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Cisco Webex from BT

Slow Channel Guide for IT Managers

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Webex client updates


New versions of Productivity Tools and Desktop Applications are available for Slow Channel. This document provides instructions to IT Managers for users with Administration access to their devices and how to package software.

Existing Webex users will be prompted for upgrade when the Webex site is upgraded. Administration access is no longer required.

1. Upgrade process for users with administration access and existing Webex Meetings users

Users with administration access and existing Webex users will be prompted to upgrade when using

Webex. Users can go to their Webex site to download the software by following the below steps:

- Go to your Webex site
- Click on 
- Select 'Download'

For Training, Events and Support, click on  and choose appropriate meeting type.

2. Upgrade process for packaging software for new users

2.1 Download files before the site is updated

The software clients are available in the following links. The link contains the latest Slow Channel software for packaging and distribution.

| Required version | Link to files |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| T42.6.9.14 | https://www.btconferencing.com/downloads-library/services/webex-versions/ |

The website provides the client software for all Webex Meetings services for both Windows and Mac users.

2.1.1 Client access post upgrade

Once the site is upgraded, follow the below instructions to identify the current version and find the latest software clients on the Webex site:

- Go to your Webex site
- Click on 
- Select 'Download'

2.2 Select, package and deploy

For each client, you will need to package:

- Select the file to be installed; then double click on the file to start the install.
- Note, the Install Directory location is found in the "Desktop App Installation Matrix Guide" link below

- Once all clients have been downloaded, package and test as required.

Note: The updated clients are typically distributed to users before the site upgrade. If the site is upgraded before the clients, new Webex users will join meetings using a Webex temporary file. Where temporary files are not allowed, users will not be able to join meetings.

The following websites will support you with the upgrade:

- The [Desktop App and Productivity Installation Matrix Guide](#) and [IT Managers Guide](#) will provide instructions on how to configure the software for packaging including uninstallation of the old software.
- The Webex System requirements and Cross-Platform Information:
 - [Webex System Requirements](#)
 - [Cross-Platform Feature Support for Services and Platforms](#)
 - [Cross-Platform Known Issues and Limitations](#)
- Get to know the latest features by reviewing "[What's New](#)".
- Bookmark and refer to this [website](#) for service updates.
- Refer to [Cisco Webex Slow Channel Policy](#) for updates to lockdown releases.



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