Collaboration
Technical Marketing

What's New in Webex App, Meetings, Devices & Control Hub

Release 42.9

Cisco Collaboration Cloud

August 2022

webex
by CISCO

Cisco Safe Harbor Statement

webex by CISCO | Collaboration Technical Marketing

Webex 42.8 Update Review

Webex Meeting 42.8 Update Review

Slipped Features

42.7 Features:

- Control Hub Audit Log Include Site Admin Activities (postponed to Sept)
- Devices Receive Immersive Share from Webex App (enable for all clusters on 8/15)
- Assign Meetings Site Account for External Users (beta in Sept)

42.8 Features:

- None

Schedule Webinar from Webex App
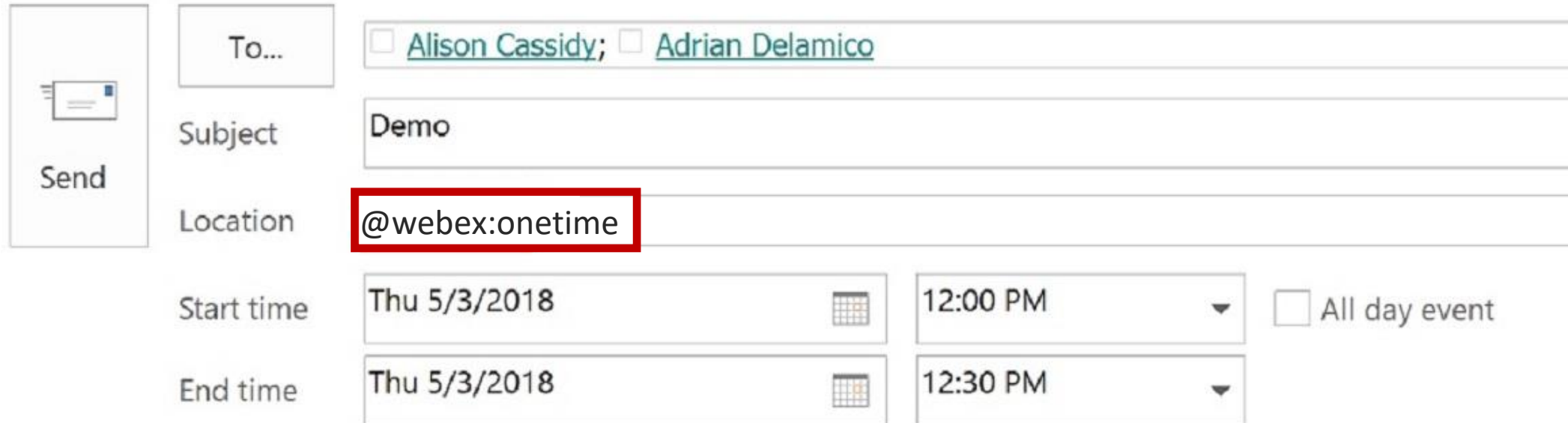
In 42.8, new option "Schedule a webinar" is available in Schedule button on the Meeting tab

Selecting the option will bring up the Webinar web scheduler for the site that the user has signed-in to

Create an entry point for the user to schedule a webinar from Webex App
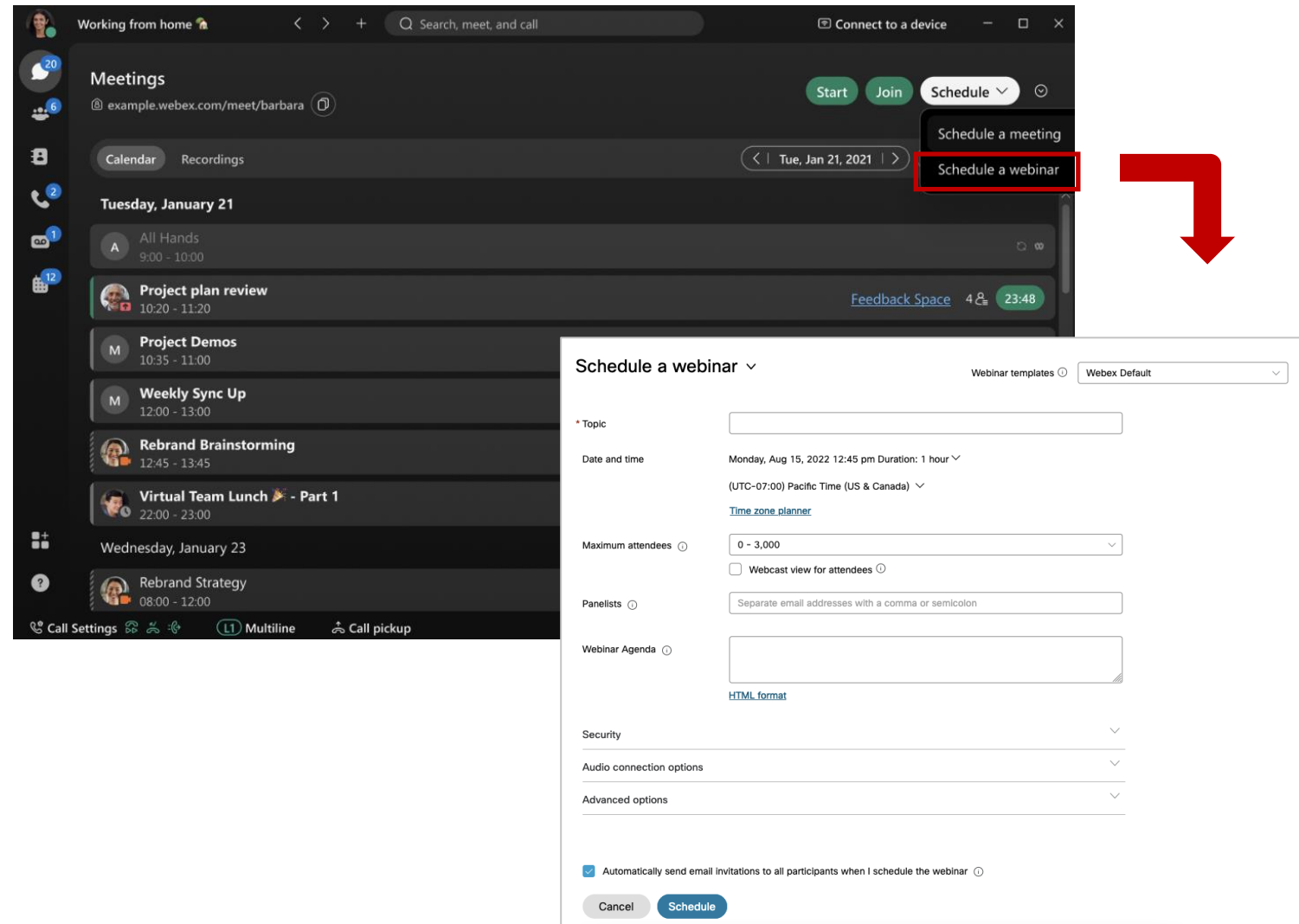
Schedule a one-time Webex Meeting using @webex:onetime

Previously, Hybrid Calendar only supports Personal Room with "@webex" keyword

Starting August, Hybrid Calendar supports one-time Webex Meeting scheduling in addition to Personal Room with @webex

Use new keyword "@webex:onetime" in the location field

Refer to the help article for more information

Milestones

Milestones: Webex Release 42.9

These dates, and features shown, are still subject to change.

Limited Availability Deployment	General Availability Start Date	General Availability End Date
Aug. 15, 2022	**Sep. 5, 2022**	**Sep. 20, 2022**

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Webex Meetings Feature Areas that might potentially apply

Webex Meetings Feature Areas	Slow Channel Customers	VDI Customers on Latest Channel
Webinars	✗	✓
Pre-Meeting Experience	✓	✓
In-Meeting Experience (except Web App or Progressive Web App on Chrome OS)	✗	✗
Web App or Progressive Web App (PWA) on Chrome OS	✓	✓
Slido	✓	✓
Video Device and Media Enhancement	✗	✓
Post Meeting Experience	✓	✓
Administration Experience (Page Component)	✓	✓
Webex Meetings API	✓	✓
Webex Meetings VDI (aligned with slow channel release since 42.6)	✓	✓
Mobile	✓	✓

Snapshot

Webex Meetings Suite Feature Snapshot: 42.9 Update

Meetings/Webinar Experience

Webinars
- Invitation Source Support

Pre-Meeting
- Support MacOS 13 Beta Ventura

In-Meeting
- 2-way Whiteboard Support in Meetings
- Enlarge Initial Content Share Area in Stage View
- Remove End Meeting Capability from Cohost
- High Frame Rate Content Compatibility Option to improve 30fps Share
- Turn on/off Simultaneous Interpretation Inside Meeting
- Simultaneous Interpretation: Set Default Language Channel
- Simultaneous Interpretation Keyboard Shortcuts on Mac
- Reorder Participant Videos on Stage View
- Web App/PWA: Annotate when Sharing an Application
- New Client Functions for Meetings with Paired Devices

Slido Update
- Zoom in and out in Present Mode
- Open Text Poll – Topics/Clusters
- New Settings Available in Webex Sidebar
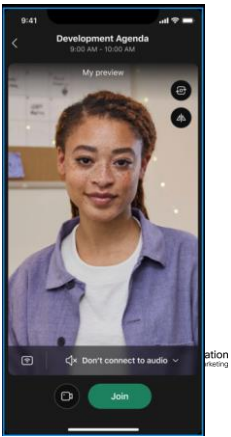- Open Text Poll – Display Name

Post Meeting
- Support Chapters in Webex Recordings

Administration Experience:
- Self Signup for Meeting Site Host Account Support

Mobile app

Android
- Day 0 Support for Android 13
- Support PDF File Sharing
- Filter In-Meeting Apps on Mobile
- Accessibility Improvement for Join and Sign-in

iOS
- Day 0 Support for iOS 16, iPadOS 16 and WatchOS 9
- Filter In-Meeting Apps on Mobile

Webex App & Devices Snapshot: 42.9 Update

Webex App

General Update

- Set Your Pronouns

Messaging

- Public Spaces
- Reply Directly on Webex App for Mobile

Calling

- Show Main Telephone Number in User Profile

Devices

RoomOS August Recap

Webex Monitoring, Troubleshooting & More - August

Administration
- Global Search
- User Experience Improvements to Assignment of Tracking Codes
- Admin can remove invalid attribute values
- SAML JIT Update for Users
- SSO Admin Self Recovery
- Multiple Email Address for User Authentication

Troubleshooting
- Read-only Admin Role can view Admin Activity Log
- Share Custom Analytics Dashboards

Monitoring

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Announcements

Webex Webinars will replace Events (Classic)

For Latest and Slow Channel Customers starting **April 1, 2023**

Webex Webinars provides customers with more engaging experience and advanced functions, including:

- Rich branding options
- High motion video and audio content share
- Engagement with reactions, Slido poll and Q&A, and breakout sessions
- Advanced production and content management

Events (classic) can't be scheduled past March 31, 2023

Beginning April 1, 2023

- No more Events (classic) can be scheduled but host can start all pre-scheduled sessions
- Host needs to schedule using Webinars

No need to wait till April 1 to stop scheduling using Events (classic). Events (classic) can be disabled today by following these steps
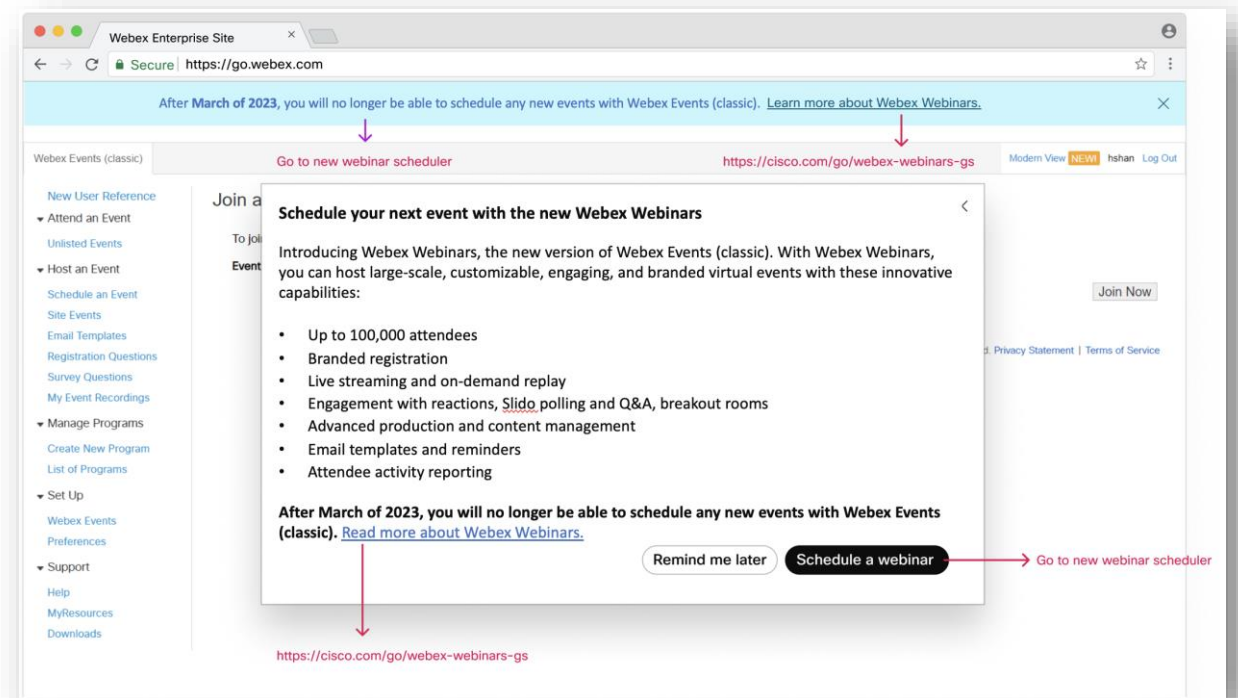
Deprecation of Creating New Site Admin (SA) Managed Sites

Starting **End of August**

Today, paid subscription customers have 2 options to provision a new site – SA or Control Hub managed site

As part of ongoing initiative to manage all Webex sites from Control Hub, we will deprecate the option to provision new Webex site as SA managed site

Date of deprecation will be <u>end of August</u>

Enable Webex Assistant by Default

Starting November, Webex Assistant will be ON by default for all customers (including Slow Channel) unless it is manually set to OFF

Webex Assistant Configuration

☑ Enable Webex Assistant

Existing customers who prefer to have this OFF, they can turn it ON and then set it back to OFF before November

M	W	FedRAMP	VDI
✓	✗	✓	✓

New Auto Admit Security Feature

For Invited Attendees to Bypass the Lobby

Starting 42.10, meeting users who are invited directly or get forwarded by host and join as an authenticated user (including Webex Devices), can bypass the lobby to join an unlocked meeting without a PIN or password

Note: Invitees are treated as non-invited in the followiing cases:
- Invite forwarded by user other than the host
- Invite forwarded by the host via "Invite and remind" inside meeting

Supportability:
- Control Hub managed or linked sites
- Meetings can be scheduled using any supported methods such as Web Scheduler, Webex Scheduler, Hybrid Calendar etc..
- Support Exchange, M365 or Google Workspace Calendars

Enabled by default and reduce host/cohosts' effort on lobby admission so they can focus on other meeting related tasks

Authenticated means signed-in to a Webex organization (internal or external)

Non-invited or non-authenticated participants will go through the secure lobby to be admitted

