



ICUFL — Detailed Setup for Family

Author: Breda McColgan

Contributors: [“Galway ‘ICU FamilyLink’ Contributor Group”](#), consisting of Irial Conroy, Dr. Aoife Murray, Brian O’Donoghue, Breda McColgan, PJ McKenna, Frank Kirrane, Leonie Cullen

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Detailed Setup Instructions for Families (Remote Participants)

In advance of your scheduled video call, install the Cisco Webex Meeting software, and test your device to make sure that it is working correctly, as described in this document.

REQUIREMENTS

Each participant will need:

- A working **device** (smartphone, tablet, laptop or PC) with a front camera
- Make sure that your device is **fully charged**, or has access to a **power source**
- A good **Internet connection**
- **Cisco Webex Meetings** software

Internet connection

You need an Internet connection so that you can download the Webex Meetings software. You also need an Internet connection to access a video call.

Your Internet connectivity might be adversely affected by factors outside our control. If you see the message “Page Unavailable – Internal Server Error 500”, try again. If you continue to see the error despite several attempts, your connection might not be good enough for a video call.

During a video call, the sound or video might not work at times. Participants with poor Internet connectivity can **join the call with your camera turned off**. If you choose this option, the other participants cannot see you, but you can see them, and you can all hear each other.

Terminology

Tap means to touch with your fingertip. **Double tap** means to tap twice in quick succession.

Swipe means to put your fingertip on the phone screen and then move your finger to the side or top or bottom of the phone.

SETTING UP

The setup is done once per device. You do not need to repeat the setup for each video conference.

The setup steps are slightly different depending on your device:

- [iPad or iPhone](#)



- [Other smartphones](#)
- [Other tablets](#)
- [Mac](#)
- [Windows](#)

Note: Some of the steps, such as the steps granting access to the microphone and camera, might be shown in a different order on your device. The order does not matter, but it is important that you do grant access to the microphone, camera, and your location.

Note: Some additional pop-up windows might be shown on your device — for example, Search Manager, what Webex site to use, audio and video preview. You can close, cancel, or skip these pop-up windows.

iPad or iPhone

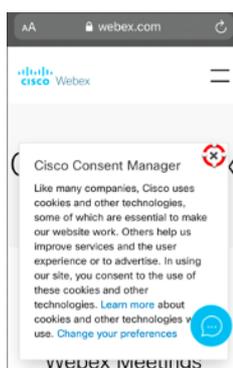
1. To reduce the possibility of errors, close all other apps before you start.

To show all running apps, double tap the main button at the bottom of the screen. To close an app, swipe it off the screen (in the direction of the top of the app window).

2. In a **web browser** window (for example, Safari), open the **Cisco Webex** software downloads page:

<http://cs.co/get-webex>

If the Cisco Consent Manager popup window is shown, you can click the links (if you want to learn more or change your preferences), or click the X in the top-right corner of the popup window to close it.

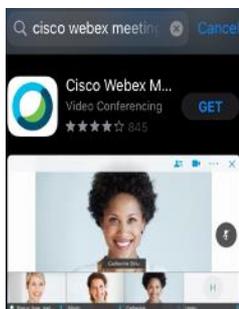


3. Scroll to the **Webex Meetings** section, and tap the **Download for iOS** button.

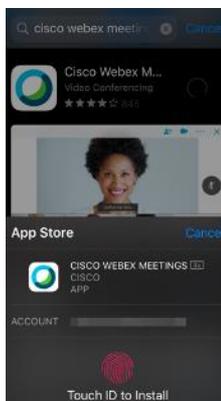
Note: The same downloads page is used for Cisco Webex Meetings and Cisco Webex Teams. Make sure you click the correct download button.



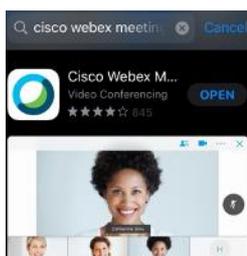
4. The Apple App Store opens with the Cisco Webex Meetings app selected. (If a Welcome message is shown first, tap **Continue**.) Tap **Get**.



Note: If prompted for your password or Touch ID, provide it.



5. Wait a few minutes for the installation to complete – the grey circle (with a small blue square inside) changes from grey to blue as the installation progresses.
6. When the installation is complete, the **Open** button is shown. Tap **Open**.





7. Tap the links (if you want to review the Terms of Service and Privacy Statement) and tap **I Accept**.



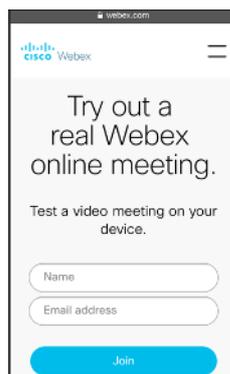
8. The Webex Meetings app is now installed and configured, but **do not try to join** the meeting from the app. **Do not try to call** the phone number shown, it is a US number and might incur significant charges. **Close** the Webex Meetings app.
9. In a **web browser** window, open the following web page to join a test meeting: <http://cs.co/test-webex>

Note: You must use the **browser**, not the downloaded application, to open the meeting. The browser will in turn open the app.

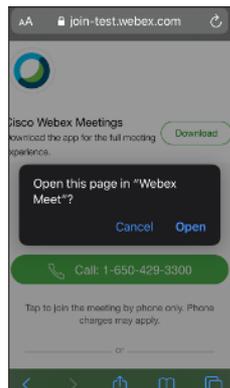
Reason: The meeting web page has been set up to enable you to log in without a Webex account but only if you open the page in a browser. If you try to open the meeting page from within the Webex Meeting application, you are prompted to enter either your Webex account details or the meeting number. You don't have those details, so you must use the browser, which will in turn open the app.

- a. Enter your name and email address, and tap **Join**.

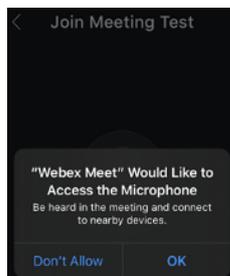
Note: Do not use autocomplete — instead, re-type the details.



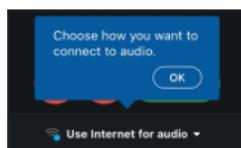
- b. When prompted to open the page in **Webex Meet**, tap **Open**.



- c. If prompted to allow Webex Meet to send you notifications, tap **Allow**.
- d. If prompted, enter your name and email address again, and tap **OK**.
- e. When asked to allow **Webex Meet** to access the microphone, tap **OK**.

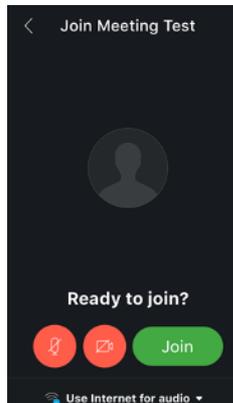


- f. When asked to allow **Webex Meet** to access the camera, tap **OK**.
- g. When prompted to choose how you want to connect to audio, make sure that the **Use Internet for audio** option is selected, and tap **OK**.

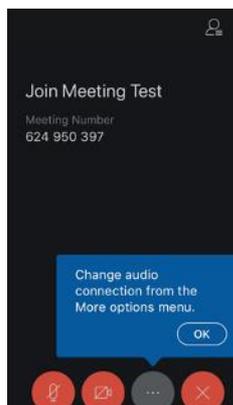




- h. The Cisco Webex Meetings **Join Meeting Test** window is opened. Tap **Join**.



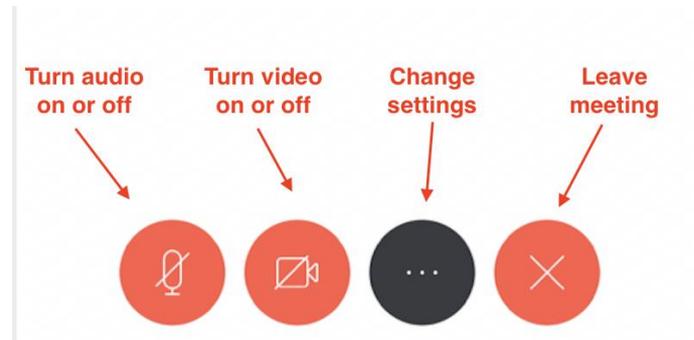
- i. The meeting window opens. If a message is shown to tell you that you can change the audio connection from the More options menu, tap **OK**.



