



webexTM

Meeting Center

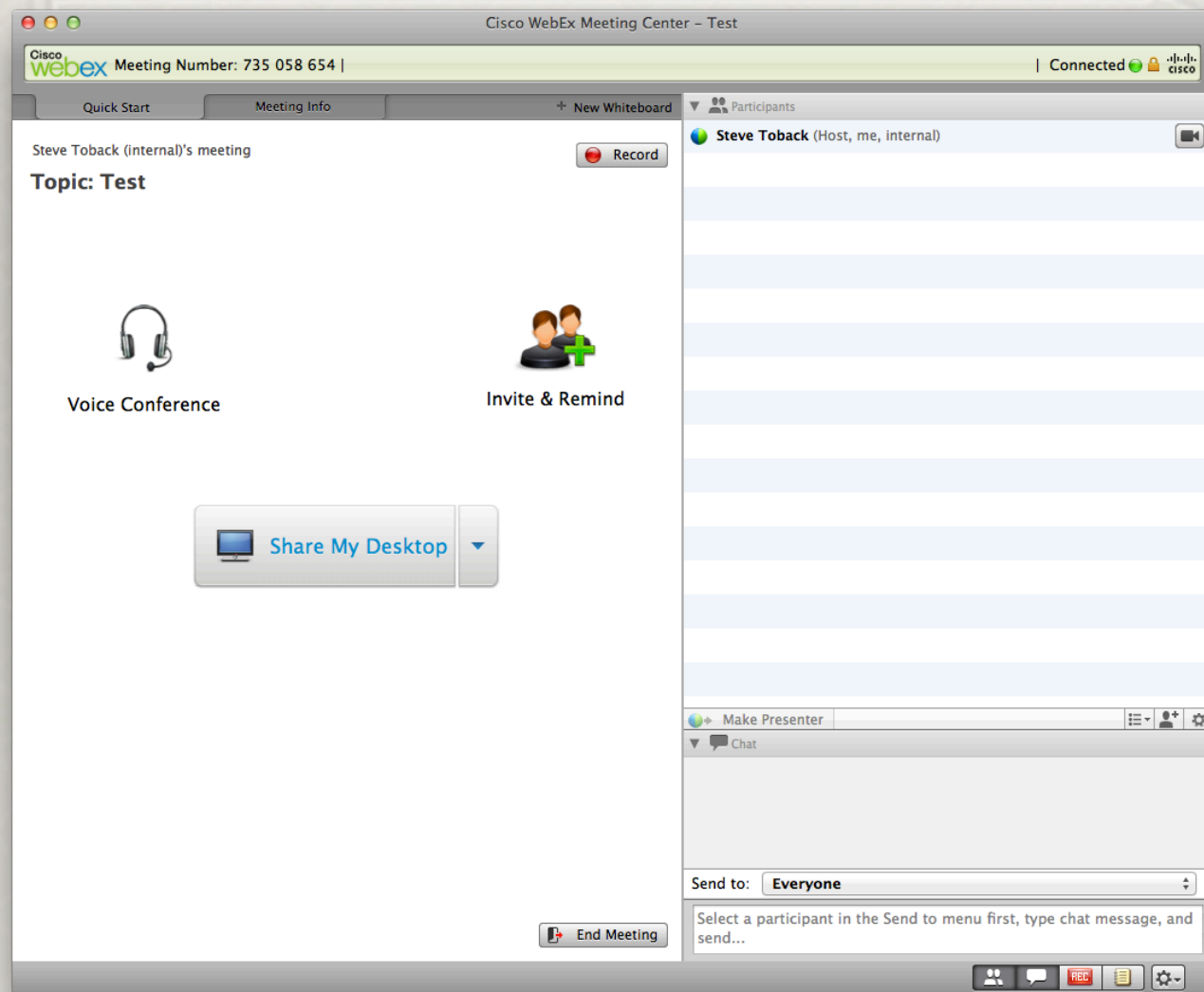
Fuqua School Of Business

Wednesday, January 23rd

Agenda

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

What is WebEx?



