

FREQUENTLY ASKED QUESTIONS

# Mobile Meetings

Connecting on the Go with iPhones and Android Phones

SmartMeet is the cornerstone of on-the-go Reservationless-Plus® meetings. Discover a full-circle approach to meeting from your iPhone or Android phone.



Below you will find frequently asked questions and answers about SmartMeet.

## General

**Q: What is SmartMeet?**

A: SmartMeet is a mobile application that enables you to access and manage Reservationless-Plus audio meetings from your iPhone or Android smartphone.

**Q: What are the benefits of SmartMeet?**

A: SmartMeet allows you to schedule, start, join and manage your audio meetings wherever you are through your iPhone or Android phone.

**Q: Which smartphones are supported by SmartMeet?**

A: SmartMeet is currently available on iPhones running iOS 5.0 or higher and Android phones running Android OS 2.3x, 4 or higher.

**Q: Which tablets are supported by SmartMeet?**

A: Currently, SmartMeet is not supported on any tablets. Support for iPads and Android tablets is coming soon.

**Q: Is SmartMeet supported by BlackBerry devices?**

A: No. SmartMeet does not currently support BlackBerry devices. However, you may still download Mobile Assistant, a program for BlackBerry to join Reservationless-Plus meetings.

**Q: Where can I download SmartMeet?**

A: SmartMeet is available as a free download from the Apple App Store and Google Play. Standard downloading process and requirements apply.

**Q: Do I need a Reservationless-Plus account to download and use SmartMeet?**

A: No. You do not need a Reservationless-Plus account to download and join meetings using SmartMeet. However, to schedule, start and host meetings through SmartMeet, a Reservationless-Plus account is required.

**Q: Do I need a data connection to use SmartMeet?**

A: Yes. You will need a data connection (Wi-Fi or cellular) in order to access most features of SmartMeet. You will need a Wi-Fi connection if your carrier does not support simultaneous use of voice and data services.

**Q: What is Voice over IP (VoIP)?**

A: Voice over IP (VoIP) is the voice tool used to transport communication via an IP network rather than through a traditional cellular signal.

**Q: How can I use Voice over IP (VoIP) with SmartMeet?**

A: To use Voice over IP with SmartMeet, it must be enabled within your Reservationless-Plus account. Additionally, location services must be enabled on your smartphone or VoIP will not work. To request this feature, please contact customer support. Additional regional support numbers can be found within the SmartMeet app.

**Q: Is Voice over IP (VoIP) supported in my country?**

A: Due to regulatory requirements, VoIP is currently unavailable in the following countries: Algeria, Armenia, Azerbaijan, Bahrain, Belarus, China, Egypt, Estonia, Georgia, India, Iran, Iraq, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Latvia, Lebanon, Lithuania, Moldova, North Korea, Oman, Qatar, Saudi Arabia , Syria, Tajikistan, Turkey, Turkmenistan, UAE, Ukraine, Uzbekistan and Yemen.

**Q: Due to security concerns, my company uses a firewall that does not allow traffic through certain ports. Will I still be able to use VoIP?**

A: To meet these different infrastructure requirements, the VoIP client will include a component for tunneling. This will allow the VoIP client to try different connection methods and choose the best one for each call. It will utilise known ports that should be open in every company's infrastructure for Internet traffic.

**Q: What languages are currently supported by SmartMeet?**

A: SmartMeet is currently available in English. Support for additional languages will be available in future releases.

**Q: What is the difference between Mobile Assistant and SmartMeet?**

A: SmartMeet offers a richer experience and additional features customised for your iPhone or Android phone. A detailed comparison of features can be found at [www.meetingconnect.net/smartmeet/](http://www.meetingconnect.net/smartmeet/).

**Q: I am an existing Mobile Assistant user, how do I upgrade to SmartMeet?**

A: If you have an iPhone or Android smartphone, you can download SmartMeet from the Apple App Store, Google Play and [www.meetingconnect.net/smartmeet](http://www.meetingconnect.net/smartmeet). Standard downloading process and requirements apply.

**Q: I am an existing Mobile Assistant user for BlackBerry, how do I upgrade to SmartMeet?**

A: SmartMeet does not currently support BlackBerry devices. However, you may continue to use Mobile Assistant to join Reservationless-Plus meetings.

**Q: Which accounts are supported in SmartMeet?**

A: SmartMeet supports Reservationless-Plus accounts with a conference code and leader PIN or Reservationless-Plus accounts with dual passcodes (leader conference code and participant conference code). Certain features are only available on our IICP proprietary infrastructure. If you have questions or need assistance, please contact your customer support. Additional regional support numbers can be found within the SmartMeet app.

