

Webex Hosts Survival Guide

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About this document – This document is written to provide a reference for webex meeting hosts. The document is written purely from the perspective of Webex operations. The document is arranged step-by-step from scheduling a meeting to running the meeting with some helpful tips.

See <https://collaborationhelp.cisco.com/article/en-us/nrebr3c> for Cisco’s quick reference document.

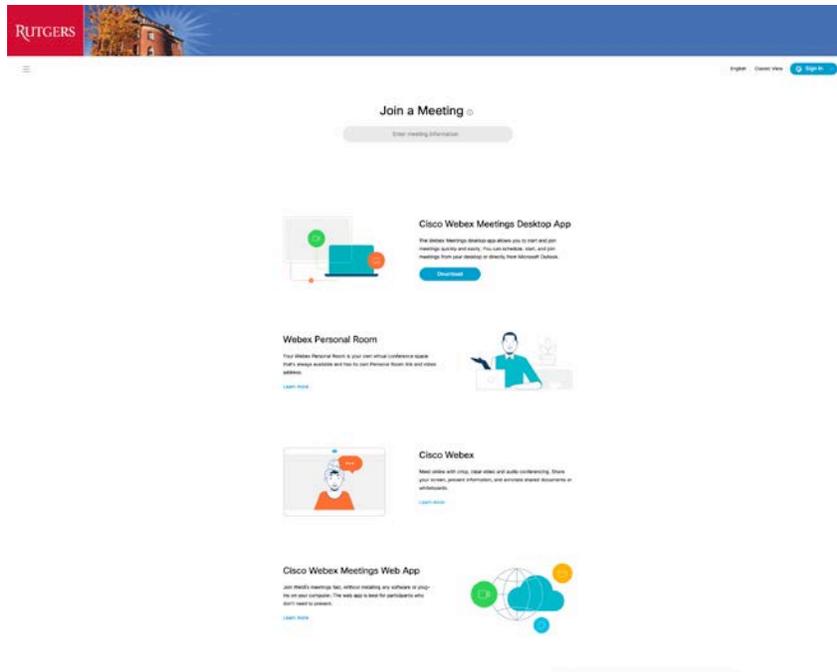
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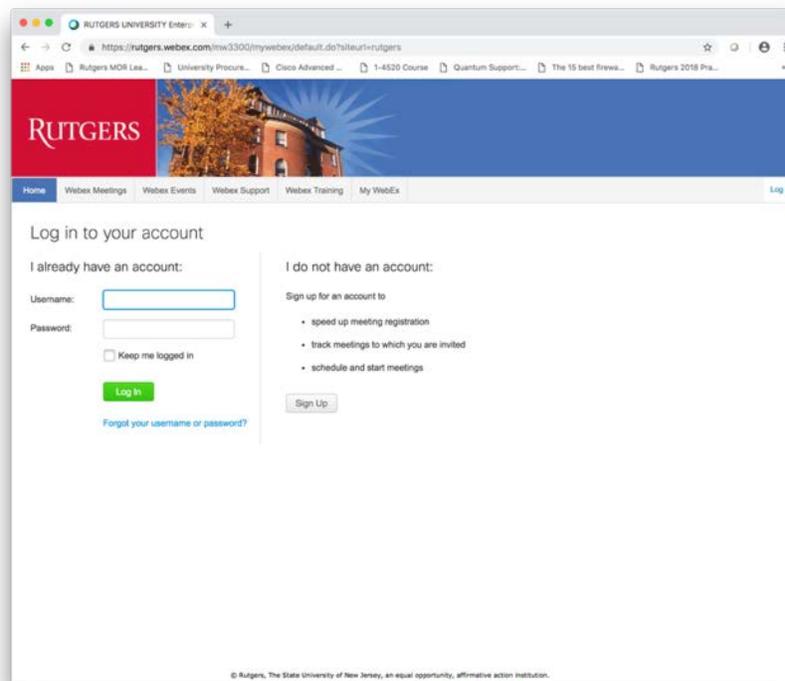
Logging in

Activate your Webex account at <https://netid.rutgers.edu> > Click on “Service Activation” > Sign in with your NetID & password > Select “Rutgers Webex” > Click on “Activate Services”

