Selecting Audio and Meet Now Options

Before you schedule or start your first meeting, go to **My Account** and configure your audio options. The **My Audio Connection Options** and **Meet Now Settings** appear as the default options when you schedule all your meetings. You can change the type of audio connection and meet now settings when you schedule your meeting.

About Using WebEx Audio

WebEx Audio lets you use either your phone or your computer to hear others and to speak in your meeting:

- **Phone**—you can use your phone to receive a call to the audio portion of the meeting or to dial in.

- **Computer**—you can use a headset connected to your computer to join the audio portion of the meeting if the computer has a supported sound card and a connection to the Internet.

Note If you are a host, the number of people to participate in the audio conference depends on the size of your system.

After joining the conference, participants can switch between audio modes with little or no listening interruption. In a mixed-mode conference, where some participants are using the telephone and others are using the computer, all participants can speak.

Your role in an audio conference determines your level of participation. Whichever role you take, the following table describes the basic tasks you can accomplish in that role.

Role in Audio Conference	Task Description
Host an audio conference	• Join or leave the audio conference • Switch audio connection modes • Mute or unmute one or more microphones • Edit or update phone numbers in your user profile
Participate in an audio conference	• Join or leave the audio conference • Switch audio connection modes • Ask to speak • Mute or unmute your microphone • Edit or update phone numbers in your user profile

Related Topics

Setting Your Instant Meeting Preferences
Allowing Another User to Schedule Meetings for You

Connecting to an Audio Conference

Once you start or join a meeting that uses WebEx Audio, the **Audio Conference** dialog box appears automatically on your screen.

What device do you want to use for speaking and listening in the meeting?

- **Your phone**: Typically provides good voice transmission, but may have a cost attached.

• **Your computer** (with a headset, and an Internet connection): Sometimes causes noisy transmission, or an irregular voice stream, but has no cost attached.

You can select your preferred device from the **Audio Conference** dialog box.

Using Your Phone to Connect to Audio

After you join a meeting, the **Audio Conference** dialog box appears automatically. When you use your phone to connect to the audio portion of the meeting, you can call in or receive a call back.

• Call in—call in from your phone to a number your host provides.

• Call back—receive a call at a valid number you provide, or at a number that is already stored in your user profile. A valid number can be an internal number or an external number that contains an area code and seven-digit local phone number.

Note   If you join a meeting that is already in progress and shared content is all you see, select **Audio** on the Meeting Controls panel at the top of your screen to access the **Audio Conference** dialog box.

Procedure

Step 1   To receive a call back, do one of the following in the Use Phone pane of the **Audio Conference** dialog box:

• Click **Call Me** to receive a call at the number displayed.

• Select another number from the drop-down list of available numbers, then click **Call Me**.

• Select **Call me at a new number** from the drop-down list, click on the country flag and select the country, enter a phone number, then click **Call me**.

• Select **Call me at an internal number** from the drop-down list, enter a number, then click **Call Me**.

Step 2   To call in, select **I will call in** from the drop-down menu in the Use Phone pane of the **Audio Conference** dialog box.

Step 3   Follow the instructions to join the audio conference.
A phone icon appears next to your name in the Participants list to indicate that you are using your phone in the audio conference.

Related Topics

Leaving an Audio Conference

Procedure

Step 1   Open the Audio Conference dialog box from one of the following:

- The Quick Start page

- Your Participant list

- The Audio menu

- The Meeting Controls panel (if you are sharing)

Step 2   Select **Leave Audio Conference**.
Your participation in the audio conference ends; however, your participation in the meeting continues until you leave it or the host concludes it.

Using Your Computer to Connect to Audio

After you join a meeting, the **Audio Conference** dialog box appears automatically. When you use your computer to speak and listen in a meeting, your computer sends and receives sound across the Internet. To do this, your computer must have a supported sound card and be connected to the Internet.

Note   If you join a meeting that is already in progress and shared content is all you see, select **Audio** on the Meeting Controls panel at the top of your screen to access the **Audio Conference** dialog box.

Before You Begin

Make sure that you use a computer headset with a high-quality microphone rather than speakers and a microphone for the best audio quality and convenience.

