Cisco Meeting Management

Release 3.9

User Guide for Video Operators

April 23, 2026

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Document Revision History

Table 1: Document revision history

Date	Description
2026-04-17	Document published

1 Introduction

This guide is for video operators of Cisco Meeting Management, providing instructions on how to monitor and manage meetings.

Cisco Meeting Management is a management tool for Cisco's on-premises video conferencing platform, Cisco Meeting Server. It provides a user-friendly browser interface for you to monitor and manage meetings that are running on the Meeting Server.

2 What is new in Meeting Management 3.9

This is an overview of new features and changes that are relevant for video operators. For an overview of all new features and changes, see the release notes.

2.1 Changes to this guide since 3.12

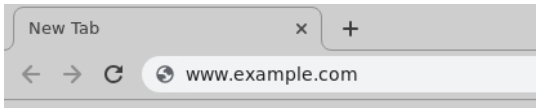
We have updated the following sections:

- Place participants in specific panes: We have made enhancements to provides visibility into the pane placement model name and layout name applied for each participant during a meeting.

3 Sign in

To access Meeting Management:

1. Open a browser and enter the web address for your Meeting Management.

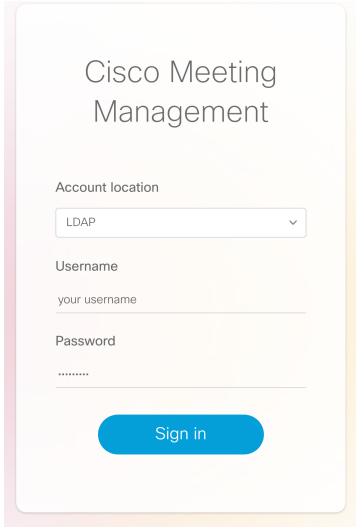


   If you don't know the address, ask your Meeting Management administrator.

2. Choose **Account location**.

   If you do not know your account location, ask your Meeting Management administrator.

3. Sign in with your company username and password.

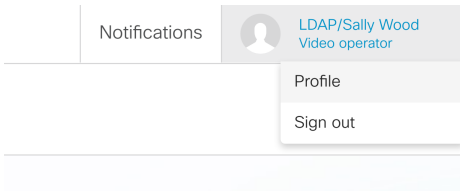


   If you have trouble signing in, ask your Meeting Management administrator to check your account details.

Note: You can stay signed in for a maximum of 24 hours, after which you will automatically be signed out. If someone restarts Meeting Management, or if you are inactive for longer than your administrator has allowed, you will be signed out. Depending on your browser, you might also be signed out if you close your browser.

To sign out:

1. Click your name, then **Sign out**.



4 Navigation

Here is a quick walk-through of the different views in Meeting Management:

- Overview page
- Top bar
- Navigation panel
- Meetings page
- Meeting details for unscheduled meetings
- Meeting details for scheduled meetings
- Participant details

4.1 Overview page

The first thing you see when you sign in is the **Overview** page.

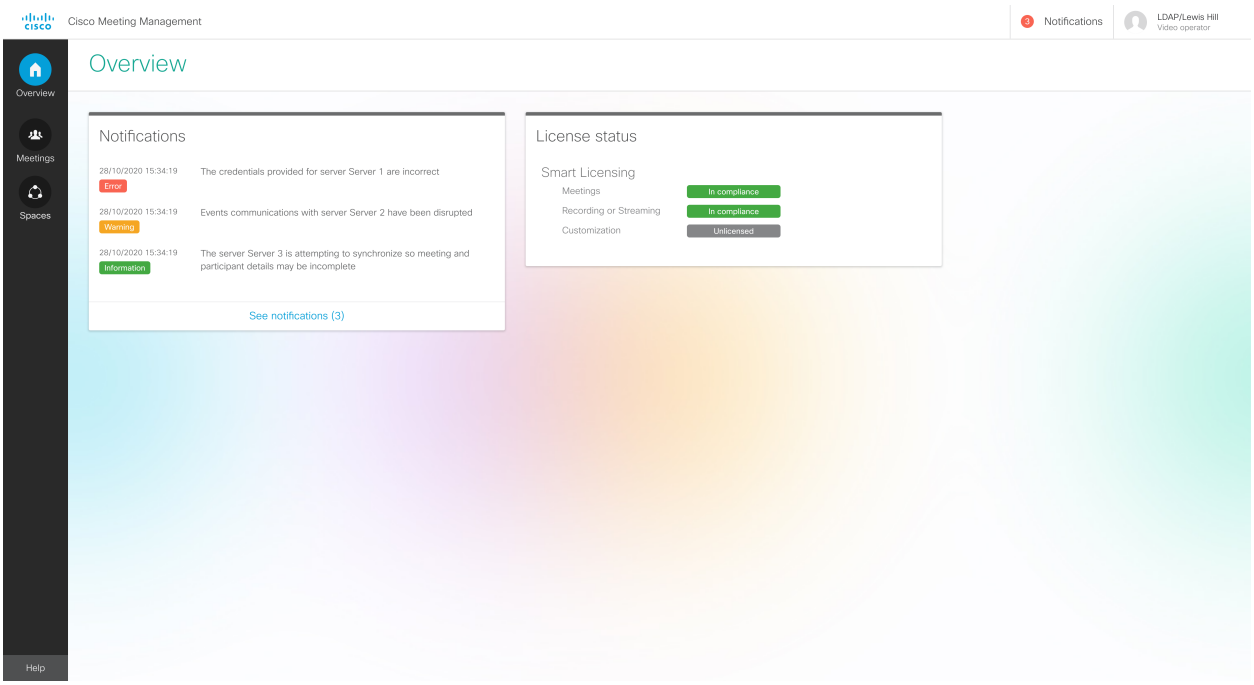
If there are any issues with the overall system, notifications will be displayed here.

Notifications have 3 levels of severity:

- **Error**: Critical issue
- **Warning**: Issue that you must act on to keep Meeting Management running
- **Information**: Useful information or minor issue

If licensing is enabled on the instance of Meeting Management you are signed in to, you will also see license status for the Cisco Meeting Servers.

If you are using Smart Licensing, then all connected clusters share the licenses in one account, and Meeting Management shows one license status for all clusters.



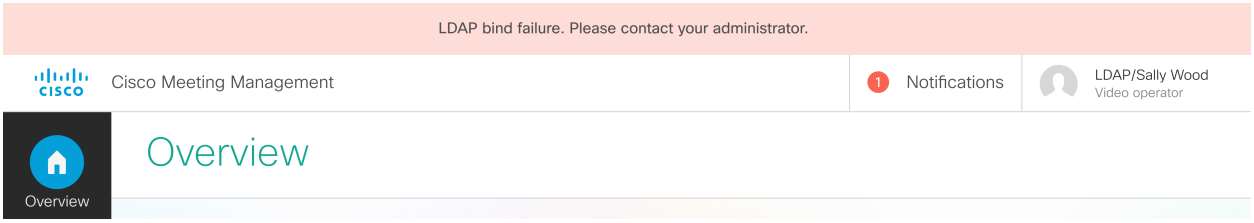
4.2 Top bar

The top bar is visible in all views.



The top bar shows your name and role. If there are any notifications, the number of notifications is displayed here. To see all notifications, click **Notifications**. To sign out, click your name, then **Sign out**.

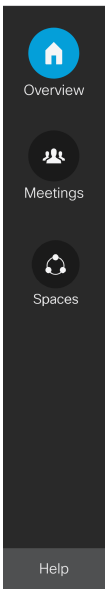
For severe or urgent issues, an additional notification banner displays above the top bar.



4.3 Navigation panel

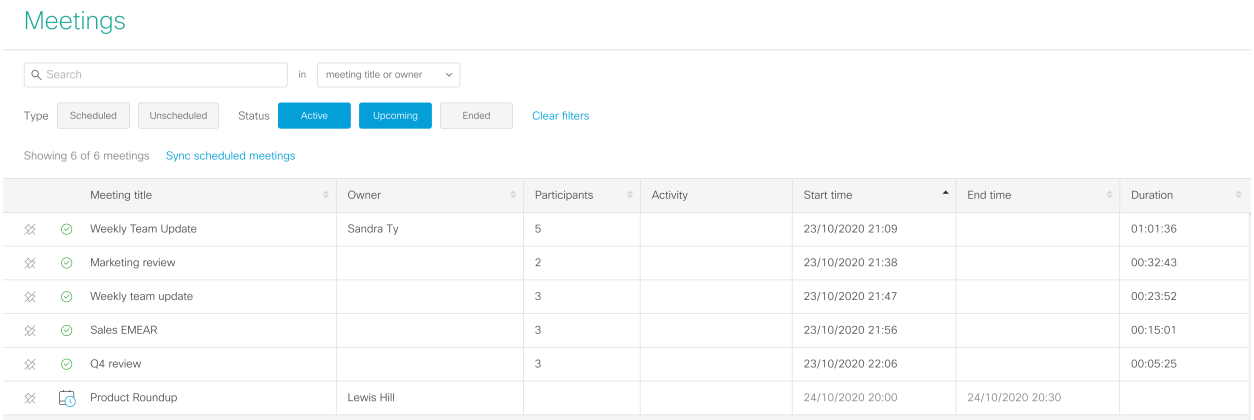
The navigation panel to the left is visible in all views and gives you access to the **Overview** and **Meetings** pages and a link to the Meeting Management help on the Cisco website.

The number at the bottom is a software version number and is only relevant for your administrator.



4.4 Meetings page

The **Meetings** page displays a list of all active meetings and all upcoming meetings that are scheduled to start within the next 24 hours. The **Ended** filter will let you see meetings that ended within the last 7 days.



The table below explains what you see in the columns.

Table 2: Description of the titles you see in the columns

Titles	Description
Meeting title	Name of space where the meeting takes place. If the space has no name, then the meeting will be listed as "Unnamed meeting", and a unique alphanumeric ID will be displayed in brackets.
Owner	If the meeting takes place in a space that has an owner, this field will display the owner's name or unique user ID. If you are using TMS for scheduling meetings, then the meeting owner can be defined in TMS when you book the meeting.
Participants	Number of connected participants in the meeting. From Meeting Management version 2.8, this number no longer includes lobby participants. If any participants are waiting in the lobby, then there will be a participant icon next to the number. You can click it to see how many participants are in the lobby.
Activity	This field indicates if the meeting is currently being streamed or recorded.
Start time	The time when the first participant joined, or when TMS started the meeting. Alternatively, if the start time is grayed out, it is the scheduled start time.
End time	The time the meeting ended, or – if grayed out – the scheduled end time. If you are using TMS to schedule meetings, and a meeting ends before scheduled time, TMS may try to restart the meeting. If this happens, the end time will be different from the time the participants decided to end the meeting.
Duration	Elapsed time for the meeting.

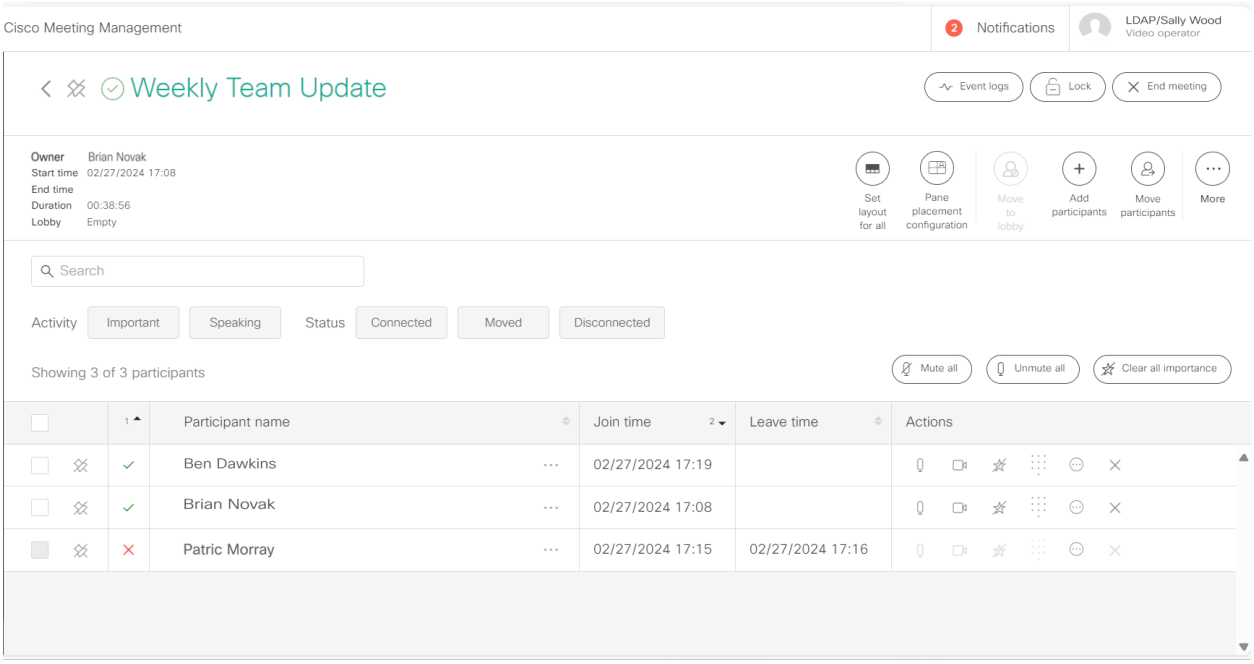
Note:
- If Meeting Management is restarted at a time when a scheduled meeting is active past the scheduled end time, then it will be displayed as an unscheduled meeting.
- If you are using TMS to schedule meetings, and TMS is not connected to Meeting Management, all meetings appear as unscheduled, and the start and end time in Meeting Management may differ from the scheduled time you see in TMS.

See also:

Find meetings

4.5 Meeting details – unscheduled meeting

When you click on a meeting title on the **Meetings** page, you will see the details for that meeting.

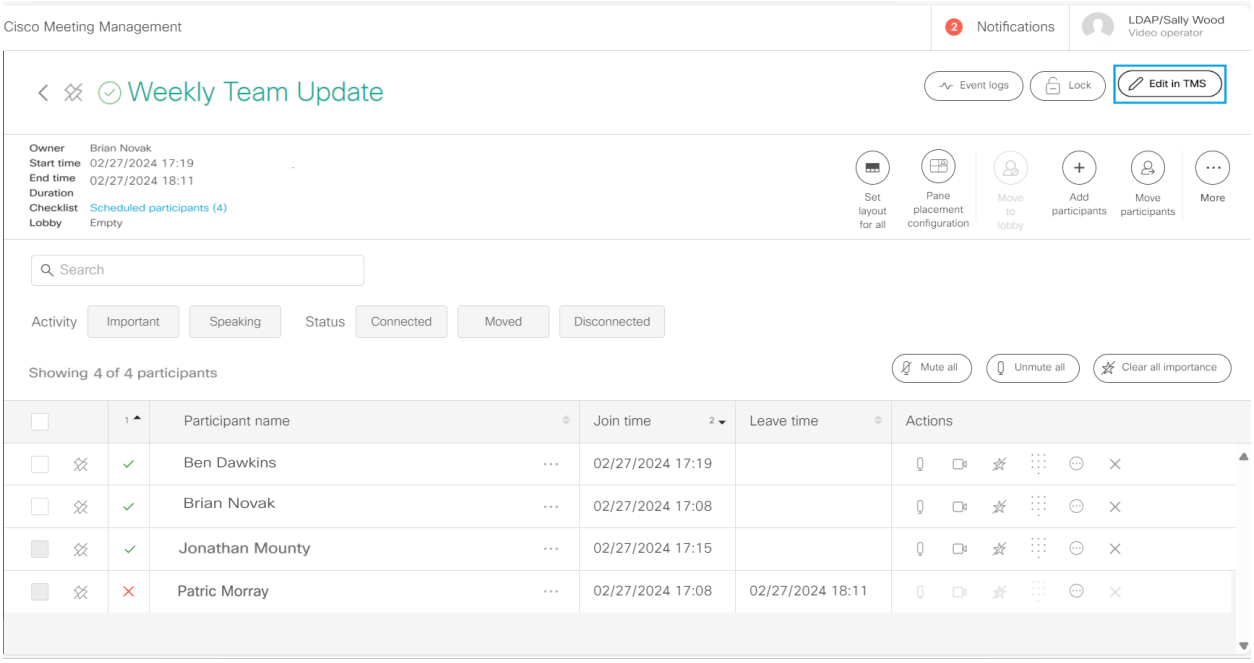


The table below explains what you see in the columns.

