

# Webex Meeting User Guide

**If you need assistance**, contact the UNOG Video Conference Support (ICTS) at [videoconferences@un.org](mailto:videoconferences@un.org)

Find helpful resources in the [Webex Meetings Help Center](#)

**N.B. This document was adapted from the OICT WebEx Meeting User Guide**

# Overview

- **General Information**
- **Best Practices and Virtual Meeting Etiquette**
  - Before the Meeting
  - During the Meeting
  - Simultaneous Interpretation
- **Join a Webex Meeting**
  - Desktop
  - Mobile
  - Web
  - Phone only (low bandwidth option)
- **Meeting Controls: Desktop App**
  - Attendee Controls
  - Manage Audio Settings
  - Manage Video Settings
- **Troubleshooting**
  - Issues and System Requirements
  - Clearing the Cache and Cookies
- **Technical Support and Resources**
- **Webex Quick Guide**

# General Information

Cisco Webex Meetings is a cloud-based solution and one of the standardized virtual meeting platforms in the UN. It is designed for desktop and mobile use, and it supports up to 1,000 participants where all may interact and collaborate.

Webex is available through a system contract to UN entities that wish to purchase a license. Contact ICTS at [rtc-europe-servicedesk@un.org](mailto:rtc-europe-servicedesk@un.org).

## To get the best performance and experience:

- Use a desktop or mobile device with the latest updates installed.
- Use Google Chrome as the default browser.
- If you are attending your first Webex meeting, take a dry run. [Join a Test Meeting](#)
- Approach a virtual meeting with the same professionalism that you would an in-person meeting.

## Technical notes:

- It is important that you test your setup before the call, including audio input/output hardware, camera and their configuration in the computer or device you will be using to connect to the event.
- If you cannot connect to a meeting, clear your browser settings and cache and try again (see instructions on slide 18).



# Virtual Meeting Best Practices and Etiquette Guidelines

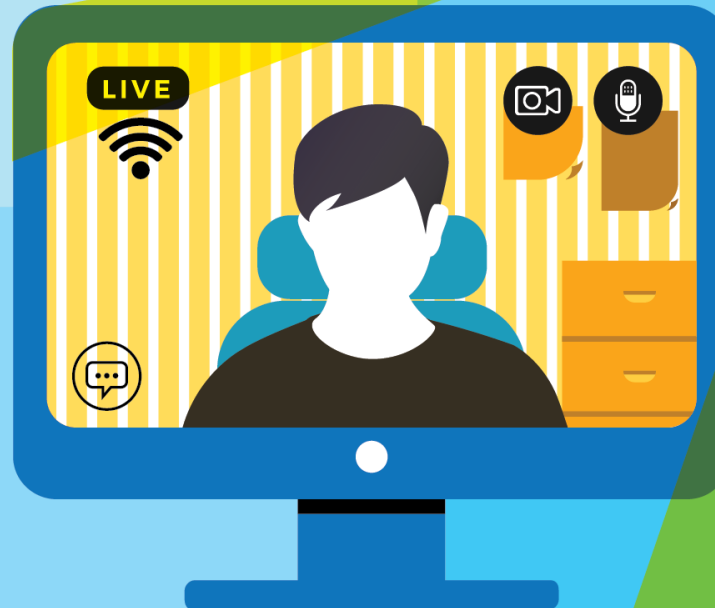
## Before the Meeting

### Pick a location that is quiet, well-lit, uncluttered and distraction-free

Keep the focus on you and not your environment. Use the background blur tool.

### Check your equipment and network connection

Ensure that your camera and microphone work, and select a location with good connectivity.



### Keep your meeting invitation handy

You may need to refer to the details or contact the organizer.

### Familiarize yourself with the software

If you need training, contact BCSS for support.



### Position the camera so your image is centred

Preview how others will see you through the self-view window.



### If you will be sharing your screen

Close windows and tabs that you do not want the other attendees to view.



# Virtual Meeting Best Practices and Etiquette Guidelines

## During the Meeting



### Encourage “camera-on” and make eye contact

Opt for face-to-face conversation, and look into the camera when speaking rather than the self-view window.



### Be mindful that participants can see everything you’re doing

Best to avoid multi-tasking and moving around too much when your camera is on.



### Engage all meeting participants

Check-in with attendees, solicit feedback and encourage discussion so that everyone feels included.



### When you want to join the discussion

Wait for an opening to speak, post questions in the chat or use the “raise hand” feature to be recognized by the moderator.



### Refrain from eating in front of the camera

Eating can take the focus off the discussion and on to you.



### Mute your microphone if you are not talking

An open microphone opens the possibility of bringing background noise into the meeting.

