NET CONFERENCING

# Advanced and Customized Net Conference With Cisco WebEx Meeting Center MeetingTips

Meeting Tips for WebEx Meeting Center provides tips and techniques that you can use to conduct more efficient meetings on the Web. This guide assumes that you are already familiar with the basics of WebEx Meeting Center, and thus it does not provide detailed instructions for using WebEx Meeting Center.

To obtain detailed instructions for using the options and features that this guide describes, refer to the online **Help** on your Meeting Center Web site.

## Setting up a meeting
For meeting hosts
This section provides tips and techniques that can help you to set up a scheduled or instant meeting effectively.

### Choosing a scheduler
To schedule a meeting, you can choose either of the following schedulers:
- **Advanced Scheduler**: Lets you set all options for your meeting. These options including basic meeting information, recurrence, teleconferencing, the attendee list, registration, agenda, attendee privileges, security options, and other meeting details.
- **Quick Scheduler**: Lets you set a smaller number of options for your meeting. These options include basic meeting information, teleconferencing, and the attendee list.

### Securing your meeting
You can provide security for your meeting by doing any of the following in the Advanced Scheduler:
- Require a password: If you specify a password for the meeting, attendees must provide this password to join the meeting.
- Schedule an unlisted meeting: An unlisted meeting does not appear on the meeting calendar on your WebEx Meeting Center Web site. To join an unlisted meeting, attendees must click the Unlisted link under Attend a Meeting on the navigation bar, then provide a unique meeting number.
- Exclude the meeting password from email invitations: If you have specified a meeting password, you can prevent the password from appearing in the email invitations that your WebEx Meeting Center Web site automatically sends to attendees.
- Require attendees to log in: You can require that attendees have a user account on your WebEx Meeting Center Web site. Thus, attendees must log in to your site before they can attend a meeting.
- Require attendees to register for the meeting: You can require each attendee to fill out a registration request that includes his or her name, email address, and other information that you require, and then send the request to you.

You can then accept or reject each registration request. The level of security that you choose depends on the meeting's purpose. For example, if you schedule a meeting to discuss your company picnic, you might specify only a simple password for the meeting. On the other hand, if you schedule a meeting in which you will discuss sensitive financial information, you may want to specify that the meeting is unlisted and require attendees to log in to your site to attend.

## Scheduling a recurring meeting

If you want to host a meeting on a regular basis, you can specify one of the following recurrence patterns when scheduling a meeting using the Advanced Scheduler:

- Daily recurrence
- Weekly recurrence
- Monthly recurrence
- Yearly recurrence

To set up a recurring meeting, specify recurrence options on the Date & Time page in the Advanced Scheduler.

## Including a teleconference

When scheduling a meeting, you can select one of the following teleconferencing options in either the Quick Scheduler or Advanced Scheduler. To access these options in the Advanced Scheduler, click Teleconference on the right; in the Quick Scheduler, click Change audio option.

- **None:** Select this option if you do not need to set up a formal teleconference or use a teleconferencing service— for example, if you want to meet with only one other attendee.
  - If you schedule a meeting without using a teleconferencing service, it is recommended that you clearly specify in your email invitation how you plan to provide audio for the meeting; otherwise, attendees may not realize that your meeting includes audio. For example, you can inform attendees that you will call them once the meeting starts. To specify this information, you can create a custom email invitation. For details, see the **Creating a custom email invitation for attendees**section.
  - **Verizon teleconferencing service:** The meeting includes an integrated teleconference. If you select this option, select one of the following types of teleconferences:
  - **Attendees call in:** Select this option to have attendees call a phone number to join a teleconference.
  - **Attendees receive a call back:** Select this option to have the teleconferencing service call attendees to connect them to the teleconference.
    - In a call-back teleconference, only meeting attendees who have direct phone lines can receive a call back from the teleconferencing service. If a receptionist answers the call from the service, or the attendee's phone system uses a recorded greeting for incoming calls, the attendee cannot receive a call back. However, an optional call-in phone number for the teleconference is always available in the Meeting window.
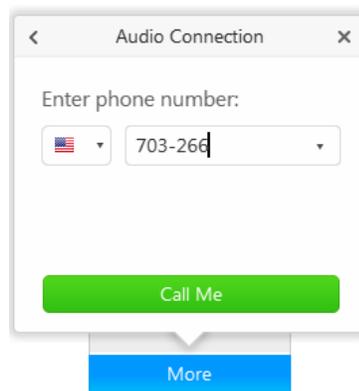


## Telephony: Identify Active Speaker

The active speaker icon reacts to sounds during a live call, informing leaders who is currently speaking even allowing them to mute callers who may have background noises that could be interrupting the flow of the call. This feature also lets leaders identify the party speaking, allowing them to address parties by name, even help take more detailed notes.

**Granting privileges to attendees**

When scheduling a meeting using the Advanced Scheduler, you can grant privileges to or remove them from attendees, using the options on the Attendee Privileges page. The privileges that you select determine whether all attendees can share documents, view shared documents independently, annotate shared documents, and so on.

For most meetings, it is recommended that you accept the default privileges, and then grant additional privileges as needed to all attendees or individual attendees during the meeting. That way, you can maintain control over the meeting. For example, if you are giving a presentation and want to ensure that attendees follow along with your slides, you probably do not want to grant them the View any page privilege, which lets them navigate your presentation independently.

**Letting attendees join a meeting before its scheduled starting time**

If you use the Advanced Scheduler, you can let attendees join a meeting before you actually start it. For example, you can specify that attendees can join a meeting up to 10 minutes before its scheduled starting time. This option, which is available on the Date & Time page in the Advanced Scheduler, helps to prevent attendees from having to wait for you to start the meeting before they can join it.

If you do let attendees join a meeting early, you can automatically share a presentation or document once an attendee joins the meeting. For details, see the **Sharing a presentation automatically**section.

**Sharing a presentation automatically**

If you let attendees join a meeting before its scheduled starting time using the Advanced Scheduler, you can share a presentation or document automatically. The presentation or document can inform or entertain attendees while they are waiting for you to start the meeting. To share a presentation or document automatically, you must select it when scheduling a meeting. The presentation or document must be in the WebEx Universal Communications Format (UCF). To save any document or presentation as UCF, use the WebEx Universal Communications Toolkit or the WebEx Document Manager, which are available on the Support page on your WebEx Meeting Center Web site.