- j. You are now in the test meeting.



The standard Webex buttons are shown at the bottom of the screen. You can tap the Webex buttons to mute or unmute your microphone, show or hide your camera output, change your audio settings, or leave the meeting.



If you cannot see the buttons, tap or swipe the screen.

- k. When you enter your first meeting, your audio is turned off (mute) – the audio button is red. To improve the audio experience for everyone on the call, all participants should **keep audio turned off** until you want to speak. When you want to speak, tap the audio button (it turns from red to black when unmuted). When you have finished speaking, tap the audio button again (it turns from black to red).

- l. When you enter your first meeting, your video is turned off – the video button is red. You can see any video shared by others on the call, but they cannot see you. If you are happy to share your video, tap the video button and tap **Start My Video** (the button turns from red to black when you are sharing your video).

Note: If you have problems maintaining a video connection to the call, tap the video button again and tap **Stop My Video** (the button turns from black to red) – turning off your video might improve the connection.

- m. To leave the call, tap the Leave icon (red circle with white x), and tap **Leave Meeting** to confirm. Your audio and video settings are saved.

Note: When the meeting host closes the call, all participants automatically disconnect. For the ICU video calls, the meeting host is the hospital staff.

- n. After you leave the meeting, close the Webex Meetings app.

Other smartphones

Note: This section is for all types of smartphone except [iPhone](#), which is described in a different section.

1. Close all applications. To close an app, open the Recent Applications menu. The button to open this menu is beside the main button at the bottom of the phone screen, but the picture on the button can vary – it might look like one of the



following buttons:



If you see a **Close All** button, tap the button. If you do not see a **Close All** button, if there is an x in the top corner of the app window, tap the x. Otherwise, **swipe** the app window to the side or to the top or bottom.

2. In a **web browser** window (for example, Chrome), open the **Cisco Webex** software downloads page:

<http://cs.co/get-webex>

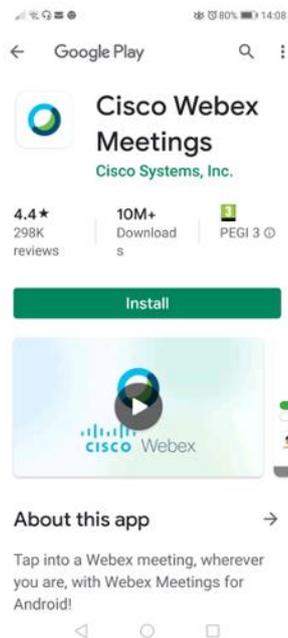
3. Scroll to the **Webex Meetings** section, and tap the **Download for Android** button.

Note: The same downloads page is used for Cisco Webex Meetings and Cisco Webex Teams. Make sure you click the correct download button.





4. The Google Play Store opens with the Cisco Webex Meetings app selected. Tap **Install**.



5. Wait a few minutes for the installation to complete – you see the % value increasing as the installation progresses.

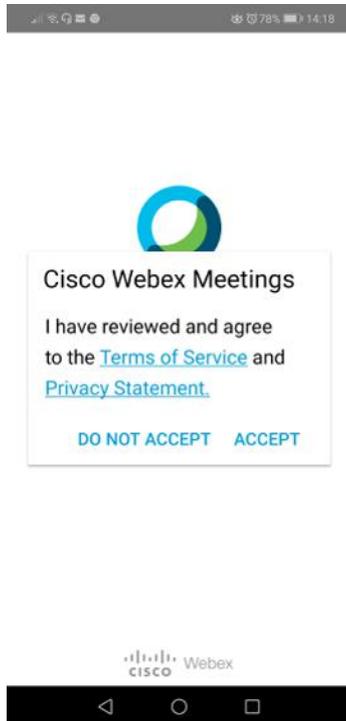


6. When the installation is complete, the **Open** button turns green. Tap **Open**.

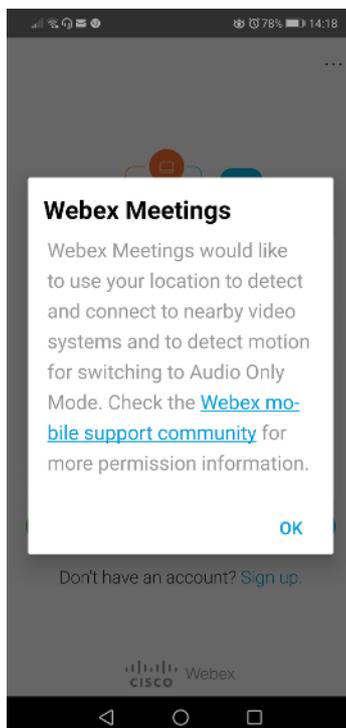




7. Click the links (if you want to review the Terms of Service and Privacy Statement) and tap **Accept**.



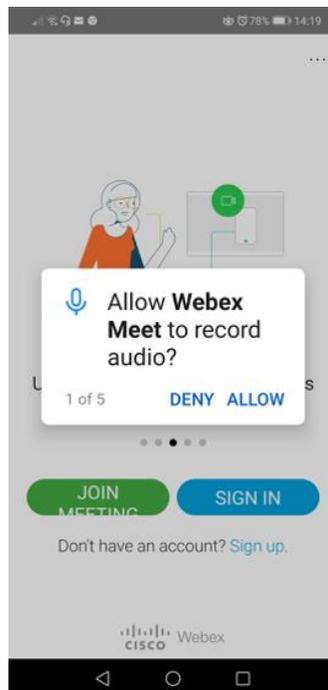
8. When you see the “Webex Meetings would like to use your location ...” prompt, tap **OK**.





9. You are now prompted to give Webex Meetings various permissions to access your audio and video. The order of the questions might be different on your screen.

- When asked to “Allow **Webex Meet** to record audio”, tap **Allow**.



- When asked to “Allow **Webex Meet** to take pictures and record video”, tap **Allow**.
- When asked to “Allow **Webex Meet** to make and manage phone calls”, tap **Allow**.
- When asked to “Allow **Webex Meet** to access this device’s location”, tap **Allow** or **Allow only while using the app**.
- When asked to “Allow **Webex Meet** to access your contacts”, tap **Allow** or **Deny**, according to your own preference.

10. The Webex Meetings app is now installed and configured, but **do not try to join** the meeting from the app. **Do not try to call** the phone number shown, it is a US number and might incur significant charges. **Close** the Webex Meetings app.

11. In a **web browser** window, open the following web page to join a test meeting:
<http://cs.co/test-webex>

Note: You must use the **browser**, not the downloaded application, to open the meeting. The browser will in turn open the app.

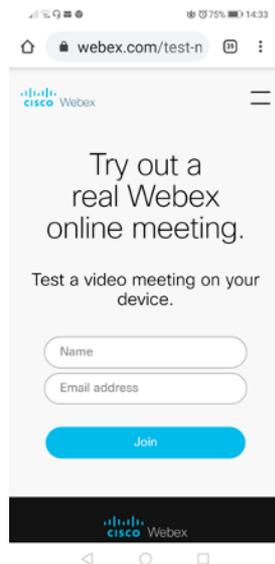
Reason: The meeting web page has been set up to enable you to log in without a Webex account but **only if** you open the page in a browser. If you try to open the meeting page from within the Webex Meeting application, you are prompted to



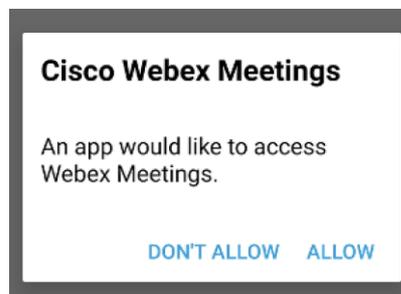
enter either your Webex account details or the meeting number. You don't have those details, so you must use the browser, which will in turn open the app.

If the Cisco Consent Manager popup window is shown, you can click the links (if you want to learn more or change your preferences), or click the X in the top-right corner of the popup window to close it.

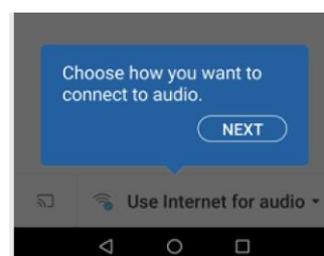
- a. Enter your name and email address, and tap **Join**.



- b. When prompted to let an app access Webex Meetings, tap **Allow**.

