

Configure Conference Now Feature on CUCM 11

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Configure](#)

[Media and Signal Diagram](#)

[Configuration](#)

[Step 1. Configure Conference Now.](#)

[Step 2. Configure IVR.](#)

[Step 3. Configure Feature Group Template.](#)

[Step 4. Configure End User.](#)

[Limitations](#)

[Verify](#)

[Troubleshoot](#)

[Common Issues](#)

[No IVR Heard and Call Disconnets](#)

[No DTMF Accepted by IVR](#)

[Not Enough Time to Enter Meeting Number](#)

[Video Walkthrough for the Basic Configuration, Testing and T-shoot](#)

Introduction

This document describes a new feature on the Cisco Unified Communications Manager (CUCM) that replaces the present Meet-Me feature. You can now set a PIN to the Meet-Me feature, making it more secure. The user experience is similar to Cisco WebEx.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Basic understanding of media resources
- CUCM Meet-Me conference
- Configuration on CUCM

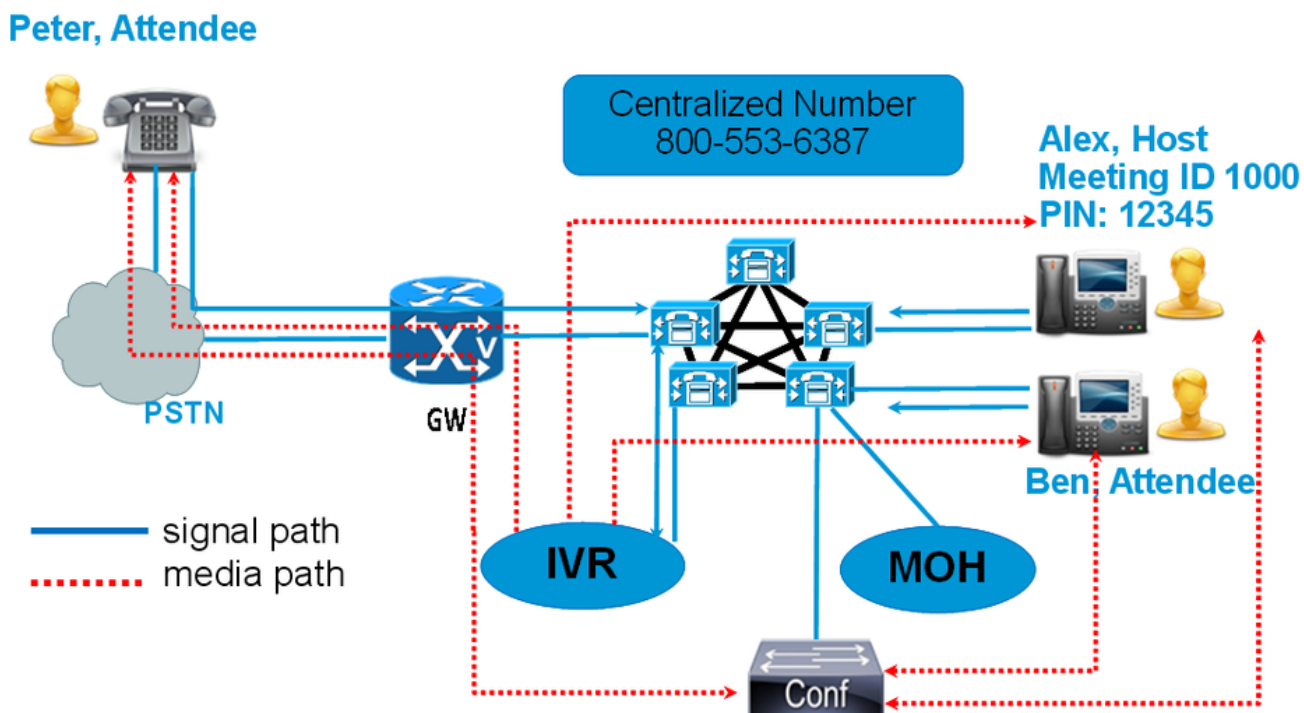
Components Used

The information in this document is based on CUCM version 11 and above.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Configure

