

Webex – Tips and Best Practices

Setting Up Your Workspace – Working Remotely

- Assign an area specifically where you'll be working.
- Make a commitment to yourself to work only from there. Every day.

Low Bandwidth

In your meeting, you might see a notification on your screen to let you know you have poor internet connection.

If that happens:

- Close any application you do not need during your meeting (actually, make it a practice to close any application you will not be using before you start your meeting).
- Turn off video (if you are having bandwidth issues).
- Switch to phone instead of VoIP (internet) for audio (if you are having bandwidth issues). Just use the call me or I'll call in options to dial into the meeting.

Audio

Preparation

- Consider disabling the beep sound or the name announce, if more than 10 to 15 people need to participate in the audio.
- Test your audio setup in a practice meeting - if you have never used Webex before or are using new hardware.
- Make sure you provide your attendees helpful meeting information (phone numbers, access codes, technical support numbers ...)
- Consider the number of participants and your audio service capacity to prevent surprises and be able to support your whole audience.
- Dial in early and start on time
 - Everybody's time is precious.
 - A delayed start might leave a bad impression.
 - If you start late you might not have time to cover all topics.

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- Use the Speaker / Microphone test to fine tune your audio setup for the best quality and volume.

In session

- To avoid interruptions, consider switching off your mobile phone if you are using your desk phone during your meeting.
- Avoid using your phone in hands free (speakerphone) mode; this can create echoes and fuzzy lines.
- Use a good quality headset with a microphone:
 - To ensure a clear voice.
 - To always have the microphone at the same distance from the mouth.
 - Place the microphone in front of your chin, not in front of your mouth, to avoid heavy breathing sounds.
 - To free your hands and allow you to easily manipulate the mouse and keyboard.
- Identify yourself as soon as you enter the conference.
- Do not assume someone is not on the call just because you did not hear their name.
- State up front if you will be getting off the call early:
 - To avoid people assuming you are experiencing technical difficulties and wait for you to rejoin.
 - To give the organizer a chance to make sure any topics needing your input can be addressed.
- Say who you are before your first few comments; that can help people associate your voice with your name.
- Use an engaging voice:
 - A monotonous voice is not conveying enthusiasm and interest in the topic and projects the wrong impression.
 - The tone of your voice indicates whether you are interested, enthusiastic, bored, did not understand, etc.
- Mute your line wisely:
 - To keep a clear line when needed and avoid typing sounds and heavy background noises.

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- To prevent leaving the rest of the attendees with your waiting music.
 - When there are more than 20 people attending the meeting.
- Ask the participants not to put you on hold unnecessarily to keep a good meeting flow, feedback and participation.
- Do not be afraid to interrupt:
 - If you can, wait for a pause.
 - If the discussion is moving on, apologize for interrupting, if needed, and speak up.
 - Make sure your mute button is off to avoid frustration.