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# Webex End User Guide

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# Webex Meetings

Webex Meetings is a simple to use videoconferencing platform that is available to anybody with a UOW user account. You can use Webex Meetings in UOW meeting rooms, in your web browser, or with the Webex Meetings app.

## Getting started

### Download the Webex Meeting app

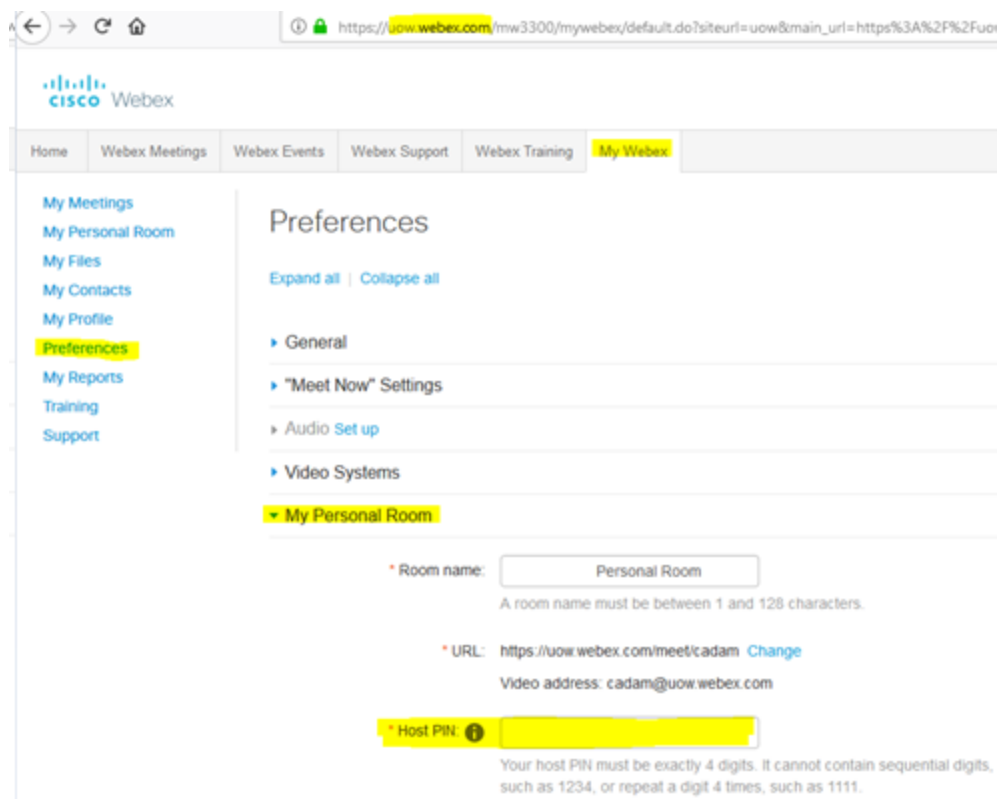
If you prefer to use the Webex Meetings app, you can install it on IMTS Managed Machines via the Application Catalogue (Windows), or Managed Software Centre (MacOSX).

If you are using a non-IMTS managed desktop, downloads are available at Cisco Webex Downloads (Windows, MacOSX, iOS and Android).

## Log in and set your personal host pin

When you start a video conference in a meeting room, you may be asked for your Host Pin. You need to set your host pin yourself. It is a good idea to do it now so that you don't delay the start of your first videoconference meeting. To do this

1. [Open https://uow.webex.com/cmr-settings](https://uow.webex.com/cmr-settings)
2. Click on 'Preferences'
3. Click on 'My Personal Room'
4. Enter a Host Pin
5. Click Save



## Create and join Webex Meetings from Outlook

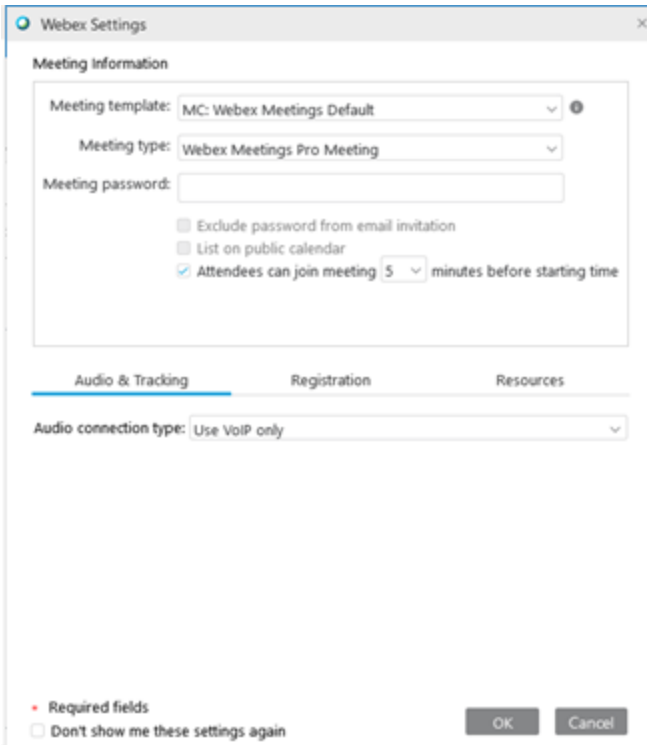
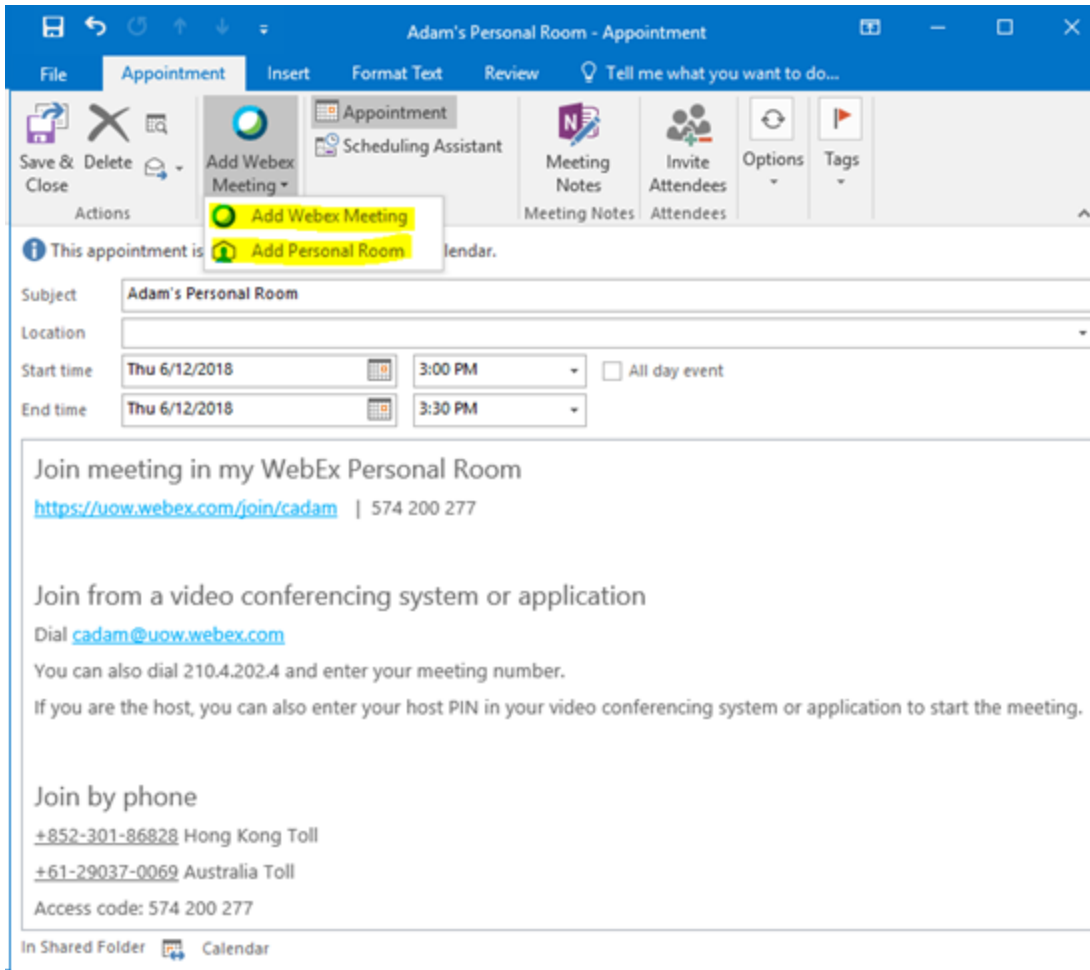
### Schedule a meeting from Outlook

The easiest way to schedule a Webex Meeting is from Outlook.

1. Create a meeting as normal, with attendees, subject, location, and agenda.
2. Choose to 'Add Webex Meeting' or 'Add Personal Room' from the Outlook ribbon. The differences between these two meeting types are outlined below.
3. If you chose Add Webex Meeting, click Ok on the options popup to accept the default options.
4. Send your invite.

If you choose Add Webex Meeting then a placeholder will be added to the body of your invite and meeting details will appear after you click send.

If you cannot see the Webex button on the Outlook ribbon you should install the Webex Meetings app and then restart Outlook.



### Personal Room versus Webex Meeting Room

	Personal Room	Webex Meeting Room
SIP Address format	<username>@uow.webex.com	<random-number>@uow.webex.com

Best for	Meetings that you run	Meetings that run with or without you. Meetings you set up for somebody else.
Host Pin	4 digit Personal Host Pin set at uow.webex.com	6 digit Host Key under 'Host Information' on the Outlook ribbon in the meeting invite

## Use your Personal Room

Your Personal Room is a virtual meeting space that is unique to you. It uses your UOW username as the meeting ID. It is the easiest meeting type for meetings that you will host and that will not run without you.

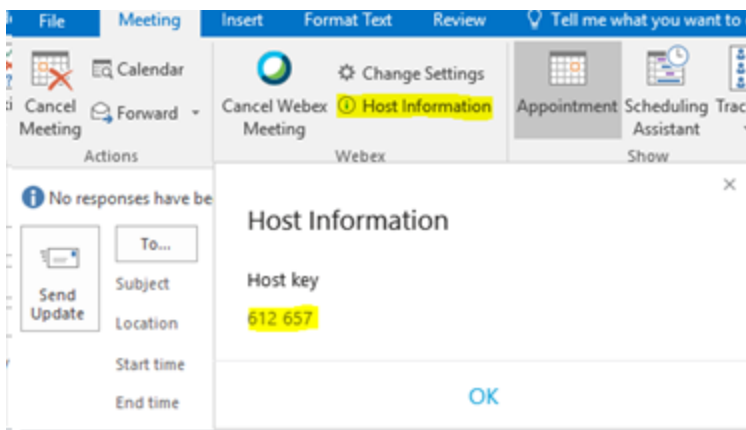
When you host a Personal Room meeting from a Room System you will need your 4 digit Personal Host Pin. You need to set your Personal Host Pin yourself. To do this open <https://uow.webex.com/cmr-settings> and click on 'Preferences' then 'My Personal Room'. Host Pin is the third field you can edit. Don't forget to click Save.

## Use a Webex Meeting Room

A Webex Meeting Room is a non-personal virtual meeting space. The meeting ID is a random number that is created with each new meeting invite.

When you host a meeting from a Room System you will need the six digit Host Key. To find this open the meeting invitation and click 'Host Information' on the Outlook ribbon.

