

## Removing toll-free phone numbers from a recurring WebEx meeting in Outlook

Toll-free phone numbers are no longer available in NIH WebEx meetings. Free audio options and toll numbers are still available in WebEx, but toll-free numbers will no longer be provided. WebEx users may incur carrier charges when using toll numbers. This policy change allows the NIH Center for Information Technology to continue offering WebEx to the NIH community at no additional cost.

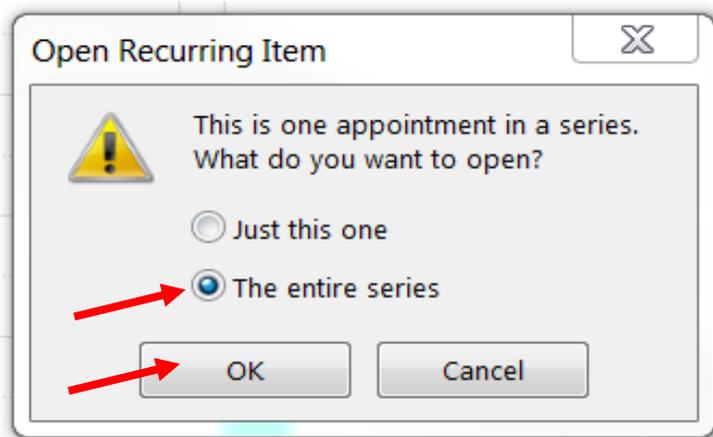
The following procedure describes how to remove toll-free phone numbers from scheduled recurring WebEx meetings in Microsoft Outlook:

1. Open Outlook, and then click the Outlook Calendar icon at the bottom-left corner.



2. In the calendar, select the recurring WebEx meeting you wish to update.

The *Open Recurring Item* dialog box appears.



3. Select **The entire series** option, and then click **OK**.

An email with your recurring meeting appears. A toll-free number may appear in the email, but it will be removed when the email is sent.

 Send Update	To...	
	Subject	test
	Location	test
Recurrence Occurs every day effective 4/20/2017 from 3:30 PM to 4:00 PM		
<p>-- Do not delete or change any of the following text. --</p> <p><a href="#">Join WebEx meeting</a></p> <p>Meeting number (access code): 624 777 463 Meeting password: qJqaFqZt</p> <p><b>Join by phone</b></p> <p><b>1-877-668-4493</b> Call-in toll-free number (US/Canada) <b>1-650-479-3208</b> Call-in toll number (US/Canada)</p> <p><a href="#">Global call-in numbers</a>   <a href="#">Toll-free calling restrictions</a></p> <p><a href="#">Can't join the meeting?</a></p> <p>If you are a host, <a href="#">go here</a> to view host information.</p>		

4. If necessary, update the subject or location area of the email.

**Note:** In the body of the message, above the meeting information, you may want to include text that explains the change to your meeting attendees, for example:

This meeting is being updated to remove the toll-free phone number option. Free audio options and toll phone numbers are still available within WebEx. WebEx users may incur carrier charges when using toll numbers. This policy change allows the Center for Information Technology to continue offering WebEx to the NIH community with no additional charges.

5. When you've finished making changes, click **Send Update**.

The updated meeting information, without toll-free phone numbers, appears in your calendar and is sent to participants.

-- Do not delete or change any of the following text. --

[Join WebEx meeting](#)

Meeting number (access code): 625 511 981

Meeting password: 1234

**Join by phone**

**1-650-479-3208** Call-in toll number (US/Canada)

[Global call-in numbers](#)

[Can't join the meeting?](#)

If you are a host, [go here](#) to view host information.

You have successfully updated your recurring meeting in Outlook to remove the toll-free number option.