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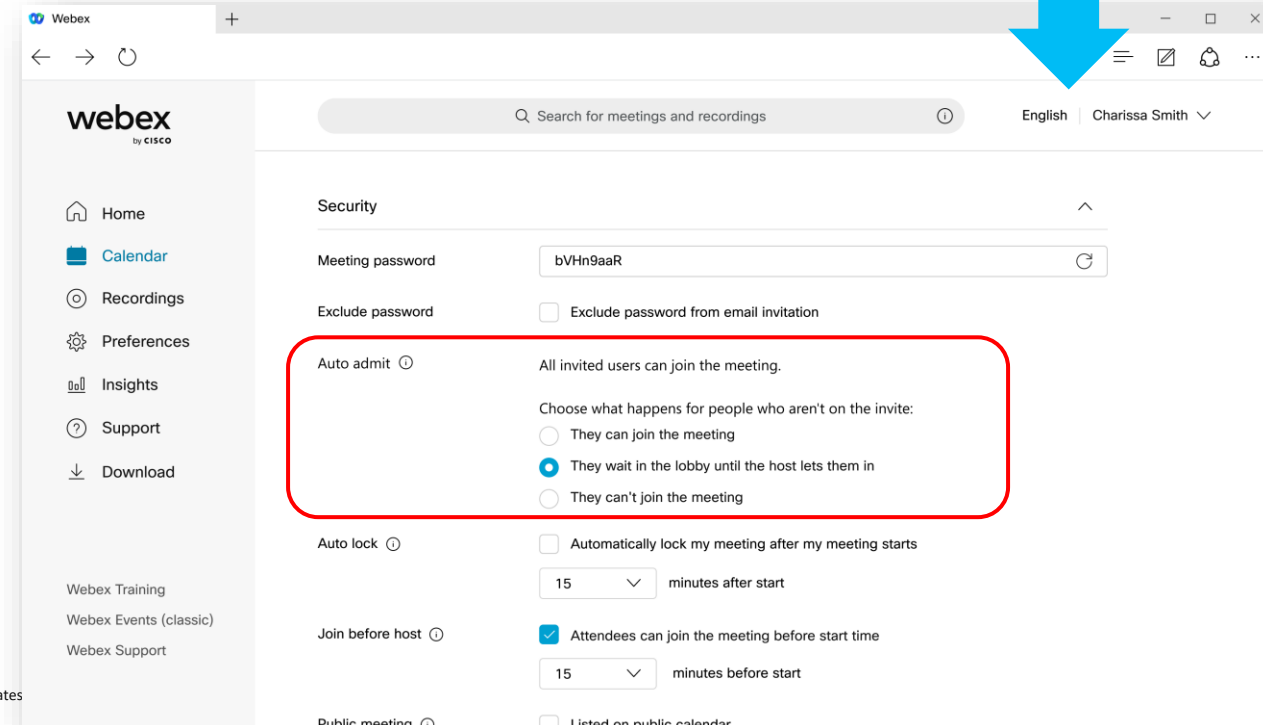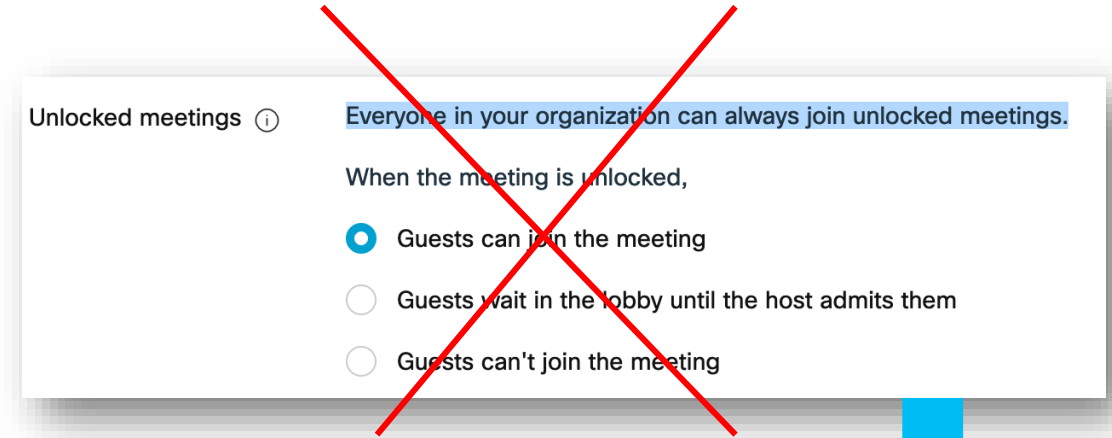
New Auto Admit Security Feature

For Invited Attendees to Bypass the Lobby

Auto admit	All invited users can join the meeting.
	Choose what happens for people who aren't on the invite:
	⦿ They can join the meeting
	◯ They wait in the lobby until the host lets them in
	◯ They can't join the meeting
	☑ Participants in your organization can always join unlocked meetings

Apply to Scheduled Meetings (not Personal Room)

Admin Settings Available:

- Choose the system default auto admit behavior for non-invited participants

- Setting: **Participants in your organization can always join unlocked meetings**

  - Checked ➔ Internal users are treated as invited users who can join unlocked meetings directly without lobby admission as long as they are authenticated

Web Scheduler Settings:

- Customize auto admit behavior for non-invited participants for the scheduled meeting

Webex Webinars

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Invitation Source Support

For Webinars (not Webcast)
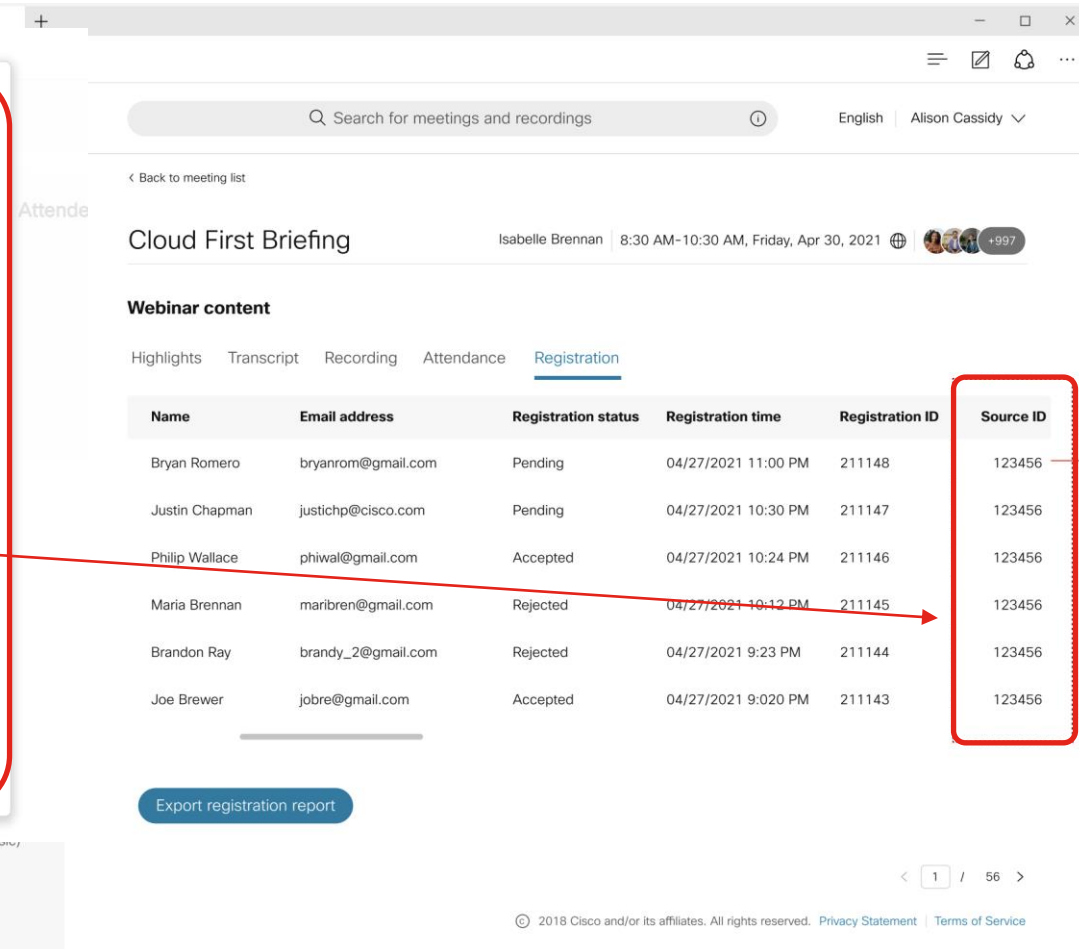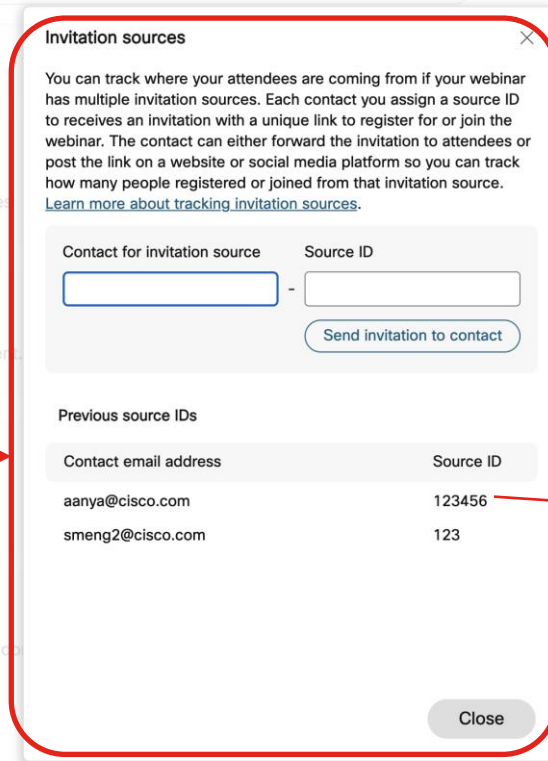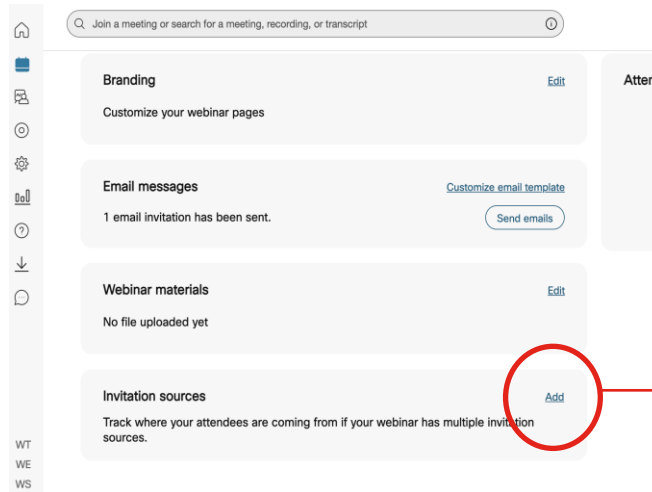
Allow organizer to track the source that invited the attendees for webinar with multiple invitation sources

On Webinar detail page, host setup different sources (email with unique source ID) so a unique invitation link will be sent to each source who will use the link to invite people to register or join

Post Webinar, the organizer can use the Source ID in the registration and attendance reports to identify the source that invited the attendee

Note: This feature isn't supported in China Data Center

Webex Meetings
Pre-Meeting Experience

Support MacOS 13 Beta Ventura

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
X	✓	X	X	X	✓	✓	✓	X

42.9
Available at GA

Webex Meetings
In-Meeting Experience

2-way Whiteboard Support in Meetings

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	✓	✓	X

42.9
Custom Schedule

For Webex App and Webex Meetings App on Desktop

Based off the web whiteboard
whiteboard.webex.com

Start a whiteboard session in the more "…" menu

Users enter the session as they join (via clients or devices) the meeting and interact with each other

In Webinars, panelists & presenter can interact while attendees can view the whiteboard

Whiteboard is saved automatically in whiteboard.webex.com that the creator can access

Also, creator has the option to save the whiteboard as PDF

42.9
Custom Schedule

2-way Whiteboard Support in Meetings

For Webex App and Webex Meetings App on Mobile
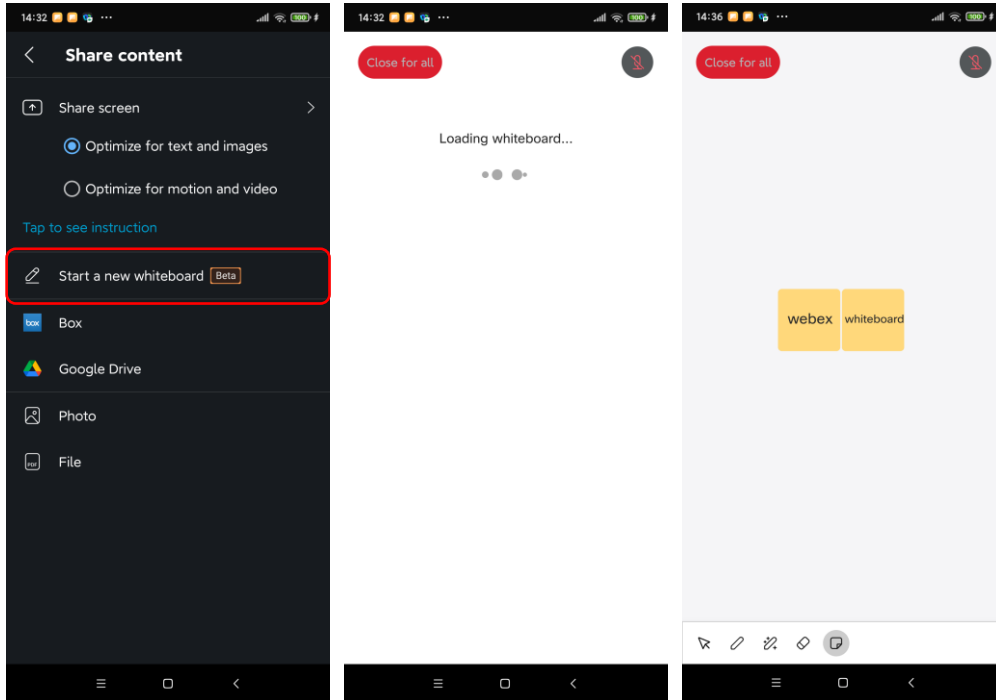
Presenter:
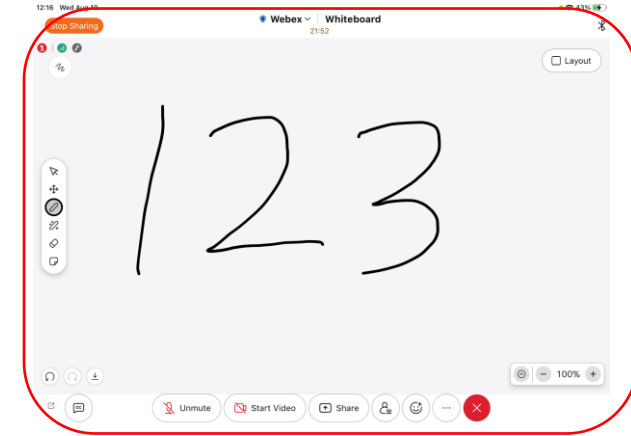
Attendee:
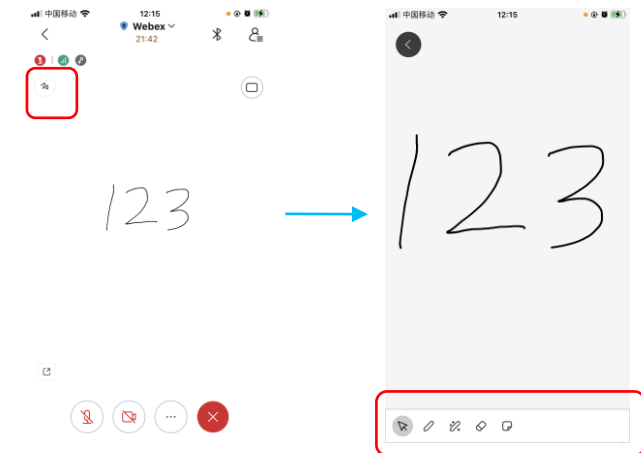
42.9
Available at GA

Enlarge Initial Content Share Area in Stage View

Previously, initial content share area to speaker video ratio is 50:50 on stage

In 42.9, initial content share area is larger while speak video is smaller with the approximate content to speaker video ratio of 70:30

Actual ratio will depend on size of the screen and number of speaker videos on stage
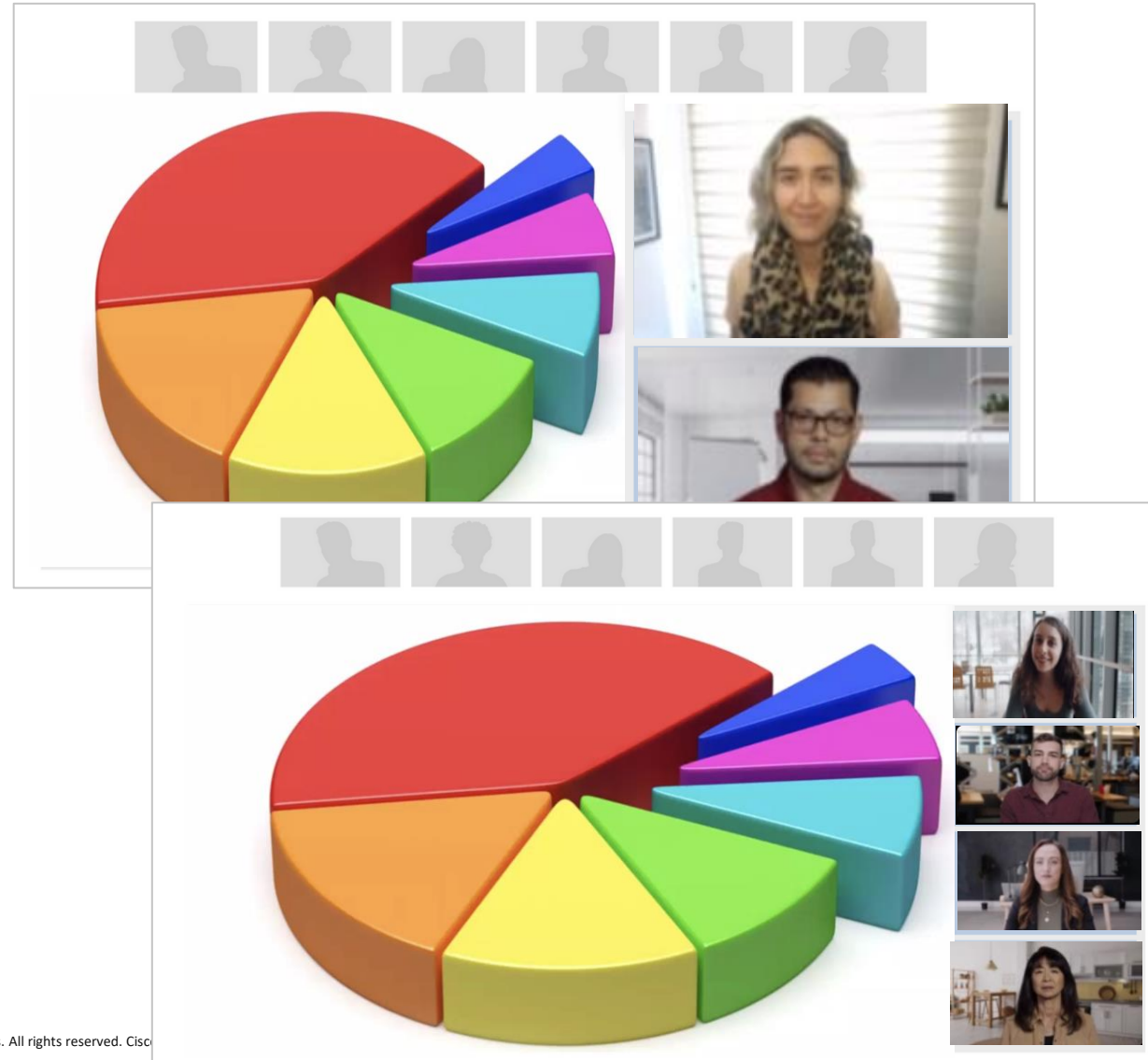
Turn on/off Simultaneous Interpretation (SI) Inside Meetings

