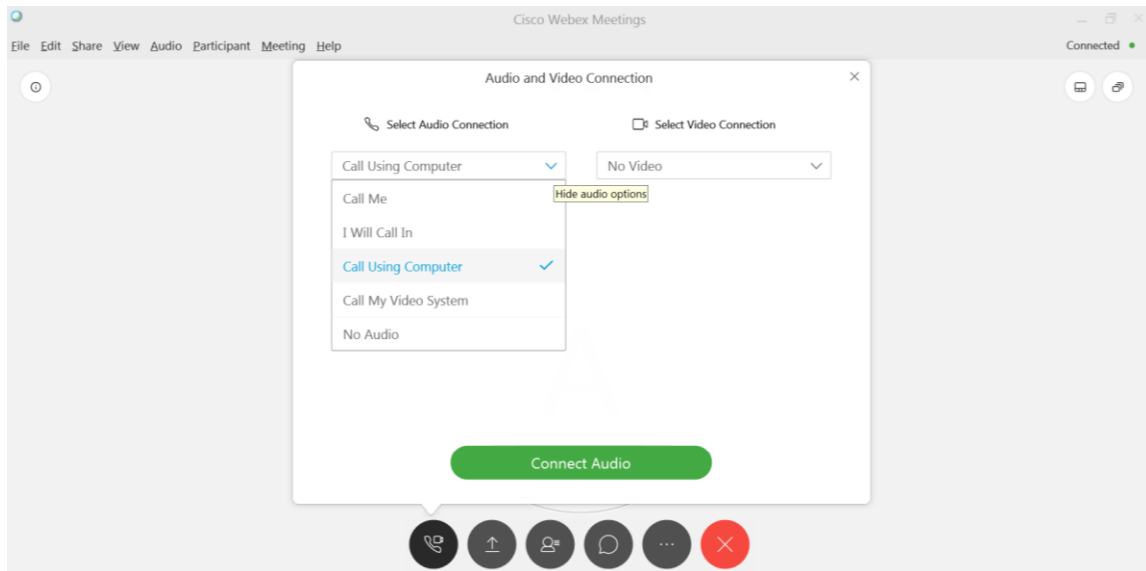# WebEx Setup Help

After joining the WebEx session you will be presented with the audio connections options. The default selection is usually "Call Using Computer". However, in some situations it is best to choose a different option via the "Select Audio Connection" dropdown.

When to use what:

- **Call Using Computer**: If you have a headset connected to your computer or sit by yourself and e.g. use your laptop's built-in speakers and microphone this is a good option.
 Make sure that the correct input and output devices are chosen:
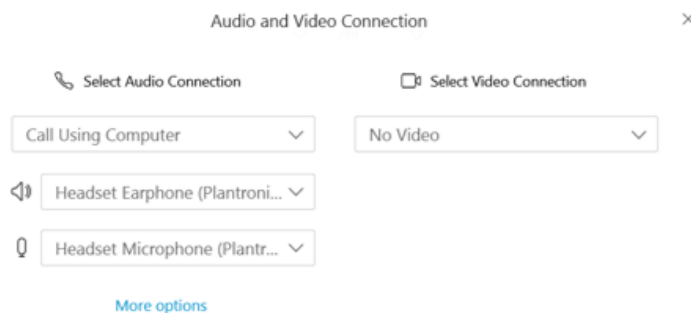
 If everything is correct click on "Connect audio"

Should an audio connection not work via your computer (e.g. because you have no microphone / speakers connected to your desktop computer or the devices are not recognized or …) you can set up the audio via phone for which you have two options.