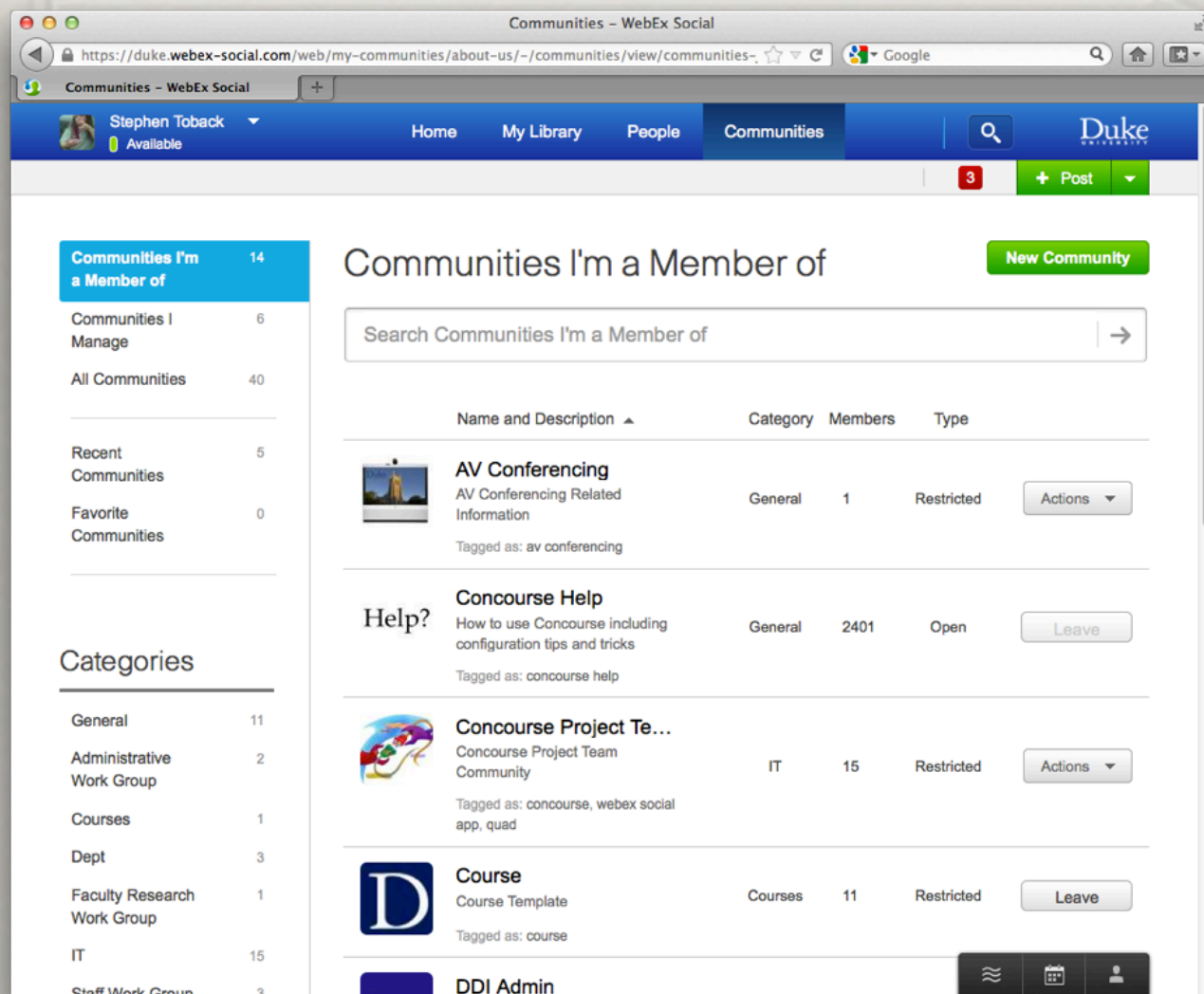
- Web Conferencing
- Up to 1000 participants
- HD Video
- Computer audio
- Low cost teleconferencing
- Screen sharing
- Remote control
- Whiteboards

- <http://dukeuniversity.webex.com>
- <http://dukemed.webex.com>
- <http://duke-social.webex.com>

