User's Manual

Secured AI Meeting Intelligence Platform

Meeting Insights Mobile App

meetinginsights

audiocodes

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Related Documentation

Document Name
Meeting Insights User's Manual
Meeting Insights Administrator's Manual
Meeting Insights Datasheet

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1 About this guide

The AudioCodes Meeting Insights mobile app puts your meetings in your pocket. You can record meetings on your phone, invite Mia (the Meeting Insights AI assistant) to a live online meeting, and review AI-generated summaries, transcripts, and tasks wherever you are.

This guide explains how to use each feature of the app. It's written for people who use Meeting Insights in their work, such as meeting organizers, participants, and team members who review meetings.

What you can do with the app

- Record in-person meetings, and upload the recordings for AI processing. The app offers a unique experience in that it allows you to **capture conversations anytime, anywhere**. You're not limited to scheduled calendar meetings; the powerful ad hoc recording feature lets you capture conversations—whether it's a quick hallway chat, an impromptu brainstorming session, or a chance meeting on the go.
- Invite Mia to a live Zoom, Google Meet, Webex, or Microsoft Teams meeting.
- Upload audio or video files from your device.
- Browse, search, and filter your meetings.
- Play recordings, and read transcripts and AI views, such as summaries, topics, and questions and answers.
- Create, assign, and track tasks from your meetings.
- Share meetings with colleagues.
- Ask Mia questions about your meetings.
- Read recent meetings when you're offline.

Before you begin

Make sure that you have the following:

- An iPhone or an Android phone with the Meeting Insights app installed.
- A Microsoft 365 work account that your organization uses for Meeting Insights.
- Mobile access to Meeting Insights. Your Meeting Insights administrator turns on mobile access for your account.
- An internet connection to sign in for the first time.

> **NOTE**
>
> Your administrator controls which features you can use. If you don't see a feature that this guide describes, your account or organization might not have it turned on. Contact your administrator for help.

Conventions used in this guide

Convention	Meaning
Bold text	The name of a button, menu item, tab, or screen element, such as **Sign in**.
Tap	Touch an item briefly with one finger.
Touch and hold	Touch an item and keep your finger on it until a menu opens.
Swipe	Slide your finger across the screen.
Note	Information that helps you use a feature or avoid a problem.

The app supports English, French, Hebrew, Italian, Japanese, and Spanish. The screens in this guide use English names.

2 Get started

To start using the app, install it on your phone and sign in with your Microsoft 365 work account. After you sign in once, the app keeps you signed in, so you don't have to sign in every time you open it.

Install the app

Download Meeting Insights from your phone's app store.

> **NOTE**
> If your organization manages your phone, your IT department might install the app for you.

➢ **To install the app:**

1. On your computer, open the Meeting Insights web interface or Meeting Insights app for Teams Desktop client.
2. In the Navigation pane, click **Mobile App**; a window appears, displaying the QR codes for Apple Store and Google Play Store:



3. Scan the relevant QR code with your Apple or Android mobile phone; your phone automatically displays the URL link to the store (App Store or Play Store) where you can get the app.
4. Tap the link to open the store, and then download and install the Meeting Insights mobile app.
5. When the installation finishes, tap the **Meeting Insights** icon on your home screen to open the app.

Sign in

You sign in with the same Microsoft 365 account that you use for work. If your account has access to more than one Meeting Insights region, the app asks you to choose a region after you

sign in.

> **NOTE**
>
> - You need an internet connection to sign in for the first time. If you're offline, the app shows the message "You are offline. Please connect to the internet to login."
> - When you initially sign in, Meeting Insights automatically detects your device's regional language settings. If your region uses one of the supported languages (English or Japanese) and it differs from your current Meeting Insights display language, a prompt is displayed asking if you want to switch languages.

To sign in:

1. Open the Meeting Insights app.
2. On the Microsoft sign-in page, enter your work email address and password, and complete any additional verification that your organization requires.
3. If the **Select Region** screen appears, do the following:
   a. Tap the **Select Region** field.
   b. Tap the region where your organization's Meeting Insights account is located.
   c. Tap **Continue**.

The app opens the **Home** screen.

> **NOTE**
>
> If you don't know which region to choose, ask your Meeting Insights administrator.

If you can't sign in

After you sign in, the app checks whether you can use Meeting Insights on mobile. If you can't, the app shows one of the following screens.

Screen message	What it means	What to do
Almost there :) Mobile access needs to be enabled by your admin.	Your organization uses Meeting Insights, but mobile access isn't turned on for your account.	Contact your Meeting Insights administrator and ask them to turn on mobile access.
Unlock Meeting Insights Your organization isn't set up yet.	Your organization doesn't have a Meeting Insights account.	Tap **Contact us** to open the AudioCodes Meeting Insights website.

Stay signed in

The app keeps you signed in and renews your session automatically in the background. You won't see the sign-in page again unless your Microsoft 365 sign-in is no longer valid. For example, this happens if you change your password, your administrator signs you out, or you don't use the app for a long time.

Update the app

When a required update is available, the app shows the **Update Required** message.

> **NOTE**
> You can't continue to use the app until you install the update.

➢ **To update the app:**

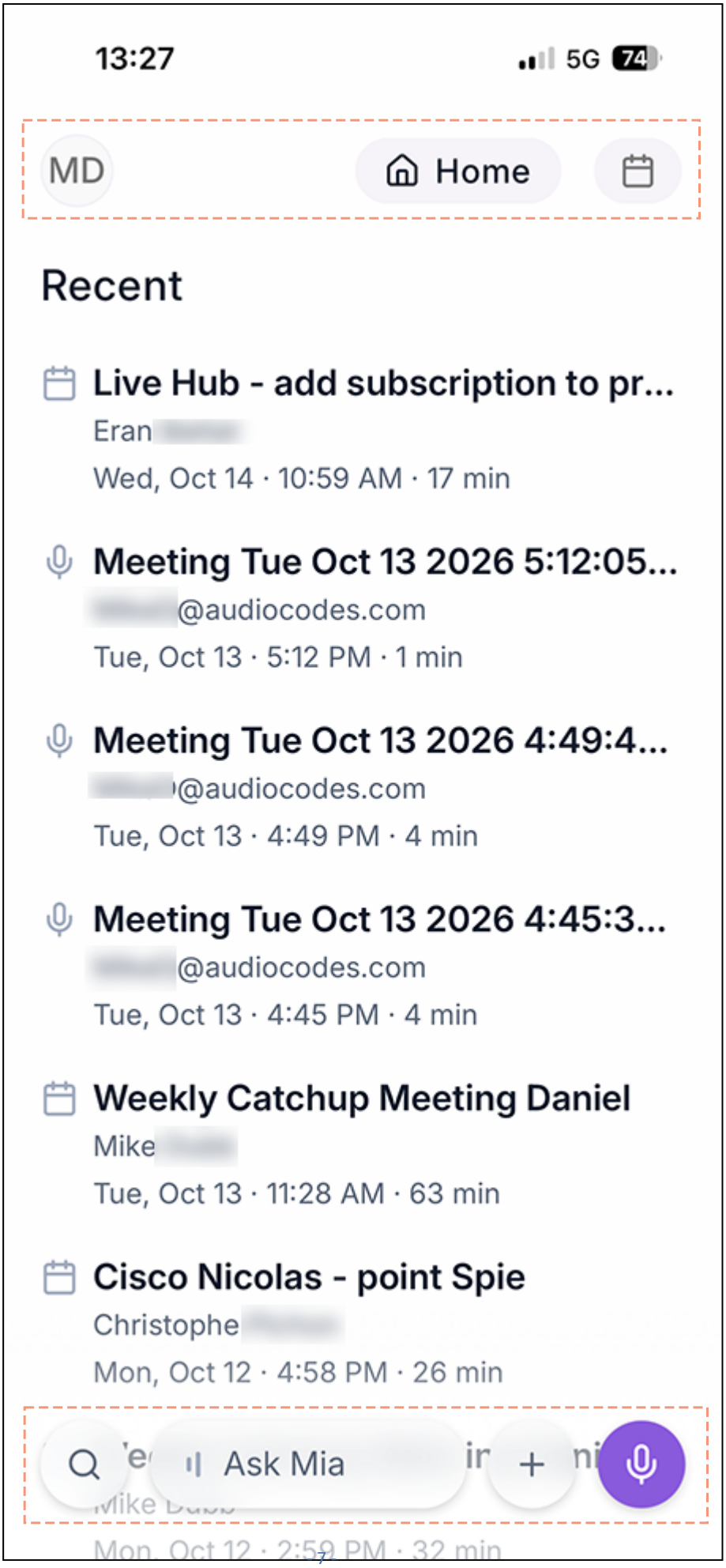
1. In the **Update Required** message, tap **Update Now**.
2. In the app store, tap **Update**.
3. Open the app again.

3 Get to know the app

The app has two main tabs, **Home** and **Meetings**, a top bar, and a bottom bar. Learning where these controls are makes it easier to follow the procedures in this guide.

Main screen areas

The following figure and table describe the areas of the main screen of the Meeting Insights mobile app.


