



User Guide for Cisco Unified MeetingPlace Express Release 1.2

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User Guide for Cisco Unified MeetingPlace Express Release 1.2

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GLOSSARY

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Introduction to Cisco Unified MeetingPlace Express

This chapter provides an outline of the features available in Cisco Unified MeetingPlace Express. Topics in this section include:

- [Overview, page 1-1](#)
- [System Requirements for Using Cisco Unified MeetingPlace Express, page 1-2](#)
- [Who Can Access Cisco Unified MeetingPlace Express, page 1-2](#)
- [About Using Cisco Unified MeetingPlace Express as a Profiled User, page 1-6](#)
- [About Using Cisco Unified MeetingPlace Express as a Guest User, page 1-11](#)
- [Maintaining Security, page 1-13](#)
- [Performing Administrative Tasks, page 1-14](#)
- [About End-User Help and Documentation, page 1-14](#)

Overview

Cisco Unified MeetingPlace Express is flexible and easy to access in a variety of ways. Depending on how your organization has configured Cisco Unified MeetingPlace Express, you will have access to one or both of the following:

- Voice conferencing with web-based meeting management

- Screen sharing and annotation

Every Cisco Unified MeetingPlace Express meeting can include a voice meeting and a [web meeting room](#). The voice and web meetings are fully integrated, so you can perform most meeting-related actions via any access method.

The functionality available in the [web meeting room](#) depends on how your organization has configured Cisco Unified MeetingPlace Express.

For a summary of the Cisco Unified MeetingPlace Express features available via any telephone, see [Appendix A, “Telephone Commands.”](#)

Who Can Access Cisco Unified MeetingPlace Express

Anyone can access Cisco Unified MeetingPlace Express if they have the telephone number or URL for your Cisco Unified MeetingPlace Express system.

Some features are available to everyone, while others are restricted to [profiled users](#) (to use them, you must log in with a Cisco Unified MeetingPlace Express username and password). Also, different profiled users may have different privileges.

For more information about the features available to profiled users and [guest users](#), see the following topics:

- [About Using Cisco Unified MeetingPlace Express as a Profiled User, page 1-6](#)
- [About Using Cisco Unified MeetingPlace Express as a Guest User, page 1-11](#)

System Requirements for Using Cisco Unified MeetingPlace Express

This section lists the software that you need to use Cisco Unified MeetingPlace Express.

- [System Requirements for the Web Meeting Room](#)
- [System Requirements for Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone, page 1-5](#)

System Requirements for the Web Meeting Room

You can view the [web meeting room](#) using any of the following operating systems:

- [Microsoft Windows Operating System, page 1-3](#)
- [Macintosh Operating Systems, page 1-3](#)
- [Linux Operating Systems, page 1-4](#)
- [Sun Solaris Operating Systems, page 1-5](#)

Microsoft Windows Operating System

Operating Systems

- Windows 2000 Professional, Service Pack 2 and higher
- Windows 2000 SE, Service Pack 2 and higher
- Windows 2000 AS, Service Pack 2 and higher
- Windows XP, Service Pack 1 and higher

Browsers

- Internet Explorer 5.5, 5.5 with Service Pack 1 or higher, 5.5 with Service Pack 2 or higher, 6.0, 6.0 with Service Pack 1 or higher, 6.0 with Service Pack 2 or higher, 7.0 and higher
- Mozilla 1.6 and 1.7.1 and higher
- Firefox 1.0.3 and higher
- Netscape 7.1, 7.2, and 8.0

Other Requirements

- Adobe Flash Player 6.0.79 and higher

Macintosh Operating Systems

Operating System Versions

- Mac OS 10.2 and higher

- Mac OS 9.2

Browsers

- Mozilla 1.2.1 (Macintosh OS 9.2 only), 1.6, 1.7.1 and higher



Note On Mac OS 9.2, Mozilla 1.2.1 is the only supported browser.

- Firefox 1.0.3 and higher
- Netscape 7.1, 7.2
- Safari 1.1 and higher (Mac OS 10.3 and higher)

Other Requirements

- Adobe Flash Player 6.0.79 and higher

Linux Operating Systems

Participants using Linux operating systems cannot share their screens, but they can view the shared screens of other participants.

Operating System Versions

- Red Hat 9
- Red Hat Enterprise Linux 3
- Red Hat Enterprise Linux 4

Browsers

- Mozilla 1.6 and 1.7.1 and higher
- Firefox 1.0.3 and higher
- Netscape 7.1 and 7.2

Other Requirements

- Adobe Flash Player 7.0 and higher

Sun Solaris Operating Systems

Participants using Sun Solaris operating systems cannot share their screens, but they can view the shared screens of other participants.

Operating System Versions

- Solaris 9
- Solaris 10

Browsers

- Mozilla 1.4, 1.7.1, and higher
- Firefox 1.0.3 and higher
- Netscape 7.1

Other Requirements

- Adobe Flash Player 7.0 and higher

System Requirements for Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone

The Cisco Unified MeetingPlace Express service allows you to access certain Cisco Unified MeetingPlace Express features by using the screen and buttons on your Cisco Unified IP Phone.

This functionality is in addition to the features available via any touch-tone telephone, including all Cisco Unified IP Phones.

Supported models:

- Cisco Unified IP Phone 7940 series
- Cisco Unified IP Phone 7960 series
- Cisco Unified IP Phone 7970 series
- Cisco IP Communicator release 1.1(5) and higher

**Note**

You must have a [profile](#) to use the Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone.

Related Topics

- [Chapter 14, “Using the Cisco Unified MeetingPlace Express Service for Cisco Unified IP Phone”](#)

About Using Cisco Unified MeetingPlace Express as a Profiled User

To use features that are restricted to [profiled users](#), you must log in with your Cisco Unified MeetingPlace Express [user ID](#) and password.

This section contains the following topics:

- [About Your User IDs and Passwords, page 1-7](#)
- [User ID and Password Information for Former Users of Cisco Conference Connection or Cisco Unified CallManager, page 1-7](#)
- [Features Restricted to Profiled Users Who Are Logged In, page 1-8](#)
- [About Your Cisco Unified MeetingPlace Express Profile, page 1-8](#)
- [Logging In via a Web Browser as a Profiled User, page 1-9](#)
- [Logging In via Telephone as a Profiled User, page 1-10](#)

About Your User IDs and Passwords

Every Cisco Unified MeetingPlace Express [profiled user](#) has two user IDs and their associated passwords. Your system administrator will tell you these passwords.

| When Logging In Via | Use This ID and Password |
|---|--|
| Cisco Unified MeetingPlace Express web pages | Username and associated password |
| Touch-tone telephone Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone | Phone profile number and associated password |

User ID and Password Information for Former Users of Cisco Conference Connection or Cisco Unified CallManager

If your organization has migrated to Cisco Unified MeetingPlace Express from Cisco Conference Connection or uses Cisco Unified CallManager to manage user profiles, your default Cisco Unified MeetingPlace Express user [profile](#) values will be the following:

| Cisco Unified MeetingPlace Express Field | Value Will Be |
|--|---|
| Username | Your Cisco Unified CallManager user ID |
| Password for username | Your Cisco Unified CallManager password |
| Phone profile number | Your Cisco Unified CallManager phone number. Note If your phone number as entered into Cisco Unified CallManager is not unique in the list of Cisco Unified MeetingPlace Express phone profile numbers , Cisco Unified MeetingPlace Express assigns you a different, unique phone profile number. |

| Cisco Unified MeetingPlace Express Field | Value Will Be |
|--|-------------------------------------|
| Password for phone profile | Your Cisco Unified CallManager PIN. |

Features Restricted to Profiled Users Who Are Logged In

Only [profiled users](#) who are logged in can use the following features:

- Schedule a meeting or start a reservationless or immediate meeting.
- Find meetings that are not [published meetings](#) without knowing the [meeting ID](#).
- Perform meeting- and participant-management operations in the [web meeting room](#) during a meeting.
- Use your telephone to end a meeting.
- Change your [profile](#) settings.

If you do not log in, you will be able to only access the features that are available to [guest users](#), even if you are a Cisco Unified MeetingPlace Express [profiled user](#).

About Your Cisco Unified MeetingPlace Express Profile

Some or all people in your organization have a profile defined in Cisco Unified MeetingPlace Express. If you have a profile, this profile contains information about you and your use of Cisco Unified MeetingPlace Express, such as your [user IDs](#) and passwords, contact information, and privileges. A person who has a profile defined in Cisco Unified MeetingPlace Express is a *profiled user*. The Cisco Unified MeetingPlace Express system administrator controls user profiles.

Generally, profiled users who are logged in can access all features. However, your system administrator may set your profile to restrict your access to some features.

You may be able to change some information in your profile. For details, see [Chapter 13, “Changing Your Profile Preferences.”](#) If you want to change other information or restrictions in your profile, contact your system administrator.

Logging In via a Web Browser as a Profiled User

**Note**

For information about accessing the Cisco Unified MeetingPlace Express web meeting room from within a Cisco Unified Personal Communicator voice or video meeting, see the online help for the Cisco Unified Personal Communicator system.

To access Cisco Unified MeetingPlace Express from your browser, either go to the URL that your Cisco Unified MeetingPlace Express system administrator gives you or if you received an e-mailed meeting [notification](#), click the Meeting URL link that you see in the body of the message.

When you use Cisco Unified MeetingPlace Express, you must log in to perform many actions. If you try to perform an action that requires you to log in, you will automatically see the login page. You can also log in as soon as you enter the Cisco Unified MeetingPlace Express system.

**Tip**

If you are reading this information in the Cisco Unified MeetingPlace Express online help system, you have already accessed the Cisco Unified MeetingPlace Express system.

Restriction

- You must be a Cisco Unified MeetingPlace Express profiled user.

Procedure

- Step 1** Open a web browser and enter the URL for your system.
- Step 2** If you do not see the fields to enter your [username](#) and password, click **Log In** at the top of the page.
- Step 3** Enter your Cisco Unified MeetingPlace Express username and password. These values are case-sensitive. For more information, see the [“About Your User IDs and Passwords”](#) section on page 1-7.
- Step 4** If you want to sign in automatically each time you use Cisco Unified MeetingPlace Express, check **Remember Me**. For better security, do not check this check box.

Step 5 Click **Log In**.

When you have logged in correctly, you will see your name at the top right of the page.

Troubleshooting

- If you receive an error stating that you have reached the maximum number of unsuccessful login attempts, contact your system administrator.

Logging In via Telephone as a Profiled User

Before You Begin

- Log in to the system on the web so that you will be automatically identified during a meeting.
- You must know your phone profile number and password.

Restriction

- You must use a touch-tone phone.

Procedure

-
- Step 1** Dial the Cisco Unified MeetingPlace Express telephone number.
- Step 2** When the Cisco Unified MeetingPlace Express system answers, press **2#**.
- Step 3** Enter your [phone profile number](#), followed by **#**.
- Step 4** Enter the password associated with your phone profile number, followed by **#**.
-

Related Topics

- [Telephone Commands, page A-1](#)

About Using Cisco Unified MeetingPlace Express as a Guest User

People who do not have a [profile](#) defined in Cisco Unified MeetingPlace Express can use some features, but other features are restricted to users who have a profile. For more information, see the following:

- [Features Available to Guest Users, page 1-11](#)
- [Accessing Cisco Unified MeetingPlace Express as a Guest User via the Web, page 1-11](#)
- [Accessing Cisco Unified MeetingPlace Express as a Guest via Telephone, page 1-12](#)

Features Available to Guest Users

For [published meetings](#) and meetings for which you know the meeting ID, you can:

- Attend the meeting
- View meeting details
- Listen to recordings (if the meeting is set up to allow guest users to access the recordings)

During a meeting, you can participate but you cannot manage the web meeting room.

If you try to perform an action and you only see the opportunity to log in as a profiled user, then guest users cannot perform that action.

Accessing Cisco Unified MeetingPlace Express as a Guest User via the Web

When you perform certain actions via the web, such as joining a meeting, the system offers you the option to enter your name as a [guest user](#). (If you are a [profiled user](#), you should log in with your Cisco Unified MeetingPlace Express username and password so that you can use all of the features available to you.)

Procedure

- Step 1** If you see a prompt to sign in as a guest, enter your name or location as you want it to appear in the participant list in the [web meeting room](#).
- Step 2** Click the button below the field in which you typed your entry.
-

Accessing Cisco Unified MeetingPlace Express as a Guest via Telephone

Via telephone, [guest users](#) can attend meetings and perform most in-meeting activities. Guests cannot access other Cisco Unified MeetingPlace Express features via telephone.

Restrictions

- You must know the telephone number of the Cisco Unified MeetingPlace Express system and the meeting ID and password (if one is required) for the meeting.
- You must use a touch-tone phone.

Procedure

- Step 1** Dial the Cisco Unified MeetingPlace Express telephone number.
- Step 2** Follow the instructions at the first prompt.
- Step 3** Enter the meeting ID, followed by #.
- Step 4** Listen and respond to the [voice prompts](#) that you hear.
-

Related Topics

- [Telephone Commands, page A-1](#)

Maintaining Security

This section contains the following topics:

- [Keeping Access to Cisco Unified MeetingPlace Express Secure, page 1-13](#)
- [Scheduling Secure Meetings, page 1-13](#)
- [Running Secure Meetings, page 1-13](#)

Keeping Access to Cisco Unified MeetingPlace Express Secure

To keep access to your organization's conferencing system secure:

- Log out of the system each time you finish working in Cisco Unified MeetingPlace Express.
- Keep the passwords for your [username](#) and phone profile secure.
- Do not check **Remember Me** when you log in via the web.

Scheduling Secure Meetings

To maximize the security of meetings, consider doing the following when you schedule meetings:

- Require participants to enter a password to join the meeting.
- Restrict the meeting to [profiled users](#) only.
- Do not list the meeting publicly.
- Set the meeting entry and exit announcements to **Beep + Name**, so you know exactly who is attending. If you hear a beep with no name, ask the new arrival to identify him-or herself immediately.

Running Secure Meetings

To maximize the security of meetings that are in session, do the following:

- Lock your in-session meeting.

- If you have a Cisco Unified IP Phone and you did not set entry and exit announcements to **Beep + Name** when you scheduled your meeting, you can specify these options during the meeting.
- Monitor who is attending the meeting.
- Disconnect unauthorized participants who enter the meeting.

Performing Administrative Tasks

Only system administrators can perform administrative tasks. System administrators are profiled Cisco Unified MeetingPlace Express users who are identified as [System Manager](#) in the [user class](#) field in their profiles in the Cisco Unified MeetingPlace Express Administration Center.

To perform administrative tasks, click **Administration** at the top of any page.

About End-User Help and Documentation

Documentation for end users of Cisco Unified MeetingPlace Express includes online help links in the application, a PDF version of the online help, Quick Start Guides, plus this End User Guide that describes how to use Cisco Unified MeetingPlace Express.

Topics in this section include:

- [Tips for Using The Help System, page 1-14](#)
- [Getting the Most Current Version of This Documentation, page 1-15](#)
- [Other Documentation Available for End Users of Cisco Unified MeetingPlace Express, page 1-15](#)

Tips for Using The Help System

The following are helpful tips for using the Cisco Unified MeetingPlace Express help system:

- Click any **Help** link to view the entire help system. The first topic that you see is related to the area of the application from which you clicked the link; however, you can view any topic.
- Not every topic appears in the Contents; however, you should be able to find information you need by looking for the appropriate topic in the Contents.
- A glossary of terms used in this documentation is available by clicking the **Glossary** button at the top of the help system.
- To view or print a PDF version of the information in the help system, click the **PDF** link in the navigation bar along the top of the help system.

Getting the Most Current Version of This Documentation

This documentation is available on Cisco.com. To get the most current version of the PDF, visit:

<http://www.cisco.com/univercd/cc/td/doc/product/conf/mpe/v10/usr/index.htm>

Alternatively, visit the following URL, then click the link for the User Guide:

http://www.cisco.com/en/US/products/ps6533/products_user_guide_list.html

Other Documentation Available for End Users of Cisco Unified MeetingPlace Express

For other documentation for end users, visit:

http://www.cisco.com/en/US/products/ps6533/products_user_guide_list.html



Scheduling and Starting Meetings

This chapter describes how to schedule and start meetings. Topics in this section include:

- [About Meeting Types, page 2-1](#)
- [How to Start a Reservationless Meeting, page 2-6](#)
- [How to Schedule an Immediate Meeting, page 2-9](#)
- [How to Schedule a Future Meeting, page 2-11](#)
- [How to Schedule a Meeting Using Microsoft Outlook, page 2-26](#)

About Meeting Types

There are several types of meetings in Cisco Unified MeetingPlace Express. Meetings may belong to more than one type:

| Meeting Type | Description | For More Information, See |
|-------------------------|---|--|
| Reservationless meeting | A meeting that you do not schedule in advance. Instead, you start a reservationless meeting when you need one with just a few clicks. | About Reservationless Meetings, page 2-4 Differences Between Reservationless and Immediate Meetings, page 2-3 |

| Meeting Type | Description | For More Information, See |
|-------------------|--|---|
| Immediate meeting | <p>A meeting that starts as soon as you schedule it.</p> <p>An immediate meeting is similar to, but different from, a reservationless meeting.</p> | <p>How to Schedule an Immediate Meeting, page 2-9</p> <p>Differences Between Reservationless and Immediate Meetings, page 2-3</p> |
| Scheduled meeting | A standard meeting that you schedule. | How to Schedule a Future Meeting , page 2-11 |
| Voice meeting | The audio part of a meeting. A voice meeting is generally (but not necessarily) associated with a web meeting. | |
| Web meeting | <p>The web-based part of a meeting.</p> <p>This component may include:</p> <ul style="list-style-type: none"> • Just the participant list and meeting and participant management functionality. • All web-conferencing features (screen sharing and annotating plus text messaging). • The share pod only. <p>A web meeting is generally (but not necessarily) associated with a voice meeting.</p> | About Web Meeting Room Configurations , page 5-2 |
| Web-only meeting | A meeting that can only be attended on the web and not on the telephone. | |

| Meeting Type | Description | For More Information, See |
|--|--|--|
| Voice meeting with participant list | A voice meeting that is associated with a web meeting that includes a participant list and meeting- and participant-management functionality only. | Features in the Lite Web Meeting Room, page 5-2 |
| Voice meeting with full web meeting room | A voice meeting that is associated with a web meeting that includes a participant list , meeting- and participant-management functionality, screen sharing and annotating, and text messaging. | Features in the Full Web Meeting Room, page 5-3 |
| Share-only web meeting | A web-only meeting that includes only the share pod . | Features in the Share-Only Web Meeting Room, page 5-4 |
| Recurring meeting | A series of meetings that you schedule at one time. | Options for Recurring Meetings, page 2-15 |
| Continuous meeting | A permanent meeting that is always in session, even after everyone leaves and hangs up. | How to Schedule a Future Meeting, page 2-11 Standard Scheduling Parameters, page 2-12 |

Differences Between Reservationless and Immediate Meetings

Cisco Unified MeetingPlace Express offers two types of “instant” meetings:

- Reservationless meetings
- Immediate meetings



Note

Your system administrator may not allow you to start reservationless meetings.

If your [profile](#) allows you to start reservationless meetings and you are starting your meeting via the web, you can choose whether you want to start a reservationless meeting or schedule an immediate meeting.

If your profile does not allow you to start reservationless meetings, or if you need to set options that are not available for reservationless meetings, you can schedule a standard meeting that starts immediately.

Depending on your privileges, either you can start reservationless meetings by telephone, or you can start immediate meetings via telephone. This selection happens automatically when you use the telephone to start a meeting now.

See the following topics:

- [About Reservationless Meetings, page 2-4](#)
- [About Immediate Meetings, page 2-5](#)

About Reservationless Meetings

Reservationless meetings let you start a meeting instantly, without entering meeting details. This means that certain options are standard and you cannot change them.

- Since resources for reservationless meetings are not reserved in advance, resources may be unavailable at the time you want to start your meeting, or all participants may not be able to join.
- If your system administrator has set your [profile](#) so that all of your meetings must include a password, you must specify a password when you start each reservationless meeting. If your profile does not require you to set passwords for all of your meetings, you cannot set a password when you start a reservationless meeting.
- All reservationless meetings appear in the list of [published meetings](#) after someone joins the meeting or the meeting [owner](#) clicks **Start Meeting Without Me**.
- The meeting ID of every reservationless meeting that you start is your [phone profile number](#). You cannot choose a meeting ID.
- The subject of the meeting is your first and last name as they appear in your profile.
- Anyone can attend a reservationless meeting.
- Anyone can access the meeting recording.

- The system does not send e-mail [notifications](#) for reservationless meetings.
- Participants who join a reservationless meeting before the scheduler does must wait in a waiting room (where they cannot communicate with each other) until the scheduler arrives, unless one of the following is true:
 - The scheduler clicks **Start Meeting Without Me** on the Meeting Details page.
 - Your system administrator has enabled participants to initiate reservationless meetings that were started by another person, and you or another Cisco Unified MeetingPlace Express [profiled user](#) choose to start the meeting. If you start the meeting, the cost of the meeting may be billed to your department. Contact your system administrator for information.

If you require functionality that is not available via reservationless meetings, you can instead schedule a standard meeting via the web that starts immediately. See the [“Scheduling and Starting an Immediate Meeting from the Web” section on page 2-9](#).

About Immediate Meetings

Immediate meetings, like [reservationless meeting](#), start instantly but they do not have the unique characteristics of reservationless meetings that are described in the [“About Reservationless Meetings” section on page 2-4](#). The initiation process requires more clicks and keystrokes.

If you can schedule immediate meetings by telephone, the meeting has the following characteristics:

- The system generates a random [meeting ID](#) which you must provide to other meeting participants.
- You can specify the meeting duration and number of participants.
- Other parameters, such as whether the meeting is a [published meeting](#), are determined by settings in your [profile](#).

How to Start a Reservationless Meeting

There are two mechanisms for establishing meetings. You *schedule* future and immediate meetings, but you *start* [reservationless meetings](#) (without scheduling it first).

Topics in this section include:

- [Starting a Reservationless Meeting via the Web, page 2-6](#)
- [Using Your Telephone to Start a Reservationless Meeting, page 2-8](#)

Starting a Reservationless Meeting via the Web

Restrictions

- You must be a Cisco Unified MeetingPlace Express profiled user.
- You must be allowed to start reservationless meetings.

Procedure

Step 1 Log in with your Cisco Unified MeetingPlace Express [username](#) and password.

Step 2 Click **Start reservationless**.



Note If you do not see this link, your [profile](#) settings do not allow you to start reservationless meetings. Instead, schedule a standard meeting that starts immediately. See the [“Scheduling and Starting an Immediate Meeting from the Web”](#) section on page 2-9.

Step 3 If your profile is set to have Cisco Unified MeetingPlace Express to call you for meetings:

- To start your meeting, answer your phone when it rings and follow the [prompts](#) that you hear. Skip all other phone-related steps in the rest of this procedure.

Step 4 If your profile is not set to have Cisco Unified MeetingPlace Express to call you for meetings, perform the following actions, depending on which options you see:

| What You See | What This Means and What To Do |
|---|---|
| Set Password field (Above Join Meeting) | You must set a password for this meeting. |
| Set Password field (Above Start Meeting Without Me) | You must set a password for this meeting. |
| Call me at | Enter a number that you want the system to call you at. |
| Dial in from your phone or Log in to join the voice meeting | If you see this information, your system administrator does not allow Cisco Unified MeetingPlace Express to call you. Continue with the instructions in this procedure to join the web meeting, then join the voice meeting by following the instructions in the “Joining a Meeting By Dialing In” section on page 4-10. |
| Enter web meeting room | Check Enter web meeting room . |

Step 5 Click one of the following buttons to start your meeting and allow participants to join it:

| Button | What Will Happen Next |
|--------------------------|---|
| Join Meeting | Lets you join the meeting by the methods you checked above. |
| Start Meeting Without Me | Lets participants enter the meeting before you join it. If you do not join the meeting immediately and do not click this button, participants who join the meeting before you must wait in a waiting room where they cannot communicate with each other. |

Step 6 Give the following information to the meeting participants:

- The URL and phone number of your Cisco Unified MeetingPlace Express system.
- The meeting ID, which is your [phone profile number](#).

- The meeting password, if there is one.

**Note**

Your meeting will not appear in the list of [published meetings](#) until after you or another person joins the meeting. This means that people who do not know your profile number will not be able to find your meeting until after the first participant joins.

Using Your Telephone to Start a Reservationless Meeting

Before You Begin

- You must be a Cisco Unified MeetingPlace Express profiled user.
- You must be allowed to start reservationless meetings.
- You must know your [phone profile number](#) and password.

Procedure

- Step 1** Dial the phone number of your Cisco Unified MeetingPlace Express system.
- Step 2** After you hear “**To start your meeting now, press 1, then #.**” follow the [prompts](#) to start your meeting. You may be required to specify a password for the meeting.

**Note**

If you hear prompts about meeting duration and number of parties, you cannot use this procedure. Instead, see the “[Using Your Telephone to Start an Immediate Meeting](#)” section on [page 2-10](#) for the correct procedure.

- Step 3** Give meeting participants the following information:
- The URL and phone number of your Cisco Unified MeetingPlace Express system.
 - The meeting ID, which is your [phone profile number](#).
 - The meeting password, if there is one.

How to Schedule an Immediate Meeting

There are two mechanisms for establishing meetings. You *schedule* future and immediate meetings, but you *start* [reservationless meetings](#) (without scheduling it first).

Topics in this section include:

- [Scheduling and Starting an Immediate Meeting from the Web, page 2-9](#)
- [Using Your Telephone to Start an Immediate Meeting, page 2-10](#)

Scheduling and Starting an Immediate Meeting from the Web

Restriction

- You must be a Cisco Unified MeetingPlace Express profiled user.

Procedure

-
- Step 1** Using the instructions in the [“How to Schedule a Future Meeting” section on page 2-11](#), schedule your meeting. The start time should be the current time.
- Step 2** Click **Attend**.
- Step 3** If you do not see your meeting in the list of meetings, search for your meeting.
- Step 4** If the Status column shows **Active**, click the meeting ID of your meeting.
- If the Status column does not show **Active**, wait a few moments and then try to find your meeting again.
- Step 5** Follow the instructions in the [“Joining a Meeting Via Your Web Browser” section on page 4-6](#).
- Step 6** The invitees that you specified will receive an e-mail invitation with the information they need to attend the meeting.
- If you did not specify invitees, or you want to be certain that everyone has the information, give invitees the following information:
- The URL and phone number of your Cisco Unified MeetingPlace Express system.
 - The meeting ID, which is your [phone profile number](#).

- The meeting password, if there is one.
-

Using Your Telephone to Start an Immediate Meeting

This procedure is an alternative to starting a reservationless meeting using your telephone. Settings that your system administrator makes in your [profile](#) determine whether you must follow this procedure or you must follow the procedure in the [“Using Your Telephone to Start a Reservationless Meeting” section on page 2-8](#).

Restriction

- Only Cisco Unified MeetingPlace Express [profiled users](#) who cannot start reservationless meetings can start an immediate meeting using the telephone.

Before You Begin

- You must know your [phone profile number](#) and password.
- Be prepared to note the meeting ID that Cisco Unified MeetingPlace Express gives you, so that you can provide it to your invitees.

Procedure

- Step 1** Dial the phone number of your Cisco Unified MeetingPlace Express system.
- Step 2** Press **1#**.
- Step 3** At the [prompts](#), enter your profile number and password.
- Step 4** Listen carefully for the prompt: **“To begin a meeting immediately, press 1, then #”**, then press **1#**.
- Step 5** At the prompt, choose one of the following:
- To accept the default meeting duration and number of participants, press **1**.
 - To choose a different duration or number of participants, or both, press **2**.



Note If you do not hear these prompts, you cannot use this procedure. Instead, see the [“Using Your Telephone to Start a Reservationless Meeting”](#) section on page 2-8.

- Step 6** If you pressed **2** to choose a different duration and number of locations (or participants), perform both of the following:
- Follow the prompt to enter the expected meeting duration in minutes, then press #.
 - Follow the prompt to enter the number of locations that you expect, including your own, then press #.
- Step 7** If you hear the prompt to set a password for your meeting, follow the prompt.
- Step 8** Wait while Cisco Unified MeetingPlace Express processes your request.
- Step 9** Note the meeting ID that Cisco Unified MeetingPlace Express gives you. Cisco Unified MeetingPlace Express places you into the meeting.
- Step 10** (Optional) To dial out to additional participants, press **#3** and follow the prompts that you hear. You will need to know the phone numbers of the participants you want to add.
- Step 11** Give invitees the following information:
- The URL and phone number of your Cisco Unified MeetingPlace Express system.
 - The meeting ID, which is your [phone profile number](#).
 - The meeting password, if there is one.

How to Schedule a Future Meeting

Use the following procedures to schedule a meeting for a future time or date. Topics in this section include:

- [Standard Scheduling Parameters, page 2-12](#)
- [Scheduling a Future Meeting, page 2-20](#)

- [Inviting Participants, page 2-21](#)

Scheduling Parameters

When you schedule a meeting, there are two sets of parameters on the Schedule Meeting page. Some appear by default, while others are visible only if you click **More Options**. Your system administrator may have made some parameters unavailable, or have changed the parameters that are available in each group. Options for [recurring meetings](#) depend on your choice of meeting frequency.