Go To <https://rutgers.webex.com>



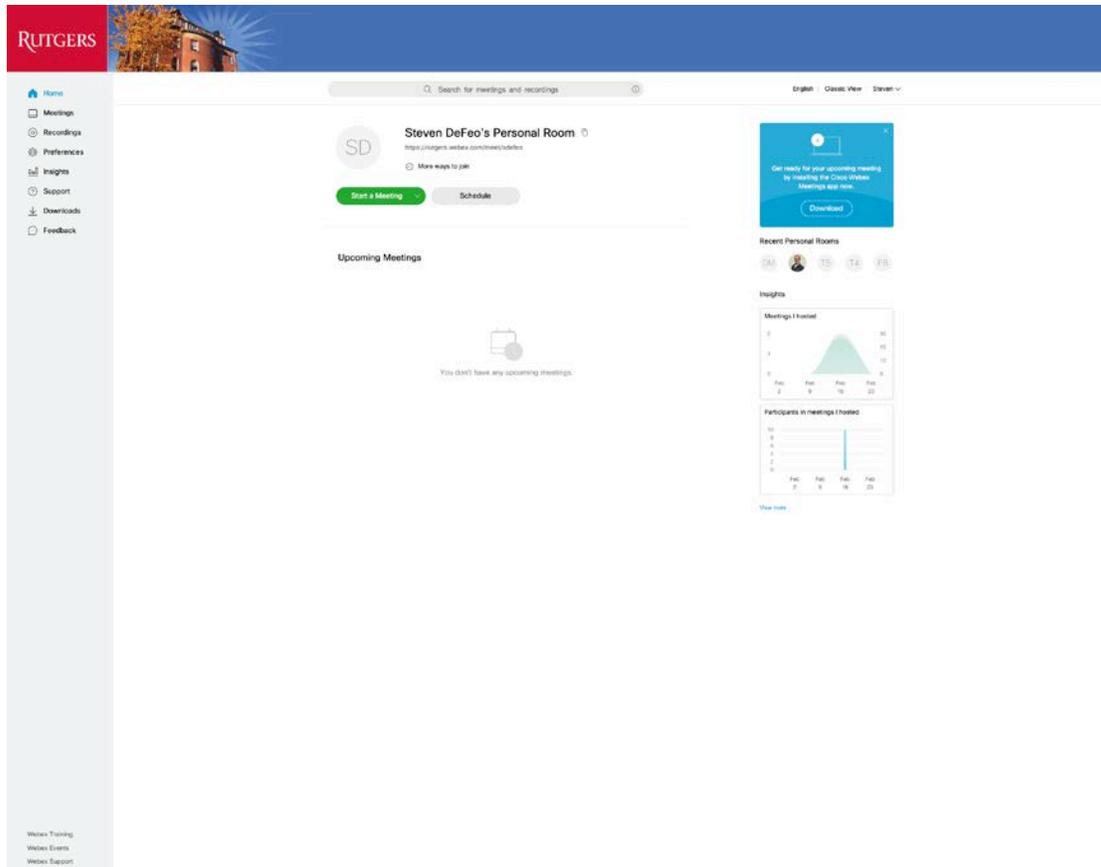
Click on the blue colored Log In in the right-hand corner (scale the window width wider if you cannot see it at first). Note the Webex page is engineered for joining meetings. So, it's rather odd one must search for the link to log in to one's personal Webex account.



