



## WebEx Business Suite 29.13 – 29.0 Key Features and Enhancements

### What's New for WebEx Business Suite 29 Service Pack 13 (WBS 29.13)

WBS29.13 is the final, lockdown version of the WBS29 series of releases. This release will be available to customers who are on locked down WebEx sites.

CISCO WEBEX MEETING CENTER (Windows & MAC), Cisco WebEx Event Center (Windows Only)

### Content View Enhancements

The content viewing function has been updated to improve the in-meeting user experience:

- The content viewing icon at the top of the content area in the meeting window has changed from Fit to Width to Fit to Viewer for easy access to one of the most common viewing options for screen sharing (formerly "desktop sharing"), file sharing, and application sharing.
- The default view is now Fit to Viewer. The option remains Fit to Width for sharing the whiteboard.
- Full-screen view has the same defaults for content viewing, unless the user manually chooses another option before going to that view.
- The Fit to Width option has been updated with a new and improved icon.

CISCO WEBEX MEETING CENTER (Windows & MAC)

### Productivity Tools Enhancements

Productivity Tools have been enhanced to better support Collaboration Meeting Rooms (CMR). The update also provides improved support for Personal Rooms.

Productivity Tools for Mac:

- Productivity Tools for Mac now supports scheduling CMR Hybrid (WebEx-enabled TelePresence) meetings with WebEx Meeting Center and Cisco TelePresence through the Mac version of Microsoft Outlook. Please refer to the WBS29.13 Release Notes for limitations on using Productivity Tools with CMR Hybrid meetings.
- The "One-Click Meeting" command for starting instant meetings has been renamed to "Meet Now". This supports changes made in a previous release of Meeting Center. If the Personal Room function is enabled, selecting "Meet Now" starts an instant meeting in your Personal Room by default. You can change this option in your preferences.
- Support added for Mac OS 10.10

Productivity Tools for Windows:

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- Windows users can now use Productivity Tools to easily add Personal Room information into their email invitations and meeting calendar information.

## Mobility

**GOOD mobile access secure browser support to join meetings on Android devices**

- Support for joining WebEx meetings within a GOOD container, for customers using the GOOD MDM solution

**Improved Personal Room support**

- When mobile users enter an Personal Room link with an incorrect personal room user ID, the page will display an error asking user to check the input and try again

## Improved In-Meeting Audio Prompts

English language audio prompts have been updated to improve the consistency of prompt tone and voice quality.

CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER, CISCO WEBEX EVENT CENTER & CISCO WEBEX SUPPORT CENTER

## Bug Fixes

The following bugs have been fixed in this release:

Bug Number	Bug Description	Affected Product Area
CSCur03584	Error message updated for attendees removed from Event invitation list and obsolete meeting link was still invoked.	Event Center
CSCuq95688	Deletion of Post-Event Survey templates added.	Event Center
CSCus51309	Management of post-event surveys has been enhanced to include a delete option.	Event Center
CSCus20801	User was able to join meeting using link without a password.	Meeting Center
CSCus38013	Changing time zone pushed the date out a year.	Meeting Center
CSCus49652	Host was unable to start a meeting when they attend via iPad.	Meeting Center
CSCus54897	Fix to ensure mobile users must enter the password before joining password-protected meetings	Meeting Center
CSCur11531	Unable to upload large files under My Files.	My WebEx
CSCur35374	Some approved registrations showed incorrect information under My Meetings.	My WebEx

