



Booking Meeting Rooms and Scheduling Cisco TelePresence Meetings

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Booking a Cisco TelePresence Conference Room

By default, Microsoft Outlook Conference Room Calendars display free/busy information for two months (see [Determining Attendee Availability \(Free/Busy Time\)](#)). However, you may book a conference room more than two months in advance. To view the availability of a conference room for a period that exceeds this two month window, follow the instructions on [Opening a Conference Room Calendar](#).

Additionally, do not book an All Day Event in a conference room. All Day Events will book the room for the entire 24 hours on the day of the meeting. Instead, create the meeting with start and end times for the hours you will actually be in the room.



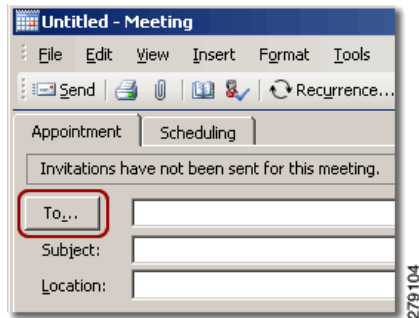
Tip

Remember that a Cisco TelePresence meeting requires a minimum of two room locations.

When creating an appointment or new meeting request, you can book a conference room at the same time. To book a conference room in Microsoft Outlook:

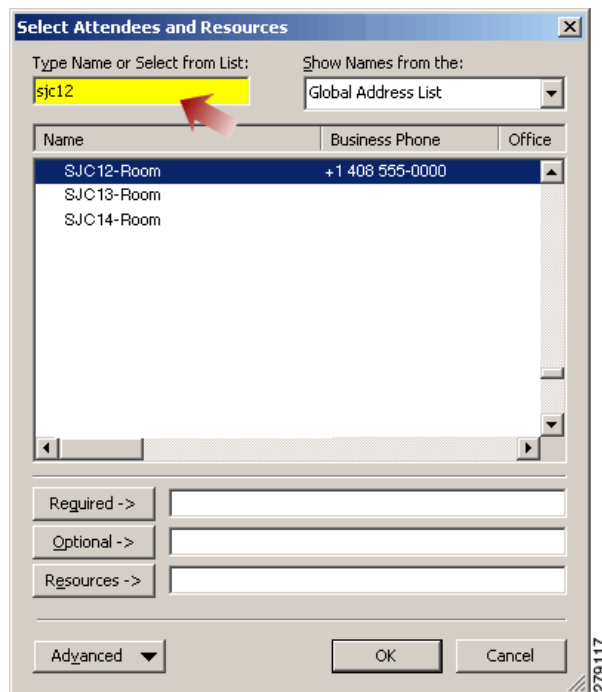
- Step 1** Select **File > New > Meeting Request**.
- Step 2** To add a conference room to your request click the **To** button (Figure 5-1), which opens the **Select Attendees and Resources** pop-up dialog box (Figure 5-2).

Figure 5-1 *Untitled Meeting - To*



- Step 3** Enter the campus building ID in the **Type Name or Select From List** field, as shown in Figure 5-2. If you enter a conference room name only, the room will not appear in the list.

Figure 5-2 *Type Name or Select From List*

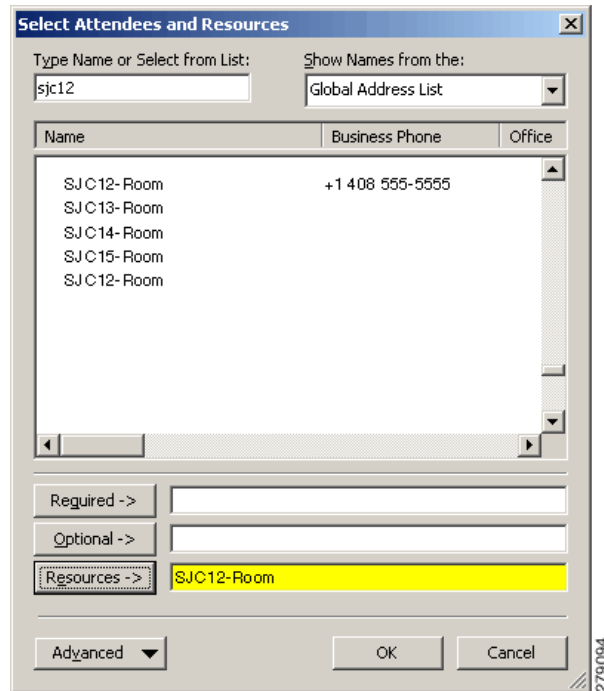


- Step 4** Highlight your preferred conference room from the list and click the **Resources** button, as shown in Figure 5-3. The room name is displayed in the **Resources** field and in the **To...** field from Step 2.

**Tip**

You must add the conference room as a resource; otherwise, the booking will not be accepted by the room.

