



CHAPTER 1

Introducing Cisco Unified MeetingPlace for Outlook

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Overview of Cisco Unified MeetingPlace for Outlook

Cisco Unified MeetingPlace for Outlook integrates Cisco Unified MeetingPlace with the Microsoft Exchange server in your company. This integration allows users to schedule and attend Cisco Unified MeetingPlace meetings by using their Microsoft Outlook client, and receive e-mail invitations for meetings that they have been invited to. Users can choose to accept an invitation and have the meeting automatically appear in their Outlook calendar, or decline the invitation if they cannot attend the meeting.

A full installation of Cisco Unified MeetingPlace for Outlook allows users to do the following tasks:

- Receive Outlook calendar invitations for Cisco Unified MeetingPlace meetings, including update notifications for rescheduled meetings.
- Attend Cisco Unified MeetingPlace meetings with a click-to-attend hypertext link in their meeting invitation or Outlook calendar (requires Cisco Unified MeetingPlace Web Conferencing).
- Schedule Cisco Unified MeetingPlace meetings by using an HTML-based form in their Outlook calendar.

Cisco Unified MeetingPlace for Outlook has three main components:

- MeetingPlace for Outlook Notification Services
- MeetingPlace for Outlook Client Services
- MeetingPlace for Outlook Client

The MeetingPlace for Outlook Notification and Client Services components form the Cisco Unified MeetingPlace for Outlook application, which is installed on a Cisco MCS or Microsoft Windows server.

The Cisco Unified MeetingPlace for Outlook Client is installed on the computers of your end users and allows them to schedule conferences from their Microsoft Outlook interface by using the Cisco Unified MeetingPlace for Outlook scheduling form.

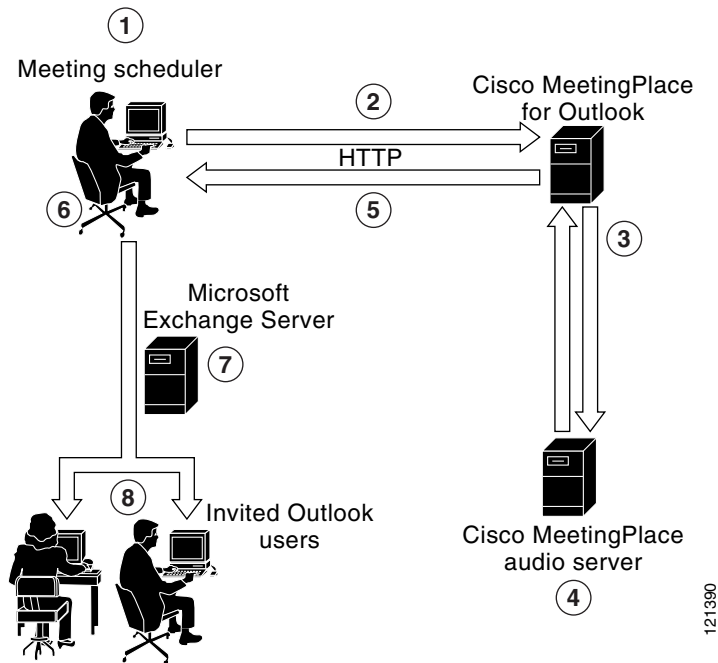
Scheduling and Notification Process

The scheduling and notification process depends on whether a meeting was scheduled by using Microsoft Outlook or another scheduling client, such as MeetingTime or Cisco Unified MeetingPlace Web Conferencing.

Meetings Scheduled from Cisco Unified MeetingPlace for Outlook

Figure 1-1 illustrates the scheduling and notification process when a user schedules a meeting through Microsoft Outlook.

Figure 1-1 How Meetings Are Scheduled by Using Outlook



	Cisco Unified MeetingPlace Scheduling Process		Standard Exchange Notification Process
1	A user schedules a Cisco Unified MeetingPlace meeting by using Microsoft Outlook.	6	Notifications are sent to the mailboxes of the invited Outlook users.
2	The meeting request is sent to Cisco Unified MeetingPlace for Outlook.	7	The Microsoft Exchange server stores the meeting notifications.
3	Cisco Unified MeetingPlace for Outlook passes the request to the Cisco Unified MeetingPlace Audio Server.	8	The invited Outlook users check their inbox and open the meeting notification, which they can accept or decline. If they accept, the meeting appears in their Outlook calendar.
4	The meeting is scheduled on the Audio Server.		
5	The Audio Server sends meeting information back to Outlook. This information will appear in the meeting notifications, and details are sent back to the person who scheduled the meeting.		

Different types of meetings can be scheduled with a variety of options, such as recurring meetings or meetings with restricted access. To modify the appearance and content of the meeting invitation, see [Chapter 6, “Customizing Text-Based Meeting Notifications.”](#) When a meeting invitation arrives in the e-mail inbox of a user, the user clicks a button to accept or decline. This response is then e-mailed back to the scheduler, and the Exchange server keeps track of which attendees plan to attend the meeting.

