User's Manual

AudioCodes Continuous Enterprise Productivity Powered by Voice.AI

Meeting Insights

meetinginsights

audiocodes

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Related Documentation

Document
Meeting Insights Administrator's Manual
Meeting Insights Release Notes
Meeting Insights Administrator's Manual
Meeting Insights Release Notes

Document Revision Record

LTRT	Description
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12708	Updated to online version and Microsoft Teams.
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12905	Release Notes added
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LTRT	Description
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12909	Dedicated AI-generated Outline; Q&A recap; Issues & Solutions recap; recap edit, delete, and email icons; sending recap by email; email notification options; Miscellaneous UI
12910	Local recordings removed
12911	Initial "NexGEN" Meeting Insights

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1 Welcome

AudioCodes Meeting Insights is an AI-powered enterprise solution that enables users to record any meeting-generated content (audio and video), and automatically creates meeting minutes for Microsoft Teams meetings.

Meeting Insights records, transcribes, and organizes all aspects of online meetings. It provides a centralized company platform for all meetings, webinars and conference calls, making them easily shareable across the organization. It shifts the focus from individual access to meeting content, to a company-wide approach, aiding informed decision-making.

During the meeting, Meeting Insights in-meeting voice assistant “Mia” logs all notes, action items, decisions and a summary, while allowing you to highlight specific areas in the meeting with one click so that you can easily locate them after the meeting. Meeting Insights provides regular recording options, enabling you to pause and resume recording anytime during the meeting.

Once the meeting recording has ended, you can use Meeting Insights feature-rich and flexible web-based management tool to manage and edit the meeting recording. This includes publishing and sharing the meeting recording so that all participants and optionally, all or specific contacts in your organization can also view it even if they weren't present (or invited), and editing the slide presentation (add, replace or delete slides).

For more information on Meeting Insights, go to AudioCodes website.

Meeting Insights User Account Profiles

The account profile determines the level of privileges in Meeting Insights for each Meeting Insights user. The profile is determined by your organization's Administrator for Meeting Insights.

Your account profile can be one of the following:

- **"Meeting Insights":** This profile provides full privileges to all functionality offered by Meeting Insights.
- **"Minutes":** This profile provides limited privileges to Meeting Insights functionality. These users have the following privileges only:
  - Initiate meeting recordings or join meeting recordings set up by other users, if invited. If this profile user initiates the meeting recording and invites Mia to join, Meeting Insights records the audio of the participants if this feature is enabled for the user by the Administrator; otherwise, the user can only add meeting recap items.
  - View and add recap items (e.g., notes) during or after meeting recordings.
  - Edit the subject name of this user's meeting recordings.
  - Listen to or record audio of meeting recordings, if allowed by the Administrator. This user profile cannot view (play) the presentation of meeting recordings. To check if your

Administrator has provided you with audio privileges, see the 'Audio' field in Viewing Account Information on page 23.

All other functionality offered by Meeting Insights that are not listed above are blocked to these users.

You can view your account's profile in Meeting Insights, as described in Viewing Account Information on page 23.

- If your Administrator changes your profile from "Minutes" to "Meeting Insights", all meeting recordings done under your "Minutes" profile, still remain with your "Minutes" profile privileges.
- If your Administrator changes your profile from "Meeting Insights" to "Minutes", all meeting recordings done under your "Meeting Insights" profile, still remain with your "Meeting Insights" profile privileges (i.e., you still have full Meeting Insights privileges for these specific meeting recordings).

Meeting Recording User Types

Before you begin, it's important to familiarize yourself with the different types of users for meeting recordings:

User	Description
Owner	An Owner is the person that organized the meeting. The Owner has full privileges over the meeting recording (e.g., view, edit, delete, and publish).
Representative	A Representative is a person that has the same privileges (full) as the Owner, for all the Owner's meeting recordings. A Representative is defined by the Owner, as described in Adding a Representative.
Co-owner	A Co-owner is a person that has the same privileges (full) as the Owner, for a specific meeting recording. A Co-owner is defined by any of the following ways: ■ Assigned by the Owner (or Representative) with full privileges ("Can edit") for the specific meeting recording (see Assigning Privileges to Participants on page 151). ■ Added as a co-organizer when creating the invitation for the specific Teams meeting.
Participant	A Participant is a person that was either: ■ Invited to the meeting recording and joined it. ■ Added to the participant list after the meeting

User	Description
	recording. Participants can only do the following: ■ View (play) the meeting recording (if published by Owner). ■ Add notes to the meeting recording. ■ Assign tags to the meeting recording. To manage participants, see Managing Participants on page 149. **Note:** Your Meeting Insights Administrator can give you full editing permissions to all meeting recordings to which you're invited as a participant. To check if you've been given such permissions, see the 'Auto Can Edit' field on the Settings page, as described in Viewing Account Information on page 23.
Viewer	A Viewer is a person that was either: ■ Invited to the meeting recording, but didn't join. ■ Not invited to the meeting recording, but the published meeting recording was shared with the person. Viewers can only do the following: ■ View (play) the meeting recording. ■ Add notes to the meeting recording. ■ Assign tags to the meeting recording. **Note:** The Owner can make change a Viewer into a Co-owner for a meeting recording.

2 Meeting Insights Platforms

Meeting Insights provides you with the following management platform options:

- **Meeting Insights Web-based management interface**: This platform offers you all Meeting Insights feature-rich capabilities for managing meeting recordings. For more information, see Meeting Insights Web-based Management Tool below.
- **Meeting Insights app, embedded in your Microsoft Teams desktop client**: This platform offers you limited, but important capabilities. For more information, see Meeting Insights App for Microsoft Teams Desktop Client on page 7.
- **Meeting Insights app, embedded in your Microsoft Teams client for mobile phones**: This platform offers you limited, but important capabilities. For more information, see Meeting Insights App for Microsoft Teams Mobile on page 11.

Meeting Insights Web-based Management Tool

Meeting Insights web-based management tool provides full management capabilities of your meeting recordings.

- The Meeting Insights web-based management tool has been successfully tested on Google Chrome and Microsoft Edge web browsers.
- The web-based management tool and the Meeting Insights app for your Teams client provide similar functionality. The web-based management tool offers the following main features that are not provided by Meeting Insights Teams app:
  - ✓ Importing meeting recordings created by third-party programs (see Importing Meeting Recordings Created by Third-Party Programs on page 163).
  - ✓ General Meeting Insights settings (see General Settings on page 23).

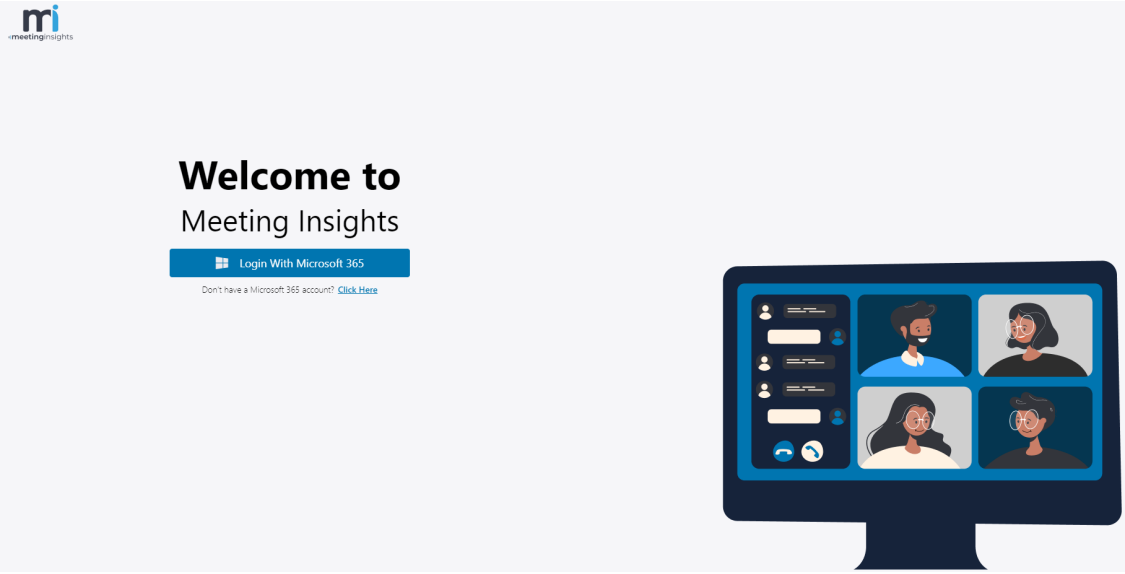
Logging in

Logging in to Meeting Insights web-based management tool is done using your Microsoft 356 account that you use at your organization.

Currently, Meeting Insights web-based management tool is supported by Google Chrome only.

➢ **To log in to Meeting Insights web-based management tool:**

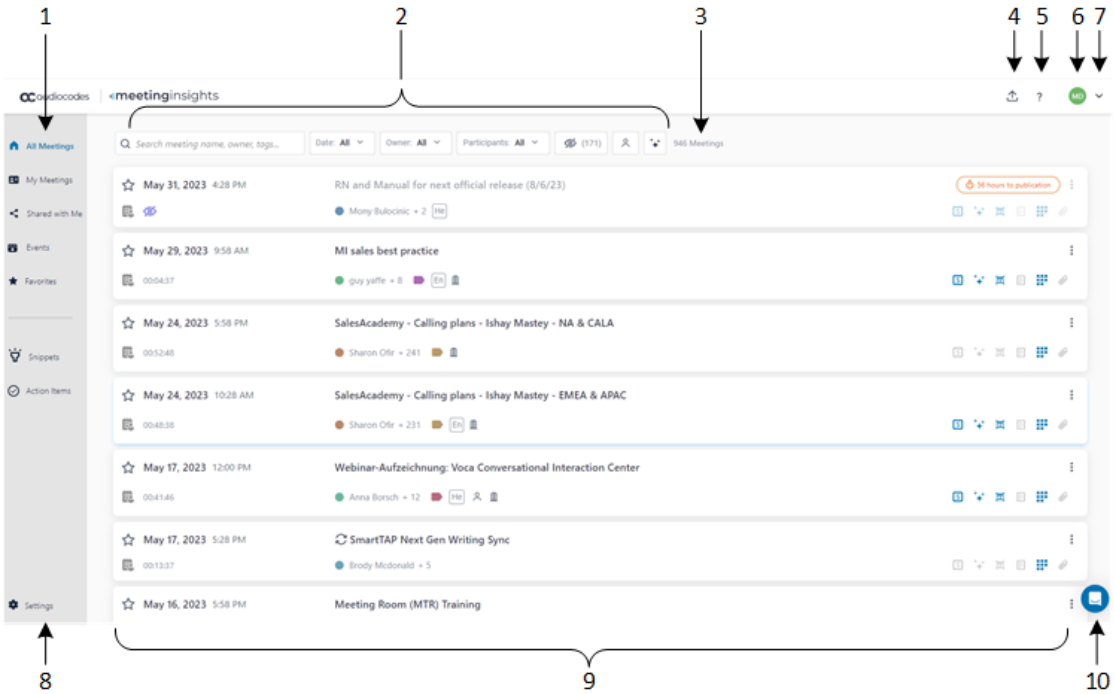
1. In your web browser, go to the URL of your organization's Meeting Insights web interface (e.g., https://online.meetinginsights.abc.com/ui/office-365-login/login-page.php):



2. Click **Login With Microsoft 365**.
3. Select your Microsoft 365 account, enter your password, and then click **Sign in**; you're signed in to your Microsoft 365 account and Meeting Insights web-based management interface opens, displaying the **All Meetings** page (Home page), as described in Viewing Meeting Recordings List on page 65.

Getting Started with the Web GUI

The following figure displays the areas of the web-based management tool:



Item #	
1	Navigation pane: ■ **All Meetings:** Displays meeting recordings where you're the Owner or were a participant, as well as meeting recordings that were shared with you (if you were a participant or not). ■ **My Meetings:** Displays meeting recordings where you're the Owner or were a participant. ■ **Shared with Me:** Displays meeting recordings that you were not invited to, but that were shared with you. ■ **Events:** Displays meeting recordings that were shared with everyone in your organization. ■ **Favorites:** Displays meeting recordings that you marked as favorites. ■ **Snippets:** Displays snippets. For more information, see Managing Snippets on page 104. ■ **Action items:** Displays action items - those that others assigned to you and those that you assigned to others and yourself. For more information, see Managing Action Items on page 88.
2	Search field and filters for searching and filtering the list of meeting recordings.
3	Displays the number of listed meeting recordings.
4	The icon allows you to import meeting recordings created by third-party programs (see Importing Meeting Recordings Created by Third-Party Programs on page 163).
5	The ? icon displays options for getting help on Meeting Insights (see Getting Help on page 168).
6	Your Meeting Insights profile account picture.
7	Drop-down menu containing commands for defining global Meeting Insights settings (see General Settings on page 23) and for logging out of Meeting Insights (see Logging Out on the next page).
8	The **Settings** icon allows you define global Meeting Insights settings (see General Settings on page 23).

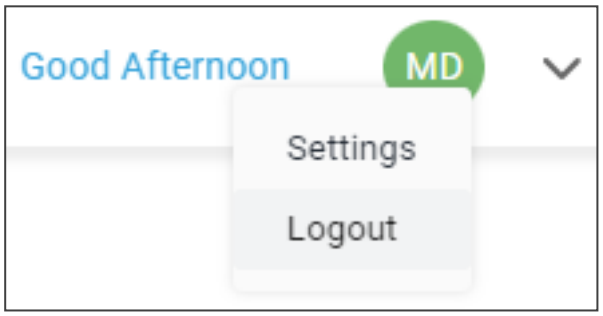
Item #	
9	Meeting recordings list (see Viewing Meeting Recordings List on page 65).
10	Help chat bot for getting help (see Using the Help Bot on page 168).

Logging Out

For security, it's recommended that you log out of Meeting Insights whenever you finish working with Meeting Insights.

➢ **To log out of Meeting Insights:**

1. Click the arrow located in the top-right corner of the window next to your profile icon, and then from the drop-down list, choose **Logout**:



A confirmation message box appears.

2. Click **Yes**.

Meeting Insights App for Microsoft Teams Desktop Client

You can use Meeting Insights within your Microsoft Teams desktop client, by adding the Meeting Insights app to Teams.

The Meeting Insights app for Teams desktop client and the Meeting Insights web-based management tool provide almost identical functionality.

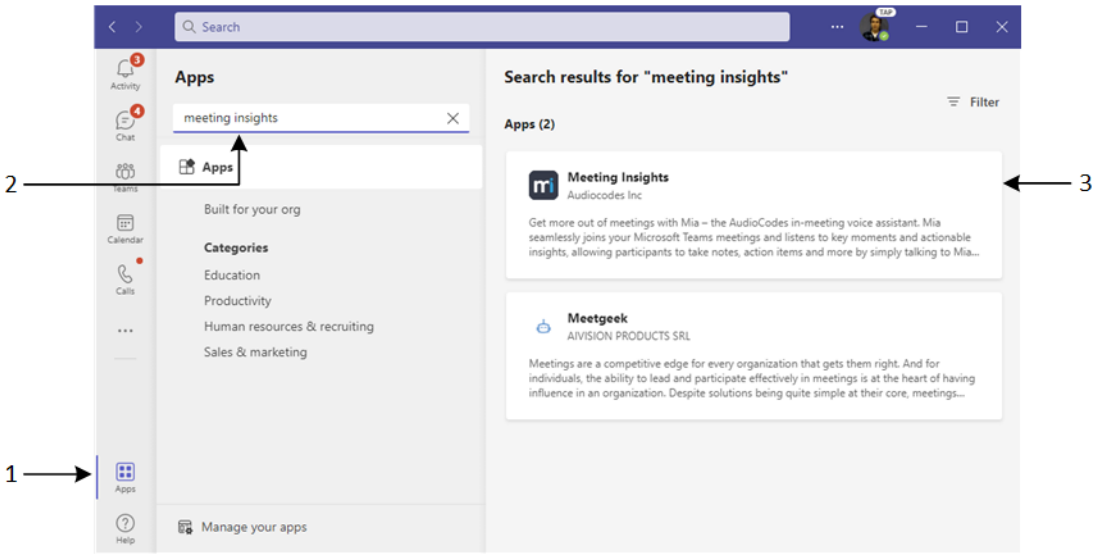
Adding Meeting Insights App to Teams Desktop Client

To integrate Meeting Insights with Teams, you need to add the Meeting Insights app to your Teams client. Accessing Meeting Insights through Teams is done using single sign-on (SSO) authentication, whereby you're automatically logged in to your Meeting Insights account (using the same credentials as your Microsoft Office 365 account).

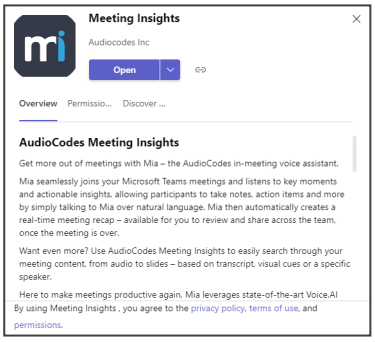
The Meeting Insights app is not available for participants that are outside of your organization.

➢ To add Meeting Insights app to Teams:

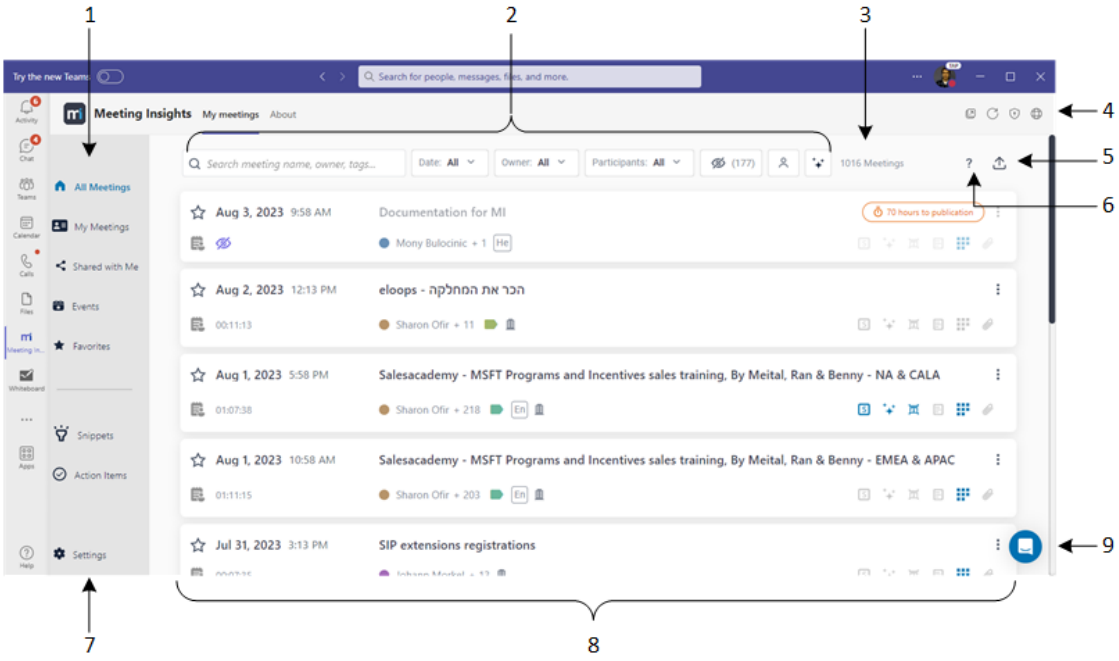
1. On your Teams client side panel, click **Apps** (#1 in figure), and then search for AudioCodes' Meeting Insights app (#2 in figure):



2. Click the **Meeting Insights** app (#3 in above figure); the following dialog box appears:



3. Click **Open**; the Meeting Insights app is added to your Teams client side panel and you're automatically logged in to your Meeting Insights account, displaying the Home page, which lists all meeting recordings where you were the owner or a participant as well as meeting recordings that were shared with you:



Item #	
1	Navigation pane: ■ **All Meetings:** Displays meeting recordings where you're the Owner or were a participant, as well as meeting recordings that were shared with you (if you were a participant or not). ■ **My Meetings:** Displays meeting recordings where you're the Owner or were a participant. ■ **Shared with Me:** Displays meeting recordings that you were not invited to, but that were shared with you. ■ **Events:** Displays meeting recordings that were shared with everyone in your organization. ■ **Favorites:** Displays meeting recordings that you marked as favorites. ■ **Snippets:** Displays snippets. For more information, see Managing Snippets on page 104. ■ **Action items:** Displays action items - those that others assigned to you and those that you assigned to others and yourself. For more information, see Managing Action Items on page 88.
2	Search field and filters for searching and filtering the list of meeting recordings.

Item #	
3	Displays the number of listed meeting recordings.
4	Toolbar icons: ■ : Displays Meeting Insights in a pop-out window (see Viewing Meeting Insights App in Pop-Out Window below). ■ : Refreshes Meeting Insights display (see Refreshing Meeting Insights Display on the next page). ■ : Opens the Meeting Insights web interface in your web browser (see Opening Meeting Insights Web Interface from Teams App on the next page).
5	The icon allows you to import meeting recordings created by third-party programs (see Importing Meeting Recordings Created by Third-Party Programs on page 163).
6	The ? icon displays options for getting help on Meeting Insights (see Getting Help on page 168).
7	The **Settings** icon allows you define global Meeting Insights settings (see General Settings on page 23).
8	List of meeting recordings (see Viewing Meeting Recordings List on page 65).
9	Chat bot assistance (see Using the Help Bot on page 168).

Viewing Meeting Insights App in Pop-Out Window

You can view the Meeting Insights app in a pop-out window instead of within your Teams client window. This may be useful if you want to work in parallel with your Teams client (e.g., send chat messages and call people) and Meeting Insights.

➢ **To view Meeting Insights app in a pop-out window:**

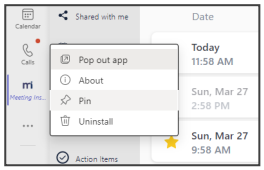
- In the top-right corner of the window, click the **Pop out app** icon.

Pinning Meeting Insights App to Teams

You can pin the Meeting Insights app to the Teams side panel so that it will always appear on the side panel whenever you open your Teams client. If you don't pin the app, you need to select the app using the ellipsis (three dots) button on the side panel each time you want to use the app.

➢ **To pin the app:**

1. Add the Meeting Insights app, as described in Adding Meeting Insights App to Teams Desktop Client on page 7.
2. Right-click the Meeting Insights app icon in the side panel, and then from the drop-down menu, choose **Pin**:



Refreshing Meeting Insights Display

On the toolbar of the Meeting Insights app, you can refresh (reload) Meeting Insights. When clicked, Meeting Insights reloads and you're navigated back to the home page (**All Meetings**). This may be useful, for example, if you have performed some search query in the home page and you want to view all the meeting recordings again instead of the search results.

➢ **To refresh Meeting Insights:**

- In the top-right corner of the window, click the **Reload** icon.

Opening Meeting Insights Web Interface from Teams App

You can easily open the Meeting Insights web-based interface in your browser from Meeting Insights in your Teams desktop client. This may be necessary if you want to perform operations that are only supported in the web interface.

➢ **To open Meeting Insights web interface from Teams:**

1. In the top-right corner of the window, click the **Go to website** icon; your web browser navigates to the URL of your organization's Meeting Insights.
2. Log in with your Microsoft 365 account's credentials that you use in your organization (as described in Logging in on page 4).

Meeting Insights App for Microsoft Teams Mobile

You can use the Meeting Insights app in your organization's Microsoft Teams client for mobile phones.

The Meeting Insights app for Teams mobile client allows you to do the following:

- Access the list of all meeting recordings (All Meetings) of your Meeting Insights account within Teams, play their videos, view recap and view and manage Action Items
- During a meeting recording:
  - View live updates of the meeting recap and add recap items

- View and add meeting recap items

- View completed meeting recordings through the Teams calendar

Teams Meeting Insights app and the web-based management tool provide similar functionality. However, the web-based management tool provides full functionality, offering the following main features that are not provided by the Meeting Insights app:

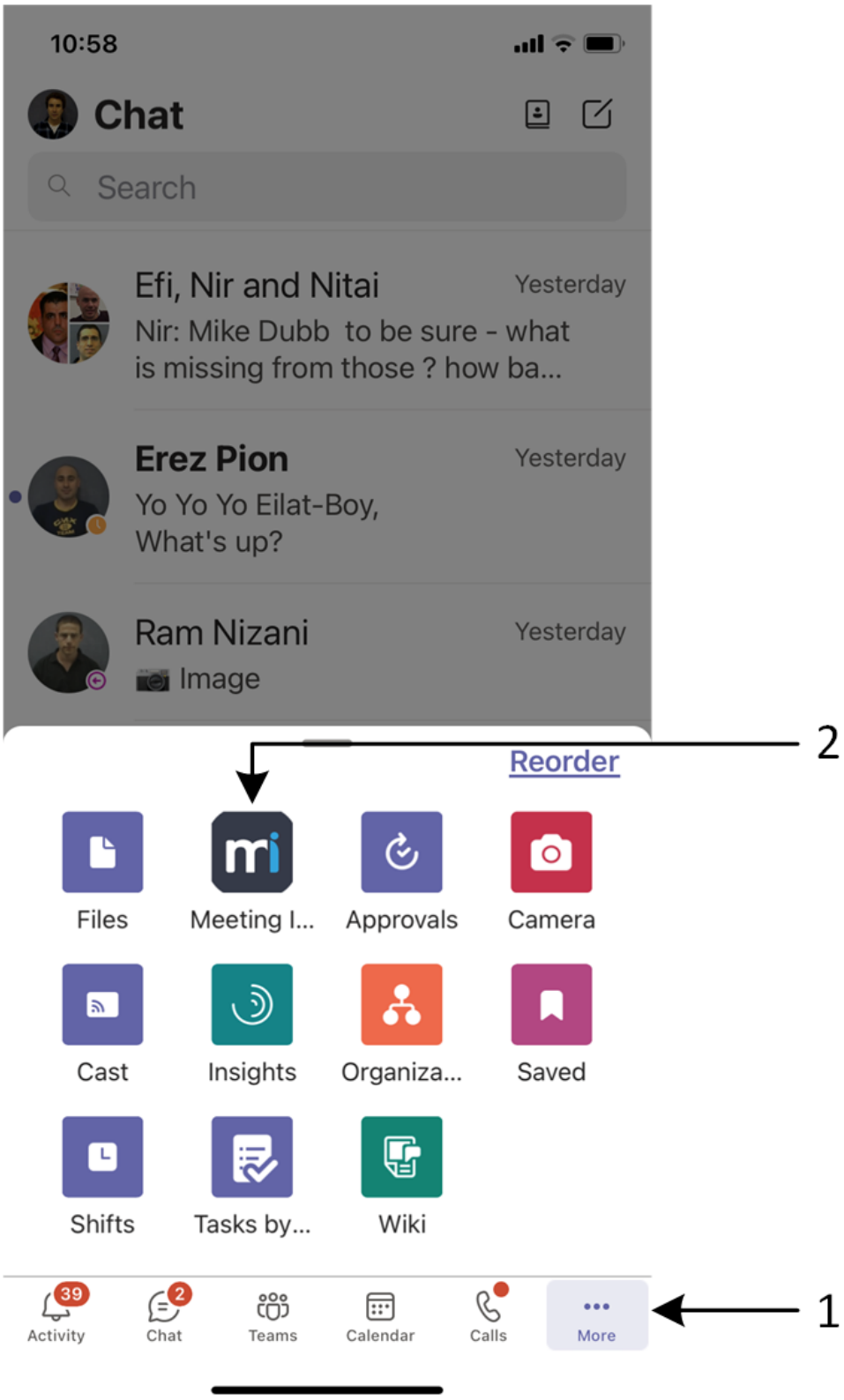
- Importing meeting recordings created by third-party programs (see Importing Meeting Recordings Created by Third-Party Programs on page 163).
- General Meeting Insights settings (see General Settings on page 23).

Adding Meeting Insights App to Teams Mobile Client

Before you can use Meeting Insights with your Teams mobile client, you need to add the Meeting Insights app to it.

➢ **To add Meeting Insights app to Teams mobile client:**

1. On your mobile phone, open the Teams app, and then sign in to your Microsoft Office 365 account that you use in your organization.
2. Tap the ellipsis **More** button (#1 in figure below), and then from the pop-up, tap the Meeting Insights icon (#2 in figure below):



Meeting Insights opens through Teams, using single sign-on (SSO) authentication (automatically logged in to your Meeting Insights account using the same credentials as your Microsoft Office 365 account).

Instead of always doing the above step, you can pin the Meeting Insights app to the app bar so that it's easier to locate. For more information, see Pinning Meeting Insights App for Easy Access below.

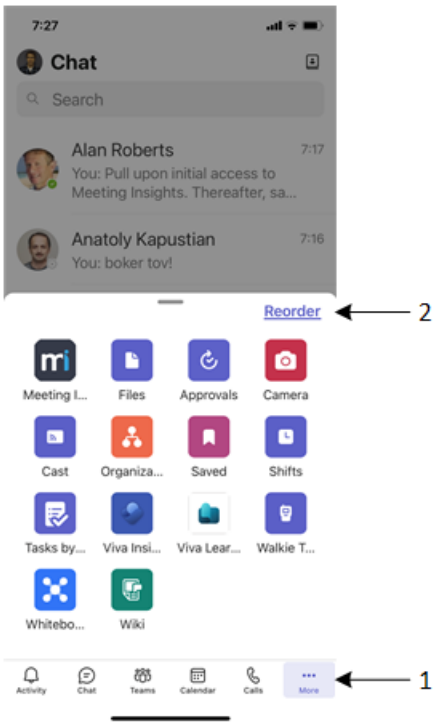
Pinning Meeting Insights App for Easy Access

You can pin the Meeting Insights app to the app bar located at the bottom of the Teams mobile client. This allows quick-and-easy access to Meeting Insights in your Teams mobile client.

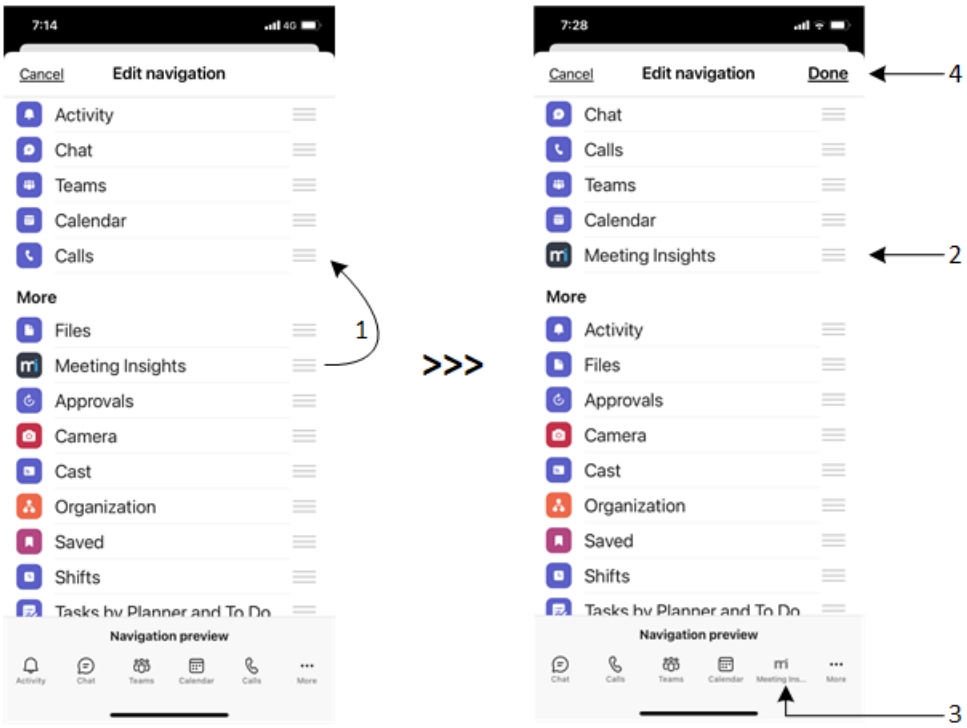
The procedure below uses the Teams mobile client for Apple. If your mobile device is based on a different operating system (e.g., Android), follow its instructions for performing the functionality described.

➢ To pin Meeting Insights app to Teams mobile:

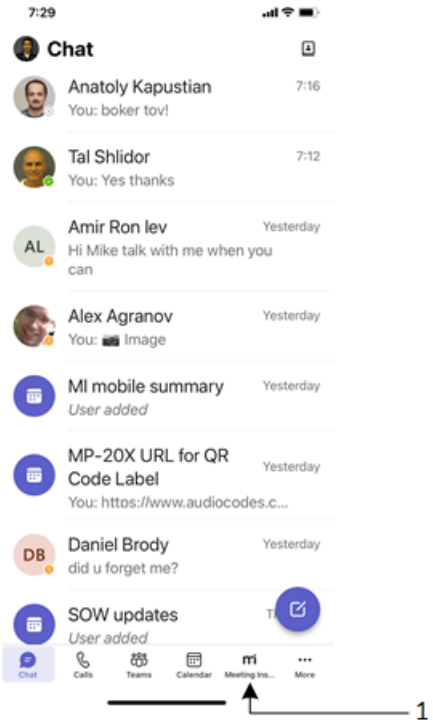
1. On your mobile phone, open the Teams app, and then sign in to your Microsoft Office 365 account that you use in your organization.
2. On the app bar, tap the **More** button (#1 in figure below), and then from the pop-up, tap **Reorder** (#2 in figure below) to open the Edit navigation pop-up:



3. Drag the three horizontal lines icon corresponding to the **Meeting Insights** app (#1 in figure below) to the area above the 'More' group (#2 in figure below). This group can contain up to five apps and therefore, when you drag the app into it, one of the other apps in this group automatically moves back into the 'More' group. The app bar shows a preview of your changes (#3 in figure below).

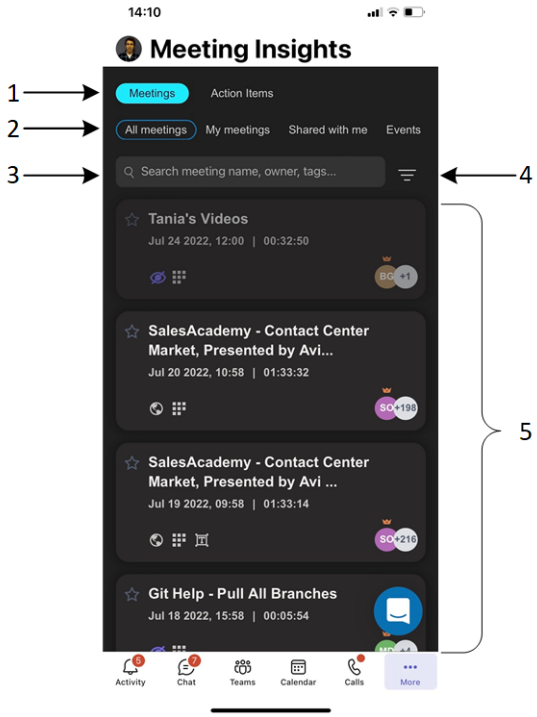


4. Tap **Done** (#4 in figure above); the **Meeting Insights** app is now always available on the app bar (#1 in figure below):

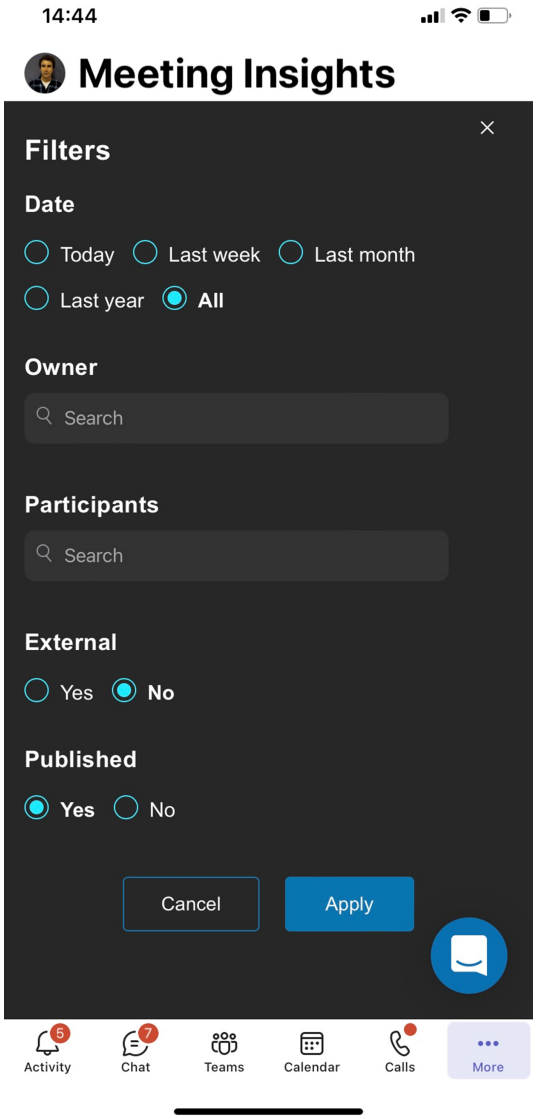


Viewing Meeting Recordings List on Mobile Client

Once you have added the Meeting Insights app to your Teams client (see Adding Meeting Insights App to Teams Mobile Client on page 12), the main Meeting Insights screen is displayed:



Item #	Description
1	Top navigation menu: ■ **Meetings:** Displays the list of meeting recordings. ■ **Action Items:** Displays actions items assigned by you or assigned to you.
2	If you tap **Meetings** (see #1 in figure), a toolbar appears that provides commands for filtering the meeting recordings list: ■ **All Meetings:** Displays all meetings where you're the Owner or a participant, or meetings that were shared with you. ■ **My Meetings:** Displays all meetings where your are the Owner or a participant. ■ **Shared with Me:** Displays all meetings that were shared with you. ■ **Events:** Displays all meetings in your organization that were shared with everyone in your organization. ■ **Favorites:** Displays all meetings that you tagged as favorites.
3	Search field for searching meeting recordings by any string (e.g., meeting name, tag, or owner).
4	If you tap the pyramid icon, the Filters screen appears, providing advanced filters for the meeting recordings list. This includes filtering by date, owner, participants, shared outside of your organization or within your organization, and published or not published:

Item #	Description
	
5	List of meeting recordings according to the type of meeting recording chosen (see #1 above). Each meeting recording is displayed with the following: ■ ☆ : Indicates if the meeting recoding is tagged as one of your favorites. To tag it as a favorite, simply tap the star icon. ■ Meeting name. ■ Date and time of meeting. ■ Duration of meeting. ■ Avatar of Owner and participants. ■ (Optional) Icons indicating various information:

Item #	Description
	- the meeting recording has yet to be published. - the meeting recording has been shared with everyone in your organization. - Meeting Insights created slides for the meeting recording (i.e., media was presented during the meeting). - a summary recap was added to the meeting recording. - the meeting recording has an attached file(s). - the meeting recording has AI-generated summary, outline, and action items. - a transcription (speech to text) was done for the meeting recording.

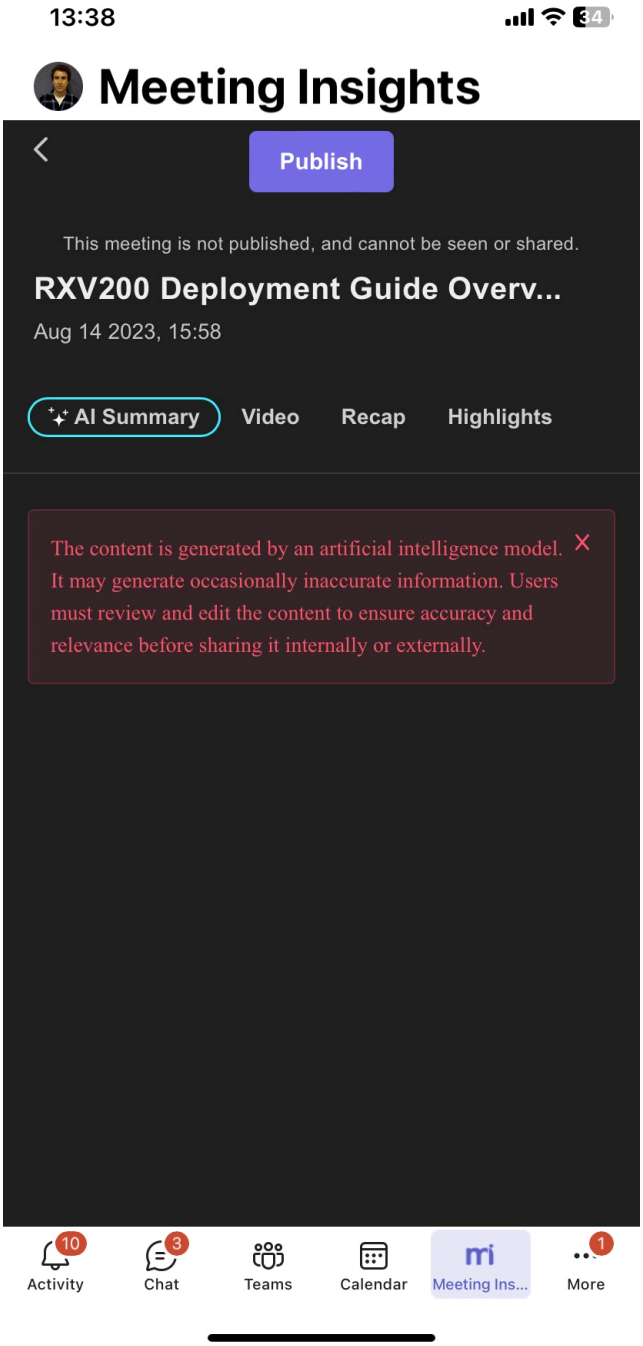
Publishing a Meeting Recording

Only when you publish a meeting recording can its participants view it in their Meeting Insights account.

- By default, Meeting Insights automatically publishes your meeting recording when it ends. You can change this to manually publish meeting recordings or to have Meeting Insights automatically publish your meeting recordings after three days (see Configuring Preferences on page 28).
- You can configure Meeting Insights to send you a weekly email, listing all your meeting recordings that haven't been published (see Subscribing to Email Notifications on page 28).

➢ **To publish a meeting recording:**

1. In the home screen listing all the meeting recordings (see Viewing Meeting Recordings List on Mobile Client on page 15), tap the meeting recording that you want; the following appears:



2. Tap the **Publish** button; the meeting recording is published and the button is no longer displayed.

Viewing a Meeting Recording on Mobile Client

You can play the video of a recorded meeting and view its recap, highlights, and slides.

➢ **To view a meeting recording:**

1. In the home screen listing all the meeting recordings (see Viewing Meeting Recordings List on Mobile Client on page 15), tap the meeting recording that you want; the following

appears:

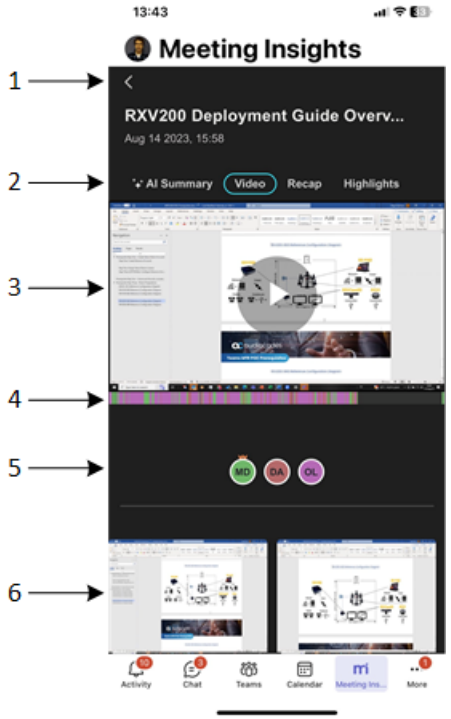


Figure Item #	Description
1	To return to the home screen listing all the meeting recordings, tap the left-pointing arrow located in the top-left corner of the screen. If the meeting recording has not been published, the **Publish** button is displayed near the arrow. Click the button to publsh your meeting recording.
2	Menu bar: ■ **AI Summary:** Displays the AI-generated summary of the meeting recording. **Note:** You can only generate an AI-powered summary through the following Meeting insights platforms: web interface and Teams client desktop ■ **Video:** Displays the video of the meeting recording. ■ **Recap:** Displays the meeting recap and allows you to add recap. ■ **Highlights:** Displays highlights added to the meeting recording.
3	To play the video, tap the video.
4	Speakers bar for video.
5	Displays the Owner and participants of the meeting recording.

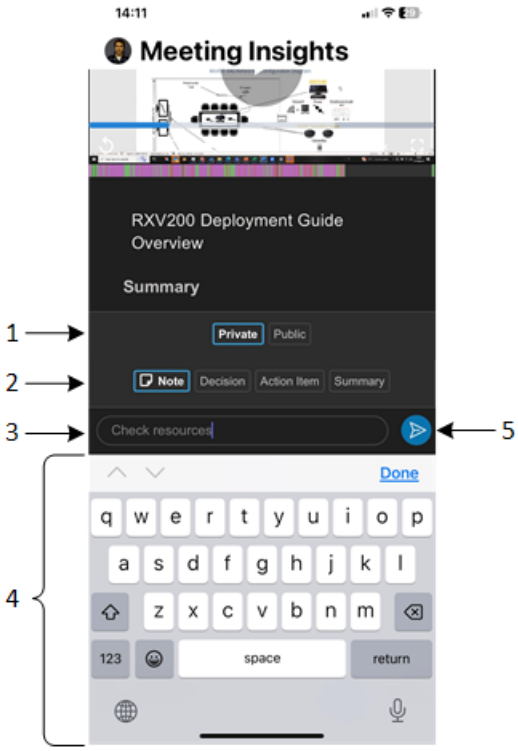
Figure Item #	Description
5	Displays the slides of the meeting recording. To navigate through the slides, swipe your finger left or right across the screen where the slides are displayed. To play the video from a specific slide, tap the slide.

Managing Recap of Meeting Recording

This section describes how to add, edit, copy, or delete a meeting recap.

➢ **To add, edit, copy, or delete a meeting recap:**

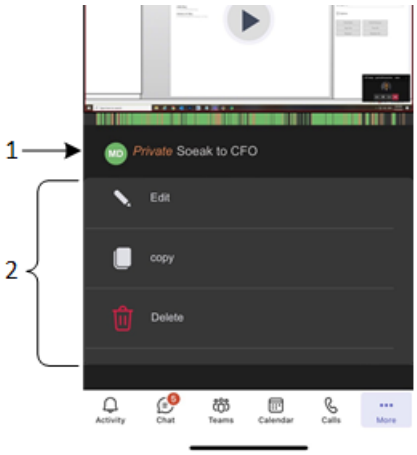
1. In the home screen listing all the meeting recordings (see Viewing Meeting Recordings List on Mobile Client on page 15), tap the meeting recording that you want.
2. Tap **Recap**; the recap is displayed below the video player (if exists).
3. Swipe up and down to view all recap items.
4. **To add a recap:**
   a. Tap the text box located at the bottom of the screen (#3 in figure); your smartphone's keyboard appears (#4 in figure).
   b. In the text box, type the text for the recap; a pop-up bar appears above the text box for selecting the type of recap.
   c. On the pop-up bar (#2 in figure), tap the type of recap that you want to add (**Note**, **Decision**, **Action Item**, or **Summary**).
      - If you're adding a note, make it private (only you can view) or public (all participants can view), by tapping **Private** or **Public**, respectively (#1 in figure).
      - If you're adding an action item, you can optionally assign it to someone and with a due date, by tapping **Assign to** and **Due date**, respectively.
   d. Tap the text box's arrow to add your recap (#5 in figure).



5. **To edit, copy, or delete a recap:**

   a. Tap the recap that you want (#1 in figure); a pop-up menu appears (#2 in figure).

   b. To edit, copy, or delete the recap, tap **Edit**, **Copy**, or **Delete**, respectively.



3 General Settings

You can define the following global settings for your Meeting Insights account:

- Viewing Account Information below
- Downloading Meeting Insights Add-in for Outlook on page 25
- Configuring Personal Tags on page 26
- Configuring Representative Users on page 27
- Subscribing to Email Notifications on page 28
- Configuring Preferences on page 28
- Viewing Voice-Activated Command Phrases on page 29

You can only configure general settings through the following Meeting Insights platforms:

- Web interface
- Teams desktop client

➢ **To access the Settings page:**

- From the Navigation pane, click **Settings**.

- or -

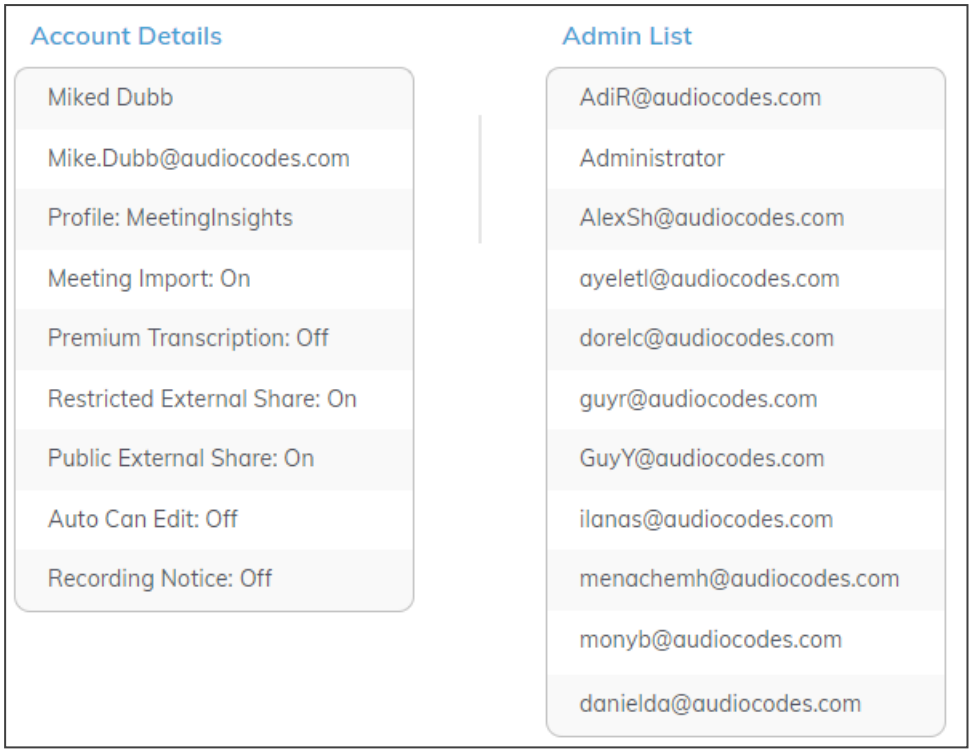
- In the top-right corner of the window, click the drop-down arrow next to your profile icon, and then choose **Settings**.

Viewing Account Information

The **My Account** tab lets you view your Meeting Insights account information and your organization's Administrators for Meeting Insights.

