

Advanced and Customized Net Conference

Cisco WebEx - Dial In User Merge

Dial In User Merge utilizes an Attendee ID to allow users to synchronize their audio and net session identities into one identity within the Participant window after joining a WebEx meeting via audio dial in. Previously this merge capability was only offered via the audio conference dial out functionality. Dial in User Merge is supported on Advanced Net and Customized Net Conference as well as a WebEx site using the Named Host licensing option. It is supported on Cisco WebEx Event Center, Meeting Center, and Training Center.

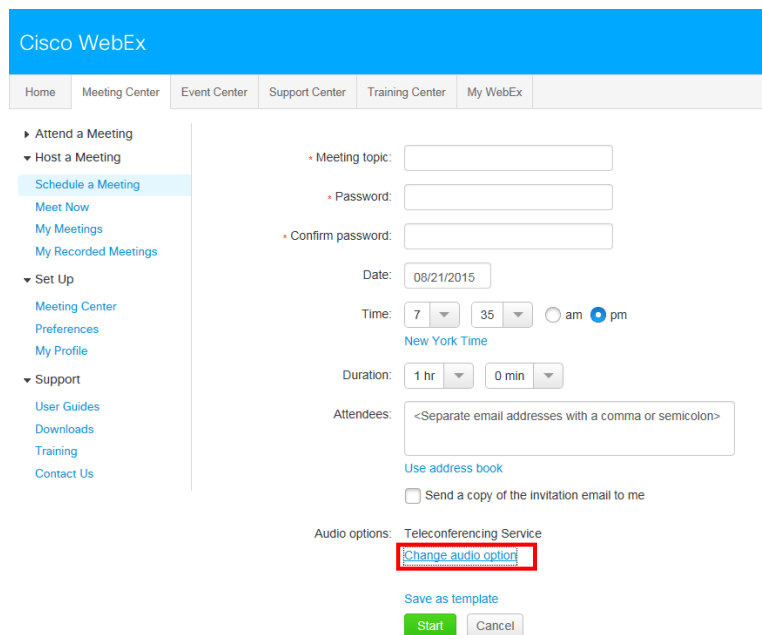
The Dial In User Merge functionality is supported on all Verizon audio conference bridges. Users should follow their normal audio dial in procedures. This user guide provides instruction on how to merge the audio and net sessions into one after the user has successfully joined the WebEx call and is displayed as **Call-In User_x** in the WebEx Participant panel.

The following instructions apply to all of the supported Cisco WebEx Centers however page 4 has additional instruction for using Breakout Rooms with Cisco WebEx Training Center.

Leader Instructions for setting up the call:

When the leader is scheduling the meeting, please select the setting to allow participants to **Dial in** to the call. This will allow the **Join Teleconference** pop up box to display which indicates the dial in numbers and the **Attendee ID**. The **Attendee ID** will also be displayed as the **Identity Code** on the **Meeting Info** tab within the WebEx meeting.

- **When Scheduling a Meeting from the WebEx site:**
 - Select **Change Audio Option** to the desired Audio Account if not the default.



The screenshot shows the Cisco WebEx interface for scheduling a meeting. The left sidebar contains navigation options: Attend a Meeting, Host a Meeting (with 'Schedule a Meeting' selected), Set Up, and Support. The main content area includes fields for Meeting topic, Password, and Confirm password. It also features a Date picker (08/21/2015), Time selector (7:35 pm), Duration selector (1 hr, 0 min), and an Attendees field. At the bottom, under 'Audio options', the 'Teleconferencing Service' is selected, and the 'Change audio option' link is highlighted with a red box. Other options include 'Use address book', 'Send a copy of the invitation email to me', 'Save as template', and 'Start'/'Cancel' buttons.

- Select the Teleconference Account you would like to use (Account 1, 2 or 3 if applicable)

Audio Options (Teleconference Settings)

Teleconference: Teleconferencing Service

Attendees call in

Attendees receive call back (call-in is also available)

Allow access to teleconference via global numbers

Account 1 Account 2

Call-in toll-free number (Verizon): 1-866-

Call-in number (Verizon): 0808-238-

Host access code: 5507

Attendee access code: 8645;

