

This page describes how to customize the text that users see when they open a meeting notification in their Microsoft Outlook inbox or calendar.

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Meeting Notifications

Meeting notifications are sent to meeting invitees when users schedule a meeting. By default, each notification includes a text notification that users see when they open a meeting notification, and a form-based notification that they see if they click the MeetingPlace tab.

You can customize either or both of these notifications.

- To customize the text-based notification, use the information on this page.
- To customize the form-based notification, see [Customizing the Scheduling and Notification Forms for Cisco Unified MeetingPlace for Outlook](#).

Text-Based Meeting Notifications

Text-based meeting notifications are generated by Cisco Unified MeetingPlace for Outlook by using templates that you can customize.

Each template contains tags and text that represent the information that appears in a notification. When a notification is generated, Cisco Unified MeetingPlace for Outlook or the Cisco Unified MeetingPlace Audio Server replaces tags with information about the scheduled meeting, such as the date and time of the meeting, the link that recipients can click to go directly to the web conference, or a toll-free number users can dial to join the voice conference.

Text-based notifications for meetings that are scheduled by using Cisco Unified MeetingPlace for Outlook are generated from a different set of templates than notifications that are scheduled by using Cisco Unified MeetingPlace Web Conferencing or MeetingTime.

Note: Templates for Cisco Unified MeetingPlace for Outlook Release 4.2.5 or earlier are not compatible with the current release of Cisco Unified MeetingPlace for Outlook.

Notification Templates for Meetings Scheduled by Using Cisco Unified MeetingPlace for Outlook

Meetings that are scheduled by using Microsoft Outlook use the notification templates listed in [Table: Cisco Unified MeetingPlace for Outlook Notification Templates](#), all of which have a .rtf filename extension.

Note: Do not edit these files by opening them in a text editor; use the procedure documented in [Customizing the Notifications for Meetings Scheduled by Using Cisco Unified MeetingPlace for Outlook](#).

Table: Cisco Unified MeetingPlace for Outlook Notification Templates

Template	Used To Generate
MPmessage.rtf	Meeting notifications for nonreservationless meetings that are scheduled by using Cisco Unified MeetingPlace for Outlook that also do not include video conferencing.
mpMsgRsvl.rtf	Meeting notifications for reservationless meetings that are scheduled by using Cisco Unified MeetingPlace for Outlook. You do not need to customize this template if your system does not include reservationless functionality.
mpMsgVideoNot.rtf	Meeting notifications for meetings that include video conferencing and are scheduled by using Cisco Unified MeetingPlace for Outlook.

	You do not need to customize this template if your system does not include Cisco Unified MeetingPlace Video Integration.
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Notification Templates for Meetings Scheduled by Using Web Conferencing or MeetingTime

Meetings that are scheduled by using Cisco Unified MeetingPlace Web Conferencing or MeetingTime use the notification templates listed in Table: Cisco Unified MeetingPlace Web Conferencing or MeetingTime Notification Templates, all of which have a .tpl filename extension.

Table: Web Conferencing or MeetingTime Notification Templates

Template	Used To Generate
NotifySchedule.tpl	Meeting notifications for meetings that are scheduled by using MeetingTime or Web Conferencing.
NotifyReschedule.tpl	Update notices for meetings that were rescheduled by using MeetingTime or Web Conferencing.
NotifyCancel.tpl	Cancellation notices for meetings that were cancelled by using MeetingTime or Web Conferencing.
NotifyScheduleVideo.tpl	Meeting notifications for meetings that include video conferencing and are scheduled by using MeetingTime or Web Conferencing. You do not need to customize this template if your system does not include Cisco Unified MeetingPlace Video Integration.
NotifyRescheduleVideo.tpl	Update notices for meetings that include video conferencing and were rescheduled by using MeetingTime or Web Conferencing. You do not need to customize this template if your system does not include Cisco Unified MeetingPlace Video Integration.

Customizing Text-Based Notifications

You can customize meeting notifications in the following general ways:

- Remove information that you do not want in notifications.
- Insert information that is not already included in notifications.
- Specify the order in which you want information to appear in notifications.
- Include other text in notifications, such as information about your company.

