



Configuring Basic Operation Parameters for Cisco Unified MeetingPlace Express

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The following topics describe how to configure basic operation parameters for Cisco Unified MeetingPlace Express:

- [About Operator Assistance, page 3-1](#)
- [About Languages, page 3-2](#)
- [About Major Alarm Calls, page 3-5](#)
- [About Meeting Phone Numbers and Notification Labels, page 3-6](#)
- [About User Authentication By an External Directory, page 5-14](#)
- [Displaying Meeting Times Using a 12- or 24-Hour Clock, page 4-16](#)
- [About This Page: Usage Configuration, page B-188](#)

About Operator Assistance

Cisco Unified MeetingPlace Express can be configured to forward calls to the attendant or help desk in the following situations:

- Caller dials 0 for operator assistance.
- Caller does not enter a number at a voice prompt.

Related Topics

- [Configuring Operator Assistance, page 3-2](#)

Configuring Operator Assistance

This topic describes how to configure the system to forward callers to the attendant or help desk when necessary. See the [“About Operator Assistance” section on page 3-1](#).

Before You Begin

Calls to the attendant are not supported if you use a SIP trunk to integrate Cisco Unified MeetingPlace Express with Cisco Unified CallManager Release 4.x. For more information about this restriction, see the [“Cisco Unified CallManager Restrictions for Integration in a SIP Environment” section on page 5-40](#).

Procedure

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- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Click **Administration** at the top of the page.
- Step 3** On the left side of the page:
- Click **System Configuration**.
 - Click **Usage Configuration**.
- Step 4** In the Usage Configuration page, configure the following fields:
- [Dial attendant on timeout](#)—Set this field to **Yes**.
 - [Attendant phone](#)—Enter the help desk or attendant phone number.
- Step 5** Click **Save**.
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Related Topics

- [About Operator Assistance, page 3-1](#)
- [About This Page: Usage Configuration, page B-188](#)

About Languages

Cisco Unified MeetingPlace Express supports a growing number of languages available for voice prompts, e-mail notifications, end-user web interfaces, and web meeting rooms. Only U.S. English text is used in the Administration Center web interfaces.

Related Topics

- [Configuring Languages Other Than English, page 3-3](#)
- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)
- [About the Guest Profile and Guest Users, page 6-28](#)
- [About E-Mail Notification Templates and Language Property Files, page 12-6](#)

Configuring Languages Other Than English

By default, U.S. English is used in all voice prompts, e-mail notifications, end-user web interfaces, and web meeting rooms. To use a different language or enable end users to choose from multiple languages, complete the following tasks:

1. Install the languages.

Languages are automatically installed with Cisco Unified MeetingPlace Express. To see which languages are installed in a specific release, see the *Release Notes for Cisco Unified MeetingPlace Express Release 1.1*. For installation and upgrade information, see the *Installation and Upgrade Guide for Cisco Unified MeetingPlace Express*.

2. (For multiple languages only) Purchase, download, and install the language license.

Without the language license, you can enable one language on Cisco Unified MeetingPlace Express. With the installed language license, you can enable multiple languages on Cisco Unified MeetingPlace Express. See the [“About Licenses” section on page 13-8](#).

3. Enable the languages.

This task is performed in the Usage Configuration page of the Administration Center. See the [“Enabling Languages” section on page 3-4](#).

4. (For multiple languages only) Configure language preferences in the user groups or user profiles.

System administrators may specify a language for specific user groups or user profiles through the Administration Center. See the following sections:

- [About Language Preferences, page 6-25](#)
- [Configuring Language Preferences in User Groups or User Profiles, page 3-4](#)

Users may override this setting by selecting a language through the end-user web interface or over the phone. See the *User Guide for Cisco Unified MeetingPlace Express*.

5. (For the Cisco Unified MeetingPlace Express service for the Cisco Unified IP Phone only) Install and configure matching languages in Cisco Unified CallManager for the Cisco Unified IP Phones. See the [“About Language Requirements for the Cisco Unified MeetingPlace Express Service for the Cisco Unified IP Phone” section on page 5-9](#).

Related Topics

- [About Languages, page 3-2](#)
- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)
- [About the Guest Profile and Guest Users, page 6-28](#)
- [About E-Mail Notification Templates and Language Property Files, page 12-6](#)
- [About Cisco Unified IP Phone Services, page 5-7](#)

Enabling Languages

This topic describes how to enable the installed languages on Cisco Unified MeetingPlace Express.

Before You Begin

- Read the [“Configuring Languages Other Than English” section on page 3-3](#). Complete all tasks that are required before you enable the languages.
- A system restart is required to enable or disable a language. A system restart is *not* required to switch the order in which the languages appear in these fields.

Procedure

- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Click **Administration** at the top of the page.
- Step 3** On the left side of the page:
- a. Click **System Configuration**.
 - b. Click **Usage Configuration**.
- Step 4** In the Usage Configuration page, configure the Language fields to enable one or more installed languages.
- Step 5** Click **Save**.
- Step 6** Restart the system.
- Step 7** To configure the language preferences for user groups or user profiles, proceed to the [“Configuring Language Preferences in User Groups or User Profiles” section on page 3-4](#).
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Related Topics

- [About Languages, page 3-2](#)
- [About This Page: Usage Configuration, page B-188](#)

Configuring Language Preferences in User Groups or User Profiles

This topic describes how to specify a localized language for specific user groups or user profiles.

Users may override this setting by selecting a language through the end-user web interface. See the *User Guide for Cisco Unified MeetingPlace Express Release 1.1*.

Before You Begin

Read the [“Configuring Languages Other Than English” section on page 3-3](#). Complete all tasks that are required before you configure language preferences in the user groups or user profiles.

