

MiTeam Meetings Mobile User Guide

23 Dec 2020



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MiTeam Meetings Mobile Online Help

- [Getting Started with MiTeam Meetings Mobile Application](#)
- [MiTeam Meetings Mobile Features](#)
- [Submit an Issue and Share Feedback](#)
- [Technical Guidelines](#)

Getting Started with MiTeam Meetings Mobile Application

The following articles will help you understand about the MiTeam Meetings mobile application in detail, install, register, and log into the MiTeam Meetings mobile application, utilize the Home screen, access your Settings, and reset your password if you ever forget it or want to change it.


- [What is MiTeam Meetings Mobile Application](#)
- [Register Your MiTeam Meetings Mobile Application](#)
- [Log In / Log Out](#)
- [Forgot Your Password](#)
- [Tour of the Home Screen](#)
- [MiTeam Meetings Settings](#)
- [Permissions and Notifications](#)
- [Release Notes](#)
- [Supported Devices, and Languages](#)
- [Feature Matrix](#)

What is MiTeam Meetings Mobile Application

The MiTeam Meetings mobile application allows users to organize and join meetings and provides access to all the features of MiTeam Meetings application from a mobile device. It enables users to access features such as:

- **Collaborate:** Perform audio, and video conferencing
- **Chat:** Hold chat sessions and receive chat notifications within a meeting
- **Share:** Share photos with users during a meeting

The MiTeam Meetings mobile application is available for Android and for iOS devices. The application is listed as MiTeam Meetings in search results when you search the application store on your phone. After

you install the application on your phone, an icon, **Meetings** () is displayed.

To download the latest version of the application, iPhone users can [click here for the App Store](#) and Android phone users can [click here for the Google Play Store](#). Both users can also open the App Store or Play Store application on their phones and search for MiTeam Meetings.

Register Your MiTeam Meetings Mobile Application

After you download the application, you must register your information with Mitel and build an account before you can log in to the application. For more information on how to register and build an account, see [Register and Install the MiTeam Meetings Application](#).

Log In / Log Out

The following sections describe the procedures for logging in and logging out the MiTeam Meetings mobile application.

TIP: For using all the features described in the online help for the MiTeam Meetings mobile application, the user must be logged in to the application.

Log In

To log in to the MiTeam Meetings mobile application, follow these steps:

1. Open **Meetings** on your phone and tap **Sign in**.



MiTeam Meetings

Sign in

Sign in for full feature access during your meeting.

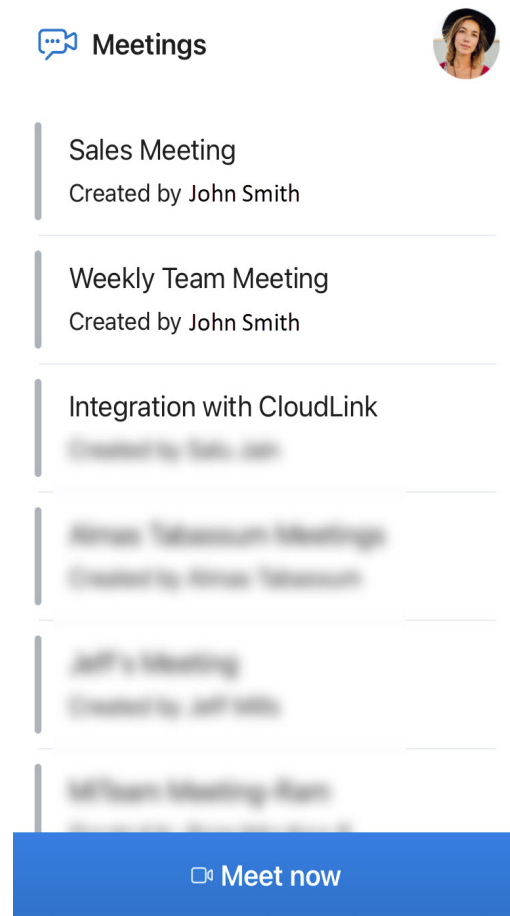
Sign in

© 2020 MiTeam Meetings

The Mitel user login page is displayed.

2. To log in, follow the Steps 2 and 3 mentioned in [Log in / Log out](#).

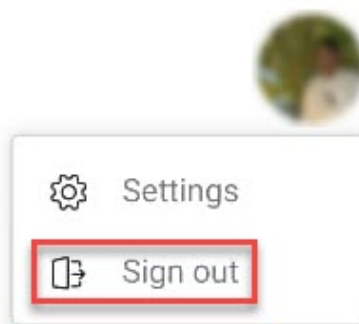
After logging in, a user can start an ad hoc meeting, and view a list of meetings for which the user has invitations. The following image shows an example of the Home screen when a registered user logs in to the MiTeam Meetings application.



Log Out

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

1. Tap your avatar at the top right of the application screen. A panel opens.



2. Tap **Sign out**. A **Sign out from Meetings?** prompt appears.

Sign out from Meetings?

