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Cisco WebEx provides web conferencing features. It is a powerful tool that provides secure online audio or video conferences with internal and external participants. WebEx will allow you to set up scheduled conferences, where participants can be invited via e-mail and join by following a web link.

WebEx will allow you to:

- Collaborate with up to 100 users in a single meeting
- Share presentations, individual applications or your entire desktop.
- Pass control of the meeting to other participants
- Dial-in to the conference from any phone, or use a USB headset if at your computer
- Full support for Windows, Mac and Linux environments
- Record meetings for future reference

This guide provides instructions for WebEx meeting participants. It is split into the following sections:

1. How to join a WebEx meeting
2. How to use the main features of WebEx

**Note:** If you are going to organise (host) WebEx meetings you will need to set up a WebEx account. To find out how to do this, please see the WebEx Host guide.

**How to join a WebEx meeting**

There are a number of ways to join a WebEx meeting. A participant can:

- Join using their computer (using headset and optionally, webcam)
- Join using the telephone (for an audio conference)
- Join a live meeting (a live meeting is an instant/unplanned meeting)
HOW TO JOIN A WEBCONFERENCE AS A PARTICIPANT (VIA A COMPUTER)

You will receive an Outlook invite to a WebEx meeting. All the relevant information will be held in the Outlook meeting message.

1. From the meeting message, click on the link in the message body to join the meeting
2. Enter your name and email address in the relevant boxes:
3. Click ‘Join’

**Note:** If you are a member of staff with a WebEx account you will be taken to the WebLogin in page:
  a. click ‘Sign In’ and Enter your university credentials in the WebLogin page

**Note:** If you are a member of staff without a WebEx account, please enter your university email address and you will be taken to the WebEx main screen.

**Note:** If you are a guest (non-Lancaster account holder) to the meeting please enter your name and your email address.
4. Choose how to join the conference – either by phone or by computer
5. If you click, Call Using Computer, you can test the volume levels of the Speaker and Microphone (headset), click the relevant Test buttons
6. Click ‘OK’ to be joined into the meeting
7. You will then join the WebEx and see the main screen

**DOWNLOADING WebEx ON Mac**

If you are accessing WebEx from outside the university and using a Mac, we recommend that you use Safari as your browser.

**DOWNLOADING WebEx ON Windows**

**MY MICROPHONE ISN’T WORKING**

If, when you connect to the WebEx, you cannot hear or be heard, please try the following:

1. Ensure that your computer is not muted
2. Ensure that your microphone is plugged in
3. We recommend either using a headset or a USB speaker. It has been found that built-in microphones in the computer or webcams don’t always produce the best sound quality

If the above are all correct, then please try the following:

1. Click on ‘More’ under ‘Call using Computer’
2. Click ‘Test Computer Audio’
3. Make sure that the correct audio is connected for the speaker and microphone.
4. If the wrong audio is selected, click on the down arrow to reveal the list
   Note: WebEx will find all possible microphones, e.g. those that are built into
   webcams, etc

5. If the audio you want to use is not present in the list, try unplugging it and
   reconnecting it to see if WebEx will pick it up

**Note:** If you are unable to connect to the WebEx from your computer, it is recommended
that you phone in to the WebEx (see instructions below on how to do this)

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**MY WEBCAM ISN’T WORKING**

If, when you connect to the WebEx, you cannot see or be seen, please try the following:

1. Ensure that your webcam is turned on
2. Ensure that your webcam is plugged in

If the above does not work, then please try the following:
1. Click on the cog symbol in the participants window:

   ![Participants Window]

2. From the drop down menu, select your camera:

   ![Video Options]

3. Click ‘Ok’

   **Note:** If your camera does not appear in the list, try exiting WebEx, unplugging your camera and plugging back in and then relaunching WebEx.

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**HOW TO JOIN A WEBEX MEETING (VIA THE PHONE)**

You can join a WebEx meeting using a phone and be involved in an audio conference only, or you can ring in and use your computer to display the visual content of the meeting. This is
approach is particularly useful when holding a WebEx in a conference room with a number of people in the room.

1. From the meeting message, see the ‘Audio Connection’ section

Meeting to discuss cake
Host: Monica Geller

When it's time, join the meeting from here:
https://meet.lancs.ac.uk/orion/joinmeeting.do?MK=950722832

Access Information
Meeting Number:
999 722 832

Password:
This meeting does not require a password.

Audio Connection
+4415234510777(Lancaster UK)

Access Code:
999 722 832

Delivering the power of collaboration
The meet.lancs.ac.uk team

2. Dial the number from your phone
3. Enter the Access Code when prompted, press ‘#’
4. When asked for your Attendee number, press ‘#’
5. You will then be joined to the meeting
HOW TO JOIN A LIVE MEETING

A host can create an instant / unplanned meeting (Meet Now) and will send you an Outlook invite:

Hi Monica Geller,

Rachel Green is inviting you to this WebEx meeting, which is in progress:

Rachel Green's meeting
Host: Rachel Green

Join the meeting

When: Tuesday, 21 May 2013, 9:39 (1 hr), GMT Summer Time (London, GMT+01:00)
Access Information
Meeting Number: 998 392 298
Password:
(This meeting does not require a password.)
Audio Connection
+441524510777 (Lancaster UK)
Access Code: 998 392 298

Delivering the power of collaboration
The meet.lancs.ac.uk team

1. Click ‘Join the meeting’
2. Enter your name and email address
   
   **Note:** If you have a WebEx account you may also be asked to sign into WebLogin
3. Click ‘Join’
4. You will then be joined to the WebEx meeting

HOW TO START A VIDEO CONFERENCE IN WebEx

To start a video conference you will need a webcam connected to your computer.

