

IBM Meetings

Help@IBM

Overview

Important: The integrated audio in IBM Meetings will be disabled on June 30, 2019. Transition to Webex now and update your calendar invitations.

IBM has chosen [Webex Meetings](#) as the strategic conferencing tool for IBMers to connect and share with clients and colleagues. Current users of IBM Meetings with integrated audio must transition to Webex Meetings. Refer to [Transitioning to Webex Meetings](#) for more information.

Prepare to Host a Meeting

Before you can conduct a meeting, you must set up your IBM Meeting room by accessing the meetings page to set your password and security controls. Next, you must start a meeting to ensure you have the appropriate plug-ins installed. Follow the steps below to set up your IBM Meeting room.

1. Log in to [Meetings](#).
Note: In the "Set meeting password" section, the phrase "your organization" refers to IBM.

Host a Meeting

Meeting ID: 7629-3823 Host Meeting

Your meeting link: <https://apps.na.collabserv.com/meetings/join?id=7629-3823>

Note: Up to 200 participants can join your meeting, including yourself.

Join a Meeting

Enter meeting ID Join

Meeting Security

Specify who can attend your meeting: ?

Only members from IBM
 All members, including members outside my company or organization
 Anyone, including guests without membership

Set meeting password:

Your organization requires that you set a password for your meeting room.

Password: Confirm: Set Password

[View the Terms and Conditions for your organization.](#)

2. Set a meeting password.
 - a. In the "Set meeting password" section, enter your password.

Note: Your meeting ID and meeting link URL are unique to you and remain constant.
 - b. Confirm your password by reentering it.
 - c. Click Set Password.

Set meeting password:

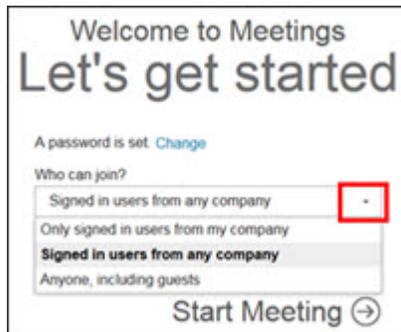
Your organization requires that you set a password for your meeting room.

✔ The password is set. Change Password

[View the Terms and Conditions for your organization.](#)

Notes:

- After you set your password, you don't need to set it again for each meeting you host.
 - If you want to change your password, you can change it anytime by clicking Change Password on the "Welcome to Meetings" page.
3. Review the Meeting Security Control settings:
 - a. Launch your meeting by clicking Host Meeting on the Meetings page.
 - b. Click the "Who can join?" drop-down list arrow.
 - c. Select the option that suits your meeting purpose.

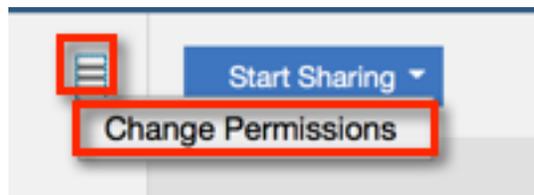


Note: By default, only users with a SmartCloud account can join the meeting, but you can allow clients or partners to join if you select "Anyone, including guests."

4. Launch an initial meeting and test the screen sharing to ensure you have the appropriate plug-in installed.
 - a. Launch your meeting by clicking Start Meeting on the "Welcome to Meetings" page.
 - b. With your meeting started, navigate through the different icons and try available options, such as uploading content to the Library or making another participant a presenter. You can access additional help about using IBM Meetings by clicking the Help icon.
 - c. Share your desktop to ensure the appropriate plug-in is installed.
5. Review your room settings from the Change Room Settings window. Use one of these methods:
 - From the gear icon, select Change Room Settings or Change Room Permissions.



- From the menu icon, select Change Permissions.



6. Enter the appropriate information or updates.
7. Click Save or Cancel, as appropriate.

You can now host meetings. Refer to [Manage an Online Meeting](#) for additional information.

General Support Information

If you have any questions or concerns about IBM Meetings:

- Check the [Cloud Meetings Resource Center](#).
- Post a question in the [IBM Meetings](#) forum.
- Search [IBM Meetings Help](#).

