webex™

Meeting Center

CIT

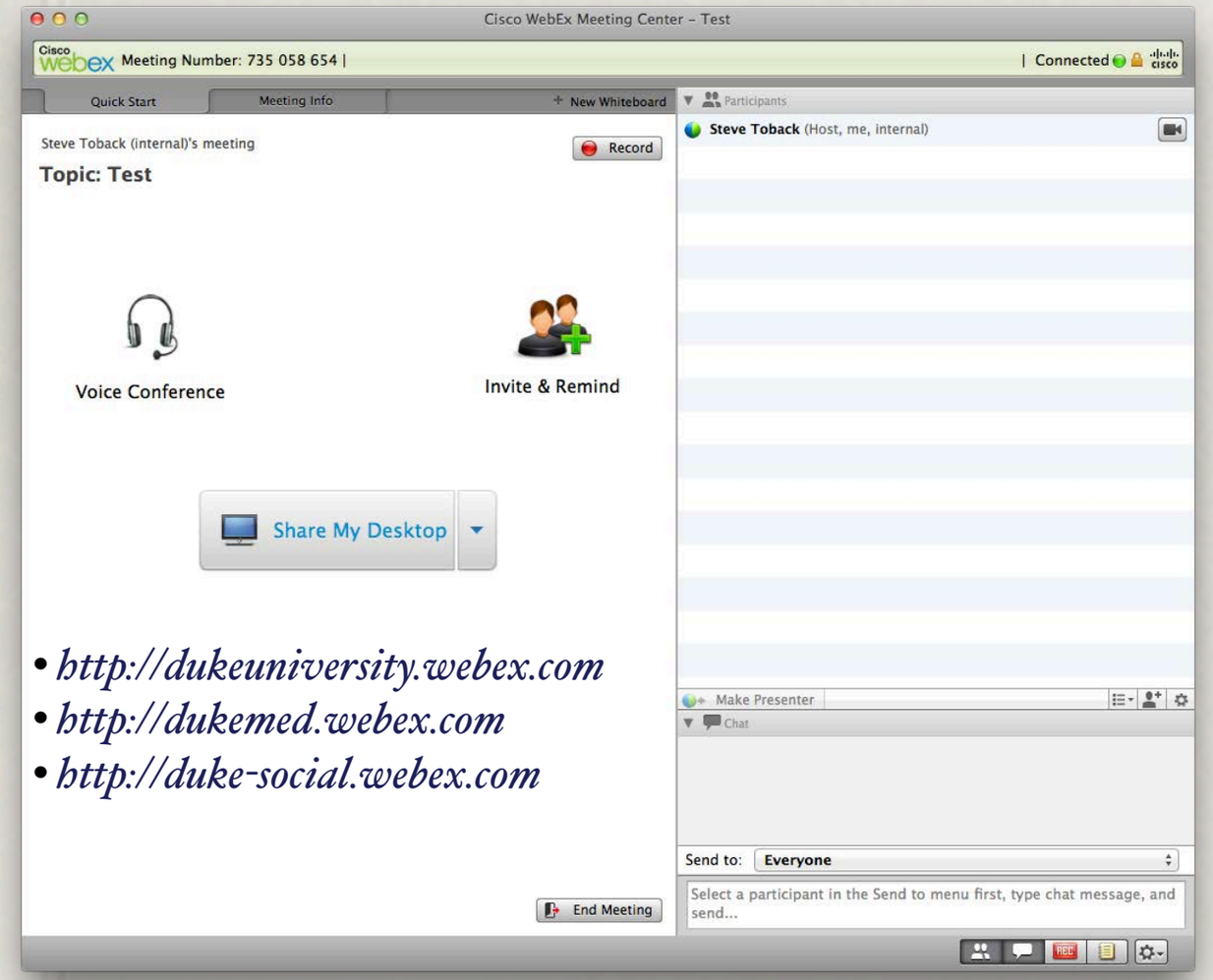
February 13, 2013

Agenda

- What is WebEx?
- Signing Up
- Costs
- Setting Up
- Scheduling
- Meeting
- Recording
- Getting Support

What is WebEx Meeting?