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

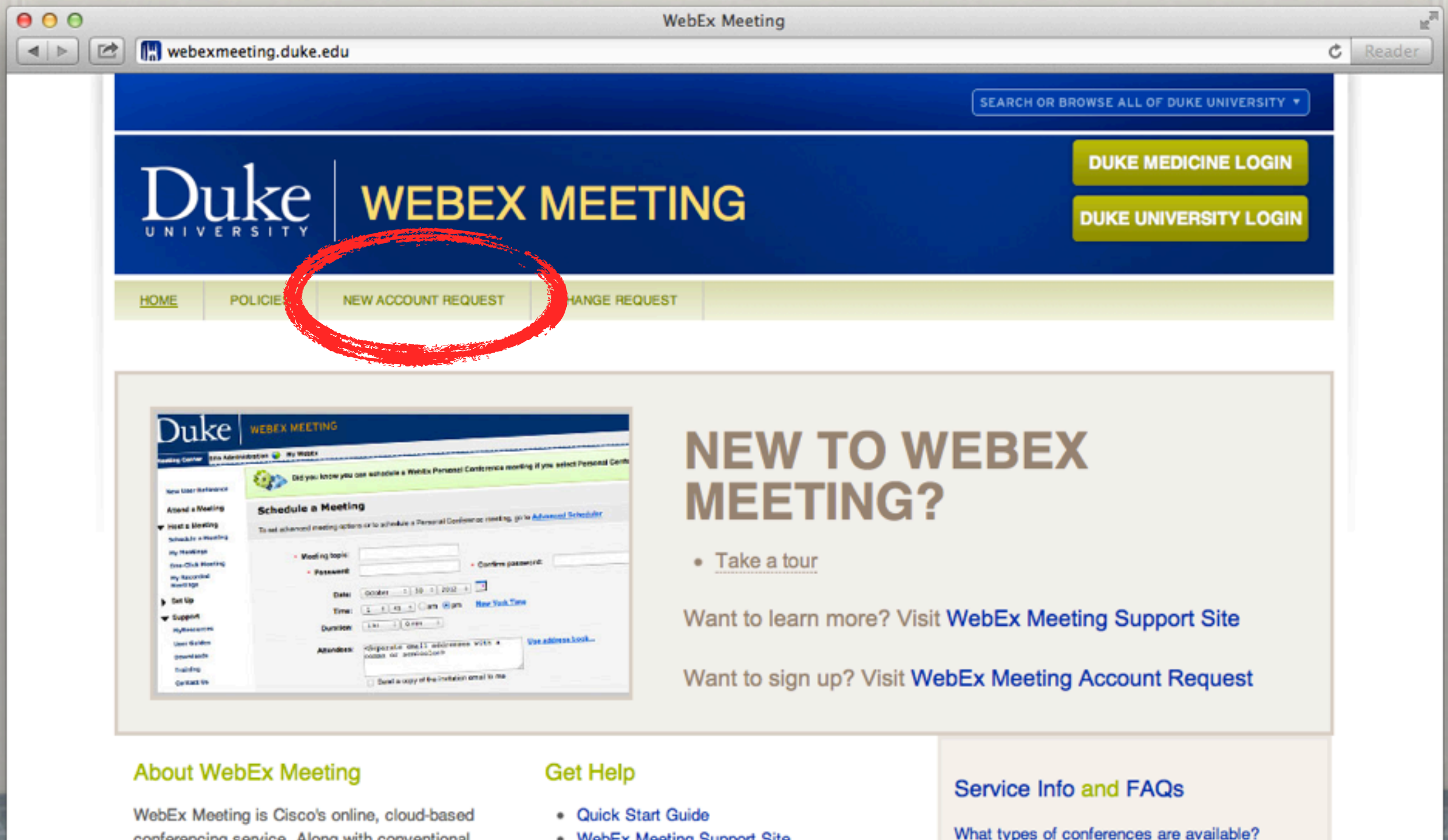
What Is Concourse



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

Signing Up



The screenshot shows a web browser window titled "WebEx Meeting" with the address bar displaying "webexmeeting.duke.edu". The page features a blue header with the Duke University logo and "WEBEX MEETING" text. A search bar is located in the top right corner. Below the header, there are two yellow buttons: "DUKE MEDICINE LOGIN" and "DUKE UNIVERSITY LOGIN". A navigation bar contains links for "HOME", "POLICIES", "NEW ACCOUNT REQUEST" (circled in red), and "CHANGE REQUEST". The main content area includes a section titled "NEW TO WEBEX MEETING?" with a "Take a tour" link. Below this, there are two links: "Want to learn more? Visit WebEx Meeting Support Site" and "Want to sign up? Visit WebEx Meeting Account Request". At the bottom, there are three columns: "About WebEx Meeting" (describing Cisco's online, cloud-based conferencing service), "Get Help" (with links to "Quick Start Guide" and "WebEx Meeting Support Site"), and "Service Info and FAQs" (with the text "What types of conferences are available?").