13:27
5G
74
MD
Home
Recent
Live Hub - add subscription to pr...
Eran
Wed, Oct 14 · 10:59 AM · 17 min
Meeting Tue Oct 13 2026 5:12:05...
@audiocodes.com
Tue, Oct 13 · 5:12 PM · 1 min
Meeting Tue Oct 13 2026 4:49:4...
@audiocodes.com
Tue, Oct 13 · 4:49 PM · 4 min
Meeting Tue Oct 13 2026 4:45:3...
@audiocodes.com
Tue, Oct 13 · 4:45 PM · 4 min
Weekly Catchup Meeting Daniel
Mike
Tue, Oct 13 · 11:28 AM · 63 min
Cisco Nicolas - point Spie
Christophe
Mon, Oct 12 · 4:58 PM · 26 min
Ask Mia

Area	Control	What it does
Top bar	Your profile picture	Opens a menu with the following commands: ■ **Local Recordings** For more information, see Manage local recordings on page 21. ■ **Change Theme** For more information, see Change the theme on page 54. ■ **Change Language** For more information, see Change the app language on page 54. ■ **Give Feedback** For more information, see Give feedback on page 58. ■ **Report an Error** For more information, see Report an error on page 58. ■ **Logout** For more information, see Sign out on page 54.
	Home	Shows meetings to prepare for, live meetings, and your recent meetings.
	My Meetings	Shows all your meetings, grouped by day. Tap **My Meetings** again to choose which meetings to show: ■ **All Meetings** ■ **My Meetings** ■ **Shared with me** ■ **Events** ■ **Favorites**
Bottom bar	**Search**	Opens the search screen. For more information, see Search for meetings on page 32.
	Ask Mia	Opens Ask Mia, where you ask

Area	Control	What it does
		questions about your meetings. For more information, seeAsk Mia about your meetings on page 52.
	+ (**More Actions**)	Invites Mia to a live meeting or uploads an audio or video file. For more information, see Add meetings from other sources on page 23.
	 Microphone	Starts recording a meeting on your phone. For more information, see Record a meeting on page 11.

NOTE

The app shows only the controls that you have permission to use. For example, if you don't have permission to record, the microphone doesn't appear.

Move between Home and Meetings

The app has two main tabs. **Home** shows live meetings and your most recent meetings, and **My Meetings** shows all your meetings, grouped by day. You can switch between the tabs at any time.

➢ **To move between Home and Meetings:**

- Tap **Home** or **My Meetings** in the top bar.

  -or-

- Swipe left or right on the screen.

Go back to the previous screen

When you open a meeting, search, or another screen, you can return to the screen that you were on before.

➢ **To go back to the previous screen:**

- Tap the arrow at the top of the screen.

  -or-

- On Android, use the system back gesture or the **Back** button.

Status banners and messages

The app shows a banner at the top of the screen while a task runs in the background. You can keep using the app while a banner is visible.

Banner or message	Meaning
Uploading *nn*%	A recording or file is uploading to Meeting Insights.
Finishing on the server…	The whole recording reached the server, and Meeting Insights is finishing the import. You can't cancel the upload at this stage.
Downloading meeting *nn*%	A meeting recording is downloading to your phone.
Mia is joining or **Waiting to be admitted**	Mia is joining a live meeting that you invited it to.
No internet connection strip	Your phone is offline. Some features aren't available.

Short messages (toasts) also appear near the bottom of the screen to confirm an action, such as **Upload Finished**, or to tell you that something went wrong.

4 Record a meeting

Use your phone to record an in-person meeting. When you stop recording, you name the meeting, choose its language, and upload it. Meeting Insights then transcribes the recording and generates AI insights, such as a summary and tasks.

The recording continues if you lock your phone or switch to another app, and you can stop it from the lock screen. On Android, you can also pause and resume it from the lock screen. You can also start a recording from your phone's home screen without opening the app. While you record, floating recording controls show the elapsed time and let you pause, resume, or stop the recording.

NOTE

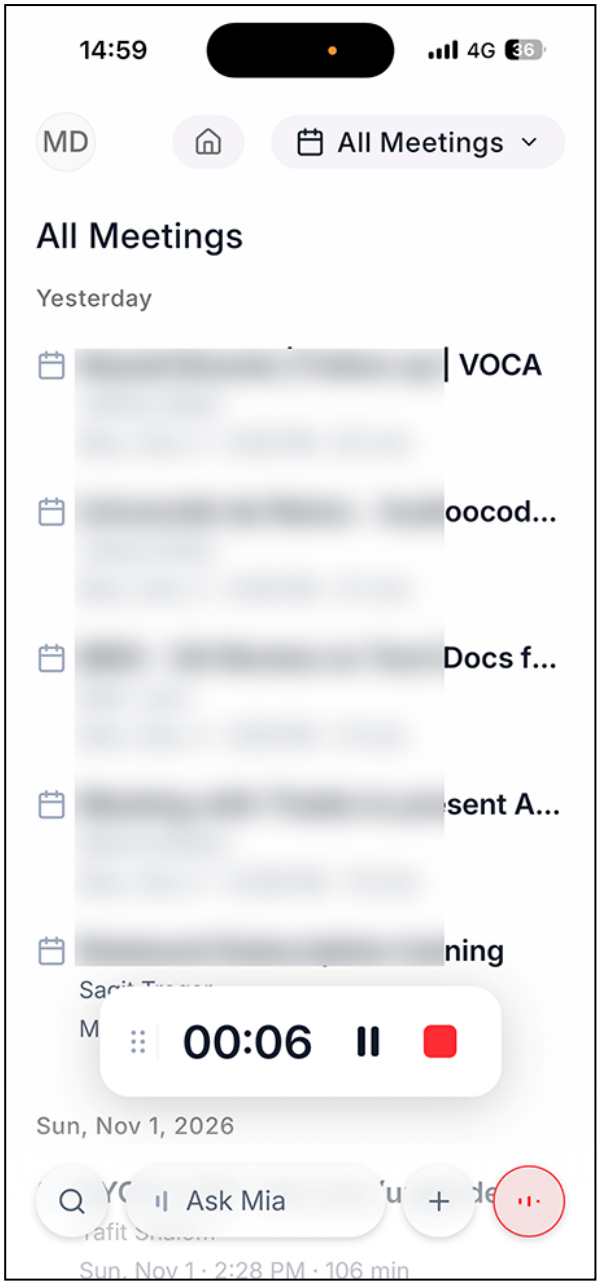
- The first time you record, the app asks for permission to use the microphone. On Android, it also asks for permission to show notifications so that it can record in the background. Allow both permissions. If you denied a permission, tap **Open Settings** in the **Permission Required** message and turn it on.
- You can record when you're offline. You need an internet connection to upload the recording.
- You can't record during a phone call or while another app uses the microphone. In that case, the app shows **Recording Unavailable**.
- You can record only one meeting at a time.

Start a recording

Record an in-person meeting with your phone's microphone. The recording continues if you lock your phone or switch to another app.

➢ **To start a recording:**

1. On the bottom bar, tap the microphone  ; the microphone turns into moving sound bars and a recording control bar appears.



You can also tap **Start recording** on the **Home** screen when you don't have any meetings yet (see Start a recording without opening the app below), or on the **Local Recordings** screen.

You can also start a recording without opening the app. For more information, see Start a recording without opening the app below.

Start a recording without opening the app

When a meeting is about to start, you can begin recording straight from your phone's home screen, without first opening the app and finding the microphone. Touch and hold the Meeting Insights app icon and use its **Start recording** quick action. The app opens and starts recording at once. You can also start a recording from the Meeting Insights **Record** widget. For more information, see Record a meeting with the Record widget on the next page.

NOTE

- Your account must have permission to record on mobile.
- If you need to sign in first, the app starts recording after you sign in. If you sign in more than 5 minutes later, the app doesn't start recording, so tap the quick action again.
- If a recording is already in progress, the app keeps that recording and doesn't start a new one.

➢ **To start a recording from the app icon:**

1. On your phone's home screen, touch and hold the **Meeting Insights** app icon; a menu appears.
2. Tap **Start recording**; the app opens and starts recording.

When the meeting ends, stop the recording and upload it. For more information, see Stop and upload a recording on page 17.

Record a meeting with the Record widget

The Meeting Insights **Record** widget puts a record button on your phone's home screen, so you can start recording a meeting with one tap, without opening the app and finding the microphone first. When no recording is running, the widget shows **New recording**. While you record, it shows the recording time, so you can see at a glance that the recording is running. On iPhone, you can also stop the recording from the widget.

To use the widget, first add it to your home screen. You need to do this only once. Then tap the widget whenever you want to record a meeting. When the meeting ends, stop the recording, and then name the meeting, choose its language, and upload it, as you do for any other recording.

NOTE

- Your account must have permission to record on mobile.
- The widget is available on iPhone and on Android. On iPhone, the widget's Stop button is available only on iOS 17 or later.
- You can also start a recording from the app icon. For more information, see Start a recording without opening the app on the previous page.

For more information, see the following topics:

- Add the Record widget to your home screen below
- Start a recording from the Record widget on the next page

Add the Record widget to your home screen

Add the Meeting Insights **Record** widget to your phone's home screen so that you can start recording a meeting with one tap, without opening the app first. You add the widget once, and

it stays on your home screen until you remove it. After you add it, see Start a recording from the Record widget below.