For example, you may want to add:

- Instructions on how to attend meetings and access attachments.
- Alternate phone numbers for your Cisco Unified MeetingPlace Audio Server, such as a toll free or in-company extension number.
- Special instructions for multiserver meetings.
- A list of invitees.
- Meeting recording information.

Useful information about the meeting, the scheduler, and the Cisco Unified MeetingPlace system already exists in the Cisco Unified MeetingPlace Audio Server. A list of tags you can use to add this information to your notifications is in [Notification Items](#).

The meeting notification templates are editable Rich Text Formatting (RTF) files that you manually customize by changing tags and text. RTF support allows you to use text formatting like bold, italics, and color in your meeting notifications.

If you change one template, you should evaluate whether or not to change all of the templates your system uses. If your system does not include reservationless or video-conferencing capability, you do not need to customize those templates. Customize both types of templates:

- The templates for meetings that are scheduled from Outlook. See [Customizing the Notifications for Meetings Scheduled by Using Cisco Unified MeetingPlace for Outlook](#).
- The templates for meetings that are scheduled from other Cisco Unified MeetingPlace clients. See [Customizing Notifications of Meetings That Are Scheduled in Other Cisco Unified MeetingPlace Clients](#).

Customizing the Notifications for Meetings Scheduled by Using Cisco Unified MeetingPlace for Outlook

Customize the meeting details and reservationless meeting templates by adding, changing, or removing information from meeting invitations originating from Microsoft Outlook.

Do the following procedures, as applicable:

- [To Customize the Meeting Details Templates](#)
- [To Customize the Reservationless Meeting Template](#)

To Customize the Meeting Details Templates

Do this procedure to customize the templates for scheduled meetings (but not the template for reservationless meetings).

1. Go to <drive>:\Program Files\Cisco Systems\MPWeb\mpoutlook and save a copy of the template you want to change. Template files are identified in the Notification Templates for Meetings Scheduled by Using Cisco Unified MeetingPlace for Outlook.
Do not open or edit the contents of the file yet.
2. In the Windows Control Panel, double-click **MeetingPlace Gateways**, then click the **Outlook Gateway** tab.
3. Click the **Configure Client Setup** button. The Configure Client Setup Utility opens.
4. Click the **Template** tab.
5. Choose the language of the template to edit. Each template must be edited separately for each language.
6. Click the **Edit** button corresponding to the template that you want to change. The template file opens in WordPad.
7. In this file, add or delete text or tags. This adds or removes information from the meeting invitation. You can also format text with bold, italics, color, and so on.
A list of available tags is in Notification Items Use the tags that are in the column for RTF templates.
8. When you finish, save the file and exit WordPad.
9. In the Configure Client Setup Utility, click **Save**, then click **Close**.
10. Restart the Cisco Unified MeetingPlace Web Conferencing Service. In Windows, choose **Start > Settings > Control Panel > Services**. Right-click the Web Conferencing Service and choose **Restart**.

To Customize the Reservationless Meeting Template

1. Go to <drive>:\Program Files\Cisco Systems\MPWeb\mpoutlook and save a copy of **mpMsgRsvl.rtf**.
Do not open or edit the contents of the file yet.
2. In the Windows Control Panel, double-click **MeetingPlace Gateways**, then click the **Outlook Gateway** tab.
3. In the Outlook Gateway tab, click **Configure Client Setup**. The Configure Client Setup Utility opens.
4. Click the **Template** tab.
5. Choose the language of the template to edit. Each template must be edited separately for each language.
6. Click the **Edit** button next to the reservationless option. The **mpMsgRsvl.rtf** file opens in WordPad.
7. In this file, add or delete text or tags. This adds or removes information from the meeting invitation.
A list of available tags is in Notification Items Use the tags that are in the column for RTF templates.
Do not copy and paste tags from other templates. This template uses different tags.
Do not add any date or time tags to this template. Because reservationless meetings are not formally scheduled, this information is not available when the notification is generated.
8. When you finish, save the file and exit WordPad.
9. In the Configure Client Setup Utility, click **Save**, then click **Close**.
10. If you added a tag that takes its value from information that you must enter in MeetingTime, make sure you have entered that information.
11. Restart the Cisco Unified MeetingPlace Web Conferencing Service. In Windows, choose **Start > Settings > Control Panel > Services**. Right-click the Web Conferencing Service and choose **Restart**.