Other teleconference service

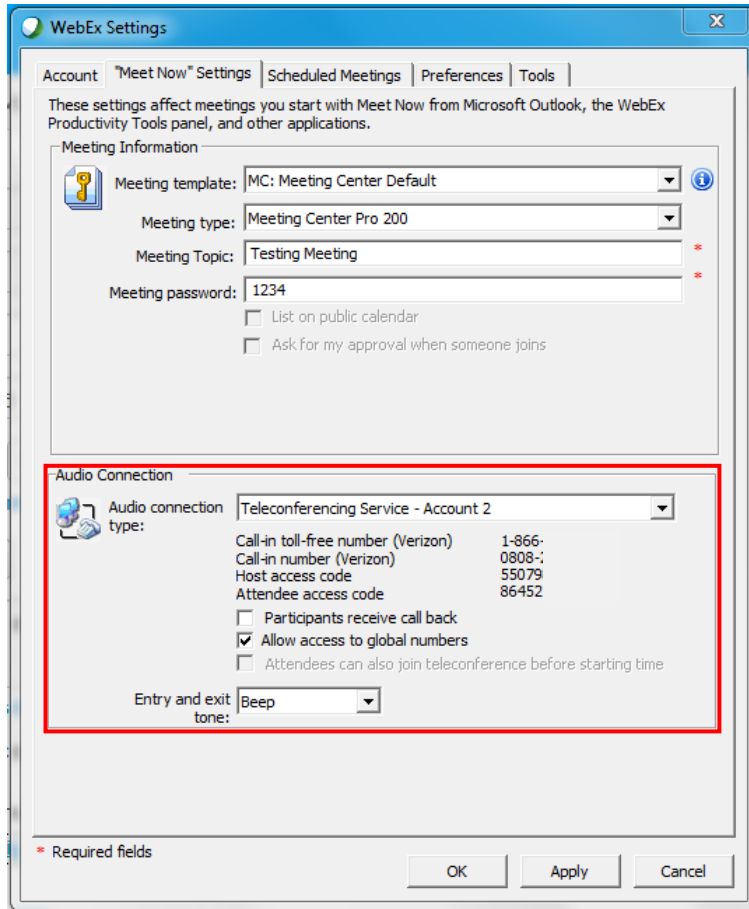
None

Entry and exit tone:

IMPORTANT NOTE:

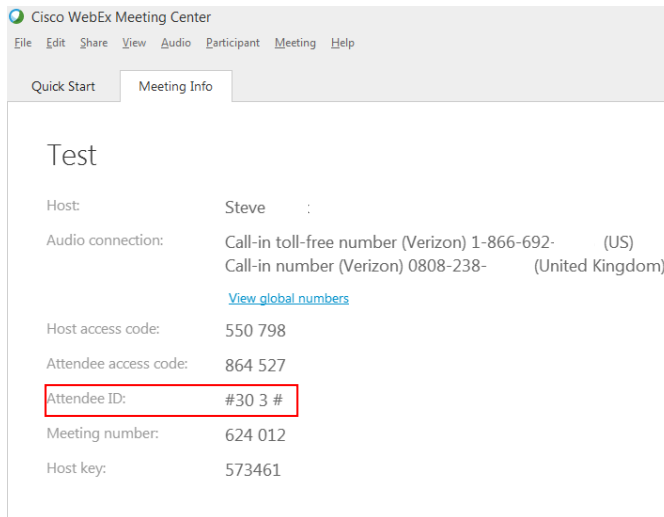
If the **Attendees receive call back** option is selected while scheduling the meeting, the **Join Teleconference** window will ask the participant for their dial back number instead of showing the dial in information and the Attendee ID/Identity Code. Participants are still able to dial into the meeting by selecting "I will call in" from the teleconference dropdown -primary method, or with the dial in information on the Meeting Info Tab. Both the Teleconference Information pop-up - primary method, and the Meeting Info Tab includes the **Identity Code** required to merge the net and audio sessions together. The **Identity Code** is entered after the caller enters the Participant panel as **Call-in User _x**.

- **When Scheduling a Meeting via Productivity Tools**
 - Select the **Edit WebEx Settings** section
 - In the "Meet Now" Settings Tab:
 - Select the **Audio connection** you would like to use (Account 1, 2 or 3 if applicable)
 - Uncheck **Participants receive call back** (←This is very important!!)
 - Optionally, you may select to allow access to the teleconference via global numbers
 - Select **Apply** and then **OK**



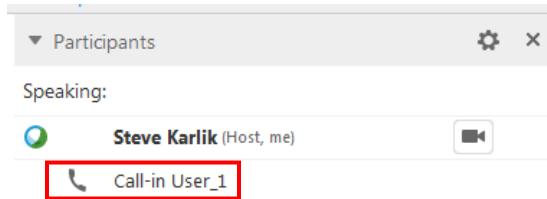
IMPORTANT NOTE:

If the **Attendees receive call back** option is selected while scheduling the meeting, the **Join Teleconference** window will ask the participant for their dial back number instead of showing the dial in information and the Attendee ID/Identity Code. Participants are still able to dial into the meeting with the dial in information on the **Meeting Info Tab**. This Meeting Info Tab includes the **Identity Code** required to merge the net and audio sessions together. The **Identity Code** is entered after the caller enters the Participant panel as **Call-in User _x**.