WebEx Meeting

webexmeeting.duke.edu

SEARCH OR BROWSE ALL OF DUKE UNIVERSITY

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 conferencing service. Along with conventional

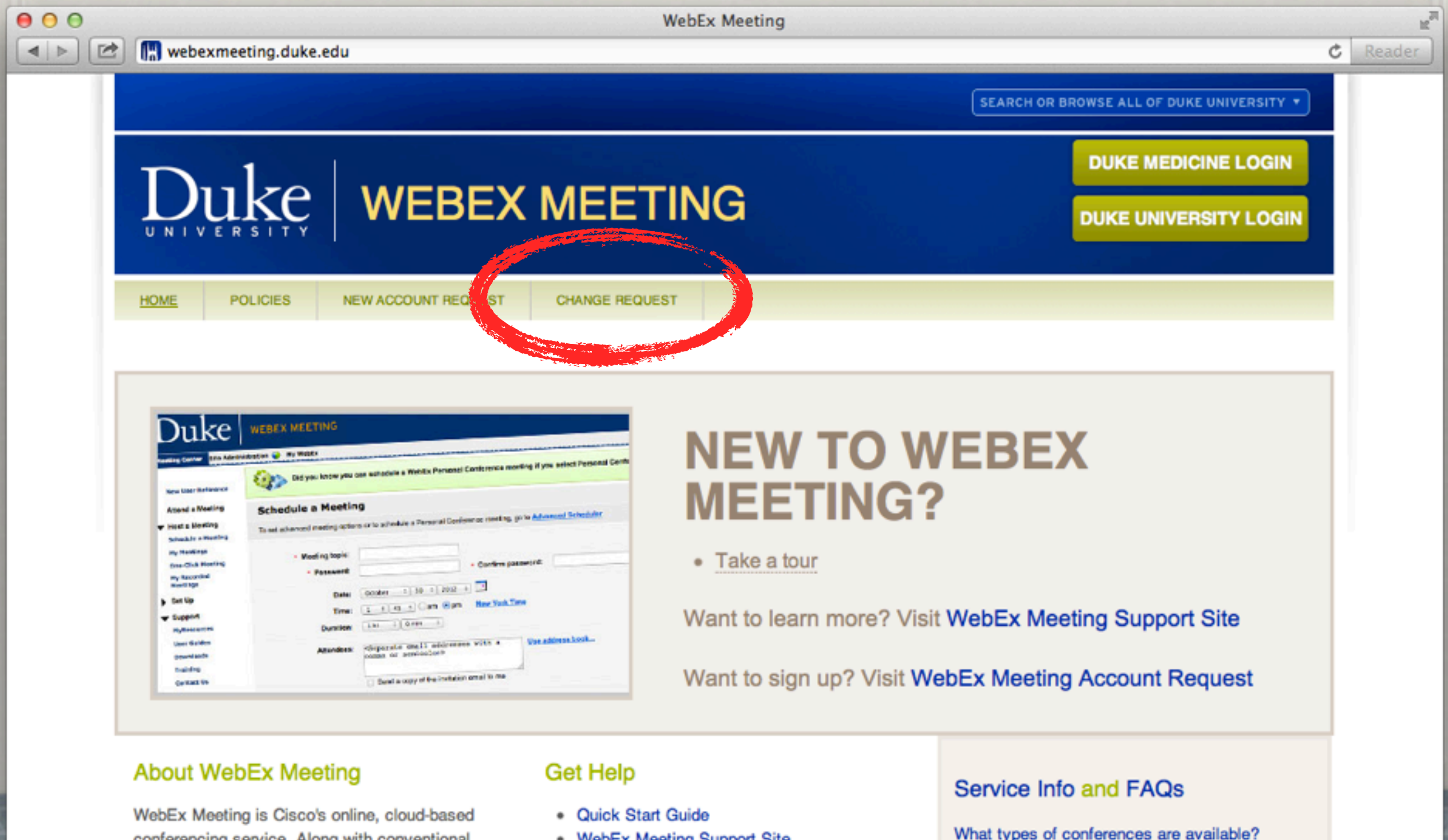
Get Help

- [Quick Start Guide](#)
- [WebEx Meeting Support Site](#)

Service Info and FAQs

What types of conferences are available?

