

## Frequently Asked Questions



## Cisco WebEx Meetings Server FAQs Release 1.5

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# Introduction

This document answers some of the frequently asked questions about hosting a meeting and sharing your desktop during a Cisco WebEx meeting, Apple iPad and iPhone support, and end-user system requirements.

## Application and Document Sharing

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**Q.** What's the difference between "document sharing" and "application sharing"?

**A.** With document sharing, attendees can see the document, but you can't change it. With application sharing, you are sharing the application that you used to create the document so as you change the document, your attendees see your changes. Application sharing uses more bandwidth and therefore can affect the overall performance of your meeting.

You can share virtually any type of document or application, but those that stream video or audio may not display properly. To share streaming content, select **Share > Web Browser** and follow the instructions to display the content in a web browser on each attendee's computer. You can share many documents or presentations at the same time; each document or presentation appears on its own tab in the content viewer.

Document sharing requires relatively little bandwidth and thus works well at slower connection speeds. Application sharing requires more bandwidth.

**Q.** Can I save presentations or documents that contain annotations and view them offline?

**A.** Yes. Just save the document or presentation to your desktop and then double-click it. The document or presentation displays in the WebEx Document Viewer.

**Q.** Can I show animations and slide transitions in Microsoft PowerPoint presentations?

**A.** Yes.

**Q.** Why do attendees sometimes see a yellow crosshatched pattern when I share applications with them?

**A.** The crosshatched pattern is the shadow of a window that is displayed on top of the shared application. Just close the window and the pattern disappears.

**Q.** Can I log chat to an external server?

**A.** No.

**Q.** Can I display to more than one monitor during a presentation?

**A.** No. You can only share to one monitor at a time.

**Q.** Can I use the camera on my Cisco Unified IP Phone 9971 to present video in a meeting?

**A.** No. Many audio endpoints support audio and video connectivity. However, only audio connectivity to the Cisco WebEx Meetings Server is supported.

## Hosting, Joining, and Setting up Meetings

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**Q.** What do I need to host or attend meetings?

**A.** You will need to download the Cisco WebEx Meetings application. The first time you start or join a meeting, it is automatically downloaded to your computer. You can also download the application at any time by selecting **Downloads** from your WebEx site.



**Note**

Chrome 32\* and later and Firefox 27\* and later do not support Java. You will be prompted to install the appropriate Cisco WebEx plug-in the first time you attempt to start or join a meeting, or playback a meeting recording from either of these browsers.

\*The exact versions of Chrome and Firefox that are impacted by this policy have not been finalized as of the publishing of this document.

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**Q.** Can I schedule meetings from Microsoft Outlook?

**A.** Yes. You can use Outlook to schedule meetings, invite attendees, and start WebEx meetings. The attendees you invite can join your meeting from their Outlook Calendars.

To get started, download and install Cisco WebEx Productivity Tools from your WebEx Downloads page.

For detailed instructions, see the "Scheduling WebEx Meetings with Microsoft Outlook" topic in the *Cisco WebEx Meetings Server User Guide*.



**Note**

You will need administrative privileges to install Productivity Tools on Windows computers.

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**Q.** Does a meeting automatically end if it exceeds the scheduled duration?

**A.** Regardless of the scheduled duration, a meeting can continue up to 24 hours (1440 minutes) as long as a participant is in the meeting. A meeting ends when a host (or designated alternate host) leaves the meeting.

**Q.** Is it possible to restrict features?

**A.** Yes. If you are a System Administrator, you can enable and disable features, such as Chat, File Transfer and Sharing, by selecting **Settings > Meetings** from your Cisco WebEx Administration site.

**Q.** Why does a user appear twice in the meeting Participant list?

**A.** It is possible that the user joined the meeting from two different devices, for example, their iPhone and desktop computer. They may also have inadvertently joined the same meeting twice by opening Meeting Center twice on their desktop. Ask the user to end any additional sessions so that their name displays only once in the meeting.

# Joining a WebEx Meeting or Playing Back a Meeting Recording on Chrome and Firefox

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Because of Google and Mozilla policy changes, starting with Chrome 32\* and Firefox 27\*, users may need to manually enable the WebEx plug-in when using these browsers to join a WebEx meeting or play back a WebEx meeting recording. More information and instructions can be found in our [Joining a WebEx Meeting on Chrome and Firefox FAQ](#).

\*The exact versions of Chrome and Firefox that are impacted by this policy have not been finalized as of the publishing of this document.

