Practical guide on how to use Webex

This document aims to provide some basic guidance regarding the use of Webex for the 2026 IMISCOE Forum. Please **carefully read this document prior to the conference** in case you are joining virtually. The document is structured in three parts:

- Part I summarizes some practical tips for participants joining online via Webex
- Part II is a step-by-step guide to join a conference session on Webex
- Part III identifies potential technical issues that online participants may face and explains the ways to solve them.

Part I. General tips for online participation

How to join my session during the conference?

You can find the Webex link for all hybrid sessions in the file the organizer sent you. Please navigate the file to find the different sessions and click on the link to join the session you wish to join..

On the Day of your session:
Please connect 10 minutes before your session is scheduled to start. Thanks to the link provided to you, you will connect directly through Webex.

When the time comes, the on-site Technical Assistant assigned to your session and the chair of the session you are attending will welcome you, check the quality of your video and sound and give you instructions about the start of the session.

Before the start of the session

- Review your webcam. Mac users can launch the Photo Booth app, and Windows users can click the Start button, then Camera. Here, you can check your picture. Adjust your indoor lighting and camera angle to make sure your face is lit properly.

- Test the microphone. Wearing a headset with a built-in microphone or use of an external microphone is preferable. The easiest way to ensure good sound quality is to do a video call with a friend or a colleague, then adjust accordingly.

- Check your internet speed. Visit www.speedtest.net to gauge your internet speed. If your speeds are below 20 megabits per second, there's a high likelihood your video is going to look pixelated and have audio delays. If your speed is too low, you may wish to join the Webex session with your webcam turned off.

- Disable your VPN. If you are using a Virtual Private Network (VPN) to mask your IP address, this may cause your connection to Webex to break.

- Ensure compatibility. Our recommendation is to use a PC or a laptop device to be able to chat with the other session participants, the Technical Assistant, etc. You can join the session using an iOS and Android mobile operating system as well.

System	Recommended version	Other supported versions
Operating System	Windows10 or Mac OS X 15.x	Windows 7 and later or Mac OS X 10.13 and later
Internet Browser	Google Chrome, Firefox 52 and later, Internet	

	Explorer 11* and Safari 11 and later (for Mac users)	

**The Edge browser is supported only for starting and joining meetings, events, training sessions, or support sessions in Webex Meetings, Webex Training, Webex Events, and Webex Support.*

What to do during the session:
Please make sure that your microphone is always muted to reduce distractions.
Please don't unmute yourself until the chair of the session passes the floor to you (if you present or if you wish to ask questions during the Q&A).
We encourage you to keep your video on, if your internet speed allows for it.
If possible, try to prevent background distractions and join the session in a quiet place.

We encourage you to keep your questions/comments for the Q&A dedicated time, to avoid that speakers/paper givers in your session get distracted during their presentations.

Part II. Step-by-step guide to join a conference session on Webex

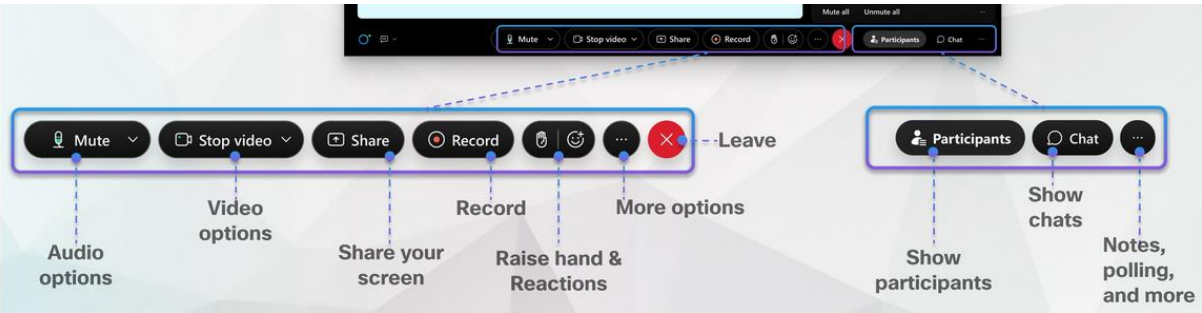
It is not compulsory to have the Webex app in order to join a conference session. However, we do strongly encourage you to download this app for a better Webex experience. You can also download it from webex.com. Download now If you want to join without downloading anything, join from your browser.

To open the meeting link:

1. Click and open the link provided in the session's description on the file.
2. Click **Open Webex** if you're prompted to do so and you have the Webex app installed in your device, otherwise click **Launch meeting**.
3. Enter your name as you want it to appear in the meeting, check Remember me, and then click **Sign in** so you can access the full list of meeting features. Or if you just want to join the meeting quickly and don't need access to all the meetings features, click **Join as a guest**.
4. In the preview window, you can make sure your **audio and video** sound and look good before you join the meeting.
5. Click **Join Meeting**.

