

Frequently Asked Questions

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General FAQs

When do I use J&J Conferencing?

J&J's standard conferencing solution is Skype for Business (SfB) Virtual Meetings and supports up to 250 attendees. For special use cases, such as Event Calls/Town Halls (Operator Assisted), Global Connect integrated WebEx (CMRH) and Training Center, you will need a J&J Conferencing account (BT MeetMe audio and Cisco WebEx).

How are BT Audio and WebEx Services charged?

BT audio costs and WebEx charges are billed centrally to J&J. However, if you schedule an Event Call, you will need to create a separate account associated with your J&J Corporate card as those charges are billed from BT to the account holder. Please follow the instructions on the www.jjconferencing.com site.

What is the cost of the Service?

BT MeetMe audio and WebEx services are centrally billed to J&J in the United States and covers the enterprise. Hosts can conduct unlimited WebEx conferences during the month; and it applies to both Meeting Center and Training Center modules along with Global Connect integrated WebEx meetings.

What if I, or a sponsored contractor, do not have a corporate issued credit card?

Employees or contractors that do not have a J&J issued corporate credit card may be added to their manager's account.

How does a manager add sponsored contracted employees or consultants to their BT Chairperson account?

Creating a BT MeetMe & Cisco WebEx conferencing account for a sponsored employee/contractor reporting to you is a two-step process:

1. Register an account

Go to www.ijconferencing.com and follow the links within "To create an account". Click on the link for a manager trying to sign up one of your sponsored employees/contractors. Complete the information on the presented pages.

- Follow this process for each individual contractor by entering one contractor at a time.

2. Activate their My Meeting Manager login

After registering your sponsored employee/contractor, they will need to call the BT Help Desk to activate his or her My Meeting Manager login. They will be unable to view or make changes to their account until they contact the help desk and complete that process.

Sponsored employees/contractors will receive a bill only if the schedule a BT Event Call. A Sponsor can automatically receive an email copy of your invoice to assist in timely processing of expense reports for Event Calls. To have someone else receive a copy of your invoice, please follow these steps:

- Access **My Meeting Manager > My Account > View My Bill Online > Invoices > Manage Email Invoice > Add Sponsor's email id > select Confirm.**
- An on-screen confirmation message is displayed.

Can I change my BT MeetMe Chairperson and Participant passcodes?

Yes, Chairperson and Participant passcodes can be changed however, please note that for security purposes they are auto-generated by BT and cannot be chosen by the owner of the account.

Can I choose a "vanity" Chairperson or Participant passcode?

No, although Passcodes can be changed, please note that for security purposes they are auto-generated by BT and cannot be "vanity" or specified by the account owner.

Will the desk top Video Service features on WebEx work from my location?

Service performance is dependent upon available network bandwidth between participants, which includes both internal JJNET as well as external networks. If bandwidth is not sufficient at your location the video service quality may degrade, however, the audio and web sharing service will continue to function.

BT MeetMe audio conferencing

What information should I give to someone invited to my conference?

Create and send the WebEx meeting invite to your participants; the invite will contain what time the meeting will start, the dial-in telephone number and the participant passcode. Using the Productivity Tools in the Outlook ribbon, is the easiest way to schedule and will ensure all pertinent information is included.

What do I need to join a meeting?

All you need is a touch-tone phone, the dial-in number and passcode.

What if I need help during the conference?

Press * 0 to reach a conference coordinator.

How do I alter the announcement on the BT MeetMe audio conferencing service when someone joins a call?

BT MeetMe audio conferencing chairperson settings can be changed online or via the Help desk. Options for both entry and exit of participants include: no announcement, a tone, a generic announcement “**Someone has joined the call**”, or a personal announcement that gives the participant's name.

What is a BT MeetMe audio conferencing dial-in number?

A BT MeetMe audio conferencing dial-in number allows participants to dial into conference calls using a local, Toll Free or International dial-in number. Local numbers are easier to dial and more cost-effective than using international numbers; especially when dialing from a J&J office.

Where can I find a list of BT MeetMe audio conferencing dial-in numbers?

To view your complete list of Global Access Numbers, visit the [Find Your Global Access Numbers](#) page on our website.

In which countries is BT MeetMe audio conferencing available?

BT MeetMe audio conferencing is available from over 55 countries. To view your complete list of Global Access Numbers, visit the [Find Your Global Access Numbers](#) on our website.

