



Cisco Meeting Server web app

User Guide

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1 Getting Started

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

In web app, spaces provide a way for you to maintain a record of all users, joining methods and default layout in a meeting.

If you have been invited to a meeting, see [Join a meeting using web app](#).

If you have a user ID and password, log in to web app, see [Sign into the web app](#).

A space is a virtual meeting room that users with access can use to start or join meetings and share screen or presentation during meetings. Others can be invited to a meeting using the joining details. Members can send chat messages during a call.

Users with credentials to log into web app can create, edit, delete spaces, change member roles and access methods, if they have permissions assigned by the administrator.

2 Join a meeting

When you are invited to a meeting via email or instant message, you can use the information sent to you to join your meeting from a computer, mobile device or a video system. Choose from one of the following ways depending on details you have been sent in the meeting invite:

Here is an sample email invite:

You are invited to join a meeting: Annual General Meeting

Meeting ID: 16684007

Meeting passcode: 1001

Join from a computer, mobile phone or tablet

<https://example.com/meeting/166849463?secret=5ibOoH9utNBv2ErWke5QcQ>

Join from a video conferencing system or application

Dial annual.general@example.com

Join from a meeting link

If you have an invitation with a meeting link, then you will be able to directly go to the **Join Meeting page**, see [Joining options](#) for more instructions. You may be asked for a passcode if the invite includes one.

Note: You can customize the join links with additional parameters to set preferences while joining calls. For more information, see [Customize join links](#).

Join using meeting ID or Video address (URL) and passcode

If you have received an invitation to join a meeting with meeting ID or URL (video address) and passcode (only if a meeting is passcode-protected), follow these steps:

1. From the web app, click **Join meeting**.
2. Enter a Meeting ID or video address (URI) and a Passcode (if one has been provided in the invite).
3. Optionally, you can edit the default name shown and enter your name. This name will appear in the participant's list when you join the meeting.
4. Click **Join meeting**, see [Joining options](#) for more information.

Note: Alternatively, you can use the video address (URL) to join from a video conferencing device or a third-party apps such as Skype or Lync. Enter the video address and follow the product's instructions to join a meeting.

If a participant gets disconnected from a meeting due to network connectivity issues, web app notifies the participant and makes three tries to re-connect them to the meeting. If the attempt to connect fails or if the participant chooses to exit while waiting, they will be directed to the 'Join meeting' page.

Note: When a participant gets disconnected and rejoins the meeting, the chats, meeting notes, and closed captions that were shared earlier during the meeting, will not be available.

2.1 Customize meeting join links

Users can customize the join links with additional parameters to set their preferences while joining calls. This can be useful for users who frequently join certain meetings. They can bookmark the join links with specific preferences. Listed below are the additional parameters supported in this version:

Parameter	Description	Values	Examples
mode	<p>Use this parameter to specify the way a user can join the meeting:</p> <ul style="list-style-type: none"> Join with audio and video - audioVideo Join with presentation only - presentationOnly Dial in details - dialIn <p>Default option is 'audioVideo'.</p>	<ul style="list-style-type: none"> audioVideo presentationOnly dialIn 	<ul style="list-style-type: none"> &mode=audioVideo &mode=presentationOnly &mode=dialIn

name	<p>If the user is not signed in, their display name will be automatically set to the name provided in this parameter. Web app will not prompt the user to enter their name.</p> <p>If the user is signed in, their name will not be changed by this parameter. However they can change the name from the UI or sign in with a different user ID and password before joining a call.</p>	any URL encoded string	&name=Sally%20wood
audioMuted	<ul style="list-style-type: none"> If this parameter is set to true, the audio will be muted If this parameter is set to false, audio will be unmuted. <p>Users can change this setting in the UI after joining the call.</p>	<ul style="list-style-type: none"> true false Set to "true" if no value is entered 	<ul style="list-style-type: none"> &audioMuted=true &audioMuted=false &audioMuted
videoDisabled	<ul style="list-style-type: none"> If this parameter is true, the video will be disabled. if this parameter is false, the video will be enabled. <p>Users can change this setting in the UI after joining the call.</p>	<ul style="list-style-type: none"> true false Set to "true" if no value is entered 	<ul style="list-style-type: none"> &videoDisabled=true &videoDisabled=false &videoDisabled
skipJoinOptions	<p>If true, and if the name has been stored in the browser, or if the user has signed in, or if the "name" parameter is specified in the link, then the user will join call skipping the Join options screen.</p> <p>If false, the user will be taken to the Join options screen where they can optionally change their name or sign in.</p>	<ul style="list-style-type: none"> true false Set to "true" if no value is entered 	<ul style="list-style-type: none"> &skipJoinOptions=true &skipJoinOptions=false &skipJoinOptions

Example: User wants to set the meeting join name as "Sally" and automatically mute their audio while joining a meeting:

1. Copy the join link:

https://example.com/meeting/059893656?secret=zv9LGLqbZ0DiCo_86haJag

2. Edit the link to add the extra parameters "&name=Sally" and "&audioMuted" to the link:

https://example.com/meeting/059893656?secret=zv9LGLqbZ0DiCo_86haJag&name=Sally&audioMuted=true

3 Joining options

While joining a meeting, the **Joining options** screen allows you to choose how you want to join the meeting. You can see a preview of your video before joining.

Depending on how web app is configured by your administrator, you may be prompted to enter your name or sign in. Enter your name and click **Set display name**. This will appear in the participant list during the meeting and helps others to recognize you. Alternatively, if you have the User ID and password to sign in to web app, click **Sign in instead**.

If the browser remembers a previously entered name, or if the meeting join link has a name parameter included, the prompt to enter name will not be shown. If you have already signed in to web app, and are trying to join a meeting, your sign in name will be shown.

Note: Options on this page depend on how the administrator has configured your web app.

Note: If your administrator has configured single sign-on (SSO) for your web app account, you can use SSO to login to web app. To login using SSO, follow these steps:

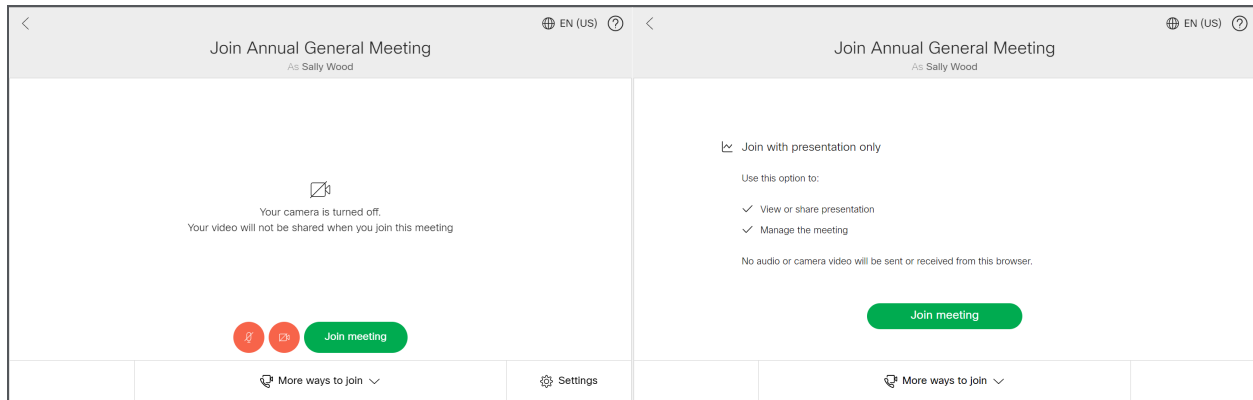
1. Enter your user name and click **Sign in**.
2. You will be redirected to the web page of single-sign on provider to sign in. After signing in, you will be redirected back to web app.