> **NOTE**
>
> The Meeting Insights app must be installed on your phone, and you must have signed in to it at least once.

➢ **To add the Record widget to your home screen:**

1. Touch and hold an empty area of your phone's home screen.
2. Do the following, depending on your phone's operating system:
   - **iPhone:** Tap **Edit**, and then tap **Add Widget**.
   - **Android:** Tap **Widgets**.
3. Find **Meeting Insights**, and then add the **Record** widget to your home screen.



Start a recording from the Record widget

Use the **Record** widget on your home screen to start recording a meeting with one tap. When no recording is running, the widget shows **New recording**. While you record, it shows the recording time, and on iPhone you can also stop the recording from it. Before you can use the widget, add it to your home screen; for more information, see Add the Record widget to your home screen on the previous page.

> **NOTE**
>
> - Your account must have permission to record on mobile. If you need to sign in first, the app starts recording after you sign in, unless you sign in more than 5 minutes later.
> - On iPhone, the widget's **Stop** button is available only on iOS 17 or later.

➢ **To start a recording from the Record widget:**

1. On your home screen, tap the **Record** widget; the app opens and starts recording.
2. While you record, the widget shows the recording time. To go back to the recording, tap the widget.



3. On iPhone, to stop the recording from the widget, tap **Stop**. The app opens and asks **Stop recording?**. Tap **Stop recording** to stop, or tap **No, continue** to keep recording.

After you stop the recording, name the meeting, choose its language, and upload it. For more information, see Stop and upload a recording on page 17.

Pause or resume a recording

Pause a recording when you don't want to record part of the meeting, for example during a break. When you resume, the app continues the same recording.

➢ **To pause or resume a recording:**

1. On the recording controls, tap ⏸ to pause the recording.
2. To continue, tap ▷.

While the recording is paused, the microphone on the bottom bar stays red and shows a microphone icon instead of moving sound bars.

On Android, you can also pause or resume the recording from the notification on the lock screen. For more information, see Pause or resume a recording from the lock screen below.

Move the recording controls

If the recording controls cover something on the screen, you can move them.

➢ **To move the recording controls:**

1. Touch and hold the handle ⠿ on the left side of the recording controls.
2. Drag the controls to a new position, and then lift your finger.

Control a recording from the lock screen

While you record, a recording card shows the elapsed time, so you can see that the recording is running without unlocking your phone or returning to the app. You can also stop the recording from the card. On iPhone, the card appears on the lock screen and in the Dynamic Island. On Android, the card appears in the notification area and on the lock screen, and you can also pause and resume the recording from it. For more information, see Pause or resume a recording from the lock screen below.

> **NOTE**
>
> - On iPhone, the card has only a **Stop** button, and only on iOS 17 or later. On earlier iOS versions, the card shows only the recording time, and you tap it to open the app.
> - On Android, the app needs permission to show notifications so that it can show the recording card. If you denied this permission, turn it on in your phone's settings.

➢ **To stop a recording from the lock screen:**

1. On the recording card, tap **Stop**.
2. On iPhone, the app opens and the **Stop recording?** message appears. Tap **Stop recording** to stop, or tap **No, continue** to keep recording.
3. Name the meeting, choose its language, and upload it. For more information, see Stop and upload a recording on the next page.

To go back to the app without stopping the recording, tap the recording card.

Pause or resume a recording from the lock screen

On Android, you can pause and resume a recording from the recording card in the notification area or on the lock screen, without unlocking your phone or opening the app. Pause the recording when you don't want to record part of the meeting, for example during a break, and

then resume it to continue the same recording. To pause or resume a recording in the app instead, see Pause or resume a recording on page 15.

NOTE

- This option is available only on Android. On iPhone, the recording card has only a **Stop** button, so pause and resume the recording from the recording controls in the app.
- The app needs permission to show notifications so that it can show the recording card. If you denied this permission, turn it on in your phone's settings.

➢ **To pause or resume a recording from the lock screen:**

1. To pause the recording, tap **Pause** on the recording card; the card shows **Paused**.
2. To continue, tap **Resume**.

When the meeting ends, stop the recording. For more information, see Control a recording from the lock screen on the previous page.

Stop and upload a recording

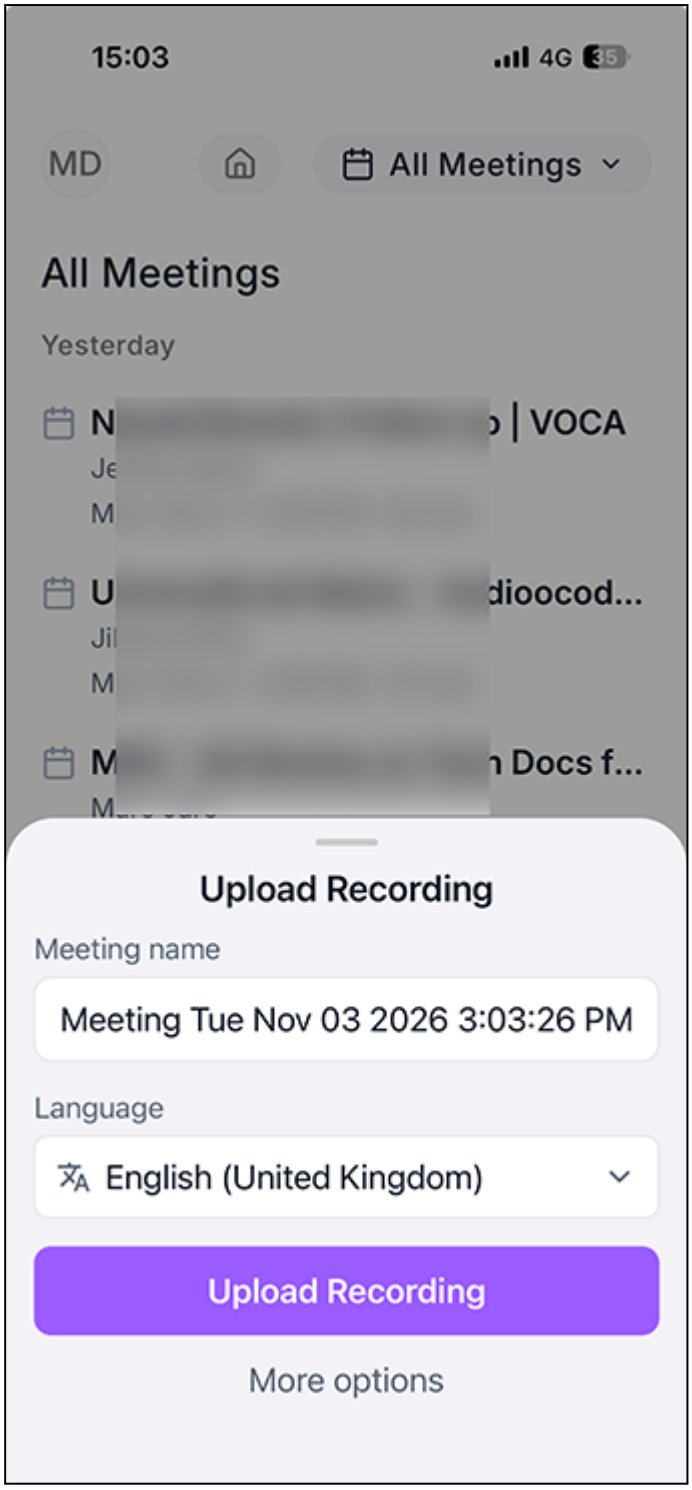
When you stop the recording, the **Upload Recording** dialog box opens.

NOTE

If you close the dialog box without tapping a button, the app saves the recording on your phone so that you can upload it later.
You can also stop the recording from the lock screen. For more information, see Control a recording from the lock screen on the previous page.

➢ **To stop and upload a recording:**

1. On the recording controls, tap  ; the Upload Recording dialog box appears.



2. In the 'Meeting name' field, enter a name for the meeting.
3. Tap **Select Language**, and then choose the language that people speak in the meeting. The app remembers the language that you used last time.
4. Tap **Upload Recording**; the **Uploading** banner shows the upload progress. When the whole recording reaches the server, the banner shows "Finishing on the server…". You can't cancel the upload at this stage. When the upload finishes, the meeting appears in your

meeting list. Meeting Insights needs some time to process the recording before the transcript and AI views are ready.

To save the recording on your phone instead, or to delete it, tap **More options**. For more information, see Save a recording and upload it later below and Discard a recording below.

Save a recording and upload it later

If you're offline or don't want to upload a recording now, save it on your phone.

➢ **To save a recording and upload it later:**

1. On the recording controls, tap ■ ; the Upload Recording dialog box appears.
2. In the 'Meeting name' field, enter a name for the meeting.
3. Tap **Select Language**, and then choose the language that people speak in the meeting. The app remembers the language that you used last time.
4. Tap **More options**.
5. Tap **Save to your device**; the recording is saved in **Local Recordings**. For information about how to upload it, see Manage local recordings on page 21.

Discard a recording

If you don't want to keep a recording, you can delete it right after you stop recording, instead of uploading or saving it.

> **NOTE**
> You can't restore a discarded recording.

