

Cisco WebEx/MeetingPlace 8

Best Practices

This document covers the Best Practices for a Cisco WebEx/MeetingPlace 8 meeting

The purpose of this document is to provide brief instruction on various aspects of WebEx/MeetingPlace to enable a smooth and effective meeting. This is not intended to be a comprehensive guide to using WebEx/MeetingPlace, but a supplementary resource for reference after basic familiarity with the different conferencing components has already been achieved. For additional training materials, please use the resources found at <http://cde.ccci.org/conference.asp>

- WebEx/MeetingPlace requires a host to start each meeting from the website before the meeting will begin. If you encounter a situation where the intended host may not have internet access at the time the meeting is supposed to start, follow the applicable “Designating an alternate host” section of the Advanced Scheduling guide: http://cde.ccci.org/pdf/MeetingPlace/MP_Advanced_Scheduling.pdf
- If your meeting involves 2 video participants and no other participants, it is recommended to connect the video units directly to each other. WebEx/MeetingPlace can still be used separately for web conferencing if chat, screen sharing, or document sharing are needed.
- Dialing out from WebEx/MeetingPlace to your phone or video device is the preferred method to connect to WebEx/MeetingPlace. Dialing out from WebEx/MeetingPlace can be done by the meeting host (usually the person who scheduled the meeting), or by the meeting participant. The person performing the dial-out must first join the web conference.
For a participant to connect themselves, follow steps in Part 1 of the Joining guide: http://cde.ccci.org/pdf/MeetingPlace/MP_Joining_Primer.pdf
For a host to connect a participant, follow steps 6-11 of the Basic Hosting guide: http://cde.ccci.org/pdf/MeetingPlace/MP_Basic_Hosting_Primer.pdf
- Legal has advised that the Recording feature of WebEx/MeetingPlace should be used sparingly. There are potential legal ramifications to having a call recorded. Please contact GCO if you have any questions or concerns regarding any potential legal issues. Additionally, there is very limited space available for recording. If you do record a meeting, be sure to download the meeting as soon as possible when it is finished to avoid having your meeting overwritten. This feature should not be used as a replacement for note-taking in meetings.

Improving Call Quality

- When using either Movi or CUPC, a wired network connection is always preferred. Many different factors can cause wireless connections to perform poorly for real-time communication. If a wired connection is not available, you should find a spot that has a strong signal, try a test call before the meeting starts, and remain stationary during the meeting. If these conditions are not possible, consider using an alternate method to connect to the meeting (i.e. landline or cellphone).
- An automated video test number is available to check your ability to send and receive video clearly. The number

is 3890, and will automatically mirror back any video it receives. If multiple users are connected to this number, you will receive a waiting message and will be connected when resources are available.

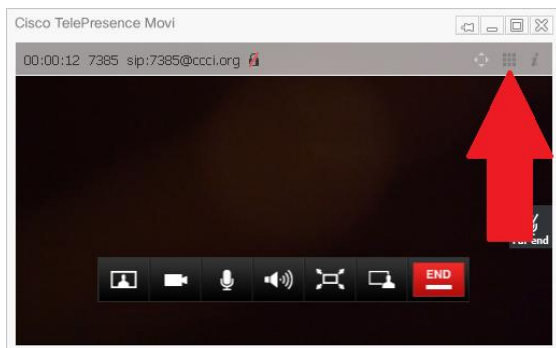
- When using Movi or CUPC, it is best to use a USB headset for audio. The microphone built into most computers is low quality, and using the computer speakers can result in echo for the other participants. The Plantronics Audio 645 USB is a low cost option that will connect using either USB or your computer's speaker and microphone jacks if USB is not available, but there are many other options available.
- Movi and CUPC can use a lot of processing horsepower and it is always a good idea to close any unnecessary programs when in a video call. Keep in mind that on many programs, the "X" does not fully close the program, but minimizes it to the system tray (the area in the bottom right near the clock). To close programs in the system tray, it is usually necessary to right click on the icon, and then click close or exit. This is especially important in the case of other communications programs (e.g. Skype) which may "lock" the use of the camera and/or microphone so other programs are unable to use them.

