

WEBEX TIPS FOR ATTORNEYS

Due to circumstances related to COVID-19, a historic number of employees are rapidly transitioning to remote work. Using WebEx especially during peak working hours, you may run into video or audio issues. Your meeting may be impacted due to the strain on regional service providers causing internet outages and degradation of service.

Here are some suggestions to have a pleasant experience using WebEx, but first understanding some common WebEx terms and roles:

Host - Individual with WebEx meeting Account. Schedules and invites participant(s). The host may also grant and revoke privileges for other meeting participants.

Participant - Everyone present in the meeting, including the host, presenter and other attendees are called participants.

Presenter - Participant in control of visual presentation for the online meeting. You can have only one presenter at a time. Generally, the host is the presenter, but he/she may grant any other participant the access to be a presenter.

Personal Room – This is a private meeting space. Each WebEx user has a personal room which can be used to invite any other person using My Personal Room. You can enter, lock and leave the Personal Room. This is comparable to your office with an easy-to-remember link that never changes, so your colleagues will always know where your meetings are held. You can use this for virtual office hours, instant meetings, back-to-back meetings, and private meetings. Your host may invite you to the Personal Room meeting space.

Lobby – When you join a meeting, you might have to wait in a virtual lobby and the host will admit you to the meeting. The host can choose who among the participants to let in and those that need to wait in the lobby.

Overview of WebEx Roles

	Host	Presenter	Attendee	Host & Attendees when allowed by Presenter
Schedule	X			
Open	X			
Control meeting				
- Mute/unmute attendee mics	X			X
- Grant/revoke Presenter or Attendee permissions	X			
- Assign/revoke Presenter role	X	X		
- Record meeting	X			
Enable interactions	X	X		
Manage polls	X	X		
Share documents	X	X		X
Control the presentation materials	X	X		
Take notes in Notes panel	X	X	X (private, cannot share)	
View the data that is being shared by presenter	X	X	X	X
Participate in:				
- Chat	X	X	X	X
- Discussion	X	X	X	X
- Annotating slide	X	X		X
- Poll			X	X
By default, the Host is also the Presenter				

Before the WebEx Meeting – Check your sound and video settings and confirm that you have a microphone and web camera. If you do not have a microphone and web camera, use the call in number to participate.

Joining the WebEx meeting from a computer or laptop - As an attendee, open the email invitation and click on Join the meeting. You will then be asked to Run the WebEx program, click Run. You will be prompted to enter your email address. You can now join the WebEx videoconference.

Joining the WebEx meeting from a cell phone – As an attendee, open the email invitation and you will be prompted to download the WebEx mobile app to participate in videoconferencing. Also, from a cell phone, an attendee may participate in the call without video. When you open the email invitation on the cell phone, click **Join the meeting**. Then click the green Call button to be dialed into the meeting. It is a long distance phone number and fees do apply.

No eMail address - If an attendee does not have an email address to receive the link, they can participate by dialing into the meeting via cell phone or landline. The dial in number can be provided by the host. Long distance rates apply. **Note: If someone joins this way and if the Meeting is LOCKED, they will not be able to join. The Host has to unlock the meeting.** The best way to join is to download the WebEx mobile app and join the meeting via Mobile WebEx app. (See helpful videos below).

Wi-Fi vs Hotspots – If you are connecting using hotspots, you may experience some sputtering of video and audio, and may lose your connection intermittently. Hotspots are not ideal for WebEx sessions.

Disconnect from your VPN: Your employer may have provided you with VPN (Virtual Private Network) that allows you to connect to your company network while working remotely. Often, VPN can limit the bandwidth available for WebEx. You can use WebEx Meetings outside of VPN for the best experience.

Control Background Noise - During the meeting, especially with several attendees, attendees should MUTE their microphone to minimize background noise.

Choose audio over video: If you are experiencing a weak signal, WebEx will suggest or automatically lower your resolution and may eventually turn off your video to adapt to your network quality. You can also do this at any time as well.

Switch to call-in audio: If your internet audio and video experience or call me/call back does not work, you can keep collaborating. Call in using the dial-in numbers in your meeting invitation to join via your cell phone or landline. It is a long distance phone number and fees do apply

Close background application: Even if you are not using them, applications on your device are using precious resources. Stop all other active downloads on your computer or device. Before your meeting, close any applications or browser sessions you are not using.

Share content before the call: Sending files before your meeting or sharing a link to your file rather than sharing your screen will save valuable bandwidth – so you can save your connection for great audio and video experience.

Reduce simultaneous streaming activities: If you are hosting or joining a meeting, and your family is also home, ask them to hold off from streaming video, or any other on-line activities until your meeting is over.

Hardwire your connection: Depending on your location and how many people are using the same Wi-Fi around you, you may see lower speeds on Wi-Fi than wired connection to your equipment. Likewise, wireless internet connections are more likely to be disrupted by problems with signal, frequency, and physical obstructions, such as walls or furniture. If possible, use an Ethernet cable to connect to your network.

Some Helpful WebEx videos:

How to change video layout

<https://www.bing.com/videos/search?q=webex+video+layout&docid=608045902746354355&mid=B1AF9CF9CB4A5799396E9B1AF9CF9CB4A5799396E9&view=detail&FORM=VIRE>

How to join a meeting

<https://www.bing.com/videos/search?q=webex+video+layout&&view=detail&mid=336F720BAD9590F0371336F720BAD9590F0371&rvsmid=B1AFCF9CB4A5799396E9B1AFCF9CB4A5799396E9&FORM=VDQVAP>

How to lock the video to a specific participant

<https://www.bing.com/videos/search?q=webex+video+layout&&view=detail&mid=F6FEC3B738E08BE8705CF6FEC3B738E08BE8705C&rvsmid=B1AFCF9CB4A5799396E9B1AFCF9CB4A5799396E9&FORM=VDMCNR>

How to share your screen or file

<https://www.bing.com/videos/search?q=WebEx+Screen+Sharing&&view=detail&mid=D86BD179799C238C4731D86BD179799C238C4731&&FORM=VRD GAR&ru=%2Fvideos%2Fsearch%3Fq>

How to have a side bar, move an attendee to the lobby and bring back the attendee to the meeting, and expel an attendee to never rejoin the meeting.

<https://www.bing.com/videos/search?q=how+do+you+kick+out+a+participant+in+webex&qvpt=how+do+you+kick+out+a+participant+in+webex&view=detail&mid=B2F5689FF2706B66F06CB2F5689FF2706B66F06C&&FORM=VRD GAR&ru=%2Fvideos%2Fsearch%3Fq%3Dhow%2Bdo%2Byou%2Bkick%2Bout%2Ba%2Bparticipant%2Bin%2Bwebex%26qvpt%3Dhow%2Bo%2Byou%2Bkick%2Bout%2Ba%2Bparticipant%2Bin%2Bwebex%26FORM%3DVDRE>

How to use your phone to join or host a meeting

<https://help.webex.com/en-us/p3t8bg/Use-the-Cisco-Webex-Meetings-Mobile-App#Install-the-Cisco-Webex-Meetings-Mobile-App>