Cisco Meeting App

Release Notes

Desktop (Windows and macOS)

Version number 1.10

November 30, 2018

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1 Introduction

These Release Notes describe new features and changes for Cisco Meeting App version 1.10.

Cisco Meeting App is a client for Cisco Meeting Server that lets users meet (audio/video), chat and share what is on their screen via team spaces.

The WebRTC app can be used from a browser.

Note: Cisco Meeting App version 1.9.x is no longer supported from the 19th of December, 2018. This version of the app will not work with newer versions of Cisco Meeting Server (2.3 and above). You can upgrade to the latest version of Cisco Meeting App for your platform from the Software downloads page.

1.1 Product documentation

To learn how to use and troubleshoot the app, see the documentation available at:

https://www.cisco.com/c/en/us/support/conferencing/cisco-meeting-app/tsd-products-support-series-home.html:

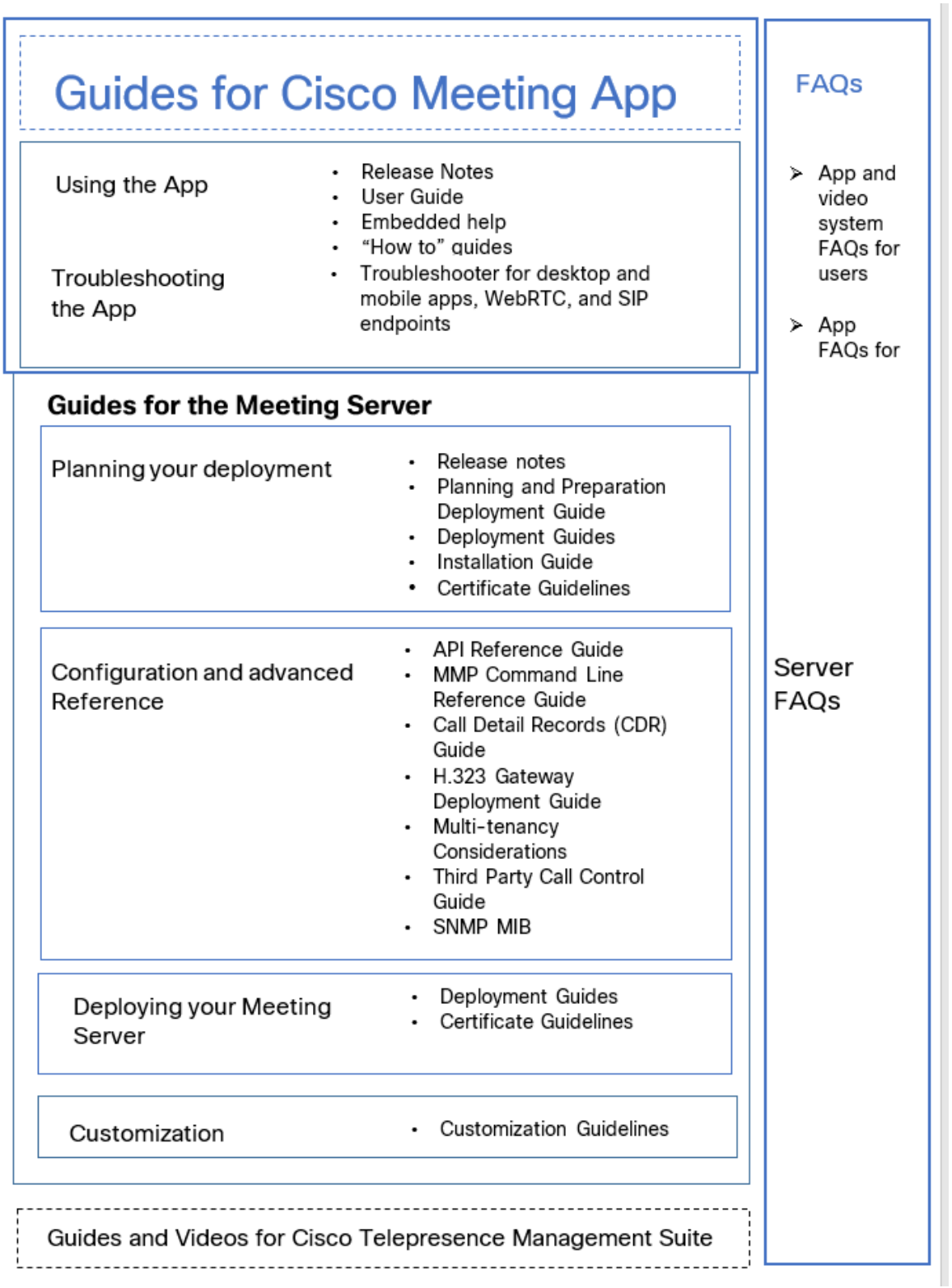
- **Cisco Meeting App User Guide** is an overall guide to the app.
- **"How to" Guides** are visual guides for specific tasks that are essential for daily use.
- **What's new in Cisco Meeting App** 1.10 highlights what's new in this release.
- **App and video system FAQs for users** helps users solve simple issues or learn more about using the app.