➢ **To discard a recording:**

1. On the recording controls, tap ■ ; the Upload Recording dialog box appears.
2. Tap **More options**.
3. Tap **Discard**; a message appears.
4. Tap **Discard**.

To delete a recording that you already saved on your phone, see Delete a local recording on page 22.

If an upload is interrupted

If your phone loses its internet connection during an upload, the upload pauses and the "Paused — will resume when network returns" message appears. The upload continues automatically when the connection returns.

If the app closes during an upload, the "Resume interrupted upload?" message appears the next time you open the app.

- To continue the upload, tap **Resume**.
- To cancel the upload, tap **Discard**.

If the server can't finish importing the recording, the "File Upload Error" message says that the recording is still saved on your device. Tap **Try Again** to upload it again, or upload it later from Manage local recordings on page 21.

Recover an interrupted recording

If the app closes unexpectedly while you record, for example because your phone restarts, the app recovers the audio that it recorded. The next time you open the app, a message tells you how many recordings it recovered.

> **NOTE**
> A recovered recording might not contain the full meeting audio.

➢ **To recover an interrupted recording:**

1. In the message "We recovered 1 recording from your previous session," tap **View**.

   The **Local Recordings** screen opens. Recovered recordings have a **Recovered** label.

2. Upload, rename, or delete the recording. For more information, see Manage local recordings on page 21.

5 Manage local recordings

Local recordings are recordings that are saved on your phone but aren't uploaded to Meeting Insights yet. A recording becomes a local recording when you tap **Save to your device**, when you close the upload dialog box, or when the app recovers an interrupted recording. On the **Local Recordings** screen, you can listen to, upload, rename, and delete these recordings.

> **NOTE**
>
> - Local recordings are stored only on your phone. If you delete the app, you also delete its local recordings.
> - After a recording uploads, it moves from **Local Recordings** to your meeting list.

Open Local Recordings

The **Local Recordings** screen lists the recordings that are saved on your phone and aren't uploaded yet. Open it to listen to, upload, rename, or delete these recordings.

➢ **To open Local Recordings:**

1. In the top bar, tap your profile picture; a menu appears.
2. Tap **Local Recordings**; a list of local recordings is shown.

Listen to a local recording

Play a local recording to check its content before you upload it, rename it, or delete it. You can play local recordings even when you're offline.

➢ **To listen to a local recording:**

1. On the **Local Recordings** screen, tap ▷ next to the recording.
2. To pause, tap ⏸.

Upload a local recording

Upload a local recording to Meeting Insights, so that it's transcribed and analyzed by AI. After the upload finishes and the server confirms that it imported the recording, the recording is removed from **Local Recordings** and appears in your meeting list.

> **NOTE**
>
> You need an internet connection to upload a recording.

➢ **To upload a local recording:**

1. On the **Local Recordings** screen, tap the **More** ⋮ icon (three vertical dots) next to the recording.
2. Choose **Upload Recording**; the Upload Recording dialog box appears.
3. In the 'Meeting name' field, check or change the meeting name.
4. Tap **Language**, and then choose the language of the meeting.
5. Tap **Upload Recording**; The screen shows the upload progress.

Rename a local recording

Give a local recording a meaningful name, so that it's easier to find. By default, the app names a recording by the date and time that you recorded it.

➢ **To rename a local recording:**

1. On the **Local Recordings** screen, tap the **More** ⋮ icon (three vertical dots) next to the recording.
2. Choose **Rename**' the Rename dialog box appears.
3. In the 'Name' field, enter the new name.
4. Tap **Save**.

Delete a local recording

Delete a local recording that you don't need anymore, to free up space on your phone. Deleting a local recording removes it only from your phone. It doesn't affect meetings that you already uploaded.

> **NOTE**
> You can't restore a deleted local recording.

➢ **To delete a local recording:**

1. On the **Local Recordings** screen, tap the **More** ⋮ icon (three vertical dots) next to the recording.
2. Choose **Delete**; a confirmation message appears.
3. Tap **Delete**.

6 Add meetings from other sources

In addition to recording on your phone, you can add meetings to Meeting Insights in these ways:

- Invite Mia to a live online meeting. Mia joins the meeting and records it for you.
- Upload an audio or video file that's saved on your phone.
- Share an audio or video file from another app to Meeting Insights.

Invite Mia to a live meeting

Mia can join meetings in Zoom, Google Meet, Webex, and Microsoft Teams. You need the meeting's link to invite Mia.

> **NOTE**
> - The meeting organizer or host might need to admit Mia from the meeting lobby.
> - If Mia is already recording the meeting or waiting in its lobby, the app shows a warning and doesn't send Mia again.
> - If you don't see **Add Mia to a Live Meeting**, your organization hasn't turned on any meeting provider for Mia.

➢ **To invite Mia to a live meeting:**

1. Copy the meeting link from your invitation or meeting app.
2. On the bottom bar, tap **+** (more actions).
3. Tap **Add Mia to a Live Meeting**.
4. In the **Meeting link** box, paste the meeting link.
5. Tap **Join a Meeting**.

A banner shows "Mia is joining", and then "Waiting to be admitted" while Mia waits in the lobby. After Mia joins, the meeting appears under **Live now** on the **Home** screen. If the meeting doesn't admit Mia, the app shows "The meeting declined Mia".

Upload an audio or video file

Upload a recording that you made with another app or received from someone else.

> **NOTE**
> Your administrator must give you permission to import meeting recordings. If you don't have this permission, **Upload Audio or Video** doesn't appear.

➢ **To upload an audio or video file:**

1. On the bottom bar, tap **+** (more actions).
2. Tap **Upload Audio or Video**.
3. Browse to the audio or video file, and then select it; the Upload Audio or Video dialog box appears.
4. In the 'Meeting name' field, check or change the name.
5. Tap **Language**, and then from the drop-down list, choose the language of the meeting.
6. Tap **Upload Recording**.

Share a file from another app

You can send an audio or video file to Meeting Insights directly from another app, such as Files, a voice recorder, or an email app.

> **NOTE**
> You can share only audio and video files. If you share another file type, the app shows a message that the file type isn't supported.

➢ **To share a file from another app:**

1. In the other app, open or select the audio or video file.
2. Tap **Share**.
3. In the list of apps, tap **Meeting Insights**.
4. In Meeting Insights, enter a meeting name, choose the language, and then tap **Upload Recording**.

7 Browse your meetings

The **Home** and **Meetings** tabs show your meetings. **Home** gives you a quick view of what's happening now, and **Meetings** lets you browse your full meeting history. Both tabs update automatically every few seconds, so new meetings and status changes appear without any action from you.

View the Home screen

The **Home** screen shows:

- **Live now:** Meetings that Mia is recording right now, with the number of participants.
- **Recent:** Your 10 most recent meetings.

➢ **To open the Home screen:**

- Tap **Home** in the top bar.

View all meetings

The **Meetings** tab shows your meetings grouped by day, starting with **Today** and **Yesterday**. When you open the tab for the first time, it shows **My Meetings**.

➢ **To view all meetings:**

1. In the top bar, tap **Meetings**.
2. Scroll down to see older meetings. The app loads more meetings as you scroll.

Choose which meetings to show

You can filter the **Meetings** tab to show a specific group of meetings. The tab name changes to show the group that you chose.

Group	Meetings shown
All Meetings	All meetings that you can access.
My Meetings	Meetings that you recorded or scheduled.
Shared	Meetings that other people shared with you.
Events	Public meetings in your organization.
Favorites	Meetings that you added to your favorites.

➢ **To choose the meeting types to view:**

1. In the top bar, tap **Meetings** to open the tab.

2. Tap **Meetings** again; a drop-down list appears, displaying the types of meetings (see previous table).
3. Tap the group of meetings that you want to view.

Understand meeting status

A meeting in the list can show a status label.

Status	Meaning
Connecting	Mia is joining the meeting.
Awaiting	Mia is waiting in the meeting lobby.
Recording	Mia is recording the meeting.
Processing	Meeting Insights is processing the recording.
Not published	The meeting isn't published to its participants yet.
Declined	The meeting didn't admit Mia.
Failed	Mia couldn't record the meeting.

Open a meeting

Open a meeting to play its recording and to read its AI views, transcription, and tasks.

➢ **To open a meeting:**

- In the meeting list or in search results, tap the meeting.

The meeting screen opens. For more information, see Review a meeting on page 35.

8 Manage a meeting

Use the **Meeting Actions** menu to add a meeting to your favorites, copy its link, add notes, rename it, publish it, or delete it. The menu shows only the actions that you have permission to do for that meeting.

> **NOTE**
>
> If no actions are available for a meeting, the menu shows "No actions are available for this meeting."

Open the Meeting Actions menu

The **Meeting Actions** menu contains the actions that you can perform on a meeting, such as adding it to your favorites, copying its link, adding a memo, renaming it, publishing it, and deleting it. The menu shows only the actions that you have permission to perform.

➢ **To open the Meeting Actions menu:**

- In the meeting list or in search results, touch and hold the meeting.

  -or-

- In an open meeting, tap the **More** ⋮ icon (three vertical dots) at the top of the screen.

Add a meeting to your favorites

Add the meetings that you return to often to your favorites, so that you can find them quickly. Your favorite meetings appear in the **Favorites** group on the **Meetings** tab.

