



# Cisco WebEx Web Conferencing, provided by InterCall Audio Controls User Guide



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Using Cisco WebEx™ Web Conferencing, offered by InterCall, you have the ability to add an InterCall Reservationless-Plus® teleconference to your web conference. Audio controls are available\* on Cisco WebEx Meeting Center, Cisco WebEx Event Center®, Cisco WebEx Sales Center and Cisco WebEx Training Center. This guide provides details as to how to add your Reservationless-Plus account information to your profile, schedule, join and manage the teleconference portion of your meeting.

*\*Please reference the Cisco WebEx Web Conferencing Audio Controls Release Notes to read about specific known issues and limitations.*

## Adding your Reservationless-Plus account to your profile

On your branded website, you can add your Reservationless-Plus account information to your profile. This allows you to manage your online meeting and teleconference from the same web interface. To add your Reservationless-Plus account information to your profile, please follow the steps (1-7) below.

- 1 Login to your branded website with your user name and password (i.e. <http://company.webex.com>). If you do not have a user name or password, please contact your site administrator or InterCall Customer Service.

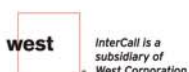
*NOTE: For customers utilizing our pay per minute site [www.intercall.com/meetingcenter](http://www.intercall.com/meetingcenter), your Reservationless-Plus account information is automatically populated for you.*

- 2 Once you have logged in to your account, click on My WebEx. On the left hand side of the screen, select My Audio.
- 3 On the My Audio screen, select Add an Account. You can store up to three different Reservationless-Plus from InterCall accounts. Accounts must be added one at a time.

- 4 In the Add Teleconferencing Account window, enter:
  - Your toll-free Reservationless-Plus telephone number into the Toll-free call-in number field.
  - Your toll Reservationless-Plus telephone number into the Toll call-in number field if applicable.
  - Your Leader PIN.
  - Your Conference Code into the Conference Code field.
  - In the Recording dial-out number drop down menu, select the number that you would like to utilize for Network Based Recording.

*IMPORTANT: Audio Broadcast is not a standard feature and is not applicable in this selection.*

- Click OK.
- 5 If you have more than one Reservationless-Plus account stored, then you can select the default number by selecting, Set as Default, on the My Audio screen.





## Scheduling the Teleconference

In the Scheduler, you can select your Audio Option or Teleconference option and three options appear:

- + None (no teleconference)
- + Reservationless-Plus from InterCall
- + Other teleconference service

*NOTE: For some customer sites, Integrated VoIP is also an available option.*

### NONE

If you do not require a teleconference for your meeting, click on the radio button next to None.

### RESERVATIONLESS-PLUS FROM INTERCALL

*IMPORTANT: This is the option that is linked with Reservationless-Plus audio controls.*

To use your InterCall Reservationless-Plus account, click on the radio button next to Reservationless-Plus from InterCall. Then click on the radio button next to the appropriate account (e.g. Account1, Account2, Account3) if necessary.

| IF YOU WOULD LIKE...             | THEN...                                        |
|----------------------------------|------------------------------------------------|
| Attendees to call in             | Click on the radio button next to this option. |
| Attendees to receive a call back | Click on the radio button next to this option. |

### OTHER TELECONFERENCE SERVICE

If you would prefer to use either InterCall's Operator Assisted or our Automated teleconferencing service, click on the radio button next to Other teleconference service, and type the Dial-In information, Conference Code and passcode (if applicable) in the Instructions box that appears.

## Joining the Teleconference

There are two different ways for attendees to join the teleconference, depending upon how the host scheduled the meeting. Attendees can join by:

- + Dialing in
- + Receiving a call back

Either way, if the host opts to use Reservationless-Plus from InterCall when scheduling the meeting, a Join Teleconference dialog box appears when attendees join the meeting. Attendees can also access the Join Teleconference dialog box by clicking on Participant on the main menu, followed by Join Teleconference.

### DIALING IN

Follow the steps listed in the table below to dial into the Reservationless-Plus teleconference.

| STEP | ACTION                                                                                                                                                                                                                                     |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Call the phone number listed.                                                                                                                                                                                                              |
| 2    | Enter your Conference Code followed by the pound or hash sign (#).                                                                                                                                                                         |
| 3    | Press star (*) if you are the Leader.                                                                                                                                                                                                      |
| 4    | Enter your Leader PIN followed by the pound or hash sign (#).                                                                                                                                                                              |
| 5    | Press "1" to start or join your conference.                                                                                                                                                                                                |
| 6    | Enter the Attendee ID and/or Identity Code listed on the "Join Teleconference" dialog box to identify yourself in the participant list.<br><i>NOTE: The Reservationless-Plus audio does not provide a voice prompt to enter this code.</i> |
| 7    | Click on the "OK" button on the "Join Teleconference" dialog box once you are connected.                                                                                                                                                   |

