



# User Guide

## Cisco Unified MeetingPlace Express

### Release 2.x

Americas Headquarters  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

Text Part Number: OL-12230-01

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GLOSSARY

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# CHAPTER 1

## Logging In to Cisco Unified MeetingPlace Express

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### Note

For information about accessing the Cisco Unified MeetingPlace Express meeting room from within a Cisco Unified Personal Communicator voice or video meeting, see the online help for the Cisco Unified Personal Communicator system.

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- [About Your Profile, page 1-1](#)
- [Logging In Through the Web, page 1-4](#)

## About Your Profile

Your Cisco Unified MeetingPlace Express profile contains all of your contact and access information such as your user IDs and passwords, contact information, and privileges. Generally, as a profiled user who has logged in, you can access all features unless your system administrator has set your profile with restrictions.

You may be able to change some information in your profile. For details, see [Chapter 15, “Changing Your Cisco Unified MeetingPlace Express Preferences.”](#) If you want to change other information or restrictions in your profile, contact your system administrator.

- [Features Restricted to Profiled Users, page 1-2](#)
- [Your User IDs and Passwords, page 1-2](#)

- [User ID and Password Information for Former Users of Cisco Conference Connection or Cisco Unified Communications Manager, page 1-3](#)

## Features Restricted to Profiled Users

You can only use the following features if you are a [profiled user](#) who is logged in to Cisco Unified MeetingPlace Express:

- Schedule or start a meeting.
- Find a meeting that is not published without knowing the meeting ID.
- Perform meeting- and participant-management operations in the [web meeting room](#) during a meeting.
- End a meeting from the phone interface.
- Change your profile settings.

If you do not log in, you can only access features that are available to guest users, even if you are a Cisco Unified MeetingPlace Express profiled user.

## Your User IDs and Passwords

Every Cisco Unified MeetingPlace Express [profiled user](#) has two user IDs and their associated passwords. Your system administrator will tell you these passwords.

When Logging In Through	Use This ID and Password
Cisco Unified MeetingPlace Express web pages	Username and associated password
Touch-tone telephone Cisco Unified MeetingPlace Express Phone View on your Cisco Unified IP Phone	Phone profile number and associated phone profile password

## Related Topics

- [Password Restrictions, page A-1](#)

## User ID and Password Information for Former Users of Cisco Conference Connection or Cisco Unified Communications Manager

**Note**

In earlier releases of this documentation, Cisco Unified Communications Manager was called Cisco Unified CallManager.

If your organization migrated to Cisco Unified MeetingPlace Express from Cisco Conference Connection and uses Cisco Unified Communications Manager to manage user profiles, see the following table for your default user profile values:

Cisco MeetingPlace Express Field	Updated Value
Username	Your Cisco Unified Communications Manager user ID
Password for username	Your Cisco Unified Communications Manager password
Phone profile number	<p>Your Cisco Unified Communications Manager phone number.</p> <p><b>Note</b> If your Cisco Unified Communications Manager phone number is not unique in the list of Cisco Unified MeetingPlace Express phone profile numbers, the system will assign a different, unique phone profile number for you.</p>
Password for phone profile	Your Cisco Unified Communications Manager PIN.

# Logging In Through the Web

There are three ways to log in to Cisco Unified MeetingPlace Express as a [profiled user](#):

- Click the Meeting ID link in your e-mailed meeting notification.
- Dial the phone number of your Cisco Unified MeetingPlace Express server and follow the prompts.
- Open a web browser and log in through the Cisco Unified MeetingPlace Express web page.

This topic describes how to log in as a profiled user from the Web.

## Before You Begin

- Know your Cisco Unified MeetingPlace Express username and password.
- If you do not have a profile, you cannot log in to the system. See the [“Finding a Meeting or Recording” section on page 4-1](#) or the [“How to Join a Meeting” section on page 5-3](#) instead.

## Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Open a web browser and enter the URL for your Cisco Unified MeetingPlace Express system.  |
| <b>Step 2</b> | Enter your Cisco Unified MeetingPlace Express username and password. <ul style="list-style-type: none"><li>• If you do not see these fields, click <b>Log In</b> at the top of the page.</li><li>• These values are case-sensitive.</li></ul> |
| <b>Step 3</b> | Check <b>Remember Me</b> if you want to sign in automatically each time you use the system. <p>For better security, do not check this check box.</p>  |
| <b>Step 4</b> | Click <b>Log In</b> . <p>The page refreshes with your name at the top right of the page.</p>  |
-



### Troubleshooting Tips

- If you try to log in multiple times but cannot, you may have reached the maximum number of unsuccessful log-in attempts. Contact your Cisco Unified MeetingPlace Express system administrator to unlock your [profile](#).
- If you cannot remember your password, contact your system administrator.

### Related Topics

- [Your User IDs and Passwords, page 1-2](#)
- [How to Resolve Log In Problems, page 16-2](#)
- [Password Restrictions, page A-1](#)





## CHAPTER 2

# Scheduling a Cisco Unified MeetingPlace Express Meeting

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- [Tips for Scheduling Secure Meetings, page 2-1](#)
- [How to Start a Meeting Right Away, page 2-2](#)
- [How to Schedule a Meeting, page 2-6](#)
- [How to Schedule a Meeting by Using Microsoft Outlook, page 2-11](#)
- [Rescheduling or Modifying a Meeting, page 2-13](#)
- [Canceling a Meeting, page 2-15](#)

## Tips for Scheduling Secure Meetings

To maximize your meeting security, consider doing the following when you schedule:

- Enter a password.  
This will require all participants to enter the password to join your meeting.
- Restrict the meeting to profiled users only.
- Do not list the meeting publicly.
- Set the meeting entry and exit announcements to **Beep + Name**.

This ensures that you will hear the names of all participants when they enter and leave your meeting. If you hear a beep with no name, ask the new arrival to identify him- or herself immediately.

- When scheduling a series of recurring meetings, you can only schedule up to 100 instances, even if you do not specify an end date or if you specify an end date later than 100 instances away.

## How to Start a Meeting Right Away

There are two types of meetings that you can start right away. One is called a [reservationless meeting](#). The other is a scheduled [immediate meeting](#). Whether or not you can start a reservationless meeting is configured by your system administrator.



### Note

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If your Cisco Unified MeetingPlace Express system is video-enabled, and your profile is set to allow video meetings, any meetings that you start right away will be scheduled with video-conferencing enabled.

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- [Characteristics of a Reservationless Meeting, page 2-2](#)
- [Starting a Reservationless Meeting from the Web, page 2-4](#)
- [Starting a Reservationless Meeting from a Cisco Unified IP Phone, page 2-5](#)

## Characteristics of a Reservationless Meeting

A reservationless meeting is a meeting that is always reserved on the system for you. It is useful for when you want to have an impromptu meeting, but you have far less control over the meeting parameters than with a scheduled immediate meeting. The following settings and behavior are standard in a reservationless meeting.

- Your meeting options are the default settings for your profile, as determined by your system administrator.
- Your meeting ID is your [phone profile number](#).
- The subject of your meeting is set as your first and last name as they appear in your profile.
- Anyone can attend a reservationless meeting.

- Anyone can see the details of a reservationless meeting on the Cisco Unified MeetingPlace Express web page.
- Anyone can access the recording of a reservationless meeting.
- Invitees do not receive a meeting notification.
- Since you do not actively reserve meeting resources in advance of your meeting, there is the risk that resources may be unavailable at the time you want to start your meeting.
- If your system administrator has set your profile so that all of your meetings must include a password, you must specify a password when you start each reservationless meeting.
- Participants who join a reservationless meeting before the scheduler will wait in a [waiting room](#) (where they cannot communicate with each other) until the scheduler arrives, unless one of the following is true:
  - The scheduler chooses to start the meeting when the first participant arrives.
  - Your system administrator enabled participants to initiate reservationless meetings that were started by another person, and one of the participants chose to do this.

**Note**

If you start the meeting, the cost of the meeting may be billed to your department. Contact your system administrator for information.

If you require functionality that is not available through reservationless meetings, schedule a meeting that starts immediately instead.

**Related Topics**

- [How to Start a Meeting Right Away, page 2-2](#)
- [Scheduling a Meeting, page 2-7](#)

## Starting a Reservationless Meeting from the Web

**Tip**

You can also start a reservationless meeting from the phone by pressing **1#** then following the prompts that you hear.

**Before You Begin**

- Know your Cisco Unified MeetingPlace Express username and password.
- Turn off any pop-up blockers.
- Make sure that you are on the company network.
- Make sure that you can see the Start Reservationless link on the Cisco Unified MeetingPlace Express web page.

If you cannot, you do not have permissions to start reservationless meetings. Schedule a meeting that starts immediately instead. See the [“Scheduling a Meeting” section on page 2-7](#).

**Procedure**

- 
- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Click **Start Reservationless**.
- Step 3** Do one of the following:
- If your phone rings, answer it and follow any prompts that you hear. Skip all other phone-related steps in this procedure.
  - If your phone does not ring, check **Call my phone/video endpoint #** and enter the phone number where the system can reach you.
  - If you do not see the “Call my phone” option, proceed to [Step 4](#).
- Step 4** Check **Enter web meeting room** to join the web component of your meeting. If you want to join the voice or video component only, leave this unchecked.
- Step 5** (Optional) Enter a password.
- If you are going to join the meeting right away, enter a password in the Set Password field that appears above the Join Meeting button.

- If you are not going to join the meeting right away, enter a password in the Set Password field that appears above the Start Meeting Without Me button.

**Note**

You must enter a password if your profile is configured to require it. You will not see this parameter if your profile does not require meeting passwords.

- Step 6** Click **Join Meeting** or **Start Meeting Without Me** to start the meeting.
- Step 7** (Optional) If you are not already in the voice meeting, dial the Cisco Unified MeetingPlace Express telephone number and follow the prompts to enter as a profiled user.
- Step 8** Give invitees the following information so that they can join your meeting:
- The URL and phone number of your Cisco Unified MeetingPlace Express system.
  - The meeting ID, which is your phone profile number.
  - The meeting password, if there is one.

**Troubleshooting Tips**

Reservationless meetings do not appear in the list of published meetings until the first person joins. This means that people who do not know your profile number will not be able to find your meeting until after the first participant joins.

**Related Topics**

- [Characteristics of a Reservationless Meeting, page 2-2](#)

## Starting a Reservationless Meeting from a Cisco Unified IP Phone

**Before You Begin**

- Know your Cisco Unified MeetingPlace Express username and password.
- Make sure that you are allowed to start reservationless meetings.

- Select Cisco Unified MeetingPlace Express Phone View on your Cisco Unified IP Phone. See the [“Accessing Cisco Unified MeetingPlace Express Phone View”](#) section on page 14-4.

### Procedure

- 
- Step 1** Select **Start Reservationless** on your Cisco Unified IP Phone.
- Step 2** Wait while Cisco Unified MeetingPlace Express starts your meeting.
- Step 3** Press the **Join** [softkey](#).
- Step 4** Answer the phone when it rings and follow the instructions that you hear.
- Step 5** Give invitees the following information so that they can join your meeting:
- The phone number of your Cisco Unified MeetingPlace Express system.
  - The meeting ID, which is the same as your phone profile number.
  - The meeting password, if there is one.
- 

### Related Topics

- [Characteristics of a Reservationless Meeting, page 2-2](#)

## How to Schedule a Meeting

By default, you can schedule both individual and recurring meetings up to two years in advance; your system administrator sets the exact limit for your system. Recurring meetings are meetings that take place at the same time over a period of time. You can schedule a meeting to recur daily, weekly, or monthly, set for specific days of the week or dates in a month.



### Note

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You can schedule a meeting to start immediately, but you cannot schedule a meeting that starts more than 30 minutes in the past.

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- [Scheduling a Meeting, page 2-7](#)
- [Scheduling a Meeting on Behalf of Another User, page 2-10](#)



# Scheduling a Meeting

A Cisco Unified MeetingPlace Express meeting typically includes a voice and web component. It may also include a video component if your Cisco Unified MeetingPlace Express system is configured to enable video conferencing.

If your system is configured to allow participants who are not on your company network, you can also choose to either restrict or allow such participants in your meeting.

## Before You Begin

- Consider your security needs. See the [“Tips for Scheduling Secure Meetings” section on page 2-1](#).
- Make sure that you are on the company network.
- Know your Cisco Unified MeetingPlace Express username and password.

## Procedure

- 
- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Click **Schedule**.
- Step 3** Enter your meeting parameters keeping the following in mind:



---

**Note** Not all parameters are described below.

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Option	Action
Subject	Enter the subject of your meeting. If you do not enter a subject, the system uses your last name. The subject can be up to 17 characters long.
Meeting ID	Enter either numbers, letters, or a combination of both to identify your meeting. The meeting ID can be up to 17 characters long.

Option	Action
Time	<p>Enter the time your meeting will start.</p> <p><b>Tip</b> To make this an immediate meeting, enter your current time as your start time.</p>
Frequency	<p>Choose how many times you want to have your meeting.</p> <p>If you choose Daily, Weekly, or Monthly, also choose your recurrence pattern.</p> <p><b>Note</b> Only system administrators can schedule continuous meetings.</p>
Number of participants	<p>Enter the number of people you expect to attend your meeting.</p> <p><b>Tip</b> If multiple users will be attending the meeting from one location, count them as one participant.</p>
<p>List meeting publicly</p> <p><b>Note</b> This parameter may not be available depending on your system configuration.</p>	<p>Check this checkbox if you want to make your meeting entry available for anyone who wants to see it.</p>
<p>Web meeting room access</p> <p><b>Note</b> This parameter may not be available depending on your system and profile configuration.</p>	<p>Choose how your participants will access your meeting.</p> <ul style="list-style-type: none"> <li>Choose <b>Company network only</b> if all participants will be attending from behind the corporate firewall, that is, all participants are on the company network.</li> <li>Choose <b>Internet</b> if you will have any participants attending from outside the corporate firewall, that is, they are not on the company network.</li> </ul>

**Step 4** Click **Invitees**; then, add participants.

**Step 5** (Optional) Click **More options**; then, set additional options as needed.



**Note** Not all parameters are described below.

Option	Action
<b>Language</b>  <b>Note</b> This setting only affects the voice prompts and language of the web meeting room for the meeting that you are scheduling.	Choose the language in which your meeting should take place. If you do not specify a language here, the meeting uses the language specified in your profile.
<b>Entry announcement and Exit announcement</b>	Choose how participants will be announced when they join and leave your meeting.
<b>Web meeting room</b>	Choose how the web meeting room will be configured for your meeting. <ul style="list-style-type: none"><li>• Choose <b>Full meeting room</b> if you plan to share content during the meeting.</li><li>• Choose <b>Participant list only</b> if you do not plan to share content during the meeting.</li></ul>
<b>video type</b>  <b>Note</b> This parameter may not be available depending on your system configuration.	Choose <b>Default</b> unless you are expecting to transmit video that requires more than the default maximum bit rate.

**Step 6** Click **Schedule**.

**Step 7** Review the details of the scheduled meeting and verify that they are correct.

If configured by the system administrator, the system will send meeting notifications to all invited participants.

---

### Troubleshooting Tips

- If you need to correct information on the Meeting Scheduled page, click **Reschedule**.
- If the option that you need to change is not available, cancel this meeting by clicking **Delete** and schedule a new meeting.
- If you tried to schedule a recurring meeting, but only a single meeting was scheduled, make sure that you specified a number of occurrences greater than one and an end date that is after today.

### Related Topics

- [Logging In Through the Web, page 1-4](#)
- [How to Invite Participants During the Scheduling Process, page 3-1](#)
- [Canceling a Meeting, page 2-15](#)
- [How to Resolve Schedule Meeting Problems, page 16-4](#)

## Scheduling a Meeting on Behalf of Another User

If you are a [delegate](#) of another user, you can schedule meetings on their behalf. All meetings scheduled by you on behalf of someone else are listed and billed according to the profile of that other user.

### Before You Begin

- Know your Cisco Unified MeetingPlace Express username and password.
- Know who you are a delegate for.
- Make sure that you are on the company network.

### Procedure

---

**Step 1** Log in to Cisco Unified MeetingPlace Express.

**Step 2** Click **Schedule**.

- Step 3 Locate the Schedule on Behalf dropdown box.
  - Step 4 Choose the user for whom you are scheduling.
  - Step 5 Enter your remaining meeting parameters.
  - Step 6 Click **Invitees**; then, add participants.
  - Step 7 (Optional) Click **More options**; then, set additional options as needed.
  - Step 8 Click **Schedule**.
  - Step 9 Review the details of the scheduled meeting and verify that they are correct.  
If configured by the system administrator, the system will send meeting notifications to all invited participants.
- 

#### Related Topics

- [Logging In Through the Web, page 1-4](#)
- [How to Invite Participants During the Scheduling Process, page 3-1](#)
- [Scheduling a Meeting, page 2-7](#)
- [Canceling a Meeting, page 2-15](#)
- [How to Resolve Schedule Meeting Problems, page 16-4](#)

## How to Schedule a Meeting by Using Microsoft Outlook

You must have the Cisco Unified MeetingPlace Express for Microsoft Outlook plug-in installed on your computer before you can schedule Cisco Unified MeetingPlace Express meetings from Microsoft Outlook. Your system administrator may have already installed the Microsoft Outlook plug-in for you.

This section describes how to check for and download the Microsoft Outlook plug-in. For information about how to use the Microsoft Outlook plug-in with Cisco Unified MeetingPlace Express, see the *User Guide for Microsoft Outlook with Cisco Unified MeetingPlace Express Release 2.x*.

- [Checking if the Microsoft Outlook Plug-in is Installed, page 2-12](#)
- [Downloading the Microsoft Outlook Plug-in, page 2-12](#)

## Checking if the Microsoft Outlook Plug-in is Installed

### Before You Begin

If you are not familiar with how to create a meeting request in Microsoft Outlook, refer to your Microsoft Outlook help documentation.

### Procedure

- 
- Step 1** Open Microsoft Outlook and create a meeting request.
- Step 2** Confirm whether you see a MeetingPlace tab.
- If you see a MeetingPlace tab, click it and fill in the parameters to schedule the MeetingPlace component of your meeting.
  - If you do not see the MeetingPlace tab, your system is not configured to schedule Cisco Unified MeetingPlace Express meetings from Microsoft Outlook.
- 

### Related Topics

- [Downloading the Microsoft Outlook Plug-in, page 2-12](#)
- You can find complete information for using the Microsoft Outlook plug-in with Cisco Unified MeetingPlace Express in the *User Guide for Microsoft Outlook with Cisco Unified MeetingPlace Express Release 2.x*.