**Using meeting templates**

To save time when scheduling a meeting, you can set up a meeting template. A meeting template automatically sets all the options your meeting, except the password and date and time options. To set up a meeting template, use the Advanced Scheduler or Quick Scheduler to set the options you want to use for your meetings, and then click **Save As Template** at the bottom of the scheduling page. The next time you want to schedule a meeting, simply choose the template from the **Set options using template** drop-down list at the top of the Advanced Scheduler or Quick Scheduler page. Before you schedule the meeting, you can change any of the options that the template applied to your meeting.

**Creating a custom email invitation for attendees**

If you invite attendees to a meeting when scheduling it, WebExMeetingCenter automatically sends invitation email messages to the attendees. However, you can modify the automatic email message, as follows: Initially invite only yourself to the meeting. Once you receive the invitation email message, you can modify it as needed, and then forward it to attendees. In your custom invitation email message, ensure that you include all necessary meeting information that the original message contained, such as the date and time for the meeting, the meeting agenda, the URL for joining the meeting, and voice conferencing information.

**N o t e:** Do not modify the meeting confirmation email message that you receive. This message contains information and URLs that you need to host the meeting.

## Updating information about a scheduled meeting

You can update any information about a meeting, including its starting time, recurrence pattern, or list of invited attendees. Once you modify a meeting, you can choose to send attendees a new invitation email message that informs them that you have modified information about the meeting. Attendees whom you removed from the attendee list receive an email message informing them that you have retracted their invitations.

## Letting another user schedule a meeting on your behalf

You can grant permission to one or more meeting service users to schedule meetings on your behalf. Once another user schedules a meeting for you, the meeting appears in your list of meetings on the My WebEx Meetings page. You can then start the meeting and host it as you normally can when you schedule meetings yourself.

To let another user schedule a meeting for you, specify that user in your user profile on your WebEx Meeting Center Web site. You can select only a user who has an account on your WebEx Meeting Center Web site.

## Using Microsoft® Outlook® to schedule a meeting

If you use Microsoft Outlook 2000 or later, and your WebExMeetingCenter configuration includes the WebEx Integration to Outlook option, you can schedule, start, and join online meetings using Microsoft Outlook. For instructions on using Integration to Outlook, refer to the guide WebEx Integration to Outlook User's Guide. This guide is available on the Support page on your Meeting Center Web site.

## Using Meet Now Meetings

If you often meet with others to spontaneously collaborate on documents, spreadsheets, and so on, you can set up Meet Now Meeting shortcuts for your Microsoft Office applications. Then, while working in a Microsoft Office application, you can instantly start a meeting and share the document that is open in that application. Similarly, you can set up a Meet Now Meeting shortcut for your Microsoft Windows® shortcut menu. This shortcut lets you right-click any document or application on your computer to instantly start a meeting and share that application or document in the meeting. To set up Meet Now Meeting shortcuts, do either of the following on your WebEx Meeting Center Web site

- Click **My WebEx** >**My Meetings** >**Meet Now Setup**
- On the navigation bar, click **Host a Meeting** >**Meet Now Meeting**.

# Starting and conducting a meeting
**For meeting hosts**
This section provides tips and techniques for starting and conducting a meeting.

## Starting a scheduled meeting

Meetings do not start automatically at their scheduled times. As the meeting host, you must first start a meeting before attendees can join it. Thus, it is recommended that you start a meeting about 10 minutes before its scheduled starting time, to accommodate any attendees who want to join a few minutes early. Alternatively, you can let attendees join a meeting before you actually start it. In this case, the meeting automatically becomes "open" at a time that you specify when scheduling it. For more information, see **Letting attendees join a meeting before its scheduled starting time** section**.**

## Helping attendees to join a meeting

If attendees have trouble joining a meeting, they may be attempting to join a meeting that you have not yet started. On the meeting calendar on your WebEx Meeting Center Web site, under Status, the text Join Now and a green indicator appear only after you start the meeting. Otherwise, the text Not started appears.

Because a meeting's status can change at any time, an attendee can periodically click the Refresh button on the page to determine whether you have started the meeting. You can help to avoid the need for attendees to refresh the meeting calendar by letting them join the meeting before you actually start it. For details, see **Letting attendees join a meeting before its scheduled starting time**.

**Preventing unauthorized access to a meeting in progress**

Once all required or invited attendees have joined a meeting, you can "lock" the meeting by restricting access to it. Restricting access to a meeting helps prevent anyone else from joining it. To lock a meeting, choose **Restrict Access** on the **Meeting** menu.

**Helping attendees to join a teleconference**

If your meeting includes call-in or call-back teleconference, instructions for joining the teleconference automatically appear in a message box on an attendee's screen once that attendee joins the meeting. Attendees can also obtain instructions for joining a teleconference at any time during the meeting, by choosing **Join Teleconference** on the **Participant** menu. If your meeting includes an integrated call-in teleconference, the call-in number also appears on the Info tab in the content viewer.

## Presenting information

**For presenters**
This section provides tips and techniques for sharing presentations and applications, polling attendees, and recording meetings.
**Preparing for your meeting**

These tips can help you to avoid problems and ensure that your meeting runs smoothly:
- Before you start a meeting, ensure that your computer and network are working properly to avoid any unexpected problems during the meeting.
- Place all the files that you intend to share in a single folder, so you can quickly locate them during the meeting
- Start your meeting early, and practice sharing the documents and applications that you intend to share with attendees. That way, you can troubleshoot any problems before attendees join the meeting.
- Ensure that you have the URL for your backup meeting site handy, in case your primary site is unavailable. If you do not know the URL for your backup site, ask your WebEx Meeting Center site administrator.
- Once you start a meeting, write down the meeting number, host key, and, if you are using the integrated teleconferencing service, the teleconference number. These numbers appear on the Info tab in the content viewer

