



# CHAPTER 1

## Dialing via the Cisco Unified Videoconferencing 3500 MCU

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### About Accessing Conferences via the Cisco Unified Videoconferencing 3500 MCU

You can participate in video conferences hosted on the Cisco Unified Videoconferencing 3500 MCU from any phone, terminal, or endpoint on any type of network to which the MCU connects. The MCU can accept calls from H.323, Skinny Client Control Protocol (SCCP), and Session Initiation Protocol (SIP) endpoints, and with Cisco Unified Videoconferencing gateway support, from phones and terminals on networks in the same conference.

You can participate in a conference by dialing from a phone, from an endpoint application, or by using the MCU Conference Control interface.

With appropriate access rights, you can also create conferences, invite other participants and conferences, and use an extensive range of conference control features for enhancing the video conferencing experience.

The Auto Attendant feature allows you to access the video Interactive Voice Response (IVR) by dialing the IP address of the MCU from your endpoint.

When the MCU works with a gatekeeper, you can configure a leading number in the MCU web interface at Settings > Auto Attendant > Auto attendant number. Dialing this number allows direct access to the video IVR.

# About Making an Ad Hoc Conference Call

You can create or join an ad hoc (also called dial-in) conference by dialing the conference number. Users can invite single or multiple participants in the same operation.

Users can initiate multi-point conferences that run unattended and do not require advance configuration. Users simply dial a number and the MCU automatically sets up the conference. Anyone else who dials that number can join the conference at any time, provided that network resources are available. All that the user requires is a suitable service number—that an Administrator supplies—to combine with a unique number for the conference. A common practice is to use the telephone extension number of the conference creator as the unique number.

## Related Topics

- [Cisco Unified Videoconferencing 3500 MCU Dialing Conventions for H.323 Endpoints, page 1-2](#)
- [Cisco Unified Videoconferencing 3500 MCU Dialing Conventions for SIP Endpoints, page 1-3](#)
- [Using Dialing Conventions with any IP-based Endpoint, page 1-5](#)

## Cisco Unified Videoconferencing 3500 MCU Dialing Conventions for H.323 Endpoints

- [Starting or Joining an Ad Hoc Conference with H.323 Endpoints, page 1-2](#)
- [Inviting Multiple H.323 Endpoints with a Single Dial String, page 1-3](#)

### Starting or Joining an Ad Hoc Conference with H.323 Endpoints

To start or join an ad hoc conference with H.323 endpoints, you dial in using the conference ID number. The conference ID number is composed of a service prefix number that indicates the conference call type and capabilities and a unique number (or numbers) identifying the conference:

<Service prefix> + <Unique number>

A conference ID can consist of any combination of the characters 1-9, \*, and #. It can be up to 256 characters in length.

For example, you can dial:

601234

where:

- 60 is the service prefix.
- 1234 is the unique conference number.

As soon as the MCU accepts the call, you are connected to the existing conference, or the MCU creates a new conference with this conference identifier.



#### Note

The MCU comes with two predefined services for audio and video conferencing. The predefined services are factory tuned to be suitable in most cases for audio and video calls. We recommend starting with these services and modifying them as necessary to suit your needs.

## Inviting Multiple H.323 Endpoints with a Single Dial String

With an H.323 endpoint, you can create or join an ad hoc conference and invite single or multiple participants in the same operation using the invite sign (\*\*). You use the invite sign to separate the called numbers in the dialed string:

```
<conference ID number> + <*> + <invited participant number>
```

For example, you can dial:

```
601234**5678
```

where:

- 601234 is the conference ID number.
- \*\* is the invite sign.
- 5678 is the invited participant number.

**Note**

You can invite multiple participants in one action by using the invite sign to separate each individual participant number.

## Cisco Unified Videoconferencing 3500 MCU Dialing Conventions for SIP Endpoints

You can dial to the MCU from SIP endpoints. You can also invite SIP endpoints to ad hoc conferences on the MCU when each is registered with a SIP proxy server on the IP network. The MCU domain name should be registered on a Domain Name System (DNS) or Microsoft Real Time Communications (RTC) server.

- [Starting or Joining Ad Hoc Conferences with SIP Endpoints, page 1-3](#)
- [Inviting Multiple SIP Endpoints with a Single Dial String, page 1-4](#)
- [Dialing into the Cisco Unified Videoconferencing 3500 MCU Configured as a SIP-compliant Endpoint, page 1-4](#)
- [Dialing into the Cisco Unified Videoconferencing 3500 MCU Configured as a Separate SIP Domain, page 1-5](#)

### Starting or Joining Ad Hoc Conferences with SIP Endpoints

When starting or joining an ad hoc conference, the dialed string should contain the conference ID number and the Cisco Unified Videoconferencing 3500 MCU domain name in the format:

```
<conference ID number> @ <mcu.domain.com>
```

For example, you can dial:

```
601234@mcu.domain.com
```

where:

- 601234 is the conference ID number.
- @mcu.domain.com is the MCU domain name.

