



# CHAPTER 13

## Configuring Collaboration Services

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**Revised July 3, 2012**

The following sections describe how to configure collaboration services:

- [Configuring Service Numbers, page 13-1](#)
- [Configuring IVR Prompts, page 13-3](#)
- [Scheduling Meetings, page 13-7](#)
- [Scheduling Rendezvous Meetings, page 13-22](#)
- [Managing Active Meetings, page 13-32](#)
- [Configuring Reservation Types, page 13-46](#)

## Configuring Service Numbers

The service number is the string of digits that users dial to reach the associated service. You can create custom service numbers (with associated custom IVR prompts) for each service provider.

The following sections describe how to configure service numbers:

- [Adding Service Numbers, page 13-1](#)
- [Editing Service Numbers, page 13-2](#)
- [Deleting Service Numbers, page 13-2](#)
- [Service Number Fields, page 13-3](#)

## Adding Service Numbers

### **Before You Begin**

Configure the service provider and IVR prompt set that are associated with the service number.

### **Procedure**

To add a new service number, do the following procedure:

- 
- Step 1** From the navigation pane, choose **Collaboration Services > Service Numbers**.  
The Service Numbers window is displayed.

- Step 2** From the toolbar, click **Add A New Service Number**.
- Step 3** Enter the settings as appropriate.  
[Table 13-1](#) describes the fields.
- Step 4** To save your changes, click **Save**.
- 

## Editing Service Numbers

### Procedure

To edit a service number, do the following procedure:

- 
- Step 1** From the navigation pane, choose **Collaboration Services > Service Numbers**.  
The Service Numbers window is displayed.
- Step 2** In the item table, click the applicable entry.
- Step 3** From the toolbar, click **Edit This Service Number**.  
The details for the service number is displayed. Fields contain the currently-configured values.
- Step 4** Modify field entries as appropriate.  
[Table 13-1](#) describes the fields.
- Step 5** To save your changes, click **Save**.
- 

## Deleting Service Numbers

### Procedure

To delete a service number, do the following procedure:

- 
- Step 1** From the navigation pane, choose **Collaboration Services > Service Numbers**.  
The Service Numbers window is displayed.
- Step 2** In the item table, check the check box next to the entry that you want to delete. You can delete multiple service numbers at one time by checking the check box next to each entry that you want to delete.
- Step 3** Click **Delete**.
- Step 4** In the Deletion Confirmation dialog box, click **Delete** to confirm the deletion.



### Tip

If you prefer to view the details of a service number prior to deleting it, in the Service Numbers window, you can click the applicable **Service Number** to go to the Service Number page. After verifying that you have chosen the correct service number to delete, click **Delete This Service Number**, and then in the Deletion Confirmation dialog box, click **Delete** to confirm the deletion.

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## Service Number Fields

**Table 13-1**      *Service Number Field Descriptions*

| Field            | Description  |
|------------------|--|
| Number           | The string of digits that users dial to reach this service. You can enter up to 32 characters (which can include dashes, underscores, and parentheses after the first character).  |
| Name             | Text string used to identify this service number when scheduling a meeting.  |
| Description      | Text string describing this service number.<br>See the <a href="#">“Common Field Properties” section on page 2-4</a> .   |
| Service          | Drop-down list of the available services. Choose the service that you want to associate with this service number.  |
| Service Provider | Drop-down list of the available service providers. Choose the service provider that you want to associate with this service number.<br>See the <a href="#">“Adding Service Providers” section on page 10-1</a> .   |
| IVR Prompt       | Drop-down list of the available sets of IVR prompts. For example, you can define a set of IVR prompts such as a welcome message and a help desk message for an organization. Choose the IVR prompt set that you want to associate with this service number.<br>See the <a href="#">“Adding IVR Prompts” section on page 13-5</a> . |

## Configuring IVR Prompts

Cisco routers store voice files that provide interactive voice response (IVR) prompts to users in response to certain activities. For example, you can define IVR prompts to welcome users to a call, to request a meeting ID when a user calls in, to indicate that the meeting has not yet started, or to direct users to the help desk.

Service Providers can configure custom IVR prompts for each organization or for different languages. When scheduling a meeting, you specify a the name of a service number, which dictates which prompt set is used for the meeting.



**Note**

In order to play IVR prompts in the administration console, the browser requires a media player plug-in capable of playing the .au audio file format.

The following sections describe how to configure IVR prompts:

- [Default Cisco IVR Prompts for Lab Use, page 13-4](#)
- [Adding IVR Prompts, page 13-5](#)
- [Editing IVR Prompts, page 13-5](#)
- [Deleting IVR Prompts, page 13-6](#)
- [IVR Prompt Fields, page 13-6](#)

## Default Cisco IVR Prompts for Lab Use

The Cisco TelePresence Exchange System comes preloaded with a default Cisco IVR prompt set called CTX Default IvR Prompts. You can rename, replace or delete the default Cisco IVR prompt set. However, the system will replace the prompt set in its original form the next time the call engine servers restart. For this reason, we recommend that you do not rename the default set or create a different set with the same name.


**Note**

The default Cisco prompts are provided for lab use only. In production, you must use one or more custom prompt sets rather than the default Cisco prompts.

Table 13-2 describes the default IVR prompts.

**Table 13-2**      *Default Cisco IVR Prompt Messages*

| Prompt                                  | Prompt Message  |
|---|---|
| Welcome Prompt                          | Welcome to the Cisco TelePresence Conferencing Service.   |
| Invalid Meeting Prompt                  | The conference ID that you entered is invalid.  |
| Helpdesk Prompt                         | Please wait while we connect you to a Help Desk representative.   |
| Max Participants Prompt                 | Your call cannot be connected to the meeting you requested because the meeting's maximum number of participants have been reached.  |
| Meeting Not Started Prompt              | The meeting that you requested has not yet started. Check the meeting schedule and call back at the scheduled start time.   |
| Request ID Prompt                       | Please enter your conference ID.  |
| Timeout Prompt                          | I did not receive your input.   |
| Unauthorized Prompt                     | Your call cannot be connected because the number you dialed from is not authorized to use the Cisco TelePresence Conferencing Service. To obtain assistance or for additional information about this service, call Cisco TelePresence Conferencing Service Help Desk. |
| Valid Meeting Prompt                    | Please wait while we connect you to your meeting.   |
| GoodBye Prompt                          | Thank you for using the Cisco TelePresence Conferencing Service. Goodbye.   |
| No Conference Resource Available Prompt | All conferencing resources are busy at this time. Please try your call again later.   |
| Meeting Locked Prompt                   | The conference ID that you entered is currently locked. Please contact your help desk for assistance.   |
| Enter Host PIN Prompt                   | If you are the meeting host, enter your PIN now. Otherwise, please wait for the host to start the meeting.  |
| Host Join Timeout Prompt                | The meeting host has not joined the meeting within the allotted time. Please contact the Help Desk for assistance with this meeting.  |
| Incorrect Host PIN Prompt               | The host PIN entered is not valid. Please try again.  |

**Table 13-2**      **Default Cisco IVR Prompt Messages**

| Prompt                            | Prompt Message                              |
|-----------------------------------|---|
| Transfer From Waiting Room Prompt | You will now be transferred to the meeting. |
| Host PIN Helpdesk Transfer Prompt | The host PIN entered is not valid.          |

## Adding IVR Prompts

### Before You Begin

Install and configure the Cisco router.

Record or locate a prompt or prompt set that is recorded in 8-bit mu-Law encoded NeXT/Sun AU audio format, 8000Hz, 16-bit Mono.

### Procedure

To add a new IVR prompt or set of IVR prompts, do the following procedure:

- 
- Step 1** From the navigation pane, choose **Collaboration Services > IVR Prompts**.  
The IVR Prompts window is displayed.
- Step 2** From the tool bar, click **Add A New IVR Prompt**.
- Step 3** Enter the settings as appropriate.  
[Table 13-3](#) describes the fields.
- Step 4** To save your changes, click **Save**.
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### Related Topics

To configure prompts on the Cisco router, see the [“Configuring the Cisco Router with IVR”](#) chapter.

## Editing IVR Prompts

### Procedure

To edit the IVR prompts, do the following procedure:

- 
- Step 1** From the navigation pane, choose **Collaboration Services > IVR Prompts**.  
The IVR Prompts window is displayed.
- Step 2** In the item table, click the applicable entry.  
The IVR Prompt Overview window for the IVR prompt is displayed.
- Step 3** From the toolbar, click **Edit This IVR Prompt**.

The Edit IVR Prompts window is displayed. You can click **Play** to hear the existing recording for each prompt.

**Step 4** To replace an existing IVR file, click **Upload** for the entry and browse for the replacement file.

[Table 13-3](#) describes each field.

**Step 5** To save your changes, click **Save**.

## Deleting IVR Prompts

### Procedure

To delete IVR prompts, do the following procedure:

**Step 1** From the navigation pane, choose **Collaboration Services > IVR Prompts**.

The IVR Prompts window is displayed.

**Step 2** In the item table, check the check box next to the entry that you want to delete. You can delete multiple IVR prompts at one time by checking the check box next to each entry that you want to delete.

**Step 3** Click **Delete**.

**Step 4** In the Deletion Confirmation dialog box, click **Delete** to confirm the deletion.



### Tip

If you prefer to view the details of an IVR prompt prior to deleting it, in the IVR Prompts window, you can click the applicable **IVR Prompt** to go to the IVR Prompt page. After verifying that you have chosen the correct IVR prompt to delete, click **Delete This IVR Prompt**, and then in the Deletion Confirmation dialog box, click **Delete** to confirm the deletion.

## IVR Prompt Fields

**Table 13-3** *IVR Prompt Field Descriptions*

| Field                  | Description  |
|------------------------|--|
| Name                   | Text string identifying the group of IVR prompts.<br>See the <a href="#">“Common Field Properties” section on page 2-4</a> .<br><b>Note</b> Do not use a name that matches the name of the default Cisco IVR prompt set. |
| Description            | Text string describing the group of IVR prompts.<br>See the <a href="#">“Common Field Properties” section on page 2-4</a> .  |
| Welcome Prompt         | Text string indicating the location of the voice file for the Welcome prompt.  |
| Invalid Meeting Prompt | Text string indicating the location of the voice file for the Invalid Meeting prompt.  |

**Table 13-3** *IVR Prompt Field Descriptions (continued)*

| Field                                   | Description  |
|---|--|
| Helpdesk Prompt                         | Text string indicating the location of the voice file for the Helpdesk prompt.                         |
| Max Participants Prompt                 | Text string indicating the location of the voice file for the Maximum Participants prompt.             |
| Meeting Not Started Prompt              | Text string indicating the location of the voice file for the Meeting Not Started prompt.              |
| Request ID Prompt                       | Text string indicating the location of the voice file for the Request Id prompt.                       |
| Timeout Prompt                          | Text string indicating the location of the voice file for the Timeout prompt.                          |
| Unauthorized Prompt                     | Text string indicating the location of the voice file for the Unauthorized prompt.                     |
| Valid Meeting Prompt                    | Text string indicating the location of the voice file for the Valid Meeting prompt.                    |
| GoodBye Prompt                          | Text string indicating the location of the voice file for the GoodBye prompt.                          |
| No Conference Resource Available Prompt | Text string indicating the location of the voice file for the No Conference Resource Available prompt. |
| Meeting Locked Prompt                   | Text string indicating the location of the voice file for the Meeting Locked prompt.                   |
| Enter Host PIN Prompt                   | Text string indicating the location of the voice file for the Enter Host PIN prompt.                   |
| Host Join Timeout Prompt                | Text string indicating the location of the voice file for the Host Join Timeout prompt.                |
| Incorrect Host PIN Prompt               | Text string indicating the location of the voice file for the Incorrect Host PIN prompt.               |
| Transfer From Waiting Room Prompt       | Text string indicating the location of the voice file for the Transfer From Waiting Room prompt.       |
| Host PIN Helpdesk Transfer Prompt       | Text string indicating the location of the voice file for the Host PIN Helpdesk Transfer prompt.       |

## Scheduling Meetings

You can view the scheduled meetings on this Cisco TelePresence Exchange System, and you can schedule meetings.