Find issue-related help below:

- If the meeting doesn't open, check the status of the system under Connections Cloud — Meetings on the [IBM Connections Cloud Status Page](#).
- If the issue isn't urgent, send an email to: [\[EMAIL REMOVED\]](#).
- For issues requiring immediate attention, call the appropriate country support line:
 - U.S. Toll Free 1-888-376-0105 or US toll number 1-978-899-9192.
 - Refer to [IBM Support](#) for other country-specific contact information with hours of support.

All support for IBMers is in English. IBMers don't need to select local language support options.

Transition to Webex

IBM has chosen [Webex Meetings](#) as the strategic conferencing tool for IBMers to connect and share with clients and colleagues. This page provides guidance to address some of the common questions and concerns IBMers have about the transition to Webex.

Get a Webex Meetings Account

IBM employees and contractors can get one Webex Meeting account with one Personal Meeting Room. Activate your account at ibm.webex.com.

For those transitioning from AT&T Global Audio Conferencing who currently use multiple AT&T accounts for back-to-back meetings, the next section outlines some of your options for conducting overlapping or simultaneous meetings with Webex.

Maintain Privacy While Conducting Back-to-Back Meetings

There are a number of ways to conduct simultaneous or overlapping meetings and prevent unwanted participants from joining a meeting in progress. The standard solution is to [schedule a Webex Meeting](#), and then share the unique meeting link in the meeting invitation you send.

Other alternatives that eliminate the effort of scheduling/rescheduling in two systems include:

- Use your personal room and manually lock the room to prohibit people from joining before you are ready to admit them. You can also set your preferences to automatically lock your room so you don't forget. Refer to [Lock the Meeting Room - During a Meeting](#) and [Lock the Meeting Room - Automatic Lock for all Meetings](#) for instructions.
- Alternate meetings using two personal meeting rooms (give delegate access to the alternate room). The two rooms used might be yours, the executive's you support, or other staff/team's personal meeting rooms. A task ID can also be provisioned with a Webex account if the team has one.
- Schedule two to three meetings in Webex Meetings for a future date. Title them Meeting Room #1, Meeting Room #2, etc. Put the resulting links in your Notes Online Meetings list, and use them multiple times up to that date, like multiple AT&T accounts.
Note: If the host joins late, attendees don't get a waiting room experience like the personal rooms. They have to refresh their browser or retry entering the meeting.

These and other alternatives are described in detail in Tip 7 of the [Webex Meetings for EAAs Transitioning from AT&T Global Audio Conferencing](#) presentation.

Allow Clients to Attend Meetings Without Downloading Webex Meetings

There are several ways clients can attend Webex meetings without downloading Webex.

- Clients can join your online meeting without downloading a plug-in by selecting the "Join by Browser" option.
- Clients can join a meeting by phone, similar to an AT&T audio conference: In your invitations, include the meeting link, the phone number, and the meeting access code.

