Webex meetings 101

There are a few things to consider when hosting and attending a video conference call:

1- Join early to troubleshoot potential Audio and Video issues.
   a. No matter how experienced you are in all video collaboration platforms, buy yourself some time, join early, test your microphone and speaker. Make sure you are ready before the start of the meeting. Some platforms require the download/installation of a browser extension or app.

2- Connecting audio
   a. There are a few ways to connect to a webex call via audio
      i. Connect using computer. This will leverage your computer’s microphone, speaker and camera if available. You can mute yourself, increase/decrease the volume.
      ii. Call in. Most conference calls have a call in number with an access code. You can use a land line, or a mobile, and call into the meeting. You do not need a computer to call into a meeting. You can use the computer just for the video, and dial in using a phone for the audio. You can also just use a phone for audio and not use a computer at all, but you will not have access to the video part of the meeting.
      iii. Call me. You can have Webex call you at a number you specify. This can be a mobile or land line. It is a pretty simple option, as you only need to enter the number you want to be called at.

3- Connecting video
   a. Video is optional. Even if your computer has a camera, you don’t have to turn it on. Most conferencing platforms allow you to enable/disable your camera before and during a video conference call. Audio will continue to work even if you disable your camera.

4- Video conferencing manners for all
   a. Mute yourself, unless you are talking
   b. Use the “raise hand option” if available if you have something to say and someone else is talking
   c. If you can’t hear someone speaking, let them know. Those speaking have no idea others on the call can’t hear them.
   d. Use the chat option to communicate during the call
      i. You may not have the option to talk, but you can still share your message, or questions, to the host, a specific attendee, or everyone on the call
      ii. It allows the host to go over comments, questions, and minimizes cross-talking
   e. Headsets significantly improve the audio. Depending on your setup, you might be very hard to hear, go in and out, and provide a lot of background noise.

5- Video conferencing manners for the host
   a. Take control of the meeting. Just like an in person meeting, this is your meeting. Own it.
      i. You decide who gets to talk, and when.
ii. Lay down ground rules
iii. Mute anyone who doesn’t have the floor, as it contributes to background noise
iv. In a large group, collect comments/questions via chat throughout the meeting. You can read out the questions/comments and address them to all
v. Keep an eye on body language. Although remote, people still express their emotions non-verbally.

For more detailed tips, please visit “Tips and Tricks for using Audio with Cisco Webex Meeting Suite”