

Frequently Asked Questions



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How to Attend a Cisco Unified MeetingPlace Web Meeting

A Cisco Unified MeetingPlace meeting typically, but not always, consists of a voice component and a web component. It can also contain a video component. You can join each of the separate meeting components individually or all at once. Click **Help** from any Cisco Unified MeetingPlace web page to get additional information when attending your meetings.

FAQs

- [This is a Section title 1](#)
 - [This is a Section title 2](#)
-

This is a Section title 1

Q. This is a question

A. This is an answer

Q.  image 1

A. You just go uphill

This is a Section title 2

Q.  image 2

A. We are here because of XMART

Calls

- [Calling Features](#)
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Calling Features

Q. What calling features does Cisco Mobile Voice support?

A. Cisco Mobile Voice supports the following calling features, which you might already be familiar with from using your Cisco Unified IP Phone:

- Conference—allows you to talk simultaneously with multiple callers.
- Transfer—allows you to redirect a connected call from your phone to another number.
- Hold—allows you to put an active call into a held state.
- Call park—allows you to use your phone to park (temporarily store) a call, which you can then retrieve from another phone.
- Shared line (limited)—allows you to use one phone number for multiple phones.

Q. How many calls does Cisco Mobile Voice support at the same time?

A. Cisco Mobile Voice acts like a two-line phone. If you are already connected to a call, you can receive or make another one. Only one call is active at a time; the other is automatically placed on hold.

Q. How do I make a call using Cisco Mobile Voice?

A. Before you make a call, make sure your iPhone is connected to your company's wireless network.

- 1 Open Cisco Mobile Voice.
- 2 Dial a number using the keypad, or select a contact from Favorites, Recents, Contacts, or Voicemail.

Q. How do I answer a call using Cisco Mobile Voice?

A. You can answer calls using Cisco Mobile Voice only if the application is open on your iPhone. If it is open and someone calls your office number, tap **Answer**.

If you are already on a call when you receive a new incoming call, you can just ignore the new call or accept it. If you accept it, you can choose to hold or end your first call.

Q. QA Test US 554: Check that the following table is not squished together

A.

Icon	Description
	Hold
	Mute
	Speaker
	Swap

Q. How do I make a second call?

A. 1 While on a call, tap **Show Actions**.

- 2 Tap **Add a Call**.
- 3 Make the new call. Cisco Mobile Voice automatically places your first call on hold and displays the status of both calls.
- 4 Tap **Swap** to toggle between connected calls.

Q. How do I make a conference call?

A. To start a conference call, you must first have two calls connected to Cisco Mobile Voice.

- 1 While on a call, tap **Show Actions**.
- 2 Tap **Add a Call**.
- 3 Make the new call and wait for it to connect.
- 4 Tap **Show Actions** and then tap **Conference**.

You can add more people by repeating these steps.

Q. How can I view a list of the people I have added to a conference call?

A. To view a list of conference participants, tap at the top of the screen.

Q. How do I transfer a call?

- A. 1** While on a call, tap **Show Actions**.
- 2 Tap **Transfer**.
 - 3 Make the new call and tap **Complete Transfer**, either before or after the call is answered.

After completing the transfer, you are automatically disconnected from the original calls.

Q. How do I park a call?

- A. 1** While on a call, tap **Show Actions**.
- 2 Tap **Park** to place the current call on hold. Note the number on your screen. This is where your call is parked.
 - 3 Tap **OK** to retrieve the call from any other phone in your office.
 - 4 Or, tap **Retrieve Call** to continue the call on Cisco Mobile Voice.

If you do not retrieve the call within about a minute, the call rings back to you:

- 1 Tap **Answer** to retrieve the call with Cisco Mobile Voice.
- 2 Or, answer the call from your desk phone.

If you do not retrieve the call, it typically transfers to your voicemail.

Call Handling

Q. What should I do if my iPhone rings while I'm already on a call using Cisco Mobile Voice?

- A.** We recommend that you decline the call. When you receive an incoming call on your iPhone, the iPhone automatically disables the microphone for all other applications. As soon as the incoming call rings, your microphone is disabled in Cisco Mobile Voice. When you decline the incoming call, your current caller can hear you again.