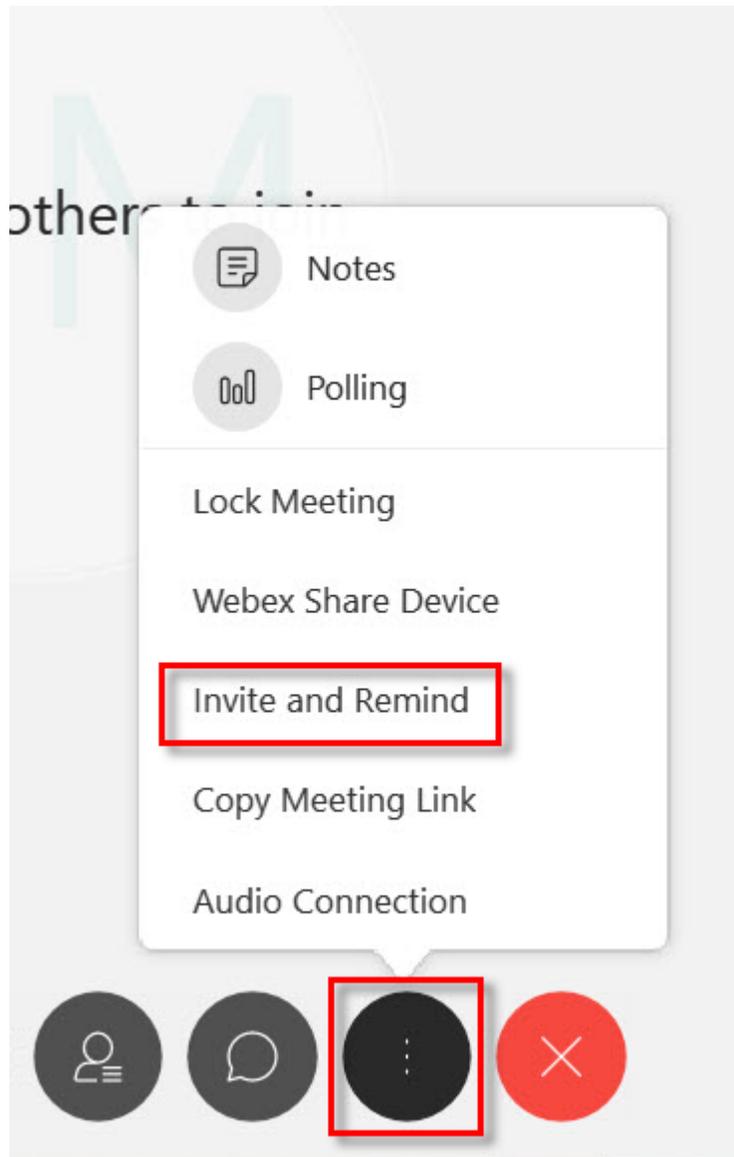
To identify your information refer to [Identify Your Meeting Details](#).

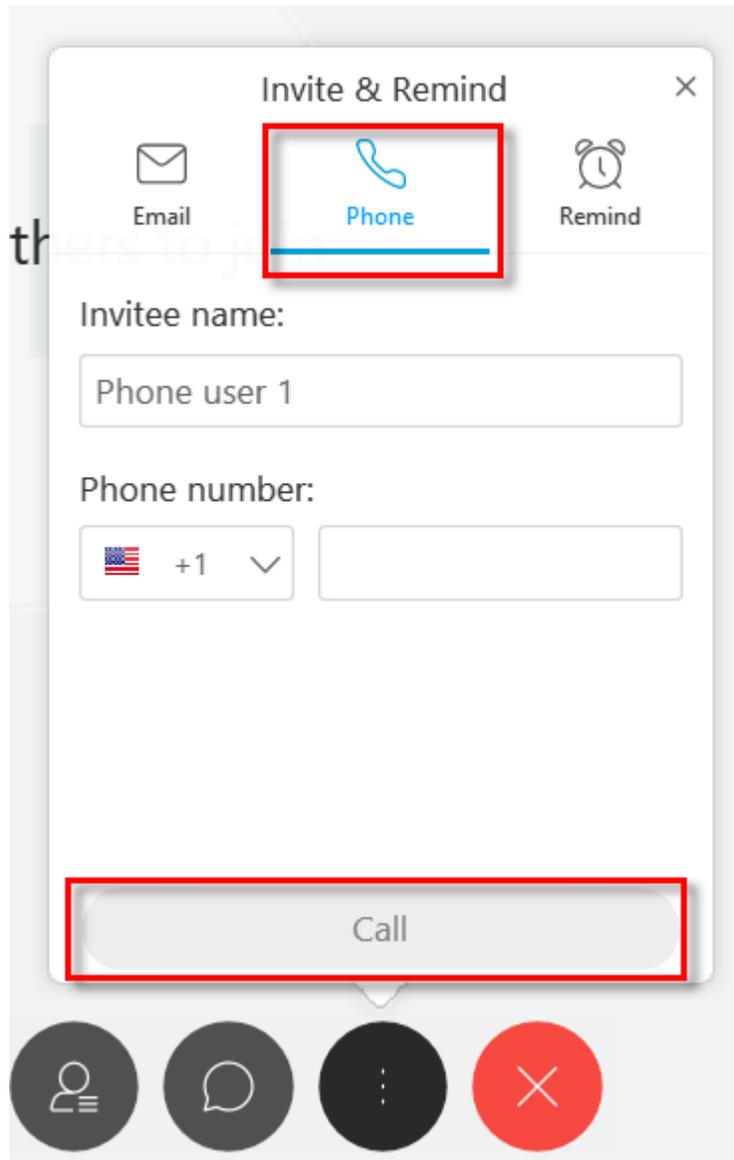
- The host can have the meeting room call out to the phone attendee. Refer to [Have the meeting host call you](#) for details.