To learn more about troubleshooting the app, see our documentation for administrators:

- These and other app **Release notes** inform about any known limitations.
- **App FAQs for admins** helps administrators find information or solve issues with the app.
- **Troubleshooter for desktop and mobile apps, WebRTC, and SIP endpoints** helps troubleshooting common issues.

For additional information on setting up or troubleshooting the overall system, see the Cisco Meeting Server documentation.

Figure 1: Overview of documentation for Cisco Meeting App and Cisco Meeting Server



1.1.1 Interoperability with other Cisco products

Interoperability test results for Cisco Meeting Server are posted to http://www.cisco.com/go/tp-interop, where you can also find interoperability test results for other Cisco conferencing products.

2 Supported Cisco Meeting Server versions

- Minimum: Cisco Meeting Server version 2.3 and later
- Recommended: Cisco Meeting Server version 2.4

Note: We strongly recommend using Cisco Meeting Server version 2.4.

Note: If the Meeting Server version is 2.2.x, the app does not show recent meetings and calls in the **Recent** list. For more information, see this open issue.

3 Installing Cisco Meeting App

For instructions on installing the Cisco Meeting App, refer to the relevant section based on the platform you are using:

3.1 Installing or Upgrading Cisco Meeting App 1.10.25 on Windows

Please see the FAQs for information on list of Windows versions supported by the Meeting App and for minimum requirements for the Windows Meeting App.

To install Cisco Meeting App (Windows):

1. Sign in to the Cisco Meeting App download area as instructed by your sales contact.
2. Click on the Cisco Meeting App (Windows) download link and wait for the file to download.
3. Unzip the downloaded file and click on the downloaded file (.msi) and follow the setup wizard.

3.2 Installing or Upgrading Cisco Meeting App 1.10.25 on macOS

Please see the FAQ for information on the list of macOS versions supported by the Meeting App.

To install or upgrade Cisco Meeting App (macOS):

1. Sign in to the Cisco Meeting App download area as instructed by your sales contact.
2. Open the dmg file and drag the '**Cisco Meeting**' icon into the **Applications** folder within the window that opens up.

Note: If upgrading from or to 1.10.12 you should manually remove the old version before upgrading as 1.10.12 has a different name and will not overwrite correctly (see CSCvh69916). All 1.9 releases and 1.10.13 will overwrite each other correctly.

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4 Overview of new features in 1.10

This version of Cisco Meeting App has a new improved user interface to enhance the experience of video conferencing with your team, and to simplify the process of finding spaces and people to collaborate with. Spaces are at the heart of Cisco Meeting App which provides a persistent virtual meeting room to which members can be added for an audio or video meeting.

4.1 New look and feel

Meeting App now has a new look and feel which provides a streamlined experience for creating and managing spaces. You can easily navigate, search for spaces and join meetings.

The interface includes subtle animations to highlight user input or indicate result of user action.