42.9
Custom Schedule

For Personal Room, Scheduled Meetings and Webinars (not Webcast)

Starting 42.9, SI is supported in PMR and can be enabled in user preferences

☑ Enable simultaneous interpretation in my Personal Room meetings

Host can start and stop the interpretation instantly inside the meeting or webinar

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✔	✔	✗	✗	✗	✔	✔	✔	✗

42.9
Custom Schedule
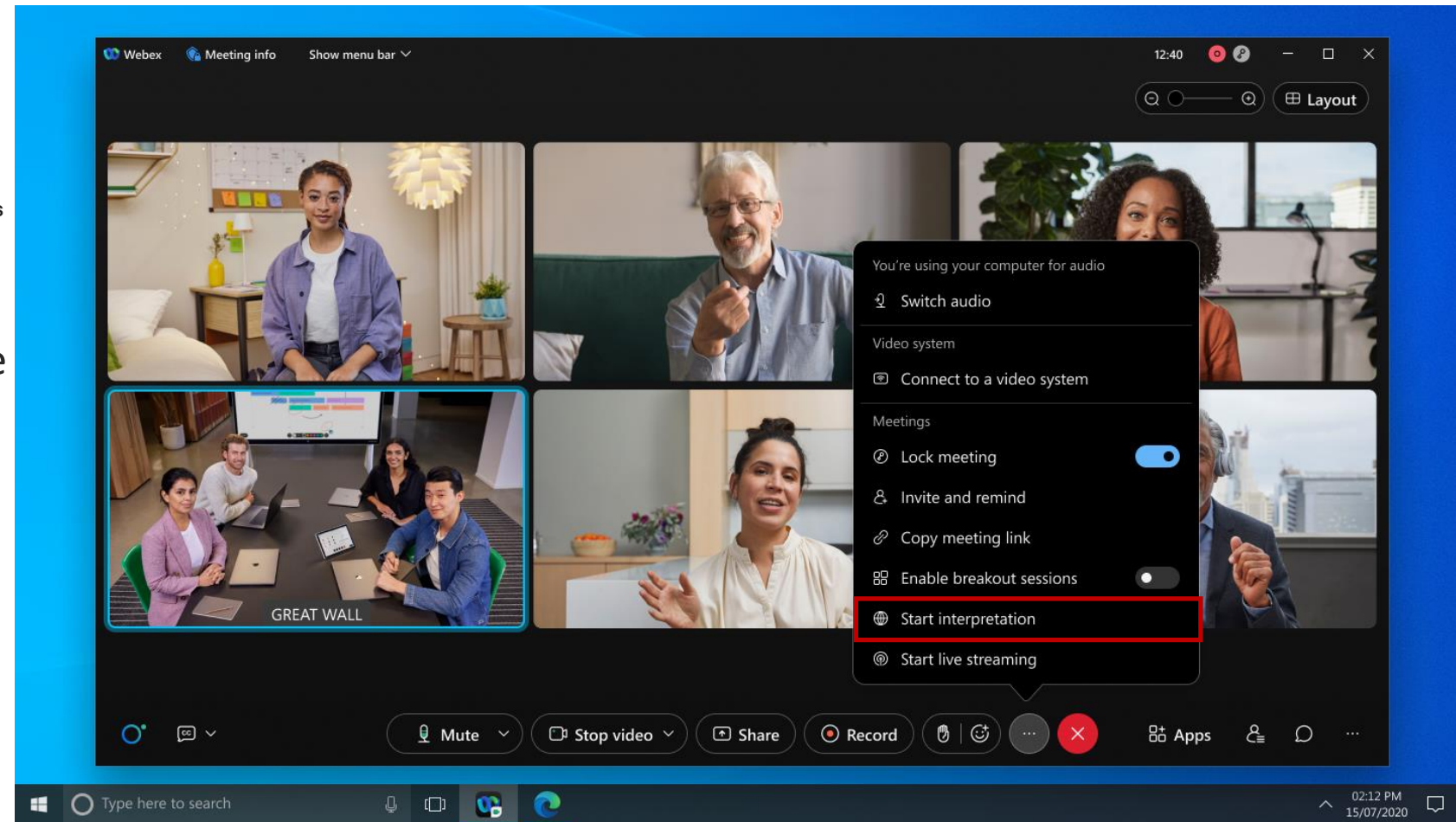
Set Default Language Channel for All Attendees

For Simultaneous Interpretation (SI)

Host can set default language channel for attendees in the meeting
- enhance the SI meeting experience for attendees especially those who are less tech-savvy and don't know what to do

Default language can be set in 2 places:
- Set interpretation dialog after starting the interpretation inside the meeting
- Web scheduler when the meeting is being scheduled

Support in Personal Room, Scheduled Meetings and Webinars (not Webcast)
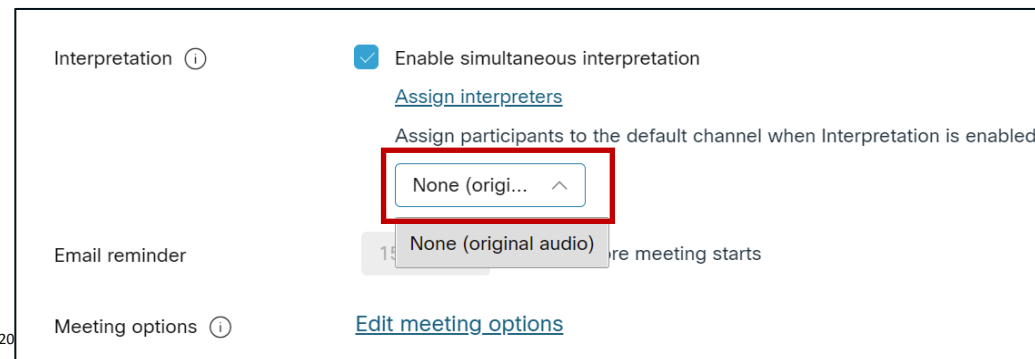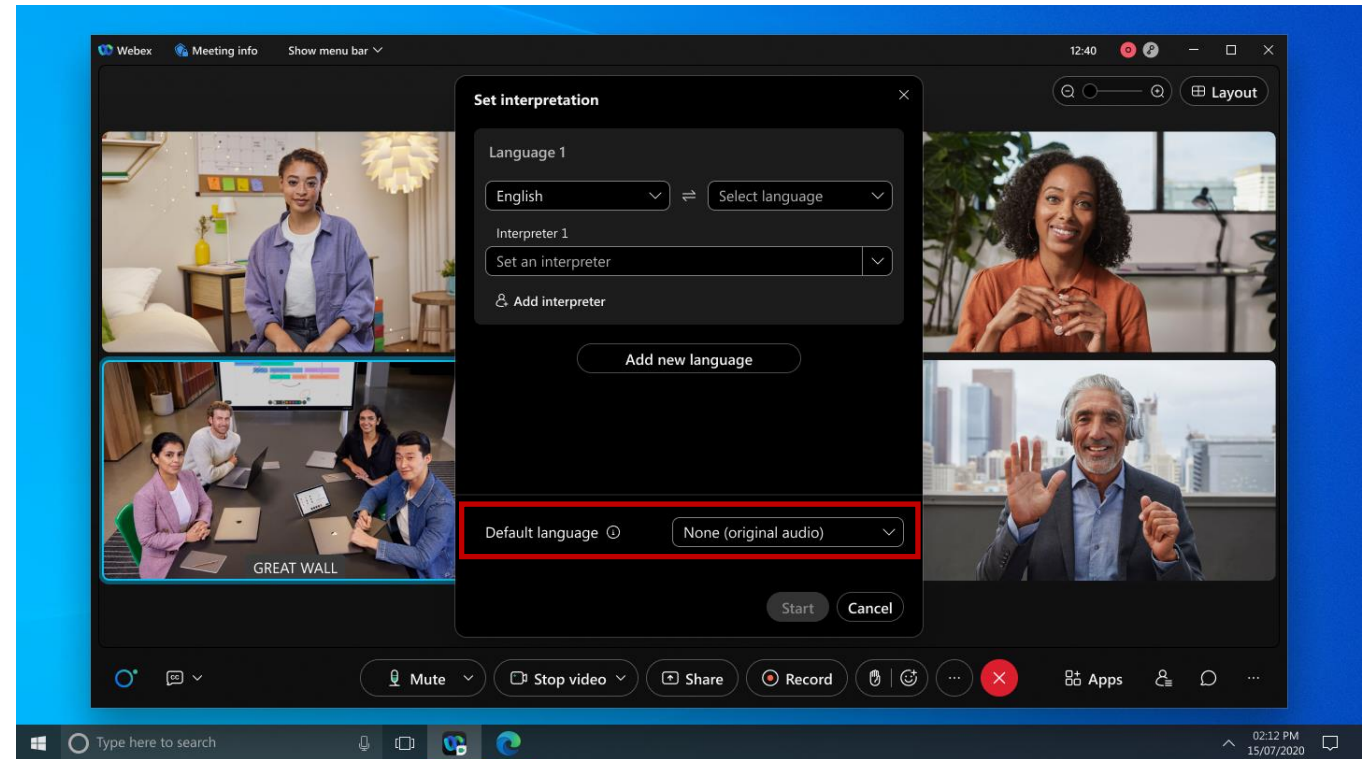
High Frame Rate Content Compatibility Option

42.9
Available at GA

For Windows Desktop

Problem: in some cases, when users share high frame rate content such as video (via Optimize for motion and video or Automatically optimize), they might encounter screen flickering

Resolution: reduce the content frame rate per second (fps) will eliminate the flickering so content fps is compatible with the system

In 42.9, desktop client has an option "Adjust compatibility of high-frame-rate content sharing" in Advanced sharing settings that can be enabled when users encounter flickering during content share

When the option box is checked, content will be capped at 15 fps to eliminate the flickering

Unchecking the box will cap the content at 30 fps. If no flickering at 30 fps, recommend to keep it unchecked so attendees can have the best full motion content share experience possible

Meeting settings

- 🔊 Audio
- 📹 Video
- ✨ Background
- 📤 Sharing content
- ▦ Layout
- 🔔 Notification
- 👤 Appearance
- 🕘 Statistics
- ⌨ Keyboard shortcuts
- 👥 Accessibility

← Back

Content sharing

☐ Revert to classic screen sharing ⓘ

☑ Adjust compatibility of high-frame-rate conten... ⓘ

File import

To ensure good-quality imaging for document and presentation sharing, select the appropriate file import option.

⦿ Universal Communications Format

Supports animations and slide transitions in Microsoft PowerPoint presentations

○ Printer driver

Provides better cross-platform imaging, but displays presentations without animations and slide transitions.

Advanced sharing settings

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Remove End Meeting Capability from Co-host

42.9
Available at GA

Previously, co-hosts have the capability to end the meeting

In 42.9, end meeting function will be removed from co-hosts so they can only leave the meeting (no more ending meeting by accident)

In case customers really want to keep the "end meeting" function for cohosts, their CSM can submit a provisioning request to disable the feature

Note: does not apply to Slow Channel customers
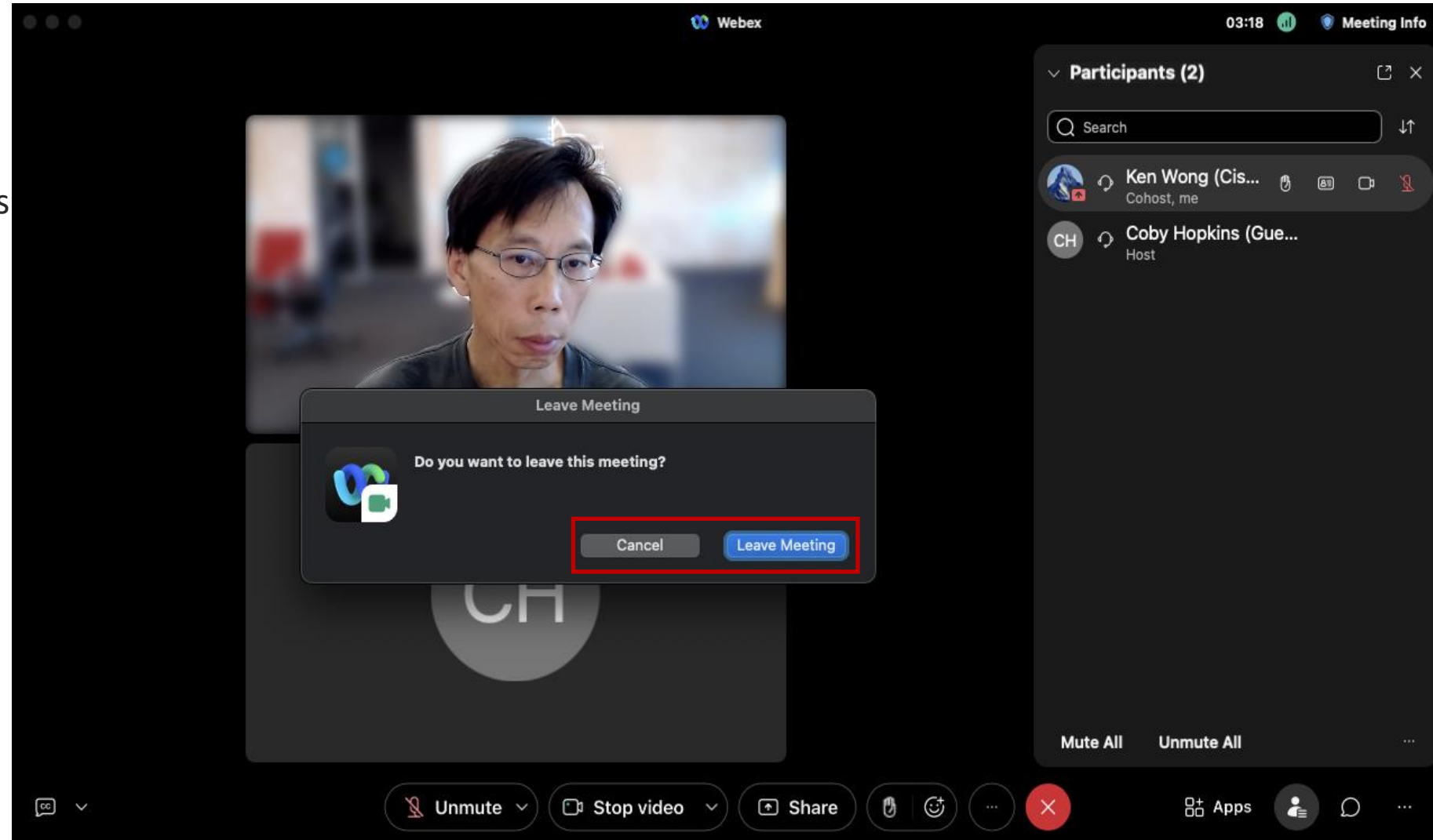
Reorder Participant Videos on Stage View

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	X	X	X	✓	✓	✓	X

42.9
Available at GA

Host/cohosts can reorder participant videos by:
- drag and drop
- going to the more options "…" menu

Note: Attendees can't reorder the videos that are synced by host or cohosts

Web App/PWA: Annotate When Sharing an Application

42.9
Available at GA

Allow users to annotate when doing application share in Meetings, Webinars and Webcast