Media and Signal Diagram

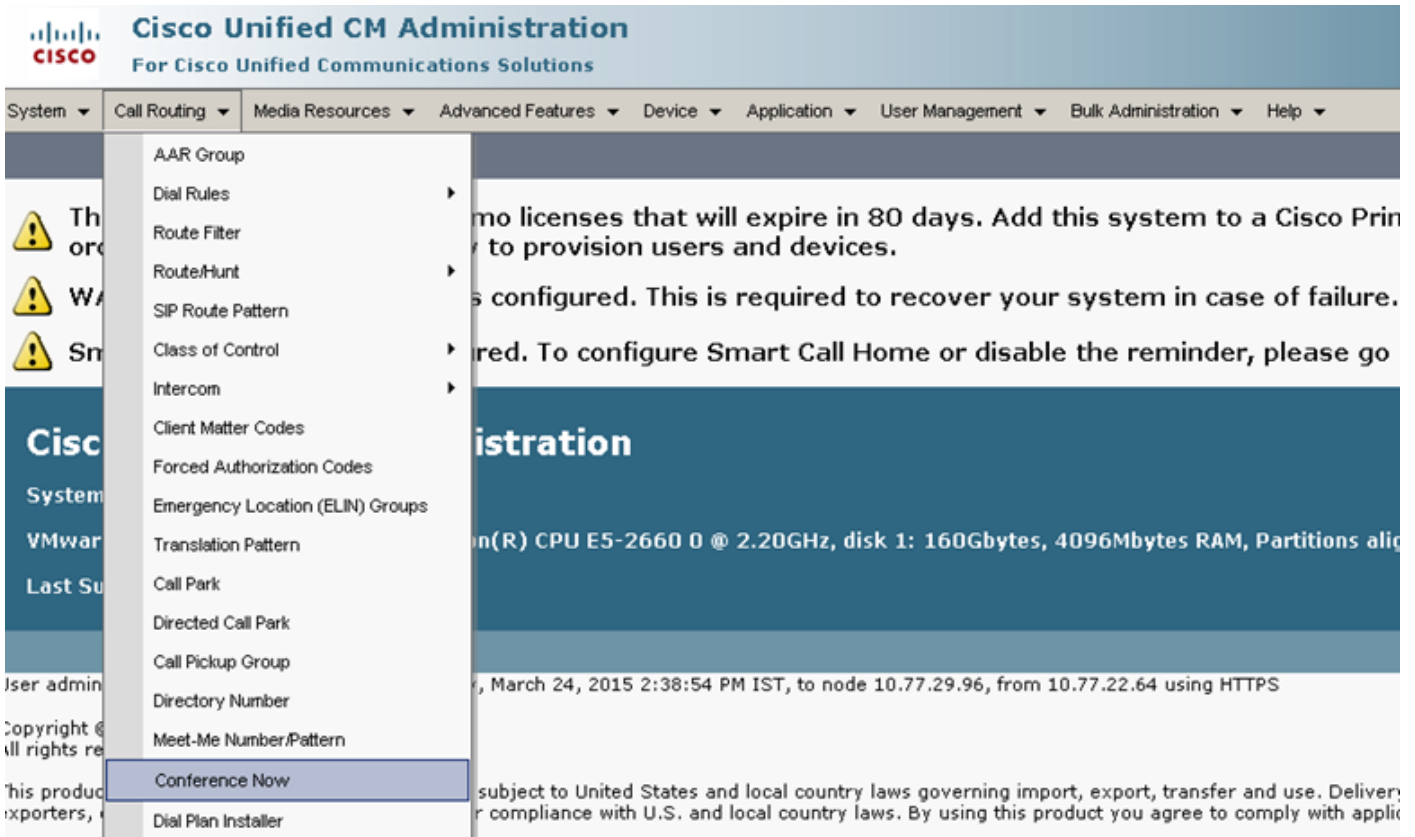


Instead of dialing a Meet-Me number, dial the Conference Now IVR Directory Number. An Interactive Voice Response (IVR) picks up and prompts you for a meeting number. If you have an access code enabled, then the IVR prompts you for the meeting access code. When an attendee calls the Conference Now Number, the IVR prompts the meeting access code and once its authenticated you are be placed in the conference.

