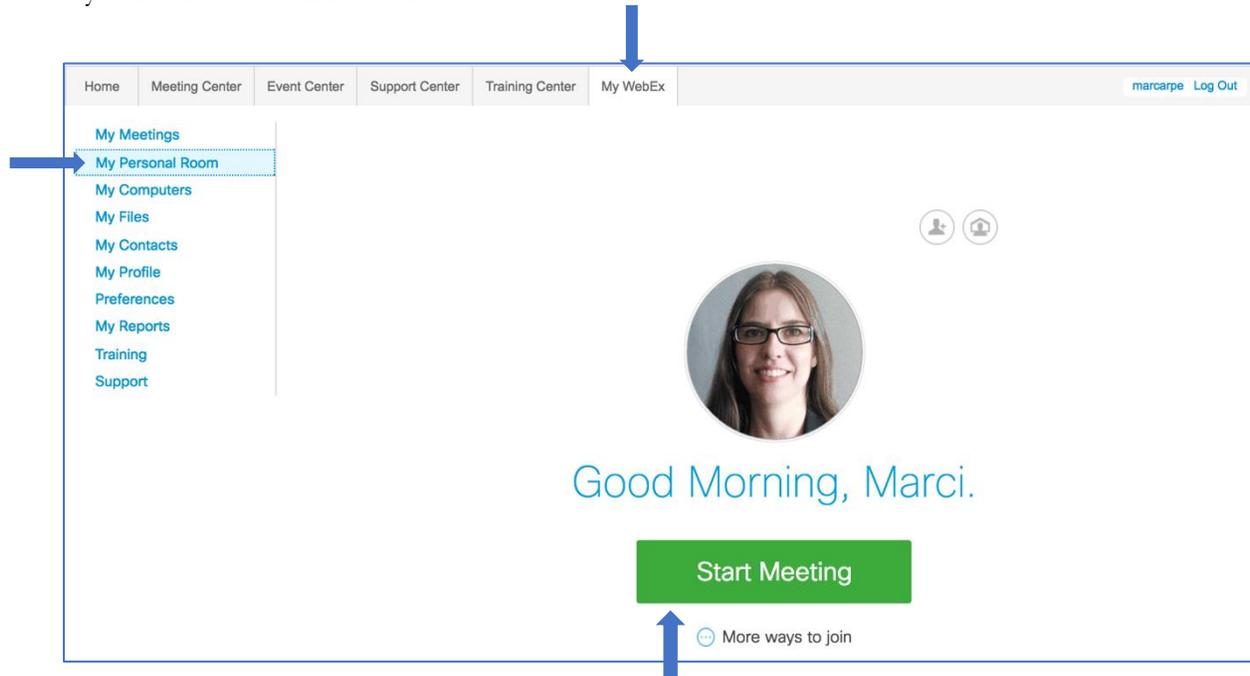
If you have not added your meeting to your Outlook Calendar, log in to JMU.WebEx.com, click the *My WebEx* Tab, then click the *My Meetings* link on the left.



All your scheduled meetings for the date or range selected will be listed here. Locate the meeting you wish to start and click the  (Start) button to the right of the meeting. WebEx will launch and your meeting will begin.

How do I start my Personal Meeting Room?

To open your Personal Meeting Room, log in to .WebEx.com, click the My WebEx Tab, then click the My Personal Room link on the left.



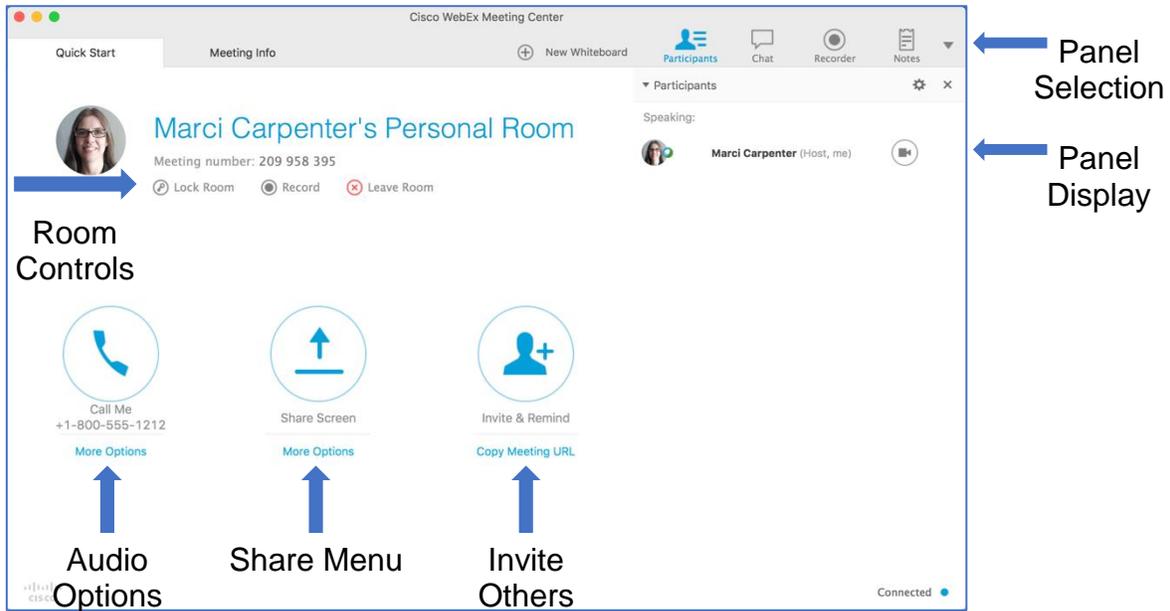
Click the large [Start Meeting](#) (Start Meeting) button under your picture to open your room. WebEx will launch and anyone who was in your Waiting Room will be automatically added to your meeting.

What is the lay out of the WebEx meeting window?

The WebEx meeting window for either a regular scheduled meeting or a meeting using your Personal Meeting Room will have nearly identical options for managing your meeting.

Just under your *Meeting Topic* or *Room Name*, you will find your room controls. This allows you to lock your room to prevent others from joining your conference (for Personal Conference Room meetings only), record your meeting for you or others to view later, or end your meeting.

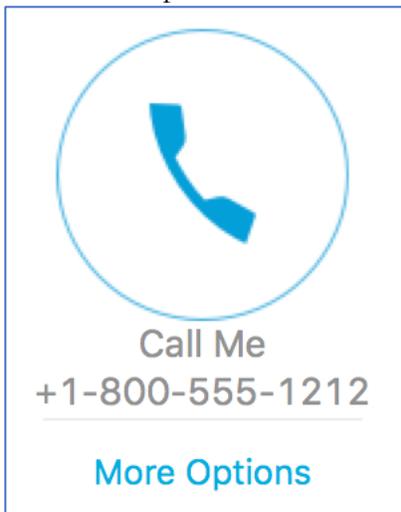
Under your room controls, you have your various communication options. The *Audio Options* allows you to connect various ways to the audio portion of your conference. The *Share Menu* allows you to share documents, applications, web browsers, or share your full desktop with your meeting participants. Your *Invite Others* menu allows you to invite participants to join your meeting by entering their email address. For scheduled meetings where you invited participants directly from WebEx, you may also send a system generated reminder email to all invited attendees who are not yet present in your meeting.



Along the right side of your meeting window are your *Panel Selection* and *Panel Displays*. Click any of tabs along the Panel Selection toolbar to make that panel appear in the Panel Display section of the meeting window.

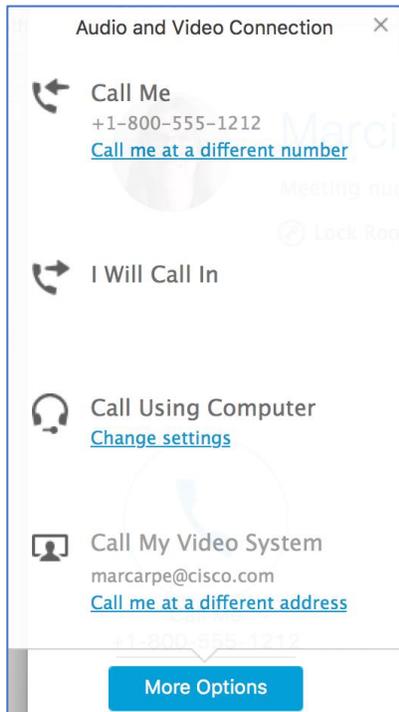
How do I connect my Audio?

Once you are connected to your meeting, on the bottom left of the meeting window are your audio connection options. The last method you used to connect your audio will be displayed.



To connect in the same manner, just click the connection icon – a telephone handset for a call to your physical phone, a computer headset for a VoIP connection, or a person in front of a display for a connection to a video conference system.