**The Leader Console**

The console is an easy interface that uses the familiar Microsoft Windows® menus to make participating in a meeting very intuitive.  You have tools available to you in the console to allow you to communicate with the leader or other participants.
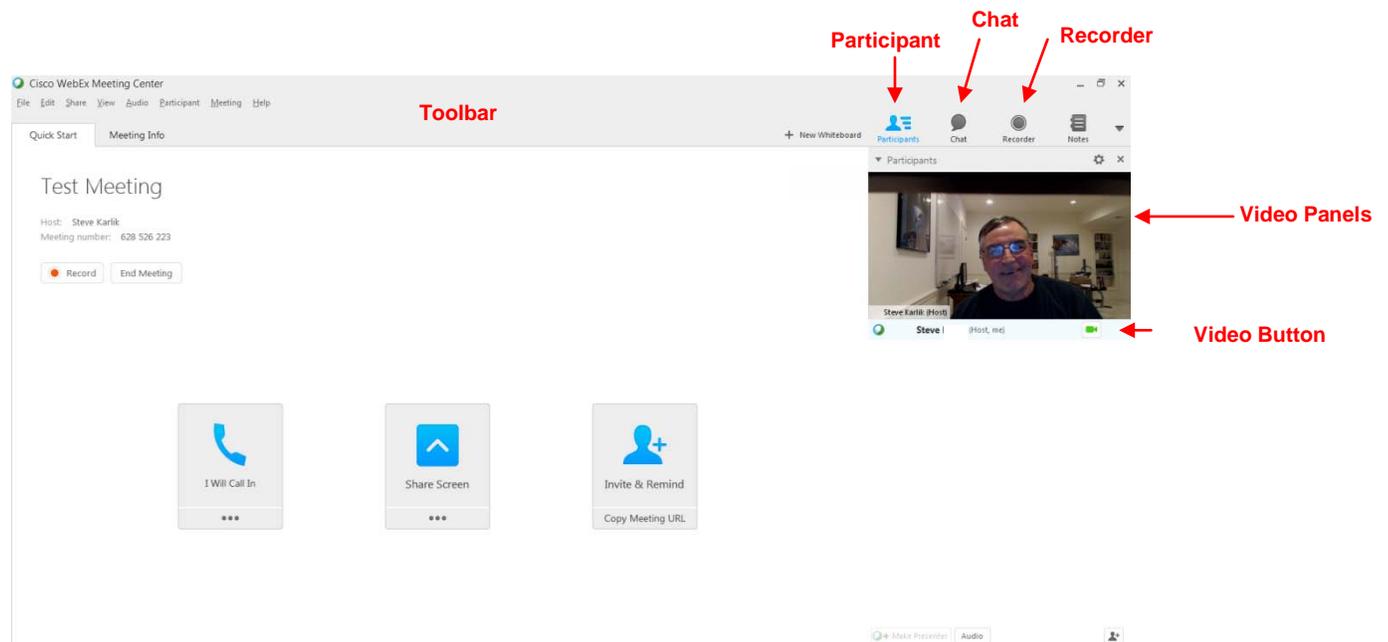
**Floating Icon Tray**

The Floating Icon Tray appears when sharing an Application on the top of your screen.   The tray includes:
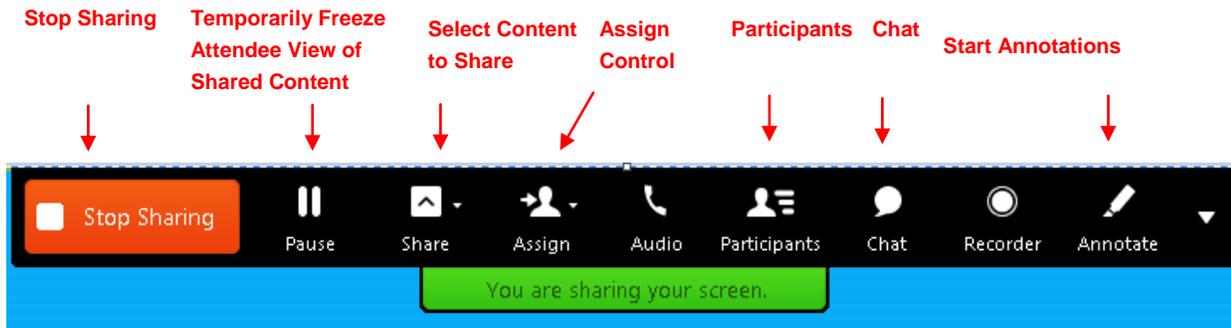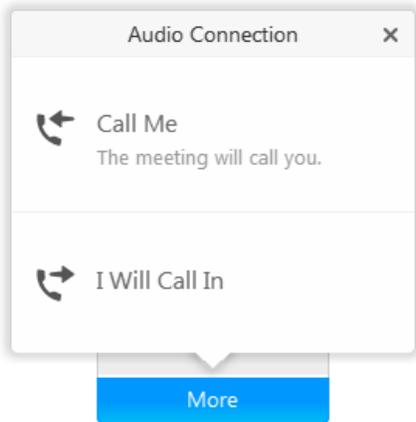


**Join Teleconference**

Leaders and Participants may join the audio portion of the meeting multiple ways. They may:
- **Call into** the Instant Meeting audio bridge.
- Enter their phone number to receive a **call back.**

- **Call into the Instant Meeting audio conference** - When participants enter the meeting console the dial-in numbers will display on the Info tab and in the Meeting Information section.  In addition to toll and toll free, global numbers are available as well.  Dial In User Merge is also supported as a dial in option which merges the user's audio and net identities within the participant panel.  Please refer to the **Dial In User Merge User Guide** for more.

- **Dial Back:** Leaders and participants may enter their number to receive a call from the conference service.  This synchronizes the audio and net sessions so that each user is identified by name in the participants panel.  This also enables the active speaker functionality.  (see Telephone: Identify Active Speaker section.)



### Press 1 to Join Audio:

- If the Site Administrator has the **Press *1** feature turned on for your site, participants will be asked to enter a *1 to join the audio portion of the conference if they are joining the audio by having the audio bridge dial out to them. This will prevent voicemail boxes from being added into the audio conference by mistake.
- The pop up window for the Join Teleconference will indicate **press 1** however the audio command will tell participant to **Press *1**.
- Please follow the *audio instruction* to **Press *1** and disregard the **Press 1** instruction in the pop up window within the WebEx console.
- A future release of WebEx will allow the text within the **Join Teleconference** window to be customized.

**Note:** The Host/Leader will **not** be prompted to press *1.  If the Leader has selected the option to allow the first participant to become the presenter, they will also not be required to Press *1 to enter the audio portion of the call.

### Site Admin setting:
When the Site Administrator selects **Off** for the Press 1 feature, participants must enter *1 to join the audio portion of the call when the audio bridge dials out to them.



### Press 1 User Experience:
When the Press 1 feature is enabled, participants will be prompted via the audio bridge to **Press *1** to enter the audio portion of the call when using the dial back feature.

