A MITEL
PRODUCT
GUIDE

MiTeam Meetings

User Guide

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Mitel
Powering connections

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This chapter contains the following sections:

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Welcome to MiTeam Meetings! This chapter will help you understand how to install, register, and log in to the MiTeam Meetings application, utilize the Home screen, and learn about known issues.

1.1   What Is MiTeam Meetings

MiTeam Meetings is a multi-party video solution designed for users who want to improve work efficiency and enhance workplace communication with seamless transitions between voice, video, and chat capabilities for a complete collaboration experience. It enables users to access features such as:

- **Collaborate**: Perform audio, video, and web sharing
- **Chat**: Hold chat sessions and receive chat notifications within a meeting
- **File Sharing**: Store and share files

MiTeam meetings is available to users of the following Mitel platforms:

- MiVoice MX-ONE
- MiVoice Office 400

- MiVoice 5000
- MiVoice Business
- MiCloud Flex

> ℹ️ **Note**:
>
> To use MiTeam Meetings as a standalone video meeting tool, MiCollab is not required. However, to use the integrated cross-launch features in MiTeam Meetings, MiCollab 9.1 or later with CloudLink chat enabled is required.

1.2   Register and Install the MiTeam Meetings Application

> ℹ️ **Note**:
>
> The following procedure applies only to users who do not have Single Sign-On (SSO) configured for their Mitel account. Users who have SSO configured by their IT administrator need not register their information with Mitel. They can use the SSO functionality to access the application. For more information, contact your IT administrator or see Configuring Single Sign-On for CloudLink with Microsoft Azure AD.

Before you log in to the application for the first time, you must register and set up your Mitel One account. Perform the following steps to set up your account.

1. Ensure that you have received an e-mail bearing the subject line 'Welcome to MiTeam Meetings' from **no-reply@mitel.io**. This is a verification e-mail sent to you when the administrator selects you as a user while deploying the MiTeam Meetings application. If you do not find this e-mail in your mailbox, check your Junk or Spam folders for recent e-mails sent to you from **no-reply@mitel.io**.
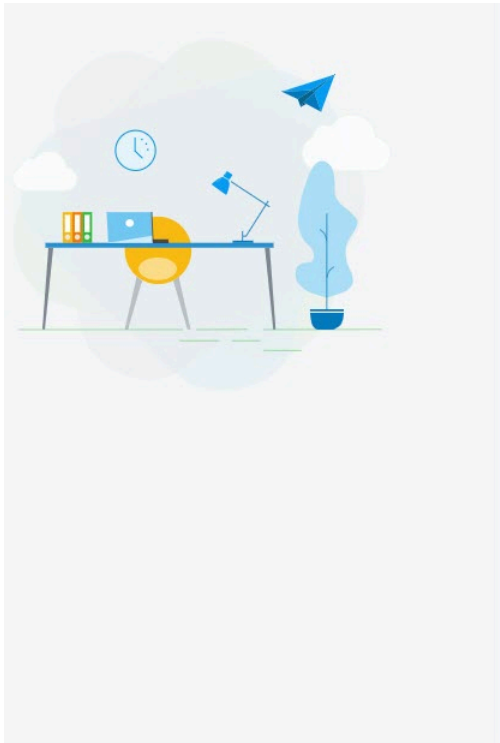
> ℹ️ **Note**:
>
> The link provided in the welcome email will expire after 4 days and can be used only once.

2. The verification e-mail includes a **Finish building your account** button. Pressing this button takes you to the Mitel user confirmation page, where you must provide some details to complete the account registration process.
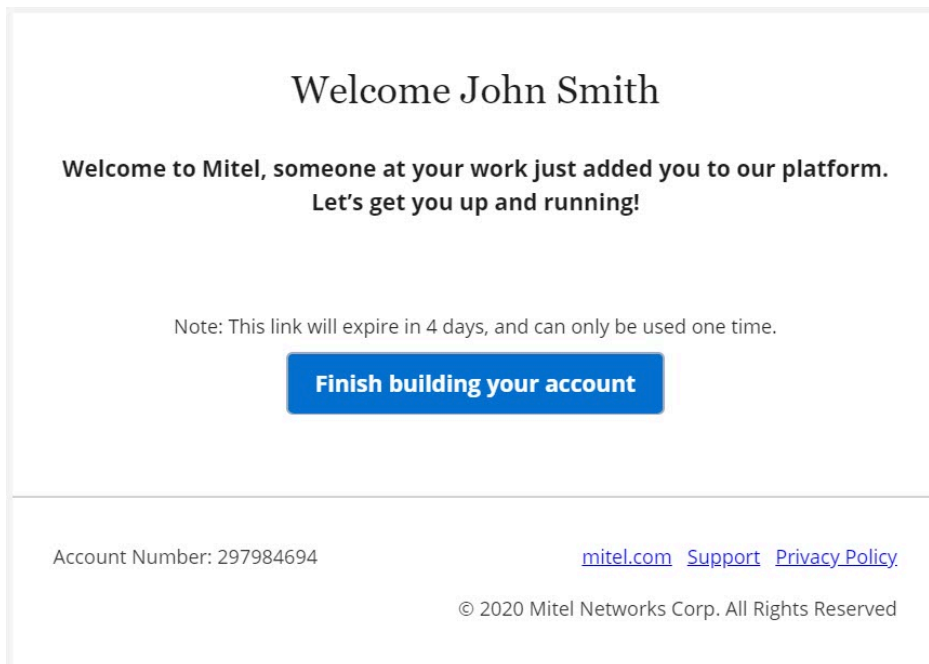
3. In the **Name** field, enter your name. This is the name that will be visible to other users when you use the application. Create a new password for MiTeam Meetings and click **Complete** after accepting the terms and conditions to complete the account registration process.

> **ℹ Note**:
> The password must contain at least 8 characters.

After you have successfully registered your account, you will receive another email from **no-reply@mitel.io**. Click **Get started** to access the MiTeam Meetings web application, and click **Learn more** to open the MiTeam Meetings help documentation.
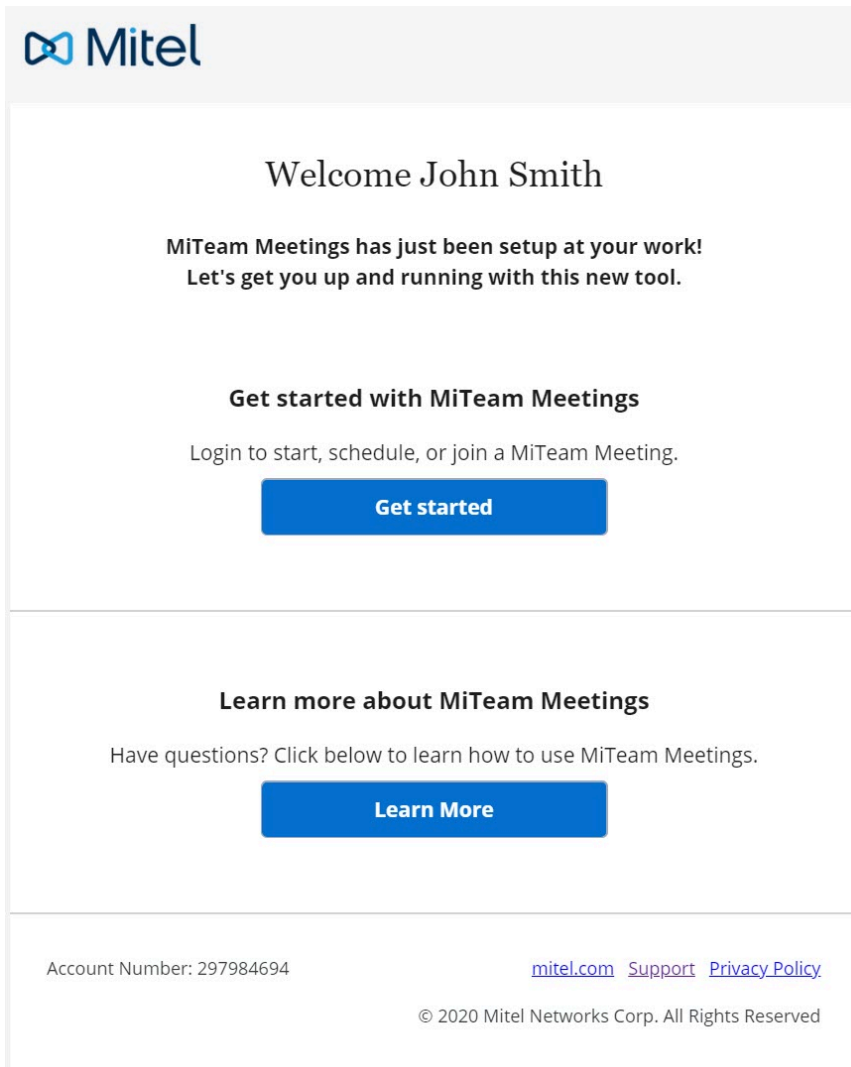
To access the **Welcome** page:

- As a guest user, click on any meeting link received in the email. The **Welcome** page opens.
- As a registered user, log in to the MiTeam Meetings web application, and click on any meeting from the **My Meetings** list. Click the **JOIN** button that is displayed in the side panel. The **Welcome** page opens.

1.3 Log in / Log out

Log In

You can access the MiTeam Meetings application using any of the following options:

- through the MiTeam Meetings desktop application installed in your PC.
- through the MiTeam Meetings web application using the URL https://meet.mitel.io.

- through the **Meetings** menu in your MiCollab application.

After accessing the application, as a registered user, proceed to log in to the MiTeam Meetings application as follows.

1. In the **Welcome to MiTeam Meetings** page, click **Sign in**. The Mitel Accounts login page opens.
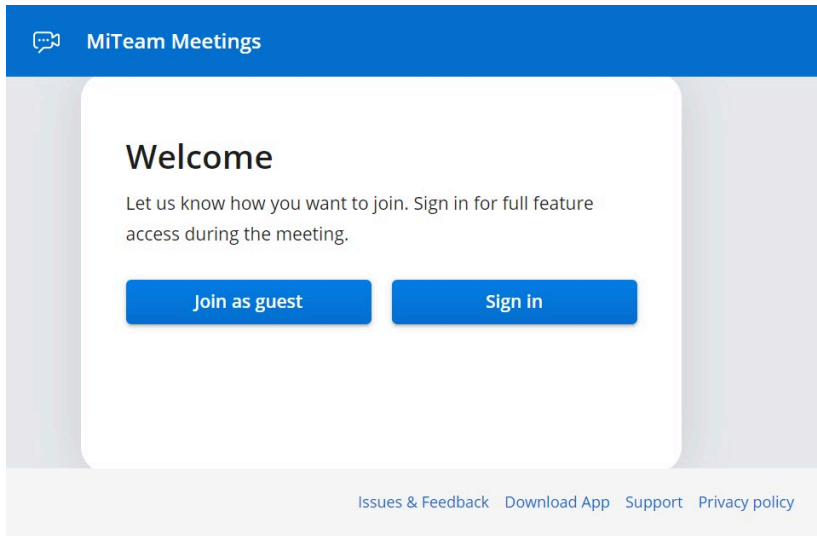
2. Enter the email address (specified in the account for the user) in the **Enter your email address** field, and click **Next**. If your email address is registered with multiple customer accounts, a **Multiple accounts located. Additional account information needed to proceed** message is displayed and the Account ID field appears. Enter the Account ID, and click **Next**.
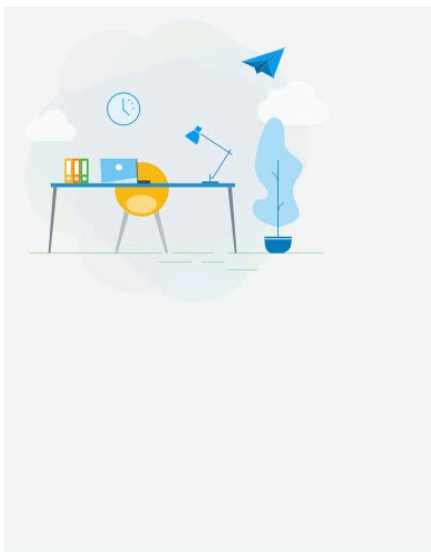
3. From the screen that opens, continue to log in to the application using either of the following methods:

- Enter the password you specified while registering your account in the password field. Click **Next**. See Register your MiTeam Meetings application for more details about how to register a user.
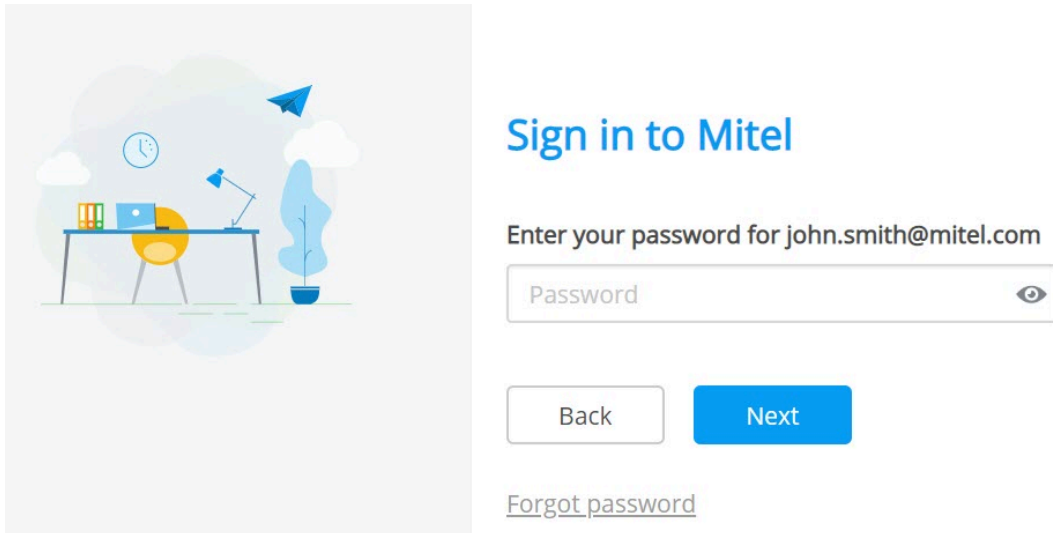
- If your IT administrator has configured single sign-on (SSO) for your Mitel account, you can use SSO to log in to the MiTeam Meetings application.

  a. Click **Single Sign On**. You will be redirected to your Single sign-on provider to sign in to your account.

  b. Enter your credentials in the fields provided, and click **Sign in**.

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🛈 **Note**:

Contact your IT administrator if you are not able to sign in to MiTeam Meetings using the SSO option or if you get the following error.
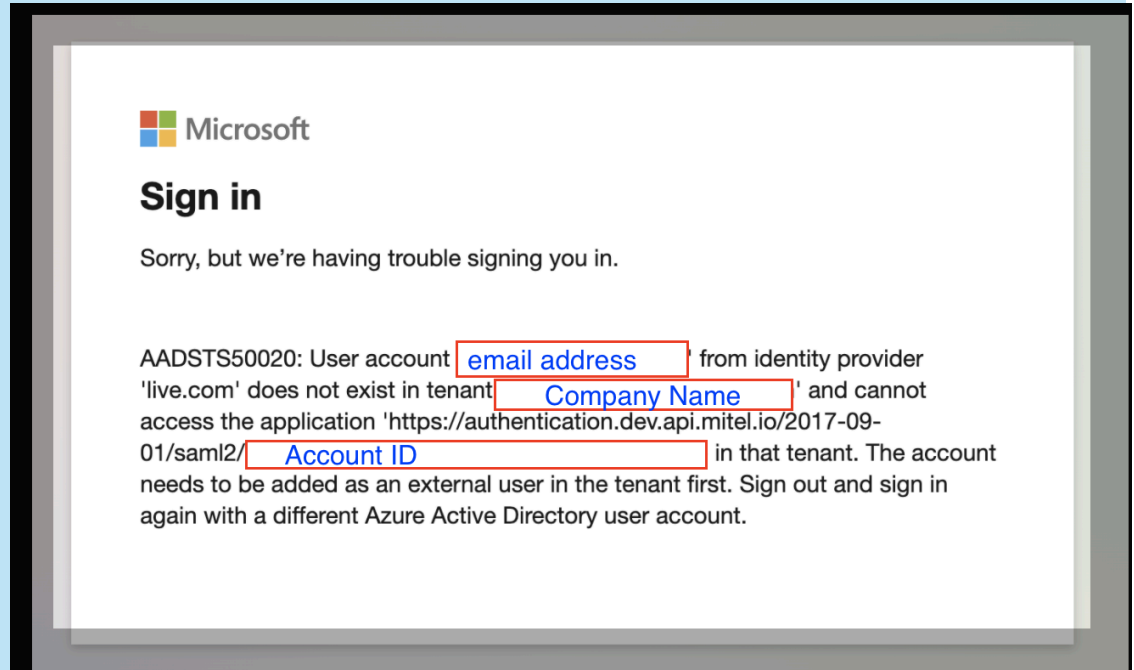
After successful sign in, the End User License Agreement (EULA) is displayed.

4. Click **Accept** to accept the end user agreement and log in to the MiTeam Meetings application. Clicking **Decline** will abort the login process and revert you to the

login page. An error message **You must accept the EULA to use the app** will be displayed. Click the Download icon to download a PDF copy of the agreement.
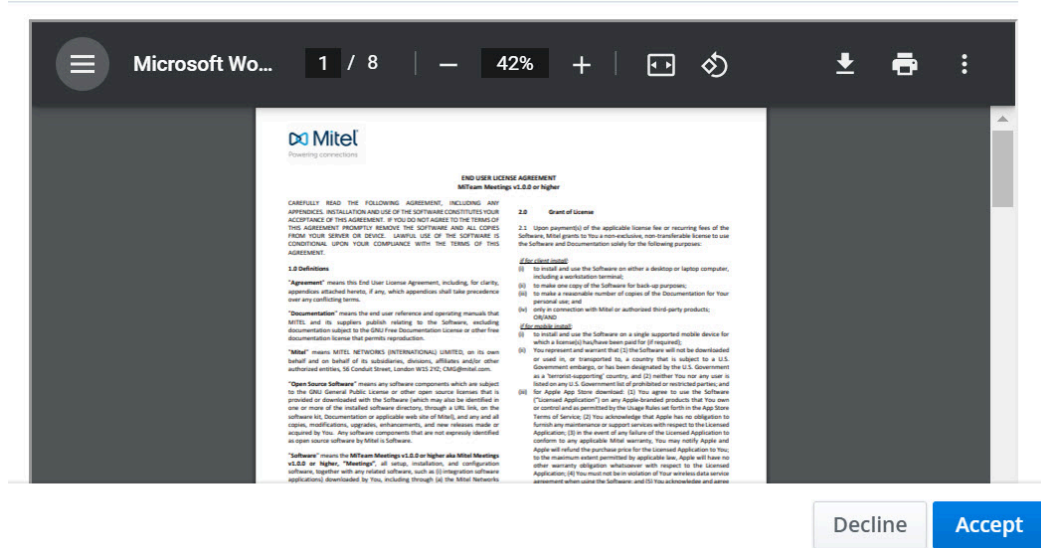
End user license agreement
In order to continue, please read and accept the end user license agreement

> **ℹ️ Note**:
>
> The end user agreement dialog box appears only when a user logs in to the MiTeam Meetings application for the first time. If you accept the agreement from one of the type of MiTeam Meetings client (that is Desktop, Mobile, or Web), the agreement will not appear again when the user logs in from other types of MiTeam Meetings client.

After logging in, a registered user can start a meeting, schedule a meeting, and view a list of meetings for which the user has invitations. The following image shows an example of the Home screen when a registered user logs in to the Meetings application.
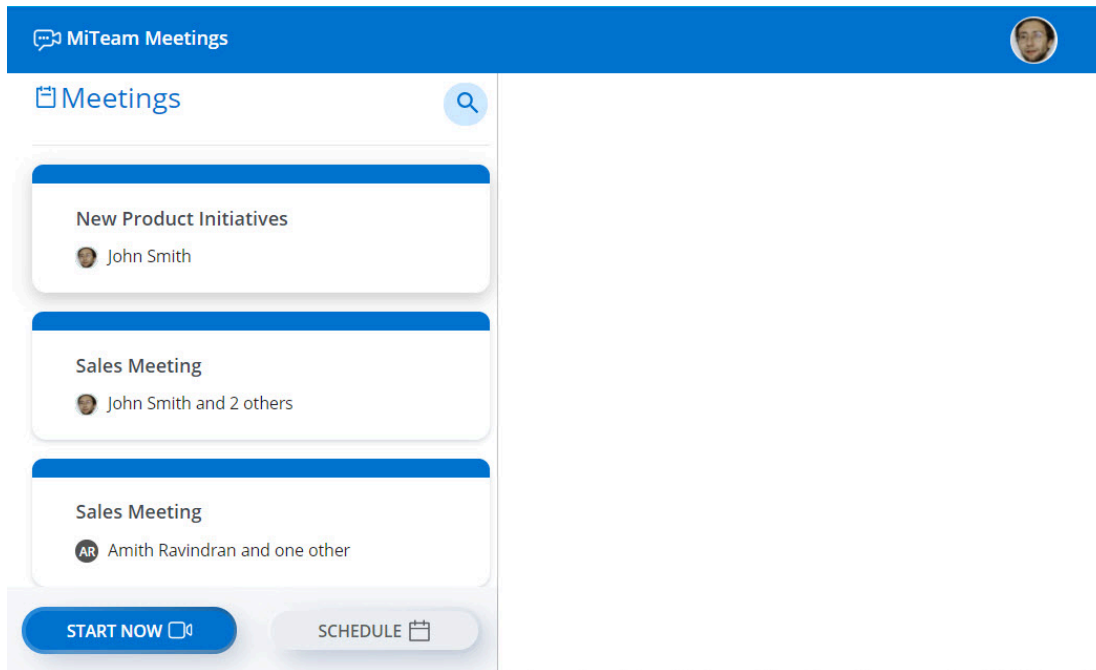
> **Note**:
>
> If you log in to the MiTeam Meetings web application using the Google Chrome or Microsoft Edge browser, you can download the MiTeam Meetings Progressive Web Application. For more information, see MiTeam Meetings Progressive Web Application on page 13.
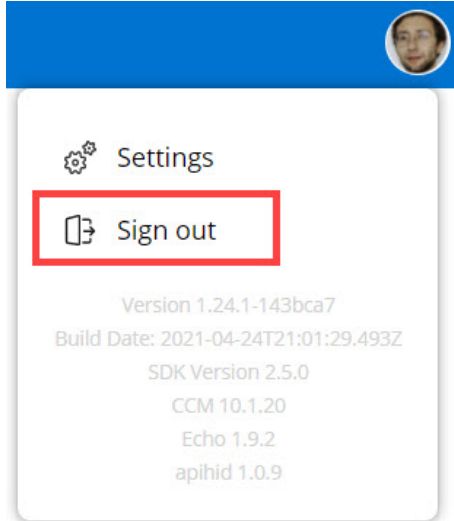
Log Out

To log out of the MiTeam Meetings application, follow these steps:

1. Click your avatar above the **My meetings** section on your Home screen. A panel opens.

2. Click **Sign out** to log out of the application.

1.4   Tour of the Home Screen

> **ⓘ Note**:
>
> The display and certain functionality (such as editing or deleting a meeting among others) of the MiTeam Meetings UI depend on whether or not Office 365 calendar integration is enabled with MiTeam Meetings. The UI screenshots and the behavior described in this document are based on the default scenario in which Office 365 calendar integration is not enabled with MiTeam Meetings. For more information about the UI changes and the app behavior when Office 365 calendar is enabled, see Integrating Office 365 Calendar with MiTeam Meetings on page 77.