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CSCui89630	Montenegro was not listed in Country/Region in WebEx registration page.	My WebEx
CSCus19856	Datameeting.php did not select audio based on My WebEx profile selection.	My WebEx
CSCus53789	In some cases the default call-in number would disappear when making changes to PCN or PIN.	My WebEx
CSCus36565	Unable to reassign recordings to another user	My WebEx/Site Administration
CSCur99448	Various descriptions associated with User CSV fields were not clear.	Site Administration Online Help
CSCus51478	User enumeration via OutlookAction	All Centers
CSCus54391	Fix SQL bug introduced in a previous release.	All Centers
CSCus35339	Fix to assure the new Personal Room page gives attendees access to files shared by the host.	All Centers
CSCus54897	Fix to ensure mobile users must enter the password before joining password-protected meetings.	All Centers
CSCus53449	Attendees joining Personal Meeting Room from mobile URL or email URL intermittent access failure has been addressed.	Personal Room
CSCus36658	After installing WBS29.11+ Productivity Tools, Productivity Tool users could not invite attendees by SMS from the One Click Panel. A failure for connection problem was received if user tried starting a One Click Meeting.	Productivity Tools
CSCus54583	Provide rich text support for Productivity Tools for Lotus Notes.	Productivity Tools
CSCus39739	Updated error message for TelePresence video endpoint conflicts.	Productivity Tools
CSCuq58528	Client enhanced to default to the last used 'Input Language' setting; 'Remote computer setting' or 'My computer setting'.	Support Center client
CSCus38142	User was unable to join support session from Mac system when invited by email	Support Center
CSCus30195	Post-session Testing page failed to launch when customized Landing Page link was defined.	Training Center

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## What's New for WebEx Business Suite 29 Service Pack 12 (WBS 29.12)

CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER, CISCO WEBEX EVENT CENTER & CISCO WEBEX SUPPORT CENTER

### New User Reference Improvement

The New User Reference function has been improved for a better support experience. When you select the New User Reference link for your WebEx service, a web page is displayed with reference information tailored for the WebEx service you're using. This makes it easier to access information about a specific WebEx service. The default setting for the New User Reference link can be changed in WebEx Site Administration.

### Audible Announcement When Recording (Target Availability Q1 2015)

Network-Based Recording (NBR) has been enhanced to play an audible announcement to attendees when a recording has started in a meeting. If you're using telephony, you'll hear the announcement if you're in the meeting when a recording starts or when you join a meeting that is being recorded. If you're using VoIP, you'll only hear the announcement if you're in the meeting when the recording starts. The NBR audible announcement feature applies only to customers with WebEx audio conferencing.

*Availability: This feature will be available after additional updates are completed to the WebEx Cloud. The target timeframe is Q1 2015. When the feature becomes available, a new setting will appear in WebEx Site Administration allowing administrators to enable NBR audible announcements, if desired.*

### Site Administration Updates

The following updates have been made to WebEx Site Administration:

- **Event Center support for iOS**
  - Site administrators will be able to enable Event Center for iOS via site admin tool
  - Event Center for iOS will be released with Cisco WebEx Meetings for iPad and iPhone version 7.0 through the App Store, coming soon!
  
- **Ability to manage content sharing integrations, which is currently only available on WebEx Meetings for iPad:**
  - Content sharing can be enabled with Dropbox, Box and Google Drive.
  - If content sharing is enabled, you can selectively control whether Dropbox, Box or Google Drive integrations are enabled for mobile users.
  - You have the ability to automatically clear files that have been cached in the WebEx mobile app from Recently Shared Files.
  
- **Enable NBR audible announcements.**
  - This setting will be available after additional upgrades are completed to the WebEx Cloud. Target availability is Q1 2015. When the feature is available, the option will appear in WebEx Site Administration and will be disabled by default.

- You can change the default URL for the New User Reference link for each Center.

## CISCO WEBEX MEETING CENTER (Windows & MAC)

### Improved Join Experience

This release improves the experience of joining Meeting Center meetings from the join meeting page. If you try to join a Meeting Center meeting before it's started, the meeting page will now automatically refresh when it's time to join. Messaging on the join page has also been improved.

## What's New for WebEx Business Suite 29 Service Pack 11 (WBS 29.11)

### CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER, CISCO WEBEX EVENT CENTER & CISCO WEBEX SUPPORT CENTER

### Profile and Preference pages have been optimized

The Profile and Preference pages have been optimized with a clean, modern look and feel. Profile and Preference settings have been divided between the two pages to more logically group settings. The pages have been updated to comply with accessibility guidelines.

