

# Using WebEx: A Step-By-Step Guide for Mobile Devices



## What is WebEx?

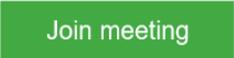
WebEx is a free and easy video messaging service. Your VA provider will normally offer to have sessions with you with VA Video Connect (VVC), but may sometimes use WebEx instead, especially for group sessions. WebEx works on computers, iPhones, Android phones, and iPads with an internet connection. If you don't have internet, you can join without video by calling in. Follow these steps to get familiar with the technology *before* your appointment.

### 1 Get set up

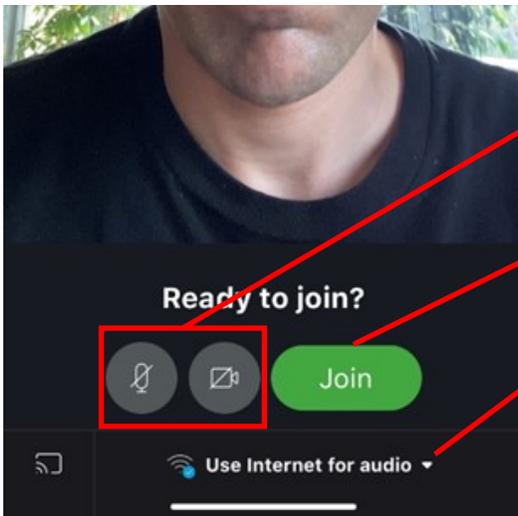
Download and install the **Cisco Webex Meetings** app from the **Apple App Store** (for iPhones or iPads) or the **Google Play App Store** (for Android phones). You don't need to sign up for an account.

### 2 Join your session

A few minutes before the session, click the link that your provider gave you or if they emailed you, click

A green rectangular button with the text "Join meeting" in white.

in the email. This should open the app...



Click the microphone and camera buttons to turn your audio and video from off (red) to on (grey).

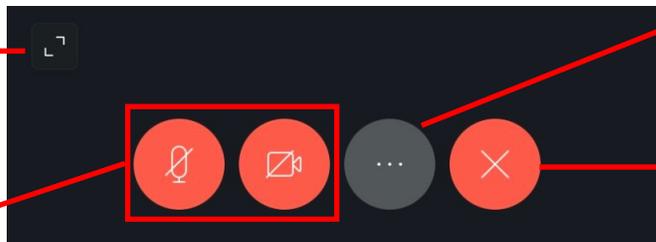
When you're ready to join, click

A green rounded rectangular button with the text "Join" in white.

If your internet connection isn't working well, click here to join by phone instead. Select **Call In** and then click the phone number that pops up and you'll be connected by phone only. Otherwise, leave it as **Use Internet for audio**.

### 3 Using the app

See your face



Turn your mic and camera on & off

Change your audio, settings, chat with other members, or answer a poll

Leave the meeting

## Troubleshooting

### I can't hear anything.

- Make sure your phone's volume is on and high enough to hear.
- Check to see if your audio is coming out of another device, like a Bluetooth speaker or headset by clicking the 3 dots and then **Audio Devices**, and then click **speaker** so you can hear the audio from your phone's speakerphone for best results. 

### My provider or the other group members can't see me.

- Make sure your camera is on by clicking the camera icon so that it is grey, not red: 

### My provider or the other group members can't see me.

- Make sure your microphone is on by clicking the mic icon so that it's grey, not red: 

### I can't see myself.

- Click the little arrows in the lower left part of your screen to see yourself: 

### The quality is bad.

- Use a WiFi connection instead of mobile data if possible.
- Click the 3 dots and then **Change Audio Connection**, **Call In**, click the number at the top, and then click **Call**. This will connect you by phone only (so there will be no internet connection or video).
- Or, you can end the call by clicking the red X and join the session by phone only by clicking **Use Internet for audio** at the bottom, change it to **Call In**, then **Join**, and then click the number that shows up. (If you prefer for the system to call you, you can click **Call Me** instead.)

Sometimes problems can be fixed by leaving the meeting by clicking  and joining again.

## For more help

- To learn more about using the WebEx Meetings mobile app, visit their Help Center at <https://help.webex.com/en-us/p3t8bg/Use-the-Cisco-Webex-Meetings-Mobile-App#Install-the-Cisco-Webex-Meetings-Mobile-App>
- Video showing how to use the app on iPhone: <https://youtu.be/rbLABQEHYkw>
- Video showing how to use the app on Android phones: <https://youtu.be/8jcBswuDaGk>