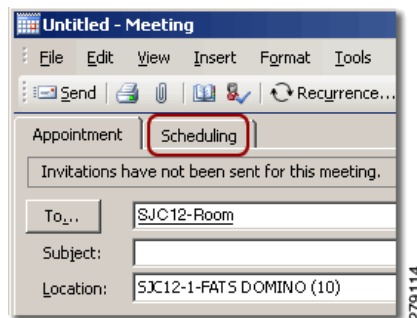
Figure 5-3 *Select Attendees and Resources*

**Tip**

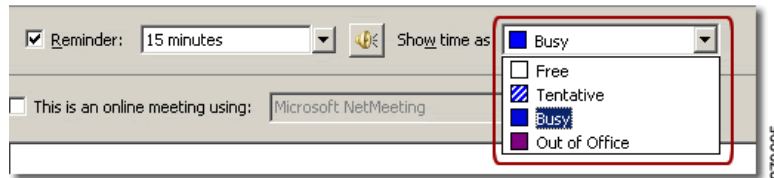
Conference rooms that are marked as (Offline) are owned by a proxy. These rooms cannot be automatically booked, and the request will be accepted or rejected by the proxy owner for each room.

- Step 5** Click **Untitled - Meeting > Scheduling** to verify that the conference room is available for the preferred meeting time, as shown in [Figure 5-4](#).

Figure 5-4 *Untitled - Meeting Scheduling Tab*



- Step 6** Set the **Show time as:** option to **Busy**, as shown in [Figure 5-5](#). In addition to setting the attendees' schedules to **Busy**, this setting also sets the conference room's schedule to **Busy**; thus ensuring other users do not "double book" the room for the same day and time.

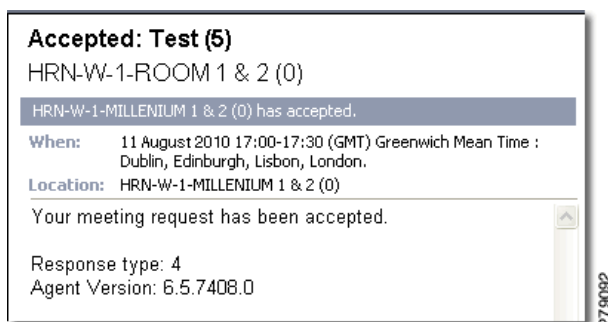
Figure 5-5 *Show Time As - Busy*

- Step 7** Set additional meeting scheduling options per these best practices:
- **Requesting Responses**—Choose not to receive email notifications that inform you of the attendees' approval/decline/tentative status and control whether attendees can propose new meeting times.
 - **Setting Recurrence**—Schedule recurring appointments, meetings, all-day events, conference room or video bridge bookings.
- Step 8** After sending the meeting request, you will receive an Accept or Decline Booking Confirmation via email. See the following sections:
- [Conference Room Booking Confirmation \(Auto Accept / Decline\)](#), page 5-4
 - [Determining Attendee Availability \(Free/Busy Time\)](#), page 5-5

Conference Room Booking Confirmation (Auto Accept / Decline)

Exchange will automatically process your request to book online conference rooms. You will receive an Accept or Decline email confirmation from the conference room you attempt to book. The confirmation email is the same email you receive when a meeting attendee accepts or declines your meeting proposal.

In the example in [Figure 5-6](#), Exchange accepted the HRN-W-1-MILLENNIUM 1 & 2 (0) booking for the requested time and date requested.

Figure 5-6 *Accepted Conference Room Booking*

If you receive a meeting declined email, you must select a different time, date or conference room for your meeting. If you receive a meeting declined email for an entire meeting series, because one or more of the dates requested were unavailable, all invitations in the series are declined. Your options are:

- Select a different conference room for the entire series.
- Set the recurring series' end date before the room's first unavailable date displayed in the email.
- Split the series into multiple recurring meetings and use a different conference room per series.