The Home screen provides easy access to all MiTeam Meetings features and enables you to quickly manage your meetings.
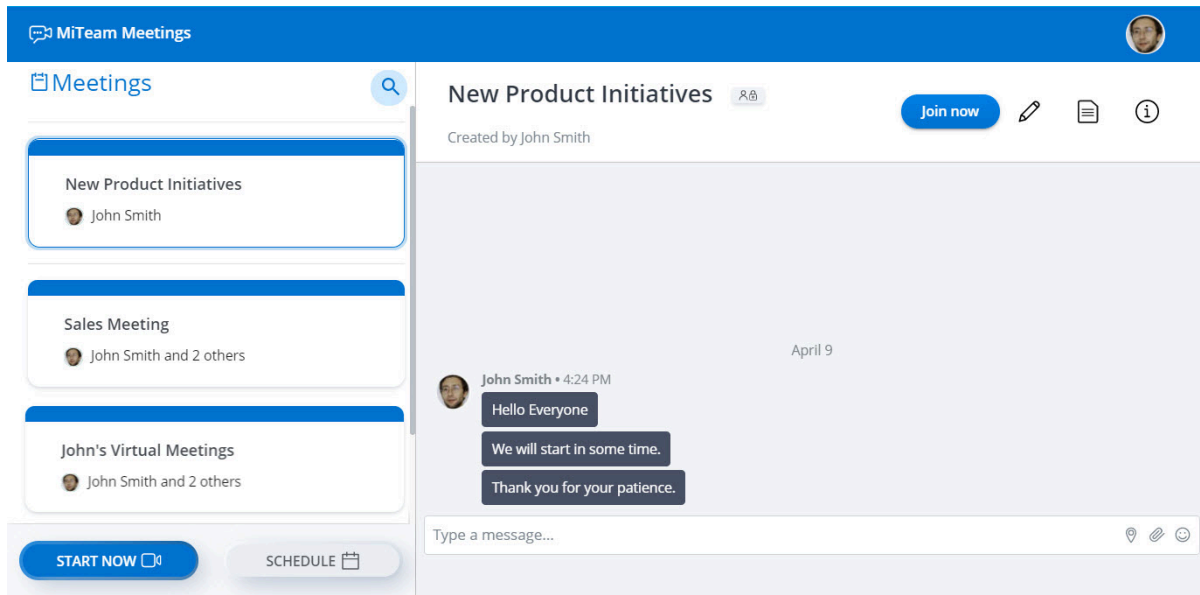
The left side of the menu is the **Meetings** section that lists all the meetings created and attended by you, and those for which you have an invite. It also displays the **MEET NOW** button that allows you to start an ad-hoc meeting, and the **SCHEDULE** button that allows you to schedule a meeting.

The right side of the menu is the meeting details page. When you click a meeting in the **Meetings** section, the meetings details page displays the **JOIN** button; Edit a meeting title icon; **Meeting Details**; **About**; **Participants** in the meeting; and **Messages** shared in the meeting.

Start an ad-hoc meeting

To start and join an ad-hoc meeting, click **MEET NOW**. For more information, see Create a Meeting.

Schedule

To schedule a meeting, click **SCHEDULE**. For more information, see Schedule a Meeting.

Avatar

Click your avatar at the top right of the application, and click **Settings** to open the settings panel. Click **Sign out** to sign out of the application.

Join a Meeting

To join a meeting, click the meeting from the **Meetings** section. The meeting details page opens. Click the **JOIN** button to proceed to join the meeting.

Edit a meeting title

To edit a meeting title, click the Edit icon ( ) at the top right of the meetings details

page, and enter the new meeting title. Click to save the changes or click to discard
it.

Copy Invitation

Click **Copy Invitation** to copy the meeting URL and paste it elsewhere.

Meetings Details

Clicking the icon associated with **Meetings Details** maximises the pane and displays

the meeting URL, **Meeting ID**, and **Dial in information**. Click to copy the meeting
URL to the clipboard. Click **Global call in numbers** to view the list of dial-in numbers
available to join the meeting.

About

The **About** tab displays the files shared in the meeting under the **Files** section, and
the recordings made in the meeting under the **Recordings** section. Hover over a file or
recording and click **click to download** to download the file or recording.

Participants

The **Participants** tab displays the meeting organizer and list of participants in the
meeting.

Meeting organizers can use the **INVITE** option available to them in the **Participants** tab
to invite participants to a meeting.

Messages

The **Messages** tab displays all the previous chat messages sent during the meeting.

1.5   MiTeam Meetings Progressive Web Application

MiTeam Meetings Progressive Web Application (PWA) combines the best of both
the web and the native desktop app and provides a faster, immersive, and app-like
experience on your computer. MiTeam Meetings PWA provides key functionalities such
as push notifications and device hardware access, creating a user experience similar to
the native application on computers.

MiTeam Meetings PWA is supported on Google Chrome and Microsoft Edge browsers.

Install MiTeam Meetings PWA

To install the MiTeam Meetings PWA:

1. Access the MiTeam Meetings web application from the URL https://meet.mitel.io.
2. Click the ⊕ icon that appears at the right of the browser's address bar.
3. You will be prompted to install the application on your computer. In the prompt dialog box, click **Install** to install the PWA. Clicking **Cancel** cancels the operation.
4. The MiTeam Meetings PWA opens, displaying the **Welcome to MiTeam Meetings** page. You can now login to the application as a registered user or join a meeting as a guest user.

After you install the PWA, you can toggle between the PWA and the web application (in the browser). To switch to the web application while using the PWA, click the three-dots icon at the top right of the MiTeam Meetings PWA window, and from the panel that opens, click **Open in XXXX** (Browser name). To switch to the MiTeam Meetings PWA while using the web application, click the ⧉ icon at the right of the browser address bar. In the prompt screen that opens, click **Open**.

Uninstall MiTeam Meetings PWA

To uninstall the MiTeam Meetings PWA:

1. Click the three-dots icon at the top right of the MiTeam Meetings PWA window. A panel opens.
2. Click **Uninstall MiTeam Meetings**.
3. A prompt screen appears. Select the check box **Also Clear Data from XXXX** (Browser name) if you want to remove browsing data and cookies related to the MiTeam Meetings PWA.
4. Click **Remove**. The MiTeam Meetings PWA is uninstalled from your computer. Clicking **Cancel** cancels the uninstallation.

1.6   Manage Meetings Settings

You can personalize the settings of your MiTeam Meetings application either from the Home screen, or during an ongoing meeting. You can change the general application settings; audio and video settings; report a problem with the application; and view the online help documentation, release information, the privacy policy, and the End User

License Agreement. To personalize the settings in your Meetings application, do the following.

1. Access the **Settings** panel by doing either of the following:

- From the MiTeam Meetings home screen, click your avatar and from the panel that opens click **Settings**.
-
  During an ongoing meeting, click ⦂ from the control panel and then click ⚙.

The **Settings** panel is displayed.

2. Click the **General** tab to personalize the following settings.


- To change your name or your avatar:

  a. Click the Edit icon (✎).

  - Edit your name in the field provided.
  - To change your avatar, click **Upload**. Navigate to and click the photo of your choice.

  b. Click **Save**. Clicking **Cancel** cancels the operation.

- **Always launch meeting links in desktop app** – Select this check box to always prompt you to launch meeting links in the Meetings desktop application.

- **Show audio and video preview before joining a meeting** – Select this check box to display the Audio and video preview panel before you connect to a meeting.

- **Turn on chat notification bubbles in a meeting** – Select this check box to receive chat notifications during a meeting.

- **Always send me an email for meeting invites** – Select this check box to receive an email invite to a meeting you are invited to.

3. Click the **Video** tab to personalize the following settings.
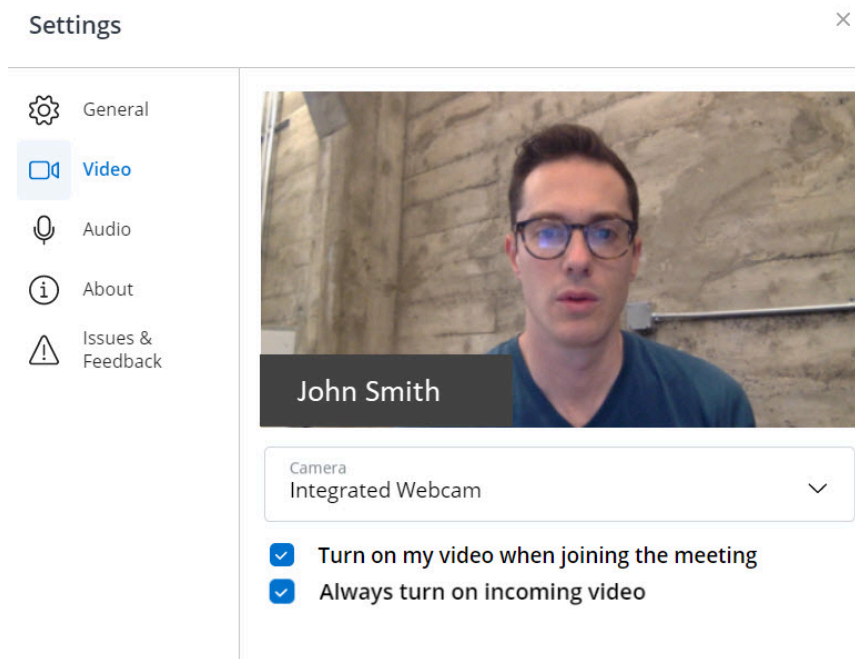
- Choose your preferred **Camera** from the drop-down list.
- **Turn on video when joining a meeting** – Select this check box to always join a meeting with your video turned on.
- **Always turn on incoming video** – Select this check box to display the video of other participants in the meeting who have turned on their video.

4. Click the **Audio** tab to personalize the following settings.
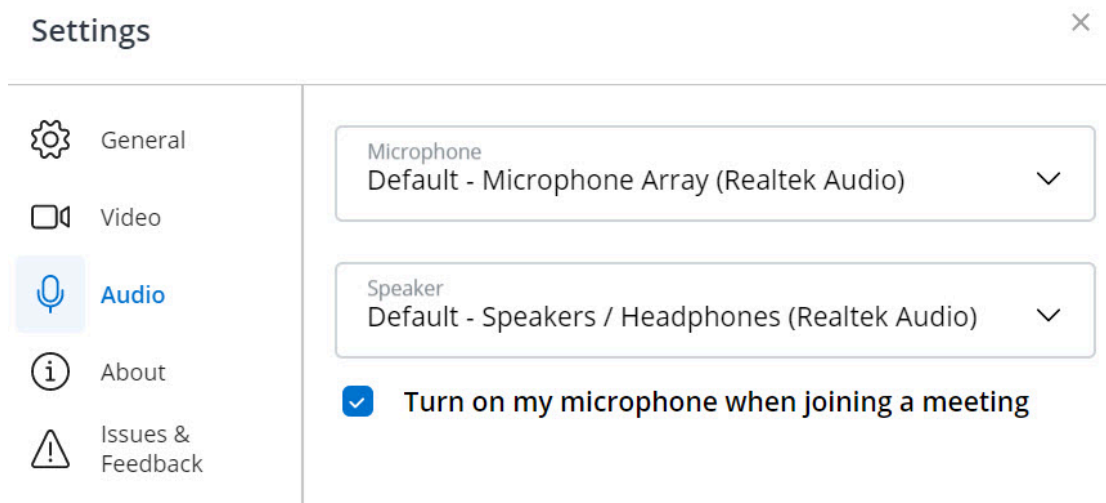
- Choose the preferred **Microphone** and **Speaker** from the respective drop-down lists.
- **Turn on my microphone when joining a meeting** – Select this check box to always join a meeting with your microphone turned on.

5. Click the **About** tab to view the URLs to the online help, release information, privacy policy, End User License Agreement, Fair Use Policy, and Acceptable Use Policy.

Settings   ✕

⚙ General   **MiTeam Meetings**
                   Version: 1.12.0
□◁ Video   Help & Support
                   Release Notes
🎤 Audio   Privacy
                   EULA and Terms of Service
ⓘ **About**   Fair Use Policy
                   Acceptable Use Policy
⚠ Issues &
  Feedback
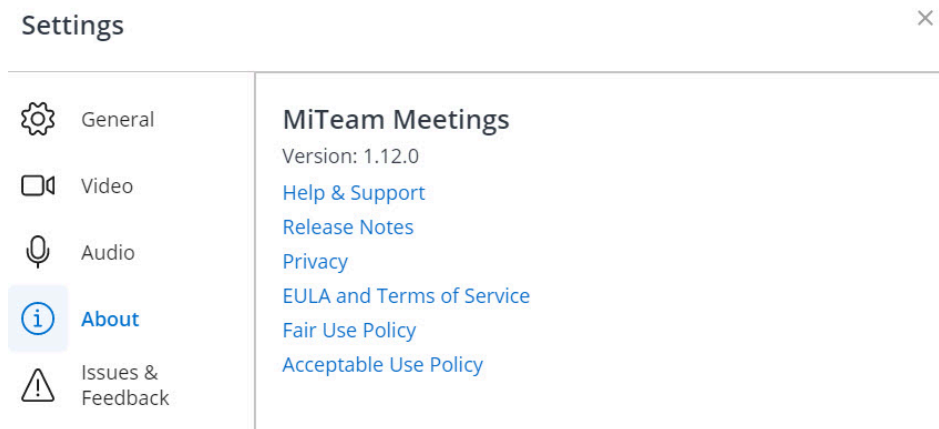
6. Click the **Issues & Feedback** tab to report a problem you encountered during a meeting or to share your ideas and feature suggestions about the application. For instructions on how to report issues and provide feedback, see Report a Problem and Share Feedback on page 101.

1.7   Types of Users

In MiTeam Meetings, there are two types of users: registered user, and guest user.

Registered User: A licensed MiTeam Meetings user.

Guest User: An unlicensed MiTeam Meetings user.

MiTeam Meetings users can join a meeting through a PC, PSTN dial-in, or both. An attendee joining a meeting through a PC, has access to video, voice, and screen share. Dialing in through PSTN will allow an attendee to have a voice only meeting. An attendee can also choose to join a meeting through the PC to access only the video and screen share features and at the same time dial-in through PSTN for audio. For better audio quality, make sure that your PC mic is muted when you dial-in through the PSTN.

The following table shows the features each of the attendees have.

Features	Registered Attendees	Guest Attendees	PSTN Attendees
Create meeting	Yes	No	No
Schedule meeting	Yes	No	No
Leave meeting	Yes	Yes	Yes
Edit meeting name	Yes	No	No
Accept/Decline users	Yes	No	No
Invite users	Yes	No	No

Features	Registered Attendees	Guest Attendees	PSTN Attendees
Edit/Delete chat message	Yes	No	No
Screen Share	Yes	Yes	No
Chat	Yes	Yes	No
Video	Yes	Yes	No
Voice	Yes	Yes	Yes
Desktop Client	Yes	No	No
Web Client	Yes	Yes	No
Meetings Home page	Yes	No	No
Waiting Room	No	Yes	No
Preview Audio/Video Settings	Yes	Yes	No

⚠️ **CAUTION**:

- Customers should exercise caution to prevent accidental disclosure of Meeting Access Codes.
- Mitel recommends that at least one participant in a meeting use the Mitel Meetings client to provide visibility to other participants in the meeting.

For more information, see MiTeam Meetings Security Guidelines.

1.8   Known Issues

- Unable to type in VMware Console Instance when sharing screen in MiTeam meetings
- Screenshare permission issue on macOS
- Screen sharing may not work after a meeting reconnects on page 20
- Audio notification does not play on remove or reconnect from meeting on page 20
- Audio notification does not play on remove or reconnect from meeting on page 20
- Sharing your screen is not supported via the Safari Browser on page 21
- Issues with Bluetooth audio devices on page 21
- Removing a USB connected device on MacOS on page 21
- Firefox and Safari browsers do not allow the user to choose a different speaker on page 21

  - Mac OS
  - Windows
- Firefox browser permissions issues on page 21

Unable to type in VMware console instance when sharing screen in MiTeam meetings

If you are not connected to VMware, you might be unable to type in VMware console instance while you are sharing screen in MiTeam meetings. You must first connect to VMware before logging in to console to be able to type in VMware console instance while sharing your screen.

Screenshare permission issue on macOS

You might be unable to share your screen if you are using MiTeam Meetings in Chrome on macOS. To fix the issue, close the Chrome browser and remove the screen recording permission on macOS for the Chrome application. Restart the Chrome browser, and then grant or re-grant the screen recording permission on the macOS.

Screen sharing may not work after a meeting reconnects

You might be unable to share your screen or view a screen being shared by someone else in a meeting after the app has reconnected following degraded network conditions. As a workaround for this issue, leave and re-join the meeting.

Audio notification does not play on remove or reconnect from meeting

When a user is removed or reconnects to a meeting while using Safari or Firefox browser, they will not hear the audible beep notification. This feature currently only works in Chrome browser and the installed MAC and Windows clients.

Sharing your screen is not supported via the Safari Browser

On a MacOS device, you cannot share your screen from Safari browser although you can view screens shared by other people. To share your screen from a Mac OS device, download the MiTeam Meetings app or use another browser such as Chrome or Firefox.

Issues with Bluetooth audio devices

Some Bluetooth audio devices might not work as expected with certain browsers. For example, Apple AirPods may not work with Mozilla Firefox. For a list of supported Bluetooth devices on different browsers, see Supported Headsets under System Requirements.

Removing a USB connected device on MacOS

On devices running MacOS such as a Macbook, it may not be possible to switch to an alternative camera or microphone after disconnecting a USB-connected camera or microphone during an active meeting. As a workaround for this this issue, leave and re-join the meeting.

Firefox and Safari browsers do not allow the user to choose a different speaker

With Firefox and Safari browsers, the MiTeam Meetings web application uses the speaker currently selected as the default speaker in the operating system to play the meeting audio. Neither the MiTeam Meetings web application nor the browsers provide the option of switching to a different speaker to play the audio during an ongoing meeting. Hence, in Firefox and Safari browsers, to choose a specific speaker for MiTeam Meetings, the user must choose that speaker as the default in the default settings of the native operating system before joining the meeting. To choose the default speaker, follow instructions pertinent to your operating system.

- **mac OS**
- **Windows**

1. In the search box on the taskbar, type **Control Panel**, then select it from the results.
2. Select **Hardware and Sound** from the Control Panel, and then select **Sound**.
3. In the **Playback** tab, right-click the listing for your audio device, select **Set as Default Device**, and then select **OK**.

Firefox browser permissions issues

When joining a meeting with camera or microphone permissions set to none, you will not be able to select a camera or microphone. Users will need to re-join the meeting and select camera 1 from the list which should re-prompt for permissions allowing both the camera and microphone to work. There is a related issue that can happen when a computer has 2 cameras and the first one is in use. When this happens it will prompt for

permission on the second camera but not allow it to be selected. In this case the user will need to back out of the meeting and re-join with the second camera selected or close out the other application using the first camera.

Closing the laptop lid does not end a meeting

During an ongoing meeting, if you close the laptop lid, you remain connected to the meeting. If the MiTeam Meetings application is frozen and does not reconnect after the device wakes up, close the browser tab and re-join the meeting if it is still ongoing. If your windows settings are set to 'Do Nothing' when the laptop lid is closed then the Camera and Microphone will stay active.

Slight audio delay for meetings hosted in the European cloud

A mild additional audio delay might be experienced on meetings hosted in the European cloud. Because all users experience the same amount of incremental delay, this may not be noticeable.

A PSTN caller may be 'Unknown' if multiple PSTN callers have the same calling line identification

In some enterprises, all outgoing PSTN calls may share the same calling line identification (the 'business number' for example). If two or more users who share the same calling line identification join the same MiTeam Meeting at the same time, one of the users will have the correct phone number and the other users will be indicated as 'Unknown'. The 'Unknown' users can still participant effectively in the meeting.

Meeting invitations may end up in spam

To invite an external user to a meeting, type the user's email address in the Search bar of the **Invite Participants** dialog, or **Start Now**, or **Schedule** dialogs. The search field displays a drop-down list containing the email address you entered. Click the email address, and click **Invite**. An invitation is sent directly to this email address. In some cases, the invite sent may be flagged as spam in the invitee's mailbox; hence, always ask invitees to check their spam folder if they do not find an invite.

Send location does not work in the installed MiTeam Meetings application

The location sending feature does not work in the installed MiTeam Meetings application. You can elect to use the browser application or type out your address.

The web application may continue to attempt to launch the installed application on other devices or after it has been uninstalled

After you download and install the MiTeam Meetings application, subsequent attempts to join a meeting in the browser application will attempt to launch the installed application. This will happen on every device that you log in to; therefore if you have the application

installed on some devices then you will need to use the link presented by the browser to join using the web application. Also, if you uninstall the application from your device, the browser will still attempt to launch it. There is a setting under your user profile which controls this behaviour.

Logging out in one browser tab causes logout in all browser tabs

While multiple browser tabs are open in the MiTeam Meetings application, logging out from any one of them causes logout from all the tabs. Any subsequent interaction in the other tabs will fail or will result in a redirect to the initial page of the application.

MiTeam Meetings detected by Vidyo Connect solution

If your enterprise also uses the 'Vidyo Connect' solution or has Vidyo connected to meeting room hardware, the Vidyo solution might incorrectly classify MiTeam Meetings in your calendar as Vidyo meetings. It is not possible to connect to MiTeam Meetings application using Vidyo clients or hardware.

Micollab Specific Issues

- **Registered users get a chat message on invite, not an email message.**

  When you type a name, or an email address in the Search bar of the **Invite Participants** dialog, or **Start Now**, or **Schedule** dialogs, the search bar displays a drop-down list containing the matching registered users in the account. When you select a user, and click **Invite**, then a meeting invite is sent as a chat message to their MiCollab client, not as an email; therefore, users will see the invitation as an incoming chat message in the MiCollab client.

- **Clicking on 'Meetings' in the installed MiCollab client may cause the installed MiTeam Meetings application to leave a meeting**

  If you click **Meetings** menu in the MiCollab client application installed on your system while this application is being used in a meeting, the home page of the MiCollab client application changes, and the application exits the meeting. If this happens, you must re-join the meeting and take care not to click the **Meetings** menu in the MiCollab client. The browser application creates an additional browser tab under these conditions.

Troubleshooting Camera issues

First start by following the steps below to make sure your camera is enabled for use:

- MiTeam Meetings Desktop application
- Browser based MiTeam Meetings

Next check to make sure your camera is working outside of the Miteam Meetings application:

1. Test that the camera using an installed application other than Miteam Meetings
2. If you do not have another application installed that uses a camera, then you can test using a browser-based camera test utility. There are may different ones available, please choose one to use from an internet search.

If the camera does not work in either the installed application or browser test, then it is likely the camera is at fault. You should try a different camera. The MiTeam Meetings application should work with virtually any built in or USB connected camera. There are some software based cameras that we know do have issues.

Below is a list of those cameras that do not work:

- Droidcam

Windows displays blue screen error when undocking a screen share

When you undock a screen share, a windows blue screen with error message lvrs64.sys might be displayed if the driver associated with your Logitech camera is experiencing some issues. If this error is displayed, do either of the following to troubleshoot the issue:

- Update the driver for Logitech camera and restart your computer.
- Install the generic Windows 10 driver. For more information about installing generic Windows 10 driver, see Update drivers in Windows 10.

Issues while Recording a MiTeam meeting

- If the user changes the meeting name during a recording, the recording will be saved under the old meeting name.
- If a user renames or deletes a recording in the recording list, the change will not be reflected in the recording list for the other users.To resolve this, the other users must either close the recording list and reopen, or refresh their page.

MiTeam Meetings Features 2

This chapter contains the following sections:

- Creating an Ad Hoc Meeting
- Creating a Scheduled Meeting
- Search a Meeting
- Invite-only Meeting
- Join a Meeting
- Delete or Leave a Meeting
- Edit or Delete a Chat Message
- Meeting Controls
- Recording a MiTeam Meeting
- Screen Sharing
- Blur Your Background
- Reduce Background Noise During a Meeting
- Smart Video in MiTeam Meetings
- Integrating Office 365 Calendar with MiTeam Meetings
- MiTeam Meetings Outlook Add-In (Web and Desktop)

This chapter will help you understand how to join, create, search for, record, and delete a meeting; share a screen during a meeting; smart video feature; the various controls available to you during an ongoing meeting; and other features of MiTeam Meetings application.

2.1   Creating an Ad Hoc Meeting

A registered user can create an ad hoc meeting in the MiTeam Meetings application by following these steps;

1. Click **MEET NOW** from the **Meetings** section.
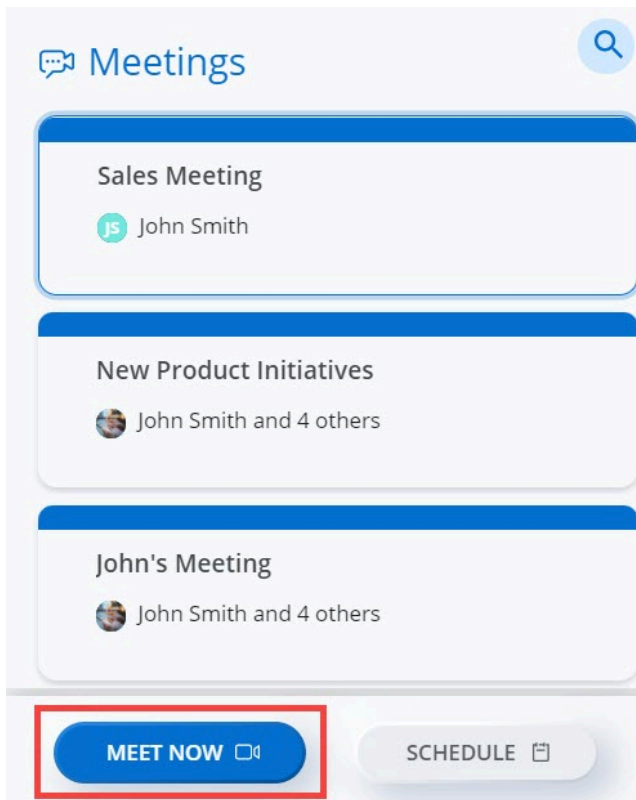
2. A pop-up window opens displaying the default **Meeting title**, the meeting URL, the **Dial in information**, and the **Meeting ID**. You can edit the title of the meeting in the **Meeting title** bar.

