Cisco WebEx Meetings Server User Guide Release 1.5

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CHAPTER 1

Overview of Cisco WebEx Meetings

Cisco WebEx Meetings provides you with tools that help you collaborate with your contacts and colleagues efficiently. Here are highlights of what you can do:

- Select **Meet Now** to start an instant meeting.
- Select **Schedule** to schedule a meeting.
- Join a meeting from your invitation email message or from the Meetings page on your WebEx site.
- Select **Recordings** to find a meeting recording.
- Use the WebEx Productivity Tools, which lets you schedule, start, and join meetings from Microsoft Outlook and WebEx Assistant, without the need to use your WebEx site.

  If you haven't downloaded the Productivity Tools when activating your account, you can select **Downloads** on the top-right portion of your WebEx site and then download it from the page.

  To ensure the best possible meetings experience, download the latest releases of Java software for your favorite web browser. For further assistance, contact your systems administrator.
- When you are away from your computer, you can schedule, start, and join meetings on your iPhone or iPad. For more information, see the Apple iPhone and iPad section in the FAQs.

Note Make sure that you enable cookies in your browser. You cannot sign in to your WebEx site if cookies in your browser are disabled.

Licensing Information

- Third-Party License and Notices (including free and open-source software)
- End-User License Agreement

- Supplemental End-User License Agreement

Setting Your Instant Meeting Preferences

An instant meeting is a meeting that you can start right away without scheduling in advance. Complete this task to set your default instant meeting preferences.

Procedure

Step 1 Sign in to your WebEx site.
The **Meetings** page appears.

Note If you are having sign in issues, make sure that cookies are enabled in your browser. You cannot sign in to Cisco WebEx if cookies are disabled.

Step 2 Select **My Account** in the top right corner.

Step 3 Navigate to the Meet Now Settings section.

Step 4 Enter the requested information.

Note If you enter a password the system will require users to enter this password whenever they join your instant meeting.

Step 5 Select **Update**.

Related Topics

Overview of Cisco WebEx Meetings, on page 1

Updating Your Account Information

Procedure

Step 1 Sign in to your WebEx site.
The **Meetings** page appears.

Note If you are having sign in issues, make sure that cookies are enabled in your browser. You cannot sign in to Cisco WebEx if cookies are disabled.

Step 2 Select **My Account** in the top right.
The **My Account** page appears.

Step 3 Enter the requested information keeping the following notes in mind:

- Fields with an asterisk (*) are required.
- You cannot change your first name or last name if your system is configured for LDAP authentication.
- You cannot change the email address if your system is configured for single sign-on (SSO), LDAP authentication, or manual profiles.

- You cannot change the password if your system is configured for SSO.
- **Meet Now** settings determine your default settings when you start an instant meeting.
- Contact your administrator if you need details about your system configuration.

Step 4 Select **Update** when finished.

Note Make sure that you select **Update** before clicking off the **My Account** page. Otherwise, any updates you made will be lost.

Related Topics

Overview of Cisco WebEx Meetings, on page 1
Modifying the Enter and Exit Tones for Your Meeting

CHAPTER 2

Signing In to WebEx Assistant

Use WebEx Assistant to quickly start or schedule meetings, and set up or change your WebEx account settings without going to your Cisco WebEx site.

Signing In to WebEx Assistant

Before You Begin

Make sure WebEx Productivity Tools is installed on your desktop. Your administrator may have "pushed" the WebEx Productivity Tools to your desktop.

Procedure

Step 1 From the Start menu, select **Start > Programs > WebEx > Productivity Tools > WebEx Assistant**.
The WebEx Assistant dialog box displays. If you previously signed in to WebEx Assistant, the WebEx site URL you were using is displayed in the **Current site is** field at the top of the dialog box.

Step 2 (Optional) If you used the Mozilla FireFox or Google Chrome browsers to access your Cisco WebEx site and download Productivity Tools, do one of the following:

- Enter your on-premises Cisco WebEx Meetings Server site URL and select **Next**.

- Select **Sign in to WebEx in the cloud** to sign in to a Cisco WebEx site in the cloud, such as a Cisco WebEx Meetings or a WebEx centers site.

Step 3 (Optional) Select the **Pencil** icon next to the Current site field to switch to a different WebEx site. To enter a new WebEx site URL, do one of the following:

- Enter an on-premises Cisco WebEx Meetings Server site URL and select **Next**.
- Select **Sign in to WebEx in the cloud** to sign in to a Cisco WebEx site in the cloud, such as a Cisco WebEx Meetings or a WebEx centers site.

Step 4 Enter the email address and password for your WebEx account.

- For LDAP Cisco WebEx sites, enter your company email address and password.
- For Single Sign-On (SSO) Cisco WebEx sites, your company sign-in dialog displays for you to enter your username and password.

Step 5 Select **Sign In**.

Step 6 To determine which WebEx site you are signed in to:

a) Right-click the WebEx Assistant icon on the taskbar and select **WebEx Settings...**.
b) Select the Account tab.
The Account Information section displays the WebEx site you are signed in to. Some Cisco WebEx sites let you change your password or switch to a different Cisco WebEx site from the Account tab. If you make changes, select **Refresh** to update the displayed information.

Step 7 To sign out of WebEx Assistant, right-click the WebEx Assistant icon on the taskbar and select **Sign Out**.

Related Topics

Installing WebEx Productivity Tools, on page 10

Switching Sites

This task describes how to switch between multiple Cisco WebEx sites.

Before You Begin

- To use the Switch Site feature, make sure you have an account on at least one Cisco WebEx Meetings Server site and one Cisco WebEx site in the cloud, or multiple accounts on Cisco WebEx sites in the cloud.
- The email address and password assigned for a Cisco WebEx Meetings Server site must match at least one Cisco WebEx site in the cloud.
- Switch Site is only available if your administrator has enabled the Cloud feature to allow users to sign in the Cisco WebEx in the cloud accounts from WebEx Productivity Tools.

Procedure

Step 1 Sign in to WebEx Assistant using a multi-site account.
The WebEx Assistant dialog box displays.

Step 2 Right-click the WebEx Assistant icon in the taskbar and select **Switch Site...**
The available sites display on the WebEx Assistant dialog box. The Cisco WebEx site you are currently using is listed as Signed in.

Step 3 Select **Sign in** next to the site you want to use.
Depending on the selected site, you may be required to temporarily close Microsoft Outlook to complete the switch.

Note If required, enter a password, and then select **Sign in**.

Related Topics

Signing In to WebEx Assistant, on page 5

Starting an Instant Meeting with WebEx Assistant

Tip Once you are signed in to WebEx Assistant, you can start an instant meeting by selecting **Meet Now** from the WebEx Assistant icon on the taskbar or the WebEx toolbar in Microsoft Outlook.

Before You Begin

- Make sure WebEx Productivity Tools is installed on your desktop. Your administrator may have "pushed" the WebEx Productivity Tools to your desktop.
- Sign in to WebEx Assistant.
- On the Meetings tab of the **WebEx Settings** dialog box, you can select the **Let me change the meeting topic and password when the meeting starts** check box if you want to override the topic (What) or password Meet Now settings for each instant meeting.

Procedure

Step 1 Right-click the WebEx Assistant icon on the taskbar and select **Meet Now**.
Depending on your WebEx Settings, a dialog box requesting meeting-specific information or the **Quick Start** page appears.

Step 2 (Optional) If you checked the **Let me change the meeting topic and password when the meeting starts** check box on the WebEx Setting dialog box, enter a topic in the What field and a one-time meeting password for this instant meeting. Then select **Meet Now**.

The **Quick Start** page appears.

Step 3 There are two ways to invite people to join your meeting:

- The Meet Now function sends an email invitation for you to forward to invitees.
- Select **Invite & Remind** on the **Quick Start** page. On the Email tab, enter the email addresses for invitees, and then select **Send.**

Related Topics

Setting Your Instant Meeting Preferences, on page 2

Scheduling a Meeting with WebEx Assistant

Before You Begin

- Make sure WebEx Productivity Tools is installed on your desktop. Your administrator may have "pushed" the WebEx Productivity Tools to your desktop.
- Sign in to WebEx Assistant.

Procedure

Step 1 Right-click the WebEx Assistant icon on the taskbar and select **Schedule a Meeting**.
A Microsoft Outlook appointment form opens. If you haven't installed Outlook, WebEx will open the **schedule meeting** page.

Step 2 Enter your meeting details, such as the meeting subject, start and end times, and invitees.

Step 3 Select **Add WebEx Meeting** from the WebEx toolbar.
The **WebEx Settings** dialog box appears.

Step 4 (Optional) If you want to include a meeting password, enter it in the Meeting Information section.

Step 5 If you want to grant other users the permission to start your meeting on your behalf, select the **Alternate Host** tab and select them from the list.

Step 6 Select **OK** to close the **WebEx Settings** dialog box.
WebEx information displays in your Microsoft Outlook appointment form.

Step 7 Select **Send** to save your meeting information and send updates to invitees.

Scheduling a Personal Conference Meeting with WebEx Assistant

Before You Begin

- Make sure WebEx Productivity Tools is installed on your desktop. Your administrator may have "pushed" the WebEx Productivity Tools to your desktop.
- Sign in to WebEx Assistant.
- You cannot assign an Alternate Host for a Personal Conference meeting.

Procedure

Step 1 Right-click the WebEx Assistant icon on the taskbar and select **Schedule a Meeting**.
A Microsoft Outlook appointment form opens. If you haven't installed Microsoft Outlook, WebEx will open the **schedule meeting** page.

Step 2 Enter your meeting details, such as the meeting subject, start and end times, and invitees.

Step 3 Select **Add WebEx Meeting** from the WebEx toolbar.
The **WebEx Settings** dialog box appears.

Step 4 On the Audio Conference tab, select either **WebEx Audio** or a **Personal Conference account**.

Step 5 (Optional) If you select Personal Conferencing as your Audio Connection before you create a host PIN and Personal Conference account, the system asks you to do the following:

a) Select **View Audio Options** on the Personal Conference Account Required message box. If you select **Cancel**, the Audio Connection setting returns to **WebEx Audio** and you can continue to schedule a WebEx Audio meeting.
b) On the **My Account** page, go to the My Audio Connection Options section.
c) Select **Personal Conferencing**.
d) Enter a 4-digit host PIN.
e) Select **Save PIN and Generate Account**.
f) On the **WebEx Settings** dialog box, select **Cancel** to close the dialog box.
g) Close the Microsoft Outlook appointment form.
h) Return to Step 1 to schedule the Personal Conference meeting again.

Step 6 Select **OK** to close the **WebEx Settings** dialog box.
WebEx information displays in your Microsoft Outlook appointment form.

Step 7 Select **Send** to save your meeting information and send meeting invitations to invitees.
The scheduled meeting displays in your Outlook calendar and the list of meetings on your Cisco WebEx site.

Related Topics

Creating Your Personal Conference Account, on page 21

Installing WebEx Productivity Tools

Before installing WebEx Productivity Tools, ensure that your computer meets the following minimum system requirements:

- Intel Core2 Duo CPU 2.XXX GHz or AMD processor (2GB of RAM recommended)
- JavaScript and cookies enabled in the browser
- Supported operating systems and browsers

Note For the latest end-user system requirements, including supported operating systems and browsers, see the FAQs at http://www.cisco.com/en/US/products/ps12732/products_user_guide_list.html.

Procedure

Step 1 Sign in to your WebEx site.
The **Meetings** page appears.

Note If you are having sign in issues, make sure that cookies are enabled in your browser. You cannot sign in to Cisco WebEx if cookies are disabled.

Step 2 In the top navigation, select **Downloads**.

Note The Downloads option is only available if your administrator has enabled it.

Step 3 Under **Productivity Tools**, select **Download**.
The **File Download** dialog box appears.

Step 4 (Optional) Save the installation program (with the extension .msi) to your computer.

Step 5 Run the installation file and follow the instructions.
After the installation completes, sign in to your WebEx account when prompted, and check your settings in the **WebEx Settings** dialog box.

Step 6 (Optional) If the download does not start automatically, select the **click here to download** link. Run the installation file and follow the instructions.

Related Topics

Opening the WebEx Settings Dialog Box, on page 10

Opening the WebEx Settings Dialog Box

You can open the WebEx Settings dialog box from various access points.

From	Do this
The **Start** menu	Click **Start** > **Programs** > **WebEx** > **Productivity Tools** > **WebEx Settings**
Microsoft Outlook	In the WebEx menu, select **Schedule Meeting** > **WebEx Settings**. **Note** This example uses Microsoft Outlook 2010. The actual procedure may differ depending on your version of Outlook.
WebEx Assistant icon in the taskbar	In the taskbar, right-click the **WebEx Assistant** icon and choose **WebEx Settings**

Related Topics

Setting Up WebEx Productivity Tools, on page 11

Setting Up WebEx Productivity Tools

Procedure

Step 1 Open the WebEx Settings dialog box.

Step 2 Select the **Account** tab.
From this tab, you can do the following:

- If applicable, select **Change password** to update your WebEx password.
- Select **Update Regional Preferences** to update your time zone, language, or locale on the **My Account** page. Select **Update** to save your changes, and then return to the WebEx Settings dialog box.
  Note The **Time Zone** setting determines the time of a WebEx meeting after the meeting is successfully scheduled. The **Locale** setting determines the format for the time, date, currency and phone numbers displayed on the Meetings page, and the email invitations and notification messages.
- Select **Refresh** to see the most recent changes to your WebEx site.

Step 3 Select **Apply** to apply any changes.

Step 4 Select the **Meetings** tab.

Step 5 Select **Set meeting preferences** to define your default Meet Now Settings (on the My Account page) for your instant meetings. Select **Update** to save your changes, and then return to the WebEx Settings dialog box.

Step 6 (Optional) If you want the option to change your meeting topic and password before your instant meeting starts, check the provided option.

Step 7 Select **OK** to close the WebEx Settings dialog box.

Related Topics

Opening the WebEx Settings Dialog Box, on page 10

Uninstalling WebEx Productivity Tools

This task describes how to uninstall WebEx Productivity Tools from the Windows Start menu. You can uninstall Productivity Tools at any time. Uninstalling Productivity Tools removes all Productivity Tools and shortcuts from your computer.

Tip You can also uninstall Productivity Tools from the Windows Add/Remove Programs option.

Procedure

Step 1 Click **Start > Programs> WebEx > Productivity Tools > Uninstall**.

Step 2 Click **Yes** to confirm that you want to uninstall WebEx Productivity Tools.

CHAPTER 3

Selecting Audio and Meet Now Options

Before you schedule or start your first meeting, go to **My Account** and configure your audio options. The **My Audio Connection Options** and **Meet Now Settings** appear as the default options when you schedule all your meetings. You can change the type of audio connection and meet now settings when you schedule your meeting.

About Using WebEx Audio

WebEx Audio lets you use either your phone or your computer to hear others and to speak in your meeting:

- **Phone—**you can use your phone to receive a call to the audio portion of the meeting or to dial in.
- **Computer—**you can use a headset connected to your computer to join the audio portion of the meeting if the computer has a supported sound card and a connection to the Internet.

Note If you are a host, the number of people to participate in the audio conference depends on the size of your system.

After joining the conference, participants can switch between audio modes with little or no listening interruption. In a mixed-mode conference, where some participants are using the telephone and others are using the computer, all participants can speak.

Your role in an audio conference determines your level of participation. Whichever role you take, the following table describes the basic tasks you can accomplish in that role.

Role in Audio Conference	Task Description
Host an audio conference	• Join or leave the audio conference • Switch audio connection modes • Mute or unmute one or more microphones • Edit or update phone numbers in your user profile
Participate in an audio conference	• Join or leave the audio conference • Switch audio connection modes • Ask to speak • Mute or unmute your microphone • Edit or update phone numbers in your user profile

Related Topics

About Using Personal Conferencing, on page 19

Setting Your Instant Meeting Preferences, on page 2

Allowing Another User to Schedule Meetings for You, on page 31

Connecting to an Audio Conference

Once you start or join a meeting that uses WebEx Audio, the **Audio Conference** dialog box appears automatically on your screen.

What device do you want to use for speaking and listening in the meeting?

- **Your phone**: Typically provides good voice transmission, but may have a cost attached.
- **Your computer** (with a headset, and an Internet connection): Sometimes causes noisy transmission, or an irregular voice stream, but has no cost attached.