Procedure

Step 1   Select the arrow next to the **Use Computer for Audio** option.
Step 2   Select **Call Using Computer**.
Note   If this is your first time connecting to a meeting with your computer, the **Speaker/Microphone Audio Test** window appears so that you can fine tune your sound settings.
A headset icon appears next to your name in the Participants list to indicate that you are using your computer in the audio conference. Now that you are connected to your meeting, you can do the following:

- Mute or unmute your speaker or microphone

• Change the volume on your speaker or microphone

Related Topics

Fine-Tuning Your Microphone and Speaker Settings

If you are using your computer to connect to the meeting audio, you can fine-tune your microphone and speaker settings to optimize your audio experience.

The Speaker/Microphone Audio Test walks you through testing your devices, and setting your speaker volume and microphone level.

When you first start or join a meeting, you can manually test and adjust your sound device before you actually start using your computer for audio.

Tip After you join the audio portion of the meeting you can retest your settings at any time simply by reopening the **Audio Conference** dialog box and clicking **Test speaker/microphone** at the bottom of the box.

Procedure

Step 1 From the meeting window, select **Audio > Speaker/Microphone Audio Test**.

Step 2 Follow the instructions.

Switching Audio Devices During a Meeting

You can easily switch from one audio device to another during a meeting with little disruption.

Procedure

Step 1 To switch from your computer connection to a phone connection:

a) Open the **Audio Conference** dialog box from one of the following:

• The **Quick Start** page

• Your **Participant** list

• The **Audio** menu

• The **Meeting Controls** panel (if you are sharing)

b) Select the down arrow beside **Use Phone**.

c) Call the number in the Use Phone area and enter the access code and attendee ID, as directed by the automated operator.

After you are connected by phone, your computer connection is dropped automatically.

Step 2 To switch from your phone connection to a computer connection:

a) Open the **Audio Conference** dialog box from one of the following:

- The **Quick Start** page

- Your **Participant** list

- The **Audio** menu

- The **Meeting Controls** panel (if you are sharing)

b) Select the down arrow beside **Use Computer for Audio**.

c) Select **Switch to Using Computer**.

Your phone connection is dropped after your computer connection is established.

Tip Remember to switch to your computer headset.

Muting and Unmuting Microphones

The following table illustrates how to quickly mute and unmute microphones in your meeting depending on your user role.

Windows users: Right-click in the Participants list, then select one of the described options.

Mac users: Ctrl + click in the Participants list, then select one of the described options.

Note During sharing, you can mute and unmute your microphone from the **Meeting Controls** panel at the top of your screen.

Role	Options
Host	- **Mute on Entry** to mute all microphones automatically when participants join a meeting - **Mute or Unmute** to mute or unmute your own or a specific participant's microphone - **Mute All** to mute or unmute all participant microphones simultaneously at any time during a meeting

Role	Options
Participant	Select the **Mute** or **Unmute** icon to mute or unmute your own microphone.

The microphone icon to the right of the participant's name changes state.

Editing or Updating Your Stored Phone Numbers

You can edit or update the phone numbers listed in your profile in the following circumstances:

- You have not yet joined the audio conference or

- You joined the audio conference from your computer

In addition, you can view any phone number that is stored as a cookie on your computer. Any updates you make do not take effect until the next time you join a meeting.

Before You Begin

Make sure that you are not participating in an audio conference by phone if you want to edit or update your phone numbers.

Procedure

Step 1 Do either of the following:

- From the meeting window, select **Audio > Audio Conference**.

- At the bottom of the Participants panel, select **Audio**.

The **Audio Conference** dialog box appears.

Step 2 Select **Manage phone numbers** from the drop-down box in the lower pane.
The **Manage phone numbers** dialog box appears.

Step 3 Select **Edit** to update the phone numbers in your WebEx profile, or **Clear** to delete phone numbers that are stored as cookies on your computer.

Modifying the Enter and Exit Tones for Your Meeting

This task describes how to modify what you hear when participants enter or exit your audio meeting.

Procedure

Step 1 Sign in to your WebEx site.

The **Meetings** page appears.

Note If you are having sign in issues, make sure that cookies are enabled in your browser. You cannot sign in to Cisco WebEx if cookies are disabled.

Step 2 Select **My Account** in the top right.
The **My Account** page appears.

Step 3 Scroll down to the My Audio Connection Options section.