Customizing Notifications of Meetings That Are Scheduled in Other Cisco Unified MeetingPlace Clients

Template files for notifications for meetings scheduled from Web Conferencing or MeetingTime have a .tpl filename extension. Customize these files separately from the files that are used to generate notifications for meetings that are scheduled in Outlook.

You can add tags from the appropriate column in [Notification Items](#) to any .tpl template except NotifyCancel.tpl.

You must customize the templates for each language separately.

To Ensure That RTF Notifications Are Sent to Users for Meetings Scheduled in Other Cisco Unified MeetingPlace Clients

Cisco Unified MeetingPlace for Outlook allows your users to receive notifications in RTF format. To ensure that users receive RTF notifications for meetings that are scheduled in clients other than Outlook, do this procedure.

1. Access the .tpl template files. Go to <drive>: \Program Files\Cisco Systems\Shared Components\MeetingPlace Notification Gateway.
2. Save the .tpl files as type RTF, but keep the filename extension as .tpl.
3. In the ConfigClient Utility, click the **Notification Options** tab, then check the **Send Notifications in RTF** check box.
4. On your Exchange Server, verify that the RTF setting for the Cisco Unified MeetingPlace for Outlook mailbox is on.

To Customize Notifications for Meetings Scheduled in Other Cisco Unified MeetingPlace Clients

1. Go to <drive>: \Program Files\Cisco Systems\Shared Components\MeetingPlace Notification Gateway and save a copy of the template file that you want to customize. Template files are identified in [Notification Templates for Meetings Scheduled by Using Cisco Unified MeetingPlace Web Conferencing or MeetingTime](#).
Templates for languages other than English are located in subdirectories based on the language name. Each template must be edited separately for each language.
2. Using Microsoft WordPad, open the .tpl template file that you want to customize.
3. Make any modifications by adding or deleting text or tags. This adds or deletes information from the meeting notification.
See [Notification Items](#) for a list of available tags. Use the tags that are in the column for .tpl templates.
You can also format text with bold, italics, color, and so on.
Any item that you add will appear in the same location in the meeting notification. Place important information at the top of the template to make it readily accessible to users.
4. Save the template as an RTF file. Make sure the .tpl filename extension does not change.
5. If you added a tag that takes its value from information that you must enter into MeetingTime, make sure you have entered that information.

Including Notification Details From MeetingTime: An Example

The following procedure illustrates how you can specify information in MeetingTime and have that information inserted into meeting notifications.

In this example, you enter instructions for how to attend a meeting in to MeetingTime, and Cisco Unified MeetingPlace automatically puts that information into meeting notifications using tags that you include in the templates.

To Include Notification Details From MeetingTime: An Example

1. Use the procedures on this page to insert the `<!--#Cisco AttendMeetingHint -->` tags in the templates that you want to customize.
2. Open MeetingTime and log in to the Cisco Unified MeetingPlace Audio Server.
3. Double-click the Register Book and click the **Configure** tab.
4. In the left side of the window, under **Company Specific Information**, click **Company Information** and then click **Query**.
5. In the right side of the window, click in the value area of **How to Attend Meeting** and enter your customized information, such as:
 - To attend this meeting, call `<insert Cisco Unified MeetingPlace phone number>` at the time of the meeting and follow the prompts. Refer to the information contained in this notification for meeting details.
6. When you finish, click **OK**.
7. Click **Save Changes**.
 - Meeting notifications will now automatically include the How to Attend Meeting information you entered into MeetingTime.

Notification Items

Tags for notifications for meetings that are scheduled in Outlook are similar to but in many cases not identical to the tags that perform the same function in notifications for meetings that are scheduled in Web Conferencing or MeetingTime. The tags are not interchangeable, and you cannot copy and paste tags from an .rtf template to a .tpl template.

Note: The syntax `<!--#LATD` , used in releases prior to Release 5.4, can be used in place of `<!--#Cisco` for backward compatibility in tags for .tpl templates.

Unless otherwise noted, these tags draw values from information that meeting schedulers include when they schedule a meeting, or that are automatically generated when a meeting is scheduled.