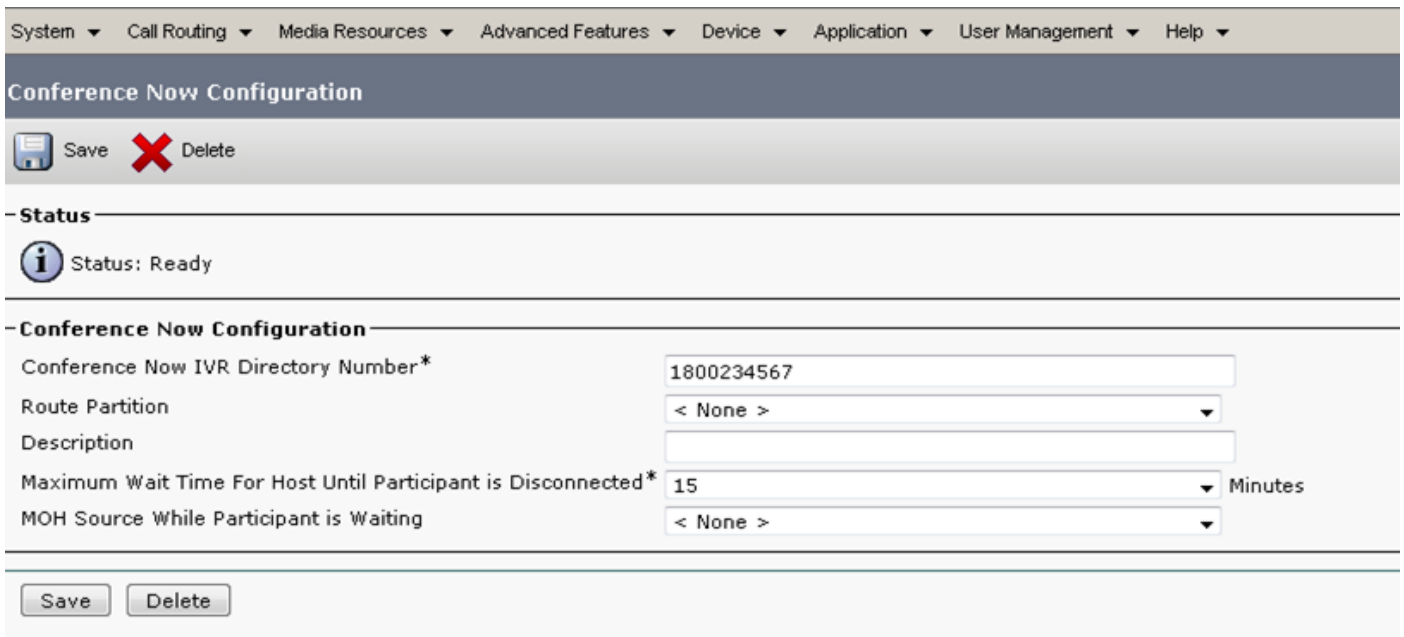
Configuration

Step 1. Configure Conference Now.

Step 1. In order to configure Conference Now, navigate to **Call Routing > Conference Now**, as shown in the image:

