

Successful WebEx Meetings

Tips and techniques for meeting hosts and presenters

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About This Guide

This guide, *Successful WebEx Meetings*, provides tips and techniques that you can use to conduct more effective meetings on the Web. However, this guide does not provide detailed instructions for using your meeting service.



To obtain detailed instructions on using the options and features that this guide describes, refer to the online Help on your meeting service Web site.

Many of the tips and techniques in this guide were provided by meeting service users like yourself. If you have a tip that you want to share with other users, please send a detailed description of your tip to docs@webex.com.

Obtaining Assistance

WebEx provides comprehensive technical support to its customers. To receive technical support for your meeting service, do one of the following:

- For urgent issues, call **408-435-7088** or **1-866-229-3239**, 24 hours a day, 7 days a week.
- For non-urgent issues, send an email message to **support@webex.com**.

The Support page on your meeting service Web site also provides support information, such as frequently asked questions (FAQs) and release notes.



Providing Feedback to WebEx

At WebEx, we value your comments about our software products and documentation.

Providing Feedback About Your Meeting Service

To provide feedback about your meeting service, you can use the WebEx feedback form, which appears automatically at the conclusion of your meetings and is available on your site's Support page. Or, you can send an email message to feedback@webex.com.

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If you have comments about this guide or other WebEx documentation, please send an email message to docs@webex.com. In your email message, please specify the section to which your comment applies. If you would like to receive a response to your comments, please include your name and contact information in your message.



Setting Up a Meeting

This section provides information for *meeting hosts*, including tips and techniques for scheduling a meeting and setting up a teleconference.

Choosing the Right Level of Security

You provide security for your meeting by doing any of the following on the Schedule a Meeting page:

- **Require a password:** Most meeting service Web sites require that you specify a password for any meeting that you host. Attendees must provide this password to join the meeting.

On the Schedule a Meeting page, type a password in the **Set meeting password** and **Confirm password** boxes.

- **Schedule an unlisted meeting**—An unlisted meeting does not appear in the list of meetings on your organization's meeting service Web site. To join an unlisted meeting, attendees must click the **Unlisted** link under **Attend a Meeting** on the navigation bar, then provide a unique meeting key.

On the Schedule a Meeting page, select **Unlisted meeting**.

- **Exclude the meeting password from email invitations**—If you have specified a meeting password, you can prevent the password from appearing in the email invitations that your meeting service Web site automatically sends to attendees.

On the Schedule a Meeting page, click **Edit Options**, then select **Exclude password from email invitations**.



- **Require attendees to log in**—You can require that attendees have a user account on your meeting service Web site. Thus, attendees must log in to your site before they can attend the meeting.

On the Schedule a Meeting page, click **Edit Options**, then select **Require user account: Attendees must log in to Web site before joining the meeting**.

The level of security that you choose depends on the meeting's purpose. For example, if you schedule a meeting to discuss your company picnic, you probably need to specify only a simple password for the meeting. On the other hand, if you schedule a meeting in which you will discuss sensitive financial information, you may want to specify that the meeting is unlisted.

Note Once you start a meeting, you can provide additional security by “locking” the meeting. For details, see [“Preventing Unauthorized Access to a Meeting in Progress” on page 13](#).

Scheduling a Recurring Meeting

If you want to host a meeting on a regular basis, you can specify one of the following recurrence patterns when scheduling a meeting:

- daily recurrence
- weekly recurrence
- constant



If you specify a constant meeting, the meeting remains on your personal meeting calendar until a date that you specify, or you delete it from your personal meeting calendar. Thus, you can start and end the meeting repeatedly, without having to reschedule it. If you also specify that the meeting is unlisted, attendees can provide the same meeting number each time you restart the meeting.

On the Schedule a Meeting page, click **Edit Options**. Then select options under **Regularly Scheduled Meeting**.

Including a Teleconference

When scheduling a meeting, you can select one of the following teleconferencing options under **Teleconference** on the Schedule a Meeting page:

- **None**—Select this option if you do not need set up a teleconference—for example, if you want to meet with only one other attendee.

Important If you schedule a meeting *without* a teleconference, it is recommended that you clearly specify in your email invitation how you plan to provide audio for the meeting; otherwise, attendees may not realize that your meeting includes audio. For example, you can inform attendees that you will call them once the meeting starts. To specify this information, you can create a custom email invitation. For details, see [“Creating a Custom Email Invitation for Attendees” on page 10](#).

