



## WebEx – what is it and how can I use it?

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### 1. WebEx Overview

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WebEx is a set of tools designed for personal and corporate collaboration. It's used to connect to others, typically through the internet, and allows you to communicate with audio, video, text chat, file sharing, whiteboard and other features.

#### WebEx uses:

- To hold and attend online meetings, collaborate on team projects, and share documents
- To record/capture class lectures and facilitate student discussions for distance education
- To watch and attend presentations, communicate with the presenter, and collaborate with remote participants

#### How does it work?

WebEx software is delivered over the web as you need it. The first time you attend a meeting, WebEx will automatically install on your computer – and takes only a few moments.

You can use WebEx from any computer with an internet connection, and from most smartphones and tablets. You can schedule a WebEx lecture or meeting ahead of time, or start one spontaneously as needed.

If you use WebEx to invite someone to a lecture or meeting, they will receive an email that allows them to attend. Attendees don't have to have a WebEx account. Your invitation includes a link they can click to join you online.

During your meeting, you can video conference, type chat messages, share content, annotate materials or just have an audio discussion.

-  A typical meeting is for 2 to 10 participants. The University currently supports a maximum of 25 participants per conference and, institutionally a maximum of 250 concurrent conferences.

## 2. Setting up a WebEx Meeting

### Some information you may want to gather about a meeting you will host:

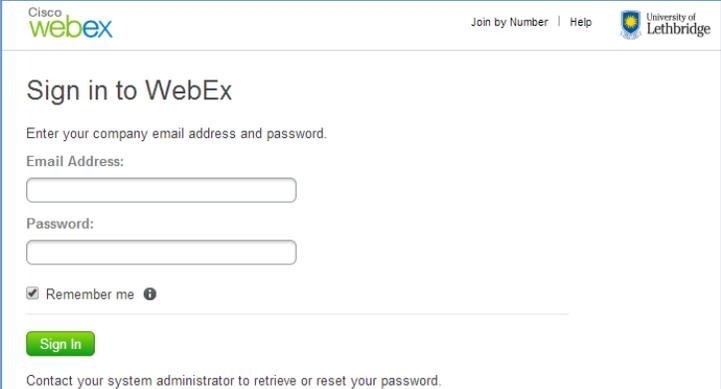
- Host name, department, phone & email
- Topic for the meeting or conference
- Date, time and approximate length
- Approximate number of local participants
- Email addresses and phone numbers of remote participants
- Audio only or audio & video
- Other WebEx features (video, whiteboard annotation, recording)
- Room location for the teleconference (is it the best room and is it booked?)

### General Tips:

- Note the time zones people are in (Google – What time is it in “City”)
- Schedule ½ hour in advance of the actual start time, and an hour to the end time in case it goes longer than expected. That way people aren’t cut off in mid-sentence.
- Meeting events are added to your calendar with reminders
- Don’t book too early as people may forget the meeting (in the meeting you can send them a reminder)
- If additional equipment is needed, like a webcam or speakers, ensure you have them and test them ahead of time
- Wired internet is generally faster than wireless
- Install software updates, like Java, on your computer prior to the meeting. Read ‘2d’ below to ensure your version of Java is up to date.

## 2a. Creating a WebEx Meeting

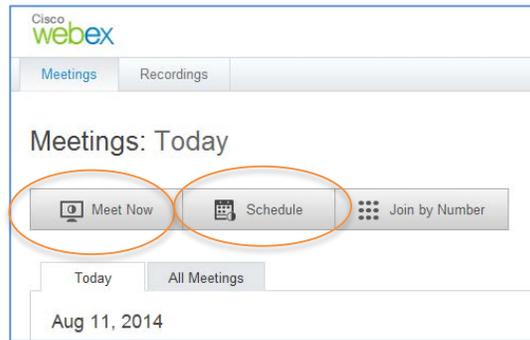
1. In a browser (Internet Explorer, Chrome, Firefox, or Safari) **go to**  
<http://mymeeting.uleth.ca>
2. Login with your regular University credentials and an account is activated
3. The Productivity Tools add WebEx features; you may want to do this by setting up a test meeting rather than on the actual day of a live meeting



The screenshot shows the Cisco WebEx sign-in interface. At the top left is the Cisco WebEx logo, and at the top right are links for 'Join by Number' and 'Help', along with the University of Lethbridge logo. The main heading is 'Sign in to WebEx'. Below this, it prompts the user to 'Enter your company email address and password.' There are two input fields: 'Email Address:' and 'Password:'. A 'Remember me' checkbox is checked. A green 'Sign In' button is located below the fields. At the bottom, there is a link: 'Contact your system administrator to retrieve or reset your password.'

