Cisco Meeting App

Cisco Meeting App 1.9

User Guide

August 15, 2016

Contents

1 Introduction

This guide explains how you can use the Cisco Meeting App to communicate and share information with your colleagues, by creating and using spaces.

spaces are at the heart of the Cisco Meeting App and Cisco Meeting Server setup, unifying voice, video and the web. spaces improve the productivity of individuals and groups, by making it easier to communicate and share information.

1.1 Spaces

A space is a chat board and a persistent virtual video meeting room that a group of people can use at any time, and to which guests can be invited for meetings. spaces are always available; no reservations are required. A space can be created for every project and team in your organization. Team members always have access to the chat conversation so information does not need to be repeated.

Cisco Meeting App users can join space meetings using the device of their choice: laptop (Mac or PC), SIP video conferencing system (desk endpoint or meeting room endpoint), iOS device, or phone for audio only.

Note: You can only create and edit spaces if your administrator has given you permission.

1.2 Space users

There are two types of users of spaces: members and guests. A member of a space has more privileges than a guest to the space.

Members of a space can be:

- users with Cisco Meeting App login, who are added as members of the space

Members can:

- join the space video meeting at any time,
- see who else has joined the space video meeting,
- chat in the space and see past chat messages,
- choose to be notified that chats are occurring in the space,
- edit the space.

Guests can be:

- users internal to your organization, but without a Cisco Meeting App login. You will need to send them an invitation to join your space meeting.
- users internal to your organization with a Cisco Meeting App login, but who are not members of your space. You can either send them an invitation, or you can send them the video address of your space and they can join using the New call button.

- external to your organization. You will need to send them an invitation to join your space meeting.

A guest can join the video call and chat in the space, but cannot view past chats. Neither will they have the ability to see a list of all members of the space. They will only see the people that have joined the call.

1.3 The Cisco Meeting App

The Cisco Meeting App runs on Microsoft Windows, Apple Mac OSX, and iOS for iPhones and iPads. There is also a WebRTC app that is supported on Chrome browsers. Refer to our FAQs for the supported versions.

Tip: If you use Android, download the Chrome browser to use the WebRTC app. It is not optimized for mobile, but is fully functional.

Download the latest apps from the Cisco download page. For access, ask your local administrator or your Cisco sales contact.

See the Release Notes for information on new features, resolved issues and limitations.

2 Overview

This section gives you a quick overview of how to join a space as a member or as a guest, and how to navigate the user interface.

The remainder of the guide covers how to:

- use a space as a member, or as a guest, including sharing your desktop and moving a space to another device.
- use multiple devices to join a space.
- create or edit a space.
- make ad hoc audio and video calls.

Note: Some features work only if your administrator has given you permission.

2.1 For Cisco Meeting App users

Sign in to your Cisco Meeting App account; contact your administrator if you don't yet have an account. Tick the 'Sign me in when Cisco Meeting App starts' box to automatically sign you in to your account when you start the app in the future.

Note: Most illustrations in this guide are from the OS X, but the principles are the same for other apps.

2.2 For guests

You may have received an email invitation to join a space meeting at a specific time. The invitation provides several ways to join the space meeting, including:

- the video address to type for a video conferencing system, Jabber or Lync. If there is a passcode, enter it when prompted.
- the phone number and call ID to call for audio only. If there is a passcode, enter it when prompted.
- a link. Just click on the link.
  - iOS device: You will be prompted to download the app. After installing, refresh the web page with the link and you will be taken to the **Join call** page.
  - Chrome: You will be taken directly to the **Join call** page.
  - Internet Explorer: A dialog box will appear asking permission to open the program: ciscomeeting.exe. Click on **Allow**. The app will install on your computer, and you will be taken to the call using the app
  - Safari on a Mac: A dialog box will appear. If the Cisco Meeting App is installed, click on the **Join call in app** button.

    If the app is not installed, click on the **Install Cisco Meeting App for OSX** button.

Note: You will need to click on the downloaded .dmg file to install the Cisco Meeting App. Then click on the **Join call in app** button.

- Firefox: A dialog box will appear asking you to open the link with an application. Select **Cisco Meeting** and then select **OK**.

  If there is a passcode, it is included in the link.

