

Customer Care Message

WebEx teleconference dial-in numbers

In an effort to provide an even better WebEx conferencing experience, we are required to change the conference dial-in phone numbers.

To minimize the possibility that a user will attempt to use an obsolete phone number, both the old and the new numbers will work for a period of approximately four weeks from the date. This allows time for users to take appropriate action if necessary.

When will this happen?

Please refer to the e-mail you received regarding this change. It provides the specific date when the phone numbers will be changed.

Who will be affected? What should they do?

- Hosts who schedule (or have scheduled) a meeting before the change, and the meeting will take place four weeks after the change. Recurring meetings (weekly, monthly etc.) probably fit this description.

These hosts should wait until the change, then delete and re-create the meeting. This will generate a new meeting invitation that contains the updated phone numbers.

- **Hosts or Attendees who dial into a conference before (or instead of) joining the web meeting (for example, users of Personal Conferencing, wallet cards, speed dial, etc.)**

These users should wait until the change, and then update their records with the new number. See the question "Where can I find the new numbers" below.

Hosts should notify attendees that numbers have changed.

Who will NOT be affected?

- Users who dial the phone number displayed in the Audio Conference dialogue box that appears as you are joining a meeting.
- Users who use the "Call Me" feature.
- Users who select "Use Computer for Audio / Call Using Computer" (WebEx VoIP).

Note: Nobody will be affected until the old numbers are subsequently disabled, which will happen four weeks after the new numbers are introduced. The specific dates are indicated in the e-mail you received regarding this change.

Customer Care Message

Where can I find the new numbers?

To find the new dial-in numbers, wait until the change (the date is indicated in the e-mail you received), then follow these steps:

1. Wait until the change (refer to the e-mail you received for this date)
2. Log into your WebEx site (your WebEx site URL is indicated in the e-mail you received regarding this update)
3. Start a new meeting (use “One-Click Meeting,” or use “Schedule a meeting” and click “Start Now” button)
4. In the Audio Conference dialogue box, expand “Use Phone” then click the drop down that becomes exposed
5. Select “I will call in”
6. The new dial-in phone number displayed is the updated number

Do I have to write down a new number and start using it?

Only if you do that already. If you use a WebEx dial-in number that you have saved in your mobile phone (or written down somewhere, etc.), you need to wait until the change, then update your records with a new number. See the question “How can I learn of the new numbers” below.

Can I just dial the number provided to me in the Audio Conference dialogue box when I join a meeting?

Yes. As soon as the change has occurred, the new phone numbers will be displayed in the Audio Conference dialogue box.

Will the old and new numbers work simultaneously for a while?

Yes. For a period of approximately four weeks after the change, both old and new numbers will work. Please refer to the e-mail you received regarding this update for specific dates.

When will the old numbers stop working?

Four weeks after the new numbers are introduced. Please refer to the e-mail you received regarding this update for specific dates.

Are all of the dial-in numbers changing?

Almost all of them. There are a few dial-in numbers that won't be changing.

What if I have other questions?

If you have any additional questions, please send an email to Europe@webex.com