Attend Meetings on the Road Without Using Data

Use one of the following methods to attend meetings without using data.

- Use the IBM [Call In Mobile App](#) to join the meeting with the phone.
- Set up telephone auto-dial with the meeting passcode and your host pin or attendee ID for your meetings.
- Have the meeting host call you:
To have a meeting call you, the host clicks on the More Options Icon, selects Invite and Remind, selects Phone, inserts your name and phone number, and then clicks Call.

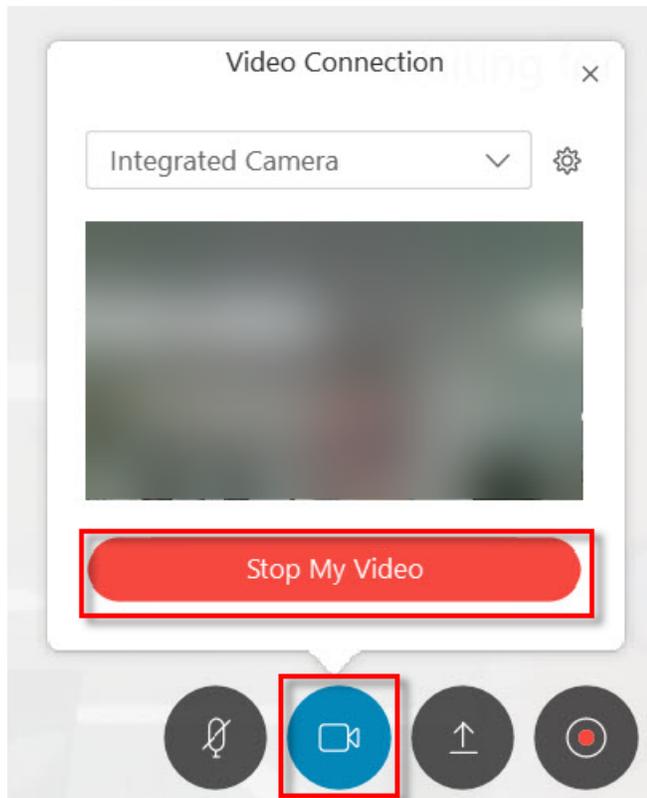




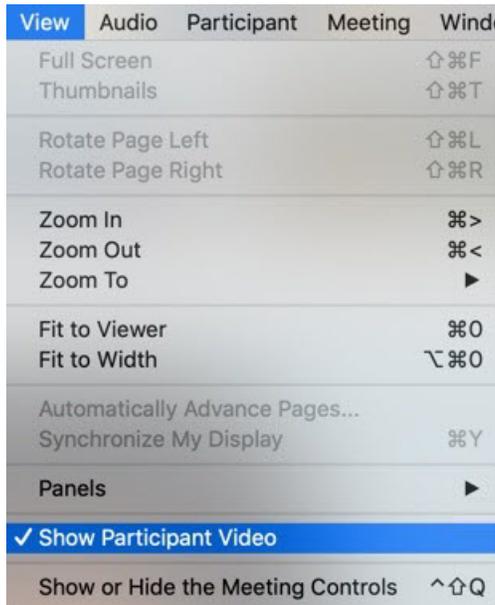
Audio Quality/Switch Audio

If you experience audio quality problems during a meeting, try the following:

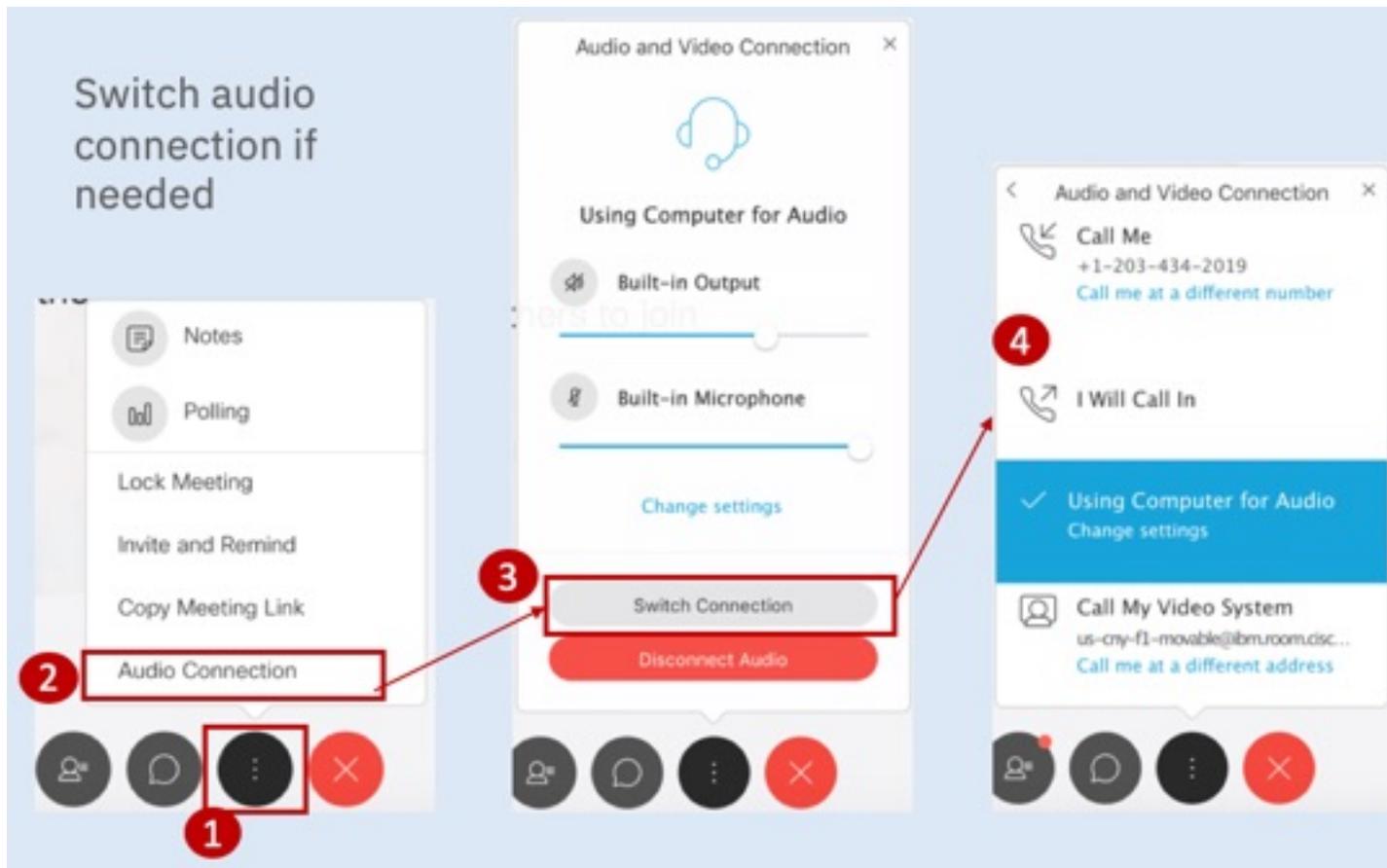
- Pause Crashplan and your Notes replication.
- Turn off your own video stream. Click the video control button on the bottom of your meeting window and click Stop My Video.



