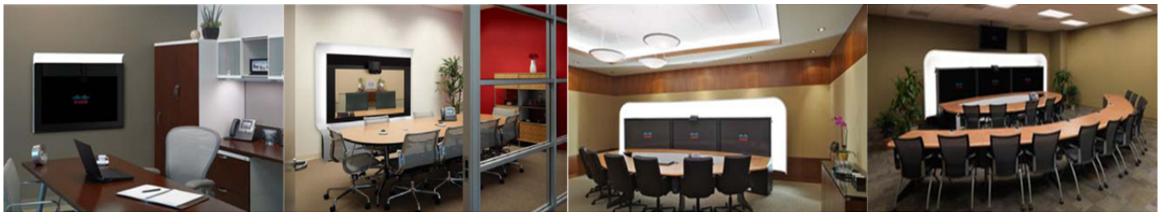

CHAPTER 14

# Meeting Manager and CTS-Manager Emails

**First Published: Nov 2, 2011, OL-22226-01**

## Contents

# Introduction

Cisco TelePresence meetings are scheduled between one or more endpoints. The calendar server sends an acceptance email to the meeting organizer, with the notice that the endpoints have been reserved and placed on the calendar. CTS-Manager sends either a Confirmation email or an Error email in which action is required from the meeting organizer.

The confirmation email provides additional information about the scheduled Cisco TelePresence meeting, including a link to the CTS-Manager Meeting Details window. In order to access the Meeting Details window the meeting organizer logs into CTS-Manager using their Windows logon account (account name and password). For more information about confirmation emails refer to the various meeting sections below. For more information about the CTS-Manager Meeting Details window, refer to the Meeting Manager section.

The Action Required email specifies the error that caused the email to be generated, and a link to the Meeting Details window. For more information, refer to the Meeting Manager section.

## User Authentication

In order to log in to CTS-Manager, the user needs to provide their Exchange or Domino email ID for authentication. For Exchange servers using multiple LDAP forests, the user account can reside in a remote forest. This will be associated with a disabled user account in the local forest using the Windows attribute "Associate External Account to Mailbox." Only an associated user account can authenticate with CTS-Manager. User accounts which have read access to the mailbox but are not associated will not be able to authenticate with CTS-Manager.

# Point-to-Point Meeting

The Point-to-Point meeting confirmation email is described in Table 14-1.

*Figure 14-1 Point-to-Point Meeting Confirmation Email*

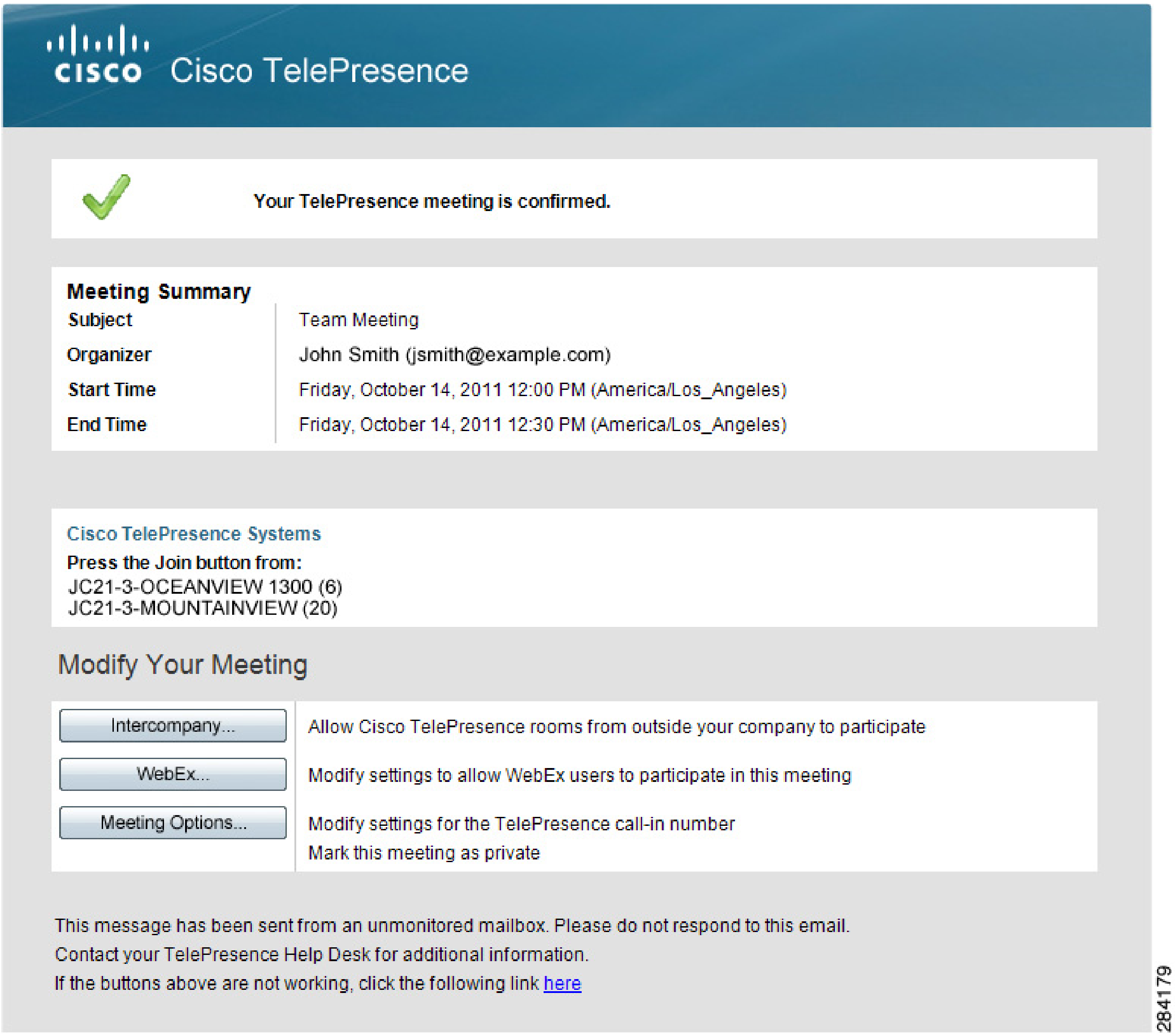


*Table 14-1 Point-to-Point Meeting Confirmation Email*

| Email Section | Description |
|---|---|
| Confirmation Statement (below the email banner) | Your TelePresence meeting is confirmed. |
| Meeting Summary | This section displays information about the scheduled meeting, including subject, organizer, start time, end time and rooms (endpoints). |

*Table 14-1 Point-to-Point Meeting Confirmation Email*

| Email Section | Description |
|---|---|
| Modify Your Meeting | This section displays buttons that allow the meeting organizer to set various options that are available depending on how CTS-Manager is configured. These options include:<br>Intercompany: clicking this button allows the organizer to go to the Intercompany window to enable Intercompany to allow TelePresence endpoints from outside your company to participate in the TelePresence meeting.<br>Usage Survey: clicking this button allows the organizer to go to the Usage Survey window to complete the survey for this meeting.<br>WebEx: clicking this button allows the organizer to go to the Meeting Options window to set WebEx so it can be used for this meeting.<br>**Note** Firefox users may receive an error message when clicking the WebEx button. Click OK in the error message to continue on to the WebEx window.<br>Meeting Options: clicking this button allows the organizer to go to the Meeting Options window to set the various options for this meeting. |
| Email footer | The URL displayed at the bottom of the email is the same link to the Meeting Details window which is also accessible through the buttons in the Modify Your Meeting section. |

# Multipoint Meeting

The Multipoint meeting confirmation email is described in Table 14-2.