See the following sections:

- [Standard Scheduling Parameters, page 2-12](#)
- [Options for Recurring Meetings, page 2-15](#)
- [More Options \(Scheduling Parameters\), page 2-17](#)

Standard Scheduling Parameters

Revised: December 18, 2006

The options in the following tables are the default standard Cisco Unified MeetingPlace Express scheduling options.

| Parameter | Description | Options | Additional Information |
|-------------------------------|---|--|------------------------|
| Schedule meeting on behalf of | Only appears if you are authorized to schedule meetings for another user. | Contains the usernames of all of the people who have identified you as a delegate , or for whom the system administrator has designated you as delegate. | |
| Subject (mandatory) | The topic of your meeting. | Your subject can be up to 17 characters long. | |

| Parameter | Description | Options | Additional Information |
|-----------------------|---|--|--|
| Meeting ID | Uniquely identifies your meeting during the date, time, and duration for which you schedule it. | Can be up to 17 alphanumeric characters long and cannot contain spaces. If you are scheduling a recurring meeting , this value must be available as a unique meeting ID for all recurrences of the meeting. | You can enter letters to make your meeting ID easier to remember, but the system converts the letters to numbers after you schedule the meeting. One meeting ID may be used for multiple meetings as long as the meetings do not coincide or overlap. |
| Date | The date that your meeting starts. | Enter a date, or click the calendar icon to choose a date from the calendar. The year must include all four digits. | This date cannot be further in the future than two years minus one day. |
| Time | The time of day that your meeting starts. | Enter an hour and minutes. | You may see options based on a 12-hour or 24-hour clock. |
| Duration ² | How long your meeting lasts. | Enter the number of hours and minutes. The default maximum meeting length is 24 hours for voice meetings and 12 hours for web meetings. The minimum meeting length is 2 minutes. | Your meeting may be automatically extended if you have not finished within this duration. |

| Parameter | Description | Options | Additional Information |
|-------------------------------------|--|---|---|
| Frequency | How often your meeting will occur. See the “Options for Recurring Meetings” section on page 2-15. | Once | |
| | | Daily ¹ | Choose this option also for meetings that occur every n days. |
| | | Weekly ¹ | Choose this option also for meetings that occur every n weeks or on certain days of the week. |
| | | Monthly ¹ | |
| | | Continuous Note Only system administrators can schedule continuous meetings. | If you also check Outdial all invitees when first person joins , the system will call all invitees who are profiled users with telephone numbers in their profiles . |
| Number of Participants ³ | The number of “seats” (ports) to reserve on the system for this meeting. | The number of people you expect to attend your meeting. If multiple users will be attending the meeting from one location, count them as one port. | |

| Parameter | Description | Options | Additional Information |
|------------------------------------|---|---|---|
| Publish Meeting ^{2, 3, 4} | Determines whether this meeting will appear in the list of public meetings that anyone can see. | <p>If you want this meeting listed only for the following people, uncheck the check box:</p> <ul style="list-style-type: none"> • Yourself • The meeting owner (if you are a delegate) • Invitees to the meeting • Any attendants • System administrators | <p>Anyone can find any meeting, even if the meeting is not published, if they know the meeting ID.</p> <p>If a meeting appears in the list of found meetings, people can click the meeting ID to view details about the meeting unless you schedule the meeting with a password or restrict access to profiled users, or both.</p> |

1. If you choose this option, you must specify additional options.
2. Depending on settings that your Cisco Unified MeetingPlace Express system administrator makes, this option may not be available.
3. If this option is not available, your system administrator has assigned a value for you.
4. You may be able to change your default value for this option. See [Chapter 13, “Changing Your Profile Preferences.”](#)

Options for Recurring Meetings

When you schedule a meeting, you choose whether the meeting occurs once or is a series of meetings (also called a recurring meeting). The specific recurrence options that you see depend on the frequency that you choose on the meeting scheduling page.

The following recurring options are described:

- [Options for Daily Recurrence, page 2-16](#)
- [Options for Weekly Recurrence, page 2-16](#)
- [Options for Monthly Recurrence, page 2-17](#)

Options for Daily Recurrence

| Option Type | Option | Details |
|----------------------|--------------------------------|--|
| Frequency options | Every n day(s) | Enter a number between 1 and 99. |
| | Every weekday | Monday through Friday, including holidays. |
| When the series ends | End after n occurrences | This number must result in the final meeting in the series occurring within two years minus one day of the day you schedule the meeting. |
| | End by [date] | Enter the date beyond which you do not want this meeting series to continue. This date cannot be further in the future than two years minus one day. |

Options for Weekly Recurrence

| Option Type | Option | Details |
|----------------------|---|--|
| Frequency options | Every n week(s) on every [Mon, Tue, Wed, Thu, Fri, Sat, Sun] | Enter a number of weeks between 1 and 99. Check the boxes for the days of the week on which you want the meetings to occur. |
| When the series ends | End after n occurrences | This number must result in the final meeting in the series occurring within two years minus one day of the day you schedule the meeting. |
| | End by [date] | Enter the date beyond which you do not want this meeting series to continue. This date cannot be further in the future than two years minus one day. |

Options for Monthly Recurrence

| Option Type | Option | Details |
|----------------------|--|---|
| Frequency options | Day n of every month | Enter a number between 1 and 31. If a month has fewer days than the number you specify, the meeting for that month is scheduled for the last day of that month. |
| | Every [First, Second, Third, Fourth, or Last] [Mon, Tue, Wed, Thu, Fri, Sat, Sun] of every month | Choose the week of the month and the day of that week on which to hold your meetings, for example, the third Tuesday of every month. Choose this option in this table if you want to be sure that meetings are always on weekdays. |
| When the series ends | End after n occurrences | This number must result in the final meeting in the series occurring within two years minus one day of the day you schedule the meeting. |
| | End by [date] | Enter the date beyond which you do not want this meeting series to continue. This date cannot be further in the future than two years minus one day. |

More Options (Scheduling Parameters)

When you schedule a meeting, some standard options are immediately visible on the scheduling form, while other options are hidden. By default, the following options appear when you click **More Options** on the scheduling page.

For each parameter, the following apply:

- Depending on settings that your Cisco Unified MeetingPlace Express system administrator makes, an option may not be available.
- You may be able to change the default value for an option. See [Chapter 13, “Changing Your Profile Preferences.”](#)

How to Schedule a Future Meeting

| Parameter | Description | Options | Additional Information |
|------------------|---|--|---|
| Meeting Password | All invitees must enter this password to access any part of your meeting. | Enter a password or leave blank for no password. Passwords can include letters or numbers or both. | You may be required to enter a password for all meetings that you schedule. The password may or may not be included in meeting notifications . |
| Billing Code | Used if your company performs bill-backs. | Enter the billing code. | |
| Language | The language in which your meeting takes place. This setting only affects the voice prompts and language of the web meeting room for the meeting that you are scheduling. | All languages that are available in your system. (If you do not specify a meeting language here, the meeting uses the language specified in your profile.) The language that guest users hear is always the default system language. | All meeting participants hear individual meeting voice prompts (a prompt that only the participant hears, such as when you mute yourself and you hear “Muted”) in the language that they select in their profile, but this language does not apply to the web meeting room, (which always uses the language that the meeting scheduler selects.) The language of the Cisco Unified MeetingPlace Express service on a participant’s Cisco Unified IP Phone is determined by the participant’s locale as specified in Cisco Unified CallManager. |

| Parameter | Description | Options | Additional Information |
|---------------------|--|--|---|
| Who can attend | Determines who can attend this meeting. | <p>Anyone—Both profiled users and guest users can attend.</p> <p>Users with Cisco Unified MeetingPlace Express profiles only—Restricted to profiled users who log in with their Cisco Unified MeetingPlace Express password.</p> | |
| Entry Announcement | How participants are announced when they enter this meeting. | <ul style="list-style-type: none"> • Beep Only • Beep + Name • Silent | You can change this option during a meeting. |
| Exit Announcement | How participants are announced when they leave this meeting. | <ul style="list-style-type: none"> • Beep Only • Beep+ Name • Silent | You can change this option during a meeting. |
| Method of Attending | Determines if the system will call you when the meeting is scheduled to begin. | <p>I'll Call In—If you cannot or do not want the system call you automatically at the start of the meeting.</p> <p>Find Me—The system will automatically call you when meeting is scheduled to begin.</p> | If you choose Find Me, you must specify at least one contact number in your profile . |

Scheduling a Future Meeting

Before You Begin

- Consider your security needs. To understand the security options available when you schedule your meeting, see the [“Scheduling Secure Meetings” section on page 1-13](#).

Restrictions

- You cannot schedule meetings more than two years in advance; your system administrator sets the exact limit for your system.
- You can schedule a meeting that starts up to, but not including, 30 minutes in the past.

Procedure

- Step 1** Log in with your Cisco Unified MeetingPlace Express [username](#) and password.
 - Step 2** Click **Schedule** at the top of the page.
 - Step 3** Enter options. For information, see the [“Scheduling Parameters” section on page 2-12](#). You must enter a value in fields marked with a red asterisk (*).
 - Step 4** Click **Invitees**.
 - Step 5** Invite participants. See the [“Inviting Participants” section on page 2-21](#).
 - Step 6** To see additional options, click **More options**.
 - Step 7** Enter additional options as needed. For information, see the [“More Options \(Scheduling Parameters\)” section on page 2-17](#).
 - Step 8** Click **Schedule**.
 - Step 9** Review the details of the scheduled meeting and verify that they are correct.
 - a. If you need to correct information, first try clicking the **Reschedule** button.
 - b. If the option that you need to change is not available, cancel this meeting and schedule a new meeting. For information, see the [“Canceling a Scheduled Meeting” section on page 2-25](#).
-

Depending on settings that the system administrator make, the system will send meeting invitations to all invited participants.

Troubleshooting

- If you try to schedule a one-time meeting that includes web and there are not enough web licenses available, then the system gives you the option to schedule only an audio meeting.
- If you try to schedule a series of recurring meetings that includes web and there are not enough web licenses available for some of the meetings, then the system gives you the option to either schedule audio-only meetings for those meetings that do not have enough web licenses available or reschedule the entire series of recurring meetings.

Inviting Participants

Specify invitees for your meeting so that they can receive an e-mail invitation with the information they need to attend the meeting.

If you invite [profiled users](#), you should invite them using the directory. For information, see the “[Inviting Attendees By Using the Directory](#)” section on [page 2-22](#).

If resources are available on the Cisco Unified MeetingPlace Express system at the time of your meeting, people who you do not invite can attend your meeting if it is a [published meeting](#) or you give them the time, date, meeting ID, and password (if applicable).

This section contains the following topics:

- [Inviting Attendees By Using the Directory](#), page 2-22
- [Inviting Attendees By Entering E-Mail Addresses](#), page 2-23

Related Topics

- [Inviting Participants via E-Mail from inside the Web Meeting Room](#), page 7-6

Inviting Attendees By Using the Directory

You should use the directory to invite Cisco Unified MeetingPlace Express [profiled users](#), instead of entering their e-mail addresses. Inviting profiled users by using the directory offers the following advantages:

- Participants who have joined the voice meeting can have Cisco Unified MeetingPlace Express dial out to profiled invitees who have not yet joined the meeting, to bring them into the meeting.
- Profiled invitees can join the meeting automatically using the Find Me feature, which is described in the [“Specifying Your Preferred Method of Joining Meetings by Phone”](#) section on page 13-9.

Before You Begin

- This procedure is a subprocedure of the process in the [“How to Schedule a Future Meeting”](#) section on page 2-11. Start this procedure by following instructions in that topic.

Procedure

-
- Step 1** On the meeting scheduling page, click **Invitees** to display the invite fields.
- Step 2** Do one of the following:
- Enter the name of a person or a Cisco Unified MeetingPlace Express [username](#), or the first few letters of the first or last name or Cisco Unified MeetingPlace Express username, in the **From Directory** field, then click the magnifying glass button. Any users in the directory whose name or username matches the criteria you entered will appear in the box below the **From Directory** field.
 - To list all users in the directory and choose invitees from that list, click the magnifying glass button.
- Step 3** In the box below the **From Directory** field, click the name of a desired invitee to highlight it. To select multiple names, shift-click or control-click the names. (Macintosh users: use command-click instead of control-click.)
- Step 4** To move the selected name to the **Invitees** list, click the right arrow button to the right of this list of users.
- Step 5** To remove a name from the **Invitees** list, click the name of the person to remove and press **Remove**.

- Step 6** If you are finished inviting participants, return to [Step 6](#) in [How to Schedule a Future Meeting, page 2-11](#) to continue scheduling your meeting. The scheduling process continues on the same page that you have been working with.
-

Inviting Attendees By Entering E-Mail Addresses

Before You Begin

- This procedure is a subprocedure of the process in the [“How to Schedule a Future Meeting” section on page 2-11](#). Start this procedure by following instructions in that topic.

Procedure

- Step 1** On the meeting scheduling page, click **Invitees** to display the invite fields.
- Step 2** In the **By Email** field, enter a complete e-mail address.
- Step 3** Click the right arrow to the right of **By Email**.
- Step 4** To remove a name from the **Invitees** list, click the e-mail address of the person to remove and press **Remove**.
- Step 5** If you are finished inviting participants, return to [Step 6](#) in the [“How to Schedule a Future Meeting” section on page 2-11](#) to continue scheduling your meeting. The scheduling process continues on the same page that you have been working with.
-

Rescheduling or Modifying a Future Meeting

After you schedule a meeting, you can change meeting details, except for the [meeting ID](#) and frequency of the meeting. If you need to change the frequency or [meeting ID](#) of the meeting, cancel this meeting and schedule a new meeting.

If you are modifying a [recurring meeting](#), you can modify:

- All meetings in the series, if no meetings in the series have occurred.
- Individual instances that have not yet occurred.
- All meetings in the series that have not yet occurred.

- All meetings in the series starting with any instance that has not yet occurred.

Restriction

- You must be the owner or scheduler of the meeting you want to cancel, or you must be an attendant.

Procedure

Step 1 Log in to Cisco Unified MeetingPlace Express with your [username](#) and password.

Step 2 Find the meeting you want to change.



Note If you are modifying a recurring meeting, make sure that the date range you enter in your find criteria includes the first date of the series (or part of the series) that you want to change.

Step 3 Click the [meeting ID](#) of the meeting you want to change.



Note If the meeting is a recurring meeting, multiple instances of the meeting may appear in the list of found meetings. Make sure that you click the first instance of the series or subseries that you want to modify.

Step 4 On the Meeting Details web page, click **Reschedule**.

Step 5 If you are changing a recurring meeting, choose one of the following, then click **OK**:

- Change this occurrence only
- Change this and all future occurrences

Step 6 Enter new values as needed. See the “[Scheduling Parameters](#)” section on [page 2-12](#) for details.

Step 7 Click **Schedule**.

Step 8 Verify that the meeting details are as you intended, and reschedule again if necessary.

The system automatically sends updated meeting invitations if any of the following changes:

- Start time
- Meeting ID
- Password
- List of invitees

No other changes will generate a notification.

**Note**

If you schedule a meeting using Microsoft Outlook and then modify or delete the meeting using the End User Interface (and not Microsoft Outlook) the system does not send out an updated notification to the invitees.

Canceling a Scheduled Meeting

You can cancel any meeting that has not yet started.

If the meeting is a [recurring meeting](#), you can cancel:

- The entire series, if no meetings in the series have occurred.
- Individual instances that have not yet occurred.
- All meetings in the series that have not yet occurred.
- All meetings in the series starting with any instance that has not yet occurred.

Restriction

- You must be the owner or scheduler of the meeting you want to cancel, or you must be an attendant.

Procedure

-
- Step 1** Log in to Cisco Unified MeetingPlace Express with your [username](#) and password.
- Step 2** Find the meeting that you want to cancel.

**Note**

If you need to delete multiple instances of a recurring meeting and some instances in the series have passed already, find the meeting from which date you want to cancel all future meetings. This date can be the first meeting in the series that has not yet occurred, or it can be any instance in the future.

Step 3 Click the meeting ID of the meeting that you want to cancel.

**Note**

If the meeting is a recurring meeting, multiple instances may be included in the list of found meetings. Make sure that you click the first instance of the series or subseries that you want to delete.

Step 4 On the Meeting Details page, click **Delete**.

Step 5 If you are deleting a recurring meeting, choose one of the following, then click **OK**:

- Delete this occurrence only
- Delete this and all future occurrences

Step 6 Click **OK**.

How to Schedule a Meeting Using Microsoft Outlook

To schedule Cisco Unified MeetingPlace Express meetings from Microsoft Outlook, the Cisco Unified MeetingPlace Express for Microsoft Outlook plug-in must be installed on your computer and the MeetingPlace tab must appear when you create a new meeting request in Microsoft Outlook. You use this tab to access the Cisco Unified MeetingPlace Express scheduling form.

Your system administrator may have already installed the Microsoft Outlook plug-in on your system. To see if the Microsoft Outlook plug-in is installed, open Microsoft Outlook and create a meeting request. If you do not see the MeetingPlace tab, your system is not configured to schedule Cisco Unified MeetingPlace Express meetings from Microsoft Outlook.

Complete information for using the Microsoft Outlook plug-in with Cisco Unified MeetingPlace Express can be found in the *User Guide for Microsoft Outlook Operating with Cisco Unified MeetingPlace Express Release 1.2*.

Downloading the Microsoft Outlook Plug-in

Before You Begin

- You must close all Microsoft Outlook and Microsoft Office applications.

Procedure

- Step 1** Go to the Cisco Unified MeetingPlace Express Attend or Schedule Meeting web page.
- Step 2** Click **Download Outlook plugin**.
- Step 3** In the File Download—Security Warning dialog box, click **Save**.
- Step 4** Navigate to your desktop and click **Save**.
- Step 5** Go to your desktop and double-click the file called setup.exe.
- Step 6** In the Cisco MeetingPlace for Outlook dialog box, click **OK** to start the installation.
- Step 7** In the dialog box stating that the installation is complete, click **OK**.
- Step 8** Restart Microsoft Outlook.
-

Troubleshooting

- If you are unable to download the Microsoft Outlook plug-in, contact your system administrator.



Finding Meetings

You can find meetings via Cisco Unified MeetingPlace Express web pages or via the Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone.

Topics in this section include:

- [Who Can Find Meetings, page 3-1](#)
- [Finding Cisco Unified MeetingPlace Express Meetings Via the Web, page 3-2](#)
- [Finding Cisco Unified Personal Communicator Meetings, page 3-3](#)

Who Can Find Meetings

You can find a list of Cisco Unified MeetingPlace Express [published meetings](#), if you have the URL of the Cisco Unified MeetingPlace Express system or access to a Cisco Unified IP Phone on which the Cisco Unified MeetingPlace Express service is installed.

You can find any Cisco Unified MeetingPlace Express meeting if you have the meeting ID and the URL of the Cisco Unified MeetingPlace Express system or access to a Cisco Unified IP Phone on which the Cisco Unified MeetingPlace Express service is installed.

If you are Cisco Unified MeetingPlace Express profiled user, you can view a list of Cisco Unified MeetingPlace Express meetings that you scheduled, meetings of which you are the [owner](#), and meetings to which you have been invited.

Finding Cisco Unified MeetingPlace Express Meetings Via the Web

You can find past, present, or future meetings. The list of found meetings depends on the options you choose.



Note

Your system administrator may purge records of older meetings at any time. You cannot find purged meetings.

Procedure

Step 1 On the top of any web page, except the web meeting room, click **Find**.

Step 2 Click a radio button depending on your search criteria:

| To Find This | Click This Radio Button |
|---|-------------------------|
| A list of meetings including meetings that you scheduled and meetings to which you were invited (you only see this option if you are a profiled user and you are logged in) | My meetings |
| A list of meetings that are or were published meetings | Public meetings |
| A list of meetings that have recordings | Public recordings |
| Meetings that have a particular meeting ID | Meeting ID |

Step 3 Enter a date range. (If you do not enter a date range, the search finds meetings that occur today that match your criteria.)

Step 4 Click **Find**.

Step 5 Scroll through the list to find your meeting. If additional meetings meet your criteria, you will see a list of page numbers at the bottom of the list of meetings. To view additional meetings, click the Next or Previous arrows, or click a page number.



Note

Continuous meetings are always at the end of the entire list.

Step 6 To see the meeting details, click the meeting ID of the meeting.

Troubleshooting

If you do not see the meeting you are looking for:

- Make sure you entered your search criteria correctly.
- The meeting may not be a [published meeting](#).
- The meeting you are looking for may have been purged.
- The meeting may be a Cisco Unified Personal Communicator meeting.

Finding a Meeting if You Have the Meeting Invitation

If you have the meeting invitation, you can find the meeting and its recording by clicking the **Meeting URL** link.

Finding Cisco Unified Personal Communicator Meetings

Cisco Unified Personal Communicator web meetings are meetings that are started by someone using Cisco Unified Personal Communicator. When a Cisco Unified Personal Communicator user starts a web meeting, the Cisco Unified MeetingPlace Express system generates a meeting URL and sends it to the meeting initiator.

To find a Cisco Unified Personal Communicator meeting, you must know the URL for the meeting. Contact the meeting initiator for this information. This is the only way you can find Cisco Unified Personal Communicator meetings. They are not listed on the Cisco Unified MeetingPlace Express Attend page.



Joining Meetings

This section contains the following topics:

- [Preparing to Join a Meeting, page 4-1](#)
- [Prerequisites for Joining Meetings, page 4-2](#)
- [How to Join a Meeting, page 4-3](#)
- [About Locked Meetings, page 4-12](#)

Preparing to Join a Meeting

Before you can join your first meeting, test your computer to ensure it is ready to join the [web meeting room](#).

The browser test verifies that your computer has the software listed in the “[System Requirements for the Web Meeting Room](#)” [section on page 1-3](#), checks your network connection, and determines whether you have popup blocker software enabled.

The browser test also determines whether or not you have installed the Cisco Unified MeetingPlace Express Presenter Add-in, which you need if you want to display content on your computer to other participants. For more information about this screen sharing feature, see [Chapter 8, “Presenting and Working With Shared Content.”](#)

Procedure

-
- Step 1** Click **Attend** at the top of any Cisco Unified MeetingPlace Express web page (except the web meeting room).
- Step 2** Click **Browser Test**.
- Step 3** Wait a few moments while Cisco Unified MeetingPlace Express runs the browser test.
- Step 4** Depending on the results you see, perform one or more of the following:
- If Cisco Unified MeetingPlace Express prompts you to download the correct version of the Adobe Flash Player, follow the instructions that you see.
 - If you see a **Troubleshooting** link, click it and follow instructions.
- Step 5** If you see a **Download the Add-in** button, perform the following steps. You must do this if you plan to share content from your computer. You should do this even if you do not plan to share content from your computer, because it allows you to see notifications when you are viewing shared content full screen. You must install the Adobe Flash Player before you can install the add-in.
- a. Click **Download the Add-in**.
 - b. Click **Next**.
 - c. Click **Install**.
 - d. Click **Finish**.
- Step 6** If you have a pop-up blocker installed on your computer, disable it.
-

Troubleshooting

- If you are unable to download the Adobe Flash Player, contact your Cisco Unified MeetingPlace Express system administrator.

Prerequisites for Joining Meetings

- If you did not restrict access to the meeting, anyone who has the URL of the system and can find the meeting or anyone who knows the meeting ID can attend the meeting.

- You can restrict access to the meeting by assigning a password to the meeting or only allowing [profiled users](#) to attend.
- At least one person must join a scheduled meeting within 30 minutes of the start time; otherwise, the system automatically ends the meeting.
- Generally, you can join a meeting only after its scheduled start time. Depending on settings in your system, you may be able to join a meeting shortly before its official start time.
- Invitations may be sent for meetings that are scheduled by some users, but not for meetings that are scheduled by other users.
- Some users, but not all, may receive invitations for scheduled meetings that they have been invited to.
- Updated invitations may be sent for meetings that some schedulers modify (for example, if the scheduler changes the date or time of the meeting) but not for meetings that are modified by other schedulers.
- The meeting start time that appears on the invitation may not be in your time zone. If the meeting scheduler is located in a different time zone, you may need to adjust the start time to your time zone.
- The information that appears on an invitation may differ from the descriptions in this documentation, depending on customizations that the Cisco Unified MeetingPlace Express system administrator makes.

How to Join a Meeting

A Cisco Unified MeetingPlace Express meeting typically, but not always, consists of a voice meeting and a web meeting. You can join either the voice meeting or the [web meeting room](#), or both.

There are several methods by which you can join a meeting:

- [Joining a Meeting Via an E-Mailed Invitation, page 4-4](#)
- [Joining a Meeting Via Your Web Browser, page 4-6](#)
- [Joining the Voice Meeting from Inside the Web Meeting Room by Having the System Call You, page 4-9](#)
- [Joining a Meeting By Dialing In, page 4-10](#)

- [About Starting and Joining a Meeting via the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone, page 14-6](#)

Joining a Meeting Via an E-Mailed Invitation

When you schedule a meeting or a meeting scheduler includes you in the list of invitees, you may receive an e-mailed invitation that includes the information that you need to join the meeting.

Before You Begin

- You must have received an e-mailed invitation to a Cisco Unified MeetingPlace Express meeting.

Procedure

- Step 1** In the e-mailed invitation, click the Meeting URL link.
- Step 2** If you see a page that requests your [username](#) and password, or a meeting password, enter the information as required.
- Step 3** Click **Join Meeting**.
- Step 4** Depending on what you see, perform one or more of the following actions:

| What You See | What This Means and What To Do |
|--------------------------------|--|
| No options to join the meeting | The meeting has not yet started or has just ended but it is within the guard time. (The guard time is set by the system administrator and is the amount of time immediately before and after a meeting when users can still access the web meeting room. The default is 30 minutes.) |
| “Meeting Not Found” message | It is too early to join this meeting, or this meeting has ended. |

| What You See | What This Means and What To Do |
|---|---|
| Call me at | <p>The Cisco Unified MeetingPlace Express system will call you at the telephone number that you specify.</p> <p>Depending on settings that your system administrator makes, this option may not be available. This check box is automatically checked if the system administrator has set the Can call out of meetings field in your profile to Yes.</p> |
| Dial in from your phone to attend the voice meeting | <p>If you see this message, you cannot have Cisco Unified MeetingPlace Express call you.</p> <p>Continue with the instructions in this procedure to join the web meeting, then join the voice meeting by following the instructions in the “Joining a Meeting By Dialing In” section on page 4-10.</p> |
| Enter web meeting room | <p>This box is automatically checked. Keep it checked to enter the web meeting room.</p> |

Step 5 Click **Join Meeting**.

Step 6 If you see a page that requests your [username](#) and password, enter the information as you would like it to appear in the participant list in the web meeting room, then click **Join Meeting**.

Troubleshooting

- If you did not receive an e-mailed invitation as expected, make sure that you have entered an e-mail address in your [profile](#).
- If you try to join a web meeting and get an error message similar to “No system resources available for operation,” this is because your system does not have enough licenses available. Contact your system administrator to have more web conferencing licenses added to your system or wait until some licenses become available (such as when other end users have finished their web meetings).

Joining a Meeting Via Your Web Browser

To simplify attending meetings, you may be able to have Cisco Unified MeetingPlace Express call your phone as an alternative to dialing in to Cisco Unified MeetingPlace Express.

This option is a convenient way to join both the voice and web meetings at the same time.

On some Cisco Unified MeetingPlace Express systems, [reservationless meetings](#) do not start until the meeting [owner](#) arrives, and participants who join the meeting early must wait in a waiting room. On other Cisco Unified MeetingPlace Express systems, any [profiled user](#) can start any reservationless meeting.

If you are a profiled user and you join via telephone, you may hear an option to start the meeting with your profile. If so, follow the prompts you hear.

If you are the meeting owner, you can start the meeting without joining it by clicking **Start Meeting Without Me** on the Meeting Details page.

Before You Begin

- You must have completed the browser test.

Restriction

- You must be able to have the system call you.

Procedure

-
- Step 1** Log in with your [username](#) and password.
- Step 2** Click **Attend** at the top of the page.
- Step 3** If you know the meeting ID of the meeting you want to join:
- a. Enter the meeting ID, then click **Go**.
 - b. Skip to [Step 6](#).
- Step 4** If you do not know the meeting ID of the meeting you want to join:
- a. Locate the meeting using one of the following methods:
 - See if the meeting you want to attend appears in the list of meetings on this Attend page. If there are multiple pages of meetings, click options at the bottom of the list to view more meetings in the list.

- If you have received a meeting invitation, look at it.
- Ask someone who has the meeting information.

b. In the list of meetings, click the meeting ID of the meeting you want to attend.

Step 5 If you see a **Restricted** access page, enter the information required, then click **OK**:

| What You See | What This Means and What To Do |
|---|---|
| Restricted access: Please enter the meeting password. | The meeting scheduler has set a password for this meeting. Enter the meeting password. |
| Restricted access: Please log in. | This meeting is restricted to Cisco Unified MeetingPlace Express profiled users . Enter your web username and password. |
| Restricted access: Please log in and enter meeting password. | Enter both your login information and the meeting password. |

Step 6 Depending on what you see on the Meeting Details page, perform one or more of the following actions:

| What You See | What This Means and What To Do |
|--------------------------------|--|
| No options to join the meeting | It is too early to join this meeting, or this meeting has ended. |
| Call me at | The Cisco Unified MeetingPlace Express system will call you at the telephone number that you specify. Depending on settings that your system administrator makes, this option may not be available. This check box is automatically checked if the system administrator has set the Can call out of meetings field in your profile to Yes. |

| What You See | What This Means and What To Do |
|---|--|
| Dial in from your phone to attend the voice meeting | <p>If you see this information, this means you have not logged in, or you cannot have Cisco Unified MeetingPlace Express call you.</p> <p>Continue with the instructions in this procedure to join the web meeting, then join the voice meeting by following the instructions in the “Joining a Meeting By Dialing In” section on page 4-10.</p> |
| Enter web meeting room | Check this box to enter the web meeting room. |

Step 7 Click the appropriate button:

| What You See | What This Means and What To Do |
|--------------------------|---|
| Join Meeting | Click this button to join the meeting via all of the methods that you selected. |
| Start Meeting Without Me | <p>You see this option only if you are the owner of the meeting. Click this button instead of Join Meeting if you want to start the meeting but do not want to join it now.</p> |
| Join waiting room | <p>You see this option only if you are not the meeting owner.</p> <p>This meeting has not yet started, and it cannot start until the meeting owner joins or starts the meeting, unless an authorized user starts the meeting using his or her profile.</p> <p>If you click this button, a waiting room web page will open in front of this Meeting Details page. You will automatically join the meeting when the meeting owner arrives.</p> <p>If you checked Call me, Cisco Unified MeetingPlace Express will call you but the meeting may not start immediately. If you prefer not to tie up your telephone line while you wait, join by telephone after you know that the meeting has started.</p> |

Step 8 The Meeting Details page remains open on your computer after you join the meeting. If you chose to enter the web meeting room, this page remains open behind the web meeting room page that opens.