**Q: Does SmartMeet support Unified Meeting?**

A: No. SmartMeet is a smartphone app for Reservationless-Plus meetings. The app does not support Unified Meeting at this time.

**Q: Can I start and join meetings on my desktop?**

A: Meetings scheduled with SmartMeet can be started or joined, using Call Manager, our desktop application for Reservationless-Plus. For more information and to download, visit <http://www.meetingconnect.net/call-manager>.

**Q: Does SmartMeet support landscape mode?**

A: No. At this time, SmartMeet only supports portrait orientation on iPhones and Android phones. Users with a flip keyboard on their Android phone are required to use their touchscreen to enter data for SmartMeet.

**Q: Where do I find my conference code and leader PIN?**

A: Your conference code and leader PIN can be found in the welcome email or packet you received when you signed up for an account. If you need to have your welcome email resent, please contact your local customer support. Additional regional support numbers can be found within the SmartMeet app.

**Q: How do I request my welcome email?**

A: To request your welcome email, please contact your local customer support. Additional regional support numbers can be found in the SmartMeet app.

**Q: What should I do if I don't have an account?**

A: If you do not have an account, you can still download and use SmartMeet to join audio meetings.

**Account Settings**

**Q: Why does SmartMeet ask for my first and last name?**

A: This will be the Display Name that will show on the participant list for the meetings you start and join.

**Q: Why does SmartMeet ask for my email address?**

A: SmartMeet uses your email address for scheduling. As a moderator you will receive an invite under the email provided.

**Q: Why can't I dial into my meeting with my iPhone?**

A: To dial into your meeting, a temporary contact is created on your device which connects you to our bridge structure. You must enable SmartMeet access to your contact list in order to connect.

**Q: What is Call Me?**

A: If enabled, Call Me is your preferred method to connect you to a meeting by calling you on a provided number.

**Q: Why is Call Me recommended?**

A: Call Me is the fastest way to connect to your meeting.

**Q: What happens if I don't select Call Me?**

A: If you do not select Call Me, you will be connected via dial-in.

**Q: Are there additional charges associated with Call Me?**

A: Depending on your conference account contract, there may be additional charges.

**Q: Why am I unable to save my conferencing account?**

A: Please contact your customer support to check your account details if the issue persists. Additional regional support numbers can be found in the SmartMeet app.

**Q: What is password protection?**

A: Password protection adds a level of security by providing a gateway through which only you, the password holder, can access SmartMeet on your device.

**Q: Is password protection required?**

A: No. Password protection is not required; however, it's recommended that this feature be enabled.

**Q: What happens if I forget my password when entering it into SmartMeet?**

A: If entered incorrectly, after seven tries, SmartMeet will reset and all saved account details will be erased.

**Q: I want to keep confidential data safe. Can a company require an app password in SmartMeet?**

A: Yes. If an account is added with Password Protection as mandatory, it will control SmartMeet even if other accounts in the application don't.

**Q: Can I require my participants to use Password Protection even if they don't have an account?**

A: No. SmartMeet only supports the required Password Protection feature for accounts. However, this feature will be added in a future release.

**Q: How do I change my conference code and leader PIN?**

A: Please contact customer support to request a new conference code or leader PIN or go to Online at [www.tconline.com](http://www.tconline.com). Afterwards, you will need to update your account settings under the More menu (More → Settings → Account) and click **Done** to save. In a future release, you will be able to change this right from the app.

**Q: Can I add multiple accounts to SmartMeet?**

A: Yes. From the Home screen, open the account selector below the SmartMeet logo (by swiping down), tap **Add Meeting Account** and follow the procedures (Home → Add Meeting Account).

**Q: How do I change the displayed name for a selected account?**

A: To edit the displayed name, go to the account settings under the More menu (More → Settings → Account) and tap on the Account Holder name. Click **Done** to save.

**Q: Does SmartMeet support the use of Project Accounting Codes (PAC) for billing?**

A: Yes. SmartMeet allows you to enter a numeric client number or cost center when starting your Reservationless-Plus meetings with Voice over Internet Protocol (VoIP). Additional PAC support is coming soon.

**Q: What is the default dial-in number?**

A: The default dial-in number is the number a phone will dial to connect to a meeting.

**Q: Can I change my default dial-in number?**

A: To permanently change your dial-in number, go to the account settings under the More menu (More → Settings → Account) and tap the Dial-In Number tab. After selecting your preferred dial-in number from the list, select **Done** to save.

**Q: How can I change the default dial-in number when adding an account?**

A: To change the default dial-in number when adding an account, tap the Dial-In Number tab. After selecting your preferred international dial-in number from the list, select **Finish** and your settings will be saved (More → Settings → Account → Dial-In Number → Finish).