Signing Up



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WebEx Meeting

webexmeeting.duke.edu

SEARCH OR BROWSE ALL OF DUKE UNIVERSITY

Duke UNIVERSITY | WEBEX MEETING

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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
<i>Includes video, screen sharing, white boards, recording, chat</i>	<i>Requires microphone and USB headset or USB Speakerphone</i>	1.8¢	3.8¢	Per Country
per minute per participant				

Duke

WEBEX MEETING

Meeting Center

My WebEx

sct10 Log Out

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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► Set Up

▼ Support

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My Meetings

Productivity Tools
Setup

My Files

My Contacts

My Profile

Personal
Conferencing

My Reports

Training

Support

Do you know you can start, schedule or join WebEx meeting directly from iGoogle? [Click here](#) to add to iGoogle.

Do not show this message again.

Productivity Tools Setup

Welcome, Steve Toback



On the Web

[Edit Settings](#)

- Start meetings instantly from your web site.



Start Meeting

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WEBEX MEETING

Meeting Center

My WebEx

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One-Click Setup

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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

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

Duke

WEBEX MEETING

Meeting Center

My WebEx

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Log Out

My Meetings

Productivity Tools
Setup

My Files

My Contacts

My Profile

Personal
Conferencing

My Reports

Training

Support

My WebEx Profile

Welcome, Steve 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		<input type="checkbox"/>
Cell phone:	1		<input type="checkbox"/>
Alternate phone 1:	1		<input type="checkbox"/>
Alternate phone 2:	1		<input type="checkbox"/>

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.

Duke WEBEX MEETING

Meeting Center My WebEx

sct10 Log Out

- My Meetings
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Last name:

Email address:

Address1:

Address2:

City:

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ZIP/Postal code:

Country/region:

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Office phone:	<input type="text" value="1"/>	<input type="text"/>	<input type="checkbox"/>
Cell phone:	<input type="text" value="1"/>	<input type="text"/>	<input type="checkbox"/>
Alternate phone 1:	<input type="text" value="1"/>	<input type="text"/>	<input type="checkbox"/>
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Meeting Center My WebEx

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Calendar Work Hours

Customize your working hours for use with schedulers.

Personal Meetings Room

Personal Meeting Room URL: <https://dukeuniversity.webex.com/meet/sct10> (click to preview)

Welcome Message:

Upload Image: no file selected

Current Image: <none>

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:

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:

Time zone:

Language:

Locale:

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

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

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

My WebEx Personal Conferencing

Welcome, Steve Toback



Add Personal Conference Number

https://dukeuniversity.webex.com/cmp03071/webcomponents/widget/tspaccount/tspaccount.do?siteurl=

Add Personal Conference Number

An asterisk(*) indicates required information.

* Host access code:

* Attendee access code:

Generate

Close

numbers and

[Add Account](#)

- My Meetings
- Productivity Tools Setup
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[Generate](#) [Close](#)

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- Personal Conferencing**
- My Reports
- Training
- Support

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
PIN: 1274

This number should be used only if the primary number does not work.
[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

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.](#)

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: [Use address book...](#)☐ Send a copy of the invitation email to meAudio conference: WebEx Audio [Change audio conference...](#)

Cancel

Save as template...

START NOW

Duke

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My WebEx

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User Guides

Downloads

Training

Contact Us



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My Meetings

One-Click Meeting

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▼ Support

MyResources

User Guides

Downloads

Training

Contact Us



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My WebEx

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My Meetings

One-Click Meeting

My Recorded Meetings

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▼ Support

MyResources

User Guides

Downloads

Training

Contact Us



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One-Click Meeting

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MyResources

User Guides

Downloads

Training

Contact Us



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My Meetings

One-Click Meeting

My Recorded Meetings

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MyResources

User Guides

Downloads

Training

Contact Us



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Cancel

Save as template...

