

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, Sales Center and Training Center.

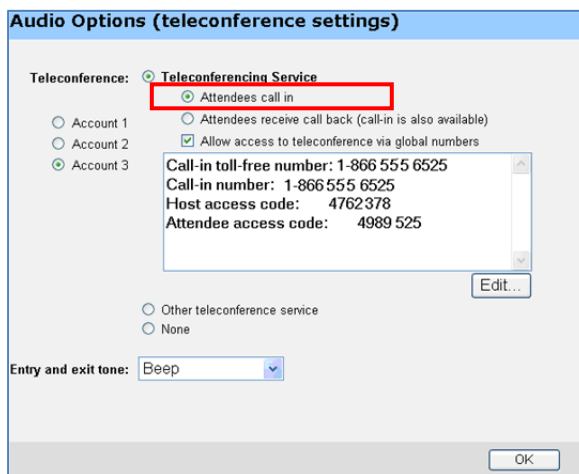
The Dial In User Merge functionality is supported on all Verizon audio conference bridges. Users should follow their normal audio dial in procedures. This user guide provides instruction on how to merge the audio and net sessions into one after the user has successfully joined the WebEx call and is displayed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

- **When Scheduling a Meeting from the WebEx site:**
 - Select **Audio Options**
 - Select **Attendees Call in**
 - Do **not** select **Attendees receive call back**
 - Select the Teleconference Account you would like to use (Account 1, 2 or 3 if applicable)
 - Optionally, you may select to allow access to the teleconference via global numbers



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

Call-in toll-free number: 1-866 555 6525
 Call-in number: 1-866 555 6525
 Host access code: 4762378
 Attendee access code: 4989 525

Other teleconference service
 None

Entry and exit tone: Beep

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 Info Tab. This 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 **Instant Meetings** or **Scheduled Meetings** tab
- In the Audio Conference section:
 - Select the **Teleconference Account** 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**

The screenshot shows the Cisco WebEx meeting scheduling interface. The 'Audio Conference' section is highlighted with a red border. It contains the following fields and options:

- Service type: Meeting Center Pro meeting
- Meeting Topic: General Meetings *
- Meeting password: testing *
- List this meeting on the WebEx site
- Ask for my approval when someone joins
- Conference type: Teleconferencing Service - Account 3
- Call-in toll-free number: 1-8665556525
- Call-in number: 1-8665556525
- Host access code: 4762 378
- Attendee access code: 4989 525
- Participants receive call back
- Allow access to global numbers
- Attendees can also join teleconference before starting time
- Entry & exit tone: Beep

* Required fields

Buttons: OK, Apply, Cancel

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 **Info Tab**. This 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**.

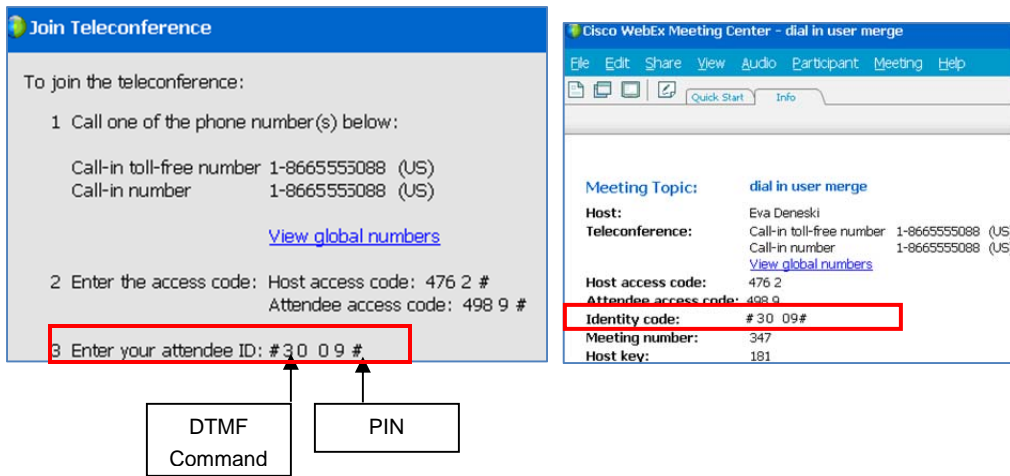


Joining the Call:

- 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 **Info Tab**.
- Dial the **Call in number** listed in the Join Teleconference window or the 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. 09# below.)



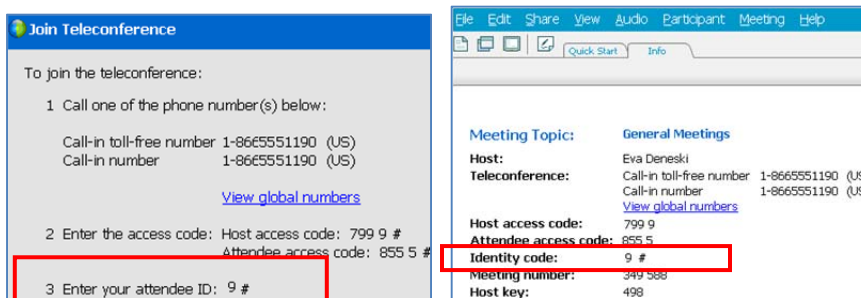
Join Teleconference note: Only the Leader will see both the **Host access code** and the **Attendee access code** in these windows. Participants will only see the Attendee Access Code.

