

Integrated VoIP (Voice over Internet Protocol) is an audio feature that sends the audio from your meeting over the Internet, instead of through the telephone. If you have **speakers or headphones** attached to your computer, a computer **microphone**, and a **duplex sound card**, you can choose Integrated VoIP instead of traditional telephone based teleconferencing.

This audio feature is available for Meeting Center, Training Center, Event Center, and Support Center.

## When to Use VoIP

Integrated VoIP can be a convenient and cost-effective alternative to traditional teleconferencing. You may want to use this option when:

- There will be a large number of attendees (up to 500).
- Your meeting does not require much attendee participation, for example a presentation rather than a discussion.
- You don't have a toll-free number for attendees to call.

## Scheduling and VoIP

When you schedule a meeting, you can specify whether you want to include the Integrated VoIP option (provided that this option has been turned on by your Site Administrator). If you include the VoIP option when scheduling, you can still set up a traditional teleconference for the meeting.

### To enable VoIP for a meeting:

1. Go to the **Teleconferencing** section of the scheduling page for the service where you are scheduling the meeting.
2. Depending on the service, select the appropriate option:
  - For *Meeting Center*, select **Yes** next to **Integrated VoIP**.
  - For *Training Center* and *Event Center* select the **Integrated VoIP** check box.
  - For *Support Center*, there is no scheduling option; you can start the VoIP call directly in the support session.
3. Continue scheduling your meeting as usual.

## Using the Audio Setup Wizard

Before you participate in an Integrated VoIP conference, you can use the Audio Setup Wizard to:

- Ensure that your microphone and speakers are set to their optimal volume levels.
- Specify whether you are using speakers and a separate microphone, or a headset with an integrated microphone.

### To use the Audio Setup Wizard for Integrated VoIP:

1. Start a WebEx meeting.
2. On the menu bar, select **Communicate>Audio Setup Wizard**. *The Audio Setup wizard appears.*



3. Follow the instructions in the wizard to check your audio configuration.

**Note:** The Audio Setup Wizard is not available if you are already participating in an Integrated VoIP conference. However, you can temporarily leave the conference to use the wizard, and then rejoin the conference.

## Starting a VoIP Conference

The host can start an Integrated VoIP conference at any time during the WebEx meeting. The process for starting a VoIP conference varies slightly across services. Refer to the processes below for more information.

### To start an Integrated VoIP conference in Meeting Center and Event Center:

1. Start the WebEx meeting or event.
2. On the **Communicate** menu select **Integrated VoIP>Start Conference**. *The VoIP conference starts and attendees are prompted to join.*



- If necessary, adjust your speaker and microphone settings in the Volume panel; or close the Volume panel to remove it from view.

### To start an Integrated VoIP conference in Training Center:

- If the host has selected the **Integrated VoIP** check box when scheduling the session, the conference will be started automatically when the host starts the training session. Attendees will be prompted to join the VoIP conference as they join the training session.

### To start an Integrated VoIP conference in Support Center:

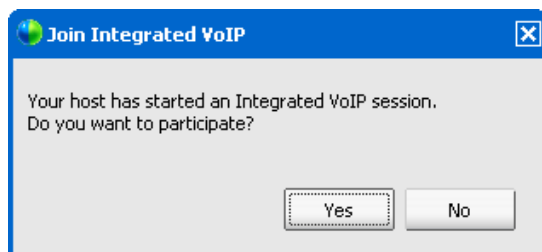
- Start a remote support session.
- On the Tools tab of the CSR dashboard, click **Voice Call>Start Voice Call**. *The VoIP conference is initiated and the customer is prompted to join the voice call.*
- If necessary, adjust your speaker and microphone settings in the Volume panel; or close the Volume panel to remove it from view.

## Joining a VoIP Conference

When the host starts an Integrated VoIP conference, all attendees and participants will be prompted to join the conference by a pop-up message.

### To join the conference:

- Click **OK** in the *Join Integrated VoIP* prompt.



- Click **Yes** in the confirmation message.
- If necessary, clear the **Mute** check box for the microphone in the *Volume* panel. Adjust the volume levels, or close the panel to remove it from view.

### To leave the conference:

- From the **Communicate** menu, select **Integrated VoIP>Leave Conference**.

## Managing a VoIP Conference

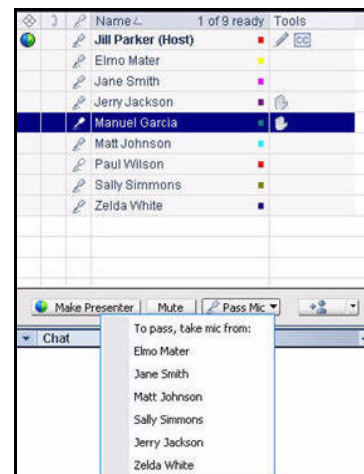
Integrated VoIP supports up to 7 active microphones and allows up to 2 people to speak at the same time. Inactive microphones are indicated by a transparent mic icon; if you have more than 7 participants in a meeting or session, you can pass a participant a microphone by taking an active mic from another.

**Note:** Support Center supports only 2 active microphones simultaneously.

Attendees control the volume for their own speakers and microphones, and can adjust or mute as necessary.

### To pass the microphone:

- In the Participants panel, select the attendee to whom you want to pass the microphone.
- Click **Pass Mic** and then select the participant to take the microphone from. *The selected participant will now be able to speak in the conference.*



### To adjust the volume:

- From the **Communicate** menu, select **Volume**. *The Volume panel opens.*
- Use the slider bars to adjust the volume for the speakers or microphone.
- If necessary, select the **Mute** check box to mute your speakers or microphone.

## Ending a VoIP Conference

- From the **Communicate** menu, select **End Conference**. *Attendees are notified that the host has ended the VoIP conference.*

