

ZANG CONNECT™

FOR WEBEX (JIVE)



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With Zang's unified communications solutions you can access and manage WebEx meetings directly from the Jive interface, and escalate discussion threads to a live WebEx meeting instantly. Zang Connect for WebEx turns Jive into a powerful collaboration hub.

- Access WebEx meeting capability from a convenient Jive App
- Escalate discussion threads to live WebEx collaboration
- Create one-on-one meetings through the People view inside Jive
- Launch WebEx meetings directly from the Jive interface

Contacting Zang™

Zang Inc.
30 West Beaver Creek Rd., Suite 101
Richmond Hill, ON L4B 3K1

Tel: +1 905-707-9700

Fax: +1 905-707-9170

Web: www.zang.io

For hardware and software support, contact:

E-mail: support@zang.io

For documentation request and feedback, contact:

E-mail: documentation@zang.io

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Zang Inc.

30 West Beaver Creek Rd., Suite 101
Richmond Hill, ON L4B 3K1

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ZANG CONNECT FOR WEBEX (JIVE)

Introduction

With Zang's unified communications solutions you can access and manage WebEx meetings directly from the Jive interface, and escalate discussion threads to a live WebEx meeting instantly. Zang Connect for WebEx turns Jive into a powerful collaboration hub.

- Access the WebEx meeting capability from a convenient Jive App.
- Escalate discussion threads to a live WebEx collaboration.
- Create one-on-one meetings through the People view inside Jive.
- Launch WebEx meetings directly from the Jive interface.

Pre-Requisites

Before starting the installation of the Zang Connect for WebEx (Jive) app, several pre-requisites must be completed.

- A corporate Jive account must be configured and operating.
- A WebEx account for your company must be available.

Configuring the WebEx Server

The administrator must configure the WebEx server before end-users can install Zang Connect for WebEx.

1. Log in to the WebEx corporate account with administrator credentials.
2. Open **Common Site Settings** and enable the **iCalendar** option.

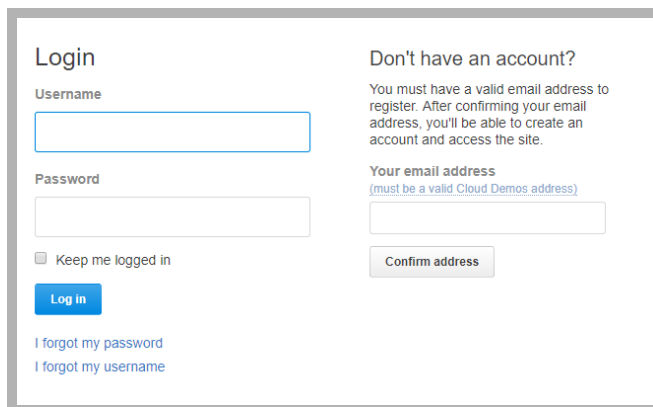
The screenshot displays the Cisco WebEx Administration interface. On the left, a navigation menu includes 'Common Site Settings', which is highlighted with a red arrow. The main content area shows various configuration options:

- Notify site administrator if file storage usage exceeds % of total capacity.
- Primary client download method: (for Internet Explorer Users only)
 - ActiveX
 - Standalone client
 - Java
 - Temporary Folder Solution (TFS)
- True color mode
- Brand Name:
- Info Tab specific: (MC)
 -
 - Buttons: Move Up, Move Down, Delete
- Display feedback form after meeting (TC and EC)
- iCalendar (Show Add to My Calendar for MC, TC and EC) - This option is highlighted with a red box.
- Set maximum video bandwidth to: (MC only)
- Turn on high-quality video (360p) (MC, TC, EC and SC)
- Turn on high-definition video (720p) (MC and TC)
- Enable teleconferencing CLI authentication

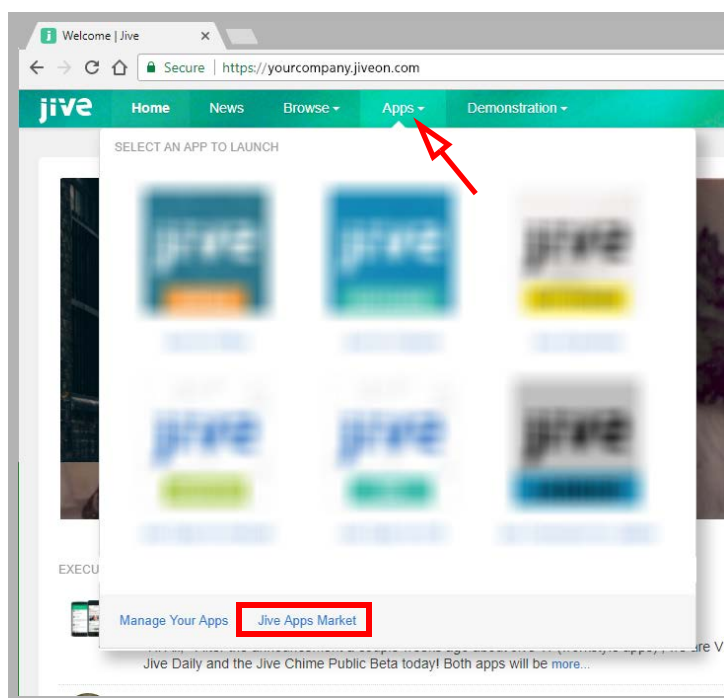
Installing the Zang Connect for WebEx (Jive) App

1. Open a web browser and enter the address for the Corporate Jive site created for your company. For example: yourcompany.jiveon.com
2. At the login screen, enter your Jive account credentials. Typically, this will be your corporate email address and a password.

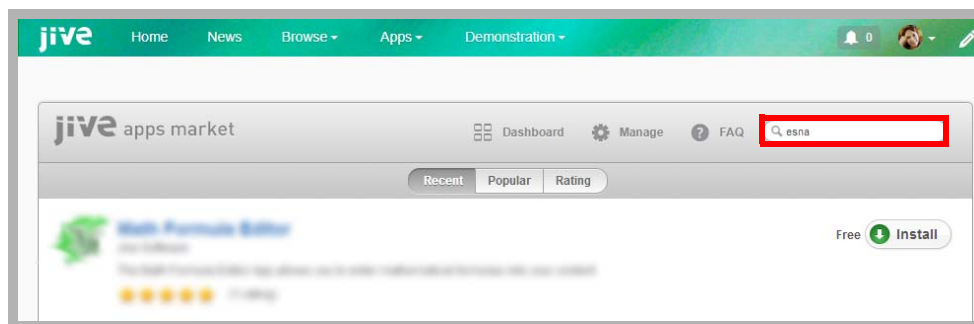
Click **Log in** when finished.