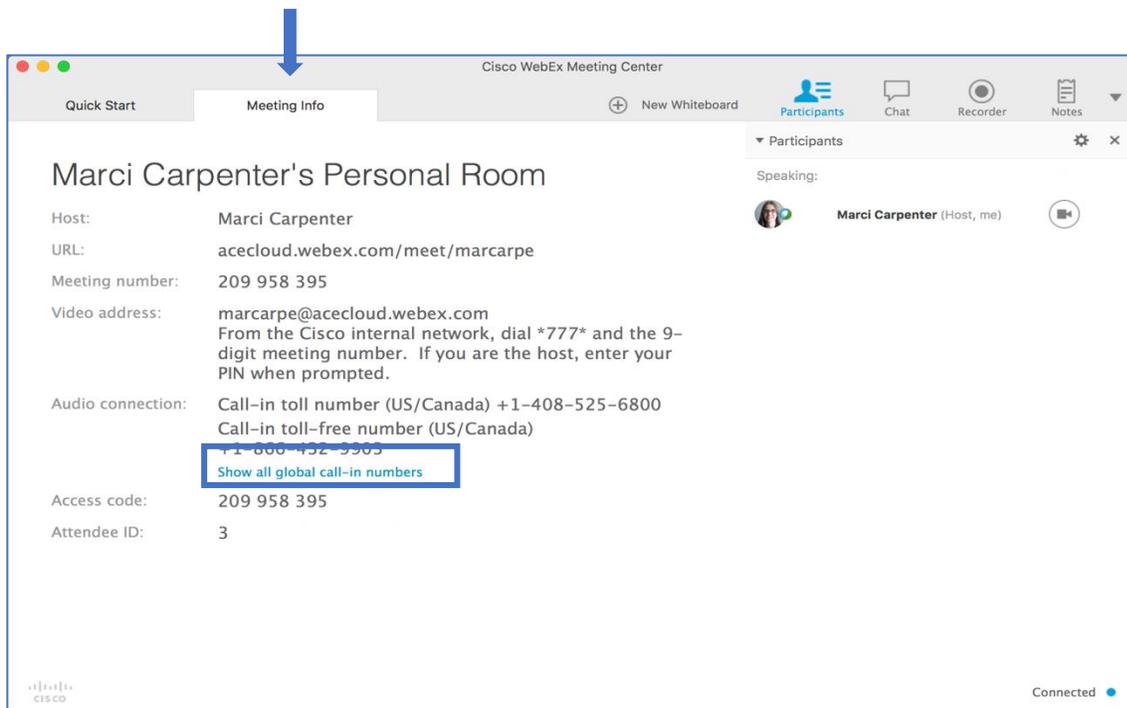
To change the audio connection method, click the blue *More Options* link and select your preferred connection method.



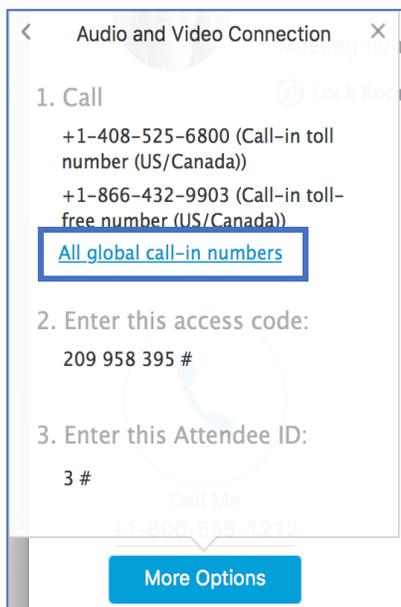
Note: If you select *I Will Call In* as your audio connection method, you will need to manually dial the telephone number for WebEx, input the meeting Access Code, then input your Attendee ID as displayed when you select *I Will Call In*. If you do not input your Attendee ID your audio and computer connections will remain separate and your audio connection will appear only as “Call In User X” in the Participants Panel.

Where can I get the list of global call-in numbers?

The global call-in numbers for the JMU WebEx service are available online at <<[Insert Link](#)>>. This link is included on every WebEx invite you either send or receive. These numbers are also provided when you join a WebEx meeting. In the WebEx meeting window, select the *Meeting Info* tab at the top to reveal all the meeting details. You will see a blue link to *Show all global call-in numbers*.

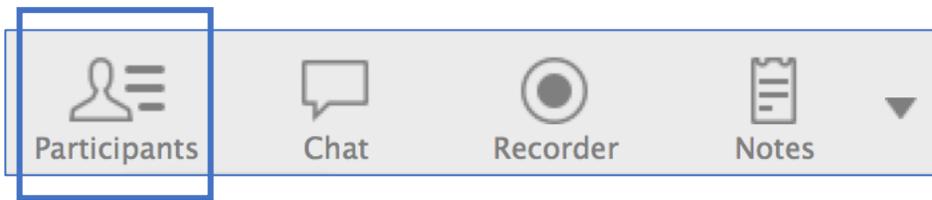


Alternatively, you may select the *I Will Call In* option from the WebEx Window Audio Options to display the dial in instructions, which includes the link to the *All global call-in numbers*,

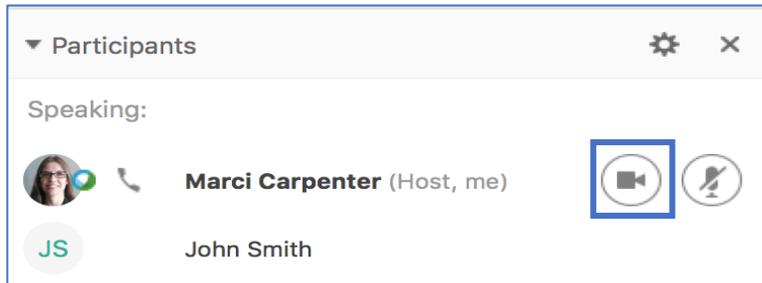


How do I turn on my video?

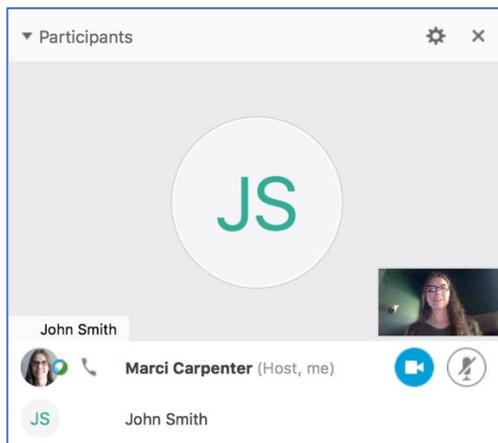
When you have joined a WebEx meeting, you may want to display your video to provide a face-to-face experience with other participants. To do this, open the participants panel if it is not already open by clicking the Participants icon at the top right of the meeting window.



Locate your name in the *Participants* panel and click the grey video camera icon to the right of your name.



Your video will begin to transmit and you will see your image exactly how other participants will view it. As others join your meeting, your self-view will appear in a smaller picture-in-picture window and the main video window will be the last participant who spoke during the meeting.



If you will be using WebEx only for a video conference and not sharing content, you may wish to view video in full screen mode. To do this, place your cursor over the active speaker video display

and you will notice the Full Screen  icon appear in the upper right corner. Click this icon to take your video display to full screen mode.

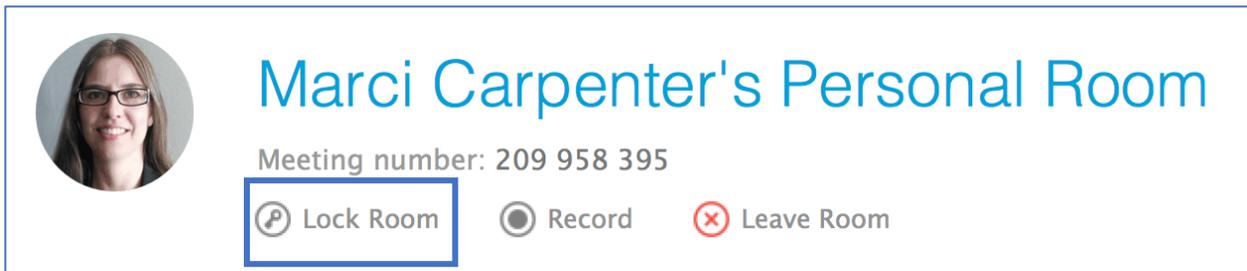
While in full screen mode, your WebEx controls will appear at the top of your screen. These controls automatically hide when not in use. To access them, put your cursor at the very top of your computer display and they will reappear.



To return to your meeting window, click  (Return) in the meeting controls, or press the ESC key on your computer keyboard.

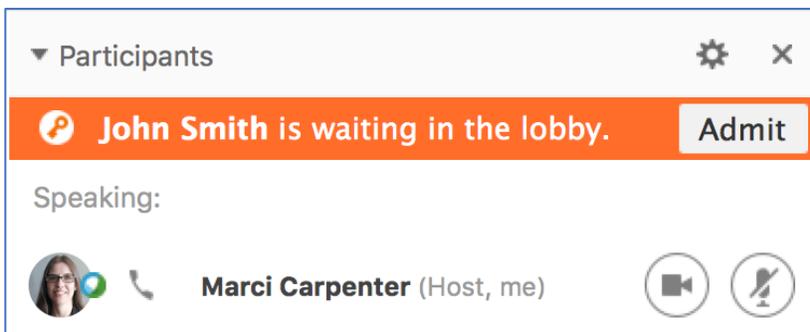
What is the Lock feature?

When you are hosting a meeting in your Personal Meeting Room, on the front left of your meeting window you will see a *Lock Room* button.



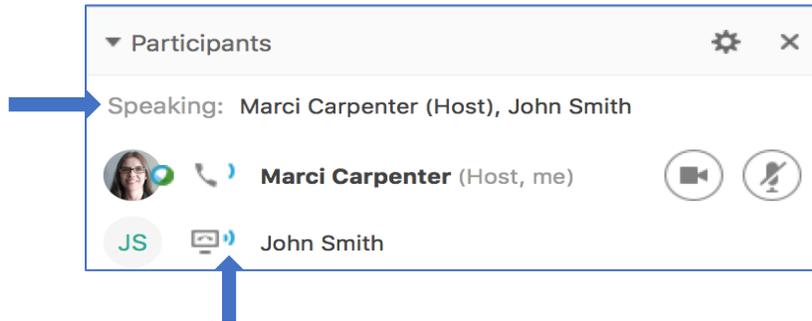
When you lock your room, any participants who attempt to join your room will be placed in your virtual waiting room instead of directly into your meeting. This allows you to conduct confidential or secured meetings without accidentally allowing uninvited participants join your room.