> **ℹ Note**:
>
> It is highly recommended that a meeting be given a unique humanly identifiable name that is easy to remember for the participants. This will enable registered users to easily identify which meeting space to use for their collaboration and facilitate meeting searches.

Click **Copy to clipboard** to copy the meeting details and paste it elsewhere.

📋 Copy to clipboard
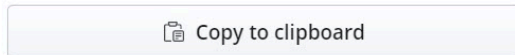
Want to rename this meeting to track it better?

Meeting title
New Product Initiatives

Copy and share as you please

https://meet.mitel.io/meet/362681573

Dial in information

India ⌄   +91 80 6180 6302

Meeting ID   362-681-573

Cancel   **Save**   **Save and enter**

3. Ensure that all the information entered is correct and click **Enter** to start the meeting. Click **Cancel** to cancel the meeting. If you edit the meetings title:

- click **Save** to save the updated meeting title.
- click **Save and enter** to start the meeting with the updated title.

After you start a meeting, you can invite both registered users and guest users as participants for a meeting. A meeting can have a maximum of 100 participants. To invite users to a meeting:

Click ⋮ from the control panel and then click the **Invite** icon (👤⊕). The **Invite Participants** dialog box opens.

- To invite a registered user to a meeting:

  1. In the Search bar, type the name of the user you are searching for. The search field displays a list of registered users whose names or e-mail addresses match the letters that you type.
  2. Click the name to invite the user as a participant to the meeting, and click **Invite**.

  A meeting invite containing the URL of the meeting, and the dial-in numbers will be sent to the user's email address from **no-reply@mitel.io**. A **Join now** message will also be sent to the user in MiCollab chat. The user can join the meeting either by clicking the meeting URL or the **Join now** message.

  > **ⓘ Note**:
  > To receive an email for meeting invites, a registered user must select the **Always send me an email for meeting invites** check box in the **General** tab in the **Settings** panel. For details on how to select this check box, see Manage Meetings Settings on page 14.

- To invite a guest user to a meeting:

  1. In the Search bar, type the email address of the participant you want to invite to the meeting. Note that you must type the exact e-mail address of the participant you want to invite. The e-mail address you type appears in the search field.
  2. Click the name to invite the user as a participant to the meeting, and click **Invite**.

  A meeting invite will be sent to the user's email address from **no-reply@mitel.io**. The user can join the meeting by clicking the meeting URL.

  > **⚠ CAUTION**:
  >
  > - Customers should exercise caution to prevent accidental disclosure of Meeting Access Codes.
  > - Mitel recommends that at least one participant in a meeting use the Mitel Meetings client to provide visibility to other participants in the meeting.
  >
  > For more information, see MiTeam Meetings Security Guidelines.

2.2   Creating a Scheduled Meeting

A registered user can create a scheduled meeting in the MiTeam Meetings application by following these steps:

1. From the **Meetings** section, click **SCHEDULE**.
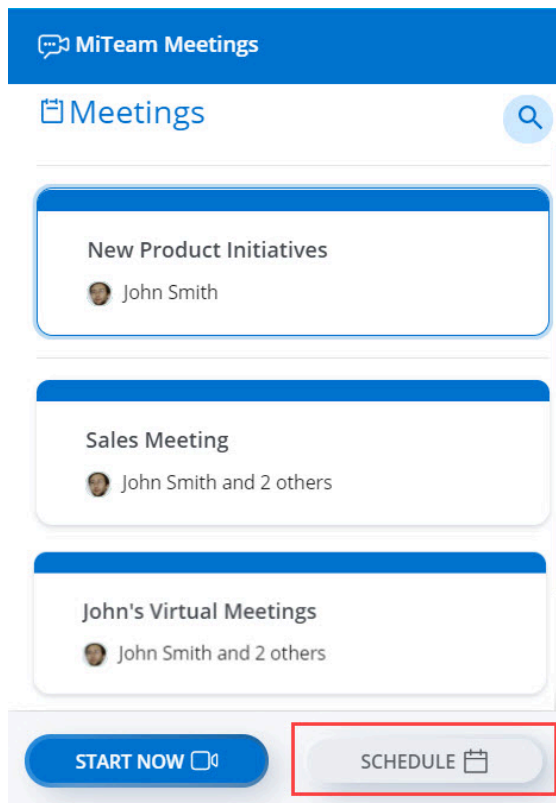
The **Schedule a meeting** panel opens.

2. In the Meeting title bar, specify a title for the meeting.

> **ℹ Note**:
>
> It is highly recommended that a meeting be given a unique humanly identifiable name that is easy to remember for the participants. This will enable registered users to easily identify which meeting space to use for their collaboration and facilitate meeting searches.

3. Click **Calendar** and from the drop-down list, choose the calendar to which you want to add the meeting invite.

4. Invite participants to the meeting. You can invite both registered users and guest users as participants to a meeting.

> **ℹ Note**:
>
> A meeting can have a maximum of 100 participants.

- **To invite a registered user to a meeting**

  a. In the Search bar, type the name of the user you are searching for. The search field displays a list of registered users whose names or e-mail addresses match the letters that you type.

  b. Click the name to invite the user as a participant to the meeting.

  A meeting invite containing the URL of the meeting, and the dial-in numbers will be sent to the user's email address from **no-reply@mitel.io**. A **Join now** action card will also be sent to the user in MiCollab chat. The user can join the meeting either by clicking the meeting URL or the **Join now** action card.

> **ℹ Note**:
>
> To receive an email for meeting invites, a registered user must select the **Always send me an email for meeting invites** check box in the **General** tab in the **Settings** panel. For details on how to select this check box, see Manage Meetings Settings on page 14.

- **To invite a guest user to a meeting**

  a. In the Search bar, type the email address of the participant you want to invite to the meeting. Note that you must type the exact e-mail address of the participant you want to invite. The e-mail address you type appears in the search field.

  b. Click the email address to invite the user as a participant to the meeting.

  A meeting invite will be sent to the user's email address from **no-reply@mitel.io**. The user can join the meeting by clicking the meeting URL.

5. In the **Meeting options** section, choose either of the following depending upon the type of meeting you wish to create.

- Invite-only meetings – To create a meeting in which only the meeting creator can admit uninvited participants into the meeting, select the **Invite-only meeting** checkbox. For more information about Invite-only meetings, see Invite-only Meeting on page 34.

- Meeting with no waiting room – To create a meeting in which the waiting room is disabled, thereby allowing all participants to automatically enter into the meeting directly, select the **Remove waiting room** checkbox.

> **ℹ Note**:
>
> - This option will be displayed only if a Mitel Partner or the Account Administrator of your CloudLink Account have enabled the **Optional Waiting Room** toggle button for your account in the CloudLink Accounts Console. For more information, contact your Account Administrator or see Allow Users to Manage Waiting Room in Meetings.
>
> - For more information regarding which users will go to the waiting room, see the FAQ Who goes to the waiting room before joining a meeting? on page 112.
>
> - For guest users to be automatically accepted into a meeting that has the waiting room disabled, at least one registered user must join the meeting.

6. Click **Add to Calendar**. The Scheduling proceeds based on the calendar type you selected from the **Calendar** drop-down list.

    a. **Default Calendar (.ics download)** – downloads an ICS file with meeting join details, title, and participants, which you can view in your default calendar app (such as Outlook desktop).

    > ℹ **Note**:
    >
    > If you choose this calendar type while the MiTeam Meetings web application runs on the Google Chrome browser, the warning message **XXXX** (meeting name)**.ics may be dangerous, so Chrome has blocked it.** might be displayed. To continue downloading the invite, click the **Keep** option beside the warning message. Clicking **Discard** cancels the download.

    b. **Google Calendar** – opens a new tab in Gmail with a prepopulated calendar invite with meeting join details, title, and participants.

    c. **Exchange / Office 365** – opens a new tab in Office 365 with a prepopulated calendar invite with meeting join details and title; but does not carry over the participants. You must add the participants directly in the open calendar in Office 365.

> ⚠ **CAUTION**:
>
> - Customers should exercise caution to prevent accidental disclosure of Meeting Access Codes.
> - Mitel recommends that at least one participant in a meeting use the Mitel Meetings client to provide visibility to other participants in the meeting.
>
> For more information, see MiTeam Meetings Security Guidelines.

2.3   Search a Meeting
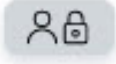
To search a meeting:

1. Click the search icon (🔍) at the top of the **Meetings** section. A Search bar appears, along with a **Search for** drop-down menu.
2. In the drop-down menu, select **Meetings**. A list of all your meetings will be displayed.

3. In the Search bar, type the name of the meeting you are searching for. A list of meetings with matching names will be displayed as you type the characters.
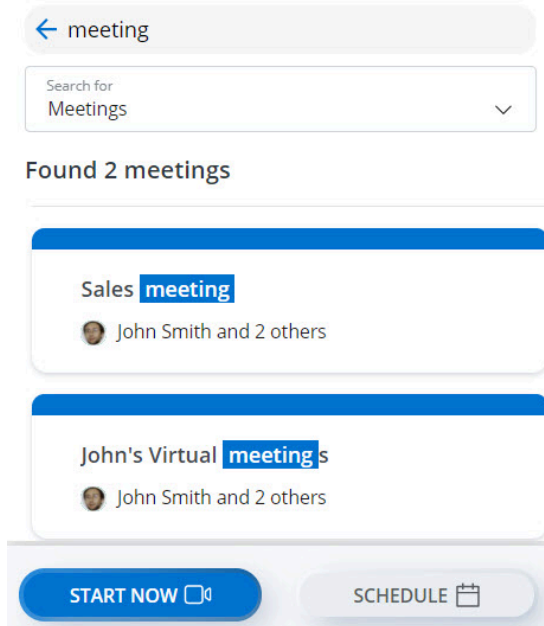
2.4   Invite-only Meeting

An invite-only meeting () is a type of meeting in which only the meeting creator can admit uninvited participants into the meeting.

Registered users invited to the meeting are admitted to the meeting directly. A registered user is considered invited only if the meeting creator invites them to the meeting by doing either of the following:

- By clicking the **Invite** icon from the meetings control panel during an ongoing meeting.
- By entering their name or email address in the corresponding field while creating the meeting.

Registered users and guests who do not have an invite but want to join an invite-only meeting must wait in the waiting room and can join the meeting only after the meeting creator admits them into the meeting. For more information regarding which users will go to the waiting room, see the FAQ Who goes to the waiting room before joining a meeting?

Scheduling an invite-only meeting

To schedule an invite-only meeting, follow step 1 through step 5 mentioned in Creating a Scheduled Meeting on page 29 and select the **Invite-only meeting** check box.

An invite-only meeting is scheduled and will appear in your **Meetings** section.

> **ℹ Note**:
>
> • For invite-only meetings, the ![icon] icon is displayed beside the meeting name in the meeting details page.
> • Once scheduled, an Invite-only meeting cannot be changed to a normal meeting and vice-versa. It is recommended to create a new meeting instead.

Managing Participants

• Only the meeting creator can allow or decline access to a user waiting in the waiting room.

• You must use the Meetings add-in to update the meeting after adding (or modifying) the attendees in the meeting.

- Registered users and guests without an invite admitted into the meeting are not considered invited. Every time they want to join a meeting, they must either be invited or admitted from the waiting room by the meeting creator.

- Registered users and guests without an invite will have access to the shared files and the recordings in a meeting only while the meeting is in progress and after they have joined the meeting.

- Registered users who were invited to a meeting by the meeting creator may invite other participants to the meeting by doing either of the following:

  - During an ongoing meeting, click ⦙ from the control panel and then click the **Invite** icon (⊕).

  - From the meetings details page, click the **Participants** tab and then click **INVITE**.

  The **Invite Participants** dialog box opens. See step 4 mentioned in Creating a Scheduled Meeting on page 29 for more information about inviting participants to a meeting.

- A registered user in a meeting can cancel the invite of a participant (including other registered users) using the following procedure.

  1. Click the **Participants** tab. The list of participants in the meeting is displayed.
  2. Hover over the participant whose invite you want to cancel, and click the ⦙ icon. The **Cancel invite** pop-up appears.
  3. Click **Cancel invite** to cancel the invite of the participant.

  The participant will no longer have access to the meeting until invited again or admitted from the waiting room by the meeting creator.

> **ⓘ Note**:
> The participants cannot cancel the invite of the meeting creator.

2.5   Join a Meeting

You can join a MiTeam meeting as a registered user, or as a guest user. Both type of users can join a meeting through PSTN by clicking the dial-in number mentioned in the meeting invite.

2.5.1   Join a Meeting as a Registered User

As a registered user, you can join a meeting by:

- clicking the meeting link in the invite received in Outlook or in any other email service provider

> **ⓘ Note**:
>
> To receive an email for meeting invites, a registered user must select the **Always send me an email for meeting invites** check box in the **General** tab in the **Settings** panel. For details on how to select this check box, see Manage Meetings Settings on page 14.

- clicking the **Join now** message received in MiCollab chat
- clicking on the meeting from the **Meetings** section of your MiTeam Meetings application, and then clicking the **JOIN** button from the meeting details page that opens
- dialing in to the meeting through PSTN using the dial-in number mentioned in the invite. For more information, see Join a Meeting using PSTN on page 50.

> ℹ️ **Note**:

- A message (as shown in the following image) is displayed if you try to join a meeting that is deleted.
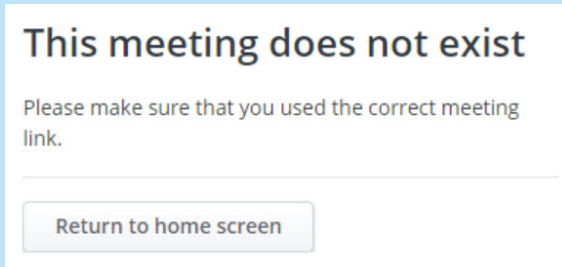
This meeting does not exist

Please make sure that you used the correct meeting link.

> Return to home screen

- If you are joining a meeting from your mobile device using a meeting link (received through chat or email), you will be redirected to the MiTeam Meetings mobile application if you have the application installed in your mobile device. If you do not have the MiTeam Meetings mobile application installed, a link to download this application from your app store appears on the browser.

Unfortunately, this mobile browser is not supported.
Have a MiTeam Meetings account? Get the mobile app.

GET IT ON Google Play

Meeting link:

https://86c468014e17.ngrok.io/meet/429417437 Copy link

Dial in information:

Canada ⌄   +1 613-701-9013

Meeting ID   429-417-437
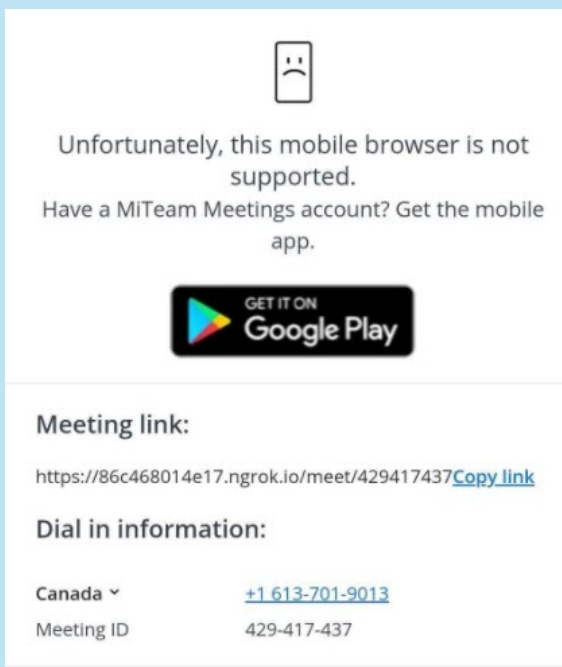
To join a meeting directly from the meeting invite or the Join now action card in MiCollab chat

1. Click the meeting invite link or the **Join now** action card. The MiTeam Meetings web page opens.

- If you have the MiTeam Meetings desktop application installed, the web page will prompt you to open the desktop application. For this prompt to appear, you must have selected the **Always launch meetings links in desktop app** check box in the **Settings** menu of the desktop application. For details on how to select this check box, see Manage Meetings Settings on page 14.

  Click **Open MiTeam Meetings**. The desktop application is launched, and the **Audio and video preview** panel is displayed.
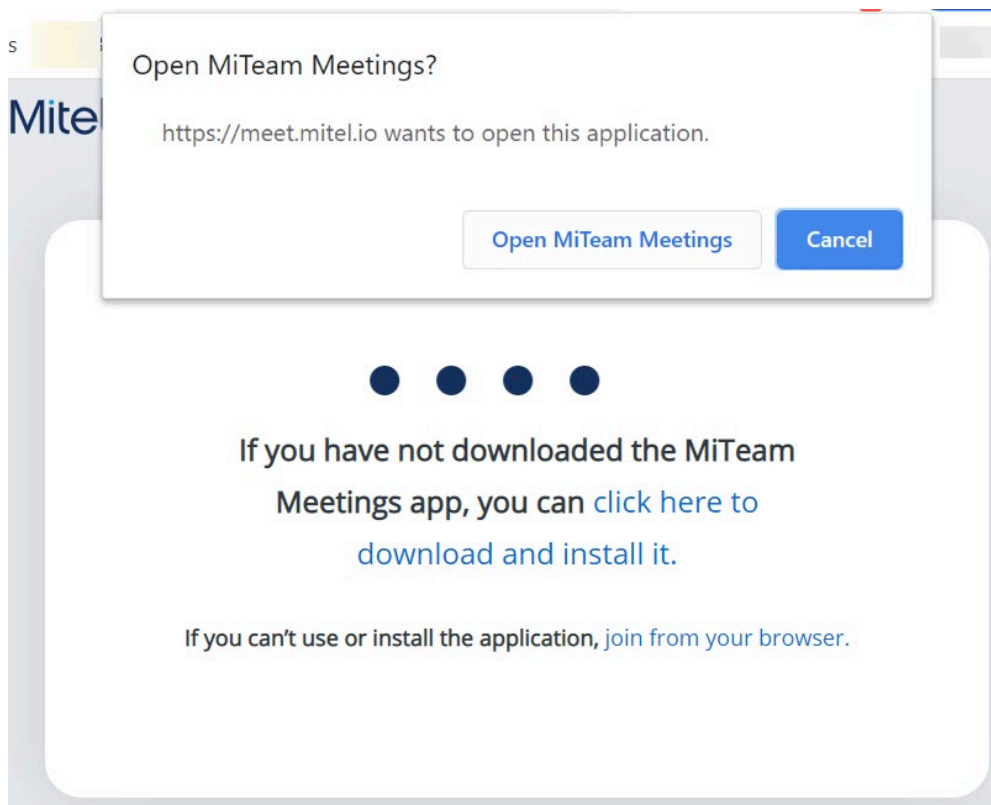
  If you do not want to launch the desktop application click **Cancel**. To continue logging in to the meeting using the web application click **Join via your browser**.

- If you do not have the desktop application installed, or have not selected the **Always launch meetings links in desktop app** check box, the MiTeam Meetings web application is launched, and the **Audio and video preview** panel is displayed.

> **ⓘ Note**:
>
> When you join a meeting for the first time using the MiTeam Meetings application, the panel shown in the following figure is displayed. Click **Let's Go** to access the **Audio and video preview** panel.
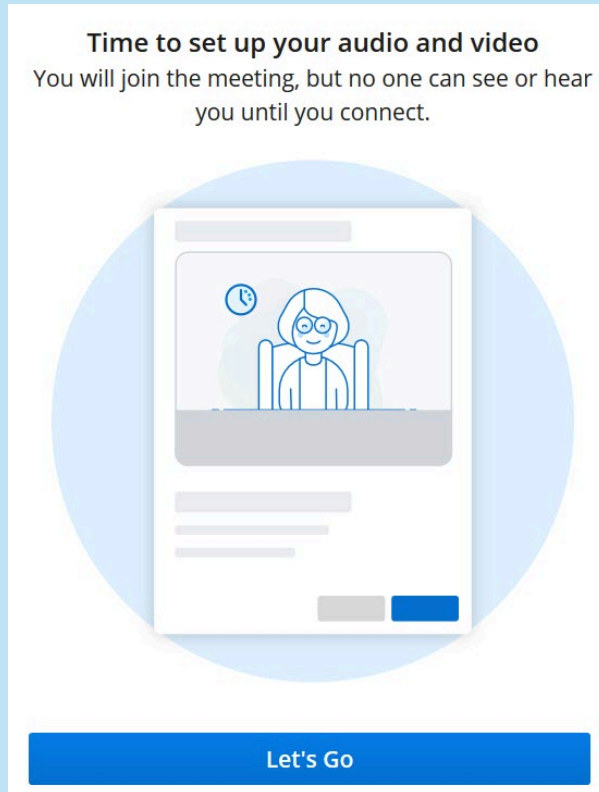
> ℹ️ **Note**:
>
> For the **Audio and video preview** panel to appear, you must ensure that the **Show audio and video preview before joining a meeting** check box is selected under **Settings** > **General**. This setting is enabled by default.
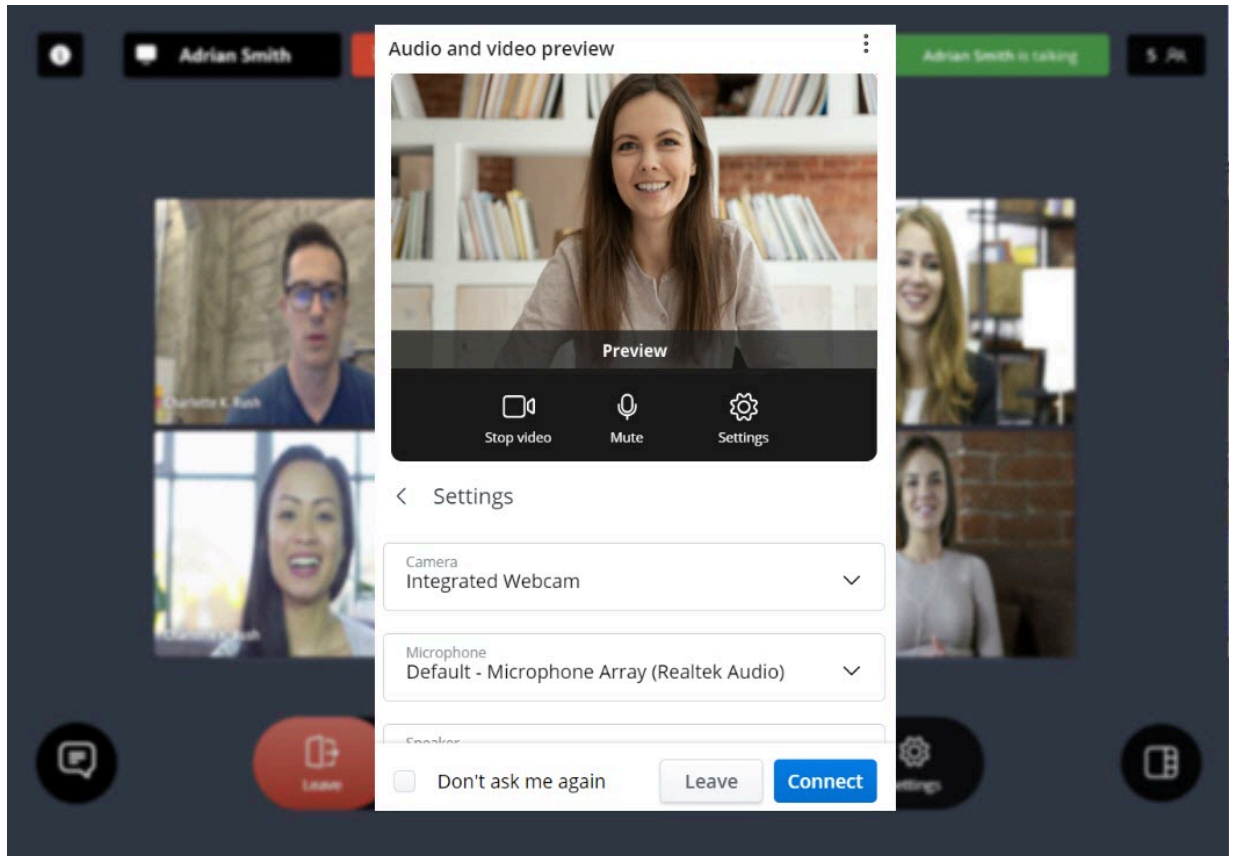
2. In the **Audio and video preview** panel, choose how you want to connect to the audio, whether you want to mute or unmute your microphone and turn on or turn off your video before you join the meeting. Click **Connect** to join the meeting. Clicking **Leave** will abort the operation and redirect you to the Home screen.