➢ **To add a meeting to your favorites:**

1. Open the **Meeting Actions** menu for the meeting.
2. Tap **Add to Favorites**.

To remove the meeting from your favorites, open the menu again and tap **Remove from Favorites**. To see all your favorite meetings, choose the **Favorites** group on the **Meetings** tab.

Copy a link to a meeting

Copy the meeting's link to send it to a colleague. The colleague must have access to the meeting to open it.

➢ **To copy a link to a meeting:**

1. Open the **Meeting Actions** menu for the meeting.
2. Tap **Copy Link**.

3. Paste the link in an email, chat, or other app.

Add or edit a memo

A memo is a note that you add to a meeting, such as a reminder or a follow-up.

➢ **To add or edit a memo:**

1. Open the **Meeting Actions** menu for the meeting.
2. Tap **Add Memo** or **Edit Memo**.
3. In the **Memo** box, enter or change the text.
4. Tap **Save**.

Add or edit a subtitle

A subtitle is a short description that appears under the meeting name.

➢ **To add or edit a subtitle:**

1. Open the **Meeting Actions** menu for the meeting.
2. Tap **Add Subtitle** or **Edit Subtitle**.
3. In the **Subtitle** box, enter or change the text.
4. Tap **Save**.

Rename a meeting

Change a meeting's name, for example to make it more descriptive or to correct a mistake. The new name appears in the meeting list and in search results.

➢ **To rename a meeting:**

1. Open the **Meeting Actions** menu for the meeting.
2. Tap **Edit Name**.
3. In the **Name** box, enter the new name.
4. Tap **Save**.

Publish or unpublish a meeting

When you publish a meeting, its participants can see it. When you unpublish it, the participants can no longer see it.

➢ **To publish or unpublish a meeting:**

1. Open the **Meeting Actions** menu for the meeting.

2. Tap **Publish** or **Unpublish**.

Delete a meeting

Delete a meeting that you no longer need. You can delete a meeting only if you have permission to do so, for example if you own it.

> **NOTE**
>
> You can't restore a deleted meeting. Deleting a meeting also deletes its recording, transcript, AI views, and tasks.

➢ **To delete a meeting:**

1. Open the **Meeting Actions** menu for the meeting.
2. Tap **Delete Meeting**.
3. In the confirmation message, tap **Delete**.

9 Share a meeting

Share a meeting to give other people in your organization access to its recording, transcript, and AI insights. You choose who can open the meeting and whether each person can view or edit it.

Permission	What the person can do
Can View	Watch or listen to the recording and read the meeting insights. Viewers can't share the meeting.
Can Edit	Change all parts of the meeting, including AI views and tasks. Editors can also publish and share the meeting.

> **NOTE**
> You must have permission to share the meeting. If you don't have permission, **Share** doesn't appear.

Share a meeting with people

Share a meeting with specific people in your organization, and choose whether each person can view or edit it. You can also share the meeting with everyone who took part in it.

➢ **To share a meeting with people:**

1. Open the meeting, and then tap **Share** at the top of the screen.

   -or-

   In the meeting list, touch and hold the meeting, and then tap **Share**.
2. In the **Invite People** box, start to type a person's name.
3. In the search results, tap the person.
4. Next to the person's name, tap the permission, and then tap **Can View** or **Can Edit**.
5. Repeat steps 2–4 for each person that you want to add.
6. To share the meeting with everyone who took part in it, tap **Add Participants**.
7. Tap **Share**.

The app shows **Share Meeting Completed**. The people that you added appear under **Shared With**.

Change who can access a meeting

Use **General Access** to control whether only the people you invite or everyone in your organization can open the meeting.

➢ To change who can access a meeting:

1. Open the share sheet for the meeting.
2. Under **General Access**, tap the current setting.
3. Tap one of the following options:
   - **Only to people invited**
   - **Everyone at** *your organization*
4. Tap **Share**.

10 Search for meetings

Search finds meetings by name, owner, or tag. As you type, the app suggests matching meetings, people, and tags. You can also filter the results by meeting group, date, owner, participant, and other properties, with or without a search term.

NOTE

- Search needs an internet connection. When you're offline, the search screen shows **Search needs a connection**.
- When you go back to the search screen from a meeting, the app keeps your last search term and filters.

Search for a meeting

Search for a meeting by a word from its name, by a person's name, or by a tag. As you type, the app suggests matching meetings, people, and tags.

➢ **To search for a meeting:**

1. On the bottom bar, tap the **Search** icon.

   Your recent searches appear below the search box.
2. In the search box, enter a word from the meeting name, a person's name, or a tag.
3. Tap a suggestion, or view the results that appear below the search box.
4. Tap a meeting to open it.

To clear the search box, tap **Clear** (×) in the box.

Filter search results

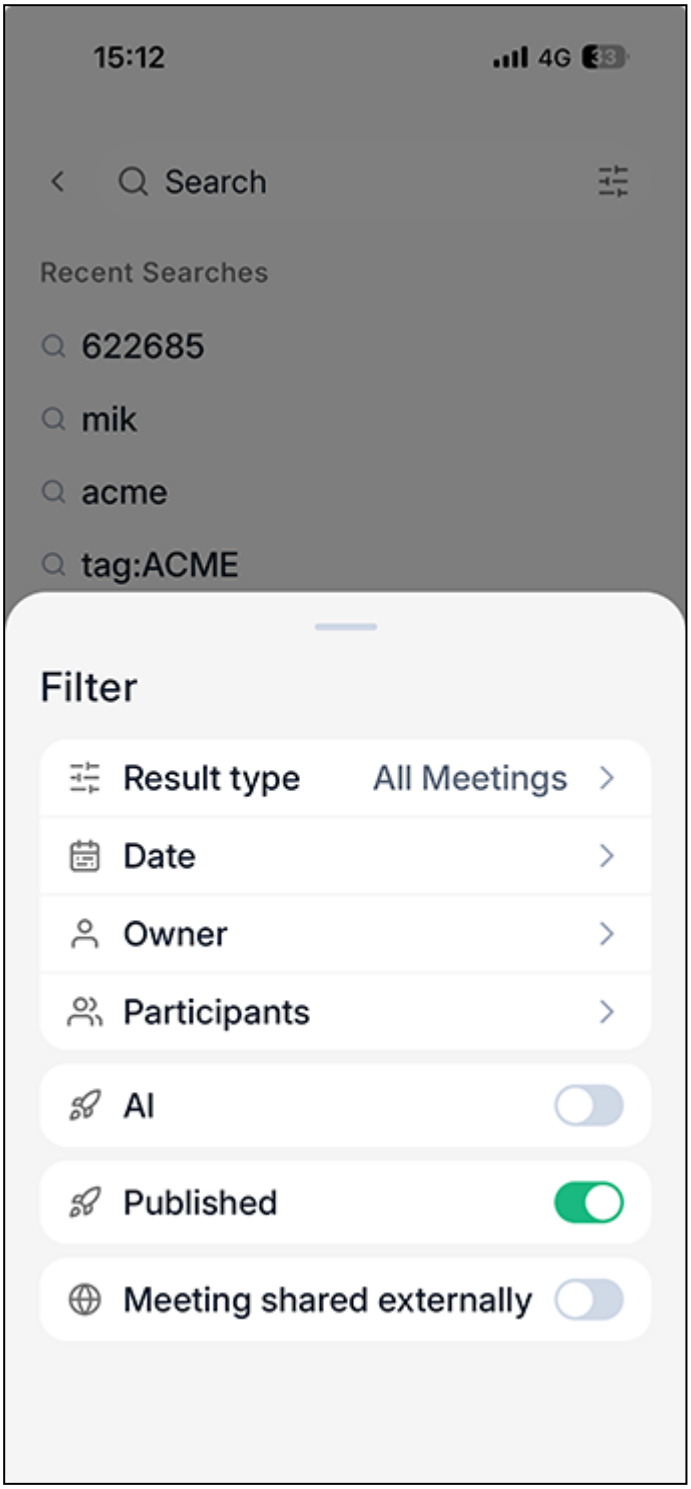
When filters are on, a dot appears on the **Filter** button.

Filter	What it does
Result type	Shows only one group of meetings: **All Meetings**, **My Meetings**, **Shared**, **Events**, or **Favorites**.
Filter By Date	Shows meetings from the last 7 days, 14 days, 1 month, or 3 months, or from a custom date range.
Owners	Shows meetings that specific people own.
Participants	Shows meetings that specific people took part in.
AI	Shows only meetings that have AI insights.
Published	When turned on, shows all meetings. When turned off, shows only unpublished meetings.

Filter	What it does
Meeting shared externally	Shows only meetings that are shared with people outside your organization.

➢ To filter search results:

1. On the search screen, tap the **Filter** icon; the Filter dialog appears:



2. Set one or more filters:
   - To choose a meeting group, tap **Result type**, and then tap a group.
   - To filter by date, tap **Filter By Date**, and then tap a time period. To choose specific dates, tap **Custom range**, tap the start date and the end date on the calendar, and then tap **Save**. Tap **Previous month** or **Next month** to move between months.
   - To filter by people, tap **Owners** or **Participants**. In the **Search Users** box, type a name, and then tap each person that you want to add. To remove a person, tap **Remove** next to the name.
   - To filter by **AI**, **Published**, or **Meeting shared externally**, turn the switch on or off.
3. Tap **Save** to apply the filters.