When your room is locked, if a new participant is placed in your waiting room, you will receive a notice in the Participants display on your meeting window. You may then allow access to your meeting on a case-by-case basis.

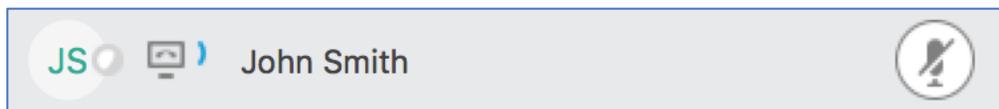


How do I mute someone's audio in my meeting?

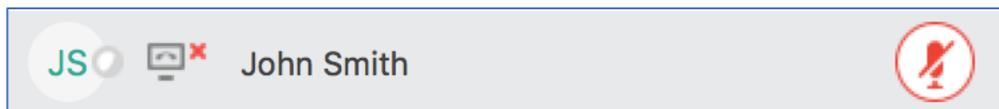
If a participant in your meeting is in a noisy location, you may find you need to mute their audio in order to conduct your meeting. When a user is transmitting audio into your meeting, there will be audio lines which appear next to their connection method in your Participant list and they will be listed as an Active Speaker.



To mute a participant, put your cursor over the person you wish to mute to reveal the  (Microphone) icon.



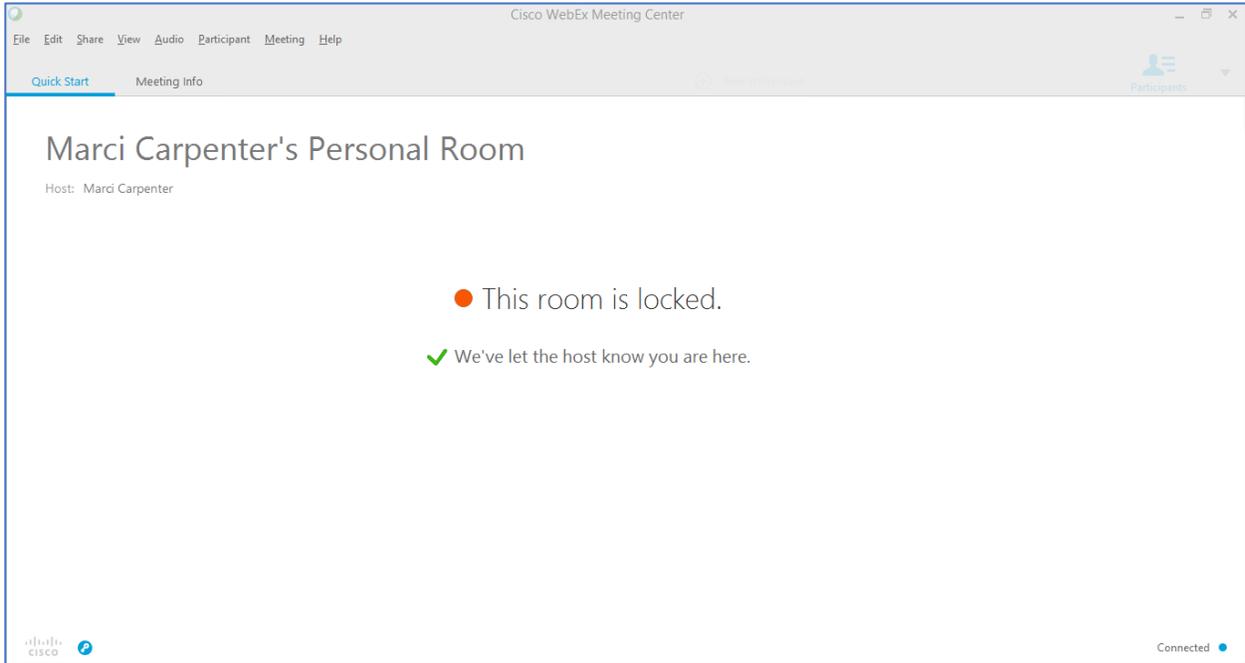
Click the *Microphone* to mute the participants. The Microphone icon turns red and an X is visible next to the participant's audio connection icon, indicating their audio has been muted and will no longer transmit during your meeting.



If the participant has joined the Web portion of your meeting and is not attending only via an audio connection, the participant will be able to unmute themselves when they wish to speak during your meeting. Participants are notified with an audible beep that their line has been muted or unmuted.

Can participants join prior to the Host starting the meeting?

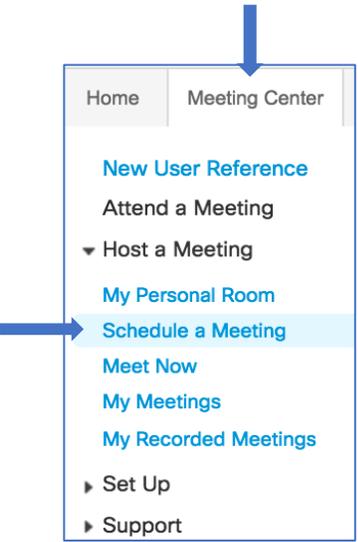
If you are joining a meeting using the Host's Personal Meeting Room, if you join prior to the host opening his or her room, you will be placed in their *Virtual Lobby*.



Once the host opens the room, you will automatically connect to the room and may then connect to the audio portion of the conference.

If you are joining a scheduled meeting not using a Personal Meeting Room, if the host of your meeting has opted to allow participants to join early, you may be able to connect to both the meeting and the audio conference prior to the host joining the call.

To make sure your participants can join your scheduled meeting before you open the meeting, you will need to schedule your meeting using the Advanced Scheduler. This is accessed by selecting the *Meeting Center* tab across the top, then choose *Schedule a Meeting* under the *Host a Meeting* section of the menu to the left.



The *Quick Scheduler* appears. Click the blue link at the top of the Quick Scheduler to change to the *Advanced Scheduler*.

Schedule a Meeting

To set advanced meeting options or to schedule a Personal Conference meeting, go to [Advanced Scheduler](#)

Meeting topic:

Password:

Date:

Time: am pm
[San Francisco Time](#)

Duration:

Attendees:
[Use address book](#)

Send a copy of the invitation email to me

Audio conference: WebEx Audio
[Change audio conference](#)

[Save as template](#)

Select the *Date & Time* option from the blue links on the right of the Advanced Scheduler.

Date & Time

Return to [Quick Scheduler](#)

Set options using template:

Meeting date:

Meeting time: am pm
[San Francisco Time](#) | [Plan meeting time zones](#)

Attendees can join minutes before start time
 Attendees can also connect to audio conference

Estimated duration:

Email reminder: minutes before meeting starts

Recurrence: None Daily Weekly Monthly Yearly

[Save as template](#)

- 1 Required Information
- 2 **Date & Time**
- 3 Audio Conference
- 4 Invite Attendees
- 5 Registration
- 6 Agenda & Welcome
- 7 Meeting Options
- 8 Attendee Privileges
- 9 Review

Tick the box next to *Attendees can join* then make a selection from the drop list to determine how much earlier than the start time your attendees may join. Select any additional options for your meeting you wish, then select (Schedule Meeting) to finish.

What is a UCF file?

Universal Communications Format (UCF) is a WebEx proprietary file format and is the default format for sharing content within WebEx. UCF lets you display animations and slide transitions in

Microsoft PowerPoint presentations. When you select to share a file within the WebEx meeting window, your file will be converted to UCF automatically by WebEx.

Note: UCF mode is not supported for Office 2013 users sharing PowerPoint slides.

What does assigning a single note taker do?

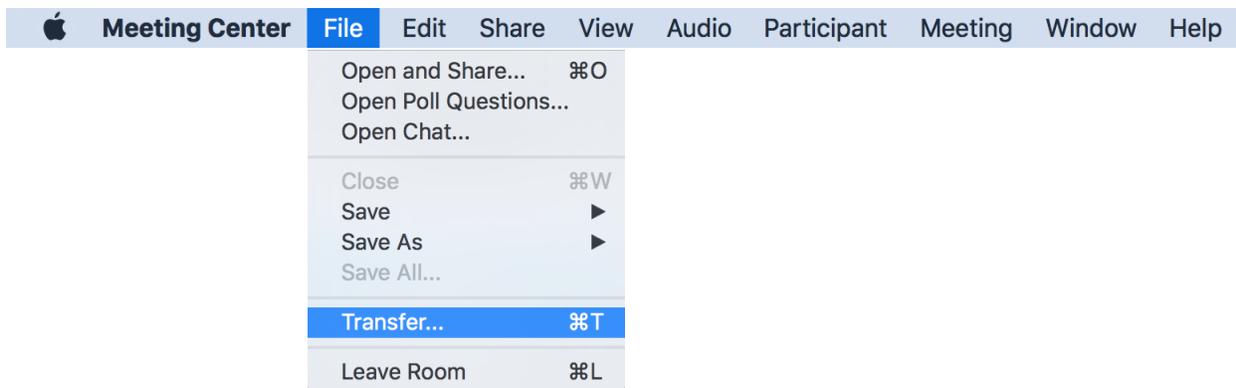
If you allow all participants access to the *Notes* panel, each participant captures their own notes in the meeting window and can then save their own notes locally to their own computer. Users can not see each others notes, only their own.