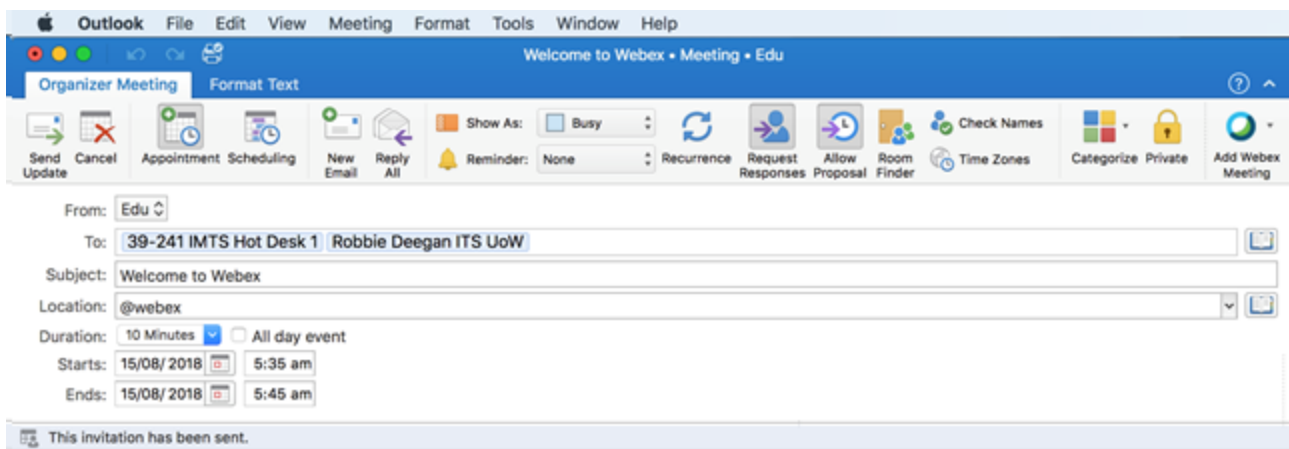
You should use a Webex Meeting Room to set up any meeting that would still run without you. If you set up meetings on behalf of other people be sure to pass on the Host Key to the host.



## Join from Outlook

The easiest way to join a Webex meeting is to open the meeting invitation in Outlook and click the first link.

1. Click the first link in your meeting invite



Join me in my Personal Room:

<https://uow.webex.com/join/darnold>

Join from a video conferencing system or application:

Dial [sip:darnold@uow.webex.com](tel:sip:darnold@uow.webex.com)

Join by phone:

+61-29037-0069 Australia Toll

Access code: 802289300

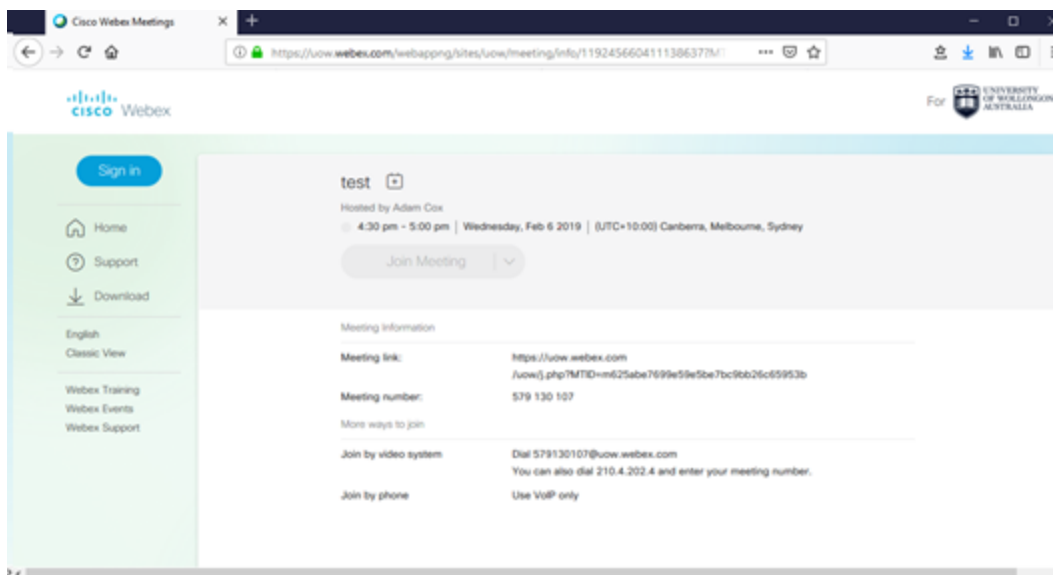
[Global call-in numbers](#)

Join using Microsoft Skype for Business

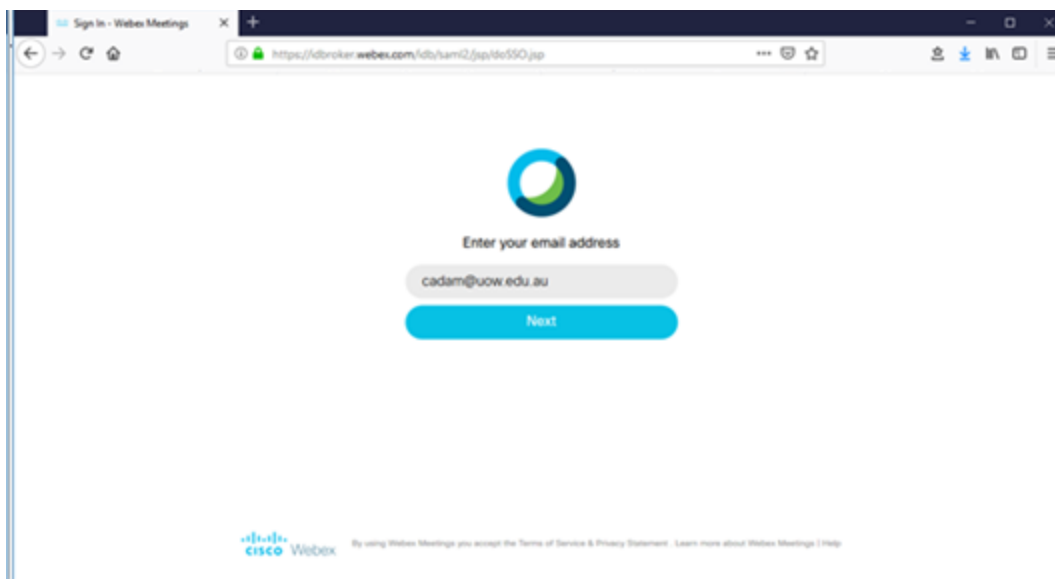
Dial [darnold.uow@lync.webex.com](tel:darnold.uow@lync.webex.com)

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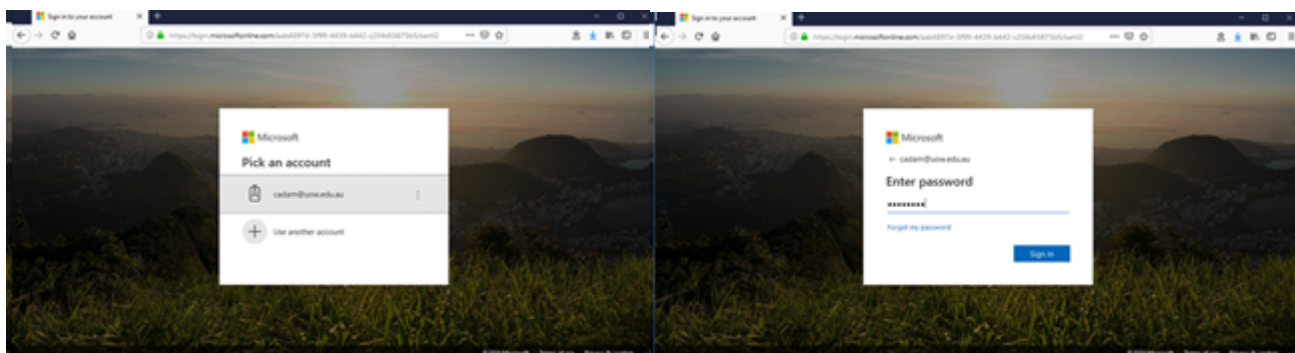
## 2. Click the blue Sign in button



## 3. Enter your UOW email address and click Next.



4. Select your account, enter your password and click Sign in.



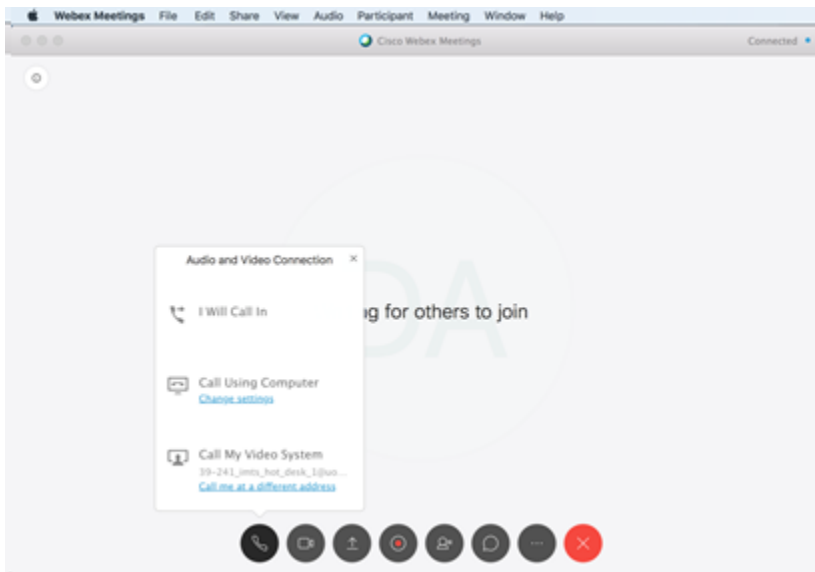
After this you will be prompted to choose audio and video settings before joining the meeting.

## What Are my Video And Audio Options?

The Audio and Video Connection button is visible when you join the meeting. Afterwards it is hidden under the More button.

There are three options available for audio. Each of these is explained further below.