Web Conferencing



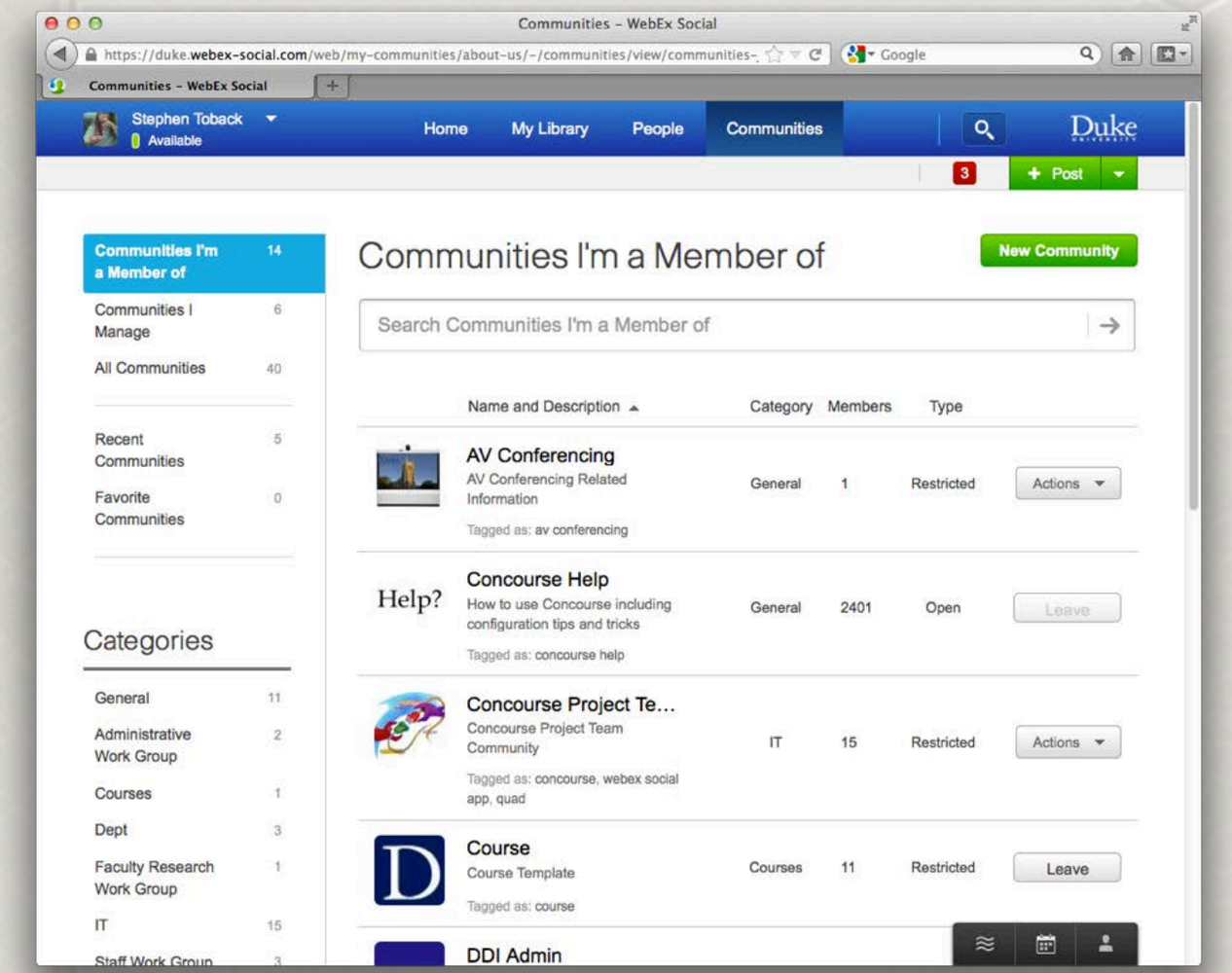
- *http://dukeuniversity.webex.com*
- *http://dukemed.webex.com*
- *http://duke-social.webex.com*

Telephone Conferencing

WebEx Meeting vs WebEx Meeting Lite

	WebEx Meeting Lite	WebEx Meeting
Who can get an account ?	Any Duke University student, faculty or staff member	Any Duke University or Duke Medicine faculty and staff only
Cost	Free	**Free**: Computer Audio **Cost**: Telephone Conferencing
Max number of participants	8	1000
Use of computer audio (VOIP)	Yes	Yes
Use of telephone conferencing (WebEx Audio)	No	Yes (additional charges apply)
How Do I Get It?	Automatically provisioned with Concourse, **University Only**	Medicine/University staff or faculty complete web form

