

# Frequently Asked Questions – MeetingPlace

## **How do I setup a MeetingPlace conference call?**

- *There are two methods for setup a MeetingPlace conference call.*
  - o *Via the Meeting Place website - <https://conferencing.sanantonio.gov/>*
  - o *Via the Outlook Calendar (once you have the Outlook Plug in installed*
- *Please visit the teleconferencing website: <https://conferencing.sanantonio.gov/> and view the Video Quick Start guides. They have detailed videos that walk you through both methods.*

## **What do I do if I do not see MeetingPlace in my Outlook?**

- *More than likely the MeetingPlace Plug-in has not been installed on the computer that you are using. Please call the Service Desk at 207-8888, Option1. They will be able to assist with this issue.*

## **How many participants are permitted per MeetingPlace conference call?**

- *30 participants are allowed per conference call.*

## **How soon can we start/join the MeetingPlace meeting?**

- *Participants can dial in up to 15 minutes prior to the scheduled start time.*

## **For how long can the meetings be scheduled?**

- *MeetingPlace meetings have 8 hour limit (480 minutes, but can be setup for any time frame within that limit from 10 minutes to 8 hours.*
- *For all meetings there are two end of meeting announcements*
  - o *1<sup>st</sup> – 10 minutes before the scheduled end time*
  - o *2<sup>nd</sup> – 2 minutes before the scheduled end time*

## **Do I have to setup a Meeting ID?**

- *If you want a specific meeting ID, you can enter one in, but the system will automatically assign an available Meeting ID for your meeting, you will see it in the meeting invite in Outlook.*

## **Are there any Meeting ID requirements?**

- *If you choose to enter a Meeting ID it has to be at minimum 4 digits long.*

## **Can the meeting schedule time be extended?**

- *There is a feature that allows meetings to be automatically extended past the scheduled time. In order for this feature to be enabled there has to be at least 2 participants still in the conference. If there are still at least 2 participants then instead of the 2 Minute warning you will hear a message that the meeting has been extended for 15 minutes.*

## **How can I tell if the meeting was scheduled through Outlook or through the MeetingPlace Teleconferencing Website?**

- *Look at the meeting invite in Outlook, if it was scheduled through the website it will have the following message at the top of message area.*
  - o *"This is a meeting scheduled from the Cisco Unified MeetingPlace Web interface. Please make any updates/cancellations to the meeting from the interface directly."*

## **What do I do if I have issues with MeetingPlace?**

- *If you have issue with MeetingPlace please report them to the Service Desk you can report issue by two different methods*
  - o *Call the Service desk at 207-8888, option 1*
  - o *Submit via the [IT Service Request Portal: http://itservicerequest.sanantonio.gov](http://itservicerequest.sanantonio.gov)*