User Guide for Cisco Webex Meetings Server Release 4.0

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Licensing Information

Licensing Information

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

- End-User License Agreement

- Supplemental End-User License Agreement

CONTENTS

CHAPTER 1

Overview of Cisco Webex Meetings

Feature Highlights

With Cisco Webex Meetings, you can collaborate more efficiently with your contacts and colleagues. Here are some highlights of what you can do:

- Host meetings in your dedicated Personal Room.

- 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.

- Schedule, start, and join meetings from Microsoft Outlook using the Cisco Webex Meetings desktop app, without signing in to your Webex site.

    To download the Cisco Webex Meetings desktop app, sign in to your Webex site and select **Downloads**.

    To ensure the best possible meetings experience, download the latest release of Java software for your favorite web browser. For further assistance, contact your administrator.

- To download the Cisco Webex Meetings mobile app, visit the App Store for iOS or the Google Play Store or Amazon Appstore for Android.

Attention Cisco Webex Meetings Server supports all Webex Meetings mobile app features, unless otherwise noted. For information about Webex Meetings mobile app features, see Explore the Webex Meetings Mobile App for iOS and Android.

For more information about the mobile app, see Cisco Webex Meetings Mobile App Resources.

- When you are away from your computer, you can schedule, start, and join meetings on your Apple or Android mobile device.

- Join PCN and Blast Dial meetings at the touch of a button using your Apple or Android mobile device. Optionally, you can join a web conference.

Note You must enable cookies in your browser. You cannot sign in to your Webex site if your browser settings don't allow cookies.

Modern View and Classic View

You can use your Webex site in Modern View or Classic View. Modern View, which provides you with a personal dashboard, is the default view. You can start Webex Personal Room meetings, join upcoming meetings, and schedule new meetings.

Modern View

To switch to Classic View from Modern View, select **Classic View** next to your name, at the top of the page.

Classic View

To switch to Modern View from Classic View, select **Modern View** next to your name, at the top of the page.

Video-Centric Experience for Meetings

We've made your meetings more engaging by maximizing the space for video collaboration. Meet face-to-face and see colleagues' expressions as if you're sitting at the same table.

Figure 1: Video Centric Layout
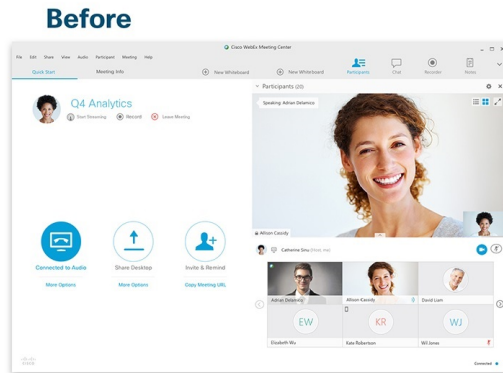
We've maximized real estate for video meetings, added new layouts, and simplified your meeting controls.
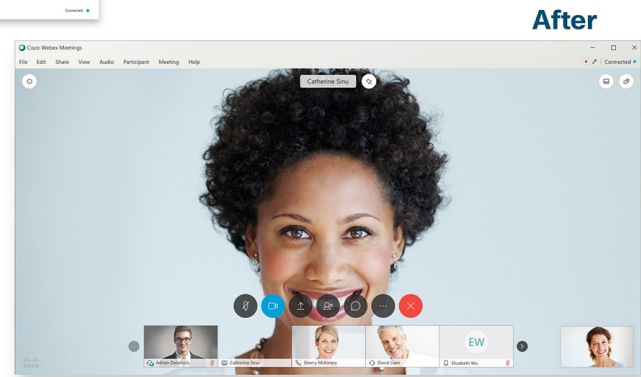
You also have more control of who and what you see using new video and video + sharing layouts. Lock focus on one person, keep content and video views side-by-side, or move panels to another monitor. Choose what works best for you.

Figure 2: Video Layouts

Figure 3: Share Content
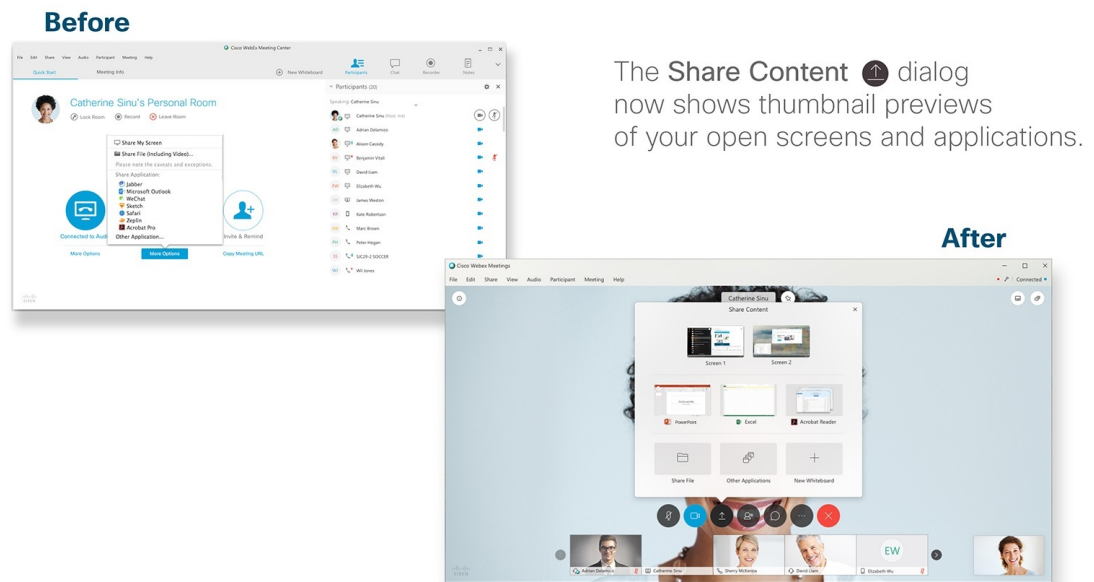
Figure 4: Video + Share Content
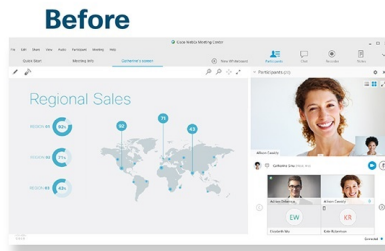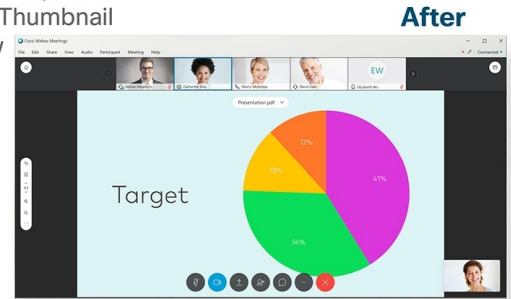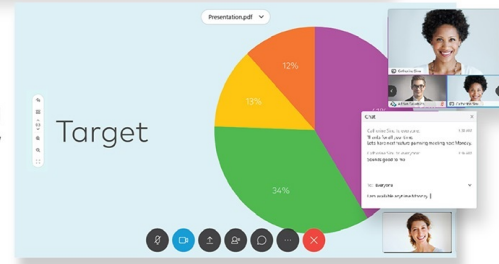
We've also centralized the essential meeting controls, like Mute, Share, or Record. The controls hide when you're not using them. Just move your cursor to make them reappear.

Figure 5: Meeting Controls
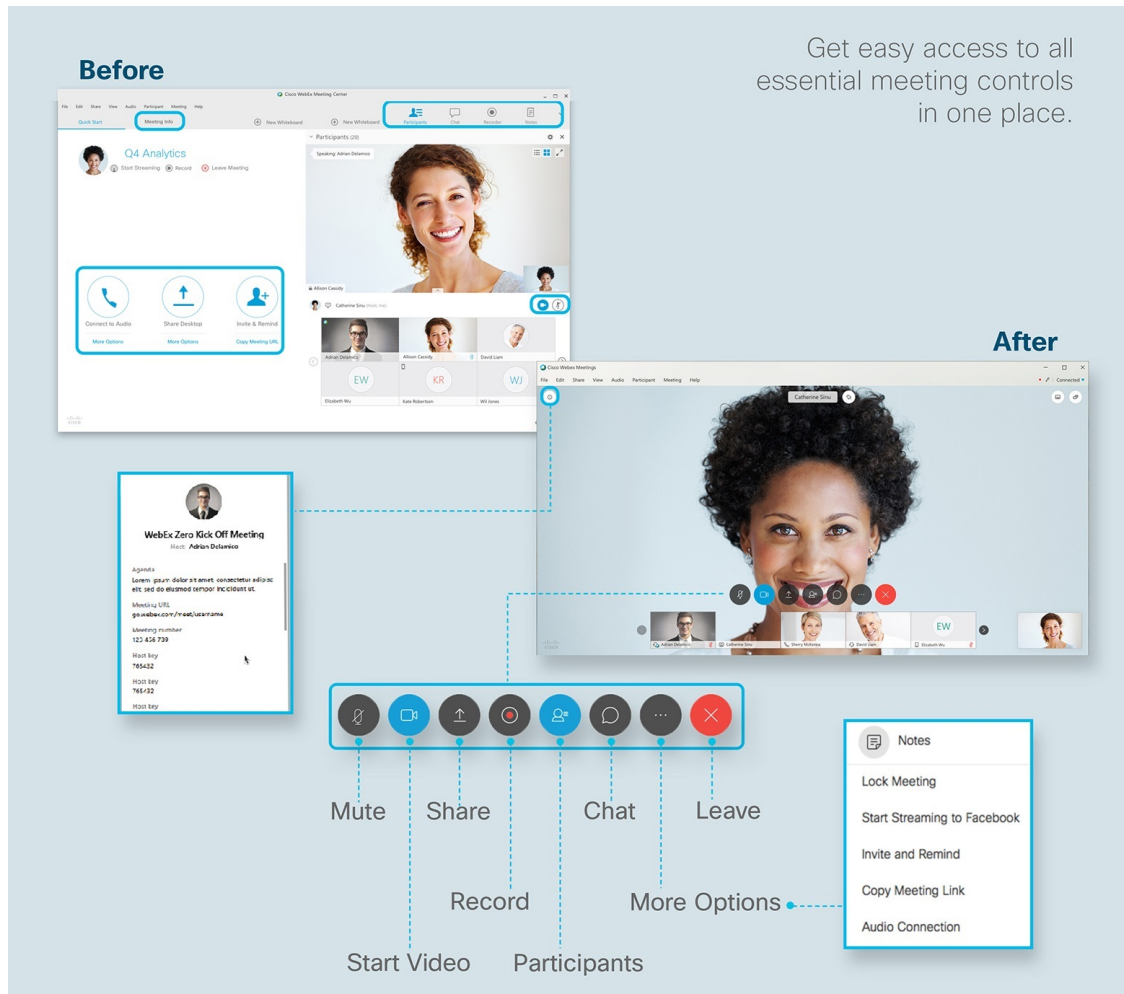
Account Types

You can have one of the following account types on Cisco Webex Meetings Server:

- **Attendee Only:** You can attend meetings, but not start or host meetings. Because this account does not have host privileges, you cannot be an alternate host.