2.3 Navigation

From the top bar, you can access three different views: **Activity** view, **People** view and **Space** view.

- In the **Activity** view, you can see ongoing activities and recent history. All activities in the list are grouped by which contact, group of contacts, or space you are interacting with.

  Select a list item to see the interaction, continue an ongoing chat, or initiate a new call or chat conversation.

  Note: When you log out, the oldest entries from the **Activity** list are cleared, except for spaces. A space containing chat messages stays in the list as long as you are a member.

- In the **People** view, you can see all your contacts, you can add or edit contacts, and you can start a new call or chat conversation.

- In the **Space** view, you can see all your spaces, you can add or edit spaces, you can invite guests, and you can enter your spaces.

3 Using a space

Use spaces for persistent meetings, allowing members to dip in and out of a space meeting as the need arises.

3.1 Making a video call to one member of a space

If you want to talk to just one other member of your space, you can make an ad hoc video call.

1. Select the space from your list of spaces.

2. Select the name of the member you want to call, then click the green video button.
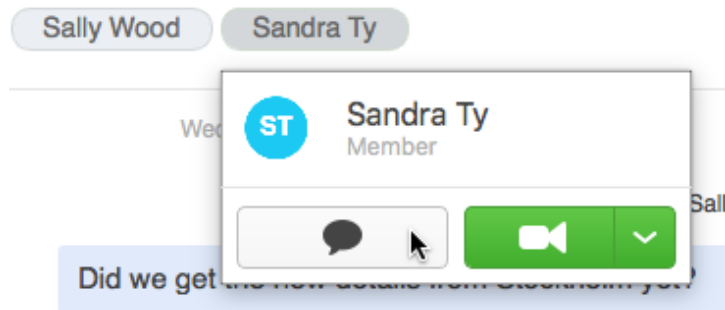
Note: No other members will not know that you made a call. Chat messages sent during a call are cleared when the call ends.

3.2 Chatting in a space

1. In the **Spaces** view, select the space.

2. Click in the text box and type your message. Press Enter.

Tip: If you add urls of images to the chat, the images will be displayed.

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3. All of the members and current visitors in the space will see your message.

Note: Members who are not currently in the space will see that a conversation has taken place via the Conversation badge. They can read your message when they click on the space.

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4. Use the scroll bar to see earlier or later chats.

The messages will remain in the space. To delete the messages, one of the members of the space will need to be given Delete permission by your administrator.

3.3 Chatting with one other member of a space

If you want to chat with just one other member of your space, you can chat directly from within the space.

1. In the Spaces or view, select the space.

2. Select the name of the member you want to chat with and click the chat button.
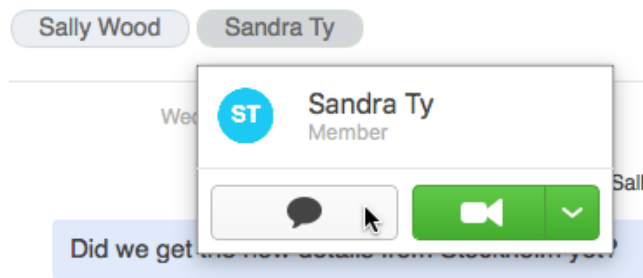
Note: The chat messages cannot be seen by other members of the space. The messages stay in your Activity list for a while before they are cleared.

3.4 Inviting guests to a meeting

Members of a space can invite guests to join a meeting in the space. Guests can be:

- Cisco Meeting App users who are not members of the space but need to join for a specific meeting.

- non-Cisco Meeting App users, and typically external to an organization. For example, customers or suppliers.

To invite a guest:

1. Select the space from your list of spaces.

2. If you wish to restrict access to the space meeting, then select the **Edit** button.

3. Enter a numeric passcode.

   Note: If the invitation is only for a specific time period, then you may wish to change the passcode at the end of the meeting.

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4. Select the **Invite** button.

5. Select your invitation type:

   a. select **Email** to put a copy of the dial-in information into the body of a new email from you. Customize the email as you wish.

   b. select **Copy invitation** to put a copy of the dial-in information onto your clipboard. Send this information to your guests, for instance via an instant messaging tool.

   c. select **Copy weblink** to put the web address for the space onto your clipboard. Send the link to your guests, for instance via an instant messaging tool.

