ESNA CONNECTORS FOR JIVE
Esna Connectors for Jive allows the Jive platform to connect with many other communication solutions, such as Microsoft Lync, Cisco Jabber, Google Hangouts, and Scopia. Links embedded within the Jive Content, People and Places streams allow users to place telephone calls, start chat sessions and hold video conferences with those individuals.

Contacting Esna™

Esna Technologies Inc.
30 West Beaver Creek Rd., Suite 101
Richmond Hill, ON. CANADA L4B 3K1

Tel: +1 905-707-9700
Fax: +1 905-707-9170
Website: www.esna.com

For hardware and software support, contact:
Tel: +1 905-707-1234
E-mail: techsupp@esna.com

For documentation requests and feedback, contact:
E-mail: documentation@esna.com

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Esna Technologies Inc.
30 West Beaver Creek Rd., Suite 101
Richmond Hill, ON. CANADA L4B 3K1

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# Table of Contents

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td><strong>ADMINISTRATOR INSTALLATION AND SET-UP</strong></td>
</tr>
<tr>
<td>5</td>
<td><strong>INTRODUCTION</strong></td>
</tr>
<tr>
<td></td>
<td>Requirements</td>
</tr>
<tr>
<td>6</td>
<td><strong>INSTALLATION</strong></td>
</tr>
<tr>
<td></td>
<td>Accessing the Program</td>
</tr>
<tr>
<td>10</td>
<td><strong>JIVE CONNECTOR FOR WEBEX</strong></td>
</tr>
<tr>
<td></td>
<td>User Preferences</td>
</tr>
<tr>
<td></td>
<td>Global Preferences</td>
</tr>
<tr>
<td>12</td>
<td><strong>JIVE CONNECTOR FOR JABBER</strong></td>
</tr>
<tr>
<td></td>
<td>System Settings</td>
</tr>
<tr>
<td></td>
<td>Field Name Source</td>
</tr>
<tr>
<td>14</td>
<td><strong>JIVE CONNECTOR FOR LYNC</strong></td>
</tr>
<tr>
<td></td>
<td>System Settings</td>
</tr>
<tr>
<td>15</td>
<td><strong>JIVE CONNECTOR FOR HANGOUTS</strong></td>
</tr>
<tr>
<td>17</td>
<td><strong>USER PROFILES</strong></td>
</tr>
<tr>
<td>17</td>
<td><strong>INTRODUCTION</strong></td>
</tr>
<tr>
<td>18</td>
<td><strong>CONFIGURING A PROFILE</strong></td>
</tr>
<tr>
<td>19</td>
<td><strong>HANGOUTS CONNECTOR USER GUIDE</strong></td>
</tr>
<tr>
<td>19</td>
<td><strong>INTRODUCTION</strong></td>
</tr>
<tr>
<td>20</td>
<td><strong>WHERE TO FIND GOOGLE HANGOUTS</strong></td>
</tr>
<tr>
<td>23</td>
<td><strong>STARTING A HANGOUT</strong></td>
</tr>
<tr>
<td>25</td>
<td><strong>JABBER CONNECTOR USER GUIDE</strong></td>
</tr>
<tr>
<td>25</td>
<td><strong>INTRODUCTION</strong></td>
</tr>
<tr>
<td>26</td>
<td><strong>MAKING A TELEPHONE CALL</strong></td>
</tr>
</tbody>
</table>
27 STARTING A CHAT SESSION

28 THE FIRST TIME

29 LYNC CONNECTOR USER GUIDE

29 INTRODUCTION

30 WHERE TO FIND THE LYNC ICON

33 CONNECTING THROUGH LYNC

35 The First Time

37 WEBEX CONNECTOR USER GUIDE

37 INTRODUCTION

38 WHERE TO FIND THE WEBEX ICON

41 STARTING A WEBEX MEETING

42 Buttons

43 Required Info

44 Participants

45 Recurring

46 Additional Options
Introduction

The system administrator will install and configure the add-ons.

Requirements

Esna’s Jive Connectors requires Jive version 7.02 (on-premise) or 8C3+ (Cloud).
Earlier versions of Jive will have limited or no functionality.

| JIVE VERSION       | 7.02 (On-Premise) or 8C3+ (Cloud) |
Installation

Esna’s Connectors for Jive are installed and configured by the system administrator.

