



## WebEx – Call Me Feature FAQs

1. **What is WebEx?**
  - a. WebEx is a multi-functional desktop video/audio conference application. It allows you to meet with anyone, anywhere, in real time as long as you have internet access on your computer or have the WebEx app on your smartphone or tablet. It features HD video and online chat, as well as the ability to share presentations and desktop applications, write on online whiteboards and make annotations.
2. **I am receiving a busy signal when I call into my WebEx meeting.**
  - a. Cisco is experiencing a high volume of calls. Please use the “**Call Me Feature**” once you are logged into the WebEx.
3. **Does the ‘Call Me’ feature work for phone numbers that have extensions?**
  - a. No. Your phone number must be a direct line in order for the ‘Call Me’ feature to function properly
4. **Can I call into a WebEx from a personal device?**
  - a. Yes, click the link within the calendar app to join the meeting.
    - I. Click “Show all Notes”
    - II. Click the link next to “Join WebEx Meeting”
    - III. NOTE: If you do not have the WebEx app, you will be asked to download it. If you have trouble with the app, the help desk can walk you through or send detailed instructions. Help Desk: **573-751-4941**
    - IV. The WebEx app opens
    - V. Enter Display Name & email address
    - VI. Click “Choose how you want to connect to audio,” Click “Next”
    - VII. Click “Join” and you will be entered into the WebEx
5. **Can I call into a WebEx from a State device?**
  - a. Yes, click the link within the calendar app to join the meeting.
    - i. Open the calendar app, click on the meeting
    - ii. Click “Show all Notes”
    - iii. Click the link next to “Join WebEx Meeting”
    - iv. The WebEx apps should open. If you have trouble with the app, please call the help desk. They can walk you through or send detailed instructions.
    - v. Enter Display Name & email address
    - vi. Click “Choose how you want to connect to audio,” Click “Next”
    - vii. Click “Join” and you will be entered into the WebEx

**6. Where can I find tutorials or training for WebEx?**

- a. Users can follow this [link](#)

**7. How many participants can join a WebEx Meeting?**

- a. 1,000 (500 PC or Smart Device/500 dial in (do not use dial in unless you have no other option)

**8. What is the maximum WebEx meeting length?**

- a. 24 hours

**9. Can I invite attendees who are not state employees?**

- a. Yes. You will need the users email address to send invite to.

**10. Is there a cost to using WebEx?**

- a. The state has purchased an enterprise license which allows all consolidated agency users to create and use WebEx. Anyone can join a WebEx if they receive an invitation. There is no additional cost to have a WebEx, but if you call in to the WebEx you may incur long distance charges. You should use the “**Call Me**” option instead if you need to use a phone. That will have the WebEx call the number you input at no cost.

**11. What is the URL for our WebEx website?**

- a. It is [stateofmo.webex.com](http://stateofmo.webex.com).

**12. How do you mute other participants in the meeting?**

- a. Only the host of the meeting can mute participants in the meeting. There are a few ways to do this. If it's only one person you need to mute, you can find them in the participants list, right-click on them, and select 'Mute'. The host can also host all participants currently in the meeting by clicking 'Participant' at the top of the meeting window, and choosing the 'Mute all' option. And finally, there's a 'Mute on entry' option in the 'Participant' menu that enables you to automatically mute everyone as they join the meeting.

**13. Can someone other than the host record the meeting?**

- a. No, only hosts and cohosts can start the recording of a meeting.

**14. What is the difference between the 'Host' and 'Presenter' roles?**

- a. The host has full control over the meeting and its participants, and also chooses when to end the meeting. The only thing a presenter can do is share content to the other participants in the meeting. Presenters have no other privileges beyond this.

**15. If I use a phone to participate in a WebEx meeting while others are using their computers for participating in the meeting, will it still record what I say through my phone? And vice versa?**

- a. Yes. It doesn't matter which method you're using to participate in the WebEx meeting; your audio and anything you share into the meeting will still be recorded.

**16. How do I download the meeting recording/share it with someone else after the meeting is over?**

- a. Whomever started the recording (typically the host) will need to login to their WebEx account on [stateofmo.webex.com](http://stateofmo.webex.com) to access their recordings list. Find the recording you want to download/share a copy of in the list, then choose the appropriate option from the buttons to the right of the recording's title.

**17. How do you reuse a meeting room/link?**

- a. You can use either your personal room, since the link for that never changes. Or you can schedule a regular WebEx meeting to be recurring, so that the meeting number and link never change for the entire series.

**18. If I make someone a presenter while I currently have documents open, does the new presenter gain access to my open documents?**

- a. They do not. They only have access to the documents stored on their computer.
- b. Yes, you can invite anyone and everyone to a WebEx meeting. Anyone and everyone can also be set to be a presenter and share content. However, only another state employee can be made into an alternate host.

**19. Can I setup a list of questions for polling prior to the meeting?**

- a. Yes, there are a number of different ways to do this. As a host, you can join the meeting in question early and setup your polling questions while waiting for your participants to join. You can also jump into your personal room at any time and setup a list of polling questions and save them to your computer, then open them in the scheduled meeting.

**20. If I'm the host, can I share content in the meeting at any time?**

- a. This depends on whether you have the 'Anyone can share' option enabled under the 'Participant' drop-down menu in the meeting. If this option is checked, then anyone in the meeting can share content at any time so long as nobody else is currently presenting at that moment. If this option is NOT checked, then you will need to have Presenter rights before you are able to share content. However, as a host, you can change who the presenter is at any time.

**21. What's the difference between a WebEx Personal Room and a WebEx Meeting?**

- a. Personal Rooms and Meetings are almost completely identical in functionality. The only differences are that you can lock your Personal Room, and the link for your Personal Room never changes.

**22. I want to play around with and test a particular feature in WebEx. How can I go about testing things like this?**

- a. You can jump into your Personal Room at any time and explore the various features that WebEx offers. You can send the link to your Personal Room to others so they can join in and test things with you.