When you select a single note take for your meeting, the note taker has the option to publish their notes out to other participants during your meeting. This populates the *Notes* panel for all participants with the single note taker's notes. This can be very helpful in meetings where minutes need captured or to make sure information is being captured correctly by the note taker.

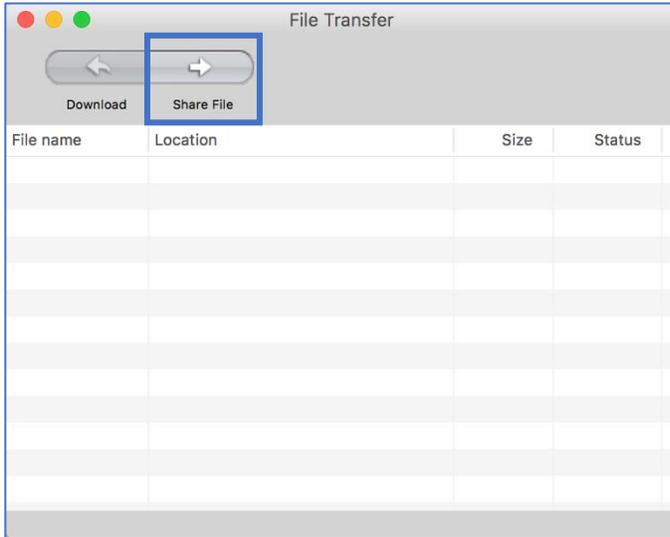
How can a host transfer files?

When you are in your Meeting and are the active Presenter as indicated by the  (blue, white and green ball) icon to the left of your name, you have the option of sending a file directly to all participants to save locally to their computer rather than sharing the file within the meeting window.

To transfer a file to all participants in your meeting, select the *File* tab from the top WebEx menu bar at the top of your computer, and then select *Transfer...*



The *File Transfer* dialog will open.

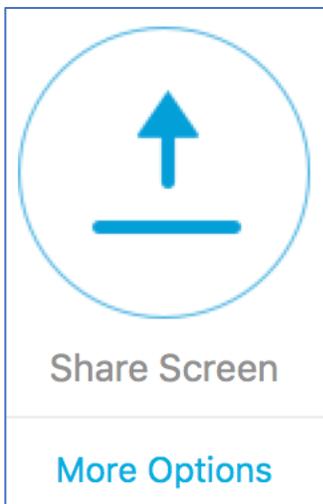


Click *Share File*. Your Mac Finder or Windows Files will open for you to select a file to transfer. Your participants will see the *File Transfer* dialog box once you have selected a file to share and may click *Download* to save a local copy to their computer.

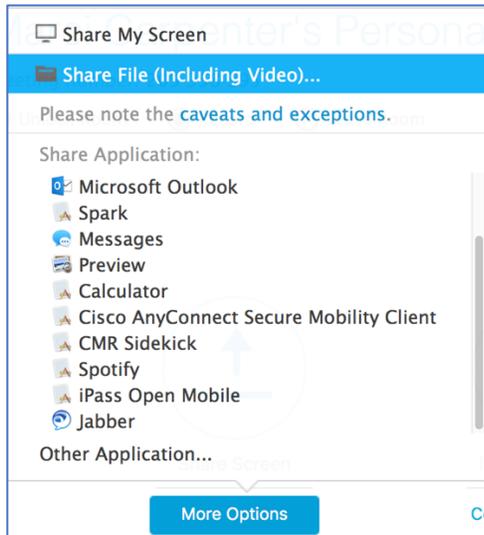
How do I share a document?

When you are in your Meeting and are the active Presenter as indicated by the  (blue, white and green ball) icon to the left of your name, you have the option of sharing a document within the WebEx meeting window with all your participants.

To do this, from the *Quick Start* tab of the meeting window, locate the Share icon at the bottom center of the page.



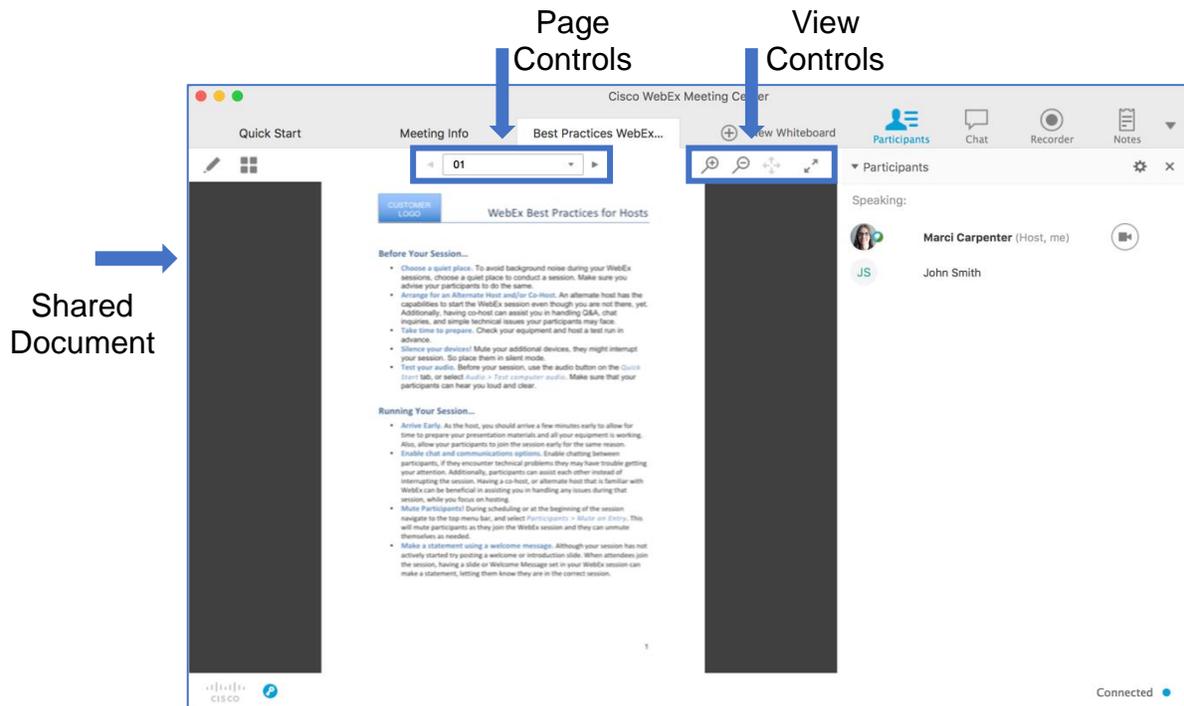
Click the *More Options* link to open the *Share* menu.



Select the option to *Share File (Including Video)...* to open your computer's files. Make a selection from your local files to share with your participants. The file will first open on your computer locally as it is converted to the WebEx UCF file format for sharing.

Note: You must have the application used to open the file on your computer in order to share the file through WebEx. However, your participants do not need the same application on their computer.

Your shared file will appear in the WebEx meeting window for you and your participants. Use the controls at the top of the shared document to scroll through pages.

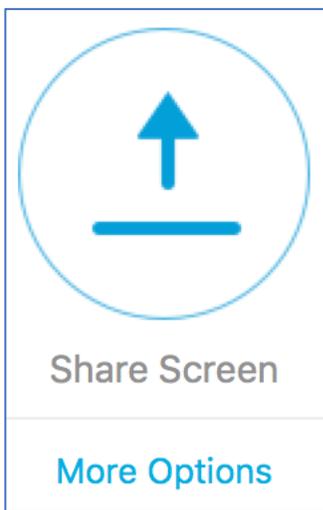


Each participant controls their own view of your document using the View Controls. This allows participants to zoom in or out of your document or view the document in full screen mode.

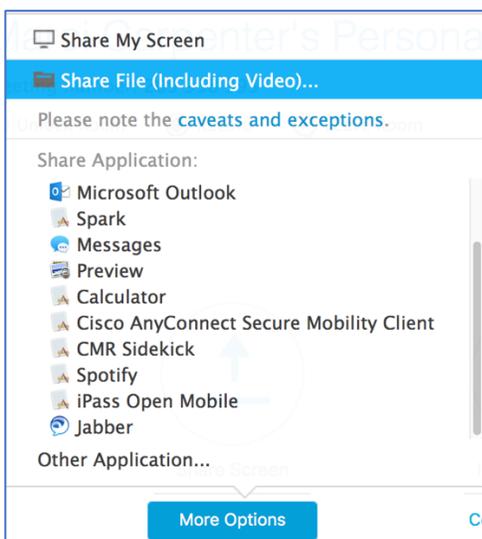
How do I share a video?

In order to share a video in WebEx you will need to have a local copy of the video on your computer. Sharing online videos will not sync properly for your participants and will play in a stuttered manner. If you wish to share an online video, it is recommended that you provide the link to the video in the Chat panel of WebEx for your users to play locally.

To share a local video, from the *Quick Start* tab of the meeting window, locate the Share icon at the bottom center of the page.