1. Open a web browser and enter the address for the Corporate Jive site created for your company. For example: yourcompany.jiveon.com
2. At the login screen, enter your Jive administrator account credentials.

**Note:** Non-administrator accounts do not have the rights to apply Add-Ons to the site.

Click Log in when finished.

3. Once connected to the Jive account main page, go to settings and click Add-ons.
4. Under the **Available** tab, locate the **Jive Connector** add-on you want to use.

Click **Install** to make that program available throughout the corporation.

5. When prompted, ensure that the **This service is visible only to me** checkbox is **disabled**. Click **Install**.

6. The Add-on has been installed. Repeat these steps with the other **Connectors** as required.
7. The Add-ons have been added to Jive. These programs will be pushed to each user account within the corporation.

<table>
<thead>
<tr>
<th>Add-on Name</th>
<th>Permissions</th>
<th>Added</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jive Connector for Jabber</td>
<td>Read and write</td>
<td>Sep 24, 2014 9:38:54 AM</td>
<td></td>
</tr>
<tr>
<td>Jive Connector for WebEx</td>
<td>Read and write</td>
<td>Sep 24, 2014 9:37:51 AM</td>
<td></td>
</tr>
</tbody>
</table>
Accessing the Program

Once you have logged in to Jive, click on the **Apps** menu. The Esna programs made available by the administrator are shown. Not all apps are compatible with the others. All available apps are shown below.

Jive Connector for Hangouts  
Jive Connector for iLink  
Jive Connector for Jabber  
Jive Connector for Lync  
Jive Connector for Scopia  
Jive Connector for Vidyo  
Jive Connector for WebEx

**Note:** Not all applications will be visible. Only those apps installed by the administrator will appear.
Jive Connector for WebEx

This program allows user settings to be configured for the corporate account, and it must be setup before the connector can be used. Jive must know the correct server to access before it can create the connection, and several other options can be set as well.

User Preferences

**User WebEx Site**: Enter the URL for the corporate WebEx server. The standard format is yourcompany.webex.com. The default value that appears here is set by the administrator on the Global Preferences tab. Leave this unchanged to access the corporate site, or change it to connect to a different preferred server (e.g. Global Corporate vs. Customer Service).

**Create Notification with meeting info**: Enabling this box will cause the Connector to place an entry into the Activity stream of your Jive account whenever you start or join a meeting.

**Direct Message meeting info to attendees**: This checkbox determines whether or not a message is sent to your Jive inbox each time a meeting is joined. If this is disabled, then only the email from WebEx will be sent for each meeting.

When finished, click **Save** to enter the changes into the system. Click **Launch WebEx Connector** to begin building a meeting.
Global Preferences

Global WebEx Site: The system administrator can use this field to enter the URL for the corporate WebEx server. The value entered here is seen by all users as the default WebEx Site under User Preferences.

**Note:** This tab is only available when logged in using an administrator account.

Custom Meeting Type / Select Audio Conference: If a custom meeting has been setup on the WebEx server, recreate the meeting parameters here to make the meeting type available to all users.
Jive Connector for Jabber

The Jive Connector for Jabber requires Jabber Desktop 8.6+ and an appropriate Cisco voice/video environment to integrate with.

From the Apps menu, select Jive Connector for Jabber to configure the phone number and XMPP (chat) details for the system.

A Call icon will be added to a contact's People page and hover card if there is a telephone number or ID present in that person's Jive profile. Click this icon to launch Jabber and place a call to the contact.

A chat icon will appear if an address is entered into the correct XMPP field in the contact's jive profile. Clicking this will launch the IM window in Jabber.

System Settings

These values identify (map) the fields in the Jive contact database that contain the telephone number and XMPP (chat) information for each person. The data contained in the named fields for each user is attached to the icon for that person within Jive.

Note: These settings can only be modified by the system administrator.

Phone Number: Specify which field in the Jive user profile holds the telephone number that will be used to call this contact when the call icon is clicked.

XMPP: Specify which field in the Jive user profile holds the XMPP details. These are used to launch chat sessions through Jabber when a user clicks the chat icon.
Field Name Source

The values to enter into these fields are taken from the Jive database.

