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[Webex essentials for working remotely.](#)

Whether you're new to working from home or already a pro, here's everything you need to get started. Use Webex Meetings for real time video conferencing, or Webex Teams for messaging and team collaboration

[Download Webex now](#)

## Get Started with Webex Meetings

Webex Meetings brings your team together, face-to-face - with video conferencing, high quality audio, messaging and screen sharing on any device.

[Download a quick start guide for Webex Meetings](#)

[Watch a short Webex Meetings video](#)

[New! Top 10 tips for great online meetings](#)

## Scheduling

From the desktop app

The easiest way to schedule a meeting is through the Webex Meetings desktop app.

1. Open the Webex Meetings desktop app. Or [download the app now](#).
2. Click the Schedule button. A new Outlook calendar invitation will open.
3. Fill in the necessary information: attendees, subject, start and end time.
4. Fill in the location field, making sure to include 'Webex'.
5. Click the OK button. The invite information will auto-populate.
6. Click the Send button.

From the mobile app

The easiest way to schedule a meeting is through the Webex Meetings desktop app.

1. Click on the schedule icon in the top right-hand corner of the app.
2. Give your meeting a title.
3. Edit the time and date of the meeting.
4. Add attendees email addresses.
5. Click schedule in the top right-hand corner.

If you can't access your regular calendar for any reason - you can still schedule a meeting. Just use your [Personal room](#) or use the built-in [site scheduler](#).

How do I start or join a meeting?

From the desktop app

1. Open the Webex Meetings desktop app.
  2. For scheduled meetings, click the Join button when its time.
- Or, for to meet on the fly - select 'Start a meeting'.
3. Click Start Meeting.

[Join a test meeting](#)

From a calendar invite

1. Click the big green Join meeting link.
2. Authorize the use of your microphone and webcam.
3. Click Start Meeting.

[Watch our how-to video](#)

From the mobile app

1. For a scheduled meeting, click the "Join" button on the notification or from the My Meetings page of the app.
2. Tap Start meeting to start an ad hoc meeting in your personal room.
3. Tap Join Meeting to enter the meeting number, URL, or username.

[Join from iOS](#)

[Join from Android](#)

## **Webex best practices when collaborating from home**

### Turn your video on

Sharing video can be intimidating at first but having your camera on will keep you aware of the conversation and connected with your colleagues.

### Check your background

Reduce clutter and double check for personal items you didn't intend to share in your background.

### Camera position

Think about where your webcam is positioned and keep it at eye height for the most natural look.

### Headsets at home

For the best audio experience, use a noise reducing headset.

### Mute yourself

Muting yourself when not speaking prevents background noise around you from distracting others in the meeting.

[Download best practices](#)

## Set up your home office

Changing how you work is about more than just changing the technology you use. We're here to help you set up a productive workspace from home.

[Watch a short Webex Meetings video](#)

Take home the necessary equipment

Don't forget to take any chargers for laptops or other equipment you may need from your office. Be sure your computer and apps are up to date.

Don't forget your headset!

For the best audio experience, use a noise reducing headset.

Find the best workspace

Dedicate a workspace in your home that's ergonomic, comfortable, and productive. It will allow you to stay focused throughout the day.

Prepare to turn your video on

The world works better face to face! Think about where your webcam is positioned and keep it at eye level for the most natural look.

Check your background

Reduce clutter and double check for personal items you didn't intend to share in your background.

Get connected

Check your home internet connection and update your VPN if you have one. Connect using an ethernet connection or pick a spot with a strong wireless signal.

## **Tips for working from home**

### Minimize distractions

Letting others in your home know you're about to join a call, or closing the door are small actions you can take to minimize distractions for those in your meetings.

### Turn your video on

Sharing video can be intimidating at first but having your camera on will keep you aware of the conversation and connected with your colleagues.

### Mute yourself

Muting yourself when not speaking prevents background noise around you from distracting others in the meeting.

