



Cisco WebEx Web Conferencing

Audio Controls Release Notes



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Cisco WebEx™ Web Conferencing, provided by InterCall, allows for users with an InterCall Reservationless-Plus® audio account to control their audio conference from within the web interface.

This document includes a summary of the Audio Controls feature including known issues and limitations.

Key Features of the Audio Controls

- + Schedule and send invitations to your web conferences that include your Reservationless-Plus Dial-In information without manually typing it in each time.
- + Start instant meetings with your Reservationless-Plus audio information included.
- + Select “call-in” or “call-back” options for attendees.
- + See participants’ connection status – both on the phone and on the web – using the participant list phone indicator.
- + Mute and unmute audio participants’ lines – participants can also perform this function for their own lines.

Audio Controls Known Issues and Limitations

INVITING A PARTICIPANT

- + If the host invites a participant by phone, the Conference button is grayed out and the participant cannot be joined to the meeting. The host must use the telephone keypad command,*1, to join the participant to the audio portion of the meeting.

EXPELLING A PARTICIPANT

- + If the host expels a participant from the conference, the service will remove the expelled participant’s name from the participant list without confirmation that the person has been disconnected from audio conference. Please verify that the participant has disconnected from the audio portion before continuing your conference.

MUTE ATTENDEES UPON ENTRY

- + The mute on entry option does not automatically mute attendees’ phone lines. To mute attendees upon entry to the meeting, select *5 to mute and #5 unmute on your telephone keypad.

PARTICIPANT LIST DISPLAY

- + When using the “Attendees Call-In” option, participants will not see a phone indicator by their name. Instead, they will see “Call-In User” to indicate they are in the audio conference and they will see their name to indicate they are in the web conference portion. To reconcile the “Call-In User” with the name of the person connected to the web conference, the user must enter the Attendee ID and/or Identity Code once they have joined the conference. This code is shown on the Join Teleconference dialog box, the Info tab, and under the Meeting information menu.
- + When renaming the “Call-In User” in the participant list, it will only display for the individual that changed it.
- + When using Cisco WebEx EventCenter®, the participant list does not automatically show the phone indicator icon and status changes (i.e. muted) next to each participant’s name. You must click the Refresh button in order to see the participant’s phone status.





BREAKOUT SESSIONS (CISCO WEBEX TRAINING CENTER ONLY)

- + When attendees use the Call-In option to join a WebEx Training Center session, the user must use the telephone keypad commands to join a breakout session. The Call-In user will not be joined automatically by the integrated audio.
- + When attendees use the Call-In option to join a breakout session, the "Call-In User" names will not appear in the breakout session participant list. It is recommended that all attendees identify themselves when joining the breakout sessions and/or identify themselves using the Attendee ID and/or Identity Code option.
- + There is a maximum of nine breakout sessions allowed.

ENDING A MEETING

- + When ending the meeting, both the web meeting and audio conference are disconnected at the same time.

Additional Recommendations

InterCall recommends using alternative audio conference services such as Operator-Assisted or Direct Event for the audio portion of your meeting if you are conducting an event or have more than 125 participants in your meeting. Reservationless-Plus is not designed for large meetings or events. Please contact your sales representative for more information on InterCall's event audio conferencing services.

Contacting InterCall

For information about InterCall's conferencing services, please contact your sales representative or visit www.intercall.com.