



Deploy cloud-based Hybrid Calendar for Office 365

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Hybrid Calendar with Office 365 deployment task flow

To deploy Hybrid Calendar with your Office 365 organization, perform the following tasks.

Before you begin

[Prepare your environment](#)

Procedure

	Command or Action	Purpose
Step 1	Prepare your Webex Meetings site, on page 2	If you have a Webex Meetings site, make sure it's ready for integration with @webex.
Step 2	Enable and configure Hybrid Calendar with Microsoft 365, on page 3	Register your Office 365 environment to the Webex cloud with an initial tenant, authorize write permission, test the connection, and set the default Webex site.

	Command or Action	Purpose
Step 3	(Optional) Add an additional tenant to Hybrid Calendar with Office 365, on page 4	Add a tenant to the Webex cloud, authorize write permission, test the connection, and set the default Webex site.
Step 4	(Optional) Modify a tenant of Hybrid Calendar with Office 365, on page 4	Modify a tenant's configuration to the Webex cloud, to authorize read/write permissions, deactivate the Hybrid Calendar, and identify the Workspace organizer.
Step 5	(Optional) Choose how Hybrid Calendar localizes meeting join details, on page 5	To override how the Hybrid Calendar localizes meeting join details for your entire organization, set the Default Language setting in https://admin.webex.com .
Step 6	(Optional) Configure @webex and @meet keywords, on page 6	To change the action that the Hybrid Calendar takes when users enter @webex or @meet, set the Keywords settings in https://admin.webex.com .
Step 7	(Optional) Customize email templates, on page 6	Choose what the Hybrid Calendar adds to meeting invitations, including audio or video join details and a localized header and footer in any language that the service supports.
Step 8	Enable Hybrid Calendar with Office 365 for users, on page 8	
Step 9	(Optional) Add Hybrid Calendar to workspaces with Webex room, desk, and board devices, on page 9	If you want One Button to Push (OBTP) functionality to be provided to cloud-registered room and desk devices and Webex Boards, toggle on the calendar service for the devices, and configure the room mailbox email address.
Step 10	(Optional) Associate Webex personal rooms with Webex App, on page 10	For OBTP on Webex room and desk devices and Webex Boards, make sure that meeting schedulers have their Personal Rooms associated with their Webex App accounts.
Step 11	Test the Office 365 and Hybrid Calendar integration, on page 10	
Step 12	(Optional) Move a user from an Expressway-based connector, on page 11	

Prepare your Webex Meetings site

In order to provide full @webex functionality, the Hybrid Calendar needs access to user scheduling information from your Webex Meetings site.

If your Webex site is managed in Control Hub, you do not need do anything to make the information available. Otherwise, the preferred method for making this information available is to have an administrator [link the site to Webex Teams](#).

If you have not yet linked the sites, your users can [associate their Cisco Webex Personal Rooms with Cisco Webex Teams](#) themselves in the app.

Enable and configure Hybrid Calendar with Microsoft 365

Follow these steps to register your Microsoft 365 environment to the Webex cloud, add the initial tenant, test the connection, and set the default Webex site. The setup wizard in <https://admin.webex.com> guides you through the process.

Before you begin

- Use an account that can authorize multi-tenant apps (like Global Administrator or Privileged Role Administrator) to grant permission for the setup process.

Procedure

- Step 1** Sign in to the customer view of <https://admin.webex.com>.
- Step 2** In the left-hand navigation pane, under **Services** click **Hybrid**.
- Step 3** On the hybrid calendar card with the Microsoft 365 logo, click **Edit settings**.
- Step 4** On the Hybrid Calendar (Microsoft 365) page, click **Add tenant**.
- Step 5** Follow the steps to choose your Microsoft 365 instance and authorize Webex cloud access on the appropriate Microsoft 365 administrator account.
The browser should redirect you to <https://admin.webex.com> when you've finished the authorization steps. If it does not, try these steps again.
- Step 6** Follow the step to accept the read permissions requested for your tenant.
- Step 7** Chose from the following associated with testing the connection with Microsoft 365 and defining a workspace.
- Type an email address to test the connection with Microsoft 365 for the new tenant.
 - Check the box to indicate that your organization needs to be able to schedule meetings from Workspaces and enter the email address of the organizer for meetings scheduled from Workspaces.
- Step 8** Click **Test**.
- When the connection is successful the browser redirects you to the Services page on <https://admin.webex.com> when you've finished the test step. When a connection is not created, verify that the user name you are using has a license on the Microsoft account and try these steps again
- Step 9** Choose or type the Webex Meetings site to use for @webex scheduling. Save your changes.
- Step 10** If there are users with error status, click **User Status Report** to view the error details.
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Add an additional tenant to Hybrid Calendar with Office 365

