



Cisco Meeting App

User Guide

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1 Contents

1 Contents	ii	4 Start or join a meeting from a space	14
1 Version history	iv	4.1 Option 1: Search or select a space from the main screen	14
1 Welcome to Cisco Meeting App	5	4.2 Option 2: from the Start or join a meeting screen	14
1.1 Cisco Meeting App	5	4.3 Calling someone directly	14
1.2 System Requirements	6	4.4 Joining options	15
1.3 Getting Started	6	5.1 Chatting in a space	17
1.3.1 Joining as a user	6	5.2 Invite someone to a meeting	17
1.3.2 Joining as a guest	6	5.2.1 To invite guests, do the following:	17
2 Spaces	7	5.2.2 Joining a meeting in others' space	18
2.1 Creating Spaces	8	5.2.3 Join a meeting	18
2.1.1 Creating spaces with only one person	8	Video address	18
2.2 Editing a space	8	Phone number	19
2.3 Adding or removing members to a space	9	5 In meeting menu options	20
2.3.1 To add someone, follow these steps:	10	5.3 Meeting menu options	20
2.3.2 To remove someone, follow these steps:	10	5.4 Selfview window	22
3 Overview of the interface	11	5.5 Additional call controls	23
3.1 Meet button	11	6 Add a participant to a meeting	25
3.1.1 Space View	12	7 Record and Stream a meeting	26
3.1.2 Contacts view	12	8 Modify the layout for video and presentation	27
3.1.3 Settings	13	9 Assign importance level to participants in a meeting	28
		10 Sharing your screen or application	29

To stop sharing:29

11 Lock or Unlock a conference30

12 View information about the call31

13 Reporting a problem while using the app32

Cisco Legal Information 33

 Cisco Trademark 34

1 Version history

Table 1: Summary of changes per version

Version	Change
WebRTC app for Cisco Meeting Server 2.4.3 and later	<ol style="list-style-type: none">1. This user guide describes how to use Meeting App for WebRTC. The features remain same as previous versions but the speaker selection has been taken out from version 2.5.1. The version number of the app is tied to the version number of Cisco Meeting Server. For more information refer to the Important information document for WebRTC app.2. In this version, the speaker selection from browser is now removed. See Audio and video options.
2.5	This version focuses on the WebRTC version of Meeting App which allows you to join meetings directly from your browser.
1.11	This version doesn't include any new content changes as Meeting App features remain the same as version 1.10.

1 Welcome to Cisco Meeting App

This guide explains how you can use the Cisco Meeting App to communicate and share information with your team and also with people outside your organization.

The WebRTC app allow you to join meetings directly from your browser.

1.1 Cisco Meeting App

The app provides you with a simple, easy to use interface to enhance your meeting experience. You can do the following:

- Meet one or more people in your organization either from a space or directly.
- Chat with one or more people in your organization.
- Create spaces to manage meetings. A space is a virtual meeting room. Click here for more information about a [space](#).
- Add or edit members to the space to meet or chat.
- Invite guests to join meetings.
- Share content, screen or an application with in meeting

with one or more participants.

- Join a meeting with a device of your choice.

The app is supported on:

- Google Chrome web browser on desktop and Android mobile devices
- Mozilla Firefox on desktop
- Apple Safari on macOS and iOS
- Microsoft Edge (beta feature)

Note: For information about browsers and devices supported for WebRTC app, see [Cisco Meeting App WebRTC Important Information](#).

You are advised not to use beta (or preview) features in a production environment. Only use them in a test environment until they are fully released.

Note: Cisco does not guarantee that a beta or preview feature will become a fully supported feature in the future. Beta features are subject to change based on feedback, and functionality may change or be removed in the future.

1.2 System Requirements

Please refer to the [FAQs](#) for information on system requirements and operating system supported.

Refer to the [Release Notes](#) for instructions to install Meeting App.

The WebRTC app is part of Cisco Meeting Server. For more information, refer to the [Cisco Meeting App WebRTC Important Information](#).