- **WebEx teleconferencing service**—The meeting includes an integrated teleconference. If you select this option, select one of the following types of teleconferences:



- **Attendees call in**—Select this option if you want attendees to call a phone number to join a teleconference. Once an attendee joins a meeting that includes a call-in teleconference, a dialog box appears, providing the call-in phone number.
- **Attendees receive a call back**—Select this option if you want the teleconferencing service to call attendees to connect them to the teleconference. Once an attendee joins a meeting that includes a call-back teleconference, a dialog box appears, in which the attendee can provide his or her phone number.

Important In a call-back teleconference, only meeting attendees who have direct phone lines can receive a call back from the teleconferencing service. If a receptionist answers the call from the service, or the attendee's phone system uses a recorded greeting for incoming calls, the attendee cannot receive a call back. However, an optional call-in phone number that attendees can call to join the teleconference is always available in the Meeting window.

- **Other teleconferencing service**—Select this option if you want to use a another teleconferencing service provider or an internal teleconferencing service. If select this option, you can optionally provide instructions for joining the teleconference in the box that appears. The instructions automatically appear in a message box once an attendee joins the meeting.

Including an Internet Phone Conference

When scheduling a meeting, you can choose to use Internet phone in addition to or instead of a teleconference. This option allows attendees to speak to each other using voice over IP (VOIP)—an Internet-based telephony service—rather than the traditional telephone system. In an Internet phone conference, only one attendee can speak at a time.



To include an Internet phone conference with your meeting, under **Teleconference** on the Schedule a Meeting page, select the **Internet phone** check box.

After you start the meeting, you must then start the Internet phone conference. For information about using Internet phone during a meeting, see [“Using Internet Phone”](#) on page 14.

Granting Privileges to Attendees

When scheduling a meeting, you can specify the privileges that attendee have once they join the meeting. To grant attendee privileges, on the Schedule a Meeting page, under **Meeting Options**, click **Edit Options**. Under **Attendee Privileges**, select the check boxes for the privileges that you want to grant to attendees.

Notes

- The default meeting options are ideal for most meetings. It is recommended that only experienced users edit meeting options.
- Once you start a meeting, the presenter can grant privileges to or remove them from attendees, by choosing **Privileges** on the **Participant** menu in the Meeting window.

Creating a Message or Greeting for Attendees

When scheduling a meeting, you can create a message or greeting for attendees that automatically appears in the Meeting window once an attendee joins the meeting. Attendees can also view the message or greeting at any time, by choosing **Message or Greeting** on the **Meeting** menu in the Meeting window.



In the message or greeting, you can provide important information about the meeting to attendees. For example, you can provide meeting guidelines or the screen resolution to which attendees should set their monitors.

Creating a Custom Email Invitation for Attendees

If you invite attendees when scheduling a meeting, your meeting service automatically sends them invitation email messages. An invitation email message includes a link that an attendee can click to join the meeting. However, if you want to modify the automatic email message, you can initially invite only yourself to the meeting. Once you receive the invitation email message, you can modify it as needed, then forward it to attendees. In your custom invitation email message, ensure that you include all necessary meeting information that the original message contained, such as the date and time for the meeting, the meeting agenda, the URL for joining the meeting, and conferencing information.

Note Do not modify the meeting confirmation email message that you receive. This message contains information and URLs that you need to host the meeting.

Updating Meeting Information

As a meeting host, you can update a meeting's information as follows:

- 1 On the navigation bar, click **My Meetings**.
- 2 On the My Scheduled Meetings page, clicking the meeting's link.
- 3 Click **Edit**.



If you invited attendees to the meeting when scheduling it, attendees automatically receive an update email message whenever you update the meeting's information. If you invited attendees using another method, make sure that you communicate your updates to them.

Note Updating a meeting does *not* generate a new meeting number.



Starting and Conducting a Meeting

This section provides information for *meeting hosts*, including tips and techniques for starting a meeting and helping attendees to join a meeting and voice conference.

Starting a Scheduled Meeting

Meetings do not start automatically at scheduled times. As the meeting host, you must first start a meeting, then attendees can join the meeting. Thus, it is recommended that you start a meeting about 10 minutes before its scheduled starting time, to accommodate any attendees who want to join a few minutes early.