*Figure 14-2* ***Multipoint Meeting Confirmation Email***

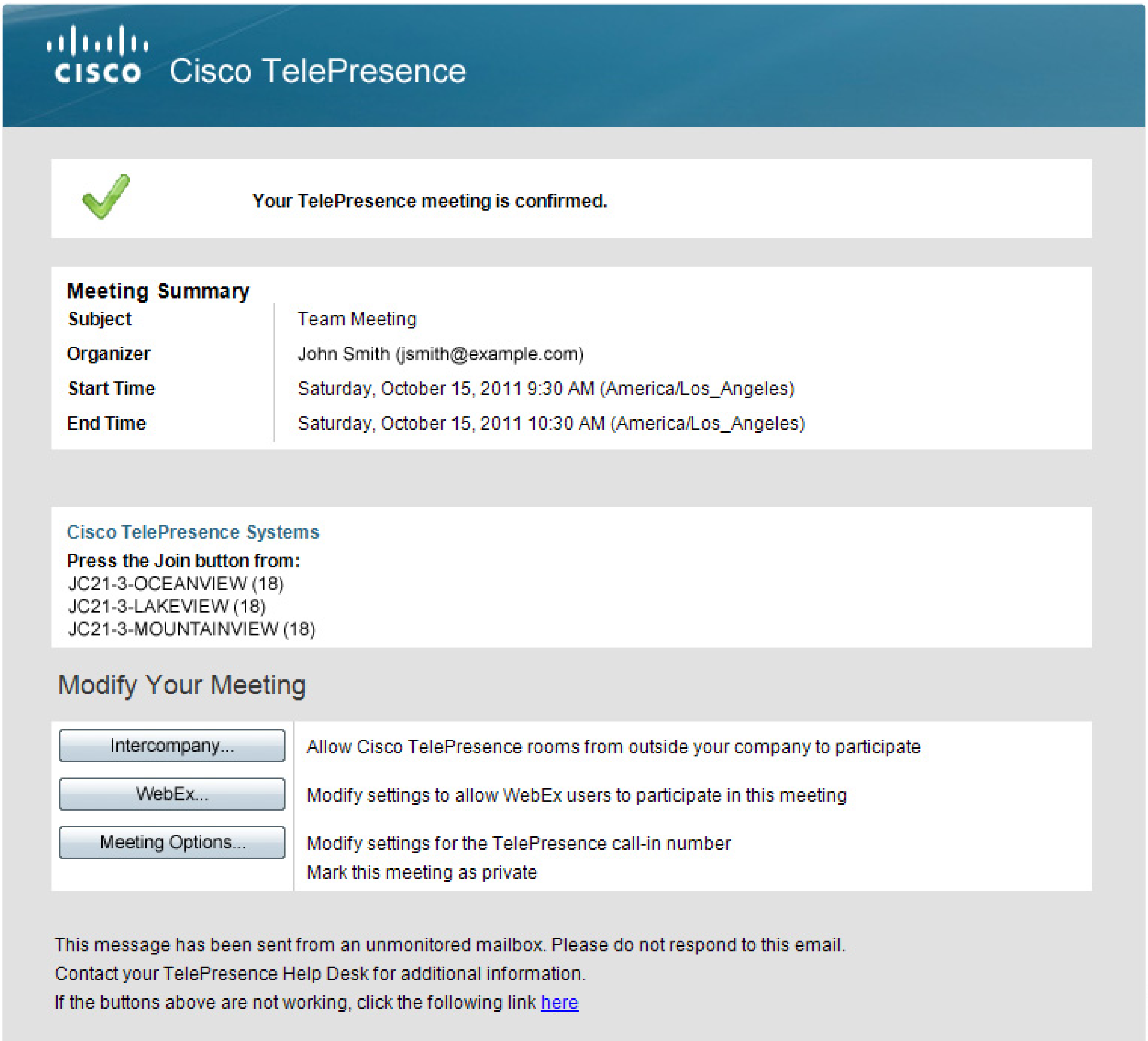


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*Table 14-2* ***Multipoint Meeting Confirmation Email***

| Email Section | Description |
|---|---|
| Confirmation Statement (below the email banner) | Your TelePresence meeting is confirmed. |