# Simultaneous Interpretation

**If using UN interpretation services for your virtual meeting please be advised of the following:**

- **Read this disclaimer out-loud to participants at the beginning of the meeting or distribute prior to the event:**

*“Simultaneous interpretation of the virtual proceedings is provided by the United Nations for the purpose of facilitating communication in the six official languages. In cases of interruption, partial or complete loss of audio interpretation will be turned off and will resume when conditions allow. Only the speech or intervention in the original language is authentic. In case of any inconsistency between the interpretation and the speech or intervention in the original language, the latter shall prevail”.*

- **Statements made in any of the six official languages of the UN will be interpreted into the other official languages.** Speakers are requested to deliver speeches at a moderate pace to enable the interpreters to provide an accurate and complete rendition of their statements.
- **To deliver a statement in a language that is not an official language of the UN,** the original language intervention and its simultaneous English (or other official language) interpretation should be provided by the speaker’s delegation. The original language intervention will be delivered into the floor channel of the meeting, while the interpretation to one of the official languages delivered on the corresponding language channel of the meeting.
- **A written translation of the statement should be provided in one of the official languages in advance,** which will be displayed as the statement is being delivered. However, no interpretation into the official languages will be provided.
- It is strongly recommended to **provide statements electronically well in advance to facilitate interpretation and mitigate possible connectivity problems** associated with the virtual setting, such as interruptions, bad sound quality, loss of sound. **Please submit your statement at least two hours in advance of delivery to [papersmart@un.org](mailto:papersmart@un.org).** It will be kept confidential and checked against delivery to allow for last-minute changes in the text by the delegation.
- **In cases of poor connection, below-standard sound quality, when no written statement is provided, interpretation will not be possible.**

# Webex Meeting Controls

Your meeting controls will hide automatically when you're not using them. Just move your cursor to bring them back. The following meeting controls are available:

- **Mute**—turns red when you mute your audio. Click again to unmute.



- **Video**—blue icon indicates your video is on. Video is on by default unless you have chosen to turn it off when joining the meeting. You will see a black icon when your video is off.



- **Share screen**—share everything on your screen.



- **Participant list**—see who is in the meeting. The button is blue when the participant list is open.



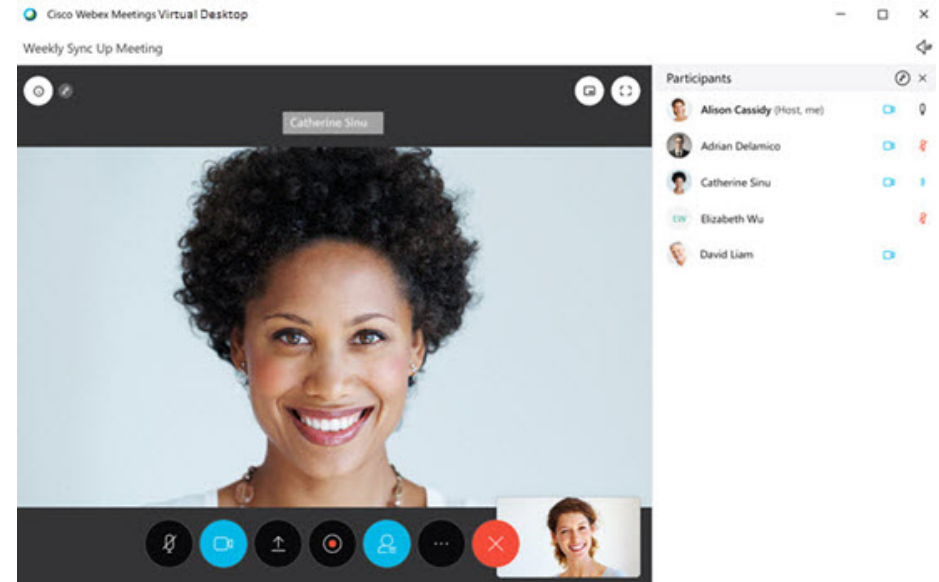
- **Chat**—



- **Options**—the options may vary depending on meeting settings.

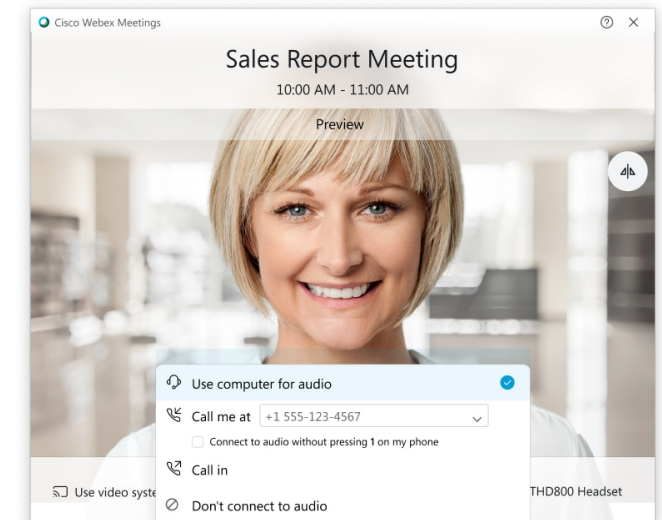
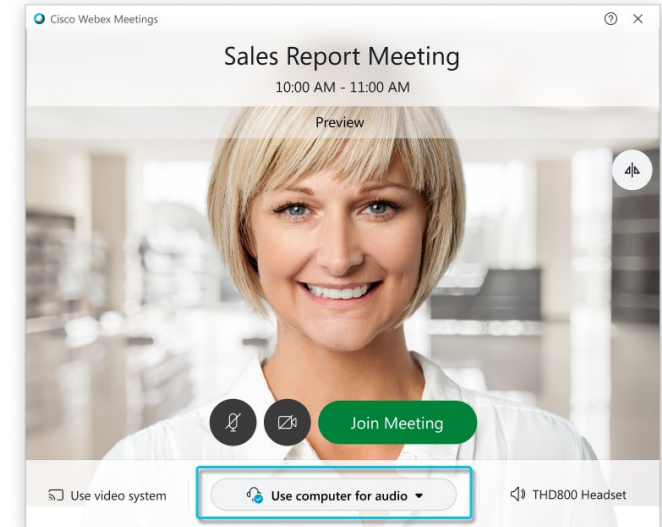
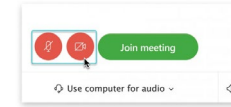
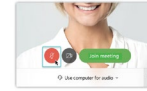


- **Leave Meeting**—click on **Save meeting files** to save on your computer.