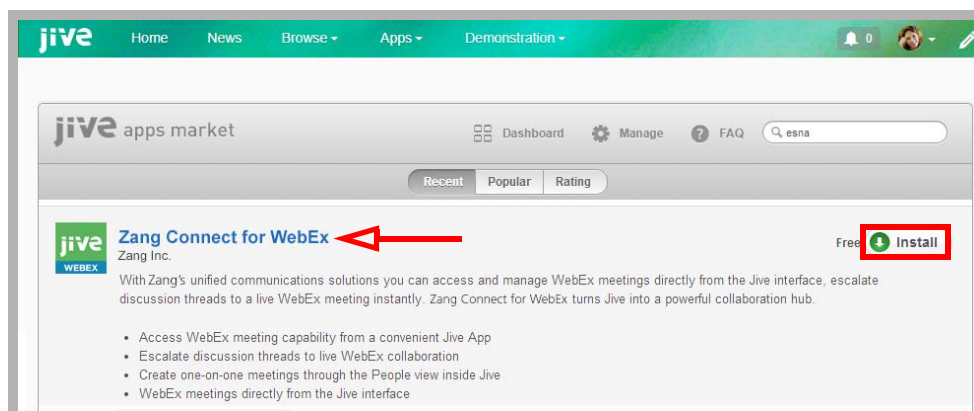
3. Once connected to the Jive account main page, go to **Apps > Jive Apps Market**.



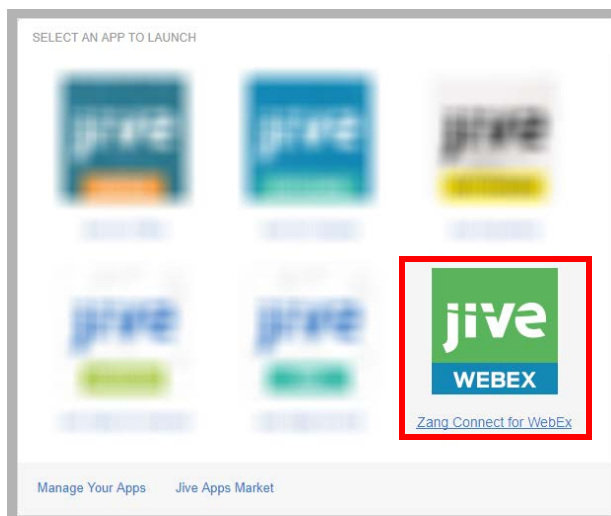
- In the search bar, type **Zang** and hit enter.



- Scroll down to find the entry for Zang Connect for WebEx. Click the **Install** button beside it.



- Zang Connect for WebEx will be installed and will appear in the list of **Apps to Launch** when finished.



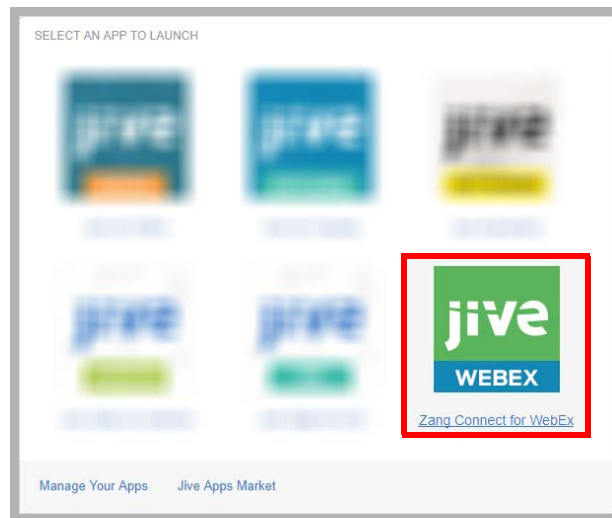
Using Zang Connect for WebEx (Jive)

The Zang Connect for WebEx (Jive) app is available in several places throughout Jive. It will launch a WebEx Internet based conference call with the selected contacts. Connect with individual contacts, or simultaneously invite groups of contacts to join in the conversation.

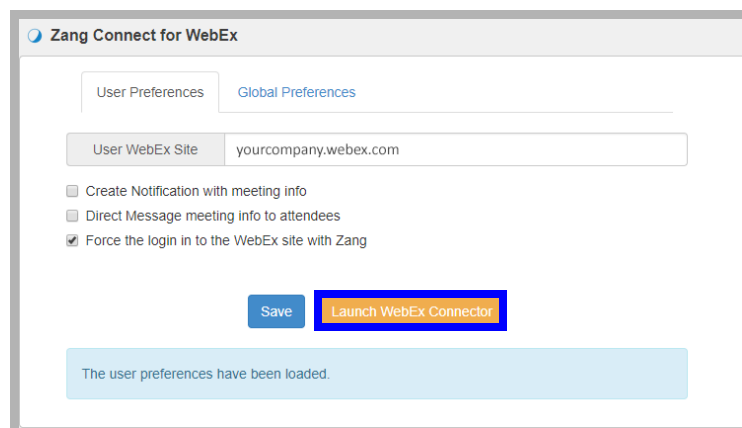
Instant Meetings

To start an instant WebEx meeting:

1. Open the **Apps** menu and select **Zang Connect for WebEx**.



2. Select **Launch WebEx Connector**.



User WebEx Site: Enter the URL for your corporate WebEx server.

Create Notification with meeting info: Enable this checkbox to have Jive send an alert to each person that is invited to attend the meeting. The alert includes all of the meeting details.



Direct Message meeting info to attendees: Enable this checkbox to have Jive send an instant message to each person that is invited to attend the meeting. The message includes all of the meeting details.

Note: WebEx will send an email with all of the meeting details to each of the invitees without regard to the settings made here.

Force the login in to the WebEx site with Zang: This option allows you to login using your Zang account's Single Sign On credentials.

Note: This option will only appear if you are using Jive for Cloud. If your company is using Air Gapped Jive (on-prem, no Internet), this item is not available.

3. On the **Required Info** tab, enter the details for the meeting.

Template: Templates can be created to automatically fill-in these fields. If you have a recurring meeting with a common format, create and apply a template to the meeting to use the same settings each time. To create a template, setup the meeting as you normally would making sure to include a name for the meeting, then click

Save As Template

at the bottom of the window.

Topic: Give the meeting a name to help invitees prepare.

Duration: Specify how long it is expected to last.