The following sections describe how to schedule meetings and how to view existing meetings:

- [Viewing Meetings, page 13-8](#)
- [Scheduling Meetings, page 13-8](#)
- [Canceling Meetings, page 13-9](#)
- [Deleting Meetings, page 13-9](#)

- [Schedule Meeting Fields for Meet-Me Meetings, page 13-11](#)
- [Schedule Meeting Fields for Remote Meetings, page 13-17](#)
- [Schedule Meeting Fields for Two-Party Direct Meetings, page 13-19](#)
- [Meeting Details Fields for Meet-Me, Remote, and Two-Party Direct Meetings, page 13-20](#)

For information on meeting diagnostics, see the “[Meeting Diagnostics](#)” chapter.

**Note**

For information on scheduling Rendezvous meetings, see the “[Scheduling Rendezvous Meetings](#)” section on page 13-22.

## Viewing Meetings

**Procedure**

To view the meetings scheduled on this Cisco TelePresence Exchange System, do the following procedure:

**Step 1** From the navigation pane, choose **Collaboration Services > Meetings**.

The Meetings window is displayed.

By default, this window displays all meetings from 12:00 am (0000) of the current day, in your time zone, and one week from the current day. Meetings are sorted in ascending order by start time.

**Tip**

To view all meeting information on the system, click **Clear Filters**.

For information on how to use the sorting and filtering options, see the “[Sorting and Filtering Lists in the Administration Console](#)” section on page 2-5.

**Note**

The system uses the default filter options each time you choose a menu option.

**Step 2** To view information about a meeting in the item table, click the subject of the applicable meeting to view the meeting details page. [Table 13-7](#) lists the fields.

For information on how to view the meeting diagnostics for a meeting, see the “[Meeting Diagnostics](#)” chapter.

## Scheduling Meetings

**Procedure**

To schedule a new meeting, do the following procedure:

**Step 1** From the navigation pane, choose **Collaboration Services > Meetings**.

The Meetings window is displayed.

**Step 2** To schedule a meeting, click **Add A New Meeting**.



**Step 3** Enter the settings for the meeting.

The following tables describe the meeting fields, depending on the type of meeting you select:

- MeetMe—[Table 13-4](#).
- Rendezvous—[Table 13-8](#). (For more information about Rendezvous meetings, see the “[Scheduling Rendezvous Meetings](#)” section on page 13-22.)
- Remote—[Table 13-5](#).
- Two Party Direct—[Table 13-6](#).

**Step 4** To save your changes, click **Schedule**.

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## Canceling Meetings

Users with the SERVICEDESK, ADMIN or SYSTEM role can cancel a meeting as long as there are no participants currently attending the meeting.

When you cancel a meeting, the Cisco TelePresence Exchange System frees up any ports of organization bandwidth or segments of guaranteed media bridge capacity associated with the meeting, and participants can no longer join the meeting.

After you cancel the meeting, the system continues to maintain the meeting details and diagnostics. To remove the details and diagnostics, see the “[Deleting Meetings](#)” section on page 13-9.

### Procedure

To cancel a meeting, do the following procedure:

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**Step 1** From the navigation pane, choose **Collaboration Services > Meetings**.

The Meetings window is displayed.

**Step 2** Click the applicable meeting to view the meeting details page.

**Step 3** From the toolbar, click **Cancel This Meeting**.




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**Note** You cannot cancel a meeting that is currently active.

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**Step 4** In the Cancellation Confirmation dialog box, check the **Cancel OBTP** check box.

**Step 5** Click **OK** to confirm the cancellation.

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## Deleting Meetings

Users with the ADMIN or SYSTEM role can delete a meeting as long as there are no participants currently attending the meeting.

When you delete a meeting, the Cisco TelePresence Exchange System cancels the meeting if it has not been previously cancelled, frees up any ports of organization bandwidth or segments of guaranteed media bridge capacity associated with the meeting, and removes the meeting details and diagnostics.

To cancel the meeting without removing the details from the system, see the [“Canceling Meetings” section on page 13-9](#).

**Procedure**

To delete a meeting, do the following procedure:

- 
- Step 1** From the navigation pane, choose **Collaboration Services > Meetings**.  
The Meetings window is displayed.
- Step 2** Click the applicable meeting to view the meeting details page.
- Step 3** From the toolbar, click **Delete This Meeting**.



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**Note** You cannot delete a meeting that is currently active.

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- Step 4** To confirm the cancellation and deletion, click **OK**.
-

## Schedule Meeting Fields for Meet-Me Meetings

**Table 13-4** Schedule Meeting Field Descriptions for Meet-Me Meetings

| Field                            | Description  |
|----------------------------------|--|
| <b>Basic Meeting Information</b> |  |
| Meeting Type                     | <p>Radio buttons provide a choice of MeetMe, Rendezvous, Remote, or Two Party Direct.</p> <ul style="list-style-type: none"> <li>• <b>MeetMe meeting</b>—System reserves media resources for the meeting. The meeting can include provisioned endpoints, unprovisioned endpoints, and remote endpoints. By default, One-Button-to-Push (OBTP) information is displayed at locally provisioned endpoints unless you uncheck the <b>Push OBTP</b> check box.</li> <li>• <b>Rendezvous</b>—A meeting that does not have a preconfigured start time. Participants can join the meeting at any time. When one or more participants join a Rendezvous meeting, an instance of the meeting is created and the meeting is considered active.</li> <li>• <b>Remote meeting</b>—System does not reserve media resources for the meeting (the remote Cisco TelePresence Exchange System provides the media resources). OBTP information is displayed at locally provisioned endpoints. A remote meeting involves an inter-service provider participant.</li> <li>• <b>Two Party Direct</b>—System does not reserve media resources, because this type of meeting is direct-dialed. However, you can specify the service provider, scheduler, and meeting details (start time and duration).</li> </ul> <p><b>Note</b> You can set up a two party direct meeting for two separate organizations, as long as both organizations are on the same Cisco TelePresence Manager.</p> |
| Subject                          | Text description of the meeting.   |
| Start Time                       | <p>Date, start time, and time zone of the meeting.</p> <p>Text field or calendar to specify the date.</p> <p>Text field to specify the hour.</p> <p>Drop-down list to choose AM or PM.</p> <p>Drop-down list to choose the time zone.</p> <p><b>Note</b> The Cisco TelePresence Exchange System reserves resources based on fifteen-minute increments on the hour (for example, 9:00, 9:15, 9:30, or 9:45). Choose a start time consistent with these time periods. For example, choose a start time of 9:30 am or 9:45 am rather than 9:40 am.</p>  |
| Duration                         | <p>Duration of the meeting in minutes.</p> <p><b>Note</b> The Cisco TelePresence Exchange System reserves resources based on fifteen-minute increments on the hour (for example, 9:00, 9:15, 9:30, or 9:45). Choose a duration consistent with these increments. For example, choose a duration of 30 or 45 minutes rather than 35 minutes.</p>  |

**Table 13-4**      **Schedule Meeting Field Descriptions for Meet-Me Meetings (continued)**

| Field                      | Description   |
|----------------------------|---|
| Service Provider           | Drop-down list of service providers. Choose the service provider that will host this meeting.   |
| Scheduler                  | Email address of the contact person for the meeting. When you enter this information, it is displayed on the telepresence IP phone during the meeting. This is useful if there is an issue with the meeting.  |
| Scheduler's Organization   | <p>Drop-down list of the available organizations. Choose the organization of the scheduler to apply to the meeting.</p> <p>This field is required to enable service provider and organization inheritance capabilities. Some settings, such as automatic meeting extension and host settings, can be inherited. You can configure Meet-Me and Rendezvous meetings to inherit the settings from the meeting scheduler organization. Likewise, you can configure the organization to inherit the settings from the service provider. Service provider-level settings will be overridden if the inheritance option is not enabled at the organization level, and organization-level settings will be overridden if the inheritance option is not enabled at the meeting level.</p> <p>The scheduler organization is also used to determine the whitelist policy to apply to intra- and inter-service provider calls.</p> |
| Reservation Type           | Drop-down list of reservation types. Choose the reservation type to apply to the meeting. The reservation type determines whether the system provides guaranteed or best-effort service when reserving media bridge resources for the meeting, and the system selects a resource group based on the reservation type and other meeting parameters.  |
| <b>Geographic Settings</b> |   |
| Region                     | Drop-down list of regions. Choose the region where the meeting will be hosted. The system reserves media resources at a media POP in this region.   |
| Service Number Name        | <p>Drop-down list of service number names. Choose the name of the service number that users dial to reach the service for the meeting.</p> <p><b>Note</b> The service number that you choose also determines which set of IVR prompts play to attendees in response to certain conditions, such as joining or leaving the meeting, being prompted for the conference ID or host PIN, or encountering problems.</p>  |

**Table 13-4**      *Schedule Meeting Field Descriptions for Meet-Me Meetings (continued)*

| Field                                | Description  |
|--------------------------------------|--|
| <b>Endpoint Provisioning Options</b> |  |
| Provisioned Endpoints                | <p>Endpoints for which all configuration details (such as name, phone number, number of screens, and organization) are known by the administrator and configured on the system.</p> <p>Click <b>Add Provisioned Endpoints</b> to add an endpoint and configure the following values:</p> <ul style="list-style-type: none"> <li>• <b>Endpoint Organization</b>—Drop-down list of organizations that are associated with the Service Provider configured for the meeting.</li> <li>• <b>Endpoint Name</b>—Drop-down list of endpoints associated with the Endpoint Organization.</li> <li>• <b>Ports</b>—Number of segments of organization bandwidth that the endpoint requires. The default value is zero. (The Max Ports setting for the organization determines the sum total amount of bandwidth that the organization endpoints can consume at a given time.)</li> <li>• <b>Dial Out</b>—Check this check box to have the system dial out to reach the endpoint.</li> <li>• <b>Host</b>—Check this check box to designate this endpoint as a host. Applicable only when the host and guest roles are enabled.</li> </ul> <p>To add an additional endpoint, click <b>Add Provisioned Endpoints</b> again.</p>  |
| Unprovisioned Endpoints              | <p>Endpoint for which no configuration details are known by the administrator except the name of the meeting scheduler for that endpoint.</p> <p>Click <b>Add Unprovisioned Endpoints</b> to add an unprovisioned endpoint and configure the following values:</p> <ul style="list-style-type: none"> <li>• <b>Bandwidth-Providing Organization</b>—Drop-down list of organizations that are associated with the Service Provider configured for the meeting.</li> <li>• <b>Ports</b>—Number of segments of organization bandwidth that the endpoint requires. The default value is zero. (The Max Ports setting for the organization determines the sum total amount of bandwidth that the organization endpoints can consume at a given time.)</li> <li>• <b>Guest Dial Out</b>—Check this check box to have the system dial out to reach the endpoint.</li> <li>• <b>Number</b>—Number that the system must dial to reach the endpoint.</li> <li>• <b>Media Profile</b>— (Optional) If the system is dialing out to the endpoint, you can specify the media profile in order to tailor the bridge selection and capacity calculation to your needs. The default assumption is a single-screen H.323 media profile.</li> </ul> <p>To add an additional endpoint, click <b>Add Unprovisioned Endpoints</b> again.</p> |