1.3 Getting Started

You can use Meeting App as a user or as a guest.

1.3.1 Joining as a user

As a user, you need to sign in to the app. If you do not have an account, contact your system administrator to create your account and have the required permissions. Click here for an [overview of the interface](#).

1.3.2 Joining as a guest

You can join a meeting as a guest using Meeting App for WebRTC from a browser or you can paste the meeting link into Meeting App. However you need to have an invitation from a member of a space. The invitation will include a link to join the meeting. For more information, refer to Guests.

2 Spaces

A space is a persistent virtual meeting room that a group of users can use at any time for calling and chatting. You can add or remove members to a space if you have the permissions. In Meeting App, spaces provide a way for you to maintain a record of all chats and call.

In Meeting App, every interaction (audio, video or chat) happens in a space.

When you directly call one or more users, a temporary space is created. During the call, you can exchange chat messages using the menu options. However, this space is temporary and will be removed after the call ends, and the chat messages will not be retained.

Note: You can create a space for every project and team in your organization. You can also invite external people to a space for a meeting.

There are two types of users in a space:

Members

Users with credentials to log in to Meeting App. All members of a space will be able to:

- See messages and join meetings to collaborate and share content.
- See other participants and also add a participant during a meeting.
- Chat and also view all the previous chat messages in the space.
- See visual notifications when chats or calls are ongoing in a space from the app.
- Restrict access to a meeting by specifying a passcode.
- Members have the ability to create and edit spaces if they have permissions assigned by the administrator.

Guests

Users who join a conference only if they have an invite. Guests can be one of the following:

- Users internal to your organization but without Cisco Meeting App account. You need to send them an invitation to join the meeting.
- Users internal to your organization but not members of the space. You can send them the video address of the space or an invitation. They can use the **Meet** button to type in the video address of the space and join the meeting. They can join the space and chat with the other participants but cannot view chat messages previously exchanged in the space.
- Users external to your organization. You need to send them an invitation to join the meeting.

Note: You can only create or edit spaces if your system administrator has given you permissions. Guests cannot edit spaces or add or remove someone from a call.

2.1 Creating Spaces

To create a new space, follow these steps:

1. Click on the **Meet** button. The **Start or join a meeting** page opens.
2. Enter the name of one or more people you want to add to your space as members.
3. Click **Enter** to see a list of spaces you share with the people you selected.
4. Click **Create space**. You will be added as the only member if you do not select any one in the search.
5. Enter a name for your space.
6. Click **Create**. A new space is created. Meeting App generates a space address almost close to the space name. You can customize the video address of the space from the [Edit space screen](#).
7. You can add someone to a space later. Click here for instructions to [add someone to a space](#).

Note: If the space name does not include ASCII characters, the space address will remain empty. Enter a video address from the [Edit space](#) screen.


Note: Members of a space can add other Cisco Meeting App users to the space as members, if they have the permission to do so. However non-Cisco Meeting App users can only join a space meeting as a guest.

2.1.1 Creating spaces with only one person

1. Search or select for a person from the search box above the recent list from the main page.
2. Click on the name of the person you want to create a space with.
3. Click **Create space**.
4. Enter a name for your space.
5. Click **Create**. A new space is created. Meeting App generates a space address almost close to the space name. You can customize the video address of the space from the [Edit space screen](#).
6. Add more people to a space later if you wish to do so. Click here for instructions to [add someone to a space](#).

2.2 Editing a space

1. Select or search for a space that you want to edit. The app shows you all the details of the space such as space name, video address, and members of the space. You need to have permissions enabled by the administrator to edit a space.

