

UN/CEFACT 38th Forum - tips and advice for successful virtual meetings

Webinar best dos and don'ts:

- Mute your microphone when not speaking
- Do not use your keyboard while your microphone is on
- Avoid background noise as much as you can
- Avoid interrupting or speaking over each other
- Use the raise hand function to request the floor
- Use the chat for comments; please use the “chat to everyone” feature sparingly
- In webinar events, use the Q&A for questions related to the interventions

Tips



Download the Webex Meetings application for your desktop at: <http://cs.co/get-webex-meetings>
The application is available for multiple operating systems. Install well before the start of the meeting.



Close background applications and browser sessions for the best experience. When two screens are available, use them but have the Webex session run only on one computer at a time



Run a speed test. Use the health checker feature at the top righthand corner of your Webex Meetings app to check if your Internet connection is sufficiently good

Before you begin:

- If you are using a headset, make sure it is properly plugged into your device
- If you are using external speakers and microphone, make sure they are properly plugged into your device
- Use an audio and video checking software
- Switch off video when not speaking to save bandwidth



When possible, hardwire your workstation. Ethernet (LAN) cable is highly recommended as depending on your location, WIFI may be weak and can cause lags and sound breaking up choppy sound blurry image. Do not participate in meetings from moving vehicles or public venues (cafes, stations, airports)



Try to avoid echoes and background noise by using a specialized microphone or a headset - not only good for yourself but other participants will appreciate the effort



Using Webex for the 38th UN/CEFACT Forum

1. Logging in

Use the credentials provided in the invitation

The screenshot shows the Webex event registration page for 'Forum test event #01'. The page header includes the UNECE logo and 'United Nations Economic Commission for Europe'. The event information section states: 'Event Information: Forum test event #01', 'Registration is required to join this event. If you have not registered, please do so now.', and 'Event status: Started (Register)'. The date and time are 'Tuesday, February 16, 2021 11:00 am Europe Time (Paris, GMT+01:00)'. The program is 'UN/CEFACT Online Forum - Test' and the duration is '1 hour'. There is a 'Join Event Now' button and a registration form with fields for 'Registration ID' (339300) and 'Event password'. A 'Join Now' button is also present, along with a link to 'Join by browser NEW!'. The page footer includes a disclaimer: 'By joining this event, you are accepting the Cisco Webex Terms of Service and Privacy Statement.'

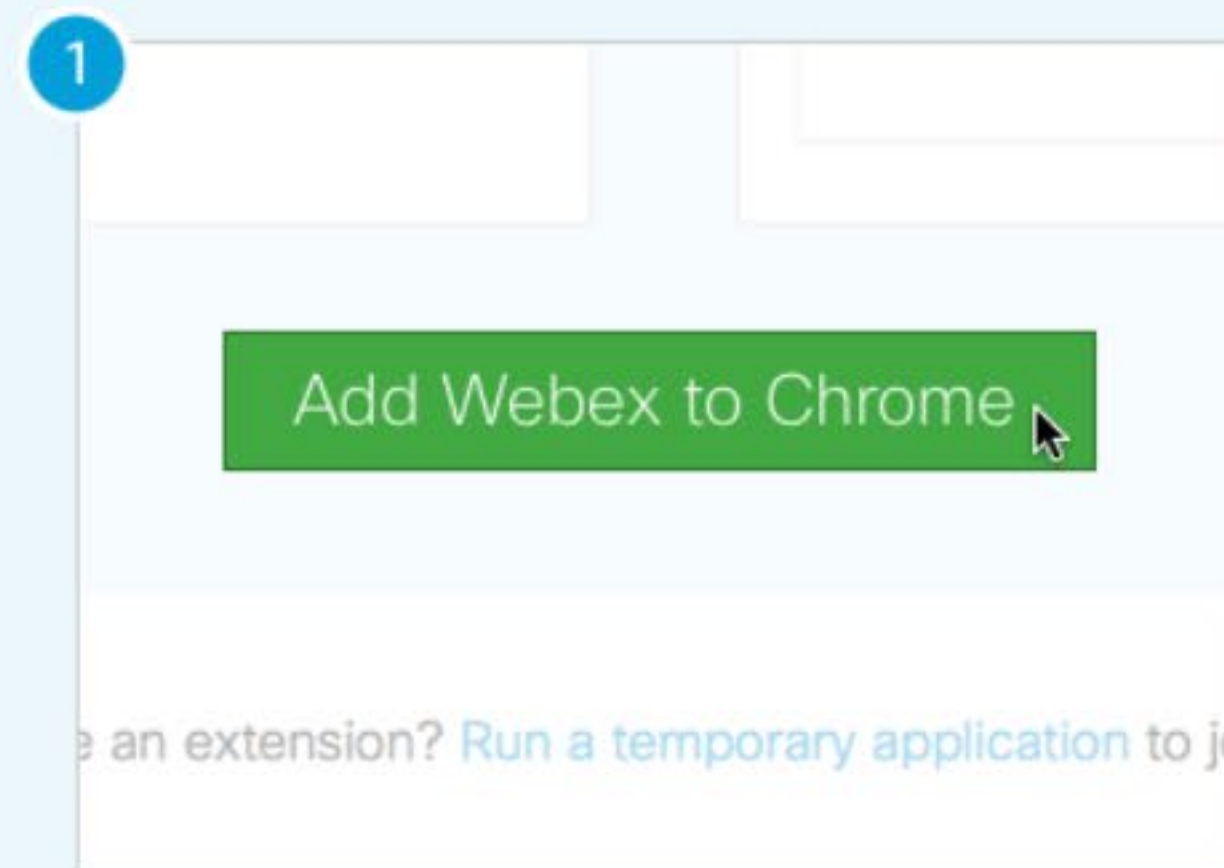
The screenshot shows a Webex invitation card for 'Test Event 2'. The card displays the event URL: 'https://unece.webex.com/unece/onstage/g.php?MTID=e01bf8cd8dbf548b9e4023b0da98aea15'. The host is 'UNECE Trade' with contact information '(support.trade@un.org<mailto:support.trade@un.org>)'. The event number (access code) is '128 489 0502', the registration ID is '284593', and the event password is '8AbbYSRev42'. The event is scheduled for 'Friday, February 26, 2021 11:00 am, Europe Time (Paris, GMT+01:00)'. The card also provides a link to join the event: '<https://unece.webex.com/unece/onstage/g.php?MTID=eeb691aa36d7bdc0af7acbee8b1d06381>'. Additionally, it offers a call-in toll number '1-650-429-3300' for US/Canada and global call-in numbers. The card shows the user's status as 'Accepted' and a link to 'Add Comments'.