## 2b. Meeting Information

To Create a Meeting select the appropriate Tab to Meet Now or Schedule a Meeting



To Meet Now, complete the fields as indicated.

Meetings: Today

For a Scheduled Meeting - Add and select the appropriate meeting information:

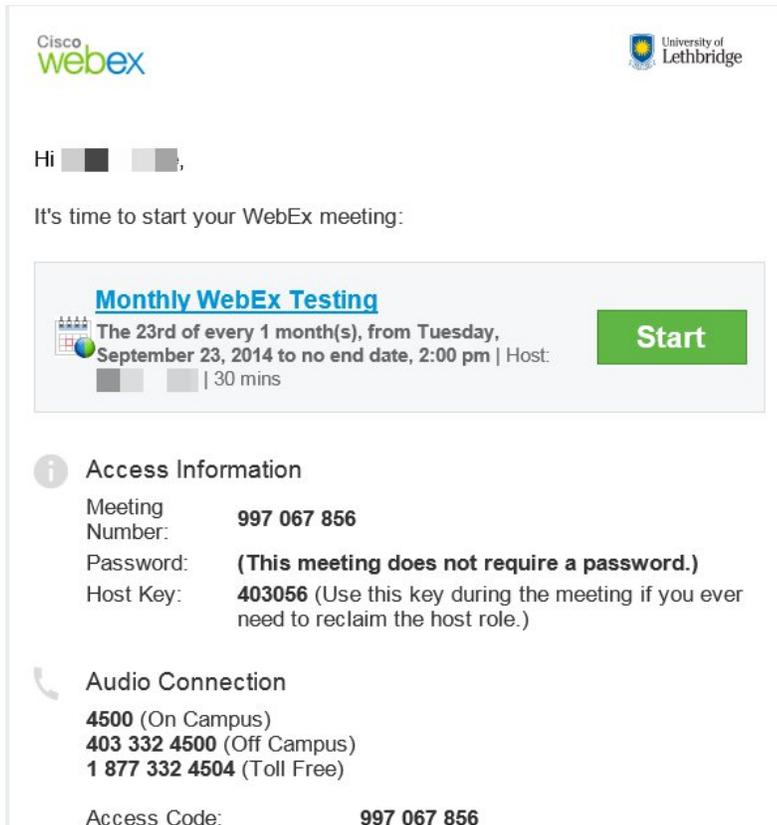
A training session password should contain a minimum of 4 characters, and can contain a maximum of 16 characters. A password cannot contain any of the following characters: \ ` " / & < > = [ ], and cannot be your username, the host's name, the topic name, or the site name.

Specify a registration password only if you want to limit registrants to those whom you invite to register. If you invite attendees to register, each invitee receives an invitation email message, which contains the registration password. If you are scheduling a Personal Conference meeting, you do not need to specify a password. By default, the password is the attendee access code in your Personal Conference number account that is specified for this meeting.

## 2c. The Email Communication

After a meeting has been created by the Host, email messages are sent to participants from which they can join the meeting immediately, or on the appropriate date and time.

Email example:



The screenshot shows an email interface with the Cisco WebEx logo on the left and the University of Lethbridge logo on the right. The email body begins with a greeting "Hi [redacted],". Below this, it says "It's time to start your WebEx meeting:". A prominent box contains the meeting title "Monthly WebEx Testing" in blue, followed by the schedule "The 23rd of every 1 month(s), from Tuesday, September 23, 2014 to no end date, 2:00 pm | Host: [redacted] | 30 mins". To the right of this box is a green "Start" button. Below the box, there is an "Access Information" section with an information icon, listing the Meeting Number as "997 067 856", Password as "(This meeting does not require a password.)", and Host Key as "403056 (Use this key during the meeting if you ever need to reclaim the host role.)". An "Audio Connection" section follows, listing three phone numbers: "4500 (On Campus)", "403 332 4500 (Off Campus)", and "1 877 332 4504 (Toll Free)". At the bottom, the "Access Code" is listed as "997 067 856".