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



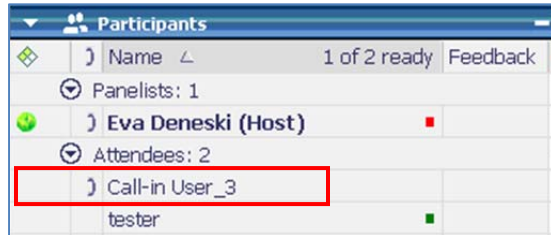
IMPORTANT NOTE:

For some audio conference bridge types, there is a known issue when starting or joining the call from Productivity Tools where the DTMF command portion of the Attendee ID (Identity Code) is not being displayed. If you must start or join a call from Productivity Tools, please enter **30#0** before the Attendee ID (Identity Code.) For example: Instead of 9#, you will enter **30#09#**.



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 **Info Tab**.
- Dial the **Call in number** listed in the Join Teleconference window or the 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. 09# below.)

Join Teleconference

To join the teleconference:

1 Call one of the phone number(s) below:

Call-in toll-free number 1-8775559981 (US)
 Call-in number 1-8775559981 (US)

[View global numbers.](#)

2 Enter the access code: Host access code: 556 1 #
 Attendee access code: 735 6 #

3 Enter your attendee ID: 3 0 # 0 9 #

Cisco WebEx Training Center - General Meetings

File Edit Share View Audio Participant Session Breakout Help

Quick Start Info

Topic: General Meetings

Host: Eva Deneski

Teleconference: Call-in toll-free number 1-8775559981 (US)
 Call-in number 1-8775559981 (US)

[View global numbers.](#)

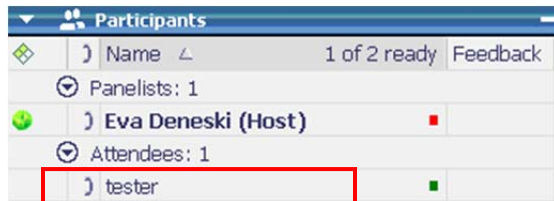
Host access code 556 1
Attendee access code 735 6
Identity code: 3 0 # 0 9 #
Training session number: 349 104 684
Host key: 835

DTMF
Command

PIN

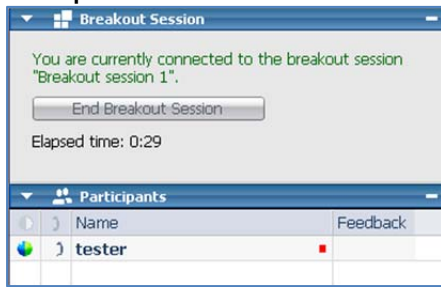
Join Teleconference note: Only the Leader will see both the **Host access code** and the **Attendee access code** in these windows. Participants will only see the Attendee Access Code.

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

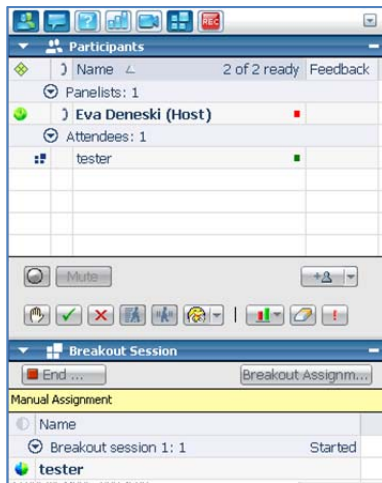


- During the Breakout Room assignment, the audio session goes with the participant assigned to a Breakout room.

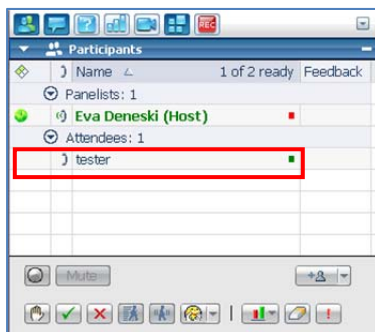
Participant view:



Leader view:



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



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>. Our e-mail address is nettech@verizon.com.

verizonenterprise.com

© 2013 Verizon. All Rights Reserved. 10/13
The Verizon name and logo and all other names, logos, and slogans identifying Verizon's products and services are trademarks and service marks or registered trademarks and service marks of Verizon Trademark Services LLC or its affiliates in the United States and/or other countries. Microsoft, Windows and Internet Explorer are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks and service marks are the property of their respective owners.

