

Call Controls

During the call, you can see buttons below the video display. You can do things like **Mute** audio, stop sending **Video**, add additional **Participants**, or **End** the call.



On mobile clients, there are also buttons to **Swap** cameras on your device. Desktop and Web (Firefox only) can **Share** their desktop for all call participants to view.

Room Details and Notifications

In Cisco Spark for Windows and Cisco Spark for Mac, the Room Details are found along the top of the conversation area.

- Click the information "i" icon to do things like favorite the room, lock the room, set the room notifications, and leave the room.
- The people icon lists the people in the room. That's where you go to do things like add and remove people or to become a room moderator.
- The folder icon lists the content that has been shared.

On mobile devices you'll tap the information "i" icon or the three-dot action menu to access room details.

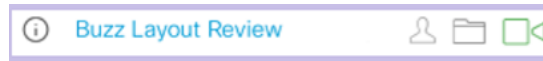


Browser/Web Access

If you can't or don't want to install the Cisco Spark app you can access it from any browser by visiting <http://web.ciscospark.com>.

Teams

Teams let you organize rooms and people around your corporate groups and projects. All you need to do is:



- Create a team and give it a name.
- Add some people to your team.
- Add a couple of rooms to get the conversations rolling.

You become the team moderator of any team you create. And you can add anyone to your team.

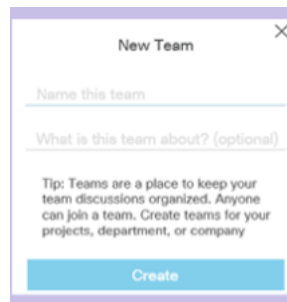
Create a Team

To create a new team, click **+New Team**.

Now give your team a name and a brief description.

When you're done, click **Create**. In Cisco Spark for iPhone and iPad, click Create in the Teams tab. In Cisco Spark for Android, click the big **Plus** sign.

Each team has a **Team Home** and a default room called **General**. All the people you add to the team are automatically added to the General room.



Getting Help

For additional training material please visit <http://support.ciscospark.com>.

Contact internal support at:

HARVARD



GRADUATE SCHOOL
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Getting Started with Cisco Spark





Get Started

There are a few ways to get started.

- Download the app and sign up at www.ciscospark.com/downloads.html
- Someone can invite you to one of their Cisco Spark rooms.
- You can be added to someone's team.

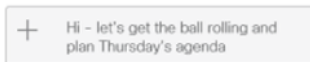
Watch for the Cisco Spark welcome emails to arrive in your inbox. But in case you don't see them, check your junk folder. Your browser may have filtered them by mistake.

Rooms and Chats

Message someone privately or create rooms for group chats with all your favorite people. Click the big **Plus**  sign in your **Recents** list, then follow the prompts to add people using their email address or name. Using Cisco Spark for Mac, click the **Compose**  icon.

Messages and Sharing Content

You can use the message composer in a room or 1:1 conversation to send chats. Simply type your message and press enter or tap **Send** to post the message. To share content, select the **Plus** sign in the message composer, then choose the file or image you want to upload. Clicking the **Send** arrow in the message composer or pressing Enter on some devices uploads the file.

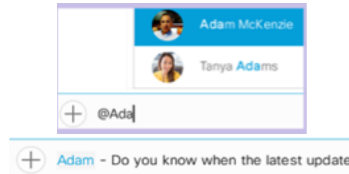



For iPhone and iPad, you'll see icons for each of the file types that you can post shown in the message composer instead of the **Plus** sign.

Flags and @Mentions

Use **@mentions** to notify someone in the app of your message, even if their notifications are turned off for the room.

Just type **@** and the first few characters of the person's name in the message composer. A list of matching participants pops up. Select them from the list, then finish writing your message.



Flagging  important messages and shared content adds it to your Flags list so it's easy to find. Use flags to keep track of things to do and shared files. And be sure to post a response in the room to let people know that you've flagged their request for follow up and that you'll get back to them.

Filters

Filters help keep your rooms and conversations organized (All, Unread, 1-to-1, Favorite).

Badges indicate the number that are unread.

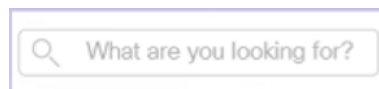
For mobile, the room filters are along the top of your **Recents** list. Swipe to roll through the options and tap the one you want.

Searching

Search is a fast and easy way to find:

- People - Find Cisco Spark users in your organization when you search for their name or email address.
- Rooms - Locate a Cisco Spark room by searching for the room name.
- Messages - Search for messages using key words or phrases.

Click or tap the **Search** icon from the Rooms list to start a search.



The results show all matching content. If you're part of a large organization the results can take a few seconds, so please be patient. To narrow down the search results, type more characters in the search field.

Smart Notifications


Install the app on multiple devices, like your laptop and mobile phone. You'll get notified of incoming calls and messages on the device you're actively using. The app knows when you switch from one device to another.

Answer your incoming calls or join meetings on whichever device you choose. And if you have to leave the room in a hurry, no problem! You can switch over to your mobile phone during the call and keep the conversation going while on the move.

Video Calls and Meetings

Starting a Video Call

You can start or join calls and meetings using the app from any place with Wi-Fi access or using a cellular network. Calls and meetings over a cellular network use mobile data.

Click the **Camera**  icon in your 1-to-1 conversation or room to start a video call. Spark supports up to 25 participants on one call. You can make and receive one call at a time using the Cisco Spark app.

Note: When you tap the Video call icon, your video will start automatically. Use the **Call Controls** to stop or re-start video on your call.