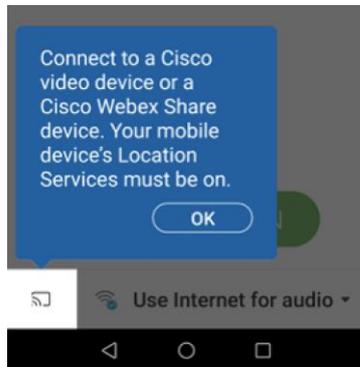


- c. If prompted to choose how you want to connect to audio, make sure that the **Use Internet for audio** option is selected, and tap **Next**.

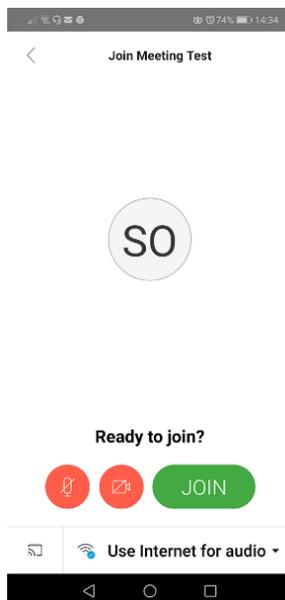




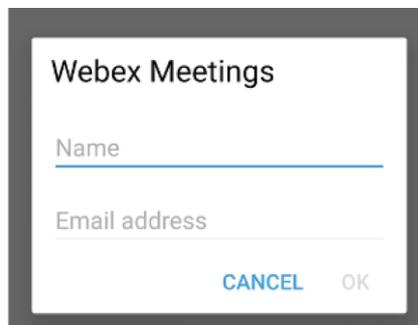
- d. If prompted that your device's Location Services must be on, tap **OK**.



- e. The Cisco Webex Meetings **Join Meeting Test** window is opened. Tap **Join**.



- f. If prompted, enter your name and email address again, and tap **OK**.





- g. The meeting window opens. A message might be shown to indicate that the audio is connecting. If prompted to swipe right to enter Audio Only mode, tap the screen to cancel.



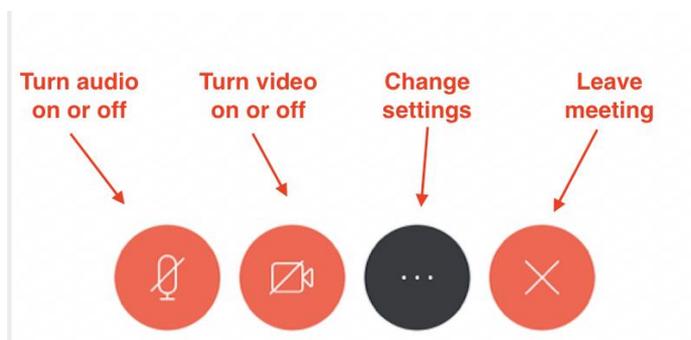
Join Meeting Test

Meeting number
629 233 115



- h. You are now in the test meeting.

The standard Webex buttons are shown at the bottom of the screen. You can tap the Webex buttons to mute or unmute your microphone, show or hide your camera output, change your audio settings, or leave the meeting.



If you cannot see the buttons, tap or swipe the screen.

- i. When you enter your first meeting, your audio is turned off (mute) – the audio button is red. To improve the audio experience for everyone on the



call, all participants should **keep audio turned off** until you want to speak. When you want to speak, tap the audio button (it turns from red to black when unmuted). When you have finished speaking, tap the audio button again (it turns from black to red).

- j. When you enter your first meeting, your video is turned off – the video button is red. You can see any video shared by others on the call, but they cannot see you. If you are happy to share your video, tap the video button (it turns from red to black when you are sharing your video). If you have problems maintaining a video connection to the call, tap the video button again (it turns from black to red) – turning off your video might improve the connection.
- k. To leave the call, tap the Leave icon (red circle with white x), and tap **Leave Meeting** to confirm. Your audio and video settings are saved.

Note: When the meeting host closes the call, all participants automatically disconnect. For the ICU video calls, the meeting host is the hospital staff.

- l. After you leave the meeting, close the Webex Meetings app.

Other tablets

Note: This section is for all types of tablet except [iPad](#), which is described in a different section.

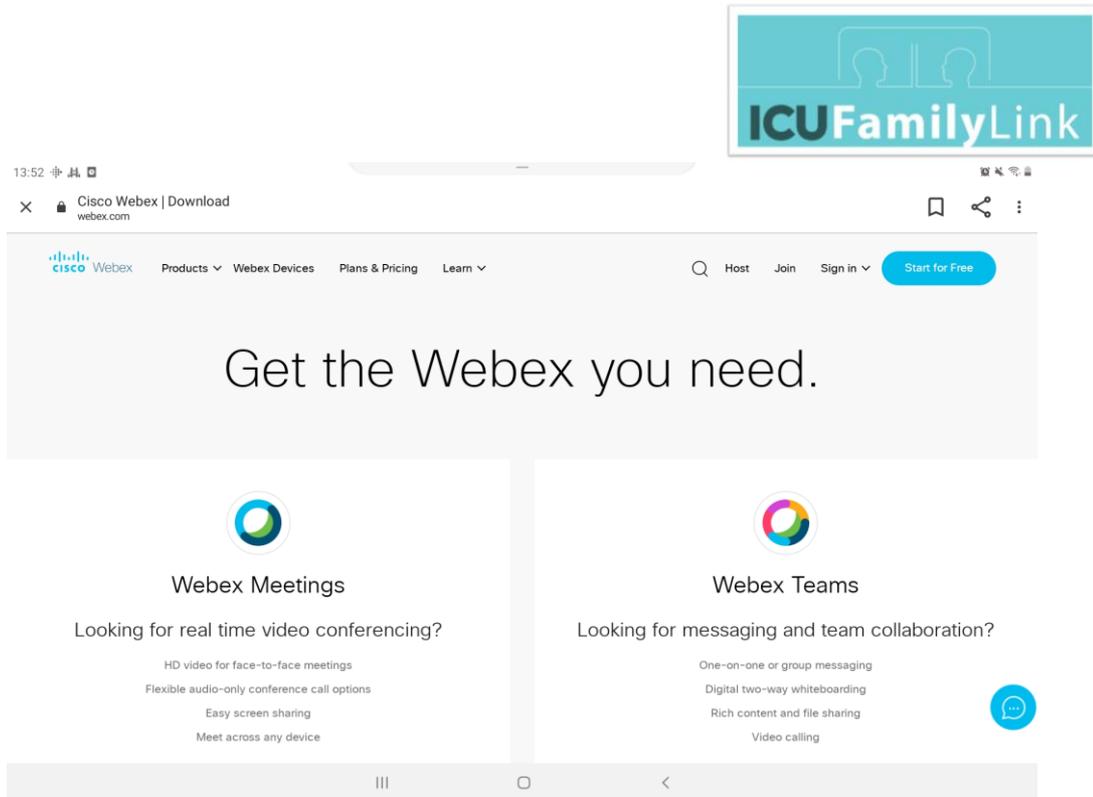
1. Close all applications. To close an app, open the Recent Applications menu. The button to open this menu is beside the main button at the bottom of the phone screen, but the picture on the button can vary – it might look like one of the following buttons:



If you see a **Close All** button, tap the button. If you do not see a **Close All** button, if there is an x in the top corner of the app window, tap the x. Otherwise, **swipe** the app window to the side or to the top or bottom.

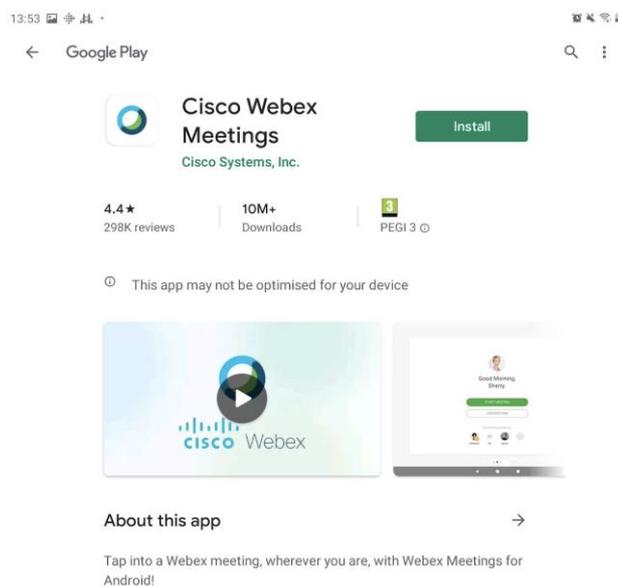
2. In a **web browser** window (for example, Google Chrome), open the **Cisco Webex** software downloads page:
<http://cs.co/get-webex>
3. Scroll to the **Webex Meetings** section, and tap the **Download for Android** button.