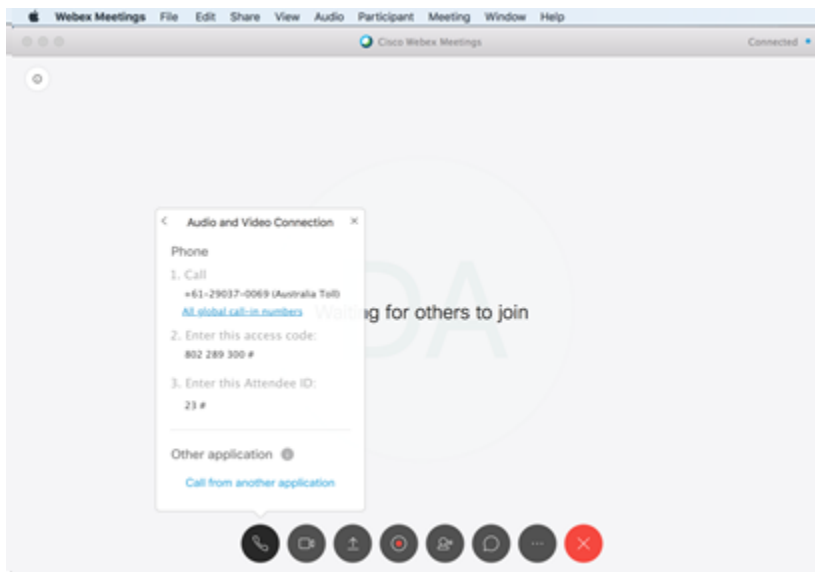
- I Will Call In – provides audio dialling numbers
- Call Using Computer – allows you to dial in from your own device
- Call My Video System – dials a VC endpoint for you to answer in a UOW meeting room



## I Will Call In

To dial in from your phone, choose

1. Dial the number shown on the screen. To view international numbers, click

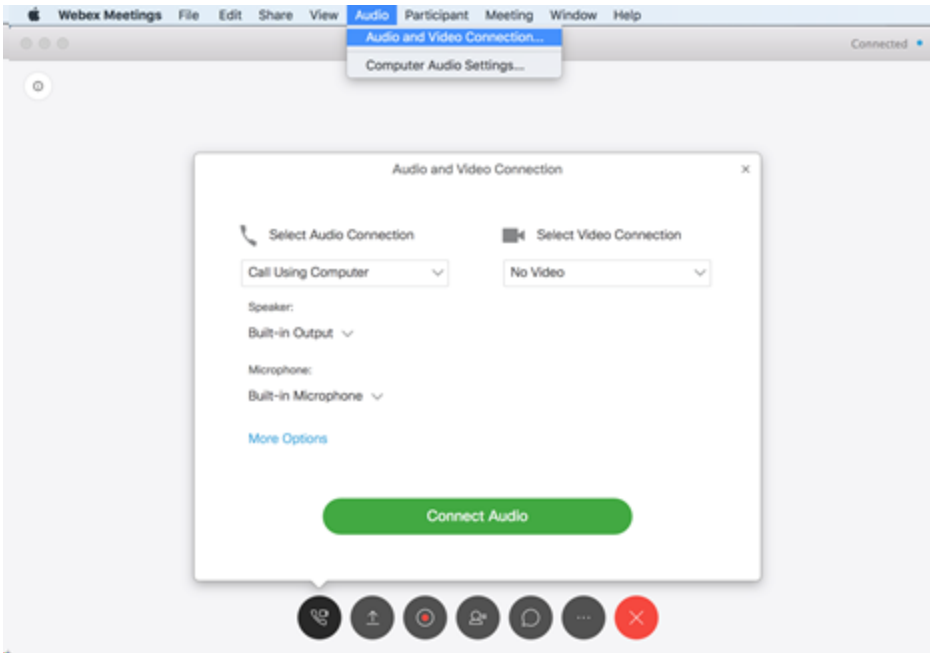


## Call Using Computer

How do I configure my computer audio settings in a Webex meeting?

If your computer audio settings are not configured correctly, you can change settings from within your meeting.

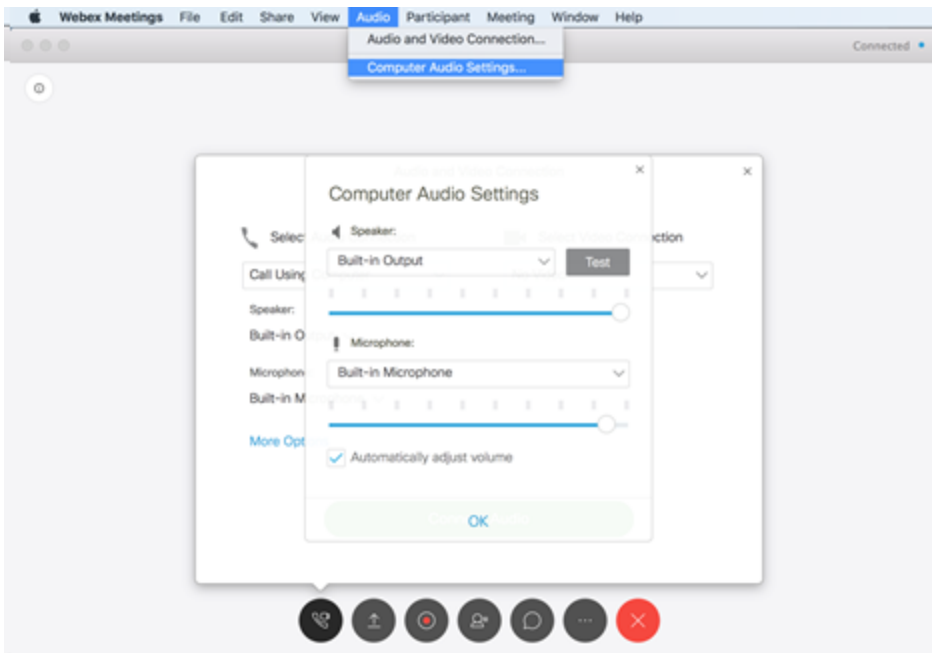
**Note:** A prompt will appear when you join your meeting or event to set your audio and video devices. If you have any issues, click on or refer to the section below: How do I test my speakers and microphone in a Webex meeting?



## How do I test my speakers and microphone in a Webex meeting?

Select your preferred Speaker and Microphone and click Test

**Note:** Wired or wireless (bluetooth) headphones and docking or undocking your computer from a docking station can unintentionally alter your default speaker and microphone preferences. If you have any issues, please remember to check your audio settings as they may have changed.



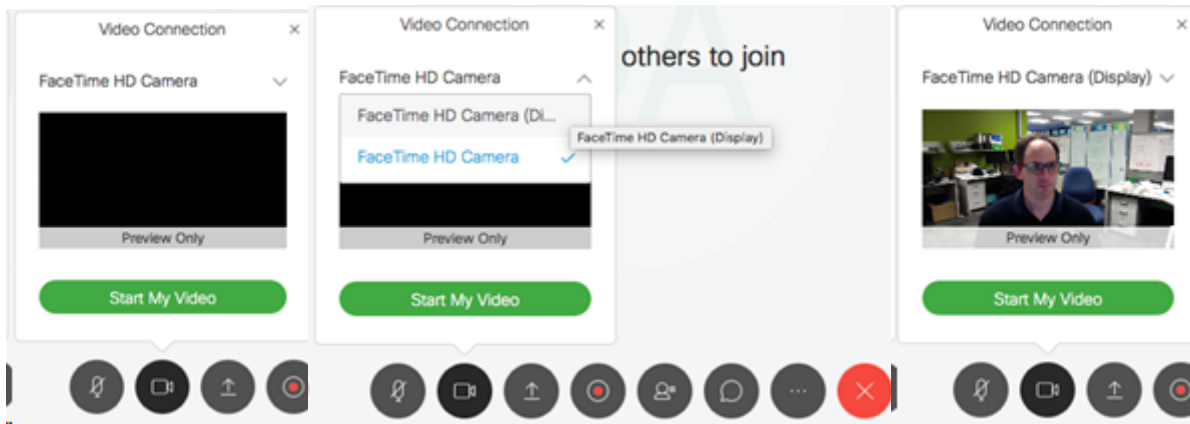
## How Do I Select My Preferred Camera

Click on the camera icon. From the select video connection drop-down list, select your video connection.

**Note:** The image maybe black:

- Please check the privacy mask on your camera
- If you are using a closed laptop with an external display, select your video connection from the drop down.





## Call My Video System

A Video System is an IP enabled desk phone or a Room System.

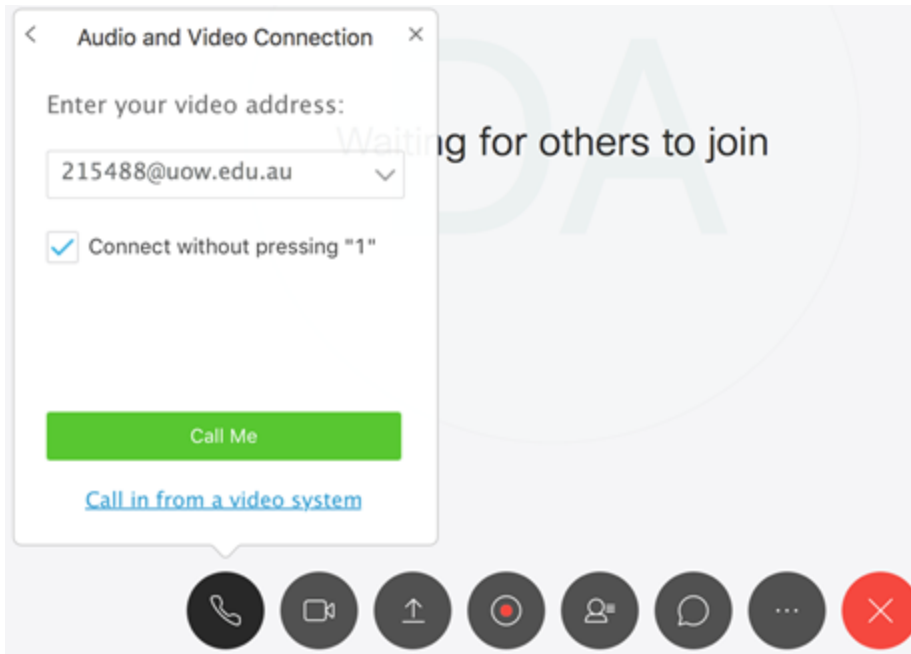
This option will call you so that you can answer the call on your phone or Room System touch pad.

**Tip:** If you use the 'Call My Video System' option the Room System will know who you are and you will not need to enter a Host Pin

## By Six Digit Extension

To call your video system (or desk phone), enter the six digit extension followed by @uow.edu.au.

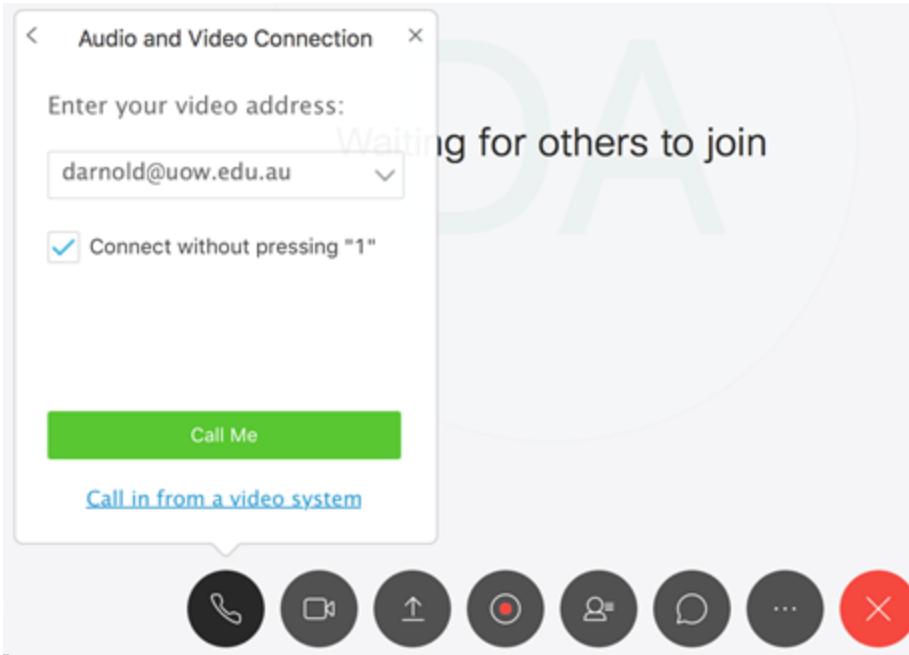
Example: For an internationally recognised phone number +61242215488, enter 215488@uow.edu.au



## By Email Address

To call your desk phone, enter your email address.

Example: darnold@uow.edu.au



# User Interface

## Webex Meetings for Windows and Mac

We've expanded the space used for video meetings, added new layouts, and simplified your meeting controls.

Change your **Video Layout** to control where you view video participants and panels on your screen.



Choose **Floating Panel View** to position any panel where you want it - even on a second monitor.

Meeting controls hide when you're not using them and then re-appear when you move your cursor.

Access the **Meeting Info** to get details about the meeting.



