

Frequently Asked Questions

IF THERE ARE ANY PROBLEMS LOGGING ONTO WEBEX, WHAT SHOULD I DO?

If there are any problems logging on to WebEx, either email our customer service team or call our toll free number. The vast majority of connectivity issues can be resolved in minutes.

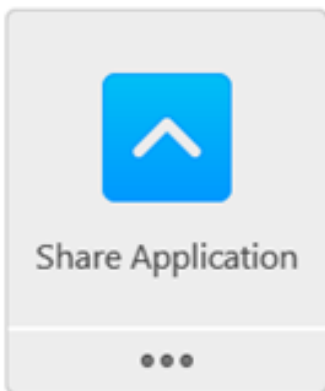
CAN YOU ACCESS WEBEX FROM ANY COMPUTER?

Yes. WebEx is a premier cloud based conferencing system. It can be accessed from any computing device that has an internet connection. As long as you can go online, you can schedule or host a meeting.

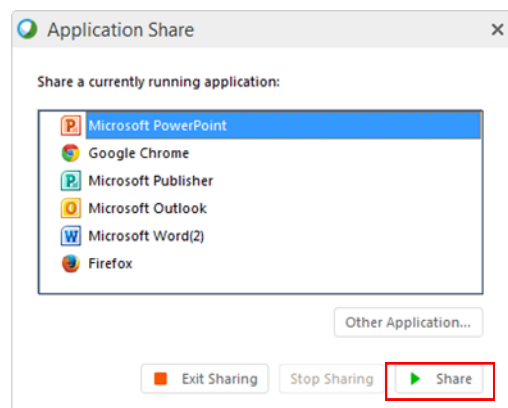
HOW CAN I PRESENT, SHARE AND COLLABORATE ON DOCUMENTS WITH WEBEX.

There are two ways in which you can present, share, and work together on any document. Both methods involve sharing your screen but one method allows your participants to annotate on the document and the other method allows the participants to “take control” and add to or modify the contents of the documents.

First, click on the “Share Application” tab.



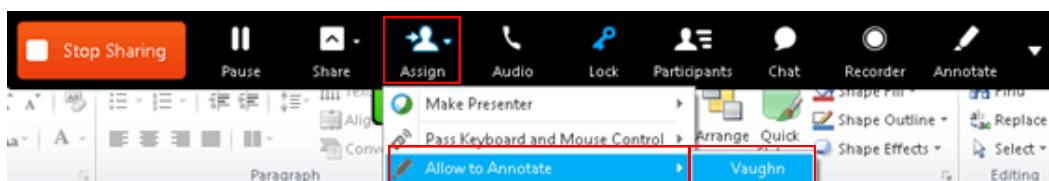
Then double click on the application that you would like to share.



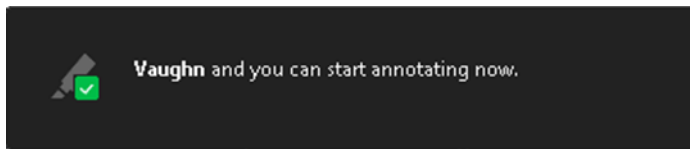
Lastly, click on Share so that your meeting participants can see the document.

Now, that you are sharing your screen with meeting participants, you can choose 1 of 2 ways in which to collaborate. You can allow participants to either (1) ANNOTATE, or you allow participants to (2) CONTROL THE DOCUMENT entirely.

To allow participants to ANNOTATE, simply click on Assign, then “Allow to Annotate”, then click on the participant’s name.



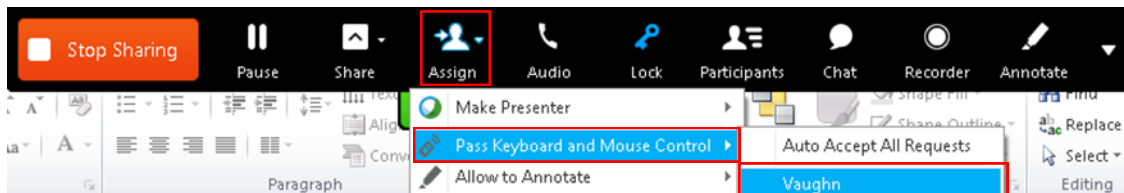
After you've allowed a conference participant to annotate, the message below will appear on your screen.