Note: The same downloads page is used for Cisco Webex Meetings and Cisco Webex Teams. Make sure that you click the correct download button (on the **left** side of the screen).



4. The Google Play Store opens with the Cisco Webex Meetings app selected. Tap **Install**.

Note: If the Google Play Store does not open automatically, you are prompted to select a method to install the app. Select Google Play Store from the list.



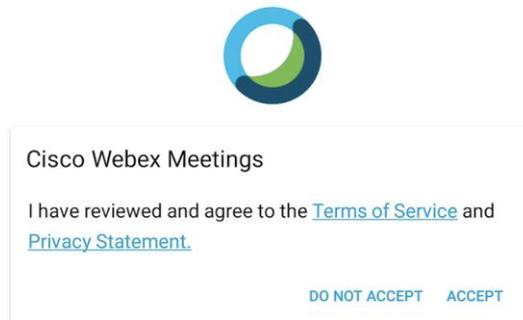
5. Wait a few minutes for the installation to complete – you see the % value increasing as the installation progresses.

Note: You might be prompted, either during installation of the app or when you first open the app, to give Webex Meetings various permissions to access your audio and video. Allow the access, as described in later steps in this section.

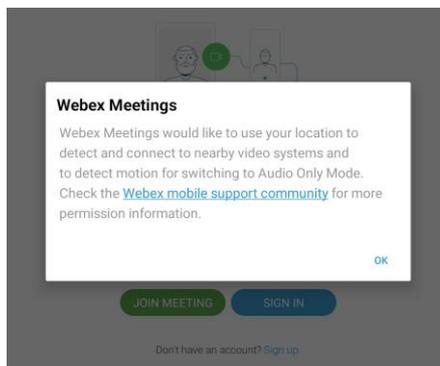
6. When the installation is complete, the **Open** button turns green. Tap **Open**.



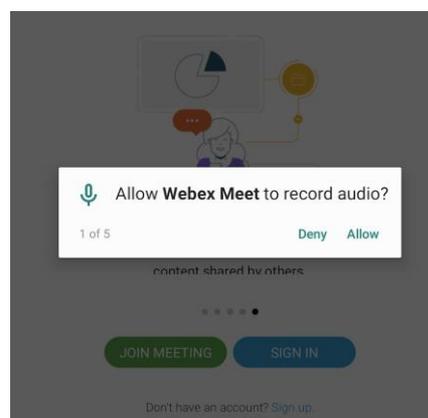
7. Click the links (if you want to review the Terms of Service and Privacy Statement) and tap **Accept**.



8. When you see “Webex Meetings would like to use your location ...”, tap **OK**.



9. You are now prompted to give Webex Meetings various permissions to access your audio and video. The order of the questions might be different on your screen.
 - a. When asked to “Allow **Webex Meet** to record audio”, tap **Allow**.



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- c. When asked to “Allow **Webex Meet** to make and manage phone calls”, tap **Allow**.
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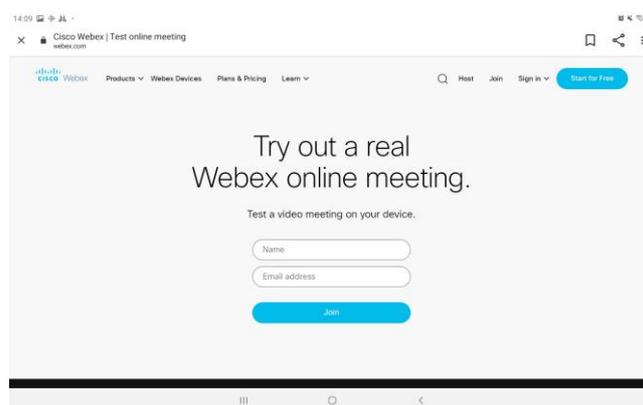
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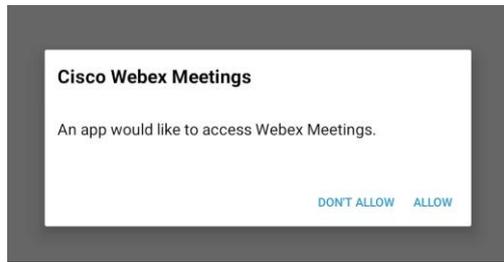
If the Cisco Consent Manager popup window is shown, you can click the links (if you want to learn more or change your preferences), or click the X in the top-right corner of the popup window to close it.

- a. Enter your name and email address, and tap **Join**.

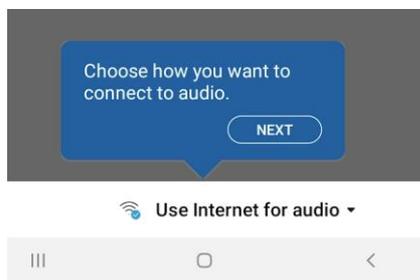




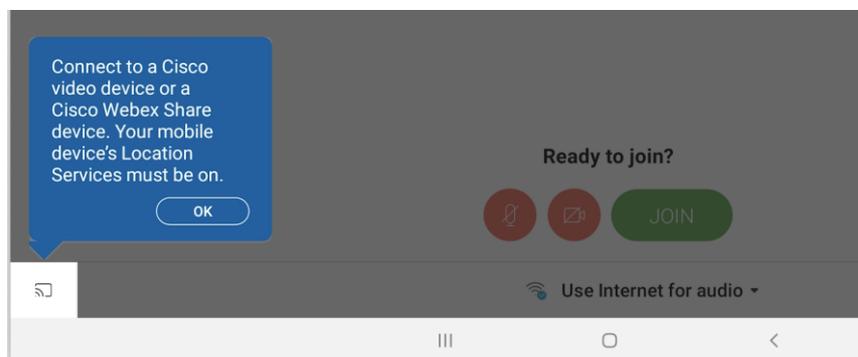
- b. When prompted to let an app access Webex Meetings, tap **Allow**.



- c. If prompted to choose how you want to connect to audio, make sure that the **Use Internet for audio** option is selected, and tap **Next**.

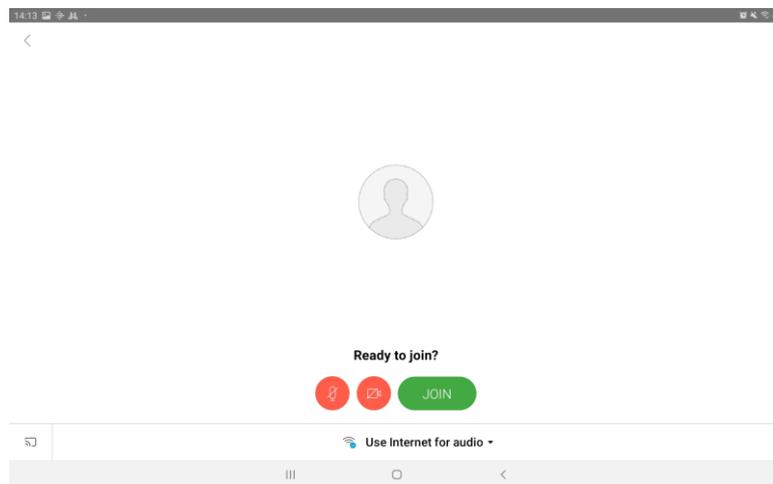


- d. If prompted that your device's Location Services must be on, tap **OK**.

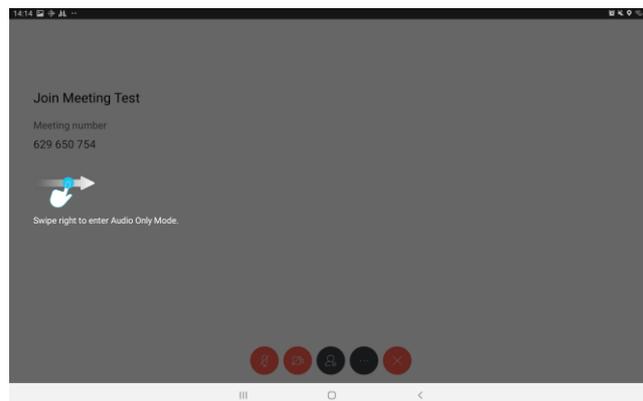




- e. The Cisco Webex Meetings **Join Meeting Test** window is opened. Tap **Join**.