Your scheduled meetings appear on the My Scheduled Meetings page, which you can view by clicking **My Meetings** on the navigation bar. If you scheduled a listed meeting, it also appears on the public Meeting Calendar page on your organization's meeting service Web site.

Helping Attendees to Find Your Meeting Service Web Site

If attendees have trouble finding your meeting service Web site to join a meeting, verify that they are using the correct URL. Some common mistakes that users make are the following:

- Typing `www` in the URL. Meeting service Web sites do not include the `www` server name. Instead, these sites include your organization's name, in the following format:

`http://<your_organization_name>.webex.com/webex`

- Typing `webx` instead of `webex` in the URL.



- Typing `http` instead of `https`, if your site is secured with SSL (Secure Sockets Layer). A secure site's URL has the following format:

```
https://<your_organization_name>.webex.com/webex
```

Helping Attendees to Join a Meeting

If attendees have trouble joining a meeting, they may be attempting to join a meeting that you have not yet started. On the meeting calendar on your meeting service Web site, under **Status**, the text `In progress` and a green indicator appear only after you start the meeting. Otherwise, the text `Not started` appears.

Because a meeting's status can change at any time, an attendee can periodically click the **Refresh** button on the page to determine whether you have started the meeting.



Preventing Unauthorized Access to a Meeting in Progress

Once all required or invited attendees have joined a meeting, you can “lock” the meeting by restricting access to it. Restricting access to a meeting prevents anyone else from joining it. To lock a meeting, choose **Restrict Access** on the **Meeting** menu.



Helping Attendees to Join a Teleconference

If your meeting includes an integrated call-in or call-back teleconference, or a third-party teleconferencing service, instructions for joining the teleconference automatically appear in a message box once an attendee joins the meeting. Attendees can also obtain instructions for joining a teleconference at any time during the meeting, by choosing **Join Teleconference** on the **Participant** menu. If your meeting includes an integrated call-in teleconference, the call-in number also appears on the **Info** tab in the content viewer.

Using Internet Phone

If, when scheduling or starting an instant meeting, you chose to include an Internet phone conference, you can start the conference at any time during the meeting, as follows:

On the **Tools** menu, point to **Internet phone**, then choose **Start Conference**.

Before starting or joining an Internet phone conference, you can use the Audio Tuning Wizard—which is available on the **Tools** menu—to ensure that your microphone and speakers are set to optimal levels.



For more information about using Internet phone and the Audio Tuning Wizard, refer to the online Help on your meeting service Web site.



Presenting Information

This section provides information for *presenters*, including tips and techniques for sharing presentations and applications, polling attendees, and recording meetings.

Preparing for Your Meeting

The following tips can help you to avoid problems and ensure that your meeting runs smoothly:

- Before you start a meeting, ensure that your computer and network are working properly to avoid any unexpected problems during the meeting.
- Place all the files that you intend to share in a single folder, so you can quickly locate them during the meeting.
- Start your meeting early, and practice sharing the documents and applications that you intend to share with attendees. For example, if you are sharing a slide presentation, display each slide in the content viewer. If you are sharing an application, note how quickly it appears on another computer. If there is a significant delay, you can troubleshoot the problem before attendees join the meeting.
- Ensure that you have the URL for your backup meeting site handy, in case your primary site is unavailable. If you do not know the URL for your backup site, ask your meeting service site administrator.
- Once you start a meeting, write down the meeting number, host key, and, if you are using the integrated teleconferencing service, the teleconference number. These numbers all appear on the **Info** tab in the content viewer.



Using an Assistant Presenter

Using an assistant presenter is useful if you do not have a high-speed connection to the Internet. Although a 56K modem provides sufficient speed for sharing an application, it is recommended that you use a high-speed connection to the Internet—such as a LAN's Internet connection—to provide attendees with the best possible meeting experience. However, if you do not have such a connection, another attendee with a high-speed connection can provide presentation and application sharing for you. In this case, you can speak to attendees while the other attendee acts as an assistant presenter who “drives” the presentation, advancing slides and sharing applications as you need them. Having an assistant presenter also allows you to both focus on your speaking and view the presentation from an attendee's perspective.