## Apple iPhone and iPad

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**Q.** What are the system requirements for Cisco WebEx Meetings for iPad and iPhone?

**A.** Apple iOS 5.0 and above with active Wi-Fi or 3G connection is required. Wi-Fi is required for the video.

**Q.** How do I download Cisco WebEx Meetings for iPad and iPhone?

**A.** Go to your Cisco WebEx site and select **Downloads** on the top right of the page. Navigate to the WebEx for iPhone and iPad section and select **Get WebEx App**. An activation email is sent to you. Make sure to download the app from the Apple Store using the link in your email.

Alternatively, you can launch the Apple App Store on your iPhone or iPad and search for "Cisco WebEx Meetings". You'll find this app in the Meet Anywhere category.

**Q.** How do I activate Cisco WebEx Meetings for iPad and iPhone?

**A.** Select the link in your activation email to complete the activation process. If you haven't yet downloaded the WebEx app from the Apple Store, the activation link will launch the Apple Store so that you can download it before continuing. After downloading the app, return to your email and select the activation link again.



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**Note**

Your administrator must have enabled the mobile feature for your organization before you can use WebEx on your iPad or iPhone.

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**Q.** Why don't I see the download option for Cisco WebEx Meetings for iPad and iPhone?

**A.** Your administrator did not select the **iOS WebEx application** option on the Cisco WebEx Meetings Server Administration site.

**Q.** How do I sign in?

**A.** There are several ways to sign in to WebEx depending on how your system is configured. The application will guide you through the sign in process, but here are a few tips:

- If you get an email to activate your WebEx app, select the contained link to activate your service, then enter the email address associated with your WebEx account and your WebEx password to sign in.

- If you're prompted to sign in through your corporate website, enter your WebEx site URL, click **Next**, then enter your user credentials to sign in.



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**Tip** If your WebEx site is configured for single sign-on (SSO), make sure that you enter your corporate user credentials to sign in. If your WebEx site is not configured for SSO, enter your WebEx user credentials.

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- If you have access to multiple WebEx sites, the system will prompt you to choose one after you sign in.
- To join a WebEx meeting you are invited to open the meeting invite in your email inbox or from your Calendar App. Tap on the meeting link in that invite. This launches Safari on your iOS Device. Safari automatically launches WebEx. Optionally, you will be prompted to enter a meeting password. After providing your password, you will be taken to the meeting.



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**Tip** If you are not signed in to the WebEx app, the option to join by meeting number is not supported unless you have previously signed in from your mobile device.

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**Q.** How do I start a meeting from my iPhone or iPad?

- A.** As a host, you can easily schedule, start, and invite others to your WebEx meetings from your iPad and iPhone. From the **My Meeting** screen, select the + icon in the upper right corner of the Meeting pane, enter your meeting title, date and time, and then select your desired attendees. If the meeting is starting soon, you can start your meeting from here. If scheduling a meeting for later, tap **Schedule** and be returned to the **My Meetings** screen.

To start a meeting, select **Start**.



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**Note** You cannot record a WebEx meeting that is scheduled or started with an iPhone or iPad.

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**Q.** How do I join a meeting from my iPhone or iPad?

- A.** Make sure that you have the Cisco WebEx Meetings for iPad and iPhone app installed then join your WebEx meeting using one of the following methods:
- Go to your WebEx meeting invitation email and click on the link to join the meeting.
  - Sign in to your WebEx account and join from your **My Meetings** screen.

**Q.** How do I join the audio portion of the meeting?

- A.** When you join a meeting you will be asked whether you would like the system to call your phone or connect you to the audio conference using the Internet. If you select **Connect Using Internet**, the system immediately connects you to the audio conference. Note that the system calls the first number configured on the meeting information screen. If you prefer to use a different number, select **Call Me** to have the system call you at a number of your choosing. You can also manually dial into the audio conference by selecting **Call In** or by calling the call-in number listed on the meeting information screen.

**Q.** What audio conferencing is supported?

**A.** Integrated WebEx audio using the Internet or phone. If you do not use integrated WebEx audio, you will need to manually dial into the audio conference.

**Q.** Are there any special requirements to join the audio conference using the Internet?

**A.** To ensure the best audio quality on the iPad, we recommend that you use a headset. Without a headset, the application will mute you by default. To unmute yourself, tap the audio icon and select **Unmute Call**.



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**Note** Your administrator must enable the option to connect to the audio conference using the Internet before you can use it. You are muted by default when you join an audio conference using VoIP, whether or not you use a headset or an iPhone.

