

How to Read Usage Reports

Who joined each meeting, when, for how long, and how.

The usage report lists every session in your rooms over a period you choose, with a row for each connection: who it was, when they came and went, what device they used, and what they did. It is the record to turn to for billing a client, checking attendance, or working out why someone had trouble connecting.

1. Run a Report

Click **Reports** in the top navigation. Leave it on **Usage**, choose a **Start Date** and an **End Date**, and click **Fetch Report**.

The report opens with totals for the period: the number of sessions, their total duration, and the total data used. Below that, each session has its own card with the room's name and number, how many connections it had, when it started and ended, how long it ran, and its data use.

OB

Calendar

Rooms

Recordings

Reports

Settings

Usage

Changes

Start Date

End Date

October 1, 2026

October 5, 2026

Fetch Report

Export CSV

Export PDF

SESSIONS

TOTAL DURATION

TOTAL DATA USAGE

2

2h 44m 0s

5.66 GB

Harlow Manufacturing - Quarterly Review

ROOM ID: 1000037

5 CONNECTIONS

Start: Oct 5, 2026, 8:56 AM

End: Oct 5, 2026, 10:52 AM

Duration: 1h 56m 0s

Data Usage: 3.98 GB

Session ID: S-4C21A9E0

Name	Connected	Disconnected	Duration	Did	Data Usage	Status	IP	Net	Type	Ver	OS	Perms
Olivia Brennan	Oct 5, 2026, 8:56 AM	Oct 5, 2026, 10:52 AM	1h 56m 0s	V A S C	1.22 GB	DISCON...	203.0.113.41	DIRE...	Web	26.10.2	Mac OS 15.6	E
Marcus Feld	Oct 5, 2026, 8:58 AM	Oct 5, 2026, 10:51 AM	1h 53m 0s	V A E	1.11 GB	DISCON...	203.0.113.42	DIRE...	Web	26.10.2	Windows 11	E
Daniel Osei	Oct 5, 2026, 9:01 AM	Oct 5, 2026, 10:50 AM	1h 49m 0s	V A C	1020.4 MB	DISCON...	198.51.100.23	DIRE...	Web	26.10.2	Windows 11	E
Rachel Tanaka	Oct 5, 2026, 9:04 AM	Oct 5, 2026, 10:49 AM	1h 45m 0s	V A	669.5 MB	DISCON...	192.0.2.61	RELA...	Mobile	26.10.2	iOS 18.6	E
Luis Moreno	Oct 5, 2026, 9:07 AM	Oct 5, 2026, 10:31 AM	1h 24m 0s	A	—	DISCON...	—	—	Phone	—	—	—

Weekly Leadership Sync

2. Read Each Connection

Each row is one connection. Someone who dropped out and came back has a row for each time. The columns are:

- **Name:** as they joined, with **HOST** beside hosts, and their email address when they signed in or verified with one.
- **Connected, Disconnected** and **Duration:** when they joined and left, and for how long.
- **Did:** what they did in the session. **V** streamed video, **A** streamed audio, **S** shared their screen, **E** presented a file, and **C** sent chat.
- **Data Usage:** how much data their connection used.
- **Status:** for a session still running, Connected, or Waiting while they are in the waiting room; otherwise Disconnected.
- **IP** and **Net:** where they connected from, and whether their video went directly or had to be relayed (common on strict company and hotel networks).
- **Type, Ver** and **OS:** how they joined (Web, Mobile, or Phone for dial-in), the app version, and their operating system.
- **Perms:** **E** means they could upload and download files in the room.

GOOD TO KNOW: Phone participants have no IP or device

Someone who dialed in shows as **Phone**, with audio only and no network details, because the call reached the meeting through the phone line rather than a browser.

BEST PRACTICE: Look at Net and Type when someone had trouble

A connection that was relayed, or a phone on mobile data, is the usual explanation for choppy video. The report shows it after the fact, so you can suggest a different network or a computer next time.

3. Export the Report

Export CSV saves the report as a spreadsheet, with every column, for billing or your own records. **Export PDF** saves a copy to print or send.

4. See Changes to Your Rooms

Switch from **Usage** to **Changes** to see the edits made to your rooms' settings in the same period: what changed, who changed it, and when. Choose a **Room** to see only one. A change saved while a session was running in the room is marked, since it may have affected the people in it.