## Centralised Meeting and Event Controls



## Meeting Controls

	Audio and video connection	When you join a meeting this button will be highlighted to prompt you to select a source for your microphone and speakers. You can choose to use your phone, computer, or a videoconferencing Room System. This button will be hidden after you select a source. If you need it again you can find it under the More button which has a three dots.
	More	Under the More button you can change your Audio settings, Lock Meeting to prevent others joining, send last minute invites or Reminders to late participants, or copy the meeting link.
	Microphone	During a meeting, you can use the microphone button to mute/unmute your microphone.
	Video	During a meeting you can use the Video button to start or stop your video or to switch to a different camera device.



Share

During a meeting you can share your screen, an application window, a file, or a whiteboard by clicking the Share button and selecting the content you wish to share. To stop sharing click Stop Sharing at the top of your screen.



Participants

The participants list shows you who is in the meeting. You can mute and unmute participants, assign the host role, or remove a user from the meeting.



Chat

During a meeting you can start a text chat with any attendee or with the whole group.



Record

During your meeting you can click Record to begin recording. You and your participants will see a red icon at the top right of your window when recording is in progress.

The meeting host will be emailed a link to the recording. It can take a couple hours after the meeting ends.



End Meeting

In a Webex Meeting meeting you can choose to End Meeting or Leave Meeting. If you choose Leave Meeting while you are the host then the meeting will continue and the host role will be assigned randomly. If you want to choose a host then select a user from the participants list and assign the host role to them.

## Easily Share Your Screen

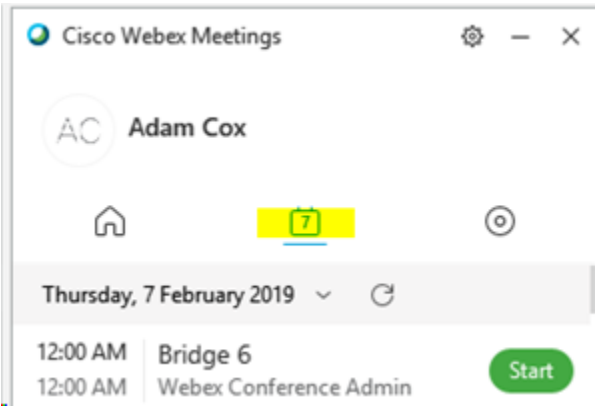
The new sharing options show you thumbnails to help you find the content you want to share more quickly.



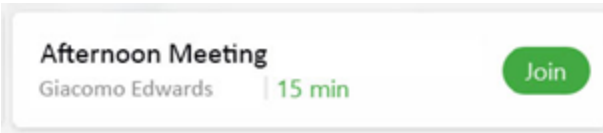
Choose **Share Content** to share one of your available screens or applications.

## Join from the Webex Meetings app

You can join a meeting directly from the Webex Meetings app. Click on the calendar icon to see your upcoming meetings.



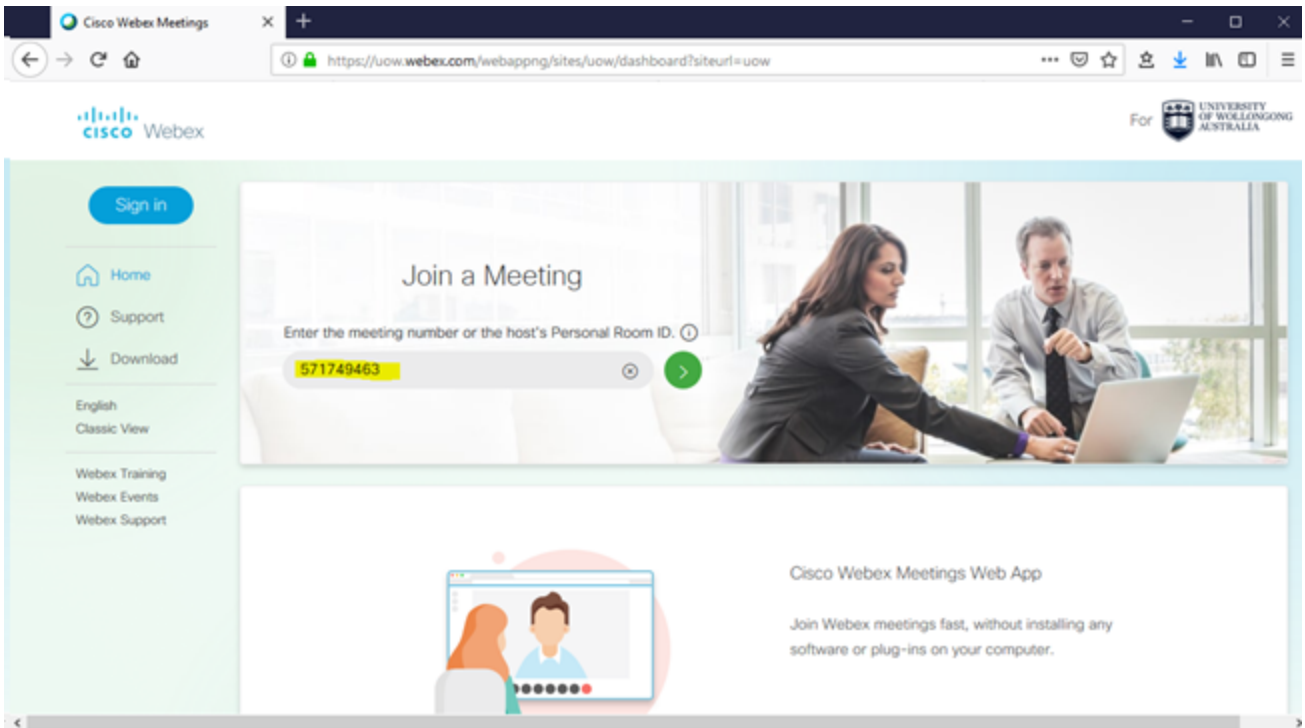
The join button appears 15 minutes before your scheduled meeting



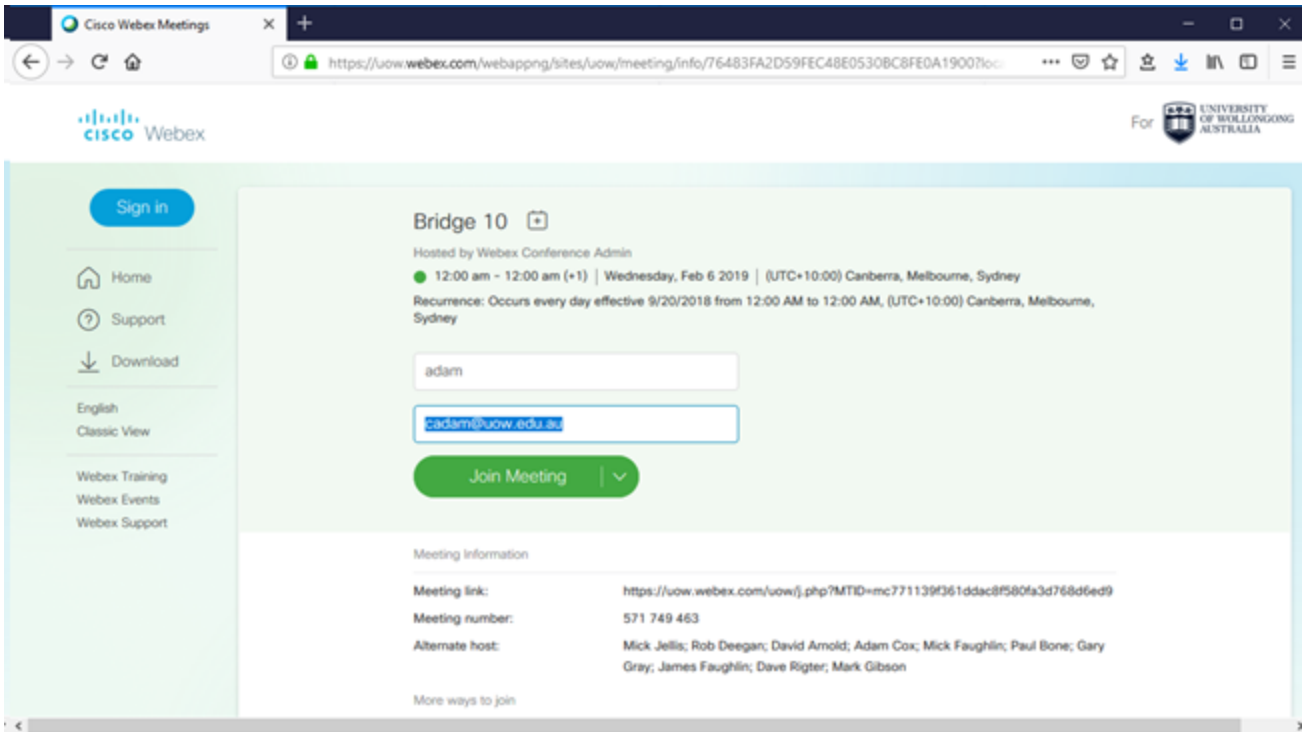
## Join from uow.webex.com

The easiest way to use Webex Meetings is to Create and join meetings from Outlook. Joining meetings from uow.webex.com is not recommended but it is an option if you are a confident user or can't access Outlook.

1. Open uow.webex.com (not www.webex.com) and enter the meeting number or the host's Personal Room ID (username@uow.webex.com) in the Join a Meeting section. Click the green button to continue.



2. Enter your name and email address and click Join Meeting.



You will now enter the meeting and be prompted to choose Audio and Video connection settings.

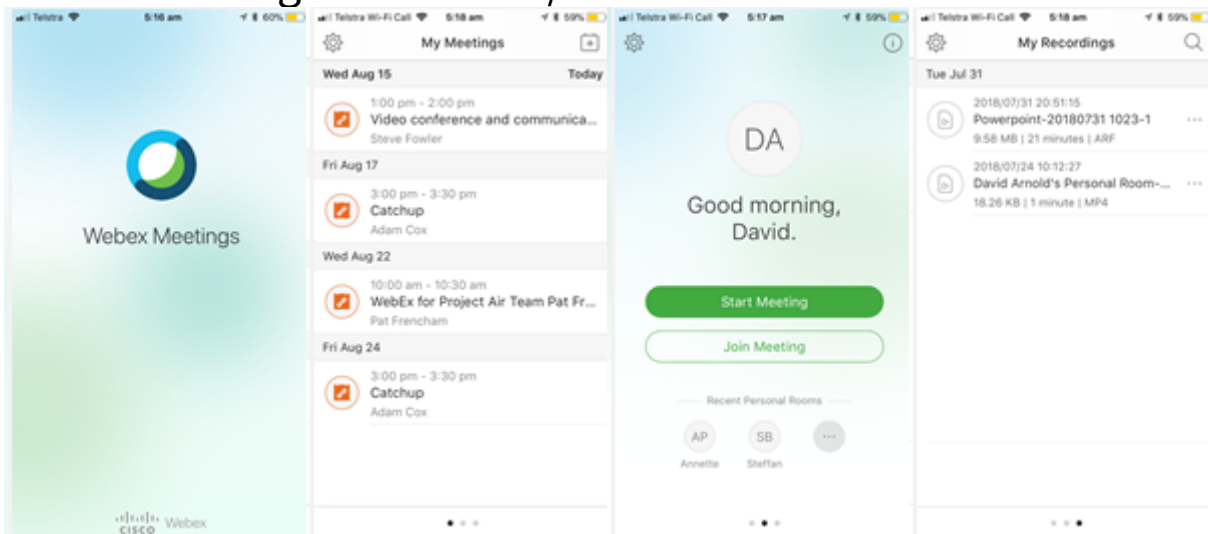
If you click the blue Sign in button you will see additional options to:

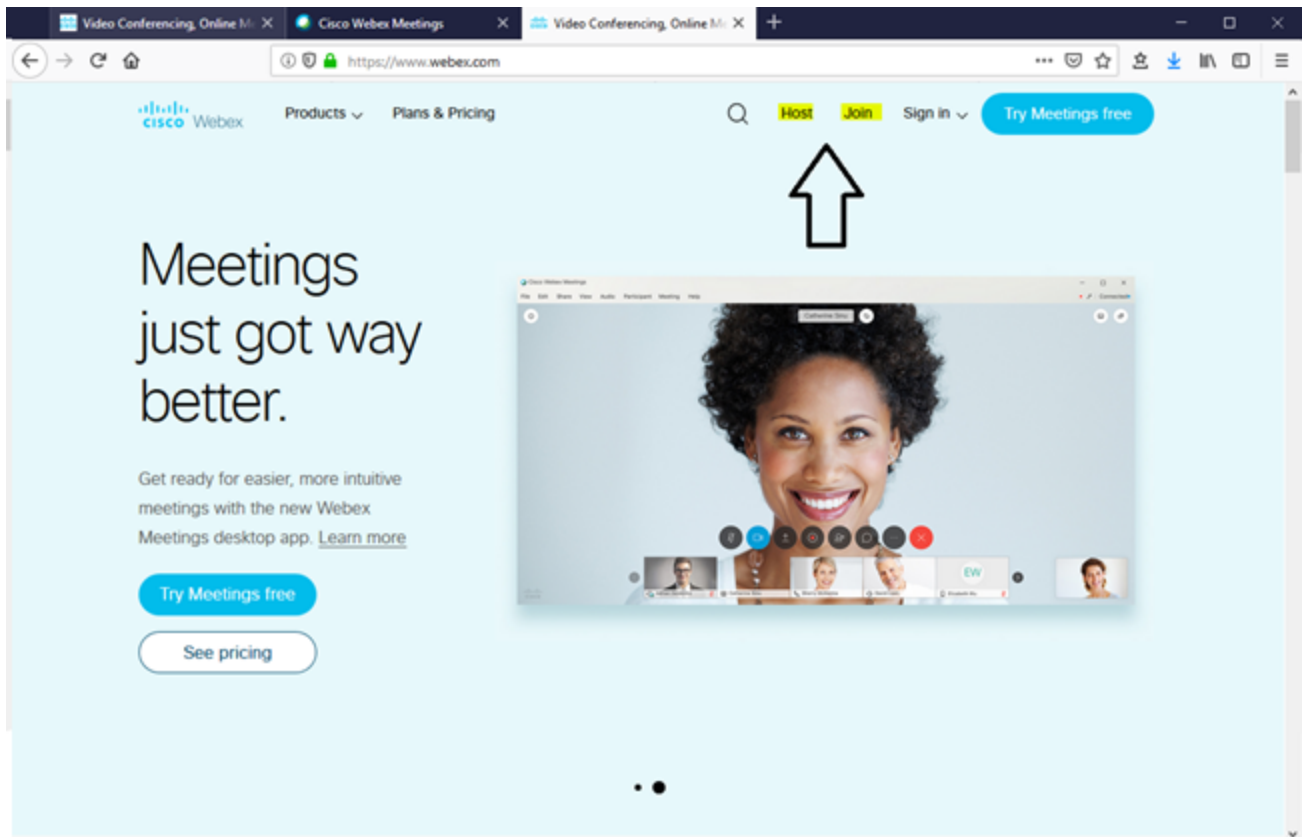
- Start a meeting in your personal room
- Join an upcoming meeting
- Join a meeting using a meeting ID
- Schedule a meeting

## Join from www.webex.com

It is possible to join meetings from [www.webex.com](http://www.webex.com) but is generally harder and it is recommended that you Create and join meetings from Outlook.

## Webex Meetings for iPhone / Android





## Webex Teams

In the Webex Teams app, all your work takes place within spaces where you can send messages, make calls, have video meetings, share files and whiteboard. You can choose from three types of spaces: people, spaces and teams depending on why you need to chat.

### NOTE:

- Files stored within Webex Teams are not stored in Australia. If you have a requirement to store data within Australia, do not use Teams to store files.
- Files stored within Webex Teams are not recoverable in the case of accidental modification or deletion.
- The Webex Teams chat and file storage functionality is intended as an internal communication tool for staff, and may include external parties such as vendors and partners.
- Webex Teams chat and file storage functionality is not to be used for Teaching and Learning.

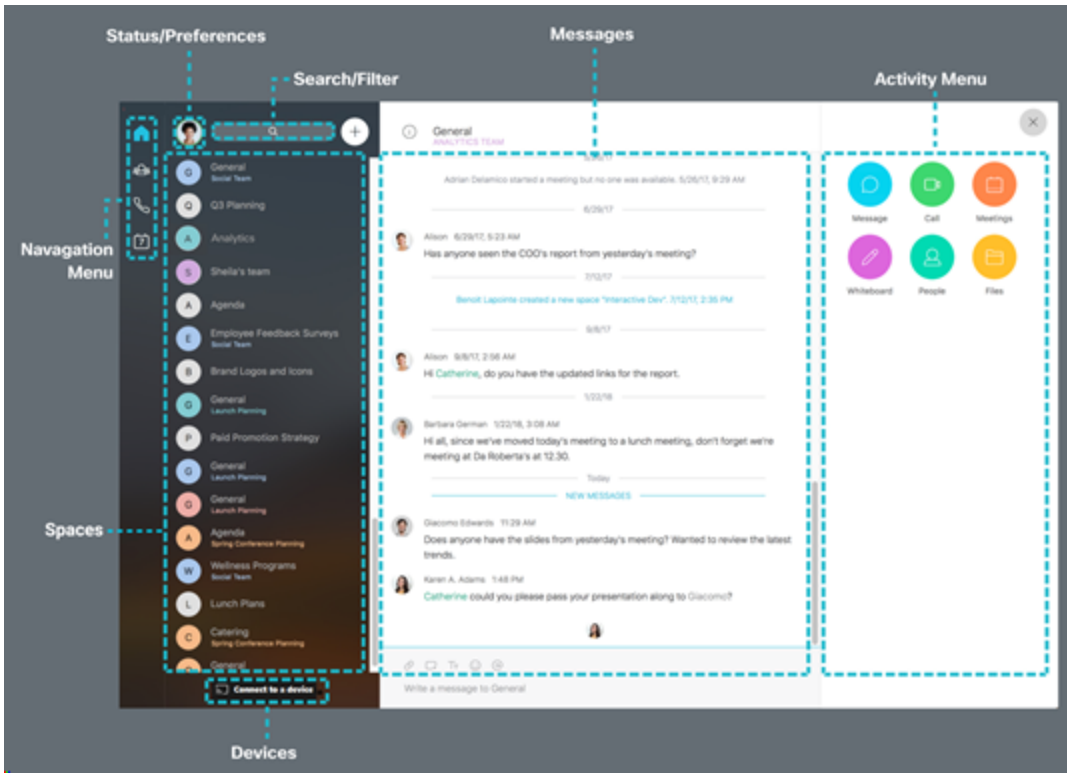
## Download the Webex Teams app

You can install the Webex Teams app on IMTS Managed Machines via the [Application Catalogue \(Windows\)](#), or [Managed Software Centre \(MacOSX\)](#).

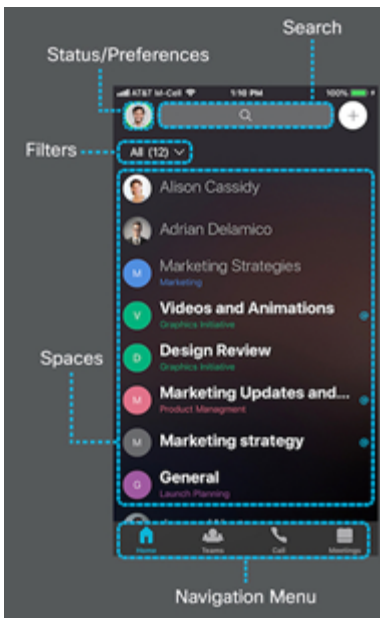
If you are using a non-IMTS managed desktop, downloads are available at [Cisco Webex Downloads](#) (Windows, MacOSX, iOS and Android).

## User Interface

### Webex Teams for Windows and Mac



## Webex Teams for iPhone






## Navigation Menu


Switch easily among your message, team, call and meeting views. Messages appear by default, but teams, calls, and meetings are just a click away.


## Activity Menu


Whenever you're in a space, click the Activity Menu to get access to all the different activities you can do:


-  -
-  **Message** -send a message to just one person or to many people in a space
-  **Call** - place a call to everyone in the space



 **Meetings** - create a meeting or find join information

 **People** - see who's in the space or Webex Teams meeting


 **Files** - find your shared files, photos, videos, screen captures and whiteboard content


 **Whiteboard** - create and share content on the whiteboard

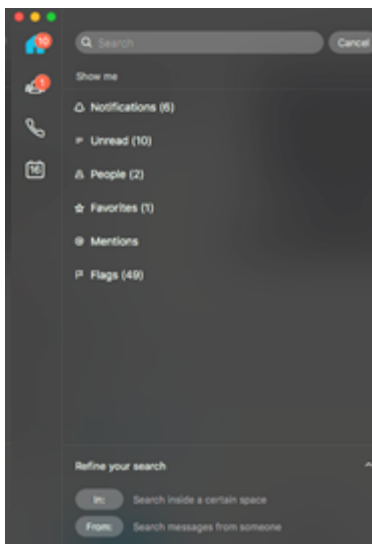
## Status Preferences

Click your profile picture to update your picture or name, access your settings and preferences and set your status. If you have some important work to finish or are on a call, let people know that you don't want to be disturbed: for a few minutes or an entire day, it's up to you.

## Search/Filters

Click the search  and enter your search terms. Search through the history of your conversations to find people you're talking to, spaces you're in, messages you received and files you need. As you type, Webex Teams will present search results grouped into spaces, messages and files to help you pinpoint what you are looking for. You can refine your search by typing "In:" to find something in a specific space. Or, type "From:" to search messages or content sent by a specific person.

Filter messages to see the ones that matter most to you. On Windows, Mac and Web, just click search  to see the available filters. On Android, iPhone/iPad tap **All** to see the available filters.



## Messages


Messages are where you chat with colleagues. We keep these messages secure so you can feel confident sharing your work ideas in Webex Teams.