- **Host:** You can schedule, start, and host meetings. You can also be an alternate host for another host's meeting.

Request a Host Account

If you need host privileges so that you can schedule and host meetings, you can send a request to the system administrator.

Procedure

Step 1 Sign in to your Webex site, and then select **Classic View**.

Note If you have sign-in issues, ensure 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 Go to the **Meeting Host Privileges** section.

Step 4 Select the **Send a Request** link.

You will receive an email notification that the system has received your request. You will get another email after processing for your request is complete.

Set 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, and then select **Classic View**.

Note If you have sign-in issues, ensure 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 requires attendees to enter this password whenever they join your instant meetings.

Step 5 Select **Update**.

Edit Your Profile

Do you prefer to use the short form of your name, or maybe your middle name? No problem, you can change how your name appears in your profile. You can also personalize your profile by adding a profile picture.

My Webex Profile

Giacomo Edwards

Edit My Profile

Giacomo

giacomo@example.com

Procedure

Step 1	Sign in to your Webex site and mouse-over the down arrow beside your name.
	Tip If you use Classic View, select **My Account**.
Step 2	From the list, select **My Profile**.
Step 3	To change only your profile picture, mouse-over it and select **Change**, then select **Upload Picture**.
Step 4	To edit your profile, select **Edit My Profile**.
Step 5	On the **Edit My Webex Profile** page, enter your **First name** and **Last name** as you want them to appear.
	Tip You can also change your profile picture on this page. Select **Change profile picture** and upload a new image.
Step 6	Select **Save**.

Change Your Avatar in Classic View

By default, an image with your initials appears on your **My Account** page and in the Meeting Client. If your administrator enabled this feature, you can change your avatar (profile picture).

Procedure

Step 1   Sign in to your Webex site, and then select **Classic View**.

> **Note**   If you have sign-in issues, ensure 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   Click the **Upload** link.

If you want to remove an avatar without uploading a new image, click the **Remove** link. Your avatar changes back to the default image with your initials.

Step 4   Browse to, and then select the image file that you want to use as your avatar.

The supported file types are PNG, JPG, JPEG, and GIF. The minimum dimensions are 160 by 160 pixels and the maximum file size is 5 MB.

> **Note**   If you upload an animated GIF file, the system displays only the first frame.

Step 5   (Optional) Use the **Zoom** buttons to zoom in or out, and use the mouse to reposition the image.

Step 6   Click **Upload** to finish updating your avatar.

Select Your Audio and Meet Now Options

Webex Audio Settings

Before you schedule or start your first meeting, sign in to your Webex site and configure your audio settings. These settings determine the default options for all your scheduled meetings. You can change your default settings when you schedule a meeting.

> **Tip** Classic View—Go to **My Account** > **My Audio Connection Options**.
>
> Modern View—Go to **Preferences** > **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 you can dial in.

- **Computer**—You can use a headset to join the audio portion of the meeting.

After they join the conference, participants can switch between audio modes with little or no listening interruption. In a mixed-mode conference, where some participants use the phone and others use the computer, all participants can speak.

Your role in an audio conference determines which audio management tasks you can perform.

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. • Mute or unmute your microphone. • Edit or update phone numbers in your user profile.

Audio and Video Connection Type

When you start or join a meeting that uses Webex Audio, you can choose your connection method when the **Audio and Video Connection** dialog box opens. For more information, see Connect to Audio and Video in Cisco Webex Meetings.

Note   Cisco Webex Meetings Server does not support the **Call My Video System** option.

Change the Enter and Exit Tones for Your Meetings

Note   You must have a Host account to set options for meetings.

Procedure

Step 1   Sign in to your Webex site, and then select **Preferences**.

If you're using **Classic View**, select **My Account**.

Note   If you have sign-in issues, ensure that your browser settings allow cookies. You cannot sign in to Cisco Webex if your browser does not accept cookies.

Step 2   On the **Preferences** page, select **Audio**.

Step 3   From the **Entry and exit tone** menu, choose from the following options:

- **Beep**

- **Announce Name**

- **No Tone**

Step 4   Select **Save**.

Note   Select **Save** before you leave the **Audio Connection** page. Otherwise, the system doesn't save your changes.

Personal Conferencing

Note   You must have a Host account to host Personal Conference meetings.

With Personal Conferencing audio connection mode, meeting hosts can quickly start the audio portion of a Cisco Webex meeting. 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 to collaborate on an idea. Personal Conference meetings do not require advanced scheduling. Generated access codes do not change.

Personal Conference meetings are available, only if your site supports Personal Conferencing. Before you can have a Personal Conference meeting, you must 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. 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 scheduled the meeting, the email invitation that invitees receive includes the call-in numbers.

- **Computer**—Use a computer with a headset connected, to join the audio portion of a Personal Conference meeting. When multiple participants plan to dial in to a meeting using a computer, we recommend that the meeting host schedule the meeting in advance. Participants start and join the online portion of the scheduled Personal Conference meeting by selecting the meeting link in their email invitation. After the host and participants connect to the meeting, the **Audio Conference** dialog box opens and they can 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 a phone 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 their host access code and host PIN to start or join a meeting.
	Use the phone keypad functions: • *5 lock and unlock a meeting. • *6 mute or unmute self. • *7 send a notification email to an invitee. **Note** The system sends only one notification 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. • Record the meeting.
Invitee	Dial a call-in number and enter the participant access code to join a meeting.
	Use the phone keypad functions: • *6 to mute or unmute self. • *# to play the participant count. • ** for 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. • Pass the host role to another meeting participant.

Note   Your System Administrator can enable the **Voice connection using computer** option. When enabled, this option disables keypad shortcuts for audio, when the web portion of a Personal Conference meeting starts.

Create Your Personal Conference Account

Note   You must have a Host account. Personal Conferencing is available only if the site Administrator enabled the feature.

To schedule or start Personal Conference meetings, create your host PIN and at least one Personal Conference account. For each account, the system 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.

Procedure

Step 1   Sign in to your Webex site, and then select **Preferences**.

If you're using **Classic View**, select **My Account**.

Step 2   On the **Meetings** page, select **Audio**.

Step 3   Enter a 4-digit **Host PIN** and then select **Generate an account**.

The system creates and displays the host and attendee access codes for the new account. The access codes remain the same until you regenerate the codes or delete the account.

Note   You use the same host PIN for all accounts.

Step 4   (Optional) To create another account select **Generate an account**.

You can create up to three accounts.

Note   While a Personal Conference meeting is in progress, you can't add a new account.

Dial in to a Personal Conference Meeting

The meeting host and participants dial the same call-in number and enter their host or participant access code.

Note   For a Personal Conference meeting, always enter your access code if you receive a prompt to enter your access code or meeting number.

Before you begin

- Your System Administrator must have enabled Personal Conferencing for your site.

- You must have a valid host PIN and at least one Personal Conference account.

Procedure

Step 1 Sign in to your Webex site, and then select **Preferences**.

If you're using **Classic View**, select **My Account**.

Step 2 Select **Audio**.

Your Host PIN, and the host and participant access codes for each of your personal conferencing accounts appear.

Step 3 Provide the call-in number and participant access code to meeting participants.

Step 4 Dial the call-in number.

Step 5 If you're the host, enter your host access code and PIN; if you're a participant, enter your participant access code.

Participants remain on hold until after the host dials the call-in number and enters the host access code and PIN. After the host connects to the meeting, waiting participants automatically connect to the audio portion of the meeting.

What to do next

If you are the meeting host, you can perform the following tasks:

- Start the online portion of the meeting to share information that meeting participants can view on their desktops. You can start the meeting from the email invitation by selecting the meeting link, or by selecting **Start** from the **Meetings** page.

- Press *8 on the phone before hanging up to allow meeting participants to continue the meeting without a host.

  If you simply hang up (without pressing *8 first) meeting participants can continue the meeting for five minutes, after which, the meeting ends.

Anyone can leave the meeting by hanging up their phone or ending the call.

Regenerate Access Codes

For security purposes, you can regenerate access codes.

Important Regenerating access codes, invalidates the access codes for upcoming Personal Conference meetings. See What to do Next .

Before you begin

You must have a Host account to host Personal Conference meetings and to regenerate access codes.

Procedure

Step 1   Sign in to your Webex site, and then select **Preferences**.

If you're using **Classic View**, select **My Account**.

Step 2   Select **Audio**.

The host and participant access codes for each of your personal conferencing accounts appear.

Step 3   Select **Change** to regenerate access codes for an account.

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

What to do next

- Send 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.

Delete a Personal Conference Account

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

Procedure

Step 1   Sign in to your Webex site and select **Preferences**.

If you're using **Classic View**, select **My Account**.

Step 2   Select **Audio**.

The host and participant access codes for each of your personal conferencing accounts appear.

Step 3   Select **Delete** for the account that you want to remove.

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.

Use the Webex Meetings Desktop App

Install the Cisco Webex Meetings Desktop App—Classic View

Use the Cisco Webex Meetings desktop app to easily start and join your meetings. With the Cisco Webex Meetings desktop app, you can also add integrations to join meetings from other apps and to detect nearby video devices.

Before you begin

If you have a previous version of the Cisco Webex Meetings desktop app, uninstall that version before you install the new version.

Close web browsers and applications, such as Microsoft Outlook.

Procedure

Step 1 Sign in to your Webex site (Classic View).

Step 2 Select **Download**.

Step 3 Choose your operating system from the drop-down menu, and then select **Download**.

Windows: The `webexapp.msi` file downloads.