### Telephony: Identify Active Speaker

- The active speaker icon reacts to sounds during a live call, informing leaders who are currently speaking, even allowing them to mute callers who may have background noises that could be interrupting the flow of the call.  This feature also lets leaders identify the party speaking, allowing them to address parties by name.
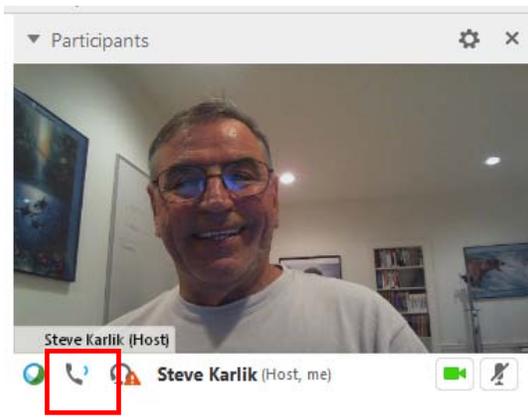
## Sending and Receiving Video

If a video camera is installed on your computer, you can send video. Other participants can see you, or whatever you focus your webcam on. To see video, participants do not need to have a webcam installed on their computers.

WebEx Meeting Center and Training Center support high-definition (HD) video with up to 720p resolution. Other WebEx services, such as Event Center and Support Center, support high-quality video with up to 360p resolution. The Cisco technology automatically adjusts video to the highest quality for each participant according to the computer capabilities and network bandwidth.

Your administrator can set video options at the site level. A meeting host can set video options on the scheduler as well as in the meeting. If your site or meeting is not set up to use HD or high-quality video, standard video is used.
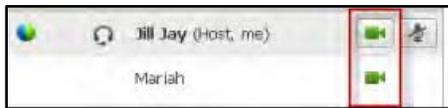


To start or stop sending video, select the video icon beside your name. The icon turns green when you are sending video.

If you have a High Definition camera and you select the video icon, a one-time notification indicating **You are ready to send HD video to other participants** displays.
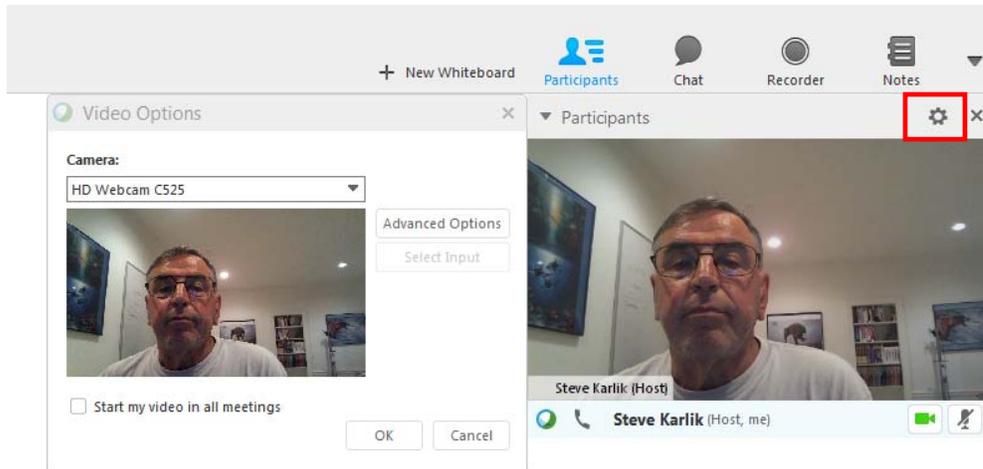


Video settings may be adjusted by selecting the "wheel" icon to in the upper right hand section of your video screen.

**After you start sending video, you can perform the following tasks depending on your role.**

| Role | Tasks |
|---|---|
| Host | What you can do:<br>• Start or stop sending video at will.<br>• Lock focus on one participant.<br>• View everyone who is sending video on one big screen.<br>• List participants or show thumbnails.<br>• Set webcam options. |
| Participant | What you can do:<br>• Start or stop sending video at will.<br>• View everyone who is sending video on one big screen.<br>• List participants or show thumbnails.<br>• Set webcam options |

**Minimum system requirements**

To send or receive video with a resolution of 360p, ensure that your system meets the following minimum requirements:

| Action | What you need |
|---|---|
| Send | • A webcam capable of producing high-quality video. WebEx supports most webcams of this type<br>• A computer with at least 1 GB of RAM and a dual-core processor<br>• A fast network connection |
| Receive | • A computer with at least 1 GB of RAM and a dual-core processor<br>• A fast network connection |

**Desktop Video Options**

- Multipoint video is the default setting and up to 6 video windows may be displayed at one time.
- The Presenter can lock the video and participants may pause their own video.
- Each participant may select their Session Options and Personal Options to adjust their bandwidth settings and resolution.
- Each webcam is different and you should follow the manufacturer's instruction for use however, in general, make sure it is plugged in and turned on before the net conference session begins.
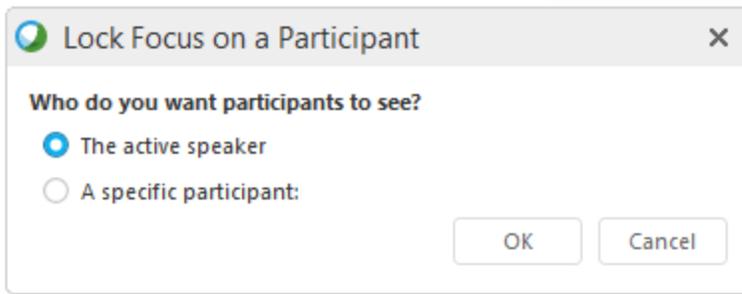
**Setting the video for the main display:**

Select the name tag on the main display.



In the Lock Focus on a Participant dialog box, select one of the following:

- **The active speaker.** This is the default. The display focuses on the current speaker and changes as the speaker changes.
- **A specific participant.** The display focuses on only the specific participant that you select.

**Setting webcam options:**
Usually, you can set options for general settings, such as contrast, sharpness, and brightness, but options can vary depending on your web camera.



**Video Full Screen Mode (Active Talker)**

- Click the Full Screen Icon.



- The active speaker (or a specific participant) is shown in the main display with all other participant videos arranged in a row beneath.