Refer to Cisco Meeting Server documentation for more information on configuring Single-sign on.

Note: If SSO is enabled, after you log into web app, you will have a separate session on the web app application from the one with the identity provider. This means that if you logout / sign out from the web app application but not from the identity provider once you enter the same user name you will automatically be allowed into the web app application again. However, if you sign out from the identity provider it doesn't sign you out from web app and hence you have to also sign out from web app. To ensure that you cannot log in for this browser session again you must sign out from both the web app application and the identity provider.

The web app joining page will default to **Audio and video** or **Presentation only** mode, depending on the default joining method configured in the Meeting Server. The system administrators can configure the default joining method for each user who may join the meeting, as a guest user using the meeting link or as a space member using the **Join** button. Web app does not support configuring or modifying the default joining method.

However, you can override the configured joining method by selecting the options listed under **More ways to join** in the web app joining options screen. You can change the joining method before joining the meeting and not during the meeting.



Any configuration changes in the API made during the meeting will not take effect on the participants who have already joined the web app meeting.

Click **More ways to join** or **Settings** to choose from options below:

3.1 More ways to join

- **Join with audio and video** – use this option to join a meeting with audio and video, you can also share your screen or application during the meeting.
- **Join with presentation only** – use this option to join a meeting with presentation only. This is recommended if you want to share or view a presentation. You cannot send audio and camera video during the meeting.
- **Dial in details** – use this to see the dial in details for the meeting if you want to join from a video conferencing system or telephone. Select **More ways to join > Join with presentation only** if you want to share your screen or presentation in the meeting.

3.2 Settings

Click **Settings** to select your camera or microphone or external speakers. Make sure you have a working camera, external speakers, and microphone before choosing this option. If you think you have a faulty camera or microphone, then use the 'No camera' and 'No microphone' options. You can check your preview to see if the selection works. Select **Speakers** drop-down list to see list of external speakers connected to your device and choose the speaker output.

- Select **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.
- Select **Enable HD** if you want to enable HD options. Click the toggle to disable it. This changes the camera resolution that is sent to save CPU power and battery.

- Speaker selection feature is not supported on Safari browser.
- If the speakers are connected during an ongoing meeting, you may experience a delay in connecting to the external speakers which may result in a loss of audio for few seconds. To avoid speaker connectivity issues, it is recommended that the speakers be connected to the device prior to joining the meeting.

Note: You can change your camera, microphone, speaker, and self view settings during a meeting.

4 Sign into the web app

Enter your *username* and *password*. When you sign into the app, you can see a list of spaces to which you are added as a member.

Note: If your administrator has configured single sign-on (SSO) for your web app account, you can use SSO to login to web app. To login using SSO, follow these steps:

1. Enter your user name and click **Sign in**.
2. You will be redirected to the web page of single-sign on provider to sign in. After signing in, you will be redirected back to web app.

Refer to Cisco Meeting Server documentation for more information on configuring Single-sign on.

Note: If SSO is enabled, after you log into web app, you will have a separate session on the web app application from the one with the identity provider. This means that if you logout / sign out from the web app application but not from the identity provider once you enter the same user name you will automatically be allowed into the web app application again. However, if you sign out from the identity provider it doesn't sign you out from web app and hence you have to also sign out from web app. To ensure that you cannot log in for this browser session again you must sign out from both the web app application and the identity provider.

The web app displays information about the most recent log in, including date and time when the account was last used. Click on the last login information to see the IP address used during the most recent login.

The UI On Desktops

Create a space using templates available to you

Click on a space name to edit or view join information

Click to access Online help for web app

Log out or select the Language

Click to Schedule a meeting

Click here to join a meeting you have been invited to. You need the meeting ID and passcode (only if invite includes one)

List of meetings you have scheduled, or you are invited to

Click **Join** to start a meeting in one of your spaces.

See list of your spaces where you can start a meeting from

Click on a space name to edit or view join information

On mobiles or tablets, you can access the spaces from the home page or side menu.

Click **Join** to start a meeting in one of your spaces.

To join a meeting you have been invited to see [Join a meeting you have been invited to](#)

For more information about what you can see and do during a meeting, See In-meeting menu options.

5 In meeting menu options

When you are in a meeting, the web app provides you with options to manage participants and control your meeting and audio and video from other participants. You can do the following:

[Meeting controls](#)

[View and manage participants in the meeting](#)

[Change layout for presentation and video](#)

[Open your presentation in a new window](#)

[Record or Stream a meeting](#)

[Manage other participants' audio and video in a meeting](#)

[Lock or unlock a meeting](#)

[Admit participants to a locked meeting](#)

[View call information](#)

[Report an issue in web app](#)

[View meeting in full screen mode](#)

[The self-view pane](#)

[In-meeting chat](#)

[Take notes in a meeting](#)

[Enable closed captioning](#)

[Content magnification](#)

[File sharing](#)


[Surveys in a meeting](#)

Note: The options shown in your app may depend on the permissions enabled for you by your administrator.


5.1 Meeting controls

Toggle your microphone: Select  to mute/unmute your microphone during the meeting.



Toggle your video: Select  to enable/disable your video during the meeting.

Raise your hand: Select  to raise your hand during the meeting to ask a question or make a comment. Once you raise your hand, the hand icon appears besides your name in the Participants list.

Note: The raise hand icon is available only when the feature is enabled on the Meeting Server.

Share an application or your screen: Click  to start sharing your screen or application. The browser may prompt you to allow screen sharing. You can click on the pin to keep it open whilst you are presenting in the meeting.


Share content audio while sharing your screen: When sharing the entire screen, enable **Share System Audio** in the browser prompt to share the content audio along with video. When sharing a Chrome tab, select **Share tab audio**.

When the participant shares the screen, a speaker icon  is shown on presentation preview and  icon besides the presenter's name on participants list.

When a web app participant remotely mutes the presenter, both presenter's mic and presentation audio are muted. If participant unmutes the presenter, only presentation audio is unmuted. Presenter must unmute manually to share their microphone's audio.

On a Macintosh system, the participants can only share the browser tab. While sharing the browser tab, select the Share tab audio to share the content audio of the browser tab. The participants cannot share the content audio when they are sharing the entire screen. System audio share is blocked by the Operating System.


