



## CHAPTER 5

# Joining a Cisco Unified MeetingPlace Express Meeting

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A Cisco Unified MeetingPlace Express meeting typically, but not always, consists of a voice component and a web component. It may also contain a video component. You can join the separate meeting components individually or all at once.

- [Tips for Joining a Meeting, page 5-1](#)
- [Best Practices When Joining a Video Meeting, page 5-2](#)
- [How to Join a Meeting, page 5-3](#)
- [Requesting Entry to a Locked Meeting, page 5-11](#)
- [How to Join a Meeting from Your Cisco Unified IP Phone, page 5-12](#)

## Tips for Joining a Meeting

- Call your Cisco Unified MeetingPlace Express system at least once before joining any meetings and record your name. See the [“Recording Your Profile Name” section on page 15-6](#).

The system will prompt you for your name each time it dials out to you to join a meeting until you call in and record a name for your profile.

- Aim to join your meeting shortly before or at its official start time.

Your system administrator determines exactly how much in advance you can join your meeting. The default is 10 minutes. If no one joins within 30 minutes, the system automatically ends the meeting.

- Turn off any pop-up blockers that you may have installed on your system.
- Be aware of time zones.

The meeting start time that appears on the invitation may not be in your time zone. If the meeting scheduler is located in a different time zone, you may need to adjust the start time to your time zone.

- Follow the instructions in your meeting notifications.

The information that appears on your meeting notifications may differ from the descriptions in this documentation, depending on customizations made by your system administrator.

## Best Practices When Joining a Video Meeting

To ensure the best possible experience in a video meeting, follow the suggested best practices:

- Make sure that your video endpoint is configured before joining your meeting.

Endpoints must support at least the minimum bit rate as specified in the video type, or they will not send or receive video. Video meetings support a mix of video endpoints and audio-only endpoints in the same conference.

If your Cisco Unified MeetingPlace Express system is video-enabled, it will recognize when you are joining a meeting through video and place you in the video component of your meeting. If there is no video component to either the meeting or your method of joining, the system will automatically place you in the meeting as an audio-only participant.

- If you are only listening (and not speaking), then mute your phone during the meeting.
- Do not use a speakerphone, which may generate echoes, ringing sounds, or audio feedback.
- If you use a microphone that is built into your video endpoint, then keep the endpoint away from fans, vents, and other sources of noise.

- For softphones, such as Cisco Unified Personal Communicator with a Cisco VT Camera or Cisco IP Communicator with Cisco Unified Video Advantage:
  - Do not use the microphone that is built into your computer. These microphones tend to pick up a lot of background noise.
  - We highly recommend that you use a quality headset that is equipped with a microphone.
  - Whenever multiple microphones are available, make sure that your computer and video endpoint are configured to use the desired microphone. For example, if you are using Cisco Unified Personal Communicator with a Cisco VT Camera and you have a headset that is equipped with a microphone, make sure that your system is configured to use the headset microphone.
- See the documentation for your specific endpoint product to optimize audio settings and resolve audio problems.

## How to Join a Meeting

There are several ways for you to join a Cisco Unified MeetingPlace Express meeting. This section describes the most common methods.

- [Preparing to Join a Meeting for the First Time, page 5-3](#)
- [Joining a Meeting Through an E-Mailed Invitation, page 5-4](#)
- [Joining a Meeting Through Your Web Browser, page 5-6](#)
- [Joining a Voice or Video Meeting by Dialing In, page 5-9](#)
- [Joining a Voice or Video Meeting from Inside the Web Meeting Room, page 5-10](#)

## Preparing to Join a Meeting for the First Time

Before you join your first meeting, complete the browser test to ensure that your computer is ready to join the web meeting room. The browser test verifies that your computer has the required software, checks your network connection, and determines whether you have pop-up blocker software enabled.

The browser test also determines whether or not you have the Cisco Unified MeetingPlace Express Add-in installed, which you will need if you plan to share content on your computer with meeting participants. For more information about this screen sharing feature, see the [“How to Share a Desktop, Window, or Application” section on page 9-1](#)

### Procedure

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- Step 1** Open a web browser and enter the URL of your Cisco Unified MeetingPlace Express server
- Step 2** Click **Browser Test**.
- Step 3** Wait a few moments while the browser test runs.
- Step 4** Follow the browser test instructions.
- If the application prompts you to download the correct version of the Adobe Flash Player, follow the instructions that you see.
  - If you see a Troubleshooting link, click it and follow instructions.
  - If you see a Download the Add-in button, click it then follow the steps in the install wizard.