Troubleshooting

- If you cannot join meetings by having Cisco Unified MeetingPlace Express dial out to your phone, call in to join voice meetings. See the [“Joining a Meeting By Dialing In” section on page 4-10](#).
- If you try to join a web meeting and get an error message similar to “No system resources available for operation,” this is because your system does not have enough licenses available. Contact your system administrator to have more web conferencing licenses added to your system or wait until some licenses become available (such as when other end users have finished their web meetings).
- If you know a meeting will start at a certain time but you do not see it on the Find Meetings page, do not press the **Refresh** button in your browser. Refreshing your browser effectively takes you back to the previous screen. Instead, click on another header, such as **Find** or **Schedule** and then click on **Attend** again.

Joining the Voice Meeting from Inside the Web Meeting Room by Having the System Call You

Depending on settings that the Cisco Unified MeetingPlace Express system administrator makes, you may be able to have the system call you when you want to join a meeting. If Cisco Unified MeetingPlace Express calls you, the participant list more accurately reflects your status than if you dial in.

Restrictions

- You must be able to have the system call you. The Cisco Unified MeetingPlace Express system administrator determines who can have the system call them.
- You must be in the [web meeting room](#).

Procedure

Step 1 Do one of the following:

- In the Participant List, click **My Status**, then choose **Call My Phone**.

- Roll your mouse over the telephone icon at the right side of the web meeting room menu bar. In the pop-up notifier, click **Call Me**.

Step 2 Enter your name and telephone number.

Step 3 Click **Call**.

Step 4 Answer your phone when it rings.

Step 5 Respond to the [prompts](#) that you hear.



Note

You cannot dial out to yourself by using the procedure described in the [“Dialing Out to a Participant Who is Already in the Web Meeting Room from inside the Web Meeting Room”](#) section on page 7-6.

Troubleshooting

- If you cannot join meetings by having Cisco Unified MeetingPlace Express dial out to your phone, call in to join voice meetings. See the [“Joining a Meeting By Dialing In”](#) section on page 4-10.

Joining a Meeting By Dialing In

Before You Begin

- You must have a Cisco Unified MeetingPlace Express [profile](#) (if required) and the meeting password (if required).
- You must have the telephone number of the system and the meeting ID of the meeting you want to join. You can find this information in one of these ways.

Procedure

Step 1 Dial the telephone number.

Step 2 If you have a Cisco Unified MeetingPlace Express profile, join the meeting as a [profiled user](#) so that other participants can properly identify you, and to enable you to end the meeting if you want to do so. To join the meeting as a profiled user:

- a. Press **2**, then **#**.

- b. Enter your [phone profile number](#) and password when prompted.



Note Enter the password associated with your phone profile number, *not* the meeting password.

- c. Enter the meeting ID, followed by #.
- d. Follow the remaining [voice prompts](#).

Step 3 If you do not have a Cisco Unified MeetingPlace Express profile, or you want to attend the meeting as a [guest user](#):

- a. Enter the meeting ID, followed by the #.
- b. Follow the remaining [voice prompts](#).

If the meeting has not yet started, you may be put into a waiting room until the meeting scheduler arrives.

Step 4 If you are a profiled user and hear prompts to start the meeting using your own profile, you can start the meeting with your own [phone profile number](#).



Note Starting another person's meeting may cause the meeting to be billed to your department. Ask your system administrator.

Troubleshooting

- If you are navigating the telephone keypad and you do not press any keys, you may be automatically transferred to a live attendant who can assist you if you are having problems. However, not all organizations are set up to provide this service.

Related Topics

- [About Starting and Joining a Meeting via the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone](#), page 14-6
- [Telephone Commands for Meetings in Progress](#), page A-3

About Locked Meetings

Meeting moderators can lock a meeting to prevent or restrict additional participants from joining the meeting. If you try to join a meeting that is locked, you may be able to request entry to the meeting.

Topics in this section include:

- [Requesting Entry to a Locked Meeting via the Web, page 4-12](#)
- [Requesting Entry to a Locked Meeting via Telephone, page 4-13](#)

Requesting Entry to a Locked Meeting via the Web

If you try to attend a meeting via the web and you see a **Request Entry** button, the moderator has locked the meeting to restrict further entry.

If you try to attend a meeting and you see a notice that the meeting is locked, and there is no **Request Entry** button, the moderator has chosen not to allow any new arrivals into the meeting at this time. If the moderator unlocks the meeting later, you can try again to attend.

Procedure

- Step 1** In the page that appears when you try to join the [web meeting room](#), look for a **Request Entry** button.
- If it is there, continue with this procedure.
 - If there is no **Request Entry** button and you want to join the voice meeting, follow the procedure in the [“Requesting Entry to a Locked Meeting via Telephone”](#) section on page 4-13.
- Step 2** Click **Request Entry**.
- Step 3** Do not close the window that comes up.
- Step 4** Wait for the moderator to respond to your request. The moderator may not respond immediately. If the moderator allows you to join the meeting, you will automatically enter the meeting. If not, you will see the following note where the Request Entry button was: **Your request has been denied.**
-

Requesting Entry to a Locked Meeting via Telephone

If you dial in to attend a meeting, or you join a meeting by pressing the Join softkey on your Cisco Unified IP Phone, and you receive a message that the meeting is locked, Cisco Unified MeetingPlace Express automatically requests entry on your behalf, if that option is available.



Overview of the Web Meeting Room

This topic contains the following sections:

- [About Web Meeting Room Configurations, page 5-2](#)
- [About Permission Levels in the Web Meeting Room, page 5-4](#)
- [About Web Meeting Room Elements, page 5-6](#)
- [About the Web Meeting Room Title Bar, page 5-10](#)
- [About the Web Meeting Room Menu Bar, page 5-11](#)
- [About the Participant List Pod, page 5-16](#)
- [About the Share Pod, page 5-25](#)
- [About the Chat Pod, page 5-32](#)
- [About the Note Pod, page 5-34](#)

| If You See | See These Topics |
|--|---|
| A participant list , chat pod , note pod , and share pod | <ul style="list-style-type: none">• Features in the Full Web Meeting Room, page 5-3 |
| The participant list only | <ul style="list-style-type: none">• Features in the Lite Web Meeting Room, page 5-2 |
| The share pod only | <ul style="list-style-type: none">• Features in the Share-Only Web Meeting Room, page 5-4 |

About Web Meeting Room Configurations

What you see and what options are available to you in the web meeting room depend on the configuration of Cisco Unified MeetingPlace Express that your organization has, or on the type of meeting that was scheduled:

- [Features in the Full Web Meeting Room, page 5-3](#)
- [Features in the Lite Web Meeting Room, page 5-2](#)
- [Features in the Share-Only Web Meeting Room, page 5-4](#)

Features in the Lite Web Meeting Room

In a voice meeting with participant list only (also called a lite web meeting room), participants can perform certain participant-management and call-management activities but they cannot share documents or a desktop, demonstrate applications, annotate over shared content, send text messages, or post notes.

This [lite web meeting room](#) allows you to:

- Manage your own connection to the web meeting room
- View a list of participants and their status (muted, currently speaking, etc.)
- Get information needed to join the meeting via telephone, either by dialing in or having Cisco Unified MeetingPlace Express call you
- Lock the meeting to restrict further entry
- Start and stop voice recording, and view recording status
- Mute or adjust the volume of yourself or other participants
- Dial out or send an e-mail invitation to people who have not yet joined the meeting
- Rename participants or merge multiple instances of a single participant in the list, in order to identify participants more clearly
- Communicate feedback and basic requests to presenters via emoticons (“I have a question”, “Speak louder”, etc.)
- Remove participants from a meeting
- Manage the web meeting room bandwidth and monitor participants’ connection status

- End the meeting

Web meeting room [permission levels](#) determine who can perform each action. See the “[About Permission Levels in the Web Meeting Room](#)” section on page 5-4.

The following feature is available via the telephone but is not available via the web meeting room:

- Ability to start or join a voice [breakout session](#).

Related Topics

- [Elements in the Lite Web Meeting Room](#), page 5-8
- [About Permission Levels in the Web Meeting Room](#), page 5-4

Features in the Full Web Meeting Room

The full web meeting room includes the following functionality:

- All functionality available in the [lite web meeting room](#) (see the “[Features in the Lite Web Meeting Room](#)” section on page 5-2.)
- Ability to send text messages to other participants in the meeting, or to view messages from others
- Ability to display documents or to demonstrate applications so that all participants can see them
- Ability to view documents or applications that other participants display
- Ability to annotate a transparent overlay on a document that you are sharing, and to invite other participants to add annotations
- Ability to view annotations that others draw
- Ability to change the view of the web meeting room, for yourself or for all participants, to include only the shared content, or to include the entire web meeting room with all of its functionality
- Ability to post notes for participants
- Who is sharing indicator

Not all features are available to all participants in a meeting. The web meeting room [permission level](#) of each participant determines access to features. See the “[About Permission Levels in the Web Meeting Room](#)” section on page 5-4.

Related Topics

- [Elements in the Full Web Meeting Room, page 5-7](#)
- [About Permission Levels in the Web Meeting Room, page 5-4](#)

Features in the Share-Only Web Meeting Room

Features of a [share-only web meeting room](#) include:

- Ability to display documents or to demonstrate applications so that all participants can see them
- Ability to view documents or applications that other participants display
- Ability to annotate a transparent overlay on a document that you are sharing, and to invite other participants to add annotations
- Ability to view annotations that others draw
- Ability to change the view of the web meeting room, for yourself or for all participants, to include only the shared content, or to include the entire web meeting room with all of its functionality
- Who is sharing indicator
- Ability to manage your own connection to the web meeting room
- Ability to manage the web meeting room bandwidth

Related Topics

- [Elements in the Share-Only Web Meeting Room, page 5-9](#)
- [About Permission Levels in the Web Meeting Room, page 5-4](#)

About Permission Levels in the Web Meeting Room

Your permission level determines what you can see and do in the [web meeting room](#).

Different permission levels only exist for participants in the [full web meeting room](#) or in the [lite web meeting room](#). In the [share-only web meeting room](#), all participants have the same permission level.

Permission levels apply only to actions performed inside the web meeting room; they do not apply to actions accessible via the telephone or to the Cisco Unified MeetingPlace Express service on a Cisco Unified IP Phone or to any Cisco Unified MeetingPlace Express web pages outside the web meeting room.

To see how each permission level is indicated in the web meeting room participant list, see the [“Permission Levels” section on page 5-17](#).

The following table describes the web meeting room permissions available at each permission level. A [participant](#) is anyone in a meeting, regardless of permission level.

| Permission Level | By Default, Who Has This Permission Level | What You Can Do With This Permission Level |
|------------------|--|--|
| Moderator | Participants in the full web meeting room or the lite web meeting room who log in as profiled users . | Everything |
| Presenter | <ul style="list-style-type: none">Participants who enter the full web meeting room or lite web meeting room as guest users.All participants in the share-only web meeting room. | <p>In the lite web meeting room:</p> <ul style="list-style-type: none">Presenters have the same privileges as participants with audience permissions. <p>In the full web meeting room:</p> <ul style="list-style-type: none">Control shared content.Post notes.Control the chat feature.Use all features that are available to participants with audience permissions. <p>In the share-only web meeting room:</p> <ul style="list-style-type: none">Share content.Control your personal viewing experience.View shared content. |

| Permission Level | By Default, Who Has This Permission Level | What You Can Do With This Permission Level |
|------------------|--|---|
| Audience | <p>No participant has this permission level by default.</p> <p>Moderators can demote participants to this permission level during a meeting, to restrict the activity of those participants.</p> | <p>In the lite web meeting room:</p> <ul style="list-style-type: none"> • See the participant list. • Post icon messages. • Control your personal viewing experience. <p>In the full web meeting room:</p> <ul style="list-style-type: none"> • See the participant list. • Post icon messages. • Control your personal viewing experience. • View shared content, chat messages, and notes. • Send chat messages. Moderators and presenters can restrict audience chat messages. |

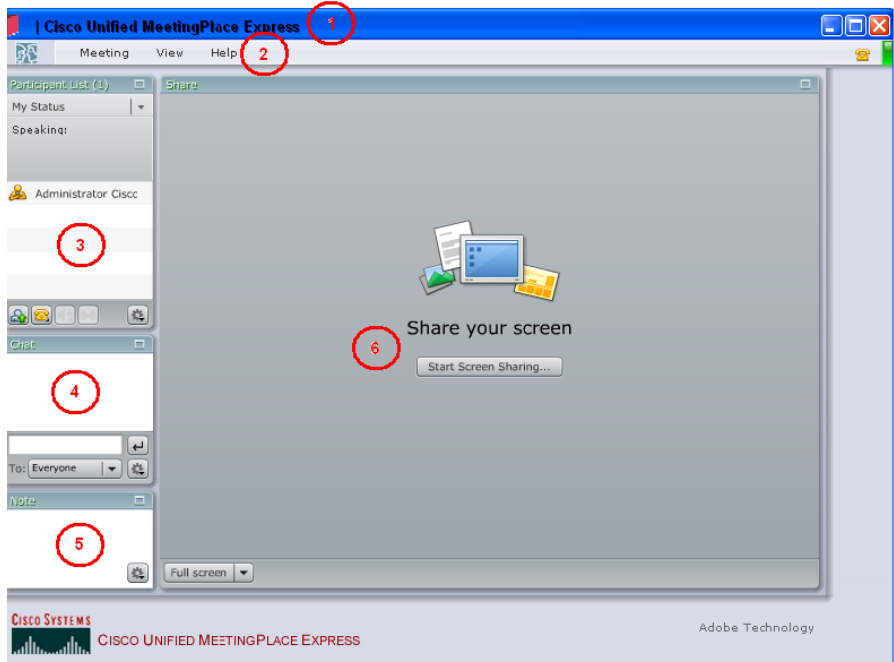
About Web Meeting Room Elements

The [web meeting room](#) elements that you see will vary, depending on how your organization has configured Cisco Unified MeetingPlace Express and on the type of meeting that you are attending.

| If You See | See This Topic |
|--|---|
| A participant list , chat pod , note pod , and share pod | <ul style="list-style-type: none"> • Elements in the Full Web Meeting Room, page 5-7 |
| The participant list only | <ul style="list-style-type: none"> • Elements in the Lite Web Meeting Room, page 5-8 |
| The share pod only | <ul style="list-style-type: none"> • Elements in the Share-Only Web Meeting Room, page 5-9 |

Elements in the Full Web Meeting Room

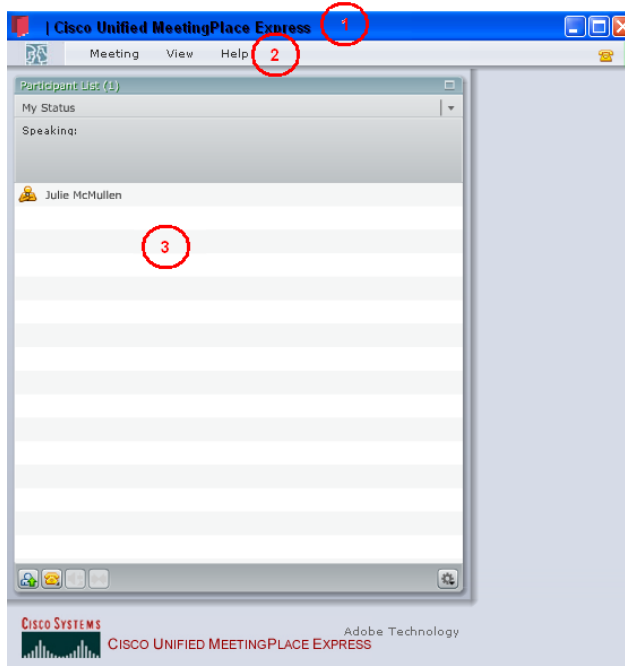
In a meeting that includes the [full web meeting room](#), all meeting participants will see all of the following elements. The appearance of these elements and the features available will vary depending on your permission level.



| Area | Description |
|------|----------------------|
| 1 | Title bar |
| 2 | Menu bar |
| 3 | Participant list pod |
| 4 | Chat pod |
| 5 | Note pod |
| 6 | Share pod |

Elements in the Lite Web Meeting Room

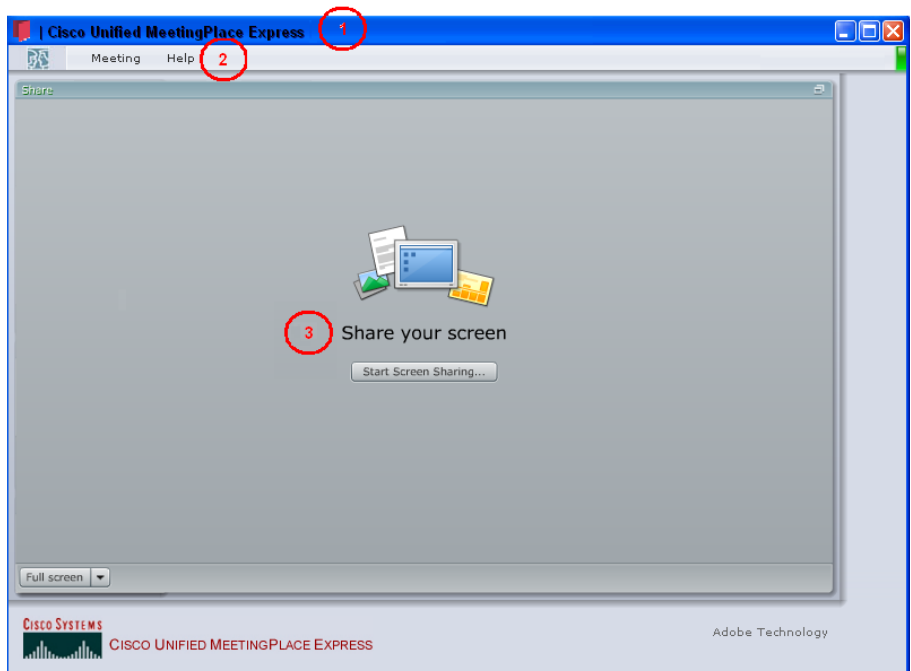
When you schedule a meeting that includes the voice meeting plus participant list, the web meeting room that all participants see is the lite web meeting room. The appearance of these elements will vary depending on your permission level.



| Area | Description |
|------|----------------------|
| 1 | Title bar |
| 2 | Menu bar |
| 3 | Participant list pod |

Elements in the Share-Only Web Meeting Room

In a [share-only web meeting room](#), all meeting participants will see the following elements.



| Area | Description |
|------|-------------|
| 1 | Title bar |
| 2 | Menu bar |
| 3 | Share pod |

Seeing the Setting Information for the Adobe Flash Player

You can use your mouse to right-click anywhere in the meeting room. This brings up a menu with two options:

- **Settings...**—Brings up the Adobe Flash Player Settings dialog box asking for permission to access your camera and microphone. Select **Deny** and then click **Close**.
- **About Macromedia Flash Player 7...**—Displays information about the Adobe Flash Player. Click **OK**.

About the Web Meeting Room Title Bar

| If You See | The Title Bar Shows |
|---|--|
| <p>A participant list, chat pod, note pod, and share pod</p> <p>or</p> <p>The participant list only</p> | <ul style="list-style-type: none"> • The subject of the meeting followed by the phrase “Cisco Unified MeetingPlace Express” (Windows Internet Explorer) • The subject of the meeting followed by the phrase “Netscape” (Windows Netscape) • The subject of the meeting followed by the name of the specific web browser (Linux Mozilla) • The subject of the meeting only (Mac Safari) |
| The share pod only | The phrase “Cisco Unified MeetingPlace Express” only |

About the Web Meeting Room Menu Bar

The menu bar runs along the top of the meeting room web page and contains up to three menus. Status indicators appear at the far-right end of the menu bar. Pop-up notifiers with details about status indicators may appear near the right side of the menu bar.

Not all participants see all options. The options that you see depend on your permission level and your web meeting type.

See the following topics:

- [Meeting Menu, page 5-11](#)
- [View Menu, page 5-13](#)
- [Help Menu, page 5-13](#)
- [Meeting Status Indicators, page 5-14](#)
- [Pop-Up Notifiers Containing Other Information, page 5-15](#)

Meeting Menu



Note

In the [lite web meeting room](#) and [full web meeting room](#), there are three types of participants: moderators, presenters, and audience. In the [share-only web meeting room](#) all participants are presenters.

| Menu Item | Who Sees This Option | Description |
|-------------------------|----------------------|--|
| Invite Participants... | Moderators | Lets you send someone an e-mail message with the information needed to join the meeting. See Inviting Participants via E-Mail from inside the Web Meeting Room , page 7-6. |
| Record Meeting (Voice) | Moderators | Lets you start or stop recording the voice aspect of the meeting. See About Meeting Recordings , page 11-1 and Starting or Stopping Recording from Inside the Web Meeting Room , page 11-2. |
| Lock Meeting... | Moderators | Lets you restrict entry for new arrivals. See About Controlling Who is in the Meeting , page 7-12. |
| End Meeting... | Moderators | Lets you end the meeting. See About Ending a Meeting , page 7-28 and Ending a Meeting via the Web Meeting Room , page 7-30. |
| Optimize Room Bandwidth | Moderators | Lets you set the connection speed of the web meeting room to the optimal speed for participants in the meeting. See Optimizing the Web Meeting Room Bandwidth , page 7-25. |
| Room Screen Resolution | Moderators | Lets you set the size of the web meeting room for all participants. See Setting the Screen Resolution of the Web Meeting Room , page 7-26. |

| Menu Item | Who Sees This Option | Description |
|---------------------|----------------------|---|
| My Connection Speed | All participants | Lets you set your personal connection speed to match your connection type, to avoid problems viewing the web meeting room. See all topics in About Your Network Connection to the Web Meeting Room , page 6-7. |
| Full screen | All participants | Lets you change your view of the web meeting room. |

View Menu

Only moderators see this menu. Use this menu to see what the participants at each permission level in the meeting are seeing. For more information, see the [“Seeing Other Participants’ View”](#) section on page 7-22.



Help Menu






Lets you access the help system and verify the status of your Internet connection. All participants see all options in the help menu.

| Menu Item | Description |
|--|--|
| Cisco Unified MeetingPlace Express Help | See About End-User Help and Documentation , page 1-14. |
| Connection Status | See About Your Network Connection to the Web Meeting Room , page 6-7. |
| About Cisco Unified MeetingPlace Express | Displays the version number of the Cisco Unified MeetingPlace Express product that you are using, and other information. |

Meeting Status Indicators

The following icons may appear at the right side of the menu bar. Roll your mouse over any icon to see more information related to that icon.

| Icon or Item | Indicates | More Information |
|---|--|---|
| Colored vertical bar at far right of menu bar | <p>The strength of your network connection to the meeting.</p> <p>All participants see this icon.</p> | <p>If you see a green or yellow indicator, see Checking Your Connection to the Web Meeting Room, page 6-7.</p> <p>If you see a red indicator, see Reconnecting to the Web Meeting Room, page 6-9.</p> |
|  | Information needed to join the meeting via voice, including telephone numbers of the system, the meeting ID, and (depending on whether you are allowed to dial out to yourself) a Call My Phone link. | |
|  | <p>You have not downloaded and installed the Cisco Unified MeetingPlace Express Presenter Add-in, which enables you to let participants view documents and applications that you share from your computer. It also changes the way the web meeting room appears in your browser window.</p> <p>All participants see this icon until they download and install the Cisco Unified MeetingPlace Express Presenter Add-in.</p> | Before You Can Share Content , page 8-2 |

| Icon or Item | Indicates | More Information |
|---|--|---|
|  | The voice aspect of the meeting is being recorded. Only participants in the lite web meeting room and full web meeting room see this icon if the meeting is being recorded. | Recording Meetings, page 11-1 |
|  | You are currently sharing your desktop or a document, or demonstrating an application. | Chapter 8, “Presenting and Working With Shared Content” |
|  | This meeting is locked. Access by new arrivals to the meeting is restricted. Only moderators see this icon. | About Controlling Who is in the Meeting, page 7-12 |
|  | Someone is requesting entry to the locked meeting. Only moderators see this icon. | About Locked Meetings, page 4-12 |
|  | An error has occurred. All participants see this icon if they are experiencing an error. | Roll your mouse over the icon to see more information about the error. |

Pop-Up Notifiers Containing Other Information

At various times during the meeting, a variety of information may appear in pop-up notifiers near the right-side of the menu bar. For example, if you have network connection problems, you will see a notifier containing information about your network status.

The notifiers that you see are determined by your permission level in the meeting. You see only the notifiers for features that your permission level allows you to access.



Tip

To view a pop-up notifier that has disappeared, roll your mouse over any indicator icons in the menu bar.

About the Participant List Pod

**Note**

Only participants in meetings in the [lite web meeting room](#) or [full web meeting room](#) see a [participant list](#).

The participant list in the [web meeting room](#) shows the following information:

- A list of all participants who are attending the meeting
- Whether each participant is attending the web conference, the voice conference, or both, and what their current status is (joining, muted, etc.)
- Who is currently speaking, or who was speaking last
- Participants' permission level in the web meeting room
- (Optional) The bandwidth at which each participant is connecting to the web meeting room
- Icon messages posted by participants

The following topics describe the things you see in the participant list:





- [Icons in the Participant List, page 5-16](#)
- [Buttons and Menu Items in the Participant List Pod, page 5-20](#)

Icons in the Participant List

The icons in the following tables may appear beside participant names in the participant list. All participants see all icons except as noted. See the following topics:

- [Permission Levels, page 5-17](#)
- [Voice Status of Participants, page 5-18](#)
- [Connection Status of Participant, page 5-18](#)
- [Speaker Icons, page 5-19](#)





Permission Levels

| Icon | Participant's Permission Level in the Web Meeting Room | Description |
|---|--|--|
|  | Moderator | <p>By default, everyone who logs in as a Cisco Unified MeetingPlace Express profiled user and enters a full or lite web meeting room is a moderator.</p> <p>Moderators have no restrictions in the web meeting room.</p> |
|  | Presenter | <p>Guests (including profiled users who did not log in to join the meeting) enter the web meeting room with presenter permissions.</p> <p>Generally, presenters can control the content that they are presenting but cannot manage participants or the web meeting room.</p> |
|  (blue) | Audience | <p>Participants with audience permissions have the fewest permissions.</p> <p>No one enters a meeting with audience permissions, but moderators can downgrade participants to this permission level.</p> |
|  (gray) | Offline user | <p>An offline user is a user who is attending by voice only or whom the Cisco Unified MeetingPlace Express system is calling.</p> |

Related Topics

- [About Permission Levels in the Web Meeting Room, page 5-4](#)
- [Changing Web Meeting Room Participant Permissions, page 7-21](#)

Voice Status of Participants


| Icon | Indicates |
|---|--|
|  | On the phone Voice-only users may not be logged in to the web meeting, but they can hear and speak. |
|  | Speaking |
|  | Connecting... |
|  | Muted |
| No icon | Participant is attending the web meeting only. |


Related Topics

- [Identifying Voice Participant Status in the Web Meeting Room, page 7-4](#)
- [Muting and Unmuting Participants via the Web Meeting Room, page 7-19](#)

Connection Status of Participant

Only moderators see these icons.









| Icon | Indicates |
|---|---|
|  | Network connection speed of the participant is very slow compared to the current meeting room bandwidth. For example, you may see this icon beside the name of a participant if Meeting > Optimize Room Bandwidth is set to LAN and the network connection of the participant is modem speed. |

| Icon | Indicates |
|---|--|
|  | <p>Network connection speed of the participant is slower than the current meeting room bandwidth.</p> <p>For example, you may see this if Meeting > Optimize Room Bandwidth is set to LAN and the network connection of the participant is DSL speed.</p> |
| No icon | Network connection speed of the participant is adequate. |

Related Topics

- [Monitoring Participants’ Connection Status Indicators, page 7-24](#)

Speaker Icons

| Speaker Icon | Meaning |
|---|-------------------|
|  | I have a question |
|  | Speak faster |
|  | Speak slower |
|  | Speak louder |
|  | Speak quieter |
|  | Thumbs up |
|  | Thumbs down |
|  | Stepped away |

Related Topics

- [Displaying or Clearing an Icon Next to Your Name, page 9-2](#)

Buttons and Menu Items in the Participant List Pod

**Note**

Only participants in meetings in the [lite web meeting room](#) or the [full web meeting room](#) see a [participant list](#) pod.

The actions that are available to you via the Participant List pod are described in the following tables. Not all permission levels can see or use all options.