When a meeting is scheduled from Outlook, the Cisco Unified MeetingPlace Audio Server cannot track which invitees have Cisco Unified MeetingPlace user profiles, and therefore treats everyone as a guest invitee. This limitation prevents the system from automatically outdialing and paging users based on their attend settings.

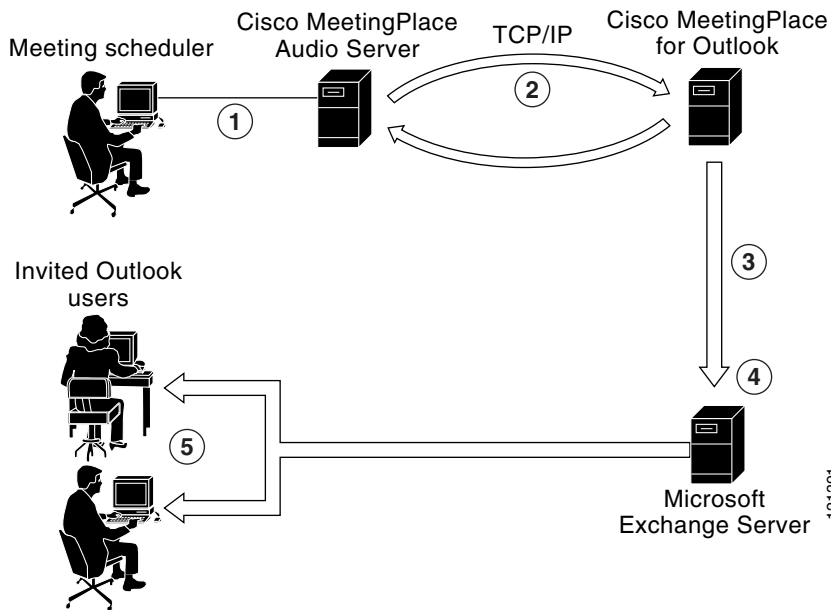
You as system administrator can customize the appearance and content of the meeting scheduling and notification forms.

Meetings Scheduled from MeetingTime or Cisco Unified MeetingPlace Web Conferencing

[Figure 1-2](#) shows the scheduling and notification process when a user schedules a meeting by using MeetingTime or Cisco Unified MeetingPlace Web Conferencing.

When users accept or decline invitations, the Exchange server forwards the messages directly to the meeting scheduler, but does not keep track of the information in its database.

Figure 1-2 How Meetings Are Scheduled by Using Cisco Unified MeetingPlace Web Conferencing or MeetingTime



1	A user schedules a meeting by using Cisco Unified MeetingPlace Web Conferencing or MeetingTime.	4	An Outlook agent distributes a meeting notification to the Outlook inbox of each invited participant.
2	Cisco Unified MeetingPlace for Outlook polls the Cisco Unified MeetingPlace Audio Server and picks up any meeting notifications.	5	The invited Outlook users check their inboxes and open meeting notifications, which they can accept or decline. If accepted, the meetings appear in their Outlook calendar.
3	Cisco Unified MeetingPlace for Outlook schedules the meeting on the Microsoft Exchange server.		

Attending a Meeting

With Cisco Unified MeetingPlace Web Conferencing installed and running on the Cisco Unified MeetingPlace for Outlook server, users can attend meetings with a click-to-attend link located at the end of their meeting invitation. When users accept an invitation, the meeting information and a click-to-attend link appear in their Outlook calendar.

When users click the click-to-attend link, their web browser opens and they are taken to a sign-in page to enter the meeting. For details about attending meetings by using a web browser, see the Cisco Unified MeetingPlace Web Conferencing Help.

Windows Services

For ongoing communication with the Cisco Unified MeetingPlace Audio Server, Cisco Unified MeetingPlace for Outlook includes the following Windows services:

- MeetingPlace Notification Gateway
- MeetingPlace Gateway SIM
- Cisco Unified MeetingPlace for Outlook Service

These programs are implemented by using the standard Windows services architecture. Therefore, you can use standard mechanisms to start and stop the services, view the event log, and remotely monitor activity.

Additional References

- *Administration Guide for Cisco Unified MeetingPlace Audio Server*, at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_maintenance_guides_list.html.
- *Configuration Guide for Cisco Unified MeetingPlace Web Conferencing*, at http://cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.html.
- *Documentation Guide for Cisco Unified MeetingPlace*, at http://cisco.com/en/US/products/sw/ps5664/ps5669/products_documentation_roadmaps_list.html.
- *Release Notes for Cisco Unified MeetingPlace for Outlook*, at http://cisco.com/en/US/products/sw/ps5664/ps5669/prod_release_notes_list.html.