Use this procedure to add a new tenant to an existing Hybrid Calendar with Microsoft 365.

Before you begin

You should have added an organization with [Enable and configure Hybrid Calendar with Microsoft 365](#), on [page 3](#).

Procedure

- Step 1** Sign in to the customer view of <https://admin.webex.com/login>.
- Step 2** In the left-hand navigation pane, under **Services** click **Hybrid**.
You can use the search function to narrow down the list of users.
- Step 3** On the hybrid calendar card with the Microsoft 365 logo, click **Edit settings**.
- Step 4** On the Hybrid Calendar (Microsoft 365) page, click **Add tenant**.
- Step 5** Follow the steps to choose your Microsoft 365 instance and authorize Webex cloud access on an appropriate Microsoft 365 administrator account.
- Step 6** Follow the step to accept the read permissions requested for your tenant.
- Step 7** Chose from the following associated with testing the connection with Microsoft 365 and defining a workspace.
- Type an email address to test the connection with Microsoft 365 for the new tenant.
 - Check the box to indicate that your organization needs to be able to schedule meetings from Workspaces and enter the email address of the organizer for meetings scheduled from Workspaces.
- Step 8** Click **Test**.
-

When the connection is successful the browser redirects you to the Services page on <https://admin.webex.com> when you've finished the test step. When a connection is not created, verify that the user name you are using has a license on the Microsoft account and try these steps again.

Related Topics

[Disable User Email Notifications](#)

[Steps to update users in bulk](#)

[Steps to update users in a directory synchronized organization](#)

Modify a tenant of Hybrid Calendar with Office 365

Use this procedure to modify a tenant for Webex App users for Hybrid Calendar with Microsoft 365.

Before you begin

Add a tenant to Hybrid Calendar.

Procedure

- Step 1** Sign in to the customer view of <https://admin.webex.com/login>.
- Step 2** In the left-hand navigation pane, under **Services** click **Hybrid**.
- Step 3** On the hybrid calendar card with the Microsoft 365 logo, click **Edit settings**.
- Step 4** On the Hybrid Calendar (Microsoft 365) page, on the default tenant domain of the tenant to configure. The Microsoft 365 integration panel displays in the right-hand panel.
- Step 5** To authorize the tenant, click **Authorize**.
- If you removed Control Hub authorization from your Microsoft 365 tenant, click **Authorize** to reset the read and write permissions. Also, if you've just switched from a single tenant to multiple tenants, the previous tenant appears as an "Unknown" domain. Reauthorize this tenant to reinitialize it so that it can have full functionality.
- Step 6** To deactivate Hybrid Calendar (Microsoft 365) from this tenant, click **Deactivate**.
- Step 7** To establish an organizer for meetings scheduled from Workspaces, enter the Microsoft 365 account email address.
-

Choose how Hybrid Calendar localizes meeting join details

In Control Hub, the Default Language setting controls the language of the join details that the Hybrid Calendar adds to invitations. If you leave the setting at its default, the service uses the language in the "language":{"locale"} setting from the scheduler's mailbox settings.

To override choosing languages based on meeting schedulers' settings, choose a specific language to use for join details for all meetings across your organization.

