



Webex App

Webex Suite meeting platform – Deployment Guide

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What's New in This Guide

Table 1 provide a historical list of updated and new topics added to this guide.

Table 1. *Webex Suite meeting platform – Deployment Guide Publication History*

Date	Updated or New Topics	Update Details and Location
June 24, 2024	<i>Initial document publication</i>	<i>Initial release</i>
July 26, 2024	<i>Fixed formatting, links. Added AI Feature Step Away</i>	
Aug 29, 2024	<i>Added CH settings to manage move meeting defaults</i>	
Sep 4, 2024	<i>Added Webex AI Codec and Features unique to Webex Suite meeting platform</i>	



Introduction

This document will assist in understanding the Webex Suite meeting platform. This will cover high level overview and general considerations for customer readiness and migration to Webex Suite meeting platform.

General discussions and high-level steps are included here along with links to other documentation where necessary.

Target Audience

This guide targets Webex customers who use Webex Meetings Client (MC) ([Full featured meetings](#)) for meetings and have either of the following:

- Webex Meetings sites and users linked to Webex Control Hub (Control Hub).
- Webex Meetings sites that are managed by Control Hub (site accessible from Control Hub at <https://admin.webex.com/>)

The intended audience are individuals or teams who manage the Webex Meetings sites and have knowledge of the Webex App, Control Hub administration for user management, services, and applications configuration.

Overview

What is the Webex Suite meeting platform?

This simplifies your Webex experience. It is backed by the leading global infrastructure that Webex uses today in the Webex App, while enhancing and optimizing some of the in-meeting flows with rich real-time experiences. This will provide faster join times and highest quality meeting available, every meeting.

- Webex App (One App*), this enables customers to deploy a single app for all collaboration workloads.
- Consistent user experience for all participants in the meeting.
- Every meeting supported on video mesh nodes.
- Enhanced and optimized for hybrid work.



***Note:** Webinars are currently not supported on the Webex Suite meeting platform, until we add support for Webinars on the Webex Suite meeting platform, Meeting Client (MC) is needed. For mobile devices, Webex and Webex Meet app are needed.

Current challenges with Full Featured Meetings (MC)

- Customers need to maintain two apps on desktop & mobile devices (Webex app & Meeting client) and track feature set related to the two apps.
- For VDI deployments customers need to deploy two apps & two plugins. Webex App & plugin for Calling, Webex Meetings client and plug-in for meetings.
- No support for Video mesh nodes for full-featured (MC) meetings.

Challenges	Desktop & Mobile	Video Mesh	VDI
<p>Admins need to track 2 monthly release schedules (MC & Webex)</p> <p>Manage multiple Apps on Mobile.</p> <p>Manage multiple Plugins for VDI</p> <p>Meetings component packaged into Webex App installer but can appear as extra app on Windows</p> <p>Drag on product resources and footprint with two platforms</p>	<p>Desktop – Full-Featured Meeting experience via Meeting Client plug-in</p> <p>Mobile – Webex App and Webex Meeting client required for users to join meetings.</p> <p>Linux – No native meetings experience on Linux (browser only)</p>	<p>Video mesh not supported for Full-Featured meetings.</p>	<p>Webex App – Calling – Plugin 1</p> <p>Webex Meetings – Meetings Client for Webex Meetings – Plugin - 2</p>

Benefits of Webex Suite meeting platform

Webex Suite meeting platform addresses all the challenges outlined above with the Full Featured Meetings and converges the meeting experience across Webex applications and devices, and unlocks potential for Webex AI features, continuous collaboration before and after a meeting, with rich real-time experiences.

Benefits

- Webex AI features
- Every meeting is a Webex Meeting
- Consistent experiences
- Faster join experience
- Simplified management (VDI)
- Higher scale video mesh
- Pre, in, and post-meeting (containers)



Customer Readiness

Key considerations

The primary requirement of the Webex Suite meeting platform is to have the **Webex app deployed to the customer's users**.

- Webex App deployed to Desktops and Mobile Devices (iOS, iPadOS, Android, Windows)
- Recommended version of Webex App is the latest GA version.
 - <https://www.webex.com/downloads.html>
 - Mobile Apps – Rollout Webex App to end users' mobile devices.



- Review key changes outlined in the [help article](#)
- [Review firewall requirements](#), Webex does provide fallback ports to the existing UDP 9000 that is used in the Meetings Center client but review the requirements to make sure required ports are open.
- [Participate in beta](#) to understand user experience changes and new features available only for Webex Suite meeting platform.



[Help Article | Webex App support policy](#)

Firewall considerations

Webex recommends that the customer update their firewalls to meet the new requirements for firewall ports. However, Webex does provide fallback ports to the existing UDP 9000 that is used in the Meetings Center client.

Meetings signalling and media traffic is Webex App initiated. Outbound firewall rules only need be applied (Firewall should allow return traffic from Webex services)

The table below details media firewall requirements

App Process (Windows)	ciscocollabhost.exe
Protocol	UDP
Source Address	Local IP Address
*Source Port Audio	52,000 to 52,049
*Source Port Video	52,100 to 52,199
Destination Address	See Network Requirements for Webex Services for media services IP subnets
Destination Port	UDP 5004 (fallback: UDP 9000, TCP 5004, TCP 443)

*Source ports ranges apply only when dedicated source port settings in place. Otherwise, source ports will be ephemeral.



[Help Article | Enable dedicated network origination media source port ranges](#)



Webex traffic through Proxies and Firewalls

Most customers deploy an internet firewall, or internet proxy and firewall, to restrict and control the HTTP based traffic that leaves and enters their network. It is pertinent that the customers follow the guidance outlined in the [network requirements document](#) to enable access to Webex services from your network.

If you are using a firewall only, note that filtering Webex signaling traffic using IP addresses is not supported, as the IP addresses used by Webex signaling services are dynamic and may change at any time. If your firewall supports URL filtering, configure the firewall to allow the Webex destination URLs listed in the section "[Domains and URLs that need to be accessed for Webex Services](#)".

Webex signaling traffic and Enterprise Proxy Configuration

Most organizations use proxy servers to inspect and control the HTTP traffic that leaves their network. Proxies can be used to perform several security functions such as allowing or blocking access to specific URLs, user authentication, IP address/domain/hostname/URI reputation lookup, and traffic decryption and inspection.

Proxy servers are also commonly used as the only path that can forward HTTP based internet destined traffic to the enterprise firewall, allowing the firewall to limit outbound internet traffic originating from the Proxy server(s). **Your Proxy server must be configured to allow Webex signaling traffic to access the domains/ URLs listed in the section "[Domains and URLs that need to be accessed for Webex Services](#)":**



Note: Webex strongly recommends that you do not alter or delete HTTP header values as they pass through your proxy/ firewall unless permitted in these guidelines <https://www.w3.org/TR/ct-guidelines/#sec-altering-header-values>.

Modification or deleting of HTTP headers outside of these guidelines can impact access to Webex Services, including loss of access to Webex services by the Webex app and Cisco Video devices.



Note: Review the [network requirement document](#) for additional proxy features relevant to Webex services.



[Help Article | Network Requirements for Webex Services](#)



Quality of Service

- If a Windows application marks a packet with a DSCP value, Windows will remark the DSCP value to 0
- A Group Policy is required for Windows applications to mark audio, video and screen share with appropriate DSCP markings e.g.
 - Audio DSCP: EF
 - Video and Screen Share DSCP: AF41
- The Group Policy setting typically is configured to mark any packets with a DSCP markings based on:
 - Application Process Path
 - Source/Destination Port
- Action may be required to reimplement a QoS Group Policy, as the in-meeting Windows process is now different, and source port may be different
- Webex App for Mac and mobile can mark audio, video and screen share packets with appropriate DSCP markings as default
- **Action:** Update any Webex Group Policy to allow DSCP markings for CiscoCollabHost.exe. Customers should also make sure their firewall is configured to allow UDP 5004 as per the requirements listed in the Firewall considerations section.



[Help Article | Configure DSCP value using a group policy template](#)

Webex App – Software Upgrade Channel

The Webex App will be the single client for all workloads (Message, Meet, Call). **It is important for customers to be aware that the availability of new features depends on the version of the Webex App they are using.** The Webex App has two software channels.

- **Latest** (monthly releases). Recommended.
 - Typically released on the first Tuesday of each calendar month.
- **Slow** (releases every 4 months) — Approval required for this option.
 - Typically released on the last Tuesday of the dedicated Slow channel month.
 - The dedicated months for Slow channel releases are February, June, and October.
- The releases roll out gradually over 7 days.



[Help Article | Webex App support policy](#)



[Vidcast Video | Why Webex App version is key for Webex Suite meeting platform?](#)



Webex App version

With the Webex Suite meeting platform, features and functionality are tied to the Webex App version. To take advantage of the latest features, users should be on the latest release of Webex App.

 [Help Article | Webex App version](#)

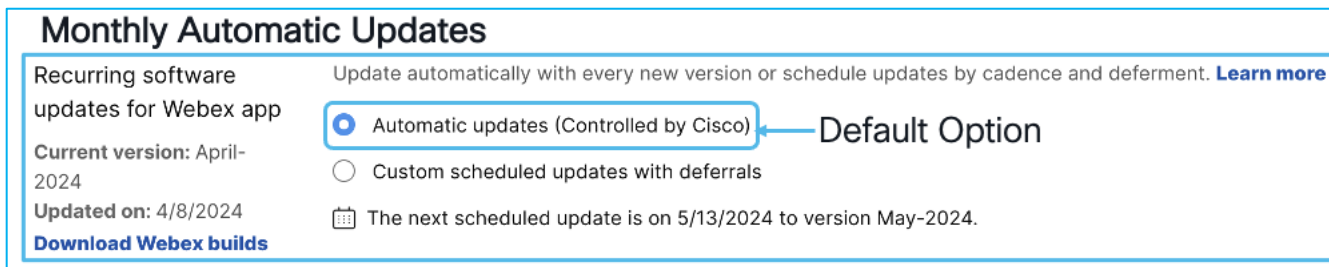
Software upgrade management – Latest channel Control Hub settings

The latest channel is recommended for the Webex App so customers can get the latest features and critical fixes as part of monthly releases.

As seen in Figure 1 below the default option is Automatic updates (Controlled by Cisco). In Figure 2, when choosing custom scheduled updates with deferral, customers do have the option to defer the software update from 0 – 4 weeks if needed.

To review and make changes to software updates, **Login to Webex Control Hub (admin.webex.com) -> Go to Organization Settings -> Recurring software updates for Webex App**

Figure 1: Automatic Updates – Latest Channel with No deferral



Monthly Automatic Updates

Recurring software updates for Webex app Update automatically with every new version or schedule updates by cadence and deferral. [Learn more](#)

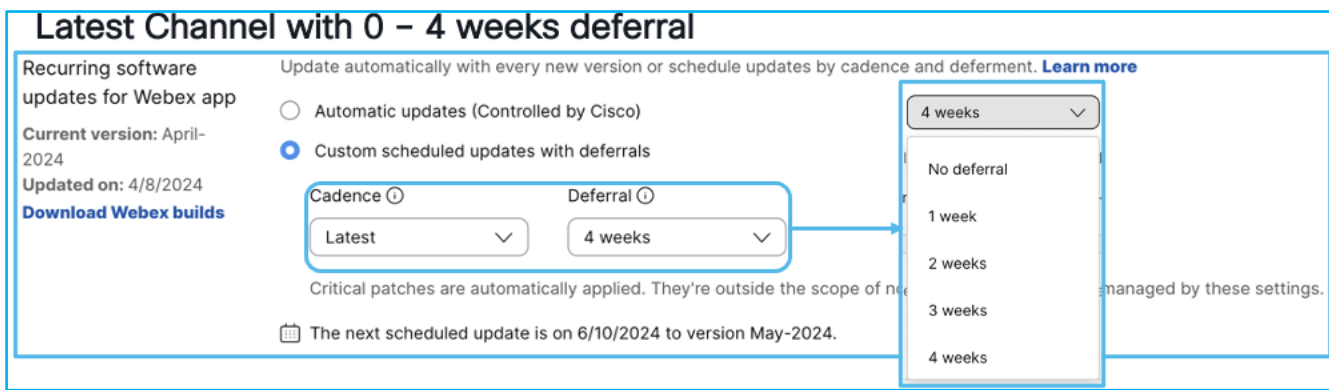
Current version: April-2024
Updated on: 4/8/2024
[Download Webex builds](#)

Automatic updates (Controlled by Cisco) ← Default Option

Custom scheduled updates with deferrals

The next scheduled update is on 5/13/2024 to version May-2024.

Figure 2: Automatic Updates – Latest Channel with 0 – 4 weeks deferral



Latest Channel with 0 – 4 weeks deferral

Recurring software updates for Webex app Update automatically with every new version or schedule updates by cadence and deferral. [Learn more](#)

Current version: April-2024
Updated on: 4/8/2024
[Download Webex builds](#)

Automatic updates (Controlled by Cisco)

Custom scheduled updates with deferrals

Cadence Deferral

Critical patches are automatically applied. They're outside the scope of new updates managed by these settings.

The next scheduled update is on 6/10/2024 to version May-2024.

4 weeks

No deferral

1 week

2 weeks

3 weeks

4 weeks

Software upgrade management – Slow channel Control Hub settings

The slow channel option for the Webex App is not available for all customers and requires approval from product team. This option while available is not the recommended configuration from but Customers who are approved for Slow channel can put their entire org to Slow channel updates with or without additional deferral.

The dedicated months for Slow channel releases are **February, June, and October**.

To review and make changes to software updates, **Login to Webex Control Hub (admin.webex.com) -> Go to Organization Settings -> Recurring software updates for Webex App -> Custom scheduled updates with deferrals -> Cadence (Slow)**

The screenshot shows the 'Slow Channel with 0 - 12 weeks deferral' settings in the Webex Control Hub. The interface includes a 'Recurring software updates for Webex app' section with the following details: 'Current version: February-2024' and 'Updated on: 3/3/2024'. There are two radio buttons: 'Automatic updates (Controlled by Cisco)' and 'Custom scheduled updates with deferrals', with the latter selected. Below this, there are two dropdown menus: 'Cadence' set to 'Slow' and 'Deferral' set to '6 weeks'. A calendar icon indicates 'The next scheduled update is on 8/5/2024 to version June-2024.' A dropdown menu is open, showing options from '5 weeks' to '12 weeks', with '6 weeks' currently selected. A 'Learn more' link is visible in the top right corner of the settings area.

