Integrating Cisco TelePresence with Your Cisco WebEx Site Administration Account

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Contents

This chapter describes how to configure your WebEx site for Cisco WebEx Enabled TelePresence. It contains the following sections:

Integrating Cisco TelePresence with Your Cisco WebEx Site Administration Account

You have access to the Cisco WebEx Site Administration interface through your WebEx Account Team using a unique WebEx Site Administration URL and password. As a site administrator, you must log in to integrate and provision your account during first time setup. After you have completed the first-time setup, you can manage your account and access WebEx user and administration guides for the services and features that have been configured on your Cisco TelePresence system.

Proceed to the following sections to complete first-time setup:

Cisco TelePresence Cisco WebEx Integration Options

To integrate Cisco TelePresence to Cisco WebEx:

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Step 1   Log in to the WebEx Site Administration interface using your WebEx Site Administration URL username and password.

This is the URL for your WebEx site, followed by a forward slash (/) and the word "admin".

Example—*https://example.webex.com/admin*

Step 2   On the left navigation bar under **Manage Site**, choose **Site Settings**. The Site Settings screen appears.

Step 3   Scroll down to OneTouch TelePresence Options, as shown in Figure 10-1.

Figure 10-1   Configuring Cisco WebEx Connection Settings

Step 4   Click to select **Allow Cisco WebEx OneTouch meetings (MC only)**. If not checked, Cisco WebEx will be disabled on this site and the rest of the Cisco TelePresence integration options will be grayed out.

Step 5   If you are deploying the Cisco WebEx Enabled TelePresence solution with the option to schedule meetings using the WebEx and TelePresence Integration to Microsoft Outlook, you must enter the host address for the TelePresence Management Suite Extension for Microsoft Exchange (TMSXE) in the **Cisco TMS booking service URL** field. For more information about configuring TMSXE, see Chapter 6, "Configuring Cisco TelePresence Management Suite."

Step 6   Click to select **List Cisco TelePresence meetings on calendar** so that scheduled meetings appear on the Cisco WebEx calendar.

Step 7   Click to select **Send invitation email to meeting host**. This allows the meeting information email to be sent to the Cisco WebEx host after the meeting is scheduled.

Step 8   Click to select **Display toll-free number to attendees**. This enables the system to show the toll-free number that attendees can call to join the meeting.

Step 9   (Optional) If you want to display the TelePresence welcome screen, click to select **Display TelePresence welcome screen**. The welcome screen displays the participants that are currently connected to the meeting as well as other meeting information. It is displayed when no content is being shared by participants. The welcome screen is off by default.

Step 10   In the WebEx VOIP and video connection field, click one of the following:

   • **Automatically encrypted UDP/TCP SSL**—(**Recommended**) Allows the TelePresence Server or MCU to connect over UDP with the Cisco TelePresence Gateway. If the UDP connection is not allowed, TelePresence Server or MCU will fall back to TCP.

- **TCP SSL**—Connects over TCP over a SSL connection.

This selects the connection method between the Cisco WebEx client and the multimedia server (VOIP and video).

Step 11   (Optional) If you do not want users to use VoIP audio on this WebEx site, check the box **Disable Hybrid VOIP**.

This disables VoIP for all meetings on the site, not only WebEx-enabled TelePresence meetings.

Step 12   Scroll to the bottom of the page and click **Save** to save your settings.

Step 13   Proceed to Assigning the Meeting Center TelePresence Session Type to complete your setup.

Assigning the Meeting Center TelePresence Session Type

You must assign the Meeting Center TelePresence session type to host accounts in the WebEx Site Administration interface to complete your setup. You can do so by either opening the Edit User screens for an individual user, or by selecting the appropriate session type for each user from the Edit User List screen. When you add a new user, this session type is assigned by default. Check for or configure this session type using the steps in the following sections:

- Adding the Cisco TelePresence Session Type in the List of Users, page 10-3
- Adding the Cisco TelePresence Session Type in the Edit User Screen, page 10-5

Support for Custom Session Types

Custom session types can now be created which allow customers to restrict WebEx features for a specific group of users. For example, you could create a custom session type to disable recording, chat or annotation for a certain group of users.