> ⓘ **Note**:
>
> - Select the **Don't ask me again** check box to save the selected settings.
> - Click ⋮ at the top right of the panel to access the options to download the desktop application, report an issue with the application, and to view the online help document.
> - For help resolving issues you face while enabling microphone, speaker, or camera, see the FAQ How do I enable the camera and the microphone for MiTeam Meetings desktop application in Windows and Mac OS? or How do I enable the camera and the microphone for MiTeam Meetings web application in a browser?.

To join a meeting listed in the Meetings section of your MiTeam Meetings application

1. Click the meeting you want to join. The details of the meeting are displayed in the side panel.
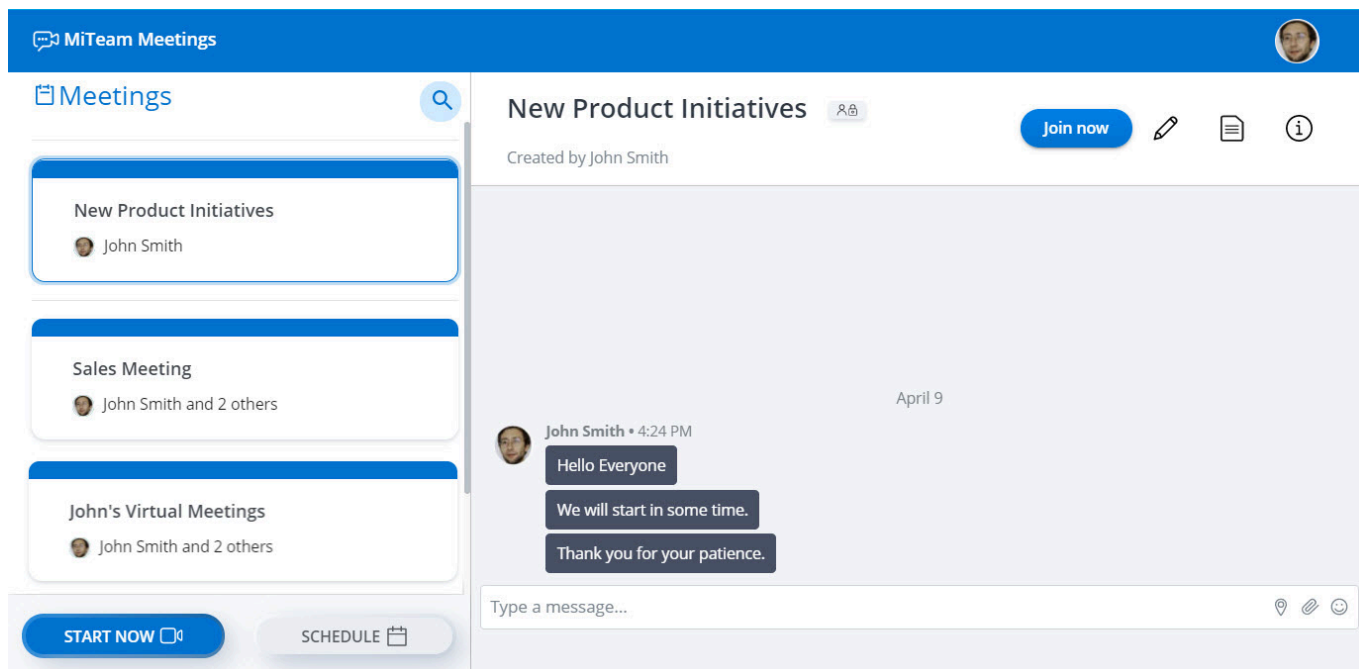
2. Click the **JOIN** button on the panel to join as a participant. The **Audio and video preview** panel is displayed.

> **Note**:
>
> For the **Audio and video preview** panel to appear, you must ensure that the **Show audio and video preview before joining a meeting** check box is selected under **Settings** > **General**. This setting is enabled by default.
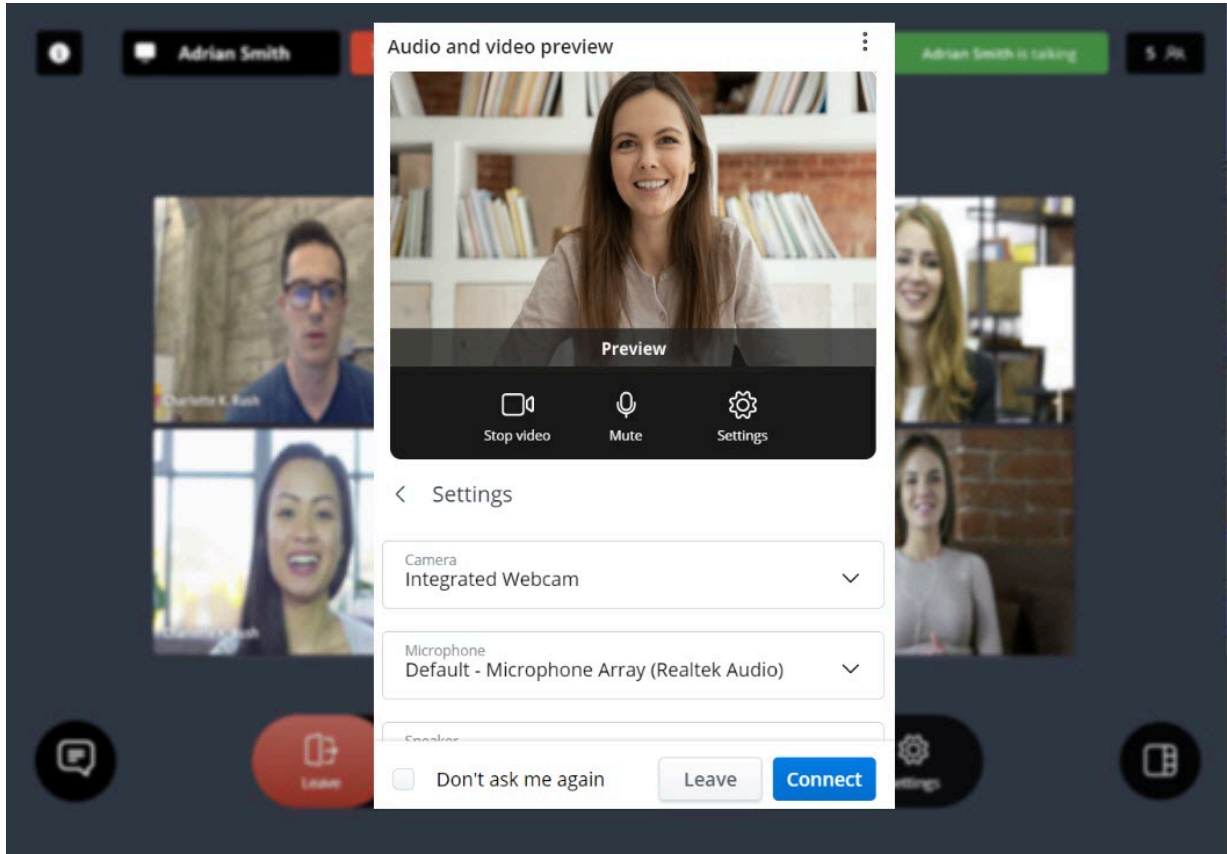
3. Choose how you want to connect to the audio, mute or unmute your microphone, and turn on or turn off your video before you join a meeting, and then click **Connect** to join the meeting. Clicking **Leave** will abort the operation and redirect you back to the Home screen.

> **ℹ Note**:
>
> - Select the **Don't ask me again** check box to save the selected settings.
> - Click ⋮ at the top right of the panel to access the options to download the desktop application, report an issue with the application, and to view the online help document.
> - For help resolving issues you face while enabling microphone, speaker, or camera, see the FAQ How do I enable the camera and the microphone for MiTeam Meetings desktop application in Windows and Mac OS? or How do I enable the camera and the microphone for MiTeam Meetings web application in a browser?.

2.5.2 Join a Meeting as a Guest User

As a guest user, you can join a meeting by:

- clicking the meeting link in the invite received in Outlook or any other email service provider
- clicking the meeting link shared via chat
- dialing in to the meeting through PSTN using the dial-in number mentioned in the invite. For more information, see Join a Meeting using PSTN on page 50.

> **ⓘ Note**:
>
> If you are joining a meeting from your mobile device using a meeting link (received through chat or email), you will be redirected to the MiTeam Meetings mobile application if you have the application installed in your mobile device. If you do not have the MiTeam Meetings mobile application installed, a link to download this application from your app store appears on the browser.
>
> Unfortunately, this mobile browser is not supported.
> Have a MiTeam Meetings account? Get the mobile app.
>
> **GET IT ON Google Play**
>
> Meeting link:
>
> https://86c468014e17.ngrok.io/meet/429417437Copy link
>
> Dial in information:
>
> Canada ⌄   +1 613-701-9013
> Meeting ID   429-417-437
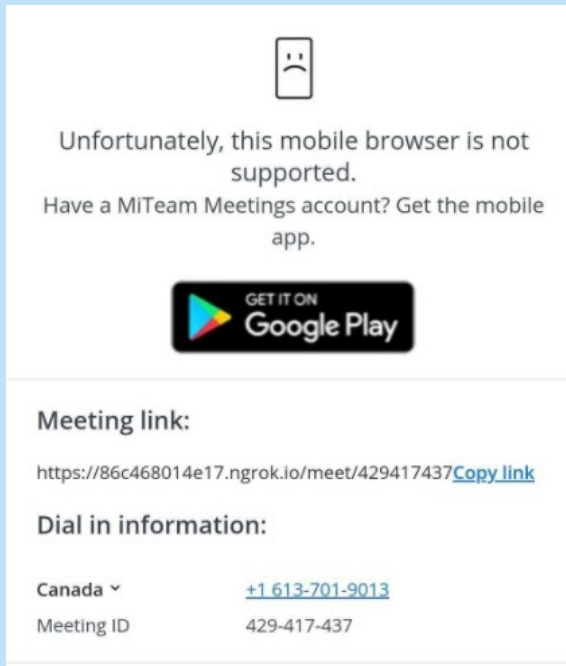
To join a meeting as a guest user, use the following procedure:

1. Access the **Welcome** page by doing either of the following:

- Click the meeting invite link you received. The MiTeam Meetings web application is launched, and the Welcome page opens.
- Enter https://meet.mitel.io/ in the address bar of your browser. The Miteam Meetings web application is launched. Click **Join as guest** option. In the page that

opens, enter the meeting invite link or the meeting ID in the **Meeting ID or link** field provided, and click **Continue**.

Join as guest

Enter meeting ID or link to continue.

Meeting ID or link
Meeting ID or link

Continue

Or sign in

The **Welcome** page opens.

2. Enter your name and email address, and click **Enter waiting room**.

> **ⓘ Note**:
>
> You can view the dial-in numbers and the meeting ID, download the MiTeam Meetings desktop application, and view the URLs to the online help, and privacy policy from the **Welcome** page.

💬 **MiTeam Meetings**

Welcome

Before joining the meeting, let us know your name and email address.

John Smith

john.smith@mitel.com

☑ Remember me

Enter waiting room

Or sign in

Dial in information ⌄

© 2020 MiTeam Meetings   Issues & Feedback   Download App   Support   Privacy policy

3. You must wait until any registered user who has already joined the meeting accepts you as a guest user in the meeting. Clicking **Leave** will abort the operation and redirect you to the **Welcome** page.
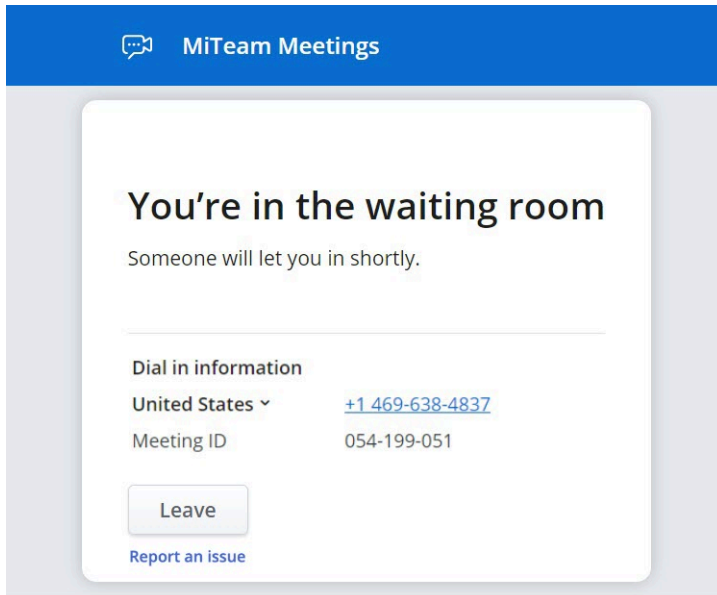
4. When a registered user accepts you in to the meeting, there is an audial notification and the **Audio and video preview** panel is displayed.

> **ⓘ Note**:
>
> When you join a meeting for the first time using the MiTeam Meetings application, the panel shown in the following figure is displayed. Click **Let's Go** to access the **Audio and video preview** panel.
>
>
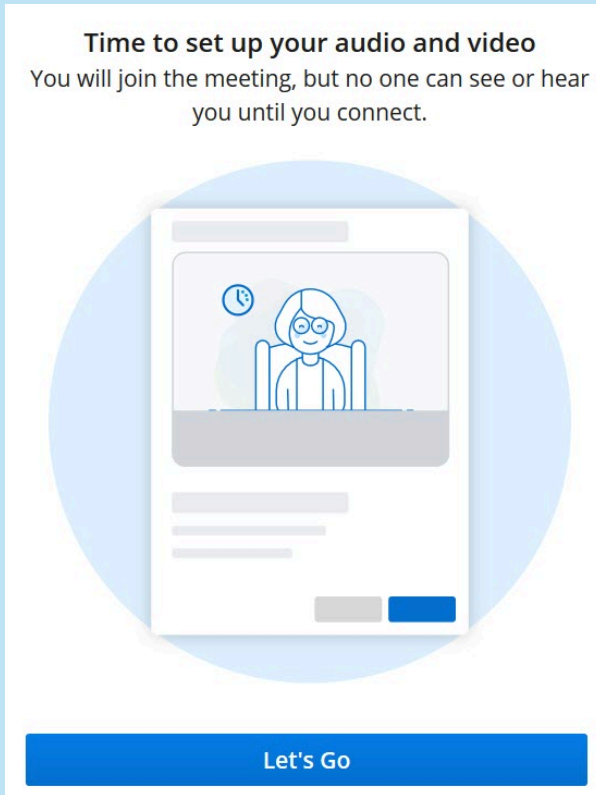
5. In the **Audio and video preview** panel, choose how you want to connect to the audio, whether you want to mute or unmute your microphone and turn on or turn off your

video before you join the meeting. Click **Connect** to join the meeting. Clicking **Leave** will abort the operation and redirect you to the **Welcome** page.
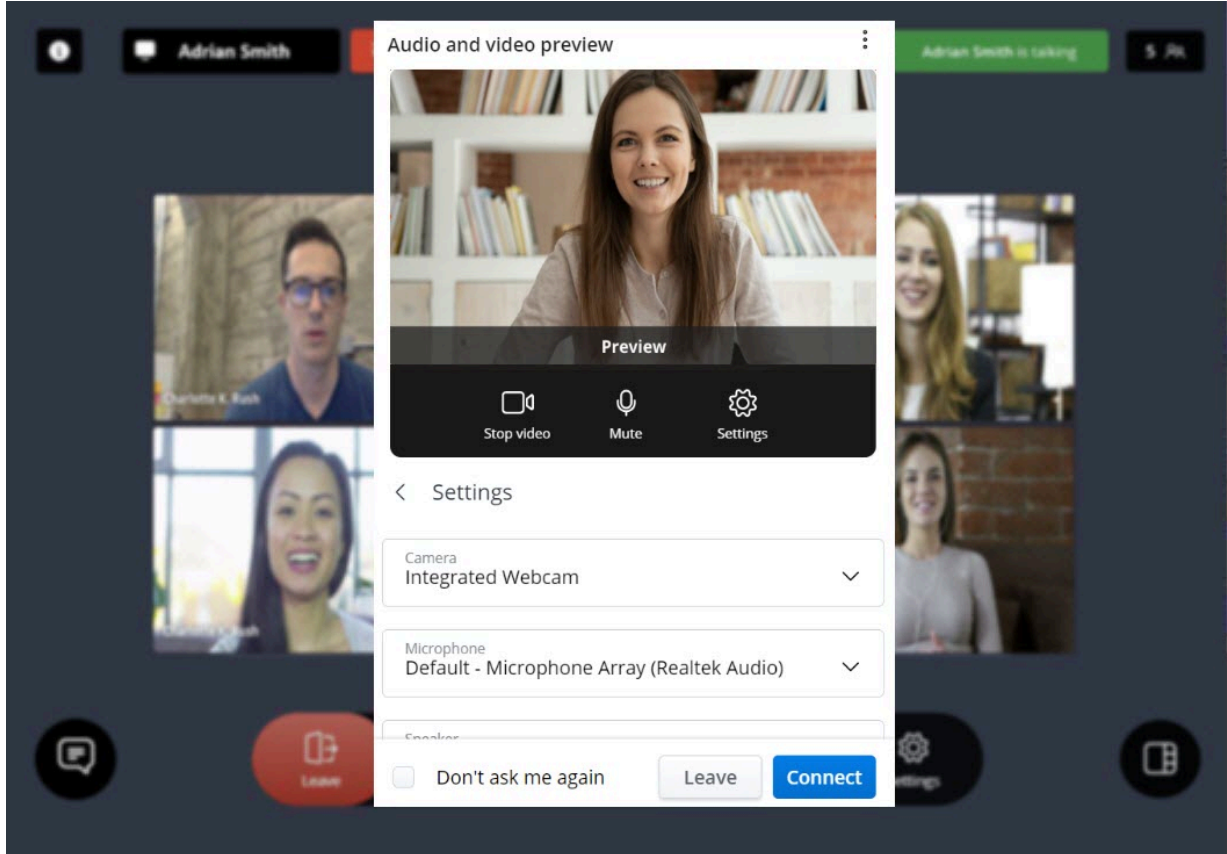
> **ⓘ Note**:
>
> - Select the **Don't ask me again** check box to save the selected settings.
>
> - Click ⋮ at the top right of the panel to access the options to download the desktop application, report an issue with the application, and to view the online help document.
>
> - For resolving issues you face while enabling microphone, speaker, or camera, see the FAQ How do I enable the camera and the microphone for MiTeam Meetings desktop application in Windows and Mac OS? or How do I enable the camera and the microphone for MiTeam Meetings web application in a browser?.

2.5.3   Join a Meeting using PSTN

Registered users and guest users can join a meeting through PSTN by entering the dial-in number mentioned in the meeting invite.

> ℹ️ **Note**:
>
> - When joining a meeting through PSTN, even registered users must wait in the waiting room until any registered user who has already joined the meeting accepts you into the meeting.
> - When you are dialed in to a meeting from your iPhone using the PSTN, you will not be able to use the MiTeam Meetings web application on the Safari browser in your iPhone.

To join a meeting through PSTN, use the following procedure:

1. Call in to the meeting by doing either of the following:

   - Dialing the dial-in number

     a. Dial the dial-in number mentioned in the meeting invite.
     b. When prompted, choose the language of your choice.
     c. Enter the Meeting ID.
   - Clicking the dial-in number

     a. Click the dial-in number mentioned in the meeting invite.
     b. This will cross launch the telephony application installed in your device and the dial-in number along with the meeting ID is displayed. Click the Call icon to place the call.
2. There is a ringing tone followed by the message: **you are in the waiting room. You will join the meeting when someone lets you in.**

> ℹ️ **Note**:
>
> - This message repeats every fifteen seconds until you are in the waiting room.
> - This message appears only if the meeting creator has enabled the waiting room for users to join a meeting.
> - If the meeting creator has disabled the waiting room for users to join a meeting, you will be connected directly to the meeting if there is at least one registered user already in the meeting. If the meeting creator has enabled the waiting room, you must wait in the waiting room until a registered user joins the meeting, and accepts you into the meeting.

3. If you are accepted, there is an audial message: **you have been accepted to join the meeting** and you will be connected to the meeting. If your request is declined, there is an audial message: **your request to join this meeting has been declined** and your call gets disconnected.

> ℹ️ **Note**:
>
> By default, you will join the meeting with your microphone turned on.

2.6   Delete or Leave a Meeting

A meeting creator has the option of deleting the meeting. Both meeting creators and participants have the option of leaving the meeting from the **Meetings** list.

To delete a meeting

To delete a meeting for which you are the creator:

1. From your **Meetings** list in the MiTeam Meetings home screen, right-click the meeting you want to delete. A panel opens.

New Product Initiatives
John Smith and 2 others

Leave
Delete meeting
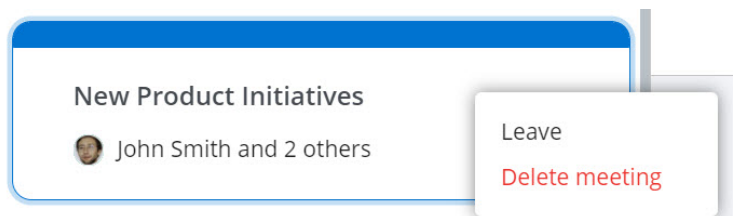
2. Click **Delete meeting**. From the confirmatory panel that appears, click **Delete meeting**. The meeting will be deleted, along with all associated chats and files, from your **Meetings** list, and from the **Meetings** list of all participants of the meeting.

Sales Meeting will be deleted for all participants. You won't be able to undo this. Are you sure you want to proceed?

Cancel   Delete meeting
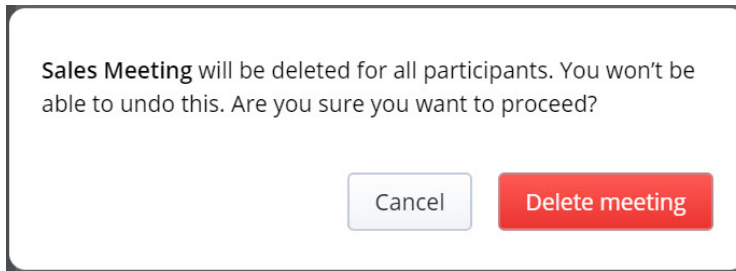
To leave a meeting from the Meetings list

Both meeting creators and participants can leave a meeting from their **Meetings** list. To do this:

1. From your **Meetings** list in the MiTeam Meetings home screen, right-click the meeting you want to remove. A panel opens.
2. To remove the meeting from your list, click **Leave**. The meeting will be removed from your **Meetings** list.

Design Objectives
AR Amith Ravindran and one other

Leave
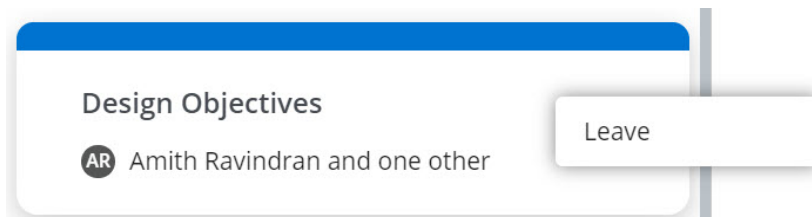
After you remove a meeting from you **Meetings** list, you will not see the meeting in your list, and you will not receive any notifications regarding this meeting.

All others will continue to be part of the meeting, and the meeting will be listed in their **Meetings** list. The existing chat messages sent by you will continue to be visible to them in their chat conversation history.

You will be able to join the meeting again and receive notifications if you are invited to this meeting, and accept the invitation. After you join the meeting, the meeting will again be listed in the **Meetings** list of your MiTeam Meetings application.