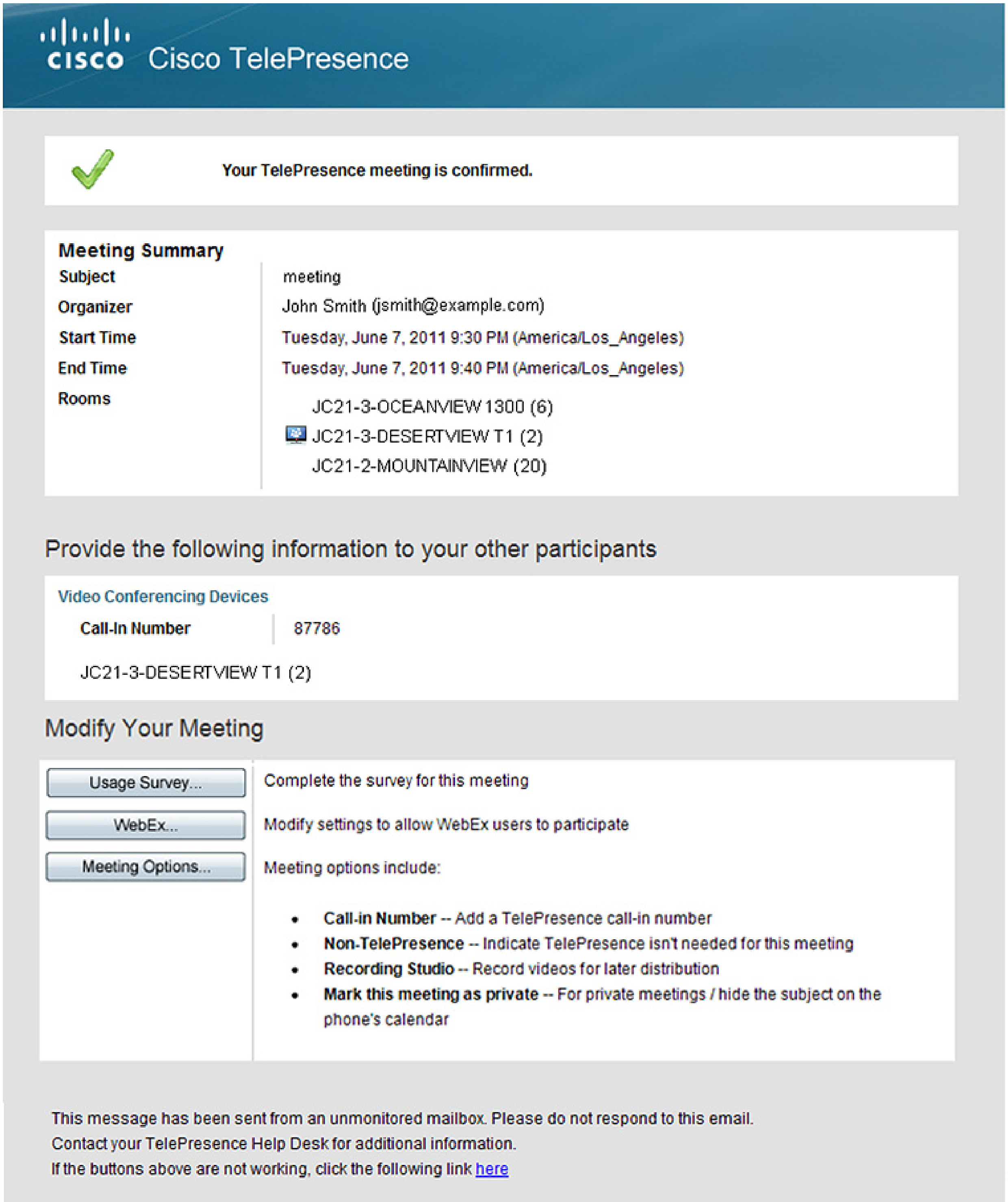
*Table 14-2 Multipoint Meeting Confirmation Email (continued)*

| Email Section | Description |
|---|---|
| Meeting Summary | This section displays information about the scheduled meeting, including subject, organizer, start time, end time and rooms (endpoints). |
| Modify Your Meeting | This section displays buttons that allow the meeting organizer to set various options that are available depending on how CTS-Manager is configured. These options include:<br>Intercompany: clicking this button allows the organizer to go to the Intercompany window to enable Intercompany to allow TelePresence endpoints from outside your company to participate in the TelePresence meeting.<br>Usage Survey: clicking this button allows the organizer to go to the Usage Survey window to complete the survey for this meeting.<br>WebEx: clicking this button allows the organizer to go to the Meeting Options window to set WebEx so it can be used for this meeting.<br>**Note** Firefox users may receive an error message when clicking the WebEx button. Click OK in the error message to continue on to the WebEx window.<br>Meeting Options: clicking this button allows the organizer to go to the Meeting Options window to set the various options for this meeting. |

# Video Conferencing Meeting

The Video Conferencing meeting confirmation email is described in Table 14-3.

*Figure 14-3 Video Conferencing Meeting Confirmation Email*



Cisco TelePresence

Your TelePresence meeting is confirmed.

**Meeting Summary**

| | |
|---|---|
| **Subject** | meeting |
| **Organizer** | John Smith (jsmith@example.com) |
| **Start Time** | Tuesday, June 7, 2011 9:30 PM (America/Los_Angeles) |
| **End Time** | Tuesday, June 7, 2011 9:40 PM (America/Los_Angeles) |
| **Rooms** | JC21-3-OCEANVIEW 1300 (6)<br>JC21-3-DESERTVIEW T1 (2)<br>JC21-2-MOUNTAINVIEW (20) |

Provide the following information to your other participants

Video Conferencing Devices

| | |
|---|---|
| **Call-In Number** | 87786 |

JC21-3-DESERTVIEW T1 (2)

Modify Your Meeting

| | |
|---|---|
| Usage Survey... | Complete the survey for this meeting |
| WebEx... | Modify settings to allow WebEx users to participate |
| Meeting Options... | Meeting options include: |

- **Call-in Number** -- Add a TelePresence call-in number
- **Non-TelePresence** -- Indicate TelePresence isn't needed for this meeting
- **Recording Studio** -- Record videos for later distribution
- **Mark this meeting as private** -- For private meetings / hide the subject on the phone's calendar

This message has been sent from an unmonitored mailbox. Please do not respond to this email.
Contact your TelePresence Help Desk for additional information.
If the buttons above are not working, click the following link here

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*Table 14-3 Video Conferencing Meeting Confirmation Email*

| Email Section | Description |
|---|---|
| Confirmation Statement (below the email banner) | Your TelePresence meeting has been confirmed. |
| Meeting Summary | This section displays information about the scheduled meeting, including subject, organizer, start time, end time and rooms (endpoints). |
| Provide the following information to your other participants | This section displays the call-in phone number that the meeting organizer should send to the participants attending via a video conferencing endpoint. |
| Modify Your Meeting | This section displays buttons that allow the meeting organizer to set various options that are available depending on how CTS-Manager is configured. These options include:<br>Usage Survey: clicking this button allows the organizer to go to the Usage Survey window to complete the survey for this meeting.<br>WebEx: clicking this button allows the organizer to go to the Meeting Options window to set WebEx so it can be used for this meeting.<br>**Note** Firefox users may receive an error message when clicking the WebEx button. Click OK in the error message to continue on to the WebEx window.<br>Meeting Options: clicking this button allows the organizer to go to the Meeting Options window to set the various options for this meeting. |

# TelePresence Call-In and WebEx Meeting

A TelePresence Call-In Number and WebEx meeting confirmation email is described in Table 14-3.