Click the "Start" button to use your computer, or phone in to join the meeting using the on- or off-campus numbers, or the toll-free number. On a phone call connection you will be requested to enter the Meeting Number or Access Code (either will work) followed by the pound key (#).

## 2d. Joining a WebEx Meeting

If you created the meeting you can login to <http://mymeetings.uleth.ca>

And select "Start Meeting"

OR - Join from your email communication

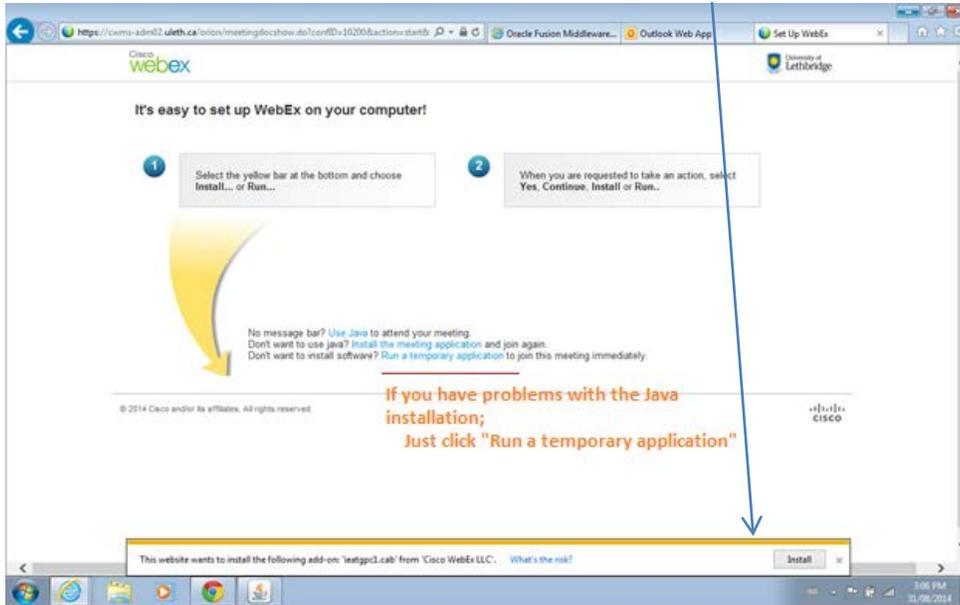
### Connecting to the Conference

When you or a visitor to a meeting starts the meeting, or clicks the email link and enters the conference information, they will have to install the WebEx client software on their computer.

This can be made easy if the visitor has JavaScript installed. For either a Windows computer or a Mac go to [www.java.com](http://www.java.com) and install JavaScript. *Watch out for the default 'ON' check box option during the installation inviting you to install Chrome and the Ask toolbar – you may not want them!*

If you are having issues with your browser because of Java it is a good idea to use another browser.

When you are requested to install the WebEx client: please click Install



The last step before the meeting starts is to let WebEx know how you will be participating in the conference.

You can simply phone in to hear the conference (you will be in the participant list), or

Click Call Using Computer where you can test your speakers and microphone.



If you have multiple cameras you can switch cameras by clicking the Gear icon  in the top of the participant's pane. You can adjust your speaker volume through the operating system's preferences. You typically do not adjust the microphone levels as this level is auto-detected.

### 3. Using WebEx Conference Screen & Tools

#### Meeting essentials

1. **Audio conference:** Call in to your meeting or connect using your computer's audio system (VoIP).
2. **Record:** Record the meeting, including the audio, video, and presentation, for sharing later.
3. **Share my desktop:** Share files, applications, or videos. Present anything on your computer's desktop.
4. **Share video:** Click the camera icon to allow others to see you. View the presenter in full-screen HD by clicking the top right corner of the video.
5. **Chat:** Start a side conversation with anyone in the meeting.