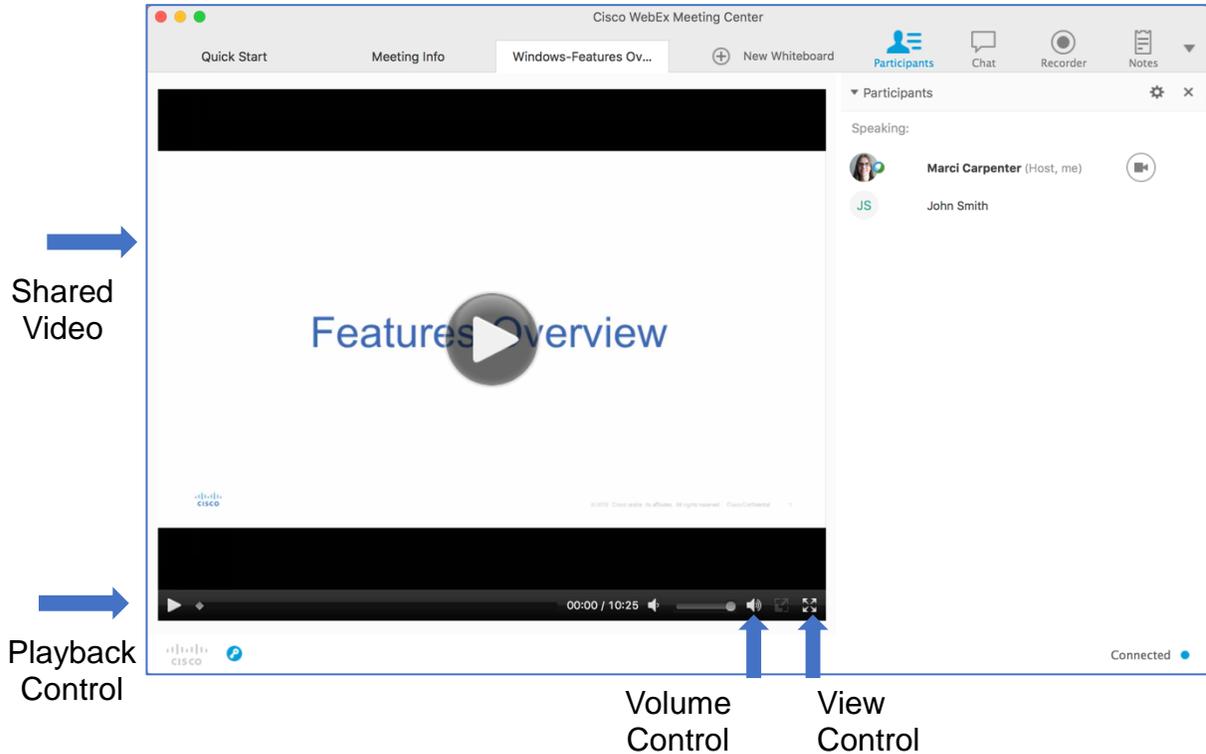
Click the *More Options* link to open the *Share* menu.



Select the option to *Share File (Including Video)...* to open your computer's files. Make a selection from your local files to share with your participants. The file will first open on your computer locally as it is converted to the WebEx UCF file format for sharing.

Note: You must have a media player installed on your computer in order to share the file through WebEx. However, your participants do not need the same application on their computer.

Your video will be uploaded to the WebEx meeting room with embedded playback controls.

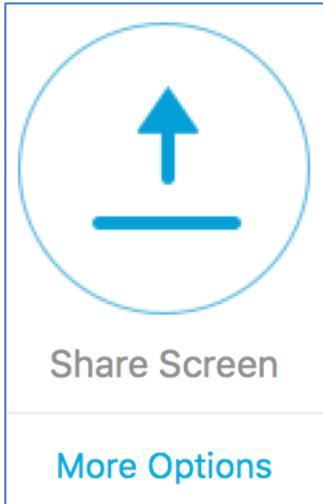


Playback Control is managed solely by the presenter of the video. However, users are provided with local control of volume and can choose to make the video appear in full screen mode using the *View Control*.

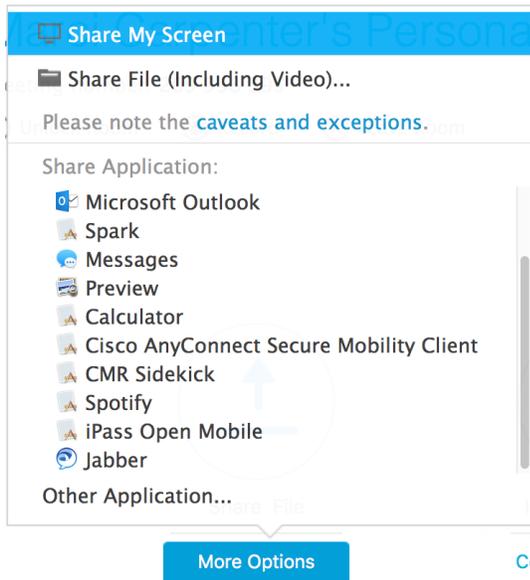
How do I share my desktop?

Sharing your desktop allows all participants to view everything on your computer. If you have more than one display, you may choose which display your participants can view. Participants will not be able to view displays you did not share.

To share your desktop, from the *Quick Start* tab of the meeting window, locate the *Share* icon at the bottom center of the page.



Click the *More Options* link to open the *Share* menu.



Click *Share My Screen* to make your desktop visible to all participants. Please note that when you have your desktop shared, all pop-up notifications will be visible by your participants. You may want to close applications such as email or Instant Messengers prior to sharing your screen.

When you are in *Desktop Share* mode, your WebEx controls will appear at the top of your screen. These controls automatically hide when not in use. To access them, put your cursor at the very top of your computer display and they will reappear.

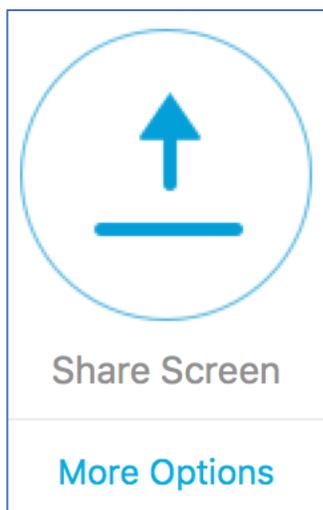


To stop sharing your screen, click  (Stop Sharing) to return to the WebEx meeting window.

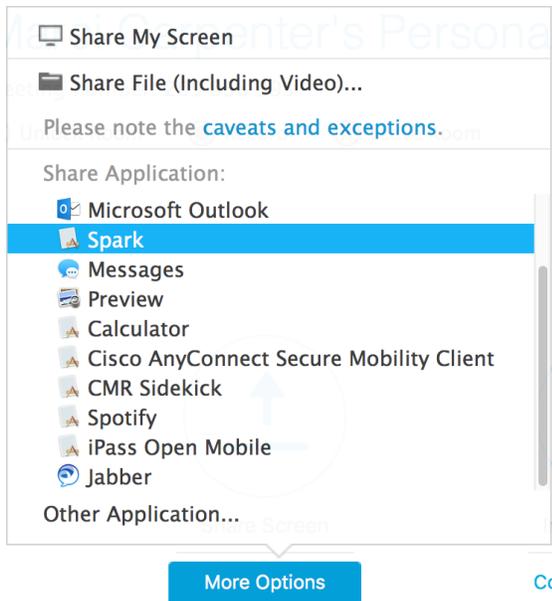
How do I share only one application running on my desktop?

An alternative to sharing your full desktop is to share only a single running application on your desktop. This prevents your participants from viewing anything but the shared application, even if another application is pulled up in front of the shared application.

To share an application, you must first have that application open on your computer. To share your application, from the *Quick Start* tab of the meeting window, locate the Share icon at the bottom center of the page.



Click the *More Options* link to open the *Share* menu.



Your currently running applications are listed. Select the application you wish to share from the list.

When you are in *Application Share* mode, your WebEx controls will appear at the top of your screen. These controls automatically hide when not in use. To access them, put your cursor at the very top of your computer display and they will reappear.

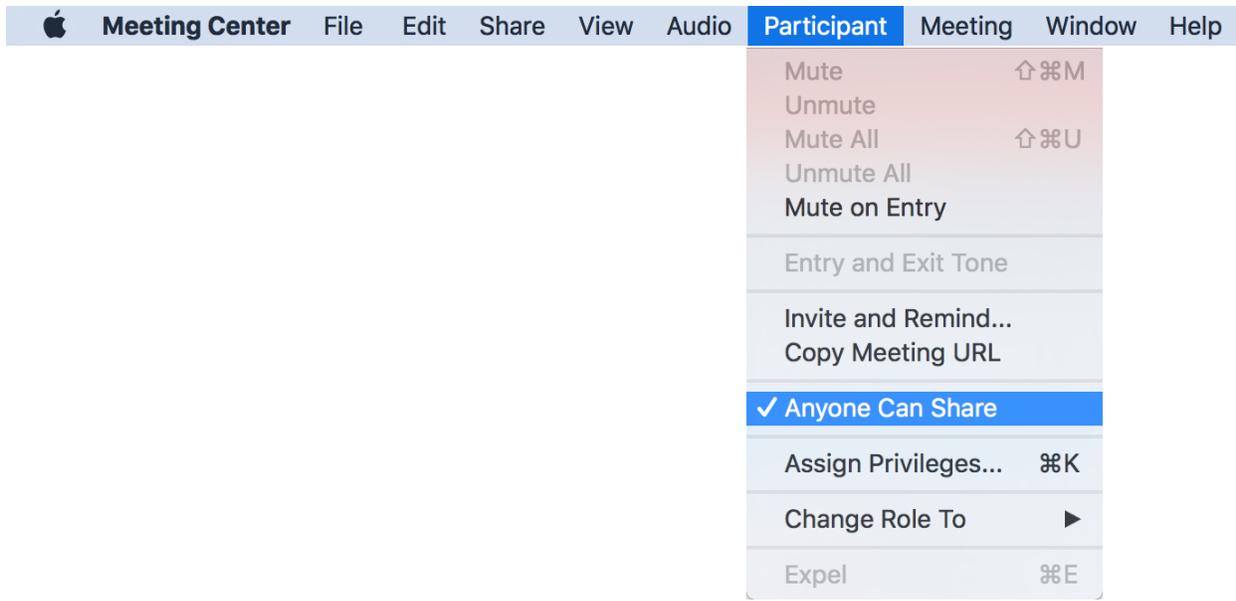


To stop sharing your screen, click  (Stop Sharing) to return to the WebEx meeting window.

