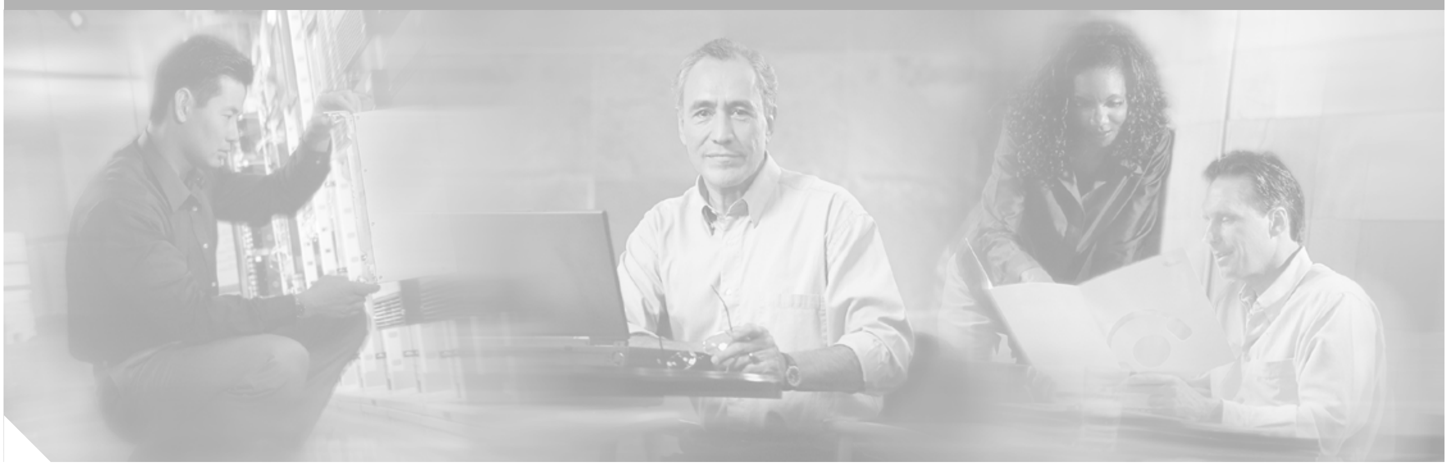

Cisco Unified Videoconferencing Manager User Guide

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CONTENTS

Preface

Purpose

This guide describes the basic procedures for configuring and using the Resource Manger component of the Cisco Unified Videoconferencing Manager.

Audience

This guide is intended for users who need instructions about how to configure the Resource Manger component of the Cisco Unified Videoconferencing Manager to create and manage their conferences.

Organization

This guide is organized as follows:

Chapter	Description
Chapter 1, “Introducing Resource Manager to Users”	Provides a general introduction to Resource Manager.
Chapter 2, “Getting Started”	Provides general information to help you begin using and understanding Resource Manager.
Chapter 3, “Scheduling Meetings”	Describes how to schedule a meeting by defining the time of the meeting, inviting participants, and defining participant settings.
Chapter 4, “Meeting Templates”	Describes how to define and use a meeting template.
Chapter 5, “My Meetings”	Describes describes how to view your personal meeting schedule.
Chapter 6, “Address Book”	Describes how to create and maintain lists of contacts.
Chapter 7, “My Profile”	Describes how to create and modify your own user credentials.

Document Conventions

This document uses the following conventions:

<table>
<tr><th>Convention</th><th>Description</th></tr>
<tr><td>boldface font</td><td>Commands and keywords are in boldface.</td></tr>
<tr><td>italic font</td><td>Arguments for which you supply values are in italics.</td></tr>
<tr><td>[ ]</td><td>Elements in square brackets are optional.</td></tr>
<tr><td>{ x | y | z }</td><td>Alternative keywords are grouped in braces and separated by vertical bars.</td></tr>
<tr><td>[x | y | z]</td><td>Optional alternative keywords are grouped in brackets and separated by vertical bars.</td></tr>
<tr><td>string</td><td>A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.</td></tr>
<tr><td><code>screen</code> font</td><td>Terminal sessions and information the system displays are in <code>screen</code> font.</td></tr>
<tr><td><code>boldface screen</code> font</td><td>Information you must enter is in <code>boldface screen</code> font.</td></tr>
<tr><td>italic screen font</td><td>Arguments for which you supply values are in italic screen font.</td></tr>
<tr><td>^</td><td>The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.</td></tr>
<tr><td>< ></td><td>Nonprinting characters, such as passwords are in angle brackets.</td></tr>
</table>

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

Cisco.com

You can access the most current Cisco documentation at this URL:

http://www.cisco.com/techsupport

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

http://www.cisco.com/univercd/home/home.htm

The Product Documentation DVD is created monthly and is released in the middle of the month. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

http://www.cisco.com/go/marketplace/docstore

Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

http://www.cisco.com/go/marketplace/docstore

If you do not have a user ID or password, you can register at this URL:

http://tools.cisco.com/RPF/register/register.do

Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Technical Support & Documentation site area by entering your comments in the feedback form available in every online document.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

http://www.cisco.com/go/psirt

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only—security-alert@cisco.com

  An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

Tip We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.*x* through 9.*x*.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive Cisco Product Alerts and Cisco Field Notices by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. (To register as a Cisco.com user, go to this URL: http://tools.cisco.com/RPF/register/register.do) Registered users can access the tool at this URL: http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

http://tools.cisco.com/RPF/register/register.do

Note Use the **Cisco Product Identification Tool** to locate your product serial number before submitting a request for service online or by phone. You can access this tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Tip Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing F5.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. On the Cisco.com home page, click the **Advanced Search** link under the Search box and then click the **Technical Support & Documentation**.radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411
Australia: 1 800 805 227
EMEA: +32 2 704 55 55
USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is "down" or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:

  http://www.cisco.com/go/guide

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  http://www.cisco.com/go/marketplace/

- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the magazine for Cisco networking professionals. Each quarter, *Packet* delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can subscribe to *Packet* magazine at this URL:

  http://www.cisco.com/packet

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

  http://www.cisco.com/ipj

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

  http://www.cisco.com/en/US/products/index.html

- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

  http://www.cisco.com/discuss/networking

- "What's New in Cisco Documentation" is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of "What's New in Cisco Documentation" at this URL:

  http://www.cisco.com/univercd/cc/td/doc/abtunicd/136957.htm

- World-class networking training is available from Cisco. You can view current offerings at this URL:

  http://www.cisco.com/en/US/learning/index.html

Introducing Resource Manager to Users

This section provides an introduction to the Resource Manager.

Resource Manager is a simple-to-use, web-based application for managing and monitoring visual communication in multi-site organization deployments.

Resource Manager can be deployed on your network to provide scheduling, monitoring and management of capacity, resources and network devices for video, audio and data meetings.

Topics in this section include:

Resource Manager User Types

Resource Manager enables you to log in as any one of the following user types

- Meeting Organizer
- Regular User

Resource Manager Permissions

Each user type has a default set of permissions and a default view of the user interface. The following table outlines the differences between the defaults per user types.

Table 1-1 Resource Manager User Types and Default Permissions

Resource Manager Permissions	Meeting Organizer	Regular User
Check schedules	x	x
Receive and respond to meeting notices	x	x
Schedule meetings	x	
Modify and delete self-scheduled meetings	x	
Modify own profile	x	x

Getting Started

The Getting Started section includes the following topics, to help you begin using and understanding Resource Manager. Topics in this section include:

Orientation to the Resource Manager User-Interface

The following orientation section provides an overview of the Resource Manager user-interface, with reference numbers and element descriptions.