➢ **To view your account information and Meeting Insights' Administrators:**

1. Open the Settings page.
2. Select the **My Account** tab; the following appears:



The following table describes the information displayed on the page:

List	Description
Account Details	
<first line>	Your account name.
<email>	The email address associated with your account.
Profile	Your account profile type ("MeetingInsights" or "Minutes"), which determines your privileges in Meeting Insights. For more information, see Meeting Insights User Account Profiles on page 1.
Meeting Import	Indicates if your Meeting Insights Administrator has given you permission ("On" or "Off") to import a meeting recordings, as described in Importing Meeting Recordings Created by Third-Party Programs on page 163.
Audio	Indicates if your Meeting Insights Administrator has given you permission ("On" or "Off") to record audio in meeting recordings that you initiate. This field is applicable only if your account profile is "Minutes".
Premium Transcription	Indicates if your Meeting Insights Administrator has given you permission ("On" or "Off") to choose the Premium Transcription option for transcribing your meeting recording (see Creating a Transcription on page 112). This field is applicable only if your account profile is

List	Description
	"MeetingInsights".
Restricted External Share	Indicates if your Meeting Insights Administrator has given you permission ("On" or "Off") to share your meeting recordings with users from outside your organization that had joined the meeting.
Public External Share	Indicates if your Meeting Insights Administrator has given you permission ("On" or "Off") to share your meeting recordings with users from outside your organization, regardless of whether they had joined the meeting.
Auto Can Edit	Indicates if your Meeting Insights Administrator has given you full editing permission ("On" or "Off") to all meeting recordings that you're invited to (like being a representative of the owner of the meeting recording).
Recording Notice	Indicates if your Meeting Insights Administrator has enabled the feature ("On" or "Off") whereby your meeting recordings are recorded only when you (the Owner) are present at the meeting. When you leave the meeting, an audio message is played to all participants to notify that recording has stopped. When you join (or rejoin) the meeting, an audio message is played to all participants to notify that recording has started.
Admin List	
Displays email addresses of your organization's Administrators for Meeting Insights. This may be useful, for example, when you need help from an Administrator on performing a specific task in Meeting Insights.	

Downloading Meeting Insights Add-in for Outlook

If your Microsoft Outlook doesn't have the Meeting Insights add-in, you can download it, as described below.

➢ **To download Meeting Insights add-in for Outlook:**

1. Open the Settings page, and then select the **Outlook Add-In** tab.
2. Click **Download Outlook Add-in**; the add-in file ("outlookAddOn.zip") is downloaded to your PC.
3. Open the zip file, and then double-click *setup.exe*.

Configuring Personal Tags

Tags are useful for identifying and searching for meeting recordings. For example, you may want to tag all meeting recordings that concern employee salaries with a tag named "Finance". Once tagged, you can easily search for these meeting recordings in the meeting recordings list, by using the tag name "Finance" as the search filter ("tag: Finance").

To tag meeting recordings, you can use Meeting Insights default tags or your own user-defined tags. To add tags to your meeting recordings, see Managing Tags on page 129.

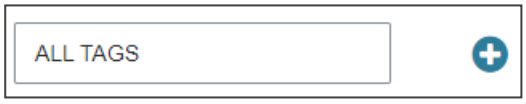
> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can view and use your personal tags.

Adding a Tag

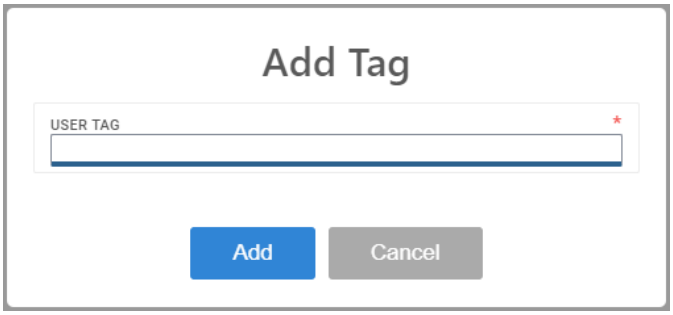
You can add personal tags, and then add them wherever you wish in your meeting recordings.

➢ **To add a tag:**

1. Open the Settings page, and then select the **Tags** tab; the following appears:



2. Click



3. In the 'User Tag' field, type a name for the tag, and then click **Add**; a confirmation message appears.
4. Click **OK**.

Deleting a Tag

You can delete any of your personal tags.

➢ **To delete a tag:**

1. Open the Settings page, and then select the **Tags** tab.
2. From the ALL TAGS drop-down list, select the tag that you want to delete.

3. Click ; a confirmation message appears.
4. Click **Remove** to delete.

Configuring Representative Users

A Representative user (also referred to as *Co-owner*) has the same privileges as you for **all** your meeting recordings (i.e., where you're the Owner). Everything you can do on your meeting recordings can also be done by your Representative.

Configuring representatives includes the following sections:

- Adding a Representative User below
- Deleting a Representative User on the next page

> When scheduling a meeting through Outlook Calendar (see Scheduling Meeting Recordings through Microsoft Outlook Calendar on page 33), you can make one of the invitees a representative (*co-organizer*).

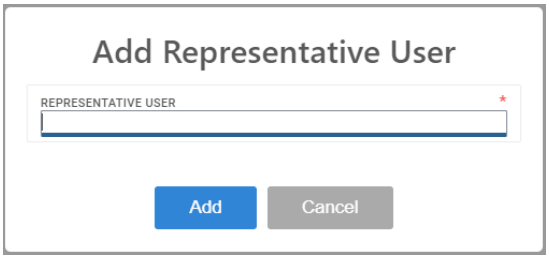
Adding a Representative User

You can select users to be your Co-owners, which gives them full privileges (view and edit) to all your meeting recordings.

➢ **To add a representative user:**

1. Open the Settings page, and then select the **Representatives** tab; the following appears:

2. Click ; the following dialog appears:



3. In the 'Representative User' field, start typing the user's name. As you type, a drop-down list offers you possible matches (names) to your currently typed letters. When the user's name appears in the list, select it.
4. Click **Add**; a confirmation message appears.

5. Click **OK**.

Deleting a Representative User

You can delete your Co-owner users. When you do, the user no longer has Co-owner privileges to your meeting recordings.

➢ **To delete a Co-owner:**

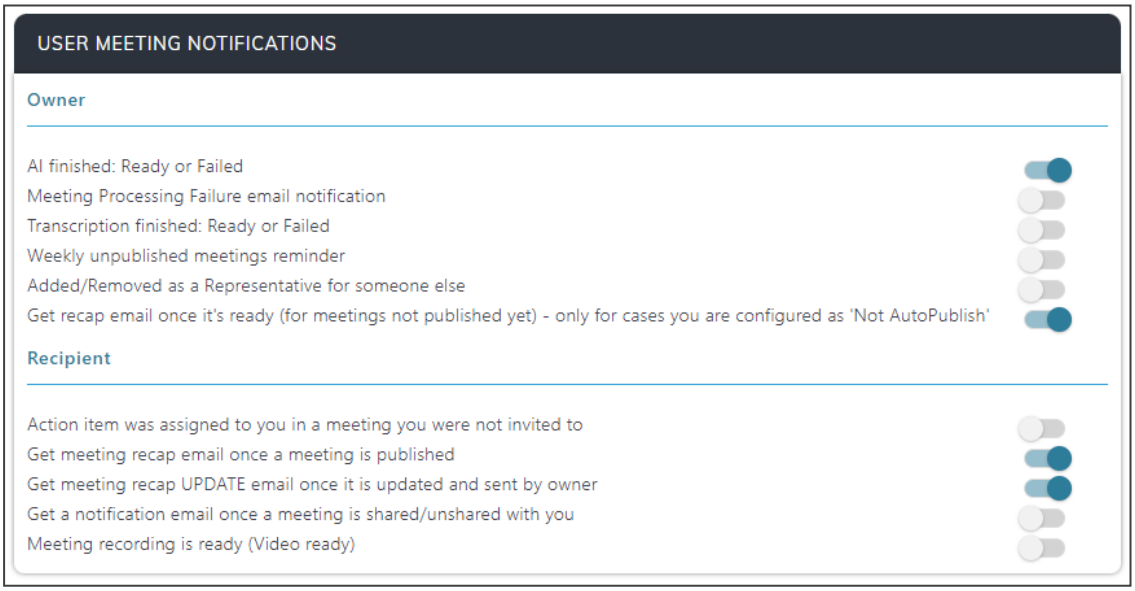
1. Open the Settings page, and then select the **Representatives** tab; a list of your Co-owners is displayed.
2. Click the icon corresponding to the Co-owner that you want to delete; a confirmation message appears.
3. Click **Remove** to delete.

Subscribing to Email Notifications

Meeting Insights sends you notifications by email to inform you of specific operations in Meeting Insights. By default, you're subscribed to many notifications.

➢ **To subscribe to notifications:**

1. Open the Settings page, and then select the **Notifications** tab; the following appears:



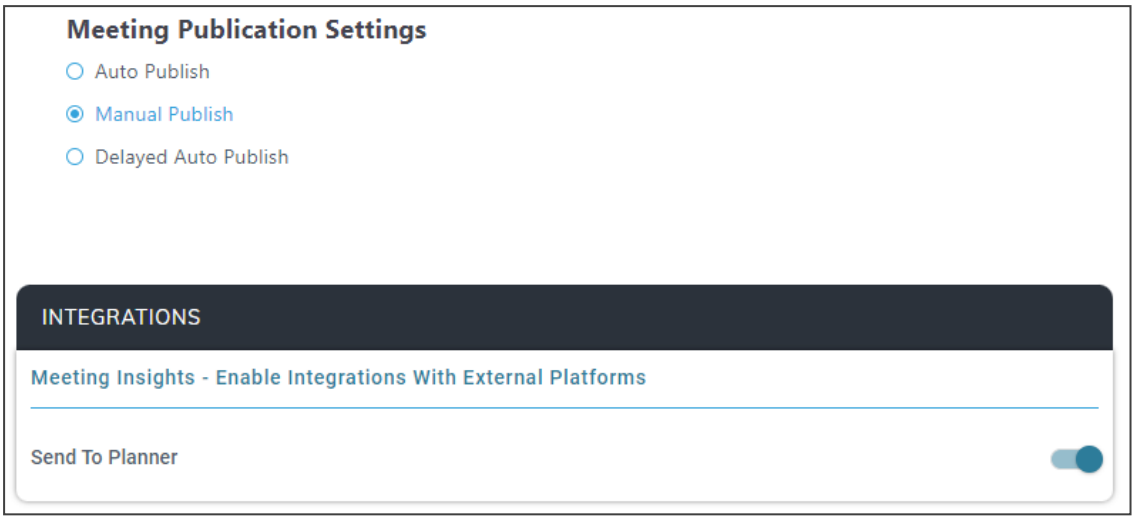
2. For each notification, click its corresponding toggle switch button to enable or disable the email notification type.

Configuring Preferences

The **Preferences** tab allows you to define certain preferences.

➢ **To configure global preferences:**

1. Open the Settings page, and then select the **Preferences** tab; the following appears:



2. Under **Meeting Publication Settings**, select one of the following publishing options:
   - **Auto Publish:** (Default) Meeting Insights automatically publishes your meeting recordings immediately after they end.
   - **Manual Publish:** To publish a meeting recording, you need to click the meeting recording's **Publish** button (see Publishing Meeting Recordings on page 80).
   - **Delayed Auto Publish:** Meeting Insights automatically publishes your meeting recordings three days after they end (if you haven't already published them manually).
3. Under **Integrations**, click the 'Send To Planner' toggle switch button to enable the integration of action items with Microsoft Planner. For sending action items to Planner, see Exporting Action Items to Microsoft Planner on page 90.

Viewing Voice-Activated Command Phrases

Meeting Insights provides a built-in, voice-activated assistant called "Mia", which lets you add Meeting Recap items (action items, notes, decisions, or a summary) during your meeting recordings, using your voice.

⚠ Voice-activated commands are applicable only to meeting recordings that are initiated (scheduled) through Microsoft Outlook Calendar with Teams.

To add Meeting Recap items, you need to say specific phrases that Mia recognizes. These phrases trigger Mia to start recording the specific Meeting Recap item and trigger Mia to end the recording when you have finished saying your Meeting Recap.

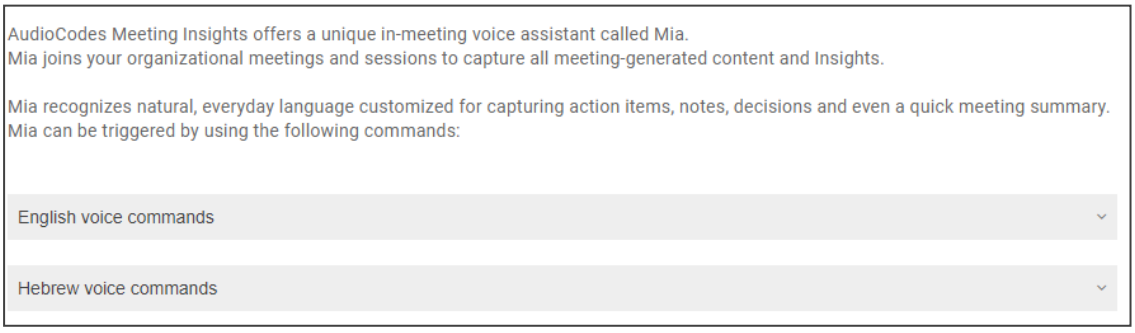
⚠ Mia's name is pronounced "Mee-ya".

Action	Phrases Recognized by Mia to Trigger Actions
English	
Action Items	"OK Mia, take [an] action item"
Notes	"OK Mia, take [a] note"
Decisions	"OK Mia, take [a] decision"
Summary	"OK Mia, take [a] summary"
End Recording	■ "Thank you Mia" ■ "Thanks Mia"
Hebrew	
Action Items	"אוקיי מיה תרשמי משימה"
Notes	"אוקיי מיה תרשמי הערה"
Decisions	"אוקיי מיה תרשמי החלטה"
Summary	"אוקיי מיה תרשמי סיכום"
End Recording	"תודה מיה"

The previously listed phrases recognized by Mia may slightly change between Meeting Insights updates. Therefore, it is recommended to view the latest supported phrases, as described in the following procedure:

➢ **To view supported phrases recognized by Mia:**

1. Open the Settings page, and then select the **Voice Commands** tab; ; the following appears:



2. Click the **English voice commands** or **Hebrew voice commands** to display the list of phrases in English or Hebrew, respectively.

4 Initiating a Meeting Recording

You can initiate a meeting recording by Meeting Insights, using any of the following methods:

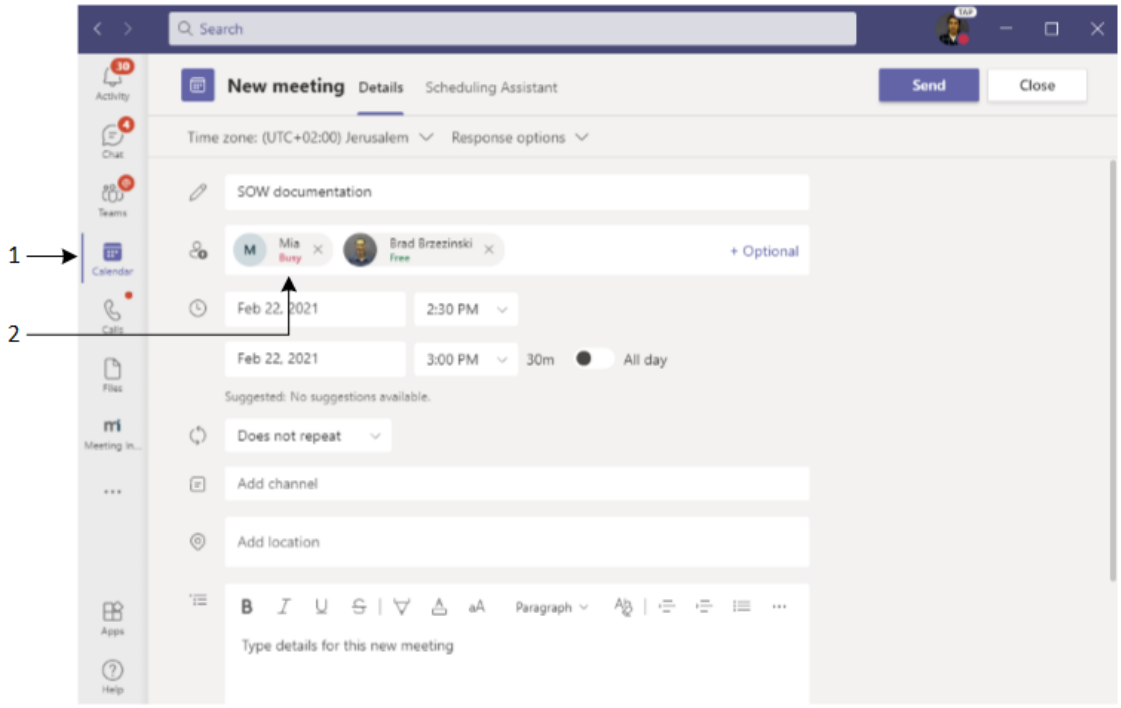
- Scheduling a Microsoft Teams meeting recording through Microsoft Teams Calendar (see Scheduling Meeting Recordings through Microsoft Teams Calendar below)
- Scheduling a Microsoft Teams meeting recording through Microsoft Outlook Calendar (see Scheduling Meeting Recordings through Microsoft Outlook Calendar on page 33)
- Adding Meeting Insights ad hoc at any time during a scheduled meeting (see Adding Meeting Insights Ad Hoc during Scheduled Meetings in Teams Desktop on page 35)

Scheduling Meeting Recordings through Microsoft Teams Calendar

Meeting Insights can also be used to record meetings that are scheduled through Microsoft Teams Calendar. A few minutes before a scheduled meeting starts, Meeting Insights automatically begins recording to avoid missing any audio or media content at the beginning of your meeting. When the meeting ends, Meeting Insights automatically stops recording and then processes the meeting recording.

➢ **To schedule a meeting recording through Teams Calendar:**

1. Open your Microsoft Teams client.
2. Click the **Calendar** button on the left side of the Teams client window, and then select **New meeting** in the top-right corner.
3. In addition to participants that you want to invite to the meeting, invite Meeting Insights by selecting "Mia".



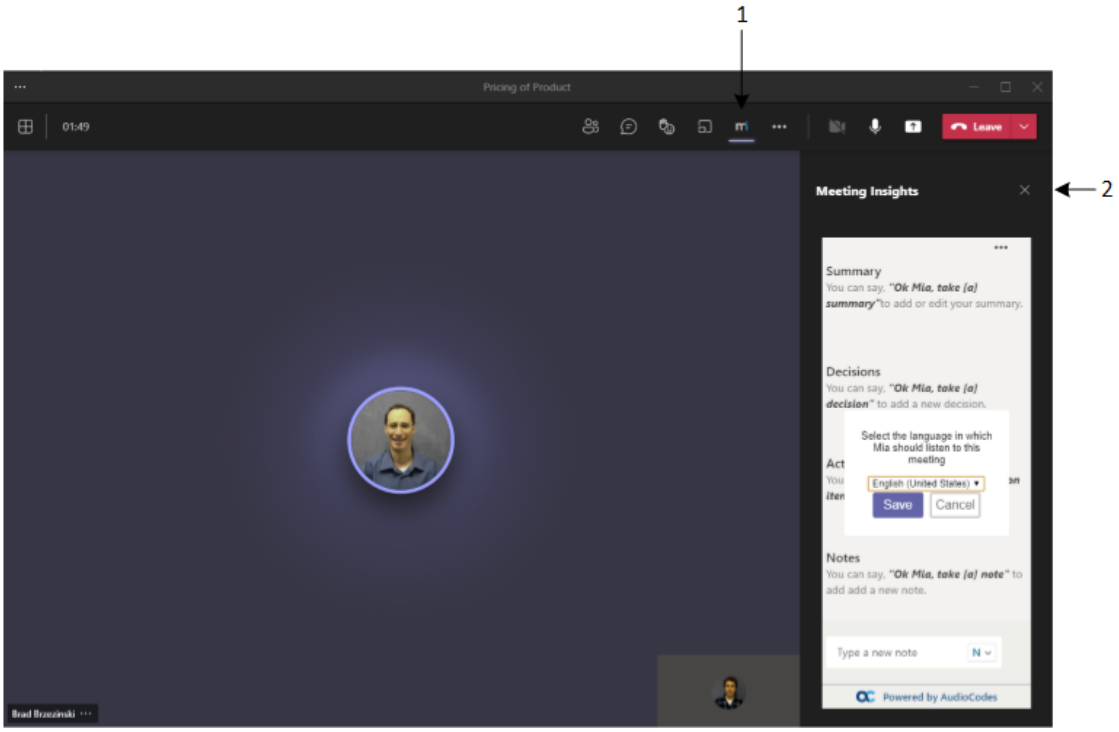
Legend:

1 = Calendar button

2 = Participant "Mia"

4. Fill out the other details for the meeting as desired, and then click **Send**.

When you join the scheduled meeting, the Meeting Insights logo (#1 in the figure below) appears on the toolbar of Teams meeting window. If you click the logo, the Meeting Insights panel (#2 in the figure below) opens in the window.



Scheduling Meeting Recordings through Microsoft Outlook Calendar

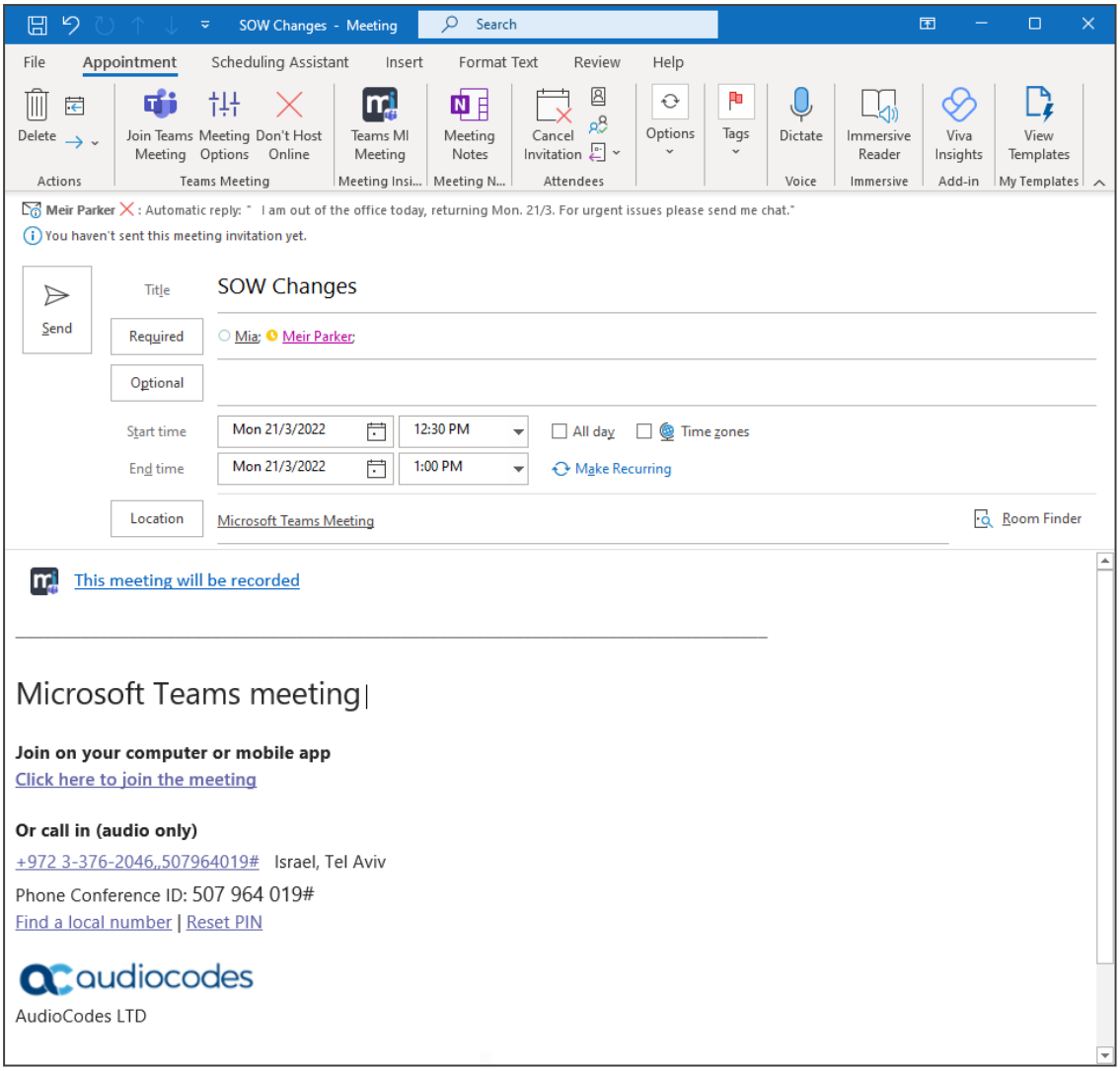
Meeting Insights is typically used to record meetings that are scheduled through Microsoft Outlook's Calendar. A few minutes before a scheduled Outlook meeting starts, Meeting Insights automatically begins recording so that it doesn't miss any audio or media content at the beginning of your meeting. When the meeting ends, Meeting Insights automatically stops recording and then processes the meeting recording.

For actions that you can do in Meeting Insights (Live Panel) during the meeting recording, see In-Meeting Actions using Meeting Insights Live Panel on page 57. For actions that you can do after the meeting recording, see Post-Meeting Actions on page 65.

➢ To schedule a meeting recording through Outlook Calendar:

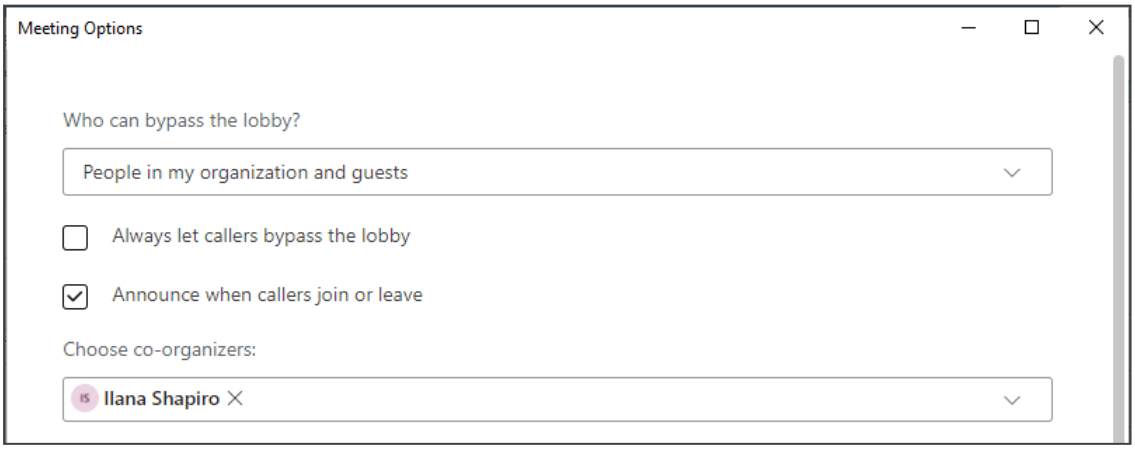
1. On your computer, start Microsoft Outlook.
2. Open Outlook's Calendar, select the **Home** tab, and then from the **New Items** drop-down menu, choose **Meeting** .
3. From the Appointment menu ribbon, click **Teams MI Meeting** ; the following occurs:
   - The 'Required' field automatically displays Meeting Insights' bot contact called "Mia".
   - The 'Location' field displays "Microsoft Teams Meeting", indicating that it's a Microsoft Teams meeting.
   - The message body displays "This meeting will be recorded" and a link to join the Teams meeting.

Instead of clicking the icon, you can manually invite Meeting Insights bot "Mia" in the 'Required' field.



4. Complete the meeting request as you would normally do (i.e., add attendees that you want to invite, type a subject for the meeting, and choose a date for the meeting).

5. If you want to make one of the invitees a representative (Co-owner) of the meeting, from the Appointment menu ribbon, click **Meeting Options** , from the 'Choose co-organizers' drop-down list, select the invitee, and then click **Save**:



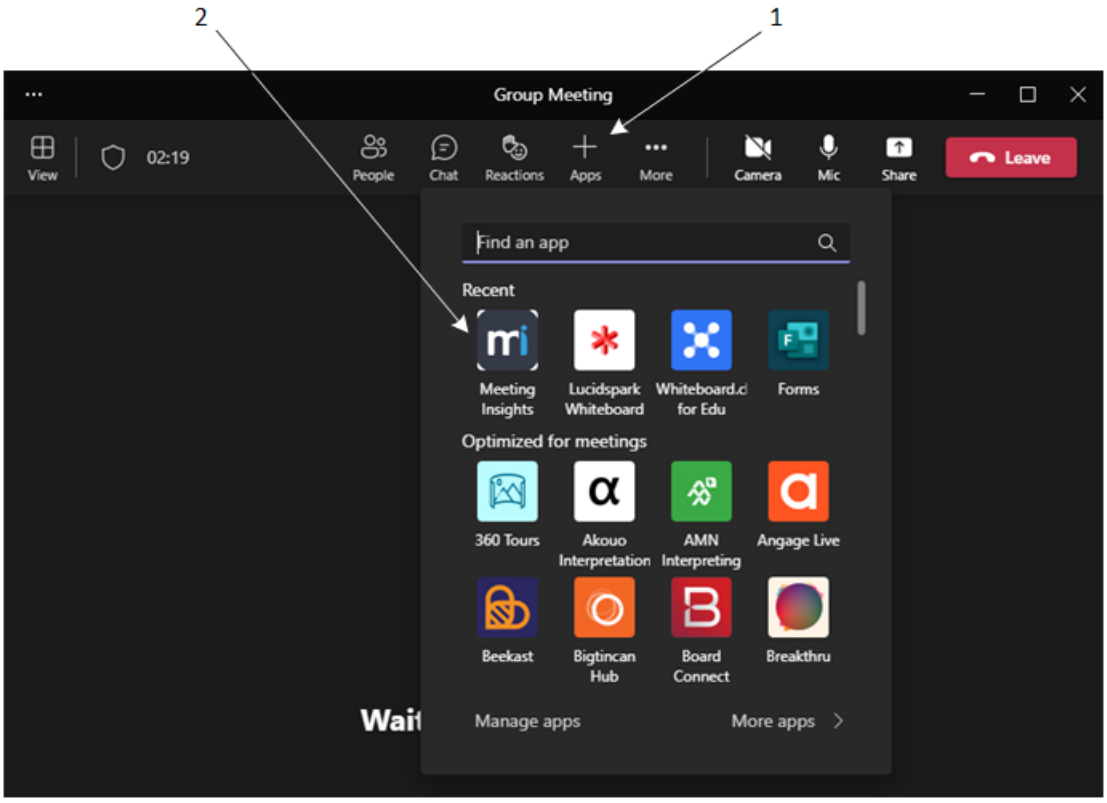
6. Click **Send** to send your scheduled meeting request.

Adding Meeting Insights Ad Hoc during Scheduled Meetings in Teams Desktop

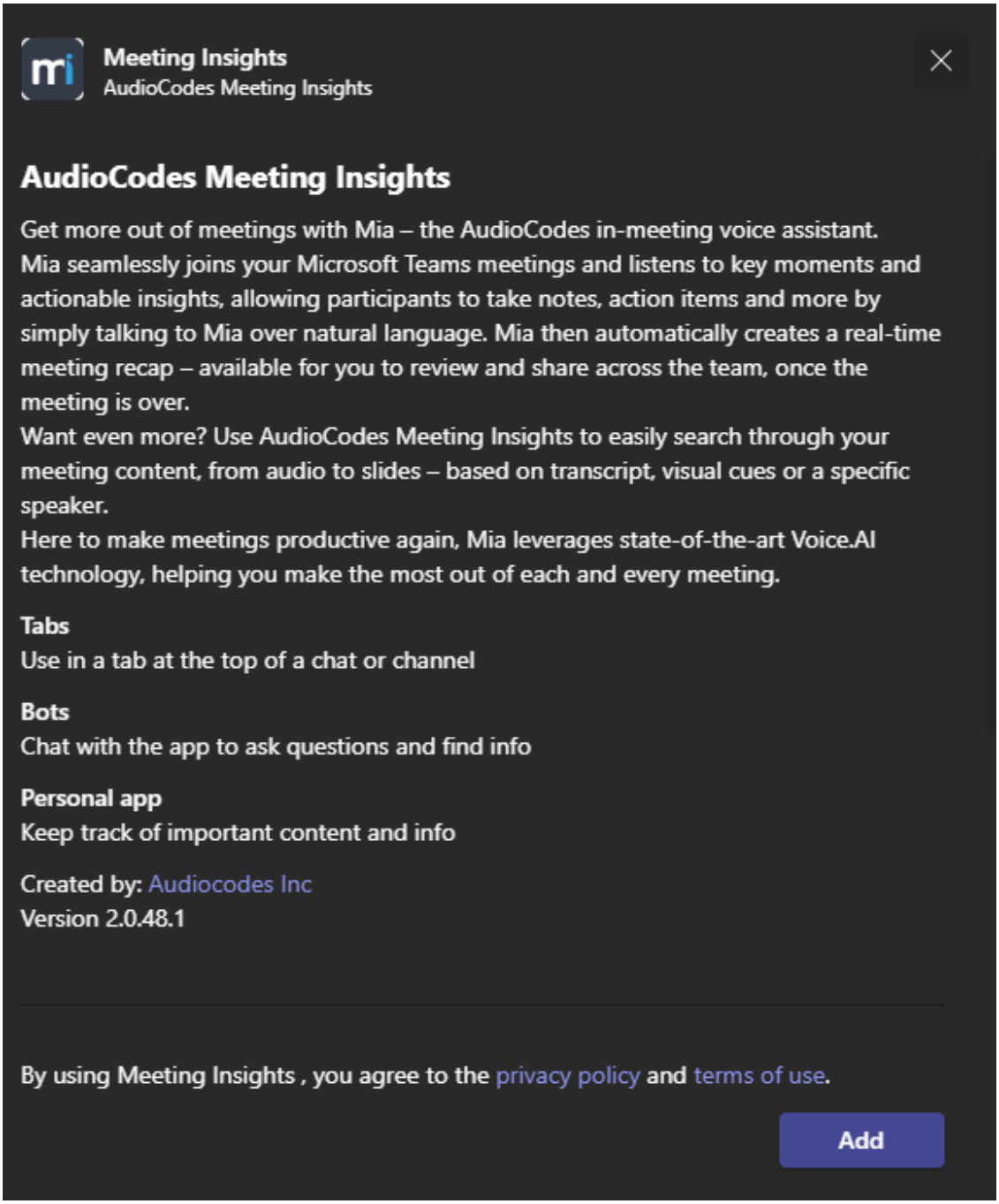
If a meeting was initially scheduled without Meeting Insights (Mia), you or any of the participants can add it at any time during the meeting.

➢ **To add Meeting Insights ad hoc during scheduled meeting:**

1. Join the scheduled meeting as usual.
2. Click the **Apps** icon on the Teams window toolbar (#1 in figure).

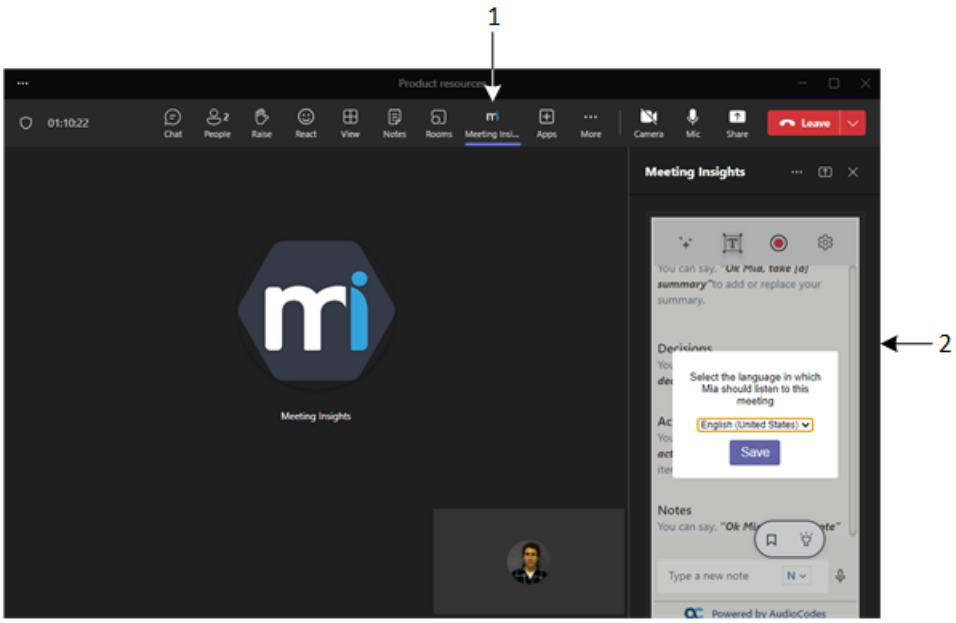


3. Click the Meeting Insights app (#2 in figure).



4. Click **Add** to agree to Meeting Insights privacy policy and terms of use.

5. Click **Save**; Meeting Insights app is added to your meeting. The **Meeting Insights** app icon is displayed on the toolbar of the Teams window (#1 in figure) and the Meeting Insights panel is displayed (#2 in figure):



6. Select the language, and then click **Save**.

- If Mia is removed from a meeting, it cannot rejoin.
- If a call starts 15 minutes or more earlier than the scheduled time, you cannot bring Mia in ad hoc.

5 In-Meeting Actions

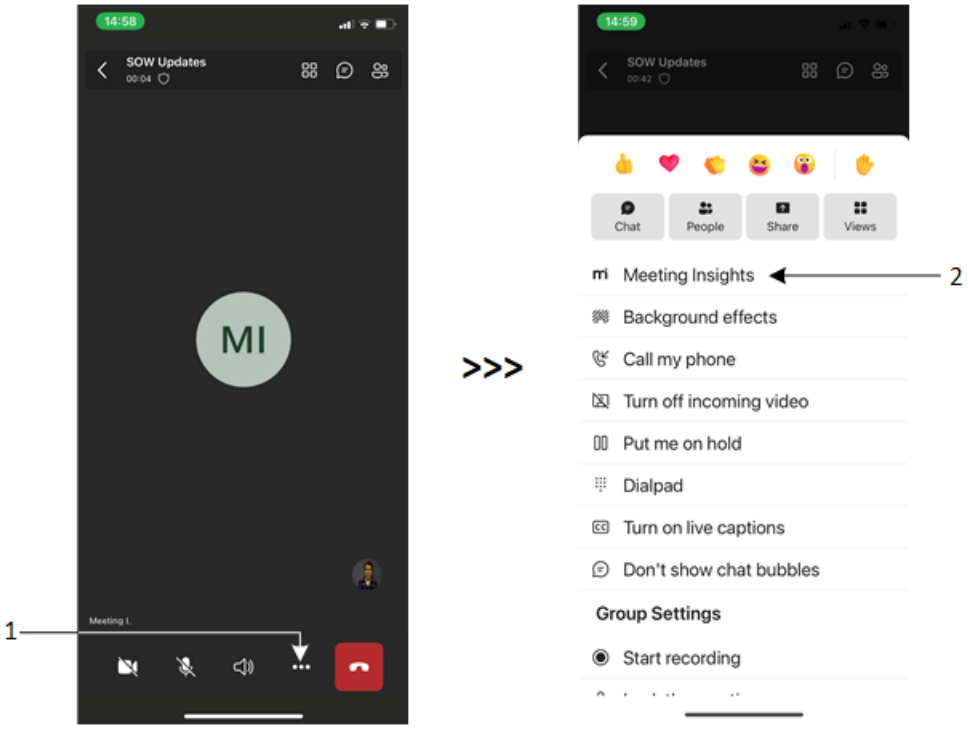
During the meeting recording, Meeting Insights lets you and attendees perform various actions.

In-Meeting Experience using Teams Mobile Client

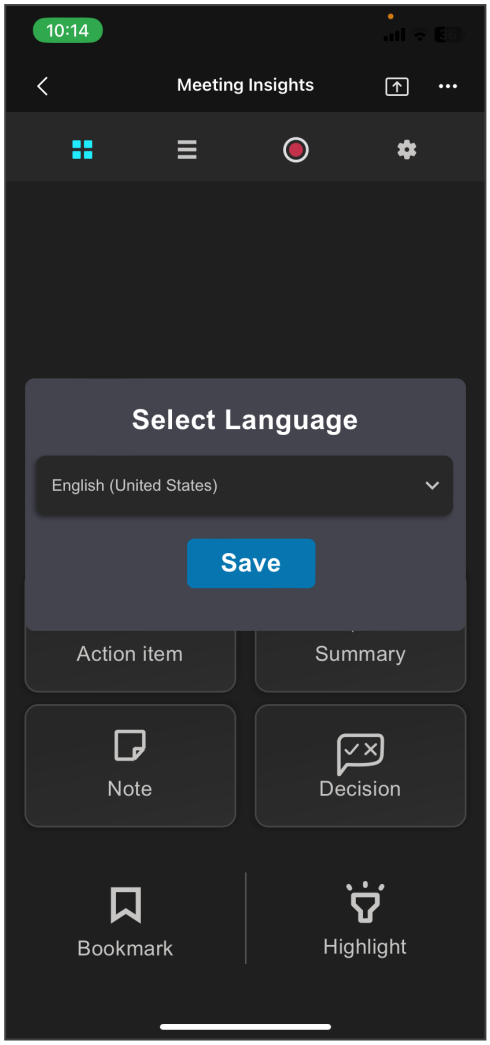
The following procedure describes how to add Meeting Insights to a meeting that you have scheduled through Microsoft Outlook Calendar.

➢ **To join the meeting with Meeting Insights:**

1. Join the meeting through your mobile Teams app.
2. Tap the ellipsis button (#1 in figure), and then from the pop-up, tap **Meeting Insights** (#2 in figure):



The following appears:



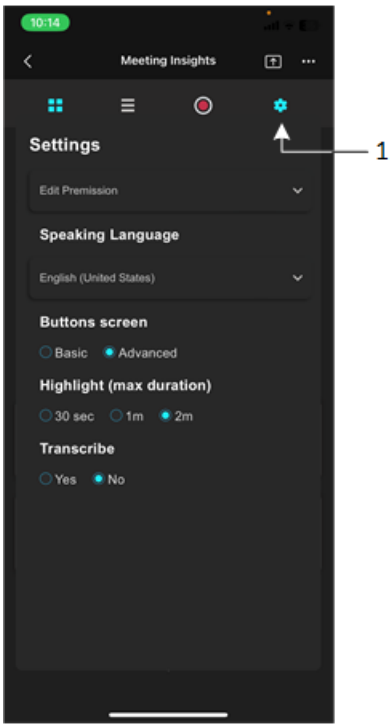
3. From the 'Select Language' drop-down list, select the language of your meeting (currently, only English and Hebrew are supported), and then click **Save**. Mia joins the meeting and the options for adding recap are displayed.

General Settings on Mobile Client

You can configure various general settings for the meeting recording.

➢ **To configure general settings:**

1. Tap the grid icon:



2. To change permissions of a participant:

   a. Tap **Edit Permission** (#1 in figure below); a drop-down list appears, displaying all the participants.

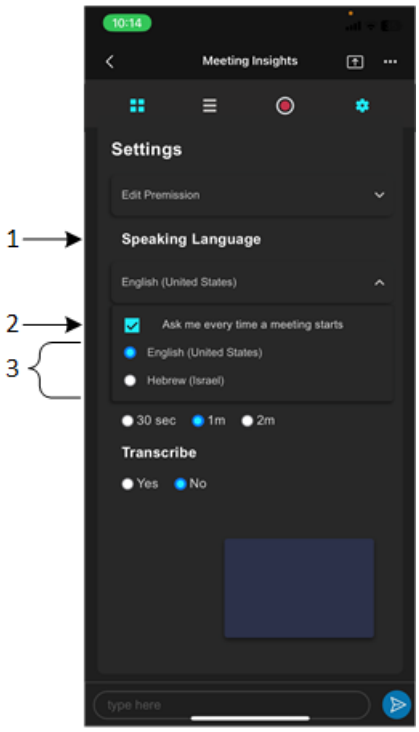
   b. Tap the name of the participants (#2 in figure below) that you want to assign editing privileges to ("can edit") or view-only ("can view"). Those with editing privileges are displayed with a tick in the check box.

3. To change the language of the meeting:

a. Tap **Speaking Language** (#1 in figure below); a drop-down list appears.

b. By default, every time you add Meeting Insights to a meeting, you're prompted to select the language. If you don't want to get prompted, clear the 'Ask me every time a meeting starts' check box (#2 in figure below).

c. Select the desired language option (#3 in figure below).



4. To display also the **Note** and **Decision** buttons in the grid layout, under the **Buttons screen** group, select one of the following:

   - **Basic:** displays only the **Action item**, **Summary**, **Bookmark**, and **Highlight** buttons.
   - **Advanced:** Displays all the basic buttons (above) as well as the **Note** and **Decision** buttons.

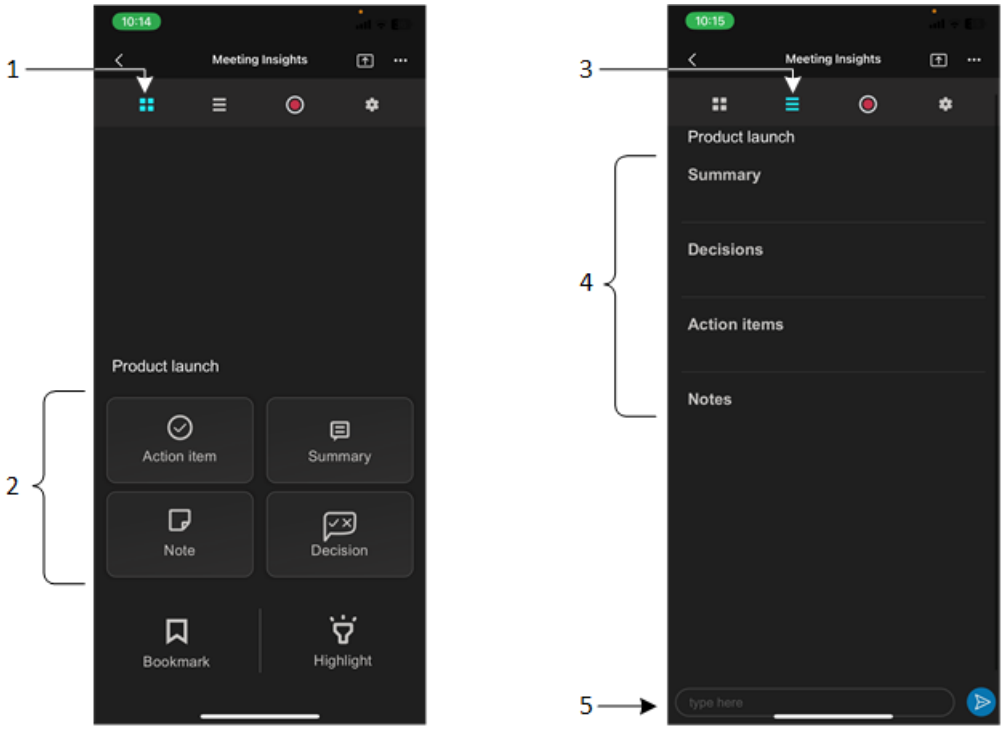
5. To define the maximum duration of a highlight, under the **Highlight** group, select **30 sec**, **1m** or **2m**.

6. To create a transcription of the meeting recording, under the **Transcribe** group, select **Yes** (default is **No**).

Adding Recaps on Mobile Client

You can view the recap section in one of the following layout options:

- **Grid layout:** Tap the icon indicated in #1 in the figure. In this layout, recaps are added by saying them to the voice assistant "Mia".
- **List layout:** Tap the icon indicated in #3 in the figure. In this layout, recaps are added by typing them.

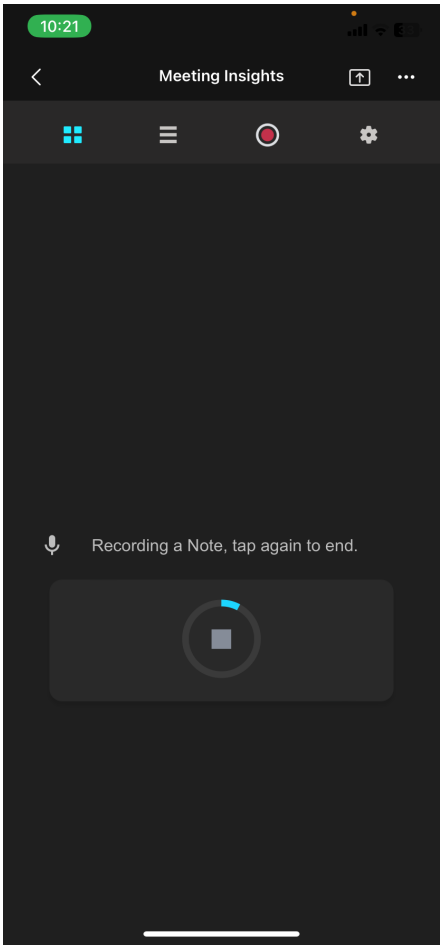


➢ **To add a recap:**

■ **Grid layout:**

a. Tap a recap button (#2 in figure above).

b. Record your recap:



c. Tap the button above to end recording.

- **List layout:**

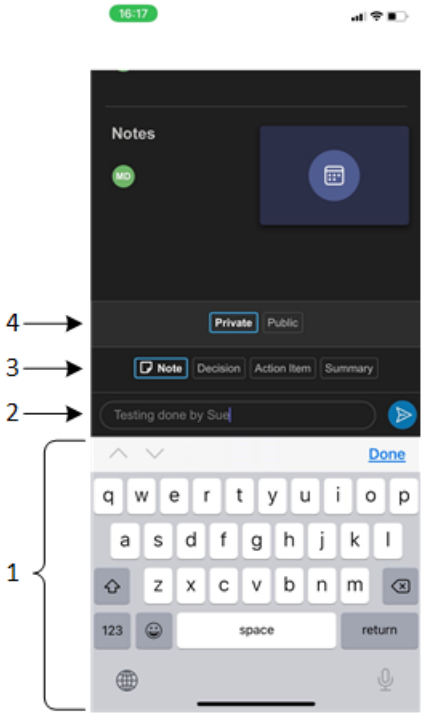
a. Tap the text box located at the bottom of the screen (#2 in figure below), and then type the text for the recap.

b. Choose the type of recap you want to add (#3 in figure below).

c. Choose if the recap is private or public (#4 in figure below).

d. For action items, choose the person you want to assign it to and select the assigned-by date.

e. Tap the right-pointing arrow next to the text box to add your recap.

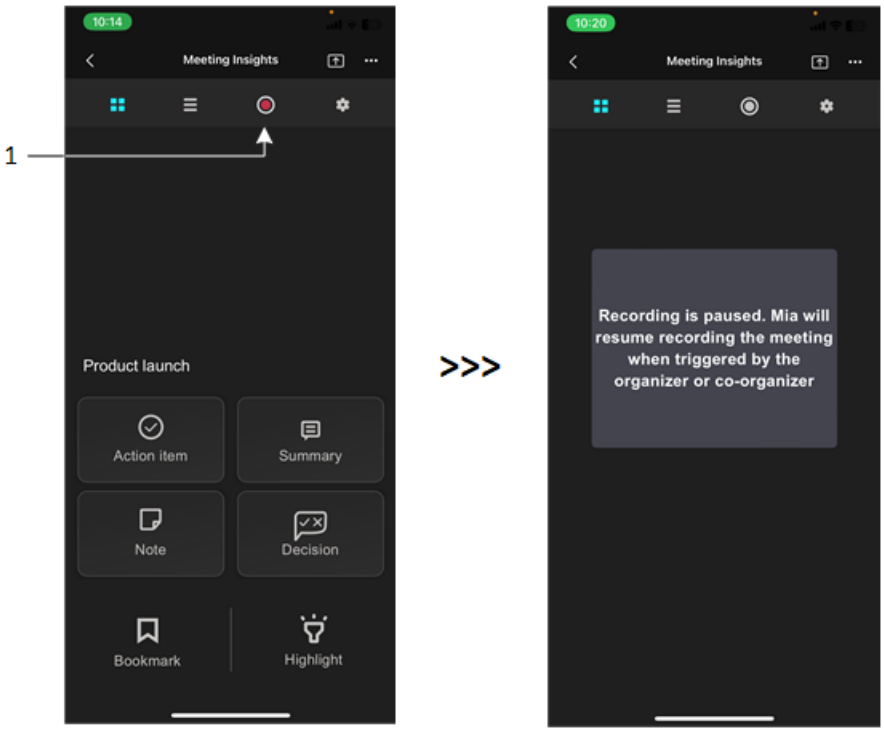


Pausing and Resuming Recording

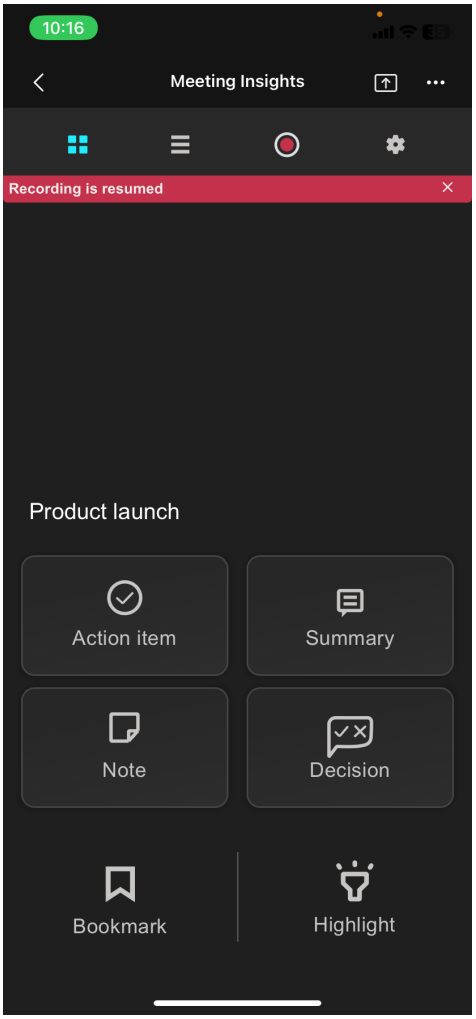
You can (Owners and co-organizers) pause and resume recording during the meeting recording.