How do I allow a participant to share?

While in a WebEx meeting, any of your participants who have joined using either the WebEx application on their desktop or on a tablet have the ability to share content with other participants. Depending on your personal settings, your participants may make themselves the active presenter, or you will need to manually change their role to that of *Presenter*.

To allow your participants to make themselves the presenter, in the top most WebEx menu on your computer display, click *Participants*, then check the option *Anyone Can Share*.

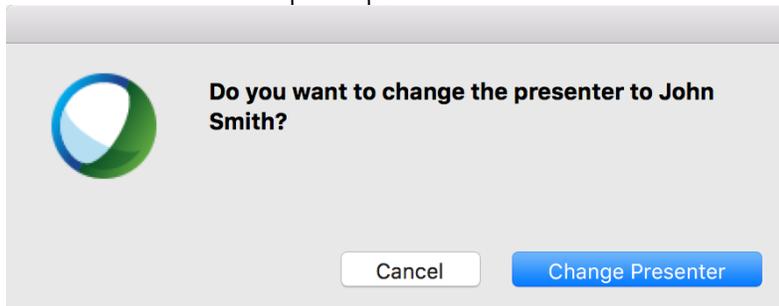


If you prefer to control who shares content in your meeting, you will want to uncheck this option. When this option is unchecked, you will need to manually change your participants to the *Presenter* role when they need to share content.

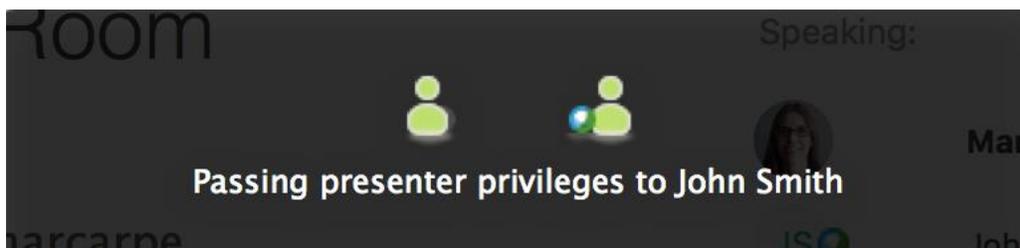
To manually change a participant to *Presenter*, locate the participant in your *Participants Panel*.



There is a small greyed out ball icon to the left of the participant's name. Click this ball to pass control to the selected participant. You will be asked to confirm the change of presenter.



Presenter privileges will now be taken from you and passed to your selected participant.

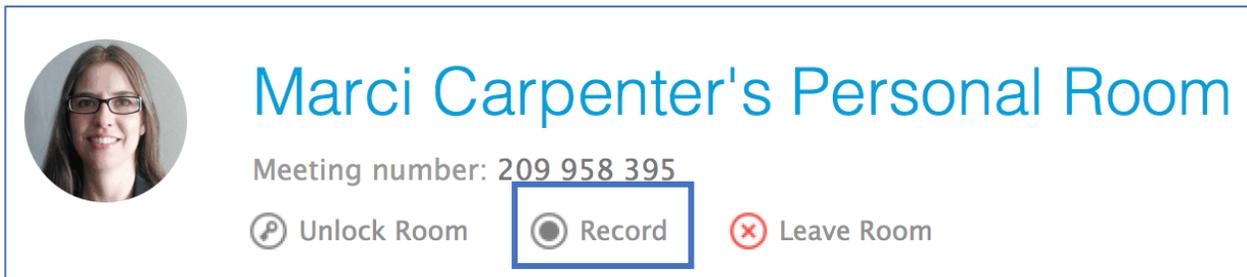


To take presenter status back from the participant, click the greyed out ball next to your own name and confirm the change again.

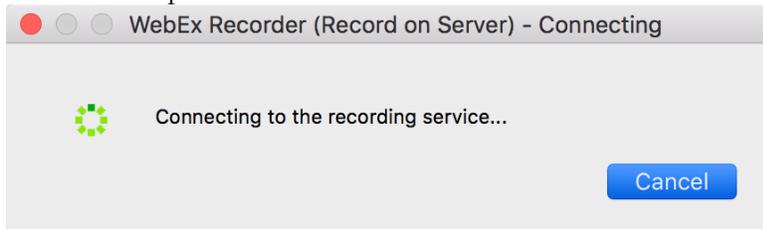
How do I record a meeting?

You may record any meeting for which you are the host. When you begin recording, all participants are notified in the WebEx meeting window that the meeting is being recorded.

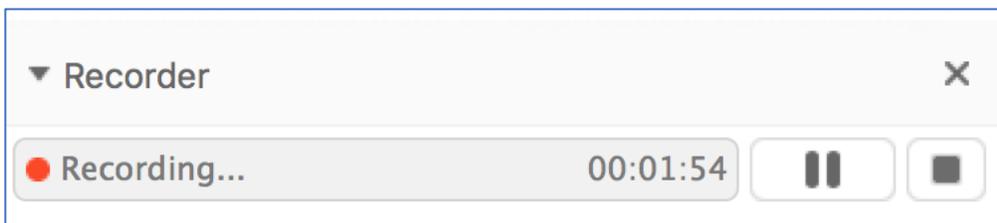
To record your meeting, on the Quick Start tab in your active meeting window, locate the Record button under your meeting topic or room name.



Click this button to immediately start recording your meeting. WebEx will connect to the recording service and open the Recorder Panel.



In the Recorder Panel you have options for pausing and stopping your recording.



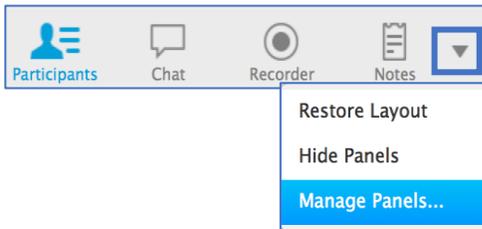
If you press the  (Pause) icon, your recording will temporarily halt. Click it again and your recording will resume within in the same recorded file.

If you press the  (Stop) icon, your recording will stop and begin to render on the WebEx site. If you then start recording again, you will have two separate recording files.

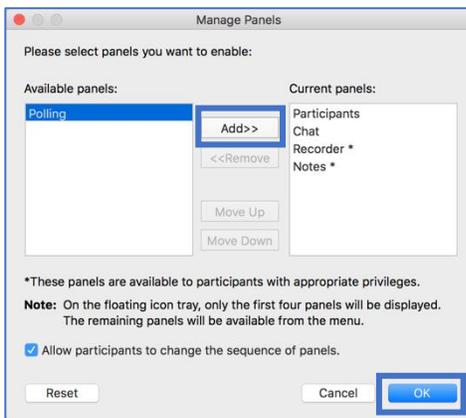
How do I create a Poll during my meeting?

To engage your participants, you may wish to send a poll during your meeting. The Polling feature allows the host or presenter to conduct a survey or questionnaire with attendees during a WebEx meeting. You can create, edit, and save a poll using the *Polling* panel within a WebEx session.

To open the polling panel during your meeting, click the arrow in the Panels selector, then choose *Manage Panels*.



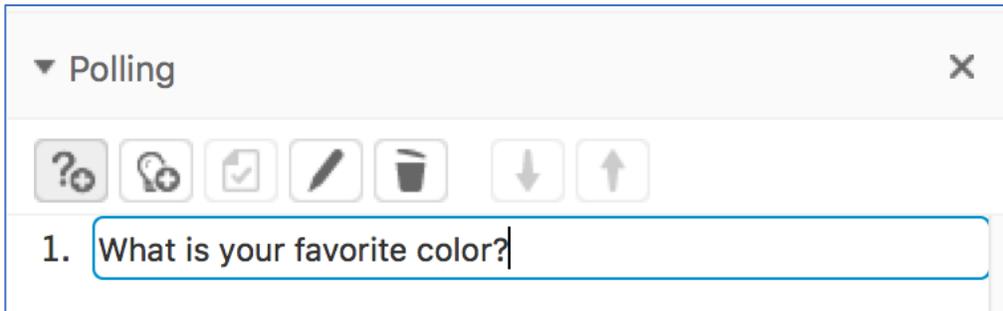
From the resulting pop-up dialog, highlight *Polling* and select *Add* from the center buttons, then *OK* to view the Polling Panel.



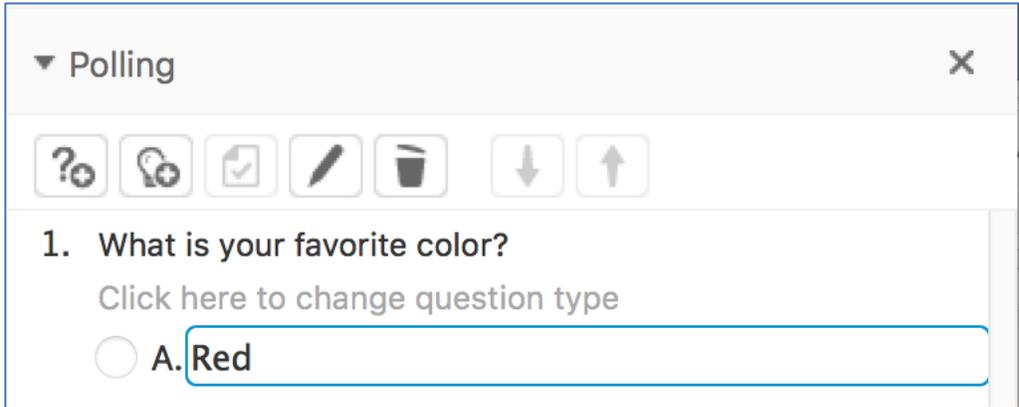
The Polling Panel will open in your Panel Display.



