BT MeetMe video
Frequently asked questions
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What do I need to start using my BT MeetMe video service?

For the very best BT MeetMe video call you’ll need:

- a BT MeetMe video account
- a webcam, either built in to your device or one you can plug into your PC
- a PC, mobile or tablet that connects to the internet
- an area of good lighting so your image is clear
- a strong internet connection (for best results have 2Mbps of bandwidth available for both download and upload).

We’d also recommend using a headset or headphones, although built-in speakers and microphones will work too.

How do I join a BT MeetMe video call?

To join your BT MeetMe video call, you need the account information in your email. In it there are joining instructions and the links you need.

If you can’t find this email, please contact us and ask us to resend the information.

My headset and/or camera isn’t working in BT MeetMe video.

Occasionally, the service might not automatically recognise your headset, webcam or built-in speakers and microphone. These tips might resolve this:

**PC or tablet users**

Find the cog symbol at the top right corner of the BT MeetMe video user interface, and click on the cog to reveal your BT MeetMe video camera, microphone and speaker settings. Then select the correct device from the drop-down options.

**Lync users**

Find the cog symbol on your main Lync client (not a chat window) and click on the symbol and go to ‘Tools’ then ‘Audio or Video device’ settings. Then select the correct device from this section.

**iPad users**

Go to ‘Settings’ and scroll down the left side until you see your ‘Acano’ or ‘BT MeetMe video’ app. Then select the app and make sure your microphone and camera are turned on.

**iPhone users**

Remember that, at the moment, you can’t use video on an iPhone.

Go to ‘Settings’ and scroll down the left side until you see your ‘Acano’ or ‘BT MeetMe video’ app. Then select the app and make sure your microphone is turned on.
My audio and/or video keeps breaking up during my call.

The service works best with a strong, uninterrupted internet connection, so reducing the number of other programs or applications running on your PC or device might help.

If that’s not enough, try some of these tips to improve the quality:

- If you’re at home, make sure no other device in your house is using the internet connection.
- If possible, use a wired connection rather than wireless as this gives a more stable and often stronger internet connection.
- For a good BT MeetMe video experience make sure you have at least 2Mbps download and 2Mbps upload speed (you can test this online). If connected to your corporate VPN, this may reduce your available bandwidth.
- When you’re in your BT MeetMe video call, don’t go to other web pages in the background or open other programs — this will use up processing power needed for your video call.
- If you’re dialling in on a landline, make sure there are no existing issues with your phone line.
- If you’re dialling in using a mobile, make sure you’re in an area with a good signal.
- Run a test call prior to your first few meetings to make sure your audio and camera devices are set up correctly on your PC and/or mobile device.
- Being in an area with good lighting will help your webcam perform to the best of its ability, helping it process the image faster.

If your audio and video quality issues still exist, please contact your IT manager. It may be that your work connection, at home or in your office, doesn’t have sufficient bandwidth to perform BT MeetMe video calls.

How can I share my screen or a document with other users?

You can only share your screen or documents when using your PC or Lync. Tablet users can see content but not share, while mobile users can’t see or share content.

When using a PC the ‘Share Screen’ button located at the centre-top of the user interface shares your content.

When using Lync, click the usual Lync sharing button.

I can’t see all my documents under the ‘Share Screen’ menu.

When you click on the ‘Share Screen’ button, your shareable documents will appear. It may not look like all of your files are present. But there’s a scroll bar at the right of the menu — it’s very faint (and can be missed at first glance), which you can use to see and share all of your documents.
Where do I type in my chairperson passcode when joining via Lync?

You need to enter your chairperson passcode when opening a call — hold your mouse pointer over the icon highlighted in the screenshot below. This will reveal a number pad, where you can type your chairperson passcode, followed by '#' to open your call.

Can others stay on the BT MeetMe video conference if the chairperson leaves?

Yes, we can configure your service so that your BT MeetMe video call will remain active for a period of time even if a chairperson leaves the call. This is to help reduce the impact of a chairperson being disconnected from the call because of poor network conditions for example. This feature allows your participants to remain active on the video call while the chairperson re-joins.

My call doesn’t start when I follow the joining instructions.

