

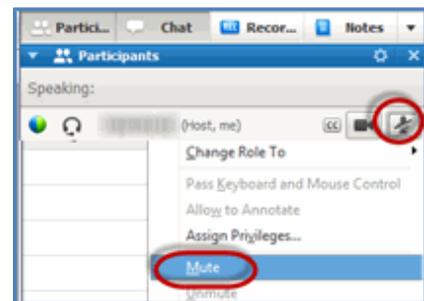
WebEx – Attending a Meeting FAQ

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Q: How do I mute my microphone or phone?

If you are in an area with a lot of background noise you should mute your microphone. There are several ways to do so:

1. During a meeting while your host is sharing their desktop, you can mouse over the green tab to display the WebEx Control Palette with various options, one of which is “Mute Me”.
2. Another method is from the Participants palette. Click the Mute icon button to the right of your name, or right-click and select Mute from the dropdown. (Hosts can mute participants from this palette, as well.)
3. If you are using a built-in mic plus speakers, you can also press the **Ctrl** key while you are speaking (which mutes your speakers)—otherwise the feedback from your speakers can cause a distracting digital delay.



NOTE: If you are calling in by phone, **never put the WebEx call on “Hold”**- if your organization has background “hold” music, everyone on the call will hear it. The host will probably mute you and neither of you will necessarily know when you return to the call. Instead, use one of the options above to mute yourself from the meeting.

Q: How do I use chat?

NOTE: The host of the meeting can disable the use of chat, so it may not be available for your meeting.

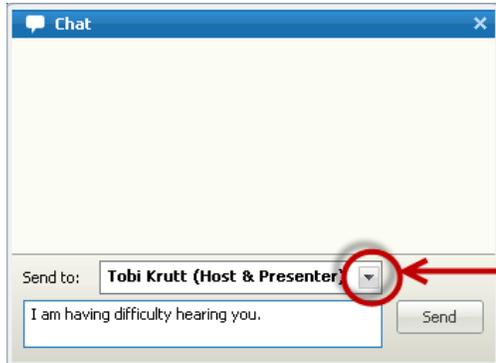
If the host has not disabled the use of chat for the meeting, when you first join a WebEx meeting, you will see the Chat box (displayed below the Participants box) on the right side of your meeting window. But once the host begins sharing his or her desktop or other applications, you will need to manually open the Chat box from the WebEx Control Palette:

1. Mouse over the green tab that will display the **WebEx Control Palette**. If chat has not been disabled by your meeting host, you will see Chat listed as an option. Click the Chat icon to display the Chat palette.



You can hide/display the Chat box at anytime during the meeting by toggling the Chat icon in the **WebEx Control Palette**.

2. Select who you want to chat with by using the "Send to" drop down to select from the list of participants, then type your message and click the Send button:



Use the dropdown arrow and select who you want to see your message.

Then type your message and click "Send"

3. Chat is also available if you return to the Meeting Center by clicking "Return" from the **WebEx Control Palette**. To switch back and view the shared content of the meeting, click "Return to Sharing".



Q: How do I raise my hand?

Sometimes the host of the meeting will ask participants to "Raise their hand" to indicate their preferences or feedback on a question. Here's how.

1. Mouse over the green tab that will display the **WebEx Control Palette**. Click the Participants icon to display the Participants palette.



You can hide/display the Participants box at anytime during the meeting by toggling the Participants icon in the **WebEx Control Palette**.

2. At the bottom of the list of Participants, you'll see the **Raise Hand** button.



Q: What do I need to know if the host makes me the presenter?

Sometimes the host may give a participant “presenter privileges” so another participant can share a file or show their own computer’s desktop to others in the meeting.

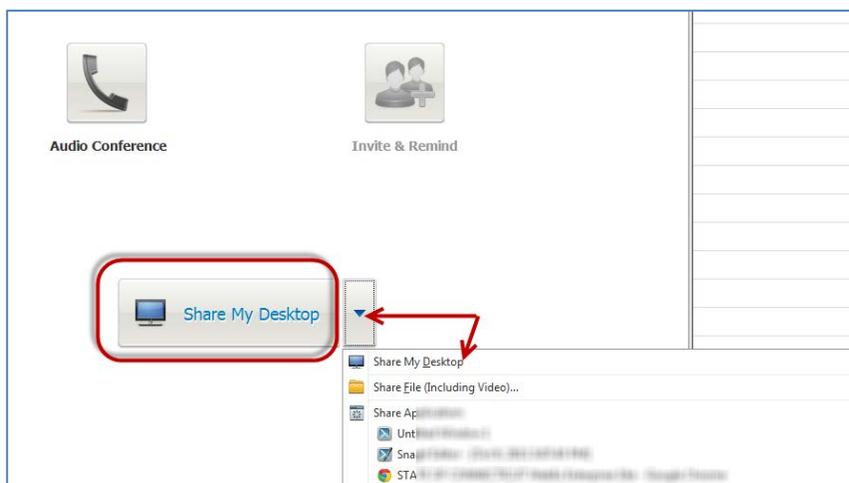
IMPORTANT NOTE: Before you take over the “presenter” role and share your desktop, be sure to close anything that you don’t want others to see, such as open files, websites, or email, text or online chat boxes, etc.!

Here’s what to do when the host makes you a presenter:

1. When presenter privileges are turned over to you as a participant, you will see a **You are now the presenter** message flash on your screen.
2. The next step is to share whatever you wish to with others in the meeting.



- If you want to share everything showing on your computer screen, click **Share My Desktop**:



- If you want to select specific applications or files, click the small dropdown arrow to the right of this icon and choose what you want to share by navigating to a specific file or application.

3. Once you have shared your desktop, the **WebEx Control Palette** will display (usually at the top of your screen):



4. The **WebEx Control Palette** will automatically collapse and then you will just see a green tab (usually at the top of your screen, but it may display at the bottom or side) that says **“You are sharing your desktop”**. Mousing over this tab will display all of the WebEx controls.

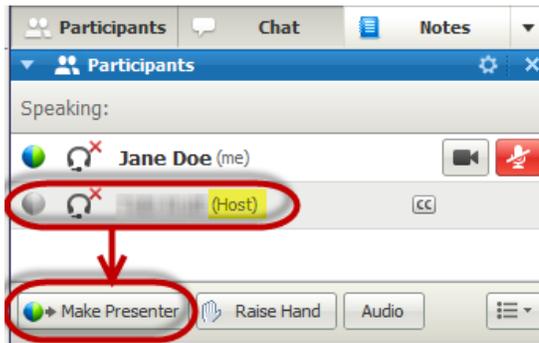


5. To return Presenter privileges to the Host and stop sharing your content:

- Mouse over the green tab that will display the **WebEx Control Palette**. Click the Participants icon to display the Participants palette.



- Click the host's name from the Participant's list (the host of the meeting will have "(Host)" after their name:



- At the bottom of the list of Participants, click the **Make Presenter** button