Make sure to select "Application" share
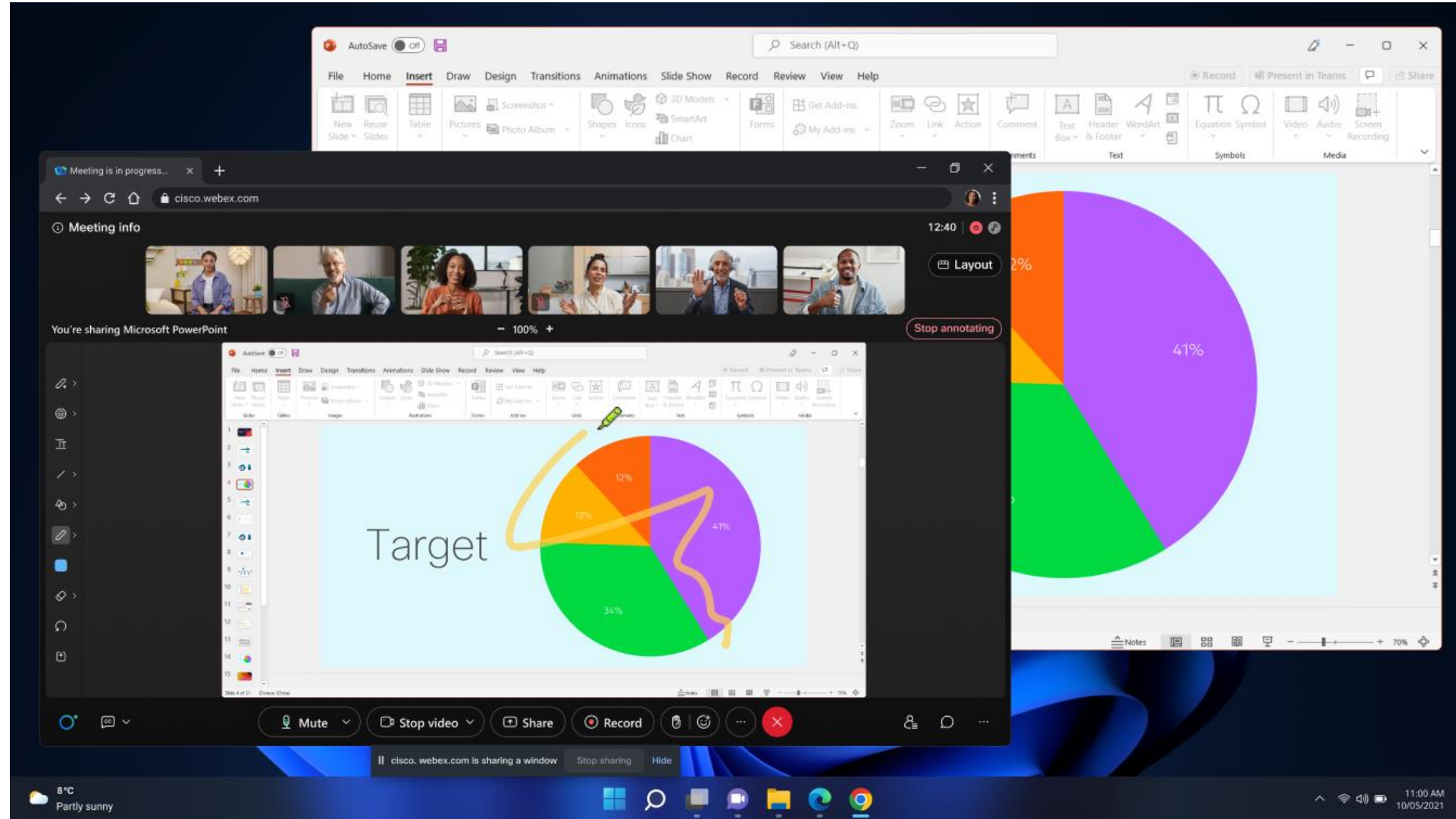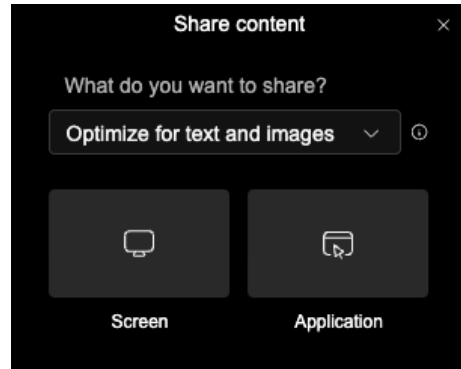
New Client Functions for Meetings with Paired Devices

42.9
Available at GA

When users join meetings with paired video device, new functions available on client:

1. Stop Video
- mute the device video from the client (instead of on the device)

2. Show Shared Content on Device
- ON (default) ➔ content show up on both client and device
- OFF ➔ content show up only on client with participant videos show up on device

On mobile devices:
- iOS supports both functions 1 & 2
- Android supports function 1 only
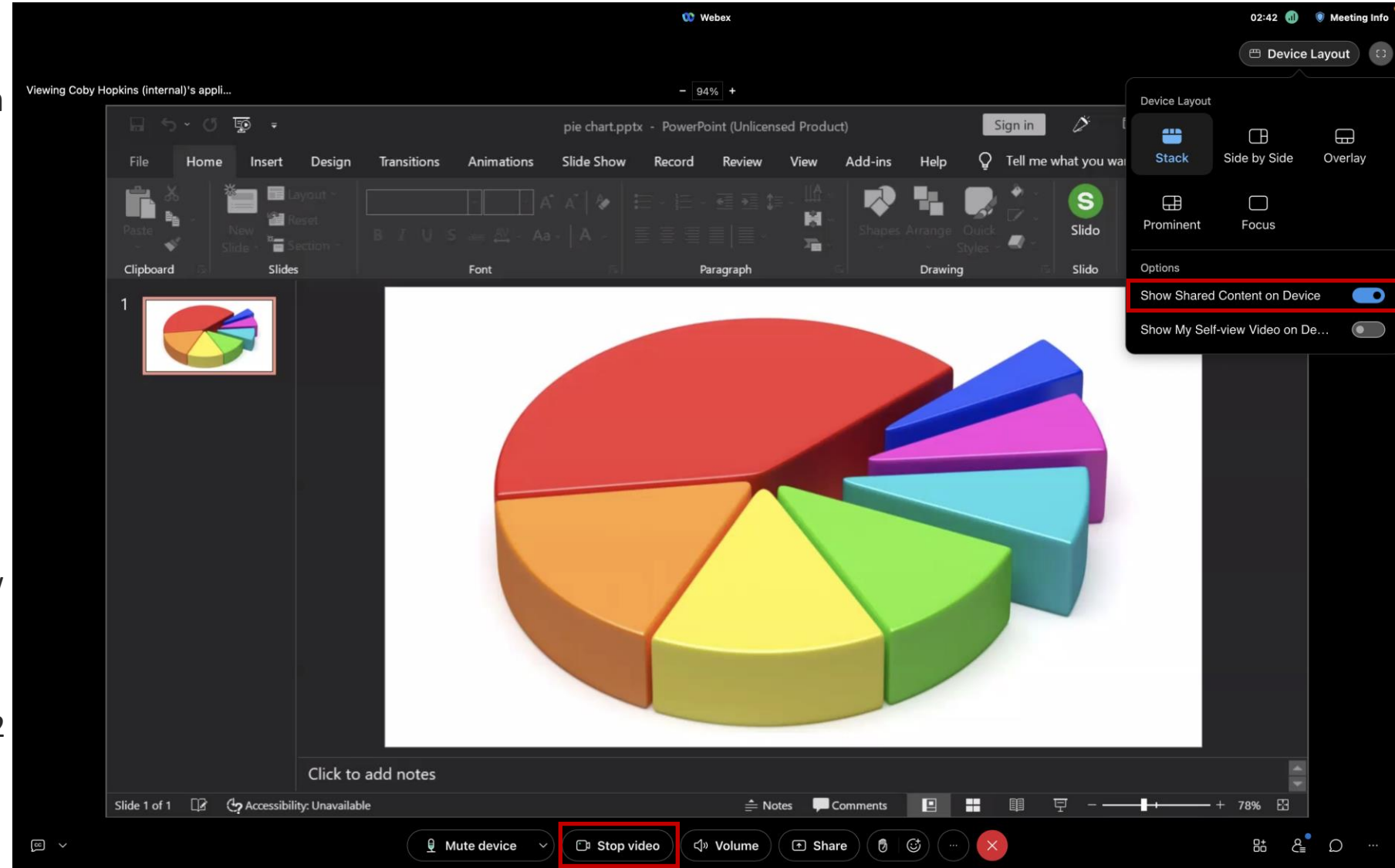
Slido Update

more product details see https://community.sli.do/product-news-23.

Zoom in and out in Present Mode

For Slido Standalone

Host can zoom in and out the content while in Present mode

- Allow attendees to see the content more clearly in case of smaller font size (zoom in)

- Host might want to fit more content on a single screen (zoom out)
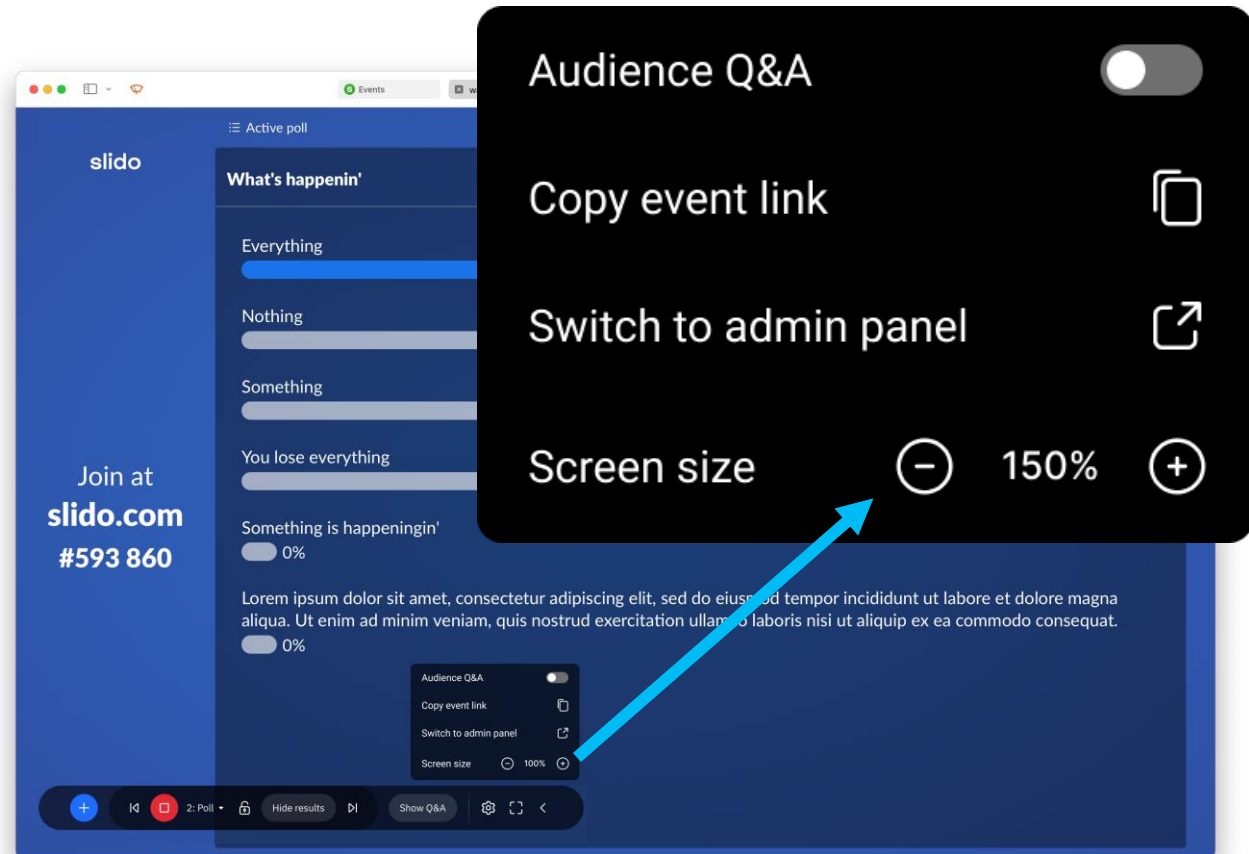
Open Text Poll – Topics/Clusters

For Slido Standalone and Slido in Webex

When using open text poll, Slido can organize or cluster all submitted responses into groups and show these topics on Present mode

Help the facilitator or organizer to better present or discuss about the responses

New Settings Available in Webex Sidebar

For Slido in Webex

4 new expandable sections are available for setting up Slido on the sidebar:
-General (name, passcode)
-Privacy (participant privacy)
-Audience Q&A (set Q&A on/off)
-Polls (set poll on/off)

Clicking on **Advanced** settings will bring up a pop-out for additional Admin settings configurations
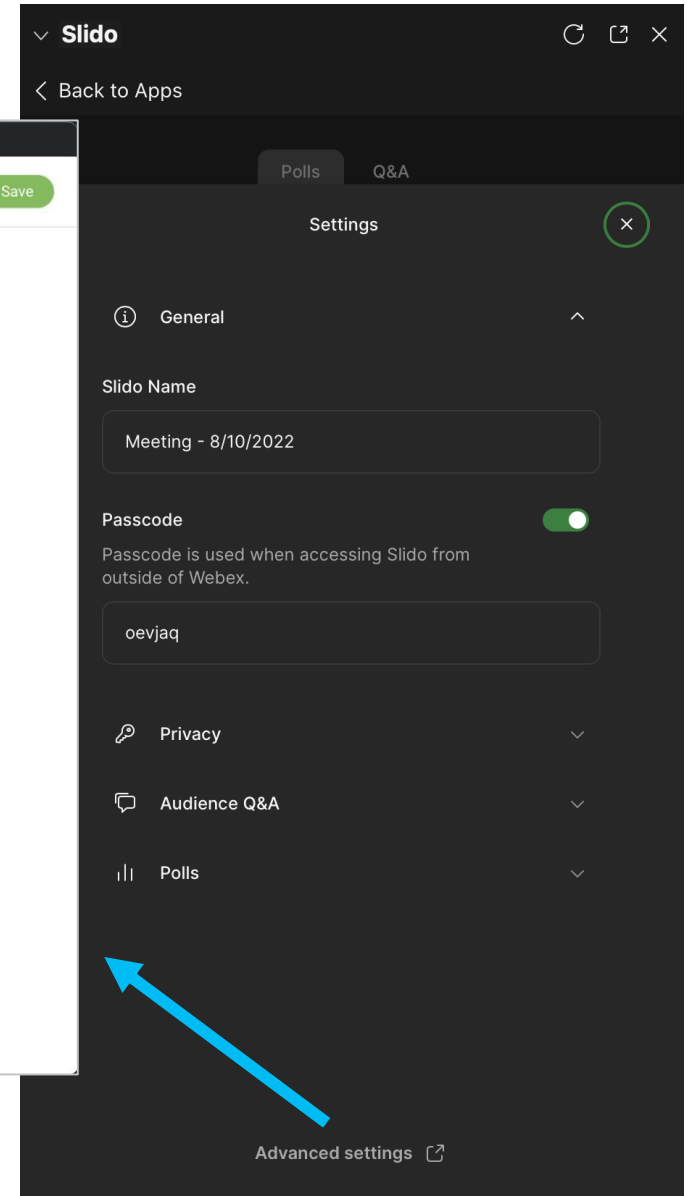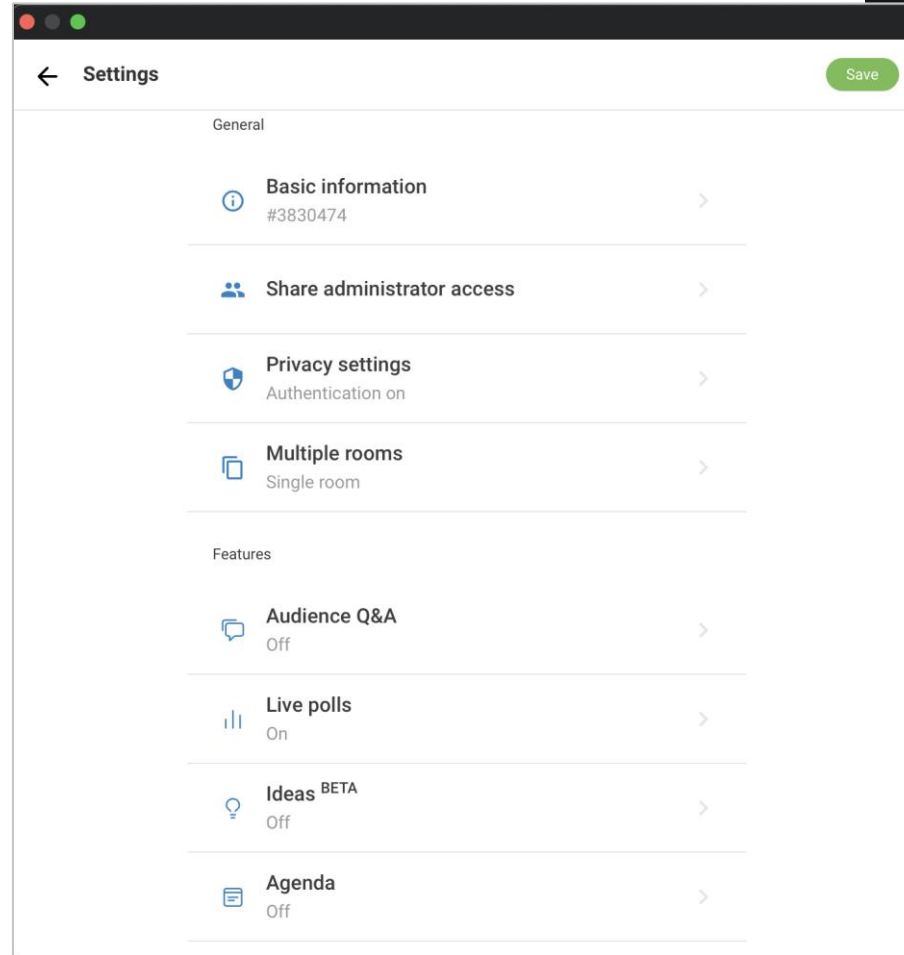
Open Text Poll – Display Name