➢ **To pause and resume recording:**

1. Click the record button (#1 in figure) to pause recording.



2. To resume recording, click the button again.



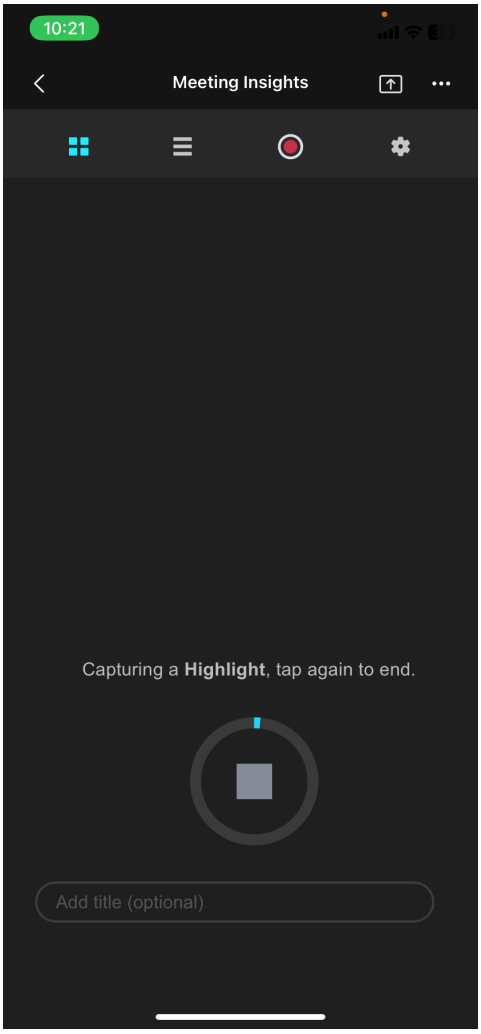
Adding Highlights

You can highlight important parts of the meeting recording with a single click.

After the meeting, you can view the highlights in Meeting Insights' video player, as described in Viewing Highlights on Video on page 140.

➢ To add a highlight:

1. Make sure that you're in Grid layout.
2. Tap the **Highlight** button; Meeting insights begins adding the highlight, as shown below:



3. Tap the button show in the figure above to end the highlight.

Adding Bookmarks

You can add bookmarks during the meeting recording with a single click. A bookmark marks a specific place in the meeting recording, which you can return to at the end of the meeting recording (as described in Viewing Bookmarks on page 119).

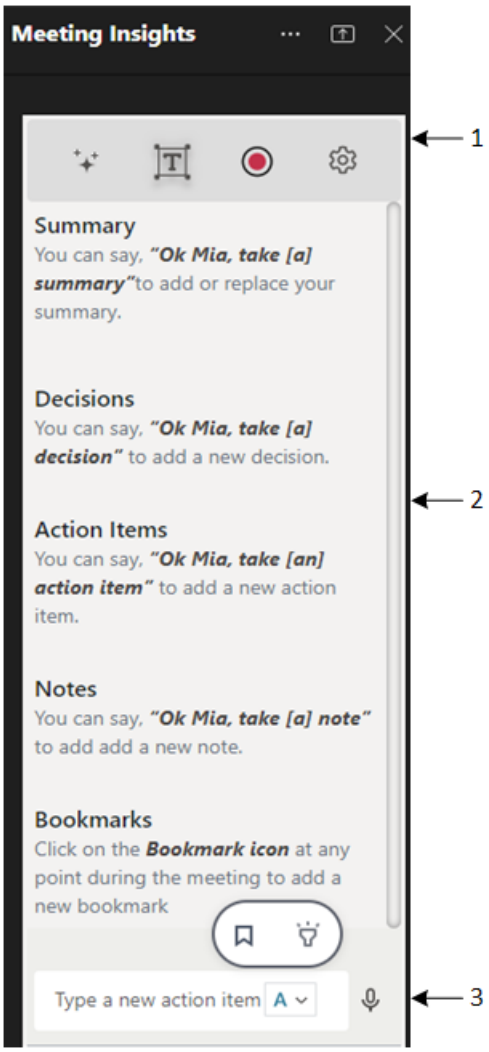
➢ **To add a bookmark:**

1. Make sure that you're in Grid layout.
2. Tap the **Bookmark** button; the bookmark is added.

In-Meeting Experience using Teams Desktop Client

The Meeting Insights app also provides you with an in-meeting experience for meeting recordings that were scheduled through Microsoft Outlook Calendar (as described in Scheduling Meeting Recordings through Microsoft Outlook Calendar on page 33).

The in-meeting experience allows you and participants of the meeting recording to view and add meeting recap items from their Teams client meeting window during the meeting, using Meeting Insights app embedded in the Teams side panel, as shown below:



Legend:

- 1 = Toolbar
- 2 = Added recap items
- 3 = Text box and microphone to add recap

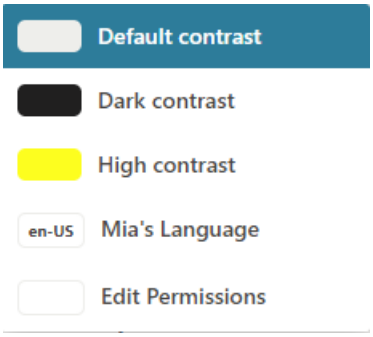
Before you can use Meeting Insights in-meeting experience , make sure that you have integrated Meeting Insights into your Teams client, as described in Adding Meeting Insights App to Teams Desktop Client on page 7.

Changing Contrast of Meeting Insights Panel in Teams Meeting

To make it easier for you to read, you can change the contrast theme of the Meeting Insights app panel displayed in your Teams meeting window.

➢ **To change contrast of Meeting Insights panel:**

1. On the toolbar of the Meeting Insights panel, click the **Settings** icon; a drop-down menu appears:



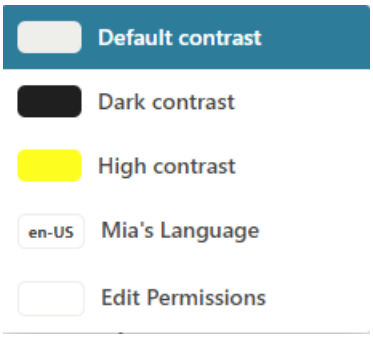
2. Select the contrast theme that you want:
   - **Default contrast:** (Default) Text is displayed in a black font color on a grayish background.
   - **Dark contrast:** Text is displayed in a white font color on a grayish background.
   - **High contrast:** Text is displayed in a white font color on a black background and certain elements are displayed in a yellow.

Changing Language of Voice Assistant Mia

By default, voice-assistant Mia recognizes English phrases for activating the recording and transcription of your recap items. However, you can change the language during your in-meeting experience.

➢ **To change Mia's language:**

1. On the toolbar of the Meeting Insights panel, click the **Settings** icon; a drop-down menu appears:



2. Choose **Mia's Language**; a pop-up appears.
3. From the drop-down list, select the language that you want, and then click **Save**.

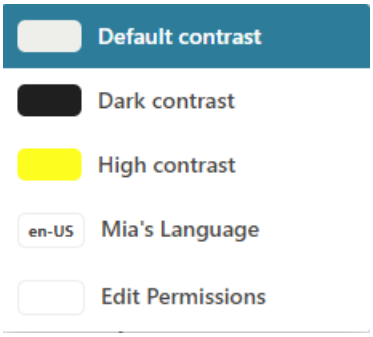
Changing Permission of Participants

By default, only the Owner (initiator) of the meeting has full read-write privileges to the meeting recording. All other participants have read-only (view) privileges. However, during the meeting recording, you can change a participant's privileges in your Teams meeting window.

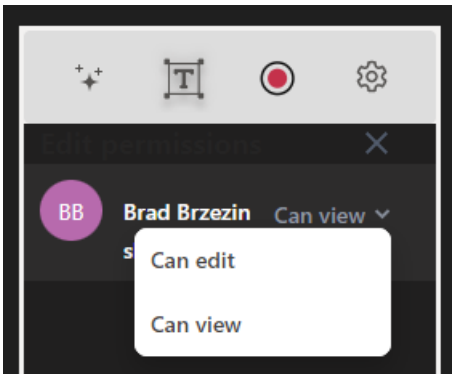
> You can also change a participant's privileges after the meeting recording, as described in Changing Permission of Participants above.

➢ **To change participant's privileges:**

1. On the meeting side panel's toolbar, click the **Settings** icon; a drop-down menu appears:



2. Choose **Edit Permissions**; a list of all the participants appears.
3. Click the arrow corresponding to the participant whose privileges you want to change, and then from the drop-down list, select one of the following:
   - **Can edit:** Assigns the participant only read privileges to the meeting recording.
   - **Can view:** Assigns the participant full read-write privileges to the meeting recording.



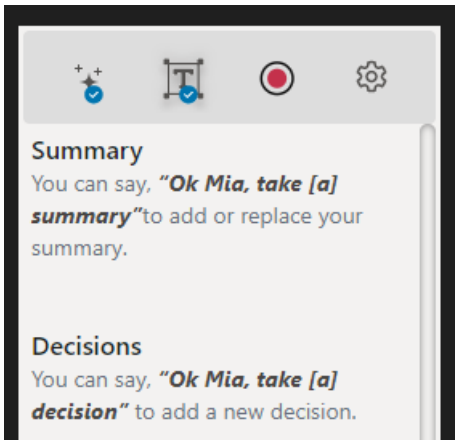
Running AI to Create Summary and Action Items

Meeting Insights offers you a quick and effective method for automatically creating a summary, outline, and action items for your meeting recording, using artificial intelligence (AI).

- The summary and action items are generated by an AI model, which may sometimes generate inaccurate information. Therefore, it's recommended that you review the summary and actions items, and edit them if required to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take some minutes to generate the AI-powered summary and action items.
- When you activate AI, it always generates a summary, an outline, a transcription, and action items.

➢ **To run AI to create summary and action items:**

1. On the toolbar of the Meeting Insights panel, click the **Activate AI** icon; the icon (and icon) appears with a blue tick, indicating that AI has been activated:



2. To stop AI, click the icon again; the icon no longer appears with the blue tick and AI is deactivated.

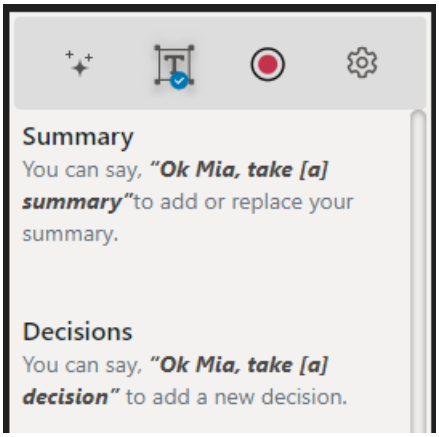
Activating Transcription in Teams Meeting Window

At any time during the meeting, you can enable Meeting Insights to transcribe all speech spoken by the participants into text.

- Only the Owner (or co-organizers) of the meeting recording can enable transcription.
- For managing the transcription after the meeting recording, see Managing Transcription on page 112.

➢ **To enable transcription:**

1. On the meeting side panel's toolbar, click the **Activate Transcription** icon; the icon appears with a blue tick, indicating that transcription has been activated:



2. To stop transcription, click the icon again; the icon no longer appears with the blue tick and transcription is deactivated.

Adding Meeting Recap in Teams Meeting

Once you have added the Meeting Insights optimized-for-meetings app icon to your joined meeting, as described in Adding Meeting Insights Tab to Teams Meeting Window, you can start adding meeting recap items (summary, decisions, action items, and notes) in the Meeting Insights panel of the Teams meeting window.

The panel provides flexibility in how you add recap items:

- Using Meeting Insights built-in, voice-activated assistant called "Mia", which identifies specific phrases for activating each recap type, and then transcribes your voice into text for the specific recap.
- Using the microphone to record your recap.
- Using the text box to type the recap text.

- The Owner of the meeting recording can add all recap types; participants can add only notes.
- Only one summary can be added to the meeting recording.
- Action items, decisions and the summary are always public and therefore, visible to everyone that has access to the meeting recording. You can make notes private or public.

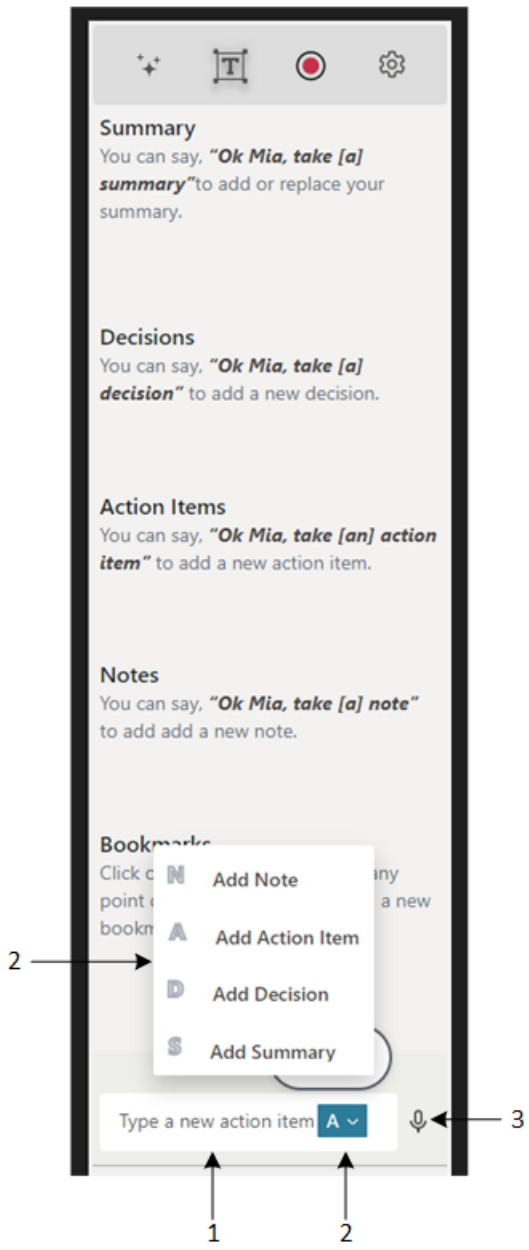
➢ **To add meeting recap:**

1. **To add a recap item using the assistant "Mia":**
   a. Activate "Mia" by saying the specific phrase that "Mia" recognizes for the recap type that you want to add.
   b. When you're prompted by "Mia", say your recap.
   c. When you want to end your recap, say the phrase that "Mia" recognizes for ending its recoding of the recap.

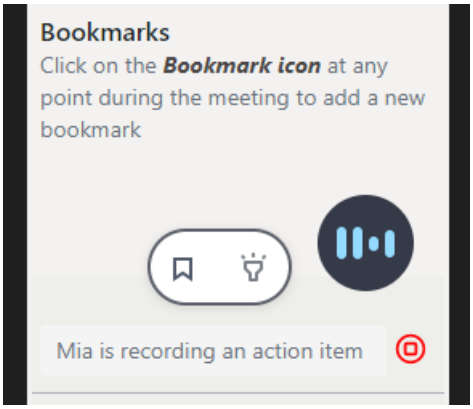
For phrases that Mia recognizes, see Viewing Voice-Activated Command Phrases on page 29.

2. **To speak a recap using microphone:**

   a. From the drop-down list (#2 in figure), select the type of recap that you want to add:



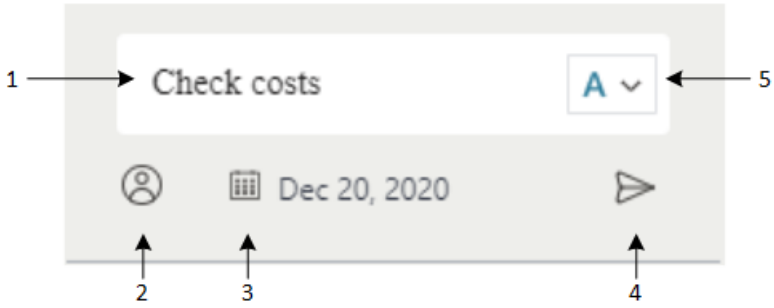
   b. Click the microphone icon (#3 in figure), and then say your recap; the microphone icon is replaced by the recording in-progress and stop icon, as shown below:



c. When you want to end your recap, click the stop recording icon; the icon is replaced by the microphone icon and a transcription of your recorded recap is added to the Meeting Insights panel.

3. **To type a recap:**

- **Summary:**
  - i. From the drop-down list (#2 in figure), select **Add Summary**.
  - ii. In the text box, type the summary, and then click .
- **Decisions:**
  - i. From the drop-down list (#2 in figure), select **Add Decision**.
  - ii. In the text box, type the decision, and then click .
- **Action Items:**
  - i. From the drop-down list (#2 in figure), select **Add Action Item**.
  - ii. In the text box, type an action item.
  - iii. If you want to assign the action item to a specific participant, click (#2 in figure below), and then from the drop-down list, select the participant.
  - iv. If you want to assign a due date to the action item, click (#3 in figure below), and then select the date from the displayed calendar.
  - v. Click .



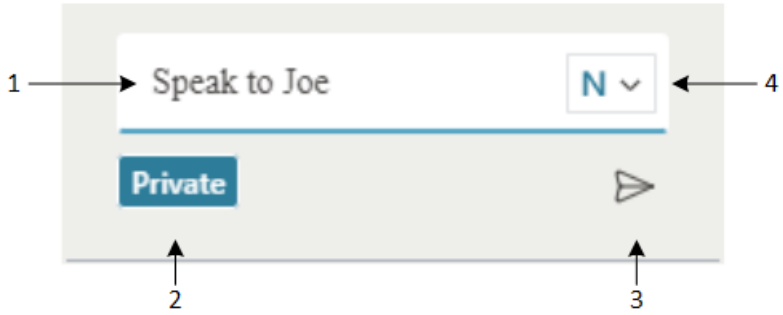
- **Notes:**

i. From the drop-down list (#2 in figure), select **Add Note**.

ii. In the text box, type your note.

iii. To make it visible only to you (private) or visible to everyone (public), toggle the **Private** / **Public** button.

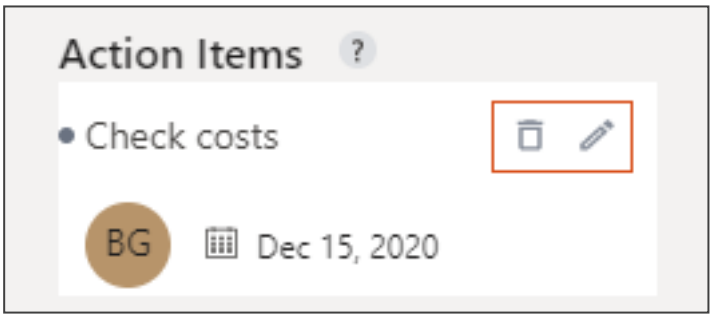
iv. Click .



You can edit or delete your recap items, as described in the following procedure.

➢ **To edit or delete recap items:**

1. Hover your mouse over the recap item that you want to edit or delete; the edit and delete icons appear on the right of the recap item, as shown in the following example:



2. Do one of the following:

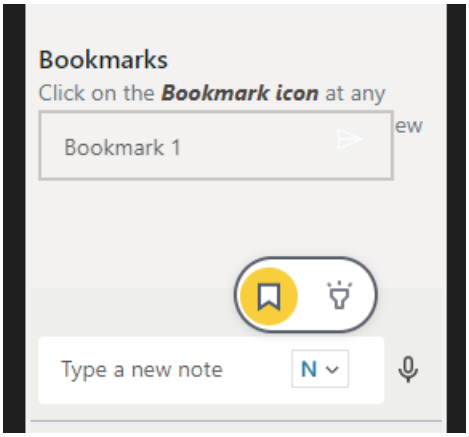
- To edit the recap item, click , edit the recap item, and then click .
- To delete the recap item, click , and then click **Yes** to confirm.

Adding Bookmarks in Teams Meeting Window

You and participants can add bookmarks during the meeting recording with a single click. A bookmark marks a specific place in the meeting recording, which you can return to at the end of the meeting recording (as described in Viewing Bookmarks on page 119).

➢ **To add a bookmark:**

1. Click the icon; a yellow background is added to the icon and a text box appears, allowing you to edit the default bookmark name ("Bookmark <sequential number>"):



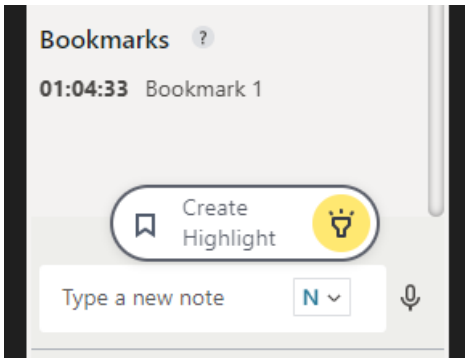
2. Edit the bookmark name, if necessary; the bookmark is added and is displayed under the **Bookmarks** category. The bookmark displays the time in the meeting recording when you added it.

Adding Highlights in Teams Meeting Window

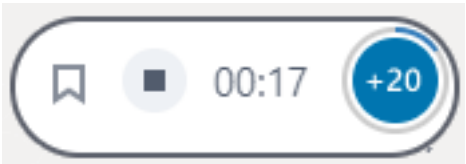
You and participants can highlight important parts of the meeting recording with a single click. The highlight not only tags the specific location of the meeting recording, but also provides a transcription of the audio where the highlight was added (by default, 20 seconds before and 20 seconds after). You can extend the transcription period by 20 seconds (before and after) or stop the transcription before the duration expires.

➢ **To add a highlight:**

1. Click the **Create Highlight** icon:



The icon is replaced with the following, displaying the time remaining (e.g., 18 seconds) until Meeting Insights finishes transcribing the audio located 20 seconds before and after the highlight:



2. To add another 20 seconds of transcription, click **+20** (i.e., transcription is done for 40 seconds before and after highlight added).

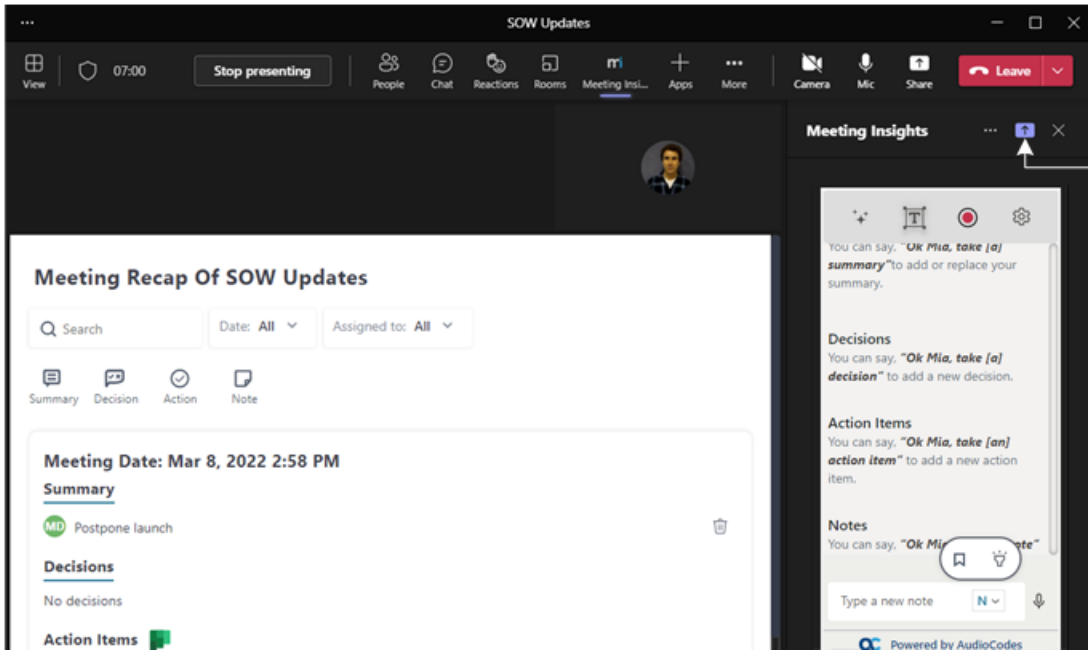
3. To stop the transcription, click ; the highlight is added with the transcription of the duration that was displayed when you stopped it. For example, if you stopped the timer at 00:18, the highlight will include transcription of only 18 seconds before and after.

Displaying Recap and Action Items of Recurring Meetings

During a meeting recording that is a recurring meeting, you can display the recap and action items of all its previous meetings in the series.

➢ **To display recap and action items of recurring meeting:**

1. Click the icon as shown below; the meeting recap o f all the meetings in the series is displayed in the main window:



2. To stop the recurring meeting display, click the **Stop presenting** button located on the Teams window toolbar.

In-Meeting Actions using Meeting Insights Live Panel

During your meeting recording, you can open Meeting Insights Live Panel to easily view, add, edit, and delete meeting recap items (notes, action items, decisions, and summary), including adding of highlights.

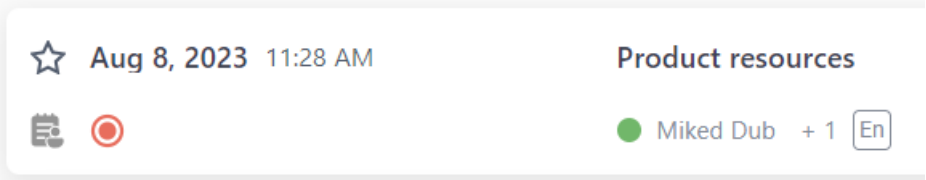
The Live Panel displays the recap in real-time, updating its display as you and participants add recap items through the Live Panel or the Teams meeting window. It also reflects recap items added using the voice-activated assistant "Mia" or the local microphone.

Accessing the Live Panel

You can access the Live Panel at any time during the meeting recording.

➢ **To access Live Panel:**

1. Open the **All Meetings** page.
2. Locate your ongoing meeting recording, which is indicated by the **Recording** icon, as shown in the following example:



3. Click the meeting recording's name; the Live Panel window opens.

- The Live Panel is accessible only during the meeting recording.
- Participants of the meeting recording can also access the Live Panel through their mobile phones by simply logging into their Meeting Insights account.
- Participants added during the meeting recording can't access the Live Panel and therefore, can't add meeting recaps during the meeting recording.

Adding Meeting Recap in Live Panel

The following procedure describes how to add meeting recap items in the Live Panel.

- The Owner of the meeting recording can add all recap types; participants can add only notes.
- Only one summary can be added to the meeting recording.
- Action items, decisions and the summary are always public and therefore, visible to everyone that has access to the meeting recording. You can make notes private or public.

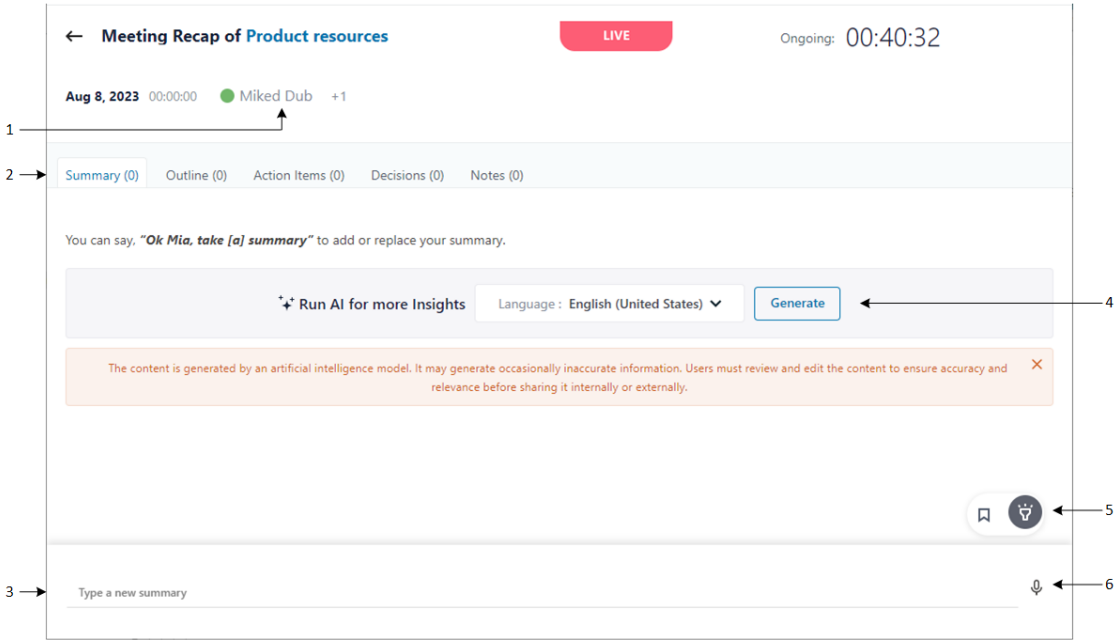
The Live Panel provides flexibility in how you want to add recap items:

- Using Meeting Insights built-in, voice-activated assistant called "Mia", which identifies specific phrases for activating each recap type, and then transcribes your voice into text for the specific recap.
- Using the microphone to record your recap (applicable only to Teams desktop client).
- Using the text box to type the recap text.

➢ **To add meeting recap items in Live Panel:**

1. Access the Live Panel (see Accessing the Live Panel above).

The following shows an example of the Live Panel:



2. **Speaking your recap using the assistant "Mia":**

   a. Activate "Mia" by saying the specific phrase that "Mia" recognizes for the recap type that you want to add.

   b. When you're prompted by "Mia", say your recap.

   c. When you want to end your recap, say the phrase that "Mia" recognizes for ending its recoding of the recap.

> For phrases that Mia recognizes, see Viewing Voice-Activated Command Phrases on page 29.

3. **Recording your recap with the microphone:**

   a. Select the type of recap (#2 in figure) that you want to add.

   b. Click the microphone icon (#6 in figure), and then say your recap; Meeting Insights records your voice (and the microphone icon is replaced by the recording in-progress and stop icon).

   c. When you want to end your recap, click the stop recording icon; Meeting Insights adds the transcription of your recorded voice to the relevant recap group (and the stop icon is replaced by the microphone icon).

4. **Typing your recap in the text box:**

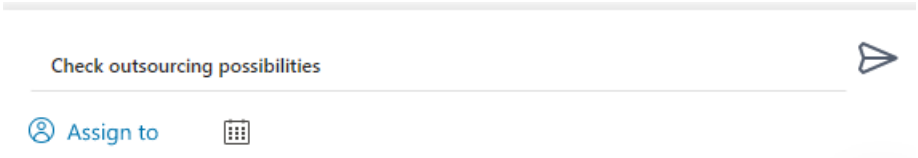
   a. Select the type of recap (#2 in figure) that you want to add.

   b. In the text box (#3 in figure), type the recap.

   c. (Action Items Only):

i. If you want to assign the action item to a specific participant, click , and then from the drop-down list, select the participant.

ii. If you want to assign a due date to the action item, click , and then select the date from the calendar.



d. (Notes Only): To make the note visible only to you (private) or visible to everyone (public), toggle the **Private** / **Public** button.

e. Click .

Running AI to Create Summary and Action Items

Meeting Insights offers you a quick and effective method for automatically creating a summary (and outline), and action items for your meeting recording, using artificial intelligence (AI).

- The summary and action items are generated by an AI model, which may sometimes generate inaccurate information. Therefore, it's recommended that you review the summary and actions items, and edit them if required to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take some minutes to generate the AI-powered summary and action items.
- When you activate AI, it always generates a summary, an outline, a transcription, and action items.

➢ **To run AI to create summary and action items:**

1. Access the Live Panel (see Accessing the Live Panel on page 58).
2. Select the **Summary**, **Outline**, or **Action Items** recap tab.
3. From the 'Language' drop-down list, select the language of your meeting recording.
4. Click **Generate**; Meeting Insights begins the AI process to generate a summary, outline, and suggested action items. If you want to cancel the process (for whatever reason), click **Stop**.

Adding Highlights in Live Panel

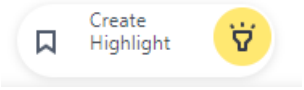
You and participants can highlight important parts of the meeting recording with a single click. The highlight not only tags the specific location of the meeting recording, but also provides a transcription of the audio where the highlight is added (by default, 20 seconds before and 20

seconds after). You can extend the transcription period by 20 seconds (before and after) or stop the transcription before the duration expires.

After the meeting, you can view the highlights in Meeting Insights' video player, as described in Viewing Highlights on Video on page 140.

➢ **To add a highlight:**

1. Click the icon; the icon is replaced with the following:



2. Click **Create Highlight**; Meeting Insights starts creating the highlight, and the time remaining (e.g., 17 seconds) until Meeting Insights finishes transcribing the audio located 20 seconds before and after the highlight is displayed:

3. To add another 20 seconds of transcription (before and after), click **+20** (i.e, transcription is done for 40 seconds before and after highlight added).

4. To stop the transcription, click ; the highlight is added with the transcription of the duration that was displayed when you stopped it. For example, if you stopped the timer at 00:18, the highlight will include transcription of only 18 seconds before and after.

When transcription ends, the highlight icon appears again.

Adding Bookmarks in Live Panel

You and participants can add bookmarks during the meeting recording with a single click. A bookmark marks a specific place in the meeting recording, which you can return to at the end of the meeting recording (as described in Viewing Bookmarks on page 119).

➢ **To add a bookmark in Live Panel:**

1. Access the Live Panel (see Accessing the Live Panel on page 58).

2. Click the bookmark icon, as shown below; a text box appears, allowing you to edit the default bookmark name ("Bookmark <sequential number>"):

3. Edit the bookmark name, if necessary; the bookmark is listed under the **Bookmarks** category and displayed with the time traversed in the meeting recording at which you added it.

Editing or Deleting Meeting Recap Items in Live Panel

You can edit or delete your recap items, as described in the following procedure.

➢ **To edit or delete recap items:**

1. Select the type of recap that you want to edit or delete.
2. To edit the recap, click the **Edit** icon, make your changes, and then click **Update**.
3. To delete the recap, click the **Delete** icon, and then in the confirmation box, click **Delete**.

In-Meeting Actions using Voice-Activated Assistant Mia

Meeting Insights provides a built-in voice-activated assistant called "Mia" (pronounced "mee-ya"), which lets you use your voice to add meeting recap items (summary, decisions, action items, and notes) during your meeting recordings. When you speak, Mia transcribes your speech into text, adding it to the recap.

To trigger the above actions, you need to say special phrases that Mia recognizes. For a list of these phrases, see Section Viewing Voice-Activated Command Phrases on page 29.

Voice- activated commands is applicable only to meeting recordings that are scheduled through Microsoft Outlook Calendar with Teams.

➢ **To add mid-meeting meeting recap items using Mia:**

1. Say the special phrase to trigger Mia to record the meeting recap item, for example, "Mia please take a note" to add a note; a beep is heard, indicating that Mia recognizes the phrase and has started recording your voice.
2. Say what you want.

3. Say the phrase to trigger Mia to end recording; a beep is heard, indicating that Mia has added your recap.

Pausing and Resuming Meetings

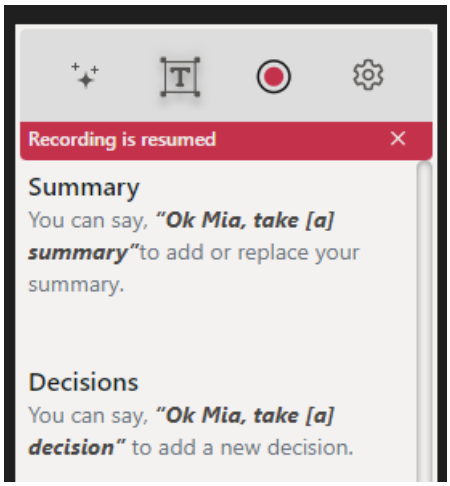
Meeting owners and co-organizers can pause a meeting recording (Mia) during the meeting and then resume recording when needed, i.e., toggle between pause and resume recording the meeting.

The feature allows users to exclude sensitive subjects from being recorded for example. Management can use the feature to pause a recording during small talk made at the beginning of meetings, for example, and then resume it when important subjects come up for discussion.

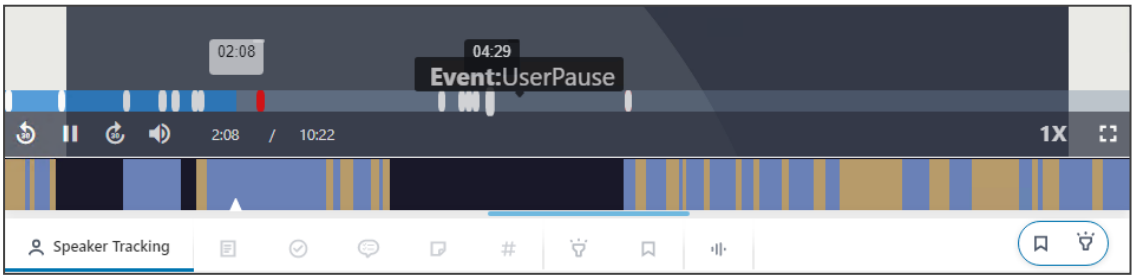
When you pause recording, the functions of the side panel are deactivated.

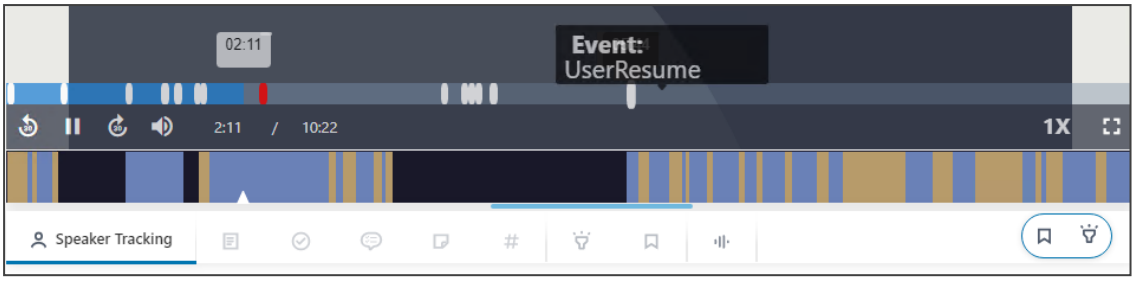
➢ To pause and resume recording:

1. To pause recording, on the meeting side panel's toolbar, click the **Pause Recording** icon.
2. To resume recording, on the meeting side panel's toolbar, click the icon again:



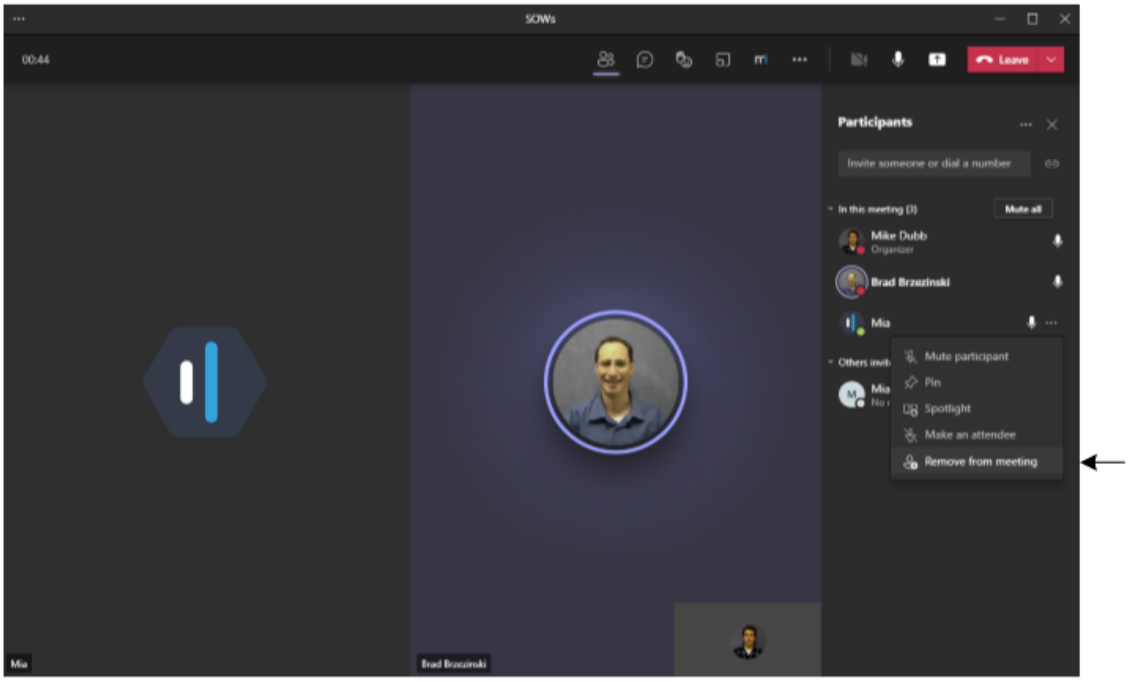
3. When playing the recap, the app skips over the pause to the resumption, saving users from sitting through a period of silence (the duration of the pause), as shown here.





Stopping Recording during Meeting

For whatever reason, you may want to stop recording during the meeting. This is done by simply removing from the meeting the Meeting Insights participant, Mia. The following shows an example of removing Mia from the Teams meeting window:



If you remove Mia from the meeting and you later want to resume recording, add Mia again as a participant to the meeting. In this scenario, Meeting Insights creates another recording for this meeting (i.e., you will see two meeting recordings listed in the All Meetings).

Recording Notifications during Meeting

If the Meeting Insights Administrator has enabled the 'Recording Notice' feature for your account (see Viewing Account Information on page 23) and you're the Owner of the meeting, recording (audio and recap) depends on whether or not you have joined the meeting.

If you leave the meeting recording, recording pauses and a message is displayed and played to participants. If you rejoin the meeting, recording resumes and a message is displayed and played to participants.

6 Post-Meeting Actions

This section describes actions that you can do in Meeting Insights for meeting recordings that have ended.

> The Meeting Insights app for Teams desktop client and the Meeting Insights web-based management tool provide almost identical functionality and therefore, this section is applicable to both management platforms.

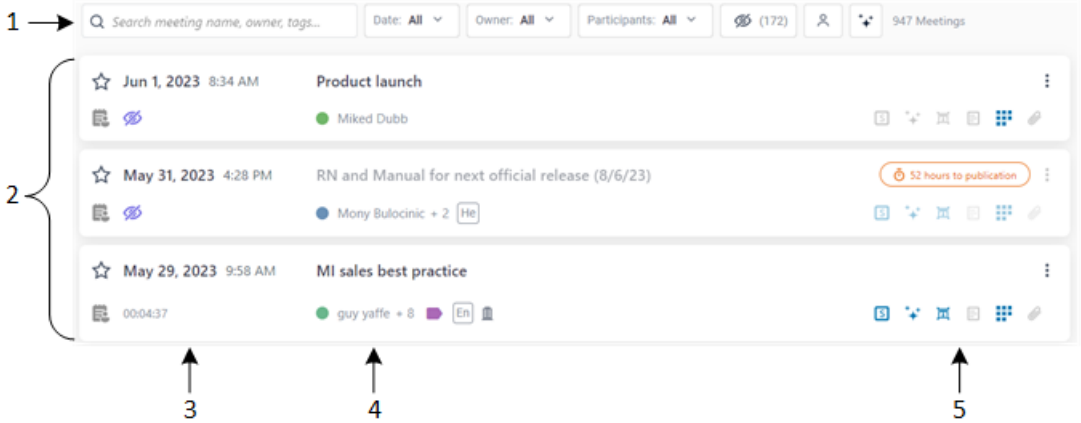
Viewing Meeting Recordings List

When you access Meeting Insights, the **All Meetings** page is displayed, which is a dashboard of all the meeting recordings where you're the Owner or a participant, as well as meeting recordings that were shared with you even if you were not a participant.

You can also view pages of pre-filtered meeting recordings, by clicking any of the following icons in the left navigation pane:

- **My Meetings:** Displays meeting recordings where you're the Owner or a participant.
- **Shared with Me:** Displays meeting recordings that you were not invited to, but that were shared with you.
- **Events:** Displays meeting recordings that were shared with everyone in your organization.
- **Favorites:** Displays meeting recordings that you have tagged as favorites.

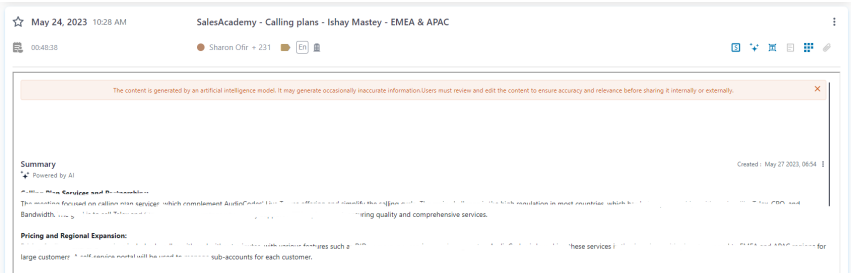
The following figure and subsequent table describes the meeting recording list functionality:

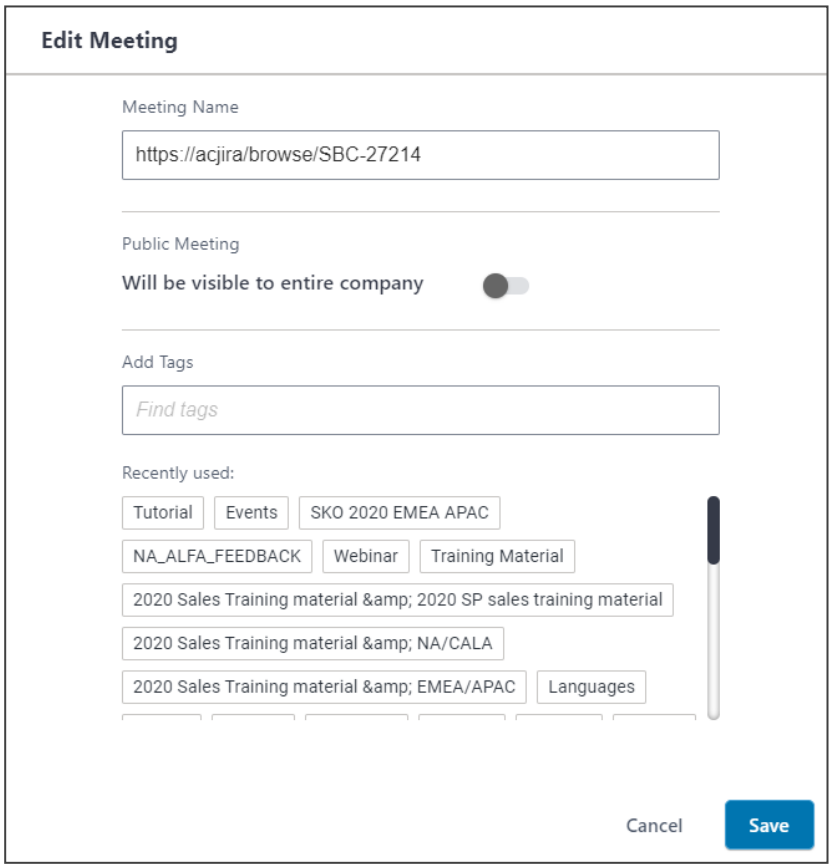


Item	Description
#1	Search field and filters.

Item	Description
#2	List of meeting recordings.
#3	
	Indicates if you have marked the meeting recording as a favorite. To mark it as a favorite, click the icon (changes to).
<date>	Displays the starting date and time of the meeting recording.
	Indicates if you have added a memo (brief note) about the meeting recording. For more information, see Adding Memos to Meeting Recordings on page 76.
<duration>	Displays the duration of the meeting recording. The duration is displayed only for meeting recording that have been published.
<status>	If the meeting recording hasn't been published, one of the following status icons is displayed instead of the duration (above): ■ ("Recording" state) Indicates that your meeting recording is currently in progress and being recorded by Meeting Insights. ■ Your meeting recording has ended and is currently being compiled (processed state). ■ Your meeting recording has been processed, but not published. ■ No one attended the meeting recording. ■ The meeting recording failed (for whatever reason). Only the Administrator or the meeting owner can delete it. Contact your Administrator if necessary. A participant cannot interact with a failed meeting. The Administrator or the meeting owner can access the meeting but no video will be displayed in the player page; a message 'No compatible source was found for this media' will be displayed.
#4	
	Indicates that the meeting recording is a recurring meeting, scheduled in Microsoft Outlook or Teams Calendar. This icon is displayed next to the name of the meeting recording. To view recurring meetings, see Viewing Meeting Recordings of Recurring Meetings on page 76.

Item	Description
<meeting name>	Displays the name of the meeting recording. If you click the name, the Player page opens, providing you with advanced management capabilities over the meeting recording, for example, playing the presentation of the meeting recording, managing the meeting recap (see Managing Meeting Recap on page 81), managing highlights (see Managing Highlights on page 120), enabling transcription of speech (see Creating a Transcription on page 112), and managing participants (see Managing Participants on page 149).
<participants>	Displays the participants of the meeting recording. The first name is the owner, followed by the number of additional participants. To view the additional participants, click the number.
	Indicates the tags that were added to the meeting recording. If you hover your mouse over the tag, a pop-up appears displaying the names of each tag. For more information on tags, see Managing Tags on page 129.
	Indicates the language that was selected for the meeting recording ("EN" for English or "HE" for Hebrew).
	Indicates that the meeting recording has also been shared with people outside of your organization (external). For more information, see Sharing Meeting Recordings Outside of Organization on page 154.
	Indicates that the meeting recording has been shared with everyone in your organization. For more information, see Making Meeting Recordings Public on page 159.
#5	
	Indicates how many hours remaining until Meeting Insights automatically publishes the meeting recording. This is applicable only if delayed automatic publishing is enabled (see Configuring Preferences on page 28).
	Indicates if the meeting has a summary. If yes, the icon appears blue . If you hover over the icon, a pop-up displays the number of summaries. To view the summary, click .The summary is displayed below the meeting recording's name. To close the summary, click again.