## Downloading the Microsoft Outlook Plug-in

### Before You Begin

Close all Microsoft Outlook and Microsoft Office applications.

### Procedure

- 
- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Go to the Attend or Schedule Meeting web page.
- Step 3** Click **Download Outlook plugin**.

The File Download—Security Warning dialog box appears.

**Step 4** Click **Save**.

**Step 5** Navigate to your desktop and click **Save**.

**Step 6** Go to your desktop and double-click the file called setup.exe.

The Cisco MeetingPlace for Outlook dialog box appears.

**Step 7** Click **OK** to start the installation.

**Step 8** Click **OK** when the installation is complete.

**Step 9** Restart Microsoft Outlook.

---

### Troubleshooting Tips

If you are unable to download the Microsoft Outlook plug-in, contact your system administrator.

## Rescheduling or Modifying a Meeting

You can modify any scheduled meeting, including the following recurring meetings:

- All meetings in the series, if no meetings in the series have occurred.
- Individual instances that have not yet occurred.
- All meetings in the series that have not yet occurred.
- All meetings in the series starting with any instance that has not yet occurred.



### Note

If you schedule a meeting by using Microsoft Outlook and then modify or delete the meeting using an interface other than Microsoft Outlook, the system will not send out an updated notification to your invitees.

### Before You Begin

- Know your Cisco Unified MeetingPlace Express username and password.
- You must be the owner or scheduler of the meeting that you want to modify, or you must be an attendant.

- You can change meeting details except for the meeting ID and frequency of the meeting. If you need to change the meeting ID or frequency, cancel this meeting and schedule a new one.

### Procedure

---

**Step 1** Log in to Cisco Unified MeetingPlace Express.

**Step 2** Find the meeting that you want to change.



---

**Note** If you are modifying a recurring meeting, make sure that the date range you enter in your find criteria includes the first date of the series (or part of the series) that you want to change.

---

**Step 3** Click the meeting ID of the meeting that you want to change.



---

**Note** If the meeting is a recurring meeting, multiple instances of the meeting may appear in the list of found meetings. Make sure that you click the first instance of the series or subseries that you want to modify.

---

The Meeting Details page of the meeting you selected appears.

**Step 4** Click **Reschedule**.

**Step 5** If you are changing a recurring meeting, choose one of the following; then, click **OK**:

- Change this occurrence only
- Change this and all future occurrences

**Step 6** Enter new values as needed.

**Step 7** Click **Schedule**.

**Step 8** Verify that the meeting details are as you intended and reschedule again if necessary.

---



### Troubleshooting Tips

The system automatically sends updated meeting invitations if any of the following changes:

- Start time
- Meeting ID
- Password
- List of invitees

No other changes generate a notification.

### Related Topics

- [Logging In Through the Web, page 1-4](#)
- [Finding a Meeting or Recording, page 4-1](#)
- [Canceling a Meeting, page 2-15](#)

## Canceling a Meeting

You can cancel any scheduled meeting that has not yet started. If the meeting is recurring, you can cancel the following:

- The entire series, if no meetings in the series have occurred.
- Individual instances that have not yet occurred.
- All meetings in the series that have not yet occurred.
- All meetings in the series starting with any instance that has not yet occurred.

### Before You Begin

- Know your Cisco Unified MeetingPlace Express username and password.
- Make sure that you are the owner or scheduler of the meeting you want to cancel, or an attendant.
- Make sure that you are on the company network.

### Procedure

- 
- Step 1** Log in to Cisco Unified MeetingPlace Express.

**Step 2** Find the meeting that you want to cancel.

**Note**

If you need to delete multiple instances of a recurring meeting and some instances in the series have passed already, find the meeting from which date you want to cancel all future meetings. This date can be the first meeting in the series that has not yet occurred, or it can be any instance in the future.

**Step 3** Click the meeting ID of the meeting that you want to cancel.

**Note**

If the meeting is a recurring meeting, multiple instances may be included in the list of found meetings. Make sure that you click the first instance of the series or subseries that you want to delete.

The Meeting Details page of the meeting you selected appears.

**Step 4** Click **Delete**.

**Step 5** If you are deleting a recurring meeting, choose one of the following; then, click **OK**:

- Delete this occurrence only
- Delete this and all future occurrences

**Step 6** Click **OK**.

**Related Topics**

- [Logging In Through the Web, page 1-4](#)
- [Finding a Meeting or Recording, page 4-1](#)



## CHAPTER 3

# Inviting Participants to a Cisco Unified MeetingPlace Express Meeting

---

You can invite participants during the scheduling process or during a meeting. This section describes how to invite participants so that they receive e-mailed notifications with the meeting details.

- [How to Invite Participants During the Scheduling Process, page 3-1](#)
- [How to Invite Participants During a Meeting, page 3-3](#)

## How to Invite Participants During the Scheduling Process

There are several ways for you to invite participants while scheduling a meeting. This section describes the most common methods.

- [Inviting Participants by Using the Directory, page 3-1](#)
- [Inviting Attendees by Entering E-Mail Addresses, page 3-3](#)

## Inviting Participants by Using the Directory




The Cisco Unified MeetingPlace Express directory stores information about all profiled users in your organization. Inviting profiled users by using the directory offers the following advantages:

- Participants who have joined the voice meeting can have the system call profiled invitees who have not yet joined to bring them into the meeting.
- Profiled invitees can join the meeting automatically by using the Find Me feature, which is described in the [“Specifying Your Preferred Method of Joining Meetings”](#) section on page 15-4.

### Before You Begin

Fill in your meeting parameters on the Schedule Meeting page.

### Procedure

- 
- Step 1** Click **Invitees**.
- Step 2** Locate the From Directory field.
- Step 3** Enter the name of a person or a Cisco Unified MeetingPlace Express username; then, click  .
- Any users in the directory whose name or username matches the criteria you entered will appear in the box below the From Directory field.
- Step 4** Click the name of the person you want to invite from the resulting list.
- 
- 
- Tip** Shift-click or control-click the names to select multiple names. Mac users: use command-click when the instructions call for control-click.
- 
- Step 5** Click the right arrow button to move the selected name to the Invitees list.
- 
- 
- Tip** Click the e-mail address and click **Remove** to remove a name from the Invitees list.
- 
- Step 6** Repeat [Step 3](#) to [Step 5](#) to add more invitees.
- 

### What to Do Next

Continue scheduling your meeting. See the [“Scheduling a Meeting”](#) section on page 2-7 for instructions.

The scheduling process continues on the same page that you have been working with.

## Inviting Attendees by Entering E-Mail Addresses

### Before You Begin

Fill in your meeting parameters on the Schedule Meeting page.

### Procedure

- 
- |        |   |
|--------|---|
| Step 1 | Click <b>Invitees</b> .                       |
| Step 2 | Enter a complete e-mail address for By Email. |
| Step 3 | Click the arrow to the right of By Email.     |



---

Tip	Click the e-mail address and click <b>Remove</b> to remove a name from the Invitees list.
-----	---

---

- |        |   |
|--------|---|
| Step 4 | Repeat Steps <a href="#">Step 2</a> to <a href="#">Step 3</a> to add more invitees. |
|--------|---|
- 

### What to Do Next

Continue scheduling your meeting. See the “[Scheduling a Meeting](#)” section on [page 2-7](#) for instructions. The scheduling process continues on the same page that you have been working with.

## How to Invite Participants During a Meeting

After sending the initial meeting invitation, there are several ways for you to add more participants to your meeting.

- [Prerequisites for Inviting Participants During a Meeting, page 3-4](#)
- [Inviting Participants by E-Mail from Inside the Web Meeting Room, page 3-4](#)

- [Dialing Out to a Participant Who is Already in the Web Meeting Room, page 3-5](#)
- [Dialing Out to a Participant Who is Not in the Web Meeting Room, page 3-6](#)
- [Creating a List of Participants to Dial Later, page 3-7](#)
- [Dialing Out to Several Participants Simultaneously, page 3-8](#)

## Prerequisites for Inviting Participants During a Meeting

Make sure you satisfy the following before attempting to invite participants during a meeting:

- You must be a [moderator](#).
- You must be able to [dial out](#).
- You must already be in the web meeting room.

## Inviting Participants by E-Mail from Inside the Web Meeting Room

Use this method to easily invite a new participant. All of the information that the invitee needs to attend is automatically included in the e-mail. You can add more information, such as an agenda, if you wish.

### Before You Begin

Read the [“Prerequisites for Inviting Participants During a Meeting”](#) section on [page 3-4](#).

### Procedure

- 
- |        |   |
|--------|---|
| Step 1 | Click <b>Meeting &gt; Invite Participants</b> .                       |
| Step 2 | Click <b>Compose e-mail</b> .   |
|        | A new e-mail message opens with prepopulated information.             |
| Step 3 | Enter addressee information and modify the Subject field, if desired. |
| Step 4 | Send your e-mail.   |

- Step 5 Click **Done** to close the Invite window and return to the meeting.
- 

## Dialing Out to a Participant Who is Already in the Web Meeting Room



If a participant has joined the web meeting room but not the voice meeting, you can tell Cisco Unified MeetingPlace Express to call the participant and bring the participant into the voice or video meeting.

### Before You Begin

Read the [“Prerequisites for Inviting Participants During a Meeting”](#) section on page 3-4.

### Procedure

---

- Step 1 Locate the Participant List pod.
- Step 2 Click the name of the participant that you want to add to the voice meeting.
- Step 3 Click  > **Call Selected User**.
-  **Note** If this is a video-enabled meeting and the phone number you enter is connected to a video endpoint, the person will enter the meeting via video.
- 
- Step 4 Either enter a new phone number or select one from the list of numbers associated with the participant, if available.
- Enter the 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 5 Click **Call**.
-

### Related Topics

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).


## Dialing Out to a Participant Who is Not in the Web Meeting Room

From inside the web meeting room of a meeting in progress, you can tell Cisco Unified MeetingPlace Express to dial out to someone who is not in the meeting and bring that person into the voice or video meeting.

### Before You Begin

Read the “Prerequisites for Inviting Participants During a Meeting” section on [page 3-4](#).

### Procedure

- 
- |        |  |
|--------|--|
| Step 1 | Locate the Participant List pod.   |
| Step 2 | Click  > <b>Call New User</b> .   |
| Step 3 | Enter the name and phone number of the person. <ul style="list-style-type: none"><li>• Enter the 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.</li><li>• If this is a video-enabled meeting and the phone number you enter is connected to a video endpoint, the person will enter the meeting through video.</li></ul> |
| Step 4 | Click <b>Call Now</b> to call the person immediately.  |
- 

### Related Topics

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).




## Creating a List of Participants to Dial Later

From inside the web meeting room of a meeting in progress, you can create a list of people to bring into the voice or video meeting. After you do this, you can tell the system at any time during the meeting to call those people.

### Before You Begin

Read the [“Prerequisites for Inviting Participants During a Meeting”](#) section on page 3-4.

### Procedure

- 
- Step 1** Locate the Participant List pod.
- Step 2** Click  > **Call New User**.
- Step 3** Enter the name and phone number of the person.



---

**Note** If this is a video-enabled meeting and the phone number you enter is connected to a video endpoint, the person will enter the meeting through video.

---

- Step 4** Click **Call Later**.
- The person is added to the participant list as an offline participant.
- 

### Related Topics

- [Removing Participants from the Web Meeting Room, page 7-6](#)

### What to Do Next

When you have added all of the people you want Cisco Unified MeetingPlace Express to call, follow the procedure in the [“Dialing Out to Several Participants Simultaneously”](#) section on page 3-8.

## Dialing Out to Several Participants Simultaneously

From inside the web meeting room of a meeting in progress, you can tell Cisco Unified MeetingPlace Express to simultaneously call several people and bring them into the voice or video meeting.

### Before You Begin

- Read the [“Prerequisites for Inviting Participants During a Meeting”](#) section on page 3-4.
- Create a list of participants to call. See the [“Creating a List of Participants to Dial Later”](#) section on page 3-7.

### Procedure


- 
- Step 1** Locate the Participant List pod.
- Step 2** Control-click the names of the participants that you want to add to the voice meeting.



---

**Tip** Mac users: use command-click when the instructions call for control-click.

---

- Step 3** Click  > **Call Selected User** or **Call New User** depending on which option you see.
-



## CHAPTER 4

# Finding a Cisco Unified MeetingPlace Express Meeting

---

- [Finding a Meeting or Recording, page 4-1](#)
- [Finding Cisco Unified Personal Communicator Meetings, page 4-3](#)

## Finding a Meeting or Recording

You can find meeting details or recordings for past, present, and future meetings. The list of found meetings depends on the options you choose.



### Note

---

Your system administrator may purge records of older meetings at any time. You cannot find purged meetings.

---

### Before You Begin

- Know the URL of the Cisco Unified MeetingPlace Express server on which the meeting is scheduled.
- Make sure that you are on the company network.

### Procedure

- 
- Step 1** Open a web browser and enter the URL of the Cisco Unified MeetingPlace Express server.

**Step 2** (Optional) Log in as a profiled user.

**Step 3** Click **Find** on the top of the page.

**Step 4** Choose your search criteria:

To	Do This
Find meetings that you scheduled and to which you were invited. <b>Note</b> You must have logged in with your profile to see this option.	Click <b>My meetings</b> .
Find meetings that are available for anyone to see.	Click <b>Public meetings</b> .
Find meetings that have recordings.	Check <b>Public recordings</b> .
Find meetings that have a particular meeting ID.	Enter the Meeting ID.

**Step 5** Enter a date range.

If you do not enter a date range, the search returns meetings that occur today with your search criteria.

**Step 6** Click **Find**.

**Step 7** Scroll through the list to find your meeting.

- If additional meetings meet your criteria, a list of page numbers appear at the bottom of the list of meetings.
- Click the arrows or a page number to view additional meetings.



**Tip** Continuous meetings are always at the end of the entire list.

**Step 8** Click a meeting ID to see the meeting details.

### Troubleshooting Tips

If you do not see the meeting you are looking for:

- Make sure that you entered your search criteria correctly.
- The meeting may not be a [published meeting](#).
- The meeting you are looking for may have been purged.
- The meeting may be a Cisco Unified Personal Communicator meeting.

#### Related Topics

- [How to Resolve Find Meeting Problems, page 16-7](#)

## Finding Cisco Unified Personal Communicator Meetings

When a Cisco Unified Personal Communicator user starts a web meeting, the Cisco Unified MeetingPlace Express system generates a meeting URL and sends it to the meeting initiator.

You must know the meeting URL to find a Cisco Unified Personal Communicator meeting. Contact the meeting initiator for this information. Such meetings are not listed on the Cisco Unified MeetingPlace Express Attend page.





## CHAPTER 5

# Joining a Cisco Unified MeetingPlace Express Meeting

---

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

- 
- 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.



---

**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.

---

## 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

---

- 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.
- 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**.
-

### 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

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Open a browser and enter the URL of your Cisco Unified MeetingPlace Express server.  |
| <b>Step 2</b> | Click <b>Attend</b> if you are not already on the Attend page.   |
| <b>Step 3</b> | Enter the meeting ID of the meeting that you want to attend and click <b>Go</b> . <ul style="list-style-type: none"><li>• 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.</li></ul> |

- 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**

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.

**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**

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Dial the telephone number of your Cisco Unified MeetingPlace Express server. |
| <b>Step 2</b> | Follow the prompts that you hear.  |
- 

**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

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Locate the Participant List pod.   |
| <b>Step 2</b> | Click <b>My Status &gt; Call My Phone/Video Endpoint</b> .   |
| <b>Step 3</b> | Enter your name and phone number where the system can reach you. <ul style="list-style-type: none"><li>• 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.</li></ul> |
| <b>Step 4</b> | Click <b>Call</b> .  |
| <b>Step 5</b> | Answer your phone when it rings and follow the prompts that you hear.  |
- 

## 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

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.

### 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

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

Do not close the window that appears.

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

---

#### 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

---

- 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.

---

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

### 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

---

- 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**.



---

**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.

---

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

### 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

---

**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**.



---

**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.

---

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

---





## CHAPTER 6

# Controlling Your Personal Cisco Unified MeetingPlace Express Meeting Experience

---

- [Muting Your Voice, page 6-1](#)
- [Turning Off Your Video Display, page 6-2](#)
- [Displaying the Web Meeting Room as Full Screen, page 6-3](#)
- [Displaying Shared Content on the Entire Screen, page 6-4](#)
- [Enlarging Shared Content to Make it Easier to See, page 6-5](#)
- [Disabling Pop-up Chat Notifications, page 6-6](#)
- [Changing Your Meeting Language from the Web, page 6-7](#)
- [Leaving the Web Meeting Room, page 6-8](#)

## Muting Your Voice

From inside the web meeting room, you can mute your audio transmission so that others cannot hear you or any background noise in your environment. If you are attending your meeting through a video endpoint, this procedure will mute the audio on your video endpoint.

### Before You Begin

You must be in the web meeting room.

**Note**

Participants in a [share-only meeting](#) can mute and unmute themselves from inside the voice or video component of their Cisco Unified Personal Communicator meeting.

**Procedure**

To	Do This
Mute yourself from inside the web meeting room.	Click <b>My Status &gt; Mute Me</b> in the participant list.
Unmute yourself from inside the web meeting room.	Click <b>My Status &gt; Un-Mute Me</b> in the participant list.
Mute or unmute yourself by using your telephone.	Press <b>#5</b> on your telephone keypad.

If you are muted, the muted icon appears next to your name.

**Tip**

Do not mute yourself by using the Mute button on your phone, if your phone has one. If you use the mute button on your phone and then put the meeting on hold, “on-hold” music may play into the meeting room.

## Turning Off Your Video Display

Cisco Unified MeetingPlace Express displays one video window at a time. The video stream of the active speaker is sent to all endpoints in the conference, and the video stream of the previous speaker is sent to the current active speaker. When only one endpoint is in the conference, the video stream of the caller is reflected.

The following table describes some of the things you can do to control your video display.