The Profile page now contains key profile information along with an improved image uploader for use with the new Personal Room for Meeting Center. The Preferences page has new collapsible categories. The following settings have been moved from the Profile page to the Preferences page:

- My Personal Room
- Scheduling Templates
- "Session Options" have been renamed "Scheduling Options"
- Support Center
- My Phone Numbers
- "Meet Now" Settings (formerly "One-Click" Setup)

### Improved Video Experience

When you start a meeting, the default video frame rate will be 15 fps.

### WebEx API Enhancements

The WebEx APIs have been updated to support Personal Rooms, recurring meeting enhancements and Collaboration Meeting Rooms (CMR Cloud) provisioning for Meeting Center. The XML APIs also support partner account authentication so partners can use a single ID to provision users across WebEx sites they manage.

### CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER & CISCO WEBEX EVENT CENTER

### In-Meeting Technical Support for CCA customers

Many of the products and features described herein remain in varying stages of development and will be offered on a when-and-if-available basis. This roadmap is subject to change at the sole discretion of Cisco, and Cisco will have no liability for delay in the delivery or failure to deliver any of the products or features set forth in this document.

In-meeting Technical Support can be configured for WebEx Cloud Connected Audio (CCA) customers. Both the host and attendees can connect with Technical Support during the meeting. Technical Support can either be your corporate Help Desk or a third-party supplier. Site Administrators can specify Technical Support phone numbers in the WebEx Site Administration tool.

## CISCO WEBEX MEETING CENTER (Windows & MAC)

### Personal Room for Meeting Center

All Meeting Center hosts can now enjoy their very own Personal Room. Think of it as your conference room. You get your own easy-to-remember link that never changes, so your colleagues will always know where your meetings are being held. Meet instantly or add the Personal Room URL to a Microsoft Outlook calendar invitation. Make back-to-back meetings simple and manage your attendees through a lobby.

- Each Meeting Center host gets a Personal Room with a unique meeting link.
- Your Meeting Center home page is now your Personal Room
- Your Personal Room can be locked when a meeting is in progress. When your Personal Room is locked, attendees wait in a “lobby” until your room is unlocked or until you admit them to the room.
- The “Meet Now” function (formerly “One-Click Meeting”) uses your Personal Room for instant meetings (see below).

### “One-Click Meeting” Renamed “Meet Now”

The “One-Click Meeting” feature has been renamed “Meet Now”. “Meet Now” starts an instant meeting in your Personal Room by default.

*Note: In WBS 29.11, WebEx Productivity Tools retain the “One-Click Meeting” name. This will be changed in a future release of the WebEx Productivity Tools.*

### Recurring Meeting Enhancements

The scheduling function in Meeting Center has been enhanced to better manage recurring meetings. You can now create exceptions to a recurring meeting series. And, you can manage the series and single instances either through the web scheduler or through WebEx Productivity Tools.

- You can create exceptions to a meeting series
- You have the option to update a particular occurrence of a meeting or the entire series.
- If a single occurrence of a meeting series is updated, meeting reminders and options that allow attendees to join before the host starts the meeting will still work correctly.

WebEx Productivity Tools integration with Microsoft Outlook will use a single email invitation template for both the host and attendees. Depending on the type of audio configuration the impact will vary based on the scenarios outlined below.

- All Meetings (any audio type)
  - Hosts will no longer receive a host specific email, they will receive the standard invitation email.

- Meetings with TSP integrated audio
  - The Host Code (also sometimes known Subscriber code) will no longer be included in the email/invitation sent to hosts.
- Meetings using WebEx Personal Conferencing audio (PCN)
  - The Host Access Code will no longer be included in the in the email/invitation sent to hosts.