Personalizing Your Meeting with Video

You can use video to introduce yourself at the beginning of a meeting, if you attached a video camera to your computer, and your meeting service provides the video option. To send live video to attendees, simply click the **Video** tab.

Providing Interactivity

When sharing a presentation, use the annotation tools to highlight text or graphics, emphasize points, and draw and write notes. If you are conducting a meeting with few attendees, allow attendees to annotate your presentation. Attendees can use annotation tools, for example, to point to areas on a slide about which they want to comment or ask a question.



Choosing an Option for Sharing Presentations or Documents

Your meeting service provides the following options for sharing a presentation or document:

- **Sharing a presentation or document in the content viewer**—Choosing the **Presentation or Document** option on the **Share** menu displays the presentation or document in the content viewer. If you used Microsoft PowerPoint to create your slides, the content viewer also displays any animations and transitions that you have added to the slides. The presentation or document sharing option provides you with a set of annotation tools that both you and attendees can use; viewing options, such as thumbnails and full-screen view; and simultaneous use of the entire Meeting window, including chat and video.
- **Sharing a presentation as an application**—Instead of displaying a presentation or document in the content viewer, you can open the presentation or document in the application with which it was created, then share the application. Sharing a presentation as an application allows you or an attendee to edit the slides during the meeting. However, while you are sharing an application, the Meeting window is not available, including the toolbar, chat, video, and so on.
- **Sharing a presentation or document by sharing your desktop**—Sharing your desktop provides the same benefits as sharing your presentation as an application. However, desktop sharing allows you to quickly display additional applications that you want to share with attendees.



Choosing an Option for Sharing Web Pages

During a meeting, you can display Web pages to attendees in either of two ways:

- **Web browser sharing**—Web browser sharing allows you to take attendees on a “Web tour.” Attendees can view each Web page that you access, either on the Internet or on your organization’s private intranet. You can optionally allow attendees to control your Web browser. This option uses more bandwidth than the following two options.
- **Web content sharing**—To share a Web page on the Internet that includes multimedia effects, such as sound and animation, you can use Web content sharing. This option allows you to specify a URL for a Web page, which opens in a Web browser window on each attendee’s computer. Attendees can hear sounds and interact with other multimedia effects independently in their browsers. This option also allows you to share a single Web page faster than you can using the Web browser sharing option; however, it does not allow you to guide attendees to other Web pages.
- **Presentation sharing**—Using the WebEx Universal Communications Toolkit, you can insert a link to a Web page directly in a Microsoft PowerPoint presentation. When you share the presentation in the content viewer during a meeting, using the **Presentation or Document** command on the **Share** menu, the Web page appears on the slide on which you inserted it. This option is best if you do not want to stop your presentation to use either Web browser sharing or Web content sharing. For more information about creating and sharing presentations in which you insert media, see [“Using UCF Multimedia to Enhance Your Presentation” on page 23.](#)



Sharing HTML Files on Your Computer

To share an HTML file that resides on your computer, you can use Web browser sharing, instead of application sharing. Simply share your Web browser, choose **Open** on your browser's **File** menu, then select the file on your computer.

Sharing a Presentation Before a Meeting

To save time during a meeting, begin sharing a document or presentation before the meeting's starting time. That way, once attendees join the meeting, they can begin viewing your presentation.

Letting Attendees Print Handouts

You can let attendees print handouts at any time during a meeting, as follows:

- 1 Share the handout by choosing **Presentation or Document** on the **Share** menu.
The handout appears in the content viewer.
- 2 On the **Participant** menu, choose **Privileges**.
- 3 In the Attendee Privileges dialog box, select the **Print** check box, then click **Assign**.

Attendees can now print the shared handout by pointing to **Print** on the **File** menu, then choosing **Document**.



Synchronizing Displays

When you share a document or presentation in the content viewer, some attendees' viewers may set to different magnifications. Thus, some attendees may not be able to view the entire page or slide that you are sharing. To resolve this problem, simply click the **Synchronize** button on the toolbar.



All attendees' content viewers then display the page or slide at the same magnification that you set in your viewer.