To	Do This
Switch off your video display.	Use the Hold feature on your phone.
Restore your video display.	Use the Resume feature on your phone.
Ensure that your video display is not active.	<p>Press <b>#5</b> on your phone to mute your audio.</p> <p>Since video is determined by the last active speaker, muting your audio should turn off your video display.</p>

### Troubleshooting Tips

Cisco Unified MeetingPlace Express is configured to display the video of the last active video speaker. If the next speaker in the meeting is a participant who is not connected to a video endpoint, that is, an audio-only participant, the video transmission will still display that of the last active video speaker.

### Related Topics

- [How to Resolve Video Meeting Problems, page 16-20](#)

## Displaying the Web Meeting Room as Full Screen

By default, the web meeting room is displayed in a standard browser window along with the display of all of your operating system elements, such as the Start menu, the Close Window button in the title bar of the web meeting room window, and all other applications.

However, you can choose to view the web meeting room in full screen mode, which will hide everything on your computer except the web meeting room.



### Note

This topic describes how to display your web meeting room as full screen, not content that is being shared during a meeting as full screen. For information about the shared content feature, see the [“Displaying Shared Content on the Entire Screen” section on page 6-4](#).

### Before You Begin

You must be in the web meeting room.

### Procedure

- 
- |        |  |
|--------|--|
| Step 1 | Locate the menu bar.   |
| Step 2 | Choose <b>Meeting &gt; Full screen</b> to toggle between full screen view and standard view. |
- 

### Troubleshooting Tips

- If you are attending a meeting that includes the [full meeting room](#), all of the different areas of your web meeting room (participant list, notes, chat, and shared content) remain visible even when you are in full screen mode.
- If you are using the Windows operating system and operating system elements are hidden from view, press **Alt-Tab** to cycle through other applications that are open on your computer.

## Displaying Shared Content on the Entire Screen

To make shared content easier to see, enlarge it so that it fills your entire screen. Enlarging the shared content will hide the following elements:

- All elements of the operating system including the title bar of the web meeting room window and the Close Window button.



### Tip

---

The appearance of your full-screen view depends on whether or not you have installed the Cisco Unified MeetingPlace Express Add-in. If you have not installed the Add-in, browser elements such as the title bar remain visible.

---

- All other applications.
- The participant list, chat, and notes functions if you are in the full web meeting room.

**Tip**

If you installed the Add-in, choose to see a pop-up notifier for your chat messages.

**Before You Begin**

If you are a [moderator](#) or [presenter](#), do the following:

1. Locate the Share pod.
2. Click the arrow next to the Full screen button.
3. If there is a check mark beside “Presenter’s changes affect everybody” click it to remove the check mark.

**Note**

A moderator or presenter may have made the Full Screen feature unavailable to participants with [audience](#) permissions.

**Procedure**

- 
- Step 1** Locate the Share pod.
- Step 2** Click **Full screen**.
- Step 3** Click **Full screen** again to cancel full screen viewing.
- 



**Related Topics**

- [Displaying the Web Meeting Room as Full Screen, page 6-3](#)
- [How to Control How Others View Shared Content, page 9-11](#)

## Enlarging Shared Content to Make it Easier to See

**Procedure**

- 
- Step 1** Locate the Share pod.
- Step 2** Do one of the following:

To	Do This
View the entire screen scaled to fill the Share pod.	Click  .
See a scrollable, full-resolution view of the shared screen.	Click  .

## Disabling Pop-up Chat Notifications


If you do not want chat notifications to appear while you are presenting, disable them by following this procedure.

By default, chat notifications are enabled.

### Before You Begin

- You must be a [moderator](#) or [presenter](#).
- You must be in the web meeting room.
- Install the Cisco Unified MeetingPlace Express Add-in. See the [“Preparing to Share Content”](#) section on page 9-2.

### Procedure

- |        |   |
|--------|---|
| Step 1 | Locate the Chat pod.  |
| Step 2 | Click  > <b>Disable Chat Notifications</b> . |

### Troubleshooting Tips

Choose **Disable Chat Notifications** again to enable chat notifications.

# Changing Your Meeting Language from the Web

You can change the language of your Cisco Unified MeetingPlace Express experience each time you use the application. The language that you choose affects the following:

- Voice prompts
- Application web pages for meetings that you schedule
- Cisco Unified MeetingPlace Express Phone View on your Cisco Unified IP Phone

Your language selection does not affect meetings that you did not schedule. When you attend a meeting that you did not schedule, the web meeting room always displays the language that is specified in the profile of the meeting scheduler.

**Note**

If your organization has not purchased any language licenses, only the system default language is used.

**Procedure**

- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** Click the language of your choice from the bottom of any page, except the web meeting room.

**Related Topics**

- See the “[Changing Your Personal Profile Settings](#)” section on page 15-2 for information about how to change the language in your profile.
- For information about how to change the language of the meeting prompts that you hear on the telephone, 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).

# Leaving the Web Meeting Room

This topic describes how to leave a meeting without ending it.

## Procedure

Click the Close (**X**) button in the upper-right corner of the web meeting room window.

## Troubleshooting Tips

If the Close (**X**) button is not visible in the upper-right corner of the web meeting room window, do one of the following:

If	Do This
You are viewing the web meeting room in full screen mode and you can see the participant list.	Choose <b>Meeting &gt; Full screen</b> .
You are viewing the web meeting room in full screen mode and you cannot see the participant list.	Click <b>Full screen</b> at the base of your screen.



## CHAPTER 7

# Controlling Who Is In Your Cisco Unified MeetingPlace Express Meeting

---

- [How to Lock Your Meeting, page 7-1](#)
- [How to Remove Participants from Your Meeting, page 7-6](#)

## How to Lock Your Meeting

While a meeting is in progress, you can control access to it by locking the virtual web meeting room. This means that subsequent arrivals cannot enter the meeting, or must request permission to enter.

- [Tips About Locking Your Meeting](#)
- [Locking a Meeting from the Web Meeting Room, page 7-2](#)
- [Locking a Meeting by Using Your Cisco Unified IP Phone, page 7-3](#)
- [Handling Requests for Entry to a Locked Meeting, page 7-4](#)
- [Changing the Locked Meeting Message and Options, page 7-5](#)

## Tips About Locking Your Meeting

In most cases, locking a meeting through any method applies to all meeting components: voice, video and web. However, there are some exceptions.

- If you lock the meeting from inside the web meeting room before anyone has joined the voice or video meeting, the web meeting is **not** locked. You will have to unlock and relock the meeting after someone has joined the voice or video meeting.
- You cannot prevent people from requesting entry to the voice meeting.
- Since a [breakout session](#) is a voice feature, you cannot lock it from within the web meeting room.
- If you lock the meeting by using your telephone or the [Cisco Unified MeetingPlace Express Phone View](#) on your Cisco Unified IP Phone, you cannot prevent people from requesting entry. You also cannot specify the message that new arrivals hear or see when they attempt to join the meeting.

You can mix and match the methods you use to perform various actions, as long as the method you use can perform the feature that you want to use. For example, you can use the feature in the web meeting room to lock the meeting, and admit participants by using your telephone keypad.

## Locking a Meeting from the Web Meeting Room



### Tip

---

You can also lock your meeting by pressing **#41** on your telephone keypad.

---

### Before You Begin

- You must be in the web meeting room.
- You must be a [moderator](#).

### Procedure

---

- Step 1** Locate the menu bar.
- Step 2** Choose **Meeting > Lock Meeting**.
- Step 3** Perform one of the following actions:



To	Do This
Selectively admit participants.	<p>Check <b>Incoming participants can request entry</b>.</p> <p>You will see a message on your screen when a participant requests entry.</p>
Restrict participants from requesting entry.	<p>Uncheck <b>Incoming participants can request entry</b>.</p> <p>New participants cannot request entry to the web meeting until you unlock the meeting.</p> <p><b>Note</b> Participants entering the voice meeting can still request entry.</p>

**Step 4** (Optional) Modify the default message that new arrivals will see and click **Set As Default Message**.

**Step 5** Click **OK**.

### Troubleshooting Tips

If your meeting is currently locked, choose **Meeting > Lock Meeting** again to unlock it.

### Related Topics

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).

## Locking a Meeting by Using Your Cisco Unified IP Phone

### Before You Begin

- You must have the [Cisco Unified MeetingPlace Express Phone View](#) installed on your Cisco Unified IP Phone.

- You must be the meeting [owner](#).
- Complete the [“Viewing Meeting Details On Your Cisco Unified IP Phone” section on page 14-6](#) for the meeting that you want to lock.

### Procedure

---

- Step 1** Press the **Lock** softkey.
- If you do not see a Lock softkey, press **more**.
- Step 2** Read the screen that appears, then press **Lock** again.
- 

### Troubleshooting Tips

If your meeting is currently locked, press the **Unlock** softkey again to unlock it.

### Related Topics

- [Handling Requests for Entry to a Locked Meeting, page 7-4.](#)

## Handling Requests for Entry to a Locked Meeting


A person who dials in to a meeting that is locked can request entry to the meeting. You can accept or deny that request from both the telephone and the web meeting room.

- From the telephone, if you do not want to admit the person who is requesting entry simply ignore the request.
- To admit the person from your telephone keypad, press **#42** and follow any prompts that you hear.
- From the web meeting room, you will see entry requests at the top and bottom of your web meeting room window.

### Before You Begin

You must be the person who locked the meeting.

### Procedure

When you see an entry request  , perform one of the following actions:

To	Do This
Scroll through multiple requests.	Click the arrows in your notification to view the names of the people who are requesting entry.
Admit a person into the meeting.	Click <b>Accept</b> .
Deny entry and notify the requestor.	Click <b>Decline</b> .
Close a notification and decline the request.	Close the notification by clicking the X in the top corner.
Unlock the meeting and admit all new arrivals.	Choose <b>Meeting &gt; Lock Meeting</b> from the web meeting room menu bar.

### Troubleshooting Tips

If you have the Cisco Unified MeetingPlace Express Add-in installed, multiple notifications will stack up at the bottom of your screen. You can respond to each individually.

### Related Topics

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).

## Changing the Locked Meeting Message and Options


When people try to join a web meeting that is locked, they see a message that you can specify. You can also specify whether or not to allow new arrivals to request entry to the meeting.

### Before You Begin

- You must be the person who locked the meeting.
- You must be in the web meeting room.

### Procedure

---

- Step 1** Locate the menu bar.
- Step 2** Roll your mouse over the locked-meeting icon on the right .
- Step 3** Click the appropriate link to make any of the following changes:
- Allow or disallow new arrivals to request entry.
  - Change the message that new arrivals see.
  - Unlock the meeting to remove the entry restriction.
- 

## How to Remove Participants from Your Meeting

Besides locking your meeting to prevent future access, you can also remove participants who are already in your meeting.

- [Removing Participants from the Web Meeting Room, page 7-6](#)
- [Removing a Participant from Your Cisco Unified IP Phone, page 7-7](#)

## Removing Participants from the Web Meeting Room

Removing a participant from the web meeting room removes that participant from all components of the meeting unless the participant dialed in separately to join the voice or video component. In this case, the participant may appear twice in the participant list, and you must remove each instance of that participant separately.



### Tip

You can also remove the most recent person who joined by pressing **#43** on your telephone keypad.

---

### Before You Begin

You must be a [moderator](#).

### Procedure


---

- Step 1** Locate the Participant List pod.
- Step 2** Click the name of the participant that you want to remove.
- Windows users: Press Ctrl on your keyboard then click to select multiple participants.
  - Mac users: Press command on your keyboard then click to select multiple participants.



**Note** Make sure that you have selected all instances of the participant that you want to remove since participants may appear as separate web participants and voice or video participants.

---

- Step 3** Click  **> Remove Selected Participant.**
- Step 4** (Optional) Lock the meeting to prevent the removed participant from reentering the meeting.
- 

### Related Topics

- [How to Lock Your Meeting, page 7-1](#)

## Removing a Participant from Your Cisco Unified IP Phone

### Before You Begin

- You must have the Cisco Unified MeetingPlace Express Phone View installed on your Cisco Unified IP Phone.
- You must be the meeting owner.
- Complete the “[Viewing Participant Lists and Details On Your Cisco Unified IP Phone](#)” section on page 14-7 for the participant you want to remove.

### Procedure

---

- Step 1** Press the **Drop** [softkey](#).

- Step 2** Read the message that appears on the phone screen.
- Step 3** Press **Close** to return to the roster.
- Step 4** (Optional) Lock the meeting to prevent the removed participant from reentering the meeting.
- 

#### Related Topics

- [How to Lock Your Meeting, page 7-1](#)



## CHAPTER 8

# Managing Your Cisco Unified MeetingPlace Express Meeting

---

You must be a [moderator](#) or [presenter](#) to complete any of these tasks.

- [Resizing a Pod Area, page 8-2](#)
- [Muting and Unmuting Participants from the Web Meeting Room, page 8-2](#)
- [Muting and Unmuting a Participant from Your Cisco Unified IP Phone, page 8-3](#)
- [Changing the Volume of Individual Participants, page 8-4](#)
- [Enabling Private Chat for the Audience, page 8-5](#)
- [Merging Two Instances of a Participant in the Participant List, page 8-6](#)
- [Changing the Permission Level of Participants in the Web Meeting Room, page 8-7](#)
- [Renaming Participants in the Web Meeting Room, page 8-8](#)
- [Changing Your View of the Web Meeting Room, page 8-8](#)
- [Setting the Screen Resolution of the Web Meeting Room, page 8-9](#)
- [Breaking Out from the Main Meeting](#)


## Resizing a Pod Area

The full meeting room has four pod areas: Participant List pod, Share pod, Chat pod, and Note pod. Follow this procedure to resize any of these areas for better viewing.

### Before You Begin

You must be a [moderator](#) or [presenter](#).

### Procedure

- 
- |        |   |
|--------|---|
| Step 1 | Determine which pod you want to resize.   |
| Step 2 | Click  in the top right corner to maximize or restore the size of the pod. |
- 

## Muting and Unmuting Participants from the Web Meeting Room

Muting a participant during a meeting affects sounds coming from their phone or video endpoint.


### Before You Begin



- You must be a [moderator](#).
- You must be in the web meeting room.

### Procedure

- 
- |        |  |
|--------|--|
| Step 1 | Locate the Participant List pod.               |
| Step 2 | Choose the participants that you want to mute: |



To	Do This
Mute a single participant.	Click the name of the participant.
Mute multiple participants.	Windows users: Press Ctrl on your keyboard then click the names of the participants that you want to mute.  Mac users: Press Command on your keyboard instead of Ctrl.
Mute all participants.	<ol style="list-style-type: none"><li>1. Click  &gt; <b>Select All</b>.</li><li>2. Ctrl-click or Command-click those participants you want to deselect, such as yourself and web-only participants.</li></ol>

- Step 3** Click  .
- Step 4** Click  to set chosen participants to mute.
- Step 5** Click elsewhere on the screen to hide the volume slider.  
Selected participants appear as muted in the participant list.

#### Related Topics

- [Muting and Unmuting a Participant from Your Cisco Unified IP Phone, page 8-3](#)

## Muting and Unmuting a Participant from Your Cisco Unified IP Phone

#### Before You Begin

- You must be the meeting owner.
- You must be in the web meeting room.

- You must have the Cisco Unified MeetingPlace Express Phone View installed on your Cisco Unified IP Phone.
- Complete the [“Viewing Participant Lists and Details On Your Cisco Unified IP Phone”](#) section on page 14-7 for the participant you want to mute.

### Procedure

To	Do This
Mute a participant.	Press the <b>Mute</b> softkey.
Unmute a participant.	Press the <b>Unmute</b> softkey.
Return to the <a href="#">roster</a> .	Press the <b>Close</b> softkey.

### Troubleshooting Tips

You can only mute or unmute yourself if you joined the voice meeting as a profiled user by using your Cisco Unified IP Phone.

### Related Topics

- [Muting and Unmuting Participants from the Web Meeting Room, page 8-2](#)

## Changing the Volume of Individual Participants


You can modify the volume coming from the phone or video endpoints of other participants. All participants hear the change.


### Before You Begin

- You must be a [moderator](#).
- You must be in the web meeting room.

### Procedure

- 
- Step 1** Locate the Participant List pod.
- Step 2** Choose the participant whose volume you want to change.

To	Do This
Choose yourself.	Click your name.
Choose a single participant.	Click the name of the participant.
Choose multiple participants.	Windows users: Press Ctrl on your keyboard then click the names of participants. Mac users: Press Command instead of Ctrl.
Choose all participants.	Click  > <b>Select All</b> .

- Step 3** Click  and adjust the volume slider.
- Step 4** Click elsewhere on the screen to hide the volume slider.

## Enabling Private Chat for the Audience

The web meeting room includes an integrated chat window. The default privileges allow users with [audience](#) permissions to send messages to either everyone or to presenters only. They cannot chat privately with other audience participants.

Use this procedure to allow participants with audience permissions to chat privately with one another.

### Before You Begin

- You must be a [moderator](#) or [presenter](#).
- You must be in the web meeting room.

### Procedure

- Step 1** Locate the Chat pod.

Step 2 Click  > **Enable Private Chat for Audience** to set a checkmark beside it.

---

## Merging Two Instances of a Participant in the Participant List

The participant list in the web meeting room ideally displays the name of each participant only once. If a participant joins both the web meeting and the voice or video meeting as a **profiled user**, the two entries are automatically merged.

However, if the participant joins either or both meetings as a **guest user**, the participant will appear twice in the participant list. If this occurs, combine the listings into a single entry by following this procedure.

### Before You Begin

- You must be a moderator.
- You must be in the web meeting room.

### Procedure

---


- Step 1 Locate the Participant List pod.
- Step 2 Click the web entry of the participant whom you want to merge.
- Step 3 Press Ctrl on your keyboard then click the telephone entry of the same user.



#### Tip

Mac users: Use Command-click whenever the instructions call for a control-click.

---

- Step 4 Click  to merge the two entries.
-

# Changing the Permission Level of Participants in the Web Meeting Room

Each participant enters a Cisco Unified MeetingPlace Express meeting with one of the following permission levels: [moderator](#), [presenter](#), or [audience](#).

If you are a moderator, you can change the permission level of any participant at any time during a meeting. For example, to minimize the actions available to participants in a meeting, you can set their permission level to audience.

Selecting multiple participants at once changes the permission level of all participants to the same level.


## Before You Begin

- You must be a moderator.
- You must be in the web meeting room.

