

USING CISCO WEBEX FOR ESA MEETINGS

Essential Guide for non-ESA users

WHAT TO DO

1. Determine what device to use
2. Do I need to register as a Webex user?
3. If needed, download and install the Webex software
4. Test your connectivity
5. Connect to ESA Video Conference meeting
6. Start the Webex meeting

Each of the above steps are described in the corresponding section below. Also have a look at section 7: “Hints for a better meeting”.

For questions or support, please contact the **ESA Corporate Videoconferencing service**:

Email: esa.videoconferencing@esa.int

Phone: +31 71 565 5500

Time Zone: CET (Amsterdam)

1 DETERMINE WHAT DEVICE TO USE

Cisco Webex runs on all the main devices: Microsoft PCs, Apple Macs, Ipads and Android tablets as well as Apple iPhones and Android smartphones.

The use of a large screen improves the view of the meeting participants, therefore it is advisable to prefer laptops over tablets, and tablets over smartphones. Use tablets and smartphones only if you cannot install the software on your laptop.

If you need to use a smartphone, displaying or replicating the smartphone’s screen over a television or monitor is advisable when possible – refer to the smartphone’s instructions to know whether displaying or replicating the screen is possible and how to do it.

2 DO I NEED TO REGISTER AS A WEBEX USER?

You do not need to register as a Webex user unless you are a meeting organiser. In all other cases it is sufficient to enter the meeting ID, your name and email address every time you need to attend a Webex meeting.

If you attend Webex meetings regularly, you may consider registering as a Webex user for free. Please refer to <https://cart.webex.com/sign-up> for more detailed information.

3 DOWNLOAD AND INSTALL THE WEBEX SOFTWARE

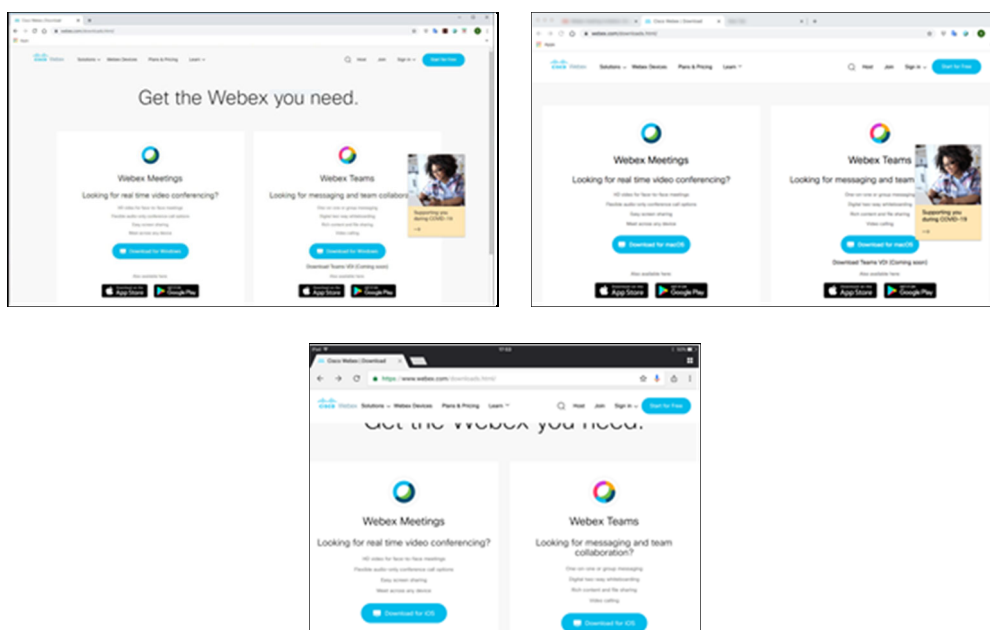
If you have Webex installed already on your device you can skip this section.

This section assumes you can download and install software on your device. Should this not be the case, skip this section – next section will describe how to connect to an ESA meeting using a temporary version of the software.

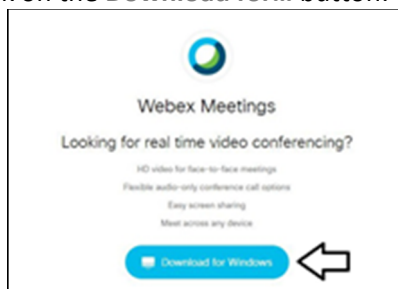
If needed, ask your IT support to install the software for you, or give you the credentials for install it yourself. **Proceed with the installation yourself only if you are familiar with software installation procedures.**

Using a web browser, go to page <https://www.webex.com/downloads.html/>

The page will recognise the device you are using and will present the correct version of the software to download:



On the **Webex Meetings** section, click on the **Download for...** button:



Download the software and install it on your device, by clicking/double clicking on the software file and then by following the installation instructions provided with the software.