The Default TelePresence Session Type (which can be set to a custom session type) is used by default when a meeting organizer schedules a meeting. If the meeting organizer is scheduling the meeting using the WebEx and TelePresence Integration to Outlook plug-in, they will be able to select a different custom session type, if it has been configured at the Site Administration level. The WebEx site administrator can selectively decide which users have access to specific custom session types. When a meeting organizer schedules using TMS, Smart Scheduler or the WebEx Scheduling Mailbox, the Default TelePresence Session Type is always used.

To enable custom session types for your WebEx site, contact WebEx cloud services. Once enabled, you can create a custom session type by going to the left navigation bar under **Session Types**, and choosing **Add Custom Type**. For details on how to create a custom session type, refer to the WebEx Site Administration help.

Adding the Cisco TelePresence Session Type in the List of Users

Step 1   In the left navigation bar under **Manage Users**, choose **Edit User List**. The Edit User List screen appears, as shown in Figure 10-2.

Figure 10-2   *WebEx Site Administration - Edit User List*
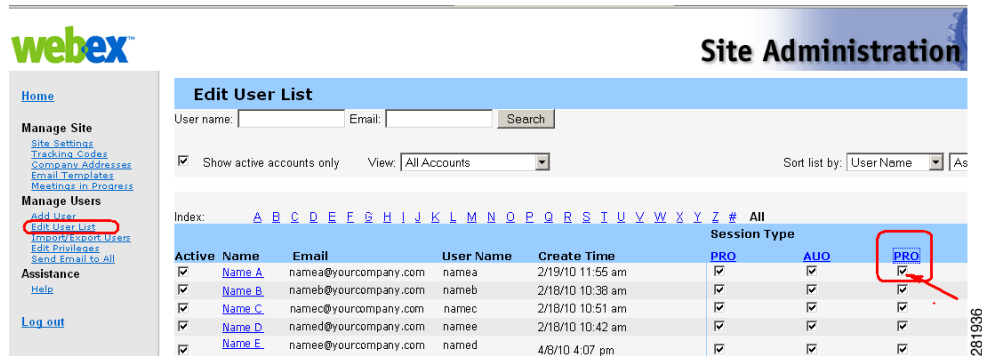
Step 2   Identify which PRO column represents the Meeting Center TelePresence session type.

Each Cisco WebEx user account has a corresponding set of Session Type check boxes that indicate which Cisco WebEx session types have been enabled for that user; "Meeting Center TelePresence" is one of the "PRO" sessions types. (Other session types, such as Meeting Center Pro meeting, can also have a "PRO" headline, as shown in Figure 10-2.)

To determine which column represents the Meeting Center Telepresence session type, click any of the "PRO" Session Type headers. A separate window opens that describes that session type, as shown in Figure 10-3. Locate the column that brings up the session type feature list titled "Supported Features in TelePresence"; this is the Meeting Center TelePresence session type.

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Note   The number of session type columns is determined by how many session types the WebEx site supports.

Step 3   To verify that a user is assigned the Meeting Center TelePresence session type, locate the user entry on the Edit User list and select the check box for the appropriate PRO session type identified in Step 2.

Step 4   Scroll to the bottom of the page and click **Submit**.

If you do not find the Meeting Center TelePresence session type, or if there is no "Supported Features in TelePresence" window present after you have clicked all "PRO" Session Types, the site is not properly configured for WebEx Enabled TelePresence.