How do I improve the sound quality of my call?

*6 Mute on/off - If you are in a noisy environment or on a mobile phone, you can mute your own line. Participants can mute their own line when not speaking. This will reduce background noise levels in the conference call.

*4 Volume equalizer - Adjusts and equalizes the volume of all lines on your call Try not to use a speaker phone. If unavoidable, use the mute function stated above when not speaking and relocate any projectors from the microphones.

*0 Operator assistance - Use this function if you still find you have sound problems and a Conference Coordinator will help you to resolve any audio problems.

What is a local toll-free number?

A local toll-free phone number is a toll-free number participants' can use to dial-in.

What is an international dial-in number?

An international dial-in number allows participants from over 55 countries to join the call with a local dial-in number, saving them the cost of an international call.

What is BT MeetMe audio conferencing Recording?

BT MeetMe audio conferencing Recording allows you to instantly record your BT MeetMe audio conferencing calls by pressing * 8 on your telephone keypad.

Once the call is completed the chairperson can download the recording from www.jjconferencing.com - click on **Go To My Meeting Manager > My Meetings > My BT MeetMe Recordings** for archiving or to share the recording for future use.

Can I record my BT MeetMe audio conferencing conference calls?

Yes - now, it's easier than ever for a Chairperson to record BT MeetMe audio conferencing audio conferences. Just press * 8 and your recording will begin, press * 8 again if you wish to stop the recording. When your meeting ends, the chairperson receives an email notifying them of the recording's location. *Please adhere to company specific policy on recording and protecting unencrypted J&J data and information.*

How can I access the BT MeetMe audio conferencing recording after my conference call?

When your meeting ends, the chairperson will receive an email with a web link to a website where you will be able to retrieve your recording. Click on the web link, enter your chairperson and participant passcodes as well as a verification code for security purposes to access your conference recording. You have the option to archive or share the recording by saving the recording directly onto your computer, posting it on a website or forwarding it on to your contacts via an email

Or once the call is completed the chairperson can download the recording to their PC from www.jjconferencing.com - click on **Go To My Meeting Manager > My Meetings > My BT MeetMe Recordings**.

How can I record my BT MeetMe audio conferencing conference calls?

Press * 8 on your telephone keypad to start/stop recording a BT MeetMe audio conferencing

How do I schedule a BT MeetMe Audio Conference from Outlook?

Go into your Outlook calendar and open a new meeting. Fill in the subject and Location- Audio Conference and then click on the icon in the toolbar "Add Personal Conference Meeting". This will add your Audio details into your calendar invite.

Please note that BT MeetMe audio services must be used according to all J&J applicable IAPP - AU-6 (Telecommunication and Electronic Meeting Acceptable Use Policy)

My WebEx Productivity Tools are missing from Outlook, how do I get them back?

You can restore them yourself. First close Outlook. Start Menu → All Programs → WebEx → WebEx Outlook plugins restore. You can also search IRIS for the supporting Knowledge Article with steps and screen shots if needed.

BT Event Call audio conferencing

What is BT Event Call audio conferencing?

BT Event Call audio conferencing is a booked audio conferencing service, designed specifically for larger conferences from 40 to over 2500 participants.

What are the common uses of BT Event Call audio conferencing?

BT Event Call audio conferencing is ideal for formal meetings and mass communications to large audiences:

- Multinational conferences
- Company announcements
- Training courses
- Global financial reviews
- Seminars and lectures

What do I need to be able to schedule a BT Event Call?

You will need a separate BT Event Call account and a Corporate Credit card associated to that account. Event Calls are billed to the Event Call scheduler/host.

To create an account for BT Event Calls, please follow the directions on www.jjconferencing.com. You will:

- Request an account
- Receive an email asking you to add your credit card details
- Enter the credit card details. You will now be able to book an Event Call
- Receive an email saying your account has been created. This may take up to 24 hours

What do I need to use BT Event Call audio conferencing?

To use BT Event Call audio conferencing all you need is a landline or mobile phone, with touch tone-dialing capability for each participant.

What is BT Event Call audio conferencing Global Access?

BT Event Call audio conferencing Global Access enables people from over 55 countries to join a booked conference by using a local dial-in number.

What support does BT Event Call audio conferencing offer to ensure my conference call is run successfully?