To create a new poll, select the  (New Question) icon. This opens the question dialog and allows you to type your poll question into the space provided.

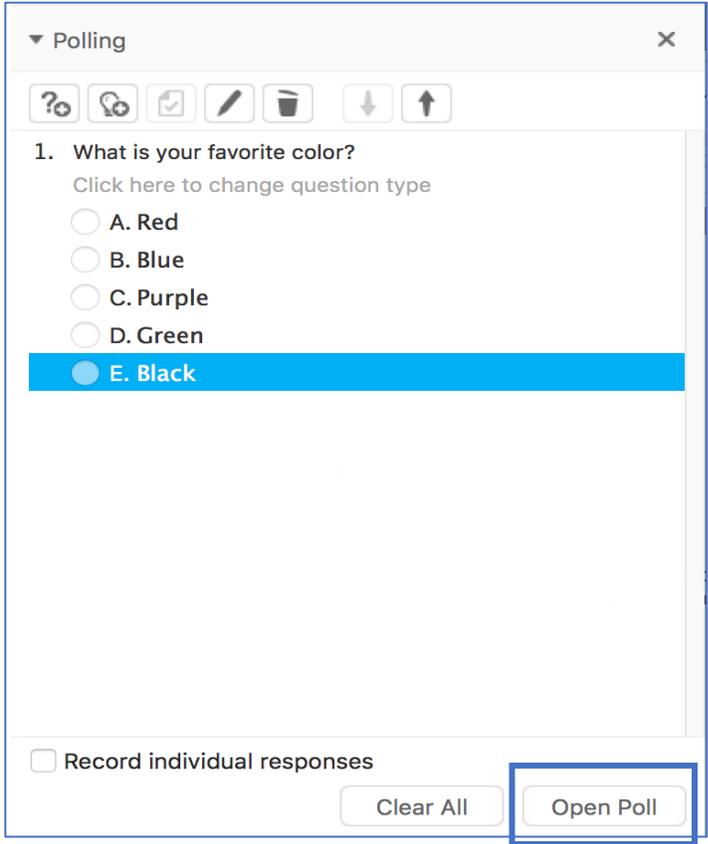


To create the answers from which your participants will select, click the  (Answer) icon. This opens a new space in which you may type an answer.



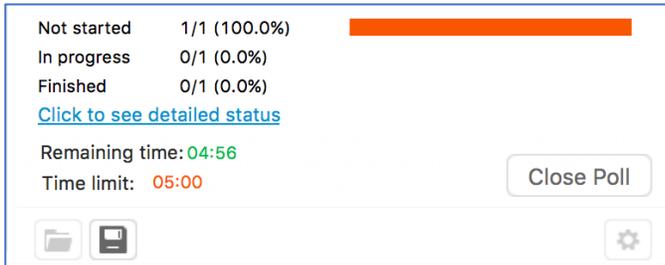
Continue clicking the  (Answer) icon to insert additional possible answers from which your participants may select to respond to your poll.

When you have inserted all available answers you wish to present during your poll, select *Open Poll* from the bottom of the Polling Panel.

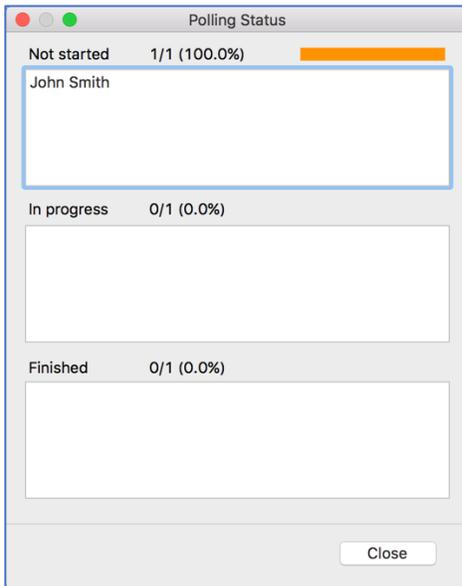


If you wish to capture the individual names of each person who responds to your poll and which option they selected, tic the box next to *Record individual responses* prior to opening the poll.

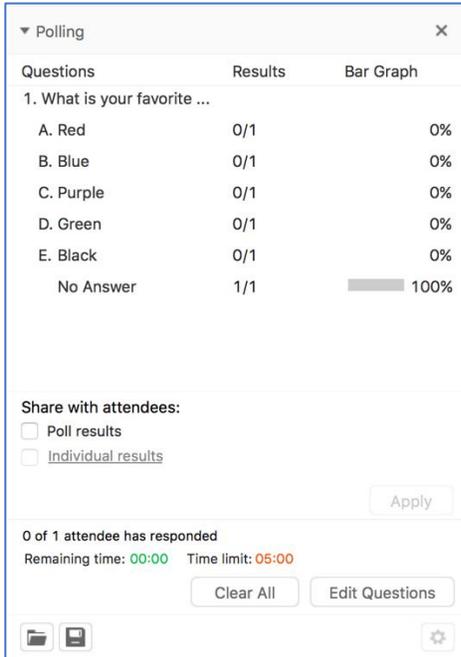
Polls present to your participants with a default time to complete of 5 minutes. You may close the poll at any time prior to the time limit by clicking Close Poll. The number of participants who have Not Started, are In Progress, or Completed are displayed in your Polling Panel and updated in real time.



The link to *Click to see detailed status* will show you which individuals in your meeting have *Not Started*, are *In progress*, or *Finished* with your poll.



When you either manually click Close Poll or the time limit elapses, your Poll Results will appear in your Polling Panel.



If you opted to *View individual results* prior to opening your poll, you can click the *Individual results* link to view how each of your participants responded to your poll.

How do I annotate a document or application I am sharing?

Annotation Tools allow you to draw, type or highlight any content or whiteboard you are sharing.

While you are sharing any type of content, you will either see the  (Annotate) icon in the

WebEx meeting window to the left of your shared content, or the  (Annotate) icon in the Meeting Controls toolbar when sharing your screen or an application. This opens the Annotate toolbar to the left of your shared content.

Using the Annotate toolbar you can...

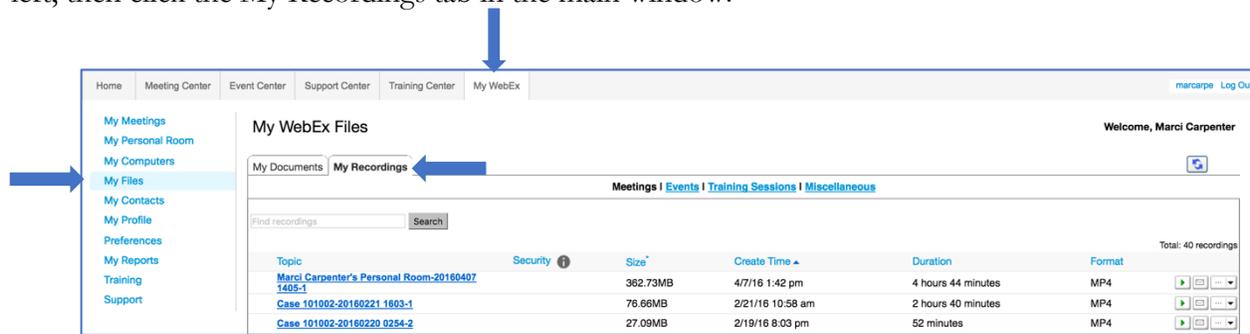
Click This icon...	To...
	Allow the participants in your meeting to annotate the shared content with you.
	Create a pointer with your name inserted into it in order to highlight specific shared content.
	Insert typed annotation remarks. (Hint: Other participants will not see your text as you type. You must click off of the Text Tool in order for your text to appear to others.)
	Draw a straight line on top of your shared content.

	Draw a shape on top of your shared content.
	Use the free form drawing tool on top of your shared content.
	Change the color of your annotations.
	Erase your annotation.
	Save your annotations.

After My Meeting

How do I manage my recordings?

Your recordings are available in the My WebEx section of your WebEx site. To access them, log in to .WebEx.com then click the My WebEx tab. From here, select My Files from the menu on the left, then click the My Recordings tab in the main window.

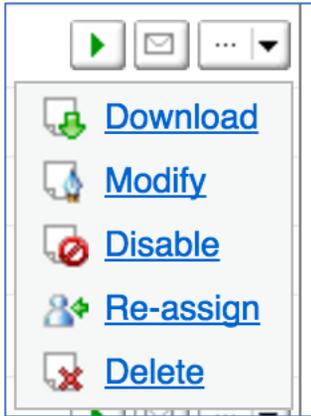


The screenshot shows the 'My WebEx Files' interface. The 'My Recordings' tab is selected, displaying a table of recordings. The table has columns for Topic, Security, Size, Create Time, Duration, and Format. The recordings listed are:

Topic	Security	Size	Create Time	Duration	Format
Marci Carpenter's Personal Room-201604071405-1		382.73MB	4/7/16 1:42 pm	4 hours 44 minutes	MP4
Case 101002-20160221 1603-1		76.66MB	2/21/16 10:58 am	2 hours 40 minutes	MP4
Case 101002-20160220 0254-2		27.09MB	2/19/16 8:03 pm	52 minutes	MP4

All of your recordings will be arranged by Center type with Meeting Center being the default. Use the links in the middle to change from Meetings to Events or Training Sessions.