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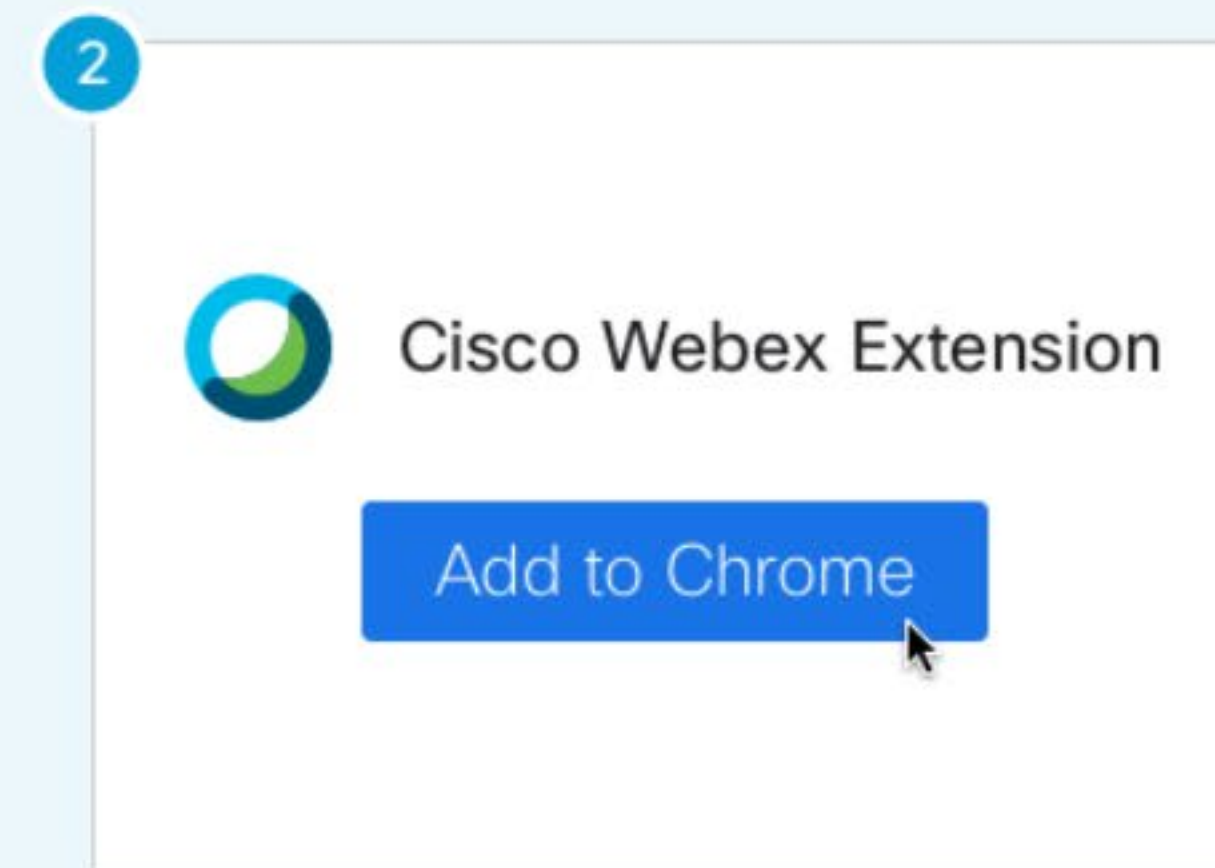
2. Installing Webex Meetings

Step 1 of 2: Add Webex to Chrome

Follow this one-time process to join all Webex meetings quickly.



Select **Add Webex to Chrome**.



Select **Add to Chrome** in the Chrome store.