Fields	Description
Participant name	Name of the participant. *Meeting rooms with video systems can also appear in the list as participants.*
Join time	The time when the participant joined the meeting.
Leave time	The time when the participant left the meeting.
Actions	Call controls that let you control audio/video, call, or drop the participant. If supported in the meeting, you can also make the participant important or clear importance.

Note: Some features are disabled if the meeting is dual homed.

4.6 Meeting details – scheduled meeting



Meeting details page for scheduled meetings has no **End meeting** button. However, it has an **Edit in TMS** button which takes you to the meeting's editing page in TMS.

Note: The **Edit in TMS** button works as a hyperlink. If you right-click the button, you can choose to open in a new tab, copy link to paste in a different browser, etc.

The table below explains the icons that you see on the top of the meetings details page.

Table 3: Description for the icons available on the Meetings page

Fields	Description
Event logs	Event logs give a timeline for what happened in a meeting
Lock	Lock meetings to keep some or all participants out of an active meeting
Edit in TMS	Takes you to the meeting's editing page in TMS.
Set layout for all	Change the video layout for all participants.
Pane placement	Place connected participants in specific panes in an active meeting.
Move to lobby	In a locked meeting, move specific or all participants to lobby. It is enabled only when the meeting is locked.
Add participants	Add new participants or call back disconnected participants
Move participants	In active meetings, choose one or more participants to move them to a different meeting

Fields	Description
More	More options are available for meetings : Audio mute on entry, Video mute on entry, Recording and Streaming • Audio mute on entry – Forces new participants to be muted when they join. • Video mute on entry – Forces new participants to be video muted when they join. • Recording – Start recording a meeting or stop an ongoing recording if a recorder is configured on the Meeting Server • Streaming – Start or stop streaming if streaming is configured on the Meeting Server with a streaming URI set for the meeting
Mute all	Mute audio for all or selected participants in a meeting
Unmute all	Unmute audio for all or selected participants in a meeting
Clear all importance	Clear importance for all participants

You can select the check boxes that are listed against each participant to manually track, who have joined the meeting.

The table below explains the icons that you see against the participants in a meeting.

Table 4: Description of the icons available against individual participants in the participants list

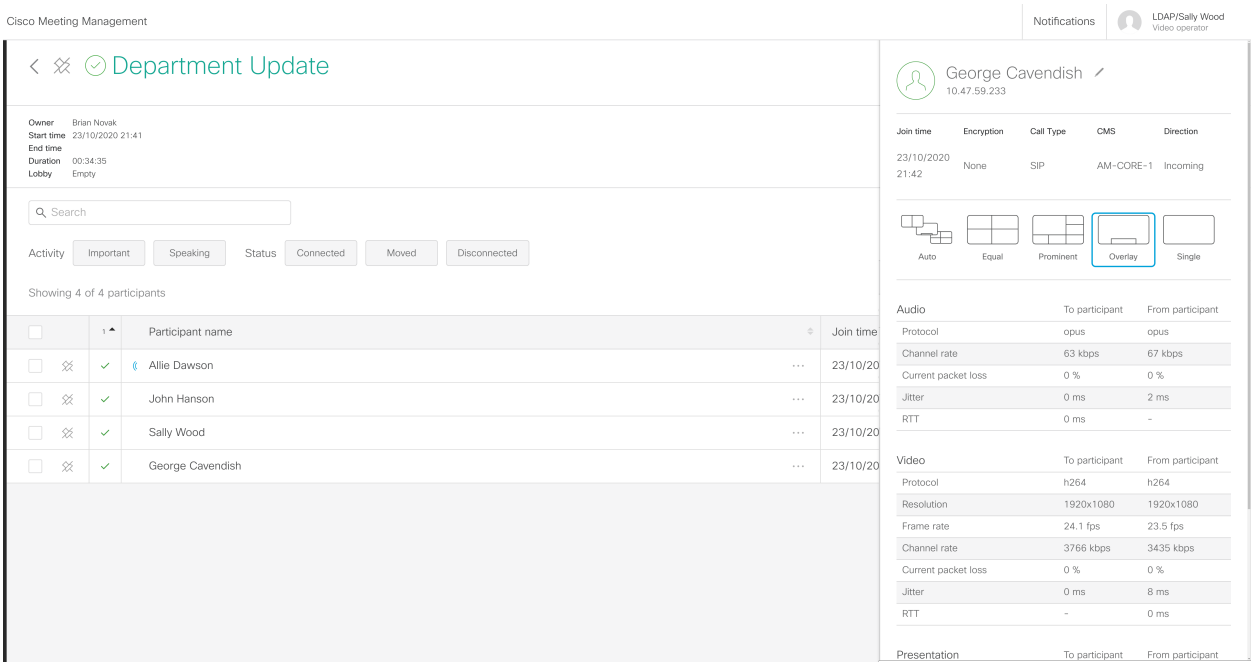
Icons	Description
Mute audio	Mute audio for selected participant in a meeting
Stop video	Stop video for selected participant in a meeting
Make important and pin to top	Participant will be marked as important with a blue star and pinned at the top of the participant list
Send DTMF	Send DTMF key for specific participants.
More	More options are available for meetings : Call, Move to lobby, Snapshot • Call – Redial a participant to the meeting. It is enabled only when the participant gets dropped from the meeting. • Move to lobby – Move specific participant to lobby. It is enabled only when the meeting is locked. • Snapshot – Take snapshot of selected participants in a meeting
Drop	Drop participant from the meeting

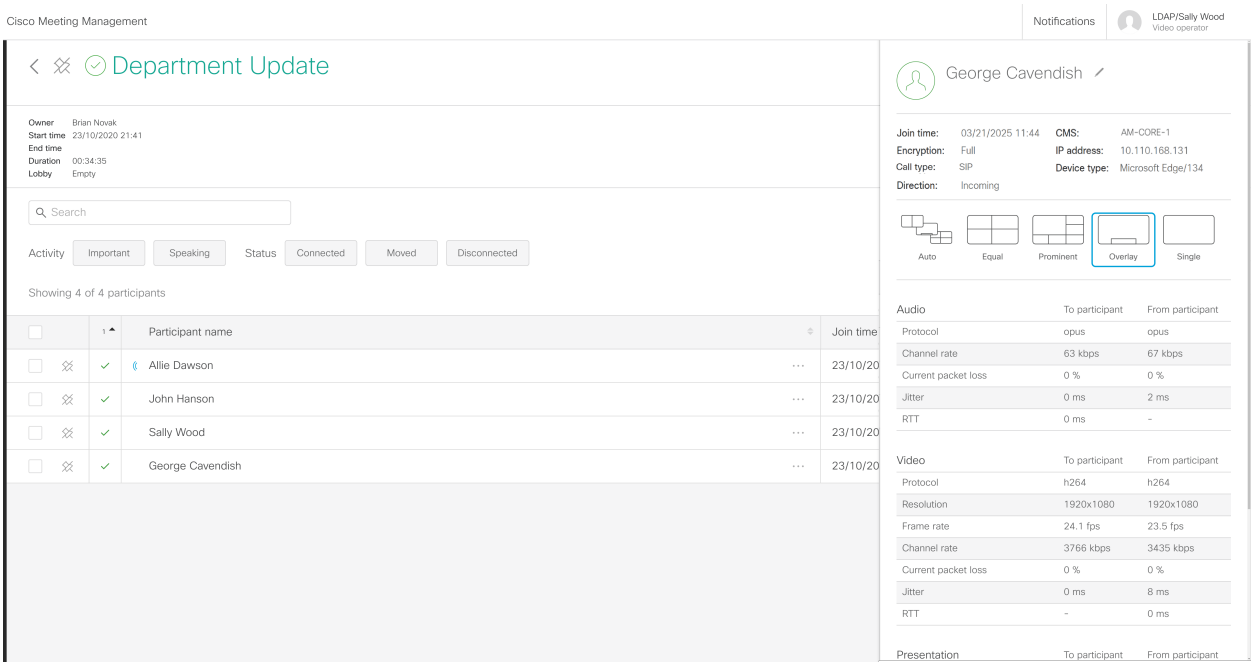
Note: The participant names in the checklist for scheduled participants appear as they were scheduled in TMS, and the list is not updated to align with the participant names that are received from the Meeting Server when the meeting is active.

For instance, the same participant can be registered with a different name on TMS than the one registered on the Meeting Server, or participants can choose to join the meeting from a different video endpoint than scheduled.

4.7 Participant details

When you select a participant in the meeting details, a side panel with call information and individual call controls will open. Scroll down to see call statistics.





The table below explains what you see in the columns at the top.

Fields	Description
Join time	The time this participant joined the meeting. If the participant has been disconnected and then joined again, then this will be the time for when the participant rejoined.
Encryption	Full: All connections are encrypted. Mixed: Some connections are encrypted. None: No connections are encrypted.
Call type	SIP: The participant is using a video system that uses SIP or TIP protocol. Web app: The participant is using web app. Lync: The participant is using Lync or Skype for Business.
Direction	Direction that the call was made, from the perspective of the Meeting Server
CMS	The Call Bridge that hosts the call for this participant

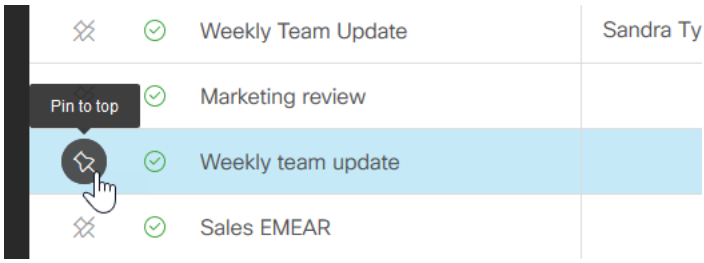
5 Monitor and manage meetings

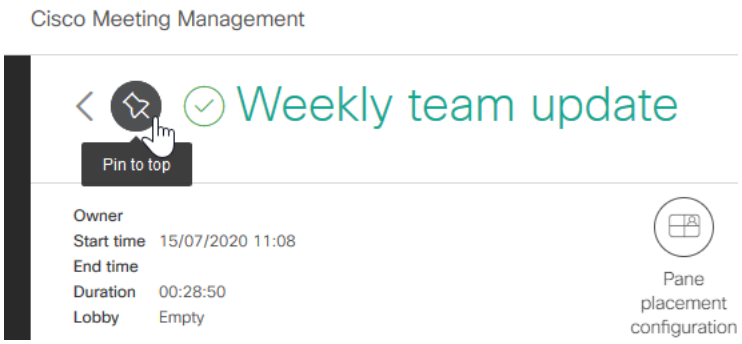
As a video operator, you can monitor and manage meetings that run on the Cisco Meeting Server.

5.1 Find meetings

If you are monitoring many meetings, here are a few hints to help you find the relevant meetings:

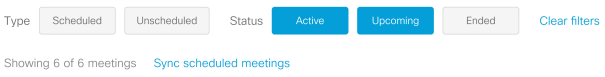
- **Pin meetings** at the top of the list, from the list view, or from the meeting details of the meeting you want to pin.





Pinned meetings stay at the top until you unpin them, or until you sign out.

- **Filter** to see scheduled or unscheduled meetings, or filter to see meetings with a specific status.



*By default, the filters for **Active** and **Upcoming** meetings are selected when you enter the **Meetings** page.*

- **Sync scheduled meetings** if you are looking for a meeting that was scheduled less than 5 minutes ago. Meeting Management automatically synchronizes with TMS every 5 minutes, but you can start the synchronization manually if you want to find a specific meeting that has just been scheduled.

  Note: You will see a message when the synchronization starts, but Meeting Management does not let you know when it is finished, and it does not highlight which meetings were added to your view in Meeting Management.

- **Sort by column** allows you to sort meetings in ascending or descending order of a selected column.



- **Sort by multiple columns**, allows you to sort meetings in ascending or descending order of multiple columns.

  Sort by one column, then hold shift down to refine the sorting by clicking another column. For example, you can click the **Meeting title** column, then hold shift down and click the **Participants** column. Then all meetings will be sorted alphabetically by meeting title, and meetings with the same title will be sorted by the number of participants in the meeting.

  In the screenshot below, you can see that meetings are sorted by meeting title, Z → A, and then further sorted by number of participants, lowest → highest.

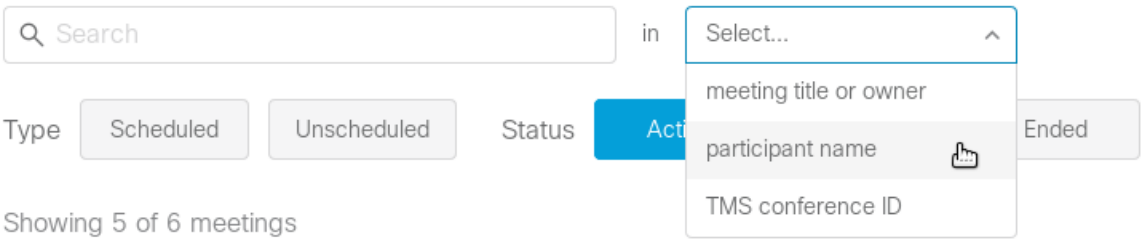


  *The meetings stay sorted as selected until you leave this view. By default, meetings are sorted by start time, ascending, when you enter the **Meetings** page.*

- **Search for meetings** with a specific title or owner, participant, or TMS conference ID.

  All search results are listed by meeting title. As you start typing, Meeting Management will list meetings that contain items that match the search criteria, but it does not display participant name or TMS conference ID.

  You can see the TMS conference ID when you hover over a meeting title. To see the participant you searched for, you must open the meeting details to check.



5.2 Edit upcoming meetings

All upcoming meetings that have been scheduled via TMS are displayed in Meeting Management up to 24 hours before they start. If you need to make changes to the scheduled meeting, click **Edit in TMS** to access the meeting in TMS and edit the details there.

5.3 Find participants

If you are monitoring a large meeting, here are a few hints to how you can find an individual participant:

- **Pin participants** icon against each participant allows you to pin selected participant at the top of the list.

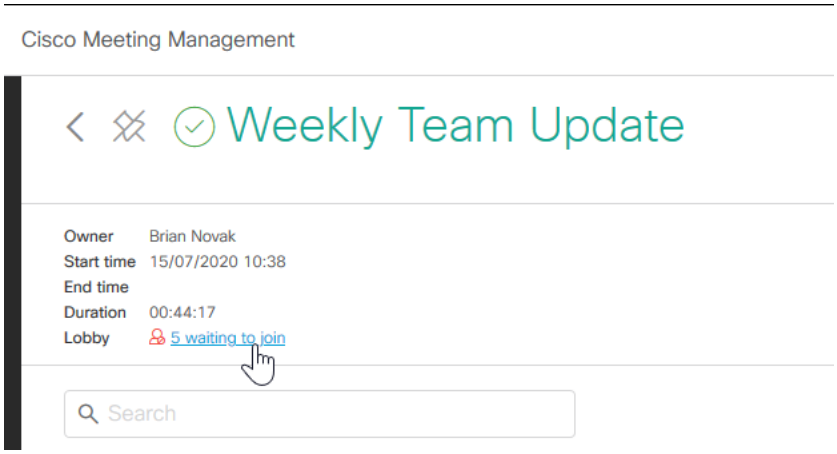
  Pinned participants stay at the top until you unpin them, or until you sign out.