4 TEST YOUR CONNECTIVITY

In order to ensure that you can use Webex, you should test your ability to connect. This is done in two steps:

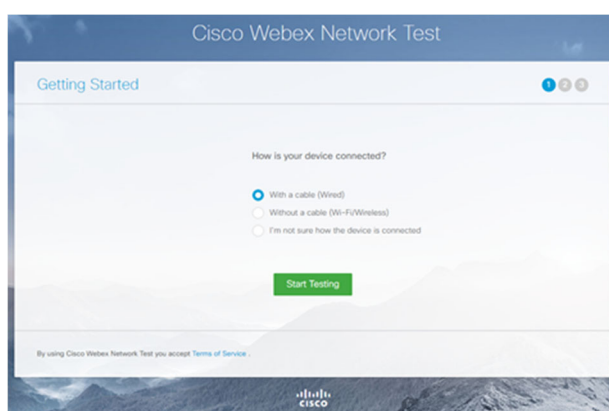
1. Test your network connection

For a better connection, always use the fastest Internet connection available:

- A wired connection is preferable to a wireless one
- If connected wirelessly, use the fastest WiFi access you have available and position yourself as near as possible the WiFi router.
- If connected via mobile network, use 4G if available and position yourself in the best receiving spot available.

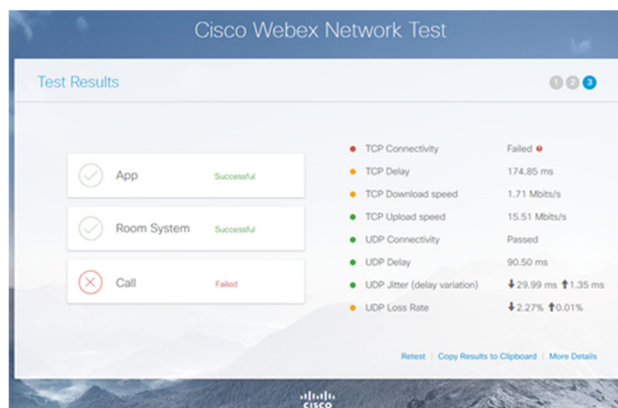
Also close all unneeded applications on your computer, to give Webex the maximum computer power and network available. This is valid for the test as well as for the real meeting.

With your web browser, visit <https://mediatest.ciscospark.com/#/main>:



Specify whether your device is connected with a cable or via WiFi. In case of doubts use the third option (I'm not sure how the device is connected), then click on the **Start Testing** button.

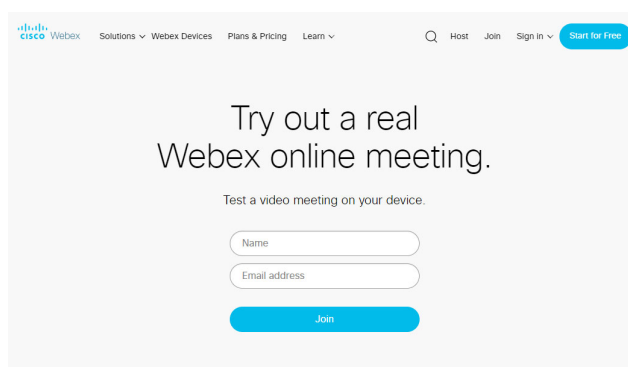
At the end of the test you will receive a summary. Please note that the **Call test** may fail as shown in the example below – this is not an issue, as it is linked to a Webex function not use in our meeting.



In case the App or Room System tests have failed, please seek support with your IT service. Should the problems persist, please contact the [ESA Corporate Videoconferencing service](#).

2. Make a test Webex call

With your web browser, visit <https://www.webex.com/test-meeting.html>:

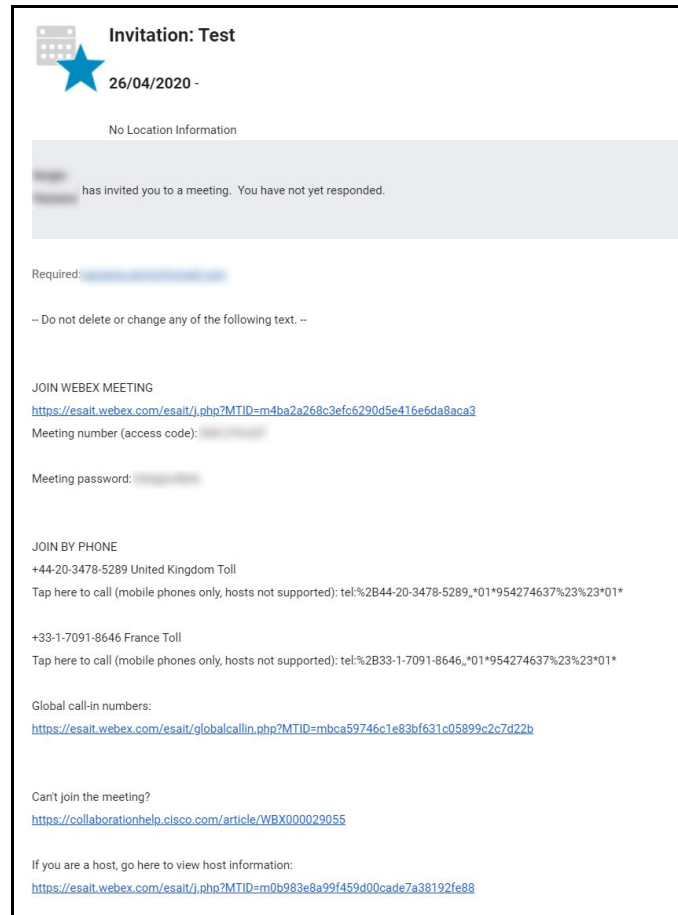


Enter your name and address and click on **Join**. Your Webex app should be activated and connected to a test meeting.

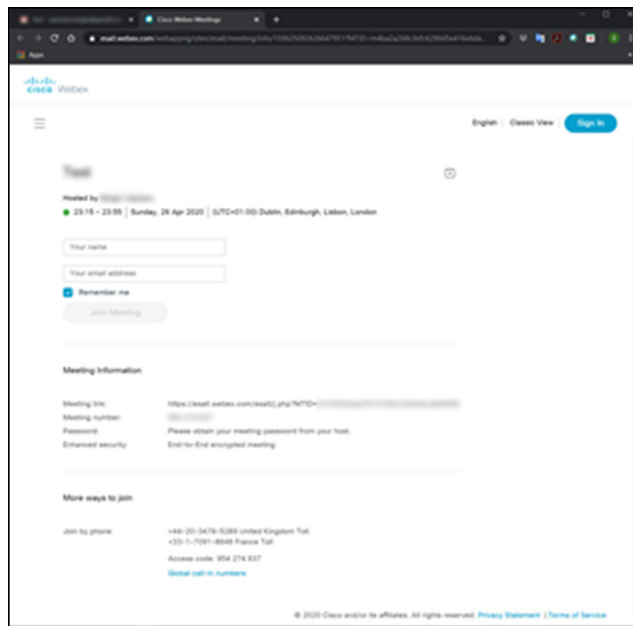
In case the test connection fails, please seek support with your IT service. Should the problems persist, please contact the [ESA Corporate Videoconferencing service](#).

5 CONNECT TO ESA VIDEO CONFERENCE MEETING

You will receive a meeting invite via email containing the associated Webex credentials, for example:



Click on the link provided in the **JOIN WEBEX MEETING** section. An ESA Webex page showing the details of the meeting and requesting your name and email address will be displayed:



Once you have entered your name and email address, the **Join Meeting** button will be activated.

For an easier individuation of all the participants it is recommended to include in the name field both your name and your organisation e.g.

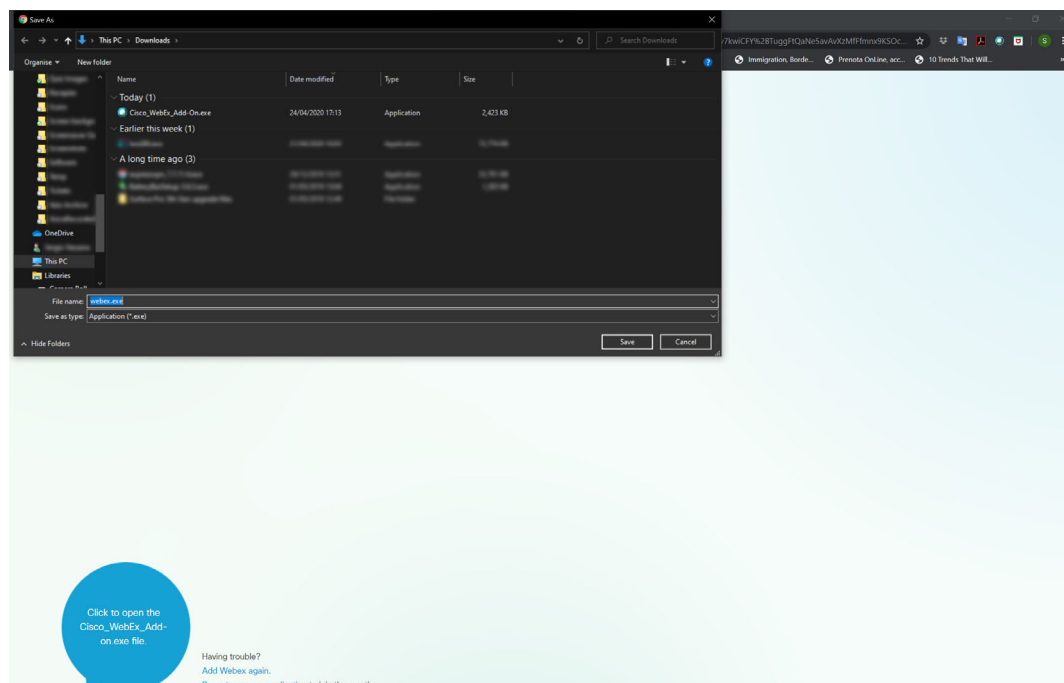
John Smith (My Space Institute)