# Manage Audio Settings

- Click the audio connection options in the Webex Meetings app and choose how you want to listen to the meeting:
  - **Use computer for audio**—Use your computer with a headset or speakers. This is the default audio connection type. You can change your headset, speakers, and microphone.
  - **Call me**—Enter or select the work or home phone number that you'd like the meeting to call.
  - **Call in**—Dial in from your phone when the meeting starts. A list of global call-in numbers is available after you join the meeting.
  - **Don't connect audio**—You won't hear any audio in the meeting through your computer or phone. Use this option if you're in the meeting room but want to use your computer to share content in the meeting.
- If you want to join the meeting with your audio muted, click **Mute my microphone**. Click **Unmute my microphone** when you want to speak in the meeting.
- If you want to join the meeting with your video turned off, click **Turn off my video**.
- If you're happy with the audio and video settings that you chose for this meeting, you can save them for your next meeting.

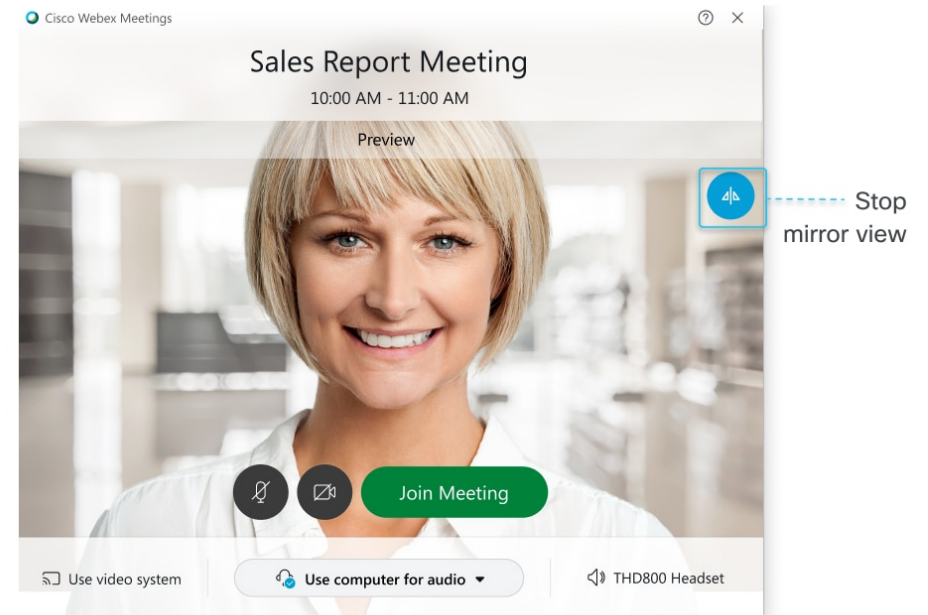




# Manage Video Settings

By default, your self-view video shows in mirror view. You can turn off mirror view if you want to see yourself in your self-view video the same way that other meeting participants see you.

- Before a meeting, select **Stop showing my self-view video in mirror view** in the preview window. The icon greys when you stop showing your video in mirror view.
- During a meeting, in your self-view video, select **Stop showing my self-view video in mirror view** to stop showing mirror view or **Show my self-view video in mirror view** to start showing mirror view.
- In the Webex Meetings desktop app, set your preference for all meetings that you join:
  - On Windows, select the gear icon in the top right of the Cisco Webex Meetings app and go to **Preferences > Meeting join options**. Select **Always use the following audio and video settings**, check or uncheck the **Enable mirror effect** check box, and select **Apply**.
  - On Mac, select **Cisco Webex Meetings** on the app menu and go to **Preferences > Meeting join options**. Select **Always use the following audio and video settings** and check or uncheck the **Enable mirror effect** check box.



