TOMORROW starts here.
IPv6-only Experimental SSID (with NAT64)

SSID: IPV6ONLYEXP
PASS: iknowbesteffort

Addressing: SLAAC + stateless DHCPv6
Offsite NAT64 (Thanks to Go6 Institute)

Questions/support: @ayourtch
Hashtag: #IPV6ONLYEXP
SLA: it’s in the password 😊
Understanding WebEx Collaboration Meeting Room (CMR) Hybrid and Cloud

BRKCOL-2612

Davide Grandis, Cloud Collaboration Consulting Systems Engineer
Enterprise Business Group EMEAR
Agenda

• Introduction to Collaboration Meeting Room
• CMR Hybrid
  – Scheduling
  – Architecture and New Features
• CMR Cloud
  – User Experience
  – Architecture and Supported Scenarios
  – Licensing Model
  – Microsoft Lync Interoperability
• Comparison and Co-existence
Cisco Collaboration Strategy

Experience Centric
- Delightful experience
- Simplicity
- Common experience
- Mobile first - any device
- Hardware and software

Cloud Connected
- Cloud connectivity
- Hidden complexity
- Agility and flexibility
- Unifies workspaces: physical and virtual

Value Extended
- Customer journey
- Investment protection
- Evolution, not revolution
- Standards based, open and interoperable
- Cisco partner ecosystem
The Challenge

Let’s Meet

How many people in my meeting?

Where is everyone joining from?

What devices will be used?

How do I connect everyone together?

In one meeting?
Converge and simplify...
Collaboration Meeting Rooms Deployment Options

**CMR Hybrid**

TelePresence on Premises plus Cisco WebEx

**CMR Cloud**

Conferencing all in WebEx Cloud
CMR Hybrid: WebEx and TelePresence working together

• Integrate Cisco On-Premises TelePresence and Cisco WebEx Cloud into one Enterprise solution;

• Expand your meetings to anyone - attend meetings using the most accessible collaboration technology (including mobile devices) – improve user experience and productivity – easily enable B2B and B2C!

• Simplified & integrated scheduling (e.g. WebEx Productivity Tools).

Full collaboration experience with 2-way audio/video/content sharing
“Problems are solved faster so installers can complete more work. Our clients are happier. So they’re more likely to buy from us again.”

Massimiliano Tesser
CIO of CAME Group
CMR Hybrid Scheduling
Four option for scheduling a meeting

• Outlook with Exchange using **WebEx Productivity Tool** plug-in for Windows

• TMS Web **Smart Scheduler**

• WebEx **Scheduling Mailbox**; any mail client sending invite via Microsoft Exchange with TelePresence rooms and a Scheduling mailbox to mark the meeting as WebEx enabled

• **TMS Admin Booking Interface** available to any user with TMS account (mostly for help desk/concierge)

Synchronous

Asynchronous

With asynchronous scheduling, only the organizer receives email with details, they then have to copy/paste to send to other participants
Scheduling and User Experience

WebEx Productivity Tool

• Add participants, rooms, subject and body in usual fashion;
• Select to add WebEx with advanced settings;
• The TelePresence Rooms finder makes adding rooms easy;
• Include dial-in ports for people to join from Jabber or personal endpoints.
Scheduling and User Experience

TMS Smart Scheduler

- Scheduling a new meeting
Lotus Notes Integration for Scheduling
Based on ESNA CloudLink – Cisco Recommended for Lotus Notes

<table>
<thead>
<tr>
<th>Today</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Cisco TMS 14 and above integration with Notes 9.0+</td>
</tr>
<tr>
<td>• Scheduling of TMS resources (no WebEx scheduling)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What &amp; When</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMR Hybrid to Notes integration to provide:</td>
</tr>
<tr>
<td>• Unified scheduling of TMS and WebEx resources</td>
</tr>
<tr>
<td>• Complete integration of WebEx resources</td>
</tr>
</tbody>
</table>

**Currently planned for April 2015**

<table>
<thead>
<tr>
<th>How</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Cisco GPL:</td>
</tr>
<tr>
<td>• Perpetual license needed for TMS integration per each 25 TMS endpoints (includes first year support and upgrade rights);</td>
</tr>
<tr>
<td>• License for maintenance and upgrade right for years 2, 3, n.</td>
</tr>
</tbody>
</table>

Meet ESNA in the DevNet Zone!
CMR Hybrid Scheduling

Scheduling CMR Hybrid is always personal, the user needs to own a host account on the WebEx site.