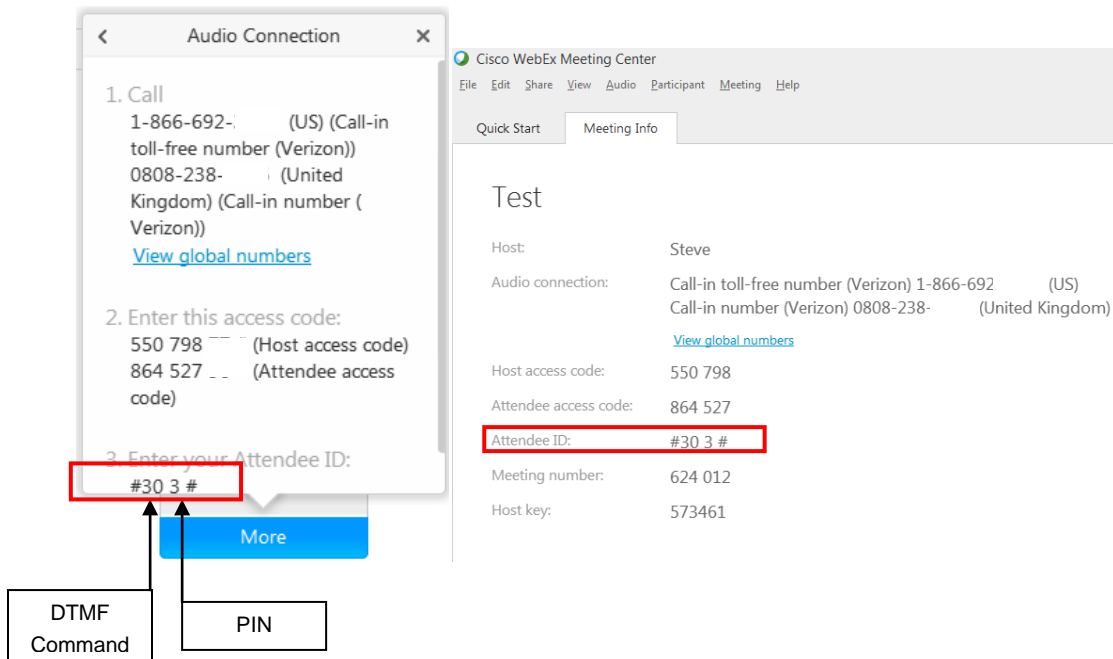


Joining the Call:

- Join the WebEx meeting by clicking on the link in the meeting invite or by using Productivity Tools.
- Once you are in the WebEx meeting the **Join Teleconference** window will appear with the **Call in numbers** as well as the **Attendee ID**. This **Attendee ID** will also be referenced as the **Identity Code** on the **Meeting Info Tab**.
- Dial the **Call in number** listed in the Join Teleconference window or the Meeting Info Tab.
- Follow the audio conference bridge prompts as you would normally.
- Your audio session will show in the Participant panel as **Call-in User_x**

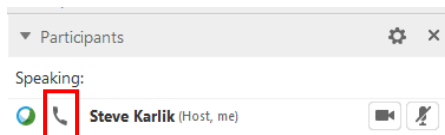


- Enter your **Attendee ID** or **Identity Code** as it appears on the **Join Teleconference** window or in the Meeting Info Tab.
- Pause for a moment after entering the **DTMF command** (eg. #30 below) and before entering the **PIN** (eg. 3# below.)



Join Teleconference note: Only the Leader will see both the **Host access code** and the **Attendee access code** in these windows. Participants will only see the Attendee Access Code.

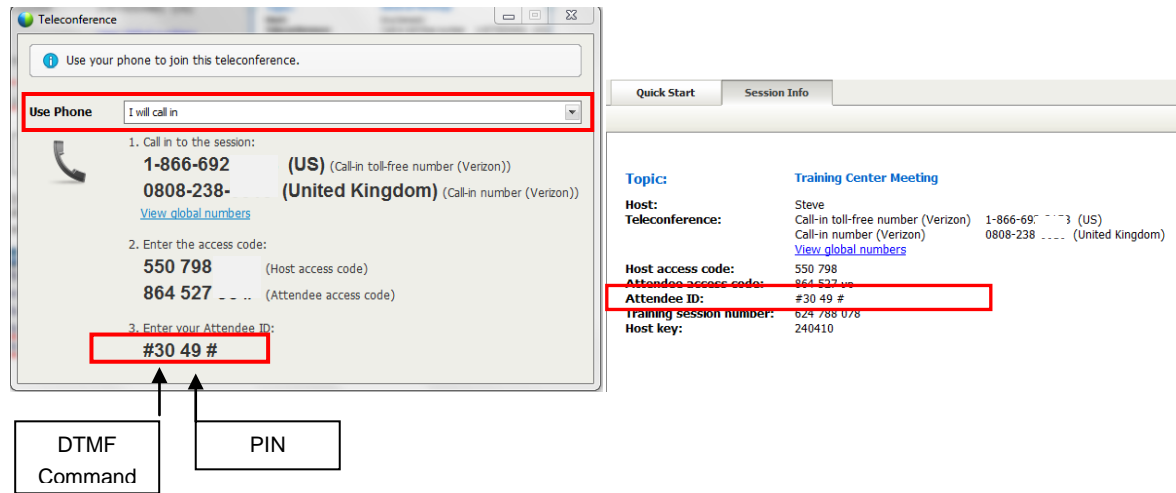
- The audio and net session will be merged and a phone icon will display next to your name in the Participant panel.



