Cisco Meeting Server web app

Important information

Version 3.0.1

October 12, 2020

Contents

Revision history

Listed below are the recent changes done to the document:

Table 1: Summary of changes

Date of revision	Change
1st October, 2020	First maintenance release 3.0.1
17 August, 2020	Open issues updated.
29 July, 2020	Cisco Meeting Server 3.0 first version published.

1 Introduction

Cisco Meeting Server web app (web app) is a browser-based client for Cisco Meeting Server that lets users join meetings (audio and video).

Cisco Meeting App for WebRTC is removed in Cisco Meeting Server version 3.0. You need to use Cisco Meeting Server web app instead of Cisco Meeting App for WebRTC. For more information, refer to Release Notes for Cisco Meeting Server.

Note: Cisco Meeting App for desktop, iOS and WebRTC are no longer supported.

For more information about Cisco Meeting Server, refer to Cisco Meeting Server Release Notes.

1.1 Important note for Expressway users

Cisco Meeting Server web app version 3.0 is supported with Expressway version X12.6. Previous versions of Expressway are not supported.

Note: Refer to the Cisco Meeting Server Release Notes for more information about call capacities.

2 What's new in Cisco Meeting Server web app

The web app's user interface has been improved to enhance the experience of video conferencing with your team.

You can start a meeting in a space, invite people to space meetings or join meetings you have been invited to. This version of web app offers the following features.

2.1 Branding

In this version, an administrator can use the branding feature in Cisco Meeting Server to customize the web app's look and feel to reflect their organization's branding for aspects such as background image, logo and email invitation. For more information, refer to Cisco Meeting Server Release Notes.

2.2 Name labels

During a meeting, participants can now see name labels in their video layout if configured on the Cisco Meeting Server. Refer to the Cisco Meeting Server Release Notes for more information on name labels.

2.3 Join using video address (URI)

Participants can join a meeting using a video address (URI) in addition to Meeting ID from the **Join meeting** page if configured in Cisco Meeting Server.

If signed in to web app, users can use the **Join a meeting** link from the home page.

Note: Domain names have to be configured in Cisco Meeting Server.

2.4   Minimum Passcode length

An administrator can specify a minimum passcode length for spaces or space templates. If a minimum passcode length has been enforced by the administrator for some of the existing spaces, then the web app shows you an on-screen message to indicate the passcode needs to be updated for those spaces.

<div align="center">

Sally Wood's Home

Join a meeting

</div>

My Spaces

Annual General Meeting
annual.general@example.com   🎥 Join

Automation tests
Passcode needs updating   Configure space
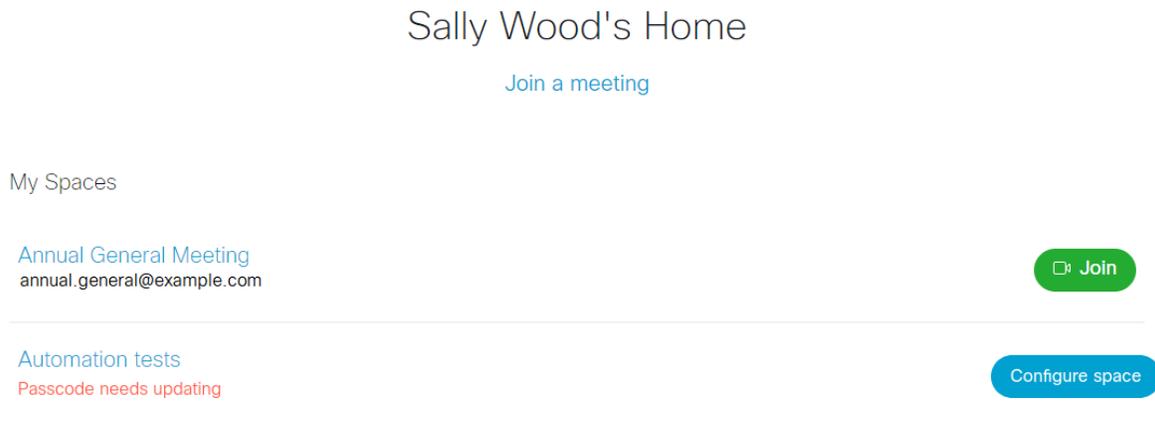
Click **Configure space** to open the **Join information** and update the passcode.