Two exceptions allow to schedule on behalf:

- **Delegate (**manager/assistant model**)**
  - The assistant needs to own a WebEx host account;
  - With given permission, the assistant can schedule, edit, cancel and start meeting;
  - Microsoft Outlook integration required (Productivity Tools);
  - How-To: enable delegate in the WebEx site and share the OL calendar with the delegate.

- **Schedule on-behalf (**concierge model**)**
  - The concierge agent doesn’t require a WebEx host account.
  - Supported by the TMS Admin
  - How-To: in TMS Admin pick the WebEx host account you’re scheduling on-behalf of.
CMR Hybrid Audio Options

• **WebEx Hybrid Audio**
  WebEx provided audio bridges, small share of WebEx customers. Can be VoIP or PSTN Connection but a PSTN-capable plan (Hybrid) is required: WebEx VoIP-only is not supported.

• **Telephony Service Provider (TSP) Audio**
  Audio bridges provided by different SP’s around the world including InterCall, Verizon, Arkadin, Telstra, etc. TSP is intelligent link between WebEx cloud and audio bridge providing advanced features. TSP Partners must be verified as CMR Hybrid compatible.

• **Cloud Connected Audio (CCA)**
  WebEx Audio provided via SIP trunk instead of traditional PSTN connection, for larger WebEx customers. (note: CMR Hybrid cascade link uses SIP with Video on Internet connection, not via CCA today).

Applies to both CMR Hybrid and Cloud
CMR Hybrid – Architecture and New Features
CMR Hybrid Architectural Models

Three models supported:

1. VCS-centric deployment model
2. Unified CM-centric deployment model
3. TP Conductor and TP Server on Virtual Machine and Multiparty Media 310/320

- Existing customers are not required to change to the new Unified CM-centric deployment model.
- New customers are highly encouraged to use the new Unified CM-centric deployment model.
VCS-Centric Deployment Model
Unified CM-Centric Deployment Model
TP Conductor and vTP Server/300 series

On both VCS and Unified CM-Centric model
# Minimum Versions for CMR Hybrid

<table>
<thead>
<tr>
<th>Component</th>
<th>VCS Centric</th>
<th>CUCM Centric</th>
<th>Conductor</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebEx Meeting Center</td>
<td>WBS28 LD / WBS29</td>
<td>WBS28 Lockdown / WBS29</td>
<td>WBS29.11</td>
</tr>
<tr>
<td>CUCM</td>
<td>9.x / 10.5</td>
<td>9.1.2 / 10.5</td>
<td>9.1.2 / 10.5</td>
</tr>
<tr>
<td>VCS C/E</td>
<td>7.2.3 / 8.2.1</td>
<td>7.2.3 / 8.2.1</td>
<td>7.2.3 / 8.5</td>
</tr>
<tr>
<td>Expressway C/E</td>
<td>N/A</td>
<td>8.2.1</td>
<td>8.2.2 / 8.5</td>
</tr>
<tr>
<td>MCU</td>
<td>4.4</td>
<td>4.4</td>
<td>4.5</td>
</tr>
<tr>
<td>TelePresence Conductor</td>
<td>N/A</td>
<td>N/A</td>
<td>XC3.0</td>
</tr>
<tr>
<td>TelePresence Server</td>
<td>3.0 / 4.0 (7010/8710 only)</td>
<td>3.0 / 4.0 (7010/8710 only)</td>
<td>4.1 (all models incl. vTS &amp; 300 series)</td>
</tr>
<tr>
<td>TMS</td>
<td>14.3.1+ / 14.4 3.0 1.2</td>
<td>14.3.1 / 14.4 3.0 1.2</td>
<td>14.6 4.1 1.4</td>
</tr>
<tr>
<td>TMS-XE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TMS-PE</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Instantly invite WebEx users to CMR Premises.

To include partners, customers or colleagues who wish to use web conferencing.

**Step 1**
Create a WebEx link with a single click from your CMR user portal

**Step 2**
Distribute your meeting details

**Step 3**
Meet in your CMR with WebEx

Instantly invite WebEx users to CMR Premises.