- **Filter** to see participants who are made important, who are speaking, or who have a specific connection status.



Note: If pane placement is on, then the **Important** filter is replaced with a **Placed in pane** filter.

- **Check the Lobby in the top left corner** if you are looking for a participant who has a guest profile. Guests who have not yet been let into the meeting will appear here.



- **Sort by column**, allows you to sort participants in ascending or descending order based on a selected column.
- **Sort by multiple columns**, allows you to sort participants in ascending or descending order based on multiple column.

  Sort by one column, then hold shift down to refine the sorting by clicking another column. For example, you can click the **Join time** column, then hold shift down and click the **Participant name** column. Then all participants will be sorted by join time, and all participants who joined a the same time will be sorted alphabetically.

  In the screenshot below, you can see that participants are sorted by join time, and then further sorted by name, A → Z.

  The participants stay sorted as selected until you leave this view. By default, participants are sorted primarily by connection status (connected participants at the top), secondarily by the time they joined the meeting (participants who joined last at the top).
- **Search** allows you to search for participants in a meeting.

Note: Only participants who have been connected to the meeting are displayed. You will not see space members or invited participants who did not join.

If you are looking for a specific participant but do not know which meeting the person joined, you can search in all meetings listed on the **Meetings** page.

5.4 Place participants in specific panes

In an active meeting, you can place connected participants in specific panes so they are always seen in a specific location of the screen, even when they are not speaking.

Similar to importance, pane placement is useful if there are people in the meeting who you want to be visible at all times, for example hosts, a CEO, or invited speakers. Use importance if you want to change the position of the participants depending upon who is speaking. Use pane placement if you want the participants to be placed in fixed positions on the screen. Pane placements can be applied on custom and standard layouts.

If all participants in the meeting are SIP participants using single screen endpoints, you can control what the participants can see, and if all panes in the selected layout are either reserved for pane placement or occupied by active participants. For all other scenarios there are limitations .

5.4.1 Limitations

There are some general limitations:

- **Pane placement works only for SIP and web app participants**. You can only assign panes to SIP and web app participants, and only they can see the layout and pane placement you have configured.

  Meeting Management cannot control the layouts for Skype for Business, so pane placement will not work for Skype for Business participants.

- **Pane placement can only be set after the meeting has started**, and only active participants can be assigned to panes. If placed participants are disconnected from the meeting, their pane is no longer assigned to them.

  This means that the pane that was assigned to them will be displayed as a blank pane. If you want placed participants to be placed in the same pane after they reconnect, you must add them again.

- **Pane placement cannot be set for individual participants.** Pane placement can be applied for a particular meeting that will be applicable for all web app and SIP participants.

  You cannot choose a pane placement setting that only affects what an individual participant will see.

- **The selected layout is applied only for all participants who are currently active in the meeting**, not for participants who join later. Also, individual participants can change their layout later if they have the required permissions.

  Participants who have chosen different layout will see the placed participants in other positions on the screen than the ones you defined.

  *To apply the same layout for new participants, click the **Pane placement** button and then save without making changes.*

- **Importance is disabled when pane placement is turned on**. When you set pane placement, Meeting Management clears all importance.

- **Pane placement does not work for gateway calls or dual homed calls**. The **Pane placement** button is disabled during dual homed meetings, but you will see no warnings for gateway calls.
- **If the meeting is hosted on several Call Bridges, then some participants see blank panes instead of the video for placed participants**. If participants are hosted on different Call Bridges, then up to 4 of the placed participants who are hosted on one Call Bridge will be visible to participants who are hosted on another Call Bridge. The remaining placed participants' video will be replaced by blank panes.

  *To know if participants are hosted on different Call Bridges, see that if they have different **CMS** listed in their participant details.*
- **Meeting Management does not support pane numbers out of range or more than one participant per pane**.

  If pane placement is set using the Meeting Server API (application programming interface) or a third party tool, there may be settings that are not supported by Meeting Management, such as:

  - *Pane numbers for any participants are outside the range defined by the number of reserved panes.*
  - *More than one participant have been assigned to the same pane.*

  The following warning will be displayed:

  "Pane placement was set using a tool that is not supported with Meeting Management"

  *This means that Meeting Management cannot display these settings. If you click **Set pane placement**, then Meeting Management will overwrite the settings with the ones you see displayed in the dialog.*
- **Meeting Management cannot always determine the selected meeting layout**.

  Information about layout settings is only saved temporarily, so Meeting Management cannot always determine which layout is in use for pane placement. If that happens, you will see the following warning:

  "Your meeting layout cannot be determined. Please select a layout to see a preview".
- **Meeting Management cannot turn pane placement off if it was set for the space.**

  If pane placement was set using the Meeting Server API (application programming interface), it may be set for the space rather than for the active meeting.

  *If pane placement is turned on for a space, and you try to turn it off, then Meeting Management will let you click **Turn pane placement off**, but the changes will not be applied. You will see no warnings, but if you click the **Pane placement** button again, you will see that pane placement is still on.*

5.4.2 How to set pane placement

To place participants in panes:

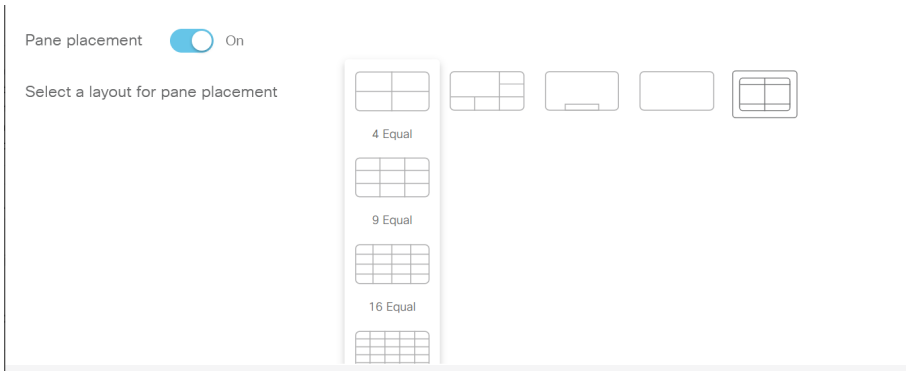
1. Click the **Pane placement** button.



2. Turn on pane placement



3. Select a layout.



4. For the participants that you are going to place in panes, choose what you want them to see on their screen.

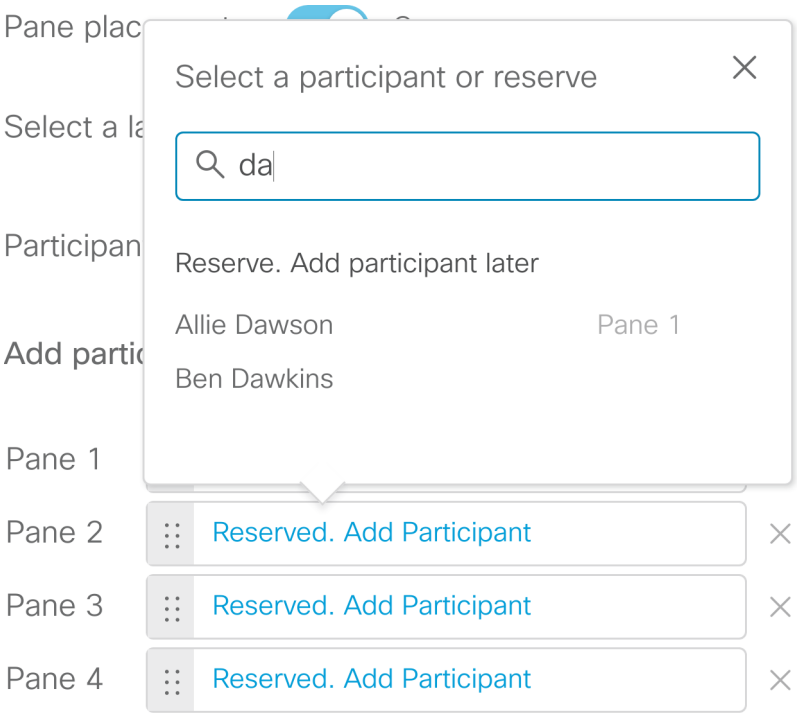
   The choices are:

   - ***Show self-view**: The placed participants will see their own video stream in the pane that is reserved for them.*

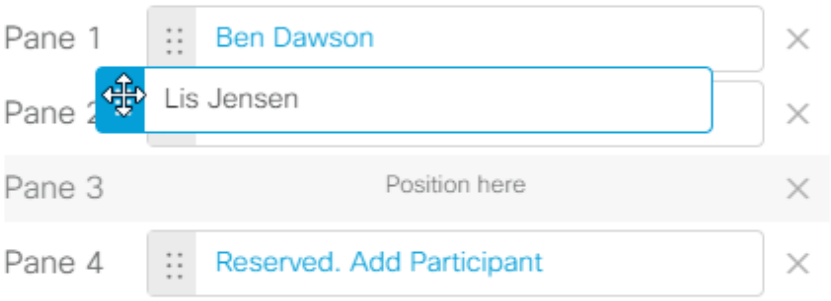
     The quality of self-view showed within the video layout will not be as good as the locally rendered self-view, as the video stream is transcoded which adds latency.
   - ***Show a blank pane**: The placed participants will see an empty background in the pane that is reserved for them.*
   - ***Show another participant in the pane**: The placed participants will not see themselves, and they cannot see which pane is reserved for them. Instead, their reserved pane will be occupied by the next placed participant, and all the following placed participants will move "up" one pane.*

Note: If participant labels are turned on, then they will appear on the self-view, but not in the blank view. Participant labels can only be turned on or off via the Meeting Server API commands.

5. Add participants to panes. For each pane, click **Add Participant** to add a participant.



If you have added the participants in the wrong order, you can drag a participant up or down. Use the dotted area to drag-and-drop a pane.



*You can reserve more panes by clicking the **Add another pane** link below the list, and you can remove a reserved pane by clicking the X next to the pane. For every reserved pane you remove, an active speaker can be displayed in the layout.*

Note: You cannot reserve panes for alternating active speakers. Alternating active speakers will always be placed in panes with higher numbers than those reserved.

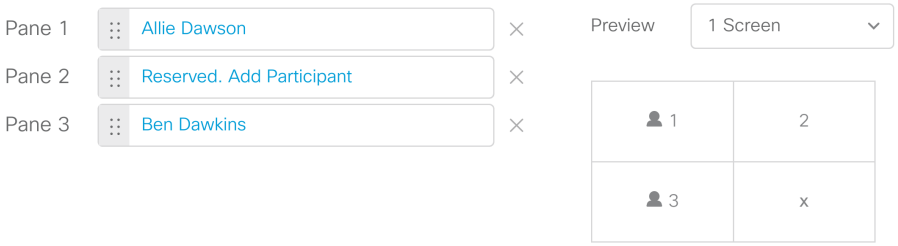
For example, you can have specific participants placed in the first two panes and leave the rest available to display active speakers. But you cannot place specific participants in panes 1 and 4 and leave panes 2 and 3 available for active speakers.

Note: When the Active Speaker feature is in use from the Meeting Server, Pane 1 is always reserved for Active Speaker. The pane assignment changes from Pane n to Pane n+1. For more information, see Cisco Meeting Server Administrator Quick Reference Guide Screen Layouts, Pane Placement, and Customizable Layouts.

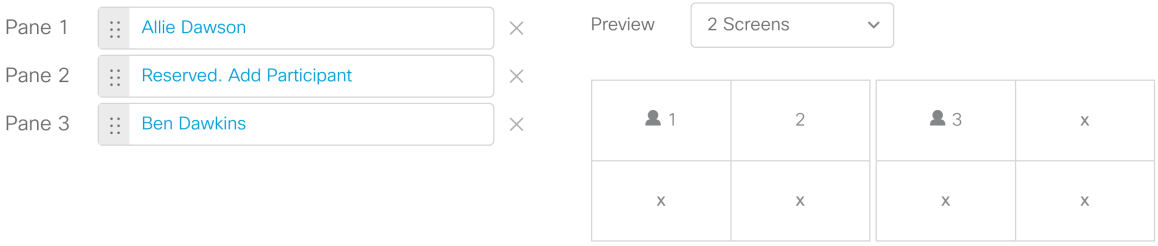
6. Check the preview and optimize for the preferred number of screens.

   You can see a preview of where each participant would be placed in the chosen layout on 1-screen, 2-screen, or 3-screen endpoints. The previews are correct if all panes are reserved, or if there are at least as many participants in the meeting as there are panes in the selected layout.

   In the example below you can see how it looks when 3 panes are reserved, but only two have been assigned to participants. Originally 4 panes were reserved, but we removed one so the bottom right pane can be occupied by the one who last spoke of the participants who have not been placed in panes.



   This is the same example, showing the 2 screen preview. Note that Lis Jensen is now displayed at the top of the right screen instead of the bottom of the left screen. In this view, 5 of the latest active speakers can be displayed.



7. Optional for advanced use: Uncheck the **Set this layout for active participants** check box if you don't want to apply the selected layout for all participants.

   Note: This option is only for advanced use. Most pane placement scenarios will require that this box remain checked. The option has been made available for users who want to apply the pane numbering without controlling the layout.

5.5 Move participants to a different meeting

In active meetings, you can choose one or more participants and move them to a different meeting. This is useful if someone has dialed into the wrong meeting, or if someone needs to go straight from one meeting to another. It can also be used for break-out sessions from bigger meetings.

You cannot move all participants. The general restrictions are:

- You cannot move participants who are using a Microsoft client (Lync, Skype for Business).
- You cannot move anyone into a dual homed meeting.
- You can move participants during an ad hoc call held in an ad hoc space. However, moving participants will not be enabled in an ad hoc meeting when integrated with Cisco Unified Communications Manager.

Depending on how your Cisco Meeting Server deployment is set up, there could be more restrictions. If you want to know more, see the guide "Cisco Meeting Server, Administrator Guide to Moving a Participant using the API" which you can find in the list of Meeting Server Configuration Guides.

As an operator, you do not need to know all the details of the limitations. Meeting Management will display a warning if a participant cannot be moved.

However, you do need to know a bit of what happens when you move someone into a new meeting:

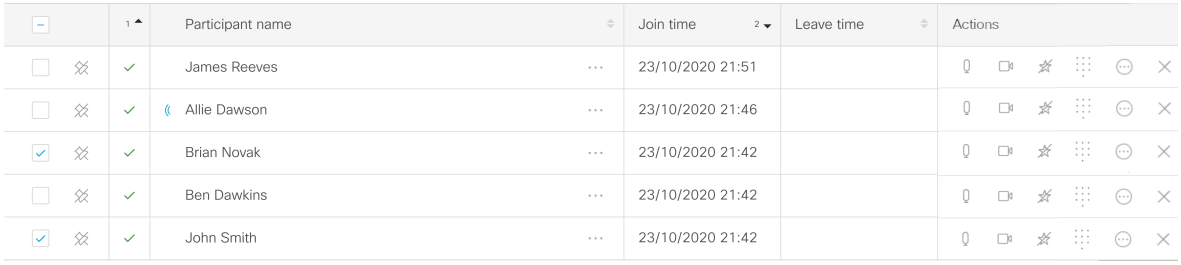
- If a participant is presenting when you move them to a new meeting, then it is likely that the presentation is also seen in the new meeting.
- Mute status, selected layout, importance and other settings will be replaced with default settings for the new meeting.
- If you move someone into a meeting where participants need to be activated and are waiting in the lobby, then Meeting Management turns the moved participant into an activator. This means that the moved participant will enter the meeting immediately, along with any other participants who were waiting in the lobby.