## Procedure

**Step 1** Locate the Participant List pod.

**Step 2** Choose your participants:

To	Do This
Choose one participant.	Click the name of that participant.
Choose several participants.	Windows users: Press Ctrl then click the names of the participants to change.  Mac users: Press Command instead of Ctrl.
Choose all participants.	<ol style="list-style-type: none"><li>1. Click  &gt; <b>Select All</b>.</li><li>2. Ctrl-click or Command-click your own name to deselect yourself.</li></ol>

**Step 3** Click .

- Step 4 Choose the new permission level.
- 

## Renaming Participants in the Web Meeting Room

If you are a moderator, you can change the names that appear in the participant list. For example, you can specify a conference room, a location, or a company instead of an individual person. You can also properly identify someone who dials in as a guest user.


The participant is renamed only for the duration of the current meeting.

### Before You Begin

- You must be a [moderator](#).
- You must be in the web meeting room.

### Procedure

---

- Step 1 Locate the Participant List pod.
- Step 2 Click an entry.
- Step 3 Click  > **Rename Participant**.
- Step 4 Enter the new name.
- Step 5 Click **OK**.
- 

## Changing Your View of the Web Meeting Room

As a moderator, you can change your view of the web meeting room so that you can see what participants with presenter and audience permissions can see.

### Before You Begin

- You must be a [moderator](#).

- You must be in the web meeting room.

### Procedure

To	Do This
See how presenters see the web meeting room.	Choose <b>View &gt; Presenter View</b> .
See how audience see the web meeting room.	Choose <b>View &gt; Audience View</b> .
Return to moderator view.	Choose <b>View &gt; Moderator View</b> .  <b>Note</b> You can only return to moderator view if you are the meeting owner. If you are not the meeting owner, ask another moderator in the meeting to reinstate you as a moderator.

### Related Topics

- [Seeing How Other Users See Your Shared Content, page 9-11](#)

## Setting the Screen Resolution of the Web Meeting Room

Moderators can set the screen resolution at which all participants view the web meeting room. Change this setting only if participants cannot properly view the default web meeting room.

### Before You Begin

- You must be a [moderator](#).
- You must be in the web meeting room.

### Procedure

- 
- Step 1** Choose **Meeting > Room Screen Resolution**, then choose an option.
- Choose a smaller resolution if participants are experiencing bandwidth problems. A web meeting room set at 640x480 generates less than a third of the network traffic of 1280x1024.
- Step 2** (Optional) If you chose **Custom**, enter a width and height.
- Step 3** Click **OK**.
- 

## Breaking Out from the Main Meeting

A breakout session is a meeting within a meeting. It is voice and video only. This feature is useful if you want to meet privately with other participants during the larger meeting to, for example, take a discussion offline and return to the main meeting with a decision. Any participant in a meeting can start or join a breakout session.



### Note

---

You cannot record a breakout session. Only the main meeting room can be recorded.

---

### Before You Begin

- Decide, with other participants, the number of your breakout session (between 1 and 9).
- Make sure that you are in the web meeting room.

### Procedure

- 
- Step 1** Press **#1**, then follow the instructions that you hear.
- Step 2** Press **#10** to leave the breakout session and return to the main meeting.
-



### Troubleshooting Tips

Any participant in a breakout session can lock that session by pressing **#41** on their telephone keypad. Once a session is locked, you cannot selectively admit participants and participants cannot request entry. Participants who try to join a locked breakout session will automatically be returned to the main meeting.

To allow new participants to join your breakout session, unlock the session by pressing **#41** again.

### Related Topics

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).





## CHAPTER 9

# Presenting and Working with Shared Content in Cisco Unified MeetingPlace Express

---

- [How to Share a Desktop, Window, or Application, page 9-1](#)
- [How to Annotate Shared Content, page 9-7](#)
- [How to Control How Others View Shared Content, page 9-11](#)

## How to Share a Desktop, Window, or Application

If you are a [moderator](#) or [presenter](#), you can demonstrate applications, display one or more documents, or show your desktop to all participants in a web meeting room. This is called screen sharing. Any changes that the presenter makes to a shared application, document, or desktop are visible to all participants in their browsers. Related windows, such as dialog boxes, are also visible to meeting participants.

Any overlapping windows from applications that are not selected for sharing appear to viewers as a blue cross-hatch pattern.

- [Preparing to Share Content, page 9-2](#)
- [Sharing a Screen During a Meeting, page 9-3](#)
- [Changing the Screen-Sharing Source, page 9-4](#)
- [Sharing Your Screen with Two Monitors, page 9-4](#)

- [Sharing Control of Your Screen with Another Presenter, page 9-5](#)
- [Requesting Control of a Shared Screen, page 9-5](#)
- [Ending a Screen Sharing Session, page 9-6](#)

## Preparing to Share Content


Before you can share your desktop, an application or anything else in a web meeting, you must first install the Cisco Unified MeetingPlace Express Add-in.

You can install the Add-in at any time, either before you need to share, or the first time you try to share content. After you install the Add-in, you do not need to install it again.

### Before You Begin

See if there is a Download the Add-in button in your web meeting room. If you do not see this button, you have the Add-in installed already. Skip this procedure.

### Procedure

- 
- |        |  |
|--------|--|
| Step 1 | Click  .  |
| Step 2 | Follow the instructions in the install wizard.   |
| Step 3 | If you are unable to download the Cisco Unified MeetingPlace Express Add-In or see an error that says “Adobe Flash: A download error occurred. Try to download again?” go to a web browser and enter one of the following:<br><br>For Windows: <code>&lt;server name&gt;/public/ciscounifiedaddin6x5-installer.exe</code> , where <i>server name</i> is the name of your Cisco Unified MeetingPlace Express server<br><br>For MAC: <code>&lt;server name&gt;/public/CiscoUnifiedaddin6x5-installer.z</code> , where <i>server name</i> is the name of your Cisco Unified MeetingPlace Express server |
| Step 4 | Save the file.   |
| Step 5 | Navigate to where you saved the file and execute it.   |
| Step 6 | Follow the steps in the Cisco Unified Presenter Add-In Setup Wizard to complete the installation.  |
-

### Related Topics

- [Cannot Install Cisco Unified MeetingPlace Express Add-in, page 16-17](#)

## Sharing a Screen During a Meeting

You can share a document, application, or your desktop.

### Before You Begin

- You must be a [moderator](#) or [presenter](#). Roll your mouse over the icons to the left of your name to see your permission level.
- You must be in the [full meeting room](#) or the [share-only meeting](#) room.
- Install the Cisco Unified MeetingPlace Express Add-In. See the “[Preparing to Share Content](#)” section on page 9-2.
- Open the window or application that you want to share.

### Procedure

- 
- |        |                                     |
|--------|-------------------------------------|
| Step 1 | Click <b>Start Screen Sharing</b> . |
| Step 2 | Choose what you want to share.      |
| Step 3 | Click <b>Share</b> .                |
- 

### Troubleshooting Tips

- While you are sharing, make sure that the shared content remains visible on your screen. For meeting participants to see a window, it must be in full view on your desktop.
- If a window that you did not select for sharing moves over your shared screen, the parts of the shared content that are covered will appear to participants as a blue cross-hatch pattern.

### Related Topics

- [Sharing Problems, page 16-18](#)


## Changing the Screen-Sharing Source

You can change the source of your screen-sharing broadcast while you are sharing your screen.

### Before You Begin

- Make sure that you are sharing your screen. See the [“Sharing a Screen During a Meeting” section on page 9-3](#) for instructions.
- You must be a [moderator](#) or [presenter](#). Roll your mouse over the icons to the left of your name to see your permission level.
- You must be in the [full meeting room](#) or the [share-only meeting](#) room.

### Procedure

- 
- |        |  |
|--------|--|
| Step 1 | Locate the application task bar at the bottom of your screen.  |
| Step 2 | Click  > <b>Choose Window to Share.</b> |
| Step 3 | Click <b>Desktop, Window, or Application.</b>  |
| Step 4 | Select the specific desktop, window, or application to share.  |
| Step 5 | Click <b>Share.</b>  |
- 

## Sharing Your Screen with Two Monitors


If your system is set up with two monitors, for example, if you use both a laptop and a PC monitor at the same time, you can still share your screen. However, if you choose to share your desktop, only one desktop is shown at a time.

### Before You Begin

- Make sure that you are sharing your screen. See the [“Sharing a Screen During a Meeting” section on page 9-3](#) for instructions.
- You must be a [moderator](#) or [presenter](#). Roll your mouse over the icons to the left of your name to see your permission level.
- You must be in the [full meeting room](#) or the [share-only meeting](#) room.

### Procedure

---

- Step 1 Locate the application task bar at the bottom of your screen.
  - Step 2 Click  > **Choose Window to Share**.
  - Step 3 Click **Desktop, Window, or Application**.
  - Step 4 Select the specific desktop, window, or application to share.
  - Step 5 Click **Share**.
- 

## Sharing Control of Your Screen with Another Presenter

While screen sharing, you can pass control of the shared desktop, window, or application to another presenter. The presenter must request control before you can hand over your shared screen to them.

### Procedure

---

- Step 1 Start sharing your computer screen in a meeting. When another presenter requests control of your screen, you see a request message in the upper-right corner of the meeting room window.
  - Step 2 Choose the applicable option:
    - **Accept**—Use to grant control of your screen to the requesting participant.
    - **Decline**—Use to deny control of your screen to the participant.
- 

## Requesting Control of a Shared Screen

As a moderator or presenter, you can request control of the screen of another presenter or moderator.

### Procedure

**Step 1** Click **Request Control** on the Share tool control strip.

If the request is accepted, a message informs you that you have been granted control of the screen. The Request Control button becomes a Release Control button. You can now take control of the shared screen.

**Step 2** To return control of the shared screen to the original presenter, click **Release Control** on the Share tool control strip.

## Ending a Screen Sharing Session

You can stop sharing your screen at any time. If you are sharing multiple windows or applications, you can stop sharing some windows while continuing to share others.

### Before You Begin

You must be sharing your screen. See the [“Sharing a Screen During a Meeting” section on page 9-3](#) for instructions.

### Procedure

To	Do This
Stop sharing a particular window	<ol style="list-style-type: none"><li>1. Bring that window to the front of your screen.</li><li>2. Click the arrow beside the red Stop Sharing button.</li><li>3. Choose <b>Stop Sharing This Window</b>.</li></ol>
Stop sharing all content	Click <b>Stop Sharing</b> in the upper-right corner of the shared window or application.



# How to Annotate Shared Content

If you are a presenter or moderator, you can use an overlay to superimpose annotations on shared content during a meeting. This content can be a file, such as a Microsoft Word file, or a blank document or window if you want to simulate a whiteboard.

Because annotations are created on a transparent layer above your document, the original document is not altered.

**Note**

You do not need to have the Cisco Unified MeetingPlace Express Add-in installed to make annotations.

- [Setting Up for Annotation, page 9-7](#)
- [Creating an Annotation, page 9-8](#)
- [Ending an Annotation Session, page 9-10](#)

## Setting Up for Annotation

### Before You Begin

- You must be a [moderator](#) or [presenter](#).
- You must be in the [full meeting room](#) or the [share-only meeting](#) room.
- Share the window or application that you want to annotate. See the [“Sharing a Screen During a Meeting”](#) section on [page 9-3](#) for instructions.

### Procedure

- Step 1** Bring the shared window or application to the front.

**Note**

You can only make annotations on one window at a time. If you are sharing multiple windows, you can arrange the windows on your screen so that more than one window is showing. All visible shared windows will appear on the screen when you annotate.

- Step 2** Click the arrow beside the red Stop Sharing button and choose **Pause and Annotate**.

If you are sharing an application with multiple open windows, the red Stop Sharing and arrow buttons are visible on all windows but active only on the window that is in front.

- Step 3** Wait a few moments.

- The web meeting room comes to the front of your screen with the shared document visible.
- The annotation toolbar appears in the lower-right corner of the web meeting room.

You and other moderators and presenters can begin to annotate.

---

#### Related Topics

- [Creating an Annotation, page 9-8](#)

## Creating an Annotation

When you annotate, you can choose from a variety of drawing tools and specify the characteristics of those tools. If multiple participants are going to annotate on a single window, they can choose colors to distinguish their annotations from others.










#### Before You Begin





- You must be a [moderator](#) or [presenter](#).
- You must be in the [full meeting room](#) or the [share-only meeting](#) room.
- Set up your web meeting room to begin annotations. See the “[Setting Up for Annotation](#)” section on page 9-7.

#### Procedure

---

- Step 1** Click **Annotation Tools**.
- Step 2** Click the tool that you want to use.

To	Click This
<p>Select a shape or area of the annotation layer.</p> <p><b>Tip</b> Click and drag your mouse to create a rectangle around the section you want to select. Shift-drag a corner control point to maintain the aspect ratio when resizing. To add a shape to the selection, Shift-click the shape.</p>	
<p>Create a freehand line.</p>	
<p>Create a thicker line with the appearance of a felt-tip marker.</p>	
<p>Draw a straight line between two points.</p> <p><b>Tip</b> To make the line move in 45 degree increments, press the Shift key while drawing.</p>	
<p>Create square and rectangle shapes.</p> <p><b>Tip</b> To draw a square, press the Shift key while drawing.</p> <p>To expand it, click , then the shape, then a white dot on the shape and drag it.</p>	
<p>Create circle and ellipse shapes.</p> <p><b>Tip</b> To draw a circle, press the Shift key while drawing. Drag to expand the shape.</p>	
<p>Create a floating multiline text character.</p> <p><b>Tip</b> Click and drag to create a text area into which you can type.</p>	
<p>Leave a check mark, arrow, star, or cross on the screen. The default stamp is an arrow.</p>	

To	Click This
Undo the previous action.  You can undo the following actions: drawing a shape, moving a shape, resizing a shape, clearing the annotation layer, and changing a property of a shape. There is no limit to the number of times that you can perform this operation.	
Redo a previous action.	
Clear all annotations made in the meeting.  <b>Tip</b> To delete only one annotation, select it and click <b>Delete</b> .	
Print the <a href="#">Share pod</a> , visible shared content, and associated annotations.	

**Step 3** Begin annotating.

#### Related Topics

- [Ending an Annotation Session, page 9-10](#)

## Ending an Annotation Session

#### Procedure

To	Do This
End the annotation session and display the shared window without annotations.	Click <b>Resume</b> at the bottom of the <a href="#">Share pod</a> .
End an annotation session when another person is sharing.	Start sharing a document on your own computer.

# How to Control How Others View Shared Content

By default, the [full meeting room](#) displays everything in your web meeting room including shared content and all pods. However, you can set the web meeting room to display nothing but the shared content and related annotations. This is called full screen mode.

Displaying shared content in full-screen mode hides the following elements from the view of all participants, including yourself:

- The Participant List pod, Chat pod, and Note pod.
- All other applications on each computer.
- All elements of the operating system, such as the Start menu in Windows operating systems and the Close Window button on the title bar of the web meeting room browser window.

Users can still use their operating system keyboard commands, such as Alt-Tab on Windows.



## Note

Participants with moderator or presenter privileges can control their view of the web meeting room regardless of the changes you make. If you are a moderator and you need to prevent participants from changing their view, you must first change their permission level to audience. See the [“Changing the Permission Level of Participants in the Web Meeting Room”](#) section on page 8-7.

- [Seeing How Other Users See Your Shared Content](#), page 9-11
- [Enabling Audience to Control Their View of Shared Content](#), page 9-12
- [Displaying Shared Content Full Screen to All Participants](#), page 9-13

## Seeing How Other Users See Your Shared Content

To see how the *entire web meeting room* appears to participants with other permission levels, see the [“Changing Your View of the Web Meeting Room”](#) section on page 8-8.

To see how the *content being shared* appears to your viewers, follow this procedure.

**Before You Begin**

- Share your screen. See the “[Sharing a Screen During a Meeting](#)” section on [page 9-3](#) for instructions.
- You must be using the [full meeting room](#).

**Procedure**

**Step 1** Click  at the bottom of the web meeting room.

**Step 2** Click the window or application that you are sharing to bring it to the front.



**Note** If you do not perform this step, the web meeting room covers the shared window or application, so you and your viewers see only the blue cross-hatch pattern.

## Enabling Audience to Control Their View of Shared Content

You can specify whether participants with audience permissions can control their own full-screen view of shared content.



**Note** Participants with moderator or presenter privileges can always control their own view unless you change their permission level to audience.

**Before You Begin**

- You must be a moderator or presenter.
- You must be using the [full meeting room](#).

**Procedure**

**Step 1** Locate the [Share pod](#).

**Step 2** Click the arrow next to the Full Screen button at the bottom left.

- Step 3 Check **Enable Full Screen toggle for audience**.
- 

#### Troubleshooting Tips

If you do not want participants with audience permission to control their display of shared content, uncheck **Enable Full Screen toggle for audience**.

## Displaying Shared Content Full Screen to All Participants

Follow this procedure to enlarge the [Share pod](#) so that the shared content fills the entire screen of each participant.



#### Note

Participants with moderator or presenter privileges can always control their own view of shared content. To restrict them from changing their view, change their permission level to audience.

---

#### Before You Begin

- You must be a moderator or presenter.
- You must be using the [full meeting room](#).

#### Procedure

---

- Step 1 Locate the Share pod.
- Step 2 Click the arrow next to the Full Screen button at the bottom left.
- Step 3 Check **Presenter's changes affect everybody**.
- Step 4 Click **Full Screen**.
- 

#### Troubleshooting Tips

To restore the view of all web meeting room functions to all participants, uncheck **Presenter's changes affect everybody**; then, click **Full Screen** again.







# CHAPTER 10

## Sending Messages in the Cisco Unified MeetingPlace Express Web Meeting Room

---

You can use text or icons to communicate with other participants in the Cisco Unified MeetingPlace Express web meeting room while a meeting is in progress.

- [Displaying or Clearing an Icon Next to Your Name, page 10-1](#)
- [Clearing an Icon Next to the Name of Another Participant, page 10-2](#)
- [Sending a Text Message in the Chat Pod, page 10-3](#)
- [Changing the Size of Chat Text, page 10-4](#)
- [Clearing Chat Messages, page 10-4](#)
- [Creating a New Note, page 10-5](#)
- [Choosing Which Note to Display, page 10-6](#)

## Displaying or Clearing an Icon Next to Your Name

Give feedback or make certain requests by displaying an emoticon beside your name in the participant list. You or a [moderator](#) can clear your icon message at any time during a meeting.

