

Universe Meeting Space



Universe Meeting Space – Q & A

Hold a video conference, chat online and share screens

1. Can anyone join a call with Meeting Space?

Meeting Space can be accessed by all callers with sufficient broadband connection, as Guests. However, only Universe customers that have purchased Meeting Space can create and moderate meetings as a Host.

2. Is there a limit to how long I can have a Meeting Space video call?

No there are no limits on the duration of your call

3. Do I pay for my online usage in Meeting Space?

Firstcom Europe does not charge you for usage of your video calls on Meeting Space. However, your broadband provider may charge you for data usage if you exceed the limits on your package

4. Can I have my Guests dial-in to the call by phone?

You can have your guests access a call by mobile phone if they have a broadband signal. They should accept the invite on their mobile phone email invitation to join. Soon fixed line phones will also be able to dial into Meeting Space calls using GSM

5. I do not always want to be seen on the screen in a video call, can I block it?

Yes, you can participate in a meeting by audio only, by switching off your camera at the bottom of your screen. If you cannot see the icons, drag your mouse to the lower part of your screen

6. I have limited bandwidth, can I use Meeting Space?

To reduce your bandwidth requirements, you can disable the camera at the bottom of your screen, OR Go to More Actions (three vertically aligned dots on the right-hand bottom of your screen) Select, Manage Video Quality
The screen below will appear. Move the slider to the left. If you move it to Low bandwidth you will have audio only. The options in between will give lower quality video to suit your bandwidth availability



7. Can I use other video conferencing products if I use Meeting Space?

Yes, you can use many other video conferencing platforms such as Zoom and Teams as well as using Meeting Space

8. What browser should I use with Meeting Space?

In our experience, Meeting Space works best with Chrome. Other browsers such as Edge and Safari and Firefox also work, though if you are having problems, switch to Chrome

9. Can I record my video calls?

Currently this is not a feature of the Meeting Space application, but we are working on it

10. Can Meetings begin and continue without the Host

Meetings cannot begin without the host opening the meeting. However, at the end of a meeting, if the Host leaves, the meeting will continue with the other participants

11. Can I change my background?

Meeting Space allows you to blur the background behind you on the call, however it is not possible to create an image behind you.

12. Is there a limit on how many guests can join a call? Can I hold a Webinar?

The maximum number of Guests on a Meeting Space call is currently set at 100. You can hold a Webinar with up to 100 Guests, all you do as Host and Moderator, is Mute Everyone in the More Actions section of your screen at the bottom right-hand side. Guests will have to unmute themselves to speak

13. Are the calls secure?

Meeting Space has a high level of security using Datagram Transport Layer Security (DTLS) which offers point to point security between endpoints.

14. Can I force people logging in as Guests to give their full name (for info on the screen)?

The Host can ask that Guests identify themselves by signing in with their name and can kick them out of the meeting if they do not comply. See the User Guide for details