*Figure 14-4 TelePresence Call-In and WebEx Meeting Confirmation Email*

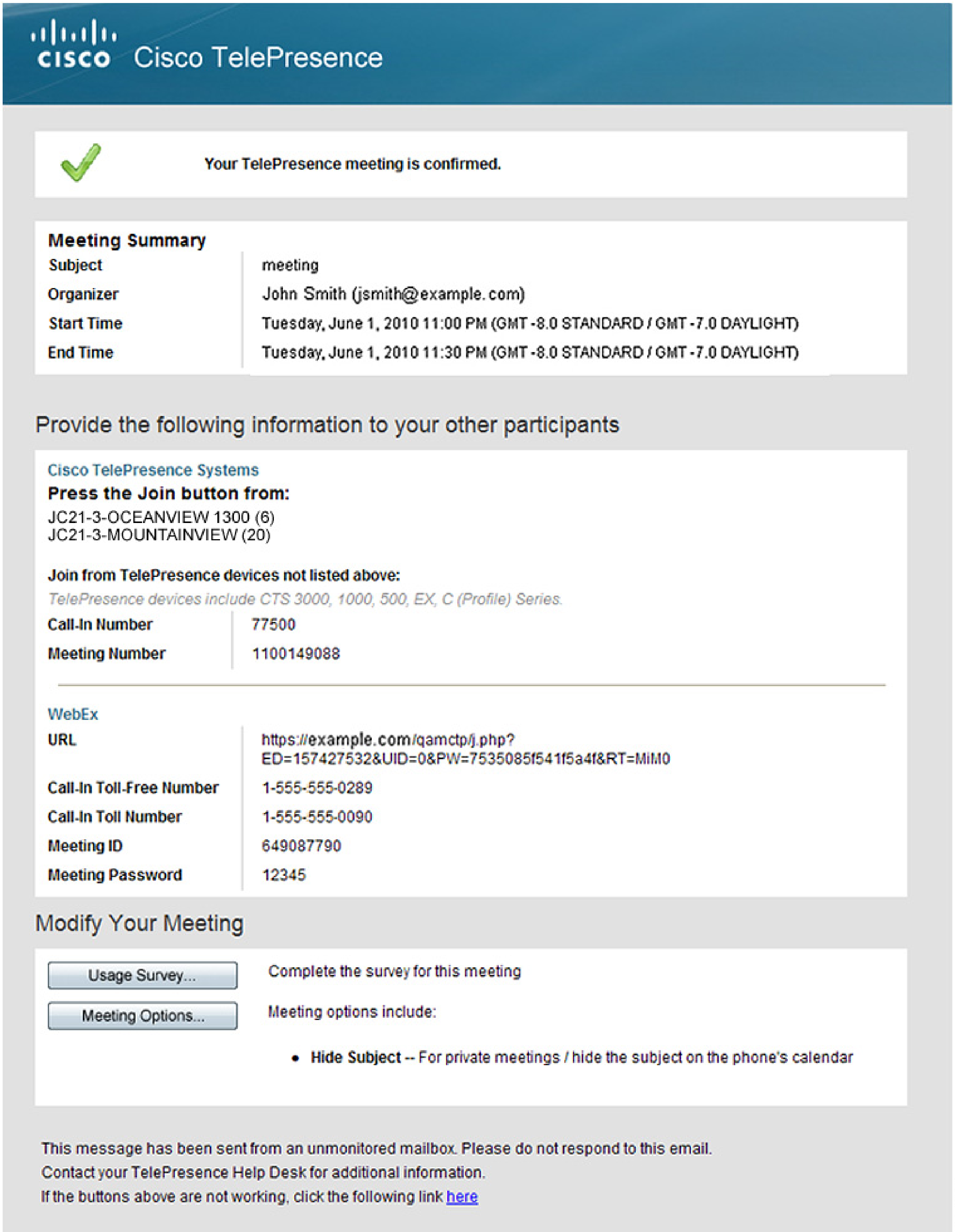


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*Table 14-4 TelePresence Call-In and WebEx Meeting Confirmation Email*

| Email Section | Description |
|---|---|
| Confirmation Statement (below the email banner) | Your TelePresence meeting has been confirmed. |
| Meeting Summary | This section displays information about the scheduled meeting, including subject, organizer, start time, end time and (rooms) endpoints. |
| Provide the following information to your other participants | This section displays the information that the meeting organizer should send to the participants attending via:<br>• a video conferencing endpoint<br>• a TelePresence endpoint that was not originally included in the meeting invitation<br>• WebEx |
| Modify Your Meeting | This section displays buttons that allow the meeting organizer to set various options that are available depending on how CTS-Manager is configured. These options include:<br>Usage Survey: clicking this button allows the organizer to go to the Usage Survey window to complete the survey for this meeting.<br>Meeting Options: clicking this button allows the organizer to go to the Meeting Options window to set the various options for this meeting. |

# Action Required Email

Action Required emails may be sent to the Meeting Organizer to alert them of the following error conditions. The Action Required email is described in Table 14-5.

- **501205 - Missing Required Endpoints**: A second Cisco TelePresence endpoint, or other participant has not been defined for the meeting.
  This is the only type of error a Meeting Organizer can correct without administrative assistance. You can see an example of this email in Figure 14-5. You or the Meeting Organizer can correct this error using the Meeting Details window, but the recommended way to resolve the error is to use the calendar client used to create the meeting.

  **Note** This type of Action Required error can also be caused by an endpoint not being deleted properly from a calendar server, for example Microsoft Exchange. This can occur if the Meeting Organizer schedules a meeting that includes an endpoint in delegate mode. If the Meeting Organizer schedules the meeting and then deletes it before the endpoint delegate accepts the invitation, this Action Required email is sent to the Meeting Organizer.

- **501211 - Room (Endpoint) Not Compatible**: One or more Cisco TelePresence rooms (endpoints) are running software that is incompatible with the Cisco TelePresence Multipoint Switch.
- **501212 - Resource Not Available**: Not enough Multipoint Switch resources are available to support the multipoint meeting.
- **501213 - MCU Not Configured**: A Multipoint Switch has not been configured for the network.
- **501217 - CUVC Resource Not Available**: Insufficient Video Conferencing resources to setup multipoint meeting.

- **29105 - Inactive WebEx Account**: Inactive WebEx user account. Whether the account is reactivated or a new one is created, the meeting organizer must reauthenticate with WebEx.