Note Default permissions for a Regular User enable only the display of My Meetings and My Profile buttons in the sidebar.

Table 2-1 Reference to user-interface elements

User Interface Element	Description
Sidebar	To access main windows. Buttons are displayed according to permissions for the user type assigned to you by an administrator.
Load Templates button	To access available meeting templates. For details, see the "Scheduling Meetings" section on page 3-1.
Save Templates button	To save a meeting as a meeting template.
Top Toolbar	Displays buttons according to your user type permissions. Options can include the Load Templates, Save Templates, Help About, Online Help, and Logout buttons.
Help About button	To access the Help About window that includes information about the version of Resource Manager currently installed, license information, and a link for purchase of a permanent license.
Help button	To open the online help.
Logout button	To log out of Resource Manager.
Meeting Scheduling button	To access the Schedule A New Meeting window where you can schedule new meetings. For details, see Chapter 3, "Scheduling Meetings".
Meeting Templates button	To access the Meeting Templates window where you can select or modify a meeting template. For details, see Chapter 4, "Meeting Templates".

Table 2-1 Reference to user-interface elements (continued)

User Interface Element	Description
My Meetings button	To access the My Meetings window that displays your personal meeting schedule, including all currently running video and audio meetings, as well as records of upcoming and past meetings. For details, see "My Meetings" section on page 5-1.
Address Book button	To access the Address Book window that lists your personal and public contacts, and enables you to add new personal contacts. For details, see the "Address Book" section on page 6-1.
My Profile button	To access the My Profile window that includes security credentials, service access, default time zone and terminal settings in your profile. For details, see Chapter 7, "My Profile".

User Workflow

The basic Resource Manager user workflow involves the following procedures:

- Logging in
- Scheduling a meeting
  - Defining meeting settings
  - Inviting participants
  - Inviting guests
  - Inviting terminals
  - Defining display layout
- Monitoring a meeting
- Controlling a meeting
  - Extending a meeting
  - Inviting additional participants
  - Changing the display layout
  - Terminating a meeting
- Generating a report
- Logging out

Scheduling Meetings

This section describes how to schedule a meeting by defining the time of the meeting, inviting participants, and defining participant settings.

You can schedule a new meeting by configuring the fields in the Meeting Scheduling windows or by loading an existing meeting template.

Accessing Meeting Scheduling

To access the Meeting Scheduling section, in the User sidebar, click **Meeting Scheduling**.

The Schedule a New Meeting section contains the following tabs

Table 3-1 Schedule a New Meeting tabs

Tab Name	Description
Meeting	Displays meeting information, such as the meeting type, and the date and time of the meeting.
Invite	Displays a list of available participants and a list of selected participants.
Attendees Settings	Displays the settings for meeting participants. This tab is hidden by default.
Attendees Availability	Displays a calendar with the availability of selected attendees. This tab is hidden by default.
Advanced	Displays advanced options for meeting templates. This tab is hidden by default.

Note The Attendees Settings, Attendees Availability, and Advanced tabs are hidden by default and are activated via Advanced Settings > Look and Feel.

Using the Meeting Tab

On the Meeting tab, you name and define the new meeting.

Step 1 In the User sidebar, click **Meeting Scheduling**.

The Schedule a New Meeting window opens on the Meeting tab by default.

Step 2 In the Subject field, enter a meeting subject.

Step 3 In the Bill To field, select Host, All Participants or Organizer. The cost of the meeting is billed accordingly.

Step 4 If required, edit the meeting ID that appears automatically in the Meeting ID field. If you do not provide a meeting ID, a random meeting ID is generated.

Note Meeting ID can appear on either the Meeting tab or on the Advanced tab.

Step 5 In the Description field, enter a description of the meeting for future reference.

Step 6 From the Meeting Type list, select a meeting type.

Note A default meeting type can be set in the Admin > Advanced Settings section. If One Button is selected from the Meeting Scheduling button list on the Look and Feel tab, then on the Meeting tab, the default start time is Now.

To change the Now default start time, by the Start Time field, click **Select a start time**. The Date Select window opens in which you can select a start date and precise start time for the meeting. If you want to reset the meeting to start immediately, in the Date Select window, click **Now**. After making your selections, click **OK**.

Step 7 To reset the default meeting-duration that appears in the Duration field (determined in the Admin > Advanced Settings, on the Default User Settings tab), enter the length of time you want the meeting to be.

In the End Time field, the precise time for the end of the meeting appears based on the start time and meeting duration.

Step 8 If One Button is selected from the Meeting Scheduling button list on the Look and Feel tab, then a regular meeting is listed by default on the Meeting tab.

To make the meeting a recurring meeting, click **Recurrence**. In the Recurrence Pattern window that opens, define the recurrence details for the meeting.

Note To check resource availability, click **Resource Availability**. If there is a resource issue, a message appears. Click **Back** to return to the Meeting tab.

If all required resources are available, the meeting is automatically scheduled and notifications are sent to all participants.

If network resources are available but non-required resources are not, the meeting is automatically scheduled, notifications are sent, and a conflict list is created for the meeting organizer.

Note The format in which Resource Manager sends e-mail notifications depends on the type of meeting creator. If the meeting creator is a web user, the e-mail notification is in HTML format. If the meeting creator is a Microsoft Outlook user, the e-mail notification is in VCAL format.

Step 9 To test the settings, click **Test**.

A message appears detailing the test results. If the test fails, you must adjust the meeting settings.

Step 10 To proceed with scheduling, click **Next**.

Step 11 To apply the settings and exit the tab, click **Finish**. If settings cannot be applied a message appears. In the message window, alternative time slots are suggested for rescheduling of the meeting. Click **Back** to return to the Meeting tab.

Note If Non Video Conference is selected, only participating users and meeting rooms appear in the list.

Using the Invite Tab

On the Invite tab, you designate required meeting participants.

Procedure

Step 1 In the User > Meeting Scheduling section, click the **Invite** tab.

Note To open the Invite tab directly, you must complete required fields and selections on the previous tab in Meeting Scheduling.

Note You can also access the Invite tab by clicking **Next** on the Meeting tab.

Step 2 To search for person or terminal to invite to the meeting, in the Names field, enter a name.

Step 3 To select the source from which to search for resources or participants, from the Select From list, select Organization Groups, Address Book or All Terminals.

Step 4 To move from page to page in the list of Available Participants, use the arrow buttons at the top-right side of the Available Participants section.

Step 5 To move participants to or from Available Participants and Selected Participants, use the arrow buttons between the two sections.

Step 6 To add participants not included in the Available Participants list, in the lower section of the Invite tab, enter the required information about the participant, and then click **Add**.

The name of the participant appears in the Selected Participants list.

Step 7 To add a participant to the Address Book, check **Save to my address book**.

Step 8 To test the settings, click **Test**.

A message appears detailing the test results. If the test fails, you must adjust the meeting settings.

Step 9 To proceed with scheduling, click **Next**.

Step 10 To apply the settings and exit the tab, click **Finish**. If settings cannot be applied a message appears. In the message window, alternative time slots are suggested for rescheduling of the meeting. Click **Back** to return to the Invite tab.

Note If Non Video Conference is selected from the Select from list, All Rooms is displayed instead of All Terminals.

