



# Cisco WebEx Web Conferencing

## Audio Controls Release Notes

Cisco WebEx™ Web Conferencing, allows for users with a 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

#### SCHEDULING A MEETING

- + When scheduling a meeting via the Advanced Scheduler or the Productivity Tools, such as the Microsoft Outlook add-in, you cannot specify the entry and exit tone for the teleconference. To select the entry and exit tone for your teleconference, choose \*3 on your telephone keypad.

#### JOINING A MEETING

- + The Join the teleconference without pressing “1” option to receive a call back is not currently supported. If you are unable to press 1 to receive a call back, you must dial directly into the teleconference.

#### INVITE BY PHONE

- + When using the Invite by Phone option, if the host wants to “Hang Up” before inviting a participant to join the teleconference, the host is not automatically returned to the main teleconference. In order to return to the main teleconference, you must select \* on your telephone keypad.

#### 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. There is no audio prompt that asks the participant to enter the Attendee ID.
  - o Note: The Attendee ID is available on certain bridge types. If you have any questions about this functionality, please contact Technical Support.
- + When renaming the “Call-In User” in the participant list, it will only display for the individual that changed it.
- + When using Cisco WebEx Event Center®, 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**

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We recommend 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 event audio conferencing services.