### Claim your bandwidth!

Discourage others in your home from doing high-bandwidth activities (like streaming video's) while you're working. They may impact your audio and video quality.

[Download basic best practices](#)

## Tips for hosting a meeting

- Be mindful of time zones, and ensure your meetings are during typical business hours for all your attendees.
- Remember to take breaks! Build in a break for your teams and start your meeting at 15 minutes after the hour.
- Provide global numbers - Webex allows you to configure the default call in numbers for your meetings to reflect where your attendees are joining from. Login to your Webex site to configure your default numbers.
- The most powerful way to encourage video sharing is to turn on your own camera. Seeing facial reactions builds trust and helps to maintain a healthy culture.
- Turn off notifications for other applications – that way you won't get distracted with email and messaging pop-ups.
- Share only the content you intend to. By sharing an application, not your whole screen you can be sure you're keeping attention on the task at hand, and not on notifications that may pop up.
- Ask your participants to mute when not talking. If someone forgets, or is disrupting your meeting, you can mute noisy attendee lines from the participant panel.
- When hosting a large meeting such as an all hands or department meeting, consider selecting "Mute All" from the Participant menu within a Webex Meeting to start everyone muted. Users may choose to unmute themselves to participate later. Looking to host a larger event or manage audio more directly? Consider switching to Webex Events.
- Make it a habit to record your meetings. If someone's not able to attend your meeting, simply share the link, keeping everyone up to date. Want to hold on to a recording for notes later? Choose "Record on my computer" to keep that data right on your machine.

## Low bandwidth and troubleshooting

If you have low bandwidth availability or poor internet connection, it can impact your Webex experience. Depending on your device, connection type and situation - our low bandwidth and troubleshooting advice page has everything you need to stay connected.

[Low bandwidth and troubleshooting](#)

Need help?

Check out our Help Center for more support when working remotely.

[Webex Help Center](#)





## How do I set my audio and video preferences?

Set your audio and video preferences, before you join the meeting.

Use a headset! Doing so reduces distractions for you and to keep background noise from disrupting the call.

Mute your microphone in meetings when you're not speaking to avoid distractions or interruptions to the meeting. Don't double mute (muting your phone and your Webex audio at the same time). Choose one method to make sure you can unmute easily when you're ready to talk.

[Watch how-to video](#)

## How do I share my screen?

From within the meeting click the Share Content icon and select "share your screen" or a specific application.

[Watch how-to video](#)

## How do I host a meeting?

If you schedule a meeting or are an assigned host, you have access to moderate and manage the meeting. Here's some tips for you.

- Record meetings to share with people that couldn't attend.
- Mute other participants when there is unwanted noise.
- Start your meeting a few minutes early, especially if you have invited clients or other external parties. This will give you time to join and prepare for your meeting. It also allows for conversation at the start of the call before jumping into business

## Get Started with Webex Teams

Webex Teams empowers your team to collaborate all in one place, from anywhere, with messaging, file and screen sharing, video meetings, and whiteboarding.

[Get the quick guide for Webex Teams](#)

Get started with the app

- To access Webex Teams in your browser visit [teams.webex.com](https://teams.webex.com).
- Download the desktop app if it's not installed on your computer or mobile device from, [download it now](#).

Get to know Webex Teams

Get familiar with your new collaboration hub. Everything you need to keep work moving forward while working from home is here.

## How do I message someone?

You can easily contact internal or external people using the chat panel for 1:1 interactions or group communications in spaces.

1. Click the add icon “+” and choose contact a person.
2. Type the name or email of the person in the Search field
3. Click the person you want to chat with.
4. Type your message and press the enter key.

[Watch how-to video](#)

Edit messages

Made a typo? Not a problem, simply hover over your message and click Edit message. Then, make your changes and click update. After you update the message, you'll see (Edited) next to it in the space.

### @mention

To grab someone's attention @mention their name. They will see @ against the Space, showing that their name has been tagged. Or use @all to notify everyone in the space.

