



# Webex T32.12: What's new

Version 1.0

July 2018

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# 1 Introduction

The intent of this document is to introduce users to the changes delivered with Webex T32.12. BT customers will be upgraded to version T32.12 from T31.

Summary of the changes are:

- Meetings are easier and quicker to schedule and join.
- Video quality and layouts are improved.
- VOIP with CCA-SP solutions is enriched with noise suppression.
- Security enhancements.

With this version, in addition to improving the user experience for scheduling, joining and video, Cisco announced additional support for browsers, operating systems, mobile devices, and other key applications as well as ended support for others. Read through this document and familiarize yourself with what's new.

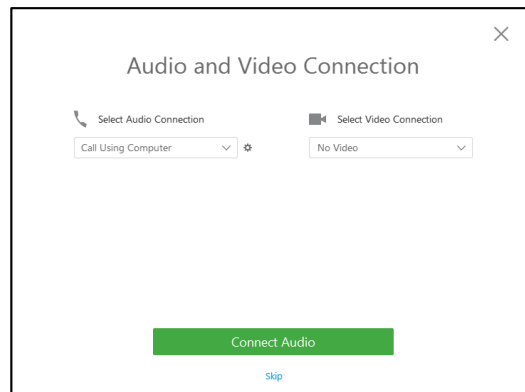
For more information on all changes including system requirements, bug fixes, and additional detail on what's new, see the WBS32 Release Notes located [here](#).

## 2 Features and functionality

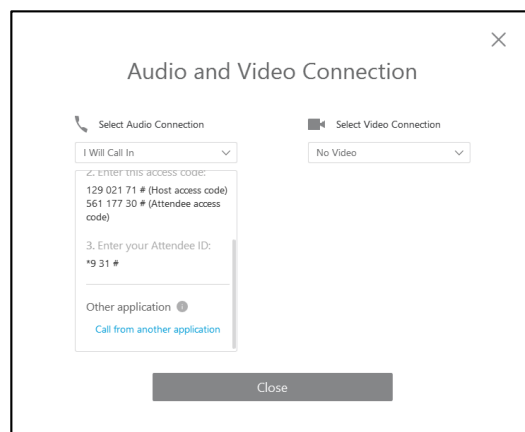
### 1 Meeting Center

This version updates Meeting Center with performance enhancements, better quality video, and overall improved capabilities.

- The look and feel of the Personal Room Lobby has been updated to be consistent with the mobile and web app clients.
- Now download the Cisco Webex Scheduler for Google Calendar from the Webex Site: **Meeting Center > Support > Downloads** page. See [here](#) for further instructions.
- When joining a Webex meeting, the audio and video menus have been combined into a single workflow, allowing you to connect to audio and video in a single click. Your previous settings are remembered between meetings.



- Hosts who visit their Webex site for the first time are presented with a pop up encouraging them to store their "Call Me" number in account preferences.
- Users can choose the "Call from another application" option to dial into the meeting audio automatically by using an application that supports calling, such as Cisco Jabber or Skype. Simply select "I will call in" option from the Audio menu, and scroll down to click the "Call from another application" link.



- Users can now join Meeting Center meetings from H.323 based video systems by dialing an IP address. See the [Release Notes](#) for more detail.