START NOW

Select Attendees

Source: Company Address Book

Search: Stephen

Search

Ainsley Stephens
Alketa Stephens
Angela Stephens
Barbara Stephenson
Carrie Stephens
Clay Stephens
Courtney Stephens
Crystal Stephenson
Daniel Stephens
Deborah Stephens
Diana Stephenson
Don Stephenson Jr.
Dr Khary Stephen Carew
Dr Stephen Bergin
Dr Stephen Lang, M.D.
Drew Stephens
Edwin Stephen

(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

Duke

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Site Administration

My WebEx

sct10

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▼ Host a Meeting

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My Meetings

One-Click Meeting

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MyResources

User Guides

Downloads

Training

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Cancel

Save as template...

START NOW

Duke University WebEx Enterprise Site

https://dukeuniversity.webex.com/mw03071/mywebex/default.do?siteurl=dukeuniversity&service=1

Reader

Duke

Meeting Center Site Admin

- 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

sct10 Log Out

Join as the meeting

Not show this message again.

Meeting Center Default

?

* Required field

START NOW

Audio Conference Settings

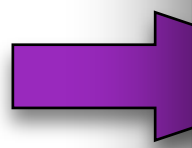
Select conference type: WebEx Audio

☒ Display toll-free number (Toll number is always displayed.) [Show toll-free dialing restrictions](#)

Entry and exit tone: Beep

OK

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Duke University WebEx Enterprise Site

https://dukeuniversity.webex.com/mw03071/mywebex/default.do?siteurl=dukeuniversity&service=1

Duke

Meeting Center Site Admin

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

sct10 Log Out

ce as the meeting

ot show this message again.

Meeting Center Default)

?

* Required field

START NOW

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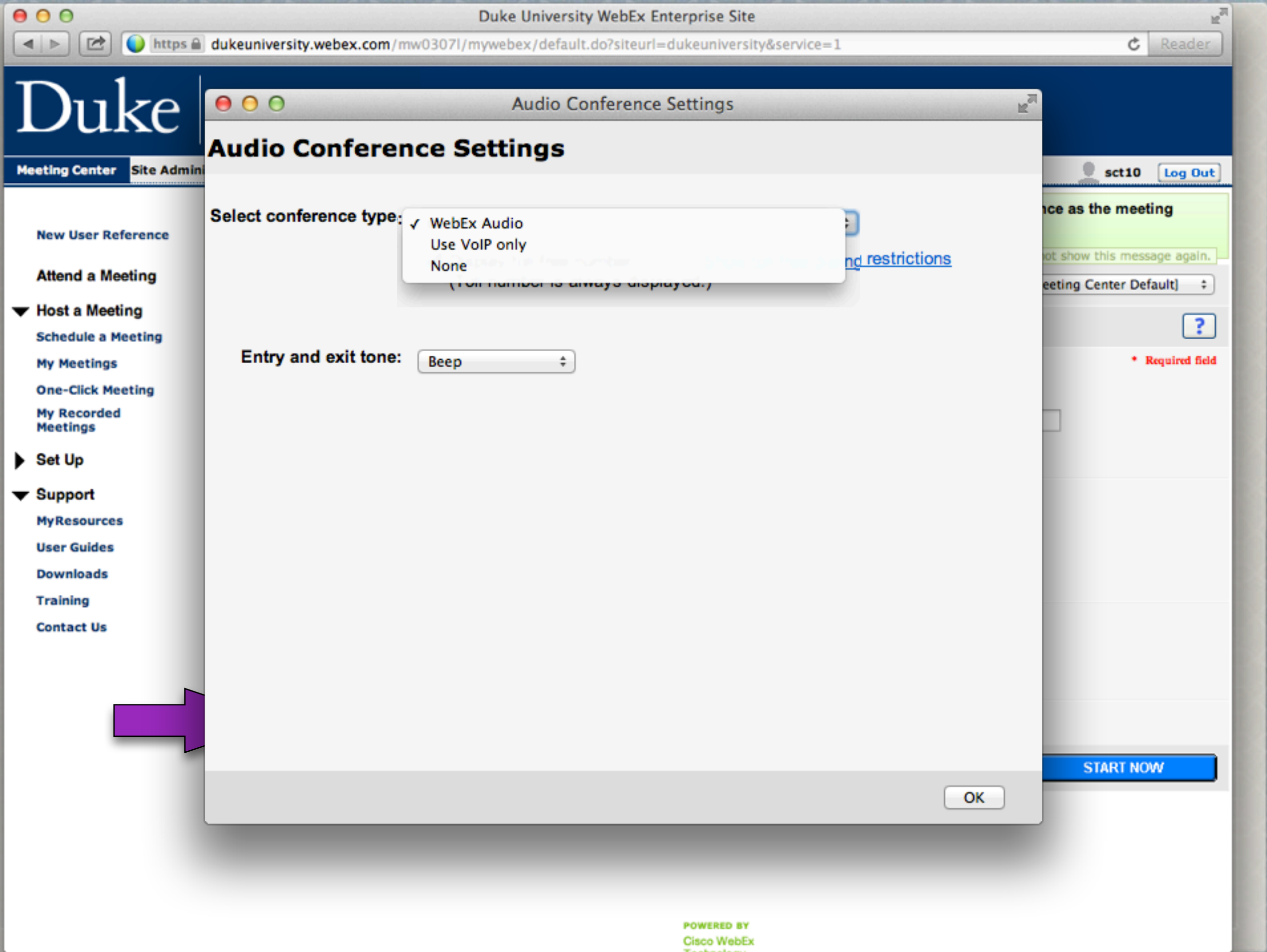
Audio Conference Settings

