WebEx & Teleconference Basics

ITSD rolled out the new *Cisco WebEx Meeting Cloud* application in the fall of 2019. Everyone can participate in Webex meetings, but only those employees that typically schedule meetings (PMs, Managers, Supervisors, Execs) will need a Host license. If you have the old Cisco Webex installed, you can still access the new cloud version at https://sanantonio.webex.com from any device that has an internet connection.
Contact the IT Service Desk @ (210) 207-8888 if you need assistance).

Getting Started

This version of WebEx is integrated with Outlook and you can still add a Webex meeting by clicking on the Add Webex Meeting button on the Outlook tool bar:
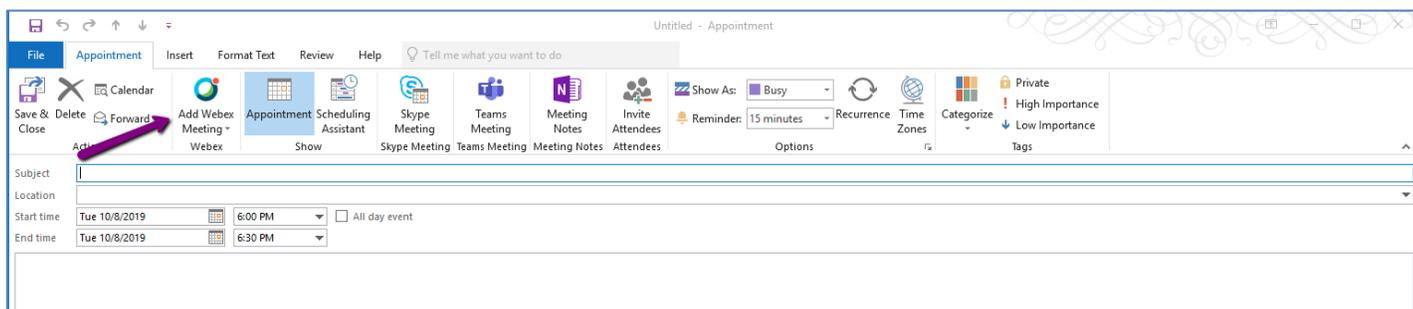
Here are highlights of what you can do:

- 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.
- Use the WebEx Productivity Tools, which lets you schedule, start, and join meetings from Microsoft Outlook and WebEx Assistant, without the need to use your WebEx site.

Joining a Meeting

- You can join via your Outlook calendar or by using your internet browser
  - To join via browser the new site address is https://sanantonio.webex.com.
  - Sign in with your CoSA email. When you see a Microsoft login prompt, just use your CoSA credentials.
- The call-in number has changed to (415) 655-0001 but could be updated by Cisco as needed.
- Create impromptu meetings from your personal room, it works just like the meeting you schedule, but it is a WebEx only meeting that you can invite people to attend on an ad-hoc basis, it has the same features as a scheduled meeting (i.e. Recording, desktop sharing, chat…).
- Download the free *Cisco Webex Meet Mobile App* to your phone to join a meeting and it will dial the phone number, meeting code and attendee ID for you.

Need more help?
Helpful quick guides and training resources can be found here: https://help.webex.com.