Mac: The `webexapp.dmg` file downloads.

Step 4 Run the installation file and follow the instructions.

The Webex Meetings desktop app opens, after the installation is complete.

Step 5 Enter your Webex email address and select **Next**.

Step 6 Enter the URL for your Webex site and select **Next**.

After you successfully sign in to your Webex site, the Webex Meetings desktop app remembers the URL. If you also sign in to cloud sites, you can select the URL for the Webex site that you want to use for meetings.

Step 7 Enter your Webex password, and then select **Log in**.

Install the Cisco Webex Meetings Desktop App—Modern View

Use the Cisco Webex Meetings desktop app to easily start and join your meetings. With the Cisco Webex Meetings desktop app, you can also add integrations to join meetings from other apps and to detect nearby video devices.

Before you begin

If you have a previous version of the Cisco Webex Meetings desktop app, uninstall that version before you install the new version.

Close web browsers and applications, such as Microsoft Outlook.

Procedure

Step 1 Sign in to your Webex site (Modern View).

Step 2 Select **Download** from the navigation menu.

Step 3 Select **Download** for your operating system, and then select **Save File**.

Step 4 Choose the location, to which you want to save the file, and then select **Save**.

Windows—The `webexapp.msi` file downloads.

Mac—The `webexapp.dmg` file downloads.

Step 5 Run the installation file and follow the instructions.

The Webex Meetings desktop app opens, after the installation is complete.

Step 6 Enter your Webex email address and select **Next**.

Step 7 Enter the URL for your Webex site and select **Next**.

After you successfully sign in to your Webex site, the Webex Meetings desktop app remembers the URL. If you also sign in to cloud sites, you can select the URL for the Webex site that you want to use for meetings.

Step 8 Enter your Webex password, and then select **Log in**.

Set up the Cisco Webex Meetings Desktop App—Mac

Procedure

Step 1   On the app menu, select **Cisco Webex Meetings**.

Step 2   From the drop-down menu, select **Preferences**.

Step 3   In the navigation pane, select a category.

The Webex Meetings desktop app organizes your preferences into the following categories:

- **General**—Enable your app to appear on top of other windows and to open when you turn on your computer.

- **Account**—Verify your username, Webex site URL, and the email address that you use in the app.

- **Meetings**—Choose your calendar and Meet Now settings.

- **Notifications**—Enable notifications for your meetings and choose when you receive them.

- **Video Devices**—Enable auto detect, to pair with nearby devices.

Step 4   Repeat Step 3 for each category that you want to change.

Step 5   To save your changes, select **Save**.

Set up the Cisco Webex Meetings Desktop App—Windows

Procedure

Step 1   In the top right corner of the **Cisco Webex Meetings** desktop app, select icon.

Step 2   From the drop-down menu, select **Preferences**.

Step 3   In the navigation pane, select a category.

The Webex Meetings desktop app organizes your preferences into the following categories:

- **General**—Enable your app to appear on top of other windows and to open when you turn on your computer.

- **Account**—Verify your username, Webex site URL, and the email address that you use in the app.

- **Meetings**—Choose your calendar and Meet Now settings.

- **Notifications**—Enable notifications for your meetings and choose when you receive them.

- **Video Devices**—Enable auto detect, to pair with nearby devices.

Step 4 Repeat Step 3 for each category that you want to change.

Step 5 To save your changes, select **Save**.

View Your Meeting List

You can easily check your upcoming meetings with the Webex Meetings desktop app.

Procedure

Step 1 Open the Webex Meetings desktop app.

Your list of meetings for the day appears in the **Upcoming Meetings** section.

Step 2 (Optional) To see your meetings list for another day, select ▦, and then choose another date.

Start a Meeting

Procedure

Step 1 Open the **Cisco Webex Meetings** desktop app.

Step 2 Start your meeting.

- Select Start a Meeting to start an unscheduled meeting.

  If your system administrator enabled the feature, the meeting starts in your Personal Meeting Room.

- Select **Start** to start a previously scheduled meeting that you're hosting.

Note The **Start** button appears up to 15 minutes before your scheduled meetings.

You can change this setting by going to **Preferences** > **Notification**. You can choose to have the **Start** button appear 5, 10, or 15 minutes before your scheduled meetings.

Join a Meeting

Procedure

Step 1   Sign in to the Webex Meetings desktop app.

Step 2   In the **Join a Meeting** field, enter the meeting details.

You can enter any of the following meeting details:

- Meeting number
- Meeting link
- Video address
- Host's Personal Room ID

Note   You can find a host's Personal Room host ID in their Personal Room link. For example, if the Personal Room link is example.webex.com/meet/**jparker**, the host's Personal Room ID is **jparker**.

In the **Upcoming Meetings** list, you can also select the **Join** button for a meeting.
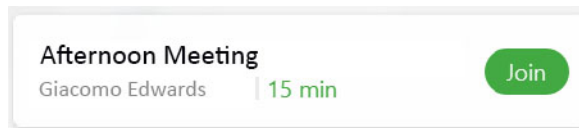
Note   The **Join** button appears up to 15 minutes before a scheduled meeting, depending on your meeting notifications preferences.

Share Your Screen with a Video Device

Use the **Connect to a device** option to share your screen wirelessly with an on-premises video device.

Procedure

Step 1   Select   **Connect to a device**, and then choose the video device you want to use.
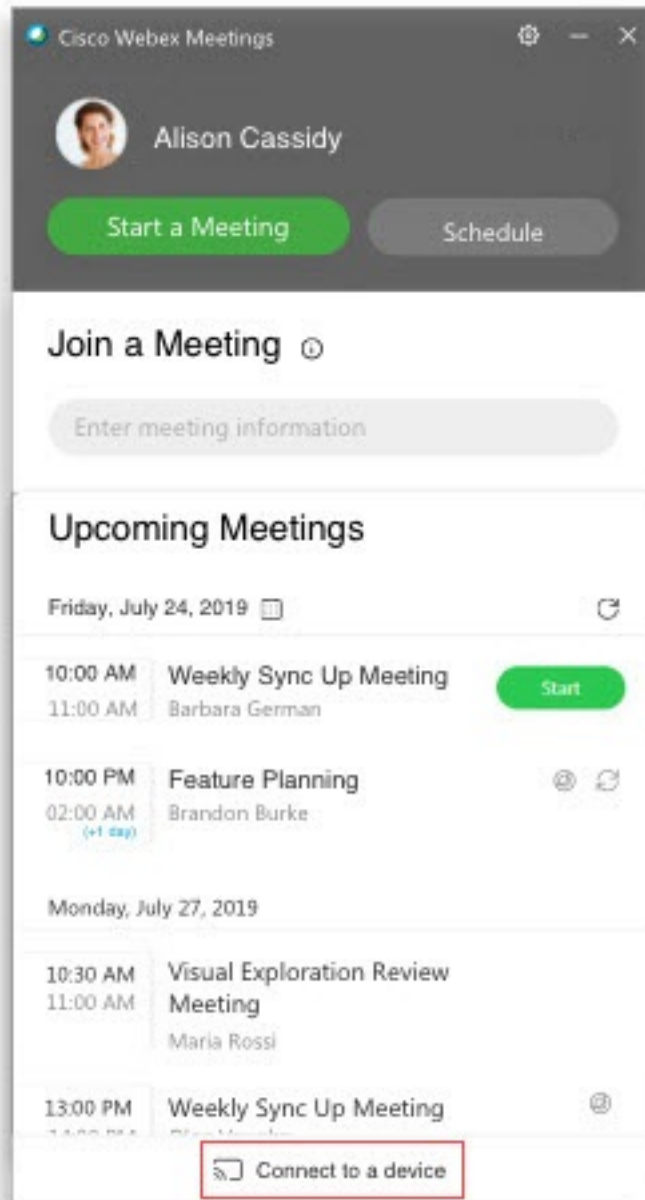
Step 2   Select **Share on Device**.
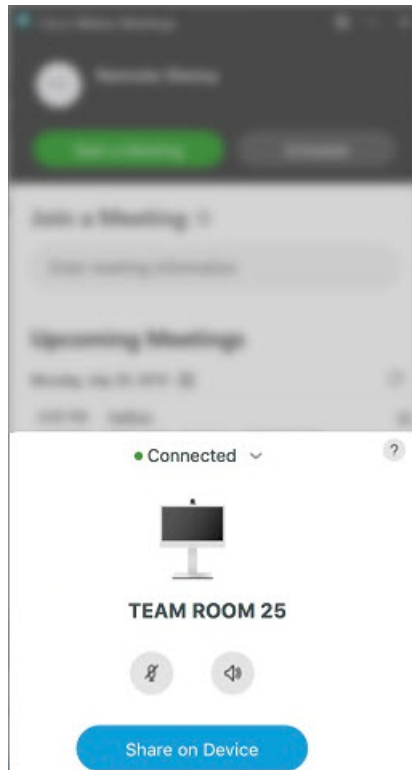
Tip   If you're connected to an on-premises video device, you can share content on the device, even when you're not in a meeting.

Step 3   Select the content that you want to share.

Microsoft Outlook for Windows Integration

Attention   Microsoft Outlook integration applies only to Microsoft Outlook for Windows.

The integration to Microsoft Outlook is part of the **Cisco Webex Meetings** desktop app, and gives you an easy way to schedule, start, and join meetings from Microsoft Outlook.

Your site administrator may have installed the **Cisco Webex Meetings** desktop app for you. If not, you can download it from your Webex site. See Install and Set Up the Cisco Webex Meetings Desktop App.

Meeting invitees aren't required to use Outlook to join meetings that you schedule in Outlook.

Schedule a Meeting in Microsoft Outlook Using the Webex Meetings Desktop App

Schedule a Meeting

Not all the features available for scheduling meetings on your Webex site are available in the **Cisco Webex Meetings** desktop app. The integration to Microsoft Outlook does not support all the recurrence options that are available in Microsoft Outlook.

In any meeting invitations that you send from Microsoft Outlook, the meeting start time appears in the time zone that is set on your computer. Therefore, the meeting start time may not match the time zone preferences that you set on your Webex site.

Procedure

Step 1 From the **Home** ribbon in Microsoft Outlook, select **Schedule Meeting**.

Step 2 In the drop-down list, choose from the following:

- **Schedule Webex Meeting**—Webex meetings are the standard meeting choice.
- **Schedule Personal Conference Meeting**—A Personal Conference meeting is an audio-only meeting that's similar to a conference call. This meeting type can be escalated to a standard scheduled meeting, if needed.