For Slido Standalone and Slido in Webex

Show name of participant who gave the response to open text poll (participants need to select the option of showing their names)

Participant names will be visible in admin, participant and present mode

Help organizer to follow-up with the respondents to address their issue

Webex Meetings
Post Meeting Experience

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Support Chapters on Webex Recordings

For Meetings, Webinars and Webcast

Users can add chapters to their own recordings for easier and faster view especially the long recordings

To add a chapter, click on 🔖 and specify a starting timestamp and title

Chapters will then appear on the recording playback bar and side panel

Chapters can be added to previously or newly created recordings

Apply to MP4 recordings

Note: applicable to Slow Channel customers

Administration Experience

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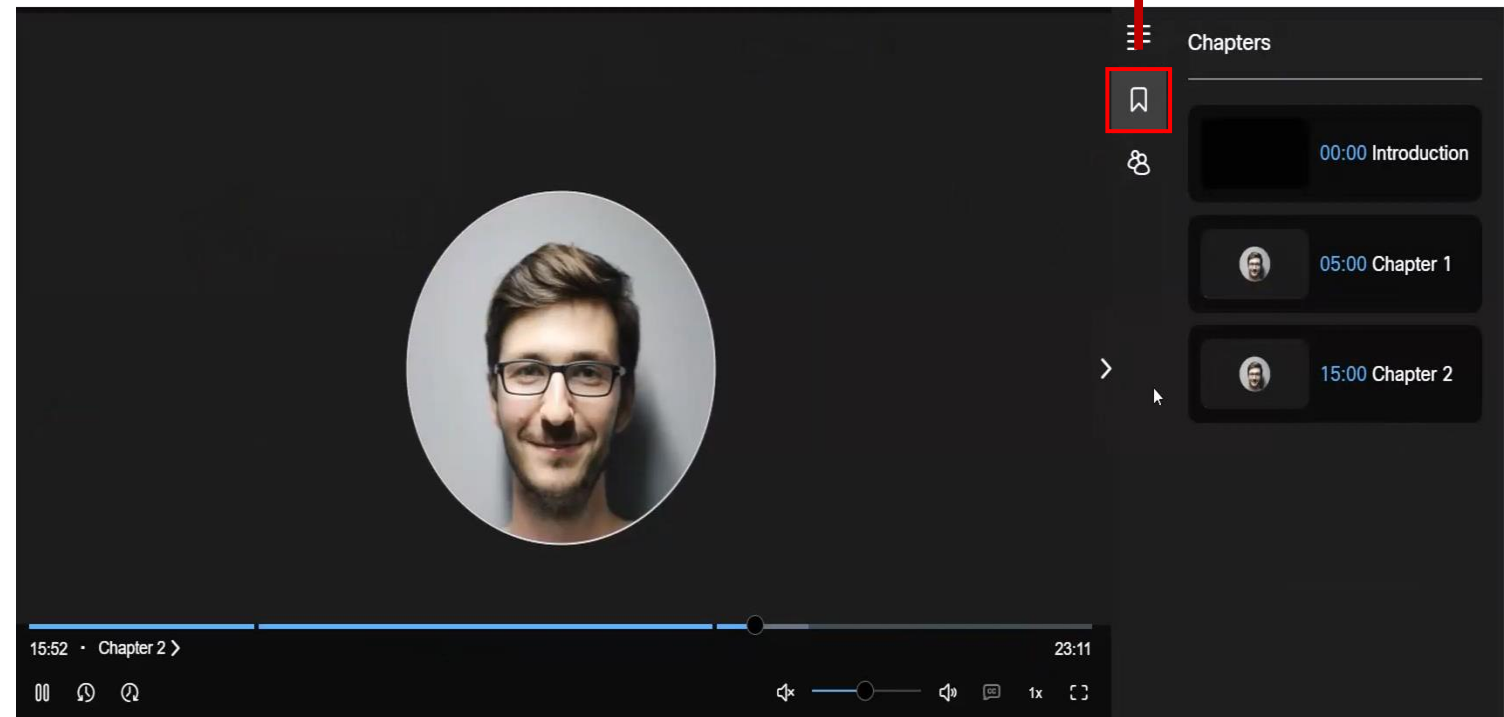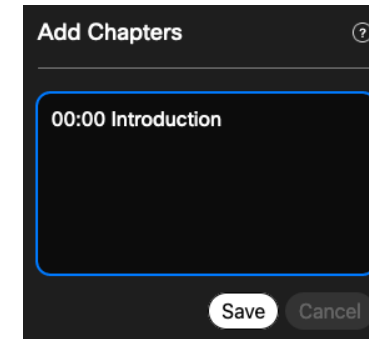
Self Signup Meetings Site Host Account Support

For Control Hub Managed Sites

Admin can enable the option for self signup for host account on the Meeting site, so users can request an account themselves

- Existing feature in Site Admin sites

- Enable **Allow host account signup** in site admin

- **Allow users to request additional services** is also part of this feature release

Admin can process the signup request by

- Set up rules to auto approve/reject the request

- Admin can review and approve/reject the request in the Alerts Center
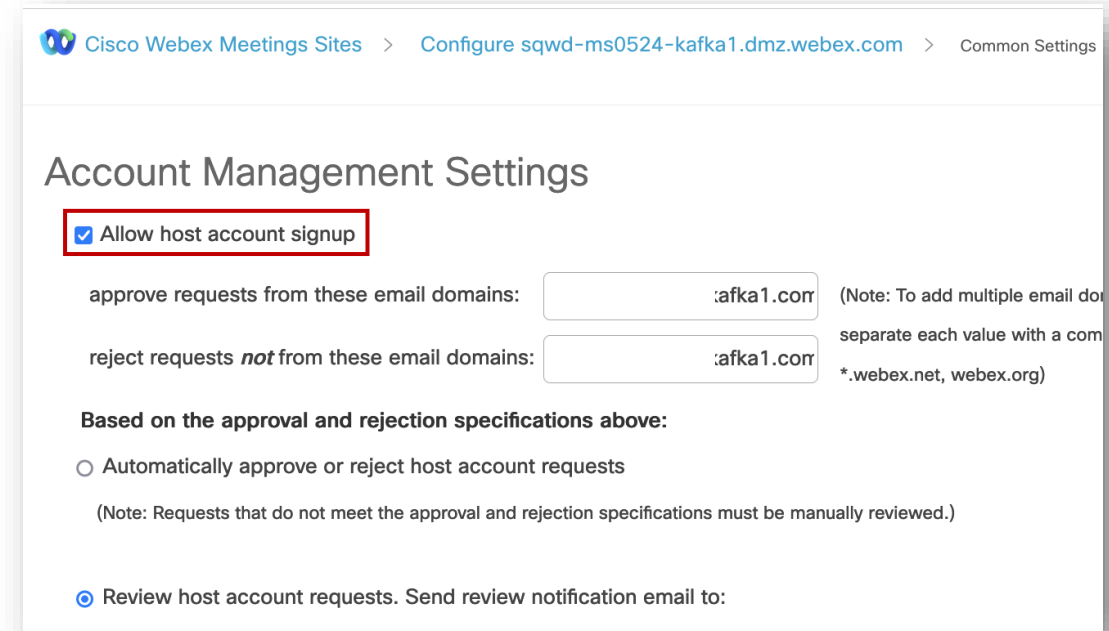
GA in 42.8.5
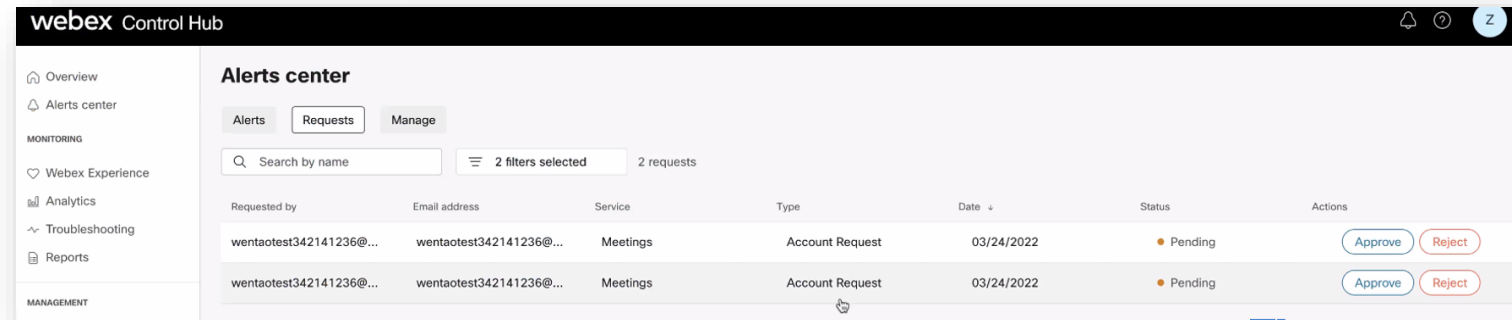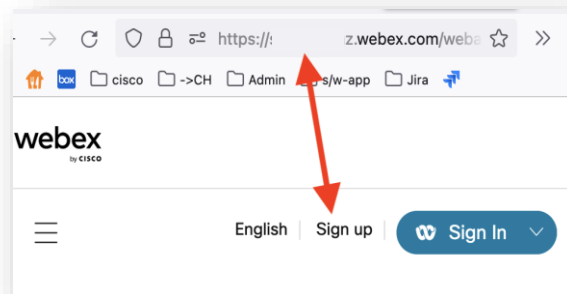
Webex Devices

September RoomOS ToI

Charlie Thorpe

Technical Marketing Engineer - Collaboration

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Contents

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Introduction

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Software Versions - RoomOS September

Scheduled September 6th 2022 (subject to change)

On-premises registration. Webex Edge for Devices without Cloud Upgrade Mode enabled		Webex Edge for Devices linked devices with Cloud Upgrade Mode enabled		Cloud Registration	
DX, MX, SX	Room Series Board Series * Desk Series *	DX, MX, SX	Room Series Board Series Desk Series	DX, MX, SX	Room Series Board Series Desk Series
CE 9.15.13.0	RoomOS 10.15.3.0	CE 9.15.14.9	RoomOS 10.19.1.x	RoomOS 9.15.14.9	RoomOS 10.19.1.x

- CE 9.15.13.0 released May 18th, 2022
- RoomOS 10.15.3.0 released July 6th, 2022

- CE/RoomOS 9.15.14.9 released July 12th, 2022
- RoomOS 10.18.1.3 released August 11th, 2022

* Board Pro, Desk Hub, and Desk Mini will require 10.11.2.x or later

Availability Key

Webex cloud registered

Webex Edge for Devices

(assuming Cloud Upgrade mode and Optimized Webex Meeting experience enabled)

On-premises registered

Webex cloud registered (FedRAMP)

C	H	P	FR

02
Recap
RoomOS August

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Released in RoomOS August

Released

- Hotdesk QR code pairing 😃

Delayed - estimated October

- Join Zoom button ☹

Control Hub

- Force Upgrade notification in Alert Center (still on-track for release W/C August 15)

- DNA Spaces Integration into Workspaces Integration Framework (still on-track for release W/C August 15)

- Workspace Integrations into FedRAMP (released)

Delayed

- SynergySKY Integration into Workspaces Integration Framework

RoomOS 11 UI

- Currently available on Board, Desk and **now Room Series (Room Panorama excluded)**

  - Cloud-registered or Webex Edge for Devices.

- Org-level Enablement

  - Control Hub – Devices – Settings - Enable RoomOS 11 UI Experience as default.

- Device Level Enablement

  - Control Hub – Devices - <Select Device> - All Configurations

    - UserInterface > Concept Mode > Compositor (From Desktop)

    - UserInterface > Concept > Tablet Mode (command to be depreciated)

    - Device needs to have Cloud Upgrade Mode enabled (Webex Edge for devices).

- Software release will still show RoomOS 10.x.x.x

  - Will move to RoomOS 11.x.x.x later this CY.

RoomOS 11 UI

RoomOS 10 UI – Desk Pro

RoomOS 11 UI - Desk Pro

User Interface>Concept Mode>Desktop

User Interface>Concept Mode>Compositor

RoomOS 11 UI

RoomOS 10 UI – Navigator
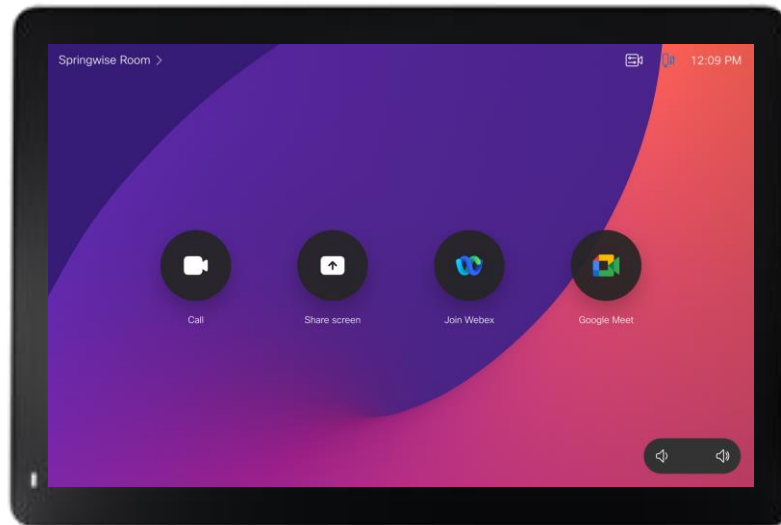
RoomOS 11 UI - Navigator

User Interface>Concept Mode>Desktop
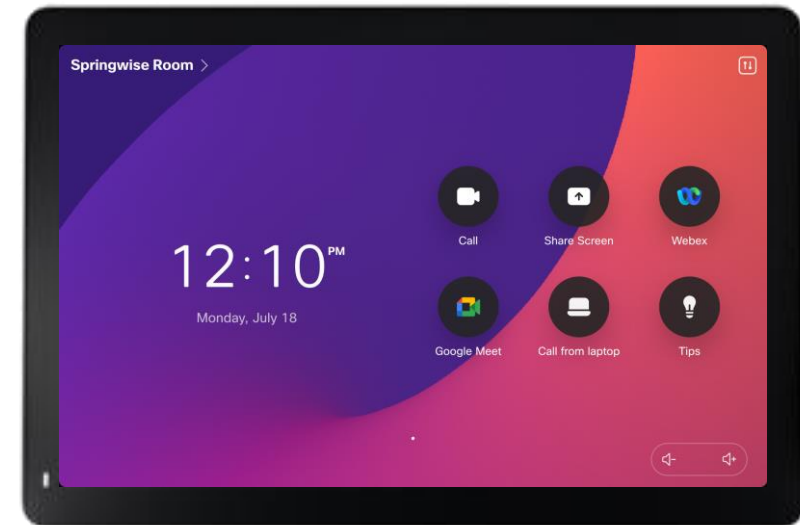
User Interface>Concept Mode>Compositor

03
New Features
RoomOS September

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RoomOS September

Webex Meet Mobile App

Mobility: Program Milestones

Dates and Features shown are still subject to change

Milestone	Android	iOS
Submit to Store	Sep 2, 2022	Sep 16, 2022

*__Android__ apps typically appear in the store within a few days of the submit date.
* * __Apple__ takes longer to approve apps, so we cannot provide a specific date/estimate.