Item	Description
	
	Indicates if AI was triggered to create a summary, an outline, and suggested action items for the meeting recording. If yes, the icon appears blue . If a AI was run to create a summary, an outline, and suggested action items, click to view these recap items. If AI wasn't run, you can trigger AI, by clicking . For more information, see Running AI to Create Summary and Action Items from List View on page 71.
	Indicates if a transcription (speech to text) was created for the meeting recording. If yes, the icon appears blue . To view the transcript, click the icon. For more information, see Creating a Transcription on page 112.
	Indicates if the meeting recording has any meeting recap items (bookmarks, highlights, notes, action items, or decisions). If yes, the icon appears blue . If you hover over the icon, a pop-up displays the number of each recap item. To view recap items, click . For more information on meeting recap, see Managing Meeting Recap on page 81.
	Indicates if Meeting Insights created slides out of the meeting recording from the presented media. If yes, the icon appears blue . If you hover over the icon, a pop-up displays the number of slides. To view the slides, click . For more information on slides, see Managing Video Slides on page 144.
	Indicates if the meeting recording has an attached file(s). If yes, the icon appears blue . If you hover your mouse over the icon, a pop-up displays the number of attached files. To download the attached file or attach more files, click . For more

Item	Description
	information, see Attaching Files to Meeting Recordings on page 160.
⋮	When clicked, a drop-down menu with the following commands is displayed: ■ **Unpublish:** (Available only if you're the Owner) Unpublishes a published meeting recording. ■ **Publish:** (Available only if you're the Owner) Publishes your meeting recording. ■ **Add Memo:** Adds or edits a memo (brief note) about the meeting recording. After you add a memo, the command is replaced by **Edit Memo**. ■ **Add Subtitle:** Adds a subtitle to the meeting recording. After you add a subtitle, the command is replaced by **Edit Subtitle**. ■ **Edit Meeting:** (Available only if you're the Owner) Allows you to change the name of the meeting, make the meeting recording accessible to all Meeting Insights users, and add tags to the meeting recording.  ■ **Run AI:** Activates AI to create a summary of the meeting recording.

Item	Description
	■ **Copy Link:** Copies the URL of the meeting recording, which you can then send (for example, by email) to someone to view the video of the meeting recording. ■ **Delete:** (Available only if you're the Owner) Deletes your meeting recording.

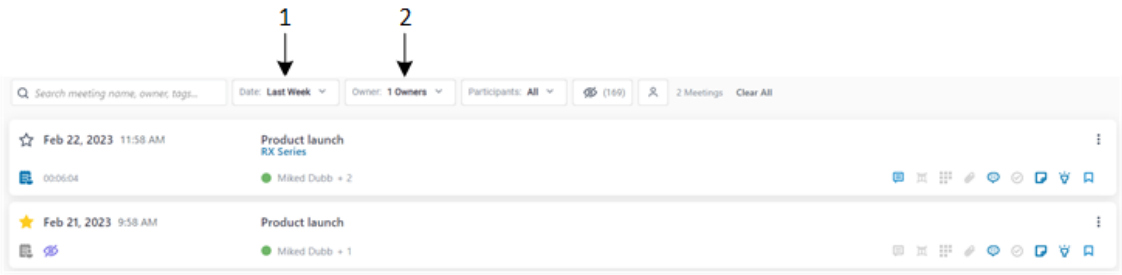
Searching for Meeting Recordings

The meeting recordings list provides you with a powerful search feature, allowing you to easily search meeting recordings based on multiple search filter criteria. You can search meeting recordings based on multiple criteria, for example, all meeting recordings of a specific Owner that have yet to be published.

➢ **To search and filter meeting recordings:**

1. In the Navigation pane, click any of the following to view the required list of meeting recordings: **All Meetings**, **My Meetings**, **Shared with Me**, **Events**, or **Favorites**.
2. Use any of the following to define your search filter criteria:
   - **Search field:** Start typing the name of the user, meeting name or tag that you want to use for your search criteria. As you type, the search field displays a drop-down list, offering you meeting recordings that match your currently typed letters. To search for an exact match of a string, enclose the string in quotation marks (e.g., "Finance review").
   - **Date:** Filters the list of meeting recordings by most recent date (last week, last month, or last year).
   - **Owner**: Filters the list of meeting recordings by Owners.
   - **Participants:** Filters the list of meeting recordings by participants.
   - : Filters the list by unpublished meeting recordings.
   - : Filters the list by meeting recordings that were shared externally with contacts outside of your organization. For more information, see Sharing Meeting Recordings Outside of Organization on page 154.

   The following example filters meetings recordings by date (#i in figure) and owner (#2 in figure):



3. To clear your search filter settings, click **Clear All**; all meeting recordings are now displayed.

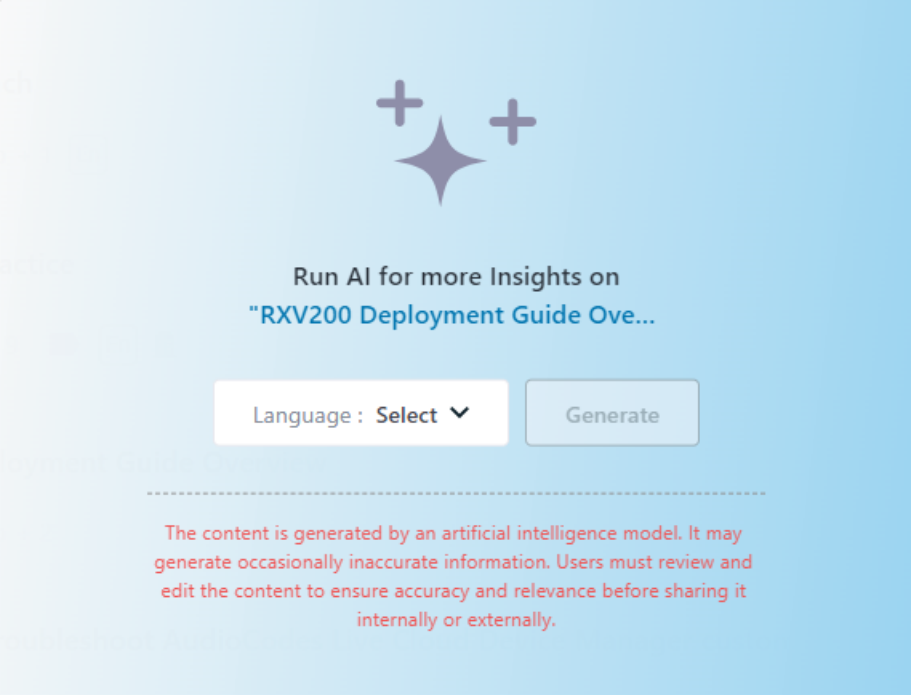
Running AI to Create Summary and Action Items from List View

In the List View, you can trigger Meeting Insights to use artificial intelligence (AI) to create a summary, an outline and suggested action items.

- The AI module may sometimes generate inaccurate information. Therefore, it's recommended that you review the AI-generated recap and edit it if required to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take some minutes to generate the AI-powered recap.
- When you activate AI, it always generates a summary, an outline, Q&A, Issues and Solutions, action items, and a transcription.
- When the AI-powered recap is successfully generated, Meeting Insights sends you an email containing the recap.
- You can also run AI from the Player page. For more information, see:
  - ✓ Running AI to Create a Summary on page 82
  - ✓ Running AI to Create an Outline on page 85
  - ✓ Running AI to Create Suggested Action Items on page 86
  - ✓ Running AI to Create Questions and Answers on page 93
  - ✓ Running AI to Create Issues and Solutions on page 94

➢ To run AI to create summary and action items from List View:

1. In the Navigation pane, click **All Meetings**.
2. For the meeting recording that you want, click the corresponding **AI not active** icon, or click the ellipsis icon, and then from the drop-down menu, choose **Run AI**; the following dialog box appears:



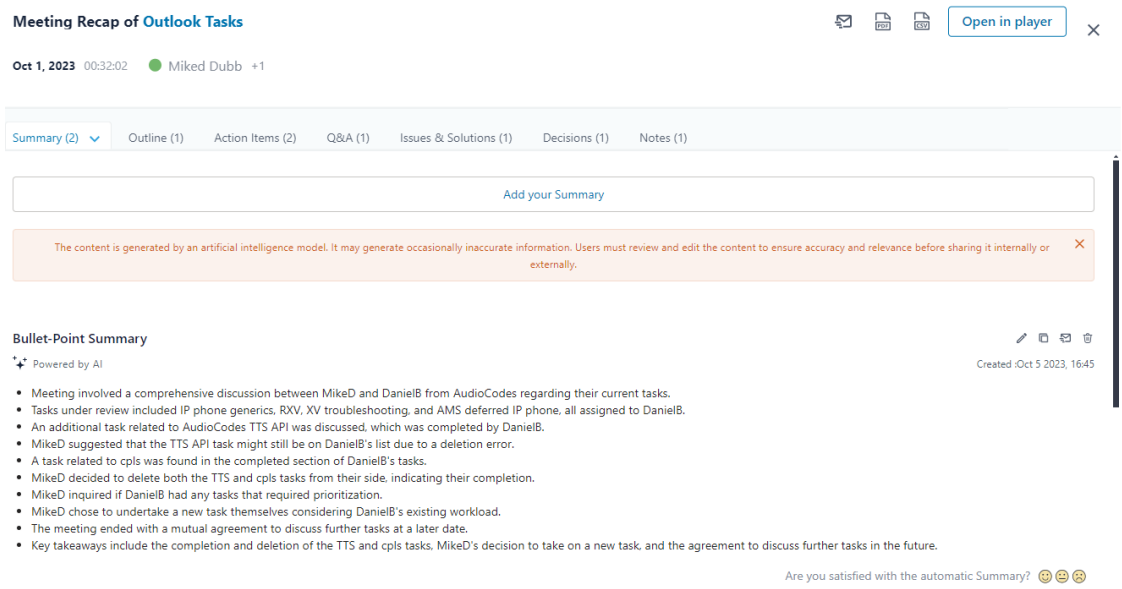
3. From the 'Language' drop-down list, select the language of your meeting recording.
4. Click **Generate**; the AI processes begins, indicated by the rotating icon, which displays "Processing" when you hover your mouse over it. When the process completes, the icon displays "AI active" when you hover your mouse over it.
5. To view the AI-powered recap, click . For more information, see Viewing Meeting Recap in List View below.

Viewing Meeting Recap in List View

You can view the meeting recap of meeting recordings directly from the meeting recordings list view.

➢ **To view recap from list view:**

1. In the Navigation pane, click **All Meetings**.
2. Click either the icon (if you have run AI) or icon, corresponding to the meeting recording that you want; the Meeting Recap dialog box appears:



3. To perform global operations for the meeting recap:
   - To send meeting recap to all participants by email: On the top of the dialog box, click .
   - To download meeting recap to your computer as a PDF or CSV file: On the top of the dialog box, click PDF or CSV, respectively.
   - To view meeting recap on Player page: On the top of the dialog box, click **Open in player**. For more information on managing recap on the Player page, see Managing Meeting Recap on page 81.
4. To view the Summary, select the **Summary** tab:
   - To send summery by email: Click the down-pointing arrow on the tab, choose **Send**, add the people to send it to, and then click **Send**.
   - To copy summery to your clipboard: Click the down-pointing arrow on the tab, and then choose **Copy**.
   - To add a summary: Click **Add your Summary**, type your summary, and then click **Add Summary**.
   - To manage AI-generated summary (Bullet-Point Summary or Summary):
     - To edit summery: Click , edit the text as desired, and then click **Update**.
     - To delete summery: Click , and then in the confirmation box, click **Delete**.
     - To copy summery to clipboard: Click , and then paste wherever (e.g., in a Word document).
     - To send summery to email: Click , add the people to send it to, and then click **Send**.

- To provide feedback on your satisfaction with the AI-generated summary: Click , , or .

5. To view the Outline, select the **Outline** tab:
   - To copy outline to your clipboard: Click the down-pointing arrow on the tab, and then choose **Copy**.
   - To manage AI-generated Outline:
     - To edit outline: Click , edit the text as desired, and then click **Update**.
     - To delete outline: Click , and then in the confirmation box, click **Delete**.
     - To copy outline to clipboard: Click , and then paste wherever (e.g., in a Word document).
     - To provide feedback on your satisfaction with the AI-generated outline: Click , , or .
6. To view Action Items, select the **Action Items** tab:
   - To add an action item: Click **New**, type the action, assign it to a participant (optional), assign it a due date (optional), and then click **Add Action Items**.
   - To manage AI-generated summary (Bullet-Point Summary or Summary):
     - To approve action items: To approve all AI-generated Action Items, click **Approve All**. To approve individual Action Items, click the corresponding **Approve** button.
     - To play action item in video: Click the button that displays the time in the video that relates to the action item.
     - To edit action item: Click , edit the action item as desired, and then click **Update**.
     - To delete action item: Click , and then in the confirmation box, click **Delete**.
     - To provide feedback on your satisfaction with the AI-generated summary: Click , , or .
7. To view the Q&A, select the **Q&A** tab:
   - To send Q&A by email: Click the down-pointing arrow on the tab, choose **Send**, add the people to send it to, and then click **Send**.
   - To copy Q&A to your clipboard: Click the down-pointing arrow on the tab, and then choose **Copy**.
   - To manage AI-generated Q&A:
     - To edit Q&A: Click , edit the text as desired, and then click **Update**.
     - To delete Q&A: Click , and then in the confirmation box, click **Delete**.

- To copy Q&A to clipboard: Click , and then paste wherever (e.g., in a Word document).
- To send Q&A to email: Click , add the people to send it to, and then click **Send**.
- To provide feedback on your satisfaction with the AI-generated Q&A: Click , , or .

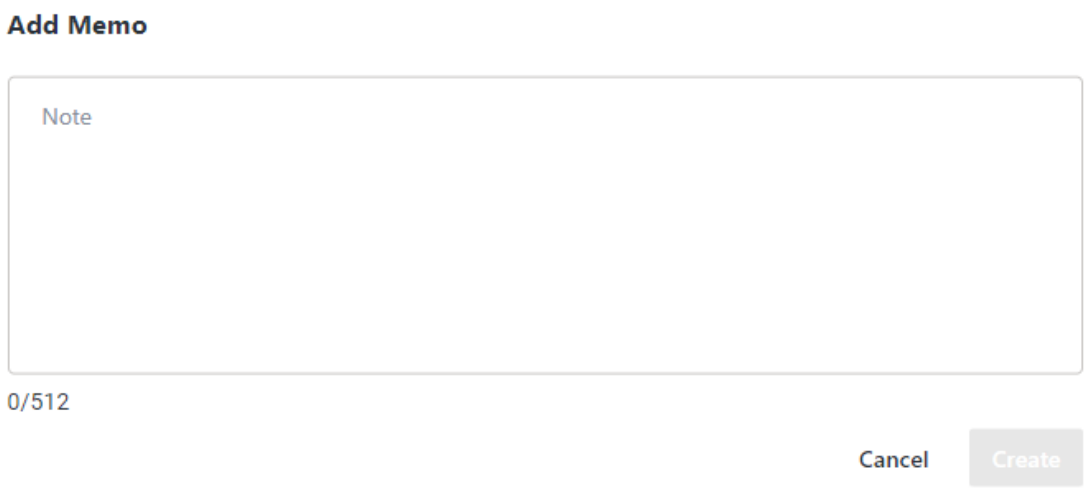
8. To view the Issues & Solutions, select the **Issues & Solutions** tab:
   - To send Issues & Solutions by email: Click the down-pointing arrow on the tab, choose **Send**, add the people to send it to, and then click **Send**.
   - To copy Issues & Solutions to your clipboard: Click the down-pointing arrow on the tab, and then choose **Copy**.
   - To manage AI-generated Issues & Solutions:
     - To edit: Click , edit the text as desired, and then click **Update**.
     - To delete: Click , and then in the confirmation box, click **Delete**.
     - To copy to clipboard: Click , and then paste wherever (e.g., in a Word document).
     - To send to email: Click , add the people to send it to, and then click **Send**.
     - To provide feedback on your satisfaction with the AI-generated Q&A: Click , , or .
9. To view Decisions, select the **Decisions** tab:
   - To add a decision: Click **New**, type your Decision, and then click **Add decision**.
   - To edit a decision: Click , edit the text as desired, and then click **Update**.
   - To play decision in video: Click the button that displays the time in the video when the decision was added.
   - To delete decision: Click , and then in the confirmation box, click **Delete**.
10. To view Notes, select the **Notes** tab:
    - To add a note: Click **New**, type your Note, and then click **Add note**.
    - To edit a note: Click , edit the text as desired, and then click **Update**.
    - To play note in video: Click the button that displays the time in the video when the note was added.
    - To make a note private or public: Click the **Private** or **Public** button, respectively.
    - To delete a note: Click , and then in the confirmation box, click **Delete**.

Adding Memos to Meeting Recordings

You can add a memo to any meeting recording, even if you're not the owner. The memo is private and (i.e., only you can see it).

To add a memo:

1. In the Navigation pane, click **All Meetings**.
1. Click the icon corresponding to the meeting recording that you want; the following dialog box appears:



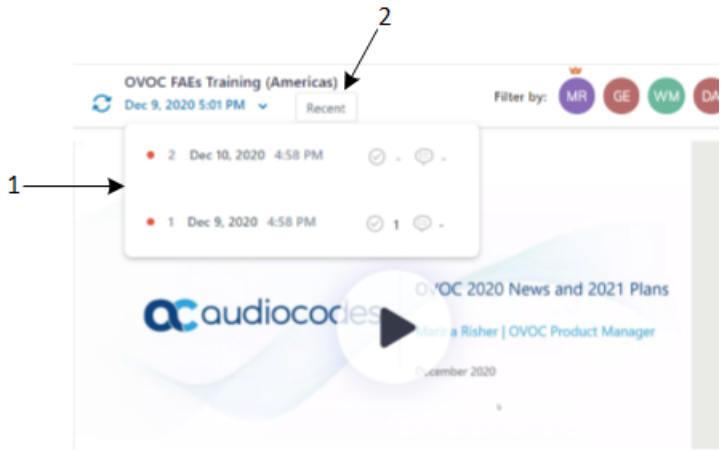
2. Type a brief note, and then click **Create** ; the icon changes to .

Viewing Meeting Recordings of Recurring Meetings

You can view the meeting recordings of meetings that have been scheduled through Microsoft Calendar as recurring meetings.

➢ **To view all meeting recordings of a recurring meeting:**

1. In the Navigation pane, click **All Meetings**.
2. Meeting recordings of recurring meetings are displayed with the icon. Click the name of the meeting recording that you want; the Player page opens.
3. Click the arrow that is located above the video player, and then from the drop-down list (#1 in figure), select the required meeting recording.



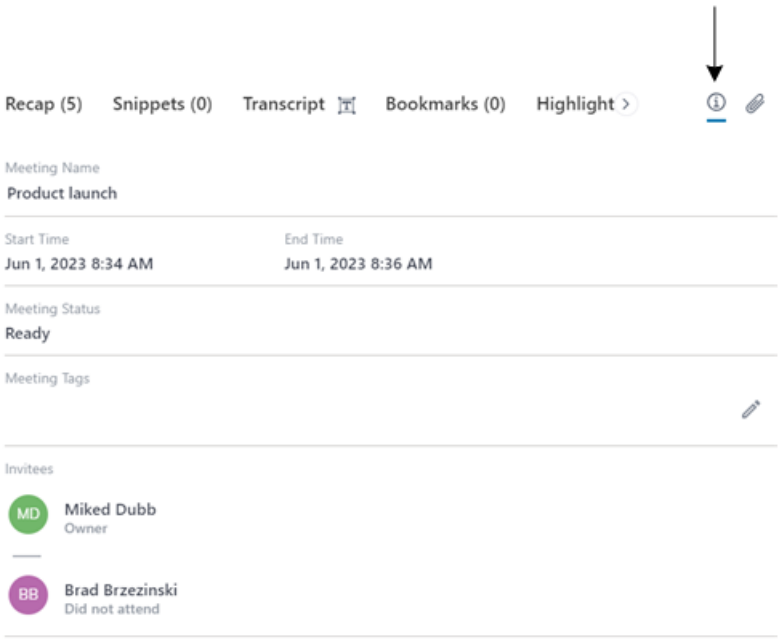
4. To view the most recent meeting recording, click the **Recent** button (#2 in figure).

Viewing General Information of Meeting Recordings

You can view general information about a meeting recording.

➢ **To view general information of a meeting recording:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Click the ⓘ icon:



'Meeting Name'	Displays the name of the meeting recording. To change the name (if you're the owner), click in the field, edit the text, and then click anywhere outside

	of the field to save your changes.
'Start Time' / 'End Time'	Displays the date and time that the meeting recording started and ended.
'Meeting Status'	Displays the status of the meeting recording: ■ "Edit": The meeting recording has been processed, but not published. ■ "Ready": The meeting recording has been published.
'Meeting Tags'	Displays tags assigned to the meeting recording.
'Invitees'	Displays a list of all the users that were invited to the meeting recording and users with which the meeting was shared after it was published.

Modifying Name of Meeting Recordings

You can modify the name of your meeting recordings.

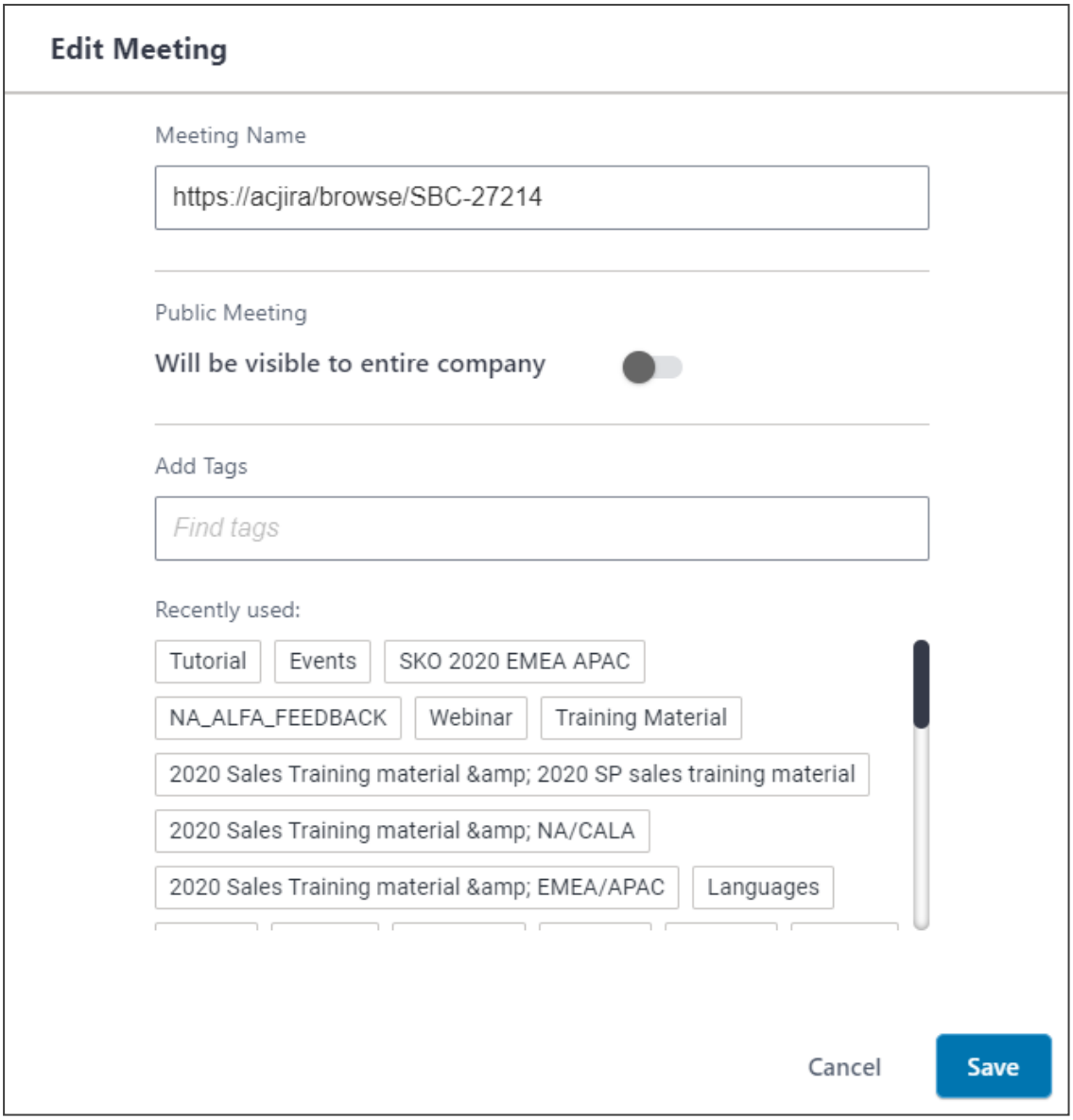
Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can modify the name.

➢ **To modify the meeting recording name:**

■ **All Meetings page:**

a. In the Navigation pane, click **All Meetings**.

b. Click the ellipsis icon corresponding to the meeting recording that you want, and then from the drop-down menu, choose **Edit Meeting**.



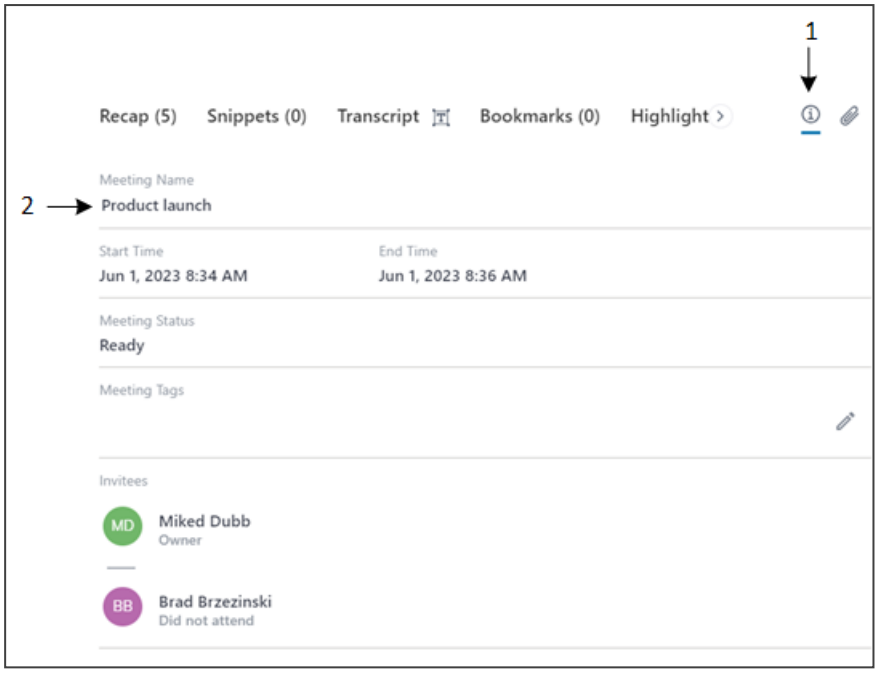
c. In the 'Meeting Name' field, type a new name, and then click **Save**.

- **Player page:**

a. In the Navigation pane, click **All Meetings**.

b. Click the name of the meeting recording that you want; the Player page appears.

c. Click the ⓘ icon (#1 in figure), and then in the 'Meeting Name' field (#2 in figure), modify the name:



Publishing Meeting Recordings

Only when you publish a meeting recording can its participants view it in their Meeting Insights account.

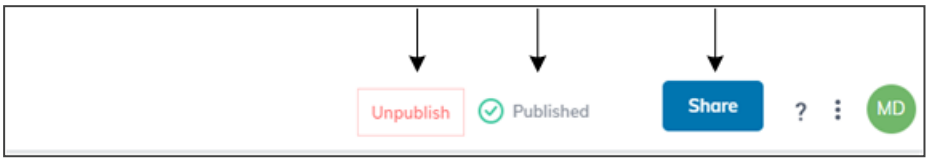
When you publish a meeting recording, Meeting Insights notifies all participants by email. The email also includes the meeting recap (meeting summary, decisions, action items, notes, and tags).

- By default, Meeting Insights automatically publishes your meeting recording when it ends. You can change this to manually publish meeting recordings or to have Meeting Insights automatically publish your meeting recordings after three days (see Configuring Preferences on page 28).
- You can configure Meeting Insights to send you a weekly email listing all your meeting recordings that you haven't published (see Subscribing to Email Notifications on page 28).
- The procedure below is applicable only if your account profile is "Meeting Insights". If your account profile is "Insights", publishing a meeting recording is done through the Meeting Recap page.

➢ To manually publish a meeting recording:

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. On the toolbar, click the **Publish** button:

Instead of the **Publish** button, the **Unpublish** button, "Published" message, and **Share** button are displayed:



Unpublishing Meeting Recordings

You can unpublish a published meeting recording meeting recording. After you unpublish the meeting recording, only the Owner can view it.

> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can unpublish the meeting recording.

➢ **To unpublish a meeting recording:**

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Do one of the following:
   - **All Meetings page:** Click the icon corresponding to the meeting recording that you want, and then from the drop-down menu, choose **Unpublish**.
   - **Player page:**
     i. In the All Meetings page, click the name of the meeting recording that you want; the Player page appears.
     ii. On the toolbar, click **Unpublish**:

Managing Meeting Recap

The meeting recording can include the following types of recap items:

- Summary - see Summary on the next page
- Outline - see Outline on page 84
- Decisions - see Decisions on page 96

- Action items - see Action Items on page 85
- Notes - see Notes on page 96

Summary

A summary is a brief description of the meeting recording and its outcome. A summary is useful in that it can remind you of what the meeting was about and its resolution.

You can add a summary of your meeting recording manually (see Adding a Summary Manually on the next page) or use the AI-powered technology to automatically create one for you (see Running AI to Create a Summary below).

- Only the Owner of the meeting recording can add a summary.
- Only one summary can be added per meeting recording.
- The summary is public and therefore, visible to all users that have access to the meeting recording.

Running AI to Create a Summary

Meeting Insights offers you a quick and effective method for automatically creating a summary of your meeting recording, using artificial intelligence (AI). A summary powered by AI creates an accurate summary, saving you time and helping you find crucial information faster.

The AI-generated summary is composed of the following:

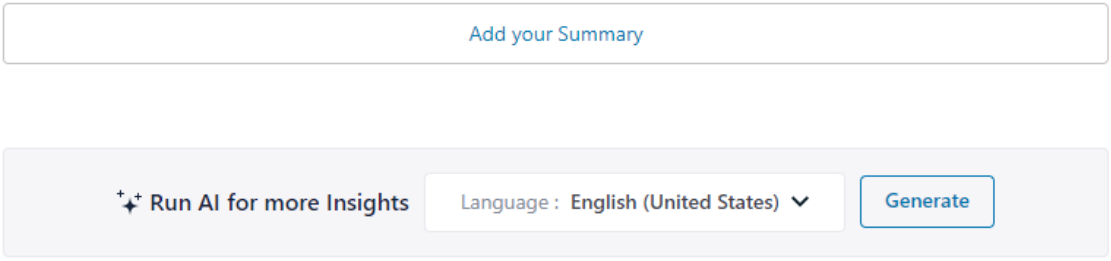
- **Bullet-point Summary:** This is a list bullet of the main points of the meeting recording (in chronological order). This summary is displayed under 'Bullet-Point Summary - Powered by AI'.
- **Summary with Headings:** This is a summary of the main issues of the meeting recording, grouped under meaningful headings (in chronological order). This summary is displayed under 'Summary - Powered by AI'.

When the AI-powered summary is successfully generated, Meeting Insights sends you an email containing the summary.

- The summary is generated by an AI model, which may sometimes generate inaccurate information. Therefore, it's recommended that you review the summary and edit it if required to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI to generate a summary. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take some minutes to generate the AI-powered summary.
- When you activate AI, it always generates a Summary, Action Items, Q&A, Issues & Solutions, and a transcription.

➢ **To run AI to create summary:**

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Summary**:



3. From the 'Language' drop-down list, select the language of your meeting recording.
4. Click **Generate**; AI processes the summary and when finished, the summary appears. If you want to cancel the process (for whatever reason), click **Stop**.

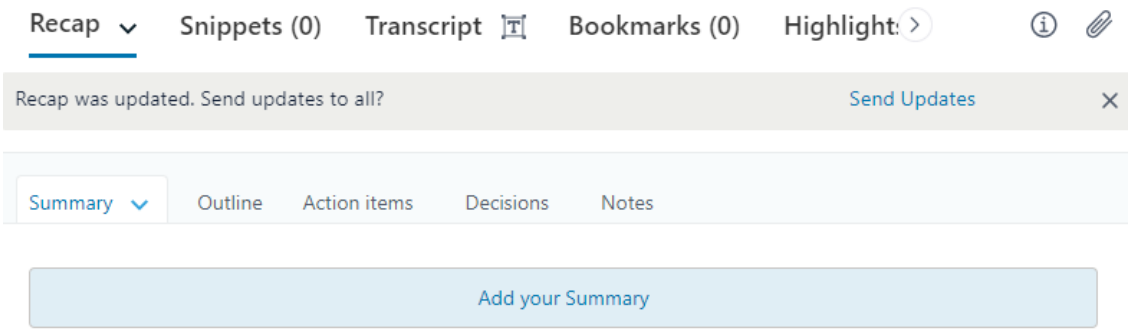
Adding a Summary Manually

You can manually write up a single summary.

> You can have both a manually written summary and an AI-generated summary (as described in Running AI to Create a Summary on the previous page).

➢ **To add a summary:**

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Summary**.
3. Click **Add your Summary**:

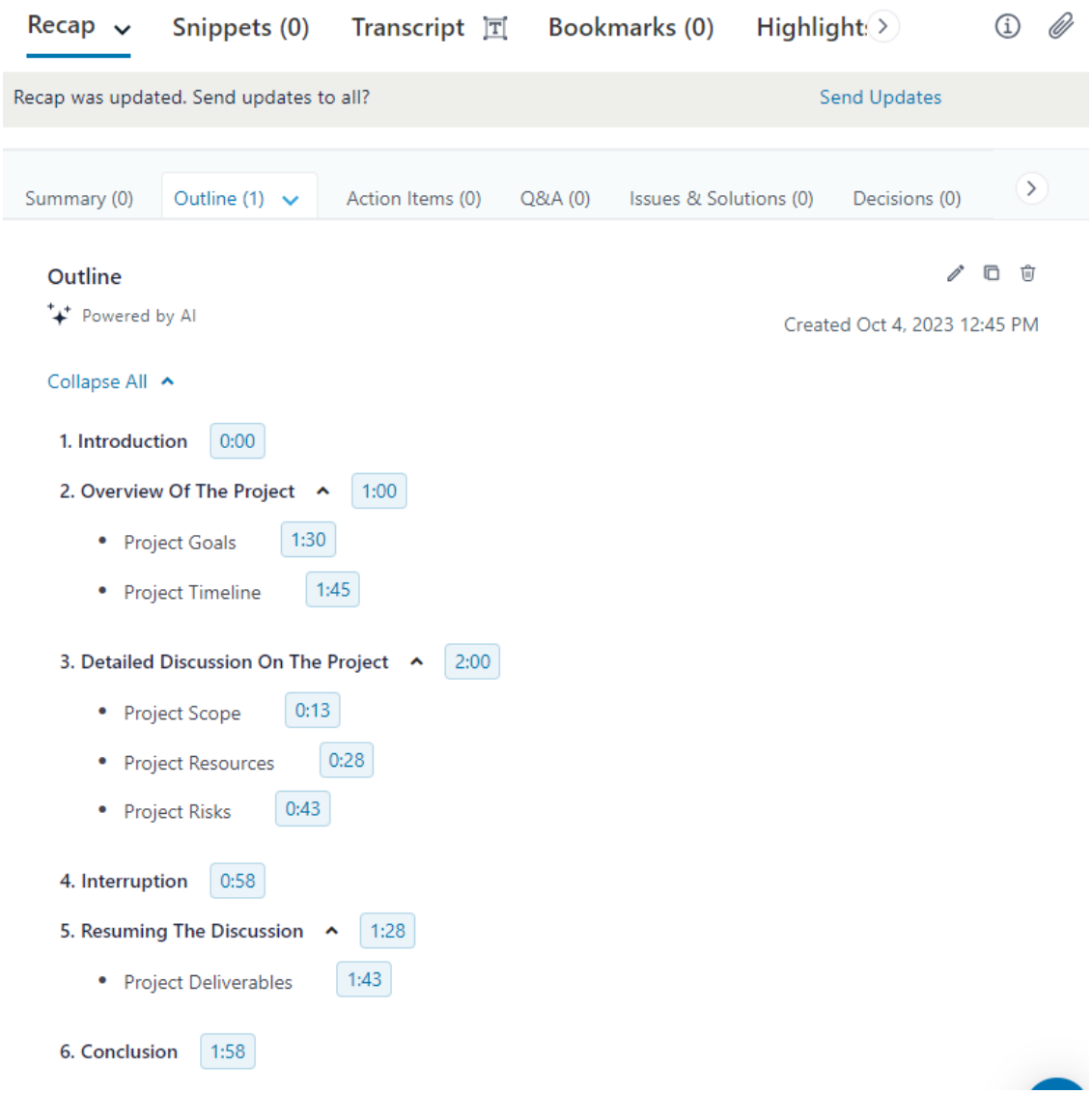


4. In the text box, type your summary, and then click **Add Summary**; the summary is displayed under the 'Owner Summary' section.

Outline

Meeting Insights provides a quick and effective method for automatically creating a meeting outline of your meeting recording, by using artificial intelligence (AI), as described in Running AI to Create an Outline on the next page.

The AI-generated outline includes sections ("headings") of the meeting recording: introduction, an overview, a detailed discussion on the subject, and lastly, the conclusion. You can play the video of the meeting recording from any specific heading. An example of an AI-generated outline is shown below:



- Only one outline can be added per meeting recording.
- The outline is public and therefore, visible to all users that have access to the meeting recording.

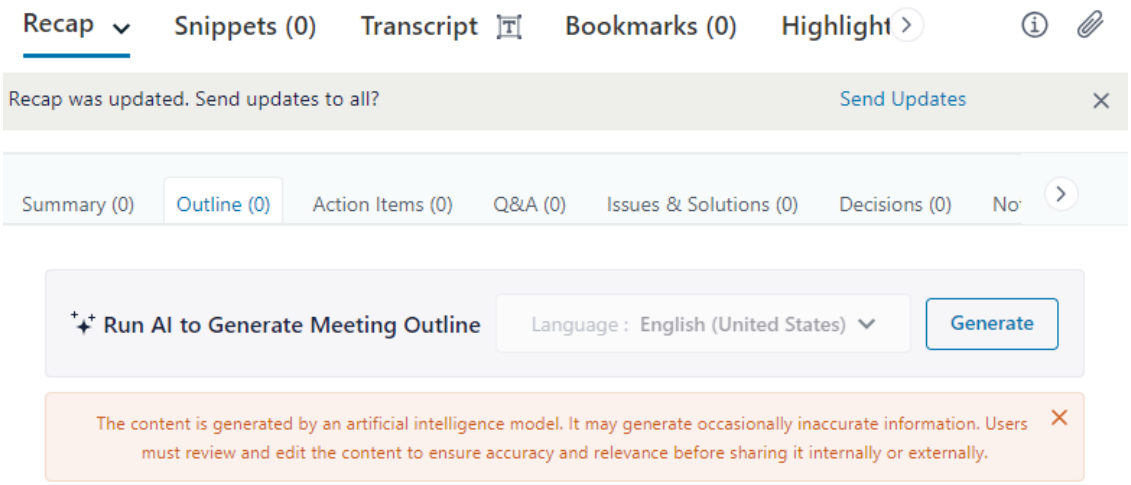
Running AI to Create an Outline

When the outline is successfully generated, Meeting Insights also sends you an email with the outline.

- The outline is generated by an AI model, which may sometimes generate inaccurate information. Therefore, it's recommended that you review the outline and edit it if required to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI to generate an outline. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take several minutes to generate the AI-powered outline.

➢ **To run AI to create outline:**

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Outline**:



3. From the 'Language' drop-down list, select the language of your meeting recording.
4. Click **Generate**; AI processes the summary and when finished, the summary appears. If you want to cancel the process (for whatever reason), click **Stop**.

Action Items

An action item is a task or activity that needs to be done. You can optionally specify a date by which the action item needs to be done, and optionally assign it to a participant.

Instead of adding action items manually, you can trigger Meeting insights to automatically generate action items using the Artificial Intelligence(AI) technology.

- Only the Owner of the meeting recording can add action items.
- Action items are public and therefore, visible to all users that have access to the meeting recording.

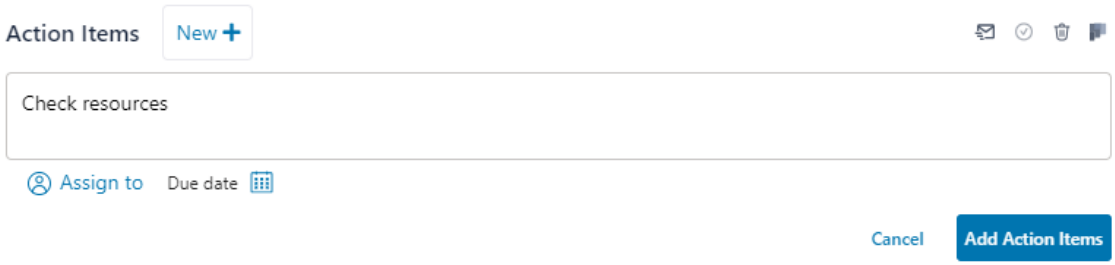
Adding Action Items Manually

You can add action items per meeting recording.

In addition to manually adding action items, you can generate suggested action items using Artificial Intelligence, as described in Running AI to Create Suggested Action Items below.

To add an action item:

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Action items**.
3. Click the **New +** button, and then in the text box, type the task that needs to be done:



4. If you want to assign the task to someone, click **Assign to**, and then from the drop-down list, choose the listed participant (or click **Add user** to choose a non-participant, and then click **Assign**).
5. If you want to assign the task a due date, click , and then select the date from the displayed calendar.
6. Click **Add Action Items**.

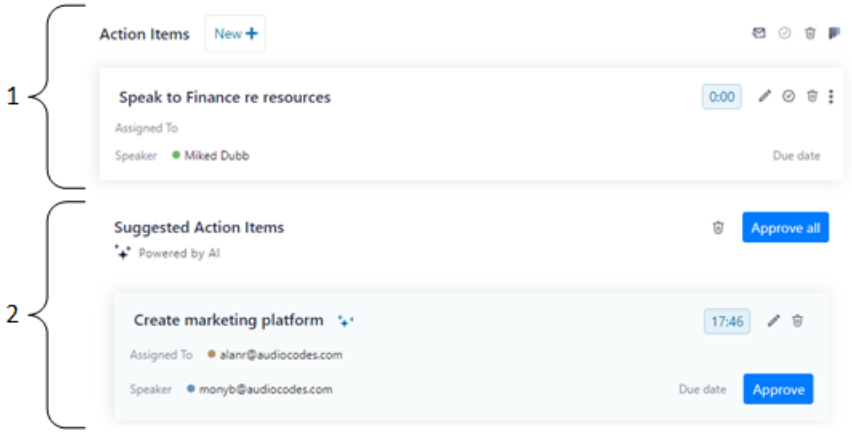
Running AI to Create Suggested Action Items

Meeting Insights offers you a quick and effective method for automatically creating action items from your meeting recording, using artificial intelligence (AI). AI-powered action items include the action to take, the speaker who requested the action, the person assigned to the action, and its due date.

AI-generated action items are only suggested actions items and therefore, Meeting Insights allows you to approve (and edit) or delete each one accordingly. If you don't approve an action

item (and don't delete it), it remains under the Suggested Action Items group and only the owner (or representative) of the meeting recording can view it. Participants can view only approved action items.

The following figure displays AI-generated action items. Those that have yet to be approved are listed under the Suggested Action Items group (#2 in figure). Those that were approved (or manually created) are listed under the Action Items group (#1 in figure).

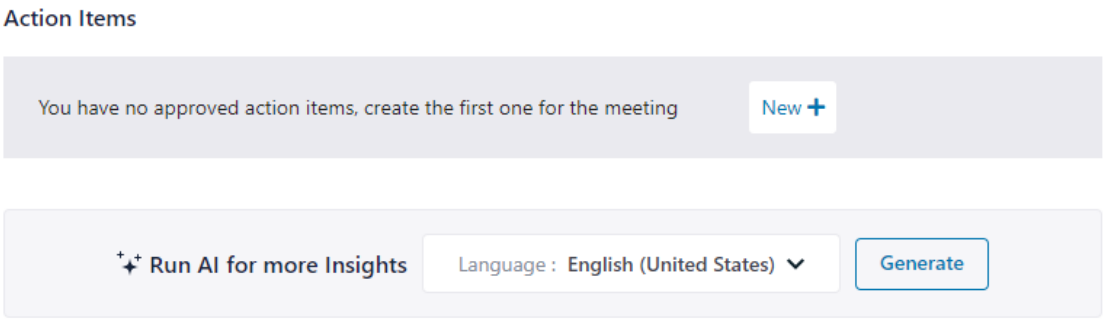


When the AI-powered action items are successfully generated, Meeting Insights sends you an email containing the actions items.

- The action items are generated by an AI model, which may sometimes generate unnecessary action items. Therefore, it's strongly recommended that you review the action items and edit them if required before sharing with others.
- If you're the owner of the meeting recording, you can always trigger AI to generate action items. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take several minutes to generate the AI-powered action items.
- You can also use activate AI to generate action items during a meeting recording.
- When you activate AI, it always generates a Summary, Action Items, Q&A, Issues & Solutions, and a transcription.
- In addition to generating suggested action items using AI, you can manually add action items, as described in Adding Action Items Manually on the previous page.

➢ To run AI for action items:

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Action Items**:



3. From the 'Language' drop-down list, select the language of your meeting recording.
4. Click **Generate**; Meeting Insights begins the AI process to generate action items. If you want to cancel the process (for whatever reason), click **Stop**.

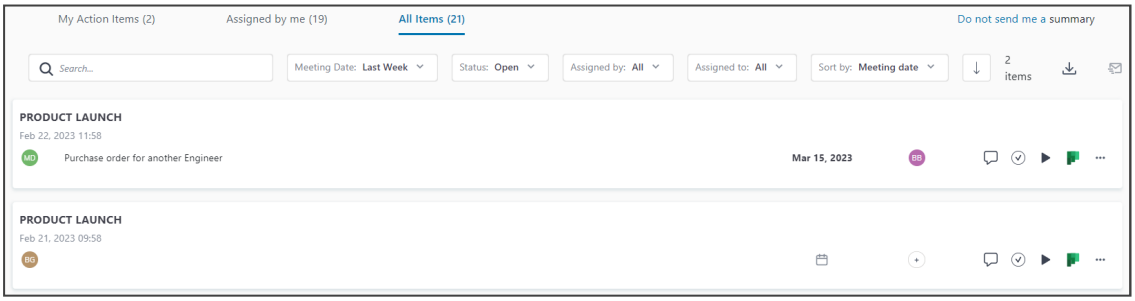
Managing Action Items

Meeting Insights provides a dedicated page which is accessed from the Navigation pane that allows you to easily manage action items of all meeting recordings. This includes action items that were assigned to you or that you assigned to others.

> For exporting an action item to Microsoft Planner, see Integration with Microsoft Planner.

➢ To manage action items:

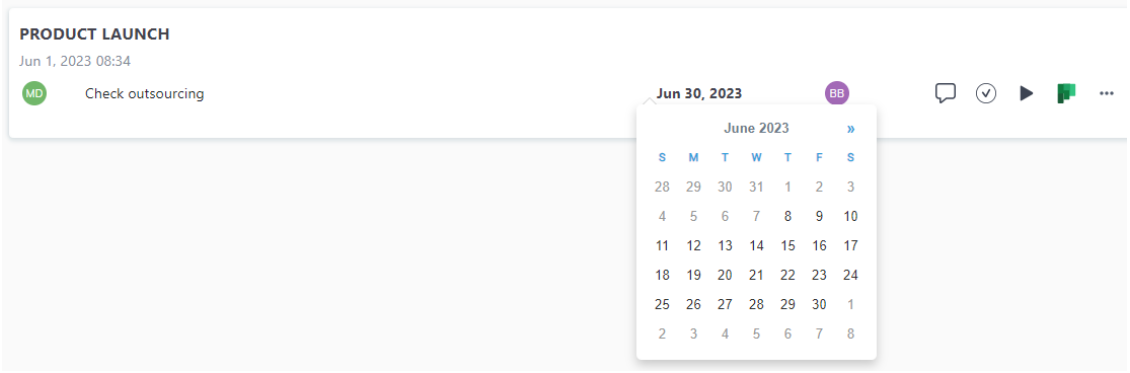
1. In the Navigation pane, click **Action items**:



> When you access the Action Items page, it lists the action items according to your previous filter settings.

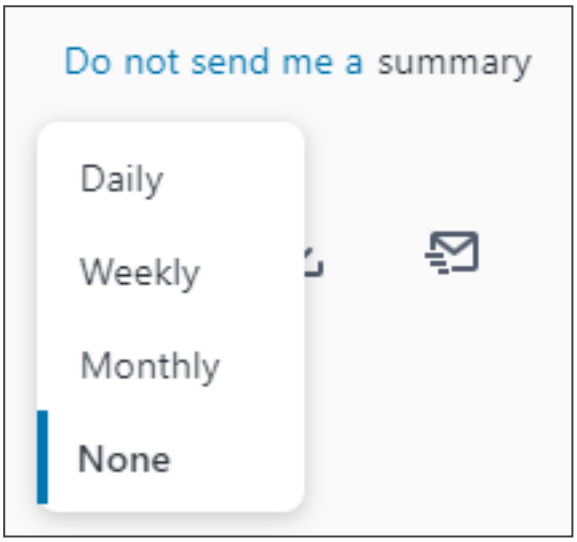
2. Select any of the following action item tabs:
   - **My Action Items:** Displays all action items assigned to you that are still open.
   - **Assigned by Me:** Displays all action items that you assigned to other users (including to yourself).
   - **All Items:** Displays all action items assigned to you and that you assigned to other users (including to yourself).

3. To search and filter the list of action items, use the following search filtering criteria:
   - **Search:** Use this field to search for an action item containing specific text.
   - **Meeting Date:** Filters the list of action items by date of meeting recording (last week, last month, or last year).
   - **Status**: Filters the list of action items by status (open or done).
   - **Assigned by:** Filters the list of action items by users that assigned them.
   - **Assigned to:** Filters the list of action items by users to whom they are assigned.
   - **Sort by:** Filters the list by **Meeting date** or **Due date** of the action item.
   - Orders the list by ascending or descending order, latest meeting on top or oldest meeting on top, i.e., from the most recent date descending to the oldest date, or from the oldest date descending to the most recent date (Date of meeting -or- Due date of Action Item).
4. To change the due date of the action item, click the displayed date, and then use the calendar to select a new date:



5. To add a comment to the action item, click , and then type your comment in the displayed text box. After you add a comment, the icon changes to . To view or close the comment, click the icon.
6. To mark an action item as done, click (#1 in figure); the icon changes to (#2 in figure) and "Done" is displayed (#3 in figure):

7. To play the meeting recording (in the Player page), click .
8. To send the action item to Microsoft Planner, click , select a plan and bucket, and then click **Send to Planner**.
9. To download the filtered list of action items to your computer as a PDF file, click .
10. To email the filtered list of action items to the participants, click .
11. To define how often you want Meeting Insights to email you all the open action items of the last 30 days, click the **Do not send me a summary** link, and then choose **Daily**, **Weekly**, **Monthly** or **None** (if you don't want to receive it - default):



12. To view the meeting recap of the meeting recording to which the action item belongs, click , and then from the drop-down menu, choose **Meeting Recap**.
13. To delete an action item, click , from the drop-down menu, choose **Delete Item**, and then in the confirmation message box, click **Delete**.

Exporting Action Items to Microsoft Planner

Meeting Insights provides seamless integration with Microsoft Planner for managing action items instead of Meeting Insights. Access to Planner is through the same corporate credentials that you use to access Meeting Insights.

You can export an action item from Meeting Insights to Planner and then use Planner to manage the action item instead of Meeting Insights. Once exported, all subsequent management of that action item (editing and deleting) can only be done through Planner.

- By default, integration with Planner is enabled. You can disable it, as described in Configuring Preferences on page 28.
- Modifying or deleting the action item in Planner is not reflected in Meeting Insights.