Step 3 Select **To** and choose who you want to invite to your meeting.

Step 4 Add a **Subject** and **Location**.

Step 5 Choose the **Start time** and **End time** for your meeting.

This includes the date, time, and duration of the meeting.

Step 6 Enter any other necessary information in the email invitation and select **Send**.

Edit a Scheduled Meeting

Once you schedule a meeting using the integration to Microsoft Outlook, you can use Microsoft Outlook to edit it at any time. You can change the start time, specify a new password, choose a different audio connection option, and more.

When you edit a scheduled meeting an updated email invitation is sent to the invitees and the meeting information on your Webex site is updated.

Procedure

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

Step 2 Change any of the following settings:

- **Change Settings**–Change your Webex meeting settings.
- **Recurrence**–Add or change a recurrence pattern.
- To edit the text in your email invitation, type in the **Appointment** window.

Step 3   Select **Send Update**.

Cancel a Scheduled Meeting

If you schedule a meeting using the integration to Microsoft Outlook, you can cancel the meeting in Microsoft Outlook at any time.

Note
- If you cancel a Webex meeting using your Webex site, your changes will not show in Microsoft Outlook.

- If you cancel a single occurrence of a recurring Webex meeting using Microsoft Outlook, the changes also show on your Webex site.

Procedure

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

Step 2   Select **Cancel Meeting**.

Step 3   Select **Yes** in the confirmation message.

Step 4   Select **Send Cancellation**.

Recurrence Pattern Limitations

The following tables show the differences between Webex and Microsoft Outlook.

Table 1: Webex Meetings

Type	Microsoft Outlook Option	Converted to Webex Meeting O
Weekly	Every [X] weeks on: [Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday]	Every week on: [Sunday, Monda
Monthly	The [first, second, third, fourth, last] day not supported of every month	Not supported
	The [first, second, third, fourth, last] weekday or weekend day	Not supported
Yearly	[first, second, third, fourth, last] [day, weekday, weekend day] of [January....December]	Not supported.

Table 2: Webex Personal Conference Meetings

Type	Microsoft Outlook Option	Converted to Webex Personal C
Monthly	Day [X] of every [y] month	Day [X] of every [y] month
	The [first, second, third, fourth, last] weekday or weekend day	Not supported

Type	Microsoft Outlook Option	Converted to Webex Personal Conf
Yearly	Every [January....December] [1,....31]	Not supported
	[first, second, third, fourth, last] [day, weekday, weekend day] of [January....December]	Not supported
	[first, second, third, fourth, last] [Sunday, Not supported. Monday, Tuesday, Wednesday, Thursday, Friday, Saturday] of [January....December]	Not supported
End date	No end date.	Not supported
	End after [x] occurrences.	Not supported
	End by [date input]	Not supported

Start a Meeting in Microsoft Outlook

You can start Cisco Webex meetings that you host, directly from Microsoft Outlook. Starting meetings from Outlook can be faster because you don't have to sign in to your Webex site.

Start a Scheduled Webex Meeting

Procedure

Step 1 From Microsoft Outlook, go to your calendar, and open your meeting invitation.

Step 2 Select **Join Webex Meeting**.

Start a Personal Conference Meeting

Procedure

Step 1 From Microsoft Outlook, go to your calendar, and open the meeting item.

Step 2 Dial the number provided.

Step 3 Follow the voice prompts and enter your host access code. If prompted, enter your PIN.

Start an Instant Meeting

Procedure

From Microsoft Outlook, on your toolbar, select **Meet Now**.

| Note | If your administrator enabled Personal Rooms for your site, your instant meetings start in your Personal Room. These meetings don't appear in the **Upcoming Meetings** list for you or for invitees. |

Update the Webex Meetings Desktop App

You can update your Webex Meetings desktop app to ensure that you have the newest features and fixes.

Procedure

Step 1	Go to Settings.
	• **Windows:** Select .
	• **Mac:** On the app menu, select **Cisco Webex Meetings**.
Step 2	In the drop-down list, select **Check for Updates**.
Step 3	Follow the installation prompts.

CHAPTER 4

Use the Cisco Webex Meetings Desktop App as a Guest

Join a Cisco Webex Meeting for the First Time as a Guest

Windows

1. When it's time to join the meeting, open your email invitation and select **Join the Meeting**.

2. Enter your name and email address, and then select **Join Meeting**.

   The Cisco Webex Meetings desktop app installer downloads.

3. Double-click the executable (`.exe`) file to join your meeting.

4. **Accept** the Terms of Service and Privacy Statement.

The Webex meeting window loads and the **Audio and Video Connection** dialog box appears.

5. Connect your audio and video so other attendees can hear and see you.

6. When you want to leave the meeting, select **Leave** ⊗ in the meeting controls, and then select **Leave Meeting**.

The Cisco Webex Meetings desktop app installs and opens on your desktop.
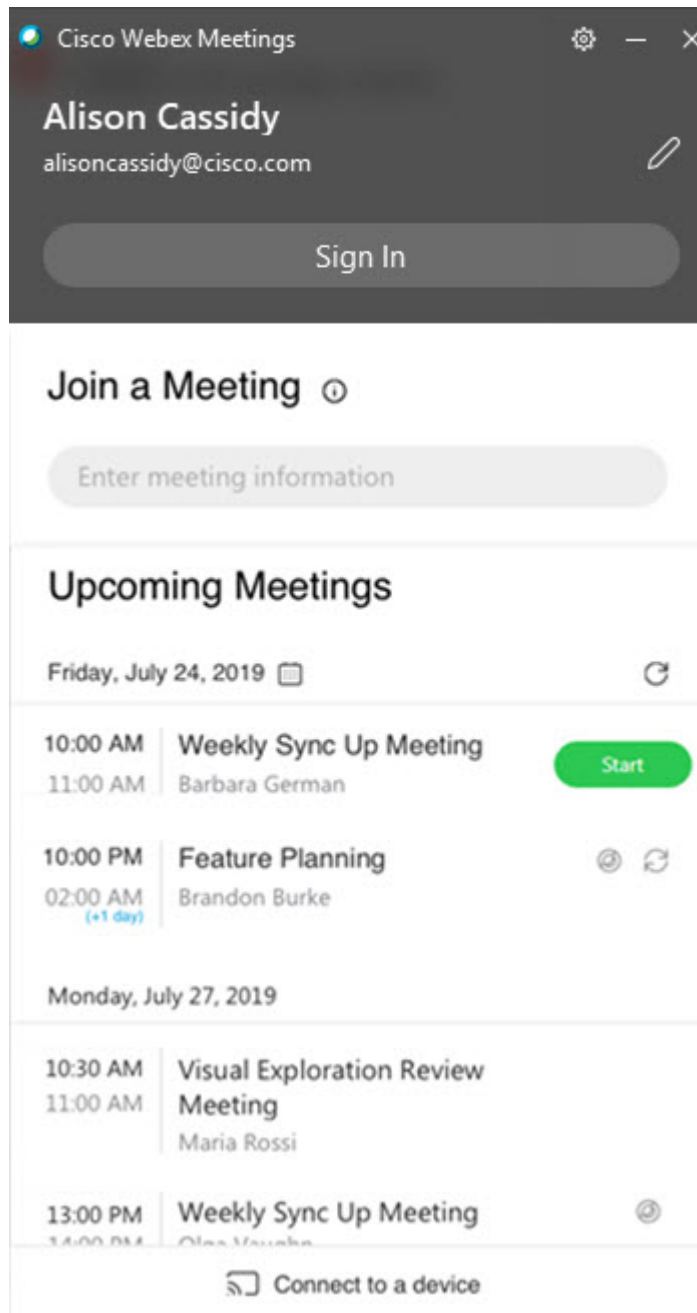
The app installs only if you don't already have the Cisco Webex Meetings desktop app or Cisco Webex Productivity Tools installed.

You can use the Cisco Webex Meetings desktop app to join the next Webex meeting that you're invited to. For more information, see Use the Cisco Webex Meetings Desktop App as a Guest.

Mac

1. Open your email invitations and select the **Join** link when it's time to join the meeting.

2. Enter your name and email address, and then select **Join Meeting**.

   Select the **Join Meeting** list for more ways to join your meeting.

3. The Webex meeting window opens in a new browser window and the **Audio and Video Connection** dialog box appears. Connect your audio and video so other attendees can hear and see you.

4. When you want to leave the meeting, select ⊗ in the meeting controls, and then select **Leave Meeting**.

Use the Cisco Webex Meetings Desktop App as a Guest

The Cisco Webex Meetings desktop app allows you to join a Webex meeting as a guest, without signing in to the app.

Procedure

Step 1   Open the Cisco Webex Meeting desktop app and click **Use as guest**.
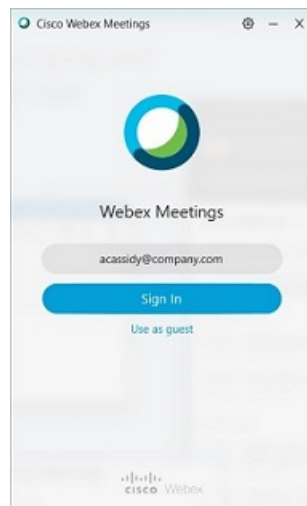
Step 2   If required, enter your name and email address, and then click **Continue**.
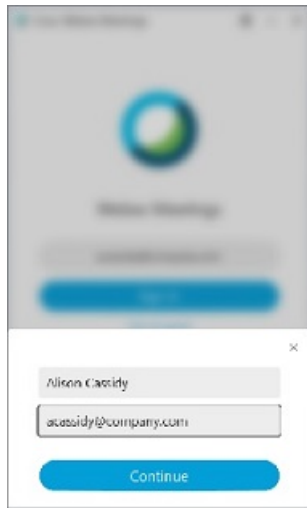
Windows: If you use Microsoft Outlook as your calendar and are signed in to your Microsoft account, the **Upcoming Meetings** list shows meetings that are scheduled in your Outlook calendar.
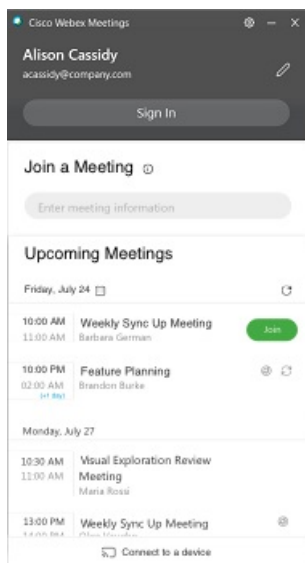
Mac: The first time that you use the desktop app, click **Import Outlook Meetings**, and then sign in to your Microsoft account to add your meetings to the desktop app.