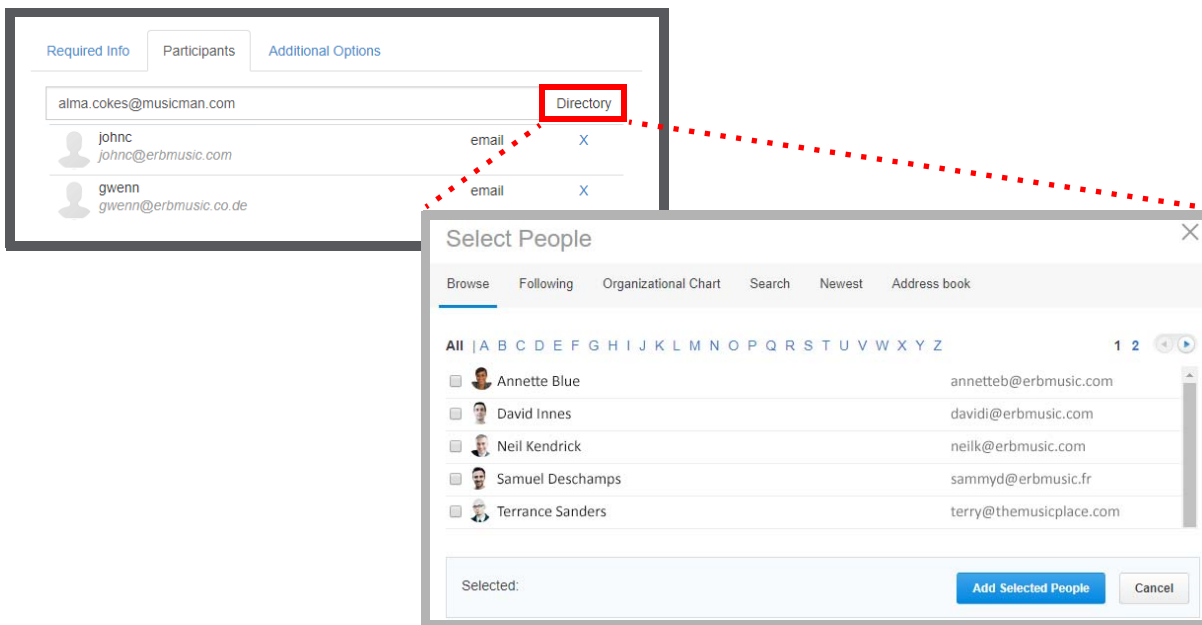
Scheduled Meeting: If you want to setup the meeting for some time in the future, enable this checkbox and select a day and time.

Repeat - Enable this checkbox if the meeting will occur on a regular basis. Choose how often the meeting is to be scheduled (every week, two weeks, three weeks, four weeks), and on which day(s) of the week.

Ending - If a series of meetings is to conclude on a certain date, enable this checkbox and pick the date on which to finish.

Use my Personal Room to meet now: Enable this option to automatically link to your WebEx account's private room with all of its settings included.

4. Move to the **Participants** tab.
 Enter the email addresses of a contact you want to attend the meeting and hit **Enter**. Repeat until all contacts have been added.
 You can also click the **Directory** button and choose the people to invite from the list provided.

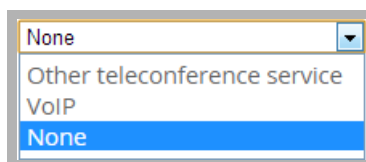


Optional: Open the **Additional Options** tab and change any of these parameters.

The image shows the 'Additional Options' tab of the meeting setup form. It contains three sections: 'Meeting Type' with a dropdown menu currently set to 'Pro 25'; 'Meeting Password' with a text input field containing the number '12345'; and 'Audio Conference' with a dropdown menu currently set to 'Use VoIP only'.

Note: Some options will not appear unless the corresponding software has been installed.

Meeting Type - Leave this value at **Default** unless you have the corresponding Cisco platform installed at your site.



Meeting Password - To make the meeting more secure, enter a password here to ensure that only those who have been invited can enter the meeting space.

Audio Conference - If an audio component is required for this meeting, select the desired connection method from the dropdown list.

WebEx Audio - This option is only available if your account includes audio as an option. Enable the checkbox if your account has a Toll-Free number associated with it. From the popup list, select the desired tone or name to be played, if any, when a contact joins or leaves a meeting. The number to dial will be included in the invitation. The contact must connect to this service through conventional means (i.e. desktop telephone, cellphone).

Other teleconference - If you have a teleconferencing service setup, enter instructions for users to connect to the service. Include the telephone number and any access codes or PIN numbers here. Once the meeting has started, clicking the **Audio Conference** icon will display these instructions. The contact must connect to this service through conventional means (i.e. desktop telephone, cellphone).

VoIP - Select VoIP to enable embedded voice conferencing in the meeting. All participants will have the option to voice audio to the meeting through their internet connection (using microphone and speakers on the computer or device). Click **Voice Conference** in the main Meeting window to start this feature.



Connect to Audio

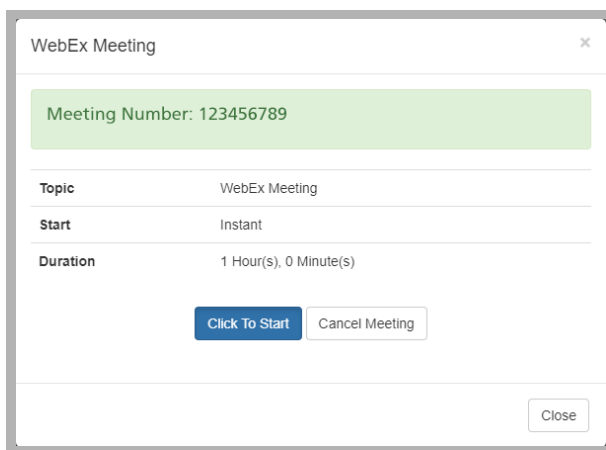
TSP/MeetingPlace: If these audio providers are configured on your system, they will be included in the list of available conferencing options when creating a meeting.

Global call-in: Zang Connect for WebEx supports the **Global Call-in** numbers feature of WebEx. Once configured through WebEx, those numbers will appear on the Audio Conference menu