Improving the Performance of Document or Presentation Sharing

You can improve the speed at which shared pages or slides appear to attendees by doing any of the following:

- Before attendees join the meeting, save the document or presentation as a `.ucf` (Universal Communications Format) file, then share the `.ucf` file, as follows:
 - 1 Share the document or presentation.
 - 2 On the **File** menu, choose **Save**.
 - 3 Save the document or presentation as a `.ucf` file on your computer.
 - 4 On the **Share** menu, choose **Share Presentation or Document**.
 - 5 Select the `.ucf` file that you saved.
- Limit the number of animations and slide transitions that you add to Microsoft PowerPoint slides.



- Minimize the number of screen shots that you add to slides, especially if they are bitmap graphics. Such graphics do not compress well.
- Do not include more than 20 to 30 slides in one presentation file. If you want to share more slides, create a separate presentation file for each set of 20 to 30 slides.
- Keep the size of the presentation file to no more than 5 MB.

Performing Animations and Slide Transitions

When sharing a Microsoft PowerPoint slide presentation in the content viewer, you can perform animations on the slides and slide transitions, by importing the presentation using the Universal Communications Format (UCF) import mode. The UCF import mode is the default mode. To ensure that you import your presentation in the UCF mode, on the **Meeting** menu, choose **Options**, then click the **Import Mode** tab.

Once you begin sharing a presentation, you can perform slide transitions or animations, as follows:

- 1 Click in the content viewer to set the input focus. A blue border around the shared slide indicates that the viewer has input focus.
- 2 Do either of the following:
 - To perform the next slide transition or animation, click the **Next** button on the toolbar.





- To perform the previous slide transition or animation, click the **Previous** button on the toolbar.



You can also use the keys on your keyboard to perform slide transitions or animations, or to navigate your slides:

To...	Press...
Display the next slide or perform the next animation or slide transition	Space Bar, Page Down, Right Arrow, or Down Arrow
Display the previous slide or perform the previous animation or slide transition	Page Up, Left Arrow, or Up Arrow
Display the first slide	Home
Display the last slide	End



Using UCF Multimedia to Enhance Your Presentation

During an online meeting, you can share the following types of media files in the content viewer to make your presentation more engaging and impressive:

- WebEx Recording Format (WRF) files
- video files
- audio files
- Flash movie and interactive Flash files
- Web pages

To share a media file, you must use a Universal Communications Format (UCF) media object. A media object links to the media file and provides a window in which the file appears. An object also contains options and controls for displaying or manipulating the file.

You can share media files in either of two ways:

- In a Microsoft PowerPoint presentation—Using the WebEx Universal Communications Toolkit, a plug-in for Microsoft PowerPoint, you can insert UCF objects into your slides. You can then share the presentation during a meeting.

You can download the Universal Communications Toolkit from the Support page on your meeting service Web site.

- As a standalone file—You can share a media file directly in the content viewer. Meeting Manager creates a UCF object for the file automatically, which appears in the content viewer.



For more information about creating UCF multimedia presentations, refer to Getting Started with WebEx Universal Communications Toolkit. For more information about sharing either a UCF multimedia presentation or a standalone media file, refer to the online Help on your meeting service Web site.



Sharing Graphics Quickly

You can quickly share a graphics file with attendees by copying it to your computer's clipboard, then pasting it in the content viewer. To copy an image, do one of the following:

- Right-click an image on a Web page or in a document, then choose **Copy**.
- Capture your entire desktop to an image by pressing and holding down the **Alt** key, then pressing the **Print Screen** key.

Once you copy an image to your computer's clipboard, on the **Edit** menu in the Meeting window, choose **Paste Page Image**.

You can paste any bitmap image in the content viewer, such as a GIF, JPEG, BMP, or TIF image. You cannot paste other types of images—such as EPS or Adobe Photoshop (PSD) images—in the content viewer.

Ensuring That Your Slides Are in Color

When sharing Microsoft PowerPoint slides, you may find that your slides appear in black and white or grayscale in the content viewer. Because your meeting client software uses a printer driver to display your slides, this problem may occur if PowerPoint is set to print in black and white or grayscale. To display your slides in color, you must turn off the option to print in black and white or grayscale in PowerPoint. For instructions on turning off this option, refer to PowerPoint Help.

Optimizing Attendees' Shared Views

The following tips can help you to avoid common problems with application, Web browser, or desktop sharing:



- Differences in screen resolution settings between your computer and an attendee's computer may prevent an attendee from viewing the entire application, Web browser, or desktop that you are sharing. To help avoid this problem, set your monitor to a lower screen resolution, such as 800 by 600 pixels. If an attendee's view of shared software is too small, request the attendee to set his or her computer's screen resolution to 800 by 600 pixels.