**Before You Begin**

You must be in the web meeting room.

**Procedure**

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Locate the Participant List pod.                 |
| <b>Step 2</b> | Click <b>My Status</b> .                         |
| <b>Step 3</b> | Choose the icon that you want to show.           |
| <b>Step 4</b> | Choose <b>Clear My Status</b> to clear the icon. |
- 

**Related Topics**


- [Clearing an Icon Next to the Name of Another Participant, page 10-2](#)

## Clearing an Icon Next to the Name of Another Participant

**Before You Begin**

- You must be a [moderator](#).
- You must be in the web meeting room.

**Procedure**

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Locate the Participant List pod.   |
| <b>Step 2</b> | Click the name of a participant.   |
| <b>Step 3</b> | Click  > <b>Clear User Status</b> . |
- 

**Related Topics**

- [Displaying or Clearing an Icon Next to Your Name, page 10-1](#)

# Sending a Text Message in the Chat Pod

You can use the Chat pod to compose a text message and send it to a specific participant, to all presenters at the meeting, or to all meeting participants. When you receive a chat message from another participant, your chat pod shows the name of the sender and the message.

## Before You Begin

You must be in the web meeting room.

## Procedure

---

**Step 1** Locate the Chat pod.

**Step 2** Click the text box to reveal a cursor.



---

**Tip** The text box is the smaller of the two boxes in the Chat pod.

---

**Step 3** Type your message text.

**Step 4** Choose a recipient in the To: drop-down menu.

**Step 5** Click the arrow button next to the text box to send your message.

---

## Troubleshooting Tips

All participants can send text messages in the Chat pod by default. If you cannot send a text message and have audience permissions, it is possible that a meeting moderator or presenter has disabled private chat for participants with your permission level. If this is not the case, contact your system administrator.

## Related Topics

- [Changing the Size of Chat Text, page 10-4](#)
- [Clearing Chat Messages, page 10-4](#)
- [Enabling Private Chat for the Audience, page 8-5](#)

# Changing the Size of Chat Text


The text size you choose affects all meeting participants.

## Before You Begin

- You must be a [moderator](#) or [presenter](#).
- You must be in the web meeting room.

## Procedure

---

- Step 1** Locate the Chat pod.
- Step 2** Click  > **Text Size**.
- Step 3** Choose a text size.
- 

## Related Topics

- [Sending a Text Message in the Chat Pod, page 10-3](#)
- [Clearing Chat Messages, page 10-4](#)

# Clearing Chat Messages

While you are in the web meeting room, all of the messages that you send and receive during the meeting remain visible in the chat window by default. When you leave the web meeting room, all private messages and messages sent to presenters are cleared from your Chat pod while messages sent to everyone remain in the chat window of all participants.

However, if you are a [moderator](#) or [presenter](#), you can clear all messages for all participants.

## Before You Begin

- You must be a moderator or presenter.
- You must be in the web meeting room.

### Procedure

---

- Step 1 Locate the Chat pod.
- Step 2 Click  > **Clear Chat**.
- 

### Related Topics

- [Sending a Text Message in the Chat Pod, page 10-3](#)
- [Changing the Size of Chat Text, page 10-4](#)

## Creating a New Note

If you are a moderator or presenter, you can create a note to show information to other participants during a meeting. The note remains visible throughout the meeting or until another participant edits it, clears it, or displays a different note.

All of the text in a note uses the same formatting. If you have more than one note, each note can have different formatting.


Each note you create is assigned a consecutive number.

### Before You Begin

- You must be a [moderator](#) or [presenter](#).
- You must be in the web meeting room.

### Procedure

---

- Step 1 Locate the Note pod.
- Step 2 Click  > **New Note**.
- Step 3 Click into the note and type your note.
- Step 4 (Optional) modify your note.

To	Do This
Edit it.	Click anywhere inside the note and modify the text.
Change the text size.	<ol style="list-style-type: none"><li>1. Click <b>Pod options</b> &gt; <b>Text Size</b>.</li><li>2. Choose a text size.</li></ol>
Change the text alignment.	<ol style="list-style-type: none"><li>1. Click <b>Pod options</b>.</li><li>2. Choose an alignment option.</li></ol>

#### Related Topics

- [Choosing Which Note to Display, page 10-6](#)


## Choosing Which Note to Display

If you have more than one note, you can change which note is visible to participants at any time.

#### Before You Begin

- You must be a [moderator](#) or [presenter](#).
- You must be in the web meeting room.

#### Procedure

- 
- |        |  |
|--------|--|
| Step 1 | Locate the Note pod.   |
| Step 2 | Click  > <b>Select Note</b> . |
| Step 3 | Select the number of the note that you want to display.  |

**Note**

The name of the note that is currently displayed is omitted from the pop-up menu.

**Related Topics**

- [Creating a New Note, page 10-5](#)







# CHAPTER 11

## Recording a Cisco Unified MeetingPlace Express Meeting

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- [Things to Know Before Recording a Meeting, page 11-1](#)
- [Recording a Meeting from the Web Meeting Room, page 11-2](#)
- [Recording a Meeting from Your Cisco Unified IP Phone, page 11-2](#)
- [Listening to Meeting Recordings, page 11-3](#)

## Things to Know Before Recording a Meeting

Be aware of the following before recording a meeting:

- Only the voice portion of a meeting is recorded. Make sure that you archive any shared documents or screen captures of annotations separately.
- At least one participant must be in the voice meeting before you can start recording.
- You cannot record a [breakout session](#). Only the voice meeting in the main web meeting room is recorded.
- Recordings can be stopped and started multiple times during a meeting.
- Recordings typically require 16Kbps of disk space.

# Recording a Meeting from the Web Meeting Room


## Before You Begin

- You must be a moderator.
- You must be in the web meeting room.
- Read the [“Things to Know Before Recording a Meeting”](#) section on [page 11-1](#).

## Procedure

- 
- Step 1** Locate the menu bar at the top of your screen.
- Step 2** Choose **Meeting > Record Meeting (Voice)**.
- Step 3** (Optional) Choose **Meeting > Record Meeting (Voice)** again to stop recording.
- 

## Troubleshooting Tips

When you begin recording,  appears at the right side of the menu bar at the top of the screen and a check mark appears beside the Record Meeting (Voice) option.

## Related Topics

- [Listening to Meeting Recordings, page 11-3](#)

# Recording a Meeting from Your Cisco Unified IP Phone

## Before You Begin

- You must have Cisco Unified MeetingPlace Express Phone View installed on your Cisco Unified IP Phone.
- You must be the meeting owner.

- Read the “[Things to Know Before Recording a Meeting](#)” section on [page 11-1](#).
- Complete the “[Viewing Meeting Details On Your Cisco Unified IP Phone](#)” section on [page 14-6](#) for the meeting that you want to record.

### Procedure

- 
- |        |   |
|--------|---|
| Step 1 | Press the <b>Record</b> <a href="#">softkey</a> .         |
|        | If you do not see the Record softkey, press <b>more</b> . |
| Step 2 | Read the screen that appears, then press <b>Record</b> .  |
| Step 3 | Press <b>Stop</b> to stop recording the meeting.          |
- 

## Listening to Meeting Recordings

You can choose to listen to a meeting recording as soon as it becomes available. Meeting recordings are available within an hour after the meeting ends and are in MP3 format.

If the meeting associated with the recording was restricted to profile users or by a password, you will require this additional information to listen to the recording.

### Before You Begin

- Make sure that you have a media player that can play MP3 files installed on your computer. Many media players are available as free downloads from the internet, such as Windows Media Player, Apple QuickTime, Apple iTunes, and Real Media Player.
- Find the meeting that you want to listen to. See the “[Finding a Meeting or Recording](#)” section on [page 4-1](#).
- Know your username and password (if required).
- Know the meeting password (if required).

## Procedure

- 
- Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2** (Optional) Enter the meeting password if required.  
The Meeting Details page appears.
- Step 3** Click **Play Recording**.



**Tip** The system administrator may purge meeting recordings after a certain time. To ensure that you have a recording available for future reference, download and save it after it becomes available.

---

## Troubleshooting Tips

- If you see a message that tells you to log in, you must log in, then return to this Meeting Details page. After you log in and find this page again, you will see the Play Recording button.
- If the meeting status column does not show Recorded, one of the following situations may be true:
  - The meeting has not yet ended.
  - The meeting has recently ended and the recording is not yet available.
  - The meeting was not recorded.
  - The recording has been purged from the system and is no longer available.
- If you do not see an option to save the recording as a file, see the documentation for your browser, your operating system, or the application on your computer that plays MP3 recordings.



# CHAPTER 12

## Extending or Ending Your Cisco Unified MeetingPlace Express Meeting

---

- [When Meetings Are Extended, page 12-1](#)
- [When Meetings Automatically End, page 12-2](#)
- [Ending a Meeting from the Web Meeting Room, page 12-3](#)
- [Ending a Meeting from the Meeting Details Web Page, page 12-4](#)

### When Meetings Are Extended

Meetings are automatically extended if the following conditions are all true:

- The Cisco Unified MeetingPlace Express system administrator has allowed meetings to be extended.
- Two or more participants remain in either the voice/video or web meeting. For reservationless meetings, web meetings can be extended only if no participants ever joined the voice or video meeting.
- Cisco Unified MeetingPlace Express resources are available to continue the meeting.

The maximum extension is 24 hours for voice or video meetings and 12 hours for web meetings. (If a system administrator has created a [continuous meeting](#), there is no limit.)

Participants will not hear an announcement if an extension occurs. If a meeting cannot be extended, participants will hear a warning message a few minutes before the meeting ends.

## When Meetings Automatically End

Meetings end automatically when they meet certain conditions. Otherwise, an authorized person must end them. If a meeting is about to end automatically, participants will hear a warning message a few minutes before the meeting ends.

Meetings end according to the following table:

Meeting Type	When It Ends According to the Allotted Time	When It Ends Immediately
Reservationless meetings	At least one person remains in the meeting from any access point (web, voice, or video).	An authorized person performs an action to end the meeting.  or  The last participant on the telephone hangs up. (The voice, video, and web portions of the meeting all end regardless of the number of participants that remain in the web meeting room.)
Scheduled meetings	At least one person remains in the meeting from any access point (web, voice, or video).  or  Another meeting with the same meeting ID is scheduled to start immediately after the current meeting is scheduled to end.	An authorized person performs an action to end the meeting.

If you have privileges to end a meeting, you can end the meeting at any time. This is especially useful if your account is billed by the minute and you want to stop accumulating charges as soon as your meeting ends. Also, ending a meeting as soon as you no longer need it makes meeting resources available to other people in your organization who may need them.

#### Related Topics

- [Ending a Meeting from the Web Meeting Room, page 12-3](#)
- [Ending a Meeting from the Meeting Details Web Page, page 12-4](#)

## About Ending a Share-Only Meeting

In a share-only meeting, meeting participants must request that the meeting end from inside the voice portion of the Cisco Unified Personal Communicator meeting. The Cisco Unified MeetingPlace Express system ends the share-only web meeting and removes all participants from the meeting room.

See the user documentation for Cisco Unified Personal Communicator for more information.

## Ending a Meeting from the Web Meeting Room

Ending a meeting from the web meeting room ends both the web meeting and the associated voice and video meetings.



#### Tip

If you are a profiled user on the telephone, you can also end all components of your meeting by pressing **#83**; then, following the prompts that you hear.

#### Before You Begin

- You must be a [moderator](#).
- You must be in the web meeting room.

#### Procedure

**Step 1** Choose **Meeting > End Meeting**.

- Step 2** (Optional) Change the message that you want participants to see after this meeting ends.
- Step 3** (Optional) Check the check box and enter a URL that you want to display to participants after the meeting ends. This URL will open in a new browser window on the screens of all participants.
- Step 4** Click **OK**.
- 

## Ending a Meeting from the Meeting Details Web Page

Cisco Unified MeetingPlace Express always opens two browser windows on your desktop. One is the web meeting room; the other is the Meeting Details web page.



### Note

---

An authorized user can end a meeting without joining it.

---

### Before You Begin

- You must be the meeting owner, the delegate of the meeting owner, an [attendant](#), or a system administrator.
- You must be in the web meeting room.

### Procedure

- 
- Step 1** Click the Meeting Details web page.
- Step 2** Click **End Meeting**.
-





# CHAPTER 13

## Managing the Cisco Unified MeetingPlace Express Web Meeting Room Connection

---

This section describes how to manage the network connection to the Cisco Unified MeetingPlace Express web meeting room for yourself and other participants in your meetings.

- [Checking Your Connection to the Web Meeting Room, page 13-1](#)
- [Changing Your Connection Speed to the Web Meeting Room, page 13-2](#)
- [Reconnecting to the Web Meeting Room, page 13-3](#)
- [Monitoring Connection Status Indicators of All Participants, page 13-4](#)
- [Optimizing the Web Meeting Room Bandwidth, page 13-6](#)

## Checking Your Connection to the Web Meeting Room

The quality of your connection to the web meeting room determines how well you can see what is happening in the meeting.

### Procedure

- 
- Step 1**    Locate the menu bar at the top of the web meeting room.

**Step 2** Look at the far right end to determine your connection status.

Option	Description
Green bar	The room connection is optimal.
Yellow bar	Network congestion. You may have difficulty viewing the web meeting room properly.
Red bar	<div>You have been disconnected from the web meeting room because of network problems.</div> <div>Skip the rest of this procedure and see the <a href="#">“Reconnecting to the Web Meeting Room”</a> section on page 13-3.</div>

- Step 3** (Optional) Click the colored indicator bar to display more information about your connection.
- Read details about your connection status that appear in a pop-up window near the top right corner of the web meeting room web page.
  - Follow any instructions that you see.

# Changing Your Connection Speed to the Web Meeting Room

Changing your connection speed can improve your experience in the web meeting room by making sure that Cisco Unified MeetingPlace Express does not send too much data to you too fast. Set the connection speed to match the bandwidth at which your computer is connected to the Internet.

## Procedure

- Step 1** Locate the menu bar.

- Step 2** Choose **Meeting > My Connection Speed**.
- Step 3** Choose the type of connection that your computer is using.

Option	Description
Modem—(Dial-up)	This is the slowest type of internet connection.
DSL—(Broadband)	This is a high-speed internet connection that is common in many small businesses and homes.
LAN	This is the fastest connection. It is common in most company networks.

#### Troubleshooting Tips

- If you are having problems viewing the web meeting room because of network problems, choose a speed that is slower than the speed that is currently selected.
- If you choose **Modem** and you still have connection problems, inform a meeting moderator. The moderator can change the web meeting room settings by using procedures described in the [“Optimizing the Web Meeting Room Bandwidth” section on page 13-6](#).
- If you frequently have problems while you are connected via your company network, contact your Cisco Unified MeetingPlace Express system administrator.

## Reconnecting to the Web Meeting Room

If you have lost the connection to the Cisco Unified MeetingPlace Express web meeting room, the connection status indicator at the right end of the menu bar at the top of the web meeting room page is red. Cisco Unified MeetingPlace Express automatically attempts to reestablish your meeting connection, or you can initiate reconnection.

**Before You Begin**

Make sure that the colored indicator at the right end of the menu bar is red.

**Procedure**

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Click the red connection indicator.  |
| <b>Step 2</b> | Wait while Cisco Unified MeetingPlace Express initiates an attempt to bring you back online. |
- 

**Troubleshooting Tips**

If you are still unable to connect, inform a moderator of the meeting that you are attending.

## Monitoring Connection Status Indicators of All Participants

If the network connection of a participant is too slow compared to the network connection speed and bandwidth of the web meeting room, or if activity and settings in the web meeting room require more bandwidth than is available, participants will have problems viewing and participating in the web meeting.

The following web meeting room conditions require more bandwidth:

- Sharing complex, high-resolution, high-color images.
- Multiple active presenters.
- Rapid screen changes (for example, if a presenter flips slides quickly).

If you are a moderator, monitor the network connection for your participants to ensure that they can view and participate in the web meeting.

**Before You Begin**

- Read the [“Monitoring Connection Status Indicators of All Participants” section on page 13-4](#).
- You must be a moderator.



## Procedure

**Step 1** Locate the Participant List pod.

**Step 2** Click  > **Show Connection Status**.

A bandwidth sufficiency indicator appears to the right of each participant name.

**Step 3** Use the following table to determine whether participants are able to connect properly to the meeting:

Option	Description
No Icon	The user has an acceptable network connection.
	The connection of this user may not be adequate, and the user may not be able to easily view and participate in the web meeting.  (The connection bandwidth of this user is less than the current room bandwidth, the network that this user is on is experiencing high latency (between 0.2 and 4 seconds), or the network connection of this user is dropping 5% to 20% of packets.)
	The connection of this user is insufficient, and the user cannot view and participate in the web meeting.  (The network latency of this user is greater than four seconds, the web meeting room is on a LAN and the user is connecting at modem speed, or the network connection of this user is dropping over 20% of packets.)

## Troubleshooting Tips

- If the meeting has many passive participants and only one person is sharing content, set the web meeting room resolution to 1024x768. See the [“Setting the Screen Resolution of the Web Meeting Room”](#) section on page 8-9.
- Tell participants who are experiencing problems to reduce the speed of their network connection to the web meeting room. See the [“Changing Your Connection Speed to the Web Meeting Room”](#) section on page 13-2.

- If the preceding solutions do not solve the problem, reduce the network connection speed of the web meeting room. See the [“Optimizing the Web Meeting Room Bandwidth” section on page 13-6](#).

## Optimizing the Web Meeting Room Bandwidth

Moderators can optimize the meeting experience by setting the bandwidth of the web meeting room to match the average connection speed of the meeting participants.

### Before You Begin

- You must be in the web meeting room.
- You must be a moderator.

### Procedure

---

- Step 1** Locate the menu bar.
- Step 2** Choose **Meeting > Optimize Room Bandwidth**.
- Step 3** Set the room connection depending on your situation:

If	Do This
Participants are not experiencing connection problems.	Choose <b>LAN</b> .
You know that participants are attending the meeting through a broadband internet connection. or Participants experience connection problems when Optimize Room Bandwidth is set to LAN.	Choose <b>DSL</b> .
You know that participants are attending the meeting through a dial-up internet connection. or Participants experience connection problems when Optimize Room Bandwidth is set to DSL.	Choose <b>Modem</b> .