**Table 13-4**      **Schedule Meeting Field Descriptions for Meet-Me Meetings (continued)**

| Field                            | Description   |
|----------------------------------|---|
| Remote Endpoints                 | <p>Reserves capacity for a remote endpoint for an inter-service provider participant. No additional data is visible or configurable for this type of endpoint.</p> <p>To reserve capacity for a remote endpoint, click <b>Add Remote Endpoints</b>. A Remote Endpoint entry is displayed on the window.</p> <p>No additional configuration is possible.</p>   |
| Additional Media Profiles        | <p>Allows you to specify additional media profiles so that the Cisco TelePresence Exchange System can choose the correct bridge resource type on which to reserve the meeting based on the capacity and capabilities required by unexpected or unspecified endpoints that may join the meeting. For example, if only CTS endpoints are added to a meeting, the system will try to reserve CTMS resources for the meeting. If you add the built-in Default Generic H.323 media profile, then the system will try to reserve a TPS resource or MSE 8510.</p> <p>To choose a media profile to include in the meeting, click <b>Add Media Profiles</b>.</p>   |
| <b>Meeting Extension Options</b> |   |
| Meeting Extension                | <p>Radio buttons provide a choice of Disabled, Enabled, or Inherit from Organization.</p> <ul style="list-style-type: none"> <li>Disabled—The system does not automatically extend the meeting, regardless of resource availability.</li> <li>Enabled—The system automatically extends the meeting if resources are available near the end of the meeting. The system checks for available resources shortly before the two minute end-of-meeting warning. If sufficient resources are available, the meeting continues for the length of time specified in the Meeting Extension Period field, and may extend again near the end of that period if the number of extensions specified by Max Meeting Extensions Allowed has not been exceeded. If the extension fails, the system displays the two minute end-of-meeting warning to participants, and ends the meeting after two minutes.</li> <li>Inherit from Organization—Use the Meeting Extension settings configured for the Scheduler's Organization. The organization may be configured to inherit these settings from the service provider to which the organization belongs.</li> </ul> <p><b>Note</b> You can configure the meeting extension policy at the service provider level, organization level, or meeting level. The policy is hierarchical, so you can configure a meeting to inherit its settings from the meeting scheduler organization. In addition, you can configure an organization to inherit its settings from the service provider. If you want a meeting to inherit organization settings, you must enable the inheritance option at the meeting level. Similarly, if you want an organization to inherit service provider settings, you must enable the inheritance option at the organization level.</p> |

**Table 13-4** Schedule Meeting Field Descriptions for Meet-Me Meetings (continued)

| Field                              | Description  |
|------------------------------------|--|
| Meeting Extension Period (minutes) | <p><i>Available only if Meeting Extension is set to Enabled.</i></p> <p>Specify the length by which to automatically extend the meeting if resources are available when the meeting nears its configured duration. The extension length must be a multiple of 15 (for example, 15, 30 or 45).</p>  |
| Max Meeting Extensions Allowed     | <p><i>Available only if Meeting Extension is set to Enabled.</i></p> <p>Specify the maximum number of times the meeting can be extended if resources are available. The maximum number of extensions times the Meeting Extension Period must not exceed 1440 minutes (24 hours).</p> <p><b>Note</b> If an administrator or service desk user extends the meeting duration while the meeting is active, the extension counter is reset, and the next extension after the change is counted as the first extension.</p>  |
| <b>Host/Guest Options</b>          |  |
| Enable Host/Guest Roles            | <p>Check box. Check this check box to enable host and guest options for the meeting.</p>   |
| Drop Participants On Host Exit     | <p><i>Applicable only when Enable Host/Guest Roles is checked.</i></p> <p>Radio buttons provide a choice of the following conditions.</p> <ul style="list-style-type: none"> <li>False—The system does not drop any participants when the host leaves the meeting.</li> <li>True—The system drops all participants from the meeting when the host leaves. If the meeting has more than one host, participants will be dropped when all hosts have left the meeting.</li> <li>Inherit from Organization—Use the host and guest settings configured for the organization.</li> </ul> <p><b>Note</b> You can configure the host settings at the service provider level, organization level, or meeting level. The policy is hierarchical, so you can configure a Meet-Me or Rendezvous meeting to inherit its settings from the meeting scheduler organization. In addition, you can configure an organization to inherit its settings from the service provider. If you want a meeting to inherit organization settings, you must enable the inheritance option at the meeting level. Similarly, if you want an organization to inherit service provider settings, you must enable the inheritance option at the organization level.</p> |
| Host PIN                           | <p><i>Applicable only when Enable Host/Guest Roles is checked.</i></p> <p>Radio buttons provides the following choices:</p> <ul style="list-style-type: none"> <li>Auto-Generate—The system creates a host PIN that a participant must enter to join the meeting as a host.</li> <li>Customize—The meeting scheduler specifies a custom host PIN that a participant must enter to join the meeting as a host.</li> </ul>   |

**Table 13-4**      **Schedule Meeting Field Descriptions for Meet-Me Meetings (continued)**

| Field                                   | Description   |
|---|---|
| Custom Host PIN                         | <p><i>Applicable only when Enable Host/Guest Roles is checked, and Customize is selected for the Host PIN.</i></p> <p>The PIN that a participant must enter to join the meeting as a host. The PIN must be 6 digits long.</p>   |
| <b>Advanced Options</b>                 |   |
| Additional Capacity                     | <p>Number of additional segments of media bridge capacity that the system needs to reserve for the meeting.</p> <p>Use this field to allocate media bridge resources for endpoints that are not configured to be part of the meeting but that you expect to join the meeting.</p> <p>To determine how many segments to add for each endpoint, use the following guidelines, depending on which media resource provides the meeting bridge:</p> <ul style="list-style-type: none"> <li>• Cisco TelePresence Multipoint Switch—Add 4 segments for each three-screen endpoint and 2 segments for each single-screen endpoint.</li> <li>• Cisco TelePresence Server MSE 8710—Add 3 segments for each three-screen endpoint and 1 segment for each single-screen endpoint.</li> <li>• Cisco TelePresence MCU MSE 8510—Add 1 segment. The MCU MSE 8510 supports only single-screen endpoints.</li> </ul> <p><b>Note</b>    The Additional Capacity field does not affect the amount of organization bandwidth that is reserved for the meeting. Organization bandwidth is determined by the value of the <b>Ports</b> field that is configured for each provisioned and unprovisioned endpoint that is added to the meeting.</p> <p>For more information on capacity reservation and bridge selection, see <a href="#">Appendix B, “Organization Bandwidth, Endpoint Capacity, Protocols and Bridge Selection.”</a></p> |
| Conference ID                           | <p>Text field. Enter a unique, eight-digit conference ID for users to dial to reach this meeting.</p> <p><b>Note</b>    The Conference ID is optional. If you do not enter an ID, the system will generate one for you.</p>   |
| Push OBTP                               | Check box. Check the check box if you want the system to send One-Button-to-Push (OBTP) information to the IP phones in the rooms that are associated with the provisioned endpoints.   |
| Custom Screen Layout (Used on MSE 8510) | For meetings on MSE 8510, select the screen layout used to display participant video.   |



## Schedule Meeting Fields for Remote Meetings

**Table 13-5** Schedule Meeting Field Descriptions for Remote Meetings

| Field                            | Description  |
|----------------------------------|--|
| <b>Basic Meeting Information</b> |  |
| Meeting Type                     | <p>Radio buttons provide a choice of MeetMe, Rendezvous, Remote, or Two Party Direct.</p> <ul style="list-style-type: none"> <li>• <b>MeetMe meeting</b>—System reserves media resources for the meeting. The meeting can include provisioned endpoints, unprovisioned endpoints, and remote endpoints. By default, One-Button-to-Push (OBTP) information is displayed at locally provisioned endpoints unless you uncheck the <b>Push OBTP</b> check box.</li> <li>• <b>Rendezvous</b>—A meeting that does not have a preconfigured start time. Participants can join the meeting at any time. When one or more participants join a Rendezvous meeting, an instance of the meeting is created and the meeting is considered active.</li> <li>• <b>Remote meeting</b>—System does not reserve media resources for the meeting (the remote Cisco TelePresence Exchange System provides the media resources). OBTP information is displayed at locally provisioned endpoints. A remote meeting involves an inter-service provider participant.</li> <li>• <b>Two Party Direct</b>—System does not reserve media resources, because this type of meeting is direct-dialed. However, you can specify the service provider, scheduler, and meeting details (start time and duration).</li> </ul> <p><b>Note</b> You can set up a two party direct meeting for two separate organizations, as long as both organizations are on the same Cisco TelePresence Manager.</p> |
| Subject                          | Text description of the meeting.   |
| Start Time                       | <p>Date, start time, and time zone of the meeting.</p> <p>Text field or calendar to specify the date.</p> <p>Text field to specify the hour.</p> <p>Drop-down list to choose AM or PM.</p> <p>Drop-down list to choose the time zone.</p> <p><b>Note</b> The Cisco TelePresence Exchange System reserves resources based on fifteen-minute increments on the hour (for example, 9:00, 9:15, 9:30, or 9:45). Choose a start time consistent with these time periods. For example, choose a start time of 9:30 am or 9:45 am rather than 9:40 am.</p>  |
| Duration                         | Duration of the meeting in minutes.  |
| Service Provider                 | Drop-down list of service providers. Choose the service provider that will host this meeting.  |
| Scheduler                        | Email address of the contact person for the meeting. When you enter this information, it is displayed on the telepresence IP phone during the meeting. This is useful if there is an issue with the meeting.   |

**Table 13-5**      *Schedule Meeting Field Descriptions for Remote Meetings (continued)*

| Field                                | Description  |
|--------------------------------------|--|
| <b>Connection Information</b>        |  |
| Conference ID                        | Text field. Enter the conference ID configured for the meeting on the remote system.   |
| Access Number                        | Number that the participant must call to reach the meeting.  |
| <b>Endpoint Provisioning Options</b> |  |
| Provisioned Endpoints                | <p>Click <b>Add Provisioned Endpoints</b> to add an endpoint and configure the following values:</p> <ul style="list-style-type: none"> <li>• <b>Endpoint Organization</b>—Drop-down list of organizations that are associated with the Service Provider configured for the meeting.</li> <li>• <b>Endpoint Name</b>—Drop-down list of endpoints associated with the Endpoint Organization.</li> <li>• <b>Ports</b>—Number of segments of organization bandwidth that the endpoint requires. The default value is zero. (The Max Ports setting for the organization determines the sum total amount of bandwidth that the organization endpoints can consume at a given time.)</li> </ul> <p>To add an additional endpoint, click <b>Add Provisioned Endpoints</b> again.</p>    |
| Unprovisioned Endpoints              | <p>Unprovisioned meetings reserve ports or organization bandwidth for an unknown endpoint for a specific organization.</p> <p>Click <b>Add Unprovisioned Endpoints</b> and configure the following values:</p> <ul style="list-style-type: none"> <li>• <b>Bandwidth-Providing Organization</b>—Drop-down list of organization names, and choose an organization to include in this meeting.</li> <li>• <b>Ports</b>—Number of segments of organization bandwidth that the endpoint requires. The default value is zero. (The Max Ports setting for the organization determines the sum total amount of bandwidth that the organization endpoints can consume at a given time.)</li> </ul> <p>To add an additional endpoint, click <b>Add Unprovisioned Endpoints</b> again.</p> |

## Schedule Meeting Fields for Two-Party Direct Meetings

**Table 13-6** Schedule Meeting Field Descriptions for Two-Party Direct Meetings

| Field                            | Description  |
|----------------------------------|--|
| <b>Basic Meeting Information</b> |  |
| Meeting Type                     | <p>Radio buttons provide a choice of MeetMe, Rendezvous, Remote, or Two Party Direct.</p> <ul style="list-style-type: none"> <li>• <b>MeetMe meeting</b>—System reserves media resources for the meeting. The meeting can include provisioned endpoints, unprovisioned endpoints, and remote endpoints. By default, One-Button-to-Push (OBTP) information is displayed at locally provisioned endpoints unless you uncheck the <b>Push OBTP</b> check box.</li> <li>• <b>Rendezvous</b>—A meeting that does not have a preconfigured start time. Participants can join the meeting at any time. When one or more participants join a Rendezvous meeting, an instance of the meeting is created and the meeting is considered active.</li> <li>• <b>Remote meeting</b>—System does not reserve media resources for the meeting (the remote Cisco TelePresence Exchange System provides the media resources). OBTP information is displayed at locally provisioned endpoints. A remote meeting involves an inter-service provider participant.</li> <li>• <b>Two Party Direct</b>—System does not reserve media resources, because this type of meeting is direct-dialed. However, you can specify the service provider, scheduler, and meeting details (start time and duration).</li> </ul> <p><b>Note</b> You can set up a two party direct meeting for two separate organizations, as long as both organizations are on the same Cisco TelePresence Manager.</p> |
| Subject                          | Text description of the meeting.   |
| Start Time                       | <p>Date, start time, and time zone of the meeting.</p> <p>Text field or calendar to specify the date.</p> <p>Text field to specify the hour.</p> <p>Drop-down list to choose AM or PM.</p> <p>Drop-down list to choose the time zone.</p> <p><b>Note</b> The Cisco TelePresence Exchange System reserves resources based on fifteen-minute increments on the hour (for example, 9:00, 9:15, 9:30, or 9:45). Choose a start time consistent with these time periods. For example, choose a start time of 9:30 am or 9:45 am rather than 9:40 am.</p>  |
| Duration                         | Duration of the meeting in minutes.  |
| Service Provider                 | Drop-down list of service providers. Choose the service provider that will host this meeting.  |
| Scheduler                        | Email address of the contact person for the meeting. When you enter this information, it is displayed on the telepresence IP phone during the meeting. This is useful if there is an issue with the meeting.   |