1. To select the desired values, login to Jive with administrator credentials and open the Admin Console.

2. Open the People > Settings > Profile Settings page.

3. From the list of available fields in the database, identify the ones that will be used for telephone call dialing and for chat sessions with contacts. Alternatively, create one or more new fields to hold the information.

Enter the field names, exactly as they appear in this column, into the System Settings page.

Caution: Currently, the email field cannot be used with the Jive Connectors.
Jive Connector for Lync

The Microsoft Lync server must be installed and operating properly. Each user machine must download, install and login to the Lync client before proceeding. From the Apps menu, select **Jive Connector for Lync** to configure the phone number and XMPP (chat) details for the system.

A Lync Call icon 📞 will be added to a contact's People page and hover card if there is a telephone number or ID present in that person's Jive profile. Click this icon to launch Lync and place a call to the contact.

A chat icon 🔄 will appear if an address is entered into the correct XMPP field in the contact's Jive profile. Clicking this will launch the IM window in Lync.

System Settings

These values identify (map) the fields in the Jive contact database that contain the telephone number and XMPP (chat) information for each person. The data contained in the named fields for each user is attached to the icon for that person within Jive.

**Note:** These settings can only be modified by the system administrator.

**Phone Number:** Specify which field in the contact database holds the telephone number that will be used to call this contact when the call icon 📞 is clicked in a profile or on a hover card.

**SIP (Email only):** Specify which field in the contact database holds the XMPP/Email details. These are used to launch chat sessions through Lync with the contact when a user clicks the chat icon 🔄.
Jive Connector for Hangouts

Once Google Hangouts has been installed on the local device, there are no additional configuration requirements for Jive.
Introduction

If the administrator allows it, each user can modify their own profile. A user's profile must be completed before the Call and Chat icons appear in association with the person's name. If a telephone number or an email address are not entered into the correct fields in the profile, a Connector will not be able to reach that person and the appropriate icon(s) will not appear.

Both fields Configured

Neither field configured
Configuring a Profile

1. A user can configure their own profile. Open the user settings and click Edit Profile.

2. Go to the Your Profile tab. Select the fields to use and ensure that they are filled in.

**Phone Number:** Enter the contact telephone number that the Jive Connector will use to call this person.

**XMPP Username:** Put the email address for this person here to enable chat sessions.

**Note:** The fields that are to be used are configured by the administrator when setting the User Profiles for the Jive Connector being used for the account. See page 12 in the administration chapter.
Introduction

The Jive Connector for Hangouts provides access to Google’s Internet meeting solution from within Jive. Google Hangouts connect people through their computers and devices. It provides access to each user’s presence information and offers a means to connect people through audio and video conferencing.

This User Guide explains how to use Jive Connector for Hangouts to launch video meetings, with one or more contacts already invited, directly from Jive.

Google Hangouts must be installed and configured on the computer and the Google servers before proceeding. Contact your Google representative for more information.

**Note:** Once installed, the Jive Connector for Hangouts requires no further configuration within Jive.
Where to find Google Hangouts

If Jive Connector for Hangouts is installed and configured, the **Set up Hangouts** icon will appear throughout Jive.

- The Jive Connector for Hangouts can be accessed through **Actions > Create Hangouts** from a user's **Home** page.

- It is available when reviewing an entry from the **Content** menu.
• It appears on a contact's **Hover Card** and on the **People** page.

• Click **Start Hangouts** from the **Actions** menu within **Places**.
• Launch the Connector directly from the **Apps** menu.

![Launcher image]

• Find it on the **Create** menu from the main panel of jive.

![Create image]
Starting a Hangout

1. Click on the Hangouts icon to start a meeting.

2. A list of contacts may already be displayed if you clicked the icon from a location associated with one or more individuals, such as Places, People, or a contact Hover Card.

Otherwise, enter a name in the Find Participants field, then select the desired contact from the list of matches to add them to the list.

You can also click Directory to see all contacts in the database. Place a check in the box beside each person you want to invite. When finished, click Add Selected People.

3. Once all of the required contacts have been added to the list, click to launch a video meeting with all of the selected people.

Use X to remove someone from the list.
4. When the Hangouts window opens, click **join**.