- To return to the view where you see everyone who is sending video, select this icon in the upper-right corner of your screen


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**Floating Icon Tray in Video Full Screen Mode**
Meeting participants have access the Floating Icon Tray in full video mode making it easy to use the all the common WebEx functions. The Floating Icon Tray automatically displays at the top of the video screen.
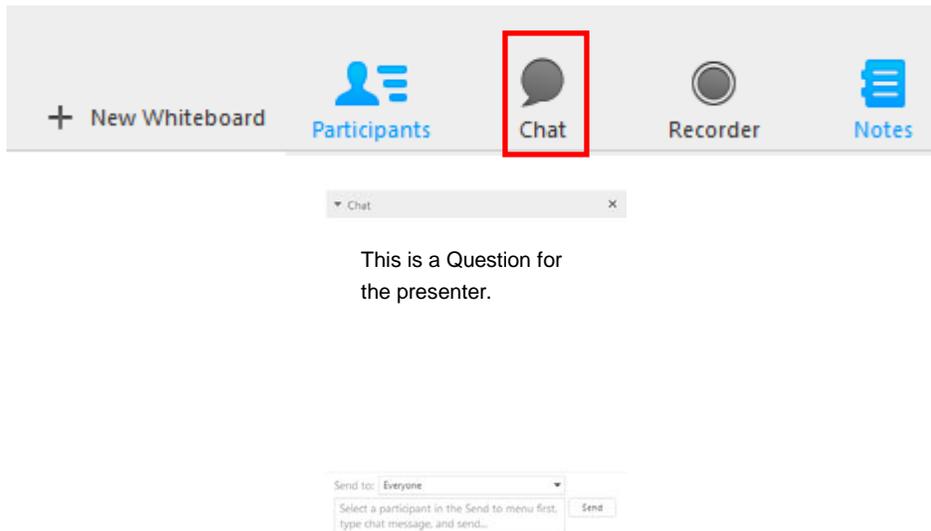


**Note: There are additional video instructions in the Cisco WebEx Meeting Center Guide.**

## Chat

During a meeting, the presenter can specify chat privileges for participants. These privileges determine to whom participants can send chat messages.   If chat has been enabled you will be able to chat with the leader or other participants during the call.

- To send a chat message:
    - Open the Chat panel.
    - In the **Send** drop-down list, select the recipient of the message.
    - Enter your message in the chat text box.
    - Click Send.



This is a Question for
the presenter.

Send to: Everyone

Select a participant in the Send to menu first, type chat message, and send...    Send

## Notes Panel

- Speakers may view their notes discretely from the console when they Share a Presentation
- Available from top of the Tool bar
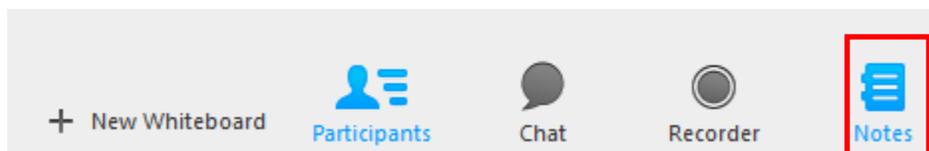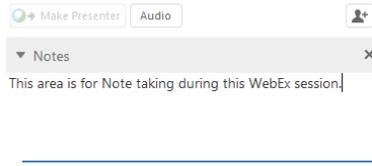
## Using an assistant presenter

If you want to focus on speaking during a meeting, or want to view your presentation from an attendee's perspective, you can assign the presenter role to another attendee. This attendee can "drive" the presentation, by advancing slides and sharing applications as you need them.

## Using annotation tools

When sharing a presentation or application, use the annotation tools to highlight text or graphics, emphasize points, and draw and write notes. If you are conducting a meeting with few attendees, you might want to allow attendees to annotate your shared presentation or application.

Attendees can use annotation tools, for example, to point to areas on a slide about which they want to comment or ask a question. When you share a presentation, annotation tools appear above the content viewer: To access annotation tools while sharing an application, click the **Start Annotation** button in the Floating Icon Tray.

The **Tools** panel appears:

### Choosing an option for sharing presentations or documents

WebExMeetingCenter provides the following options for sharing a presentation or document:

- **Sharing a presentation or document in the content viewer:** The **File (including video…)** displays a presentation or document in the content viewer. If you used Microsoft PowerPoint to create your slides, the content viewer also displays any animations and transitions on the slides. This sharing option provides a set of annotation tools that both you and attendees with annotation privileges can use; viewing options, such as thumbnails and full-screen view; and simultaneous use of the entire Meeting window, including the participant list and chat.

- **Sharing a presentation as an application:** Instead of displaying a presentation or document in the content viewer, you can open the presentation or document in the application with which it was created, and then share the application. Sharing a presentation or document as an "application" lets you or an attendee edit the slides or pages during the meeting.

- **Sharing a presentation or document by sharing your desktop:** Sharing your desktop provides the same benefits as sharing your presentation as an application. However, desktop sharing lets you show any part of your desktop to attendees and quickly share additional applications.
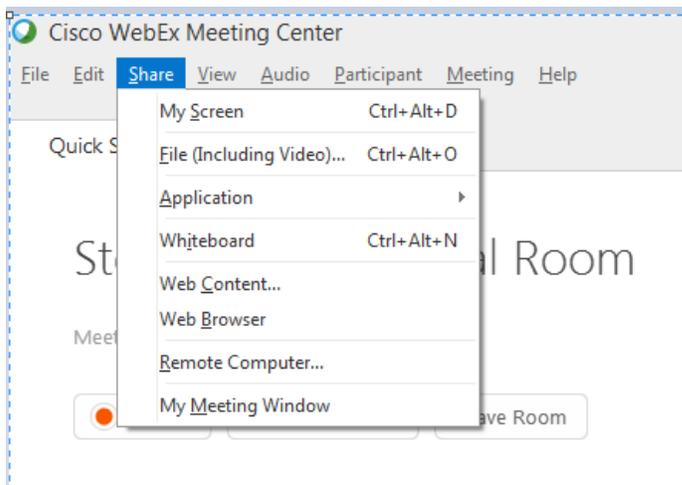
**Choosing an option for sharing Web pages**

During a meeting, you can display Web pages to attendees in one of three ways:

- **Web browser sharing:** Web browser sharing allows you to take attendees on a "Web tour." Attendees can view each Web page that you access, either on the Internet or on your organization's private intranet. You can optionally allow attendees to control your Web browser. This option uses more bandwidth than the following two options.

- **Web content sharing:** To share a Web page on the Internet that includes multimedia effects, such as sound and animation, you can use Web content sharing. This option lets you specify a URL for a Web page, video, audio file, flash file, or WebEx Recording, and display the content in the content viewer on each attendee's screen. Attendees can hear sounds and interact with other multimedia effects independently in their content viewers. This option also lets you share a single Web page more quickly than you can using the Web browser sharing option; however, it does not allow you to guide attendees to other Web pages.