Username: NetID

Password: enter your NetID password

Click on Log In

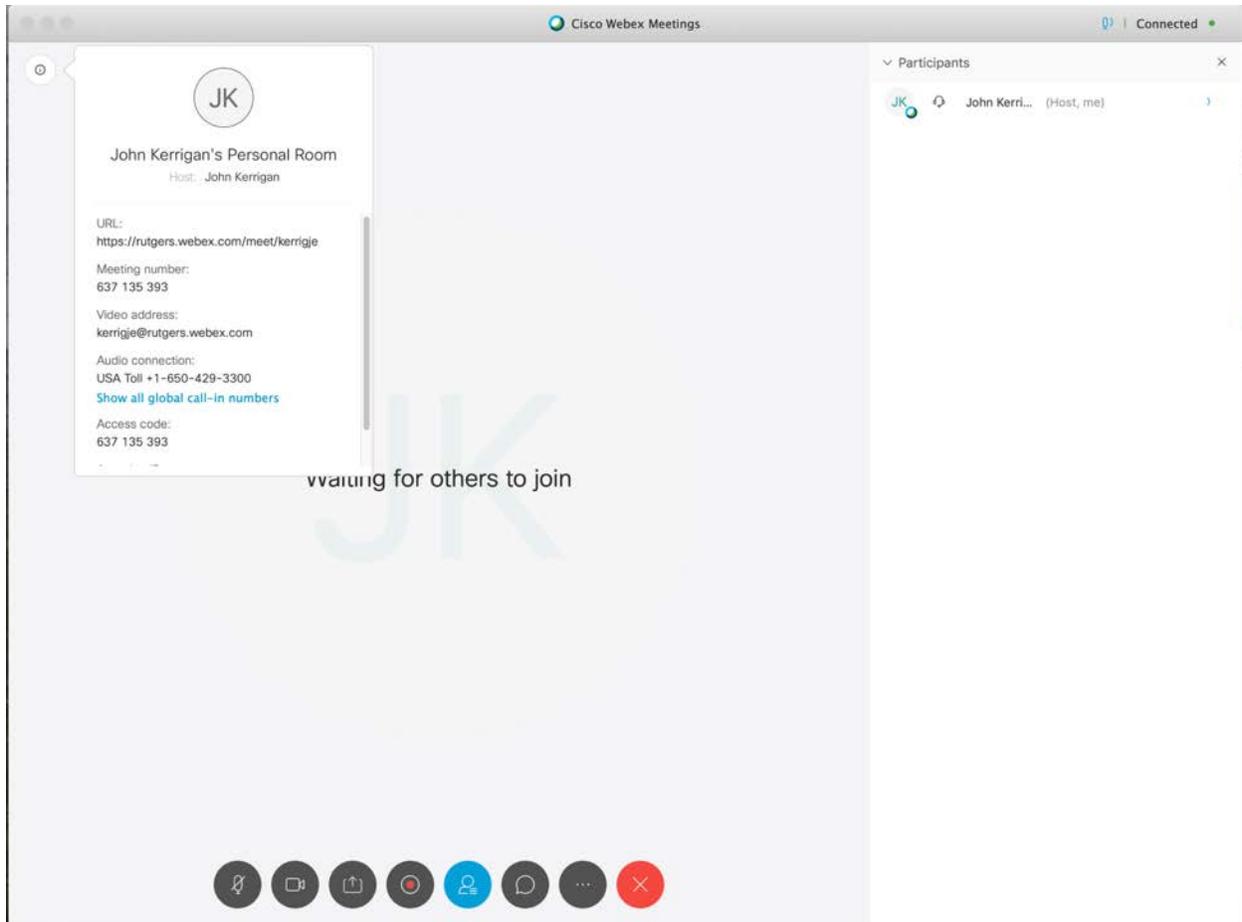


Starting a meeting “On the Fly”

To start a Webex meeting “On the Fly”, you can start the meeting from your personal Webex room by clicking the green box with “Start a Meeting” on the home page once logged on.

Connect your audio/video in the first dialog box.

KEY INFO – Get your meeting information!



Click the letter “i” in upper left-hand corner of screen.

Information needed for others to join remotely via web browser

URL: <https://rutgers.webex.com/meet/netid> (will be your netid)

Information needed by remote users to dial in by phone:

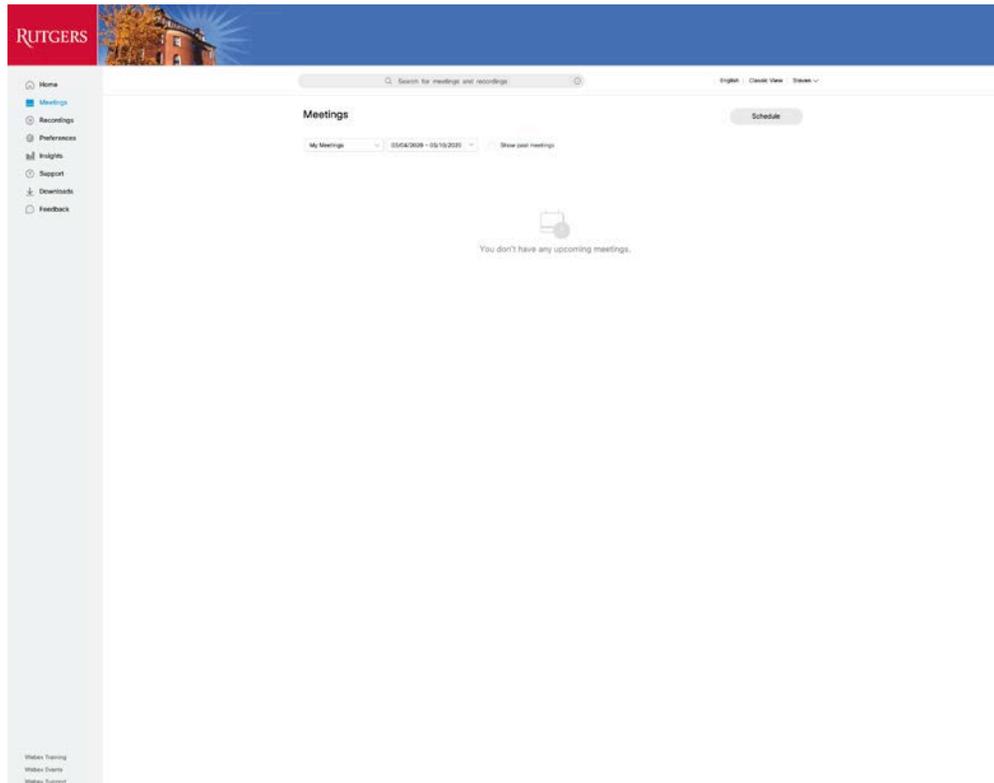
Audio Connection & Access code

Information needed to join a Cisco video conferencing unit to your meeting:

Video address:
netid@rutgers.webex.com

Invite remote participants to your meeting by copying and pasting the information above into an e-mail you send out to participants via Outlook, etc.

Scheduling Meetings



Let's schedule a Webex meeting using the Scheduler:

Log in to Rutgers.webex.com. On the home page click Meetings on the left sidebar. Once page is loaded, press the "Schedule" button on the top right corner of the page.

The screenshot shows the 'Schedule a Meeting' form in a web application. The form is titled 'Schedule a Meeting' and includes a search bar at the top. The form fields are as follows:

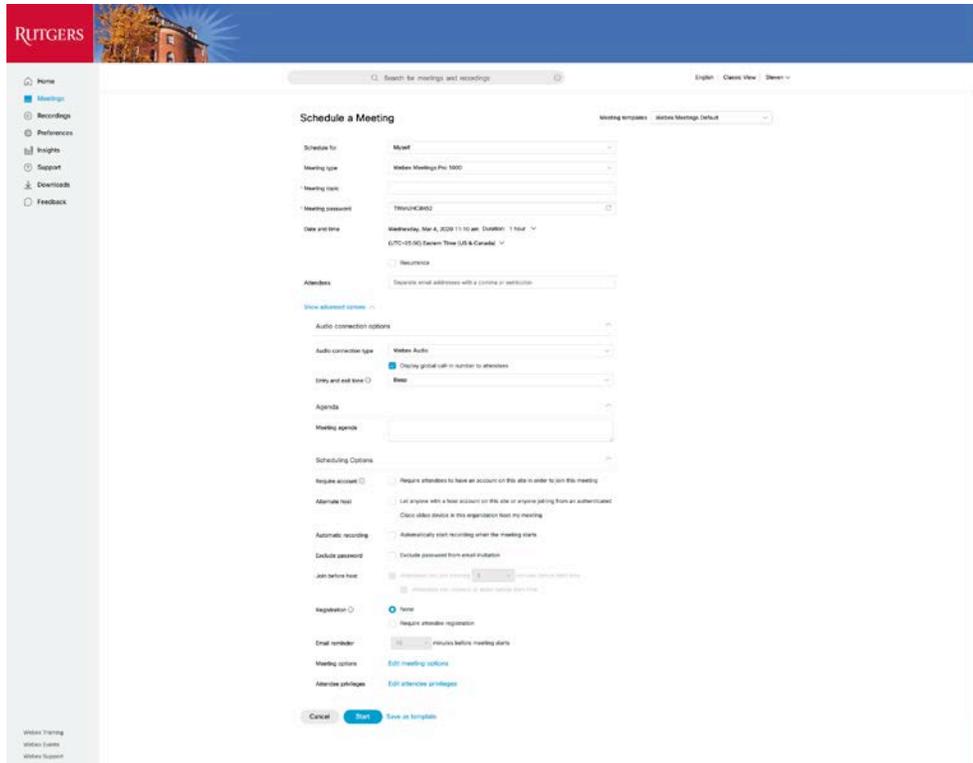
- Schedule for:** Myself
- Meeting type:** Webex Meetings Pro 1000
- Meeting topic:** (empty)
- Meeting password:** P7AchE524W
- Date and time:** Wednesday, Mar 4, 2020 11:15 am, Duration: 1 hour
- Attendees:** Separate email addresses with a comma or semicolon

At the bottom of the form, there are three buttons: 'Cancel', 'Start', and 'Save as template'.

Fill out all required fields and set a password for the scheduled meeting. The initial password is a randomized series of characters but you are encouraged to utilize a simpler password if you desire. Set the Date and Time to the date & time you want to hold the meeting and the duration. (Note: The meeting duration along with start time and end time are for scheduling only. The meeting host can start and end a meeting whenever he/she desires (the meeting will not end automatically at the end time scheduled.)

Attendees – List as separate e-mail addresses separated by a comma or semicolon.

See <https://collaborationhelp.cisco.com/article/en-us/WBX21846> for more information.



Under “Show Advanced Options” ensure to accept the defaults for the “audio connection type”.

