

## Learning Services

# Cisco Meeting App Foundation



The Cisco<sup>®</sup> Meeting App Foundation course is an instructor-led, lab-based, hands-on course offered by Cisco Learning Services. It covers the operation and troubleshooting of the Cisco Meeting App to enable the support of end users.

### Duration

Virtual instructor-led training (VILT) delivery: 4 hours

### Target Audience

Targeted roles include:

- First-level help desk support operators

### Tasks and Features Covered

- Installation and operation of Cisco Meeting App
- Troubleshooting tools available for Cisco Meeting App

### Recommended Prerequisites

Cisco recommends that you have the following prerequisite knowledge and skills:

- PC support skills

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## Course Outline

### Module 1: Cisco Meeting App Operations

You should be able to operate Cisco Meeting App after completing the 4-hour class, which also includes these objectives:

- Describe the main features of Cisco Meeting Solution.
- Describe the relationship between Lightweight Directory Access Protocol (LDAP), and the Cisco Meeting Server and the Cisco Meeting Apps.
- Locate documentation on the Cisco website.
- Locate specific information from the documentation using the Cisco website.
- Download the Cisco Meeting App for your operating system from the Cisco website.
- Describe the differences between Cisco Meeting App for Windows, Mac, and iOS operating systems.
- Log in to the Cisco Meeting App.
- Make a call to an existing space using Cisco Meeting App.
- Describe the difference between a space and a point-to-point call.
- Use chat in a team space using Cisco Meeting App.
- Create a team space using Cisco Meeting App.
- View and share presentations in a team space using Cisco Meeting App.
- Manage audio, video, and presentations in a team space using Cisco Meeting App.
- Manage access to spaces and best practices when holding multiple meetings.
- Describe how to transfer all or part of a call to an iOS device, Mac, or PC.
- Describe the differences between browser support for Chrome and other browsers.
- Create an invitation to a space from Cisco Meeting App.
- Join a space as a guest from Cisco Meeting App (WebRTC) using an invitation.
- Log in to the Cisco Meeting App (WebRTC) app.
- Describe when to use the Back button in the browser.
- Connect to a space from the Cisco Meeting App (WebRTC).
- Use chat in a space from the Cisco Meeting App (WebRTC).
- Create a team space from the Cisco Meeting App (WebRTC).
- Describe how to join a space from a telepresence system.
- Describe how to use the telepresence system keypad to change layouts in a space.
- Describe how to use the telepresence system keypad to lock and unlock spaces.
- Describe how to use the telepresence system keypad to mute and unmute all participants in a space.
- Describe how to call a telepresence system from Cisco Meeting App.
- Describe how to join a space from a Microsoft Skype for Business endpoint.
- Describe how to call a Skype for Business system from Cisco Meeting App.

## Module 2: Troubleshooting Tools

After completing the 4-hour class, you should be able to use troubleshooting techniques and tools to assist end users with Cisco Meeting App related issues, including the following:

- Access the FAQs for users on the Cisco website.
- Access the FAQs for administrators on the Cisco website.
- Download the Troubleshooter Cisco Meeting App, WebRTC, and SIP Endpoints from the Cisco website.
- Describe the Microsoft ClickOnce Windows smart-client application.
- Confirm the ClickOnce installation of the URI.
- Add a site to a trusted-site list in a browser.
- Check operating system and web browser compliance with ClickOnce and Cisco Meeting App for Microsoft Windows.
- Check operating system requirements for Cisco Meeting App MSI installer.
- Check operating system requirements for Cisco Meeting App OS and MAC installer.
- Describe how to check Domain Name System (DNS) records.
- Describe possible certificate errors and restorative action required to remove them.
- Change the camera, speakers, and microphone used by Cisco Meeting App.
- Confirm that a Cisco Meeting App (WebRTC) has access to a local camera, speakers, and microphone.
- Describe how network conditions affect video and audio quality.
- Describe how bandwidth can be adjusted on Cisco Meeting App to reduce network-related issues.
- Diagnose and fix an audio issue caused by microphones being muted or speaker volumes not set.
- Diagnose and fix an audio issue caused by cameras being switched off, video disabled, or lens covers closed.
- Describe how room environments can affect call quality.
- Describe how to create a diagnostic log from Cisco Meeting App.
- Describe where fault logs are sent when an end user takes a diagnostic log from the settings menu.
- Describe where fault logs are sent when an end user is prompted to create a diagnostic log.
- Use Chrome to confirm that WebRTC capabilities are working.
- Download the Cisco Meeting App folders from a Mac and PC to send to support.
- Download a Cisco Meeting App failure file from a device after an unexpected software restart.

### Registration Email

For more information about schedules and registration for this course, contact [aeskt\\_registration@cisco.com](mailto:aeskt_registration@cisco.com).

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## Website Addresses for More Information

For more information, visit the following websites:

- Cisco Learning Services for Cisco products and technologies: <http://www.cisco.com/go/cls>
- Security training: <http://www.cisco.com/c/en/us/training-events/resources/learning-services/technology/security.html>
- Data center training: <http://www.cisco.com/c/en/us/training-events/resources/learning-services/technology/data-center.html>
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- Service provider mobility training: <http://www.cisco.com/c/en/us/training-events/resources/learning-services/technology/mobile.html>
- Routing training for service providers: <http://www.cisco.com/c/en/us/training-events/resources/learning-services/technology/service-provider-routing.html>
- Broadband video training for service providers: <http://www.cisco.com/c/en/us/training-events/resources/learning-services/technology/service-provider-video.html>



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