Step 3   To join a meeting, do one of the following:

- In the **Join a Meeting** field, paste the meeting URL and then click **Join**.
- Click the **Join** button next the meeting name in the **Upcoming Meetings** list.
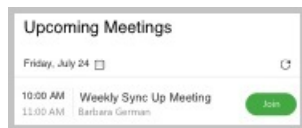
The **Join** button appears just before the meeting is scheduled to start.

Step 4   Connect your audio and video so that other attendees can hear and see you.

Step 5   To join the meeting using a nearby video device; select **Connect to a device** and then select the device.

C H A P T E R 5

Your Webex Personal Room

- Personal Room Benefits, on page 37
- Edit Your Personal Room Settings, on page 37

Personal Room Benefits

Your Webex Personal Room is your own virtual conference space that you can use for meetings at any time. Your Personal Room is always available; you don't have to book it, and you always know where to find it.

If you have back-to-back meetings, or need privacy in your Personal Room, you can lock it. When you lock your Personal Room, no one can enter it until you unlock it or admit them. If you don't lock your Personal Room, anyone who has your Personal Room URL can enter at any time.

If your administrator enables Personal Rooms for your site, all of your instant meetings start in your Personal Room. You can still start Meet Now instant meetings from your Webex site, in Classic View.

Attention   Because Personal Room meetings don't require scheduling, they don't appear in the **Upcoming Meetings** list for you, or for invitees.

Edit Your Personal Room Settings

Note   Personal Room settings are available only in Modern View.

Procedure

Step 1   Sign in to your Webex site and go to **Preferences** > **My Personal Room**.

Step 2   (Optional) Edit your **Personal Room name**.

Your new name can be 1–128 characters.

Step 3   (Optional) Edit the unique ID portion of your **Personal Room link**.

Your Personal Room link must meet the following criteria:

- 1–64 characters

- At least one alphabetical character

- No special characters, except hyphens (-), periods (.), and underscores (_)

- Not already in use by another account holder

Step 4 (Optional) To enable **Automatic lock**, check the corresponding checkbox and then select the number of minutes to leave the room unlocked after a meeting starts.

If you set the number of minutes to 0, no one can enter your Personal Room until after you admit them.

Step 5 (Optional) To receive email **Notification** when someone enters your Personal Room while you're away, check the corresponding checkbox.

Step 6 Select **Save**.

Join a Meeting

Before You Join a Meeting

This section describes some of the things you might experience when you join a meeting.

When a meeting host schedules a meeting or starts an instant meeting by using the **Meet Now** option, the host and all invitees receive an email invitation with the meetings details. When it's time to join a meeting, invitees select the meeting URL in the email invitation or in an instant message.

The size of your system determines the maximum number of simultaneous users. If the number of users reaches the maximum, you cannot join or start a meeting. If you dial in to a meeting, an audio message plays to inform you that the system is at maximum capacity.

For any meeting, only half of the maximum number of participants can use video. Video is defined as sending or receiving,by using your Webex webcam video or the video file share option.

If you see a prompt to install a Cisco Webex plug-in. Select **Download** and follow the instructions to install the required plug-in. After installing the plug-in, some browsers require that you enable it. For more information about how to enable plug-ins, see the documentation for your browser.

If the meeting does not start automatically, refresh the page.

If you use the Chrome browser to start a Webex meeting or to play a Webex recording, you might need to add the Cisco Webex extension to your Chrome browser. This is a one-time installation.

Join 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.

Step 2   If requested, enter the required information.

Details that 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 application 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 is the company SSO site. If your site is not configured for SSO, sign in through the Webex sign in page.

What to do next

When the meeting window opens, the **Audio and Video Connection** dialog appears for you to select how you want to connect.

Join from the Meetings List in Modern View

Procedure

	Command or Action	Purpose
Step 1	Sign in to your Webex site.	
Step 2	Locate your meeting in the **Upcoming Meetings** tile.	You can also click the Meetings link to see your meetings list.
Step 3	Select **Join** next to the meeting title.	

Join from the Meetings Page in Classic View

Procedure

Step 1 Sign in to your Webex site, and then click **Classic View**.

> **Note** If you have sign-in issues, ensure 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**.

When the meeting window opens, the **Audio and Video Connection** dialog appears and you can select how you want to connect.

Join a Meeting Using the Meeting Number

You can join a meeting using the meeting number, even when you are not signed in to Cisco Webex.

Procedure

Complete the steps that correspond to your scenario, as described in the **If** column:

If	Do This
You are already signed in to your Webex site in Modern View	a. In the search bar, enter the meeting number and select the green **Join** arrow. b. Enter the meeting password, if requested. c. Select **Join Meeting**.
You are already signed in to your Webex site in Classic View	a. Ensure that you are on the **Meetings** page by selecting the **Meetings** tab. b. Select **Join by Number**. c. Enter the meeting number. d. Enter the meeting password, if requested. e. Select **Join**.

If	Do This
You are not signed in to your Webex site in Modern View	**a.** Open your web browser and navigate to your Webex site. **b.** In the **Join a Meeting** field, enter the meeting number or Personal Room ID, and then select **Join**.
You are not signed in to your Webex site in Classic View	**a.** Open your web browser and navigate to your Webex site. **b.** Select **Join by Number**. **c.** On the **Join by Number** page, enter the requested information. **d.** Select **Join**. **Tip** You can also access the **Join by Number** page by entering your public Webex site URL followed by /orion/join. Example: `https://<public site url>/orion/join`

Troubleshooting Tips

If you cannot join the meeting using the meeting number, try the following steps:

- Ensure that you are entering the correct meeting number.

- Ensure 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.

Join a Personal Room Meeting in Modern View

You can join a meeting in someone's Personal Room from the Webex site in Modern View.

Procedure

Step 1 In the search bar, enter the host's Personal Room ID and then select **Join** arrow.

As you type, the search feature presents possible matches.

Step 2 Select the corresponding **Join** button.

Tip   If the host has not joined the meeting or if the meeting is locked, you must wait in the lobby until the host arrives. You can select **Notify Host** to send an email to the host to let them know you are waiting.

Start or Schedule a Meeting

Schedule a Meeting from the Webex Site in Modern View

Procedure

Step 1 Sign in to your Webex site.

Step 2 Go to **Meetings**, and then select **Schedule**.

You can also select **Schedule** on your **Home** page.

Step 3 Select a **Meeting type**.

Step 4 Enter the **Meeting topic**.

Step 5 Select the **Date and time**, including the time zone.

Step 6 Set the meeting to recur by checking the **Recurrence** check box.

You can schedule your meeting to happen weekly, biweekly, monthly, and more.

Step 7   In **Attendees**, enter the email address of each person you want to invite.

Predictive search suggests people you invited before, and existing accounts on your Webex site.

Step 8   (Optional) To make an attendee an alternate host, select   .

This option is available only if the attendee has a host account on your site.

Step 9   (Optional) Select **Show advanced options**.

    a) Select **Audio connections options** and choose your settings:

        • **Audio connection type**

        • **Entry and exit tone**

    b) Select **Scheduling Options** and choose your settings:

        • **Automatically start recording when the meeting starts**

        • **Exclude password from email invitation**

Step 10   Select **Schedule**.

Schedule a Meeting from the Webex Site in Classic View

Before you begin

You must have a Host license to schedule or start a Webex meeting.

Procedure

Step 1   Sign in to your Webex site.

Step 2   If you're in Modern View, select **Classic View**.

Step 3   At the top of the **Meetings** page, select **Schedule**.

The **Schedule a Webex Meeting** page appears.

Note   You can schedule a meeting on behalf of another host if that host has allowed you to do so in their account preferences. Select the host from the **Schedule for:** drop-down list. A prompt appears to confirm the transfer of host scheduling privileges for the meeting. Shared information such as meeting topic, date, length, and recurrence remain the same. You can then continue scheduling the meeting using the hosts' privileges.

Step 4   Specify the following information for your meeting:

    • What: What the meeting is about?
    • When: When does the meeting take place?

To schedule a recurring meeting, select **Recurrence** then choose your option.

- Length: How long is the meeting?
- Meeting Type: What type of meeting is it?

  Set up by your administrator, the meeting type determines the various conferencing features and options available for the meeting. For example, recording is not available for some meeting types.

- 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. Alternate hosts cannot edit or delete a meeting. If you join the meeting after an alternate host starts it, you automatically become the host. |

  If your organization uses single sign-on (SSO), you may get a message that the email address is not found. This usually means that your administrator changed the email address of your alternate host. The daily synchronization between Exchange, Outlook, and CWMS propagates new email addresses. Before the synchronization occurs, you cannot designate alternate host who has new email addresses.

Step 5   Select your audio connection type.

| **Note** | You can change the audio options from the scheduling page, only by changing the meeting type. A green checkmark indicates the available options. A red cross indicates unavailable options. You cannot change the meeting type when using **Meet Now** to start a meeting. |

- **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 6   (Optional) For a Webex meeting, enter a **Meeting Password**.

- Enter password if you want to make your meetings private. Your invitees must enter the meeting password to join the meeting unless they signed in to their Webex account before joining.

- For extra security, check **Exclude password from email invitation**. Excluding the password means that it is not displayed 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 7   (Optional) Select **Record this meeting** to have the system automatically start recording when the meeting starts.

Note If the host joins as a participant and then assumes the host role, the meeting does not start automatically. In this case, the host must start the recording manually.

Step 8 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.

Note The system prevents you from scheduling a meeting during a scheduled maintenance window or when a future maintenance window is scheduled.

To schedule a meeting on behalf of someone else, that person must have allowed another host to schedule meetings on their behalf.

When you schedule a meeting for another host, both you and the other host can modify the meeting.

Procedure

Step 1 Sign in to your Webex site.

Step 2 Select **Schedule** to go to the **Schedule a Meeting** page.

Step 3 In the **Schedule for** drop-down list, select the host's name for whom you're scheduling the meeting.

To see this option, the person for whom you're scheduling the meeting must have allowed another host to schedule meetings on their behalf.

