Configure Conference Now Feature on CUCM11

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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 resouces
- 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 prompt 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 coder 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.

System Call Routing Media Resources Advanced Features	✓ Device ✓ Application ✓ User Management ✓ Help ✓	
Conference Now Configuration		
🔚 Save 🗙 Delete		
- Status		
i Status: Ready		
-Conference Now Configuration		
Conference Now IVR Directory Number*	1800234567	
Route Partition	< None >	
Description		
Maximum Wait Time For Host Until Participant is Disconnected*	15 🗸	Minutes
MOH Source While Participant is Waiting	< None >	
Save Delete		

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.

Interactive V	Interactive Voice Response(IVR) (1 - 1 of 1) Rows pe				
Find Interactive \	Voice Response(IVR) where Name	↓ begins with ↓	Find Clear Filter 💠	2	
	Name *	Description	Device Pool	Status	IPv4 Addre:
	IVR 2	IVR CmB1	<u>Default</u>	Registered with 10.77.29.96	10.77.29.96
Select All	Select All Clear All Reset Selected Apply Config to Selected				

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

System 👻 Call Routing 👻	Media Resources 👻 Advanced Features 👻 Device 👻 Application 👻 User Management 👻 Bulk Administration 👻 Help 👻			
Interactive Voice Resp	onse Configuration			
🔚 Save 🎦 Reset ⊿	2 Apply Config			
Status				
i Status: Ready				
_Interactive Voice Resp	oonse(IVR) Information			
Registration:	Registered with Cisco Unified Communications Manager 10.77.29.96			
IPv4 Address:	10.77.29.96			
Device is trusted				
Server*	10.77.29.96			
Name*	IVR_2			
Description	IVR CmB1			
Device Pool*	Default			
Location*	Hub_None -			
Use Trusted Relay Point*	Off 🗸			
Save Reset Apply Config				
(i) *- indicates required item.				

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 Serve	er and Service		
Server*	10.77.29.96CUCM Voice/Video (Active)	•	
Service*	Cisco IP Voice Media Streaming App (Active)	•	
All parameters	s apply only to the current server except parameters	that are in the cluster-wide group(s).	
-Cisco IP Voic	ce Media Streaming App (Active) Parameters o	n server 10.77.29.96CUCM Yoice/Yideo (Active)	
		,	
Parameter Na	me	Parameter Value	Suggested Value
Annunciato	or (ANN) Parameters		
Call Count *	s	48	48
<u>Run Flag</u> *		True 👻	True
- Interactive	Voice Response (IVR) Parameters		
Call Count	s torce response (Try) rarameters	49	48
Con coone.		40	Terr
Due Flee *			

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.

Announcer	Announcement (1 - 24 of 24)				
Find Announc	ement where Announcement Identifier 🖌 begins with 👻	nd Clear Filter			
	Announcement Identifier *	Description			
	ConferenceNowAccessCodeFailed	Conference Now feature- Access code failed. Goodbye.			
	ConferenceNowAccessCodeInvalid	Conference Now feature- Access code invalid. Retry.			
	ConferenceNowCFBFailed	Conference Now feature- CFB capacity exceeded. Goodbye.			
	ConferenceNowEnterAccessCode	Conference Now feature- Enter access code prompt.			
	ConferenceNowEnterPIN	Conference Now feature- Enter PIN prompt.			
	ConferenceNowFailedPIN	Conference Now feature- Failed PIN. Goodbye.			
	ConferenceNowGreeting	Conference Now feature greeting prompt.			
	ConferenceNowInvalidPIN	Conference Now feature- Invalid PIN. Retry.			
	ConferenceNowNumberFailed	Conference Now feature- Meeting number failed. Goodbye.			
	ConferenceNowNumberInvalid	Conference Now feature- Meeting number invalid. Retry.			
	Gone 00126	System- Gone			
	MLPP-BNEA 00123	System- MLPP Busy not equipped			
	MLPP-BPA 00122	System- MLPP Higher precedence			
	MLPP-ICA 00120	System- MLPP Service disruption			
	MI PP-PALA 00119	System- MI PP 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	Cisco U For Cisco I	Unified CM Ac	dministration ations Solutions					
System 👻	Call Routing 👻	Media Resources 👻	Advanced Features 👻	Device 👻	Application 👻	User Management 👻	Bulk Administration \checkmark	Help 👻
Announce	ement Config	uration						
🔚 Save	Add New	Upload File						
- Status —								
i) State	us: Ready							
Annound	ement							
Announce	ement Identifie	ConferenceNowG	reeting					
Descriptio	on	Conference Now	feature greeting pron	npt.				
Default A	nnouncement	ConferenceNowG	Greeting		•			
Save	Add New	Upload File						

Step 3. Configure Feature Group Template.

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

Use	er Management 👻	Bulk Administration	•	Help 👻
	Application User			
	End User			
	User/Phone Add	•		Page Layout Preference
	SIP Realm			Universal Device Template
	User Settings	•		Universal Line Template
	Self-Provisioning			Feature Group Template
	Assign Presence	Users		Quick User/Phone Add

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 * Default Feature Group Template
Description Feature Group Template using Def
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 Use System Default View Details
User Profile Standard (Factory Default) User - View Details
Enable End Liser 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.**

Use	er Management 👻	Bulk Administration
	Application User	
	End User	
	User/Phone Add	•
	SIP Realm	
	User Settings	•
	Self-Provisioning	
	Assign Presence	Users

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

-Device Information —		
Controlled Devices	SEP203A0782D633	*
		*

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

Directory Number	Associations
Primary Extension	1002 🗸

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

User Status User ID*	Enabled Local User
Password	useri
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	12345

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 hundered (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 Disconnets

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

	\rightarrow \leftarrow
	(click here to change) ANN_3
	10.226.224.16 10.226.224.4
16:29:53.744	INVITE w/ SDP (101 INVITE)
16:29:53.746	100 Trying (101 INVITE)
16:29:53.758	180 Ringing (101 IN VITE)
16:29:53.836	OpenReceiveChannelAck
16:29:53.836	OpenReceiveChannelAck
16:29:53.837	OpenReceiveChannelAck
16:29:53.838	200 OK w/ SDP (101 INVITE)
16:29:53.838	StationAnnouncementFinishMessageID
16:29:53.840	StationSubscribeDtmfPayloadResponse
16:29:53.842	ACK (101 ACK)
16:29:53.842	BYE (101 BYE)
16:29:53.844	StationUnSubscribeDtmfPayloadErrMessage
16:29:53.846	200 OK (101 BYE)

If you see "StationAnnouncemnetFinishMessageID" 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 chnaged 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