4.2 Enhanced search

When you log into the app, you can see the most recent spaces and people you have been in a meeting with. In this version, the 'Recent' list and a **Meet** button replaces the tabs 'Activity', 'People' and 'Spaces' (present in 1.9x versions of the Meeting App) to simplify the process of finding people and spaces.

The search field can be used to search for spaces as well as people. You can now easily search for someone and see all the spaces that you share with that person and either choose to continue your collaboration in the same space to retain the context of previous chats or create a new space for a new topic.

4.3 Intelligent pairing

In this version, Meeting App has the ability to detect and pair with Cisco video collaboration systems in range. This allows you to automatically pair Meeting App with any video system which is in the same room. Once paired you can send and receive audio, video and content on the video system. You will also be able to chat, view and manage participants, and change screen layout from your Meeting App if you have permissions to do so.

When joining a meeting from your app, any Proximity-enabled Cisco video system in the meeting room will be automatically displayed as an option for pairing. You can choose to join the endpoint with a single click.

Note: The Cisco video system must have software version CE8.0 or later. For more information on configuring Proximity for video systems, refer to the endpoint documentation.

Note: Intelligent pairing is supported for Windows, macOS, and iOS apps but is not supported on the WebRTC app.

Note: Intelligent pairing does not support SparkBoards and Spark OS endpoints.

4.4 Management and Presentation screen

While joining a meeting the app provides you with a new **Management and Presentation** screen. If you wish to monitor the conference without participating, you can use this option to join a call.

When you join the meeting via the management and presentation screen, these are the default settings:

- Your audio and video will be disabled.
- You cannot receive audio or video from other participants but you can see their desktop or application if they share it.
- You can share desktop or application with other participants in the meeting.
- You can send and receive chat messages to all participants in the call.
- Other participants in the call can use Meeting App in the usual way and can receive or send a presentation.
- If you have the permissions to do so, you can use all the meeting management tools such as drop a participant, mute or unmute audio, enable or disable video for other participants, lock or unlock the conference.

Note: Any participant in the call with permissions can control the call from the in-call menu options. See list of new options here.

5 What's changed since version 1.9.x?

Listed below are some of the changes from the older versions of Meeting App.

5.1 User Interface changes

Meeting App's user interface has been enhanced with a focus on managing and participating in your spaces.

Note: You cannot add someone to the directory from Meeting App, contact your system administrator to add someone to the directory.

- After logging in to Cisco Meeting App, you can see the welcome page with some useful tips to get started.
- In the course of redesigning the user interface, the tabs 'Activity', 'People' and 'spaces' are now replaced by a 'recent activity' list and a **Meet** button to simplify the process of finding people and spaces.
- When you log into Meeting App, based on how it is set up and your usage, you will see one or more of the following in the list:
  - **My current meeting**: Shows the space where you are currently in a meeting.
  - **In progress**: Shows your other spaces where meetings are ongoing.
  - **Recent**: Shows the following:
    - **List of spaces** ordered by recent activity (space with most recent meetings or messages).
    - **Calls history for the following**, based on most recent meetings which makes it easier to search and redial if required:
      - Calls to spaces of which you are not a member (joined as a guest).
      - Calls to SIP URIs.
      - Direct calls to one or more users without creating a space.
- There is a visual indication for ongoing meetings and unread messages in any space.
- You can search for both people or spaces from the search field above the activity list. You can then choose to do one of the following:
  - Select a space to see all the members who belong to the space.
  - Select a person to see all the spaces you share or to create a new space.

- Alternatively if you click on the new **Meet** button, the **Start or join a meeting** page opens. You can do the following:
  - Search for a contact or a space to communicate directly or via a list of existing spaces you share with them.
  - Enter a phone number or video address to call.
  - Create a new space with one or more people.
  - Paste a meeting link from a meeting invitation to join as a guest.
- Before joining a meeting you can optionally modify your device preferences for audio and video or continue with existing preferences. Additionally, if Proximity is enabled, you can join an endpoint with a single click if you have the permission to do so.
- Subtle animation changes have been added to convey status or indicate the result of user actions. Example: When adding someone to a space, the app highlights the newly added user's name in the list of members in the space view.
- Click on the icon, for help on using Meeting App.