- [Buttons in the Participant List Pod, page 5-20](#)
- [Menu Items in the My Status Menu, page 5-22](#)
- [Menu Items in the Voice Meeting Options Menu, page 5-23](#)
- [Pod Options Menu for the Participant List, page 5-24](#)


Buttons in the Participant List Pod

**Tip**

Roll your mouse over an active button icon to see the name of the button.

| Button | Name | Who Sees This Button | Function |
|-----------|-----------|--|---|
| My Status | My Status | All participants in a lite web meeting room or a full web meeting room | <p>Displays options to do the following:</p> <ul style="list-style-type: none"> • Have Cisco Unified MeetingPlace Express call you. • Mute yourself. • Post icon messages for other participants to see. <p>See Menu Items in the My Status Menu, page 5-22.</p> |

| Button | Name | Who Sees This Button | Function |
|---|-----------------------|---|---|
|  | Set User Role | Moderators | <p>Displays options to assign selected participant another permission level.</p> <p>See the following topics:</p> <ul style="list-style-type: none"> • Permission Levels, page 5-17 • Changing Web Meeting Room Participant Permissions, page 7-21 |
|  | Voice Meeting Options | Moderators | <p>Displays options to do the following:</p> <ul style="list-style-type: none"> • Call other participants. • Record the voice meeting. <p>See Menu Items in the Voice Meeting Options Menu, page 5-23.</p> |
|  | User Volume | Moderators (if there are any participants in the voice meeting) | <p>Allows moderators to mute or change the volume of selected participants, including themselves.</p> <p>See the following topics:</p> <ul style="list-style-type: none"> • Muting and Unmuting Participants via the Web Meeting Room, page 7-19 • Changing the Volume of Individual Participants, page 7-20 |
|  | Merge User | Moderators (if there are any participants who can be merged) | <p>Allows moderators to merge multiple instances of a participant in the list. A participant can be listed more than once if the user dials in to join the voice meeting. This happens if a guest user dials in to join the meeting, or if a profiled user dials in to join the meeting but does not log in to enter the meeting as a profiled user.</p> <p>See Merging Two Instances of a Participant in the Participant List, page 7-2.</p> |



| Button | Name | Who Sees This Button | Function |
|---|-------------|----------------------|--|
|  | Pod Options | Moderators | Displays a menu of many options. See Pod Options Menu for the Participant List , page 5-24. |

Related Topics

- [Buttons and Menu Items in the Participant List Pod](#), page 5-20
- [Icons in the Participant List](#), page 5-16

Menu Items in the My Status Menu

To see these options, click the **My Status** button at the top of the participant list.

| Menu Option | Icon | Who Sees This Option | Function | More Information |
|-----------------|---|---|--|---|
| Call My Phone |  | All participants except users whose permissions do not allow Cisco Unified MeetingPlace Express to call them. | If you have not yet joined the voice meeting, choose this option to have Cisco Unified MeetingPlace Express call your phone to bring you into the meeting. | |
| Mute Me |  | All participants who have joined the voice meeting. | Mutes your transmission so that other participants cannot hear you. | See About Your Mute Status , page 6-2 |
| Clear My Status | (No icon) | All participants | Clears any status icons next to your name. | Displaying or Clearing an Icon Next to Your Name , page 9-2 |

| Menu Option | Icon | Who Sees This Option | Function | More Information |
|---------------|------|----------------------|--|--|
| Speaker Icons | | All participants | Displays an icon to communicate feedback or ask questions. | Speaker Icons, page 5-19 Displaying or Clearing an Icon Next to Your Name, page 9-2 |

Related Topics

- [Buttons and Menu Items in the Participant List Pod, page 5-20](#)
- [Icons in the Participant List, page 5-16](#)

Menu Items in the Voice Meeting Options Menu

To see these menu items, click the **Voice Meeting Options** button (see [Voice Meeting Options, page 5-21](#)) at the bottom of the participant list.

| Menu Option | Function | More Information |
|-------------------------|---|--|
| Record Meeting (Voice) | Starts or stops recording the voice meeting. | Chapter 11, “Recording Meetings” |
| Call New Telephone User | Lets you enter the telephone number of a person who has not joined the meeting, and have Cisco Unified MeetingPlace Express call that number. | Dialing Out to a Participant Who is not in the Web Meeting Room from inside the Web Meeting Room, page 7-7 |
| Call Selected User | Tells Cisco Unified MeetingPlace Express to call the selected participants so that those people can join the voice meeting. | Dialing Out to a Participant Who is not in the Web Meeting Room from inside the Web Meeting Room, page 7-7 |

Pod Options Menu for the Participant List

To see these menu items, click the Pod Options button (see [Pod Options, page 5-22](#)) in the lower right corner of the participant list.

| Menu Option | Function | More Information |
|-----------------------------|--|---|
| Rename Participant | Lets you change the name or phone number in the participant list to better identify the person or location it represents. | Renaming Participants in the Web Meeting Room Participant List, page 7-3 |
| Remove Selected Participant | Removes the selected participant from the meeting. | Removing Participants from a Meeting via the Web Meeting Room, page 7-16 |
| Clear Participant Status | Removes icon messages that the currently selected participant has displayed using their My Status menu. | Displaying or Clearing an Icon Next to Your Name, page 9-2 Clearing an Icon Next to Another Participant's Name, page 9-2 |
| Select All | Selects all participants in the list. Use this option when you want to perform an action such as mute all participants. Control-click to deselect yourself before you apply any action. (Macintosh users: use command-click instead of control-click.) | — |
| Deselect All | Deselects all participants in the list. | — |
| Invite Participants | Sends e-mail to people who have not already joined both the voice and web meetings. | Inviting Participants via E-Mail from inside the Web Meeting Room, page 7-6 |

| Menu Option | Function | More Information |
|------------------------|---|--|
| Show Connection Status | Determines whether an indicator appears beside the name of a participant who is having network connection problems. | Monitoring Participants' Connection Status Indicators, page 7-24 Monitoring Participants' Connection Status Indicators, page 7-24 |
| Help | Displays the help for Cisco Unified MeetingPlace Express. | About End-User Help and Documentation, page 1-14 |

About the Share Pod

The [share pod](#) is the part of the [web meeting room](#) where meeting participants can share an application with or display a document or desktop to all participants. Moderators and presenters can display the following types of content:

- Content that appears on the computer of a presenter (screen sharing).
Moderators and presenters can display documents, windows, or applications that are running on their computers. They can also show their entire desktops.
- Annotate shared content on a transparent overlay.
Presenters can select shapes and tools to create text and drawings for participants.



Note


Participants in the [lite web meeting room](#) do not see a share pod.


The options that you see in buttons and menus in the Share pod depend on what you are doing.

- [Options Available When You Are Not Sharing, page 5-26](#)
- [Options Available When You Are Currently Sharing, page 5-28](#)
- Options available when you are annotating are described in the [“Using Drawing Tools” section on page 8-7](#)
- For complete details about screen sharing, see [Chapter 8, “Presenting and Working With Shared Content.”](#)

Options Available When You Are Not Sharing

The following table lists options that are available to moderators and presenters when they are not currently sharing content in the [web meeting room](#). Many of these options are also available when moderators or presenters are sharing.

| Option | Description | For More Information |
|---|--|---|
| Start Screen Sharing | You are not currently sharing content from your computer. Click this button to display content on your computer for other participants to see. | Chapter 8, “Presenting and Working With Shared Content” |
| Icon in the Share pod title bar:  | For participants in the full web meeting room , this expands the Share pod area to fill the entire web meeting room window. If the Share pod already fills the entire meeting room window, clicking this icon returns the share pod to its smaller default size, allowing participants to view all functional areas of the web meeting room. For participants in the share-only web meeting room , clicking this icon does nothing. This option is independent of the Full screen option below. | Resizing the Web Meeting Room Elements, page 7-27 |
| Full screen | Makes the Share pod fill the entire screen. If the Share pod currently fills the entire screen, clicking Full screen returns the Share pod to its default size. | Displaying Shared Content Full Screen, page 6-4 Displaying Shared Content Full Screen to All Participants, page 8-11 |

| Option | Description | For More Information |
|---|---|---|
| Arrow button beside Full screen :  | Displays the following options: <ul style="list-style-type: none"> • Full screen • Presenter's Changes Affect Everybody • Enable Full Screen Toggle for Audience | Full Screen Menu Options, page 5-27 |

Full Screen Menu Options



The following table describes options that are available when a moderator or presenter clicks the arrow button beside the **Full screen** button at the lower left side of the Share pod. These options are available whether or not the person is currently sharing.


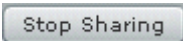



| Option | Description | For More Information |
|--------------------------------------|--|---|
| Full screen | Same effect as clicking Full screen described in the “ Options Available When You Are Not Sharing ” section on page 5-26. | Displaying Shared Content Full Screen, page 6-4 Displaying Shared Content Full Screen to All Participants, page 8-11 |
| Presenter's Changes Affect Everybody | If there is a checkmark beside the option, when you click Full screen , the change affects all participants in the meeting. If there is no checkmark beside the option, only your view changes when you click Full screen . | Displaying Shared Content Full Screen to All Participants, page 8-11 |


| Option | Description | For More Information |
|--|---|--|
| Enable Full Screen toggle for audience | <p>If there is a checkmark beside this option, participants with audience permissions can click Full screen on their screens to change their own view of shared content; otherwise, they do not see a Full Screen button and cannot change their own view of shared content.</p> <p>Participants in the share-only web meeting room do not see this option.</p> | Enabling Audience to Control Their Own View of Shared Content, page 8-11 |

Options Available When You Are Currently Sharing

If you are currently sharing content, you see the following options:

| Option | Description | For More Information |
|---|--|---|
| <p>Red Stop Sharing button at the top of a shared window:</p>  | Removes all your shared content from the view of other participants. | Ending a Screen Sharing Session, page 8-4 |
| <p>Arrow button beside the Stop Sharing button</p>  | <p>Displays a menu with the following options:</p> <ul style="list-style-type: none"> • Pause and Annotate • Resume Sharing • Choose Window to Share... • Stop Sharing This Window • Stop Screen Sharing • Help... | Stop Sharing Button and Associated Arrow Menu at the Top of Shared Windows, page 5-31 |

| Option | Description | For More Information |
|---|--|---|
| <p>Screen sharing icon in web meeting room menu bar:</p>  | <p>Rolling your mouse over this icon displays a link to stop sharing. Removes all your shared content from the view of other participants.</p> | <p>Ending a Screen Sharing Session, page 8-4</p> |
| <p>Stop Sharing button in lower left corner of Share pod:</p>  | <p>Removes all your shared content from the view of other participants.</p> | <p>Ending a Screen Sharing Session, page 8-4</p> |
| <p>Full screen button and associated arrow menu:</p>  | <p>See Full Screen Menu Options, page 5-27.</p> | |
| <p>Eyeglasses button in lower left corner of Share pod:</p>  | <p>Lets you see the view of your shared content that other participants are seeing.</p> | <p>Seeing Participants' View of Shared Content, page 8-12</p> |
| <p>Pod Options button in the lower right corner of the Share pod:</p>  | <p>Displays a menu with the following options:</p> <ul style="list-style-type: none"> • Stop Sharing • Preview in Pod While Screen Sharing • Help | <p>Share Pod Options Menu, page 5-30</p> |

| Option | Description | For More Information |
|---|--|---|
| Red door icon in the system tray (Windows) or a red dot in the dock (Macintosh):  | Displays a menu with the following options: <ul style="list-style-type: none"> • Pause and Annotate • Choose Window to Share... • Stop Screen Sharing • Stop Control • Help | Menu in Red Door Icon in System Tray, page 5-31 |

Share Pod Options Menu

If you are currently sharing content, you see a Pod Options button in the lower right corner of the Share pod. Clicking this button displays a menu with the following options:

| Option | Description | For More Information |
|-------------------------------------|---|---|
| Stop Sharing | Removes all your shared content from the view of other participants. | Ending a Screen Sharing Session, page 8-4 |
| Preview in Pod While Screen Sharing | Takes effect automatically only if you are annotating a shared document. We do not recommend changing it. | About Annotating Shared Content, page 8-5 Creating an Annotation Layer Over Shared Content, page 8-5 |
| Help | Displays the Cisco Unified MeetingPlace Express help system. | About End-User Help and Documentation, page 1-14 |

Menu in Red Door Icon in System Tray

If you are currently sharing content, you see a red door icon in the system tray (Windows) or a red dot in the dock (Macintosh). Clicking this icon displays a menu with the following options:

| Option | Description | For More Information |
|---------------------------|--|---|
| Pause and Annotate | Allows you and other participants with moderator and presenter permissions to draw on an annotation layer that is placed over your shared content. | About Annotating Shared Content, page 8-5 Creating an Annotation Layer Over Shared Content, page 8-5 |
| Choose Window to Share... | Allows you to select to share a different or additional window, application, or your desktop. | Changing the Screen-Sharing Source, page 8-4 |
| Stop Screen Sharing | Removes all of your shared content from the view of other participants. | Ending a Screen Sharing Session, page 8-4 |
| Help | Displays the Cisco Unified MeetingPlace Express help system. | About End-User Help and Documentation, page 1-14 |

Stop Sharing Button and Associated Arrow Menu at the Top of Shared Windows

If you are currently sharing a window or application, you see a red **Stop Sharing** button and associated arrow button at the top of a shared window. Clicking the arrow displays a menu with the following options:

| Option | Description | For More Information |
|---------------------------|--|---|
| Pause and Annotate | Allows you and other participants with moderator and presenter permissions to draw on an annotation layer that is placed over your shared content. | About Annotating Shared Content, page 8-5 Creating an Annotation Layer Over Shared Content, page 8-5 |
| Choose Window to Share... | Allows you to select to share a different or additional window, application, or your desktop. | Changing the Screen-Sharing Source, page 8-4 |
| Stop Sharing This Window | Allows you to stop sharing this window while continuing to share other windows that you are currently sharing. | Ending a Screen Sharing Session, page 8-4 |
| Stop Screen Sharing | Removes all of your shared content from the view of other participants. | Ending a Screen Sharing Session, page 8-4 |
| Help | Displays the Cisco Unified MeetingPlace Express help system. | About End-User Help and Documentation, page 1-14 |

About the Chat Pod



Note

This topic only applies to participants in the [full web meeting room](#).

You can use the chat feature to send messages to all participants, to an individual, or to presenters. Moderators and presenters can modify the functionality of this feature.



| Item | Description |
|------|---|
| 1 | Displays existing chat text. If you send chat text, it will be added to the end of existing text. |
| 2 | Place to type your chat message. |
| 3 | Menu to choose the audience for your chat message. |
| 4 | Button to send the chat message. |
| 5 | Pod Options button. Displays the Pod Options menu (moderators and presenters only) |

Related Topics

- [About Using the Chat Feature to Send Text Messages, page 9-3](#)

Pod Options Menu in the Chat Pod

Only moderators and presenters see the Pod Options button. It displays a menu with the following options:

| Menu Item | Description |
|----------------------------------|---|
| Text Size | Changes the size of all chat text. All participants see the change. |
| Enable Private Chat for Audience | Allows or prevents participants with audience permissions from sending chat messages to each other during the meeting. See the “ Enabling and Disabling Private Chat for the Audience ” section on page 7-20. |
| Clear Chat | Clears all existing chat messages from the chat window. See the “ Clearing Chat Messages ” section on page 9-5. |
| Disable Chat Notifications | Shows or hides the pop-up notifiers that appear on your screen if you receive a chat message while the chat pod is hidden (you are displaying shared content in Full Screen mode.) See the “ Disabling Pop-up Chat Notifications ” section on page 6-6. |
| Help | Displays the online help. |

About the Note Pod



Note

This topic only applies to participants in the [full web meeting room](#).

Presenters and moderators can create a note that displays to all participants.

For more information, see the “[About Posting Notes for All Participants to See](#)” section on page 9-6.



Controlling Your Personal Meeting Experience

This section includes the following general topics:

- [About Your Permission Level in the Web Meeting Room, page 6-1](#)
- [About Your Mute Status, page 6-2](#)
- [About Changing Your View of the Web Meeting Room, page 6-3](#)
- [About Choosing a Language, page 6-6](#)
- [About Your Network Connection to the Web Meeting Room, page 6-7](#)
- [Leaving the Web Meeting Room, page 6-10](#)

About Your Permission Level in the Web Meeting Room

Your permission level determines the options that you see and the actions that you can perform in the [web meeting room](#) during a meeting.



Note

Your permission level in the web meeting room does not affect your ability to perform actions via the telephone or the Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone.

To determine your permission level, in the participant list, look at the icon to the left of your name or the entry that represents you. (The entry that represents you appears in italics. If you also dialed in, and you entered as a guest, you may also have a separate entry that does not identify you.)

The icon displayed indicates your permission level. See the [“Permission Levels” section on page 5-17](#) for a description of each icon.

If there is no participant list, then you are in a share-only web meeting room and you are a presenter.

About Your Mute Status



Note

This topic only applies to participants in the [lite web meeting room](#) or the [full web meeting room](#). Participants in the [share-only web meeting room](#) can mute and unmute themselves from inside the voice or video portion of their Cisco Unified Personal Communicator meeting.

You can mute your phone transmission so others cannot hear you or any background noise in your environment.

In the [web meeting room](#), scroll through the participant list until you see your name or the entry that represents you. (Your entry appears in italics). If you dialed in to join the meeting, you may appear in the list more than once; choose the entry that represents you on the telephone.

If you are muted, the muted icon appears next to your name. This icon has a megaphone and a red circle with a line through it.

| To do this | Follow these steps |
|---|---|
| Mute yourself from inside the web meeting room | In the participant list, click My Status , then choose Mute Me . |
| To unmute yourself from inside the web meeting room | In the participant list, click My Status , then choose Un-Mute Me . |
| To mute or unmute yourself by using your telephone | Press #5 on your telephone keypad. |

**Note**

Do not mute yourself by using the mute button on your phone, if your phone has one. If you use the mute button on your phone and then put the meeting on hold, “on-hold” music may play into the meeting room.

About Changing Your View of the Web Meeting Room

You can change how and what you see in the [web meeting room](#):

- [Displaying the Web Meeting Room Full Screen](#), page 6-3
- [Displaying Shared Content Full Screen](#), page 6-4
- [Making Shared Content Easier to See](#), page 6-5
- [Disabling Pop-up Chat Notifications](#), page 6-6

Displaying the Web Meeting Room Full Screen

By default, the [web meeting room](#) is displayed in a standard browser window. However, you can view the [web meeting room](#) in full screen mode, which hides everything on your computer except the [web meeting room](#). Full screen mode hides all operating system elements, including the Start menu, the Close Window button in the title bar of the [web meeting room](#) window, and all other applications.

If you are attending a meeting that includes the [full web meeting room](#), when you are in full screen mode, all of the different areas of the [web meeting room](#) (participant list, notes, chat, and shared content) remain visible.

If you have installed the Cisco Unified MeetingPlace Express Presenter Add-in, your full-screen view is slightly different from the full screen view if you have not installed the add-in.

**Note**

This feature is different from the Full Screen feature that toggles between showing shared content full screen versus showing the entire [web meeting room](#) with shared content as just one element in the meeting room. For information about that feature, see the “[Displaying Shared Content Full Screen](#)” section on page 6-4.

**Tip**

If you are using the Windows operating system and operating system elements are hidden from view, press **Alt-Tab** to cycle through other applications that are open on your computer.

You can toggle between full screen view and standard view by choosing **Meeting > Full screen** from the menu bar at the top of the web meeting room.

Related Topics

- [Displaying Shared Content Full Screen, page 6-4](#)

Displaying Shared Content Full Screen

To make shared content easier to see, enlarge it so that it fills your entire screen. Viewing shared content full screen hides the following elements from your view:

- All elements of the operating system on your computer (including the title bar of the web meeting room window and the Close Window button).
- All other applications.
- For meeting participants in the [full web meeting room](#), the participant list, chat, and notes functions are also hidden. However, if you have installed the Cisco Unified MeetingPlace Express Presenter Add-in, you can choose to see a pop-up notifier when you receive a chat message.

The appearance of your full-screen view depends on whether or not you have installed the Cisco Unified MeetingPlace Express Presenter Add-in. If you have not installed the add-in, browser elements such as the title bar remain visible.

Restriction

- A [moderator](#) or [presenter](#) may have made this feature unavailable to participants with [audience](#) permissions.

Procedure

- Step 1** (For moderators and presenters only) In the control strip at the bottom of the web meeting room, click the arrow next to the **Full screen** button.

- Step 2

(For moderators and presenters only) If there is a check beside **Presenter’s changes affect everybody**, choose **Presenter’s changes affect everybody** to remove the check mark.
- Step 3

Click **Full screen**.
- Step 4

To cancel full screen viewing, click **Full screen** again.
-

Related Topics

- [Displaying the Web Meeting Room Full Screen, page 6-3](#)
- [About Controlling Participants’ View of Shared Content, page 8-10](#)

Making Shared Content Easier to See

If you are viewing content that another participant is sharing, you can modify your view of the shared content so that you can see it more easily.

Procedure

- Step 1

Look at the bottom of the shared content. If you see a button with a plus sign (+), click it to display the sharing control strip.
- Step 2

In the sharing control strip, choose an option:

| Option | Description |
|--------------|---|
| Scale to Fit | Lets you view all of the shared screen, scaled to fill the Share pod. The shared content is automatically set to scale within your web meeting room window, letting you see all of the shared screen. Deselecting this option changes the display to scroll mode. |
| Scroll | Lets you see a scrollable, full-resolution view of the shared screen. In scroll mode, you may need to move the handles on the scroll bars up, down, left, or right to see the entire content. This button is active when the Scale to Fit option is deselected. |

Disabling Pop-up Chat Notifications

If you are presenting or viewing shared content in full screen mode, and your Chat pod is out of view, and you have installed the Cisco Unified MeetingPlace Express Presenter Add-in, you can choose to receive pop-up chat notifiers. When chat notifiers are enabled and a participant sends you a chat message, a notification appears in the lower-right corner of your screen. You can see the name of the sender and the first few words of the message in the notification window.

By default, chat notifications are enabled. If you do not want notifications to be shown while you are presenting, you can disable them so that you will not see chat messages while you are using full screen mode.

Before You Begin

- You must have already installed the Cisco Unified MeetingPlace Express Presenter Add-in. See the [“Before You Can Share Content” section on page 8-2](#).

Restrictions

- These notifiers do not appear if you have not installed the Cisco Unified MeetingPlace Express Presenter Add-in.
- You must be a [moderator](#) or [presenter](#).

Procedure

-
- | | |
|---------------|---|
| Step 1 | Click the Pod Options button in the lower-right corner of the Chat pod. |
| Step 2 | Choose Disable Chat Notifications . |
| Step 3 | To enable chat notifications, choose Disable Chat Notifications again. |
-

About Choosing a Language

If your Cisco Unified MeetingPlace Express system offers multiple languages, you can choose the language of the voice prompts that you hear, the language that you see on the Cisco Unified MeetingPlace Express web pages, and the language that you see on the screens of the Cisco Unified MeetingPlace Express service on

your Cisco Unified IP Phone. If your organization has not purchased any language licenses, only the system default language is used. The system administrator determines the system default language.

To change your language via the web, on the bottom of any page, except the web meeting room, click the name of any language.

**Note**

When you attend a meeting that you did not schedule, the web meeting room always displays the language that is specified by the meeting scheduler.

You can also specify a default language in your profile. See [Chapter 13, “Changing Your Profile Preferences.”](#)

Related Topics

- [Language entry in the table in the “Rescheduling or Modifying a Future Meeting” section on page 2-23](#)
- [Language entry in the table in the Meeting Default Settings table in Chapter 13, “Changing Your Profile Preferences.”](#)
- [Telephone Commands Used When Entering Cisco Unified MeetingPlace Express, page A-1](#)

About Your Network Connection to the Web Meeting Room

This section contains the following topics:

- [Checking Your Connection to the Web Meeting Room, page 6-7](#)
- [Changing Your Connection Speed to the Web Meeting Room, page 6-8](#)
- [Reconnecting to the Web Meeting Room, page 6-9](#)

Checking Your Connection to the Web Meeting Room

The quality of your connection to the web meeting room determines how well you can see what is happening in the meeting.

Procedure

- Step 1** Look at the right-side end of the menu bar at the top of the meeting room web page. Your connection status is indicated by the color of the bar at that end.
- A green bar indicates that the room connection is optimal.
 - A yellow bar means network congestion. You may have difficulty viewing the web meeting room properly.
 - A red bar indicates that you have been disconnected from the web meeting room because of network problems. Skip the rest of this procedure and see the [“Reconnecting to the Web Meeting Room”](#) section on page 6-9.
- Step 2** To display more information about your connection:
- a. Click the colored indicator bar.
 - b. Read details about your connection status that appear in a pop-up window near the top right corner of the meeting room web page.
 - c. Follow any instructions that you see.
-

Changing Your Connection Speed to the Web Meeting Room

Changing your connection speed can improve your experience in the web meeting room by making sure that Cisco Unified MeetingPlace Express does not send too much data to you too fast. Set the connection speed to match the bandwidth at which your computer is connected to the Internet.

Procedure

- Step 1** In the menu bar in the web meeting room, choose **Meeting> My Connection Speed**.
- Step 2** Choose the type of connection that your computer is using.
- Modem—(Dial-up) This is the slowest type of internet connection.
 - DSL—(Broadband) This is a high-speed internet connection that is common in many small businesses and homes.

- LAN—This is the fastest connection. It is common in most company networks.
-

Troubleshooting

- If you are having problems viewing the web meeting room because of network problems, choose a speed that is slower than the speed that is currently selected.
- If you choose **Modem** and you still have connection problems, inform a [moderator](#) of the meeting that you are attending. The moderator can change the web meeting room settings using procedures described in the “[Optimizing the Web Meeting Room Bandwidth](#)” section on page 7-25.
- If you frequently have problems while you are connected via your corporate network, contact your Cisco Unified MeetingPlace Express system administrator.

Reconnecting to the Web Meeting Room

If you have lost the connection to the Cisco Unified MeetingPlace Express web meeting room, the connection status indicator at the right-side end of the menu bar at the top of the web meeting room page is red.

Cisco Unified MeetingPlace Express automatically attempts to reestablish your meeting connection, or you can initiate reconnection.

Procedure

- Step 1** Click the red connection indicator at the right-side end of the menu bar at the top of the web meeting room page.
 - Step 2** Wait while Cisco Unified MeetingPlace Express initiates an attempt to bring you back online.
 - Step 3** If you are still unable to connect, inform a [moderator](#) of the meeting that you are attending.
-

Leaving the Web Meeting Room

To leave a meeting, without ending it, follow these steps:

Procedure

- Step 1** If the Close (**X**) button is not visible in the upper-right corner of the web meeting room window, do one of the following:
- If you are viewing the web meeting room in full screen mode and you can see the Participant List, choose **Meeting> Full screen**.
 - If you are viewing the web meeting room in full screen mode and you cannot see the Participant List (you can see only the shared content), in the control strip at the bottom of the web meeting room, click **Full screen**.
- Step 2** Click the Close (**X**) button in the upper-right corner of the web meeting room window.
-



Managing the Meeting

The following topics describe options for managing a meeting that is in session:

- [About Identifying Participants in a Meeting, page 7-1](#)
- [How to Invite Participants to a Meeting, page 7-5](#)
- [About Controlling Who is in the Meeting, page 7-12](#)
- [How to Identify Current Speakers and Presenters, page 7-18](#)
- [Controlling Activity and Status of Participants in Meetings, page 7-18](#)
- [About Managing the Web Meeting Room Window, page 7-23](#)
- [About Extending a Meeting, page 7-27](#)
- [About Ending a Meeting, page 7-28](#)
- [Controlling Other Details, page 7-31](#)

About Identifying Participants in a Meeting



Note

This topic only applies to participants in the [lite web meeting room](#) or the [full web meeting room](#). For participants in the [share-only web meeting room](#), the [participant list](#) is in the voice portion of the Cisco Unified Personal Communicator meeting. See the Cisco Unified Personal Communicator help for more information.

There are many ways to understand who is in a meeting and to properly identify [participants](#). Topics in this section include:

- [Viewing the List of Participants in the Web Meeting Room](#), page 7-2
- [Merging Two Instances of a Participant in the Participant List](#), page 7-2
- [Renaming Participants in the Web Meeting Room Participant List](#), page 7-3
- [Identifying Voice Participant Status in the Web Meeting Room](#), page 7-4
- [Using Your Telephone to Identify Voice Participants](#), page 7-4
- [Learning the Telephone Number of Participants](#), page 7-5

Viewing the List of Participants in the Web Meeting Room

The names in the [participant list](#) are grouped by [permission level](#). They appear in the following order: [moderator](#), [presenter](#), [audience](#), and users who are not currently attending the [web meeting](#), but are attending by phone only. Within a group, names are sorted by alphabetical order.

Participants who logged in to the meeting as Cisco Unified MeetingPlace Express [profiled users](#) are listed by their name as it appears in their [profile](#). If a [participant](#) is logged in to a meeting as a [guest user](#), the name in the [participant list](#) is the name that the [guest user](#) entered at login. A [moderator](#) can rename a [participant](#).

If a [participant](#) joins the [voice meeting](#) as a [guest user](#), that [participant](#) is identified by their phone number if it is available via caller ID.

To view the names of all meeting [participants](#), scroll down the [participant list](#).

Merging Two Instances of a Participant in the Participant List

The [participant list](#) in the [web meeting room](#) ideally displays the name of each [participant](#) only once. If a [participant](#) joins both the [web meeting](#) and the [voice meeting](#) as a [profiled user](#), the two entries are automatically merged. However, if the [participant](#) joins either or both meetings as a [guest user](#), they appear twice in the [participant list](#). If you know that a [participant](#) is listed twice, you can combine the listings into one. The entry becomes the name of the [web meeting participant](#).

Restriction

- You must be a [moderator](#).

Procedure

-
- Step 1** In the [participant list](#), click the name of the [web meeting room participant](#) whom you want to merge.
- Step 2** Control-click the name of the dial-in [participant](#) who represents the same user. (Macintosh users: use command-click instead of control-click.)
- Step 3** Click the merge users button at the bottom of the [participant list](#). (Roll your mouse over the buttons there to identify the correct button.)
-

Renaming Participants in the Web Meeting Room Participant List

Moderators can change the names that appear in the [participant list](#) in the [web meeting room](#). For example, you can specify a conference room, a location, or a company instead of an individual person. You can also properly identify [guest users](#) who have dialed in.

Restrictions

- You must be a [moderator](#).
- The [participant](#) is renamed only for the duration of the current meeting. The name is not changed in the Cisco Unified MeetingPlace Express [profile](#) of the [participant](#).

Procedure





-
- Step 1** In the [participant list](#), click the name of the [participant](#) whom you want to change.
- Step 2** Click the pod options button at the bottom right of the [participant list](#) and choose **Rename Participant**.
- Step 3** Enter the new name.
- Step 4** Click **OK**.
-

Related Topics

- [Pod Options Menu for the Participant List, page 5-24](#)

Identifying Voice Participant Status in the Web Meeting Room

Participants in the [web meeting room](#) can determine which users are attending the [voice meeting](#) and view their status by looking at the [participant list](#). A [voice meeting](#) status icon appears to the right of the name of each [participant](#) who is attending via voice:

| Icon | Participant Status |
|---|---|
|  | Participant is on the phone. Voice-only users may not be logged in to the web meeting , but they can hear and speak. |
|  | Participant is currently talking. (If no one is currently talking, this icon is next to the last person who was talking.) |
|  | Dialing in progress. |
|  | Participant is muted. |
| (No icon) | Participant is attending the web meeting only. |

Using Your Telephone to Identify Voice Participants



Note

This topic only applies to [participants](#) in the [lite web meeting room](#) or the [full web meeting room](#). For [participants](#) in the [share-only web meeting room](#), the [participant list](#) is in the voice portion of the Cisco Unified Personal Communicator meeting. See the Cisco Unified Personal Communicator help for more information.

To hear a roll call of up to 120 [participants](#) in a [voice meeting](#), on the keypad of any telephone, press **#21**.



Note

Only you will hear the roll call; other meeting [participants](#) will not be disturbed.

Related Topics

- [Viewing Participant Lists and Details on the Screen of Your Cisco Unified IP Phone, page 14-12](#)

Learning the Telephone Number of Participants



Note

This topic only applies to [participants](#) in the [lite web meeting room](#) or the [full web meeting room](#). For [participants](#) in the [share-only web meeting room](#), the [participant list](#) is in the voice portion of the Cisco Unified Personal Communicator meeting. See the Cisco Unified Personal Communicator help for more information.