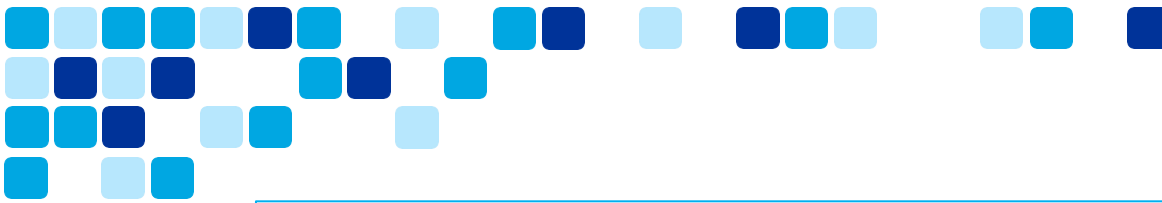
Software upgrade management – End User settings

Customers have flexibility to enable individual users to be on the latest (Automatic updates) software channel when the entire Org is set on few weeks' deferral.

This feature allows customers to have select IT team members be on the latest & greatest Webex App version to validate, qualify the new Webex App versions before the new Webex App version is rolled out to their entire org.

To enable individual user to be on Latest Channel (Automatic updates).

Login to Webex Control Hub (admin.webex.com) -> Go to Users -> General tab. Toggle "Allow automatic updates" settings to enable the user for monthly automatic updates. **This setting takes precedence over Org level settings** and the default is disabled.



Summary Profile **General** Meetings Calling Messaging Hybrid Services Devices Vidcast

General template applied: [AI Template](#) Actions ▾

Webex desktop app updates When turned on, this user's Webex desktop app will automatically update to the newest version.

Allow automatic updates

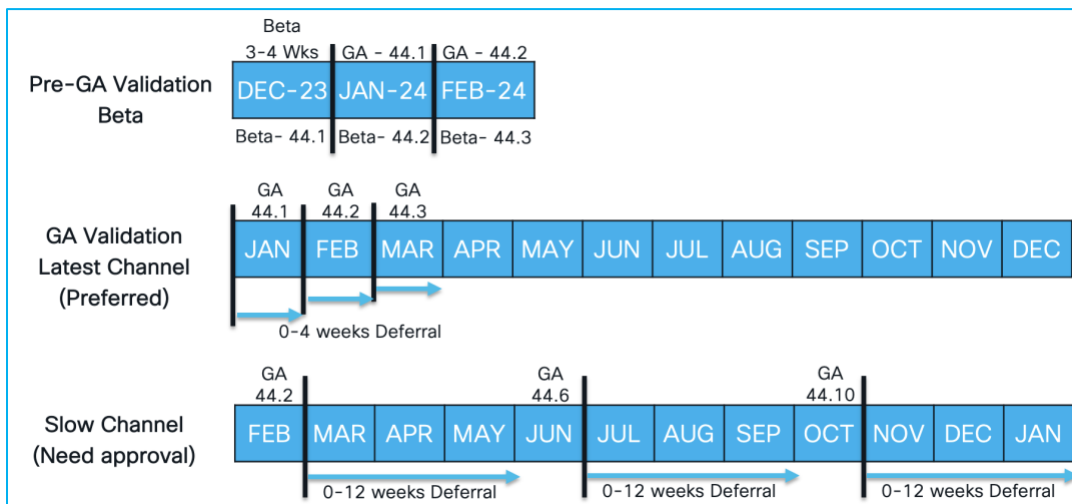
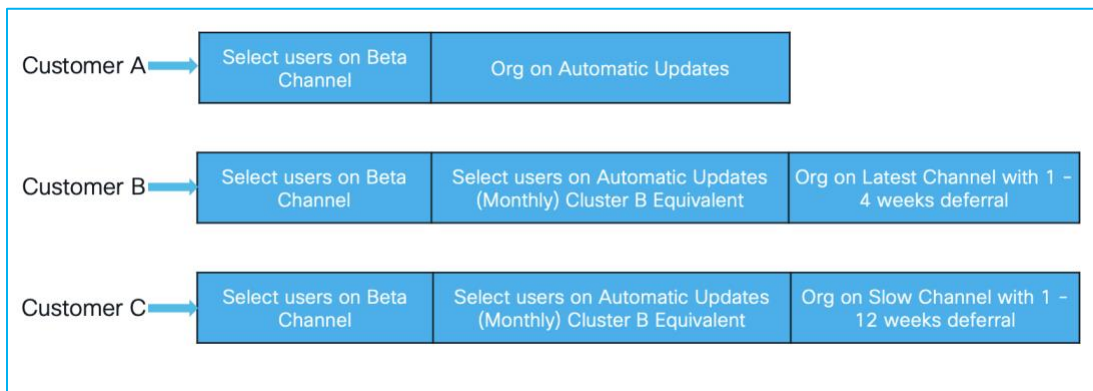


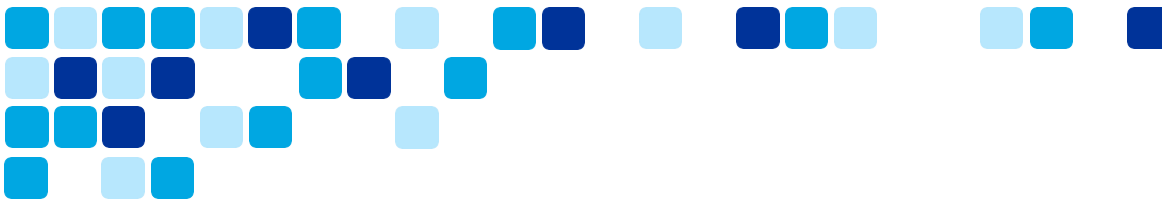
Note: Group / template-based options to set software channel for group of users is in the backlog and tentatively targeted for Q4 CY24.

Software upgrade management – Beta Channel

In addition to Customers having Latest and Slow channel software update option for Webex App, they can also enroll in Webex Beta Program to get early access to new features and functionalities. Typically, the Webex App beta release is available 3-4 weeks before the General Availability (GA) date.

Below images illustrates how a customer can be enrolled in beta to get early access and have their org on the latest or slow channel with deferral.





Customers can enroll in beta program for all Webex Collaboration products & solutions by visiting the below link –



Beta Sign-up Link: <https://www.essentials.webex.com/resources-and-programs/programs/beta>

Optimize utilization of your Video Mesh

A customer can install Video Mesh nodes for local media optimization versus sending all media to Webex. This means 1:1 calls, and Webex Meetings will use the Video Mesh nodes. The customer has the ability to choose which applications or devices uses the Video Mesh nodes to optimize the resource.

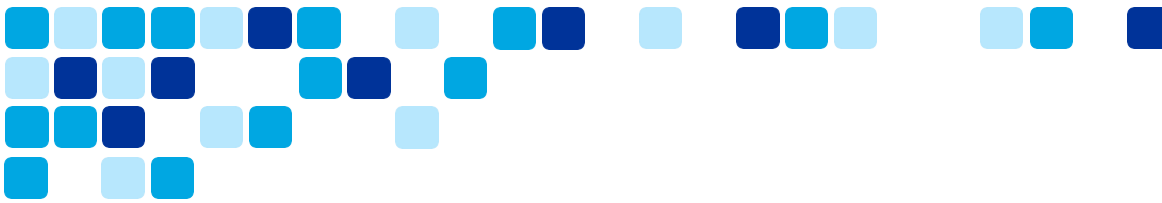
Login to Webex Control Hub (admin.webex.com), Go to Hybrid → Video Mesh -> Edit settings - > Cluster setting allowing specific client or device types to optimize the Video Mesh resources to priority usage for better quality meetings. All non-selected clients or device types will overflow to Webex Cloud nodes.

Private Meetings clusters are unable to overflow to Webex.

Cluster	Webex app - Desktop	Webex app - Mobile	Webex app - VDI	Webex Devices	SIP Devices
Amsterdam	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bangalore	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
London - Private Cluster	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Miami	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



[Help Article | Deployment Guide for Video Mesh](#)



Webex App for Virtual Desktop Infrastructure (VDI)

The Webex App VDI solution optimizes the audio and video for calls and meetings. Using a thin client device, such as a lightweight PC or laptop, users access Webex App from a remote virtual desktop (Citrix or VMware) environment. For calls, the media goes directly between users and avoids traversing the data center; for meetings, media goes between the Webex cloud and the user thin clients without another client in the middle.

Customers can deploy a combined single plug-in to support both call and meeting, in certain VDI deployments we also support auto updates for the plug-ins.

- The Webex App for VDI environments follows a **bi-monthly release schedule**, whereas the standalone Webex App for Windows is released monthly. Because of this difference in release schedule, the VDI version of the app does not include features that are released for the standalone version in the odd month. When the VDI version is released in the even month, it catches up on any missed features from the previous month.
- The Webex App for VDI environments supports most of the Webex App for Windows features, unless otherwise noted.
- Webex App VDI supports backward compatibility: the latest Webex App VDI release supports the latest Webex App VDI plugin as well as four previous plugin releases (N-4).
 - While backwards compatibility is supported, we recommend that you and your users download the latest HVD installer and VDI thin client plugins from the [Downloads](#) tab.



[Help Article | Deployment guide for Webex App for Virtual Desktop Infrastructure \(VDI\)](#)



[Help Article | Webex App | VDI release notes](#)

API Changes for Webex Suite meeting platform

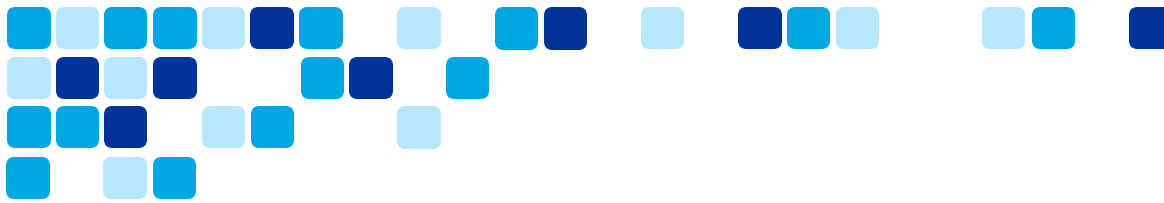
The Webex Suite Meeting Platform is built upon the trusted and beloved Webex backend, with the meetings chat functionality powered by Webex. However, due to the backend change, certain functional areas within the API have been affected.

API Behavior Changes are highlighted in the developer portal -

<https://developer.webex.com/docs/app-programming-interface-behavior-changes>

Meeting Chats

Chats are content captured in a meeting when chat messages are sent between the participants within a meeting. This feature allows a Compliance Officer to access the in-meeting chat content.



- The meeting chat for compliance use cases can now be accessed through the [events API](#).
 - <https://developer.webex.com/docs/api/v1/events>
- Compliance officers can access chat data via the [/events API](#), specifically the resource type meetingMessages. If necessary, unwanted meetingMessages can be removed using the /meetingMessages API.
- It's important to note that meetingMessages are ephemeral unless configured otherwise in Control Hub.
- meetingMessage events are only created for meetings on the new Webex Suite meeting platform. Historical messages in meetings are not carried over.
- **DLP vendors need to support the new API to capture in-meeting chat (Persistent group chat)**



Note: Direct messages (1:1) are not yet supported by events API.

Manage your features in Control Hub

Customers can manage Webex Suite meeting platform features from Control Hub. This section focusses on features that can be customized with the customer's Control Hub.

In-meeting chats: Save or Clear in-meeting chats

New Feature

Webex Suite meeting platform chat messages that are sent to everyone in an internal meeting are **saved by default** after the meeting has ended. Users can search and easily access meeting notes, questions, decisions, action items, and chat, whether or not they attended the meeting. Attendees that join late don't miss important content, as they can still see the chat from the time the meeting started.

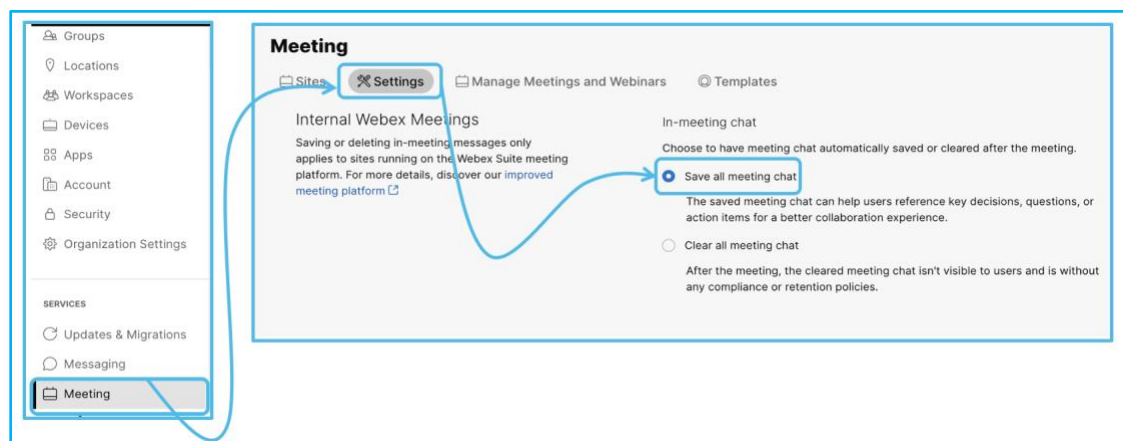
Customers can choose whether the chat is automatically saved or cleared after the meeting. This is an organization-wide setting that applies only to your sites on our Webex Suite meeting platform. **This setting cannot be applied on a site-by-site basis.** You can change the default settings from Control Hub.