Note: Content audio can be shared only when using the latest versions of Chromium-based browsers.

Leave or End meeting: Click  to leave the meeting. If you chose to leave the meeting, others in the meeting can still carry on. However, if you have the permissions, you can end the meeting for all participants.








5.2 View and manage participants in the meeting

You can do the following:

5.2.1 View participants and status

Click  to see the list of participants who are currently in the meeting. The number indicates the total number of participants who are currently in the meeting. The icons next to the

participant's name in the list indicate the audio / video status of a participant. Here are a few examples:


-  - the participant is muted.
-  - the participant is speaking or their background audio can be heard.
-  - the participant's video is disabled.
-  - the participant is presenting or sharing content.
-  - the participant is sharing content with audio.
-  - the participant has raised hand.
-  - the participant's camera is being controlled

Click on a participant's name in the Participants list to view the options available. Depending on the permissions available to you, you can do the following:

- Mute / Unmute audio - Mute or unmute the participant.
- Disable / Enable video - Enable or disable the participant's video.
- Make important - The important participant is displayed more prominently on the video layout.
- Drop a participant - Remove a participant.
- Change role - Change the role of a participant during a meeting.
- View Camera Control - Control a remote participant's camera.

5.2.2 Add SIP Participants

To add a new SIP participant to the meeting, do the following:

1. Click . The **Add participant** pane opens.
2. Dial SIP participants with their video address or number.

Note: Directory search applies only if you are signed in to web app.

5.2.3 Drop a participant

To remove a participant, click on the participant's name and select **Drop a participant**.

5.2.4 Change a participant's role

To change the role of a participant during a meeting, click on the participant's name, select **Change role**, then select the role. When a participant's role is changed, the participant is notified with a pop up message.

These roles are defined in Meeting Management or through Meeting Server API.

- Web app users with adequate permissions can change the role of other web app and SIP endpoints participants during the call.
- The role of the participants is displayed below their name in the participants list and the selected role name is highlighted in the **Change Role** drop down. To change the role of a participant during a meeting, click on the participant's name and select **Change role** then choose a role. When a participant's role is changed, the participant is notified with a pop up message.
- If a non member joins a meeting using the join link, the access method name of the join link is displayed as the role of the participant.
- For members the role assigned to them in the space is displayed as their role in the meeting.
- If meetings are provisioned by Meeting Management admin (using the procedure provided in the [Meeting Management User Guide for Administrators](#)) then all users or access methods will be assigned a named role. If the spaces were created using older methods then it is possible that the role will be shown as **Space default**.
- The role of the participant is displayed as **Space default** when the **In-call role** of a signed-in space member is configured as **Role 1** or **Space default**. **Role 1** is the virtual access method created when the URI and call ID are configured at the space level on the Meeting Server.

Note: Only space members are assigned Role 1.



- If the callLegProfile is set for a space member and is different from all other access methods in the space, the role is shown as **Custom** in web app and the role of the participant cannot be changed in the meeting.

5.2.5 Control the camera of other participants


Participants with appropriate permissions can control the camera of other participants that support far end camera control (FECC).

To control the camera of a participant, click on the participant's name, select **View Camera Control**. An overlay with the participant's name and control options appears. You can use the navigation keys to move the camera left, right, up or down and use the zoom keys to zoom in or out. To stop the camera control, close the overlay.


5.3 Change your layout for video and presentation

Click  to select a different layout for video and presentation. This choice only affects what you see on your screen. If **Custom** layout button  is highlighted, it implies that the layout is assigned by the Meeting Server admin. Permission to change web app layout is enabled by Meeting Server admin.


5.4 Resize the presentation and video pane

You can increase or decrease the size of the shared content and the participants' video. Hover between the shared content and the participants video to see the resize icon . Drag the resize icon up or down to resize the shared content and the participants' video. Resizing the shared content resizes the participants' video proportionately.

5.5 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.



5.6 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. Click  to pin your presentation. 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.


5.7 Recording and streaming

Click  to open the **Call controls** pane to open the recording and 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 and streaming notifications will be shown on the web app's screen.

5.8 Lock or unlock a meeting

You can lock a meeting for security purposes to temporarily restrict guest access. Restriction only applies for the duration of the meeting. Click  to open the **Call controls** side bar. Select **Meeting lock**.


If a meeting is locked or unlocked, notifications will be shown on the web app screen.



5.9 Admit participants to a locked meeting

You can now admit participants to a locked meeting if you have the appropriate permissions. Participant trying to join a meeting will be waiting in a lobby and will see an onscreen message indicating the same.

Web app shows you a notification if there are some participants waiting to be admitted to the meeting. The participant icon shows a count of number of participants waiting in lobby. Click on a participant's name and select **Admit to meeting** to admit participants individually. To admit all participants, click **Admit all**.

5.10 Manage other participants' audio and video in a meeting

Click  to open the **Call controls** pane, you can mute or unmute the audio, and enable or disable 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 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 individual participant, click on their name from the participant list and click **Disable video**.

5.11 View call information

During a meeting, you can click  to view the following information:




- Space name: Name of the space where the meeting is ongoing.
- Duration: Time since a participant joined the meeting.

- Join information: You can invite more participants to the meeting using one of the following ways:
 - Copy the join link to your clipboard.
 - Click  to open the preview of the invite, you can either click **Open email** to open your default email with the joining information embedded or click **Copy** to copy the invite with all details to your clipboard.
- View media statistics: The audio, video, and content share statistics of an ongoing

meeting is displayed in  **Call information > Media Health Statistics.**


Media Health Statistics displays the following information:

- Audio statistics: Jitter, Packet loss, and Codec negotiated.
- Video statistics: Jitter, Packet loss, Codec negotiated, Resolution, and Frames per second.
- Content share metrics: Jitter, Packet loss, Codec negotiated, Resolution, and Frames per second.
- Mute notifications: Web app will notify the participants regularly about the network health. Select the **Mute notifications** check box to turn off the network health status notifications.
- The network health status is displayed on the web app screen during the meeting. The table below lists the health status icons and messages displayed on web app screen.



Statistics icon	Health	Health messages / Notifications
	Good	You are having the full meeting experience.
	From Poor/Bad to Good	You are having the full meeting experience. You may turn on the video.
	Poor	Issues may be limiting your meeting experience.
	Bad	Meeting experience is being limited. The video has been disabled and currently in audio only mode.

If enabled in the Meeting Server, web app prioritizes audio over content share and video in all scenarios of unstable network. For example, if the network connection during a meeting is poor, web app automatically turns off the video. If the network continues to deteriorate, the content sharing is turned off. Web app will always prioritize audio over content share over video and therefore, turns off the video, followed by content share, while retaining audio in all scenarios. This feature is enabled by default.

5.12 Report an issue

If you have a problem during the meeting, click  to send a report. This will collect all the diagnostics information which can be used to troubleshoot by support, optionally you can enter a description of your problem in more detail.