Note: Only members with appropriate permissions will be able to update the space passcode. If a space passcode is out of compliance, you may not be able join a meeting in the space.

Note: For information about the minimum passcode length policy, see Cisco Meeting Server Release Notes version 3.0.

2.5   Manage members

You can see the list of space members in any space in web app. Members are users with credentials to log into Cisco Meeting Server web app. Members (of a space) have the ability to edit that specific space, including adding or removing members. Web app allows you to view, add or delete members.

Logged in users have the ability to create and edit spaces if they have appropriate permissions.

2.5.1 Add members to a space

You can add members to a space. Open a space and from the **Members** pane, Click ⊕ to open the **Add members** pane. Search for a person by name or username. Click **Add to space** to add the person to the space.

2.5.2 Remove space members

From the list of members in a space, click on a member's name and select **Remove member**. When you remove a member from a space, the space will no longer appear in their home page. However, they will be able to join meetings if they have an invite with meeting joining details such as meeting ID or URI.

2.6 In-meeting menu options

Whilst in a meeting, you can do the following:

2.6.1 Add Participants

You can add participants to a meeting. Click to open the **Add Participant** pane. You can search for someone by first or last name, or dial someone by video address or number. The add participant option only works for SIP participants.

If you want to add multiple people, use the Add button to repeat the process.

2.6.2 Send diagnostics during call

During a meeting, you can report any problems you are experiencing and send diagnostic information to your system administrator. To report an problem, click icon from the menu on the right, this opens the **Report an issue** window. We recommend you enter a description of your problem and click **Send Report**.

Note: For information about collecting diagnostic information from the Cisco Meeting Server, see Troubleshooting Guide.

2.6.3 View full-screen mode

Participants can change to a full-screen view by clicking icon. This option is only visible if your browser supports this function.

2.6.4 Recording and Streaming controls

You can record or stream a meeting. Click —∘— to open the **Call controls** pane to open the recording / streaming controls:

- Click ⊚ to start recording, the icon changes to blue. Click again to stop recording.

- Click ⓘ to start streaming, the icon changes to blue. Click again to stop streaming.

If a meeting is being recorded or streamed, recording or streaming notifications will be shown on the web app's screen.

2.6.5 Meeting lock

You can lock a meeting; when you lock a meeting it can prevent some people from joining the meeting. Participants attempting to join will have to wait in the lobby to be admitted by the host. Click —∘— to open the **Call controls** pane and select **Meeting lock**.

For more information about lock modes and behavior, refer to [Cisco Meeting Server](#) documentation.

2.6.6 Making participants important

To make a participant important, click on their name from the participants list and select

Make important. A sign ☆ appears next to the participant's name and this puts them at the top of the participant list. Any 'importance' associated with a participant is only applicable for that meeting.

The important user will be displayed more prominently on the video layout. Web app doesn't support multiple levels of importance. If there are multiple users with importance assigned all of them will be at same level . Making one person important doesn't remove the status from other participants in the call.

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

2.6.7 Manage other participants' audio and video in a meeting

Click —∘— to open the **Call controls** pane, you can mute or unmute the audio and video for all participants in the meeting.

Click **Mute** to mute audio for all participants. Click **Allow** to unmute audio for all participants.

To mute audio for an individual participant, click on their name from the participant list and click **Mute audio**.

Click **Disable** to disable video for all participants. Click **Allow** to enable video for all participants.

To stop the video for an individual participant, click on their name from the participant list and click **Disable video**.

2.6.8 Open a presentation in new window

During a meeting, if another participant is sharing a presentation or screen, you can now open this in a new window. Click to open the presentation or screen in a new window.