Clear search filters

Clear the search filters to see results from all your meetings again. When filters are on, a dot appears on the **Filter** button.

➢ **To clear search filters:**

1. On the search screen, tap **Filter**.
2. Change each filter back to its default setting. For example, set **Result type** to **All Meetings**, and remove any people.
3. Tap **Save**.

11 Review a meeting

When you open a meeting, the meeting screen shows everything that Meeting Insights captured. At the top of the screen are the meeting name, date, and participants, and the media player. Below the player are two tabs:

- **Views:** AI-generated insights about the meeting, such as summaries, topics, and questions and answers, and the meeting transcription.
- **Tasks:** Action items from the meeting.

At the top of the screen, **Share** and **More actions** (··) give you quick access to sharing and the **Meeting Actions** menu.

> **NOTE**
>
> A new recording needs time to process. Until processing finishes, the player shows "This recording is still being processed." If Mia couldn't record the meeting, the player shows "Something went wrong, and Mia couldn't record this meeting."

View the meeting participants

View the list of people who took part in the meeting.

➢ **To view the meeting participants:**

1. Open the meeting.
2. Tap **Participants**.

   A list of the people who took part in the meeting opens.

Play a meeting recording

The media player plays the meeting audio, and the video if the meeting has one. When you open a meeting that you played before, the player continues from where you stopped.

Control	What it does
Play / **Pause**	Starts or pauses playback.
Skip back 30 seconds	Moves the recording back 30 seconds.
Skip forward 30 seconds	Moves the recording forward 30 seconds.
Playback speed (for example, **1x**)	Changes the playback speed. Tap it again to cycle through the speeds.
Mute / **Unmute**	Turns the sound off or on.
Show video / **Hide video**	Shows or hides the meeting video.
Full screen / **Exit full**	Opens the video in full screen or returns to the normal view.

Control	What it does
screen	
Progress bar	Shows the playback position. Drag it to move to another part of the recording.

NOTE

- You can't play a meeting while you record. If you tap **Play**, the app shows "Stop the recording to play." If you start a recording while a meeting plays, playback stops.
- The meeting keeps playing when you lock your phone or leave the app. For more information, see Keep listening outside the app below.
- The meeting also keeps playing in a small window when you leave its page to go to another screen in the app. For more information, see Keep listening while you browse the app on the next page.

➢ **To play a meeting recording:**

1. Open the meeting.
2. In the media player, tap **Play**.
3. Use the controls in the table to control playback.

Keep listening outside the app

A meeting keeps playing when you lock your phone or switch to another app, so you can listen to it while you do something else. You can control playback from the lock screen or the notification area. When you leave the app, the meeting also opens automatically in a small picture-in-picture window over your other apps. The window shows the meeting video, or the Meeting Insights frame for a meeting that has only audio.

NOTE

- The lock-screen controls skip back or forward 15 seconds, not 30 seconds like the controls in the app.
- You can't play a meeting while you record. If you start a recording, playback stops so that the meeting sound isn't recorded.

➢ **To keep listening outside the app:**

1. Open the meeting, and then tap **Play**.
2. Lock your phone or switch to another app; the meeting keeps playing.
3. To pause, continue, or move through the meeting, use the playback controls on the lock screen or in the notification area.
4. To go back to the meeting, use the picture-in-picture window's button that returns to the app. To stop playback, close the window.

Keep listening while you browse the app

A meeting keeps playing when you leave its page to go to another screen in the app, for example, the Home screen or search. The meeting plays in a small window over the app, so you can keep listening and return to the meeting at any time. On iPhone, the meeting plays in a picture-in-picture window. On Android, it plays in a player window in the corner of the screen. For more information, see Use the player window on Android below.

> **NOTE**
> - If you open another meeting, the window closes and the meeting stops.
> - The window's controls skip back or forward 15 seconds.

➢ **To keep listening while you browse the app:**

1. Open the meeting, and then tap **Play**.
2. Go to another screen in the app; the meeting keeps playing in a small window.
3. On iPhone, use the picture-in-picture window's controls to pause, continue, or go back to the meeting. On Android, use the player window.

Use the player window on Android

On Android, when you leave a playing meeting to go to another screen in the app, the meeting keeps playing in a small player window in the corner of the screen. Use the window to control playback, move it out of your way, or go back to the meeting. Before you use the window, start playing a meeting and then leave its page. For more information, see Keep listening while you browse the app above.

> **NOTE**
> - The player window appears only on Android. On iPhone, the meeting plays in a picture-in-picture window instead.
> - If you open another meeting, the window closes and the meeting stops.

➢ **To use the player window on Android:**

1. To show the window's controls, tap the window. The controls hide again after a few seconds.
2. Use the controls to pause or continue playback, or to skip back or forward 15 seconds.
3. To move the window, drag it to another corner of the screen.
4. To return to the meeting, tap **Open meeting**. To stop playback and close the window, tap **Close player**.

Jump to a shared slide

If someone shared slides or their screen during the meeting, the player shows the slides in a strip below the video.

➢ **To jump to a shared slide:**

1. Open the meeting.
2. In the slide strip, swipe to find the slide that you want.
3. Tap the slide.

   The recording moves to the moment when the slide was shown and starts playing.

12 Work with AI views

Views are AI-generated insights about a meeting. Each view presents the meeting content in a different way. You can read a view, listen to it, copy or share it, download it, and edit it. If a view that you need doesn't exist yet, you can ask the AI to generate it.

View	What it shows
Summary	The meeting owner's summary of the meeting.
Paragraphs	A summary of the meeting in paragraphs.
Bullet-Points	A summary of the meeting as a bulleted list.
Topics	The main topics and sub-topics that the meeting discussed.
Speakers	A summary of what each speaker said.
Advanced Summary	A detailed summary of the meeting.
Outline	A structured outline of the meeting.
Questions & Answers	Questions that people asked, with their answers.
Issues & Solutions	Problems that people raised, with the proposed solutions.
Prep Me	The **Agenda** and **Key Points** to help you prepare for a follow-up meeting.
Custom templates	Views based on templates that your organization created.

NOTE

- AI can make mistakes. Check important content before you rely on it.
- The views that you can see and generate depend on your organization's settings and your permissions.
- Some views show time stamps. Tap a time stamp to play the recording from that moment.

Open a view

Open a view to read the AI-generated insights about a meeting, such as a summary, the topics discussed, or questions and answers. Each meeting shows only the views that were generated for it.

➢ **To open a view:**

1. Open the meeting.
2. Tap the **Views** tab.
3. Tap the view that you want to read.

Find and generate more views

Use the views browser to see all the views that are available for the meeting and to generate new ones.

> **NOTE**
> If the meeting doesn't have enough speech, the AI can't generate a view. In that case, the app shows that the meeting doesn't have enough speech content.

➢ **To find and generate more views:**

1. Open the meeting, and then tap the **Views** tab; a menu appears.
2. Tap **More**.

   -or-

   If the meeting has no views yet, tap **Discover Views**.
3. In **Views**, scroll through the list, or enter a view name in the **Search Views** box. Generated views have a **Generated** label.
4. To learn what a view contains, tap **About** next to it.
5. Tap the view that you want to generate.
6. Tap **Language**, and then tap the language that you want the view to be in.
7. Tap **Run AI**.

The view shows **Analyzing Meeting Data...** while the AI works. When it's ready, the view content appears. To stop a view while it's generating, tap **Stop**.

> **NOTE**
> If the analysis fails, the view shows **Analysis Failed**. Tap **Retry again** to try again.

Listen to a view

The app can read a view aloud in the language of the view.

➢ **To listen to a view:**

1. Open the view.
2. Tap **Read aloud**.
3. To stop, tap **Stop reading**.

Copy, share, or email a view

Use a view outside Meeting Insights. You can copy the view text to paste it in another app, share it through your phone's share options, or send it to your email address.

➢ **To copy, share, or email a view:**

1. Open the view, and then tap **View options**.
2. Tap one of the following options:
   - **Copy:** Copies the view text so that you can paste it in another app.
   - **Share:** Opens your phone's share options so that you can send the view with another app.
   - **Send to mail:** Sends the view to your email address. The app shows "The view was sent to your email."

Download a view

Download a view to your phone as a file, for example to keep a copy, print it, or attach it to an email. You choose the file name and the file format.

➢ **To download a view:**

1. Open the view, and then tap **View options**.
2. Tap **Download**.
3. In the **File name** box, check or change the file name.
4. Under **File Type**, tap the file format that you want.
5. Tap **Download**.

Send a view to another application

If your organization connects Meeting Insights to Salesforce or Spark Hire, you can send a view there.

➢ **To send a view to another application:**

1. Open the view, and then tap **View options**.
2. Tap **Send to…**.
3. Tap **Salesforce** or **Spark Hire**, and then follow the instructions on the screen.

Edit a view

You can correct the text of a view, for example to fix a name or a technical term.

➢ **To edit a view:**

1. Open the view, and then tap **View options**.
2. Tap **Edit**.
3. Tap the text that you want to change, such as a paragraph, a bullet, a topic, a question, or an answer, and then make your changes.
4. In a speaker view, to change who said something, tap **Change Speaker**, and then tap the correct person.
5. Tap **Save**.