Using the Attendees Settings Tab

Note The Attendees Settings tab is hidden by default.

On the Attendees Settings tab, you set settings for each meeting participant.

Procedure

Step 1 In the Meeting Scheduling section, click the Attendees Settings tab.

Note To open the Attendees Settings tab directly, you must complete required fields and selections on previous tabs in Meeting Scheduling.

Step 2 To grant control privileges to an individual attendee, check the **CTRL** check box. To grant control privileges to all attendees, click the top **CTRL** check box.

If the CTRL check box is not checked, only the Administrator and Meeting Operators have in-meeting control rights.

Step 3 To assign or change the assignment of a terminal for a participant without an assigned terminal, click **Select**.

In the Select Terminal window that opens, select a terminal from the list or add an external number. To add an external number, click **Specify custom terminal**, enter the required terminal name, and then click **OK**.

Tip You can modify a terminal number in the Select Terminal window.

Step 4 If a terminal is a Dual IP/ISDN terminal and is designated as an ISDN connection for the meeting, check **Dual IP/ISDN**.

Step 5 If a terminal is expected to be dial-in, select **Dial-in** for the terminal.

Step 6 If a terminal is a mobile unit, and you want to change the meeting room for the terminal, from the list of alternative meeting rooms, select a meeting room for the terminal.

Step 7 From the View list, select a layout for each terminal. You can view available layouts in the Layouts display by clicking on the numbered side-tabs. If you want to see the view that is currently assigned to the terminal, click **Layout** at the top-right of the Layouts display. The views that are available are dependant on the service selected for the meeting.

Step 8 To include a terminal name in the terminal meeting display at the start of a meeting, drag and drop the Change Layout icon (located to the right of the View column for each terminal) onto the Layouts display. The terminal name appears in the Layouts display.

Step 9 From the Initial Controller list, select a participant as the meeting controller.

Step 10 From the Host list, select a host for the meeting.

Step 11 To add a participant to the Address Book, check **Save to my address book**.

Step 12 To test the settings, click **Test**.

A message appears detailing the test results. If the test fails, you must adjust the meeting settings.

Step 13 To proceed with scheduling, click **Next**.

Step 14 To apply the settings and exit the tab, click **Finish**. If settings cannot be applied a message appears. In the message window, alternative time slots are suggested for rescheduling of the meeting. Click **Back** to return to the Attendee Setting tab.

Using the Attendees Availability Tab

Note The Attendees Availability tab is hidden by default.

On the Attendees Availability tab, you can monitor user (attendee) and terminal availability, and in the case of Non Video Conference, room availability. The legend at the top left of the window explains that T means "Terminal" and that U means "User". In the case of a Non Video Conference, R means "Room". Also, that purple represents "Busy" and white represents "Free". A four week time-period is displayed, beginning from the week that the meeting is scheduled to occur. The information on the Attendees Availability tab is read-only.

Note To open the Attendees tab directly, you must complete required fields and selections on previous tabs in Meeting Scheduling.

Using the Advanced Tab

Note The Advanced tab is hidden by default.

On the Advanced tab, you can select from advanced meeting options. Defaults for all settings on the Advanced tab are set in Admin > Advanced Settings, on the Default Meeting Settings tab.

Procedure

Step 1 In the Meeting Scheduling section, click the Attendees Settings tab.

> **Note** To open the Advanced tab directly, you must complete required fields and selections on previous tabs in Meeting Scheduling.

Step 2 In the Reference Code field, enter a reference code for the specified meeting. This code is used to identify the meeting for billing purposes.

Step 3 For password protection for the meeting, in the Password field, enter a password. All dial-in participants in the meeting must use this password.

Step 4 For password protection for in-meeting control, in the In-Meeting Control section, in the Password field, enter a password. The participant assigned in-meeting control privileges must use this password.

Step 5 If you may require additional resources for the meeting, in the Additional Reservations section, enter the number of IP and ISDN participant reservations to be made when the meeting is scheduled.

In Total Reservations, the total number of reservations is displayed.

> **Note** If you do not reserve resources for an additional participant, if resources are available, the participant may be able to join "on-the-fly".

Step 6 In the Terminate Meetings section, check the following options according to your requirements

- At scheduled time—To terminate the meeting according to the termination time selected on the Meetings tab.

Alert n minutes before termination—Enter a value in minutes. The warning is received by terminals in the meeting.

- n minutes after all terminals have left—Enter a value in minutes. The meeting terminates this amount of time after the last terminal leaves the meeting.
- n minutes after the host terminal has left—Enter a time in minutes. The meeting terminates this amount after the host terminal leaves the meeting.
- Auto Extend—The meeting continues until it is manually ended via the in-meeting control panel or until all terminals exit the session, whichever occurs first.

Step 7 To prevent dial-in terminals from connecting to the meeting, check **Block Dial-in**.

Step 8 To admit uninvited PSTN/ISDN calls to the meeting, check **Admit unresolved PSTN/ISDN terminals**. PSTN/ISDN terminals can dial into the meeting as long as there are available resources. If a PSTN or ISDN terminal is not on the invited list when the meeting was initially scheduled, it is referred to as an unresolved terminal. Unresolved terminals are not allowed to dial into a meeting if the check box is unchecked but Resource Manager can still dial out to any resolved PSTN/ISDN terminals.

Step 9 If you do not want the meeting to begin without the host, select **Start only when host joins**.

Step 10 To override the setting for the terminal name to be included in video display at the start of a meeting, check **Overwrite terminal display name**. This option is unchecked by default.

Note The original setting for the display of the terminal name is located in Admin > Advanced Settings > Default Meeting Settings.

Note The terminal name remains displayed in the user interface of the meeting.

Note The Overwrite terminal display name feature is supported by Cisco MCU 3.6 and later only.

Step 11 From the Prioritize list, select the priority by which meetings are scheduled and which is used in meeting templates by default. This is an important factor in creating efficient conferences. Select from the following options:

- Local MCU—A local MCU is selected to save communications costs and save time due to reduced distance of routed calls. This mode also supports dynamic cascading of a live conference.
- Bandwidth—Resource Manager allocates resources to conserve bandwidth. In some cases, this may cause a meeting to be cascaded to conserve bandwidth, even though a single MCU is available which can host the meeting.
- Delay**—**Resource Manager allocates resources that ensure the best quality for the meeting.

Step 12 From the Required list, select the default resources required for the meeting to be confirmed. A meeting is not allowed if these resources are not available at the time of the meeting. If you select **None**, Resource Manager confirms available network resources and then reports any availability issues regarding attendees, rooms, or terminals.

Step 13 If you want to change the Default Time Zone for the meeting, select a time zone from the list.

Meeting Templates

This section describes how to define and use a meeting template. It includes the following topics:

Overview of Meeting Templates

In a meeting template, you can select meeting types and attendee settings, and then use the template with its settings for different meetings or recurring meetings. All settings appear in the relevant fields when you select the template. You can modify template settings when you schedule a meeting, if required.

Accessing Meeting Templates

To access the Meeting Templates section, on the User sidebar, click **Meeting Templates**. The Meeting Templates window displays a list of all of your meetings currently in progress, including the following information

- Name—Displays the name of the template.

> **Note** To sort the Name column, click the column heading.

- Meeting Types—Displays the meeting types configured in this template for an audio or audio/video meeting.
- Location—Displays the location of the meeting.

Searching for a Meeting Template

You can search the list of existing templates for a specific meeting template.