To include partners, customers or colleagues who wish to use web conferencing.
Presentation Share Quality Enhancement

Content shows full screen on TP endpoints

- Capabilities-based, negotiated resolution between TP endpoints, MCU/TS and WX;
- Share can cover entire TP endpoint screen on both 4:3 and 16:9 TP endpoints (aspect ratio is negotiated);
- Up to 720p resolution (since WBS29.8) and up to 1080p with TS and Conductor (CMR Hybrid only);
- Bandwidth: 3Mbps req’d at all WX clients to see 1080p share in CMR, 2Mbps req’d at all WX Clients to see 720p share in CMR.

Applies to both CMR Hybrid and Cloud
Video Experience Enhancements

- Starting frame rate for thumbnails and active video to be 15 fps, changed from 6 fps. Provides good video experience at work, where bandwidth is usually good.

- Spinning wheel turns to error message after 5 seconds.

- Spinning wheel was indication of something wrong with WebEx, updated with a message that clarifies the root cause, either not enough bandwidth or local computer issue.

- Auto recovery (re-test) of receiving TP video after low bandwidth warning.
CMR Cloud
Your secure room in the cloud

One Meeting

YOU@sitename.webex.com
CMR Cloud introduced by WebEx Rel. WBS 29.8

• Massive User Experience refresh and many new features (selection):
  – Meeting experience
  – Site refresh
  – Mac Productivity Tools
  – Wideband audio and audio prompts

• Introducing **Collaboration Meeting Rooms**
CMR Cloud

Users
Support 1025 concurrent users in a single meeting
• Up to 25 SIP or H.323 videoconferencing endpoints or clients
• Up to additional 500 WebEx video participants
• Up to additional 500 WebEx audio-only users

Video
• Video 720p 30 fps and content to 720p 5fps with support for standard (4:3) and widescreen (16:9) content
• Single and multiscreen standards-based telepresence systems

In-Meeting Controls
• See all meeting participants in a unified participant list
• Mute, unmute, and drop any participant
• Lock meeting to prevent unintended participants from joining
• Record sessions with video, audio, and content for future viewing

End-to-End Security
CMR Cloud – Meet Your Way

Instant CMR
On-demand, one-click meeting “Meet Now” – Start from Outlook, Jabber or WebEx site, Join on Video or WebEx

Scheduled CMR
For reserving conference rooms using Outlook, using normal work flows, or via WebEx site scheduling

Personal CMR
A personalized, always-available collaboration meeting resource for every user – Just Meet – Anytime
Joining a Personal Room

- Use the Personal Room for instant meetings anywhere, anytime, no scheduling required.

- Each Host has:
  1. Web URL for WebEx:
     https://<sitename>.webex.com/meet/<username>
     Landing page with different join methods, Bookmark for easy access.

  1. Video address (SIP and H.323):
     <username>@<sitename>.webex.com

   ![Cisco WebEx](image)
Joining From TelePresence

- Dial meeting room video address: `<username>@<sitename>.webex.com`
- Audio IVR requests the host pin or press # to wait for the host
- Once the host joins, attendees can begin to hear, see, share
Manage your Personal Room

- Change your Personal Room name (same criteria as meeting title);
- Change your Personal Room link (site admin can turn the feature off);
- If you have CMR Cloud, you can edit your host PIN.
Meeting Experience in the Personal Room

• Improved audio dialing
• Clear HD video
• See list of all meeting participants
• Mute, unmute
• Expel participant
• Record session with audio, video, and content for future viewing
• Lock meeting to prevent unintended participants from joining
Host Locks the Personal Room for Privacy

- Host locks room during meeting
- Subsequent attempts to join greeted with “host has restricted access to the room” message
Attendee Auto-Knock

• Use Case:
  – Host is present
  – Room is locked
  – Attendee joins
Attendee Auto-Knock

• Use Case:
  – Host is present
  – Room is locked
  – Attendee joins

Attendees get into the lobby
Attendee Auto-Knock

- Use Case:
  - Host is present
  - Room is locked
  - Attendee joins

Attendees get into the lobby
Host gets notified

Notification while not sharing: quickly admit one attendee
Attendee Auto-Knock

• Use Case:
  – Host is present
  – Room is locked
  – Attendee joins

Attendees get into the lobby

Host gets notified

Notification while not sharing: manage all attendees in the lobby
Attendee Auto-Knock

• Use Case:
  – Host is present
  – Room is locked
  – Attendee joins

Attendees get into the lobby

Host gets notified

Notification while sharing
Attendee Auto-Knock

- Supported for WebEx users only.
- TP endpoints in a future release.