## RECEIVING A CALL BACK

Follow the steps listed in the table below to receive a call back. (screenshot below).

| STEP | ACTION                                                                                                                                                                                                                                                                                                                           |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | In the Select a phone drop down menu, select a previously used phone number. If you have not previously used this functionality, leave the drop down menu blank.                                                                                                                                                                 |
| 2    | Type the area/city code and phone number in the textbox provided. You also can select the checkbox to save your phone number on this computer for future use.                                                                                                                                                                    |
| 3    | Click on the "OK" button. A "Calling" prompt appears in the bottom left-hand corner of your screen and your phone should ring.                                                                                                                                                                                                   |
| 4    | Answer the phone and you should hear a greeting.                                                                                                                                                                                                                                                                                 |
| 5    | Press "1" to join the conference and you are connected. Note the "Call connected" prompt in the bottom, left-hand corner of your screen. You'll notice that the teleconference number, Conference Code, and Leader PIN are listed on the "Info" tab.<br><i>NOTE: The Leader PIN does not appear on the participants' screens</i> |




*NOTE: If you still have attendees dial into the meeting, please advise them to identify themselves in the participant list by going to the Info Tab and entering the Attendee ID and/or Identity Code number listed on the screen.*

## Leaving the Teleconference

Once you join the teleconference, the Join Teleconference option on the Participant main menu becomes the Leave Teleconference option. So, if you would like to leave the teleconference, click on Participant on the main menu, followed by Leave Teleconference. If you are the Host of the meeting, the teleconference and web conference will end for everyone once you disconnect from the meeting. To prevent the meeting from disconnecting, you can transfer Host control to another participant to keep the teleconference and web conference connected after you exit the meeting.


## Managing the Teleconference

### MUTING

To mute your audio line, click Participant on the main menu, followed by Mute, or right-click on your name on the Participants tab and click on Mute. Once you are muted, a red X will appear next to the phone icon alongside your name (for meetings scheduled with the call-back option only). 

*NOTE: The meeting host can right-click on any attendee's name on the Participants tab and mute their audio line.*

### UNMUTING

To unmute your audio line, click Participant on the main menu, followed by Unmute, or right-click on your name on the Participants tab and click on Unmute. Once you are unmuted, the red X disappears from the phone icon alongside your name (for meetings scheduled with the call-back option only). 



## MUTING ALL

To mute all attendees' audio lines, click Participant on the main menu, followed by Mute All. The phone icon beside each attendee's name will have a red X by it. Or you can right-click on any attendee's name on the Participants tab, and click on Mute All.

## UNMUTING ALL

To unmute all attendees' audio lines, click Participant on the main menu followed by Unmute All. The red X disappears from the phone icon alongside each attendee's name. Or you can right-click on the Participants tab, and click on Unmute All.

## MUTING ATTENDEES ON ENTRY

To have attendee's audio lines muted when they join the teleconference, click Participant on the main menu, followed by Mute Attendees on Entry. A checkmark appears next to this option when it is active.

To deactivate this option, click on Participant on the main menu, followed by Mute Attendees on Entry. The checkmark next to this option disappears.

## INVITING ATTENDEES BY PHONE

Follow the steps listed in the table below to invite attendees by phone.

| STEP | ACTION                                                                              |
|------|-------------------------------------------------------------------------------------|
| 1    | Click "Participant" on the main menu.                                               |
| 2    | Highlight "Invite."                                                                 |
| 3    | Click "by Phone." The "Invite by Phone" dialog box appears.                         |
| 4    | Type the attendee's name in the "Name" textbox.                                     |
| 5    | Type the attendee's area/city code and phone number in the text box provided.       |
| 6    | Click the "Call" button.                                                            |
| 7    | Select *1 on your telephone keypad to join the participant to the audio conference. |

*NOTE: The "Conference" button is grayed out on the Invite by Phone window. This is a known issue. Please reference the Cisco WebEx Web Conferencing Audio Controls Release Notes for additional information.*