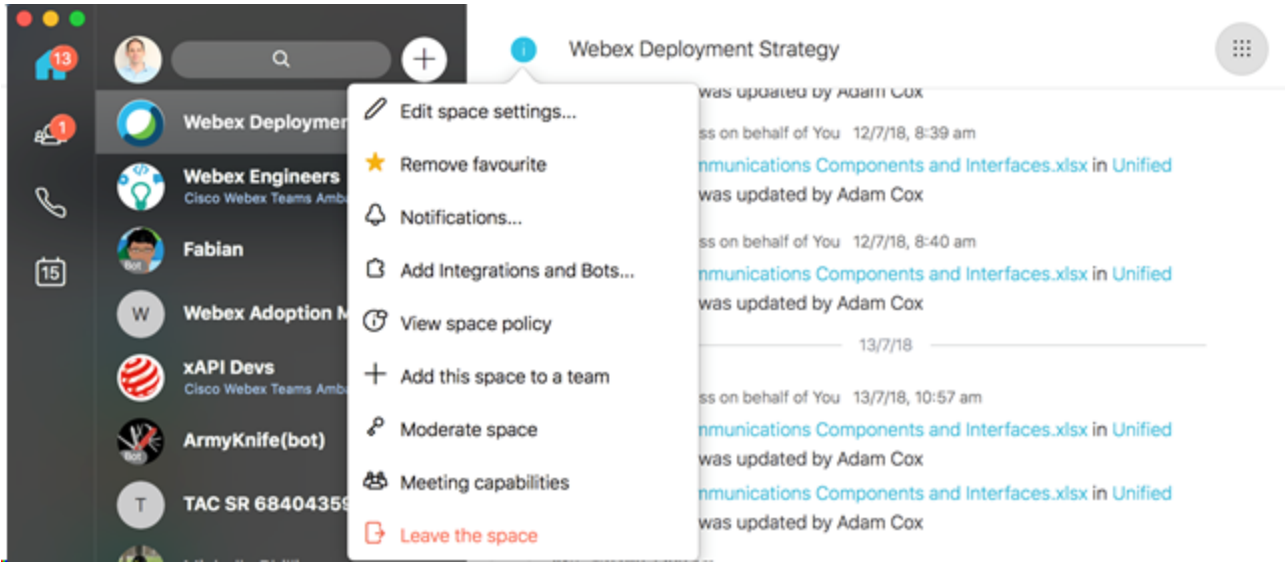
### People

Sometimes you just need to send a message directly to one person. When you do, that conversation remains between the two of you. You can't add other people to the conversation later.



## Spaces

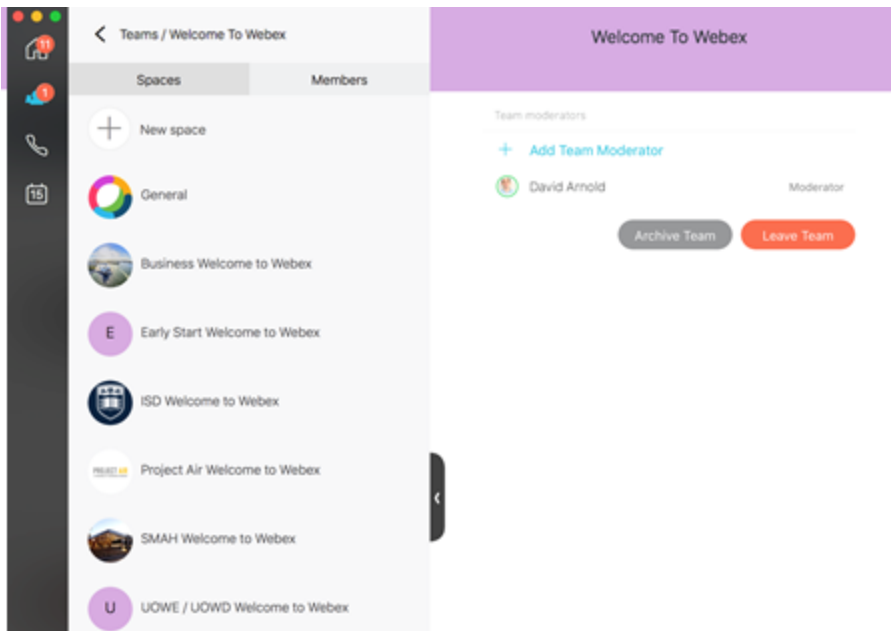
Your group work takes place in spaces, either in groups or in direct messages with another person. They display prominently so you can get to them whenever you need to. Your most recently active spaces are at the top. If anyone has added you to a new team or space, you'll see it here too. When someone's posted a new message in the space, the space name will be **bold**. Click on the  to edit space settings.



## Teams

Teams help you keep everything organised by putting multiple spaces under a common theme. Teams are great for a consistent group of people who are going to be working on *something* for a long time. That *something* might be complicated and involve a lot of activities, or it could be subprojects happening at the same time.

Every team has at least one team space, **General** that you're automatically added to when you're added to the team. As a team member, you can view and join all spaces in the team and you can also create team spaces for others to join.



## Spaces Vs Teams

Here's a handy guide on when to use a team vs a space.

	Typical activity	Typical duration	How to retire	Relationship	Do you need to control access?

Space	Focused and specific	Short to mid-term	If everyone chooses to leave the space, it is deleted	A space may be standalone or within a team	By default all members can invite others and change space settings.  Moderation can be switched on to control membership and settings  <a href="#">Learn how</a>
Team	Distributed and diverse	Mid to long-term	Space moderators can archive teams, but not delete  <a href="#">Learn how</a>	A team has a permanent space named 'general' and any number of additional spaces added by members	The team creator is automatically made a moderator. Any team member can create a team space.  Moderators control membership, assigning others as moderators and controlling team settings  <a href="#">Learn how</a>

## User Roles

Here's a handy guide on roles in teams and spaces.

	Role: Moderator	Role: Member
Space	<p>In a moderated space, moderators can:</p> <ul style="list-style-type: none"> <li>• Add or remove members</li> <li>• Edit space information</li> <li>• Make other members moderators</li> <li>• Delete other members' messages</li> </ul>	<p>When a space is not moderated:</p> <ul style="list-style-type: none"> <li>• When a space is not moderated, all members have the same privileges. They can add and remove members and change the space settings</li> <li>• When a space is moderated, standard members do not have these privileges</li> </ul>
Team	<p>Team creators are automatically moderators. They can:</p> <ul style="list-style-type: none"> <li>• Add and remove spaces</li> <li>• Add and remove members</li> <li>• Edit team information</li> <li>• Make other members moderators</li> </ul>	<p>In a team, members are:</p> <ul style="list-style-type: none"> <li>• Automatically added to the team space named 'general'</li> <li>• Can view and join other spaces in a team</li> <li>• Can add new people as guests to unmoderated spaces in a team, but not to the team</li> </ul>


## Working with External People

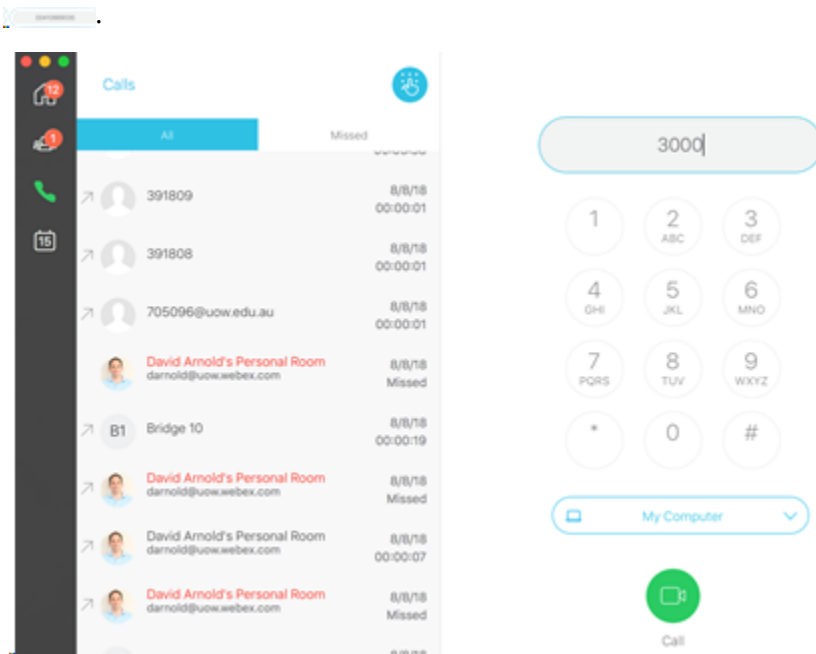
Webex Teams makes it easy to work with anyone – both internal teammates and external vendors, customers or partners. You can invite external participants to teams and spaces by default. If an external person is in your space, it is always indicated with a yellow icon on the bottom right of the window.

	Role: External
Space	<ul style="list-style-type: none"> <li>• Any combination of internal and external people can be added to a space</li> <li>• When a spaces includes people from outside the company, an icon is shown</li> </ul>

Team	<ul style="list-style-type: none"> <li>• A team moderator can invite any combination of internal and external people to a team and all can participate fully</li> <li>• Members of specific spaces in a team can invite any combination of non-team members, whether internal or external to your company, but they don't become members of the whole team</li> </ul>
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## Call

Click on the  icon to make a phone call. Click on the recent or missed calls list to return a call. Enter a new number or email address or search for a person or room in . Your desk phone can be added to Webex Teams. When dialing an external number, please remember to prefix the number with a 0 for an external line



## Meetings

Schedule a meeting with everyone in your space at a certain date and time, whether it's a space with one person or several people. Use the Webex Teams app to create calendar invites that you can send to everyone in the space to tell them about the meeting and how to join.

Click on the reminder notification to Join or Dismiss a scheduled meeting from Webex Teams.



## Integrations and bots

Webex Teams makes it possible to bring content into teams and spaces from any other application. Access business information and alerts from other systems. Avoid switching in and out of different apps to get information. It's also possible to create bots to automate repetitive, high-volume business processes.

To add integration and bots, visit Webex AppHub <https://apphub.webex.com/>

To develop your own integration and bots, visit Cisco DevNet <https://developer.cisco.com/site/spark/>

## Integrations

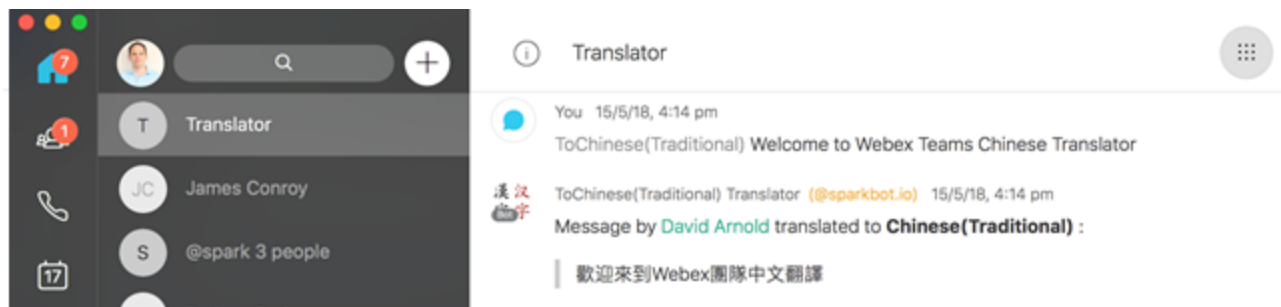
Integrations connect other applications to Webex Teams to publish content in spaces. Here's a few examples:

- If a service is down, a space can be automatically created that invites all the people needed to fix the problems together
- For your folders and files document management, use SharePoint Online or OneDrive for Business integration to post notifications in Webex Teams for file creation, update and/or deletes.

