

Cisco TelePresence Call-in Number

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Feature Overview

Introduced in version 1.8 of Cisco TelePresence Multipoint Switch (CTMS) and Cisco TelePresence Manager (CTS-Manager), the Cisco TelePresence Call-in Number feature enables a Meeting Organizer to allow users to join the meeting from Cisco TelePresence endpoints that are not scheduled in the meeting invitation.



Supported by CTS-Manager and CTMS

With this feature enabled, CTS-Manager obtains the Call-in Number and a Meeting Number, which is a unique identifier for the meeting, from the CTMS. The Meeting Organizer can then provide users with the Call-in Number to join the meeting from unscheduled endpoints. After dialing in, these users hear a voice prompt that requests the Meeting Number. The CTMS permits the users to join after they enter the Meeting Number successfully.

The CTMS uses segments from the pool of ad hoc and static meeting resources, not from schedulable resources, when users join from unscheduled endpoints. Users with the Call-in Number can join until there are no more segments in the ad hoc and static resource pool.

For more information about segment allocation, see [“How to Allocate CTMS or TelePresence Server Segments”](#) section on page 9.

Supported by CTS-Manager and TelePresence Server

The CTS-Manager Administrator can choose to use a Cisco TelePresence Server instead of the CTMS as the multipoint conference scheduling device. With the Call-in Number feature enabled, users can dial the Call-in Number to attend the meeting from unscheduled endpoints. With the TelePresence Server, after calling in to the meeting, users do not hear a voice prompt that requests a Meeting Number; they are permitted to join the meeting without entering a Meeting Number.

For more information about segment allocation, see [“How to Allocate CTMS or TelePresence Server Segments”](#) section on page 9.

Summary of Steps to Administer and Use the Call-in Number Feature

Up to four Cisco TelePresence user roles are involved in administering and using the TelePresence Call-in Number feature. Some tasks performed by certain users roles are optional.

- CTS-Manager Administrator
- CTMS Administrator when CTMS is the multipoint conference scheduling device. No configuration on the TelePresence Server is needed to support this feature.
- CTS-Manager Meeting Organizer
- Cisco TelePresence users

Administering This Feature

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- Step 1** The CTS-Manager Administrator enables the TelePresence Call-in Number feature globally. See the [“Enabling TelePresence Call-in Number in CTS-Manager”](#) section on page 4.
- Step 2** The CTS-Manager Administrator then chooses the default for how the Call-in Number is made available to users:
- Meeting Organizers must enable this feature for each individual meeting.
 - A call-in number is always included.

See the [“Enabling TelePresence Call-in Number in CTS-Manager”](#) section on page 4

- Step 3** When the CTMS is the multipoint conference scheduling device, the CTMS Administrator can modify the default timeout settings for entering the Meeting Number after users hear the voice prompt when dialing in. These settings applies to all meetings that use the Call-in Number feature. See the [“Modifying TelePresence Call-in Number Timeout Settings in CTMS”](#) section on page 6.
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Using This Feature

- Step 1** If the CTS-Manager Administrator allows Meeting Organizers to enable the TelePresence Call-in Number feature for individual meetings, a Meeting Organizer can enable the feature as needed. The Meeting Organizer receives an email that includes a Call-in Number for unscheduled endpoints. See the [“Enabling TelePresence Call-in Number for a Meeting on a Per-Meeting Basis”](#) section on page 7.

If the CTS-Manager Administrator enables the feature for every meeting automatically, the Meeting Organizer receives an email that automatically includes a Call-in Number for unscheduled endpoints.

- Step 2** The Meeting Organizer provides the Call-in Number to users who want to attend the meeting from unscheduled endpoints. See the [“Providing Users with Call-in Number Information”](#) section on page 8.
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Enabling TelePresence Call-in Number in CTS-Manager

Figure 1 CTS-Manager Administrator UI: Configure > Application Settings: Bridges and Servers Tab

Application Settings

Email
Bridges and Servers
Locales
Benefits Reporting
Usage Survey
Meeting Options

Multipoint Conference Scheduling

Primary Scheduling Device: CTMS TelePresence Server

Use TelePresence Server when required (for more information, see Help.)

Interoperability with Video Conferencing

Enable Feature: Yes No

Interop Devices

When CTMS is Used for Scheduling:

When TelePresence Server is Used for Scheduling: TelePresence Server will be used as the interop device

Telepresence Call-In Number

Allow meeting organizers to send a call-in number for unscheduled TelePresence endpoints to join?