Hosts can retrieve the host key and access code by:

- Launching the WebEx client. The WebEx client displays this information to hosts.
- Accessing the meeting information web page via link available in the invitation that is also sent to attendees.
- Clicking the “*Change Settings*” button in the Outlook appointment to see the host details under “*WebEx Settings*”.

## New “Anyone Can Share” Feature

Any participant can now share content in the meeting by simply selecting “Share”. This feature makes it easier to change presenters in a meeting and improves the overall collaboration experience. If hosts want more control over sharing, they can disable this feature while the meeting is in progress. This option can also be disabled in Site Administration.

## WebEx Productivity Tool Updates

The WebEx Productivity Tools have been updated to support the recurring meeting enhancement. The feature that allows a user to schedule meetings on behalf of another host has been simplified so that the host only needs to enter the user’s name in the “Scheduling Permission” section of the Preferences page. Microsoft Outlook delegation is no longer required for scheduling meetings on behalf of another host. The MAC version also has improved localization and accessibility.

CISCO WEBEX MEETING CENTER (Windows & MAC), Cisco WebEx Event Center (Windows Only)

## In-Meeting (client) Enhancements

Cisco WebEx continues to improve your meeting experience with a clean, modern interface and key usability enhancements:

- Audio dialog boxes have been improved
- A vertical annotation bar has been added when viewing shared content full screen on the Mac.
- Share Desktop has been renamed Share Screen and Audio Conference has been renamed Audio Connection
- Content view options have been added (Windows only). You can easily zoom content in and out by just clicking the Zoom In and Zoom Out icons. A new Pan tool allows you to move content horizontally or vertically when viewing screen sharing or application sharing.

## Improved Video Experience

- The video panel layout and controls have been improved (Windows only). These changes allow you to view video and switch between layouts more easily. You also have the ability to specify default video camera settings for your meetings.
  - If bandwidth issues occur while sending video, the spinning wheel icon is replaced with an error message after 5 seconds.
- Automatic recovery of video is now provided for WebEx meetings that use Cisco Telepresence.

## CISCO WEBEX SITE ADMINISTRATION

### Site Administration:

- Personal Room settings are now separated from Collaboration Meeting Room (CMR Cloud) Settings
- Administrators can enable Personal Rooms for their site.
  - Note: If Administrators do not want their hosts to have the Personal Room feature, they should log in immediately after the upgrade to disable this feature.
- Administrators can allow users to change Personal Room URL
- Administrators can now manage Technical Support phone numbers for WebEx Cloud Connected Audio (CCA) customers.
- Administrators can control the ability to print and save documents when a file is shared during a meeting.
- WebEx Meetings or Events cannot be started if the host account has been deactivated.
  - When a host account is deactivated, then the host's meetings cannot be started and attendees cannot join a meeting created by a host with a deactivated account.

## What's New for WebEx Business Suite 29 Service Pack 10 (WBS 29.10)

### CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER, CISCO WEBEX EVENT CENTER, CISCO WEBEX SUPPORT CENTER

#### MAC 10.10 Yosemite Support

WebEx now supports MAC 10.10 Yosemite and Safari 8.

#### Removal of Instructor Led Training

The Private, Instructor-Led Training from Learning Services is no longer offered. Reference to this service is being removed from the *Training* page and *New User Reference* page located on the left hand navigation bar of the WebEx site.

#### Resolved Caveats on Cisco.com

Bug fixes are now available on cisco.com in the Release Notes for versions WBS 29.8 or later.

#### New Features/Functionality on Support Pages

The Support page of each WebEx site now lists incremental changes in each monthly Service Pack under Support > User Guides > Release Notes. Users must be logged in to view this information.



## Telepresence Video – ability to reset video bandwidth

In the event that you stop sending or receiving Telepresence video in a WebEx meeting due to low bandwidth or local machine conditions (e.g. excessive CPU or RAM use), we have added a new button to retest your connection to the WebEx cloud. If your connection is able to maintain 1.2 mbps, your video will begin broadcasting again. Previously, you would need to exit and rejoin the meeting to retest your connection and system settings.