➢ To export an action item to Microsoft Planner:

Player page:

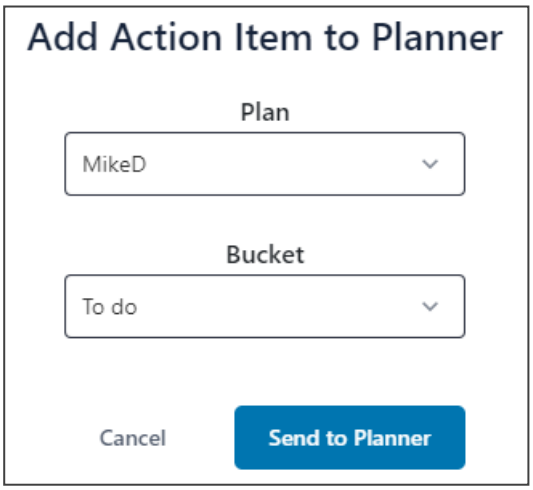
a. In the Navigation pane, click **All Meetings**.

b. Click the name of the meeting recording that you want; the Player page appears.

c. Select the **Recap** tab, and then click **Action Items**.

d. Click the ellipsis icon corresponding to the action item, and then from the drop-down menu, choose **Send to Planner**:

The following dialog box appears:



e. From the 'Plan' drop-down list, select a plan.

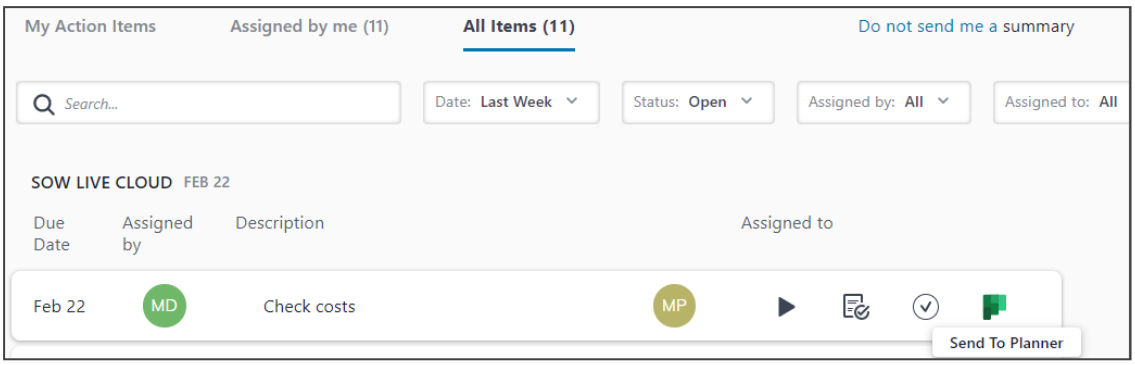
f. From the 'Bucket' drop-down list, select a bucket.

g. Click **Send To Planner**; the action item is added to Planner and the icon is now displayed with a lock .

Action Items page:

a. In the Navigation pane, click the **Action items**.

b. Click corresponding to the action item:



c. Follow the instructions from Step **e** above for the Player page.

Accessing Action Items in Planner

Action items that you have exported to your Microsoft Planner can only be managed (edited or deleted) through Planner. You can easily access these action items in Planner from Meeting Insights.

Modifying or deleting the action item in Planner is not reflected in Meeting Insights.

➢ **To access an action item in Microsoft Planner:**

■ **Player page - Web GUI:**

a. Open the All Meetings (see Viewing Meeting Recordings List on page 65).

b. Click the name of the meeting recording that you want; the Player page appears.

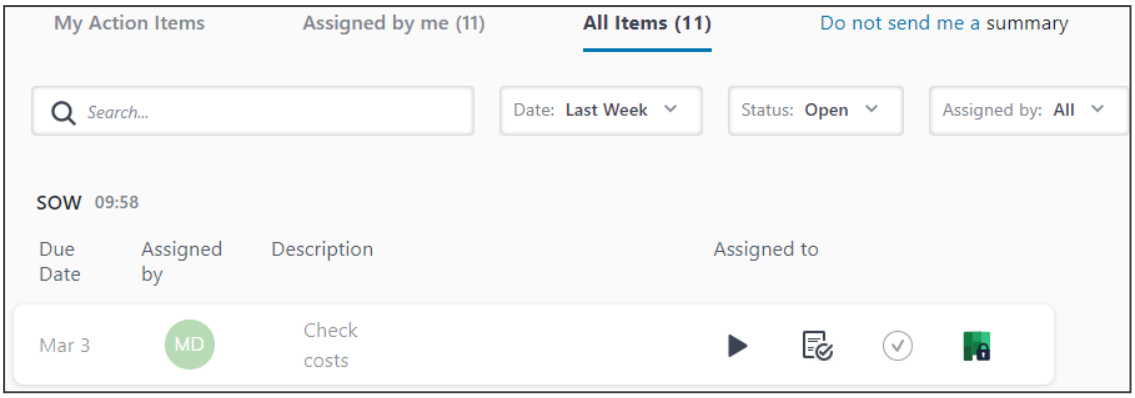
c. Select the **Recap** tab.

d. Click the ellipsis icon corresponding to the action item, and then from the drop-down menu, choose **See in Planner**:

■ **Action Items page - Web GUI and Teams:**

a. Open the Access Items page, by clicking **Action items** in the Navigation menu pane.

b. Click the **See in Planner** icon corresponding to the action item:

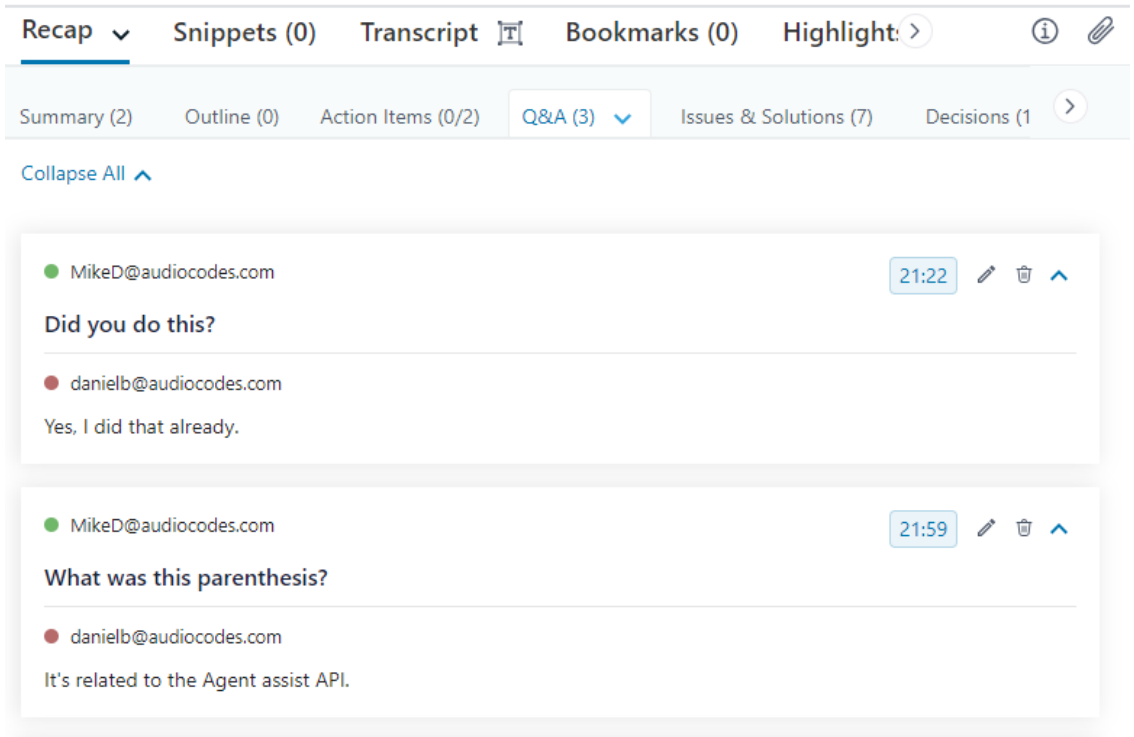


Questions and Answers

Meeting Insights offers you a quick and effective method for automatically creating Question and Answers (Q&A) from your meeting recording, using artificial intelligence (AI). AI identifies the questions that were asked around discussed subjects during the meeting recording and the answers to the questions.

Running AI to Create Questions and Answers

Meeting Insights can create Question and Answers (Q&A) from your meeting recording, using artificial intelligence (AI). AI identifies the questions that were asked around discussed subjects during the meeting recording and their answers. Meeting Insights displays the identified question with the person that asked it and displays the identified answer below it with the person that answered it, as shown in the following example:



- The Q&A is generated by an AI model, which may sometimes generate unnecessary Q&A. Therefore, it's recommended that you review the Q&A and edit or delete them if required before sharing with others.
- If you're the owner of the meeting recording, you can always trigger AI to generate Q&A. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take several minutes to generate the AI-powered Q&A.
- You can also use activate AI to generate Q&A during a meeting recording.
- When you activate AI, it always generates a Summary, Action Items, Issues & Solutions, and a transcription.
- When the AI-powered Q&A is successfully generated, Meeting Insights sends you an email with the Q&A.

➢ **To run AI for Q&A:**

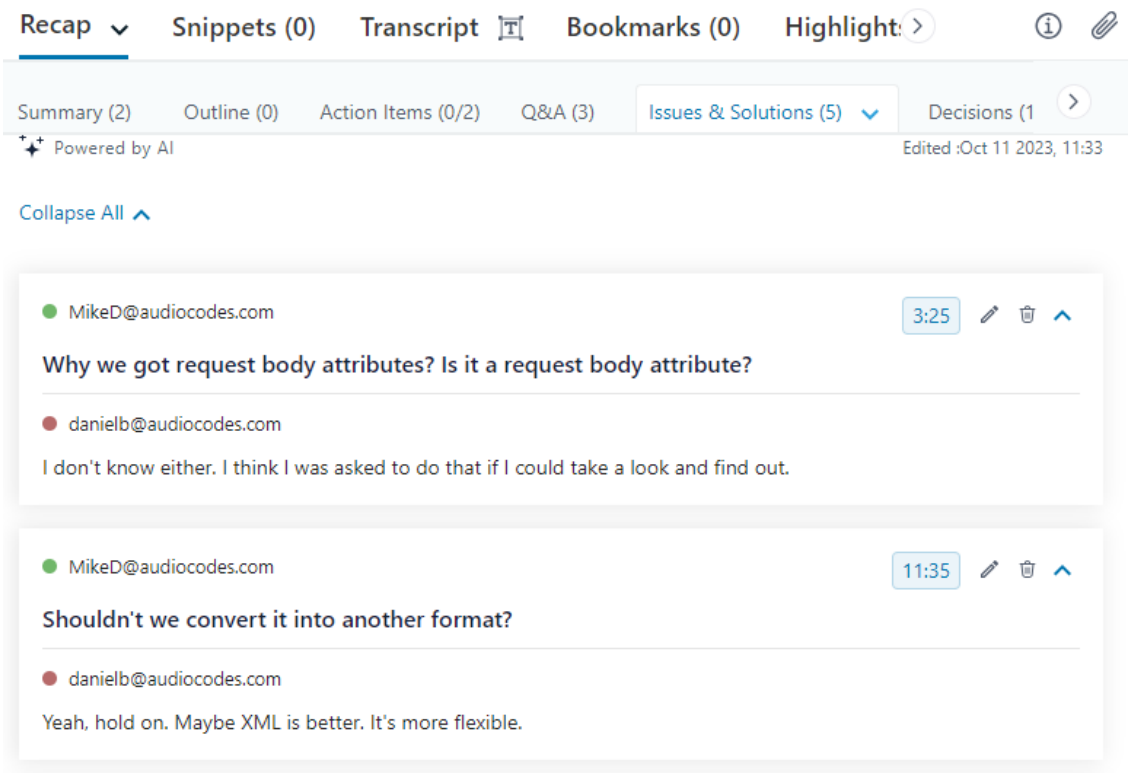
1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Q&A**.

Issues and Solutions

Meeting Insights can create Issues and Solutions from your meeting recording, using artificial intelligence (AI). AI identifies issues that were raised during the meeting recording and their solutions if provided.

Running AI to Create Issues and Solutions

Meeting Insights can create Issues and Solutions from your meeting recording, using artificial intelligence (AI). AI identifies issues that were raised during the meeting recording and their solutions if provided. Meeting Insights displays the identified issue with the person that raised the issue and displays the identified solution below it with the person that offered the solution, as shown in the following example:



- The Issues and Solutions is generated by an AI model, which may sometimes generate unnecessary Issues and Solutions. Therefore, it's strongly recommended that you review the Issues and Solutions and edit or delete them if required before sharing with others.
- If you're the owner of the meeting recording, you can always trigger AI to generate Issues and Solutions. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take several minutes to generate the AI-powered Issues and Solutions.
- You can also use activate AI to generate Issues and Solutions during a meeting recording.
- When you activate AI, it always generates a Summary, Action Items, Q&A, Issues & Solutions, and a transcription.
- When the AI-powered Issues and Solutions is successfully generated, Meeting Insights sends you an email with the Issues and Solutions.

➢ To run AI for Issues and Solutions:

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Issues and Solutions**.
3. From the 'Language' drop-down list, select the language of your meeting recording.
4. Click **Generate**; Meeting Insights begins the AI process to generate Issues and Solutions. If you want to cancel the process (for whatever reason), click **Stop**.

Decisions

A decision is typically an agreed upon resolution or agreement that was made during the meeting recording. Adding a decision is useful in that it helps to remind you of what was agreed upon.

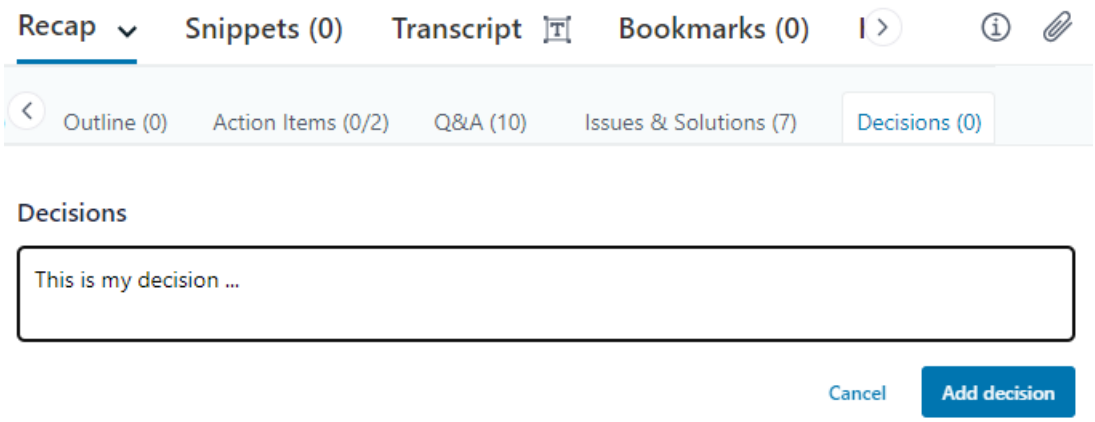
- Only the Owner of the meeting recording can add decisions.
- Decisions are public and therefore, visible to all users that have access to the meeting recording.

Adding Decisions

You can add multiple decisions per meeting recording.

➢ **To add a decision:**

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Decisions**.
3. Click the **New +** button, and then in the text box, type the decision.



4. Click **Add decision**.

Notes

A note is typically used to convey a thought or idea that you don't want to forget.

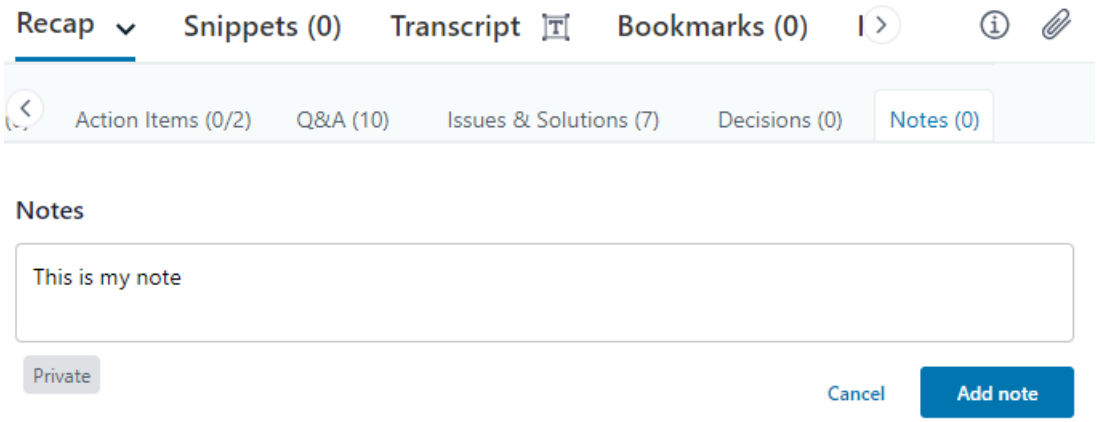
- Everyone with access to a meeting recording can add notes.
- By default, your notes are private. You can make a note public so that its visible to everyone that has access to the meeting recording.

Adding Notes

You can add multiple notes per meeting recording.

➢ **To add a note:**

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Notes**.
3. Click the **New +** button, and then in the text box, type the note:



4. If you want to make your note public so that it's visible to everyone that has access to the meeting recording, click the **Private** button (toggles between **Private** and **Public**).
5. Click **Add note**.

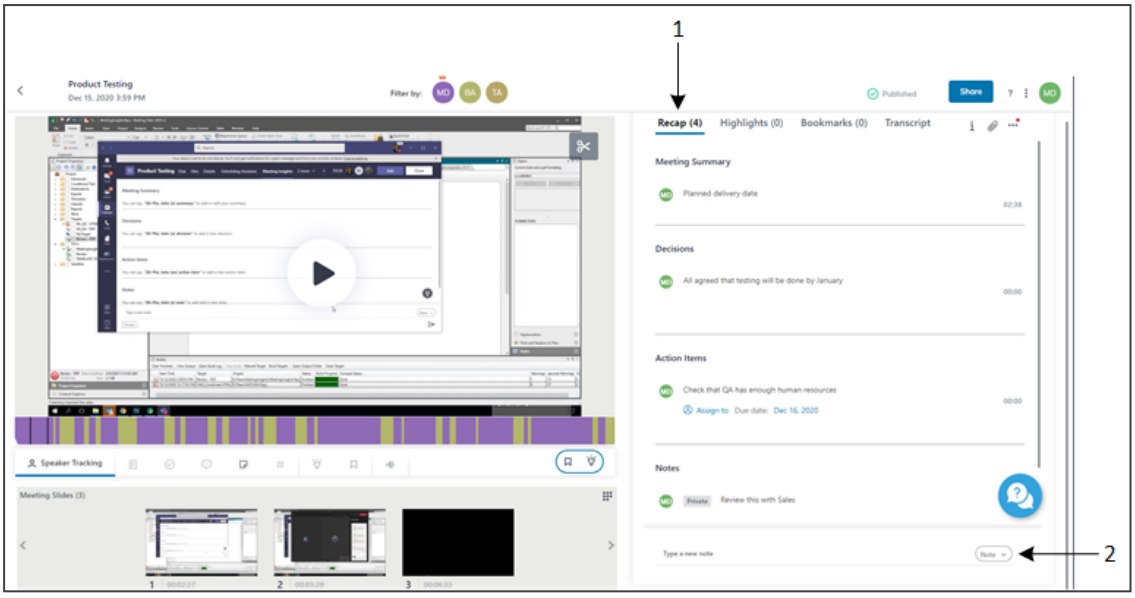
Viewing the Meeting Recap

To view the meeting recap of a meeting recording, follow the procedure below.

- You can also view meeting recap items added by other participants, if made public.
- All users that have access to the meeting recording can view the summary, decisions, and action items. Notes can be seen by all users only if they were added as "Public".
- The listed meeting recap items also display the location (time) in the video where they were added, except recap items that were added at the beginning of the video (i.e., 00:00).
- You can also view the recap, using the RECAP (12) icon in the All Meetings.

➢ **To view the meeting recap:**

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab (#1 in figure below); the meeting recap is displayed, as shown below:



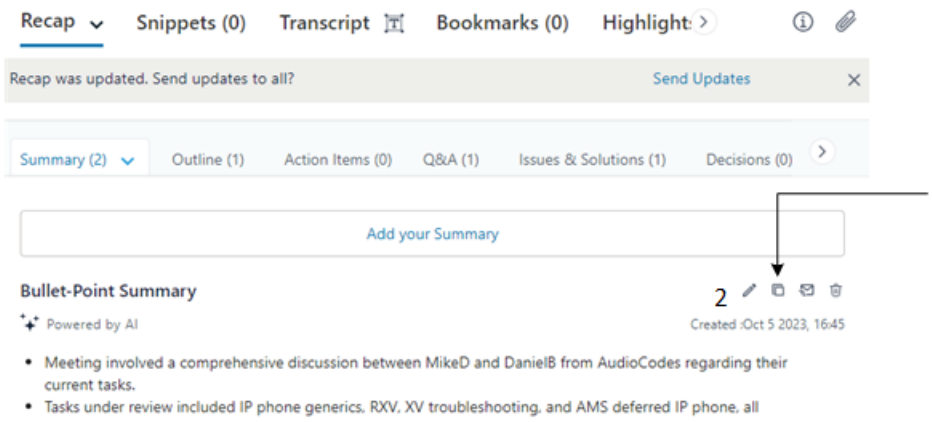
Copying a Recap to Clipboard

You can copy a recap to your computer's clipboard and then paste it wherever you want (e.g., in an email or a document).

> You can copy to clipboard only the following recap types: Summary, Outline, Q&A, and Issues & Solutions.

➢ To copy recap to clipboard:

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click the required recap type (see note above).
3. Click the **Copy** icon:



4. Paste the copied recap wherever you want (e.g., email or document).

Playing Video from Recap Location

You can play the video from the location (timestamp) where a specific meeting recap was added to the Meeting Recording.

The timestamp (mm:ss) is displayed next to each recap. If the recap was added at the beginning of the meeting recording, the timestamp displayed is "00:00".

➢ **To play video from location of recap:**

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab.
3. Hover your mouse over the required recap item, and then click the corresponding icon (as shown in the following figure); the video starts playing from the location where the Recap item was added.

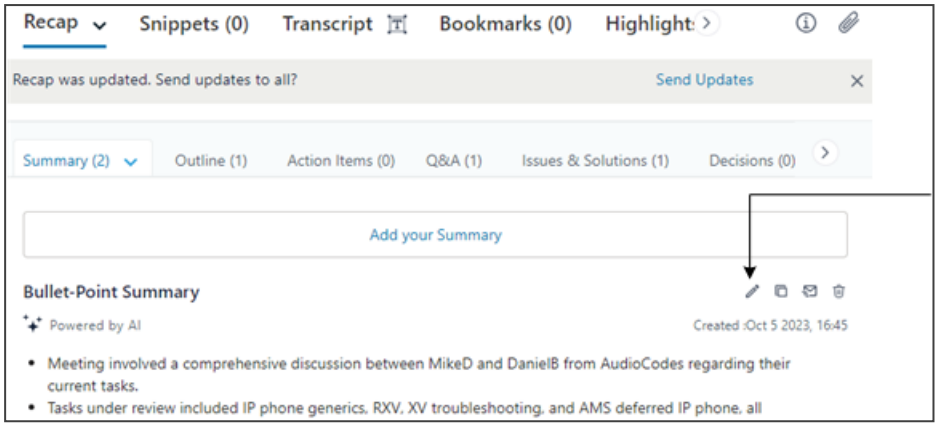
Editing a Recap

You can edit your meeting recap items.

Only the Owner or Co-owner pf the meeting recording, or users assigned editing privileges to the meeting recording can edit all recap types. The other participants can edit only their notes.

➢ **To edit a meeting recap item:**

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click the type of recap.
3. Click the **Edit** icon:



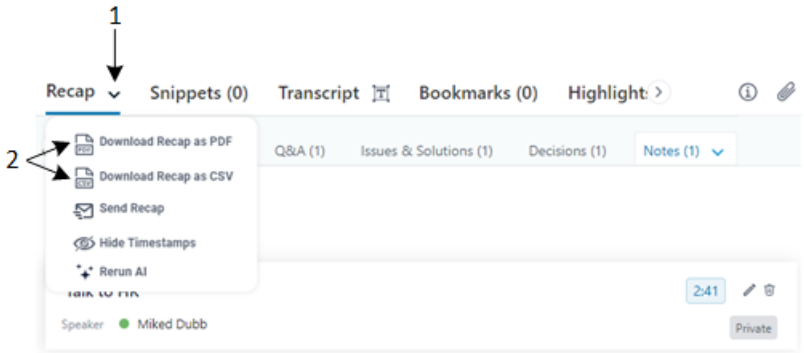
4. Modify the recap as desired, and then click **Update**.

Downloading All Recap as File to PC

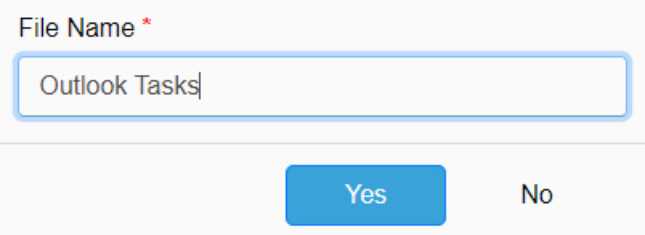
You can download all the recap items of a meeting recording to your computer as a PDF file (.pdf) or as a comma-separated values file (.csv). By default, Meeting Insights assigns the downloaded file with the same name as the subject of the meeting recording. However, you can define a different name for the file.

➢ To download all recap:

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Click the arrow on the **Recap** tab (#1 in figure), and then from the drop-down menu, choose one of the following (#2 in figure):
   - **Download Recap as PDF** to download the recap to your computer as a PDF file.
   - **Download Recap as CSV** to download the recap to your computer as a CSV file.



The following dialog box appears:



4. In the text box, type a name for the downloaded file, and then click **Yes**.

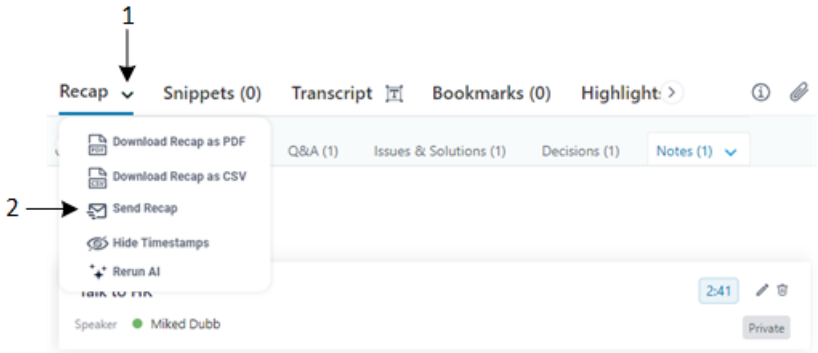
Sending All Recap by Email

You can send all the recap types by email to all participants of the meeting recording.

- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can send the recap by email.
- For the Summary recap, you can send an email with only the 'Owner Summary', or 'Bullet-Point Summary' done by AI, or 'Summary' done by AI (see procedure at end of section).

➢ **To send recap by email:**

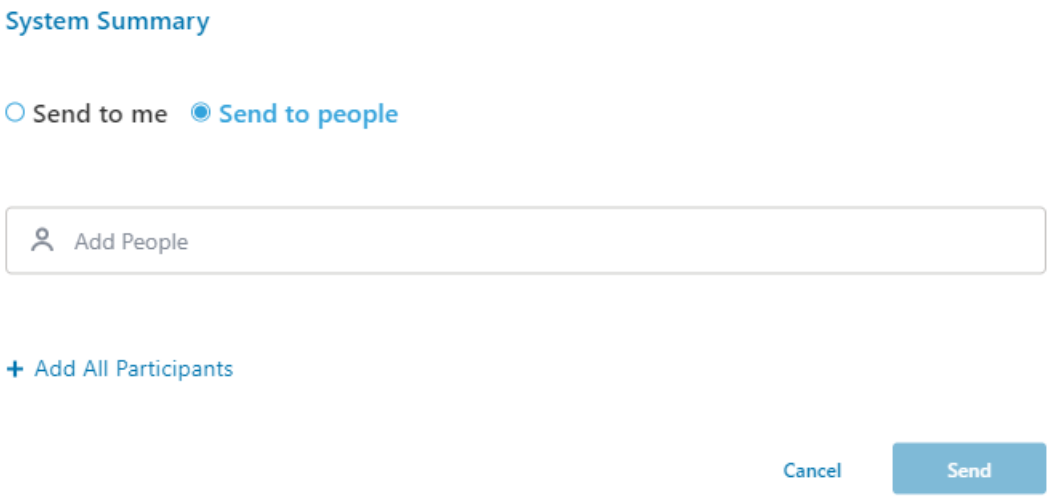
1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Click the arrow on the **Recap** tab (#1 in figure), and then from the drop-down menu, choose **Send Recap** (#2 in figure); a confirmation message box appears.



3. Click **Yes**; an email is sent to all participants of the meeting recording.

If you want to send an email for a specific summary item under the **Summary** tab:

1. Click the corresponding **Send** icon; the following dialog box appears:



2. Choose one of the following options:
   - **Send to me**: Sends the recap to your email.
   - **Send to people**: If you want to send the email to all participants, click **Add All Participants**. If you want to specify the people (participants or non-participants), then in the 'Add People' field, start typing the names of the people and then select their full names from the offered drop-down list.
3. Click **Send**.

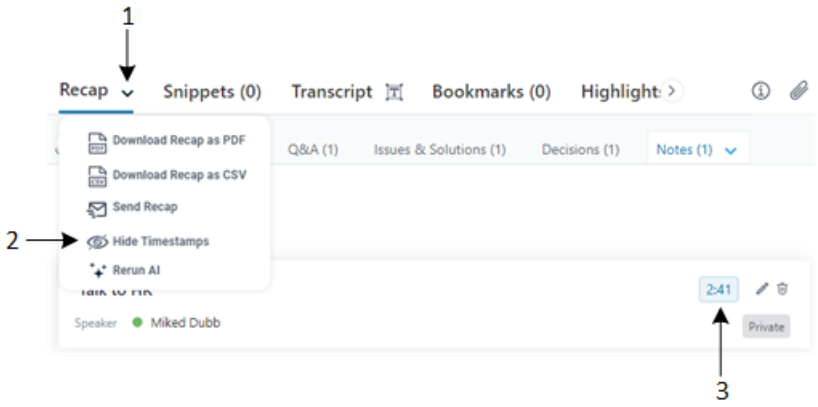
Showing and Hiding Timestamps in Recap

By default, Meeting Insights displays recap items with a timestamp, which is the location in the video where the recap was added or where it's associated. For example, if a note was added 2 minutes and 41 seconds from the start of the meeting recording, Meeting Insights displays the timestamp "2:41" alongside the note (see #3 in the figure below).

Hiding timestamps may be useful, for example, if you want to avoid clutter.

➢ **To hide or show timestamps in recap:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Click the arrow on the **Recap** tab (#1 in figure), and then from the drop-down menu, choose (#2 in figure):
   - **Hide Timestamps** to hide timestamps.
   - **Show Timestamps** to display timestamps.



Re-running AI to Generated Recap

You can rerun artificial intelligence (AI) to create the Summary, Action Items, Q&A, and Issues and Solutions recap types. Rerunning AI may be useful, for example, to improve the previously generated recap. The new AI-powered recap replaces the previous AI-generated recap.

- The recap is generated by an AI model, which may sometimes generate inaccurate information. Therefore, it's recommended that you review the AI-generated recap and edit them if required to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take some minutes to generate the AI-powered recap.
- When you activate AI, it also generates a transcription.

➢ To rerun AI to create summary and action items:

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Click the arrow on the **Recap** tab, and then from the drop-down menu, choose **Rerun AI**; a confirmation message box appears.
3. Click **Continue**; AI regenerates the recap types.

Sending Updated Recap by Email

After you update the recap of a meeting recording, the below message is displayed. If you click **Send updates**, the updated recap is sent by email to the participants of the meeting recording.

Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can send the updated recap by email.

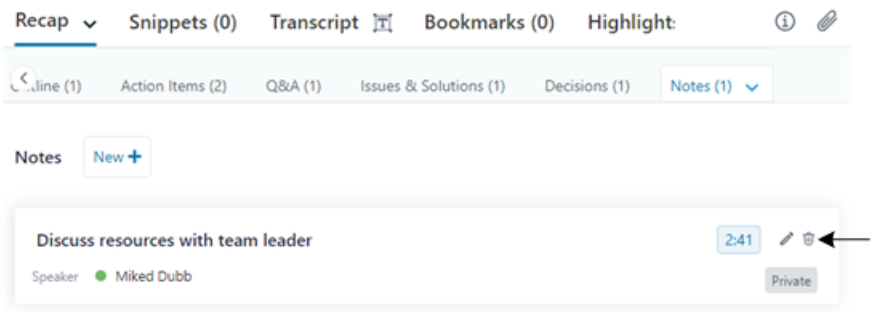
Deleting a Recap

You can delete a meeting recap item.

Only the Owner or Co-owner pf the meeting recording, or users assigned editing privileges to the meeting recording can delete all recap types. The other participants can delete only their notes.

➢ **To delete a meeting recap item:**

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click the type of recap.
3. Click the **Delete** icon; a confirmation message box appears.



4. Click **Delete** to confirm.

Managing Snippets

This section describes snippets in Meeting insights.

You can only create a snippet after the meeting recording has ended.

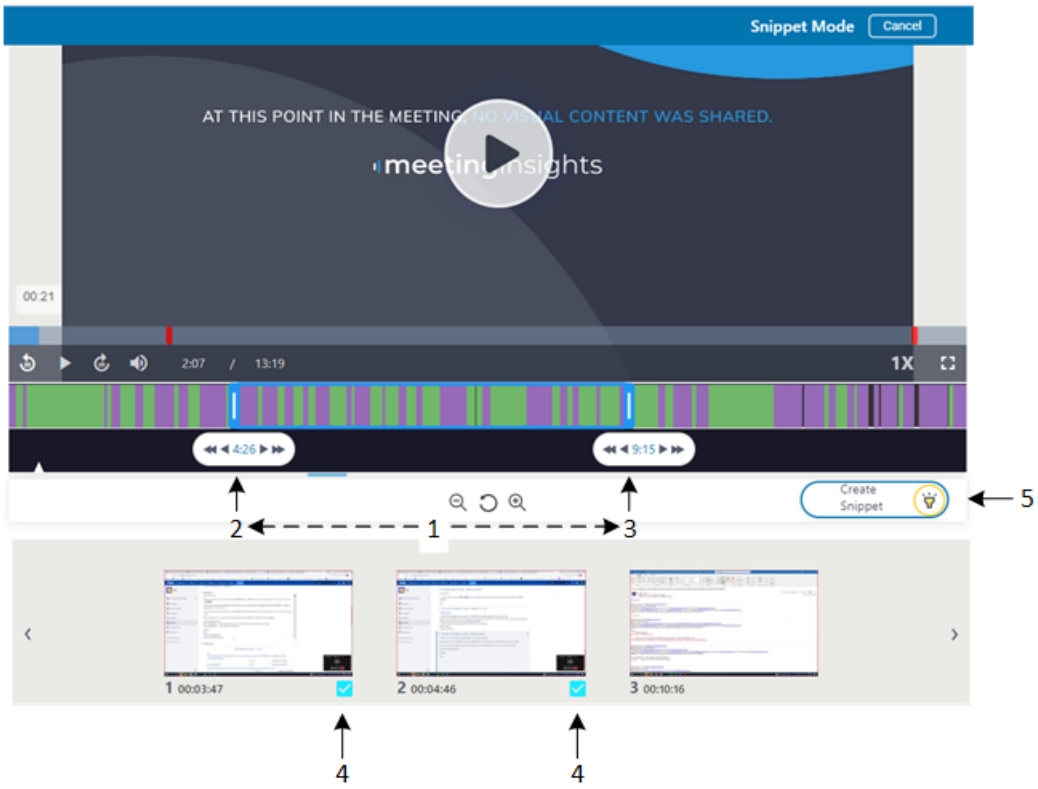
Creating Snippets

The following procedure describes how to create a snippet of a meeting recording.

You can only create a snippet for meeting recordings that have ended.

➢ To create a snippet of a meeting recording:

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the Speakers & Recap bar, click the icon that's in this area ; a blue box appears on the Speakers & Recap bar:



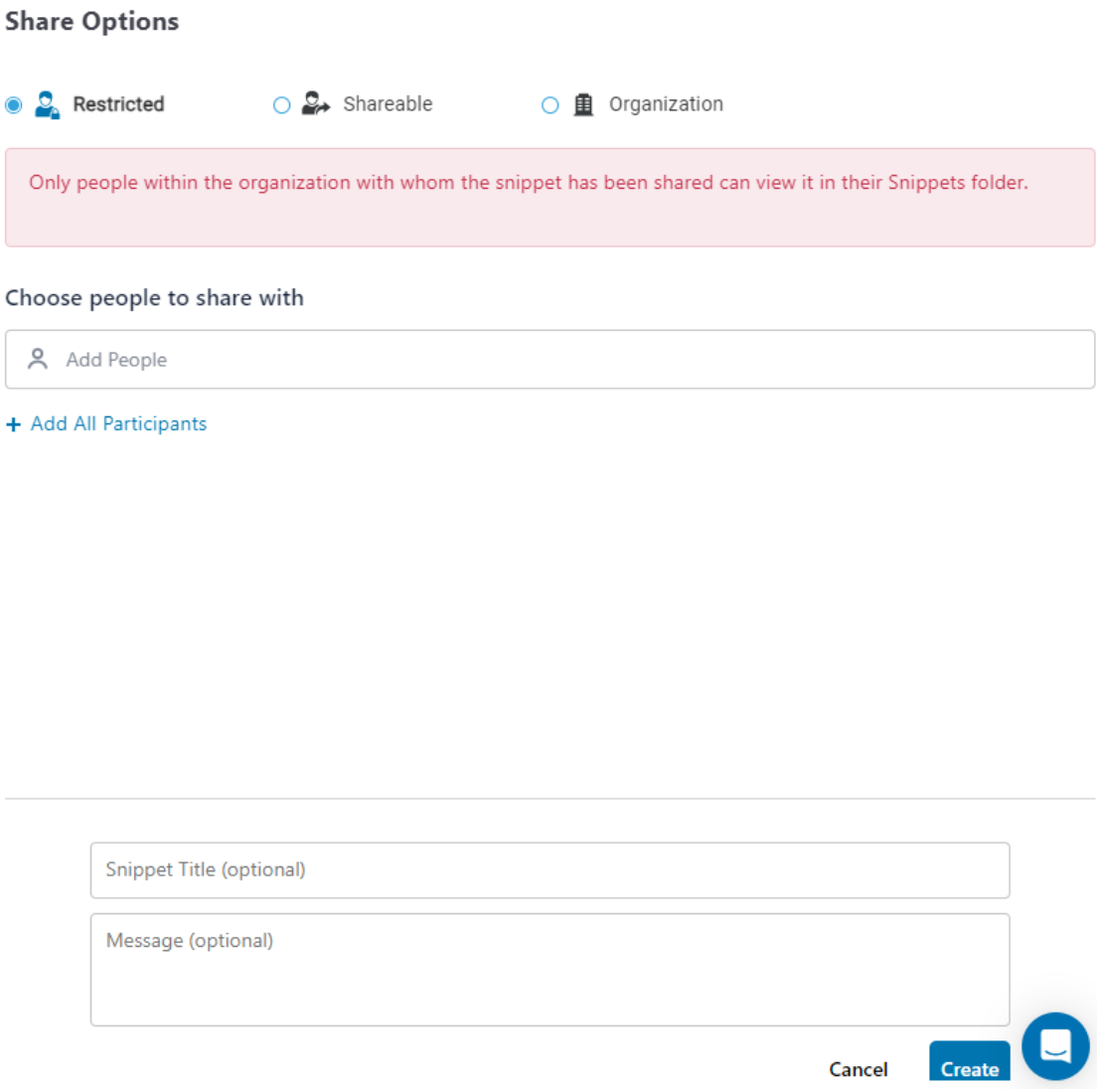
4. Drag the left side of the blue box (#2 in figure) to where you want the snippet of the video to begin, and drag the right side of the blue box (#3 in figure) to where you want the snippet to end. When you create the snippet, everything outside of the box is excluded; only the portion inside the box becomes the snippet (#1 in figure).

   You can also use the following to select the snippet portion:

   - Place your cursor inside the box and drag it on the video timeline (size of box doesn't change).
   - Left and right arrows to move the sides of the blue box by centisecond (0.01 seconds), or double arrows by 5 seconds.
   - and to zoom out of and zoom in to the video, respectively.
   - Check boxes of the slides (#4 in figure), located below the video.
   - If a transcription was created for the meeting recording (see Managing Transcription on page 112), you can adjust the snippet portion by selecting the check boxes of

contiguous transcribed rows, located under the **Snippets** tab in the right pane of the Player page.

5. Click **Create Snippet** (#5 in figure) to accept your snippet selection (or **Cancel** to ignore your snippet selection and quit the snippet mode); the following appears in the right pane of the Player page, allowing you to choose with whom you want to share your snippet:



6. Choose one of the following sharing options:

- **Restricted**: The snippet can be viewed only by specific people in your organization. Specify the people in the 'Add People' field under **Choose people to share with**. If you also want to share the snippet with all participants of the meeting recording, click **Add All Participants**.
- **Shareable**: The snippet can be viewed by anyone in your organization that has the link to the snippet, and those that you specifically notify in your organization (under **People to notify in AudioCodes**) can view the snippet under the **Snippets** tab on the Player page.

- **Organization**: Everyone in your organization can view the snippet under the **Snippets** tab on the Player page.

7. (Optional) In the 'Snippet Title' field, type a title for the snippet.
8. (Optional) In the 'Message' field, type a message for the email that is sent to the people with whom you're sharing the snippet.
9. Click **Create and Share**.

Viewing Snippets

Meeting Insights allows you to view (and manage) snippets of meeting recordings in the following areas:

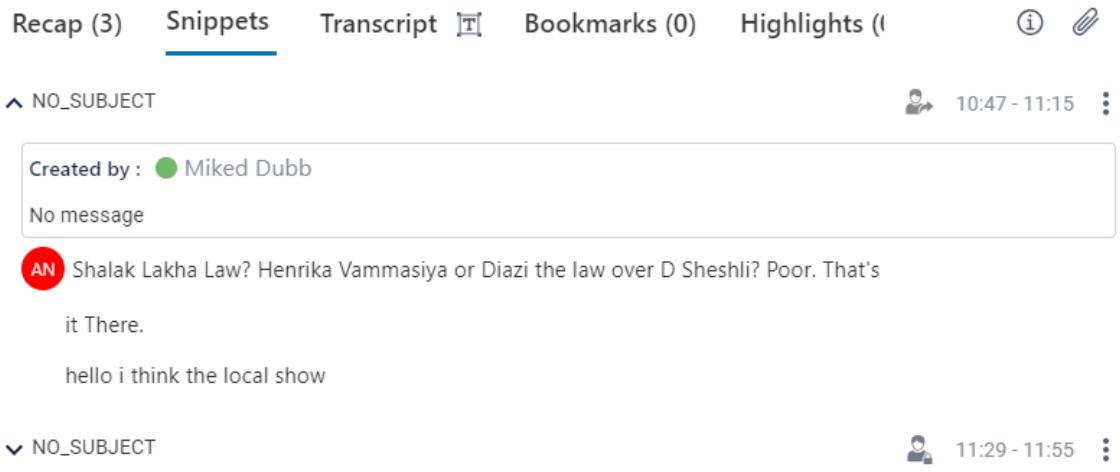
- Player page, under the **Snippets** tab - see Viewing Snippets on Player Page below
- Snippets page, accessed from the **Snippets** menu in the Navigation pane - see Viewing Snippets on Snippets Page on the next page

Viewing Snippets on Player Page

You can view snippets on the Player page, as described below.

➢ **To view snippets on Player page:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Snippets** tab; a list of snippets is displayed with their subject names and the time range during the meeting recording for which they were created, as shown in the following example:



Each snippet is displayed with one of the following icons:

Icon	Description
	(Restricted) Indicates that the snippet can only be viewed by specific persons in your organization.
	(Shareable) Indicates that the snippet can be viewed by anyone in your organization that has the link to the snippet, and those that you specifically notify in your organization.
	(Organization) Indicates that everyone in your organization can view the snippet under the **Snippets** tab on the Player page.

4. To view the person who created the snippet, an optional message from the creator, and the transcription of the snippet, click the down-pointing arrow.
5. To play the snippet in the video player, click any transcription line.

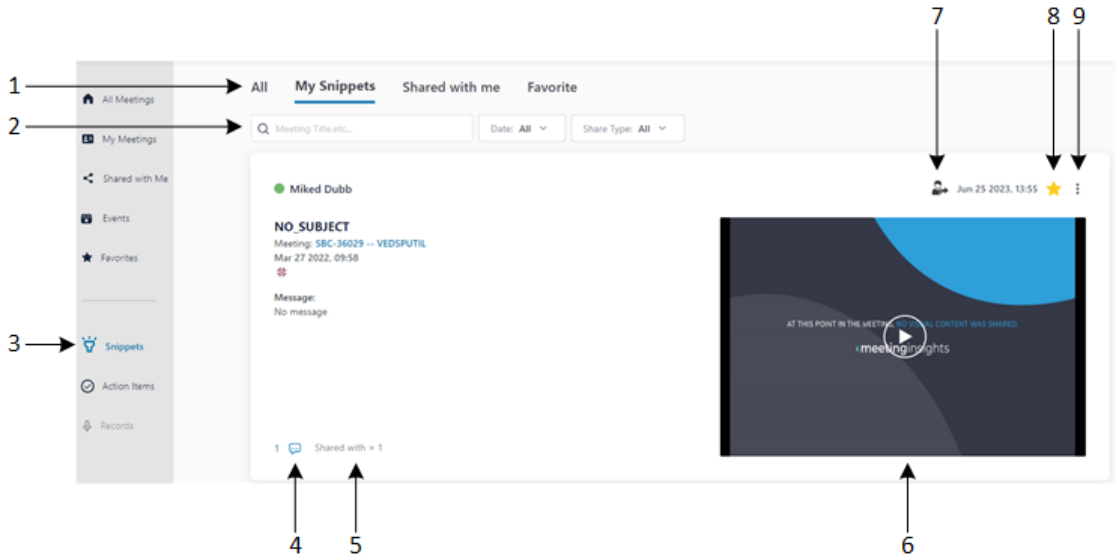
Viewing Snippets on Snippets Page

You can view snippets in a dedicated page that is accessed from the Navigation pane.

Some snippet features (e.g., renaming the snippet) can only be done on the Player page.

➢ **To view snippets on Snippets page:**

1. In the Navigation pane, click **Snippets** (#3 in figure); the dedicated Snippets page appears:



2. To filter the list of displayed snippets, use the following filter tabs (#1 in figure):
   - **All:** Displays all snippets, those created by you and those shared with you.

- **My Snippets:** Displays only snippets that were created by you.
- **Shared with me:** Displays only snippets that have been shared with you.
- **Favorite:** Displays only snippets that you have marked as favorite.

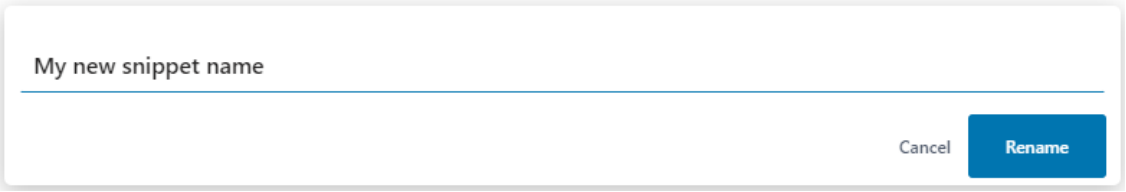
3. To search and filter the list, use the following filtering criteria (#2 in figure):
   - **Search:** Searches snippets containing specific text.
   - **Date:** Filters the list by date of meeting recording (last week, last month, or last year).
   - **Share Type**: Filters the list by share type (**Restricted**, **Shareable**, or **Organization**). The sharing type is indicated above the video snippet (#7 in figure).
4. To add a comment, click (#4 in figure), type a comment, and then click . To view all comments, click again.
5. To view people with whom the snippet has been shared, click **Shared with** link (#5 in figure).
6. To play the snippet in the video, click the video (#6 in figure).
7. To mark a snippet as a favorite, click (#8 in figure). Snippets that are favorites are displayed with the icon.
8. To share, copy or delete the snippet, click the icon (#9 in figure), and then choose the required command:
   - **Share:** Changes the snippets sharing properties.
   - **Copy link:** Copies the URL link of the snippet to your clipboard, which you can paste in another application (e.g., email) and send to another person.
   - **Delete:** Deletes the snippet.

Renaming Snippets

By default, Meeting Insights assigns each snippet the name "NO_SUBJECT". You can rename the snippet, as described below.

➢ **To rename a snippet:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Snippets** tab; a list of snippets is displayed.
4. Hover your mouse over the snippet, and then click the corresponding icon.
5. Type a new name:



6. Click **Rename**.

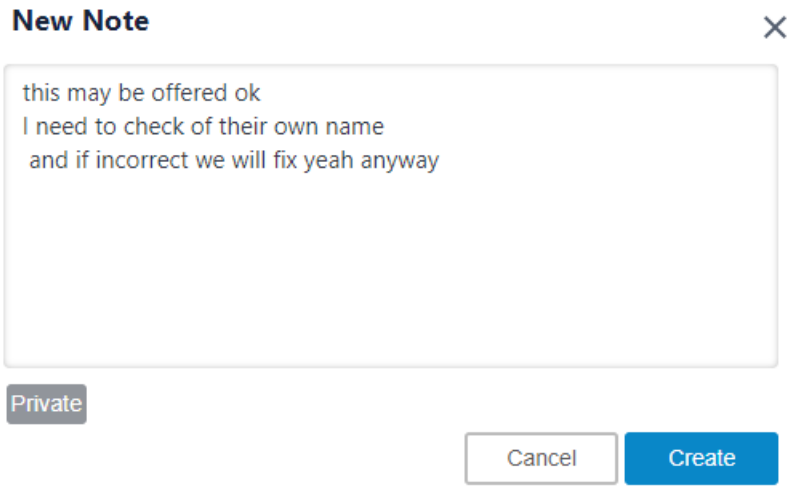
Making a Recap from a Snippet

You can create a recap item from a snippet.

- The Owner of the meeting recording can add all recap types; participants can add only notes.
- Only one summary can be added to the meeting recording. If you already have a summary, it will be replaced by the new summary.
- Action items, decisions and the summary are always public and therefore, visible to everyone that has access to the meeting recording. By default, notes are private.

To make a recap from a snippet:

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Snippets** tab; the list of snippets are displayed.
4. Click the icon corresponding to the snippet you want, and then from the drop-down menu, choose the desired recap (**Summary**, **Decision**, **Action Item**, or **Note**) under the **Convert to** group; a dialog box relating to the chosen recap type appears, displaying the transcription of the snippet, as shown in the following example for making a note:



5. Define the recap item as desired, and then click **Create**; your recap item is added.

Changing Sharing Options for Snippets

The type of sharing (i.e., Restricted, Shareable, or Organization) is defined when you create the snippet, as described in Creating Snippets on page 104. If the snippet was created Shareable or Organization, you can change it to any type of sharing, including Restricted. However, if the snippet was created Restricted, it can't be changed to another sharing type.

➢ **To change sharing for a snippet:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Snippets** tab; the list of snippets are displayed.
4. Click the icon corresponding to the snippet you want, and then from the drop-down menu, choose **Share**; a dialog box appears with sharing options. If the snippet was created Shareable or Organization, all sharing options are available. If the snippet was created Restricted, only the Restricted option is available.
5. Make your changes, and then click **Create** or **Create and Share**. For more information on the sharing options, see Creating Snippets on page 104.