Android 42.9

- Day 0 Support for Android 13

- Support Share PDF File

- Filter In-Meeting Apps on Mobile

- Accessibility Improvement for Join and Sign-in

iOS 42.9

- Day 0 Support for iOS 16, iPadOS 16 & WatchOS 9

- Filter In-Meeting Apps on Mobile

Android 13: Day 0 Support

- Webex Meetings Android App will support Android 13 on Day 0 when it is released

- These release dates are not provided in advance, but based on past release dates, it will most likely be September or October

Support Share PDF File

- Similar to desktop, Android users can now share a PDF file from their device
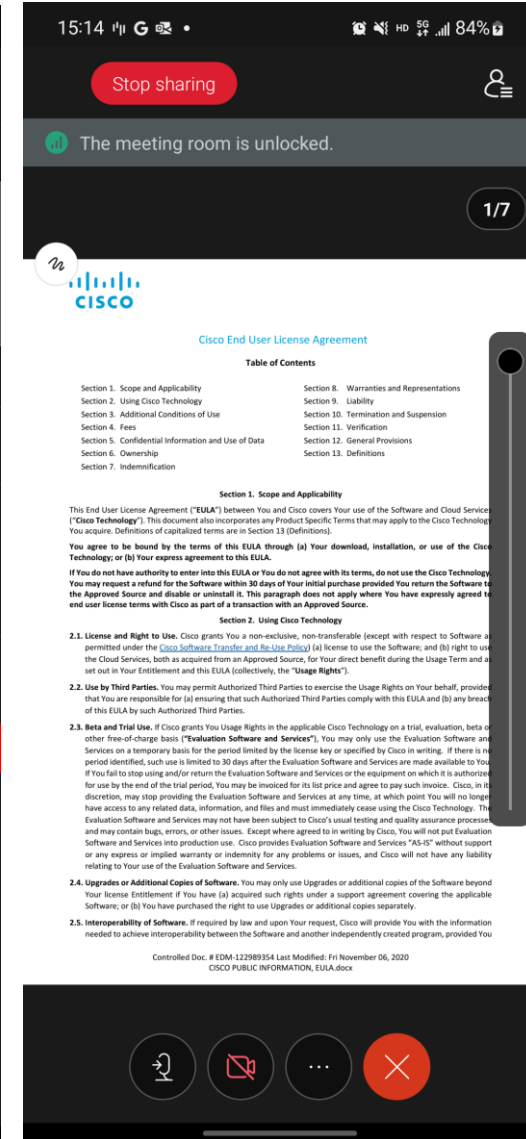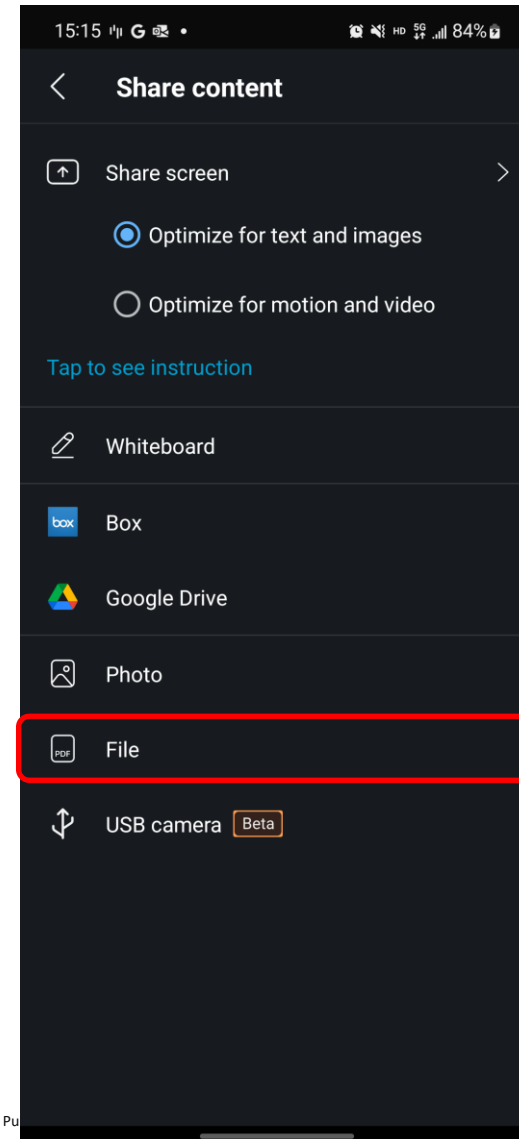
Filter In-Meetings Apps on Mobile

- Some embedded apps are not supported on Android. An alert will pop up when these apps are opened in a meeting

- Supported meeting type: Meetings and Webinars
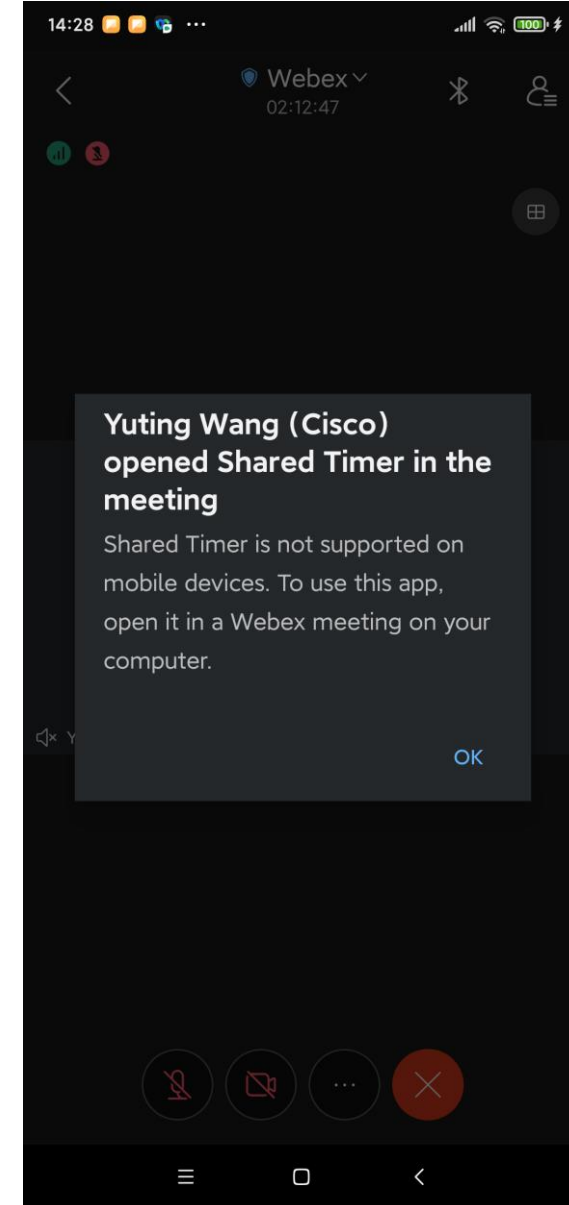
Accessibility Improvement for Join and Sign-in

- UI changes for accessibility improvements for join and sign-in on Android
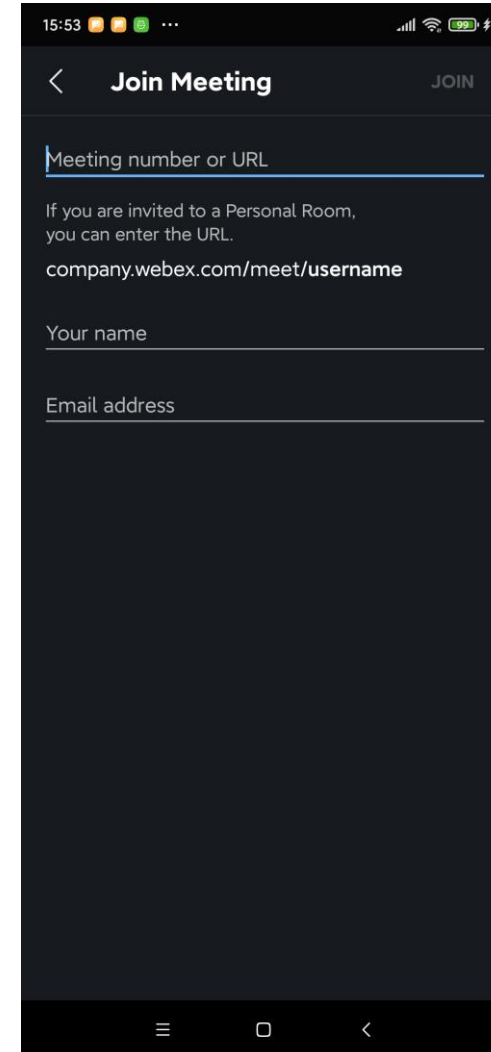
before
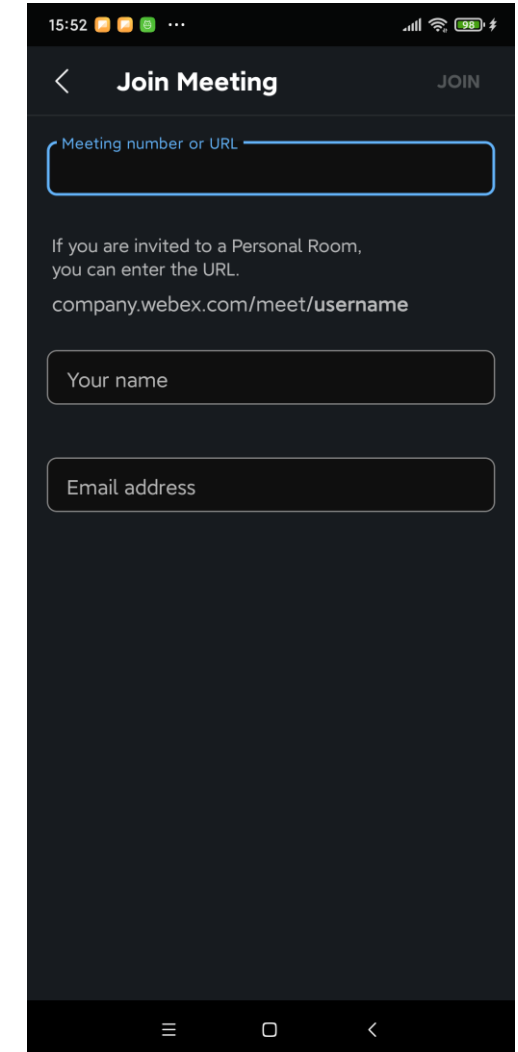
now

Android Distribution

- Google Play Store

- Amazon App Store

- Samsung Galaxy Store

- Huawei Store

- Facebook Portal App Store

- SDLC App Catalog

- Internal Alpha Testing

- Google Play Store – "alpha testers"

iOS: What's New in 42.9

Features and Enhancements

- Day 0 Support for Apple iOS 16, iPadOS 16 & WatchOS9

- Filter In-Meetings Apps on Mobile

Apple iOS 16, iPadOS 16 & WatchOS 9 : Day 0 Support

- Webex Meetings iOS App will support iOS 16, iPadOS 16 & WatchOS 9 on Day 0 when it is released

- These release dates are not provided in advance, but in the past Apple has released in their new OS in September

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Filter In-Meetings Apps on Mobile

- Some embedded apps are not supported on iOS, an alert will pop up when these apps are opened in a meeting

- Support Meeting type: Meetings and Webinars

Webex App update

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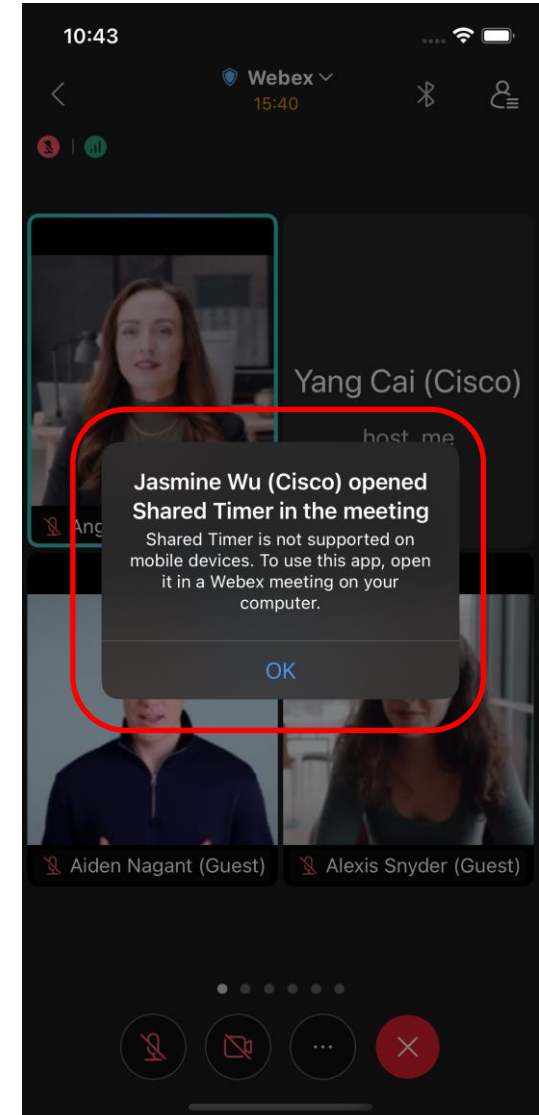
Set Your Pronouns (Moved from 42.8 to 42.9)
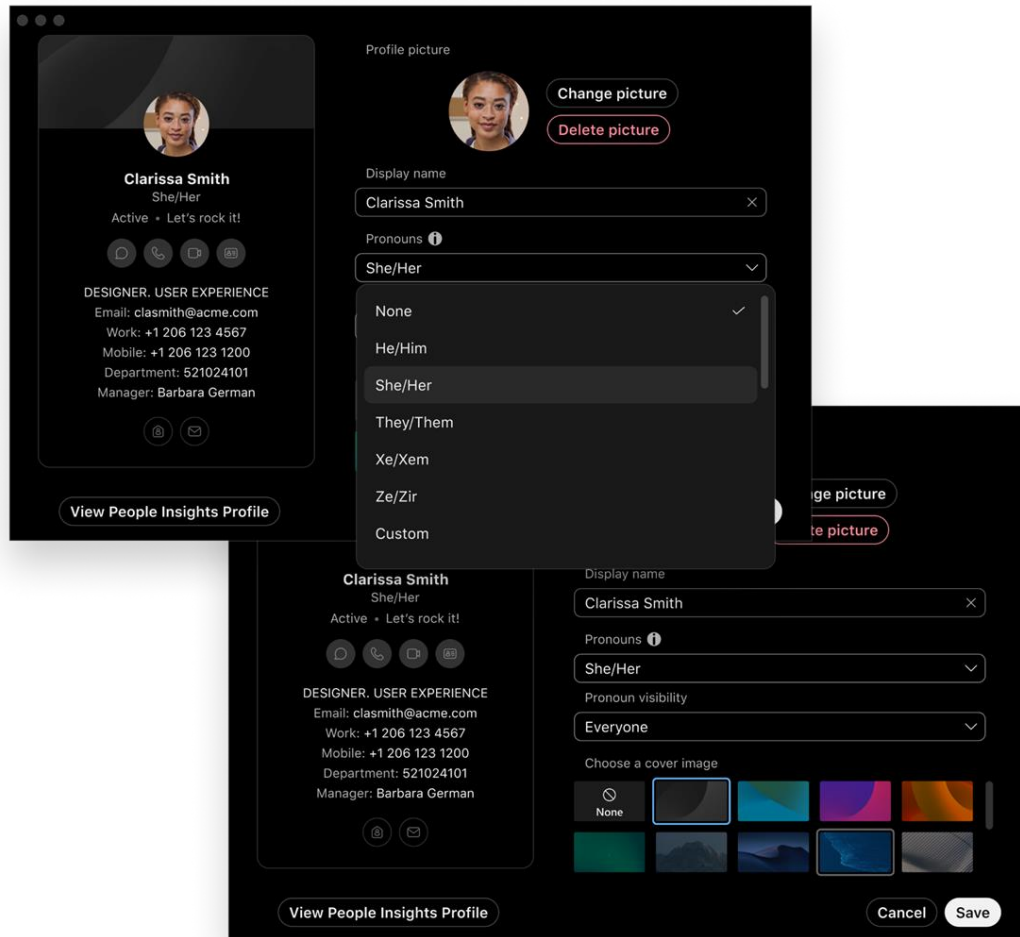
- Users can specify the pronouns that they associate with and choose what groups can see them via the Edit Profile dialog

- Choose from a list or specify a custom pronoun

- Pronouns will be visible in the Contact card and People Insights view

- Admin option to turn ON pronouns feature for your org in Control Hub

Messaging

Public Spaces

- Create spaces that are easily discoverable to people **within your organization**

- Public spaces have many uses:

  - Communications

  - Socialization (connect with like-minded people)