Where noted, tags pull information from values that you have entered in MeetingTime. If you use one of these tags, make sure you have entered a valid value in MeetingTime. For more information about

MeetingTime and the values it holds, see the documentation for Cisco Unified MeetingPlace Audio Server.

Before you add a tag to a template, make sure you have addressed all requirements that appear in the description for that tag.

Table: Notification Items

Name	Tag for Notifications for Meetings That Are Scheduled in Cisco Unified MeetingPlace for Outlook (.rtf Files)	Tag for Notifications for Meetings That Are Scheduled in Cisco Unified MeetingPlace Web Conferencing or MeetingTime (.tpl Files)	Description
This tag is not intended to have a label.	-	<!--#Cisco AttendMeetingHint -->	Inserts any text entered in MeetingTime in How to Attend Meeting .
Scheduler	<!--#Cisco FirstName --> <!--#Cisco LastName -->	<!--#Cisco SchedulerFirstName --> <!--#Cisco SchedulerLastName -->	Inserts the first and last name of the scheduler from the scheduler profile in MeetingTime.
Scheduler with delegate support	<!--#Cisco C_SchedFirstName --> <!--#Cisco C_SchedLastName -->	<!--#Cisco SchedulerFirstName --> <!--#Cisco SchedulerLastName -->	Inserts the first and last name of the meeting owner based on the profile of the meeting owner in MeetingTime.
Scheduler Phone	<!--#Cisco OutdialPhone -->	<!--#Cisco SchedulerTelephoneNum -->	Inserts the phone number of the scheduler from the scheduler profile in MeetingTime.
Scheduler Fax	<!--#Cisco FaxNum -->	<!--#Cisco SchedulerFaxNum -->	Inserts the fax number of the scheduler from the scheduler profile in MeetingTime.
Scheduler E-Mail	<!--#Cisco C_SchedEmailAdd -->	<!--#Cisco SchedulerEmail -->	Inserts the e-mail address of the scheduler from the scheduler profile in MeetingTime.
This tag is not intended to have a label.	-	<!--#Cisco MultiServerHelpText "This meeting will be held on the following Cisco Unified MeetingPlace systems:" "Dial the phone number of the system closest to your location. -->	<p>Inserts any text entered in MeetingTime in MultiServerHelpText. The suggested text for this tag is displayed in italics.</p> <p>This tag only appears in notifications for multiserver meetings. Use this tag in conjunction with the <!--#Cisco ListMultiServers</p>

			--> tag.
This tag is not intended to have a label.	-	<!--#Cisco ListMultiServers -->	Inserts the name and phone number of the other Cisco Unified MeetingPlace Audio Servers that are involved in the multiserver meeting. This tag should always follow the <!--Cisco MultiServerHelpText--> tag.
Number of ports	<!--#Cisco nLoc -->	<!--#Cisco nLoc -->	Inserts the number of audio ports in a meeting.
Cisco Unified MeetingPlace Phone Number	<!--#Cisco Mtg_TelephoneNum -->	<!--#Cisco Mtg_TelephoneNum -->	Inserts the main meeting access phone number entered in MeetingTime in Main Phone Number .
This tag is not intended to have a label.	<!--#Cisco C_AltPhoneNumName1 --> <!--#Cisco C_AlternatePhoneNum1 -->	<!--#Cisco AltPhoneLabel_1--> <!--#Cisco AltPhone_1-->	Inserts any text that is entered into MeetingTime in the first Label for Notifications and any phone number in 1st Alternate Ph Number . The label describes the phone number, for example, "Toll-free phone number" or "Internal callers dial." Use these tags only if your system actually has usable phone numbers assigned.
This tag is not intended to have a label.	<!--#Cisco C_AltPhoneNumName2 --> <!--#Cisco C_AlternatePhoneNum2 -->	<!--#Cisco AltPhoneLabel_2--> <!--#Cisco AltPhone_2-->	Inserts any text that is entered into MeetingTime in the first Label for Notifications and any phone number in 2nd Alternate Ph Number . The label describes the phone number, for example, "Toll-free phone number" or "Internal callers dial." Use these tags only if your system actually has usable phone numbers assigned.
This tag is not	<!--#Cisco	<!--#Cisco AltPhoneLabel_3-->	Inserts any text that is

