cefli

Technology Tips
## Webex Meetings & Webex Events

Join Challenges:

You may encounter join challenges due to the strength of your internet connection or simply due to a bad connection with the Webex application.

- You may want to <u>leave and rejoin</u> the meeting/event. That often resolves the issue.

- If you are unsure whether you have a bad internet connection, sites such as <u>Speedtest.net</u> offer a way to <u>test your internet connection</u>. A speed of 40-100 Mbps is okay. A speed of 100+ Mbps is good. A higher speed, such as 200+ Mbps, is ideal for meetings and Webinars that utilize video cameras and that display images (PPTs).

- If you are not able to establish a good connection with a little trouble shooting you can <u>dial into the meeting or event</u> by calling 1-415-655-0001. Enter the <u>Webinar/Meeting number</u> and the <u>password</u> noted in the calendar invitation for the meeting or event.

Camera Challenges:

If the strength of your internet connection is not strong, the camera feature may not work consistently.

- If you believe your internet connection is strong, try leaving the meeting and rejoining. Otherwise, you may need to adjust the camera settings in Webex – especially if you use an external camera (see below).

- To adjust your camera, click on the "Start video" upward arrow and select the camera you desire. Ensure your camera lens is not covered. You have the option to blur your background or to use a faux background, if desired.
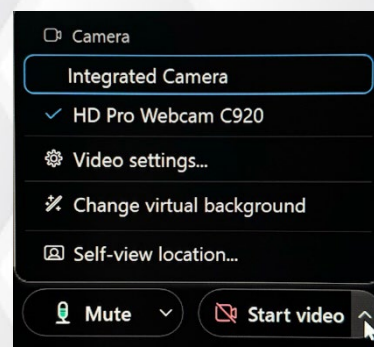
Audio Challenges:

- **<u>Not Being Heard</u>:** Participants of CEFLI webinars are not able to speak during an event (unless they are a presenter) but participants of CEFLI meetings are able to speak during meetings.

  - Check to ensure you are not muted. Be sure to check your laptop mute button <u>and</u> the Webex mute setting (the Webex Mute/Unmute icon appears in the bottom tray).

  - Check to ensure your volume is turned up to an appropriate level.

  - Click on the upward arrow next to the Mute/Unmute icon to change the source of your sound or to adjust the audio settings. This is especially relevant for individuals who use external speakers or an external headset.
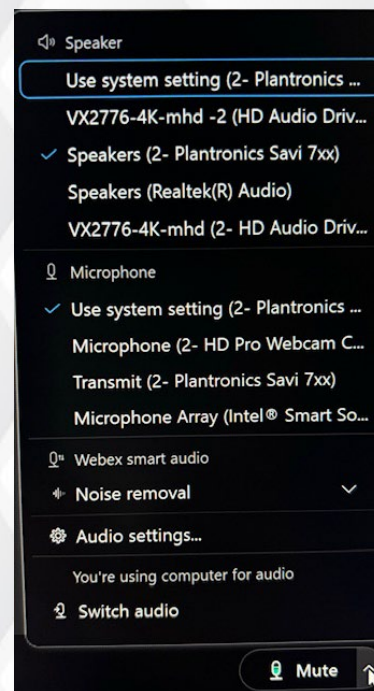
- **Trouble Hearing Others:** If you are not hearing others speak, try the following.

  o Check to ensure your volume is turned up to an appropriate level.

  o Click on the upward arrow next to the Mute/Unmute icon to change the source of your sound or to adjust the audio settings. This is especially relevant for individuals who use external speakers or an external headset.

  o You may also stay in the webinar (leveraging the video aspect of the event) but also dial into the meeting for sound via phone. To do that, call 1-415-655-0001. Enter the Webinar/Meeting number and the password noted in the calendar invitation for the meeting or event. Please be sure to mute yourself on your phone if you hear any sounds after joining with phone audio.

Asking Questions:

- **Webinars/Events:** Webinars/events have both a "Chat" and a "Q&A" feature.

  o To ask questions during the webinar, click on the three-dot ellipsis in the lower tray of your window and select "Q&A" to open the "Q&A" text box.

  o Type and submit your question.

  o The moderator will monitor for questions and will try to announce questions when appropriate during the discussion. Questions should be submitted via the "Q&A" function, not the "Chat" function.

  o Using the "Q&A" vs. the "Chat" function allows all panel members to see when a question has been submitted. Additionally, it's difficult for the host to moderate a discussion, advance the slides, watch for items in the Chat area (which may include comments that are not questions for the presenters) and to watch for items in the Q&A area. Submitting all questions using the "Q&A" feature streamlines the process.

- **Meetings:** Meetings have a "Chat" option. They do not have a "Q&A" option.

  o During meetings, please unmute yourself and ask your question verbally.

  o If you have a need to use the "Chat" button (i.e., to share a link to a resource, to reach out to another meeting attendee, etc.), you can open the "Chat" application by clicking on the "Chat" icon in the lower tray of your window.

  o Note, if you are in a meeting that has more than six attendees, please do not use the "Raise Hand" feature. Rationale: It's likely the host will not see your hand raised when there are screens and screens of attendees who joined the meeting. Since the host is focused on the discussion, it's difficult for the host to regularly toggle through the screens of meeting attendees to see if a hand is raised.
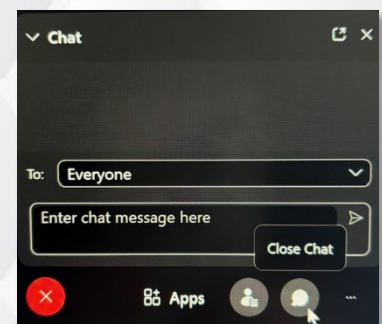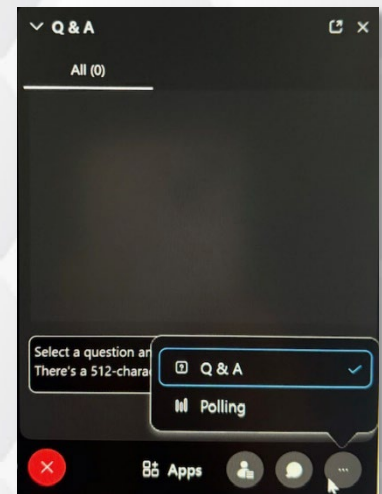
Meeting Etiquette:

- **Joining:** Please join on time to avoid missing important instructions and/or early discussion content.
- **Mute:** Please mute yourself when you are not speaking.
- **Camera:** Use of your video camera is encouraged!
- **Identify:** Please announce yourself (i.e., name, company affiliation) when speaking in large group meetings. Committee meeting minutes will not attribute comments to a specific individual or company.