For instructions on setting screen resolution, refer to your operating system's online help.

- You can also resolve some problems with screen resolution by choosing the **Show Full-Screen View for Attendees** on the **Sharing** menu, which appears in the title bar of the application or Web browser that you are sharing.
- To improve the quality of attendees' views of a shared application, ensure that your screen display and attendees' screen displays are set to the same color depth—for example, 16-bit color.



For instructions on setting screen color depth, refer to your operating system's online Help.

Communicating Your Monitor Settings to Attendees

To optimize application, Web browser, or desktop sharing, you and attendees should set your monitors to the same screen resolution and color depth (see [“Optimizing Attendees' Shared Views” on page 24](#)). As a presenter, you can specify the screen resolution or color depth to which attendees should set their monitors in the following ways:

- Once you start a meeting, specify monitor settings in a chat message to all attendees. Remember to resend the message often, because attendees cannot view any chat messages that you send before they join a meeting.



- Specify monitor settings on either the first slide of your presentation or in the header on each slide.
- Specify monitor settings by typing them on a shared whiteboard.

Note A meeting host can specify monitor settings for attendees in a message or greeting that automatically appears in attendees' Meeting windows. For details, see ["Creating a Message or Greeting for Attendees"](#) on page 9.

Opening Applications Before a Meeting Starts

To save time during a meeting, begin sharing one or more applications before the meeting's starting time, then minimize their windows. At the appropriate time during the meeting, you can quickly begin sharing an application by restoring its window, without waiting for the application to start.

Improving the Performance of Software Sharing

To improve the performance of software sharing, do the following:

- Close all applications that you do not need to use or share on your computer. Doing so conserves processor usage and memory on your computer, thus helping to ensure that Meeting Manager can send images of shared software quickly during a meeting.
- To ensure that the maximum amount of bandwidth is available for software sharing, close any applications on your computer that use bandwidth, such as instant messaging or chat programs, and programs that receive streaming audio or video from the Web.



- Ensure that the Meeting Manager display mode is set optimally for the application that you are sharing. You can choose one of two display modes: one for normal applications and another for graphics-intensive applications. To set the display mode, on the **Meeting** menu, choose **Options**.

Avoiding Blocked Views

If you cover a shared application or Web browser with another window on your computer's desktop, attendees cannot view the area of the application or browser that the other window covers. Instead, a crosshatched pattern appears in the covered area on attendees' screens. To help to avoid this problem, ensure that you minimize all applications that are running on your computer, then restore the window for only the application or browser that you want to share.

To ensure that you do not block a shared view and create the crosshatched pattern, use a second computer to join the meeting as an attendee and monitor the attendees' view of your presentation.

Transmitting Sound While Sharing Applications or Web Pages

During a meeting, you can transmit sound that shared applications or Web pages play, as follows:

- **Applications that play sound**—To transmit sound that a shared application plays, first start an Internet phone conference. If you are not the host, the host must start the Internet phone conference and then pass the microphone to you. Next, place your microphone next to one of your computer's speakers. Once attendees join the Internet phone conference, they can hear the sound through their computers' speakers. If your meeting also includes a teleconference, you can continue the teleconference normally.



For more information about using Internet phone, see the online Help on your meeting service Web site.

- **Web pages that play sound**—To transmit sound that a Web page plays, use the **Web Content** option on the **Sharing** menu, instead of Web browser sharing. This option allows you to specify a URL for a Web page, which opens in a new Web browser window on each attendee's computer. Attendees can hear sounds and interact with other multimedia effects independently in their browsers.

Using Two Web Browsers for Training

When training other users to use your meeting service, you can allow attendees to see your view of the Meeting window—that is, the presenter's or host's view—to show them how to schedule and start meetings and use host and presenter options. To do so, use two different Web browsers—for example, Microsoft Internet Explorer and Netscape Navigator—to provide attendees with a view from a host's or presenter's perspective. Use one browser to start a meeting. Then use application sharing to share the other browser, in which you demonstrate how to use the meeting service Web site and use Meeting window options.