- The Webex Meeting Center desktop application now automatically detects nearby proximity-enabled video systems when you use the “Call my video system” option when Meeting Center Video (formerly CMRCloud) is enabled and pre-populates the address for easy one-click connection. Note: Currently does not support Cisco Teams devices.
- As a host on a video system control your meeting experience using DTMF keys from the video endpoint. Specifically, you can mute (##) and unmute (99) all participants' audio, start (\*9) and stop (#9) recording, and lock and unlock a meeting (\*5). This feature is only available on sites with video platform version 2 and Cisco CCA-SP audio.
- Maximize your video experience. You now have the option to “Automatically show me the full-screen video” when connecting in the Audio and Video Connection dialogue. Enabling this option opens up the full-screen video view on connect.
- There are new Video Layouts when in full screen. Users will now choose to switch to a grid view that shows equal-sized windows for up to six video streams. This feature is not yet available in Cisco Webex WebApp.
- Enhancements were made to the Webex video platform to deliver smoother video under low-bandwidth conditions. Users with low upstream or downstream bandwidth may now see higher resolution video without granularity.
- For CCA-SP users only, users can now experience less meeting noise with audio noise cancellation. When connected to audio using the Call Using Computer, Webex Meeting Center now automatically warns users and prompts them to mute when there is active background noise such as knocking, typing, sirens, or barking dogs.
- For CCA-SP users only, no more "double mute" when connected to audio using Call Using Computer. When you mute or unmute from your headset, it will also mute or unmute you in the Webex meeting. This works in reverse, too. Most third-party headsets are supported.
- Administrators can now request to turn on MP4 recordings for their Meeting Center sites. Previously, MP4 recordings were only available for sites that allowed users to attend meetings using Meeting Center Video Conferencing (formerly CMR Cloud). Note: MP4 recordings are larger than ARF recording format. Enabling this option increases the storage requirements for recordings.
- HD recordings are now available for Meeting Center, which increases the resolution of the speaker video contained in the recording. Customers can choose from 360p/720p speaker video; the default is 180p. Note: Enabling this option increases the storage requirements for recordings.
- Users can now see the video platform version number of their Webex site from the **Meeting Center > Support > Downloads** page.
- For CCA-SP users only, Meeting Center now supports up to a maximum of 1000 VoIP participants.

## 2 Event Center

Event Center registration reports now list the number of unique attendees. This replaces the old format that listed the number of total times attended (which included duplicate attendees).

## 3 Support Center

Hosts can now share web-based multimedia through the Multimedia Viewer in Support Center. This provides consistency with functionality in the Cisco Webex Meeting Center, Event Center, and Training Center.

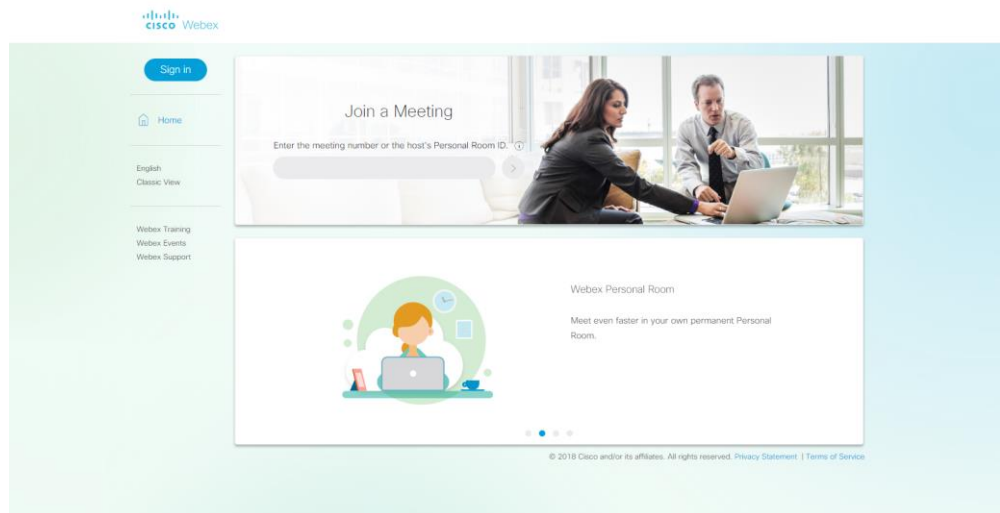
## 4 Meeting Center & Event Center

- When using the same Call Me number three times within the last 30 days in Meeting Center or Event Center, the application now prompts to save that number to account preferences (if not saved already).
- Cisco Webex Meeting Center and Event Center now support high contrast themes in Windows 7 and later for core areas of the product experience. High contrast themes are supported in the following areas:
  - Main Window & Primary meeting dialogues
  - Panel controls
  - Quick Start tab
  - Meeting Info tab
  - Participants panel
  - Chat panel
  - Notes panel
  - Polling panel
  - Recorder panel
  - Media view
  - Audio connection menu
  - Share menu
  - Invite and remind menu
  - Floating Icon Tray
  - Survey
  - Multiple monitors

## 5 All Centers

- For CCA-SP users only, attendees that join a meeting via phone-only will be displayed in the meeting roster as "Call In User\_x (phone number)" For example, "Call In User\_1 (+1 212 123 4567)".