**Q: How can I change the default dial-in number when saving a favourite?**

A: To change the default dial-in number when adding a favourite account, tap the Dial-In Number tab. After selecting your preferred international dial-in number from the list, select **Done** to save (More → Settings → Account → Dial-In Number → Done).

**Q: If a primary dial-in number is updated or changed, will the new dial-in number information on my account and future invites be automatically updated or changed?**

A: Yes. SmartMeet updates dial-in information based on what is currently associated with your account. If this information gets updated, the dial-in number to be added to your future meeting invites will change as long as they are sent after your software is updated.

**Q: How do I save a profile as a Favourite?**

A: After tapping the Favourites tab, you'll have the option of adding a favourite from your history or manually. If manually entered, a conference code will be required.

**Q: Why does SmartMeet require the privacy setting for contacts to be enabled on my iPhone?**

A: SmartMeet allows you to import contacts in order to allow you to send participants calendar, email and SMS invites dial into your meetings and/or use the SIRI feature. To use these features, the contacts privacy setting has to be enabled for iOS 6 and above devices. To enable this setting, go to the Settings app on your iPhone and turn on the Contacts for SmartMeet under Privacy (Settings → Privacy → Contacts → SmartMeet).

**Q: Does SmartMeet support SIRI?**

A: Yes. SmartMeet creates a contact that can be used to dial in to your meeting using SIRI. If your iPhone supports SIRI, tap **Create SIRI Contact** under the More menu tab and follow the instructions (More → Create SIRI Contact).

**Q: Why can't I see the SIRI button in SmartMeet?**

A: In order to use the SIRI feature, the privacy setting for your contacts has to be enabled for iOS device. To enable this setting, start the Settings app on your iOS device and turn on Contacts for SmartMeet under Privacy (Settings → Privacy → Contacts → SmartMeet).

**Q: Are push notifications available for SmartMeet?**

A: Yes. Push notifications are available for leaders/moderators with a Reservationless-Plus account on our proprietary audio infrastructure (IICP). To use push notifications with SmartMeet, it must be enabled within your Reservationless-Plus account. To request this feature, please contact your local sales manager. Additional regional support numbers can be found in the SmartMeet app.

**Q: How do I enable push notifications in SmartMeet?**

A: To enable push notifications with SmartMeet, turn on the option from the Account tab found in Settings. To request this feature, please contact your local sales manager. Additional regional support numbers can be found in the SmartMeet app.

**Q: When will I receive push notifications?**

A: You will receive push notifications when someone first enters your waiting room and again when you have participants in your waiting room for five minutes as a reminder to start your meeting.

**Q: Can I mute pre-recorded messages so my meeting isn't interrupted?**

A: Yes. SmartMeet supports Silent Mute, allowing you to mute any pre-recorded bridge messages (i.e., the meeting hasn't started; your line has been muted or unmuted, etc.). For an extended list of prompts or to request this feature, please contact your local sales manager.

**Scheduling and Invites**

**Q: How do I send a meeting invitation?**

A: From the Home screen, select **Schedule Meeting**. On the following screen, select the meeting title, start and end time, if the meeting will be repeated, invitees and the primary dial-in numbers. When complete, tap **Done** and the invitations will be sent.

**Q: Can I choose which dial-in number to include in my invitation?**

A: Yes. On the New Invite page, you can select a primary and additional dial-in number by tapping the Primary or Additional tab and choosing the dial-in number of your choice (Calendar → Plus → Dial-In Number → Done).

**Q: Which email address are invitations sent from?**

A: Email invitations will be sent from the default email address configured on your iPhone or Android phone.

**Q: Will my invited participants need to use SmartMeet to join my calls?**

A: In addition to using SmartMeet, your participants will be able to join your meetings via the standard dial-in process or by joining via the invite URL on their computer.

**Q: What is the invite URL?**

A: The invite URL is the web link that connects you to a meeting and is sent in an invitation email or SMS message.

**Q: Who can I invite to my meeting from SmartMeet?**

A: When scheduling a meeting, you can add invitees from your device contacts or manually by typing their email address in the To field.

**Q: Can a leader/moderator invite additional participants during a meeting?**

A: Yes. To invite additional participants to a meeting, select **Add Participants** from the meeting screen. You will be asked if you would like to call the participant or send an email or SMS message.

**Q: Can a participant invite additional participants into a meeting?**

A: This feature is only available for leaders/moderators.

**Q: If I use the Quick Invite functionality to call a participant, will my phone bill be charged?**

A: No. The Call Participant(s) Now feature will be billed to your conferencing account.

**Q: Why can't I see the Call Participant(s) Now button in SmartMeet?**

A: In order to add participants to an ongoing meeting by calling them directly, your Reservationless-Plus account must be enabled with dial-out. Please contact your sales representative or customer support to enable this feature.