- If the new meeting is locked, Meeting Management will override the lock, and the moved participant will be taken straight into the meeting. The meeting will stay locked for other participants.

  Note: The lock mode affects what happens when you move participants to a locked meeting. If you are using the lock mode that lets you lock out all participants, then moved participants may stay in the lobby of the new meeting.

To move participants:

1. Choose the participants you want to move.



Note: If you want to move participants out of a dual homed meeting, you cannot select participants from the meeting details view. Instead, click the **Move participants** button and select participants in the **Move participants** dialog.

2. Click the **Move participants** button.



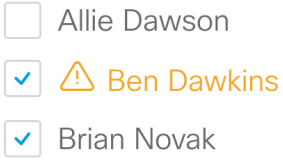
Move participants

3. Check that you have selected all the participants you want to move.

   *If you forgot to add someone, you can change the filter to **All** and select more participants.*

Note:

- If any participants cannot be moved, you will see a warning sign next to the participant's name.



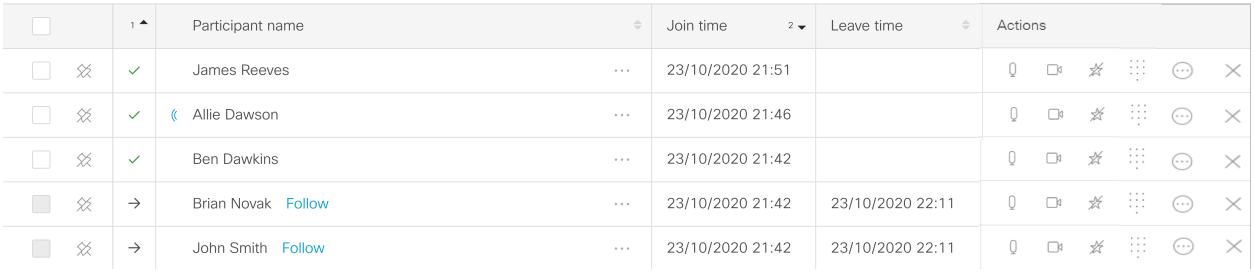
- Dual homed meetings will not appear in the list, as you cannot move someone into a dual homed meeting.
- The list in this dialog is updated continuously. If any of the participants are disconnected from the meeting, then they disappear from the list.

4. Choose the meeting you want to move the participants to.
5. Click **Move**.

Some participants cannot be moved using this feature. To move someone manually:

1. Open the participant details to copy the video address or number.
2. **Drop** the participant from the current meeting.
3. Go to the meeting you want to move the participant to.
4. Click **Add participants**, then paste or type the video address or number, and **Add**.

After you have moved participants out of a meeting, they still appear in the participant list with the status **Moved**. Also, you can click **Follow** to see the meeting they were moved to.



5.6 Use the meeting lobby and lock meetings

For some types of meetings it can be useful that some participants cannot enter the meeting until a host is ready. For example, you may want to make sure that you have everything set up before invited participants join, or you may want to lock the meeting after start so participants who join late cannot enter unnoticed.

5.6.1 Use the lobby to let invited participants wait for a host

If your Meeting Server administrator has set it up, then some of the participants will stay in a meeting lobby if no host is present. This use of the meeting lobby depends on your administrator setting up specific user profiles:

- **Activator**: Participants with Activator profile act as hosts and can start meetings on their own. Also, when they join a meeting, all lobby participants are automatically moved into the meeting.
- **non-Activator**: Participants with non-Activator profile act as a kind of guest who cannot start a meeting on their own. They must wait in the lobby until an Activator joins and starts the meeting.

5.6.2 Lock meetings

You can lock meetings to keep some or all participants out of an active meeting. There are two different lock modes, a "needs activation" lock mode that lets you lock out non-Activators, and an "all" lock mode that lets you lock out all participants. The default lock mode is "all", and your administrator can change it to the "needs activation" mode.

The lock mode can be set on different levels, such as for just one space, but we expect that most administrators will set one lock mode for everything.

Note: Meeting Management does not show which lock mode is in use, so ask your administrator what is configured.

Limitations for the "needs activation" lock mode:

- You cannot lock any dual homed meetings.
- You cannot lock meetings where individual participants are dialing into meetings that are hosted on the AVMCU.
- You cannot lock forwarded calls.
- You cannot lock gateway calls.
- Members of a space can never be locked out of a meeting that is hosted in that space.
- Non-members of a space do not always have non-Activator profiles.
- As an operator, you cannot see if a participant has an Activator or non-Activator profile.
- As an operator, you cannot see which rules has been set for what happens after the last Activator leaves the meeting.

Limitations for the "all" lock mode:

- You cannot lock any dual homed meetings.
- You cannot lock meetings where individual participants are dialing into meetings that are hosted on the AVMCU.

  You cannot lock forwarded calls.
- As an operator, you cannot see which rules has been set for what happens after the last Activator leaves the meeting.

To lock a meeting:

1. Click . 

   This locks out participants with non-Activator profile or all participants, depending on Meeting Server version and configuration.

To unlock a meeting:

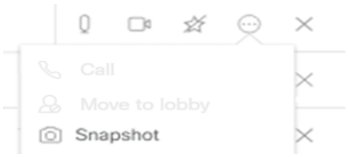
1. Click . 

   This lets all participants enter the meeting if an Activator is present. If there is no Activator in the meeting then non-Activators will still be waiting in the lobby until an Activator joins.

5.6.3 Move participants to lobby

If a meeting is locked, you can move specific or all participants to lobby using **Move to Lobby** option. You can select the participants in the meeting and click **Move to Lobby** option.

You can also move individual participant to lobby using the move to lobby icon available under **More** option in the **Actions** tab of the participants list.



Once the participant is moved to lobby, a notification is displayed indicating the participants' move. To view the list of participants who are moved to lobby, click on the **Lobby** link available in the meeting information.

If the Meeting Server administrator has allowed a participant to directly enter a locked meeting without waiting in the lobby, you cannot move such participants to lobby. Such participants will have icon placed against their name in the participants list. Hovering on the icon displays a tool tip **This participant can not be moved to lobby.** When you try to move such participants to lobby, an notification **Some of the participants cannot be moved to lobby** is displayed. For such participants the **Move to lobby** icon ( ) available against the participant is disabled.

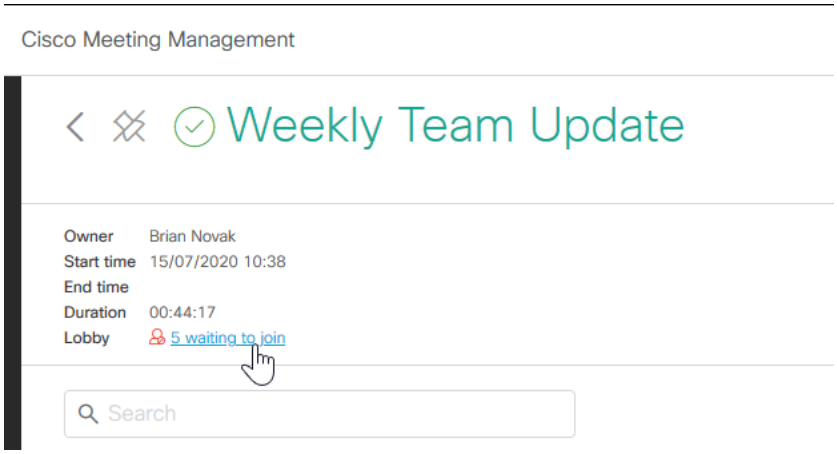
5.6.4 Admit participants

If a meeting is locked you can choose to manually let lobby participants enter the meeting.

You can use the **Admit all** button to manually let all lobby participants (including non-Activators) into the meeting, even if no Activator is present. You can also admit individual participants from the lobby into an ongoing meeting.

To let lobby participants into a meeting:

1. In the meeting details, click on the number of participants waiting



A dialog with a list of lobby participants will open.

2. Optional: Drop any participants you do not want to enter the meeting.

Note: Participants that you drop from the lobby will appear in the general list of disconnected participants, and Meeting Management does not show which participants were disconnected from the lobby and which were dropped from the actual meeting.

Note: If you drop participants who are using the Cisco Meeting Server web app, then you cannot dial them back into the meeting. The web app can be used only for joining meetings, not for receiving calls.

3. Optional: Change display name for participants.
   a. Click ✎ next to a participant's name.
   b. Change the name, and **Save**.
4. Admit individual or all participants from the lobby into an ongoing meeting. In the **Lobby** pop-up screen:

- Admit individual participant: To admit individual participant in the lobby into the meeting, click on the check mark button in **Actions** menu associated with that participant.
- Admit all participants: Click **Admit all** button to let all the participants in the lobby to join the meeting.

If the meeting is unlocked, then all lobby participants are let into the meeting whether or not an Activator is present.

5.6.5 What happens after an Activator leaves?

Meeting Server administrators can configure any of the following settings when the last Activator leaves the meeting:

- deactivate: The non-Activators stay connected, but they are moved back to the lobby.
- disconnect: The non-Activators are disconnected.
- remainActivated: The non-Activators stay in the meeting.

The participant disconnect/deactivate time is set (in seconds) by the Meeting Server administrator. Ask your Cisco Meeting Server administrator if you want to know what the settings are.

5.7 Add participants

You can add new participants or call back disconnected participants.

To add new participants:

1. Click the **Add participants** button.

   Add participants

2. Enter video addresses or numbers for the participants you want to add and the DTMF digits. Entering the DTMF digits here allows the participant to join the meeting directly.

   Note: In case the DTMF digits are not provided here, it should be provided by the participant or video operator while joining the meeting.

   If your administrator has added TMS phonebooks to Meeting Management, then you can search for contacts instead. Ask your administrator if you are in doubt. The search will work as it does when you search in TMS, but you will see maximum 50 search results.

3. Click **Add**.

   Participants who are added with their address or number may appear in the participant list with their address, as Meeting Management may not be able to retrieve information about their display name. However, you can change their display name when they are connected.

To call back a disconnected participant, use the individual call button for the participant.

Note: If a participant cannot be connected, you may not see any error messages. First you will see a spinner as connection status, and then the status will change to disconnected. Try again. If the participant still cannot be connected, then ask your administrator to check the Meeting Server dial plans.

5.7.1 Specify DTMF digits when adding a participant

To input the DTMF digits:

1. In the meeting details, find the participant's name.
2. In the Actions column, click
3. Enter the DTMF digits in the pop-up and click **Ok** to join meeting.

5.8 Change display name for a participant

During an active meeting, you can change the display name for any connected participant. The display name you enter will be seen by all participants in the meeting, for as long as the participant is connected.

Note: If renamed participants are disconnected from the meeting, they will have their original display name when they reconnect.

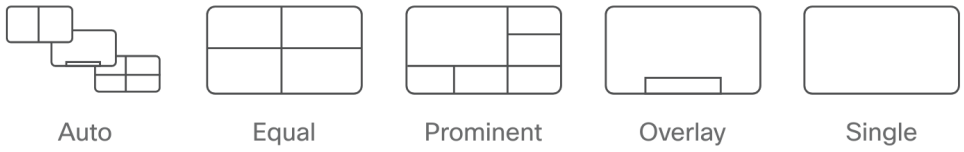
To change the display name for a participant:

1. Open the side panel with participant details.
2. Next to the name, click .
3. Write the new name and **Save**.

   Note: The length of the name can be up to 50 Roman characters with no accents, or up to 12 Chinese characters. However, people in the meeting are not likely to ever see more than around 25 Roman characters in the participant list. Also, the label that they see in a participant's pane may be shortened, depending on how much space is available on the screen.

5.9 Change layout for all or selected participants in a meeting

You can change the video layout for all participants or selected participants by clicking on individual participant who are dialing in from a SIP endpoint and web app. You can choose one of the layouts shown here:



Except for the **Single** layout, these are dynamic layout "families" that change as more participants enter the meeting. For instance, the **Equal** layout is showing panes of equal size, and it expands from a 4 participant view up to a 25 participant view.

For more information about the different layouts, see *Cisco Meeting Server Administrator Quick Reference Guide: Screen Layouts and Pane Placement*.

Changing the layout will only affect participants currently in the meeting and not participants who join after the change.

Only individual participants who have layout permissions can subsequently change their layout.

To change layout:

1. Optional: Select the participants you want to change layout for.
2. Click the **Set layout for all** button above the participant list.



Note: If pane placement is turned on, we recommend that you use the **Pane placement configuration** button to change layouts. This is because pane placement uses specific versions of each layout family that you cannot choose here.

Note: Only a subset of the existing Meeting Server layouts are available in Meeting Management.

You cannot change layouts for Lync/Skype for Business clients or for the web app. Also, some endpoints may have different layouts than the ones available on the Meeting Server, or show different behavior when you try to change the layout. See our knowledge base for an overview:

How will my endpoint layout controls behave when used with Cisco Meeting Server and managed by Cisco Meeting Management

5.9.1 Assign custom layouts

If you have purchased license for customizable layouts, you can apply a customized screen layout that suits your specific needs for the ongoing meetings and/or the participants in the

meeting. These layouts are defined in the Meeting Server and hence Meeting Management does not supports adding, deleting, or editing custom layouts.

To apply customized layout for a meeting:

1. Navigate to the meeting you want to change layout for.
2. Click the **Set layout** button.
3. Select the custom layout to be applied from the available list of customized layout.

To apply customized layout for selected participants:

1. Navigate to the meeting.
2. Select the participants for applying custom layout.
3. Click **Set layout** button above the participant list.
4. Select the custom layout to be applied from the available list of customized layouts.

Meeting Management supports a maximum of 20 custom layouts. Meeting Management displays five custom layouts at a time with a link to view more layouts. Customizable layouts are not supported on triple screen endpoints.

In case there are no custom layouts defined in Meeting Server, Meeting Management will display only the standard layouts.

5.10 See who is speaking or presenting

An icon will indicate if a participant is speaking or sending audible background noise.

In the screenshot below, Sandra Ty is currently audible. Sally Wood has been audible within the last 30 seconds, so the icon is still displayed, but it has turned gray.



If you filter by **Speaking** participants, you will see all participants who are currently audible, as well as participants who have been audible within the last 30 seconds.

Another icon will indicate if a participant is presenting.

In the screenshot below, Sandra Ty is presenting and speaking.



5.11 Send message to all participants

You can broadcast on-screen messages to all the participants during an ongoing meeting. Both SIP and web app participants can view the on-screen messages, but they cannot dismiss the message.

