



Productivity Tools

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General Questions

- [What are WebEx Productivity Tools?](#)
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What are WebEx Productivity Tools?

WebEx Productivity Tools make it very easy for users to start, schedule, invite, and join WebEx meetings from their desktop or from commonly used desktop applications.

What desktop integrations are available using Productivity Tools?

The following Productivity Tools are available for use with WebEx services:

- Microsoft Outlook integration
- IBM Lotus Notes integration
- Instant messenger integrations:
 - Microsoft Lync/ Microsoft Office Communicator (OCS)
 - Lotus Sametime
 - Yahoo
 - Google Talk

- Skype
- AOL AIM
- Microsoft Office integrations for Word, Excel and PowerPoint
- Microsoft Internet Explorer integration
- Mozilla Firefox integration

Installation and Configuration

- [How can I install Productivity Tools?](#)
- [My WebEx service site has automatic installation of Productivity Tools turned off. How can I install Productivity Tools manually?](#)
- [My WebEx service site has automatic installation of Productivity Tools turned on, but I don't want to use Productivity Tools. Can I turn off the automatic installation?](#)
- [I like some of the Productivity Tools, but I don't want to use all of them. How can I configure Productivity Tools to be available only for my desired desktop applications?](#)
- [How can I uninstall Productivity Tools?](#)
- [Can I use WebEx Productivity Tools with multiple WebEx service sites?](#)
- [I am a Linux desktop or MAC user. Are Productivity Tools available for me?](#)
- [Can I implement single sign-on \(SSO\) through integration with an identity management system, such as CA Siteminder, Sun Java Access Manager, or Oracle Oblix, so my employees can use their LAN credentials to log on to WebEx and not have to maintain separate user IDs and passwords?](#)
- [Can I implement single sign-on \(SSO\) for CMR Hybrid \(WebEx-enabled TelePresence\) users?](#)

How can I install Productivity Tools?

All that is required is logging on to your WebEx service site. When you log on to your WebEx service site, Productivity Tools are automatically installed on your desktop. If automatic installation is turned off on your WebEx service site, you can download them yourself. In the left navigation bar of your WebEx site, under **Support**, select **Downloads**. In the Downloads page, under Productivity Tools heading, make sure the correct operating system is selected, and then select **Download**.

If you are a CMR Hybrid (WebEx-enabled TelePresence) user, you will be required to restart Microsoft Outlook after installing WebEx Productivity Tools.

My WebEx service site has automatic installation of Productivity Tools turned off. How can I install Productivity Tools manually?

There are multiple options to install productivity tools manually:

- Select **My WebEx > Productivity Tools Setup** (on the left navigation bar). The **Productivity Tools Setup** page appears. Under **On Your Desktop**, select **Download Productivity Tools**.
- In the left navigation bar of your WebEx Service site, under **Support**, select **Downloads**. In the **Downloads** page, next to the **WebEx Productivity Tools** heading, select **Download Now**.
- Go to the **Schedule a Meeting** page. At the top of the page, there is a contextual awareness tip about Productivity Tools. Select on the **Install Productivity Tools** link to install Productivity Tools.

My WebEx service site has automatic installation of Productivity Tools turned on, but I don't want to use Productivity Tools. Can I turn off the automatic installation?

Yes. Select **My WebEx > My Profile**. In the Productivity Tools section, turn off the **Automatically download Productivity Tools when logging in to WebEx service site option**.

I like some of the Productivity Tools, but I don't want to use all of them. How can I configure Productivity Tools to be available only for my desired desktop applications?

On your desktop, select **Start > Programs > WebEx > Productivity Tools > WebEx Settings**. In the WebEx Settings dialog box, select the **Tools** tab. In the list of available Productivity Tools, turn off the options for the applications you do not want to use Productivity Tools with.

How can I uninstall Productivity Tools?

On your desktop, select **Start > Programs > WebEx > Productivity Tools > Uninstall**. You can also uninstall using **Add or Remove Programs** from the Windows Control Panel.

Can I use WebEx Productivity Tools with multiple WebEx service sites?

You can not use Productivity Tools with multiple WebEx service sites simultaneously. If you need to switch service sites, select **Start > Programs > WebEx > Productivity Tools > WebEx Settings** and update your site and account information to use Productivity Tools with the new site.

I am a Linux desktop or MAC user. Are Productivity Tools available for me?