CANCEL SIGN OUT

3. Tap **SIGN OUT** to log out of the application. Tapping **CANCEL** cancels the operation.

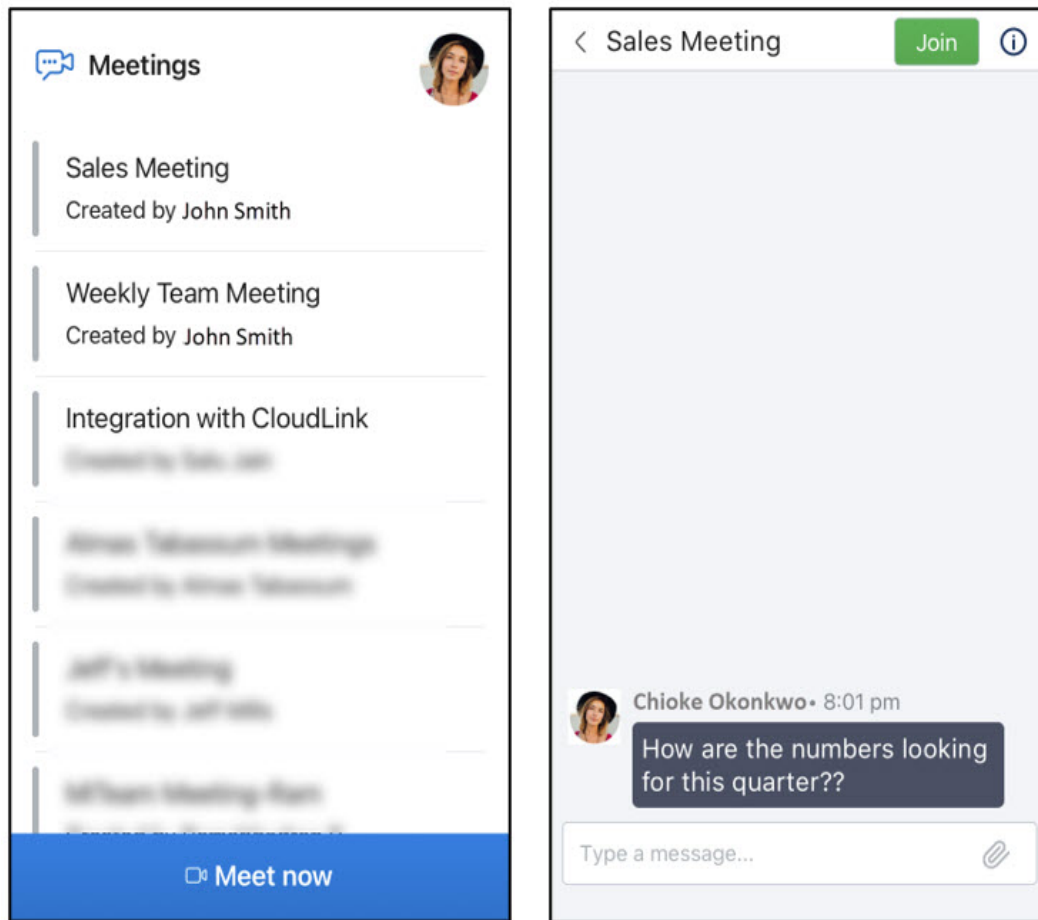
Forgot Your Password

If you are logged out of the MiTeam Meetings mobile application and have forgotten your password required to log in, perform the following steps to reset your password:

1. Open **Meetings** on your phone and tap **Sign in**. The Mitel user login page opens.
2. Enter your email address (specified in the user account) in the Enter your email address field and tap **Next**. If your email address is registered with multiple customer accounts, the message **Multiple accounts located. Additional account information needed to proceed** is displayed and the **Account ID** field appears. Enter the Account ID, and tap **Next**.
3. From the screen that opens, continue to reset your password using either of the following methods:
 - Using the Forgot Password link:
 - i. Tap the **Forgot Password** link.
 - ii. Enter your email address (if not already provided) and tap **Next**. If you tap **Login Page**, you are redirected to the user login page.
 - iii. An email containing a **Reset Password** link, and a 6-digit code number is sent to the email address you provided. If you do not find this email in your mailbox, check your Junk or Spam folders for recent emails sent to you from **no-reply@mitel.io**.
 - iv. Tap the **Enter Code** tab displayed in the web page and enter the 6-digit code number. Tap **Submit**.
 - v. In the **Set a New Password** page that opens, enter a password that meets the Password Requirements and confirm the entry. Tap **Next** to reset your password.
 - vi. Alternately, in the email that you received, tap the **Reset Password** link. In the **Set a New Password** page that opens, enter a password that meets the Password Requirements and confirm the entry. Tap **Next** to reset your password.
 - If your IT administrator has configured single sign-on (SSO) for your Mitel account, you can reset your password by following the instructions mentioned in [Reset your work or school password using security info](#).

Tour of the Home Screen

The Meetings screen provides easy access to all MiTeam Meetings features and enables you to quickly manage your meetings.



Meet Now

Use this option to create or to join an ad hoc meeting. For more information, see [Create an ad hoc Meeting](#).

Avatar

Tap your avatar and tap **Settings** to open the Settings panel; tap **Sign out** to sign out of the application.