Tips and Tricks

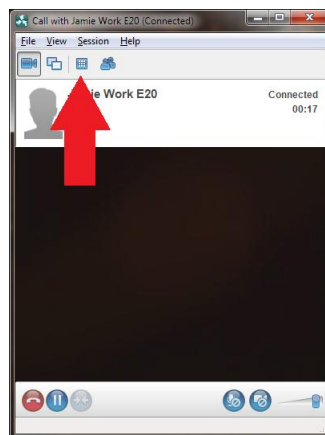
This section is intended to provide brief helpful information on some common questions and situations ITG has seen.

- Movi and CUPC each have an on-screen number pad for entering numbers into automated systems (E.g. when WebEx/MeetingPlace says “Press 1”). The location of the number pad is shown below. This is the most reliable way to enter digits; Typing the digits on the keyboard may not work for all versions of these programs.

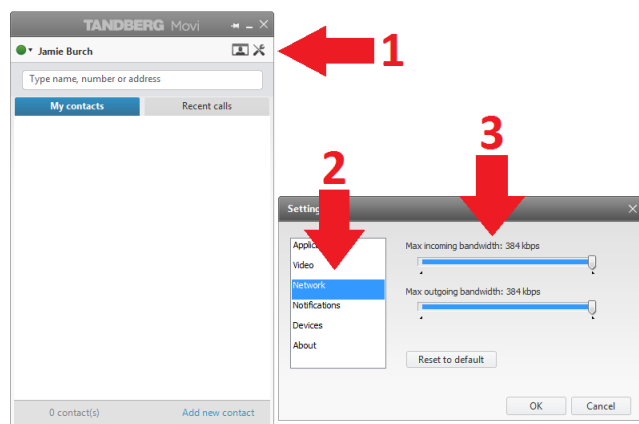
Movi:



CUPC:



- In situations where Movi is being used over a slow internet connection, it is possible to reduce the bandwidth that Movi uses at the cost of quality. The steps are shown below:



- It may not be readily apparent that the web interface of a conference opens in a separate window than the “Join Meeting” page. The new window has a different icon than the browser and may not be recognizable as an internet window. This confusion can lead to participants inadvertently joining the conference multiple times because they do not recognize that the conference is already open in a new window. Always be sure to look for the Blue and Green WebEx ball as the icon for the meeting window.
- WebEx/MeetingPlace constantly monitors in-progress conferences to see what resources they are using. The system will automatically end the audio/video portion of a conference if there are less than 2 participants for any 15 minute period. This is done to ensure that overbooked, abandoned, or web-only meetings do not prevent other meetings from utilizing the conferencing system.

- When scheduling meetings, WebEx/MeetingPlace uses your user ID as the meeting ID for the audio/video portion of a meeting. This means that any meetings you schedule will have the same ID. This can cause problems in the event that you need to schedule multiple overlapping meetings. If this is the case, follow the applicable “Schedule on behalf of someone else” section in the Advanced Scheduling guide: http://cds.ccci.org/pdf/MeetingPlace/MP_Advanced_Scheduling.pdf
- Due to a glitch in the way the PC version of Microsoft Outlook handles recurring meetings, a scheduler cannot add a recurring meeting to their calendar if it was scheduled through the website. In this situation, it is necessary to either add the meeting information manually, or schedule the meeting through Outlook rather than the website. Instructions for this are covered in the “Scheduling an advanced meeting through Outlook” section of the Advanced Scheduling guide: http://cds.ccci.org/pdf/MeetingPlace/MP_Advanced_Scheduling.pdf
- If you set a password on your meeting, this password will apply only to the web portion of the meeting. There is currently no way to add a password to the audio/video portion of a meeting.
- Internet Explorer 8 and Safari 5 are the recommended browsers. There are known issues with some versions of Chrome and Firefox.