### Troubleshooting Tips

If you try the DSL setting and problems persist, try the Modem setting.







# CHAPTER 14

## Using Cisco Unified MeetingPlace Express Phone View

---

Cisco Unified MeetingPlace Express Phone View integrates the Cisco Unified MeetingPlace Express application with your Cisco Unified IP Phone.

To get general information about using your Cisco Unified IP Phone, see the documentation at:

[http://www.cisco.com/en/US/products/hw/phones/ps379/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html)



### Note

You must use the Cisco Unified MeetingPlace Express web pages to schedule meetings. You cannot schedule meetings through the Cisco Unified MeetingPlace Express Phone View.

- [Tips for Using Cisco Unified MeetingPlace Express with Your Cisco Unified IP Phone, page 14-2](#)
- [Setting Up Cisco Unified MeetingPlace Express Phone View, page 14-2](#)
- [Accessing Cisco Unified MeetingPlace Express Phone View, page 14-4](#)
- [Viewing Lists of Meetings On Your Cisco Unified IP Phone, page 14-5](#)
- [Viewing Meeting Details On Your Cisco Unified IP Phone, page 14-6](#)
- [Viewing Participant Lists and Details On Your Cisco Unified IP Phone, page 14-7](#)

# Tips for Using Cisco Unified MeetingPlace Express with Your Cisco Unified IP Phone

- You cannot use the numbered telephone keypad to respond to a prompt if information about Cisco Unified MeetingPlace Express meetings or participants is visible on your phone screen. Do the following in this situation:
  - Press the \* key if you want to exit the prompt menu.
  - For Cisco Unified IP Phone 7940 series and Cisco Unified IP Phone 7960 series: Press the **Services** button to exit all services; then, press the desired numbers on the telephone keypad to respond to audible prompts.
  - For Cisco Unified IP Phone 7970 series and Cisco IP Communicator: Click the telephone icon at the top left of the screen; then, press the desired numbers on the telephone keypad to respond to audible prompts.
- The softkeys at the bottom of the screen change depending on the information on the screen and your role in the meeting (for example, meeting owner, invited participant, current participant, or uninvolved person.)
- You can join a meeting that is in progress or is scheduled to begin soon. The exact time that you can join a meeting depends on settings made by your system administrator.

## Setting Up Cisco Unified MeetingPlace Express Phone View

### Before You Begin

- Obtain the following information from your system administrator:
  - The URL for setting up your Cisco Unified IP Phone services.
  - Your web username and password.
  - The name of your device or device profile. (This information pertains to your phone and is unrelated to your Cisco Unified MeetingPlace Express user profile.)
- Log in to Cisco Unified MeetingPlace Express.

## Procedure

---

- Step 1** Navigate to the URL for setting up services for your Cisco Unified IP Phone.
- This is information obtained from your system administrator.
  - Click **Yes** to any security alerts.
- Step 2** Enter your username and password.
- Step 3** Click **Log On**.
- Step 4** Choose a device or device profile to configure.
- This is information obtained from your system administrator.
- Step 5** Click **Configure your Cisco Unified IP Phone Services**.
- Step 6** Locate the Available Services field.
- Step 7** Choose **Cisco Unified MeetingPlace Express**.
- Step 8** Click **Continue**.
- Step 9** Enter the following information:
- Your phone extension as it appears on the screen of your Cisco Unified IP Phone.
  - Your Cisco Unified MeetingPlace Express username.
  - The Cisco Unified MeetingPlace Express password that is associated with your username.
- Step 10** Click **Subscribe**.
- Step 11** Click **Log Off**.
- 

## Related Topics

- [How to Resolve Problems with Cisco Unified MeetingPlace Express Phone View, page 16-22](#)

# Accessing Cisco Unified MeetingPlace Express Phone View

## Before You Begin

- Read the [“Tips for Using Cisco Unified MeetingPlace Express with Your Cisco Unified IP Phone”](#) section on page 14-2.
- Complete the [“Setting Up Cisco Unified MeetingPlace Express Phone View”](#) section on page 14-2.

## Procedure

---

**Step 1** Press **Services** on your Cisco Unified IP Phone.



**Tip** The Services button varies according to the phone model. If you cannot locate the correct button, see the [“Setting Up Cisco Unified MeetingPlace Express Phone View”](#) section on page 14-2.

---

**Step 2** Press the up and down arrows on your phone to move the highlighted bar to the item that you want to select.

**Step 3** Press the **Select** softkey.

Depending on the list you are working with, you may be able to press other softkeys to perform a desired action.



**Tip** You can also select your service by pressing the number on your telephone keypad that corresponds to the item that you want to select.

---

## Troubleshooting Tips

- If the item that you are looking for is not visible on the screen, use the following methods to locate it:
  - Press the up and down arrows on your phone to scroll through the list.
  - Press **9** to view the next screen of items or **1** to view the previous screen.

**Tip**

Not all items on a screen are visible at one time; scroll up or down to see all items before you view the next or previous screen.

- Press **Help** to access the help system. If you do not see a Help softkey at the bottom of your screen, press **more**.

**Related Topics**

- [How to Resolve Problems with Cisco Unified MeetingPlace Express Phone View, page 16-22](#)

## Viewing Lists of Meetings On Your Cisco Unified IP Phone

**Before You Begin**

- Read the “[Tips for Using Cisco Unified MeetingPlace Express with Your Cisco Unified IP Phone](#)” section on page 14-2.
- Complete the “[Accessing Cisco Unified MeetingPlace Express Phone View](#)” section on page 14-4.

**Procedure**

Complete one of the following actions:

To	Do This
View meetings for today.	Press the number that appears beside <b>Today's Meetings</b> in the list.
View continuous meetings.	Press the number that appears beside <b>Continuous Meetings</b> in the list

**Related Topics**

- [How to Resolve Problems with Cisco Unified MeetingPlace Express Phone View, page 16-22](#)

# Viewing Meeting Details On Your Cisco Unified IP Phone

You can view information about any meeting that appears in the list of Today's Meetings or the list of continuous meetings, and for any meeting for which you know the meeting ID.

## Before You Begin

- Read the [“Tips for Using Cisco Unified MeetingPlace Express with Your Cisco Unified IP Phone”](#) section on page 14-2.
- Complete the [“Accessing Cisco Unified MeetingPlace Express Phone View”](#) section on page 14-4.

## Procedure

---

### Step 1 Select your meeting.

- If you do not know the meeting ID, do this:
  1. Open a list of meetings.
  2. Select the meeting that you want to view.
- If you know the meeting ID, do this:
  1. Press **1**.
  2. Use the numbers on your telephone keypad to enter the meeting ID.
  3. Press the **Submit** softkey.

Meeting details appear on the screen. Labels at the bottom of the screen indicate the options that you can perform by using the softkeys below the screen.

### Step 2 Press the up and down arrows on your phone to scroll through the details.

---

## Related Topics

- [Viewing Lists of Meetings On Your Cisco Unified IP Phone](#), page 14-5
- [How to Resolve Problems with Cisco Unified MeetingPlace Express Phone View](#), page 16-22

# Viewing Participant Lists and Details On Your Cisco Unified IP Phone

When you view a roster of current participants, it shows the participants who are present in the meeting at the moment that you view the list. When you view the invitee list, you see the names of all participants who were invited to the meeting, but that may not actually be in the meeting.

**Note**

The roster never reflects name changes made to the participant list in the web meeting room.

**Before You Begin**

- Read the [“Tips for Using Cisco Unified MeetingPlace Express with Your Cisco Unified IP Phone”](#) section on page 14-2.
- Join the voice meeting as a profiled user via your Cisco Unified IP Phone.
- Complete the [“Viewing Meeting Details On Your Cisco Unified IP Phone”](#) section on page 14-6 for the meeting that you want to view. The meeting must be currently in session, as indicated by an @ symbol in front of the meeting subject in the list of meetings.

**Procedure**

Complete one or more of the following actions:

To	Do This
See a list of current meeting participants.	Press the <b>Roster</b> softkey.
See the status of each participant.	<p>Look at the icon that appears to the left of each name. Participants in the meeting may display more than one of these indicators.</p> <ul style="list-style-type: none"> <li>• A telephone handset icon indicates a current participant on the telephone.</li> <li>• A telephone handset icon with an X beside it indicates a participant who is muted.</li> <li>• A monitor-and-keyboard icon indicates a participant who is in the web meeting room.</li> <li>• No icon indicates an invitee who has not joined the meeting</li> </ul>
See an updated participant list	<p>Press the <b>CurRstr</b> softkey.</p> <p>If you do not see a CurRstr softkey, press <b>more</b>.</p>
See a list of invited participants who may or may not be in the meeting.	Press the <b>Invnt</b> softkey.
See participant details.	Select the name of the participant.
See who is speaking.	<p>Press the <b>CurSpkr</b> softkey</p> <p>The name of the current speaker appears above the softkey labels at the bottom of the screen, under the participant list. If multiple people are speaking, you see will Multiple Speakers.</p>



### Related Topics

- [How to Resolve Problems with Cisco Unified MeetingPlace Express Phone View, page 16-22](#)





# CHAPTER 15

## Changing Your Cisco Unified MeetingPlace Express Preferences

---

The Cisco Unified MeetingPlace Express system stores your personal and meeting settings in your user profile. These profile settings are initially set by your system administrator, but you can change some of them later.

This section describes how to change the settings that you have permission to change.

- [Changing Your Personal Profile Settings, page 15-2](#)
- [Changing Both Your Web and Phone Passwords, page 15-2](#)
- [Changing Your Phone Password, page 15-3](#)
- [Specifying Your Preferred Method of Joining Meetings, page 15-4](#)
- [Recording Your Profile Name, page 15-6](#)
- [Assigning a Delegate to Schedule Meetings on Your Behalf, page 15-7](#)
- [Changing Your Time Zone, page 15-7](#)
- [Choosing a Date Format, page 15-8](#)
- [Changing the Entry and Exit Announcements from Your Cisco Unified IP Phone, page 15-9](#)

# Changing Your Personal Profile Settings

## Before You Begin

- You must be on the company network.
- Log in to Cisco Unified MeetingPlace Express as a profiled user.

## Procedure

---

**Step 1** Click **Profile**.



**Note** The Profile link appears on every screen except for the web meeting room screen.

---

**Step 2** Make changes keeping the following in mind:

- For First Name and Last Name, the maximum length for these fields is 32 characters.
- For Language, the language you choose only affects the web and audio interfaces after you log in. Before you log in, or if you are a guest, you will see and hear the system default language that your system administrator has chosen for your Cisco Unified MeetingPlace Express system.
- If you choose English (US), your clock will be in the 12-hour format. If you choose any language other than English (US), your clock will be in the 24-hour format.

**Step 3** Click **Update profile**.

---

# Changing Both Your Web and Phone Passwords

This topic describes how to change both your web and phone passwords from the Web interface.

## Before You Begin

Make sure that you are logged in to the system as a profiled user.

### Procedure

---

- Step 1** Click **Profile**.
- Step 2** Click **Change Password** for the password you want to change.



**Note** If there is no Change Password button, you cannot change this password.

---

- Step 3** Enter your current password.
- Step 4** Enter your new password.
- Step 5** Enter your new password again to verify that you entered it correctly.
- Step 6** Click **Save**.
- Step 7** Repeat [Step 2](#) through [Step 6](#) for your other password, if desired.
- 

### Related Topics

- [Changing Your Phone Password, page 15-3](#)
- [Password Restrictions, page A-1](#)

## Changing Your Phone Password

This topic describes how to change only your phone password from your touch-tone phone.

### Before You Begin

Know your current [phone profile number](#) and password.

### Procedure

---

- Step 1** Dial the Cisco Unified MeetingPlace Express phone number.
- Step 2** Press **2#**.
- Step 3** Follow the prompts.

When you are finished, the system begins the prompts again from the beginning of the list.

**Step 4** Press **3#** and follow the prompts to enter your new password.

---

#### Related Topics

- [Changing Both Your Web and Phone Passwords, page 15-2](#)
- [Password Restrictions, page A-1](#)

## Specifying Your Preferred Method of Joining Meetings

Depending on settings made by your system administrator, you may be able to choose how you want to join meetings of which you are the owner or to which you are invited. The options are:

- The system calls you automatically when the meeting starts.
- You initiate the call process each time you join a meeting.



**Note** The system can call you at the beginning of meetings to which you have been invited only if the scheduler invited you by using the method described in the [“Inviting Participants by Using the Directory” section on page 3-1](#).

---

#### Before You Begin

Make sure that you are logged in to the system as a profiled user.

#### Procedure

---

**Step 1** Click **Profile**.

**Step 2** Locate the Method of Attending parameter.



**Note** If you cannot find this parameter, you do not have permission to specify your preferred method of attending. Skip the remainder of this procedure.

**Step 3** Specify how you prefer to join the voice component of your meetings.

- If your system is configured for video conferencing, this parameter also indicates how you prefer to join the video component of your meetings.
- The Find Me feature applies for meetings that you schedule or start, and meetings to which you are invited where the meeting scheduler used the directory to specify you as an invitee.

**Step 4** If you chose Find Me, enter up to two phone numbers plus an optional pager number in the order that you want the system to try.

- For each number that you enter, specify the type of number that it is.
- If the number is connected to a video endpoint, the system will recognize this as such when you are connected.
- Enter each phone number in the same format that you would use to dial that number from the telephone on your desk.
- You can enter only one pager number among the three options as follows:

For This	Do This
Direct dial pager	Enter the telephone number of the pager.
Non direct dial pager	Enter your PIN number for the pager system.



**Tip** If you enter a pager number, we recommend that you enter it as the last option in your list since delays in many pager services may result in Cisco Unified MeetingPlace Express calling the other numbers in addition to the pager number.



**Note** When you specify a pager number, you can enter numbers, spaces, and the # and \* symbols. Cisco Unified MeetingPlace Express ignores all other characters.

Step 5 Click **Update profile**.

Step 6 Click **Logoff**.

---

## Recording Your Profile Name

All profile users are announced when they first enter a Cisco Unified MeetingPlace Express meeting. Use this procedure to record your name so that the system can introduce you in future meetings. If you do not record your name, the system will prompt you for your name each time it dials out to you to join a meeting.



### Note

You may also be prompted to record your name when you dial in to attend a meeting. If this occurs, follow the prompts to record your name.

---

### Before You Begin

Know your [phone profile number](#) and password.

### Procedure

---

- Step 1 Dial your Cisco Unified MeetingPlace Express telephone number.
  - Step 2 Press **2#**.
  - Step 3 Follow the prompts to enter your phone profile number and password.
  - Step 4 Press **2#** and follow the prompts.
-



# Assigning a Delegate to Schedule Meetings on Your Behalf

A delegate is a profiled Cisco Unified MeetingPlace Express user who can schedule and reschedule meetings on your behalf. Your delegate has the same meeting privileges as the meeting scheduler.

As a profiled user, you can have only one delegate. However, a delegate can act on behalf of multiple users.

## Before You Begin

- Ask your system administrator who can be your delegate. Not all users can be delegates.
- Make sure that you are logged in to the system as a profiled user.

## Procedure

- 
- |        |   |
|--------|---|
| Step 1 | Click <b>Profile</b> .  |
| Step 2 | Locate the Assign Delegate parameter.   |
| Step 3 | Enter the Cisco Unified MeetingPlace Express <a href="#">username</a> of the person who will schedule meetings for you. |
| Step 4 | Click <b>Update Profile</b> .   |

The next time your delegate logs on and clicks **Schedule**, your username will appear in the Schedule on behalf of list.

---

## Related Topics

- [Scheduling a Meeting on Behalf of Another User, page 2-10](#)

# Changing Your Time Zone

You can change the time zone that the system uses to configure your scheduling and notification activities.

### Before You Begin

Make sure that you are logged in to the system as a profiled user.

### Procedure

- 
- Step 1** Click **Profile**.
- Step 2** Locate the Region field.
- Step 3** Choose a region.
- The region that you choose determines the time zones that you will see.
  - If you plan to choose the “Localtime” time zone, choose **Other** for Region.




---

**Tip** The “Localtime” option is most useful if your company or organization has locations in only one time zone. If you want to choose this option, you must first choose Other from the Region field.

---

- Step 4** Choose a time zone.
- Step 5** Click **Update Profile**.
- 

## Choosing a Date Format

On some systems, you can choose in what format you want dates to appear on Cisco Unified MeetingPlace Express web pages.

### Before You Begin

- Make sure that your browser accept cookies. If you delete cookies in your browser, you must perform this task again.
- Open a browser and enter the URL of the Cisco Unified MeetingPlace Express server.

### Procedure

- 
- Step 1** Click **Attend**.

**Step 2** Choose a language from the bottom of the Attend page:

To	Do This
Use dates in the MM/DD/YYYY format.	Choose <b>English (US)</b> .
Use dates in the DD/MM/YYYY format.	Choose <b>English (UK)</b> , <b>English (AU)</b> , or <b>French (FR)</b> .
Use dates in the DD.MM.YYYY format.	Choose <b>German</b> .
Use dates in the YYYY-MM-DD format.	Choose <b>French (CA)</b> .



**Note** If you do not see any languages at the bottom of the Attend page, your system does not offer this feature.

## Changing the Entry and Exit Announcements from Your Cisco Unified IP Phone

By default, the system announces participants as they enter and exit the meeting. You can change these announcement options if you are the meeting scheduler for both future meetings and meetings that are in progress.

### Before You Begin

- You must be the meeting owner.
- You must have Cisco Unified MeetingPlace Express Phone View installed on your Cisco Unified IP Phone.
- Complete the [“Viewing Meeting Details On Your Cisco Unified IP Phone” section on page 14-6](#) for the meeting that you want to modify.

## Procedure

---

- Step 1** Press the **Ancmnts** [softkey](#).
- If you do not see Ancmnts, press **more**.
- Step 2** Select the announcement that you want to change.
- Press **1** to change the entry announcement.
  - Press **2** to change the exit announcement.
- Step 3** Choose the announcement style that you want.
- Press **1** to hear a beep plus the recorded name of the participant who is arriving or departing.
  - Press **2** to hear only a beep when a participant arrives or departs.
  - Press **3** to allow participants to arrive or depart silently.
- Step 4** Press **Close**.
- Step 5** (Optional) Repeat [Step 2](#) through [Step 4](#) to change the other announcement.
-



# CHAPTER 16

## Troubleshooting and Getting Help

---

This section provides troubleshooting information for common Cisco Unified MeetingPlace Express issues.