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**Q.** Is it free to attend a Cisco WebEx meeting from my iPad or iPhone?

**A.** Yes, there is no cost to download Cisco WebEx Meetings for iPad and iPhone or to attend any WebEx meetings that you've been invited to join.

**Q.** Can I invite people to my meeting from my iPad or iPhone?

**A.** Yes, with the app's host capabilities you can invite people to your meeting from the **My Meetings** screen or from the Participant List after joining your meeting

**Q.** Where can I find additional meeting information?

**A.** Access meeting details from your **My Meetings** screen for your meetings and meetings you are invited to. Once in the meeting, you can easily access meeting information:

- See who's in your meeting by tapping on the people icon on the bottom of your screen. This is the Participant List. You can see how participants have joined the meeting with mobile and computer user icons.
- To view meeting information, tap on the icon with the ! symbol. Tap the ! symbol again or tap elsewhere on the screen when ready to return to the presentation screen.

**Q.** Can I share video from the iPad and iPhone?

**A.** Yes, if your administrator has configured this feature for your organization, you can use the front-facing camera to send your video to other meeting attendees.

**Q.** How can I view video on the iPad and iPhone?

**A.** Equipped with multi-channel high quality video, you can view multiple participants' webcam videos simultaneously. Participants sharing video will show up on your screen, followed by silhouettes for participants not sharing video. Scroll back and forth to see all attendees. With voice-activated switching you can automatically see who is speaking. You can also view full-screen video. Just pinch out to enlarge the video. You can go back to the presentation by tapping on the screen. Tap on the button above the speaker video to minimize all video and focus on the presentation

**Q.** What is the video resolution on the iPad?

**A.** • Portrait view (3 video screens) - 90p for each video

- Landscape view (4 video screens) - 90p for each video
- Single active speaker - 180p
- Full Screen - 360p

**Q.** What are the various video capabilities supported in Cisco WebEx Meetings for iPad and iPhone?

**A.** The following video capabilities are supported:

- If you are using an iPad, you can preview your self-video before sending to other participants.
- Video window view which enables iPad and iPhone participants to view all video enabled participants (including self) — simply swipe left / right to view all others.
- "Active-speaker" view in which iPad and iPhone participants can see who's talking as well as the content being shared simultaneously (simultaneous video and content sharing on iPad only); the "active speaker" picture-in-picture frame can be moved around.
- Video conferencing view in which iPad and iPhone participants can see who is talking in fullscreen mode with self-view as picture-in-picture.

**Q.** How can I chat with other participants?

**A.** Tap on the people icon on the bottom of your screen to view the Participant List. From the list, you can choose one individual or all participants to chat with. Select who you want to chat with and then enter your message in the dialogue box and select **Send**. If video is being shared, you can chat directly from the video carousel. Tap a participant and choose to chat with that individual or with the entire group.

To transition back and forth between the presentation and chat, tap the **Cancel** button in the chat window and be returned to the presentation.

**Q.** Can I present content from my iPad and iPhone?

**A.** Yes, you can present content from your iPad and iPhone if you are the host of the meeting. However, a desktop user cannot pass the ball to you if you are a mobile user.

**Q.** How do I pass presenter control?

**A.** Tap on the "Pass the Ball" tip to get detailed instructions or click on the Participant List, select the WebEx ball, and drag and drop it to the new presenter. If video is being shared, you can also tap on the participant in the video carousel to pass presenter control.

## Downloading Cisco WebEx Applications

**Q.** Why don't I see the Productivity Tools and WebEx Meetings application on the Downloads page?

**A.** Your administrator has selected the **Manually push WebEx desktop applications to user's desktop** option and prefers to manually push the required WebEx applications to your desktop.

**Q.** How can I check to see if the administrator has pushed the WebEx Productivity Tools and WebEx Meetings application to my desktop?

**A.** You will find the WebEx Productivity Tools by selecting **Start > All Programs > WebEx > Productivity Tools > WebEx Assistant**. The WebEx Meetings application will be in your Control Panel (**Control Panel > Programs > Programs and Features > Cisco WebEx Meetings**).

**Q.** What happens if I don't see the WebEx Meetings application in the Control Panel and I've been invited to a Cisco WebEx meeting?

**A.** Select the **join meeting** link in the email invitation and follow any displayed instructions.

**Q.** I see only the WebEx for iPhone and iPad option on the Downloads page. Why don't I see the other WebEx applications?

**A.** Your administrator prefers to silently push the required WebEx applications to your desktop but is providing access to the **WebEx for iPhone and iPad** app.

