cefli

Technology Tips
Webex Meetings & Webex Events

Join Challenges:

If you encounter challenges joining a Webex "meeting" or "webinar" it may be due to the **strength of your internet connection** (especially if you are joining via the browser (vs. a downloaded) version of Webex).

You may want to leave and rejoin the meeting/event. That often resolves the issue. It may also help to close other applications running in the background.

- If you are unsure whether you have a bad internet connection, sites such as Speedtest.net offer a way to test your internet connection. A speed of 40-100 Mbps is marginal. 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 dial into the meeting or event by calling 1-415-655-0001. Enter the Webinar/Meeting number and the password noted in your 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. Note: The camera feature is available for attendees of "meetings" but not "webinars."

- 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 if you are using the downloaded version of Webex. That feature may not be available when using the browser version of Webex.
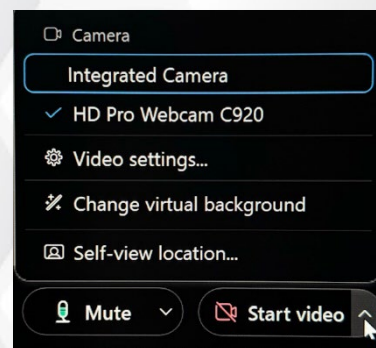
Audio Challenges:

- o **Not Being Heard:** 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. When in a meeting, please mute yourself unless speaking.

- o If you are trying to ask a question, ensure you are not muted. Be sure to check both your laptop mute button and the Webex mute setting (the Webex Mute/Unmute icon appears in the bottom tray).

- 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.
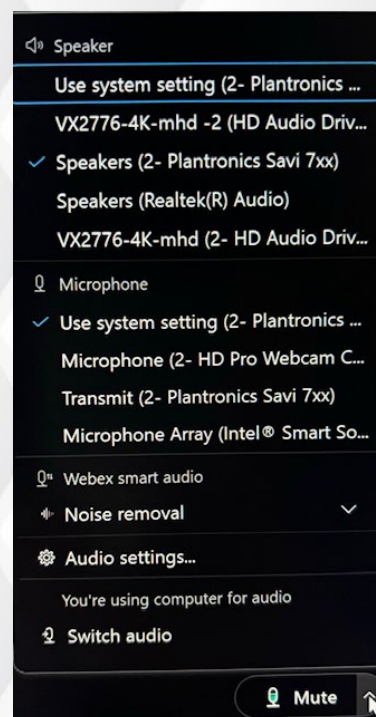
- **Trouble Hearing Others:** If you are not hearing others speak, try the following.

  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 a webinar or meeting (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 (or the number listing in the calendar invitation). Enter the Webinar/Meeting number and the password noted in the calendar invitation for the meeting or event.

Asking Questions:

- **Meetings and Webinars/Events:** Both "Meetings" and "Webinars" have both a "Chat" feature.

  o   **Webinars:** To ask questions during a webinar, click on the chat icon in your Webex window. If you do not see the icon, click on the three-dot ellipsis in the lower tray to see other applications. Type and submit your question. The moderator will monitor for questions and will try to announce questions during the discussion.

  o   **Meetings:** During CEFLI meetings (Compliance & Ethics Committee, Advertising Review Networking Forum, Fraud & AML Networking Forum, Compliance Oversight Programs Networking Forum, Compliance Leadership Development Forum) please unmute yourself and verbally ask your question. The group size for such meetings makes monitoring for typed questions while moderating and engaging the discussion challenging. The same holds true for monitoring for "raised hands." If you have a question during a CEFLI meeting, we welcome you to speak up rather than texting or raising your hand.
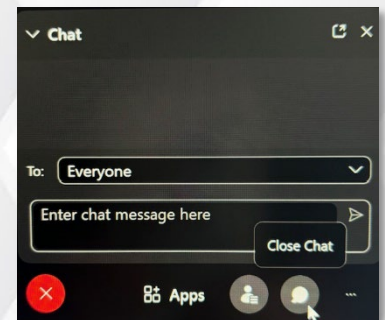
Meeting Etiquette:

- **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.