5.13 View meeting in full screen mode




Click  to switch to full screen mode during the meeting. To switch back, click . This option is only visible if your browser supports this function.

Note: Safari browser does not currently support this function.



5.14 The self-view pane

The self view pane shows a glimpse of how others see you during a meeting. web app provides you following options to manage self-view:



5.14.1 Pin self-view

- You can pin the 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.

5.14.2 Change camera or microphone during a meeting



- You can change the camera or microphone during a meeting. Click  from self-view pane to choose a different camera or microphone during the meeting.
- From mobiles or tables, tap  > **change camera** to change between the front and back cameras.

5.14.3 Mirror self-view

- Select  > **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 device.
- On mobiles, tap  > **Mirror self-view** to use this option.

Note: Regardless of whatever you choose here, your video will appear as non-mirrored to other participants in the meeting.

5.14.4 Enable HD mode

- Select  > **Enable HD** if you want to enable HD option. 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.

5.14.5 Choose speaker output

You can choose the audio output via device speakers or externally connected speakers.


To change the speaker output:

Select  **Settings** >  **Speaker** > select your speakers from the drop-down list.

Note:

- This feature is not supported on Safari browser.
- If the speakers are connected during an ongoing meeting, you may experience a delay in connecting to the external speakers which may result in a loss of audio for few seconds. To avoid speaker connectivity issues, it is recommended that the speakers be connected to the device prior to joining the meeting.

5.14.6 Optimize content share in a meeting

To share screen in 1080p resolution, open self-view settings  and select **Optimize for Text** check-box under



Sharing.






If left unchecked, the content will be shared as per the resolution set by the administrator. Until changed, your preference for **Optimize for Text** is saved and used in subsequent meetings.


Note:

- When **Optimize for Text** is enabled, web app will override any screen share resolution set by the administrator in Meeting Server and the screen is shared in 1080p resolution.
- You must restart the screen share after selecting **Optimize for Text** for the screen resolution to take effect. Web app also notifies the participant with an onscreen message to restart the screen share.
- The screen resolution is set only on the sender's screen while sharing screen.

5.14.7 Use a virtual or blurred background in a meeting

Blurring the background makes participant's surroundings appear out of focus hence hiding the details behind them. The intensity of the blur can be changed using the slider bar. Virtual backgrounds enable participants to change their background with one of the preset backgrounds during a meeting. Participants can use a virtual or blurred background only after they have joined the meeting and not on the preview page.

- To blur your background in a meeting, click  > **Blur** . Use the slider bar to change the intensity of the blur. Blur slider has 4 levels of intensity: 25%, 50%, 75%, and 100%. Default blur level is set to 50%.
- To use a virtual background, select  **Images**, select a background from the available thumbnails.
- To remove the blur or virtual background, click  > **None** .

To preview your video before applying a virtual or a blur background, disable the video then apply **Blur**  or the preset image. The preview is displayed on the self-view. Your video with a virtual or a blur background is visible to other participants only when you turn on your video.

Blur and virtual background are supported on latest versions of Google Chrome, Mozilla Firefox, and Microsoft Edge on Windows and macOS.


Note:


- Background Blur works best with systems having Graphics Processing Unit (GPU).
- The following minimum system configuration is required to use the Background blur feature:

- For Windows systems: Memory - 8 GB and 4 core CPU
- For Mac systems: Memory - 8 GB and 4 core CPU

5.15 Active speaker label

The active speaker label displays the name of the speaker. It is placed above the self-view


pane and can be moved around the corners of the browser along with self-view. Click  to

have the active speaker label visible all the time. The icon changes to blue, click  to allow it to hide after inactivity.

When none of the participants are speaking the active speaker label is displayed as **Nobody**. If the participant themselves are speaking, the self-view of the active speaker label is **You**.

5.16 In-meeting chat

Participants in a meeting can send chat messages to other participants in the same meeting.

1. On the right menu panel, select  **Chat**.
2. Select **To:** drop-down option,
 - Select a participant's name from the list to send a direct message to the participant or
 - Select **Everyone** to broadcast a message to all the participants in the meeting.
3. Type a message and press **Enter**.

The chat messages are visible to participants currently in the meeting. The old chats will not be available if you leave, refresh, or rejoin the meeting.


A red dot on the chat icon  indicates unread messages.


Note: If you are unable to send messages on chat, it means that your chat permissions are disabled. Your meeting host can enable chat permission for you.

5.17 Take notes in a meeting

The participants with appropriate permissions can take notes and publish it to all other participants during the call.

To take notes during a meeting:

1. Click  to start taking the notes. The **Meeting Notes** window opens.
2. Click **Take a new note** and type the notes. You can perform following actions on the **Meeting Notes** window:
 - **Discard** – Clear all the text entered in the initial draft or any changes made to the published note.
 - **Save** – Download and save the notes taken during the call along with the time and time zone on the local drive.
 - **Publish** – Publish the notes to other web app participants on the call.

The edit icon  in the **Meeting Notes** window allows you to edit a published note and republish it during the call. If you navigate to other in-meeting options, click **Go to Draft** to go back to the notes.

If there are more than one note takers in a call and one of the note takers publishes a note while the others are taking notes, web app prompts the other note takers with the following options:



- **Load New** – Discard the notes taken by the participant and view other participant’s notes.
- **Keep mine** – Retain the notes taken by the participant and do not include the published note.


A red dot on the notes icon  indicates that a new note is published.

If the participants have unsaved or unpublished notes in draft, web app prompts the participant to **Save** or **Discard** the notes before exiting the call.

5.18 Enable closed captioning

If closed captioning is enabled for a meeting, all participants can choose whether they want to view closed captioning on the screen.

- To view the captions for the meeting, click  and select **English (Simplified)** from the drop down. The caption typed by a captionist in the meeting is displayed on the screen. You can also view the history of the captions on the **Closed Captions** window.
- To turn the closed captioning off, click , then select **No captions** from the drop down.

If you are a captionist, you can type the captions for the meeting on the **Closed Captions** window. Click , then select **English (Simplified)** from the drop down and type the captions.




The captions are visible to other participants in the meeting as you press the Enter key. To save the captions history to your local drive, click **Save closed caption history**.

5.19 Important note for Chat, Meeting Notes, and Closed Caption

When a participant gets disconnected and rejoins the meeting, the chats, meeting notes, and closed captions that were shared earlier during the meeting, will not be available.

5.20 Content magnification



Participants can scroll, pinch, or click a button to zoom in and out on the content that is displayed on screen during a call.

- Click  to zoom in. Pinch in if you are using mobile or tablet devices.
- Click  to zoom out. Pinch out if you are using mobile or tablet devices.
- Click  to restore the magnified content to its original view.
- Drag the mouse or pointer to pan window around.


5.21 File sharing

The participants with appropriate permissions can share files in a meeting. All participants in the meeting can view the shared files, if file sharing is allowed for the meeting.