## What's New for WebEx Business Suite 29 Service Pack 9 (WBS 29.9)

### CISCO WEBEX MEETING CENTER

#### Personal Meeting Room (PMR)

PMR enhancement now allows mobile users to launch mobile client by clicking the PMR link from an invite.

### CISCO WEBEX SUPPORT CENTER

#### Session Query Tool Report

The Wait Time field in the Support Center Session Query Tool Report is changing from a value rounded to the closest second and displayed as hours, minutes and seconds.

- The column header for Wait Time has changed from "Wait Time (mins)" to "Wait Time (hh.mm.ss)".
- The column header for Session Time field has changed from "Session Time (mins)" to "Session Time (mm)".

## What's New for WebEx Business Suite 29 Service Pack 8 (WBS 29.8)

### CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER, CISCO WEBEX EVENT CENTER, CISCO WEBEX SUPPORT CENTER

#### WebEx Client Update

All WebEx meeting Hosts and Attendees will receive the new version of the Meeting client upon entering a session for the first time. The installation of the new client is automatic and browser restart is not required.

#### HTML Email Templates

Support for Site Admin emails in HTML format. Each email template indicates which are supported in HTML format. All templates can be sorted by HTML or Text.

#### New Method to Join Meetings on Chrome

Our new join method will use a Chrome extension starting with Chrome 38. All previous versions of Chrome will still use the plug-in.

## WebEx Productivity Tools for MAC

The first Mac version of WebEx Productivity Tools supports

- Scheduling and updating one-time and recurring meetings for Meeting Center and Training Center
- Scheduling and updating events for Event Center. Starting an instant Meeting Center meeting.

## Audio Improvements: Wideband Audio

Hear everyone in the meeting more clearly when using VoIP with support for the next generation of voice quality with wideband audio, also known as “HD Voice”.

- Captures a wider frequency range to provide clearer audio connections
- Is supported via the OPUS wideband audio codec
- The OPUS codec has superior Packet Loss Concealment (PLC) and Forward Error Correction (FEC) and is more resilient to packet loss. As a result, it provides better audio quality in less ideal conditions.
- Supports a better noise suppression algorithm to provide a much better experience when using audio through a computer even without headset
- Has enhanced jitter buffer for UDP based VOIP traffic
- Provides a reduced delay and data loss with smaller packet sampling size of 20ms
- Wideband Audio Codec (OPUS) is now the default codec for WebEx VOIP attendees
- Windows, MAC and Linux desktop clients, IOS and Android mobile devices are supported as well as NBR for VOIP only session
- Both VOIP Only as well as Hybrid Meetings will now support the wideband codec

CISCO WEBEX MEETING CENTER (Windows & MAC), Cisco WebEx Event Center (Windows Only)

## Client Updates

*Simplified User Experience:* Cisco has improved the WebEx user interface with a new modern look and feel designed to improve the ease of use throughout meetings. Some key functions have been simplified to provide quicker access to the most relevant functionality.

- New modern, simplified user interface including:
  - A new “WebEx Ball” icon
  - New icons for panels and the Floating Icon Tray
  - An updated vertical annotation bar
  - Consolidated and updated controls in the Quick Start tab
- New Audio Dialog as well as updated ‘Sharing’ & ‘Invite & Remind’ dialogs
- Desktop and Application sharing is displayed within the tab for attendees
- New liquid layout, allowing you to change the proportion of video and content up to a 50:50 ratio
- Fields on the meeting info tab can be copied
- Chat & Notes panels are minimized by default and show as icons on top (controlled via Site Admin)
- Updates specific to the Event Center user interface:
  - Q & A Colors
  - Updated practice sessions with a highlighted yellow box
  - Updated audio broadcast dialog

## Page Redesign

Meeting Center pages have been redesigned with a new simple and modern user interface with improved Section 508 accessibility compliance. All functionality and design interaction remains the same.