5. Click **Invite** to send an email to each contact on the list asking them to attend. A notice will also be sent through the Hangouts client.

6. Google Hangouts will create the meeting room. Listed contacts will be connected once they join.

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**Note:** All contacts on the Hangout must have audio and video capabilities on their computer or device. If video is not available, then the Hangout will be audio only for that user.

**Hint:** Call controls are embedded in the Google Hangout interface.
Introduction

This User Guide provides an overview of the functions of the Jabber Connector for Jive and how it can be used to make collaboration easier and your work flow more efficient. The Jabber Connector allows users to place telephone calls and start chat sessions from the contact displays within Jive. Jabber must be installed on the computer to use the Jabber functions.
Making a Telephone call

If the Jabber Connector for Jive feature is configured, a Call icon will appear on a contact’s Hover Card and People Page.

Click on the icon to place a telephone call through the computer to that person using Jabber. The Jabber dialer appears and places the call to the number attached to the chosen contact. Call controls are embedded in the Jabber interface.
Starting a Chat Session

If the Jabber Connector for Jive feature is configured, a Chat icon will appear on a contact’s Hover Card and People Page.

Click on the icon to launch a chat session through the computer to that person using Jabber.

The Jabber chat window appears. Type a message at the bottom of the window and hit Enter to send. Your messages will appear in the upper window along with the contact’s replies.
The First Time

The first time this feature is launched, you will be prompted to choose the program that will manage the connection. The list of applications is based upon the software currently installed on the computer. Select the Jabber client.

![Image of window prompting to choose program]

**Note:** The window that appears depends upon which web browser you are using.

Subsequent connections will automatically be routed through Jabber. Click to allow the program to place the call.
Introduction

The Jive Connector for Lync provides access to Microsoft’s enterprise unified communication solution from within Jive. Lync connects people through their computers and devices, enhancing their daily workflow. The Connector provides icons to start Lync from within Jive.

This User Guide explains how to use Jive Connector for Lync to build a bridge between both programs.

The Lync 2010 or 2013 client from Microsoft must be installed and configured on the computer before proceeding. The file can be downloaded from the Microsoft web site.
Where to find the Lync Icon

If Jive Connector for Lync is configured and the contact profile includes an email address, a Lync Call icon will appear throughout Jive.

If a telephone number is included in the profile, a telephone icon will also appear.

If a person's profile includes an email address, a Chat icon is included.

• The Jive Connector for Lync can be accessed through Actions > Create Lync from a user's Home page.

• Look for the icons when reviewing an entry from the Content menu.
• Find the Jive Connector for Lync on a contact's Hover Card and People page.

• **Start Lync** is available from the Actions menu within Places.
• It is available on the **Create** menu from the main panel of Jive.
Connecting through Lync

- Click on the Lync icon to place a telephone call to that person using Lync. The desktop client places the call to the email address associated with the chosen contact.

- Click on the telephone icon to place a telephone call to that person using the corporate PBX. The Lync desktop client appears and places the call to the telephone number associated with the chosen contact.

- Click on the chat icon to begin an Internet Messaging session with that person using the Lync desktop client.

1. Click one of the Jive Connector for Lync icons.

2. If there is a single contact associated with the icon you clicked (e.g. a Hover Card or the People page), the Lync client will start immediately and connect you to the selected person. Skip to step 4.

   If there are multiple contacts associated with the icon, such as under Places, skip to step 3.

   If there are no contacts associated with icon clicked, a search window will appear. Enter a name in the Find Participants field, then select the desired contact from the list of matches to add them to the list.

You can also click Directory to see a list of all contacts in the database. Place a check in the box beside each person you want to invite. When finished, click Add Selected People.
3. Once all of the required contacts have been added to the list, click **Start IM Conversation** to be connected with all of the selected contacts.

Click X to remove a contact from the list.

Use the **Call** button to place a telephone call through Lync to that contact and not the group. The **IM** button launch a chat session with that person only instead of the entire group.

**Note:** The **Start IM Conversation** button will not appear until more than one contact has been added to the list. If there is only one contact, use the **IM** or **Call** buttons to connect with that person.