You can customize the text, position, and duration of the on-screen message using the **Message all** button by setting the following three parameters while sending the message:

Table 5: Description of the parameters used for sending messages to all participants

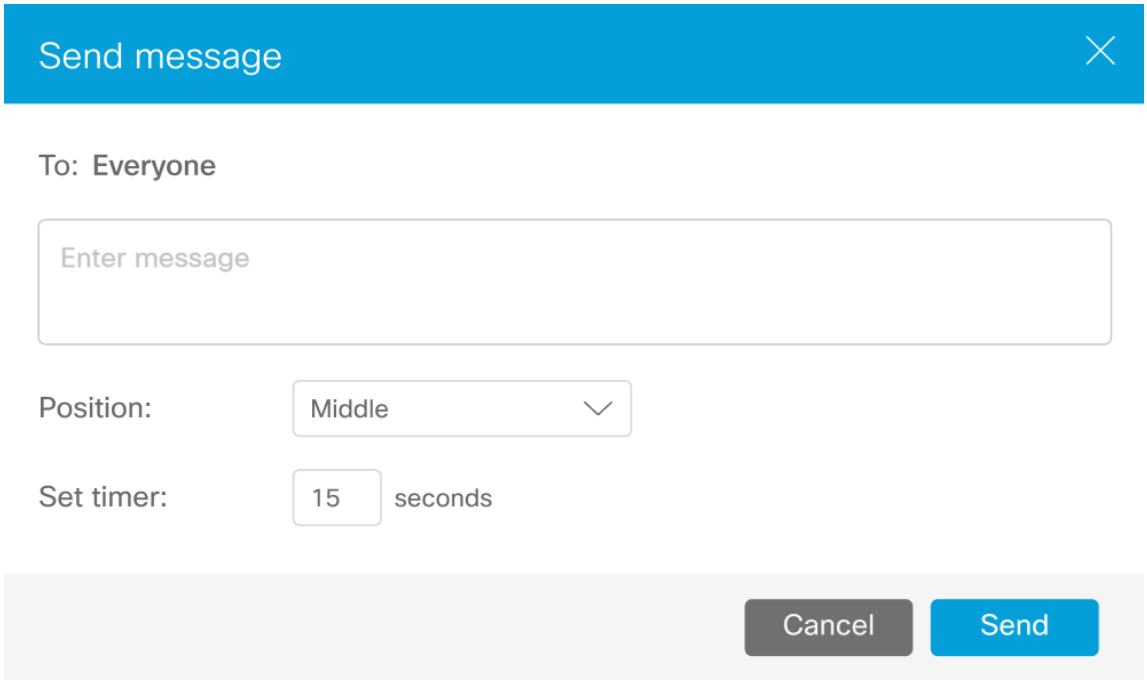
Parameter name	Parameter type	Parameter value	Default	Description
Enter Message	String	Free form text	None	The text box allows to enter the text to be displayed to all participants in the meeting. The message can include a maximum of 200 characters. Example - Weekly Meeting
Position	Drop-down options	Top, Middle, Bottom	Top	Allows to select the position to display the configured message on screen. If no option is selected, then **Top** will be set as the default position. Example - Top
Set Timer	Number	Time in seconds	0	Allows to enter time/duration in seconds to display the configured message on the participants' screens.

5.11.0.1 Points to note

- You can send any number of messages, but only one message can be displayed at a time. The most recent message takes precedence.
- The message button (beside the meeting name) indicates that message is sent and is being displayed on the participants' screens. Hovering mouse on the icon displays the most recent message as a tool-tip. The icon is dismissed after the allotted time has elapsed.
- Meeting Management shows appropriate notifications when a message is successfully sent, sending failed, and if the message exceeds the 200-character limit.

To send messages to all participants:

1. Navigate to **Meetings** page.
2. Click on the **Message all** button available on top of the participants table.



3. Enter the message that should be displayed on the participants' screen in **Enter message**. A maximum of 200 characters are allowed in a message.
4. Select **Position** for displaying the message using the drop-down.
5. Provide time in seconds for displaying the message in **Set timer**.

5.12 Mute or unmute audio for all or selected participants in a meeting

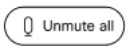
To mute participants:

1. Optional: Select the participants you want to mute.
2. Click the **Mute all** button to mute all the participants or click **Mute** button available for each participant to mute any particular participant.



To unmute participants:

1. Optional: Select the participants you want to unmute.
2. Click the **Unmute all** button to unmute all the participants or click **Unmute** button available for each participant to unmute any particular participant.



The way the web app and SIP endpoints handle audio and video control varies. See our knowledge base for an overview:

How will my endpoint mute/unmute controls behave when used with Cisco Meeting Server and managed by Cisco Meeting Management?

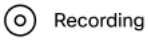
5.13 Record meeting

If a Recorder is configured on the Meeting Server, you can start recording a meeting, or you can stop an ongoing recording.

To start or stop a recording:

1. Click **More** button in meeting details.
2. Select 

3. The icon changes to 

once the recording starts. Recording icon  is also displayed near the meeting name to inform that the meeting is being recorded.
4. To stop recording click 

again.

Note: If individual participants have permissions, they can also stop or start recordings.

Typically, your administrator will have informed you if recording is configured for a meeting. If you need to check it yourself, click the **Recording** button and check if you get an error message.

Note: If a space has been configured to record all meetings, you can see the meeting is being recorded, but you cannot stop the recording.

5.14 Stream a meeting

If streaming is configured on the Meeting Server, and a streaming URI is set for the meeting you are managing, you can start or stop streaming.

To start or stop streaming:

1. Click **More** button in meeting details.
2. Select Streaming
3. The icon changes to Streaming once the streaming starts. Streaming icon  is also displayed near the meeting name to inform that the meeting is being streamed.
4. to stop streaming, click Streaming again.

Typically, your administrator will have informed you if streaming is configured for a meeting. If you need to check it yourself, click the **Streaming** button and check if you get an error message.

5.15 Audio/video muted for participants when entering a meeting

To override new participants' mute status so they join muted:

1. Click **More** button in meeting details.
2. Select Audio mute on entry
3. The icon changes to Audio mute on entry once activated. Audio mute on entry icon  is also displayed near the meeting name to inform that the participants are being muted on entry.

Different endpoints have different behaviors; see our knowledge base for an overview:

How will my endpoint mute/unmute controls behave when used with Cisco Meeting Server and managed by Cisco Meeting Management

5.16 Turn audio or video on or off for an individual participant

To control audio or video for an individual participant, you can use the call controls in the **Actions** column.

You can also control audio and video from the side panel with participant details.

Also, the way the web app and SIP endpoints handle audio and video control varies. See our knowledge base for an overview:

How will my endpoint mute/unmute controls behave when used with Cisco Meeting Server and managed by Cisco Meeting Management?

5.17 Change layout for an individual participant

To change the layout for an individual participant:

1. On the **Meetings** page, meeting details view, select the participant.

   The side panel with participant details will open.

2. Select the layout you want.

If they have permissions, individual participants can subsequently change their own layout.

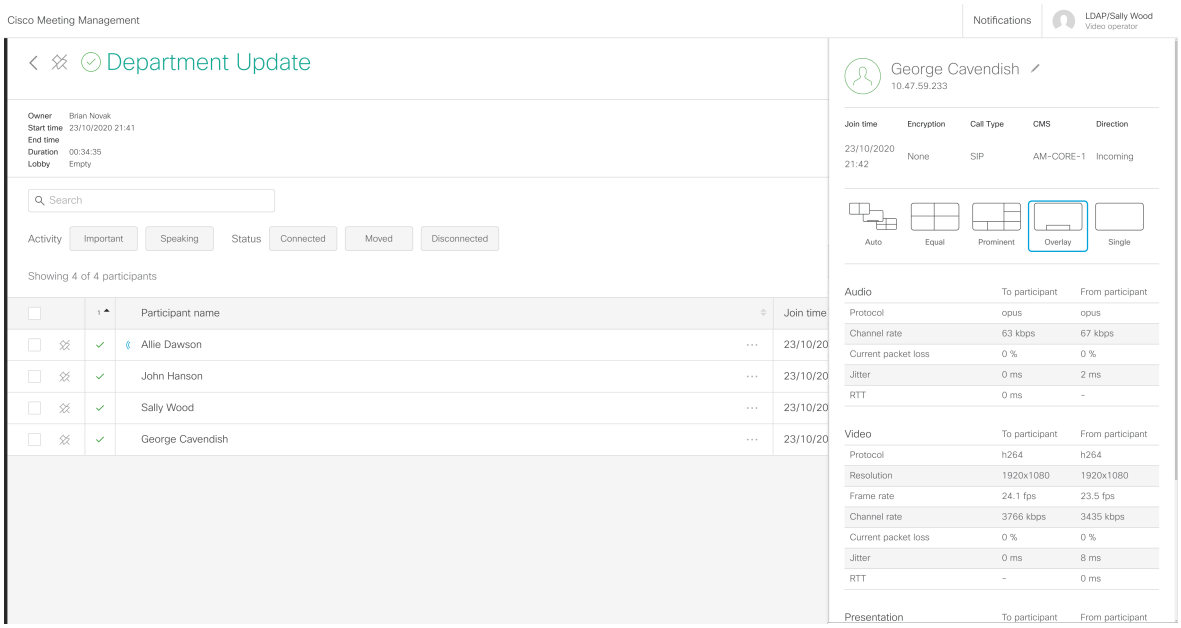
You cannot change layouts for Lync/Skype for Business clients or for the web app. Also, some endpoints may have different layouts than the ones available on the Meeting Server, or show different behavior when you try to change the layout. See our knowledge base for an overview:

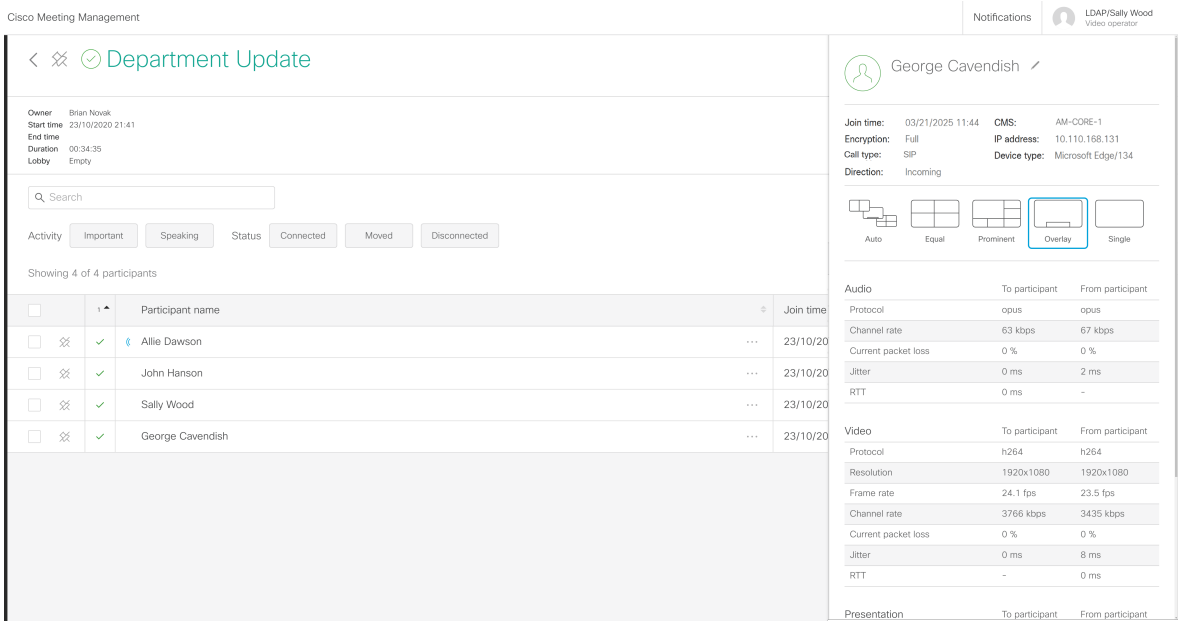
How will my endpoint layout controls behave when used with Cisco Meeting Server and managed by Cisco Meeting Management?

5.18 View participant details

The participant details will differ, dependent on the call type:

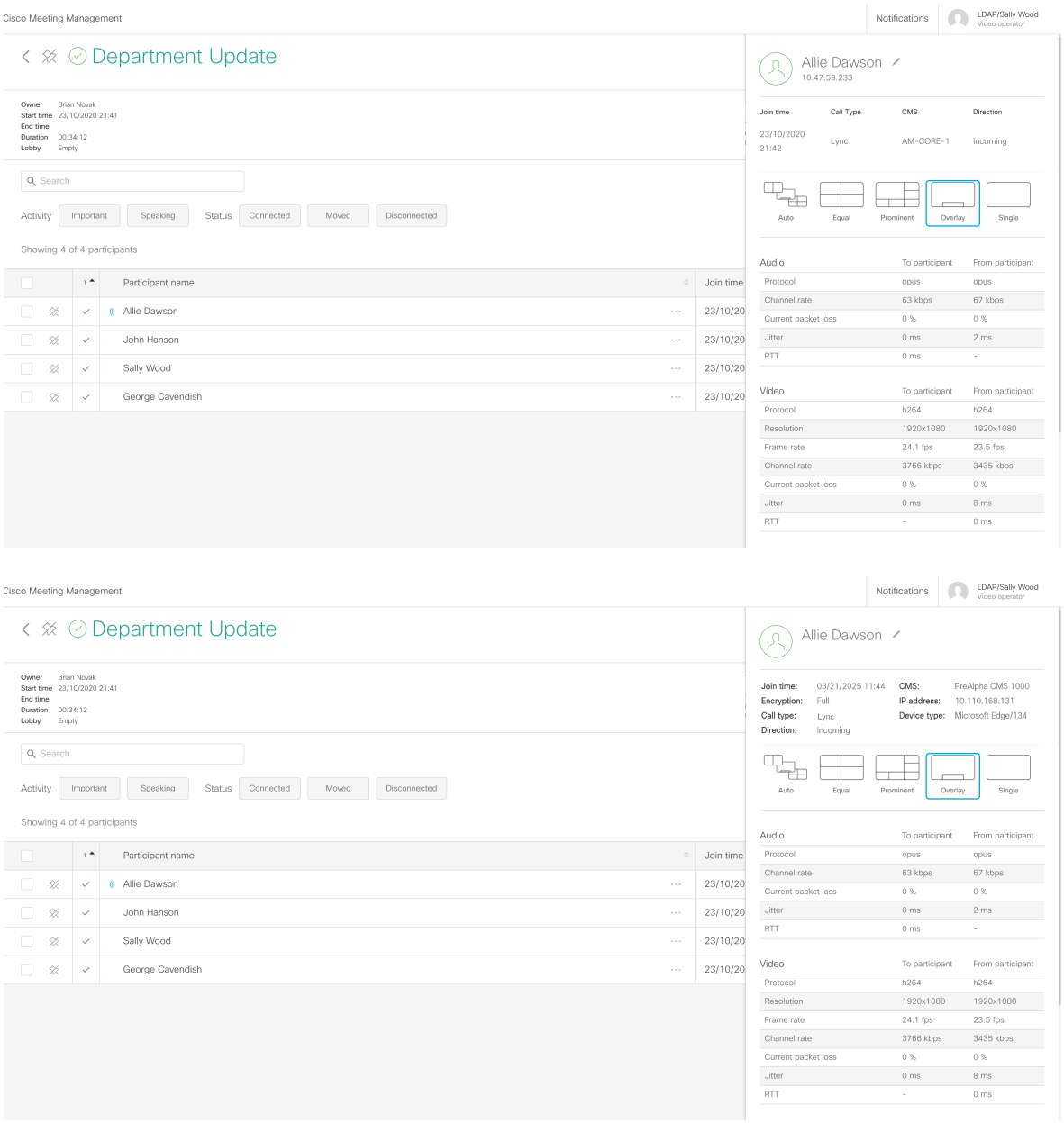
- **SIP**: The participant is using a SIP or TIP endpoint.