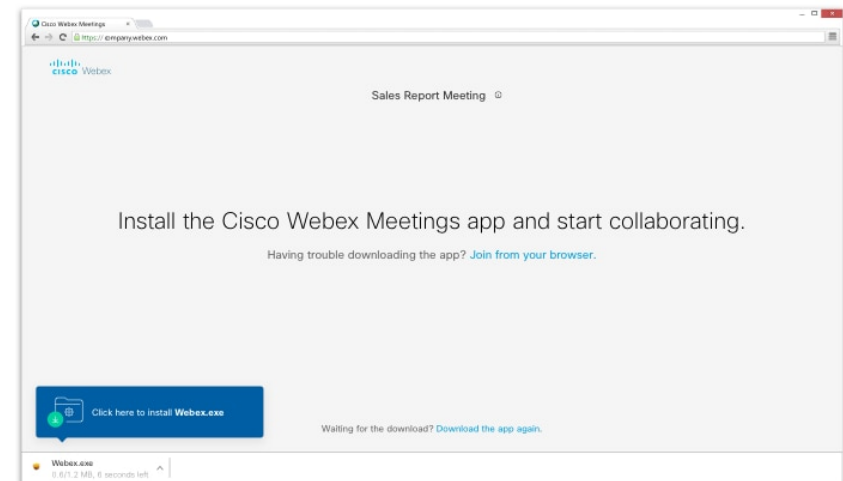
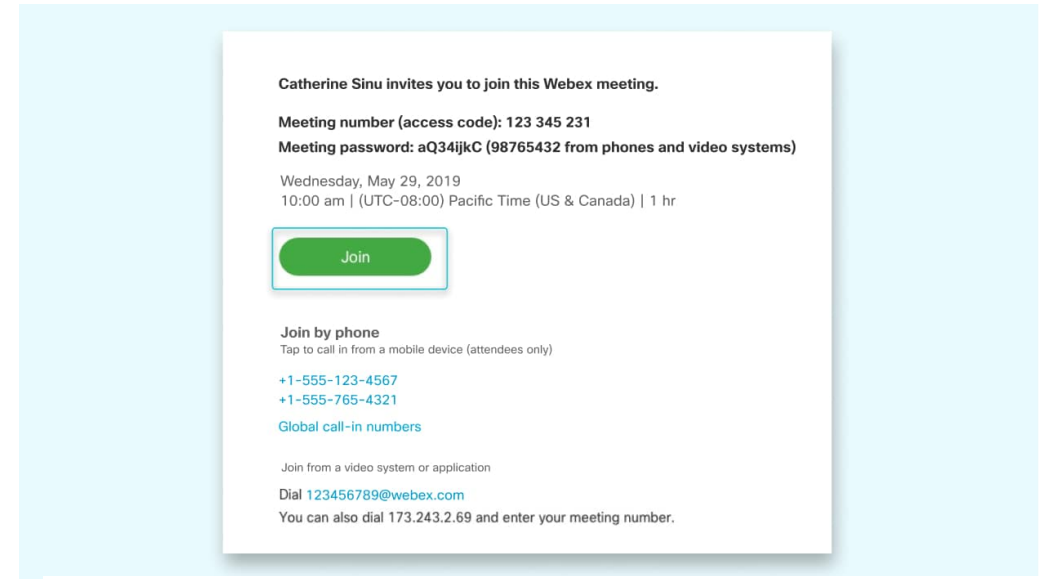
# Join a Webex Meeting: Desktop

You can join a meeting from your computer, mobile device or phone.



- Open your email invitation, and click **Join**.

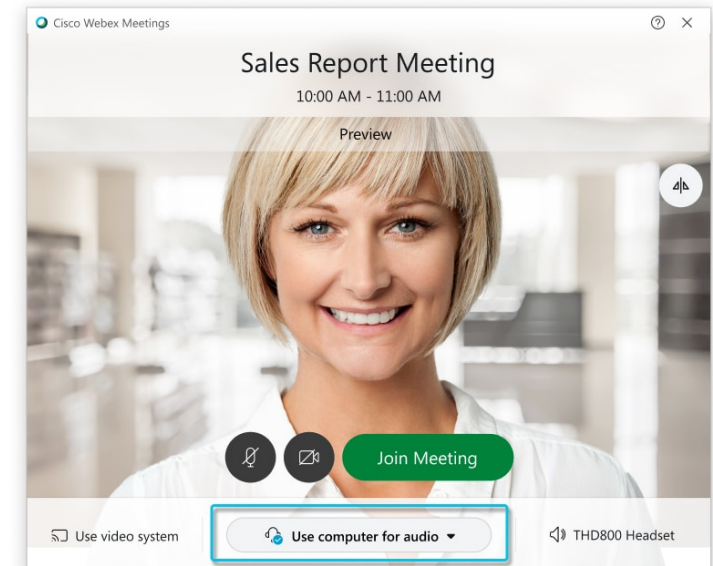
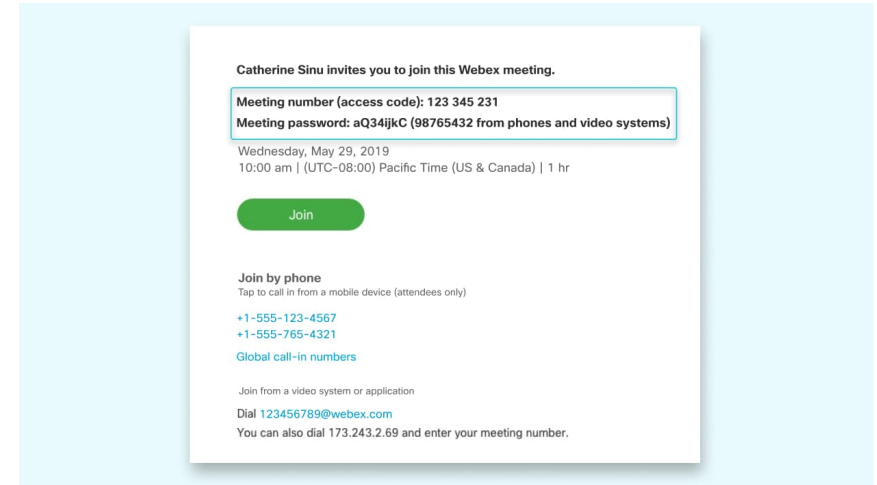
- If this is the first time you're joining a Webex meeting, Webex automatically downloads the app. Click the installer file (lower left) to install the app.