Meetings

The **Meetings** screen lists all meetings created by the user and those to which the user is invited.

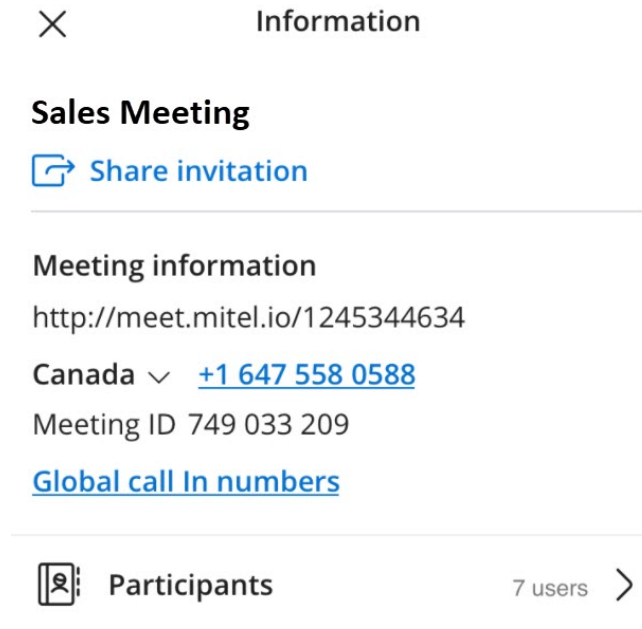
Chat Screen


When you tap a meeting in the **Meetings** screen, a Chat screen for that meeting opens, displaying all the previous chat activity during the meeting.

Join

To join a meeting, tap the meeting from the **Meetings** screen. The Chat screen opens. Tap **Join** at the top right of the screen to proceed to join the meeting. For more information, see [Join a Meeting](#).

Meeting Information



To view all the information about a meeting, tap the meeting from the Meetings screen and tap . Tapping this icon opens a panel where you can do the following:

- View details of the meeting such as the meeting name, URL of the meeting, the dial-in number, and the meeting ID.
- Tap **Share invitation** to share the meeting invitation with contacts via email or instant messaging apps.
- Tap **Global call in numbers** to view the list of numbers you can use to call in to the meeting.
- Tap **Participants** to view the list of participants in the meeting.
- Tap the dial-in number to dial in to the meeting using PSTN.
- To change the dial in country, tap the down-arrow associated with the dial in country and from the drop-down that opens choose the country of your choice.

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 a meeting from the **Meetings** screen. When you leave a meeting, the meeting will be hidden from your **Meetings** screen. For more information, see [Delete or Leave a Meeting](#).

MiTeam Meetings Settings

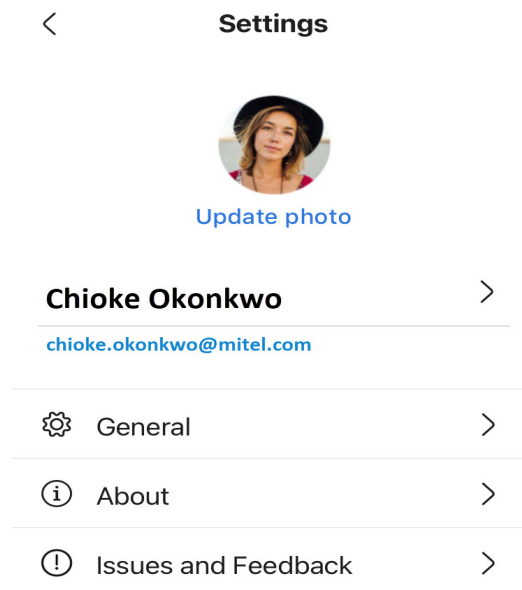
You can personalize the settings of your MiTeam Meetings mobile application at any time either from the Home screen, or during an ongoing meeting. You can change the general application settings; audio and video settings; report a problem with the application; and view the online help documentation,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

information, the privacy policy, and the End User License Agreement. To personalize the settings in your MiTeam Meetings application, do the following.

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

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

The **Settings** panel opens.



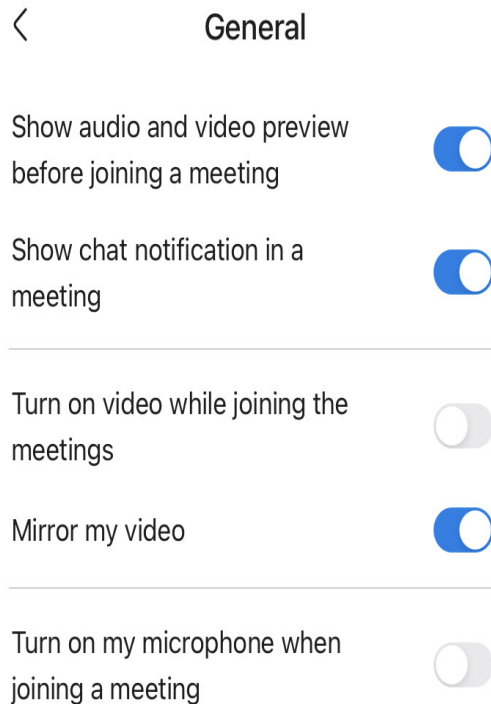
2. To change your avatar:

- a. Tap **Update photo**.
- b. From the **Update photo** panel that opens, choose one of the displayed options:
 - **Take photo** (follow all on-screen prompts).
 - **Choose photo** (navigate to and tap the photo of your choice on your mobile device).
 - **Remove Photo** (follow the on-screen prompts).