Figure 10-3   Supported Features in TelePresence
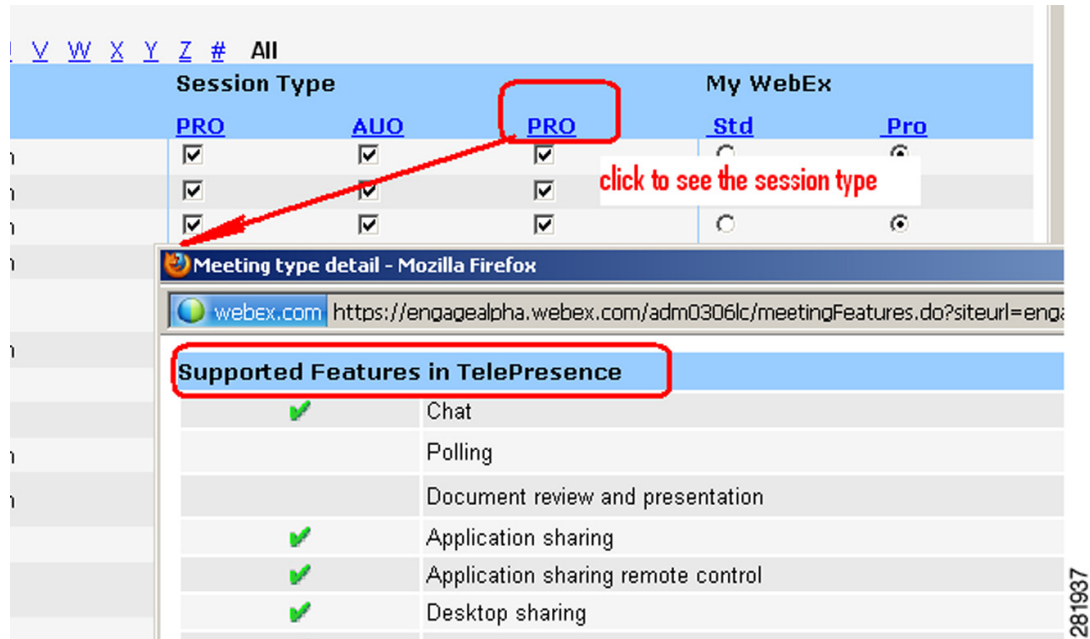
Note   This session type will be assigned by default when you create new host accounts by using the Add User link on a TelePresence-enabled WebEx site. The user must have this session type assigned in order to schedule OneTouch meetings. If this site is an existing site updated to WebEx Enabled TelePresence, you must add the Meeting Center TelePresence session type to existing users.

Adding the Cisco TelePresence Session Type in the Edit User Screen

You can also set the Meeting Center TelePresence session type in the account settings for each individual user. Do the following while still on the **Manage Users > Edit User List** page:

Step 1   Locate the user entry and click on it to open the Edit User window for that account.

Step 2   Scroll down to the Privileges section. The assigned session types are shown in the Session Type Allowed box, as shown in Figure 10-4.

Figure 10-4   Session Types Allowed

Step 3   Required. Check the box for **PRO: Meeting Center TelePresence**, as shown circled in red in Figure 10-4.

Step 4   Click the **Update** button at the bottom of the window to save your **PRO: Meeting Center TelePresence** Session Type setting.

This completes setting meeting center Cisco TelePresence Session Type privileges in the Cisco WebEx Site Administration. Your Cisco WebEx account is now fully integrated and provisioned.

Tip   To upgrade any features, notify your Cisco WebEx business contact.

Network-Based Recording of WebEx Enabled TelePresence Meetings

With release T29 of WebEx, meeting organizers can now record WebEx Enabled TelePresence meetings.

- The WebEx and TelePresence Integration to Outlook and WebEx Meeting Center client automatically discover if recording is enabled and display the appropriate message.
- Playback of a recorded meeting displays both WebEx and TelePresence video with content share, chat and polling (if enabled)
- User can navigate through recording via playback controls or clicking thumbnails of the video
- User can see a visual representation in the recording of when participants are talking.

Network-based recording is enabled by WebEx Cloud Services.