With BT Event Call audio conferencing, you benefit from the services of an expert Event Management team to help you before, during and after the conference, which gives you the reassurance that will help ensure your conference runs smoothly.

Which features can I have on a BT Event Call audio conferencing conference?

- Event management at no extra cost to help you plan and manage your conference
- Pre-registration to allow organizers to track conference registration and attendance
- Security ensured by a unique passcode for each conference
- Pre-booking to guarantee number of lines
- Automated dial-in for fast access
- Coordinator assistance, as required

My scheduled BT Event Call or Operator Assisted WebEx Call is going to have less attendees. What do I need to do?

It is a good practice to validate required features and adjust the number of ports you need based on your accepted attendees. Making those adjustments with the helpdesk will save you no-show and oversubscription charges.

What do I need to do to cancel my BT Event Call or Operator Assisted WebEx Call?

To avoid cancellation or no-show fees, you must cancel your Event or Operator-Assisted call with the BT helpdesk **24 hours prior to the call's scheduled start time**. If you cancel the call with the helpdesk:

- 24 hours before the scheduled start time, there is no cancellation charge
- Between 1 and 24 hours of the scheduled start time, you will incur a charge of
- 50% of the value of the booked call
- Less than 1 hour before the scheduled start time, you will incur a charge of the full booked value of the call

How can I estimate the cost of an Event Call?

There is an Event Call Pricing Estimator available on the J&J Conferencing Site (<https://www.jjconferencing.com/jj/index.jsp>). It compares all 3 Event Call types and allows you to estimate charges based on call type, duration, number of participants and required features. It also explains under/over booking fees and cancellation fees.

Cisco WebEx™ web conferencing

What affects the performance of my meetings?

Because WebEx meetings provide real-time collaboration and sharing over the Internet, performance depends on both the Internet itself and the WebEx service. WebEx constantly monitors service and network performance, and continually enhances its infrastructure to keep WebEx meeting services highly available and reliable.

Some of the factors that affect performance are the following:

- Internet speed
- Internet service provider performance
- Overall Internet traffic on your routed connection to the WebEx server
- Performance of firewall and proxy servers (if your computer is behind a company firewall)

What can I do to speed things up?

First, get the fastest connection that you can, such as DSL, cable modem, or T1 connections. Dial-up modems can still do the job, but anything less than 56K is probably too slow. Even with a 56K modem, your actual connection speed may vary.

Next, try using document and presentation sharing instead of application or desktop sharing. (Document and presentation sharing uses less bandwidth.) Also, sharing documents or presentations that contain fewer graphics can improve performance.

Also, make sure the presenter has a fast connection. It doesn't help if the attendees are all on T1 connections and the presenter is on a slow modem connection.

Finally, you can test your connection to determine what is causing the problem.

How do I retrieve an attendee report?

1. Log into your Cisco WebEx service site with your WebEx user name and password.
2. Navigate: **my WebEx > Reports > Usage Report** and follow the prompts to find a specific meeting.

What does “Call-in User_1” in my Participant list mean?

WebEx reports a dial in participant to the audio conference as a “Call-in User x” (where x starts from 1 indicating the first participant to call in). Each subsequent participant to call in will be given the next consecutive number. If a participant drops off and rejoins, they will be allocated a new number.

It is recommended that all participants join their audio with their name in the participant panel, by entering in their unique Attendee ID. This will allow everyone to know who is speaking and allows for webcam sharing. *Please note that should a user NOT join their audio to their name in the participant panel, it has NO impact on the cost of the call.*

Sharing documents

What’s the difference between document sharing and application sharing?

Document sharing uses a printer driver (the WebEx Document Loader) to create an image of your document, which is then presented for review and markup in the Meeting Center content viewer. This image is much like a printed document or fax – that is, you cannot edit it. This image requires relatively little bandwidth and thus works well at slower connection speeds.

On the other hand, application sharing sends images of the application in real-time, allowing you to edit documents as well as show all of an application’s features, such as menus and tools. This type of sharing is much more powerful and requires more bandwidth.

What types of files or applications can I share?

You can share virtually any document or application. However, applications with streaming content may not work well, because such content is not streaming directly from the source to attendees. However, if you want to share a web page with streaming content, you can use web content sharing, which opens a browser window on each attendee’s computer and streams the content directly from its source.

Does everyone in a meeting need the file or application that I want to share?

No. Only the presenter in the meeting must have the file or application on his or her computer. Other attendees in the meeting need not have the file or application on their computers.