Note: If you upgrade from Meeting App version 1.9.19 to 1.10, the saved contacts list created in version 1.9.19 will be removed. However you can still search for contacts from the directory to communicate with.

5.2 Participant notifications

If you are a participant in a space meeting and if your audio or video is muted by the host of the meeting, then the Meeting App sends you a notification to indicate that your audio or video has been muted.

5.3 Changes to spaces

In this version, every interaction (audio, video or chat) happens in a space. When you start a direct call with a user, a temporary space is created. During the call, you can exchange chat messages using the 'in meeting' menu options. However, this space is temporary and will be removed after the call ends, so the chat messages will not be retained.

Note: You have to be in a space with someone to chat. However if you want to have a private chat with one user, you can create a space with only you and the other user for chatting.

Tip: If you wish to retain records of your meetings and chat messages, we recommend you first create a space before calling or chatting.

Note: From Cisco Meeting Server 2.0 and later, for new Cisco Meeting Server deployments, the chat option is disabled by default. If you want to use chat for Cisco Meeting Apps, you need to enable chat via the API. For more details and instructions, refer to this FAQ, Why is the message board chat not working?.

5.4 Joining a meeting

When you want to start or join a meeting, Meeting App provides several ways to join:

- Join a meeting directly with previously chosen audio, video and device preferences.
- Open a new screen where you can specify audio, video and device preferences before joining the meeting.

  The options you can specify before joining a meeting are as follows:

  - Select and check cameras and microphones on the desktop you are joining from.
  - Choose a video endpoint or phone for the call. Intelligent pairing is enabled by default and hence any endpoint in range will automatically display.
  - View presentation and manage the meeting.
- If a Proximity-enabled video system is in range, the **Join Meeting** button changes to show the Proximity icon. Click to use the video system to join the meeting.

Note: Click on the help icon for more information on all the screens.

Note: The options available here will be visible to you based on the permissions enabled by the system administrator.

5.5 Changes in the in-meeting screen

Some new in-meeting controls have been added in this release. If appropriate permissions are set by the system administrator, during a call you can now do the following:

- Start or stop video and audio recording of the meeting.
- Start or stop video and audio streaming of the meeting.
- See an indication when a conference is being recorded or streamed.

- Mute or unmute all participants' audio.
- Enable or disable video for all participants.
- Lock or unlock a meeting. For more information, refer to the Cisco Meeting Server API Reference Guide or this FAQ regarding locking and unlocking a meeting lobby.
- Receive notifications when a participant is paired to a SIP video conferencing system.
- Option to keep the selfview window open, so it does not disappear when clicking on other menu options.
- Make a participant important. When a participant is marked as important they are put to top of the active speaker list. So the most important participant will occupy the main pane in any chosen layout on the screens of all the participants in the meeting.

Note: Users can unmute themselves from Meeting App's in-meeting menu options or from any paired end point if the API parameter "muteSelfAllowed" is set to true (default value is true), even if the API parameter "rxAudioMute" is set to true.

Note: Users can also start sending video from Meeting App's in-meeting menu options or from any paired end point if the API parameter "videoMuteSelfAllowed" is set to true, even if the API parameter "rxVideoMute" is set to true. For more information regarding API parameters, refer to the Cisco Meeting Server's API documentation.

5.6 Incoming call notifications

While answering an incoming call the user is prompted with a dialog which provides two ways to choose how they want to join the call; either by using the previously chosen audio, video and device preference or, go to a device selection screen to change preferences before joining the call.

5.7 Changes to direct calls

If you are in a direct call, and click on the 'Leave call' icon, you will be prompted to select either leave the call or end call for everyone in the meeting.

5.8 Guest can join directly from Meeting App

Guest users can use a meeting link to join a meeting directly from the Meeting App. Instead of clicking on a link and navigating through the WebRTC app, a user can copy and paste the meeting link directly into Cisco Meeting App.

An admin can construct meeting links for a space, a contact or a SIP URI. Click here for more information about meeting links.

Note: The 'joining as a guest' option from Meeting App works only when you use the app with Cisco Meeting Server version 2.3.