1. [Sign in to Control Hub](#), then under **Services**, select **Meetings**.
2. Select **Settings**.
3. In the **Internal Webex meetings** section, under **In-meeting chat**, choose one of the following options:
 - **Save all meeting chat** (default) — Saves all chat from the meeting.
 - **Clear all meeting chat** — Does not save the meeting chat.

This is an organization-wide setting that applies only to your sites on our Webex Suite meeting platform. This setting cannot be applied on a site-by-site basis.



Note: In-meeting messaging content will be subject to the organizations **Meeting Retention Policy**



[Help Article | Save or clear your organization's in-meeting chats](#)

In-Meeting Chats – Data residency

Chat messages and whiteboards created in your meetings are stored in Webex Messaging data center regions.

Webex Messaging uses two data center regions to store chat messages and whiteboard content — North America & Rest of the World and European Union

Customers can check the Data residency in Control Hub.

1. [Sign in to Control Hub](#), then under **Account**, select **Info – Data Locations**.

Below screen shots shows couple of examples.

Data Type	Covered Data	Data Location
> Meetings	Recordings, transcripts, files, meeting titles, attendee names and emails, and user profiles in Webex site administration portal	European Union, United States
Messaging	Messages, files, avatars, spaces, and organization metadata	United States

Data Type	Covered Data	Data Location
> Meetings	Recordings, transcripts, files, meeting titles, attendee names and emails, and user profiles in Webex site administration portal	European Union, United States
Messaging	Messages, files, avatars, spaces, and organization metadata	EU

Webex Messaging data residency regions



For more information on Webex Messaging data residency, see the [Webex App & Webex Messaging Privacy Data Sheet](#) and [Data Residency in Webex](#).

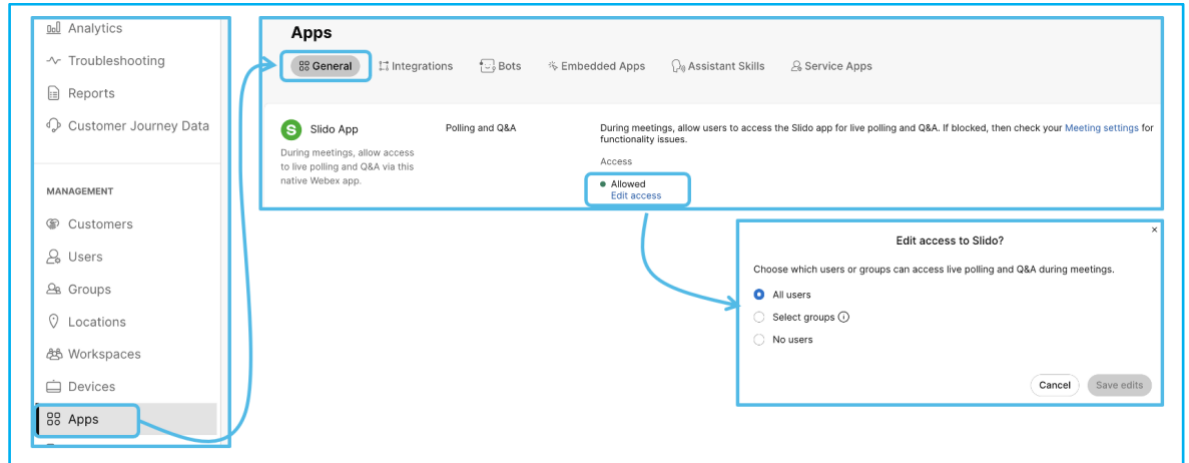
 [Help Article | Webex Meetings: Storage of user-generated content](#)

Slido – Polling and Q&A

Slido is Webex’s upgraded Q&A and Polling platform and that is now automatically included with the Webex Suite meeting platform and is required for Polling and Q&A. In addition, Slido can be enabled outside of embedded apps (applies only to Webex Suite meeting platform sites).

Customers can enable Slido for subset of users via group-based enablement in Control Hub.

1. [Sign in to Control Hub](#), then under **Apps**, scroll to **Slido App** section – Click **Edit access** to change settings.



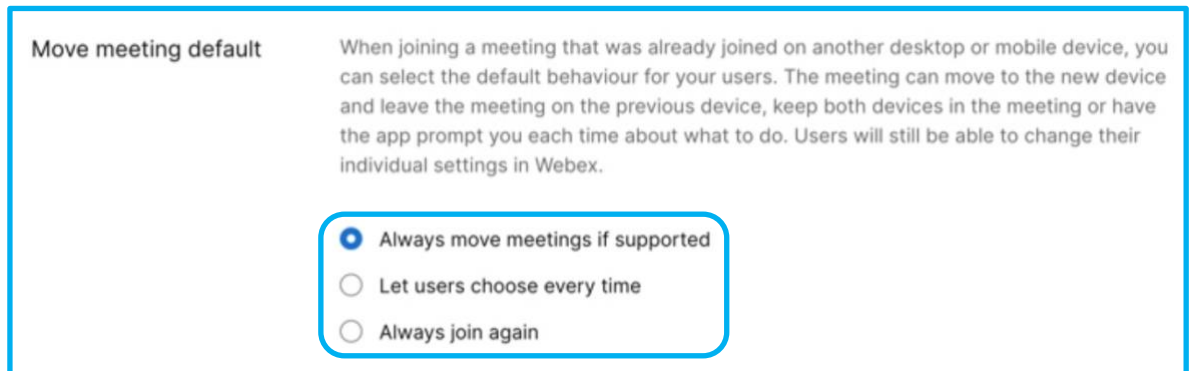
[Help Article | Integrate Slido with Webex App](#)

Control Hub setting to manage move meeting defaults

Administrators can set preferences to seamlessly move a meeting from one desktop or mobile device to another without disrupting or disconnecting from the meeting using a new interface available in Control Hub.

To make changes to the default experience.

- [Sign in to Control Hub](#), then go to **Services > Meeting > Settings**.
- Scroll to **Move meeting default** section, update the settings as needed from the 3 options available.



[Help Article | Control Hub setting to move meeting defaults](#)



[Vidcast Video | Control Hub setting to move meeting defaults](#)

Webex Suite meeting platform – AI Features

Generate AI summaries and chapters in Webex Meetings

New
Feature

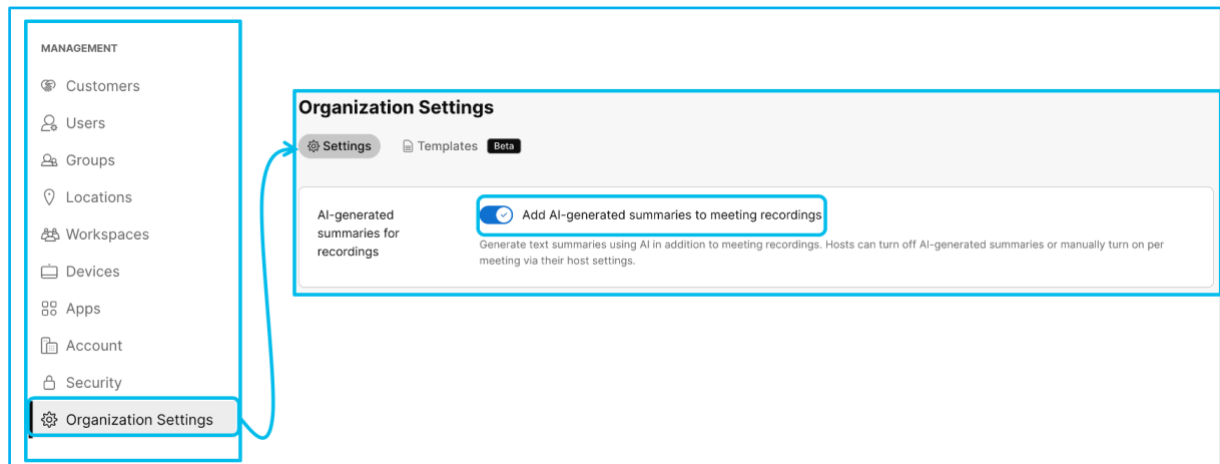
With Cisco AI Assistant, your users can listen to meeting recordings more efficiently. When turned on, AI Assistant generates a meeting summary, complete with chapters and action items, along with the meeting recording. These features are available in Webex App, in the web browser, and in the email notification for the recording.

As an administrator, you can enable or disable meeting hosts to automatically generate text summaries, action items, and chapters on recorded meetings using AI technology. Users can access the meeting summary in Webex App and the recording player within their web browser.

- Your hosts can turn off this feature and manually generate meeting summaries and chapters.
- You can also enable this feature for certain groups or users. See [Configure settings templates](#) for more information.
- The meeting summary and recording transcript are only supported in English.
- Ensure that you've enabled [recording transcripts](#) for your site.
- This feature is enabled by default.

To enable or disable AI-generated meeting summaries

1. [Sign in to Control Hub](#).
2. Go to **Management > Organization Settings** and scroll down to the **AI generated content for recordings** section.
3. Toggle **Allow AI generated summaries and chapters for recordings** on.



[Help Article | AI-generated meeting summaries in Control Hub](#)



Cisco AI Assistant in Webex Meetings

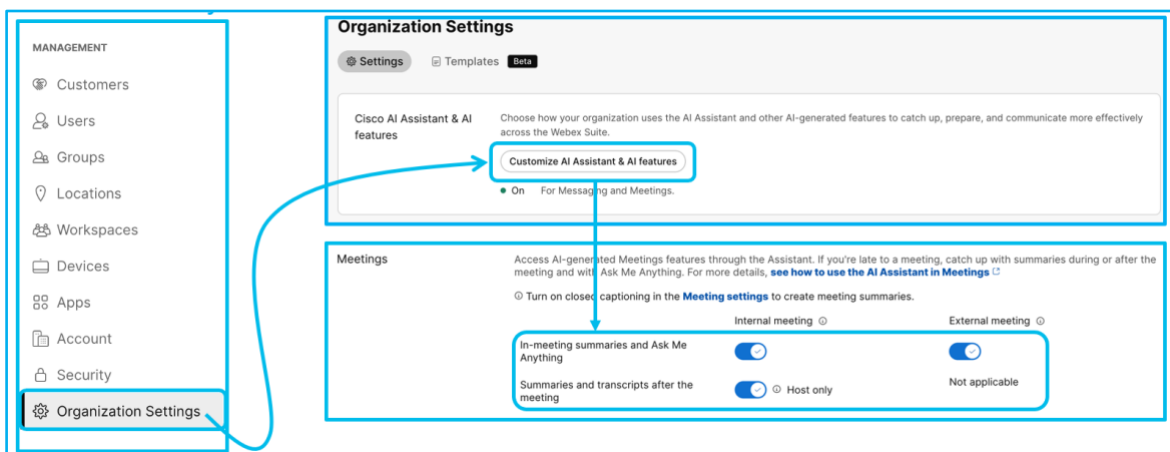
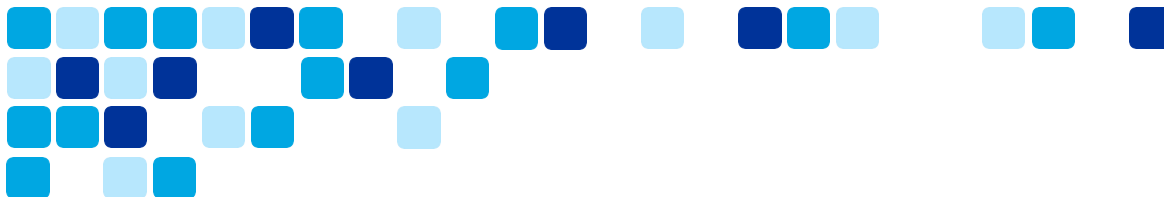
New
Feature

Cisco AI Assistant can generate a summary that you can refer to both during and after meetings, even if the meeting is not recorded. Ask Me Anything allows users to ask AI Assistant questions about what's happened in the meeting.

- AI Assistant meeting summaries are currently supported in English only.
- When AI Assistant is available, **Webex Assistant for meetings, which provides highlights and voice commands, becomes unavailable.**
- Currently, **Ask me anything about the meeting** relates to questions about the meeting context only.
- A new summary will only be prompted if there's sufficient meeting duration to add more information.
- Post-meeting summaries and transcripts are only available for meetings within your organization. They follow the same [retention policy](#) as meeting recordings.

To enable or disable Cisco AI Assistant for in meetings

- [Sign in to Control Hub.](#)
- Go to **Management > Organization Settings** and scroll down to the **Cisco AI Assistant & AI features** section.
- In the **AI Assistant for Meetings** section, turn on any of the following:
 - **In-meeting summaries & Ask Me Anything**—If you've missed part of your meeting, AI Assistant can catch you up by summarizing what you've missed in the meeting. You can also ask AI Assistant questions about what happened in the meeting while you were away. You can turn on in-meeting summaries for meetings hosted within your organization, and meetings hosted outside your organization that have AI Assistant enabled.
 - For more information, see [Webex App | Cisco AI Assistant in meetings.](#)
 - **Summaries and transcripts after the meeting** — If turned on, hosts and cohosts can select what they want to save in the meeting. If turned off, hosts and cohosts cannot save summaries and transcripts.
 - This feature is enabled by default.



[Help Article | Administer Cisco AI Assistant in Control Hub](#)

Automatically Step Away from a meeting

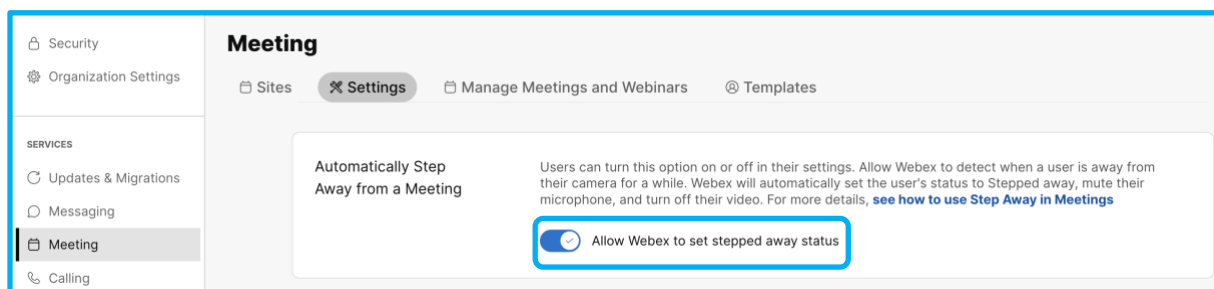


In Control Hub, the setting to automatically recognize when a user has stepped away from a meeting is turned on by default. You can turn this setting off.