- Administrators can request Cisco to enable a "Modern View" beta feature for an improved pre-meeting page experience, which gives their users:
  - A dashboard view with easy access to important pre-meeting functions, such as your own Personal Room, recently accessed Personal Rooms, quick scheduling, upcoming meetings, and more.
  - A simplified left navigation bar with one-click access to meetings, preferences, and recordings, among others.

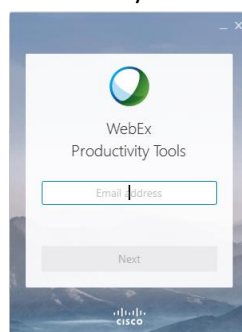


- Mac users can now move annotations during screen sharing and application sharing to reposition them on the screen in Meeting Center, Event Center, and Training Center.

## 6 Productivity Tools

Productivity Tools interface is refreshed with performance improvements, a better workflow and all language in a single package. Specific updates include:

- Google Calendar users now can schedule Personal Room meetings using the new web-based Productivity Tools.
- The workflow for Windows users signing in Productivity Tools was improved to align with the sign-in workflow for Mac Productivity Tools. Now, users enter their email address to begin signing in. Also, this now allows users to sign out of Productivity Tools.



- The Productivity Tools application now allows users to join another user's Personal Room meeting from the list of recent Personal Room meetings with a single click.

- Scheduling and updating Personal Room meeting performance has improved. Actions that took 5 or more seconds to complete now take 1 second. Also, meeting information is pre-populated before the meeting request is sent.
- Performance improvements, including:
  - 83% less time to create new appointments
  - 58% to 93% less time to open appointments
  - 70% to 88% less time to edit appointments
- Microsoft users can now upgrade their Productivity Tools without being prompted by Windows User Account Control (UAC) to enter an administrator password, even if the user does not have administrative privileges on that computer.
- The Productivity Tools package now includes all languages enabling administrators to deploy all languages using a single package.

## 7 WebApp

Changes to WebApp in WBS32 include:

- Both Meeting Center and Event Center attendees on all sites can take advantage of joining meetings fast, directly in the browser, with no downloads or plugins to install. The WebApp puts basic core meeting functionality at your fingertips, making it easy to view and interact with others. For more information, be sure to check out the latest, [here](#).
- Host Meeting Center meetings in the Webex web app. Hosts now see the “Start by browser” option on their scheduled and personal room meeting pages.
- WebApp now allows presenters to share their screen or application with meeting participants. This feature is only available for Mozilla Firefox and Google Chrome. Note: Webex Meeting Center Video must be enabled.
- Send and receive chat messages when joining Event Center events through the Webex web app.



## 3 Technical

Technical updates include:

- For enhanced security Cisco Webex now allows administrators to generate SHA-256 signed certificates for single sign-on (SSO) configuration.
- Administrators can now create a policy where all meetings hosted by specific users are always recorded. This is especially helpful in regulated business settings such as those requiring MiFID, where regulated users' interactions are recorded.
- Cisco Webex FedRAMP Authorized service now supports joining or starting a meeting from a video device. Video device support in FedRAMP Authorized Cisco Webex is based on video platform version 1.0 (formerly known as CMR 3.0). Video enhancements based on video platform version 2.0 are not applicable to FedRAMP authorized Cisco Webex service.
- Cisco Webex now supports FIPS certified cryptography for end-to-end encrypted meeting mode. Organizations needing only FIPS certified cryptography must use end-to-end encrypted meeting or use the meetings provided Cisco Webex FedRAMP authorized service.

## 4 What is now supported (operating systems, browsers, and applications)

### 1 Virtual desktop

The following features are supported for XenApp 7.15 in Webex Meeting Center, Event Center, and Training Center. Note: XenApp is not supported in Cisco Webex Support Center.

- Teleconferencing
- Document sharing
- Application and desktop sharing
- Network-based recording (NBR) and playback
- File transfer, Chat, Polling, Q&A, Closed Captions, and Notes
- Webex Productivity Tools

### 2 Webex Productivity Tools

The following are now supported for Productivity Tools:

- Google Calendar

### 3 All Centers

All Centers now support the following:

- Slack
- Most of the common controls in Webex are now available in the MacBook Touch Bar for Meeting Center and Event Center. You can use the following functionality from the MacBook Touch Bar:
  - Audio Menu
  - Mute/Unmute Self
  - Start/Stop Desktop Sharing
  - Start/Stop Recording
  - Start/Stop Video
  - Lock/Unlock Meeting
  - Zoom In/Out of Shared Content
  - Invite and Remind Menu
- Mac OS High Sierra (Meeting Center, Event Center, Training Center)