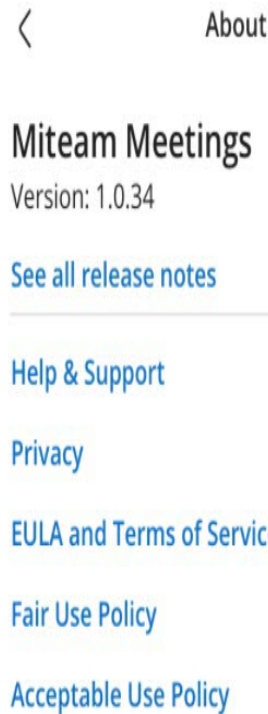
3. To change your name:

- a. Tap your name.
- b. In the **User name** screen that opens, edit your name in the **Enter name** field and tap **Done**.

4. Tap **General** to personalize the following settings.



- **Show audio and video preview before joining a meeting** – Slide the toggle button associated with this option to display the Audio and video preview panel before you connect to a meeting.
 - **Show chat notification in a meeting** – Slide the toggle button associated with this option to receive chat notifications during a meeting.
 - **Turn on video while joining the meetings** – Slide the toggle button associated with this option to always join a meeting with your video turned on.
 - **Mirror my video** – Slide the toggle button associated with this option to mirror your video during a meeting.
 - **Turn on my microphone when joining a meeting** – Slide the toggle button associated with this option to always join a meeting with your microphone turned on.
5. Tap **About** to view the version number, and the URLs to the online help, release information, privacy policy, End User License Agreement, Fair Use Policy, and Acceptable Use Policy.



6. Tap **Issues & Feedback** 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 [Submit an Issue and Share Feedback](#).

Permissions and Notifications


After installing and registering the MiTeam Meetings application, when you log in to the application (named **Meetings** on your phone), the use of certain features will generate on-screen messages asking for permission to access areas of your mobile phone. To enable the MiTeam Meetings application to be fully functional, select the **Allow** or **OK** option for each message that prompts for your permission. If you select the **Don't Allow** or **Deny** option for any of these messages, you will not be able to use the associated feature(s). The following list describes each type of permission and the associated feature(s).

- Microphone/Record Audio (iPhone and Android) – Allows the application to record your voice for use during a meeting.
- Photos (iPhone and Android) – Allows access to your phone's stored images to update your avatar or include in a chat.
- Camera/Take Pictures/Record video (iPhone and Android) – Allows access to your phone's camera to take a picture to update your avatar or include in a chat or to record a video for use during a meeting.
- Call Log (Android) – Allows access to your phone's call logs to handle audio/video properly when an incoming call is received.

To change your permissions, open **Settings** on your mobile phone (not in the MiTeam Meetings application) and proceed according to the following guidelines. The exact steps will be different depending on the OS/iOS version of your phone.

- iPhone users – Open **Settings**, find the list of apps installed on your phone, tap **Meetings**, and change the access setting for the desired feature(s).
- Android users – Open **Settings** or tap the gear icon, tap **Apps** or **Application Manager**, tap **Meetings**, tap **Permissions**, and change the access setting for the desired feature(s).

Known Issues

Known Issue	Workaround
The meeting controls panel is not displayed in Landscape view or during Screenshare.	<ul style="list-style-type: none"> • Change Landscape view to Portrait view. • Swipe right to the Active Talker screen during Screenshare.
Tapping on the Settings icon () to open the Settings page does not work.	Tap the Settings text to open the Settings page.
On Android devices, changing the view from landscape to portrait or vice versa distorts the display.	This issue gets automatically fixed in some time after the changing the view.
Screenshare displays the shared screen as chopped from the sides on curved edge Android devices.	No workaround currently
The image shared by a user through the MiTeam Meetings mobile application will be displayed twice in the MiTeam Meetings desktop or web application.	No workaround currently
The chat message sent by a user through the MiTeam Meetings mobile application will not be visible to the same user in the MiTeam Meetings desktop or web application.	No workaround currently

Release Notes

Click [here](#) for the MiTeam Meetings mobile application release information.

If you are a partner, to view CloudLink Release Notes:

1. Log into Mitel MiAccess.
2. Then click [here](#).

Supported Devices, and Languages

Supported Mobile Devices

The MiTeam Meetings mobile application is designed to run on 64-bit hardware only. It supports:

- Android phones with OS version 9.0 or later
- iPhones with iOS version 13 or later

NOTE: For Google Pixel devices, the MiTeam Meetings Mobile application is supported only on Pixel 4 models.

Supported Languages

The following languages are supported for both the application and the online help:

- English (North American)
- French
- German
- Dutch
- Italian
- Portuguese (European)
- Spanish (European)

By default, the display language of the application is specific to the country with which you have registered the application. You can change the default language by selecting a language of your choice in the native settings area of your mobile phone. The application changes the display language for the user interface to the selected language.