You can select your preferred device from the **Audio Conference** dialog box.

Using Your Phone to Connect to Audio

After you join a meeting, the **Audio Conference** dialog box appears automatically. When you use your phone to connect to the audio portion of the meeting, you can call in or receive a call back.

- Call in—call in from your phone to a number your host provides.
- Call back—receive a call at a valid number you provide, or at a number that is already stored in your user profile. A valid number can be an internal number or an external number that contains an area code and seven-digit local phone number.

Note If you join a meeting that is already in progress and shared content is all you see, select **Audio** on the Meeting Controls panel at the top of your screen to access the **Audio Conference** dialog box.

Procedure

Step 1 To receive a call back, do one of the following in the Use Phone pane of the **Audio Conference** dialog box:

- Click **Call Me** to receive a call at the number displayed.
- Select another number from the drop-down list of available numbers, then click **Call Me**.
- Select **Call me at a new number** from the drop-down list, click on the country flag and select the country, enter a phone number, then click **Call me**.
- Select **Call me at an internal number** from the drop-down list, enter a number, then click **Call Me**.

Step 2 To call in, select **I will call in** from the drop-down menu in the Use Phone pane of the **Audio Conference** dialog box.

Step 3 Follow the instructions to join the audio conference.
A phone icon appears next to your name in the Participants list to indicate that you are using your phone in the audio conference.

Related Topics

Switching Audio Devices During a Meeting, on page 17

Leaving an Audio Conference

Procedure

Step 1 Open the Audio Conference dialog box from one of the following:

- The Quick Start page
- Your Participant list
- The Audio menu
- The Meeting Controls panel (if you are sharing)

Step 2 Select **Leave Audio Conference**.
Your participation in the audio conference ends; however, your participation in the meeting continues until you leave it or the host concludes it.

Using Your Computer to Connect to Audio

After you join a meeting, the **Audio Conference** dialog box appears automatically. When you use your computer to speak and listen in a meeting, your computer sends and receives sound across the Internet. To do this, your computer must have a supported sound card and be connected to the Internet.

Note If you join a meeting that is already in progress and shared content is all you see, select **Audio** on the Meeting Controls panel at the top of your screen to access the **Audio Conference** dialog box.

Before You Begin

Make sure that you use a computer headset with a high-quality microphone rather than speakers and a microphone for the best audio quality and convenience.

Procedure

Step 1 Select the arrow next to the **Use Computer for Audio** option.

Step 2 Select **Call Using Computer**.
Note If this is your first time connecting to a meeting with your computer, the **Speaker/Microphone Audio Test** window appears so that you can fine tune your sound settings.
A headset icon appears next to your name in the Participants list to indicate that you are using your computer in the audio conference. Now that you are connected to your meeting, you can do the following:

- Mute or unmute your speaker or microphone
- Change the volume on your speaker or microphone

Related Topics

Fine-Tuning Your Microphone and Speaker Settings, on page 17
Switching Audio Devices During a Meeting, on page 17

Fine-Tuning Your Microphone and Speaker Settings

If you are using your computer to connect to the meeting audio, you can fine-tune your microphone and speaker settings to optimize your audio experience.

The Speaker/Microphone Audio Test walks you through testing your devices, and setting your speaker volume and microphone level.

When you first start or join a meeting, you can manually test and adjust your sound device before you actually start using your computer for audio.

Tip After you join the audio portion of the meeting you can retest your settings at any time simply by reopening the **Audio Conference** dialog box and clicking **Test speaker/microphone** at the bottom of the box.

Procedure

Step 1 From the meeting window, select **Audio > Speaker/Microphone Audio Test**.

Step 2 Follow the instructions.

Switching Audio Devices During a Meeting

You can easily switch from one audio device to another during a meeting with little disruption.

Procedure

Step 1 To switch from your computer connection to a phone connection:

a) Open the **Audio Conference** dialog box from one of the following:

- The **Quick Start** page
- Your **Participant** list
- The **Audio** menu
- The **Meeting Controls** panel (if you are sharing)

b) Select the down arrow beside **Use Phone**.

c) Call the number in the Use Phone area and enter the access code and attendee ID, as directed by the automated operator.

After you are connected by phone, your computer connection is dropped automatically.

Step 2 To switch from your phone connection to a computer connection:

a) Open the **Audio Conference** dialog box from one of the following:

- The **Quick Start** page

- Your **Participant** list
- The **Audio** menu
- The **Meeting Controls** panel (if you are sharing)

b) Select the down arrow beside **Use Computer for Audio**.
c) Select **Switch to Using Computer**.

Your phone connection is dropped after your computer connection is established.

Tip Remember to switch to your computer headset.

Muting and Unmuting Microphones

The following table illustrates how to quickly mute and unmute microphones in your meeting depending on your user role.

Windows users: Right-click in the Participants list, then select one of the described options.

Mac users: Ctrl + click in the Participants list, then select one of the described options.

Note During sharing, you can mute and unmute your microphone from the **Meeting Controls** panel at the top of your screen.

Role	Options
Host	• **Mute on Entry** to mute all microphones automatically when participants join a meeting • **Mute or Unmute** to mute or unmute your own or a specific participant's microphone • **Mute All** to mute or unmute all participant microphones simultaneously at any time during a meeting
Participant	Select the **Mute** or **Unmute** icon to mute or unmute your own microphone.

The microphone icon to the right of the participant's name changes state.

Editing or Updating Your Stored Phone Numbers

You can edit or update the phone numbers listed in your profile in the following circumstances:

- You have not yet joined the audio conference or
- You joined the audio conference from your computer

In addition, you can view any phone number that is stored as a cookie on your computer. Any updates you make do not take effect until the next time you join a meeting.

Before You Begin

Make sure that you are not participating in an audio conference by phone if you want to edit or update your phone numbers.

Procedure

Step 1 Do either of the following:

- From the meeting window, select **Audio > Audio Conference**.
- At the bottom of the Participants panel, select **Audio**.

The **Audio Conference** dialog box appears.

Step 2 Select **Manage phone numbers** from the drop-down box in the lower pane.
The **Manage phone numbers** dialog box appears.

Step 3 Select **Edit** to update the phone numbers in your WebEx profile, or **Clear** to delete phone numbers that are stored as cookies on your computer.

About Using Personal Conferencing

Personal Conferencing audio connection mode lets a meeting host quickly start the audio portion of a Cisco WebEx meeting at any time. The meeting host and participants simply dial the same call-in number, enter access codes, and the audio portion of the meeting begins. The system then sends an email to the meeting host with a link to the online portion of the meeting. If the host chooses to start the online meeting, participants can then use it to share information or collaborate on an idea. The meeting host is not required to schedule Personal Conference meetings in advance, and once generated, the access codes do not change.

Personal Conference meetings are only available if your site supports Personal Conferencing. Before you can have a Personal Conference meeting, you need to create a Personal Conference account and host PIN. You can dial in to a Personal Conference meeting using either your phone or your computer.

- **Phone** - use the call-in numbers provided on the **My Accounts** page or in the email meeting invitation to dial in to a Personal Conference meeting. To view the call-in numbers on the **My Accounts** page, go to the **My Audio Connection Options** section and select **Personal Conferencing**. If the host has scheduled the meeting, the call-in numbers are included in the email invitation sent to all invitees. The meeting host is not required to schedule a Personal Conference meeting if all participants plan to dial in to a meeting using a telephone.
- **Computer** - meeting participants can use a computer with a headset connected, if the computer has a supported sound card and a connection to the Internet, to join the audio portion of a Personal Conference meeting. When one or more meeting participants plan to dial in to a meeting using a computer, the

meeting host should schedule the meeting. First, meeting participants will start and join the online portion of the scheduled Personal Conference meeting by selecting the meeting link found in the email invitation. Once connected to the meeting, the host and participants use the information available on the **Audio Conference** dialog box to connect to the audio portion of the meeting.

After joining the meeting, participants can switch between audio modes with little or no listening interruption. In a mixed-mode conference, where some participants are using the telephone and others are using a computer, all participants can speak.

Note The number of people who can join a Personal Conference meeting depends on the configuration of the system. Contact your administrator for more detailed information.

Your role in an audio conference determines your level of participation. The following table lists the basic tasks a host and invitee can accomplish before and during a Personal Conference meeting.

Role in Personal Conference Meeting	Tasks
Host	Create a host PIN and Personal Conference account before starting or scheduling your first Personal Conference meeting Schedule a Personal Conference meeting Dial a call-in number and enter a host access code and host PIN to start or join a meeting Use the phone keypad to do the following: • *1 dial out • *5 lock and unlock a meeting • *6 mute or unmute self • *7 send a reminder email to an invitee **Note** The system sends only one reminder email message to invitees, regardless of the number of times the host presses *7. • *8 allow the meeting to continue without the host • ## mute all participants • 99 unmute all participants • *# play participant count • ** DTMF help After starting the online portion of a Personal Conference meeting, a host can: • Pass the host role to another meeting participant • Reclaim the host role from a meeting participant • Select **Record** in the upper right corner of the **Meetings** page to record the meeting

Role in Personal Conference Meeting	Tasks
Invitee	Dial a call-in number and enter a participant access code to join a meeting Use the phone keypad to do the following: • *6 mute or unmute self • *# play participant count • ** DTMF help After joining the online portion of a Personal Conference meeting, an invitee can: • Become a meeting host, if the host passes the host role to you • Pass the host role to another meeting participant

Related Topics

Using Your Phone to Connect to Audio, on page 15
Scheduling a Meeting from the WebEx Site, on page 29
Creating Your Personal Conference Account, on page 21
Setting Your Instant Meeting Preferences, on page 2

Creating Your Personal Conference Account

You must create a host PIN and at least one Personal Conference account before you schedule or start a Personal Conference meeting. For each account, the software generates unique host and participant access codes. The system prompts you for these codes after you dial a call-in number to start or join a Personal Conference meeting.

Before You Begin

Personal Conferencing must be enabled for your site.

Procedure

Step 1 Select **My Account** in the top right corner of the Meetings page.

Step 2 Select **Personal Conferencing** in the **My Audio Connection Options** section.

Step 3 Enter a 4-digit host PIN and select **Save PIN and Generate Account.**
Account 1 host and participant access codes appears below the host PIN.

Note You use the same host PIN for all accounts.

Step 4 (Optional) To create another account select the **Add another account** link.

A new account with unique access codes displays. These access codes remain the same until you regenerate the codes or delete the account. You can create up to three accounts.

Note While a Personal Conference meeting is in progress, you cannot add a new account.

Related Topics

Scheduling a Meeting from the WebEx Site, on page 29

Dialing In to a Personal Conference Meeting, on page 22

Dialing In to a Personal Conference Meeting

The meeting host and participants dial the same call-in number and enter a host or participant access code to start a Personal Conference meeting at any time. When all participants dial in to the meeting using a phone, the host is not required to schedule the meeting.

If a meeting participant wants to dial in to a Personal Conference meeting using a computer and a headset, the host should schedule a Personal Conference meeting to allow the person dialing in with a computer to join the online portion of the meeting before connecting to the audio portion of the meeting.

Note When you dial in to a Personal Conference meeting, if you are prompted to enter your access code or meeting number, always enter your access code.

Before You Begin

- Personal Conferencing must be enabled for your site.
- A valid host PIN and at least one Personal Conference account must exist.
- The host should know if participants plan to dial in to the Personal Conference meeting using a phone or a computer with a headset.

Procedure

Step 1 Select **My Account** in the top right corner of the Meetings page.

Step 2 Select **Personal Conferencing** in the My Audio Connection Options section.

Step 3 Select an **account**.
The host PIN, and host and participant access codes display.

Step 4 Convey the call-in number and participant access code to meeting participants.

Step 5 The meeting host dials the call-in number. When prompted, the host enters a host access code and PIN.

Step 6 Meeting participants dial the same call-in number. When prompted, the participants enter a participant access code.
If participants dial in to the meeting early, they remain on hold until the host dials the call-in number and enters the host access code and PIN. Once the host is connected to the meeting, all participants on hold are automatically connected to the audio portion of the meeting. If the administrator has enabled the audio option

to allow participants to join the audio portion of the meeting before the host, participants who dial in early are immediately connected to the audio portion of the meeting after entering the participant access code.

What to Do Next

- The host can start the online portion of the meeting to share information that meeting participants can view on their desktops. The host can start the meeting from the email invitation by selecting the meeting link, or by selecting **Start** from the **Meetings** page after signing in to a Cisco WebEx Meetings Server site.
- Anyone can leave the meeting by hanging up their phone or ending the call.
- A meeting host can press *8 on the phone before hanging up to allow meeting participants to continue the meeting without a host.
- If the meeting host simply hangs up the phone (without pressing *8 first) meeting participants can continue the meeting for five minutes before the meeting ends.

Related Topics

Joining a Meeting From an Email, on page 25
Using Your Computer to Connect to Audio, on page 16
Leaving an Audio Conference, on page 15
Joining a Meeting From the Meetings Page, on page 26

Regenerating Access Codes

For security purposes, you can regenerate access codes.

Note Invitees will have incorrect access codes for upcoming Personal Conference meetings scheduled with an account that has regenerated access codes.

Procedure

Step 1 Select **My Account** in the top right corner of the Meetings page.

Step 2 Select **Personal Conferencing** in the **My Audio Connection Options** section.
Existing accounts are listed.

Step 3 Select **Regenerate access codes**.
The new access codes display for the account.

Note While a Personal Conference meeting is in progress, you cannot regenerate access codes.

What to Do Next

- Send an email with the new access codes to all invitees who have the old access codes.
- Consider rescheduling previously scheduled Personal Conference meetings after you regenerate access codes for an account. When you reschedule a meeting, invitees receive updated email invitations with valid access codes.

Related Topics

Editing a Meeting, on page 33

Deleting a Personal Conference Account

You can delete Personal Conference accounts if you no longer need them.

Note Invitees will have incorrect access codes for upcoming Personal Conference meetings scheduled with an account that has been deleted. Personal Conference meetings scheduled with other accounts may also be affected.

Procedure

Step 1 Select **My Account** in the top right corner of the Meetings page.

Step 2 Select **Personal Conferencing** in the **My Audio Connection Options** section.
Existing accounts are listed.

Step 3 Select **Delete**.
The account is removed from the list.

Note While a Personal Conference meeting is in progress, you cannot delete an account..

What to Do Next

Consider rescheduling previously scheduled Personal Conference meetings after you delete an account. When you reschedule a meeting, invitees receive updated email invitations with valid access codes.

Related Topics

Editing a Meeting, on page 33

CHAPTER 4

Joining a Meeting

You can join a meeting by selecting the meeting URL, which the host sends you via an invitation email message or an instant message.

Joining a Meeting From an Email

Procedure

Step 1 Open your email invitation, then select the link.
The meeting details page appears for the meeting you are joining.

Note If you are joining a meeting that is part of a recurring series, the meeting details page may reflect the incorrect date. This is a known issue and will not impact your ability to join your current meeting from this page.

Step 2 If requested, enter the required information. Details you may need to enter include the following:

- Your name: Enter the name you want attendees to use to identify you during the meeting.
- Email address: Enter your email address in this format: name@your_company. For example, msmith@company.com.
- Meeting password: Enter the meeting password. The meeting host may have included the password in the email invitation or, for security reasons, provided it to you in another way.

Step 3 Select **Join**.

- If you are already signed in or do not have an account on this WebEx site, wait for the meeting client to launch.
- If you are not signed in but you do have an account on this WebEx site, the system will redirect you to a sign-in page where you can enter your user credentials before joining your meeting.

Note If your site is configured for single sign-on (SSO), the sign-in page will be on your company's SSO site. If your site is not configured for SSO, you will sign in through the WebEx sign in page.

What to Do Next

If you are using Chrome 32* and later or Firefox 27* and later, you may see a prompt to install a Cisco WebEx plug-in. Select **Download** and follow the instructions to install the required plug-in.

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

Note After installing the plug-in, you may need to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.
- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the meeting doesn't start automatically, refresh the page.

If you are not automatically prompted by the system, select **Audio Conference** to join the audio portion of your meeting.

Joining a Meeting From the Meetings Page

Procedure

Step 1 Sign in to your WebEx site.
The **Meetings** page appears.

Note If you are having sign in issues, make sure that cookies are enabled in your browser. You cannot sign in to Cisco WebEx if cookies are disabled.