**Tip*****Follow These Guidelines***

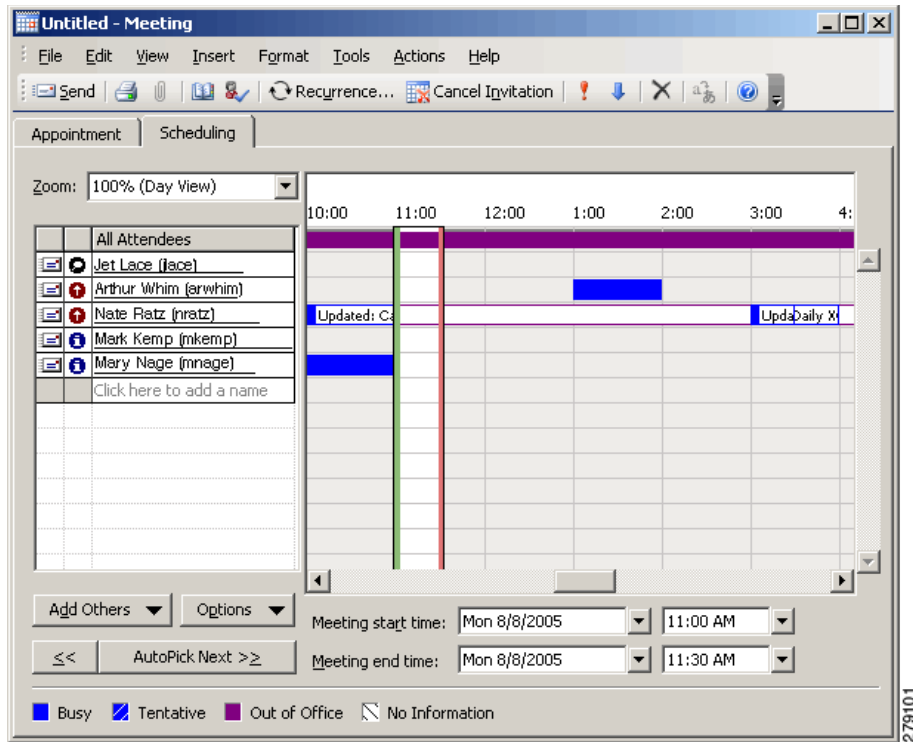
- Always view the scheduling tab of your meeting request to see if the conference room is free prior to sending the meeting request.
- Create a group schedule if you have a list of conference rooms that you frequently use and want to have an easy way to see when they are available.
- Open conference room calendars in the side-by-side calendar view in Outlook 2003.
- Search for a conference room by clicking the **Advanced** button and selecting **Find** from the pop-up menu.
- If you add a conference room that is marked as (Offline) you will be unable to view any bookings for this room.

Determining Attendee Availability (Free/Busy Time)

To determine attendee availability:

-
- Step 1** Select the **Scheduling** tab of the meeting to check if an attendee is available for the proposed time of the meeting. (This is also referred to as Free/Busy time.)
 - Step 2** Attendees already invited to attend the meeting are listed below **All Attendees**. You may add attendees by entering their name in the blank field below the invited attendees that contains the text **Click here to add a name**.
 - Step 3** Refer to the legend below the Free/Busy time chart to determine whether an attendee:
 - Is **Tentative**
 - Is **Busy**
 - Is **Out of Office**
 - Has **No Information**

Figure 5-7 Attendee Availability (Free/Busy)



Step 4 Set additional meeting scheduling options using these best practices:

- **Requesting Responses**—Choose to NOT receive email notifications that inform you of the attendees' approval/decline/tentative status and control whether attendees can propose new meeting times.
- **Setting Recurrence**—Schedule recurring appointments, meetings, all-day events, conference room or video bridge bookings.

Keeping an Appointment or Meeting Private

An appointment or meeting can also be marked private. This applies if you have delegates who contribute to your calendar.

If you want to keep the details of an appointment or meeting confidential, select the **Private** box in the bottom right-hand corner of your appointment or meeting request, as shown in Figure 5-8.

Figure 5-8 Private Meeting



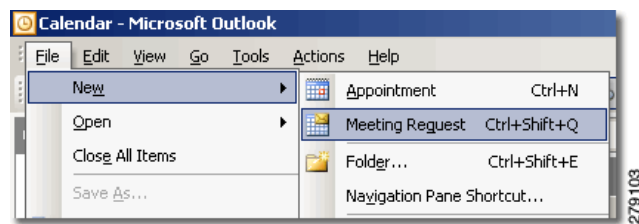
Once checked, your delegates will see that you have an appointment or meeting at that time, but detailed information is not displayed. A key icon at the top of the scheduled meeting or appointment indicates that you have marked this meeting as private.

Creating Roomless Meetings

To create a new roomless meeting request in Microsoft Outlook:

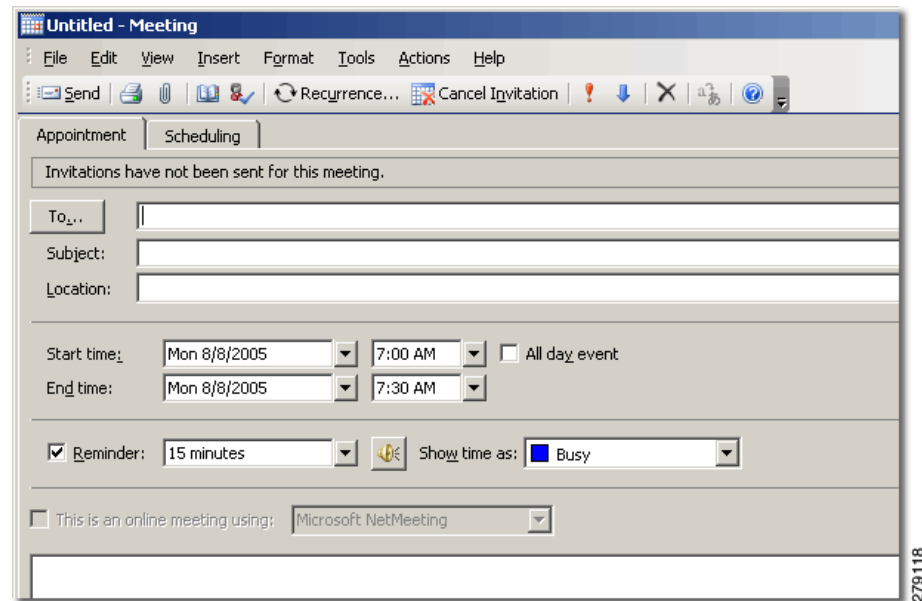
- Step 1** From the Outlook Calendar view select **File > New > Meeting Request** from the menu bar, as shown in [Figure 5-9](#).