- **I Will Call In**: You can dial in from your phone. Click the link presented in the dialogue box after choosing this option from the dropdown to find a list of global call-in numbers (either free or local landline tariff).
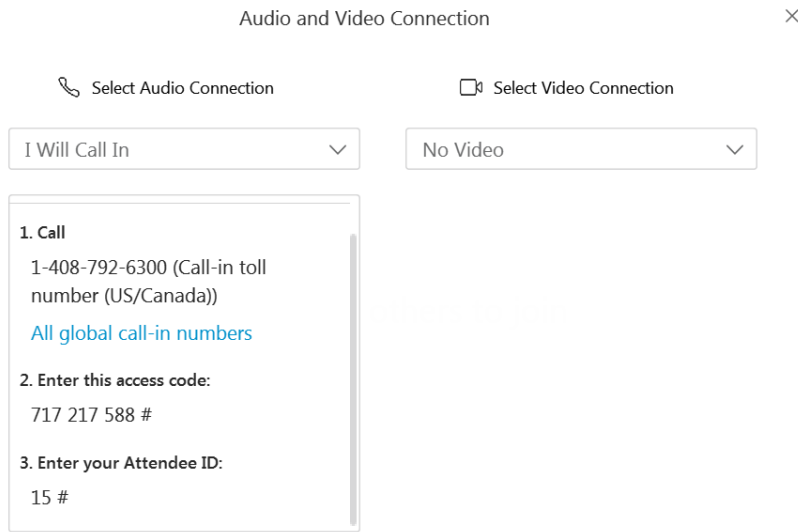
Access code and attendee ID (not always required) you will usually find in your invitation / registration confirmation. You confirm your entries by pressing the '#'-key on your phone.

- **Call Me**: Should you have problems with your computer audio setup and can't dial in via your phone you can have the system call you on your phone. Simply select your country (note that this option is not available in all countries) and then provide your phone number:
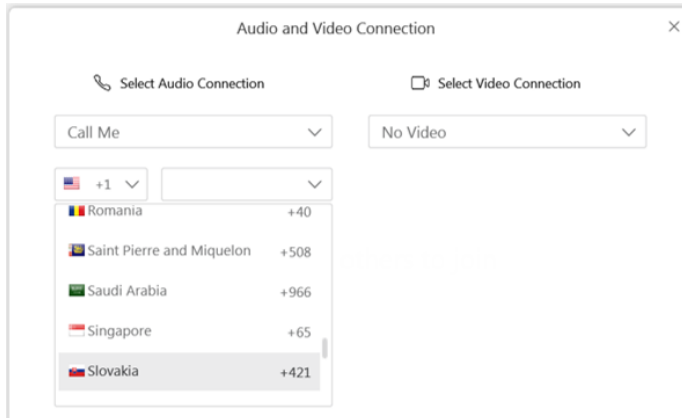

Should you use a video/audio conferencing system or a similar application (e.g. while in a conference room projecting the meeting window onto a screen for everyone to see) you should use **Call My Video System**.
Enter your video system address if it isn't automatically populated and click Call Me.

For more help on this and other special use cases like joining the session via a tablet or phone see also: https://collaborationhelp.cisco.com/article/en-us/njmhfgbb

After you joined and connected your audio:

- **Mute / Unmute:** When not speaking (e.g. asking a question) we strongly recommend to mute yourself by clicking the microphone icon
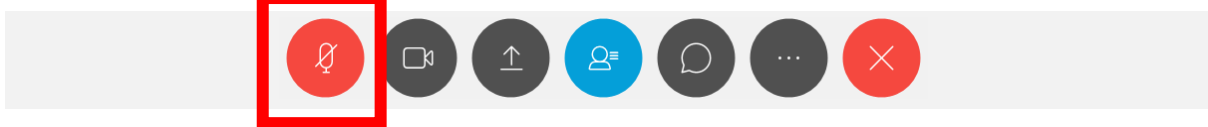
If you want to ask a question or make a comment just click the microphone icon again to unmute yourself.

- **Chat:** We recommend to open the chat panel in the session window by clicking on the chat icon:
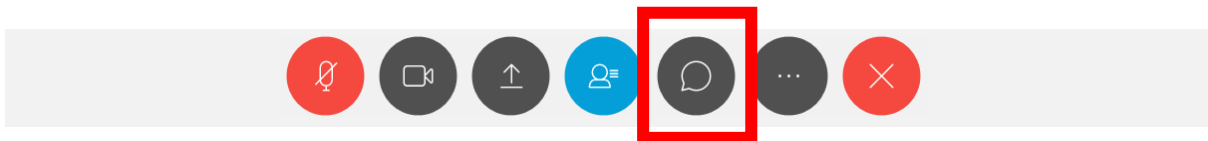
Use cases:
- On occasion you may want to ask a question or make a comment without interrupting the current presentation / discussion.
Select the addressee in the "To: "-drop down menu at the bottom of the chat panel – "Everyone" is the default but you can select the host or another participant and talk to them "privately" – and then type your question / comment in the message box and press the return key.
- The presenter may want to share something with you like e.g. a link to documentation. One of the easiest and fastest way to do so is via the chat. Obviously, you will only see the message (and e.g. copy the link that was sent by the presenter) if you have the chat panel open.