How to Read Usage Reports

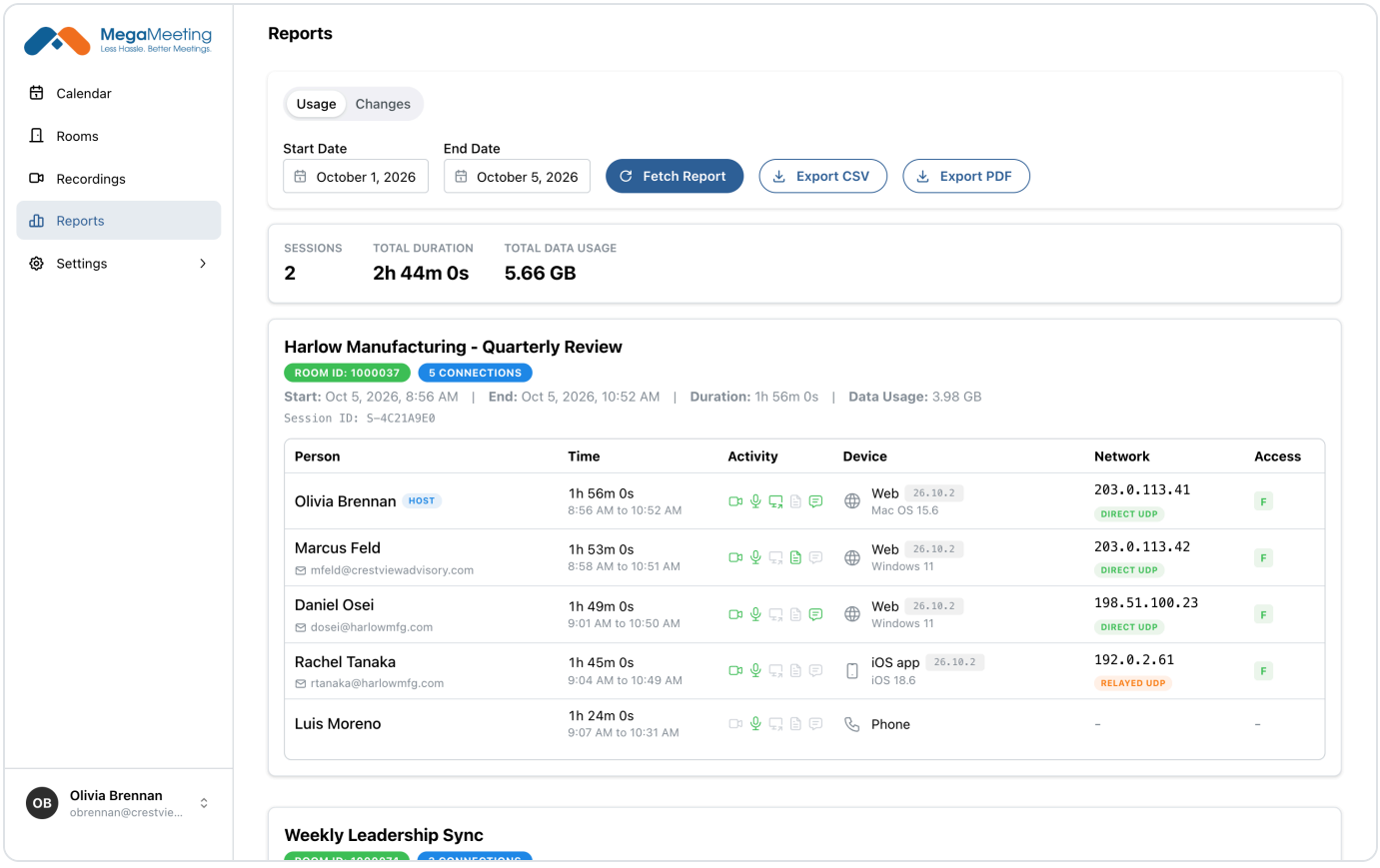
Who joined each meeting, when, for how long, and how.

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 sidebar. 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.



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:

- **Person:** their name as they joined, with **HOST** beside hosts, and their email address when they signed in or verified with one.
- **Time:** how long they were connected, over the times they joined and left. A label appears beside the length only when it is worth noticing: **Connected** or **Waiting** in a session still running, or **Disconnected** when their connection dropped.
- **Activity:** five icons for video, audio, screen sharing, presenting a file, and chat. Each is green where it happened and faint where it did not. Hover over one to see what it means.
- **Device:** how they joined (in a browser, in an app, or by phone), the app version, and their operating system.
- **Network:** the IP address they connected from, and whether their video went directly or had to be relayed (common on strict company and hotel networks).
- **Access: F** means they could upload and download files in the room.
- **Data:** how much data their connection used.

> **GOOD TO KNOW: Phone participants have no network details**
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> 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 Network and Device when someone had trouble**
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> 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 detail in a column of its own, for billing or your own records. **Export PDF** saves a copy of the same seven columns 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.