Improvements include:

**New modern, simplified user interface:**

- New icons, fonts and colors
- The “Welcome” tab has been simplified and renamed to “Home”
- Improved experience to join meetings for return users
- A global header and left navigation for all WebEx Centers

## Usability Enhancements

- An option to turn on/off the entry/exit audio tone within a meeting
- The ability to allow a Host to leave a meeting without ending it, with automatic transfer of the Host role
- The presenter role automatically passes to the Host if the first attendee has become presenter, and is not sharing content
- A cleaner, faster experience to join meetings – up to 30% faster\*

\*Dependent on computer speed and bandwidth

## Cisco Collaboration Meeting Rooms (CMR) Cloud

- An always on and available video collaboration solution that integrates audio, video, and content sharing technologies
- Supports a wide range of devices, from the pocket to the boardroom, including the following:
  - WebEx Meetings on mobile devices
  - WebEx Meeting Center on desktop
  - Cisco Telepresence endpoints
  - Third party standards based SIP and H.323 video device or application, e.g., Polycom, LifeSize, others
  - Lync 2010 and 2013, Office 365
- Scales to support up to 25 standards based video endpoints and up to 500 video enabled WebEx Meeting Center users concurrently in a single meeting
- Enhanced Personal Room experience
  - Ability to set Personal Room as the default view in Meeting Center and My WebEx tabs
  - A Personal Room page where you can launch your room and edit settings
  - Access your Personal Room Information from the Meeting Center tab
- Schedule meetings or start Personal Room sessions using Windows and Mac WebEx Productivity Tools
- Available as an additional service option to a Cisco WebEx Meeting Center subscription

## Site Administration Settings for (CMR)

- **Video Device Bandwidth:** Enables video device bandwidth control for WebEx VoIP and video connections. When this option is enabled, the bit rate for the session will be automatically adjusted down when a low bandwidth is detected.
- **Use a Pilot Number:** This option sends an email to users notifying them of the availability of the pilot number. When enabled, the pilot number will display on the email notification and the Personal Room page. Sample text for the dial-in information will be provided and may be modified. The limit is 256 characters.
- **Enable Personal Room:** Option to enable a Personal Room and define host PIN length to 4, 6, 8 or 12 numbers. The default will be 4.

## What's New for WebEx Business Suite 29 Service Pack 7 (WBS 29.7)

CISCO WEBEX MEETING CENTER

### Windows 8 Touch Support

Cisco is pleased to announce starting with WBS29.6, a majority of the issues related to touch have been resolved for Windows 8 OS. For more detailed information please refer to the Knowledge Base Article: <http://kb.webex.com/WBX72384>

## What's New for WebEx Business Suite 29 Service Pack 6 (WBS 29.6)

CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER, CISCO WEBEX EVENT CENTER, CISCO WEBEX SUPPORT CENTER

### Internet Explorer 6 End-of-Support Announcement

To keep up with current web standards, WebEx will no longer support Internet Explorer 6, starting with the WBS 29.8 release. We recommend that you upgrade to a more recent version of Internet Explorer or use a different browser before your WebEx site is updated to WBS29.8.

CISCO WEBEX EVENT CENTER

### Attendee Invitations

If a host removes any attendees for an event, the link to the event from the invitation will no longer be valid for those removed attendees. If you are planning to invite people for a mass-mailing list, we recommend that you use a third-party mailing service, and then link to the event address for attendees.

CISCO WEBEX MEETING CENTER

## Feedback Form

Cisco will be improving the user experience in WebEx meetings over the next few releases. To ensure we continue to focus on key areas, a very small fraction of users (randomized across our entire global user base) may be asked to rate their WebEx experience at the end of their session.

## What's New for WebEx Business Suite 29 Service Pack 5 (WBS 29.5)

CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER, CISCO WEBEX EVENT CENTER, CISCO WEBEX SUPPORT CENTER

### Support for Windows 8.1 and Internet Explorer 11

Starting in WBS 29.5, Cisco will be supporting Windows 8.1 and Internet Explorer 11. All major functionality will continue to perform as expected. For more detailed information on known issues and workarounds please reference the cross platform release notes from your support page.