When the host is not present the attendee will see the existing “Please wait for the host to join” message.
CMR Cloud Localization

All Standard WebEx Languages

- Lobby experience of video endpoints
- Lobby screen text
  “John Doe’s Personal Room. Please wait until host joins.”
- Meeting text
  “Meeting end notification”
- Audio IVR prompts heard in events
  “Welcome to WebEx. Please enter your PIN or press #.”
- Based on host’s language preference
  English speaking attendee joins a French speaking host’s meeting will hear and see French prompts.

<table>
<thead>
<tr>
<th>Language</th>
<th>Meeting Center</th>
<th>CMR A/V prompts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese (simplified)</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Chinese (traditional)</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Dutch</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>English</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>French</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>German</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Italian</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Japanese</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Korean</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Portuguese (Brazil)</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Russian</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Spanish (European)</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Spanish (LATAM)</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Swedish</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>
High Level Architecture & Supported Scenarios
Preferred On-Prem Architecture for CMR Cloud

infra elements | tested versions |
---|---|
CUCM | 9.1(1), 9.1(2) and 10.5 |
VCS-Control | X8.1 or higher |
Expressway C and E | X8.1 or higher |

- Lync support in a future release after launch
Supported On-Prem Architecture for CMR Cloud

- Lync support in a future release after launch

DMZ

Cisco WebEx Cloud

PSTN/TSP Audio/CCA

VCS-Control

3rd Party

Call Control and Registration

3rd Party

Lync Clients 2010/2013

Lync Server

Lync Edge

3rd Party Edge
Supported Scenarios: SIP
Call-Control required

- Typical customer has traditional Cisco infrastructure - 3rd Party SIP infrastructure are supported too.
- Endpoints dial via SIP URI Dialing using DNS.

Customer A

Cisco EP  CUCM  EXP-C  EXP-E

Internet

Cisco Collaboration Cloud

Cisco EP
Supported Scenarios: H.323

- Typical customer has traditional TANDBERG/Cisco H.323 endpoints registered to VCS Control and can dial using DNS SRV resolution and has VCS Expressway for NAT/FW traversal.

- Customers with 3rd party endpoints and no infrastructure except for a DNS and a firewall are supported too.

Customer A
- H.323
- VCS-C
- VCS-E

Customer B
- H.323
- 3rd Party Call Control and Edge

Customer C
- H.323

- H.323 endpoints must use URI dialling (Annex O) to call into CMR Cloud.

- In order for the endpoint to use the IVR to start a meeting or join before the host must support either H.245 User Input or RFC 2833 methods of DTMF signalling.
H.323 Features Supported

• Audio: G.711, G.722, G.722.1
• Video: H.263 or H.264 AVC from CIF up to 720p/30

• Encryption: CMR cloud interworks H.235 to SRTP
• Content: CMR cloud interworks H.239 to BFCP

• In-Meeting Features:
  – H.323 participants can mute/unmute themselves using DTMF using *6

No plans to support Four-screen “immersive” models from Polycom, Teliris, etc.
Security

• For SIP based calls, the Cisco WebEx Cloud CMR service supports four levels of security (from the most secure):
  – encrypted TLS signaling with CA-signed* certificates and sRTP media encryption;
  – encrypted TLS signaling with self-signed certificates and sRTP media encryption;
  – non-secure TCP signaling with sRTP media encryption;
  – non-secure TCP signaling with non-secure RTP media.

• For H.323 based calls, Cloud CMR service supports H.235 encryption method.

• Multiple security profiles supported independently.

• **Recommended design:** multiple traversal zone on the Expressway with **TLS Verify Mode ON** with higher priority.

  * See list of supported Root CA's in the configuration guide.
CMR Cloud – Licensing
Collaboration Meeting Room Cloud Cloud Licensing

- CMR Cloud is an add-on feature to WebEx Meeting Center;
- Allows an additional 25 video participants to join a Meeting Center meeting:
  - Each video screen constitutes a video participant
  - Actual Meeting Center participants depends on Meeting Center licensing (25-200-1000).