If a user needs to step away from a meeting, their status can automatically be changed to *Stepped away* after a period of time. This lets other participants know they're temporarily away from the meeting. Their microphone is muted, their video is turned off, and their profile picture is replaced with an image of a hot beverage and the text *Stepped away*.

To enable or disable Automatically Step Away from a meeting

- [Sign in to Control Hub.](#)
- Go to **Meeting > Settings** and scroll down to the **Automatically Step Away from a meeting** section.
- Toggle to enable or disable. Default is enabled.





Enable Webex meetings AI features via Group Template

Webex meetings AI features can be enabled for subset of users via the group template. Organizations still evaluating and going through the approval process can enable AI features via group/template for subset of users to evaluate the feature and to provide feedback.

To create a template and enable AI features

1. [Sign in to Control Hub.](#)
2. Go to **Organization Settings** and click the **Templates** tab.
3. Click **Create template** and select **Create a template**, click **Next**.
4. In the **General** section, type the template name and description in the boxes provided.
5. In the **Meetings** section, toggle **In-meeting summaries and Ask Me Anything** and **Summaries and transcripts after the meeting** to on to allows hosts to use AI Assistant in meeting feature.
6. In the **AI generated summaries for recordings** section, toggle **Allow AI generated summaries and chapters for recordings** on to allow hosts to automatically generate meeting summaries for recorded meetings using AI.
7. Template can be applied to a Groups or Locations to enable the feature to set of users.
8. Feature enablement Hierarchy: **Organization Setting < Group level setting via templates < User overrides**
 - a. User level settings take precedence over Group/template settings, group/template settings take precedence over Org level settings.

Meetings

Access AI-generated Meetings features through the Assistant. If you're late to a meeting, catch up with summaries during or after the meeting and with Ask Me Anything. For more details, [see how to use the AI Assistant in Meetings](#)

☉ Turn on closed captioning in the [Meeting settings](#) to create meeting summaries.

	Internal meeting ☉	External meeting ☉
In-meeting summaries and Ask Me Anything	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Summaries and transcripts after the meeting	<input checked="" type="checkbox"/> ☉ Host only	Not applicable

AI-generated summaries for recordings

Add AI-generated summaries to meeting recordings

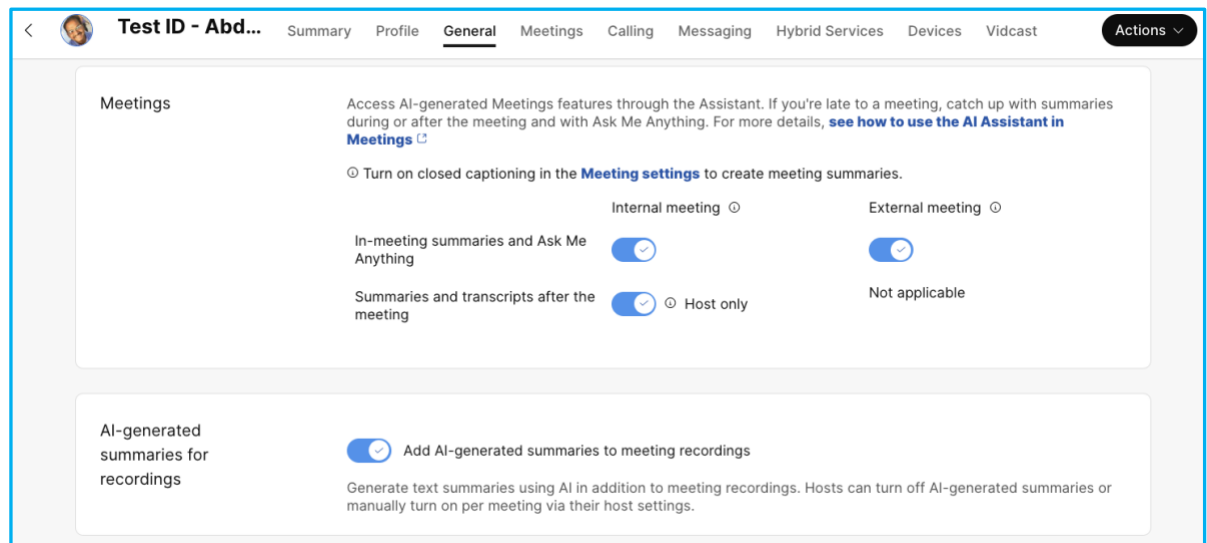
Generate text summaries using AI in addition to meeting recordings. Hosts can turn off AI-generated summaries or manually turn on per meeting via their host settings.

 [Help Article | Configure settings templates](#)

Enable Webex meetings AI features at User Level

Webex meetings AI features can be enabled for individual users for any customers who don't want to use the template option to enable new features.

1. [Sign in to Control Hub](#).
2. Search for the end user who you want to enable the AI features
3. Select the end user and go to **General** tab.
4. Enable the AI features and save the changes.
5. Feature enablement Hierarchy: **Organization Setting < Group level setting via templates < User overrides**
 - User level settings take precedence over Group/template settings, group/template settings take precedence over Org level settings.



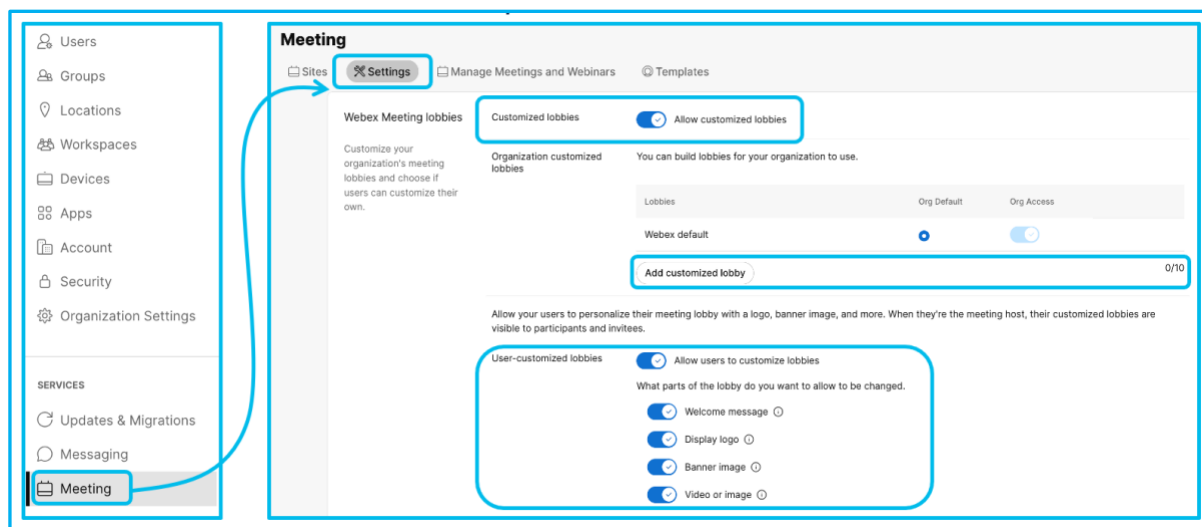
Customize Meeting Lobby – Admin options

New Feature

Create and manage your own customized lobbies for your organization. You can create up to 10 lobbies for your organization. You can make changes to your lobbies and can preview them in real time. You have the option to select a default lobby. The Webex Default lobby is selected if no selection is made. You can edit or delete any lobby except the Webex Default lobby.

You can also manage whether your users can customize their lobby experience. You can enable end users to customize all four options show in the screen shot or allow only a specific option to customize like **Welcome message**.

1. [Sign in to Control Hub](#).
2. Go to **Meeting** and select **Settings** tab, scroll to **Webex Meeting lobbies** section.
3. Toggle **Allow customized lobbies** to enable.



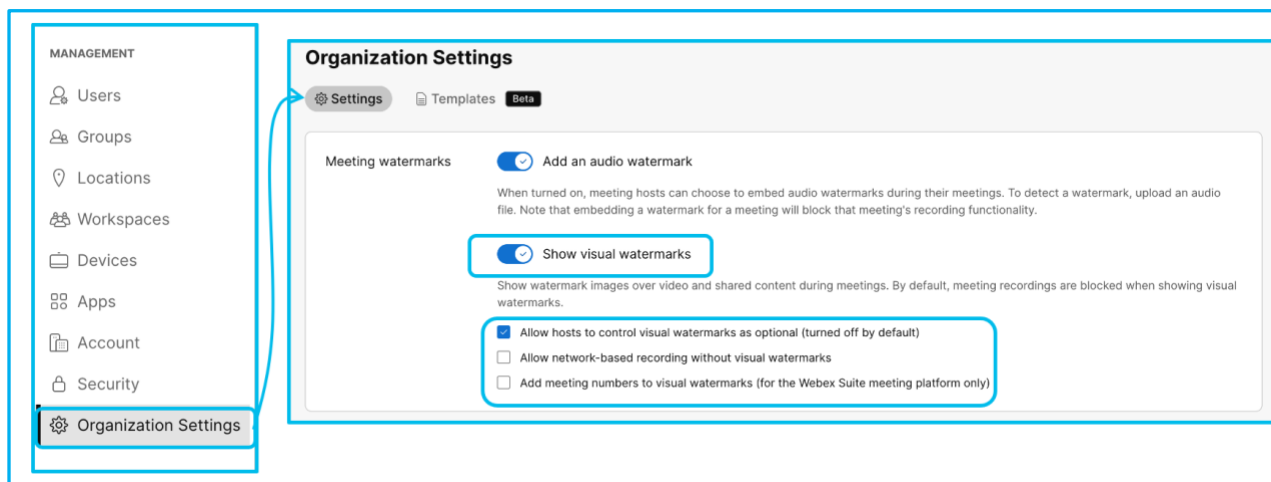
[Help Article | Enable Custom Lobby in Control Hub](#)

Visual Watermarks – Admin options



Protect your organization's content by adding watermarks to participant's video and shared content. You can enable visual watermarks for your organization from Control Hub. Local recordings are disabled when visual watermarks are turned on.

1. [Sign in to Control Hub.](#)
2. Go to **Organization Settings** and select **Settings** tab, scroll to **Meeting watermarks** section.
3. Toggle **Show visual watermarks** to enable.
 - o Toggle **Allow hosts to control visual watermarks as optional**, to allow hosts to control visual watermarks feature while scheduling the meeting.

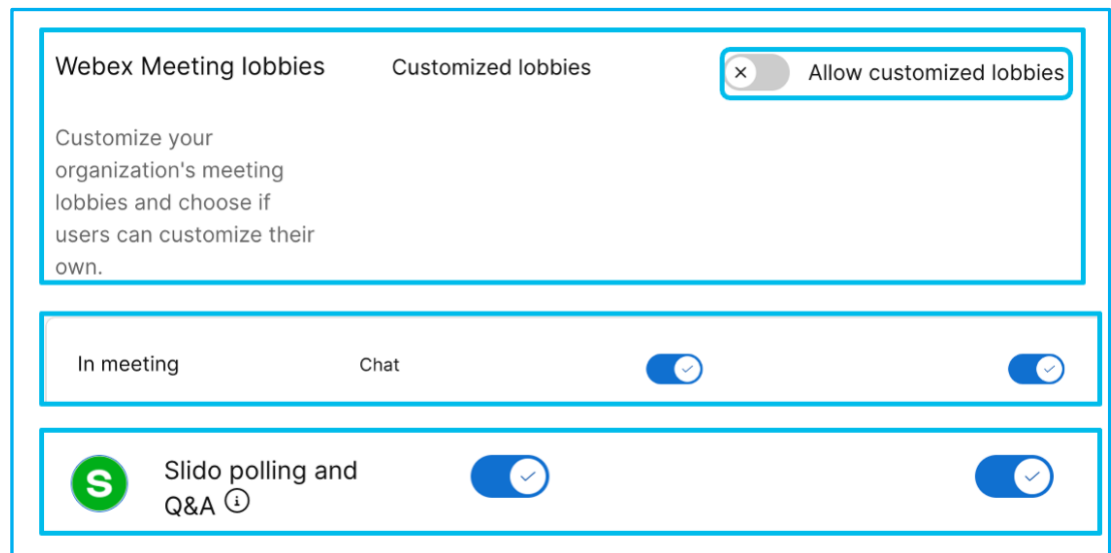




Enable Webex meetings feature via Group Template

Webex meetings features can be enabled for subset of users via the group template. All features is part of the General template and the rest of the meeting features are part of the Meeting template.



1. [Sign in to Control Hub](#).
2. Go to **Meeting** and click the **Templates** tab.
3. Click **Create template** and select **Create a template**, click **Next**.
4. In the **General** section, type the template name and description in the boxes provided.
5. Enable or disabled the meeting features and save the changes.
6. Feature enablement Hierarchy: **Organization Setting < Group level setting via templates < User overrides**
 - o User level settings take precedence over Group/template settings, group/template settings take precedence over Org level settings.
7. Template can be applied to a Groups or Locations to enable the feature to set of users.
8. Few examples of meeting features that can be enabled or disabled via template.
 - o Custom lobby, In-meeting Chat, Slido
 - o File Transfer, Collaboration tools, Annotation
 - o Recording, Sharing, Remote Control



Webex Meeting lobbies Customized lobbies Allow customized lobbies

Customize your organization's meeting lobbies and choose if users can customize their own.

In meeting Chat

 Slido polling and Q&A 



User Experience Highlights

This section focusses on some of the key user experience changes and new features.

Features unique to Webex Suite meeting platform





Below are the unique features that are only supported on the Webex Suite meeting platform. This section provides additional information on some of the key new features and also highlights the user experience.