Step 4 Choose what indicator you want to hear when someone enters or exits the audio conference.

Step 5 Select **Update**.
Note Make sure that you select Update before clicking off the My Account page. Otherwise, any updates you made will be lost.

Related Topics

Updating Your Account Information

About Using Personal Conferencing

Personal Conferencing audio connection mode lets a meeting host quickly start the audio portion of a Cisco WebEx meeting at any time. The meeting host and participants simply dial the same call-in number, enter access codes, and the audio portion of the meeting begins. The system then sends an email to the meeting host with a link to the online portion of the meeting. If the host chooses to start the online meeting, participants can then use it to share information or collaborate on an idea. The meeting host is not required to schedule Personal Conference meetings in advance, and once generated, the access codes do not change.

Personal Conference meetings are only available if your site supports Personal Conferencing. Before you can have a Personal Conference meeting, you need to create a Personal Conference account and host PIN. You can dial in to a Personal Conference meeting using either your phone or your computer.

- **Phone** - use the call-in numbers provided on the **My Accounts** page or in the email meeting invitation to dial in to a Personal Conference meeting. To view the call-in numbers on the **My Accounts** page, go to the **My Audio Connection Options** section and select **Personal Conferencing**. If the host has scheduled the meeting, the call-in numbers are included in the email invitation sent to all invitees. The meeting host is not required to schedule a Personal Conference meeting if all participants plan to dial in to a meeting using a telephone.

- **Computer** - meeting participants can use a computer with a headset connected, if the computer has a supported sound card and a connection to the Internet, to join the audio portion of a Personal Conference meeting. When one or more meeting participants plan to dial in to a meeting using a computer, the meeting host should schedule the meeting. First, meeting participants will start and join the online portion of the scheduled Personal Conference meeting by selecting the meeting link found in the email invitation. Once connected to the meeting, the host and participants use the information available on the **Audio Conference** dialog box to connect to the audio portion of the meeting.

After joining the meeting, participants can switch between audio modes with little or no listening interruption. In a mixed-mode conference, where some participants are using the telephone and others are using a computer, all participants can speak.

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Note   The number of people who can join a Personal Conference meeting depends on the configuration of the system. Contact your administrator for more detailed information.

Your role in an audio conference determines your level of participation. The following table lists the basic tasks a host and invitee can accomplish before and during a Personal Conference meeting.

Role in Personal Conference Meeting	Tasks
Host	Create a host PIN and Personal Conference account before starting or scheduling your first Personal Conference meeting
	Schedule a Personal Conference meeting
	Dial a call-in number and enter a host access code and host PIN to start or join a meeting
	Use the phone keypad to do the following: • *1 dial out • *5 lock and unlock a meeting • *6 mute or unmute self • *7 send a reminder email to an invitee **Note** The system sends only one reminder email message to invitees, regardless of the number of times the host presses *7. • *8 allow the meeting to continue without the host • ## mute all participants • 99 unmute all participants • *# play participant count • ** DTMF help After starting the online portion of a Personal Conference meeting, a host can: • Pass the host role to another meeting participant • Reclaim the host role from a meeting participant • Select **Record** in the upper right corner of the **Meetings** page to record the meeting

Role in Personal Conference Meeting	Tasks
Invitee	Dial a call-in number and enter a participant access code to join a meeting Use the phone keypad to do the following: • *6 mute or unmute self • *# play participant count • ** DTMF help After joining the online portion of a Personal Conference meeting, an invitee can: • Become a meeting host, if the host passes the host role to you • Pass the host role to another meeting participant

Related Topics

Creating Your Personal Conference Account

You must create a host PIN and at least one Personal Conference account before you schedule or start a Personal Conference meeting. For each account, the software generates unique host and participant access codes. The system prompts you for these codes after you dial a call-in number to start or join a Personal Conference meeting.

Before You Begin

Personal Conferencing must be enabled for your site.

Procedure

Step 1 Select **My Account** in the top right corner of the Meetings page.

Step 2 Select **Personal Conferencing** in the **My Audio Connection Options** section.

Step 3 Enter a 4-digit host PIN and select **Save PIN and Generate Account.**
Account 1 host and participant access codes appears below the host PIN.

> **Note** You use the same host PIN for all accounts.