## Bots

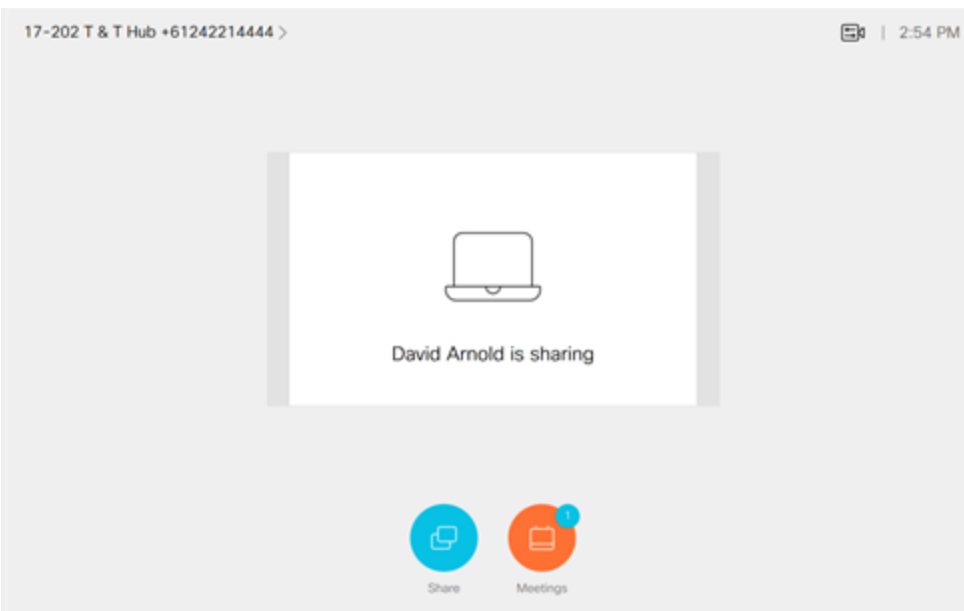
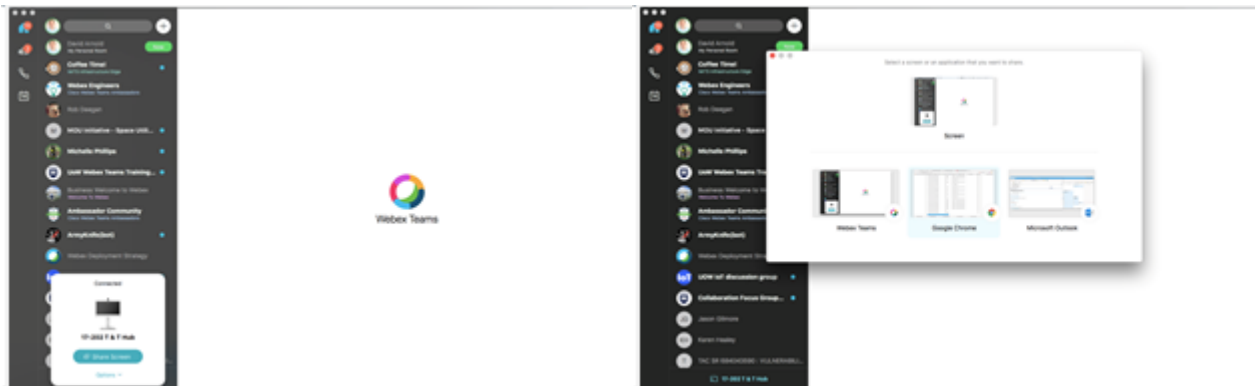
A bot is a simple way for users to use natural language to request tasks to be completed in another platform. In Webex Teams, a bot is a member of a space just like any other real person. The possibilities of bots are endless. They can be as simple as getting weather updates where you live, or as complex as booking a meeting room, translating language (such as English to Chinese or Chinese to English).

- Quickly pivot your conversations from email to a more collaborative environment within Webex Teams. The email2teams Bot will take all the participants in an email thread and migrate the conversation to Webex Teams
- Use the Power Pack to perform repetitive tasks in bulk:
  - Add hundreds of participants to spaces in bulk
  - Send a message to multiple spaces at once
  - Leave space you no longer want to be a part of in bulk
  - Export space participants to a .csv file, screen or new space
  - Manage your Team Spaces
  - Review your stats on your Webex Teams usage
- Overcome spoken and written language barriers, easily translate many languages including but not limited to; ToEnglish, ToChinese, ToFrench, ToGerman, ToHindi, ToJapanese and many more.



## Devices

**Connect to a Device** On Windows and Mac, you can connect automatically with Webex devices from the menu. When connected, you can wirelessly share your screen, start a call, or open a space (on a Webex Board). You can also make calls from your desk phone and join meetings. If you have a lot of devices close by, you can set certain devices to not automatically connect.



## Devices (Room Systems)

Room Systems amplify the meeting experience for multiple participants meeting in the same physical room or space. Tap the touch panel or start an activity from the Webex Teams app.



## Touch 10 Interface

The touch panel in a Webex room is used to wake up or sleep the Room System, make calls, share content and join meetings. It can control input sources, volume, audio muting, and camera position. It can also be programmed to control other components like lighting and blinds.



## Call

Tap the Call button to

- Search for a person or room in the corporate directory

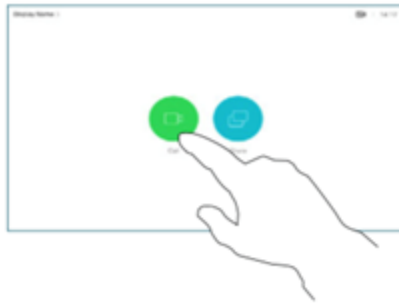
- Dial a phone number (prefix with 0 for an external line)

- Dial into a videoconference meeting (use the SIP address from your meeting invite – it looks like an email address)

\*You can dial into Webex or Zoom meetings from the Room System. For Skype use the in-room PC and Logitech webcam or your laptop.

## Place a Call from the Contact List

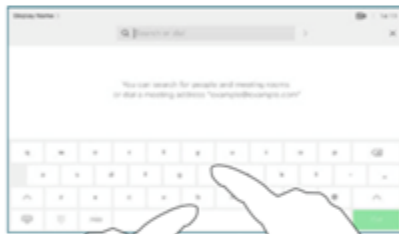
- 1 Tap the green **Call** button.



- 2 Tap the **Search** or **Dial** field. This invokes the keyboard.



- 3 Key in a name, number or address. Possible matches and suggestions appear as you type.



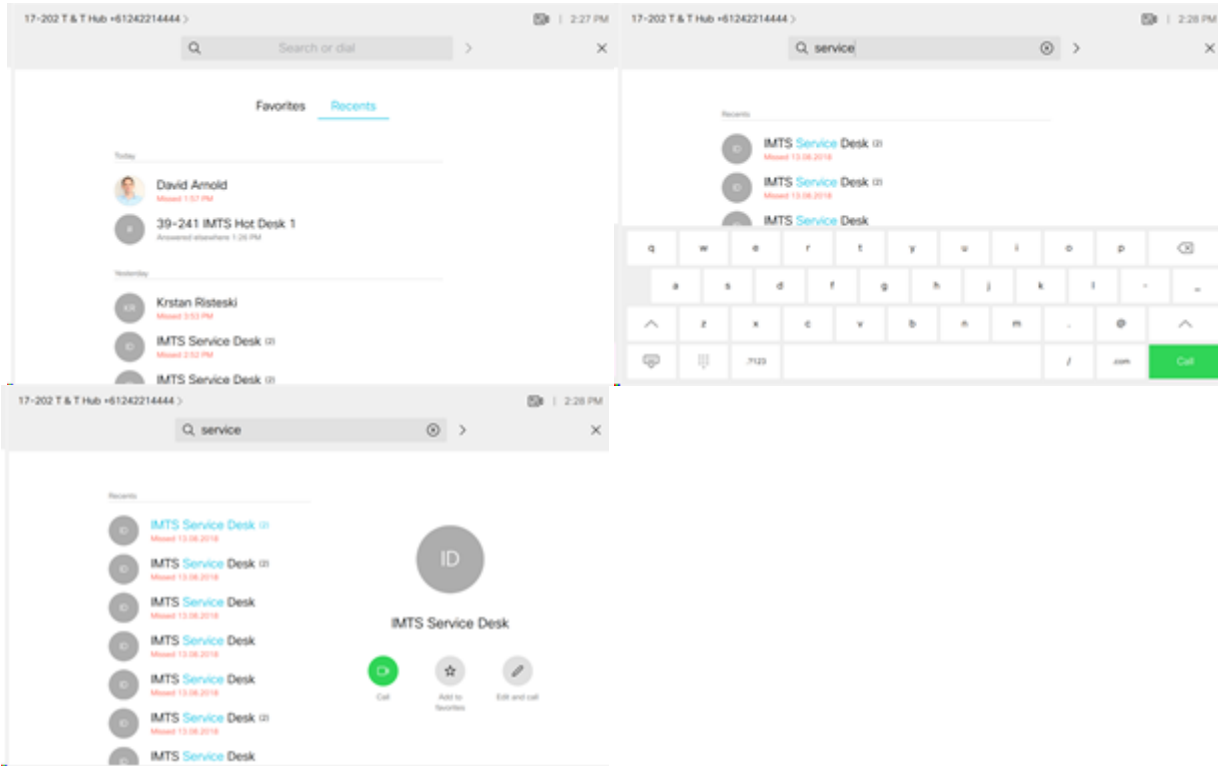
If the correct match appears in the list tap that match and the green **Call** button.



- 4 When you have typed in the number or address, tap the green **Call** button to place the call.







## Place a Call Using Name, Number or Address

A room system is technically a phone and can dial any POTS or SIP phone number.

**To dial any phone number** enter the full phone number in the Search or Dial box and then tap Call.

Note: First dial 0 (zero) for an external line when dialling an external number.

Example: 02 9037 0069

Dial: 00290370069

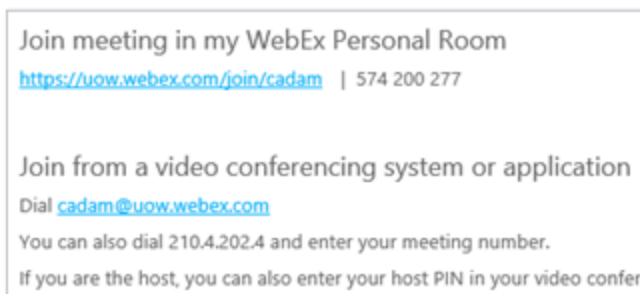
**To dial any UOW user** enter their email address in the Search or Dial box and then tap Call.

Example: sip:darnold@uow.webex.com

Dial: darnold@uow.webex.com

**To dial into a videoconference** you will need the SIP address from the meeting invite. Enter the full SIP address in the Search or Dial box and then tap Call.

Example:



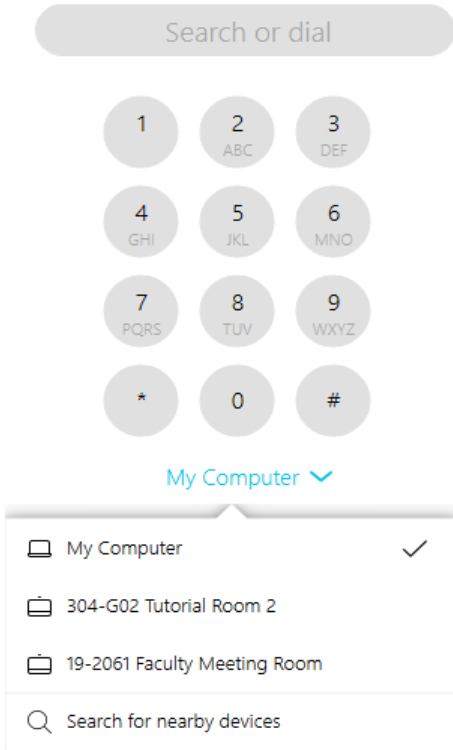
Dial: cadam@uow.edu.au

## Place Calls Using Webex Teams

When you make a call from the Webex Teams app, you can choose for the call to be placed from your Room System instead of your computer/device.

1. In Webex Teams, enter any phone number or any UOW user's email address, phone number or name into the Search or Dial bar

2. Click My Computer to open a drop down menu
3. Select the Room System you want to dial from
4. Click Call



## Answer an Incoming Call

You may accept or decline an incoming call.



## Do Not Disturb

Your device can be set to not respond to incoming calls. While it is set on do not disturb mode, you can still use your device to call others. To activate the do not disturb feature, tap the device name in the upper left corner and activate it in the corresponding menu. Tap anywhere outside the menu when you're done.



# Share

Tap the Share button to change the input source.