*Figure 14-5 Action Required Email*

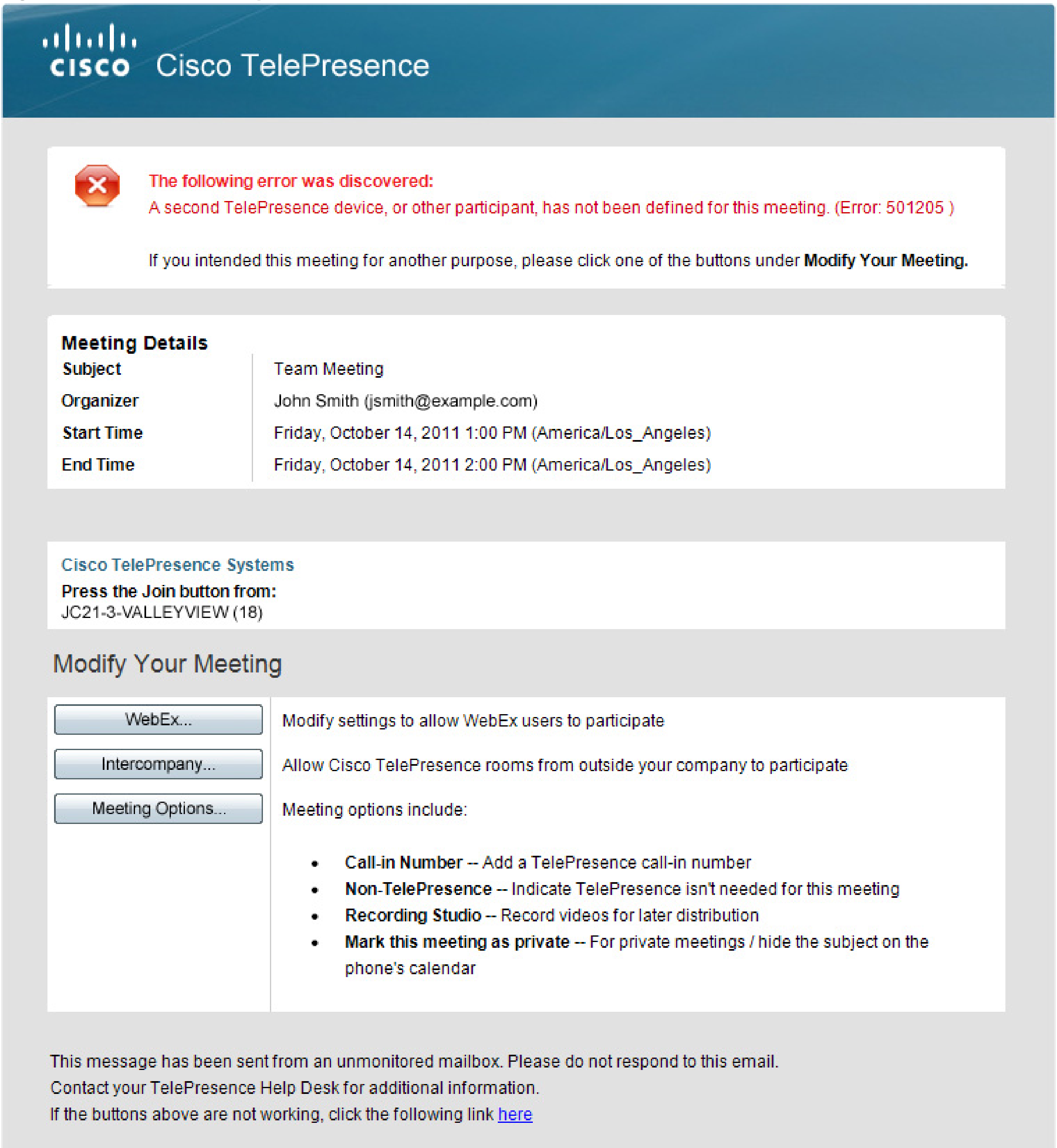


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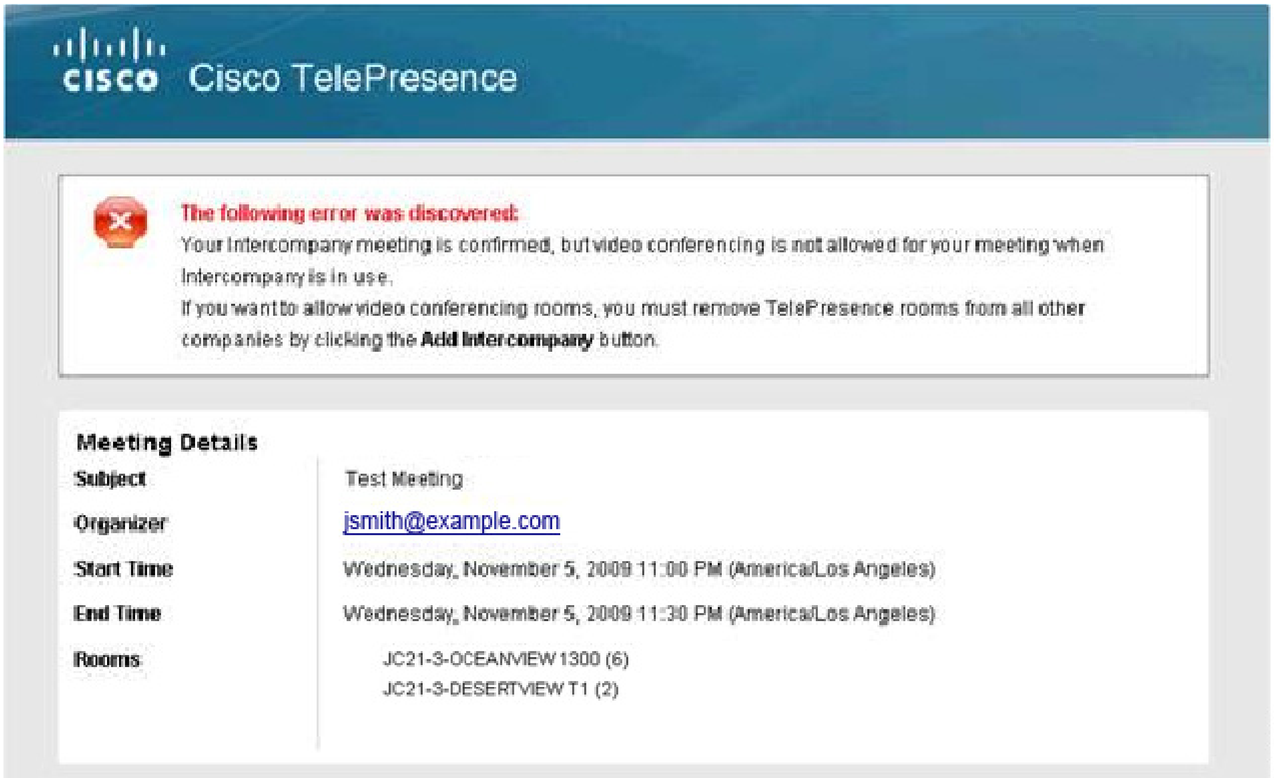
*Table 14-5 Action Required Email*

| Email Section | Description |
|---|---|
| Confirmation Statement (below the email banner) | This section describes the error to be corrected before the meeting can be confirmed, and contains the link to the Meeting Details window. The error can usually be corrected using the Meeting Details window. |
| Meeting Details | This section displays information about the scheduled meeting, including subject, organizer, start time, end time and endpoints. |
| Modify Your Meeting | This section displays buttons that allow the meeting organizer to set various options that are available depending on how CTS-Manager is configured. These options include:<br>Intercompany: clicking this button allows the organizer to go to the Intercompany window to enable Intercompany to allow TelePresence endpoints from outside your company to participate in the TelePresence meeting.<br>Usage Survey: clicking this button allows the organizer to go to the Usage Survey window to complete the survey for this meeting.<br>WebEx: clicking this button allows the organizer to go to the Meeting Options window to set WebEx so it can be used for this meeting.<br>**Note** Firefox users may receive an error message when clicking the WebEx button. Click OK in the error message to continue on to the WebEx window.<br>Meeting Options: clicking this button allows the organizer to go to the Meeting Options window to set the various options for this meeting. |
| Occurrences with Errors | If this is a recurring meeting, all the instances that have an error are displayed in a list. Only some instances of a recurring meeting may be in error if the meeting organizer, using the Calendar client has edited some of the instances. Clicking the date/timestamp link takes you to the Meeting Details window for that meeting instance.<br>Only the first 50 meeting instances with errors are listed in the email, but all instances with errors are listed in the Meeting Details window.<br>**Note** The upcoming instance of a recurring meeting may not be one of the occurrences causing the error. When you log into Cisco TelePresence Manager from the upcoming meeting link, or any of the occurrences causing the link you will see all the occurrences of the meeting listed in the left-hand column. Click any occurrence with an icon showing a red X to resolve the error. |
| Email footer | The link displayed at the bottom of the email is the same link to the Meeting Manager window as the link in the Confirmation Statement above. |

## Video Conferencing Error Email

The error email is sent to the meeting organizer when the endpoint is not reserved for a meeting. Follow the instructions in the email header to schedule endpoints for a meeting.