Step 2 Locate your meeting in the Today list.
If your meeting is not visible, select the **All Meetings** tab and enter your search parameters to locate it.

Step 3 Select **Join**.

What to Do Next

If you are using Chrome 32* and later or Firefox 27* and later, you may see a prompt to install a Cisco WebEx plug-in. Select **Download** and follow the instructions to install the required plug-in.

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

Note After installing the plug-in, you may need to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.
- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the meeting doesn't start automatically, refresh the page.

If you are not automatically prompted by the system, select **Audio Conference** to join the audio portion of your meeting.

Joining By Meeting Number

You can join a meeting by using the meeting number whether you are signed in to Cisco WebEx or not.

Procedure

Complete one of the following:

If	Do This
You are already signed in to your WebEx site	**1** Make sure that you are on the Meetings page by selecting the **Meetings** tab. **2** Select **Join by Number**. **3** Enter the meeting number. **4** Enter the meeting password, if requested. **5** Select **Join**.
You are not signed in to your WebEx site	**1** Open your web browser and navigate to your WebEx site. **2** Select the **Join by Number** link in the top right of the header. **3** Enter the requested information on the Join by Number page. **4** Select **Join**. **Tip** You can also access the Join by Number page by entering your public WebEx site URL followed by /orion/join, for example, `https://<public site url>/orion/join`

If you are using Chrome 32* and later or Firefox 27* and later, you may see a prompt to install a Cisco WebEx plug-in. Select **Download** and follow the instructions to install the required plug-in.

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

Note After installing the plug-in, you may need to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.
- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the meeting doesn't start automatically, refresh the page.

Troubleshooting Tips

If you cannot join the meeting by using the meeting number, do the following:

- Make sure that you are entering the correct meeting number.
- Make sure that it is the correct time to join the meeting.
- If your information is correct, search for the meeting on the Meetings page and try to join from the link.

CHAPTER 5

Starting or Scheduling a Meeting from the Web

After you sign in to your WebEx site, you can quickly and easily schedule or start a meeting from the **Meetings** tab.

Scheduling a Meeting from the WebEx Site

Procedure

Step 1 At the top of the **Meetings** page, select **Schedule**.
The **Schedule a WebEx Meeting** page appears.

Step 2 Specify the following information for your meeting:

- What: What will the meeting be about?
- When: When should the meeting take place?
  To schedule a recurring meeting, select **Recurrence** then choose your options.
- Length: How long should the meeting be?
- Who: Who do you want to invite to your meeting? You can type email addresses or type names to search for in your contacts. You can also invite people later after you have scheduled the meeting.

Note If you want to allow an invitee to have most of the same hosting privileges as you do, select the **Alternate Host** option for that invitee. An alternate host can not edit or delete a meeting. If you join the meeting after an alternate host has started it you will automatically become the host.

Step 3 Select your audio connection type.

- **WebEx Audio** - This audio connection mode lets meeting hosts and participants join the online portion of the meeting using the link provided in the meeting email invitation message. Once connected to a meeting, users can either call in to the meeting or use the **Call Me** feature to receive a call at a number they have provided. This option requires a host to schedule a meeting with either the **Meet Now** feature or the scheduler.
- **Personal Conferencing** - This audio connection mode lets a meeting host quickly start the audio portion of a Cisco WebEx meeting at any time. The meeting host and participants simply dial the same call-in number, enter access codes, and the audio portion of the meeting begins. The system then sends an email to the meeting host with a link to the online portion of the meeting. If the host chooses to start the online meeting, participants can then use it to share information or collaborate on an idea. The meeting host is not required to schedule Personal Conferencing meetings in advance, and once generated, the access codes do not change.

Note You must have a Personal Conference account and a host PIN to use the Personal Conferencing option.

Step 4 (Optional) If you want to include a password, enter it for **Meeting Password**.

- Enter a password if you want to make your meetings private. Your invitees will be required to enter the meeting password to join the meeting unless they are already signed in to their WebEx account.
- For additional security, check **Exclude password from email invitation**. Excluding the password means that it will not appear in the meeting details page or any email invitations. As the meeting host, you can then choose to send the password specifically to your invitees and others who request it.

Step 5 Select **Schedule It!**.
The meeting details page appears with a message confirming that your meeting is scheduled.

Note The maximum meeting length is 24 hours.

Related Topics

Recurrence Pattern Support , on page 34

Editing a Meeting, on page 33

Canceling a Meeting, on page 33

Starting an Instant Meeting

Procedure

Step 1 From the top of your **Meetings** page, select **Meet Now**.

Step 2 Enter your meeting details, including the names or email addresses of people you want to invite to your meeting.

Step 3 (Optional) If you see the **Meeting Password** field, do the following:

- Check **Show actual password** if you want to see the password that you are entering.
- For additional security, check **Exclude password from email invitation**. Excluding the password means that it will not appear in the meeting details page or any email invitations. As the meeting host, you can then choose to send the password specifically to your invitees and others who request it.

Tip If you don't see the password field, it's possible that you didn't set a meeting password in your account settings or your administrator didn't configure your WebEx system to require one. If you want the option of setting a password for your instant meetings, select **My Account** and enter one in the Meet Now Settings section. You can always change the password when you set up your meeting.

Step 4 Select **Start**.

What to Do Next

If you are using Chrome 32* and later or Firefox 27* and later, you may see a prompt to install a Cisco WebEx plug-in. Select **Download** and follow the instructions to install the required plug-in.

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

Note After installing the plug-in, you may need to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.
- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the meeting doesn't start automatically, refresh the page.

Allowing Another User to Schedule Meetings for You

You can grant permission to one or more users to schedule meetings on your behalf by using the Cisco Webex Productivity Tool for Outlook. Once a user schedules a meeting for you, the meeting appears in the list of meetings. You can then start the meeting and host it as you normally do when you schedule meetings yourself.

Before You Begin

This task assumes the following:

- You have both Microsoft Outlook and Cisco WebEx Productivity Tool for Outlook installed.
- The user who will be scheduling meetings for you has an account on your WebEx site.

Procedure

Step 1 Sign in to your WebEx site.
The **Meetings** page appears.

Note If you are having sign in issues, make sure that cookies are enabled in your browser. You cannot sign in to Cisco WebEx if cookies are disabled.

Step 2 Select **My Account** in the top right.
The **My Account** page appears.

Step 3 Scroll down to the Session Options section.

Step 4 For Scheduling Permission, enter the email addresses of users you permit to schedule meetings on your behalf.

Step 5 Select **Update**.

Finding a Meeting

Procedure

Step 1 Sign in to your WebEx site.
The **Meetings** page appears.

Note If you are having sign in issues, make sure that cookies are enabled in your browser. You cannot sign in to Cisco WebEx if cookies are disabled.

Step 2 Select the **All Meetings** tab.
By default, the **All Meetings** page displays up to 50 meetings for which you are the host, including meetings that are in-progress, are upcoming, and have passed the scheduled starting times but have not been started. If you want to view the list of meetings you are invited to, select this option from the drop-down list.

If a meeting has been started and ended, it will be deleted from the Meetings page. If a recording is available for that meeting, you can find it on the Recordings page.

Step 3 Enter your search parameters.
You can search for meetings by choosing a date range, entering the host name, or topic.

Step 4 Select **Search**.
The meeting list updates with your search results.

Editing a Meeting

Before You Begin

Updating a recurring meeting updates all occurrences of the meeting.

Procedure

Step 1 Sign in to your WebEx site.
The **Meetings** page appears.

Note If you are having sign in issues, make sure that cookies are enabled in your browser. You cannot sign in to Cisco WebEx if cookies are disabled.

Step 2 Select the topic of the meeting that you want to edit.
The meeting details page appears.

Step 3 Select **Edit**.
The **Edit WebEx meeting** page appears.

Step 4 Modify the meeting parameters.

Step 5 Select a save option:

- **Save and Notify All**—Saves your updates and sends an updated meeting notification to all of your invitees.
- **Save Only**—Saves your updates but does not send an updated meeting notification to your invitees.

The meeting details page appears with a message confirming that your meeting is updated.

Related Topics

Recurrence Pattern Support , on page 34

Canceling a Meeting

You can cancel any meeting you have scheduled from the meeting details page. Canceling a meeting deletes it from the list of meetings on the Meetings page.

Procedure

Step 1 Sign in to your WebEx site.
The **Meetings** page appears.

Note If you are having sign in issues, make sure that cookies are enabled in your browser. You cannot sign in to Cisco WebEx if cookies are disabled.

Step 2 Go to the meeting details page by selecting the topic for the meeting or by selecting a link from your confirmation email message.

Step 3 Select **Delete**.
The **Confirm Delete Meeting** dialog box appears if your meeting lists one or more invited attendees.

Step 4 For meetings that list invited attendees, select whether or not to send a cancellation email message to all invited attendees and then select OK

Recurrence Pattern Support

If you have a meeting that occurs on a regular basis, such as a monthly company meeting or weekly status meeting, you can set it up as a recurring meeting. Scheduling a recurring meeting allows you to set up the meeting once for the entire meeting chain.

The following table describes the supported WebEx recurrence patterns:

Type	Description
Daily	Repeats the meeting every day until the ending date that you select. • **Every [x] days**: Repeats the meeting after the specified number of days pass. • **Every weekday**: Repeats the meeting each day, from Monday to Friday.
Weekly	Repeats the meeting every week until the ending date that you select. • **Every [x] week(s) on**: Repeats the meeting every specified number of weeks on the chosen day.
Monthly	Repeats the meeting every month until the ending date that you select. • **Day [x] of every [x] months**: Specifies the specific day of the month on which to repeat the meeting, and the number of months that pass before the meeting repeats. • **Every [x] of the [x] week of every [x] month(s)**: Specifies the specific week and day of the week on which to repeat the meeting, and the number of months that pass before the meeting repeats.

Type	Description
Ending	• **No end** : Repeats the meeting for 10 years. • **End by**: Specifies the last day on which the meeting recurs. • **After [x] meetings**: Specifies the number in the meeting series after which the meeting stops recurring.

Related Topics

Scheduling a Meeting from the WebEx Site, on page 29
Editing a Meeting, on page 33

CHAPTER 6

Scheduling WebEx Meetings with Microsoft Outlook

About WebEx Integration to Outlook

WebEx Integration to Outlook provides a convenient way for you to schedule or start online meetings using Microsoft Outlook. Using Integration to Outlook, you can perform these activities without the need to use your WebEx site—that is, the site on which you normally schedule and join your online meetings.

WebEx Integration to Outlook is a WebEx Productivity Tool for Microsoft Outlook. If your administrator has configured it, you can choose to install Productivity Tools from the **Downloads** link on your WebEx site. Depending on system configuration, Productivity Tools can automatically update when new versions are available.

Once Productivity Tools are installed, WebEx integration options appear in Microsoft Outlook allowing you to quickly schedule an online meeting.

Note Before you use WebEx Integration to Outlook, ensure that:

- You have a user account on your WebEx site
- You are familiar with Microsoft Outlook
- You are using a supported version of Microsoft Outlook:
    - Microsoft Outlook 2007 SP2 and later
    - Microsoft Outlook 2010 (32-bit and 64-bit editions; all Service Packs)

When scheduling a meeting, you can invite people using any of your Outlook address lists, including the Global Address List, Personal Address List, or Contacts folder. People whom you invite to a meeting do not need to use Integration to Outlook to join the meeting.

Scheduling a WebEx Meeting from Microsoft Outlook

To schedule an online meeting using WebEx Integration to Outlook, open a new Meeting Request or Appointment window in Outlook, and then specify information and settings for the meeting.

Before You Begin

Be aware of the following:

- Integration to Outlook does not support all of the recurrence options that are available in Microsoft Outlook.
- In any meeting invitations that you send from Microsoft Outlook, the meeting's starting time appears in the time zone that is set on your computer, not in your WebEx account preferences.

  On your WebEx site, all meeting times appear in the time zone that you set in your site preferences, regardless of the time zone that is set on your computer.
- When you schedule a Personal Conference meeting, the Participant access code for the selected Personal Conferencing account is also the Meeting password.
- Since you are scheduling the meeting from Microsoft Outlook, any users you invite as alternate hosts will receive two meeting notifications:
    - one inviting them as an invitee with the Join the Meeting link
    - one inviting them as an alternate host with the Start the Meeting link

  Your invitees can use either link to enter the meeting. If you schedule the meeting from the web, users you invite as alternate hosts will receive just one email notification with a link to start the meeting.

Procedure

Step 1 From your Microsoft Outlook client, open a new meeting request by doing one of the following:

- Choose **New > Meeting Request** or **New > Appointment**.
- Select **Schedule Meeting** from the WebEx menu

A Meeting scheduling window appears with the **Add WebEx Meeting** ball in the WebEx menu.

Step 2 Enter your meeting details, such as the meeting subject and start and end times, and invite attendees.
To specify a recurrence pattern for your meeting, click **Recurrence**, and then select recurrence options.

Step 3 Select **Add WebEx Meeting** from the WebEx menu.
The **WebEx Settings** dialog box appears.

Note If the **WebEx Settings** dialog box does not appear, sign in to WebEx Assistant and select the **Add WebEx Meetings** icon again.

Step 4 (Optional) If you want to include a password for your meeting, enter it in the Meeting Information section.

Step 5 (Optional) If you want to grant other users the permission to start your meeting on your behalf, select the **Alternate Host** tab and select them from the list. You must first add them to your list of attendees before selecting them.

Note The Alternate Host feature is not available for Personal Conference meetings.

Step 6 (Optional) On the **Audio Conference** tab select your audio conference type.

- **WebEx Audio** - This audio connection mode lets meeting hosts and participants join the online portion of the meeting using the link provided in the meeting email invitation message. Once connected to a meeting, users can either call in to the meeting or use the **Call Me** feature to receive a call at a number they have provided. This option requires a host to schedule a meeting with either the **Meet Now** feature or the scheduler.
- **Personal Conferencing** - This audio connection mode lets a meeting host quickly start the audio portion of a Cisco WebEx meeting at any time. The meeting host and participants simply dial the same call-in number, enter access codes, and the audio portion of the meeting begins. The system then sends an email to the meeting host with a link to the online portion of the meeting. If the host chooses to start the online meeting, participants can then use it to share information or collaborate on an idea. The meeting host is not required to schedule Personal Conferencing meetings in advance, and once generated, the access codes do not change.

Note You must have a Personal Conference account and a host PIN to use the Personal Conferencing option.

Step 7 Select **OK** to close the **WebEx Settings** dialog box.
WebEx information displays in your Microsoft Outlook appointment form.

Step 8 Select **Send** to save your meeting information and send email invitations to invitees.
The scheduled meeting displays in your Outlook calendar and the list of meetings on your WebEx Meetings page.

Related Topics

Recurrence Pattern Support in WebEx Integration to Outlook, on page 40

Allowing Another User to Schedule Meetings for You, on page 31

About Scheduling a Meeting for Another Host

Starting a Scheduled Meeting from Microsoft Outlook

Procedure

Step 1 In Microsoft Outlook, double-click the meeting entry from the Outlook calendar.
The meeting notification appears.

Step 2 Select the link to start your meeting.

What to Do Next

If you are using Chrome 32 and later or Firefox 27 and later, you may see a prompt to install a Cisco WebEx plug-in. Select **Download** and follow the instructions to install the required plug-in.

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

Note After installing the plug-in, you may need to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.
- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the meeting doesn't start automatically, refresh the page.

Recurrence Pattern Support in WebEx Integration to Outlook

Note If you use WebEx Integration to Outlook to modify meeting settings for a recurring meeting, you must apply the changes to the entire series of the meeting. If you apply the changes to just a single occurrence of the meeting, the changes will show only in Outlook, not on your WebEx site.

Invitees attempting to join meetings tied to the changed single occurrence can incorrectly be notified that the meeting has not yet started unless the host of that meeting occurrence explicitly joins the meeting to start at the scheduled time.

There is a known issue whereby the system skips recurring meeting instances that were not attended. For details, see Meeting Details Page Displays Incorrect Information, on page 112.