Scheduling Meetings on VIP User's Behalf

If a VIP user wants their assistant to schedule meetings on the VIP user's behalf, they will need to grant scheduling permissions to the assistant in the preferences section of their (VIP user) account.
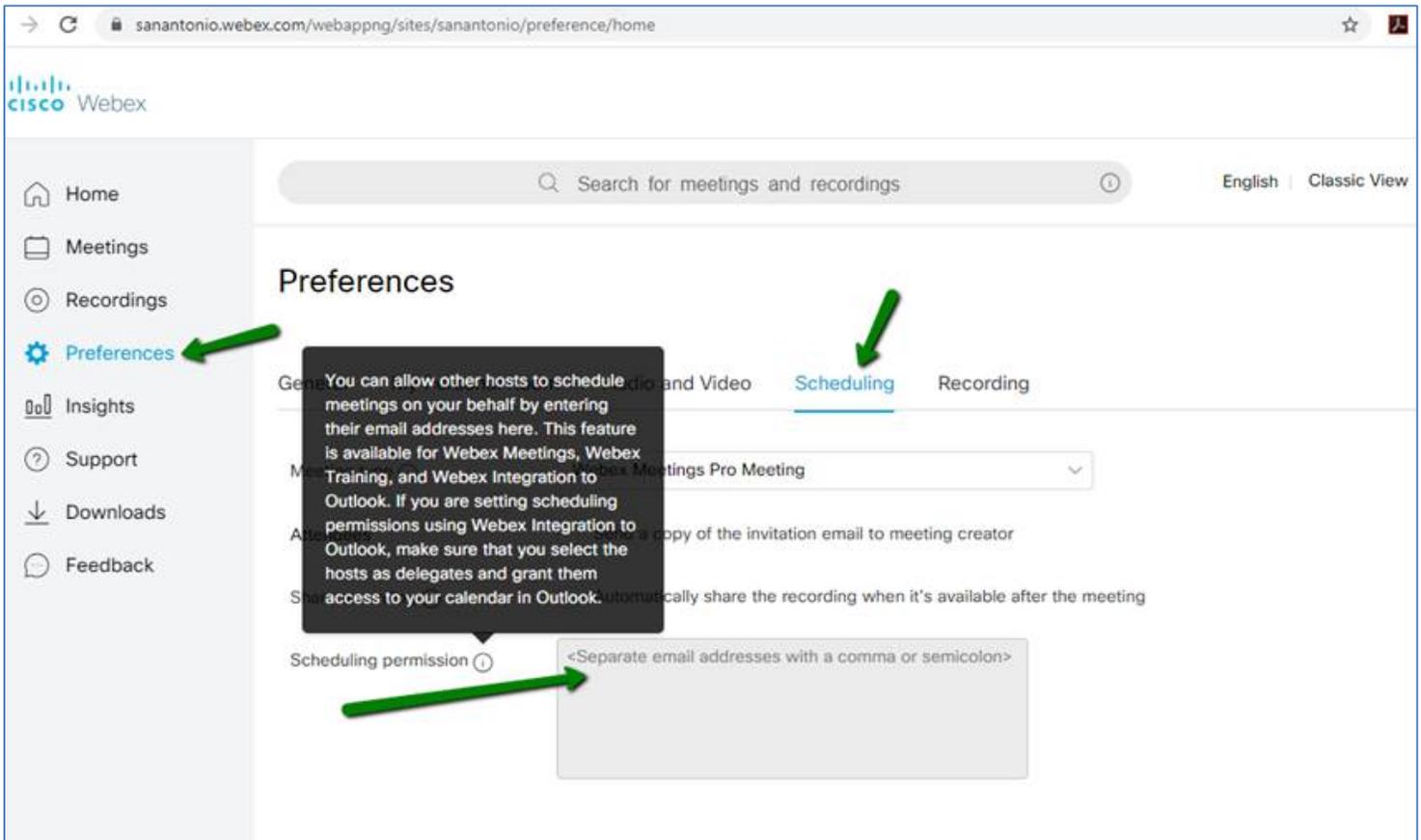
Minding Your Manners: Teleconference Etiquette

- Be on time. When latecomers do arrive, wait until there's a pause, and then simply say, "Sorry for the interruption, but it appears that John Doe from _____ has joined us."
- Choose a location with little background noise.
- Mute yourself until you need to speak.
- Identify yourself before speaking and speak up when you do so attendees can hear you.
- Address people by name when you speak to them.
- Direct questions to a specific person instead of posing them to the audience at large.
- No eating.
- Turn off your call waiting.
- Never, ever put your phone on hold during a teleconference.

If you are joining a *Cisco Webex Meeting,* please follow these simple etiquette rules shown below once you enter the meeting:

Please **MUTE** your end of the call – WebEx may produce loud, reverberating feedback when both computer & phone are on a call

If possible, please use your **Attendee ID** when you call in to help identify participants.

Ask questions anytime or submit via WebEx "**Chat**" feature