- **Presentation sharing:** Using the WebEx Universal Communications Toolkit, you can insert a link to a Web page directly in a Microsoft PowerPoint presentation. When you share the presentation in the content viewer during a meeting, using the Presentation or Document command on the Share menu, the Web page automatically appears on the slide on which you inserted its link. This option is useful if you want to include a Web page in your presentation but do not want to stop your presentation to use either Web browser sharing or Web content sharing. For more information about creating and sharing presentations in which you insert media objects, see *Using UCF multimedia to enhance your presentation* on page 10.

**Providing handouts to attendees**

You can let attendees print handouts at any time during a meeting, as follows:

- Share the handout by choosing **Presentation or Document** on the **Share** menu, and then selecting the handout document. The handout appears in the content viewer.
- On the **Participant** menu, choose **Privileges**.
- In the **Attendee Privileges** dialog box, select the **Print** check box, and then click **Assign**. Attendees can now print the shared handout by pointing to **Print** on the **File** menu, and then choosing **Document**.

**Synchronizing displays**

When you share a document or presentation in the content viewer, some attendees may not be able to view the entire page or slide that you are sharing, because their viewers are set to different magnifications. To resolve this problem, simply click the **Sync Displays for All** button on the toolbar at the bottom left corner of the Meeting window. All attendees' content viewers then display the page or slide at the same magnification that you set in your viewer.

**Improving the performance of document or presentation sharing**

You can improve the speed at which shared pages or slides appear to attendees using these techniques:
- Limiting the number of animations and slide transitions that you add to Microsoft PowerPoint slides.
- Minimizing the number of screen captures that you add to slides, especially if they are bitmap graphics. Such graphics do not compress well.
- Not including more than 20 to 30 slides in one presentation file. If you want to share more slides, create a

separate presentation file for each set of 20 to 30 slides.
- Keep the size of the presentation file to a maximum of 5 MB.

## Displaying Slide Animations and Transitions

When sharing a Microsoft PowerPoint slide presentation in the content viewer, you can display animations on the slides and slide transitions. After you begin sharing a presentation, you can perform slide transitions or animations:
- Click anywhere in the content viewer to set the input focus. A blue border around the shared slide indicates that the viewer has input focus.
- Do either of the following:
  - To perform the next slide transition or animation, click the **Next Page** button on the toolbar
  - To perform the previous slide transition or animation, click the **Previous Page** button on the toolbar.

**N o t e:** If you are unable to display animations or slide transitions, ensure that you import the presentation using the WebEx Universal Communications Format (UCF) import mode: On the **Meeting** menu, choose **Options**, and then click the **Import Mode** tab.

## Using UCF multimedia to enhance your presentation

You can make an online meeting more engaging by sharing these types of media files in the content viewer:
- WebEx Recording Format (WRF) files
- Video files
- Audio files
- Flash movie and interactive Flash files
- Web pages To share a media file, you must use a Universal Communications Format (UCF) media object. A media object links to the media file and provides a window in which the file appears. An object also contains options and controls for displaying or manipulating the file.

You can share media files in either of two ways:
- **In a Microsoft PowerPoint presentation:** Using the WebEx Universal Communications Toolkit, a plug-in for Microsoft PowerPoint, you can insert UCF objects into your slides. You can then share the presentation during a meeting. You can download the Universal Communications Toolkit from the Support page on your WebEx Meeting Center Web site.
- **As a standalone file:** You can share a media file directly in the content viewer. WebEx Meeting Manager creates a UCF object for the file automatically, which appears in the content viewer.

**N o t e:** For more information about creating UCF multimedia presentations, refer to the guide **Getting Started with WebEx Universal Communications Toolkit.** For more information about sharing either a UCF multimedia presentation or a standalone media file, refer to the online Help on your WebEx Meeting Center Web site.

## Sharing graphics quickly

You can quickly share a graphics file with attendees by copying it to your computer's clipboard, and then pasting it in the content viewer. To copy an image, do one of the following:
- Right-click an image on a Web page or in a document, and then choose **Copy**.
- Capture the active window on your desktop to an image by pressing the **PrtScn**(Print Screen) key.
- Capture your entire desktop to an image by pressing the **PrtScn**(Print Screen) key.

After you copy an image to your computer's clipboard, on the **Edit** menu in the Meeting window, choose **Paste as New Page**.

You can paste any bitmap image in the content viewer, such as a GIF, JPEG, BMP, or TIF image. However, you cannot paste other types of images—such as EPS or Adobe Photoshop (PSD) images—in the content viewer.

## Improving attendees' shared views

These tips can help you to avoid common problems with application, desktop, or Web browser sharing:
- Differences in screen resolution settings between your computer and an attendee's computer may prevent that attendee from viewing the entire application, desktop, or Web browser that you are sharing. To help avoid this problem, you can do any of the following:
  - Ask attendees to reduce the image of the shared software, by clicking the Sharing button in the upper-right corner of the sharing window, pointing to View, and then selecting an option.
  - Ask all attendees to set their monitors to the same screen resolution as your screen.
  - ☐Set your monitor to a lower screen resolution, such as 800 by 600 pixels.
    - For instructions on setting screen resolution, refer to Windows online help.
- You can also resolve some problems with screen resolution by choosing the View > Show Full-Screen View for

Attendees command on the Sharing menu, which appears in the title bar of the application or Web browser that you are sharing.

- To improve the quality of attendees' views of a shared application, ensure that your screen display and attendees' screen displays are set to the same color depth—for example, 16-bit color.

## Running applications before a meeting starts

To save time during a meeting, begin to run any applications that you intend to share before the meeting's starting time, and then minimize their windows. At the appropriate time during the meeting, you can quickly begin sharing an application, without waiting for the application to start.

## Improving the performance of software sharing

To improve the performance of software sharing, do the following:

- Close all applications that you do not need to use or share on your computer. Closing applications conserves processor usage and memory on your computer, thus helping to ensure that WebEx Meeting Manager can send images of shared software quickly during a meeting.
- To ensure that the maximum amount of bandwidth is available for software sharing, close any applications on your computer that use bandwidth, such as instant messaging or chat programs, and programs that receive streaming audio or video from the Web.
- Ensure that the WebEx Meeting Manager display mode is set optimally for the application that you are sharing. You can choose one of two display modes: one for normal applications and another for graphics-intensive applications. To set the display mode, on the **Meeting** menu, choose **Options**.

