



# Supporting Cisco TelePresence Manager

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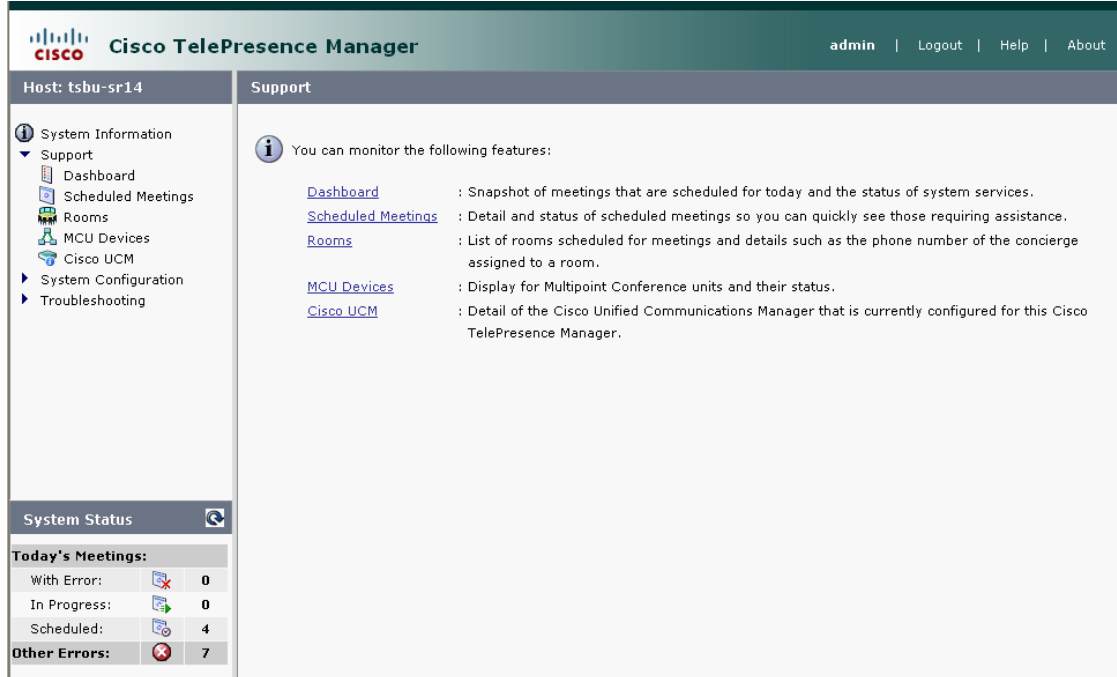
## Contents

- [Introduction, page 2-1](#)
- [Support Tasks, page 2-2](#)
- [Dashboard, page 2-3](#)
- [Scheduled Meetings, page 2-4](#)
- [Rooms, page 2-6](#)
- [Cisco CallManager, page 2-7](#)

## Introduction

System support tasks consist primarily of monitoring and updating meeting schedules and monitoring the status of rooms and system services. [Figure 2-1](#) shows the support tasks.

Figure 2-1 Support Window



## Support Tasks

Use [Table 2-1](#) to locate support tasks in this section.

**Table 2-1** Support Tasks

Task	Location of Information
<b>Meetings</b>	
<b>Details</b> View and modify details about a scheduled meeting, including starting and ending times and meeting room phone number.	<a href="#">“Meeting Details” section on page 2-5.</a>
<b>Frequency</b> Find out whether a meeting is scheduled as a single or recurring event.	<a href="#">“Meeting Details” section on page 2-5.</a>
<b>List</b> List meetings by a specific criterion such as room name, person who scheduled the meeting, or time period.	<a href="#">“Scheduled Meetings” section on page 2-4.</a>
<b>Phone numbers</b> Check the number of meetings scheduled today.	<a href="#">System Status</a> or the <a href="#">Dashboard</a> window. See the <a href="#">“System Status” section on page 1-3</a> and the <a href="#">“Dashboard” section on page 2-3.</a>

Table 2-1 Support Tasks (continued)