Add Webex to Chrome

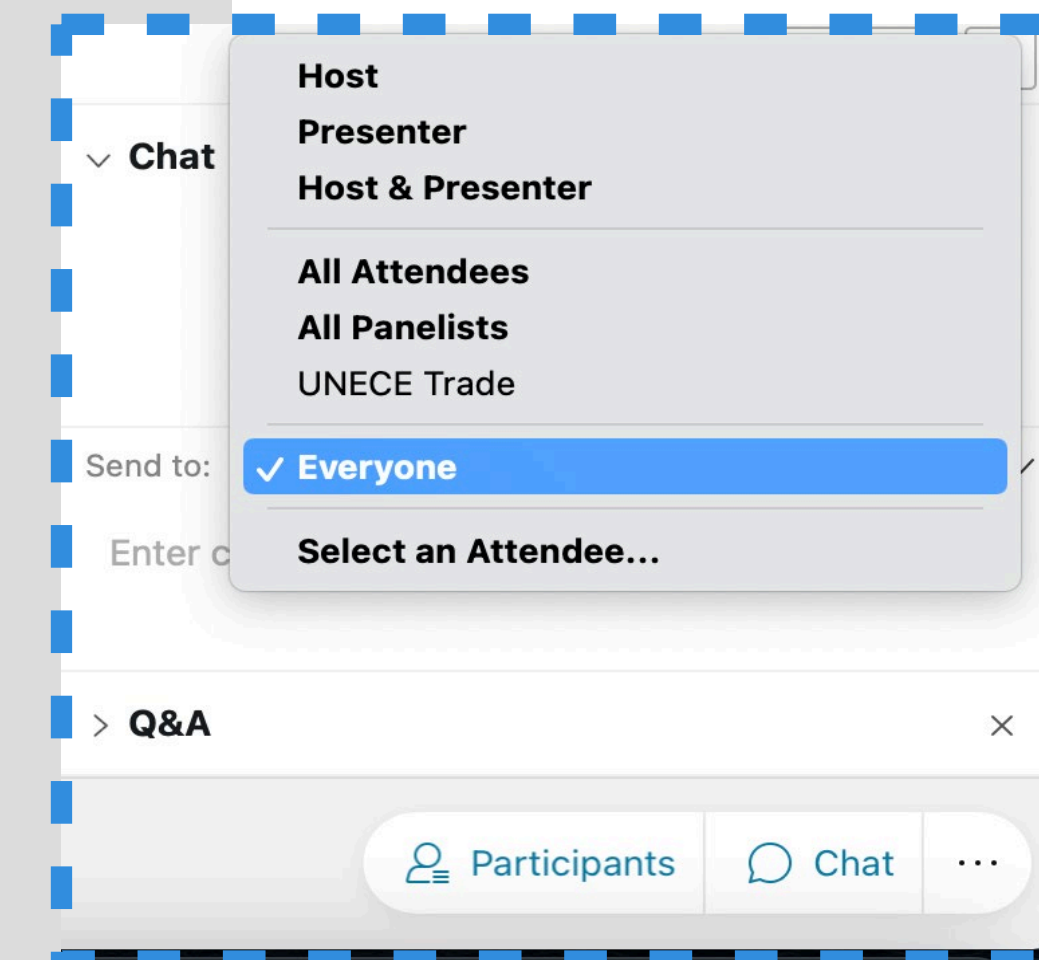
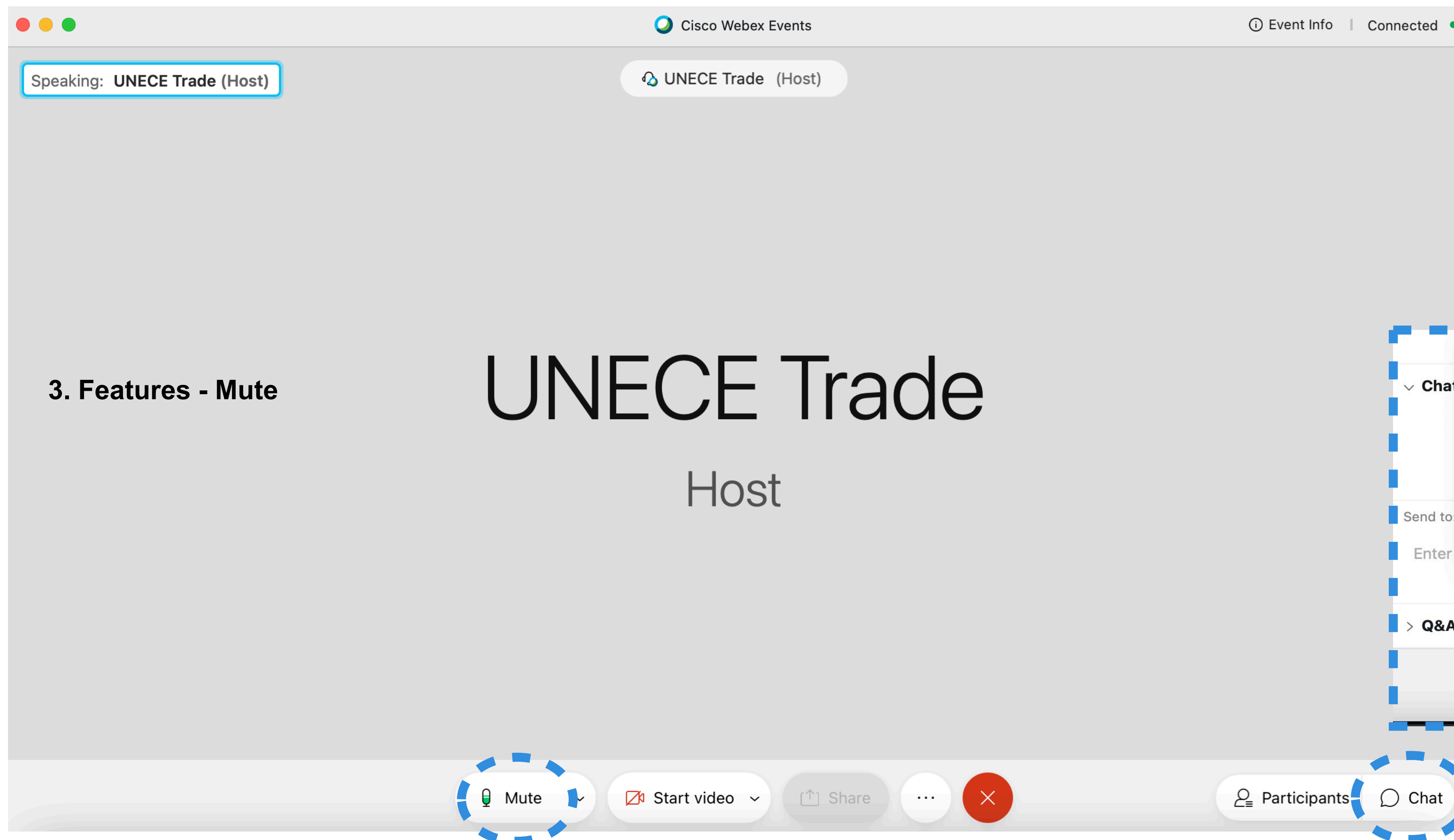
Don't want to use an extension? [Run a temporary application](#) to join this meeting.

Using Webex for the 38th UN/CEFACT Forum

3. Features - Chat

To send a chat message:

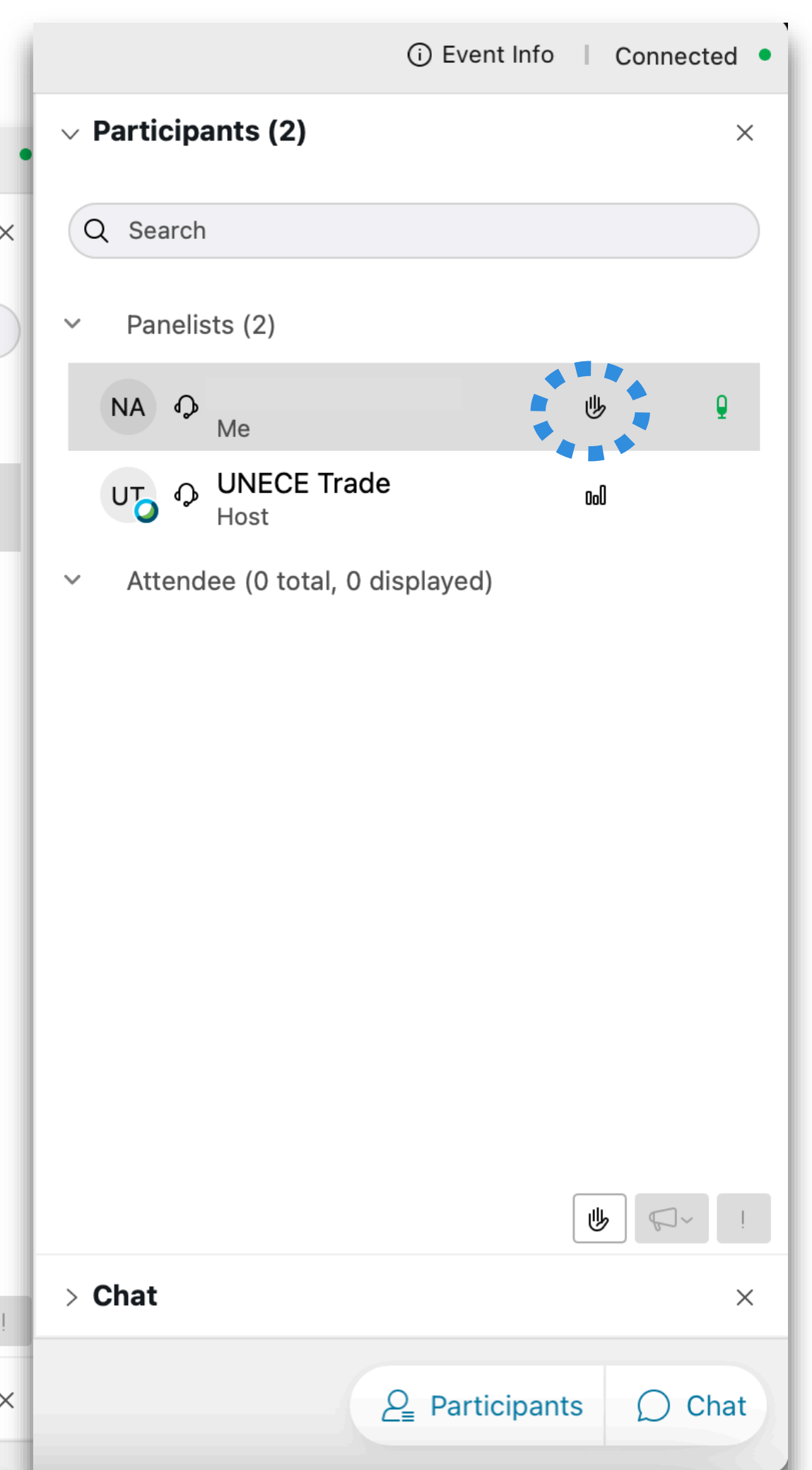
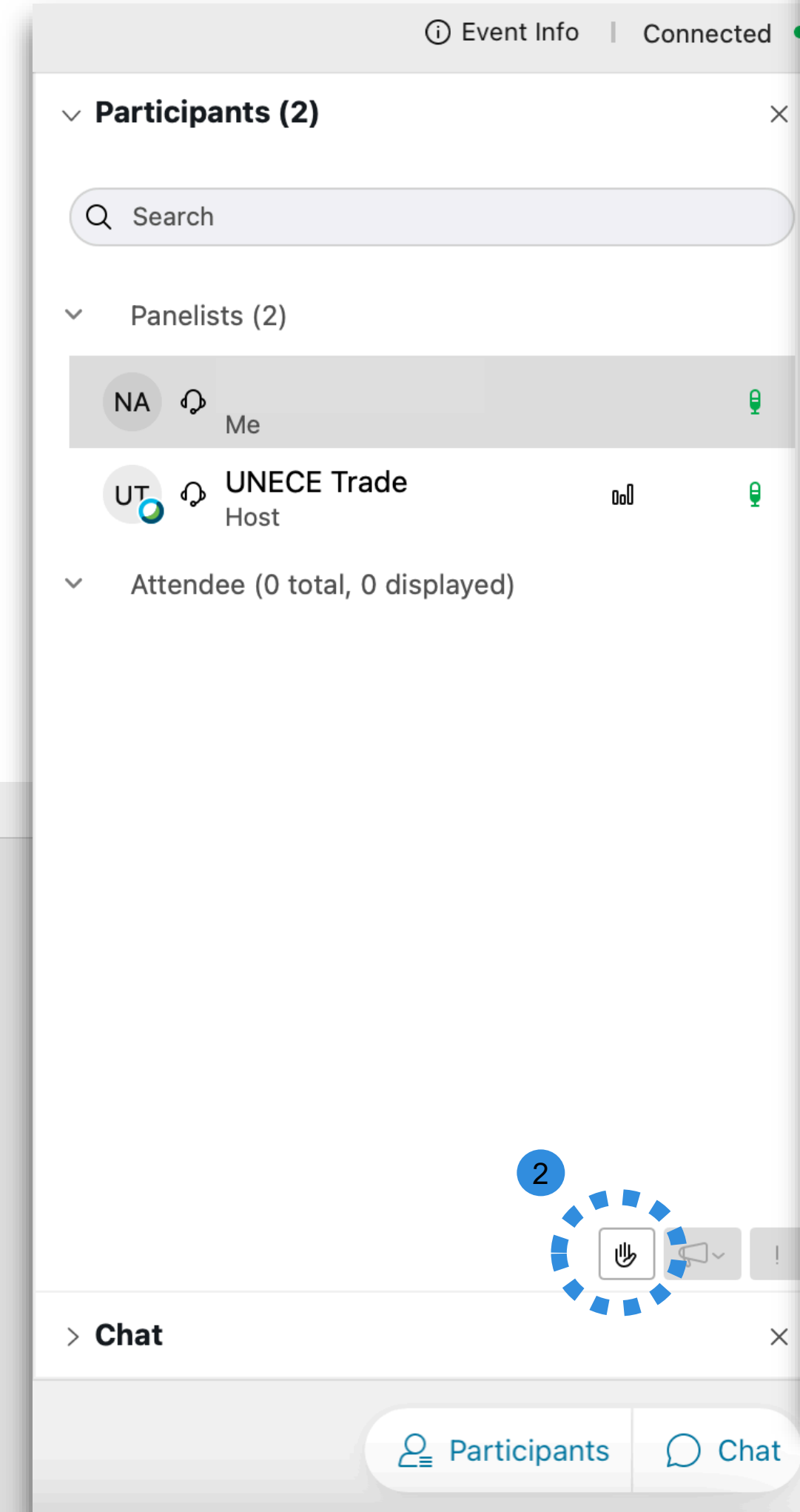
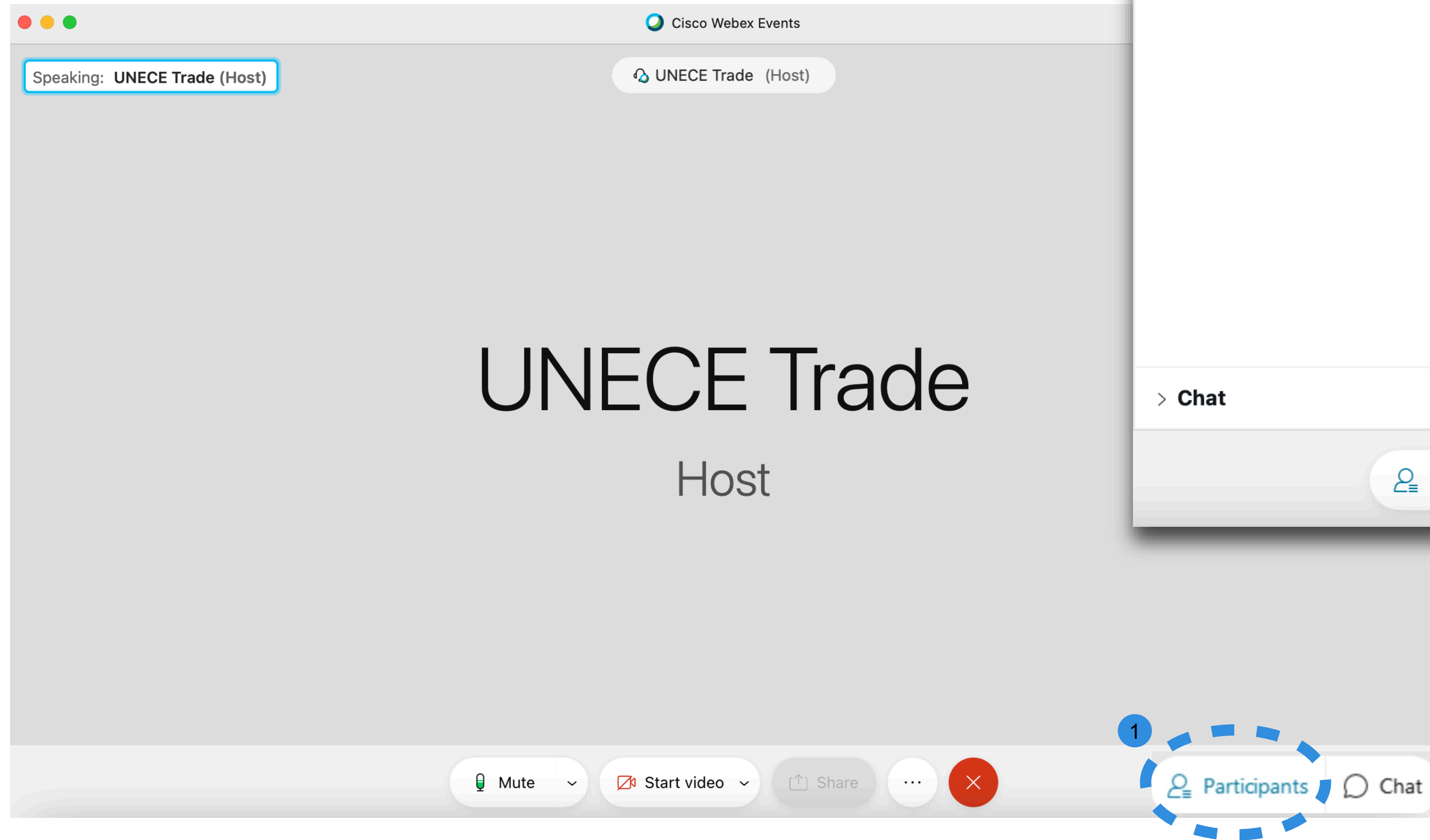
- 1 Open the Chat panel
- 2 In the drop-down list, select the recipient of the message
- 3 Type your message in the chat box and press Enter