When you click on the **Join Meeting** button:

- **If the software is already installed on your device**, it will be automatically opened and set up for joining the meeting. You can now skip the remaining part of this section and go to section 5.
- **If the software is not already installed**, you will be automatically offered the possibility to install a permanent or a temporary version of Webex.

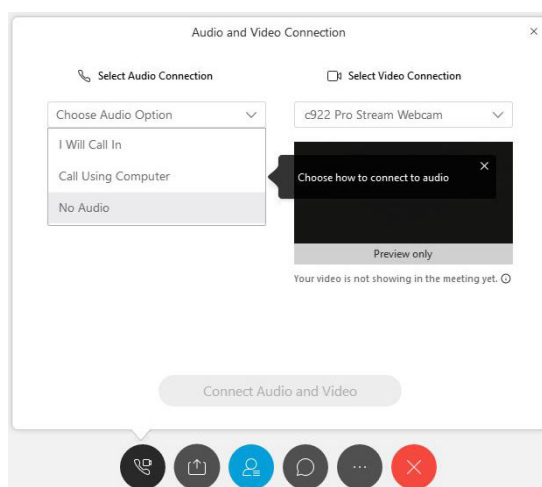
For a **permanent installation**, it is recommended to follow the procedure described in section 3 above before using the link provided in the invitation.

For a **temporary installation**, click on the **Run a temporary application to join the meeting** link at the bottom of the page that is displayed. Save and run the temporary file, and follow the installation instructions provided with the file.



6 START THE WEBEX MEETING

Webex allows to connect the audio and video portions separately. It is possible, for example, to connect the video part using a computer and the audio part via telephone. For this reason at the beginning of each meeting Webex requires the user to specify how he/she wants to connect audio and video:



To use the computer for both audio and video, select **Call using Computer**, then click on **Connect Audio and Video**.

You are now connected.

7 HINTS FOR A BETTER MEETING




Before the meeting

1. Use the fastest Internet connection available:
 - A wired connection is preferable to a wireless one
 - If connected wirelessly, use the fastest WiFi access you have available and position yourself as near as possible the WiFi router.
 - If connected via mobile network, use 4G if available and position yourself in the best receiving spot available.
2. 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.
3. Turn off VPN if possible. 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.
4. Reduce simultaneous streaming activities. If you're joining a meeting from home, ask them to stop or reduce their Internet activities until the meeting is over.
5. The use of a large screen improves the view of the meeting participants, therefore it is advisable to connect your device on an external, larger monitor.
6. If you need to use a smartphone, displaying or replicating the smartphone's screen over a television or monitor is advisable when possible – refer to the smartphone's instructions to know whether displaying or replicating the screen is possible and how to do it.
7. The use of a good audio and microphone device is recommended. The use of a headset can substantially improve the quality of the received and transmitted audio.
8. Avoid strong source of lights behind you. A correct position of your computer and of yourself will make the difference between a good and a poor image of you, more than the quality of the camera itself.
9. Adjust the zoom of your image if possible. An excessive close-up of your face is quite invasive and reveals any micro movement of your body, resulting very disturbing for the other participants. On the

contrary, an image of you too far away does not transmit the correct sense of participation. As a reference, a 'tv newsreader' kind of proportion is preferable.

10. If you will display material during the meeting (for example a PowerPoint presentation), make sure that its content is also visible for those participants that may have a small monitor.

During the meeting

11. Make sure your microphone is muted when you are silent. In this way you will avoid to create unpleasant echo or audio feedback.
12. Avoid "cross talking", i.e. multiple participants talking at the same time.
13. Should the video be pixelated or suffers of frequent breaks, turn the video off. Turn the video on in turns, every time a person speaks.
14. If your internet audio and video experience does not work properly, 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.
15. Webex allows meeting participants to request to speak by "raising your hand". To raise your hand, you need to click the person icon  at the bottom of the page, locate your name in the list of participants and click on the hand icon .
16. During a meeting, participants can chat in group or with other participants in private. Click on the chat icon  and use the window that will be displayed making sure that you select the right message recipient (a specific participant or everyone).
17. When starting displaying material, start by asking the other participants whether they see its content correctly.