Because the iPhone Phone app automatically takes control of the microphone, you do not have time to inform your current caller that you need to take another call. If you accept the call, Cisco Mobile Voice will automatically quit and save your current call, but until you disconnect the iPhone call, you will not have access to the microphone in Cisco Mobile Voice.

Q. Why are my work calls ringing to my iPhone even when I do not have Cisco Mobile Voice open?

- A.** You have Cisco Mobile Connect enabled which passes your work calls to your iPhone phone number when you do not have Cisco Mobile Voice open. You can disable this setting using the Cisco Unified CM User Options web pages.

- 1 Obtain the User Options URL, user ID, and default password from your system administrator.
- 2 Open a web browser on your computer and enter the URL.
- 3 Enter your **Username** and **Password** and select **Login**.
- 4 Select **User Options > Mobility Settings > Remote Destinations**.
- 5 Select **Find** to find all devices associated with your work number.
- 6 Select the device associated with your iPhone phone number.
- 7 Deselect the **Enable Mobile Connect** option. Alternatively, you can keep Mobile Connect enabled and just adjust the schedule and settings.
- 8 Select **Save**.

Q. How can I keep Cisco Mobile Voice open so I can use it to answer incoming calls?

- A.** Cisco Mobile Voice has a Shake-to-Lock feature that prevents the iPhone from locking the screen and entering sleep mode. Using this feature allows you to keep Cisco Mobile Voice open so you can answer incoming calls.

- 1 Tap **Settings > General** and turn **Shake to Lock** on.
- 2 Shake your iPhone while Cisco Mobile Voice is open.
- 3 When your iPhone rings, drag the slider to answer the call.

Q. What happens if I accidentally close Cisco Mobile Voice while I'm on a call?

- A.** While you are on a call, Cisco Mobile Voice needs to remain open on your iPhone. If you leave Cisco Mobile Voice during a call, for example, by pressing the Home button and returning to the home screen, it saves the call for you so you do not accidentally hang up on the caller.

If you open Cisco Mobile Voice again within about a minute, it prompts you to retrieve the call.

- 1 Tap **Yes** to retrieve the call.
- 2 If you tap **No**, after about a minute, the call rings back to you, and you can:
 - Tap **Answer** to retrieve the call using Cisco Mobile Voice.
 - Answer the call from your desk phone.

If you do not answer the call when it rings, the call is typically sent to your voicemail.

Call Quality

Q. Sometimes when I am on a call, the callers mention that they cannot hear me very well. What could be causing this?

A. You might be using Cisco Mobile Voice over a low-bandwidth wireless network. When callers report that they cannot hear you well, you can optimize your connection for low-bandwidth networks:

- 1 Tap **Settings** > **Internet Calling** > **Advanced**.
- 2 Turn **Low Bandwidth** on.

Q. Why are my calls dropping?

A. Your calls could drop for any of these reasons:

- 1 Weak wireless signal—Check the bars on your iPhone to verify that you have a strong Wi-Fi connection. If your signal is weak, consider moving the call to the mobile network. While on a call, tap **Show Actions** > **Use Mobile Network**.
- 2 Lost connection to the Cisco Unified Communications Server—You might be experiencing network problems or the servers might have gone down temporarily. Contact your system administrator if this issue persists.

Getting Ready for Your First Web Meeting

Before you join your first web meeting, complete the browser test to ensure that your computer is ready to join the Cisco Unified MeetingPlace meeting room. The browser test verifies that your computer has the required software, checks your network connection, and determines if you have pop-up blocker software enabled. The browser test also determines if you have the Cisco Unified Presenter Add-in installed. This is required if you plan to share content on your computer with meeting participants.

Procedure

Step 1 Open a web browser.

Step 2 Enter the URL of the Cisco Unified MeetingPlace Web Server.

Step 3 Click **Run Browser Test**.

Step 4 Click **Start**.

The browser test is usually finished in less than one minute and returns a report.