5. Click **Meet Now** to start the meeting.

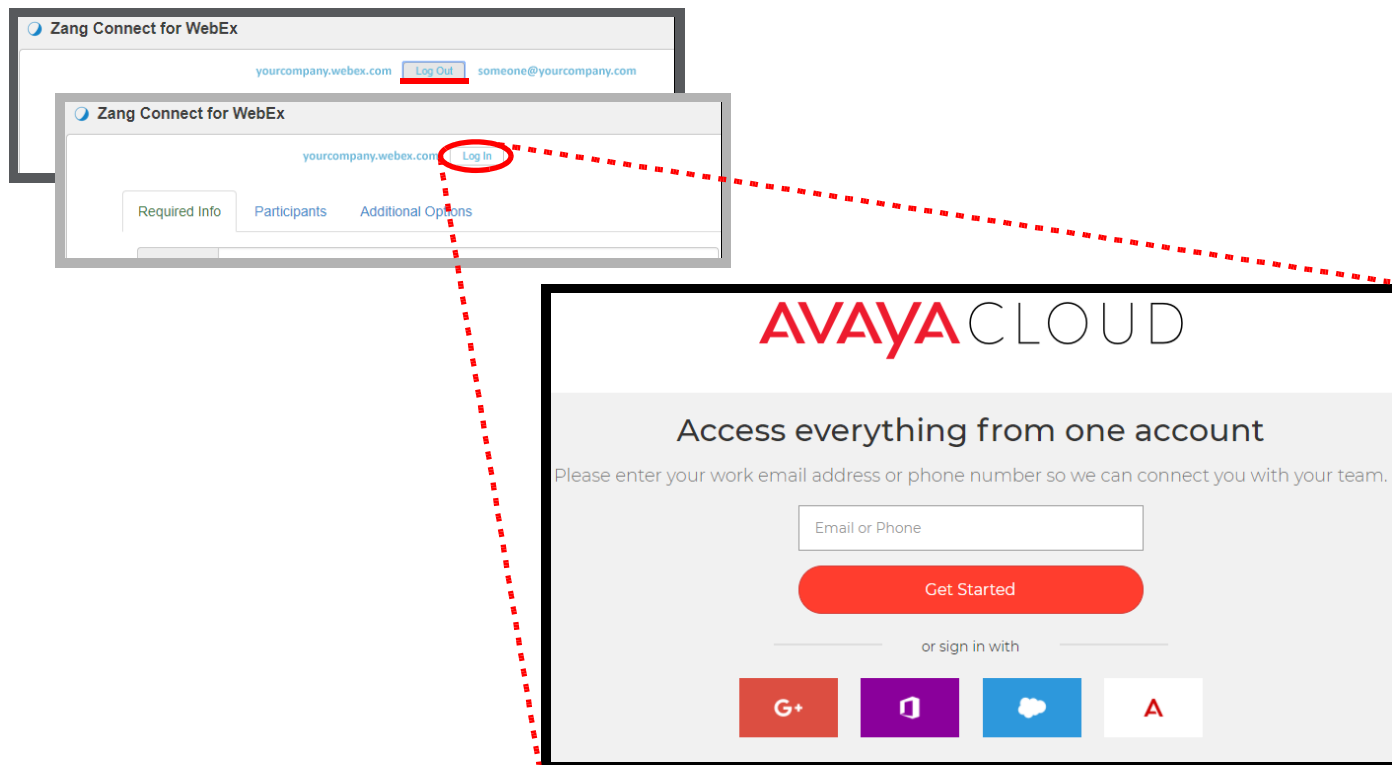
If this meeting is scheduled to start at some time in the future, the button is **Schedule Meeting**.

6. The meeting summary is shown. Select **Click to Start** to launch WebEx and create the meeting space. Choose **Cancel Meeting** to return to the Connector to make changes.

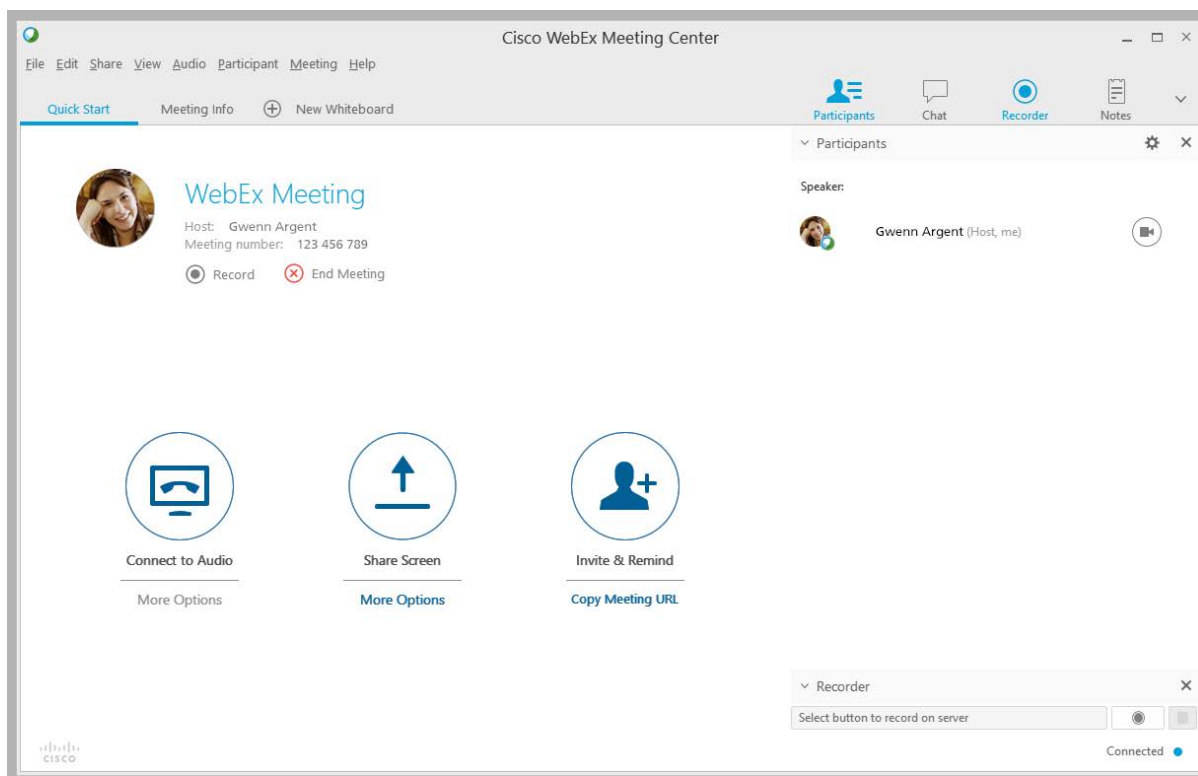


Note: Click **My WebEx** to open the program web page. Login to review your calendar, get support, and to create and manage meetings.

7. If you are not already logged in to WebEx, you will be prompted to do so now. WebEx supports Single Sign-On (SSO) so you can login using your Google, Office365, Salesforce or Avaya Cloud credentials.

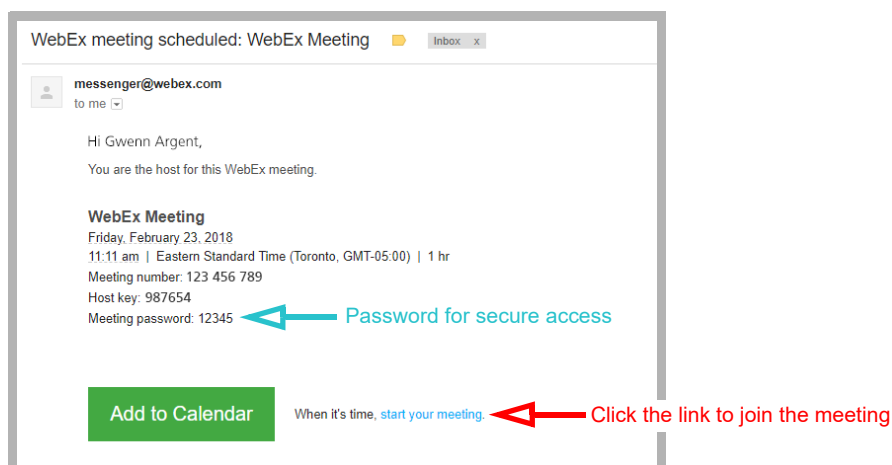



8. The **WebEx Meeting Center** window provides full control over the meeting to the **Host**.



Hint: Additional contacts can be invited at any time using the **Invite & Remind** button.

