



## HMS: My Personal WebEx Room General Recommendations and Suggestions For Remote Login prior to the meeting

### **Web Browser**

HMS IT recommends using Chrome or Firefox when logging in to your WebEx Personal Room.

### **First time using WebEx on your computer?**

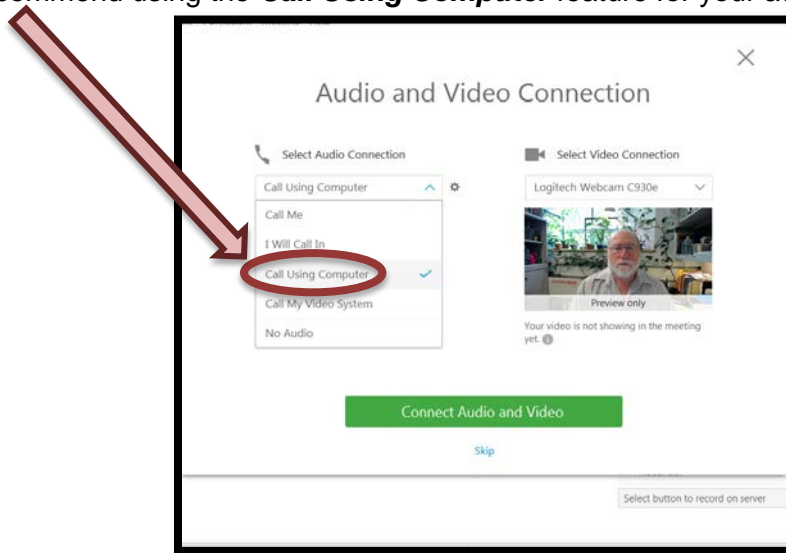
Download and install the WebEx plugin to your web browser prior to your session. Visit [www.hms.webex.com](http://www.hms.webex.com) and log in with your user name and password. Instructions on how to install the plug in will appear.

### **Strong Internet Connection without interruption:**

If available, use a wired rather than WIFI network connection for a more consistent and better quality internet connection. Strength of signal can be significantly affected by WIFI traffic and could interrupt your meeting connectivity. Before your web conference, close any network-intensive applications such as streaming music/video and file uploads/downloads. Leave these tasks for another time so as not to tax your internet bandwidth as this may interfere with your WebEx transmission.

### **Audio Options:**

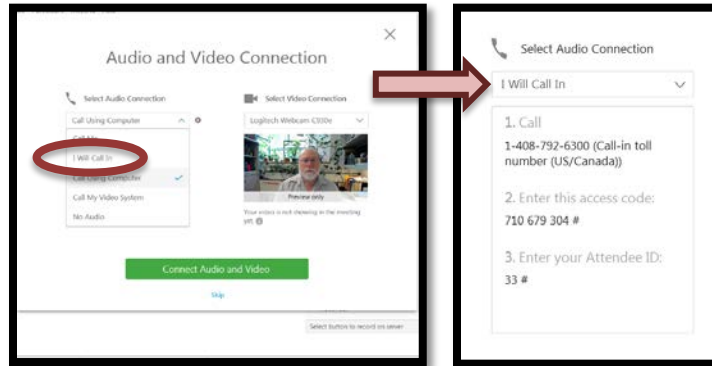
We recommend using the **Call Using Computer** feature for your audio connection.



Make sure you have speakers for your computer or a headset you can plug into the “audio out connection” usually located on the rear of the computer



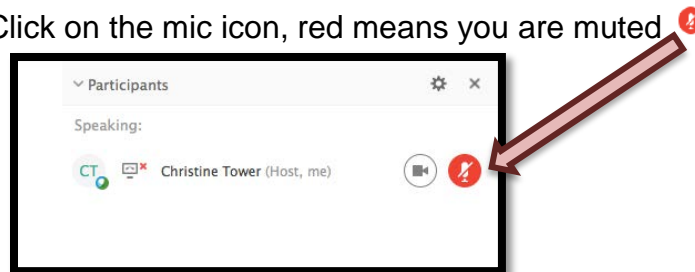
If you have to rely on a slow internet connection, use the ***I Will Call In*** phone option rather than the ***Call Using Computer*** (VOIP) option under ***Select Audio Connection*** to join the WebEx meeting.



When using your computer (VOIP) for audio, connect any external audio devices such as a USB microphone, headset or external speakers **before** you start your WebEx session. If you connect devices after the WebEx application has already loaded, WebEx may not be able to detect them forcing you to exit and rejoin the audio portion.

### ***Minimize Background Noise***

When participating in any web-based videoconference, (webinars, Adobe Connect, Skype or any other software), including WebEx, avoid creating background noise whenever possible. HMS IT recommends muting your mic during the session whenever you are not speaking. Click on the mic icon, red means you are muted



### ***Best image resolution, (what your head shot looks like):***

When participating in a WebEx meeting, avoid any strong light behind you such as a bright window or florescent lights from above. Webcams do not adjust well to high contrast, producing a silhouette under those conditions. Consider a small desk lamp directed towards you. Watch the webcam preview to confirm you have a clear shot. Another option might be to hang a generic sheet or plain painting behind you to add some texture. Do not use a painting with a glass frame as this would create a mirrored image and reflection. If you are presenting be aware of your head shot, it matters.

For more information, please contact HMS Audio Visual Communications at [avc@hms.harvard.edu](mailto:avc@hms.harvard.edu)