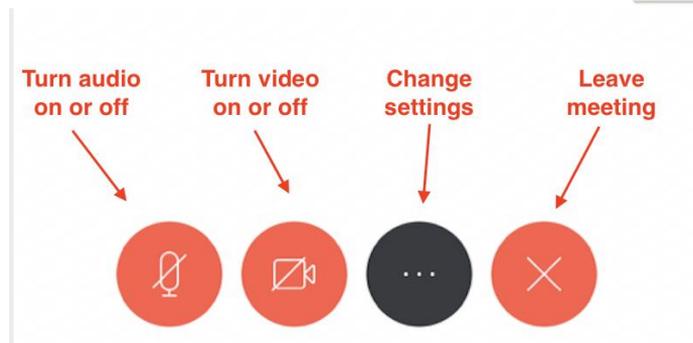


- f. If prompted, enter your name and email address again, and tap **Join**.
- g. The meeting window opens. A message might be shown to indicate that the audio is connecting. If prompted to swipe right to enter Audio Only mode, tap the screen to cancel.



- h. You are now in the test meeting.

The standard Webex buttons are shown at the bottom of the screen. You can tap the Webex buttons to mute or unmute your microphone, show or hide your camera output, change your audio settings, or leave the meeting.



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 - k. To leave the call, tap the Leave icon (red circle with white x), and tap **Leave Meeting** to confirm. Your audio and video settings are saved.
- Note:** When the meeting host closes the call, all participants automatically disconnect. For the ICU video calls, the meeting host is the hospital staff.
- l. After you leave the meeting, close the Webex Meetings app.

Mac

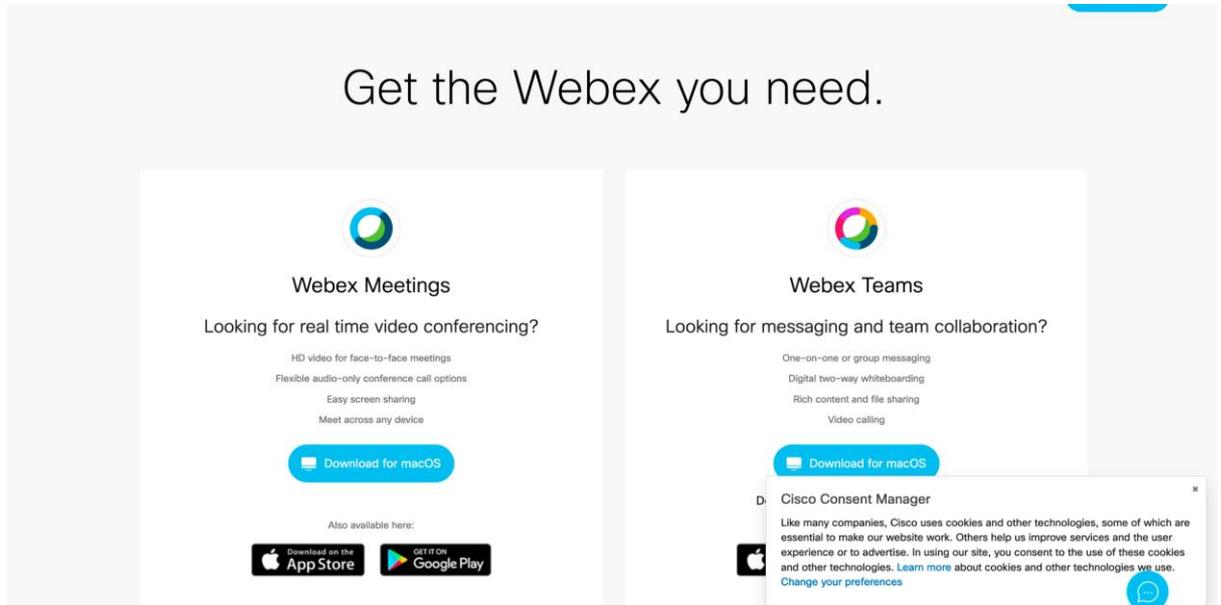
1. To reduce the possibility of errors, close all other applications before you start.

To close an application, select the application window. In the menu bar at the top of the screen, select the application name, then click **Quit <application-name>**.

2. In a **web browser** window (for example, Safari), open the **Cisco Webex** software downloads page:
<http://cs.co/get-webex>
3. Scroll to the **Webex Meetings** section, and tap the **Download for macOS** button.



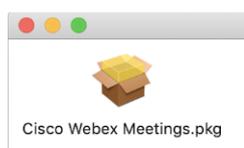
Note: The same downloads page is used for Cisco Webex Meetings and Cisco Webex Teams. Make sure you click the correct download button (on the **left** side of the screen).



If the Cisco Consent Manager popup window is shown, you can click the links (if you want to learn more or change your preferences), or click the X in the top-right corner of the popup window to close it.

Depending on your download speed, it might take a minute or two to download the entire **webexapp.dmg** file.

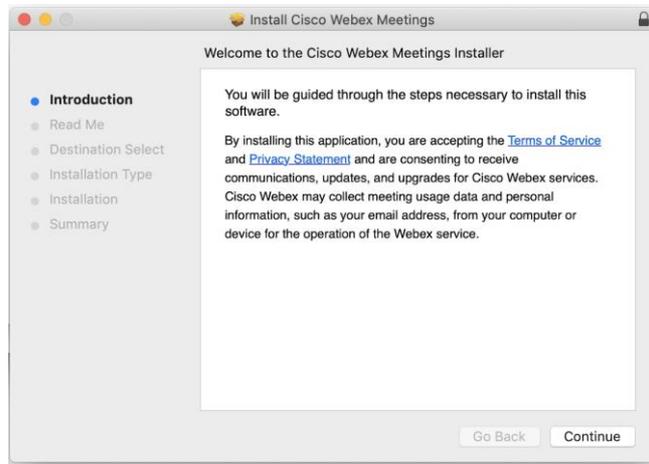
4. In a Finder window, open your Downloads folder, and double-click on the downloaded file to open the Cisco Webex Meetings package.



5. Drag the Cisco Webex Meetings icon from the package to the Applications folder (in the left pane of the Finder window).
6. Open the Applications folder and double-click on the Cisco Webex file to open the installer:



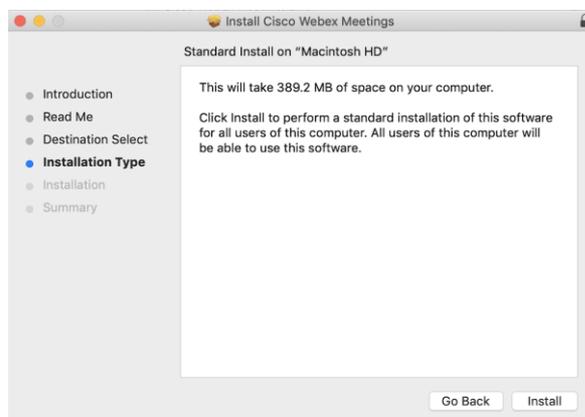
- a. On the **Introduction** page, read the text. Click the links (if you want to review the Terms of Service and Privacy Statement) and click **Continue**.



- b. On the **Read Me** page, scroll to read the text and click **Continue**.

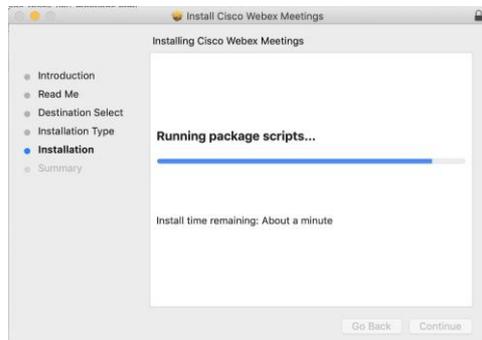


- c. On the **Installation Type** page, click **Install**. If prompted, enter your password.