## 4 WebApp

WebApp now supports the following:

- Safari now includes Video support and using, "Call using Computer"
- Slack

## 5 Devices

The following devices are supported in WBS32:

- Apple:
  - iOS 10.3, iOS 11
  - iPad Pro 10.5
  - iPhone 8, iPhone X
  - Sixth-generation iPod Touch
  - Share content directly from their mobile app using their Microsoft OneDrive Business accounts.
- Android:
  - Webex Meetings app for Android now supports Google Pixel phones.
  - With this release, we announce official support for the Android Oreo ("Android O") operating system for Android mobile device users.

## 5 Not supported

### 1 Virtual Desktop

XenApp 7.15 does not support the following Webex features:

- Audio and Video
- Access Anywhere, Remote Access, and Hands-On Labs

### 2 All Centers

The following are no longer supported:

- Browsers:
  - Microsoft Internet Explorer 7
  - Microsoft Internet Explorer 8
  - Microsoft Internet Explorer 9
  - Internet Explorer in compatibility mode
- Operating Systems:
  - Windows Vista
  - Mac OSX 10.7
  - Mac OSX 10.8
- End of Life for Webex Universal Toolkit and the Cisco Webex Player for .wot Files
- The SMS option in the Invite and Remind dialog box from the Quick Start page was retired on March 30th, 2018.

### 3 Productivity Tools

The following are no longer supported for Productivity Tools:

- Mac Productivity Tools for Outlook 2011

### 4 Devices

The following devices are no longer supported in WBS32:

- Apple iOS 8 OS
- Android version 4.1 and version 4.2 operating systems
- Windows:
  - Cisco announced end-of-support of the Cisco Webex Meetings for Windows 8.1 Mobile OS and Windows 10 Mobile OS, effective April 1, 2018. Cisco will continue to support the ability for Windows Phone users to join any Cisco Webex teleconference via our standard dial in, or audio dial-back capability.
    - By April 1, 2018, Cisco:
      - Removed Cisco Webex Meetings application from the Microsoft Store

- Discontinued technical support and help page support for the Windows Phone
- As of June 2018, Cisco disabled Cisco Webex Meetings for Windows Phone access to Webex meetings.

## 6 Feature changes that can be enabled by an administrator

The following settings can be enabled or disabled by a Site or Webex administrator. BT will configure the default settings, as shown below.

- Google Calendar is enabled by the site administrator (default off).
- Automatic updates to Productivity Tools (default off).
- A modern view of the Webex dashboard (default off).
- Caller ID for Dial-In users updated by the site administrator (default on).
- Annotations and Whiteboards can be enabled by the Site administrators for Cisco Webex Event Center and Cisco Webex Training Center (default off).
- The Multimedia Viewer in Support Center is now supported and can be disabled at the site level by the site administrator (default on).
- Record all meetings can be set by the Site Administrator (default off).
- Administrators can now request turning on HD recordings for Meeting Center sites.  
Note: Enabling this option increases the storage requirements for recordings (default off, default 180p).
- Administrators can now request to turn on MP4 recordings for their Meeting Center sites. Note: MP4 recordings are larger than ARF recording format. Enabling this option increases the storage requirements for recordings (default off).
- Site administrators can specify the time period to end Personal Room meetings. Before this release, the site administration option was only applicable for scheduled meetings (default on).
- The mobile meeting app now detects when there is only a single participant in a Meeting Center, Event Center, or Training Center meeting. If there is only one participant, the app automatically ends the meeting after a specific number of minutes after the scheduled end time. The number of minutes is determined by the site administration. If another attendee joins at any point before the set time, the meeting does not end. This is to match existing behavior on the desktop application and the web app (default on).
- Site administrators can configure warning email messages to users whose accounts are going to be deactivated soon. Previously, this feature was disabled by default. Default on, with a 7-day warning period.

## 7 Device updates

The following changes impact attendees and hosts who use devices to join meetings. There are many improvements. See below for updates to both Apple and Android devices. General updates are below.