The following table shows how Outlook recurrence patterns are handled in WebEx:

Type	Outlook Option	Converted to WebEx Meeting Option
Daily	Every [x] days	Every [x] days
	Every weekday	Every weekday
Weekly	Every [x] weeks on: [Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday]	Every [x] weeks on: [Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday]
Monthly	Day [x] of every [y] months	Day [x] of every [y] months
	The [first, second, third, fourth, last] day of every month	Day [1,2,3,4,31] of every month
	The [first, second, third, fourth, last] weekday or weekend day	Not supported
	The [first, second, third, fourth, last] Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday] of every [x] months	The [first, second, third, fourth, last] Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday] of every [x] months
Yearly	Every [January....December] [1,....31]	Not supported
	[first, second,third, fourth, last] [day,weekday,weekend day] of [January....December]	Not supported
End date	No end date	No end date
	End after [x] occurrences.	End after [x] occurrences. This will convert to end by *date* on the page.
	End by [date input]	End by [date input]

Related Topics

Scheduling a WebEx Meeting from Microsoft Outlook, on page 38

About Delegates

WebEx Integration to Outlook supports the concept of having one user, a delegate, complete scheduling activities on behalf of another user. These activities can include scheduling, editing, canceling, and starting meetings. For example, if you need to host WebEx meetings on a regular basis, you can give your assistant permission to complete these activities for you by assigning this person as your delegate.

Things to Know Before Assigning a Delegate

- If you do not see the option to assign a delegate on your WebEx site, enable the **Scheduling Permission** option on your **My Account** page.
- Your delegate must also have a WebEx host account on your WebEx site.
- The email addresses for both your and the delegates' accounts on your WebEx site must match those in Microsoft Outlook.
- Meetings that your delegate schedules appear in your calendar. If you want to edit them, you must have WebEx Integration to Outlook installed on your computer.
- You can remove scheduling permission from your delegate at any time.
- The **Scheduling Permission** option applies only to WebEx Audio meetings. Another user cannot schedule Personal Conference meetings on your behalf.

Things to Know If You Are Assigned to Be a Delegate

Before you schedule a meeting for another host, ensure that:

- You have a WebEx host account. To obtain a WebEx host account, contact your administrator.
- The WebEx Integration to Outlook add-in is installed.
- The actual host does the following:
    - Gives you scheduling permission on the WebEx site.
    - Selects you as a delegate in Microsoft Outlook and shares his or her calendar with you.

Note

- After scheduling a meeting on behalf of another host, you can also start the meeting for that host, if necessary.
- At any time, the actual host can remove scheduling permission from you.

Related Topics

Assigning a Delegate on the WebEx Site, on page 42
Assigning a Delegate in Microsoft Outlook, on page 43
Scheduling a Meeting or an Appointment for Another Host, on page 44
Starting a Meeting for Another Host, on page 45

Assigning a Delegate on the WebEx Site

The following task describes how to grant scheduling permissions to your delegate on the WebEx site.

Note Delegates can schedule only WebEx Audio meetings. A meeting host is required to schedule his or her Personal Conference meetings.

Procedure

Step 1 Sign in to your WebEx site.
The **Meetings** page appears.

Note If you are having sign in issues, make sure that cookies are enabled in your browser. You cannot sign in to Cisco WebEx if cookies are disabled.

Step 2 Select **My Account** in the top right.
The **My Account** page appears.

Step 3 Scroll down to the Session Options section.

Step 4 For Scheduling Permission, enter the email addresses of users you are assigning as a delegate.

Note Users must have host privileges in Cisco WebEx before you can assign them as delegates.

Step 5 Click **Update**.

What to Do Next

In Microsoft Outlook, select the delegate and share your calendar with him or her.

Related Topics

Assigning a Delegate in Microsoft Outlook, on page 43

About Delegates, on page 41

Assigning a Delegate in Microsoft Outlook

The following task describes how to share your Microsoft Outlook calendar with your delegate. These steps assume that you are using Microsoft Outlook 2010. Since the exact steps for this task may vary based on your version of Outlook, refer to your Outlook Help documentation for details.

Before You Begin

- Make sure that you have granted scheduling permission to your delegate from your WebEx **My Account** page.
- Ensure that the calendar you share does not reside in your personal folder in Microsoft Outlook. Your delegate can access your calendar only if it resides in a public folder.
- The name of the delegate you want to assign must be in the Global Address List in your Microsoft Outlook.

Procedure

Step 1 From Microsoft Outlook, select **File** > **Account Settings** > **Delegate Access**.
The **Delegates** window appears.

Step 2 Select **Add**.
The **Add Users** window appears.

Step 3 Select the delegate's name, then click **Add**.

Step 4 Click **OK**.
The **Delegate Permissions** dialog box appears.

Step 5 For Calendar, select **Editor** then click **OK**.

Step 6 Select **OK** to close the Options dialog box.

Related Topics

Assigning a Delegate on the WebEx Site, on page 42

About Delegates, on page 41

Scheduling a Meeting or an Appointment for Another Host

Before You Begin

This task assumes the following:

- You are a delegate of the host on whose behalf you are scheduling.
- The other host has shared his or her calendar with you.
- You are scheduling a WebEx Audio meeting on behalf of your host.

Procedure

Step 1 Open the other host's calendar in Microsoft Outlook by doing the following:

a) Select **File > Open > Other User's Folder**.
The **Open Other User's Folder** dialog box appears.

b) Type the name of the actual host or click **Name** to select his or her name.

c) For Folder type, select **Calendar**, then click **OK**.
The shared calendar appears.

Note There are multiple ways of opening another user's calendar depending on how you customize your views in Microsoft Outlook. For details, see the Microsoft Outlook Help.

Step 2 If you are viewing multiple calendars side by side, ensure that you select the actual host's calendar by clicking it once.

Step 3 Open a new meeting request in Outlook, and then specify information and settings for the meeting.

Related Topics

Scheduling a WebEx Meeting from Microsoft Outlook, on page 38

About Delegates, on page 41

Starting a Meeting for Another Host

Once you schedule a meeting for another host, the other host receives a confirmation email message in his or her Microsoft Outlook. Complete this task to start the meeting from the other host's calendar.

Before You Begin

This task assumes that you have access to the other host's Microsoft Outlook calendar.

Procedure

Step 1 Open the other host's calendar in Microsoft Outlook by doing the following:

a) In Microsoft Outlook, select **File > Open > Other User's Folder**.
The **Open Other User's Folder** dialog box appears.

b) Type the name of the other host or click **Name** to select his or her name.

c) For Folder type, select **Calendar**, then click **OK**.
The shared calendar appears.

Note There are multiple ways of opening another user's calendar depending on how you customize your views in Microsoft Outlook. For details, see the Microsoft Outlook Help.

Step 2 Double-click the meeting item in the other host's calendar.
The confirmation email message appears.

What to Do Next

To start the meeting, follow the instructions in the email message and ensure that you sign in to your own WebEx host account on the WebEx site.

If you are using Chrome 32 and later or Firefox 27 and later, you may see a prompt to install a Cisco WebEx plug-in. Select **Download** and follow the instructions to install the required plug-in.

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

Note After installing the plug-in, you may need to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.
- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the meeting doesn't start automatically, refresh the page.

Editing a Scheduled Meeting

Once you schedule a meeting using WebEx Integration to Outlook, you can use Outlook to edit it at any time. For example, you can change its starting time, specify a new password, or choose an alternate host and so on. Once you edit a scheduled meeting, Integration to Outlook sends an updated meeting invitation to any invitees and also updates the meeting information on your WebEx site.

Before You Begin

- If you edit a WebEx meeting from the WebEx site, your changes will not show in Microsoft Outlook. Make sure that you use the same scheduling interface for both scheduling and editing WebEx meetings.
- If you reschedule or cancel a single occurrence of a recurring WebEx meeting using Microsoft Outlook, the changes will show only in Outlook, not on your WebEx site. For example, if you change the starting time of a single occurrence of a recurring WebEx meeting in Outlook, attendees can still join the meeting at the old starting time. Therefore, if you want to modify a recurring meeting using Outlook, we recommend that you apply the changes to the entire series of the meeting.
- You must have a Personal Conference account and a host PIN set up if you want to set the audio connection type for your meeting to Personal Conferencing.

Procedure

Step 1 On your Microsoft Outlook calendar, open the item for the scheduled meeting.

Step 2 Edit the meeting information or change options on either the toolbar or on the Appointment tab.
For example:

- To change the WebEx meeting settings, select **Change Settings**.
- To remove the WebEx meeting settings previously set, select **Cancel WebEx Meeting**.
- To add or change a recurrence pattern, select **Recurrence**.
- To edit the text in the meeting invitation email message, do it on the Appointment tab.

Step 3 Do one of the following, as appropriate:

- To send the updated meeting invitation to invited attendees and save the updated meeting in your Outlook calendar, select **Send Update**.

- To save the updated meeting to your Outlook calendar, select **Save and Close**.

Your meeting is updated in both your Microsoft Outlook calendar and the WebEx site.

Canceling a Meeting in Microsoft Outlook

Procedure

Step 1 Open the meeting item in Microsoft Outlook.

Step 2 Select **Delete**.

Step 3 Choose whether to notify invitees or not, and then click **OK**.

Step 4 Click **OK** in the confirmation box.
The meeting is removed from your Outlook calendar and your WebEx site. A message appears confirming that your meeting was removed from the site.

Joining a Meeting from Microsoft Outlook

Procedure

Step 1 In Microsoft Outlook, click the meeting entry in your Outlook calendar.
The meeting notification appears with all of the information you need to join the meeting, such as the meeting number and meeting password if required.

Step 2 Click the link to join your meeting.

What to Do Next

If you are using Chrome 32 and later or Firefox 27 and later, you may see a prompt to install a Cisco WebEx plug-in. Select **Download** and follow the instructions to install the required plug-in.

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

Note After installing the plug-in, you may need to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.
- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the meeting doesn't start automatically, refresh the page.

Joining a Meeting from the WebEx Site

Before You Begin

You may need the following information to join a meeting from the WebEx site:

- Meeting password—required if the meeting host scheduled the meeting with a password requirement.

Procedure

Step 1 In Microsoft Outlook, select **WebEx** > **Go to WebEx Site** or **Schedule Meeting** > **Go to WebEx Site**. The **Meetings** page appears.

Step 2 Locate your meeting in the Today list.

Note If you cannot find your meeting, select the **All Meetings** tab and do the following:

- Enter your search parameters.
- Select **The meetings you are invited to** from the drop-down list.
- Select **Search**.

Step 3 Select **Join** next to the meeting you want to join.

What to Do Next

If you are using Chrome 32 and later or Firefox 27 and later, you may see a prompt to install a Cisco WebEx plug-in. Select **Download** and follow the instructions to install the required plug-in.

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

Note After installing the plug-in, you may need to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.
- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the meeting doesn't start automatically, refresh the page.

CHAPTER 7

Managing Your Meeting

As host, your responsibilities include overall management of the meeting. The meeting window provides a forum for you to manage all aspects of the meeting and enable participants to chat, send video, share information and interact with each other through documents, presentations, whiteboards, applications, and more.

The Meeting Window

A Quick Tour of the Meeting Window

The meeting window provides a forum for you to share information and interact with participants using documents, presentations, whiteboards, applications, and more.

You share or view content using the tools in the meeting window. You can use panels to chat, take notes, and perform other tasks.

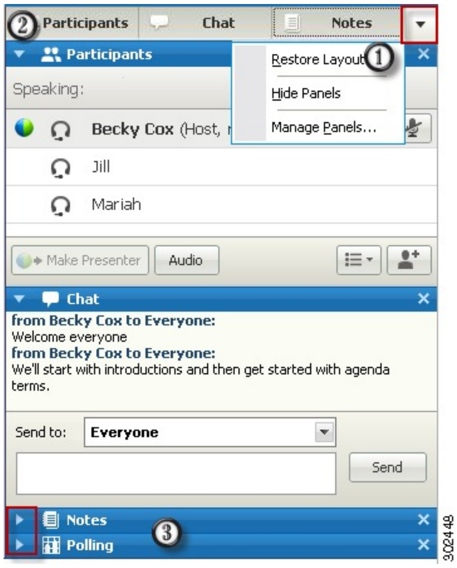
When you start or join a meeting, your meeting window opens with the Quick Start area on the left and a panel area on the right. Nearly everything you want to accomplish in a meeting can be done from these areas:

1	Choose an audio device for listening and speaking
2	Invite or remind people to join
3	Share your application or desktop
4	Share your desktop, a file, or an application
5	Share a whiteboard
6	Record the meeting
7	Interact with other participants

Working with Panels

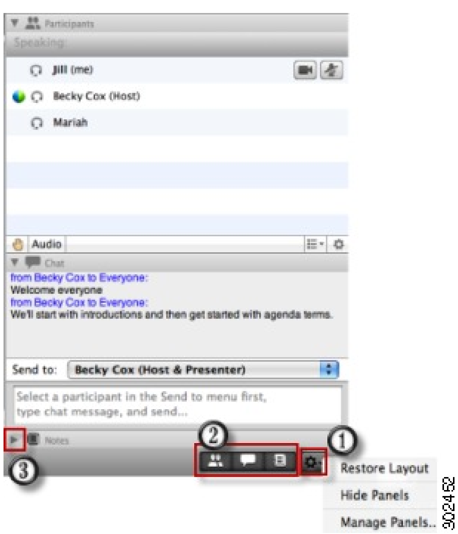
When your meeting window opens, the area on the right displays some default panels. Other panels are available from an icon tray at the top of the panels area.

Windows



1	Select the down arrow on the icon tray to display the Panels menu.
2	Select an icon from the icon tray to open or close a panel.
3	Select the arrow on the title bar to expand or collapse a panel. **Tip** To access panel options, right-click in the panel title bar.

Mac



1	Select the options icon on the icon tray to display the Panels menu.

2	Select an icon from the icon tray to open or close a panel.
3	Select the arrow on the title bar to expand or collapse a panel. **Tip** To access panel options, right-click in the panel title bar.

Interacting With Other Participants

After you start or join a meeting, the meeting window opens and on the right side, you can see all participants who are in the meeting. As other people join, you will see their names appear in the list.

You can interact with other participants in the meeting in different ways, depending on your role:

Role	Task Description
Host	• View who's in the meeting • Use video to see others and have them see you • Make someone else the presenter • Chat with a specific participant • Invite someone else • Remind an invitee to join the meeting
Participant	• View who's in the meeting • Use video to see others and have them see you • Chat with a specific participant

Note You can set preferences that assign specific sounds to participant actions, for example, when a participant joins or leaves a meeting. To change preferences:

- Windows: Choose **Edit > Preferences**
- Mac: Choose **Meeting Center > Preferences**

Managing Panels

You can determine which panels are displayed in the meeting window, and in which order they will be displayed.

Procedure

Step 1 Depending on your platform, click the options button on your panels icon tray:

- Windows: 
- Mac: 

Step 2 Choose **Manage Panels**.

- Use the **Add** or **Remove** buttons to specify which panels should display in your meeting window.
- Use the **Move Up** or **Move Down** buttons to specify the order of the panel display.
- Click the **Reset** button to restore the panel view to the default layout.
- Clear the check box beside **Allow participants to change the sequence of panels** if you want to permit attendees to manage their own display of panels.

Step 3 Select **OK**.

Restoring the Panel Layout

Complete this task to restore the panel layout to what it was when you first joined the meeting or to what you specified in the **Manage Panels** dialog box.

Procedure

Step 1 Depending on your platform, click the options button on your panels icon tray:

- Windows: 
- Mac: 

Step 2 Choose **Restore Layout**.

Accessing Panel Options

Each panel provides a menu of commands related to the panel. For example, Expand Panel and Close Panel are two common commands for all the panels.

Depending on what operating system you are using, access the commands for a panel by following these steps:

- Windows—Right-click the panel title bar to see a menu of commands related to the panel.
- Mac—Select **ctrl** and then click to see a menu of commands related to the panel.

Panels	Options
Participants	**Sound Alerts**: Lets you choose a sound to play when a participant: • Joins a meeting • Leaves a meeting • Selects the **Raise Hand** icon on the Participants panel **Assign Privileges**: Displays the **Participant Privileges** dialog box.
Chat	**Sound Alerts**: Lets you choose the kinds of chat messages for which you want a sound to play. Select a sound from the drop-down list or click **Browse** to find a sound in a different location on your computer. **Assign Privileges**: Displays the **Participant Privileges** dialog box.

