



Cisco WebEx Meeting Center

Audio Controls User Guide



www.intercalleurope.com

Using Cisco WebEx™ Meeting Center, provided by InterCall, you have the ability to add an InterCall Reservationless-Plus® teleconference to your web conference. 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 below.

STEP	ACTION
1	Log in to your WebEx Meeting Center URL with your user name and password (e.g. https://company.webex.com). If you do not have a user name or password, please contact your site administrator or InterCall Customer Service. For customers using our pay per use service, your Reservationless-Plus account information is automatically populated for you.
2	Once you have logged into your account, click My WebEx . On the left hand navigation, select My Audio .
3	On the My Audio screen, select Add an Account . You can store up to three different Reservationless-Plus accounts. Accounts must be added one at a time.
4	In the Add Teleconference window, enter: (see screenshot below) <ul style="list-style-type: none">- 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.- Click OK.
5	If you have more than one Reservationless-Plus account stored, 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 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 the radio button next to **Reservationless-Plus from InterCall**. Then click 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 the radio button next to the option.
Attendees to receive a call back	Click the radio button next to the option.
Allow participants to access available global dial in numbers	Click the box next to Allow access to teleconference via global numbers

*NOTE: The Entry and exit tone drop-down menu is not integrated to InterCall's Reservationless-Plus audio. To modify your entry and exit tone method, select *3 on your telephone keypad at any time during your audio conference.*

OTHER TELECONFERENCE SERVICE

If you would prefer to use an alternate InterCall teleconferencing service such as Operator Assisted, Automated, or Direct Event, click the radio button next to **Other teleconference** 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 selecting **Participant** on the main menu, followed by **Join Teleconference**.

DIALING IN

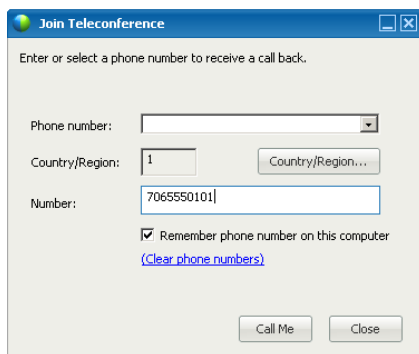
Follow the steps listed in the table below to dial into the Reservationless-Plus teleconference.

STEP	ACTION
1	Call the phone number listed. To view available global dial in numbers, select the View Global Numbers link in the dialog box, in the meeting invitation, or on the Info tab in the WebEx Meeting Center content viewer.
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. <i>NOTE: The Reservationless-Plus audio does not provide a voice prompt to enter this code.</i>
7	Once you are connected, click OK , located on the Join Teleconference dialog box.

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 can select the checkbox to save your phone number on this computer for future use.
3	Click Call Me . A Calling prompt appears in the bottom left-hand corner of your screen and your phone will 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. Once you are connected, select the Close button on the Join Teleconference dialog box and the Quick Start screen will indicate that you are connected to the teleconference (as shown).



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 **Audio** main menu becomes the Leave Teleconference option. So, if you would like to leave the teleconference, click **Audio** on the main menu, followed by **Leave Teleconference**. If you are the Host of the meeting and choose to exit the meeting, you will receive a prompt to keep the teleconference running and end only the web conference portion. If you select the checkbox to end, the teleconference and web conference will end for everyone. If you select to continue the audio, only the web conference will end.



Managing the Teleconference

MUTING

To mute your audio line, select the mute icon next to your name in the participant list . 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, select the unmute icon next to your name in the participant list . 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 **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 **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 **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.

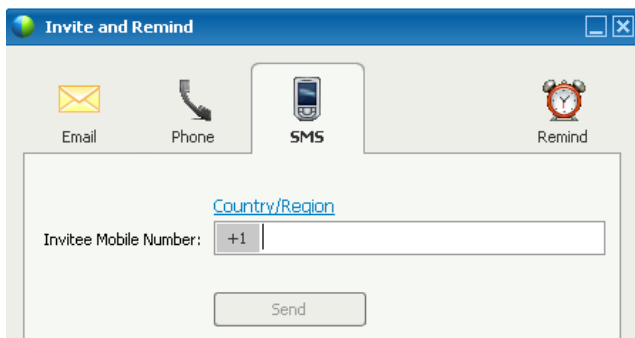
STEP	ACTION
1	Click Participant on the main menu.
2	Select Invite and Remind in the drop down menu.
3	On the Invite and Remind dialog box, select Phone .
4	Type the invitee's name in the Name textbox.
5	Type the attendee's area/city code and phone number in the text box provided.
6	Click Call .
7	Once the invitee has answered the phone, select *1 on your telephone keypad to join the invitee to the audio conference.

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

INVITING ATTENDEES BY TEXT MESSAGING (SMS)

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

STEP	ACTION
1	On the Quick Start screen, click Invite & Remind .
2	Select SMS .
3	Type in the phone number of the recipient.
4	Click Send .
5	A confirmation message will display indication that your text message (SMS) was sent.
6	To finish, click Done or to invite more, click Invite More and repeat steps 1-5.



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.

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.

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

- None
- Reservationless-Plus from InterCall
 - Allow access to teleconference via global numbers
 - Call-in teleconferencing
 - Call-back teleconferencing
 - 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) and mobile device 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, check or uncheck Enable text messaging (SMS) , depending on your preference.
4	Scroll down to the bottom of the page and click Update to save the setting.

To enable or disable iPhone, BlackBerry, Windows Mobile and /or Android, follow these instructions:

STEP	ACTION
1	Log in to the site administration website with your user name and password.
2	Under the Manage Site menu on the left hand navigation bar, click Site Settings .
3	Under the Site Settings drop down menu, select Meeting Center.
4	Under Site Options, check or uncheck the boxes to enable or disable iPhone WebEx application, Blackberry WebEx Application, Windows Mobile Client and/or Android Client (as shown below). <ul style="list-style-type: none"><input checked="" type="checkbox"/> iPhone WebEx application<input checked="" type="checkbox"/> Blackberry WebEx application<input checked="" type="checkbox"/> Windows Mobile Client<input checked="" type="checkbox"/> Android Client
5	Scroll down to the bottom of the page and click Update to save these settings.