Currently Productivity Tools are available only for Microsoft Windows users and Mac users.

Can I implement single sign-on (SSO) through integration with an identity management system, such as CA Siteminder, Sun Java Access Manager, or Oracle Oblix, so my employees can use their LAN credentials to log on to WebEx and not have to maintain separate user IDs and passwords?

Yes. Refer to the Site Administration document for Productivity Tools on how to configure your WebEx site to implement single sign-on (SSO) and integrate with an identity management solution.

Can I implement single sign-on (SSO) for CMR Hybrid (WebEx-enabled TelePresence) users?

Yes. Refer to "Configuring Single Sign On in Cisco TMS" in the "Configuring Cisco TelePresence Management Suite" chapter of the Cisco Collaboration Meeting Rooms (CMR) Hybrid Configuration Guide on the [Cisco TelePresence Management Suite \(TMS\) Configuration Guides](#) page.

Scheduling Meetings using Productivity Tools

- What are the different ways I can schedule meetings using Productivity Tools?
- How do I schedule a WebEx meeting using Outlook or Lotus Notes integration?
- How do I start a scheduled WebEx meeting using Outlook or Lotus Notes integration?
- How do my attendees join my scheduled WebEx meeting using Outlook or Lotus Notes integration?
- I know my preferences (such as teleconference, join before start, tracking code, etc.) for WebEx meetings that I schedule using Outlook or Lotus Notes integration. Why do I need to specify these options for every meeting? Can I specify these preferences once so they are available for all future meetings?
- Are exceptions to a recurring meeting series supported for CMR Hybrid (WebEx-enabled TelePresence) Meetings?

What are the different ways I can schedule meetings using Productivity Tools?

If you use Microsoft Outlook or IBM Lotus Notes as your email client, you can schedule WebEx meetings directly from the Outlook or Lotus Notes scheduler using Productivity Tools.

How do I schedule a WebEx meeting using Outlook or Lotus Notes integration?

You schedule a WebEx meeting with Outlook or Lotus Notes integration the same way you schedule other meetings. In the scheduler, select **Add WebEx Meeting** to add a WebEx meeting to your Outlook or Lotus Notes meeting.

How do I start a scheduled WebEx meeting using Outlook or Lotus Notes integration?

When you add a WebEx meeting to your Outlook or Lotus Notes meeting, the meeting on your calendar includes a URL link that you can click to start a meeting.

How do my attendees join my scheduled WebEx meeting using Outlook or Lotus Notes integration?

When attendees open a meeting on their Outlook or Lotus Notes calendar, they will see a URL link that they can click on to join the WebEx meeting. Attendees can also click on the URL link in the Outlook or Lotus Notes meeting invitation to join the meeting.

I know my preferences (such as teleconference, join before start, tracking code, etc.) for WebEx meetings that I schedule using Outlook or Lotus Notes integration. Why do I need to specify these options for every meeting? Can I specify these preferences once so they are available for all future meetings?

When you schedule meetings on your WebEx site, you can save meeting templates to use for future meetings. You can then use these meeting templates when you schedule meetings in Productivity Tools. In addition, if your administrator has created predefined meeting templates for your organization, you can use those meeting templates in Productivity Tools.

Are exceptions to a recurring meeting series supported for CMR Hybrid (WebEx-enabled TelePresence) Meetings?

No, exceptions to a recurring meeting series are not supported for CMR Hybrid (WebEx-enabled TelePresence) meetings and Productivity Tools.

The following issues exist for exceptions to a recurring meeting series using CMR Hybrid meetings and Productivity Tools:

- Exceptions to a recurring meeting series for CMR Hybrid meetings are still NOT supported as of WBS29.13, and users are warned accordingly (for example, unsupported editing options are disabled, and error messages are included in email invitations) when they attempt to schedule them using Productivity Tools.
- WebEx meeting applications and TelePresence devices can join the same CMR Hybrid meeting, even if a normal exception to a meeting series has been created. WebEx does not support creating orphan meeting exceptions, such as adding WebEx to a single occurrence of a meeting series.
- Hosts can still edit the following items for a CMR meeting series that does not have exceptions: WebEx special properties, such as alternate hosts, audio options, and the WebEx meeting password; Microsoft Outlook common properties, such as subject and attendees; and TelePresence properties.
- Once an exception has been made to a CMR Hybrid recurring meeting series, the following conditions exist:
 - The Outlook common properties can still be edited for both the exception and the meeting series
 - The TelePresence properties cannot be edited for either the exception or the meeting series (the panel for editing TelePresence settings is disabled).
 - The WebEx special properties cannot be edited for either the exception or the meeting series.
- If a WebEx-only meeting series has exceptions, TelePresence cannot be added to it.
- Unlike prior releases, in WBS 29.11.3 and later, the following features are not available for CMR Hybrid users:
 - CMR Hybrid users do not have the ability to edit the TelePresence properties or WebEx special properties in a CMR Hybrid series that has exceptions.
 - CMR Hybrid users do not have the ability to add or remove TelePresence or WebEx entirely from a series if it has exceptions
- The Mac version of Productivity Tools, which is new in WBS29.13, is expected to have similar limitations for exceptions to a meeting series.

Instant Meetings using Productivity Tools

- [What are the different options I have to start instant meetings?](#)
- [What is the WebEx Productivity Tools panel?](#)
- [How can I invite an attendee to a WebEx meeting using the WebEx Productivity Tools panel and Meet Now?](#)

- Can I join a WebEx meeting using the WebEx Productivity Tools panel?
 - Can I start my scheduled WebEx meetings using the WebEx Productivity Tools panel?
 - How can I invite my buddy to a WebEx meeting using a instant messenger integration?
 - I already have a WebEx meeting in progress on my desktop-how can I invite my instant messenger buddy to an in-progress meeting?
 - What is the best way to start a WebEx meeting from Microsoft Office documents?
 - Are instant meetings supported for CMR Hybrid (WebEx-enabled TelePresence) meetings?
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What are the different options I have to start instant meetings?

You can start instant meetings with the following Productivity Tools:

- One-Click
- Instant messenger integrations:
 - Yahoo
 - Google Talk
 - Skype
 - AOL AIM
 - Microsoft Office Communicator (OCS)
 - Lotus Sametime
- Microsoft Office integrations:
 - Word
 - Excel
 - PowerPoint
- Internet Explorer integration
- Mozilla Firefox integration

What is the WebEx Productivity Tools panel?

The WebEx Productivity Tools panel (formerly called the WebEx One-Click panel) is a simple way to start and join meetings and to send meeting invitations without logging in to your WebEx site or navigating Web pages. The WebEx Productivity Tools panel is available from the Start menu, from the WebEx Productivity Tools shortcut on your desktop, and from the WebEx Productivity Tools icon in the taskbar.

How can I invite an attendee to a WebEx meeting using the WebEx Productivity Tools panel and Meet Now?

Right-click the WebEx Productivity Tools icon in the taskbar and select **Open WebEx Productivity Tools**. In the WebEx Productivity Tools panel, you can either type your contact's email address or select the Address

book icon to select your contacts from your Outlook or Lotus Notes directory. Once you have selected your contacts, you can select **Meet Now** to start a WebEx meeting and automatically send invitations, using your local mail application, to all selected contacts to join the WebEx meeting.

Can I join a WebEx meeting using the WebEx Productivity Tools panel?

Yes. Right-click the WebEx Productivity Tools icon in your taskbar and select **Join Meeting**. Type the host's email address or the meeting number to join WebEx meeting. You need to know the meeting password to join your host's meeting.

Can I start my scheduled WebEx meetings using the WebEx Productivity Tools panel?

Yes. Right-click the WebEx Productivity Tools icon in your taskbar and select **Start Scheduled Meeting**.

How can I invite my buddy to a WebEx meeting using a instant messenger integration?

Start a instant messenger chat session with your buddy. In the chat window, select **Start a WebEx Meeting** to start a WebEx meeting and then send a meeting invitation to your buddy as a chat message.

I already have a WebEx meeting in progress on my desktop-how can I invite my instant messenger buddy to an in-progress meeting?

Start a chat session with your buddy. In the chat window, select **Invite to Meeting** to invite your buddy to an in-progress WebEx meeting.

What is the best way to start a WebEx meeting from Microsoft Office documents?

In the toolbar of your Microsoft Office document, spreadsheet, or presentation, select **Share as Application**. This starts a WebEx meeting and automatically shares that application. To invite others to the meeting select the **Participants Panel** button in the floating icon tray, select **Invite** or **Remind Participants**, and then select **Invite by Email** or **Invite by IM**. You can also invite attendees using One-Click or an Instant Messenger integration.