### Give your message some personality

You can customize your message by formatting the text, inserting emojis and gifs, or adding attachments and screen capture.

[Watch the how-to video](#)

## How do I reply to a message in a thread?

Hover your mouse over the message and use the arrow option.

### How do I make a call from Webex Teams?

There are different ways to call in Webex Teams. One easy way is to:

1. Click the Search field.
2. Start typing the name of the person or space you want to call.
3. Click the name of the person or space in the results list.
4. Click the Call icon at the top right of the space.
5. Click Start with video.

### Join a call

When you receive a call, you'll see a notification allowing you to:

- Answer: To take the call.
- Decline: If you can't answer now.
- Message: If you want to answer with a chat message instead.
- If you are joining an ongoing call in a space:

- Click on the green meeting timer in the space and select “Join” from menu or click the pop up on your screen as the meeting starts.

## [Best practices for great online meetings](#)

Due to circumstances resulting from COVID-19 (coronavirus disease) a historic number of employees are rapidly transitioning to remote work. Webex meetings have never been more vital for staying connected. For some users, meeting experiences may be impacted due to the strain on regional service providers causing internet and PSTN outages or service degradation. But - there are ways users can prepare.

Here are top tips any user can take to get the best meeting experience in any situation.

**1. Download the Webex Meetings application on every device.** On your desktop the Webex Meeting application is the fastest way to join a meeting. Download Webex at [cs.co/get-webex-meetings](https://cs.co/get-webex-meetings).

**2. Shift your schedule!** Most people join their meetings on the hour, or 30-minute increments. You can get a faster join experience by joining 5 minutes early or even better yet schedule meetings on the 15th or 45th minute of the hour.

**3. Close background applications.** Even if you're not using them, applications on your device are using precious resources. Before your meeting, close any applications and browser sessions that you are not using for the best experience.

**4. Turn off VPN.** Your employer may have provided you with a VPN (virtual private network) service that allows you to use the company network while working remotely. Often, VPN can limit the bandwidth available to Webex. You can use Webex Meetings outside of VPN for the best experience.

**5. Reduce simultaneous streaming activities.** We all love a binge-worthy TV series! But, if you're joining a meeting and your family is also home, ask them to hold off on that next episode of their favorite show until your meeting is over. Wherever possible, consider downloading shows for off-line watching to save valuable bandwidth during your work hours.

**6. Hardwire your workstation.** Depending on your location and how many people are using the same Wi-Fi around you - you may see slower speeds on Wi-Fi than on a wired ethernet connection to your workstation.

**7. Run a speed test!** Not sure if your Wi-Fi can handle the call? Use the health checker feature at the top righthand corner of your Webex Meetings app (Supported from Webex Meeting version 39.5 for Windows and 39.8 for Mac OS and later). You can also use any internet based speed test to better understand your connection speeds. Learn more at [cs.co/health-check](https://cs.co/health-check).

**8. Share content before a call.** Sending files before a meeting or sharing a link to the file rather than sharing your screen saves valuable bandwidth - so you can save your connection for great audio and video experience.

**9. Choose audio over video.** When your connection quality is low, your collaboration experience gets worse. Webex will suggest or automatically lower your resolution and may eventually turn off your video. You can also do this at any time. Learn more at [cs.co/slow-connection](https://cs.co/slow-connection).

**10. Switch to call in audio.** If your internet audio and video experience or call me/call back does not work, you can keep collaborating. Call in using the dial-in numbers in your meeting invitation to join via your cell phone or landline. If the primary phone number that is provided is temporarily unavailable, the invite includes a long list of other global log-in numbers you can try. Learn more at [cs.co/dial-in](https://cs.co/dial-in).

### **Bonus pro tip!**

**11. Reduce movement and distractions.** Consider muting your line when you aren't talking. Establish good meeting etiquette to enable a great collaborative experience.