Panels	Options
Notes	**Notes**: Displays the **Meeting Options** dialog box, where you can set note-taking options as well as other options: • **Allow all participants to make notes**: Lets all participants take their own notes during the meeting, and save them to their computers. • **Single notes taker**: Lets only one participant take notes during the meeting. By default, the host is the note-taker, but can designate another participant as the note-taker during the meeting. A note-taker can publish notes to all attendees at any time during the meeting. The host can send a transcript of the notes to participants at any time. • **Enable Closed Captioning**: Lets only one participant—-the closed captionist—take notes during the meeting.

Resizing the Content Viewer and Panels Area

When you are sharing a document or presentation, you can control the size of the content viewer by making the panel area narrower or wider. Simply click the dividing line between the content viewer and the panels and do the following:

- Drag the line to the left to make the area devoted to the panels wider.
- Drag the line to the right to make the content viewer larger.

Note This feature is unavailable when you are sharing your desktop, an application, or a web browser.

Accessing Panels from the Meeting Controls Panel

While you are sharing a document in full-screen view, or sharing an application, desktop, or web browser, you can access panels from the Meeting Controls panel:

1	Displays icons for working with attendees

2	Displays a maximum of 4 panel icons. You can open any remaining panels from the menu that appears when you select the down arrow.
	Stops sharing and returns to the meeting window.
	Provides access to meeting controls and panels that are not usually displayed on the Meeting Controls panel, such as Polling and Notes.
	Displays the Participants panel.
	Displays the Chat panel.
	Displays the Annotation Tools panel.
	Displays the Recorder panel.

Viewing Panel Alerts

You will see an orange alert if a panel is collapsed or closed and requires your attention.

Some reasons for seeing alerts:

- A participant arrives or leaves a meeting
- A participant starts or stops sending video
- A Raise Hand indicator appears in the Participants list
- The note taker publishes notes
- A participant sends a chat message
- A poll opens or closes
- Poll answers are received

The panel remains in the alert status until you open and view the change.

Working With Invitees

Reminding Invitees to Join Your Meeting

If you see that some invitees have not yet joined after the meeting starts, complete this task to send an email reminder.

Before You Begin

This task is completed in the meeting window.

Procedure

Step 1 Select **Invite & Remind** on the Quick Start page.
The **Invite and Remind** window displays.

Step 2 Select the **Remind** tab.
All invitees who are not in the meeting are automatically chosen to receive the reminder.

Step 3 Uncheck the box beside any person you don't want to remind.

Step 4 Select **Send Reminder**.
An email reminder is sent to each person selected.

Inviting People by Email or Phone During a Meeting

After you start your meeting, you may find that you forgot to invite a stakeholder or someone else who should be in the meeting.

Procedure

Step 1 Select **Invite & Remind** on the **Quick Start** page.
The **Invite and Remind** dialog box appears.

Step 2 Invite someone to the meeting by one of the following methods:

- **Email**:
    - Enter the email addresses of any new invitees and select **Send** to have WebEx send the invitation emails or
    - Select **Copy** to copy the meeting URL then paste the link into a Microsoft Outlook message to send your own invitation email.
- **Phone**: Enter the invitee name and phone number and select **Call**.

Note You can speak to the invitee privately, then add the invitee to the general meeting. If you are not yet connected to the audio conference, the invitee receives a phone call to join the audio conference.

Changing Presenters

Depending on your site settings, a participant can become the presenter in the following ways:

- The first person to join automatically becomes the presenter.
- If you are the host, you can make a participant the presenter before sharing or during sharing.

Making a Participant the Presenter When You Are in the Meeting Window

During a meeting, you can make any meeting participant the presenter—also referred to as "passing the ball". Any presenter can also pass the ball to make another participant the presenter.

There are numerous ways to make someone the presenter depending on how you are viewing participants. Here are a couple of quick ways to make someone else the presenter.

Tip Use the docked tray at the top of your screen to change presenters when you are sharing.

If	Do One of These
You are viewing a list of participants	• Drag the ball from the last presenter to the next presenter. • Choose a name and select **Make Presenter**. • Right-click and select presenter from the drop down list
You are viewing participant thumbnails	• Mouse over a thumbnail and select **Make Presenter**. • Choose a thumbnail, then select **Make Presenter**.

The participant becomes the presenter with all associated rights and privileges for sharing information.

Making a Participant the Presenter When You Are Sharing

When you are sharing your desktop, an application, or files in full screen mode, the docked tray at the top of your screen provides an easy way to change presenters. Complete the following task to make someone else the presenter using the docked tray.

Procedure

Step 1 Mouse over the bottom of the docked tray to expose it.

Step 2 Select **Assign**, then **Make Presenter**.

Step 3 Select a participant.
The participant becomes the presenter with all associated rights and privileges for sharing information.

Note You can make someone else the presenter from the participant list when you are in the meeting window.

Transferring the Host Role

As a meeting host, you can transfer the host role—and thus control of the meeting—to a participant at any time. This option can be useful if you need to leave a meeting for any reason.

Before You Begin

If you plan to reclaim the host role later, write down the host key that appears on the Meeting Info tab in the meeting window.

Procedure

Step 1 In the Participants list, right-click the name of the person to whom you want to transfer the host role.

Step 2 Select **Change Role To > Host**.
A confirmation message appears in which you can verify that you want to transfer control of the meeting to the participant whom you selected.

Step 3 Select **OK**.
The word (host) appears to the right of the participant's name in the Participants list.

Reclaiming the Host Role

If a participant has control of a meeting, you can take it back by reclaiming the host role.

Tip If you leave a meeting—whether intentionally or inadvertently—and then log back in, the system automatically restores your host role once you rejoin.

Before You Begin

You will require the host key to complete this task. If you did not write it down before transferring the host role to another participant, you can ask the current host to send it to you in a private chat message. The host key appears on the current host's Meeting Info tab in the content viewer.

Procedure

Step 1 In the Participants list, select your own name.

Step 2 On the Participant menu, choose **Reclaim Host Role**.
The **Reclaim Host Role** window displays.

Step 3 Enter the host key.

Step 4 Select **OK**.
In the Participants list, the word (host) appears to the right of your name.

Obtaining Information About a Meeting in Progress

In the meeting window, choose **Meeting > Information**.

The Meeting Information window displays general information about the meeting, including the following:

- Meeting name or topic
- Location, or URL, of the website where the meeting is taking place
- Meeting number
- Teleconferencing information
- Current host
- Current presenter
- Current user—that is, your name
- Current number of participants
- Access code

Editing a Message or Greeting During a Meeting

When scheduling a meeting, you can create a message or greeting to welcome your meeting participants and provide important information or special instructions. Optionally, you can specify that your message appears for participants as soon as they join the meeting. The following task describes how to edit your message during a meeting.

Procedure

Step 1 In the meeting window, choose **Meeting > Welcome Message**.
The **Create an Attendee Greeting** page appears.

Step 2 Check **Display this message when attendees join**.
The message or greeting automatically appears once the participant joins the meeting.

Step 3 Edit the message in the Message box.
A message or greeting can contain a maximum of 255 characters.

Step 4 Select **OK**.
Note Participants can view the message or greeting at any time by choosing **Meeting > Welcome Message**.

Restricting Access to a Meeting

Once a host starts a meeting, the host can restrict access to it at any time. This option prevents anyone from joining the meeting, including invitees who have not yet joined.

Before You Begin

You must be the meeting host to complete this task.

Procedure

Step 1 In the meeting window, choose **Meeting > Restrict Access**.
Participants can no longer join the meeting.

Step 2 (Optional) To restore access to the meeting, choose **Meeting > Restore Access**.

Related Topics

Removing a Participant From a Meeting, on page 63

Removing a Participant From a Meeting

The meeting host can remove a participant from a meeting at any time.

Before You Begin

You must be the meeting host to complete this task.

Procedure

Step 1 In the meeting window, open the Participants panel.

Step 2 Select the name of the participant whom you want to remove from the meeting.

Step 3 Navigate to the top menu bar and choose **Participant > Expel**.
A confirmation message appears in which you can verify that you want to remove the participant from the meeting.

Step 4 Select **Yes**.
The participant is removed from the meeting.

Tip To prevent an expelled participant from rejoining a meeting, restrict access to the meeting.

Related Topics

Restricting Access to a Meeting, on page 63

Ending a Meeting

Once you end a meeting, the meeting window closes for all participants. If the meeting includes an integrated voice conference, the audio also ends.

Procedure

Step 1 In the meeting window, choose **File > End Meeting**.
A confirmation message appears, in which you can verify that you want to end the meeting.

Step 2 (Optional) If there is any meeting information that you have not yet saved, you can save it now—including shared files, chat messages, poll questionnaires, poll results, or notes.

Step 3 Select **Yes**.
The meeting window closes.

Tip Alternatively, as the meeting host, you can leave a meeting without ending it. Before you leave a meeting, first transfer the host role to another participant.

CHAPTER 8

Managing Meeting Recordings

Meetings that you record on the server are automatically listed on the **Meeting Recordings** page.

Note that the recordings you see are limited to meetings you scheduled. If you are an alternate host for a particular meeting, you will not see its recording on your Recordings page nor will the system send you an email notification when the recording is ready even if you are the user who started the meeting or the recording. Contact the meeting scheduler if you require a recording for any meeting that you did not schedule.

Recording Your Meeting

Recording a meeting is a great way to share meeting content with invitees who could not make the meeting or with other interested people. You can find links to the meetings you recorded on the Recordings page of your WebEx site if you are also the meeting scheduler.

Procedure

To record your meeting, select **Record** located at the top right of the meeting window.
Recording begins immediately. At the end of your meeting the recording is saved to a file. For information on accessing and managing your meeting recordings, see the related topics.

Note You can stop and restart recording during your meeting, but doing so creates multiple recording files. To avoid creating multiple files, simply pause and resume the recording as necessary.

Related Topics

Managing Meeting Recordings, on page 65

Playing a Meeting Recording

Procedure

Step 1 Sign in to your WebEx site.
The **Meetings** page appears.

Note If you are having sign in issues, make sure that cookies are enabled in your browser. You cannot sign in to Cisco WebEx if cookies are disabled.

Step 2 Select the **Recordings** tab.
The **Meeting Recordings** page appears with the list of available recordings.

Step 3 Locate the meeting recording that you want to access.

Tip If the meeting list is too long, search for the recording by entering a search term in the available box then selecting **Search**.

Step 4 Do one of the following to play the recording:

- Select the topic name.
- Select the drop-down arrow in the Options column and select **Play**.

The recording launches in a separate window.

What to Do Next

If you are using Chrome 32* and later or Firefox 27* and later, you may see a prompt to install a Cisco WebEx plug-in. Select **Download** and follow the instructions to install the required plug-in.

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

Note After installing the plug-in, you may need to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.
- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the playback doesn't start automatically, refresh the page.

Related Topics

Managing Meeting Recordings, on page 65
Recording Your Meeting, on page 65

Sharing a Meeting Recording

Procedure

Step 1 Sign in to your WebEx site.
The **Meetings** page appears.

Note If you are having sign in issues, make sure that cookies are enabled in your browser. You cannot sign in to Cisco WebEx if cookies are disabled.

Step 2 Select the **Recordings** tab.
The **Meeting Recordings** page appears with the list of available recordings.

Step 3 Locate the meeting recording that you want to access.

Tip If the meeting list is too long, search for the recording by entering a search term in the available box then selecting **Search**.

Step 4 Select the drop-down arrow in the Options column and select **Share**.
The **Share Recording** window appears.

Step 5 Enter the requested information and select **Send**.
An email is sent to the users you indicated with instructions on how to access the meeting recording.

Related Topics

Managing Meeting Recordings, on page 65

Recording Your Meeting, on page 65

Deleting a Meeting Recording

Procedure

Step 1 Sign in to your WebEx site.
The **Meetings** page appears.

Note If you are having sign in issues, make sure that cookies are enabled in your browser. You cannot sign in to Cisco WebEx if cookies are disabled.

Step 2 Select the **Recordings** tab.
The **Meeting Recordings** page appears with the list of available meeting recordings.

Step 3 Locate the meeting recording that you want to access.

Tip If the meeting list is too long, search for the recording by entering a search term in the available box then selecting **Search**.

Step 4 Select the drop-down arrow in the Options column and select **Delete**.
A **Delete Recording** confirmation window appears.

Step 5 Select **OK** to confirm.

The recording is deleted and a confirmation appears at the top of the **Meeting Recordings** page.

Related Topics

Managing Meeting Recordings, on page 65

Recording Your Meeting, on page 65

CHAPTER 9

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.

Cisco WebEx Meetings supports 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.

Video options are set by your administrator at the system level.

Minimum System Requirements

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

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

Locking Focus on One Participant

If you are the host or the presenter, you can select whose video you want everyone to see.

Procedure

Step 1 From the Participants panel, select the name of the video participant on the video display.
The **Lock Focus on a Participant** dialog box appears.

Step 2 Select one of the following options:

- **The active speaker**: This is the default. The display focuses on the person currently speaking and switches as the loudest speaker changes.
- **A specific participant**: The display focuses on only the specific participant that you select. All participants see that person, regardless of who is speaking.

Step 3 Select **OK**.

Switching Between a List or Thumbnail View of Participants

You can switch between the Participants list and participants' video thumbnails.

Procedure

Step 1 To view video thumbnails:

1 Select the list icon on the bottom right of the Participants panel.

2 Select **Thumbnails**.

3 In the thumbnails view, select the down or up arrow to view additional thumbnails.

Step 2 To view the Participants list:

1 Select the thumbnail icon on the bottom right of the Participants panel.

2 Select **List**.

Viewing Everyone Who is Sending Video

With one click, you can view live, high-quality video display across your entire screen. In the video view, you see all participants who are sending video, including:

- The active speaker or a specific participant whom the host chose to lock on.
- Five thumbnails on the bottom. To see more participants, use the arrow on either side.

Procedure

Step 1 To view all participants who are sending video, select the icon in the upper-right corner of the display.

Step 2 To return to the meeting window, select **Exit Full-Screen Mode** in the upper-right corner of the screen.

Setting Webcam Options

If you have a working webcam, you can set options that are available for that webcam directly from your meeting.

- Windows: At the top right of the Participants panel, select the options icon .
- Mac: At the bottom right of the Participants panel, select the options icon .

Typically, you can set options for general settings, such as contrast, sharpness, and brightness. But options can vary depending on your webcam.

Controlling Your Self-View

During sharing, your self-view appears in the lower-right portion of the floating panel. You can manage your self-view in several ways.

- To minimize self-view:

  Select the icon in the upper-right portion of the self-view display.

- To restore self-view:

  Select the icon in the lower-right portion of the floating panel.

- To stop or show self-view:

  Select the video icon at the center of the self-view display.

Controlling Video Display

During sharing, any video is displayed in a floating panel on your screen. In most cases, this is the active speaker's video. If the host chose to lock on a specific participant, that is the video you will see. You can manage this video display in several ways.

- To minimize:

  Select the downward arrow in the upper-left corner.

- To resize:

  Select the bottom right-corner and drag the edge.

- To move:

  Select and drag the display to another location on your screen.

- To lock another person's video:

  Select the name and then select the participant in the dialog box.

- To switch to view everyone:

  Select the icon in the upper-right corner of the display.

Obtaining Video and Audio Data During a Meeting

Having video or audio problems in a meeting? If you contact technical support, the video and audio data you can obtain within the meeting comes in handy.

- To obtain audio and video data while in the meeting window:

  Select **Meeting > Audio & Video Statistics...**

- To obtain audio and video data while viewing everyone sending video:

  Right-click the active speaker's display and then select **Audio & Video Statistics...**

CHAPTER 10

Sharing Files and Whiteboards

Your user role in a meeting determines your level of file sharing. The type of files you can share include documents, presentations, and videos.

About Sharing Files

File sharing is ideal for presenting information that you do not need to edit during the meeting, such as a video or slide presentation. Participants can do the following:

- View a media file, such as a video, without the need for special software or hardware.
- View any animation and transition effects on shared Microsoft PowerPoint slides.

After a meeting starts, you can open a presentation or document to share. You do not need to select it or "load" it before the meeting.

At any time during a meeting, you can grant participants privileges that allow them to annotate, save, print, and display different views of the shared content.

Granting Sharing Privileges

Procedure

Step 1 In the meeting window, select **Participant > Assign Privileges**.
The **Participant Privileges** dialog box appears.