Feature Matrix

The following table lists the features supported on MiTeam Meetings mobile application and MiTeam Meetings desktop/web application.

Features	MiTeam Meetings Mobile application	MiTeam Meetings Desktop/Web application
Schedule a Meeting	No	Yes
Search a Meeting	No	Yes
Start Screenshare	No	Yes
View Screenshare	Yes	Yes
Start/View Recording	No	No
Invite Participants during a Meeting	No	Yes
Notifications when user join/leave meeting	No	Yes

Features	MiTeam Meetings Mobile application	MiTeam Meetings Desktop/Web application
Landscape mode for Screenshare	Yes	No
Cross launch from other applications	Yes	Yes

MiTeam Meetings Mobile Features

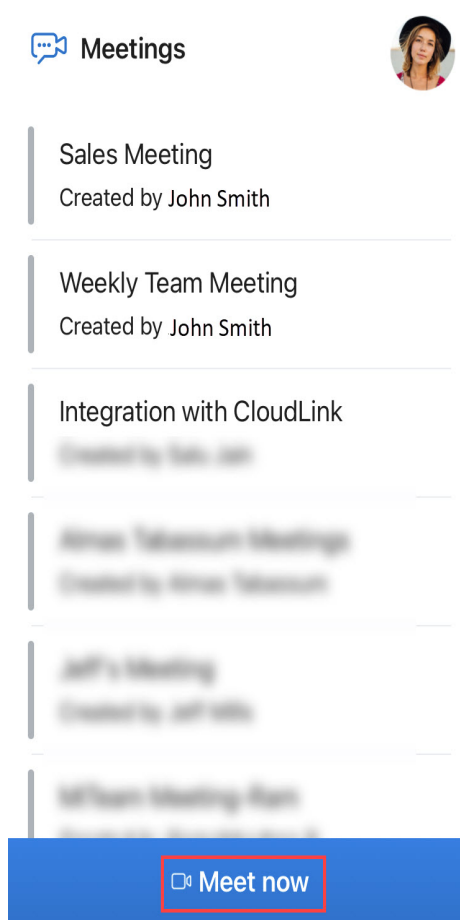
For information about creating a meeting, joining a meeting, deleting a meeting, and the various controls available to you during an ongoing meeting, see the following topics:

- [Create an ad hoc Meeting](#)
- [Join a Meeting](#)
- [Delete or Leave a Meeting](#)
- [MiTeam Meetings Controls](#)

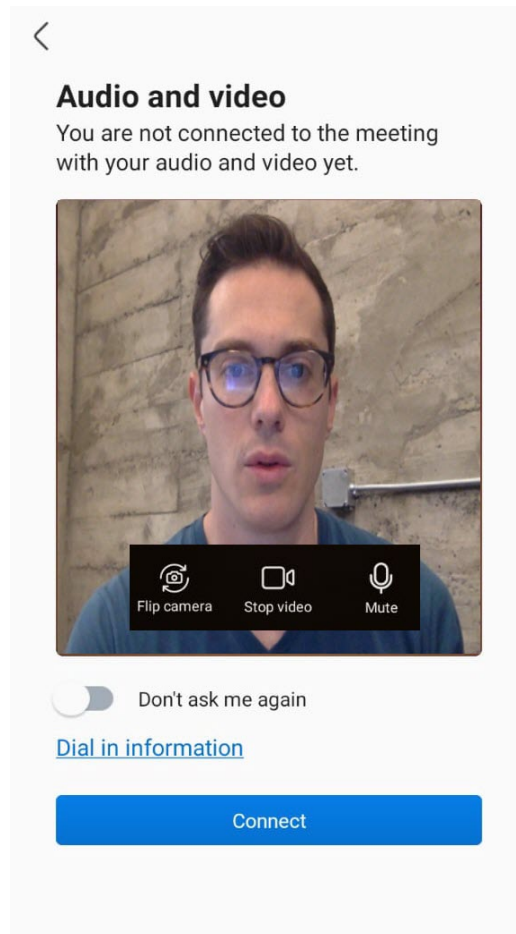
Create an ad hoc Meeting

A registered user can create an ad hoc meeting in the MiTeam Meetings mobile application. To create an ad hoc meeting, follow these steps.

1. Tap **Meet now** from the **Meetings** screen.



The meeting is created, and 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** toggle button is enabled under **Settings > General**. This setting is enabled by default.

2. Choose whether to mute or unmute your microphone, turn on or turn off your video, and use the front camera or the rear camera on your mobile phone before you join a meeting and then tap **Connect** to join the meeting. The selected settings will be saved for all future meetings. Tap **Dial in information** to view the dial in number, meeting ID, and the URL to the global call in numbers.

NOTE: Enable the **Don't ask me again** toggle button to prevent the **Audio and video** preview panel from displaying again.