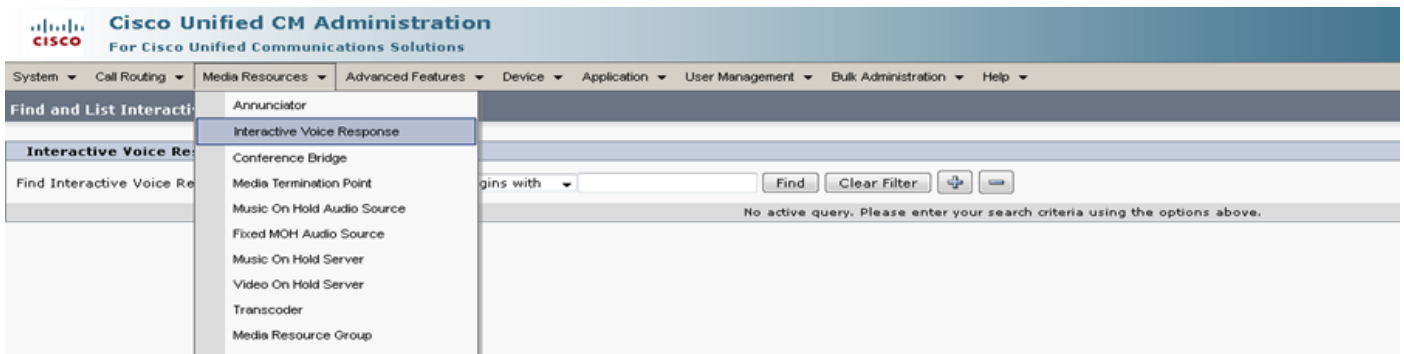


Step 2. Enter the value for these fields: **Conference Now IVR Directory Number, Route partition** and other details.



Step 2. Configure IVR.

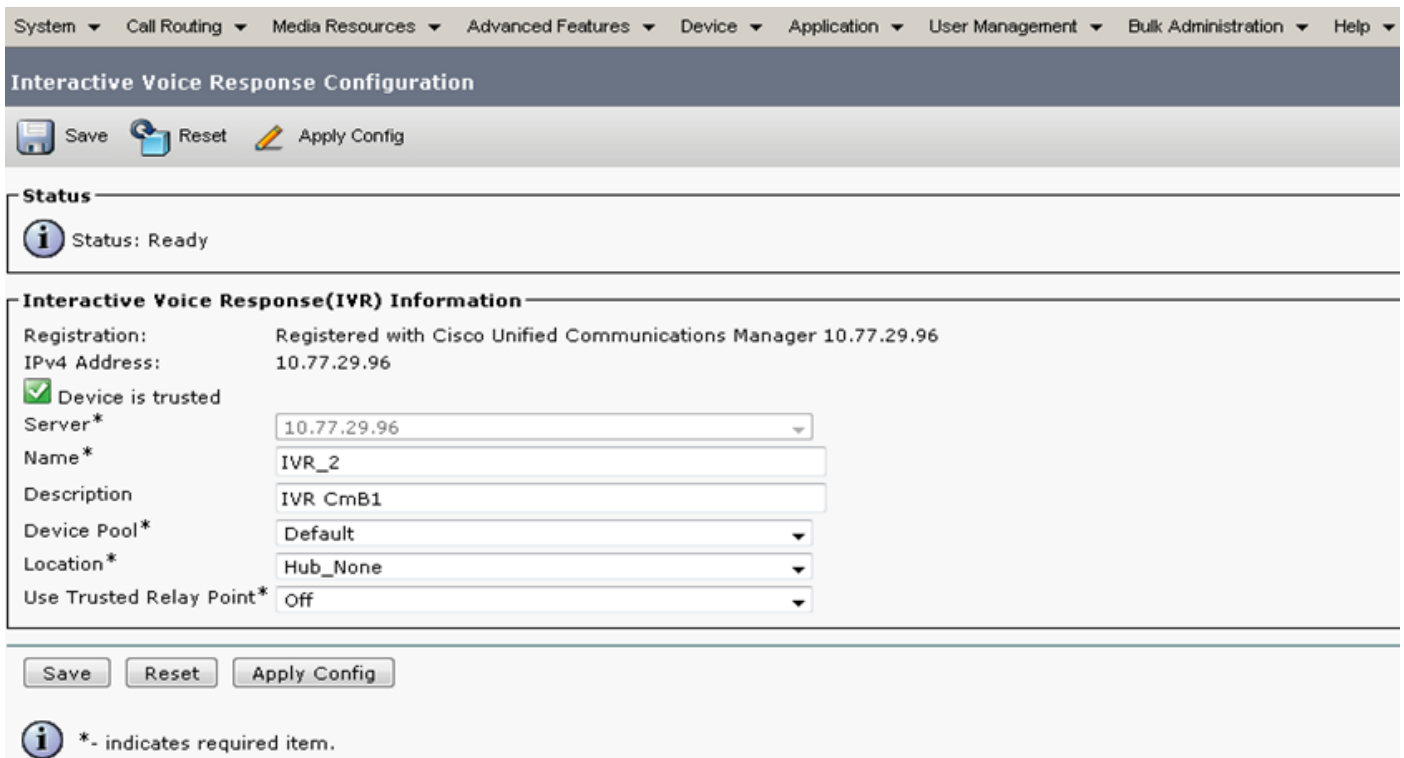
Step 1. As shown in the image, navigate to **Media Resources > Interactive Voice Response**.



