

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:

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

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

- 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 'Scheduling a Meeting' dialog box in Cisco WebEx. The 'Instant Meetings' tab is selected. The 'Meeting Information' section includes 'Service type' (Meeting Center Pro meeting), 'Meeting Topic' (General Meetings), and 'Meeting password' (testing). The 'Audio Conference' section is highlighted with a red border and contains the following details:

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

Options in the Audio Conference section:

- Participants receive call back
- Allow access to global numbers
- Attendees can also join teleconference before starting time

Entry & exit tone: Beep

Buttons: OK, Apply, Cancel

IMPORTANT NOTE:

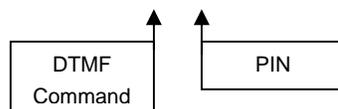
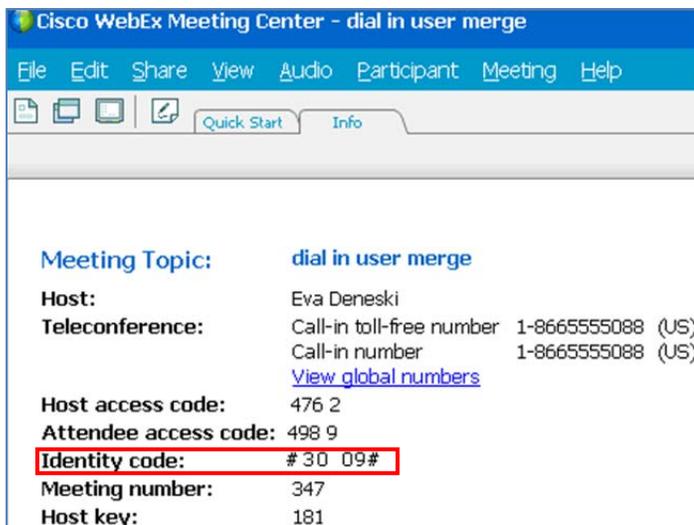
If the **Attendees receive call back** option is selected while scheduling the meeting, the **Join Teleconference** window will ask the participant for their dial back number instead of showing the dial in information and the Attendee ID/Identity Code. Participants are still able to dial into the meeting 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.)



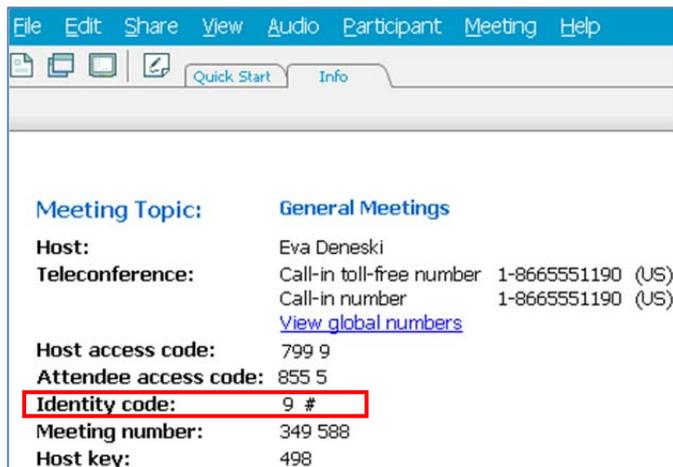
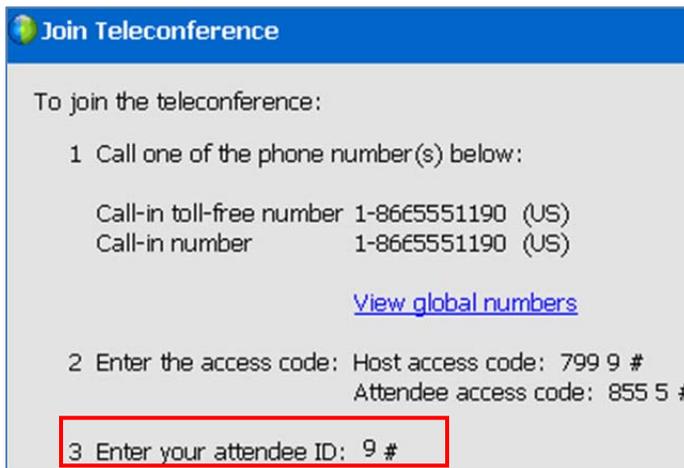
Join Teleconference note: Only the Leader will see both the **Host access code** and the **Attendee access code** in these windows. Participants will only see the Attendee Access Code.