Procedure

Step 1 In the Name field, enter the full or partial name of a meeting template.

Step 2 Click **Search**.

Search results are listed, including the name of the meeting template and the meeting type.

Adding a Meeting Template

When you create a new meeting template, you add it to the list of available meeting templates in the Meeting Scheduling section.

Procedure

Step 1 In the Meeting Templates section, click **Add**.

The following tabs appear

- Meeting
- Invite
- Attendees Settings
- Attendees Availability
- Advanced

Note These tabs are the same as those in the Meeting Scheduling section and are used in the same way. For details, see Chapter 3, "Scheduling Meetings".

Step 2 When you completed the required selections on the tabs, click **Finish**.

The new template is saved.

Modifying a Meeting Template

You can modify a meeting template and then save it under the same name or a different name.

Procedure

Step 1 In the Name column of the Meeting Templates section, click the name of the template you want to modify. The Modify Template section displays.

Step 2 Modify the tabs and fields, as required. For information on the tabs and fields, refer to Chapter 3, "Scheduling Meetings".

Step 3 Click **Finish**.

Deleting a Meeting Template

You can delete meeting templates that you create.

Procedure

Step 1 In the Meeting Templates window, in the Name column, click the check box next to the template you want to delete.

Step 2 Click the **Delete** button.

The meeting template is deleted from the Meeting Templates list, and no longer appears in lists of available meeting templates.

CHAPTER 5

My Meetings

This chapter includes information about using My Meetings. Topics in this section include:

My Meetings Overview

This section describes how to use the My Meetings windows.

The My Meetings section displays your personal meeting schedule. It includes information about scheduled meetings in the past, present and future. If you have in-meeting control privileges, you can take control of a meeting in the My Meetings section. The My Meetings section includes the following tabs

- Current—Lists all meetings currently in progress for a specified user or organization.
- Upcoming—Lists all upcoming meetings for the entire organization.
- History—Lists all past meetings for the entire organization.

Using the Current Tab

On the Current tab, you can view all meetings of a specified user or organization that are currently in progress. You can also search for meetings.

A list of all meetings that are currently in progress is displayed. Information about each meeting is included under the following column headings

- Subject field—Subject of the meeting. To sort by subject, click the column heading. To monitor a meeting, in the Subject column click the meeting subject. For details, see the "Monitoring a Meeting" section on page 5-2.
- Deployment—Deployment in which the meeting is scheduled.
- Start Time—Meeting date and start time. To sort by start time, click the column heading.
- Duration—Length of the meeting, in minutes. To sort by meeting duration, click the column heading.

- Host—Name of the designated host of the meeting. To sort by host name, click the column heading. For details about selecting a meeting host, see the "Using the Attendees Settings Tab" section on page 3-4.
- Status—Meeting creation status. To sort by failure status, click the column heading.
  - Green status indicates that the meeting is successfully created and that all meeting participants are in the meeting.
  - Red status indicates unsuccessful meeting creation or the abnormal exiting of a terminal from the meeting. To view the Reason Failed error message, click the red status indicator, and then click **Retry** to resend the meeting information to the MCU.

  Note If a terminal is disconnected correctly via Resource Manager in-meeting control, there is no red status indicator. For details, see the "Terminating a Meeting" section on page 5-8.

  - No status indicator indicates that there are no designated meeting participants or terminals.

Searching For a Meeting

On the Current tab, you can search for a scheduled meeting.

Procedure

Step 1 In the Subject field, enter the subject or partial subject of the meeting for which you are searching.

Step 2 In the E164 field, enter an E.164 number for an IP terminal. Any participating IP terminal with that number is listed in the search results.

Step 3 By the From field**,** click the calendar button and in the window that opens, select the start date from which meeting information is searched.

Step 4 By the To field**,** click the calendar button and then in the window that opens, select a finish date up to which meeting information is searched.

Step 5 Click **Search**.

Search results are listed.

Monitoring a Meeting

You can monitor any of your current meetings. If you have been granted in-meeting control privileges, you can take control of the meeting, as described in the "Controlling a Meeting" section on page 5-5.

To monitor a meeting, on the Current tab, click the subject of the meeting you want to monitor. The Meeting: Conference ID—Conference Subject window appears.

Note All options in the Meeting: Conference ID—Conference Subject window are active if you have chair-control privileges.

The Meeting: Conference ID—Conference Subject window contains the following tabs

- Participant List—Enables you to view a list of meeting participants and available display layouts.
- Statistics—For user with chair-control privileges, to view general media traffic statistics related to the meeting.
- Advanced Invitation—For user with chair-control privileges, to invite multiple participants to the meeting simultaneously.

Note If you have chair-control privileges, all options in the Meeting: Conference ID—Conference Subject window are displayed.

Table 5-1 Reference for Meeting:Conference ID—Conference Subject window

User-Interface Element	Description
Refresh button	Active with chair-control permission. You can refresh the meeting status at any time.
Join Data Collaboration button	Active with chair-control permission. You can enable data collaboration between participants that support T.120 data sharing. **Note** If the meeting organizer or administrator checks **Start only when the host joins** in the Meeting Scheduling section, on the Advanced tab, then Join Data Collaboration is not available.
Mute/Enable All button	Active with chair-control permission. • If you want to mute all participants, from the list select **Mute All**. • If you want audio enabled for all participants, from the list select **Enable All**. **Note** If you want to mute or enable audio for a specific participant, on the Participant tab, in the Control Panel area, click **Mic. Enabled**.
Terminate Meeting button	
Block Entry button	Active with chair-control permission. To block a participant from entering a current meeting.
Reconnect All button	
Delete Participant button	Active with chair-control permission. You can disconnect a participant and delete the participant from the Participant List. **Note** Before using Delete Participant, on the Participant List tab, select the participant you want to disconnect and remove from the list.
Change view to all participants button	
Sub Conference button	
Extend Conference Duration button	

Table 5-1 Reference for Meeting:Conference ID—Conference Subject window (continued)

User-Interface Element	Description
Start Meeting button	Active with chair-control permission. **Note** The meeting starts when the host joins the meeting, if the meeting organizer or administrator checks **Start only when the host joins** in the Meeting Scheduling section, on the Advanced tab.
Take Control button	Active with chair-control permission. To activate the control panel, on the toolbar click **Take Control**. When chair-control of the meeting is established, additional options appear in the user-interface.
Help button	
Connection Status icon	
Toolbar	
Location in View icon	
Mic. Enabled icon	
Loudspeaker Enabled icon	
Monitor Enabled icon	
Camera Enabled icon	
Data Collaboration Enabled icon	
Video Layout tab	
Output Scheme Settings button	
Auto-switch button	
Display Participant Name in Frame button	
Active Speaker button	
Dynamic Layout button	
Change Layout button	
Invite button	
General Meeting Display and Control area	Displays general information about a current meeting. For example, available media types, bandwidth, and meeting password. The toolbar contains controls as described in the "Controlling a Meeting" section on page 5-5.
Video Display area	For adjustment of settings related to video and display, while a meeting is in progress. For details, see the "Defining Video Layout and Display" section on page 5-8.
Control Panel	Includes tabs to access list of participants and terminals in a meeting, as well as general status information.
Video Layout area	Current video layout. For adjustment of settings related to video layout, while a meeting is in progress. For details, see the "Defining Video Layout and Display" section on page 5-8.