2.7 Edit or Delete a Chat Message

Registered users can edit the chat messages that they have sent during a MiTeam meeting. They can also delete the chat messages, files, and the media that they have sent during a meeting.

> **ⓘ Note**:
>
> - This option will be displayed only if a Mitel Partner or the Account Administrator of your CloudLink Account has selected the **Allow editing and deleting of messages** check box under **Chat** integration for your account in the CloudLink Accounts Console. For more information, contact your Account Administrator or see the section Allow Users to Edit or Delete Chat Messages in CloudLink Applications.
> - Guest users cannot edit or delete sent chat messages.
> - It is not possible to bulk-delete sent chat messages.

Edit a Message

To edit a sent message, do the following:

1.
   Hover over the message you want to edit, and click the **More** icon (⋮).
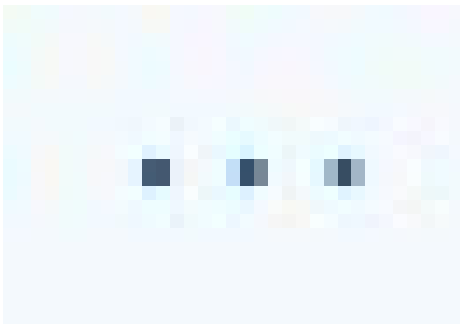
2. From the dialog box that opens, click **Edit message**.
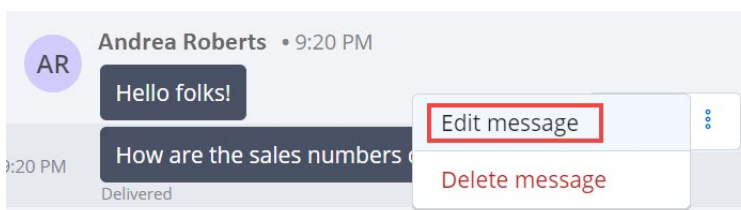
3. In the text box that opens, make your edits to the message.
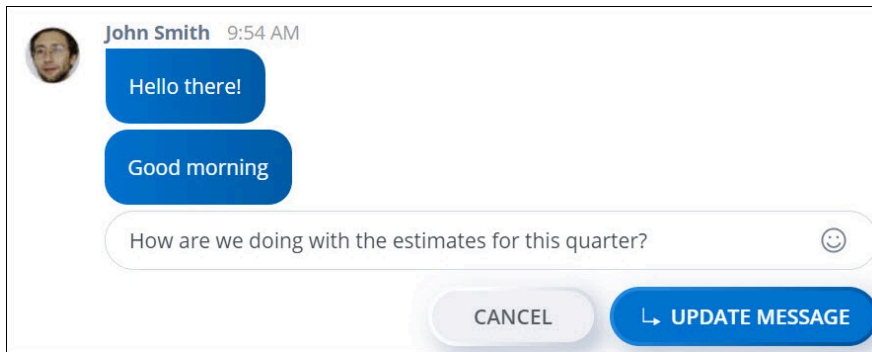
4. Click **UPDATE MESSAGE**. The original message will be replaced with the edited message and will be marked as **(Edited)**. Clicking **CANCEL** will abort the operation.
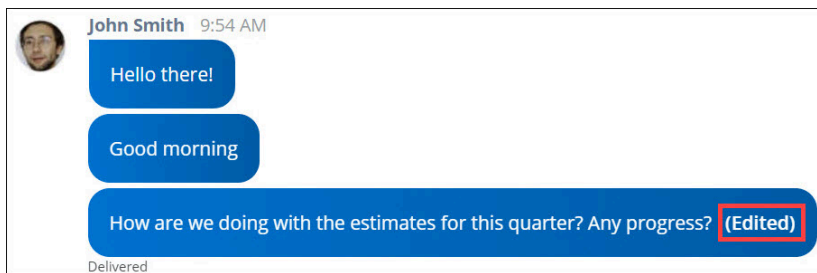
Delete a Message

To delete a sent message, do the following:

1.
Hover over the message you want to edit, and click the **More** icon (⋮).

2. From the dialog box that opens, click **Delete message**.
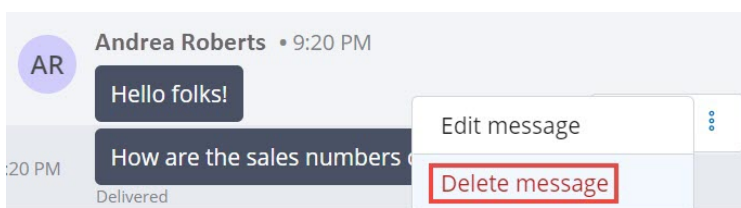
3. From the confirmatory panel that appears, click **DELETE MESSAGE**. Clicking **CANCEL** will cancel the operation.
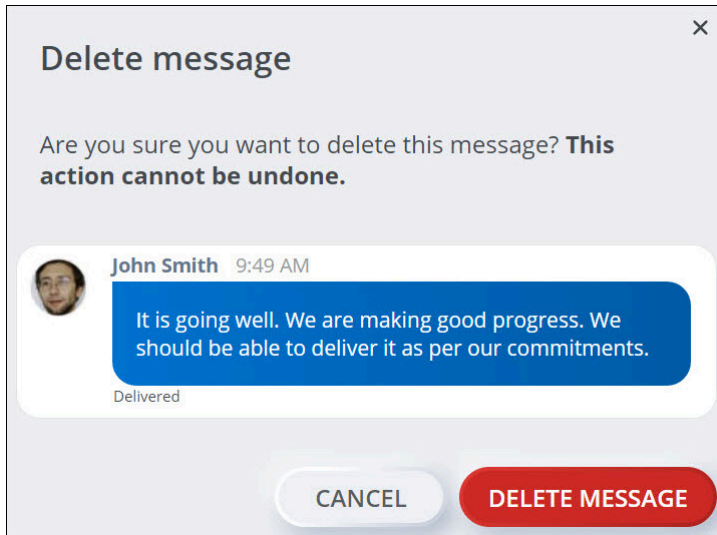
The message will be deleted permanently.

2.8   Meeting Controls
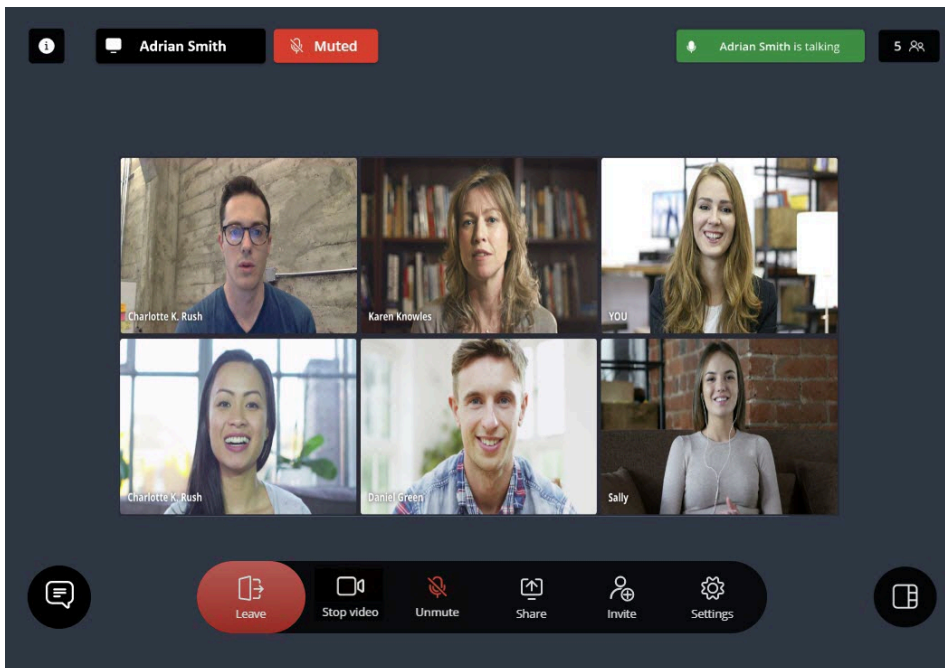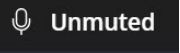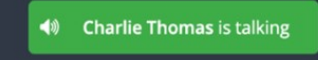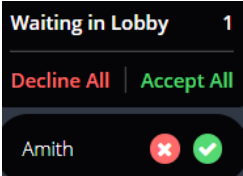
Following are the various controls displayed during an ongoing meeting. Click any of these controls to invoke the feature:

Control	Function
	Click this icon to leave an ongoing meeting. • If you are the meeting organizer, a panel opens. • Click **Leave meeting** to leave the meeting. The other participants will continue to be active in the meeting. • Click **End meeting for all** to end the meeting for all the participants. • If you are a participant, the meeting will immediately end for you. The other participants will continue to be active in the meeting.
	Click this icon alternately to turn on and turn off your camera.
	Click this icon alternately to mute and unmute your mic.
	Click this icon alternately to start and stop screen sharing during a meeting.
	Click ⋮ from the control panel and then click this icon to start a recording. For more information, see Recording a MiTeam Meeting on page 61.
	Click ⋮ from the control panel and then click this icon to invite more users to an ongoing meeting.
	Click ⋮ from the control panel and then click this icon to open the **Settings** menu.
	This icon indicates that all the participants invited to the meeting will be automatically accepted into the meeting.

Control	Function
	ⓘ Note: This icon will be displayed only if you have joined a meeting as a Registered User.
⊡	During Gallery Layout, click this icon to switch to Active Talker Layout. The Active Talker Layout will switch the large video window between whoever speaks during a meeting.
⊞	During Active Talker Layout, click this icon to switch to Gallery Layout. The Gallery Layout will display the video of all the participants in the meeting who have their video turned on, and the avatar of the participants who have their video turned off. **ⓘ Note**: By default, you will join a meeting in Gallery Layout.
═	During Active Talker Layout or during Screenshare, if you have the video tiles of participants turned on, click this icon to switch to List view. You will no longer see the video of other participants, even though others in the meeting can see your video.
⊟	During Active Talker Layout or during Screenshare, if you have the video tiles of participants turned off, click this icon to switch to Video tiles view, which will enable you to view the video of all the participants in the meeting who have their video turned on.
⋮	The meeting creator will see this icon on the top right of the screen. Clicking this icon opens a panel where the meeting creator can select which users will be sent to the waiting room before being accepted into the meeting.

Control	Function
	Who goes to the waiting room? ○ **Only guest users** This is the default setting ○ No one ⊡ All participants will be automatically accepted • **Only guest users** — Select this option to enable waiting room for guest users. Guest users who want to join a meeting after this option is enabled must enter the waiting room and be accepted into the meeting by a registered user. If this option is not enabled, guest users who want to join a meeting will be automatically accepted into the meeting. ⓘ **Note**: By default, all registered users will be automatically accepted into the meeting. • **No one** — Select this option to automatically accept all users directly into the meeting. The waiting room will be disabled for all users. ⓘ **Note**: At least one registered user must join the meeting for guest users to be automatically accepted into the meeting. For more information about which users goes to the waiting room before joining a meeting, see the FAQ Who goes to the waiting room before joining a meeting? on page 112.
💬	Click this icon to view the chat window. All the chat messages shared during a meeting can be viewed in the chat window.

Control	Function
	ⓘ Note: You can also click the chat notification that you receive to open the chat window.
ⓘ	Clicking this icon opens the meeting information panel where you can do the following: • Copy the meeting invitation • Copy the meeting URL • View the the dial-in number, and the meeting ID. • View the files shared, and recordings in the meeting by clicking the **About** tab. • View the meeting organizer and list of participants in the meeting by clicking the **Participants** tab. Meeting organizers can use the **INVITE** option available in the **Participants** tab to invite participants to the meeting.
🖥 Charlie Thomas is sharing	This icon on the top left of your screen is the Screenshare indicator. It displays the name of the participant who is sharing the screen during a meeting. The Screenshare indicator will also display an Undock icon (⤢) for participants viewing the shared content during a meeting. Clicking the Undock icon (⤢) allows a user to undock the screenshare. For more information, see Undocking the Shared Screen on page 68.
🎤 Muted	This icon on the top left of your screen indicates that you are on mute. You can click this icon to unmute your mic. When you **Push to Talk**, the icon changes to 🎤 Unmuted.
🔊 Charlie Thomas is talking	This icon on the top right of your screen is the Active Talker indicator. It displays the name of the speaker during a meeting.
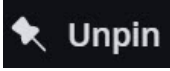
Control	Function
	This icon appears in the User Tile of users encountering issues with the network or an outage during the call. The audio and video communication with these users might be affected while this icon is displayed. This icon will disappear when the connection with these users is properly re-established.
	A registered user will see this prompt during an ongoing meeting to accept or reject the guest users in the **Waiting Room** into the meeting. Click **Accept All** to allow these users into the meeting. Click **Decline All** to prevent these users from joining the meeting. To accept or decline specific users, click the icon or the icon beside their names.
Push to Talk	When you are on mute, press and hold the Spacebar to unmute your mic. Releasing the Spacebar will mute your mic again. You can also mute and unmute your mic alternately by quickly tapping the Spacebar twice in succession.
Push to Mute	When your mic is unmuted, press and hold the Spacebar to mute your mic. Releasing the Spacebar will unmute your mic again. You can also mute and unmute your mic alternately by quickly tapping the Spacebar twice in succession.

In addition to the various controls mentioned above, there are controls that are displayed on hovering over the User Tile.

> **Note**:
> These controls are displayed only when you join a meeting as a Registered User.

Control	Function
	To mute a user during the meeting, hover over the user tile of that user and click the icon.

Control	Function
Remove	To remove a user from a meeting, hover over the user tile of that user. The [···] icon is displayed at the top right corner of the tile. Click the [···] icon and click **Remove**. From the confirmatory panel that appears, click **Remove** to remove that user from the meeting. Clicking **Cancel** discards the operation.
Pin	A registered user or a guest user can pin a user tile during an ongoing meeting. To pin a user tile, hover over the user tile. The [···] icon is displayed at the top right corner of the tile. Click the [···] icon and click **Pin** to pin that user tile. The view changes to Active Talker mode and the pinned tile is displayed as the main user tile.To unpin a pinned user tile and return to User Tiles mode, click [📌 Unpin].

2.9   Recording a MiTeam Meeting

> **Note**:
>
> - The Recording feature is not available for MiTeam Meetings free trial users. To use this feature you must have a paid MiTeam Meetings subscription.
> - Click here for the list of known issues.

Recording allows a registered MiTeam Meetings user to record a meeting. Recording a meeting is useful for those who could not attend the meeting and for those who want to refer to what was discussed in the meeting. The recordings are stored in the cloud in MP4 format.

Recording a Meeting

During an ongoing meeting, any registered user can start the recording by clicking the

Record icon () in the control panel. However, only one user can record a meeting at a time. A **Preparing to record** icon appears in the top of your meeting screen indicating that Meetings is setting up the cloud recording.

An audial notification indicates that the recording has started and a message (as shown in the following image) indicates that the recording has started.
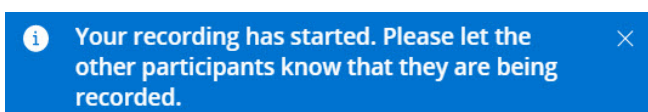
> **ⓘ Note**:
>
> - Only one user can record a meeting at a time.
>
> - If the recording fails to start after you click [Record], the following error will appear. To start the recording again, you must refresh the application and click [Record].
>
>   ❌ There was a problem in starting the recording. Please refresh and try again. ✕
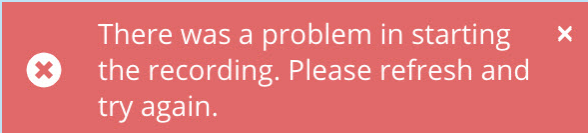
Stopping a Recording

During a meeting, only the participant who is recording can stop the recording at any given time by doing either of the following:

- Click the stop icon ([■]) from the recording indicator in the top of your screen

- Click the **Stop** icon ([Stop]) from the control panel.

The recording will stop, and will be saved to the cloud. A confirmation message (as shown in the following image) indicates that the recording is saved.

✓ Recording completed. You can download it from the files. ✕
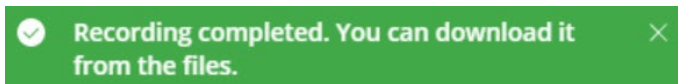
The following table lists the impact of various scenarios on an ongoing recording of a meeting.

Scenario	Result
The user who is recording leaves the meeting.	The recording stops.
The user who is recording is removed from the meeting.	The recording stops.
Creator ends the meeting for all participants.	The recording stops.
The meeting expires after the 24 hour limit.	The recording stops.
The user who is recording reloads the Meetings application or refreshes the Meetings web client.	The recording continues.

Scenario	Result
The user who is recording experiences a low bandwidth; is disconnected from the meeting for a brief period of time and is reconnected to the meeting.	The recording continues.
The user who is recording closes the tab or browser where the Meetings web client is deployed and thereby leaves the meeting without clicking the Leave button.	The recording continues.

Accessing a Recording

A registered user or a guest user can access the recordings for a meeting by using the following steps:

> **ℹ Note**:
>
> Recordings of a meeting that is not an Invite-only meeting can be accessed by any user (registered or guest) who is a participant of the meeting or by a registered user who has the meeting URL, which could pose a privacy issue. To prevent this, Mitel recommends that you create Invite-only meetings as recordings of an Invite-only meeting can be accessed only by registered users who are invited to the meeting. Registered users and guests without an invite will have access to the recordings only while the meeting is in progress and after they have joined the meeting. It is also recommended that after a recording is complete, you download the recording to your device and delete it from your meeting for privacy reasons.

- **As a Registered user**

  All registered users who are invited to a meeting can access the recordings for that meeting by doing either of the following:

  1. Click the meeting from the **Meetings** section.
  2. From the meeting details page, click the **About** tab. Scroll down to the **Recording** section. All the recordings made in the meeting are displayed here.

  To download a recording, hover over the recording and click **Click to download**. The recording will be downloaded to your device in MP4 format.

- **As a Guest user**

  Guest users can access the recordings of a meeting only while the meeting is in progress and after they have joined the meeting. To access a recording during a meeting:

  1. Click the [icon] icon at the bottom left corner of the Meetings screen. The chat window opens.
  2. Click the [icon] icon at the top right corner of the chat window. A dialog box opens.
  3. Click **Files**. The **About** panel opens displaying the **Recordings** section.
  4. To download a recording, hover over the recording and click the **click to download** option. The recording will be downloaded to your device in MP4 format.

Renaming a Recording

A meeting creator or the user who performed the recording can rename a recording. To do this:

1. Click the meeting from the **Meetings** section.
2. From the meeting details page, click the **About**tab. Scroll down to the **Recording** section. All the recordings made in the meeting are displayed here.
3. Hover over the recording you want to rename, and click the [icon] icon.
4. From the dialog box that appears, click **Rename**.
5. Enter the new name for the recording. Click **Save** to save the changes or click **Cancel** to discard it.

Deleting a Recording

A meeting creator or the user who performed the recording can delete a recording. To do this:

The recording will be deleted permanently.

1. Click the meeting from the **Meetings** section.
2. From the meeting details page, click the **Agenda** tab. Scroll down to the **Recording** section. All the recordings made in the meeting are displayed here.
3. Hover over the recording you want to delete, and click the [icon] icon.
4. From the dialog box that appears, click **Delete**.
5. From the confirmatory panel that appears, click **Delete recording**.

Managing Recordings

The following table lists the recording tasks each user can perform in the MiTeam Meetings application.

Type of user	Can start record ing?	Can stop recording?	Can dele te a rec ording?	Can access and downl oad a recording?	Can rename a recording?
Meeting creator	Yes	Only if you star ted the recordin g.	Yes	Yes	Yes
Registered user	Yes	Only if you star ted the recordin g.	Only if you performed the record ing.	• For a meeting that is not an Invite-only meeting you can access the recording at all times if you have the meeting URL. • For an Invite-only meeting, you can access the recording at all times only if you are invited to the meeting. If you do not have an invite, you will have access to the recordings only while the meeting is in progress and after you have joined the meeting.	Only if you perf ormed the re cording.
Guest user	No	No	No	Only while the meeting is in progress and after you have joined the meeting.	No

2.10   Screen Sharing

During a meeting, you can share your screen with the other participants in the meeting. This enables you to display any media including documents, presentations, images, and

videos, on your computer to all the participants without having to send them those files. Following are the steps for sharing your screen in MiTeam Meetings.

1.

During an ongoing meeting, click the **Share** icon ( ) from the control panel. The **Share your screen** prompt window opens.

2. You will be prompted to select **Your Entire Screen**, **Application Window**, or **Chrome Tab** to share from the prompt window.

- If you choose to share the **Entire Screen**, your entire desktop will be shared and displayed to all participants. You can toggle between multiple applications or windows during the meeting, and if these are displayed on your screen, these will be displayed on the screens of all participants.

- If you choose to share an **Application**, only that application will be shared and displayed in the meeting. You can toggle between multiple applications or windows during the meeting, but these will not be displayed to the participants.

> ℹ️ **Note**:
>
> On Mac devices, if the MiTeam Meetings application is in full screen mode, you can share only the MiTeam Meetings application. To share other applications, you must exit the full screen mode.

- If you choose to share a **Chrome Tab**, only that tab in your Chrome browser will be shared and displayed in the meeting. You can toggle between other tabs in Chrome, but these will not be displayed to the participants.
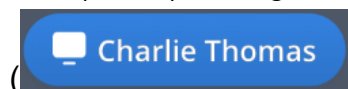
> ℹ️ **Note**:
>
> Sharing a Chrome tab is supported only on MiTeam Meetings web application.

3. Click the required option and click **Share screen** to start sharing. The **Share**

icon ( ) turns green, and a blue screen share button with the user's name
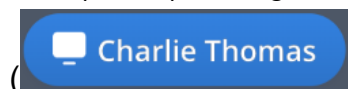
( ) appears at the bottom-left of your user tile when you start sharing. Click ✕ in the top right corner of the **Share your screen** window to cancel the sharing before the sharing begins.

> **ⓘ Note**:
>
> Sharing an audio is supported only in MiTeam Meetings web application and is available after you select **Your Entire Screen** or **Chrome Tab**. To share an audio, you must select the **Share audio** check box from the **Share your screen** prompt window.
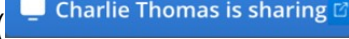
4.

After you start sharing, click the **Stop Share** icon ( ) from the control panel to stop the sharing.

Undocking the Shared Screen

When viewing shared content, you can undock the shared screen in your Meetings application and make it a floating window. You can do this by clicking the **Undock** icon ( ) displayed in the screen share indicator (Charlie Thomas is sharing). The shared screen opens in a separate window, allowing you to move that window to a new position. The original window (ongoing meeting screen) will continue to show the video tiles, and the various meeting controls.

Close the undocked window or click the Dock ( ) icon displayed in the Screenshare indicator to re-dock the window back to its original location.

> **ⓘ Note**:
>
> - Even after the screenshare ends, the undocked window will remain open until the meeting ends or until you close the window.
> - For the MiTeam Meetings desktop application, the Undock Screenshare feature is supported only on MiTeam Meetings 1.4.8 and later versions. If you are using an earlier version, upgrade the application to the latest version and restart the application to use this feature.

Layout when screen sharing

When viewing the shared content, you will see a layout like Active Talker Layout, where the shared content is displayed alongside the User tiles. By default, when screen share is initiated, all participants will be displayed in Video tiles view. The Video tiles view will

display the video of all the participants who have their video turned on, and the avatar of the participants who have their video turned off. The List view will display only the name of all the participants in the meeting.

During Video tiles view, click the **List** icon (⊟) to change to List view.
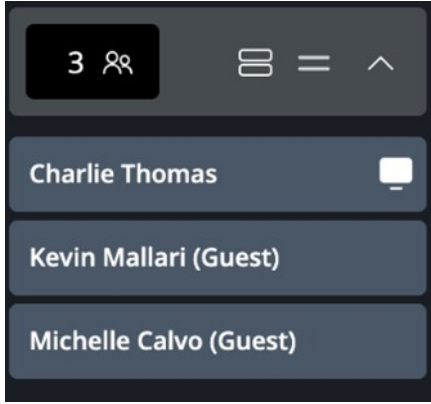
During List view click the Video tiles (⊟) icon to change to Video tiles view.
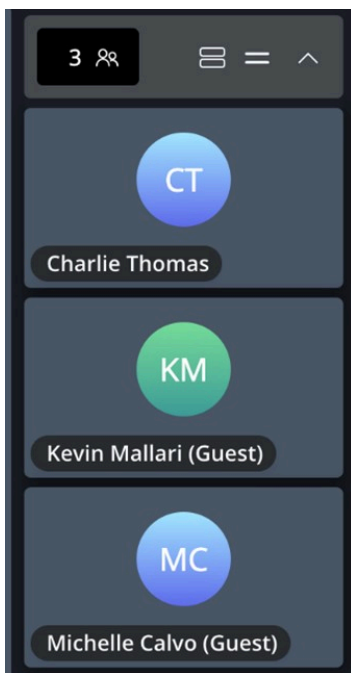
2.11   Blur Your Background

You can blur your background in MiTeam Meetings to prevent other participants from seeing your background. MiTeam Meetings allows you to blur your background before a meeting or during a meeting.