9. Contacts who were invited will receive an email which contains a link to join the meeting. They may also receive an alert or an instant message within Jive if those settings were configured. When a contact joins the meeting, they will appear in the meeting window.

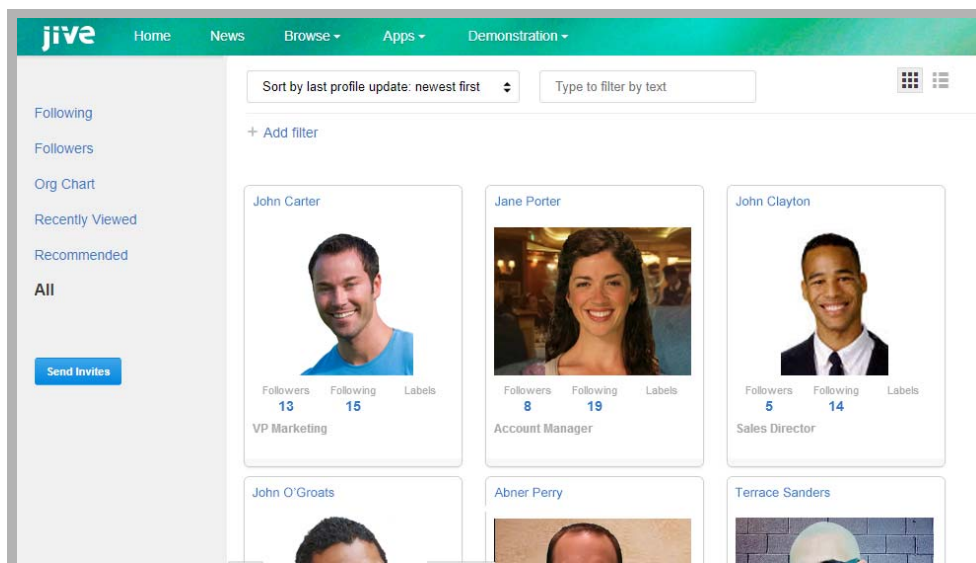


10. When the meeting is over, click  **End Meeting** to dismiss all attendees and close the Meeting Center window.

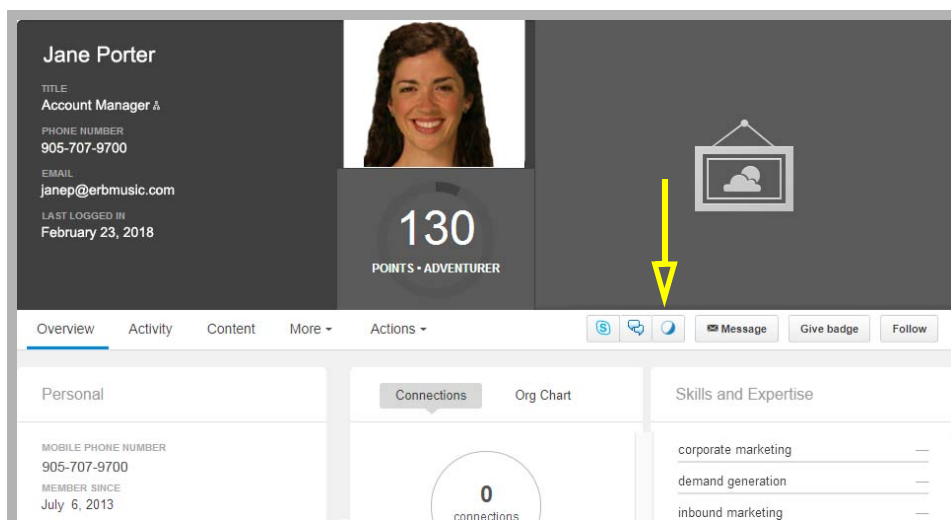
Jive People

Zang Connect for WebEx (Jive) allows a WebEx meeting to be launched directly from the **People** menu.

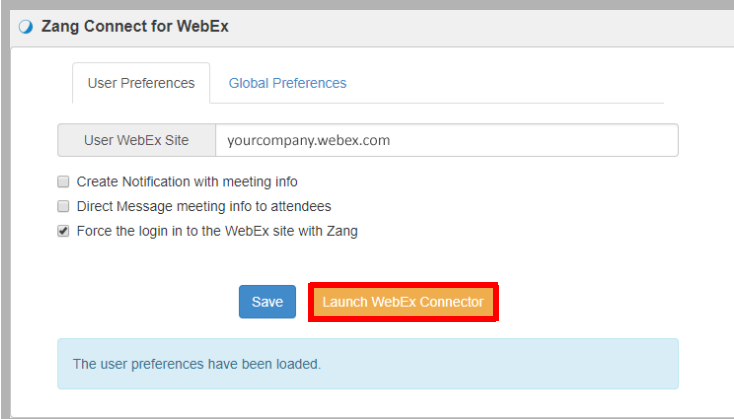
1. Click **Browse** and select **People** to open a list of your Jive contacts.



2. Click the WebEx icon to open the meeting window.



3. Continue with the process outlined above under Using Zang Connect for WebEx (Jive) on page 9.

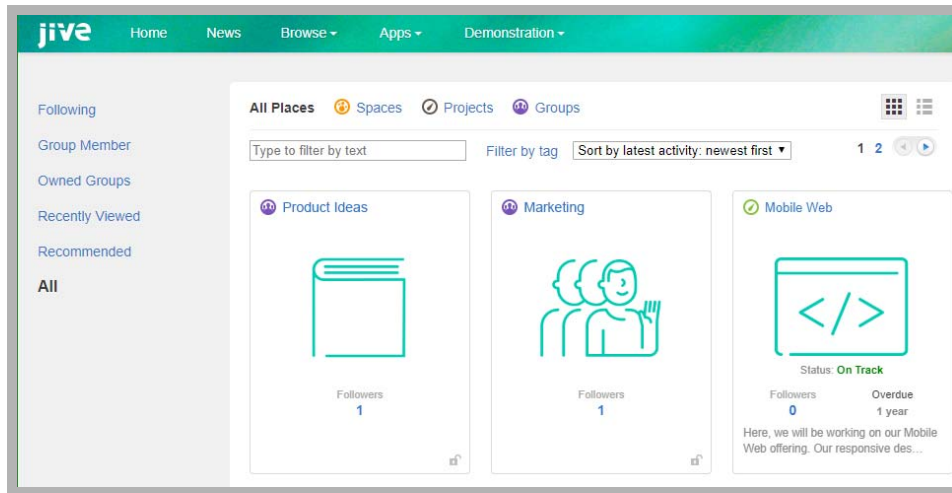


The screenshot shows the 'Zang Connect for WebEx' configuration window. It features two tabs: 'User Preferences' (selected) and 'Global Preferences'. Below the tabs is a text input field for 'User WebEx Site' containing the value 'yourcompany.webex.com'. There are three checkboxes: 'Create Notification with meeting info' (unchecked), 'Direct Message meeting info to attendees' (unchecked), and 'Force the login in to the WebEx site with Zang' (checked). At the bottom, there are two buttons: 'Save' and 'Launch WebEx Connector' (highlighted with a red border). A light blue message box at the bottom of the window displays the text 'The user preferences have been loaded.'