To discard your changes, tap **Cancel**.

Generate a view again

Run the AI again to replace a view with a new version, for example after you correct the transcription.

> **NOTE**
> The new version replaces the current view, including any changes that you made.

➢ **To generate a view again:**

1. Open the view, and then tap **View options**.
2. Tap **Rerun AI**.
3. In the confirmation message, tap **Rerun AI**.

Delete a view

Delete a view that you don't need, for example a view that you generated by mistake or that contains incorrect information.

> **NOTE**
> You can't restore a deleted view. You can generate it again later.

➢ **To delete a view:**

1. Open the view, and then tap **View options**.
2. Tap **Delete**.
3. In the **Delete view** message, tap **Delete**.

13 Work with the transcription

The transcription is a written record of everything that people said in the meeting, with the speaker's name and the time of each entry. You can search the transcription, download it, and run it again in a different language.

> **NOTE**
>
> - While Meeting Insights transcribes a meeting, the transcription shows "Transcribing Meeting...". The transcript appears when it's ready.
> - The transcription actions that you see depend on your permissions.

Read the transcription

If a meeting has a transcription, you can read through it.

➢ **To read the transcription:**

1. Open the meeting.
2. Tap the **Views** tab; a drop-down menu appears.
3. Tap **Transcription**.
4. Scroll to read the transcription. Tap a time in the transcription to play the recording from that point.

Search the transcription

Search the transcription to quickly find where a word or phrase was said in the meeting.

➢ **To search the transcription:**

1. Open the meeting.
2. Tap the **Views** tab; a drop-down menu appears.
3. Tap **Transcription**.
4. In the 'Search transcript' field, enter the word or phrase that you want to find.

Download the transcription

Save a copy of a meeting recording's transcription on your phone, for example to keep it in your files or to send it with another app. Meeting Insights downloads the transcription as a Microsoft Word document (.docx).

➢ **To download the transcription:**

1. Open the meeting.

2. Tap the **Views** tab; a drop-down menu appears.
3. Tap **Transcription**.
4. Tap the **More Options** ⋮ icon , and then from the drop-down menu, choose **Download**; the Download Transcript dialog box appears.
5. Select what to include in the file:
   - **Show meeting info**
   - **Show speakers**
   - **Show timestamps**
6. Tap **Download**.
7. Choose where to save the file, or choose an app to send it to.

Run the transcription again in another language

If the transcription is in the wrong language, run it again in the correct language.

> **NOTE**
> The new transcription replaces the current one.

➢ **To run the transcription again in another language:**

1. Open the meeting.
2. Tap the **Views** tab; a drop-down menu appears.
3. Tap **Transcription**.
4. Tap the **More** ⋮ icon (three vertical dots), and then from the drop-down menu, choose **Rerun Transcription**; the Rerun Transcription dialog box appears.
5. Tap **Language**, and then from the drop-down list, choose the language of the meeting.
6. Tap **Rerun Transcription**.

Transcribe a meeting that has no transcription

If a meeting has a recording but no transcription, the transcription shows "This meeting has no transcript."

➢ **To transcribe a meeting that has no transcription:**

1. Open the meeting.
2. Tap the **Views** tab; a drop-down menu appears.
3. Tap **Transcription**.

4. Tap **Run Transcription**.
5. Tap **Language**, and then from the drop-down list, choose the language of the meeting.
6. Tap **Run Transcription**.

Delete the transcription

Delete a meeting's transcription, for example if it contains sensitive information. To create a new transcription later, see Transcribe a meeting that has no transcription on the previous page.

> **NOTE**
> You can't restore a deleted transcription.

➢ **To delete the transcription:**

1. Open the meeting.
2. Tap the **Views** tab; a drop-down menu appears.
3. Tap **Transcription**.
4. Tap the **More Options** ⋮ ; a drop-down menu appears.
5. Choose **Delete Transcript**; a confirmation message appears.
6. Tap **Delete**.

14 Manage meeting tasks

Tasks are the action items from a meeting. Mia captures tasks automatically and lists them under **Suggested tasks by AI**. You decide which suggestions to keep, and you can also add your own tasks. Each task can have an assignee and a due date, and you can send tasks to Microsoft Planner, Monday, or Zoho.

> **NOTE**
>
> - A completed task moves to the end of the list.
> - A task that you sent to Planner becomes read-only in Meeting Insights. Edit it in Planner.
> - The task actions that you see depend on your permissions and on the integrations that your organization uses.

View the tasks of a meeting

The **Tasks** tab shows the action items from the meeting, including the tasks that you added and the tasks that Mia suggests. Each task can show its assignee, speaker, and due date.

➢ **To view the tasks of a meeting:**

1. Open the meeting.
2. Tap the **Tasks** tab.

If the meeting has no tasks, tap **Run AI** to let the AI find tasks in the meeting.

Add suggested tasks to your task list

Mia finds action items in the meeting and lists them under **Suggested tasks by AI**. Review the suggestions, and add the ones that you want to keep to the meeting's task list. You can add suggestions one at a time or all at once.

➢ **To add suggested tasks to your task list:**

1. Open the meeting.
2. Tap the **Tasks** tab.
3. Under **Suggested tasks by AI**, find the task that you want to keep.
4. Tap **Add To Tasks**.

To keep all the suggestions, tap **Suggested tasks options**, and then tap **Add All**.

Delete all suggested tasks

If none of the tasks that Mia suggested are useful, you can delete all of them at once. This removes the suggestions under **Suggested tasks by AI** only. Tasks that you already added to the

task list aren't affected.

> **NOTE**
> You can't restore deleted suggestions.

➢ **To delete all suggested tasks:**

1. Open the meeting.
2. Tap the **Tasks** tab.
3. Tap **Suggested tasks options**.
4. Tap **Delete All**; a confirmation message appears.
5. Tap **Delete**.

Add a task

Add your own task to a meeting, for example a follow-up action that the AI didn't capture. You can give the task a name, assign it to a person, and set a due date.

➢ **To add a task:**

1. Open the meeting.
2. Tap the **Tasks** tab.
3. On the **Tasks** tab, tap the **Add a task** ⊕ icon; the New Task dialog box appears.
4. In the 'Task Name' box, enter a name for the task.
5. To assign the task to someone, tap **Assigned to**, and then do one of the following:
   - In the list of participants, choose the person.
   - In the Search Users box, type a name that isn't in the list, tap the found person, and then tap **Assign**.
6. To set a due date, tap **Due Date**, and then select a date on the calendar.
7. Tap **Create Task**.

> **NOTE**
> If you assign a task to someone who didn't take part in the meeting, that person gets access to the meeting.

Mark a task as complete

Mark a task as complete when it's done. Completed tasks move to the end of the task list, so that you can focus on the tasks that are still open.

> **NOTE**
>
> You can't change a task that you sent to Planner. If you tap its check box, the app shows "Tasks sent to Planner can't be changed here."

➢ **To mark a task as complete:**

1. Open the meeting.
2. Tap the **Tasks** tab.
3. Tap the check box next to the task.

To mark the task as not complete, tap the check box again.

Edit a task

Change the details of a task, for example, to correct its name, assign it to another person, change the speaker who mentioned it, or set a new due date.

> **NOTE**
>
> - You can change a task's speaker only when you edit the task, not when you create it. You can choose only a person in the list.
> - If you choose a speaker or an assignee who didn't take part in the meeting, the app asks you to confirm. When you confirm, that person gets access to the meeting.
> - If you choose a speaker who has no email address, the app asks whether you're sure. Tap **Continue** to make that person the speaker.
> - You can't edit a task that you sent to Planner.

➢ **To edit a task:**

1. Open the meeting.
2. Tap the **Tasks** tab.
3. Tap the **More Options** ⋮ icon (three vertical dots) next to the task.
4. Tap **Edit**; the Update Task dialog box appears.
5. Change the task name, assignee, speaker, or due date.
6. Tap **Save**.

Copy a task

Copy a task to paste it in an email, a chat, or another app. The copied text includes the task and, if they're set, its assignee, speaker, and due date.

➢ **To copy a task:**

1. Open the meeting.

2. Tap the **Tasks** tab.
3. Tap the **More Options** ⋮ icon next to the task.
4. Tap **Copy**.
5. Paste the task in the app that you want.

Delete a task

Delete a task that is no longer relevant, for example a duplicate or a task that was added by mistake.

> **NOTE**
> You can't restore a deleted task.

➢ **To delete a task:**

1. Open the meeting.
2. Tap the **Tasks** tab.
3. Tap the **More Options** ⋮ icon next to the task.
4. Tap **Delete**; a confirmation message appears.
5. Tap **Delete**.

Send tasks to integrated apps

You can send tasks to third-party apps that your organization uses, such as Microsoft Planner, monday.com, and Zoho.

> **NOTE**
> - Your Meeting Insights administrator must first set up the integration with each app.
> - The first time you send a task to an app, the app asks you to sign in. After you sign in, you don't need to sign in again when you send more tasks to that app.