Task	Location of Information
<b>Privacy</b> View and modify meeting privacy settings.	<a href="#">“Meeting Details” section on page 2-5.</a>
<b>Problems</b> View details about meetings that are having problems.	<b>System Status</b> window. Click the <b>Other Errors</b> icon. In the <b>Dashboard</b> window, click the highlighted link next to the <b>With Error</b> report. See the <a href="#">“System Status” section on page 1-3</a> and the <a href="#">“Dashboard” section on page 2-3.</a>
<b>Rooms</b>	
<b>Concierge</b> Find out who the concierge is for a room.	<a href="#">“Rooms” section on page 2-6.</a>
<b>Problems</b> View details about rooms that are having problems.	In the <b>Dashboard</b> window, click the highlighted link next to the <b>Rooms</b> report under Services.
<b>Schedule</b> Update a room’s schedule.	<a href="#">“Rooms” section on page 2-6.</a>
<b>Status</b> Create a list of rooms that are in a specific state, or check the states for a particular room.	<a href="#">“Rooms” section on page 2-6.</a>
<b>Services</b>	
<b>Settings</b> View Cisco CallManager settings.	<a href="#">“Dashboard” section on page 2-3</a>
<b>Status</b> Monitor the status of the following Cisco TelePresence services: <ul style="list-style-type: none"> <li>• Cisco CallManager</li> <li>• Microsoft Exchange</li> <li>• LDAP Server</li> <li>• Room Phone UI</li> <li>• Database</li> <li>• Discovery</li> </ul>	<a href="#">“Dashboard” section on page 2-3.</a>

## Dashboard

Choose Dashboard to display a concise report of system activity. The dashboard provides a snapshot of meetings that are scheduled for the day and shows the status of system services. This is a good place to monitor meetings and equipment. Click highlighted links in this window for quick access to other windows that provide meeting and room-scheduling functions.

Table 2-2 describes information in the Dashboard report.

**Table 2-2 Dashboard Report**

Field	Description or Setting
System Time	Day, date, and time in coordinated universal time (UTC).
Local Time	Local day, date, and time.
<b>Today's Meetings</b>	<p>Status of current and upcoming meetings:</p> <ul style="list-style-type: none"> <li>• With Error—Reports the number of meetings that have errors.</li> <li>• All Meetings—All meetings scheduled for today.</li> </ul> <p>Click the link associated with each report to go to the Scheduled Meetings window.</p>
<b>Services</b>	<p>Status report of following system services:</p> <ul style="list-style-type: none"> <li>• Rooms</li> <li>• Cisco CallManager</li> <li>• Microsoft Exchange</li> <li>• LDAP Server</li> <li>• Room Phone UI</li> <li>• Database</li> <li>• Discovery</li> </ul> <p>Status either will be OK or will be a highlighted link listing the number of errors.</p> <p>Click a link to go a window where you can see further status information and resolve problems. You can also pass your mouse over a highlighted link to see a brief description of the error.</p>

To update the reports, click **Refresh**.

## Scheduled Meetings

When a Cisco TelePresence meeting is scheduled using Microsoft Outlook, an e-mail is sent to the meeting scheduler to confirm the meeting and provide a link to meeting details. The Scheduled Meetings window provides another way to view and modify meeting details.

You can also generate a report about specific meeting rooms and/or activity between specific dates by supplying any or all of the following details:

- Type the meeting room name in the Room field.
- Type the login name of the person who scheduled the room in the Scheduler field.
- From the Status drop-down list, choose the All, With Error, In Progress, Scheduled, Completed, or No Show meeting status.
- Use the Calendar icon to choose beginning and ending dates, or type the dates in the Start On and End On fields using the MM/DD/YYYY date format.
- Click **Filter**.

Table 2-3 describes the Scheduled Meetings information.

**Table 2-3 Scheduled Meetings Information**

Field	Description or Setting
Start Time	The scheduled starting time for a meeting. Click the arrow in the header of the Start Time column to sort the time from earliest to latest or latest to earliest.
End Time	The scheduled ending time for a meeting.
Status	Room status: All, With Error, In Progress, Scheduled, Completed, or No Show.
Room	Meeting room name as specified in the Microsoft Exchange database.
Scheduler	Login name of the person who scheduled the meeting. Click the arrow in the header of the Scheduler column to sort the list in ascending or descending alphabetical order.
Subject	Information (such as the meeting subject) provided about the meeting.