Figure 5-9 Meeting Request



- Step 2** An **Untitled Meeting** window appears, as shown in [Figure 5-10](#).

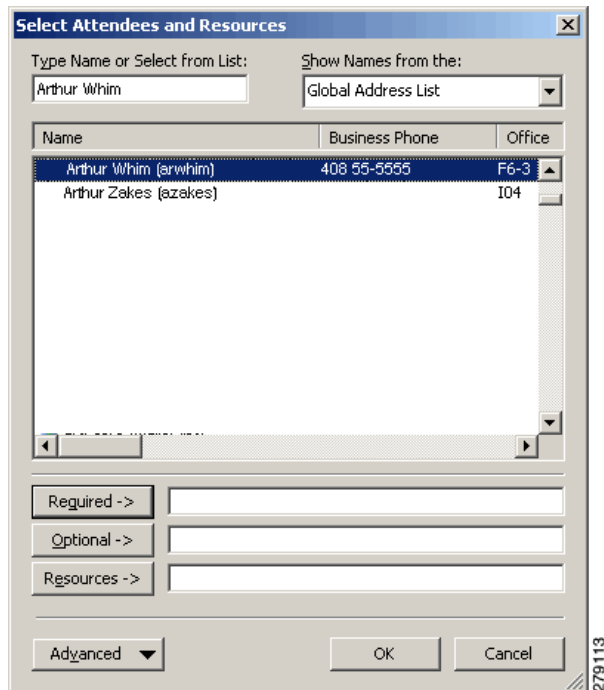
Figure 5-10 Untitled Meeting



- Step 3** To invite attendees to the meeting, click the **To** button, and browse the Global Address List to find their names, as shown in [Figure 5-11](#). Then click one of the following buttons to invite them to the meeting:
- **Required**—Advises an attendee that their presence is required at the meeting.
 - **Optional**—Advises an attendee that they are not required to attend, but are invited to participate, for example, to gather information.

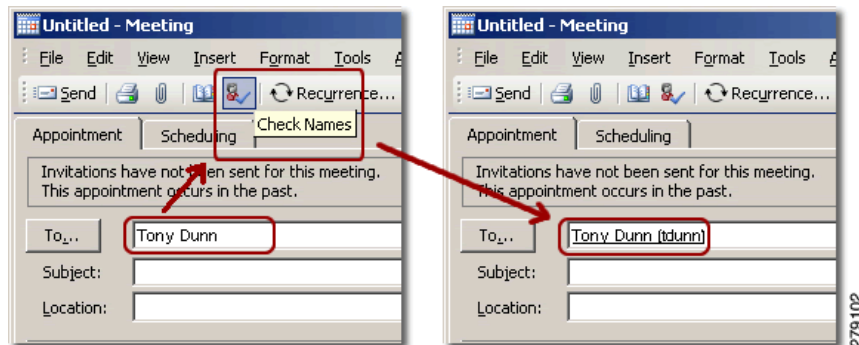
- **Resources**—(Not used for Attendees)

Figure 5-11 Meeting Resources



- Step 4** Alternately, if you enter the attendee's name in the **To** field of the **Untitled Meeting** window, click the **Check Names** button at the top of the window to validate their name against the Global Address List (GAL), as shown in [Figure 5-12](#).

Figure 5-12 Global Address List



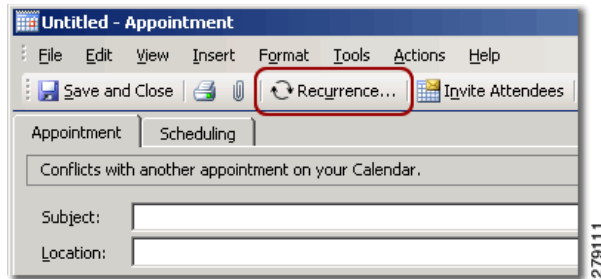
- Step 5** Optionally, for instructions on scheduling recurring appointments, meetings, all-day events, conference room or video bridge bookings, refer to the [Setting Recurrence](#) best practice.

