

Virtual PMDoS DC23

Attendee Training Materials for Webex



Getting Started with Webex

- [Webex Meetings](#) - [Introduction](#), [training videos](#), and [other info](#)
- [Webex | Download](#) – Windows, Mac, iPhones and Android
 - Easier to start and join meetings with the app
 - Note: If you have a old version of the Webex app, you may have to uninstall that version before installing the new version.
- [Webex | Test online meeting](#) – Connect with your PC/Mac or phone
- Having trouble with desktop app? [Join from your browser.](#)
(Chrome, Firefox, Edge & Safari are supported)

Webex Support

US Toll Free: 1-844-772-7524 International: 1-408-906-1107 Web: <https://help.webex.com/>

Attendee FAQs and Additional Webex Resources

How Do I . . . ?

- [Get Started with Webex](#)
- [Install Webex Desktop App](#)
- [Join a Webex Meeting](#)
- [Use the Webex Desktop App](#)
- [Join a Breakout Session](#)
- [Ask for Help in a Breakout Session](#)
- *For Audio Use Only:*
 - [Install Webex Mobile App](#)
 - [Using Webex Mobile App](#)





For More Information:

- [Meetings Overview](#)
- [Webex Video Tutorials](#)
- Webex [eBook](#)
- [Best Practices for Using Webex](#)
- [PC/Mac System Requirements](#)
- [Support for the Mobile App](#)

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Webex Desktop System Requirements

| | Windows | Mac OS X |
|--|--|--|
| Operating System | <ul style="list-style-type: none"> Windows 10 or later Supports either 32-bit/64-bit | <ul style="list-style-type: none"> MacOS 10.13 or later |
| Hardware | <ul style="list-style-type: none"> Intel or AMD Dual-Core CPU 2.XX GHz 4 GB of RAM recommended) Video camera Headset with microphone recommended | <ul style="list-style-type: none"> M1 chip or Intel CPU dual-core processor 4 GB of RAM minimum Video camera Headset with microphone recommended |
| Browsers | Last two major releases of one of these browsers: Google Chrome, Mozilla Firefox, Apple Safari or Microsoft Edge     | |
| Network Requirements & Tips | <p>Webex requires 1 to 4 mbps; most cable systems will support it; sharing content increases demand</p> <p>Network Tips:</p> <ul style="list-style-type: none"> Use ethernet cable to connect to your router if possible; wireless is less resilient Turn off unnecessary apps/devices which may be downloading updates in background Ask gamers and video streamers on your network to take a break. Reduce video resolution | |

Note: while Linux, Chromebook, thin clients, VDI and tablets (Android, iPads, Kindle Fire, etc.) are supported by Webex, they have not been tested and **cannot** be supported by the PMDoS support team.

Mobile Phone Support

You may find it convenient to use a mobile phone in addition to a desktop or laptop computer. Using a phone for audio may resolve network problems.

iPhone Requirements:

- iPhone 7 or later
- iOS 14.8 and later
- App is available in App Store

Android Requirements

- Oreo 8.0 and later
- 3GB of RAM required
- Available in Google Play Store

Note: *We do not recommend using a phone only for video conferencing unless your only computer dies during the session. [Connect to Webex Meetings from a mobile device](#)*

Tip: *Be sure to mute your desktop/laptop audio before connecting via phone to avoid **very annoying feedback!***

Helpful Webex Links

Boost engagement

- [Raise your hand](#)
- [Use reactions](#)
- [Optimize your view](#)

Be inclusive

- [Give your name a face](#)
- [Enable closed captions](#)
- [Enhance keyboard accessibility](#)

Best Practices for Audio

Prior to Session

- Test your audio setup in a practice meeting - esp. if you're new to Webex
- Buy or borrow a good quality headset with a microphone for a clear voice
- Use the Speaker / Microphone test to fine tune your audio setup
- Dial in early so we can start on time

In session

- Consider switching off your mobile phone during your session
- Place mic in front of chin, not your mouth, to avoid breathing sounds.
- Identify yourself as soon as you enter the conference.
- Mute your line wisely to avoid typing sounds and background noises