

## Frequently Asked Questions



## FAQs for Cisco Webex Meetings Server Release 4.0

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## Downloading Cisco Webex Applications

- Q.** I don't see the Webex Meetings Desktop Application on the Downloads page; why?
- A.** Your administrator prefers to push the Webex Meetings Desktop Application to your desktop.
- Q.** How can I check to see whether the Webex Meetings Desktop Application is installed?
- A.** For Microsoft Windows, the Webex Meetings Desktop Application appears in your Control Panel. Go to **Control Panel > Programs > Programs and Features > Cisco Webex Meetings**.
- For macOS, go to **Finder > Applications > Webex > Webex Meetings** to check for the Webex Meetings Desktop Application.
- Q.** I don't think that I have the Webex Meetings Desktop Application installed, and I've been invited to a Cisco Webex meeting. What do I do?
- A.** Click the **Join meeting** link in the email invitation and follow the instructions to join the meeting.
- Q.** I see only the Webex for Mobile Devices option on the Downloads page. Why don't I see the Webex Meetings Desktop Application or the Network Recording Player?
- A.** Your administrator prefers to push the required Webex applications to your desktop but permits access to the apps for mobile devices.

## Hosting, Joining, and Setting Up Meetings

- Q.** What do I need to host or attend meetings?
- A.** You must have the Cisco Webex Meetings Desktop Application. The first time that you start or join a meeting, it automatically downloads to your computer. You can also download the application at any time from your Webex site.
- Q.** Can I schedule meetings from Microsoft Outlook?
- A.** Yes—With Outlook for Windows. You can use Outlook to schedule meetings, invite attendees, and start Webex meetings. The attendees that you invite can join your meeting from their Outlook Calendars.

To get started, download and install Cisco Webex Meetings Desktop Application, from your Webex Downloads page.



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**Note** You must have administrative privileges to install Cisco Webex Meetings Desktop Application on Windows computers.

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Microsoft Outlook for Mac is not supported. As a workaround, you can sign in to your Webex site to schedule meetings.

- Q.** Does a meeting automatically end if it exceeds the scheduled duration?
- A.** A meeting can continue up to 24 hours (1440 minutes) as long as there is a host and a participant in the meeting. When there is only one person in the meeting, a warning message appears every 15 minutes, "You are the only participant in this meeting. The meeting will automatically end in:". The clock decrements from 2 to 0 minutes. You can select **Continue** to extend the meeting.
- A Blast Dial meeting continues until the last person ends the call or leaves the online portion of the meeting.

If there is no active speaker in a Personal Conference Number (PCN) meeting, the meeting ends automatically in 2 hours.

- Q.** Is it possible to restrict features?
- A.** Yes. Your System Administrator can enable and disable features, such as Chat, File Transfer, and Sharing.
- Q.** Why does a participant appear twice in the meeting Participant list?
- A.** It is possible that the participant joined the meeting from two different devices, for example, their iPhone and a desktop computer. They could have inadvertently joined the same meeting twice by opening Cisco Webex Meetings Desktop Application twice on their desktop. Ask the participant to end duplicate sessions so that their name appears only once in the Participant list.
- Q.** How many simultaneous meetings can I start as the host?
- A.** You can start two simultaneous meetings as the host. Only one license is used.
- Q.** I want to host a Blast Dial meeting. How do I do that?
- A.** Go to **My Account > Blast Dial information**. Fill out the Templates as per your meeting schedule requirements and contact your administrator.
- Q.** How do I know the PIN for a given blast dial meeting?
- A.** The host and participant PINs are sent out to hosts and participants respectively by email when the Blast Dial group is created. You can also find information specific to the Blast Dial groups, to which you have been invited, by going to **My Account > Blast Dial information**.
- Q.** How do I join the web meeting for a Blast Dial meeting?
- A.** When a Blast Dial meeting starts, all hosts and participants receive an email with the link to join the meeting, and any associated PINs and passwords.

## Sharing

- Q.** Can I save presentations or documents that contain annotations and view them offline?
- A.** Yes. Save the document or presentation to your desktop and then double-click it. The document or presentation appears in the Webex Document Viewer.
- Q.** Can I show animations and slide transitions in Microsoft PowerPoint presentations?
- A.** Yes. The recommended way to share Powerpoint presentations (with animations or transitions) in Webex is to use Application sharing or Screen sharing.
- Q.** Why do attendees sometimes see a yellow crosshatched pattern when I share applications with them?
- A.** The crosshatched pattern is the shadow of a window that is open on top of the shared application. Close the window and the pattern disappears.
- Q.** Can I log chat to an external server?
- A.** No. You can only save your chats locally on your computer.
- Q.** Can I display to more than one monitor during a presentation?
- A.** No. You can only share to one monitor at a time.