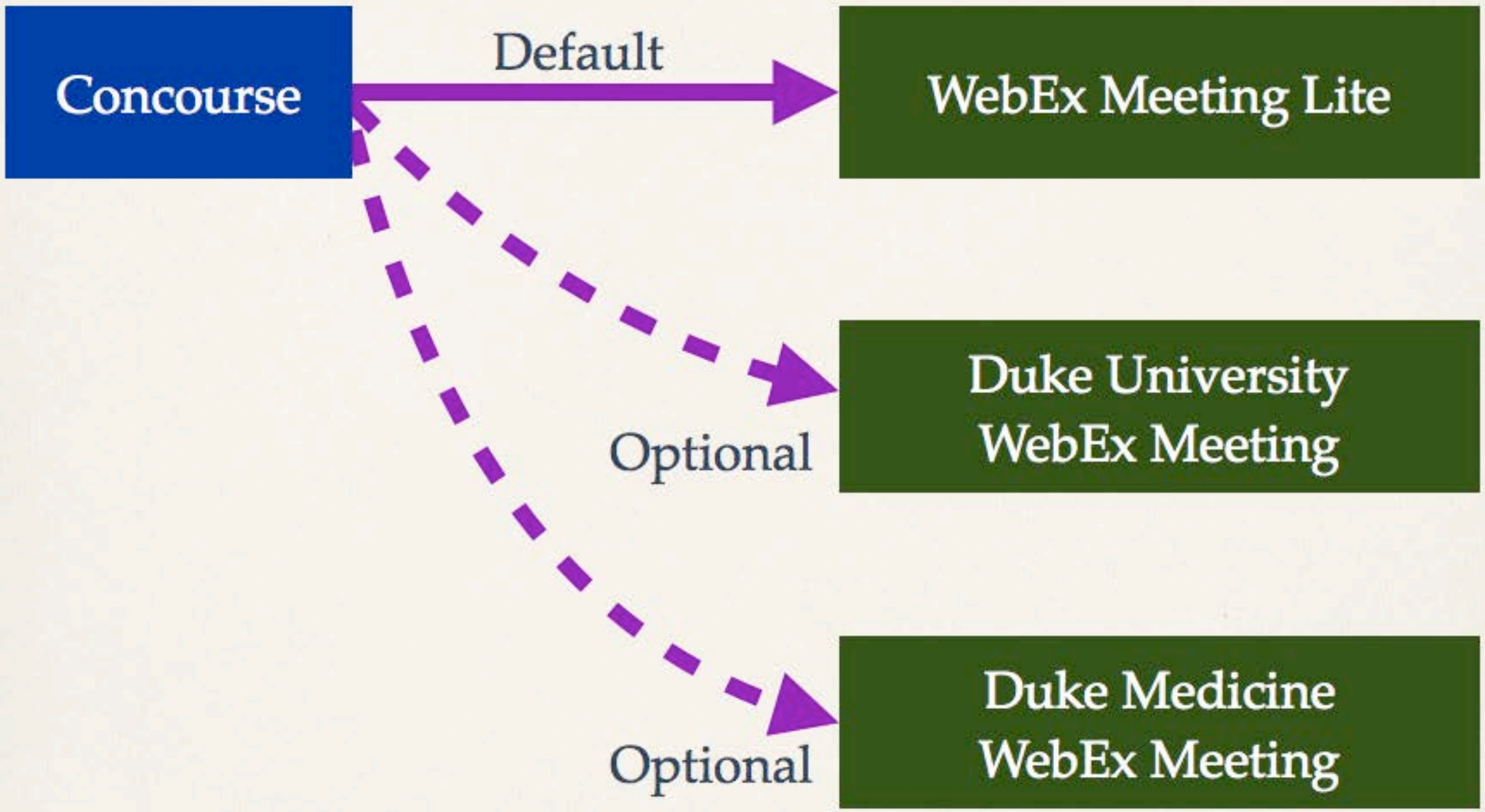
What Is Concourse



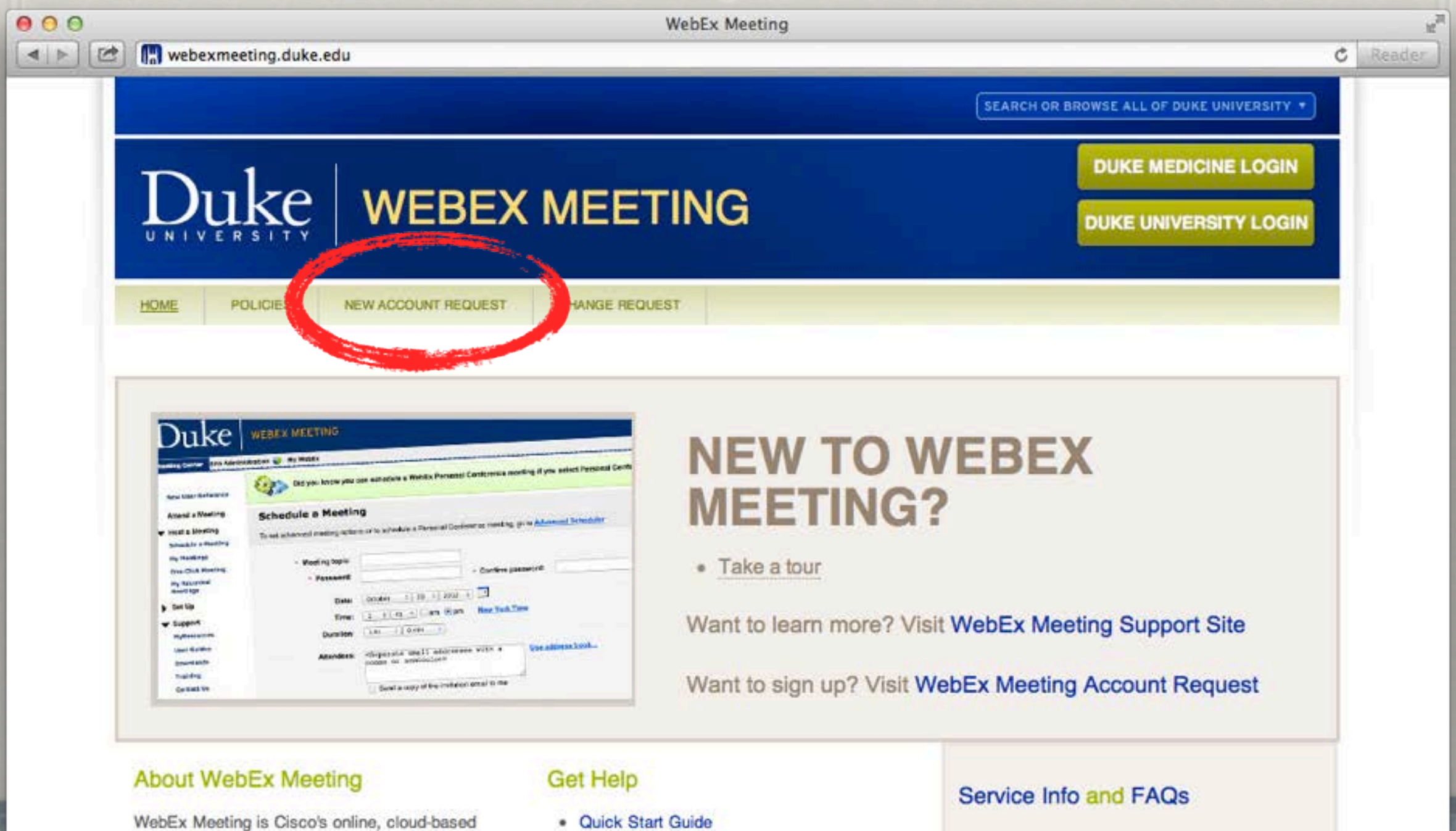
- Powered by **WebEx Social**
- Formerly known as Cisco Quad

- Online topic based communities
- Self Provision/Customization
- Secure/Open
- Activity Stream
- Threaded discussions
- Wiki-like features
- Real time collaboration
- Presence
- Chat
- One-Click WebEx Meeting

WebEx Meeting/Concourse Linking



Signing Up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SEARCH OR BROWSE ALL OF DUKE UNIVERSITY
Duke UNIVERSITY
WEBEX MEETING
DUKE MEDICINE LOGIN
DUKE UNIVERSITY LOGIN
HOME
POLICIES
NEW ACCOUNT REQUEST
HANGE REQUEST
Schedule a Meeting
NEW TO WEBEX MEETING?
Take a tour
Want to learn more? Visit WebEx Meeting Support Site
Want to sign up? Visit WebEx Meeting Account Request
About WebEx Meeting
WebEx Meeting is Cisco's online, cloud-based
Get Help
Quick Start Guide
Service Info and FAQs
What types of conferences are available?

Signing Up

WebEx Meeting

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Duke UNIVERSITY | WEBEX MEETING

DUKE MEDICINE LOGIN

DUKE UNIVERSITY LOGIN

HOME | POLICIES | NEW ACCOUNT REQUEST | CHANGE REQUEST

NEW TO WEBEX MEETING?

- Take a tour

Want to learn more? Visit WebEx Meeting Support Site

Want to sign up? Visit WebEx Meeting Account Request

About WebEx Meeting

WebEx Meeting is Cisco's online, cloud-based

Get Help

- Quick Start Guide
- WebEx Meeting Support Site

Service Info and FAQs

What types of conferences are available?

Costs

Web Conferencing	Computer Audio	Telephone Audio		
No cost	No Cost	Toll Call In	Toll Free Call In **or** Call You Back	International
Includes video, screen sharing, white boards, recording, chat	*Requires microphone and USB headset or USB Speakerphone*	1.8¢	3.8¢	Per Country

per minute per participant

Billing

- All charges are based on usage.
- Cisco invoices Duke the 15th of every month.
- Duke Budget Office posts charges in SAP.
- Default Fund Code and/or Project Codes for scheduled calls.