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3. Features - Raise hand

- 1 Open the Participants Panel by clicking on the Participants button in the bottom right corner
- 2 In the Participants Panel, click on the hand icon in the bottom right corner, just above the Chat Panel. The hand next to your name signifies that your hand is raised.
- 3 Click the button again to lower your hand

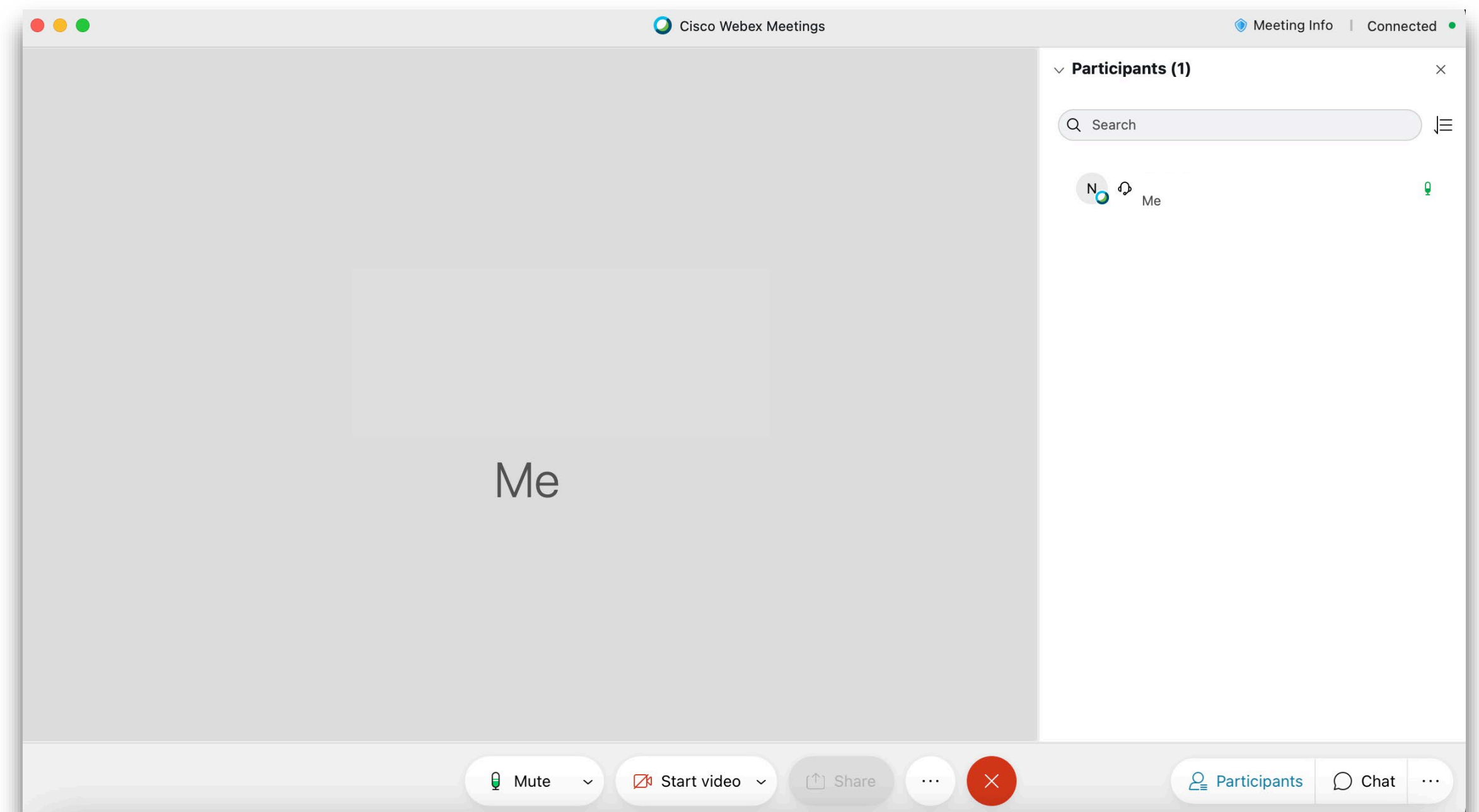
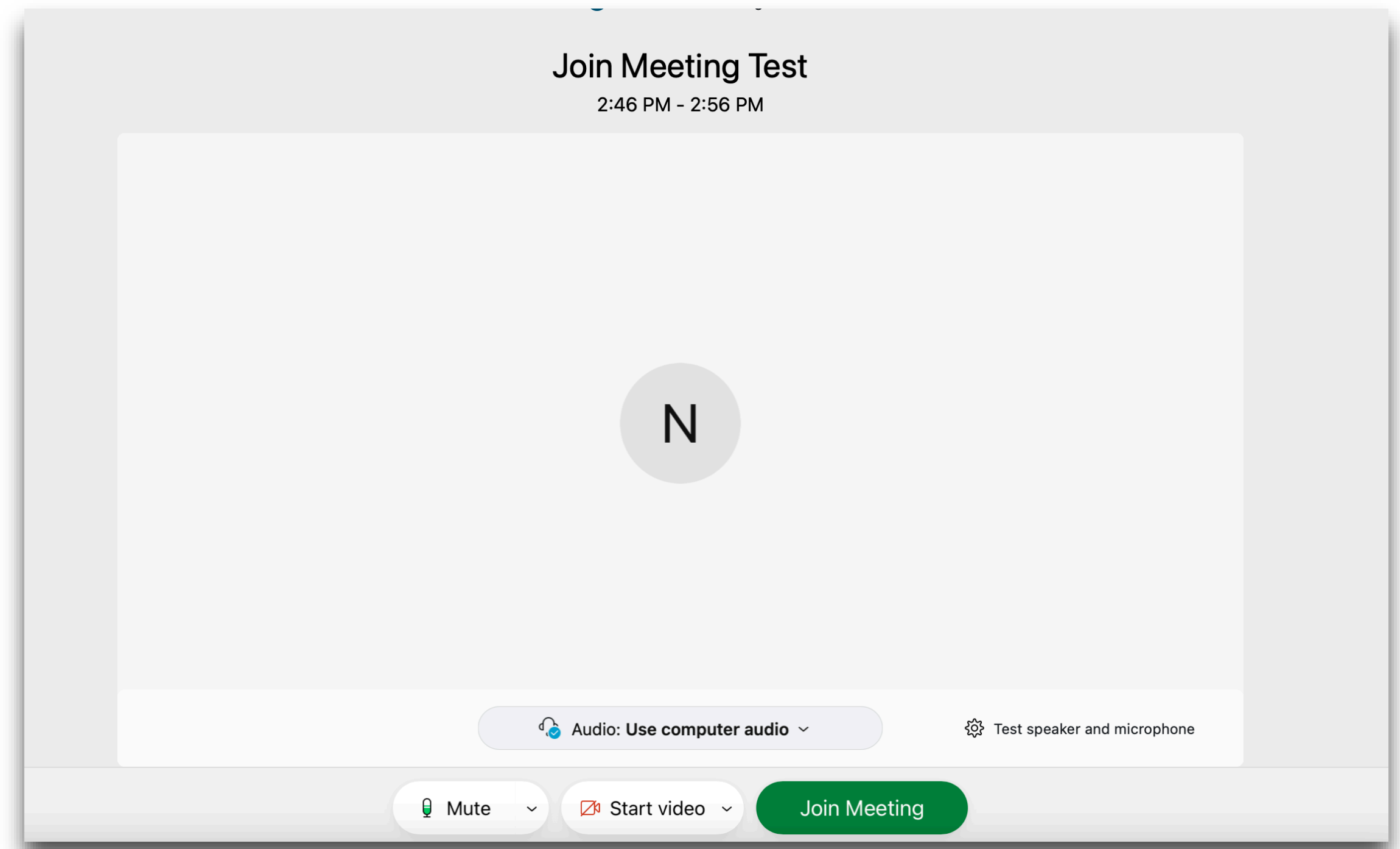