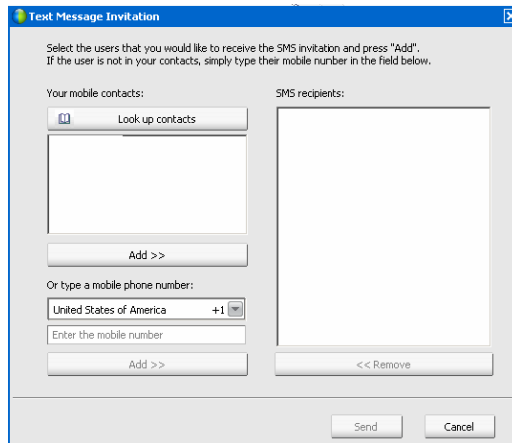
You can also Invite Participants by Phone if you select Invite by Phone on the Quick Start screen.

| IF YOU...                                    | THEN...                        |
|----------------------------------------------|--------------------------------|
| Want to invite additional attendees by phone | Follow steps 4-7 listed above. |
| Want to clear all fields                     | Click the "Clear" button.      |
| Are done inviting attendees by phone         | Click the "Close" button.      |

## INVITING ATTENDEES BY TEXT MESSAGING (SMS)

Follow the steps listed in the table below to invite attendees by text messaging (SMS):

| STEP | ACTION                                                                                                                                |
|------|---------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Click on Participant in the main menu.                                                                                                |
| 2    | Select Invite "by SMS."                                                                                                               |
| 3    | Click "Look up contacts" to invite participants from your address book.                                                               |
| 4    | Once you have selected the contact(s), highlight the name and click the "Add" button to add the contact(s) to the SMS recipient list. |
| 5    | To type a mobile phone number, select the country code in the drop down menu and then enter the mobile number just below it.          |
| 6    | Click the "Add" button to add the contact(s) to the SMS recipient list.                                                               |
| 7    | To remove contact(s) from the SMS recipient list, highlight the contact's name and/or mobile phone number, and then click "Remove."   |
| 8    | Click "Send" to send the invitation to the selected recipients.                                                                       |



Participants that join via text message can reply with the number 1 to receive a call-back to join the teleconference portion of the meeting.

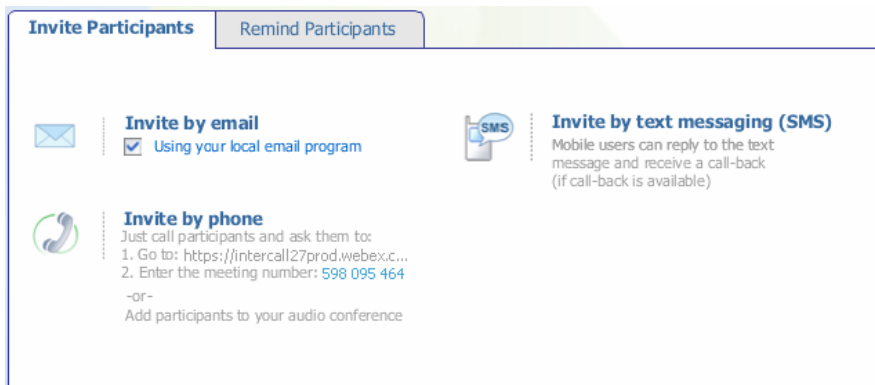
### IF YOU...

Want to cancel out the invitation or close the dialog box

### THEN...

Click the "Cancel" button.

You can also invite participants by text messaging if you select Invite by text messaging (SMS) on the Quick Start screen as shown below.



*NOTE: Site administrator must enable the Invite by SMS option using the site administration tool. Regular text messaging and line charges apply.*

## RENAMING ATTENDEES

Follow the steps listed below to rename an attendee.

| STEP | ACTION                                                        |
|------|---------------------------------------------------------------|
| 1    | Right-click on the attendee's name on the "Participants" tab. |
| 2    | Click "Rename."                                               |
| 3    | Type the attendee's name in the textbox.                      |
| 4    | Click off of the text box after typing the attendee's name.   |

*NOTE: If you rename a Call-in User, it will only show up your own participant list. It will not show up for all meeting participants.*

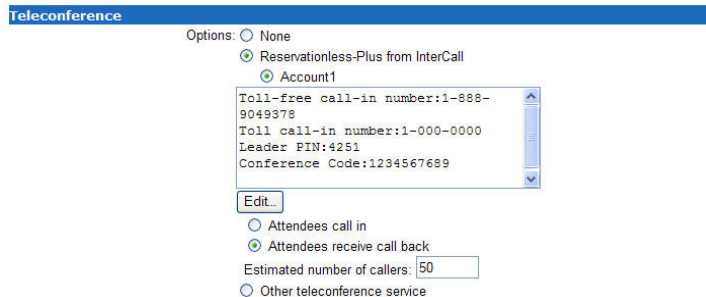
## Managing Breakout Sessions (WebEx Training Center only)

*IMPORTANT: You must have sub-conferencing enabled on your account to utilize this option. Please contact your sales representative if you are unsure or to enable this feature on your InterCall Reservationless-Plus account.*

Presenters can utilize integrated audio controls within a WebEx Training Center breakout session.