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**Note** You must download the Add-in if you plan to share content from your computer or see any notifications while viewing shared content full screen. You must install the Adobe Flash Player before you can install the Add-in.

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## Joining a Meeting Through an E-Mailed Invitation

### Before You Begin

- Complete the [“Preparing to Join a Meeting for the First Time” section on page 5-3](#).
- Open your e-mailed meeting invitation.

- If you plan to join the video component of your meeting, read the “[Best Practices When Joining a Video Meeting](#)” section on page 5-2.

### Procedure

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- Step 1** Open your e-mailed invitation.
- Step 2** Click the **Meeting URL** link.
- If this meeting was scheduled to allow participants from both inside and outside the corporate firewall, choose the appropriate link based on your location.
  - If you see any security alerts, click **Yes** to proceed.
  - Cisco Unified MeetingPlace Express appears with the Meeting Details page open.
- Step 3** Check **Call my phone/video endpoint #** and enter the phone number where you can be reached.
- Enter your phone number the way you would dial it from your desk phone. For example, a 5-digit extension for an internal phone or a full 12-digit number including 9, 1, and area code for an outside call.
  - If you do not see this option, proceed to [Step 4](#).
- Step 4** Check **Enter web meeting room**.
- Step 5** Click **Join Meeting**.
-  **Note** If you do not see any options, it is either too early to join this meeting or this meeting has ended.
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- Step 6** Log in.
- Enter your username and password if you have one.
  - Enter your name in the Join as Guest field if you do not have a username and password.
- Step 7** Click **Join Meeting**.
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### Troubleshooting Tips

- If you did not receive an e-mailed invitation as expected, make sure that you have entered an e-mail address in your profile. See the [“Changing Your Personal Profile Settings”](#) section on page 15-2.
- If you see a “Meeting not found” message, it is either too early to join this meeting, or this meeting has ended. Either wait to join the meeting or make sure that you have the correct meeting information.

### Related Topics

- [How to Resolve Join Meeting Problems](#), page 16-10
- [How to Resolve Problems Joining the Web Meeting Room](#), page 16-12

## Joining a Meeting Through Your Web Browser

To simplify the attend process, you may be able to have the system call you. This is a convenient way to join all of the components of your meeting at the same time.

### Before You Begin

- Know your username and password (if required).
- Know the meeting ID (if required).
- If this is the first time you are joining a meeting, complete the [“Preparing to Join a Meeting for the First Time”](#) section on page 5-3.
- If you plan to join the video component of your meeting, read the [“Best Practices When Joining a Video Meeting”](#) section on page 5-2.

### Procedure

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- Step 1** Open a browser and enter the URL of your Cisco Unified MeetingPlace Express server.
  - Step 2** Click **Attend** if you are not already on the Attend page.
  - Step 3** Enter the meeting ID of the meeting that you want to attend and click **Go**.
    - If you do not know the meeting ID and you are on the company network, scroll through the list of active meetings to find your meeting then click the meeting ID.

- If you do not know the meeting ID and you are not on the company network, contact the meeting scheduler for the meeting ID.

**Step 4** If you see a Restricted access page, enter the information required, then click **OK**:

**Step 5** Check **Call my phone/video endpoint #** and enter the phone number where you can be reached.

- Enter your phone number the way you would dial it from your desk phone. For example, a 5-digit extension for an internal phone or a full 12-digit number including 9, 1, and area code for an outside call.
- If you do not see this option, proceed to [Step 6](#).

**Step 6** Check **Enter web meeting room**.

**Step 7** Click **Join Meeting**.



**Note** If you do not see any options, it is either too early to join this meeting, or this meeting has ended.

**Step 8** Log in.

- Enter your username and password.
- Enter your name in the Join as Guest field if you do not have a username and password.

**Step 9** Join your meeting.

To	Do This
Join a standard meeting.	Click <b>Join Meeting</b> .