## Avoiding blocked views

If you cover a shared application or Web browser with another window on your computer's desktop, attendees cannot view the area of the application or browser that the other window covers. Instead, a crosshatched pattern appears in the covered area on attendees' screens. To help avoid this problem, ensure that you minimize all applications that are running on your computer, and then restore the window for only the application or browser that you want to share. To ensure that you do not block a shared view and create the crosshatched pattern, use a second computer to join the meeting as an attendee and monitor the attendees' view of your presentation.

## Transferring files to attendees

During a meeting, you can transfer any types of files to attendees, by choosing Transfer on the File menu. The following are some examples for using this option:

- Provide attendees with a copy of your presentation or any other documents that you share during the meeting.
- If you are training attendees on how to install and use an application, provide attendees with the application's installation program. Then, use desktop sharing to show attendees how to install the software.
- If you take a poll during a meeting, provide attendees with a copy of the poll results file that you saved. Attendees can open a poll results file using any text editor.
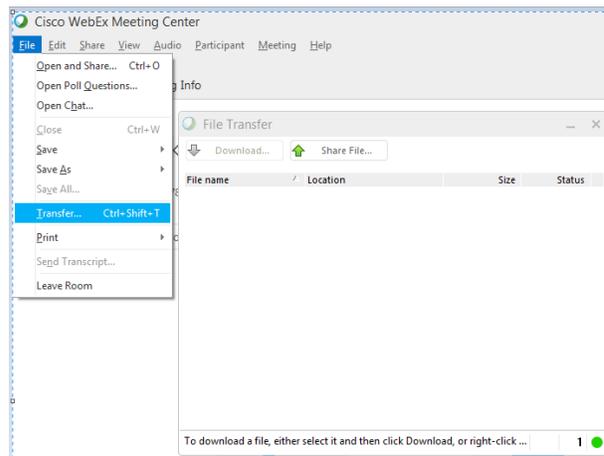
## Recording, playing, and editing meetings

This section describes the various options for using WebEx recording to create a video recording of all screen activity on your computer, including all interactions, sharing, and audio. In addition, it provides information on editing and streaming your recordings.
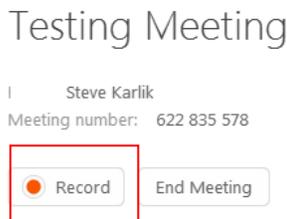
### Recording meetings

If you want to record a meeting—for example, for a remote team in another time zone—you can record the meeting using Recording. You can then publish the recording on your organization's Web site or intranet. Members of the remote team can use WebEx Player to replay the meeting at any time. Recording is available in these versions:

- **Network-based meeting recorder** The network-based meeting recorder is available during an online meeting. This recorder captures screen activity and audio on a *WebEx recording server*, thereby saving processor resources and hard disk space on your computer. The server automatically processes your recorded data, and then sends the recording file to your personal folder on your WebEx Meeting Center Web site. Use the network-based recorder to easily capture all audio in your meeting's teleconference, without having to use a phone recording adapter (a device that connects your phone to your computer's sound card). However, if you want to capture audio in an Integrated VoIP conference, use the integrated meeting recorder instead.

- **Integrated meeting recorder.** The integrated meeting recorder is available during an online meeting. This recorder captures screen activity and audio in a meeting, and then saves the recorded data in a recording file on your computer. Use the integrated recorder to capture all audio that plays "through" your computer, such as sound that media files play. You can also capture audio in a traditional teleconference using a phone recording adapter, which connects your phone to your computer.

- **Standalone recorder**. The standalone recorder is available only offline—that is, outside of an online meeting. This recorder lets you record all screen activity in any application on your computer, and then saves it in a recording file on your computer. Use the standalone recorder to create software demonstrations, tutorials, sales presentations, and so on. To capture audio in an application recording, simply connect a microphone to your computer. You can download the standalone recorder from your WebEx Meeting Center Web site. For detailed instructions on using WebEx Recorder and Player, refer to the WebEx Recorder and Player User's Guide.

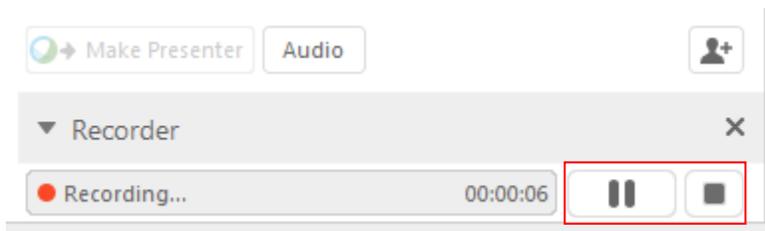### Recording to the Server with Integrated Audio

- To begin recording click the Record button on the main screen with the console.



- The following message will appear:
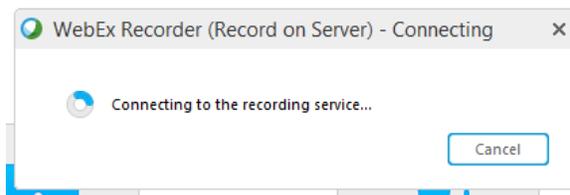


- Click the pause or stop button.

**View Recording**

- To view your recording go to the **My Recorded Meetings** on the WebEx Meeting Center homepage.
- Click the recording listed under Topic to display the Recording Information.



**Editing your recordings**

Before you distribute or publish a recording that you made using WebEx Recorder, you can edit it to remove mistakes, long pauses, unwanted segments, and so on. You can edit any WebEx Recording Format (WRF) file that was made using the WebEx Recorder. To edit a recording, you must use WebEx Recording Editor, which is available on the Recording and Playback page on your WebEx Meeting Center Web site.

**Streaming recordings on your company's Web site**

On your company's Web site, you can publish recordings that users have created using WebEx Recorder. Then, anyone who visits your Web site can play the recordings by streaming them over the Internet. Streaming allows people to play the recordings without downloading them to their computers.

To stream recordings, you can use Create a URL for Recording page on your WebEx Meeting Center Web site. For more information, refer to the **Recording and Playback FAQ** on your site. This FAQ includes a link to the guide Streaming Recordings on Your Web Site.

- You may share your recording with others via email by clicking **Send Email**.



- In the Send to area add the email addresses of your recipients.
- You may also add a personal message to the email
- You may elect to receive a copy of the email.

- The recipients will receive an email inviting them to view the recording.

**WebEx recording is available for viewing: Testing Meeting-20150819 1946-1**

Steve _____ messenger@webex.com]
Sent: Wed 8/19/2015 3:51 PM
To:

Hello,

Steve      : wants to share this WebEx recording with you.
Message from host: Test meeting recording.