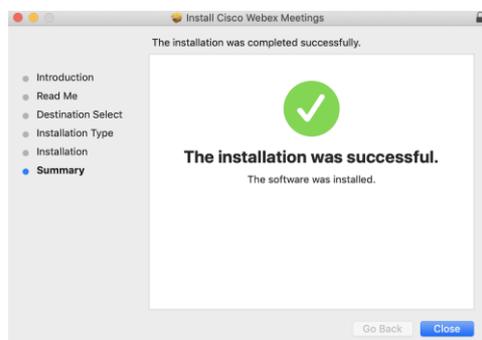




- d. On the **Installation** page, the installation progress is shown. When complete, click **Continue**.



- e. On the **Summary** page, click **Close**.



- f. If prompted to allow Cisco Webex Meetings to access various peripherals, such as the microphone, click **Open System Preferences** and grant access.



- g. The Cisco Webex Meetings **Sign in to Webex Meetings** window is opened. Click **Use as guest**.
- h. Enter your name and your email address, and click **Continue as Guest**. The Cisco Webex Meetings **Join a Meeting** window is opened.
- i. The Webex Meetings application is now installed and configured, but **do not try to join** the meeting from the application. **Do not try to call** the phone number shown, it is a US number and might incur significant charges. **Close** the Webex Meetings application.



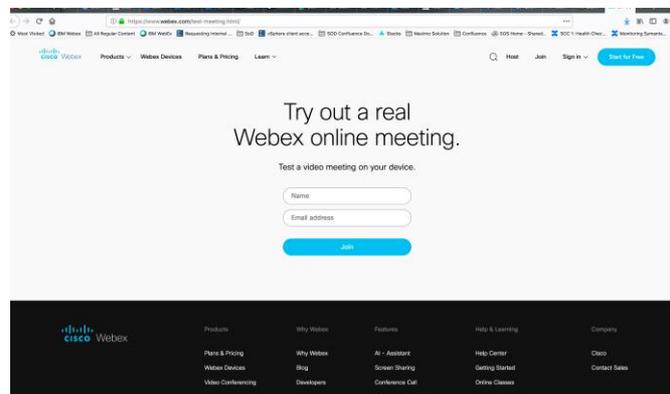
7. In a **web browser** window, open the following web page to join a test meeting:
<http://cs.co/test-webex>

Note: You must use the **browser**, not the downloaded application, to open the meeting. The browser will in turn open the application.

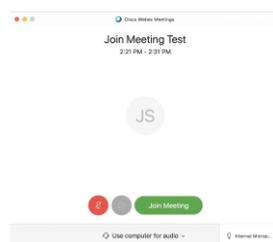
Reason: The meeting web page has been set up to enable you to log in without a Webex account but only if you open the page in a browser. If you try to open the meeting page from within the Webex Meeting application, you are prompted to enter either your Webex account details or the meeting number. You don't have those details, so you must use the browser, which will in turn open the application.

- a. Enter your name and email address, and click **Join**.

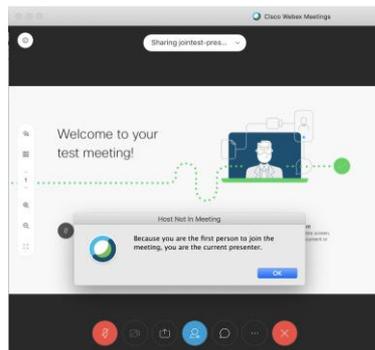
If prompted **Do you want to allow this page to open “Cisco Webex Start.app”?**, click **Allow**.



- b. The Cisco Webex Meetings **Join Meeting Test** window is opened. Click **Join Meeting**.

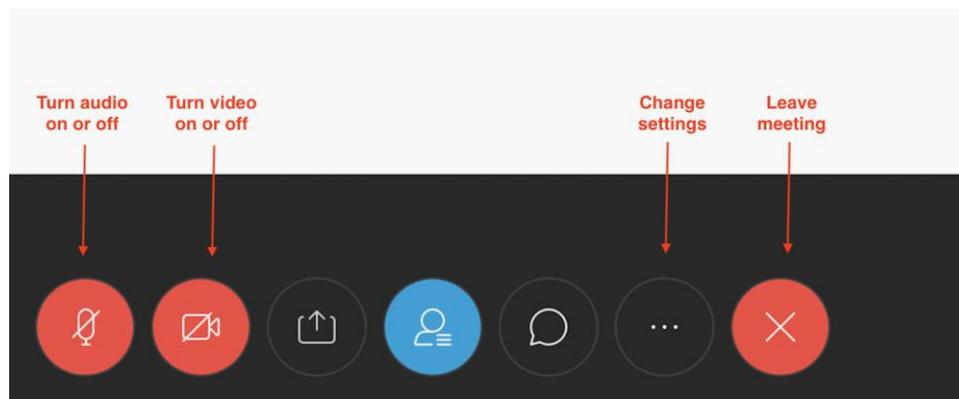


- c. The meeting window opens. If the “Because you are the first person to join the meeting, you are the current presenter” message is shown, click **OK**.



- d. You are now in the test meeting.

The standard Webex buttons are shown at the bottom of the screen. You can click the Webex buttons to mute or unmute your microphone, show or hide your camera output, change your audio settings, or leave the meeting.



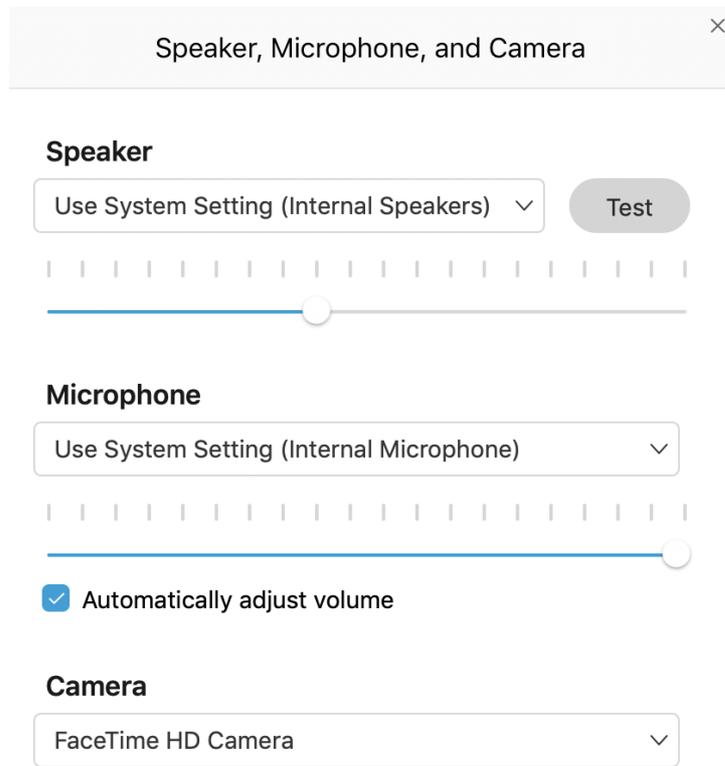
If you cannot see the buttons, click the screen.

- e. When you enter your first meeting, your audio is turned off (mute) – the audio button is red. To improve the audio experience for everyone on the call, all participants should **keep audio turned off** until you want to speak. When you want to speak, click the audio button (it turns from red to black when unmuted). When you have finished speaking, click the audio button again (it turns from black to red).
- f. When you enter your first meeting, your video is turned off – the video button is red. You can see any video shared by others on the call, but they cannot see you. If you are happy to share your video, click the video button and click **Start My Video** (the button turns from red to black when you are sharing your video).

Note: If you have problems maintaining a video connection to the call, click the video button again and click **Stop My Video** (the button turns from black to red) – turning off your video might improve the connection.



- g. To test your speaker, click the Change Settings icon (three dots) and click **Speaker, Microphone, and Camera**. In the Speaker section, click the **Test** button, and ensure that you can hear the test sound.



- h. To leave the call, click the Leave icon (red circle with white x), and click **Leave Meeting** to confirm. Your audio and video settings are saved.

Note: When the meeting host closes the call, all participants automatically disconnect. For the ICU video calls, the meeting host is the hospital staff.

- i. After you leave the meeting, close the Webex Meetings application.