## Inviting Multiple SIP Endpoints with a Single Dial String

You can dial from a SIP endpoint and invite an H.323 or SIP endpoint when the inviting SIP endpoint is registered in the Cisco Unified Videoconferencing 3500 MCU domain. The Cisco Unified Videoconferencing 3500 MCU adds the default domain to the dialed string when a user name is dialed without a domain:

```
<conference ID number> + <*> + <invited SIP endpoint>
```

For example, you can dial:

```
601234**john@mcu.domain.com
```

where:

- 601234 is the conference ID number.
- \*\* is the invite sign.
- john@mcu.domain.com is the invited participant and domain.

## Dialing into the Cisco Unified Videoconferencing 3500 MCU Configured as a SIP-compliant Endpoint

Administrators can configure the MCU as a SIP-complaint endpoint. You can start or join an ad hoc conference by dialing into this MCU from their SIP endpoint.

### Before You Begin

This procedure assumes that the SIP Proxy responsible for the network is capable of routing calls according to the dialed prefix. Check with your SIP Proxy vendor for compliance.

### Procedure

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**Step 1** Dial a conference on the MCU from a SIP endpoint by dialing the conference ID.

**Step 2** Add the default domain to the dial string.

For example, dial:

```
601234@default.domain
```

where:

- 602134 is the MCU conference ID (service prefix + unique conference identifier).
  - default.domain is the default domain of the MCU on which the conference is hosted.
-

## Dialing into the Cisco Unified Videoconferencing 3500 MCU Configured as a Separate SIP Domain

Administrators can configure the MCU as a separate SIP domain. You can start or join an ad hoc conference by dialing into this MCU from a SIP-complaint endpoint.

### Procedure

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- Step 1** Dial the conference ID.
- Step 2** Add the unique MCU domain as defined in the proxy or Domain Name Server (DNS) server to the dial string.
- For example, dial:  
conference.id@mcu.domain.com
- 

## Using Dialing Conventions with any IP-based Endpoint

You can start or join an ad hoc conference from any IP-based endpoint. When dialing from an IP endpoint, configure the dialing software, IP phone, or other device with the appropriate network configuration details (H.323 gatekeeper IP address or SIP proxy IP).

### Procedure

To start or join a conference with an IP endpoint, choose one of the following steps:

- Step 1** To start or join a conference, dial the conference ID number.
- For example, dial 601234.
- As soon as the MCU accepts the call, you connect to the existing conference or the MCU creates a new conference with this conference identifier.
- or–
- Step 2** To start or join a conference and invite a participant, dial the conference ID number followed by the invite sign (\*\*) and the number of the participant you want to invite.
- For example, dial 601234\*\*5678
- As soon as the MCU accepts the call, you connect to the existing conference or the MCU creates a new conference with this conference identifier.
- or–
- Step 3** To start or join a conference and invite a participant on the Integrated Services Digital Network (ISDN), Public Switched Telephone Network (PSTN) or cell phone network, dial the conference ID number followed by the invite sign (\*\*), the appropriate gateway service prefix, and the ISDN line number.
- For example, dial 601234\*\*867655001 (<Conference ID number> + <\*\*> + <Gateway service prefix + line number>).
- As soon as the MCU accepts the call, you are connected to the existing conference or a new conference is created with this conference identifier.
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# Controlling Conferences with DTMF

You can control MCU conferences using Dual Tone Multi-Frequency (DTMF) signals from your endpoint remote control or key pad.

Depending on how you set the DTMF forwarding advanced command, the MCU passes out-of-band DTMF signals to all endpoints in the conference, to gateways only or does not pass DTMF signals.

The gateway inserts in-band signals on receiving the DTMF from the MCU. The audio bridge receives these in-band signals and responds accordingly.

Table 1-1 shows available DTMF control signals.

**Table 1-1 DTMF Controls**

<b>During a conference press * followed by:</b>	
*	Listen to available options.
1	Become Moderator/stop moderating.
2	Mute/unmute your line.
3	Control your volume.
6	Change the video layout for the conference.
7	Block/unblock admission to conference (for Moderator-level users only).
8	Invite a new participant (for Moderator-level users only).
9	Mute/unmute all participants (for Moderator-level users only).
#	Exit this menu.