Use CTMS to support this feature

Use TelePresence Server to support this feature

✱ Number of Extra Segments to Reserve for Unscheduled Endpoints:

Default Setting:

Meeting organizers must enable this feature for each individual meeting.

A call-in number is always included.

Note: All meetings, including single-room and point-to-point meetings will use scheduling device resources.

Studio Mode Recording

Enable Feature: Yes No

WebEx

Enable Feature: Yes No

Default User Type: Permitted Non-Permitted

Intercompany

Enable Feature: Yes No

Provider: Another Company Hosts Our Company Hosts

Apply
Cancel

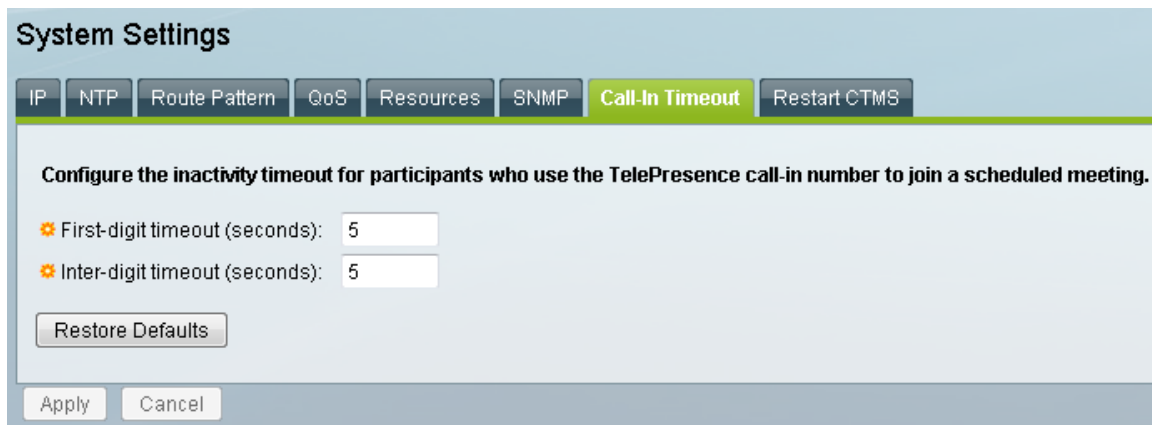
-
- Step 1** Log in to the CTS-Manager administration interface as an Administrator.
- Step 2** Go to **Configure > Application Settings**. Click the **Bridges and Servers** tab (see [Figure 1](#)). If a TelePresence Server is deployed in the TelePresence network, go to [Step 3](#). If a TelePresence Server is not deployed, go to [Step 5](#).
- Step 3** In the Multipoint Conference Scheduling section, after **Primary Scheduling Device**, choose either the **CTMS** or the **TelePresence Server**.
- Step 4** Optionally, check the **Use TelePresence Server/CTMS when required** box. Checking this box enables the non-primary scheduling device to serve as the scheduling device when the primary device is not available.
- Step 5** In the TelePresence Call-in Number section, check the **Allow meeting organizers to send a call-in number for unscheduled TelePresence endpoints to join?** box. This box is unchecked by default.
- Step 6** When both the CTMS and the TelePresence Server are used for multipoint conference scheduling, both the **Use CTMS to support this feature** box and the **Use TelePresence Server to support this feature** box appear. You can check one or both of these boxes.
- If a TelePresence Server supports this feature, for **Number of Extra Segments to Reserve for Unscheduled Endpoints**, enter the number of segments that you want to reserve for unscheduled endpoints. The default is 2 segments. Even if no users dial in to the meeting with the Call-in Number, these TelePresence Server segments remain reserved and are not freed up for use with another meeting.
- Step 7** Click one of the two default settings:
- **Meeting organizers must enable this feature for each individual meeting.** When CTMS supports this feature, segments from the static and ad hoc pool are used for unscheduled endpoints until there are no more segments available. When TelePresence Server supports this feature, extra TelePresence Server segments are reserved when the Meeting Organizer enables the feature.
- See the “[Enabling TelePresence Call-in Number for a Meeting on a Per-Meeting Basis](#)” section on [page 7](#).”
- **A call-in number is always included.** Regardless of the number of endpoints in a meeting, if you choose this setting as the default, meetings become multipoint meetings.
- Step 8** Click **Apply**. You have enabled the Call-in Number feature.
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**Note**

In order to enable the Call-in Number feature in CTS-Manager with CTMS as the multipoint conference scheduling device, all CTMS servers in your deployment must be running version 1.8.