2. On WebRTC apps, click on the  icon. The **Edit <space>** screen displays the following options:
- **Leave space** - Click here if you no longer wish to be a member of the space. You will also stop receiving any notifications from this space. If you remove yourself as a member of the space you will not be able to add yourself again.
 - **Delete space** - Click here to delete the space. The space will no longer exist if you delete it.
 - **Clear chat messages** - Click here to delete all the chat messages in the space. You cannot delete individual messages. All members will be notified if you delete all messages. This option is only visible if it is configured for you. Contact your administrator for more information.
 - **Space name** - Shows the current name of the space. If you want to change the space name, type a new name for your space.
 - **Guest access** - You can check or uncheck the **Guest access** check box to enable or disable guest access for non-members. Guests or non-members can join a meeting if they have an invitation from a member of the space. Click here for more information about [guests](#).
 - **Passcode**: Enter a numeric passcode if you want to restrict access to a space. However only

guests can be restricted. Members will always have access to the space even if a passcode is set.

- **Video address** - Use this to modify the default address of your space. By default, Meeting App generates a video address which is usually based on the space name. Enter your chosen address, if already in use, the app will suggest one that closely matches your choice. You can use the suggested one, or type in a different address and check if it's available.

Note: If the space name does not include ASCII characters, the space address will remain empty.

Note: You can only edit the video address of a space if guest access is enabled. If you change the passcode or video address, send the new details to the guests to join meetings in the space.

3. Click **Save** to save your changes and go back to the space view.
4. Click **Cancel** to exit without saving any changes.

2.3 Adding or removing members to a space

You need permissions enabled to add or remove someone from a space. Contact your administrator to

enable these permissions.

2.3.1 To add someone, follow these steps:

1. Select a space from the list or use the search box to find a space. The app shows all the details of the space such as space name, video address. You can see a list of existing space members below the video address,
2. Click **Add member** to add someone to the space.
3. Start typing the first or last name of the person whom you want to add. If they are added to the people directory then a list of matching names will be shown. Select the person from the list to add to the space.

2.3.2 To remove someone, follow these steps:

Click on the name of the member you want to remove from list of members and select **Remove**. If you remove someone from a space, they cannot add themselves in. Only a member of a space can add someone to it.

3 Overview of the interface

When you log in to the app, you can see the following:

Note: What you see in the app depends on permissions enabled for you.

My current meeting

Shows the space where you are currently in a meeting. This appears only if you are currently in a meeting.

In progress

Shows your other space where meetings are ongoing. This appears only if meetings are ongoing in your spaces and you haven't joined them.

Recent

The app displays a list of spaces ordered by recent activity, call history for direct calls and space that you joined as a guest. Blue dots next to a space avatar indicate unread messages. When you log out, the oldest entries from the activity list are cleared.

You cannot chat with someone directly, from version 1.10, you need to be in a space with someone to chat with them.

Search field

Use this to search for someone (by their first or last name) or spaces (by the space name). Depending on what you search for or select, the app shows you a [space view](#) or a [contact view](#).

Meet button

Click **Meet** to open the **Start or join a meeting** page. Click [here](#) for more information about the options on the screen.

Settings

Before joining a meeting check the audio and video settings and view your self-view on the device(s) that you will be using. Click [here](#) for more information.

3.1 Meet button

After you log in to Meeting App, click **Meet** to go to **Start or join a meeting** page. Do one of the following:



- Search for one or more people to call directly or see a list of spaces to call if you want to continue a previous conversation.

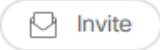
- Search for video address or phone number.
- Enter a space address.

Note: You can call phone numbers only if the administrator has enabled this feature. Be aware you may need to dial a prefix before you enter your phone number. Contact your administrator for details.

3.1.1 Space View


Click on a [space](#) to do the following:




- See information and activity in the space. The heading shows the space name and video address.
- Below the video address is the list of space members. If there are too many space members, click  to expand the list and view all the members.
- You can use the **Join meeting** button to start or join a meeting. Click here to see the instructions for [calling from a space](#). Alternatively you can call someone directly.
- Click  to customize the space settings such as space name or video address. You can also restrict access to the space and set a passcode for security. You need to have the appropriate permissions.