Join a Meeting

Only registered users can join a meeting using the MiTeam Meetings mobile application. Guest users cannot join a meeting using MiTeam Meetings mobile application. Guest users using mobile devices can join a meeting only through PSTN; by tapping the dial-in number mentioned in the meeting invite. Registered users can also join a meeting through PSTN by tapping the dial-in number mentioned in the meeting invite. Note that dialing in through PSTN allows only a voice-only meeting.

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

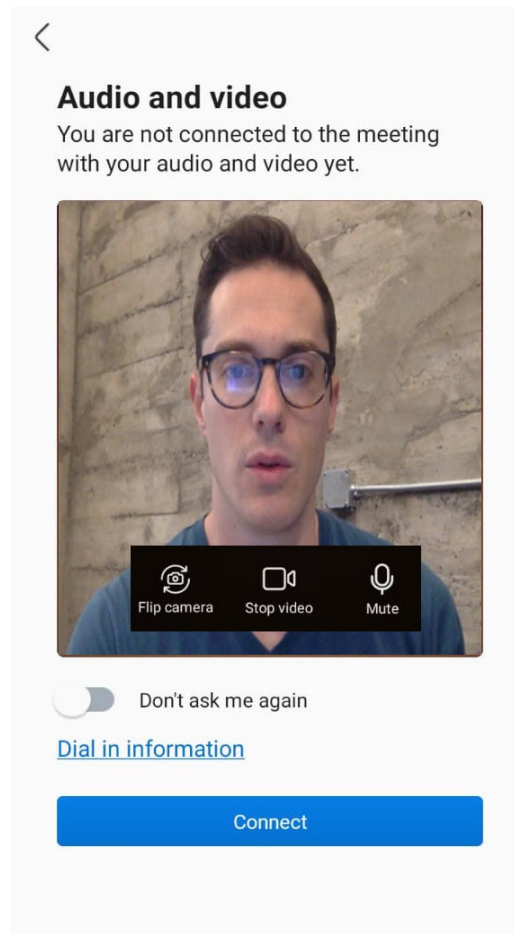
- tapping the meeting link in the invite received in Outlook, Instant Messaging apps, or in your calendar

- tapping the **Join now** message received in MiCollab chat
- tapping the meeting from the **Meetings** screen of your MiTeam Meetings mobile application and then tapping **Join** from the Chat screen that opens

NOTE: For a meeting to be displayed in your **Meetings** screen, you must have joined that meeting at least once.

To join a meeting directly from the meeting invite or the **Join now** message in MiCollab chat, use the following procedure:

1. Tap the meeting invite link or the **Join now** message. The MiTeam Meetings mobile application opens and the **Audio and video** preview panel is displayed.



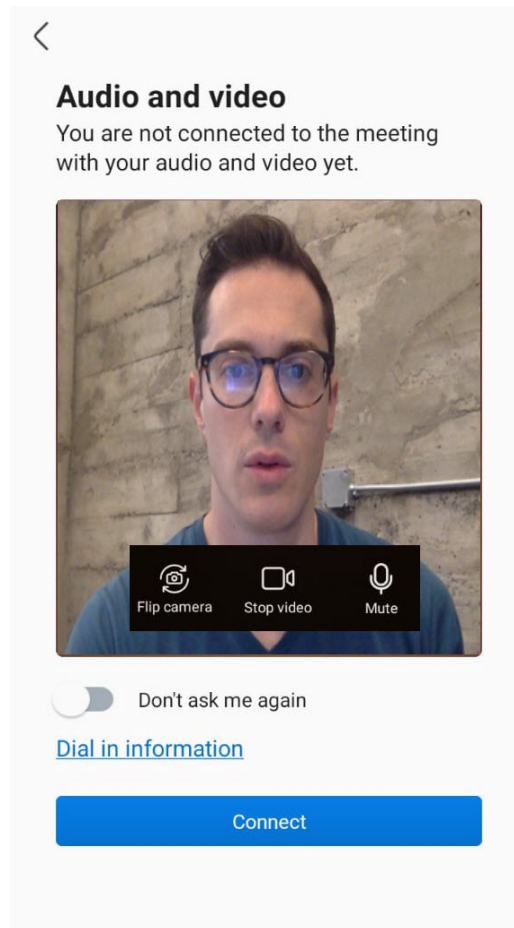
NOTE: For the **Audio and video** preview panel to appear, you must ensure that the **Show audio and video preview before joining a meeting** toggle button is enabled under **Settings > General**. This setting is enabled by default.

2. Choose whether to mute or unmute your microphone, turn on or turn off your video, and use the front camera or the rear camera on your mobile phone before you join a meeting and then tap **Connect** to join the meeting. The selected settings will be saved for all future meetings. Tap **Dial in information** to view the dial in number, meeting ID, and the global call in numbers.

NOTE: Enable the **Don't ask me again** toggle button to prevent the **Audio and video** preview panel from displaying again.

To join a meeting listed in the **Meetings** screen of your MiTeam Meetings mobile application, use the following procedure:

1. Tap the meeting you want to join. The Chat screen opens.
2. Tap **Join** at the top right of the screen 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** toggle button is enabled under **Settings > General**. This setting is enabled by default. If this toggle is not enabled, and if you tap **Join**, you will join the meeting with the existing settings.