**Q.** As an administrator, how do I configure the system to allow users to download WebEx Productivity Tools and the WebEx Meetings application?

**A.** You need to select the appropriate Downloads option.

- 1 Sign in to the Cisco WebEx Meetings Server Administration site.
- 2 Select **Settings > Downloads**.
- 3 Select **Permit users to download WebEx desktop applications**.
- 4 Select **Save**.

**Q.** As an administrator, can I determine which WebEx applications to silently push to users?

**A.** Yes, you need to select the appropriate Downloads option.

- 1 Sign in to the Cisco WebEx Meetings Server Administration site.
- 2 Select **Settings > Downloads**.
- 3 Select **Manually push WebEx desktop applications to user's desktop**.
- 4 Select **Save**.
- 5 Select **Download** for each application you want to make available to users.

When you select **Download**, a Windows installer ZIP file is saved to your hard drive. You can push the .msi file to your users with Windows systems.

- WebEx Meetings application - required for users to participate in meetings.
- Productivity Tools - lets users schedule, start, and join meetings without accessing the WebEx site, and includes the WebEx Integration to Microsoft Outlook.
- WebEx Network Recording Player - lets users download meeting recordings to convert or play them offline.

**Q.** As an administrator, how do I configure the system to display the download option for Cisco WebEx Meetings for iPhone and iPad?



- A. You need to select the appropriate Downloads option.
- 1 Sign in to the Cisco WebEx Meetings Server Administration site.
  - 2 Select **Settings > Mobile**.
  - 3 Check the **iOS WebEx application** check box.
  - 4 Select **Save**.

## Personal Conferencing

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- Q.** When I attempt to add or delete a Personal Conference account or regenerate Personal Conference access codes, I receive the error, "We've hit a glitch processing your request. Try again a little later." What should I do?
- A.** There may be a network issue or the back-end connection failed. Wait a few minutes and try to add or delete an account or regenerate access codes again. If you see the same error, contact your administrator for assistance.
- Q.** I'm trying to delete a Personal Conference account but I receive an error message. What should I do?
- A.** If you are hosting a Personal Conference meeting and the meeting is in progress, wait until the meeting has ended and try again. If you do not have a Personal Conference meeting in progress, and the system does not delete an account, there may be a network issue. Contact your administrator for assistance.
- Q.** I'm trying to regenerate access codes for a Personal Conference account but I receive an error message. What should I do?
- A.** If you are hosting a Personal Conference meeting and the meeting is in progress, wait until the meeting has ended and try again. If you do not have a Personal Conference meeting in progress, and the system does not regenerate the access codes for an account, there may be a network issue. Contact your administrator for assistance.
- Q.** When I dial in to a Personal Conference meeting and enter the Meeting number, I'm not connected to the meeting.
- A.** Although the phone prompts you to enter a Participant Access code or a Meeting number, you should enter only the Participant Access code to access a Personal Conference meeting. The Meeting number is used for WebEx Audio calls. Hang up your phone and try to dial in to the Personal Conference meeting again, but enter the Participant Access code.
- Q.** When I dial in to a Personal Conference meeting or connect to the online portion of the Personal Conference meeting because I'm using a computer with a headset, I receive an error message indicating that the host access code and host PIN combination is incorrect.
- A.** Check your host PIN and host access code, and verify that you can sign in to your WebEx site.
- Go to your **My Account** page and select **Personal Conferencing** in the **My Audio Connection Options** section. Verify that you are using the correct host PIN and host access code generated for the Personal Conference account you used when you scheduled the meeting. If you regenerated access codes for an account after you scheduled the meeting, the old host access code will not work.
  - Check to make sure that you can sign in to your WebEx site. Your user account may have been inadvertently deactivated. If you can sign in to your WebEx site and you are using the correct host access code and host PIN, you may want to delete the current meeting and schedule a new Personal Conference meeting.

- Q.** As an invitee, when I dial in to a Personal Conference meeting or connect to the online portion of the Personal Conference meeting because I'm using a computer with a headset, I receive an error message indicating that the participant access code I entered is incorrect.
- A.** Go to your meeting email invitation and verify that you are entering the correct participant access code. If you are entering the participant access code displayed in the email invitation, contact the meeting host to make sure the code has not changed since the host scheduled the meeting. If the host regenerated access codes after scheduling the meeting, the host may have to cancel the current meeting and schedule a new Personal Conference meeting.
- Q.** As a meeting host, when I press \*7 on the phone keypad, invitees do not receive reminder email messages for my Personal Conference meeting.
- A.** The \*7 function works only when you schedule a Personal Conference meeting and include invittess in the Who field on the **Schedule a WebEx Meeting** page. If you did not schedule the Personal Conference meeting using your WebEx site or the WebEx Assistant, the \*7 function will not send email reminders to invitees.

