







# Tool Quick Reference Guide

UNITEDHEALTH GROUP

Tool	When to Use	Who Has Access	Max Usage	Desktop	Mobile	Audio	Video	Notes
 <b>Microsoft Outlook</b>	To send a written message to one person or many	All integrated employees and most non-integrated employees	500 recipients per email 1,000 attendees per meeting	✓	✓			Mobile access to Outlook is available through Blackberry Good or Workspace ONE
 <b>Microsoft Teams</b>	To communicate or meet 1:1 or with small groups or teams	In pilot. Coming soon - being rolled out to the enterprise as part of Office 365	5,000 per Team 250 per meeting	✓	✓	✓	✓	You must have Office 365 / MS Teams to chat and host a meeting. Anyone that is invited to a MS Teams meeting can join.
 <b>Cisco Jabber</b>	Softphone, 1:1 messaging and small group chats  Screen sharing only within 1:1 call or group chat	All integrated employees and some non-integrated employees	6 per conference call 100 per group chat	✓		✓		Jabber acts as a softphone, allowing team members to route calls to Jabber instead of a desk phone.
 <b>Cisco Webex</b>	Audio calls, video calls and sharing your screen for 3-1,000 participants	All employees	1,000 participants 500 phone dial-ins	✓	✓	✓	✓	The host of a meeting must have a registered WebEx Host Account, but anyone invited can join a Webex meeting.
 <b>AT&amp;T Events</b>	Conference calls for 500+ people with additional features, such as a moderator	All employees who received special approval to charge an event to a designated GL code can request	4,000 per automated dial-in 1,400 per operator-assisted	✓	✓	✓		Cost is \$0.04 per attendee per minute for an automated dial-in. Cost is \$0.08 per attendee per minute for an operator-assisted call. <a href="#">ATT Event pricing</a> overview.
 <b>Kaltura</b>	Broadcasting a live event via a video, such as a Town Hall, or conducting an audio call for up to 100,000 people	All employees who received special approval to charge an event to a designated GL code can request, but all employees can join a Kaltura event	100,000 attendees Up to 4 streams per day	✓	✓	✓	✓	Access <a href="#">Webcast</a> ordering and cost information.

# Tips and Best Practices

## Webex

- **When to Use:** Use Webex for meetings with 3 (minimum) to 1000 (maximum). WebEx does not require you to share your desktop, an application or a presentation. You can conduct an audio only WebEx.
- **Join via Your Computer When Possible:** After starting your WebEx meeting, select Call Using Computer instead of Call Me if you have a headset that connects to your computer.
- **Eliminate Beeps:** When scheduling a WebEx meeting, select No Tone in the Entry and Exit Tone field within the Audio Conference section. This will eliminate the beeps that play when participants join and leave the meeting. Alternatively, during your meeting, click Participant > Entry and Exit Tone in the main WebEx meeting window to disable the beeps.
- **Remove Background Noises and Mute Attendees:** During a WebEx meeting, in the main WebEx meeting window, click Participant > Mute on Entry. Then click Participant > Mute All. This will eliminate background noise from participant's lines. A participant can unmute their line by clicking the red microphone icon next to their name should they have a question or need to speak during your Webex meeting.
- **Share Content:** To share content, the recommended method is Application Share or Screen Share. Fonts and formatting may change if content is uploaded then shared.
- **Ending Calls:** Click End Meeting then End Meeting again. If you are leaving a call and don't want the call to end, assign another participant with host access. To do this right-click on a person's name in the Participants panel then click Change role to Host. Click OK. After that person's name, it will now display "(host)". Click Leave Meeting, then click Leave Meeting again.
- **Turn Off Video When Experiencing Bandwidth issues:** Turn off video if you or other participants are experiencing bandwidth issues.
- **Schedule WebEx Meetings at Less Common Start Times:** To mitigate network congestion try to schedule start times for your Webex meetings for a less common start time like 1:15 or 1:45 versus 1:00 or 1:30.

## Jabber Softphone

- **Internet Service Provider (ISP):** Use a broadband service which offers at least 15 Mbps download and 5 Mbps upload speeds. You can validate your broadband speed at speedtest.net.
- **Network Connection:** Use a wired-connection when working remotely.
- **Applications:** Don't have too many large files opened at the same time, such as large Excel worksheets, Word documents with several pictures or Visio documents while using your softphone. Wait to send and open emails with large files attached until after your phone call.
- **Headsets:** Preferred option is to use a USB headset or USB dongle with Bluetooth headset. Pairing Bluetooth headset without the USB dongle is allowed. The use of the internal speakers and microphone in a laptop is not supported.
- **Computer Maintenance:** Don't leave your computer up for days. Restart or shut down your computer daily for optimal performance.