Windows

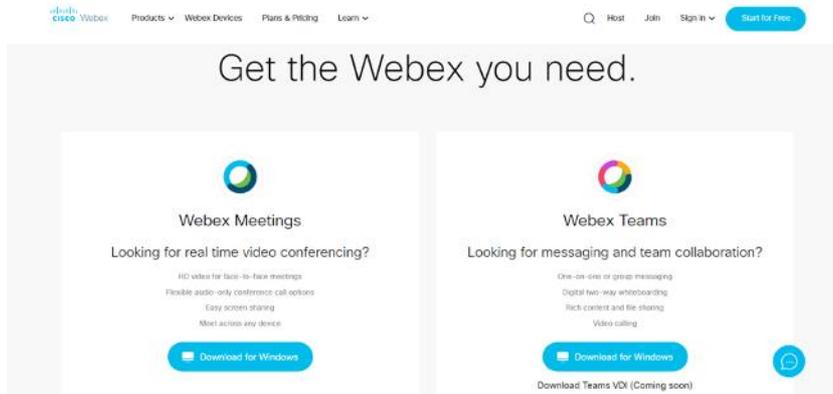
1. To reduce the possibility of errors, close all other applications before you start.

To close an application, click the x in the corner of the window, usually the top-right corner.

2. In a **web browser** window (for example, Microsoft Edge, Internet Explorer, Google Chrome, or Firefox), open the **Cisco Webex** software downloads page: <http://cs.co/get-webex>
3. In the **Webex Meetings** section, click the **Download for Windows** button.

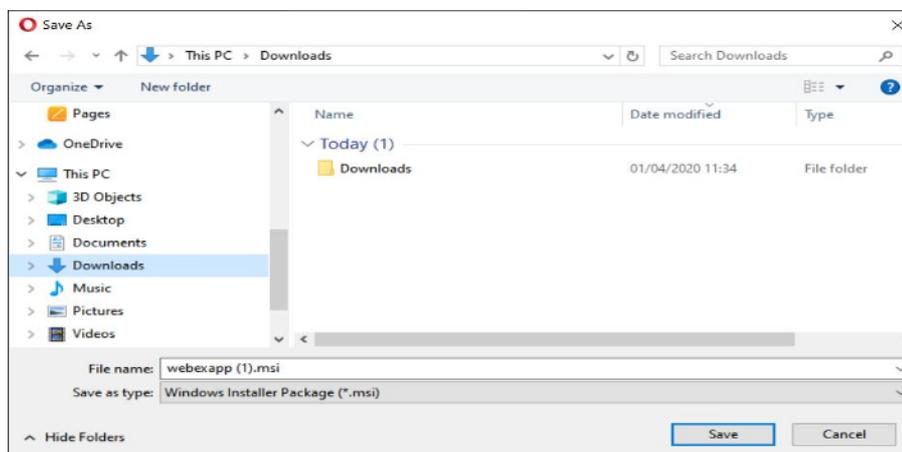


Note: The same downloads page is used for Cisco Webex Meetings and Cisco Webex Teams. Make sure that you click the correct download button (on the **left** side of the screen).



If the Cisco Consent Manager popup window is shown, you can click the links (to learn more or change your preferences), or click the X in the top-right corner of the popup window to close it.

4. When prompted to save or cancel, click **Save**. Depending on your download speed, it might take a minute or two to download the entire **webex.exe** (Windows 7) or **webexapp.msi** (Windows 10) file.



5. Open your Downloads folder, and double-click on the downloaded file to open the installer.



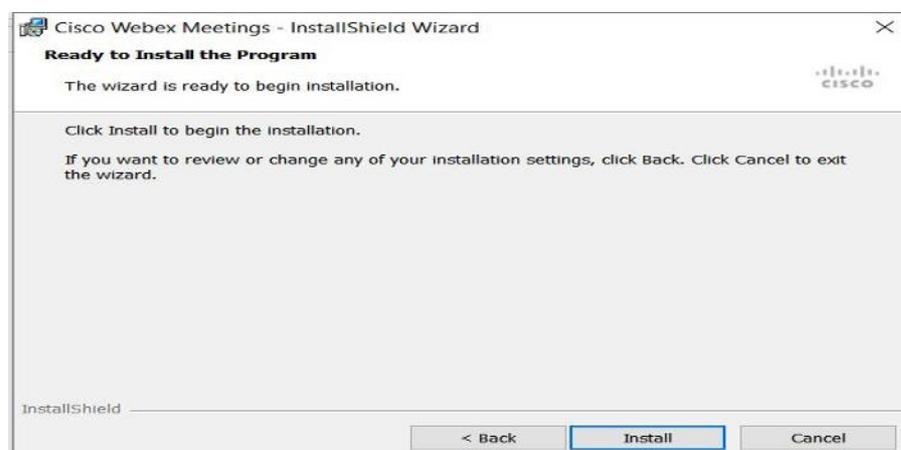
- a. The installer Welcome page is shown. Click **Next**.



- b. Review the terms in the License Agreement, and select the **I accept the terms in the license agreement** option. Click **Next**.



- c. Click **Install**. It should take a minute or two to complete the installation.



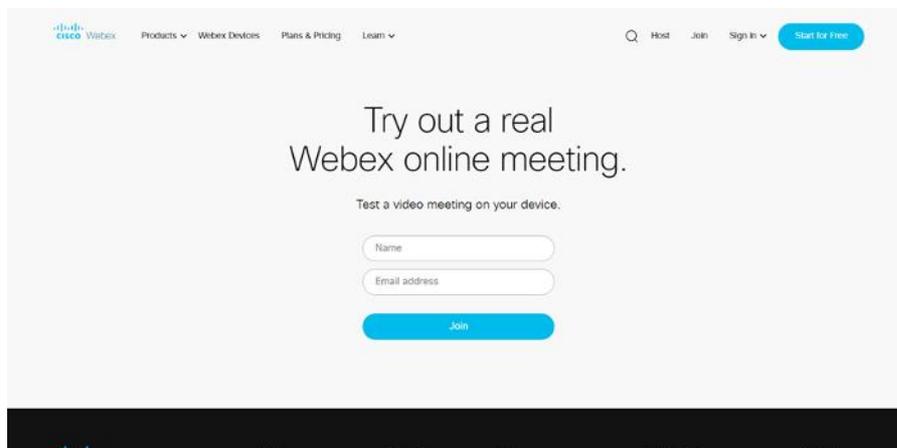


- d. Click **Finish**. The Cisco Webex Meetings **Sign in to Webex Meetings** window is opened. Click **Use as guest**.
 - e. Enter your name and your email address, and click **Continue as Guest**. The Cisco Webex Meetings **Join a Meeting** window is opened.
 - f. The Webex Meetings application is now installed and configured, but **do not try to join** the meeting from the application. **Do not try to call** the phone number shown, it is a US number and might incur significant charges. **Close** the Webex Meetings application.
6. In a **web browser** window, open the following web page to join a test meeting:
<http://cs.co/test-webex>

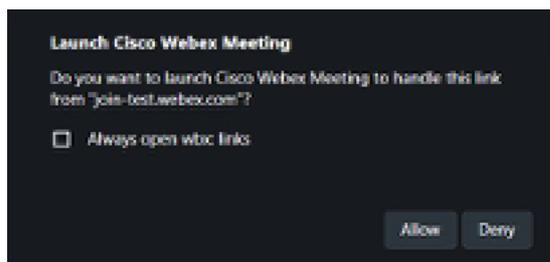
Note: You must use the **browser**, not the downloaded application, to open the meeting. The browser will in turn open the application.

Reason: The meeting web page has been set up to enable you to log in without a Webex account but only if you open the page in a browser. If you try to open the meeting page from within the Webex Meeting application, you are prompted to enter either your Webex account details or the meeting number. You don't have those details, so you must use the browser, which will in turn open the application.

- a. Enter your name and email address, and click **Join**.



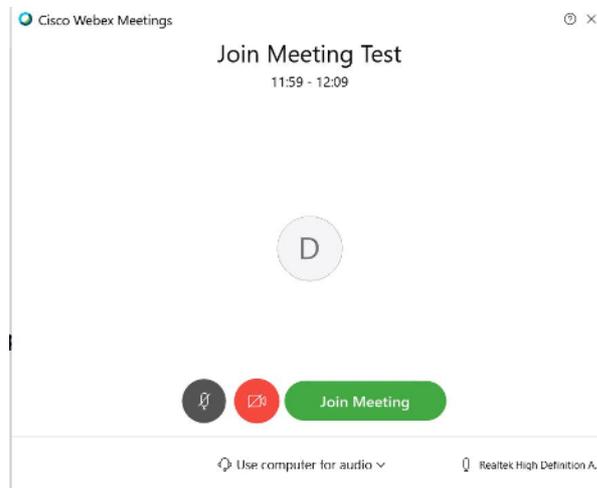
- b. If prompted to open the page in an application, select the default application **Cisco Webex Meeting**, and click **Open link**.