Use the control to the right of each recording to  Play your meeting recording or  eMail a link to recording to additional recipients. Press the arrow next to the  Ellipses for additional options.



Select *Download* to store a local copy of the meeting recording in MP4 format.

Select *Modify* to change the topic of the recording and add a *Description*. You may also modify access information, such as requiring a password to access your recording playback or prevent users from downloading a local copy of your recording.

A screenshot of the 'Edit Recorded Meeting' dialog box. The title bar says 'Edit Recorded Meeting'. Below the title bar is a section titled 'Recorded Session Information'. It contains a 'Topic' field with the text 'Marci Carpenter's Personal Room-20160407' and a '(Required)' label. Below the topic is a 'Description' field, which is empty, with a '(Required)' label. Below the description field is a section titled 'Access Settings'. It contains a 'Security' section with three checkboxes: 'Require users to sign in' (with an information icon), 'Prevent downloading' (with an information icon), and 'Password protection' (with an information icon). At the bottom right of the dialog box are 'Save' and 'Cancel' buttons.

Select *Disable* to keep people from being able to view your recording, even if they have been provided with the link to the recording and the password.

Select *Reassign* to add a copy of your recorded meeting to another JMU WebEx Host's recorded meeting files.

Select *Delete* to permanently delete your meeting recording. Please note that once you delete a meeting it is gone forever. There is no way to retrieve a deleted meeting.

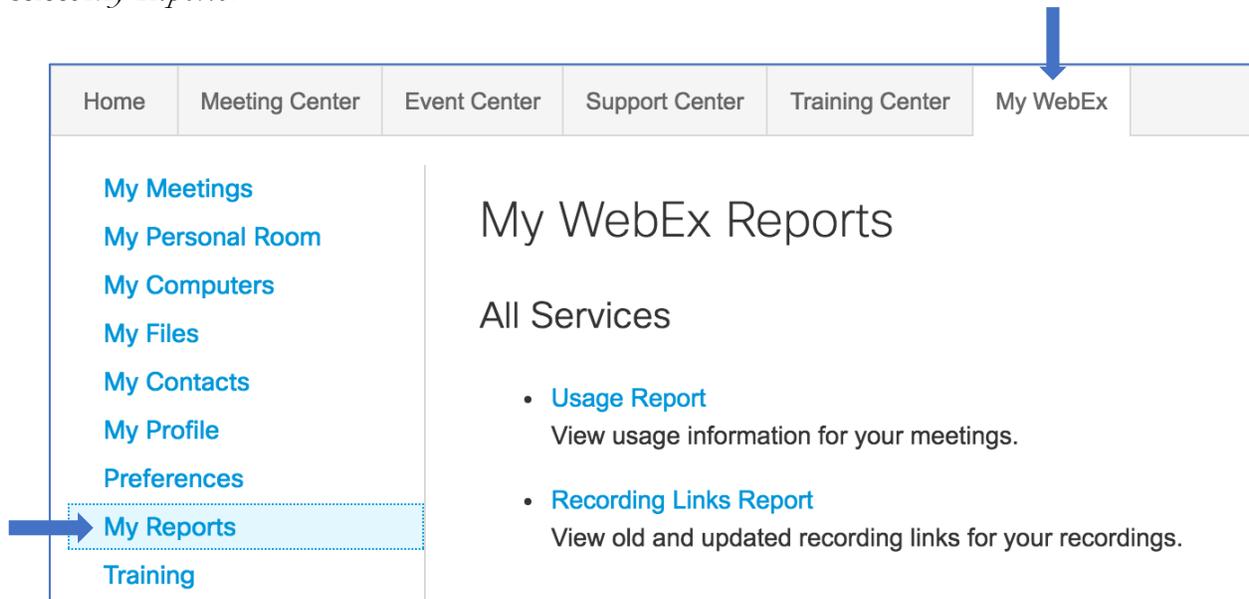
You have <<Insert Number>> gigabytes of recording storage. When you reach your capacity, you will no longer be able to record meetings until you delete them from *My Recordings*. The size of your recorded files will vary depending on the action during the meeting. Typically, a meeting that

does not contain video usage ranges from 15 to 40 MB. A meeting with video usage averages 250MB in size.

What usage reports are available to me?

WebEx offers many reports to help you determine what your usage of WebEx is, as well as how many people have viewed your recorded meetings and other useful information.

To access Reports, log in to .WebEx.com then click the My WebEx tab. In the menu on the left, select *My Reports*.



To run a report, first select the type of report you wish to run. Click the blue report name to open the report criteria.

Insert your report criteria, such as a date range or meeting Topic.

Select *Display Report*.

A screenshot of the 'Usage Report' configuration page. The title is 'Usage Report'. Below the title is a description: 'View usage, such as attendance, duration, and more across all your meetings.' followed by a note: 'Note: You can generate a report for any dates up to three months prior to today.' The form contains several fields: 'From:' with dropdowns for 'May', '12', and '2016'; 'To:' with dropdowns for 'May', '18', and '2016'; 'Topic:' with an empty text input field and the label '(optional)'; and 'Sort results by:' with a dropdown for 'Date' and a 'Display Report' button highlighted with a blue box.

For some reports, if you select the report link within 15 minutes after the event ends, you will see a preliminary version of that report. The preliminary report provides quick access to data before the final, more accurate data is available. The preliminary report contains only a subset of the information that is available in the final report.

When the final, more accurate data is available, which is usually 24 hours after the event ends, the preliminary report is replaced by the final report. You can download both preliminary reports and final reports as comma-separated values (CSV) files.

Usage Summary Report

Search Results from 5/12/16 to 5/18/16, Pacific Daylight Time (San Francisco, GMT-07:00)
[Search again](#)

Final Usage Summary Report
 Sort results by clicking on the column headers.

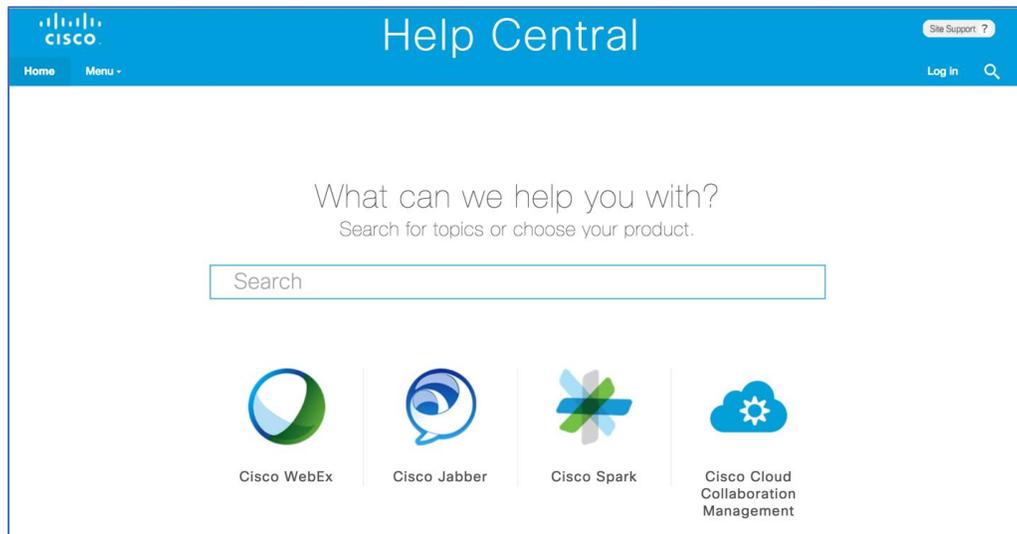
Topic	Meeting Type	Date ↕	Start time	Duration	Invited	Registered	Attended	Tele
Marc Carpenter's Personal Room	PRO	5/16/16	1:42 pm	1 min	0	N/A	1	No
Marc Carpenter's Personal Room	PRO	5/16/16	9:58 am	47 mins	0	N/A	2	Detail
Marc Carpenter's Personal Room	PRO	5/13/16	7:08 am	35 mins	0	N/A	3	Detail
Marc Carpenter's Personal Room	PRO	5/13/16	7:04 am	4 mins	0	N/A	1	Detail
Marc Carpenter's Personal Room	PRO	5/12/16	10:57 am	57 mins	0	N/A	10	Detail
Marc Carpenter's Personal Room	PRO	5/12/16	6:58 am	42 mins	0	N/A	4	Detail

When viewing a report on your screen, you can click any of the blue links to view additional detail or download the report details to a .csv file to save locally to your computer.

Support Information

How do I learn more about the features available in WebEx?

Using any Web browser, navigate to <https://help.webex.com> to access online self-help resources.



Click the Cisco WebEx icon and select the *WebEx Center* you wish to access.



You will have access to short feature videos, user guides, and the WebEx Knowledge Base for any of your technical or feature-based questions.

How do I get technical assistance during my meeting?

As a WebEx Host, you have access to WebEx Support directly 24 hours a day, 7 days a week. When you are having an issue with any aspect of WebEx, you may contact the WebEx Support staff at 866-229-3239. The only information you need in order to get support is the Site URL for your WebEx Account, which is JMU.webex.com.

Note: WebEx does NOT retain logs for meetings. If you do not call WebEx Support when you are having an issue, it is unlikely they will be able to help you. If you are actively having trouble with your account, please immediately call WebEx Support.