

LIC Webex Videoconference Guidelines & Tips

www.loma.org/webex | Additions or questions? Contact lic@loma.org. | Revised 6/8/2020

1. Register With Your Display Name:

- During the meeting, ideally, we'd like to see your company name included in your display name. You can set this up from the Register button you received via email to access the meeting. In the Last Name field, include your company name too. After that, any time you click the Join Meeting button that was sent to that email address, this will be your display name.
- Never forward your Join Meeting button. If you need to access the meeting from a different email address, forward the Register button that was emailed to you earlier instead.
- If you have joined the meeting and want to change your display name, contact Audrey Wittenburg in the chat window or via text at 703-975-5626. We will delete your previous registration and ask you to leave and rejoin the meeting. When you rejoin, you'll be able to enter First Last (Company) into the Name field.

The screenshot shows a registration form titled 'Register for DAY 1 - LIC Final Expense Workshop'. The form has the following fields: First name: Joe; Last name: Smith (ABC Company); Email address: joesmith@abccompany.com; Job title: (empty); Company: ABC Company; Address 1: (empty).

2. Audio Recommendations:

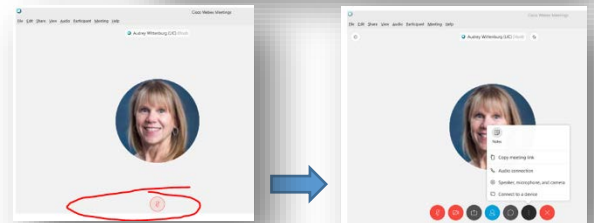
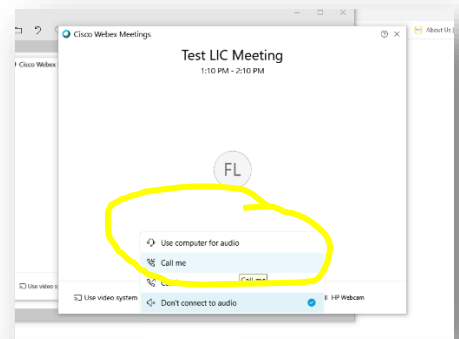
- **Use a Headset.** Laptops' built-in mics and speakers are notorious for causing echoes and background noise in online meetings. Wired is going to give you the best connection, but wireless can also work well.
- Using **Computer Audio** (with headset) is usually better than phone audio.
- Say hello when you first join the call, so we can identify and troubleshoot any issues before the meeting starts. We are always on 15-30 minutes early for this purpose.
- If you walk away wearing your headset during the call, your audio settings might revert to built-in hardware. Check/test your audio settings when you come back.
- Test your equipment anytime prior to a scheduled meeting here: <https://www.webex.com/test-meeting.html>
- **Troubleshooting:** If your audio connection isn't good, try hanging up and calling back, or try switching between phone and computer audio.

3. Click the Button on Your Computer Before Phoning In:

- The Webex meeting calendar invitation includes a phone number – but don't call it! Click the green "Join Meeting" button first.
- When you sign in, enter First Last (Company) so attendees know who you are when you speak. →
- Next you'll see the phone number to call. If you X out of that and click the down arrow at the bottom center, you'll see more options.
 - "Use Computer for Audio" enables you to use your computer's mic and speakers or select your wired or wireless headset (headset is strongly recommended).

The screenshot shows the 'Test LIC Meeting' join screen. It includes the meeting title, date (Wednesday, May 20, 2020), time (1:10 pm Eastern Daylight Time (GMT-04:00)), duration (1 hour), and status (Staged). The host is Audrey Wittenburg (LIC). There is a link to 'Add to my calendar'. The 'Your name' field is highlighted in yellow and contains the text 'First Last (Company)'. The 'Email address' field is also visible.

- “Call Me” will generate a phone call to you and you won’t have to key in meeting and attendee ID numbers. →
- “Call In” will show you the number to dial, but you need to be sure to **enter the Attendee ID#** too, or you will appear as Caller_01 in the attendee list and will need to hang up and call back to match your audio up with your video.
- Once you’re in the meeting room, you may not see your control buttons – if not, just hover your mouse around the bottom of the window and they should appear. From left to right, these are:
 - **Mic** button to **Mute and Unmute** your line. Grey: we can hear you. Red: you’re muted. If you’re unmuted and we can’t hear you:
 - Check your phone mute if on the phone
 - Check your mic settings if on computer audio.
 - **Camera** button shares/unshares your webcam.
 - **Attendee** button opens/closes Attendee Panel.
 - **Chat Bubble** button opens/closes Chat Panel.
 - **Menu** button, the three-dots icon, opens Settings. Choose “Speaker, Microphone, and Camera” to test and change these settings.
- If you missed entering the Attendee ID# when calling in by phone, you will appear on the attendee list as Caller #X. If so please **hang up and call back in** using the Attendee ID#. The easiest way to do this is to use the Call Me option because it automatically knows your ID#.
- New to Webex? [Here is what to expect.](#) If you don’t already have the app installed, it will take a few minutes to get set up and join the call.



4. Use Your Webcam:

- During Attendee Introductions it’s really helpful to put a face with a name. Webex offers a **preview** so you can see your positioning and lighting before entering the meeting room.
- If using built-in webcam, it helps to set your laptop up on a box or stack of books.
- Click the **Camera icon** to toggle share/unshare your webcam.
- Note that View Who’s Talking may feature **YOU** when you have background noise – a good reason to mute your line when not speaking.

5. Use Chat:

- Click on the **Chat** bubble in the control panel to add to the conversation.
- Post links to resources, answer questions, or ask additional questions.
- Let us know if you’d like to say something – or just jump in and talk as you would at a face-to-face meeting.
- Be aware that you have the options to Chat Everyone or specific attendees, and be sure to choose the intended recipient(s)!

6. Contact:

- If you experience difficulty or have questions, you can reach Audrey Wittenburg during the meeting via text message, at 703-975-5626, or in the Chat panel.
- Additional questions or suggestions? Send them to lic@loma.org