  - Ask questions/Seek feedback

- Desktop & Mobile

  - Desktop : explore, search, create and participate

  - Mobile: search and participate

- Admin option to turn off this feature for your org in Control Hub
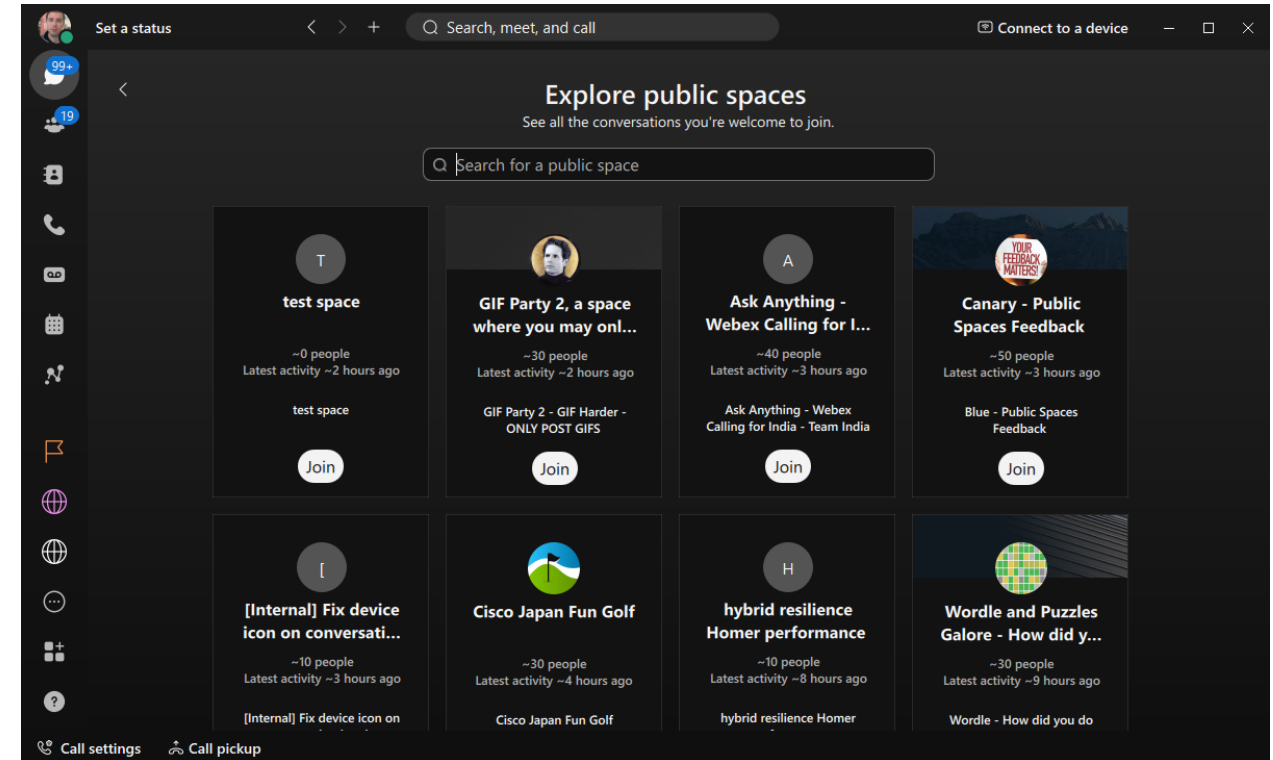
Reply Directly on Webex App for Mobile
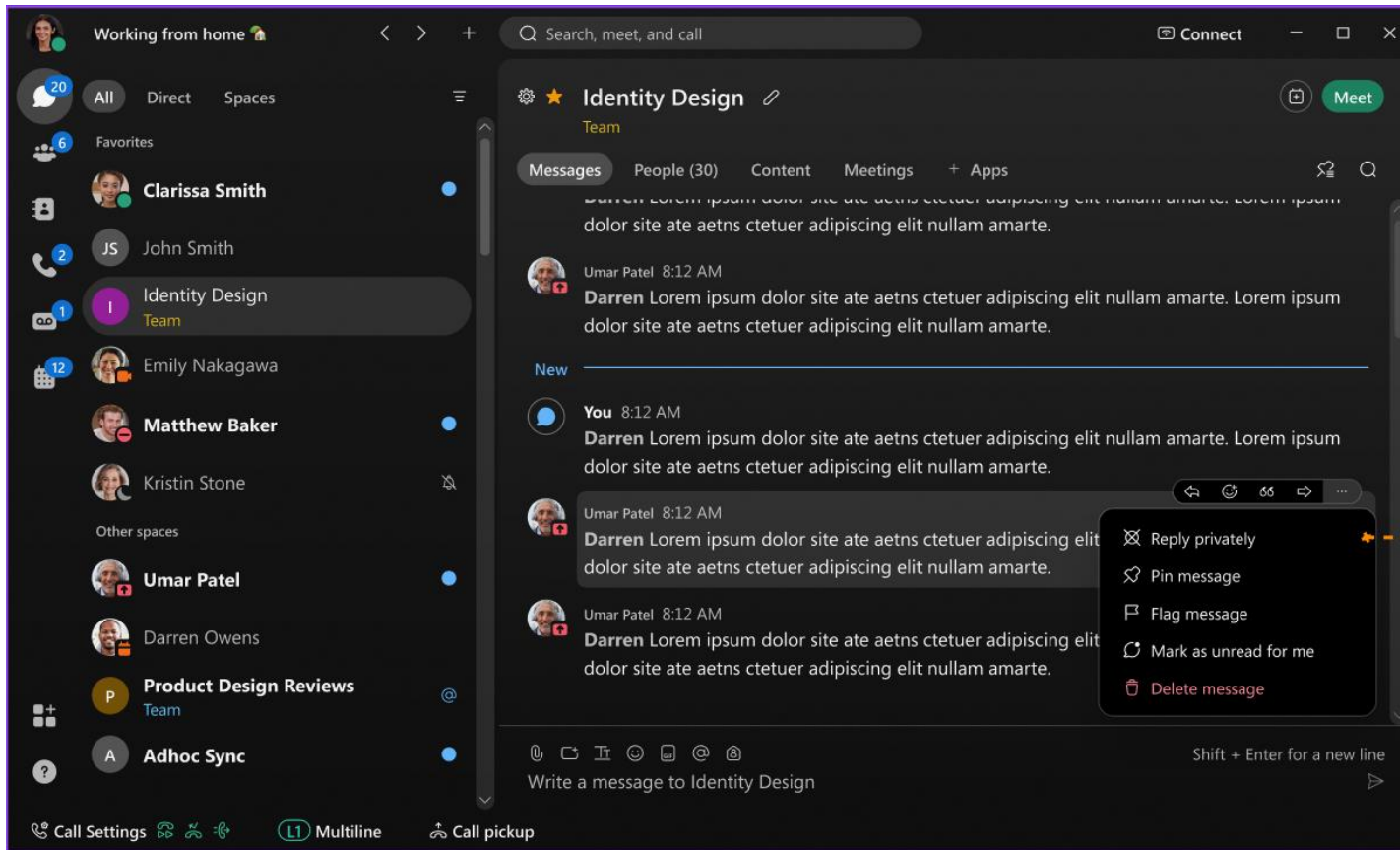
- On desktop, we can already reply directly to a user who posts a message in a space

- In 42.9, this capability will be made available on mobile apps

Calling

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Show Main Telephone Number in User Profile

- Problem

  - Users own telephone number is not displayed on user profile today.

  - To view own telephone number, user must select Edit profile

- Solution

  - Main telephone number will be added to the user profile

  - Desktop and Mobile

  - Future plan to allow admin select which number is displayed e.g. extension vs full e.164 etc
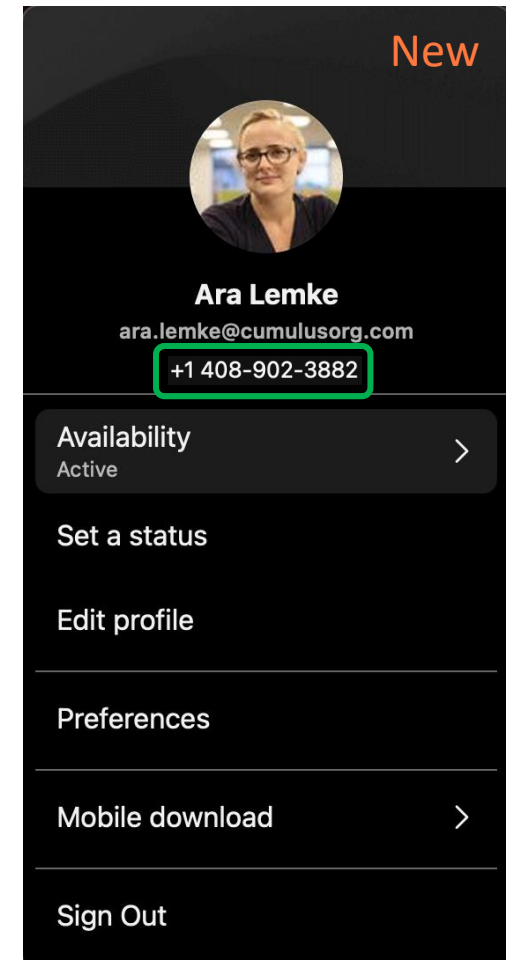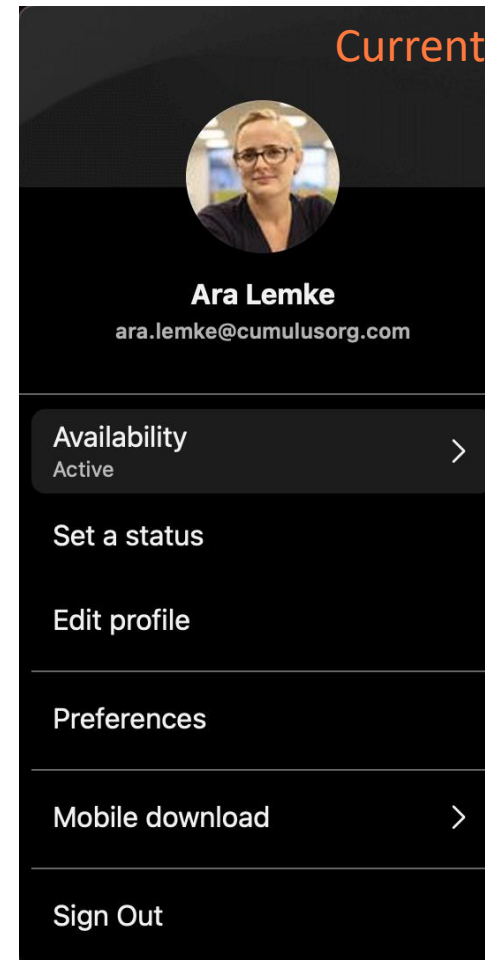
Webex Monitoring, Troubleshooting and More

August Update

Andrea Paulina Sancho

Scott Kiewert

Collaboration Technical Marketing Engineer

Collaboration
Technical Marketing

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The Dashboard

Control Hub

| Configuration | Monitoring | Troubleshooting |

Webex Administration, Troubleshooting & More - August

Administration

1. Global Search
2. User Experience Improvements to the assignment of tracking codes
3. Admin can remove invalid attribute values
4. SAML JIT Update for users
5. SSO Admin Self Recovery
6. Multiple email address for user authentication

Troubleshooting

1. The read-only admin role can now view the Admin Activity log
2. Share Custom Analytics Dashboards

Monitoring

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Control Hub
Administration Features

Global Search

Reduce the amount of time you spend looking for items in Control Hub by typing at least three characters

- Settings

- Devices

- Users

- Groups

- Workspaces
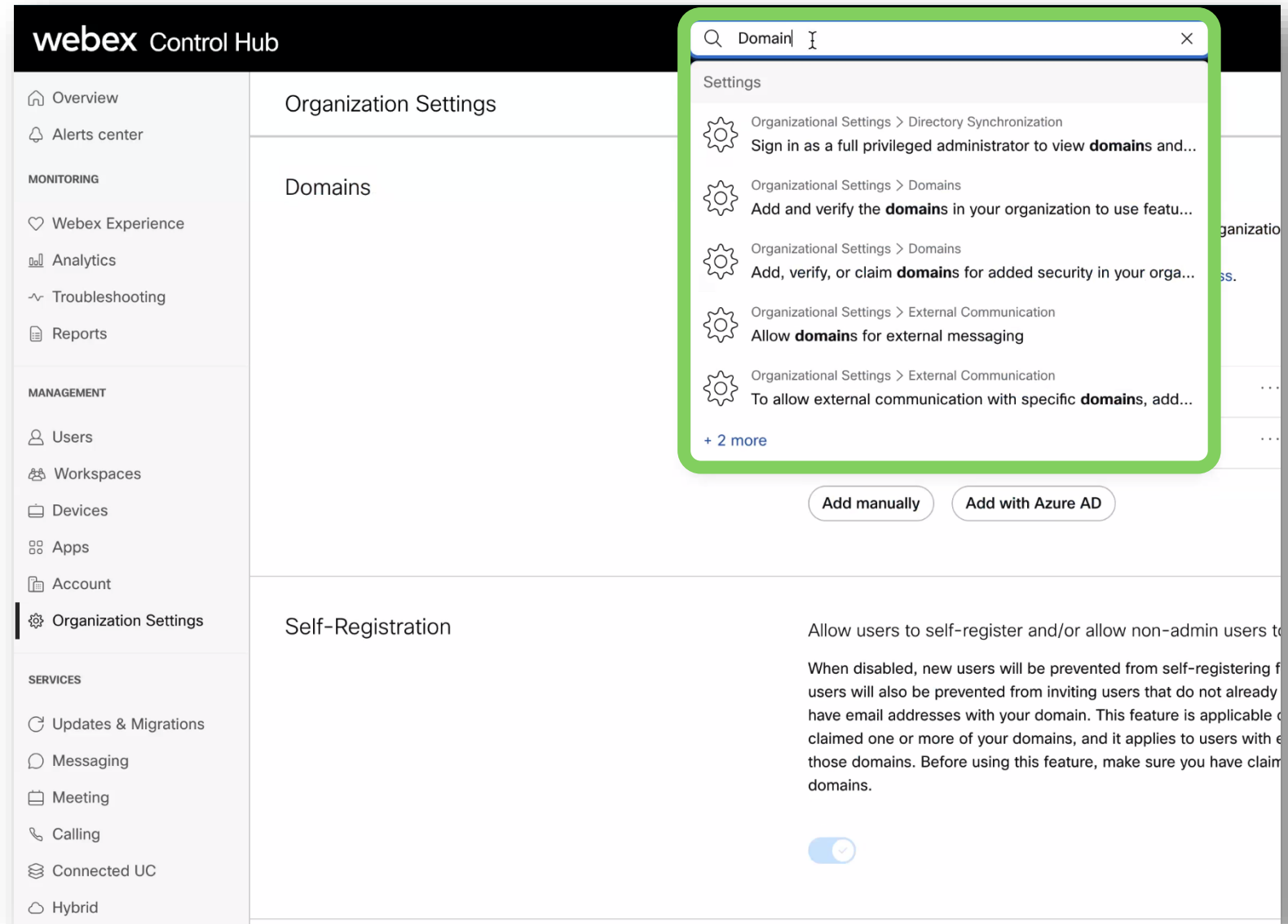
User Experience Improvements to the Assignment of Tracking Codes

Context

- Tracking codes allows the identification of users within a Webex site

User Experience Improvements to the Assignment of Tracking codes

Manually Add users Wizard offers **"Assign tracking code"** steps

Tracking codes are now shown in the user details page.

These enhancements make it easier for admins to add users and manage their tracking codes.

Admin can Remove Invalid Attribute Values

Remove all avatars for users
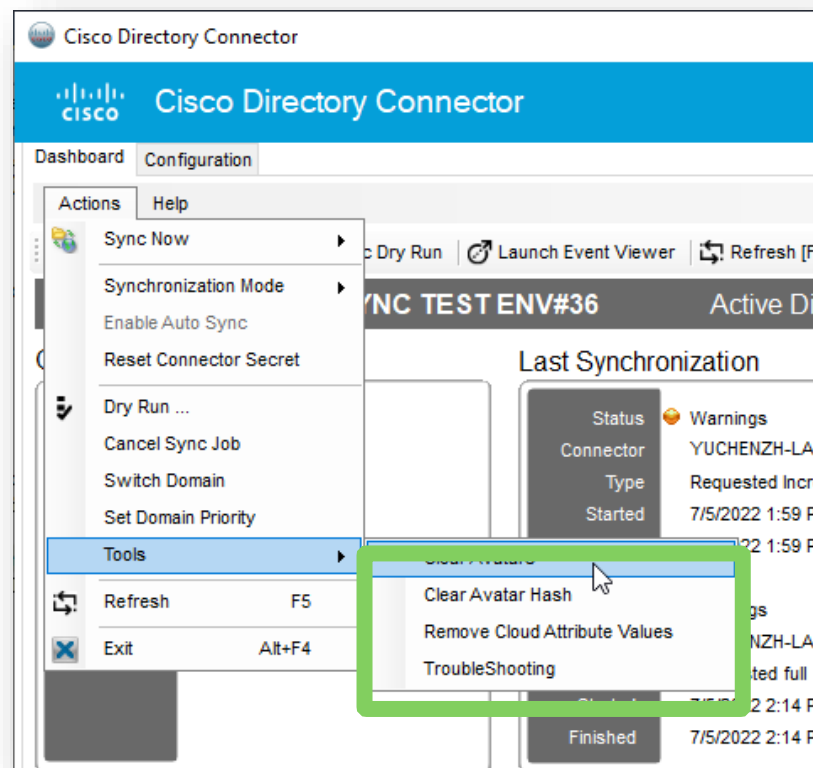
Choose and remove mapped attributes that are no longer needed for users
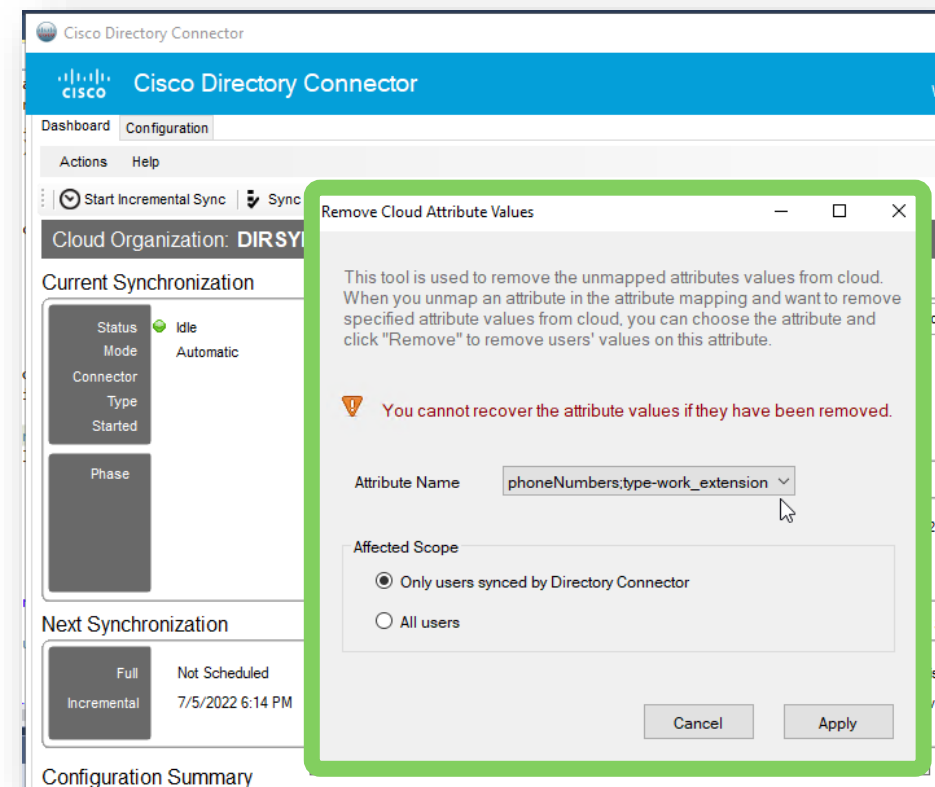
Multiple email address for user authentication

- Users can login with validated alternate email address

- Allows admin to add additional email addresses to user accounts such as User Principal Name, etc. for **authentication**

- An admin can provision users with an alternate email address within the SAML JIT Creation or Update.

