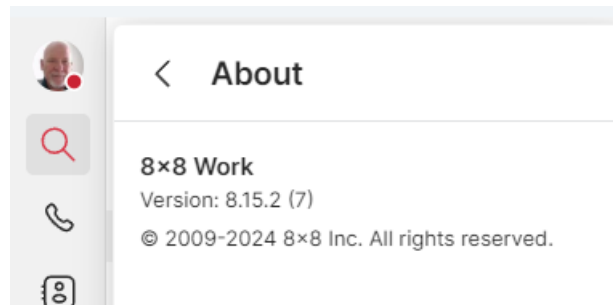# Solved: Meeting Attendees Sitting in Lobby in 8x8 Work

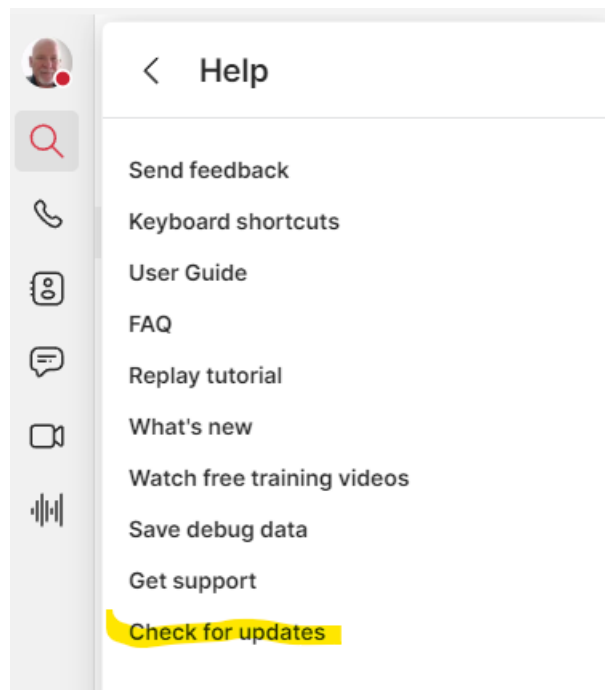Last Modified on 08/16/2024 11:22 am EDT

This notice is regarding the 8x8 Work app. Some users are reporting issues with meetings and having to admit attendees from the lobby when this was not their preferred setting. The issue was only present for external users when a meeting was created with the Outlook Plugin for 8x8 Meetings.

This issue is solved by updating your 8x8 Work app to version 8.15.2. The process is as follows:

1. Verify the version your 8x8 Work app is on by Clicking on your profile picture and going down to ABOUT.

2. If the version number is not 8.15.2, click on your profile picture and go to HELP and then click CHECK FOR UPDATES (highlighted yellow in screenshot)

3. Additionally, you may wish to change your meeting settings by clicking on the settings GEAR

ICON on the bottom left (highlighted yellow below). Verify that your MODERATOR SETTINGS FOR YOUR PERSONAL MEETING SPACE are set as you prefer. Here, we show where "I am the only moderator in the meeting" and "Don't start the meeting without me" are all turned off.

Settings

Meetings

Sales & Account Workspace **Beta** >

General >

Audio & Video >

Notifications >

Calendar & status >

Contacts >

Caller info pop-up >

Voicemail >

Meetings >

Account settings ⧉

Keyboard shortcuts >

permanent virtual room. Optionally, you can add a password for meeting participants.

Personal meeting space name   scott.feuchter

Participants passcode (optional)   None

⎘ **Copy Info**   ✎ **Edit**

Moderator settings for your personal meeting space

I am the only moderator in the meeting   ⬤○

Don't start the meeting without me   ⬤○

Minified view

Display the minified view of the meeting when the meeting window is not in focus.   ○⬤

Meeting launch

Allow meetings to be launched in desktop app   ○⬤

Meeting Reactions

Enable the Giphy integration in the "meeting reactions" menu   ○⬤