- Click  to invite someone to your space. Click here for instructions to [invite guests to a meeting](#). You can invite:
 - Guests external to your organization.
 - Non-members who are Cisco Meeting App users, but who are not members of this space.
- Use the chat window to send or read chat messages (if enabled). Click here for instructions to [chat in a space](#).

3.1.2 Contacts view


When you search for a contact, Meeting App shows a list of all spaces you share with that person. Use one of the following ways to communicate with them:

- To start a meeting in existing spaces, select the space and click **Join Meeting**. To chat or view any activity in the space, click .

If chat is disabled, you will see the  instead of the .
- To call directly, click **Call**. Hover your mouse over the button to see how you will join the meeting. If you want to choose audio and video options, click  to open the joining options screen to view other options.
- To create a new space, click **Create Space**. You and the selected person will be added as members. You


can add other members to the space later. For instructions, refer to [Adding or removing members to a space](#).



3.1.3 Settings

Click on the  icon to go to the settings page. The options are:

- **Diagnostics:** If your Cisco support team have advised you to do so, click **Diagnostics** to report a problem you are facing whilst in a call, See [Reporting a problem while using the app](#) for more information. This button is enabled only during a meeting or call.
- **About:** Click here to check the version number of your app.
- **Sign out:** Click here to sign out of Meeting App.

Audio and video options

- Choose the camera, microphone and speakers that you want to use for your meetings. Click  to test your speakers.

- Click  if you want to disable sending video when you join a meeting. The icon changes to red. Click again to enable sending video.
- Click  to disable your microphone so others can't hear you when you join a meeting. The icon changes to red. Click again to enable your microphone.
- Click **Advanced** to adjust the video quality and bandwidth.


Note: You can change all options during a meeting.

Note: To ensure reliability, speaker selection via the browser was removed from WebRTC app in Cisco Meeting Server version 2.5.1.

4 Start or join a meeting from a space


Meeting App provides you with the flexibility of starting a meeting in a space or calling one or more people directly. You can join a meeting in one of the following ways:

4.1 Option 1: Search or select a space from the main screen

1. Search for a space in which you want to start a meeting. If it's already visible in your recent activity list, click on the name of the space.
 - a. Click **Join meeting** to join directly with previously chosen audio and video options.
 - b. On desktop app, when you hover your mouse over the **Join Meeting** button, the app shows how you will join the meeting. If you want to choose different audio and video options, click  to open the joining options screen. On this screen there are various options to specify how you want to join the call. For information on these options, click [here](#).

4.2 Option 2: from the Start or join a meeting screen

Click **Meet**. You can search for multiple people, call a SIP video system or join meeting as a guest. Refer to [Meet button](#) for more information.


Note: If a Proximity-enabled Cisco video system is in range, the app shows this icon  on the **Join meeting** or **Call** buttons when you select a space or person. Click to open the joining options screen.

4.3 Calling someone directly

There are two ways to make a direct call, follow one these steps:

Call a person by searching for them from the Search box


1. Search for a user by entering their first name or last name.
2. When you click on the name of the person, the app displays a list of spaces you share with the person.

- To use existing spaces, click  to call.
- To call directly, click **Call**.

Call one or more people directly

To call one or more people, follow these steps:

1. Click on **Meet** to open the **Start or join a meeting** page.
2. Search for one or more users you want to call by first or last name. The app displays a list of spaces you currently share with the user.

- To use existing spaces, click  to call.
- To call directly, click **Call**.

Calling only one member of a space


If you want to call only one person from a space, click on the space and from the member's list, click on the name of the person whom you want to call and click **Meet**.


4.4 Joining options



On this screen there various options to specify how you want to join the call. Click on each of the following to select relevant options:

Continue with browser

Select or check the camera, microphone and speakers you want to use for the meeting on desktop or WebRTC app.

- Click  to disable the microphone before joining the meeting so others can't hear you. Use the level indicator to check if you have selected the right microphone.

- Click  to test the speaker volume before joining the meeting.
- The selfview window shows a preview of your video that you will be sending when you join the meeting.

Click  to stop sending your video. Click  to maximize the selfview window.