- Turn off other attendee's video streams. Click View on the Webex menu, and uncheck Show Participant Video.



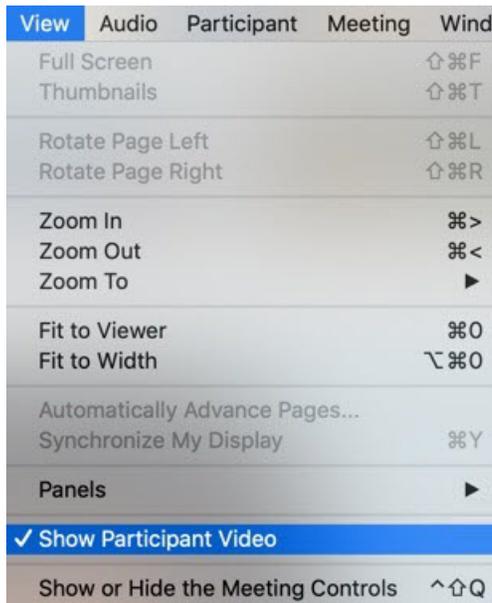
- Change your audio connection.
Click the More Options icon, click Audio Connection, click Switch Connection, and then select the connection type you want to change to.



Use Webex with Low Bandwidth

Most corporate sites have adequate bandwidth for basic conferences. If you have bandwidth problems, try these fixes:

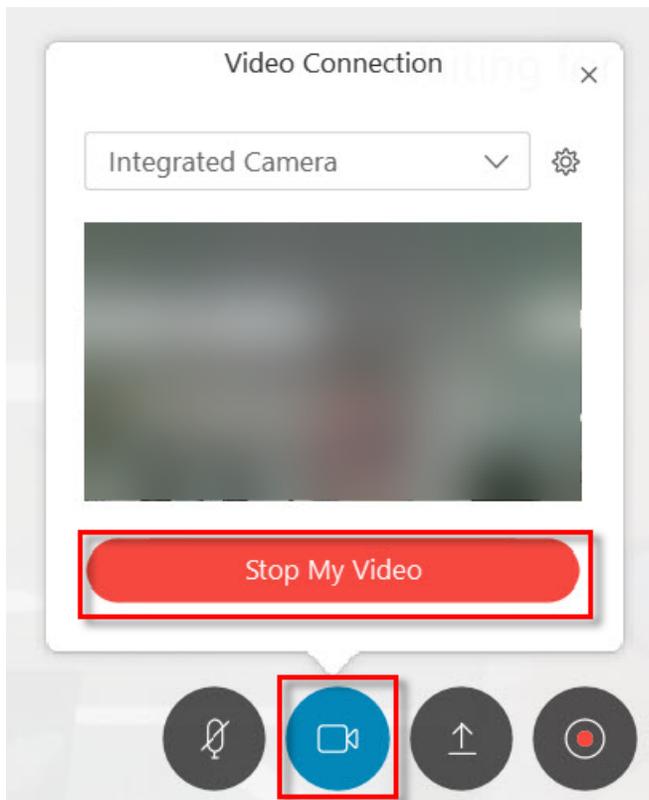
- Turn off participant video. Click View in the Webex Meeting and uncheck Show Participant Video.



- Pause applications like CrashPlan backup that use the network.
- Join by phone if needed.

Use Webex without Video

You can join the meeting without turning on your video, or you can turn it off whenever you want during the meeting. Click the Video control button and click Stop My Video.



Headsets for Webex

A variety of headsets are available on Buy@IBM, BOND, or equivalent procurement tool. Smartphone earbuds or Bluetooth headphones work as well.

Add Meeting Information to Your Calendar

Add your Webex meeting information to the Online Meeting section of your calendar invitations. Refer to [Add details to your Calendar](#) for instructions.

Webex Transcripts

Webex Meeting transcripts are currently being evaluated for security and performance. We hope to make the function available in 2Q 2019. If you need transcripts, you can continue using AT&T Global Audio Conferencing.