Procedure

- Step 1** Sign in to the customer view of <https://admin.webex.com>.
- Step 2** In the left-hand navigation pane, under **Services** click **Hybrid**.
- Step 3** On the hybrid calendar card with the Office 365 logo, click **Edit settings**.
The Hybrid Calendar (Microsoft 365) displays a list of tenants included in this organization.
- Step 4** Select the tenant to configure.
- Step 5** Click the **Settings** tab.
- Step 6** In the **Meeting Invitations** section, choose a language from the **Default Language** drop-down list, and click **Save**.
- After you save the change, the Hybrid Calendar uses the language you choose each time it adds join to details a meeting. It doesn't change the language for existing join details.
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Configure @webex and @meet keywords

By default, when users add @webex to a meeting location, the calendar service updates the meeting with their Webex Personal Room details. When users add @meet, by default the service updates the meeting with Webex App space details. As an administrator, you can change these default actions for either keyword.

Regardless of how you set these actions, power users can add the modifier :space, :myroom or :onetime to specify the action for either keyword. For example, adding @webex:space causes the service to update the meeting with Webex App space details. As well, @webex:onetime creates a one-time Webex meeting.

Procedure

Step 1 Sign in to the customer view of <https://admin.webex.com/login>.

Step 2 In the left-hand navigation pane, under **Services** click **Hybrid**.

Step 3 From the Hybrid Calendar card for your calendar environment, click **Edit settings**.

Note If you have the Hybrid Calendar set up for multiple calendar environments, you can access the keywords settings from multiple pages in Control Hub, but the values that you set apply to all environments.

The Hybrid Calendar (Microsoft 365) displays a list of tenants included in this organization.

Step 4 Select the tenant to configure.

Step 5 Click the **Settings** tab.

Step 6 In the **Keywords** section, select the default action that you want for each keyword.

Step 7 Click **Save**.

Customize email templates

Choose which meeting join details Hybrid Calendar includes in meeting invitations.

Procedure

Step 1 Sign in to the customer view of <https://admin.webex.com/login>.

Step 2 In the left-hand navigation pane, under **Services** click **Meeting**.

Step 3 Locate the **Customize Meeting Join Details** section.

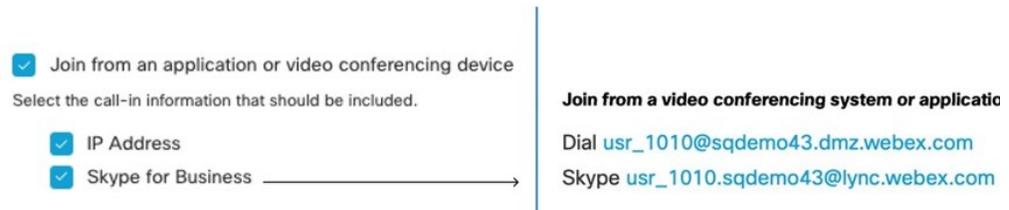
Step 4 Choose whether to show **Join by Phone** details.

When you include the dial-in details, you can also choose to add a link to global call-in numbers, a link to toll-free calling restrictions, or both.



Step 5 Show or hide details on joining from an application or video conferencing device.

When you include the video dialing details, you can also choose to include an IVR IP address, a Skype for Business join link, or both.



Step 6 Click **Add a Language** and then select the language from the drop-down menu to create a custom header and footer for any of the languages that the Hybrid Calendar supports. When you've got the header and footer text that you want, click **Save**.

The header and footer values have a maximum of 1024 characters each (including spaces).

Localized header and footer

To edit the header and footer in each language, select the language in the drop-down, edit the header & footer for that language in the textboxes, and then click save.

German ^

Header Text 0/1024

Enter header text here (1024 characters, plain text only, no HTML/scripts)

Footer Text 73/1024

Seien Sie gewarnt, dass die Aufzeichnung vom Veranstalter aktiviert wird.

Cancel Save

English (United States) v

French v

Add a Language

Use this language if nothing is defined for its header and footer.

French v

FL First1010 Last 1010 <usr_1010@calfusiontest.onmicrosoft.com>

Required: 0

Today at 11:31 AM

Wednesday, December 16, 2020 at 2:00 PM - 3:00 PM.

@webex

Accept Tentative Decline Propose New Time

Please respond.