**Table 13-6** *Schedule Meeting Field Descriptions for Two-Party Direct Meetings (continued)*

| Field                                | Description   |
|--------------------------------------|---|
| <b>Endpoint Provisioning Options</b> |   |
| Provisioned Endpoints                | <p>Click <b>Add Provisioned Endpoints</b> to add an endpoint and configure the following values:</p> <ul style="list-style-type: none"> <li>• <b>Endpoint Organization</b>—Drop-down list of organizations that are associated with the Service Provider configured for the meeting.</li> <li>• <b>Endpoint Name</b>—Drop-down list of provisioned endpoints associated with the Endpoint Organization. The list includes only endpoints that support One-Button-to-Push (OBTP), because the purpose of scheduling a two-party direct meeting is to provide OBTP for the endpoints.</li> </ul> <p><b>Note</b> The two endpoints must be associated with the same Cisco TelePresence Manager resource.</p> <p>To add an additional endpoint, click <b>Add Provisioned Endpoints</b> again.</p> |

## Meeting Details Fields for Meet-Me, Remote, and Two-Party Direct Meetings

**Table 13-7** *Meeting Details Field Descriptions*

| Field                    | Description  |
|--------------------------|--|
| <b>Overview Tab</b>      |  |
| Subject                  | Text description of the meeting.   |
| Start Time               | Date, start time, and time zone of the meeting.  |
| Duration                 | Scheduled duration of the meeting in minutes.  |
| Scheduler                | Email address of the contact person for the meeting.   |
| Service Provider         | The service provider hosting the meeting.  |
| Meeting Key              | Unique identifier for the meeting. You can use the meeting key to identify this meeting in API requests.   |
| Requested OBTP           | Indicates whether the meeting was configured to send One-Button-to-Push (OBTP) information to the IP phones in the rooms that are associated with the provisioned endpoints.     |
| Meeting Extension        | Indicates whether the meeting was configured to be automatically extended if resources are available when the meeting nears the configured duration.                             |
| Meeting Extension Period | The length, in minutes, by which to automatically extend the meeting if Meeting Extension is enabled and resources are available when the meeting nears its configured duration. |
| Max Meeting Extensions   | The maximum number of times the meeting can be extended if Meeting Extension is enabled and resources are available when the meeting nears its configured duration.              |
| Meeting Type             | Indicates the type of meeting: MeetMe, Rendezvous, remote, or two-party direct.  |

**Table 13-7 Meeting Details Field Descriptions (continued)**

| Field   | Description   |
|---|---|
| Cancelled   | Indicates whether the meeting was cancelled. When you cancel a meeting, the system frees up any ports of organization bandwidth or segments of guaranteed media bridge capacity associated with the meeting, and participants can no longer join the meeting. After you cancel the meeting, the system continues to maintain the meeting details and diagnostics unless you delete the meeting. |
| <b>Meet-Me Info Tab (Displayed only for Meet-Me meetings that have not been cancelled)</b>                |   |
| Scheduler's Organization  | Organization to which the meeting scheduler belongs. The scheduler organization is used to determine the whitelist policy to apply to intra- and inter-service provider calls. It is also used when the automatic meeting extension or host features are configured to inherit their settings from the organization.  |
| Remote Access Number  | Number that users dial to reach the system if they dial in to the meeting rather than attending by using One-Button-to-Push (OBTP).   |
| Conference ID   | Unique, eight-digit ID that users are prompted to enter if they dial in to the meeting rather than attending by using One-Button-to-Push (OBTP).  |
| Reserved Screens  | Total number of segments of capacity that the system has reserved on the media bridge for the meeting. The total is based on the provisioned and unprovisioned endpoints that are added to the meeting plus the value entered in the Additional Capacity field.   |
| Region  | Region of the media bridge resource that is hosting the meeting.  |
| Large Meeting   | Indicates whether the system classifies the meeting as a Large Meeting. Large meetings include 32 or more segments and are scheduled exclusively on media units that are reserved for large meetings.   |
| Bridge Resource Type  | Type of bridge that is hosting the meeting: CTMS (Cisco TelePresence Multipoint Switch), TPS (Cisco TelePresence Server MSE 8710), or TPS_8510 (Cisco TelePresence MCU MSE 8510).   |
| Reservation Type  | Reservation type specified for the meeting. The reservation type determines whether the meeting is guaranteed (the system reserved media bridge resources for the meeting when it was scheduled) or not guaranteed (the system did not reserve media bridge resources at scheduling time).  |
| Host/Guest Roles Enabled  | Indicates whether host and guest options are enabled.   |
| <b>Remote Info Tab (Displayed only for remote meetings that have not been cancelled)</b>                  |   |
| Remote Access Number  | Number that users dial to reach the system if they dial in to the meeting rather than attending by using One-Button-to-Push (OBTP).   |
| Conference ID   | Unique, eight-digit ID that users are prompted to enter if they dial in to the meeting rather than attending by using One-Button-to-Push (OBTP).  |
| <b>Provisioned Endpoints Tab (Displayed only for meetings that have provisioned endpoints configured)</b> |   |
| Endpoint  | Cisco TelePresence Exchange System—provisioned name of the endpoint.  |

**Table 13-7 Meeting Details Field Descriptions (continued)**

| Field   | Description  |
|---|--|
| Ports   | Number of segments of organization bandwidth that the endpoint requires. (The Max Ports setting for the organization determines the sum total amount of bandwidth that the organization endpoints can consume at a given time.)  |
| Minimize Capacity   | Indicates whether the Minimize Capacity check box is checked on the organization to which the endpoint belongs.  |
| Dialout   | Indicates whether the system is configured to dial out to reach the endpoint.  |
| Is Host   | Indicates whether the endpoint is designated as a meeting host.  |
| Organization  | Organization to which the endpoint is associated.  |
| <b>Unprovisioned Endpoints Tab (Displayed only for meetings that have unprovisioned endpoints configured)</b> |  |
| Ports   | Number of segments of organization bandwidth that the endpoint requires. (The Max Ports setting for the organization determines the sum total amount of bandwidth that the organization endpoints can consume at a given time.)  |
| Organization  | Organization to which the endpoint is associated.  |
| Guest Dial Out  | Indicates whether the system is configured to dial out to reach the endpoint.  |
| Number  | Phone number to dial to reach the endpoint (used if Guest Dial Out is true for the endpoint).  |
| Media Profile   | Media profile of the endpoint. At schedule time, the media profile helps tailor the bridge selection and capacity calculation to your needs. At attend time, the system determines the protocol to use when dialing out to the endpoint based on the protocols supported by the media profile and the type of bridge on which the meeting is hosted. |
| <b>Remote Endpoints (Displayed only for meetings that have remote endpoints configured)</b>                   |  |
| Endpoint  | Indicates that a remote endpoint has been configured for the meeting. The system displays “Remote Endpoint” for each remote endpoint that you add to the meeting.  |

## Scheduling Rendezvous Meetings

You can add, modify, cancel, and delete Rendezvous meetings and view information about Rendezvous meetings that are added on the system.



### Note

Standing meetings are no longer supported on the Cisco TelePresence Exchange System as previously defined, but they have been replaced with an equivalent type of meeting. Instead of creating a standing meeting, create a Rendezvous meeting with a guaranteed reservation type.

For information on how to manage active meetings, see the [“Managing Active Meetings” section on page 13-32](#).

The following sections describe how to maintain Rendezvous meetings:

- [Adding Rendezvous Meetings, page 13-23](#)
- [Viewing Rendezvous Meeting Information, page 13-23](#)
- [Modifying Rendezvous Meetings, page 13-24](#)
- [Canceling Rendezvous Meetings, page 13-24](#)
- [Deleting Rendezvous Meetings, page 13-25](#)
- [Scheduling Rendezvous Meetings Fields, page 13-26](#)
- [Meeting Details Fields for Rendezvous Meetings, page 13-30](#)

## Adding Rendezvous Meetings

### Procedure

To add a new Rendezvous meeting to the system, do the following procedure:

- 
- Step 1** From the navigation pane, choose **Collaboration Services > Meetings**.  
The Meetings window is displayed.
- Step 2** From the toolbar, click **Schedule New Meeting**.
- Step 3** Enter the settings for the meeting.  
[Table 13-8](#) describes the fields for scheduling Rendezvous meetings.
- Step 4** To save your changes, click **Schedule**.
- 

## Viewing Rendezvous Meeting Information

### Procedure

To view information about Rendezvous meetings that are added to the system, do the following procedure:

- 
- Step 1** From the navigation pane, choose **Collaboration Services > Meetings**.  
The Meetings window is displayed. The item table shows the meetings that have been created on the system.
- By default, this window displays all meetings from 12:00 am (0000) of the current day, in your time zone, and one week from the current day, sorted in ascending order by start time. Because Rendezvous meetings do not have a start time, these meetings are not displayed.



---

**Tip** To view all meeting information on the system, including Rendezvous meetings, click **Clear Filters**.

---

For information on how to use the sorting and filtering options, see the [“Sorting and Filtering Lists in the Administration Console”](#) section on page 2-5.



---

**Note** The system uses the default filter options each time you choose a menu option.

---

**Step 2** To view information about a meeting in the item table, click the subject of the applicable meeting to view the meeting details page. [Table 13-9](#) lists the fields.

For information on how to view the meeting diagnostics for a meeting, see the “[Meeting Diagnostics](#)” chapter.

---

## Modifying Rendezvous Meetings



---

**Note** An active Rendezvous meeting can be modified only by using the Active Meeting Management feature.

---

### Procedure

To modify a Rendezvous meeting, do the following procedure:

---

**Step 1** From the navigation pane, choose **Collaboration Services > Meetings**.

The Meetings window is displayed.

**Step 2** Click the applicable meeting to view the meeting details page.

**Step 3** From the toolbar, click **Modify This Meeting**.

Fields displayed contain the currently-configured settings.



---

**Note** When you try to modify a meeting that is currently active, you get a modified version of the Modify This Meeting window, with some fields disabled. For more information, see the “[Managing Active Meetings](#)” section on page 13-32.

---

**Step 4** Modify field entries as appropriate (see [Table 13-8](#)).

**Step 5** To save your changes, click **Schedule**.

---

## Canceling Rendezvous Meetings

Users with the SERVICEDESK, ADMIN or SYSTEM role can cancel a Rendezvous meeting as long as there are no participants currently attending the meeting.

When you cancel a Rendezvous meeting, the Cisco TelePresence Exchange System frees up any ports of organization bandwidth or segments of guaranteed media bridge capacity associated with the meeting, and participants can no longer join the meeting.

After you cancel the meeting, the system continues to maintain the meeting details and diagnostics. To remove the details and diagnostics, see the “[Deleting Rendezvous Meetings](#)” section on page 13-25.



**Procedure**

To cancel a Rendezvous meeting, do the following procedure:

---

**Step 1** From the navigation pane, choose **Collaboration Services > Meetings**.

The Meetings window is displayed.

**Step 2** Click the applicable meeting to view the meeting details page.

**Step 3** From the toolbar, click **Cancel This Meeting**.



---

**Note** You cannot cancel a meeting that is currently active.

---

**Step 4** In the Cancellation Confirmation dialog box, click **OK** to confirm the cancellation.

---

## Deleting Rendezvous Meetings

Users with the ADMIN or SYSTEM role can delete a Rendezvous meeting as long as there are no participants currently attending the meeting.

When you delete a Rendezvous meeting, the Cisco TelePresence Exchange System cancels the meeting if it has not been previously cancelled, frees up any ports of organization bandwidth or segments of guaranteed media bridge capacity associated with the meeting, and removes the meeting details and diagnostics.

To cancel the meeting without removing the details from the system, see the [“Canceling Rendezvous Meetings” section on page 13-24](#).