To share files during a meeting:

1. Click  , the **File Sharing** window opens.
2. You can perform following actions on the **File Sharing** window:
 - **Add Files** - Add the files you want to share from your local drive.
 - **Share** - Share the added files to other web app participants in the meeting.
 -  - Delete the added file(s).

Note: The file sharing icon is available only when the feature is enabled on the Meeting Server.

A red dot on the file share icon  indicates that a new file is shared by other participant(s) in the meeting.

To download a shared file in the meeting:

- Open file sharing pane and click  **Download** beside the file you would like to download.

Note:


- Once a file is shared, it cannot be deleted by the participants in the meeting. The system will auto-delete the files 12 hours after upload.

5.22 Surveys in a meeting






Participants with appropriate permissions can create surveys and view survey results in a meeting.

Meeting organizer(s):

If you are a meeting organizer, to create a survey during meeting:

1. Select  **Surveys** on the side panel. Select **Survey Dashboard > Create survey**.
2. Enter the survey title, question(s), and options. Select **Save**.


You can perform following actions in the  **Surveys** window:

-  **Launch survey** – Launch a saved survey.
-  **End survey** – End an ongoing survey.
-  **View results** – View survey results after a survey is ended.
-  **Edit** – Edit the questions and options of the survey.
-  **Delete** – Delete questions, options, or a survey.

Note:


- You can add up to 5 questions in a survey. Each question must have a minimum of 2 choices and up to 4 choices.
- A web app meeting can have multiple organizers. You can create multiple surveys and save them for later use during the meeting. However, multiple surveys cannot be launched simultaneously. You can launch only one survey at a time.
- Survey is visible to the participants in the meeting only when you launch the survey. You can edit the survey only before launching it.
- You can save/edit/launch/delete only the survey that you have created.
- Any one of the organizers can end an ongoing survey and view results.
- If you leave the meeting after launching a survey, you can rejoin and still perform all the actions on the ongoing and your saved surveys.

- The survey results are anonymous. You cannot identify the participant's name or the options a participant has chosen for a survey.

A red dot on the  **Surveys** icon indicates that a new survey is active/ongoing. You can choose to participate or not participate in the survey. Organizers other than the one who created the survey, can also participate in the survey.

Participants:

To participate in an ongoing survey:

1. Select  **Surveys > Take survey**.
2. Select the required response from the options provided for a question.
3. Select **Submit your response** to submit the survey.

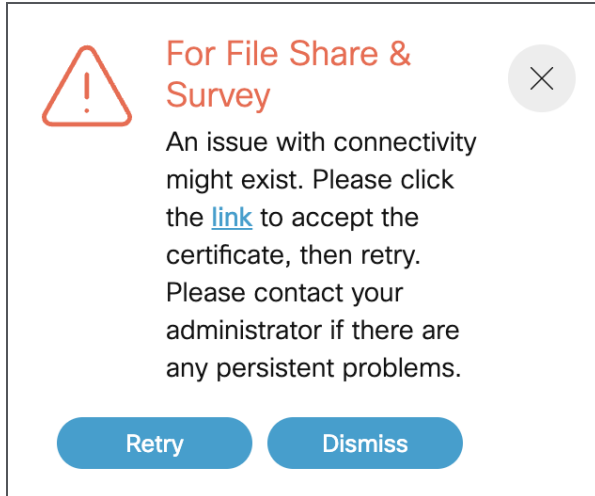
Note:

- Participants can only choose from the provided options for a question. Entering free text and selecting multiple options are not supported.
- Participants cannot see what options they have chosen or edit their choices after submitting the survey.
- Participants can take part in the survey anytime until it ends, even if they join/rejoin the meeting after the survey is launched.
- Both signed-in users and guest users can participate in the surveys.

5.23 Important note for Surveys and File Share features

Web app in-meeting features like Surveys and File Share might not work as intended if the certificates are not validated or if the service is not reachable. In such scenarios, web app shows a warning message. The link given in the warning message allows the web app user to validate the certificates.

Note: The certificates need to be validated only when the participant uses new web app features for the first time on a browser.



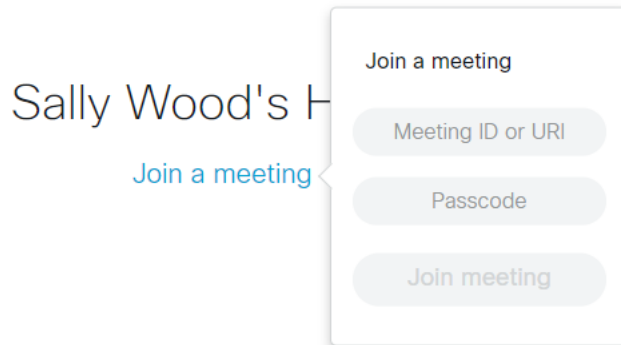
1. Click the link given in the pop-up.
2. A new tab will open and displays {"ping": "pong!"} if there is connectivity.
3. Open the web app tab and select **Retry** in the pop-up to get the services back.

Please contact the Meeting Server administrator if the issue persists.

6 Join a meeting while you are signed in to the app

You can join a meeting in any space that you are not a member of if you have the meeting ID and passcode (optional) or the meeting link.

1. Click on the meeting link. Alternatively, from the home page, click the **Join a meeting** link.



2. Enter a Meeting ID or video address (URI) and a Passcode (if one has been provided in the invite).
3. Click **Join meeting**, go to Joining meeting screen instructions for more information.

7 Manage spaces

Web app allows you to manage your spaces. A space is a virtual meeting room that users with access can use to start or join meetings and share screen or presentation during meetings.

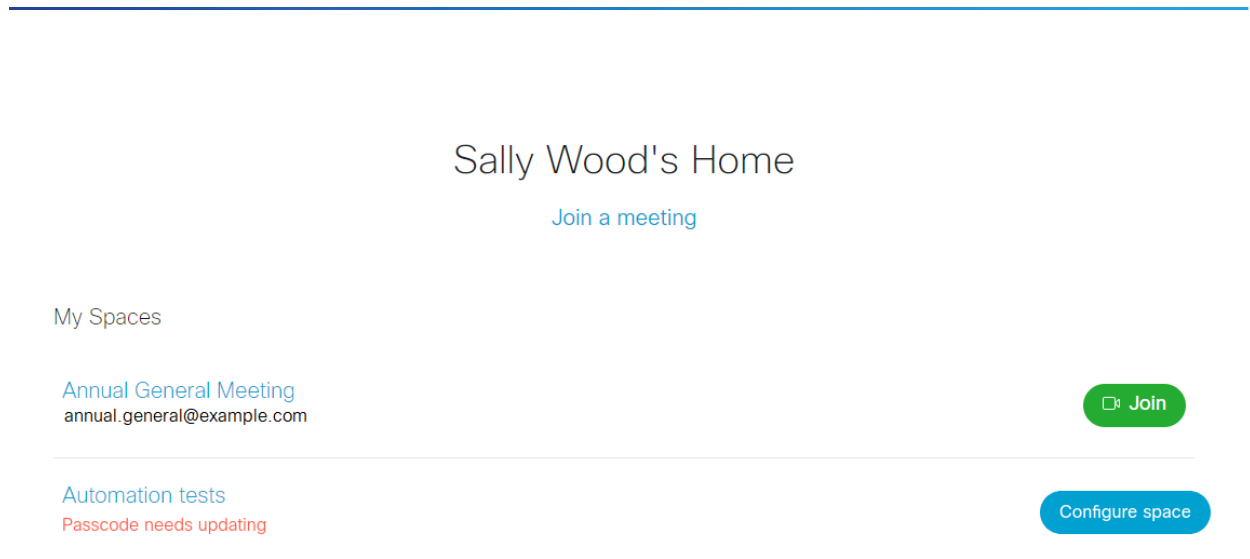
Users with credentials to log into Cisco Meeting Server web app can create, edit or delete spaces, and view the various joining methods available. Anyone added as a member can see the new space on their web app home page. Others can be invited to a meeting using the joining details.