Setting Recurrence

To set recurrence (frequency) of an appointment, meeting, all-day event, or to book a conference room or video bridge:

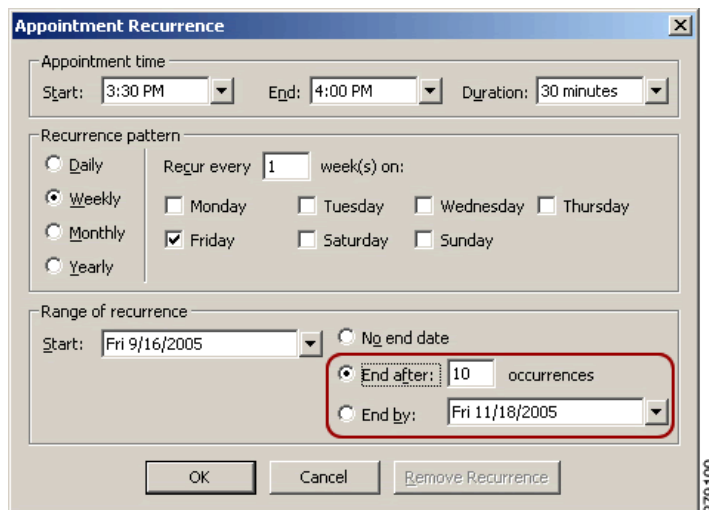
- Step 1** From an appointment or meeting request window, click the **Recurrence** button, as shown in [Figure 5-13](#).

Figure 5-13 Appointment Recurrence



- Step 2** Use the **Appointment Recurrence** pop-up window to set the recurring details, as shown in [Figure 5-14](#):
- Set the Start and End Time as well as the meeting duration.
 - Set the recurrence pattern:
 - Select daily, weekly, monthly or yearly.
 - Change the number of occurrences.
 - Set the days on which the meeting is to occur.
 - Set the range of occurrences including start and end date.
 - Set the range of the recurrence; choose a fixed end date or set a specific number of recurrences.

Figure 5-14 Appointment Recurrence Window



Step 3 Click the **OK** button to save the recurrence details.

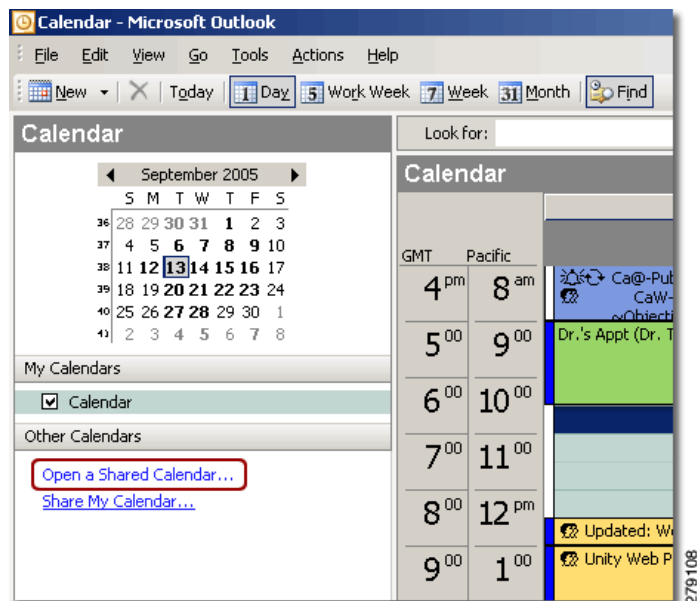
Opening a Conference Room Calendar

While opening a shared calendar requires that a user to first give you permission to view their calendar, this is not necessary for conference rooms. Before booking a conference, verify its availability by checking the Conference Room Status (Online vs. Offline). Only proxy owners can open conference rooms classified as “private.”

To add conference room calendars to Outlook's Other Calendars:

Step 1 Click **Other Calendars > Open a Shared Calendar**, as shown in [Figure 5-15](#).

Figure 5-15 Open Shared Calendar



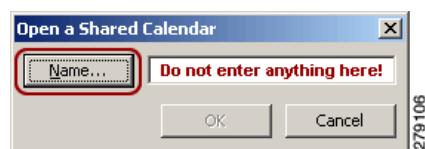
Step 2 In the **Open a Shared Calendar** dialog box, click the **Name** button to view the Global Address List (GAL), as shown in [Figure 5-16](#).