## How Do I Enable Java?

- [Enabling Java in the Control Panel](#)
- [Enabling Java in Your Browser \(Windows\)](#)
- [Enabling Java in Your Browser \(Mac\)](#)

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### Enabling Java in the Control Panel

To ensure the best possible meeting experience, download and install the latest releases of Java software for your supported web browser. For further assistance, contact your systems administrator.



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**Note** Chrome 32\* and later and Firefox 27\* and later do not support Java. The following information applies if you are using a browser other than the ones mentioned.

\*The exact versions of Chrome and Firefox that are impacted by this policy have not been finalized as of the publishing of this document.

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- 1 Go to the **Java** icon to open the **Java Control Panel**.
- 2 Select the **Advanced** tab.
- 3 Expand **Default Java for browsers**.
- 4 Check the box next to one or more browser names.
- 5 Select **Apply**.

## Enabling Java in Your Browser (Windows)



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**Note** Instructions may vary per browser version.

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### Internet Explorer

- 1 Select **Tools > Internet Options**.
- 2 Select the **Security** tab, then select **Custom level**.
- 3 Make sure that **Scripting of Java applets** is enabled.
- 4 Select **OK** to save your changes.

### Firefox

- 1 Start Mozilla Firefox browser or restart it if it is already running.
- 2 Select **Tools > Add-ons**.
- 3 Select **Plugins**.
- 4 Select **Java (TM) Platform**.
- 5 Select **Enable**.



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**Note** If you see the Disable button, the plugin is already enabled.

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### Chrome

- 1 Click on the customize icon, then select **Settings**.
- 2 Select **Show advanced settings**.
- 3 Scroll down to the Privacy section, then select **Content settings**.
- 4 Scroll down to the Plug-ins section, then select **Disable individual plug-ins** to check whether Java is already enabled.
- 5 If Java is not already enabled, select **Enable**.



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**Note** If you see the Disable link, the plugin is already enabled.

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## Enabling Java in Your Browser (Mac)



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**Note** Instructions may vary per browser version.

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### Safari

- 1 Select **Safari > Preferences**.
- 2 Select the **Security** tab and make sure that **Allow Java** is checked.

## Firefox

- 1 Select **Tools > Add-ons**.
- 2 From the Add-ons Manager, select **Plugins**.
- 3 Select **Enable** for Java Applet Plug-in.



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**Note** If you see the Disable button, the plugin is already enabled.

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## Chrome

- 1 Click on the customize icon, then select **Settings**.
- 2 Select **Show advanced settings**.
- 3 Scroll down to the Privacy section, then select **Content settings**.
- 4 Scroll down to the Plug-ins section, then select **Disable individual plug-ins** to check whether Java is already enabled.
- 5 If Java is not already enabled, select **Enable**.



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**Note** If you see the Disable link, the plugin is already enabled.

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# How Do I Enable JavaScript?

## Windows



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**Note** Instructions may vary per operating system and browser version.

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## Internet Explorer

- 1 Select **Tools > Internet Options**.
- 2 Select the **Security** tab.
- 3 Select **Custom level**.
- 4 Make sure **Active scripting** is enabled.

## Firefox

- 1 Select **Tools > Options**.
- 2 Select the **Content** tab and make sure that **Enable JavaScript** is checked.

## Chrome

- 1 Select the customize icon then select **Settings**.
- 2 Select **Show advanced settings**.

- 3 Scroll down to the Privacy section and select **Content settings**.
- 4 Select **Allow all sites to run JavaScript** or select **Manage exceptions** to allow your WebEx site.
- 5 When finished, select **Done**.

## Mac



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**Note** Instructions may vary per operating system and browser version.

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### Safari

- 1 Select **Safari > Preferences**.
- 2 Select the **Security** tab and make sure that **Enable JavaScript** is checked.

### Firefox

- 1 Select **Firefox > Preferences**.
- 2 Select the **Content** tab and make sure that **Enable JavaScript** is checked.

### Chrome

- 1 Select the customize icon then select **Settings**.
- 2 Select **Show advanced settings**.
- 3 Scroll down to the Privacy section and select **Content settings**.
- 4 Select **Allow all sites to run JavaScript** or select **Manage exceptions** to allow your WebEx site.
- 5 When finished, select **Done**.