**Video Participants**

- Up to 25 video participants

**Meeting Center Participants**

- Up to 1000 participants with 500 using video

- Cisco WebEx Cloud
- Cisco TelePresence Endpoints
- Lync 2010
- Lync 2013 (future)
- 3rd Party Standards Based Video Endpoints
- WebEx Mobile
- WebEx Desktop
- PSTN TSP Audio

Collaboration Meeting Room Cloud Licensing

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**Video Participants**

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**Meeting Center Participants**

- Up to 1000 participants with 500 using video

- Cisco WebEx Cloud
- Cisco TelePresence Endpoints
- Lync 2010
- Lync 2013 (future)
- 3rd Party Standards Based Video Endpoints
- WebEx Mobile
- WebEx Desktop
- PSTN TSP Audio
## CMR Cloud Licensing Model

CMR Cloud is an add-on license to WebEx Meeting Center

<table>
<thead>
<tr>
<th>CMR Cloud Licensing Model</th>
<th>Meeting Center Licensing</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Named User</td>
<td>Active User</td>
</tr>
<tr>
<td>Named User</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Active User</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Employee Count (ELA)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Expressway Traversal Session Lic. for CMR Cloud

**What**

Offer firewall traversal session licenses at **no additional cost** to customers purchasing Cisco Collaboration Meeting Rooms (CMR) Cloud.

**How**

**Long term**: Enable firewall traversal to the Cisco WebEx Cloud without requiring additional licenses.

**Short term**: Get temporary traversal session licenses for every CMR Cloud order.
Expressway Traversal Session Lic. for CMR Cloud

Available January 28, 2015

Who
For Cisco-based video deployments CUCM (and BE) with Expressway C&E or VCS+Expressway

What
• **Long term**: Connect to CMR Cloud via Expressway without needing licenses (currently planned for mid-2015)
• **Short term**: Get 125 time-bound traversal session licenses for every block of 250 CMR Cloud users

How
• GPL Named Host via CCW
• GPL Active User, Employee Count via A2Q
• GRA Named Host, Active User, Employee Count via A2Q
• Current customers who already ordered CMR Cloud via A2Q

Why
• Simplify the CMR Cloud sales process
• Improve customer purchase experience
• Lower total cost of Cisco end-to-end solution

Example

<table>
<thead>
<tr>
<th>Buy CMR Cloud Licenses</th>
<th>Get Traversal Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-250</td>
<td>125</td>
</tr>
<tr>
<td>251-500</td>
<td>250</td>
</tr>
<tr>
<td>501-750</td>
<td>375</td>
</tr>
<tr>
<td>....</td>
<td>.....</td>
</tr>
<tr>
<td>8001-8250</td>
<td>4125</td>
</tr>
</tbody>
</table>

Each Traversal Session = 2 RMS Licenses
CMR Cloud Assessment to Quality (A2Q)

- A2Q is high level deployment assessment tool used to identify solution issues and sets service expectations **before a deal gets booked**
  - A2Q is a questionnaire submitted and processed through web portal
  - Exceptions interactively processed

- A2Q is automated on-line at: [http://tools.cisco.com/atoq](http://tools.cisco.com/atoq)

- Why A2Q for CMR Cloud? (at least initially)
  - WebEx specific: Site release and audio (not all supported);
  - Customer specific (Video):
    - Ability to dial out to SIP/H.323 edge via DNS resolution
    - 2-way video through Firewall Traversal (RMS) capable edge
    - UDP media allowed through firewall

- A2Q being used for RMS Licensing fulfillment as common tool already in use, to speed up processing and keep history of customer requests
CMR Configuration Tool

Providing Quicker Cloud Deployment

• Deliver a self-service, easy to use configuration tool, substantially reducing errors

• Automate on-premise configuration, reducing on-boarding costs for customers and partners

• Start using CMR Cloud faster

• Download from Chrome Web Store

• Available for trial at Cisco Live Milan, FCS Feb 21st, 2015
CMR Configuration Tool

Example Screens: Pre-requisite Screen

Describe your Video Deployment

Which version of Collaboration Meeting Rooms are you deploying?

- Collaboration Meeting Rooms Cloud (CMR Cloud)
- (available in a future version) Collaboration Meeting Rooms Hybrid (CMR Hybrid)

What types of edge device(s) will you be using?
CMR Configuration Tool

Example Screens: VCS Configuration

Set up a DNS Zone

Creating a New WebEx DNS Zone on VCS
By default, a VCS solution will handle local domains and route calls going to non-local domains to the VCS Expressway/Expressway-E to route them to the Internet via a DNS zone. Connection to the WebEx cloud uses a new WebEx-specific DNS zone that must be configured on VCS Expressway/Expressway-E.