If you’re joining using your company network, a firewall might be restricting access to the service. Contact your IT manager to ask if BT MeetMe video connectivity should work from your location.

This counts for home workers using a virtual private network (VPN) too. It might be rejecting access due to the firewall, so ask your IT manager to check your BT MeetMe video traffic will work.

If it’s still not working, please contact us for support.

Some dial-in users don’t show up on my user interface.

If you’ve accessed your call via the internet (on PC, tablet or mobile device), only one dial-in participant will show up on the user interface — even though multiple users may have dialled in over the phone. The one dial-in participant will show up on the list as ‘BT MeetMe Audio’.

This restriction will be changed soon, so users will be able to see every audio participant that has dialled into the meeting.
I keep having a poor BT MeetMe video experience using Chrome.

Chrome uses a technology called Web RTC to access your BT MeetMe video calls. It has a video codec built in which means you don’t need to install the client as you would if you were using other browsers.

Because it’s a new technology, performance using this route is not as reliable as the client route. We recommend accessing BT MeetMe video through Internet Explorer, Safari or Firefox using the client for the best experience.

I keep having a poor BT MeetMe video experience using Lync.

During the early stages of the BT MeetMe video deployment, it could be that not all company Lync configurations are set up for the BT MeetMe video service. This means Lync users might have audio or video issues during BT MeetMe video calls.

The best thing to do is to report these issues to your IT manager as it’s likely your Lync configuration has not been fully optimised to support BT MeetMe video traffic.

What is a room ID?

Room ID is one of the passcodes used for BT MeetMe video, alongside the chairperson and participant passcodes.

It’s a code we use to identify a BT MeetMe video account. You’ll see it embedded in the joining link sent by the chairperson. This code activates your BT MeetMe video conference.

Once the conference is active, the chairperson will be required to type in their passcode to complete the registration. If you open up your conference by going to meetmevideo.com first, you’ll still need to type in your room ID and the chairperson passcode to fully activate the meeting.

How can I install the client?

There are three downloadable BT MeetMe video apps:

1. Windows client
2. Mac client
3. iOS app (available on iTunes)

To download one, start to join a BT MeetMe video call as you normally would. You’ll be prompted to install one of these programs automatically.

Or head to the BT MeetMe video downloads page to download the client.
I’m having trouble installing the client.

If you’re having installation issues, it’s best to start from scratch.

**PC or tablet users**

Go to your ‘Control Panel’ and then find your ‘Programs’ page — it might be called ‘Uninstall a program’ on later versions of Windows.

Find the ‘Acano’ client and remove or delete it. Windows will remove the client automatically.

You can find your welcome email and click on a joining link to join a BT MeetMe video call, running through the automated download again. Or head to the BT MeetMe video downloads page to download the client.

**Mac users**

Open your ‘Applications’ folder in ‘Finder’ and drag the BT MeetMe video icon to the ‘Trash’ (located at the end of the dock). Then choose ‘Finder>Empty Trash’ (this is along the top of your screen next to the Apple icon).

You can find your welcome email and click on a joining link to join a BT MeetMe video call, running through the automated download again. Or head to the BT MeetMe video downloads page to download the client.

**iPad or iPhone users**

Find the app on your device and hold your finger down on the app until it starts to move around slightly. When it does this, you should see an ‘X’ symbol — click on this to delete it.

You can find your welcome email and click on a joining link to join a BT MeetMe video call, running through the automated download again. Or head to the BT MeetMe video downloads page to download the client.

Other participants can’t see my video when I share content.

If a chairperson or participant is sharing content using Chrome, other participants won’t be able to see their video. Chrome performs this way, so we’d encourage you to use another browser to share content while keeping your video transmitting.

If it’s still not working, try giving our helpdesk a call.

**My client crashes when trying to leave the call.**

If your computer or device is running multiple programs, this could cause the client to freeze occasionally when you try to leave the call. Try opening your task manager and closing the app directly if this happens.

If you’re still having trouble, please contact us for support.

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**Reporting an issue**

If you need assistance, please don’t hesitate to get in touch with us. Our help desk is available 24/7, 365 days of the year. Find the contact details for your region at btconferencing.com/contact-us/.