You can also [download the Webex Meetings app](#) manually.



# Join a Webex Meeting: Desktop

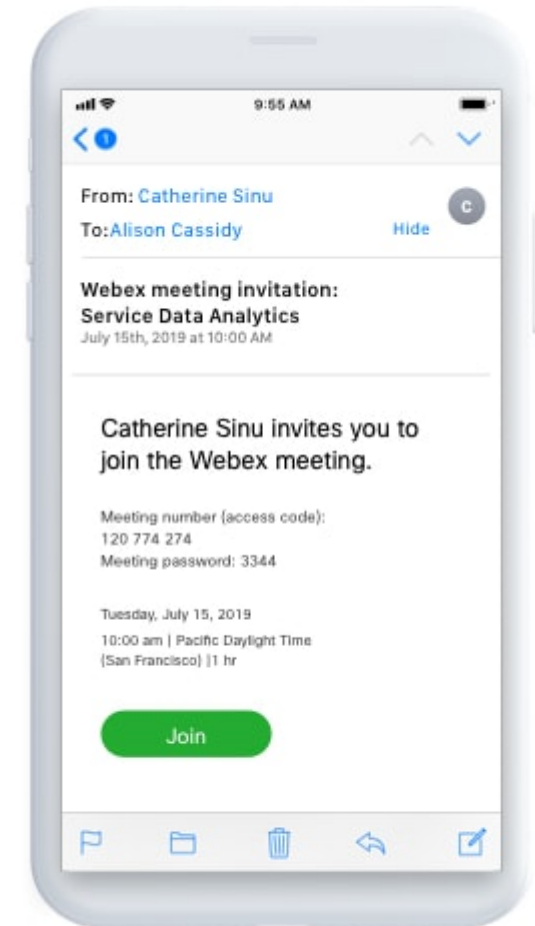
- Enter your name and email address and click **Next**.
- If asked, enter the meeting password in your email invitation. Click **Next**.
- Next, choose how you want to hear the meeting. Click on the audio connection options menu at the bottom of the screen and select from
  - **Use computer for audio** (default)
  - **Call in:** If you prefer to use your phone for audio, dial-in when the meeting starts.
  - **Call me:** Enter a phone number and Webex calls you. Depending on your Webex plan, you may or may not see this option.
- By default, your microphone and camera are turned off and indicated in red. When on, they will turn black.
  - To join with your video on, click **Start video** 
  - To join with your microphone on, click **Unmute** 
- Click **Join Meeting**.



# Join a Webex Meeting: Mobile

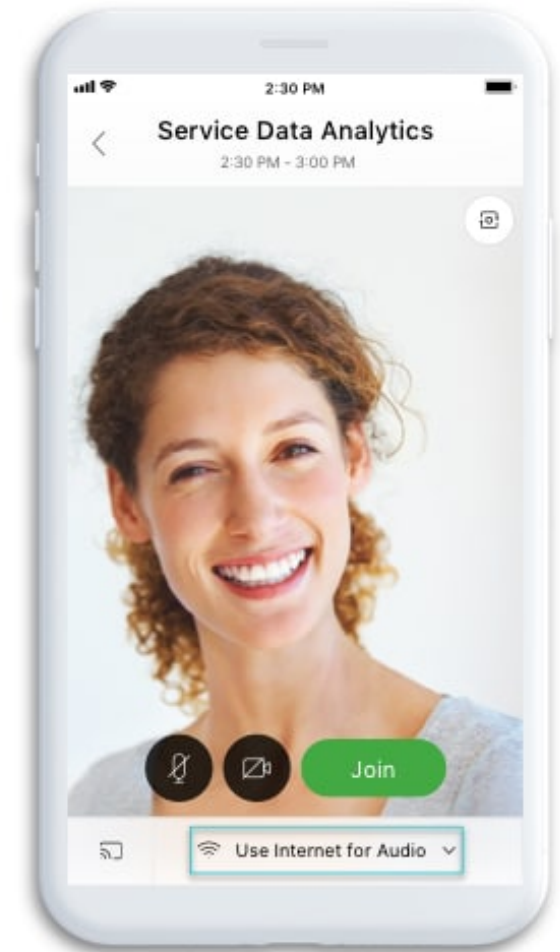
You can join your meeting from your Apple or Android phone, tablet or Apple watch using the Webex mobile app. You'll be able to use video, chat with other participants and share content.

- Tap **Join** in your email invitation when it's time to join the meeting.
- Tap **Download** to install the Cisco Webex Meetings app and join the video conference. To join the meeting by phone only, tap the number on your screen.
- Tap **Open** after the app is installed and accept the Terms of Service and Privacy Statement.
- Tap **Join Meeting**, enter the meeting number—it's in the email invitation—and tap **Join**.