➢ **To send tasks to a third-party app:**

1. Open the meeting.
2. Tap the **Tasks** tab.
3. Do one of the following:
   - To send a specific task, tap the **More Options** ⋮ next to the task.
   - To send all tasks, tap the **More Options** ⋮ icon next to the **Tasks** tab.
4. Tap **Send to**, and then choose the app (e.g., **Monday**, **Planner**, or **Zoho**).

5. Depending on the app, you may be asked where exactly to send the task in the app. For example, for **Planner**:
   a. Tap **Plan**, and then in **Choose Plan**, select the plan.
   b. Tap **Bucket**, and then in **Choose Bucket**, select the bucket.
6. Tap **Send to <app name>**.

15 Download a meeting recording

Save a copy of a meeting recording on your phone, for example to keep it in your files or to send it with another app. The file uses the meeting name.

NOTE

- Your organization must allow recording downloads, and you must have permission to download the meeting. If you can't download a meeting, **Download meeting** doesn't appear.
- You can download a recording only after Meeting Insights finishes processing it.

➢ **To download a meeting recording:**

1. Open the meeting, and then tap the **More Actions** ••• icon in the top-right corner, a drop-down menu appears.
2. Tap **Download meeting**.
3. Choose where to save the file, or choose an app to send it to.

The "Downloading meeting" message shows the progress. You can keep using the app during the download. If the download fails, the app displays "Download failed. Please try again."

16 Ask Mia about your meetings

Ask Mia is an AI assistant that answers questions about your meetings. For example, you can ask what was decided in last week's meetings or who is responsible for a task. When you open Ask Mia from a meeting, Mia uses that meeting as the context for your questions.

NOTE

- Ask Mia needs an internet connection.
- Your organization must turn on Ask Mia. If it isn't available to you, **Ask Mia** doesn't appear on the bottom bar.
- Recording continues in the background while Ask Mia is open.

To ask Mia a question:

1. On the bottom bar, tap **Ask Mia**.

   To ask about a specific meeting, first open the meeting, and then tap **Ask Mia**.
2. In the 'Ask Mia' field, enter your question.
3. If you want to select specific meetings for your question:
   a. Tap the plus + icon.
   b. Search for and select the meetings.
   c. Tap the arrow in the top-left corner to return to the previous screen.
4. Submit the question.
5. Read Mia's answer. You can ask follow-up questions.
6. When you finish, tap **Close**.

NOTE

If Ask Mia doesn't load, the app shows **Ask MIA didn't load**. Check your connection, and then tap **Try again**.

17 Use the app offline

You can keep using the app when your phone has no internet connection. The app saves your recent meetings on your phone while you're online, so you can read them later without a connection. The app also saves the audio of recent meetings, so you can listen to them offline. A strip at the top of the screen tells you when you're offline, and the app shows "You're offline. Recent meetings are available."

The following table shows what you can do offline.

Available offline	Not available offline
Open the app if you signed in before.	Sign in for the first time.
Read the transcript, views, participants, and tasks of recent meetings.	Open meetings that weren't saved for offline reading. When you open one of these meetings, the app shows **Not available offline**.
Record a meeting, and save it to upload later.	Upload recordings. Uploads pause and continue automatically when the connection returns.
Play local recordings, and listen to the audio of recent meetings.	Search for meetings.
-	Watch meeting videos, load older meetings, or change meetings, views, and tasks.

> **NOTE**
>
> When your phone connects again, the app updates your saved meetings. Meetings that you can no longer access are removed from your phone.

If the app can't load because there's no connection or the reception is poor, the **No internet connection** screen appears. From this screen, you can still record a meeting.

➢ **To record or reload the app from the No internet connection screen:**

1. To record a meeting, tap **Start recording**. When you stop and save the recording, the app shows "Saved. It will upload when you're online."
2. To load the app again when your connection improves, tap **Retry**.

18 Change app setting

You can change how the app looks, change the app language, and sign out.

Change the theme

Choose whether the app uses a light or dark appearance.

➢ **To change the theme:**

1. In the top bar, tap your profile picture.
2. Tap **Change Theme**.
3. Choose one of the following options:
   - **System:** Uses the same appearance as your phone.
   - **Light:** Uses a light background.
   - **Dark:** Uses a dark background.

Change the app language

The app supports English, French, Hebrew, Italian, Japanese, and Spanish.

> **NOTE**
> If your organization offers only one language, **Change Language** doesn't appear.

➢ **To change the app language:**

1. In the top bar, tap your profile picture.
2. Tap **Change Language**.
3. Choose the language that you want to use.

Sign out

Sign out of the app, for example before you give your phone to someone else or when you want to sign in with a different account.

> **NOTE**
> You can't sign out while you record a meeting or while a recording uploads. Wait until the recording or upload finishes.

➢ **To sign out:**

1. In the top bar, tap your profile picture.

2. Tap **Logout**; a confirmation message appears.
3. Tap **Logout**.

The app returns to the **Welcome** screen. To use the app again, sign in.

19 Troubleshooting

This section describes common troubleshooting steps and how to report a problem or give feedback.

Problems and Solutions

Use the following table to solve common problems.

Problem or message	Cause	Solution
"You are offline. Please connect to the internet to login."	You're signing in for the first time without an internet connection.	Connect to Wi-Fi or mobile data, and then tap **Sign in**.
"We couldn't sign you in. Please check your connection and try again."	The connection dropped while you chose a region, or the region didn't respond.	Check your connection, and then tap **Continue** again.
Almost there :) Mobile access needs to be enabled by your admin.	Mobile access isn't turned on for your account.	Ask your Meeting Insights administrator to turn on mobile access.
Unlock Meeting Insights	Your organization doesn't have a Meeting Insights account.	Tap **Contact us**, or sign in with a different account.
Permission Required	The app doesn't have permission to use the microphone, notifications, or files.	Tap **Open Settings**, and turn on the permission for Meeting Insights.
Recording Unavailable	You're on a call, or another app is using the microphone.	End the call or close the other app, and then try again.
Recording Error: Nothing was recorded	The recording didn't capture any audio.	Check the microphone permission, and then record again.
The microphone or **+** doesn't appear on the bottom bar.	Your account doesn't have permission to record, invite Mia, or upload files.	Contact your Meeting Insights administrator.
"Please select a language before uploading"	You didn't choose a meeting language.	Tap **Language**, choose a language, and then upload again.

Problem or message	Cause	Solution
File Upload Error	The upload failed.	Tap **Try Again**. If the upload still fails, save the recording and upload it later from **Local Recordings**.
"Paused — will resume when network returns"	Your phone lost its internet connection during an upload.	Wait for the connection to return. The upload continues automatically.
"file type *xxx* is not supported"	You tried to upload or share a file that isn't audio or video.	Upload an audio or video file.
"Import meeting recording permission is required"	You don't have permission to upload files.	Ask your Meeting Insights administrator for the import meeting recording permission.
"Incorrect link. Please try again."	The meeting link that you entered for Mia isn't valid.	Copy the full link from the meeting invitation, and then try again.
"Meeting Insights is either already recording or waiting in the lobby"	Mia is already in the meeting or its lobby.	No action is needed. Ask the meeting host to admit Mia.
"No permission to record"	Your organization doesn't allow Mia to record meetings on this platform.	Contact your Meeting Insights administrator.
"This meeting could not be loaded"	The meeting didn't load, usually because of a connection problem.	Check your connection, and then tap **Try again**.
Not available offline	The meeting isn't saved on your phone.	Connect to the internet to open the meeting.
"The meeting doesn't have enough speech content to generate" a view	The recording has too little speech for the AI.	No action is needed. The AI can't create this view for the meeting.
"We couldn't detect the meeting language automatically"	The AI couldn't identify the language of the meeting.	Generate the view again and choose the language yourself.
"You can't log out while recording or uploading."	A recording or an upload is in progress.	Wait until the recording or upload finishes, and then sign out.

Problem or message	Cause	Solution
Update Required	A newer version of the app is required.	Tap **Update Now**, and update the app from the app store.
"The server could not finish importing this recording. It is still saved on your device, so you can try again."	The upload reached the server, but the server couldn't import the recording.	Tap **Try Again**. If the upload still fails, upload the recording later from Local Recordings.
"Stop the recording to play."	You tapped **Play** while a recording is in progress.	Stop the recording, and then play the meeting.
"Check your connection and try again." in the **Transcription** section of a meeting	The app couldn't check the transcription status of the meeting.	Check your connection, and then tap **Try again**.

Report an error

If something in the app doesn't work as expected, send an error report to the Meeting Insights support team. The report includes technical information that helps the team find the problem.

➢ **To report an error:**

1. In the top bar, tap your profile picture.
2. Tap **Report an Error**.
3. In the text box, describe what happened and what you were doing at the time.
4. (Optional) Tap **Add a screenshot**, and then choose an image that shows the problem.
5. Tap **Send**.

When the report is sent, the app shows "Report Submitted". If the app shows "Submission Failed", try again later.

Give feedback

Tell the Meeting Insights team what you like about the app and what you'd like to improve.

➢ **To give feedback:**

1. In the top bar, tap your profile picture.
2. Tap **Give Feedback**.
3. Under **How is the new design working for you?**, choose a rating from **Frustrating** to **Love it**.

4. (Optional) In the 'Tell us more' box, add your comments.
5. Tap **Send**.
6. Tap **Done**.

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