## Windows OS: End-User System Requirements

- [Supported Operating Systems](#)
- [Hardware Requirements](#)
- [Tested Browsers](#)
- [Microsoft Outlook Integration](#)
- [Cisco Jabber for Windows Integration](#)
- [Meeting Client and Browser Requirements](#)

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**Q.** What are the end-user system requirements for Windows operating systems?

**A.** See the following sections:

## **Supported Operating Systems**

- Windows XP SP3
- Windows Vista (32-bit/64-bit)
- Windows 7 (32-bit/64-bit)
- Windows 2008 Server (64-bit)

## **Hardware Requirements**

- Intel Core2 Duo CPU 2.XX GHz or AMD processor (2 GB of RAM recommended)

## **Tested Browsers**

- Internet Explorer: 8 - 10 (32-bit/64-bit)
- Mozilla Firefox: 10 - latest  
See the Firefox release schedule at <https://wiki.mozilla.org/RapidRelease/Calendar>
- Google Chrome: 23 - latest  
See the Chrome release schedule at <http://www.chromium.org/developers/calendar>

## **Microsoft Outlook Integration**

- Microsoft Outlook 2007 SP2 and later
- Microsoft Outlook 2010 (32-bit and 64-bit editions; all service packs)

## **Cisco Jabber for Windows Integration**

- Cisco Jabber for Windows 9.1.2

## **Meeting Client and Browser Requirements**

- JavaScript and cookies enabled
- Active X enabled and unblocked for Microsoft Internet Explorer (recommended)
- Java 6 and Java 7 (for web browsers that support Java)
- Cisco WebEx plug-ins enabled (for Chrome 32\* and later and Firefox 27\* and later)

**Note**

Because of Google and Mozilla policy changes, starting with Chrome 32\* and Firefox 27\*, users may need to manually enable the WebEx plug-in when using these browsers to join a WebEx meeting or play back a WebEx meeting recording. More information and instructions can be found in our [Joining a WebEx Meeting on Chrome and Firefox FAQ](#).

\*The exact versions of Chrome and Firefox that are impacted by this policy have not been finalized as of the publishing of this document.

If you are using a browser other than the specified versions of Chrome or Firefox and have Java enabled, the Cisco WebEx Meetings Application will automatically download onto your system the first time you start or join a meeting. We recommend that you install the latest update for your Java version.

## Mac OS: End-User System Requirements

- [Supported Operating Systems](#)
- [Tested Browsers](#)
- [Meeting Client and Browser Requirements](#)

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**Q.** What are the end-user system requirements for Mac operating systems?

**A.** See the following sections:

### Supported Operating Systems

- Mac OS X 10.6 Snow Leopard
- Mac OS X 10.7 Lion
- Mac OS X 10.8 Mountain Lion

### Tested Browsers

- Mozilla Firefox: 10 - latest  
See the Firefox release schedule at <https://wiki.mozilla.org/RapidRelease/Calendar>
- Apple Safari: versions supported by the supported operating systems (Mac OS X 10.6, 10.7, 10.8)
- Google Chrome: 23 - latest  
See the Chrome release schedule at <http://www.chromium.org/developers/calendar>

### Meeting Client and Browser Requirements

- Intel processor (512 MB of RAM or more recommended)
- JavaScript and cookies enabled

- Plug-ins enabled in Safari
- Cisco WebEx plug-ins enabled (for Chrome 32\* and later and Firefox 27\* and later)

**Note**

Because of Google and Mozilla policy changes, starting with Chrome 32\* and Firefox 27\*, users may need to manually enable the WebEx plug-in when using these browsers to join a WebEx meeting or play back a WebEx meeting recording. More information and instructions can be found in our [Joining a WebEx Meeting on Chrome and Firefox FAQ](#).

\*The exact versions of Chrome and Firefox that are impacted by this policy have not been finalized as of the publishing of this document.

If you are using a browser other than the specified versions of Chrome or Firefox and have Java enabled, the Cisco WebEx Meetings Application will automatically download onto your system the first time you start or join a meeting. We recommend that you install the latest update for your Java version.

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## System Requirements and Optimizing Performance

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**Q.** What can I do to get the best performance?

**A.** Some factors that affect performance include:

- The speed of your Internet connection
- Internet traffic between you and the WebEx server
- The performance of any firewall and proxy servers on your network

To improve performance:

- Get the fastest internet connection possible
- Use document (presentation) sharing instead of application or desktop sharing
- Share documents that contain fewer images



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