- Do not delete or change any of the following text. -

Join meeting in my Webex Personal Room

Meeting number (access code): 171 610 652 3

Join

Join by phone

Tap to call in from a mobile device (attendees only)

14085452910 US Toll

Global call-in numbers

Join from a video conferencing system or application

Dial [usr_1010@sqdemo43.dmz.webex.com](tel:usr_1010@sqdemo43.dmz.webex.com)

Skype [usr_1010.sqdemo43@lync.webex.com](skype:usr_1010.sqdemo43@lync.webex.com)

Seien Sie gewarnt, dass die Aufzeichnung vom Veranstalter aktiviert wird.

Step 7

Once you've added a custom header and footer for a language, you can choose that language as a default for any other language that doesn't have a custom header and footer defined. Your default language choice saves automatically.

Enable Hybrid Calendar with Office 365 for users

Use this procedure to enable individual Webex App users for Hybrid Calendar with Office 365.

See the links below for ways to enable services for your Webex users in bulk or in a directory synchronized organization.

Any of these methods requires that users have signed in to the Webex App app to be fully activated. To enable @webex for users who have never signed in to the app, add and verify the users' domain using the [Manage your domains](#) process. (You must own a domain for it to be verifiable. You do not need to claim the domain.)

Before you begin

- Users must have licensed Exchange Online mailboxes.
- Users must have activated Webex accounts, with email addresses that are exact matches in Webex Meetings, Webex App, and Exchange online (the Primary Email Address).

Procedure

- Step 1** Sign in to the customer view of <https://admin.webex.com/login>.
- Step 2** In the left-hand navigation pane, under **Management** click **Users** and then choose a specific user from the list.
- You can use the search function to narrow down the list of users.
- Step 3** Click the row to open an overview of the user.
- Step 4** In the Hybrid Services area, click **Calendar Service**.
- Step 5** Toggle on **Calendar**, ensure that **Microsoft Exchange/Office 365** is selected, and save your changes.
- After you activate the service, the user's calendar service status changes to Pending Activation and then to Activated. The length of time for this change depends on the number of users that you're enabling for the service.
- Users receive an email that indicates the feature is enabled. See the documentation below if you want to disable email notifications.

Related Topics

- [Disable User Email Notifications](#)
- [Steps to update users in bulk](#)
- [Steps to update users in a directory synchronized organization](#)

Add Hybrid Calendar to workspaces with Webex room, desk, and board devices

Before you begin

This task assumes that you've already created places for the Webex room, desk, or board devices. If you need to create the workspace, see [Add shared devices and services to a workspace](#).

Procedure

- Step 1** Sign in to the customer view of <https://admin.webex.com/login>.
- Step 2** In the left-hand navigation pane, under **Management** click **Workspaces** and select the workspace to modify.
- Step 3** Go to **Calendar** and click **Add Calendar** so that people can use One Button to Push (OBTP) from their Webex devices.
- Step 4** Select calendar service from the drop-down menu.
- Step 5** Enter or paste the email address of the room mailbox. (For help locating this email address, see "Create and manage room mailboxes" on the Microsoft Docs web site.)
- This is the email address that will be used to schedule meetings.

Step 6 Click **Save**.

Associate Webex personal rooms with Webex App

To provide the join button to Webex room and desk devices and Webex Boards when scheduling Webex Personal Room meetings, users must have their Personal Room associated with their Webex App account. This can happen in one of the following ways:

- The users on your Webex site have been Webex App linked. (For site linking steps, see [Link Webex sites to Control Hub](#).)
- Users change their own preferred Webex site from the Webex App settings or preferences, see [Change your default meeting site](#)
- For a comprehensive approach, use the bulk CSV import process from Control Hub to set users' preferredWebExSite in the steps that follow.

Procedure

- Step 1** Sign in to the customer view in <https://admin.webex.com>.
- Step 2** In the left-hand navigation pane, under **Management** click **Users**.
- Step 3** Click **Manage Users**.
- Step 4** See <https://help.webex.com/en-US/article/e2okky/Modify-Users-in-Control-Hub-with-the-CSV-Template> for the detailed CSV import/export procedure.
- Step 5** Use a CSV editor to change the **preferredWebExSite** attribute for all or some users.
- Step 6** Import the CSV file.
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Test the Office 365 and Hybrid Calendar integration

Use these steps to set up a test meeting and verify the Office 365 integration. Direct users to the documentation below for how to schedule meetings.