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intended to have a label.	C_AltPhoneNumName3 --> <!--#Cisco C_AlternatePhoneNum3 -->	<!--#Cisco AltPhone_3-->	entered into MeetingTime in the first Label for Notifications and any phone number in 3rd Alternate Ph Number . The label describes the phone number, for example, "Toll-free phone number" or "Internal callers dial." Use these tags only if your system actually has usable phone numbers assigned.
Meeting ID	<!--#Cisco MTGID -->	<!--#Cisco MTGID -->	Inserts the meeting ID.
Meeting Date ¹	<!--#Cisco Month --> <!--#Cisco Day -->, <!--#Cisco Year -->	<!--#Cisco Month --> <!--#Cisco Day -->, <!--#Cisco Year -->	Inserts the date of the meeting.
Start Time (hh:mm) ¹	<!--#Cisco Hour -->: <!--#Cisco Min --> <!--#Cisco AMPM --> <!--#Cisco TimeZone -->	<!--#Cisco Hour -->: <!--#Cisco Min --> <!--#Cisco AMPM --> <!--#Cisco TimeZone -->	Inserts the start time of the meeting.
Frequency	-	<!--#Cisco ReOccuringConference -->	Inserts the frequency (weekly, monthly, and so on) and number of occurrences of the meeting.
Recurrence Pattern	<!--#Cisco ReOccuringConference -->	-	Inserts the frequency (weekly, monthly, and so on).
Occurrences	<!--#Cisco MaxDaysReOccuring -->	-	Inserts the number of occurrences of the meeting.
Meeting Name	<!--#Cisco TextName -->	<!--#Cisco TextName -->	Inserts the meeting name.
Meeting Length (min)	<!--#Cisco Len -->	<!--#Cisco Len -->	Inserts the length of the meeting.
This tag is not intended to have a label. ²	[Internal CTA]	<!--#Cisco AttendConference -->	Inserts a click-to-attend link (a URL that meeting attendees can click to immediately join the meeting.) These tags require Cisco Unified MeetingPlace Web Conferencing. These tags draw information from the Web Host Name and External Web Host

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			Name fields in the Notification Options tab in the ConfigClient utility.
Meeting Password	<!--#Cisco C_Password -->	<!--#Cisco C_Password -->	Inserts the meeting password, if one has been assigned.
Allow Internet Access	<!--#Cisco C_fAllowInternetAccess-->	<!--#Cisco C_fAllowInternetAccess-->	Inserts whether the meeting scheduler has elected to allow users outside the firewall to attend the meeting.
Meeting Description	<!--#Cisco AttList_MeetingDesc -->	<!--#Cisco AttList_MeetingDesc -->	Inserts whatever text the meeting scheduler entered in the Meeting Description box.
Meeting Participants	-	<!--#Cisco ListInvitees -->	Inserts a list of the attendees that are invited to the meeting.
Who can attend meeting	<!--#Cisco EntryRestriction -->	<!--#Cisco EntryRestriction -->	Inserts who can attend the meeting (anyone, Cisco Unified MeetingPlace users, or invited users).
Screened Introduction	<!--#Cisco fScreenedIntroduction -->	<!--#Cisco fScreenedIntroduction -->	Inserts whether attendees joining a meeting will be screened for entry by those already in the meeting.
Default Ability	<!--#Cisco DefaultAbility -->	<!--#Cisco DefaultAbility -->	Inserts whether the meeting is an all-speaker meeting or a lecture-style meeting.
MeetingNotes	-	<!--#Cisco MeetingNotesHint -->	Inserts any text in the How to Access MeetingNotes parameter in MeetingTime.
Record Conference	<!--#Cisco fRecordConference -->	<!--#Cisco fRecordConference -->	Inserts information on whether the meeting is scheduled to be recorded.
Who can access the recording	<!--#Cisco WhoCanListen -->	<!--#Cisco WhoCanListen -->	Inserts who can access the meeting recording (none, anyone, Cisco Unified MeetingPlace users, or invited users).
This tag is not intended to have a label.	-	<!--#Cisco ReschedReason -->	Inserts text that describes what has changed about a previously scheduled meeting, such as a new date, time, or attachment.
Previous meeting month ²	-	<!--#Cisco MonthPrev -->	Inserts the month of the previous meeting.
Previous meeting day ²	-	<!--#Cisco DayPrev -->	Inserts the day of the previous meeting.