## Starting and Joining a Meeting

### Q: How do I know which account is being used?

A: On the Home screen, the active account is displayed in the account selector below the SmartMeet logo as Selected Account.

### Q: Why do I see Join Meeting as the only option on my Home screen?

A: Join Meeting is the only option if you do not have an account or haven't added an account, yet. To add an account, from the Home screen, open the account selector (by swiping down), tap **Add Meeting Account** and follow the procedures.

### Q: How do I join a meeting as a participant?

A: After selecting **Join Meeting** from the Home screen, you have the option to select a meeting profile to join from your Favourites, History or you may choose to add a new favourite. Alternatively, by tapping the invite URL sent in your email or SMS invitation, you will be automatically connected to the specified meeting.

### Q: How do I start a meeting as a leader/moderator?

A: To start a meeting, select **Start Meeting** from the Home screen, confirm your Call Me or dial-in number and tap **Start Meeting Now**. Depending on your settings, you will receive a call on your Call Me number or be dialed into your meeting using your dial-in number.

### Q: Why can I not start a meeting in SmartMeet?

A: To schedule, start and host meetings through SmartMeet, a Reservationless-Plus account is required.

## Call Management

### Q: How do I identify if participants are connected to my meeting?

A: Individual meeting participants are identified by an avatar in the SmartMeet app.

### Q: Can I change the avatar image for myself or other participants?

A: This functionality is not yet supported, but will be available in future releases of SmartMeet. However, if a participant is listed in your native device contact list with a photo, it will appear in SmartMeet.

### Q: How can I change the display name in SmartMeet?

A: To change the display name, tap the avatar of the desired moderator/participant and on the following screen, tap **Rename Participant**. When complete, tap **Done** and the new name will show (Avatar → Rename Participant → Done).

### Q: Can anyone rename a participant?

A: Only the leader/moderator can rename anyone. The participant can only rename themselves.

### Q: Can a participant rename themselves after a moderator has changed their name?

A: Yes. Multiple renames are possible during an ongoing meeting.

### Q: Does an in-meeting rename remain across all future meetings?

A: The rename is only for the ongoing meeting. To permanently change your name, it must be edited in the SmartMeet settings.

**Q: What do the icons next to the names of the participants mean?**

A: Below are the visible icons and their descriptions:

-  • Monitor Icon – The participant is only connected to the web portion of the meeting.
-  • Phone Icon – The participant is only connected to the audio portion of the meeting.
- NO monitor or phone icons – The participant is connected to both the audio and web portions of the meeting.
-  • Mute Icon – The participant is currently muted.

**Q: Does SmartMeet support sub-conferences/breakout rooms?**

A: No. SmartMeet does not support sub-conferences. We are working to support other Reservationless-Plus features in the near future.

**Q: Does SmartMeet support a chat feature?**

A: Yes. When enabled, chat is available between a leader/moderator and all participants, a leader/moderator and select participants and/or participants and select participants.

**Q: Does the SmartMeet chat feature require a conferencing account?**

A: Yes. SmartMeet requires a chat enabled moderator account.

**Q: What does the Record button do?**

A: Record is a function available for leaders/moderators allowing you to start and stop an audio recording of your meeting. Regular recording charges will apply and the recording archives are accessible via TCC Online or Conference Manager.

**Q: What does the Lock and Unlock button do?**

A: When a meeting is locked, no additional participants may dial into your call. This is helpful to ensure security of your meeting or to avoid overlapping. If you have the Waiting Room feature on your account, participants who dial in while a meeting is locked will be kept in the waiting room.

**Q: Who can see who is in the SmartMeet waiting room?**

A: Only the leader/moderator is able to see who is in the waiting room.

**Q: How do I end my meeting?**

A: To end a meeting, select the red phone icon in the upper right hand of the screen and disconnect all participants or select the standard hang-up function on your smartphone to drop your line.

**Q: What is the difference between End Meeting and Hang Up?**

A: End Meeting disconnects everyone in the call. Hang Up only disconnects your individual line. If Auto Continuation or Leader Grace Period is enabled, your participants will not be automatically disconnected for a certain amount of time based on your account settings.

**Q: How do I improve the sound quality of my call?**

A: As a leader/moderator, you may use the mute/unmute functionality in order to mute participants and minimise background noise during your meeting. Please call customer service if sound quality issues persist.

**Q: What happens if my VoIP connection fails?**

A: The auto-reconnect feature will be supported in case an online connection is interrupted for a short time period; the user moves between different wireless networks or the user switches from wireless to carrier service.

**Q: What should I do if I am disconnected from a meeting?**

A: If disconnected from a meeting, you will need to re-join the call via Call Me or Dial-In. Please call customer service if the problem persists.