**Procedure**

To delete a Rendezvous meeting, do the following procedure:

---

**Step 1** From the navigation pane, choose **Collaboration Services > Meetings**.

The Meetings window is displayed.

**Step 2** Click the applicable meeting to view the meeting details page.

**Step 3** From the toolbar, click **Delete This Meeting**.



---

**Note** You cannot delete a meeting that is currently active.

---

**Step 4** To confirm the cancellation and deletion, click **OK**.

---

## Scheduling Rendezvous Meetings Fields

**Table 13-8 Scheduling Rendezvous Meetings Fields**

| Field                            | Description   |
|----------------------------------|---|
| <b>Basic Meeting Information</b> |   |
| Meeting Type                     | <p>Radio buttons provide the following choices:</p> <ul style="list-style-type: none"> <li>• <b>MeetMe</b>—Scheduled meeting hosted by the local Cisco Telepresence Exchange System that provides the media bridge resources. Supports OBTP functionality.</li> <li>• <b>Rendezvous</b>—Timeless or reservationless meeting that is not limited by a single start time. Once created, a Rendezvous meeting starts whenever participants join the meeting. The local Cisco Telepresence Exchange System provides the media bridge resources.</li> <li>• <b>Remote</b>—Scheduled meeting hosted by a remote Cisco Telepresence Exchange System that provides the media bridge resources. Supports OBTP functionality.</li> <li>• <b>Two Party Direct</b>—Scheduled or ad-hoc meeting between two provisioned endpoints. The meeting does not require media bridge resources.</li> </ul>                                 |
| Subject                          | Text description of the meeting.  |
| Service Provider                 | Drop-down list of service providers. Choose the service provider that will host this meeting.   |
| Scheduler                        | Email address of the contact person for the meeting. When you enter this information, it is displayed on the telepresence IP phone during the meeting. This is useful if there is an issue with the meeting.  |
| Scheduler's Organization         | <p>Drop-down list of the available organizations. Choose the organization of the scheduler to apply to the meeting.</p> <p>This field is required to enable service provider and organization inheritance capabilities. Some settings, such as automatic meeting extension and host settings, can be inherited. You can configure Meet-Me and Rendezvous meetings to inherit the settings from the meeting scheduler organization. Likewise, you can configure the organization to inherit the settings from the service provider. Service provider-level settings will be overridden if the inheritance option is not enabled at the organization level, and organization-level settings will be overridden if the inheritance option is not enabled at the meeting level.</p> <p>The scheduler organization is also used to determine the whitelist policy to apply to intra- and inter-service provider calls.</p> |
| Reservation Type                 | <p>Drop-down list of available reservation type names. Choose the name of the reservation type to apply to the meeting.</p> <p>The reservation type determines whether the system provides a guaranteed or best-effort level of service when reserving media bridge resources for the meeting.</p> <p>For more information about reservation types, see the <a href="#">“Configuring Reservation Types”</a> section on page 13-46.</p>  |

**Table 13-8**      **Scheduling Rendezvous Meetings Fields (continued)**

| Field                                | Description   |
|--------------------------------------|---|
| Maximum Meeting Instance Duration    | <p>Maximum length of any single instance of a Rendezvous meeting, in minutes, starting from the time the instance becomes active (when the first participant joins the meeting).</p> <p>The default value is 1440 minutes (24 hours). The range for the Rendezvous meeting is from 1 to 1440 minutes. An error occurs if the Rendezvous meeting exceeds 1440 minutes.</p> <p>At the end of the maximum meeting instance duration, all participants in the meeting are dropped, but participants can immediately rejoin the meeting as part of a new meeting instance.</p> |
| <b>Geographic Settings</b>           |   |
| Region                               | <p>Drop-down list of regions. Choose the region where the meeting will be hosted. The system reserves media resources at a media multi-region points of presence (POP) in this region.</p> <p><b>Note</b> You cannot schedule a Meet-Me meeting or a Rendezvous meeting in the same region.</p>   |
| Service Number Name                  | Drop-down list of service number names. Choose the name of the service number that users dial to reach the service for the meeting.   |
| <b>Endpoint Provisioning Options</b> |   |
| Provisioned Endpoints                | <p>View only. This field is only editable when managing an active Rendezvous meeting.</p> <p>For information about managing active meetings, see the <a href="#">“Managing Active Meetings”</a> section on page 13-32.</p>  |
| Unprovisioned Endpoints              | <p>View only. This field is only editable when managing an active Rendezvous meeting.</p> <p>For information about managing active meetings, see the <a href="#">“Managing Active Meetings”</a> section on page 13-32.</p>  |

**Table 13-8 Scheduling Rendezvous Meetings Fields (continued)**

| Field                     | Description  |
|---------------------------|--|
| Number of Endpoints       | <p>Specify the endpoint capacity to reserve for the meeting.</p> <p>To determine the capacity for the meeting, the system determines the type of media bridge resource to use for the meeting based on the profile(s) selected in the <b>Additional Media Profiles</b> field, multiplies the <b>Number of Endpoints</b> value by the default number of segments for that resource type, then adds the value in the <b>Additional Capacity</b> field.</p> <p>The default number of segments for a media bridge depends on the value of the <b>MeetMe Default Screens</b> parameter on the System &gt; Global Configuration window, as follows:</p> <ul style="list-style-type: none"> <li>• CTMS—<b>MeetMe Default Screens</b> +1</li> <li>• TPS—<b>MeetMe Default Screens</b></li> <li>• MCU MSE 8510—1 segment, regardless of this value.</li> </ul> <p>To add additional capacity in a smaller multiple, use the <b>Additional Capacity</b> field.</p> <p><b>Note</b> Because you cannot configure Provisioned Endpoints for a Rendezvous meeting, you must specify at least one additional media profile so that the system knows the type of bridge resource to allocate for the meeting.</p> <p>For more information on capacity reservation and bridge selection, see <a href="#">Appendix B, “Organization Bandwidth, Endpoint Capacity, Protocols and Bridge Selection.”</a></p> |
| Additional Media Profiles | <p>Allows you to specify additional media profiles so that the system can choose the correct media bridge resource on which to reserve the meeting based on the capacity and capabilities required by unexpected or unspecified endpoints that may join the meeting. For example, if only CTS endpoints are added to a meeting, the system will try to reserve a CTMS resource for the meeting. If you add the built-in Default Generic H.323 media profile, then the system will try to reserve a TPS resource.</p> <p><b>Note</b> You must specify at least one additional media profile so that the system knows the type of bridge resource to allocate for the meeting.</p> <p>To choose a media profile to include in the meeting, click <b>Add Media Profiles</b>.</p>  |
| <b>Host/Guest Options</b> |  |
| Enable Host/Guest Roles   | Check Box. Check this check box to enable host and guest options for the meeting.  |

**Table 13-8**      **Scheduling Rendezvous Meetings Fields (continued)**

| Field                          | Description  |
|--------------------------------|--|
| Drop Participants On Host Exit | <p><i>Applicable only when Enable Host/Guest Roles is checked.</i></p> <p>Radio buttons provide a choice of the following conditions.</p> <ul style="list-style-type: none"> <li>False—The system does not drop any participants when the host leaves the meeting.</li> <li>True—The system drops all participants from the meeting when the host leaves. If the meeting has more than one host, participants will be dropped when all hosts have left the meeting.</li> <li>Inherit from Organization—Use the host/guest settings configured for the organization.</li> </ul> <p><b>Note</b> You can configure the host settings at the service provider level, organization level, or meeting level. The policy is hierarchical, so you can configure a Meet-Me or Rendezvous meeting to inherit its settings from the meeting scheduler organization. In addition, you can configure an organization to inherit its settings from the service provider. If you want a meeting to inherit organization settings, you must enable the inheritance option at the meeting level. Similarly, if you want an organization to inherit service provider settings, you must enable the inheritance option at the organization level.</p> |
| Host PIN                       | <p><i>Applicable only when Enable Host/Guest Roles is checked.</i></p> <p>Radio buttons provide a choice of the following choices:</p> <ul style="list-style-type: none"> <li>Auto-Generate—The system creates a host PIN that a participant must enter to join the meeting as a host.</li> <li>Customize—The meeting scheduler specifies a custom host PIN that a participant must enter to join the meeting as a host.</li> </ul>  |
| Custom Host PIN                | <p><i>Applicable only when Enable Host/Guest Roles is checked, and Customize is selected for the Host PIN.</i></p> <p>The PIN that a participant must enter to join the meeting as a host.</p>   |
| Allowed Host Endpoints         | <p>List of the available endpoints that are designated as a host for the meeting. Only provisioned endpoints can be designated as a host.</p> <p>Click <b>Add Allowed Host Endpoint</b> to add an endpoint and configure the following values:</p> <ul style="list-style-type: none"> <li><b>Endpoint Organization</b>—Drop-down list of organizations that are associated with the Service Provider configured for the meeting.</li> <li><b>Endpoint Name</b>—Drop-down list of endpoints associated with the Endpoint Organization.</li> </ul>   |

**Table 13-8** *Scheduling Rendezvous Meetings Fields (continued)*

| Field                                      | Description   |
|--|---|
| <b>Advanced Options</b>                    |   |
| Additional Capacity                        | <p>Number of additional media bridge resource segments to reserve for the meeting.</p> <p><b>Note</b> A Rendezvous meeting does not have a restriction on the maximum value of the capacity. If the capacity is not available at attend time, the endpoints cannot join the meeting.</p> <p>Use this field to allocate media bridge resources for endpoints that are not configured to be part of the meeting but that you expect to join the meeting.</p> <p>To determine how many segments to add for each endpoint, use the following guidelines, depending on which media resource provides the meeting bridge:</p> <ul style="list-style-type: none"> <li>• Cisco TelePresence Multipoint Switch—Add 4 segments for each three-screen endpoint and 2 segments for each single-screen endpoint.</li> <li>• Cisco TelePresence Server MSE 8710—Add 3 segments for each three-screen endpoint and 1 segment for each single-screen endpoint.</li> <li>• Cisco TelePresence MCU MSE 8510—Add 1 segment. The MCU MSE 8510 supports only single-screen endpoints.</li> </ul> |
| Conference ID                              | <p>Text field. Enter a unique, eight-digit conference ID for users to dial to reach this meeting.</p> <p><b>Note</b> The Conference ID is optional. If you do not enter an ID, the system will generate one for you.</p>  |
| Custom Screen Layout<br>(Used on MSE 8510) | For meetings on the Cisco TelePresence Server MSE 8510, select the screen layout used to display participant video.   |

## Meeting Details Fields for Rendezvous Meetings

**Table 13-9** *Meeting Details Field Descriptions for Rendezvous Meetings*

| Field                     | Description   |
|---------------------------|---|
| <b>Overview Tab</b>       |   |
| Subject                   | Text description of the meeting.  |
| Maximum Instance Duration | Maximum length of any single instance of the Rendezvous meeting, in minutes, starting from the time the instance becomes active (when the first participant joins the meeting). |
| Scheduler                 | Email address of the contact person for the meeting.  |
| Service Provider          | The service provider hosting the meeting.   |
| Meeting Key               | Unique identifier for the meeting. You can use the meeting key to identify this meeting in API requests.  |