Note: You can modify any of these settings during the meeting.

Nearby video system

Meeting App provides intelligent pairing. The app can detect any Proximity-enabled Cisco video conferencing system and display it as an option. You can then choose to join the video system with a single click.

The **Nearby video system** tab shows the name of the video system detected by the app. Click **Join meeting** to join using the video system.

Use a phone for audio

Enter the phone number of the phone that you want to use. You will still send or receive video on your computer while using the phone for audio.

Note: You can call phone numbers only if the administrator has enabled this feature. Be aware you may need to dial a prefix before you enter your phone number. Contact your administrator for details.

Use a video system

Enter or select the address of the video system from the dropdown.

Open Cisco Meeting App

If you want to join via Cisco Meeting App installed on your device.

If you do not have the app installed, click on the link to open the downloads page.

Management and Presentation screen

When you join the call in management and presentation screen, these are the default options:

- Your audio and video will be muted.
- You cannot receive audio or video from other participants but you can see their desktop or screen or application if they share it.

- You can share desktop or application.
- You can send and receive chat messages to all participants in the call.
- Other participants in the call can use Meeting App in the usual way and can receive or send presentation.
- If you have the permissions to do so, you can use all the meeting management tools such as drop a participant, mute or unmute audio, mute or unmute video for other participants, lock or unlock conference.

Note: Any participant in the call with permissions can control the call from the [in-call menu options](#).

5.1 Chatting in a space

1. Search for a space from the search box. Alternatively click on the space name, if it's already visible in your recent activity list.
2. Enter a message at the bottom of the conversation window and press **Enter**.

All chat messages are saved in the space and can be viewed by all members of the space. Blue dots next to a space avatar indicate unread chat messages in the space.

Note: You can chat only if the option is enabled by your administrator.

Chatting during a space meeting or direct call

Use the [in-meeting menu options](#) options to chat during a meeting or direct call. However for direct calls, the messages are deleted at the end of the call.

Note: If you wish to retain records of your meetings or chat, we recommend you create a space. Click [here](#) for instructions to create a space.

Chatting with one member directly

Note: You have to be in a space with someone to chat.

However, if you want to have a private chat with one user, you can create a space with only you and the other user for chatting. For instructions to create a space, see [Creating Spaces](#).

5.2 Invite someone to a meeting

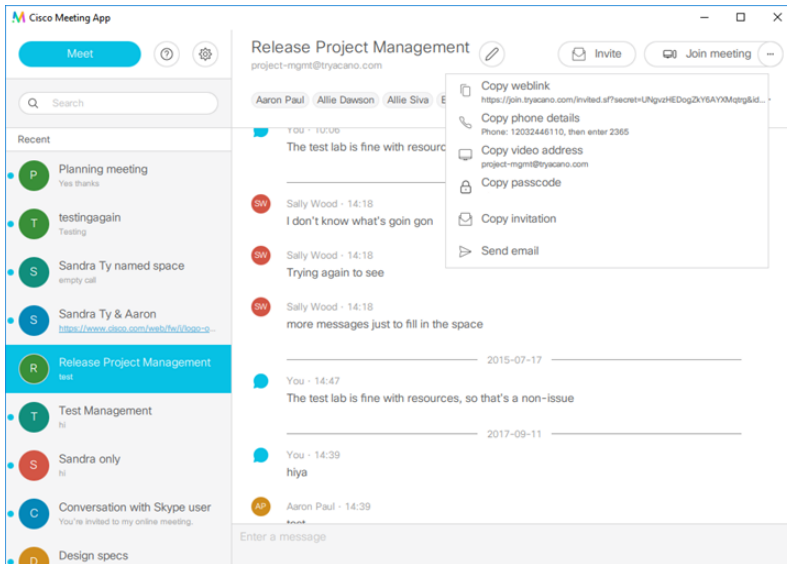
You can invite a guest to join a meeting in the space only if guest access is enabled for that space. If guest access is not enabled for the space, you will see a message just below the space name.