How can I modify documents that I’m sharing?

In document sharing, you can annotate documents, but not edit them, because the content is an image much like a PDF document or fax. However, you can use application sharing to edit documents as you share them in a meeting, and save the final version in the native application format. Application sharing allows all attendees to see the changes that you make, or edit the document themselves, if you grant them remote control.

Can I share more than one document or presentation at a time?

Yes, you can share as many documents or presentations as you like in the content viewer. Each document or presentation that you open appears on its own tab in the content viewer. Because Meeting Center automatically labels each tab with the title or name of the document or presentation, you can quickly locate the document or presentation that you want to share with attendees.

Can I save annotated documents or presentations and view them offline?

Yes. To save any document or presentation in a file on your computer, choose Save on the File menu. To view the saved file offline, simply double-click it. The document or presentation appears in the WebEx Document Viewer, which is part of the Meeting Center application.

Can I save annotations made during application sharing or desktop sharing?

Yes. To do so, you can record your meeting. A recording captures all annotations and other actions that you make during application sharing or desktop sharing.

Can I show animations and slide transitions in presentations?

Yes. If you share a Microsoft PowerPoint presentation, attendees can see animations and slide transitions in their content viewers. Alternatively, you can show animations and slide transitions by using application sharing to share your slide-authoring application, then open the slides in that application.

What happens if people in a meeting have displays of different sizes or resolutions?

In a WebEx meeting, all attendees' views automatically display the meeting content, even if they have different display resolutions. No matter which resolution attendees' monitors are set to, attendees' views automatically follow the presenter's mouse pointer. Thus, the presenter should always keep the mouse pointer near the content under discussion. For best results, the presenter should set his or her monitor to 800 x 600 pixels, because this resolution is the most common. To change your monitor's display resolution for Windows, use the **Settings** tab in the Display Control Panel. For MAC OS, use the Monitors Control Panel.

Can I use my keyboard keys to remotely control an application that is running on a different platform?

Yes. If you are remotely controlling a presenter's application, desktop, or web browser and your computer's operating system is not the same as the presenter's, Meeting Center automatically maps your keyboard keys to the presenter's keys. For details, look up **keyboard shortcuts, using to remotely control software** in the Index in the online Help for your meeting service website.

Troubleshooting

How can I prevent uninvited attendees from joining my meeting?

The following are several ways you can prevent uninvited attendees from joining a meeting:

- **Specify a password for your meeting.**
Your meeting service automatically includes the password for your meeting in an invitation email message to each invited attendee.
- **Schedule an unlisted meeting.**
On the Schedule a Meeting page, you can select the **Unlisted meeting** check box to prevent your meeting from appearing on the meeting calendar. Only attendees who have the meeting number can join the meeting.
- **Restrict access to your meeting.**
Once all invited attendees have joined the meeting, you can choose **Restrict Access** on the **Meeting** menu to prevent others from joining the meeting.
- **Expel uninvited attendees.**
Choose **Expel** on the **Participant** menu.

When I join the meeting as a participant I see the yellow pop up bar that asks to install an add-on from WebEx, but I do not have admin rights to install. What should I do?

Please click the blue button **Click Here** at the bottom of the screen then click **Run** in any dialog box that appears. And you don't need admin rights for installs.

Productivity Tools

What are WebEx Productivity Tools?

WebEx Productivity Tools make it very easy for users to start, schedule, invite, and join meetings from their desktop or from commonly used desktop applications.

What desktop integrations are available using Productivity Tools?

- Microsoft Outlook
 - Meet Now (Personal Meeting Room)
- Microsoft Office integrations:
 - Word
 - Excel
 - PowerPoint
- Internet Explorer / Chrome

Can I use WebEx Productivity Tools with multiple WebEx service sites?

You cannot use Productivity Tools with multiple WebEx service sites simultaneously.

I am a Linux desktop or MAC user. Are Productivity Tools available for me?

No. Currently Productivity Tools are available only for Microsoft Windows users.

What are the different ways I can schedule meetings using Productivity Tools?

If you use Microsoft Outlook as your email client, you can schedule WebEx meetings directly from the Outlook using Productivity Tools.

How do I schedule a WebEx meeting using Outlook or integration?

You schedule a WebEx meeting with Outlook the same way you schedule other meetings. In the scheduler, click **Add WebEx Meeting** to add a WebEx meeting to your Outlook.