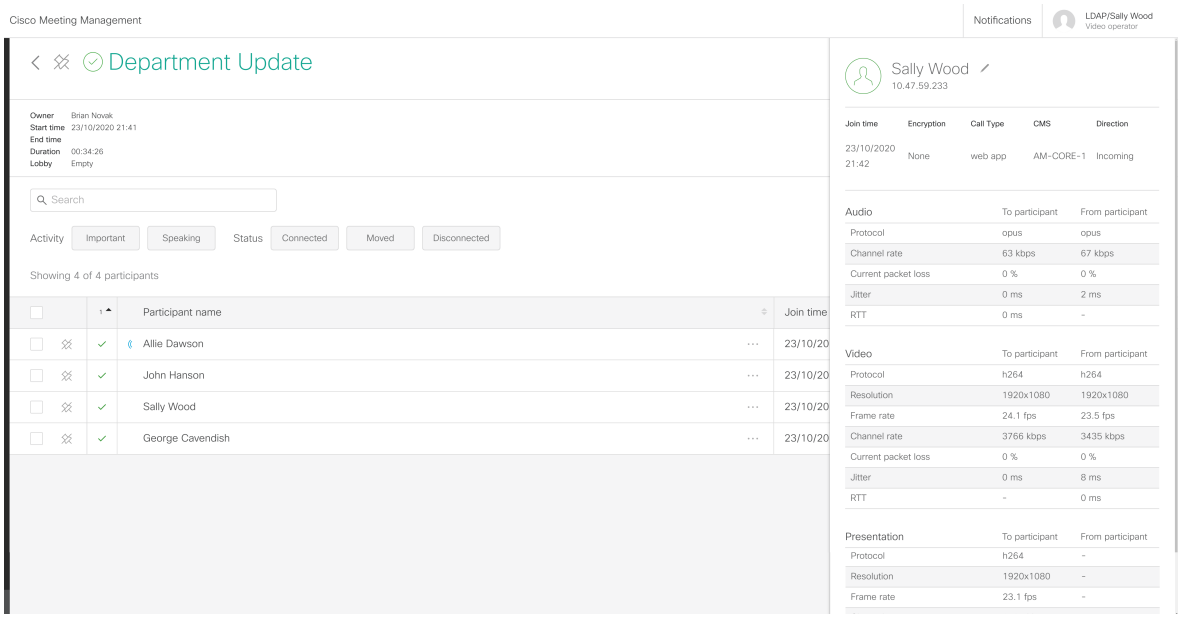
Note: For individual participants, you may see layout options that are not available for the endpoint in use.

- **Lync**: The participant is using Lync or Skype for Business.



Note: Lync calls have no call controls apart from drop call. This is because the Meeting Server cannot control Lync or Skype for Business clients.

- Web app: The participant is using the web app.



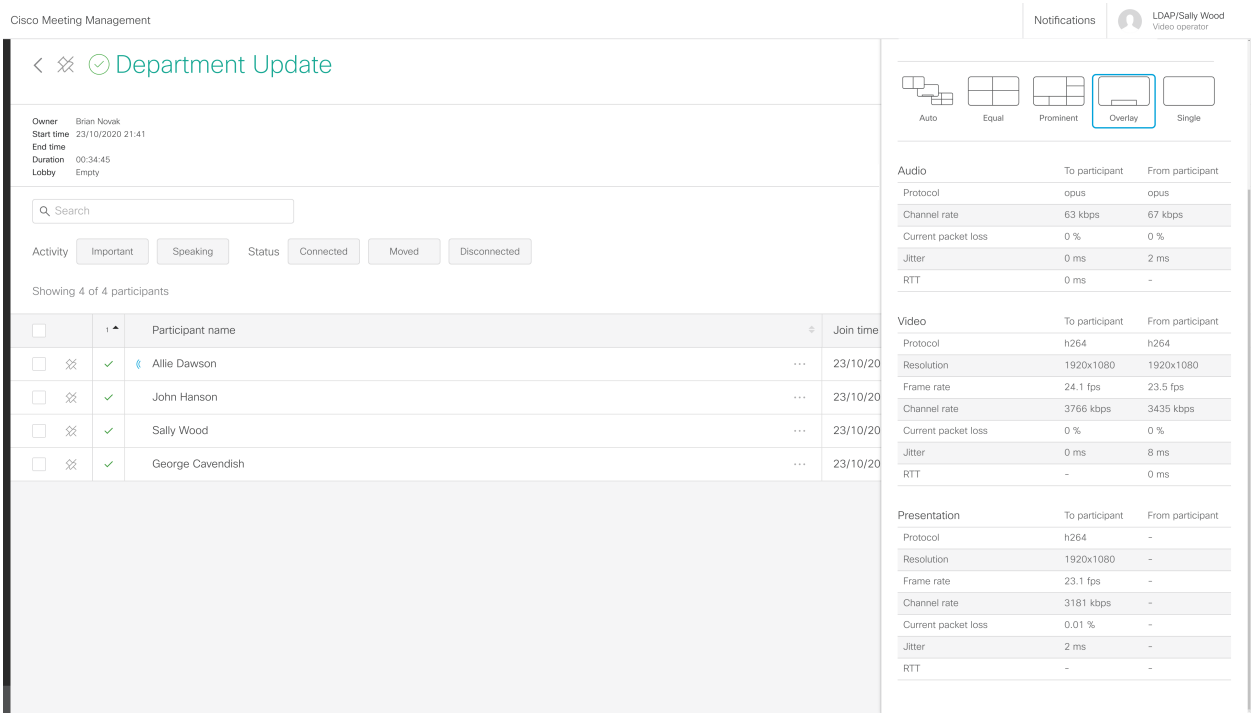
Note: Web app calls have no layout choices. This is because their layouts can only be controlled by the participant within the app.

Note: Participant details will not have the start or stop video button if the participant is an audio-only participant. Also, no video statistics will appear below. It may take up to 15 seconds before you can see if a participant has chosen to join as an audio-only participant.

5.19 Call statistics

For all calls, note that **Direction** for the call is to or from the Meeting Server, and call statistics are from the point of view of the participant.

In the example below, George Cavendish is in a meeting where someone is presenting. You can see that the Meeting Server is transmitting a presentation stream.



For web app and SIP calls, you can always see call statistics for audio streams.

If someone in the meeting is presenting, statistics for the presentation streams are displayed for all participants, except audio-only participants.

If a participant has joined as an audio-only participant, the video or presentation statistics, and the stop/start video button, will not be displayed.

For participants using dual screen or TIP devices, call statistics are only displayed for one screen.

5.20 Mark participants as important

If you want to make specific people visible in a meeting even when they are not speaking, you can make them important. If several participants are made important, then the ones who last spoke will take priority.

To mark a participant as important:

1. In the participant list, find the participant's name.
2. In the **Actions** column, click .

   The participant is now marked as important with a blue star, and pinned at the top of the participant list. The participant will stay pinned until you are signed out, or until you manually remove the pin. Clearing importance does not remove the pin.

If you want to clear importance for all participants, click Clear all importance at the top of participants' list.

If you want to clear importance for just some of the important participants, select the participants first, then click the button.

Note: Meeting Management only supports importance when it is set using Meeting Management or the web app. Other methods (API commands or 3rd party tools) can be used to set importance on the Meeting Server, but importance set by these other methods will not be displayed correctly in Meeting Management. If it happens during a meeting, importance will be displayed with a warning sign and the tool tip **Importance was set using a tool that is not supported with Meeting Management**. You may want to talk to your administrator before you clear the unsupported importance setting.

Note: Importance does not work if pane placement is turned on.

5.21 Taking snapshots of participants in a meeting

Taking snapshots of participants in a meeting aids in monitoring the overall meeting experience or for any diagnostic purpose such as to check the layout being displayed at the participant end or to check the participant video quality. In a managed meeting, Meeting Management allows video operator:

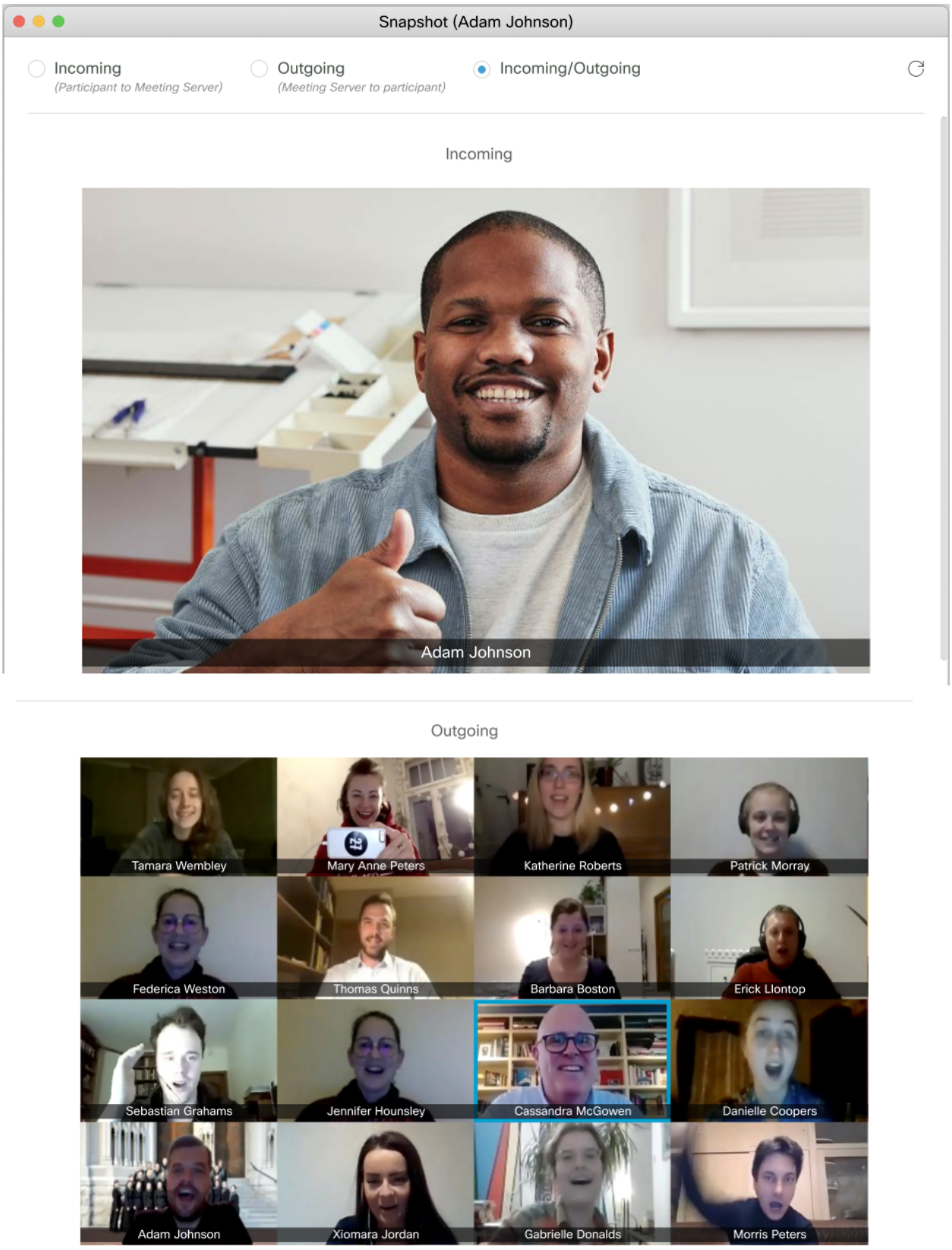
- to take snapshot of the video of the participant(s).
- to take snapshot of the video of all the participants that is displayed on the participant's screen depending on the layout selected.

The captured snapshots are available in 1280*720 (Width * Height) pixel.

To take a snapshot:

1. In the meeting details, find the participant's name.
2. In the **Actions** column, click**More** button and select Snapshot

Note:
- Taking snapshots of participants in a meeting is not implemented for Permanent License Reservation (PLR) mode.
- Content sharing will not be captured while taking snapshots. Only participant's video will be captured using snapshot.


Snapshot (Adam Johnson)
Incoming
(Participant to Meeting Server)
Outgoing
(Meeting Server to participant)
Incoming/Outgoing
Incoming
Adam Johnson
Outgoing
Tamara Wembley
Mary Anne Peters
Katherine Roberts
Patrick Morray
Federica Weston
Thomas Quinns
Barbara Boston
Erick Llontop
Sebastian Grahams
Jennifer Hounsley
Cassandra McGowen
Danielle Coopers
Adam Johnson
Xiomara Jordan
Gabrielle Donalds
Morris Peters

Following options are available for capturing snapshots:

- **Incoming** (from participant to Meeting Server)- By default this option is selected and displays the snapshot of the participant.
- **Outgoing** (from Meeting Server to participant)- It displays the snapshot of video sent from Meeting Server to participant. This can be used to verify the layout displayed on the participant screen.
- **Incoming/Outgoing**- In this case, snapshot will be available for both the directions. Left window will display the incoming snapshot of a selected participant and right window will display the outgoing snapshot of participant screen.
- **Refresh**- Refresh ⟳ button allows video operator to take a fresh snapshot of the option that is already selected.

5.22 Meetings with disabled features

In some scenarios, certain features cannot work and have been disabled. When this happens, Meeting Management will display one or more labels in the top left corner of the meeting details.

There are two different labels:

- Dual homed

  In dual homed meetings, the participants hosted on the AVMCU are not displayed, and several features are disabled or do not work as they do in other meetings.

- Remote recording

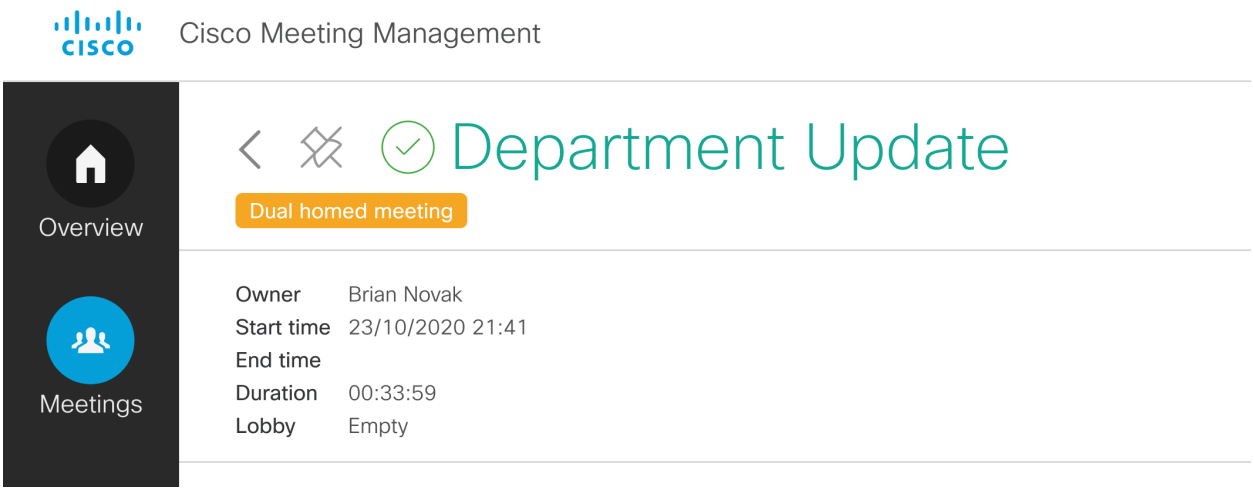
  You will see this label when a Lync or Skype for Business participant is recording the meeting. Remote recording is any recording that is not done via Cisco Meeting Server. You cannot control remote recording.

5.22.1 Dual homed meeting

A dual homed meeting is a meeting where the Meeting Server and Microsoft AVMCU (Audio/Video Multipoint Control Unit) both serve as hosts. All participants using Microsoft clients (Lync, Skype for Business) are hosted on the AVMCU, and all other participants are hosted on the Meeting Server. Meeting Management gets its information from the Meeting Server, and you can only see the participants who are hosted on the Meeting Server.