*Figure 14-6 Video Conference Meeting Error Email*




### System Alert Notification Emails

In addition to the emails sent to the meeting organizer, system alert emails are sent to the SysAdmin each day after the maintenance cycle providing information about:

- No-Show Meetings and Meetings without Survey Responses
- Mailbox Alert
- Certificate expiry

For more information about these emails, see System Alert Notifications.

# Meeting Manager

The meeting manager window provides detailed information about a specific meeting and allows the meeting organizer to make changes to the meeting's settings. The meeting organizer accesses the Meeting Manager by clicking on of the e "Modify Your Meeting" buttons in the confirmation email for their meeting and then logs in to the Meeting Manager.

It is divided into the following tabbed sections:

- Summary
- Intercompany
- WebEx
- Usage Survey

- Meeting Options

**Note** After changing the settings in any of the tabbed sections of the Meeting Manager window, you must click **Apply** to save your changes.

In addition, the meeting organizer can specify other users to manage their meetings. For more information, refer to the Allowing Other Users to Manage Your Meetings section.

# Summary

The Summary tab provides you the following fields:

*Table 14-6 Meeting Details Summary Window*

| Field or Section Name | Description |
|---|---|
| Subject | The person scheduling the meeting enters the information in the Subject field. |
| Organizer | This field displays the name and email address of the person scheduling the meeting. |
| Time | Displays the date, time and duration of the meeting. |
| Endpoints | Lists the endpoints that are participating in the meeting. |
| WebEx | Displays the WebEx information (if used) for the meeting. |
| Intercompany | Displays a green checkmark if WebEx is used in the meeting. |
| Video Conferencing Interop | Displays the video conferencing interoperability information for the meeting. |
| Record Meeting | Displays the video recording information for the meeting. |
| Hide Meeting Subject | Displays whether the meeting subject will be displayed on the TelePresence phone or not. |
| Not a TelePresence Meeting | Indicates if the meeting is not a TelePresence meeting. |

**Note** If you have included only one Cisco TelePresence endpoint in a scheduled meeting, you enter a phone number to dial, by clicking the Meeting Options tab and entering the number in the Number to Dial field, If you mistakenly included only one Cisco TelePresence endpoint, use your calendar software (Microsoft Outlook or Lotus Notes) to add additional endpoints.

When you are finished making changes in the Summary window, click **Apply** to save your changes.

# Intercompany

The Intercompany window allows you to enable the ability to schedule TelePresence meetings with other companies.

To enable this feature, click **Yes** and then click **Apply**.

***Table 14-7 Meeting Details Intercompany Window***

| Field or Section Name | Description |
|---|---|
| Does this meeting include TelePresence endpoints from another company? | Select Yes to enable Intercompany TelePresence for the meeting.<br>Additional fields appear when Intercompany is enabled. |
| Which company will host the TelePresence multipoint bridge? | Select Our Company if your company will be hosting.<br>Select Another Company if another company will be hosting.<br>Selecting this option will reveal additional fields. |
| **Enter information provided by the meeting host (when Another Company is hosting)** | |
| Multipoint Call-In Number | This is the phone number your Cisco TelePresence endpoint phone will call to join the meeting. This number is provided by the meeting Host's CTMS or your Service Provider's CTMS. |
| Meeting Number | This number is generated by the Host's CTMS or your Service Provider's CTMS |
| The host needs to know that your endpoints require Telepresence Resources | If your company is hosting an Intercompany Cisco TelePresence meeting, the number of resources required to include all the participating companies is listed. The sum of the resources needed can be determined by adding the values below for each CTS endpoint participating in the meeting:<br>CTS-500 = 1 resource<br>CTS-1000 = 1 resource<br>CTS-1100 = 1 resource<br>CTS-1300 = 1 resource<br>CTS-3000 = 3 resources<br>CTS-3200 = 3 resources |

If you want to remove what has been configured before you save it and set new values, click **Cancel**.

When you are finished making changes in the Intercompany window, click **Apply** to save your changes.

## Intercompany Host Meeting Options

If your company is considered the Intercompany Cisco TelePresence meeting host you need to configure your side of the meeting as the host. You'll need to obtain the Call-in Number and the Meeting Number from your CTS-Manager Administrator.

Enter the information and click **Apply** to set the values.

*Table 14-8 Intercompany Host Meeting Options*

| Field Name | Description |
|---|---|
| Does this meeting include TelePresence rooms from another company? | Select Yes to allow TelePresence endpoints from another company to participate in this meeting.<br>If you select Yes, three additional configuration options appear. |
| **Enter information provided by the meeting host** | |
| Which company will host the multipoint bridge? | Select the company that will host the TelePresence multipoint bridge. |
| Multipoint Call-in Number | The multipoint call-in number for the meeting. |
| Intercompany Meeting Number | The intercompany meeting number for the meeting. |
| Apply | Saves all settings. |
| Cancel | This removes what has been configured and reverts back to the last saved settings. |

## Intercompany Participant Meeting Options

If another company is considered the Intercompany Cisco TelePresence meeting host you need to configure your side of the meeting as a participant. You'll need to obtain the Call-In Number and the Meeting Number from your CTS-Manager Administrator or from the Host meeting organizer

Enter the information and click **Apply** to set the values.

*Table 14-9 Intercompany Participant Meeting Options*

| Field Name | Description |
|---|---|
| Multipoint Call-In Number | This is the phone number your Cisco TelePresence endpoint phone will call to join the meeting. This number is provided by the meeting Host's CTMS or your Service Provider's CTMS. |
| Intercompany Meeting | The Meeting Number is generated by the Host's CTMS or your Service Provider's CTMS. |
| The sum of Cisco TelePresence resources required by all other companies. | If your company is hosting an Intercompany Cisco TelePresence meeting, the number of resources required to include all the participating companies is listed. The sum of the resources needed can be determined by adding the values below for each TelePresence endpoints participating in the meeting:<br>CTS-500 = 1 resource<br>CTS-1000 = 1 resource<br>CTS-1100 = 1 resource<br>CTS-1300 = 1 resource<br>CTS-3000 = 3 resources<br>CTS-3200 = 3 resources |

# WebEx

The WebEx window allows the meeting organizer to enable WebEx for their meeting and provides them with the WebEx information for both the host and par tic pants to join the meeting. The first time they schedule a TelePresence meeting with WebEx, they must register their WebEx ID user account with CTS-Manager. For more information, see First-time WebEx Setup.