Web app allows you can do the following:

- [Create space](#)
- [Activate space](#)
- [Edit space](#)
- [View space joining information](#)
- [Add or remove members to a space](#)
- [Change space member roles and access methods](#)
- [Invite people to your spaces](#)
- [Start a meeting in one of your spaces](#)
- [Delete a space](#)

7.1 Why do I need to update the space passcode?

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.





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 to join a meeting in the space.


7.2 Create a space

To create a new space, follow these steps:

1. If you are using web app from desktop, Click  to create a space.

If you are using web app from a mobile or a tablet, click  from the top left side to open the side menu and Click  to create a space.

2. Enter a **Name** for your space. For example, this could be the project you are working on.
3. Select a template from the choices available. A space template is a combination of pre-configured settings that will be applied to new spaces created using this template.
4. Click **Create**. A new space is created. A space can have one or more ways to join a meeting based on the chosen template. You can include these details when you invite someone to join your meeting.

Note: If you are using web app from a mobile or a tablet, click  from the top left side to open the side menu.

Note: If you do not see this option, contact your administrator to enable permissions to create a space and assign space templates to your profile.

7.3 View space joining information

From the left navigation pane or from the list of spaces, click on one of the spaces to view the space join information. You can see all the methods to join a meeting separated into one or more joining methods.

The screenshot displays the 'Annual General Meeting' space details. At the top, there is a back arrow, the title 'Annual General Meeting', and two buttons: 'Join' (with a camera icon) and 'Schedule meeting'. Below this, the 'Scheduled meetings' section shows a meeting on 'Monday, Jun 21, 2021' from '10:00 AM - 11:00 AM'. The meeting title is 'Annual General Meeting', organized by 'You', with '2 invited' members. A 'See more' link is present. The 'Join information' section includes: Meeting ID (166849463), Role 1 (Host), Join link (https://...), Passcode (masked with dots), Visibility (Everyone), and Video address (annual.general@...). A 'Host' section also shows a Join link (https://...). On the right, the 'Members (2)' sidebar shows Lewis Hill and Sally Wood (You).

Each Joining method is a combination of video address, passcode, Meeting ID, Meeting link that can be used to access a space meeting. Each method gives a set of permissions to the user using the method to join meetings space. Contact your administrator to understand how the joining methods have been set up in your space templates. In the example above, each joining method can be used to assign roles such as host and guest to the meeting participants.

Each joining method refers to an Access Method which is a combination of URI, passcode, call ID and secret.

The joining methods contains a combination of the following:

- Meeting link - A link directly takes you to the joining page of the web app.
- Meeting ID - a unique number associated with the meeting. You can use this to join via the web app.
- Passcode - only shown if the space is passcode protected.
- Visibility - defines who can see the access methods. See change space member access methods to learn more.
- Video address - Use this to dial via the web app, any video conferencing systems or other apps such as Cisco Jabber, Skype.

You can have one or more joining methods depending on the space templates used to create your space. You can use this information to [invite people to your spaces](#).

7.4 Activate spaces

You will be able to activate a newly provisioned space from web app UI. A notification **activation required** will appear under the space name of the newly provisioned space.


Click **Activate space** to activate and create a space. Once activated you can use this space to start or join meetings.

You cannot start a meeting in a space unless it is activated.

Note: Administrators can provision spaces for users. Refer to Release Notes for Cisco Meeting Server for more information about space provisioning.

7.5 Edit a space

Select a space that you want to edit from the list. The app shows you all the details of the space such as space name, the joining methods available.

Click  to edit the space name. You can edit the following settings for any of the joining methods shown:

- Join link - You can generate a new meeting join link for the meeting.
- Passcode - Enter a numeric passcode to restrict access to the space for security purposes. This is optional and can be blank.
- Video address - Enter a video address of your choice. If already in use, the app suggests one that closely matches your choice.

Click **Save** to save the changes.


7.6 Invite people to your spaces

You can invite people to your spaces for a meeting. Depending on the space template used to create a space, you can have one or more joining methods. Each joining method gives a set of permissions to the user who joins via that method. Contact your administrator to understand how the joining methods have been set up in your space templates. In this example, you can have host and guest roles for your meeting participants.

To invite people to your space, follow these steps:

1. Open the space where you are planning to have a meeting from.

The screenshot shows the interface for a meeting titled "Annual General Meeting". At the top, there are two buttons: "Join" (with a camera icon) and "Schedule meeting". Below this, the "Scheduled meetings" section shows a meeting on "Monday, Jun 21, 2021" from "10:00 AM - 11:00 AM", organized by "You", with "2 invited" participants. A "See more" link is present. The "Join information" section includes the "Meeting ID" (166849463), "Role 1" (with a "Copy" button), "Join link" (with a "Copy" button), "Passcode" (masked with dots and a toggle icon), "Visibility" (Everyone), and "Video address" (annual.general@...). The "Host" section also includes a "Join link" with a "Copy" button. On the right side, the "Members (2)" list shows "Lewis Hill" and "Sally Wood" (labeled as "You").

2. Click . The **Email or copy invite** dialog opens:

Email or copy invite

? ×

Language English (English from United States) ▾


You are invited to join a meeting: Annual General Meeting

Meeting ID: 166849463

Join from a computer, mobile phone or tablet
<https://example.com/meeting/166849463?secret=5ibOoH9utNBv2ErWke5QcQ>

Join from a video conferencing system or application
Dial annual.general.meeting@example.com

Close
Copy
Open email

3. Choose a language from the drop-down. Contact your administrator to customize your invite templates.
4. Click **Copy** to copy the invite with all details to your clipboard. You can then paste it where you want to share it with others.
5. Click **Open email** to open the email client configured on your device with the full meeting details embedded. The full details of the invite will be automatically populated in the body of a new email. You can customize, enter the email address and send the email to those you want to invite to your meeting.
6. You can invite people with different joining methods as needed. Click  to close the **Email or copy invite** dialog.