Controlling a Meeting

If you have in-meeting control privileges, you can chair a meeting and you have permissions that include performance of the following types of tasks

- Monitoring the entrance of a participant into the meeting
- Re-invitation of a participant who has not connected
- Muting of a participant generating background noise
- Blocking of a participant from connecting to a meeting

Note Only one person is allowed chair-control of a meeting at any given time.

Procedure

Step 1 On the Current tab, click the subject of the meeting you want to control.

The Meeting: Conference ID—Conference Subject window appears.

Note To access the Meeting: Conference ID—Conference Subject window, you can also click the link in the e-mail notification for the meeting.

Step 2 To activate the control panel, on the toolbar, click **Take Control**.

When your chair-control of the meeting is established, additional options appear in the user-interface.

Note If the Meeting Organizer selects **Start only when the host joins**, Take Control is unavailable until the host joins the meeting, and the meeting starts.

Disconnecting a Participant

You can disconnect a participant and delete the participant from the Participant List.

Procedure

Step 1 On the Participant List tab, select the participant you want to disconnect and remove from the list.

Step 2 Click **Delete Participant** on the toolbar.

The participant is disconnected from the meeting, and removed from the list.

Reconnecting a Disconnected Participant

To reconnect a participant that is disconnected from a meeting, on the Participants List tab, in the Status column, click the red status indicator for the disconnected participant.

Reconnecting All Participants

To reconnect all participants to a meeting, on the toolbar, click **Reconnect All**. All participants are reconnected to the current meeting.

Changing the Meeting View for a Participant

While a meeting is in progress, you can change the meeting view for a single selected participant or for all participants simultaneously.

Procedure

Step 1 On the Participant List tab, select the participant for whom you want to change the view.

> **Note** If you do not select a participant, the view changes for all participants.

Step 2 On the toolbar, click **Change view to all participants**.

Step 3 In the Change participants view window, from the Change to view list, select a view for the participant.

Step 4 Click **OK**.

Inviting a Sub-conference

You can divert selected participants in the Participants List of the current conference to attend a new or currently running private audio sub-conference. Sub-conference participants are hidden in the video layout.

Procedure

Step 1 In the Participant List tab, select the participant(s) whom you wish to invite to a sub-conference.

Step 2 Click **Sub-conference** on the toolbar.

Step 3 In the Select sub-conference window, from the list, select a sub-conference you want to which you want to invite participants.

Step 4 Click **OK**.

> **Note** A maximum of three sub-conferences can be supported per meeting. The number of supported sub-conferences depends on the meeting-type configuration.

Extending Meeting Duration

You can extend the meeting duration while a meeting is in progress.

Procedure

Step 1 Click **Extend Conference Duration** on the toolbar.

Step 2 In the Extend window, in the Extend field, enter the number of minutes by which you want to extend the duration of the meeting.

Step 3 Click **OK**.

Terminating a Meeting

To immediately terminate a meeting at any time, click the **Terminate Meeting** button.

Defining Video Layout and Display

The Video Layout and Display area allows meeting controllers to spontaneously control and adjust all aspects of meeting video. When first accessed, this area displays the video layout as selected during meeting scheduling. From this view, the meeting controller can do the following actions

- In Continuous Presence Mode, you can view which terminals are set for which video frames.
- View a list of scheduled attendees per terminal by placing the mouse over a video frame (frames set to auto-switch will not display names).
- Rearrange the video layout per terminal by clicking and dragging terminal names from the Control Panel terminal list to the desired frame.
- Set voice activated sub-frames.

Defining the Video Output Schemes

When enabled, the video output schemes displays up to four available video layouts. The Resource Manager can produce up to four different video layouts per meeting to cater for participants with different video support capabilities, or different viewing purposes.

Multiple meeting views are configured per service with settings that specify video layout, layout switching and participant layout switching behavior, picture resolution, bandwidth settings, frame rate and video format.

Multiple meeting views enable the speaker in a lecture to view the participants while the participants view the speaker. In a meeting with varying connection speeds, participants with high video capabilities and participants with low video capabilities can take part at the same time without one affecting the experience of the other.

Note This is available with EMP support only.

Procedure

Step 1 In the Video Display area, click **Output Scheme Settings**.

Step 2 In the Video Scheme Settings window, in the Bandwidth column, enter the bandwidth for each video scheme.

Step 3 Click **OK**.

Activating and Deactivating Auto-Switching

Auto-switching mode displays all the participants of a large meeting on a rotating basis when Continuous Presence mode is selected in the video layout. Participant images can be replaced at preset intervals either in batches or one by one by way of a queue system.

You can activate or deactivate auto-switching at any time.

Note Auto-switching overrides any existing video display options.

Procedure

Step 1 In the Video Display area, click **Auto-switch**.

Step 2 In the Auto-switch interval window, in the relevant field, enter an auto-switching interval value, between 10 and 108 000 seconds (30 minutes).

Step 3 Click **OK**.

Video from participating terminals (randomly selected) appears on all other terminals at the defined interval.

Note To disable auto-switching, click **Auto-switch**.

Displaying a Participant or Terminal Name

You can display a participant or endpoint (terminal) name in a specific position within the video layout frame.

Note Resource Manager supports text overlay on participant images when there is EMP support and the text overlay option is configured for the meeting type.

To display a participant or terminal name, in the Video Display area, click **Display Participant Name in Frame** button. Each participant or endpoint is clearly identified by name, in a text overlay on the video image. The image of the active speaker is indicated by a border.

Setting a Voice-Activated Frame

To set a voice-activated frame, in the Video Display area, drag the **Active Speaker** button into the required position within the video layout frame.

Note This is available only for views for which a sub-frame is configured.

Enabling/Disabling Dynamic Layout

With a dynamic layout, you can switch between a wide range of video layouts for the meeting. With dynamic layout, the video image automatically includes the number of frames equal to the number of participant images (up to a maximum of 16). The layout changes according to the number of participants that join or exit the meeting.

Dynamic layout conserves bandwidth, eliminates the display of empty frames in the video image, and makes optimal use of the video image display. Dynamic layout is especially suited to a meeting that has a high rate of participant traffic joining and exiting the meeting, or to an adaptive meeting type that has a variety of meeting sizes.

Note Dynamic layout is only available with EMP support.

Procedure

Step 1 To enable a dynamic layout, in the Video Display area, click **Dynamic Layout**.

Step 2 To disable the dynamic layout, click **Dynamic Layout**.

Note When Dynamic Layout is selected, Change Layout is disabled.

Changing the Layout

The Resource Manager supports drag and drop control in the meeting control interface for positioning participant images in the layout during a meeting and in advanced invitations when selecting participants to join predefined meetings.

Procedure

Step 1 In the Video Display area, click **Change Layout**.

Step 2 In the Select Layout window, select the layout from the options in the Select Layout window, and then drag and drop the option in the selected layout area in the Video Display area.

Inviting Participants

If you have the appropriate privileges, you can invite multiple participants simultaneously to join the meeting using the Web interface.

Procedure

Step 1 On the Invite tab, from the Video Layout area, from the list select the type of terminal you want to invite. The following options are available:

- IP (H.232)
- IP (SIP)
- PSTN/ISDN (H.320)
- Mobile

Step 2 To enable dial-in terminals to connect to the meeting, select **Dial-in**.

Step 3 In the Number/Alias field, enter a unique alias for the participant.

Step 4 In the Display Name field, type the participant name to be displayed on the video screen.

Step 5 In the Bandwidth field, select the appropriate video bandwidth rate from the list.