To help identify users if you are in the [web meeting room](#), you can see the telephone number from which each user has joined the meeting, if caller ID is available.

In the [participant list](#), roll your mouse over a name. A pop-up balloon appears. If the user has joined the [voice meeting](#), the telephone number is displayed.

How to Invite Participants to a Meeting



Note

This topic only applies to [participants](#) in the [lite web meeting room](#) or the [full web meeting room](#).

Topics in this section include:

- [Inviting Participants via E-Mail from inside the Web Meeting Room, page 7-6](#)
- [Dialing Out to a Participant Who is Already in the Web Meeting Room from inside the Web Meeting Room, page 7-6](#)
- [Dialing Out to a Participant Who is not in the Web Meeting Room from inside the Web Meeting Room, page 7-7](#)
- [Creating a List of Participants to Dial Later from inside the Web Meeting Room, page 7-8](#)

- [Dialing Out to Several Participants Simultaneously from inside the Web Meeting Room](#), page 7-9
- [Dialing Out from your Telephone to Add a Participant](#), page 7-10
- [Dialing Out from Your Telephone to Add All Missing Profiled Invitees](#), page 7-11

Inviting Participants via E-Mail from inside the Web Meeting Room

Restrictions

- You must be a [moderator](#).
- You must be able to [dial out](#).

Procedure

-
- Step 1** In the [web meeting room](#), click **Meeting** in the menu bar.
- Step 2** From the pop-up menu, choose **Invite Participants**.
- Step 3** Open your e-mail application and copy the meeting URL from the Invite window into an e-mail message.
- Step 4** Click **Done** to close the Invite window and return to the meeting.
-

Dialing Out to a Participant Who is Already in the Web Meeting Room from inside the Web Meeting Room

If a [participant](#) has joined the [web meeting room](#) but not the [voice meeting](#), you can tell Cisco Unified MeetingPlace Express to call that [participant](#) and bring that person into the [voice meeting](#).

Restrictions

- You must be a [moderator](#).
- You must be able to [dial out](#).

Procedure

- Step 1** In the [participant list](#), select the name of the [participant](#) you want to add to the [voice meeting](#).
- Step 2** Click the telephone icon at the bottom of the [participant list](#).
- Step 3** Choose **Call Selected User** from the pop-up menu.
- Step 4** Either enter a new phone number or select a number from the list of numbers associated with the [participant](#), if available.
- Step 5** Click **Dial Now**.
-

Dialing Out to a Participant Who is not in the Web Meeting Room from inside the Web Meeting Room

From inside the [web meeting room](#) of a meeting in progress, you can tell Cisco Unified MeetingPlace Express to [dial out](#) to someone who is not in the meeting and bring that person into the [voice meeting](#).

Restrictions

- You must be a [moderator](#).
- You must be able to [dial out](#).

Procedure

- Step 1** Click the telephone icon at the bottom of the [participant list](#).
- Step 2** Choose **Call New Telephone User** from the pop-up menu.
- Step 3** Enter the name and telephone number of the person.
- Step 4** Choose **Dial Now** to call the person immediately.
-

Creating a List of Participants to Dial Later from inside the Web Meeting Room

From inside the [web meeting room](#) of a meeting in progress, you can create a list of people whom you want Cisco Unified MeetingPlace Express to call and bring into the [voice meeting](#). After you do this, you can tell the system at any time during the meeting to call those people.

Restrictions

- You must be a [moderator](#).
- You must be able to [dial out](#).

Procedure

Step 1 Click the telephone icon at the bottom of the [participant list](#).

Step 2 Choose **Call New Telephone User** from the pop-up menu.

Step 3 Enter the name and telephone number of the person.

Step 4 Select **Dial Later**.

The [participant](#) is added to the [participant list](#) as an offline [participant](#) (gray [participant](#) icon with no phone icon).

Step 5 When you have added all of the people you want Cisco Unified MeetingPlace Express to call, follow the procedure in the “[Dialing Out to Several Participants Simultaneously from inside the Web Meeting Room](#)” section on page 7-9.

Related Topics

- [Removing Participants from a Meeting via the Web Meeting Room, page 7-16](#)

Dialing Out to Several Participants Simultaneously from inside the Web Meeting Room

From inside the [web meeting room](#) of a meeting in progress, you can tell Cisco Unified MeetingPlace Express to simultaneously call several people and bring them into the [voice meeting](#).

Before You Begin

- You must have a list of [participants](#) to call. See the “Creating a List of Participants to Dial Later from inside the Web Meeting Room” section on page 7-8.

Restrictions

- You must be a [moderator](#).
- You must be able to [dial out](#).

Procedure

-
- Step 1** In the [participant list](#), control-click the names of the [participants](#) to add to the [voice meeting](#). (Macintosh users: use command-click instead of control-click.)
- Step 2** Click the telephone icon at the bottom of the [participant list](#).
- Step 3** Choose **Call Selected User** from the pop-up menu.



Note

If one or more of the selected users has already joined by telephone, only the **Call Selected User** option is available in the **Voice Meeting Options** menu. If multiple [participants](#) are selected and some are on the phone and some are not, then only the **Call New Telephone User** option is available. If no [participants](#) are selected, only the **Call New Telephone User** option is available.

Dialing Out from your Telephone to Add a Participant

If you have joined a meeting via voice, you can use your telephone to dial out from the meeting to bring in another [participant](#).

Restriction

- You must be able to [dial out](#).

Procedure

-
- Step 1** While you are attending a meeting via voice, on your telephone, press **#3**.
- Step 2** At the prompt, press **1**.
- Step 3** Enter the phone number to call, then press **#**.
- Step 4** See the following table:

| If The Following Occurs | Do This | Then Do This | What Will Happen |
|--|---|-------------------|--|
| The person you are trying to reach answers the call. | Introduce yourself and explain that you will connect the call to the meeting. If the meeting requires a password , give this person the meeting password . | Press #1 . | You will be returned to the meeting and the person will be added to the meeting. |
| An answering machine or voicemail answers the call. | (optional) Leave a message. | Press #2 . | You will be returned to the meeting and the system will disconnect the call to the other person. |

| If The Following Occurs | Do This | Then Do This | What Will Happen |
|--|---|------------------------------|--|
| <p>The person who answers does not want to join the call.</p> <p>or</p> <p>You do not want to add the person who answers to the meeting (for example, if you call the wrong number.)</p> | Agree that you will disconnect and say goodbye. | Press #2 . | You will be returned to the meeting and the system will disconnect the call to the other person. |
| No one answers the call after a reasonable amount of time. | Nothing | (Optional) Press #2 . | The system will disconnect the call to the other person and you will be returned to the meeting. |

Dialing Out from Your Telephone to Add All Missing Profiled Invitees

If invitees who are [profiled users](#) were invited to a scheduled meeting using the method described in the “[Inviting Attendees By Using the Directory](#)” section on [page 2-22](#), then anyone in a [voice meeting](#) can have Cisco Unified MeetingPlace Express simultaneously call all invitees who have not joined the [voice meeting](#).



Note

Profiled users who have joined the [voice meeting](#) as [guest users](#) will receive a call to join the meeting even though they are already in the meeting.

Restriction

- You must be able to [dial out](#).

Procedure

-
- Step 1** Join the [voice meeting](#).
- Step 2** Press **#3**, then **3**.
- Step 3** Follow any instructions that you hear.
-

About Controlling Who is in the Meeting

**Note**

This topic only applies to participants in the [lite web meeting room](#) or the [full web meeting room](#).

While a meeting is in progress, you can control access to a meeting by locking the door of the virtual meeting room so that subsequent arrivals cannot enter the meeting, or must request permission to enter. All [participants](#) who are already in the meeting remain in the meeting.

In most cases, locking a meeting via any method applies to both the [voice meeting](#) and the [web meeting](#). For example, if you lock the meeting using the [Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone](#), [participants](#) must request entry to both the [voice meeting](#) and the [web meeting room](#). However, if you lock the meeting from inside the [web meeting room](#), but no one has joined the [voice meeting](#) yet, then only the [web meeting](#) is locked and you must unlock and then lock the meeting again after someone has joined the [voice meeting](#).

If you lock the meeting by using your telephone or the [Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone](#), you cannot prevent people from requesting entry. You also cannot specify the message that new arrivals hear or see when they attempt to join the meeting.

You can mix and match the methods you use to perform various actions, as long as the method you use can perform the feature that you want to use. For example, you can use the feature in the [web meeting room](#) to lock the meeting, and admit [participants](#) using your telephone keypad. However, you cannot lock a [breakout session](#) from within the [web meeting room](#).

Topics in this section include:

- [Locking and Unlocking a Meeting via the Web Meeting Room, page 7-13](#)
- [Handling Requests for Entry to a Locked Meeting via the Web Meeting Room, page 7-14](#)
- [Viewing and Changing Details of a Locked Meeting via the Web Meeting Room, page 7-15](#)
- [Using Your Telephone to Lock and Unlock a Meeting, page 7-16](#)
- [Using Your Telephone to Handle Requests for Entry to a Locked Meeting, page 7-16](#)
- [Removing Participants from a Meeting via the Web Meeting Room, page 7-16](#)
- [Using Your Telephone to Remove Participants, page 7-17](#)

Locking and Unlocking a Meeting via the Web Meeting Room

Restriction

- You must be a [moderator](#).

Procedure

-
- Step 1** In the [web meeting room](#), choose **Meeting > Lock Meeting**.
- Step 2** Do one of the following:
- If you want to selectively admit [participants](#), check **Incoming participants can request entry**. You will see a message on your screen when a [participant](#) requests entry.

- If you do not want to allow [participants](#) to request entry to the [web meeting](#), uncheck this check box. No further [participants](#) can enter the [web meeting](#) until you unlock the meeting. (It is not possible to prevent new arrivals to the [voice meeting](#) from requesting entry.)

- Step 3** (Optional) Modify the default message that new arrivals will see.
- Step 4** (Optional) If you changed the default message that new arrivals will see, to save this message as your new default message, click **Set As Default Message**.
- Step 5** Click **OK**.
- Step 6** To unlock the meeting, choose **Meeting > Lock Meeting**.
-

Handling Requests for Entry to a Locked Meeting via the Web Meeting Room

If you locked a meeting and allow incoming [participants](#) to request entry, and a new arrival requests entry, you can respond to the request. Entry requests will appear at the top and bottom of your [web meeting room](#) window.

Restriction

- You must be the person who locked the meeting.

Procedure

- Step 1** When you see an entry request, do one of the following:
- To admit the person into the meeting immediately, click **Accept**.
 - To deny entry to the meeting and notify the requestor, click **Decline**. Or, if you see a [notification](#) at the bottom of the screen, click the X to close the notifier and decline the request of the participant to enter.
 - To unlock the meeting and admit all new arrivals including this one, from the meeting room menu bar, choose **Meeting > Lock Meeting**.
 - To ignore the request, click the Close button [X] at the top right of the notifier. The requestor may continue to wait for a response from you.
- Step 2** If more than one person is waiting to be allowed into the meeting:

- Arrows will appear in the [notification](#) at the top to allow you to scroll through the entry requests. Click the arrows to view the names of the people who are requesting entry. When you see a name that you want to respond to, click **Accept** or **Decline**.
- (If you have installed the Cisco Unified MeetingPlace Express Presenter Add-in) Multiple [notifications](#) will stack up at the bottom of your screen. You can respond to each individually.

Step 3 If requestors close their request to enter the meeting, the [notifications](#) representing them disappear from your screen.

Viewing and Changing Details of a Locked Meeting via the Web Meeting Room

When people try to join a web meeting that is locked, they see a message that you can specify. You can also specify whether or not to allow new arrivals to request entry to the meeting.

Restriction

- You must be the person who locked the meeting.

Procedure

- Step 1** In the [web meeting room](#), roll your mouse over the locked-meeting icon at the right-side end of the meeting room menu bar.
- Step 2** Click the appropriate link to make any of the following changes:
- Allow or disallow new arrivals to request entry.
 - Change the message that new arrivals see.
 - Unlock the meeting to remove the entry restriction.
-

Using Your Telephone to Lock and Unlock a Meeting

Anyone can lock a meeting (to prevent new arrivals from attending the meeting) or unlock a meeting (to allow new arrivals to join). You cannot prevent people from requesting entry to the voice meeting.

To lock or unlock a meeting, on your telephone keypad, press **#41**.

Using Your Telephone to Handle Requests for Entry to a Locked Meeting

A person who dials in to a meeting that is locked can request entry to the meeting. You can accept or deny that request.

- If you do not want to admit the person who is requesting entry, simply ignore the request.
- To admit the person who is requesting entry to the locked meeting, on your telephone keypad, press **#42** and follow any prompts that you hear.

Related Topics

- [Removing a Participant \(By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone\)](#), page 14-17

Removing Participants from a Meeting via the Web Meeting Room


Removing a participant from the [web meeting room](#) removes that participant from both the voice meeting and the web meetings, unless the participant has dialed in to join the voice meeting. In this case, the participant may appear twice in the participant list, and you must remove each instance of that participant separately.

When a participant is removed from the meeting, that participant can no longer view proceedings in the [web meeting room](#) or hear or speak in the voice meeting.

Restriction

- You must be a [moderator](#).

Procedure

-
- Step 1** In the Participant List pod, select the name of the participant to remove.
- To remove multiple participants, control-click to select multiple participants. (Macintosh users: use command-click instead of control-click.)
-  **Note** If a participant dialed in to join the voice meeting, that participant may be listed more than once in the participant list. Be sure you have selected all instances of the participant(s) you want to remove.
-
- Step 2** Click the Pod Options button in the lower-right corner of the Participant List pod.
- Step 3** Select **Remove Selected Participant**.
- Step 4** Consider locking the meeting to prevent the removed participant from reentering the meeting. See the [“About Controlling Who is in the Meeting” section on page 7-12](#).
-

Using Your Telephone to Remove Participants

You can disconnect the last person who joined the meeting by using your telephone. When you remove a participant via the telephone, that participant is not automatically removed from the [web meeting room](#).

Restrictions

- You must be a profiled user currently in the meeting.

Procedure

-
- Step 1** On your telephone keypad, press **#43**.
- Step 2** If necessary, lock the meeting to prevent the removed participant from reentering the meeting. See the [“About Controlling Who is in the Meeting” section on page 7-12](#).
-

How to Identify Current Speakers and Presenters


Note

This topic only applies to participants in the [lite web meeting room](#) or the [full web meeting room](#).

| To do this... | Follow these steps |
|---|---|
| Identify the current speakers from within the web meeting room | Look at the top of the participant list. Up to two current speakers appear in the Now Speaking list. The current speaker tops the list. If more than two people are speaking, the most current names appear. |
| Identify the current speaker from your telephone | Press #2 on your telephone keypad. |
| Identify the current presenter from within the web meeting room | Look at the title bar at the top of the Share pod. The system displays the name of the person who is currently sharing. |

Controlling Activity and Status of Participants in Meetings


Note

This topic only applies to participants in the [lite web meeting room](#) or the [full web meeting room](#).

Moderators and presenters can control certain actions of participants in meetings. Topics in this section include:

- [Muting and Unmuting Participants via the Web Meeting Room](#), page 7-19
- [Changing the Volume of Individual Participants](#), page 7-20
- [Enabling and Disabling Private Chat for the Audience](#), page 7-20

- [Changing Web Meeting Room Participant Permissions](#), page 7-21
- [Seeing Other Participants' View](#), page 7-22

Muting and Unmuting Participants via the Web Meeting Room

Moderators can mute one participant or mute multiple or all participants.

Restriction

- You must be a [moderator](#).

Procedure

-
- Step 1** In the [web meeting room](#), identify whom you want to mute:
- To mute a single participant, click the name of the participant.
 - To mute multiple participants, control-click to select the participants to mute in the participant list (Macintosh users: use command-click instead of control-click.)
 - To mute all participants, click the Pod Options button in the lower right corner of the Participant List pod, then choose **Select All**. If some participants appear in the list as web-only participants, control-click those participants to deselect them. Also control-click to deselect yourself. (Macintosh users: use command-click instead of control-click.)
- Step 2** Click the Volume button at the bottom of the Participant List pod (Speaker icon).
- Step 3** Click **Toggle User Mute** below the slider (No Speaker icon).
- Step 4** Click in an empty gray space to hide the audio slider.
-

Related Topics

- [Muting and Unmuting a Participant \(By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone\)](#), page 14-16

Changing the Volume of Individual Participants

You can modify the volume of other participants' voices or input from their telephone line. All participants hear the change.

Restriction

- You must be a [moderator](#).

Procedure

-
- Step 1** In the [web meeting room](#), identify whom you want to mute:
- To change your own volume, click your name.
 - To change the volume of a single participant, click the name of that participant.
 - To change the volume of multiple participants, control-click to select the participants in the participant list. (Macintosh users: use command-click instead of control-click.)
 - To change the volume of all participants, click the Pod Options button in the lower right corner of the Participant List pod, then choose **Select All**.
- Step 2** Click the Volume button at the bottom of the Participant List pod (Speaker icon).
- Step 3** Change the volume:
- To increase the volume at which other participants hear the selected participant, slide the slider up.
 - To decrease the volume at which other participants hear the selected participant, slide the slider down.
-

Enabling and Disabling Private Chat for the Audience

The web meeting room includes an integrated chat window. You can allow participants with audience permissions to chat privately.

Restriction

- You must be a [moderator](#) or [presenter](#).

Procedure

-
- Step 1** Click the Pod Options icon in the lower-right corner of the Chat pod.
- Step 2** To enable private chat for the audience, click **Enable Private Chat for Audience**. If there is no check mark beside that option, private chat is enabled. All participants can send messages to any participants.
- Step 3** To disable private chat for the audience, click **Enable Private Chat for Audience**, to remove the check mark. Participants with audience privileges can send messages to everyone and to the presenters, but not to meeting participants with audience permissions.
-

Changing Web Meeting Room Participant Permissions

Each Cisco Unified MeetingPlace Express participant has one of the following permission levels: moderator, presenter, or audience. A moderator can change the permission level of any participant in the participant list at any time during a meeting. For example, if you want to minimize the actions available to participants in the meeting, set the permission level of all participants to audience.

For more information about the privileges available at each permission level, see the [“About Permission Levels in the Web Meeting Room”](#) section on page 5-4.

Restriction

- You must be a [moderator](#).

Procedure

-
- Step 1** In the participant list, select the participants to change by doing one of the following:
- To change the permission level of one participant, click the name of that participant.

- To change several participants to the same permission level, control-click the names of the participants to change. (Macintosh users: use command-click instead of control-click.)
- To change all participants to the same permission level, click the Pod Options button at the bottom right of the participant list and choose **Select All**. Then control-click your own name to deselect yourself. (Macintosh users: use command-click instead of control-click.)

Step 2 Click the **Set User Role** button (the first button at the bottom of the participant list.)

Step 3 Choose the permission level to assign: [audience](#), [presenter](#), or [moderator](#).

Related Topics

- [Icons in the Participant List, page 5-16](#)

Seeing Other Participants' View

Moderators can change their view so that they can see what the web meeting room looks like to presenters and audience members.

Restriction

- You must be a [moderator](#).

Procedure

Step 1 In the web meeting room menu bar, choose **View > Presenter View** or **View > Audience View**.

Step 2 To return to moderator view, choose **View > Moderator View**.



Note You can only return to moderator view if you are the meeting owner. If you are not the meeting owner, ask another moderator in the meeting to reinstate you as a moderator.

Related Topics

- [Seeing Participants' View of Shared Content, page 8-12](#)

About Managing the Web Meeting Room Window



Note

This topic only applies to participants in the [lite web meeting room](#) or the [full web meeting room](#) because it discusses how meeting moderators can manage the web meeting room window. It does not apply to participants in the [share-only web meeting room](#) because those meetings do not have meeting moderators.

If participants' network connection is too slow compared to the network connection speed and bandwidth of the [web meeting room](#), or if activity and settings in the web meeting room require more bandwidth than is available, participants will have problems viewing and participating in the web meeting.

The following meeting room conditions require more bandwidth:

- Sharing complex, high resolution, high color images.
- Multiple active presenters.
- Rapid screen changes (for example, if a presenter flips slides quickly).

Moderators should monitor participants' connections to the [web meeting room](#) to ensure that participants can see and participate. If participants' [web meeting room](#) windows are not updating properly, or if they are losing network connection with the [web meeting room](#), moderators can use the following information to improve participants' viewing experience:

- [Monitoring Participants' Connection Status Indicators, page 7-24](#)
- [Optimizing the Web Meeting Room Bandwidth, page 7-25](#)
- [Setting the Screen Resolution of the Web Meeting Room, page 7-26](#)
- [Resizing the Web Meeting Room Elements, page 7-27](#)

Monitoring Participants' Connection Status Indicators

To ensure that participants are able to view and participate in the web meeting, moderators can monitor the network connection for each participant. The bandwidth icon beside the name of each participant in the participant list identifies the approximate network capacity that that participant is experiencing.

**Note**



Web meeting room bandwidth does not affect voice conferencing.

Restriction

- You must be a [moderator](#).

Procedure

-
- Step 1** Click the Pod Options button in the bottom right corner of the Participant List pod.
- Step 2** Choose **Show Connection Status**.
- Step 3** One of the following bandwidth sufficiency indicators appears to the right of each participant name. Use the following table to determine whether participants are able to connect properly to the meeting:

| Indicator | Meaning |
|---|--|
| No Icon | The user has an acceptable network connection. |
|  | The connection of this user may not be adequate, and the user may not be able to easily view and participate in the web meeting. (The connection bandwidth of this user is less than the current room bandwidth, the network that this user is on is experiencing high latency (between 0.2 and 4 seconds), or the network connection of this user is dropping 5% to 20% of packets.) |
|  | The connection of this user is insufficient, and the user cannot view and participate in the web meeting. (The network latency of this user is greater than four seconds, the web meeting room is on a LAN and the user is connecting at modem speed, or the network connection of this user is dropping over 20% of packets.) |

Troubleshooting

- If the meeting has many passive participants and only one person is sharing content, set the meeting room resolution to 1024x768. See the [“Setting the Screen Resolution of the Web Meeting Room”](#) section on page 7-26.
- Tell participants who are experiencing problems to reduce the speed of their network connection to the web meeting room. See the [“Changing Your Connection Speed to the Web Meeting Room”](#) section on page 6-8.
- If the preceding solutions do not solve the problem, reduce the network connection speed of the web meeting room. See the [“Optimizing the Web Meeting Room Bandwidth”](#) section on page 7-25.

Optimizing the Web Meeting Room Bandwidth

Moderators can optimize the [web meeting room](#) experience for participants by setting the bandwidth of the web meeting room to match the average connection speed of the meeting participants.

Restrictions

- You must be a [moderator](#).

Procedure

Step 1 In the web meeting room menu bar, choose **Meeting > Optimize Room Bandwidth**.

Step 2 Set the room connection to the average bandwidth of the meeting participants:

| Connection Speed | Choose This Option If |
|------------------|---|
| LAN | <ul style="list-style-type: none"> Participants are not experiencing connection problems. |
| DSL | <ul style="list-style-type: none"> You know that participants are attending the meeting via a broadband internet connection. <p>or</p> <ul style="list-style-type: none"> Participants experience connection problems when Optimize Room Bandwidth is set to LAN. |
| Modem | <ul style="list-style-type: none"> You know that participants are attending the meeting via a dial-up internet connection. <p>or</p> <ul style="list-style-type: none"> Participants experience connection problems when Optimize Room Bandwidth is set to DSL. |

Troubleshooting

- If you try the **DSL** setting and problems persist, try the **Modem** setting.

Setting the Screen Resolution of the Web Meeting Room

A moderator can set the screen resolution at which all participants view the [web meeting room](#). Change this setting only if participants cannot properly view the default meeting room.

Restrictions

- You must be a [moderator](#).

Procedure

Step 1 In the menu bar of the web meeting room, choose **Meeting > Room Screen Resolution**, then choose an option.

Choose a smaller resolution if participants are experiencing bandwidth problems. A meeting room set at 640x480 generates less than a third of the network traffic of 1280x1024.

Step 2 If you chose **Custom**, enter a width and height.

Step 3 Click **OK**.

Resizing the Web Meeting Room Elements

You can make any of the four [pod](#) areas (participant list, sharing, chat, and note) in the [full web meeting room](#) fill all participants' entire screen, or return the view to normal so that all four elements are visible.

Restrictions

- You must be a [moderator](#) or presenter.

In the title bar of each [pod](#) area is a white rectangle icon. Click that icon. The pod resizes on the screens of all participants.

Related Topics

- [About Controlling Participants' View of Shared Content, page 8-10](#)

About Extending a Meeting

Meetings are automatically extended if the following conditions are all true:

- The Cisco Unified MeetingPlace Express system administrator has allowed meetings to be extended.

- Two or more participants are still in either the voice meeting or the web meeting. For reservationless meetings, web meetings can be extended only if no participants ever joined the voice meeting.
- Cisco Unified MeetingPlace Express resources are available to continue the meeting.

The maximum extension is 24 hours for voice meetings and 12 hours for web meetings. (If a system administrator has created a [continuous meeting](#), there is no limit.)

Participants will not hear an announcement if an extension occurs. If a meeting cannot be extended, participants will hear a warning message a few minutes before the meeting ends.

About Ending a Meeting

Meetings end when an authorized person ends them, or they end automatically when certain conditions are met. If a meeting will end automatically, participants hear a warning message a few minutes before the meeting ends.

If conditions for extending a meeting are all met, the meeting can be extended. See the [“About Extending a Meeting”](#) section on page 7-27.

Meetings end according to the following table:

Table 7-1 **When Meetings End Automatically**

| Meeting Type | Ends Immediately if | Ends When the Allotted Time Runs Out if |
|--------------------------|---|---|
| Reservationless meetings | An authorized person performs an action to end the meeting. or The last participant in a voice meeting hangs up. (Both the voice and web portions of the meeting end regardless of the number of participants that remain in the web meeting room.) | Only one person remains in the meeting (web or voice or both.) |
| Scheduled meetings | An authorized person performs an action to end the meeting. | Only one person remains in the meeting (web or voice or both.) or Another meeting with the same meeting ID is scheduled to start immediately after the current meeting is scheduled to end. |

If you have privileges to end a meeting, you can end the meeting at any time. This is especially useful if your account is billed by the minute and you want to stop accumulating charges as soon as your meeting ends. Also, ending a meeting as soon as you no longer need it makes meeting resources available to other people in your organization who may need them.

Topics in this section include:

- [Ending a Meeting via the Web Meeting Room, page 7-30](#)
- [Ending a Meeting from the Meeting Details Web Page, page 7-30](#)
- [Ending a Meeting via Telephone, page 7-31](#)

Ending a Meeting via the Web Meeting Room

**Note**

This topic only applies to participants in the [lite web meeting room](#) or the [full web meeting room](#).

Ending a meeting via the web meeting room ends both the web meeting and the associated voice meeting.

Restriction

- You must be a [moderator](#).

Procedure

-
- Step 1** In the [web meeting room](#) menu bar, choose **Meeting > End Meeting**.
- Step 2** (Optional) Change the message that you want participants to see after this meeting ends.
- Step 3** (Optional) Check the check box and enter a URL that you want to display to participants after the meeting ends. This URL will open in a new browser window on participants' screens.
- Step 4** Click **OK**.
-

Ending a Meeting from the Meeting Details Web Page

**Note**

This topic only applies to participants in the [lite web meeting room](#) or the [full web meeting room](#).

Restrictions

- You must be the meeting [owner](#), the [delegate](#) of the meeting owner, an [attendant](#), or a system administrator.
- You do not need to join the meeting to end the meeting.

To end a meeting from the Meeting Details web page, click **End Meeting**.

Ending a Meeting via Telephone



Note

This topic only applies to participants in the [lite web meeting room](#) or the [full web meeting room](#).

Restriction

- You must be a [profiled user](#) who is in the voice meeting.

To end a meeting, on your telephone keypad, press #83, then follow the [prompts](#) that you hear.

Ending a Meeting for a Share-Only Web Meeting

In a [share-only web meeting room](#), meeting participants must request that the meeting end from inside the voice or video portion of the Cisco Unified Personal Communicator meeting. The Cisco Unified MeetingPlace Express system ends the web meeting and removes all participants from the web meeting room. See the user documentation for Cisco Unified Personal Communicator for more information.

Users can close the web meeting window at any time, but if it is past the requested meeting end time and one or more meeting participants have left the meeting window open, the Cisco Unified MeetingPlace Express system closes the web meeting 12 hours after the time when the first participant joined the meeting and removes all participants in the web meeting room.

Controlling Other Details



Note

This topic only applies to participants in the [lite web meeting room](#) or the [full web meeting room](#).

Other things participants can do in the meeting that impact all or some participants:

- [Changing the Entry and Exit Announcements \(By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone\)](#), page 14-14
- [Clearing an Icon Next to Another Participant's Name](#), page 9-2
- [Clearing Chat Messages](#), page 9-5
- [About Posting Notes for All Participants to See](#), page 9-6
- [Recording Meetings](#), page 11-1
- [Starting or Joining Voice Breakout Sessions](#), page 10-1



Presenting and Working With Shared Content



Note

This topic only applies to participants in the [full web meeting room](#) or the [share-only web meeting room](#).

During a meeting, [presenters](#) and [moderators](#) can share content in any of the following ways:

- Broadcast a view of their desktop.
- Display one or more documents that are open on their computer.
- Demonstrate one or more applications.
- Lay an annotation layer over content to temporarily superimpose text and annotations over shared content.

Topics in this section include:

- [Before You Can Share Content, page 8-2](#)
- [About Sharing a Desktop, Window, or Application, page 8-2](#)
- [About Annotating Shared Content, page 8-5](#)
- [About Controlling Participants' View of Shared Content, page 8-10](#)
- [Seeing Participants' View of Shared Content, page 8-12](#)

Before You Can Share Content

If you are participating in a [web meeting](#) and will share your screen for other participants to see, you must first install the Cisco Unified MeetingPlace Express Presenter Add-in. See the “[Preparing to Join a Meeting](#)” section on page 4-1 for information on how to install the Presenter Add-in.

You can install the Presenter Add-in before you need to share, or install it the first time you try to share content. Anyone can install the Presenter Add-in. After you install the Presenter Add-in, you do not need to install it again.