4. The Lync Desktop Client launches and connects you to the contacts. Call controls are embedded in the Lync interface.
The First Time

The first time the Jive Connector for Lync is used, Windows will prompt you to choose the program that should manage the connection. The list of applications is based upon the software currently installed on the computer. Select the **Lync** client and click to grant the program the needed access.

Subsequent calls will automatically be routed through Lync without requiring any further interaction.

**Note:** The window that appears depends upon which web browser you are using.
Introduction

This User Guide provides an overview of the functions of the WebEx Connector for Jive and how it can be used to make collaboration easier and your work flow more efficient. The WebEx Connector allows Jive users to launch a WebEx event directly from a contact displayed in Jive.
Where to find the WebEx Icon

If Jive Connector for WebEx is configured and the contact profile includes an email address, a WebEx meeting icon will appear throughout Jive.

- The Jive Connector for WebEx can be accessed through Actions > Start WebEx from a user's Home page.

- Look for the icon when reviewing an entry from the Content menu.
- Find the Jive Connector for WebEx on a contact's Hover Card and People page.

- Start WebEx is available from the Actions menu within Places.
• It is available on the **Create** menu from the main panel of Jive.
Starting a WebEx Meeting

At various places throughout Jive, such as the People page, a contact Hover card, and the Content page, the WebEx icon will appear indicating that you can create an event with that contact or group. Every person following the object (i.e. Discussion) will receive an invitation to join.

More people can be added to the session while setting up the meeting, or after it has begun.

Regardless of the method used to launch WebEx, the steps needed when creating the meeting are the same.
# Buttons

Throughout the various windows, the following buttons are available.

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Back</td>
<td>Move to the previous tab in the window.</td>
</tr>
<tr>
<td>Next</td>
<td>Move to the next tab in the window.</td>
</tr>
<tr>
<td>My WebEx</td>
<td>Open the corporate WebEx web site in a browser.</td>
</tr>
<tr>
<td>Save as template</td>
<td>Save the current meeting setup as a template for future reuse.</td>
</tr>
<tr>
<td></td>
<td>This only appears on the Additional Options tab.</td>
</tr>
<tr>
<td>Start Meeting Now</td>
<td>Generate the WebEx event and send invitations to attendees. The meeting will start immediately.</td>
</tr>
<tr>
<td>Schedule Meeting</td>
<td>Add the WebEx event to the calendar and send invitations to attendees. The meeting will start at the specified time. This button replaces Start Meeting Now when the event is scheduled to start at a future time.</td>
</tr>
<tr>
<td>Settings</td>
<td>The Settings button will open the window to change User Preferences (i.e. WebEx site) for the application.</td>
</tr>
<tr>
<td>Save</td>
<td>When changing preferences, click this button to save the changes.</td>
</tr>
<tr>
<td>Launch WebEx Connector</td>
<td>Once changes to the preferences have been saved, use this button to launch or return to the meeting setup screen.</td>
</tr>
</tbody>
</table>
Required Info

At the **Jive Connector for WebEx** window, the fields on the **Required Info** tab provide the essential framework for a WebEx meeting.

![Jive Connector for WebEx: Start WebEx](image)

**Template**: After a meeting has been created, you are given the option, on the **Additional Options** tab, to [Save as template]. Templates can be applied to future meetings, and all saved templates are listed in this dropdown menu. Select one to apply the same settings to the new/current meeting, or choose **Default** to configure the meeting yourself.

**Topic**: Give the meeting a name that will describe it briefly to the invitees. If the event is launched from within a Group or a Document, the Topic will be automatically populated with the title of that item, but this can be changed by the user.

**Scheduled Meeting**: If this is disabled, the meeting will be created immediately. Enable this option to setup the meeting for a future date and time. A sub-window will open where you can click the calendar icon and pick the day for the meeting from the popup. A second pop-up is used to select the time of day for the event will start.

![Start Date/Time](image)

**Duration**: Select the length from the dropdown menus, in **hours** and **minutes**, that the meeting is expected to last.

**Note**: The value for **Local Time Zone** is drawn from the computer settings. Invitees located in other time zones will see the meeting schedule in their local time.
Participants

Use this tab to invite people to the event. If the meeting screen was launched from a contact card or other location, all people attached to that item will automatically be included here.