Are instant meetings supported for CMR Hybrid (WebEx-enabled TelePresence) meetings?

No. You cannot start an instant CMR Hybrid (WebEx-enabled TelePresence) meeting; you can only schedule CMR Hybrid meetings. When CMR Hybrid users start instant meetings, they are WebEx-only meetings and do not include TelePresence integration.

Starting with WBS29.11, instant meetings that you start with the Meet Now command (formerly called One-Click Meeting) are held in your Personal Room by default. You can change this option in "Preferences." CMR Hybrid (WebEx-enabled TelePresence) users will have Personal Rooms, but only users who join from a WebEx meeting application or app can join those Personal Rooms. TelePresence devices cannot join Personal Room meetings on CMR Hybrid sites. Sites and user host accounts must have CMR Cloud in order for users to join Personal Room meetings from TelePresence devices or other video conferencing systems or applications.

A workaround for an instant meeting that uses both WebEx and TelePresence is to start a meeting from a TelePresence system and then the named host has selects Instant WebEx Meeting on the meeting detail page to generate a URL that allows external participants to join the TelePresence meeting from a WebEx application or mobile app.

Site Administration

- I don't want hosts to automatically install Productivity Tools. What are the different options I have for installing Productivity Tools on users' desktops in my company?
- Users in my company do not have administrator privileges. How can they install Productivity Tools?
- All computers in my company are locked down. How can I install Productivity tools on all users' desktops in my company?
- Meetings run by our executives are confidential and sensitive meetings. Employees in my company know the email addresses for executives. How can I prevent employees from joining confidential and sensitive meetings?
- I don't want my employees to use instant messenger integrations. Can I pick and choose which Productivity Tools my employees will use?
- I don't like the default contextual awareness tips that appear on Schedule a Meeting pages. Can I customize those messages?
- What are the best practices for deploying Lotus Notes integration across all computers in my company?

I don't want hosts to automatically install Productivity Tools. What are the different options I have for installing Productivity Tools on users' desktops in my company?

You can turn off automatic installation of Productivity Tools with Site Administration options. You can use the following methods to install Productivity tools on all users' desktops:

- Install WebEx Productivity Tools on user's desktops using a software distribution tool, such as Microsoft SMS, IBM Tivoli, WebEx System Management, and so on.
- Request hosts to manually download WebEx Productivity tools from the Download section of WebEx Support pages.
- Follow the instructions for silent installation or mass deployment of WebEx Productivity Tools in the [IT Administrator Guide for Mass Deployment of WebEx Productivity Tools](#).

Users in my company do not have administrator privileges. How can they install Productivity Tools?

Administrator privileges are not required to install WebEx Productivity Tools. Even standard users with no administrator privileges can install Productivity Tools.

All computers in my company are locked down. How can I install Productivity tools on all users' desktops in my company?

Turn off automatic installation and automatic upgrades for Productivity Tools in the WebEx service site administration options. Use a software distribution tool, such as Microsoft SMS, IBM Tivoli, WebEx System Management, and so on, to install Productivity Tools on the all users' desktops in your company.

Meetings run by our executives are confidential and sensitive meetings. Employees in my company know the email addresses for executives. How can I prevent employees from joining confidential and sensitive meetings?

Schedule confidential and sensitive meetings as unlisted meetings, and then in the Productivity Tools section of Site Administration, turn off the **Allow users to join unlisted meetings using the host's email address** option.

I don't want my employees to use instant messenger integrations. Can I pick and choose which Productivity Tools my employees will use?

Yes. Go to Productivity Tools section of Site Administration. In the list of Productivity Tools, turn on or off Productivity Tool options based on your business needs.

I don't like the default contextual awareness tips that appear on Schedule a Meeting pages. Can I customize those messages?

Yes. You can customize messages in the Productivity Tools section of Site Administration.

What are the best practices for deploying Lotus Notes integration across all computers in my company?

Other WebEx documents are available that contain information about Lotus Notes deployment. Ask your Client Services Manager to provide the Lotus Notes deployment checklist document, and then follow the instructions for mass deployment of WebEx Productivity Tools in the [IT Administrator Guide for Mass Deployment of WebEx Productivity Tools](#).