To	Do This
Start a reservationless meeting without joining.	Click <b>Start Meeting Without Me</b> . <b>Note</b> You see this option only if you are the owner of the meeting.
Join a reservationless meeting that has not yet started.	Click <b>Join the waiting room</b> . <b>Note</b> You see this option only if you are attending a reservationless meeting and are not the meeting owner. If you prefer not to tie up your telephone line while you wait, join by telephone after you know that the meeting has started.

- Step 10** (Optional) If you are not in the voice meeting, dial in by using the telephone number displayed in the web meeting room.

### Troubleshooting Tips

- The Meeting Details page remains open on your computer after you join the meeting.
- If you know a meeting will start at a certain time but you do not see it on the Find Meetings page, do not click the Refresh button in your browser. Refreshing your browser effectively takes you back to the previous screen. Instead, click on another tab, such as **Find** or **Schedule** and then click **Attend** again.
- Remember to call your Cisco Unified MeetingPlace Express system at least once before joining any meetings and record your name. If you do not store a recorded name in your profile, the system will prompt you for your name each time it dials out to you.

### Related Topics

- [How to Resolve Join Meeting Problems, page 16-10](#)
- [How to Resolve Problems Joining the Web Meeting Room, page 16-12](#)
- [Recording Your Profile Name, page 15-6](#)

# Joining a Voice or Video Meeting by Dialing In

**Note**

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If your profile is configured to automatically connect you to your meeting, that is, “auto attend” the system will connect you as soon as you call the server. If you have multiple meetings scheduled, it will automatically log you in to the system so that you can choose which meeting to join.

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**Before You Begin**

- Know the phone number of your Cisco Unified MeetingPlace Express server.
- Know the meeting ID.
- Know your [phone profile number](#) and password (if required).
- If you plan to join the video component of your meeting, read the “[Best Practices When Joining a Video Meeting](#)” section on page 5-2.

**Procedure**

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- Step 1** Dial the telephone number of your Cisco Unified MeetingPlace Express server.
- Step 2** Follow the prompts that you hear.
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**Related Topics**

- [How to Resolve Join Meeting Problems, page 16-10](#)
- For a quick list of commands you can initiate by telephone during a meeting, see the *Telephone Commands for Cisco Unified MeetingPlace Express* at: [http://www.cisco.com/en/US/products/ps6533/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps6533/products_user_guide_list.html).

# Joining a Voice or Video Meeting from Inside the Web Meeting Room

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

## Before You Begin

- Make sure that you are in the web meeting room.
- Make sure that you have outdial privileges. Your system administrator determines who has access to this feature.
- If you plan to join the video component of your meeting, read the [“Best Practices When Joining a Video Meeting”](#) section on page 5-2.

## Procedure

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- Step 1** Locate the Participant List pod.
- Step 2** Click **My Status > Call My Phone/Video Endpoint**.
- Step 3** Enter your name and phone number where the system can reach you.
- Enter your phone number the way you would dial it from your desk phone. For example, a 5-digit extension for an internal phone or a full 12-digit number including 9, 1, and area code for an outside call.
- Step 4** Click **Call**.
- Step 5** Answer your phone when it rings and follow the prompts that you hear.
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## Troubleshooting Tips

If you cannot join the voice component of your meeting by having the system call you, call in by dialing the Cisco Unified MeetingPlace Express telephone number manually then following the prompts.

## Related Topics

- [How to Resolve Voice Meeting Problems, page 16-19](#)

- [How to Resolve Video Meeting Problems](#), page 16-20
- For a quick list of commands you can initiate by telephone during a meeting, see the *Telephone Commands for Cisco Unified MeetingPlace Express* at: [http://www.cisco.com/en/US/products/ps6533/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps6533/products_user_guide_list.html).

## Requesting Entry to a Locked Meeting

Meeting moderators can lock meetings to prevent or restrict additional participants from joining. However, you may be able to request entry to a locked meeting.

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

This section describes how to request entry to a locked meeting through the web.



### Tip

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You may also hear that a meeting is locked when attempting to join through the phone. In this circumstance, follow the prompts that you hear to request entry to the locked meeting.