## Meeting Details

To see meeting details, click the radio button next to a report and click **Details**.

Table 2-4 describes meeting details.

**Table 2-4 Meeting Details**

Field	Description or Setting
Series	When selected, this radio button indicates a meeting as a recurring event when it is scheduled as such. Days and times for the meeting are noted.
Single Occurrence	When selected, this radio button indicates that a meeting is a single event when it is scheduled as such. Scheduled start and end time are noted.
Subject	Displays information provided about the meeting, often truncated. Run your mouse pointer over the Subject field to see the full description.
Scheduler	Login name of the person who scheduled the meeting.
Rooms	Meeting room name, which is also a link to the Cisco TelePresence System Administration application where information can be reviewed and revised. Click the arrow in the Rooms header to sort the list in ascending or descending alphabetical order.  A field is provided for entering the meeting room telephone number. The field accepts characters when there is only one room in a meeting and the telephone number to connect the meeting can be manually dialed.

**Table 2-4 Meeting Details (continued)**

Field	Description or Setting
Privacy Preference	Radio buttons select whether information about an upcoming meeting will be displayed on the room's IP phone. <ul style="list-style-type: none"> <li>Click the <b>Display meeting information on room phone</b> radio button to display meeting information on the phone user interface.</li> <li>Click the <b>Do not display</b> radio button to preserve meeting privacy.</li> </ul>
Auto Assist	Cisco TelePresence meetings are scheduled between two meeting rooms. If you have a meeting scheduled with only one or more than two rooms, Cisco TelePresence Manager cannot automate call launch and the Auto Assist button will be displayed.  By default, Auto Assist is enabled. When it is enabled, the meeting is considered with error and is not eligible for an auto-assisted meeting call.  If Auto Assist is disabled, it indicates a decision to manually dial the phone number for the meeting. The meeting is then in the Scheduled state (rather than with error).
Status	Meeting status: All, With Error, In Progress, Scheduled, Completed, or No Show.
Instance Type	Describes the meeting as one time only or recurring.

## Rooms

Choose Rooms to display information about the Cisco TelePresence meeting rooms. Look here for updated schedule information and the name of the concierge who is assigned to a room.

You can generate a report about specific meeting rooms and meeting status, as follows:

- Choose the call status—All, OK, Error, Needs Help, or In Use—from the **Status** drop-down list.
- Type the number of the meeting room in the **Room** field.
- Click **Filter**.

[Table 2-5](#) describes information in this window.

**Table 2-5 Meeting Rooms Information**

Field	Description or Setting
Status	Meeting status: All, OK, Error, Needs Help, or In Use. Click the arrow in the header of the Status column to sort the list in ascending or descending alphabetical order.
Room Name	Meeting room name.
Room Phone	Meeting room telephone number.
Help Contact	Concierge who is assigned to the room.

**Table 2-5 Meeting Rooms Information**

Field	Description or Setting
Description	Meeting room description. If text is truncated in this field, move your mouse pointer over the text to see the entire description.
IP Address	IP address of the Cisco TelePresence System. <ul style="list-style-type: none"> <li>Click the address to go to the Cisco TelePresence System Administration login page.</li> </ul>

To update a room's IP phone with what is currently scheduled in the Microsoft Exchange database:

- Click **Update Schedule**.

To obtain additional information about a meeting associated with a room:

- Click the radio button associated with a room and click **View Meetings**.
- Select a meeting and click **Details** at the View Meetings window to obtain a detailed report about the room and meeting.

## Cisco CallManager

To display settings that associate the Cisco TelePresence Manager with Cisco Unified CallManager, choose Cisco CallManager in Support.

Table 2-6 describes fields and settings.

**Table 2-6 Cisco CallManager Settings**

Field	Description or Settings
Service Status	Display-only status report of system services. <p><b>Note</b> You may see a progress indicator in the status field, especially if many Cisco TelePresence meeting rooms are being managed by Cisco TelePresence Manager. Each time this page is accessed, the status is updated, and the progress indicator will be seen while the system is discovering meeting rooms.</p>
Hostname	Name of the Cisco Unified CallManager server host.
IP Address	IP address of Cisco Unified CallManager server host.