Note: Sometimes the **Open email** button is disabled on Chrome browsers, click **Copy** to copy the details to your clipboard. You can paste details to your email or instant message. For more information, refer to "Cisco Meeting Server Customization guidelines".

Note: You can customize the join links with additional parameters to set preferences while joining calls. For more information, see [Customize join links](#).

7.7 Add or remove members to a space

You can add members to your space. Space members will be able to see the space listed on the homepage when they log-in to the web app

7.7.1 Add a member

1. Click on any space to open the space.
2. From the **Members** pane, click  , the **Add members** pane opens.
3. Search for a person by first or last name and click **Add to space**.
4. Repeat the steps to add more members.

7.7.2 Remove a member

From the list of members in a space, click on a members 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.

Note: Members will be able to edit or delete a space if they have the permissions to do so.

7.8 Change space member roles and access methods

Members of a space can sign in to web app to change roles and permissions of a member. They can also change the access methods to provide different privileges to each member.

7.8.1 Change space member roles

You can change member roles and permissions from a space. Follow these steps to change space member roles and permissions:

1. From the list of members in a space, click on a member name to view the list of privileges.
2. In the drop-down list, select from the existing roles to assign roles and permissions of a space member.

Note: The permission settings are persistent and do not change for other spaces.

The screenshot displays the 'Annual General Meeting' space configuration. On the left, there are buttons for 'Join' and 'Schedule meeting'. Below, it shows 'Scheduled meetings' for the week of June 20-26, 2021, with a meeting on Monday, June 21, from 10:00 AM to 11:00 AM. The 'Join information' section provides the Meeting ID (166849463), a join link, a passcode, and visibility settings (Everyone). On the right, the 'Members (2)' panel is open, showing Lewis Hill and Sally Wood. A red dashed box highlights the permissions for Lewis Hill, with checkboxes for 'Delete the space', 'Add/remove members', 'Change space name', 'Change dial in video address', 'Change dial in passcode', 'Change dial in visibility', and 'Leave the space'. Red arrows and text annotations indicate: 'Select the space member to assign permissions' (pointing to Lewis Hill), 'Assign in-call member role from the drop-down list.' (pointing to 'Role 1'), and 'Assign permissions to space members.' (pointing to the permissions list).

7.8.2 Change space member access methods

If you have the required permission, you can view and control the access methods that are visible to guests, members, or owners from a drop-down list.

1. Click on a space member to view the list of privileges.
2. To change the access method, select from the drop-down list.

The visibility of the available access methods are:

- **Public:** Visible to all space members and call participants.
- **Private:** Visible only to the space owner.
- **Member:** Visible to all space members.
- **Directory:** In public directory, visible to all space members and call participants.

The screenshot displays the 'Join information' section for a meeting space, divided into 'Guest' and 'Host' roles. Each role provides a 'Join link', 'Meeting ID', 'Passcode', 'Visibility', and 'Video address'. A 'Copy' button is available for each link. To the right, a modal window titled 'Lewis Hill' is open, showing an 'In-call role' dropdown menu. The dropdown is currently set to 'Space default' and is highlighted with a red dashed box. A red arrow points to this dropdown with the text 'Select space member access method'. Below the dropdown, there are several settings with checkboxes: 'Change space name', 'Change dial in video address', 'Change dial in passcode', 'Change dial in visibility', and 'Leave the space'. At the bottom of the modal, there are options for 'Space membership' and 'Remove member'.

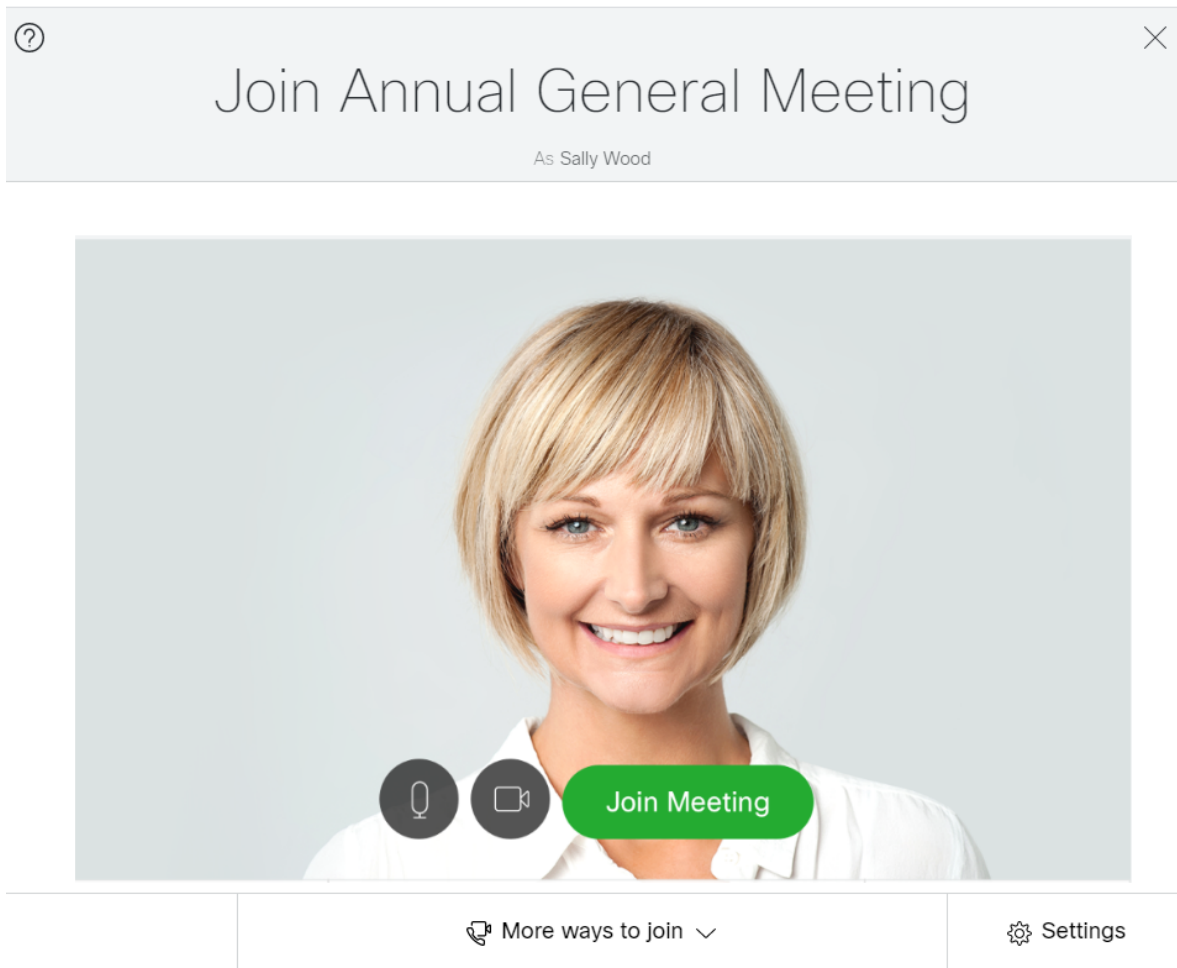
Note: In a meeting space, the joining information is based on the access method selected. Any added member will by default inherit the same access method of the person who added them.