Setting Up: Web

One Click Meetings

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https dukeuniversity.webex.com/mw0307l/mywebex/default.do?siteurl=dukeuniversity&service=1

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Join an Unlisted Meeting

- New User Reference
- Attend a Meeting
- Host a Meeting
  - Schedule a Meeting
  - My Meetings
  - One-Click Meeting
  - My Recorded Meetings
- Set Up
- Support
  - MyResources
  - User Guides
  - Downloads
  - Training
  - Contact Us

To join an unlisted meeting, type the meeting number that your host gave to you, then click **Join Now**.

Meeting number:

Join Now

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- My Meetings
- Productivity Tools Setup
- My Files
- My Contacts
- My Profile
- Personal Conferencing
- My Reports
- Training
- Support

One-Click Setup

Welcome, Steve Toback

One-Click Settings

The settings you specify here apply to the Web and desktop versions of One-Click.

Meeting Options

* Required

Service type: Meeting Center Pro 1000

Meeting template: [Meeting Center Default]

* Topic: Steve's Personal Meeting

* Meeting password: •••••

* Confirm password: •••••

Tracking Code

Meeting Fund Code/Cost Center:

Audio Conference

Use: Use VoIP only

Attendees join the audio conference using the WebEx Integrated VoIP (Voice over IP) service. To use VoIP, attendees must have a computer with audio input and outputs and a working microphone.

Save & Start Meeting | Save | Cancel

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Save & Start Meeting | Save | Cancel

Setting Up: PCN

- You can have up to 3 personal conference numbers
- No need to schedule or use the web at all
- Same prices as using the phone with the web
- Many phone based commands are available

  Duke KB Article: KB0014484

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My WebEx Profile

Welc[illegible] Toback

* Denotes a Required Field

?

Personal Information

Username: **sct10**

First name: Steve *

Last name: Toback *

Email address: stephen.toback@duke.edu *

Address1:

Address2:

City:

State/Province:

ZIP/Postal code:

Country/region: United States of America

My Phone Numbers

The PIN can be used to provide a secondary level of authentication for calls where the host is using the phone and may need to invite additional attendees.

	Country/region	Number (with area/city code)	Call-back
Office phone:	1		
Cell phone:	1		
Alternate phone 1:	1		
Alternate phone 2:	1		

PIN: 4-digit numeric

Note: single-number values and simple sequences (1111,1234) will be excluded.

Note: The call-back feature is dependent on purchase of the appropriate audio package.

Partner Integration

Display partner links in My WebEx

Calendar Work Hours

Customize your working hours for use with schedulers.

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My WebEx Personal Conferencing

Welcome, Steve Toback

?

Personal Conference Number

You have not created any Personal Conference Number (PCN) accounts. A PCN account includes teleconferencing numbers and personal host and attendee access codes that you can use to conduct:

- Integrated audio and Web meetings.
- Ad-hoc Personal Conference meetings from any phone.
- Scheduled Personal Conference meetings.

Accounts (You can set up to three Personal Conference Number accounts for your profile.) Add Account

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My WebEx Personal Conferencing

Welcome, Steve Toback

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Add Account

Add Personal Conference Number

https://dukeuniversity.webex.com/cmp0307l/webcomponents/widget/tspaccount/tspaccount.do?siteurl=

Add Personal Conference Number

An asterisk(*) indicates required information.

* Host access code:

* Attendee access code:

Generate | Close

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My WebEx Personal Conferencing

Welcome, Steve Toback

?

Personal Conference Number

Your Personal Conference Numbers are:

Call-in toll-free number (US/Canada): 1-855-244-8681 Show all toll-free dialing restrictions
Call-in toll number (US/Canada): 1-650-479-3207
Call-in toll number (US/Canada): 1-650-479-3207 This number should be used only if the primary number does not work.
PIN: 3439 Reset

Accounts (You can set up to three Personal Conference Number accounts for your profile.) Add Account

Account 1 (Default) Delete Edit

Host access code: 22246249
Attendee access code: 22205883

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Scheduling A Meeting

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  - Contact Us

Did you know you can schedule a WebEx Personal Conference meeting if you select Personal Conference as the meeting type in the Advanced Scheduler?

Do not show this message again.

Schedule a Meeting

Set options using template: [Meeting Center Default]

To set advanced meeting options or to schedule a Personal Conference meeting, go to Advanced Scheduler

* Required field

* Meeting topic:

* Password: * Confirm password:

Tracking codes: none Select tracking code...

Date: January 18 2013

Time: 5 30 am pm New York Time

Duration: 1 hr 0 min

Attendees: <Separate email addresses with a comma or semicolon> Use address book...

Send a copy of the invitation email to me

Audio conference: WebEx Audio Change audio conference...

Cancel | Save as template... | START NOW

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Select Attendees

https://dukeuniversity.webex.com/cmp0307l/webcomponents/widget/contact/mcselection.do?siteurl=dukeuniversity&serviceType=MC&invokerType=schdr&i

Select Attendees

?

