

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



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Using Cisco WebEx™ Web Conferencing, provided 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.

**This guide covers the user experience on Sales Center, Training Center and Event Center. For Meeting Center, please refer to the Cisco WebEx Meeting Center Audio Controls User Guide. For a list of known issues and limitations, please reference the Cisco WebEx Web Conferencing Audio Controls Release Notes.*

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.

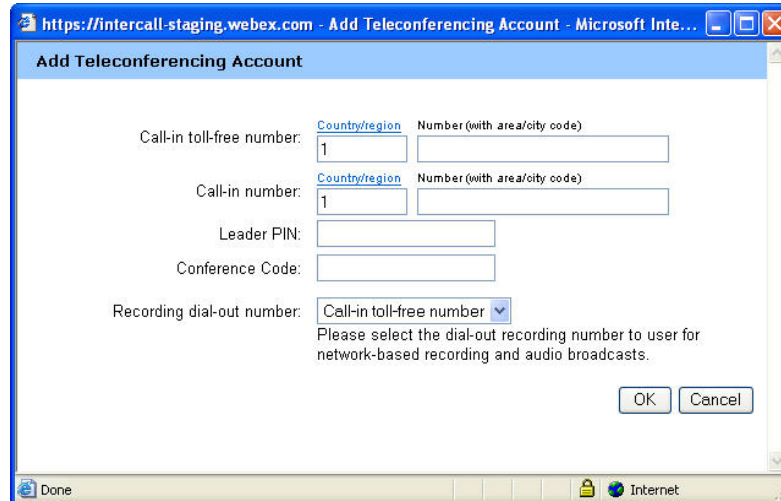
STEP	ACTION
1	Log in to your WebEx URL with your user name and password (e.g. https://company.webex.com). If you do not have a user name or password, please contact your site administrator or InterCall Customer Service. For customers using our pay per use service, your Reservationless-Plus account information 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



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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...

Attendees to call in
Attendees to receive a call back
Allow participants to access available global dial in numbers

THEN...

Click the radio button next to the option.
Click the radio button next to the option.
Click the box next to **Allow access to teleconference via global numbers**

OTHER TELECONFERENCE SERVICE

If you would prefer to use either InterCall's Operator Assisted or our Automated teleconferencing service, click the radio button next to **Other teleconference**, and type

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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 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 OK . 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.

NOTE: The Leader PIN does not appear on the participants' screens




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 **Participant** 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 continue audio and end only the web conference portion. If you select the option 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, click **Participant** on the main menu, followed by **Mute**, or right-click on your name on the Participants tab and click **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 **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). 

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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	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 Call .
7	Select *1 on your telephone keypad to join the participant to the audio conference.

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

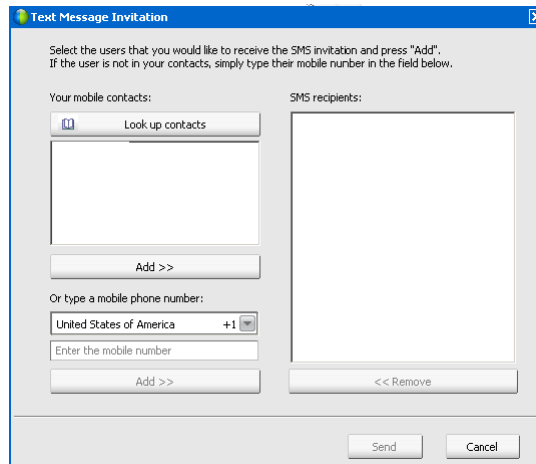
IF YOU...	THEN...
Want to invite additional attendees by phone	Follow steps 4-7 listed above.
Want to clear all fields	Click Clear .
Are done inviting attendees by phone	Click Close .

INVITING ATTENDEES BY TEXT MESSAGING (SMS)

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

STEP	ACTION
1	In the main menu, click Participant .
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 Add 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 Add 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 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.

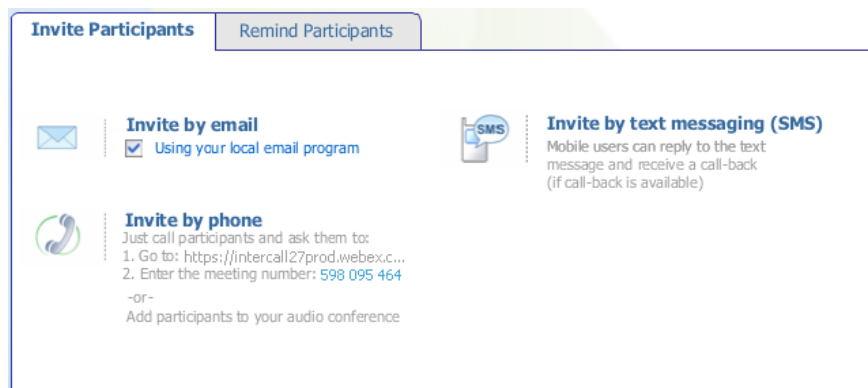
IF YOU...