Training Attendees on Using Applications

If you train attendees on how to install and use an application, you can use the file transfer option to allow attendees to download the application's installation program. Then, you can use desktop sharing to help each attendee install the software or troubleshoot any problems that they encounter.

Speeding Up Polling

To save time, you can prepare a questionnaire before a meeting's starting time, save it, then open it for use during the meeting.



If each question in your poll has the same set of answers from which attendees can choose, you can do the following to take the poll more quickly and efficiently:

- 1 Create a slide for each question, using presentation software, such as Microsoft PowerPoint.
- 2 Use the **Polling** tab to create one set of answers that applies to the questions on all the slides.
- 3 When taking the poll, display a polling slide in the content viewer.
- 4 On the **Polling** tab, open the poll to allow attendees to choose an answer to the question on the slide, then close the poll.
- 5 Repeat the process for each polling slide.

Providing Poll Questionnaires and Results to Attendees

If you take a poll during a meeting, attendees normally cannot save the poll questionnaire or results files to their computers. However, if you want to provide these files to attendees, you can choose **File Transfer** on the **File** menu, then select the poll questionnaire or results files. Attendees can open a poll results file using any text editor. Attendees who act as presenters in subsequent meetings can open a questionnaire file in the Meeting window, and it will appear on the **Polling** tab.

Recording Meetings for Remote Teams

If you want to give a presentation to a remote team in another time zone, you can record a meeting—including all interactions, sharing, and audio—using WebEx Recorder. You can then publish the recording on your Web site. Members of the remote team can use WebEx Player to replay the meeting at any time.



WebEx Recorder is integrated in the Meeting window. WebEx Player and a standalone version of WebEx Recorder are available on your meeting service Web site. Instructions for publishing a recording are also available on your site.



Hosting a Large Meeting

This section tips and techniques that can help you to host a large meeting, or “webinar,” more effectively.

Muting Audio

If you are using an integrated WebEx teleconferencing service, you can prevent distracting noises during a meeting by muting the audio for all attendees who are participating in a teleconference. To do so, on the **Participant** menu in the Meeting window, choose **Mute All**.

Using Two Computers

If you are the presenter for a meeting with a large number of attendees, you can monitor the attendees' view of the meeting by using two computers. Use one computer to present information, and use the other computer to view the meeting as an attendee.

Setting Up a Dual-Mode Voice Conference

If your meeting requires only one-way audio—that is, a meeting in which attendees listen to the presenter but do not speak themselves—you can set up a dual-mode voice conference. A dual-mode voice conference includes both a teleconference and an Internet phone conference. Attendees can choose to listen to audio using either their phones or speakers attached to their computers. For example, if joining the teleconference would require an attendee to make a long-distance call, the attendee could use Internet phone instead.

To set up a dual-mode voice conference, do the following:



- 1 On the Schedule a Meeting page, set up a teleconference using either the integrated WebEx teleconferencing service or a third-party teleconferencing service.
- 2 Select the **Internet phone** check box.
- 3 Once you start the meeting, start an Internet phone conference. For details, see [“Using Internet Phone” on page 14](#).

To allow all attendees to hear audio, the presenter must speak into both a phone and a microphone attached to his or her computer.



For detailed information about setting up an integrated teleconference and starting an Internet phone conference, refer to the online Help on your meeting service Web site.

Providing Technical Support

Provide attendees with a phone number that they can call to receive support from your technical personnel. Having this phone line available helps to ensure that all attendees can fully participate in a meeting.

To avoid having attendees interrupt a meeting when they need help, provide your support number on the first slide in the content viewer, or in the header of each slide; or in a message or greeting. If your staff is unable to resolve an issue, attendees can call WebEx Technical Support at **408-435-7088** or toll-free at **1-866-229-3239**.



Establishing Meeting Guidelines

To help keep a large meeting running smoothly, you can provide attendees with a list of meeting guidelines to follow. For example, you can specify how and when attendees can ask questions, request annotation control, request remote control, and so on. To provide your guidelines to attendees, you can do either of the following:

- When scheduling a meeting, create a message or greeting in which you specify your guidelines. The message or greeting automatically appears once an attendee joins the meeting. Attendees can view the message or greeting at any time, by choosing **Message or Greeting** on the **Meeting** menu in the Meeting window.
- Include your guidelines on the first slide in your presentation. Once attendees join a meeting, they can read the guidelines before you start your presentation

Designating a Chat Moderator

Chat provides a convenient way for attendees to ask questions during a meeting. To ensure that attendees receive timely answers to their questions, and to avoid interrupting the meeting, you can designate another attendee as a chat moderator. The moderator can answer attendees' questions by sending public or private chat messages to them. At the beginning of the meeting, instruct attendees to use chat to ask questions and to direct their questions to the chat moderator.