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



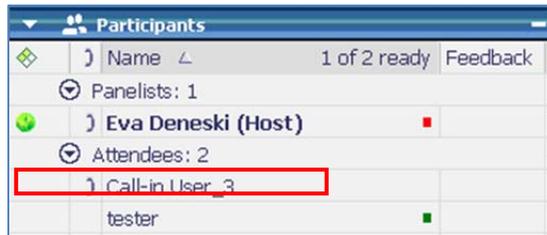
IMPORTANT NOTE:

- 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#**.

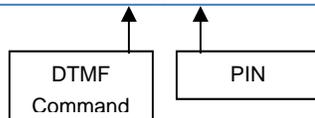
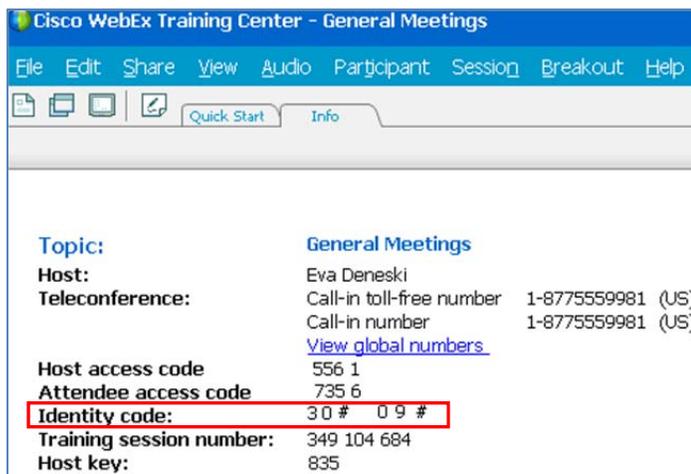
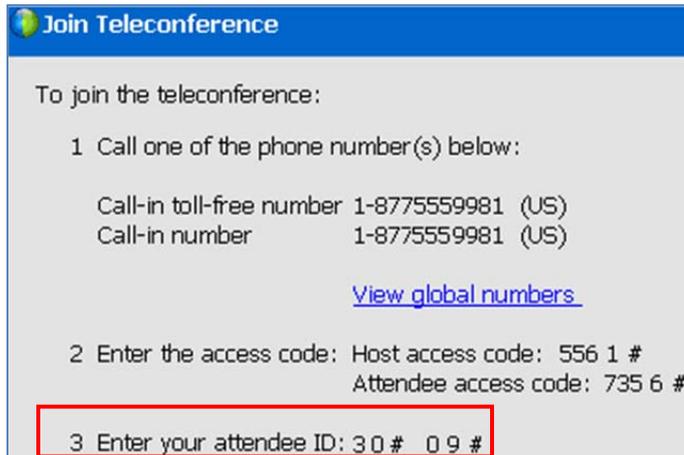


Joining a Cisco WebEx Training Center Meeting with Breakout Rooms

- 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 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.

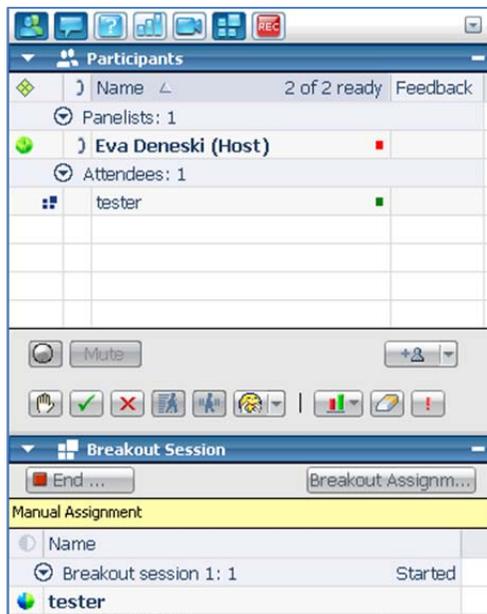


- During the Breakout Room assignment, the audio session goes with the participant assigned to a Breakout room.

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