



WEBEX 101: THE BASICS

April 30, 2020 - 2 p.m.



Agenda

- 1. Overview of Cisco WebEx and Related Teleconferencing Software**
- 2. How to Use WebEx as a Host**
 - How to schedule a WebEx through Outlook
 - How to mute all participants
 - How to pass hosting off to another participant
- 3. How to Use WebEx as a Participant**
 - Joining Meetings
 - Muting audio
 - Muting video
 - The Chat Box
- 4. Q & A with Emma**
- 5. Conclusion: Next Webinar?**

Overview of Cisco WebEx

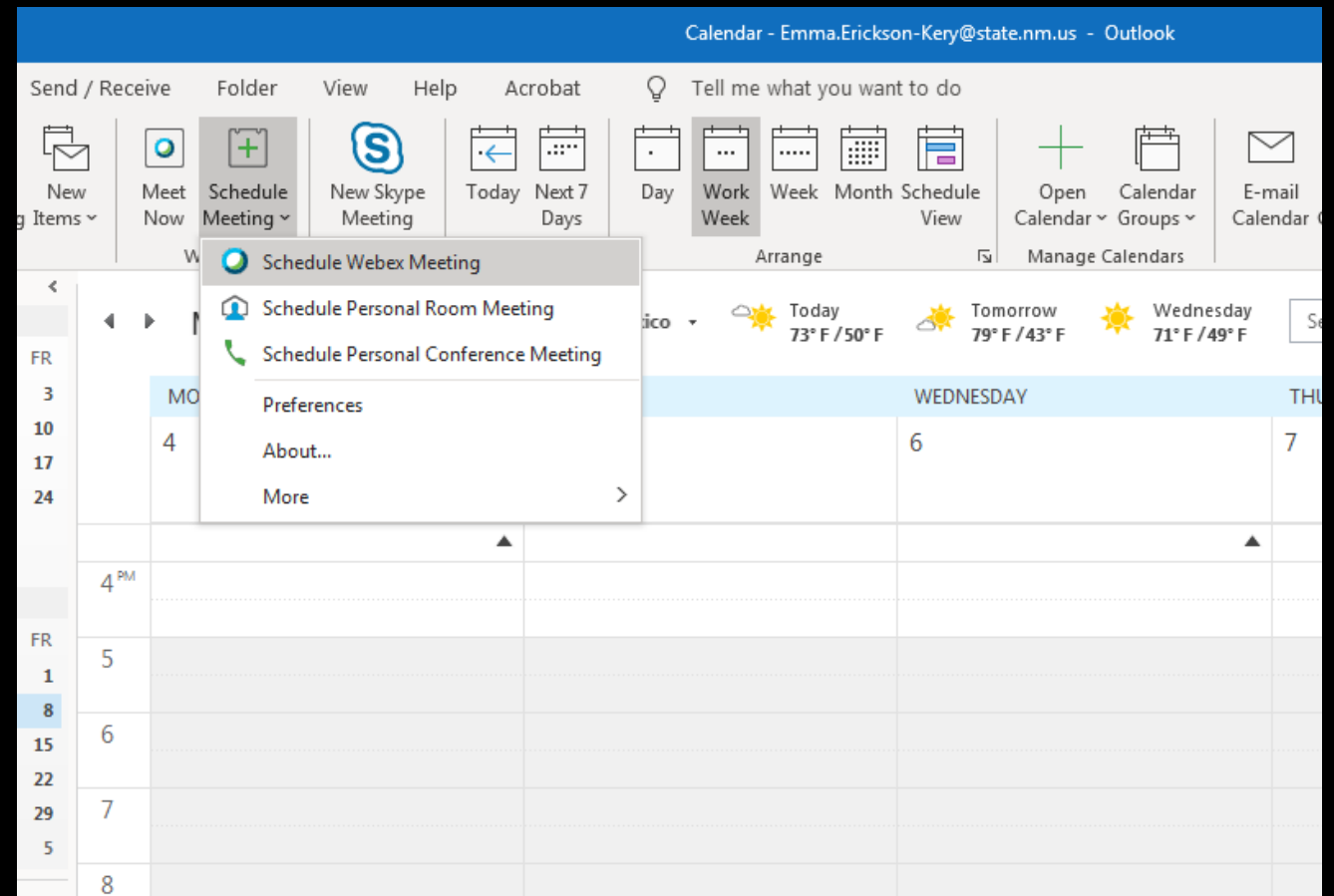
- WebEx is a great tool for telework, and far more effective and less prone to difficulties when compared to a conference call.
- WebEx and Zoom are very similar, but WebEx is tied to the NMDFA network, thus making it more secure and better to work with among DFA employees.
- WebEx allows for up to 1,000 people to join your call (Premium Feature – you would need access to credentials from your division).
- You can host simple meetings with a few people, or host trainings and webinars with hundreds of people.
- While WebEx is best used on a computer with a microphone and camera, you can also conference using your smart phone.