The dial-in information includes:

- the web address to call in on any device running Windows, OS X, or iOS

- the video address to use for video conferencing systems and Skype for Business or other IM applications

- the telephone number with Call ID to use for an audio call

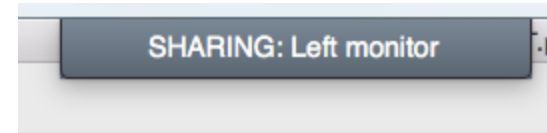## 3.5 Sharing your screen or application in a meeting

You can share your screen or an open application.

**Note:** Sharing screen is not available on iOS devices.

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1. Select the space from your list of spaces.

2. Join the space meeting.

3. Select the **Share screen** button

4. From the list, select the monitor or the application you want to share.
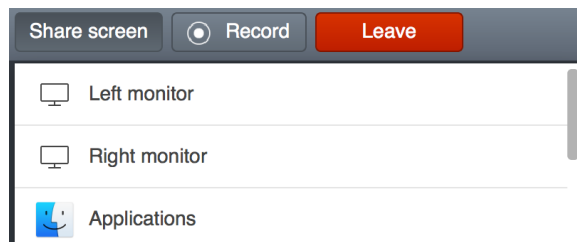
When you start sharing, the app will be in the background, and you will see a notification that tells you what you are sharing.

To stop sharing, click the notification to access the **Stop sharing** button.
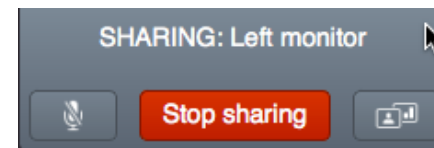
Note: If someone else starts sharing, that will stop your sharing.

3.6 Changing your screen layout while in a meeting

You can change your screen layout to suit your personal preference or the situation. If you want to save bandwidth, you can use the **Audio only** option. It disables video and is particularly useful in mobile situations.

1. Click ⦿⦿⦿ in the top right corner, then **Layout**.

2. Select the layout you want
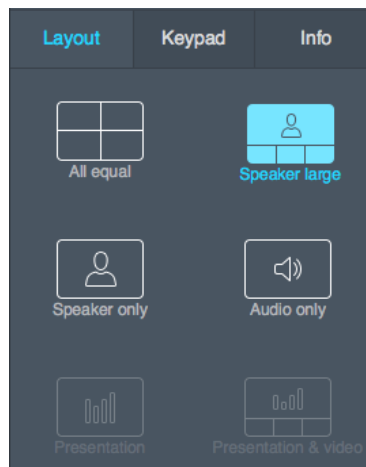
3.6.1 If you call in from a video system

If your administrator has set up touch tone commands, you can use the video system's keypad or remote control to change screen layout.

3.7 Muting or unmuting your microphone

You can mute or unmute your microphone at any time during a meeting.

Note: Other participants may be able to mute or unmute your audio feed. This means that you may not send audio to other participants, even if your microphone is unmuted.

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1. To mute your microphone, select 🎤

The button changes, depending on audio settings:

🎤	Your microphone is unmuted. Other participants can hear your audio feed.
🎤	Your microphone is muted. Other participants cannot hear you.
🎤!	Your microphone is unmuted, but someone has muted your audio. No participants can hear you because your audio feed is not transmitted.
🎤!	Your microphone is turned off, and someone has muted your audio.

To unmute the microphone, select 🎤

3.8 Viewing a presentation on your device

If you are in a meeting room with the presentation being shown via a cspace, you can join the space meeting and view the presentation on your own device (computer or iPad).

1. Select the space

2. Select the down arrow beside the **Join call** button

3. Select **View screen share** and then join the call

All media is automatically turned off, except for screen share.

3.9 Turning your camera on or off

You can turn your camera on or off at any time during a meeting.

1. To turn the camera off, select .

   The button changes, depending on video settings:

    Your camera is turned on. Other participants can see your video feed.

    Your camera is turned off. Other participants cannot see you.

    Your camera is turned on, but someone has stopped your video feed. No participants can see you because your video feed is not transmitted.

    Your camera is turned off, and someone has stopped your video feed.