To enable guest access, you need space editing permissions. For instructions to enable guest access, see [Editing a space](#).

Note: For more information on guests, see [Guests](#).

5.2.1 To invite guests, do the following:

Click  and choose one of the options:




- **Copy web link** – to copy the web link to your clipboard. This web link is only for guests.
- **Copy phone details** – to copy the phone details to your clipboard.
- **Copy video address** – to copy the video address of your space to your clipboard.
- **Copy passcode** – to copy the passcode if one has been specified. You have to include this in the meeting invitation.
- **Copy invitation** – to copy the invite with all details to your clipboard. You can then paste it where you want.
- **Send email** – On desktop and WebRTC app, this opens the email client configured on your device with the full

meeting details embedded. The full details of the invite will automatically populate the body of a new email. You can customize, enter the email address and send the email to your guests.

5.2.2 Joining a meeting in others' space

If you are a Meeting App user, you can join a space call even if you are not a member of the space using the **Meet** button. You will join the call as a [guest](#).

1. Click **Meet**.
2. Enter the video address of the space in the search box.
3. Click **Call**. When you hover your mouse over the **Call** button, the app shows you how you will join the meeting. If you want to choose different audio and

video options, click  to open the [Joining options](#) screen.

5.2.3 Join a meeting

You may have received an email invitation to join a space meeting at a specific time. The invitation may include one of the following ways to join the space meeting:

Video address

Enter the video address for a video conferencing system, Jabber or Lync. If there is a passcode, enter it

when prompted.

You cannot call a Lync meeting using the Lync conference ID from the app. To connect to a Lync meeting, enter the Lync conference ID on the WebRTC app and then launch the native Meeting App.

Phone number

Enter the phone number and call ID to call for audio only. If there is a passcode, enter it when prompted.


5 In meeting menu options










When you are in a meeting, the app provides you with options to manage your participants and control your meeting.










Note: Some of the options described here may only be visible if you have appropriate permissions.

5.3 Meeting menu options

Table 2: In-meeting menu options

Click here	to do this...										
	<p>This icon shows you the number of participants in the call. Click on it to see the names of the participants. This example indicates there are 2 people in the call.</p> <p>Click on a participant's name to highlight their video pane and display the following options. Alternatively, click on a video pane to see the participant's name and view the same menu options.</p> <p>Table 3: Participant menu options</p> <table border="1"> <thead> <tr> <th>Option</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Make Important</td> <td>To make a participant important. When a participant is marked as important they are put at the top of the participant list. So the most important participant will occupy the main pane in any chosen layout on the screens of all the participants in the meeting. A participant's importance is valid only for the duration of a meeting. The importance is reset when the meeting ends.</td> </tr> <tr> <td>Mute audio</td> <td>To mute the audio for the participant.</td> </tr> <tr> <td>Disable video</td> <td>To stop video only for the participant.</td> </tr> <tr> <td>Remove</td> <td>Remove the selected participant from the call.</td> </tr> </tbody> </table>	Option	Description	Make Important	To make a participant important. When a participant is marked as important they are put at the top of the participant list. So the most important participant will occupy the main pane in any chosen layout on the screens of all the participants in the meeting. A participant's importance is valid only for the duration of a meeting. The importance is reset when the meeting ends.	Mute audio	To mute the audio for the participant.	Disable video	To stop video only for the participant.	Remove	Remove the selected participant from the call.
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
The icon next to the name of the participant indicates the status of a participant:	
Icon	Description
	The participant is muted.
	The participant has connectivity issues.
	The participant is speaking or their background audio can be heard.
	The participant is sharing their screen.
	The participant is important and their name will appear at the top of the list. When a participant is marked as important they are put to top of the active speaker list. So the most important participant will occupy the main pane in any chosen layout on the screens of all the participants in the meeting. To remove the importance setting, click Clear Importance .
	Add a participant to the meeting. Select from list of space members or use the search box to search for someone. To add multiple people, click Add another to repeat the process.
	To open meeting controls, see table below. Table 4: Meeting controls and descriptions
Click here	to...
	Record a meeting. A red record icon will appear on the left side of the call view when recording is ongoing.
	Stream a meeting. A blue stream icon will appear on the left side of the call when a meeting is being streamed.