Agenda & Welcome – Add agenda and welcome message if desired.

Accept default “None” for attendee Registration unless you want attendees to register for the conference in advance.

Meeting Options – accept defaults here.

Attendee privileges – the defaults should be fine here as well.

Click on “Schedule Meeting” and you’re done!

Here is what the meeting invite looks like:

Steven DeFeo invites you to join this Webex meeting.

Meeting number (access code): 797 918 714

Meeting password: 5BKdvhJuq42

Friday, March 6, 2020

11:15 am | (UTC-05:00) Eastern Time (US & Canada) | 1 hr

[Join meeting](#)

Join by phone

Tap to call in from a mobile device (attendees only)

[+1-650-429-3300](tel:+16504293300) USA Toll

[Global call-in numbers](#)

Join from a video system or application

Dial [797918714@rutgers.webex.com](tel:797918714@rutgers.webex.com)

You can also dial 173.243.2.68 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business

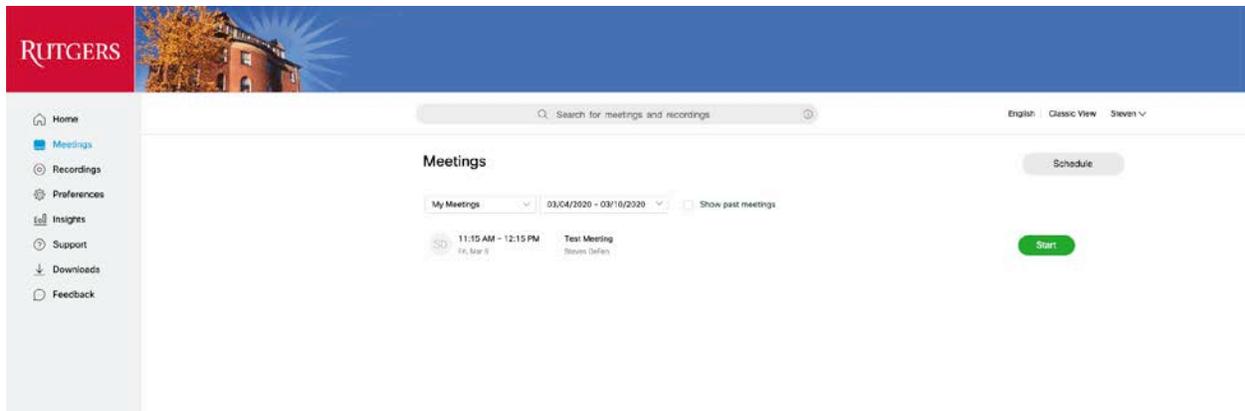
Dial [797918714.rutgers@lync.webex.com](tel:797918714.rutgers@lync.webex.com)

Need help? Go to <http://help.webex.com>

How to Start Your Scheduled Meeting

Log in to Rutgers.webex.com. On the home page click Meetings on the left sidebar.

The page below will display the meetings scheduled
Select the meeting you want to start and click on the green “Start” button.