Hosting 101

webex™

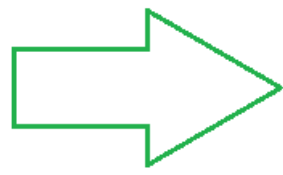
How to Schedule a Webex using Outlook

- The WebEx scheduling add-on (Cisco WebEx Productivity Tool) should already be in your Outlook calendar. If not, please contact DFA IT about getting it installed.
- Simply click the icon and then “Schedule WebEx Meeting” at your desired time and add invitees.
- Once clicking, you’ll be brought to an Outlook meeting invite page that’s just like those you’re used to – only with a special link at the bottom.





Waiting for others to join



Control bar with icons: Mute, Video, Screen Share, Recording, Profile, Chat, More, End Meeting. Includes green arrows pointing to Mute, Video, Profile, and Chat icons.

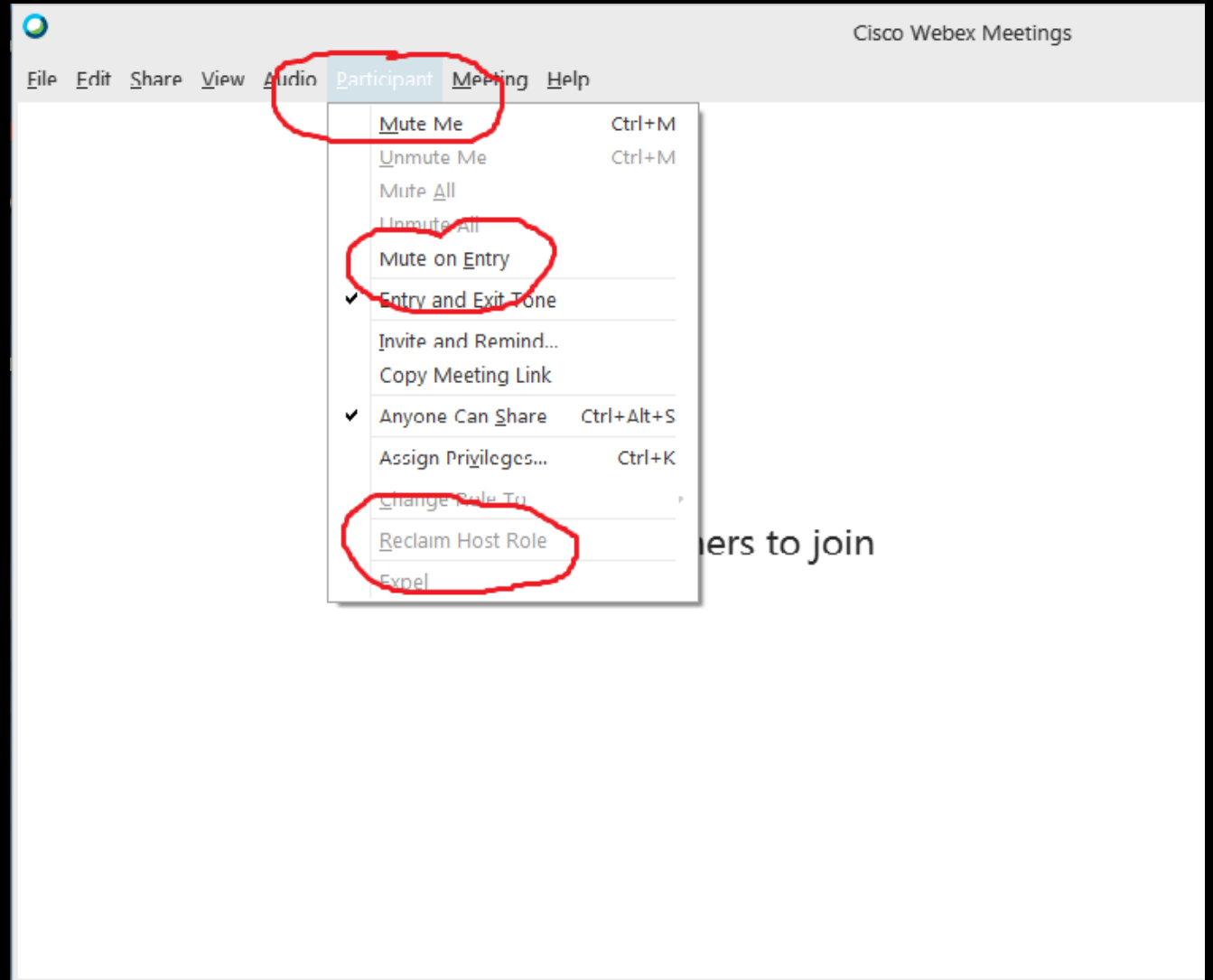
Participants

Search

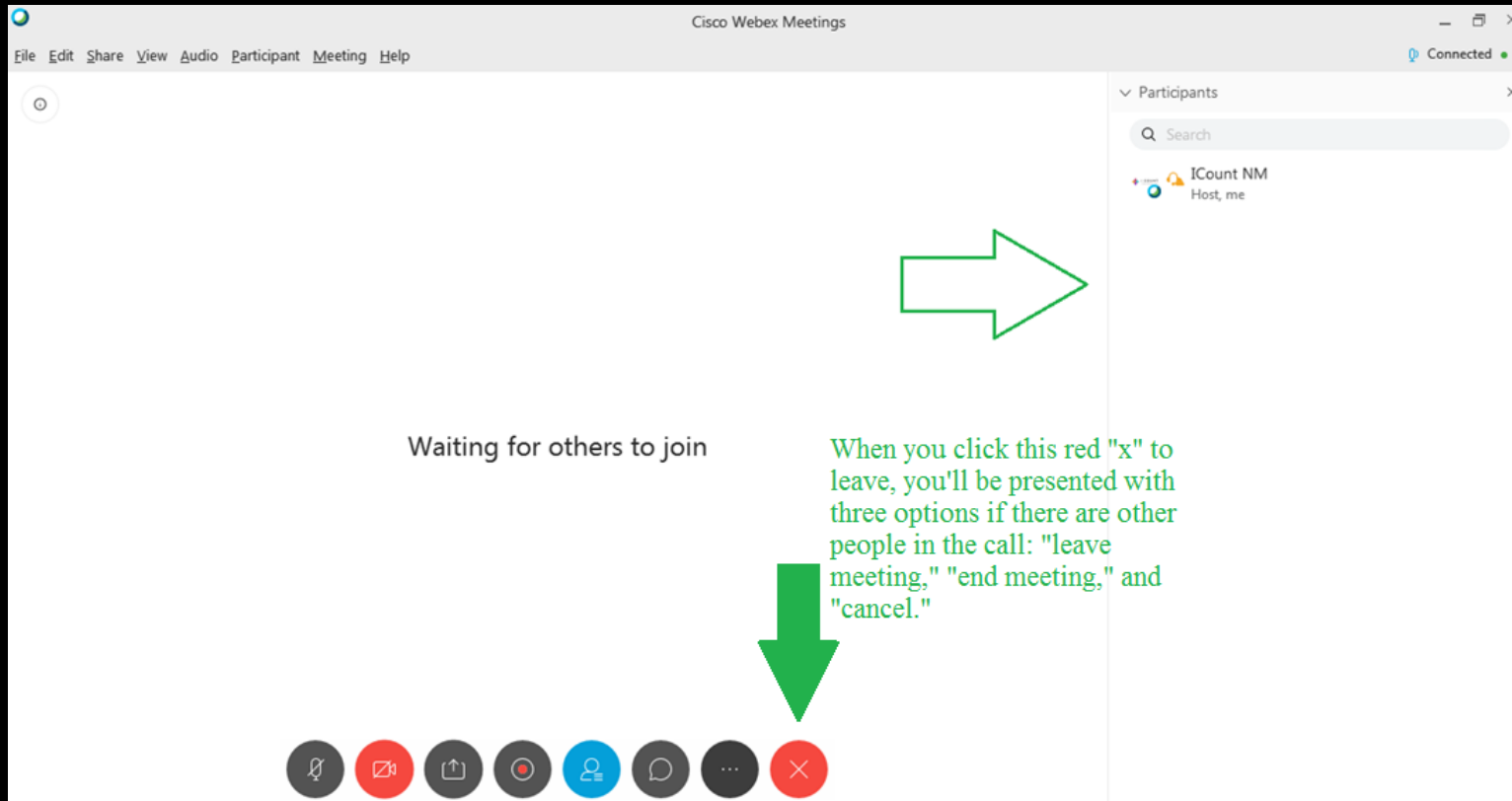
ICount NM
Host, me

Hosting Best Practices

- Mute participants on arrival if you're presenting to a large group of people (especially if many of them are only there to listen in).
- As host, you have the power to **mute anyone** on the call, as well as **expel unwanted participants** ("zoom-bombers").
- If you must leave the meeting, you can pass the hosting role on to another team member.
