Main page: Cisco Unified MeetingPlace, Release 8.0

Up one level: Configuration

- Dial-Out Features and Voice Prompt Languages
- About the Find Me Feature
- Enabling Dial-Out Privileges for Users
- Configuring the Find Me Dial-Out Feature
- Configuring Blast Dial-Out Calls

Contents

Dial-Out Features and Voice Prompt Languages

Dial-out features allow users to quickly and easily join meetings and add other users to active meetings. Table: Dial-Out Features and Languages Used in Voice Prompts describes the Cisco Unified MeetingPlace dial-out features, which can be initiated only by users with the Can dial out (does not apply to Cisco WebEx meetings) field set to **Yes** in their user profiles.

Table: Dial-Out Features and Languages Used in Voice Prompts also specifies which voice prompt language each dial-out feature uses. During active meetings, however, voice prompts heard by all meeting participants use the meeting language. If the meeting language is not specified while scheduling the meeting, the Language configured in the user profile of the meeting owner becomes the meeting language.

Table: Dial-Out Features and Languages Used in Voice Prompts

Dial-Out Feature	Description	Language Used in Each Dialed-Out Call
Find Me	At the scheduled start time of a meeting, Cisco Unified MeetingPlace initiates calls to meeting invitees at the phone numbers specified in their user profiles.	The voice prompts use the language specified in the user profile of the invited meeting participant.
Call Me	Meeting participants can join a meeting through the web and use the web interface to have Cisco Unified MeetingPlace call out to their phones.	For authenticated profiled users, the voice prompts use the language specified in the user profile. For guest users, the voice prompts use the language specified in the Guest Profile.
Dial Out From Within a Meeting	During a meeting, a participant can trigger Cisco Unified MeetingPlace to: • Call a new participant • Call all missing invitees (not supported in reservationless meetings)	When the call is triggered by authenticated profiled users, the voice prompts use the language specified in the user profile. When the call is triggered by guest users, the voice prompts use the language specified in the Guest Profile.

Related Topics

- Specifying Languages for Users in the Configuring Languages for Cisco Unified MeetingPlace module
- About the Find Me Feature

About the Find Me Feature

With the Find Me dial-out feature, Cisco Unified MeetingPlace calls the meeting invitees when a meeting begins. This feature is available only to profiled users and can be enabled or disabled in each user profile. Cisco Unified MeetingPlace can call up to three devices, in the order specified in the user profile, to try to reach the user.

- Supported Devices for the Find Me Feature
- How the Find Me Feature Works with Pagers
- Restrictions for Using the Find Me Feature with Pagers

Supported Devices for the Find Me Feature

Cisco Unified MeetingPlace can call the following devices, in the order specified in the user profile:

- Phone-The person who answers the phone is prompted to join the meeting. Depending on the user profile and meeting configurations, the person might also be prompted for a user password or meeting password.
- Direct-dial pager-Pager is directly reached by a phone number.
- Non-direct-dial pager-Pager is reached by a phone number *and* a PIN.

Related Topics

- About the Find Me Feature
- Configuring the Find Me Dial-Out Feature
- Dial-Out Features and Voice Prompt Languages

How the Find Me Feature Works with Pagers

Both direct- and non-direct-dial pagers display these items in a single numeric string:

- Phone number entered in the Access phone number 1 field in the Usage Configuration page
- Meeting ID

When you configured the Find Me feature to call a pager, this behavior applies.

Direct-Dial Pager	Non-Direct-Dial pager
1. When the meeting begins, Cisco Unified MeetingPlace dials the pager service by using the phone number that is configured in the Pager number user profile field. 2. After the pager service answers, Cisco Unified MeetingPlace sends its own access phone number, which is configured in the Access phone number 1 field in the Usage Configuration page.# Cisco Unified MeetingPlace sends the meeting ID.	1. When the meeting begins, Cisco Unified MeetingPlace dials the pager service by using the phone number that is configured in the Phone number for non-direct-dial pagers user group field. 2. Cisco Unified MeetingPlace sends the pager-specific PIN or user ID, which is configured in the Pager number user profile field. 3. After the pager service answers, Cisco Unified MeetingPlace sends its own system access phone number, which is configured in the Access phone number 1 field in the Usage Configuration page. 4. Cisco Unified MeetingPlace sends the meeting ID.

Related Topics

- Dial-Out Features and Voice Prompt Languages
- About the Find Me Feature
- Configuring the Find Me Dial-Out Feature

Restrictions for Using the Find Me Feature with Pagers

These restrictions apply when you configure the Find Me feature to call pagers:

- Only numeric pager output is supported. From the Access phone number 1 field in the Usage Configuration page, only the characters 0-9, #, and * are processed and sent to pagers. All other characters are discarded.
- In the pager output, there is no indication of where the access phone number ends and where the meeting ID begins. These values are combined into a single numeric string in the pager output.
- The pager output does not include meeting passwords.
- If the length of the numeric string sent to the pager exceeds the pager limit, the pager will not be able to display all the digits.
- Cisco Unified MeetingPlace sends RFC 2833 digits in the Real-Time Transport Protocol (RTP) stream. These pager digits must be converted to in-band audio dual-tone multi-frequency (DTMF) signals. The gateway that converts the VoIP traffic in your network to the public switched telephone network (PSTN) must convert RFC 2833 digits to in-band DTMF signals. See the documentation for your specific gateway and software release to verify this capability.
- Cisco Unified MeetingPlace cannot send pager digits in these ways:
  - In the SIP signaling stream or channel
  - Directly as in-band audio DTMF signals
- There might be a significant delay between when Cisco Unified MeetingPlace calls a pager and when the pager vibrates, flashes, or beeps. If the Search order for find me user profile field is configured to call a phone *after* calling a pager, the phone might receive the call *before* the pager vibrates, flashes, or beeps. Therefore, we recommend that you or the user take one or both of these actions:
  - Select Pager in only the Third option of the Search order for find me user profile field.
  - If the user wants to receive only a page and no phone calls when a meeting begins, leave the Main phone number and Alternate phone number user profile fields blank.