Creating a New DNS Zone
Clicking the button below will open a form to create a new DNS Zone.
Please double-check the form and click “Create zone” when done.

Help me add a WebEx DNS Zone
To skip, select a reason...
CMR Cloud - Lync Interoperability
Introduction of Lync Support

• Starting from Q1 CY15 CMR Cloud will allow Lync clients to join

• Capabilities: audio/video/receiving content
What Features Are Supported For Lync Clients?

• **Video**: H.263 (CIF) or H.264 UC (720p/30)
  – CMR Cloud converts from MSFT proprietary H.264 SVC to H.264 AVC

• **Audio**: G.722

• **Content**: View Only
  – CMR Cloud encodes content in main video -> composite layout

• **In-Meeting features**: Participant list not available
  – Lync users can mute/unmute themselves using DTMF
What Versions Of Lync Are Supported?

Servers:
• Lync 2010, Lync 2013 and Office 365 (Lync 2013)
• Lync 2007 and 2007 R2 not supported.

Clients:
• Lync Windows 2010 (H.263 CIF)
• Lync Windows 2013 (H.264 up to 720p/30)
• Lync Mobile iOS and Android
• Lync Mac 2011 only supports RTV (no H.263 or H.264 support), will connect as audio only
Introduction of Lync Support: Beta release

• Lync client support is considered Beta due to some known caveats;

• Cisco support is same as 3rd party endpoints:
  – Verify provisioning and configuration of WebEx site is correct
  – Verify conferences is created and functioning
  – Best effort on client configuration and usage
Caveat: Lync connects via a special SIP URI

- A dedicated URI for Lync clients is required.

{meeting# | username}.sitename @lync.webex.com
Caveat: Lync Dial Instructions Not Included In Invites

• Lync specific connection instructions are not included in the invite

• Workaround: Administrators can use the Pilot Number field or customize the email templates to include Lync instructions.
Caveat: Lync Can’t Escalate From Audio To Video

• If Lync initiates the call as audio-only, it cannot escalate to video. Instances where audio-only is used:
  – Lync user clicks on audio button
  – Lync user is first participant to join

• **Workaround**: Join when the meeting is started. Lync Host may start CMR from WebEx.
Caveat: Lync Users Can’t Share Desktop

• Lync cannot share desktop in a CMR Cloud session. Due to the use of the RDP proprietary protocol.

• **Workaround**: None. Plan to be addressed in a future CMR release (currently planned for Q2 CY15).
Collaboration Meeting Room Comparison
<table>
<thead>
<tr>
<th></th>
<th>CMR Hybrid</th>
<th>CMR Cloud</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Best fit for</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Extend the Cisco TelePresence (leverage the investment)</td>
<td>Break the conferencing silos (3rd party video, Lync)</td>
</tr>
<tr>
<td></td>
<td>On-premises MCU/TS (CAPEX) Leverage full HD (1080p) TP video and screen sharing</td>
<td>Elastic Cloud MCU (OPEX)</td>
</tr>
<tr>
<td><strong>Differences</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Meeting Paradigms</strong></td>
<td>Scheduled Meeting</td>
<td>Scheduled Meeting Instant “Meet Now” Meeting Personal Meeting Room</td>
</tr>
<tr>
<td><strong>Scheduling</strong></td>
<td>OBTP for scheduled endpoints</td>
<td>Webex site Scheduling Endpoints cannot be scheduled</td>
</tr>
<tr>
<td><strong>In-Meeting Experience</strong></td>
<td>No unified roster list (today) Separate controls on WebEx client &amp; TelePresence endpoints</td>
<td>Unified roster on WebEx client Unified controls on WebEx client</td>
</tr>
<tr>
<td><strong>Bandwidth (TelePresence)</strong></td>
<td>One TP stream per meeting</td>
<td>One TP stream per endpoint</td>
</tr>
</tbody>
</table>
CMR Hybrid and Cloud co-existence

CMR Hybrid and Cloud can be enabled on the same Webex site and on the same host account.