If a [participant](#) in the meeting is sharing their screen, anyone in the meeting who has [presenter](#) or [moderator](#) permissions can add annotations even if they do not have the Presenter Add-in.

About Sharing a Desktop, Window, or Application



Note

This topic only applies to participants in the [full web meeting room](#) or the [share-only web meeting room](#).

Moderators and [presenters](#) can demonstrate applications, display one or more documents, or show their desktop to all participants in a meeting room. This is called [screen sharing](#). Any changes that the [presenter](#) makes to a shared application, document, or desktop are visible to all [participants](#) in their browsers. Related windows, such as dialog boxes, are also visible to meeting [participants](#).

Any overlapping windows from applications that are not selected for sharing appear to viewers as a blue cross-hatch pattern.

Topics in this section include:

- [Sharing a Screen During a Meeting](#), page 8-3
- [Changing the Screen-Sharing Source](#), page 8-4
- [Ending a Screen Sharing Session](#), page 8-4

Sharing a Screen During a Meeting

You can share a document, application, or your desktop.

Before You Begin

- You must have already installed the Presenter Add-In.
- Open the window or application that you want to share.

Restriction

- You must be a [moderator](#) or [presenter](#).

Procedure

-
- | | |
|---------------|---|
| Step 1 | Click Start Screen Sharing . |
| Step 2 | Do one of the following: <ul style="list-style-type: none">• Click Windows. Check a box to select the window to share.• Click Applications. Select the application or applications to share. All windows that are related to a selected application will be visible to participants.• Click Desktop. |
| Step 3 | Click Share . |
-

Troubleshooting

- While you are sharing, make sure that the shared content remains visible on your screen. For meeting participants to see a window, it must be in full view on your desktop.
- If a window that you did not select for sharing moves over your shared screen, the parts of the shared content that are covered will appear to participants as a blue cross-hatch pattern.

Changing the Screen-Sharing Source

While you are [screen sharing](#), you can change the source of the screen-sharing broadcast.

Before You Begin

- You must be sharing content using the procedure described in the [“Sharing a Screen During a Meeting”](#) section on page 8-3.

Restriction

- You must be a [moderator](#) or [presenter](#).

Procedure

-
- | | |
|---------------|---|
| Step 1 | Click the red door icon in the application task bar tray. |
| Step 2 | Choose Choose Window to Share . |
| Step 3 | Click Desktop, Window, or Application . |
| Step 4 | Select the specific desktop, window, or application to share. |
| Step 5 | Click Share . |
-

Ending a Screen Sharing Session

You can stop sharing your screen at any time. If you are sharing multiple windows or applications, you can stop sharing some windows while continuing to share other windows.

Before You Begin

- You must be sharing content using the procedure described in the [“Sharing a Screen During a Meeting”](#) section on page 8-3.

| To do this... | Follow these steps |
|--|--|
| Stop sharing an individual shared window | <ol style="list-style-type: none">1. Bring that window to the front of your screen.2. Click the arrow beside the red Stop Sharing button.3. Choose Stop Sharing This Window. |
| Stop sharing all content | <ol style="list-style-type: none">1. Click the Stop Sharing button in the upper-right corner of the shared window or application. |

About Annotating Shared Content



Note

This topic only applies to participants in the [full web meeting room](#) or the [share-only web meeting room](#).

Presenters and [moderators](#) can use an overlay to superimpose annotations and drawings on existing content. To simulate a whiteboard, you can share a blank document or window and annotate over that shared content.

Meeting [participants](#) can collaborate during the meeting by adding text, lines, circles, squares, and other free-hand drawings.

Topics in this section include:

- [Creating an Annotation Layer Over Shared Content, page 8-5](#)
- [Using Drawing Tools, page 8-7](#)
- [Ending an Annotation Session, page 8-10](#)

Creating an Annotation Layer Over Shared Content

When you are sharing content, you and other [presenters](#) and [moderators](#) can add annotations on a transparent layer above your document.



Note

Annotations are not incorporated into the shared document.

Before You Begin

- You must be sharing the window or application that you want to annotate.

Restriction

- You must be a [moderator](#) or [presenter](#).

Procedure

Step 1 Bring the shared window or application to the front.



Note You can select only one window at a time to annotate. However, if you are sharing multiple windows, you can arrange the windows on your screen so that more than one window is showing. All visible shared windows will appear on the screen when you annotate.

Step 2 At the top of a shared window, click the arrow beside the red **Stop Sharing** button and choose **Pause and Annotate**.

If you are sharing an application and multiple windows are open (for example, dialog boxes), the red **Stop Sharing** and arrow buttons are visible on all windows but are active only on the window that is in front.

Step 3 Wait a few moments.

- The [web meeting room](#) comes to the front of your screen. The shared document is visible in the [web meeting room](#).
- The annotation toolbar appears in the lower-right corner of the [web meeting room](#).

Step 4 You and other moderators and presenters can begin to annotate. For information, see the [“Using Drawing Tools” section on page 8-7](#).

Using Drawing Tools

When you annotate, you can choose from a variety of drawing tools and specify the characteristics of those tools. If multiple [participants](#) will annotate a single window, each person can choose a color that distinguishes their annotations from the annotations of other [participants](#). The cursor of [moderators](#) who annotate is labeled with the name of that person.

Restriction

- You must be a [moderator](#) or [presenter](#).


Procedure





- Step 1








Set up the window for annotation. See the [“Creating an Annotation Layer Over Shared Content” section on page 8-5](#).
- Step 2

If the annotation toolbar is not visible, click the **Annotation Tools** button.
- Step 3

Click the tool that you want to use. Available tools, and the usage and characteristics of each, are described in the following table.

| Tool | Function | Options |
|--|--|---------|
| <div>Selection tool</div> <div>  </div> | <div>Selects a shape or area of the annotation layer.</div> <div>Click a shape to select it. Drag on the annotation layer or content to create a selection rectangle that selects all the shapes within the rectangle. The selection rectangle has eight control points to resize the selected shape or shapes. Shift-dragging a corner control point maintains the aspect ratio when resizing. Dragging selected shapes moves them. To add a shape to the selection, Shift-click the shape.</div> | — |

| Tool | Function | Options |
|---|--|---|
| Pencil tool  | Creates a freehand line. Click and drag to draw a straight or curved line that follows the movement of your mouse. Release your mouse button to end the line. | <ul style="list-style-type: none"> • Color • Line weight • Color saturation (darkness) |
| Marker tool  | Creates a thicker line with the appearance of a felt-tip marker. | <ul style="list-style-type: none"> • Color • Line weight |
| Line tool  | Draws a straight line between two points. To make the line move in 45 degree increments, hold down the Shift key while drawing. | <ul style="list-style-type: none"> • Color • Line weight • Plain line or arrow • Arrow direction • Color saturation (darkness) |
| Rectangle tool  | Creates square and rectangle shapes. To draw a square, hold down the Shift key while drawing. To expand a shape, click the selection tool, then click the shape, then click a white dot on the shape and drag it. | <ul style="list-style-type: none"> • Border color • Border line weight • Fill color • Fill saturation (darkness) <p>You can use No Fill as a setting for stroke color and fill color; however, you cannot use No Fill for both stroke color and fill color.</p> |

| Tool | Function | Options |
|---|--|--|
| Ellipse tool  | Creates circle and ellipse shapes. To draw a circle, hold down the Shift key while drawing. Drag to expand the shape. | <ul style="list-style-type: none"> • Border color • Border line weight • Fill color • Fill saturation (darkness) |
| Text tool  | Creates a floating multiline text character. Click and drag to create a text area into which you can type. | <ul style="list-style-type: none"> • Text color • Font • Size |
| Stamper tool  | Leaves a check mark, arrow, star, or cross on the screen. The default stamp is an arrow. | <ul style="list-style-type: none"> • Color • Color saturation (darkness) • Stamper shape • Size |
| Undo  | Performs an undo of the previous action. You can undo the following actions: drawing a shape, moving a shape, resizing a shape, clearing the annotation layer, and changing a property of a shape. There is no limit to the number of times that you can perform this operation. | — |
| Redo  | Undoes the undo you just performed. | — |
| Clear  | Clears all annotations that anyone has made in the meeting. (To delete only one annotation, select it and click Delete .) | — |
| Print  | Prints the share pod , visible shared content, and associated annotations. | — |

Ending an Annotation Session

To end the annotation session and display the shared window without annotations, at the bottom of the [share pod](#), click **Resume**.

To end an annotation session when another person is sharing, start sharing a document on your own computer.

About Controlling Participants' View of Shared Content



Note

This topic only applies to participants in the [full web meeting room](#).

By default, the [full web meeting room](#) displays all functions: shared content and annotations, [participant list](#), [chat pod](#), and [note pod](#). However, you can set the [web meeting room](#) to display the shared content and related annotations in full screen mode.

Displaying shared content full screen hides the following elements from the view of all [participants](#), including yourself:

- The [participant list](#), [chat pod](#), and [note pod](#).
- All elements of the operating system of each computer (such as the Start menu in Windows operating systems and the **Close Window** button on the title bar of the web meeting room browser window) However, users can still use operating system keyboard commands, such as Alt-Tab on Windows.
- All other applications on each computer.



Note

Participants with [moderator](#) or [presenter](#) privileges can control their own view regardless of the changes you make. If you are a [moderator](#) and you need to prevent [participants](#) from changing their view, you must first change their [permission level](#) to [audience](#). See the “[Changing Web Meeting Room Participant Permissions](#)” section on page 7-21.

You can take control over [participants](#)' view of shared content. Topics in this section include:

- [Enabling Audience to Control Their Own View of Shared Content](#), page 8-11
- [Displaying Shared Content Full Screen to All Participants](#), page 8-11

Enabling Audience to Control Their Own View of Shared Content

You can specify whether [participants](#) with [audience](#) permissions can control their own full-screen view of shared content.



Note

Participants with [moderator](#) or [presenter](#) privileges can always control their own view unless you change their [permission level](#) to [audience](#).

Restriction

- You must be a [moderator](#) or [presenter](#).

Procedure

- Step 1** In the control strip at the bottom left of the [share pod](#), click the arrow next to the **Full Screen** button.
- Step 2** Choose **Enable Full Screen toggle for audience** so that there is a check mark beside it. Participants with [audience](#) permission can now control their display of shared content as described in the “[Displaying Shared Content Full Screen](#)” section on page 6-4 and “[Displaying the Web Meeting Room Full Screen](#)” section on page 6-3.
- Step 3** If you do not want [participants](#) with [audience](#) permission to control their display of shared content, make sure there is no check mark beside this option.

Displaying Shared Content Full Screen to All Participants

You can enlarge the [share pod](#) so that the shared content fills the entire screen of each [participant](#).

**Note**

Participants with [moderator](#) or [presenter](#) privileges can control their own view unless you change their [permission level](#) to [audience](#).

Restriction

- You must be a [moderator](#) or [presenter](#).

Procedure

-
- Step 1** In the control strip at the bottom of the [web meeting room](#), click the arrow next to the **Full Screen** button.
- Step 2** Choose **Presenter's changes affect everybody** so that there is a check mark beside it.
- Step 3** Click **Full Screen**.
- Step 4** To restore the view of all [web meeting room](#) functions to all [participants](#), choose **Presenter's changes affect everybody** so that there is no check mark beside it.
- Step 5** Click **Full Screen**.
-

Seeing Participants' View of Shared Content

To see how the *entire web meeting room* appears to participants with other permission levels, see the [“Seeing Other Participants' View” section on page 7-22](#).

To see how the *content being shared* appears to your viewers, follow this procedure.

Before You Begin

- You must be sharing content using the procedure described in the [“Sharing a Screen During a Meeting” section on page 8-3](#).

Procedure

-
- Step 1** Click the eyeglasses button at the bottom of the [web meeting room](#).
- Step 2** Click the window or application that you are sharing to bring it to the front.



Note If you do not perform this step, the [web meeting room](#) covers the shared window or application, so you and your viewers see only the blue cross-hatch pattern.



Sending Messages in the Web Meeting Room



Note

This topic only applies to participants in the [full web meeting room](#) or in the [lite web meeting room](#).

You can use text or icons to communicate with other [participants](#) in the Cisco Unified MeetingPlace Express [web meeting room](#) while a meeting is progress.

Topics in this section include:

- [About Using Icons, page 9-1](#)
- [About Using the Chat Feature to Send Text Messages, page 9-3](#)
- [About Posting Notes for All Participants to See, page 9-6](#)

About Using Icons

All [participants](#) can give certain feedback or make certain requests by displaying an emoticon icon beside their name in the [participant list](#) in the [web meeting room](#). Available icon messages are described in the table in the “[Icons in the Participant List](#)” section on [page 5-16](#). You or a [moderator](#) can clear your icon message at any time during a meeting.

Topics in this section include:

- [Displaying or Clearing an Icon Next to Your Name](#), page 9-2
- [Clearing an Icon Next to Another Participant's Name](#), page 9-2

Displaying or Clearing an Icon Next to Your Name

Restriction

- You must be in the [full web meeting room](#) or the [lite web meeting room](#).

Procedure

- Step 1** At the top of the [participant list](#), click **My Status**.
- Step 2** Choose the icon that you want to show to the other meeting [participants](#).
- Step 3** To clear the icon, choose **Clear My Status**.
-

Clearing an Icon Next to Another Participant's Name

Restrictions

- You must be a [moderator](#) to clear an icon message next to another [participant's](#) name.
- You must be in the [full web meeting room](#) or the [lite web meeting room](#).

Procedure

- Step 1** In the [participant list](#), highlight the name of a [participant](#).
- Step 2** Click the pod options button in the lower-right corner of the [participant list](#).
- Step 3** Choose **Clear User Status**.
-

Related Topics

- [Pod Options Menu for the Participant List, page 5-24](#)

About Using the Chat Feature to Send Text Messages



Note

This topic only applies to participants in the [full web meeting room](#).

You can use the [chat pod](#) to compose a text message and send it to a specific [participant](#), to all [presenters](#) at the meeting, or to all meeting [participants](#). When you receive a chat message from another [participant](#), your [chat pod](#) shows the name of the sender and the message.

- If the message was sent to everyone, the name of the sender is followed by the message. For example, if John Smith sent a message to everyone, you would see: **John Smith: Here is chat.**
- If the message was sent only to you, the name of the sender is followed by *(privately)* and then the message. For example, if John Smith sent a message only to you, you would see: **John Smith (privately): Here is chat.**
- If you sent the message to only one person, your name is followed by *(private to <name of person you are sending the message to>)*. For example, if you sent a message to only John Smith, you would see:
Your Name (private to John Smith): Here is chat.
- If the message was sent only to [presenters](#), the name of the sender is followed by *(presenters)* and then the message. For example, if John Smith sent a message only to the [presenters](#), you would see:
John Smith (presenters): Here is chat.

Topics in this section include:

- [Sending a Text Message in the Chat Pod, page 9-4](#)
- [Changing the Size of Chat Text, page 9-4](#)
- [Clearing Chat Messages, page 9-5](#)

Sending a Text Message in the Chat Pod

Restrictions

- All [participants](#) can send text messages in the [chat pod](#), although a meeting [moderator](#) or [presenter](#) can disable private chat for [participants](#) with [audience](#) permissions.
- You must be in the [full web meeting room](#) or in the [lite web meeting room](#).

Procedure

Step 1 Click the text box in the [chat pod](#). This is the smaller box below the larger box. (Messages are displayed in the larger box.)

Step 2 Type your message text.



Note If you include a URL in your message, the system automatically displays it as a clickable link.

Step 3 Select one of the following options from the **To:** drop-down menu:

- Presenters
- Everyone
- The name of a specific [participant](#).

Step 4 Click the arrow button next to the text box.

Related Topics

- [Enabling and Disabling Private Chat for the Audience](#), page 7-20

Changing the Size of Chat Text

The text size you choose affects all meeting [participants](#).

Restrictions

- You must be a [moderator](#) or [presenter](#).

- You must be in the [full web meeting room](#) or in the [lite web meeting room](#).

Procedure

- Step 1** Click the pod options button in the lower-right corner of the [chat pod](#).
- Step 2** Choose **Text Size**, then choose a size.
-

Related Topics

- [Pod Options Menu in the Chat Pod, page 5-33](#)

Clearing Chat Messages

While you are in the [web meeting room](#), by default all the messages that you send and receive during the meeting remain visible in the chat window. When you leave the [web meeting room](#), all private messages and all messages sent to [presenters](#) are cleared from your [chat pod](#). Messages sent to everyone remain in the [participants](#)' chat window. A [moderator](#) or [presenter](#) can clear all messages for all [participants](#).

Restrictions

- You must be a [moderator](#) or [presenter](#).
- You must be in the [full web meeting room](#) or the [lite web meeting room](#).

Procedure

- Step 1** Click the pod options button in the lower-right corner of the [chat pod](#).
- Step 2** Select **Clear Chat**.
-

Related Topics

- [Pod Options Menu in the Chat Pod, page 5-33](#)

About Posting Notes for All Participants to See

**Note**

This topic only applies to participants in the [full web meeting room](#).

Moderators and [presenters](#) can use a note to show information to all meeting [participants](#). Participants with [audience](#) permissions can only view notes, not create or modify them. The note remains visible throughout the meeting or until another [participant](#) edits the note, clears it, or displays a different note. All the text in a note uses the same formatting. If you have more than one note, each note can have different formatting.

Topics in this section include:

- [Creating a New Note, page 9-6](#)
- [Choosing a Note to Display, page 9-7](#)

Creating a New Note

Moderators and [presenters](#) can create multiple notes, each with its own text. Each note you create is assigned a consecutive number.

Restrictions

- You must be a [moderator](#) or [presenter](#).
- You must be in the [full web meeting room](#) or the [lite web meeting room](#).

Procedure

-
- Step 1** Click the pod options button in the lower-right corner of the [note pod](#).
 - Step 2** Choose **New Note** from the pop-up menu.
 - Step 3** Click into the note and type your note.
 - Step 4** To edit your note, click anywhere inside the note and modify the text.
 - Step 5** To change the size of all text in the note, click the pod options button in the lower-right corner of the [note pod](#), and then select **Text Size**. Next, select a text size.

Step 6 To change the alignment of the note text, click the pod options button in the lower-right corner of the [note pod](#), then choose an option:

- **Align Left**
 - **Align Center**
 - **Align Right**
-

Choosing a Note to Display

If you have more than one note, you can change the note that is visible to [participants](#) at any time.

Restrictions

- You must be a [moderator](#) or [presenter](#).
- You must be in the [full web meeting room](#) or the [lite web meeting room](#).

Procedure

Step 1 Click the pod options button in the lower-right corner of the [note pod](#).

Step 2 Choose **Select Note**.

Step 3 Select the number of the note that you want to display.



Note The name of the note that is currently displayed is omitted from the pop-up menu.



Starting or Joining Voice Breakout Sessions



Note

This topic only applies to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Topics in this section include:

- [About Breakout Sessions, page 10-1](#)
- [Managing a Breakout Session, page 10-2](#)

About Breakout Sessions

A [breakout session](#) is a meeting within a meeting. This feature is useful if you want to meet privately with other [participants](#) in the meeting; for example, if you want to take a discussion offline and then return to the main meeting with a decision. Any [participant](#) in a meeting can start or join a [breakout session](#). A meeting can have up to nine simultaneous [breakout sessions](#).

Breakout sessions in Cisco Unified MeetingPlace Express are voice-only. Voice [breakout sessions](#) are not indicated in the [web meeting room](#). All [participants](#) in the main meeting and in the voice [breakout session](#) continue to see the same information in the [web meeting room](#).

You can control access to a [breakout session](#) by locking or unlocking it. Any [participant](#) in a [breakout session](#) can lock that [breakout session](#) to prevent other [participants](#) from joining the session. You cannot selectively admit [participants](#) to a [breakout session](#), and [participants](#) cannot request entry. Participants who try to join a locked [breakout session](#) will automatically be returned to the main meeting.

Restriction

- You cannot record a [breakout session](#). Only the main meeting room can be recorded.

Managing a Breakout Session

Before You Begin

- You must be in a meeting before you can start or join a [breakout session](#).

Procedure

-
- | | |
|---------------|---|
| Step 1 | With other participants , determine the number of the breakout session that you will join. This number must be between 1 and 9. |
| Step 2 | On your telephone keypad, press #1 , then follow the instructions you hear. |
| Step 3 | To lock the breakout session , press #41 . |
| Step 4 | To leave the breakout session and return to the main meeting, press #10 . |
-

Related Topics

- [Telephone Commands for Breakout Sessions, page A-5](#)



Recording Meetings



Note

This topic only applies to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Topics in this section include:

- [About Meeting Recordings, page 11-1](#)
- [How To Start or Stop Recording a Meeting, page 11-2](#)

Related Topics

- [Chapter 12, “Listening to Recordings of Past Meetings”](#)

About Meeting Recordings

The following apply to all meeting recordings:

- Only the voice part of a meeting is recorded.
- Visual proceedings in the [web meeting room](#) are not recorded. Archive any shared documents or screen captures of annotations separately.
- You cannot record a [breakout session](#). Only the voice meeting in the main meeting room is recorded.
- Recordings can be stopped and started multiple times during a meeting.
- The audio meeting recordings typically require 16Kbps of disk space.

Meeting recordings may be purged from the system after a certain time. If you want to save a meeting recording or make it available indefinitely, download and save the recording after it becomes available, using the procedure in the [“Saving Meeting Recordings” section on page 12-3](#).

How To Start or Stop Recording a Meeting

You can start or stop recording a meeting from either inside the [web meeting room](#) or from your telephone.

Topics in this section include:

- [Starting or Stopping Recording from Inside the Web Meeting Room, page 11-2](#)
- [Starting or Stopping Recording by Using Your Telephone, page 11-3](#)

Starting or Stopping Recording from Inside the Web Meeting Room

Before You Begin

- You must be logged in to the Cisco Unified MeetingPlace Express system and be in the [web meeting room](#).

Restriction

- You must be a [moderator](#).

Procedure

-
- Step 1** In the [web meeting room](#), choose **Meeting > Record Meeting (Voice)**.
If recording is in progress, the red recording indicator appears at the right side of the menu bar at the top of the screen, and a check mark appears beside the **Record Meeting (Voice)** option.
- Step 2** To stop recording, choose **Meeting > Record Meeting (Voice)** again.

After you stop recording, the red recording indicator disappears from the right side of the menu bar at the top of the screen, and the check mark beside **Record Meeting (Voice)** disappears.

Related Topics

- [Chapter 12, “Listening to Recordings of Past Meetings”](#)

Starting or Stopping Recording by Using Your Telephone

To start or stop recording using your telephone, log in and press **#61**.

Related Topics

- [Recording a Meeting \(By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone\)](#), page 14-18



Listening to Recordings of Past Meetings



Note

This topic only applies to participants in the [full web meeting room](#) or the [lite web meeting room](#).

If a meeting [participant](#) records a meeting, the meeting recording is available after the meeting, subject to the same restrictions that applied to attending the meeting. Meeting recordings are available within an hour after the meeting ends and are in MP3 format.

Topics in this section include:

- [Software Required, page 12-1](#)
- [Listening to Meeting Recordings, page 12-2](#)
- [Saving Meeting Recordings, page 12-3](#)

Software Required

Before you can listen to meeting recordings, you must install a standard desktop media player that can play MP3 files. Many media players are available as free downloads from the internet, such as Windows Media Player, Apple QuickTime, Apple iTunes, and Real Media Player.

Listening to Meeting Recordings

Before You Begin

- Make sure your computer is equipped to play recordings. See the [“Software Required” section on page 12-1](#).
- Find the meeting whose recording you want to listen. See [Chapter 3, “Finding Meetings.”](#)

Restrictions

- If the meeting had a [password](#), you must know the [password](#) to listen to the meeting recording.
- If the meeting was restricted to Cisco Unified MeetingPlace Express [profiled users](#), you must be a Cisco Unified MeetingPlace Express [profiled user](#) to listen to the meeting recording.

Procedure

- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** If a [password](#) was required for the meeting, enter the same [password](#) to listen to the recording.
- Step 3** On the Meeting Details page, click **Play Recording**.
- The recording plays. You may see a small blank window in the upper left corner of your screen.
-

Troubleshooting

- If you see a message that tells you to log in, you must log in, then return to this Meeting Details page. After you log in and find this page again, you will see the **Play Recording** button.
- If the meeting status column does not show **Recorded**, one of the following situations may be true:
 - The meeting has not yet ended.
 - The meeting has recently ended and the recording is not yet available.

- The meeting was not recorded.
- The recording has been purged from the system and is no longer available.

Related Topics

- [Chapter 11, “Recording Meetings”](#)

Saving Meeting Recordings

The system administrator may purge meeting recordings after a certain time; you may want to save a recording indefinitely for your own reference or make it available to others after it has been purged from the system.

Restriction

- You must see an option to save the meeting recording.

Procedure

-
- | | |
|---------------|---------------------------------------|
| Step 1 | Click Save . |
| Step 2 | Choose the location to save the file. |
| Step 3 | Name the file. |
| Step 4 | Click Save . |
-

Troubleshooting

- If you do not see an option to save the recording as a file, see the documentation for your browser, for your operating system, or for the application on your computer that plays MP3 recordings.



Changing Your Profile Preferences

The Cisco Unified MeetingPlace Express system stores your personal and meeting settings in your user [profile](#). Your system administrator initially sets some of these profile settings, but you can change some of them later.

Topics in this section include:

- [About Date Formats, page 13-1](#)
- [About Profile Setting Definitions, page 13-2](#)
- [How to Change Your Profile Settings, page 13-7](#)

About Date Formats

On some systems, dates that you see on Cisco Unified MeetingPlace Express web pages can use one of the following formats:

- MM/DD/YYYY (10/11/2006 represents October 11, 2006). This is the English (US) format.
- DD/MM/YYYY (10/11/2006 represents 10 November 2006). This is the English (UK), English (AU), and French (FR) format.
- DD.MM.YYYY (10.11.2006 represents 10 November 2006). This is the German format.
- YYYY-MM-DD (2006-10-11 represents October 11, 2006). This is the French (CA) format.

Choosing a Date Format for Cisco Unified MeetingPlace Express Web Pages

To change the date format, click the **Attend** link from the top of any Cisco Unified MeetingPlace Express web page except the [web meeting room](#), then choose any of the available languages from the bottom of the Attend page.

- To use dates in the MM/DD/YYYY format, choose **English (US)**.
- To use dates in the DD/MM/YYYY format, choose **English (UK)**, **English (AU)**, or **French (FR)**.
- To use dates in the DD.MM.YYYY format, choose **German**.
- To use dates in the YYYY-MM-DD format, choose **French (CA)**.



Note

- If you do not see these languages at the bottom of the Attend page, your system does not offer this feature.
- Your browser must accept cookies in order to perform this action. If you delete cookies in your browser, you must perform this task again.

About Profile Setting Definitions

These sections define the default Cisco Unified MeetingPlace Express [profile](#) settings. Depending on settings that your system administrator has made, you may not see all of these options.

Topics in this section include:

- [Personal Settings, page 13-2](#)
- [Meeting Default Settings, page 13-5](#)

Personal Settings

By default, your [profile](#) includes the following personal settings:

| Item | Description |
|---|---|
| First name | The maximum length is 32 characters. You can only include letters, numbers, apostrophe, period, space, and hyphen. |
| Last name | The maximum length is 32 characters. You can only include letters, numbers, apostrophe, period, space, and hyphen. |
| username ¹ | Uniquely identifies you when you log in via the web. |
| password | <p>Your web password, which you use to log on to the Cisco Unified MeetingPlace Express web pages.</p> <ul style="list-style-type: none"> • Can contain up to 17 numbers and letters • Is case-sensitive • Cannot be blank • Must be the minimum length set by your system administrator. By default, the minimum length is 5 characters. |
| phone profile number ¹ | Uniquely identifies you when you log in by telephone. |
| password | <p>Your phone profile password, also called a PIN, which you use when you dial in to attend meetings, or if you use the Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone.</p> <ul style="list-style-type: none"> • Only contains numbers • Cannot be more than 17 characters long • Cannot be blank • Must be the minimum length set by your system administrator. By default, the minimum password length is 5 characters <p>See the “Changing Your Phone Password By Dialing In” section on page 13-8.</p> |
| Group name ² | The name of your group. |
| Email address ² | Enter your complete e-mail address. |

| Item | Description |
|----------------------------------|---|
| Method of attending ² | <p>Choose whether or not you want Cisco Unified MeetingPlace Express to call you automatically at the beginning of meetings of which you are the owner or to which you have been invited.</p> <p>For complete information about this feature and the information you see, see the “Specifying Your Preferred Method of Joining Meetings by Phone” section on page 13-9.</p> |
| Language | <p>Determines the language that you see and hear after you log in on either the web or the telephone. Before you log in, or if you are a guest, you will see and hear the system default language that your system administrator has chosen for your Cisco Unified MeetingPlace Express system.</p> <p>The valid languages for your system are displayed in the footer of each web page. You can click any of those links to change the language for this session. After clicking on a language, the system displays a pop-up dialog box asking if you want to make that language the default language in your profile. If you answer yes, the system changes the language for this session and the language in your profile. If you answer no, the system changes the language for this session only.</p> <p>For meetings that you schedule, this setting determines the language in which the meeting prompts and web pages will be displayed to all meeting participants if you do not specify a meeting language on the Schedule Meeting web page.</p> <p>Note If you choose English (US), your clock will be in the 12-hour format. If you choose any language other than English (US), your clock will be in the 24-hour format.</p> |
| Region | <p>The geographical location in which you are located. The option you choose determines the options that are available in the Timezone field. If you want to use the same time zone as the Cisco Unified MeetingPlace Express server, choose Other.</p> |

| Item | Description |
|--|---|
| Timezone ² | <p>The time zone that Cisco Unified MeetingPlace Express uses to configure your scheduling and notification activities. To change your timezone, choose an option in the Region field above, then choose a different time zone from this list.</p> <p>The Localtime of the Cisco Unified MeetingPlace Express server option is most useful if your company or organization has locations in only one time zone. If you want to choose this option, you must first choose Other for the Region option.</p> |
| Assign delegate ² | <p>Enter the web username of the person whom you want to enable to schedule meetings on your behalf. If you are not sure who can be a delegate for you, contact your Cisco Unified MeetingPlace Express system administrator.</p> <p>For more information, see the “Assigning a Delegate to Schedule Meetings on Your Behalf” section on page 13-11.</p> |

1. You cannot change this value.
2. Your system administrator may not allow you to change this information, or this information may not be visible.