    You cannot select Pager more than once in the Search order for find me user profile field, but leaving the Main phone number and Alternate phone number user profile fields blank effectively disables those options.

Related Topics

- Dial-Out Features and Voice Prompt Languages
- About the Find Me Feature
- Configuring the Find Me Dial-Out Feature

Enabling Dial-Out Privileges for Users

Before You Begin

If you want to configure the Find Me dial-out feature, see the Configuring the Find Me Dial-Out Feature.

Procedure

1. Sign in to the Administration Center.
2. Select **User Configuration**.
3. Select **User Groups** or **User Profiles**, depending on whether you want to configure a user group or an individual user profile.
4. Select **Edit** or **Add New**, depending on whether you want to configure an existing or a new user group or user profile.
     Note: If you want to enable dial-out privileges for guest users, edit the **guest** user profile.
5. Set Can dial out (does not apply to Cisco WebEx meetings) to **Yes**.
6. Select **Save**.
7. Repeat this procedure for all user groups and user profiles for which you want to enable dial-out privileges.

Related Topics

- Table: Field Reference: Add User Profile Page and Edit User Profile Page in the Administration Center Page References for Cisco Unified MeetingPlace (A - C pages)
- Dial-Out Features and Voice Prompt Languages
- Restricting Dial-Out Privileges for Guest Users in the Securing the Cisco Unified MeetingPlace System module
- Restricting Dial-Out Privileges for Profiled Users in the Securing the Cisco Unified MeetingPlace System module

Configuring the Find Me Dial-Out Feature

Before You Begin

Read the About the Find Me Feature.

Procedure

1. Sign in to the Administration Center.
2. Select **User Configuration**.
3. Configure user groups:
     1. Select **User Groups**.
     2. To configure an existing user group, select **Edit**. To configure a new user group, select **Add New**.
     3. Configure these fields:

User Group Field	Value
Phone number for non-direct-dial pagers	(Required only for non-direct dial pagers) Phone number to access the pager system
Can dial out (does not apply to Cisco WebEx meetings)	(Optional) Yes

     4. Select **Save**.
     5. Repeat Step 3 for all user groups for which you want to configure the Find Me feature.

4. Configure user profiles:

       1. Select **User Profiles**.
       2. To configure an existing user profile, select **Edit**. To configure a new user profile, select **Add New**.
       3. Configure these fields:

User Profile Field	Value
Group name	(Required only for non-direct dial pagers) User group configured in Step 3 with the correct Phone number for non-direct-dial pagers.
Main phone number	Configure at least one phone or pager number.
Alternate phone number	If you select Non-direct dial pager in Pager type, enter the PIN or user ID for the individual pager in the Pager number field.
Pager number and Pager type	
Method of attending	Have system find user
Search order for find me	Order in which the system should attempt to call the user
Can dial out (does not apply to Cisco WebEx meetings)	Yes or Group Default (Yes)

       4. Select **Save**.
       5. Repeat Step 4 for all user profiles for which you want to configure the Find Me feature.

5. (Optional) Configure the system dial-out settings:

       1. Select **System Configuration > Usage Configuration**.
       2. Configure these fields:
           · Number of retry attempts
           · Delay between retries (sec)
       3. Select **Save**.

Related Topics

- Table: Field Reference: Add User Profile Page and Edit User Profile Page in the Administration Center Page References for Cisco Unified MeetingPlace (A - C pages)
- Table: Field Reference: Usage Configuration Page in the Administration Center Page References for Cisco Unified MeetingPlace (U - W pages)
- Dial-Out Features and Voice Prompt Languages

Configuring Blast Dial-Out Calls

Blast dial-out calls come in two forms:

- Initiated by the system-While scheduling a continuous meeting, the scheduler sets **Call all invitees when first person joins** to Yes on the More Options page.
      Note: The system dials out to 24 invitees at a time until all invitees are joined into the

meeting.
- Initiated by a user-During a meeting, the scheduler (with dial-out privileges) enters **#33** in the TUI to dial out to all missing invitees.

Before You Begin

- To enable user-initiated blast dial-out calls, complete the <u>Enabling Dial-Out Privileges for Users</u>.
- No specific configuration is required to use blast dial-out calls. This *optional* procedure describes how to configure fields that affect the behavior of *all* dial-out calls, including blast dial-out calls.

Procedure

1. Sign in to the Administration Center.
2. Select **System Configuration > Usage Configuration**.
3. Configure the following fields, which affect all dial-out calls:
     ♦ Number of retry attempts
     ♦ Delay between retries (sec)
4. Select **Save**.

Related Topics

- <u>Table: Field Reference: Add User Profile Page and Edit User Profile Page</u> in the <u>Administration Center Page References for Cisco Unified MeetingPlace (A - C pages)</u>
- <u>Table: Field Reference: Usage Configuration Page</u> in the <u>Administration Center Page References for Cisco Unified MeetingPlace (U - W pages)</u>
- <u>Configuring Continuous Meetings</u> in the <u>Configuring Meetings for Cisco Unified MeetingPlace</u> module