- Directional Audio
- Stereo Content Audio
- The multi-tasking experience
- Persistent and rich in-meeting chat
- Share portion of screen
- Move the meeting between computer and mobile
- Share an existing whiteboard in a meeting
- Visual watermarking
- Keyboard short cuts for reactions
- 2-way Whiteboarding in Breakouts
- Sign language interpretation
- Dedicated panel of device control
- New Device pair settings design for admin/end-user
- Custom lobby support
- Embedded Apps (EAs) on Passive Devices Webex on Apple Watch
- Webex on Apple TV 4K

- Visual watermarking + Device support
- Meeting Summary in a recordings
- Automatic chapters in recordings
- AI Assistant in Meetings & Catch up in-meeting
- Associate any meeting to a space for pre and post meeting collaboration
- Pronouns in Meeting
- Auto Step away & Catch me up
- New Gestures
 - Raise Hands in Celebration
 - Heart
 - Folded Hands
- Webex AI Codec

Where's the menu bar

Features that were earlier available from the menu bar are now more contextual and distributed across the meeting.

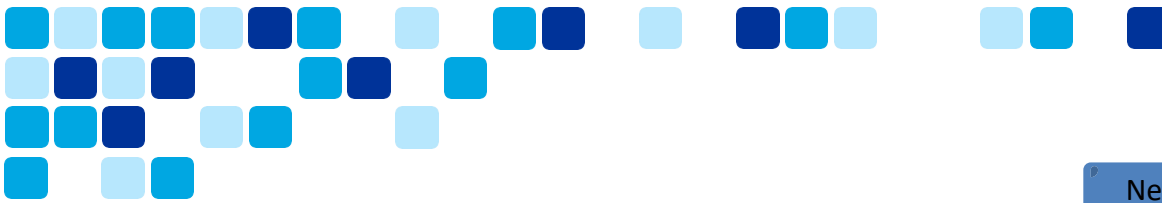
Audio options , **Video options** , **Share content** , and **More options**  to find some of the key actions.



[Help Article | Where's the menu bar?](#)



[Vidcast Video | Webex Suite meeting platform - Meeting Controls](#)

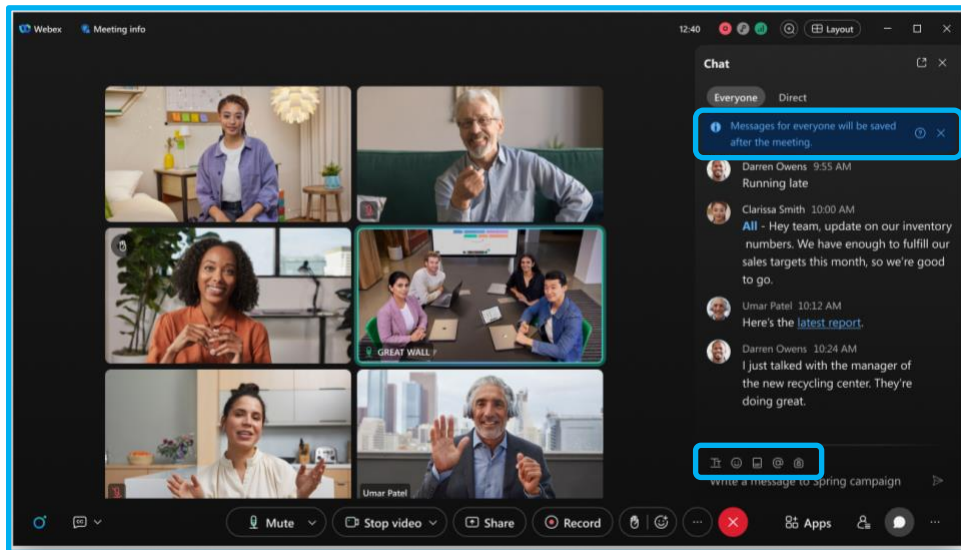


New Feature


Get more from your meeting with in-meeting chat


Organize a productive meeting by sharing the meeting agenda, notes, and a summary in the chat. Even if you join the meeting late, you can easily catch up by seeing meeting chat from the start of the meeting. Engage and express yourself by using markdown, reactions, or GIFs.

Your [organization can choose whether the chat is automatically saved or cleared after the meeting](#).



If the chat is saved, revisit and share the chat after the meeting ends. Currently, in-meeting chat can't be downloaded. To save a copy of the in-meeting chat outside of the app, select all the chat during the meeting, and then copy and paste it into a document.

 [Help Article | Get more from your meeting with in-meeting chat](#)

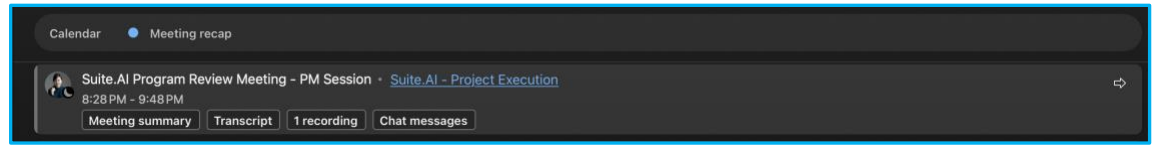
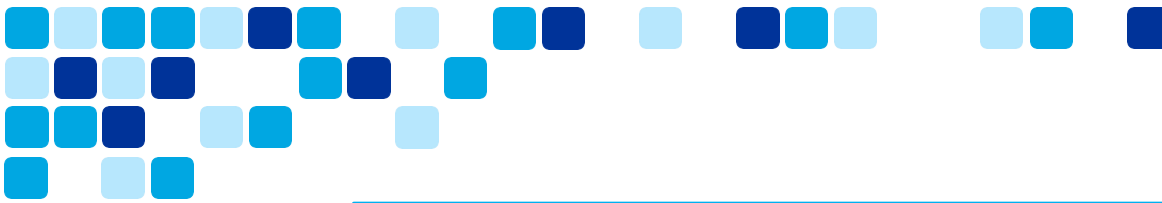
 [Vidcast Video | Webex Suite meeting platform - In-meeting Chat](#)

New Feature

Access messages after the meeting ends

After a meeting ends, the meeting conversation is closed but we save the messages with the meeting content (post meeting container) to revisit the chat or share it with others. You can reference meeting notes, questions, and action items for follow-up.

- For Personal Meeting Room (PMR) or scheduled Webex meeting the post meeting container is available for the host to forward to other attendees or users within the organization. We do not support forwarding the post meeting container to users external to the host organization.
- For space meeting (meeting scheduled from a space), post meeting container is available for everyone in the space.



Note: If “AI meeting summary” feature is enabled and meeting is recorded, AI generated summary and transcript is also saved as part of post meeting container.

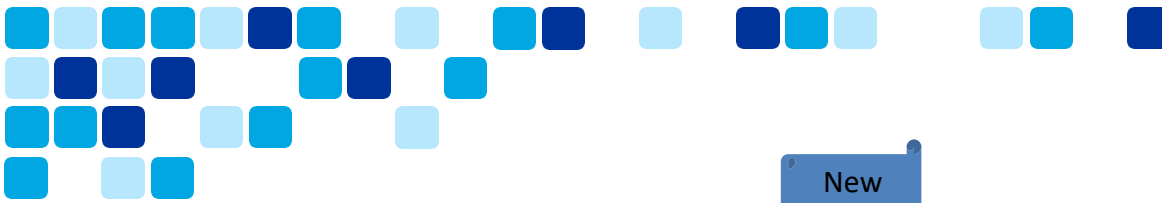
If you prefer, your organization can choose not to save the messages with the meeting content.



[Help Article | Access messages after the meeting](#)



[Vidcast Video | Webex Suite meeting platform - Access post meeting container](#)



Send a message to the meeting

If you're invited to a meeting but haven't joined it, you can still chat with everyone in the meeting. For example, if you're running late to a meeting, let the participants who already joined know that you'll be there soon.

This feature is available in [meetings associated with a space](#). The feature isn't available in Personal Room meetings or Webex scheduled meetings.

If you're invited to the meeting but you aren't a member of the space, you can't send messages to the meeting.



[Help Article | Send a message to meeting participants without joining the meeting.](#)



[Vidcast Video | Webex Suite meeting platform - Send a message to the meeting](#)

Slido - Q&A and Polling platform

Slido is Webex's upgraded Q&A and Polling platform and is now automatically included with Webex Suite. Slido offers the easiest way to make your meetings interactive, engage your participants with live polls, Q&A, quizzes and word clouds. Slido provides analytics and real-time insights into audience engagement and customization.

To open Slido, in the meeting controls, click **Apps > Slido**.



For more information, see [Polls in Slido](#) and [Q&A in Slido](#).



[Vidcast Video | Webex Suite meeting platform - Slido Polling and Q&A](#)



Note: Classic polling and Q&A are not supported with Webex Suite meeting platform and Slido is needed for any polling and Q&A functionality.

Sharing

Share my Meeting Window

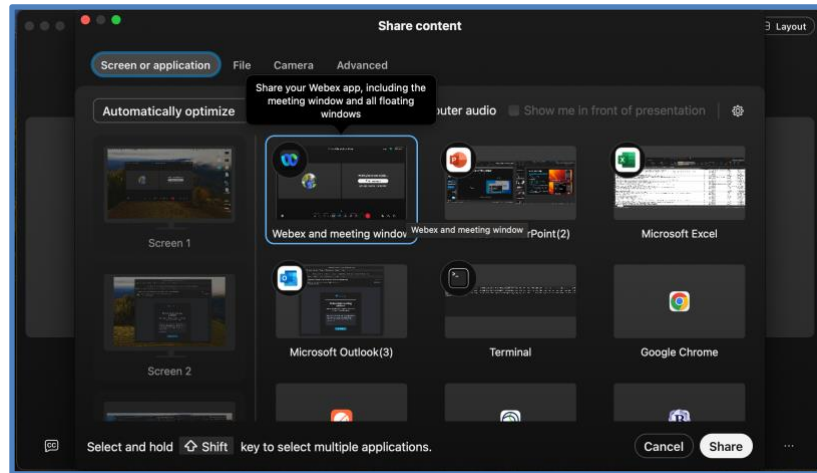
Webex Suite meeting platform does not have a specific **Share My Meeting Window** option. There are two ways to do that now, and both are available from the Share content option in the meeting controls:

Select Webex and meeting window. (Share application)

Make sure you set your [Sharing content setting](#) to Share all windows from an application. Otherwise, you can't share your Webex App meeting window and all related floating windows.

Screen share (and switch to the meeting window while sharing)

While you're sharing your screen, Webex deliberately exclude Webex App windows for privacy reasons, but you can enable **Show my Webex App**, to include your Webex App as part of the screen share. If you started the screen share and [want to add Webex App as part of the screen share](#) you can do it from orange share menu **More sharing options**.



[Help Article | Share meeting window](#)

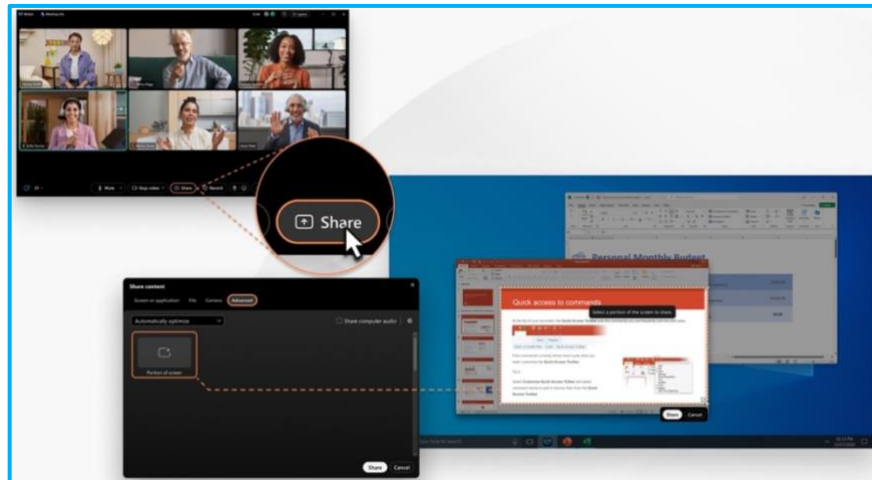


[Vidcast Video | Webex Suite meeting platform - Share my meeting window](#)

Share – Share only a portion of your screen

New
Feature

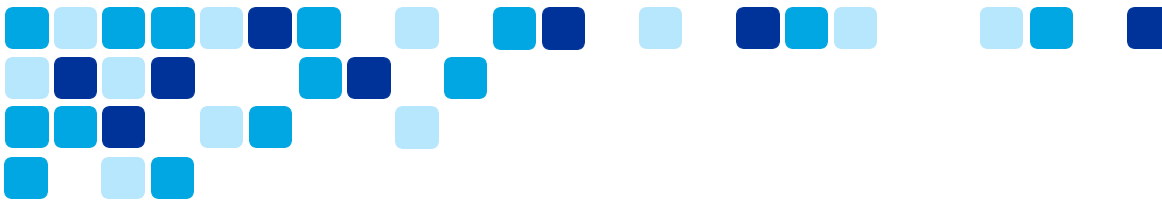
To share a specific area of your screen during a call or meeting, select the area that you want to share. Participants only see the portion of the screen you select, not your entire screen.



[Help Article | Share only a portion of your screen](#)



[Vidcast Video | Webex Suite meeting platform - Share portion of your screen](#)



Move a meeting to another desktop or mobile device

Seamlessly move a meeting from one desktop or mobile device to another without disrupting or disconnecting from the meeting. For example, if you commute to work and join a meeting on your mobile device, move the meeting to your laptop when you get to the office. Or, if you need to step away from your computer during a meeting, move the meeting to your mobile device.

Move from desktop to mobile

Moving an active meeting from one device to another device is as simple as clicking on the green active meeting button on the new device.

1. When you're ready to move the meeting, [join the meeting](#) on the new device.
2. Click **Move meeting here**.

You join the meeting on the new device and leave the meeting on the previous device.