Step 2 Grant or remove a privilege, as follows:

- To grant a specific privilege, select its check box.
- To grant all privileges, select **Assign all privileges**.
- To remove a privilege, clear its check box.
- To revert to the preset privileges, select **Reset to Meeting Defaults**.

Step 3 Select **Assign**.

Sharing a File

You can share a file, such as a document, presentation, or video, that resides on your computer. Participants view the shared file in their content viewers.

Procedure

Step 1 Select **Share > File**.
The **Share File** dialog box appears.

Step 2 Select the document or presentation that you want to share.

Step 3 Select **Open**.
The shared document or presentation appears in the content viewer.

Note You can share many of the popular media file types using the options. Some of the supported Microsoft Windows media file types include .wmv, .wma, .mp3, .mpg, .mpeg, .avi, .wav, .mp4, .qt, .mov and .flv. Some of the supported Mac OS media file types include AVI, DivX, .mkv and .GVI. Some of the unsupported media file types are .rmi, .mkv, .ram, .ra and RMVB.

Choosing an Import Mode for Presentation Sharing

Note Changing the import mode does not affect presentations that you are currently sharing. To apply a new import mode to a shared presentation, close it first, and then share it again.

Before You Begin

This task is for Windows users only.

Procedure

Step 1 In the meeting window, select **Meeting > Options**.
The **Meeting Options** dialog box appears.

Step 2 Select the **Import Mode** tab.

Step 3 Select an import mode:

- **Universal Communications Format (UCF)—**The default mode. Lets you display animations and slide transitions in Microsoft PowerPoint presentations. In the UCF mode, WebEx imports presentations more quickly than it does in the printer driver mode. However, pages or slides may not appear consistently across platforms.
- **Printer driver—**Displays shared presentations as they appear when you print them, providing a consistent appearance of pages and slides across platforms. This mode does not support animations or slide transitions. In this mode, the first page or slide may appear quickly, but the total import time for all pages or slides is usually longer than it is in the UCF mode.

Step 4 Select **OK**.

About Sharing a Whiteboard

Sharing a whiteboard allows you to draw objects and type text that all participants can see in their content viewers. You can also use a pointer to emphasize text or graphics on a whiteboard.

Other things you can do while sharing a whiteboard:

- Display it at various magnifications, in miniature (thumbnails), and in full-screen view
- Copy and paste images into it
- Reorder its position in reference to any other whiteboards
- Print it
- Synchronize participants' displays with the display in your content viewer
- Save it

Note You can add multiple pages to a shared whiteboard. You can also share multiple whiteboards.

If you allow participants to annotate slides and pages, you and participants can draw and type on a whiteboard simultaneously. You can also allow participants to save, print, and display different views of shared whiteboards.

To share a whiteboard, select **Share > Whiteboard**.

Using Annotation Tools on Shared Content

In an online meeting, you can use annotation tools on shared content to annotate, highlight, explain, or point to information.

Annotation Tool	Description
Pointer	Lets you point out text and graphics on shared content. The pointer displays an arrow with your name and annotation color. To display the laser pointer, which lets you point out text and graphics on shared content using a red “laser beam,” click the downward-pointing arrow. Clicking this button again turns off the pointer tool.
Text	Lets you type text on shared content. Participants can view the text once you finish typing it and click your mouse in the content viewer, outside the text box. To change the font, select **Edit > Font**. Clicking this button again turns off the text tool.
Line	Lets you draw lines and arrows on shared content. For more options, click the downward-pointing arrow.
Rectangle	Lets you draw shapes, such as rectangles and ellipses, on shared content. For more options, click the downward-pointing arrow. Clicking this button again closes the Rectangle tool.
Highlighter	Lets you highlight text and other elements in shared content. For more options, click the downward-pointing arrow. Clicking this button again closes the Highlighter tool.
Annotation Color	Displays the Annotation Color palette, on which you can select a color to annotate shared content. Clicking this button again closes the Annotation Color palette.

Annotation Tool	Description
Eraser	Erases text and annotations or clears pointers on shared content. To erase a single annotation, click it in the viewer. For more options, click the downward-pointing arrow. Clicking this button again turns off the eraser tool.

Changing Views in a File or Whiteboard

When viewing a file or a whiteboard, you can switch the views that you see in the content viewer by selecting from the **View** menu located in the bottom left corner of your screen or by clicking one of the view icons.

Tool	Description
View > Show Thumbnail	Displays thumbnails of shared pages, slides, or whiteboards to the side of the main content. This tool helps you locate a page or slide quickly.
Full-Screen	Displays shared content in a full-screen view. Helps to ensure that participants can view all activity on your screen. Also helps to prevent participants from viewing or using other applications on their screens during a presentation. Click **ESC** to return to the content viewer.
View > Rotate Page	For documents in landscape orientation, you can rotate the pages to the left or right so that they appear correctly in the content viewer.
Zoom In/Zoom Out	Lets you display shared content at various magnifications. Select a zoom in or zoom out icon then click the page, slide, or whiteboard to change its magnification. For more magnification options, select the downward-pointing arrow.
Sync Display for All	If you are a presenter, this option synchronizes the display of all meeting participants with your display. This helps to ensure that everyone is viewing the same page or slide, at the same magnification, as you.

Navigating Slides, Pages, or Whiteboards Using the Toolbar

You can navigate to different pages, slides, or whiteboard “pages” in the content viewer. Each document, presentation, or whiteboard being shared appears on a tab at the top of the content viewer.

Procedure

Step 1 In the meeting window, select the tab for the document, presentation, or whiteboard that you want to display. If there are more tabs than can appear at one time, select the down arrow button to see a list of remaining tabs, or use your keyboard arrows forward and back through all the tabs.

Step 2 Click the arrow options on the toolbar to change the page or slide you are viewing.

Note
- Alternatively, you can navigate to different pages or slides in a shared document, presentation, or whiteboard by opening the thumbnail viewer.
- You can advance pages or slides automatically at a time interval that you specify.
- If your presentation includes animations or slide transitions, you can use the toolbar or keyboard shortcuts to perform them.

Advancing Pages or Slides Automatically

When sharing a document or presentation in the content viewer, you can automatically advance pages or slides at a specified interval. Once you start automatic page or slide advancement, you can stop it at any time.

Procedure

Step 1 In the meeting window, select the tab for the document or presentation for which you want to advance pages or slides automatically.

Step 2 Select **View > Automatically Advance Pages**.
The **Automatically Advance Pages** dialog box appears.

Step 3 To change the time interval for advancing pages, do one of the following:

- Click the up or down buttons to increase or decrease the interval
- Type a specific time interval

To restart page or slide advancement once all pages or slides are displayed, check **Return to beginning and continue advancing pages**.

Step 4 Select **Start**.

Step 5 Close the **Automatically Advance Pages** dialog box by clicking the **Close** button in the upper-right corner of the dialog box.
The pages or slides continue to advance at the specified interval.

Stopping Automatic Page or Slide Advancement

Procedure

Step 1 If you closed the **Automatically Advance Pages** dialog box, select **View > Automatically Advance Pages**.
The **Automatically Advance Pages** dialog box appears.

Step 2 Select **Stop**.

Animating and Adding Effects to Shared Slides

When sharing a Microsoft PowerPoint slide presentation you can animate text and slide transitions just as you can when using the Slide Show option in PowerPoint.

Note To show slide animations and transitions, you must share the presentation as a Universal Communications Format (UCF) file. The UCF import mode automatically converts a PowerPoint file (.ppt) to a UCF file when you share it.

Before You Begin

Make sure that you are using Windows XP SP2 or later for the optimal display of your presentation.

Procedure

Step 1 Ensure that the content viewer has input focus by clicking in the viewer.
The content viewer has input focus if a blue border appears around the outside of the slide in the viewer.

Step 2 On the toolbar, select the appropriate arrows to move through your presentation:

- Select the drop-down arrow to select any page or slide
- Select the left arrow to see the previous page or slide
- Select the right arrow to see the next page or slide

Related Topics

Choosing an Import Mode for Presentation Sharing, on page 75

Adding New Pages to Shared Files or Whiteboards

When sharing a file or whiteboard in the content viewer, you can add a new, blank page for annotation.

Procedure

Step 1 In the content viewer, select the tab for the document, presentation, or whiteboard to which you want to add a page or slide.

Step 2 Select **Edit > Add Page**.
A new page appears in the content viewer at the end of the currently selected document, presentation, or whiteboard.

Tip If you have added multiple pages to a shared file or whiteboard tab, you can view thumbnails to make it easy to view and navigate around your added pages.

Related Topics

Changing Views in a File or Whiteboard, on page 77

Pasting Images in Slides, Pages or Whiteboards

If you copy a bitmap image to your computer's clipboard, you can paste it into a new page, slide, or whiteboard in the content viewer.

Before You Begin

You can paste any type of bitmap image, such as a GIF, JPEG, BMP, or TIF image in the content viewer. Other types of images—such as EPS or Photoshop (PSD) images—are not supported.

Procedure

Step 1 In the content viewer, select the tab for the document, presentation, or whiteboard in which you want to paste an image.

Step 2 Select **Edit > Paste As New Page**.
The image appears on a new page in the content viewer at the end of the currently selected document, presentation, or whiteboard.

Managing Views of Presentations, Documents, or Whiteboards

Zooming In or Out

Using the tools on the content viewer toolbar, you can do the following:

- Zoom in to or out from a page, slide, or whiteboard
- Adjust the size of a page, slide, or whiteboard to fit the content viewer
- Adjust the size of a page, slide, or whiteboard to fit it width in the content viewer
- Turn off the Zoom tool at any time

To	Do This
Zoom in to or out from a page, slide, or whiteboard	On the content viewer toolbar: • Select the **Zoom In** or **Zoom Out** button, and then drag your mouse to the area. Release your mouse button. • To zoom in or out to a preset percentage, select the downward-pointing arrow to the left of the **Zoom In/Zoom Out** button, and then choose the percentage.
Adjust the size of a page, slide, or whiteboard within the content viewer	On the toolbar, select the downward-pointing arrow to the left of the **Zoom In/Zoom Out** buttons.
Turn off a zoom tool	On the toolbar, click the **Zoom In/Zoom Out** button.

Controlling Full-Screen or Thumbnail View

You can maximize the size of a page, slide, or whiteboard in the content viewer to fit your monitor's entire screen. A full-screen view replaces the normal meeting window view. You can return to a normal view at any time.

Note If a meeting presenter displays a full-screen view of a page, slide, or whiteboard, participant screens automatically display a full-screen view as well. However, participants can control full-screen view independently in their meeting windows.

To	Do This
Display a full-screen view	On the content viewer toolbar, select the Full Screen icon.

To	Do This
Return to a normal view	On the Meeting Controls panel, select the stop icon to return to the main window.
View thumbnails of slides, pages, or whiteboards	1 In the content viewer, select the tab for the document, presentation, or whiteboard for which you want to view thumbnails. 2 On the content viewer toolbar, select **View > Show Thumbnails**. Thumbnails of all pages or slides in the selected document, presentation, or whiteboard appear in the thumbnail viewer, in the left column. To display any page or slide in the content viewer, double-click its miniature in the thumbnail viewer. **Note** Participants must have both the **View thumbnails** and **View any page** privileges to display a miniature of a page or slide at full size in the content viewer.
Close the thumbnail viewer	On the content viewer toolbar, select **View > Hide Thumbnail**.
Synchronize participant views of slides, pages, or whiteboards	On the **View** menu at the bottom of the window, select **Sync Display for All**.

Clearing Annotations and Pointers

You can clear any annotations made by you or another participant on a shared page, slide, or whiteboard in the content viewer. You can clear:

- All annotations at once
- Specific annotations
- If you are the presenter or host, clear all annotations you have made

You can also clear your own pointers on all shared slides, pages, or whiteboards in the content viewer. If you are a presenter, you can also clear all participant pointers.

To	Do This
Clear all annotations on a shared page, slide, or whiteboard	**1** On the annotation toolbar, click the downward-pointing arrow to the right of the **Eraser Tool** icon. **2** Choose **Clear All Annotations**. **Note** Only annotations on the page or slide that currently appears in your content viewer are cleared. Annotations on other pages or slides are not cleared. If you are the host or presenter, you can clear all the annotations you've made.
Clear all annotations you have added to a shared page, slide, or whiteboard	**1** On the annotation toolbar, click the downward-pointing arrow to the right of the **Eraser Tool** icon. **2** Choose **Clear My Annotations**.
Clear specific annotations on a shared page, slide, or whiteboard	**1** On the toolbar, click the **Eraser Tool** icon. Your mouse pointer changes to an eraser. **2** Click the annotation you want to clear.
Turn off the eraser tool	On the toolbar, click the **Eraser Tool** icon.
Clear your own pointer on all shared slides, pages, or whiteboards	**1** On the toolbar, click the downward-pointing arrow to the right of the **Eraser Tool** icon. **2** Choose **Clear My Pointer**.

Saving a Presentation, Document, or Whiteboard

You can save any shared document, presentation, or whiteboard that appears in the content viewer. A saved file contains all the pages or slides in the document, presentation, or whiteboard that is currently displayed in the content viewer, including any annotations and pointers that you or other attendees added to them.

MS Word, Excel and PowerPoint files are saved in PDF format. Audio and video files are saved in their original formats.

Once you save a new document, presentation, or whiteboard to a file, you can save it again to overwrite the file or save a copy to another file.

Saving a New File

Tip To save changes to a document, presentation, or whiteboard that was previously saved, simply choose **File > Save > Document**.

Procedure

Step 1 On the **File** menu, choose **Save > Document**.
Step 2 Choose a location at which to save the file.
Step 3 Type a name for the file in the **File name** box.

Saving a Copy of a File

This task describes how to save a copy of a document, presentation, or whiteboard.

Procedure

Step 1 On the **File** menu, choose **Save As > Document**.
Step 2 Do either or both of the following:

- Type a new name for the file.
- Choose a new location at which to save the file.

Opening a Saved File

If you saved a document, presentation, or whiteboard that appeared in the content viewer during a meeting, you can do either of the following:

- Open the file in the content viewer during another meeting for sharing. Only a presenter or participants who have the Share documents privilege can open a saved file during a meeting.
- Open the file at any time on your computer's desktop by double-clicking the saved file.

This task describes how to open a saved file in the content viewer during a meeting.

Note MS Word, Excel and PowerPoint files are saved in PDF format. Audio and video files are saved in their original formats.

Before You Begin

You must be a presenter or participant with Share documents privileges to open a saved file during a meeting.

Procedure

Step 1 To open a saved file in the content viewer, select **File > Open and Share**.

The **Share Document** dialog box appears.

Step 2 Select the document, presentation, or whiteboard file that you want to open.

Step 3 Select **Open**.

Printing a File

You can print any shared presentations, documents, or whiteboards that appear in your content viewer. A printed copy of shared content includes all added annotations and pointers.

Procedure

Step 1 In the content viewer, select the tab for the document, presentation, or whiteboard that you want to print.

Step 2 Select **File > Print > Document**.

Step 3 Select the printing options that you want to use, and then print the document.

Note When printing shared content in the content viewer, WebEx resizes it to fit on the printed page. However, for whiteboards, WebEx prints only the content that lies within the dashed lines on the whiteboard.

Using Application Sharing

You can use application sharing to show all meeting participants one or more applications on your computer. Application sharing is useful for demonstrating software or editing documents during a meeting.

Participants can view the shared application, including all mouse movements without having to run the application that you are sharing on their computers.

Before You Begin

You must be a presenter.

Procedure

Step 1 To start application sharing, select **Share > Application**.
The list of all applications currently running on your computer is displayed.

Step 2 Do one of the following:

- If the application you want to share is currently running, select it in the list to begin sharing it.
- If the application you want to share is not currently running, select **Other Application**. The **Other Application** dialog box appears, showing a list of all applications on your computer. Select the application, and then select **Share**.

Your application appears in a sharing window on participant screens.

Step 3 To share an additional application, select the application that you want to share:

- If that application is currently running, select **Share**.
- If the application is not currently running, select **Share Application** in the Meeting Controls panel. You can also find it by using File Explorer or any other tool you use to locate applications on your computer. When you open it, it appears with the Share button

Your application appears in a sharing window on participant screens.

Tip When you open any application that you have minimized, it opens with the sharing buttons in the upper-right corner.