> **ⓘ Note**:
>
> Blurring the background involves using your computer's Graphic Processing Unit (GPU) for achieving the best results. If your computer has older GPU's, using this feature might add a load to your computer, which adversely impacts the meeting experience. If you experience lag in your videos, update your video driver. If updating your video driver does not resolve the issue, you must turn off the Blur Background feature.

To blur your background before joining a meeting

From the Audio and Video Preview Panel

1.
   Click the **Settings** icon (⚙) in the **Audio and video preview** panel that is displayed before you join a meeting.

2. Select the **Blur my video background** check box.
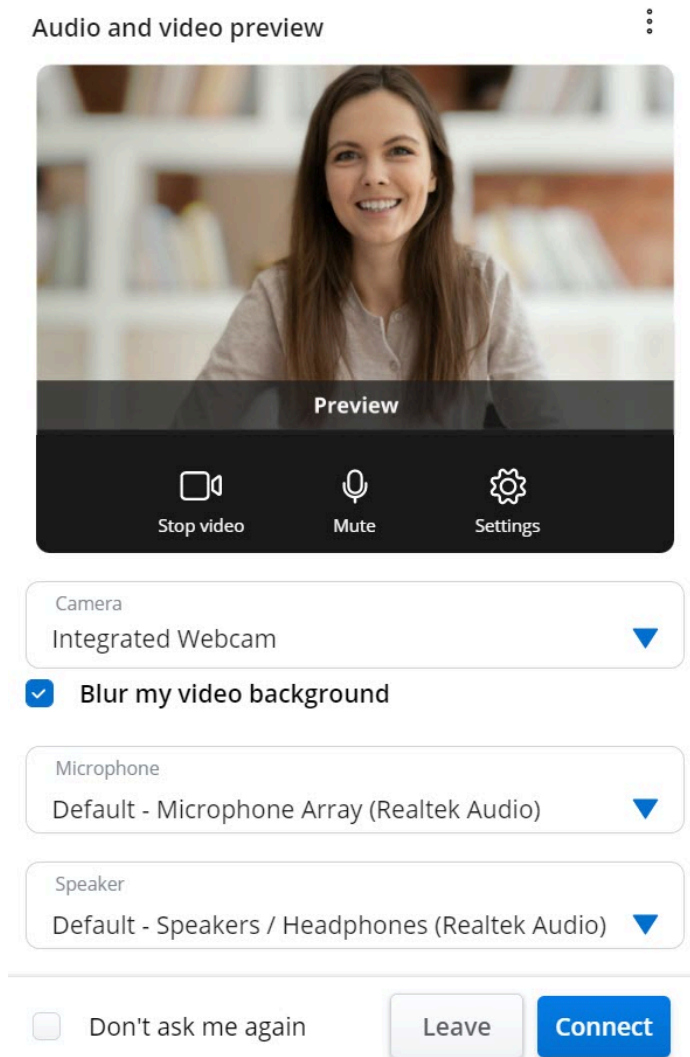
This will blur your background, which can be verified in the **Preview**.

From the MiTeam Meetings Settings Panel

1. Click your avatar from the top right corner of the MiTeam Meetings application.

2. From the panel that appears, click **Settings**. The **Settings** panel opens.

3. Click the **Video** tab, and select the **Blur my video background** check box to blur your background.
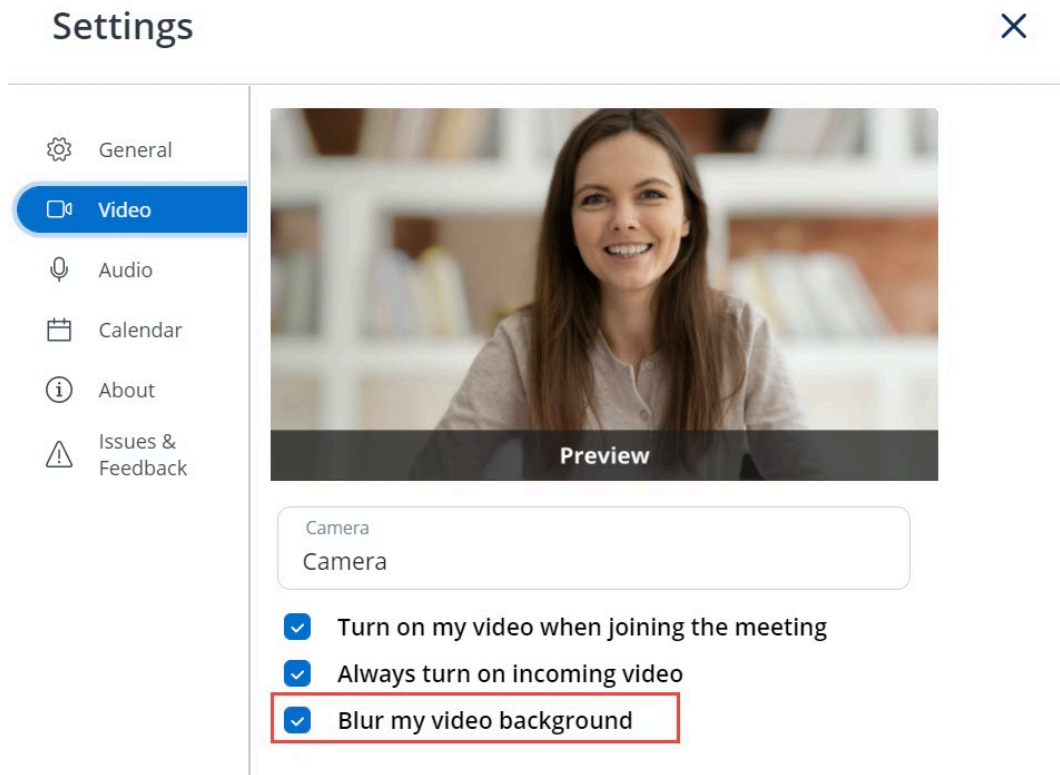
To blur your background during a meeting

1.

During an ongoing meeting, click the **More** icon (⋮) from the control panel, and then click the **Settings** icon (⚙). The **Settings** panel opens.

2. Click the **Video** tab, and select the **Blur my video background** check box. Close the **Settings** panel to return to the meeting.
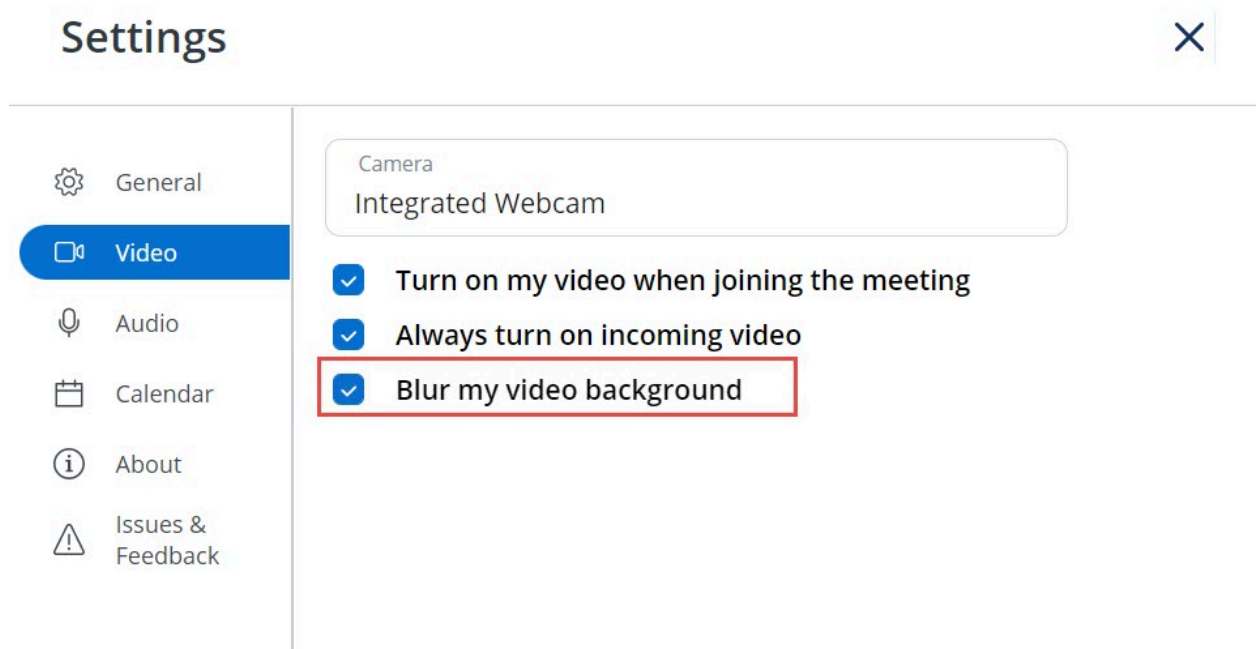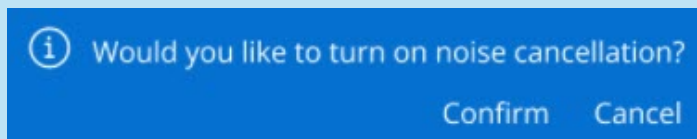

This will blur your background.

To ensure best experience

Background blurring needs contrast to distinguish between you and your background. Follow these best practices whenever possible:

- Wear clothes that stand out from what is behind you.
- If your video appears grainy, turn on some lights. Most webcams, especially the cameras in laptops, do not perform well in dim light.
- Try to sit within 3 feet (a meter) of the camera. Try to sit directly in front of, and look squarely into the camera.
- The feature does recognize hats or other headwear and might blur them.

2.12   Reduce Background Noise During a Meeting

You can reduce the background noise picked up from your mic during a meeting by enabling the Noise Cancellation feature in MiTeam Meetings.

> **ⓘ Note**:
>
> The Noise Cancellation feature will not be enabled by default. You must enable it from the **Settings** panel of the application during a meeting.

Enabling noise cancellation reduces the volume of noises that can interfere during a meeting, such as:

- Background noises – traffic noise, construction work.
- Environment noises – electrical machines such as refrigerators, air conditioning, power supplies, and motors.
- Foreground noises – keyboard typing, papers shuffling.

> **ⓘ Note**:
>
> Enabling noise cancellation does not eliminate the type of noises mentioned above; it reduces their volume. Use the **Mute** button in the control panel to silence yourself to others.

How to Enable Noise Cancellation

1.
   During an ongoing meeting, click the More icon (⁝) from the control panel, and then

   click the **Settings** icon (⚙). The **Settings** panel opens.

2. Click the **Audio** tab, and select the **Enable noise cancellation** check box. Close the **Settings** panel to return to the meeting.
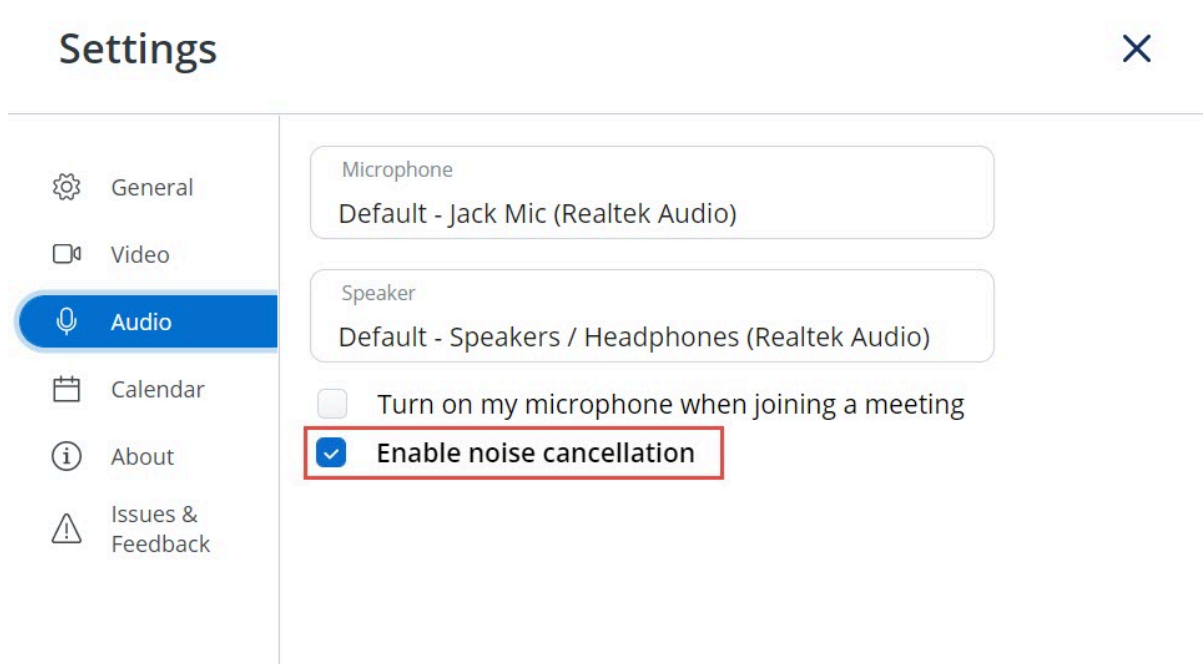
This enables noise cancellation.

Repeat these steps, and clear the **Enable noise cancellation** check box to disable noise cancellation. You can disable noise cancellation at any time during a meeting. For example:

- When you are in a conference room and you want remote attendees to hear the conversation between the other people in the room.
- You want other attendees to hear your ambient noise, such as music playing, before the start of a presentation

> **ⓘ Note**:
>
> - If your browser does not support noise cancellation, the **Enable noise cancellation** checkbox will be greyed out and the message **Your browser does not support noise cancellation** will be displayed.
> - If you have cleared the **Show audio and video preview before joining a meeting** check box, and selected the **Turn on my microphone when joining a meeting** check box in the **Settings** panel of your application, a message **Would you like to turn on noise cancellation?** will appear after 30 seconds of joining a meeting and if you have not clicked anything/anywhere in the meeting.
>
> ⓘ Would you like to turn on noise cancellation?
>
> Confirm   Cancel
>
> You must click **Confirm** when this message appears to enable noise cancellation. Clicking **Cancel** will disable noise cancellation.

2.13   Smart Video in MiTeam Meetings

Before the introduction of Smart Video, only the first 16 participants (based on the order in which they turn on their video) could turn on their video during a meeting because of the limitation on the number of user video tiles that can be streamed during a meeting. With the introduction of Smart Video, all participants can turn on their video. The smart video algorithm will intelligently select which user video tiles to stream to the audience. Smart Video prioritizes the people who are talking. A user's video stream might stop streaming to the audience to allow another user's video to be streamed because of this prioritization.

> **ⓘ Note**:
> Smart Video will never stream your video if your camera is set to off.

How does it work?

Registered users and guests in a meeting can turn on their camera at any time. Users will be shown their local preview at the top left corner of the screen. When the number of user video tiles being streamed in a meeting is close to the video stream limit, Smart Video starts choosing which video tiles to stream and might turn off some of the video

streams. The video tiles of participants who are currently talking will have priority in being broadcasted to the audience.

2.14   Integrating Office 365 Calendar with MiTeam Meetings

> **ⓘ Note**:
>
> The display and certain functionality (such as editing or deleting a meeting among others) of the Mitel One Meetings UI depend on whether or not Office 365 calendar integration is enabled with Meetings. The UI screenshots and the behavior described in this document are based on the scenario in which Office 365 calendar integration is enabled with Meetings. For more information about the UI changes and the app behaviour when Office 365 calendar is not enabled, see Tour of the Home Screen on page 11.

You can integrate your Office 365 calendar with the MiTeam Meetings application so that the meetings on your Office 365 calendar are synced with the MiTeam Meetings web and the MiTeam Meetings desktop applications. This will make it easy for you to start or join a meeting.

To set up calendar integration, a Mitel Partner or the Account Administrator of your CloudLink Account must have enabled Microsoft Office 365 integration for your account in the CloudLink Accounts Console. For more information, contact your Account Administrator or see Integrating Microsoft Office 365 with CloudLink Accounts.

Setting up Calendar Integration

To set up Office 365 calendar integration with MiTeam Meetings, do the following:

1. Log in to your MiTeam Meetings web or desktop application.

2. Click the **SIGN IN WITH OFFICE 365** option displayed at the bottom of the **Meetings** section.
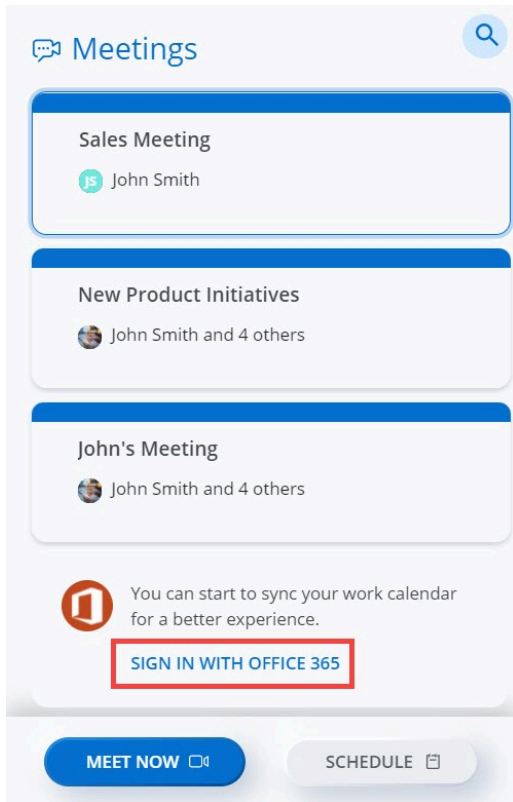
You can also access this option by navigating to **Settings** > **Calendar**. For more information, see
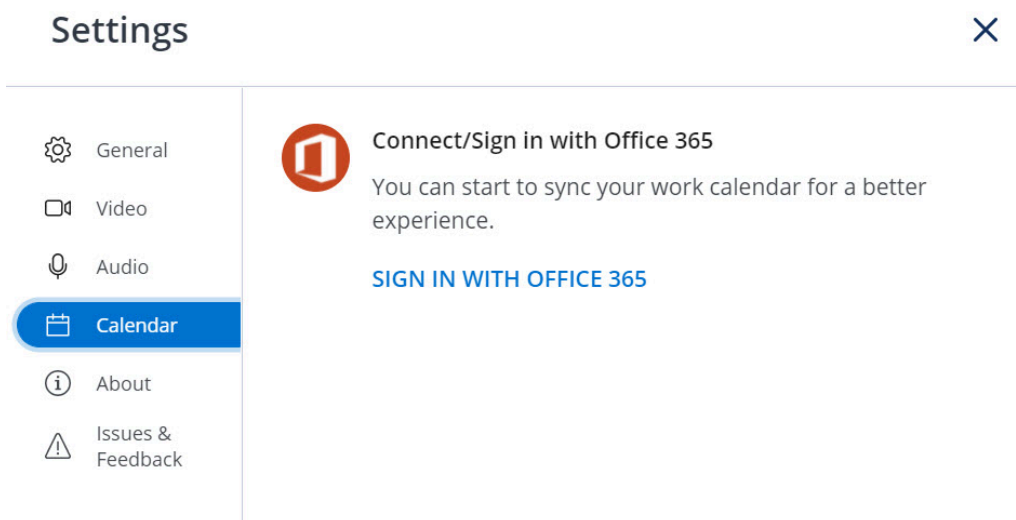
> 🛈 **Note**:
>
> - The **SIGN IN WITH OFFICE 365** option will be displayed only if the Microsoft Office 365 integration is enabled for your account in the CloudLink Accounts Console.
> - If an error message such as **Bad Request - Header Field Too Long** is displayed when you click the **SIGN IN WITH OFFICE 365** option, restart the MiTeam Meetings application or the browser in which you have deployed the application. If the issue persists, clear the browser cache and try again.
> - If third-party cookies are disabled, or the application remains inactive for a long period of time, then Office 365 might prompt you to log in when you try to access the application.
> - For Office 365 integration to work properly, you must disable pop-up blockers for MiTeam Meetings application in your browser or in Progressive Web Application (PWA). If you do not disable pop-up blockers, meetings might not be displayed in the **Meetings** list of the application.

3. In the Microsoft **Sign in** page that opens, enter your credentials in the fields provided, and click **Sign in**.
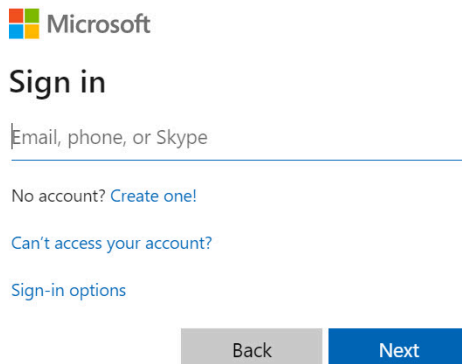
After successful sign in, the page will redirect to the MiTeam Meetings application and then close automatically. The **Upcoming** tab in the **Meetings** list will display all the meetings in your Office 365 calendar.

> 🛈 **Note**:
>
> Only meetings that have Office 365 as the Calendar type are displayed. Meetings that have Google Calendar or ICS as the Calendar type are not displayed.

Home Screen

After successful integration of Office 365 calendar with your MiTeam Meetings application, the Home screen will be displayed as shown in the following screen capture. The Home screen provides easy access to all MiTeam Meetings features and enables you to manage your meetings quickly.
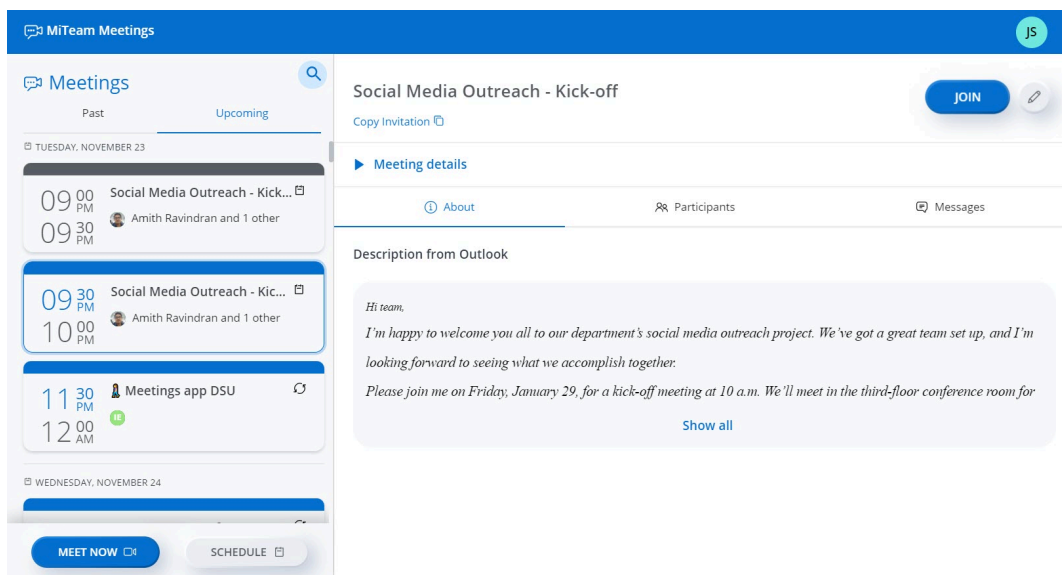
The Upcoming tab

This tab lists all the upcoming meetings in the Office 365 calendar. These include meetings you created and those for which you have an invite. The meetings are listed in the chronological order in which they are scheduled.

The Past tab

This tab lists all the meetings attended by you.

> ℹ️ **Note**:
>
> If you attend a meeting multiple times, the **Past** tab lists the meeting multiple times in the chronological order in which they were attended.

About

When Office 365 calendar integration is enabled, the **About** tab in the meetings details page displays **Description from Outlook** section that contains the body/message of the meeting invitation you received from Outlook. It also displays the **Files** and **Recordings** section.

