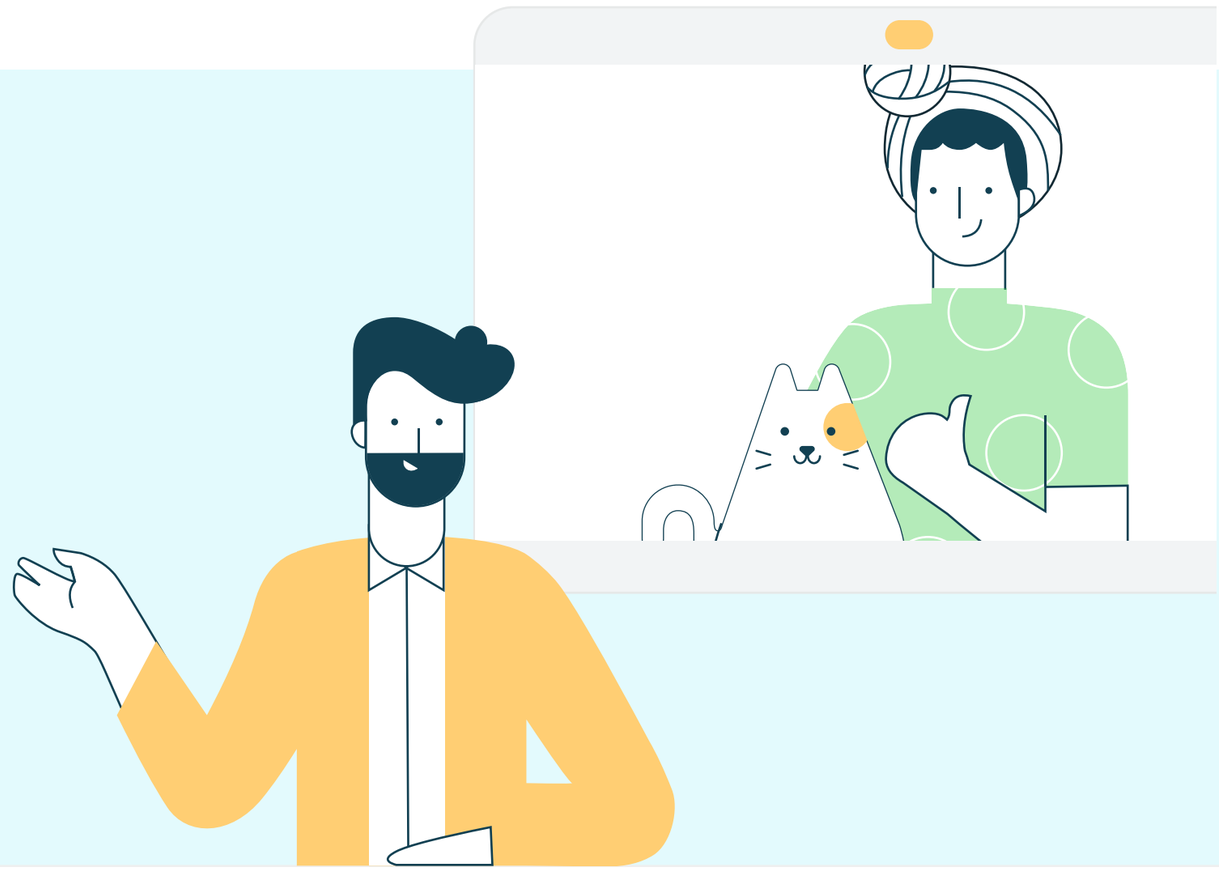
cisco Webex

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.

Top tips for staying connected with Webex

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

   For Webex Meetings on IOS and Android download the latest from the app store

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

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

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

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.

→ Find more tips on staying connected at cs.co/stayconnected