Step 6 To position participants in the layout before a meeting, drag the **Pre Position** icon to the required position in the Video Display area.

Step 7 Click **Invite**.

The participant is invited to the meeting. When the participant joins the meeting, the selected video layout is pre-selected.

Using the Participant List Tab

The Participant List tab enables you to view meeting participant details including media connection types and available video layouts for the meeting. You can view the details in an alphabetical list or according to cascaded connections.

Users with chair-control have permission to perform the following actions

- Invite participants
- Modify participant media connections
- Manually reposition participant images in a video layout
- Modify meeting view layouts
- Specify the position of a voice-activated image in the meeting view
- Create sub-conferences
- View additional participant details

On the Participant List tab, all participants currently invited to a meeting are listed. The following information about each participant or terminal is included

- Status—Participant status. To sort by status, click the column heading.
  - Orange status indicates the participant is connecting.
  - Green status indicates that the participant is connected.
  - Red—Participant is disconnected. Disconnected participants remain in the Participant List for the duration of the meeting.
    To reconnect a disconnected participant, click the red status icon.
  - No status indicator indicates that there are no meeting participants.
- Name—Displays the participant name
- Number—Displays the endpoint number of the meeting participant
- Sub-conf.—To divert selected participants in the current meeting to a new meeting or to a private audio meeting that is currently in progress. This option only appears when sub-conferences are in progress during a meeting. For more information, refer to the "Inviting a Sub-conference" section on page 5-6.
- Location in View—Indicates the meeting view being used for a current participant. When a meeting is configured with more than one view, select from the list of available views to modify a view for the selected participant.
- Media Icons—Indicate participant equipment and capacities, such as microphone, loudspeaker, monitor, camera, and data collaboration. The icons are enabled for users with chair-control permission related to the media type status for a selected participant. For more information, see the "Controlling Media Status" section on page 5-12.

Controlling Media Status

If you have chair-control access for controlling the media type status, you can enable or disable the media capabilities of selected users, as described in the following sections.

Muting or Enabling a Selected Microphone

This option is useful in cases when there is unwanted background noise related to a specific participant or terminal.

To mute or enable audio for a selected participant, click the **Mic. Enabled** icon next to the participant name.

Muting or Enabling a Selected Loudspeaker

To mute or enable a specific participant loudspeaker, click the **Loudspeaker Enabled** icon next to a participant name.

Enabling a Selected Monitor

To enable a selected monitor for use during a meeting, click the **Monitor Enabled** icon next to a participant name.

Blocking a Selected Camera

You can block or unblock a video stream sent by a meeting participant. For example, if a participant's video connection affects meeting processing and degrades performance, you can block the participant's video connection until endpoint issues are resolved.

To enable a participant's use of a camera, click the **Camera Enabled** icon next to a participant name.

Enabling Data Collaboration

You can enable data collaboration if the participant's terminal supports T.120 data sharing.

To enable data collaboration, click the **Data Collaboration Enabled** icon next to a participant name.

Using the Statistics Tab

The Statistics tab provides a comprehensive set of statistical information about bandwidth usage and audio/video packet behavior. Statistics are frequently updated automatically to enable effective monitoring of meeting performance. The following table details the elements on the Statistics tab. Information on the **Statistics** tab is read-only.

Using the Advanced Invitation Tab

The Advanced Invitation tab enables you to invite multiple participants into a meeting at the same time. Each invite entry box may also contain multiple participant numbers using separators. This greatly extends the number of participants you can invite at the same time. You can also select a lower bandwidth rate with which to connect individual participants.

Advanced settings allow you to drag and drop participant images into preferred positions in the layout of each meeting view supported in the meeting, and to specify the layout which invited participants see when joining a meeting.

The following sub-tabs are available on the Advanced Invitation tab

- User—Enables you to simultaneously invite multiple participants to a meeting.
- Terminal—Enables you to simultaneously invite multiple terminals to a meeting.

Inviting Multiple Participants to a Meeting

You can invite multiple participants to a meeting, simultaneously.

Procedure

Step 1 On the Advanced Invitation tab, click **User**.

Step 2 Select the attendees to invite from the Users: in Groups list. If required you can search for users by entering the full name or part thereof in the search field, and clicking the search icon.

Step 3 Click the right arrow to include these users in the list to be invited.

Step 4 In the Kbps field, select the bit rate to be used when inviting a participant to a meeting. Use the default setting for optimal bit rate performance.

Step 5 If required, click **Advanced** and then select a layout option from the view list. Your selection presets the position of the invited participant image in the video layout upon the participant's entry into the meeting.

Step 6 Drag the **Lock Image** icon into the preferred position in the Layout Display Frame displayed on the right side of the Advanced Invitation tab.

Note You can specify a position for the participant image in all layouts currently supported in the meeting.

Step 7 To send the invitation, click **Invite**.

Inviting Multiple Terminals to a Meeting

You can invite multiple terminals to a meeting, simultaneously.

Procedure

Step 1 On the Advanced Invitation tab, click **Terminal**.

Step 2 Select the terminals to include in the meeting. If required you can search for terminals by entering the full name or part thereof in the search field, and clicking the search icon.

Step 3 To include the selected terminals in the list of invited terminals, click the right-pointing arrow.

Step 4 In the Kbps field, select the bit rate to be used when inviting a terminal to a meeting.

Note Use the default setting for optimal bit rate performance.

Step 5 If required, click **Advanced** and then select a layout option from the view list. This presets the position of the invited terminal image in the video layout, upon entry of a participant into the meeting.

Step 6 Drag the **Lock Image** icon into the preferred position in the Layout Display Frame located on the right side of the Advanced Invitation tab.

Note You can specify a position for the participant image in all layouts currently supported in the meeting.

Step 7 To send the invitation, click **Invite**.

Using the Upcoming tab

The Upcoming tab lists all the upcoming video meetings for the entire organization.

Information about each meeting is included under the following column headings

- Subject—Displays the subject of the meeting. You can click the subject to modify the meeting, for example, invite additional participants. For more information on the fields displayed, refer to Chapter 3, "Scheduling Meetings".
- Start Time—Displays the date and time the meeting is scheduled to start.
- Duration—Displays the meeting length, in minutes.
- Host—Displays the name of the person who is specified as the host of the meeting. The host is selected from the Host list in the Attendees Settings tab in the Schedule A New Meeting section.
- Meeting ID—Displays the unique identifier for the meeting.

Note You can sort a column by clicking the column header.

Searching for a Meeting

You can search for an upcoming meeting at any time.

Procedure

Step 1 In the Subject field, enter the subject or partial subject of the meeting for which you are searching.

Step 2 In the E164 field, enter an E.164 number for an IP terminal. Any participating IP terminal with that number is listed in the search results.

Step 3 By the From field**,** click the calendar button and in the window that opens, select the start date from which meeting information is searched.

Step 4 By the To field**,** click the calendar button and then in the window that opens, select a finish date up to which meeting information is searched.

Step 5 Click **Search**.

The meeting is highlighted.

Generating Reports

You can generate a report in .xls format, that shows all the upcoming meetings scheduled between selected dates. Once you have saved the report, you can view it using Microsoft Excel.

Procedure

Step 1 On the Upcoming tab, in the From and To fields, click the calendar icons to select a start and end period from the popup calendar within which to generate the report.

Step 2 Click **Generate Report**. Information about each meeting is included in the report. For details, see the "Generated Report Information Categories" section on page 5-16.