Modifying TelePresence Call-in Number Timeout Settings in CTMS

Figure 2 CTMS Administrator UI: Configure > System Settings: Call-In Timeout Tab



There are two CTMS timeout settings that are related to the Call-in Number feature:

- First-digit timeout—number of seconds that the CTMS waits for the meeting participant to enter the first digit of the Meeting Number. The default is 5 seconds.
- Inter-digit timeout—number of seconds that the CTMS waits in between digits of the Meeting Number. The default if 5 seconds.

Modifying these timeout settings is optional.

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- Step 1** Log in to the CTMS administration interface as an Administrator.
 - Step 2** Go to **Configure > System Settings**. Click the **Call-in Timeout** tab.
 - Step 3** Change the **First-digit timeout** or the **Inter-digit timeout** setting. Enter 1 to 10 seconds, or click **Restore** to go back to the default of 5 seconds for both timers.
 - Step 4** Click **Apply**. You have modified the timeout settings.
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Note

With multiple CTMS servers in the TelePresence network, if you modify the timeout settings on one CTMS, you must also modify them on the other CTMS servers.

Enabling TelePresence Call-in Number for a Meeting on a Per-Meeting Basis

When a Meeting Organizer schedules a TelePresence meeting, the Meeting Organizer receives an email from CTS-Manager. This email contains information about the meeting, as well as buttons that take the Meeting Organizer to the CTS-Manager end-user interface. From the end-user interface, the organizer can enable the Call-in Number.



Note

Meeting Organizers receive these emails only when the CTS-Manager Administrator has enabled the meeting notification email feature.



Note

Enabling the Call-in Number on a per-meeting basis is only necessary when the CTS-Manager Administrator has chosen **Meeting organizers must enable this feature for each individual meeting** as the default setting. See “[Enabling TelePresence Call-in Number in CTS-Manager](#)” section on page 4 for more information.

Figure 3 CTS-Manager Meeting Organizer UI: Meeting Options

- Step 1** As the Meeting Organizer, locate the email from CTS-Manager for the meeting that requires a Call-in Number for unscheduled endpoints.
- Step 2** In the body of the email, click the **Meeting Options** button.
- Step 3** Log in with your corporate username and password. The **Meeting Options** tab appears (see [Figure 3](#)).
- Step 4** After **Provide call-in number for other participants**, click **Yes**.



Note

If you do not see this option in the **Meeting Options** tab, either the CTS-Manager Administrator has not enabled TelePresence Call-in Number capabilities globally or all CTMS servers in the deployment are not TelePresence Call-in Number capable.

- Step 5** Click **Apply**. You have enabled TelePresence Call-in Number capabilities for this meeting.

CTS-Manager sends the Meeting Organizer an email with the Call-in Number. See the [“Providing Users with Call-in Number Information” section on page 8](#) for information on how Meeting Organizers should distribute the Call-in Number to unscheduled endpoints.

If the CTMS is the multipoint conference scheduling device, the email also includes a Meeting Number. If the TelePresence Server is the multipoint conference scheduling device, the email only includes the Call-in Number because a Meeting Number is not required to join the meeting.



Note

Enabling TelePresence Call-in Number by checking **Provide call-in number for other participants** does not enable the Call-in Number for video conferencing devices.

Providing Users with Call-in Number Information

With the Call-in Number feature enabled, Meeting Organizers receive the Call-in Number information from CTS-Manager. Organizers can then provide the information to users in whatever manner they wish—for example, by email, in person, or over the phone.

If the meeting notification email feature is enabled, CTS-Manager sends the Meeting Organizer an email with the Call-in Number.

If the CTS-Manager Administrator enabled the feature for all meetings, the email includes a Call-in Number automatically. If the Meeting Organizer has to enable the feature on an individual meeting, once enabled, an additional email is sent. This email includes the Call-in Number.

In the body of the email, the **Cisco TelePresence Systems** section includes a sub-section that is labeled **Join from TelePresence devices not listed above** (see [Figure 4](#)). This sub-section contains a Call-in Number. With CTMS as the multipoint conference scheduling device, the email also includes a Meeting Number. After dialing in, users hear a voice prompt that requests the Meeting Number. With TelePresence Server as the scheduling device, the email includes only a Call-in Number; a Meeting Number is not required to join the meeting.

Figure 4 Email to the Meeting Organizer: Cisco TelePresence Systems Section

Cisco TelePresence Systems

Press the Join button from:
SanJose-TP 1-room3

Join from TelePresence devices not listed above:
TelePresence devices include CTS 3000, 1000, 500, EX, C (Profile) Series.

| | |
|-----------------------|--------------|
| Call-In Number | 123 456 78 |
| Meeting Number | 111 222 3434 |



Note

Meeting Organizers do not receive these emails if the CTS-Manager Administrator has not enabled the meeting notification email feature. Meeting Organizers should contact their CTS-Manager Administrator if they want Call-in Number information.