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4. Test Call to check settings

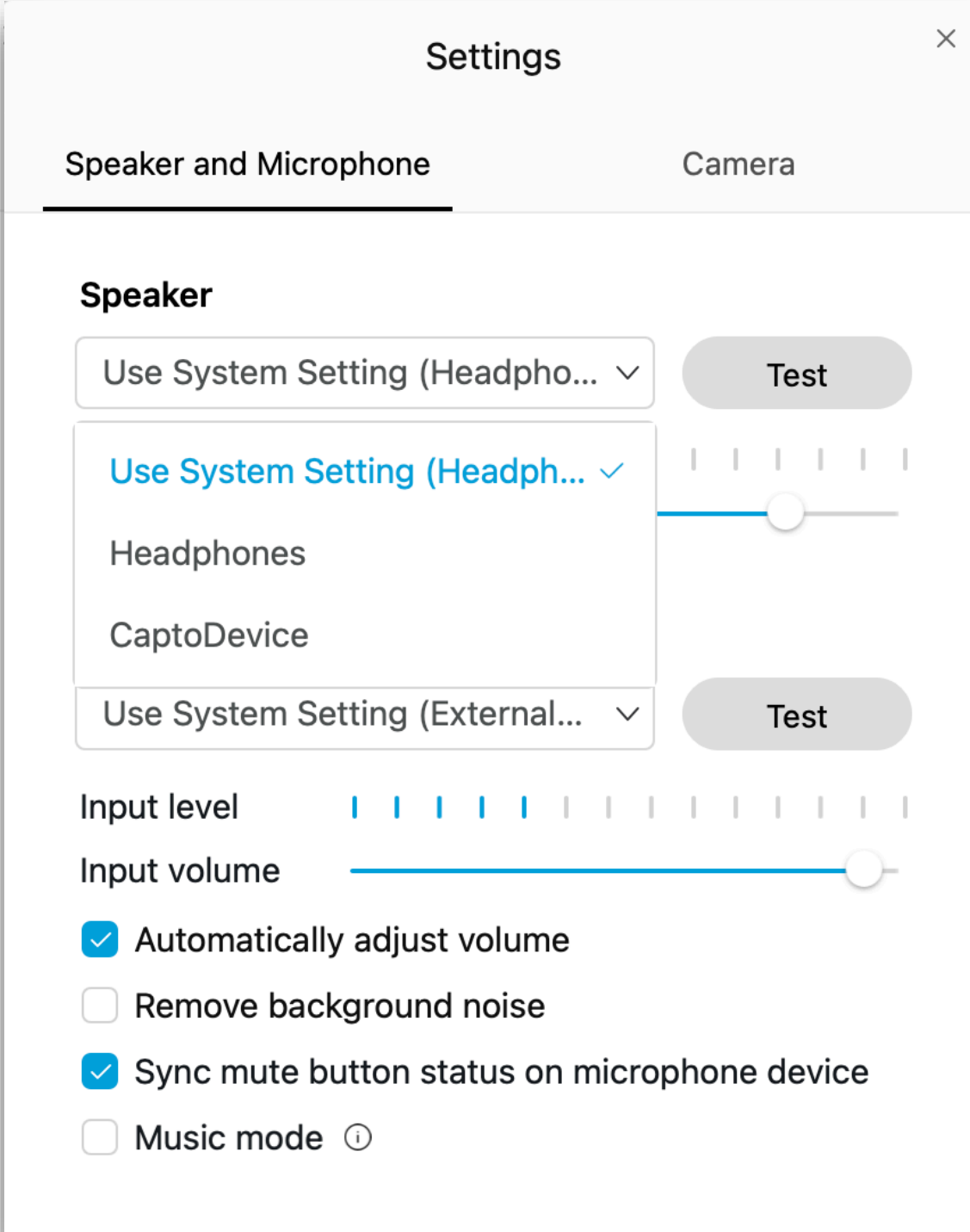
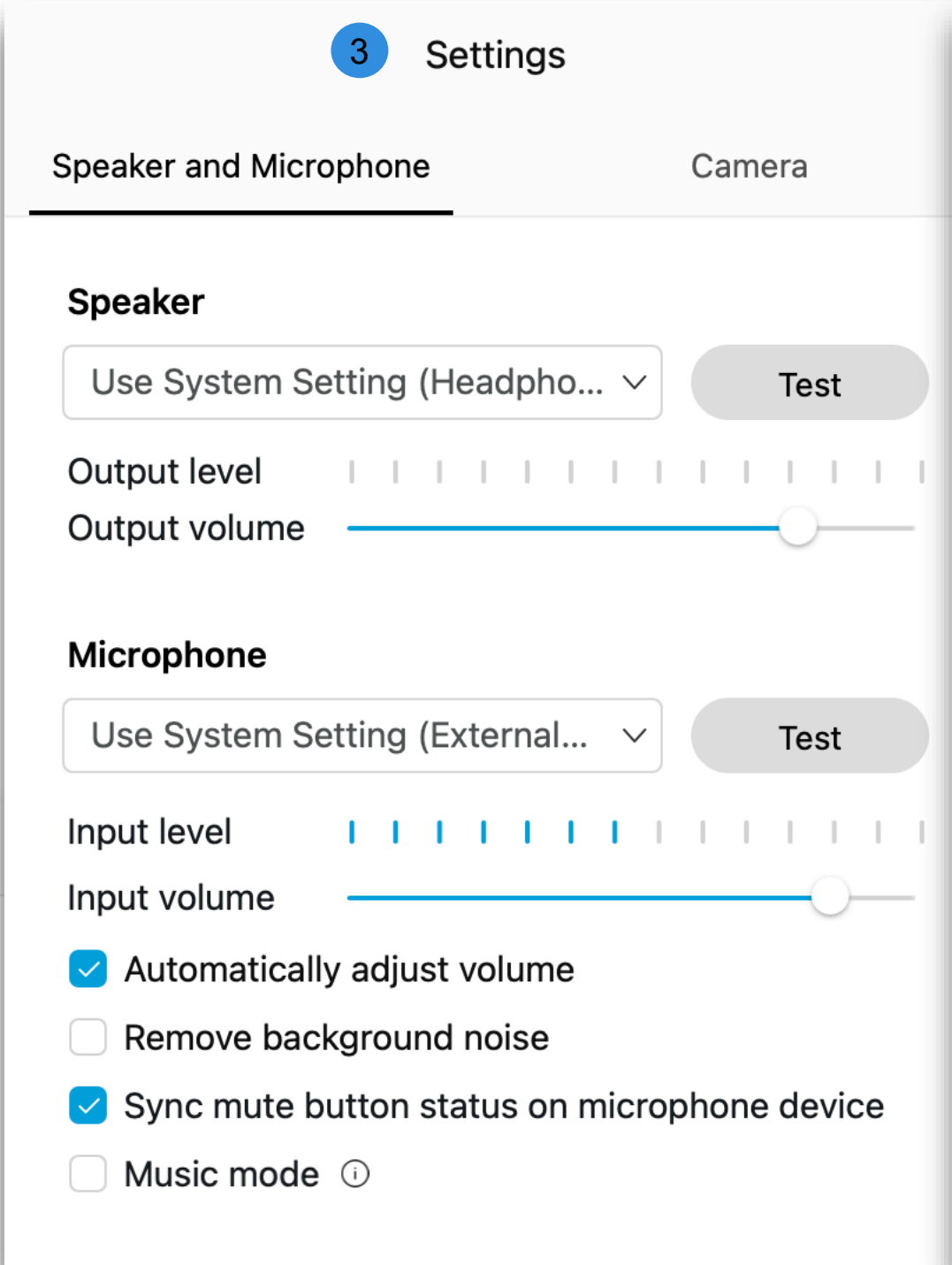
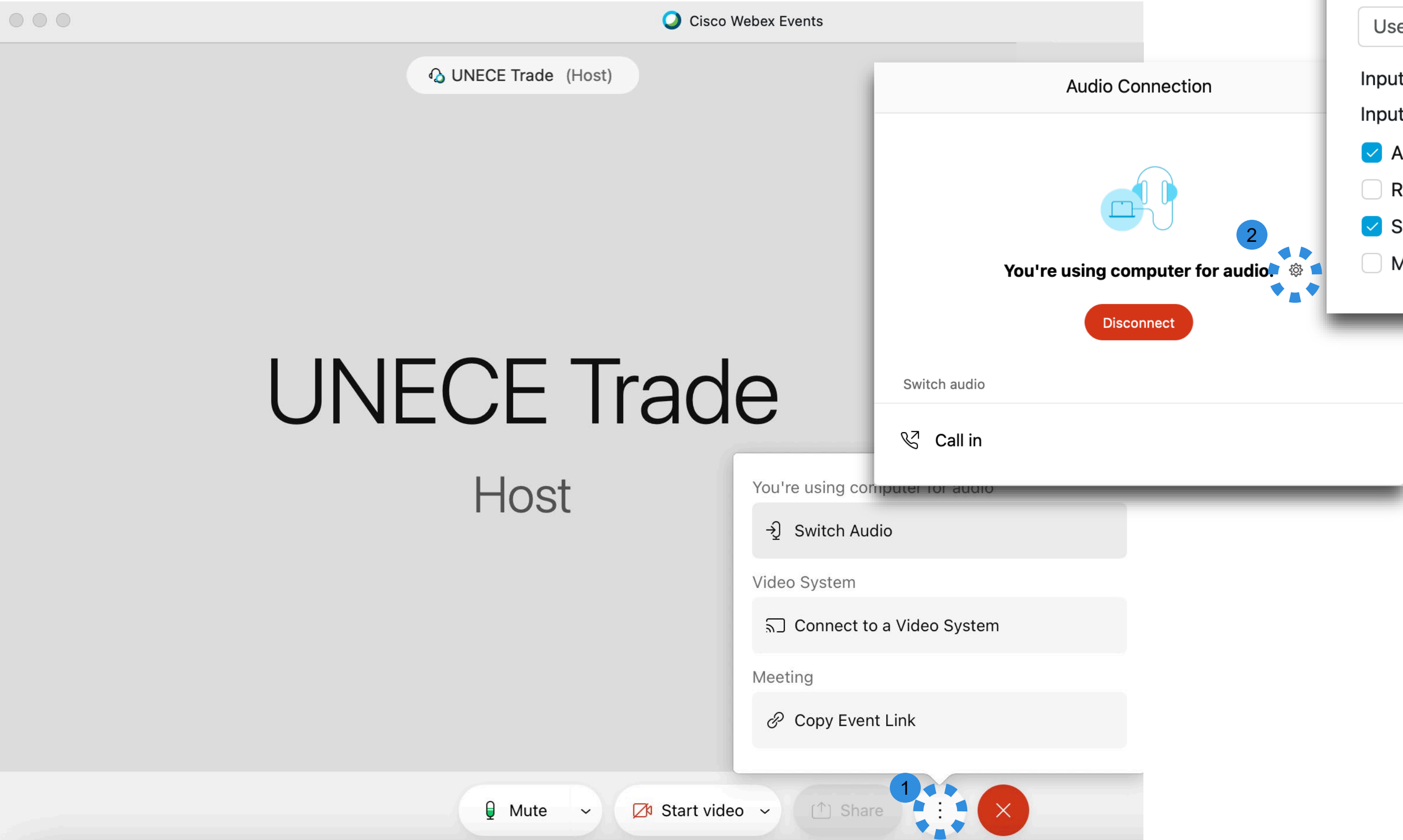
Webex offers a test call you can join to check your settings

- 1 Follow the link <https://www.webex.com/test-meeting.html>
- 2 Enter your name and email address to join
- 3 If this is your first time using Webex, you will be prompted to download the application, proceed with the installation
Please bear in mind that most browsers require explicit permission to open an external program
- 4 Once the software is launched, click on Join Meeting



Using Webex for the 38th UN/CEFACT Forum

 You can test your speaker and microphone by selecting Test



4. Troubleshooting - sound

- 1 Click on the 3 button icon in the bottom toolbar, then click on "Switch Audio"
- 2 In the Audio Connection window, click on the settings icon
- 3 Check each setting in turn:
For Speaker, make sure the sound is set to play through the right outlet - e.g., headset if you are using one
For Microphone, ensure that it is set to the right setting and device