	Mute all participants' audio.
	Unmute all participants' audio.
	Disable all participants' video.
	Enable all participants' video.
	Lock or unlock a conference. You can lock a meeting for security purposes to restrict guest access. Restriction only applies for the duration of the meeting.
	View or send message if enabled by your administrator. All participants in the meeting can view the messages. Guests who join in can see the messages from the moment they join.
	Choose a different layout for video and presentation.
	See information about the ongoing meeting such as space name, duration or list of unencrypted participants. If you want to invite someone to the meeting, select from one of the Ways to invite .
	Click here to save a diagnostics file if advised by Cisco Support. To report any problem you experience whilst using Meeting App, email the saved log file with a description of the problem to your support contact for troubleshooting.

5.4 Selfview window



Use the selfview window to check on the video that your camera is transmitting. From the selfview window you can do the following:



Table 5: Self-view window icons and descriptions

Click this...	To do this...
	Turn your video on or off. When the camera is turned off the icon turns red. Note: If you see a lock symbol, this means someone else in the meeting has disabled your video and you do not have permission to re-enable.
	Select a different camera, microphone or speaker for your meeting.
	Maximize the selfview window on the screen. When you maximize, click the changed icon to minimize.

5.5 Additional call controls

Table 6: Additional call controls

Click this...	To do this...
	Disable your microphone so others cannot hear you in the meeting. When mute is activated the icon turns red. Click again to enable the microphone. Note: If you see a lock symbol, this means someone else in the meeting has muted you and you do not have permission to unmute.
	Share your screen or an application. All participants can view the content you are sharing. Note: See the note below for more information about content sharing on different browsers.


	Use the numeric key pad and send any DTMF key sequences. Click here for more information. You cannot dial a phone number from this keypad.
	Leave a call.

Note about content sharing for WebRTC app on different browsers

1. To enable sharing content, for Google Chrome web browsers, you need to install the Cisco Meeting App screen sharing extension. See this [FAQ](#) for more information.
2. You cannot share any content from mobile browsers: Chrome on Android or Safari on iOS.
3. You cannot share content from Meeting App on Apple Safari browsers on macOS, this is a browser limitation. However you can view content shared by other participants.
4. Content received via Meeting App on Microsoft Edge (beta feature) will appear in a separate pane within the main window.

6 Add a participant to a meeting


To add a participant while you are in a meeting, follow these steps:





1. From the menu options, click  .
2. Select from the list of space members shown or search for someone using the search box.
3. Click on one or more participants from the list to add them to the call.

After you select someone, the application shows a list of all the people whom you have invited. While a participant is joining, hover over their name to show the **Cancel** button. If you want to add multiple people, use the **Add another** button to repeat the process.

Note: Any participant added to a call will not be added automatically to the space when the call ends.

7 Record and Stream a meeting


During a meeting, click  button from the menu options to open the **Meeting Controls** side bar:

- Click  to start recording. The icon changes to  when the meeting is being recorded. The administrator defines where the recorded meeting will be stored.
- Click  to start streaming. The icon changes to  when the meeting is being streamed.

Note: You can only record or stream a meeting if you have the permissions to do so.

8 Modify the layout for video and presentation

To change the layout during a meeting:



1. From the menu options, click  .
2. Select the layout you want by clicking on one of the options. The new screen layout will be applied to your meeting. For more information on screen layouts, see this [FAQ](#).

When you select a video system from the app, the layout on the video system is controlled by the app and the video system displays the layout that is selected in the app.

Note: If you want to save bandwidth, you can use the Audio-only option. It disables video and is particularly useful in mobile situations.