All Webex Room Systems allow you to:

- View a device you connected to the BYOD cable

- View a device wirelessly via Webex Teams

In some rooms you can also choose to:

- View an in-room PC

- View a device wirelessly via Solstice

\*If the source is greyed out then the device may be off/asleep or the cable not seated properly.

## Share Content

Click the blue Share button or connect your device via HDMI to start sharing.

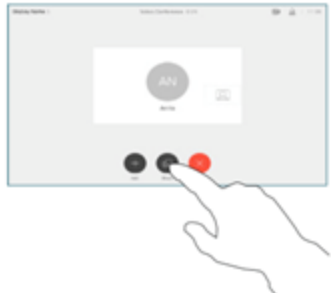


## Share Content – Wireless

Using Webex Teams on Windows and Mac, you can connect automatically with Webex devices from the menu. When connected, you can wirelessly share your screen, start a call, or open a space (on a Webex Board). You can also make calls from your desk phone and join meetings. If you have a lot of devices close by, you can set certain devices to not automatically connect.

## Share Content in a Call

1 Connect the source to the room device with a suitable cable, or go for wireless sharing from the Webex Teams app. Make sure the source has been switched on and tap **Share**.



2 Tap **Local preview** to view the content without sharing it. Tap the X in the upper right corner, to return to the previous screen.



3 To discontinue the preview, tap **Stop preview**.  
To share content with the remote participants, tap **Share in call**.



4 To stop sharing content, tap **Stop Sharing**, as shown.



To share content locally (outside a call), just tap the blue **Share** button (not shown).

# Meetings

Tap the Meeting button to

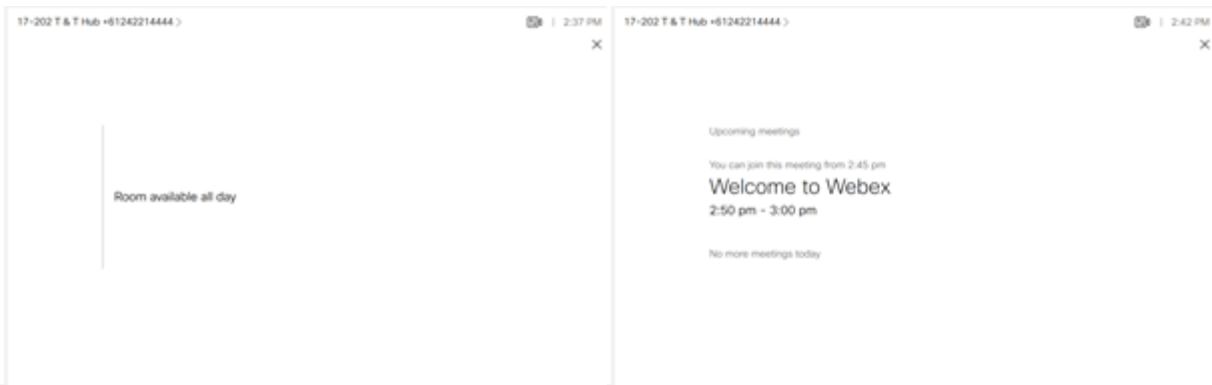
- view a list of meetings scheduled in the room
- connect to the next scheduled meeting

\*This will only work if Outlook integration has been enabled, you invited the room to the Webex Meeting invite, and the room accepted.

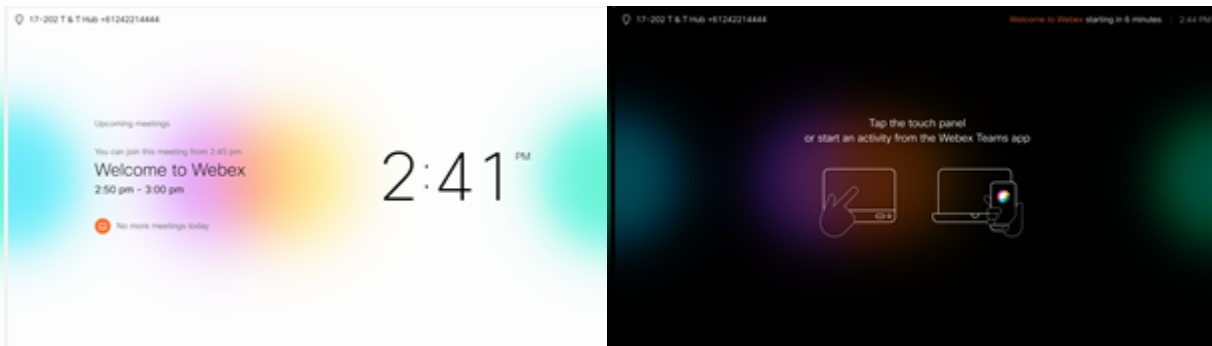
# Room Schedule

The touch panel and display will show the room availability and upcoming meetings for the day.



## Touch Panel

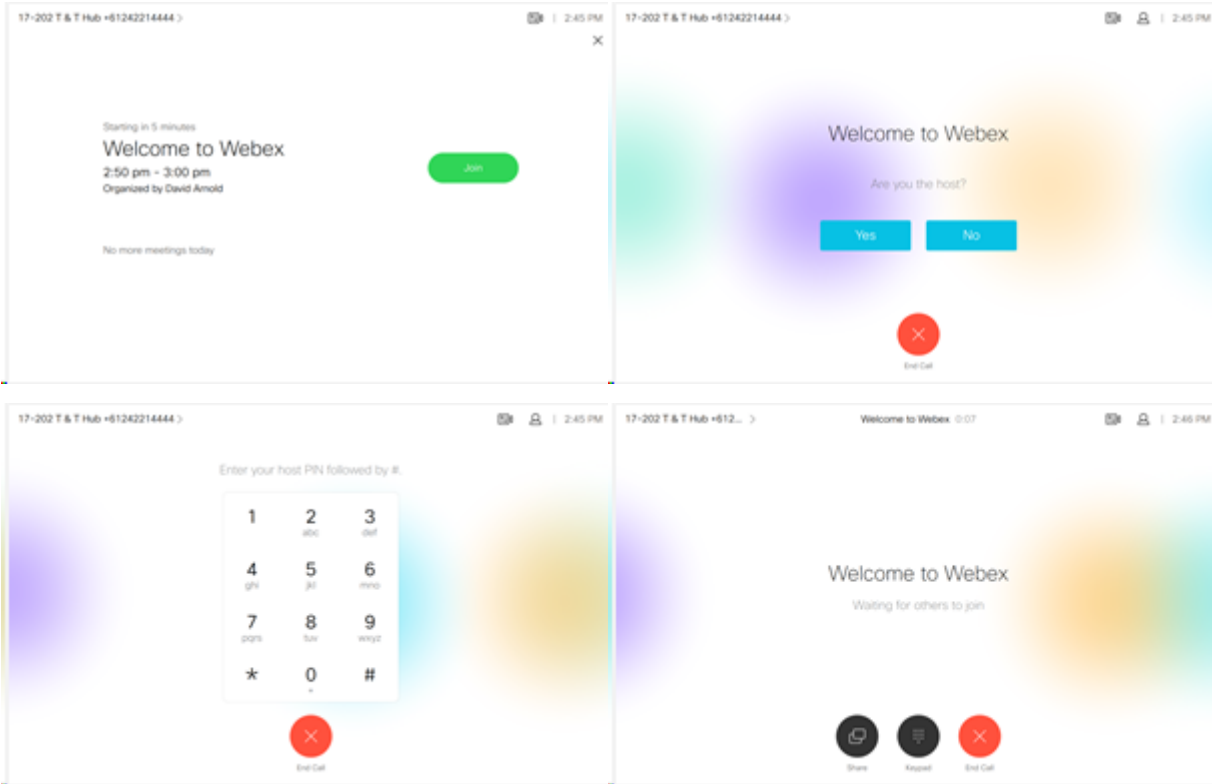


## Display



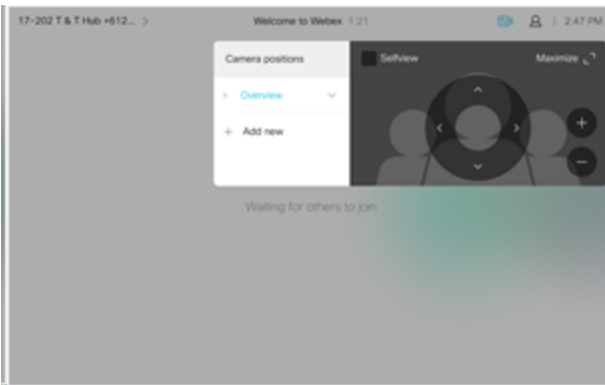
# Join a Meeting

If the meeting was booked via Outlook, on **all** scheduled rooms, a green join button  will appear on the touch panel. If you are the host starting the meeting; select the blue yes button  and enter the Host PIN followed by the hash or pound (#) symbol.



# Camera Control

On the touch panel in the top right hand corner next to the participant button and time, click the camera control icon to adjust the camera position. Use a previously saved camera position, the selfview check box and maximize toggle to find the best camera position.



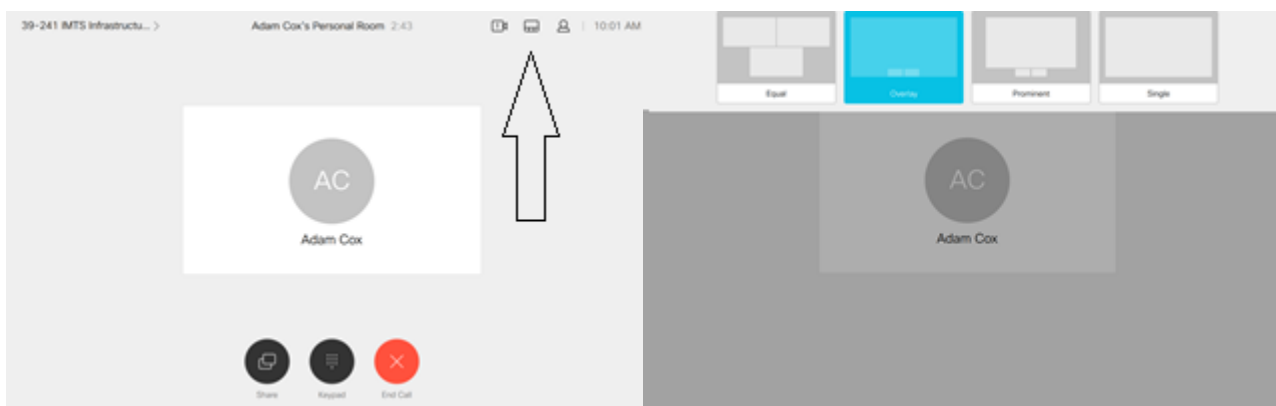
# Participant List

On the touch panel in the top right hand corner in between the camera control button and time, click the participant button to view a list of meeting participants.



## Video layout options

On the touch panel in the top right hand corner in between the camera control button and participant button, click the layout button to view screen layout options. Overlay is the default layout but you can change this whenever you are in an active call.



## Additional Training and Help

### Cisco Webex Help Resources

Cisco Collaboration Help <https://collaborationhelp.cisco.com/>

- Go to Webex Quick Class <http://cisco.com/go/quickclass> to register for or playback a completed 30-minute quick class session to get up-to-speed quickly on basic features and learn best practices and top tips

Learn more about Teamwork, Workspaces and Devices at Project Workplace <https://projectworkplace.cisco.com>

- Test your network with Webex Media Test <https://mediatest.webex.com>

### IMTS Service Desk

For additional training and help contact IMTS Service Desk by logging a ticket, or call 02 4221 3000 (x3000)

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