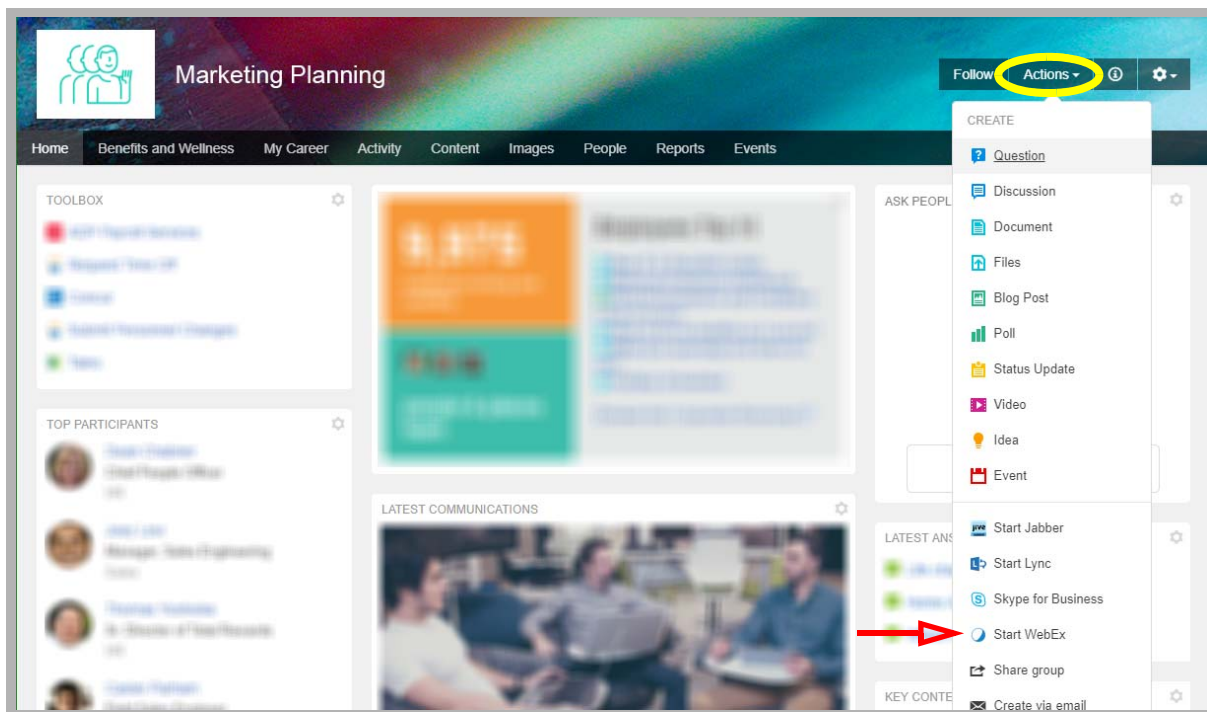
Jive Groups and Places

Zang Connect for WebEx (Jive) can start a meeting with all members of a group at the same time.

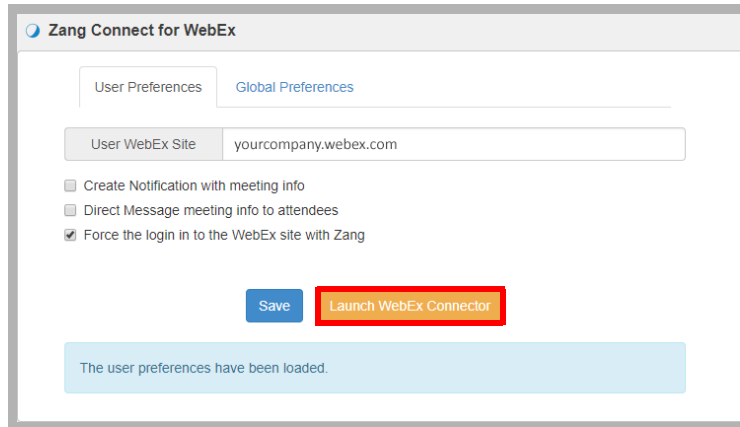
1. Go to **Browse > Places** to open a list of your Jive groups.



2. Click on one of the groups to open the page with its details. Go to **Actions**, and click **Start WebEx**.



3. Continue with the process outlined above under Using Zang Connect for WebEx (Jive) on page 9.



The screenshot shows the 'Zang Connect for WebEx' configuration window. It features two tabs: 'User Preferences' (selected) and 'Global Preferences'. Below the tabs is a text input field for 'User WebEx Site' containing the value 'yourcompany.webex.com'. There are three checkboxes: 'Create Notification with meeting info' (unchecked), 'Direct Message meeting info to attendees' (unchecked), and 'Force the login in to the WebEx site with Zang' (checked). At the bottom, there are two buttons: 'Save' and 'Launch WebEx Connector' (highlighted with a red border). A light blue message box at the bottom of the window displays the text 'The user preferences have been loaded.'

Jive Discussions

Starting a WebEx meeting from an ongoing discussion.

1. Open a chat session. Click the **Start WebEx** link beneath **Actions**.

The screenshot shows a Jive discussion titled "How can I launch WebEx?" created by alma cokes on 23-Feb-2018. The discussion content asks for help with launching a WebEx meeting from within Jive. A reply by Neil Kendrick is visible, suggesting to use the Actions menu or the Create dropdown menu. On the right side, the "Actions" menu is open, and the "Start WebEx" option is highlighted with a blue arrow.