Pre-requisite:

That email should be from a verified/claimed domain in the organization

To be announced

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SAML JIT Provisioning for Users

- Create and activate users after SAML SSO authentication.
- Separate setting to allow updating user attributes after SAML SSO authentication.
  - Users are updated after each authentication.
- Supports 22 profile attributes for each user.
- Domain must be claimed to use this feature.
- SAML JIT does not support deprovisioning or token revocation.

Control Hub
Troubleshooting Features

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SSO: Recovery URL

- Admins can now bypass SSO to update the SSO config if SSO logins are failing.

- Admin enters email and receives a OTP. After entering the OTP, they can make changes to SSO config only:
  - Disable SSO
  - Update and download Webex metadata
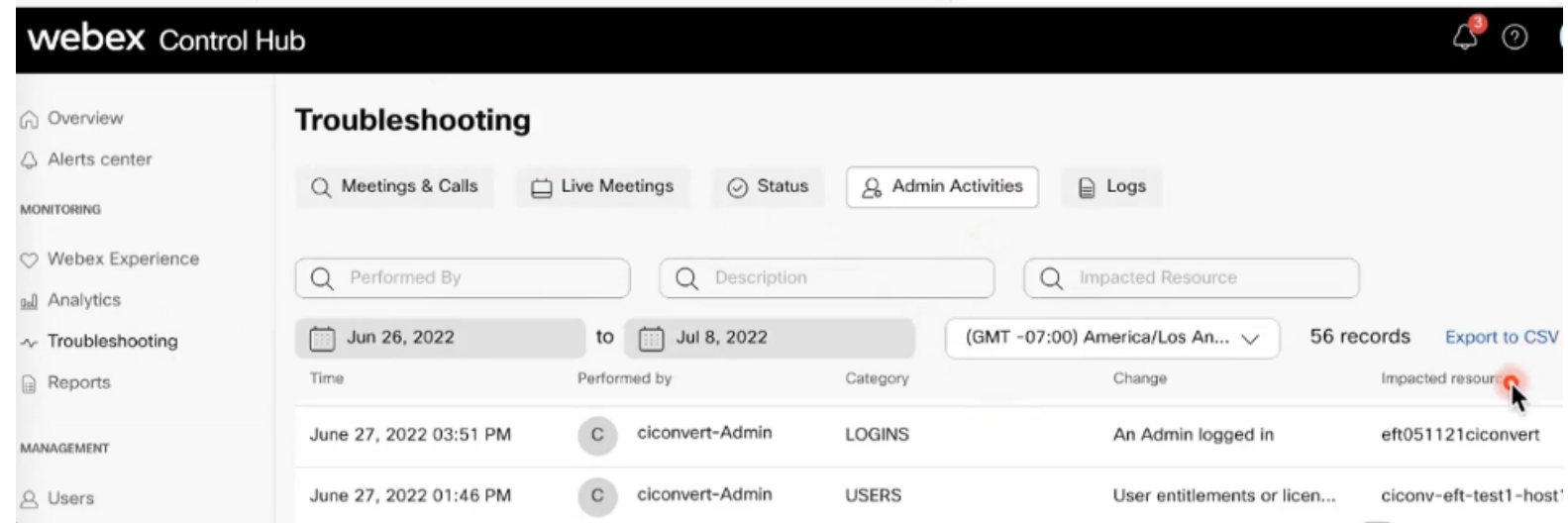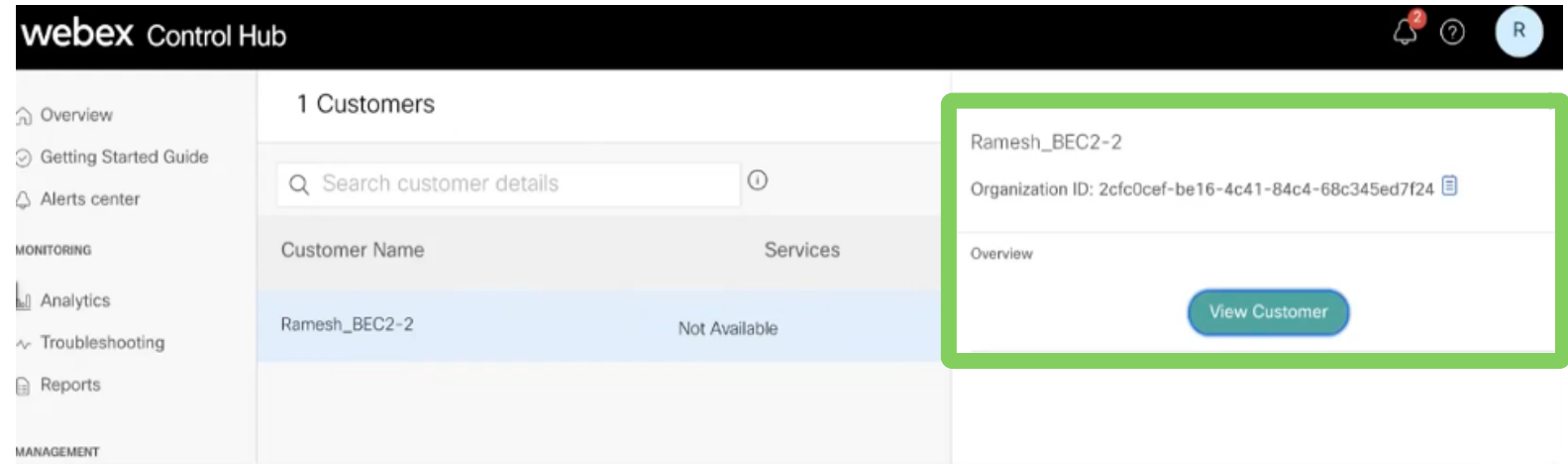 - Update IdP metadata
  - Test SSO

- Commercial URL:
  - https://admin.webex.com/manage-sso

- FedRAMP URL:
  - https://admin-usgov.webex.com/manage-sso
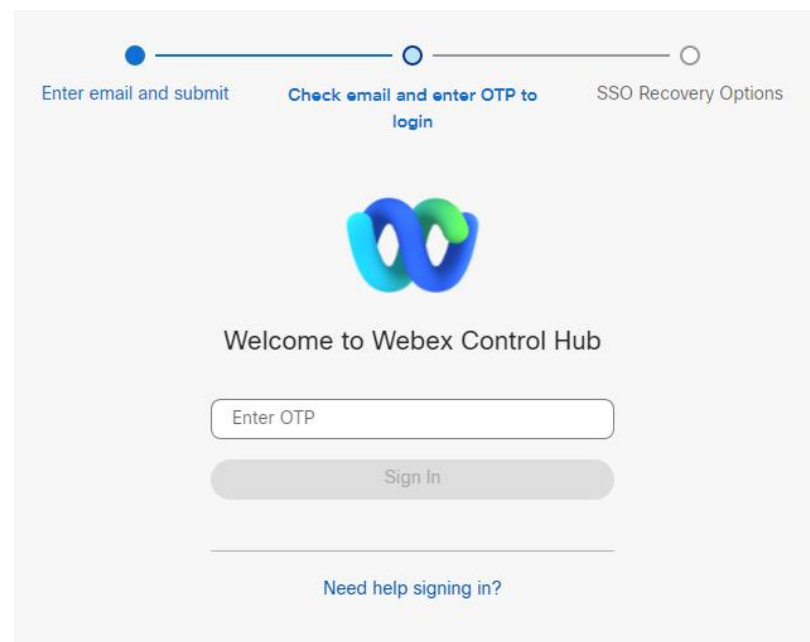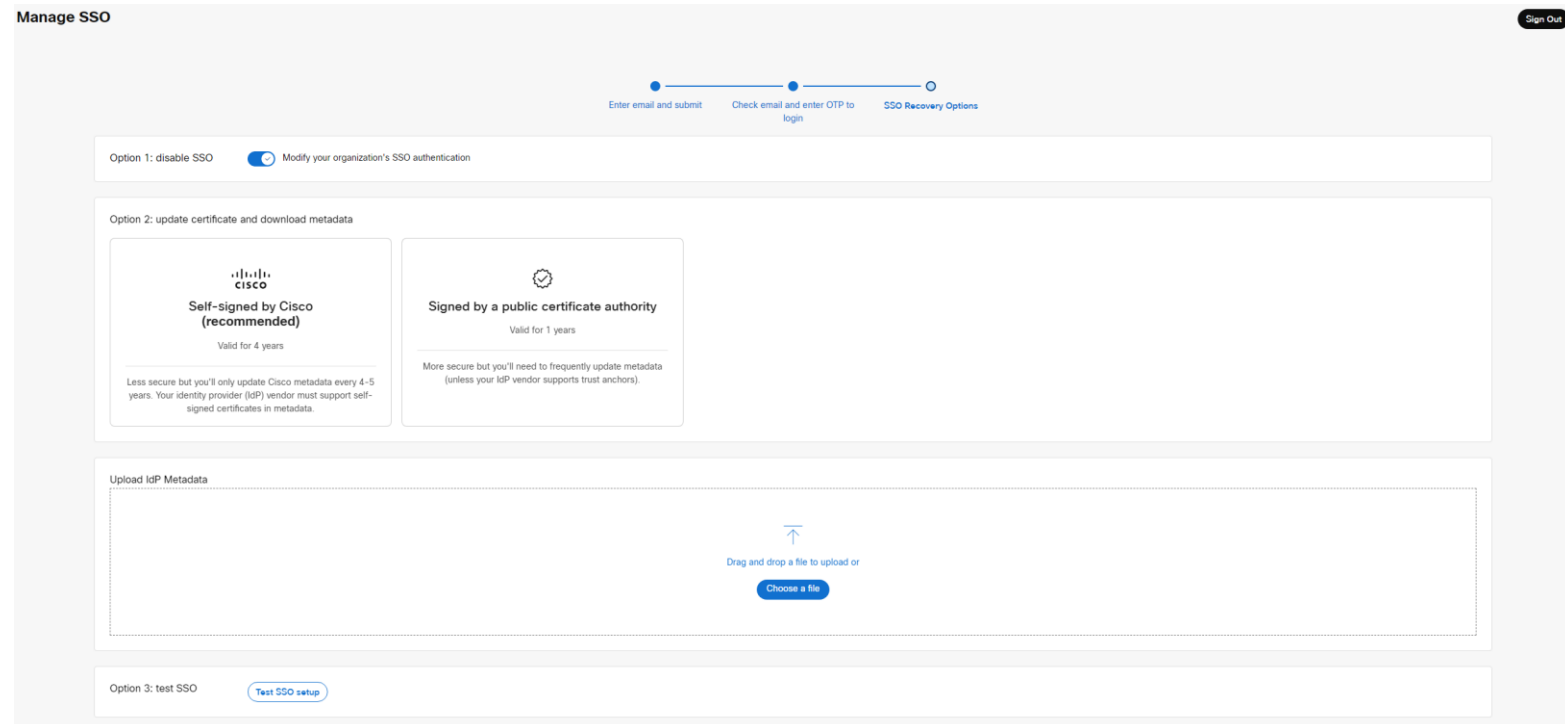
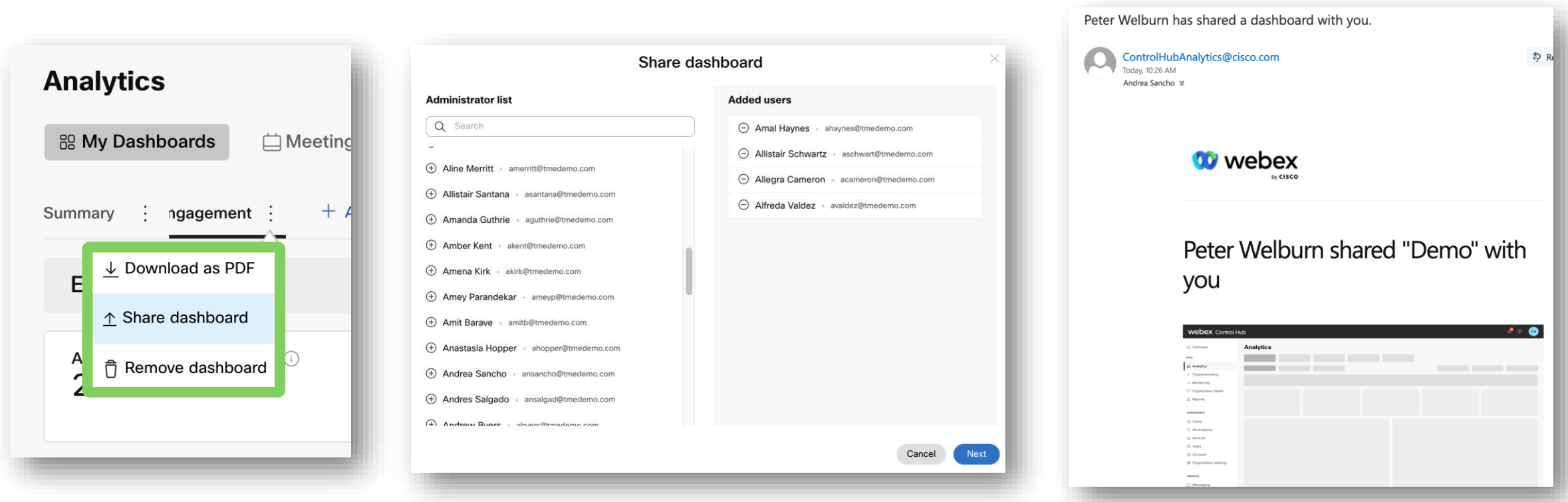# Read-only admin role can now View the Admin Activity Log

Including:

- External read admins

- Helpdesk admins

Share Custom Analytics Dashboards

Full Administrators can create snapshots of a custom dashboard's current layout and share it with other administrators.
Admins can share the dashboard via email, the custom dashboard will appear in the view of the selected user

Share Custom Analytics Dashboards

People's view of your Custom Dashboard

If you updated a shared dashboard and you want other administrators to have the updated dashboard, you must share the dashboard again

User Feedback in Troubleshooting

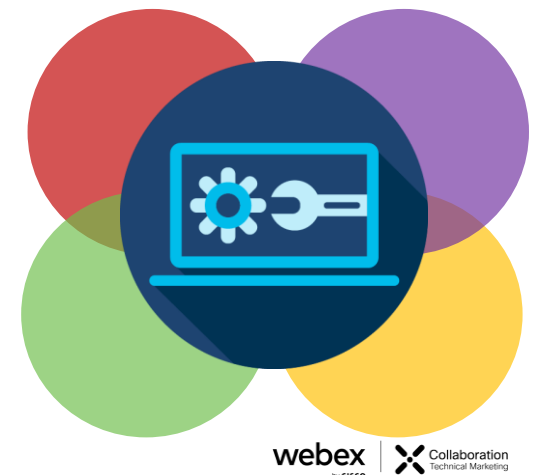Administrators can now provide feedback on how Webex can improve Troubleshooting Stats

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Support Resources

Please bookmark these sites and share them with others.

- Webex Help Page: https://help.webex.com

- Webex Meetings Suite Announcements: https://help.webex.com/en-us/article/np1t7y6/Announcements-for-the-Cisco-Webex-Meetings-Suite

- WBS 42 Release Notes: https://help.webex.com/n0mq1ae

  - Contains links to what's new, bug fixes, known issues, and SO MUCH more!

- Real-Time Status Page: https://status.webex.com

- Support Utilities: https://webexsupport.com

- Service calendar: https://status.webex.com/maintenance

Thank You.