**Note** This window is not available if the meeting organizer is not permitted to use WebEx.

### Allow WebEx users to participate in this meeting

Selecting **Yes** and clicking **Apply** enables WebEx for the meeting. Selecting **No** and clicking **Apply** disables WebEx for the meeting.

### WebEx Call-In Information

This section displays the WebEx information necessary for both the host and participants to join the meeting.

*Table 14-10 Meeting Manager > WebEx Window*

| Field or Section Name | Description |
|---|---|
| Call-in Toll Free Number | Toll-free number for WebEx participants. |
| Call-In Toll Number | Toll number for WebEx participants. |
| WebEx Meeting Host Key | Code for host to regain control of the meeting from an attendee. |
| WebEx Meeting ID | The unique ID number generated by WebEx to identify the scheduled meeting. |
| Meeting Password | Password for WebEx participants. |
| URL | URL for WebEx meeting. |

### First-time WebEx Setup

If this is your first time setting up WebEx for a TelePresence meeting, you must register your WebEx ID user account with CTS-Manager. This makes using WebEx with future TelePresence meetings as easy as possible.

**Note** If you use the WebEx Productivity Tool plug-in for Microsoft Outlook to schedule your meeting, you do not need to go through this first-time setup.

To set up WebEx:

**Step 1** If there is more than one WebEx site available, select the WebEx site to which you have been assigned.

**Note** If you are not sure which site to select, contact your help desk for assistance.

**Step 2** Click **Register**.

The WebEx login window appears.

**Note** If a Security warning message appears: In Internet Explorer 6, click **Yes**. In Internet Explorer 8, click **No**

**Step 3** Enter your WebEx Username and Password and click **Log In**.

Once you log in, you are redirected back to the Meeting Manager window for your meeting.

**Note** If a security warning message appears, click **No**.

**Step 4** Click the WebEx tab, select the **YES** radio button, then click **Apply**.

WebEx is enabled and the following WebEx details appear:

- Call-in Toll-Free Number
- Call-in Toll Number
- WebEx Meeting Host Key
- WebEx Meeting ID
- Meeting Password
- URL

After a few minutes, you will receive an updated confirmation email with the WebEx information listed in the “Provide the following information to your other participants” section.

**Note** For TelePresence meetings with WebEx, you will only receive emails from CTS-Manager. You will not receive any emails directly from WebEx.

**Step 5** Copy the WebEx information from the confirmation email.

**Step 6** In your email program, create a new email addressed to your WebEx participants.

**Step 7** Paste the WebEx information into the email and send it.

WebEx participants join the meeting by clicking the URL you sent in the email or copying and pasting it into their browser.

TelePresence participants join the meeting by pressing the button on their TelePresence phone.

When you are finished making changes in the WebEx window, click **Apply** to save your changes.

**Note** The process of authenticating with WebEx maps your enterprise user account to your WebEx account. If your WebEx account changes after you log into WebEx the first time, you will use the Re-authenticate button to log into WebEx the next time with your new username and password and, after successful login, the mapping will be updated to your new WebEx account. Any WebEx account created for your company can be used to authenticate with WebEx, as long as the you know the correct username and password. If your WebEx account is reactivated, or a new one is created, you must reauthenticate with WebEx to be able to schedule WebEx-enabled TelePresence meetings.

### Changing Your WebEx Site or Username

If you want to change your WebEx site or username, do the following:

**Step 1** Contact your WebEx administrator to get your new WebEx site and username/password information.

**Step 2** Open the confirmation email for an upcoming Cisco TelePresence meeting you scheduled. If you have no upcoming meetings, schedule one now.

**Step 3** Click the **WebEx** button in the email.

**Step 4** Log in to Cisco TelePresence Manager using your enterprise user ID and password.

The Meeting Manager window appears with the WebEx tab selected.

**Step 5** Next to "To change your WebEx Site or username" click the **here** link.

**Note** If there is only one site available, you can only change your WebEx username

**Step 6** If changing your WebEx site, select the new WebEx site.

**Step 7** Click **Update WebEx Credential**.

The WebEx login window appears.

**Note** If a Security warning message appears: In Internet Explorer 6, click **Yes**. In Internet Explorer 8, click **No**

**Step 8** Enter your WebEx username and password for the new WebEx site, provided by your WebEx administrator.

**Step 9** Click **Log In**.

Once you log in, you are redirected back to the Meeting Manager window for your meeting.

**Note** One or more WebEx sites may be available, but you can only use one for scheduling WebEx-enabled TelePresence meetings. If you are not sure which one to use, contact your help desk.

## Reactivating Your WebEx Account

If your WebEx account is inactive, you will not be able to schedule WebEx-enabled TelePresence meetings.

To reactivate your account:

**Step 1** Contact your WebEx administrator to have your account reactivated.

**Step 2** Open the confirmation email for an upcoming Cisco TelePresence meeting you scheduled. If you have no upcoming meetings, schedule one now.

**Step 3** Click the WebEx button in the email.

**Step 4** Log in to Cisco TelePresence Manager using your enterprise user ID and password.

**Step 5** Select the WebEx site on which you have your account.

**Step 6** Click the **Registe**r button and log in to WebEx using your reactivated account username and password.

After successful login, you are redirected to Cisco TelePresence Manager where you can enable WebEx for your TelePresence meeting.

## WebEx Roles

The CTS-Manager administrator is responsible for assigning WebEx roles to users. Until the administrator assigns a role to a meeting organizer, their role is determined by the WebEx default user type configured in the Configure > Application Settings > Bridges and Servers window.

There are three types of WebEx users:

- WebEx Permitted User
- WebEx Premium User
- WebEx Non-Permitted User

### WebEx Permitted User

If you are a WebEx Permitted user, you can request WebEx on a meeting-by-meeting basis.

Using Microsoft Outlook, you can use the WebEx Productivity Tools plug-in to add WebEx to your meeting.

Alternatively, you can enable WebEx for your meeting by doing the following:

**Step 1** Click the WebEx tab, select the **YES** radio button, then click **Apply**.

WebEx is enabled and the following WebEx details appear:

- Call-in Toll-Free Number
- Call-in Toll Number
- WebEx Meeting Host Key
- WebEx Meeting ID
- Meeting Password
- URL

After a few minutes, you will receive an updated confirmation email with the WebEx information listed in the "Provide the following information to your other participants" section.