Joining a Cisco WebEx Training Center Meeting with Breakout Rooms

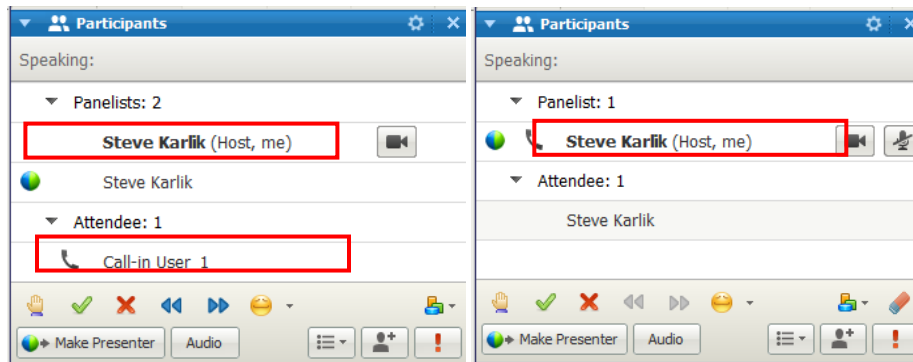
- Join the WebEx Training Center meeting by clicking on the link in the meeting invite or by using Productivity Tools
- Once you are in the WebEx meeting the **Join Teleconference** window will appear with the **Call in numbers** as well as the **Attendee ID**. This **Attendee ID** will also be referenced as the **Identity Code** on the **Meeting Info Tab**.
- Dial the **Call in number** listed in the Join Teleconference window or the Meeting Info Tab.

- Follow the audio conference bridge prompts as you would normally.
- Your audio session will show in the Participant panel as **Call-in User_x**
- Enter your **Attendee ID** or **Identity Code** as it appears on the **Join Teleconference** window or in the **Info Tab**.
- Pause for a moment after entering the **DTMF command** (eg. 30# below) and before entering the **PIN** (eg. 49# below.)



Join Teleconference note: Only the Leader will see both the **Host access code** and the **Attendee access code** in these windows. Participants will only see the Attendee Access Code.

- The audio and net session will be merged and a phone icon will display next to your name in the Participant panel.

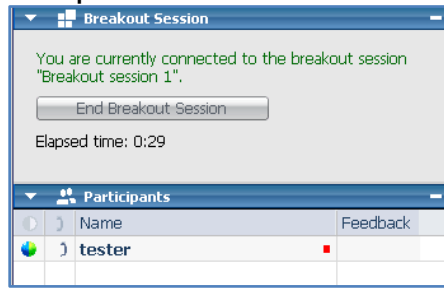


Before Dial In User Merger

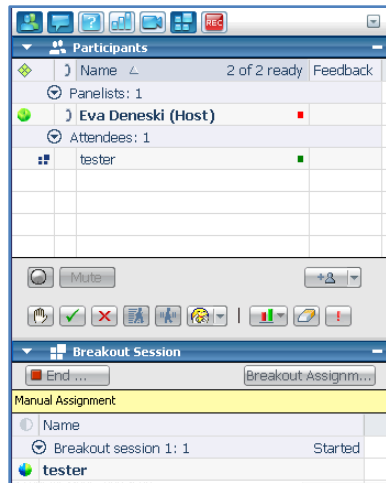
After Dial In User Merge

- During the Breakout Room assignment, the audio session goes with the participant assigned to a Breakout room.

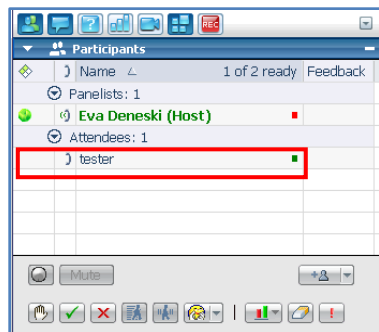
Participant view:



Leader view:



- After the Breakout session has concluded, the participants return to the main session with the audio session intact.



Note: Dial In User Merge is not supported for the Linux Operating System at this time.

Contact Us

If you would like technical assistance with Net Conferencing, please contact us at <https://e-meetings.verizonbusiness.com/global/en/globalResNumbers.php>.

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verizonenterprise.com

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