Step 2. Ensure that the IVR is registered to CUCM.



Step 3. Enter values of following fields such as **Device Pool, Location, Description** and others mentioned on an IVR Configuration page.



Step 4. Since an IVR is treated as a media resource, you can add it to Media Resource Group (MRG), which then can be added to the Media Resource Group List (MRGL).

Service parameters **Call Count** and **Run Flag** are added automatically in the CUCM version for an IVR device similar to how service parameters are added for Annunciator.

Select Server and Service

Server*

Service*

All parameters apply only to the current server except parameters that are in the cluster-wide group(s).

Cisco IP Voice Media Streaming App (Active) Parameters on server 10.77.29.96--CUCM Voice/Video (Active)

Parameter Name	Parameter Value	Suggested Value
Annunciator (ANN) Parameters		
Call Count *	<input type="text" value="48"/>	48
Run Flag *	<input type="text" value="True"/>	True
Interactive Voice Response (IVR) Parameters		
Call Count *	<input type="text" value="48"/>	48
Run Flag *	<input type="text" value="True"/>	True

Step 5. Announcements that are added prompt the user to provide a meeting number, a host pin or an access code. Refer to Announcement list.

Announcement (1 - 24 of 24)

Find Announcement where: begins with

<input type="checkbox"/>	Announcement Identifier ^	Description
<input type="checkbox"/>	ConferenceNowAccessCodeFailed	Conference Now feature- Access code failed. Goodbye.
<input type="checkbox"/>	ConferenceNowAccessCodeInvalid	Conference Now feature- Access code invalid. Retry.
<input type="checkbox"/>	ConferenceNowCFBFailed	Conference Now feature- CFB capacity exceeded. Goodbye.
<input type="checkbox"/>	ConferenceNowEnterAccessCode	Conference Now feature- Enter access code prompt.
<input type="checkbox"/>	ConferenceNowEnterPIN	Conference Now feature- Enter PIN prompt.
<input type="checkbox"/>	ConferenceNowFailedPIN	Conference Now feature- Failed PIN. Goodbye.
<input type="checkbox"/>	ConferenceNowGreeting	Conference Now feature greeting prompt.
<input type="checkbox"/>	ConferenceNowInvalidPIN	Conference Now feature- Invalid PIN. Retry.
<input type="checkbox"/>	ConferenceNowNumberFailed	Conference Now feature- Meeting number failed. Goodbye.
<input type="checkbox"/>	ConferenceNowNumberInvalid	Conference Now feature- Meeting number invalid. Retry.
<input type="checkbox"/>	Gone_00126	System- Gone
<input type="checkbox"/>	MLPP-BNEA_00123	System- MLPP Busy not equipped
<input type="checkbox"/>	MLPP-BPA_00122	System- MLPP Higher precedence
<input type="checkbox"/>	MLPP-ICA_00120	System- MLPP Service disruption
<input type="checkbox"/>	MLPP-PDA_00119	System- MLPP Precedence access limit

Step 6. In case you want to change the announcement, you can upload a new file and modify the greeting as per your requirement.