To turn your camera back on, select .

3.10 Recording a meeting

If you have permission, you can start or stop a recording.

 If you see this in the top bar, you can start a recording.

 If you see this in the top bar, your meeting is being recorded, and you can stop the recording at any time.

 If you see this in the top bar, your meeting is being recorded. You don't have permission to stop the recording.

Note: Anyone with permission can stop the recording, even if someone else started it.

The server records a generic view of the meeting, not the view you see on your own screen. The recording will show 1-4 speakers in large panes and additional participants in small panes below. When someone is sharing a screen, the recording will show the screen share in a large pane and participants below in small panes.
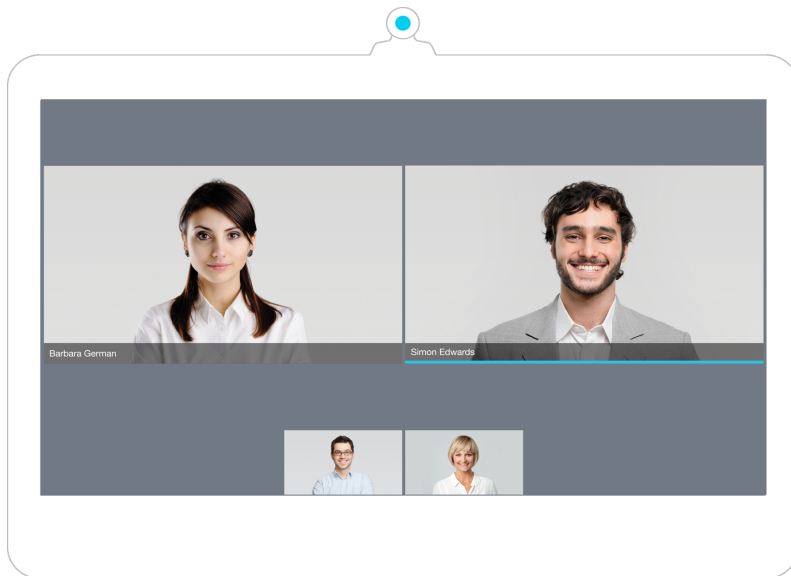
Your local administrator defines where the recording is stored, and how you can access it.

Note: There is no recording button in the web app. If you use the web app, use touch tone commands to start or stop a recording.

3.11   Muting or unmuting all participants

If your administrator has granted permission, you can mute or unmute audio for all other participants in a call.

To unmute all participants:

1. To access the **Participants** view, select ⬚⁵.

2. Select ⬚.

3. Select **Mute all audio** or **Unmute all audio**.

4. The other participants receive a message letting them know that they have been muted or unmuted.

Note: Other space members may be able to unmute themselves. To know who can do this, ask your administrator.

3.12   Muting or unmuting individual participants' audio feed

If your administrator has granted permission, you can mute or unmute the audio feed for individual participants.

To mute a participant's audio or video:

1. Select ⬚⁵.

2. Select the participant from the list

3. Select **Mute audio**.

4. The muted participant receives a message informing that you muted the audio feed.

5. To unmute a participant, select the participant again and select **Unmute audio**.

Tip: You can also click on the image of a participant to mute or unmute audio.

Note: You cannot mute yourself from the participants list or by clicking your self-view.

Note: However, if you have permission, you can unmute yourself by clicking your name when others have muted you.

3.13   Stopping or starting individual participants' video feed

If your administrator has granted permission, you can stop or start the video feed for individual participants.

Note: You cannot stop your own video feed from the participants list or by clicking your self-view. However, if you have permission, you can start your video feed when others have stopped it.

To mute a participant's audio or video:

1. Select ⬜.Select the participant fro the list

2. Select **Stop video**.

   The participant receives a message informing that you stopped the video feed.

3. To unmute a participant, select the participant again and select **Start video**.

Tip: You can also click on the image of a participant to stop or start video.

3.14   Seeing who is active in the call

In the **Participant** view, you can see status for individual participants:

⬜ The participant is speaking.

⬜ The participant's audio is muted.

⬜ The participant is presenting.

⬜ The participant is connecting to the call.

⬜ The participant has connection issues.

