Sharing and Support

The Meeting Session Window

The meeting session window looks and acts the same for both your personal room and scheduled meetings. You may open, close, expand or minimize the panels on the right hand side.

Panel Descriptions

- Participants— See who is in attendance in a session.
- Chat— Type messages between the host and attendees. You can access additional panels by clicking the View tab in the Menu Toolbar and clicking Panels.

Sharing Menu

When sharing items in WebEx, a sharing menu will appear at the top of your screen. Move your mouse cursor over the menu to show your sharing options.

- Stop Sharing— Stops sharing of the item; participants will only see the WebEx screen.
- Pause— Participants see a frozen pane of what you were sharing until you un-pause the pane.
- Share— Allows you to share other items.
- Assign— Allows another person to be presenter, pass the keyboard, or annotate what you are sharing.
- Connection— Allows you to adjust or connect your Audio and Video connections.
- Recorder — Record your current meeting session.
- Annotate — Allows you to annotate your current screen.
- More — Various other commands such as accessing the notes panel, lock and ending the meeting.

Webex Support Resources

There are numerous resources available to you for troubleshooting and support. Many of them are available at all times while others are limited to business hours.

1. OTS Training Self-Help Documentation:
   Go to www.towson.edu/webex and then click on the desired link.

2. WebEx Support Phone Line: WebEx has a support phone line that is available to hosts and attendees. Phone: 1-866-229-3239 (U.S. and Canada Toll-Free). When calling this number, have the session number available. A technician will enter your session and troubleshoot the matter without interruption. Participants may also call this number if they are having difficulty joining the session or if they cannot work their audio.

3. Lynda.com: Lynda.com is an extensive online video library. There is a course devoted to WebEx that will walk you through many of the features of the program. To obtain access to Lynda.com, please submit a request at techhelp.towson.edu. You will be given access for seven (7) days.

4. Contact OTS Training Directly: OTS Training is available Monday—Friday from 8:00am to 4:30pm. Please call 410-704-4070 or submit a request at techhelp.towson.edu.

What is Webex

WebEx is a web-based collaborative technology service that allows users to share resources (documents, desktop, web browser, applications, etc.) remotely and communicate with each other using voice, video and text chat. You may participate in a WebEx webinar using VOIP or the telephone for audio. Participants must have a headset with a microphone, or speakers with a microphone to use VOIP.

Note: Though participants may use web cameras, they are not required.

Why Use Webex?

- advisor/advisee interaction
- collaboration with research colleagues
- interviews
- guest lectures and presenters
- communicate with service units
- collaborate with colleagues across campus or across the country
- meet online — share files, info, and expertise
- record a meeting
- communication during campus emergencies

Meeting Types

There are two types of meetings:

- Personal Meeting Rooms— Available at all times and can be accessed by sharing the host's unique and personal URL.
- Webex Meetings— Hosts can arrange a time for a meeting - the meeting uses a one-time link that a host may email to participants.
Personal Room Meetings

To start a Personal Room Meeting:
1. Log into Webex.
2. Click Start Meeting.
3. You are automatically prompted to connect your audio and video when you enter a meeting.
4. Click the drop-down menu below Select Audio Connection and select your preferred audio option:
   - I Will Call In – A telephone number is provided and you call in
   - Call Using Computer – Audio is provided by the microphone connected to your computer
   - Call My Video System – Connect to the meeting using a Webex device (provided by the university)
If you choose Call Using Computer, you will be able to adjust the volume of your speaker and your microphone by clicking More options:
   - Adjust the Speaker and Microphone type and click Test after making selections
   - Click OK.
5. Click the drop-down menu below Select Video connection and select your video device such as a webcam
6. Click the Connect button when you are finished.

Invitations
1. To invite other people to attend, click the More button in the Meeting Controls section and click Invite and Remind to send an email to them through WebEx.
2. Enter their email in the box provided.
3. Click Send and then Done.
4. To send a meeting request through your email instead, click Invite by using your email application under the Invite & Remind window. Meeting details will automatically be filled in the body of the email. Send as you would normally.

Sharing content
Webex provides a number of different ways to share content in your meeting. Click the Share Content button to open a sharing menu with a number of options:

- Share your Screen – share the entire content of your computer screen including all mouse movements.
- Share File – share a file (including video) that you do not need to edit during the meeting. Attendees do not need the application to view it.
- Share Application – share software or documents you can edit and annotate. You can share your currently opened applications or click Other Applications to open a new application.
- New Whiteboard – Open a whiteboard you or other participants may draw on and annotate
- Share iPhone/iPad Screen (Mac only) – share the entire content of your iPhone or iPad.

Managing the Meeting

Lock the Room:
1. Click the More button and click Lock Room.
2. After locking the room, new participants will wait in the "Lobby" and you will receive a notification that a participant is waiting.
3. To let them in, click Admit.

Prevent Sharing Without Host Permission:
1. From the Menu Toolbar at the top, click Participant.
2. From the drop-down menu, uncheck the option Anyone Can Share.

Muting and Unmuting:
1. Click the Participant menu at the top of the screen.
2. Click Mute on Entry.
3. To unmute a participant, click the mic by their name in the participants list.

Note: Users can always mute and unmute themselves as well.

Webex Meetings

1. Log into Webex and click on the Meeting Center tab at the top of the screen.
2. Under Host a Meeting, click Schedule a Meeting on the left side of the page
   - Host a Meeting
   - My Personal Room
   - Schedule a Meeting
3. Type a Meeting Topic and Password.
4. Set the Date and Time of your meeting.
5. Set the intended Duration.
6. Invite attendees by either:
   - Typing their email addresses separated by a comma or semicolon in the Attendees box. -OR-
   - Checking the box beside Send a copy of the invitation email to me. You will receive a message in your email inbox with the subject (Forward to others) Meeting Invitation. Forward that email to the recipients of your meeting.
7. At the bottom left, a green button will say either Start (if your meeting is less than 15 minutes away) or Schedule Meeting (you will receive an email message with meeting details).