Copying Snippets to Clipboard

You can copy the transcription of a snippet to your computer's clipboard and then paste it wherever you want (for example, in an email).

Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can copy snippets.

➢ **To copy a snippet to clipboard:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Snippets** tab; a list of snippets are displayed.
4. Click the ellipsis icon corresponding to the snippet, and then from the drop-down menu, choose **Copy**; the snippet is copied to your clipboard.
5. Paste the snippet in the desired application.

Deleting Snippets

You can delete snippets of a meeting recording.

➢ **To delete a snippet:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Snippets** tab; a list of snippets is displayed.
4. Click the ellipsis icon corresponding to the snippet, and then from the drop-down menu, choose **Delete**; a confirmation message box appears.
5. Click **Yes** to confirm deletion; the snippet is removed from the list.

Managing Transcription

You can activate Meeting Insights to create a transcription (speech-to-text version) of your meeting recording, as described in Creating a Transcription below. Once transcribed, you can edit or delete transcribed words and sentences, as described in Editing Transcription on page 115.

Only Meeting Insights users with account profile "Meeting Insights" can enable transcription (see Viewing Account Information on page 23).

Creating a Transcription

If enabled by your organization's Administrator, you can trigger Meeting Insights to convert all speech spoken by participants during the meeting recording into text. This can be done by a professional translator (*Premium transcription*), or a third-party speech-to-text service provider (*Basic transcription*).

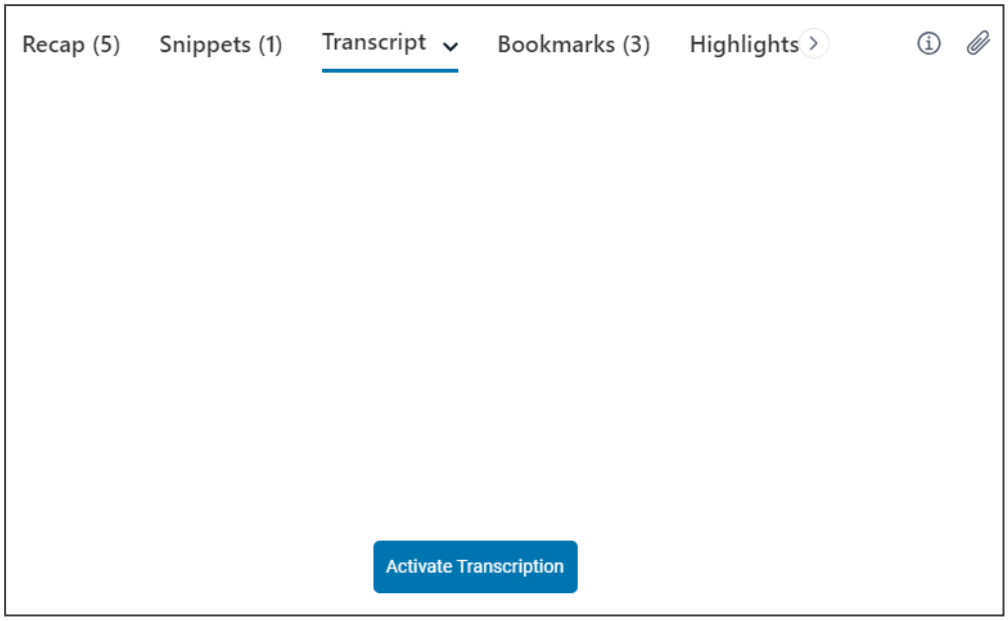
Meeting Insights automatically assigns each transcribed word or text to the dominant speaker at the given time during the meeting recording. When the meeting recording is played, the transcription of each sentence is displayed as a caption on the video and on the presentation slide as the participant speaks.

Meeting recordings that have been transcribed are displayed in the meeting recordings list with the icon (see Viewing Meeting Recordings List on page 65).

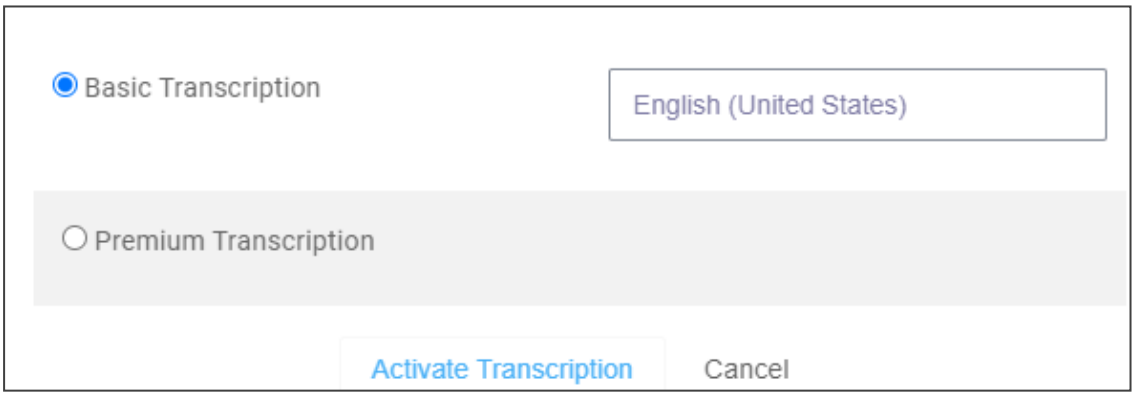
- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can activate transcription.
- The **Premium Transcription** option is available only if your Meeting Insights Administrator has enabled this feature for you. To see if it's enabled, refer to the 'Premium Transcription' field in your account information, as described in Viewing Account Information on page 23.
- If Meeting Insights can't identify the speaker, it displays "AN" (anonymous) next to the transcribed paragraph.

➢ To activate speech-to-text transcription of a meeting recording:

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab, and then click **Activate Transcription**:



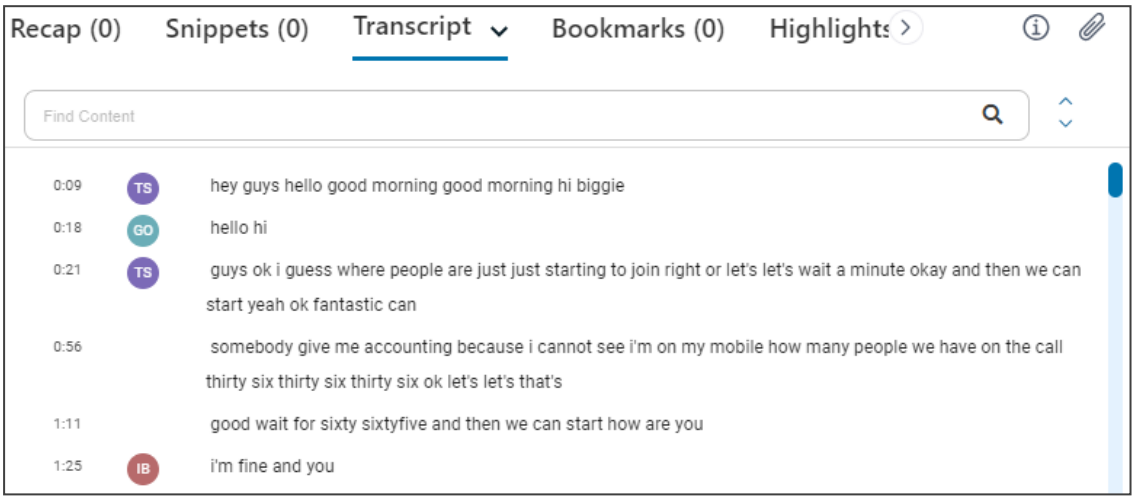
The following appears:



4. Choose one of the following transcription options:
   - **Basic Transcription:** Transcription of the selected language of your meeting recording is done by a speech-to-text service provider. For Hebrew transcriptions (**Hebrew (AudioCodes)**), Meeting Insights uses AudioCodes speech-to-text engine.
   - **Premium Transcription:** Transcription is done by (human) professional translators. The transcription will be done and updated automatically in Meeting Insights within two business days. Meeting Insights sends you an email to notify you when transcription is complete.

5. Click **Activate Transcription**; transcription process begins and "Processing" is displayed. When the transcription process finishes, the transcription is displayed under the **Transcript** tab, as shown in the below example.

   Each transcription line(s) displays the time (timestamp) in the meeting recording at which it was spoken and the speaker. If you click a line, the video starts playing from where that line was spoken.

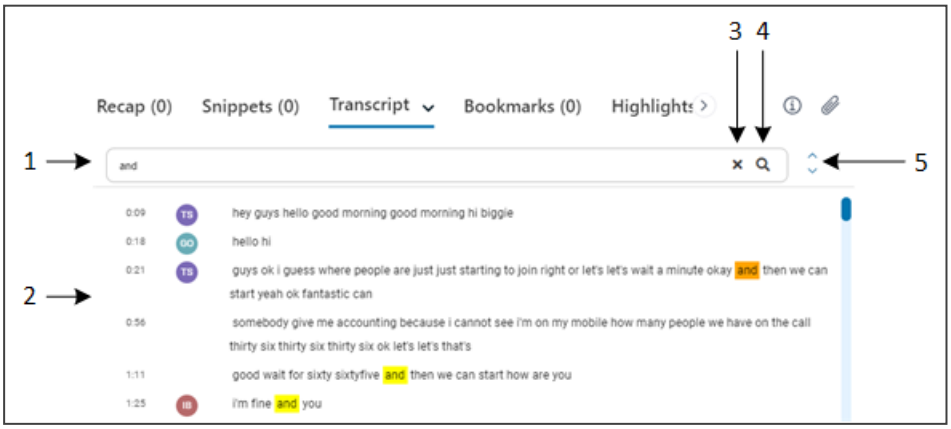


Searching Text in Transcription

You can search for text in the transcription of the meeting recording.

➢ **To search text in transcription:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab.
4. In the search field, type the text string that you want to search for (#1 in figure), and then press the Enter key on your keyboard or click (#4 in figure); the first occurrence of the searched string is highlighted in amber; all other occurrences are highlighted in yellow, as shown in the following example:



5. To jump to the next or previous occurrence of the searched string, use the ⌄ and ⌃ arrows, respectively (#5 in figure). Your current location is highlighted in amber.
6. To clear your search, click ✖ (#3 in figure).

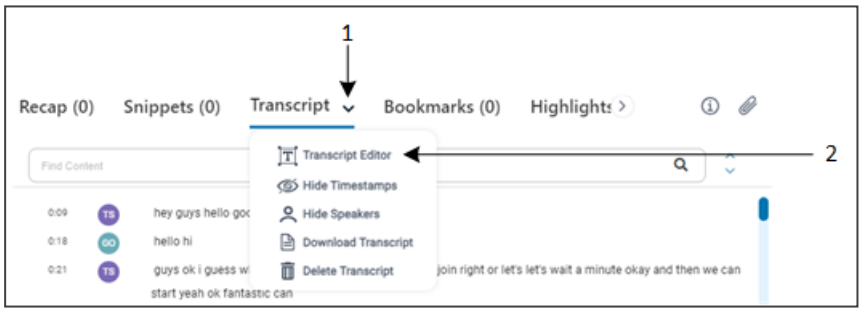
Editing Transcription

You can edit the transcription of your meeting recording.

> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can edit the transcription.

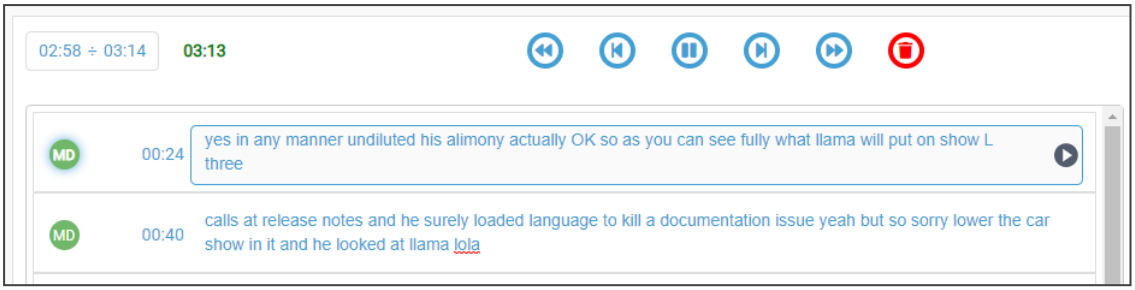
➢ To edit transcription:

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab.
4. Click the arrow (#1 in figure) on the **Transcript** tab, and then from the drop-down menu, choose **Transcript Editor** (#2 in figure):



A page opens with editable transcript rows, as shown in the following example:

5. Click the text that you want to edit, make your changes, and then click any other editable transcript row; the message "update successfully" is displayed. If you want to remove all punctuation, click .
6. To play the video from a transcript row, click of the row; the video in the left pane plays from the transcript and the play video controls appear above the transcript rows:



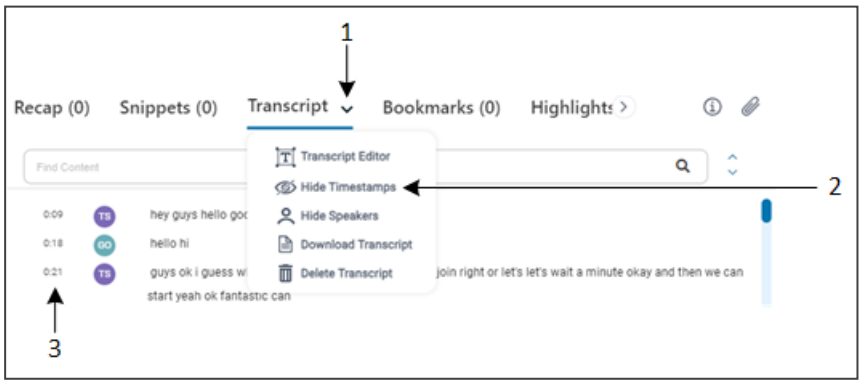
- Plays video 15 seconds back from the current play location.
- Plays video from currently selected transcription.
- Plays video 15 seconds forward from the current play location.
- Plays video from the beginning.

Showing and Hiding Timestamps in Transcription

By default, each row in the transcription displays the timestamp (location) in the video that was transcribed. To avoid clutter, you can hide the timestamps.

➢ **To hide or show timestamps in transcription:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab.
4. Click the arrow (#1 in figure) on the **Transcript** tab, and then from the drop-down menu, choose **Hide Timestamps** (#2 in figure) to hide timestamps (#3 in figure) or **Show Timestamps** to display them:

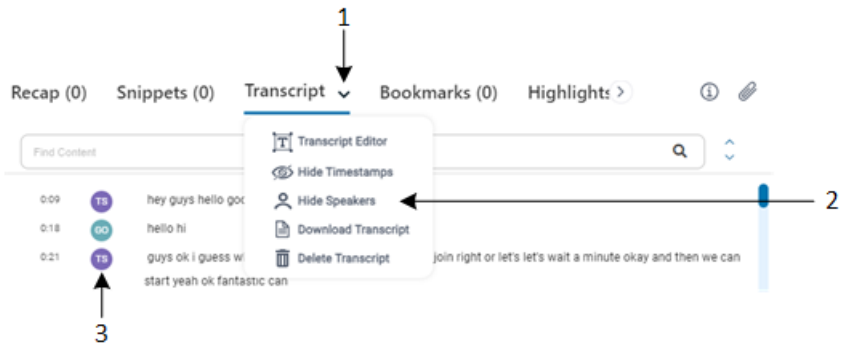


Showing and Hiding Speakers in Transcription

By default, the transcription shows who spoke the transcribed text. To avoid clutter, you can hide the speakers profile avatars.

➢ **To hide or show speakers in transcription:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab.
4. Click the arrow (#1 in figure) on the **Transcript** tab, and then from the drop-down menu, choose **Hide Speakers** (#2 in figure) to hide speakers (#3 in figure) or **Show Speakers** to display them:



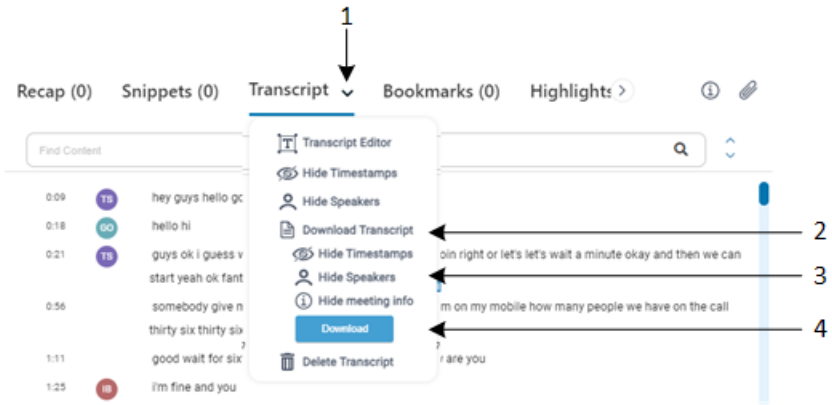
Downloading Transcription

You can download the transcription of a meeting recording to your computer as a comma-separated values (.csv) file or a PDF file (.pdf).

By default, Meeting Insights assigns the downloaded file with the same name as the subject of the meeting recording. However, you can assign a different name for the downloaded file.

➢ **To download a meeting recording's transcription:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab.
4. Click the arrow (#1 in figure) on the **Transcript** tab, and then from the drop-down menu, choose **Download Transcript** (#2 in figure).
5. Choose if you want to exclude (hide) the timestamps, speakers, or meeting information (#3 in figure) from the downloaded file, and then click **Download** (#4 in figure).



6. In the dialog box, keep the default file name or type a new name, and then click **Yes**; the file is downloaded to your computer.

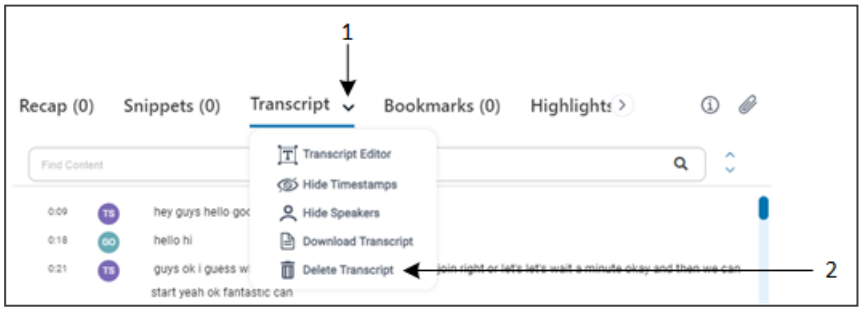
Deleting Transcription

You can delete the transcription of your meeting recording.

> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can delete the transcription.

➢ **To delete meeting recording's transcription:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab.
4. Click the arrow (#1 in figure) on the **Transcript** tab, and then from the drop-down menu, choose **Delete Transcript** (#2 in figure):



A confirmation message box appears.

5. Click **Remove** to confirm; the transcription of the meeting recording is deleted.

Managing Bookmarks

Meeting Insights enables participants of a meeting recording to bookmark specific parts of the meeting recording with a single click. After the meeting, you can easily navigate to your bookmarks in the video. You can add bookmarks during the meeting recording or after it has ended.

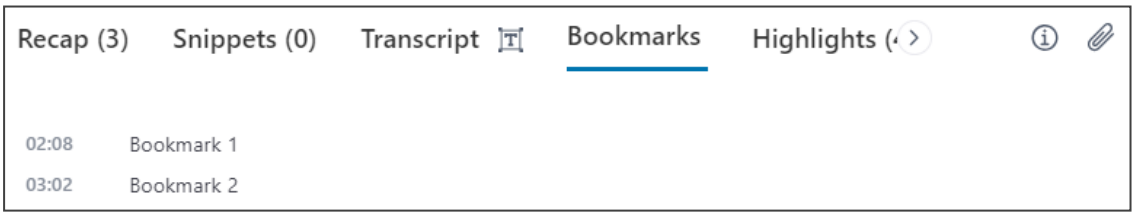
To add bookmarks at the end of the meeting recording on the video player, see Adding and Viewing Bookmarks on page 140. To add bookmarks during a meeting recording through Teams window, see Adding Bookmarks in Teams Meeting Window on page 55.

Viewing Bookmarks

You can view a list of all your bookmarks that were added to a meeting recording.

➢ **To view bookmarks:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Bookmarks** tab; a list of bookmarks is displayed with their names and the time during the meeting recording at which they were added, as shown in the following example:



4. To play the video from where the bookmark was added, simply click the bookmark.

Renaming Bookmarks

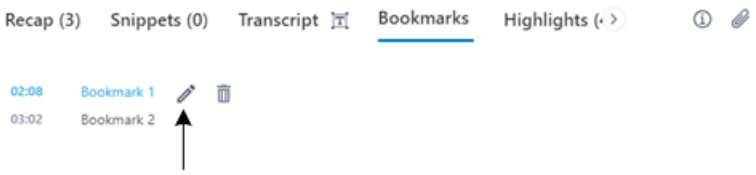
By default, Meeting Insights assigns each bookmark the name "Bookmark <consecutive number>" (e.g., "Bookmark 1", "Bookmark 2", and so on). However, you can rename a bookmark.

Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can rename bookmarks.

➢ **To rename a bookmark:**

1. In the Navigation pane, click **All Meetings**.

2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Bookmarks** tab; a list of bookmarks is displayed.
4. Hover your mouse over the bookmark, and then click to enter editing mode:



5. Click the bookmark name and then type a new name:

6. Click to save your bookmark name.

Deleting Bookmarks

You can delete bookmarks of a meeting recording.

> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can delete bookmarks.

➢ **To delete a bookmark:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Hover your mouse over the bookmark, and then click ; a confirmation message box appears.
4. Click **Remove** to delete the bookmark.

Managing Highlights

Meeting Insights enables participants of a meeting recording to highlight important parts of the meeting recording with a single click. By default, when you add a highlight during a meeting recording, it includes 20 seconds before and 20 seconds after. You can extend this time range by 20 seconds (before and after).

The highlight not only tags the specific location of the meeting recording, but also provides a transcription of the audio where the highlight was added.

After the meeting, you can easily navigate to the highlights.

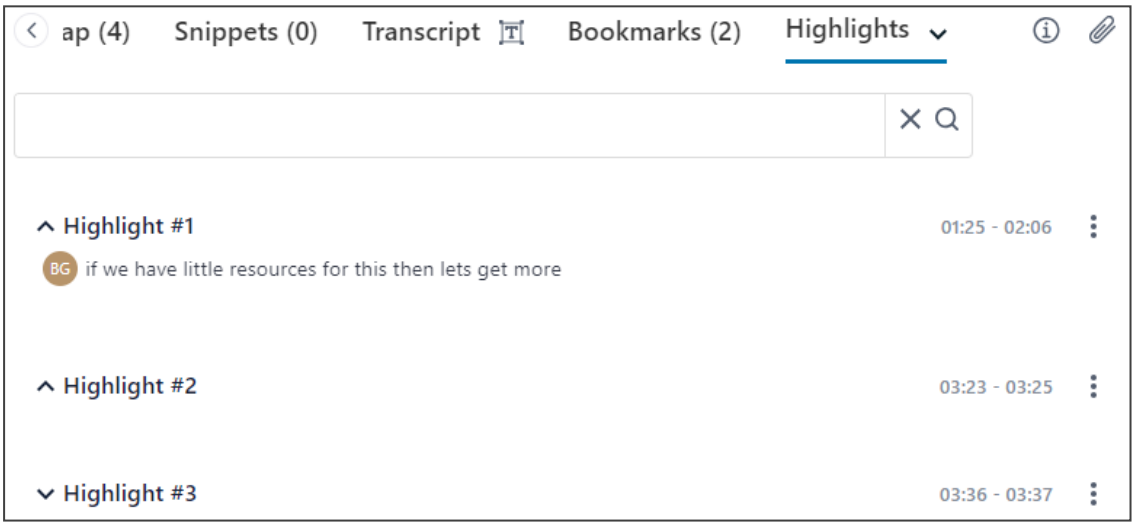
You can only add highlights during a meeting recording (see In-Meeting Actions on page 39).

Viewing Highlights

You can view the highlights that were added during the meeting recording.

➢ **To view highlights:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab; the titles of all the highlights are displayed.
4. To view the transcription of a highlight, click the highlight's title:

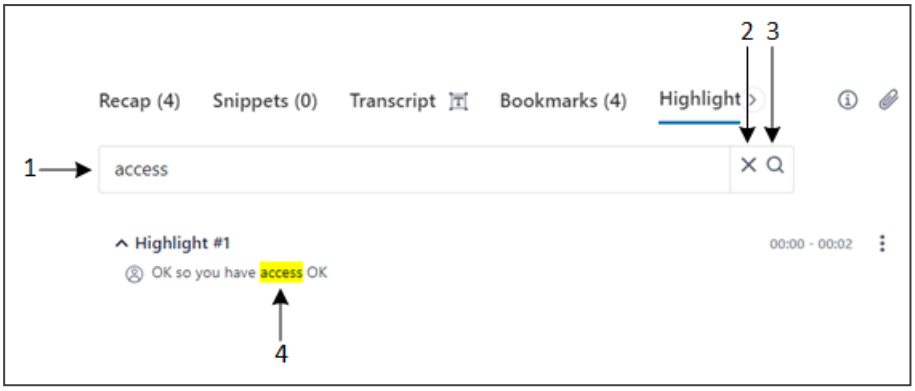


Searching for Text in Highlights

You can search for specific text strings in highlights of a meeting recording.

➢ **To search for text in highlights:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab.
4. In the search field (#1 in figure), type the text string that you want to search, and then click (#3 in figure); only the highlights containing the searched string are shown (all others are hidden). In addition, if you open the highlight, the searched string is highlighted in yellow, as shown in the following example:



Legend:

1 = Search field

2 = Clear search

3 = Apply search

4 = Highlighted occurrences of searched string

5. To clear your search, click ✖ (#2 in figure).

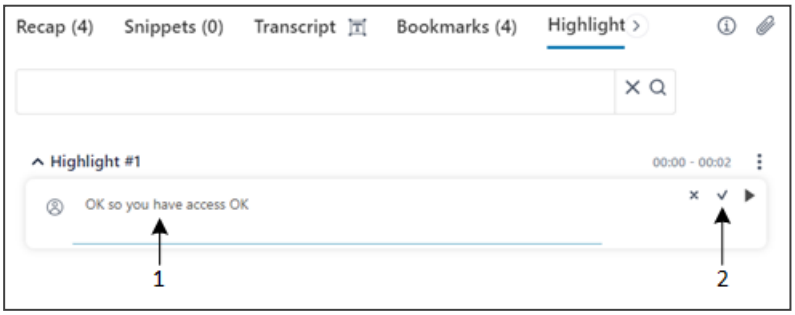
Editing Transcription of Highlights

You can edit the transcription of highlights. This may be necessary if the transcription has some errors such as typos or grammar mistakes.

> ⚠ Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can edit a highlight's transcription.

➢ To edit transcription of a highlight:

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab; the list of highlights are displayed.
4. Click the title of the highlight that you want; the highlight's transcription is displayed.
5. Right-click the transcription (#1 in figure) to enter the edit mode, and then edit the transcription as desired:



6. Click ✓ (#2 in figure) to apply your changes.

Changing Speaker of Highlights

Meeting Insights shows the participant that spoke during the highlight. However, sometimes more than one participant speaks during a highlight. In such a scenario, you may want to assign a different participant to the highlight. Typically, you would assign the participant who was the main speaker during the highlight.

➢ **To assign a speaker to a highlight:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab; the list of highlights are displayed.
4. Click the title of the highlight that you want; the highlight's transcription is displayed. Users can add titles to highlights to expedite access to specific meeting content.
5. Right-click the transcription to enter the edit mode, and then click the currently assigned user profile icon (#1 in figure), as shown in the following example; a drop-down list appears (#2 in figure), displaying all the meeting recording's participants:

6. Select the participant that you want to assign to the highlight, and then click ✓ to apply your changes.

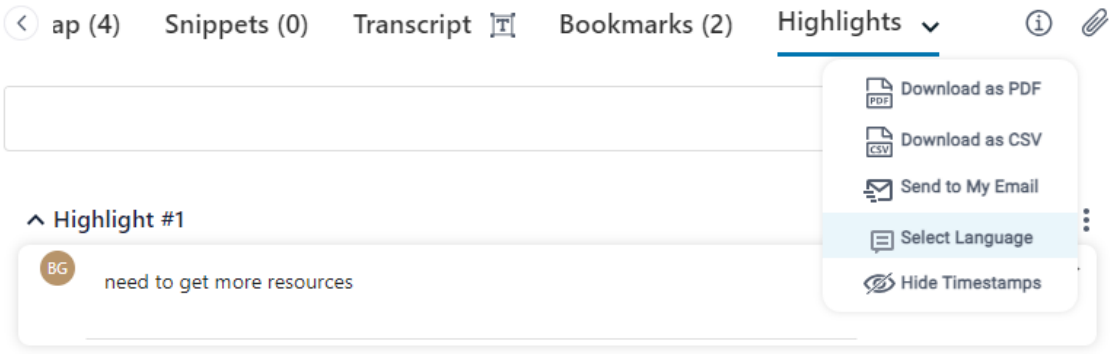
Changing Language of Highlights

You can change the language of highlights (i.e., transcribed text). By default, Meeting Insights transcribes highlights in English.

➢ **To change language of highlights:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab.

4. Click the arrow (#1 in figure) on the **Highlights** tab, and then from the drop-down menu (#2 in figure), choose **Select Language**:



5. In the dialog box, select the language, and then click **Save**.

Renaming Highlights

By default, Meeting Insights names highlights as "Highlight #<consecutive number>" (e.g., "Highlight #1", "Highlight #2", and so on). However, you can rename a highlight if you want.

> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can rename highlights.

➢ **To rename a highlight:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab; the list of highlights are displayed.
4. Hover over the highlight you want, and then click :

5. Type a new title for the highlight, and then click **Rename**.

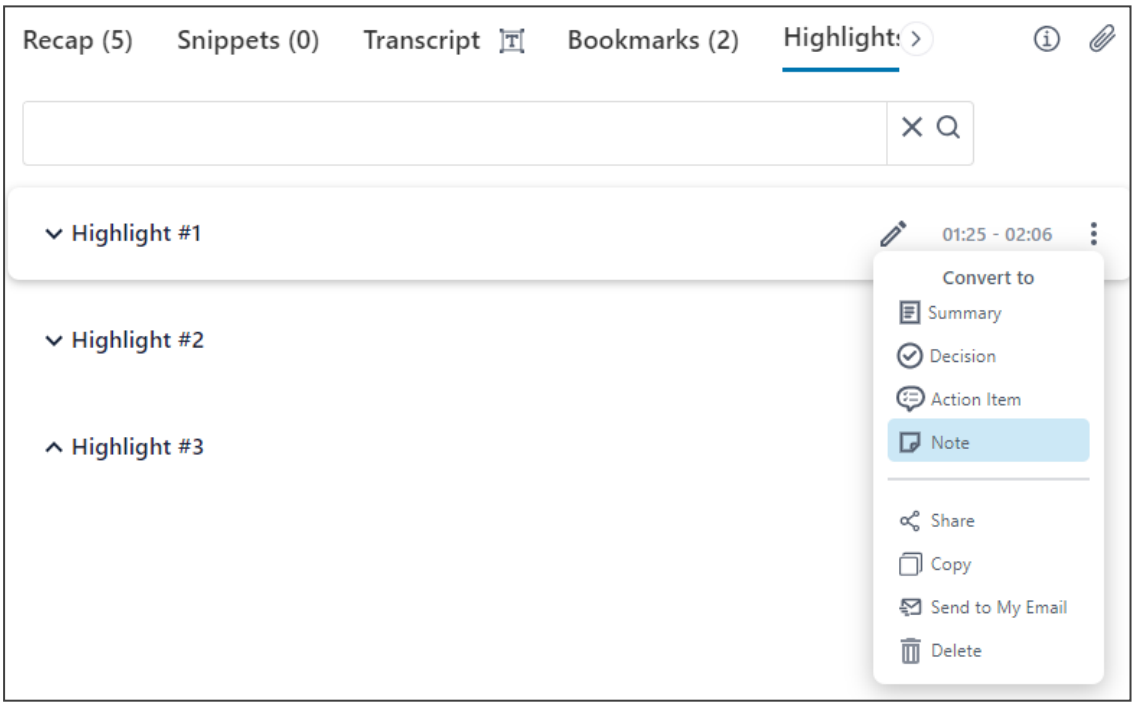
Making a Recap from a Highlight

You can create a recap item from the transcription of a highlight.

- The Owner of the meeting recording can add all recap types; participants can add only notes.
- Only one summary can be added to the meeting recording. If you already have a summary, it will be replaced by the new summary.
- Action items, decisions and the summary are always public and therefore, visible to everyone that has access to the meeting recording. By default, your notes are private.

➢ **To make a recap from a highlight:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab; the list of highlights are displayed.
4. Click the icon corresponding to the highlight you want, and then from the drop-down menu, choose the desired recap (e.g., **Note**) under the **Convert to** group:



A dialog box relating to the chosen recap type appears, displaying the transcription of the highlight.

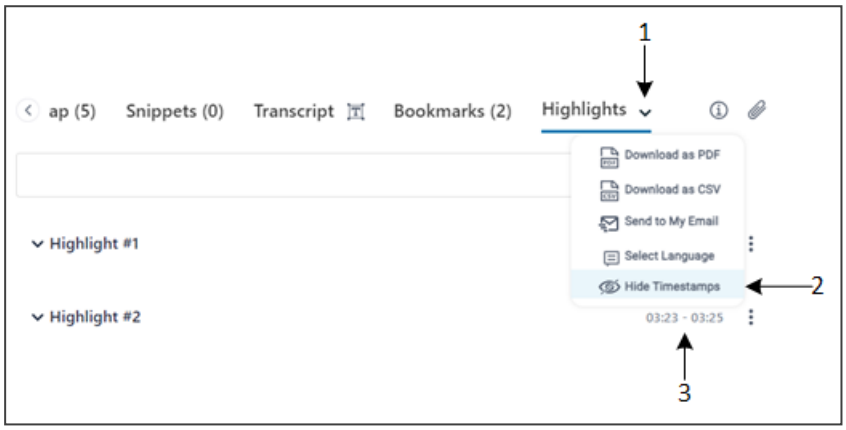
5. Define the recap item as desired (including modifying the text), and then click **Create**; your recap item is added.

Hiding Timestamps of Highlights

By default, each highlight displays the time (*timestamp*) in the video where it was added (see #3 in figure). To avoid clutter, you can hide these timestamps.

➢ **To hide or show timestamps of highlights:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab.
4. Click the arrow (#1 in figure) on the **Highlights** tab, and then from the drop-down menu, choose **Hide Timestamps** (#2 in figure) to hide timestamps (#3 in figure), or **Show Timestamps** to display them:



Downloading Highlights

You can download all the highlights of a meeting recording to your computer as a comma-separated values (.csv) file or a PDF file (.pdf). By default, Meeting Insights assigns the downloaded file with the same name as the subject of the meeting recording. However, you can assign a different name for the downloaded file.

➢ **To download highlights:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab.
4. Click the arrow (#1 in figure) on the **Highlights** tab, and then from the drop-down menu (#2 in figure), choose one of the following:
   - **Download as PDF** - downloads highlights as a PDF file
   - **Download as CSV** - downloads highlights as a CSV file

5. In the dialog box, keep the default file name or type a new name, and then click **Yes**; the file is downloaded to your computer.

Sending Highlights by Email

You can send all highlights to your email (as defined for your Meeting Insights account).

> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can send highlights by email.

➢ **To send highlights by email:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Click the arrow (#1 in figure) on the **Highlights** tab, and then from the drop-down menu, choose **Send to My Email** (#2 in figure):

A message box appears, notifying you that the email has been successfully sent. Click **OK** to close the message box.

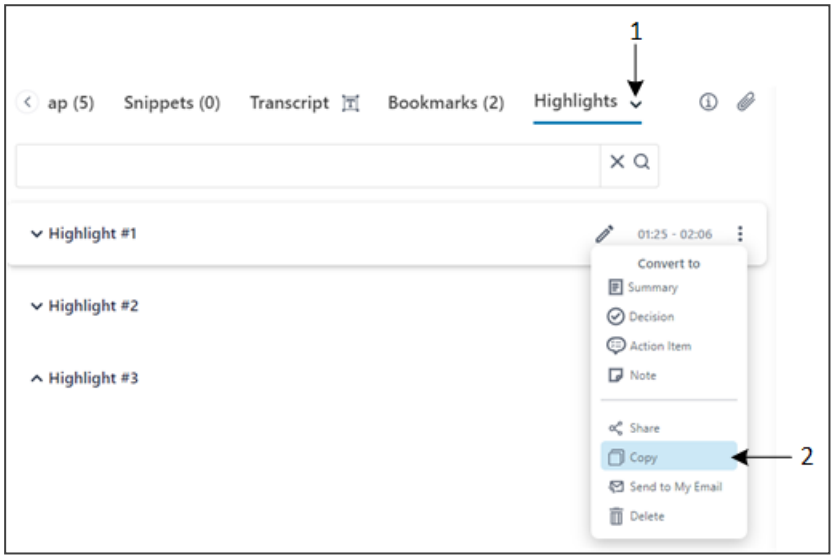
Copying Highlights to Clipboard

You can copy the transcription of a highlight to your computer's clipboard and then paste it wherever you want (for example, in an email).

> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can copy highlights.

➢ **To copy a highlight to clipboard:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab; the list of highlights are displayed.
4. Click the ellipsis icon corresponding to the highlight (#1 in figure), and then from the drop-down menu, choose **Copy** (#2 in figure):



The highlight is copied to the clipboard.

5. Paste the highlight in the desired application.

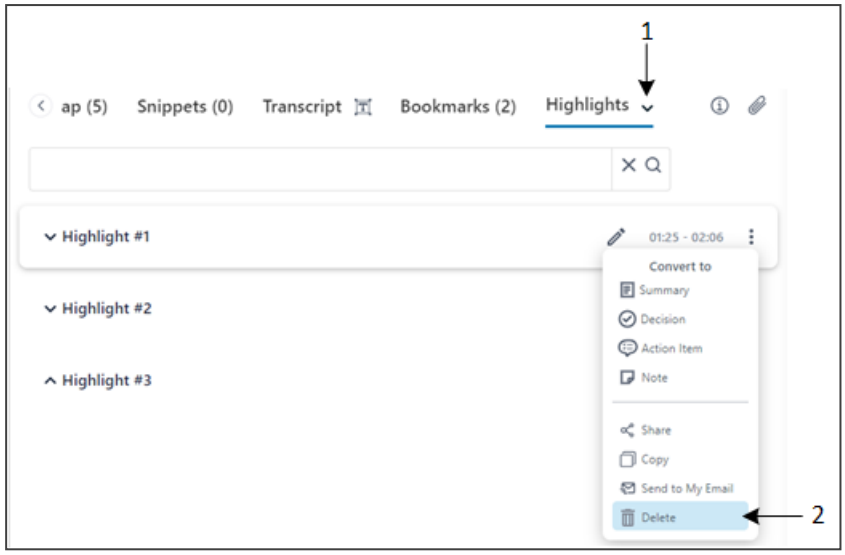
Deleting Highlights

You can delete a highlight of a meeting recording.

Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can delete highlights.

➢ **To delete a highlight:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab; the list of highlights are displayed.
4. Click the ellipsis icon corresponding to the highlight (#1 in figure), and then from the drop-down menu, choose **Delete** (#2 in figure):



A confirmation message box appears.

5. Click **Delete** to confirm deletion; the highlight is removed from the list.

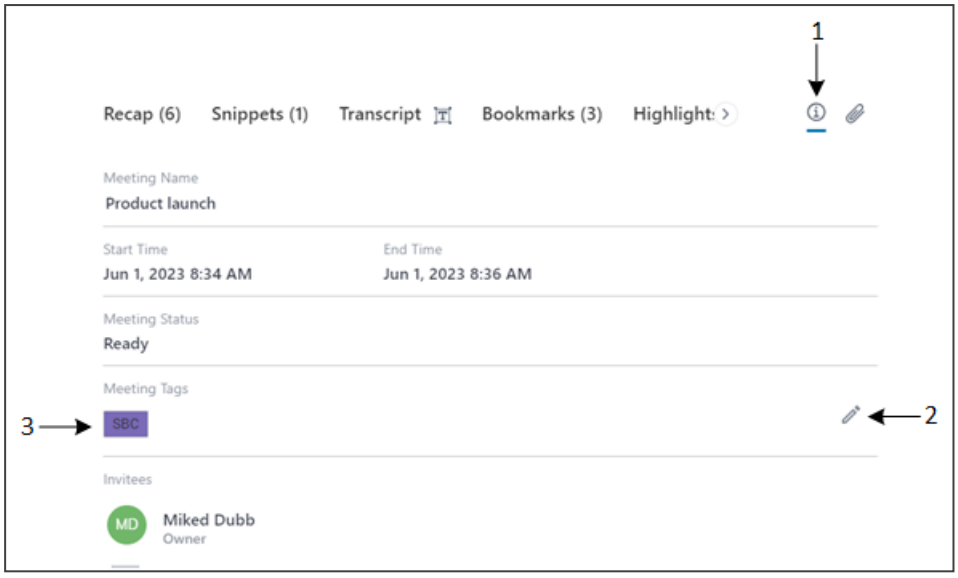
Managing Tags

Tags are useful for identifying and searching for meeting recordings. For example, you may want to tag all meeting recordings that concern employee salaries with a tag named "SBC". Once tagged, you can easily search for these meeting recordings in the list of meeting recordings, by using the tag name "SBC" as the search filter ("tag: SBC"). In addition, the meeting recordings list displays the tag's color-coded icon. If you hover over the tag, the name of the tag is shown.

To tag meeting recordings, you can use your own user-defined tags (see Section Defining a Tag) or Meeting Insights default tags. In addition, you can add multiple tags to a meeting recording.

➢ **To add a tag to (or remove from) a meeting recording:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select ⓘ (#1 in figure), and then under Meeting Tags, click (#2 in figure); the Edit Tags group appears.



4. In the 'Add Tags' field, type the name of the tag and then choose the tag from the offered list of matching tags. You can also select a tag from the Recently used group.
5. To remove an assigned tag, click the tag.
6. Click **Save**; the tag is displayed under Meeting Tags (#3 in figure).

Managing Video

Meeting Insights provides a sophisticated and feature-rich embedded video player for viewing meeting recordings.

This section describes the video functionality:

- Using the video playback controls and navigating through the video (see Playing and Navigating Video of Meeting Recordings below)
- Using the video's Insights timeline (see Using the Video Player's Speakers and Recap Bar on page 134):
  - Tracking speakers on Insights timeline
  - Tracking meeting recap items on Insights timeline
  - Tracking highlights on Insights timeline
  - Viewing video audio in waveform on Insights timeline
  - Filtering the Insights timeline by speaker or meeting recap type
  - Viewing and adding highlights
- Trimming the video (see Trimming a Meeting Recording's Video on page 143)

Playing and Navigating Video of Meeting Recordings

Meeting Insights Player page provides an embedded video player that allows you to play the meeting recording. The player offers playback controls to perform various functions such as

play, pause, mute, rewind, fast-forward, playback speed, and full screen viewing.

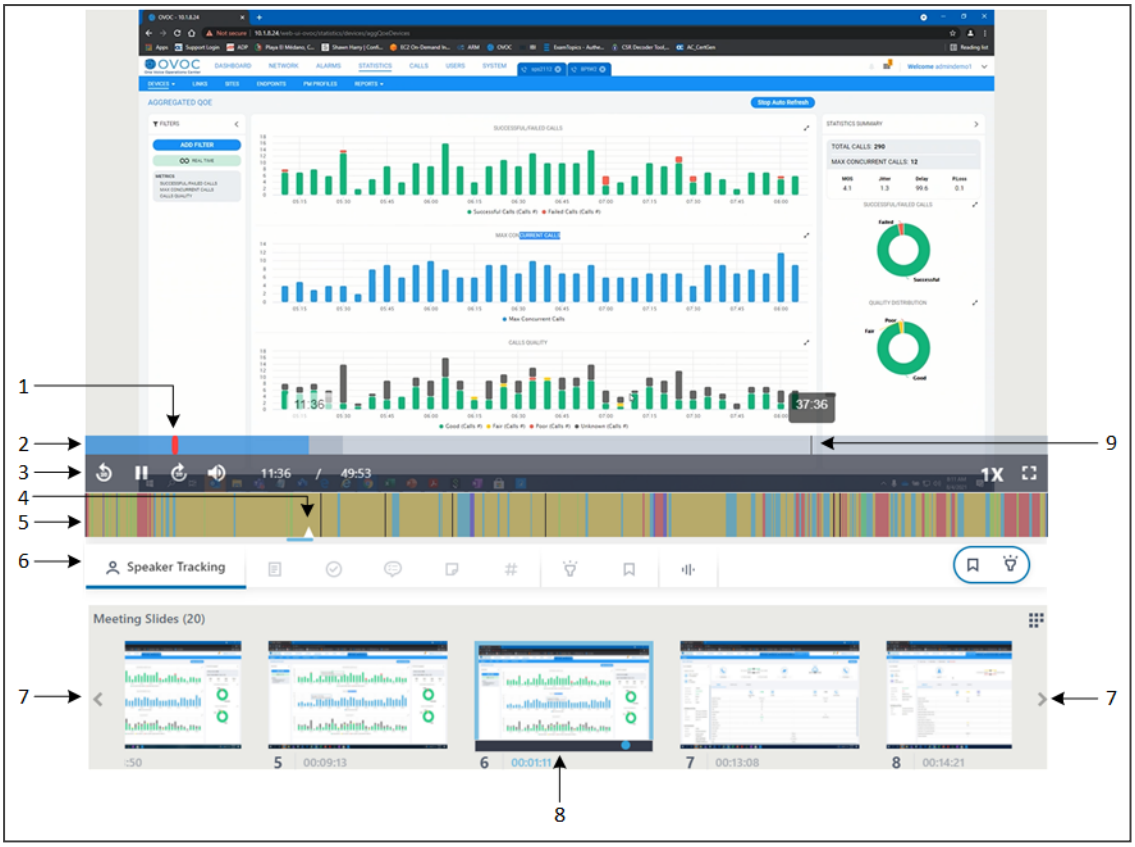
Thumbnails of the slides generated for the video content are displayed below the video player on the Slide Navigator. You can use the Slide Navigator to easily navigate through the slides and then play the video from a specific place in the meeting recording. For editing slides, see Editing Presentation Slides.

As the Player page also displays the meeting recap and transcription (if done) of the meeting recording, you can play the video from a selected recap item or transcribed text.

- This section is applicable only to Meeting Insights users whose account profile is "Meeting Insights".
- You can play a meeting recording only if you're the Owner, Co-owner, or users assigned editing privileges, or the meeting recording has been published and shared with you.
- For viewing and filtering speakers and meeting recap items on the video player, see Using the Video Player's Speakers and Recap Bar on page 134.
- For adding meeting recap items, see Managing Meeting Recap on page 81.
- For activating transcription to convert speech to text, see Creating a Transcription on page 112.
- For adding participants, see Managing Participants on page 149.

➢ To play a meeting recording:

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears. The following shows the main areas of the video player:



Legend:

1 = Start of media presentation

2 = Video timeline

3 = Video play controls

4 = Video playhead

5 - Speakers & Recap display bar

6 - Speakers & Recap toolbar

7 = Left and right arrow of Slide Navigator

8 = Currently played slide in video (slide displayed with blue border)

9 = Playhead dragged on video timeline and displaying location (timestamp) in video

3. To play the video, click the **Play Video** icon that is displayed in the center of the video player. You can use the following playback controls:

Item #	Label	Description
1	**Seek back 30 seconds**	Rewinds the video by 30 seconds.

Item #	Label	Description
2	**Play**	Plays the video. You can also play the video by clicking the **Play Video** icon that is displayed in the center of the video.
3	**Seek forward 30 seconds**	Fast-forwards the video by 30 seconds.
4	**Mute**	Mutes the audio. Click again to unmute.
5	-	Displays the elapsed playing time of the video over the total duration of the video (<elapsed time> / <total duration>).
6	-	Defines the playback speed. If you click the icon, a pop-up menu appears displaying the possible speed options: ■ **2x:** Plays the video at twice the normal speed ■ **1.75x:** Plays the video at 1.75 times the normal speed ■ **1.5x:** Plays the video at 1.5 times the normal speed ■ **1x:** Plays the video at normal recorded speed
7	**Captions**	If the meeting recording was transcribed (see Creating a Transcription on page 112), the transcription is displayed as closed captions during the video. If you click the Captions icon, a pop-up menu appears with the following options: ■ **Captions Off:** Hides the closed captions. ■ **Captions On:** Displays the closed captions.

Item #	Label	Description
8	**Fullscreen**	Displays the video in full screen. To exit full screen mode, press the Escape key on your keyboard.

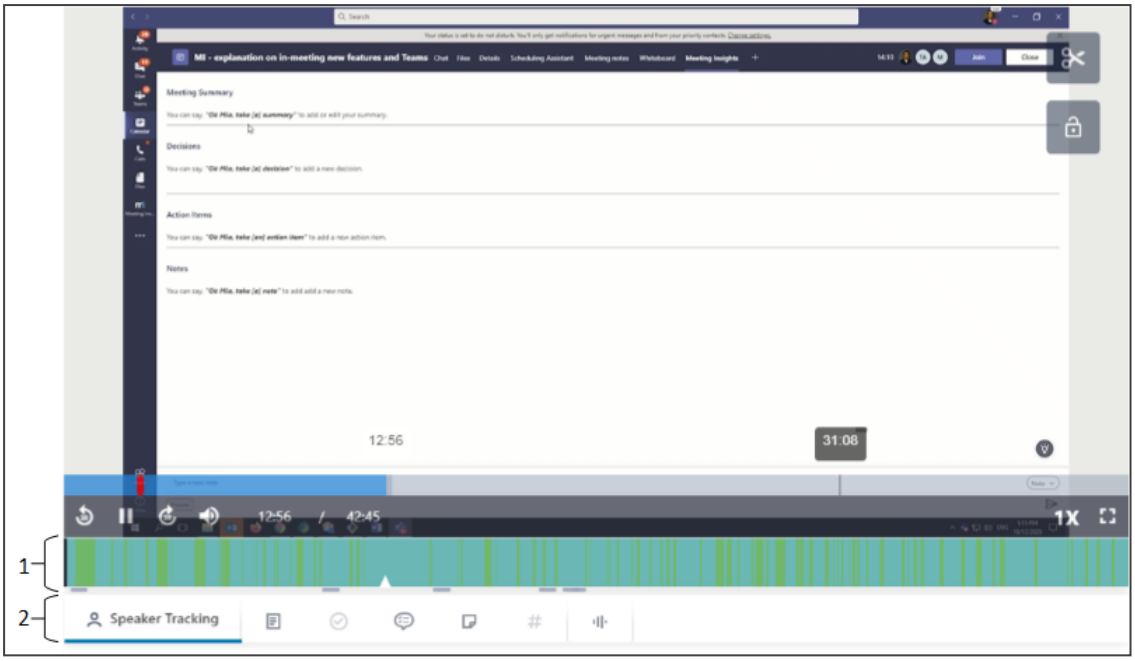
4. **To jump to a specific place in video:** Hover your mouse over the video to show the playback controls, and then click the timeline at the required location or drag the playhead on the timeline to the required location.
5. **To play video from a specific slide:** Use the Slide Navigator's left and right arrows to locate the slide, and then hover over the slide and click its play icon.
6. **To play video from a specific recap item, highlight, bookmark, or transcription (if done):** On the right pane, select the **Recap**, **Highlights** , **Bookmarks** or **Transcript** tab, and then click the specific item.