- If you are hosting the WebEx, *only you* can start it—your participants won't be able to join until you do.
- **Tip:** if the video or audio quality is choppy to the point of not being able to hear, ask that everyone turn off their video.



Leaving a Webex as a Host

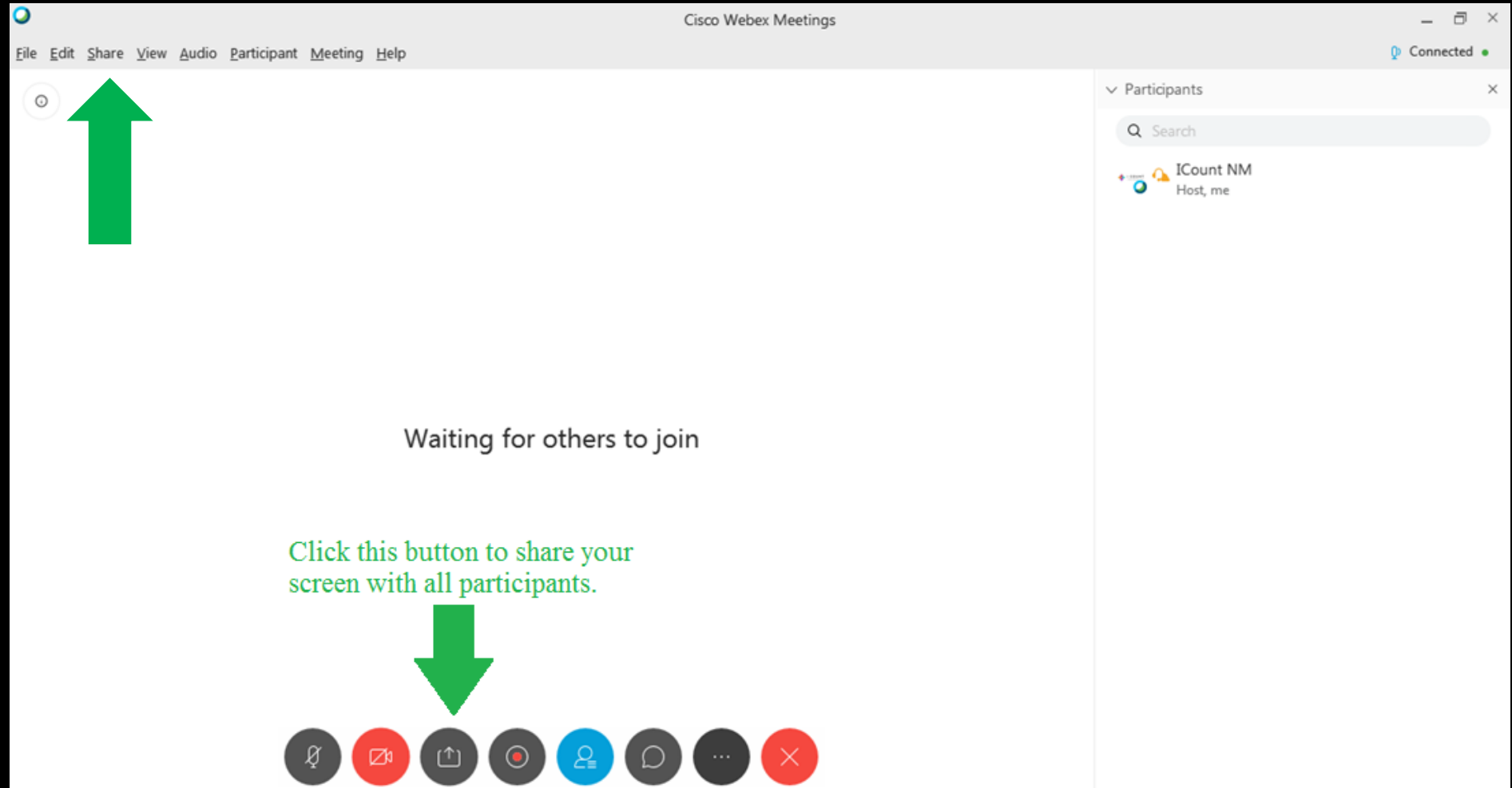


- It's simple and easy to leave a WebEx as a host, if someone else is on the call.
- **DO NOT** start a WebEx and leave when no one else has yet joined the call. This will break the link and no one in your invite will be able to join.