**Testing Meeting-20150819 1946-1**
Wednesday, August 19, 2015
3:49 pm | Eastern Daylight Time (New York, GMT-04:00)

**Play recording** (27 sec)
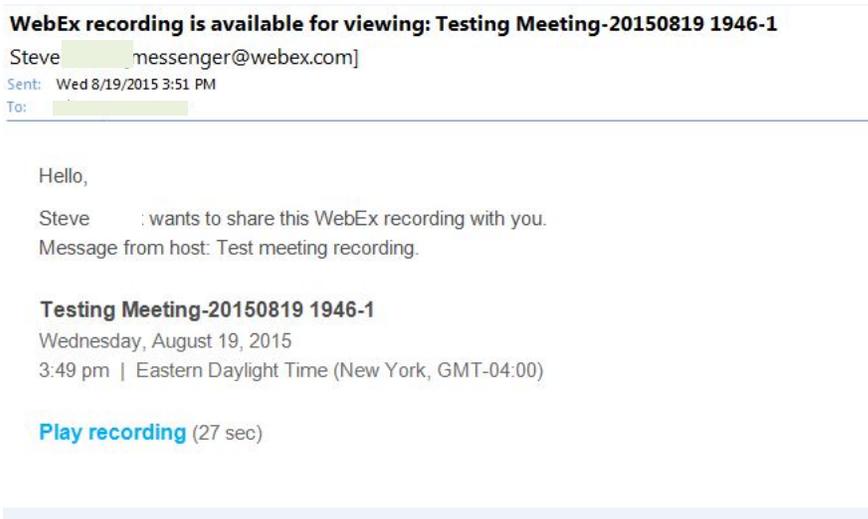
- The Replay will display who attended the call well as the Table of Contents.
- You may use the Table of Contents to help navigate through the recording

## Hosting a large meeting

**For meeting hosts**
This section provides tips and techniques that can help you to efficiently host a meeting with a large number of participants.

**Muting audio**
If you are using the integrated WebEx teleconferencing service, you can prevent distracting noises during a meeting by muting the audio for all participants in a teleconference. To do so, on the **Participant** menu in the Meeting window, choose **Mute All**.

You may also use the Instant Meeting touchtone commands on your phone to control the audio portion of the call.

## Instant Meeting Service Touchtone Features

**\*0** Operator Assistance. Leaders or participants can press *0 to contact an operator if they are experiencing technical difficulties during a conference.

**\*1** Help Menu. A pre-recorded message is played privately, listing the touchtone features available to the leader or participant.

**\*2** Roll Call (in-conference). The leader may initiate the announcement of the names of all individuals who have joined the conference. All participants will hear the playback.

**#2** Sub-conferencing. The leader may activate sub-conferencing, allowing participants to confer in mini-conferences within the original conference.

**\*3** Private Roll Call. The leader or participant may initiate the announcement of the names of all individuals who have joined the conference. The playback will be heard only by the leader or participant who has pressed *3.

**\*4** Mute All. The leader may mute/unmute the conference participants en masse. The leader line always remains unmuted.

**\*5** Conference Continuation. The leader may specify whether or not the active conference will continue once they hang up. The default setting is for the call to continue once the leader disconnects. To ensure the call ends when you leave, press *5 to activate this feature, then hang up.

**\*6** Self Mute/Unmute. The leader and/or participants may mute/unmute their own line.

**\*7** Lock/Unlock. The leader may "lock" the conference to prevent any additional participants from joining.

**\*9** Guest entry. The leader can specify how the entry and exit of participants are announced into the active conference: tone, recorded name, or silent. The default setting is "tone."

## Using two computers

To ensure that attendees can view shared presentations or applications properly, you (or the presenter) can monitor their view of the meeting by using two computers. Use one computer to present information, and use the other computer to view the meeting as an attendee.

**Providing technical support**

Provide attendees with a phone number that they can call to receive support from your technical support personnel.  To avoid having attendees interrupt a meeting when they need help, provide your support number on the first slide in the content viewer, in the header of each slide, or in the agenda.

**Establishing meeting guidelines**

To help keep a large meeting running smoothly, you can provide attendees with a list of meeting guidelines to follow. For example, you can specify how and when attendees can ask questions, request annotation control, request remote control, and so on. To provide your guidelines to attendees, choose either option:
- When scheduling a meeting, specify your guidelines in the agenda.
- Include your guidelines on the first slide in your presentation. Once attendees join a meeting, they can read the guidelines before the presentation starts.

**Designating a chat moderator**

Chat provides a convenient way for attendees to ask questions during a large meeting. To ensure that attendees receive timely answers to their questions, and to avoid interrupting the meeting, you can designate another attendee as a chat moderator. The moderator can answer attendees' questions in chat messages. At the beginning of the meeting, instruct attendees to use chat to ask questions and to direct their questions to the chat moderator.

**Handling disruptive attendees**

To prevent a disruptive attendee from taking control away from the presenter, be careful when granting privileges to attendees. If an attendee continues to disrupt a meeting, you can expel the attendee by selecting the attendee's name on the **Participants** panel, and then choosing **Expel** on the **Participant** menu. Once you expel an attendee, you can prevent the attendee from attempting to rejoin the meeting by choosing **Restrict Access** on the **Meeting** menu.

## Solving common problems

The following are tips for solving and avoiding some common problems that you may encounter when using your WebEx Meeting Center.

**Clearing your Web browser's cache**

Clearing your Web browser's cache can improve your browser's performance, and thereby your meeting experience. To clear you browser's cache, follow the instructions provided in your browser's online Help.

**Handling firewall problems**

Your Meeting Center Web site sends and receives all meeting data through port 80—your firewall's standard HTTP port. You need not open any other ports on your firewall. If port 80 is open on your firewall but you still cannot use your WebEx Meeting Center Web site, please contact technical support.

## Leaving a meeting

You can leave a meeting at any time. Meeting Manager disconnects you from the conference automatically once you leave the meeting.
- To leave a meeting:
  - In the Meeting window, on the **File** menu, choose **Leave Meeting**.
  - A confirmation message appears, in which you can verify that you want to leave the meeting.
  - Click **Yes**.
  - The Meeting window closes.

## Contact Us

If you would like technical assistance with Net Conferencing, please contact us at **https://www.mymeetings.com/custom/res/content/resNumbers.php**.

Our e-mail address is: **nettech@verizon.com**.