## Join a Webex Meeting: Mobile

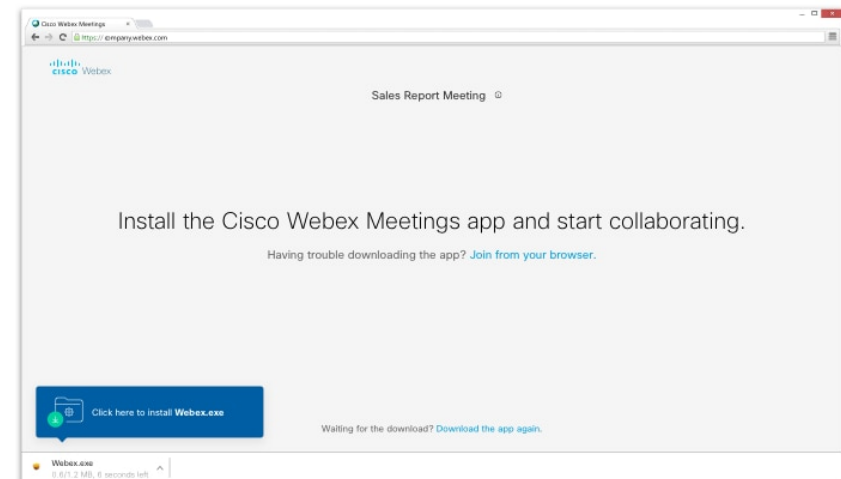
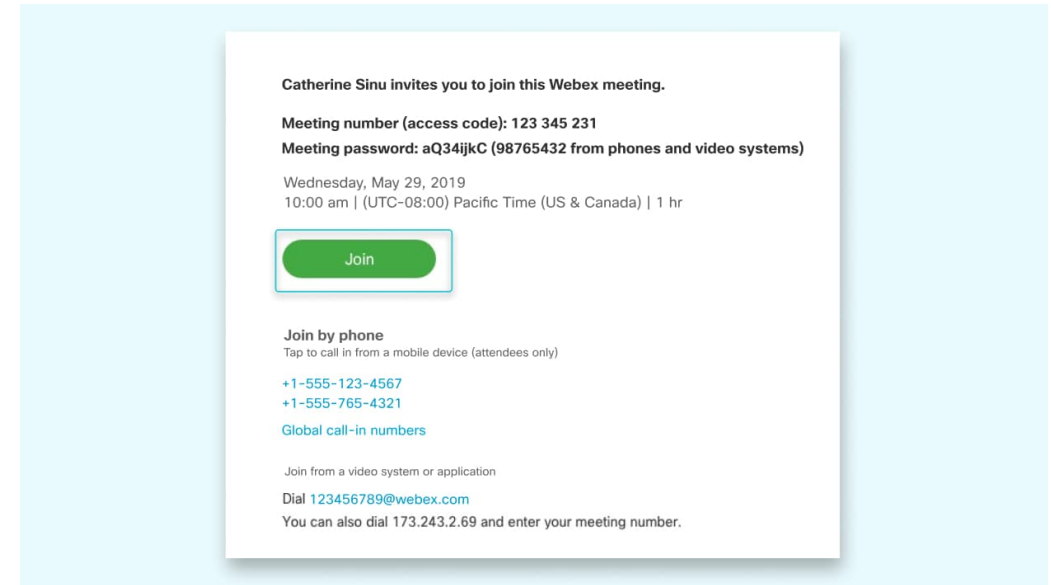
- Enter the meeting password in the email invitation and tap **OK**.
- When the Webex Meetings app opens, your video preview lets you see how you'll look to others before you join the meeting.
- Change your audio and video settings before joining your meeting.
  - **Use Internet for audio** (default)—Use your phone with a headset or speakers.
  - **Call in**—If you prefer to use your phone for audio, dial in when the meeting starts. A list of the global call-in numbers is available in your meeting invite. Choose this option if your Internet connection is slow.
  - **Call me**—Enter a phone number and Webex calls you. Depending on your Webex plan, you may or may not see this option.
- Tap **Join**