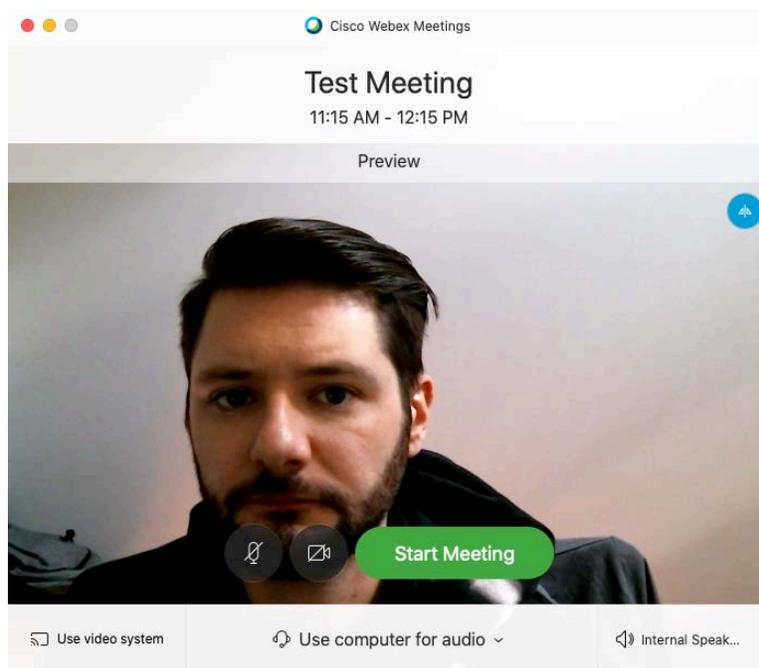


Running Your Webex Meeting

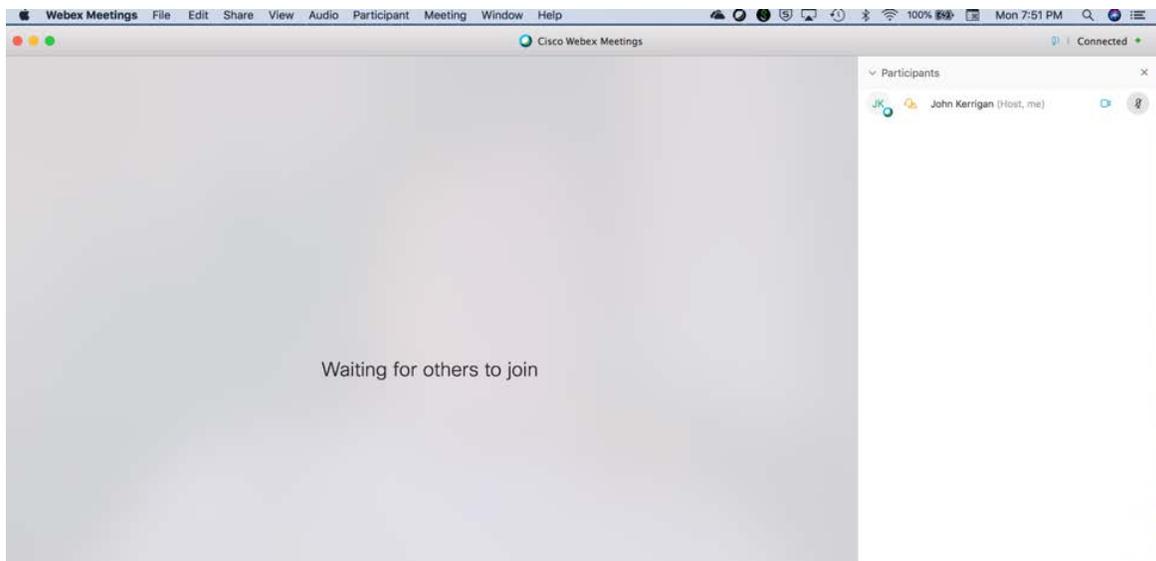
When you start the meeting the screen below will open (Note: you must have the Webex app installed for your web browser. If you do not have the Webex app installed for your browser, you will be prompted to install the app.)

In your Webex account, go to the Downloads tab on the left sidebar for more Webex downloads.

<https://www.webex.com/downloads.html> to get the Cisco Webex Meetings application.



Use the options presented before starting the meeting to ensure the proper sound and video settings are configured for your machine. Manipulate these settings by clicking the button in the bottom right side of the window to bring up Audio/Video settings window.



Participants will appear on the right-hand side.

The host can 'Mute' any participant or all participants.

KEY INFO: Recommend you mute participants on entry to the conference to avoid external noise that may interfere with meeting quality. Participants may unmute themselves when needed.

Feedback (echo problems)

Rule out feedback issues in your room by ensuring there are no contributing sound sources close to the microphone(s).

Most feedback issues come from the remote participants. Participants do not always realize they have left their microphone “on” creating the feedback loop.

In general, participants should keep their microphone muted until it is time for them to speak. Phones/tablets, especially mobile phones are the biggest offenders when it comes to echo.

To troubleshoot problems with *feedback*

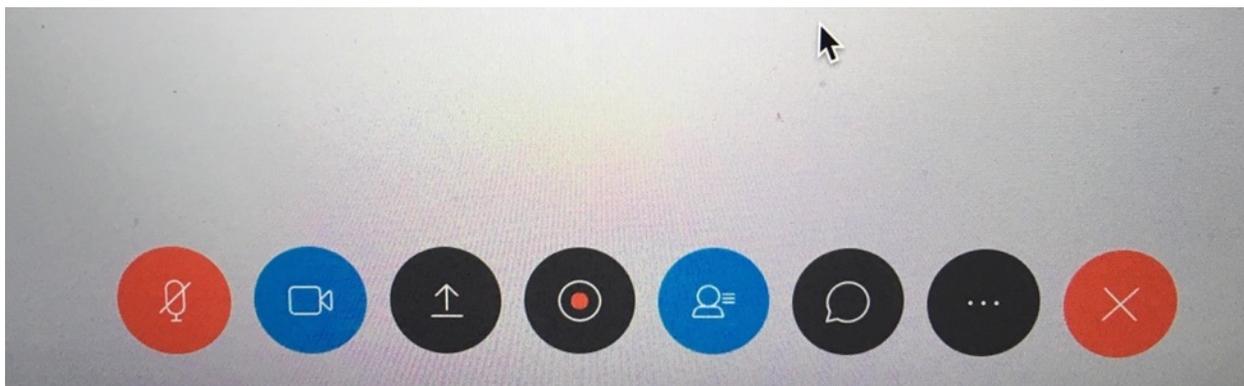
Participant > Mute All

If there is still feedback after muting all participants, the feedback source is with the host/Vega. Look for sources of sound that might be close to the microphones and/or adjust the microphone volume (might be too sensitive).