Meeting Default Settings

The following settings appear in new meetings that you schedule. You can change each option for each meeting. Your system administrator may not make these options available.

| Option | Description |
|-----------------|--|
| Publish Meeting | Determines if your meetings will be displayed on the Find Meeting page when users search for published (publicly listed) meetings. |
| Billing Code | The default billing code for meetings that you schedule on Cisco Unified MeetingPlace Express. |

| Option | Description |
|--------------------|---|
| Who can attend | <p>Determines who can attend your meetings:</p> <ul style="list-style-type: none"> • Anyone—Meetings are unrestricted. Both profiled users and guest users can attend. • Users with Cisco Unified MeetingPlace Express profiles only—Your meetings are restricted to profiled users who log in with their Cisco Unified MeetingPlace Express password before enter a meeting. • Group Default |
| Entry announcement | <p>Determines how participants are announced when they enter meetings that you schedule.</p> <ul style="list-style-type: none"> • Beep Only — Plays a short beep to indicate that someone has entered the meeting. • Beep + Name — Plays a short beep and announces the participant's recorded name. • Silent — No indication that someone has entered the meeting. • Group Default |
| Exit announcement | <p>Determines how participants are announced when they leave meetings that you schedule.</p> <ul style="list-style-type: none"> • Beep Only — Plays a short beep to indicate that someone has left the meeting. • Beep+ Name — Plays a short beep and announces the participant's recorded name. • Silent — No indication that someone has left the meeting. • Group Default |

How to Change Your Profile Settings

Your system administrator controls some of the settings in your [profile](#), but you can also change some settings.

Topics in this section include:

- [Changing Your Personal Profile Settings](#), page 13-7
- [Changing Your Web and Phone Passwords by Using the Web](#), page 13-7
- [Changing Your Phone Password By Dialing In](#), page 13-8
- [Specifying Your Preferred Method of Joining Meetings by Phone](#), page 13-9
- [Assigning a Delegate to Schedule Meetings on Your Behalf](#), page 13-11
- [Recording Your Profile Name](#), page 13-11

Changing Your Personal Profile Settings

Before You Begin

- You must be logged in to Cisco Unified MeetingPlace Express.

Procedure

-
- | | |
|---------------|--|
| Step 1 | At the top of any page, except the web meeting room , click Profile . |
| Step 2 | Make changes using the information in the “About Profile Setting Definitions” section on page 13-2 . |
| Step 3 | Click Update profile . |
-

Changing Your Web and Phone Passwords by Using the Web

You can change both of your Cisco Unified MeetingPlace Express [passwords](#) via the web pages.

Before You Begin

- You must be logged in to Cisco Unified MeetingPlace Express.

Procedure

Step 1 Click **Profile**.

Step 2 Click **Change Password** for the [password](#) you want to change.



Note If there is no **Change Password** button, you cannot change this [password](#).

Step 3 Enter your current [password](#).

Step 4 Enter your new [password](#).

Step 5 Enter your new [password](#) again to verify that you entered it correctly.

Step 6 Click **Save**.

Step 7 Repeat [Step 2](#) through [Step 6](#) for your other [password](#), if desired.

Changing Your Phone Password By Dialing In

Procedure

Step 1 From any touch-tone telephone, dial your Cisco Unified MeetingPlace Express phone number.

Step 2 Press **2#**.

Step 3 Follow the [prompts](#) to enter your [phone profile number](#) and [password](#).

Step 4 If you are prompted to record your name, follow the [prompts](#) to record your name. When you are finished, Cisco Unified MeetingPlace Express will begin the [prompts](#) again from the beginning of the list.

Step 5 Press **3#** and follow the [prompts](#) you hear.

The system prompts you to enter your new [password](#), followed by #, then reenter your new [password](#), followed by #.

Specifying Your Preferred Method of Joining Meetings by Phone

You can specify how you want to join meetings of which you are the [owner](#) or to which you are invited. The options are:

- The system calls you automatically when the meeting starts. You can specify up to three numbers that Cisco Unified MeetingPlace Express will try in order until you answer. One of these numbers can be a pager.



Note The system can call you at the beginning of meetings to which you have been invited only if the scheduler invited you using the method described in the [“Inviting Attendees By Using the Directory”](#) section on page 2-22.

- The system does not call you automatically; you must initiate the process to join each meeting.

Before You Begin

- You must be logged in to Cisco Unified MeetingPlace Express.

Restriction

- Depending on settings that the system administrator makes, this option may not be available.

Procedure

Step 1 Click **Profile**.

Step 2 For **Method of Attending**, specify a method to join meetings via voice:

- **I'll call in**—Cisco Unified MeetingPlace Express will *not* automatically try to call you when a meeting begins. When you want to join a meeting, you must call the Cisco Unified MeetingPlace Express telephone number and

enter the [meeting ID](#) of the meeting, have the system call you from inside the [web meeting room](#), or join via the [Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone](#).

- **Find Me**—At the scheduled start time of meetings that you schedule or to which you have been invited (if the meeting scheduler used the directory to specify you as an invitee), and when you start a [reservationless meeting](#), Cisco Unified MeetingPlace Express will try to reach you at each of the numbers that you provide in the next step, in the order you list them.

Step 3 If you chose **Find Me**, enter up to two phone numbers plus an optional pager number in the order in which you want Cisco Unified MeetingPlace Express to use them to call you. For each number that you enter, specify the type of number it is.

- Enter each phone number in the same format that you would use to dial that number from the telephone on your desk.
- You can enter only one pager number among the three options. If you enter a pager number, we recommend that you enter that number as the last option in your list, after any telephone numbers, since delays in many pager services may result in Cisco Unified MeetingPlace Express calling the other numbers in addition to the pager number. Choose one of the following and enter its associated number:

| Pager Type | Enter This Number |
|-----------------------|---|
| Direct dial pager | Enter the telephone number of the pager. |
| Non direct dial pager | Enter your PIN number for the pager system. |

When you specify a pager number, you can enter numbers, spaces, and the # and * symbols. Cisco Unified MeetingPlace Express ignores all other characters.

Step 4 Click **Update profile**.

Step 5 Click **Logoff**.

Recording Your Profile Name

You should record the name that announces and identifies you when you log in to a meeting via telephone as a [profiled user](#).

Procedure

-
- | | |
|---------------|--|
| Step 1 | From any touch-tone telephone, dial your Cisco Unified MeetingPlace Express telephone number. |
| Step 2 | Press 2# . |
| Step 3 | Follow the prompts to enter your phone profile number and password . |
| Step 4 | Press 2# and follow the prompts you hear. |
-



Note

You may also be prompted to record your name when you [dial in](#) to attend a meeting. If so, follow the [prompts](#) to record your name.

Assigning a Delegate to Schedule Meetings on Your Behalf

A [delegate](#) is a profiled Cisco Unified MeetingPlace Express user who can schedule meetings on behalf of another [profiled user](#). A [delegate](#) can also reschedule meetings on behalf of the delegator, and can see private meetings that the [delegate](#) has scheduled on behalf of the delegator. A [delegate](#) has the same privileges in a meeting as the meeting [scheduler](#).

The system administrator can assign a [delegate](#) to a user, or the system may allow each user to choose a [delegate](#). Not all users can be [delegates](#).

Each [profiled user](#) can have only one [delegate](#), but a [delegate](#) can act on behalf of multiple users.

Before You Begin

- You must be logged in to Cisco Unified MeetingPlace Express.
- Ask your system administrator who can be your [delegate](#).

Procedure

- Step 1** Click **Profile**.
- Step 2** In the **Assign Delegate** field, enter the Cisco Unified MeetingPlace Express [username](#) of the person who will schedule meetings for you.
- Step 3** Click **Update Profile**.
-

The next time the [delegate](#) logs on and clicks **Schedule**, your [username](#) will appear in the **Schedule on behalf of** list.



Using the Cisco Unified MeetingPlace Express Service for Cisco Unified IP Phone

If you have a Cisco Unified IP Phone, the [Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone](#) offers a convenient way to access certain Cisco Unified MeetingPlace Express features.

You can use the Cisco Unified MeetingPlace Express [service](#) to do the following:

- Join meetings
- Start [reservationless meetings](#)
- View a list of upcoming meetings
- View meeting and [participant](#) details

After you have joined a meeting as a [profiled user](#) using your Cisco Unified IP Phone, you can perform in-meeting operations such as:

- Locking the meeting
- Recording the meeting
- Muting yourself
- Removing [participants](#) from the meeting

The functions available to you depend on whether you are the meeting [owner](#) or a [participant](#).

**Note**

To schedule meetings, you must use the Cisco Unified MeetingPlace Express web pages.

Topics in this section include:

- [About the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone, page 14-2](#)
- [About Starting and Joining a Meeting via the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone, page 14-6](#)
- [About Managing a Meeting in Progress By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone, page 14-14](#)

About the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone

The following topics will help you get started using the [Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone](#):

- [Getting General Information About Using Your Cisco Unified IP Phone, page 14-3](#)
- [Setting Up the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone, page 14-3](#)
- [Accessing the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone, page 14-4](#)
- [Tips for Using Your Cisco Unified IP Phone with the Cisco Unified MeetingPlace Express Service, page 14-5](#)

Getting General Information About Using Your Cisco Unified IP Phone

To get general information about using your Cisco Unified IP Phone, see the documentation at:

http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Setting Up the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone

To use the [Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone](#), you must set up the service.

Before You Begin

- Obtain the following information from your system administrator:
 - The URL for setting up [services](#) for your Cisco Unified IP Phone.
 - Your web [username](#) and [password](#).
 - The name of your device or device profile. (This information pertains to your phone and is unrelated to your Cisco Unified MeetingPlace Express user [profile](#).)

Procedure

-
- Step 1** Log in to Cisco Unified MeetingPlace Express via the web.
 - Step 2** Navigate to the URL for setting up [services](#) for your Cisco Unified IP Phone.
 - Step 3** If you receive security alerts, click **Yes**.
 - Step 4** Enter your [username](#) and [password](#); then click **Log On**.
 - Step 5** Choose a device or device profile to configure.
 - Step 6** Click **Configure your Cisco Unified IP Phone Services**.
 - Step 7** From **Available Services**, choose Cisco Unified MeetingPlace Express, then click **Continue**.

- Step 8** Enter the following information:
- Your phone extension as it appears on the screen of your Cisco Unified IP Phone.
 - Your Cisco Unified MeetingPlace Express [username](#).
 - The Cisco Unified MeetingPlace Express [password](#) that is associated with your [username](#).
- Step 9** Click **Subscribe**.
- Step 10** Click **Log Off**.
-

Accessing the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone

Before You Begin

- You must set up your Cisco Unified IP Phone to use the Cisco Unified MeetingPlace Express service.

Procedure

- Step 1** Press the **Services** button on your Cisco Unified IP Phone. This button looks different on different phone models; if you cannot locate the correct button, see the “[Getting General Information About Using Your Cisco Unified IP Phone](#)” section on page 14-3.
- Step 2** Select a Cisco Unified MeetingPlace Express [service](#).
- Step 3** If the item that you are looking for is not visible on the screen, use one or more of the following methods to locate it:
- Press **Navigation** on your phone (up and down arrows) to scroll up or down until you see the item you want.
 - Press **9** to view the next screen of items or press **1** to view the previous screen. Not all items in a single screen are visible at one time; scroll up or down to see all items in the screen before you view the next or previous screen.
- Step 4** Use one of the following methods to select the item:

- Press the **Navigation** button on your phone (up and down arrows) to move the highlighted bar to the item you want to select, then press the **Select** softkey at the bottom of the screen. Depending on the list you are working with, you may be able to press other softkeys to perform a desired action.
 - Locate the number that appears to the left of the item that you want to select, then press that number on your telephone keypad.
-

Troubleshooting

- To access the help system, press **Help**. If you do not see a **Help** softkey at the bottom of your screen, press the **more** softkey.

Related Topics

- [Setting Up the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone, page 14-3](#)

Tips for Using Your Cisco Unified IP Phone with the Cisco Unified MeetingPlace Express Service

The following tips will help you use your Cisco Unified IP Phone with the Cisco Unified MeetingPlace Express service:

- If service information (in this case, information about Cisco Unified MeetingPlace Express meetings or participants) is visible on your screen, you cannot use the numbered telephone keypad to respond to prompts that you hear, except to press the * key to exit the prompt menu. To respond to audible prompts:
 - For Cisco Unified IP Phone 7940 series and Cisco Unified IP Phone 7960 series: First press the **Services** button to exit all services. Then press the desired numbers on the telephone keypad.
 - For Cisco Unified IP Phone 7970 series and Cisco IP Communicator: Click the telephone icon at the top left of the screen, then press the desired numbers on the telephone keypad.
- The softkeys at the bottom of the screen change depending on the information on the screen and on your role in the meeting (for example, meeting owner, invited participant, current participant, or uninvolved person.)

About Starting and Joining a Meeting via the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone

You can join a meeting that is in progress or scheduled to begin soon. (The exact time that you can join a meeting depends on settings that the system administrator makes.)

Topics in this section include:

- [Joining a Meeting When You Know the Meeting ID \(Via the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone\), page 14-7](#)
- [Joining a Meeting When You Do Not Know the Meeting ID \(Via the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone\), page 14-8](#)
- [Joining a Continuous Meeting Via the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone, page 14-9](#)
- [Starting a Reservationless Meeting via the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone, page 14-10](#)
- [Viewing Lists of Meetings on the Screen of Your Cisco Unified IP Phone, page 14-11](#)
- [Viewing Meeting Details on the Screen of Your Cisco Unified IP Phone, page 14-11](#)
- [Viewing Participant Lists and Details on the Screen of Your Cisco Unified IP Phone, page 14-12](#)

Joining a Meeting When You Know the Meeting ID (Via the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone)

Before You Begin

- Follow the instructions in the [“Accessing the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone”](#) section on page 14-4.

Restriction

- You must be a Cisco Unified MeetingPlace Express [profiled user](#) who can call out of meetings.

Procedure

- Step 1** Press **1**.
- Step 2** Enter the [meeting ID](#).
- Step 3** Press the **Submit** [softkey](#).
- Step 4** If more than one meeting today has the [meeting ID](#) that you entered, you will see a list of meetings that include that [meeting ID](#). Select the meeting that is in progress, as indicated by an @ symbol.
- Step 5** Press the **Join** [softkey](#).
- Step 6** If you see **Enter meeting password**, enter the [password](#), then press the **Submit** [softkey](#).
- Step 7** When the phone rings, answer it.
- Step 8** Follow the [prompts](#) that you hear.
-

Joining a Meeting When You Do Not Know the Meeting ID (Via the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone)

If the meeting is a [published meeting](#), if you scheduled it, or if you are invited to it, you can attend the meeting using this method. If the meeting requires a [password](#), you must obtain the [password](#) from the meeting [scheduler](#).

Before You Begin

- Follow the instructions in the “[Viewing Lists of Meetings on the Screen of Your Cisco Unified IP Phone](#)” section on page 14-11.

Restriction

- You must be a Cisco Unified MeetingPlace Express [profiled user](#) who can call out of meetings.

Procedure

-
- | | |
|---------------|---|
| Step 1 | Select the meeting to join. The meeting that you choose must be currently in session, or a few minutes in the past or the future. Meetings that you can join now are indicated with an @ symbol. |
| Step 2 | Press the Join softkey to have the Cisco Unified MeetingPlace Express system call you. If there is no Join softkey , it is too soon to attend the meeting, the meeting is over, you have already joined the meeting, or you cannot join it. |
| Step 3 | If you see Enter meeting password , enter the password , then press the Submit softkey . |
| Step 4 | Follow the prompts that you hear. |
-

Joining a Continuous Meeting Via the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone

You can join a [continuous meeting](#) at any time. A [continuous meeting](#) is a permanent meeting that is always in session, even after everyone leaves and hangs up.

Before You Begin

- Follow the instructions in the “[Viewing Meeting Details on the Screen of Your Cisco Unified IP Phone](#)” section on page 14-11.

Restriction

- You must be a Cisco Unified MeetingPlace Express [profiled user](#) who can call out of meetings.

Procedure

-
- | | |
|---------------|---|
| Step 1 | Select the meeting that you want to join. |
| Step 2 | Press the Join softkey . |
| Step 3 | If you see Enter meeting password , enter the password , then press the Submit softkey . If the password includes letters of the alphabet, look at the number keys on the telephone to determine which number corresponds to each letter. |
| Step 4 | Follow the prompts that you hear. |
-

Starting a Reservationless Meeting via the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone

Before You Begin

- Follow the instructions in the [“Accessing the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone”](#) section on page 14-4.

Restriction

- You must be a Cisco Unified MeetingPlace Express [profiled user](#) whose [profile](#) allows you to start [reservationless meetings](#).

Procedure

- Step 1** Select **Start Reservationless**.
- Step 2** Wait while Cisco Unified MeetingPlace Express starts your meeting.
- Step 3** Press the **Join** [softkey](#).
- Step 4** Answer the phone when it rings and follow the instructions that you hear.
- Step 5** Give invitees the following information; for example, by sending them an e-mail:
- The phone number of your Cisco Unified MeetingPlace Express system.
 - The [meeting ID](#) (your [reservationless meeting ID](#)), which is the same as your [phone profile number](#).
 - If you created a [password](#) for this meeting, the meeting [password](#).
-

Related Topics

- [About Reservationless Meetings, page 2-4](#)

Viewing Lists of Meetings on the Screen of Your Cisco Unified IP Phone

You can view a list of meetings, including [published meetings](#), [continuous meetings](#), meetings that you scheduled, and meetings to which you are invited.

Before You Begin

- Follow the instructions in the “[Accessing the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone](#)” section on page 14-4.

Procedure

-
- | | |
|---------------|--|
| Step 1 | To view today’s meetings, press the number that appears beside Today’s Meetings in the list. |
| Step 2 | To view continuous meetings , press the number that appears beside Continuous Meetings in the list. |
-

Viewing Meeting Details on the Screen of Your Cisco Unified IP Phone

You can view information about any meeting that appears in the list of Today’s Meetings or the list of [continuous meetings](#), and for any meeting for which you know the [meeting ID](#).

You can see details including:

- Meeting ID
- Start time
- Duration
- Number of callers
- Name of the meeting [owner](#)
- Telephone number(s) that people can use to dial in to join the meeting

- (For current meetings) Whether recording is on or off
- (For current meetings) Whether the meeting is locked or unlocked

Before You Begin

- Access the [Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone](#). See the “Accessing the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone” section on page 14-4.

Procedure

-
- Step 1** Select the meeting using one of the following methods:
- If you do not know the [meeting ID](#), follow the procedure in the “[Viewing Lists of Meetings on the Screen of Your Cisco Unified IP Phone](#)” section on [page 14-11](#). Then select the meeting that you want to view.
 - If you know the [meeting ID](#), press 1, then use the numbers on your telephone keypad to enter the [meeting ID](#), then press the **Submit softkey**.
- Meeting details appear on the screen. Labels at the bottom of the screen indicate the options that you can perform by using the [softkeys](#) below the screen.
- Step 2** Press the up and down arrows on your phone to scroll down or up to view all of the details.
-

Related Topics

- [Viewing Participant Lists and Details on the Screen of Your Cisco Unified IP Phone](#), page 14-12

Viewing Participant Lists and Details on the Screen of Your Cisco Unified IP Phone

When you view the [roster](#) of current [participants](#), the [roster](#) shows the [participants](#) present in the meeting at the moment that you view the list. When you view the invitee list, you see the names of all [participants](#) who were invited to the meeting, but that may not actually be in the meeting.

**Note**

The [roster](#) never reflects name changes made to the [participant list](#) in the [web meeting room](#).

Before You Begin

- Display the meeting details for the meeting in which you are interested. See the “[Viewing Meeting Details on the Screen of Your Cisco Unified IP Phone](#)” section on page 14-11. The meeting must be currently in session, as indicated by an @ symbol in front of the meeting subject in the list of meetings.

Restriction

- You must join the [voice meeting](#) as a [profiled user](#) via your Cisco Unified IP Phone to see the [roster](#) of current [participants](#); however, anyone can see the list of invitees.

Procedure

-
- Step 1** To see a list of current meeting [participants](#), press the **Roster softkey**.
- Step 2** To determine the status of each [participant](#), look at the icon that appears to the left of each name. (Participants in the meeting may display more than one of these indicators.)
- A telephone handset icon indicates a current [participant](#) on the telephone.
 - A telephone handset icon with an X beside it indicates a muted [participant](#).
 - A monitor-and-keyboard icon indicates a [participant](#) who is in the [web meeting room](#).
 - No icon indicates an invitee who has not joined the meeting.
- Step 3** To see an updated [participant list](#), press the **CurRstr softkey**. (If you do not see a **CurRstr softkey**, press the **more softkey**, then press the **CurRstr softkey**.)
- Step 4** To see a list of invited [participants](#) (who may or may not be in the meeting), press the **Invnt softkey**.
- Step 5** To see [participant](#) details, such as the [participant](#)’s phone number, select the name of the [participant](#).
- Step 6** To see who is speaking, press the **CurSpkr softkey**.

The name of the current speaker appears above the [softkey](#) labels at the bottom of the screen, under the [participant list](#). If multiple people are speaking, you see **Multiple Speakers**.

About Managing a Meeting in Progress By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone

The meeting [owner](#) can perform certain tasks during the meeting. Topics in this section include:

- [Changing the Entry and Exit Announcements \(By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone\)](#), page 14-14
- [Locking and Unlocking Meetings to Prevent New Arrivals \(By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone\)](#), page 14-16
- [Muting and Unmuting a Participant \(By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone\)](#), page 14-16
- [Removing a Participant \(By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone\)](#), page 14-17
- [Recording a Meeting \(By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone\)](#), page 14-18

Changing the Entry and Exit Announcements (By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone)

When you enter or exit a meeting, by default the system plays your name into the meeting. You can change the announcement options for a meeting that you scheduled that is in progress or has not yet started.

For information about the options available, see the entries for [Entry Announcement](#) and [Exit Announcement](#) in the “Standard Scheduling Parameters” section on page 2-12.

Before You Begin

- Follow the instructions in the “[Viewing Meeting Details on the Screen of Your Cisco Unified IP Phone](#)” section on page 14-11 to view the meeting details for the meeting for which you want to change the announcements.

Restriction

- You must be the meeting [owner](#).

Procedure

-
- Step 1** Press the **Ancmnts** [softkey](#). (If you do not see the **Ancmnts** [softkey](#), press the **more** [softkey](#).)
- Step 2** Select the announcement that you want to change:
- To change the entry announcement, press **1**.
 - To change the exit announcement, press **2**.
- Step 3** Choose the announcement style you want:
- To hear a beep plus the recorded name of the [participant](#) who is arriving or departing, press **1**.
 - To hear only a beep when a [participant](#) arrives or departs, press **2**.
 - To allow [participants](#) to arrive or depart silently, press **3**.
- Step 4** Press the **Close** [softkey](#).
- Step 5** To change the other announcement, repeat [Step 2](#) through [Step 4](#) in this process.
-

Locking and Unlocking Meetings to Prevent New Arrivals (By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone)

Restriction

- You must be the meeting [owner](#).

Procedure

-
- | | |
|---------------|--|
| Step 1 | Display the meeting details of the meeting you want to lock. See the “ Viewing Meeting Details on the Screen of Your Cisco Unified IP Phone ” section on page 14-11. |
| Step 2 | Press the Lock softkey . (If you do not see a Lock softkey , press the more softkey .) |
| Step 3 | Read the screen that appears, then press the Lock softkey . |
| Step 4 | To selectively admit participants who request entry, see the “ Handling Requests for Entry to a Locked Meeting via the Web Meeting Room ” section on page 7-14. |
| Step 5 | To unlock the meeting, press the Unlock softkey . |
-

Muting and Unmuting a Participant (By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone)

Before You Begin

- Follow the instructions in the “[Viewing Participant Lists and Details on the Screen of Your Cisco Unified IP Phone](#)” section on page 14-12 to view the details for the [participant](#) to mute or unmute. If you want to mute or unmute yourself, choose your own name.

Restrictions

- You must be the meeting [owner](#).

- You can only mute or unmute yourself if you joined the voice meeting as a [profiled user](#) using your Cisco Unified IP Phone.

Procedure

-
- Step 1** To mute a [participant](#), press the **Mute** [softkey](#). To unmute a [participant](#), press the **Unmute** [softkey](#).
- Step 2** Read the message that appears on the phone screen.
- Step 3** Press the **Close** [softkey](#) to return to the [roster](#).
-

Removing a Participant (By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone)

Before You Begin

- Follow the instructions in the “[Viewing Participant Lists and Details on the Screen of Your Cisco Unified IP Phone](#)” section on page 14-12 to view the details for the [participant](#) to remove.

Restriction

- You must be the meeting [owner](#).

Procedure

-
- Step 1** Press the **Drop** [softkey](#).
- Step 2** Read the message that appears on the phone screen.
- Step 3** Press the **Close** [softkey](#) to return to the [roster](#).

- Step 4** Consider locking the meeting to prevent the removed [participant](#) from reentering the meeting. See the “[About Controlling Who is in the Meeting](#)” section on [page 7-12](#) or the “[Locking and Unlocking Meetings to Prevent New Arrivals \(By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone\)](#)” section on [page 14-16](#).
-

Recording a Meeting (By Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone)

Restriction

- You must be the meeting [owner](#).

Procedure

- Step 1** Display the meeting details for the meeting that you want to record. See the “[Viewing Meeting Details on the Screen of Your Cisco Unified IP Phone](#)” section on [page 14-11](#).
- Step 2** Press the **Record** [softkey](#). (If you do not see the **Record** [softkey](#), press the **more** [softkey](#).)
- Step 3** Read the screen that appears, then press the **Record** [softkey](#).
- Step 4** To stop recording the meeting, press the **Stop** [softkey](#).
-



Troubleshooting and Getting Help

Topics in this section include:

- [Getting the Most Current Documentation, page 15-1](#)
- [Getting Help From a Live Attendant, page 15-2](#)
- [Troubleshooting Problems Logging In, page 15-2](#)
- [Troubleshooting Problems Scheduling Meetings, page 15-3](#)
- [Troubleshooting Problems Finding Meetings, page 15-4](#)
- [Troubleshooting Problems Joining Meetings, page 15-5](#)
- [Troubleshooting Problems During the Meeting, page 15-10](#)
- [How to Troubleshoot Problems Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone, page 15-15](#)

Getting the Most Current Documentation

The most current documentation may have information that was not available when this version was published. See the [“About End-User Help and Documentation”](#) section on page 1-14.

Getting Help From a Live Attendant

**Note**

The information in this topic *only* applies to participants in the [full web meeting room](#) or the [lite web meeting room](#).

If your organization has enabled the live attendant feature, you can obtain human assistance by telephone by doing one of the following:

- If you are not in a [voice meeting](#), dial the Cisco Unified MeetingPlace Express phone number. Press **0**, then **#**.
- If you are in a [voice meeting](#), press **#**, then **0**.

Otherwise, contact your system administrator for assistance.

Troubleshooting Problems Logging In

**Note**

All the information in this section applies *only* to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Problem I cannot log in to Cisco Unified MeetingPlace Express by telephone or the Cisco Unified MeetingPlace Express [service](#) on my Cisco Unified IP Phone, or I get an error when I log in (“user not recognized” or “profile does not exist.”)

Solution Go first to your Cisco Unified MeetingPlace Express web URL and log in using your [username](#) and [password](#). This initializes your [profile](#) so that you can use the telephone and the [Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone](#).

If you are still unable to log in, contact your Cisco Unified MeetingPlace Express system administrator.

Problem I cannot log in.

Solution Contact your Cisco Unified MeetingPlace Express system administrator. You may have reached the maximum number of unsuccessful log-in attempts. If so, your Cisco Unified MeetingPlace Express system administrator must unlock your [profile](#).

Problem I checked **Remember Me** and now when I try to log in, my log-in entries get erased and I cannot log in.

Solution Close the browser window and open a new one, then enter your Cisco Unified MeetingPlace Express URL again.

Problem I checked **Remember Me** and I need to log in with a different [username](#).

Solution From the top of any page except the [web meeting room](#), click **Log Off**. On the Log In page, enter the other [username](#) and [password](#). Uncheck **Remember Me**.

Related Topics

- [Problems with Passwords, page 15-7](#)

Troubleshooting Problems Scheduling Meetings



Note

All the information in this section applies *only* to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Problem When I try to schedule a meeting, I receive this error: “Schedule meeting failed.”

Solution The system was unable to schedule your meeting for the reason indicated. Use the tips provided to try again to reschedule your meeting. Some common reasons for scheduling failure include:

- You did not enter all the required information.
- If you specified a [meeting ID](#), it is not unique for the date, time, and duration for which you are scheduling the meeting. Try changing the [meeting ID](#).
- There are not enough resources available on the system at the date and time for which you are trying to schedule the meeting. Try choosing a different date or time or entering a smaller number of [participants](#), if possible.

Problem I am trying to schedule a [recurring meeting](#), but only a single meeting is scheduled.

Solution Make sure that you have specified a number of occurrences that is greater than one or an end date that is after today.

Problem I'm trying to schedule a meeting with a certain [meeting ID](#), but I receive an error that the [meeting ID](#) is unavailable. I know that there are no other meetings that include that [meeting ID](#) at the time I am trying to schedule.

Solution To allow [participants](#) to join a meeting shortly before the meeting officially begins, and to enable a meeting to be extended if necessary, the actual duration that the system reserves for a meeting may be longer than the time that the scheduler specifies. Therefore, it may not be possible to schedule two meetings that include the same [meeting ID](#) very close together. The system administrator makes the settings that affect this functionality.

Problem I scheduled a meeting using Microsoft Outlook and then modified the meeting using the End User Interface, but none of the invitees received an updated meeting notification.

Solution When you schedule a meeting using Microsoft Outlook and then modify or delete the meeting using the End User Interface, the system does not send out updated notifications.

Troubleshooting Problems Finding Meetings



Note

All the information in this section applies *only* to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Problem I want to find my meetings, but the My Meetings option does not appear on the Find Meeting page.

Solution To see this option, you must log in.