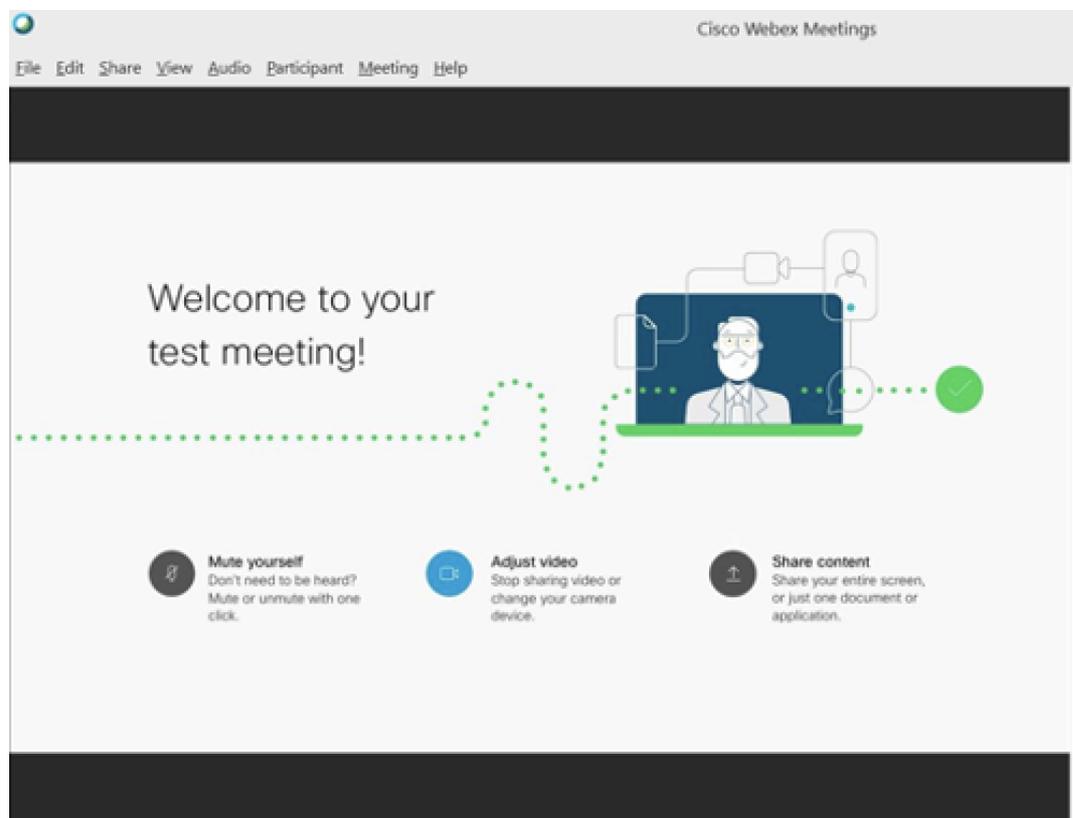


If prompted to **Launch Cisco Webex Meeting**, click **Allow**.

- c. The Cisco Webex Meetings **Join Meeting Test** window is opened. Click **Join Meeting**.



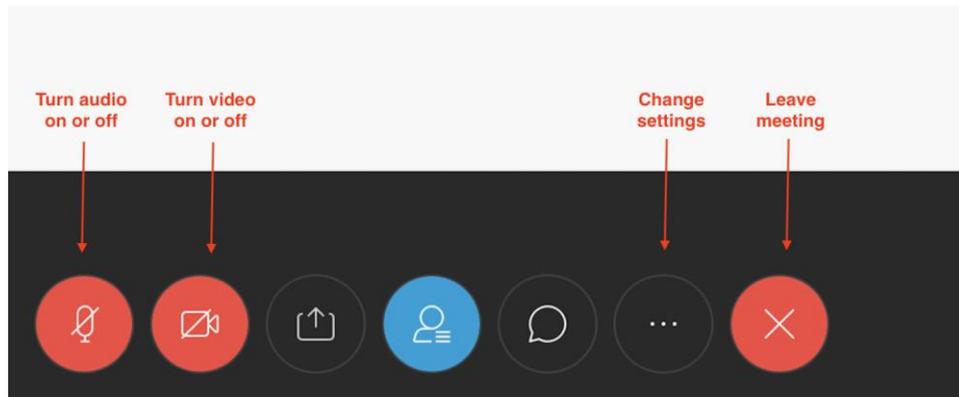
- d. The meeting window opens, and the "Waiting for others to join" message is shown. If a message is shown to tell you that you can change the audio connection from the More options menu, click **OK**. If the **Host Not in Meeting** message is shown, click **OK**.





- e. You are now in the test meeting.

The standard Webex buttons are shown at the bottom of the screen. You can click the Webex buttons to mute or unmute your microphone, show or hide your camera output, change your audio settings, or leave the meeting.



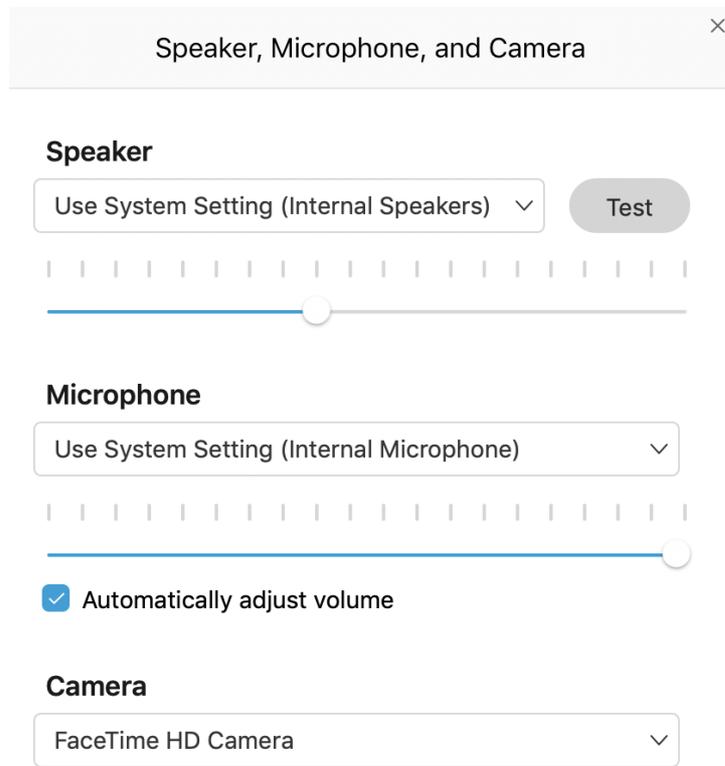
If you cannot see the buttons, click the screen.

- f. When you enter your first meeting, your audio is turned off (mute) – the audio button is red. When you want to speak, click the audio button (it turns from red to black when unmuted). When you have finished speaking, click the audio button again (it turns from black to red). To improve the audio experience for everyone on the call, all participants should **keep audio turned off** until you want to speak.
- g. When you enter your first meeting, your video is turned off – the video button is red. You can see any video shared by others on the call, but they cannot see you. If you are happy to share your video, click the video button and click **Start My Video** (the button turns from red to black when you are sharing your video).

Note: If you have problems maintaining a video connection to the call, click the video button again and click **Stop My Video** (the button turns from black to red) – turning off your video might improve the connection.



- j. To test your speaker, click the Change Settings icon (three dots) and click **Speaker, Microphone, and Camera**. In the Speaker section, click the **Test** button, and ensure that you can hear the test sound.



- h. To leave the call, click the Leave icon (red circle with white x), and click **Leave Meeting** to confirm. Your audio and video settings are saved.

Note: When the meeting host closes the call, all participants automatically disconnect. For the ICU video calls, the meeting host is hospital staff.

- i. After you leave the meeting, close the Webex Meetings application.