7.9 Start a meeting in one of your spaces

To start a meeting in one of your spaces, follow these steps:

1. Click **Join** button next to the space name. The **Join meeting** screen opens. You can see a preview of your video before joining.

2. Click **More ways to join** or **Settings** to choose from options below:



7.9.1 More ways to join


- **Join with audio and video** - use this option to join a meeting with audio and video, you can also share your screen or application during the meeting.
- **Join with presentation only** - use this option to join a meeting with presentation only. This is recommended if you want to share or view a presentation. You cannot send audio and camera video during the meeting.
- **Dial in details** - use this to see the dial in details for the meeting if you want to join from a video conferencing system or telephone. Select **More ways to join > Join with presentation** only if you want to share your screen or presentation in the meeting.

7.9.2 Settings

Click **Settings** to select your camera or microphone or external speakers. Make sure you have a working camera, external speakers, and microphone before choosing this option. If you think you have a faulty camera or microphone, then use the 'No camera' and 'No microphone' options. You can check your preview to see if the selection works. Select **Speakers** drop-down list to see list of external speakers connected to your device and choose the speaker output.


- Select **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.
- Select **Enable HD** if you want to enable HD options. Click the toggle to disable it. This changes the camera resolution that is sent to save CPU power and battery.
- Speaker selection feature is not supported on Safari browser.
- If the speakers are connected during an ongoing meeting, you may experience a delay in connecting to the external speakers which may result in a loss of audio for few seconds. To avoid speaker connectivity issues, it is recommended that the speakers be connected to the device prior to joining the meeting.

Note: You can change your camera, microphone, speaker, and self view settings during a meeting.

To leave the meeting, click . Depending on permissions enabled for you, you can: **Leave Call** or **End call for everyone**. Note that **End call for everyone** will end the meeting for all participants currently in the meeting.

7.10 Delete a space

Members with appropriate permissions can delete their spaces. The steps to delete a space are:

1. In the home page, click on the space name.
2. Click  to delete the space.

8 Schedule a meeting on web app

You can schedule meetings on web app, modify the scheduled meetings, and notify participants via email. Use the **Schedule meeting** button on the home page or in one of your spaces. You can schedule meetings in a persistent space or in a space that is created specifically for a meeting or meeting series.

The screenshot shows the user interface for 'Sally Wood's Home'. At the top, there are two buttons: 'Join a meeting' (green) and 'Schedule meeting' (grey). Below these is a section titled 'My scheduled meetings' with a 'See more' link. The list contains three meetings:

Date	Time	Meeting Name	Space	Organized by	Action
Monday, Jun 21, 2021	10:00 AM - 11:00 AM	Annual General Meeting	Annual General Meeting	You	Join
Tuesday, Jun 22, 2021	10:00 AM - 10:30 AM	Weekly meeting	Weekly team meeting	You	Join
Wednesday, Jun 23, 2021	3:00 PM - 4:00 PM	UX testing and review	UX testing and review	You	Join

Annotations in the image point to the 'Schedule meeting' button and the list of meetings, with the text: 'Click to Schedule a meeting' and 'List of meetings you have scheduled, or you are invited to'.

8.1 Scheduling a meeting

Follow these steps to schedule a meeting:

1. Click **Schedule Meeting** on the home page or in one of your spaces.
2. Enter a **Name** for the meeting and select an existing space or **Create a space for this meeting**, then click **Next**.

If you selected **Create a space for this meeting**, select the **Template** for the space.

Note: The temporary spaces created at the time of scheduling the meeting will be available in the server for 24 hours after the end of the scheduled meeting. These temporary spaces are then removed by an internal task that runs every 24 hours at a predefined time. So, the internal task picks up only those temporary spaces that have completed 24 hours or more from the meeting end time and before the clean-up. A meeting participant or space member can dial in to this space at any time during the lifetime of the space, even if it is outside the hours of the scheduled meeting.

3. Select the **Date** and time for the meeting. You can choose to **Repeat** the meeting **Daily**, **Weekly**, **Monthly**, or **Yearly**.
4. Click **Next** and select your **Role**.
5. Enter the name of the **Attendee** and configure their **Role**, then click **Add**. Repeat this step to add all participants.
If the participant is a web app user, you can add them with their user name or user ID.
6. Click **Create**. The meeting is created and displayed in the **My scheduled meetings** list for web app users.

To view the joining details, click on the scheduled meeting. On the Dial in info tab, the meeting ID, passcode, video address, and the join link are displayed for all user roles.

An email invitation is sent to all participants with the conference join information. The meeting details are attached to this email in an industry standard iCalendar (.ics) file, which the participant can add to their calendar.

8.2 Modify or delete a scheduled meeting

To modify a series of a scheduled meeting, click on the scheduled meeting. On the **General** tab, click **Edit > Edit series**. You can modify the following, then click **Next**:

- the **Date** and time for the meeting.
- the recurrence of the meeting or change it to a single occurrence meeting by selecting **No repeat**.

To modify an occurrence of a scheduled meeting, click on the scheduled meeting. On the **General** tab, click **Edit -> Edit occurrence**. You can modify the **Date** and time for the meeting then click **Next**.

To modify only the participants list, click on the scheduled meeting. On the **Attendee** tab, add or delete the participants or modify their role.

An email invitation or a cancellation is sent to the newly added participants or the participants who were removed from the meeting.

To delete a scheduled meeting, click on the scheduled meeting then click **Delete**.

9 More Information

For more information about new features in any release of web app, see [Cisco Meeting Server web app Important Information](#) document.

In addition to this help, for information about how to use the app in PDF format, see the [End user guides for Cisco Meeting Server web app](#).

For information about what's new in the Cisco Meeting Server, see [Cisco Meeting Server Release Notes](#).

More Cisco Meeting Server documentation is available here: [Cisco Meeting Server other documents](#).

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

Accessibility Support Features

Keyboard navigation

You can use your keyboard to navigate through web app.

- Use **Tab** to navigate between areas in web app. You'll know an area is in focus when it's surrounded by an outline.
Use **Shift + Tab** to move to the previously focused area.
- Use the **Spacebar** or **Enter** key to select items.
- Use arrow keys to scroll through lists or drop-down menus.
- Use **Esc** to close or dismiss opened screens/menus.

Screen reader support

You can use the JAWS screen reader version 18 or later.

The screen reader announces focused areas/buttons, relevant information like notifications, warnings, status messages appearing on the screen, and the actions you can perform.

For example: When you focus on **Add participant** area in a web app meeting, the screen reader will announce "Add participant" and to enter a participant's SIP address.

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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