Procedure

- Step 1** Sign in to Outlook, Outlook Web Access, or <https://mail.office365.com> with one of the test Office 365 user accounts enabled for Hybrid Calendar.
- Step 2** Test the team space scheduling keyword (such as @webex:space or @meet):
- a) Create a new meeting, and then add the keyword to the **Location** field. To create a new Webex team space for the meeting, invite at least two other people.
 - b) To test One Button to Push on a video device, go to the Scheduling Assistant and click **Add room**, and choose the device you want to add.
 - c) Fill out other meeting information, as needed, and then click **Save**.

- d) Open <https://teams.webex.com>, and sign in with the test user account.
- e) Verify whether a new space was created (if you added two or more other invitees) and contains the calendar invite card. If you only invited one other invitee, the calendar invite card will appear in the conversation space between your test account and the invitee.
- f) Verify that the meeting invitation is updated with the details to join the meeting with Webex App.
- g) If you're testing One Button to Push on a video device, when the meeting is scheduled to begin, verify that the **Join** button appears on the device.

Step 3 To test out-of-office status, turn on automatic replies in Office 365. Within 20 minutes, you should see the test account's profile picture display an out-of-office overlay in Webex

Teams, like this: 

Note The display picture update is triggered when others see your presence in a space. If the test user does not interact with other active users, you may need to use another account to verify the update.

- Step 4** Test the Personal Room scheduling keyword (such as @webex):
- a) Create a new meeting, and then add the keyword to the **Location** field.
 - b) To test One Button to Push on a video device, go to the Scheduling Assistant and click **Add room**, and choose the device you want to add.
 - c) Fill out other meeting information, as needed, and then click **Save**.
 - d) Verify that the meeting invitation is updated with the details to join the meeting .
 - e) If you're testing One Button to Push on a video device, when the meeting is scheduled to begin, verify that the **Join** button appears on the device.

Related Topics

- [Schedule a Cisco Webex Meeting from Your Calendar](#)
- [Show When You're Out of Office](#)

Move a user from an Expressway-based connector

Hybrid Calendar automatically moves any Office 365 users who are not part of a resource group from your Expressway-based calendar connector to the cloud-based service. This process can take up to an hour, because the service checks for users to move once an hour. (If you're also moving the user's mailbox from Microsoft Exchange to Office 365, it can take up to 40 minutes longer.) If you want to have users activated faster, use the following procedure to toggle Hybrid Calendar for users, thereby forcing the activation within minutes.



Note You must remove Office 365 users from a resource group in order for them to move off of the Calendar Connector. This procedure also covers that process.

Procedure

- Step 1** If applicable, move the user mailbox from Microsoft Exchange to Office 365.
- Step 2** Sign in to the customer view of <https://admin.webex.com/login>.

Step 3 In the left-hand navigation pane, under **Management** click **Users**.

Step 4 To modify an individual user, do the following sub-steps:

- a) Search for the user in the list and click the row for that user.
- b) In the panel that opens on the right, click **Calendar Service**.
- c) From the Resource Group drop-down list, click **None**.
- d) Next to **Calendar**, toggle the service off.
- e) Wait a minute, and then toggle the service back on.

The user should be activated within a few minutes.

Step 5 To modify users in bulk, do the following sub-steps:

- a) Click **Manage Users**, and choose **CSV Add or Modify User**.
- b) Click **Export** to download the file.
- c) Edit the exported_users.csv file.
- d) For any users that you want to move, delete the value in the Hybrid Calendar Resource Group column.
- e) Save a first copy of the file in this state, for use later.
- f) To speed the move, set Hybrid Calendar (Exchange) to **FALSE**.
- g) Save a second copy of the file.
- h) Click **Import**, select the second file copy that you saved, and click **Open**.
- i) Choose **Add and remove services**, and click **Submit**.

If you also add new users in this process and don't suppress admin invite emails, new users receive activation emails.

- j) Wait several minutes, and then re-import the first copy of the file.

The users should be activated within a few minutes.