Problem The meeting I am looking for does not appear on the list, but I know it should be there.

Solution

- The list of meetings may be too long to fit on one screen. Click the links at the bottom to see more meetings in the lists.
- Make sure you have selected the correct radio button for the type of meeting or recording you are trying to find.
- Check the date range of your search. Be sure you entered the year using four digits.
- If you are searching for [published meetings](#), the meeting you are looking for may not be a [published meeting](#).

Troubleshooting Problems Joining Meetings

Topics in this section include:

- [General Problems, page 15-5](#)
- [Problems With Meeting Invitations, page 15-6](#)
- [Problems with Passwords, page 15-7](#)
- [Problems Joining the Web Meeting Room, page 15-8](#)

General Problems

**Note**

All the information in this section applies *only* to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Problem I cannot join a meeting.

Solution

- Contact the meeting [scheduler](#) for the current correct meeting information.
- Your system may not have enough capacity to accommodate you at this time. You can try again later to join the meeting and see if capacity has become available.

Problem I have my profile set to Find Me at my pager number, but the system never calls me when it should.

Solution Contact your Cisco Unified MeetingPlace Express system administrator.

Problems With Meeting Invitations



Note

All the information in this section applies *only* to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Problem I am not receiving meeting [notifications](#) to meetings that I am invited to.

Solution Possible reasons for this include:

- Your e-mail address may not be entered correctly in your [profile](#).
- The meeting [scheduler](#) may have entered your e-mail address incorrectly when scheduling the meeting.
- Your system administrator may have set options that prevent you from receiving some or all meeting [notifications](#).
- Network or other problems may exist; contact your system administrator.

Problem Some or all of the people I invite to my meetings do not receive [notifications](#) or updated invitations.

Solution Possible reasons for this include:

- Your invitees' e-mail addresses may not be entered correctly in their [profiles](#).
- You may not have entered invitees' e-mail addresses correctly when you scheduled the meeting.
- Your system administrator may have set options that prevent some recipients from receiving some or all meeting [notifications](#), or that prevent e-mail [notifications](#) from being sent when you schedule or reschedule meetings.
- The system automatically sends updated meeting [notifications](#) if any of the following changes:
 - Start time
 - Meeting ID

- Password
- List of invitees

No other changes will generate a [notification](#).

Related Topics

- [Troubleshooting Problems Joining Meetings, page 15-5](#)

Problems with Passwords



Note

All the information in this section applies *only* to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Problem I have forgotten my [password](#).

Solution Contact your system administrator.

Problem My [password](#) does not work.

Solution Check the following:

- Passwords are case sensitive. Make sure Caps Lock is not on.
- Make sure you entered the correct [password](#); every [profiled user](#) has two [passwords](#): one for logging in via the web and one for logging in via telephone.

Problem I do not have the meeting [password](#).

Solution Check to see if the [password](#) is specified in an e-mailed meeting invitation. If it is not, or you did not receive a meeting [notification](#), contact the meeting [scheduler](#).

Related Topics

- [Troubleshooting Problems Joining Meetings, page 15-5](#)

Problems Joining the Web Meeting Room



Note

The information in this topic applies *only* to participants in the [full web meeting room](#) or the [share-only web meeting room](#).

Problem I cannot join the [web meeting room](#).

Solution

- Run the browser test to be sure your computer and software are compatible with the [web meeting room](#). For information, see the “[Preparing to Join a Meeting](#)” section on page 4-1.
- If you downloaded the correct version of the Adobe Flash Player during the [browser test](#), then after it is installed, close all browser windows, open a new browser window, and try again to connect to the meeting.
- Verify that your internet connection is working properly by verifying that you can connect successfully to other web sites.
- Disable any popup blockers or unblock the Cisco Unified MeetingPlace Express URL to access the meeting.
- Try clearing the cache of your browser.
- Try connecting from another computer.
- There may be issues on the meeting [presenter](#)'s side or an issue with the event.
- Some companies use proxy servers to control internet access. If you are accessing the meeting from behind a proxy server and you are using Microsoft Internet Explorer, perform the following steps:
 - a. Within Microsoft Internet Explorer select **Tools > Internet Options > Advanced**.
 - b. Enable the setting **Use HTTP 1.1 through proxy connections** and click **OK**.
 - c. Close all browser windows and re-open them.
 - d. Try again to connect to the meeting.

If you are using another browser, see the documentation for that browser.
- Your system may not have enough capacity to accommodate you. You can try again later to join the [web meeting](#) and see if capacity has become available.

- If for some reason you are unable to obtain the correct version of the Adobe Flash Player by running the [browser test](#), do the following:
 - a. Visit http://www.macromedia.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash and click **Install Now**.
 - b. After the player is installed, close all browser windows, then re-open them.
 - c. Try again to connect to the meeting.
- If all else fails, contact your Cisco Unified MeetingPlace Express system administrator.

**Note**

The information in this topic applies *only* to participants in the [full web meeting room](#) or the [share-only web meeting room](#).

Problem I've already downloaded the Adobe Flash Player and Cisco Unified MeetingPlace Express is prompting me to download it again.

Solution If you have multiple browsers installed on your computer, the system prompts you to download the Adobe Flash Player the first time you use each browser to join the [web meeting room](#).

**Note**

The information in this topic applies *only* to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Problem I have requested to join a locked meeting but nothing is happening. I know I'm welcome in the meeting.

Solution The [presenter](#) may not be able to interrupt the presentation just now. Or the [presenter](#) may not see your entry request. See if you can reach the [presenter](#) or another meeting [participant](#) via another method.

Related Topics

- [Troubleshooting Problems Joining Meetings, page 15-5](#)

Troubleshooting Problems During the Meeting

This section includes the following topics:

- [Problems in the Web Meeting Room, page 15-10](#)
- [Problems in the Voice Meeting, page 15-14](#)

Problems in the Web Meeting Room

This section includes the following topics:

- [General Problems, page 15-10](#)
- [Problems Sharing Your Screen, page 15-12](#)

General Problems

**Note**

The information in the following topic only applies to participants in the [full web meeting room](#) or the [share-only web meeting room](#).

Problem My [web meeting room](#) is breaking up or redrawing very slowly, or does not stay connected.

Solution Try the following:

- Make sure that you are not using any other applications or processes that are network-intensive. For example, do not download video files from the internet while you are attending a meeting.
- Choose **Help > Connection Status** to verify that your connection is adequate. If not, try choosing a lower bandwidth. See the [“Changing Your Connection Speed to the Web Meeting Room”](#) section on page 6-8.
- If you are attending via modem, make sure that you are not doing any other activity that uses the available modem bandwidth.
- If you continue to experience network connection problems, ask a meeting [moderator](#) to reduce the speed of the [web meeting room](#) connection using methods described in the [“Optimizing the Web Meeting Room Bandwidth”](#) section on page 7-25.

**Note**

The information in the following topic only applies to participants in the [full web meeting room](#) or the [share-only web meeting room](#).

Problem Sometimes a black screen appears when someone is sharing.

Solution This is normal. The [share pod](#) area is black while the [presenter](#) selects the content to share.

**Note**

The information in the following topic only applies to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Problem Buttons and options are missing from my view of the [web meeting room](#).

Solution You may not have the [permission level](#) that you expect to have. Compare the icon beside your name in the [participant list](#) with the icons described in the “[Icons in the Participant List](#)” section on page 5-16. You can send a message to a [moderator](#), or ask in the meeting, to request a different [permission level](#).

**Note**

The information in the following topic only applies to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Problem Volume and mute controls in the [participant list](#) are dimmed.

Solution Whether the [participant](#) is yourself or another [participant](#) whose volume you are trying to change:

- If the [participant](#) has not already joined via telephone, voice options are not available when the name of that [participant](#) is selected.
- If the [participant](#) has joined the web and voice meetings separately, the [participant](#) will be listed twice unless a [moderator](#) has merged the instances. The voice controls will be dimmed if you select the instance that has joined the web meeting. To modify voice options, first merge the two instances, or select the instance that has joined the [voice meeting](#).
- If you have selected multiple [participants](#) in the list, if any of the selected [participants](#) appears in the list as a web-only [participant](#), deselect that entry in the list.

**Note**

The information in the following topic only applies to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Problem I am a [profiled user](#) but I enter the [web meeting room](#) with only [presenter](#) permissions. I should have [moderator](#) privileges.

Solution Make sure you logged in as a [profiled user](#). If you enter as a [guest user](#), you will have only [presenter](#) permissions.

**Note**

The information in the following topic only applies to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Problem A [participant](#) appears twice in the [participant list](#).

Solution This can be caused by one of the following:

- A [participant](#) has dialed in to join the meeting instead of dialing out to himself from it. Participants with [moderator](#) permissions can merge two entries that are known to be the same [participant](#). See the “[Merging Two Instances of a Participant in the Participant List](#)” section on page 7-2.
- A [guest user](#) has dialed in to the meeting, been renamed in the [participant list](#), then left the conference. If the guest dials in again, the person enters as a separate entity.
- A [participant](#) has entered the voice and web meetings separately, and entered the meeting in one instance as a [profiled user](#) (by logging in), but entered the other instance as a guest (without logging in.) Or the [participant](#) has entered in both instances as guest.

Problems Sharing Your Screen

**Note**

All the information in this section applies *only* to participants in the [full web meeting room](#) or the [share-only web meeting room](#).

Problem I get an error when I try to download the Cisco Unified MeetingPlace Express Presenter Add-in from inside the [web meeting room](#).

Solution

- Follow the instructions for downloading the Presenter Add-in in the [“Preparing to Join a Meeting”](#) section on page 4-1.
- If you are still unable to install the Presenter Add-in, contact your system administrator. The cause may be one of the following:
 - You may lack the appropriate permissions to install an application on a local hard drive.
 - Some antivirus software prevents the installation of an executable file on a local hard drive.

Problem I cannot share my screen or a document.

Solution

- Ensure you are a [presenter](#) or [moderator](#) by checking the [participant list](#). Roll your mouse over the icons to the left of your name to see your [permission level](#).
- Presenters and [moderators](#) must download the Cisco Unified MeetingPlace Express Presenter Add-in to have sharing ability. To get the Presenter Add-in, follow the procedure in the [“Preparing to Join a Meeting”](#) section on page 4-1.
- If you are using Microsoft Internet Explorer, be sure that you have the latest version of Internet Explorer installed. If it is not possible to update, and you have an older version such as Internet Explorer 5, make sure the browser certification is current. Check the Microsoft Windows Update web site, for Root Certification Update under the operating system section.

Problem I’m sharing my screen, but [participants](#) see only a blue box with a checked pattern.

Solution If you are sharing one application, rather than the entire screen, that application must be visible on your screen at all times. You may be sharing a document or application that is not at the front of your screen. Click the document or application that you want to share, in order to bring it to the front for sharing.

Problems in the Voice Meeting

**Note**

All the information in this section applies *only* to participants in the [full web meeting room](#) or the [lite web meeting room](#).

Problem Some [participants](#)' voices are very low and no one can hear them.

Solution Increase the input volume of those [participants](#). See the “[Changing the Volume of Individual Participants](#)” section on page 7-20.

Problem There is a lot of unwanted noise in the meeting.

Solution

- a. Determine the source of the noise by selecting all [participants](#) and mute them, then unmute them one by one until you hear the unwanted noise. For instructions, see the “[Muting and Unmuting Participants via the Web Meeting Room](#)” section on page 7-19.
- b. Mute the offending line.
- c. Reduce the input volume of those [participants](#). See the “[Changing the Volume of Individual Participants](#)” section on page 7-20.

Problem I do not hear some [participants](#)' name when they enter or exit the meeting, even though the announcement options are set to Beep + Name.

Solution The [participant](#)'s name was probably not recorded when the [participant](#) logged in to the system. All [participants](#) are prompted to record their name when they join a meeting via voice. If you require that all [voice meeting participants](#) identify themselves by name, tell the [participants](#) that they must record their names when they hear the [prompt](#).

Problem I'm trying to use telephone commands, but when I press the number buttons, nothing happens.

Solution If you have been using the [Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone](#) and [service](#) information is visible on the screen of the phone, you cannot enter commands from the telephone keypad. You must first do the following:

- For Cisco Unified IP Phone 7940 series and Cisco Unified IP Phone 7960 series, to respond to telephone [prompts](#), first press the **Services** button to exit all services. Then push the desired numbers on the telephone keypad.
- For Cisco Unified IP Phone 7970 series and Cisco IP Communicator, click the telephone icon at the top left of the screen, then push the desired numbers on the telephone keypad.

How to Troubleshoot Problems Using the Cisco Unified MeetingPlace Express Service on Your Cisco Unified IP Phone

Problem Logging into the Cisco Unified IP Phone does not work, or I get an error (“user not recognized” or “profile does not exist.”)

Solution Go to the Cisco Unified MeetingPlace Express web URL for your organization and log in using your [username](#) and [password](#). This initializes your [profile](#) in the Cisco Unified MeetingPlace Express system so that you can use the telephone and [Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone](#). Then you can try to log in to the Cisco Unified IP Phone.

Problem Your session times out when you are using the [Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone](#) and you want to continue working in Cisco Unified MeetingPlace Express.

Solution Press the **Services** button on your Cisco Unified IP Phone twice. Depending on the model of your phone, this button may be a world icon or may be labeled **Services**. See the “[Getting General Information About Using Your Cisco Unified IP Phone](#)” section on page 14-3.

Problem I have joined the meeting by telephone, but I cannot access in-session features such as the list of current participants or the mute feature.

Solution You can access in-session features only if you have joined the meeting as a [profiled user](#) via your Cisco Unified IP Phone. If you joined the meeting by dialing in and you entered as a guest (you did not enter your [phone profile number](#) and [password](#)), the [service](#) has no way to associate the call with you. Therefore, the [service](#) does not reflect that you have joined.

Problem (Cisco IP Communicator and Cisco Unified IP Phone Model 7970 phones only) After I press a [softkey](#) button, the button changes for a few moments.

Solution This is normal. The button will return to normal when the system finishes processing your request.



Telephone Commands

Topics in this section include:

- [Telephone Commands Used When Entering Cisco Unified MeetingPlace Express, page A-1](#)
- [Telephone Commands for Meetings in Progress, page A-3](#)
- [Telephone Commands for Breakout Sessions, page A-5](#)

Telephone Commands Used When Entering Cisco Unified MeetingPlace Express

When you first dial the telephone number of your Cisco Unified MeetingPlace Express system, you can use these commands:

| To Do This Action | On Your Telephone Keypad, Press This Key Sequence | For More Information, See |
|---|---|---------------------------|
| Hear a list of options available via your telephone at this point | # | — |

| To Do This Action | On Your Telephone Keypad, Press This Key Sequence | For More Information, See |
|---|---|--|
| Request assistance Note This option may not be available on your system | 0# | Getting Help From a Live Attendant, page 15-2 |
| Join a meeting in progress as a guest user | Meeting ID, then #, then follow the prompts that you hear | Joining a Meeting By Dialing In, page 4-10 |
| Join a meeting in progress as a profiled user ¹ | 2# , then follow the prompts that you hear | Joining a Meeting By Dialing In, page 4-10 |
| Start a reservationless meeting or an immediate meeting ¹ | 1# , then follow the prompts that you hear | Using Your Telephone to Start a Reservationless Meeting, page 2-8 Using Your Telephone to Start an Immediate Meeting, page 2-10 |
| Record your name for your profile ¹ | 2# , then follow the prompts that you hear | Recording Your Profile Name, page 13-11 |
| Change your phone profile password ¹ | 2# , then follow the prompts that you hear | Changing Your Phone Password By Dialing In, page 13-8 |
| Change the menu prompts that you hear to the second language available ^{2 3} | 3# | More Options (Scheduling Parameters), page 2-17 |
| Change the menu prompts that you hear to the third language available ^{2 3} | 4# | More Options (Scheduling Parameters), page 2-17 |
| Change the menu prompts that you hear to the fourth language available ^{2 3} | 5# | More Options (Scheduling Parameters), page 2-17 |

- 1. You need your [phone profile number](#) and [password](#).
- 2. The first language available is the language that is currently being used.
- 3. This option is only available if your system is configured with multiple languages.

Telephone Commands for Meetings in Progress

While you are attending a meeting, you can perform the actions in the following table by pressing keys on your telephone keypad.

Before You Begin

If you are using a Cisco Unified IP Phone and you have been using the Cisco Unified MeetingPlace Express service and you want to use any of the telephone keypad commands described in this topic:

- For Cisco Unified IP Phone 7940 series and Cisco Unified IP Phone 7960 series, exit the Cisco Unified MeetingPlace Express service by pressing the **Services** button on your phone.
- For Cisco Unified IP Phone 7970 series and Cisco IP Communicator, click the telephone icon at the top left of the screen of your telephone.

| To Do This Action | On Your Telephone Keypad, Press This Key Sequence | For More Information, See |
|--|---|---|
| Hear a list of options available via your telephone at this point | # | — |
| Request assistance Note This option may not be available on your system. | #0 | Getting Help From a Live Attendant, page 15-2 |

| To Do This Action | On Your Telephone Keypad, Press This Key Sequence | For More Information, See |
|---|--|--|
| <p>Start or join a voice-only breakout session (a private meeting-within-a-meeting)</p> <p>Note The web meeting room is not involved in breakout sessions.</p> | #1, then the number of the breakout session ¹ | Starting or Joining Voice Breakout Sessions , page 10-1 Telephone Commands for Breakout Sessions , page A-5 |
| Learn the number of participants in the meeting ² | #2 | — |
| Hear the names of the most recent speakers ² | #2 | — |
| Hear a roll call of all participants (up to 120) ² | #21 | — |
| Call out to bring another participant into the meeting ³ | #3, then press 1. Enter the phone number to dial, then press # | Dialing Out from your Telephone to Add a Participant , page 7-10 |
| Call all invitees who are profiled users and who have not yet joined the meeting ³ | #3, then press 3 | Dialing Out from Your Telephone to Add All Missing Profiled Invitees , page 7-11 |
| Lock the meeting to prevent new arrivals from attending the meeting, or unlock the meeting to allow new arrivals to join | #41 | About Controlling Who is in the Meeting , page 7-12 |
| Admit a person who is requesting entry to a locked meeting | #42, then follow the prompts that you hear | Using Your Telephone to Handle Requests for Entry to a Locked Meeting , page 7-16 |

| To Do This Action | On Your Telephone Keypad, Press This Key Sequence | For More Information, See |
|---|--|--|
| Remove the most recent arrival | #43 | Removing Participants from a Meeting via the Web Meeting Room, page 7-16 |
| Mute or unmute yourself | #5 | About Your Mute Status, page 6-2 |
| Start or stop recording | #61 | Recording Meetings, page 11-1 |
| End the meeting Note Guests cannot hear or use this option. | #83, then follow the prompts that you hear | About Ending a Meeting, page 7-28 |
| Exit the meeting and return to the main menu | #9 | — |
| Rejoin the meeting that you were in before you pressed # | * | — |

1. The session number must be between 1 and 9. All participants who want to join the breakout session must use the same session number.
2. Only you will hear this information; other participants will not be disturbed.
3. Depending on settings that your system administrator makes, this feature may not be available to you.

Telephone Commands for Breakout Sessions

After you have joined a [breakout session](#), you can use the following telephone commands:

| To Do This Action | On Your Telephone Keypad, Press This Key Sequence | For More Information, See |
|---|---|---------------------------|
| Hear a list of options available via your telephone at this point | # | — |

Telephone Commands for Breakout Sessions

| To Do This Action | On Your Telephone Keypad, Press This Key Sequence | For More Information, See |
|--|--|--|
| Request assistance ¹ | #0 | Getting Help From a Live Attendant, page 15-2 |
| Leave the breakout session and return to the main meeting | #10 | — |
| Leave the breakout session and join a different breakout session | #1, then press the number (1 to 9) of the breakout session to join | — |
| Learn the number of participants attending the meeting (including both the main meeting and any breakout sessions) ² | #2 | — |
| Hear the names of participants in the main meeting and in the breakout session ² | #21 | — |
| Lock the breakout session to prevent new arrivals from attending the session, or unlock the session to allow new arrivals to join | #41 | About Controlling Who is in the Meeting, page 7-12 |
| Mute or unmute yourself | #5 | About Your Mute Status, page 6-2 |
| Rejoin the breakout session that you were in before you pressed # | * | — |

1. This option may not be available on your Cisco Unified MeetingPlace Express system.
2. Only you will hear the information; other participants will not be disturbed.



A

- attendant** A person whom the Cisco Unified MeetingPlace Express system administrator has given privileges to reschedule all meetings and end all meetings via the Meeting Details web page. Attendants can perform limited system administrator tasks, such as viewing alarms and reports, in the Administration Center.
- audience** One of three [permission levels](#) in a [web meeting room](#). A person who has audience privileges has limited permissions during a meeting. For more information about the privileges associated with each permission level, see the [“About Permission Levels in the Web Meeting Room” section on page 5-4](#).

B

- breakout session** A voice-only meeting within a meeting. This feature is useful if you want to meet privately with some of the other participants in the meeting, for example if you want to take a discussion offline and then return to the main meeting with a decision.
- browser test** A test that you should run before you join the [web meeting room](#), especially the first time you plan to join a meeting. Verifies that your computer can properly display the [web meeting room](#).

C

- chat pod** A [pod](#) in the [full web meeting room](#) that allows meeting participants to send messages to one another.

| | |
|--|---|
| Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone | A Cisco Unified IP Phone has a screen and buttons that standard telephones do not have. If you have a Cisco Unified IP Phone and your system administrator has configured Cisco Unified MeetingPlace Express to support the service feature, you can use buttons and options on the screen of your Cisco Unified IP Phone to start reservationless meetings , join meetings, view meeting details, and perform some in-meeting functions. |
| continuous meeting | A permanent meeting that is always in session, even after everyone leaves and hangs up. |

D

| | |
|-----------------|--|
| delegate | A person who can schedule and reschedule meetings on your behalf. The system administrator determines who can be a delegate. |
| dial in | Call the telephone number of your Cisco Unified MeetingPlace Express system and respond to voice prompts that you hear. |
| dial out | Have Cisco Unified MeetingPlace Express call you. After you answer the call, you respond to voice prompts that you hear. |

F

| | |
|------------------------------|---|
| full web meeting room | Some or all meetings use this configuration of the web meeting room . The full web meeting room includes all functionality available in the lite web meeting room , plus the ability to share and annotate content on your computer via the share pod , chat with other participants in the meeting via the chat pod , and post notes via the note pod . The features available to each participant depend on the permission level of that participant. |
|------------------------------|---|

G

guest user A user who does not have a Cisco Unified MeetingPlace Express [profile](#), or who does not log in to a meeting or the Cisco Unified MeetingPlace Express system with their Cisco Unified MeetingPlace Express [username](#) (or [phone profile number](#)) and password.

I

immediate meeting A meeting that is scheduled to start immediately. Any [profiled user](#) can schedule immediate meetings via a web browser. If you schedule an immediate meeting via a web browser, you have all of the scheduling flexibility of any scheduled meeting. Compare to [reservationless meeting](#).

Immediate meetings that you start by dialing in are similar to [reservationless meetings](#), but are available only to [profiled users](#) whose profiles do not allow them to start reservationless meetings.

L

lite web meeting room Some or all Cisco Unified MeetingPlace Express meetings use this configuration of the [web meeting room](#). The lite [web meeting room](#) includes a [participant list](#) and meeting- and participant-management functionality. The features available to each participant depend on the [permission level](#) of that participant.

M

| | |
|-------------------|---|
| meeting ID | The number that uniquely identifies a meeting for the date, time, and duration for which it is scheduled. |
| moderator | <p>One of three permission levels in the Cisco Unified MeetingPlace Express web meeting room. A participant who has moderator privileges can perform all activities in the web meeting room. By default, all participants who enter a meeting with their Cisco Unified MeetingPlace Express profile (that is, who enter their Cisco Unified MeetingPlace Express username and password) have moderator privileges.</p> <p>For more information about the privileges associated with each permission level, see the “About Permission Levels in the Web Meeting Room” section on page 5-4.</p> |

N

| | |
|---------------------|--|
| note pod | A pod in the full web meeting room where meeting participants can write notes that will be seen by everyone in the meeting. |
| notification | <p>An e-mailed invitation that you receive when someone invites you to a meeting. You also receive an invitation for meetings that you schedule. Invitations are not sent for reservationless meetings.</p> <p>If a meeting includes the full web meeting room, the term “notification” can also refer to the pop-up notifier that a participant sees if he is viewing the share pod full screen, has enabled chat notifications, and receives a text message.</p> |

O

outdial Have Cisco Unified MeetingPlace Express call you (or another person) at either the telephone number in your [profile](#) or at a telephone number that you provide when you make the request.

Depending on settings that the system administrator makes, not all users may have Cisco Unified MeetingPlace Express dial out to them.

owner Usually the owner of a meeting is the meeting [scheduler](#). However, if a [delegate](#) schedules a meeting on behalf of another user, that user is the owner of the meeting, even though the [delegate](#) is the meeting scheduler.

P

participant Anyone who is attending a meeting, regardless of their [permission level](#).

participant list The list of [participants](#) that appears in the [web meeting room](#). On the Cisco Unified IP Phone, similar information is called the [roster](#).

password There are three types of passwords:

- A [profiled user](#)'s password that is associated with their [username](#) (which is used to log in to the Cisco Unified MeetingPlace Express web pages)
- A [profiled user](#)'s password that is associated with their [phone profile number](#) (which is used to log in when they dial in using a touch-tone telephone or use the [Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone](#))
- A meeting password (if the [scheduler](#) specified one when scheduling the meeting)

| | |
|-----------------------------|---|
| permission level | <p>Determines the privileges that each meeting participant has inside the web meeting room only (but not in other areas of Cisco Unified MeetingPlace Express.) Permission levels are: audience, presenter, and moderator.</p> <p>For more information about permission levels, see the “About Permission Levels in the Web Meeting Room” section on page 5-4.</p> |
| phone profile number | <p>The user ID that uniquely identifies you when you log in via telephone. To learn your phone profile number, log in to Cisco Unified MeetingPlace Express via a web browser, then click Profile.</p> <p>For more information, see the “About Your User IDs and Passwords” section on page 1-7.</p> |
| pod | <p>One of the following four functional areas in the web meeting room:</p> <ul style="list-style-type: none">• participant list (full web meeting room and lite web meeting room)• chat pod (full web meeting room only)• note pod (full web meeting room only)• share pod (full web meeting room and share-only web meeting room) |
| presenter | <p>One of three permission levels in the web meeting room. A participant with presenter permissions has more privileges than a participant with audience permission, but fewer privileges than a participant with moderator permissions.</p> <p>Guest users enter meetings with presenter permissions. The presenter permission level has no practical use in Cisco Unified MeetingPlace Express meetings that do not include sharing functionality.</p> <p>For more information about the privileges associated with each permission level, see the “About Permission Levels in the Web Meeting Room” section on page 5-4.</p> |

| | |
|--------------------------|--|
| profile | <p>Some, most, or all people in an organization have a Cisco Unified MeetingPlace Express profile. This profile contains information such as a user ID and password, contact information, and privileges.</p> <p>When you log in to Cisco Unified MeetingPlace Express using the user ID and password that are defined in your profile, you have access to all of the functions that are available to profiled users, minus any functions to which your system administrator has restricted your access.</p> |
| profiled user | A person who has a profile defined in Cisco Unified MeetingPlace Express. |
| prompt | See voice prompts . |
| published meeting | <p>A meeting that anyone can see when they search for published meetings on the Find Meeting page.</p> <p>To publish a meeting, the meeting scheduler checks Publish Meeting when specifying meeting parameters; otherwise, only the meeting scheduler and invitees can see the meeting.</p> <p>By default, all reservationless meetings are published meetings.</p> |

R

| | |
|-----------------------------------|--|
| recurring meeting | A series of meetings that occurs according to a regular pattern; for example, daily or every third week. |
| reservationless meeting | <p>A meeting that you do not schedule in advance.</p> <p>For more information, see the “About Reservationless Meetings” section on page 2-4.</p> |
| reservationless meeting ID | The meeting ID of a reservationless meeting is always the same as the phone profile number of the meeting owner. |
| roster | The participant list for the Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone . |

S

| | |
|------------------------------------|--|
| scheduler | The person who schedules the meeting. Usually, the meeting scheduler is the meeting owner ; however, if a delegate schedules the meeting on behalf of another user, the delegate is the scheduler. |
| screen sharing | When a presenter or moderator demonstrates an application, or displays a document or desktop to all participants in a meeting room. |
| service | Same as Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone . Lets you use the buttons and screens on your Cisco Unified IP Phone to perform activities that are not available on a standard telephone. |
| share-only web meeting room | A web meeting that only displays the share pod . A share-only web meeting can only be attended on the web and not on the telephone. |
| share pod | A pod in the full web meeting room and in the share-only web meeting room where meeting participants can share an application or display a document or desktop to all participants . |
| softkey | On a Cisco Unified IP Phone, one of the buttons directly below the screen of the phone. The function of each softkey appears at the bottom of the screen, just above each button. The function of each key can change depending on the screen that you are viewing. |
| System Manager | A system administrator of your Cisco Unified MeetingPlace Express system. |

U

| | |
|-------------------|---|
| user class | Determines what a profiled user can see and do in the Cisco Unified MeetingPlace Express system and when attending meetings. User classes are: profiled user , guest user , delegate , attendant , and System Manager . |
| user ID | Every profiled user has two user IDs: a phone profile number and a web username . |
| username | The username that you use to log in to Cisco Unified MeetingPlace Express via a web browser. |

V

- voice meeting** The part of a meeting that you participate in via your telephone. A meeting usually also has an associated [web meeting](#).
- voice prompts** The options, instructions, and responses that you hear when you use the telephone to access Cisco Unified MeetingPlace Express. You may also hear voice prompts when you use the [Cisco Unified MeetingPlace Express service on your Cisco Unified IP Phone](#).

W

- waiting room** When meeting [participants](#) arrive in a [reservationless meeting](#) before the meeting begins, they must wait in a waiting room until the meeting starts.
- web meeting** The part of a meeting that is visible in the [web meeting room](#). A web meeting usually also has an associated [voice meeting](#).
- web meeting room** The part of a Cisco Unified MeetingPlace Express meeting that you see when you join a meeting via a web browser. You may see the [lite web meeting room](#), the [full web meeting room](#), or the [share-only web meeting room](#).



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