



# Hoot Meetings

## Frequently Asked Questions

### General

**Q: Which operating systems and browsers can you use with Hoot?**

A: Hoot is a client-free service that supports users on WebRTC compliant web browsers, webcams and mobile devices. For the best experience, we recommend using the latest browser versions.

Desktop Operating Systems	Browsers
Windows® 10 desktop	Google Chrome™ 76 or higher Mozilla® Firefox® 70 or higher Microsoft Edge Chromium 80 or higher
Mac OS® (10.15 or higher)	Safari® 13 or higher Google Chrome 76 or higher Mozilla Firefox 70 or higher Microsoft Edge Chromium 80 or higher
Mobile Operating Systems	Browsers
Android™ (10.0 or higher)	Google Chrome 76 or higher
iOS (12 or higher)	Safari 13 or higher

**Q: How many people can join Hoot?**

A: Hoot supports up to 50 participants.

**Q: What languages does Hoot support?**

A: Hoot is currently available in English. Support for additional languages will be available in upcoming releases.

**Q: Can I use my mobile devices to start or join my meetings?**

A: Yes, Hoot is supported by your mobile browser. Mobile browsers currently supported are Google Chrome for Android devices and Safari for Apple devices. For the best experience, we recommend using the latest versions of these browsers.

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## Registration and Account Management

### Q: How do I get started with Hoot?

A: Open your *Complete your Hoot Registration* email from [noreply@intrado.com](mailto:noreply@intrado.com). Click **Get Started** and follow the instructions to create a new password. After completing the registration\*, you will be re-directed to Hoot's homepage where you can start your first meeting and manage your account.

*\*Your experience may differ depending on your company's security settings.*

### Q: What if I haven't received my registration email?

A: Check your junk or spam folder. If you have misplaced or haven't received your registration email, visit <https://my.hootmeeting.com> and click **Resend Registration Email**. Enter the email address associated with your Hoot account, check the reCAPTCHA box, and click **Send**.

### Q: How do I change my Intrado ID password?

A: You can change your password by logging in at <https://my.hootmeetings.com>. On the left panel, select **Login Settings**. Enter your current password and new password on the **Change Password** section and click **Save**. Your email address / username can't be changed.

## Scheduling and Invites

### Q: How do I schedule a meeting on Microsoft Outlook?

A: To schedule your meeting from Outlook, you will need to install the Hoot scheduler add-in available [here](#).

Click **Get It Now**. If prompted, you will need to sign-in your Outlook or Microsoft account.

### Q: How do I use the Hoot Scheduler add-in?

A: Open a new invite in Microsoft Outlook. Click **Hoot™** add-in then **Settings** from the ribbon. Click **Sign-in now** then enter your Hoot account credentials. When you have successfully signed-in, click **OK** then **Insert Invitation Text**. Outlook will auto-populate your invite with your Hoot meeting details.

You don't need to sign-in every time you create a meeting invite. Simply click **Hoot™** add-in from the ribbon then select **Insert**.

### Q: Is there an Outlook Exchange version requirement?

A: Yes, Hoot supports Outlook Exchange version 2016 and higher.

### Q: Can I choose the language for my meeting invitation?

A: Currently, English is the only supported language. Additional languages will be included in future releases.

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### Q: Who can I invite to my meeting?

A: When scheduling a meeting, you can add invitees from your active directory or manually by typing their email address.

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

A: Email invitations will be sent from your email address.

### Q: What is the personal meeting link?

A: The personal meeting link is the URL that connects you to a meeting and is sent in an invitation email. It can also be seen in the Hoot user interface by clicking the meeting information button.



### Q: Can a moderator invite additional participants during a meeting?

A: Yes. During a meeting, moderators can invite additional participants by clicking the meeting information button then **Send Invitation**. Your default email application will open a meeting invite with your Hoot details. Input the participant's email address then click **Send**.



## Starting and Joining a Meeting

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

A: Click the personal meeting link sent in your email invitation. This will open your browser and direct you to the Join Meeting page. Enter your name and email address (optional) then click **Join**.

### Q: Do I need a Hoot account to join meetings?

A: You do not need a Hoot account to join meetings. However, an account is required to schedule, start and host meetings through Hoot.

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

A: Click the personal meeting link from your meeting invite. This will open your browser and direct you to the Join Meeting page. Enter your name and email address (optional). Toggle-on **I am the moderator** first then click **Join**. If prompted, enter your Hoot account credentials then click **Sign-in**.

You can also start your meeting from Hoot's homepage. Sign-in at <https://my.hootmeeting.com> then click **Start Meeting**.

### Q: Why does Hoot require a display name?

A: Display name identifies you in the meeting making it easy for everyone to know who is speaking.

### Q: Do I need to provide an email address to join my meeting?

A: No, this is optional.

**Q: My browser is asking for microphone and camera permissions, should I allow this?**

A: Yes, you will need to select **Allow** when your browser requests for microphone and camera permissions.