3. Choose whether to mute or unmute your microphone, turn on or turn off your video, and use the front camera or the rear camera on your mobile phone before you join a meeting and then tap **Connect** to join the meeting. The selected settings will be saved for all future meetings. Tap **Dial in information** to view the dial in number, meeting ID, and the global call in numbers.

NOTE: Enable the **Don't ask me again** toggle button to prevent the **Audio and video** preview panel from displaying again.

Delete or Leave a Meeting

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



To delete a meeting

To delete a meeting for which you are the creator:

1. From the **Meetings** screen in the application, swipe left on the meeting you want to delete and tap **Delete**.
2. From the confirmation panel that appears, tap **Delete**. The meeting, along with all associated chats and files, will be deleted from your **Meetings** screen, and from the **Meetings** screen of all participants of the meeting. Tapping **Cancel** cancels the deletion.

Delete Meeting?

This meeting will be deleted for all participants.
This can't be undone.

CANCEL DELETE

To leave a meeting from the Meetings screen

Both meeting creators and participants can leave a meeting from their **Meetings** screen.

To leave a meeting from your **Meetings** screen:

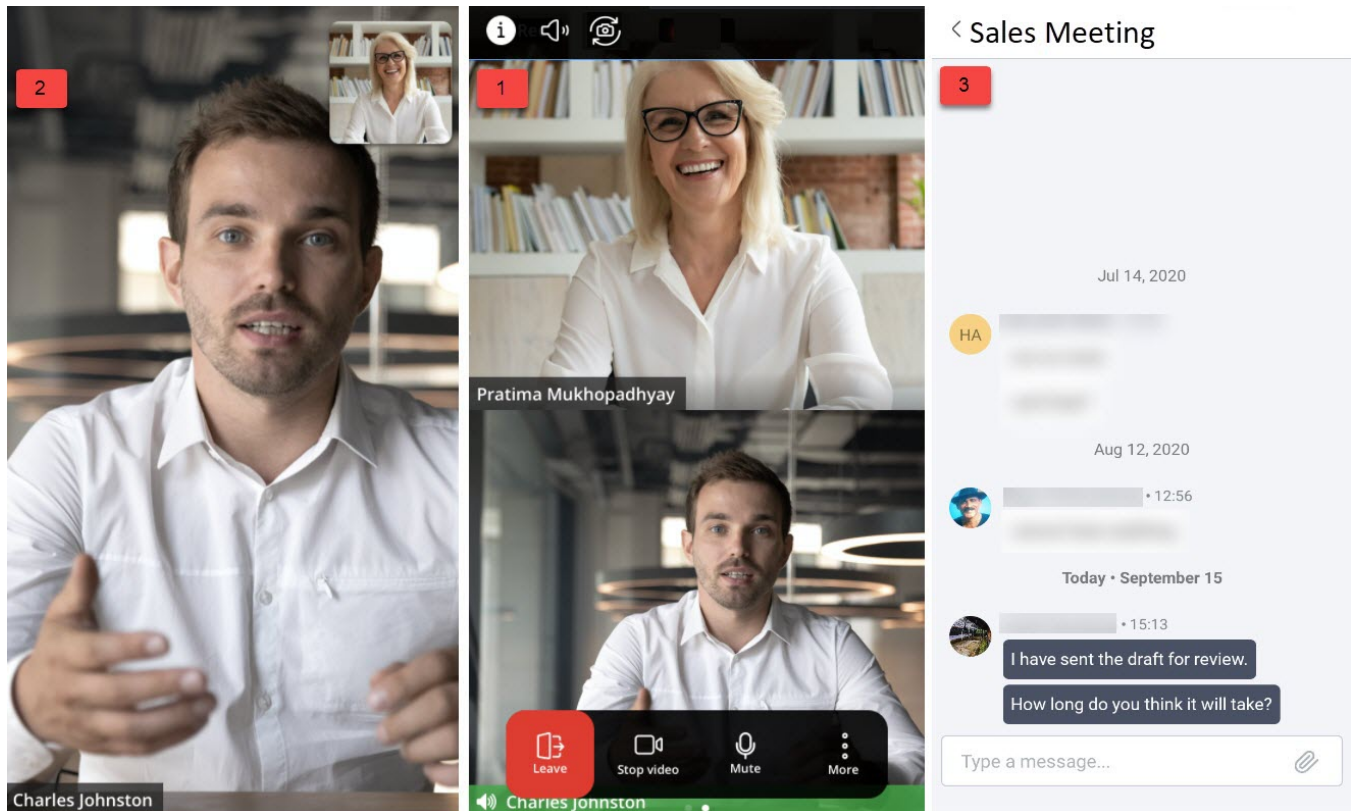
1. Swipe left on the meeting you want to remove and tap **Leave**. The meeting will be removed from your **Meetings** screen.

After you leave a meeting from your **Meetings** screen, the meeting will not be displayed in your meetings list, and you will not receive any notifications pertaining to this meeting.

All other participants will continue to be part of the meeting, and the meeting will be listed in their **Meetings** screen. The existing chat messages sent by you will continue to be displayed to them in their chat conversation history.