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Announcement Configuration

- Status -

Status: Ready

- Announcement -

Announcement Identifier*

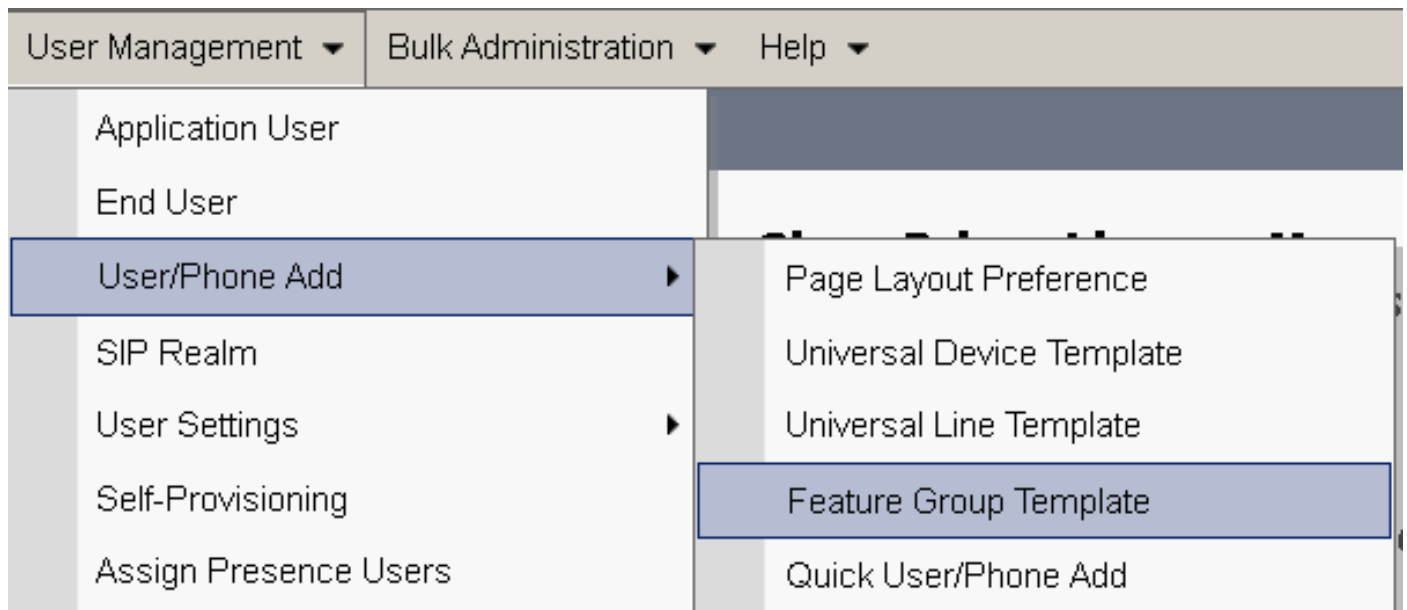
Description

Default Announcement

*- indicates required item.

Step 3. Configure Feature Group Template.

Step 1. As shown in the image, navigate to **User Management > User/Phone Add > Feature Group Template**.



Step 2. In order to use the Conference Now feature, check the **Enable End User to Host Conference Now** check box.

Feature Group Template

Name *

Description

Features

Home Cluster

Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)

Include meeting information in Presence(Requires Exchange Presence Gateway to be configured on CUCM IM)

Services Profile [View Details](#)

User Profile [View Details](#)