Step 4 Enter the details for the meeting.

Step 5 Select **Schedule** to schedule your meeting for later.

Allow Another Person to Schedule Meetings for You

Note Both you and the person who schedules meetings for you must have a Host account.

You can grant permission to one or more people to schedule meetings on your behalf. After someone else schedules a meeting for you, the meeting appears in your list of meetings. You can start the meeting and host it the same way that you do when you schedule meetings yourself.

This task assumes the following points about you and anyone who schedules meetings on your behalf:

- You both have accounts on your Webex site.

- You both have Host licenses.

- To schedule meetings in Microsoft Outlook, you both have Outlook and the Webex Meetings desktop app integration with Outlook installed.

Procedure

Step 1 Sign in to your Webex site.

Note If you have sign-in issues, ensure that cookies are enabled in your browser. You cannot sign in to Cisco Webex if cookies are disabled.

Step 2 Go to the **Scheduling Permission** page.

For Modern View, go to **Preferences** > **Scheduling** > **Scheduling Permission**.

For Classic View, go to **Classic View** > **My Account** > **Session Options** > **Scheduling Permission**.

Step 3 Enter the email addresses of users who you permit to schedule meetings on your behalf.

Step 4 Select **Save** or **Update**.

Start a Meeting from the Webex Site in Modern View

Procedure

Step 1 If you're the host, sign in to your Webex site at the scheduled time.

In Modern View, the list of your upcoming meetings appears in the **Upcoming Meetings** tile.

Step 2 Locate your meeting and select **Start** to begin.

Start a Meeting from the Webex Site in Classic View

Note   You must have a Host account to schedule a meeting.

Procedure

Step 1   Sign in to your Webex site.

Note   If you have sign-in issues, ensure that cookies are enabled in your browser. You cannot sign in to Cisco Webex if cookies are disabled.

Step 2   Locate the meeting that you want to start.

Tip   The **Start** button is green only within the specified time to start the meeting.

Step 3   Select **Start**.

Step 4   (Optional) If the meeting you are starting is part of a recurring series, confirm that you want to start the next upcoming meeting in the series.

Start an Instant Meeting in Modern View

Use this procedure to start a Meet Now instant meeting. Essentially, you schedule the meeting and start it right away, so Meet Now meetings appear in the meetings list for you and for invitees.

Procedure

Step 1   Sign in to your Webex site.

Step 2   Select **Schedule** on your **Home** page.

Step 3   Select a **Meeting type**.

Step 4   Enter the **Meeting topic**.

Step 5   Select the **Date and time**, including the time zone.

Step 6   In **Attendees**, enter the email address of each person you want to invite.

Predictive search suggests people you invited before, and existing accounts on your Webex site.

Step 7   (Optional) Select **Show advanced options**.

   a) Select **Audio connections options** and choose your settings:

       • **Audio connection type**

       • **Entry and exit tone**

    b) Select **Scheduling Options** and choose your settings:

       • **Automatically start recording when the meeting starts**

       • **Exclude password from email invitation**

Step 8   Select **Start**.

Start an Instant Meeting in Classic View

> **Note**   You must have a Host account to schedule a meeting.

If you want to set 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 schedule a meeting. Meet Now settings do not apply to Personal Room instant meetings.

Procedure

Step 1   Sign in to your Webex site.

Step 2   On the **Meetings** page, select **Meet Now**.

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 enter.

    • For more security, check **Exclude password from email invitation**. If you exclude the password, it doesn't appear on the meeting details page or in 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**   The password field appears only if you set a password in your account settings, and if your site settings require a password for meetings.

Step 4   Select **Start**.

Start a Personal Room Meeting in Modern View

A Personal Room is your own virtual conference space. It's always available and you never have to book it, so it's great for instant meetings. Attendees can easily find your Personal Room by using your Personal Room link, your email, or your phone number.

Note	If you're new to Personal Rooms, there are some differences for instant meetings. With Meet Now, each instant meeting has a new identifier. Your Personal Room ID doesn't change and therefore there's no need for scheduling. When you invite and remind people from your Personal Room, the invitees receive the email invitation. The meeting doesn't appear in the **Meetings** list page for you or for the invitees.

Procedure

Step 1 Sign in to your Webex site.

Step 2 On your **Home** page, select **Start Meeting**.

You can send the Personal Room URL to the participants in a message. You can find your Personal Room URL on your **Home** page. During a meeting, you can go to **Meeting Controls** > **More Options** > **Copy Meeting Link** on your Webex site.

Find a Meeting in Classic View

Procedure

Step 1 Sign in to your Webex site (Classic View).

Note	If you have sign-in issues, ensure 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. This list includes meetings that are in-progress, or upcoming; and meetings past the scheduled start time and not started.

If you have an Attendee Only account, you see only a list of meetings to which you are invited.

In Classic View, after a meeting starts and ends, the system removes it from the **Meetings** page.

Step 3 Enter your search parameters and then select **Search**.

The meeting list updates with your search results.

Find a Meeting in Modern View

Procedure

Step 1 Sign in to your Webex site.

> **Note** If you have sign-in issues, ensure that cookies are enabled in your browser. You cannot sign in to Cisco Webex if your browser does not allow cookies.

In the **Upcoming Meetings** section, you can see upcoming meetings. If you're the host, you can select **Start** whenever you're ready to start your meeting.

Step 2 If you don't see the meeting you're looking for, you can search for it; just enter your search string in the search bar.

Step 3 (Optional) To find a specific meeting within a specified range of dates, select **Meetings** from the navigation menu.

Edit a Meeting

This task describes how to edit a single meeting. To edit a recurring meeting, see Edit a Recurring Meeting, on page 54.

> **Note** You must have a Host account to schedule and edit meetings.

Procedure

Step 1 Sign in to your Webex site.

If you have sign-in issues, ensure that cookies are enabled in your browser.

Step 2 Go to **Meetings**.

For Classic View, select **Classic View** > **All Meetings**.

Step 3 In the **Meetings** list, locate and select the meeting that you want to edit.

Step 4 (Optional) Specify an alternate host.

a) In the **Who is Invited?** section, locate the attendee to designate as an alternate host and mouse-over ● ● ● .

b) Select **Assign alternate host**.

GE   Giacomo Edwards

Assign alternate host

Remove
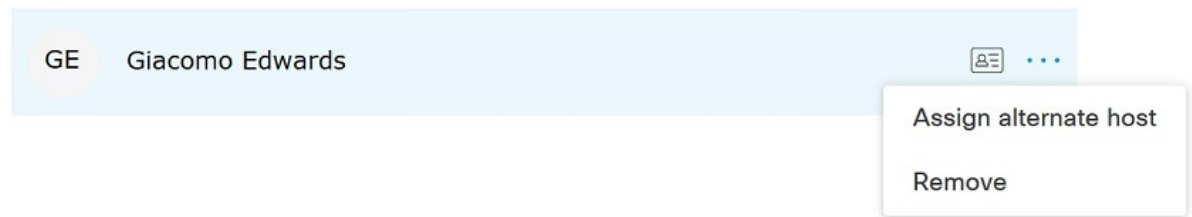
Step 5   To change the meeting settings, select **Edit**.

Step 6   Change the meeting settings and then select **Save**.

Edit a Recurring Meeting

Tip   If you originally scheduled your meeting with Microsoft Outlook, edit your meeting in Outlook to keep the meeting information your Outlook calendar up-to-date.

Note   You must have a Host account to schedule and edit meetings.

Procedure

Step 1   Sign in to your Webex site.

Note   If you have sign-in issues, ensure that cookies are enabled in your browser. You cannot sign in to Cisco Webex if cookies are disabled.

Step 2   Go to **Preferences** > **Scheduling** > **Scheduling Permission**.

For Classic View, click **Classic View** > **My Account** > **Session Options** > **Scheduling Permission**.

Step 3   Select the topic of the meeting that you want to edit.

The meeting details page appears.

Step 4   Select **Edit**.

Step 5   Select whether you want to edit a single occurrence of this meeting series or the entire series.

Note   If you make changes to a single occurrence of a meeting series, the system assigns a new meeting ID for that occurrence. Because the original meeting ID and link are still valid, the result is in two separate meeting rooms becoming available for the meeting. If invitees join using the original **Join Meeting** meeting information, they cannot see or be seen by invitees who joined using the updated meeting link. It is very important that you send an updated meeting notification, with the new meeting ID and link, to all your invitees.

If you delete a meeting occurrence from a series, and later edit the entire meeting series, the system restores the deleted single meeting occurrence to the meeting list.

Step 6   Modify the meeting parameters.

Step 7   Save your changes.

For Modern View, select **Save**.

For Classic View, select a save option:

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

Cancel a Meeting

You can cancel any meeting that you have scheduled from the meeting details page. When you cancel a meeting, the system deletes it from the list of meetings on the **Meetings** page.

Tip   If you originally scheduled the meeting with Microsoft Outlook, remember to cancel the meeting in Outlook as well.

Note   You must have a Host account to schedule or cancel meetings.

Procedure

Step 1   Sign in to your Webex site.

Note   If you have sign-in issues, ensure that cookies are enabled in your browser. You cannot sign in to Cisco Webex if cookies are disabled.

Step 2   View your list of meetings.

For Modern View, select **Meetings**.

For Classic View, select **Classic View**, and then select the **All Meetings** tab.

Step 3	Open the meeting details page by selecting the topic for the meeting, or by selecting the link from your confirmation email message.
Step 4	Click **Cancel** or **Delete** and then confirm when the dialog appears.
Step 5	If the meeting is part of a recurring series, choose whether you want to delete this occurrence only or the entire meeting series.
Step 6	In Classic View, choose whether to send a cancellation email message to all invited attendees and then select **OK**

Recurrence Pattern Support

You can set up a recurring meeting, such as a monthly company meeting or a weekly status meeting. When you schedule a recurring meeting, you set up the meeting once for instances of the meeting.

☞

Important If you schedule recurring back-to-back 24-hour meetings, ensure that each meeting ends before the scheduled start time for the next meeting.

If a meeting in the series does not end before the scheduled start of the next meeting, the system deletes the next meeting occurrence. This issue occurs because the system does not actually schedule the next meeting in the series until the current meeting ends.

✎

Note You must have a Host account to schedule meetings or modify settings for them.