2.6.9 Pin presentation preview

If you are sharing a presentation or screen you will be able to pin the pane which shows the preview of the content shared on your screen. This prevents the pane from disappearing when you are not interacting with the app.

You can also click and drag the presentation pane and position it where ever you want on the screen.

2.6.10 Self-view pane options

You can drag the self-view window and position it where ever you want on the screen.

2.6.10.1 Pin your self-view

- During a meeting, you can pin your self-view so that its always visible. Click to disable automatic hiding of the self-view window. This prevents the self-view pane from disappearing when you are not interacting with the app. The icon changes to blue, click again to enable automatic hiding of the self-view window. On mobiles or tablets, tap

  > to pin self-view.

2.6.10.2 Change camera or microphone during a meeting

- During a meeting, participants can change the camera or microphone. Click ⚙ from self-view pane to choose a different camera or microphone.

- On mobiles or tablets, tap ⋯ > **Change camera**, to change between the front and back cameras.

2.6.10.3 Mirror Self-view

- Click ⚙ > **Mirror self-view**, to see your self-view video in mirror view for a more natural experience. In mirror view, your self-view video appears as if you were looking at your reflection in a mirror. The left and right sides of your image appear to be reversed. If you don't want your self-view video to appear reversed, you can stop showing it in mirror view. This choice will be saved for future meetings on the same camera device. On mobiles, tap ⋯ > **Mirror self-view** to use this option.

2.6.10.4 Enable or disable HD

- Select ⚙ **Enable HD** if you want to enable HD options. Click the toggle to disable it. This changes the camera resolution that is sent and turning off HD can help save CPU power and battery. By default, the HD mode is enabled on desktop.

- From mobiles and tablets, tap ⋯ > **Enable HD** or **Disable HD** to disable HD. This changes the camera resolution that is sent and turning off HD can help save CPU power and battery. By default, the HD mode is disabled on mobiles and tablets.

Note: Options in the in-meeting menu may only be visible if you have appropriate permissions.

2.7 Online help

This version of web app includes an online help, click ⑦ from any screen to open the help pages and see instructions about how to use the app.

3   Using the web app

Web app allows you to join meetings with audio and video in a space. You can also share a screen or presentation in your meeting.

You can add or remove members to a space. You can also invite people both inside and outside of your organization to meetings.

Note: A space is a persistent virtual meeting room that a group of users can use at any time for a meeting. For more details refer to the Online Help or User Guide for web app.

You can use the web app on desktop, mobile or tablet from any of the supported browsers . See list of browsers for details.

Refer to the online help or User Guide for Cisco Meeting Server web app for detailed instructions on how to use the web app.

You can choose from the following options based on what you want to do:

- Sign in to the web app – You can sign in to web app, join meetings, view a list of all spaces you are a member of and view joining methods and copy the invitation details to invite someone to your meeting. You can create a space using pre-configured templates, edit or delete a space if you have appropriate permissions.

- Join a meeting – Use this option if you have been invited to a meeting. The invitation should include some details such as a meeting ID, passcode (optional), or a video address (URI).

Note: The current version of web app is not localized.

4   Browser versions tested

Table 2 lists the browsers tested for web app at the time of release of a specific version of web app.

We always recommend using the latest version of browsers.

Note: Please note certain browsers such as Google Chrome and Mozilla Firefox automatically update to the latest version. The following table shows the version of browsers tested at the time of the official release of a version of Cisco Meeting Server. This means we have not tested this particular release with previous versions of those browsers.

We endeavor to test the latest maintenance release of each major release of Cisco Meeting Server against the latest public versions of all the browsers to keep them compatible and if we detect any issues we will endeavor to fix them as soon as possible.

Table 2: Cisco Meeting Server web app tested on browsers and versions

Browsers	Versions
Google Chrome (Windows, macOS and Android)	85
Mozilla Firefox (Windows)	80
Chromium-based Microsoft Edge (Windows)	85
Apple Safari for macOS	13.x and 14.0
Apple Safari for iOS	iOS versions: 13.x and 14.0
Yandex (Windows)	20.9

Note: Web app is not supported on the legacy Microsoft Edge.