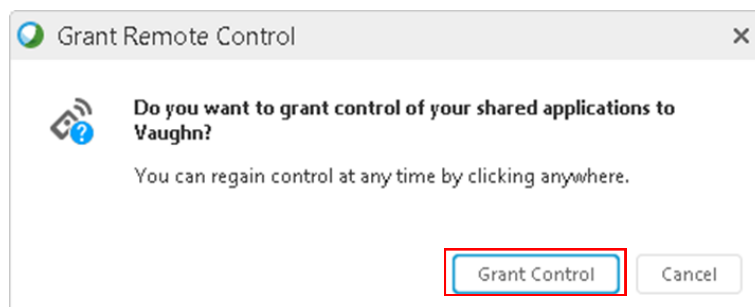
Now, you and your participants can annotate on the document in a few specific ways: By highlighting, pointing to different parts of the field, writing notes directly on the document, circling items, underlining and more.

The changes that are made on the document can be saved if needed by clicking on the disk icon. All changes are saved as jpg files.

To allow your participants to **CONTROL THE DOCUMENT** and to contribute directly to items being presented, click on "Assign", then click on "Pass Keyboard and Mouse Control", then on the participant's name.

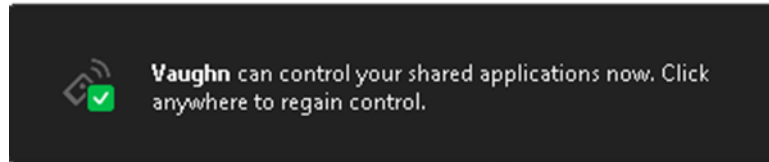


Once you've passed keyboard and mouse control, the message below will appear on your screen.



Click "Grant Control" to initiate.

After the message below will appear. Now your conference participants will be able to control your document completely. However, you will be able to regain control of the document at anytime by clicking anywhere on the screen.

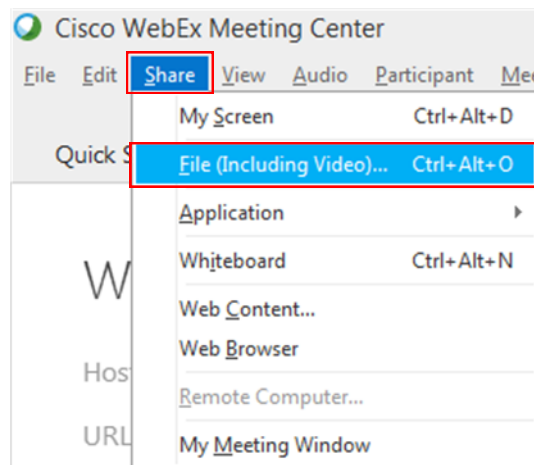


Now, your participants can not only offer their input on meeting documents, but they can actively edit and contribute to documents remotely as if the items were on their own computing device

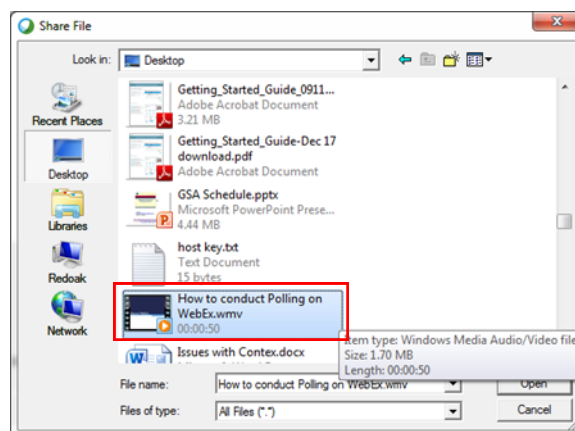
CAN THE ANIMATION AND VIDEO CLIPS BE PRESENTED AND SHARED WITH CONFERENCE PARTICIPANTS THROUGH WEBEX?

All of the animations and videos can be shared and seen by participants during the WebEx conference.

Simply click on the “Share” tab, then “File (Including Video)”



After, just click on the file that you would like to share and congratulations, you’re sharing



CAN YOU ACCESS WEBEX FROM ANY COMPUTER?

Absolutely. WebEx is a cloud based service and it can be accessed from any desktop or mobile computing device with an internet connection. As long as you can go online, you can schedule or host a meeting.

ARE THERE DIFFERENT WEBEX LOGINS FOR AUDIO ONLY OR VIDEO AND AUDIO CONFERENCING?

No. When a conference call is scheduled, participants can either choose to call in using their mobile phones or land line, they can participate via the computer using Voice over IP (VOIP), or they can choose to have a video conference. Regardless of the way in which the participants of a meeting join a conference, all participants will be seamlessly directed to the same meeting.