Select conference type:

- ✓ WebEx Audio
- Use VoIP only
- None

Entry and exit tone: Beep

OK



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.](#)

Schedule a Meeting

Set options using template: [Meeting Center Default]

To set advanced meeting options or to schedule a Personal Conference, click [Advanced Scheduler](#) * 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: [Use address book...](#)☐ Send a copy of the invitation email to meAudio conference: WebEx Audio [Change audio conference...](#)

Cancel

Save as template...

START NOW

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?

[X 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

Duke University WebEx Enterprise Site

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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



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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

Cancel

Save as template...

Back

START NOW

Next

Required Information

Date & Time

Audio Conference

Invite Attendees

Registration

Agenda & Welcome

Meeting Options

Attendee Privileges

Review

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Wednesday, January 23, 13

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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

My Recorded Meetings

Set Up

Support

MyResources

User Guides

Downloads

Training

Contact Us

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Cancel

Save as template...

Back

START NOW

Next

Required Information

Date & Time

Audio Conference

Invite Attendees

Registration

Agenda & Welcome

Meeting Options

Attendee Privileges

Review

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Wednesday, January 23, 13

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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

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Back START NOW Next

Required Information

Date & Time

Audio Conference

Invite Attendees

Registration

Agenda & Welcome

Meeting Options

Attendee Privileges

Review

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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

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Cancel Save as template...

Back START NOW Next

Required Information

Date & Time

Audio Conference

Invite Attendees

Registration

Agenda & Welcome

Meeting Options

Attendee Privileges

Review

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https://dukeuniversity.webex.com/mw03071/mywebex/default.do?siteurl=dukeuniversity&service=1

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WEBEX MEETING

Meeting Center | Site Administration | My WebEx

sct10 [Log Out](#)

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[Return to Quick Scheduler](#)

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[Required Information](#)

[Date & Time](#)

[Audio Conference](#)

[Invite Attendees](#)

[Registration](#)

[Agenda & Welcome](#)

[Meeting Options](#)

[Attendee Privileges](#)








[Review](#)

[Cancel](#) [Save as template...](#) [Back](#) [START NOW](#) [Next](#)

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Delegating

- ✦ Knowledge Base Article: [KB0014361](#)

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

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:

Time zone:

Language:

Locale:

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

[Update](#)[Cancel](#)

Duke

WEBEX MEETING

Meeting Center

Site Administration

My WebEx

sct10

Log Out

Session Options

My Meetings

Productivity Tools
Setup

My Files

My Contacts

My Profile

Personal
Conferencing

My Reports

Training

Support

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Home page: Time zone: Language: Locale: **Note:** Changing the locale affects the display of session times, dates, currency, and numbers.