**Table 13-9 Meeting Details Field Descriptions for Rendezvous Meetings (continued)**

| Field  | Description   |
|--|---|
| Meeting Type   | Indicates the type of meeting: MeetMe, Rendezvous, remote, or two-party direct. (In this case, Rendezvous.)   |
| Cancelled  | Indicates whether the meeting was cancelled. When you cancel a meeting, the system frees up any ports of organization bandwidth or segments of guaranteed media bridge capacity associated with the meeting, and participants can no longer join the meeting. After you cancel the meeting, the system continues to maintain the meeting details and diagnostics unless you delete the meeting. |
| <b>Meet-Me Info Tab (Displayed only for meetings that have not been cancelled)</b>                               |   |
| Scheduler's Organization   | Organization to which the meeting scheduler belongs. The scheduler organization is used to determine the whitelist policy to apply to intra- and inter-service provider calls. It is also used when the host and guest options feature is configured to inherit settings from the organization.   |
| Remote Access Number   | Number that users dial to reach the system when they dial in to the meeting.  |
| Conference ID  | Unique, eight-digit ID that users are prompted to enter when they dial in to the meeting.   |
| Reserved Screens   | Total number of segments of capacity that the system has reserved on the media bridge for the meeting. For Rendezvous meetings, the total is calculated based on the type of bridge on which the meeting will be hosted, the value in the Number of Endpoints field, and the value in the Additional Capacity field.  |
| Region   | Region of the media bridge resource that is hosting the meeting.  |
| Large Meeting  | Indicates whether the system classifies the meeting as a Large Meeting. Large meetings include 32 or more segments and are scheduled exclusively on media units that are reserved for large meetings.   |
| Bridge Resource Type   | Type of bridge that is hosting the meeting: CTMS (Cisco TelePresence Multipoint Switch), TPS (Cisco TelePresence Server MSE 8710), or TPS_8510 (Cisco TelePresence MCU MSE 8510).   |
| Reservation Type   | Reservation type specified for the meeting. The reservation type determines whether the meeting is guaranteed (the system reserved media bridge resources for the meeting when it was scheduled) or not guaranteed (the system did not reserve media bridge resources at scheduling time).  |
| Host/Guest Roles Enabled   | Indicates whether host and guest options are enabled.   |
| <b>Provisioned Endpoints Tab (Displayed only for active meetings that have provisioned endpoints configured)</b> |   |
| Endpoint   | Cisco TelePresence Exchange System–provisioned name of the endpoint.  |
| Ports  | Number of segments of organization bandwidth that the endpoint requires. (The Max Ports setting for the organization determines the sum total amount of bandwidth that the organization endpoints can consume at a given time.)   |
| Minimize Capacity  | Indicates whether the Minimize Capacity check box is checked on the organization to which the endpoint belongs.   |

**Table 13-9 Meeting Details Field Descriptions for Rendezvous Meetings (continued)**

| Field  | Description  |
|--|--|
| Dialout  | Indicates whether the system is configured to dial out to reach the endpoint.  |
| Is Host  | Indicates whether the endpoint is designated as a meeting host.  |
| Organization   | Organization to which the endpoint is associated.  |
| <b>Unprovisioned Endpoints Tab (Displayed only for active meetings that have unprovisioned endpoints configured)</b>     |  |
| Ports  | Number of segments of organization bandwidth that the endpoint requires. (The Max Ports setting for the organization determines the sum total amount of bandwidth that the organization endpoints can consume at a given time.)  |
| Organization   | Organization to which the endpoint is associated.  |
| Guest Dial Out   | Indicates whether the system is configured to dial out to reach the endpoint.  |
| Number   | Phone number to dial to reach the endpoint (used if Guest Dial Out is true for the endpoint).  |
| Media Profile  | Media profile of the endpoint. When you add an unprovisioned endpoint to an active meeting, the system determines the protocol to use to dial out to the endpoint based on the protocols supported by the media profile and the type of bridge on which the meeting is hosted. |
| <b>Allowed Host Endpoints Tab (Displayed only if host/guest roles are enabled and endpoints are configured as hosts)</b> |  |
| Endpoint Info  | Cisco TelePresence Exchange System—provisioned name of the endpoint that is configured as a host for the meeting.  |

## Managing Active Meetings

The Active Meetings page enables real-time management of Meet-Me and Rendezvous meetings that are currently in progress. The functions you can perform include locking or unlocking the meeting to control whether additional participants can join, muting or unmuting participants, increasing the media bridge resource capacity of the meeting, dialing out to endpoints, and increasing the duration of the meeting.



### Note

The Active Meetings page allows you to view and manage active Meet-Me and Rendezvous meetings only. You cannot use this page to actively manage remote and two-party direct meetings, because those meetings are not held on the Cisco TelePresence Exchange System—configured bridge resources (such as a Cisco TelePresence Multipoint Switch in the exchange).

The following sections describe how to use the Active Meetings page.

- [Prerequisites for Active Meeting Management, page 13-33](#)
- [Managing Active Meetings, page 13-33](#)
- [Field Reference for the Active Meetings List Page, page 13-34](#)
- [Field Reference for the Participants View of Active Meeting Diagnostics, page 13-35](#)
- [Field Reference for the Events View of Active Meeting Diagnostics, page 13-37](#)
- [Field Reference for the Modify an Active Meeting Page, page 13-38](#)



## Prerequisites for Active Meeting Management

The following prerequisites apply to the use of active meeting management in the administration console only. See the *API User Guide for the Cisco TelePresence Exchange System Release 1.1* at [http://www.cisco.com/en/US/products/ps11276/products\\_programming\\_reference\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps11276/products_programming_reference_guides_list.html) for requirements for the use of the active meeting management API.

- The active meeting management options are enabled only after you add a valid active meeting management (ActiveMeetingMgmt) feature license. For instructions, see “[Managing Licenses](#)” chapter.

Without this license, you can only view the list of active meetings and view the diagnostic information of a given active meeting from the administration console, and you cannot make any changes to active meetings.

- You must log in to the administration console as a system, admin, or service desk user to use the active meeting management options. If you log in as any other user role, then you can only view the active meeting information and cannot make any changes to active meetings.

The service desk user role is intended for users who schedule, modify or cancel meetings and manage active meetings. Users with this role have view-only access to other areas of the administration console.

## Managing Active Meetings

### Procedure

To manage an active Meet-Me or Rendezvous meeting, do the following procedure.

- 
- Step 1** Log in to the administration console as a system, admin, or service desk user.
- Step 2** Click **Collaboration Services > Active Meetings**.
- The page lists only currently active meetings and automatically refreshes as meetings become active and inactive.
- See the “[Field Reference for the Active Meetings List Page](#)” section on page 13-34.
- Step 3** To view a specific active meeting, click the meeting scheduler.
- For help finding a specific meeting, see the “[Sorting and Filtering Lists in the Administration Console](#)” section on page 2-5.
- Step 4** In the Active Meeting Control area, you can use the following options:
- **Lock Meeting or Unlock Meeting**—When locked, no more participants can join the meeting by dialing into the meeting. Unlocking a meeting allows participants to dial into the meeting. Dial-out endpoints are not affected by whether a meeting is locked or unlocked.
  - **Unmute All Participants**—Unmutes any meeting participants that are currently muted.
- Step 5** In the **Active Meeting Diagnostics** area, you can choose one of the following views:
- **Participants View**—The page automatically refreshes as participants join and leave the meeting. This view enables you to mute, unmute, drop, redial, and send text messages to display to specified participants. See the “[Field Reference for the Participants View of Active Meeting Diagnostics](#)” section on page 13-35.

**Note**

When you check a check box to apply the mute, unmute, drop, redial or send text message action to a participant under the **Participants Joining or Currently in the Meeting** heading, wait for the “Updates Paused” message to display on the far right side of the heading bar before clicking the button to take the action. Occasionally, the page automatically refreshes before the “Updates Paused” message is displayed, which consequently clears your selection. If this happens, check the check box again, wait for the “Updates Paused” message, and then click the button to take the action

- **Events View**—Chronological summary of all events relating to this meeting that have occurred since the meeting was scheduled. For a Rendezvous meeting, this includes events from any previous instances of the meeting. See the [“Field Reference for the Events View of Active Meeting Diagnostics” section on page 13-37](#).

**Note**

Once a meeting ends or becomes inactive, all the change and control options for the meeting become disabled. You can, however, continue to view the diagnostic information for the meeting. Additional meeting event diagnostic information is also available by using Meeting Diagnostics. For more information, see the [“Viewing Meeting Diagnostics for Active Meetings” section on page 25-7](#).

- Step 6** (Optional) Select **Modify This Meeting** to make further changes to the meeting. See the [“Field Reference for the Modify an Active Meeting Page” section on page 13-38](#).

**Note**

On the meeting modification page, some settings are view-only when the meeting is active. For example, you cannot change the media bridge resource that is hosting the meeting, nor can you decrease the media bridge resource capacity of an active meeting. You can, however, increase the media bridge resource capacity of the meeting, dial out to additional endpoints, change host/guest settings, and increase the duration of the meeting.

## Field Reference for the Active Meetings List Page

**Table 13-10** *Field Reference for the Active Meetings List Page*

| Field      | Description   |
|------------|---|
| SUBJECT    | Text description of the meeting.<br><br>Click the subject to view the Meeting Diagnostics page for a specific active meeting.     |
| SCHEDULER  | Email address of the contact person for the meeting.  |
| START TIME | Scheduled start time of the meeting or, in a Rendezvous meeting, the time when the first participant joined the meeting instance. |

**Table 13-10** *Field Reference for the Active Meetings List Page (continued)*

| Field                          | Description   |
|--------------------------------|---|
| TIME REMAINING                 | <p>How much time is left before the scheduled end time of the meeting. If the meeting has been extended past its scheduled end time, then this field shows the time remaining for the meeting extension.</p> <p>For a Rendezvous meeting, this field shows the time remaining for the meeting instance. Each Rendezvous meeting instance is limited by the Maximum Meeting Instance Duration for the meeting.</p> <p>If a Rendezvous meeting reaches the maximum meeting instance duration, all calls in that meeting will be dropped, but the participants can immediately rejoin the meeting.</p> |
| CONFERENCE ID                  | The unique, eight-digit ID that users are prompted to enter if they dial in to the meeting rather than attending by using One-Button-to-Push (OBTP).  |
| NUMBER OF PARTICIPANTS         | How many participants are currently in the meeting.   |
| CAPACITY (REMAINING/SCHEDULED) | <p>Media bridge resource capacity, in segments.</p> <p>The first number shows how many segments are still available for the meeting. The second number shows how many segments were specified for the meeting when the meeting was scheduled.</p> <p>Each segment represents one screen of video transmission or one 30-fps data channel.</p>   |
| REGION                         | <p>Region of the media bridge resource that is hosting the meeting.</p> <p>Click the region to view the region configuration details.</p>   |
| SCHEDULER ORGANIZATION         | <p>Organization to which the meeting scheduler belongs. The scheduler organization field is optional in some cases, and may not have been configured at the time the meeting was scheduled.</p> <p>Click the scheduler organization, if configured, to view the organization configuration details.</p>   |

## Field Reference for the Participants View of Active Meeting Diagnostics

**Table 13-11** *Field Reference for the Participants View of Active Meeting Diagnostics*

| Field            | Description  |
|------------------|--|
| <b>Resources</b> |  |
| RESOURCE         | <p>Name of the media bridge resource that is hosting the meeting.</p> <p>Click the resource name to view the configuration details for the resource.</p>   |
| HOST             | <p>The IP address of the media bridge resource that is hosting the meeting.</p> <p>Click the host to open a new browser window to <code>http://&lt;IP address of the media bridge resource&gt;</code>.</p> |
| REGION           | Region of the media bridge resource that is hosting the meeting.   |

**Table 13-11** *Field Reference for the Participants View of Active Meeting Diagnostics (continued)*

| Field   | Description   |
|---|---|
| RESERVED CAPACITY                                       | Media bridge resource capacity, in segments. Each segment represents one screen of video transmission or one 30-fps data channel.   |
| AVAILABLE CAPACITY                                      | <p>The RESERVED CAPACITY shows how many segments were reserved for the meeting.</p> <p>The AVAILABLE CAPACITY shows how many segments are still available for the meeting.</p>  |
| STATIC MEETING ID                                       | The meeting ID assigned for the meeting on the media bridge. This is called the static meeting identifier for CTMS and permanent meeting identifier for TPS and MCU MSE 8510, and falls within the range of values configured in the Vendor Config field on the configuration page for the media bridge.  |
| <b>Participants Joining or Currently in the Meeting</b> |   |
| PARTICIPANT   | E.164 number or URI of the endpoint.  |
| ENDPOINT NAME   | <p>Cisco TelePresence Exchange System—provisioned name of the endpoint. You can click the name to view the endpoint details.</p> <p>You may also see the following values:</p> <ul style="list-style-type: none"> <li>• Guest Endpoint—Dial-out guest endpoint.</li> <li>• Unprovisioned Endpoint—Dial-in unprovisioned endpoint.</li> </ul>  |
| JOIN TIME   | When the participant joined the meeting.  |
| CAPACITY USED   | Number of media bridge resource segments that are utilized by the endpoint.   |
| DIAL-IN/DIAL-OUT  | <p>One of the following values:</p> <ul style="list-style-type: none"> <li>• Requesting Dial-out—Cisco TelePresence Exchange System is requesting dial-out or will request dial-out when the host joins the meeting.</li> <li>• Connecting—MCU is attempting to connect to the endpoint.</li> <li>• Dial-out—MCU has connected to the dial-out endpoint.</li> <li>• Dial-in—Dial-in endpoint has connected to the MCU.</li> </ul>   |
| MUTE STATUS   | Whether the participant is currently muted or unmuted.  |
| DETAILS   | Click the provided link to view details.  |
| Drop  | <p>To use these options, first check the check box for one or more participants that are currently in the meeting. Then click the Drop, Mute, or Unmute button.</p> <p><b>Note</b> If the meeting is hosted on a CTMS, selecting the mute option mutes the audio and video for the participant. If the meeting has only two participants, selecting the mute option mutes the audio and video for the participant and also places the other participant on hold. On a TPS and MSE 8510, selecting the mute option only mutes the audio for the participant.</p> |
| Mute  |   |
| Unmute  |   |