Select the name to see if the participant is muted. In the example below, Sandra Ty has muted her own microphone.
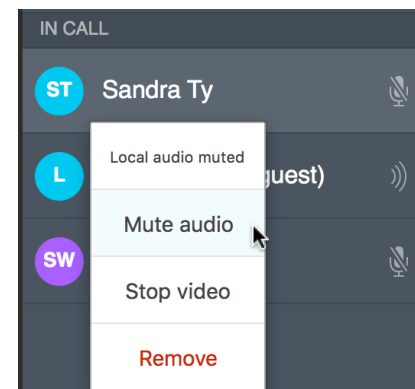
3.15 Using the numeric keypad

To access the numeric keyboard, click [icon], then **Keypad**.

You can use the numeric keypad to:

- Place an external call and type an extension number
- Select from a list of options from an auto-attendant menu system
- Lock or unlock the space (if enabled)
- Start or stop a recording (if enabled)

Note: For locking or recording, you need to use key sequences that are defined by your administrator.

4   Using multiple devices and switching between devices

If you have the Cisco Meeting App installed on multiple devices, you can tailor the way you use your spaces to meet your requirements at the time of the meeting.

You can be logged into the Cisco Meeting App simultaneously on all of your devices. The Cisco Meeting Server knows what devices you have connected. You can join a meeting in a space on one device and move to another device during the meeting, without losing your connection to the meeting.

You can also split the audio and video between different devices. For example, it is useful to transfer the audio to your iPhone if you are in a noisy environment and you don't have a headset for your PC.

The figure shows the iPhone used for audio and the PC used for video, while the iPad is used for chat. This can give you extra screen estate for video and chat while you can make use of the iPhone's headset.

If you have a video system or a desk phone then you can choose to connect and use them rather than the microphone and speakers on your computer.

4.1   Moving audio or video between devices

To use multiple devices, all you need to do is sign in to the Cisco Meeting App on all of the devices to be used.

1. Sign in on your app.

2. Join a space meeting on one of them, e.g. the PC app.

3. On the iPad and iPhone, you will see a **Return to call** button in the top right corner of the app.

4. To move the video and audio from the PC app to the iPad, click the **Return to call** button on the iPad app. Select the red **Leave** button to return the video and audio to the PC app.

5. To move the audio to the iPhone, click the **Return to call** button on the iPhone app.

   Audio will always stay on the iPhone until you disconnect the iPhone.

6. To use the iPhone for both audio and video, disconnect the device you transferred the audio from.

7. Selecting the red **Leave** button on the iPhone gives you the choice of ending the call completely or disconnecting the iPhone – if you disconnect the iPhone the audio transfers back to the PC app again. Similarly, when audio is on the iPhone you can disconnect the call on the PC or iPad, the call will continue on the iPhone as an audio-only call.

4.2   Moving a call or meeting to a connected video system or phone

You can move a call to a video conferencing system so you can share your desktop on an endpoint in a meeting room. You will still be able to chat, view and manage participants, and change screen layout from your app. Or you can move the call to a regular phone for audio only.

Follow these steps on your computer:

1. Click .

2. To use a video conferencing system, select **Use a video system**. Then type the video address and select the **Connect** button.

3. To use a phone for audio, select **Use a phone for audio**. Then type the phone number and select the **Call me** button.

Another example of how you can use connected devices is moving a call from your iPhone to a meeting room endpoint. Having joined a space meeting on your iPhone, you walk into a meeting room with a video conferencing system. You can connect your app to the video system and move the meeting media (video, audio and content) onto the video system. You will still be able to chat and manage the participant list on your iPhone.

5 Creating and editing a space

Note: This section assumes your Administrator has set your Cisco Meeting App permissions to include creating and editing spaces. Alternatively, your administrator may be responsible for creating and editing your spaces.

5.1 Creating a space, adding and removing members

You can create spaces for different activities.

1. Select the **Spaces** view from the top bar.

2. Select the **New space** button in the bottom left hand corner.

3. In the **space name** field enter a name for the space, for instance Sales Update.

4. In the **Type member name** field begin typing the name of the contact you want to add. Matching names will be listed for you to choose from.

5. Continue adding all the contacts you want to be members. Then click **Done**.

Note: The new members will be able to add other members to the space. Given permissions, they can delete messages or even delete the space.