Screen Sharing

Works for both hosting and participating – anyone can screen share, even if they're not the host.

If you don't want others to share content, simply turn off "anyone can share" from the "Participant" drop down menu.





Share Content

Optimize for text and images ▾ ⓘ

Screen 1

Windows Explorer Cisco Webex Mee... Microsoft Outlook Internet Explorer

Microsoft Excel



Participants

Search

ICount NM
Host, me

Participating 101

webex™

Participating is the easy part...



To join a WebEx, simply make sure to click the link that says “Join Meeting” provided in the invite sent to you by the host. Things tend to run more smoothly if WebEx is already downloaded to your computer or device.



Make sure the computer or device you’re using has a microphone and camera of some sort – avoid using a desktop monitor without a microphone/camera.

Laptops and mobile devices work if your desktop doesn’t have a microphone and camera.

Participant Dos & Don'ts

DO

- Mute yourself if you don't plan on speaking during the presentation.
- Turn off your video if the system is overloaded and the bandwidth is wearing on your home wi-fi.
- Use the chat box to ask questions if the presenter shouldn't be interrupted.
- Make sure you're muted before you take another call during a meeting.

DON'T

- Simply place a sticker or Post-It note over your camera—turn it off instead. Keeping it on while covered will create a lot of unneeded bandwidth.
- Take other calls, talk to other people, or eat while you're not muted.



Best Practices from Stanford University IT

Prior to a meeting

- When using equipment or locations not regularly used, test your meeting connections in advance.
- When possible, establish online video conferencing connections several minutes before the meeting start time.
- Create a backup communication plan in case you have trouble connecting with remote participants. A backup plan can include asking onsite participants to connect to the meeting through their laptops, using a mobile or speakerphone, and/or collaborating through an online collaboration tool (e.g., Google docs).



Best Practices from Stanford University IT

During a meeting

- Have all participants share their video and audio. No lurkers.
- Have participants mute their microphones if their location has excessive background noise or they will not be speaking.
- Have a meeting facilitator — often, but not always, the person who called the meeting. The facilitator is responsible for:
 - providing an agenda to participants that includes an overview of topics to be covered and planned outcome;
 - establishing the visual or verbal cues, such as raising a hand, to indicate when someone wants to actively contribute verbally to the meeting;
 - engaging participants at all locations to ensure discussion understanding, and alignment;
 - limiting “side conversations” and multitasking or ensure all participants are made aware of that content.



Best Practices from Stanford U IT – Remote Video Conferencing

If you participate remotely in a video conference, follow these instructions to ensure the best experience

- Try to connect via a wired Ethernet jack. This prevents WiFi dropouts and speed issues.
- If connecting from a laptop, plug in the laptop wall power. Battery use can adversely affect video quality.
- Test the connection before the call; this is strongly recommended.
 - If you use WebEx: Go to your WebEx Personal Room. Test your audio connection using the **Audio** pull-down menu. Test your video connection by viewing the screen in your Personal Room.
- Ensure that you have a camera, microphone, and headphones or speakers available. Earbuds or headphones are preferable to avoid audio feedback and echo. Most modern laptops and all-in-one desktops have a headphone jack, microphone, and speakers built in.



Best Practices from Stanford U IT – Remote Video Conferencing

- Be aware of your surroundings and how you appear visually.
 - Call from a quiet location with no background noise.
 - Close blinds on windows so that you are easier to see on video.
 - Wear neutral, solid-colored clothing. Avoid black, white, or striped clothing.
- Be aware of your behavior. Because you are on a video conference, people can see what you are doing at all times.
- Be aware that [DFA IT] cannot troubleshoot during the meeting while working remotely.
- Follow all instructions in the video conferencing invitation and note important supplemental information, such as a backup phone number in case you are disconnected.

For more information: <https://uit.stanford.edu/videoconferencing/best-practices>.

Thank You for Your Participation

Any Questions?

***Closing Poll:* would you like a second webinar that goes more in-depth with WebEx?**

Contact me: Emma.Erickson-Kery@state.nm.us