## Personal Conferencing

- Q.** When I attempt to add or delete a Personal Conference account or regenerate Personal Conference access codes, I receive the error, "We've hit a glitch processing your request. Try again a little later." What should I do?
- A.** There may be a network issue or the back-end connection failed. Wait a few minutes and try to add or delete an account or

regenerate access codes again. If you see the same error, contact your administrator for assistance.

- Q.** I'm trying to delete a Personal Conference account but I receive an error message. What should I do?
- A.** If you are hosting a Personal Conference meeting and the meeting is in progress, wait until the meeting has ended and try again. If you do not have a Personal Conference meeting in progress, and the system does not delete an account, there may be a network issue. Contact your administrator for assistance.
- Q.** I'm trying to regenerate access codes for a Personal Conference account but I receive an error message. What should I do?
- A.** If you are hosting a Personal Conference meeting and the meeting is in progress, wait until the meeting has ended and try again. If you do not have a Personal Conference meeting in progress, and the system does not regenerate the access codes for an account, there may be a network issue. Contact your administrator for assistance.
- Q.** When I dial in to a Personal Conference meeting and enter the Meeting number, I'm not connected to the meeting.
- A.** Although the phone prompts you to enter a Participant Access code or a Meeting number, you should enter only the Participant Access code to access a Personal Conference meeting. The Meeting number is used for Webex Audio calls. Hang up your phone and try to dial in to the Personal Conference meeting again, but enter the Participant Access code.
- Q.** When I dial in to a Personal Conference meeting or connect to the online portion of the Personal Conference meeting because I'm using a computer with a headset, I receive an error message indicating that the host access code and host PIN combination is incorrect.
- A.** Check your host PIN and host access code, and verify that you can sign in to your Webex site.
- In Classic View, go to your **My Account** page and select **Personal Conferencing** in the **My Audio Connection Options** section. Verify that you are using the correct host PIN and host access code generated for the Personal Conference account you used when you scheduled the meeting. If you regenerated access codes for an account after you scheduled the meeting, the old host access code will not work.
  - Check to make sure that you can sign in to your Webex site. Your user account may have been inadvertently deactivated. If you can sign in to your Webex site and you are using the correct host access code and host PIN, you may want to delete the current meeting and schedule a new Personal Conference meeting.
- Q.** As an invitee, when I dial in to a Personal Conference meeting or connect to the online portion of the Personal Conference meeting because I'm using a computer with a headset, I receive an error message indicating that the participant access code I entered is incorrect.
- A.** Go to your meeting email invitation and verify that you are entering the correct participant access code. If you are entering the participant access code displayed in the email invitation, contact the meeting host to make sure the code has not changed since the host scheduled the meeting. If the host regenerated access codes after scheduling the meeting, the host may have to cancel the current meeting and schedule a new Personal Conference meeting.
- Q.** As a meeting host, when I press \*7 on the phone keypad, invitees do not receive reminder email messages for my Personal Conference meeting.
- A.** The \*7 function works only when you schedule a Personal Conference meeting and include invitees in the **Who** field on the **Schedule a Webex Meeting** page. If you did not schedule the Personal Conference meeting using your Webex site or the Webex Meetings Desktop Application, the \*7 function does not send email reminders to invitees.

## System Requirements—Windows

### Supported Windows Operating Systems

- Windows 7 (32-bit/64-bit)
- Windows 8 (32-bit/64-bit)

- Windows 8.1 (32-bit/64-bit)
- Windows 10 (32-bit/64-bit)
- Microsoft Windows 10 Redstone 1—Also known as Windows 10 Anniversary Update (Version 1607)

### **Windows Hardware Requirements**

Intel Core2 Duo or AMD CPU 2.XX GHz or higher processor.

A minimum of 2 GB of RAM is recommended.

### **Supported Windows Browsers**

- Microsoft Edge (Windows 10 only): 42 and 44
- Microsoft Internet Explorer (IE): 11
- Mozilla Firefox: 59–70
- Google Chrome: 65–78

### **Microsoft Outlook Integration**

- Microsoft Outlook 2013
- Microsoft Outlook 2016
- Microsoft Outlook Web App (Microsoft Office 365)

### **Cisco Jabber for Windows Integration**

This release supports Jabber for Windows 12.1.0, 12.1.1, 12.5.0, and 12.6.0.

## **System Requirements—Mac**

### **Supported Mac Operating Systems**

- macOS Sierra 10.12.6
- macOS High Sierra 10.13.6
- macOS Mojave 10.14.1
- macOS Mojave 10.14.2
- macOS Mojave 10.14.3
- macOS Mojave 10.14.4
- macOS 10.15.1 Catalina

### **Mac Hardware Requirements**

2.0 GHz or higher CPU.

A minimum of 512 MB of RAM is recommended.