Procedure

- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Click **Administration** at the top of the page.
- Step 3** On the left side of the page, click **User Configuration**.

- Step 4** Take one of the following actions:
- To configure a user group, click **User Group Management**.
 - To configure an individual user profile, click **User Profile Management**.
- Step 5** Take one of the following actions:
- To configure an existing user group or user profile, click **Edit**.
 - To configure a new user group or user profile, click **Add New**. Configure the required fields, which are marked with an asterisk.
- Step 6** Configure one of the following fields:
- [Language, page B-11](#) (user group)
 - [Language, page B-23](#) (user profile)
- Step 7** Click **Save**.
- Step 8** Repeat this task for all user groups and user profiles for which you want to configure language preferences.
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Related Topics

- [About Languages, page 3-2](#)
- [About This Page: Add User Group, page B-9](#)
- [About This Page: Add User Profile, page B-16](#)
- [About the Guest Profile and Guest Users, page 6-28](#)

About Major Alarm Calls

Cisco Unified MeetingPlace Express can be configured to call you if a major alarm occurs. When you answer the phone call, you will be provided with the following information:

1. Notification that an error has occurred that requires attention.
2. A request to view the alarms.
3. A request to acknowledge the alarm call.

Related Topics

- [Configuring Major Alarm Calls, page 3-5](#)

Configuring Major Alarm Calls

This topic describes how to configure Cisco Unified MeetingPlace Express to call you if a major alarm occurs.

**Note**

Pagers cannot be used to receive alarm calls.

Procedure

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- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Click **Administration** at the top of the page.
- Step 3** On the left side of the page:
- a. Click **System Configuration**.
 - b. Click **Usage Configuration**.
- Step 4** Configure the following fields, which are described in the [“About This Page: Usage Configuration” section on page B-188](#):
- [Call out on major alarm](#)—Set to **Yes**.
 - [Phone number to call on alarm](#)—Enter the system administrator’s phone number.
- Step 5** Click **Save**.
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Related Topics

- [About Major Alarm Calls, page 3-5](#)
- [About This Page: Usage Configuration, page B-188](#)

About Meeting Phone Numbers and Notification Labels

You can configure up to four phone numbers and descriptive labels for users to dial in to voice meetings. These phone numbers and labels appear in the following places:

- E-mail notifications
- Web interface for end users
- Telephone pop-up notification box in the full web meeting room
- Cisco Unified IP Phone screens (only when subscribed to the Cisco Unified MeetingPlace Express service for the Cisco Unified IP Phone)

Related Topics

- [About the Character Limitation of the Telephone Pop-Up Notification Box in the Full Web Meeting Room, page 3-6](#)
- [Configuring Meeting Phone Numbers and Notification Labels, page 3-7](#)

About the Character Limitation of the Telephone Pop-Up Notification Box in the Full Web Meeting Room

The telephone pop-up notification box in the full web meeting room is limited in the total number of characters it can display. Because this limitation applies also to characters that you do not enter (such as the meeting ID, HTML tags, spaces, and punctuations), the maximum number of characters varies for each meeting.

We recommend that you minimize the number of characters entered in the label fields to avoid the character limitation. If you exceed the maximum number of characters, then the information displayed in the telephone pop-up notification box is automatically modified in the following ways, in the presented order, until the number of characters falls below the maximum:

1. The headings in the pop-up notification box are deleted, for example “Dial in from your phone.”
2. Bold characters are changed to normal characters.
3. The text in the [Label for access phone number 3](#) field is changed to “Or: ”.
4. The text in the [Label for access phone number 4](#) field is changed to “Or: ”.

To verify that the phone numbers and labels correctly appear in the telephone pop-up notification box in the full web meeting room, take the following actions:

1. Schedule a web and voice meeting using a 17-digit meeting ID (maximum allowed).
2. Join the full web meeting.
3. In the top right corner of the full web meeting room, roll your mouse pointer over the telephone icon to display the pop-up notification box content.

If you are not satisfied with the appearance of the meeting phone numbers and notification labels, then reduce the number of characters in the notification labels.

Related Topics

- [Configuring Meeting Phone Numbers and Notification Labels, page 3-7](#)
- [About This Page: Usage Configuration, page B-188](#)
- [Configuring E-Mail Notifications for Cisco Unified MeetingPlace Express, page 12-1](#)

Configuring Meeting Phone Numbers and Notification Labels

This topic describes how to configure the phone numbers that users call to attend meetings and the labels that describe those phone numbers.

Before You Begin

- Read the [“About the Character Limitation of the Telephone Pop-Up Notification Box in the Full Web Meeting Room”](#) section on page 3-6.
- These configurations require a system restart to take effect.

Procedure

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- Step 1** Log in to Cisco Unified MeetingPlace Express.
 - Step 2** Click **Administration** at the top of the page.
 - Step 3** On the left side of the page:
 - a. Click **System Configuration**.
 - b. Click **Usage Configuration**.
 - Step 4** In the Usage Configuration page, configure the following fields:
 - [Access phone number 1](#)
 - [Label for access phone number 1](#)

- [Access phone number 2](#)
- [Label for access phone number 2](#)
- [Access phone number 3](#)
- [Label for access phone number 3](#)
- [Access phone number 4](#)
- [Label for access phone number 4](#)

Step 5 Click **Save**.

Step 6 Restart the system.

Related Topics

- [About Meeting Phone Numbers and Notification Labels, page 3-6](#)
- [About This Page: Usage Configuration, page B-188](#)
- [Configuring E-Mail Notifications for Cisco Unified MeetingPlace Express, page 12-1](#)