1. In the WebEx meeting space, press the video icon next to your name:
There are two main sections to the WebEx main screen:

- the main screen – for managing the conference settings
- the participants list – showing the current attendees of the meeting
HOW TO ANNOTATE SHARED CONTENT DURING A WEBEX

When sharing a document during a WebEx, you and other participants can annotate the document using the whiteboard tools.

To request to annotate

1. From the bar at the top of the screen, press the ‘Annotate’ button:

2. The following box will appear:

3. Click ‘Yes’ to continue
4. Once the presenter has accepted your request, the following tool bar will appear on your screen:

   A. **Pointer**: Allows you to point at sections of the document, using an arrow with your name in it:
B. **Text:** Allows you to write on a document

C. **Line:** Allows you to draw a line

D. **Rectangle:** Allows you to draw rectangles

E. **Pen:** Allows you to draw free hand

F. **Annotation colour:** Allows you to change the colour of the annotation

G. **Rubber:** Allows you to remove your annotations

H. **Save:** Save your annotations

I. **Zoom:** Allows you to zoom in on a section

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**REQUEST TO CONTROL THE PRESENTERS SCREEN**

During a screen share, you can request to take control of the presenters screen.

1. From the top bar, press the down arrow button
2. Select ‘Ask to Control’
3. The following box will appear:

   ![Confirm Your Request](image)

   **You are about to ask Rachel Green for remote control.**
   **Do you want to continue?**

4. Press ‘Yes’ to continue
5. Wait for the presenter to accept your request
6. Press ‘Take Control’ in the box that appears

**Note:** To stop control, press the down arrow from the top bar and select ‘Stop Controlling’.

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**HOW TO BECOME THE PRESENTER FOR A WebEx**

To request to become the presenter of a WebEx meeting you will need to either verbally ask or send a message to the presenter. The presenter can then pass the role to you.

**Note:** If you are the first person to join the meeting you will automatically be the presenter. Once the host of the meeting joins, they can take the presenter role from you.

As the presenter you can share your screen / application.
HOW TO SHARE YOUR SCREEN DURING A WEBEX

If you are the presenter of the WebEx you can share your screen, a file or an application with everyone else in the WebEx meeting.

1. Press the ‘Share’ button in the centre of the main WebEx screen (or select the down pointing arrow if you wish to select an alternative option – such as share an application or desktop):

2. A bar will appear at the top of your screen:

To stop sharing your screen, press the ‘STOP SHARING’ button.

**Note:** If you have more than one screen, you will see the option to select which screen you wish to share:

HOW TO SHARE AN APPLICATION DURING A WEBEX

This is the recommended way to share information with participants, as it only shares the one application and stops sensitive information (that may be on your screen) being shared by accident.

1. Press the down pointing arrow to the right of the Share button
2. Select ‘Share Application’
3. Select the application you wish to share
4. The tool bar will appear at the top of the screen
Note: If you open another application during the share, it will not show up to the other participants, but will give you the option to share it:

**HOW TO SEND AN INSTANT MESSAGE DURING A WebEx**

During a WebEx you can send an instant message to the entire list of participants, or select a specific participant. The chat functionality is found below the participant list at the right hand side of the screen.

To send a message:

1. Select, from the Send to drop down, who you wish to send a message to
2. Type the message into the text box
3. Click ‘Send’
HOW TO MAKE PERSONAL NOTES DURING A WebEx MEETING

Your notes are private to you and cannot be seen by other participants.

1. From the tool bar at the top of the participants list, press the ‘Notes’ tab:

2. This will produce a ‘Notes’ section at the bottom of the page
3. Type in the notes section as required

HOW TO MUTE YOURSELF DURING A WebEx

During a WebEx you may find it useful to mute yourself if you are not talking, to avoid background noise.

To mute yourself, simply press the microphone symbol next to your name.

HOW TO LEAVE A WebEx MEETING

1. To leave a WebEx meeting, press the ‘Leave Meeting’ button in the bottom right hand corner of the screen:

2. You will see the following message:

3. Click ‘Leave Meeting’
Useful Links

There are a number of sources of support for the Unified Communications service to help you get the most out of your new phone, Jabber, WebEx and UC features.

**LANCASTER ANSWERS**

Lancaster Answers contains a large number of step-by-step guides which explain the functionality of WebEx in more detail.

[http://lancasteranswers.lancs.ac.uk](http://lancasteranswers.lancs.ac.uk)

**ISS SERVICE DESK**

For help and support, please contact the ISS Service Desk on:

- **Phone**: 015245 10987
- **Email**: iss-service-desk@lancaster.ac.uk
- **In person**: Learning Zone in Alexandra Square

**UNIFIED COMMUNICATIONS GUIDES AND SHORT VIDEOS**

Short step by step guides and videos are available online at:

[http://www.lancaster.ac.uk/iss/training/materials](http://www.lancaster.ac.uk/iss/training/materials)