Using the Video Player's Speakers and Recap Bar

The video player on the Player page provides the Speakers and Recap bar, which you can configure to display the following:

- (Default) Location in meeting where participants spoke during the meeting recording, using color-coded bars.
- Location in meeting recording where meeting recap items, bookmarks, highlights or tags were added by you and participants.
- Filtered display of all above by participant (for more information, see Filtering Video Speakers and Recap Bar by Speakers on page 139).
- Audio of the meeting recording in waveform.

The Speakers & Recap bar is located below the video's timeline and consists of two areas, as shown below:



Legend:

1 = Display bar on which the speakers bars, recap items, or audio in waveform are displayed.

2 = Toolbar providing icons to show or hide speakers bars, recap items, and audio in waveform on the display bar. These icons are described in the following table:

Icon	Name	Description
	Speaker Tracking	Displays where each participant spoke during the meeting recording, using color-coded bars. For more information, see Tracking Speakers in Video Player on the next page.
	Summary	Displays the location in the meeting recording where the summary was added. For more information, see Viewing Meeting Recap on Video on page 137.
	Decisions	Displays the location in the meeting recording where decisions were added. For more information, see Viewing Meeting Recap on Video on page 137.
	Action Items	Displays the location in the meeting recording where action items were added. For more information, see Viewing Meeting Recap on Video on page 137.
	Notes	Displays the location in the meeting recording

Icon	Name	Description
		where notes were added. For more information, see Viewing Meeting Recap on Video on the next page.
#	**Tags**	Displays the location in the meeting recording where the tags were added. For more information, see Viewing Meeting Recap on Video on the next page.
	Wave Form	Displays the audio of the meeting recording in waveform. For more information, see Viewing Audio Waveform of Video on page 142.

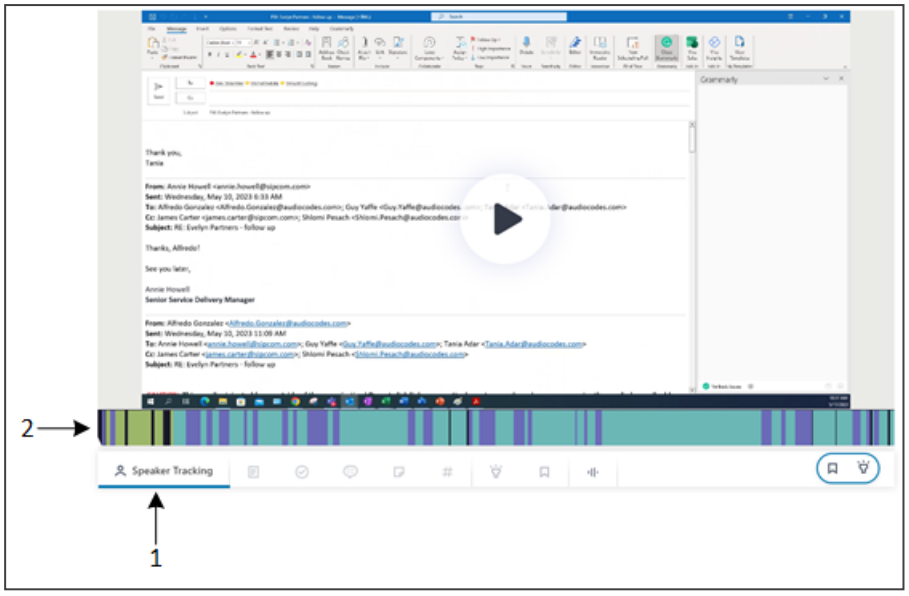
Tracking Speakers in Video Player

Meeting Insights randomly assigns the speech of each participant (dominant speaker) in the meeting recording with a unique color. It knows the dominant speaker from information received from the participant's Teams client. Using these color codes (and optionally, Meeting Insights filter feature), you can easily track and listen to specific participants on the video player.

You can also filter the Speakers & Recap bar by participant so that it only displays the places in the meeting recording where a specific participant spoke (see Filtering Video Speakers and Recap Bar by Speakers on page 139).

➢ **To track speakers in a meeting recording:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the Speakers & Recap toolbar, click the icon; the icon changes to **Speaker Tracking** and the Speaker & Recap bar shows color-coded lines (bars), where each color represents audio spoken by a specific participant during the meeting recording. The following displays an example of a meeting recording consisting of two main speakers:



Legend:

1 = **Speaker Tracking** icon.

2 = Speakers and Recap bar displaying where each speaker spoke.

4. To view which color represents which participant, hover your mouse over the color bars; a pop-up displays the participant that is associated with the color.
5. To listen to a specific participant, click its assigned color in the desired location; the video player starts playing the presentation from the **beginning** of the clicked color-coded segment, and the voice of the specific participant is heard. For example, if a participant spoke between minutes 2:00 and 2:15 and you clicked the color bar at minute 2:10, the player starts playing from minute 2:00.

Viewing Meeting Recap on Video

You can view where meeting recap items were added in the meeting recording. The recap is displayed on the video player's Speakers & Recap bar. The display is filtered according to the selected meeting recap type (i.e., summary, decisions, action items, notes, or tags).

> You can also filter the Speakers & Recap bar by participant so that only recap items added by a specific participant are displayed (see Filtering Video Speakers and Recap Bar by Speakers on page 139).

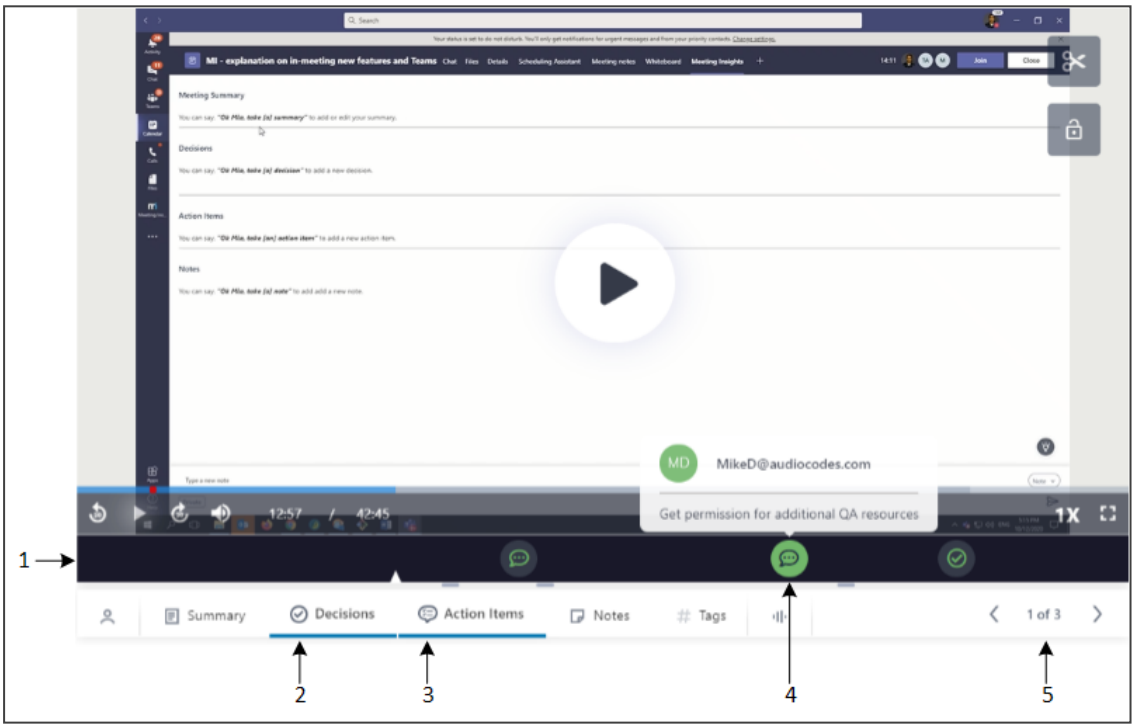
➢ To view meeting recap on video:

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the Speakers & Recap toolbar, click any of the below recap icons.
   - **Summary** icon: Displays the summary.

- **Decisions** icon: Displays decisions.
- **Action Items** icon: Displays action items.
- **Notes** icon: Displays notes.
- **Tags** icon: Displays tags.

- You can select and display multiple recap types, if desired.
- A grayed out (unavailable) recap icon means that no items of that specific recap type were added in the meeting recording.

When you click a recap icon, the Speakers & Recap display bar shows the location in the meeting recording where each of its recap items were added, as shown in the following example for decisions and action items:



Legend:

1 = Speakers & Recap display bar, showing location where each recap item of selected recap type was added in the meeting recording.

2 = Decisions selected for display.

3 = Action items selected for display.

4 = Pop-up displaying the details of a specific recap item when you hover your mouse over it.

5 = Left and right navigation arrows to play the video from the next or previous recap item on the display bar.

Filtering Video Speakers and Recap Bar by Speakers

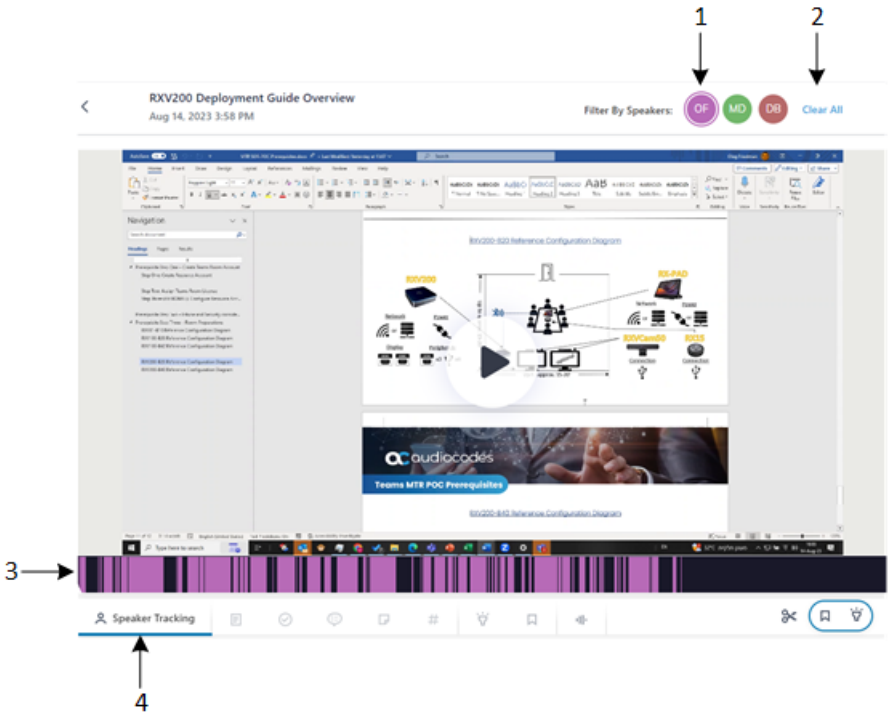
You can filter the video player's Speakers & Recap bar to display tracked speakers and recap items of specific participants (speakers) only. This is useful, for example, if you want to listen to what a specific participant said during the meeting or you want to locate the notes that you added.

➢ To filter tracked speakers and recap by speaker:

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. In the 'Filter by Speakers' area (#1 in figure), located above the video player, click the profile icons of participants for which you want to filter tracked speakers and recap.
   - Selected profile icons are displayed with an outer ring, as shown in the following example:

   - To deselect a filtered participant, click its profile icon again (outer ring is removed).
   - To clear the filter, click the **Clear All** button (#2 in figure below).

   The Speakers & Recap bar (#3 in figure) now only displays tracked speakers and recap items of your filtered participants (e.g., of participant "OF", who is indicated in purple):



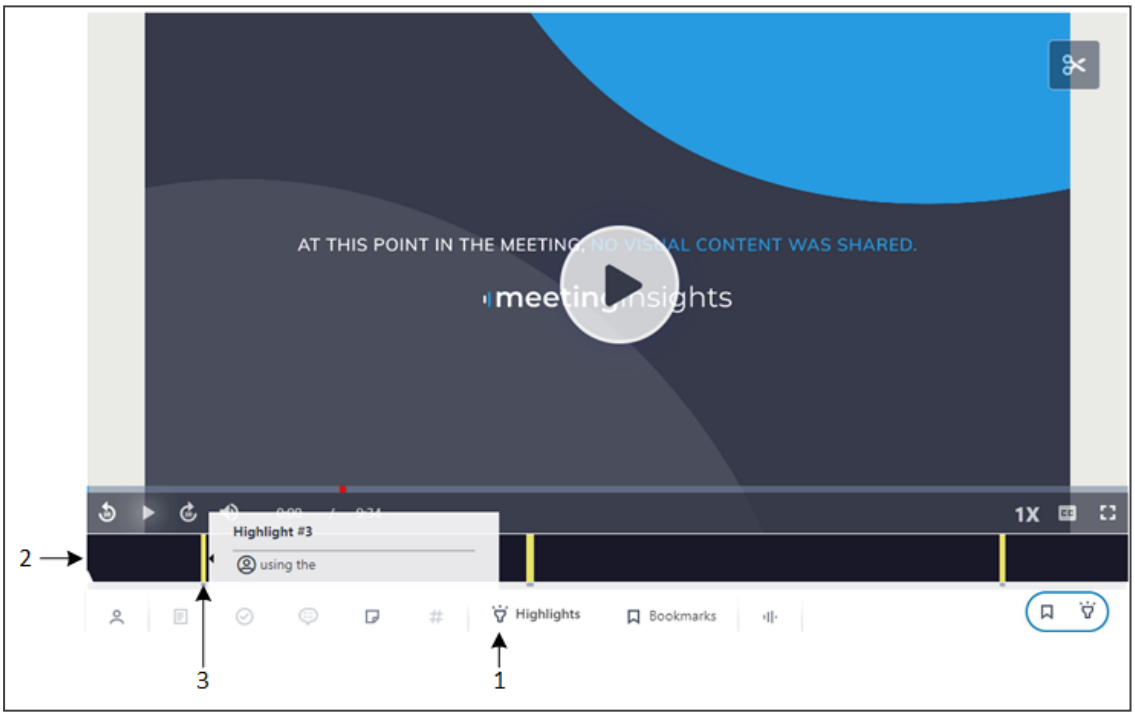
Viewing Highlights on Video

Highlights tag important parts of the meeting recording. The highlight also provides a transcription of the audio where the highlight was added.

> You can only add highlights during a meeting recording (see In-Meeting Actions on page 39).

➢ To view highlights in a meeting recording:

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the Speakers & Recap toolbar, click the **Highlights** icon (#1 in figure). The Speakers & Recap bar displays the location in the meeting recording of your highlights as yellow bars (#2 in figure), as shown in the following example:



4. To view the transcription of a highlight, hover your mouse over the highlight's yellow bar (#3 in figure).
5. To play the video from a highlight, click the highlight's yellow bar.

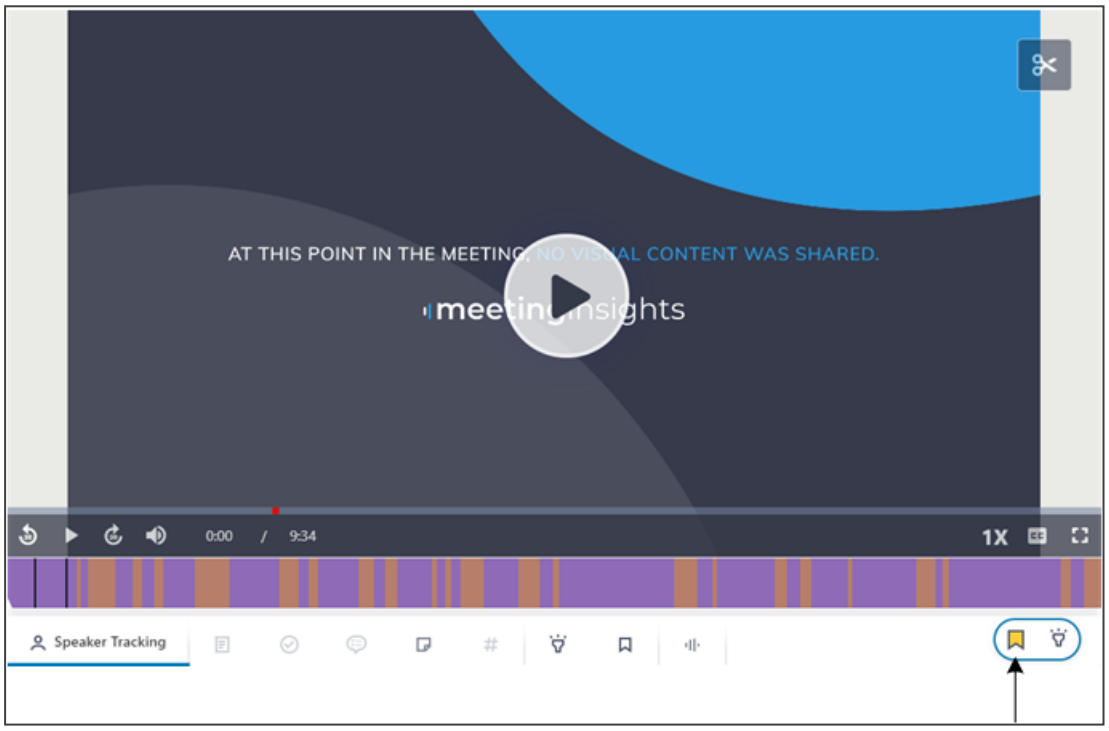
Adding and Viewing Bookmarks

Bookmarks are used to tag important parts (locations) of the meeting recording. You can add bookmarks and view them on the video player's Speakers & Recap bar.

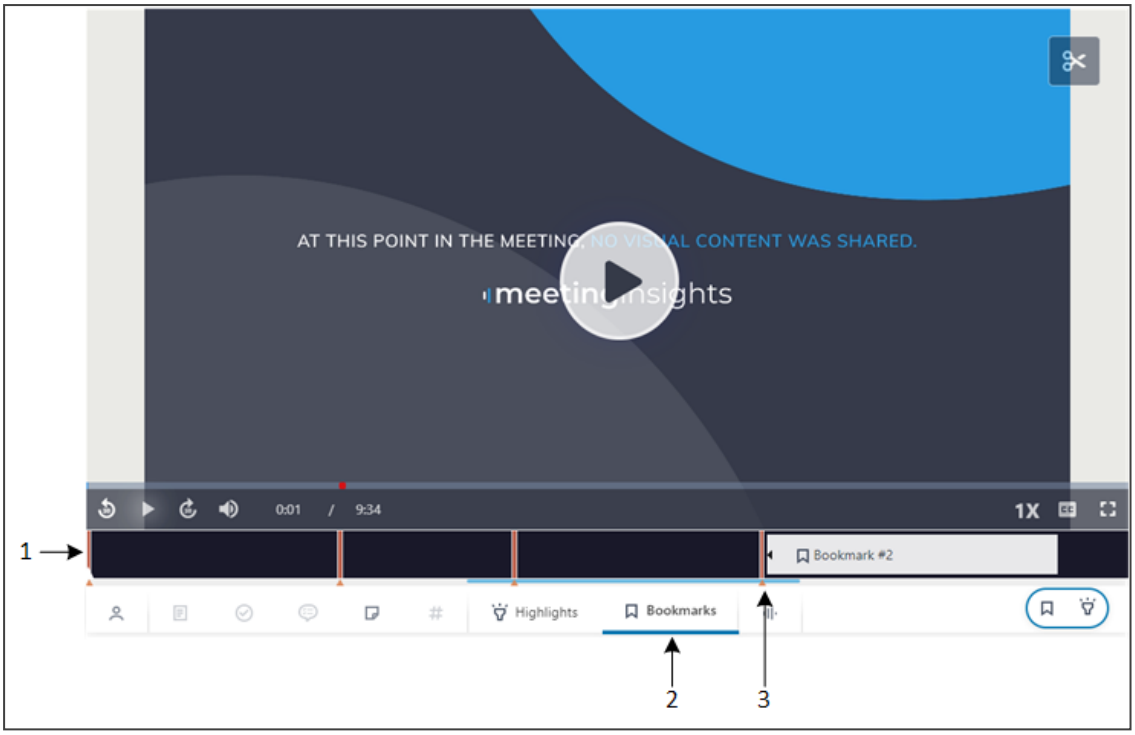
To add bookmarks during a meeting recording using Meeting Insights' app for Teams, see Adding Highlights in Teams Meeting Window on page 56.

➢ To add and view bookmarks on video player:

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Pause the video at the location where you want to add the bookmark.
4. On the Speakers & Recap bar, click , as shown below:



To view your bookmarks on the Speakers & Recap bar, click (#2 in figure). To view the bookmark name, hover over the bookmark's line (#3 in figure). To play the video from a bookmark, click the bookmark's line.

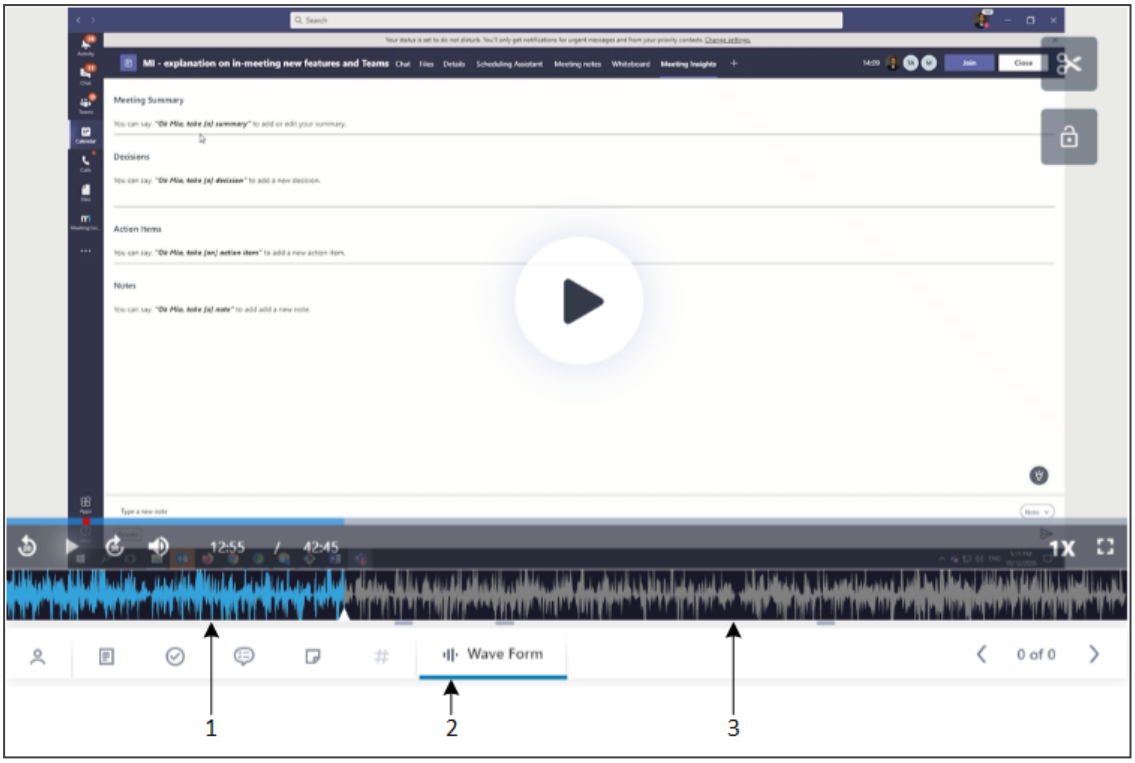


Viewing Audio Waveform of Video

You can view the audio of the meeting recording on the Speakers & Recap bar of the video player, in waveform. The waveform displays the change in amplitude of the sound wave during the meeting recording. This may be useful, for example, to identify areas in the meeting recording where less speaking occurred and thus, less important information conveyed.

➢ **To view audio in waveform:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the Speakers & Recap toolbar, click the **Wave Form** Icon; Meeting Insights loads the audio waveform. This may take a few seconds. As the presentation plays, the color of the wave changes from gray to blue to indicate the currently played audio:



Legend:

1 = Blue wave, indicating already played video segments.

2 = **Wave Form** icon selected.

3 = Gray waveform, indicating not yet played video segments.

Trimming a Meeting Recording's Video

Meeting Insights lets you hide (trim) video content (visual and sound) that you don't want shown when the video is played. Meeting Insights automatically synchronizes the trimmed video regarding speech and video frames (slides). In some cases, it even removes slides that it considers unimportant.

- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can trim the video.
- Trimming a video deletes any AI-generated summary and outline. Therefore, if you still want an AI-generated summary and outline, you need to re-generate it.

➢ **To trim a meeting recording's video:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the video, click ; a blue box appears on the Speakers & Recap bar:

4. Drag the left side of the blue box (#2 in figure) to where you want the video to begin and drag the right side of the blue box (#3 in figure) to where you want the video to end. When you trim the video, everything to the outside of the box is removed; only the portion in the box is kept (#1 in figure).
5. Click **Update** to trim your selection (or **Cancel** to ignore your trimmings).

To undo the trimmings of a video and restore it to original, click , and then drag the left and right sides of the blue box to the begining and end of the video, respectively.

Managing Video Slides

If media was presented and shared through the desktop or an application (e.g., PowerPoint presentation, web browser, or Word document) during the meeting recording, Meeting Insights processes the recorded media, generating a video and slides of the video similar to a PowerPoint presentation. The slides are created from key images (frames) of the presented media.

Management of slides is done in Meeting Insights' Gallery, which includes the following:

- Viewing slides of a meeting recording (see Viewing Slides below)
- Hiding slides (see Hiding or Restoring Slides on page 147)
- Downloading slides (see Downloading Slides on page 149)

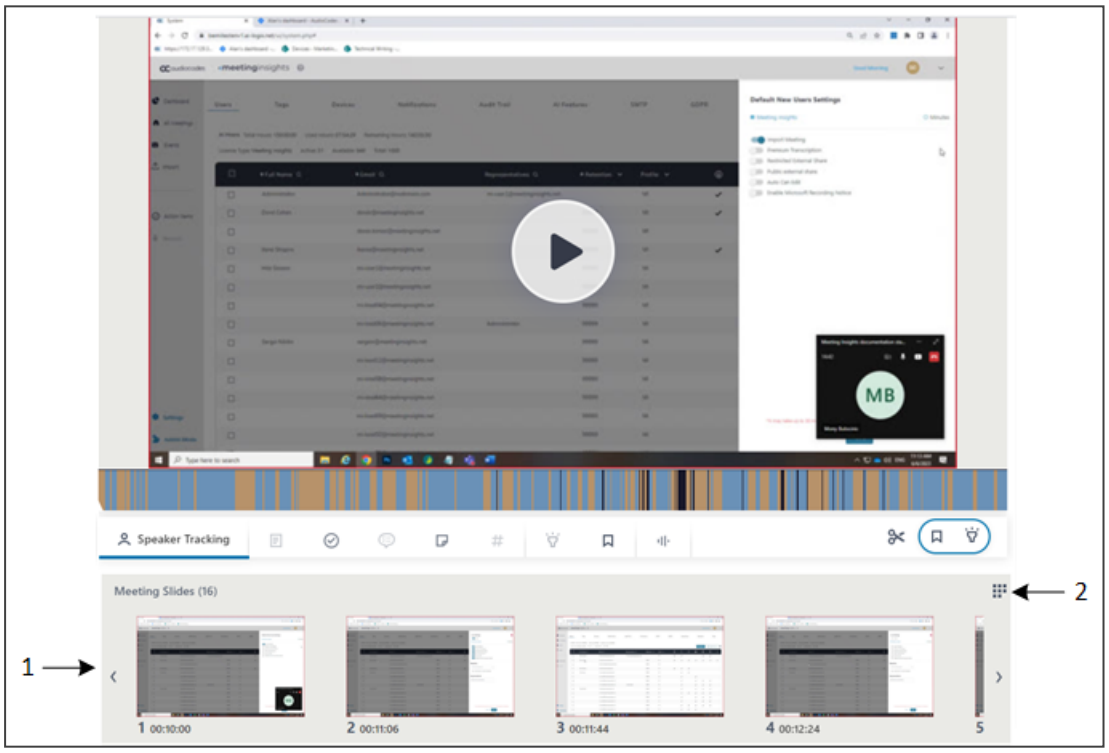
Viewing Slides

You can view the slides created from the meeting recording's video. The slides are displayed in the slide gallery, which can be accessed from various areas in Meeting Insights, as described below.

You can only view slides of published meeting recordings.

➢ To view slides of a meeting recording:

1. In the Navigation pane, click **All Meetings**.
2. Access the slide gallery using any of the following methods:
   - **All Meetings page:** Click located in the same row as the meeting recording that you want; the slide gallery appears in a pop-up window.
   - **Player page:**
     i. Click the name of the meeting recording that you want; the Player page appears. The slide navigation pane is displayed below the video, as shown in the following example:



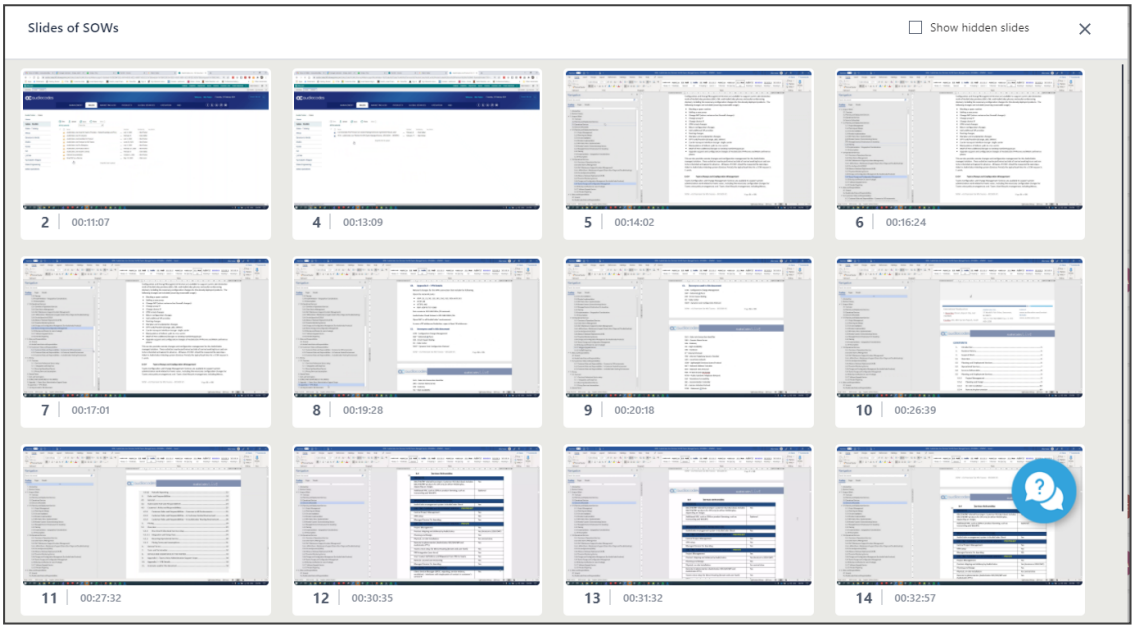
Legend:

1 = Slide navigator with slide thumbnails

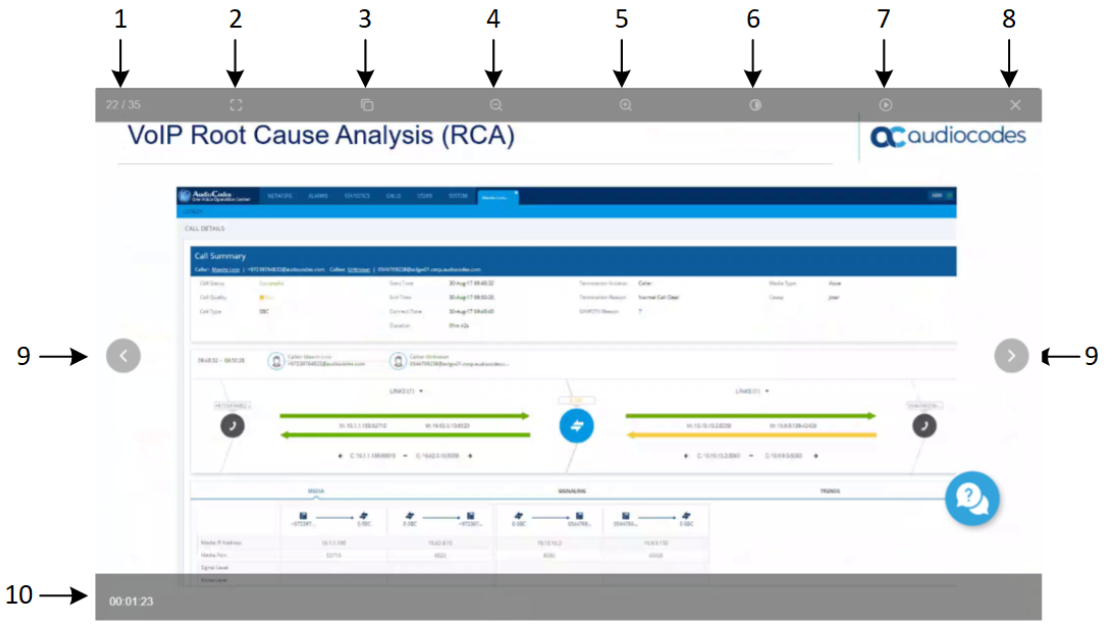
2 = Icon to open the slide gallery

- You can perform similar actions (i.e., hide and download) on slides in the slide navigator as you can in the slide gallery. Simply hover your mouse over a slide, and then click the pop-up action icon that you want.
- When you play the video of a meeting recording, thumbnails of the slides are displayed in the slide navigator. You can also use the slide navigator to easily locate a specific place in the video that you want to listen to, by navigating through the slide thumbnails, and then clicking the required slide to play the video from it.

ii. Click (#**2** in previous figure); the slide gallery page appears:



3. To show hidden files (if any), select the **Show Hidden Files** check box. (For hiding slides, see Hiding or Restoring Slides on the next page.)
4. To play the meeting recording video from a specific slide, hover your mouse over the slide, and then click .
5. To view or play a slide in a pop-out window, hover your mouse over the slide, and then click ; the following pop-out window appears:



1 = Slide number out of total slides

2 = Displays the slide in full screen mode

3 = Zooms in and zooms out to 100%

4 = Zooms in

5 = Zooms out

6 = Background color scheme for slide control

7 = Plays (or pauses) video

8 = Closes pop-out slide window

9 = Left and right slide navigation buttons

10 = Time in meeting recording of transition to slide

Hiding or Restoring Slides

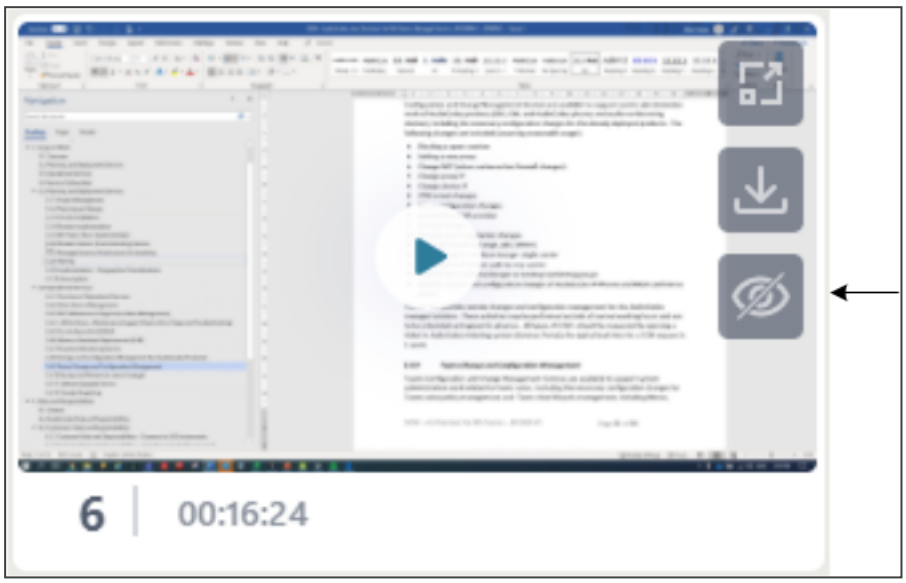
You can hide slides so that they are not visible to users when they view the meeting recording's slides. This may be useful, for example, to conceal slides that are not relevant or important to the meeting. Hiding irrelevant slides also eliminates clutter in the slide gallery.

The slide gallery allows you to hide slides, view hidden slides, and restore hidden slides.

- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can hide slides.
- When you create a meeting recording, Meeting Insights may automatically hide certain slides that it considers not important to the meeting. These slides are displayed with the icon.
- Hiding a slide only hides it from the slide gallery; it doesn't remove any related content from the video.

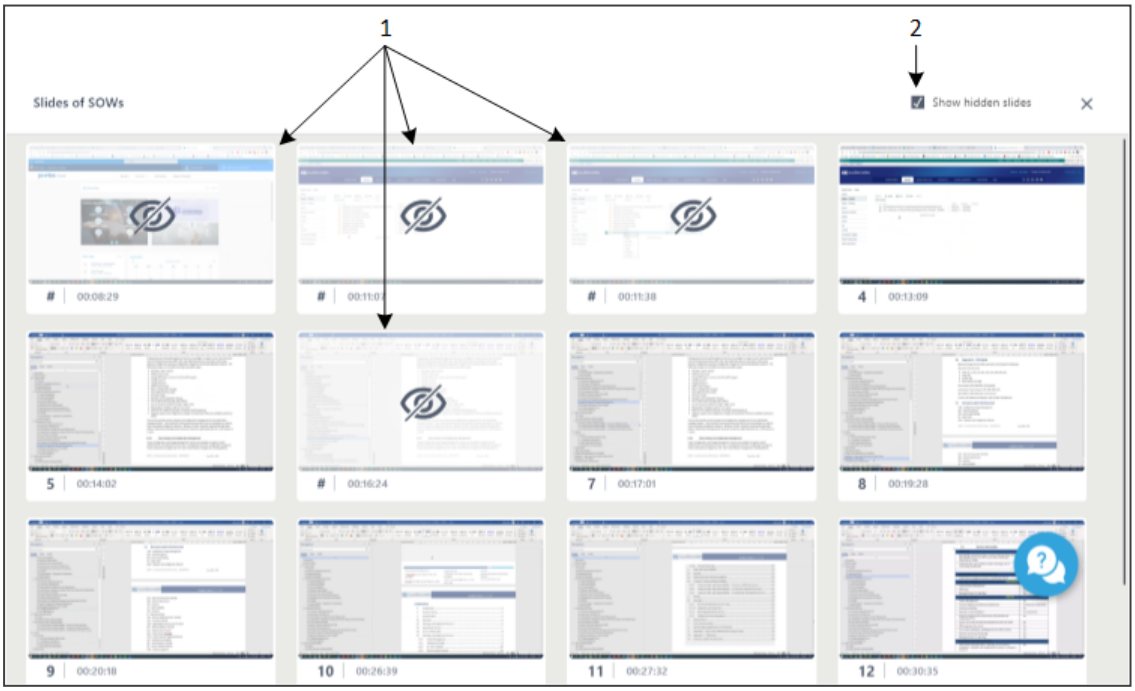
➢ To hide a slide:

1. Open the slide gallery (see Viewing Slides on page 144).
2. Hover your mouse over the slide that you want to hide, and then click ; the slide is removed from the gallery.



➢ To view hidden slides:

1. Select the **Show hidden slides** check box; the hidden slides are displayed in the gallery as grayed out and with the icon, as shown in the following example:



➢ **To restore a hidden slide to the slide gallery:**

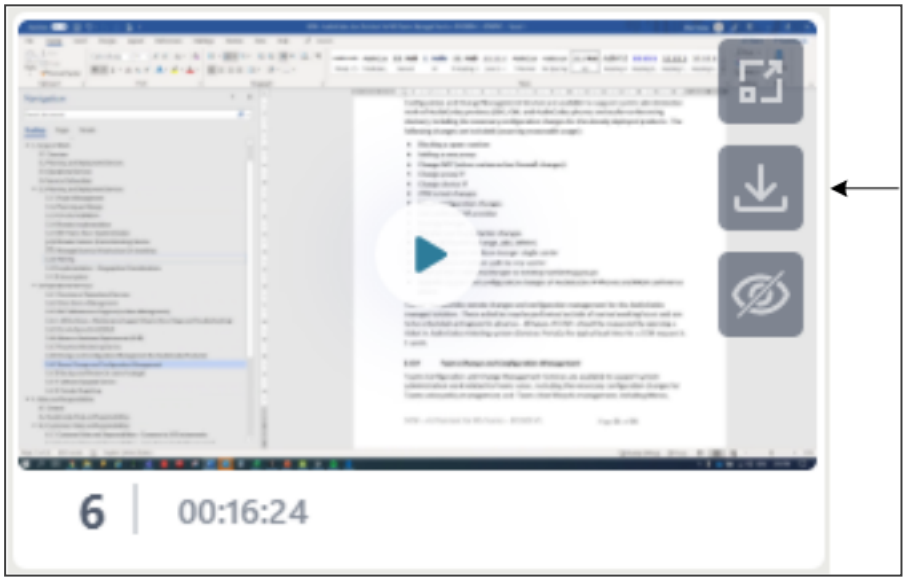
- Select the **Show hidden slides** check box, and then click the hidden slides that you want to restore; the slides are restored and shown with their slide number and without the icon.

Downloading Slides

You can download any slide to your computer as an image file (.png).

➢ **To download a slide:**

1. Open the slide gallery (see Viewing Slides on page 144).
2. Hover your mouse over the slide that you want to download, and then click ; the slide is downloaded to your computer as a .png image file.



Managing Participants

This section describes how to manage participants of meeting recordings:

- Viewing Participants of Meeting Recordings below
- Assigning Privileges to Participants on page 151
- Removing Participants from Meeting Recordings on page 151

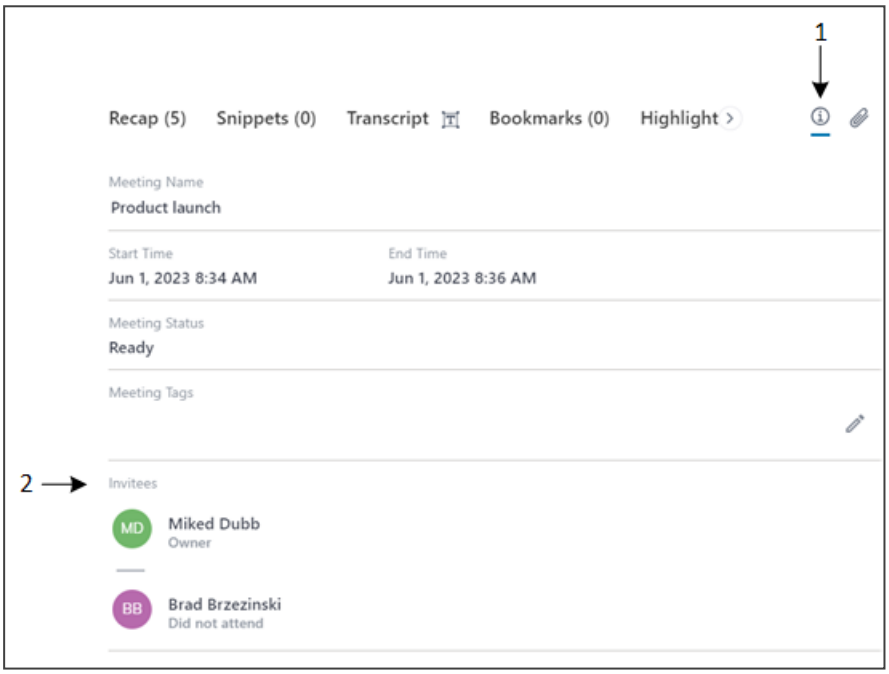
Viewing Participants of Meeting Recordings

You can view the participants of a meeting recording. Participants are users that were invited to the meeting recording, joined the meeting recording, or were added after the meeting recording.

Participants are displayed with their profile avatar alongside their names. Meeting Insights randomly assigns a color to the participant's profile avatar, but attempts to assign a unique color to each participant. However, if there are many participants, some may share the same color.

➢ To view participants of a meeting recording:

1. In the Navigation pane, click **All Meetings**.
2. Click the meeting recording that you want; the Player page appears.
3. Click ⓘ (#1 in figure); a list of all the participants is displayed under the Invitees group (#2 in figure):



The type of participant is displayed with the participant's name, as explained in the following table:

Displayed Value	Description
"Owner"	Indicates that the participant is the Owner of the meeting recording.
"Did not attend"	Indicates that the participant did not attend the meeting. For example, the participant was invited to the meeting but didn't join, or the participant wasn't invited but the meeting recording was later shared with the participant.
"Can edit"	Indicates that the participant has the same privileges for the meeting recording as the Owner. These can be participants that are Representatives of the Owner (configured in Configuring

Displayed Value	Description
	Representative Users on page 27) or co-organizers of the meeting (see Scheduling Meeting Recordings through Microsoft Outlook Calendar on page 33).
"External user"	Indicates that the participant is from outside of your organization.
	Indicates that the participant also presented visual media (e.g., a PowerPoint presentation) during the meeting recording.

Assigning Privileges to Participants

By default, participants are assigned read- only (view) privileges to meeting recordings. However, you can also assign a participant write (editing) privileges.

To assign privileges, see Sharing Meeting Recordings within Organization on the next page

- You can assign privileges to participants only for published meeting recordings.
- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can change the privileges of participants.
- You can also change a participant's privileges during the meeting recording through your Teams window, as described in Changing Permission of Participants on page 50.

Removing Participants from Meeting Recordings

You can remove a participant from a meeting recording. If you do this, the meeting recording is no longer listed the participant's Meeting Insights account and therefore, the participant no longer has access to the meeting recording.

To remove a participant, see Sharing Meeting Recordings within Organization on the next page

- You can remove participants only from published meeting recordings.
- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can remove participants.

Sharing Meeting Recordings

By default, when you publish a meeting recording, Meeting Insights automatically shares it only with invited participants within your organization. However, you can also share your meeting recording with other people:

- **Internally** - share meeting recording with people within your organization that weren't invited:
  - Share it only with specific people in your organization.
  - Share it with everyone in your organization.

  For more information, see Sharing Meeting Recordings within Organization below.
- **Externally** - share meeting recordings with people outside of your organization:
  - Share only with people that were participants of the meeting recording.
  - Share with anyone outside of your organization.

  For more information, see Sharing Meeting Recordings Outside of Organization on page 154.

Sharing Meeting Recordings within Organization

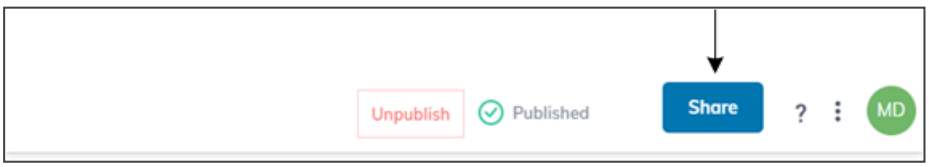
By default, when you publish a meeting recording, Meeting Insights automatically shares it only with participants within the organization. However, you can also share your meeting recording with other people within your organization that weren't invited:

- Share it with only specific people in your organization.
- Share it with everyone in your organization.

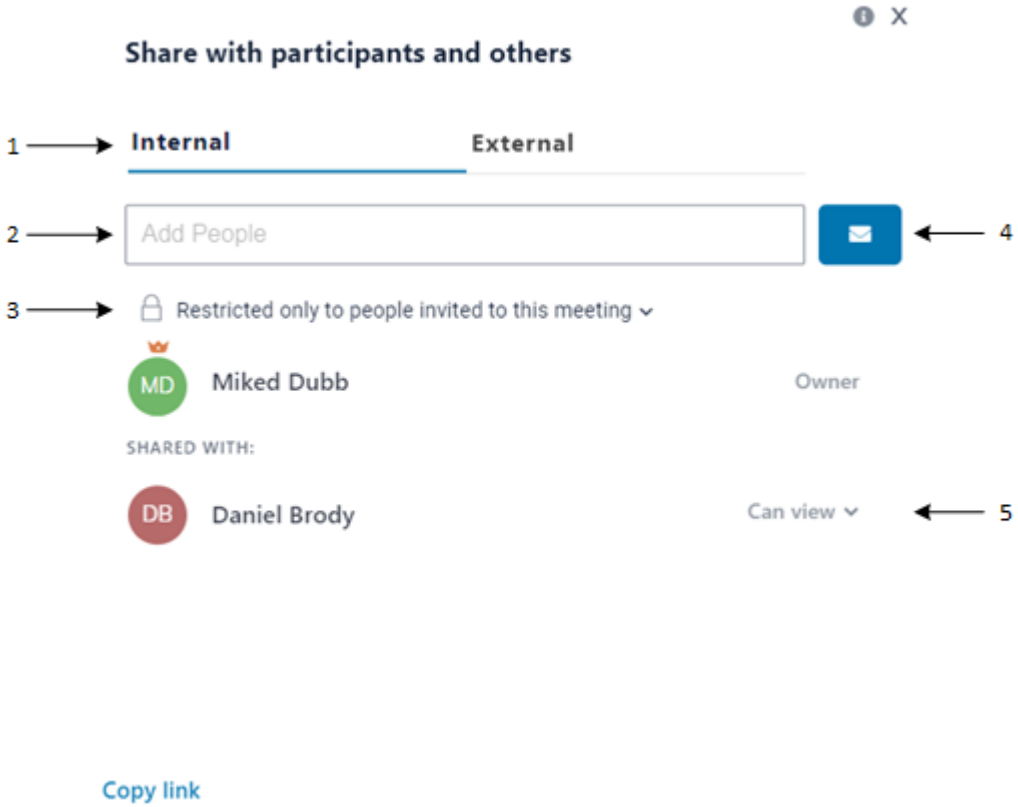
- You can share only **published** meeting recordings.
- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can share meeting recordings.

➢ To share a meeting recording within your organization:

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page opens.
3. On the toolbar, click **Share**:



The following dialog box appears with the **Internal** tab (#1 in figure) selected by default and the list of participants with whom the meeting recording is currently shared:



4. **To share with specific people within the organization:**

   a. Click **Restricted only to people invited to this meeting** (#3 in figure).

   b. In the Add People text box (#2 in figure), start typing the person's name and then select it from the offered list. Multiple names can be selected.

   c. Click the envelope button (#4 in figure); the following dialog box appears:

   d. In the Message text box, type a message (optional), and then click **Send**; an email is sent to the selected people to notify them that the meeting recording has been shared with them. Their names now appear in the meeting recording's list of participants.

e. Define the privileges of each participant (or remove a participant), by clicking the icon (#5 in figure) corresponding to the participant's name, and then choosing one of the following options:

- **Can view:** Participant can only view (read-only) the meeting recording - video and recap.
- **Can edit:** Participant can view and edit (read-write) the meeting recording - video and recap.
- **Remove:** Removes the participant from the meeting recording.

5. **To share with everyone in your organization:**

a. Click **Restricted only to people invited to this meeting** (#3 in figure), and then from the drop-down list, select **Everyone in the organization can access this meeting**.

b. Click **Confirm**.

Sharing Meeting Recordings Outside of Organization

By default, when you publish a meeting recording, Meeting Insights automatically shares it only with participants **within** your organization, as a safeguard against unauthorized people gaining access to confidential information. However, you can also share your meeting recording with people outside of your organization:

- Share it only with specific people outside of your organization **that were participants of the meeting recording**.
- Share it with anyone outside of your organization.

