

Creating and Using a Cisco Meeting Server Space

Level Beginner

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Accessing Cisco Meeting Server

All Clemson Users have access to Cisco Meeting Server. To use the web version, please visit <https://cmse1.clemson.edu/> and sign in using your full Clemson e-mail and password. To use the Cisco Meeting App, please visit <https://ccit.clemson.edu/services/software-hardware/software/web-downloads/> to acquire the download you need. There is also an iOS app for iPhone and iPad available on iTunes.

The app offers more control over video and audio features. **We recommend hosts use the app for better video/audio quality.**

Main Differences in using the Web Version vs. App

	Web Version	App
Access	https://cmse1.clemson.edu	Open the app from your programs list.
Settings	Cannot change audio/video settings while in space.	Can change audio/video settings within app.
Audio/Video	Video feed is possibly grainy.	Better video quality
Recording	Must use dial tones to control recording	Record Button

Creating a Cisco Meeting Server Space

To schedule a Cisco Meeting Server Meeting:

1. Sign-in using your Clemson credentials (use full e-mail)

2. Go to Spaces tab at the top (Spaces are meeting spaces)
3. At the bottom left, you should see a box to create a New Space
4. On the next page, you will create a name for the space and a passcode (if needed).
5. Invite users to the space (see directions below).
6. To enter the meeting space, click on the green camera button.

Inviting Users to Cisco Meeting Server Space

Once a space is created, users can be invited several ways:

1. Use the invite button at the top right of the page to e-mail the users directly using Outlook.
2. Copy the Invitation to give link out to users.

Please note: If you are using Canvas, you can “copy the invitation” and send as a message through Canvas Inbox and/or post on your syllabus page.

Recording a Meeting in Cisco Meeting Server

In order to have your meeting recorded in CMS, you will first need to contact ITHELP@clemsn.edu and provide your space name and date(s) and time(s) of your meeting. You will also need to setup a playlist in Ensemble for publishing the CMS meeting(s).

Your CMS recordings will then be available for viewing/sharing from Ensemble. For help with Ensemble and/or setting up a playlist, please contact ITHELP@clemsn.edu.

User Access to a Cisco Meeting Server Space

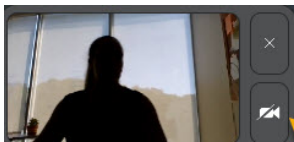
Once a space is created, users can enter a space several ways:

1. If using a web browser, an invited user can just click on the link provided by the host.
2. If using the CMS app, a user enters the space name (e.g. spacename.space@clemsn.edu) to join.
3. If using a phone, call in to the number provided by the host.


Basic Functions in Cisco Meeting Server Space

There are several basic functions in a Cisco Meeting Server Space:

1. Video/webcam




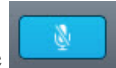
Once you have entered a space, your default web camera feed will appear. To turn off video feed, click the webcam button show above. If video is muted, the

button will turn blue .


Please note:

- If using the web browser, you must select the audio and video outputs you want to use before opening CMS
- If using the CMS app, you can change the audio and video outputs while in the space in the settings.

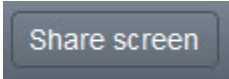
2. Audio/Microphone

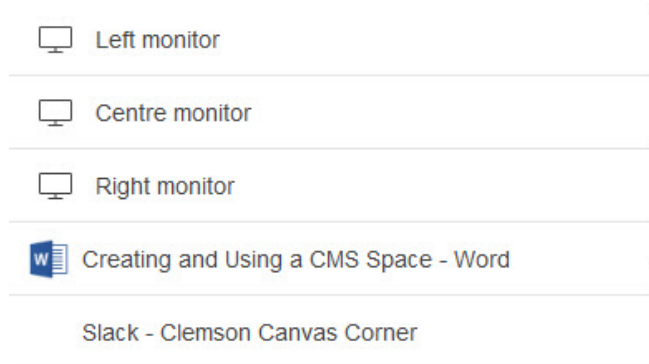
-  Upon entering a space, your default microphone will automatically be on.
- To mute, click the audio button (shown above), and it will turn blue .

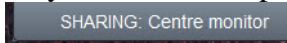
3. Full Screen

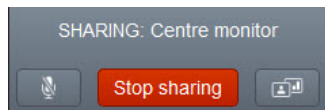
-  allows the user to put the CMS app in and out of full-screen mode.

4. Share Screen

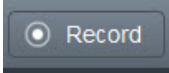
-  allows a user to share his/her screen with everyone in the space. If user is using multiple monitors or has multiple applications open, a menu will open to choose which screen or application to share.



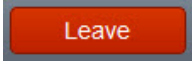
Please note: While screen sharing, the CMS app will appear to go away. In order to stop screen sharing, go to the notification at the top of the shared screen , click on the button, and select “Stop Sharing”.



5. Record


-  At this time, only use the Record button for ad hoc purposes. However, the recording is saved to the CMS server, and you will need to contact ITHELP@clemson.edu for it to be moved to your Ensemble playlist (please see Recording a Meeting on page 2).