If you prefer to keep both devices connected to the meeting, [change your preference for moving meetings](#).

3. We mute your audio and turn off your video for privacy so [unmute your audio](#) and [turn on your video](#).

Move from desktop to mobile

New
Feature

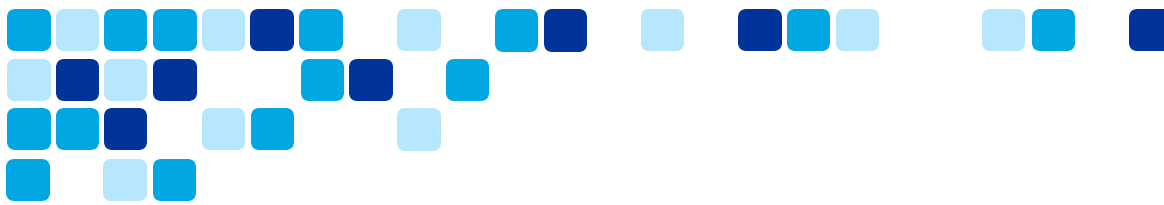
To seamlessly move the meeting from mobile to desktop, click on the green active meeting button on desktop. Based on your preference the meeting will be moved to desktop or remain active on both devices. We do not support moving a meeting from mobile device to desktop on the MC platform. This feature is only available on the Webex Suite meeting platform.

Change your preference for moving meetings

When you join a meeting that you already joined on another desktop or mobile device, **by default, the meeting moves to the new device and you leave the meeting on the previous device**. If you prefer, change your preference to keep both devices in the meeting, or have the app prompt you each time about what you want to do.

End users can change the preference.

1. For desktop - Go to your [profile picture](#), select **Settings > Meetings > Join options**. For mobile - Go to your [profile picture](#), tap **Settings > Meetings**.
2. Under **Move meeting options**, choose one of the following options:
 - **Always move meeting if supported** — When you join the meeting on the new device, you leave the meeting on the previous device.



- **Let me choose every time** — When you join the meeting on the new device, you choose whether you want to leave or stay in the meeting on the previous device.
- **Always join again** — When you join the meeting on the new device, you stay in the meeting on the previous device.
- Click **Save**.



[Help Article | Move a meeting to another desktop or mobile device](#)



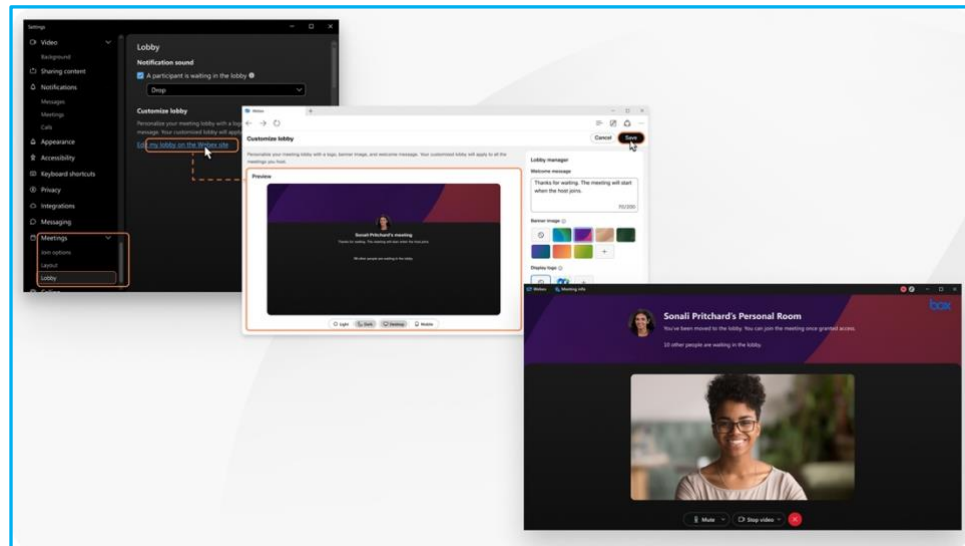
[Vidcast Video | Webex Suite meeting platform - Move a meeting](#)

Customize lobby experience

New Feature

When you host a meeting and have people wait in the lobby before you admit them, create an engaging experience for them while they wait. Choose a custom lobby created by your organization or personalize your own lobby. Add a welcome message, banner image, logo, and an image or video that promotes your organization or the meeting topic.

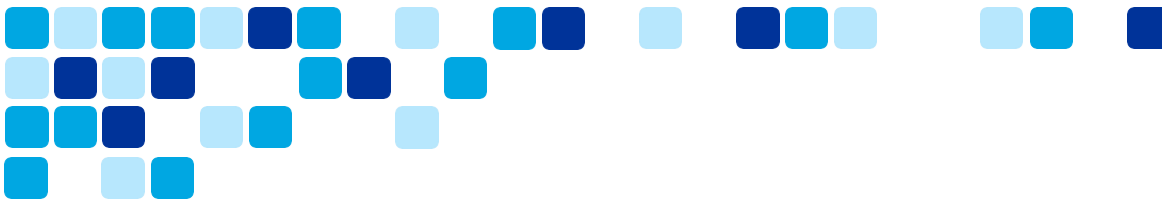
Your customized lobby applies to all the meetings you host. Participants who join from the desktop, mobile, and web versions of the app see your customized lobby.



[Help Article | Customize the lobby](#)



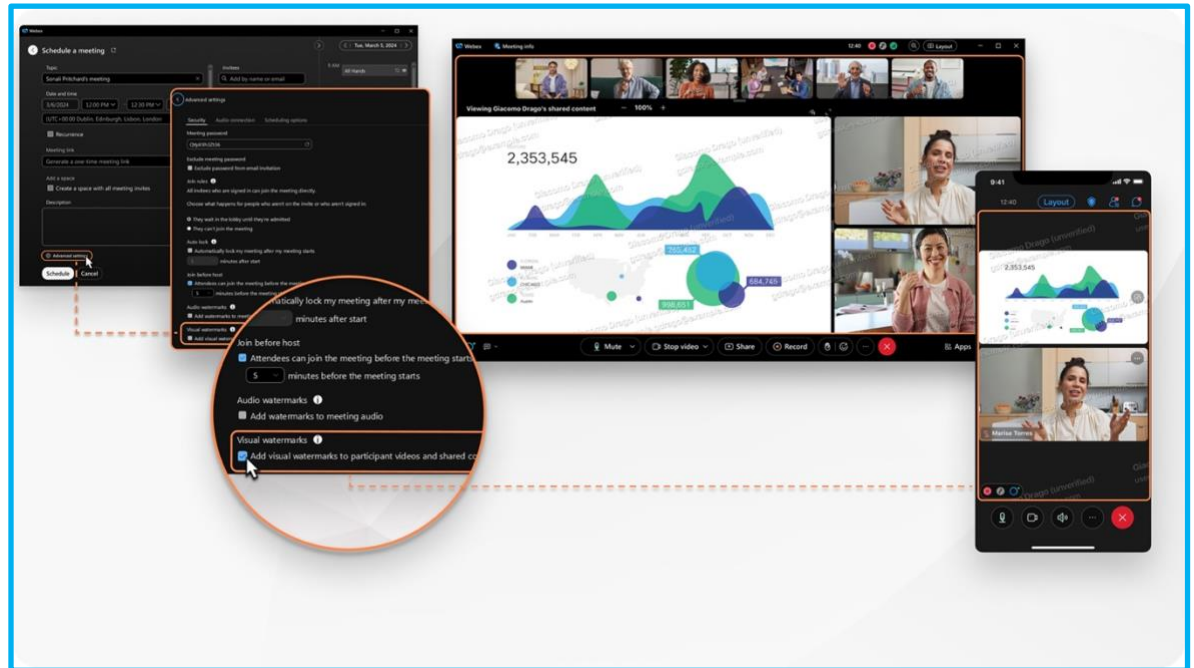
[Vidcast Video | Webex Suite meeting platform - Customize Lobby Experience](#)



Add visual watermarks to shared content in a meeting


New Feature

Protect your organization's content by adding watermarks to participant videos and shared content. You can enable watermarks when you schedule the meeting.



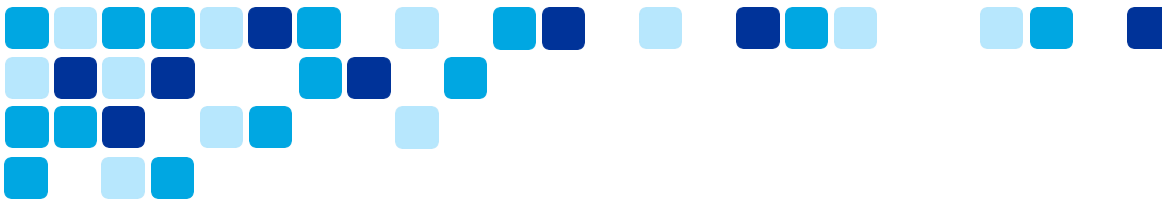
Each participant who views the meeting sees a watermark image pattern with their own email address. If the participant isn't signed into Webex, the watermark image pattern includes their display name and their email address.

Your organization can choose to add the meeting number as part of the watermark. Participants who join from the desktop, mobile, and web versions of the app see the watermark image pattern. You pick the opacity of the watermark, so that the image pattern is an effective deterrent but doesn't cause too much distraction.

 **Note:** When you add visual watermarks, you can't record the meeting locally. Your organization may prevent you from recording the meeting in the cloud. If your organization permits you to record the meeting in the cloud, the watermarks don't show in the recording.

 [Help Article | Add visual watermarks](#)

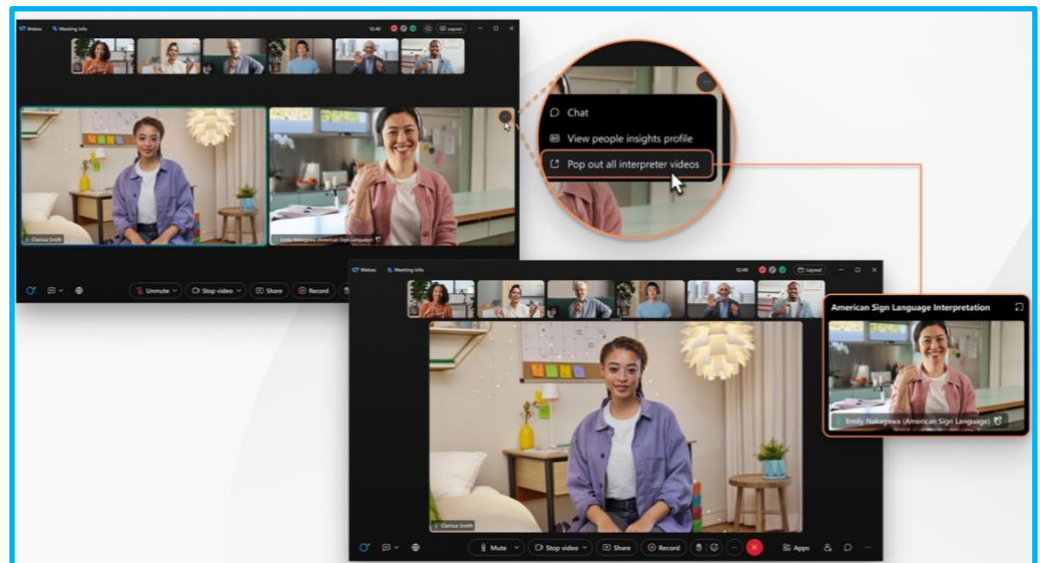
 [Vidcast Video | Webex Suite meeting platform - Add Visual Watermarks](#)



Sign language interpretation in a meeting

New
Feature

As a host, have more inclusive, accessible meetings by including sign language interpretation. As an interpreter, the attendees who select your language channel appear in your stage view, so you know exactly who you're signing for. As an attendee who's deaf or hard of hearing, the interpreter appears in your stage view when you select a sign language channel.



Participants with the sign language interpreter role have an indicator (sign language interpreter) next to their names in their thumbnail video to distinguish them from other participants. In the participants list, their names appear under the heading, Interpreters.

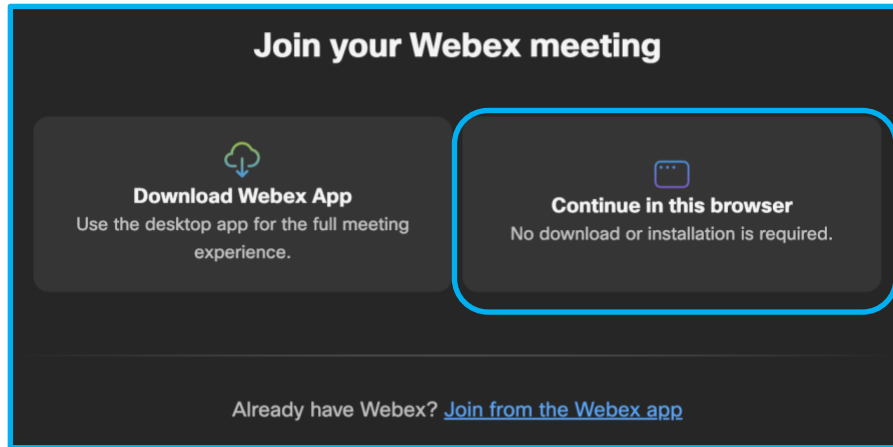
Sign language interpretation is available in a Webex scheduled meeting, a Personal Room meeting, and a meeting associated with a space.

 [Help Article | Sign language interpretation](#)




Equal Join Experience – Web and Webex App

By offering a clear and visible "Join by Browser" choice, users can seamlessly join meetings without the need to download and install the Webex application, resulting in an equal and smooth join experience for all participants. This approach reduces barriers to entry and enhances the overall user experience, particularly for those unfamiliar with Webex or using it temporarily.



 [Help Article | Join a Webex meeting using the meeting link](#)

 [Vidcast Video | Webex Suite meeting platform - Equal Join Experience](#)

Deskphone Control (DPC) experience

Deskphone control allows users to control their desk phones from their Webex App for making/ receiving calls and also for joining meetings.