### Supported Mac Browsers

- Apple Safari: 12.0.1, 12.1, and 13
- Google Chrome: 65–78
- Mozilla Firefox: 59–70

### Cisco Jabber for Mac Integration

The following Cisco Jabber for Mac integrations are supported for Cisco Webex Meetings Server sites that are configured for SAML 2.0 single sign-on (SSO) or LDAP/Active Directory: Cisco Jabber for Mac Release 12.1.0, 12.1.1, 12.5.0, and 12.6.0.

## Optimizing Performance

**Q.** What can I do to get the best performance?

**A.** Factors that affect performance include:

- The speed of your Internet connection
- Internet traffic between you and the Cisco Webex Meetings Server
- The performance of any firewall and proxy servers on your network

To improve performance:

- Get the fastest internet connection possible
- Share documents that contain fewer images

## Cisco Webex for Mobile Devices

**Q.** What are the system requirements for using Cisco Webex Meetings Server with my mobile device?

**A.** Cisco Webex Meetings Server supports the following:

- Apple iPhone or iPad: Apple iOS 6.0 and later
- Android devices: Android 2.1 and later

We strongly recommend that you upgrade the Webex Meeting Mobile application:

Cisco Webex Meeting Mobile 39.3 (Android)

Cisco Webex Meeting Mobile 39.3 (iOS)

A high-speed Internet connection is required for all mobile devices.

**Q.** How do I download Cisco Webex Meetings on my mobile device?

**A.** Go to your Cisco Webex site and select **Downloads** on the top right of the page. Navigate to the Webex for Mobile Devices section and select **Continue**. Webex sends an activation email to you.

- **Apple iPhone or iPad:** Download the app from the Apple Store using the link in your email. Alternatively, you can launch the Apple App Store on your iPhone or iPad and search for "Cisco Webex Meetings". You'll find the app in the **Meet Anywhere** category.
- **Android devices:** Download the app from Google Play or the alternate link provided.



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**Note** For this option to be available, your administrator must configure the system permit the download of Webex for mobile devices.

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- Q.** I can't join a Webex meeting from my Apple iPhone or iPad running iOS 6.0 or later. My administrator sent me an email with a certificate file attached, what do I do with it?
- A.** If your administrator sends you a certificate file, you must install it on your mobile device.
- From your iOS email account, open the email from your administrator and save the certificate file to your mobile device.
  - Tap **Install** on the Install Profile page.
  - Tap **Install Now** on the Unsigned Profile dialog.
  - Enter your iOS password.
  - Tap **Next**.
  - Tap **Done**.



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**Note** You must have an active high-speed Internet connection for your mobile devices.

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- Q.** How do I activate Cisco Webex Meetings on my mobile device?
- A.** Select the link in your activation email to complete the activation process. If you haven't yet downloaded the Webex app, the activation link prompts you to download it from the appropriate site.
- Apple iPhone or iPad: After downloading the app, return to your email and select the activation link again.
  - Android devices: Your app will launch automatically after installation. Sign in to finish the activation process.



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**Note** Your administrator must have enabled the mobile feature for your organization before you can use Webex on your mobile device.

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- Q.** Why don't I see the download option for Webex for Mobile Devices?
- A.** Your administrator did not configure the Cisco Webex Meetings Server Administration site to permit this download option.
- Q.** How do I sign in?
- A.** There are several ways to sign in to Webex depending on how your system is configured. The application guides you through the sign-in process, but here are a few tips:
- If you get an email to activate your Webex app, select the contained link to activate your service. Enter the email address that is associated with your Webex account and your Webex password.

- If you're prompted to sign in through your corporate website, enter your Webex site URL, select **Next**, and then enter your user credentials.
- If you have access to multiple Webex sites, the system prompts you to choose one after you sign in.




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**Tip** If your Webex site is configured for single sign-on (SSO), enter your corporate user credentials to sign in. If your Webex site is not configured for SSO, enter your Webex user credentials.

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**Q.** How do I start a meeting?

- A.** As a host, you can easily schedule, start, and invite others to your Webex meetings from your mobile device.
- On the **My Meetings** screen, select the + icon in the upper right corner of the Meeting pane. Enter your meeting title, date and time, and then select the attendees.
  - If scheduling a meeting for later, tap **Schedule** and to return to the **My Meetings** screen.
  - To start a meeting, select **Start**.




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**Note** You cannot record a Webex meeting that you scheduled or started with an iPhone or iPad.

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**Q.** How do I join a meeting?

- A.** You must have the Cisco Webex Meetings app installed on your mobile device. You can join your Webex meeting by using one of the following methods:
- Go to your Webex meeting invitation email and select the link to join the meeting.
  - Sign in to your Webex account and join from your **My Meetings** screen.
  - Sign in to your Webex account and use the Join by Number feature by entering the meeting number.