Step 4 To stop application sharing, do one of the following:

- To stop sharing a specific application, select the **Stop Sharing** button on the title bar of the application that you no longer want to share.
- To stop sharing all applications, select the **Stop Sharing** button in the Meeting Controls panel.

Participants can no longer view your applications.

Using Desktop Sharing

You can share the entire content of your computer, including any applications, windows, and file directories that reside on it. Participants can view your shared desktop, including all mouse movements.

Before You Begin

You must be a host or presenter.

Procedure

Step 1 To start desktop sharing, select **Share > Desktop**.

Your desktop appears in a sharing window on participants' screens.

Step 2 To stop desktop sharing, select the **Stop Sharing** button in the Meeting Controls panel.

Using Web Browser Sharing

A presenter uses web browser sharing to show all meeting participants all web pages that he or she accesses in a browser. Web browser sharing is useful for showing participants web pages on the Internet, or the presenter's private intranet or computer.

Participants can view the presenter's web browser, including mouse movements, in a sharing window on their screens.

Before You Begin

You must be a host or presenter.

Procedure

Step 1 To start web browser sharing, select **Share > Web Browser**.
Your default web browser opens.

Step 2 Go to a web page in your browser.

Note Participants view all new web browser windows that you open. You can show participants several web pages simultaneously.

Step 3 To stop web browser sharing, select the **Stop** button on the title bar of the application that you no longer want to share.

CHAPTER 11

Polling Attendees

During a meeting, you can poll participants by presenting them with a questionnaire. Conducting a poll can be useful for gathering feedback from participants, allowing participants to vote on a proposal, testing participant knowledge of a topic, and so on.

Creating a Poll Questionnaire (for Windows)

To conduct a poll, you must first create a poll questionnaire. You create a questionnaire in a meeting. To save time during a meeting, you can start the meeting earlier than the scheduled time, create a questionnaire on the Polling panel, save it, and then open it during the actual meeting.

Before You Begin

You must be a presenter to complete this task.

Procedure

Step 1 Open the Polling panel in a meeting

Step 2 In the Question section, select a question type:

- To create a multiple-answer question, select **Multiple choice**, and then select **Multiple Answers** in the drop-down list.
- To create a single-answer question, select **Multiple choice**, and then select **Single Answer** in the drop-down list.
- To create a text question, select **Short answer**.

Step 3 Select **New**.

Step 4 Type a question in the box that appears.

Step 5 In the **Answer** section, select **Add**.

Step 6 Type an answer in the box that appears.
The question and answer appear in the Poll Questions area.

Step 7 To type another answer, select **Add** again.

Step 8 To add questions, repeat steps 2 to 7.

Creating a Poll Questionnaire (for Mac)

To conduct a poll, you must first create a poll questionnaire. You create a questionnaire in a meeting. To save time during a meeting, you can start the meeting earlier than the scheduled time, create a questionnaire on the Polling panel, save it, and then open it during the actual meeting.

Before You Begin

You must be a presenter to complete this task.

Procedure

Step 1 Open the Polling panel in a meeting.

Step 2 Add a question by selecting the **Q** button and then typing the question.

Step 3 Add an answer by selecting the **A** button and then typing the answer.

Step 4 To add more answers, repeat step 3.

Step 5 To add more questions, repeat step 2.

Step 6 To change the question type, select the text "Click here to change question type" that appears under the specific question and do one of the following:

- To create a multiple-answer question, select **Multiple Answers**.
- To create a single-answer question, select **Single Answer**.
- To create a question that requires a text answer, select **Short Answer**.

Editing a Questionnaire

You can change the type of a question and edit, rearrange, or delete the questions and answers.

To	Do This
Change the type of question	1 Select the question by clicking it, and then select the new type of question in the Question section. 2 Click **Change Type**.
Edit any question or answer that you entered	1 Select the question or answer by clicking it, and then click the **Edit** icon. 2 Make your changes.
Delete a question or an answer	Select the question or answer by clicking it, and then click the **Delete** icon.
Rearrange questions or answers	Select the question or answer by clicking it, and then click the **Move Up** or **Move Down** icon, as appropriate.
Delete an entire questionnaire	Click **Clear All**. If you have not saved the questionnaire, a message box appears asking whether you want to save it or not.

Displaying a Timer During Polling

You can specify that a timer displays for participants and yourself when a poll is in progress.

Procedure

Step 1 Open the Polling Options dialog box.

- If you use Windows, click Options at the bottom of your Polling panel.
- If you use the Mac, click the options button  on the lower-right portion of the Polling panel.

Step 2 In the dialog box that appears, select **Display**, and then type the length of time in the **Alarm**: box.

Step 3 Select **OK**.

Opening a Poll Questionnaire File

If you saved a poll questionnaire to a file, you can display the questionnaire on your Polling panel by opening the file.

Note You can open a poll questionnaire file only during a meeting.

Procedure

Step 1 Use one of these methods to browse to the file:

- Select **File** > **Open Poll Questions**.
- Select the **Open** icon on your Polling panel.

The **Open Poll Questions** dialog box appears.

Step 2 Select the poll questionnaire file that you want to open.
A poll questionnaire file has a .atp extension.

Step 3 Select **Open**.
The poll questionnaire appears on your Polling panel. You can now open the poll to the participants.

Related Topics

Opening a Poll, on page 92

Opening a Poll

After you finish preparing a poll questionnaire, you can open the poll for use during the meeting. If you prepared your questionnaire in advance and saved it, you must first display it on the Polling panel.

Before You Begin

Make sure that your poll questionnaire file is opened and displayed on the Polling panel.

Procedure

Step 1 Select **Open Poll**.
The questionnaire appears on participants' Polling panels. Participants can now answer the poll.

As participants answer the questions, you can watch the polling status on your Polling panel.

Step 2 Select **Close Poll** when the time is up.
If you specify a timer and the poll times out, the poll automatically closes. Participants can no longer answer questions.

Once you close a poll, you can view the poll results and optionally share them with participants.

Related Topics

Opening a Poll Questionnaire File, on page 92

Viewing Poll Results

Cisco WebEx Meetings bases the percentage for each answer on the total number of participants in the meeting, not the total number of participants who submitted answers in the poll.

The Results column indicates the percentage of attendees who chose each answer. The Bar Graph column provides a graphic representation of each percentage in the Results column.

Note The poll results you can share during a meeting are anonymous. However, Cisco WebEx Meetings records responses from each participant, in addition to group results, and allows you to save those individual and group results.

Sharing Poll Results with Participants

After you close a poll, you can share the poll results with participants.

The poll results you can share during a meeting are anonymous. However, Cisco WebEx Meetings records responses from each participant, in addition to group results, and allows you to save those individual and group results.

Procedure

Step 1 In the Share with attendees section on your Polling panel, select **Poll results**.

Step 2 Select **Apply**.
The results of the poll appear in the participants' Polling panels, just as they do on your Polling panel.

Saving a Poll Questionnaire in a Meeting

After you create a poll questionnaire in a meeting, you can save it as a .atp file. You can open the file for use in any meeting.

Procedure

Step 1 On the **File** menu, choose **Save > Poll Questions**.
The **Save Poll Questions As** dialog box appears.

Step 2 Choose a location at which to save the file.

Step 3 Type a name for the file.

Step 4 Select **Save**.
WebEx saves the poll questionnaire to a file at the location you specified. Poll questionnaire file names have a .atp extension.

Saving Results of a Poll

After closing a poll, you can save the responses in one of the following ways:

- Text File group result—Saves the percentage of attendees who chose each answer in a .txt file
- Text File individual attendees result—Saves the responses from each attendee, in addition to the group results, in a .txt file

Procedure

Step 1 Close the poll if you have not done so.

Step 2 On the **File** menu, choose **Save > Poll Results**.
The **Save Poll Results As** dialog box appears.

Step 3 Select a location at which to save the file.

Step 4 For File name, enter a name for the file.

Step 5 For Save as type, select the format in which you want to save the results.

Step 6 Select **Save**.
You can now view poll results by opening the file.

CHAPTER 12

Transferring and Downloading Files During a Meeting

During a meeting, you can publish files that reside on your computer. Meeting participants can then download the published files to their computers or local servers. Publishing files is useful if you want to provide participants with a document, a copy of your presentation, an application, and so on.

Files that you publish reside only on your computer—not on a server. Thus, your published files are always protected from unauthorized access during a meeting.

Publishing Files During a Meeting

During a meeting, you can publish files that reside on your computer and meeting attendees can download the files to their computers or local servers.

Procedure

Step 1 In the meeting window, select **File >Transfer**.
The File Transfer window appears.

Step 2 Select **Share File**.
The **Open** dialog box appears.

Step 3 Select the file that you want to publish.

Step 4 Select **Open**.
The file appears in the **File Transfer** window. The file is also now available in each attendee's **File Transfer** window.

Step 5 (Optional) Publish additional files that you want attendees to download.

Note The number of attendees that have the **File Transfer** window open, including you, appears in the lower-right corner of the **File Transfer** window.

Step 6 To stop publishing files during a meeting, select the **Close** button in the title bar of the **File Transfer** window.

WebEx closes the **File Transfer** window in each attendee's meeting window.

Downloading Files During a Meeting

If a presenter publishes files during a meeting, the **File Transfer** dialog box automatically appears in your meeting window. You can then download the published files to your computer or a local server.

Procedure

Step 1 In the **File Transfer** window, select the file that you want to download.

Step 2 Select **Download**.

Step 3 Choose a location at which to save the file.

Step 4 Select **Save**.
The file downloads to your selected location.

Step 5 If applicable, download additional files.

Step 6 Once you finish downloading files, in the title bar of the **File Transfer** window, click the **Close** button.

Note To reopen the **File Transfer** window at any time, select **File > Transfer**. This option is available only if the presenter is currently publishing files.

CHAPTER 13

Managing and Taking Notes

When scheduling a meeting, the host can specify the default note-taking options that take effect once the meeting starts. During a meeting, the presenter can change the default note-taking options at any time.

About Taking Notes

During a meeting, one or more meeting participants with access to the notes feature can take notes on the Notes or Closed Caption panel in the meeting window. Only one participant performs closed captioning.

If all participants are allowed to take notes, they cannot publish their notes to others during the meeting. However, participants can save their notes at any time during the meeting.

The meeting host can select the single note taker during the meeting. A single note taker can publish notes at any time during the meeting or send a meeting transcript containing the notes to all participants.

If needed, the host can also select a closed captionist. A closed captionist can publish captions in real-time during the meeting and can also send a transcript containing the captions to all participants.

Taking Personal Notes

If the meeting host or presenter has selected the option to allow participants to take personal notes, you can type your notes on the Notes panel in the meeting window.

Procedure

Step 1 In the meeting window, open the Notes panel.

Step 2 Type your notes in the box.

Step 3 (Optional) Select **Save** to save your notes to a text file on your computer.

Taking Public Notes (Meeting Minutes)

If the meeting host has designated you as the single note taker for a meeting, you can type notes on the Notes panel in your meeting window. Your notes are not visible to other meeting participants until you publish them. You can publish your notes at any time during the meeting.

Procedure

Step 1 In the meeting window, open the Notes panel.

Step 2 Type your notes in the box.

Step 3 (Optional) To publish your notes so they appear in each participant's Notes panel, click **Publish**.

Note If the Notes panel is not selected on a participant's meeting window once you publish notes, the participant sees an alert.

Saving Notes to a File

If you are taking personal or public notes (meeting minutes) or closed captions during a meeting you can save your notes or closed captions to a text file on your computer. You can also save any notes or closed captions that another note taker or closed captionist publishes on your Notes or Closed Caption panel.

Once you save new notes to a file, you can save changes to the notes or save a copy of the notes to another file.

Saving New Notes

1. On the Notes or Closed Caption panel, click **Save**.

   The **Save Notes As** dialog box appears.

2. Choose a location at which to save the file.
3. Type a name for the file.
4. Select **Save**.

WebEx saves the file at the location you chose. Its file name has a .txt extension.

Saving Changes to Notes

On the Notes or Closed Caption panel, click **Save**.

WebEx saves the file at the location you chose. Its file name has a .txt extension.

Saving a Copy of Notes to Another File

1. In the meeting window, select **File > Save As**, and then choose **Notes**.

   The **Save Notes As** dialog box appears.

2. Do either or both:

- Type a new name for the file.
- Choose a new location at which to save the file.

3 Select **Save**.

WebEx saves the file at the location you chose. Its file name has a .txt extension.

Tip Alternatively, you can save all of the following meeting information to files at once:

- Shared presentations or documents
- Chat messages
- Notes
- Poll questionnaire
- Poll results
- Closed captions

To save all information at once, select **File > Save All**. In this case, the files are saved under their default file names. If you have already saved a file using another name, it is not overwritten.

Specifying Note-Taking Options (Windows)

Procedure

Step 1 In the meeting window, select **Meeting > Options**.
The **Meeting Options** dialog box appears, with the **General** tab selected by default.

Step 2 Select the note-taking option you want and click **OK**.

- To turn the notes option on or off, check or uncheck the **Notes** check box.
- To turn the closed captions option on or off, select or clear the **Enable Closed Captioning** check box.

Specifying Note-Taking Options (Mac)

Procedure

Step 1 On the **Meeting Center** menu, select **Preferences**.
Step 2 Select **Tools**.
Step 3 Select the note-taking option you want and click **OK**.

- To turn the notes option on or off, check or uncheck the **Notes** check box.
- To turn the closed captions option on or off, check or uncheck the **Enable Closed Captioning** check box.

Note
- Once you change the notes option, any published notes or closed captions are removed from each participant's Notes or Closed Caption panel. Be sure to ask participants to save notes or closed captions before you change the notes option.
- When scheduling a meeting, the meeting host can specify the default note-taking options, which take effect once the meeting starts.

Designating a Note Taker (Windows)

If the single note taker or closed captions option is set for a meeting, you can designate any participant or closed captionist to be the note taker. You can set the notes option when scheduling a meeting. Alternatively, a presenter can set the notes option during a meeting.

Procedure

Step 1 On the Participants panel, select the participant you want to designate as note taker.

Step 2 Right-click and then select **Change Role To > Note Taker**.
A pencil indicator appears to the right of the participant's name in the participant list.

Note If you select another participant to take notes or closed captions, any notes or closed captions that were previously published remain on display in the Notes or Closed Caption panels. The new note taker or closed captionist cannot edit the existing notes.

Designating a Note Taker (Mac)

If the single note taker or closed captions option is set for a meeting, you can designate any participant or closed captionist to be the note taker. You can set the notes option when scheduling a meeting. Alternatively, a presenter can set the notes option during a meeting.

Procedure

Step 1 On the Participants panel, select the participant you want to designate as note taker.

Step 2 Select **ctrl** and then click; then select **Change Role To > Note Taker**.
A pencil indicator appears to the right of the participant's name in the participant list.

Note If you select another participant to take notes or closed captions, any notes or closed captions that were previously published remain on display in the Notes or Closed Caption panels. The new note taker or closed captionist cannot edit the existing notes.

Enabling Closed Captions

You can easily select the option for closed captions and appoint a participant to transcribe the closed captions.

Procedure

Step 1 Do one of the following:

- Windows: In the meeting window, select **Meeting > Options**.
- Mac: Select **Meeting Center > Preferences**, then select **Tools**.

Step 2 To turn the closed captioning option on or off, check or uncheck **Enable Closed Captioning**.

Tip To select another participant to transcribe, select the participant's name in the participants list; then right-click (Windows) or select ctrl and then click (Mac) and select **Change Role To >Closed Captionist**.

Designating a Closed Captionist

Before You Begin

The closed caption option must be enabled before you can complete this task.

Procedure

Step 1 In the participant list, select the participant you want to designate as a closed captionist.

Step 2 Do one of the following:

- Windows: Right-click and select **Change Role To > Closed Captionist**.
- Mac: Select **ctrl** and then **click**. Then select **Change Role To > Closed Captionist**.

A closed caption indicator appears next to the participant's name in the participant list.

Related Topics

Enabling Closed Captions, on page 101

Providing Closed Captions

If the meeting host has designated you as the closed captionist for a meeting, you can type captions on the Closed Captions panel in your meeting window. To type captions, you can use either a standard keyboard, or a steno keyboard and machine translation software.