How can I minimize the audio usage charges the chairperson would incur when scheduling a WebEx meeting?

You schedule a WebEx meeting with Outlook the same way you schedule other meetings. In the scheduler, click **Add WebEx Meeting** to add a WebEx meeting to your Outlook. Then a dialog box appears. By default, participants will be provided links to BT MeetMe access numbers to dial in to your WebEx conference.

Please be aware that by checking the “Participants receive call back” feature you as the host can incur audio usage charges significantly more expensive than the BT MeetMe Toll Free usage charge for participants outside NA. If you are hosting a WebEx meeting with only participants located in NA then the “Participants receive Call Back” feature audio charge will be the same as BT MeetMe Toll Free.

How do I start a scheduled WebEx meeting using Outlook integration?

When you add a WebEx meeting to your Outlook the meeting on your calendar includes a URL link that you can click to start a meeting.

How do my attendees join my scheduled WebEx meeting using Outlook?

When attendees open a meeting on their Outlook calendar, they will see a URL link that they can click on to join the WebEx meeting. Attendees can also click on the URL link in the Outlook meeting invitation to join the meeting.

Why do I need to specify my preferences options for every meeting? Can I specify these preferences once so they are available for all future meetings?

With this release of Productivity Tools, you don't need to specify options (such as teleconference, join before start, tracking code, etc.) for each meeting. There are two ways you can save your preferences for all future meetings:

1. When you click Add WebEx Meeting while scheduling an Outlook meeting, after setting up your preferences in the WebEx Settings dialog box, turn on the Save as default option. Your preferences will be saved for all future meetings.
2. In Outlook, click WebEx > Account Settings to open the WebEx Settings dialog box. In the WebEx Settings dialog box, click the Scheduled Meetings tab. Select your preferences and then click OK to save the preferences for all of your scheduled meetings.

What are the different options to start instant meetings?

- Meet Now (Personal Meeting Room)
- Instant messenger integrations:
 - Skype for Business
- Microsoft Office integrations:
 - Word
 - Excel
 - PowerPoint
- Internet Explorer

What is WebEx Meet Now (Personal Meeting Room)?

WebEx Meet Now is a simple way to start and join meetings and to send meeting invitations without logging in to your WebEx service site or navigating Web pages. The WebEx Meet Now panel is available from the Start menu, from the Meet Now shortcut on your desktop, and from the Meet Now icon in the taskbar.

How can I invite an attendee to a WebEx meeting using Meet Now?

Right-click the Meet Now icon in the taskbar and click **Open Meet Now**. In the panel, you can either type your contact's email address or click the Address book icon to select your contacts from your Outlook directory. Once you have selected your contacts, you can click **Start meeting** to start a WebEx meeting and automatically send invitations, using your local mail client, to all selected contacts to join the WebEx meeting.

Can I join a WebEx meeting using Meet Now?

Yes. Right-click the Meet Now icon in your taskbar and click **Join a Meeting**. Type the host's email address or the meeting number to join WebEx meeting. You will still need to know the meeting password to join your host's meeting.

Can I start my scheduled WebEx meetings using Meet Now?

Yes. Right-click the Meet Now icon in your taskbar and click **Start a scheduled meeting**.

How can I invite my buddy to a WebEx meeting using instant messenger integration?

Start an instant messenger chat session with your buddy. In the chat window, click **Start a WebEx meeting** to start a WebEx meeting and then send a meeting invitation to your buddy as a chat message.

I already have a WebEx meeting in progress on my desktop – how can I invite my instant messenger buddy to an in-progress meeting?

Start a chat session with your buddy. In the chat window, click **Invite to Meeting** to invite your buddy to an in-progress WebEx meeting.

What is the best way to start a WebEx meeting from Microsoft Office documents?

In the toolbar of your Microsoft Office document, spreadsheet, or presentation, click **Share as Application**. Clicking this button starts a WebEx meeting and automatically shares that application. You can invite others to the meeting by clicking the Participants Panel button in the floating icon tray, clicking the Invite or Remind Participants button, and the clicking **Invite by Email** or **Invite by IM**. You can also invite attendees using One-Click or an Instant Messenger integration.

What are the new productivity tool features?

Single Sign-On. Single Sign-On (SSO) is supported through out-of-box integration with third-party identify management systems (such as CA Siteminder, Sun Java Access Manager, Oracle Oblix, and so on). SSO is supported through SAML and WS-Federation integration.