Additional Information about the Call-in Number Feature

Supported Cisco TelePresence Endpoints with CTMS Version 1.8

- Cisco TelePresence EX Series, C Series, and MX200 endpoints running TC software version 5.0 (and later)
- CTS 1.8 (and later) endpoints

When Multipoint Segments Are Used

- **If a Meeting Organizer schedules only one or two Cisco TelePresence endpoints in the meeting**
If the Call-in Number feature is enabled, the meeting is a multipoint meeting that requires CTMS or TelePresence Server segments. If enabled, Call-in Number information is available for the Meeting Organizer to provide to users who want to dial in from unscheduled endpoints.
If the Call-in Number feature is disabled, the meeting does not require CTMS or TelePresence Server segments.
- **If a Meeting Organizer schedules three or more Cisco TelePresence endpoints in the meeting**
A CTMS or TelePresence Server is already involved in any multipoint meeting. If the feature is enabled, Call-in Number information is made available for the Meeting Organizer to provide to users who want to dial in from unscheduled endpoints.

How to Allocate CTMS or TelePresence Server Segments

- **If the TelePresence deployment has only one CTMS**
The CTMS Administrator can modify the allocation of schedulable and ad hoc/static segments by going to **Configure > System Settings: Resources**. In a typical deployment, we recommend 24 schedulable segments and 24 ad hoc/static segments, with adjustments to segment allocation to accommodate your organization's Meeting Organizers. If an organization's Meeting Organizers typically include more scheduled endpoints in their meetings, the CTMS Administrator should increase the number of schedulable segments. If Meeting Organizers want to include more Call-in Number users, the CTMS Administrator should increase the number of ad hoc/static segments.
- **If the TelePresence deployment has more than one CTMS**
When allocating segments for each CTMS in the deployment, CTMS Administrators should consider if their organization's Meeting Organizers typically include more scheduled endpoints or more users who join with the Call-in Number.
For example, an organization's TelePresence network includes three CTMS servers. We recommend that the CTMS Administrator allocate segments in the following way:
 - CTMS1: 24 schedulable segments and 24 ad hoc/static segments
 - CTMS2: 36 schedulable segments and 12 ad hoc/static segments
 - CTMS3: 42 schedulable segments and 6 ad hoc/static segments
 To modify the segment allocation, the CTMS Administrator can go to **Configure > System Settings: Resources** on each CTMS.

We also recommend that the CTMS servers appear in CTS-Manager in the order shown. The order is determined by the alphanumeric order of each server's description. The CTMS Administrator can go to **Configure > CTS Manager** on each CTMS and modify the **Description** field. Then the servers appear in alphanumeric order in CTS-Manager under **Configure > Bridges and Servers**.

In the example deployment, if a Meeting Organizer wants to schedule 32 endpoints in a meeting, the CTS-Manager goes through the order until it finds a CTMS that can accommodate 32 scheduled endpoints. CTS-Manager chooses CTMS 2 if it has 32 schedulable segments available for that meeting time. If CTMS 2 does not have the available segments, it checks available segments on CTMS 3.



Note This scheduling order applies only to CTMS servers in the same time zone.

- **If the TelePresence deployment has one or more than one TelePresence Server**

TelePresence Servers do not distinguish between types of segments. Regardless of whether endpoints are scheduled or users join with the Call-in Number, all segments come from the same pool. When a TelePresence Server supports the feature, the CTS-Manager can modify the number of segments that the TelePresence Server reserves for a meeting (see the [“Enabling TelePresence Call-in Number in CTS-Manager” section on page 4](#) for more information). It is important to remember that these TelePresence Server segments remain reserved even if no users dial in with the Call-in Number.

When a Meeting Is Locked

With CTMS, if the meeting is locked, the participant hears, “You cannot be added to the meeting because of the meeting settings. Goodbye.” If locking the meeting was not the Meeting Organizer's intention, the organizer should contact the CTMS Administrator to unlock the meeting so that all users can join.

When a Cisco MXE Is in the Deployment

If a Cisco TelePresence endpoint joins a meeting through an MXE, the endpoint cannot use the Call-in Number.

Security

Security with the TelePresence Call-In Number feature is not supported using CTMS. Any endpoint that joins a secure meeting using the TelePresence Call-In Number through CTMS will downgrade the meeting to non-secure.