Deskphone experience for Webex App version 44.5+

For users running Webex App 44.5 or higher:

When users join a meeting in DPC mode, IP Phones will be automatically disconnected from the Webex App to ensure a consistent experience and options similar to the meeting client (MC). Webex App will automatically reconnect to the IP Phone after the meeting.

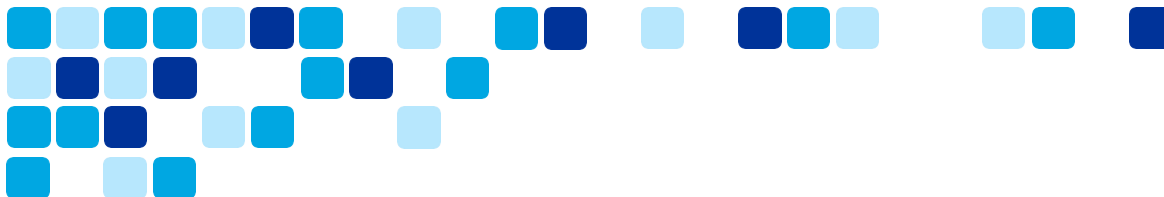
Deskphone experience for Webex App version Pre-44.5

For users running Webex App lower than 44.5:

When users join a meeting in DPC mode, the meeting join will be initiated from the IP Phones by dialing a temp SIP URI of the following format - `<meeting_number>-trb-<random_bit>@<site>.webex.com`



Note: Customers who are using Cisco Unified CM deployed on-premise and don't have SIP routing configured, then meeting join will fail in DPC mode.



For this solution to work as expected, customers must configure a SIP Route Pattern in Unified CM, Search rules in Expressway pairs, etc. to route calls to the Webex site, such as examplecompany.webex.com. See "Configure URI Dialing" in the System Configuration Guide for the specific CUCM release at <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-and-configuration-guides-list.html>



[Vidcast Video | Webex Suite meeting platform - DPC Join Experience](#)

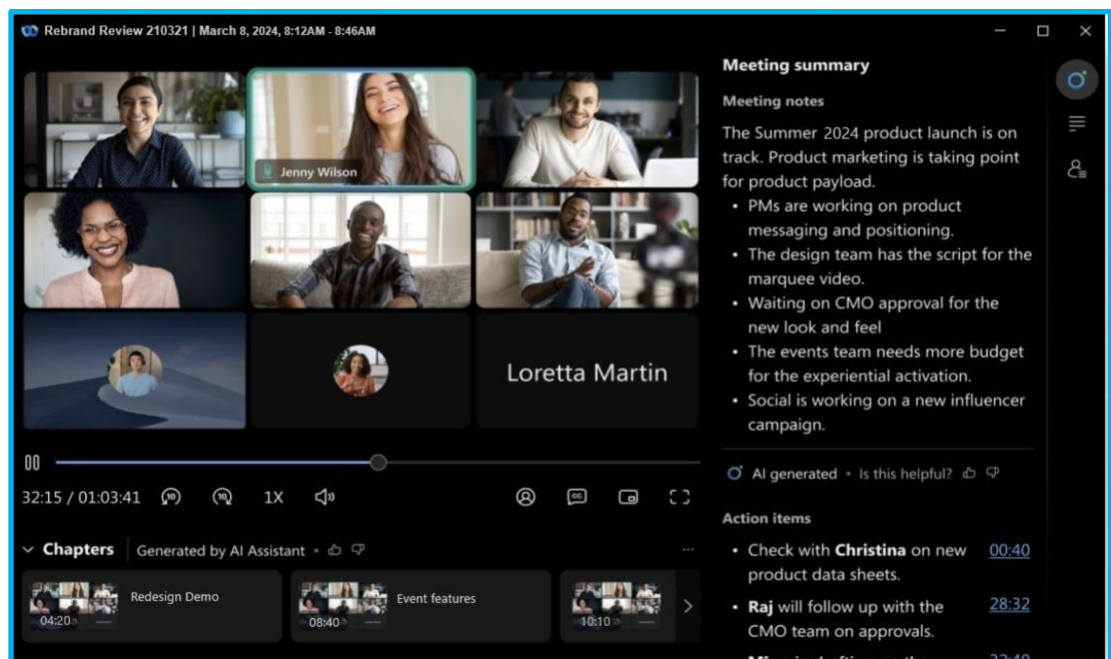
Webex Suite meeting platform – Webex AI Features

Webex AI capabilities are helping companies accomplish more, work more efficiently, and improve customer satisfaction. From timesaving features to significantly more effective collaboration, AI-powered collaboration tools are enhancing meeting effectiveness and improving wellbeing for remote and hybrid workers alike.

AI generated meeting summaries in recordings

New
Feature

Meeting recordings help you catch up on meetings you've missed, but sometimes you don't have the time to watch them in their entirety. Automatically generate meeting summaries in your recordings, including notes, action items, and chapters, so you can get to the parts of the recording that're most relevant to you. Simply record the meeting to get started. Stay informed on decisions, key points, and quickly get up to date.



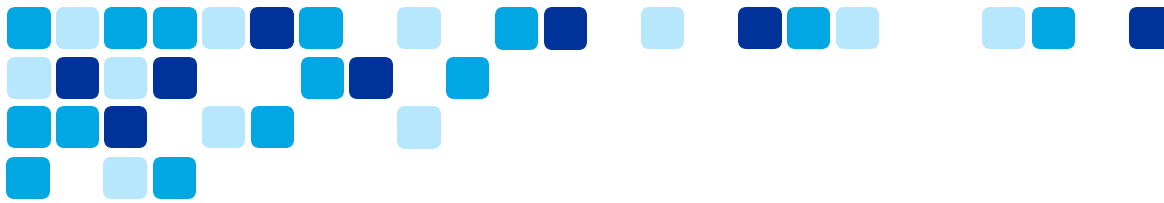
Start your AI meeting summary recording

AI generated meeting summaries in recordings are only available, when you select the cloud recording option, when you host a meeting.

1. Start your meeting. In the meeting controls, click Record. Participants receive an audio and visual notification, announcing the meeting is being recorded and summarized.
2. To end the meeting summary, click Record, and select Stop recording. When the meeting has ended, the summary and chapters will be generated, and an email notification containing the summary, notes, and action items, will be sent to the meeting host to review and share.



Note: If you can't see the AI meetings summary in recordings feature, reach out to your organization administrator to enable it.



View AI generated meeting summary recordings

As the meeting host you'll receive an email notification with all the details to view, edit, or share the meeting summary recording, including meeting notes, and action items.

The recording is also saved to your Webex account on [User Hub](#), and in Webex App. If your meeting is associated with a [space](#), the recording link automatically appears in the space where the meeting took place.

Edit AI generated meeting summary recordings

As the meeting host, you can edit the meeting summary recording generated by AI Assistant. You can add chapters, edit the summary notes, change the formatting, and structure the content to ensure it matches with what was discussed in the meeting.

When you make changes, a notification is added, to let people know the content was edited by the meeting host.

Share AI generated meeting summary recordings

Send the meeting summary recording link to people who couldn't attend the meeting. The meeting summary recording is available in your Webex account in [User Hub](#), in Webex App, or via the email notification. Choose your preferred option to share the recording.



[Help Article | AI generated meeting summaries](#)



[Vidcast Video | AI generated meetings summaries for recorded meetings](#)

AI Assistant in meetings

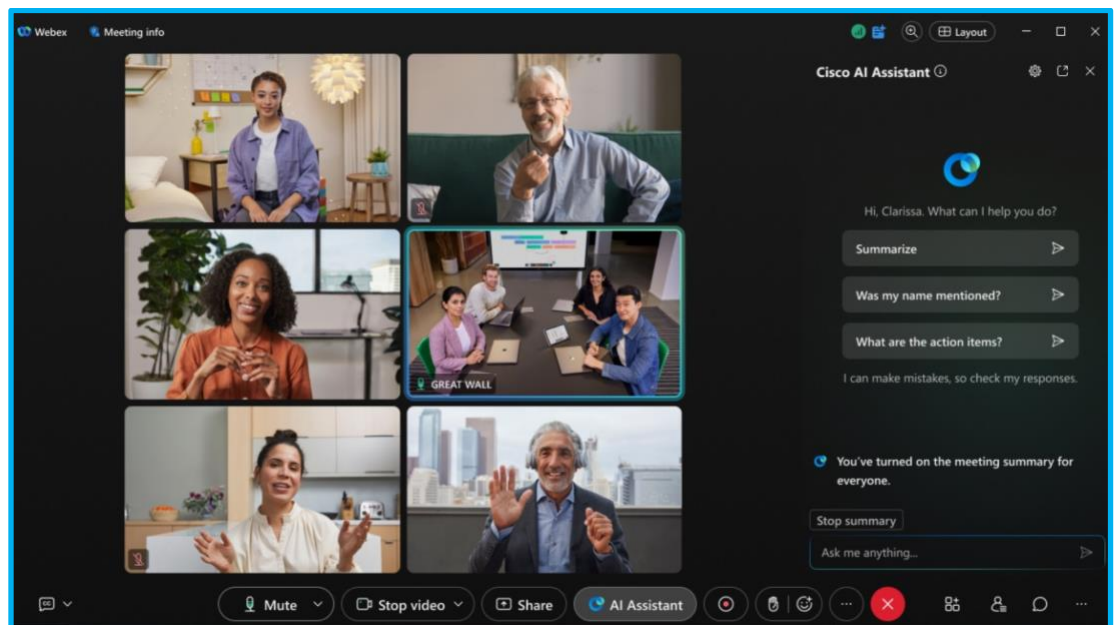
New
Feature

Sometimes you may join a meeting late, need to step away for a moment, or you're multitasking and get distracted. With AI Assistant meeting summaries, you can quickly catch up on what you've missed, understand the discussion, ask questions without disturbing the meeting, and stay on top of the conversation. You also receive a summary and transcript after the meeting, **without having to record**.




Note: If you can't see the AI Assistant meetings summary feature, contact your organization administrator.

If the meeting options are set to the default — Only the host and cohosts can start and stop the summary, participants will need to request that the host or cohosts start the summary to use the feature.




AI Assistant in meetings

The default meeting option is set to **Only the host and cohosts can start and stop the summary**.

- Once you join the meeting, Go to the meeting controls, and click **AI Assistant** , you see a pop-up notification, click **Start summary** to start the AI Assistant for everyone in the meeting.

When the meeting summary starts, you receive an audio and visual notification that AI Assistant is active.

- Click **AI Assistant**  in the meeting controls, to hide, or unhide, the AI Assistant panel. In the panel, choose from:
 - **Summarize** — summary of the last 15 minutes of the meeting or from the start of the meeting.




- **Was my name mentioned** — summary of any time someone mentioned your name in the meeting.
- **What are the action items** — summary of action items mentioned in the meeting.
- **Ask me anything about this meeting** — ask AI Assistant questions about the current meeting.

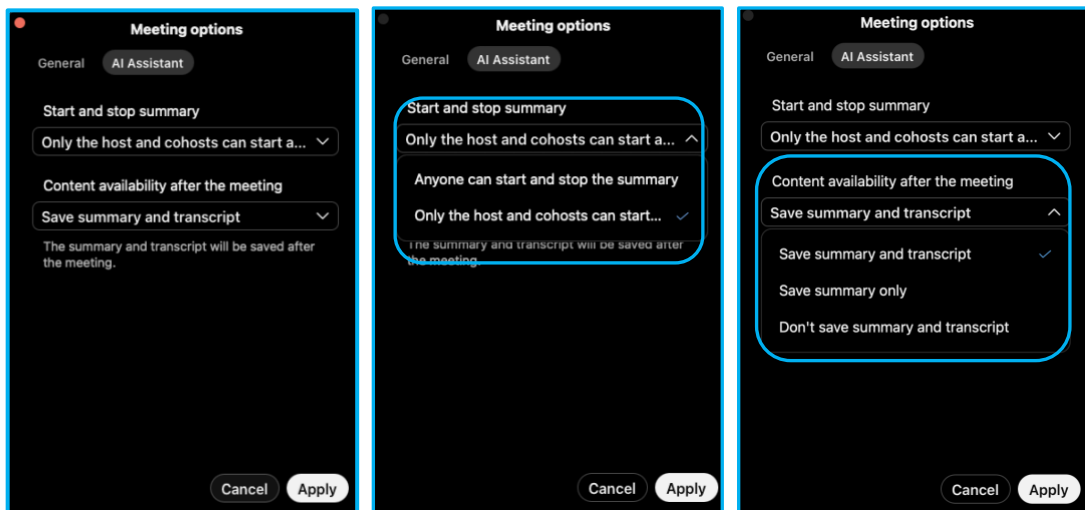


Note: Meeting summaries and transcripts are saved to the meeting host's account in Webex App. If the meeting is associated with a [space](#), the summary and transcript link automatically appears in the space where the meeting took place.

AI Assistant in meetings

Meeting hosts and cohosts can adjust AI Assistant meeting options, to decide who can start or stop meeting summaries, and decide if summaries and transcripts are saved after the meeting.

In the meeting, go to the AI Assistant panel, and click AI Assistant settings .



AI Assistant – Intelligent notifications

When the meeting summary is active, AI Assistant sends notifications asking if you want a summary, when you're late, answer a call, or you return from Stepping away during a meeting.

- If you join a meeting late, 12 minutes after the start time, AI Assistant sends a notification asking if you want a summary of the meeting so far.
- When you return to a meeting, after setting your status to [Stepped away](#) for at least one minute, AI Assistant asks if you want a summary of what you missed.
- If you answer a call during a meeting, missing more than one minute of the meeting, AI Assistant asks if you want a summary of what you missed.