- [How to Get Help, page 16-1](#)
- [How to Resolve Log In Problems, page 16-2](#)
- [How to Resolve Schedule Meeting Problems, page 16-4](#)
- [How to Resolve Find Meeting Problems, page 16-7](#)
- [How to Resolve Meeting Notification Problems, page 16-8](#)
- [How to Resolve Password Problems, page 16-9](#)
- [How to Resolve Join Meeting Problems, page 16-10](#)
- [How to Resolve Problems Joining the Web Meeting Room, page 16-12](#)
- [How to Resolve Problems During a Meeting, page 16-14](#)
- [How to Resolve Voice Meeting Problems, page 16-19](#)
- [How to Resolve Video Meeting Problems, page 16-20](#)
- [How to Resolve Problems with Cisco Unified MeetingPlace Express Phone View, page 16-22](#)

## How to Get Help

- [Finding End-User Documentation, page 16-2](#)
- [Getting Help From a Live Attendant, page 16-2](#)

## Finding End-User Documentation

Documentation for end users of Cisco Unified MeetingPlace Express includes online help links in the application, a PDF version of the online help, and Quick Start Guides.

For the latest version of all end-user documentation visit the following:

[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)

## Getting Help From a Live Attendant

If your organization has enabled the live attendant feature, you can obtain human assistance by telephone.

### Before You Begin

- Know what version of Cisco Unified MeetingPlace Express you are using. From the web meeting room, click **Help > About Cisco MeetingPlace Express**.
- Know what version of the Flash Player you are using. Right-click anywhere in the web meeting room and choose **About Macromedia Flash Player 7** then click **OK**.

### Procedure

If	Do This
You are in a voice or meeting.	Press #, then 0.
You are not in a voice or video meeting.	<ol style="list-style-type: none"> <li>1. Dial the Cisco Unified MeetingPlace Express phone number.</li> <li>2. Press 0, then #.</li> </ol>

## How to Resolve Log In Problems

- [Cannot Log In Through the Telephone, page 16-3](#)

- [Cannot Remember My Phone Profile Number, page 16-3](#)
- [Cannot Log In with the Same User Name, page 16-4](#)
- [Cannot See Log In Entries, page 16-4](#)

## Cannot Log In Through the Telephone

**Problem** I cannot log in to by telephone or by using Cisco Unified MeetingPlace Express Phone View on my Cisco Unified IP Phone, or I get an error when I log in (“user not recognized” or “profile does not exist.”)

**Possible Cause** Your profile is not initialized in the Cisco Unified MeetingPlace Express system.

**Solution** Go first to your Cisco Unified MeetingPlace Express web URL and log in using your username and password to initialize your [profile](#). Then try to log in again through your standard or Cisco Unified IP Phone.

## Cannot Remember My Phone Profile Number

**Problem** I cannot log in to Cisco Unified MeetingPlace Express by telephone because I cannot remember my phone profile number.

### Solution

If you know your Web username and password, do the following:

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Log in to Cisco Unified MeetingPlace Express. |
| <b>Step 2</b> | Click <b>Profile</b> to see this information. |
- 

If you do not know your Web username and password, contact your system administrator.

## Cannot Log In with the Same User Name

**Problem** I checked **Remember Me** and I need to log in with a different username.

**Solution**

- 
- Step 1 Click **Log Off** from the top of any page.
  - Step 2 Enter the other username and password.
  - Step 3 Uncheck **Remember Me**.
  - Step 4 Click **Log In**.
- 

**Related Topics**

- [How to Resolve Password Problems, page 16-9](#)

## Cannot See Log In Entries

**Problem** I checked **Remember Me** and now when I try to log in, my log-in entries get erased and I cannot log in.

**Solution**

- 
- Step 1 Close the browser window and open a new one.
  - Step 2 Enter your Cisco Unified MeetingPlace Express URL again.
- 

## How to Resolve Schedule Meeting Problems

- [Cannot See the Schedule Link, page 16-5](#)
- [Schedule Meeting Failed Error, page 16-5](#)
- [Cannot Schedule Web Meeting, page 16-6](#)
- [Meeting ID Unavailable, page 16-6](#)



- [No Notifications After Updating Microsoft Outlook-Scheduled Meeting, page 16-6](#)

## Cannot See the Schedule Link

**Problem** After entering the URL for my Cisco Unified MeetingPlace Express server, I see the Cisco Unified MeetingPlace Express home page but a number of links, including Schedule and Find, are missing.

**Possible Cause** You are accessing the incorrect URL.

**Solution** See the [“Cannot See the Find Link” section on page 16-7](#).

## Schedule Meeting Failed Error

**Problem** When I try to schedule a meeting, I receive this error: “Schedule meeting failed.”

**Solution** The system was unable to schedule your meeting for the reason indicated on your screen. Use the tips provided to try again to reschedule your meeting. Some common reasons for scheduling failure include:

- You did not enter all the required information.
- If you specified a meeting ID, it is not unique for the date, time, and duration for which you are scheduling the meeting. Try changing the meeting ID.
- There are not enough resources available on the system at the date and time for which you are trying to schedule the meeting. Try choosing a different date or time or entering a smaller number of participants, if possible.

## Cannot Schedule Web Meeting

**Problem** I am trying to schedule a meeting with both web and voice. When I click Schedule, I get a system message asking if I want to schedule an audio-only meeting.

**Possible Cause** Web meetings are dependent on the availability of web licenses. If you try to schedule a meeting when there are not enough web licenses available, the system will give you the option to schedule a meeting with audio only.

**Solution** If an audio-only meeting is not suitable, try to change the time or date of your meeting or consider limiting your list of participants.

## Meeting ID Unavailable

**Problem** I'm trying to schedule a meeting with a certain meeting ID, but I receive an error that the meeting ID is unavailable. I know that there are no other meetings that include that meeting ID at the time I am trying to schedule.

**Solution** To allow participants to join a meeting shortly before the meeting officially begins, and to enable a meeting to be extended if necessary, the actual duration that the system reserves for a meeting may be longer than the time that the scheduler specifies. Therefore, it may not be possible to schedule two meetings that include the same meeting ID very close together. The system administrator makes the settings that affect this functionality.

## No Notifications After Updating Microsoft Outlook-Scheduled Meeting

**Problem** I scheduled a meeting using Microsoft Outlook and then modified the meeting using another interface, but none of the invitees received an updated meeting notification.

**Solution** When you schedule a meeting using Microsoft Outlook and then modify or delete the meeting using a different interface, such as the web, the system does not send out updated notifications.

# How to Resolve Find Meeting Problems

- [Cannot See the Find Link, page 16-7](#)
- [My Meetings Option is Unavailable, page 16-7](#)
- [Meeting is Missing, page 16-7](#)

## Cannot See the Find Link

**Problem** After entering the URL for my Cisco Unified MeetingPlace Express server, I see the Cisco Unified MeetingPlace Express home page but a number of links, including Schedule and Find, are missing.

**Possible Cause** It is possible that your Cisco Unified MeetingPlace Express system is configured for both internal (on the company network) and external (Internet) access and that you have accessed the URL for external access.

**Solution** Check the URL you entered and make sure that it is directed to go to the internal system. This may require you to contact the meeting scheduler or system administrator.

## My Meetings Option is Unavailable

**Problem** I want to find my meetings, but the My Meetings option does not appear on the Find Meeting page.

**Solution** Make sure that you are logged in with your Cisco Unified MeetingPlace Express username and password.

## Meeting is Missing

**Problem** The meeting I am looking for does not appear on the list, but I know it should be there.

**Solution** Try the following solutions:

- The list of meetings may be too long to fit on one screen. Click the links at the bottom to see more meetings in the list.

- Make sure you have selected the correct radio button for the type of meeting or recording you are trying to find.
- Check the date range of your search. Be sure you entered the year using four digits.
- The meeting you are searching for may not be a [published meeting](#).

## How to Resolve Meeting Notification Problems

- [Scheduler Does Not Receive Meeting Notifications, page 16-8](#)
- [Invitees Do Not Receive Meeting Notifications, page 16-8](#)

### Scheduler Does Not Receive Meeting Notifications

**Problem** I am not receiving meeting notifications to meetings that I am invited to.

**Solution** Try the following solutions:

- Ensure that your e-mail address is entered correctly in your profile.
- The meeting scheduler may have entered your e-mail address incorrectly when scheduling the meeting. Contact the scheduler to verify your e-mail address.
- Your system administrator may have set options that prevent you from receiving some or all meeting notifications. Contact your system administrator.
- Network or other problems may exist. Contact your system administrator.

### Invitees Do Not Receive Meeting Notifications

**Problem** Some or all of the people I invite to my meetings do not receive notifications or updated invitations.

**Solution** The system automatically sends updated meeting notifications if any of the following changes:

- Start time

- Meeting ID
- Password
- List of invitees

No other changes will generate a notification. If you made one of the listed changes and still have a notification issue, consider the following:

- The e-mail addresses of your invitees may not be entered correctly in their profiles. Alert invitees who do not receive the notifications, and recommend that they check the addresses in their profiles.
- You may not have entered the e-mail addresses of your invitees correctly when you scheduled the meeting. Verify the addresses of invitees who do not receive the notifications.
- Your system administrator may have set options that prevent some recipients from receiving some or all meeting notifications, or that prevent e-mail notifications from being sent when you schedule or reschedule meetings. Contact your system administrator.

#### Related Topics

- [How to Invite Participants During the Scheduling Process, page 3-1](#)

## How to Resolve Password Problems

- [Forgotten Password, page 16-9](#)
- [Password Does Not Work, page 16-10](#)
- [Do Not Have Meeting Password, page 16-10](#)

## Forgotten Password

**Problem** I cannot remember my password.

**Solution** Contact your system administrator.

## Password Does Not Work

**Problem** My password does not work.

**Solution** Check the following:

- Passwords are case sensitive. Make sure Caps Lock is not on.
- Make sure you entered the correct password; every profiled user has two passwords: one for logging in via the web and one for logging in via telephone.

**Related Topics**

- [Your User IDs and Passwords, page 1-2](#)

## Do Not Have Meeting Password

**Problem** I do not have the meeting password.

**Solution** Check to see if the password is specified in an e-mailed meeting invitation. If it is not, or you did not receive a meeting notifications, contact the meeting scheduler.

## How to Resolve Join Meeting Problems

- [Meeting Still Available 30 Minutes After End, page 16-11](#)
- [Error: Meeting ID Not Found, page 16-11](#)
- [Error: No System Resources Available, page 16-11](#)
- [System Does Not Call Me for Meetings, page 16-12](#)

## Meeting Still Available 30 Minutes After End

**Problem** I scheduled a meeting to last for one hour. No one attended, but the meeting is still available 30 minutes after the meeting was supposed to end.

**Possible Cause** The system is configured to release ports for a meeting 30 minutes after the meeting is scheduled to end.

**Solution** Do nothing. This is normal behavior. If you know that the meeting will be unattended, make sure that you cancel the meeting before it starts to release the scheduled ports.

## Error: Meeting ID Not Found

**Problem** I am on the Cisco Unified MeetingPlace Express web page. When I enter the meeting ID that I have been given, I get an error message: Meeting ID not found.

**Possible Cause** It is possible that your Cisco Unified MeetingPlace Express system is configured for both internal (on the company network) and external (Internet) access and that you have accessed the URL for external access.

**Solution** Check the URL you entered and make sure that it is directed to go to the internal system. This may require you to contact the meeting scheduler or system administrator. If you know the URL for the internal system, try using your meeting ID on that web site.

## Error: No System Resources Available

**Problem** I am trying to join a web meeting, but see an error message similar to “No system resources available for operation.”

**Possible Cause** Your system does not have enough web conferencing licenses available.

**Solution** Contact your system administrator to have more web conferencing licenses added to your system or wait until some licenses become available (such as when other end users have finished their web meetings).

## System Does Not Call Me for Meetings

**Problem** The system does not automatically call me in to the meeting when it should.

**Possible Cause** There may be a problem with your profile configuration regarding how the system finds you for a meeting.

**Solution** Contact your system administrator to review your profile configuration.

## How to Resolve Problems Joining the Web Meeting Room

- [Cannot Join Web Meeting Room, page 16-12](#)
- [Repeated Prompts to Download Adobe Flash Player, page 16-14](#)
- [Cannot Join a Locked Meeting, page 16-14](#)

## Cannot Join Web Meeting Room

**Problem** I cannot join the web meeting room.

**Possible Cause** Unknown.

**Solution** Try the following solutions:

- Run the browser test to be sure your computer and software are compatible with the web meeting room. For information, see the [“Preparing to Join a Meeting for the First Time”](#) section on page 5-3.
- If you downloaded the correct version of the Adobe Flash Player during the [browser test](#), then after it is installed, close all browser windows, open a new browser window, and try again to connect to the meeting.
- Verify that your internet connection is working properly by verifying that you can connect successfully to other web sites.
- Disable any pop-up blockers or unblock the Cisco Unified MeetingPlace Express URL to access the meeting.



- Try clearing the cache of your browser.
- Try connecting from another computer.
- There may be issues on the side of the meeting presenter or an issue with the event.
- Your system may not have enough capacity to accommodate you. You can try again later to join the web portion of your meeting and see if capacity has become available.

**Possible Cause** You are trying to join a meeting through the internal Cisco Unified MeetingPlace Express server when you are off the company network.

**Solution** Check the e-mail notification you received. If the meeting was scheduled to permit participants who are not on the company network, there should be a Meeting URL link for an external system. Click that link to join your meeting.

**Possible Cause** You are trying to access the meeting from behind a proxy server and you are using Microsoft Internet Explorer.

#### Solution

---

- Step 1 Open a Microsoft Internet Explorer browser window.
  - Step 2 Choose **Tools > Internet Options > Advanced**.
  - Step 3 Check **Use HTTP 1.1 through proxy connections** and click **OK**.
  - Step 4 Close all browser windows then re-open them.
  - Step 5 Try again to connect to the meeting.
- 

**Possible Cause** You do not have the correct version of the Flash Player and you cannot obtain it from the Browser Test.

#### Solution

---

- Step 1 Open a web browser and go to [http://www.macromedia.com/shockwave/download/download.cgi?P1\\_Prod\\_Version=ShockwaveFlash](http://www.macromedia.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash).
- Step 2 Click **Install Now**.

- Step 3** After the player is installed, close all browser windows, then re-open them.
- Step 4** Try again to connect to the meeting.
- 

### What to Do Next

If you still cannot join the web meeting room, contact your Cisco Unified MeetingPlace Express system administrator.

## Repeated Prompts to Download Adobe Flash Player

**Problem** I have already downloaded the Adobe Flash Player and Cisco Unified MeetingPlace Express is prompting me to download it again.

**Solution** If you have multiple browsers installed on your computer, the system will prompt you to download the Adobe Flash Player the first time you use each browser to join the web meeting room.

## Cannot Join a Locked Meeting

**Problem** I have requested to join a locked meeting but nothing is happening. I know that I am welcome in the meeting.

**Solution** See the [“Requesting Entry to a Locked Meeting”](#) section on page 5-11.

## How to Resolve Problems During a Meeting

- [Unstable Web Meeting Room, page 16-15](#)
- [Black Screen Appears, page 16-15](#)
- [Screen Objects Missing, page 16-16](#)
- [Volume Controls Are Disabled, page 16-16](#)
- [Permissions Are Incorrect, page 16-16](#)
- [Participant Listed Twice, page 16-17](#)
- [Cannot Install Cisco Unified MeetingPlace Express Add-in, page 16-17](#)

- [Sharing Problems, page 16-18](#)
- [Blue Box Appears, page 16-18](#)

## Unstable Web Meeting Room

**Problem** My web meeting room is breaking up or redrawing very slowly, or does not stay connected.

**Solution** Try the following solutions:

- Make sure that you are not using any other applications or processes that are network-intensive. For example, do not download video files from the Internet while you are attending a meeting.
- Click **Help > Connection Status** to verify that your connection is adequate. If not, try choosing a lower bandwidth.
- If you are attending via modem, make sure that you are not doing any other activity that uses the available modem bandwidth.
- If you continue to experience network connection problems, ask a meeting moderator to reduce the speed of the web meeting room connection.

### Related Topics

- [Changing Your Connection Speed to the Web Meeting Room, page 13-2](#)
- [Optimizing the Web Meeting Room Bandwidth, page 13-6](#)

## Black Screen Appears

**Problem** Sometimes a black screen appears when someone is sharing.

**Solution** This is normal. The Share pod area is black while the presenter selects the content to share.

## Screen Objects Missing

**Problem** Buttons and options are missing from my view of the web meeting room.

**Solution** You may not have the permission level that you expect to have. Users with audience or presenter permissions have fewer privileges in the web meeting room than those with moderator permissions. You can send a message to a moderator, or ask in the meeting, to request a different permission level.

## Volume Controls Are Disabled

**Problem** Volume and mute controls in the participant list are dimmed.

**Solution** Whether the participant is yourself or another participant whose volume you are trying to change:

- If the participant has not already joined via telephone, voice options are not available when the name of that participant is selected.
- If the participant has joined the web and voice meetings separately, the participant will be listed twice unless a moderator has merged the instances. The voice controls will be dimmed if you select the instance that has joined the web meeting. To modify voice options, first merge the two instances, or select the instance that has joined the voice meeting.
- If you have selected multiple participants in the list, if any of the selected participants appears in the list as a web-only participant, deselect that entry in the list.

### Related Topics

- [Merging Two Instances of a Participant in the Participant List, page 8-6](#)

## Permissions Are Incorrect

**Problem** I am a profiled user but I enter the web meeting room with only presenter permissions. I should have moderator privileges.

**Solution** Make sure that you logged in as a profiled user. If you enter as a guest user, you will have only presenter permissions.

## Participant Listed Twice

**Problem** A participant appears twice in the participant list.

**Possible Cause** This can be caused by one of the following:

- A participant has dialed in to join the meeting instead of having the system dial out to him.
- A guest user has dialed in to the meeting, been renamed in the participant list, then left the conference. If the guest dials in again, the person enters as a separate entity.
- A participant has entered the voice/video and web meetings separately, entering one instance as a profiled user (by logging in), and the other as a guest (without logging in). Or the participant has entered both instances as a guest.