Your captions are visible to other meeting participants in real-time, one line at a time. You can also send your captions in a meeting transcript to all participants.

Before You Begin

Make sure that closed captions are enabled.

Procedure

Step 1 Open the Closed Caption panel.

Step 2 Type your captions in the box.

Step 3 Press Enter on your keyboard or **Publish** on the Closed Caption panel.

Related Topics

Enabling Closed Captions, on page 101

CHAPTER 14

Accessibility

Using Audio CAPTCHA

The CAPTCHA challenge-response test requires that you accurately enter the text that is presented into the text box so that you can access your account. WebEx presents you with this security measure when you fail to sign in with the correct user credentials six times or when you choose to reset your password by selecting the **Forgot your password** link. As an alternative to entering what you see in the image, you can enter the text that you hear.

Note Audio CAPTCHA is not supported if your system is configured for SSO or LDAP authentication.

Procedure

Step 1 Navigate to the **Hear an audio challenge** link using the Tab or Shift+Tab keys and select Enter. The text will be read to you.

Step 2 Enter the text that you hear into the text box and select Enter.

Step 3 To hear the text again, navigate to the **Replay** link using Shift+Tab and select Enter. After entering the text correctly, you can proceed with signing in to WebEx.

Screen Reader Support

Cisco WebEx supports JAWS screen reading software for the following elements in the meeting client:

- Application menus and drop-down menus
- Shared file titles and tab titles
- Quick Start page buttons, button titles, and tooltips
- Panel and Panels tray buttons, button titles, and tooltips
- Annotation panel and toolbars
- Shared Meeting window content area toolbars
- Meeting Controls Panel buttons, button titles, and tooltips

Supported Keyboard Shortcuts

Windows operating system participants who have special needs or who are power users can navigate around the meeting window using keyboard shortcuts. Some of these shortcuts are standard in the Windows environment.

Press	To
F6	Switch between meeting window areas such as the content area and the panels area

Ctrl+Tab	• Switch between open documents in the content area of the meeting window
	• Navigate within the panels area
	• Switch between tabs in the following windows:
	    • **Invite and Remind**
	    • **Preferences**
	    • **Meeting Options**
	    • **Participant Privileges**

Press	To

Shift+F10	• Use right-click menus in the following panels and elements:
	  ◦ **Participant** panel
	  ◦ **Chat** panel
	  ◦ **Notes** panel
	  ◦ **Closed Captions** panel
	  ◦ **File Transfer** window
	  ◦ Shared whiteboard and file tabs
	• Work with the Participants list
	• Copy text from the **Chat** panel

Tab	Switch between elements, such as buttons, fields, and check boxes within a window or panel
Arrow keys	Switch between options in dialog boxes
Alt+F4	Close any dialog box **Note** Selecting Alt+F4 is just like selecting the "x" on any dialog box.
Spacebar	• Check or uncheck an option box • Enter text in an input box
Enter	Carry out the command for the active button (usually replaces a mouse click)
Ctrl+A	Copy text from the **Chat** panel
Ctrl+Alt+Shift	Show the **Meeting Controls** panel in full-screen mode
Ctrl+Alt+Shift+H	Hiding the Meeting controls, panels, and notifications

Working With the Participants List

The Participants panel provides a right-click menu that allows you to act upon a participant depending on your role in the meeting:

- If you are the host or presenter, you can perform actions such as making someone else the presenter or muting another participant's microphone if it is too noisy.

- If you are not the host or presenter, you can perform actions such as asking to become the presenter or muting your own microphone.

Procedure

Step 1 Press F6 on your keyboard to navigate from the contents area to the **Participants** panel.
Step 2 Navigate to the appropriate participant by using the up and down arrow keys.
Step 3 Select Shift+F10 to open the right-click menu on the specific participant.
Step 4 Use the up and down arrow keys to navigate between the available options.

Copying Text From the Chat Panel

The **Chat** panel provides a right-click menu that allows you to copy text from the Chat history area.

Before You Begin

Make sure that you are in the correct portion of the meeting window by doing the following:

- Press F6 to move from the contents area to the panels area of the meeting window.
- Press Ctrl+Tab to navigate between panels until you are in the **Chat** panel.
- Press Tab until you are in the Chat history area.

Procedure

Step 1 With the focus on the Chat history area, select Shift+F10 to open the right-click menu.
Step 2 Use the up and down arrows to copy text or to select all text.

Tip Alternatively, you can use Ctrl+A to select all the chat text.

To select only a portion of the text, move your cursor with the arrow keys and then use Shift-[Arrow] to highlight text.

Entering Text In An Input Box

Note the following tips to enter text in an input box.

Procedure

Step 1 If the window includes questions, navigate between questions using the Tab key.

Step 2 If the window includes options, move between the options using the up and down arrow keys.

Step 3 Move the cursor to focus on the text input area and use the Spacebar or Enter key so you can type your answer.

Step 4 Press Enter or Esc to finish editing.

Accessing the Meeting Controls Panel During Sharing

During sharing, the Meeting Controls panel is partially hidden at the top of your screen. Read the following task to display it during sharing.

Procedure

Step 1 Enter Ctrl+Alt+Shift to show the panel.
After the panel is displayed, the initial focus is on the Participants icon.

Step 2 Do the following:

Press	To
Tab	Change focus
Enter	Activate a feature
Alt+Tab	Return to the sharing area from the Meeting Controls panel • If you are sharing a file, select the WebEx ball to return to the sharing area. • If you are sharing an application, select the application to return focus to it. • If you are sharing your desktop, select the application you want to share.

Note To switch from the Meeting Controls panel to another open panel, such as the Participants list, enter F6.

CHAPTER 15

Troubleshooting

Participants List Displays Multiple Entries for the Same User

Possible Cause This may occur because the same user signed in to the meeting from multiple devices. For example, a user joins a meeting from home before heading into the office. The same user then joins the meeting using his iPhone while he is in the car then joins the meeting again from his computer when he arrives at the office. If the user forgot to end his previous session before joining through a new device, he will be displayed in the meeting three times.

Solution Participants should end each session before joining through different devices. Maintaining duplicate sessions for the same user will impact the available capacity of your WebEx system.

Internet Explorer Browser Not Supported

Problem You are using Microsoft Internet Explorer 8, which is supposed to be supported. However, you see an error message stating that the browser version is not supported.

Possible Cause The browser is in Compatibility View mode, which effectively uses Internet Explorer 7 logic.

Solution Turn off compatibility view mode.

1. Open an Internet Explorer browser window.
2. Select **Tools > Compatibility View Settings**.
3. Verify the following:
    - The WebEx site is not listed in the list of websites you've added to compatibility view.
    - **Display intranet sites in Compatibility View** is unchecked.
    - **Display all websites in Compatibility View** is unchecked.
4. Select **Close**.

"404 Page Not Found" Error Encountered

Problem You see a "404 page not found" error or you encounter connection problems when signing in or joining meetings from your device running Microsoft Windows.

Solution Use the following checklist to make sure your device is properly set up to send and receive data:

- Check your network connection.
- Try using a different computer.
- Use a supported browser. Ensure that the version of Internet Explorer on your computer is 8 or later, even if you don't intend to use IE for Cisco WebEx Meetings.
- Turn on TLS 1.0, TLS 1.2, and SSL 3.0 by accessing the **Control Panel** > **Internet Options**. Select the **Advanced** tab. A list of checkboxes displays. Scroll the list to locate the **Security** group. Under **Security**, make sure that the TLS 1.0, TLS 1.2, and SSL 3.0 checkboxes are checked.

Cannot Start or Join Meeting

Possible Cause You are using Firefox 27 or later or Chrome 32 or later and require the Cisco WebEx Meetings plug-in.

Solution If you see a prompt to install a Cisco WebEx plug-in, select **Download** and follow the instructions to install the required plug-in.

Note After installing the plug-in, you may need to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.
- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the meeting doesn't start automatically, refresh the page.

Possible Cause If you are using a browser other than Firefox or Chrome, you may not have Java installed on your computer.

Solution Go to http://www.java.com to install Java 1.6.034 or above or Java 1.7.06 or above.

Possible Cause

- You do not have Internet Explorer (IE) 8 or 9 installed on your computer. The latest version of Internet Explorer installed on your computer must be 8 or above, whether or not you intend to use IE to join a WebEx meeting.
- Your systems administrator has turned on an encryption mode, and your browser is not set up to process the encrypted data.

Solution Set up your browser appropriately. Go to **Control Panel** > **Internet Options**, select the **Advanced** tab, and then ensure that TLS 1.0, TLS 1.2, and SSL 3.0 are checked. For details, see "404 Page Not Found" Error Encountered , on page 110.

Possible Cause You are using Internet Explorer with Google Chrome Frame.

Solution Internet Explorer with Google Chrome Frame is not supported. Use a different browser that has been tested to work with this release of Cisco WebEx Meetings Server. You can find the list of tested browsers in the *Cisco WebEx Meetings Server FAQs* here: http://www.cisco.com/en/US/products/ps12732/products_user_guide_list.html.

SSO Does Not Work with iOS Devices

Problem Single Sign-On is not working with your iOS device.

Possible Cause There is a known issue with Apple iOS 6.x, where Single Sign-On (SSO) does not work for internal users of iPad/iPhone who are using the Safari 6 web browser. This is due to an Apple defect that is fixed in iOS 7. The Safari bug ID is 13484525.

Solution Use a different web browser. This release of Cisco WebEx Meetings Server has been tested to work with Firefox 10 - 25 and Chrome 23 - 31 on the Mac operating system.

Meeting Details Page Displays Incorrect Information

Problem When I click the **Join** button to join a meeting, the meeting details page displays the wrong date.

Possible Cause There is a known issue whereby the system skips recurring meeting instances that were not attended. For example:

- A user schedules a recurring series of meetings that take place every Wednesday: July 1, July 8, July 15, July 22.
- When you click the link to join your meeting on July 1st, the meeting details page reflects that you are joining the meeting scheduled for July 1st.
- No one joins the meeting on July 8th.
- When you click the link to join your meeting on July 15th, the meeting details page incorrectly reflects that you are joining the meeting scheduled for July 8th. You can still attend this meeting.
- When you click the link to join your meeting on July 22nd, the meeting details page correctly reflects that you are joining the meeting scheduled for July 22nd since the previous instance of the recurring meeting series was attended.

Solution This is a known issue in this release of Cisco WebEx Meetings Server. Join your meeting as you normally would regardless of the date displayed on the meeting details page.

Meeting Client Does Not Load

Problem I can't join a meeting because the meeting client does not load.

Possible Cause You are using Firefox or Chrome and require the Cisco WebEx Meetings plug-in.

Solution If you see a prompt to install a Cisco WebEx plug-in, select **Download** and follow the instructions to install the required plug-in.

Note After installing the plug-in, you may need to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.
- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the meeting doesn't start automatically, refresh the page.

Possible Cause This may be because you are using a private CA or self-signed server certificate.

Solution Load the corresponding root certificate on your machine prior to joining a meeting.

Complete the following steps if you are using a Mac:

1 Open your Keychain Access application by selecting **Applications > Utilities > Keychain Access**.

2 In the left column, under Keychains, make sure that **login** is selected.

3 In the right column, double-click the untrusted certificate so that you can modify its information.

Note The certificate will have an **x** icon next to it.

4 From the certificate window, do the following:

  1 Expand the **Trust** section so that you can see the parameters in this section.

  2 For When using this certificate, select **Always Trust**.

  3 Enter your system account and password information.

  4 Select **Save Changes**.

  The icon next to the certificate will change from an **x** to a +.

Complete the following steps if you are using Internet Explorer on Windows:

1 Open the Cisco WebEx Meetings Server site in your Internet Explorer browser.

2 Select **Continue to this website (not recommended)**.

3 Select the **Certificate Error** button next to the browser address bar.

4 Select **View certificates**.

5 In the Certificate window, select **Install Certificate**, then complete the following steps in the Certificate Import Wizard:

  a On the Welcome page, click **Next**.

  b Select **Place all certificates in the following store**, then click **Browse**.

  c In Select Certificate Store, select **Trusted Root Certification Authorities**, then click **OK**.

  d Select**Next**, then select **Finish** to import the certificate.

  e In the Security Warning window, select **Yes** to install the certificate.

  f Select **OK** to complete the wizard.

6 Select **OK** to close the Certificate window.

7 Restart Internet Explorer and reopen the Cisco WebEx Meetings Server site.

Adobe Reader Launches Automatically

Problem Adobe Reader launches automatically on the host's local computer when a PDF file is shared.

Solution This is expected behavior. Manually quit Adobe Reader and proceed to share your document.

Error Message: Setup was Unsuccessful

Problem User attempts to join a meeting from Internet Explorer and receives the error message "Setup was unsuccessful. Please try again."

Possible Cause There may be an issue with your version of Cisco WebEx Meetings.

Solution Complete the following workaround:

1. Uninstall the Cisco WebEx Meetings application.
   In Windows 7, this is done by navigating to **Start > All Programs > Control Panel > Programs and Features**. This path may differ depending on your operating system.

Note You may need administrator privileges to uninstall programs.

2. Delete the "C:\Program Files\WebEx\" folder if it exists.
3. Open a web browser and navigate to your WebEx site.
4. Select the **Downloads** link in the upper right corner of the page and re-install the Cisco WebEx Meetings application.
5. Try to start or join a meeting again.

If the issue recurs, send the log file and "C:\Program Files\WebEx\ieatgpc.dll" file to your Cisco WebEx support representative.

Cannot Install WebEx Productivity Tools

Possible Cause Your computer may lack administrative privileges to perform the installation.

Solution Contact your administrators for more information.

"Remember Me" Function Does Not Work

Problem I selected **Remember Me** on the sign-in page, but I still had to reenter my information when signing in the next time.

Possible Cause Cookies in your browser might be turned off.

Solution First, ensure that you are using a supported browser. You can find them listed in the FAQs at http://www.cisco.com/en/US/products/ps12732/products_user_guide_list.html. Then turn on cookies in your browser. For help in doing so, contact your system administrator.

Cannot Record Meeting

Problem The **Record** button is grayed out so I cannot record my WebEx meeting.

Possible Cause

- You scheduled the WebEx meeting using an Apple iPhone or iPad.
- The WebEx meeting was started by a person using an Apple iPhone or iPad.

Solution

- Continue with your meeting even though it is not being recorded. Video, audio and desktop sharing features will operate properly.
- Ask all participants to leave the WebEx meeting, then cancel the meeting and use your computer to schedule a replacement meeting. Start the new meeting from your computer, then select the **Record** button to begin recording your meeting.

Note If you use your computer to schedule and start a WebEx meeting, you can record the meeting even if invitees join the meeting using a mobile device.

Experiencing Audio or Video Issues During Meetings

Problem You hear constant background noise or buzzing sounds.

Possible Cause Your device may be experiencing a network bandwidth issue.

Solution If you are on 3G, try switching to Wi-Fi if it is available.

Problem You cannot hear the speaker.

Possible Cause The microphone or speaker setting on your headset may not be properly adjusted.

Solution If you are using a headset, see Fine-Tuning Your Microphone and Speaker Settings, on page 17 for more information about adjusting your headset settings.

Problem If you are using video, you see a noticeable delay in the audio.

Possible Cause Other applications are using a lot of system resources, for example if you are downloading a large file.

Solution If you are downloading a large file, you may want to cancel the download job and restart it after the meeting.

Problem A speaker hears an echo of what he is saying.

Possible Cause If your device has an earpiece, audio may be coming out of the earpiece instead of the speaker.

Solution Plug in a headset for better audio quality.

Problem The video for other participants cannot load or freezes.

Possible Cause Your device may not have adequate memory.

Solution If you are using a computer, it needs at least 2 GB of RAM.

Problem You cannot send your video.

Possible Cause If you cannot send video, another application may be already occupying your device's camera.

Solution If you have other applications running in the background, you may want to close them.

Problem You cannot hear audio through your Bluetooth headset.

Possible Cause Not all Bluetooth headsets are supported, depending on the platform of your mobile device.

Solution Contact your administrator for help.

Cannot Access Help

Problem The links for the Help content don't seem to work.

Possible Cause This may be due to a connection issue.

Solution Try to open the link from another web browser. If the link still does not open, check whether or not you can visit Internet sites outside your internal network. If your network is restricted to internal sites, contact your administrator to define a customized link for your organization's Cisco WebEx help content.