9 Assign importance level to participants in a meeting

During a call you can make a participant as important to control the screen layout. To make a participant important, follow these steps:

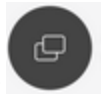
1. Start or join a meeting either from a space or by clicking on the **Meet** button.
2. Click on  to open the list of participants. The number indicates the total number of active participants in the call.
3. Click on a participants' name and the list of options appear under the name.
4. Click **Important**. A  icon will appear next to the participant's name.

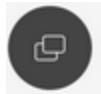
Note: When a participant is marked as important, they are put on the top of the active speaker list. So the most important participant will occupy the main pane in any chosen layout on the screens of all the participants in the meeting.

To remove assigned importance for a participant, select the participant's name from the list and click **Clear importance**.

10 Sharing your screen or application

To start sharing your screen or application during a meeting, follow these steps:



1. Click  from the bottom of the screen. Meeting App shows you a choice of monitors to share, or a list of applications that are currently open.
2. Click on any monitor or application from the list to share with the meeting.
All active participants can view the content you are sharing.

Meeting App displays a message similar to the following:

Sharing Annual status report.txt - Notepad Stop

To stop sharing:

If you want to stop sharing, click **Stop** or alternatively



click  from the bottom of the screen.


If you are using macOS 10.15, see [this article](#) for steps to enable screen sharing permissions.

Note about content sharing for WebRTC app on different browsers

1. To enable sharing content, for Google Chrome web browsers, you need to install the Cisco Meeting App screen sharing extension. See this [FAQ](#) for more information.
2. You cannot share any content from mobile browsers: Chrome on Android or Safari on iOS.
3. You cannot share content from Meeting App on Apple Safari browsers on macOS, this is a browser limitation. However you can view content shared by other participants.
4. Content received via Meeting App on Microsoft Edge (beta feature) will appear in a separate pane within the main window.

11 Lock or Unlock a conference

You can lock or unlock a conference from the in-meeting menu options if you have the permissions enabled by a system administrator.

1. Join a call, after you join click on  to open the **Meeting Controls** side bar.

2. Under **Security**, click on the Conference lock  .

3. To unlock, click on the same icon.

Note: You can lock a meeting for security purposes to temporarily restrict guest access. Restriction only applies for the duration of the meeting. Members of a space are not affected, and can join the space at any time. For more information, see [Cisco Meeting Server API Reference Guide](#) or this [FAQ regarding locking and unlocking a meeting lobby](#).

12 View information about the call

When you are in a call, you can view the following information:

- **Space name** - Name of the space which you are using for the meeting.
- **Duration** - Time since a participant joined the conference.
- **Unencrypted Participants** - List of unencrypted participants who are currently in the call.

To invite someone to the meeting, use one of the following ways:

- **Copy web link** - to copy the web link to your clipboard. This web link is only for guests.
- **Copy phone details** - to copy the phone details to your clipboard.
- **Copy video address** - to copy the video address of your space to your clipboard.
- **Copy passcode** - to copy the passcode if one has been specified. You have to include this in the meeting invitation.
- **Copy invitation** - to copy the invite with all details to your clipboard. You can then paste it where you want.

- **Send email** - On the desktop and WebRTC app, this opens the email client configured on your device with the full meeting details embedded. The full details of the invite will be automatically populated in the body of a new email. You can customize, enter the email address and send the email to your guests.


13 Reporting a problem while using the app

Please use the following resources when you first encounter a problem with the Meeting App:

- [Release Notes](#): These describe any known issues in the current release, and resolved issues from previous app releases.
- [FAQs](#): Provide answers to frequently asked questions, including how to obtain log and crash files.

However if you are unable to find a solution to your problem, and if the Cisco support team has advised you to do so, follow these steps to report any problem you experience whilst using Meeting App:



Click  to open the **Settings** screen. Do one of the following depending on the operating system you are using:

If the Cisco support team has advised you to do so, click **Diagnostics**. The diagnostics window opens. Enter a description of your problem and click **OK**. Select 'email' from the notification message to send the diagnostics file with a description of the problem to your support contact for troubleshooting.

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