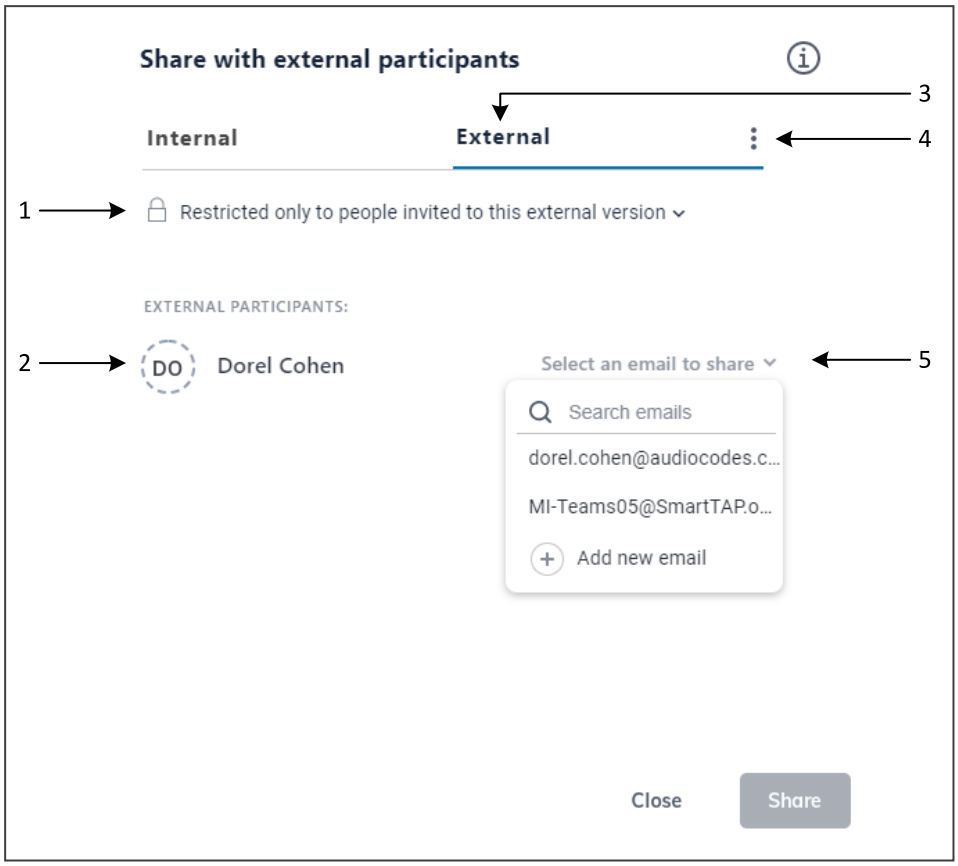
When you share a meeting recording with external people, Meeting Insights creates a copy (*version*) of the meeting recording and shares this version. If you make subsequent changes to your meeting recording, the shared meeting recording version will not reflect these changes, unless you specifically instruct Meeting Insights to update the shared version (described later in this section).

- You can share meeting recordings externally only if your Meeting Insights Administrator has enabled this feature (see Viewing Account Information on page 23).
- You can share only published meeting recordings.
- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can share meeting recordings.

➢ **To share meeting recording with people outside your organization:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page opens.

3. On the toolbar, click the **Share** button.
4. Select the **External** tab; the following appears, listing all the external participants of the meeting recording:



Legend:

1 = Drop-down list for sharing only with specific people or anyone outside of your organization.

2 = List of people from outside your organization that were participants in the meeting recording.

3 = **External** tab selected.

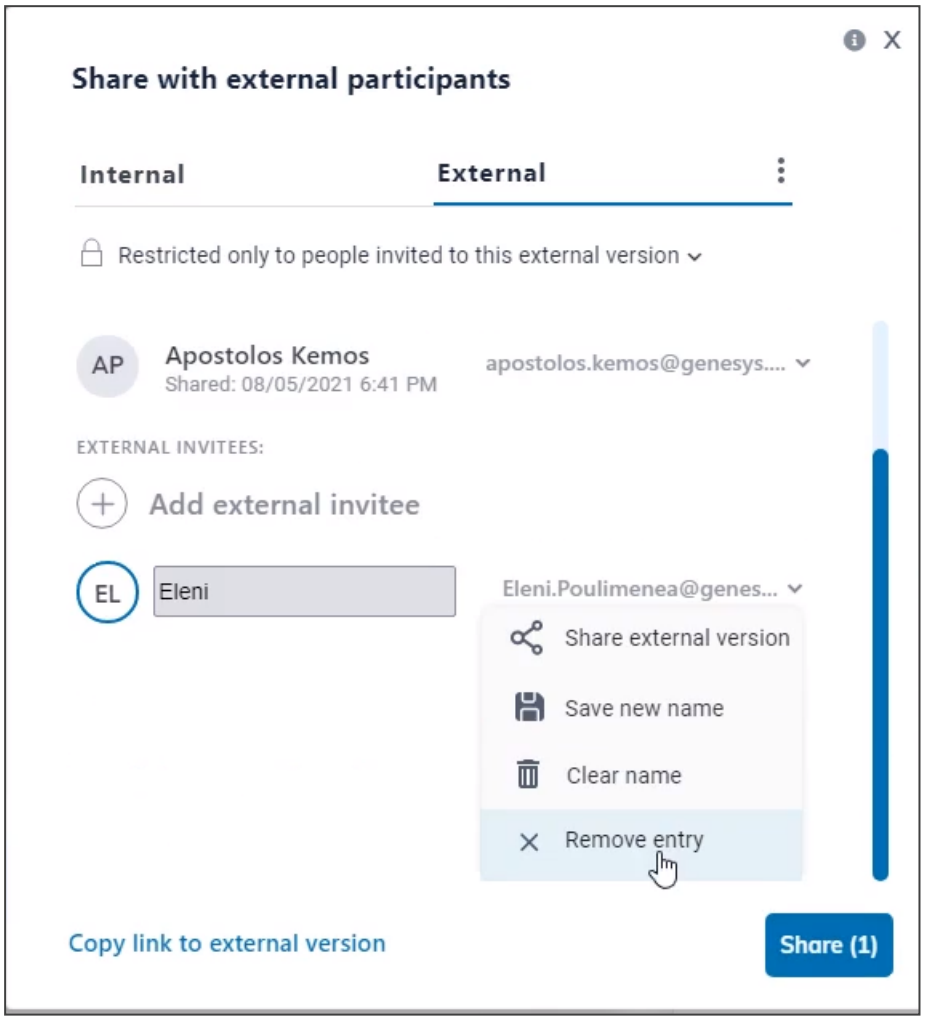
4 = Vertical three-dots menu, providing additional options.

5 = Participant's drop-down menu for selecting an email to where the link to the meeting recording is sent.

5. To share the meeting recording with specific people outside of your organization that were participants:
   a. If you're already sharing with all outside of your organization (see Step 6), then stop sharing with them, by clicking ⋮, and then from the drop-down menu, choosing **Stop sharing with all** (see end of this section).
   b. Select 🔒 **Restricted only to people invited to this external version** (#1 in figure); all the external participants are listed.

c. Click the **Select an email to share** drop-down list, and then select an email address, or add a new address by clicking **Add new email**; Meeting Insights sends an email to the recipients, which contains a URL link to the shared meeting recording.

Once you have selected an email address, the address is associated with the participant and if you click , the following drop-down menu appears:

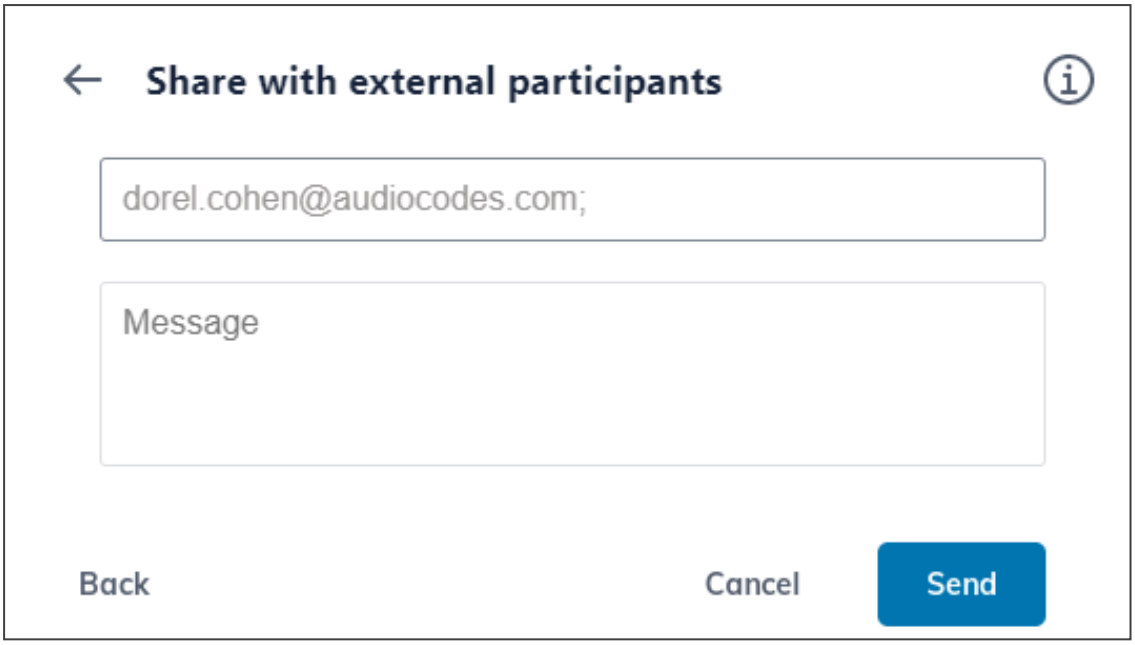


d. You can do the following for each participant:

- **Share external version:** Shares the meeting recording with this specific person (see next step).
- **Save new name:** Changes the person's name to the name you enter in the field.
- **Clear name:** Clears the person's name from the field.
- **Remove entry:** Removes the entry to keep the meeting as is.

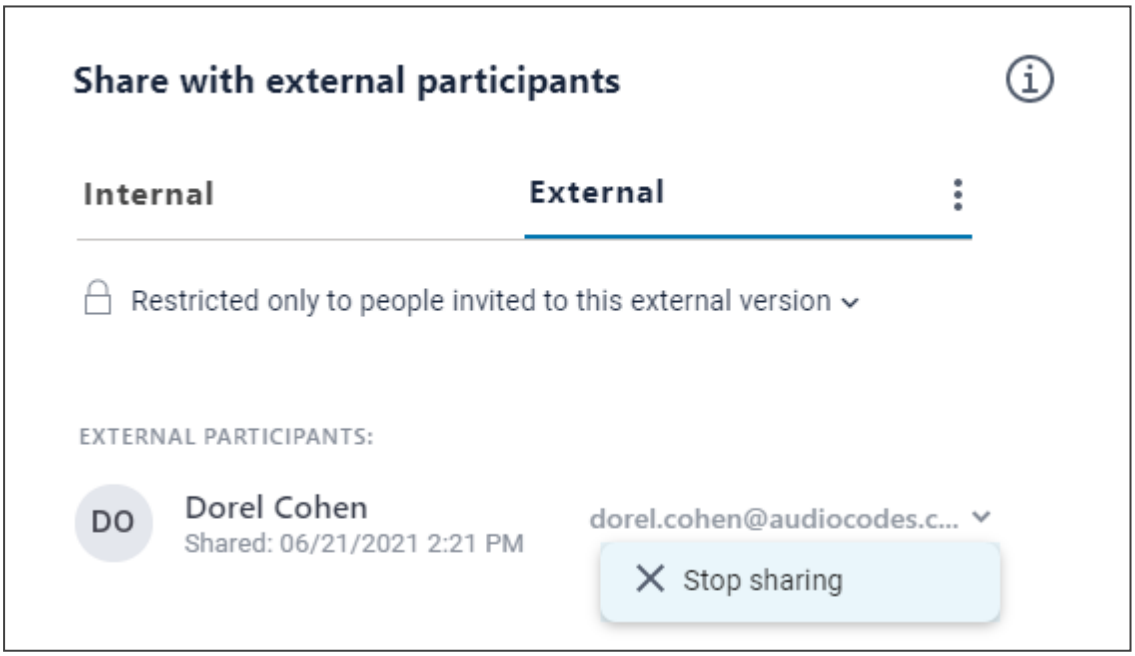
e. If you chose **Share external version** or you clicked the **Share** button (also indicates the number of external participants with which you have shared the meeting recording), a confirmation message box appears.

f. Click **Got it, proceed**; the following appears:



g. In the Message text box, type a message (optional), and then click **Send**; an email is sent with the URL link of the meeting recording to the selected people.

h. If you want to stop sharing with a specific person, click the icon next to the participant's email, and then choose **Stop sharing**:



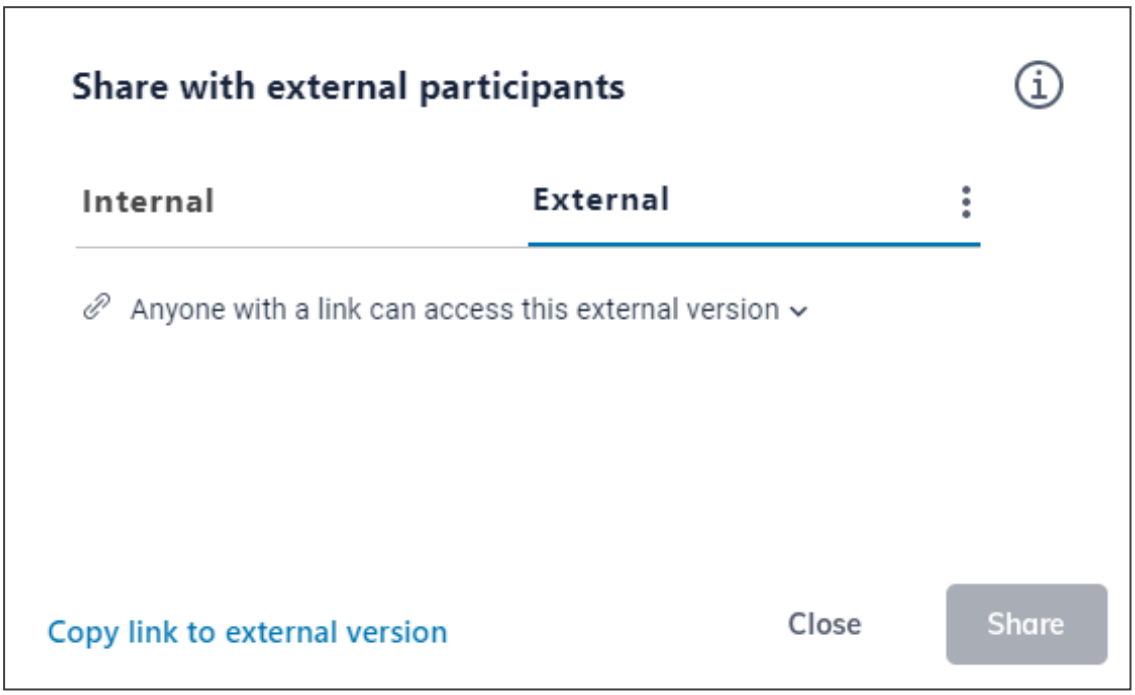
6. **To share the meeting recording with anyone outside of your organization:**

a. If you're already sharing with specific external participants (see above), then stop sharing with them, by clicking , and then from the drop-down menu, choosing **Stop sharing with all** (see end of section).

b. Click **Restricted only to people invited to this external version**, and then from the drop-down list, select **Anyone with a link can access this external version**.

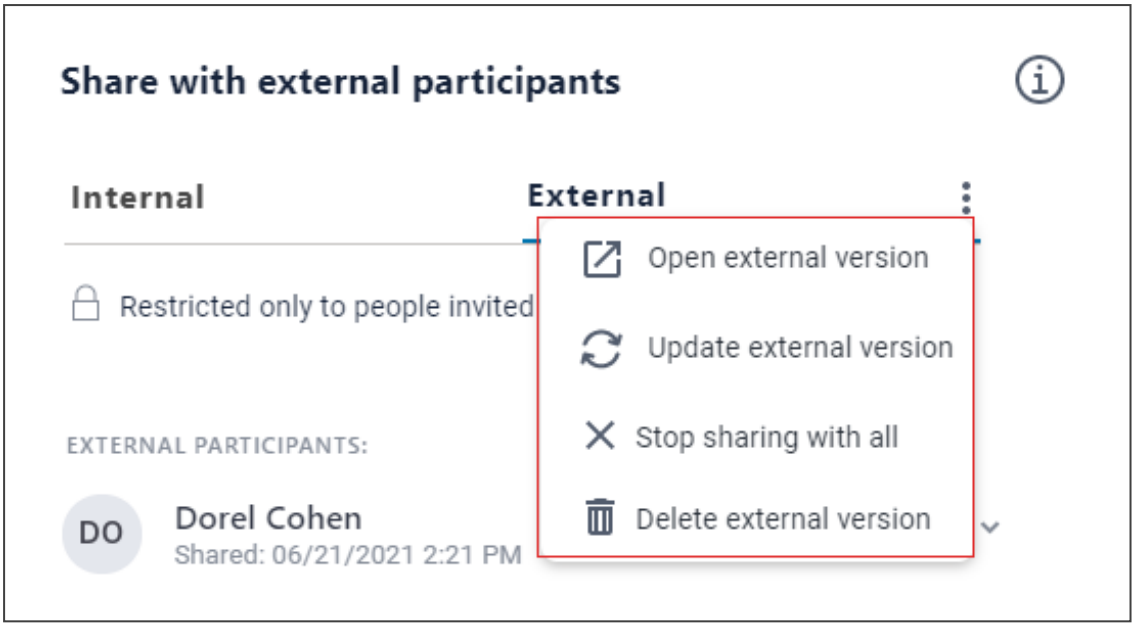
c. Click **Share**; a confirmation message box appears,

d. Click **Got it, proceed**; the **Copy link to external version** link appears:



e. Click **Copy link to external version** to copy the link to your clipboard, and then send the link (for example, by email) to whomever you want to share the meeting recording with.

Once you have shared the meeting recording with people outside of your organization, you can use the ⋮ menu next to the **External** tab to do the following:



- **Open external version:** Opens the shared version of the meeting recording, allowing you to view the meeting recording version that you shared.
- **Update external version:** Updates the version of the meeting recording that you shared with the original meeting recording. This is useful if you have subsequently updated the original meeting recording, for example, added recap items and you want the shared meeting recording version to reflect these latest updates.
- **Stop sharing with all:** Stops sharing the meeting recording with all people outside of your organization.
- **Delete external version:** Deletes the shared version of the meeting recording. In this case, the people with whom it was shared will no longer be able to access it.

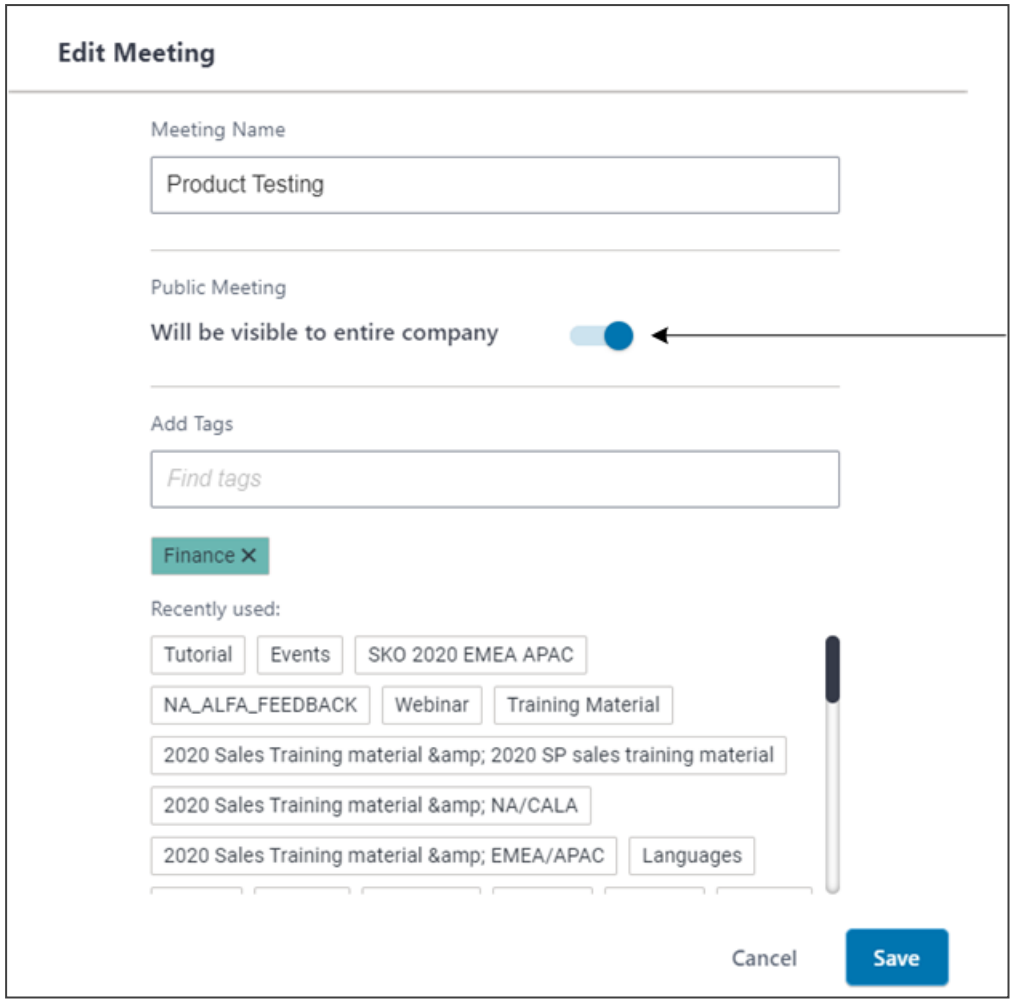
Making Meeting Recordings Public

When you publish a meeting recording, only its participants can view it in their Meeting Insights account. However, you can also share the meeting recording with everyone in your organization that has access to Meeting Insights, even if they weren't participants.

> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can make it public.

➢ **To make meeting recording public:**

1. In the Navigation pane, click **All Meetings**.
2. Click the ellipsis (three dots) button corresponding to the meeting recording that you want, and then from the drop-down menu, choose **Edit Meeting**; the following dialog box appears.
3. Under Public Meeting , click the toggle switch to turn on visibility to the entire company:



4. Click **Save**.

Attaching Files to Meeting Recordings

You can attach files to your meeting recordings. This is useful if you want to provide additional material to your viewers.

> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can attach files.

Uploading Files

You can upload and attach multiple files to your meeting recording, for example, PowerPoint presentation files, Word files, or Visio files. This may be useful for providing additional information to users with whom you have shared your meeting recording.

> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can upload files.

➢ **To upload a file:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Click (#1 in figure); the Attachments group appears:

4. Click **Choose** (#2 in figure), and then browse to and select the file on your computer; the selected file appears listed.
5. If you want to remove any previously attached files with the same name as the file you're currently attaching, select the **Overwrite existing file(s)** check box (#3 in figure).
6. Click **Upload**; Meeting Insights starts uploading the file and when complete, a notification message box appears indicating that the file was uploaded successfully.
7. Click **OK** to close the message box.

Downloading Attached Files

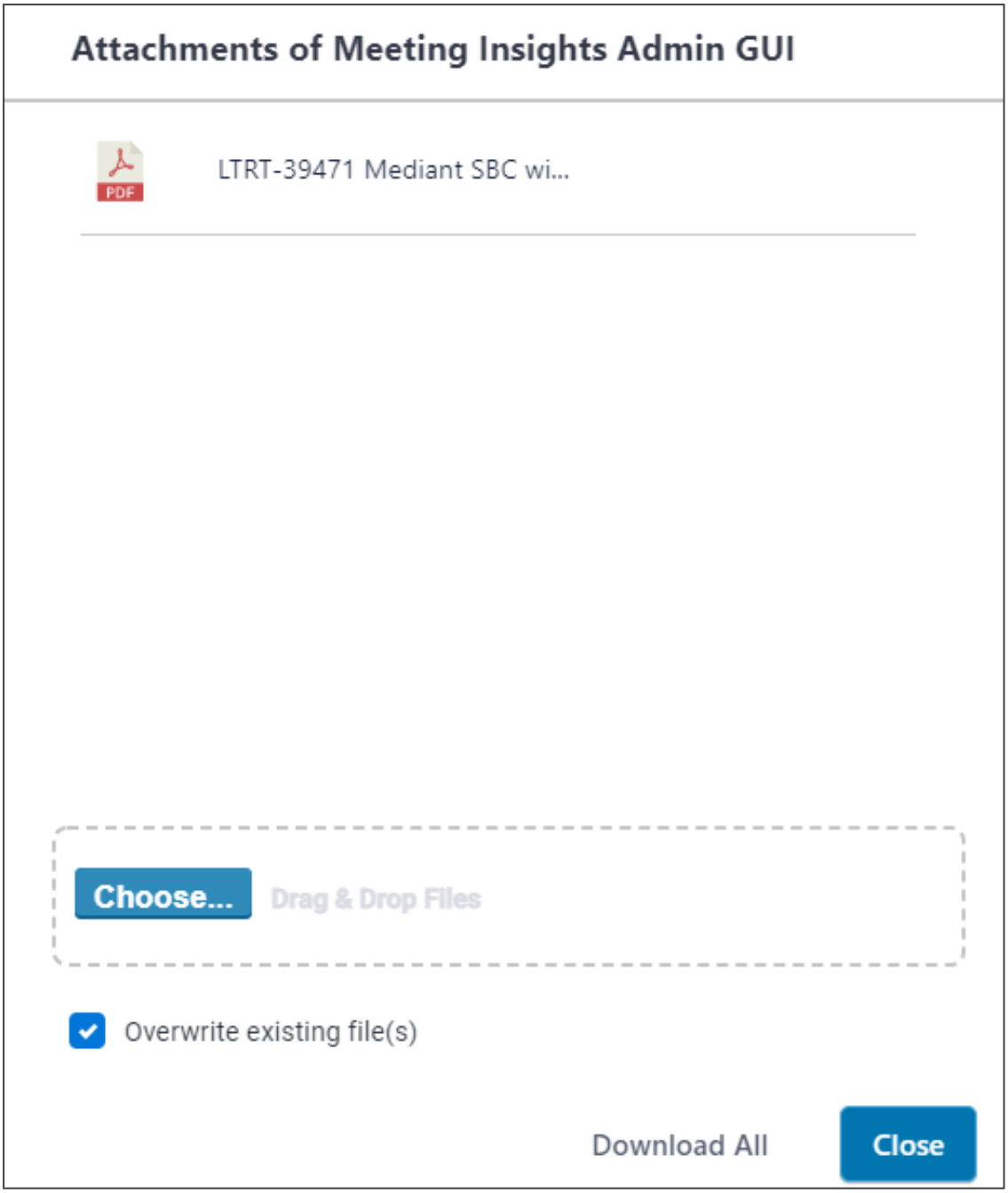
If a meeting recording includes an attached file, for example, a presentation (i.e., PowerPoint) or Word document, you can download it to your computer.

You can download the file only if the meeting recording has been published.

➢ **To download a file:**

1. In the Navigation pane, click **All Meetings**.
2. Do one of the following:
   - **All Meetings page:**

i. Click corresponding to the meeting recording that you want; the following appears, showing the presentation file:

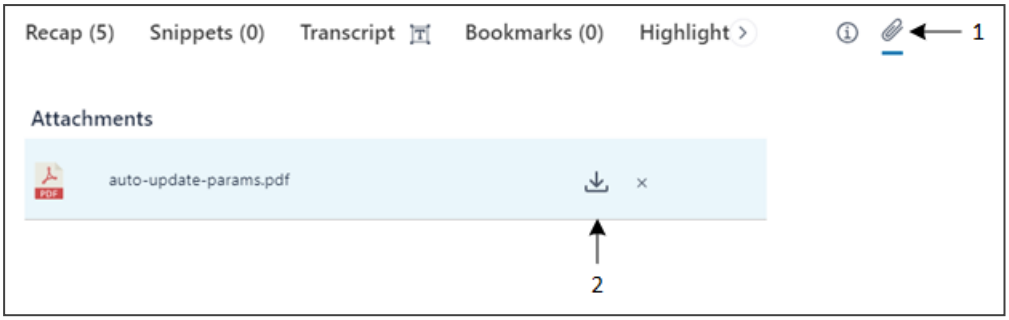


ii. Click **Download All**; the file is downloaded to your computer.

- **Player page:**

i. In the All Meetings page, click the name of the meeting recording that you want; the Player page appears.

ii. Click (#1 in figure); the Attachments group appears, listing the attached files:



iii. Click (#2 in figure); the file is downloaded to your computer.

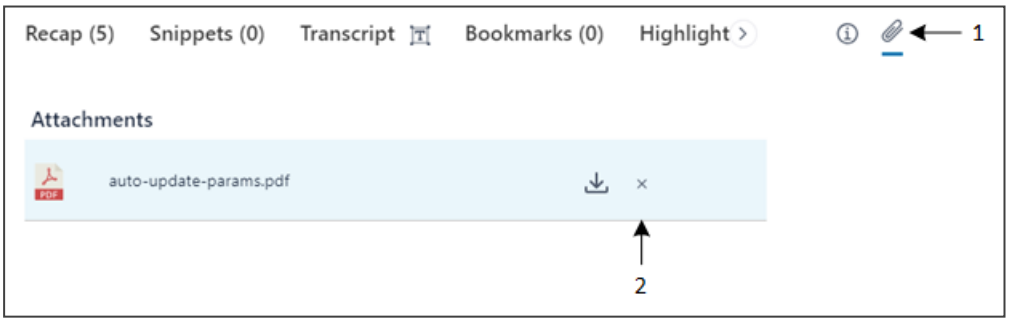
Deleting Attached Files

You can delete files that are attached to your meeting recording.

> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can delete attached files.

➢ **To delete a file:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Click (#1 in figure); the Attachments group appears, listing the attached files.



4. Click the **x** icon (#2 in figure) corresponding to the file you want to delete; a confirmation message appears.
5. Click **Remove**.

Importing Meeting Recordings Created by Third-Party Programs

You can create a meeting recording using a third-party recording program (e.g., webinar), and then upload the recorded file (e.g., .mp4, .avi, or .webm) to Meeting Insights. Once uploaded,

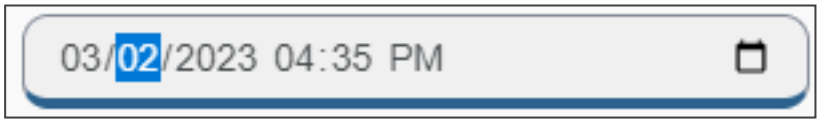
it's listed with all the other meeting recordings and you can manage it as though it was a meeting recording created by Meeting Insights.

> You can import meeting recordings only if your Meeting Insights Administrator has enabled this feature for you. To check if it's enabled, refer to the 'Meeting Import' field in your account information (see Viewing Account Information on page 23).

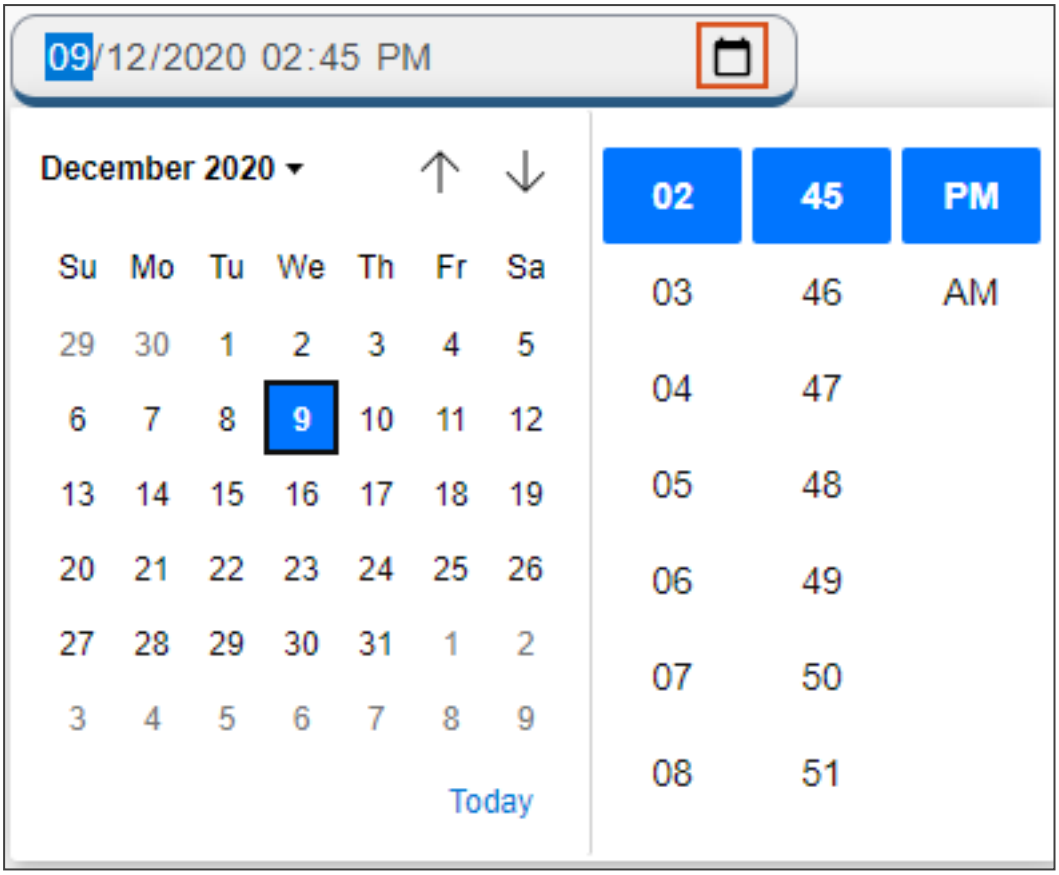
➢ **To import recorded meeting done by third-party program:**

1. In the Navigation pane, click **All Meetings**.
2. On the toolbar, near your profile picture, click ; the Import page appears.
3. In the 'Subject' field, type a subject for the meeting recording:

4. In the 'Meeting's Date and Time' field, define the date and time that the meeting occurred. You can do this, by doing any of the following:
   - Clicking each segment of the date or time, and then typing in the new value. For the time, the possible values are "AM" or "PM".

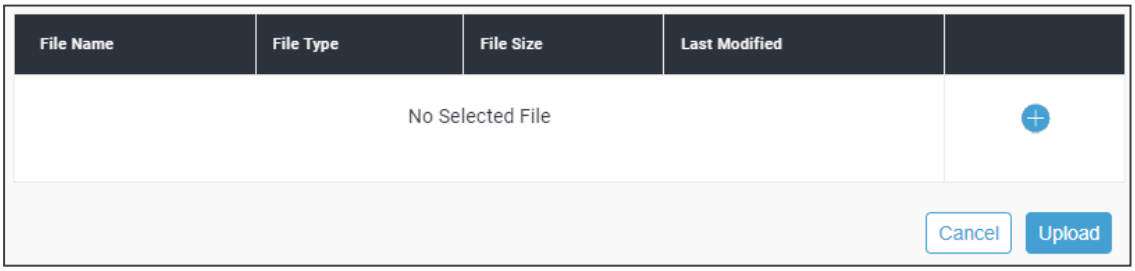


   - Clicking the calendar icon, and then selecting the date and time in the calendar:



If you don't specify the date and time, the current date and time is used.

5. Click the ⊕ icon, browse to the folder on your computer in which the recorded file is located, and then select it; the file's name, type, size and last modified date is displayed, for example:



If you want to choose a different file, click the **Replace** button, and then select a different file.

6. Click **Upload**; Meeting Insights starts uploading the file. When file upload is complete, the "100% Complete" message is displayed and Meeting Insights starts processing the meeting recording. At this stage, you're automatically navigated to the **All Meetings** page, where the uploaded meeting recording is listed.

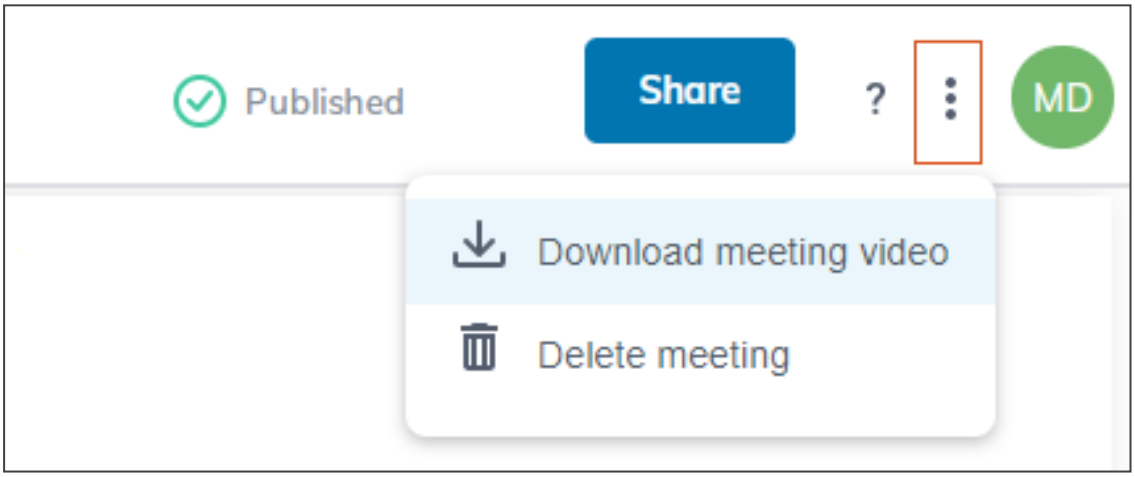
Downloading Meeting Recordings

You can download a meeting recording to a folder on your computer as an .mp4 file.

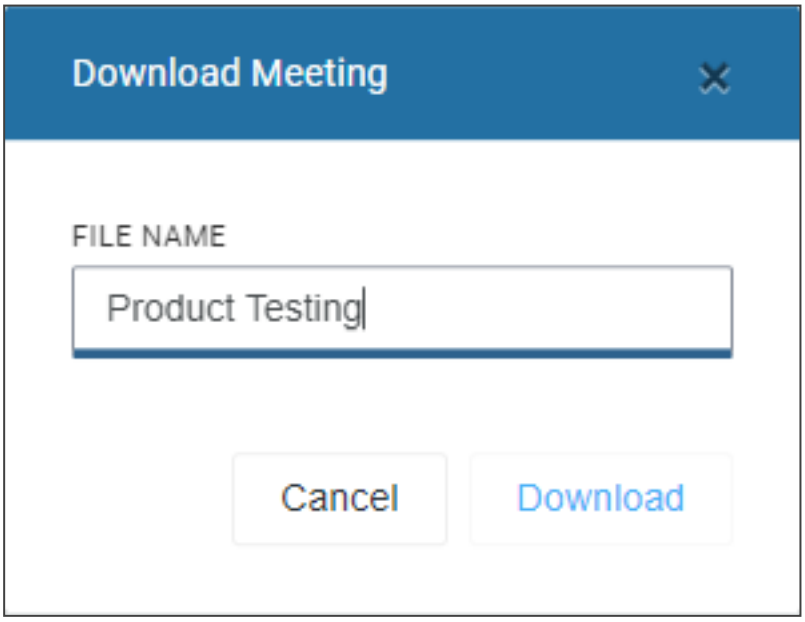
> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can download the meeting recording.

➢ **To download a meeting recording:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the toolbar, click the icon, and then from the drop-down list, choose **Download Meeting Video**, as shown below:



The following dialog box appears:



4. Type a name for the meeting recording file (default is the subject name), and then click **Download**; the meeting recording is downloaded to your computer.

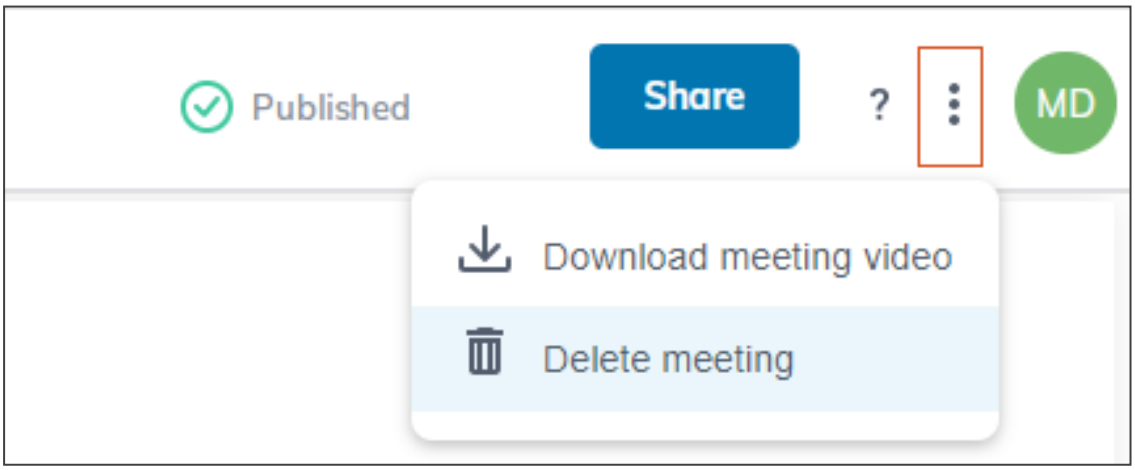
Deleting Meeting Recordings

You can delete your meeting recordings.

> Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can delete a meeting recording.

➢ **To delete a meeting recording:**

1. In the Navigation pane, click **All Meetings**.
2. Do one of the following:
   - **All Meetings page:**
     i. Click the icon corresponding to the meeting recording that you want, and then from the drop-down menu, choose **Delete**; a confirmation message appears.
     ii. Click **Yes**.
   - **Player page:**
     i. In the All Meetings page, click the name of the meeting recording that you want; the Player page appears.
     ii. On the toolbar located on the top of the page, click the icon, and then from the drop-down menu, choose **Delete meeting**:



A confirmation message appears.

iii. Click **Remove**.

8 Getting Help

You can obtain help using one of the following :

- Help **?** icon (see Using the Help ? Icon on page 170)
- Help bot (see Using the Help Bot below)

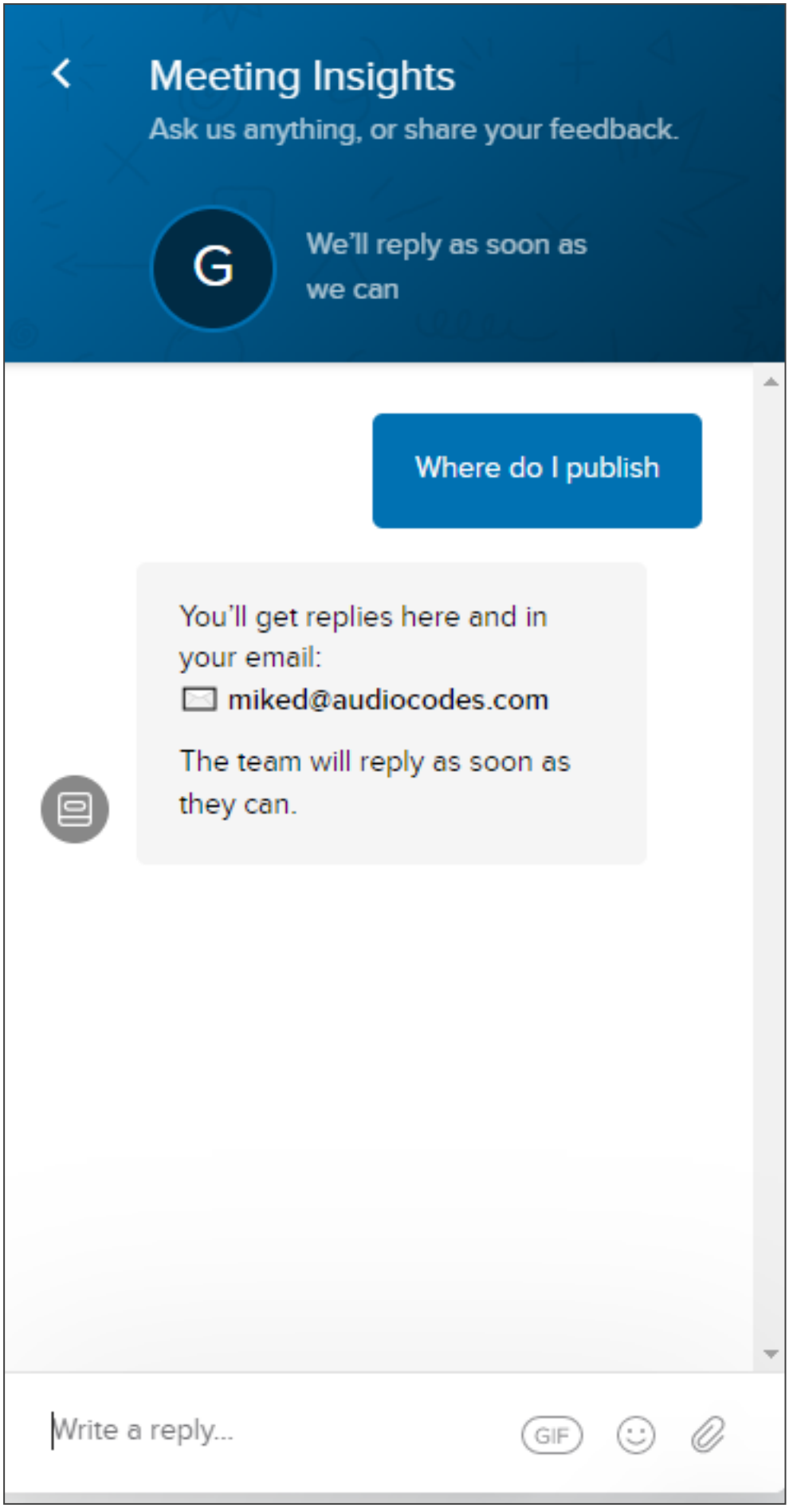
Using the Help Bot

Meeting Insights provides on every page of the application a chat bot aka an 'intercom' application or 'Contact us' customer engagement platform through which users can engage with the Meeting Insights Support Team and the Meeting Insights Customer Success Team about issues they may be encountering, feedback they'd like to give, or requests for new features they'd like to have in the product.

➢ **To access the chat bot:**

1. In the lowermost right corner of Meeting Insights pages, locate the Bot icon.

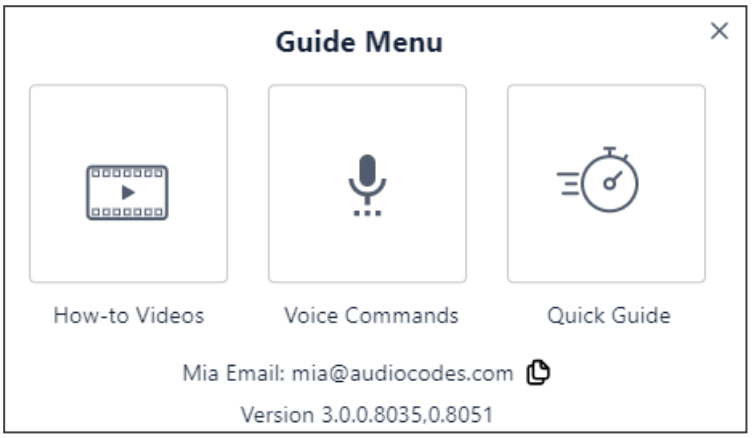
2. Click the icon and in the screen shown below, enter a textual question and send it.


Meeting Insights
Ask us anything, or share your feedback.
G
We'll reply as soon as we can
Where do I publish
You'll get replies here and in your email:
miked@audiocodes.com
The team will reply as soon as they can.
Write a reply...
GIF

3. Click to view the status of this conversation and any other you may have had. You can then continue the conversation or start a new conversation.

Using the Help ? Icon

You can get help when using Meeting Insights' web-based management interface by clicking the ? (question mark) icon located on the toolbar of some pages (see Getting Started with the Web GUI on page 5):



The help page provides the following:

- **How-to Videos:** Opens AudioCodes YouTube channel that provides how-to videos on performing various tasks in Meeting Insights.
- **Voice Commands:** Opens the Voice Commands page (see Viewing Voice-Activated Command Phrases on page 29), which lists the phrases that Meeting Insights assistant "Mia" recognizes for recording meeting recaps during meeting recordings.
- **Quick Guide:** Opens this document from the AudioCodes website.
- Email address of Meeting Insights assistant "Mia" for requesting help about any issue about Meeting Insights.
- Software version of Meeting Insights.

9 Meeting Insights Q&A

This is the best place to get answers to frequently asked questions.

Can I make a recording available to all employees within my organization?

Yes, a meeting recording can be shared internally with all employees within your organization.

Is the meeting recording available to attendees after the meeting is over?

Yes, once the owner of the meeting publishes the recording, all meeting attendees can access it through their Meeting Insights.

Who can edit and publish a meeting that has ended?

Owners, Co-owners and users assigned editing privileges can edit and publish the meeting recordings they are assigned to.

How many transcription options are supported?

Meeting Insights offers two transcription options:
*- **Basic Automatic Transcription** option (default), which supports English only. For all other languages, Meeting Insights can be configured to use Google's Speech-to-Text service or Microsoft's Cognitive services.*
*- **Premium Transcription Service** option, which offers a professional human transcription (may take up to 2 business days and carries an additional charge).*

Note that your organization's Administrator needs to enable the above options.

How can I block email notifications?

*Go to the **Settings** page, select the **Notifications** tab, and then clear the check boxes of the notifications that you don't want to receive.*

Does Meeting Insights support all web browsers?

The recommended browser for best user experience is Google Chrome.

Does Meeting Insights have a mobile version?

A mobile version is planned for end of 2020.

Does Meeting Insights support Apple devices?

Yes, as long as the browser you're using is Google Chrome. When using Meeting Insights on Apple devices, you need to manually invite Mia to your meetings, because the Outlook Add-in is not yet supported on Apple devices.

Can I initiate a meeting recording during an ongoing meeting?

Currently, you can only initiate a recording a few minutes before the meeting starts.

How long does it take to process a meeting?

Meeting Insights may take up to twice the time of the recorded meeting duration. The processing time also depends on the visual content that was shared during the meeting.

How long does it take to get the meeting's recap (notes, action items, decisions and summary)?

Meeting owners will receive the meeting recap directly in their email Inbox as soon as the meeting is over. They can then share it with the rest of the participants immediately, or wait to publish the meeting.

Can I share the meeting recap with participants outside of my organization?

When the meeting ends, the meeting recap is sent directly to the owner's inbox, and they can then forward it to anyone who was in the meeting – within or outside of the organization.

Can I share a recorded meeting outside of my organization?

Currently, meetings can only be shared internally within your organization.

Can my meetings get published automatically once they end?

*Yes, go to the **Settings** page, select the **Preference** tab, and then select the 'automatic publishing' check box.*

Can I stop recording during a meeting?

Yes, the owner of the meeting can stop the recording anytime, simply by removing Mia from the meeting's participant list.

Can I make a recording available to all employees within my organization?

The owner of the recording can set the recording to be Public in the recording editor/meeting info.

How can I schedule a meeting with Meeting Insights?

When scheduling a meeting through Outlook, simply click the MI Outlook Add-in to automatically invite Mia to the meeting. Alternatively, you can add the Mia email address in the invitees list.

Can I invite Mia to record a meeting that is hosted in the Teams account of a federated user?

Mia only can join meetings of the organization using it.

Can I download a meeting recording?

Yes, if you're the meeting's owner the recording can be downloaded from the player page – the downloading option can be found in the 3- dots icon in the top panel.

What can I do in the Meeting Insights panel that is added to the meeting?

The Owner of the recording can view, add and modify the recap items, and all participants can add notes and create highlights.

Why don't I see the Meeting Insights panel added to a non-scheduled meeting in which I invited Mia ad hoc?

Currently, this option is not yet supported.

Can anyone out of the attendees view my notes?

No, notes are for your own personal use.

Can I make an action item out of a highlight?

Yes, on the Player page , select the Highlights tab, select text of a highlight that you want added, right-click and then choose the type of recap.

Can all attendees add any recap type?

No, only the owner of the meeting can add any type of recap; all others can add notes only.

How can I view action items assigned to me or by me?

Click the Meeting Insights app on the left side of your Teams client, and then select the Action Items tab.

Do I need to add the Meeting Insights recap app in the Teams client for every meeting?

No, the app is automatically added to all your scheduled meetings.

Can I use different languages during the same meeting?

No, it's preferable to use only one language to achieve accurate transcription and voice detection.

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