5.9 Meeting Invite options

When you click on the **Invite** button the **Copy weblink** option may or may not be shown depending on how the server is configured for you. This option is configurable only from Meeting Server version 2.3.3.

Note: The default conference invite text when you select **Copy invitation** or **Send email** is now slightly modified, for more information on the invite text, refer to Release Notes for Cisco Meeting Server version 2.3.3 and the Customization Guidelines.

5.10 Enhanced joining experience when weblink is disabled

If guest access via weblink is disabled, guest users joining from the WebRTC app (using browser) can use the 'Launch desktop application' option to open the desktop app with a single click and join the meeting (if the app is already installed) without re-entering the link, passcode and name.

If the desktop app is not installed, the guest users can click on the link to download the app for the respective platform.

For more information, refer to section 'Improved guest join behavior when web link access is disabled' in the Release Notes for Cisco Meeting Server version 2.3.3.

Note: The enhanced guest joining experience is only available with Meeting Server version 2.3.3 or later.

5.11 Edit screen improvements

While customizing your space address, if your chosen address is already in use, the app now suggests one that closely matches your choice. You can use the suggested address or type in a different address to check availability.

You can only edit the video address of a space if guest access is enabled.

If guest access is enabled the space must have a video address. If you enable guest access, you cannot save this change if there is no video address for the space.

Meeting App generates a video address automatically if the space name includes ASCII characters, or a mixture of non-ASCII and ASCII characters. However if the space name contains only non-ASCII characters, an address will not be generated. Hence when you enable guest access, you need to manually enter a space address from the **Edit space** screen. For instructions, refer to the help from the **Edit space** screen.

5.12 Start Meeting App when Windows starts

On Windows, you can now enable Meeting App to start automatically when you start Windows. From the app go to **Settings** > **Login** to enable this:

You can also check the **Sign me in when meeting starts** check box so the app remembers your user name and password and automatically signs you in when you start the app.

5.13 Cisco Meeting App in localized languages

Meeting App is now available in the following languages:

- Chinese (simplified)
- Chinese (traditional)
- US English
- Finnish
- French
- German
- Italian
- Japanese
- Korean
- Norwegian Bokmål
- Russian
- Spanish
- Swedish

Refer to the help from the **Settings** screen for instructions to change the language in your app.

6 Bug search tool

You can now use the Cisco Bug Search Tool to find information on open and resolved issues for the Meeting App, including descriptions of the problems and available workarounds. The identifiers listed in these release notes will take you directly to a description of each issue.

1. Using a web browser, go to the Bug Search Tool.
2. Sign in with a cisco.com registered username and password.

To look for information about a specific problem mentioned in this document:

1. Enter the bug identifier in the **Search** field and click **Search**.

To look for information when you do not know the identifier:

1. Type the product name in the **Search** field and click **Search**,

   or,

   in the **Product** field select **Series/Model** and start typing **`Cisco Meeting App`**, then in the **Releases** field select **Fixed in these Releases** and type the releases to search for example 1.10.13.
2. From the list of bugs that appear, filter the list using the **Modified Date**, **Status**, **Severity**, **Rating** drop down lists.

The Bug Search Tool help pages have further information on using the Bug Search Tool.

7 Resolved issues

7.1 Issues seen in previous versions that are resolved in 1.10.25

Cisco Identifier	Summary
CSCvj98728	Japanese translation of the message which appears on the on the **Edit Space** screen while specifying a video address is incorrect.
CSCvj81234	If a user leaves a space and attempts to rejoin the same space as a guest by choosing the space from the **Recent** list, a blank screen appears.
CSCvj55625	Deleted messages in a space are still visible until a different space is chosen.