Step 3 To save the report, click **Save**.

In the dialog box that opens, browse to the location in which you want to save the file, enter the file name and type, and then click **Save**.

Generated Report Information Categories

The following is a list of the information categories that are included in a generated report.

Note A report generated from the History tab includes the same information categories.

- Virtual Meeting ID
- Master Meeting ID
- Slave Meeting ID
- Meeting ID
- Subject
- Meeting Type
- Reference Code
- Start Time
- Duration
- Meeting Room
- Organizer Name
- Service Prefix
- Services
- MCU Name(s)
- Terminals
- Number of Extra IP Ports Reserved
- Number of Extra ISDN Ports Reserved
- Dial-in IP Terminals
- Dial-out IP Terminals

- Dial-in ISDN Terminals
- Dial-out ISDN Terminals
- Gateway List
- Device Failure Cause (Device Name, IP Failure, Cause)
- Attendee Failure Cause (Name, Number, ISDN, Dial-in, Total Time, Failing Attempts, Last Failure Cause)

Modifying Meetings

You can modify an upcoming meeting at any time.

Procedure

Step 1 On the Upcoming tab, click the subject of the meeting you want to modify.

Step 2 In the Modify Meeting window, enter information according to your requirements.

Using the History Tab

On the History tab, you can view past meetings of a specified user or organization. You can also search for meetings. A list of all past meetings is displayed.

Information about each meeting is included under the following column headings

- Subject—Subject of the meeting. To sort by subject, click the column heading.
- Start Time—Meeting date and start time. To sort by start time, click the column heading.
- Duration—Length of the meeting, in minutes. To sort by meeting duration, click the column heading.
- Host—Name of the designated host of the meeting. To sort by host name, click the column heading.
- Status—Meeting termination status. To sort by failure status, click the **Status** column heading.
- Green status indicates successful meeting termination and all participants successfully exited the meeting.
- Red status indicates unsuccessful meeting termination or the abnormal exiting of a terminal from the meeting.

To view the Reason Failed error message, click the red status indicator.

Note If a terminal is disconnected correctly via Resource Manager in-meeting control, no red status indicator appears on the **History** tab details. For details, see the "Terminating a Meeting" section on page 5-8.

- No status indicator indicates that there are no designated meeting participants.

Searching For a Meeting

On the History tab, you can search for a past meeting.

Procedure

Step 1 In the Subject field, enter the subject or partial subject of the meeting for which you are searching.

Step 2 In the E164 field, enter an E.164 number for an IP terminal. Any participating IP terminal with that number is listed in the search results.

Step 3 By the **From** field**,** click the calendar button and in the window that opens, select the start date from which meeting information is searched.

Step 4 By the **To** field**,** click the calendar button and then in the window that opens, select a finish date up to which meeting information is searched.

Step 5 Click **Search**.

Search results are listed.

Generating Reports

You can generate a report, in .xls format, that shows all past meetings scheduled between selected dates. Once you have saved the report, you can view it using Microsoft Excel.

Procedure

Step 1 In the History tab, in the From and To fields, click the calendar icons to select a start and end period from the popup calendar within which to generate the report.

Step 2 Click **Generate Report**.

Step 3 To save the report, click **Save**.

In the dialog box that appears, browse to the location in which you want to save the file, enter the file name and type, and then click **Save**.

Generated Report Information Categories

For details about information categories that appear in a generated report, see the "Generated Report Information Categories" section on page 5-16.

Note A report generated from the Upcoming tab includes the same information categories.

Viewing Past Meeting Details

You can view the details of the past meetings at any time. To view the details of a past meeting, on the History tab, click the subject of the meeting. The Meeting Details window appears. Each tab on the Meeting Details window displays settings configured for all past meetings.

Deleting Meeting History

To delete meetings from the History tab at any time, on the History tab, click **Delete History**. All past meetings are deleted from the History tab.

Note Deleted meetings appear in billing and reporting statements.

Note History tab search results do not include deleted meetings.

Defining Duration of Meeting History Display

The length of time meeting history remains on the History tab is defined in the My Preferences section. For details, see the "Changing Your Preferences" section on page 7-3.

Address Book

This section describes how to use the Address Book windows. Topics in this section include:

Overview of the Address Book

All your personal and public contacts, and the groups to which these contacts belong, are contained in the address book. The Address Book section includes the following tabs

- Private—Lists all of your personal contacts
- Public—Lists all of your public contacts
- My Groups—Lists all of your group contacts

Accessing the Address Book

To access the Address Book section in the User sidebar menu, click **Address Book** button.

Using the Private Tab

The Private tab lists your personal contacts. On the Private tab, the following information is displayed

- Name—Name of contact
- Terminal—Terminal of contact
- E-mail—Email address of contact
- Group—Group to which the contact belongs
- On the status bar, the current number of personal contacts and the maximum number of personal contacts allowed by the administrator are displayed

Note To sort column contents, click the column header.

Searching for a Contact

You can search for a contact within all groups in your organization.

Procedure

Step 1 In the Address Book window, click the **Private** tab.

Step 2 In the Name field, enter the full or partial name of a contact.

Step 3 From the In Groups list, select **All Groups** or a group in which to search for the contact.

Step 4 Click **Search**.

Search results are listed on the Private tab.

Adding a Contact

Note Different entries cannot include the same first name, last name, e-mail address, or phone number.

Procedure

Step 1 On the Private tab, click **Add**.

Step 2 In the Add Contact window, in the First Name field, enter the first name of the new contact.

Step 3 In the Last Name field, enter the surname of the new contact.

Step 4 In the E-mail field, enter the new e-mail address of the new contact.

Note If you provide a phone number for the contact, inclusion of an e-mail address in the E-mail field is not mandatory.

Step 5 From the Terminal Type list, select a terminal type used by the contact.

Fields and options are active depending on the terminal type you select.

Step 6 If you select the terminal type IP (H.323), provide the following information

- IP Phone Number—Enter the E.164 number of the new terminal.
- Bandwidth—From the list, select the maximum speed for the terminal's video meeting connection to the network.

Step 7 If you select the terminal type PSTN/ISDN, provide the following information:

- ISDN Phone Number
- • Country Code—Enter the international access code for the ISDN terminal.

- Area Code—Enter the local area code of the ISDN terminal. If the local area code begins with 0, do not include the 0 in the area code.

Number—Enter an ISDN phone number.

- Bandwidth—From the list, select the maximum bandwidth for the terminal's connection to the network for video meetings.
- Restricted Mode—To apply restricted mode (the convention of using multiples of 56 Kbps instead of multiples of 64 Kbps), check **Restricted Mode**.

Step 8 If you select the terminal type Dual (H.320 and H.323), provide the following information

- IP Phone Number–Enter the E.164 number of the new terminal.
- ISDN Phone Number
- Country Code—Enter the international access code of the ISDN terminal.
- Area Code—Enter the local area code of the ISDN terminal. If the local area code begins with 0, do not include the 0 in the area code.
- Number—Enter the ISDN phone number.
- IP Bandwidth—From the list, select the maximum bandwidth for the IP terminal's connection to the network for video meetings.
- ISDN Bandwidth—From the list, select the maximum bandwidth of the ISDN terminal's connection to the network for video meetings.
- Restricted Mode—Check **Restricted Mode** to apply Restricted Mode (the convention of using multiples of 56 Kbps instead of multiples of 64 Kbps).