**Q: I accidentally blocked the microphone and camera permissions. What should I do?**

A: When you are in the meeting, click the lock icon located on the upper left corner if you are using Google Chrome. For Safari, click **Safari** then **Settings for This Website**. Click the drop-down menu for **Camera and Microphone** and select **Allow**.

When you are outside the meeting, open Google Chrome then click **Chrome Menu** (vertical ellipsis) located at upper right corner. Click **Settings** then **Site Settings**. Under permissions, click **Camera** or **Microphone**. Hoot URL will be listed under blocked. Click the arrow beside the Hoot site then change the Camera and Microphone permissions to **Allow**.

For Safari users, open Safari. Click **Safari** then **Preferences**. In the **website** tab, click **Camera** or **Microphone**. Beside the Hoot or Hoot URL, select **Allow** from the drop-down menu.

**Q: How do I connect by computer audio / VoIP?**

A: After you have granted browser permissions for camera and microphone, the next screen will allow you select the microphone and camera device you wish to use then click **Connect**. You will be connected to the meeting through computer audio or VoIP.

**Q: How do I connect by phone audio?**

A: On the **connect to audio/video** page, click on **More Options** then **Phone Audio** if you prefer to be called or to call using your mobile or landline phone.

- Call Me – choose your country code and enter a phone number for the system to dial out to you.
- I Will Call - view dial-in access numbers and conference code which you can dial from any touch tone device.

**Q: Is computer audio supported in my country?**

A: Due to regulatory requirements, computer audio is currently **unavailable** in the following countries:

Algeria	Georgia	Lithuania	Turkey
Armenia	Iran	Moldova	Turkmenistan
Azerbaijan	Iraq	North Korea	UAE
Bahrain	Jordan	Oman	Ukraine
Belarus	Kazakhstan	Qatar	Uzbekistan
Cuba	Kuwait	Saudi Arabia	Yemen
China	Kyrgyzstan	Sudan	
Egypt	Latvia	Syria	
Estonia	Lebanon	Tajikistan	

*\*This applies to participants joining through the browser. This does not apply to participants joining via SIP-address thru video conferencing systems or third-party UIs (e.g. Cisco Webex Teams, Microsoft Teams, etc.)*

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**Q: Can I join the meeting from my boardroom's video conference system or sip-capable devices?**

A: Yes. Hoot is SIP-capable. There is a SIP address available in your meeting invite or meeting information tab that can be used to join from SIP-capable devices and UIs. Some examples are SIP-capable VC systems, Microsoft Skype for Business, Microsoft Teams, and Cisco Webex Teams.

## Meeting Management

**Q: How do I change my connection while I'm in the meeting?**

A: From the Main Room, click **Settings** located at the top left corner then select **Audio/video devices**. Choose the audio or video device you wish to use from the drop-down menu then click **Reconnect**.



**Q: How do I see who is connected to my meeting?**

A: Individual meeting participants are identified in the Participant list panel.



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

A: Yes. Chat to all is currently available. Individual/group chats will be available in an upcoming release.

**Q: How do I share visuals (e.g. my entire screen or a presentation)?**

A: Click **Share** located at the top of the screen. Select the screen or application you wish to share. You will have following options for sharing (this may vary depending on your browser):



- Screen Sharing – allows you to share your entire screen
- Application Sharing – share an application that is currently open (e.g. PowerPoint)
- Browser Tab Sharing – you can also share one of your browser tabs

Click **Share** to start sharing. To end sharing, click **Stop Sharing** located at the bottom of the screen or application you are sharing.

**Q: Can more than one person simultaneously share?**

A: No, only one person can share at a given time.

**Q: How do I mute or unmute my participants?**

A: As a moderator, you may use the mute/unmute participants. In the meeting room, click the participant list then click on microphone icon next to the participant's name.



**Q: How do I lock and unlock my meetings?**

A: To lock the meeting room, click **Lock** located at the bottom of the screen. When a meeting is locked, no additional participants may automatically connect. This is helpful to ensure security of your meeting or to avoid overlapping.



Click **Lock** again to unlock the meeting room.

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

A: Only the moderator can see who is in the waiting room.

Q: How do I end my meeting?

A: To end a meeting, click the red X located at the top of the screen.



## Recording

Q: Can I record my meeting?

A: Yes, Hoot records video, web, and audio content when enabled.

Q: How do I record my meeting?

A: Click **Record** located at the upper left your screen. A system generated recording title and password will be automatically provided. You may change it, if desired, then click **Start**.



Q: Where can I access and manage my recordings?

A: Once your recording is available, you will receive an email that includes the link where you can access and playback your recording. You can manage your recordings from Hoot's homepage (<https://my.hootmeeting.com>).

Q: What is the file format of the recording?

A: Hoot uses MP4 format.

## Technical Support

Q: How do I report technical issues?

A: If you encounter issues using Hoot, click **Meeting Information** from the Main Room. Click **?** then select **Contact Support**. Your default email application will open a message with auto populated information. Please provide details and screenshots, if available, of the issue you have encountered. Click **Send**.