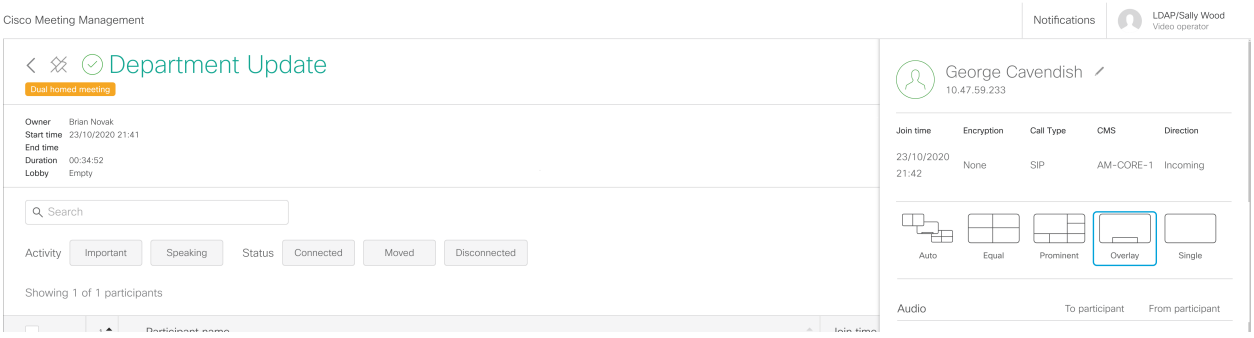
The label **Dual homed meeting** is displayed so you know at a glance that this is a non-standard meeting where some features are disabled. In dual homed meetings, the only meeting level actions you can perform are **Move participants**, **Set layout for all**, **Clear all importance**, and starting or stopping a **Recording**.

Note: You can move only SIP participants out of a dual homed meeting. You cannot move participants who are hosted on the AVMCU, and you cannot move anyone into a dual homed meeting.



Note: If all the participants who are hosted on the Meeting Server leave the meeting, Meeting Management will display the meeting as ended, even if there are still connected participants who are hosted on the AVMCU.

For individual participants, you can perform all actions, except for starting or stopping their video. Importance works, but it can only be set for participants who are hosted on the Meeting Server. Also, importance only affects what other participants on the Meeting Server can see. Participants hosted on the AVMCU will see the audible participants as defined by AVMCU, rather than the participants you have marked as important using Meeting Management.



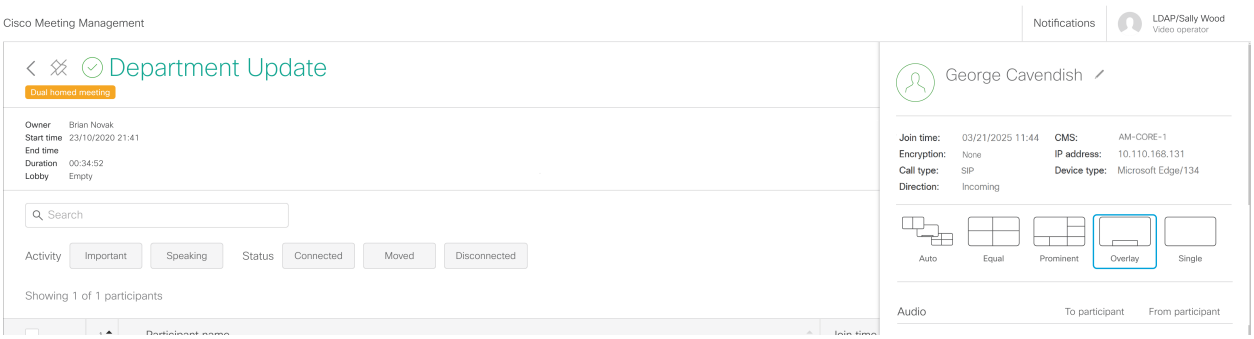


Table 6: Meeting level controls

Action	Enabled	Notes
Pane placement	No	
Move participants	Yes	This works only for SIP and web app participants hosted on the Meeting Server, and only for moving out of the dual homed meeting.
Add participants	No	
Set layout for all participants	Yes	
Set layout for selected participants	No	
Mute all	No	
Unmute all	No	
Mute selected	No	
Unmute selected	No	
Clear all importance	Yes	
Clear importance for selected participants	No	
Start/stop recording	Yes	
Start/stop streaming	No	
Mute on entry	No	
Event logs	Yes	You can only see event logs for participants and actions hosted on the Meeting Server.
End meeting	No	

Note: For a dual homed meeting, the event logs may show events for additional 'participants' who are not displayed in the participant list. These additional 'participants' represent the connection between the AVMCU and Cisco Meeting Server, and are not shown in Meeting Management interface to avoid confusion with actual participants who can be managed. There is also no additional management functionality for these connections.

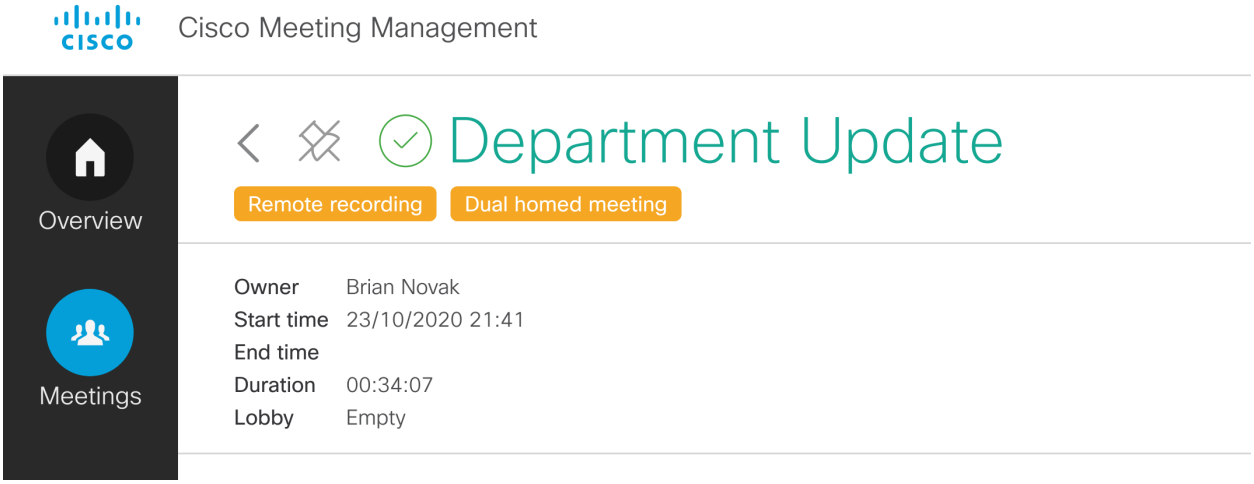
Table 7: Controls for individual participants

Action	Enabled	Notes
Mute/unmute	Yes	
Start/stop video	No	
Make important/clear importance	Yes	The importance will only have effect for what participants hosted on the Meeting Server will see.
Call	No	
Drop	Yes	
Change layout	Yes	

5.22.2 Remote recording

When a Lync or Skype for Business participant is recording a meeting, you will see the label **Remote recording**.

Remote recording is any recording that is not handled by the Cisco Meeting Server. A recording indicator will be displayed for all participants if a remote recording is taking place.



Participants dialing in from a video system will see a different recording indicator for remote recordings than the one they see for recordings handled by the Meeting Server. Web app users see the same recording indicator for all recordings, whether they are remote or via the Meeting Server.

For more information, see the "Recording indicator for dual homed conferences" section of any of the Cisco Meeting Server Deployment Guides.

6 Meeting event logs

The event logs give a timeline for what happened in a meeting, e.g. when the meeting started and ended, when participants joined and left, when recording was started, when layout was changed, when participants were muted/unmuted, etc.

Event logs for an individual meeting are available as long as the meeting is listed on the **Meetings** page. You can view the logs on the screen, or you can download them if you need to access them later.

6.1 Timestamps for event logs

Meeting Management applies timestamps to event logs when it receives information from the Meeting Server. Timestamps are given and stored in UTC, but if you look at the event log within Meeting Management, they are converted into your browser's timezone.

The table below illustrates how time is assigned and displayed in Meeting Management.

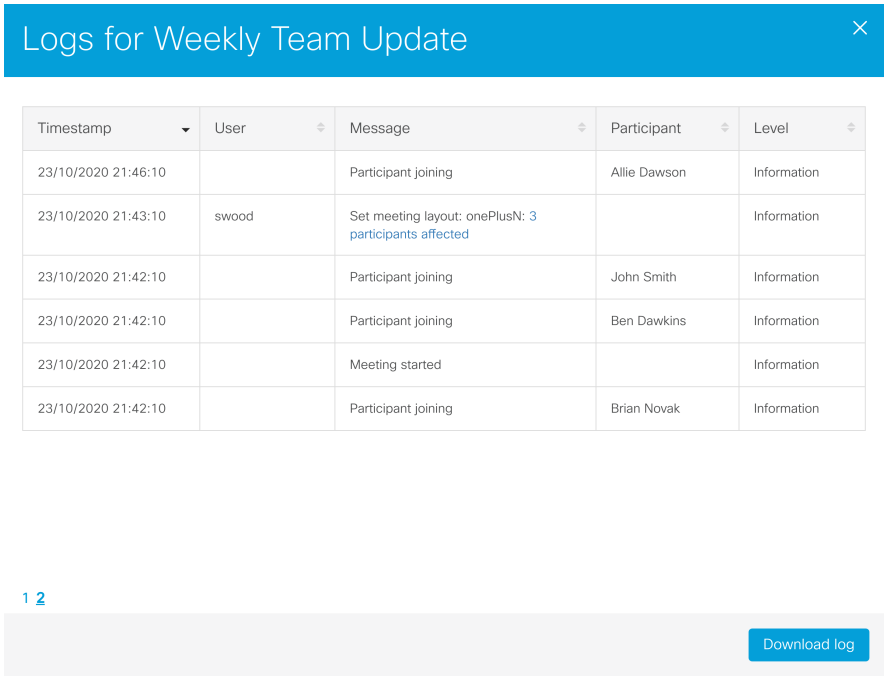
View	Timestamps assigned by	Time zone or standard	Time format	Notes
Event logs on screen	Meeting Management	Your browser's time zone	24 hour format	If event logs are re-synchronized with the Meeting Server, new timestamps are given.
Event logs downloaded	Meeting Management	UTC	24 hour format	
Details on **Meetings** page and meeting details	Meeting Server	Your browser's time zone	24 hour format	If the time for your Meeting Server is not synchronized with the time for your Meeting Management, the timestamps you see here can differ from what you see in the event logs.

To see event logs on screen:

1. Click the **Event logs** button.



2. See the logs.



Timestamp: Timestamps seen in the onscreen logs are based on the Meeting Management server's time, converted to your browser's local time zone.

User: Users listed here are video operators or administrators of Meeting Management.

Note: Participants are not registered as users in Meeting Management, even if they are registered users on the Meeting Server.

Message: Messages indicate what has happened.

Participant: A participant name or address is displayed if the event was initiated by a participant, or if a change was made for that individual participant. For instance, both a user and a participant will be displayed if the video operator changes screen layout for an individual participant.

Note: When Meeting Management is restarted, all event logs are lost. Only start times and participant join times will be recreated, and only for active meetings. Note that re-synchronized events get new timestamps, so timestamps are unreliable for meetings that were active during restart.

6.2 List of event log messages

The table below lists event log messages you may see.

Message	User displayed	Participant displayed	Level	Explanation
Add meeting participant: address=<address>	Yes	No	Information	A video operator added a participant with the displayed address. The participant's name cannot be displayed when a video operator calls the participant.
Add meeting participant failed: address=<address>	Yes	No	Warning	A video operator tried to add a participant with the displayed address. The operation failed.
Disconnect participant	Yes	Yes	Information	A video operator disconnected a participant.
Disconnect participant failed	Yes	Yes	Warning	A video operator tried to disconnect a participant. The operation failed.
End meeting	Yes	No	Information	A video operator ended the meeting.
End meeting failed	Yes	No	Warning	A video operator tried to end the meeting. The operation failed.
Meeting ended	No	No	Information	The meeting ended.
Meeting started	No	No	Information	The meeting started. This happens when the first participant joins, or when the meeting is started via a command. For instance, if a meeting is booked via TMS, TMS sends a command to start the meeting.
Participant joining	No	Yes	Information	A participant joined the meeting or reconnected to the meeting.
Participant is disconnected	No	Yes	Information	A participant was disconnected.

Message	User displayed	Participant displayed	Level	Explanation
Participant merged	No	Yes	Information	This happens when a participant is seen twice by Meeting Management because of disconnecting and reconnecting. Meeting Management compares the details and removes duplicates of the same participant.
Participant rejoining	No	Yes	Information	A participant was called back into the meeting by a video operator.
Recording: recorder=<recorder>, path=<path>	No	Yes	Information	Shortly after recording with local Recorder has started, the name and path for the Recorder are displayed in the event log. The Recorder appears as a participant in the event logs.
Recording: recorder=<recorder>	No	Yes	Information	Shortly after recording with a SIP Recorder has started, the name of the Recorder is displayed in the event log. The Recorder appears as a participant in the event logs.
Redial participant	Yes	Yes	Information	A video operator called a disconnected participant back into the meeting.
Redial participant failed	Yes	Yes	Warning	A video operator tried to call a disconnected participant back into a meeting. The operation failed.
Set meeting layout: layout=<layout>	Yes	No	Information	A video operator has changed the layout for all participants to the displayed layout.
Set meeting layout failed: layout=<layout>	Yes	No	Warning	A video operator tried to change the layout for all participants to the displayed layout. The operation failed.
Set meeting record: enabled=true	Yes	No	Information	A video operator has started recording.

Message	User displayed	Participant displayed	Level	Explanation
Set meeting record failed: enabled=true	Yes	No	Warning	The recording feature is available for this meeting. A video operator tried to start recording, but the operation failed.
Set meeting record: enabled=false	Yes	No	Information	A video operator has stopped recording.
Set meeting record failed: enabled=false	Yes	No	Warning	A video operator tried to stop recording, but the operation failed.
Set meeting stream: enabled=True	Yes	No	Information	A video operator started streaming.
Set meeting stream failed: enabled=True	Yes	No	Warning	A video operator tried to start streaming. The operation failed.
Set meeting stream: enabled=False	Yes	No	Information	A video operator stopped streaming.
Set meeting stream failed: enabled=False	Yes	No	Warning	A video operator tried to stop streaming. The operation failed.
Set participant layout: layout=<layout>	Yes	Yes	Information	A video operator has changed the layout for an individual participant into the displayed layout.
Set participant layout failed: layout=<layout>	Yes	Yes	Warning	A video operator tried to change the layout for an individual participant to the displayed layout. The operation failed.
Set participant mute: <stream>=<value>	Yes	Yes	Information	A video operator muted or unmuted a participant, or stopped or started the participant's video. <stream> can be rxAudio or rxVideo <value> can be True (for audio muted or video stopped) or False (for audio unmuted or video started). The value is the state the video operator tried to change to, not the current state.