Once you opened the meeting link:

On the bottom of your screen, you can see several functionalities:

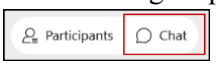


1. If you wish to mute/unmute youself, please click the button 

. Please don't unmute yourself until the chair of the session passes the floor to you (if you present or if you wish to ask questions during the Q&A).
2. If you wish to turn on/off your camera, please click the button 

. You can keep your camera on during the entire session, if your internet speed is good.
3. If you wish to share your screen during your presentation, please click the button eeting, select 

Choose the screen you wish to share. Click on "Stop" to stop sharing your presentation.
4. During a meeting, click  **Raise Hand**. A raised hand  appears next to your name in the participants list. To lower your hand, click **Lower Hand**.
5. You can switch between the following layouts, depending on the number of participants in a meeting: To switch to a different layout, click Layout 

, and then choose your preferred layout.
6. To send a chat message: open the **Chat** panel from the link in the lower right of the meeting window: 

and in the **Send to** or **To** drop-down list, select the recipient of the message. Enter your message in the chat text box, then press **Enter** on your keyboard.
7. Select **Participants**  to open the Participants panel in your session.

Part III. Potential technical issues you may face online & how to solve them

Problem: if you have no sound. Solution:

1 – Check if you have sound when using other applications (a Youtube video, for example). If not, sound is turned off in your computer sound settings. It can also be that your speaker or microphone volume may be too low, so adjust your speaker/microphone settings.

2 – Check the Webex settings: you can click on the arrow next to 'Mute/Unmute', then 'audio settings'. You need to make sure that 'use computer audio' is selected. Alternatively, you can choose the correct speakers from the dropdown menu. You can adjust the volume using the horizontal bar and use the 'test' button to test the speakers.

3 – If the problem persists, or if an error message appears, follow the troubleshooting steps in this link: https://help.webex.com/en-us/article/WBX12581/Webex-Audio-Troubleshooting

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Problem: you see no image or you experience bad audio and/or video quality. Solution:

1 – Check if you have proper internet connection (at least 20 megabits per second).

2 – If you are on a home network, make sure other devices aren't occupying the bandwidth.

3 – If you use a VPN, turn it off.

Problem: you cannot open your camera. Solution:

1 - Check if your camera is turned on Webex ('start video' button).

2 – Go to Webex settings: click on the arrow next to 'Start video', then 'video settings'. Select the correct camera from the dropdown menu.

3 – Your camera might be turned off in the PC system settings. Go to settings > Privacy > Camera and turn on 'Let apps use my camera'.

Problem: you are muted, but you need to speak/present. Solution:

1 - Check if you appear as “muted” on Webex and click “Unmute”.

2 – Go to Webex settings and click on the arrow next to 'Mute/Unmute', then 'audio settings'. Choose the correct microphone from the dropdown menu. You can adjust the volume using the horizontal bar and use the 'test' button to test the microphone. The 'input level' bar should also lighten up when producing a sound.

3 - Check if the headset/microphone are working properly. If the microphone is muted in your computer sound settings go to: Open Control Panel - Open Sound- Click on the Recording tab- Double-click on the microphone in the list of recording devices - Click the Levels tab - Click the microphone icon, if shown muted- Select 'Apply', then ok.

Problem: you see the error “Can’t connect securely to this page”. Solution:

You may be using a browser that is not compatible. Try using any of the recommended browsers/versions:

- Google Chrome
- Firefox 52 and later
- Internet Explorer 11
- Safari 11 and later (for Mac users)

More info here: https://help.webex.com/en-us/article/cc09hk/TLS-1.2-Required-in-Cisco-Webex-Meetings

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Problem: you see the error “Your Webex Service Site Cannot be Accessed. Please Check the URL and Network Connection”. Solution:

This can be caused by the following:

Network connectivity issue.
Configuration issue in Outlook integration.
Webex Desktop App Plug-In failure.

Follow the troubleshooting procedure in this link: https://help.webex.com/en-us/article/WBX25234/Error:-'Your-Webex-Service-Site-Cannot-be-Accessed.-Please-Check-the-URL-and-Network-Connection.'

Problem: Webex session loads slowly. Solution:

1 - Log off and log back in again.

2 - Close all applications except Webex Meetings.

3 - Clear the web browser cache and delete temporary files and cookies.

4 - Verify that the issue is not related with your ISP by testing a web page you access frequently.