**Solution** If you have moderator permissions, merge the two entries that are known to be the same participant.

### Related Topics

- [Merging Two Instances of a Participant in the Participant List, page 8-6](#)

## Cannot Install Cisco Unified MeetingPlace Express Add-in

**Problem** I get an error when I try to download the Cisco Unified MeetingPlace Express Add-in from inside the web meeting room.

**Possible Cause** You may lack the appropriate permissions to install an application on a local hard drive or some antivirus software is preventing the installation of an executable file on a local hard drive.

**Solution** Contact your system administrator to assist you with your permissions or antivirus software configuration.

### Related Topics

- [Preparing to Share Content, page 9-2.](#)

## Sharing Problems

**Problem** I cannot share my screen or a document.

**Solution** Try the following solutions:

- Ensure that you are a presenter or moderator by checking the participant list. Roll your mouse over the icons to the left of your name to see your [permission level](#).
- Make sure that have installed the Cisco Unified MeetingPlace Express Add-in.
- If you are using Microsoft Internet Explorer, be sure that you have the latest version of Internet Explorer installed. If it is not possible to update, and you have an older version such as Internet Explorer 5, make sure the browser certification is current. Check the Microsoft Windows Update web site, for Root Certification Update under the operating system section.

### Related Topics

- [Preparing to Share Content, page 9-2](#)

## Blue Box Appears

**Problem** I am sharing my screen, but participants see only a blue box with a checked pattern.

**Possible Cause** You are hiding the application that you want to share with other applications or documents on your screen.

**Solution** If you are sharing one application, rather than the entire screen, that application must be visible on your screen at all times. Click the document or application that you want to share in order to bring it to the front for sharing.

### Related Topics

- [Sharing a Screen During a Meeting, page 9-3](#)

# How to Resolve Voice Meeting Problems

- [Difficulty Hearing Participants, page 16-19](#)
- [Excessive Background Noise, page 16-19](#)
- [Names Missing from Announcements, page 16-20](#)
- [Phone Key Commands Do Not Work, page 16-20](#)

## Difficulty Hearing Participants

**Problem** Some voices are very low and no one can hear them.

**Solution** Increase the input volume of those participants.

### Related Topics

- [Changing the Volume of Individual Participants, page 8-4](#)

## Excessive Background Noise

**Problem** There is a lot of unwanted noise in the meeting.

### Solution

- 
- |        |   |
|--------|---|
| Step 1 | Determine the source of the noise.  |
|        | a. Select all participants and mute them.                                 |
|        | b. Unmute them one by one until you hear the unwanted noise.              |
| Step 2 | Mute the offending line or reduce the input volume of those participants. |
- 

### Related Topics

- [Muting and Unmuting Participants from the Web Meeting Room, page 8-2](#)
- [Changing the Volume of Individual Participants, page 8-4](#)

## Names Missing from Announcements

**Problem** I do not hear the names of some participants when they enter or exit the meeting, even though the announcement options are set to Beep + Name.

**Solution** The name of the participant was probably not recorded when the participant logged in to the system. All participants are prompted to record their name when they join a meeting via voice. If you require that all participants in the voice portion of your meeting identify themselves by name, tell the participants that they must record their names when they hear the prompt.

## Phone Key Commands Do Not Work

**Problem** I am trying to use telephone commands, but nothing happens when I press the number buttons.

**Possible Cause** If you have been using Cisco Unified MeetingPlace Express Phone View on your Cisco Unified IP Phone and information about meetings or participants is visible on the screen of the phone, you cannot enter commands from the telephone keypad.

**Solution** Read the [“Tips for Using Cisco Unified MeetingPlace Express with Your Cisco Unified IP Phone”](#) section on page 14-2.

## How to Resolve Video Meeting Problems

- [Video Camera Does Not Launch, page 16-21](#)
- [Cannot See Image When Using Cisco Unified Video Advantage, page 16-21](#)
- [Time Delay When Switching Between Active Speakers, page 16-21](#)



## Video Camera Does Not Launch

**Problem** I am calling through a phone that is connected to my video endpoint, but my video window does not launch.

**Possible Cause** Your video endpoint and phone are not configured properly.

**Solution** Contact your system administrator to verify your configuration.

**Possible Cause** The meeting is not scheduled as a video meeting.

**Solution** Do nothing. Video will not launch if the meeting was not scheduled as a video meeting.

## Cannot See Image When Using Cisco Unified Video Advantage

**Problem** I am using Cisco Unified Video Advantage as my video endpoint. My video window launched, but I cannot see an image.

**Possible Cause** You changed the video bit rate on the Cisco Unified Video Advantage console. If the bit rate falls lower than what is supported by the meeting, you will not see video.

**Solution** Try the following:

- 
- Step 1** Open your Cisco Unified Video Advantage console.
  - Step 2** Choose **Settings > Video Quality**.
  - Step 3** Move the slider up to the minimum bit rate for the meeting.
  - Step 4** Close the console.
- 

## Time Delay When Switching Between Active Speakers

**Problem** I see a delay of a few seconds whenever the video display switches from one active speaker to another.

**Solution** Do nothing. This is expected behavior.

# How to Resolve Problems with Cisco Unified MeetingPlace Express Phone View

- [Log In Issue, page 16-22](#)
- [Session Times Out, page 16-22](#)
- [Cannot Access In-Session Features, page 16-23](#)
- [Softkey Button Changes, page 16-23](#)

## Log In Issue

**Problem** Logging into the Cisco Unified IP Phone does not work, or I get an error (“user not recognized” or “profile does not exist.”)

**Solution** See the [“Cannot Log In Through the Telephone” section on page 16-3](#).

## Session Times Out

**Problem** My session times out while I am using Cisco Unified MeetingPlace Express Phone View on my Cisco Unified IP Phone.

**Solution** Press the **Services** button on your Cisco Unified IP Phone twice. Depending on the model of your phone, this button may be a globe icon or labeled **Services**.

### Related Topics

- [Setting Up Cisco Unified MeetingPlace Express Phone View, page 14-2](#)

## Cannot Access In-Session Features

**Problem** I have joined the meeting by telephone, but I cannot access in-session features such as the list of current participants or the mute feature.

**Possible Cause** You can access in-session features only if you have joined the meeting as a profiled user from your Cisco Unified IP Phone. If you joined the meeting by dialing in and entering as a guest (you did not enter your phone profile number and password), the service has no way to associate the call with you.

**Solution** Hang up and join the meeting again as a profiled user.

## Softkey Button Changes

**Problem** After I press a softkey on my Cisco IP Communicator or Cisco Unified IP Phone Model 7970 phone, the button changes for a few moments.

**Solution** This is normal. The button will return to normal when the system finishes processing your request.





# APPENDIX A

## Reference

---

- [Password Restrictions, page A-1](#)

## Password Restrictions

Password Type	Restrictions
<p>Password that is used to log in to Cisco Unified MeetingPlace Express through the Web.</p> <p>This password is associated with your username.</p>	<ul style="list-style-type: none"><li>• Can contain up to 17 numbers and letters.</li><li>• Is case-sensitive.</li><li>• Cannot be blank.</li><li>• Must be the minimum length set by your system administrator. By default, the minimum length is five characters.</li></ul>

Password Type	Restrictions
<p>Password that is used to log in to Cisco Unified MeetingPlace Express through a telephone or by using <a href="#">Cisco Unified MeetingPlace Express Phone View</a> on your Cisco Unified IP Phone</p> <p>This password is associated with your <a href="#">phone profile number</a> and is also referred to as your PIN.</p>	<ul style="list-style-type: none"><li>• Can contain only numbers.</li><li>• Cannot be more than 17 characters long.</li><li>• Cannot be blank.</li><li>• Must be the minimum length set by your system administrator. By default, the minimum password length is five characters.</li></ul>
<p>Meeting password.</p> <p>This password is specified by the meeting scheduler when scheduling the meeting.</p>	<ul style="list-style-type: none"><li>• Can include letters or numbers or both.</li></ul>

#### Related Topics

- [Changing Both Your Web and Phone Passwords, page 15-2](#)
- [Changing Your Phone Password, page 15-3](#)
- [How to Schedule a Meeting, page 2-6](#)



## GLOSSARY

---

### A

#### **attendant**

A person to whom the Cisco Unified MeetingPlace Express system administrator has given privileges to reschedule all meetings and end all meetings via the Meeting Details web page. Attendants can perform limited system administrator tasks, such as viewing alarms and reports, in the Administration Center.

#### **audience**

One of three permission levels in a web meeting room. A person who has audience privileges has limited permissions during a meeting. In the [full meeting room](#), audience members can also view shared content, chat messages, and notes, and send chat messages. Moderators and presenters can restrict audience chat messages.

No participant has this permission level by default. However, moderators can demote participants to this permission level during a meeting to restrict the activity of those participants.

---

### B

#### **billing code**

The code your company or department uses if it performs bill-backs.

**breakout session** A voice-only meeting within a meeting. This feature is useful if you want to meet privately with some of the other participants in the meeting, for example if you want to take a discussion offline and then return to the main meeting with a decision.

A meeting can have up to nine simultaneous breakout sessions.

**browser test** A test that you should run before you join the [web meeting room](#), especially the first time you plan to join a meeting. Verifies that your computer can properly display the web meeting room.

---

## C

**Chat pod** A [pod](#) in the [full meeting room](#) that allows meeting participants to send messages to one another.

**Cisco Unified MeetingPlace Express Phone View** A Cisco Unified IP Phone has a screen and buttons that standard telephones do not have. If you have a Cisco Unified IP Phone and your system administrator has configured Cisco Unified MeetingPlace Express Phone View, you can use buttons and options on the screen of your Cisco Unified IP Phone to start a [reservationless meeting](#), join meetings, view meeting details, and perform some in-meeting functions.

**continuous meeting** A permanent meeting that is always in session, even after everyone leaves and hangs up.

---

## D

**delegate** A person who can schedule and reschedule meetings on your behalf. The system administrator determines who can be a delegate.

**dial out** When Cisco Unified MeetingPlace Express calls you. After you answer the call, you respond to voice prompts that you hear.

**duration** How long your meeting lasts. The default maximum meeting length is 24 hours for voice meetings and 12 hours for web meetings. The minimum meeting length is 2 minutes.



---

E

**Entry Announcement** A scheduling parameter. Allows you to determine how participants are announced when they enter this meeting.

You can change this option during a meeting.

**Exit Announcement** A scheduling parameter. Allows you to determine how participants are announced when they leave this meeting.

You can change this option during a meeting.

---

F

**full meeting room** A web meeting room configuration. The full meeting room displays the participant list along with the Share pod, where you can share and annotate content on your computer, the Chat pod and the Note pod. Specific features available to each participant depend on the [permission level](#) of that participant.

---

G

**guest user** A user who does not have a Cisco Unified MeetingPlace Express [profile](#), or who does not log in to a meeting or the Cisco Unified MeetingPlace Express system with their Cisco Unified MeetingPlace Express username (or [phone profile number](#)) and password.

---

I

**immediate meeting** A meeting that is scheduled to start immediately. Any [profiled user](#) can schedule immediate meetings via a web browser. Compare to [reservationless meeting](#).

---

M

**meeting ID** The number that uniquely identifies a meeting for the date, time, and duration for which it is scheduled. Can be up to 17 alphanumeric characters long and cannot contain spaces.

If you are scheduling a recurring meeting, this value must be available as a unique meeting ID for all recurrences of the meeting.

**moderator**



One of three permission levels in the Cisco Unified MeetingPlace Express web meeting room.

A participant who has moderator privileges can perform all activities in the web meeting room. By default, all participants who enter a meeting with their Cisco Unified MeetingPlace Express profile (that is, who enter their Cisco Unified MeetingPlace Express [username](#) and password) have moderator privileges.

---

N

**Note pod** A pod in the [full meeting room](#) where meeting participants can write notes that will be seen by everyone in the meeting.

**notification** An e-mailed invitation that you receive when someone invites you to a meeting. You also receive an invitation for meetings that you schedule. Invitations are not sent for reservationless meetings.

If a meeting includes the full meeting room, the term “notification” can also refer to the pop-up notifier that a participant sees if he is viewing the Share pod full screen, has enabled chat notifications, and receives a text message.

---

## O

<b>outdial</b>	When Cisco Unified MeetingPlace Express calls you (or another person) at either the telephone number in your profile or at a telephone number that you provide when you make the request.  Depending on settings that the system administrator makes, not all users may have Cisco Unified MeetingPlace Express dial out to them.
<b>owner</b>	Usually the owner of a meeting is the meeting scheduler. However, if a <a href="#">delegate</a> schedules a meeting on behalf of another user, that user is the owner of the meeting, even though the delegate is the meeting scheduler.

---

## P

<b>participant list</b>	The list of participants that appears in the web meeting room. On the Cisco Unified IP Phone, similar information is called the roster. Participant list also refers to a web meeting room configuration for meetings that do not require participants to share content, chat, or create notes.
<b>Participant List pod</b>	A section of the web meeting room that displays the list of participants along with access to several user features.
<b>permission level</b>	Determines the privileges that each meeting participant has inside the web meeting room only (but not in other areas of Cisco Unified MeetingPlace Express.) Permission levels are: <a href="#">audience</a> , <a href="#">presenter</a> , and <a href="#">moderator</a> .
<b>phone profile number</b>	The user ID that uniquely identifies you when you log in via telephone.
<b>pod</b>	One of the following four functional areas in the web meeting room: <a href="#">Participant List pod</a> (full meeting room and Participant List only configurations); <a href="#">Chat pod</a> (full meeting room configuration only); <a href="#">Note pod</a> (full meeting room configuration only); <a href="#">Share pod</a> (full meeting room and <a href="#">share-only meeting room</a> configurations).

**presenter**

One of three permission levels in the web meeting room. A participant with presenter permissions has more privileges than a participant with audience permission, but fewer privileges than a participant with moderator permissions. In the full meeting room, presenters can control shared content, post notes, control the chat feature, and use all features that are available to participants with audience permissions.

In a share-only meeting initiated by Cisco Unified Personal Communicator, presenters can share content, control their personal viewing experience, and view shared content.

Guest users enter meetings with presenter permissions by default. The presenter permission level has no practical use in Cisco Unified MeetingPlace Express meetings that do not include sharing functionality.

**profile**

Some, most, or all people in an organization have a Cisco Unified MeetingPlace Express profile. This profile contains information such as a user ID and password, contact information, and privileges.

When you log in to Cisco Unified MeetingPlace Express using the user ID and password that are defined in your profile, you have access to all of the functions that are available to profiled users, minus any functions to which your system administrator has restricted your access.

**profiled user**

A person who has a profile defined in Cisco Unified MeetingPlace Express.

**published meeting**

A meeting that is publicly available when users perform a search on the Find Meetings page. If a meeting is not “published” its meeting details are only available for the meeting scheduler, the meeting owner (if the scheduler was a delegate), any attendants, system administrators, and meeting invitees.

By default, all reservationless meetings are published meetings.

**Note** Anyone can find any meeting, even if the meeting is not published, if they know the meeting ID.

---

## R

<b>recurring meeting</b>	A series of meetings that occurs according to a regular pattern; for example, daily or every third week.
<b>reservationless meeting</b>	A meeting that you do not schedule in advance.
<b>reservationless meeting ID</b>	The meeting ID of a reservationless meeting is always the same as the <a href="#">phone profile number</a> of the meeting owner.
<b>roster</b>	The list of participants that <a href="#">Cisco Unified MeetingPlace Express Phone View</a> displays on your Cisco Unified IP Phone.

---

## S

<b>Schedule meeting on behalf of</b>	A scheduling parameter. Contains the <a href="#">usernames</a> of all of the people who have identified you as a <a href="#">delegate</a> , or for whom the system administrator has designated you as delegate. Only appears if you are authorized to schedule meetings for another user.
<b>scheduler</b>	The person who schedules the meeting. Usually, the meeting scheduler is the meeting <a href="#">owner</a> ; however, if a <a href="#">delegate</a> schedules the meeting on behalf of another user, the delegate is the scheduler.
<b>screen sharing</b>	When a <a href="#">presenter</a> or <a href="#">moderator</a> demonstrates an application, or displays a document or desktop to all participants in a web meeting room.
<b>Share pod</b>	A <a href="#">pod</a> in the <a href="#">full meeting room</a> or <a href="#">share-only meeting room</a> where meeting participants can share an application or display a document or desktop to all participants.  Annotations on shared content appear on a transparent overlay. This means that the original files are not altered during the annotation process.
<b>share-only meeting</b>	A Cisco Unified MeetingPlace Express web meeting launched by a user from their Cisco Unified Personal Communicator application.

**softkey** On a Cisco Unified IP Phone, one of the buttons directly below the screen of the phone. The function of each softkey appears at the bottom of the screen, just above each button. The function of each key can change depending on the screen that you are viewing.

**System Manager** A system administrator of your Cisco Unified MeetingPlace Express system.

---

## U

**user class** Determines what a [profiled user](#) can see and do in the Cisco Unified MeetingPlace Express system and when attending meetings. User classes are: profiled user, [guest user](#), [delegate](#), [attendant](#), and [System Manager](#).

**user ID** Every [profiled user](#) has two user IDs: a [phone profile number](#) and a web [username](#).

**username** The name that you use to log in to Cisco Unified MeetingPlace Express via a web browser.

---

## V

**video meeting** The part of a meeting that you participate in via your video endpoint. Audio and video are merged for a participant who uses a video endpoint. A meeting usually also has an associated [web meeting](#).

**video type** A video type describes the video characteristics that will be used for the meeting. Be sure to select a video type that is compatible with video endpoints that will be calling into the meeting. The video type controls the video compression method (codec, H.263 or h.264) that will be used for the meeting, as well as the minimum and maximum video bit rate that will be allowed.

The video types you may select and their characteristics are configured by the system administrator.

**voice meeting** The part of a meeting that you participate in via your telephone. A meeting usually also has an associated [web meeting](#).

---

W

<b>waiting room</b>	When meeting participants arrive in a <a href="#">reservationless meeting</a> before the meeting begins, they must wait in a waiting room until the meeting starts.
<b>web meeting</b>	The part of a meeting that is visible in the web meeting room. A web meeting usually has an associated <a href="#">voice meeting</a> and <a href="#">video meeting</a> .
<b>web meeting room</b>	The part of a Cisco Unified MeetingPlace Express meeting that you see when you join a meeting through a web browser.







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