Enhanced WebEx toolbar for Microsoft Office and browsers. There is a WebEx toolbar for Microsoft Office and Internet browsers. You can now type an email address and share your browser or Microsoft Office file from WebEx toolbar in a single click. The WebEx toolbar is integrated with your Microsoft Outlook address books.

Simplified Audio Only meetings from Microsoft Outlook from the Meet Now menu. There is now a simple way to schedule Audio Only meetings using the Microsoft Outlook integrations. You can also schedule Audio Only meetings from the Meet Now menu that is available from the Meet Now taskbar icon.

Enable attendees to invite buddy into instant messenger integration. In the instant messenger integration, you can enable meeting attendees to invite a buddy to a meeting with their instant messenger.

Meet Now usability enhancements. When you are joining a meeting, the Meet Now panel lists all the meetings you are invited to, so it is easier to join a meeting from your list. Email templates are being used for Meet Now meetings. While starting a Meet Now meeting, a host can specify a new meeting topic and password. A type ahead feature is now available for the Meet Now panel. As you type an email address, the Meet Now panel will

automatically suggest email addresses from your address book, like Microsoft Outlook.

What type of data is WebEx approved for?

The WebEx conferencing tool is approved for all levels of data classification levels; however, if the WebEx Network Based Recording (meeting recording) or MyFile (file storage) features are utilized, you should be aware that although well protected, the data is not encrypted at rest in the WebEx data center. Therefore, you should refrain from using these features where Legal or Regulatory requirements mandate encryption of the data storage.

I already have a WebEx meeting in progress on my desktop. A buddy reported issues dialing into the bridge, so how can he use “Dial-Out” feature to invite buddy to an in-progress meeting?

1. From the WebEx Meeting window, click on Participants > Invite and Remind > Phone
2. Enter “Invitee Name” and Select “Country” from drop down list
3. Enter “Phone Number” and click Call and WebEx will call your buddy.
4. Please note that BT MeetMe audio services must be used according to all J&J applicable
5. IAPP - AU-6 (Telecommunication and Electronic Meeting Acceptable Use Policy

Cisco WebEx Training Center Module

What is WebEx Training Center Module?

Training Center is a hosted online solution that enables you to deliver dynamic, interactive learning to anyone with web access and a browser.

With Training Center, you reduce the costs of delivering live training, reach your learners more often and reduce the time your learners spend away from their jobs and their customers. For more information on Training Center, go to <https://www.jjconferencing.com/jj/webex/training-center/>

Do I automatically get access to Training Center as part of my J&J Conferencing account?

No, Training Center is targeted for those responsible for delivering on-line lectures, tutorials, and pre and post testing. For most J&J Conferencing users, Meeting Center is more than sufficient for conferencing needs and is part of the base offering.

I need Training Center; how do I order it?

First, you will need to have a J&J Conferencing account (BT MeetMe Audio and Cisco WebEx. Once your account has been established, you can request your account be enabled with Training Center by contacting the BT Help Desk, contact information can be found at: <https://www.jjconferencing.com/jj/contact/>

How do I schedule a Training Center session?

To schedule a session, you would visit the [WebEx service site](https://www.jjconferencing.com/jj/contact/) at <https://jjconferencing.webex.com/>. Click on the Training Center tab and expand the option on the left hand navigation panel.

WebEx and BT MeetMe Conferencing

Applications on Mobile Devices

What mobile devices will be supported using BT Meet Me and WebEx mobile applications?

iOS devices enrolled in AirWatch/MDM running 4.0 or higher are supported for use with BT MeetMe and Cisco WebEx.

Android users running OS 4.4 or higher and enrolled in AirWatch/MDM are also supported for use with BT MeetMe and Cisco WebEx.

How much does it cost to download the applications?

The BT MeetMe and Cisco WebEx applications are free downloads.

How do I download the WebEx mobile application?

Please see How to configure WebEx user guide specific for your device by clicking on one of the following links: [WebEx for Android](#) or [WebEx for iOS](#)

How do I download the BT MeetMe mobile application?

Please see How to configure BT MeetMe user guide specific for your device by clicking on one of the following links: [BT Meet Me for Android](#) or [BT MeetMe for iOS](#)

Can I run a WebEx meeting from my mobile device without Wi-Fi?