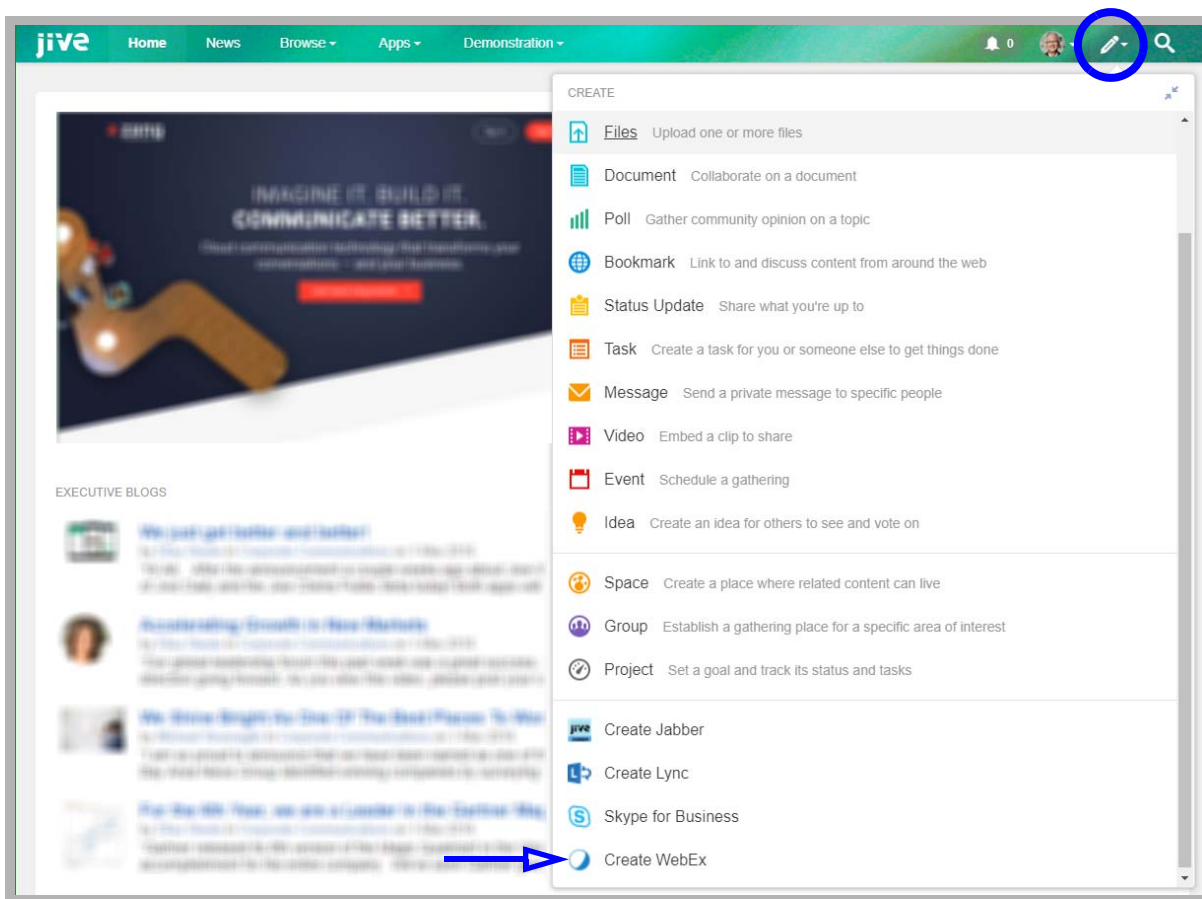
2. Continue with the process outlined above under Using Zang Connect for WebEx (Jive) on page 9.

The screenshot shows the "Zang Connect for WebEx" configuration page. It includes tabs for "User Preferences" and "Global Preferences". The "User WebEx Site" is set to "yourcompany.webex.com". There are three checkboxes: "Create Notification with meeting info" (unchecked), "Direct Message meeting info to attendees" (unchecked), and "Force the login in to the WebEx site with Zang" (checked). At the bottom, there are "Save" and "Launch WebEx Connector" buttons. A message at the bottom states "The user preferences have been loaded."

Create Menu

You can launch a WebEx meeting from the **Create** menu anywhere it appears throughout Jive.

1. Click the **Create** icon and select **Create WebEx**.



2. Continue with the process outlined above under Using Zang Connect for WebEx (Jive) on page 9.

Zang Connect for WebEx

User Preferences Global Preferences

User WebEx Site:

Create Notification with meeting info
 Direct Message meeting info to attendees
 Force the login in to the WebEx site with Zang

The user preferences have been loaded.

Alternate Login Configuration: SSO

When connecting to WebEx through Jive, the program sends explicit credentials to the WebEx server in order to log you in to the corporate site. However, some WebEx sites are configured to block explicit credentials so an alternate method must be used.

This section is optional and only for use on sites where WebEx is configured to block explicit credentials.

Warning: This section is intended solely for site administrators.

Certificate

The program requires a certificate to operate. The one provided with the program is X.509 compliant and has already been installed onto the authentication server.

If you want to use your own certificate, please forward a copy to the Zang technical support team so that it can be installed onto the server.

WebEx Configuration

The changes to the corporate site require contact with WebEx Support personnel.

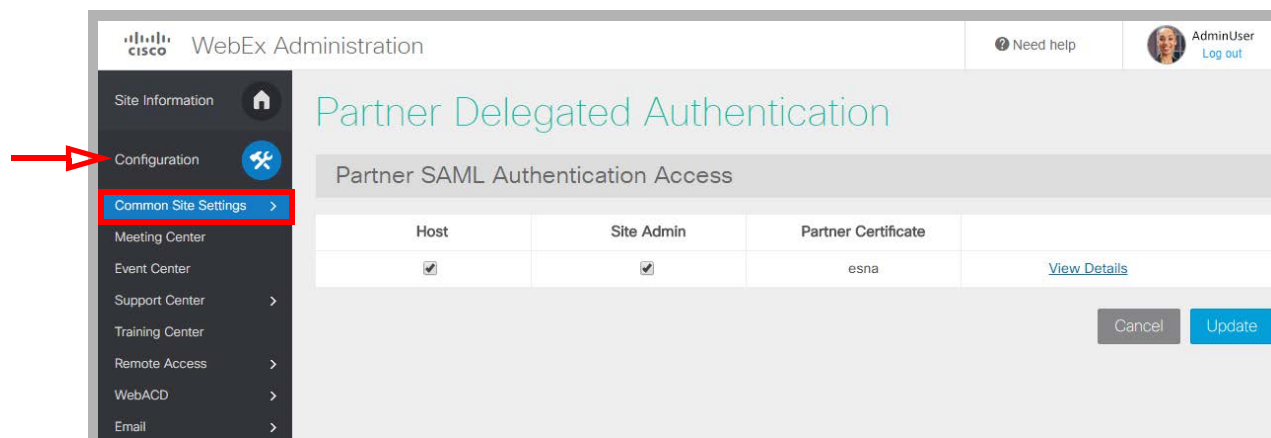
The site administrator must contact WebEx and request a change to the site to support the IdP Flow (Identity Provider) login process. This requires support to add a Partner SAML entry to the site configuration.

WebEx support will need the following information.