Note: The web app is not supported on virtual machines (VMs) running these supported browsers.

Important note for users using iOS 13 and macOS 10.15

In order for users to be able to use web app on Safari on iOS 13 and macOS 10.15, webbridge3 needs to be properly configured to comply with requirements stated here : https://support.apple.com/en-us/HT210176.

Users will not be able to open the app on Safari if these requirements are not met.

Important note about screen sharing on Chrome on macOS 10.15

From macOS version 10.15 (Catalina), to share the screen or application from the app running on Chrome, users need to enable permissions. Follow these steps:

1. From the Apple menu, open **System Preferences** Click on **Security & Privacy**.

2. Click on the **Privacy** tab at the top.

3. In the column on the left hand side, scroll down and click on **Screen Recording**.

4. Make sure Chrome is selected. Restart Chrome.

5 Bug search tool

You can now use the Cisco Bug Search Tool to find information on open and resolved issues for the Cisco Meeting Server, 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**.

6   Resolved issues

Listed below are issues resolved in web app.

Resolved issues in 3.0.1

The table below lists all the issues seen in previous versions that are fixed in 3.0.1

Table 3: Resolved issues in 3.0

Cisco ID	Summary
CSCvv76399	When Mozilla Firefox browser is used to share content from web app , users at the receiving end will either see no share, or intermittently flashing share.
CSCvs83695	When joining a Cisco Meeting Serverweb app meeting on Safari using an iPhone the participant hears audio glitches / buzzing / crackling.
CSCvt11301	Cisco Meeting Server web app and Cisco Meeting App for WebRTC cannot connect to the same https port on different interfaces.
CSCvv06986	Users cannot edit the video address of a space joining method if the dial in security profile on Meeting Server is configured at a global level.

Resolved issues in 3.0

The table below lists all the issues seen in previous versions that are fixed in 3.0

Table 4: Resolved issues in 3.0

Cisco ID	Summary
CSCvt71071	Whilst using web app on iPhones, occasionally the self-view window goes blank during a call.
CSCvt73834	Whilst using web app on Chrome from some Android devices, the self-view appears blank, even though the video is still being sent to other users in the meeting.
CSCvt07888	Participants without display names configured are shown as blank entries in the participant list.
CSCvu30182	Web app users will not see a recording indicator if the meeting is being recorded, however they will see 'recorder' listed as a participant in the participant list.
CSCvu78742	Occasionally web app users may not be able to join meetings unless Cisco Meeting Server is restarted.

Resolved issues in 2.9.1

The table below lists issues seen in previous versions that are fixed in 2.9.1

Table 5: Resolved issues in 2.9.1

CSCvt64783	Web app shows a blank page if there are domain cookies that were encoded without being escaped correctly.

7   Open issues

The following table lists all the known issues in this release of the web app:

Table 6: List of open issues

Cisco Identifier	Summary
CSCvv04843	By default, Safari browsers do not allow navigation of UI elements via the 'Tab' key but via Option + Tab instead. This can be configured in Safari's Preferences as follows: From your Safari browser menu, go to **Safari** > **Preferences** > **Advanced** > **Accessibility** > **Press Tab to highlight each item on a web page** to change your preference.
CSCvu98805	Whilst in a meeting from web app on Firefox browser, if you open the presentation received in a second window, occasionally the content becomes non-responsive if the presenter stops and restarts the sharing or if another participant in the meeting starts sharing content at the same time. This is an issue with Firefox browser, for details see https://bugzilla.mozilla.org/show_bug.cgi?id=1652042. Work around: Maximize the second window or alternatively, close the presentation window and reopen it.
CSCvu98806	Whilst in a meeting from web app on Firefox browser, users who are not receiving any video, and not interacting with the app, might notice that the screen saver on the desktop gets activated.
CSCvs83695	When joining a meeting via web app on Safari from iOS devices running iOS 13.3, the audio quality can be poor. This is an iOS defect, for more details, see https://bugs.webkit.org/show_bug.cgi?id=208233
CSCvt71067	Users cannot join a meeting from web app on Chrome browsers if a camera is not available.
CSCvt71069	If the video layout 'speaker large' is selected, window does not re size correctly.