7.2 Issues seen in previous versions that are resolved in 1.10.24

Cisco Identifier	Summary
CSCvj70895	The **Add participant** pane shows the status as 'failed' or 'connecting' even if the participant has successfully joined the meeting.
CSCvj28989	Occasionally the in-meeting chat between two guest users does not work.
CSCvj53250	Japanese translation of the message which confirms deletion of chat messages needs correction.
CSCvj55624	After deleting all messages in a space, the user is unable to close the confirmation dialog box.
CSCvj53000	Japanese translation of the accept call message needs correction.
CSCvj22113	In some cases, it may be necessary to switch layouts to 'presentation view' when other participants are sharing content during a meeting.
CSCvj20138	When joining a meeting, if the "Use my Phone" is used, the audio is played on both devices, computer and the phone.
CSCvj17117	Whilst using the share option during a meeting, the user interface does not display a scrolling mechanism while choosing an application if there are 10 or more applications or screens.
CSCvj17108	In an unlikely 'call glare' scenario, if two users call each other at exactly the same time, and if both answer at the same time, the app may crash.
CSCvj17084	When searching for someone from the directory, using the 'camera' icon to call directly does not work and results in a blank screen. As a workaround use the **Call** button on the same screen.

Cisco Identifier	Summary
CSCvj12933	When you make a direct call to someone, users may occasionally see a notification with an incomplete sentence 'Meeting started in'.
CSCvj12908	Japanese translation of "Call with someone" in the app needs correction.
CSCvi97417	While trying to open desktop app from the WebRTC app, clicking on 'Click this link to join the call from CMA' link more than once will cause the desktop app to crash or hang.
CSCvj55934	Message input box at the bottom of the chat window is still visible to a user, after they are removed from a space.
CSCvi45481	If the app window is maximized while joining a meeting, it automatically resizes.
CSCvh63876	While trying to open the Windows app from the browser, instead of joining the call, the **Start or join meeting** page appears.

Build 1.10.21 not published.

Build 1.10.20 not published.

Build 1.10.19 not published.

Build 1.10.18 not published.

7.3 Issues seen in previous versions that are resolved in 1.10.17

Cisco Identifier	Summary
CSCvh81902	The Meeting App retains previously chosen display settings, even though the additional display is no longer in use.
CSCvh84658	As part of authentication process, Meeting App versions 1.10 uses an 'ANY' DNS lookup rather than the 'A' DNS lookup which was used in version 1.9.x. This resulted in a lookup failure. Hence in this version, Meeting App reverts to using the 'A' DNS lookup.
CSCvi17970	Whilst using the 'Use my phone' option for joining a meeting, the app incorrectly displays "You are paired with a video system" instead of "You are in audio only mode".
CSCvh85245	While using the app in Japanese language, the message which indicates that a user has been muted did not clearly indicate that the user has to click the microphone icon to unmute before speaking.
CSCvh87076	While using the app in Japanese language, the 'In-meeting' menu names were in English. The menu options are translated now.

Build 1.10.16 not published.

Build 1.10.15 not published.

Build 1.10.14 not published.

7.4 Issues seen in previous versions that are resolved in version 1.10.13

Cisco Identifier	Summary
CSCvh69916	Meeting App 1.10.12 on Mac OS X file is called "ciscomeeting", and will therefore not overwrite Cisco Meeting App 1.9 on installation.
CSCvh67962	The "You are receiving poor quality media because of a poor network connection" warning banner threshold was too sensitive, meaning the banner could appear even without bad network conditions.
CSCvh67955	It was not possible to join a meeting as a guest using the desktop client without entering valid Meeting App login credentials.
CSCvh60874	In version 1.10.12, Meeting App could crash when another Meeting App 1.10.12 user in the same meeting left and rejoined again.
CSCvh67950	If a logged in user tried to join a space of which they were not a member by using a web link that included a secret, the user was still asked to enter a passcode.
CSCvh67934	Users could not send in-call chat messages if they were not members of that space.

8 Open Issues

Cisco Identifier	Summary
CSCvi90931	Non-ASCII characters (such as, Cyrillic characters) in space names or user names maybe case sensitive.
CSCvh21576	While sharing the Google Chrome browser window during a meeting from the app, only one instance is visible in the presentation, even though multiple instances of Google Chrome are open.
CSCvj09431	The **Recent** list in the app does not show recent meetings or calls, if the Meeting Server version is 2.2.x.

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