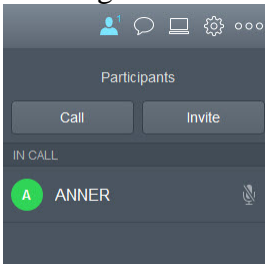
6. Leave

-  Allows users to exit the meeting space.

Please note: Leaving the space will not log you out of CMS. Nor will clicking the X to close. You must log out in the settings in order for the app to close completely out of the application.


7. Participants

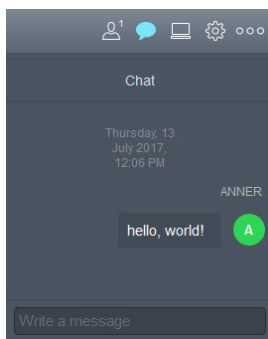
-  Allows user to see everyone in the space.
- Clicking on the icon will open a box with a complete list of those present.




From this box, you can also invite or call more participants.

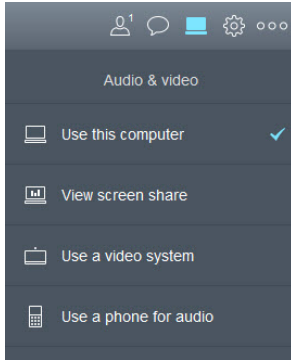
8. Chat

-  Chat allows space participants to send messages to the entire group.
- Clicking the icon will open the Chat Window




9. Audio & video

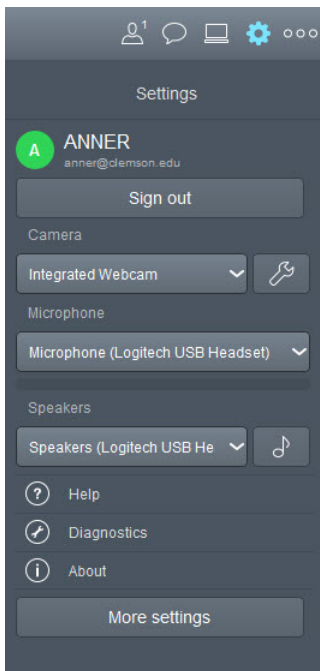
-  Audio and video options are available
- Clicking the icon will open the audio and video options window



- From this window you can choose your audio and video feeds
- If using the web version, you must set your audio and video settings before entering a room. If using the app, you can change the audio and video settings before or during a meeting

10. Settings

-  Settings gives more options including webcam, microphone, and advanced preferences
- Clicking on the icon opens the settings window



- If using the web version, you must set your camera, microphone, and speakers settings before entering a room. If using the app, you can change these settings before or during a meeting

11. More options



- a. Layout: During a meeting, the user can choose the layout to view. This can only be changed when there is more than one person in a room

- b. Keypad: The keypad can be used to call a person to join a meeting. If you are using the web version, you must use the keypad to start or end a recording.
- c. Info: This is the information about your meeting. If you are submitting a ticket to ITHELP@clemson.edu, you will need to include the information located here.

Things to Consider

During a meeting,

- A host can remove users but cannot change their role.
- Anyone can share his or her screen at any given time (this feature will be updated soon).
- During screen share, options such as the chat box hide. Chat messages can still be seen, but there is no way to respond until screen share stops.

After a meeting,

- To close out the app, you must sign-out first.

Recommended Browsers & Supported OS

- Recommended Browsers:
- Supported OS:

Basic Troubleshooting

- If you are not using the Clemson network—especially personal wireless—try to connect directly into your router instead of using strictly wireless connection.
- Test microphone and webcam. Remember, you can only change between multiple cameras and microphones within the app. If you are using the web version, you cannot change the camera or microphone without leaving the meeting first.
- If you have problems during a meeting with video and/or audio quality, please check your internet connection. You can also adjust the bandwidth by clicking the cogwheel in the top right-hand corner, selecting More settings, then Advanced. Here you can adjust Maximum download and upload speed. We recommend maximum upload speed to be less than 1000kbps.
- If problems persist, after the meeting, please run the following test: <http://net-test.clemson.edu/>, take a screen shot of the results, and send a ticket to ITHELP@clemson.edu with an explanation of the space problems and attach the screenshot.

More Cisco Meeting Server/App Information

- Cisco Meeting How to Guides: <http://www.cisco.com/c/en/us/support/conferencing/cisco-meeting-app/products-user-guide-list.html>

- Cisco Meeting App User Guide:
http://www.cisco.com/c/dam/en/us/td/docs/conferencing/ciscoMeetingApps/User_Guide/Cisco_Meeting_App_1_9_User_Guide.pdf
- Overview of Buttons and Indicators:
http://www.cisco.com/c/dam/en/us/td/docs/conferencing/ciscoMeetingApps/User_Guide/Cisco-Meeting-App-Overview-of-Buttons-and-Indicators.pdf

New stuff: share screen restrictions, auto muting anyone who joins a meeting, owner put meeting into presentation mode