### Windows XP End-of-Support Announcement

Microsoft has announced that Windows XP will no longer be supported as of April 8, 2014. If you are using Windows XP, Cisco strongly recommends that you upgrade to a supported version of Windows. We understand that not everyone will be able to meet Microsoft's timeline, so WebEx will continue Windows XP support through the end of 2014, with one exception. If an issue comes up with Windows XP that requires Microsoft changes, WebEx will be unable to fix the issue because Microsoft will no longer be providing updates. Starting in January 2015, WebEx will no longer support Windows XP, so Cisco recommends that you upgrade to a supported version of Windows before this date.

## What's New for WebEx Business Suite 29 Service Pack 4 (WBS 29.4)

CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER, CISCO WEBEX EVENT CENTER, CISCO WEBEX SUPPORT CENTER

### WebEx Client Update

All Cisco WebEx meeting Hosts and Attendees will receive the new version of the Meeting client upon entering a session for the first time. After we have applied the patch to your site, a New Client will automatically be offered the first time users enter a meeting. The installation of the New Client is automatic and browser restart is not required

### Call-in, Call Back Audio Prompts Available in more Native Languages

Cisco is pleased to announce the deployment of the following native language audio prompts to the countries listed below; the previous language defaulted to English for call-in users from these countries and now it will default to the languages below:

- Country: Audio Prompt in Native Languages**
- **Brazil: Portuguese**
  - **China: Chinese Mandarin**
  - **Hong Kong: Chinese Mandarin**
  - **Italy: Italian (dual prompt)**
  - **Japan: Japanese (dual prompt)**
  - **Mexico: Spanish**

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- Netherlands: Dutch
- Portugal: Portuguese
- Russia: Russian
- South Korea: Korean
- Spain: Spanish

## End of Support for Solaris, HP-UX, and AIX

In order to provide support for the most popular platforms Cisco will be removing support for Solaris, HP-UX, and AIX. Please refer to the Cross-platform Features and Known Issues page in our release notes for our latest list of supported operating systems and browsers.

## What's New for WebEx Business Suite 29 Service Pack 3 (WBS 29.3)

CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER, CISCO WEBEX EVENT CENTER, CISCO WEBEX SUPPORT CENTER

### WebEx Client and Productivity Tools Update

Productivity Tools supports Lotus Notes 9. Bug fixes. All Cisco WebEx meeting Hosts and Attendees will receive the new version of the Meeting client upon entering a session for the first time. After we have applied the patch to your site, a New Client will automatically be offered the first time users enter a meeting. The installation of the New Client is automatic and browser restart is not required. A new version of Productivity Tools is also included in this release.

## What's New for WebEx Business Suite 29 Service Pack 2 (WBS 29.2)

CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER, CISCO WEBEX EVENT CENTER, CISCO WEBEX SUPPORT CENTER

### WebEx Client and Productivity Tools Update

Bug fixes. All Cisco WebEx meeting Hosts and Attendees will receive the new version of the Meeting client upon entering a session for the first time. After we have applied the patch to your site, a New Client will automatically be offered the first time users enter a meeting. The installation of the New Client is automatic and browser restart is not required. A new version of Productivity Tools is also included in this release.

## What's New for WebEx Business Suite 29 Service Pack 1 (WBS 29.1)

CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER, CISCO WEBEX EVENT CENTER, CISCO WEBEX SUPPORT CENTER

### WebEx Client and Productivity Tools Update

Performance enhancements, support for mobile applications, and bug fixes. All Cisco WebEx meeting Hosts and Attendees will receive the new version of the Meeting client upon entering a session for the first time. After we have applied the patch to your site, a New Client will automatically be offered the first time users enter a meeting. The installation of the New Client is automatic and browser restart is not required. A new version of Productivity Tools is also included in this release.