Tip

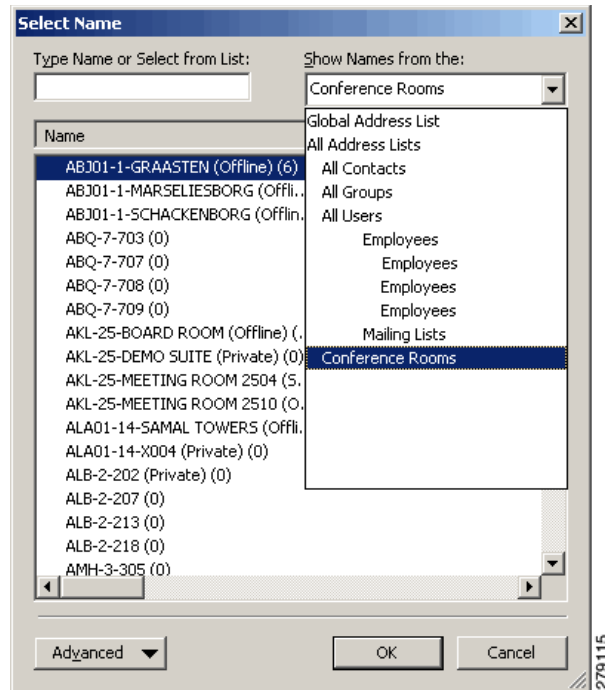
You must select the user's name from the GAL. Entering the user's full name or user ID and clicking the **OK** button will not open the user's calendar.

Figure 5-16 Global Access List Name

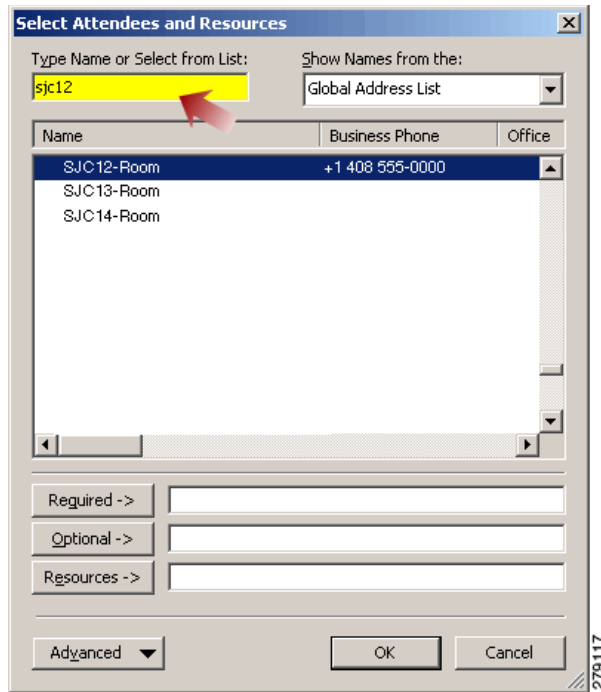


- Step 3** In the **Select Name** window, enter the user's full name in the **Show Names from the:** field, as shown in [Figure 5-17](#).
- Step 4** Select **Conference Rooms** from the pull-down menu.

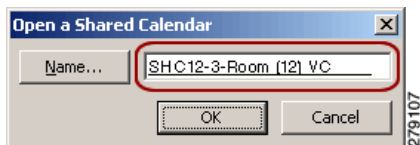
Figure 5-17 Select Name Window



- Step 5** Locate a specific conference room by typing either the full name or part of the name using the conference room naming conventions in the **Type Name or Select from List:** field, as shown in [Figure 5-18](#).

Figure 5-18 Type Name or Select From List

- Step 6** Select your preferred room, and click the **OK** button to populate the conference room name in the **Open a Shared Calendar** dialog box, as shown in [Figure 5-19](#).

Figure 5-19 Open Shared Calendar

Scheduling a Cisco TelePresence Meeting

This section contains the following meeting scheduling details:

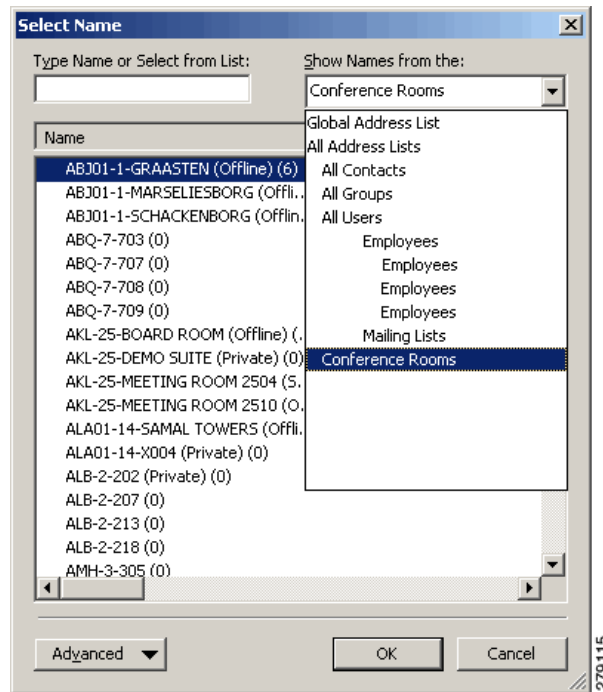
- [Scheduling a Meeting, page 5-13](#)
- [Modifying Meeting Details, page 5-15](#)
- [Inviting Attendees, page 5-16](#)
- [Options for Limited Room Availability, page 5-16](#)
- [Confirming Your Cisco TelePresence Room Reservations, page 5-17](#)
- [Completing the Entitlement Web Form, page 5-17](#)
- [Adding a Caller, page 5-18](#)