Step 4 (Optional) To create another account select the **Add another account** link.

A new account with unique access codes displays. These access codes remain the same until you regenerate the codes or delete the account. You can create up to three accounts.

Note While a Personal Conference meeting is in progress, you cannot add a new account.

Related Topics

Dialing In to a Personal Conference Meeting

The meeting host and participants dial the same call-in number and enter a host or participant access code to start a Personal Conference meeting at any time. When all participants dial in to the meeting using a phone, the host is not required to schedule the meeting.

If a meeting participant wants to dial in to a Personal Conference meeting using a computer and a headset, the host should schedule a Personal Conference meeting to allow the person dialing in with a computer to join the online portion of the meeting before connecting to the audio portion of the meeting.

Note When you dial in to a Personal Conference meeting, if you are prompted to enter your access code or meeting number, always enter your access code.

Before You Begin

• Personal Conferencing must be enabled for your site.

• A valid host PIN and at least one Personal Conference account must exist.

• The host should know if participants plan to dial in to the Personal Conference meeting using a phone or a computer with a headset.

Procedure

Step 1 Select **My Account** in the top right corner of the Meetings page.

Step 2 Select **Personal Conferencing** in the My Audio Connection Options section.

Step 3 Select an **account**.
The host PIN, and host and participant access codes display.

Step 4 Convey the call-in number and participant access code to meeting participants.

Step 5 The meeting host dials the call-in number. When prompted, the host enters a host access code and PIN.

Step 6 Meeting participants dial the same call-in number. When prompted, the participants enter a participant access code.
If participants dial in to the meeting early, they remain on hold until the host dials the call-in number and enters the host access code and PIN. Once the host is connected to the meeting, all participants on hold are automatically connected to the audio portion of the meeting. If the administrator has enabled the audio option

to allow participants to join the audio portion of the meeting before the host, participants who dial in early are immediately connected to the audio portion of the meeting after entering the participant access code.

What to Do Next

- The host can start the online portion of the meeting to share information that meeting participants can view on their desktops. The host can start the meeting from the email invitation by selecting the meeting link, or by selecting **Start** from the **Meetings** page after signing in to a Cisco WebEx Meetings Server site.

- Anyone can leave the meeting by hanging up their phone or ending the call.

- A meeting host can press *8 on the phone before hanging up to allow meeting participants to continue the meeting without a host.

- If the meeting host simply hangs up the phone (without pressing *8 first) meeting participants can continue the meeting for five minutes before the meeting ends.

Related Topics

Joining a Meeting From an Email

Using Your Computer to Connect to Audio, on page 4

Leaving an Audio Conference, on page 4

Joining a Meeting From the Meetings Page

Regenerating Access Codes

For security purposes, you can regenerate access codes.

Note Invitees will have incorrect access codes for upcoming Personal Conference meetings scheduled with an account that has regenerated access codes.

Procedure

Step 1 Select **My Account** in the top right corner of the Meetings page.

Step 2 Select **Personal Conferencing** in the **My Audio Connection Options** section.
Existing accounts are listed.

Step 3 Select **Regenerate access codes**.
The new access codes display for the account.

Note While a Personal Conference meeting is in progress, you cannot regenerate access codes.

What to Do Next

- Send an email with the new access codes to all invitees who have the old access codes.

- Consider rescheduling previously scheduled Personal Conference meetings after you regenerate access codes for an account. When you reschedule a meeting, invitees receive updated email invitations with valid access codes.

Related Topics

Editing a Meeting

Deleting a Personal Conference Account

You can delete Personal Conference accounts if you no longer need them.

Note   Invitees will have incorrect access codes for upcoming Personal Conference meetings scheduled with an account that has been deleted. Personal Conference meetings scheduled with other accounts may also be affected.

Procedure

Step 1   Select **My Account** in the top right corner of the Meetings page.

Step 2   Select **Personal Conferencing** in the **My Audio Connection Options** section.
Existing accounts are listed.

Step 3   Select **Delete**.
The account is removed from the list.

Note   While a Personal Conference meeting is in progress, you cannot delete an account..

What to Do Next

Consider rescheduling previously scheduled Personal Conference meetings after you delete an account. When you reschedule a meeting, invitees receive updated email invitations with valid access codes.

Related Topics

Editing a Meeting