Step 9 If you selected IP (SIP), provide the following information

- SIP URI—Enter an SIP URI for the user.
- Bandwidth—From the list, select the maximum bandwidth of the terminal's connection to the network for video meetings.

Step 10 To associate a contact with a group, in the Group field, enter the name of a group.

Step 11 If you want to select from a list of existing groups, click the **Select Groups** button.

Step 12 On the Select Groups window, from the Available Groups list, select a group(s) and then click the right-pointing arrow to include the group(s) in the Selected Groups list.

Step 13 To remove a group from the Selected Groups lists, select the group(s) from the list and then click the left-pointing arrow.

Step 14 To close the Select Groups window, click **OK**.

Step 15 The contact appears in the relevant Group list and is added to your personal address book.

Modifying a Contact

You can modify the details of the contacts in your personal address book at any time.

Procedure

Step 1 On the Private tab, in the Name column, click on a contact name.

Step 2 In the Modify Contact window, modify the relevant settings.

Step 3 Click **OK**.

Deleting a Contact

You can delete contacts from your personal address book at any time.

Procedure

Step 1 On the Private tab, in the Name column, select the check box next to the name of the contact you want to delete.

Step 2 Click **Delete**.

The contact is permanently deleted from your address book.

Using the Public Tab

The Public tab lists all the public contacts in your organization.

On the Public tab, the following information is displayed

- Name—Contact's name
- Terminal—Contact's terminal
- E-mail—Contact's e-mail address
- Group—Group to which the contact belongs
- On the status bar, the current number of public contacts and the maximum number of public contacts allowed by the administrator are displayed

Note To sort column contents, click the column header.

Searching for a Public Contact

You can search for a public contact from within all the groups in your organization.

Procedure

Step 1 On the Public tab, in the Name field, enter the full or partial name of a contact.

Step 2 In the In Groups field, from the list, select **All Groups** or a specific group in which to search for the contact.

Step 3 Click **Search**.

Search results appear on the Public tab.

Adding a Public Contact to your Personal Address Book

You can add a public contact to your personal address book.

Procedure

Step 1 On the Public tab, in the Name column, select the check box next to the name of the contact you want to add to your personal address book.

Step 2 Click **Add to Private**.

The Private tab opens and the contact appears in the list.

Using the My Groups Tab

The My Groups tab lists all your group contacts. The following information is provided

- Group Name—Name of the group.
- On the status bar, the current number of groups and the maximum number of groups allowed per user as defined by the administrator.

Searching for a Group

You can search for a group at any time.

Procedure

Step 1 On the My Groups tab, in the Name field, enter the full or partial name of a group.

Step 2 Click **Search**.

The search results appear on the My Groups tab.

Adding a New Group

You can add a new group at any time.

Procedure

Step 1 On the My Groups tab, click **Add**.

Step 2 In the Add Group window, in the Group Name field, enter the name of the new group.

Step 3 From the Available Contacts list, select the contact(s) that you want to include in the group, and then click the right-pointing arrow to include them in the Selected Contacts list.

Step 4 Click **OK**.

The new group appears in the My Groups window. All selected contacts are included in the group. On the Private and Public tabs, the My Groups list includes the new group.

Modifying a Group

You can add or remove group contacts at any time.

Procedure

Step 1 In the Group Name column of the My Groups tab, click the entry you wish to modify.

Step 2 In the Modify Group window, add or remove contacts from the group by moving them to or from the Available Contacts list to the Selected Contacts list, as you require.

Step 3 Click **OK**.

The contacts in the group are modified.

Deleting a Group

You can delete contact groups at any time.

Procedure

Step 1 On the My Groups tab, in the Name column, select the check box next to the name of the group you want to delete.

Step 2 Click **Delete**.

The group is permanently deleted from your address book.

CHAPTER 7

My Profile

This section includes information about creating and modify a user profile. Topics in this section include:

Overview of the My Profile Section

The My Profile section displays profiles which include details such as security credentials, service access, the default time-zone, and the default terminal settings.

The My Profile section contains the following tabs

- My Info—Displays your user profile settings. For details, see the "Using the My Info Tab" section on page 7-2.
- My Preferences—Displays your user profile meeting-related and browser-related settings. For details, see the "Using the My Preferences Tab" section on page 7-3.

Using the My Info Tab

The My Info tab displays your profile settings. You can modify some profile settings on the My Info tab.

Note If the profile settings are stored on an external directory server, you cannot modify them.

On the My Info tab, in the General section, the following information is displayed automatically according to information in your profile

- User ID
- User Type
- First Name
- Last Name
- Company
- Department
- E-mail
- Branch
- SIP URI—ISDN, H.232, or SIP telephone information is displayed. You can modify the number as required.

In the Advanced section, the following information is automatically displayed according to parameters defined by the administrator

- Default Terminal
- Allowed Meeting Types
- Groups
- Default Time Zone

Modifying Your Password

Step 1 On the My Info tab, next to the User Name ID field, click the **Modify Password** button.

Step 2 Complete the information as required.

Step 3 Click **OK**.

The Modify Password window closes and the My Inf**o** tab is displayed.

Modifying Your E-mail Address

Procedure

Step 1 On the My Info tab, in the E-mail field, modify your e-mail address as required.

Step 2 Click OK to save the change.

Changing Your Default Time Zone

Procedure

Step 1 On the My Info tab, from the Default Time Zone list, select a time zone.

Step 2 Click **OK** to save the selection.

Using the My Preferences Tab

The My Preferences tab displays preferences settings. You can modify some meeting and browser related settings.

On the My Preferences tab, information is displayed automatically according to default settings determined by the administrator.

Changing Your Preferences

On the My Preferences tab, you can change some default settings defined by the administrator. These settings relate to meetings and the browser.

Procedure

Step 1 To change the Default Meeting Template, select from the list of available meeting types. The list is defined by the administrator.

Step 2 If you do not want to be automatically included in the Selected Participants list when you create a new meeting template or meeting.

Step 3 If you want to delete meetings from the My Meetings section, on the History tab (and from the database), after a specified number of days, check the **Delete meeting history items older than** *n* **days** check box.

Step 4 If you want to change the number of days meeting history remains in the My Meetings section, on the History tab (and in the database), enter a new value in the Delete meeting history items older than *n* days field.

Step 5 If you want meetings displayed full-screen, check **Use Full Screen Display**. The meeting is displayed without a menu and title bar in your browser. **Use Full Screen Display** is checked by default. If you uncheck **Use Full Screen Display**, the default browser settings are used for the display.

Step 6 To change the display of your name (for example, to your last name before your first name) in meeting related information and in the meeting video display, from the Name Display Format list, select an option.

Step 7 To change the sort order for participant Name columns in the User interface, from the Sort by list, select **Last name** or **First name**.

Step 8 To change the display format of dates in the User interface, from the Date Display Format list, select a format (for example, DD/MM/YY)

Step 9 When you have completed your selections and entries on the tab, click **OK** to save and apply the changes.

Step 10 Select the **Use Full Screen Display** check box to display only a window frame without a menu or title bar in your browser. By default, this option is selected. If you uncheck this check box, the regular browser displays.

Step 11 In the Name Display Format field, from the list select a name format from the list (according to the default browser settings, first name first, or last name first).

Step 12 In the Sort by field, select whether to sort according to last name or first name.

Step 13 In the Date Display Format field, select the order in which the day, month and year should be displayed.

Step 14 Click **OK**.


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