Cisco Unified Managed MeetingPlace – Powered by WebEx
Frequently Asked Questions

Q: What is Cisco Managed Unified MeetingPlace - powered by WebEx?
A: It is a MeetingPlace Audio with WebEx Scheduling and Data Sharing (limited users) solution.

Q: Can we start using WebEx today?
A: You can begin rescheduling all meetings today, but cannot attend meetings, on the upgraded system, until January 20, 2013.

Q: How do I log into Cisco Unified Managed MeetingPlace?
A: Go to https://wiproctcon.webex.com and Log in with your Wipro Network Credentials.

Q: What is a Profile Number?
A: A Personal Conference Profile Number/Meeting Number (unique 8-digit number) will be created for you to use for Reservationless meetings (Reservationless Meeting ID). This number will be used in conjunction with your Profile Pin (Host Pin which is confidential to the Host) to start your Personal Conference meetings.

Q: What is a Profile Pin?
A: The Profile Pin (Host Pin) is the number is used in conjunction with your Profile Number to start your Personal Conference meeting. The Profile Pin is confidential.

Q: What is the minimum length of the Profile Pin?
A: 6 digits

Q: What is the minimum length of a Meeting Password (dynamic password)?
A: 6 digits

Q: How do I set up a Meeting Password (dynamic password) for my meeting?
A: When scheduling a meeting via the WebEx site or Outlook, the Host must create the Meeting Password. The Host must be sure to use the same password when prompted for it before starting the Personal Conference (Reservationless) Meeting.

Q: How do I provide the Meeting Password (dynamic password) to my meeting attendees?
A: The meeting invitation includes the Meeting Password. The Host must make sure to cc: or invite participants when the meeting is scheduled.

Q: How will I know if I’ve locked my account?
A: After max attempts, the prompt heard is: "That PIN is not recognized. Thank you for calling".

When you call back in, after your profile number and PIN is entered, you will hear: "Access to this profile is currently controlled. Please contact your System Manager."

Q: What can I do if I hear noise/disturbances during the meeting?
A: As a meeting Host, it’s always best, at the beginning of a meeting, to ask meeting participants to mute their line (#5). If you are monitoring the meeting from WebEx, you can also use the audio indicator in the Participants panel to identify whose line it is, then mute the participant or ask them via chat, to mute their line.
Q: How can I make my meetings more secure?
A: There are multiple levels of security:

- In addition to requiring the phone number to access the meeting, a caller is required to have a Meeting Number that is specific to your meeting.
- All meetings require a numeric password with a minimum number of 6 digits. To ensure security, select strong passwords by using numbers not commonly used or hard for others to guess.
- During the meeting, the system can introduce new arrivals by name or by beep plus name as they are connected, and you can, at any time during the meeting initiate a roll call (#21) of everyone on the call. You can also turn on the lock feature (#41), which requires that participants request admission to the meeting.
- Hosts can also set up the meeting, via the WebEx meeting site or Outlook, to require attendees to register for a Meeting Center meeting prior to attending.

Q: How do I find out what my Profile Number is and how do I reset my Profile Pin?
A: You can view your Profile Number and reset your Pin via wiprocon.webex.com | My WebEx| Personal Conference.

For security purposes select a longer more complex Profile Pin. Do not use:

- Sequential digits (e.g. 123456)
- Consecutive digits (e.g. 111111)
- Your MeetingPlace profile number
- Your phone number

Q: How often will I be required to reset my Profile Pin?
A: You will be prompted to reset your Profile Pin every 45 days. As a host, when you log in to start your audio meeting, the system will prompt you to change your Profile Pin.

Q: Can we still use the MeetingPlace tab to schedule meetings?
A: No, the MeetingPlace system will not be available after January 20, 2013.

Q: Can I schedule a recurring meeting?
A: Yes, recurring meetings can be scheduled via Outlook or WebEx. In Outlook, click the recurrence icon to set up the preferred pattern. In WebEx, recurring meetings can be set up in the Advanced Scheduler.

Q: Do I have a recording option? (Limited Availability)
A: Before or during a meeting, the recording feature can be turned on in the WebEx Meeting Room. Recordings can no longer be turned on via the phone. The recording is only accessible to you (the scheduler) until you want to share it. A best practice is to let your attendees know that the meeting is being recorded.

Q: Will I be able to have participants join from outside the organization?
A: Yes, the default setting allows attendees from outside the organization attend your meeting, including the Web Conference.

Q: Can I log into the WebEx site or use my Outlook plug-in via VPN?
A: Yes, but you will need to initiate a VPN connection to the Wipro network and authenticate with your network credentials.

Q: If you want to hear who enters your meeting can you turn that option off at any time during the meeting?
A: You have to designate how you want your announcements to be handled before the meeting starts. This can be changed by the meeting Host, once the meeting begins, via the WebEx Meeting Room (limited availability).
Q. Can an alternate host be designated after the meeting is initially scheduled?
A: Yes – an alternate host can be assigned up until the time of the meeting via Outlook. Simply open up the calendar request and click Change Settings, and then choose your alternate host on the resources tab.

Q: Does an Alternate Host have the capability to reschedule the meeting or is the originator the only one to be able to reschedule it?
A: The Alternate Host does not have the capability to reschedule. However, you can designate other Wipro staff members as someone who can schedule WebEx meetings on your behalf by navigating to https://wiprocon.webex.com | My WebEx | My Profile and scroll down to Session options.