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**Tip** You must be signed-in to the Webex app to join by meeting number. Otherwise, you can join by meeting number only if you have previously signed in from your mobile device.

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**Q.** Why do I see an insecure connection warning when I launch the Webex application from my Android device?

- A.** You are trying to access a site with a self-signed certificate. Select **Connect** to continue launching the application.

**Q.** How do I join the audio portion of the meeting?

- A.** When you join a meeting, you choose how to connect to the audio portion. You can have the system call your phone or connect you to the audio conference using the Internet. If you select **Connect Using Internet**, the system immediately connects you to the audio conference. The system calls the first number that appears on the meeting information screen. If you prefer to use a different number, select **Call Me** to have the system call you at another number you specify. You can also manually dial into the audio conference by selecting **Call In** or by calling the call-in number that appears on the meeting information screen.

**Q.** What audio conferencing is supported?

- A.** Integrated Webex Audio using the Internet or phone.



You can dial into the audio conference or have the system call you at a number that you specify.

**Q.** Are there any special requirements to join the audio conference using the Internet?

**A.** If you are using an Android device and want to join the audio through VoIP, make sure that you are using Android SDK 2.3 or above. VoIP on SDK 2.1 and 2.2 is not supported.

To ensure the best audio quality, we recommend that you use a headset. Without a headset, the application mutes you by default. To unmute yourself, tap the audio icon and select **Unmute Call**.



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**Note** Your administrator must enable the option to connect to the audio conference using the Internet before you can use it. If you use an iPhone or iPad, you are muted by default when you join an audio conference using VoIP, even if you use a headset.

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**Q.** Is it free to attend a Cisco Webex meeting from my mobile device?

**A.** Yes, there is no cost to download Cisco Webex Meetings for your mobile device or to attend any Webex meetings. If you use a mobile data connection, you may incur data connection charges from your mobile provider.

**Q.** Can I invite people to my meeting from my mobile device?

**A.** Yes, you can invite people to your meeting from the **My Meetings** screen or from the **Participant List** after joining your meeting.

**Q.** Can I share video from my mobile device?

**A.** Yes, you can use the front-facing camera on your mobile device to send your video to other meeting attendees. This feature is available only if your administrator enables it.

**Q.** How can I view video on my mobile device?

**A.** Equipped with multi-channel high-quality video, you can view multiple webcam videos simultaneously. Participants sharing video appear on your screen, followed by silhouettes for participants not sharing video. Scroll back and forth to see all attendees. With voice-activated switching, you can automatically see who is speaking. You can also view full-screen video. Pinch out to enlarge the video. You can go back to the presentation by tapping on the screen. Tap the button above the speaker video to minimize all video and focus on the presentation.

**Q.** What are the various video capabilities supported in Cisco Webex Meetings for mobile devices?

**A.** The following video capabilities are supported:

- Self-video: preview your own video, before sending to other participants.
- Video window view (iPhone, iPad and Android tablets): view all video enabled participants (including self). Swipe left or right to view all others. For Android smartphones, turn the phone to landscape to see the video strip and to swipe left or right.
- Active-speaker view: see who is talking and the content being shared simultaneously (simultaneous video and content sharing on iPad only). You can move the "active speaker" picture-in-picture frame around on iPads and iPhones, but not on Android devices.
- Video conferencing view: see who is talking in fullscreen mode, with self-view as picture-in-picture (supported on iPad and iPhone).

**Q.** How can I chat with other participants?

**A.** Tap the people icon on the top of your screen to view the Participant List. From the list, you can choose one individual or all participants to chat with. Select who you want to chat with and then enter your message in the dialogue box and select **Send**. If video is being shared, you can chat directly from the video carousel. Tap a participant and choose to chat with that individual or with the entire group.

To transition back and forth between the presentation and chat, tap the **Cancel** button in the chat window and be returned to the presentation.

**Q.** Can I present content from my mobile device?

**A.** You can present content from your iPad if you are the host of the meeting. However, if the host started the meeting from a desktop, you cannot present. Presenting content is not supported on the iPhone or Android devices.

**Q.** How do I pass presenter control?

**A.** Tap the "Pass the Ball" tip to get detailed instructions. You can also click the **Participant List**, select the Webex ball, and drag and drop it to the new presenter. If video is being shared, you can also tap the participant in the video carousel to pass presenter control.



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**Note** Passing the presenter role on mobile devices is limited to the following scenarios:

- If the meeting is started from an Android device: You can transfer the presenter role to users using an iOS 7 iPad.
  - If the meeting is started from an iPhone: You can transfer the presenter role to users using an iOS 7 iPhone.
  - If the meeting is started from a desktop computer: You cannot transfer the presenter role to users on mobile devices.
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