ITEM	DETAILS
WebEx Site name	Provide your company's WebEx site name (i.e. yourcompany.webex.com)
Federation Protocol	SAML 2.0
Partner Issuer (IdP ID)	ZangSSO
Partner Name	ZangSSO
NameID Format	email
AuthenContextClassRef	urn:oasis:names:tc:SAML:2.0:ac:classes>PasswordProtectedTransport
WebEx SAML Issuer (SP ID)	https://www.webex.com
Partner User Login URL	https://manage1.esna.com/esnasso

Once configured, the WebEx site administrator should see an SAML Partner entry from the admin console.

Go to **Configuration > Common Site Settings > Partner Authentication**.

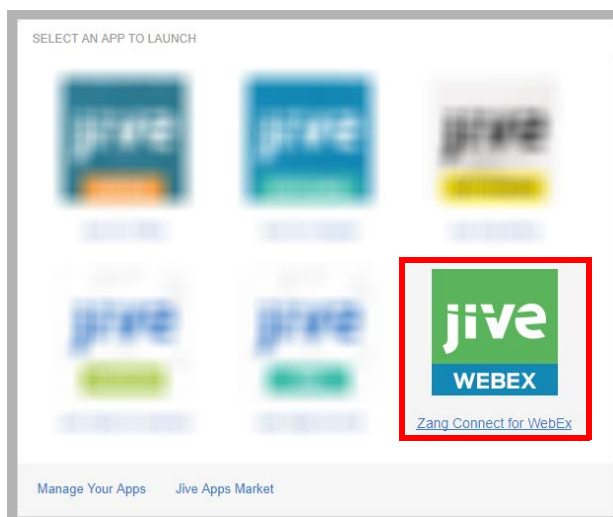


Client Login Configuration

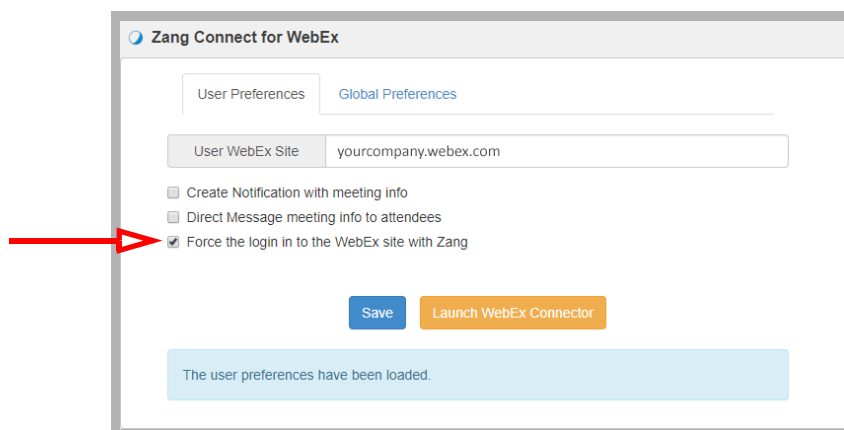
With this configuration, each client's software must also be setup. This must be done once for each client account.

Note: This section is for all users of the Jive for WebEx Connector.

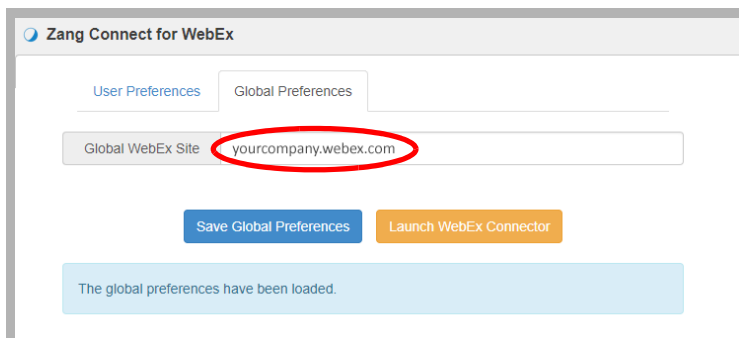
1. Open and login to Jive. Launch the WebEx connector app.



2. On the **User Preferences** tab, enable the **Force the login in to the WebEx site with Zang** checkbox. Click **Save**.



- Go to the **Global Preferences** tab and enter the address for your corporate WebEx site if it has not already been entered for you.
Click **Save Global Preferences**.



Zang Connect for WebEx

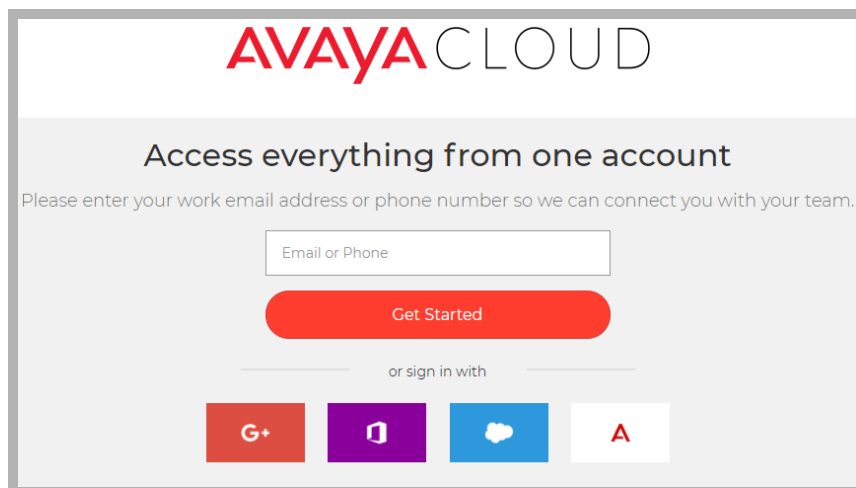
User Preferences Global Preferences

Global WebEx Site

Save Global Preferences Launch WebEx Connector

The global preferences have been loaded.

- When launching a WebEx event, the client will login to the server using the Avaya Cloud site. Enter your Avaya Cloud username and password to login.



AVAYA CLOUD

Access everything from one account

Please enter your work email address or phone number so we can connect you with your team.

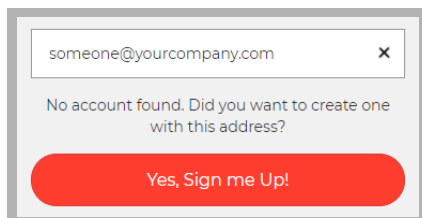
Email or Phone

Get Started

or sign in with

G+ Microsoft Avaya

Note: If you do not have an account with Avaya Cloud, you can create one now. Enter your email address and the system will respond with a **Yes, Sign me Up!** button. Click to create your account.



someone@yourcompany.com

No account found. Did you want to create one with this address?

Yes, Sign me Up!

Important: The account used to login to Avaya Cloud must have the same email address as the account used to login to WebEx.