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### Before You Begin

In the page that appears when you try to join the web meeting room, look for a Request Entry button.

- If it is there, continue with this procedure.
- If it is not there and you want to join the voice meeting, dial in to the meeting by using the Cisco Unified MeetingPlace Express telephone number and follow the prompts that you hear.

### Procedure

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**Step 1** Click **Request Entry**.

Do not close the window that appears.

**Step 2** Wait for the moderator to respond to your request.

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### Troubleshooting Tips

- The moderator may not respond immediately. Wait until you are either automatically entered into the meeting or you see a note stating that your request has been denied.
- If the [presenter](#) appears to be taking a long time to respond, it is possible that the presenter is unable to interrupt the presentation just now or does not see your entry request. Try contacting the presenter or another meeting participant via another method.

## How to Join a Meeting from Your Cisco Unified IP Phone

This section describes the various ways that you can join a meeting by using Cisco Unified MeetingPlace Express Phone View on your Cisco Unified IP Phone.

- [Joining a Meeting from Your Cisco Unified IP Phone, page 5-12](#)
- [Joining a Meeting from Your Cisco Unified IP Phone When You Do Not Know the Meeting ID, page 5-13](#)
- [Joining a Continuous Meeting from Your Cisco Unified IP Phone, page 5-14](#)

## Joining a Meeting from Your Cisco Unified IP Phone

### Before You Begin

- Know your username and password.
- Know the meeting ID.
- Know the meeting password (if required).
- Complete the [“Accessing Cisco Unified MeetingPlace Express Phone View”](#) section on page 14-4.

### Procedure

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- Step 1** Press **1**.
- Step 2** Enter the meeting ID.
- Step 3** Press the **Submit** softkey.
- Step 4** Select the meeting to join.
- Meetings in progress are indicated by the @ symbol.
- Step 5** Press the **Join** softkey.
- Step 6** If prompted for a meeting password, enter it, then press **Submit**.



**Note** If you are joining a password-protected meeting from your Cisco Unified IP Phone, you will be prompted to enter the meeting password twice.

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- Step 7** When the phone rings, answer it and follow the prompts that you hear.
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### Troubleshooting Tips

If the phone does not ring to join you to your meeting, it is possible that you do not have permissions to call out of meetings. See your system administrator.

## Joining a Meeting from Your Cisco Unified IP Phone When You Do Not Know the Meeting ID

In the following circumstances, you can join a meeting even when you do not know the meeting ID:

- The meeting is a [published meeting](#).
- You either scheduled it or you are invited to it.

### Before You Begin

- Know your username and password.
- Know the meeting password (if required).

- Make sure that you can call out of meetings.
- Complete the [“Viewing Lists of Meetings On Your Cisco Unified IP Phone”](#) section on page 14-5 to first find your meeting.

### Procedure

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- Step 1** Select the meeting to join.  
Meetings in progress are indicated by the @ symbol.
- Step 2** Press the **Join** softkey.
- Step 3** If prompted for a meeting password, enter it, then press **Submit**.



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**Note** If you are joining a password-protected meeting from your Cisco Unified IP Phone, you will be prompted to enter the meeting password twice.

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- Step 4** Follow the prompts that you hear.
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### Troubleshooting Tips

If you do not see a Join softkey, the following may be true:

- It is too soon to attend the meeting.
- The meeting is over.
- You have already joined the meeting.
- You are not permitted to join it.

## Joining a Continuous Meeting from Your Cisco Unified IP Phone

A continuous meeting is a permanent meeting that is always in session, even after everyone leaves and hangs up. You can join a continuous meeting at any time.

### Before You Begin

- Know your username and password.
- Know the meeting password (if required).

- Make sure that you can call out of meetings.
- Complete the [“Viewing Meeting Details On Your Cisco Unified IP Phone”](#) section on page 14-6.

### Procedure

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**Step 1** Select the meeting to join.

Meetings in progress are indicated by the @ symbol.

**Step 2** Press the **Join** softkey.

**Step 3** If prompted for a meeting password, enter it, then press **Submit**.



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**Note** If you are joining a password-protected meeting from your Cisco Unified IP Phone, you will be prompted to enter the meeting password twice.

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**Step 4** Follow the prompts that you hear.

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