Update

Cancel

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

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Cancel

Duke

WEBEX MEETING

Meeting Center

Site Administration

My WebEx

sct10

Log Out

Session Options

My Meetings

Productivity Tools
Setup

My Files

My Contacts

My Profile

Personal
Conferencing

My Reports

Training

Support

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-  My Files
-  My Contacts
-  My Profile
-  Personal Conferencing
-  My Reports
-  Training
-  Support

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- My Files
- My Contacts
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- My Reports
- Training
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[Update](#) [Cancel](#)

-  My Meetings
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-  My Files
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-  My Profile
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-  Training
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Home page:

Time zone:

Language:

Locale:

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

[Update](#) [Cancel](#)

Meeting: Global

- ✿ Your account must be provisioned to support global calling

Meeting: Global

- ★ Your account
global calling

Audio Conference Settings

<https://dukemed.webex.com/cmp03071/webcomponents/scheduler/audiooptions.do?siteurl=dukemed&>

Audio Conference Settings

Select conference type: WebEx Audio

☒ Display toll-free number
(Toll number is always displayed.) [Show toll-free dialing restrictions](#)

☒ Display global call-in numbers

Entry and exit tone: Beep

OK

Meeting: Global

- ✿ Your account must be provisioned to support global calling
- ✿ Supported Countries/Costs: [KBooI4I79](#)
- ✿ Global Dialing Numbers: [KBooI4362](#)

Recording

- ✿ Records participant audio, video and screen


Quick Start

Meeting Info

+ New Whiteboard

▼ Participants

Steve Toback (Internal)'s meeting

 Record**Topic: Steve's Personal Meeting**





Voice Conference



Invite & Remind



Share My Desktop

 End Meeting **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...



Quick Start

Meeting Info

New Whiteboard

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Topic: Steve's Personal Meeting



Voice Conference




Invite & Remind



Share My Desktop



 Record

 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...

 End Meeting



Quick Start

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Steve Toback (Internal)'s meeting

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Voice Conference



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Share My Desktop

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
▼ Chat

Send to: **Everyone**

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



Cisco webex Meeting Number: 734 282 978 |

| Connected 

Quick Start

Meeting Info

+ New Whiteboard

▼ Participants

Steve Toback (Internal)'s meeting

Topic: Steve's Personal Meeting






Voice Conference



Invite & Remind




Share My Desktop

 Record End Meeting **Steve Toback** (Host, me, internal)  Make Presenter

▼ Chat

▼ REC Recorder

 Recording...

00:00:08



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
- Support

My WebEx Files

Welcome, Steve Toback

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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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

Support

My WebEx Files

Welcome, Steve Toback

My Documents

My Recordings

Meetings | [Miscellaneous](#)

Find recordings

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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

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Disabled

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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
- Support

My WebEx Files

Welcome, Steve Toback

My Documents **My Recordings**

Meetings | [Miscellaneous](#)

Find recordings

Search

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Total: 4 recordings

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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

Help: Documentation

- ✦ Cisco New User Reference

Duke

WEBEX MEETING

Meeting Center

Site Administration



My WebEx



sct10

Log Out

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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Help: Documentation

- ✦ Cisco New User Reference
- ✦ Cisco Documentation

Meeting Center: User Guides

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

Starting, Managing, and Attending Meetings

Meeting Center User's Guide Detailed instructions for scheduling, managing, and attending meetings, sharing documents and applications, and so on.	 PDF  HTML
Successful WebEx Meetings Tips and techniques for effectively managing meetings.	 PDF
Getting Started with WebEx Universal Communications Toolkit Instructions for installing the WebEx Universal Communications Toolkit so that you can create and use multimedia slide presentations in meetings.	 PDF
Scheduling a Closed Captionist for Your Meeting Instructions for setting up closed captioning for hearing-impaired participants.	 PDF

About Meeting Center

Service version: WBS28
 Page version: 28.7.0.15459
 Client version: 28.7.0.15458
 Docs version: 28.7.0.4

Release Notes and FAQs

Release Notes

Describes new features, known issues, and system requirements.


[HTML](#)

FAQs


Provides answers to the most frequently-asked questions about Meeting Center.


[HTML](#)

Feedback

For comments about features or to request new ones, please enter the [WebEx User Community](#) and then go to the Idea Share page.

Productivity Tools

WebEx One-Click User's Guide Instructions for starting or joining meetings.	 PDF
---	--

Help: Documentation

- ✿ Cisco New User Reference
- ✿ Cisco Documentation
- ✿ 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

Questions?

Duke

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