Table 3: Supported Recurrence Patterns

Type	Description
Daily	Repeats the meeting every day until the ending date that you select. • **Every [x] days**—Specifies the number of days between meeting instances. • **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**—Specifies a day of the week, and the number of weeks between meeting instances.

Type	Description
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 between meeting instances. • **Every [x] of the [x] week of every [x] month(s)**—Specifies the specific day of the week, the specific week of the month, and the number of months between meeting instances.
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.

Mobile Devices

Downloads for Mobile Devices

You can download the Cisco Webex Meetings desktop app from your Webex site.

- For Modern View, go to **Download** > **Mobile App** > **App Store or Google Play**.

- For Classic View, go to **Classic View** > **Download** > **Webex for Mobile Devices** > **Continue**.

You receive an activation email, with instructions and links to the App Store or Google Play.

✎

Note   Your administrator must configure the system to display the option to download Webex for mobile devices before you can see it on your Webex site.

Sign in to Webex Using a Mobile Device

There are several ways to sign in to Webex, depending on the system settings. The application guides you through the sign-in process, but here are a few tips:

- If you get an email that asks you to activate your Webex app, select the link to activate your service. Enter the email address associated with your Webex account and your Webex password to sign in.

- If the system prompts you to sign in through your corporate website, enter your Webex site URL, and then select **Next**. Enter your corporate user credentials to sign in.

> 🔍
>
> **Tip** If your Webex site uses single sign-on (SSO), ensure that you enter your corporate user credentials to sign in. If your Webex site doesn't use SSO, enter your Webex user credentials.

- If you have access to multiple Webex sites, the system prompts you to choose one, after you sign in.

- To join a Webex meeting, open the meeting invite in your email inbox or from your Calendar app. Tap on the meeting link to launch Webex in your web browser. If the meeting requires a password, the system prompts you to enter the meeting password. After you provide your password, you join the meeting.

> 🔍
>
> **Tip** If you're not signed in to the Webex app, you can't join by meeting number unless you previously signed in from your mobile device.

Schedule a Meeting with a Mobile Device

As a host, you can use your mobile device to schedule Webex meetings and invite others to join.

Procedure

Step 1 Open the Webex meetings application, and then swipe right to go to the **My Meetings** screen.

Step 2 Select the + icon in the upper right corner of the screen.

The **Schedule Meeting** screen appears.

Step 3 Enter your meeting title, date and time, and then select your desired attendees.

Step 4 Tap **Schedule**.

You return to the **My Meetings** screen.

Start a Meeting with a Mobile Device

As a host, you can use your mobile device to start a scheduled meeting or an instant meeting.

Procedure

Step 1 Open the Webex Meetings application.

Step 2 Start your meeting:

Meeting Type	Do This
Scheduled Meeting	Swipe right to go to the **My Meetings** screen. Locate your meeting, and then tap **Start**.

Meeting Type	Do This
Instant Meeting	Tap **Start Meeting**.

Join a Meeting with a Mobile Device

Ensure that you have the Cisco Webex Meetings app installed on your mobile device. You can join your Webex meeting using one of the following methods:

- Open your Webex meeting invitation, and then select the meeting link.

- Sign in to your Webex account, and then join from the **My Meetings** page.

- Sign in to your Webex account, tap **Join Meeting**, and then enter the meeting number.

Install an SSL Certificate on an iOS Mobile Device

Before you join a Webex meeting, install an SSL certificate on your mobile device, if either of the following conditions is true:

- Your Webex site uses a self-signed certificate.

- The root certificate installed on your Apple iPhone or iPad isn't on the Apple trusted Certificate Authority list.

Before you begin

An administrator must send you a certificate file attached to an email message.

You must have an active high-speed Internet connection for your mobile device.

Procedure

Step 1   From your iOS email account, open the email from your administrator and save the certificate file to your mobile device.

Step 2   Install the certificate on your mobile device.
- a) Tap **Install** on the Install Profile page.
- b) Tap **Install Now** on the Unsigned Profile dialog.
- c) Enter the certificate password.
- d) Tap **Next**.
- e) Tap **Done**.

Start or Join a Blast Dial Meeting

Request to Set Up a Blast Dial Group

With the Blast Dial feature, hosts can quickly and easily start a meeting with a predetermined group of people. To get started, download and complete the templates, and then submit them to your system administrator.

☞

Important   Perform this procedure only if you have a host account, and you are the designated host for the new Blast Dial group.

Procedure

Step 1   Sign in to your Webex site, and then select **Classic View**.

Step 2   Select the **My Account** link.

Step 3   In the Blast Dial Information section, select the **GroupTemplate** link and download the template.

Tip
- You can leave the **Route Pattern** and **Call-in Number** fields blank. Your administrator configures a route pattern and call-in number for each Blast Dial group.

- If you plan to start the online portion of your Blast Dial meeting, consider entering a meeting password to provide extra security for your meeting.

- If you have a large Blast Dial group, consider selecting **No Tone** for the joining meeting **Indicator** to provide the best meeting experience.

- If it is imperative for all participants to join your Blast Dial meeting, you can enable the **Unlimited Call Attempts**.

- For the most secure meeting, consider having a 10-digit host PIN and participant PIN.

Step 4   Select the **ParticipantsTemplate** link and download the template.

Tip
- For internal participants, meaning users who have a company email address, you can provide only their email address.

- To give host privileges for the Blast Dial meetings to an internal participant, enter a 'Y' in the ISHOST column.

- Designate at least one internal participant as host, for each Blast Dial group.

- For external participants, enter a first and last name, an email address, and up to four phone numbers. If you do not provide a phone number for an external participant, the system doesn't call this participant when a Blast Dial meeting starts. To join, the participant must call into the meeting by dialing the call-in number and entering their participant PIN.

Step 5   Follow the instructions, provided at the top of each template, to fill in the required information.

Step 6   Send the completed templates to the administrator, who creates the Blast Dial group.

Hosts receive an email notification with the Call-in number and host PIN (if configured) when the Administrator creates a Blast Dial group.

Participants receive an email notification with the Call-in number, participant PIN (if configured) when the Administrator creates a Blast Dial group.

Start a Blast Dial Meeting

Use this feature to quickly start a meeting with a preconfigured group of users. If you are a Blast Dial host, you can start a Blast Dial meeting anytime. After you call the Call-in access number and enter your host PIN, the system automatically begins calling the members from the Participants list.

See the Blast Dial Information section on your **My Account** page. The page displays the Call-in number and PIN information for each Blast Dial group, for which you are a host or a participant. As host, you can call in to an in-progress Blast Dial meeting and enter either a host PIN or participant PIN to join the meeting.

Important   Safeguard your host PIN. Anyone who knows the call-in number and host PIN can start or join a Blast Dial meeting.

Note   For Blast Dial online meetings, the host cannot edit or delete the online portion of the meeting and participants cannot join the meeting before the host.

For audio only Blast Dial meetings, the meeting ends when the last person in the meeting ends the call. For online Blast Dial meetings, the meeting ends when the host ends the online portion of the meeting.

Before you begin

Procedure

Step 1 A host calls the Call-in number indicated in your email notification or **My Accounts** page.

Step 2 Enter the host PIN.

The meeting starts immediately and the system automatically calls the list of participants. The system also sends an email notification with the URL for the web portion of the meeting.

Note If a Blast Dial group includes multiple hosts, the first to join and enter the host PIN is the meeting host. The other hosts join the meeting by answering the system-generated Blast Dial call and enter the host PIN.

Step 3 (Optional) Start the online portion of the meeting by selecting the URL in your email notification.

Note Any Blast Dial host can start the online portion of the meeting.

Step 4 (Optional) Enter a meeting password, if required, when you access the online portion of the meeting. This password is provided in your email notification.

Join a Blast Dial Meeting

You receive an email when the Administrator adds you to the Participants list for a Blast Dial group. This email includes the call-in number, participant PIN (if necessary), and meeting password (if necessary). Your **My Account** page lists the information for each Blast Dial group, for which you are host or participant.

The system calls participants to join a Blast Dial meeting. If participants miss the call or they want to join an in-progress Blast Dial meeting, they dial the call-in number and enter the participant PIN.

☞

Important Safeguard your host PIN. Anyone who knows the call-in number and host PIN can start or join a Blast Dial meeting. Likewise, anyone who knows the call-in number and participant PIN can join an in-progress Blast Dial meeting.

For audio only Blast Dial meetings, the meeting ends when the last person in the meeting ends the call. For online Blast Dial meetings, the meeting ends when the host ends the online portion of the meeting.

Procedure

Step 1 When you answer a Blast Dial call, enter the participant PIN to join the meeting.

If you are a host but did not start the meeting, enter either the host PIN or participant PIN to join the meeting.

You connect to the audio portion of the meeting.

Step 2 (Optional) To join the online portion of the meeting, select the URL indicated in your email notification.

Note A host must start the online portion of the meeting before you can join it.

Step 3 (Optional) Enter a meeting password, if necessary.

Audio Key Shortcuts

During the audio portion of a Blast Dial meeting you can enter the following audio key shortcuts on the keypad of your phone or mobile device:

- *3 Remove yourself from this Blast Dial list

- *5 Lock or unlock (host only)

- *6 mute self or unmute self

- ## Mute all participants (host only)

- 99 Unmute all participants (host only)

- *# Play participant count

- #7 End meeting (host only)

- ** DMTF help

Note The audio key shortcuts are only available during the audio portion of the Blast Dial meeting. After the host starts the online portion of the meeting, you can use the meeting client.

CHAPTER **10**

Manage Meeting Recordings

Find a Meeting Recording

Meetings that you record on the server appear on the **Meeting Recordings** page.

Only meetings that you scheduled and recorded appear in the list. Meetings that you recorded as an alternate host don't appear in the list.

If you need a link to the recording for a meeting that you didn't schedule, contact the meeting host.

Procedure

Step 1	Sign in to your Webex site, and then select **Recordings**.
	If you have sign-in issues, ensure that your browser settings allow cookies.
Step 2	Select ⊕ and enter a search string.
	You can search for the meeting name, the meeting description, or for the full name of the recording owner.
Step 3	When you find the recording, select the corresponding **Play** button. The recording plays in a new window.

Play a Meeting Recording

Procedure

Step 1   Sign in to your Webex site, and then select **Recordings**.

If you're using **Classic View**, select the **Recordings** tab.

If you have sign-in issues, ensure that your browser settings allow cookies.

Step 2   Select 🔍 and enter a word or phrase to search.