Enable End User to Host Conference Now

Allow Control of Device from CTI

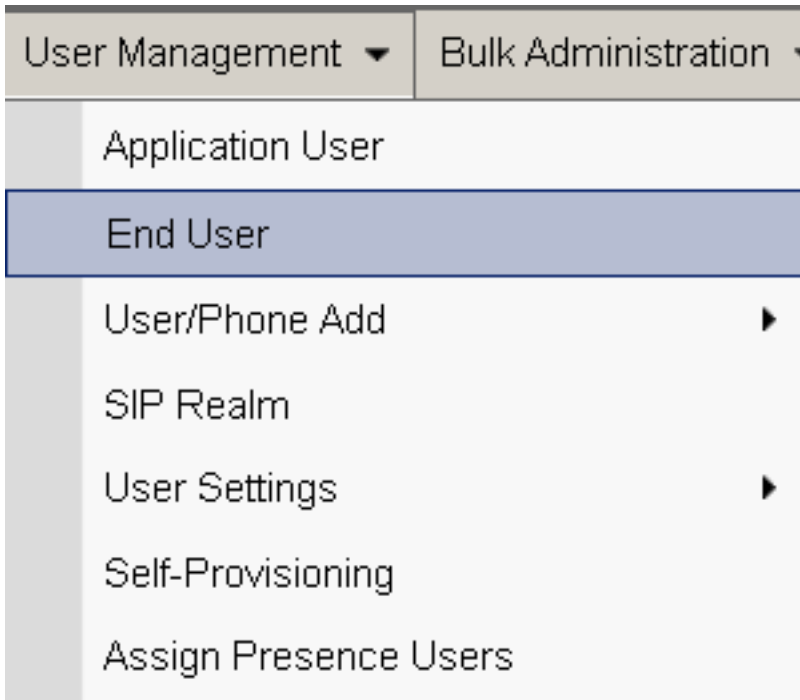
Enable Extension Mobility Cross Cluster

Enable Mobility

Enable Mobile Voice Access

Step 4. Configure End User.

Step 1. As shown in the image, navigate to **User Management > End Use**.



Step 2. Ensure that the end user's device number appears in the Controlled Devices field.



Step 3. To ensure that a Directory Number (DN) is associated to the end user, choose the valid value from the DN drop-downlist.



A **Self-Service User ID** is generated on the CUCM.

User Status	Enabled Local User
User ID*	user1
Password
Confirm Password
Self-Service User ID	1000
PIN
Confirm PIN
Last name*	user1

Step 4. Check the **Enable End User to Host Conference Now** check box and ensure that Meeting Number is the same as the Self-Service User ID. Add the Attendees Access Code.

Conference Now Information
 Enable End User to Host Conference Now
Meeting Number 1000
Attendees Access Code

Limitations

- The Conference Now feature does not have a Conference Roster, but it does play an entry/exit tone.
- The host cannot mute/unmute the attendees.
- An attendee cannot mute/unmute the audio by entering dual tone multi frequency (DTMF) digits.
- The maximum number of conference parties is controlled by the existing CallManager service parameter Maximum Meet-Me Conference Unicast.
- A maximum of one hundred (100) simultaneous Conference Now and Meet-Me conference are supported per CUCM node.
- The video on hold is not supported.
- An IVR supports Out-Of-Band (OOB) only. Media Termination Point (MTP) might be needed.
- An IVR supports codec G.711, G.729 and Wide Band 256K.
- An IP Voice Media Streaming Application (IPVMA) software conference bridge supports codec G.711 and Wide band 256K.

Verify

There is currently no verification procedure available for this configuration.