# Join a Webex Meeting: Web

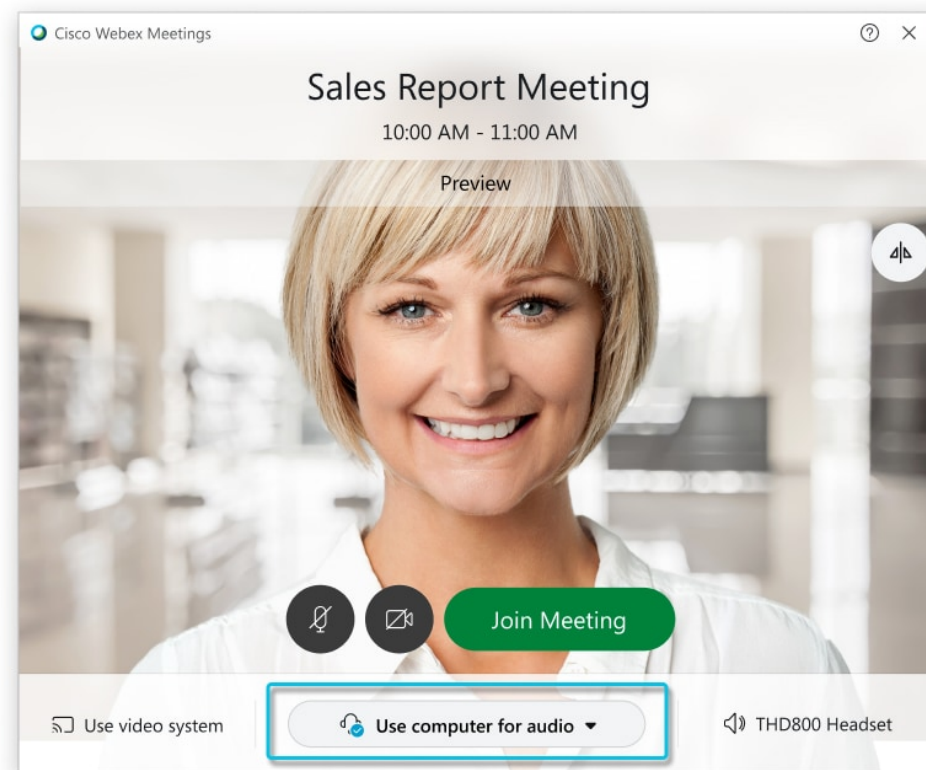
Use the web app to join a Webex Meeting from your browser. This is the easiest way to join if don't want to download anything.

- Open your email invitation, and click **Join**.
- Webex starts preparing to connect you to your meeting. Select **Join from your browser**.



# Join a Webex Meeting: Web

- Next, choose how you want to hear the meeting. Open the menu and select from
  - **Use computer for audio** (default)—Use your computer with a headset or speakers.
  - **Call in**—If you prefer to use your phone for audio, dial-in when the meeting starts. A list of the global call-in numbers is available in your meeting invite. Choose this option if your internet connection is slow.
  - **Call me**—Enter a phone number and Webex calls you. Depending on your Webex plan, you may or may not see this option.
- By default, your microphone and camera are turned off as indicated in red. Click to turn on and the icons change to black.
  - To join with your video on, click **Start video** 
  - To join with your microphone on, click **Unmute** 
- Click **Join Meeting**.

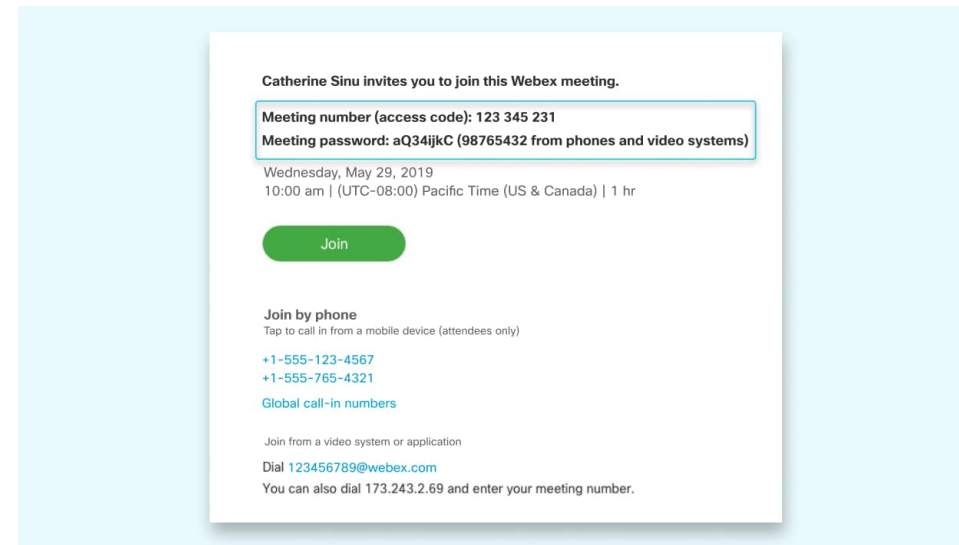
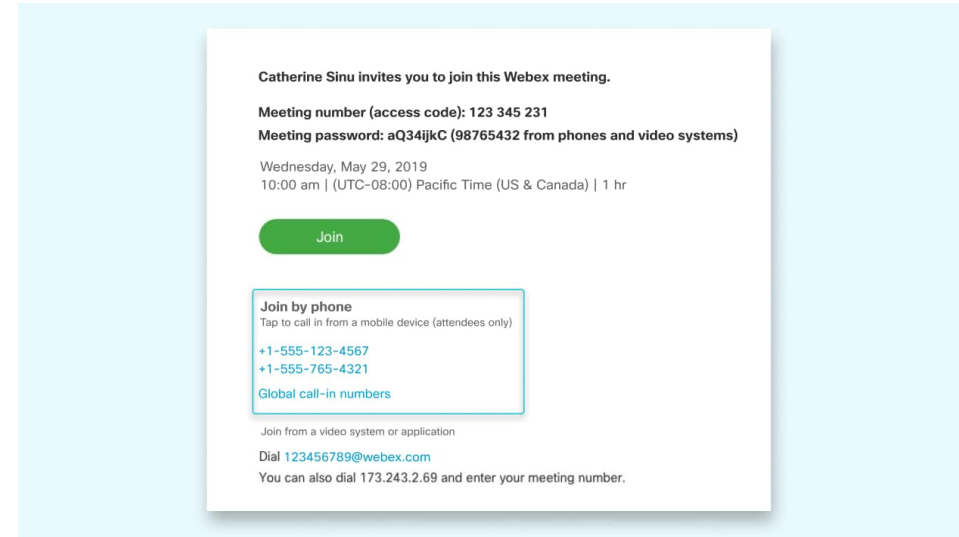


# Join a Webex Meeting: Phone Only

This is a good option if you are experiencing bandwidth issues.