If the feedback source is a remote participant, unmute each participant one at a time to locate the remote feedback source (you can unmute individual participants from the participant panel). Often, participants have their microphone volume up too high and are picking up background noise in their location. Or worse, they have both their microphone volume and speaker volume up way too high.

See <https://it.umn.edu/webex-troubleshoot-echoing-in-audio> for more help with echo.

Recommend that participants use headset from phone or computer to limit feedback.



Webex Control Symbols

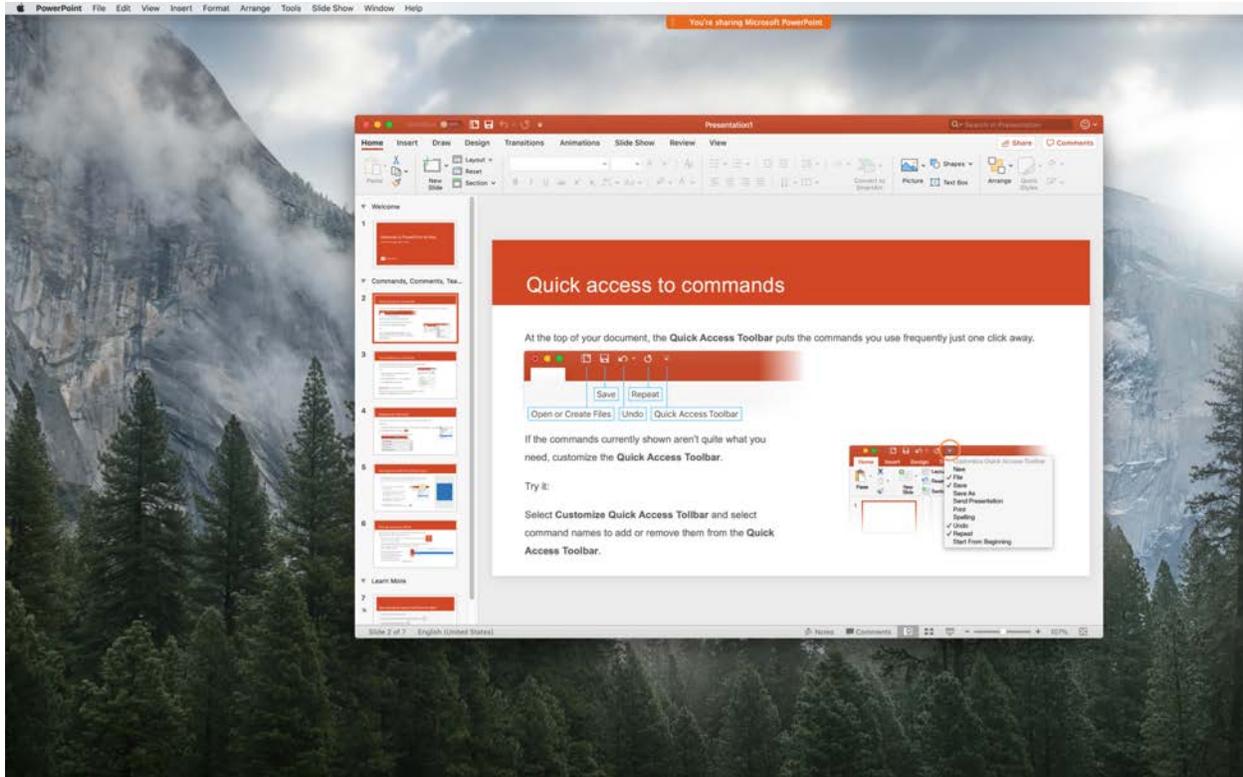
Activate the webex symbol menu by moving mouse cursor to lower portion of screen. Here is what they do from left to right:

- 1) Microphone – when red your microphone is muted. Click to unmute/mute.
- 2) Video control – When blue, your video camera is active. Click to turn video on/off.
- 3) Share Content (the up arrow) – use to share your screen, powerpoint presentation, Excel, Word, etc. (Note – make sure content is open in application first)
- 4) Record button – use to record the meeting.
- 5) Open/Close Participants panel
- 6) Enable the Chat screen – You can chat/text with participants while others are speaking/presenting. Let others know chat is available while they keep their microphones muted. Chat screen appears in lower right-hand corner of webex screen.
- 7) More Options – click to see the options. Not typically needed.
- 8) Leave Meeting – If meeting host hits this button, the meeting is ended. Participants use this button to leave the meeting.