Message	User displayed	Participant displayed	Level	Explanation
Set participant mute failed: <stream>=<value>	Yes	Yes	Warning	A video operator has tried to mute or unmute a participant, or to stop or start the participant's video. The operation failed. <stream> can be rxAudio or rxVideo <value> can be True (for audio muted or video stopped) or False (for audio unmuted or video started). The value is the state the video operator tried to change to, not the current state.
Streaming: streamer=<streamer>, url=<url>	No	Yes	Information	Shortly after streaming has started, you will see this message to let you know that the Streamer with the listed name is configured to use the listed url.
Set meeting audio mute on entry: enabled=True	Yes	No	Information	A video operator has set all new participants to be muted on entry.
Set meeting audio mute on entry failed: enabled=True	Yes	No	Warning	A video operator has tried to set all new participants to be audio muted on entry, and the operation failed.
Set meeting audio mute on entry: enabled=False	Yes	No	Information	A video operator disabled audio mute on entry.
Set meeting audio mute on entry failed: enabled=False	Yes	No	Warning	A video operator tried to disable audio mute on entry. The operation failed.
Meeting scheduled to start at <scheduled start>	No	No	Information	The meeting was scheduled in TMS to start at the displayed time.
Meeting scheduled to end at <scheduled end>	No	No	Information	The meeting was scheduled in TMS to end at the displayed time.
Meeting has TMS ID <tms conference id>	No	No	Information	The meeting was scheduled in TMS with the displayed TMS conference ID.

Message	User displayed	Participant displayed	Level	Explanation
Set meeting importance: <unset>	Yes	No	Information	A video operator cleared all importance.
Set meeting importance failed: <unset>	Yes	No	Warning	A video operator was trying to clear all importance, but the operation failed.
Set participant importance: <value>	Yes	Yes	Information	A video operator made a participant important or cleared importance. <value> can be "0" for important or unset for cleared. The value is the state the video operator tried to change to, not the current state.
Set participant importance failed: <value>	Yes	Yes	Warning	A video operator tried to make a participant important or to clear importance, but the operation failed. <value> can be "0" for important or unset for cleared. The value is the state the video operator tried to change to, not the current state.
Set meeting importance: <unset>: <num participants> participants affected	Yes	No	Information	A video operator cleared importance for selected participants The "<num participants> participants affected" is a link which you can click to see the names of the participants affected.
Set meeting mute: rxAudio=true: <num participants> participants affected	Yes	No	Information	A video operator muted selected participants. The "<num participants> participants affected" is a link which you can click to see the names of the participants affected.

Message	User displayed	Participant displayed	Level	Explanation
Set meeting mute: rxAudio=True: <num participants> participants affected	Yes	No	Information	A video operator muted selected participants. The "<num participants> participants affected" is a link which you can click to see the names of the participants affected.
Set meeting mute: rxAudio=False: <num participants> participants affected	Yes	No	Information	A video operator unmuted selected participants. The "<num participants> participants affected" is a link which you can click to see the names of the participants affected.
Set meeting mute failed: rxAudio=True	Yes	No	Warning	A video operator tried to mute selected participants. The operation failed.
Set meeting mute failed: rxAudio=False	Yes	No	Warning	A video operator tried to unmute selected participants. The operation failed.
Set meeting layout: <layout>: <num participants> participants affected	Yes	No	Information	A video operator changed the layout for selected participants to the displayed layout. The "<num participants> participants affected" is a link which you can click to see the names of the participants affected.
Participant moving to <meeting name>	No	Yes	Information	A participant is in the process of being moved out of this meeting and into the displayed meeting.
Participant moving from <meeting name>	No	Yes	Information	A participant is in the process of being moved into this meeting from the displayed meeting.
Participant successfully moved from <meeting name>	No	Yes	Information	A participant was moved into this meeting from the displayed meeting.

Message	User displayed	Participant displayed	Level	Explanation
Participant successfully moved to <meeting name>	No	Yes	Information	A participant was moved out of this meeting and into the displayed meeting.
Participant failed to move from <meeting name>	No	Yes	Warning	The participant could not be moved out of the displayed meeting.
Participant failed to move to <meeting name>	No	Yes	Warning	The participant could not be moved into the displayed meeting.
Requested participants move: destination=<meeting name>: <num participants> participants affected	Yes	No	Information	The selected participants have been moved. The "<num participants> participants affected" is a link which you can click to see the names of the participants affected.
Requested participants move failed: destination=<meeting name>: <num panes> panes affected	Yes	No	Warning	The selected participants could not be moved. The "<num participants> participants affected" is a link which you can click to see the names of the participants affected.
Set meeting pane placement: self_ pane=<self pane option> layout=<layout>: <num panes> panes affected	Yes	No	Information	Pane placement has been set, using the displayed self pane option and layout. The self pane options are what users who are placed in reserved panes will see. Self pane options are: • self = Self-view • blank = Blank pane • skip = Next participant The "<num panes> panes affected" is a link which you can click to see which panes have been reserved.

Message	User displayed	Participant displayed	Level	Explanation
Set meeting pane placement failed: self_pane=<self pane option> layout=<layout>: <num panes> panes affected	Yes	No	Warning	A video operator tried to set Pane placement, using the displayed self pane option and layout. The operation failed. The "<num participants> panes affected" is a link which you can click to see the panes that should have been reserved.
Clear meeting pane placement	Yes	No	Information	A video operator turned pane placement off.
Clear meeting pane placement failed	Yes	No	Warning	A video operator tried to turn pane placement off, but the operation failed.
Rename participant from <original display name> to <new display name>	Yes	Yes	Information	A video operator has changed a participant's display name. The new name is the one that appears in the participant column for this message as well as any later messages related to this participant.
Rename participant from <original display name> to <new display name> failed	Yes	Yes	Warning	A video operator tried to change a participant's display name. The operation failed, and the original display name will be seen by other participants and displayed in Meeting Management.
Set meeting lock: locked=True	Yes	No	Information	A video operator locked the meeting.
Set meeting lock failed: locked=True	Yes	No	Warning	A video operator tried to lock the meeting, but the operation failed.
Set meeting lock: locked=False	Yes	No	Information	A video operator unlocked the meeting.
Set meeting lock failed: locked=False	Yes	No	Warning	A video operator tried to unlock the meeting, but the operation failed.

Message	User displayed	Participant displayed	Level	Explanation
Admit all	Yes	No	Information	A video operator admitted all lobby participants to the meeting.
Admit all failed	Yes	No	Warning	A video operator tried to admit all lobby participants to the meeting. The operation failed.

7 Notifications

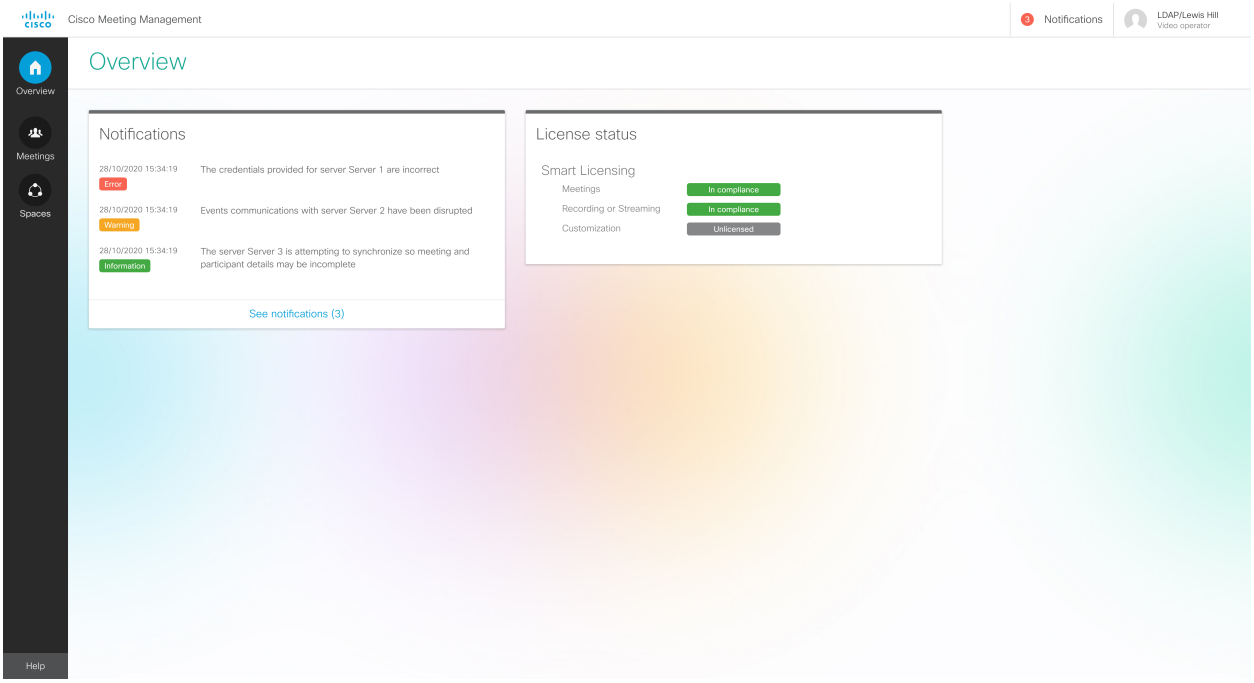
Meeting Management keeps you up to date on what's going on with the system via notifications. As a video operator, you will get notified about issues that are relevant for you, including some issues that you need to ask your administrator to act on.

Notifications have 3 levels of severity:

- **Error**: Critical issue
- **Warning**: Issue that you or your administrator must act on to keep Meeting Management running
- **Information**: Useful information or minor issue

The image below shows examples of notifications.

Note: The number in the top bar is updated every 30 seconds, so it may temporarily differ from the number seen on the **Overview** page.



7.1 View all notifications

To see notifications:

1. Go to the **Overview** page.

   *The 5 most recent notifications are listed directly on the **Overview** page.*

2. To see all notifications, click **See notifications**.

Alternatively, go to the top bar and click **Notifications**.

7.2 List of notifications

Below you can see a list of notifications that can be displayed to video operators, and what you can do if they occur.

Message	Severity	Explanation	Action
The credentials provided for server <name> are incorrect	Error	Meeting Management cannot receive information from this Call Bridge because it is trying to access it with the wrong username and password.	Ask your administrator to check the configuration.
The server <name> did not allow for this Meeting Management to be added as a CDR receiver	Error	Meeting Management cannot receive meeting information from this Call Bridge.	Ask your administrator to check the configuration.
The server <name> is not responding on address <address>	Error	Meeting Management cannot connect to this Call Bridge on this address.	Ask your administrator to check the configuration.
LDAP bind credentials are invalid	Error	LDAP is the protocol used to check your username and password.You can continue working as usual, but other users may have trouble signing in.	Ask your administrator to edit the LDAP server settings.
CDRs have never been received for server <name>	Warning	Meeting Management is not receiving call detail records from this Call Bridge, so meeting information for calls hosted on this Call Bridge is missing.	Ask your administrator to check the configuration.

Message	Severity	Explanation	Action
The last known CDR index for server <name> differs from the expected index by <count> records	Warning	Some call detail records are missing for calls that are hosted on this Call Bridge. This could be a sign that Meeting Management has lost connection to the Call Bridge.	Ask your administrator to check the status of the Call Bridge.
The CDR receiver address is not specified and cannot be added as a CDR receiver to <name>	Warning	Meeting Management is not set up to receive call detail records from Call Bridges, so you cannot monitor any meetings.	Ask your administrator to check the configuration.
Events communications with server <name> have been disrupted	Warning	The Meeting Server events connection to this Call Bridge has been disrupted.	Meeting Management will try to reconnect. If the warning has not disappeared after a minute, ask your administrator to check the configuration.
The server <name> is currently synchronising so meeting and participant details may be incomplete	Information	Information about calls hosted on this Call Bridge is likely to be incomplete.	No action required. The notification will disappear when the synchronization has been completed.
The license status for cluster <name> could not be updated	Error	Meeting Management is currently not receiving license information from this cluster, and the license status you see on the **Overview** page may be incorrect.	If the error message does not disappear after 5 minutes, ask your administrator to check the configuration.
The TMS phonebook is not available	Warning	Meeting Management cannot connect to any TMS phonebooks. Either Meeting Management cannot connect to TMS, or no phonebooks have been assigned to this Meeting Management in TMS.	If you have the permissions, go to TMS and check that phonebooks have been assigned to Meeting Management. If not, ask your TMS administrator to check. If phonebooks are assigned, then ask your Meeting Management administrator to check the TMS settings in Meeting Management and the connection to TMS.
The license status for your Smart Account could not be updated	Error	The license status for your connected Meeting Server clusters could not be updated.	If the error message does not disappear after 5 minutes, ask your administrator to check the configuration.

Message	Severity	Explanation	Action
One or more CRLs could not be downloaded. See logs for further information	Warning	You have chosen to let Meeting Management check the certificates against certificate revocation lists (CRLs), and one of the CRLs could not be downloaded.	Ask your administrator to check the system logs.
The number of allocated licenses has not been set for all license types	Error	Your administrator has chosen to use Smart Licensing but has not yet entered all details. Participants may see and hear warnings during meetings.	Ask your administrator to check the licensing settings.
The number of allocated licenses for a license type is higher than the number available in the Virtual Account, or has never been confirmed with Cisco Smart Software Manager	Error	Meeting Management is using Smart Licensing, and some settings have not been entered, or the settings are incorrect. Participants may see and hear warnings during meetings.	Ask your administrator to check the licensing settings.
The licensing features for cluster <name> could not be updated	Error	Meeting Management could not update the licensing information on the cluster, so enforcement may be active.	Ask your administrator to take action.
The licensing features for your Smart Account could not be updated	Error	Meeting Management could not update the licensing information on the connected clusters, so enforcement may be active.	Ask your administrator to take action.
At least one server is running a software version earlier than 3.0, which is not supported by Meeting Management	Error	One or more of the connected Call Bridges are running software that is not supported.	Ask your administrator to take action.

Message	Severity	Explanation	Action
Meeting Management was not restarted correctly	Error	Meeting Management either lost power without being shut down, or crashed.	Ask your administrator to investigate.

8 License status

If licensing is enabled in the instance of Meeting Management that you are signed in to, it keeps you up to date on the licensing status for your Cisco Meeting Server deployment.

Licenses are sorted by functionality:

- **Meetings**: This consists of activation of the Call Bridge and user licenses. If you have the appropriate licenses, then the Call Bridge can be used.
- **Recording or streaming**: These licenses allow recording or streaming.
- **Customization**: This license allows customized layouts.

The license status levels for Meetings and Recording or streaming are:

- **Unlicensed**: You don't have any licenses for recording or streaming.
- **In compliance**: You have used 80% or less of the installed licenses
- **Over 80% threshold**: You are still in compliance with your license agreement, but you have used more than 80% of the installed licenses.
- **Insufficient licenses**: You have used more licenses than available on 1–14 days within the last 90 days.
- **Out of compliance**: You have used more licenses than available on more than 15 days within the last 90 days.

Note: If meetings licenses are out of compliance for more than 90 days, then enforcement will be activated, and meeting participants will see and hear warnings during meetings. Your administrator can see if enforcement is active.

Note: If recording and streaming licenses are out of compliance for more than 90 days, then you cannot record or stream any meetings until you are back in compliance.

The license status levels for customization are:

- **Licensed**: You have a customization license.
- **Unlicensed**: You do not have a customization license.
- **Out of compliance**: You do not have a customization license but you have turned customization on in Meeting Management.

Note: If customization is out of compliance for more than 90 days, then you cannot use any customized layouts until you are back in compliance.

If you want to know more about the license status, see the User Guide for Administrators. If you want to know specific details of which licenses have been purchased and which have been used, ask your Meeting Management administrator.

Accessibility Notice

Cisco is committed to designing and delivering accessible products and technologies.

The Voluntary Product Accessibility Template (VPAT) for Cisco Master Project is available here:

http://www.cisco.com/web/about/responsibility/accessibility/legal_regulatory/vpats.html#telepresence

You can find more information about accessibility here:

www.cisco.com/web/about/responsibility/accessibility/index.html

9 Accessibility support features

9.1 Keyboard navigation

You can use your keyboard to navigate through Meeting Management.

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

9.2 Screen reader support

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

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

For example: When you focus on **Create Space** button, the screen reader will announce "Create Space" and to enter a space name.

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