WebEx Audio

WebEx Integrated Audio provides a high-performance, feature-rich, telephony-based audio conference service. This service can be used in a stand-alone mode or fully integrated within a WebEx meeting.

Features

WebEx Audio (hybrid audio)

WebEx Audio (hybrid audio) provides flexibility for the attendees to join an audio conference using their computer (VoIP) or a phone. There are no meeting-level options to enable or disable this feature; it is available at all times that the WebEx audio is available within a WebEx meeting. Features such as muting and un-muting, icons, and active-talker notification operate identically for attendees. Attendees may transition at any time from using their computer to phone or vice a versa. Attendee status and the mode that they are using to connect to the conference can be seen in the Participant list.

WebEx Audio (hybrid audio) is supported on the following services and platforms:

Support for WebEx Audio (Hybrid Audio)	Windows	Macintosh	Linux
Solaris Meeting Center	Yes	Yes	Yes
Training Center	Yes	Yes	Yes
Event Center	No	No	No
Support Center	No	No	No

Frequently Asked Questions

Q. What's the capacity for WebEx Audio?

A. WebEx Audio capacity is 1000 attendees for all supported WebEx services with 500 attendees on telephony and 500 on WebEx integrated VoIP.

Q. Are there any calling restrictions from certain locations?

A. Yes, this document outlines those restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Q. Does WebEx Audio support a mixed-mode or hybrid audio conference with VoIP attendees?

A. Yes, WebEx Audio supports a hybrid audio in selected services. (Refer to the table above.)

Audio Options

Note For information about audio options supported for each operating system, see Cross-platform Features and Known Issues.

		Available In			
Feature	**Description**	**Meeting Center**	**Event Center**	**Support Center**	**Training Center**
WebEx Teleconference	This audio option is integrated into your WebEx online session. Choose from these options: • Call in: WebEx provides a toll or toll-free phone number to call when joining a session (global numbers are also available). • Call back: When you join a session, enter your phone number and WebEx calls you.	Yes	Yes	No	Yes
Audio broadcast	One-way audio, for meetings where attendees only listen. A host speaks by using a microphone connected to their computer.	No	Yes	No	No

		Available In			
Feature	**Description**	**Meeting Center**	**Event Center**	**Support Center**	**Training Center**
Integrated Voice-over-IP (VoIP) Audio	Instead of using a telephone, use your computer to send the audio over the Internet.	Yes	Windows only	Yes	Windows only
Personal Conferencing	Personal Conferencing allows you to start an audio conference and then optionally expand the meeting to include an online meeting including video conferencing. A Personal Conferencing account can have up to three sets of access numbers (host and attendee access codes). To sign up for a Personal Conferencing account, go to the My WebEx tab and select **Personal Conferencing**.	Yes	No	No	No
Other Teleconference Service	Use a third-party teleconference service.	Yes	Yes	Yes	Yes

Audio Feature Comparisons

Feature	Description	Audio Broadcast	WebEx Audio[1]	Integrated VoIP	Personal Conferencing
Conference size	When choosing an audio option, consider the size of the group that will attend your session.	3,000 attendees	1000 attendees (500 on telephony and 500 on WebEx VoIP)	500 attendees (1,000 for Training Center)	500 attendees
Multiple speakers	How many active speakers are required in the conference	Only hosts, presenters and panelists can speak by default	No limitations	No limitations	No limitations
Entry and exit tones	WebEx can play to let you know when attendees join and leave the session.	No	Yes	No	Yes
Mute on entry	Automatically mute attendee microphones when they enter the session.	n.a.	Yes	Yes	No
Automatically start the audio conference	Start the audio when an attendee joins the session. If the host has not yet joined, attendees hear a recorded message that informs them that the host has not yet joined.	Yes	Optional	No	Optional

Feature	Description	Audio Broadcast	WebEx Audio[1]	Integrated VoIP	Personal Conferencing
Save default settings	Save default audio settings in your MyWebEx profile to make it easier to start and schedule session with your preferred settings.	Yes	Yes	Yes	Yes
Reports	Run reports that show your WebEx audio usage.	Yes	Yes	Yes	Yes
TCP/UDP support	WebEx supports the UDP and TCP protocols.	Yes	NA	Yes	NA
Support for WebEx Audio (hybrid audio) meeting	WebEx Audio (hybrid audio) meeting where attendees have the flexibility to join a conference through telephone or through desktop-based VoIP.	Yes	Yes	No	NA

1 WebEx Audio includes hybrid audio.