Participants

When Office 365 calendar integration is enabled, the **Participants** tab displays the meeting organizer and list of participants to whom the meeting invitation was sent from Outlook.

Types of Meeting

- A recurring meeting will have the ⟳ icon associated with it in the **Meetings** section.

- A non-recurring meeting will have the icon 🗓 associated with it in the **Meetings** section.

- An Invite-only meeting will have the 🔒 icon adjacent to the meeting name in the meeting details page.

Editing a Meeting

To edit a scheduled meeting:

1. Click the meeting from the **Meetings** section. The meeting details page appears.
2.
   Click ✏️ at the top right corner of the page. The Office 365 Calendar invite for the meeting opens.

> **ⓘ Note**:
>
> On Mac devices, when you click [✎] for the first time, the Office 365 Calendar invite for the meeting might display a blank page. To view the meeting details that
>
> you want to edit, you must close this page, and click [✎] again.

3. Click [✎ Edit], and make the necessary changes.

4. Click **Send** to save the changes and send an update to the attendees. Clicking **Discard** discards the changes.

Deleting a Meeting

To delete a scheduled meeting:

1. Click the meeting from the **Meetings** section. The meeting details page appears.

2. Click [✎] at the top right corner of the page. The Office 365 Calendar invite for the meeting opens.

3. Click [⊠ Cancel]. In the dialog box that appears, type a message (optional) and click **Send** to send the cancellation. After a meeting is canceled, it is automatically deleted from the **Meetings** list of the meeting creator and of the participants.

Removing the Calendar Integration

To remove the Office 365 calendar integration:

1. From the MiTeam Meetings Home screen, click your avatar and from the panel that opens click **Settings**. The **Settings** panel opens.

2. In the **Settings** panel, click the **Calendar** tab.
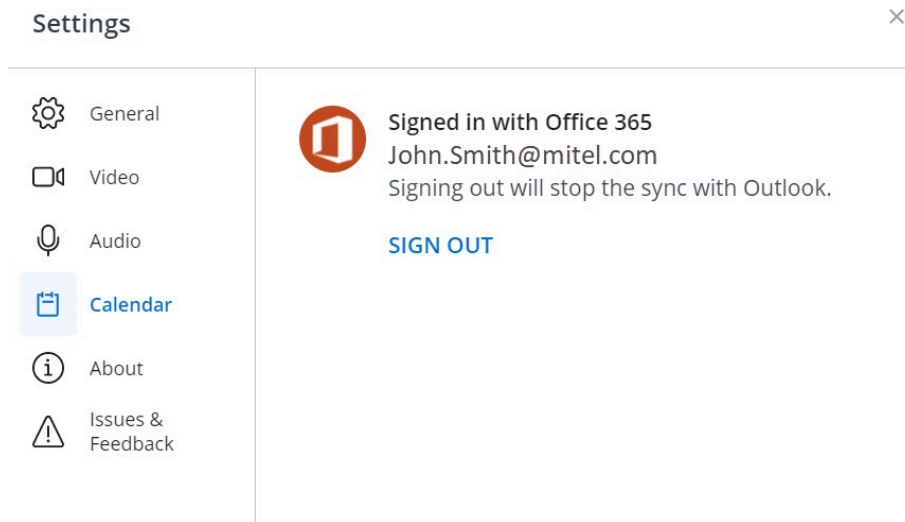
3. Click **SIGN OUT**. After successful sign out, the page will redirect to the MiTeam Meetings application.

This removes the Office 365 calendar integration. The meetings in your Office 365 calendar are no longer synced with your MiTeam Meetings application.

2.15 MiTeam Meetings Outlook Add-In (Web and Desktop)

The MiTeam Meetings add-in allows you to schedule a MiTeam meeting from your Outlook application. The add-in enables you to add a MiTeam meeting to any new or existing event in your calendar.

> **ⓘ Note**:
>
> - The add-in does not support Delegate Access. The add-in is disabled for Delegates.
> - The add-in cannot be used for scheduling meetings from a shared calendar. For more information, refer to the section *Office add-ins aren't available from a shared calendar* in the Microsoft support documentation.

Supported Outlook Clients

- Office 365 on Windows and Mac
- Outlook 2019 on Windows and Mac

- Outlook 2016 on Windows
- Outlook 2013 on Windows
- Outlook Web App for Office 365
- Outlook Web App for Exchange 2016
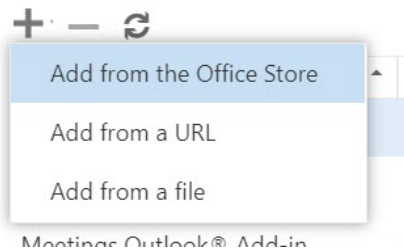- Outlook Web App for Exchange 2019

Installing the add-in

- **Outlook Web Application for Office 365**

   You can install the MiTeam Meetings add-in by performing the following steps:

   1. Open the Outlook web application and switch to calendar view.
   2. Click **New event**. The **Calendar** panel opens.
   3. Click [icon] and from the panel that opens, click **Get Add-ins**.
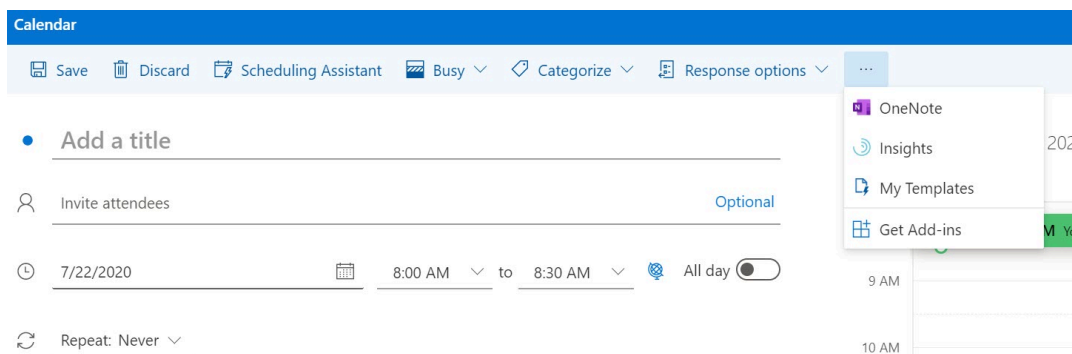
   4. In the **Add-Ins for Outlook** panel that opens, type **MiTeam Meetings** in the Search field.
   5. From the result panel, select **MiTeam Meetings**. The add-in information panel opens.
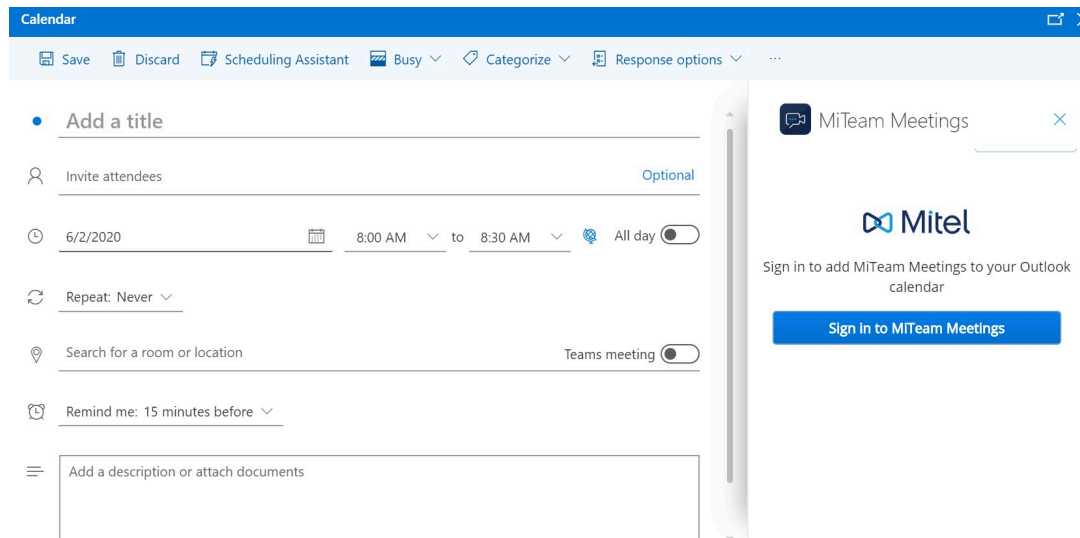   6. Click **Add**. MiTeam Meetings will be added as an add-in to your Outlook Web Application.

- **Outlook Web Application for Exchange 2016/2019**

  You can install the MiTeam Meetings add-in by performing the following steps:

  1. Open the Outlook web application and select ⚙ > **Manage add-ins** from the top right of the web application window.
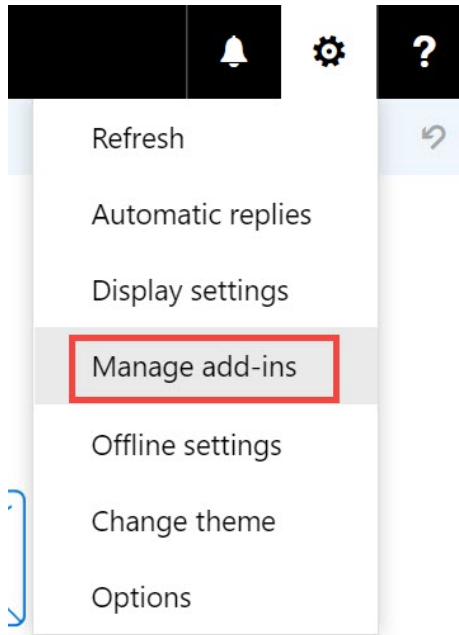
  2. In the **Manage add-ins** panel that opens, click the **+** sign, and select **Add from the Office Store** from the drop-down list that appears. You can also click the URL **Find more add-ins from Outlook at the Office Store** to access the Office Store.
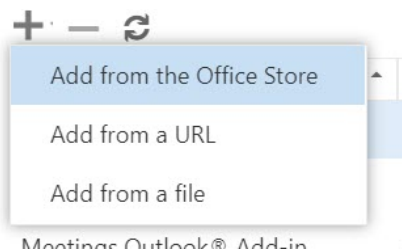
  3. In the Microsoft Apps store that opens, type **MiTeam Meetings** in the Search field.
  4. From the result panel, select **MiTeam Meetings** and click **GET IT NOW**. The add-in information panel opens.
  5. Click **Install**. MiTeam Meetings will be added as an add-in to your Outlook Web Application.

- **Outlook 2016 application on Desktop and Outlook 2019/Office 365 application on Desktop/MAC**

  You can install the MiTeam Meetings add-in by performing the following steps:

  1. Open the Outlook Desktop/MAC application and click **Home** > **Get Add-ins** on the ribbon.
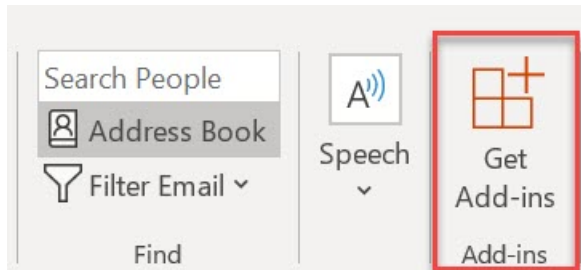
  > **ℹ Note**:
  > For Outlook 2019 on MAC devices, click **Home** > **Store** on the ribbon.

  2. In the **Add-Ins for Outlook** panel that opens, type **MiTeam Meetings** in the Search field.
  3. From the result panel, select **MiTeam Meetings**. The add-in information panel opens.
  4. Click **Add**. MiTeam Meetings will be added as an add-in to your Outlook Web Application.

- **Outlook 2013 application on Desktop**

  You can install the MiTeam Meetings add-in by performing the following steps:

  1. Open the Outlook Desktop application and click **File** > **Manage Add-ins**. The Outlook Web Application opens. Enter your credentials and log in to the application.

  2. In the **Manage add-ins** panel that opens, click the **+** sign, and select **Add from the Office Store** from the drop-down that appears. You can also click the URL **Find more apps for Outlook at the Office Store** to access the Office Store.

  3. In the Microsoft Apps store that opens, type **MiTeam Meetings** in the Search field.

  4. From the result panel, select **MiTeam Meetings** and click **GET IT NOW**. The add-in information panel opens.

  5. Click **Install**. MiTeam Meetings will be added as an add-in to your Outlook Web Application.

Signing in to your MiTeam Meetings Account from Outlook

After installing the MiTeam Meetings add-in on your Outlook, you must sign in to your MiTeam Meetings account before scheduling a meeting. This is done from the **MiTeam Meetings** task panel in Outlook.

1. Access the MiTeam Meetings task panel by performing the following steps:

- **Outlook Web application for Office 365**

    a. Open the Outlook web application and switch to calendar view.

    b. Click **New event**. The **Calendar** panel opens.

    c. Click [···] and from the panel that opens, click **MiTeam Meetings**. The **MiTeam Meetings** task panel opens to the right of the **Calendar** panel.

- **Outlook Web application for Exchange 2016/2019**

    a. Open the Outlook web application and switch to calendar view.

    b. Click **New** > **Calendar event**. The **Details** panel opens.
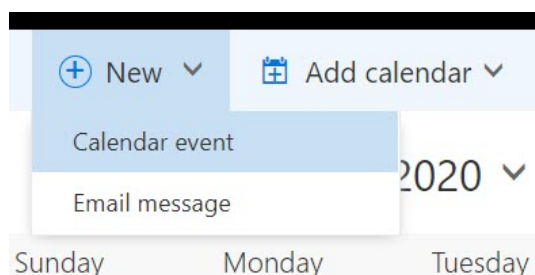
    c. Click the [icon] icon at the top of the panel.
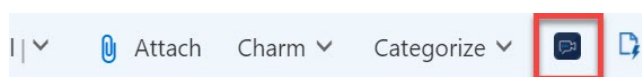
    The **MiTeam Meetings** task panel is displayed to the right of the **Details** panel.
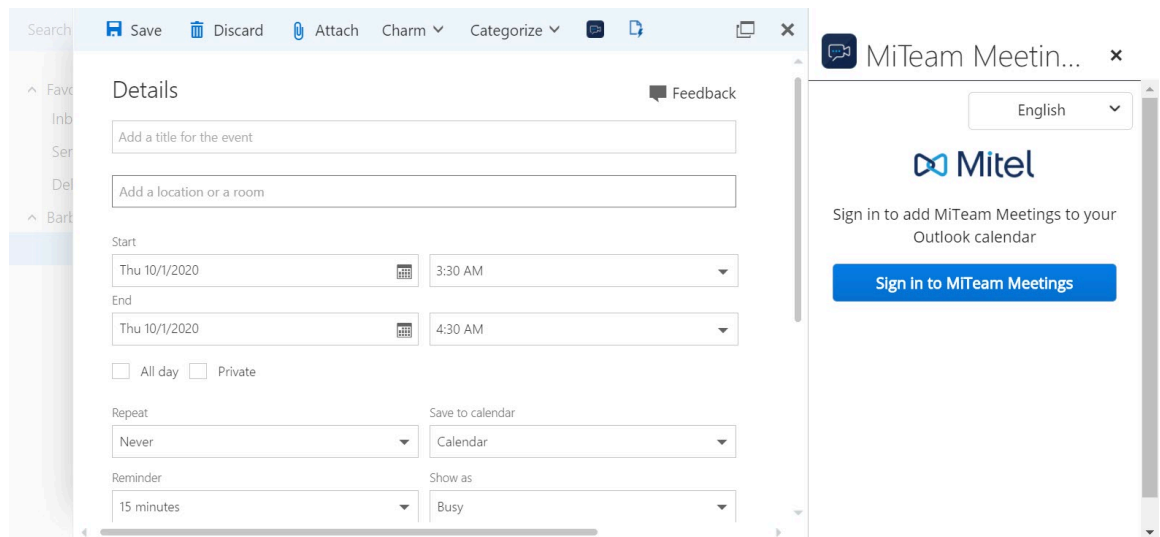
- **Outlook Desktop/MAC application**

    a. Open your Outlook Desktop/MAC application and click **Home** > **New Items** > **Meeting**. The **Meeting** panel opens.

    b. In the **Meeting** tab, click **MiTeam Meetings**.
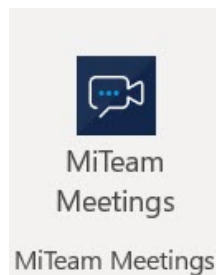
The **MiTeam Meetings** task panel is displayed to the right of the **Meeting** panel.
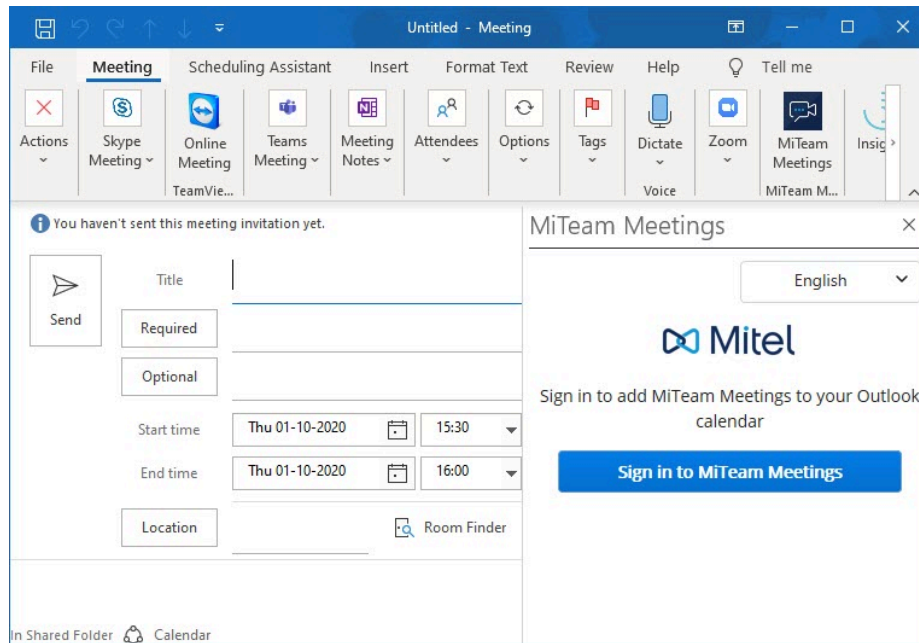
2. Sign in to your MiTeam Meetings account by clicking **Sign in to MiTeam Meetings**. The Mitel Accounts login page opens in a new window.

> **ⓘ Note**:
>
> If you are using Outlook Web Application, you will be prompted to allow permission to display a new window when you click **Sign in to MiTeam Meetings**. Click **Allow**.

3. Enter the email address and the password for your MiTeam Meetings account and follow the prompts to log in.

> **ⓘ Note**:
>
> - If your email address is registered with multiple customer accounts, a **Multiple accounts located. Additional account information needed to proceed** message is displayed and the Account ID field appears. Enter the Account ID in this field.
> - You must have a valid MiTeam Meetings license to log in to the MiTeam Meetings account. If you do not have a valid license, the application will display the message shown in the following figure.
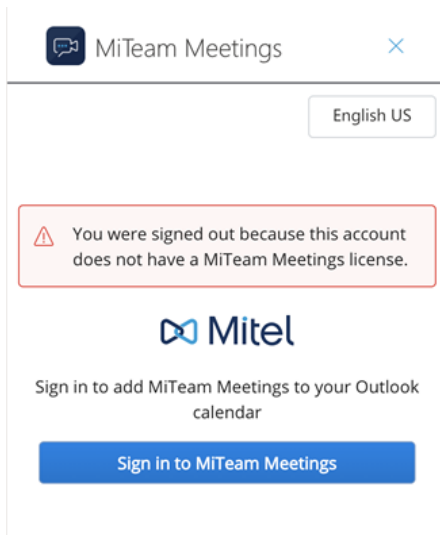
After successful login, you will be redirected to the Outlook application, and the MiTeam Meetings task panel is displayed as shown in the following figure.
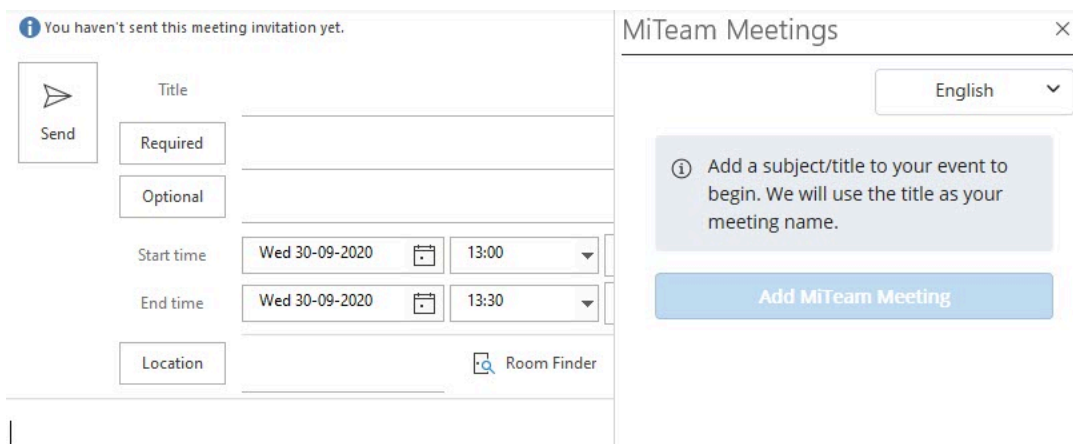
> **ℹ Note**:
>
> You can change the default language set on **MiTeam Meetings** task panel by clicking the language selector option, and selecting any language from the dropdown list.
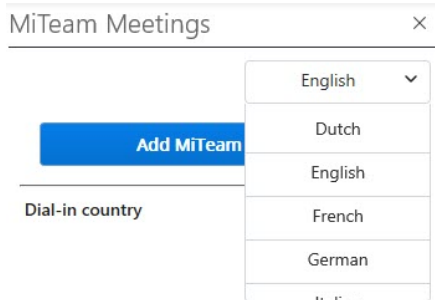
Scheduling a Meeting

To schedule or create a MiTeam meeting from your Outlook, use the following procedure.

1. Open your Outlook Calendar and create a new meeting. A panel opens where you must enter the necessary information for the meeting.

2. Access the **MiTeam Meetings** task panel by performing the following steps:

- **Outlook Web application for Office 365**

   a.
   Click   `. . .`   and from the panel that opens, click **MiTeam Meetings**.
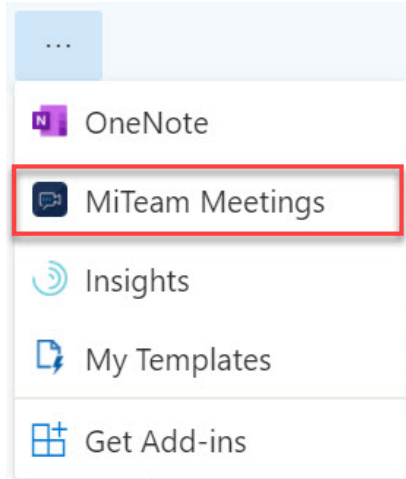
- **Outlook Web application for Exchange 2016/2019**

   a.
   Click the   icon at the top of the panel.
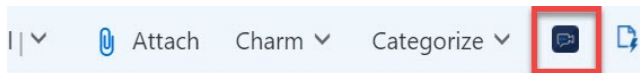
- **Outlook Desktop/MAC application**

   a. In the **Meeting** tab, click **MiTeam Meetings**.

3. The **MiTeam Meetings** task panel is displayed to the right of the meeting panel.

4. Enter the meeting details such as **Title**, **Start Time**, **End time** and **Location**, and add the invitees.

5. In the **MiTeam Meetings** task panel, click the down arrow beside **Dial-in Country**. A list of countries for which there is a dial-in number is displayed. Choose the country you want to add to the invite by selecting the check box associated with that country.

> **ⓘ Note**:
> The selected dial-in country will become the default country for all future meetings.

6. Click **Add MiTeam Meeting**. A meeting is created and appears in the My Meetings list of your MiTeam Meetings application. The meeting also appears in the My Meetings list of the invitees. The calendar invite in Outlook is automatically populated with a

Join meeting option, the dial-in number, and the link to the **Global call in numbers**. The URL of the meeting is populated in the **Location** field.

The invitees on your calendar invite will be added to the **Invited** list of the meeting in the MiTeam Meetings application.