When you dial into a meeting, you can hear everyone in the meeting, but won't be able to see anyone or what they share during the meeting.

- Open your meeting invitation and call one of the numbers under **Join by phone**. Depending on the host's meeting plan, your email invite provides a list of call-in numbers.
- Enter your meeting number and password in your invite.
- Click **Join**. You'll be able hear everyone in the meeting but won't be able to see anything that's being shared.





# Troubleshooting

## If you are experiencing problems:

- Be sure to use the latest version of your Google Chrome browser. To get the most current version, run an update.
- Clear your browser cache (see slide 18 for instructions)
- Refer to [Sign-In Issues with Webex](#)

## System requirements:

- A computer (PC or Mac) or mobile device (iOS or Android) equipped with a camera and microphone, video- and audio-communication ready, connected to high-speed internet (a minimum 25 Mbps connection).
- Cisco Webex Meetings application downloaded to your device. [See all download options](#) for Windows, Mac, Apple IOS and Android. For firewall issues, participants should contact their mission technical focal points to allow downloading.
- Download the "Speedtest" tool or access <https://www.speedtest.net>, and test with the default host (or other network testing tools that can be found easily through Google search) to verify the capacity of your Internet connection. For an acceptable virtual event experience, the minimum connectivity requirements are: maximum 50ms ping and maximum 15ms jitter, download/upload minimum 4 Mbit/s.

# Troubleshooting: Clearing the Cache and Cookies

If you are unable to connect to a meeting, go to: <chrome://settings/clearBrowserData> and follow these steps to clear your Google Chrome browser settings and cache:

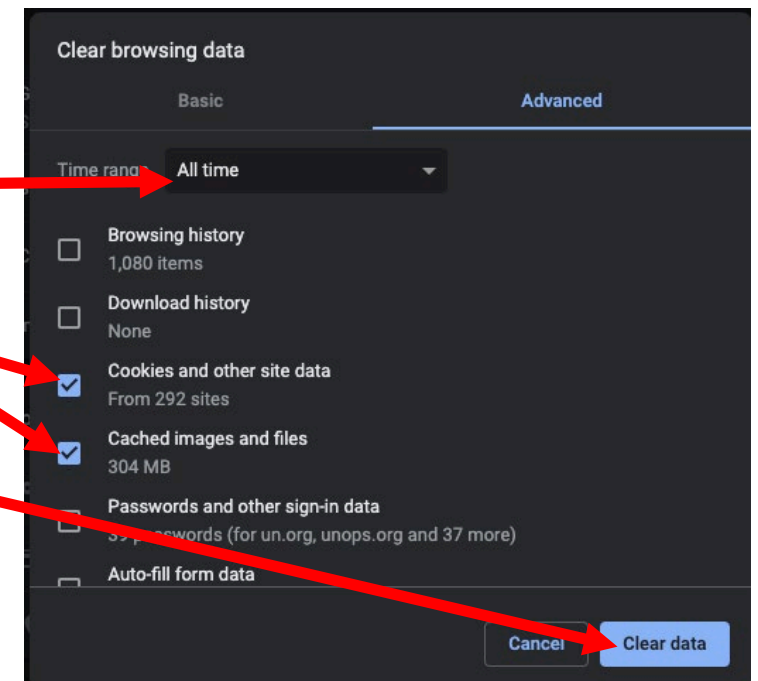
**Time Range:** select **All time**

From the pop-up window, select **Cookies and other site data** and **Cached images and files**.

Click **Clear data**

More information on clearing cache and cookies go to:

<https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>





# Technical Support and Resources

- **Unite Webex**

- Email: [videoconferences@un.org](mailto:videoconferences@un.org)

- **Helpful Resources**

- [Webex Meetings Help Center](#)
- [Attending Your First Webex Meeting? Join a Test Meeting](#)
- [Services and Tools for Virtual Meetings in the UN](#)
- [The Essentials of Webex Meetings](#)

# Webex Quick Guide

## Before the Meeting

- Pick a location that is quiet, well-lit, uncluttered, and distraction-free.
- Know how to use the software and equipment.
- Test your camera, microphone and network/browser connection
- Position your camera so your image is centred and properly lit.
- If you will be sharing your screen, close all windows and tabs that you do not want others to view.
- Use a headset for the best audio experience.

## To Join the Meeting

- Click on the link in your meeting invitation.

## During the Meeting

- If you plan to record the session, make sure all participants are aware before you click Record.
- Refrain from eating in front of the camera.
- Mute your microphone when not speaking.
- Do not open browser tabs or new windows to avoid losing the video.
- Encourage participants to keep their cameras on.

## Need Assistance?

**Contact the Video Conference Support (ICTS) at [videoconferences@un.org](mailto:videoconferences@un.org).**