Yes. However, it is strongly encouraged that you DO NOT run a WebEx meeting without WiFi, as it will affect your data plan.

Can I run a WebEx meeting and audio bridge at the same time?

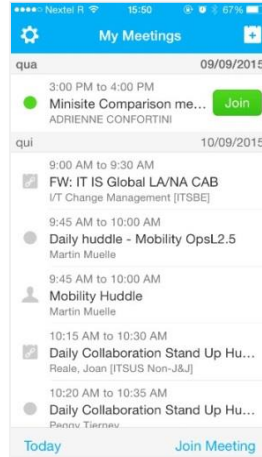
Only devices that are associated with AT&T can run voice and data applications at the same time. Furthermore, you are strongly encouraged to use Wi-Fi when using the WebEx video as well as a landline to listen to the audio.

I tried to join WebEx meeting in iOS or Android device from calendar invite and it would not connect. Is there another way to join?

Yes, please use the application to join your conference.

Go to the main screen on your Mobile Device then tap the **WebEx** icon and launch the application. Sign in through J&J's WebEx service site. Enter the following URL: jjconferencing.webex.com when prompted.

Login in using your Single Sign On (SSO). Once you have authenticated the **WebEx** app will open **My Meetings** screen and you may **Join** or **Start** (host) a conference from this screen.




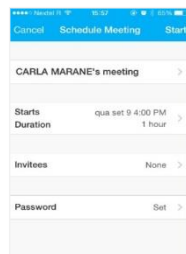
I was invited to a conference from a host outside of J&J. Can I use the application to join?

Yes, you may use the application to join. On the main screen on your mobile device, tap the **WebEx** icon on your device to launch the application. From the **WebEx Meetings** screen, tap **Join by Number**. Enter the meeting number as it appears in your calendar invite.

Can I schedule a WebEx meeting from my Mobile device?

Yes, you may use the WebEx application to schedule or host a WebEx meeting. In the main screen, tap **WebEx**. Sign in through J&J's WebEx service site. Enter the following URL: jjconferencing.webex.com

Login entering your Single Sign On (SSO). From the **WebEx** app, click on  to schedule a **WebEx meeting**. Enter the Meeting topic, add invitee(s) then to Start a meeting immediately or click on Schedule for later to specify the date and time for the **WebEx** meeting.



Can I run a WebEx meeting and audio bridge using the “Call me” feature?

Yes. However, when scheduling the meeting the host will have to check “**Participants receive call back**” option. Hosts should be aware enabling this option might affect costs.

Billing

How can I see my invoices?

Starting with April 2018 usage, standard BT MeetMe audio along with WebEx billing, is now centralized within J&J. Going forward, the only bill you will receive is if you have a separate account to set-up Event Calls as these are billed directly to the Host/Scheduler.

View My Bill Online (VMBOL) enables you to view monthly conference call invoices via the Internet. These bills are paid centrally.

Your account(s) will display a list of invoices, which you can view by clicking on the invoice number. Each invoice will then be broken down in three levels.

The Sales Invoice level, which is a summary of the services being charged for, the Call Analysis level which breaks down each service into the number of calls and lists them by reference and finally the Participant and Charge Detail level which lists the participants/details of each call.

All end user account registrations must take place via the My Meeting Manager (MYMM) online portal: www.jjconferencing.com/mymeetingmanager/

The user will access the My Meeting Manager (MyMM) portal via SSO (Single sign on). The user will require the appropriate credit card information to be used to open an account for BT Event Calls only.

There are also options to print, search for a call reference and to print a remittance slip at any point in an invoice.

You can navigate through the application by clicking the hyperlinks on the top of each page, or alternatively click on the tabs.

How do I access this billing portal “VMBOL”?

- Visit www.jjconferencing.com
- Click on Go to My Meeting Manager.
- Enter your Internal Single Sign On Login Information (WWID).
- Click on My Accounts, then click View My Bill Online (VMBOL).
- From here one can view/print one’s invoices as well as update credit card information and/or add others to credit card on file.

How do I access another user's invoice through VMBOL?

While you cannot directly access another user's invoice through VMBOL, an account holder can set up for others to receive monthly copies via email. This is done through VMBOL, under the Invoices section, Manage Email Invoice link.

Other Users (such as contractors and/or departmental staff) can have their usage invoices charged to their sponsor's credit card account. This enables all invoicing for your Event Calls, if you schedule them, to be paid by your credit card.