With “Share My Desktop” active, another set of tools becomes available at the top of the screen:

You can click “Stop Sharing” to go back to the WebEx Program window



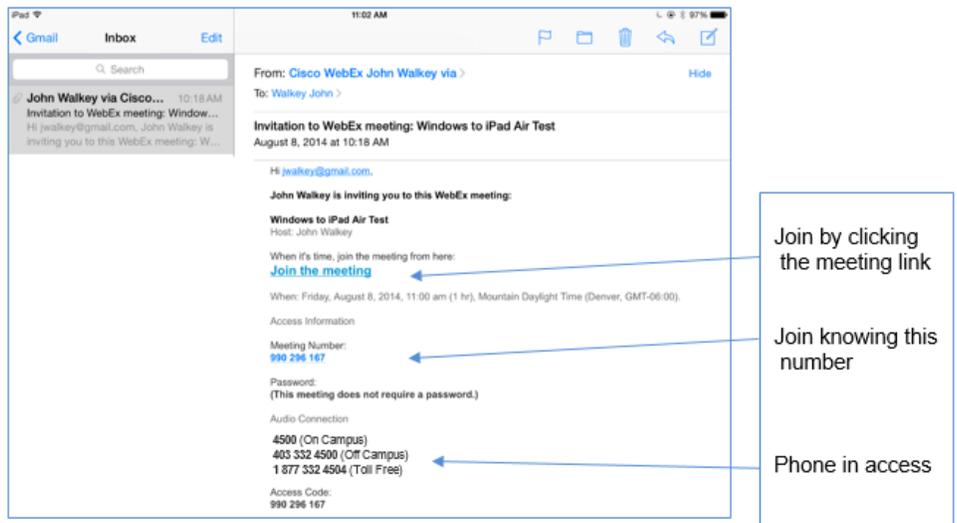
#### 4. Using WebEx on an iPad

The iPad has a built in camera, microphone, and speakers and as such it has the hardware required to participate in a WebEx conference.

To use WebEx on the iPad you can open Safari and go to [mymeeting.uleth.ca](http://mymeeting.uleth.ca) or install the Cisco/WebEx app (search for the free “Cisco WebEx Meetings” App).



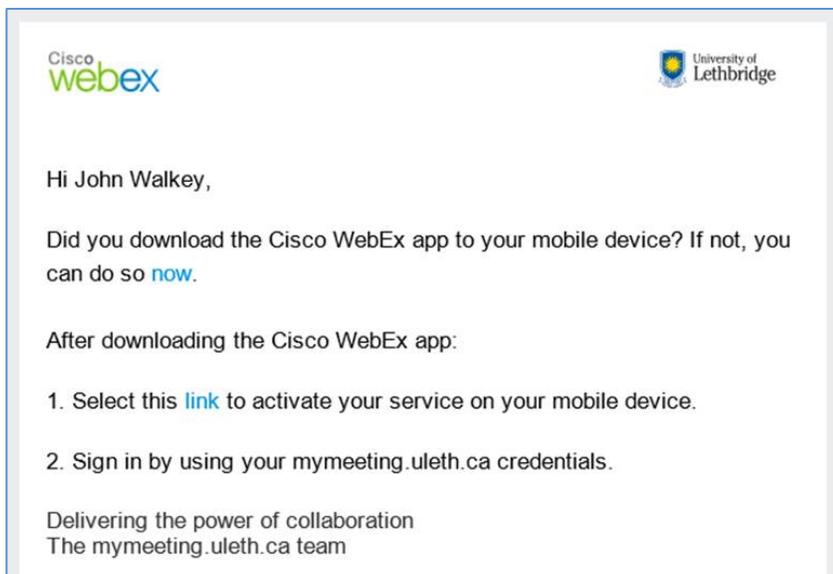
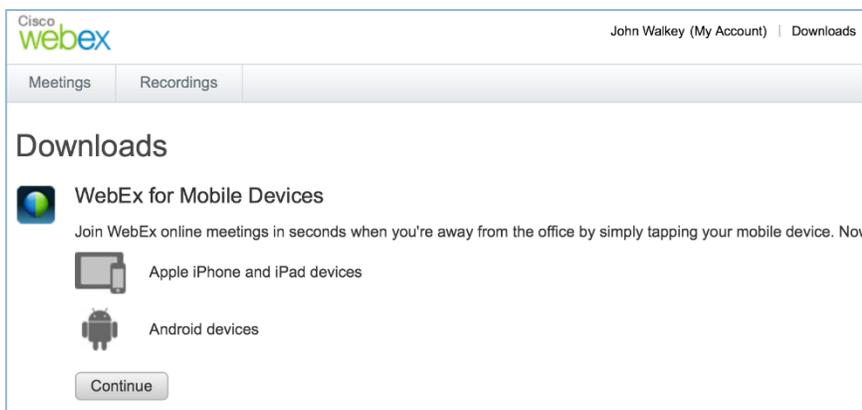
#### Email reminder message, example:



## To get and use the WebEx App on an iPad

1. Open Safari browser
  2. Go to <http://mymeeting.uleth.ca>
  3. Login
  4. Select Downloads
  5. Select WebEx for Mobile Devices
  6. Then “Apple iPhone and iPad devices” by clicking Continue
- An “Activation email” will be sent to you
  - Open the email through webmail on the device itself.