Installing the WebEx and TelePresence Integration to Outlook

Meeting organizers who want to schedule meetings using the WebEx and TelePresence Integration to Outlook plug-in, must download and install the WebEx Productivity Tools with TelePresence from your WebEx site.

Before you install, make sure you have the following information for your WebEx site and TMSXE:

- WebEx Site URL
- WebEx User Name

- WebEx Password
- TMSXE User Name
- TMSXE Password

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Note   Contact your WebEx or IT administrator for this information.

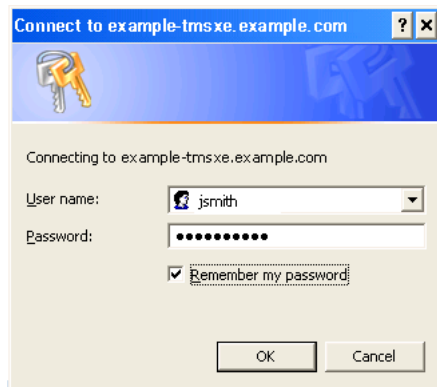To install the WebEx Productivity Tools, users must do the following:

Step 1   Open a browser and go your WebEx site.

Step 2   Click **My WebEx**.

Step 3   Log in to your account.

Step 4   If your site is enabled to automatically prompt you to download the WebEx Productivity Tools, you will be presented with that option. If, so click **Yes** to begin the download and then skip to step 7. If not, go to the next step.

Step 5   In the left-hand navigation bar, click **Productivity Tools Setup**.

Step 6   The **ptools.msi** file is downloaded to your computer.

Step 7   After the download is complete, open **ptools.msi** and follow the on-screen instructions to install the WebEx Productivity Tools.

Step 8   During the installation you must log in to your WebEx site.

Figure 10-5   WebEx Productivity Tools Login

Step 9   Enter your WebEx Site URL, User Name, Password and click **Login**.

After logging in, the WebEx Productivity Tools communicates with the server and then your are asked to log into TMSXE.

Figure 10-6   TMSXE Login

Step 10   Enter your TMSXE User name and Password and click **OK**.

Step 11   When the message "WebEx Productivity Tools are installed" appears, click **OK**.

Step 12   Close the Productivity Tools window.

You can now open Microsoft Outlook and schedule WebEx Enabled TelePresence meetings using the WebEx and TelePresence Integration to Outlook.

Setting the Time Zone and Language Preferences for a User's WebEx Account

For best results, meeting organizers using Outlook for scheduling, should do the following:

- Set their WebEx and Outlook time zones to the same time zone.

  If a meeting organizer's WebEx and Outlook time zones do not match, meetings will not be scheduled at the same time in both WebEx and Outlook.

- Make sure their preferred language is selected in their WebEx account.

  The selected language is the language that all invitees will see in the meeting invitation.

To set the WebEx time zone and preferred language for a WebEx account, users must do the following:

Step 1   Open a browser and go to your WebEx site.

Step 2   Click **My WebEx**.

Step 3   Enter your WebEx username and password and click **Log In**.

If you are presented with an option to download the WebEx Productivity Tools and you have already downloaded them, click **Later**. If you wish download and install them now, refer to step 4 of Installing the WebEx and TelePresence Integration to Outlook, page 10-6

The My WebEx Meetings page appears.

In the right corner of the page, the current language and time zone settings are displayed.

Step 4   To change the language and time zone, click on the link that displays either the current language or time zone.

The Preferences page appears.

Step 5   Using the **Time zone** and **Language** menus, select the time zone and language you wish to use for your WebEx Enabled TelePresence meetings.

Step 6   Click **OK**.

Configuring TSP Audio for a User's WebEx Account

Meeting organizers who need to schedule WebEx Enabled TelePresence meetings that use TSP audio, must add TSP audio provider information to their account.

For details, refer to Configuring TSP Audio for the Meeting Organizer, page 9-11.

Where to Go Next

For complete information about managing your Cisco WebEx Administration Site account, refer to the Help on your WebEx site.