Enter the name or email address of a contact in the **Find Participants** field. Hit **Enter** to add them to the invitees list. Click the **X** beside an invitee to remove them from the list.

**Directory:** Click here to see all contacts in the database. Place a check in the box beside each person you want to invite. When finished, click **Add Selected People**.

When the meeting is created, each person listed will receive an email with the event details. This email is sent only once, even for recurring meetings.
Recurring

**Note:** The **Recurring** tab is not visible unless **Scheduled** was enabled on the **Required Info** tab.

Enable **Repeat** to create an event that will be held at regular intervals. Specify the period and the day of the week that the meeting will repeat.

**Every:** Enter how often the meeting is to be held: every week, every other week, every third week, or every fourth week (once per month).

Choose which day(s) of the week that the meeting will be held.

**Ending:** If the meeting will no longer be held past a certain date, enable this option. A menu will appear to select the date after which the meeting will no longer recur. Use the calendar icon to select the termination date.

**Note:** Each person invited to a recurring meeting will receive only one invitation when the meeting is first created. No additional notifications will be sent as reminders nearer to the scheduled time.
Additional Options

The **Additional Options** tab provides optional settings to secure the meeting with a password. Audio conferencing settings are also configured here.

![Additional Options Tab](image)

**Type:** This option should be left at **Default** unless you have the corresponding WebEx option available. Additional licensing may be required.

**Meeting Password / Confirm Password:** If a value is entered in these spaces, invitees will be asked to enter the password when they attempt to join a meeting. The password details will be included in the notification email sent to each contact when the meeting is created. This will secure the meeting, allowing only authorized participants to join.

**Attendees can join before start time:** When this option is disabled, only the organizer of the event can start the meeting. Once started, all invitees may join.

With this option enabled, WebEx will launch the meeting early so that those attending can join the meeting before others arrive. A sub-window appears where the meeting creator specifies how many minutes (0, 5, 10, 15) before the scheduled event time that participants can connect.

![Attendee Join Time](image)

**Hint:** Setting this value to 0 minutes will allow users to connect to the meeting even if the convenor has not yet started the event. The meeting can begin on time without the organizer being present.
**Select Audio Conference:** If an audio component is required for the meeting, select the connection method from this dropdown list. Additional licensing may be required.

<table>
<thead>
<tr>
<th>Select Audio Conference</th>
<th>None</th>
<th>Call In</th>
<th>Call Back</th>
<th>Call In Toll</th>
<th>Call Back Global</th>
</tr>
</thead>
</table>

**Note:** The following modifiers are applied to each user’s default audio service / provider.

- **None:** This is the default value, and indicates that the event will not include a WebEx audio component.
- **Call In:** People attending the meeting can access audio by dialing a specified telephone number. The number to call will be included with the email sent to invitees. The number will also appear within WebEx when attendees login. Call that number to be conferenced in to the meeting.
- **Call Back:** When attendees first join a meeting, they will be prompted to enter a telephone number where they can be reached. WebEx will then call that number and conference the person in to the meeting. Call that number to be conferenced in to the meeting.
- **Call In Toll:** People attending the meeting can access audio by dialing a specified toll telephone number. The number to call will be included with the email sent to invitees. The number will also appear within WebEx when attendees login. Call that number to be conferenced in to the meeting.
- **Call Back Global:** Enable this option to activate the Global Call-in numbers feature of WebEx. Once configured through WebEx, these numbers will appear on the Audio Conference menu. The number to call will be included with the email sent to invitees. The number will also appear within WebEx when attendees login. Call that number to be conferenced in to the meeting.
- **Use VoIP Only:** Select VoIP to enable embedded voice conferencing in the meeting. All participants will have the option to add voice audio to the meeting through their Internet connection (using microphone and speakers on the computer or device). Click **Voice Conference** in the main WebEx Meeting window to start this feature.
- **Other teleconference service:** If you have another teleconferencing service setup, enter instructions here for users to connect to the service. Include the telephone number and any access codes or PIN numbers here. Once the meeting has started, clicking the Audio Conference icon will display these instructions. The contact must connect to this service through conventional means (i.e. desktop telephone, cellphone). The number to call will be included with the email sent to invitees. The number will also appear within WebEx when attendees login. Call that number to be conferenced in to the meeting.