In the email is a link where you can download the app and/or activate it.  
This way the “i-Device” will have the WebEx App that uses the University WebEx account.



## 5. Some Concepts and Terms

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### **What is a host?**

A host is the organizer who schedules and starts a WebEx meeting or session.

### **What is a presenter?**

The presenter is the person who shares content with everyone in the meeting.

The host can pass control to anyone in the session by simply clicking the appropriate name in the attendee list and choosing "Make presenter", or by dragging the Cisco ball  to them. That attendee can then share content with the group.

### **How does the audio work?**

Integrated audio is part of every WebEx product. A single meeting invitation allows both the web and phone connections for your meeting.

VoIP (Voice-over-internet-protocol or internet calling) allows participants to attend meetings using their computer's built-in audio system.

Toll call-in (by phone) provides a phone number that participants can use to join the conference. Long distance charges may apply.

Toll-free call-in provides attendees with a toll-free number so they may choose to attend the meeting at no expense to them.

International calling and international toll-free service are also available, on a per-minute, per-attendee basis.

WebEx products support mixed conferencing capabilities, so different people can join with a Windows or Mac computer or a phone into the same session. WebEx Mobile App is for WebEx Meetings whereas the desktop, laptop or tablet user uses a program called Meeting Centre.

Active Speaker technology dynamically features the current speaker whether you are in a video conference or an audio-only meeting. As the host, you can mute any or all attendees, and participants can mute or unmute their own audio. Participants can turn their own video feed on or off.

### **Does WebEx include video conferencing?**

WebEx Meetings includes standard-quality video. You can watch up to seven video feeds per meeting!

### **Can I record my WebEx session?**

You can record any of your WebEx sessions for sharing or reviewing later. A link to your recording will be available for you to access and share.

### **Is WebEx supported across different platforms?**

You can host or join a WebEx meeting from PC, Mac, Linux, Unix, and Solaris systems — and most smartphones and tablets.

### **True Video Conferencing**

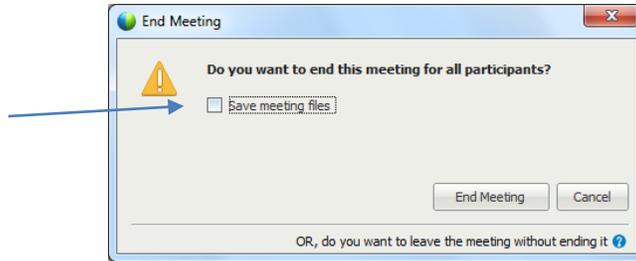
True video conferencing technology typically uses specialized hardware (codec), includes sophisticated cameras and microphones to produce high quality audio and video feeds. It is recommended when you are connecting to groups of people like a classroom of 30 people. True Video conferencing utilizes the internet with its own protocol (E-164) so that the data runs separate from common Internet Protocol data (http).

## 6. Saving Whiteboard files, Chat Notes & Recorded sessions

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### Saving conference chat notes and whiteboard files

If you used the whiteboard or chat during a meeting, you will have the opportunity to save the files when you end the meeting.



Chat files save as text files and the whiteboard image saves as a PDF.

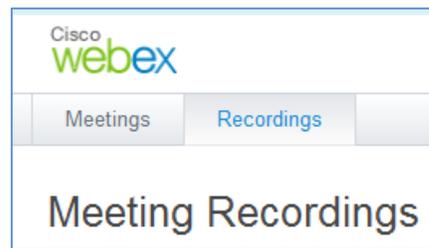
### Recording Sessions

You can record the conference.

During the session click the Record button.

Approximately an hour after the session ends:

1. Log in to your Uleth WebEx account
2. Select the Recordings Tab
3. Click the Options button



You can play the recording or you may want to download the file.

From the Download options you can download the Webex media player to view your Webex recording (Webex Player). It is also worth noting that in the player you can go to the File menu and Export the file as a WMV or SWF file to allow viewing in other players or editing the movie.

NOTE: Recorded videos are only stored for 30 days!