# What's New in the User Experience for WebEx Business Suite 29

CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER, CISCO WEBEX EVENTS CENTER, CISCO WEBEX SUPPORT CENTER

## File Sharing

The file sharing functionality has been enhanced:

- Presenters can now select and share multiple documents to upload at the same time.
- Progress indicators in the content area and document tabs provide a visible status of the upload progress for all selected documents.

## Mac OS X 10.5 Support

Mac OS X 10.5 will no longer be supported. Users on this OS will see an error message letting them know their browser is out of date. Cisco recommends upgrading users using this legacy OS.

CISCO WEBEX MEETING CENTER, CISCO WEBEX TRAINING CENTER, CISCO WEBEX EVENT CENTER

## Using Multi-monitors

The multiple-monitor user experience has been enhanced. When using video along with desktop, application, or sharing, a prompt will ask if the user wishes to move the video to the secondary screen. This enhancement is for Windows only.

CISCO WEBEX MEETING CENTER

## WebEx enabled TelePresence Enhancements

Network Based Recording (NBR) is now available for WebEx enabled TelePresence meetings. Additionally, recordings are supported in standard formats (MP4). Recordings can be downloaded or streamed.

- **Note:** Downloaded WebEx TelePresence recordings will not include Active Speaker Video. Streaming playback of WebEx TelePresence recordings, and all other downloaded recordings (MC, TC, EC, etc) will continue to have Active Speaker Video included.

Usability enhancements for Productivity tools (e.g. tutorial "bubbles", collapsible panels, and status indicators)

## Network Based Recording (NBR) Player

A new standards-based NBR player will be used when viewing a WebEx enabled TelePresence recording. The player also supports player controls, and thumbnails, chat logs, etc.

## Language Support for Mac

Dutch, European Spanish, Russian and Swedish are now supported on Mac.

CISCO WEBEX EVENT CENTER

## Hybrid Audio

Hybrid audio is now available in WebEx Event Center. If a site is enabled for Hybrid Audio, the Audio Conference dialogue box will offer the "Use Computer for Audio" option to users when joining a meeting. Supported on Windows and Mac.

Schedule pages have also been updated so they no longer allow "Integrated VoIP" to be scheduled along with an incompatible audio conference type.

### CISCO WEBEX TRAINING CENTER

## Hybrid Audio Support

New support for partner provided Hybrid Audio is available for WebEx Training Center on Mac. If Hybrid Audio is enabled and integrated for the partners site, meeting hosts, and attendees can use "Call Using Computer" when joining the audio conference.

## What's New in *Administration* for WebEx Business Suite 29

### CISCO WEBEX TRAINING CENTER

## Ecommerce PCI Compliance

New enhancements will allow for PCI Compliance for WebEx Training Center eCommerce with supported payment engines.

New selections are available for the Site Administrator in the Provider Settings for PayPal Payflow Pro, PayPal Website Payments Pro UK, PayPal Express Checkout US and Canada. End users will see changes in the Payment Information Page.

### CISCO EVENT CENTER

## Default Telephony Conference Entry and Exit Tone

The telephony conference entry and exit tone can now be set separately for new Event Center sites. By default, the WebEx Event Center tone will default to off. The "beep" option can be turned to off for Event Center while remaining on for other WebEx products.

- **Note:** The "Entry & Exit tone" option will follow the sites current setting for existing customers.

### Important Note: WebEx Release Naming

WebEx Business Suite (WBS) releases have adopted a simplified and more consistent naming model:

- Major releases increment the WBS number
- Minor or "dot" releases occur monthly with bug fixes and small features (example: WBS 29.1).
- Bug fix releases are "dot-dot" releases (example: WBS 29.1.1.)

All WBS services (WebEx Meeting Center, WebEx Training Center, WebEx Event Center and WebEx Support Center) now use this same numbering model. All appearances of a version number will be consistent on web pages and in-session "About" boxes.