Source: Personal Contacts **Search:** Search

Teresa Jennings

(Use the **Command key** to select multiple participants)

Invite as:

Attendee >

Alternate Host>

< Remove

Name:
Email Address:
Phone number:
Time Zone:
Language:
Locale:

New Contact Edit Contact

OK Cancel

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eting Center Default]

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* Required field

START NOW

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Audio Conference Settings

Audio Conference Settings

Select conference type: WebEx Audio

☑ Display toll-free number — Show toll-free dialing restrictions
(Toll number is always displayed.)

Entry and exit tone: Beep

OK

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START NOW

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Audio Conference Settings

Audio Conference Settings

Select conference type: ✓ WebEx Audio / Use VoIP only / None

ng restrictions

(Toll number is always displayed.)

Entry and exit tone: Beep

OK

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Schedule a Meeting

Set options using template: [Meeting Center Default]

To set advanced meeting options or to schedule a Personal Conference meeting, go to Advanced Scheduler

* Required field

* Meeting topic:

* Password: * Confirm password:

Tracking codes: none Select tracking code...

Date: January 18 2013

Time: 5 30 am pm New York Time

Duration: 1 hr 0 min

Attendees: <Separate email addresses with a comma or semicolon> Use address book...

Send a copy of the invitation email to me

Audio conference: WebEx Audio Change audio conference...

Cancel | Save as template... | START NOW

POWERED BY Cisco WebEx

Advanced Scheduling

Duke University WebEx Enterprise Site

https dukeuniversity.webex.com/mw0307l/mywebex/default.do?siteurl=dukeuniversity&service=1

Reader

Duke | WEBEX MEETING

Meeting Center | Site Administration | My WebEx

sct10 | Log Out

- New User Reference
- Attend a Meeting
- Host a Meeting
  - Schedule a Meeting
  - My Meetings
  - One-Click Meeting
  - My Recorded Meetings
- Set Up
- Support
  - MyResources
  - User Guides
  - Downloads
  - Training
  - Contact Us

Did you know you can schedule a WebEx Personal Conference meeting if you select Personal Conference as the meeting type in the Advanced Scheduler?

Do not show this message again.

Required Information

Set options using template: [Meeting Center Default]

Return to Quick Scheduler

* Required field

* Meeting type: Meeting Center Duke No recording

* Meeting topic: Demo Meeting

Delete from My Meetings when completed

* Meeting password: •••••

* Confirm password: •••••

Password must be at least 4 characters

Tracking codes: none

Select tracking code...

- Required Information
- Date & Time
- Audio Conference
- Invite Attendees
- Registration
- Agenda & Welcome
- Meeting Options
- Attendee Privileges
- Review

Cancel | Save as template... | Back | SCHEDULE MEETING | Next

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Duke University WebEx Enterprise Site

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Select tracking code...

Required Information

Date & Time

Audio Conference

Invite Attendees

Registration

Agenda & Welcome

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Attendee Privileges

Review

Cancel | Save as template... | Back | SCHEDULE MEETING | Next

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Do not show this message again.

Date & Time

Set options using template: [Meeting Center Default]

Return to Quick Scheduler

Meeting date: January 18 2013

Meeting time: 5 30 am pm New York Time

Plan meeting time zones...

Attendees can join 5 minutes before start time

The first attendee to join will be the presenter

Attendees can also connect to audio conference

Estimated duration: 1 hr 0 min

Email reminder: 15 minutes before meeting starts

Recurrence: None Daily Weekly Monthly Yearly

- Required Information
- Date & Time
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Cancel | Save as template... | Back | START NOW | Next

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Additional Hardware

https://oit.duke.edu/vvw/web_multimedia/multimedia/resources/peripherals.php

Delegating

- Knowledge Base Article: KB0014361

Duke University WebEx Enterprise Site

https://dukeuniversity.webex.com/mw0307l/mywebex/default.do?siteurl=dukeuniversity&service=10

Duke University WebEx Enterpri...

Duke | WEBEX MEETING

Meeting Center | Site Administration | My WebEx | sct10 | Log Out

- My Meetings
- Productivity Tools Setup
- My Files
- My Contacts
- My Profile
- Personal Conferencing
- My Reports
- Training
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Session Options

Automatically delete meetings from My Meetings when completed (this option can be modified when scheduling a meeting)

Default session type:
- Meeting Center Duke No recording
- Meeting Center Pro 1000
- WebEx Personal Conference

QuickStart: Show QuickStart to Host and Presenter

Scheduling permission: Select From Host List...

To allow other hosts to schedule meetings on your behalf, click Select From Host List.
(Available for Meeting Center, Training Center, Sales Center and WebEx Integration to Outlook)
If you are setting scheduling permissions using WebEx Integration to Outlook, ensure that you select delegates and grant them access to the calendar in your Outlook.