Want to cancel out the invitation or close the dialog box

THEN...

Click **Cancel**.

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.

Teleconference

Options: None
 Reservationless-Plus from InterCall
 Account1

Toll-free call-in number:1-888-9049378
 Toll call-in number:1-000-0000
 Leader PIN:4251
 Conference Code:1234567689

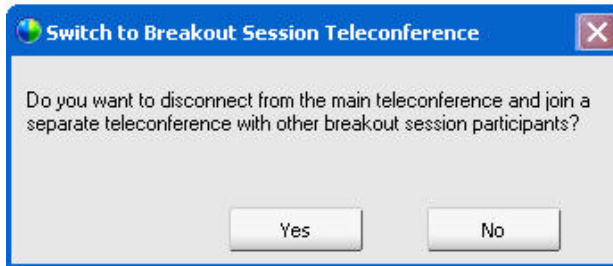
Attendees call in
 Attendees receive call back

Estimated number of callers:

Other teleconference service

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.

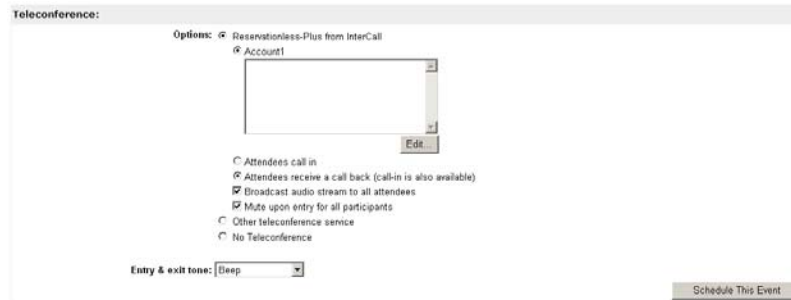
Hosting an Event Center Audio Broadcast with Reservationless-Plus

Audio broadcast allows the host, presenter, and other panelists to speak to attendees without requiring them to connect to a teleconference. Attendees can listen to the audio part of the event through their speakers or headsets. During an audio broadcast, attendees must have the necessary audio capacity such as speakers or headsets to listen to the audio part of the event.

SCHEDULING AN EVENT

To broadcast audio stream in an event, you must select the audio broadcast option when scheduling the event.

STEP	ACTION
1	Log in to your Event Center account.
2	On the left-hand navigation, expand the Host an Event menu and select Schedule an Event .
3	Enter the Basic information , Date and Time , and under the Teleconference section, select your Reservationless-Plus from InterCall account and choose the radial button next to Attendees receive a call-back (recommended). You can also choose Attendees call in . (see screenshot below)
4	Select Broadcast stream to all attendees .
5	Complete the remaining scheduling form to schedule the event.



NOTE: The Mute upon entry for all participants and Entry & Exit tone options do not synchronize with your Reservationless-Plus account. You must select Mute upon Entry after you have started the web conference or you can select *5 on your telephone keypad. To change the Entry & Exit method, select *3 on your telephone keypad.

STARTING THE EVENT AND AUDIO BROADCAST

STEP	ACTION
1	Prior to the event start time, click the event link to start the WebEx meeting.
2	If you selected to receive a call-back, the service will dial you to the join the meeting. If you chose to call-in, dial into your audio conference and associate your name with the attendee ID/identity code found on the Info tab.
3	Audio broadcast begins as soon as the event is started online. It is recommended that the host selects Mute upon Entry from the Participant menu or *5 to mute all lines during the conference to prevent any side conversations from taking place.

ENDING THE EVENT AND AUDIO BROADCAST

STEP	ACTION
1	To end the audio broadcast, go to the Communicate menu, choose Stop Audio Broadcast , then select Disconnect .
2	To end your Event Center session, go to the File menu and select End Event .

Event Center audio broadcast also works in conjunction with other InterCall audio conferencing services. Please reference the **Cisco WebEx Event Center Audio Broadcast Host Guide** for more information.

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).

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.