



## CHAPTER 7

# Scheduling Meetings via Resource Manager Outlook Client

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The Resource Manager Outlook Client for Cisco Unified Videoconferencing Manager is a separately installed plug-in that allows users to schedule a meeting via the Microsoft Outlook appointment form interface rather than in the Resource Manager web interface.

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## Restrictions for Resource Manager Outlook Client

- A meeting scheduled in Microsoft Outlook can only be modified in the Microsoft Outlook interface.
- Once a meeting is scheduled, you cannot modify its recurrence pattern. To modify the recurrence pattern, delete the recurring meeting, and then schedule a new recurring meeting. Modification of the recurrence pattern includes changing parameters of the recurrence:
  - Interval (weekly, monthly, or yearly)
  - Number of recurrences
  - Start and/or end date

## How to Schedule Meetings with the Resource Manager Outlook Client

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## Accessing the Resource Manager Outlook Client from within Outlook

### Procedure

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- Step 1** Open the calendar in Microsoft Outlook.
- Step 2** Click the icon in the Microsoft Outlook Calendar toolbar or schedule a meeting as you usually would in Microsoft Outlook, to open a new appointment.
- Step 3** Click **New** to open a new meeting, if the add-on appointment form is configured as the default form  
–or–
- Step 4** Click the product icon in the Microsoft Outlook Calendar toolbar, if the add-on appointment form is not configured as the default form.

The Appointment form contains the following tabs:

- **Appointment**—Same as the default Appointment tab in Microsoft Outlook. Text entered in the Appointment tab is displayed in the Description field of the meeting notification e-mail.
  - **Rich Media**—Enables scheduling of an audio or video meeting.
  - **Scheduling**—Same as the default Scheduling tab in Microsoft Outlook.
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## Defining Meeting Resources in the Resource Manager Outlook Client

After inviting meeting participants on the Appointment tab, you can specify audio and/or video meeting resources on the Rich Media tab for the meeting you are scheduling.

### Procedure

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- Step 1** Select **This is an online rich media meeting** to activate the Rich Media tab.
- Step 2** Select a meeting type for the meeting.
- Step 3** A meeting ID is automatically generated.  
You can overwrite the default meeting ID.
- Step 4** Type the Moderator PIN and Conference PIN if they exist. Only numbers are accepted.  
If the Moderator PIN is provided by the meeting scheduler, the meeting scheduler can optionally turn on waiting room functionality by checking **Place participants in a “waiting room” until the moderator joins the meeting**.  
Before the host joins, all connected participants are put into waiting room mode where they cannot hear or see each other. You can unlock the waiting room by taking control of the In-meeting Control interface after entering the moderator PIN and clicking **Unlock waiting room**.
- Step 5** Select the **Default Streaming Mode** value if it is displayed.  
These are the same fields as at **User > Meeting Scheduling > Basic**.
- Step 6** A list of meeting attendees and their associated terminals are displayed in the **Attendees** table. These attendees are the people that you invited on the **Appointment** tab.
- Step 7** Click the link in the Terminal column to customize the terminal associated with each attendee.

- Step 8** Check the check box under the PSTN/ISDN column select to use a dual type terminal as a PSTN/ISDN endpoint.
- Step 9** Check the check box under the Dial In column to specify whether a terminal should dial into the meeting.
- Step 10** Specify the required number of reserved ports in the **Reserved additional ports** field.  
You can also define the bandwidth for these reserved ports.
- Step 11** Click **Send** to schedule a new meeting, or click **Send Update** to modify an existing meeting.  
If network resources and required resources are available, the meeting is automatically scheduled and a notification is sent to all participants, along with a request for a response to the meeting invitation.  
If network or other required resources are not available, an unable-to-schedule message appears, along with a reason for the scheduling failure. E-mail notifications are not sent to meeting invitees.
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## Responding to a Meeting Invitation

Every invitee to an appointment created with the Resource Manager Outlook Client should receive an e-mail notification that lists meeting details, invited participants, and a request for confirmation of participation.

Responding to a meeting invitation updates the meeting information in Resource Manager.

### Procedure

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- Step 1** Either click a meeting name under **My Meetings > Upcoming** to open the Meeting Details window, then click **Accept**, **Tentative**, or **Decline**,  
–or–
- Step 2** In the e-mail notification, click **Accept**, **Tentative**, or **Decline**.  
If a user does not respond to a meeting invitation sent from Resource Manager Outlook Client, a red flag appears in **User > My Meetings > Upcoming Meetings** for that specific user.  
The server is not updated and the terminal is not called at the time of the meeting.  
If the user responds, the flag does not appear.  
Invitees who decline an invitation are no longer part of the meeting.
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## How to Troubleshoot the Resource Manager Outlook Client

If the Rich Media tab does not appear when making a new appointment, or the Cisco Unified Videoconferencing Manager tab does not appear under **Tools > Options**, perform the following steps:

- [Troubleshooting the Resource Manager Outlook Client under Outlook 2003 and XP, page 7-4](#)
- [Troubleshooting the Resource Manager Outlook Client under Outlook 2003 SP3 and 2007, page 7-4](#)

## Troubleshooting the Resource Manager Outlook Client under Outlook 2003 and XP

### Procedure

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- Step 1** In the Microsoft Outlook user interface, go to **Tools > Options > Other**.
  - Step 2** Click **Advanced Options**.
  - Step 3** In the **Advanced Options** windows, click **COM Add-Ins**.
  - Step 4** If there is an entry named Resource Manager Outlook Integration, remove it first.
  - Step 5** Click **Add**.
  - Step 6** Select the VCSOutInt.dll file under the default Resource Manager Outlook Client installation directory.  
The default installation directory for the Resource Manager Outlook Client is C:\Program Files\Cisco\iCM Outlook AddonCUVCM RM Outlook AddonAeDS Outlook Addon.
  - Step 7** Restart Microsoft Outlook.
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## Troubleshooting the Resource Manager Outlook Client under Outlook 2003 SP3 and 2007

### Procedure

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- Step 1** In the Microsoft Outlook user interface, go to **Help > Disabled Items**.
  - Step 2** If there is an entry named Resource Manager Outlook Client, select it.
  - Step 3** Click **Enable**
  - Step 4** Restart Microsoft Outlook.
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## Restarting Outlook

Any fresh installation of Resource Manager Outlook Client requires a restart of Outlook to take effect. Sometimes, closing Outlook does not necessarily shut off the Outlook process. To ensure that Outlook is indeed shut off, perform the following steps:

### Procedure

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- Step 1** Open the Task Manager and look for the Outlook process.
- Step 2** If the Outlook process is still running even though Outlook has been closed, manually terminate the Outlook process.

The next time you open Outlook, the Resource Manager Outlook Client appears.

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