- Recover login information or password directly from the Meetings app.
- The time required for meetings to start and to join meetings was reduced.
- The option, "Find Video System", is no longer in beta and is now officially supported. In a previous release, the user experience was improved with the addition of a new call back option that provides a quick and easy meeting connection to a local video system. The new option Find video system detects and connects with nearby video systems, provided the systems are proximity-enabled and registered to an on-premise system.

### 1 Apple

- iPhone X users can now sign into their Webex app using Face ID, on non-SSO sites.
- The workflow for joining meetings was improved so that meetings are joined immediately after signing into the app.
- Users can now use Siri voice commands to launch their own Personal Room, or launch someone else's Personal Room even while outside of their Webex application. Available Commands:
  - "Call my Webex" or "Call/Join my room using Webex" (call your own PMR)
  - "Call 's Webex" (Webex searches for a Personal Room to join in your recent meetings list, or a Personal Room to join in your upcoming meetings list)
  - "Call next meeting using Webex"
  - "Join next meeting using Webex"
- Users can now use their native device search bar to look for scheduled Webex meetings or Personal Rooms. Searches can be by meeting title, number, site name, information, hostname, email, meeting time.
- Cross-launching to an external browser is no longer needed now that the browser is embedded into the Webex app using Safari View Controller. Webex Single Sign-on (SSO) sign in launches within the Meetings app. Personal Rooms also now launch from within the app.
- The Meetings app now supports iOS Touch ID sign in for non-SSO sites.
- Meeting attendees can now join a Webex meeting by entering the video address within the app.
- Easily call into video addresses by tapping on the proximity-located or recent SIP URI directly, without having to tap the top-right call link.
- The in-meeting experience now has a simplified control bar for centralized access to all in-meeting functions.
- Full-screen preview of video with an improved view in one-to-one meetings.
- iPhone users can now toggle their view between other attendees in a grid view layout or with an Active Speaker view layout. This feature works in landscape mode only. Note: This feature is not yet available for Event Center events.

- Wording added and visual improvements to in-app instructions on how to set up and launch screen sharing.
- iOS 11 users have access to a new beta feature to directly share their apps and home screens from an iPhone or iPad.
- iOS users can now access and share content from iOS 11's new Files App solution, including any cloud solutions, (such as Dropbox, Box, and iCloud) that the iOS user chooses to integrate with the Files app.
- In the Meetings app version 10.0 for iOS devices, a feature was released, Automatic Device Mute, where a preference is set to automatically mute every meeting when joining using PSTN audio. This feature was removed in the Meetings app version 10.1.
- Users now can switch between their connected audio device for each meeting, for example, Bluetooth headset, Bluetooth speaker, device speaker, etc.
- iOS users are now able to upload a new Avatar directly from their Meetings app.

## 2 Android

- The Webex in-app scheduler can now sync up with Microsoft Exchange, allowing users access to their corporate directory to look up invitees easily.
- The workflow to launch a Personal Room or recurring meeting has been improved with the addition of a new widget shortcut.
- Add a 1x1 widget to your home screen, to easily join Webex meetings or Personal Rooms. This feature is for Meeting Center meetings only.
- Widget users can now see Cisco Webex Event Center and Training Center Sessions in their widget calendar.
- Now join meetings from your Android device by entering the SIP URI. Numbered formats are also accepted.
- Users are now able to access all of their primary in-meeting functions via a new centralized control bar, for easy access.
- In-meeting panels, such as the Participant List and the audio or video panels, disappear after the window size changes.
- Flip your device camera and bring it to full-screen mode in any Webex scenario. This improves the usability for attendees wearing smart glasses, or who want to show remote participants their physical surroundings, such as whiteboards or documents.
- Higher resolution display for video meetings.
- Users can now see the video strip more clearly, as the resolution was improved from 90p to 180p.
- Webex Meetings for Android can now join and start meeting on supported Chromebooks. Some limitations apply:
  - Cannot send video if the camera is occupied by another app in the Chromebook.
  - Shortcuts in Chromebook are not active.
  - Does not support:
    - Event Center and Training Center
    - Cross-launching from browser



- Sharing
- Only supports Stable Channel Chromebooks. Please see the full list of Stable Channel Chromebooks [here](#).

### 3 Microsoft Surface Pro

Webex now fully supports Microsoft Surface Pro in Desktop mode. Using Webex on a Surface Pro in Tablet mode has these known limitations:

- Sharing does not work reliably
- The soft keypad does not pop up
- Notifications do not display

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