**Table 13-11** *Field Reference for the Participants View of Active Meeting Diagnostics (continued)*

| Field                        | Description   |
|------------------------------|---|
| Send Endpoint Message        | <p>Sends text to display on one or more endpoints that are in the meeting.</p> <p>To use this option:</p> <ol style="list-style-type: none"> <li>1. Check the check box for one or more participants that are currently in the meeting.</li> <li>2. Enter the text that you want to display on the endpoints of the selected participants.</li> <li>3. Click the Send Endpoint Message button.</li> </ol> <p>Restrictions:</p> <ul style="list-style-type: none"> <li>• The endpoint text display feature is not supported for meetings that are hosted on a Cisco TelePresence Multipoint Switch.</li> <li>• The message length cannot exceed 255 characters.</li> </ul> |
| <b>Previous Participants</b> |   |
| PARTICIPANT                  | E.164 number or URI of the endpoint.  |
| ENDPOINT NAME                | <p>Cisco TelePresence Exchange System—provisioned name of the endpoint. You can click the name to view the endpoint details.</p> <p>You may also see the following values:</p> <ul style="list-style-type: none"> <li>• Guest Endpoint—Dial-out guest endpoint</li> <li>• Unprovisioned Endpoint—Dial-in unprovisioned endpoint</li> </ul>  |
| JOIN TIME                    | When the participant joined and left the meeting.   |
| LEAVE TIME                   | This list also includes participants that tried but failed to join the meeting. For such entries, the join time is either empty or identical to the leave time.   |
| CDR                          | Click the provided link to view details.  |
| DETAILS                      |   |
| Redial                       | <p>To use this option, first check the check box for one or more participants that are not in the meeting. Then click <b>Redial</b>.</p> <p>The redial option is available only for dial-out participants.</p>  |

## Field Reference for the Events View of Active Meeting Diagnostics

**Table 13-12** *Field Reference for the Events View of Active Meeting Diagnostics*

| Field                 | Description                              |
|-----------------------|--|
| <b>Meeting Events</b> |  |
| TIME                  | When the event occurred.                 |
| DESCRIPTION           | Description of the event.                |
| DETAILS               | Click the provided link to view details. |

**Table 13-12** *Field Reference for the Events View of Active Meeting Diagnostics (continued)*

| Field                           | Description  |
|---------------------------------|--|
| <b>Alarms Near Meeting Time</b> |  |
| SEVERITY                        | Severity of the event message; one of the following values: <ul style="list-style-type: none"> <li>• Emergency</li> <li>• Alert</li> <li>• Critical</li> <li>• Error</li> <li>• Warning</li> <li>• Notice</li> <li>• Info</li> </ul> |
| TIME                            | When the alarm was generated.  |
| SUMMARY                         | Description of the alarm.  |
| SERVER                          | Server on which the alarm occurred.  |

## Field Reference for the Modify an Active Meeting Page

**Table 13-13** *Field Reference for the Modify an Active Meeting Page*

| Field                    | Description  |
|--------------------------|--|
| <b>Basic Information</b> |  |
| Meeting Type             | View only. Radio buttons provide a choice of MeetMe, Rendezvous, Remote, or Two Party Direct. <ul style="list-style-type: none"> <li>• MeetMe meeting—The Cisco TelePresence Exchange System reserves media resources for the meeting. The meeting can include provisioned endpoints, unprovisioned endpoints, and remote endpoints.</li> <li>• Rendezvous—A meeting that does not have a preconfigured start time. Participants can join the meeting at any time. When one or more participants join a Rendezvous meeting, an instance of the meeting is created and the meeting is considered active.</li> <li>• Remote meeting—The local system does not reserve media resources for the meeting (the remote Cisco TelePresence Exchange System provides the media resources). A remote meeting involves an inter-service provider participant.</li> <li>• Two Party Direct—The system does not reserve media resources, because this type of meeting is direct-dialed.</li> </ul> <p><b>Note</b> Only Meet-Me and Rendezvous meetings can be managed with active meeting management.</p> |
| Subject                  | View only. Text description of the meeting.  |

**Table 13-13** Field Reference for the Modify an Active Meeting Page (continued)

| Field                             | Description  |
|-----------------------------------|--|
| Start Time                        | View only. Scheduled start time of the meeting.<br><b>Note</b> This field is displayed only when managing a Meet-Me meeting.   |
| Duration                          | Duration of the meeting in minutes. To increase the length of the meeting, enter a higher duration, up to a maximum of 1440 minutes (24 hours). For example, to add 30 minutes to a one-hour meeting, enter 90.<br><b>Note</b> This field is displayed only when managing a Meet-Me meeting.   |
| Service Provider                  | View only. The service provider hosting the meeting.   |
| Scheduler                         | View only. Email address of the contact person for the meeting.  |
| Scheduler's Organization          | Organization to which the meeting scheduler belongs. To change the scheduler organization, choose a new organization from the drop-down list.<br><br>Changing the scheduler organization may change the whitelist policy that the system applies to intra-and inter-service provider calls, because the policy is based on the scheduler organization and the organization of the endpoint.<br><br>Because you can configure certain settings (such as automatic meeting extension and meeting host settings) to inherit their values from the scheduler organization, changing the scheduler organization may also affect the values that the system uses for these settings.<br><br><b>Note</b> You can clear the scheduler organization by deleting the value in the Scheduler's Organization field. However, the system will not accept the change if the meeting has settings configured to inherit their values from the scheduler organization. |
| Reservation Type                  | View only. Reservation type specified for the meeting. The reservation type determines whether the meeting is guaranteed (the system reserved media bridge resources for the meeting when it was scheduled) or not guaranteed (the system did not reserve media bridge resources at scheduling time).  |
| Maximum Meeting Instance Duration | View only. The maximum length of any single instance of a Rendezvous meeting, in minutes, starting from the point the instance becomes active (when one or more participants join the meeting). At the end of the maximum meeting instance duration, all calls in the meeting are dropped, but users can immediately rejoin the meeting as part of a new meeting instance.<br><br><b>Note</b> This field is displayed only when managing a Rendezvous meeting.   |
| <b>Geographic Settings</b>        |  |
| Region                            | View only. Region of the media bridge resource that is hosting the meeting.  |
| Service Number Name               | View only. Name of the service number that users dial to reach the service for the meeting.  |

**Table 13-13** Field Reference for the Modify an Active Meeting Page (continued)

| Field                                | Description  |
|--------------------------------------|--|
| <b>Endpoint Provisioning Options</b> |  |
| Provisioned Endpoints                | <p>The provisioned endpoints that are currently attending the meeting.</p> <p><b>Organization Name</b>—The organization to which the endpoint is associated.</p> <p><b>Endpoint Name</b> —Name of an endpoint that is currently attending the meeting.</p> <p><b>Ports</b> (displayed only when managing a Meet-Me meeting)—Number of segments of organization bandwidth that the endpoint requires. The default value is zero. (The Max Ports setting for the organization determines the sum total amount of bandwidth that the organization endpoints can consume at a given time.)</p> <p><b>Dial Out</b>—If the check box is checked, the system will dial out to reach the endpoint.</p> <p>When Dial Out is checked, you can click <b>Redial</b> on the Meeting Diagnostics page to have the system dial out to the endpoint again if the endpoint has left the meeting. This setting is view only for provisioned endpoints that are currently attending the meeting.</p> <p><b>Is Host</b> (displayed only when managing a Meet-Me meeting)—If the check box is checked, the endpoint is designated as a host. Only provisioned endpoints can be designated as a host. This check box is view only for endpoints that are currently attending the meeting, and is used in conjunction with the Enable Host/Guest Roles check box.</p> |



**Table 13-13** Field Reference for the Modify an Active Meeting Page (continued)

| Field                    | Description   |
|--------------------------|---|
| Add Provisioned Endpoint | <p>Click <b>Add Provisioned Endpoint</b> and configure the following values.</p> <ul style="list-style-type: none"> <li>• <b>Endpoint Organization</b>—Drop-down list of organizations that are associated with the Service Provider configured for the meeting.</li> <li>• <b>Endpoint Name</b>—Drop-down list of endpoints associated with the Endpoint Organization.</li> <li>• <b>Ports</b> (displayed only when managing a Meet-Me meeting)—Enter the number of segments of organization bandwidth that the endpoint requires. (The Max Ports setting for the organization determines the sum total amount of bandwidth that the organization endpoints can consume at a given time.)</li> <li>• <b>Dial Out</b>—Check this check box to have the system dial out to reach the endpoint.</li> </ul> <p><b>Note</b> Any new endpoints added to a Rendezvous meeting will be automatically set to dial out.</p> <ul style="list-style-type: none"> <li>• <b>Host</b> (displayed only when managing a Meet-Me meeting)—Check the check box to designate the endpoint as a host. Only provisioned endpoints can be designated as a host. Use this check box in conjunction with the Enable Host/Guest Roles check box.</li> </ul> <p>To add an additional endpoint, click <b>Add Provisioned Endpoints</b> again.</p> <p><b>Note</b> For Rendezvous meetings, the endpoint will be added only to the currently active instance of the meeting.</p> |

**Table 13-13** *Field Reference for the Modify an Active Meeting Page (continued)*

| Field                   | Description  |
|-------------------------|--|
| Unprovisioned Endpoints | <p>The unprovisioned endpoints that are currently attending the meeting. Unprovisioned endpoints reserve ports of bandwidth for an unknown endpoint for a specific organization.</p> <ul style="list-style-type: none"> <li>• <b>Bandwidth-Providing Organization</b>—Organization to which the endpoint belongs.</li> <li>• <b>Ports</b> (displayed only when managing a Meet-Me meeting)—Number of segments of organization bandwidth that the endpoint requires. (The Max Ports setting for the organization determines the sum total amount of bandwidth that the organization endpoints can consume at a given time.)</li> <li>• <b>Guest Dial Out</b>—Indicates that the system will dial out to reach the endpoint.<br/><br/>When Guest Dial Out is checked, you can click <b>Redial</b> on the Meeting Diagnostics page to have the system dial out to the endpoint again if the endpoint has left the meeting. This setting is view only for unprovisioned endpoints that are currently attending the meeting.</li> <li>• <b>Number</b>—Number that the system must dial to reach the endpoint.</li> <li>• <b>Media Profile</b>—At schedule time, the media profile helps tailor the bridge selection and capacity calculation to your needs. At attend time, the system determines the protocol to use when dialing out to the endpoint based on the protocols supported by the media profile and the type of bridge on which the meeting is hosted. For more information, see the <a href="#">“Protocol Used for Dial-Out Calls At Attend Time”</a> section on page B-8.</li> </ul> |