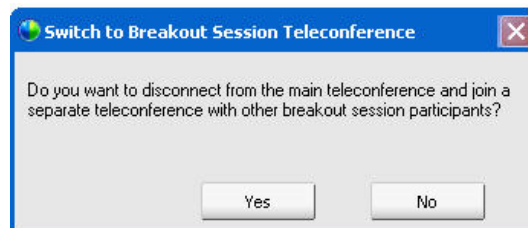
## SCHEDULING THE TELECONFERENCE

When scheduling the session or starting an instant session, select the option to have Attendees receive a call back.



## PARTICIPATING IN THE BREAKOUT SESSION

Once you have started the breakout session, you and/or your attendees will receive a message window with the option to Switch to the Breakout Session Teleconference as shown below.



To join the breakout session teleconference, click Yes. To stay in the main teleconference, click No. If you clicked Yes, then your line will be placed the breakout session.

## ENDING THE BREAKOUT SESSION

Once you have ended the breakout session and/or asked all attendees to return to the main teleconference, all lines will be placed back into the main teleconference automatically.



## DIAL-IN ATTENDEES

If an attendee dials into the audio conference and does not identify herself/himself using the Attendee ID and/or Identity Code, s/he can still join the breakout session.

To join the breakout session, the attendee must hit star 9 (\*9) on the telephone keypad, then enter the breakout session number (i.e. 1, 2, 3) followed by the pound or hash sign (#). The attendee will then be joined to the breakout session teleconference.

To return to the main teleconference, the attendee must hit pound or hash 9 (#9) on the telephone keypad.

## Site Administration (for site administrators only)

### SETTING THE DEFAULT SITE AUDIO OPTIONS

Site administrators can set default site audio options for scheduling. These options are applied to the site as defaults, but individual users can change them. These options are only available for customers utilizing a branded micro site.

Default Site Audio Options example

|                             |                |                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default site audio options: | Teleconference | <input type="radio"/> None<br><input checked="" type="radio"/> Reservationless-Plus from InterCall<br>Toll Type: <input type="radio"/> Toll <input checked="" type="radio"/> Toll free<br><input type="radio"/> Call-in teleconferencing<br><input checked="" type="radio"/> Call-back teleconferencing<br><input type="radio"/> Other teleconferencing |
|-----------------------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

To change the default site audio options, follow the steps listed below:

| STEP | ACTION                                                                                                                                          |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Log in to the site administration website with your user name and password.                                                                     |
| 2    | Click Site Settings under the Manage Site menu on the left hand navigation bar.                                                                 |
| 3    | Scroll down until you see Default Site Audio Options.                                                                                           |
| 4    | To choose the Toll Type, select the radio button next to this option                                                                            |
| 5    | To choose whether you want to default to attendees to Call-in or receive a Call-back (recommended), click the radio button next to this option. |

NOTE: InterCall recommends Call-back teleconferencing as the default.

### ADDITIONAL SITE OPTIONS

The site administrator can also enable or disable features such as inviting participants by text messaging (SMS), iPhone® web access and mobile web access.

To enable or disable invite by text messaging, follow these instructions:

| STEP | ACTION                                                                          |
|------|---------------------------------------------------------------------------------|
| 1    | Log in to the site administration website with your user name and password.     |
| 2    | Click Site Settings under the Manage Site menu on the left hand navigation bar. |
| 3    | Under "Site Options." You will see the option to "Enable text messaging (SMS)." |
| 4    | Check or uncheck the box to enable or disable this feature.                     |
| 5    | Scroll down to the bottom of the page and click "Update" to save this setting.  |

To enable or disable iPhone and/or Mobile web access, follow these instructions:

| STEP | ACTION                                                                                                                  |
|------|-------------------------------------------------------------------------------------------------------------------------|
| 1    | Log in to the site administration website with your user name and password.                                             |
| 2    | Click Site Settings under the Manage Site menu on the left hand navigation bar.                                         |
| 3    | At the top of the screen, under the "Site Settings for:" drop down menu, select Meeting Center.                         |
| 4    | Under "Site Options," you will see the options to enable or disable Mobile web access and WebEx for iPhone application. |
| 5    | Check or uncheck the boxes to enable or disable these features.                                                         |
| 6    | Scroll down to the bottom of the page and click "Update" to save these settings.                                        |