- If you see Test Completed Successfully, close the browser test window to return to the Home Page.
 - (Optional) Click **Show Details** to view information about the test results.
 - If the application prompts you to download the correct version of the Adobe Flash Player, follow the instructions.
 - If you see a Troubleshooting link, click it and follow the instructions.
 - If you see a **Download the Add-in** button, click the button and follow the steps in the install wizard.
-

Related Topics

[Scheduling and Attending an Impromptu Meeting, on page 8](#)

Attending a Cisco Unified MeetingPlace Meeting Through Your Web Browser

Procedure

Step 1 Open a web browser.

Step 2 Enter the URL of the Cisco Unified MeetingPlace Web Server.

Step 3 Enter the meeting ID.

Step 4 Click **Attend Meeting**.

- If this is the first time you are joining a Cisco Unified MeetingPlace web meeting using a particular browser, a Security Warning might be displayed. To prevent this window from displaying in the future, check the **Always Trust Content from Cisco Systems, Inc.** check box and click **Yes**.
- If you have not previously signed in, sign in as either a profiled user or as a guest user and click **Attend Meeting**.

Tip If you have a Cisco Unified MeetingPlace profile, always sign in with your profile to access the full range of web features.

The meeting console launches and joins you to your meeting.

Step 5 (Optional) Join the voice or video component of your meeting if you are not automatically connected.

- a) Click the phone icon in the top right of the meeting console.
 - b) Click **Connect Me**.
 - c) Choose a connection endpoint in the Connect Me window.
 - d) If necessary, enter your phone number or video endpoint number so that the system can connect you and click **Connect Me**.
-

Related Topics

[Scheduling and Attending an Impromptu Meeting, on page 8](#)

Attending a Web Meeting Through an E-Mailed Invitation

Procedure

Step 1 Open the meeting notification e-mail.

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 security alerts are displayed, click Yes to proceed.

- Step 3** (Optional) If you have not previously signed in, sign in as either a profiled user or as a guest user and click Attend Meeting.
- Tip** If you have a Cisco Unified MeetingPlace profile, always sign in with your profile to access the full range of web features.
- Step 4** (Optional) Join the voice or video component of your meeting if you are not automatically connected.
- Click the phone icon in the top right of the meeting console.
 - Click **Connect Me**.
 - Choose a connection endpoint in the Connect Me window.
 - If necessary, enter your phone number or video endpoint number so that the system can connect you and click **Connect Me**.
-

Scheduling and Attending an Impromptu Meeting

Cisco Unified MeetingPlace has two kinds of meetings that begin right away, reservationless and immediate meetings. You can initiate a reservationless meeting if your system and user profile are configured to allow it. If they are not, you can schedule an immediate meeting, which allows for a similar behavior and user experience.

Click **Help** from any Cisco Unified MeetingPlace web page to get additional information when scheduling and attending your meetings.

Procedure

- Step 1** Sign in to Cisco Unified MeetingPlace as a profiled user.
- Step 2** (Optional) Enter a meeting ID.
- If you are set up to initiate a reservationless meeting, enter your profile number in the Meeting ID field or leave it blank. The system will initiate a reservationless meeting for you with the meeting ID equal to your profile number.
 - If you are not set up to initiate a reservationless meeting, enter a random meeting ID or leave it blank. The system will schedule an immediate meeting for you.
- Step 3** Click **Immediate Meeting**.
The meeting console launches and immediately begins your meeting. Guests currently in the waiting room are brought in to the meeting.
- Step 4** Join the audio or video component of your meeting.
Click the phone icon in the top right of the meeting console.
- Step 5** Provide the following information to invitees so they can join your meeting:
- The Cisco Unified MeetingPlace phone number if you are not already in a voice meeting.
 - The meeting ID.
-

Related Topics

[Attending a Cisco Unified MeetingPlace Meeting Through Your Web Browser](#), on page 7

Task with only one step

This is a context

Before You Begin

This is prereq

Procedure

	Command or Action	Purpose
Step 1	This is a cmd Example: This is a codeblock	Hello This is step result

This is result

This is example

What to Do Next

This is post req

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