Advanced and Customized Net Conference With 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 our 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:

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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 Option	s (teleconference settings)
Teleconference:	V Teleconferencing Service
	Attendees call in
Account 1	 Attendees receive call back (call-in is also available)
Account 2	Allow access to teleconference via global numbers
 Account 3 	Call-in toll-free number: 1-866 555 6525 Call-in number: 1-866 555 6525 Host access code: 4762 378 Attendee access code: 4989 525
Entry and exit tone:	O Other teleconference service None
	ОК

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**.

Scheduling a Meeting via Productivity Tools

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- o 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)
 - <u>Uncheck</u> 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

Account Instant Me	eetings Sche	eduled Meetings One-Click	Tools		
These settings affer instant messengers	ct meetings sl , browsers, e	arted instantly from One-Cl tc.	ick, Microsoft Office,		
Meeting Informat	ion				
2	Service type:	Meeting Center Pro meetin	ig		•
Me	eeting Topic:	General Meetings			*
Meetir	ng password:	testing			*
		List this meeting on the	e WebEx site		
		Ask for my approval w	hen someone joins		
-Audio Conference					
Conferen	ce type:	Teleconferencing Service - A	Account 3		
	(Call-in toll-free number	1-8665556525		
		Call-in number Host access code	1-8665556525 4762 378	i	
	,	Attendee access code	4989 525		
	1	Participants receive call	back		
	1	Allow access to global nu	umbers		
		Attendees can also join	teleconference befo	re starting time	
Entry	& exit tone:	Beep 💌			
* Dequired fields			1		
 Required fields 			ОК	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

-	-	Participants		
)	Name 🛆	1 of 1 ready	Tools
		Eva Deneski (Host	:) 🔹	
)	Call-in User_1		

- 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.)

To join the teleconferen	ce:
1 Call one of the pho	one number(s) below:
Call-in toll-free nu Call-in number	mber 1-8665555088 (US) 1-8665555088 (US)
	View global numbers
2 Enter the access c	ode: Host access code: 476 2 # Attendee access code: 498 9 #
3 Enter your attende	eID:#30 09#
Cisco WebEx Meeting Ce	nter - dial in user merge
<u>File E</u> dit <u>S</u> hare <u>V</u> iew	<u>A</u> udio <u>P</u> articipant <u>M</u> eeting <u>H</u> elp
Duick Start	Info
<u>e</u>	
Maating Tonici	dial in user merge
Meeting Topic:	dial in user merge
Meeting Topic: Host: Teleconference:	dial in user merge Eva Deneski Call-in toll-free number 1-8665555088 (US) Call-in number 1-8665555088 (US) View global numbers
Meeting Topic: Host: Teleconference: Host access code:	dial in user merge Eva Deneski Call-in toll-free number 1-8665555088 (US) Call-in number 1-8665555088 (US) <u>View global numbers</u> 476 2
Meeting Topic: Host: Teleconference: Host access code: Attendee access code:	dial in user merge Eva Deneski Call-in toll-free number 1-8665555088 (US) Call-in number 1-8665555088 (US) View global numbers 476 2 498 9 # 30 09#
Meeting Topic: Host: Teleconference: Host access code: Attendee access code: Identity code: Meeting number:	dial in user merge Eva Deneski Call-in toll-free number 1-8665555088 (US) Call-in number 1-8665555088 (US) View global numbers 476 2 498 9 # 30 09# 347
Meeting Topic: Host: Teleconference: Host access code: Attendee access code: Identity code: Meeting number: Host key:	dial in user merge Eva Deneski Call-in toll-free number 1-8665555088 (US) Call-in number 1-8665555088 (US) View global numbers 476 2 476 2 498 9 # 30 09# 347 181 5000000000000000000000000000000000000

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.

-	-	Participants		
)	Name 🛆	1 of 1 ready	Tools
	С	Eva Deneski (Host)		

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#**.

🜖 Join Teleconference	
To join the teleconferer	nce:
1 Call one of the ph	one number(s) below:
Call-in toll-free nu Call-in number	umber 1-8665551190 (US) 1-8665551190 (US)
	View global numbers
2 Enter the access	code: Host access code: 799 9 # Attendee access code: 855 5 #
3 Enter your attend	ee ID: 9#
Eile Edit Share View a	Audio Participant Meeting Help
Meeting Topic:	General Meetings
Host: Teleconference:	Eva Deneski Call-in toll-free number 1-8665551190 (US) Call-in number 1-8665551190 (US) View global numbers
Host access code: Attendee access code: Identity code:	799 9 855 5 9 #
Meeting number: Host key:	349 588 498

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

-	💾 Participants	
) Name 🛆	1 of 2 ready Feedbac
	Panelists: 1	
3) Eva Deneski (Ho	st) 🔹
i.	O Attendees: 2	
) Call-in User_3	
	tester	

- 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 Telecon	ference	
To join the tel	econference:	
1 Callone	of the phone	e number(s) below:
Call-in ti Call-in n	oll-free numb umber	er 1-8775559981 (US) 1-8775559981 (US)
		View global numbers
2 Enter th	e access code	e: Host access code: 556 1 # Attendee access code: 735 6 #
3 Enter yo	ur attendee I	D:30# 09#
Cisco WebEx Tra	ining Center - View <u>A</u> udio Quick Start	General Meetings Partjicipant Session Breakout Help
Topic: Host: Teleconference Host access co Attendee acces Identity code: Training session Host key:	G E C C C C C C C C C C C C C C C C C C	eneral Meetings va Deneski all-in toll-free number 1-8775559981 (US) all-in number 1-8775559981 (US) iew global numbers 556 1 735 6 0 # 0 9 # 49 104 684 35
		↑
		, <u></u>

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.

	- 22	Participant s		
\diamondsuit)	Name 🛆	1 of 2 ready	Feedback
	⊙ F	Panelists: 1		
3)	Eva Deneski (Host)		
	0	Attendees: 1		
)	tester	- L.	

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

Participant view:

Y "	ou a Brea	are currently connected to the breakout session akout session 1".
6		End Breakout Session
-		1.0.000
E	laps	sed time: U:29
F	laps	ed time: U:29
E D	laps)	Participants Name Feedback

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://www.mymeetings.com/custom/res/content/resNumbers.php. Our e-mail address is nettech@verizon.com.

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