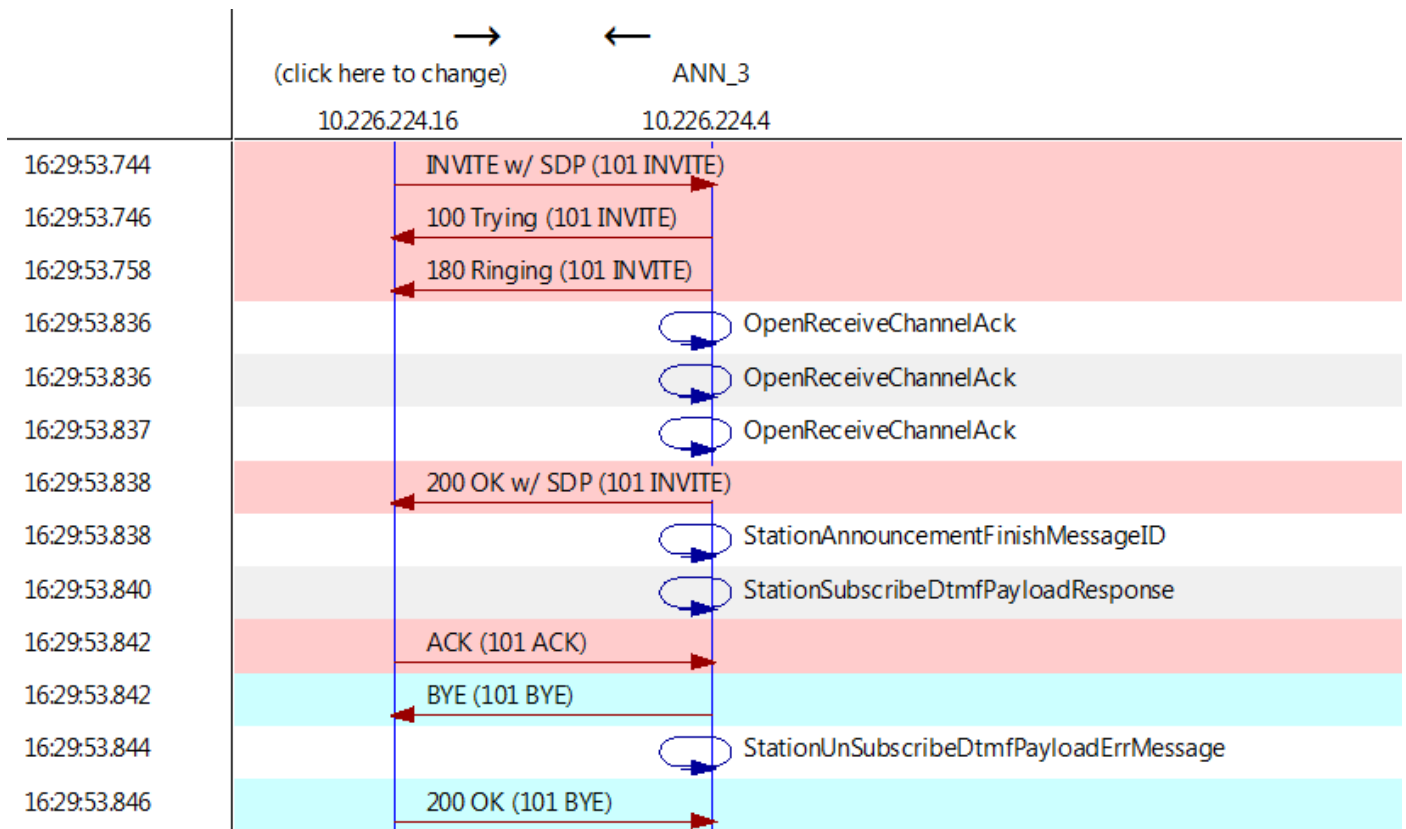
Troubleshoot

- Recheck the configuration
- Ensure that an IPVMA is running
- Ensure that an IVR is registered

Common Issues

No IVR Heard and Call Disconnects

When you pull CUCM traces for such call, in translator X you see the ladder, as shown in the image:



If you see "StationAnnouncementFinishMessageID" instead of "startPlayingAnnouncement" then IVR never got invoked.

Get detailed IPVMA logs and we will see something link this

```

CANNAudio::GetAnnouncement() LocaleID(8) CountryID(39) AnnID(128) payload(.g729)
CANNAudio::GetAnnouncement() Ann(ConferenceNowGreeting) AnnMMGreeting.wav(USER)
AnnMMGreeting.wav(USER)
CANNAudio::isFileExist(AnnMMGreeting.wav) isUserLocale(T) UserLocale(8) nwLocale(39) isCustom(F)
CANNAudio::GetAnnouncement() Custom Ann Default file missing (AnnMMGreeting.wav)
CPlayWavFilesMgr::Play aid(22) cid(58508019) Unknown ANN resource. Locale(8) AnnID(128)

```

This issue is due to a uninstalled Locale on CUCM. We upgraded the CUCM but forgot to upgrade the Locale or We chngaed the Locale on CUCM but have not installed the locale.

No DTMF Accepted by IVR

This behavior is documented in the Defect : [CSCuw79671](#)

The work around would be to set **Duplex Streaming Enabled** to true

Not Enough Time to Enter Meeting Number

When using the Conference Now feature, upon dialing the conference number, the t302 fires. If this is set to a low number to accommodate overlapping DNs, it will not allow for enough time to dial the conference meeting number.

This is documented in the defect : [CSCuw81520](#)

As of now we do not have a work around for this issue.

Video Walkthrough for the Basic Configuration, Testing and T-shoot