Different scenarios are possible. Some examples:

1. **Hybrid/Cloud by user group:**
   - Set of users A with CMR Hybrid:
     - Full HD/immersive rooms – scheduled with optional concierge – internal (TP)-only meeting (optional)
   - Set of users B with CMR Cloud:
     - Maximum ease of use for personal use with the Personal Room

2. **Hybrid/Cloud by use-case (not recommended):**
   - All users get CMR Hybrid and CMR Cloud enabled in their WebEx accounts
     - Different outcome depending on the scheduling tool (Productivity Tools goes “Cloud”) and not really future proof.
Collaboration Meeting Room

Summary

• CMR provides one convergent conferencing solution by integrating Video and WebEx;

• Flexible: can be deployed in the Hybrid or Cloud fashion (or both):
  – Hybrid: extends the Cisco TelePresence reach;
  – Cloud: breaks the conferencing silos.

• The right User Experience is the key to a successful deployment.
Call to Action

• Come and see me at the World of Solution for a CMR demo
• Meet the Engineer
• Lunch time Table Topics
• DevNet zone related labs and sessions
• Recommended Reading: for reading material and further resources for this session, please visit [www.pearson-books.com/CLMilan2015](http://www.pearson-books.com/CLMilan2015) and [www.cisco.com/go/cmr](http://www.cisco.com/go/cmr)
Complete Your **Online Session Evaluation**

- Please complete your online session evaluations after each session. Complete 4 session evaluations & the Overall Conference Evaluation (available from Thursday) to receive your Cisco Live T-shirt.

- All surveys can be completed via the Cisco Live Mobile App or the Communication Stations.
Thank you.
CMR Hybrid Case Study
CMR Hybrid Customer Profile:  
**TP Partner:** Headquarters: Treviso, Italy  
Products sold in 118 countries, globally  
480 offices, distributors worldwide  
1400+ Employees  

MotoGP Home, Building Automation Supplier  
(Motorized Awnings, Electronic Gates, etc.)

Selected as Expo Milano 2015 Official Partner for Access Control Management

Uses CMR Hybrid for:  
Extend TP-quality collaboration to reach colleagues:  
- On-site connection to installers worldwide, from HQ  
- To iOS and Android easy-to-use apps while mobile

CMR Hybrid – Instant Meeting
Step 1: Access the TMS
Step 2: click on Collaboration Meeting Room

Davide's CMR

- Connect to your CMR
  - Video Address: dgrandis.join@cisco.com
  - Call-in Number: 89285033

- Create a temporary WebEx connection to your CMR and distribute the details to participants just before your meeting starts.

- Create an email message containing your CMR details.
Step 3: click on “Create WebEx Connection”
Step 4: Send email with CMR and WebEx details

Join me in my Collaboration Meeting Room using a video conferencing system or application:
Video Address: dgrandis.join@cisco.com
Call-in Number: 89286093
Security PIN not required for guests

You can also join the upcoming meeting using this WebEx connection:
Meeting Number: 300501644
Meeting Password: vyWdq723
Meeting URL: https://new-webex.webex.com/new-webex/j.php?MTID=m80289f550cc522e9b8817fc56aC35fcc
Personal Meeting Room for Meeting Center (WebEx release T29.11)
Personal Room for Meeting Center

What is it?

- A new paradigm for a standard Meeting Center meeting;
- Your own MC meeting with a permanent meeting link: cisco.webex.com/meet/jsmith
- Every MC host gets one by default for free;
- Video device information is hidden if CMR is not enabled for the user (PR is now separate from CMR).
Personal Room for Meeting Center

What is different?

- Link never changes (unless you want it to);
- Lock/unlock room much more prominent;
- Waiting attendees in the lobby can be managed.
How it works?

- Can be enabled/disabled at site level (global) and host level;
- Replaces the old Personal Room (even if disabled).
CMR Resources
CMR Resources

• Pervasive Conferencing on Cisco.com
  http://www.cisco.com/go/cmr

• CMR Space on the Cisco Collaboration Community (for Partners)
  http://communities.cisco.com/community/technology/collaboration/collaboration_applications

• CMR Cloud Enterprise Deployment Guide
Important KB Articles For Supporting Lync Beta

- **WBX86124** - How Do Lync Attendees Connect to a Personal Room or Scheduled Meeting in CMR Cloud?

- **WBX86376** - Lync Users are Experiencing Audio Only in CMR Cloud

- **WBX86808** – I Can’t Call into a CMR Cloud Meeting Using Lync Online

- **WBX83779** – What are the System Requirements for Collaboration Meeting Rooms (CMR) Cloud?