To clear the search bar, select ⊗.

When you locate the recording, select the corresponding **Play** icon.

The recording plays in a new window.

Download a Meeting Recording or the Webex Network Recording Player

Download a meeting recording to play it on your device, or to save it locally for future reference.

✎

Note   If you receive notification to preserve your meeting recordings, download the recordings to your local PC.

Procedure

Step 1   Sign in to your Webex site, and then select **Recordings**.

If you're using **Classic View**, you can select the **Recordings** tab.

If you have sign-in issues, ensure that you have cookies are enabled in your browser.

Step 2   Locate the meeting recording that you want to download and select the corresponding ⬇ **Download** button.

Step 3   Choose where to save the file and select **OK**.

Step 4   To download the Network Recording Player, select Download Player.

Step 5   After you download a recording, double-click the recording file to start playback.

Step 6   (Optional) (For Windows Users) To convert a recording to Windows Media Video (WMV) or Adobe Flash file (SWF), from the **Network Recording Player** window select **File** > **Convert Format** and select the desired format. Complete the fields on the **Convert Format** dialog.

On the original recording (either streaming or downloaded), video and audio quality is good (24+ frames per second). After converting the recording to WMV or SWF format, you might find that the audio and video quality seems to be lower (5 frames per second).

The converted file appears in the location you specified in the **Save As** field. Double-click the .wmv or .swf file to play the recording.

Share a Meeting Recording

Procedure

Step 1   Sign in to your Webex site, and then select **Recordings**.

If you're using **Classic View**, you can select the **Recordings** tab.

If you have sign-in issues, ensure that you have cookies are enabled in your browser.

Step 2   Locate the meeting recording that you want to share, and then select the corresponding   icon.

The **Share Recording** dialog box opens.

Step 3   Enter an email address for each person with whom you want to share the recording.

Step 4   (Optional) Edit the message.

Step 5   (Optional) To copy the meeting URL, select the **Copy URL** icon.

Step 6   Select **Save**.

The system sends email to the specified users, to provide instructions to access the meeting recording.

Note   The system administrator can restrict meeting sharing between CWMS users only.

Delete Meeting Recordings

Procedure

Step 1   Sign in to your Webex site, and then select **Recordings**.

If you're using **Classic View**, you can select the **Recordings** tab.

If you have sign-in issues, ensure that you have cookies are enabled in your browser.

Step 2   On the **My Recorded Meetings** page, locate the meeting recordings that you want to delete, and check the corresponding check boxes.

Tip

To delete a single meeting, select the corresponding   icon and then choose **Delete**.

Step 3   Select **Delete**.
A confirmation dialog box appears.

Step 4   To delete the selected recordings, select **Delete**.

Accessibility

Use 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.

Keyboard Shortcuts

New Meeting Controls Shortcuts

Press	To
Ctrl + Shift + Q	Show or hide the meeting controls

Windows

Press	To
Ctrl + Shift + Q	Show or hide the meeting controls
Esc	Cancel an action, or close an active window, me
F1	Access Webex Meetings Help
F6	Switch between the content area and the panels

Ctrl + Tab	• Switch between Panel View
	• Switch between tabs in the following dialog
	    • Invite and Remind
	    • Preferences
	    • Meeting Options
	    • Participant Privileges

Shift + F10	• Use right+click menus in the following pan
	    • **Participants** panel
	    • **Chat** panel
	    • **Notes** panel (Webex Meetings)
	    • **Q & A** panel (Webex Events)
	    • **Closed Captions** panel
	    • **File Transfer** window
	    • Shared whiteboard and file tabs
	• Work with the participant list
	• Copy text from the **Chat** panel

PgUp	During file sharing, use to return to the previous

Press	To
PgDn	During file sharing, use to advance to the ne
Alt + F4	Close any dialog box
Ctrl + A	Copy text from the **Chat** panel
Ctrl + Alt + Shift	Show the **Meeting Controls** panel while sha
Ctrl + Alt + Shift + H	Hide the Meeting controls, panels, and notifi
	Hide the Webex Events window (Webex Eve
Ctrl + M	Mute or unmute your audio
Ctrl + Alt +S	Allow all participants to share
Ctrl + K	Assign privileges to participants
Ctrl + Shift + <	Rotate the page left while sharing a file
Ctrl + Shift + >	Rotate the page right while sharing a file
Ctrl + +	Zoom in during sharing
Ctrl - -	Zoom out during sharing
Ctrl + Shift + W	Adjust the page size to fit the viewer during
Ctrl + Shift + Y	Synchronize the display of a shared page, slic
Ctrl + Alt + D	Share your screen
Ctrl + Alt + A	Share an application
Ctrl + Alt + O	Share a file or video
Ctrl + Alt + N	Share a whiteboard
Ctrl + O	Browse to open and share a file
Ctrl + W	Close a shared file or whiteboard
Ctrl + Z	Undo the last action
Ctrl + Y	Redo the last action

Mac

Press	To
Esc	Cancel an action, or close an active window,

Press	To
Command + H	Hide the Meeting controls, panels, and notificat
	Hide the Webex Events window (Webex Events
Command + R	Lock the meeting or event
Command + Shift + U	Mute all
Command + K	Assign privileges to participants
Command + Shift + L	Rotate the page left while sharing a file
Command + Shift + R	Rotate the page right while sharing a file
Command + >	Zoom in during sharing
Command + <	Zoom out during sharing
Command + Option + 0	Adjust the page size to the available width
Command + 0	Adjust the page size to fit the viewer during sha
Command + Y	Synchronize the display of a shared page, slide,
Option + Command + K	Share your screen
Option + Command + P	Share a file or video
Option + Command + B	Share a web browser
Command + N	Share a whiteboard
Command + O	Browse to open and share a file
Command + W	Close a shared file or whiteboard
Command + Shift + N	Add page while sharing a file
Command + Z	Undo the last action
Command + Shift + Z	Redo the last action
Command + ,	Open preferences
Command + L	End the meeting or event
F6 or **Shift + F6** (WBS33.8 and later)	Switch between the main video or sharing area

Press	To
Tab or **Shift** + **Tab** (WBS33.8 and later)	Switch between the visible buttons in the fol • **Participants** panel • **Chat** panel • **Notes** panel (Webex Meetings) • **Closed Captions** panel • **Multimedia Viewer** panel • **Q & A** panel (Webex Events) • **Polling** panel

Screen reader support

We test Webex Meetings to ensure compatibility with the latest version of the Freedom Scientific JAWS screen reader.

- All keyboard shortcuts for the Meetings desktop app work with screen readers.

- Screen readers can't read content from shared presentations, shared applications, and shared desktops.

You can manage which notifications you want to have your screen reader announce. For more information, see Manage which notifications your screen reader announces.

Low vision support

Webex has limited support for low vision accessibility features that apply across our desktop and web apps.

- The application supports the high contrast scheme of the Windows OS.

- The application supports the zoom functionality of the OS.

Accessibility Standards and Improvements

Take a look at the Webex Meetings Voluntary Product Accessibility Templates to get details about accessibility conformance in Webex Training.

For more info on the accessibility improvements being made to Webex services, see the Cisco Webex Meetings Suite Accessibility Improvements.

Manage Participants

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 make someone else the presenter or mute another participant's microphone if it is too noisy.

- If you are not the host or presenter, you can ask to become the presenter and mute 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.

Copy 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.

Enter 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.

Access the Meeting Controls Panel During Sharing

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

Procedure

Step 1 Enter **Ctrl+Alt+Shift** to show the panel.

After the panel appears, 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, press **F6**.

CHAPTER 12

Troubleshooting

404 Page Not Found Error

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

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

- Check your network connection.

- Try using a different computer.

- Use a supported browser and ensure that Internet Explorer 11 is installed on your computer. You need Internet Explorer 11 even if you don't intend to use IE for Cisco Webex Meetings.

- Turn on TLS 1.1, and SSL 1.2; go to **Control Panel** > **Internet Options**. Select the **Advanced** tab. A list of check boxes appears. Scroll the list to locate the **Security** group. Under **Security**, ensure that the TLS 1.1, and SSL 1.2 check boxes are checked.

Run a Problem Report from the Webex Meetings Desktop App

If you experience an issue with the Webex Meetings desktop app, you can run a problem report to collect troubleshooting data. Cisco Technical Support can use this data to help identify and fix the problem. We advise that you provide as much detail as possible, about the issue.

Procedure

Step 1 In the top right corner of the **Cisco Webex Meetings** desktop app, select .

Step 2 Select **Send Problem Report**.

Step 3 From the list, select a problem type.

Cisco Webex Meetings Problem Reporting ✕

Help us resolve your problem. Create a report that contains a Cisco Webex log file. The report is confidential and anonymous.

Problem type:

-- Choose a problem type -- ⌄

Summarize the problem *

Enter the description of the problem and steps to produce.

☑ Include network information ⓘ

We will also collect basic operating system and Webex meeting-related information. ⓘ

* Indicates required field

Save   Send Email   Cancel

Step 4   Enter a description of the problem.

Step 5   (Optional) Uncheck the corresponding check box, if you don't want to include network information.

       We recommend that you leave this box checked, unless your system administrator asks you to uncheck it.

Step 6   Generate the report:

To	Do this
Create the report and save it locally.	Select **Save** and navigate to the location where you want to save the report. Select **Save**.
Create the report and automatically attach it to an email.	Select **Email**. To send the mail, enter the email address provided by your system administrator.

Troubleshoot Microsoft Outlook for Windows Integration

Microsoft Outlook for Windows integration must be enabled in both the desktop app and in Microsoft Outlook.

Check Your Cisco Webex Meetings Desktop App Preferences

Procedure

Step 1   From the Windows **Start** menu, open the **Cisco Webex Meetings** desktop app.

Step 2   Select ⚙.

Step 3   From the drop-down list, select **Preferences**.

Step 4   Select **Integrations**.

Step 5   Ensure that the **Microsoft Outlook** check box is checked.

Check Your Microsoft Outlook Preferences

Procedure

Step 1   From Microsoft Outlook, go to **File** > **Options** > **Add-ins**.

Step 2   From the **Manage** drop-down list, select **Disabled Items**.

Step 3   Select **Go**.

Step 4   In the **Disabled Items** dialog box, select **Add-in: WebExOI.Addin (ptolkadd.dll)**.

Step 5   Select **Enable**, and then select **Close**.