Note: Non-Cisco Meeting App users cannot be added as members. They can only join a space meeting as a guest, and only if a member of the space sends them an invitation, see [Inviting guests to a space](#).

6. The space name you typed in step 3 is used to form the URI of the space in the **space address** field. space addresses must be unique, so if you choose a space name that has already been used, then the video address will automatically be customized to form a unique address. Alternatively you may also customize the video address of the space, providing it remains unique.

7. If necessary for security purposes, enter a number in the **Passcode** field.

Note: The passcode is used for guests only, and is optional. Members do not need the passcode to enter.

Note: The passcode information is included in the weblink you send out with invitations. If you remove a passcode after inviting a guest, you need to send your guest a new weblink.

8. Select the **Done** button to create the space and add the members.

9. To delete the recent changes to your space, select **Discard**.

5.2 Editing a space

If you are a member of a space you can add other members to the space, remove members, change the space details and delete the space, providing the administrator has not disabled the permission.

1. Select the **space** view from the top bar.

2. Select the space to edit.

3. Select the **Edit** button and make the required changes.

4. To add an additional member, type the name in the **Type member name** field and select from the matching entries.

5. To remove a member from the space, click on the name and select **Remove**.

Note: If you remove yourself as a member of the space you will not be able to add yourself again.

6. Select **Done** to save the changes.

Note: If you change the password or space address then guests will be unable to join the space unless you send them the new details.

6 Making ad hoc audio and video calls

You can call one or multiple Cisco Meeting App users and non-Cisco Meeting App users for a quick impromptu audio or video call at any time. Any chat messages will be deleted when the call hangs up.

Tip: This is a useful means of making a private call as no individuals other than those in the call will be notified that the call is occurring.

You can also join a space for which you are not a member. Enter the space URI and join the call, even though the space isn't on your list of spaces.

6.1 Making the call

Calling existing contacts:

1. Select the **New call** button in the top left corner.

2. Add Cisco Meeting App users and guests to the address field.

Tip: Select ⊕ to display a list of recent calls and the contacts you entered on your **People** page.

Calling new contacts:

To add Cisco Meeting App users:

1. In the address bar, type the name of the first Cisco Meeting App user you'd like to connect to.

2. Select the name from the matching entries. If you do not see the name in the listing, contact your administrator.

3. repeat the process until you have chosen every user you'd like to connect to.

To add guests:

1. In the Address bar, enter at least one contact method for the first person you'd like to connect to:

   - the phone number, you may need to add a prefix to the phone number. Ask your Administrator if phone calls are supported on your system, and whether there is a prefix to use.

   - the video address e.g. first.guest@example.com

2. Repeat the process until you have chosen everyone you'd like to connect to.

3. Select the **Join call** button.

6.2   Dialing in to others' spaces

If you are a Cisco Meeting App user you can join a space call even if you are not a member of the space, using the **New call** button. You will join the call with Guest privileges.

1. Select the **New call** button.

2. Enter the video address of the space in the address field.

3. Select the **Join call** button.

Note: If you have connected multiple devices, you can use the down arrow button beside the **Join call** button to select your preferred method of joining the call.

7 If you have a problem using the Cisco Meeting App

There are a number of resources available on our website to try and resolve your difficulty:

- Release Notes describe any known issues in the current release, and resolved issues from previous app releases

- Cisco Meeting App FAQs explain many frequently asked questions, including how to obtain log and crash files

If you did not find a solution on the website, then create a diagnostics file and contact your Cisco Meeting App administrator:

1. Click .

2. Select **Diagnostics**
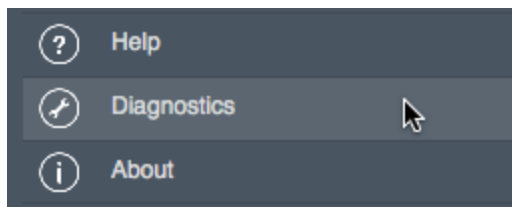
3. Describe what the problem is, and what you did when it occurred.

4. **Save** the file.

Note: If you are using the WebRTC app, the log information is displayed in your browser. Copy the information and paste it into an email to your Cisco Meeting App administrator.

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