**Table 13-13** Field Reference for the Modify an Active Meeting Page (continued)

| Field                      | Description  |
|----------------------------|--|
| Add Unprovisioned Endpoint | <p>Click <b>Add Unprovisioned Endpoints</b> to display a drop-down list of available organization names, and choose an organization to include in this meeting.</p> <ul style="list-style-type: none"> <li>• <b>Ports</b> (displayed only when managing a Meet-Me meeting)—Enter the number of segments of organization bandwidth that the endpoint requires. The default value is zero. (The Max Ports setting for the organization determines the sum total amount of bandwidth that the organization endpoints can consume at a given time.)</li> <li>• <b>Guest Dial Out</b>—Check this check box to have the system dial out to reach the endpoint.</li> </ul> <p><b>Note</b> Any new endpoints added to a Rendezvous meeting will be automatically set to dial out.</p> <ul style="list-style-type: none"> <li>• <b>Number</b>—Enter the number that the system must dial to reach the guest endpoint.</li> <li>• <b>Media Profile</b>—Choose the media profile for the endpoint from the drop-down list. When you add an unprovisioned endpoint to an active meeting, the system determines the protocol to use to dial out to the endpoint based on the protocols supported by the media profile and the type of bridge on which the meeting is hosted. For more information, see the <a href="#">“Protocol Used for Dial-Out Calls At Attend Time”</a> section on page B-8.</li> </ul> <p>To add an additional endpoint, click <b>Add Unprovisioned Endpoints</b> again.</p> <p>For Rendezvous meetings, the endpoint will be added only to the currently active instance of the meeting.</p> |
| Remote Endpoints           | <p>Indicates whether capacity has been reserved for one or more remote endpoints for an inter-service provider participant. No additional data is visible for this type of endpoint.</p> <p><b>Note</b> This field is displayed only when managing a Meet-Me meeting.</p>  |
| Add Remote Endpoint        | <p>To reserve capacity for a remote endpoint, click <b>Add Remote Endpoints</b>.</p> <p>A Remote Endpoint entry is displayed on the window.</p> <p><b>Note</b> This field is displayed only when managing a Meet-Me meeting.</p>   |

**Table 13-13** Field Reference for the Modify an Active Meeting Page (continued)

| Field                              | Description  |
|------------------------------------|--|
| Number of Endpoints                | <p>Specifies the endpoint capacity to reserve for the Rendezvous meeting.</p> <p>Modifying this value on the Modify an Active Meeting Page also changes the value for future instances of the meeting.</p> <p>For information on how many segments of bridge capacity the system reserves for an endpoint, see <a href="#">Appendix B, “Organization Bandwidth, Endpoint Capacity, Protocols and Bridge Selection.”</a></p> <p><b>Note</b> This field is displayed only when managing a Rendezvous meeting.</p>  |
| Additional Media Profiles          | <p>View only. Allows you to specify additional media profiles so that the Cisco TelePresence Exchange System can choose the correct bridge resource type on which to reserve the meeting based on the capacity and capabilities required by unexpected or unspecified endpoints that may join the meeting. For example, if only CTS endpoints are added to a meeting, the system will try to reserve CTMS resources for the meeting. If an additional media profile is added for H.323, then the system will try to reserve a TPS resource.</p>  |
| <b>Meeting Extension Options</b>   |  |
| Meeting Extension                  | <p>View only. Determines whether the meeting will be automatically extended if resources are available when the meeting nears the configured duration.</p>   |
| Meeting Extension Period (minutes) | <p><i>Available only if Meeting Extension was enabled before the meeting became active.</i></p> <p>Specify the length to automatically extend the meeting by if resources are available when the meeting nears its configured duration. The extension length must be a multiple of 15 (for example, 15, 30 or 45).</p> <p><b>Note</b> If you change the meeting extension period after the system has initiated an extension (starting shortly before the two minute end-of-meeting warning), the change will not take effect for the current extension. For example, on a meeting with two 15-minute extensions configured, if the system starts the first extension and you then change the Meeting Extension Period to 30 minutes, the first extension will remain 15 minutes. If the system is able to extend the meeting for the second extension, the second extension will be 30 minutes.</p> |
| Max Meeting Extensions Allowed     | <p><i>Available only if Meeting Extension was enabled before the meeting became active.</i></p> <p>Specify the maximum number of times the meeting can be extended if resources are available. The maximum number of extensions times the Meeting Extension Period must not exceed 1440 minutes (24 hours).</p>  |

**Table 13-13** Field Reference for the Modify an Active Meeting Page (continued)

| Field                          | Description  |
|--------------------------------|--|
| <b>Host/Guest Options</b>      |  |
| Enable Host/Guest Roles        | <p>Check box. Uncheck the check box during an active meeting to disable host and guest options for the meeting.</p> <p><b>Note</b> You cannot use this field to enable host and guest options on an active meeting. In order for the options to be available for a meeting, you must enable the options before the meeting becomes active.</p>   |
| Drop Participants On Host Exit | <p><i>Applicable only when Enable Host/Guest Roles is checked.</i></p> <p>View only. When checked, the system drops all participants from the meeting when the host leaves. If the meeting has more than one host, participants will be dropped when all hosts have left the meeting.</p>  |
| Host PIN                       | <p><i>Applicable only when Enable Host/Guest Roles is checked.</i></p> <p>View only. Radio buttons provide the following choices:</p> <ul style="list-style-type: none"> <li>• Auto-Generate—The system creates a host PIN that a participant must enter to join the meeting as a host.</li> <li>• Customize—The meeting scheduler specifies a custom host PIN that a participant must enter to join the meeting as a host.</li> </ul> |
| Custom Host PIN                | <p><i>Applicable only when Enable Host/Guest Roles is checked, and Customize is selected for the Host PIN.</i></p> <p>View only. The PIN that a participant must enter to join the meeting as a host.</p>  |
| Allowed Host Endpoints         | <p><i>Applicable only when Enable Host/Guest Roles is checked for a Rendezvous meeting.</i></p> <p>View only. List of the available endpoints that are designated as a host for the meeting, and the organization(s) with which they are associated. Only provisioned endpoints can be designated as a host.</p>   |

**Table 13-13** Field Reference for the Modify an Active Meeting Page (continued)

| Field                                   | Description  |
|---|--|
| <b>Advanced Options</b>                 |  |
| Additional Capacity                     | <p>Number of additional media bridge resource segments to reserve for the meeting.</p> <p>Use this field to allocate media bridge resources for endpoints that are not configured to be part of the meeting but that you expect to join the meeting.</p> <p>To determine how many segments to add for each endpoint, use the following guidelines, depending on which media resource provides the meeting bridge:</p> <ul style="list-style-type: none"> <li>• Cisco TelePresence Multipoint Switch—Add 4 segments for each three-screen endpoint and 2 segments for each single-screen endpoint.</li> <li>• Cisco TelePresence Server MSE 8710—Add 3 segments for each three-screen endpoint and 1 segment for each single-screen endpoint.</li> <li>• Cisco TelePresence MCU MSE 8510—Add 1 segment. The MCU MSE 8510 supports only single-screen endpoints.</li> </ul> <p><b>Note</b> For Rendezvous meetings, modifying this value on the Modify an Active Meeting Page also changes the value for future instances of the meeting. A Rendezvous meeting does not have a restriction on the maximum value of the capacity. If the capacity is not available at attend time, the endpoints cannot join the meeting.</p> |
| Conference ID                           | View only. The unique, eight-digit ID that users are prompted to enter if they dial in to the meeting rather than attending by using One-Button-to-Push (OBTP).  |
| Push OBTP                               | <p>View only. Indicates whether the meeting was configured to send One-Button-to-Push (OBTP) information to the IP phones in the rooms that are associated with the provisioned endpoints.</p> <p><b>Note</b> This field is displayed only when managing a Meet-Me meeting.</p>  |
| Custom Screen Layout (Used on MSE 8510) | For meetings on the Cisco TelePresence MCU MSE 8510, select the screen layout used to display participant video.   |
| Cancel                                  | To cancel any changes to the active meeting, click <b>Cancel</b> .   |
| Schedule                                | To make changes to the active meeting, click <b>Schedule</b> .   |

## Configuring Reservation Types

The reservation type determines whether the system provides a guaranteed or best-effort level of service when reserving media bridge resources for a Meet-Me or Rendezvous meeting. The reservation type levels of service are defined as follows:

- **Guaranteed**—When you create a guaranteed Meet-Me meeting, the system reserves media bridge resources for the specified meeting duration. For a guaranteed Rendezvous meeting, the system reserves resources for the meeting that can never be used for other meetings.
- **Best-effort**—When you create a best-effort Meet-Me or Rendezvous meeting, the system does not reserve any media bridge resources in advance for the meeting. Instead, the system allocates resources when the first participant joins the meeting and deallocates resources when the last participant leaves the meeting. For a best-effort meeting, the system may fail to allocate resources to the meeting because all the available resources may be in use by other best-effort meetings for the given time period.

You configure Meet-Me meetings, Rendezvous meetings, and resource groups to be associated with specific reservation types. When creating a resource group, you configure the allowable amount of dedicated media resources and meeting booking capacity for each reservation type chosen. Assigning both a guaranteed and best-effort reservation type to a single resource group allows you to dedicate a specific percentage of the resources to guaranteed meetings and another percentage to best-effort meetings.

For more information about how to configure resource groups, see the [“Configuring Resource Groups” section on page 10-12](#).

The following sections describe how to configure reservation types:

- [Adding Reservation Types, page 13-47](#)
- [Editing Reservation Types, page 13-47](#)
- [Deleting Reservation Types, page 13-48](#)
- [Reservation Type Fields, page 13-49](#)

## Adding Reservation Types

### Procedure

To add a new reservation type, do the following procedure:

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | From the navigation pane, choose <b>Customers &gt; Reservation Types</b> .<br>The Reservation Types window is displayed. |
| <b>Step 2</b> | From the toolbar, click <b>Add A New Reservation Type</b> .  |
| <b>Step 3</b> | Enter the fields as appropriate.<br><a href="#">Table 13-14</a> describes the fields.                                    |
| <b>Step 4</b> | To save your changes, click <b>Save</b> .  |
- 

## Editing Reservation Types

### Procedure

To edit a reservation type, do the following procedure:

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | From the navigation pane, choose <b>Customers &gt; Reservation Types</b> . |
|---------------|--|
-

- The Reservation Types window is displayed.
- Step 2** In the item table, click the applicable entry.
- A summary window for the reservation type is displayed.
- Step 3** From the toolbar, click **Edit This Reservation Type**.
- The Edit Reservation Type window is displayed. Fields contain the currently-configured values.
- Step 4** Modify field entries as appropriate.
- [Table 13-14](#) describes the fields.
- Step 5** To save your changes, click **Save**.
- 

## Deleting Reservation Types

### Before You Begin

To delete a reservation type, you need to remove all of the configuration items (such as meetings or resource groups) that are dependencies of this reservation type. For example, remove the reservation type that you want to delete from any associated resource groups, Rendezvous meetings or Meet-Me meetings that have not yet started. You cannot delete a reservation type that has been associated with a completed meeting.

### Procedure

To delete a reservation type, do the following procedure:

- 
- Step 1** From the navigation pane, choose **Customers > Reservation Types**.
- The Reservation Types window is displayed.
- Step 2** In the item table, check the check box next to the entry that you want to delete. You can delete multiple reservation types at one time by checking the check box next to each entry that you want to delete.
- Step 3** Click **Delete**.
- Step 4** In the Deletion Confirmation dialog box, click **Delete** to confirm the deletion.



#### Tip

If you prefer to view the details of a reservation type prior to deleting it, in the Reservation Type window, you can click the applicable reservation type to go to the Reservation Type page. After verifying that you have chosen the correct reservation type to delete, click **Delete This Reservation Type** in the toolbar, and then in the Deletion Confirmation dialog box, click **Delete** to confirm the deletion.

---



#### Note

When a dependency exists, the delete operation aborts and an error message is displayed that describes the dependent configuration item.

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## Reservation Type Fields

**Table 13-14**     *Reservation Type Field Descriptions*

| Field       | Description  |
|-------------|--|
| Name        | Text string identifying this reservation type.<br>See the <a href="#">“Common Field Properties” section on page 2-4</a> .  |
| Description | Text string describing this reservation type.<br>See the <a href="#">“Common Field Properties” section on page 2-4</a> .   |
| Guaranteed  | <p>Check box. When you check this check box, meetings that are assigned this reservation type will be created as a guaranteed meeting. If you do not check the check box, meetings will be created as a best-effort meeting.</p> <p><b>Note</b> Cisco recommends that you avoid changing an existing reservation type from guaranteed to best-effort. This type of change may cause meetings configured with the original guaranteed reservation type to fail.</p> <p>For additional information about guaranteed and best-effort meetings, see the <a href="#">“Configuring Reservation Types” section on page 13-46</a>.</p> |





