

InterCall Centers Audio Controls Users Guide



For more information:
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Using the InterCall Centers suite of services, powered by WebEx™, you have the ability to add an InterCall Reservationless-Plus® teleconference to the web portion of your meeting. Audio controls are available* on MeetingCenter™, EventCenter™, SalesCenter™ and TrainingCenter. 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 InterCall Centers Audio Controls Release Notes posted to read about specific known issues and limitations. Audio controls are not available on SupportCenter.*

**If you would like to use Audio Controls during your One-Click meeting, please refer to the One-Click Meeting User's Guide for detailed instructions.*

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 www.meetingcenter.net, your Reservationless-Plus account information is automatically populated for you.

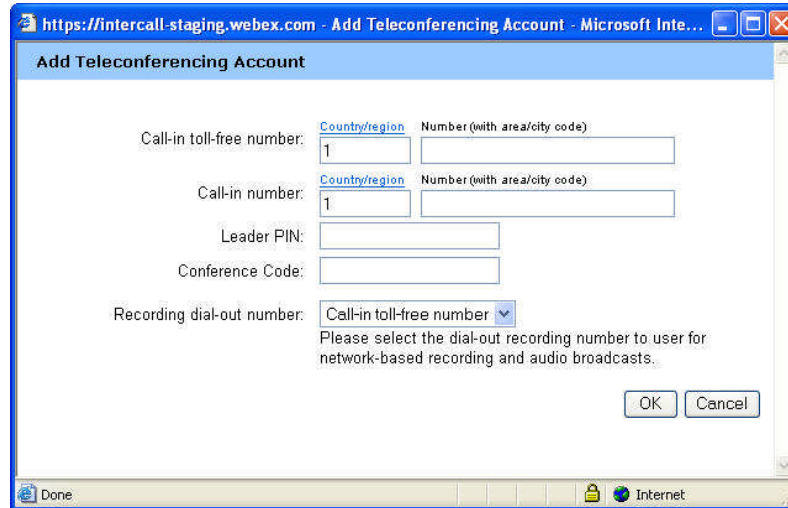
- 2 Once you have logged in to your account, click on My WebEx. On the left hand side of the screen, select My Audio.
- 3 On the My Audio screen, select Add an Account. You can store up to three different Reservationless-Plus from InterCall accounts. Accounts must be added one at a time.



AAP/EDE

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- 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

With MeetingCenter, SalesCenter and TrainingCenter, you can schedule a meeting/session and then click “start” to simulate an instant meeting/session. There is no instant meeting simulated option on EventCenter. In both instances, you can select a teleconference. When you select your teleconference, you have three different options.

- + 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.

NOTE: If you select the call in option, it will show the participants' names as well as reference to a "Call-in User" on the participant list.

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	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.

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




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.

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. NOTE: If you reach the attendee's voicemail or if the attendee is not there, simply click on the "Hang Up" button.
7	Click the "Conference" button to add the attendee to the teleconference

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

Invite Participants
Remind Participants

 **Invite by email**
 Using your local email program

 **Invite by phone**
 Add participants to your audio conference
 -or-
 Just call them and ask them to:
 1. Go to: <https://intercall-ustest.webex.com/intercall-ustest>
 2. Enter the meeting number: 341 451 540

 **Invite by IM**
 Send it using WebEx AIM Pro
 -or-
 Copy the link and paste it into your IM window:
<https://intercall-ustest...> Copy Link

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.

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 (TrainingCenter 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 TrainingCenter 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

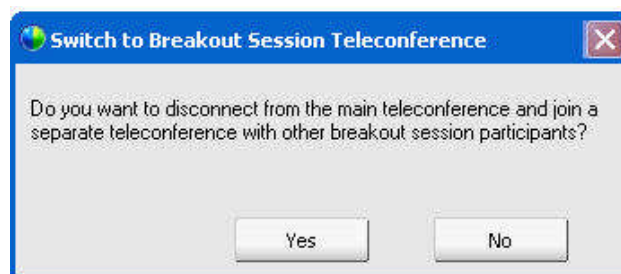
Options: None
 Reservationless-Plus from InterCall
 Account1

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.

DIAL-IN ATTENDEES

If an attendee dials into the audio conference and does not receive a call back, 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)

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

Toll Type: Toll Toll free

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: To have full audio controls functionality, it is recommended that you select Call-back teleconferencing as the default.