Web Page Preferences

Set your preferences for this Web site. The preferences are stored in your current computer.

Home page: Meeting Center | Join an Unlisted Meeting
Time zone: New York (Eastern Standard Time, GMT-05:00)
Language: English
Locale: U.S.

Note: Changing the locale affects the display of session times, dates, currency, and numbers.

Update | Cancel

Duke University WebEx Enterprise Site

https://dukeuniversity.webex.com/mw0307l/mywebex/default.do?siteurl=dukeuniversity&service=10

Duke University WebEx Enterpri...

Duke | WEBEX MEETING

Meeting Center | Site Administration | My WebEx | sct10 | Log Out

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- Productivity Tools Setup
- My Files
- My Contacts
- My Profile
- Personal [illegible]
- My Reports
- Training
- Support

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Automatically delete meetings from My Meetings when completed (this option can be modified when scheduling a meeting)

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Reader

Duke | WEBEX MEETING

Meeting Center | Site Administration | My WebEx

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Did you know you can schedule a WebEx Personal Conference meeting if you select Personal Conference as the meeting type in the Advanced Scheduler?

Do not show this message again.

Required Information

Set options using template: [Meeting Center Default]

Return to Quick Scheduler

?

* Required field

* Schedule for: Myself

* Meeting type: Meeting Center Pro 1000

* Meeting topic:

Delete from My Meetings when completed

* Meeting password: •••••

* Confirm password: •••••

Password must be at least 4 characters

Tracking codes: none

Select tracking code...

Required Information

Date & Time

Audio Conference

Invite Attendees

Registration

Agenda & Welcome

Meeting Options

Attendee Privileges

Review

Cancel | Save as template... | Back | SCHEDULE MEETING | Next

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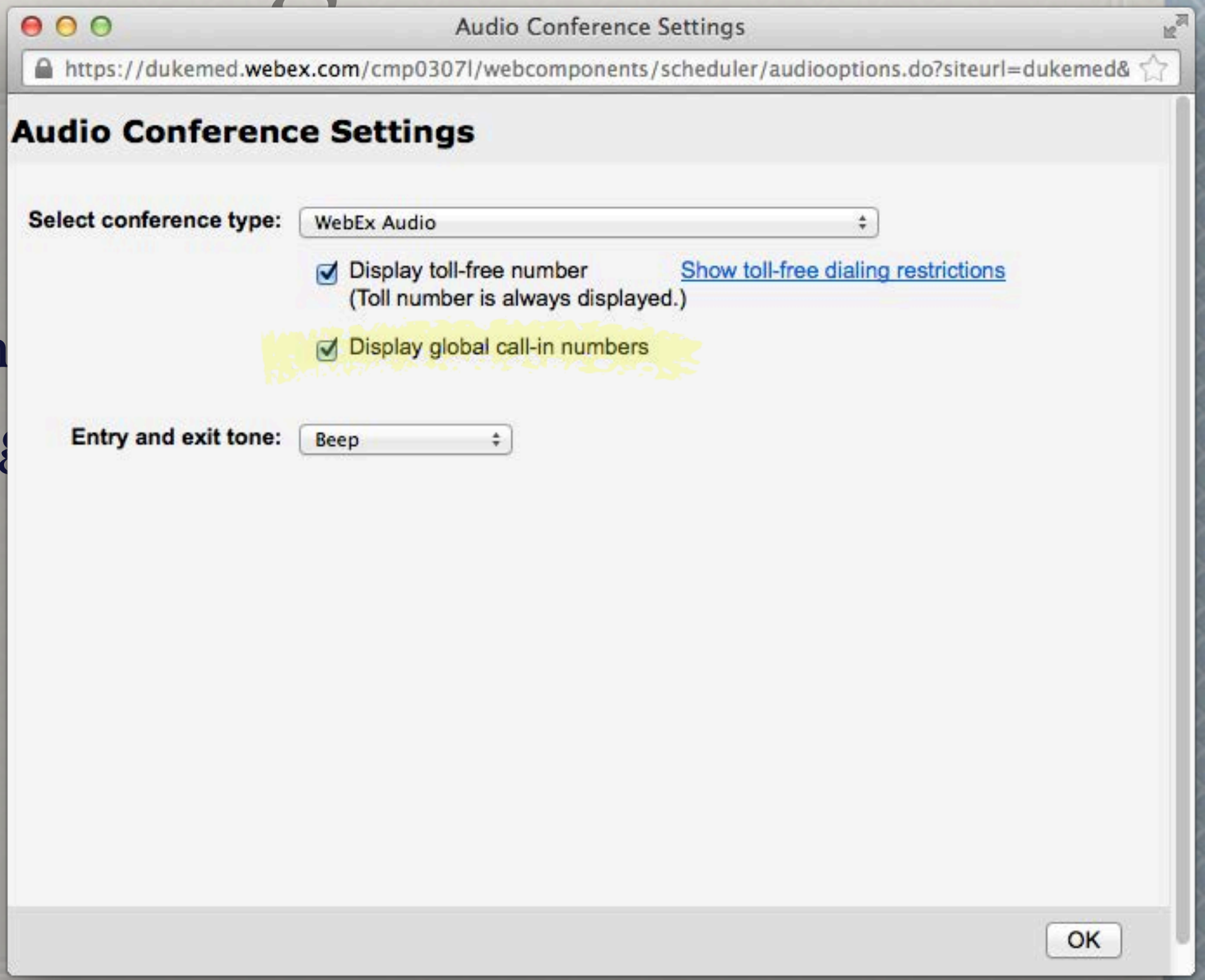
Meeting: Global