Editing a Meeting

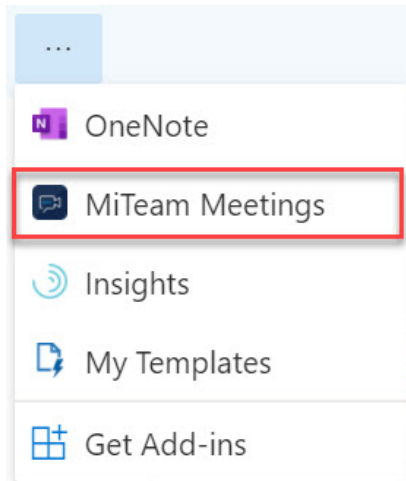To edit a MiTeam meeting created from your Outlook, use the following procedure.

1. Open Outlook Calendar.
2. Double-click the meeting you want to edit. The meeting panel opens.

3. Access the **MiTeam Meetings** task panel by performing the following steps:

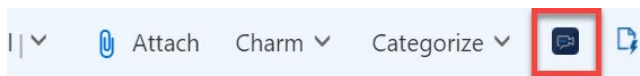- **Outlook Web application for Office 365**

    a.

    Click [pencil Edit icon] and then click [···] . From the panel that opens, click **MiTeam Meetings**.

- **Outlook Web application for Exchange 2016/2019**
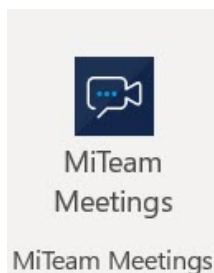
    a.

    Click the [video icon] icon at the top of the panel.
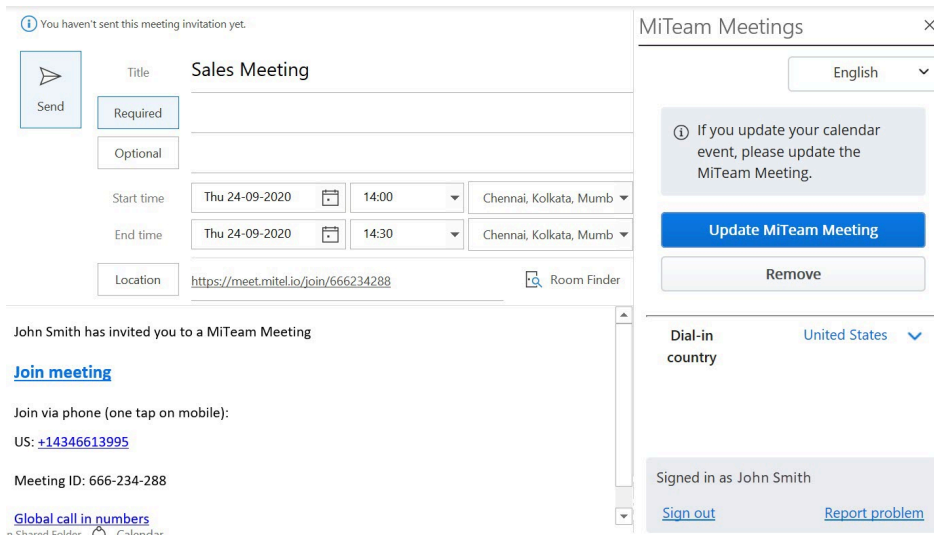

- **Outlook Desktop/MAC application**

    a. In the **Meeting** tab, click **MiTeam Meetings**.

4. The **MiTeam Meetings** task panel is displayed to the right of the meeting panel.

5. Make the necessary changes to the meeting (edit the meeting title, add, or remove participants, or change the dial-in country) and click **Update MiTeam Meeting** to apply the changes.

> 🛈 **Note**:
>
> - If you update the title of the meeting in Outlook and click **Update MiTeam Meeting**, the name of the meeting in the MiTeam Meetings application will also be updated.
> - If you update the participants list in Outlook and click **Update MiTeam Meeting**, the **Invited** list of the meeting in the MiTeam Meetings application will also be updated.

6. Click **Send** in the Outlook Web application or click **Send Update** in the Outlook Desktop/MAC application to send an update to the invitees.

Remove a Meeting

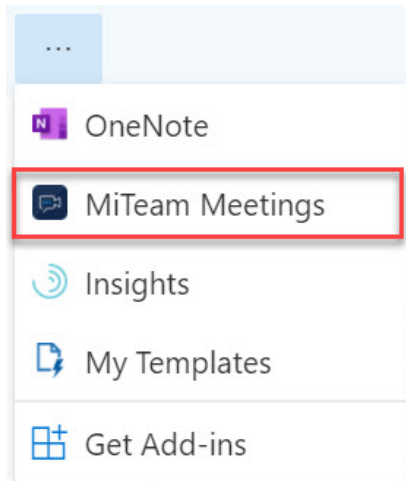To remove a MiTeam meeting created from your Outlook, use the following procedure.

1. Open Outlook Calendar.
2. Click the meeting you want to remove. The meeting panel opens.

3. Access the **MiTeam Meetings** task panel by performing the following steps:
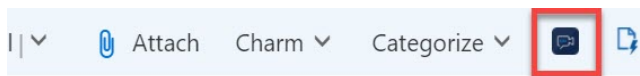
- **Outlook Web application for Office 365**

  a.

  Click [Edit] and then click [...]. From the panel that opens, click **MiTeam Meetings**.

- **Outlook Web application for Exchange 2016/2019**
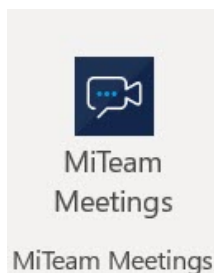
  a.

  Click the [icon] icon at the top of the panel.

- **Outlook Desktop/MAC application**

  a. In the **Meeting** tab, click **MiTeam Meetings**.

4. The **MiTeam Meetings** task panel is displayed to the right of the meeting panel.

5. Click **Remove** from the **MiTeam Meetings** task panel. The meeting details in the calendar invite will be deleted, and the meeting will be removed from your My Meetings list and that of the invitees, in the MiTeam Meetings application. However, the title of the calendar invite and the invitees will remain the same.

> **ℹ Note**:
>
> Cancelling a meeting from the Outlook Calendar will not delete the meeting from the MiTeam Meetings application.
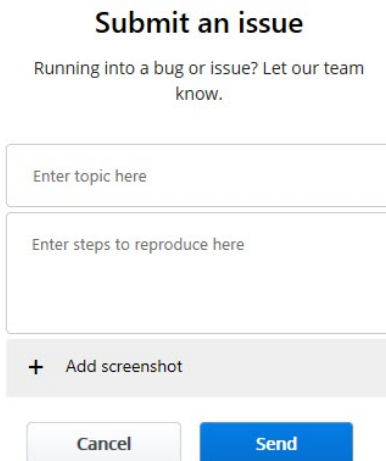
Report a Problem

To report a problem you faced with the MiTeam Meetings add-in, use the following procedure.

1. In the MiTeam Meetings task panel, click **Report Problem**. The **Submit an issue** panel opens.

2. Enter a title for the issue and provide a brief description of the issue including the steps to reproduce the issue. Click **Add Screenshot** if you want to attach a screenshot of the issue. Click **Send**.

Signing out of the MiTeam Meetings Task Panel

Click **Sign out** in the **MiTeam Meetings** task panel to sign out of your MiTeam Meetings account.
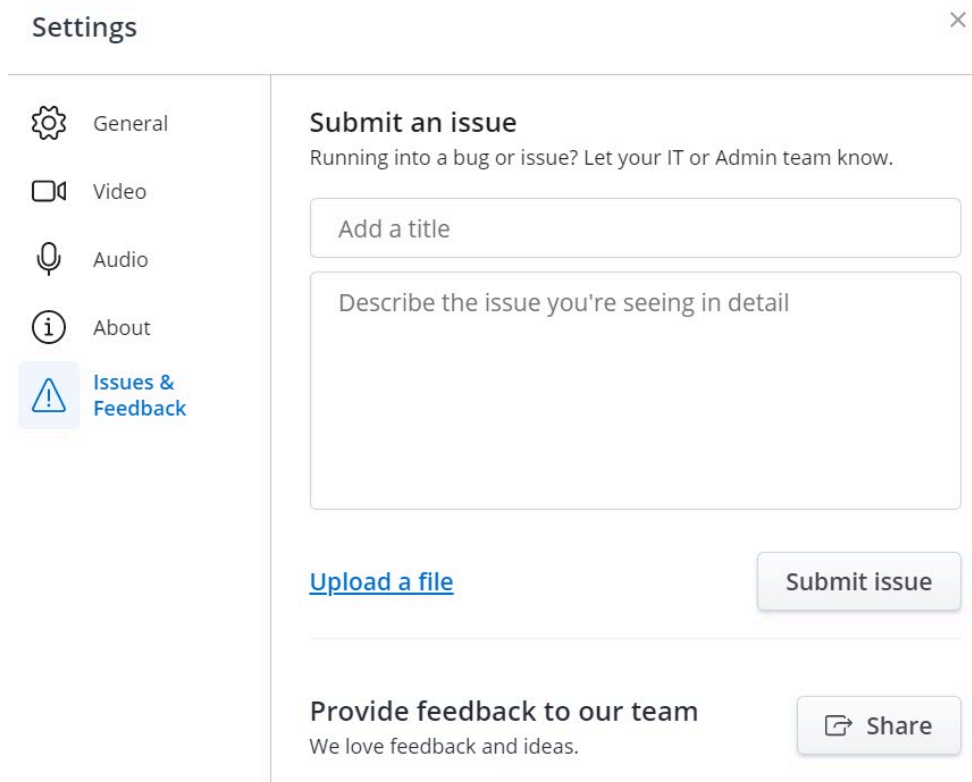
> **ℹ Note**:
> Signing out from the **MiTeam Meetings** task panel will not sign you out from the MiTeam Meetings application.

Report a Problem and Share Feedback 3

Let us know of any issues you encounter while using the MiTeam Meetings application. We also encourage you to share your ideas and suggestions about improving the application features. Use the following procedure to report a problem or to share your feedback.

1. Access the **Report Problem** panel by doing either of the following.

- During an ongoing meeting, click ⋮ from the control panel and then click the **Settings** icon (⚙). From the **Settings** panel that opens, click the **Issues & Feedback** tab. The **Submit an issue** panel opens.

- From the MiTeam Meetings home screen, click your avatar and from the panel that opens click **Settings**. From the **Settings** panel that opens click the **Issues & Feedback** tab. The **Submit an issue** panel opens.

2. To submit an issue about the application, enter a title for the issue and provide a brief description of the issue. Click **Upload a file** if you want to attach a screenshot that clarifies

the issue. Click **Submit issue**. For more information on what happens to your problem report after it is submitted, see the FAQ What happens to my problem report.

To submit a new feature idea or feedback, click **Share**. You will be redirected to a Mitel CloudLink Feedback page in UserVoice, a third-party website where you can submit your ideas. Here, you can also vote on the ideas submitted by other users.

Technical Guidelines 4

This chapter contains the following sections:

- System Requirements
- Bandwidth Requirements
- Firewall Settings
- Scalability

4.1 System Requirements

Following are the minimum system requirements for deploying the MiTeam Meetings application.

Supported Browsers (Desktop)

Browser	Version
Google Chrome	78 or later
Mozilla Firefox	70 or later
Safari	13 or later
Microsoft Edge	79 or later

> **ⓘ Note**:
>
> When you join a meeting using the Firefox browser, you are prompted to allow device permissions for microphone and camera in the **Welcome** page. You must click **Allow** and then select the check box **Remember this decision**. If you do not select the check box, you are prompted again for device permissions after you join the meeting.

Supported Operating System

Operating System	Version
Windows	10
macOS	10.14 or later

Supported Headsets

Audio routing on MiTeam Meetings application works with various brands and models of headsets and external audio devices. However, for HID features to work on MiTeam Meetings Web application, you must use HID compatible headsets. For more information about supported HID compatible headsets, see Using HID headsets in MiTeam Meetings Web Application.

Mitel recommends that you use a USB headset with an extended microphone for an ideal audio experience. Because numerous headset options are available to customers, Mitel does not currently guarantee full interoperability between MiTeam Meetings application and specific headsets. Exercise your own due diligence to ensure that your headset has the capabilities to fulfil your requirements.

The following is a list of some of the headsets supported by MiTeam Meetings application.

Manufacturer	Model
Jabra	Evolve 20
	Evolve 40

	Evolve 75
Logitech	H340
	H390
	H600
	H650e
Plantronics	BT300
	C725
	D100
	Voyager Legend UC
Sennheiser	SC60
	SC660

4.2   Bandwidth Requirements

Following are the bandwidth requirements for using various features of the MiTeam Meetings application.

Upload Bandwidth (Send)

No. of Participants	Audio	Video	Screen Share
2 or more	54 kbps	1600 kbps	1200 kbps

Download Bandwidth (Receive)

No. of Participants	Audio	Video	Screen Share
2-16	54 kbps	1600 + ((n-2) * 400) kbps	1200 kbps
Note: n is the number of participants in a meeting.			

The upload and download bandwidth mentioned in the table are the maximum values obtained during testing. The actual values will vary depending on the following factors:

• The resolution of the camera used for the meeting.

• The type of camera used for the meeting.

• The user's Internet speed.

• The actual bandwidth utilization of other activities during the meeting such as desktop sharing or screen sharing.

> **ℹ Note**:
>
> Using **Active Talker** further increases the download bandwidth because this feature tile alone requires 1600 kbps of bandwidth.

Bandwidth requirements depend on the number of participants in a meeting, and the features that are being used by the participants during the meeting (video, screen share, and so on.)

4.3   Firewall Settings

MiTeam Meetings uses services provided by the CloudLink platform (chat, authorization and authentication, and dialing into meetings from the PSTN) and Amazon Web Services (AWS) Chime SDK (audio, video, and screen sharing requirements). As a result, MiTeam Meetings requires the destinations and ports described in this topic to support various services. If inbound or outbound traffic is blocked, it might affect the application's ability to use various services, including audio, video, and screen sharing, and chat.

> 🛈 **Note**:
>
> Both inbound and outbound ports must be open in order to allow the application to function. You can also use wildcards to further identify the inbound and outbound traffic to allow or disallow packets accordingly. However, wildcards are not mandatory for the application to function. Some firewalls do not allow wildcards to be configured.

MiTeam Meetings requires the following network hosts and ports for it to function.

Hosts

- *.mitel.io
- *.amazonaws.com
- *.bugsnag.com
- fonts.gstatic.com
- cdnjs.cloudflare.com
- *.chime.aws

Ports

- 99.77.128.0/18
- TCP/443
- UDP/3478

> 🛈 **Note**:
>
> For the list of ports required by the CloudLink Gateway, see *Port Information* section in Access the CloudLink Gateway.

VPN Recommendations

- Configure VPN to connect over UDP
- Use split tunneling configuration when possible
- Do not set MTU limit unless necessary

Web sockets used in the MiTeam Meetings also require an entry in the allowed list for *.amazonaws.com for the ports defined in https://docs.aws.amazon.com/iot/latest/developerguide/protocols.html.

If you are using a proxy, ensure that it proxies WebSockets and HTTPS.

Check using Amazon Chime Readiness Checker whether your firewall rules require updating.

4.4   Scalability

Maximum number of participants supported in a meeting	100
Maximum number of video participants supported in a meeting	16
Maximum duration of a meeting	20 hours
Maximum file size supported per participant in a meeting	10 MB

Frequently Answered Questions 5

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What is MiTeam Meetings?

MiTeam Meetings is a multi-party video solution designed for users who want to improve work efficiency and enhance workplace communication with seamless transitions between voice, video, and chat capabilities for a complete collaboration experience. It enables users to access features such as:

Collaborate: Perform audio, video, and web sharing

Chat: Hold chat sessions and receive chat notifications within a meeting

File Sharing: Store and share files

Can MiTeam Meetings be integrated with my other Mitel products?

At present, MiTeam Meetings is fully integrated only with MiCollab. It is available for, and does have some integration with, MiCloud Connect. It is also available as a stand-alone product to all Mitel customers.

- **Micollab specific FAQs**

  - **Can I continue to use MiCollab Audio, Web & Video Conferencing (AWV)?**

    If you have both AWV and MiTeam Meetings installed in your system, by default MiTeam Meetings will be the video tool that is launched when you click a meeting invite. However, you can still use AWV manually.

  - Where can MiCollab users get training on MiTeam Meetings?

    MiCollab users can avail this training manual to acquire a basic understanding of MiTeam Meetings. This training is intended to hand-hold you through the various features and functionality of MiTeam Meetings, and how to use them.

- **MiCloud Connect Specific FAQs**

  - Custom avatars are not currently supported in MiTeam Meetings for MiCloud Connect users.

  - MiCloud Connect users can contact Support as described in Contact Us.

- **Stand-Alone Specific FAQs**

  - Custom avatars are not currently supported in the Stand-Alone MiTeam Meetings application

What's the capacity for MiTeam Meetings?

For details, see Scalability on page 108.

How does the app notify users that they have been invited to a meeting?

- If a user has previously used the MiTeam Meetings application, there will be an Operating System notification (such as a system tray notification in Windows), even if the app is closed.

- A registered user who has CloudLink chat enabled in MiCollab will get a notification (**Join now** button) in the chat conversation to join a meeting. The users must have their MiCollab open to see the invite notifications.

- A guest user will receive an email invitation.

Can I provide toll-free meeting attendance when I invite customers to a meeting?

Toll-free attendance for MiTeam Meetings is not currently supported.

I would like to use MiTeam Meetings for presentations and brainstorming sessions. Can I use video conferencing in multiple modes?

Yes, MiTeam Meetings has two video modes – video tiles and active speaker (experimental feature). You can also enable screenshare at any time.

What do green borders around video tiles represent?

The green border indicates the active speaker.

How do I report a bug or submit feedback during a meeting?

During an ongoing meeting, click ⠿ from the control panel and then click the **Settings** icon (⚙). The **Settings** panel is displayed. Click the **Issues & Feedback** tab. The **Submit an issue** panel opens. Enter a title for the issue, provide a brief description of the issue and click **Submit issue** to submit the issue. Click **Share** to share a new feature idea. For more information, see Report a Problem and Share Feedback on page 101.

Where can I find dial-in information to call in by phone?

The dial-in phone numbers will be listed in the meeting invite that you have received.

Registered users can also get this information when you click ⓘ from within the Chat Window panel of the meeting in the MiTeam Meetings application. Guest users can also get this information from the **Welcome page** when they try to join a meeting.

Why does my Dial-in country vary at times?

The user's default Dial-in country displayed on the application UI depends on the user's system IP address. The Dial-in country might vary if your system is connected to a VPN. Mitel

recommends that you use the Microsoft Office 365 Outlook Add-in to add other countries in meeting invites.

Is MiTeam Meetings integrated with Outlook Calendar so that I can schedule a meeting directly from Outlook?

MiTeam Meetings can be integrated with your Outlook Calendar. You can now schedule a MiTeam meeting directly from Outlook using the MiTeam Meetings Outlook Add-in.

Do you support huddle rooms?

This feature is not supported in this release. In this release, support is limited to USB cameras and audio equipment.

Can I join a meeting from an existing room system?

This feature is not supported in this release.

Can MiTeam meetings be recorded?

MiTeam meetings can be recorded. For more information, see Recording a MiTeam Meeting on page 61.

Who goes to the waiting room before joining a meeting?

The following table lists which users will go to the waiting room before joining a MiTeam meeting.

Type of Meeting	Meeting Creator	Registered User	Guest User	PSTN (Meeting Creator, Registered, and Guest User)
Meeting with waiting room	No	No	Yes	Yes
Meeting without waiting room	No	No	No	No
Invite Only	No	You can directly enter the meeting if you are invited to the meeting. If you do not have an invite, you must wait in the waiting room. For more information, see Invite-only Meeting.	Yes	Yes

How do I enable the camera and the microphone for MiTeam Meetings desktop application in Windows and Mac OS?

The option to enable the camera and the microphone for MiTeam Meetings desktop application is specific to the operating system in which you have deployed the application.

Click the following links for instructions on enabling the camera and the microphone specific to your operating system.

Windows

Mac OS

- Camera
- Microphone

If you still face issues with your camera or microphone, or if the message **Camera is in use by another application or operating system is configured to deny camera access** displays when you log in to a meeting from your MiTeam Meetings Desktop application, do either of the following:

- close all other applications that are using your camera or microphone
- restart you computer

How do I enable the camera and the microphone for MiTeam Meetings web application in a browser?

The option to enable the camera and the microphone for MiTeam Meetings web application is specific to the browser in which you have deployed the application. A common prerequisite is that you must have already enabled permission for the browser to have access to the camera and microphone.This is done from the Control panel/Settings menu of your operating system. For more information about how to do this, see the links pertaining to your operating system in the FAQ "**How do I enable the camera and the microphone for MiTeam Meetings desktop application in Windows and Mac OS?**".

After the prerequisite is set, you are prompted to choose device permissions for camera and microphone in the **Welcome** page. Click **Allow** to enable access for the camera and microphone or click **Don't Allow** to deny access. To change these permissions subsequently, follow instructions pertinent to your browser.

- Google Chrome
- Mozilla Firefox
- Apple Safari
- Microsoft Edge

Anti-malware programs blocking access to camera, speaker, or microphone.

Instances of some anti-malware programs blocking access to the camera on the PC have been reported. We have confirmed one such case with the anti-malware program 'HitmanPro'. If you face issues with accessing the camera or other PC resources, check whether any of these programs are running. You must either stop such programs, or if you have such programs running, you must whitelist our installed client or the browser.

How do I install MiTeam Meetings application in the Windows 10 operating system?

You will not be able to install the MiTeam Meetings application in Windows 10 if the **Installing Apps** settings is set to **Allow apps from the Store only**. To change this setting, do the following:

1. Press **Windows key + I** to open the Settings app.
2. Click **Apps**
3. Click **Apps & features** from the left pane.
4. Under **Installing apps**, expand the drop-down menu and choose **Turn off app recommendations**.

You can now run the setup file of the MiTeam Meetings application to install it.

How can I choose the speaker for MiTeam Meetings web application in Firefox and Safari browsers?

With Firefox and Safari browsers, the MiTeam Meetings web application uses the speaker currently selected as the default speaker in the operating system to play the meeting audio. Neither the MiTeam Meetings web application nor the browsers provide the option of switching to a different speaker to play the audio during an ongoing meeting. Hence, in Firefox and Safari browsers, to choose a specific speaker for MiTeam Meetings, the user must choose that speaker as the default in the default settings of the native operating system before joining the meeting. To choose the default speaker, follow instructions pertinent to your operating system.

• Mac OS
• **Windows**

1. In the search box on the taskbar, type **Control Panel**, then select it from the results.
2. Select **Hardware and Sound** from the Control Panel, and then select **Sound**.
3. In the **Playback** tab, right-click the listing for your audio device, select **Set as Default Device**, and then select **OK**.

How can I restore meeting audio after reloading the MiTeam Meetings web application during a meeting in Firefox browser?

After joining a meeting via the MiTeam Meetings web application using Firefox, if you reload the Meetings application during the meeting, you may lose the meeting audio and the

Autoplay icon ( ) will be displayed in the address bar. This is because, by default, Firefox blocks all voice media from playing. To restore the meeting audio you must modify the **Autoplay** settings in Firefox. See https://support.mozilla.org/en-US/kb/block-autoplay for more information.

How can I enable screen sharing in macOS?

On macOS devices, when you proceed to share your screen for the first time during a meeting, a system prompt appears: **" MiTeam Meetings" would like to record this computer's screen.** This is because of the increased security and permissions in macOS. Hence, you must allow MiTeam Meetings access to **Screen Recording** to share your screen during a meeting on macOS devices.

To do this,

1. In the prompt dialog box, choose **Open System Preferences** and enable **Screen Recording** for MiTeam Meetings by using the instructions in Control access to screen recording on Mac. After you save the changes, a window opens asking you to quit MiTeam Meetings application.
2. Click **Quit Now** and then reopen MiTeam Meetings. You can now join the meeting and share your screen.

🛈 **Note**:

If you choose to **Deny** MiTeam Meetings access during the initial prompt or if the **Screen Recording** access becomes disabled, you must go into your OS **System Preferences** to allow access by using the instructions in Control access to screen recording on Mac and then repeat step 2.

What happens to my problem report?

- While submitting a problem report, provide as much information as possible. This will help troubleshoot your problem quickly. Specific details are needed to correctly investigate and resolve an issue.
- Date, time, device information, and logs are collected as part of your problem report.
- After you report an issue, the onsite Support Contact for your account will receive an email notifying that you have reported a problem. The onsite Support Contact, while investigating the issue, might reach out to you for additional information.
- If your Support Contact needs assistance to resolve your issue, they will escalate the report through their standard support procedures.
- You can follow up directly with your onsite Support Contact for updates about your report.