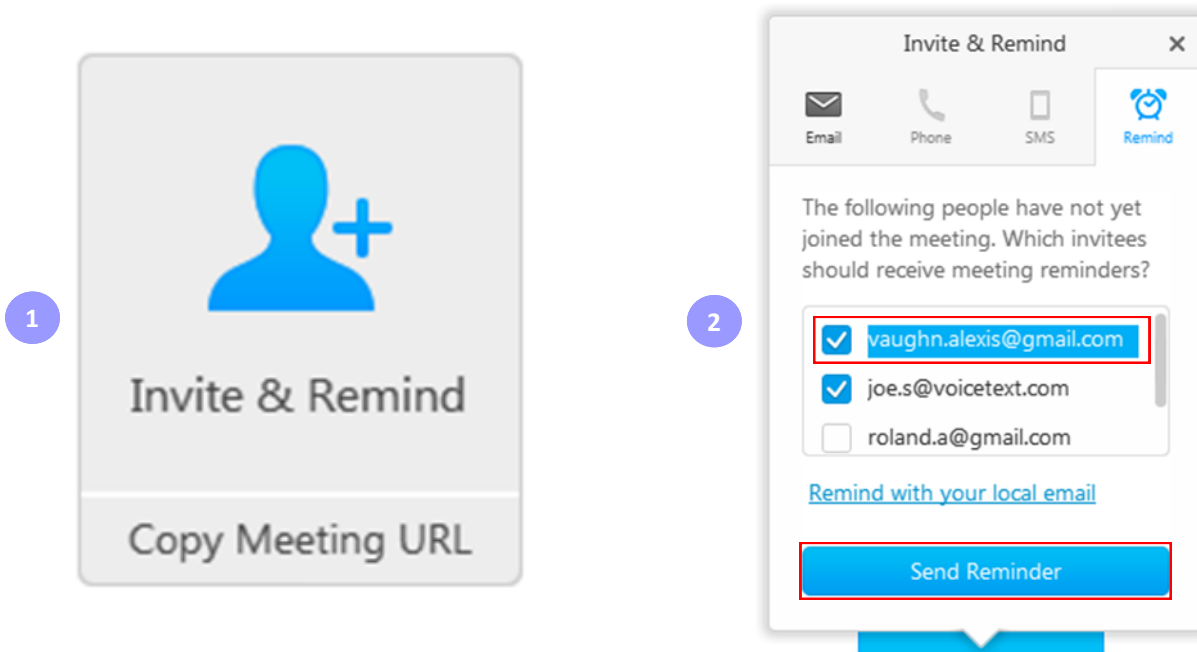
ARE VOIP CALLS INCLUDED IN THE VIDEO CONFERENCING SERVICE?

Yes. Voice over IP calls are included in the video conferencing service for no additional charge.

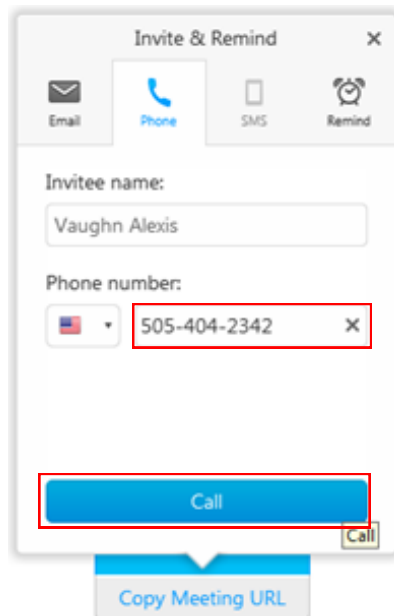
CAN A REMINDER CALL OR EMAIL BE SENT FROM THE WEBEX SYSTEM TO REMIND PARTICIPANTS WHEN IT IS TIME TO MEET?

Yes. Reminders can be sent to your meeting participants to remind them of their upcoming meeting in 2 ways.

(1) One way is via email. First Click on “Invite & Remind. Then simply type or copy and paste a single or a group of emails into the open field. After, just click on “Send Reminder”



(2) A second way is via text message. Again, click on Invite & Remind, then simply type the participant's name and phone number into the open field. After, just click on "Call"



CAN YOU HAVE MULTIPLE MEETINGS AT ONCE?

It is possible to have multiple meetings at once. However, hosting multiple meetings simultaneously would require that you have more than one host account.

IF MY PARTICIPANTS INTEND TO JOIN THE CONFERENCE FROM MULTIPLE DEVICES, DO I HAVE TO TAKE ANY ADDITIONAL STEPS OR CONFIGURE THE CONFERENCE DIFFERENTLY, IN ORDER TO FACILITATE THE MEETING.

No. When a conference call is scheduled, participants can choose to call in using their mobile phones or land line or they can participate via the computer using Voice over IP (VOIP). Each meeting has a distinct meeting identification number and all participants joining the meeting are seamlessly incorporated into that specific meeting regardless of the manner in which their calls originate .