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Previous meeting year ²	-	<!--#Cisco YearPrev -->	Inserts the year of the previous meeting.
Previous meeting hour ²	-	<!--#Cisco HourPrev -->	Inserts the hour of the previous meeting.
Previous meeting minute ²	-	<!--#Cisco MinPrev -->	Inserts the minute of the previous meeting.
Previous meeting time of day ²	-	<!--#Cisco AMPMPrev -->	Inserts the time of day of the previous meeting.
Recurring meeting change ²	-	<!--#Cisco AllOrOne -->	Inserts information about whether one or all future meetings in a recurring series were changed or cancelled.
Video conferencing phone number for callers dialing in using IP-based video endpoints	<!--#Cisco VideoServiceCode--><!--#Cisco MTGID -->	<!--#Cisco MCUServiceCode --><!--#Cisco MTGID -->	<p>Inserts the number entered in MeetingTime in Video Service Code, plus the Meeting ID.</p> <p>Both of the indicated tags are required, in the specified order.</p> <p>This is the number that users must enter into their IP-based video endpoint to dial in to join the video conference.</p> <p>Use these tags only if your system includes Cisco Unified MeetingPlace Video Integration.</p> <p>You should precede these tags with text that describes what this number is and how to use it to attend a video conference.</p>
Video conferencing phone number for callers dialing in using ISDN-based	<!--#Cisco VideoTelephoneNum --> + <!--#Cisco VideoServiceCode--><!--#Cisco MTGID -->	<!--#Cisco VideoPhoneMain --> + <!--#Cisco MCUServiceCode--><!--#Cisco MTGID -->	Inserts the phone number entered in MeetingTime in Main Video Ph Number , plus the Video Service Code , plus the Meeting ID of the scheduled meeting.

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video endpoints			<p>All of the indicated tags are required, in the specified order.</p> <p>This is the number that users must enter into their video endpoint to dial in to join the video conference.</p> <p>Use these tags only if your Cisco Unified MeetingPlace system includes video conferencing and your system is configured to allow ISDN video endpoints to participate in video conferences.</p> <p>You should precede this tag with text describing what this number is and how to use it to attend a video conference.</p>
Invited terminals	-	<!--#Cisco ListTerminals -->	Inserts a list of invited video terminals for the meeting.
Video management	<!--#Cisco RadInSessionCtrlUrl -->	<!--#Cisco RadInSessionCtrlUrl -->	Inserts a hyperlink to Cisco Unified MeetingPlace Video Administration that can be used to provide additional in-session video control functions during a meeting.
Meeting category	<!--#Cisco MeetingCategory -->	<!--#Cisco MeetingCategory -->	Inserts the meeting category (the scheduler can select a category for meetings scheduled in Cisco Unified MeetingPlace Web Conferencing or MeetingTime).
Month	This tag is only for back-end notifications (*.tpl files, not *.rtf files).	<!--#Cisco MM -->	<p>This is a replacement for the <!--#Cisco Month --> tag.</p> <p>NOTE: We recommend that you only use this tag in the NotifyReSchedule.tpl and NotifyReScheduleVideo.tpl templates.</p>

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Month number	This tag is only for back-end notifications (*.tpl files, not *.rtf files).	<!--#Cisco MM_Num -->	This is a replacement for the <!--#Cisco C_Month_Num --> tag. NOTE: We recommend that you only use this tag in the NotifyReSchedule.tpl and NotifyReScheduleVideo.tpl templates.
Day	This tag is only for back-end notifications (*.tpl files, not *.rtf files).	<!--#Cisco DD -->	This is a replacement for the <!--#Cisco Day --> tag. NOTE: We recommend that you only use this tag in the NotifyReSchedule.tpl and NotifyReScheduleVideo.tpl templates.
Year	This tag is only for back-end notifications (*.tpl files, not *.rtf files).	<!--#Cisco YYYY -->	This is a replacement for the <!--#Cisco Year --> tag. NOTE: We recommend that you only use this tag in the NotifyReSchedule.tpl and NotifyReScheduleVideo.tpl templates.

¹ Do not include this tag in the **mpMsgRsvl.rtf** template file.

² Do not include this tag in the **MPmessage.rtf** template file.