Note: Whilst using the app from Safari on iPhone, the volume controls do not work while switching between speaker and headphones.

8 Product documentation

The end-user guides such as User Guide, and visual 'How to' guides for web app are available in the following location:

https://www.cisco.com/c/en/us/support/conferencing/cisco-meeting-app/products-user-guide-list.html

Appendix A: Apps feature comparison

Feature comparison between Cisco Meeting Server web app and Cisco Meeting App for WebRTC.

Table 7: Feature comparison between Cisco Meeting Server web app and Cisco Meeting App for WebRTC

Feature	Web app 3.0	Web app 2.9.x	WebRTC app (Meeting Server 2.9)
General			
Cisco Meeting Server version	3.0	2.9	2.7–2.9
User-level permissions (e.g. can create space)	Yes	Yes	Yes
Support for localization	No	No	Yes
Branding	Yes	No	Yes
Online help	Yes	No	Yes
Encryption	Yes	Yes	Yes
Join using video address (URI)	Yes	No	No
Notifications			
Incoming call notification	N / A	N / A	Yes
New chat message notification	N / A	N / A	Yes
Space Management			
Create / edit space	Yes	Yes	Yes
Add / edit / delete space members	Yes	No	Yes
Search for directory entries	Yes	No	Yes
View information for space	Yes	Yes	Yes
Send invitation	Yes	Yes	Yes
Audio and video			
Audio	OPUS	OPUS	OPUS
Video	H.264	H.264	H.264
Mic/camera configuration controls	Yes	Yes	Yes
Screen share			
View screen share	Yes	Yes	Yes

Feature	Web app 3.0	Web app 2.9.x	WebRTC app (Meeting Server 2.9)
Desktop sharing	Yes	Yes	Yes
Application sharing	Yes	Yes	Yes
View screen share in a new window	Yes	No	No
Chat			
Send / receive chat messages	No	No	Yes
In-call			
DTMF	No	No	Yes
Full-screen view	Yes	No	No
Layout control	Yes	Yes	Yes
Name labels	Yes	No	No
Recording	Yes	No	Yes
Streaming	Yes	No	Yes
Selfview	Yes	Yes	Yes
PIN self-view	Yes	No	No
Mirror self-view	Yes	No	No
Move self-view	Yes	No	No
HD/SD selection	Yes	No	No
PIN presentation preview	Yes	No	No
Move presentation preview	Yes	No	No
Participants			
Add participant	Yes (SIP only)	No	Yes
Remove participants	Yes	Yes	Yes
Make participant important	Yes	No	Yes
Mute/Unmute other participants' audio and video individually	Yes	Yes	Yes
Mute/Unmute all participants' audio and video	Yes	No	Yes
Send diagnostics during a meeting	Yes	No	Yes
Point to point calling	No	No	Yes
Send invite	No	No	Yes

Feature	Web app 3.0	Web app 2.9.x	WebRTC app (Meeting Server 2.9)
View call info	No	No	Yes
Mic / Camera controls during call	Yes	No	Yes
Move call			
Move call to this device	No	No	Yes
Use this device for screen share only (while another device is used for audio and video)	Yes	Yes	Yes
Use video system for a meeting			
Using a video system while joining a meeting by entering video address	No	No	Yes

Note: For more information about WebRTC app, refer to the Cisco Meeting App for WebRTC app Important information document.

Note: You cannot move a call to an external endpoint or move the audio to a regular phone during a call.

Accessibility Notice

Cisco is committed to designing and delivering accessible products and technologies.

The Voluntary Product Accessibility Template (VPAT) for Cisco Meeting Server web app is available here:

http://www.cisco.com/web/about/responsibility/accessibility/legal_regulatory/vpats.html#telepresence

You can find more information about accessibility here:

www.cisco.com/web/about/responsibility/accessibility/index.html

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