Handling Disruptive Attendees

To prevent a disruptive attendee from taking control away from the presenter, be careful when granting privileges to attendees. If an attendee continues to disrupt a meeting, you can expel the attendee by selecting the attendee's name on the **Participants** tab, then choosing **Expel** on the **Participant** menu.



Once you expel an attendee, you can prevent the attendee from attempting to rejoin the meeting by choosing **Restrict Access** on the **Meeting** menu.



Solving and Avoiding Common Problems

The following are tips for solving and avoiding some common problems that you may encounter when using your meeting service.

Using a Dial-Up Connection

Attendees who use dial-up connections to the Internet can avoid unnecessary delays in screen updates during a meeting by connecting to their local ISPs, rather than to their corporate servers. Connecting to a corporate server can cause delays in receiving meeting data because the data must traverse a longer path, and thus is more likely to traverse congested lines.

Testing Dial-Up and High-Speed Connections

If you use a dial-up connection, poor phone lines and equipment in your area may affect your meeting experience. If you suspect that such a problem exists in your area, contact your phone service provider.

Even if you use a high-speed connection—such as ISDN, DSL, T1, or T3—you may experience bandwidth limitations or data loss. These problems may originate with your ISP or a major hosting facility in your area. For example, some ISPs use proxy servers to handle inbound and outbound network traffic. These servers can reduce your connection speed and thus affect the performance of your meeting service.

To determine the speed of your connection and whether any problems exist with your connection, you can use `tracert`—a utility that records the route that data traverses on the Internet between your computer and a specified destination computer.



To use `tracert` on a Windows computer to test the connection between your computer and the computer that hosts your meeting service Web site, follow these steps:

- 1 On the **Start** menu, point to **Programs**, then choose **MS-DOS Prompt**.

In the MS-DOS Prompt window, type your meeting service Web site's URL, which has the following format:

```
tracert <your_organization_name>.webex.com/webex
```

where *<your_organization_name>* is the name of your organization.

- 2 Press **Enter**.

The `tracert` results indicate how many hops—or routers—that data must traverse to reach your meeting service Web site, and the time it takes for data to reach your site, in milliseconds (ms). On a good connection, data takes between 15 to 100 ms to reach its destination. If the data's travel time is longer than 100 ms, your connection is slow. In this case, examine the results to determine where the data's path became slow. You can help to isolate a problem by tracing the route to a well-known Web site, such as `www.yahoo.com`, and comparing the results to those for the route to your site.



Clearing Your Web Browser's Cache

Clearing your Web browser's cache can improve its performance, and thereby your meeting experience. To clear you browser's cache, follow these steps:

Internet Explorer 4.x

- 1 On the **View** menu, choose **Internet Options**.
- 2 Under **Temporary Internet files**, click **Delete Files**.

Internet Explorer 5.x

- 1 On the **Tools** menu, choose **Internet Options**.
- 2 Under **Temporary Internet files**, click **Delete Files**.

Netscape Navigator

- 1 On the **Edit** menu, choose **Preferences**.
- 2 Expand **Advanced**.
- 3 Select **Cache**.
- 4 Click **Clear Disk Cache**.

Handling Firewall Problems

Your meeting service Web site sends and receives all meeting data through port 80—your firewall's standard HTTP port. You need not open any other ports on your firewall.



If port 80 is open on your firewall but you still cannot use your meeting service Web site, please contact WebEx Technical Support at **408-435-7088** or toll-free at **1-866-229-3239**.

Using a Proxy Server

If your computer uses a proxy server to connect to the Internet, you can access your meeting service Web site through the server. However, if the proxy server caches pages that you access on your meeting service Web site or uses an additional authentication process for Internet access, you may be unable log in to your site, start or join meetings, or navigate your site. To resolve this problem, ask your network administrator to configure a proxy server exception for your primary and backup meeting service Web sites.