Scheduling a Meeting

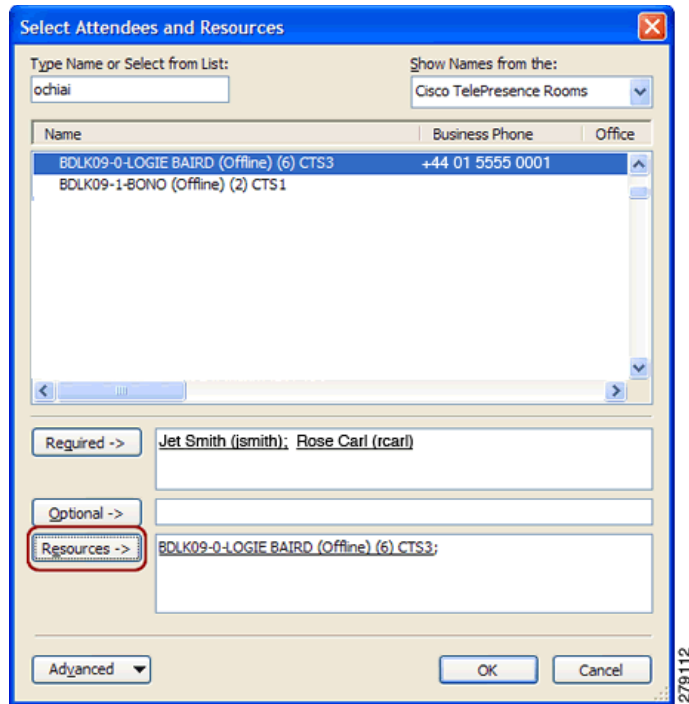
To schedule Cisco TelePresence conference rooms on a first-come, first-served basis through Microsoft Outlook:

- Step 1** Go to **Cisco TelePresence Rooms > Global Address List**.
- Step 2** Locate at least two available rooms, as shown in [Figure 5-20](#).

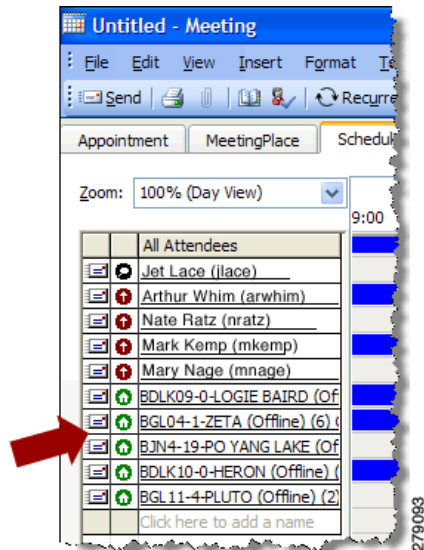
Figure 5-20 Cisco TelePresence Rooms



- Step 3** Go to **New > Meeting Request**.
- Step 4** Click the **Scheduling** tab.
- Step 5** Click **Add Others > Add From Address Book**. The Select Attendees and Resources window appears.
- Step 6** Use the search tools to locate conference rooms. Add two or more rooms as resources by clicking the **Resources** button (or by double-clicking on the highlighted room name). The conference rooms are added to the Resources field, as shown in [Figure 5-21](#).
- Step 7** Click **OK**.

Figure 5-21 Resources Window

- Step 8** If the resource is available, Outlook will automatically accept the rooms you selected, as shown in Figure 5-22.

Figure 5-22 Room Automatically Accepted

- Step 9** Set the meeting start and end times or use the Autopick button to choose compatible times for all resources.

Step 10 Click **Send**. You will receive an Outlook acceptance message for each room that you selected. When scheduling a Multipoint meeting, you will receive an Outlook acceptance message for each additional room.

You will also receive a confirmation from the automated Cisco TelePresence Manager. (This message will contain **CONFIRMATION** in the subject line). See [Chapter 6, “Using Cisco TelePresence Manager”](#) for more information about CTS-Manager.

Save the Confirmation Email

Save the confirmation email. Do not delete it until after your meeting has occurred. The second link listed in the e-mail confirmation message is very important because it allows you to verify that your meeting is confirmed.

If you do not receive this confirmation, or if you receive a message with ACTION REQUIRED in the subject, try the following:

1. Add an additional Cisco TelePresence Room, if one room was selected in Outlook.
2. Add a phone number of a room in the Number to Dial field, as shown in [Figure 5-23](#).
3. Contact the [Live Desk](#) if you experience any difficulty.

Figure 5-23 *Number to Dial*

Room Name	Number to Dial
SJCL-2-MARY LOU	
RETTON (Offline) (6) IC	
CTS3	

Modifying Meeting Details

Modify the following details of your Cisco TelePresence session up to five minutes before the start of your meeting:

- [Privacy Preference, page 5-15](#)
- [Switching Mode, page 5-16](#)

Privacy Preference

This option allows you to hide the meeting subject on the phone display in the TelePresence Room, as shown in [Figure 5-24](#).