[Help Article | Cisco AI Assistant in meetings](#)



[Vidcast Video | AI: Cisco AI Assistant in meetings](#)

Step away from a meeting

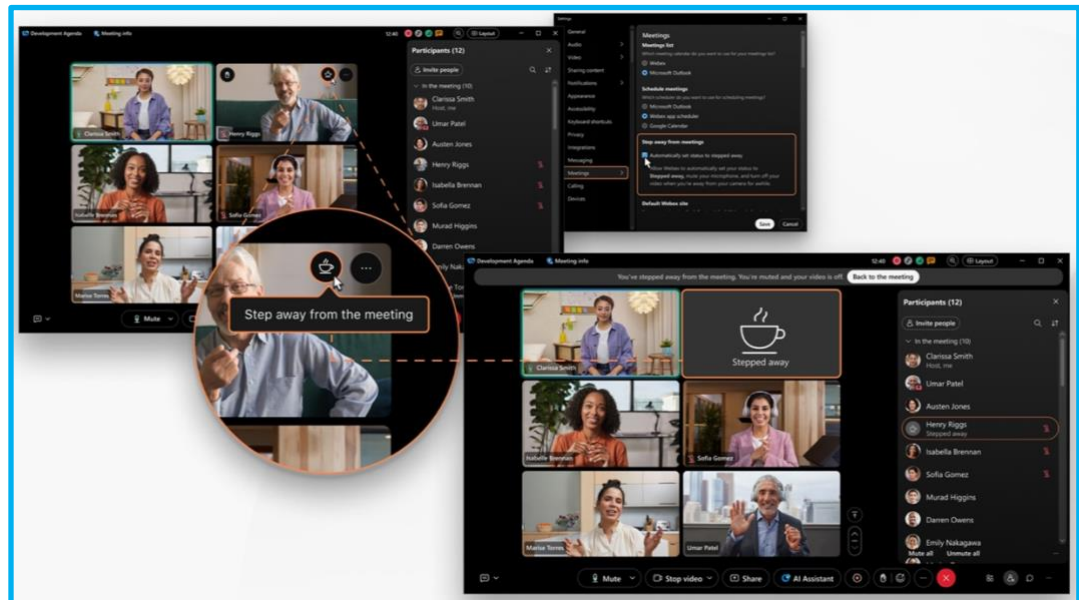
If you need to answer the doorbell or grab a glass of water, give the other participants a heads up. When you step away, your status changes to "Stepped away" and we mute your microphone and turn off your video.


We also replace your profile picture with an image of a hot beverage and the text, **Stepped away**. This lets other participants know you're temporarily away from the meeting. When you step away, you can still hear the meeting audio.

You can manually switch your status to Stepped away or set the app to automatically switch to Stepped away when you move away from your camera for a few seconds.



Note: Processing of your video feed occurs solely on your device and is never stored elsewhere.



To set the app to automatically switch your status to *Stepped away*, click **Settings**  in the navigation sidebar, click **Meetings**, check **Automatically set status to stepped away**, and click **Save**.

This check box is available only if **Automatically stepped away from a meeting** is turned on in Control Hub.



[Help Article | Step away from a meeting](#)



[Vidcast Video | AI: Auto Step Away from a meeting](#)

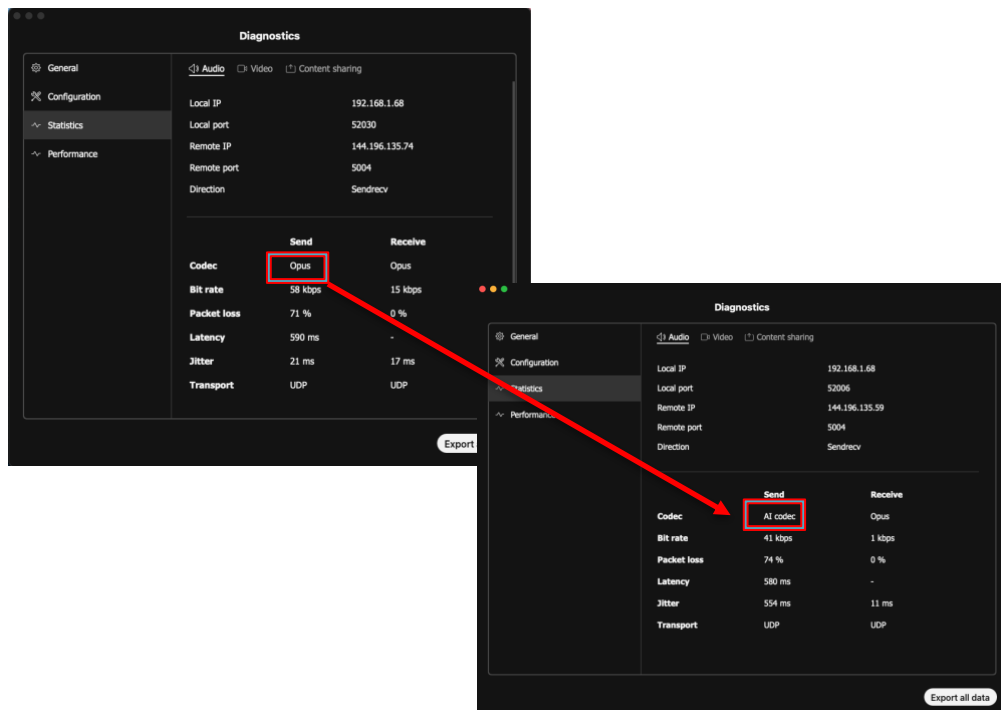


The new Webex AI Codec brings generative AI-based speech enhancement that ensures outstanding voice quality for every call and meeting. With Webex AI Codec, we can deliver remarkable audio quality, even with poor network conditions, while using a fraction of the bandwidth.

Webex AI Codec is now available for Call on Webex, Webex Calling and Meetings on the Webex App.

- Call on Webex – 1:1 call
- Webex Calling – 1:1 call
- Webex meetings hosted on Webex Suite meeting platform

Webex AI Codec does not need to be enabled by user or admin, it is treated like any other codec, and both end users and admins do not have the option to turn off Webex AI Codec. The Webex AI Codec is supported with Webex App version 44.8 or a higher version. Webex AI Codec is automatically triggered when users experience packet loss of 30% or greater. Users can check if Webex AI Codec is triggered in a meeting or call by going to: **Help > Diagnostics > Statistics > Codec**, as shown below.



[Webex AI Codec white paper](#)

[Webex AI Codec – YouTube demo video](#)

[Webex AI Codec At-a-glance](#)



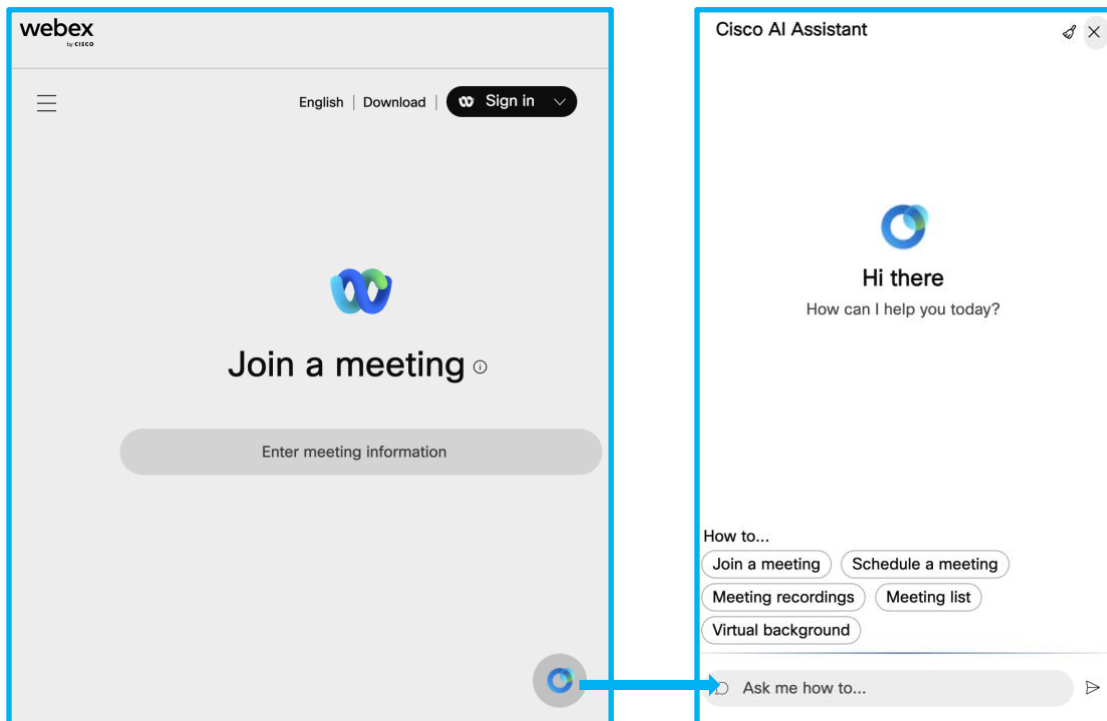
Cisco AI Assistant for User Hub

The Cisco AI Assistant in User Hub has replaced WalkMe on Webex sites. The AI Assistant will make it easier to find answers from help articles. The AI Assistant is visible to both non-logged in users and logged in users and is persistent across all pages. At this time it does not provide contextual specific information based on where you are (for example if you are on your Profile page the pre-generated AI entries do not change to Editing Profile).

In the first phase, we will support help articles for Meetings. In future phases we will add support for additional help article content covering Calling, Devices, Calendar, Messages and Webinars.

Note that the AI Assistant in Control Hub and the AI Assistant within User Hub are not the same and do not share information with each other. Additionally, the User Hub version of Cisco AI Assistant does not store searches and results.

Cisco AI Assistant is located on the bottom right of Webex site pages.





Features requiring considerations

Webex Suite meeting platform doesn't support certain features due to low usage of the feature or because there are alternative options available to accomplish the same functionality.



Note: It is important for customers to review this section, and the corresponding help article section posted on help.webex.com. This online help article will be updated with any new changes to the list of features, and it is recommended to subscribe to this article.

Announce name entry and exit tone

The Announce Name option isn't available on the Webex Suite meeting platform. Instead, [play a notification sound when a participant joins or leaves a meeting](#) and [edit the display name](#) of participants who join by phone only so they don't show as a call-in user.

Alternatively, hosts can schedule a meeting with ANI/CLI authentication, which allows participants' phone numbers to be identified in the meeting with their identity. Participants must specify a phone number for call-in authentication. For more information, see [Use ANI/CLI authentication for audio connection in Webex meetings and events](#).

Webex Assistant manual highlights

We don't support creating highlights manually on the Webex Suite meeting platform. Instead [create highlights using voice commands](#).

Audio-only meetings

Personal conference and audio-only meetings aren't supported.

To start an audio-only meeting, [start a scheduled meeting by phone](#).

Video callback to video devices

Joining a meeting by using callback to a SIP video address (for example, `<room_video_address>@example.com`) isn't available.

As an alternative, Webex App can detect and join meetings using nearby RoomOS-based Cisco video devices after pairing with them. For more information, see [Webex App | Connect to a device from the desktop app and mobile app](#).

There are richer device controls available in a dedicated panel in Webex App. Use the device controls panel to mute or unmute audio, stop or start video, adjust the volume on the device, and control whether to show the participant video on both the app and the device. For more information, see [Webex App | Device controls panel](#).

If you don't have access to a Cisco video device, to join the meeting, enter the meeting video address (for example, `987654321@company.webex.com`) on the device's own user interface and call into the meeting.



Join webinars on mobile

Mobile users need [Webex Meetings app for iOS](#) or [Webex Meetings app for Android](#) to join webinars and to join meetings that aren't hosted on the Webex Suite meeting platform. These can't be joined from Webex App mobile app.

Headset support

Webex App only supports integrated headset controls with certificated headset models.

Use [headsets certified for Webex App](#) to get full headset control functions and experience the best voice and audio quality.



Note: If the headset model you're using isn't on the list, you may not be able to use all available headset functions both in and out of your meetings.

For complete list of features requiring considerations, please check the [help article](#).



[Help Article | Other Changes Section](#)

Cisco Webex Beta Program

Be among the first to explore what is coming from Webex. You will get to use features and play around with new releases before anyone else. All you need to get started is a Webex account.

You will help shape the future of Webex by sharing feedback that will drive impactful changes, and ultimately, help us design a better product that powers work forward. Our Beta platform makes joining, participating, and submitting feedback on the Webex Suite, Calling, and Devices simple by keeping everything in one platform.

Join Webex Suite meeting platform beta

Customers who participated in our beta program were able to validate key use cases specific to their organization and the new features in preparation for their production rollout. Majority of beta customers opted to adopt Webex Suite meeting platform ahead of the schedule based on the beta experience.

You can start testing as soon as possible on your existing test site or create a new site!

Click **Join this Test** on the link below to sign up for the Webex Suite meeting platform Beta. Please go to <https://gobeta.webex.com/key/WebexSuite-meetingplatform>



Resources

Please review the additional resources available in preparation for your organization to adopt Webex Suite meeting platform.

Webex Suite meeting platform – Cisco Live Presentation

- [Get Ready for the Webex Suite Meeting Platform - BRKCOL-2077](#)

Webex Suite meeting platform overview video

- <https://cisco.bravais.com/s/LtrTIgwHER2W5KmeM5Ay>

Webex Suite meeting platform Quick reference guide

- <https://help.webex.com/en-us/article/ncyoc0t/Webex-Suite-Meeting-Platform>

Webex Suite meeting platform overview

- <https://cisco.box.com/s/h382f4vqjkanrpfm770ftsjh8z51nwub>

Webex Suite meeting platform – Deployment Guide Vidcast playlist

- <https://app.vidcast.io/playlists/6714f82a-3a49-4b9c-b885-736c03c3c453>

Webex Suite meeting platform User Experience highlights

- <https://cisco.box.com/s/c5xro7jzgv64w0c5v3fowm47yo9w5trn>

Webex Suite meeting platform – Sample User Acceptance Test (UAT)

- <https://cisco.box.com/s/om8wkrfv1bejojmmvfj89ew3h0q3ymxa>

Get started with User Hub – Your Webex site is now User Hub

- <https://help.webex.com/en-us/article/n0s3esu/Get-started-with-User-Hub>

The Cisco Responsible AI Framework

- [Responsible AI](#)