**Step 2** Copy the WebEx information from the confirmation email.

**Step 3** In your email program, create a new email addressed to your WebEx participants.

**Step 4** Paste the WebEx information into the email and send it.

WebEx participants join the meeting by clicking the URL you sent in the email or copying and pasting it into their browser.

TelePresence participants join the meeting by pressing the button on their TelePresence phone.

When you are finished making changes in the WebEx window, click **Apply** to save your changes.

### WebEx Premium User

If the meeting organizer is a WebEx Premium user, every meeting they schedule includes WebEx.

All they have to do is provide the WebEx information to their meeting participants:

**Step 1** Copy the WebEx information from the confirmation email.

**Step 2** In your email program, create a new email addressed to your WebEx participants.

**Step 3** Paste the WebEx information into the email and send it.

WebEx participants join the meeting by clicking the URL you sent in the email or copying and pasting it into their browser.

TelePresence participants join the meeting by pressing the button on their TelePresence phone.

**Note** All existing meetings scheduled by the user before they become a WebEx Premium User will remain unchanged. All meetings scheduled thereafter will have WebEx enabled. WebEx can be enabled for an existing meeting only by adding or deleting endpoints or changing the time of the meeting.

#### WebEx Non-Permitted User

If the meeting organizer is a WebEx Non-Permitted user, they are not permitted to use WebEx with any of their meetings.

In this case, the WebEx button in the confirmation email and the WebEx tab in the Meeting Manager window are not available.

## Usage Survey

The Usage Survey window allows you to view and fill out the survey.

To fill out the survey:

**Step 1** Select or enter an answer for each of the questions.

**Step 2** Click **Apply**.

## Meeting Options

The meeting options window allows you to adjust other options for your meeting.

**Note** Meeting options are different for an intercompany meeting. See the Intercompany Host Meeting Options and Intercompany Participant Meeting Options sections, for more information.

**Mark this meeting as private:** Allows you to show or hide the TelePresence meeting subject on the phone in the TelePresence endpoint.

**Provide a call-in number for other participants?:** Allows you to provide a call-in number for TelePresence endpoints that were not originally invited to the meeting to be able dial in to the meeting.

The following options are available only for a meeting scheduled with one endpoint:

**Number to Dial:** Enter a call-in number. The entire number must be 15 digits or less, and begin with a country prefix. You must enter only numbers. Other characters including dashes are not permitted.

**Is this meeting intended for recording a video to be distributed later?**: Allows you to record the meeting for distribution later.

**Is TelePresence required for this meeting?**: Allows you to disable TelePresence for the meeting. When TelePresence is disabled, Action Required emails will not be sent if any additional settings are changed.

When you are finished making changes in the Meeting Options window, click **Apply** to save your changes.

## Allowing Other Users to Manage Your Meetings

The meeting organizer can select up to five other users who can also manage the meeting organizer's meetings. The user(s) will receive the email notifications and have the ability to access Meeting Manager to view meeting details, change meeting options, as well as change preferences.

**Note** First-time WebEx authentication must be done by the meeting organizer.

In the emails and in the meeting details, delegates will see the meeting information based on the organizer's time zone and locale preferences, not the delegates' own.

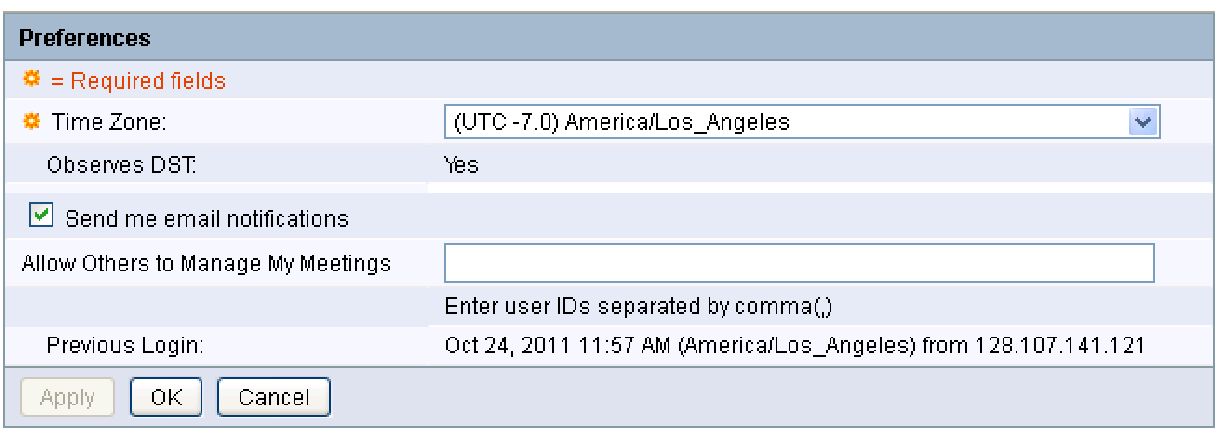
All feature options that are available to the meeting organizer are also available to the delegates for the organizer's meetings.

To allow other users to manage your meetings:

**Step 1** In the Meeting Manager window, click **Preferences**.

The Preferences window opens.

*Figure 14-7 Preferences*




**Step 2** In the Allow Others to Manage My Meetings field, enter the user ID of each user to whom you want to delegate management of your meetings. User IDs must be separated by a comma and must be valid LDAP user IDs.

example: jsmith, kjohnson, bjones

**Step 3** (Optional) After you enter at least one delegate, if you don't want to receive email notifications for meetings that you schedule, uncheck **Send me email notifications**.

**Step 4** (Optional) If you want to save the user IDs that you are entering and keep this window open while you find other user IDs to enter, click **Apply**.

**Step 5** When you are finished, click **OK** to save changes and close the Preferences window.

# System Alert Notification

Each day after the CTS-Manager maintenance cycle, the SysAdmin receives a system alert notification email if there are any meetings that were scheduled but never took place (no-show meetings), and meetings for which the survey was not completed by the meeting organizer.

This email displays the following information:

*Table 14-11 Organizers of No-Show Meetings*

| Field Name | Description |
|---|---|
| Organizer Name | The meeting organizer who scheduled the meeting. |
| Meeting Count | The number of scheduled meetings that never took place. |
| Total Hours | The total number of hours associated with the meetings that never took place. |

*Table 14-12 Meetings without Usage Survey Responses*

| Field Name | Description |
|---|---|
| Organizer Name | The meeting organizer who scheduled the meeting. |
| Meeting Count | The number of scheduled meetings for which the Usage Survey has not been completed. |

**Note** The Meetings without Usage Survey Responses information will not be available if the Metrics Dashboard and Reporting API license is not uploaded. To upload the Metrics Dashboard and Reporting API license, go to the **Configure > Licenses** window, click the **License Files** tab and click **Upload**.