How to run a Powerpoint (or Keynote on Mac) Presentation and Share Applications

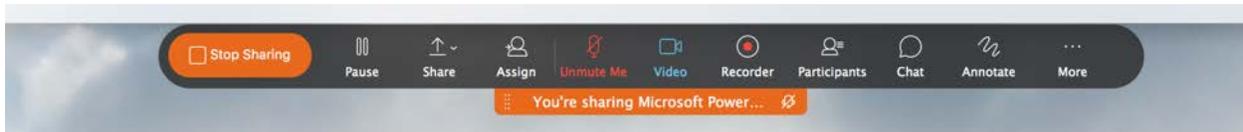
After you have started your Webex session as the meeting host, you have the ability to share your Powerpoint presentation or content from other applications (e.g. Word, Excel ...) or your entire Desktop.

1. Open the application first (e.g. Powerpoint is most common).
2. Move your mouse to the lower portion of your Webex meeting application window to bring up the Webex Controls.
3. Click on the “Share Content” control (the up arrow).
4. Select the application you desire to share (in this example Powerpoint) or Desktop.
5. Remote participants should be able to see your application (the Powerpoint in this case).
6. You will notice at the top of your desktop display screen there will be a small bar with the words “You’re sharing *Application*” where *Application* is Microsoft Powerpoint in this example.



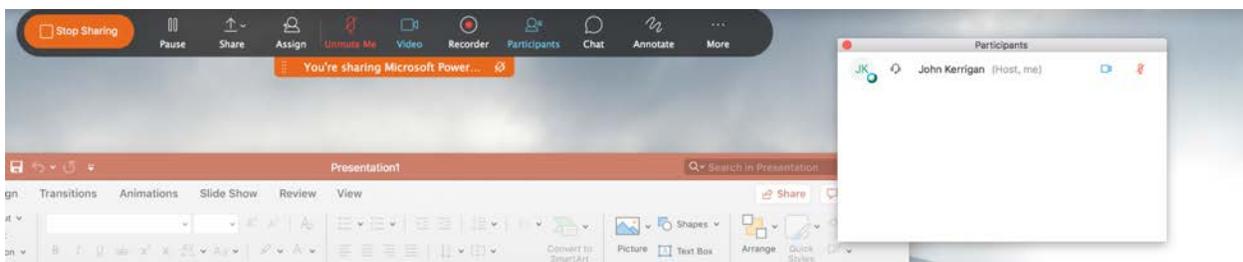
Webex Application Sharing – remote participants will only see the application unless you shared your desktop.

When you click on the small bar, the Webex menu (see figure below) will drop down and you can use the Webex control tools while giving your presentation or using another application.



Webex Menu when sharing content.

For example, when you click on “Participants”, the Participants window will open providing control over participant microphone and video. See figure below. You can close the participants window by clicking on the red X in the upper left-hand corner of the window.



Participants panel in webex when sharing applications.

Note you also use the toolbar to mute/unmute yourself and “Stop Sharing” (left side button) while sharing an application.

Other Helpful Tips for Hosts

Use one of the methods below to designate a presenter or reclaim the presenter role:

- On the *Participants* panel, select the desired participant's name, then click the **Make Presenter** button.
- Right-click the name on the *Participants* panel, then select **Change Role To > Presenter**.
- Select the desired attendee's name on the *Participants* panel, go to the **Participant** menu > then select **Change Role To > Presenter**.
- On the *Participants* panel, click and drag the presenter ball to the desired participant's name, then click on the **Yes** button.

Passing the host role to an attendee

Note: You may only pass the host role to participants joined into the online meeting. You may not pass the host role to an attendee joined using audio only.

Solution:

If you plan on resuming the host role later in the meeting, write down the host key listed in the info tab which can be used to reclaim the host role. You may also leave the session and rejoin to regain the host role.

To pass the host role to another participant:

Cisco Webex Meetings and Cisco Webex Training

- Method 1:
 1. In the *Participants* panel, right-click on the participant you would like to make host, then select **Change Role To > Host**.
- Method 2:
 1. In the *Participants* panel, select the participant you would like to make host.
 2. Go to the **Participant** menu, then select **Change Role To > Host**.