Q: On my PC I tried inviting an Outlook distribution list. It appears to allow me to set up the entire distribution list as alternate hosts. Will this let anybody in the list take the host role?
A: Yes, however, they must have a WebEx account. If they have a WebEx account, they will appear in the list and can be assigned as an alternate host. You must choose from the list who you want to designate as alternate host(s).

Q: Is there a time restriction on canceling or rescheduling a meeting (i.e. 15 minutes prior to start)?
A: No - there is no restriction, it just needs to be prior to the meeting starting.

Q: When scheduling a meeting via the Productivity toolbar in Outlook I see all the defaults are checked, can I change the default to for example – allow participants to join 5 minutes early vs. 15?
A: The defaults are the recommended setting, but you can change them if needed to meet your needs.

Q: Can anyone send a reminder or only the host?
A: Only the scheduler (Host) can send a reminder from the system.

Q: What is the Call Back, Self & Participant Dial-out option?
A: When in the Web Conference, you can have the system call you to attend the Audio Conference and the Host of the meeting can also dial out to missing participants.

Q: What is a Personal Conference (Reservationless) Meeting?
A: You don’t have to host a Web meeting or be at your computer to take advantage of MeetingPlace audio. Personal Conference (Reservationless) Meetings allow you to conduct a Reservationless MeetingPlace audio conference—anytime, anywhere.

A Personal Conference Profile Number/Meeting Number (unique 8-digit number) will be created for you to use for Reservationless meetings. When you first start using the system, you will be prompted to set up your Profile PIN which is used with your Profile Number to start an audio only meeting.

Q: Can we choose a Personal Conference Number ourselves or is it only randomly assigned?
A: No, The Personal Conference Profile Number/Meeting Number is randomly assigned by the system. The number assigned is not your employee number.

Q: Is there a time limit or space required between consecutive Personal Meetings scheduled? For example, can I schedule a Personal Conference for 10-11, then another for 11-12? Currently MeetingPlace requires at least an hour between calls with the same ID.
A: A Personal Conference is always on, so if you have an overlap we suggest setting up a Reservation-based meeting. To avoid overlapped meetings, create a different dynamic password for the meetings that might overlap. Attendees will be in the Waiting Room until you join. You should end the 1st meeting, then re log-in using the new dynamic password you had communicated.

Q: Can I record a Personal Conference Meeting?
A: No. Recording is not available for Personal Conference Meetings.
Q: If I schedule a Personal Conference Meeting, can I also have a WebEx (Data Share) Meeting?
A: No. The WebEx Meeting Room is not available for Personal Conference Meetings.

Note: The Q&A below is for features that have Limited Availability (not all Hosts will have these features).

Q: Can we start with Personal Conference and convert midstream to WebEx Meeting Center?
A: If you are on a Personal Conference Meeting, you can launch a One-Click meeting and just use the web as you are already on the audio. When One-click is used, it will automatically send you an email that you can forward to others. Alternatively, you can Schedule a WebEx Meeting Center meeting and just use the Audio Conference, then launch the Web Conference if you need it.

Q: When we join the meeting, is our Role (Host, Presenter or Attendee) automatically assigned to us or do we get to choose?
A: If you scheduled the meeting then you are automatically the Host and Presenter. If you are just joining a meeting, then you are considered an Attendee. The Host can assign anyone in the call any role as needed.

Q: What if you have a project with a third party Vendor and you want to have them share their screen with participants?
A: You could have the third party Vendor join your WebEx meeting and you as the Host could make them Presenter to share their screen with all attendees.

Q: What happens if the primary host (who set up the meeting) is on the Web Conference, but then exits, would the remaining pre-assigned alternate host then become the host?
A: If you as the Host need to leave the meeting, you will be prompted upon existing to assign the Host role to someone else.

Q: If I have 2 monitors at my desk, is there any way to share only 1 monitor?
A: Yes, when you share your desktop the system will ask you which monitor you would like to share - or both.

Q: Can Chat be exported or emailed by the host (i.e., host emails it to themself) at the end of a session?
A: Yes.

Q: Can you save the list of participants for audit or tracking purposes?
A: Yes - reports are available to the host after the meeting is over via https://wiprocon.webex.com | My WebEx | My Reports.

Q: Is there a size limit on the file transfer?
A: No.

Q: I have meetings during which anyone of 15 people may want to share. Do I set up everyone as Presenter?
A: As the Host, you can make anyone in the meeting a Presenter when they need to share by passing the 'ball". You can only have one Presenter at a time.

Q: Does Data Share work using a data card/dongle?
A: Yes, but you will need to initiate a VPN connection to the Wipro network and authenticate with your network credentials.

Q: Is there a limitation for web participants in a Meeting Center meeting?
A: The maximum Meeting Center (Web) participants are 200.
Q: What is the Maximum bandwidth consumption of Multi-Point Video?
A: That maximum bandwidth is:

- High Quality Video: 1.0 Mbps downstream and 1.5 Mbps upstream
- Standard Quality Video: 0.5 Mbps downstream and 0.5 Mbps upstream

The actual bandwidth requirements and utilization will vary based on multiple factors, including:

- The make and model of the web camera used.
- The resolution setting of the camera.
- The frames per second (FPS) setting.
- The number of cameras activated in the meeting.
- The number of active cameras on the same network.
- The number of users is actively utilizing the network.
- The bandwidth utilization of other meeting activities, such as desktop sharing, Voice over IP (VOIP), etc.
- If the PC in question is transmitting video or only receiving.

Q: What is the maximum number of video cameras that can be displayed in a session?
A: Meeting Center – 6, Training Center – 6, Event Center - 1

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