*Suggestion: when one of your staff sets up their User account and is assigned their User Name & Password - it is at that point in time that they should enable you to receive monthly copies via email.

How do I cancel/ terminate an account and request the last invoice?

These requests can be sent to the Billing help desk: billing@btci.com

Once the account has been terminated as requested - you will receive a confirmation via email that the account has been closed per your request.

The last invoice for any open Event Call usage charges will not be invoiced until the last day of the month and will not be available until the fifth business/working day of the following month.

EXAMPLE: There is usage on your account; however, it will NOT be billed until after the last day of the month (February 28, 2018). The last invoice in this example would not be available for viewing/printing until March 7, 2018.

NOTE: BT Conferencing works with J&J to ensure these invoices get billed/charged/paid through J&J centrally

Are there any Useful/Helpful Reports available that provide details of my invoice?

Useful reports that can clarify charges for each call such as date, duration, number of participants, features, etc. can be viewed / printed can also be run from VMBOL.

- Conference Analysis Report
- Conference Analysis Connections Report
- Features Report

How do I run a report?

1. Access VMBOL click 'Reports' (on the top of the screen)
2. Choose your 'Billing Period' (from drop down menu)
3. Select 'Conference Analysis' or 'Conference Analysis Connection'
4. Click 'Generate Report' (at bottom of page)

Who do I contact with any questions and or billing questions?

For questions regarding your account, your invoices, changes address, credit card charges*, closing accounts, etc. – send inquiries to the Billing help desk: billing@btci.com

*NOTE: For security reasons complete credit card information (all digits, name and expiration date) should not be sent through the Help Desk site.

Why are my billable minutes so high?

We bill based on total minutes per person per call. The minutes on the invoice reflect the total billable minutes for all the people on the call, not the length of the call.

Do I need to cancel a scheduled Event Call conference if I change my mind?

YES, you will incur fees if you do not cancel an Event or Operator Assisted conference call.

What if I miss a scheduled Event call? What happens?

Phone conferences which are cancelled between 1 and 24 hours before the scheduled start time will incur a charge of 50% of the value the full booked value of the Conference Charges (number of lines booked multiplied by the booked conference duration) plus relevant* chargeable Feature Charges associated with the booking.

Phone conferences that are cancelled less than 1 hour before the scheduled start time will incur a charge of the full booked value of the Conference Charges (number of lines booked multiplied by the booked conference duration) plus relevant* chargeable Feature Charges associated with the booking.

* *excludes Replay, Transcription, Interpretation, Extra cd's and Playback.*

What is the License Fees for WebEx Usage on my invoice?

J&J has an enterprise licensing model. An active host can hold an unlimited number of WebEx conferences in a month for a single fee, which is paid at the enterprise level.

When will I receive my bill/invoice? Your Bill is Attached Email Alert*

Event Call usage charges are ALWAYS billed on the last day of the month AND Email Alerts* are sent on the 5th working – business day of the following month.

Example: Billed February 28, 2018 and Sent March 7, 2018

How does BT bill/charge for WebEx usage? (How does it work?)

The monthly licensing fee for hosting WebEx conferences is billed centrally to J&J in the United States Hosts will still be able to conduct unlimited WebEx conferences during the month.

Note: One does NOT need a phone number to get into WebEx. It is web based (just like a computer).

Global Connect integrated WebEx

What is this service?

Global connect integrated WebEx delivers High Definition video, integrated audio and data sharing, including application and desktop content sharing among all meeting participants; inside and outside of J&J

Anyone can join an integrated meeting to which they are invited. In order to schedule a Global Connect integrated WebEx meeting, you will need to have that enabled on your J&J Conferencing (WebEx) account.

Who needs to be enabled for this service?

Only those people who schedule and/or host a Global Connect integrated WebEx meetings need to be enabled for this service. The service allows you to extend a Global Connect (Cisco TelePresence) meeting to anyone inside and outside of J&J. Attendees do not need to be enabled and can join without having an active WebEx account. Those who cannot join via a GC room can join the meeting via the WebEx link in the invite.

Executive Admins and their VIPs who want to be able to schedule these integrated meetings, should both be enabled for the service.

Where can I find a complete list of FAQs for GC integrated WebEx?

Click [here](#) for a complete list of FAQs supporting Global Connect integrated WebEx.