Figure 5-24 *Privacy Preference*

Privacy Preference: ☒ Public (display meeting information on room phone) ☐ Private room phone

Switching Mode

This option allows you to change the switching policy for a scheduled multipoint meeting. **Auto-Assign** is the default mode and utilizes segment switching, as shown in [Figure 5-25](#). You also have the ability to change the switching mode while the meeting is in session using the **View Control** softkey on the CTS Cisco Unified IP phone.

Figure 5-25 *Switching Mode*



Tip

Use your Active Directory password, typically the password used when booting up your Windows-based computer.

Do not invite attendees yet. Your Cisco TelePresence session is confirmed only upon receipt of the confirmation from the automated Cisco TelePresence Manager. CTS Manager confirms the Cisco TelePresence meeting, and Outlook confirms the room reservations only. Rooms are considered temporarily reserved (so that others cannot use them) until you receive the email confirmation from CTS-Manager.

Inviting Attendees

Once you receive confirmation from CTS-Manager, you can invite attendees. Then you need only to show up at the appropriate time for your session and follow the instructions on the Cisco TelePresence display screen and CTS Cisco Unified IP phone to start your meeting.

Options for Limited Room Availability

When one or more Cisco TelePresence rooms are not available for the full duration of a meeting, users can reserve rooms by creating two separate Outlook meeting invitations.

For example, a person in San Jose wants to book a one hour meeting with Cisco TelePresence sites in New York (NYC), San Jose (SJ) and Research Triangle Park (RTP) in the following rooms:

Unfortunately, the RTP room is only available for the second half of the meeting time. Using Outlook, the user schedules two meeting proposals:

1. Between the NYC and SJ Cisco TelePresence rooms only for the first 30 minutes of the meeting.
2. Between all three locations for the last 30 minutes of the meeting.
3. If Cisco WebEx conferencing is being used, create a separate bridge for each meeting proposal.

All participants in the first Cisco TelePresence session are required to end the first call and use [One-Button-to-Push](#) to start the second meeting.

**Tip**

If Cisco WebEx conferencing is being used, users should log out of the first bridge and log in to the second. At the beginning of each Cisco TelePresence session, one of the Cisco TelePresence rooms will have to dial into the Cisco WebEx bridge.

See [Chapter 7, “Using Cisco WebEx Conferencing.”](#)

Confirming Your Cisco TelePresence Room Reservations

To confirm your meeting you need two types of email confirmation:

1. Room acceptance emails from each room in your invitation. Look for emails that are sent from the actual Cisco TelePresence scheduling room name in Outlook.
2. An email from the CTS Manager containing all booked rooms in one email. In the body of the confirmation message from the automated Cisco TelePresence Manager, locate the second link. See [Chapter 6, “Using Cisco TelePresence Manager”](#) for examples of the expected emails.

Procedure

To confirm your room reservations in your email server:

- Step 1** Use your Active Directory / Exchange email credentials to log in.
- Step 2** Scroll to the bottom of the screen and check the **Status** field.
- Step 3** If the Status field is **Scheduled**, your meeting is confirmed.

**Note**

Due to room entitlement priorities, your meeting can still be declined even after you have received confirmation.

Completing the Entitlement Web Form

To facilitate the collection of your entitlement information, your CONFIRMATION email message will contain the URL for the Web form questionnaire, which asks for the following:

- Meeting logistics
- Meeting purpose
- Meeting benefits

**Tip**

Always complete and submit the Web form. This ensures that rooms are reserved according to the rules of entitlement priority. For assistance in completing this form, please follow the instructions for opening a case via the Web on the Cisco TelePresence Support page on Cisco.com.

This completes your reservation of the Cisco TelePresence Room.

Adding a Caller

To add a caller to your meeting manually using the phone:

- Step 1 Dial the desired room extension. (Example: 8 424-9XXX);
- Step 2 Touch the **Dial** softkey.



Note Unscheduled Cisco TelePresence meetings are not supported.

Canceling a Cisco TelePresence Meeting

Always use the Cancel Meeting function in Outlook to cancel Cisco TelePresence meetings. The **Delete** and **Decline** buttons will not fully cancel the meeting resources.

To cancel a Cisco TelePresence meeting that you scheduled:

- Step 1 Open the Cisco TelePresence meeting in your meeting scheduler and select **Actions > Cancel Meeting** from the menu bar.
- Or
- Step 2 Click the Cancel Meeting “X” icon located in the menu bar, as shown in [Figure 5-26](#). You may need to customize your menu bar by adding this icon.

Figure 5-26 Cancel Meeting



Where to Go Next

For more information, see the [User Guide for Cisco Unified MeetingPlace for Outlook](#) on Cisco.com.