- Your account must be provisioned to support global calling

Meeting: Global

- Your accoun
  global callin



Meeting: Global

- Your account must be provisioned to support global calling
- Supported Countries/Costs: KB0014179
- Global Dialing Numbers: KB0014362

Going Mobile

iOS, Android & Blackberry

http://www.webex.com/products/web-conferencing/mobile.html

Recording

- Records participant audio, video and screen
- Does not record computer audio
- Do not record locally (Windows only option)
- Can download/transcode recording (Windows only)
- Recording retention 5 years

Cisco WebEx Meeting Center – Steve's Personal Meeting

Cisco webex Meeting Number: 734 282 978 | | Connected

Quick Start | Meeting Info | New Whiteboard

Steve Toback (internal)'s meeting

Record

Topic: Steve's Personal Meeting

Voice Conference

Invite & Remind

Share My Desktop

End Meeting

Participants

Steve Toback (Host, me, internal)

Make Presenter

Chat

Send to: Everyone

Select a participant in the Send to menu first, type chat message, and send...

Cisco WebEx Meeting Center – Steve's Personal Meeting

Cisco webex Meeting Number: 734 282 978 | | Connected

Quick Start | Meeting Info | + New Whiteboard

Steve Toback (internal)'s meeting

Record

Topic: Steve's Personal Meeting

Voice Conference

Invite & Remind

Share My Desktop

End Meeting

Participants

Steve Toback (Host, me, internal)

Make Presenter

Chat

REC Recorder

Recording... 00:00:08

Duke University WebEx Enterprise Site

https://dukeuniversity.webex.com/mw0307l/mywebex/default.do?siteurl=dukeuniversity&service=10

Google

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Duke | WEBEX MEETING

Meeting Center | Site Administration | My WebEx | sct10 | Log Out

My WebEx Files

Welcome, Steve Toback

- My Meetings
- Productivity Tools Setup
- My Files
- My Contacts
- My Profile
- Personal Conferencing
- My Reports
- Training
- Support

My Documents | My Recordings

Meetings | Miscellaneous

Find recordings | Search

Recording storage Site: 39% of 50GB

Total: 4 recordings

Topic	Size*	Create Time ▲	Duration	Format
Steve's Personal Meeting-20130107 1834-1	4.0KB	1/7/13 1:38 pm	1 minute	ARF
VOIP Test-20121217 2239-1	2.34MB	12/17/12 5:56 pm	14 minutes	ARF
Test-20121108 2047-1	3.0KB	11/8/12 4:11 pm	1 minute	ARF
Test-20121108 2047-2	31.0KB	11/8/12 4:11 pm	1 minute	ARF

Add recording

Disabled Password required

*Multiple uses of the same recording are counted only once in storage totals.

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Duke | WEBEX MEETING

Meeting Center | Site Administration | My WebEx

sct10 | Log Out

- My Meetings
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- [illegible]
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My WebEx Files

Welcome, Steve Toback

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Test-20121108 2047-1	3.0KB	11/8/12 4:11 pm	1 minute	ARF
Test-20121108 2047-2	31.0KB	11/8/12 4:11 pm	1 minute	ARF

Add recording

Disabled

Password required

*Multiple uses of the same recording are counted only once in storage totals.

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Help: Documentation

- Cisco New User Reference
- Cisco Documentation
- https://webexmeeting.duke.edu/webexdoc/Duke
  - KB: https://duke.service-now.com/
- Cisco Knowledge Base http://support.cisco.com

Who ya gonna call?

- WebEx Meeting Technical Support
  866-569-3239 - Available 24/7/365
- Account questions or questions WebEx Technical Support couldn't answer: **Your local service desk**
- Billing Questions:
  Duke Budget Office: (919) 684-5804

Demo & Questions

Duke | OFFICE OF INFORMATION TECHNOLOGY