Cisco Webex Procedures

Due to Cisco experiencing a high demand, a user will get a busy signal if using the 1-650-XXXX toll number to call into a WebEx. **Please note: ITSD recommends using the "Call Me" feature as a normal every day practice when dialing in to a WebEx.**

Please see below to share and guide your teams to contact the Help Desk if they encounter any problems or if assistance is needed. ITSD is happy to help our users.

WebEx

- There are two types of WebEx: Public and Commercial. The public WebEx is overwhelmed and if one used this system, there **WILL** be issues.

- The State has the commercial system, **_if_** we are using it through either a computer or the WebEx app on a smart phone, then our traffic is **_prioritized_** over the public WebEx.

- Please ensure you are utilizing the **"CALL ME"** feature when joining the WebEx you have been invited to. When attendees use the "I will call in" option (1-650-470-XXXX number), they are using the **PUBLIC** WebEx system. Do not do this if at all possible. There will be occasional issues when using the "I will call in".

Procedures for Calling into a WebEx:

- Setup
    - Use the WebEx app on your computer or download the WebEx app on your smartphone. Make sure it is set up before you attempt to join. Detailed instructions
- Using Desk Phone - Detailed instructions

    - Press Join WebEx green button

    - Choose Join Meeting green button

    - In the "Select Audio Connection" dropdown box choose "Call Me" or "Call using computer" if you have speakers and microphone.

- Using Mobile Device - Detailed instructions
    - To set the "Call Me" feature on an iPhone

Setting Up a WebEx

- Detailed instructions

For additional information, see attached FAQs.