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

MiTeam Meetings Controls










During an ongoing meeting you can switch between three screen views.


1. Main Screen view
2. Active Talker view
3. Chat Screen view

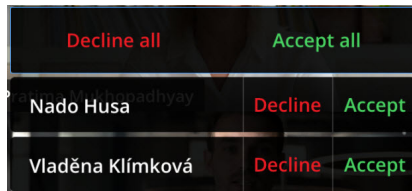
At a time only one view will be displayed. By default, a meeting opens in the Main Screen view. From the main screen, swipe right to switch to the Active talker view or swipe left to switch to the Chat Screen view.

Following are the various controls displayed during an ongoing meeting. Tap any of these controls to access it:

-  — Tap this icon to leave an ongoing meeting.
-  — Tap this icon alternately to turn on or turn off your camera.
-  — Tap this icon alternately to mute or unmute your mic.
-  — to open a panel where you can access the **Settings** menu.
-  — Tap this icon alternately to switch between the front camera and rear camera of your phone.

-  — Tap this icon to select your preferred audio option for the meeting.
-  — Tap this icon to open a panel where you can do the following:
 - View the meeting name, URL of the meeting, the dial-in number, and the meeting ID
 - Tap **Share invitation** to send the meeting invitation to your contacts
 - Tap **Global call in numbers** to view the list of numbers you can use to call in to the meeting.

-  **Justin Robinson** — This green label at the bottom of a user tile or at the bottom of the mobile screen is the Active Talker indicator. It highlights the speaker during a meeting.



- — A registered user can use prompt during an ongoing meeting to accept or reject the guest users in the **Waiting Room** into the meeting. Tap **Accept all** to allow all users into the meeting. Tap **Decline all** to prevent these users from joining the meeting. To accept or decline specific users, tap **Accept** or **Decline** beside their names.

In addition to the various controls mentioned above, there are controls that are displayed for a long press of the User Tile.

- **Mute Participant** — Long press on the user tile of a participant, and from the panel that opens, tap **Mute participant** to mute that participant.
- **Remove participant** — Long press on the user tile of a participant, and from the panel that opens, tap **Remove participant** to remove that participant from the meeting.

NOTE: You cannot mute or remove a participant who has joined the meeting through PSTN.

Submit an Issue and Share Feedback

We want to know when you experience any issues while using the MiTeam Meetings mobile application. We also encourage you to share your ideas and suggestions about the application features. Use the following procedure to submit an issue or to share your feedback.

1. Access the **Issues and Feedback** panel by performing Step 1 followed by Step 4 mentioned in [MiTeam Meetings Settings](#).

< Issues and Feedback

Submit an issue

Add a title

Describe the issue in detail

[Add Screenshot](#) Submit issue

Provide feedback to our team We love feedback and ideas. Share

2. Enter a title for the issue and provide a brief description of the issue. If you want to attach a screenshot that clarifies the issue, tap **Add Screenshot** and follow the prompts. Tap **Submit an issue**.
 - While submitting an issue, 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 issue.
 - After you report an issue, the onsite Support Contact for your account will receive an email notifying that you have reported an issue. 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 issue through their standard support procedures.
 - You can follow up directly with your onsite Support Contact for updates about your issue.

To submit an idea for a new feature or your feedback, tap **Share**. You will be redirected to a 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

- [Bandwidth Requirements](#)
- [Firewall Settings](#)
- [Scalability](#)

Bandwidth Requirements

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

Upload Bandwidth (Send)

No. of Participants	Audio	Video	
		HD	SD
1-6	19 kbps	1650 kbps NOTE: HD video mode will not be available if you have more than 7 video tiles during a meeting.	1050 kbps
7-12	19 kbps		1000 kbps
13 or more	19 kbps		200 kbps

Download Bandwidth (Receive)

No. of Participants	Audio	Video	
		HD	SD
1-6	19 kbps	1400 * ($n-1$) kbps NOTE: HD video mode will not be available if you have more than 7 video tiles during a meeting.	800 * ($n-1$) kbps
7-12	19 kbps		800 * ($n-1$) kbps
13 or more	19 kbps		200 * ($n-1$) 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.

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 (HD video, screen share, and so on).

For example, in a meeting involving 3 participants with only audio and HD video enabled, bandwidth usage for a single participant is as follows:

- Upload bandwidth: 19 kbps + 1650 kbps = 1669 kbps
- Download bandwidth: 19 kbps + (1400 * (3-1)) kbps = 2819 kbps

NOTE: When calculating the bandwidth for any meeting involving more than 8 participants, you must keep the number of participants as 8 because you cannot have more than 8 video tiles in a meeting.

Firewall Settings

For information regarding the firewall settings, see [MiTeam Meetings Firewall Settings](#).

Scalability

NOTE: For MiCloud Connect users, the maximum number of participants and video participants supported in a meeting depends on the profile type. For more information, see [MiTeam Meetings Video Conferencing Overview](#).

Maximum number of participants supported in a meeting	100
Maximum number of video participants supported in a meeting	8
Maximum duration of a meeting	20 hours
Maximum file size supported per participant in a meeting	10 MB

